

Completing the picture

Enhanced Service Performance Reporting

Rider Experience & Operations Committee

2/7/2019

Rider Experience & Operations Committee

Where we're going –

Proactive, strategic and engaging

- **Open & engaged** dialogue
- Strategic **Discussions**

Measuring results - where we were



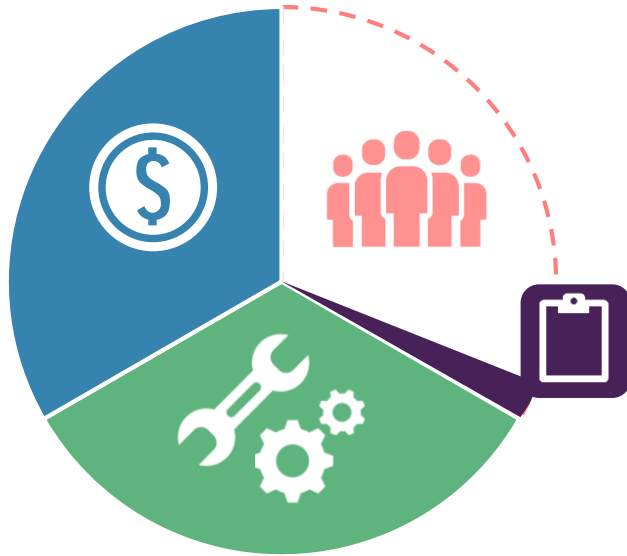
Efficiency

- Farebox recovery
- Passengers per trip

Service Delivery

- On-time performance
- Preventable accidents
- Scheduled trips operated
- Customer complaints

Rider Experience measured once a year



Annual survey of Rider Experience

- Conducted only once a year
- Methodology does not capture a variety of rider experiences
- Provides only a partial picture

Where we want to go: *Enhanced Service Performance Reporting*



Are we delivering the service riders expect?

The complete picture

Dependable

Safe

Available

Clean

Informed

ST Values - Customer Focus

We always start with our customers' needs and work back from there. They are the focus of everything we do.

Proposed Rider Experience Vision

We will deliver a transit experience that is dependable, safe, clean and available with informed riders; while striving to create an experience that is simple, seamless and intuitive for our riders.



Complete picture metrics

Dependable

Customers should expect service to pick them up and drop them off within a consistent window that allows riders to have a reasonable ability to plan their lives free from a pervasive sense of uncertainty.

Distance between mechanical failures	AVAILABLE
On-time performance by route	AVAILABLE
Length of delays	FUTURE
Excess wait time	FUTURE
Customer journey time performance	DISCUSSION
On Time Performance peak vs. off peak	DISCUSSION
Customer complaints related to reliability	DISCUSSION
Percentage of scheduled trips operated	DISCUSSION
Mean distance between delays	DISCUSSION
Percentage of scheduled maintenance completed on-time	DISCUSSION

Safe

Customers should be confident with the current operational condition of the ST fleet. Customers should also expect an experience void of harassment or threat of violence.

Security incident trend	AVAILABLE
Preventable accidents per 100K miles	AVAILABLE
Security incidents by stations	AVAILABLE
Customer injuries by mode	DISCUSSION
Customer injuries by station	DISCUSSION
Mean distance between delays	DISCUSSION
Security incidents by severity	DISCUSSION

Available

Customers should expect to have access to their preferred ST mode to ensure they can continue to move forward toward the conclusion of their journey.

Elevator uptime by station	AVAILABLE
Escalator uptime by station	AVAILABLE
Trip capacity utilization	AVAILABLE
Bike & car parking utilization by location	AVAILABLE
Cause of elevator & escalator outages	FUTURE
Conveyance outage peak vs. off-peak	FUTURE
Service span, coverage, and frequency	DISCUSSION

Clean

Customers should expect service that is free of trash, graffiti or vandalism with all fixtures in good working order.

Customer complaints related to cleanliness by mode	AVAILABLE
Customer complaints related to cleanliness by station	AVAILABLE
Percent of stations with routine cleaning completed	FUTURE
Percent of vehicles deployed with routine cleaning completed	AVAILABLE
Average work order response time	FUTURE
Percent of quality inspections meeting standard	DISCUSSION

Informed

Customers should expect rapid notification of service disruptions, awareness of upcoming changes to service, and easy access to schedules and information about their ride.

Customer service response time	AVAILABLE
Customer awareness of service changes	AVAILABLE
Incident to customer communication time	FUTURE
Customer complaints related to communication/signage	DISCUSSION

Draft Performance Dashboard

December 2018



***Ridership &
Efficiency***



Available



Dependable



Informed



Safe



Clean

On-Time Performance



ST Express

86.2%

Target 85%



Link

88.8%

Target 90%



Sounder

93.5%

Target 95%



Tacoma Link

99.9%

Target 98.5%

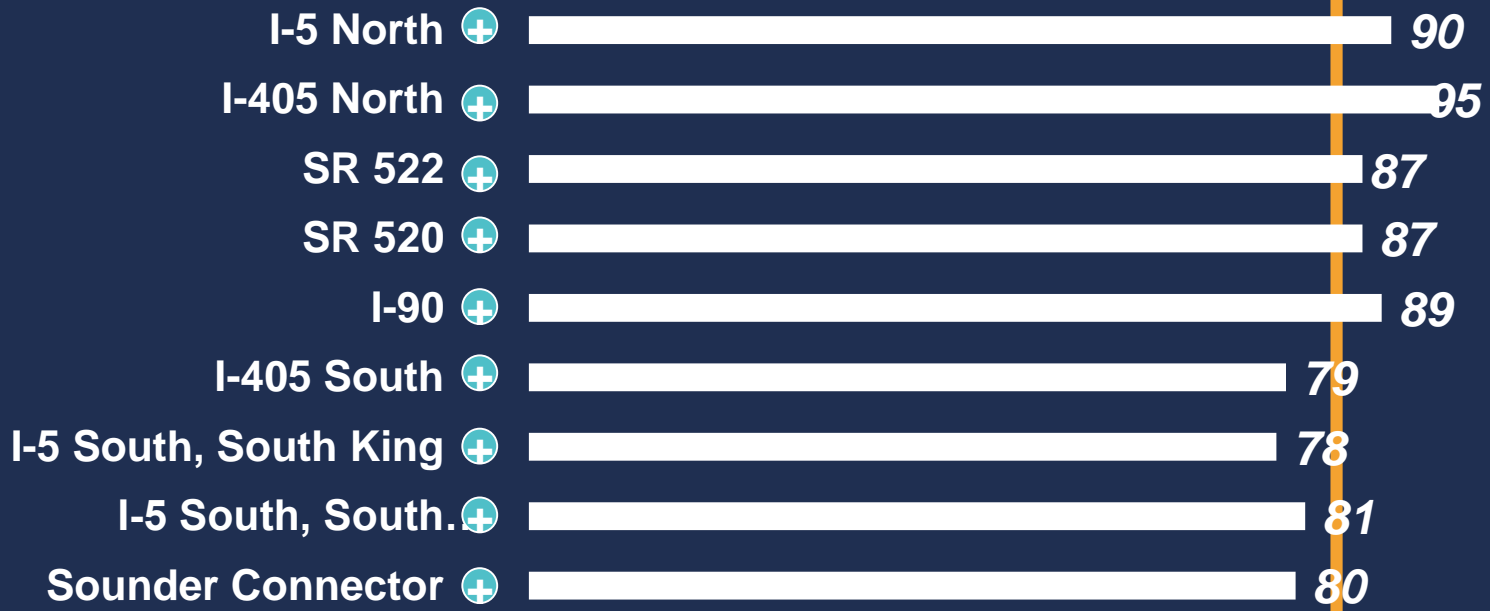
On-Time Performance

By ST Express Corridor - Weekday

Target 85%



ST Express



On-Time Performance

Link Light Rail

Target 90%



Link

UW - Angle Lake +



88.8

On-Time Performance

By Souder Line



Souder



On-Time Performance

Tacoma Link



Tacoma Link

Tacoma Dome - Theater District +



Conveyance Uptime



Link Elevators

94.8%

Target 98%



Link Escalators

88.0%

Target 95%

Conveyance Uptime

Link Elevators by Station *(excluding DSTT Stations)*



Elevators

Target 98%



Conveyance Uptime

Link Escalators by Station

(excluding DSTT Stations)

Target 95%



Escalators



Enhanced Service Performance Reporting

Better visibility & insight

- Identify baseline system performance
- Establish new rider experience metrics
- Ensure an appropriate mix of metrics
- Set actionable improvement goals

Next Steps

- **ST will become a data-driven organization making data-driven, responsive decisions**
- Interactive sessions with REO to highlight low performance and areas of excellence
- Updated presentation with clear, easy to understand visualization of metrics
- Performance dashboard on soundtransit.org

Thank you.

Thank you.



 [soundtransit.org](https://www.soundtransit.org)

