

2017 Strategic Plan Progress Report, Motion 15241, Attachment A, page 26

GOAL 5: SERVICE EXCELLENCE

2) Customer complaints per boarding 

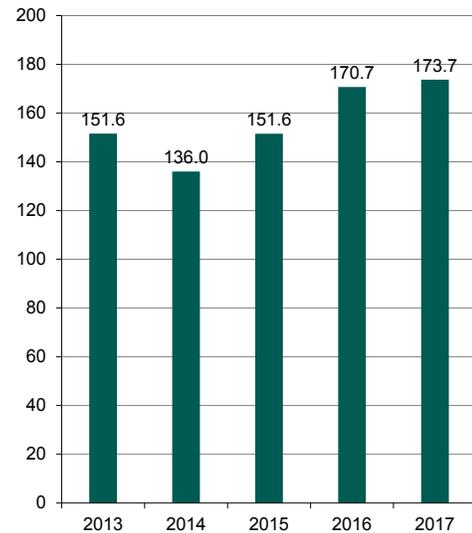
The number of customer complaints per million boardings increased 2% in 2017, following a 14% increase the previous year. Complaints tend to spike with major changes in service. Metro's C3 system for tracking customer comments, complaints, and requests for service came online in September 2015; this new tracking method may account for the increase.

3) On-time performance by time of day 

In late September of 2017, we improved our methodology for measuring on-time performance by transitioning from a time-point-based system to a timestop-based system. With the new systems, measurements are taken closer to the points at which transit serves its passengers, providing for more accurate measurement of on-time performance. 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 2017, on-time performance was 77.4%, which was 0.5 percentage points above 2016. Much of the additional bus service purchased by the City of Seattle with funding from Proposition 1, approved by Seattle voters in November 2014, focused on reducing crowding and improving reliability. Metro also made investments in Seattle and around the county during this time.

In 2017, Metro's Service Guidelines analysis found that 35 routes need a total investment of 17,000 annual service hours to improve reliability. Subsequent investments of about 8,000 hours in schedules and additional investments to improve operator access to comfort stations decreased late arrivals system-wide by about two percentage points. For the routes that received investments, late arrivals dropped an average of more than four percentage points, with routes 190 and 269 and the B Line showing significant improvement. Our hot spot improvement and corridor improvement programs continue to work with cities to identify areas where transit slows down and implement solutions to keep buses moving.

2) Complaints per million boardings



3) On-time performance by time of day

| | 2013 | 2014 | 2015 | 2016 | 2017 |
|-----------------------------|--------------|--------------|--------------|--------------|--------------|
| 5 a.m. – 9 a.m. | 82.1% | 81.9% | 79.2% | 80.0% | 80.6% |
| 9 a.m. – 3 p.m. | 78.2% | 77.6% | 75.8% | 77.9% | 79.9% |
| 3 p.m. – 7 p.m. | 69.2% | 67.1% | 65.3% | 68.0% | 69.4% |
| 7 p.m. – 10 p.m. | 75.4% | 75.7% | 76.3% | 78.4% | 79.1% |
| After 10 p.m. | 82.6% | 83.7% | 83.8% | 83.7% | 83.7% |
| Weekday average | 77.6% | 76.0% | 74.3% | 76.2% | 77.1% |
| Saturday | 76.6% | 76.5% | 75.9% | 78.6% | 78.2% |
| Sunday | 80.3% | 79.1% | 78.8% | 80.7% | 79.5% |
| Total system average | 77.7% | 76.3% | 74.9% | 76.9% | 77.4% |

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.