

REO Performance Metrics

Enhanced System Performance Tracker

Rider Experience and Operations Committee

06/01/23



Why we are here

- Share the enhanced System Performance Tracker that is available on soundtransit.org
- Show to how to navigate to it
- Provide a brief overview of what's available

Accessing the System Performance Tracker

System performance tracker

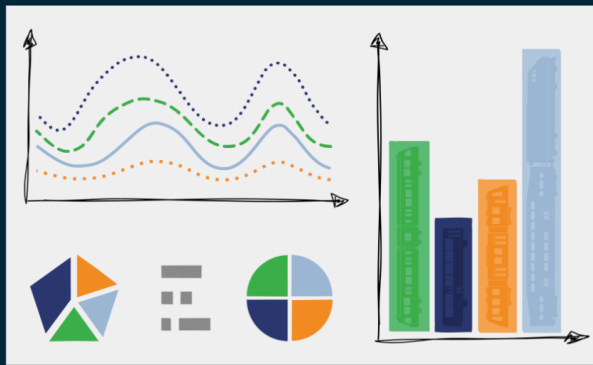
Sharing data to improve passenger experience

[Home](#) / [Ride with us](#) / [Know before you go](#) / [System performance tracker](#)

Measuring service and performance

We're committed to delivering a safe, simple, seamless and intuitive passenger journey by delivering success on our foundational service measures.

[Explore our service measures below](#)



- Access web address
- Or at [soundtransit.org](https://www.soundtransit.org) with following path:
 - [Home](#) / [Ride with us](#) / [System performance tracker](#)
- Clicking on **green** hyperlinks or scrolling leads to metrics menu

<https://www.soundtransit.org/ride-with-us/system-performance-tracker>

Performance Tracker Menu

Accessible

Our buses, trains, and station facilities should be ADA-accessible and available to all.

Informed

You deserve to know what is happening, so we track our response time to complaints, how we're doing with service disruption notifications, and more measures we're still developing.

Safe

We are committed to providing a physically and psychologically safe experience to you as a passenger, whether in stations, aboard buses and trains, or in any other Sound Transit facility.

Clean

Passengers deserve vehicles and facilities that are in good working order and are free of trash, graffiti, or vandalism.

Peer comparisons

See how Sound Transit compares to other U.S. agencies with information from the National Transit Database.

Passenger feedback

Track trends and explore themes in passenger feedback provided to Sound Transit's customer care team.

Dependable

You should expect consistent, reliable service that departs and arrives on time, allowing you to rely on Sound Transit to get you where you're going.

Ridership

We're committed to delivering a great ride for all passengers. Here you can track ridership trends for Link light rail, Sounder trains, or ST Express buses.

- Metrics organized by category
 - Passenger Experience categories
 - Contextual categories
- Clicking on **green** hyperlinks leads to individual metrics

Performance Tracker – Info Pages

On-Time Performance - Information Page

Data Notes:

On-time performance may sound like a simple metric at first - what percentage of the time are our trains, buses or streetcars on time for our passengers? But in fact, what it means to be "on-time" depends on both the data we have available and what standard we are comparing it against -- and our ability to measure it depends on a lot of different real-world variables. Data sources and quality, service standards, contractual operating agreements, passenger expectations and more differ for each of Sound Transit's modes.

Central Link on-time performance % represents the approximate % of station arrivals occurring within 5 minutes of the scheduled arrival time.

ST Express on-time performance % represents the average of three operating partners' approximate overall % of stop departures from scheduled (hard) timepoints departing between 0 and 5 minutes after the scheduled departure time. KCM-operated trips are also counted as on-time for departures up to 1 minute early.

Sounder on-time performance % represents the estimated % of scheduled trips arriving at the end of the line within 5 minutes of the scheduled arrival time.

Tacoma Link on-time performance information is under development as a future metric.

Report type:

Performance Report

Questions or comments?

Email ST_BI@soundtransit.org

Data Quality: Data on each report page includes a spotlight icon in the top right-hand corner indicating overall data quality.



RED: STOP - This report should not be used as a standalone source of information to make data-informed decisions. The data may have quality issues such as: difficult to verify, lacks primary keys, etc.



YELLOW: Data in this report should be used with CAUTION. Caveats may be unclear or complicated, but the responsible analyst has determined that the data has some value in data-informed decision making.



GREEN: PROCEED - This data has undergone testing and verification for data integrity. Caveats are unnecessary (or sufficiently rare) or are well documented and clear. This data is easy to replicate and data processing steps are transparent and documented. No data source is perfect.



Back



- Provides information on:
 - Data sources
 - Data quality
 - Caveats
 - Where to ask questions

Next Steps

- Explore the available metrics
- Return to July REO Committee to
 1. Receive feedback from committee members
 2. Review individual metrics in more detail

Thank you.



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

