Completing the Picture
Enhanced Service Performance Reporting

Rider Experience & Operations Committee

11/7/2019
ACTION REQUIRED TODAY | None

PRESENTATION FOR: Information | Feedback | Discussion
Objectives for 2019

What we are working toward

- Become a data-driven organization making data informed, proactive decisions
- Interactive sessions with REO to highlight performance
- Updated data visualization with clear, easy to understand measurements
- Performance dashboard on soundtransit.org
Enhanced Service Performance Reporting

Ridership & Efficiency

Rider Experience

Operations
Ridership
Year to date 2019 Boardings

System Total
36.3M -0.3% Year over year

ST Express
13.2M -4.1% Year over year

Link
18.9M 2.4% Year over year

Sounder
3.5M -0.5% Year over year

Tacoma Link
0.07M 3.4% Year over year
Average Weekday Boardings Trends 2018-2019

ST Express

Sounder

Link

Tacoma Link
Operations
On-time Performance Trends 2018-2019

- **ST Express**
  - 2018: Line graph showing on-time performance from Jan to Dec with target levels.
  - 2019: Line graph showing on-time performance from Jan to Dec with target levels.

- **Sounder**
  - 2018: Line graph showing on-time performance from Jan to Dec with target levels.
  - 2019: Line graph showing on-time performance from Jan to Dec with target levels.

- **Link**
  - 2018: Line graph showing on-time performance from Jan to Dec with target levels.
  - 2019: Line graph showing on-time performance from Jan to Dec with target levels.

- **Tacoma Link**
  - 2018: Line graph showing on-time performance from Jan to Dec with target levels.
  - 2019: Line graph showing on-time performance from Jan to Dec with target levels.

- **Sep 19**
  - Target levels are indicated for each month.
Rider Experience
Metrics Development Approach

• In-depth presentations to build a shared understanding of metrics
• Review new data and visualization concepts with REO
• Iterate month to month based on interactive conversations
• Develop new metrics and targets

Presentation Schedule

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Clean</td>
<td>Nov 2019</td>
</tr>
<tr>
<td>Informed</td>
<td>Dec 2019</td>
</tr>
<tr>
<td>Metrics Review</td>
<td>Jan 2020</td>
</tr>
</tbody>
</table>
I am confident that Sound Transit will get me where I need to go as scheduled; delays won’t keep me from any of my commitments.

I am comfortable because all vehicles and facilities on my trip are clean, well-lit and in good working order.
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2019 Customer Complaints Related to Vehicle Cleanliness

- **Tacoma Link**: 0%
- **Link**: 4%
- **ST Express**: 2%
- **Sounder**: 4%

**Cleanliness Complaints** vs **2019 YTD Total Complaints**
I am comfortable because all vehicles and facilities on my trip are clean, well-lit and in good working order.

2019 Link Customer Comments Related to Station Cleanliness by Station

- UW: 4
- Capitol Hill: 2
- Westlake: 0
- University St: 2
- Pioneer Square: 0
- IDS: 1
- Stadium: 0
- SODO: 1
- Beacon Hill: 3
- Mount Baker: 6
- Columbia City: 4
- Othello: 2
- Rainier Beach: 1
- TIBS: 4
- SeaTac: 1
- Angle Lake Station: 2
I am comfortable because all vehicles and facilities on my trip are clean, well-lit and in good working order.

### 2019 Link Facilities Cleanliness Inspections

#### Percent of Inspections Meeting Expectations

<table>
<thead>
<tr>
<th>Station</th>
<th>Poor</th>
<th>Marginal</th>
<th>Adequate</th>
<th>Good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>University of Washington</td>
<td>18%</td>
<td>27%</td>
<td>55%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Capitol Hill Station</td>
<td></td>
<td></td>
<td></td>
<td>67%</td>
<td>33%</td>
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<tr>
<td>SeaTac/Airport Station</td>
<td></td>
<td></td>
<td></td>
<td>67%</td>
<td></td>
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<tr>
<td>Angle Lake Station</td>
<td></td>
<td></td>
<td></td>
<td>30%</td>
<td>70%</td>
</tr>
<tr>
<td>Beacon Hill Station</td>
<td></td>
<td>50%</td>
<td>50%</td>
<td></td>
<td></td>
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<tr>
<td>Tukwila Int'l Blvd Station</td>
<td>20%</td>
<td></td>
<td>70%</td>
<td></td>
<td>10%</td>
</tr>
<tr>
<td>Othello Station</td>
<td>22%</td>
<td></td>
<td>78%</td>
<td></td>
<td></td>
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<tr>
<td>Columbia City Station</td>
<td>11%</td>
<td></td>
<td>89%</td>
<td></td>
<td></td>
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<tr>
<td>Mount Baker Station</td>
<td></td>
<td></td>
<td></td>
<td>55%</td>
<td>27%</td>
</tr>
<tr>
<td>SODO Station/E3 Bus Way</td>
<td>10%</td>
<td></td>
<td>80%</td>
<td></td>
<td>10%</td>
</tr>
<tr>
<td>Rainier Beach Station</td>
<td>22%</td>
<td></td>
<td>67%</td>
<td></td>
<td>11%</td>
</tr>
<tr>
<td>Stadium Station</td>
<td>10%</td>
<td>20%</td>
<td></td>
<td>70%</td>
<td></td>
</tr>
</tbody>
</table>

- I am comfortable because all vehicles and facilities on my trip are clean, well-lit and in good working order.
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2019 YTD KCM Station Custodian Hours by Station
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<table>
<thead>
<tr>
<th>Metric and Scheduled Availability</th>
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</thead>
<tbody>
<tr>
<td>Percent of Inspections Meeting Standard</td>
</tr>
<tr>
<td>Customer Complaints Related to Cleanliness</td>
</tr>
<tr>
<td>Customer Complaints Related to Cleanliness by Station</td>
</tr>
<tr>
<td>Percent of Vehicles Deployed with Routine Cleaning Completed</td>
</tr>
<tr>
<td>Average Work Order Response Time</td>
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<tr>
<td></td>
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<tr>
<td>Now</td>
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<tr>
<td>Now</td>
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<tr>
<td>Now</td>
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<tr>
<td>Q2 2020</td>
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<tr>
<td>Q2 2020</td>
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</tbody>
</table>
Thank you.