

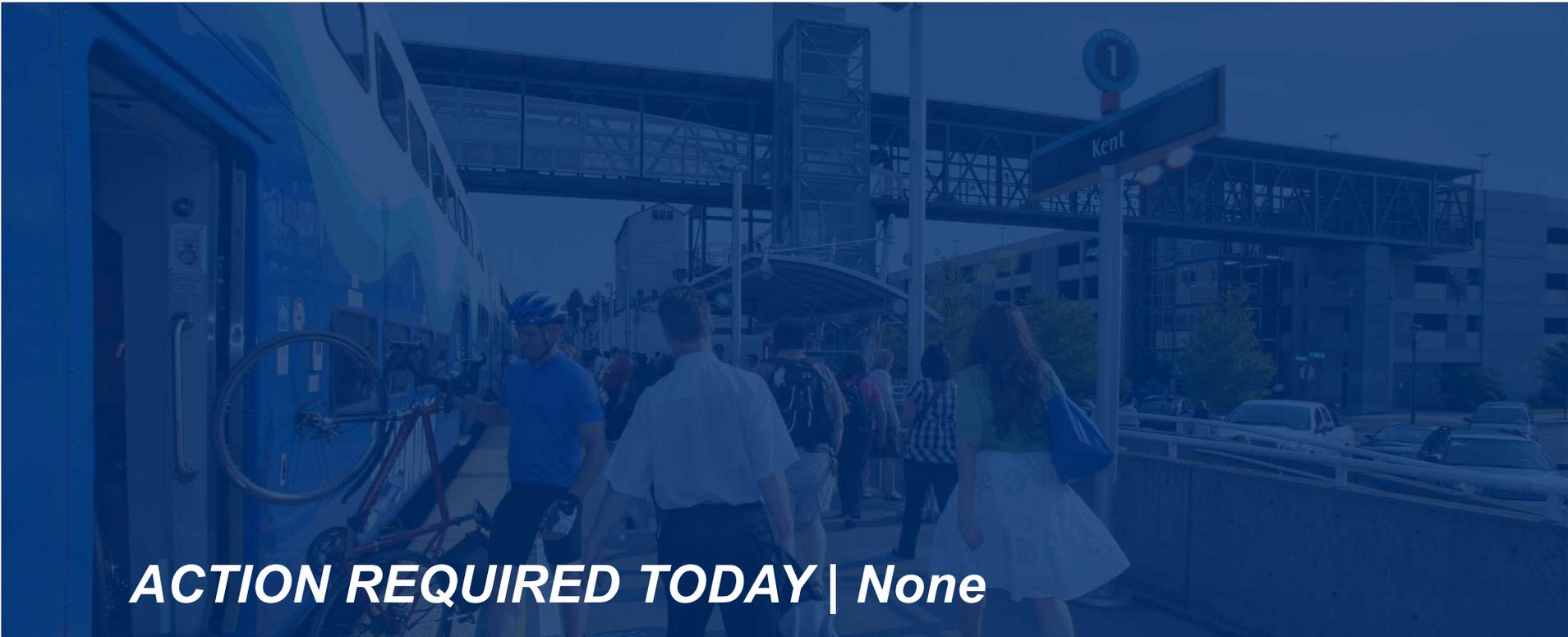


Completing the Picture
Dashboard preview

8/6/2020



SOUNDTRANSIT



ACTION REQUIRED TODAY | None

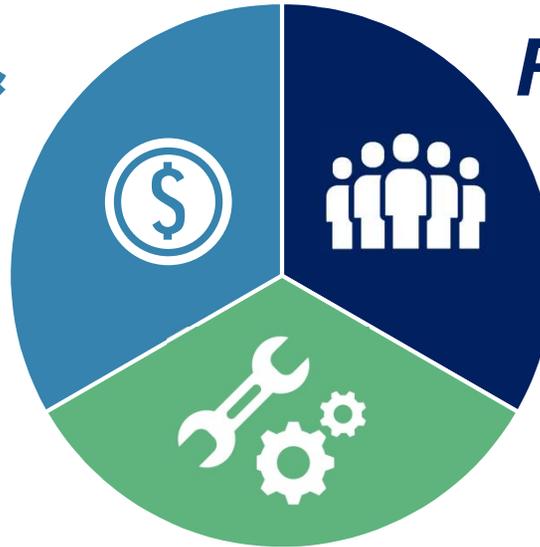
PRESENTATION FOR: Information | Feedback | Discussion



SOUNDTRANSIT

Enhanced Service Performance Reporting

Ridership & Efficiency



Rider Experience

Operations

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.

The complete picture

Dependable

Safe

Available

Clean

Informed



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	FUTURE
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 excessive 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

Dashboard Prototype

Service	View by	Service	Category
 Sounder train			+
 ST Express bus			+
 Link light rail			+
 Tacoma Link light rail			+

What is this scorecard?

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Quisque nec mattis mauris. Nunc ac enim lobortis, iaculis nisl in, tincidunt arcu. Vestibulum at venenatis mauris. Fusce ut ullamcorper erat.

-  **Very satisfied**
-  **Satisfied**
-  **Unsatisfied**

Thank you.

Thank you.



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