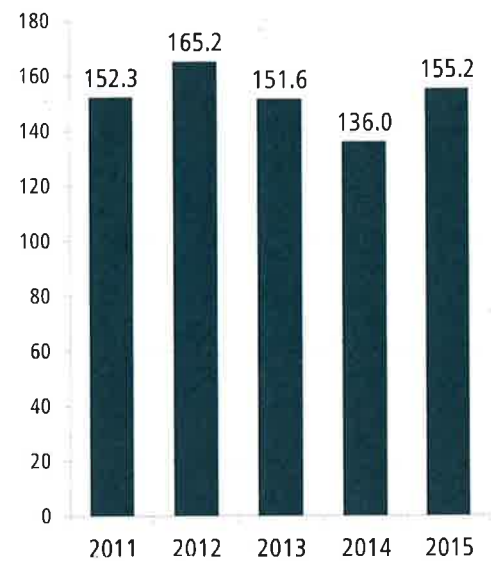


2) Customer complaints per boarding

The number of customer complaints per million boardings increased by 14% in 2015, following a 10% decline the previous year. Complaints tend to spike with major changes in service. Metro’s new C3 system for tracking customer comments, complaints and requests for service came online in September and this new method of tracking may account for some of the increase.

2) Complaints per million boardings



3) On-time performance by time of day

Metro has a target of at least 80% of bus trips being on time (between five minutes late and one minute early at key stops). In 2015, on-time performance was 74.9%, which was 1.4 percentage points below 2014. The recent decline started in the last quarter of 2014. Increased traffic congestion was a key contributor to that decline. More buses are late across the system, particularly in the PM peak (the 3 p.m.-7 p.m. period shown in the chart) and on service using highways. Increased ridership also plays a role—bus trips take a little longer when more people are getting on and off, especially if the bus is very crowded.

Data from late 2015, however, indicates on-time performance has begun to improve. The City of Seattle purchased additional bus service with funding from Proposition 1, approved by Seattle voters in November 2014. Many of Seattle’s investments focus on reducing crowding and improving reliability. Metro also made investments around the county.

3) On-time performance by time of day

	2011	2012	2013	2014	2015
5 a.m. – 9 a.m.	81.3%	81.9%	82.1%	81.9%	79.2%
9 a.m. – 3 p.m.	74.9%	75.8%	78.2%	77.6%	75.8%
3 p.m. – 7 p.m.	69.0%	68.5%	69.2%	67.1%	65.3%
7 p.m. – 10 p.m.	73.0%	73.8%	75.4%	75.7%	76.3%
After 10 p.m.	80.7%	81.5%	82.6%	83.7%	83.8%
Weekday average	75.7%	76.3%	77.6%	76.0%	74.3%
Saturday	75.7%	75.7%	76.6%	76.5%	75.9%
Sunday	78.6%	77.9%	80.3%	79.1%	78.8%
Total system average	76.0%	76.4%	77.7%	76.3%	74.9%

In 2015, Metro’s Service Guidelines analysis found that 79 routes need a total investment of 23,550 service hours to improve reliability. We continue to identify and address “hot spots” where transit service slows down. We’ll be making changes like scheduling more time for travel on roads that have become more congested, adding more time between trips so that delays on one trip don’t affect later trips, and making other adjustments to schedules. These changes should improve on-time performance on many routes.

A bus is considered to be on time if it is between one minute early and five minutes late at key stops. In 2014, the time periods were slightly revised to be consistent with the Service Guidelines. The changes varied by about 15 minutes to an hour. The pre-2014 numbers in the table reflect the previous definitions.