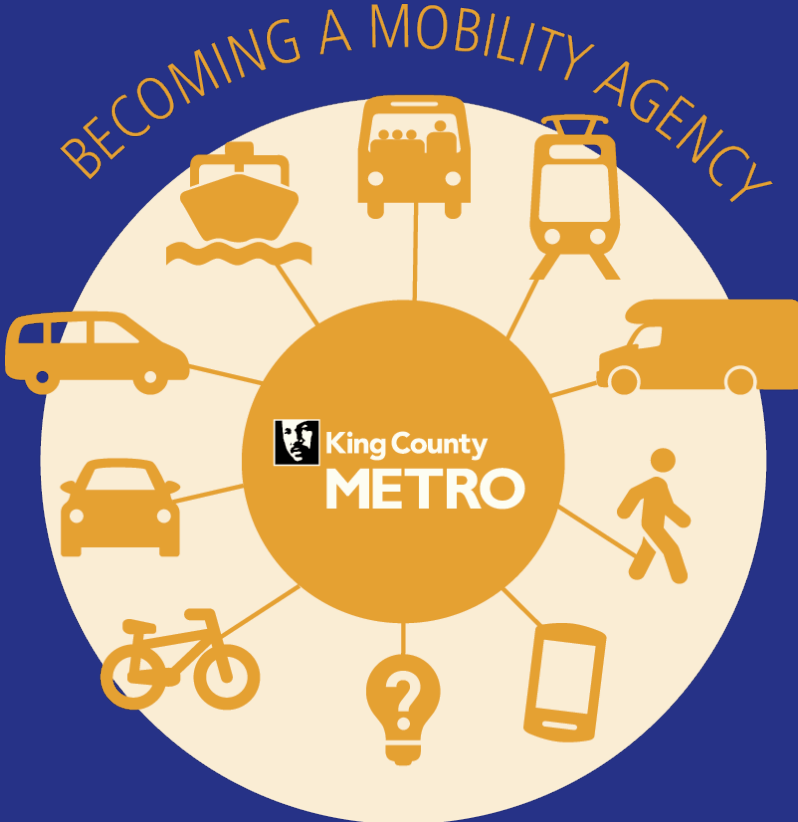


# Strategic Plan Dashboard Annual Briefing

Regional Transit Committee  
September 20, 2023



# Agenda

## Strategic Plan Dashboard Updates

- Formatting & Data Improvements
- Metric & Supporting Program Updates

## Performance Measure & Program Highlights

- Service Quality
- Safety & Security
- Access & Innovation (Bundled Update)

King County Metro

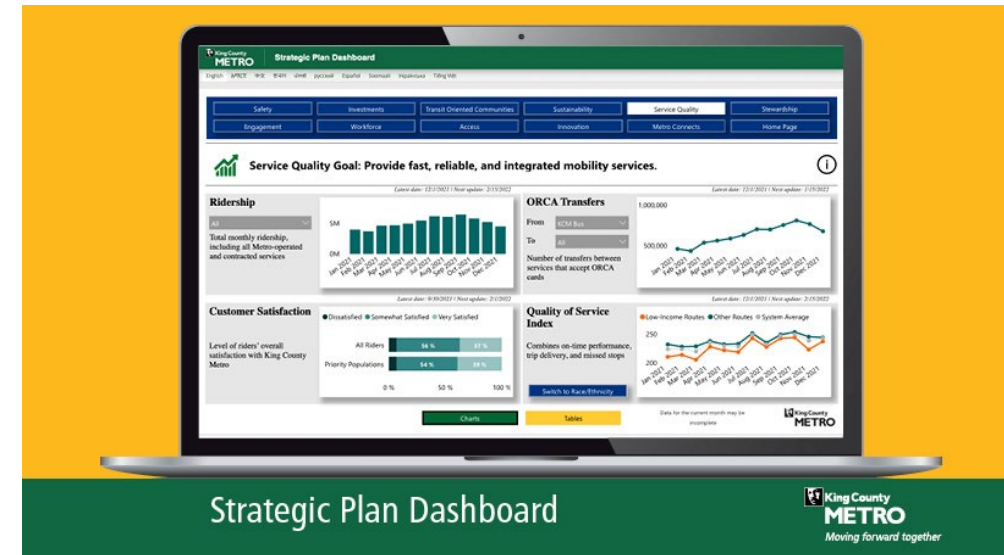
## Strategic Plan for Public Transportation 2021-2031

November 17, 2021



# Strategic Plan Dashboard Update

- King County website migration resulted in formatting changes
- Data Improvements
  - Cleaning data & reviewing source of data on some metrics resulting in latent updates
  - C3 Analysis: Leveraging machine learning to synthesize customer feedback
  - LOCUS: combines multiple data sources to model travel patterns



For more information, visit: [kingcounty.gov/metro/strategicplandashboard](https://kingcounty.gov/metro/strategicplandashboard)

# Service Quality

## Metric Updates

- Customer Satisfaction: 82% Satisfied
  - New analysis to evaluate response to changes
- Quality of Service Index
  - Widening gap & overall reduction in quality past year
  - Routes serving high concentrations of low-income riders trending higher overall quality; widening gap for routes serving higher concentration of BIPOC riders

## Program Update

- Service Change to improve reliability
- Strategies underway to reduce vacancy rate of operators, mechanics, & technicians

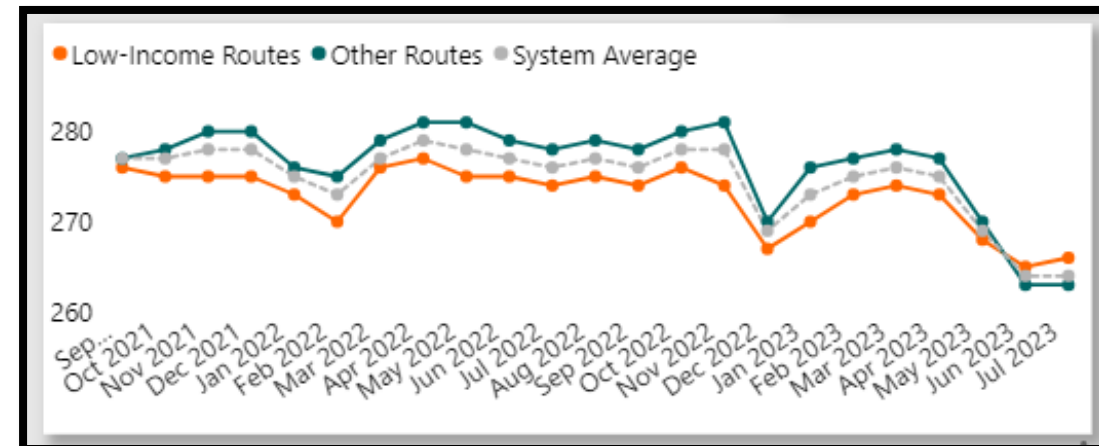
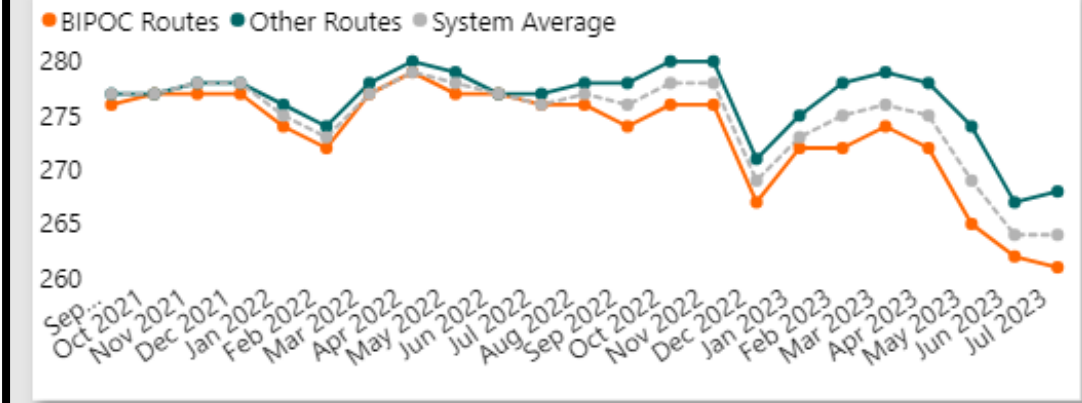
### Quality of Service Index

-7

Jul 2023

Combines on-time performance, trip delivery, and missed stops

Switch to Income



# Safety & Security

## Metric Update

- Assaults per Million Boardings
  - On average, rate of incidents declining from peak in April 2022
- Safety Satisfaction
  - 64% satisfied (somewhat or very) as of July 2023

## Program Updates

- New effort in development to improve responsiveness & interventions system wide
- SaFE Reform Initiative
  - Strategies activated this spring at multiple transit centers with positive reception

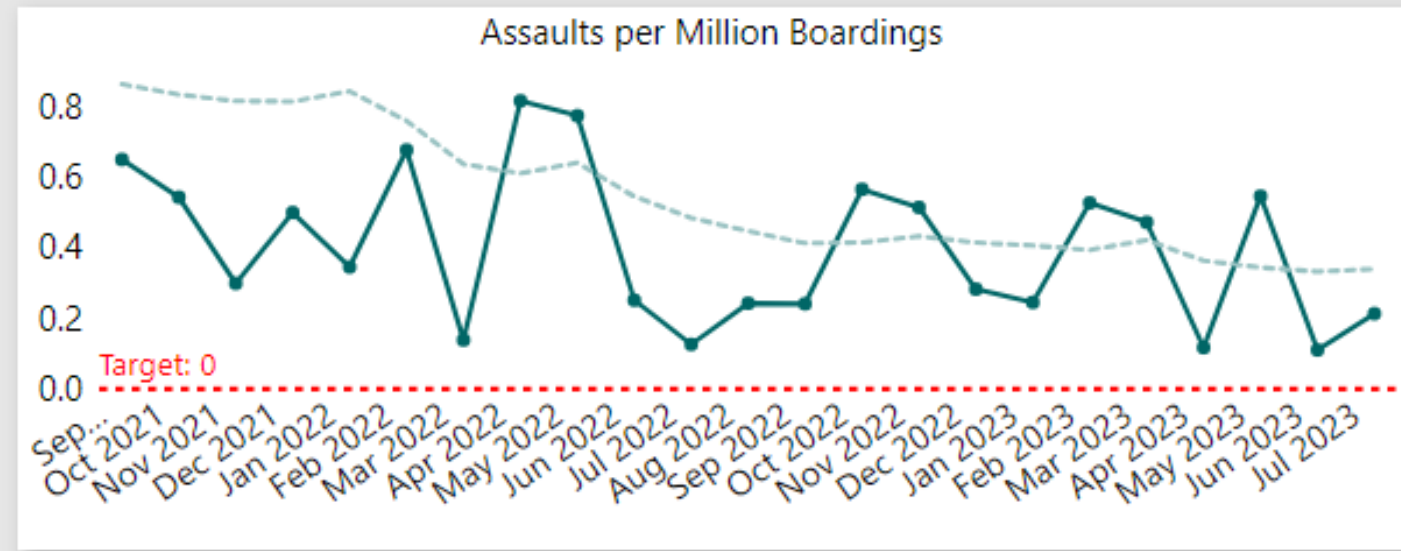
## Assaults and Disturbances

All

3.52

Jul 2023

Assaults and passenger disturbances per one million boardings



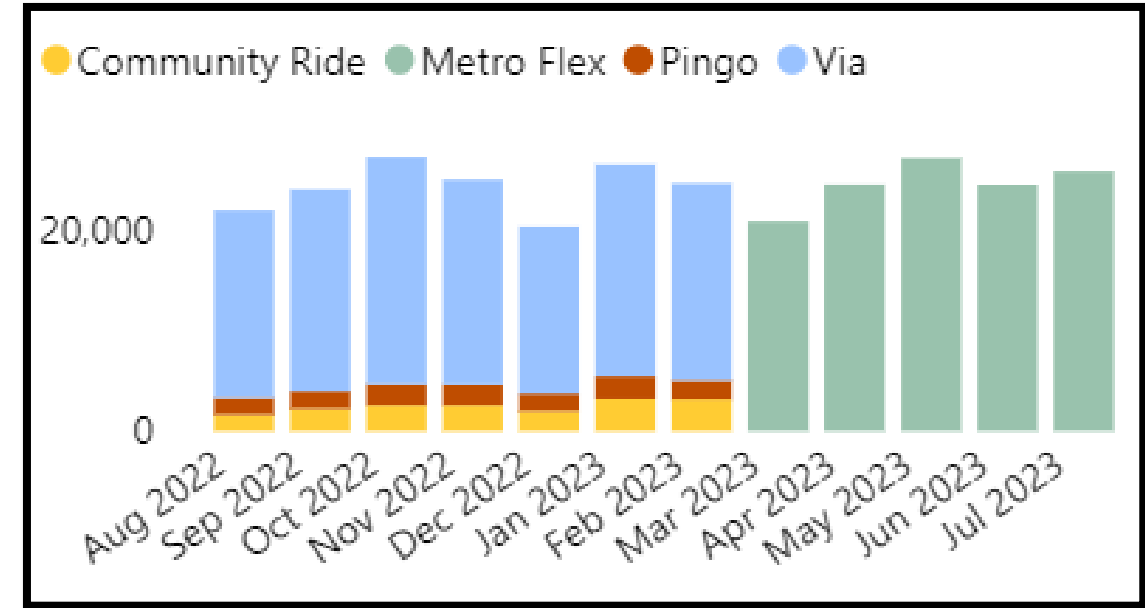
# Access & Innovation

## Metric Update

- Monthly ridership for pilot programs (non-fixed route service not inclusive of Access & Vanpools)
- Metro Flex ridership increase of 7,000 March – May

## Program Update

- Metro Flex working with partners to adapt technology to improve service delivery & maximize investment in communities
- Transit Go Rewards program receives 2023 American Public Transit Association Innovation Award



Monthly ridership for KCM pilot programs



# Closing and Questions