

Seattle Department of Transportation (SDOT) Aligning Performance Results with Our Mission, Vision, & Goals



TRB Asset Management Conference
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In 2017 SDOT Created its First-Ever “Moving the Needle” Performance Report...

What is it?

- A single report that connects the Seattle DOT’s daily work with its mission, vision, and strategic goals
- Includes 5 goals, 19 desired outcomes, and 96 performance measures tied to our mission & vision
- Provides a “one stop shop” and reference guide for a huge amount of the work that we do
- Shows “victories” and achievements that otherwise aren’t widely publicized
- Includes “deep dive” highlight stories of particularly noteworthy achievements

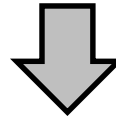
Why Did We Need It?

- Supports an ongoing city-wide performance initiative
- We've collected 200+ performance metrics with no over-arching vision of how to use them
- Allows us to "re-calibrate" if we're not measuring things that we should be measuring or vice versa
- Documents performance-related progress over time



OUR MISSION & VISION

Serves as a compass in determining the work we do



GOALS

Are designed to organize the system and tell a unified story



A
SAFE
CITY



AN
INTERCONNECTED
CITY



A
VIBRANT
CITY



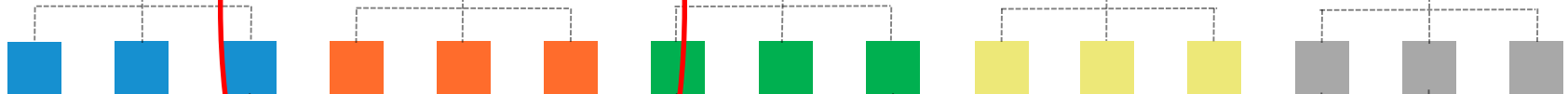
AN
AFFORDABLE
CITY



AN
INNOVATIVE
CITY

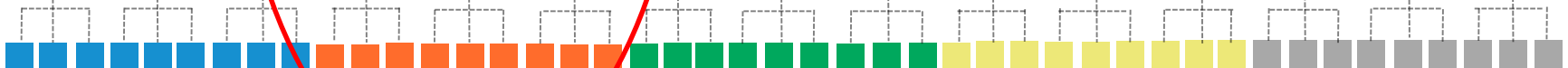
OUTCOMES

Rooted in **organizational excellence** (where we make progress)



PERFORMANCE RESULTS

Allow us to measure our progress, course correct, and share our story



An Interconnected City

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graph TD; A[An Interconnected City] --> B[Increase accessibility to travel options]; A --> C[Improve travel mobility]; A --> D[Enhance travel reliability];
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Increase accessibility
to travel options

Improve travel
mobility

Enhance travel
reliability

INCREASE ACCESSIBILITY TO TRAVEL OPTIONS

AN INTERCONNECTED CITY

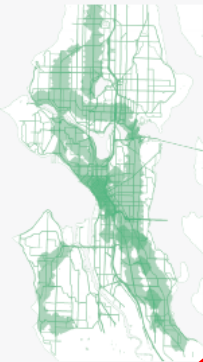
53% of households are within a 10-minute walk of frequent bus service during peak periods by 2020

ACHIEVED

64%

OF HOUSEHOLDS WILL BE WITHIN A 10-MINUTE WALK BY

END OF 2017



Seattle Department of Transportation

Design and construct 800 new curb ramps in 2016

ACHIEVED

894

NEW CURB RAMPS CONSTRUCTED

IN 2016



Construct 20 transit spot improvements in 2016

ACHIEVED

26

TRANSIT SPOT IMPROVEMENTS CONSTRUCTED

IN 2016



CURB RAMPS AND THE IMPORTANCE OF ACCESSIBILITY

"Curb ramps are essential to the independence and mobility of all pedestrians within their neighborhood and to the greater City. Without curb ramps, a person using a wheeled mobility device is unable to move from the sidewalk to the crosswalk and back onto the opposing sidewalk, in essence to cross the street. Curb ramps make it possible to access public transportation stops, walk your children to school, go to the corner coffee shop, get to your job and visit your neighbors. Curb ramps provide the critical connection within an accessible route to allow everyone to participate in their community."

— Karen Braitmayer ,
Seattle architect and U.S.
Access Board member



AN INTERCONNECTED CITY | MOVING THE NEEDLE 2017 | 021

IMPROVE TRAVEL MOBILITY

AN INTERCONNECTED CITY

Reduce citywide drive-alone rate at *CTR-affected companies to 32.4% by 2018

ON-TRACK

DRIVE ALONE RATE
has decreased by

11%

(4 percentage points)



FROM 2010 TO 2016

Downtown Seattle added 45,000 jobs

During this time, approximately 95% of the gain in net commute trips was absorbed by non-drive alone modes

* The CTR program applies to companies with 100+ employees traveling to work between 6-9 am



Increase transit ridership

ACHIEVED

TRANSIT RIDERSHIP HAS
GROWN BY



SINCE 2010

Seattle passengers used the bus, Link light rail, and Seattle streetcar for

95.8M

TRIPS

IN 2016

Increase walking and biking

ACHIEVED

WALKING AND BIKING HAS
INCREASED BY



SINCE 2011

The number of people who walk and bike to get around continues to grow

TRANSIT RIDERSHIP IN SEATTLE SETS RECORD, GROWTH LEADS NATION

"Public transit in the Seattle region grew by leaps and bounds in 2016. In fact, the 4.1% growth was the most growth among major metro regions in the U.S. last year. The boost comes in large part thanks to added bus service and the opening of two major light rail extensions that saw major gains in ridership that far surpassed even optimistic expectations. A recent survey by Commute Seattle found that 70 percent of downtown commuters used transit to get there."

— Seattle Post-Intelligencer
February 27, 2017



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ENHANCE TRAVEL RELIABILITY

AN INTERCONNECTED CITY

Increase % of in-Seattle bus routes arriving on time

ON TRACK

91%

OF METRO-IDENTIFIED NEEDS ADDRESSED

to improve schedule reliability



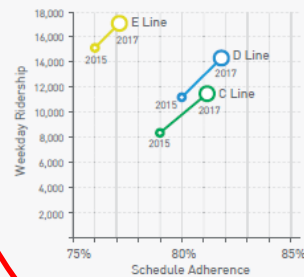
80% or more of RapidRide trips arrive at or near scheduled headway

ACHIEVED

81.2%

OF RAPIDRIDE TRIPS arrive at or near scheduled headway

SEATTLE RAPIDRIDE PERFORMANCE



Optimize traffic signal corridor timing on 5 corridors in 2016

ACHIEVED

5

CORRIDORS OPTIMIZED



INCREASING TRANSIT RELIABILITY BY ADDING MORE SERVICE

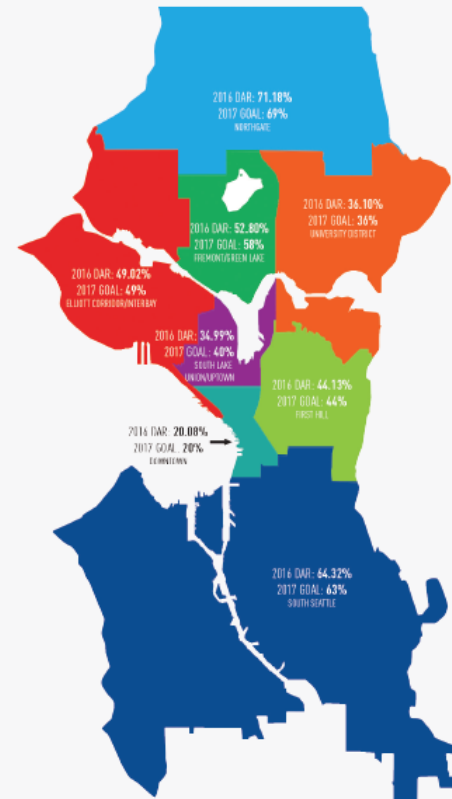
"The additional bus service provided by Seattle Prop 1 has made it much easier to travel from my home in West Seattle to Downtown. After the initial launch of the RapidRide C, my two-seat trip could take as much as an hour due to the spacing of the RapidRide. After the increased service, the buses became more frequent and the wait time from my connecting routes decreased significantly. My travel time during off peak hours can be a low as 35 minutes and 30 minutes during peak hours. This allows me to do more volunteer work and get to other events much faster."

— Marci Carpenter, Chair, Seattle Transit Advisory Board

COMMUTE TRIP REDUCTION PROGRAM – VISUALIZE THE IMPACT OF TRANSPORTATION CHOICES

SDOT has developed customized strategies for reducing the “drive-alone rate” within eight distinct geographic areas in the city as defined by differing transportation patterns, existing and proposed investments, and current access to travel options. SDOT assigned each of these areas, as shown in the figure to the right, an individual “drive-alone rate” goal for 2017. Achieved together, these will bring the city as a whole to its goal of a 10% “drive-alone rate” reduction from the 2011 baseline to 2017. Assigning area-based goals rather than a single citywide target establishes a metric more closely matched to what can be realistically achieved in each area of the city given available infrastructure and services.

DRIVE-ALONE RATE CHANGE BY NETWORK, 2011-2016



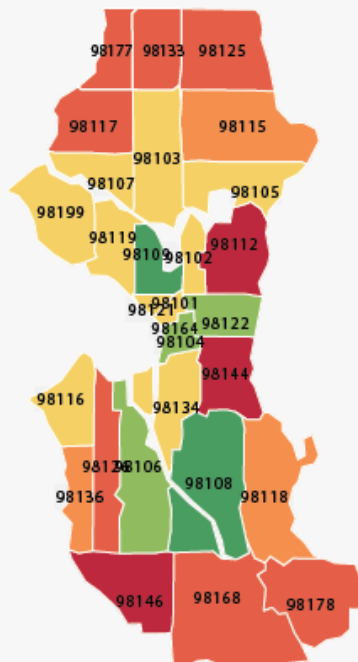
This map shows how CTR affected drive-alone rates are changing in the 8 networks around the city. Citywide, the percentage of companies meeting their respective network goals increased from 48% to 52% since 2013. If all 2017 network goals are reached, we will also reach our 2017 citywide goal!

PERCEIVED SERVICE GAPS

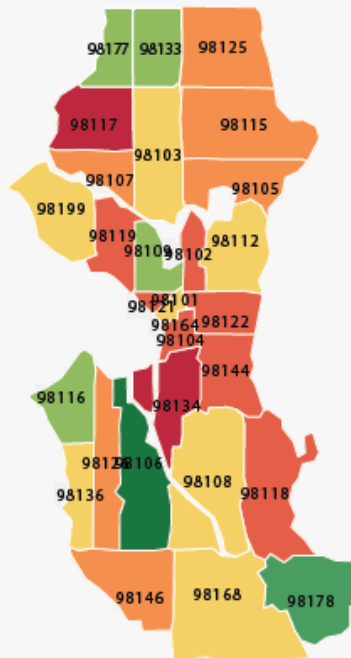
Survey respondents were asked to rate importance vs. satisfaction for SDOT services on a scale of 1 to 7. Where satisfaction ratings are lower than importance ratings, there is a Perception Gap, indicating that needs are not being met. Source: 2016 SDOT Customer Satisfaction Survey.



SIDEWALK REPAIR



BICYCLE AND PEDESTRIAN SAFETY



The colors shown above reflect the size of a particular service gap (importance minus satisfaction) in each zip code. A high service gap is shown in red and a low service gap is shown in green. For instance survey respondents in zip code 98117 gave bicycle and pedestrian safety an "importance" score of 5.6 out of 7 but a "satisfaction" score of only 3.3 out of 7. The resulting service gap of -2.3 indicates that SDOT should place more emphasis on bicycle and pedestrian safety in this zip code.

The Report Can Be Found Here:

<http://www.seattle.gov/Documents/Departments/SDOT/About/DocumentLibrary/Reports/SDOTMovetheNeedle2017.pdf>

Questions?

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www.seattle.gov/transportation/assetmanagement/

