

# *Completing the Picture*

*Enhanced Service Performance Reporting*

Rider Experience & Operations Committee

4/4/2019



***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](https://soundtransit.org)

# *Enhanced Service Performance Reporting*

*Ridership & Efficiency*



*Rider Experience*

*Operations*



# *Ridership & Efficiency*

# Ridership

Total February 2019 Boardings



*ST Express*

1.3M

▼ -5.4%

Year over year



*Link*

1.73M

▲ 2.9%

Year over year



*Sounder*

0.33M

▼ -5.8%

Year over year



*Tacoma Link*

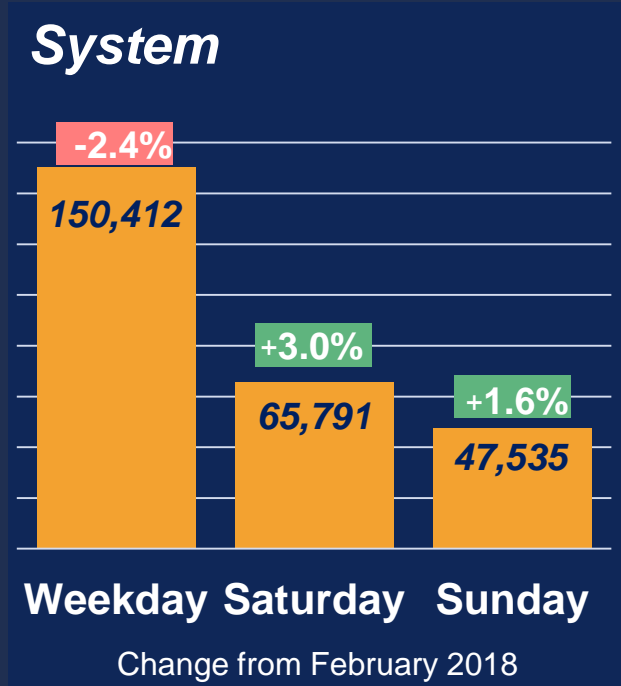
0.07M

▼ -6.2%

Year over year

# Ridership

Average Daily



**ST Express**   **Link**   **Souder**   **Tacoma Link**  
         

	ST Express	Link	Souder	Tacoma Link
Weekday	58.3K	72.2K	16.6K	3.1K
	-5.6%	2.1%	-8.1%	-9.1%
Saturday	19.2K	45.2K	-	1.3K
	-4.7%	8.4%	-	-33.1%
Sunday	13.8K	32.7K	-	0.9K
	-1.7%	2.1%	-	53.9%

# Passengers Per Trip

Overall Modal Summary February 2019



*ST Express*

35.6

Target:  
36.6



*Link*

221.2

Target:  
239.9



*Sounder*

470.5

Target:  
546.6



*Tacoma Link*

19.1

Target:  
20.4





# *Operations*

# Customer Complaints per 100K Boardings

Overall Modal Summary February 2019



*ST Express*

19.2

Target:  
<15



*Link*

2.1

Target:  
<15



*Sounder*

5.7

Target:  
<15



*Tacoma Link*

0

Target:  
<15

# Scheduled Preventive Maintenance

Overall Modal Summary February 2019



*ST Express*

98%

Target:  
90%



*Link*

97%

Target:  
90%



*Souder*

100%

Target:  
90%



*Tacoma Link*

100%

Target:  
90%

# On-time Performance

Overall Modal Summary February 2019



*ST Express*

86.5%

Target:  
85%



*Link*

88.8%

Target:  
90%



*Sounder*

88.5%

Target:  
95%



*Tacoma Link*

99.8%

Target:  
98.5%



# *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*

<b>Available</b>	<b>March</b>
<b>Security</b>	<b>April</b>
<b>Safety</b>	<b>May</b>
<b>Dependable</b>	<b>June</b>
<b>Clean</b>	<b>July</b>
<b>Informed</b>	<b>August</b>

# Rider Expectations



## *Available*

I can conveniently access Sound Transit stations and vehicles without encountering barriers.



## *Safe*

I can expect the operational condition of facilities and transit vehicles to be safe and dependable. I can also expect a transit experience free of harassment or threat of violence.



## *Dependable*



## *Clean*



## *Informed*

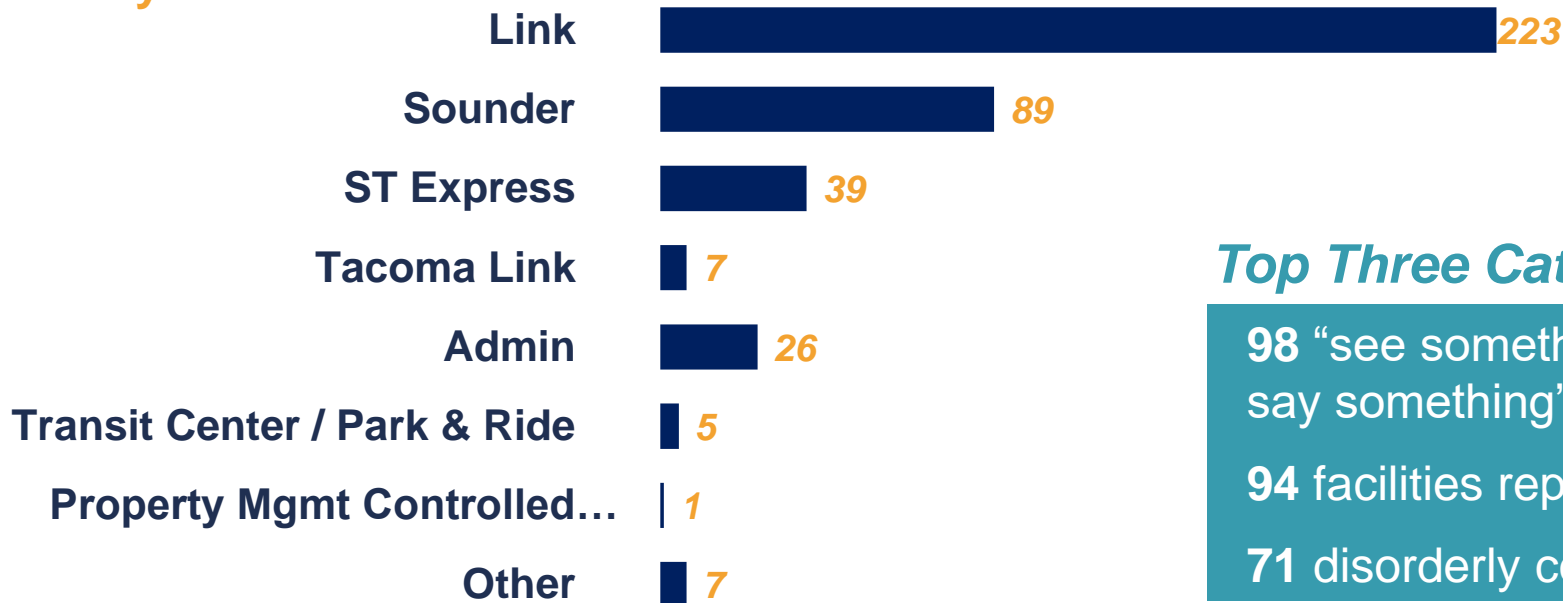


Safe

*I can expect a transit experience free of harassment or threat of violence.*

# Security Incidents by Mode

February 2019



## Top Three Categories

98 “see something, say something” reports

94 facilities reports

71 disorderly conduct



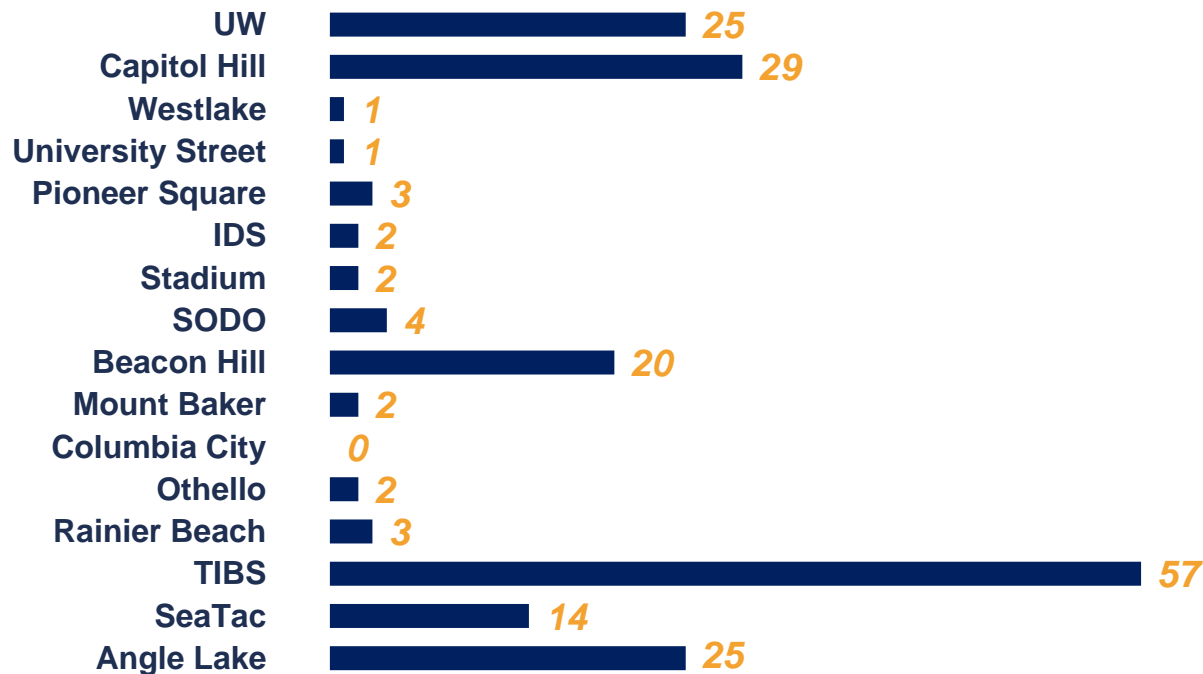


Safe

*I can expect a transit experience free of harassment or threat of violence.*

## Security Incidents by Station - Link

February 2019



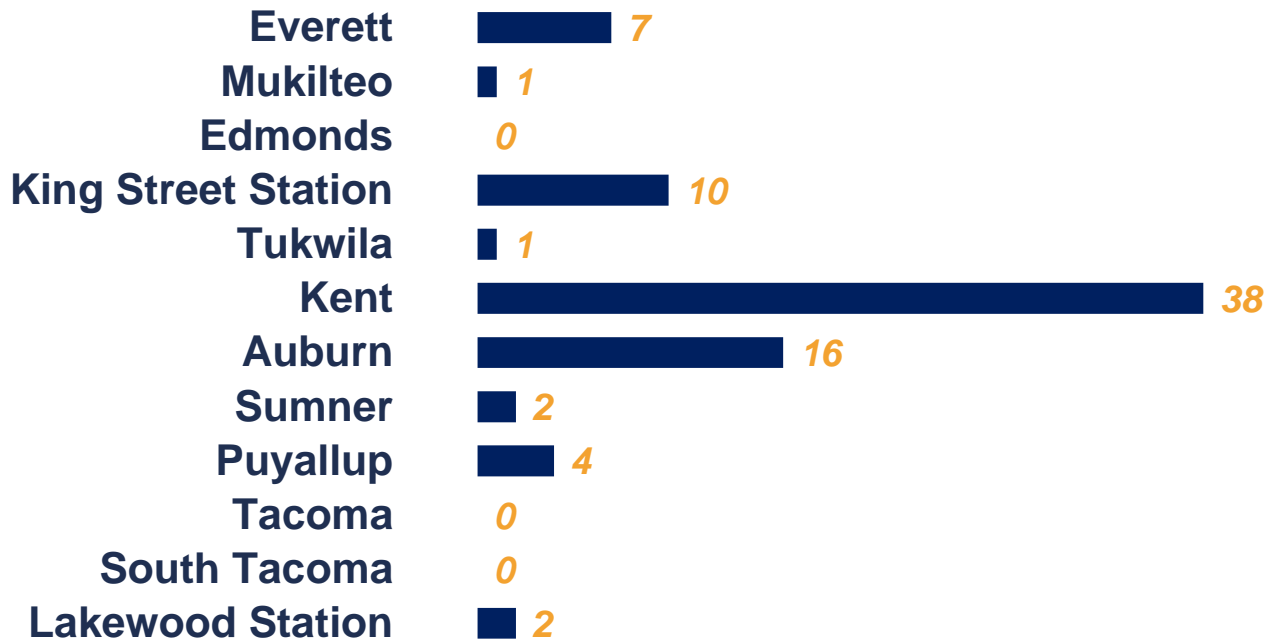


Safe

*I can expect a transit experience free of harassment or threat of violence.*

## Security Incidents by Station - Sounder

February 2019



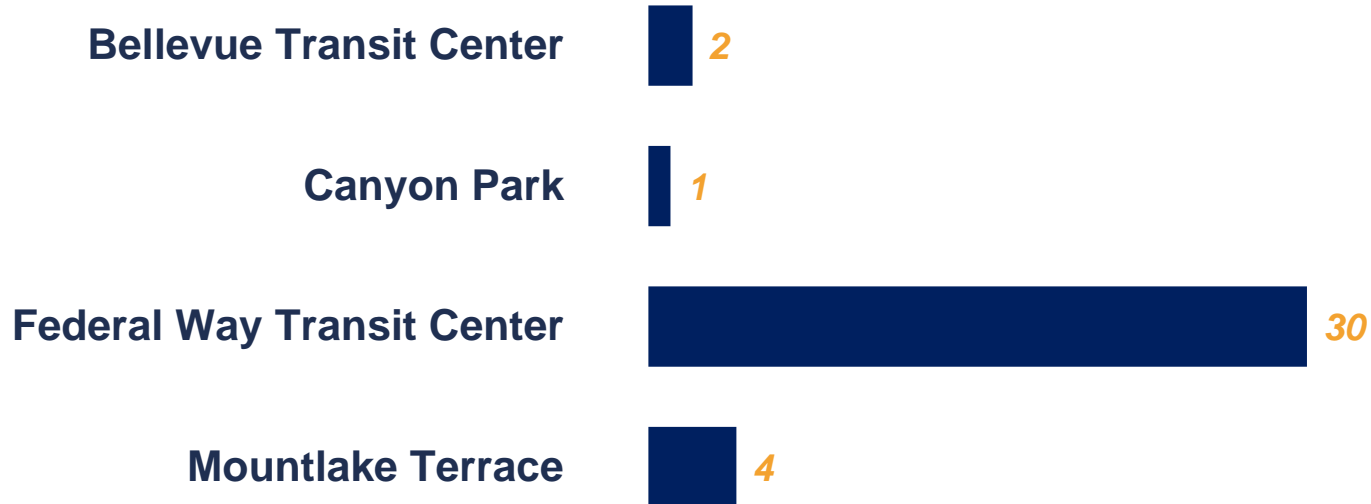


Safe

*I can expect a transit experience free of harassment or threat of violence.*

# Security Incidents by Station – ST Express

February 2019





**Safe**



**Dependable**



**Clean**



**Informed**



**Available**

I can expect the operational condition of facilities and transit vehicles to be safe and dependable. I can also expect a transit experience free of harassment or threat of violence.

<b><i>Metric and Scheduled Availability</i></b>	
Security incidents by mode	<b>Now</b>
Security incidents by station	<b>Now</b>
Security incidents by type	<b>Now</b>
Safety measures	<b>May</b>

*Thank you.*



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

