**TRANSIT STATUS PAGE GOALS**
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1. **Allow riders to quickly evaluate whether their commute will be affected:** If normal, no additional detail is required, if not normal, communicate with appropriate level of detail
   a. What's happening:
      i. Status: Investigating, in-progress, resolved
      ii. Severity: Yellow: Delays, Red: Severely Impacted
      iii. Scope: Stations, Trains, Directions
      iv. Duration: At what time did this start? How long ago was that?
      v. Alternatives: As I rider if things aren't running normally how should I get to work? R1 bus? Uber? Wait for it to come back up? Walk?

2. This page provides information, which in itself builds trust in the short term, but what about in the case that riders no longer trust the train what do they do?

ADDITIONAL IMPROVEMENTS

An additional historical record could be a very valuable addition to inform riders of the likelihood of their commute being affected negatively. This helps to provide riders with an accountable view of the system performance. Over time as the reliability improves riders can see it objectively improving.

Weekday (Hourly)
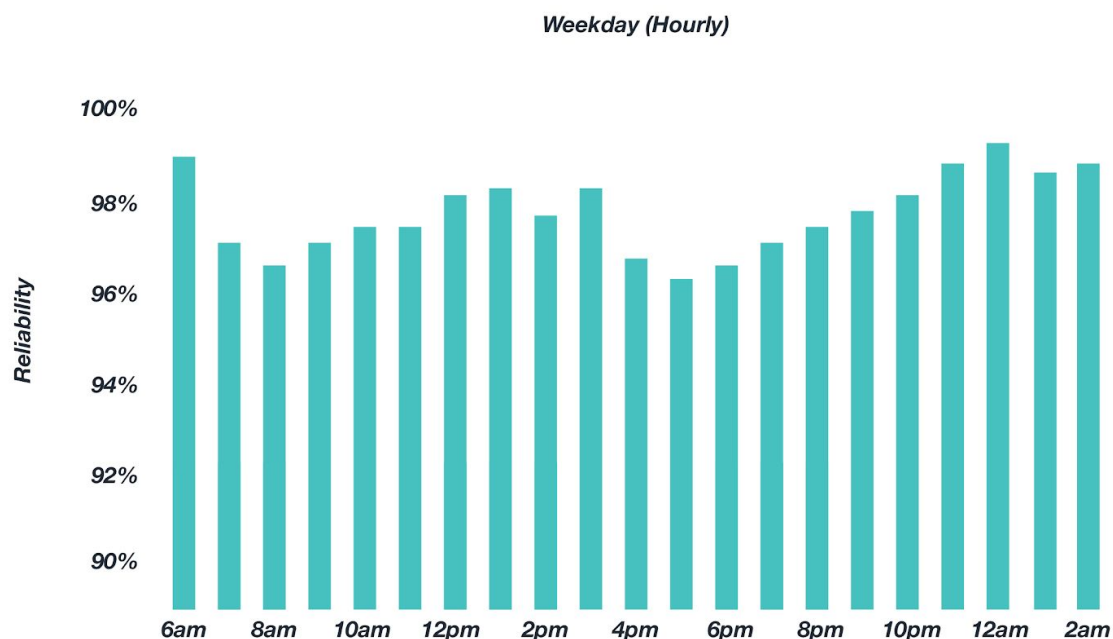
Accountability   Previous Incidents   Subscribe to alerts

Within the footer of the page Provide images of partners who are responsible, as well as useful links to previous incidents, principles and accountability, and allow riders to subscribe to alerts.