

# *Completing the Picture*

*Enhanced Service Performance Reporting*

Rider Experience & Operations Committee

10/3/2019



***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

## Year to date 2019 Boardings

*System Total* **32.4M**  **-0.4%** Year over year



*ST Express*

**11.8M**

 **-4.4%**

Year over year



*Link*

**16.9M**

 **2.8%**

Year over year



*Sounder*

**3.1M**

 **-1.8%**

Year over year



*Tacoma Link*

**0.6M**

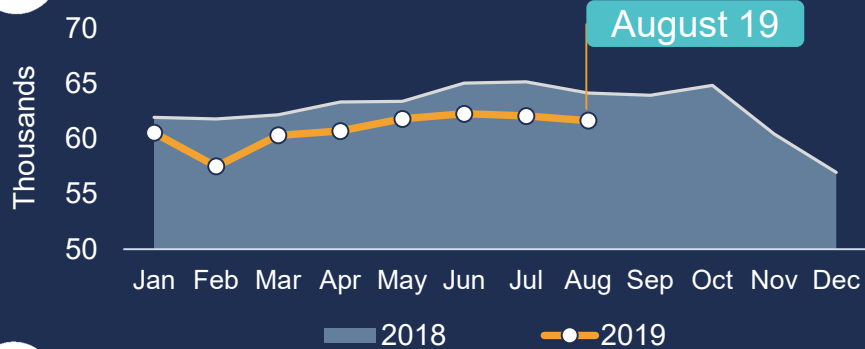
 **0.8%**

Year over year

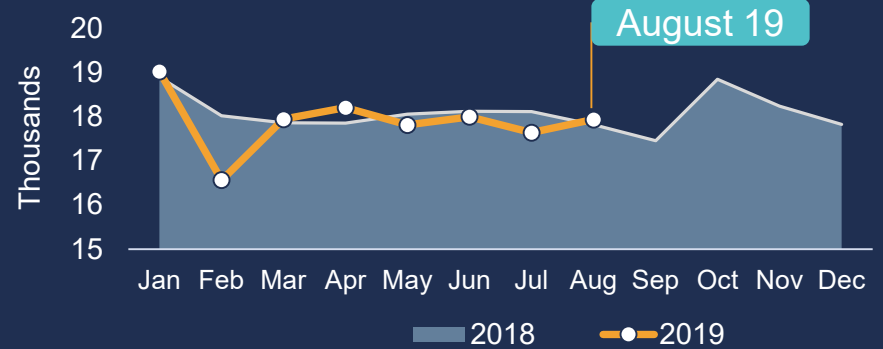
# Average Weekday Boardings Trends 2018-2019



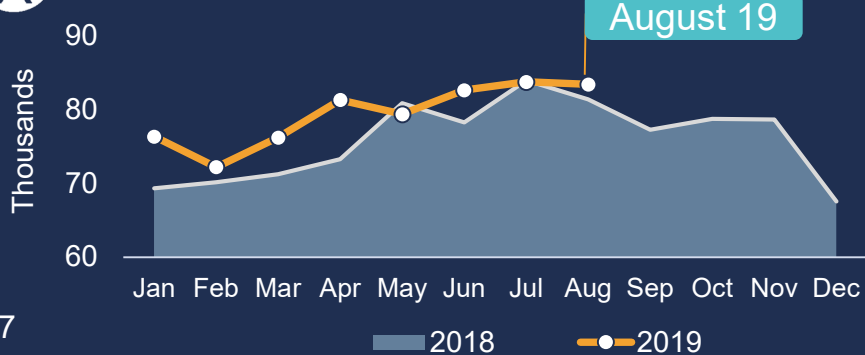
## ST Express



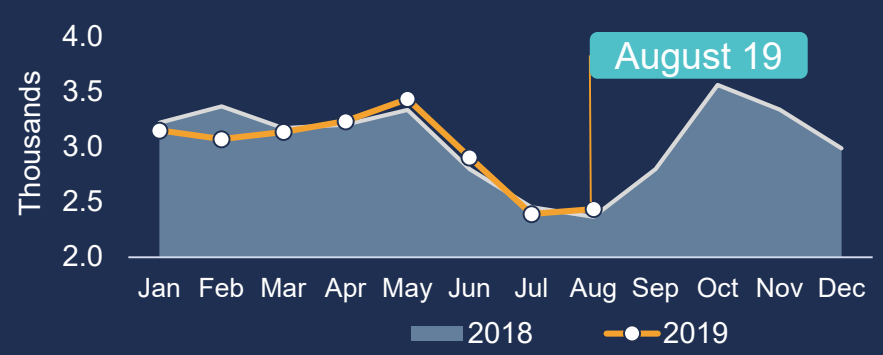
## Sounder



## Link



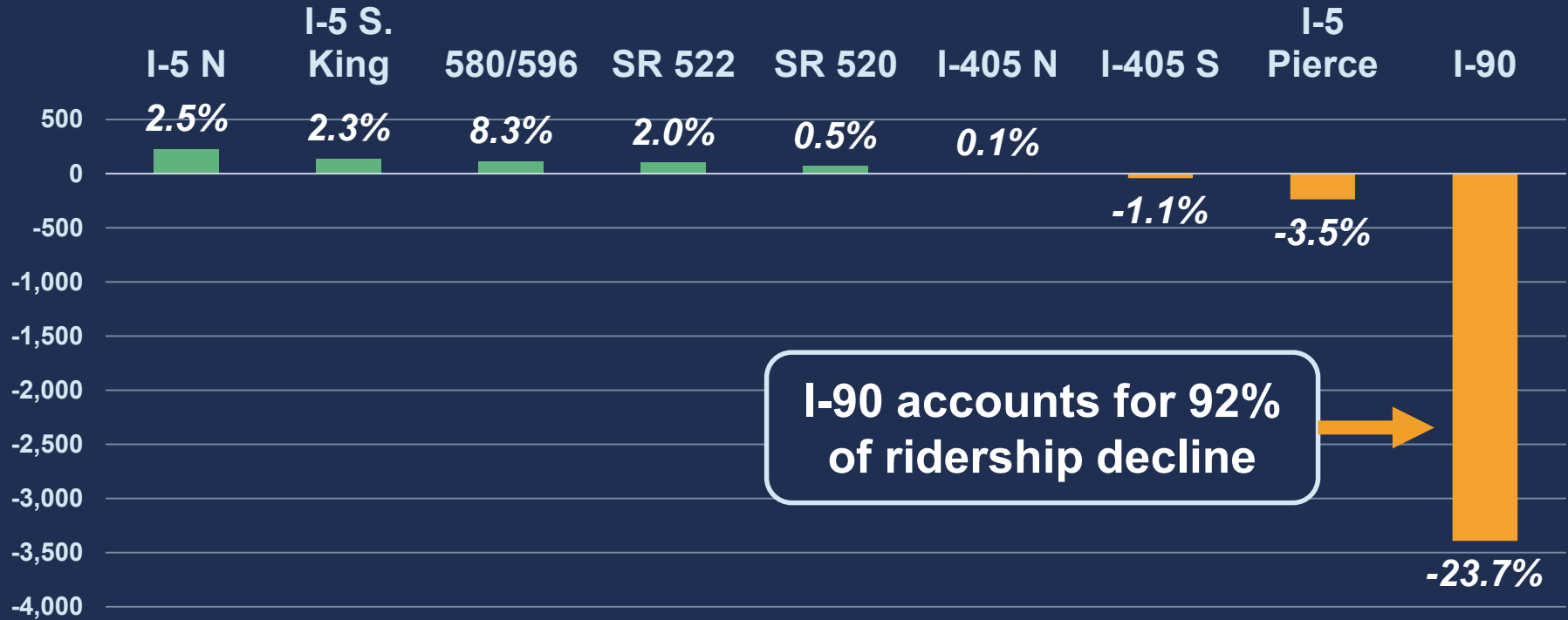
## Tacoma Link





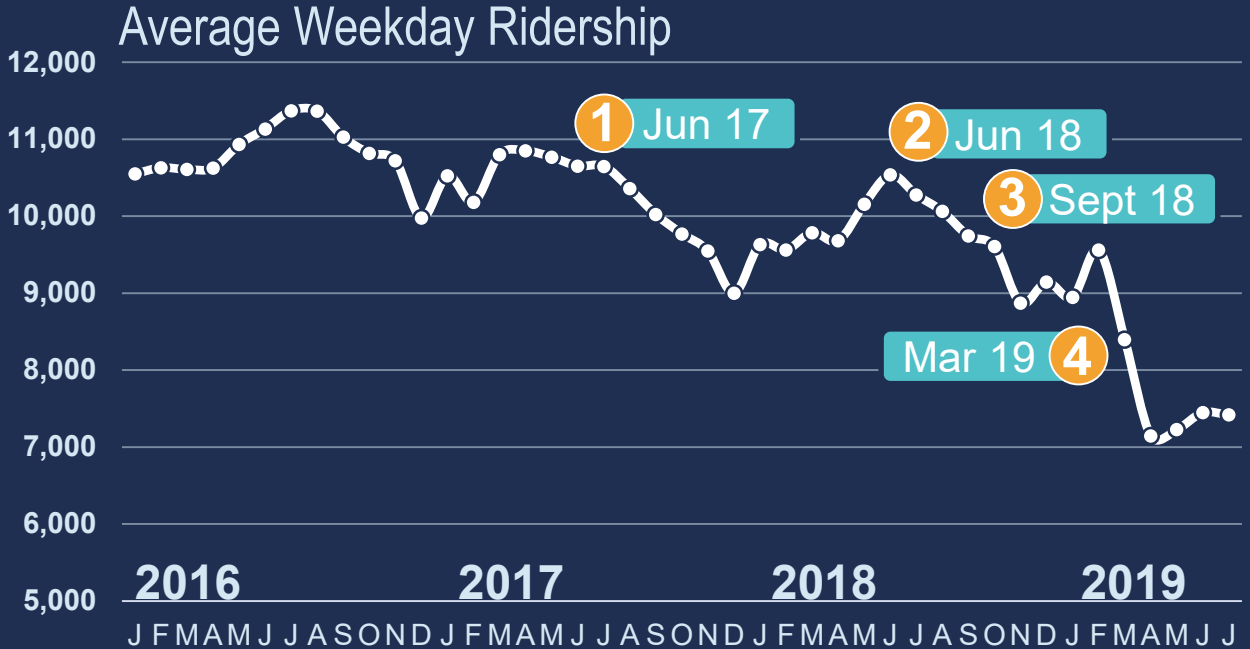
# Ridership Changes by Corridor

Change in Average Weekday Boardings Q2 2018 to Q2 2019





# Construction Impacts Drive Ridership Decline on Route 550



1. June 2017: **South Bellevue P&R Closes**  
▼ **900**
2. June 2018: **Convention Place Closes**  
▼ **300**
3. Sept 2018: **Rainier Freeway Station Closes**  
▼ **300**
4. March 2019: **Buses Move to Surface Streets**  
▼ **2,300**

# How did Route 550 ridership change?

**80%** Continue to  
Ride Transit

~7,200 trips continue to use route since March 2019

~800 trips now on Link and King County Metro service

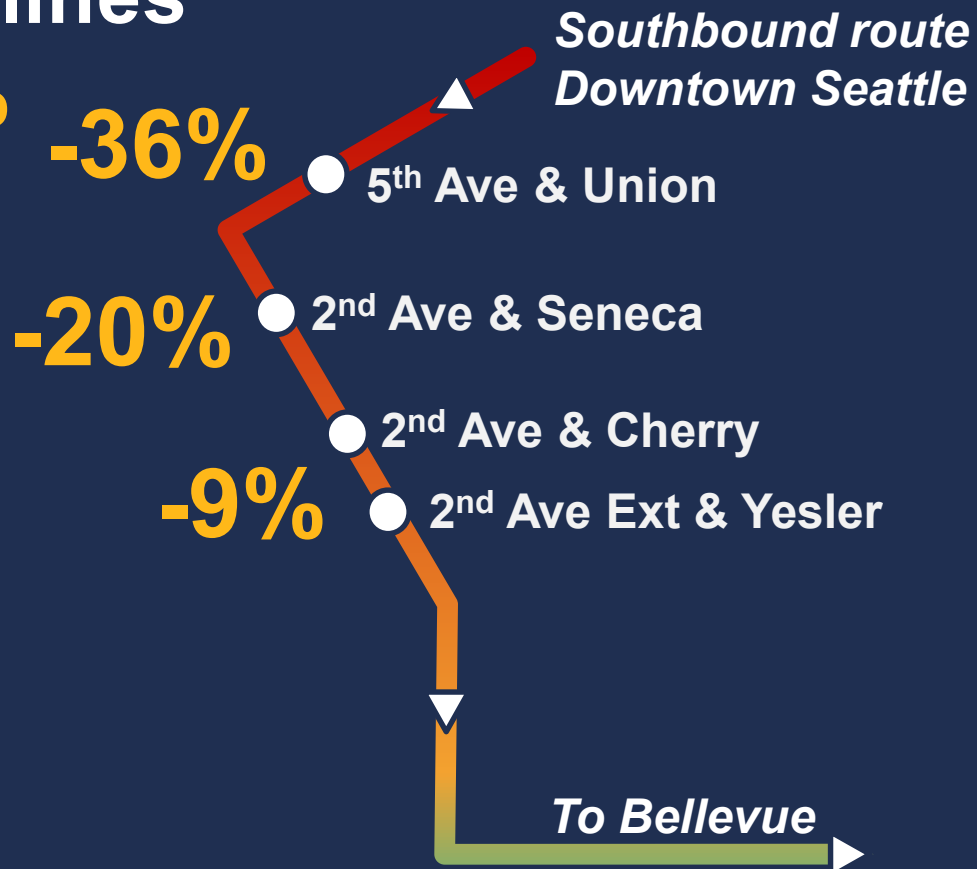
**20%**  
No Longer  
Use Transit

~2,100 trips no longer on transit due to additional travel time and different stop access

# More Time in Congestion Leads to Larger Ridership Declines

## Change in ridership by stop Q2 2018 vs. Q2 2019

- Travel time on surface streets less reliable and slower than previous route in DSTT
- Travel time and stop access key factors in customer's choice to use transit

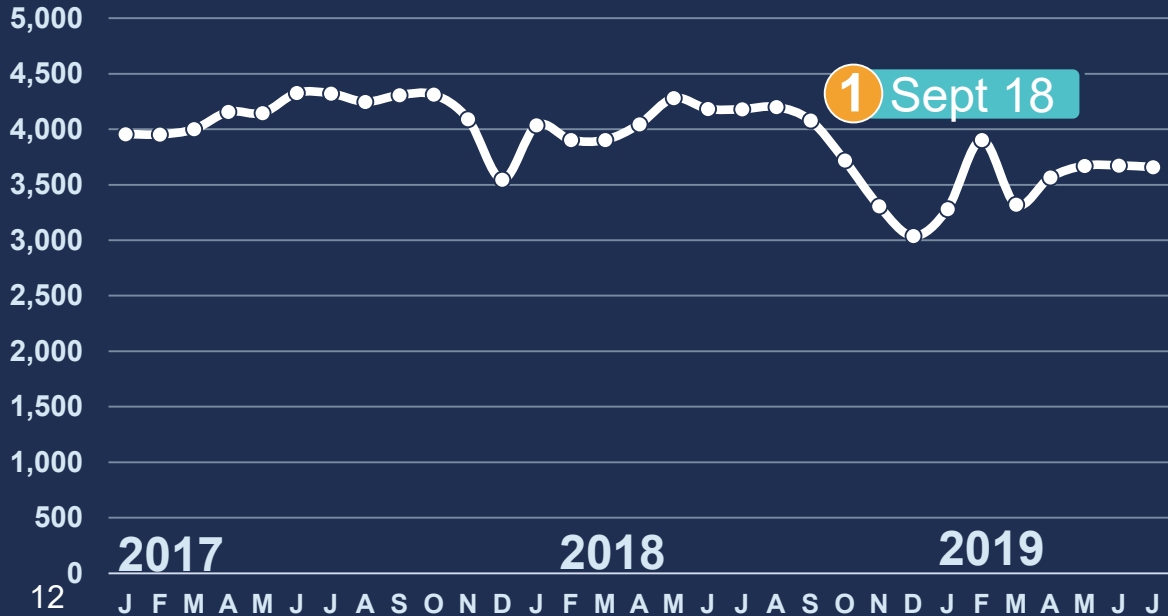


# Route 554



Lower ridership since Rainier Freeway Station closure & new routing on Dearborn/Rainier Ave

Average Weekday Ridership



1. September 2018: **Rainier Freeway Station Closes** & new routing on Dearborn/Rainier Ave

▼ **610**

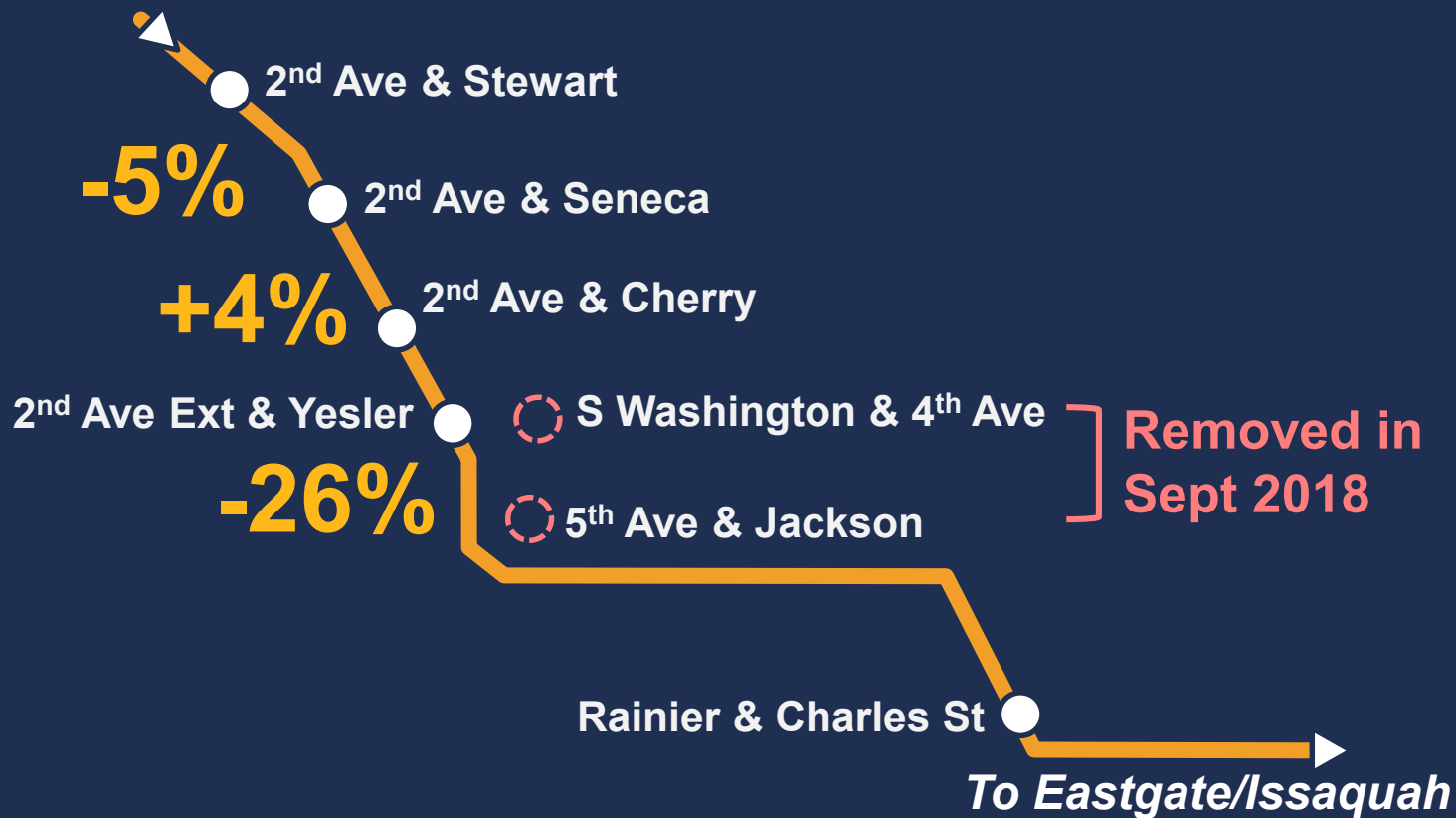
# How did Route 554 ridership change?



# Relocated Stops Changed Rider Access and Drove Ridership Decline

## Change in ridership by stop

Q2 2018 vs. Q2 2019





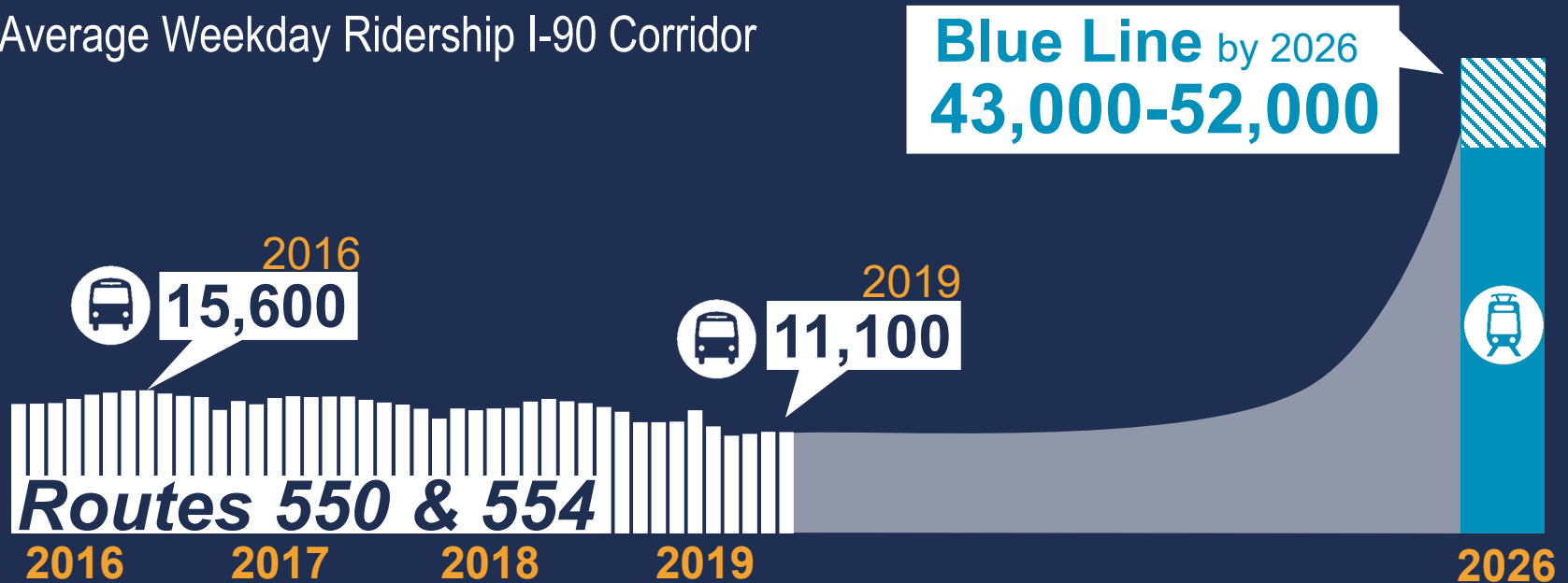
# Changes to Restore Rider Access Implemented in September 2019



# Today's ST Express Riders Build Future Blue Line Ridership

*Retaining existing riders key to realizing future ridership*

Average Weekday Ridership I-90 Corridor





# *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>Dependable pt 2</b>	<b>October</b>
<b>Informed</b>	<b>November</b>
<b>Clean</b>	<b>December</b>

***ST Express***

# Sounder and ST Express Serve Common Destinations During Rush Hour

Sounder Seattle – Tacoma - Lakewood

Route 590 Seattle - Tacoma

Route 592 Seattle - Lakewood







# Bus vs. Sounder Ridership by Direction



AM Northbound 2,231

PM Southbound 1,327



AM Northbound 7,800

PM Southbound 8,652



# Travel Time Comparison Lakewood - Seattle



AM Lakewood - Seattle

54 min

35%

PM Seattle - Lakewood

91 min

36%



AM Lakewood - Seattle

76 min

89%

PM Seattle - Lakewood

76 min

87%



AM Lakewood - Seattle

40-55 min

PM Seattle - Lakewood

55-85 min

***Sounder***



# Sounder Impact 2019





# Sounder Delays Jan - Jun 2018 vs. 2019

Number of delays grouped by delay duration



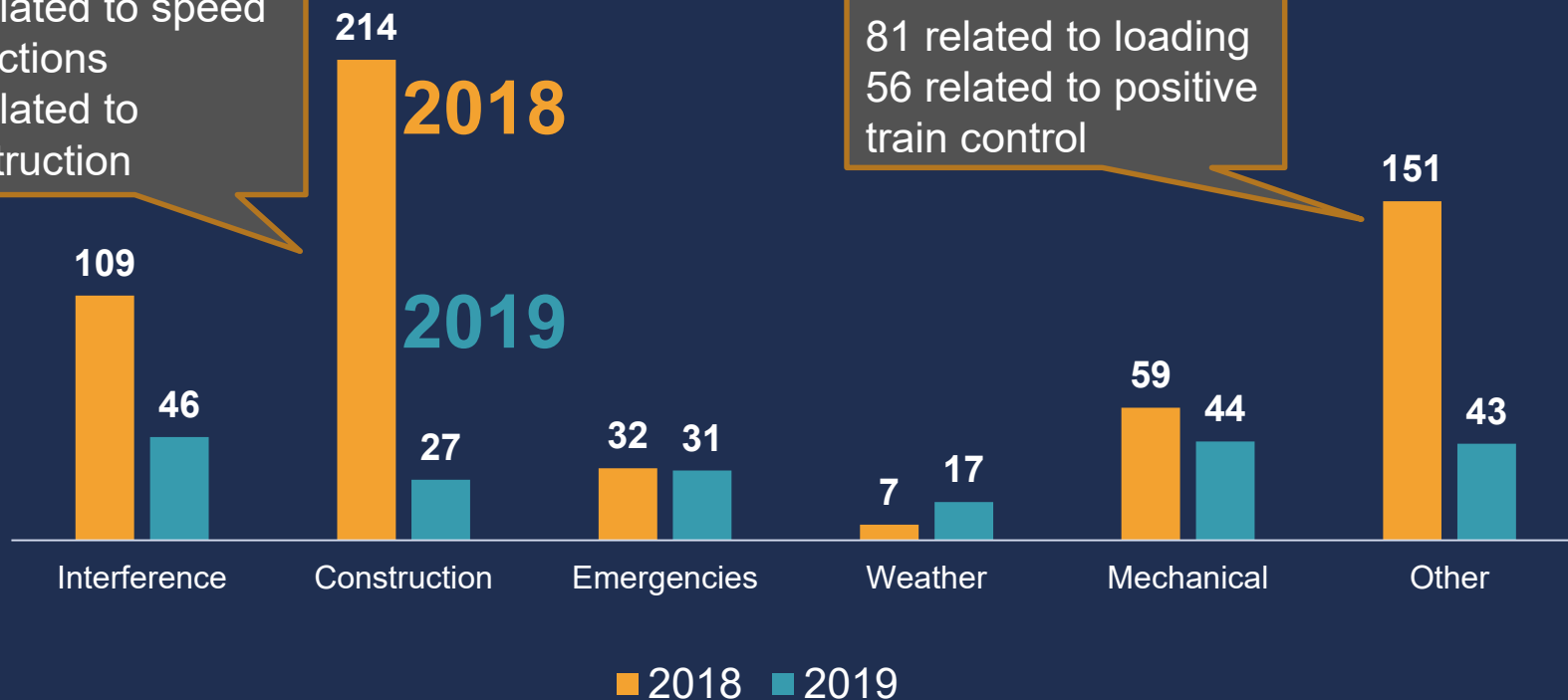


# Sounder Delay Cause

January – June 2018 vs. 2019

87 related to speed restrictions  
74 related to construction

81 related to loading  
56 related to positive train control

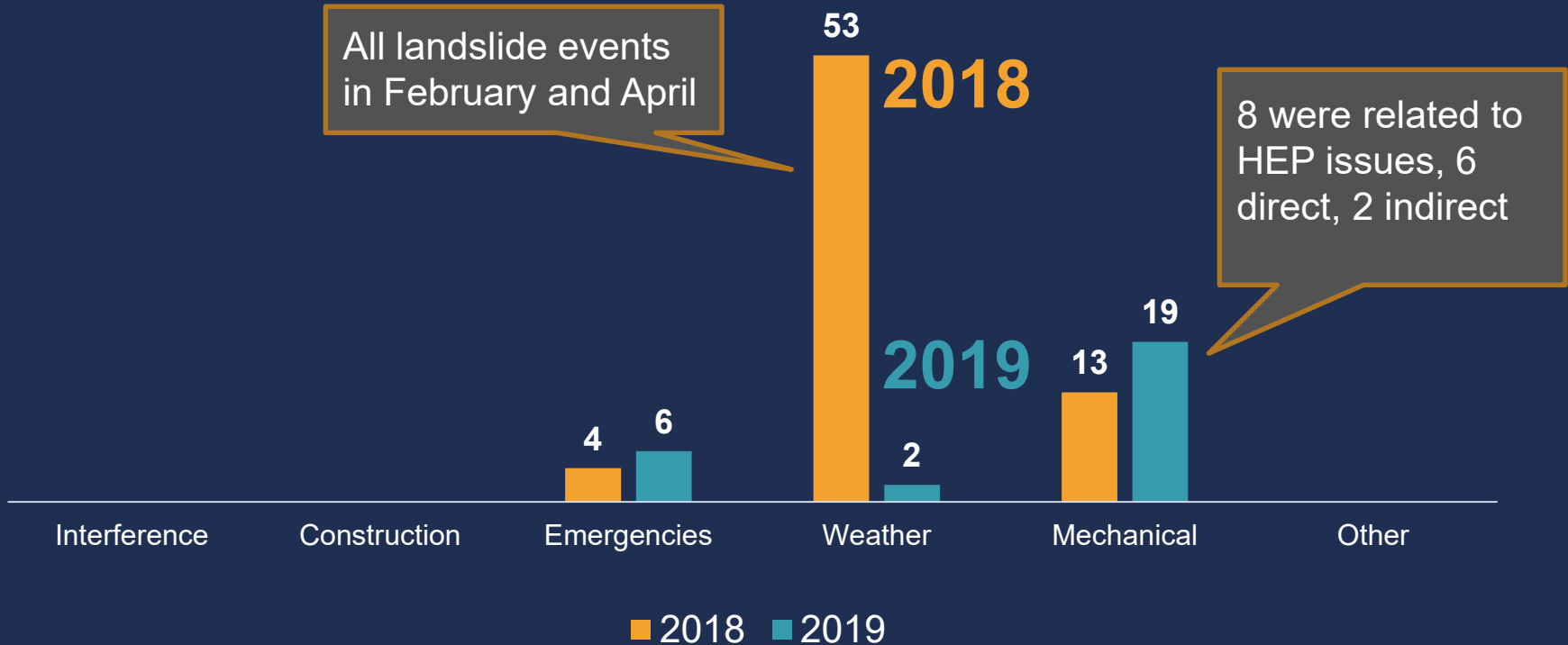






# Sounder Cancelled Trip Cause

January – June 2018 vs. 2019





# Delay Impacts for Busiest Trains

## #1 busy train



~1,060 daily riders

9 delays lasting 4.6 hours

Southbound from Seattle  
Arrive 6:36 PM Lakewood

## #2 busy train



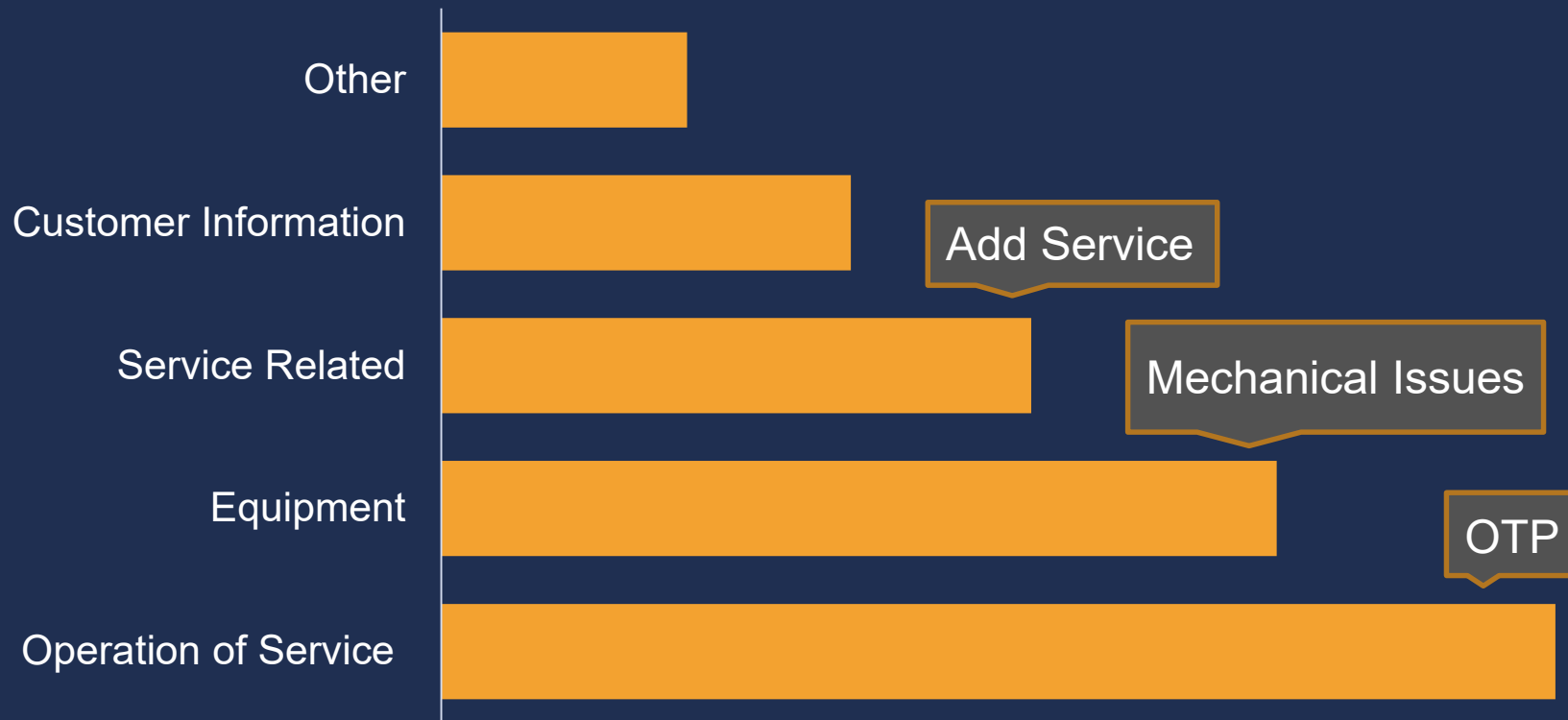
~1,055 daily riders

9 delays lasting 3.3 hours

Southbound from Seattle  
Arrive 5:51 PM Lakewood



# Sounder Customer Complaints 2019





**Dependable**



**Informed**



**Clean**



**Available**



**Safe**

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.

***Metric and Scheduled Availability***

Distance between mechanical failures

**Now**

OTP by route, peak vs. off peak

**Now**

Length of delays

**Now**

Percentage of scheduled maintenance completed on time

**Now**

Excess wait time

**Q4/19**

*Thank you.*



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