

***Ridership Experience
Metric Review
Data through Q2 of 2020***

8/6/2020



Why we are here

- Ridership Experience Metric Review
- Review of Ridership, Safety, Cleanliness and Availability metrics
- Provide a high level recap for the categories mentioned above
- Today we are here to provide information

Agenda

Ridership

- Total Boardings, Boardings by Mode
- Average Weekday Boardings

Public Safety

- Security Incidents – by mode

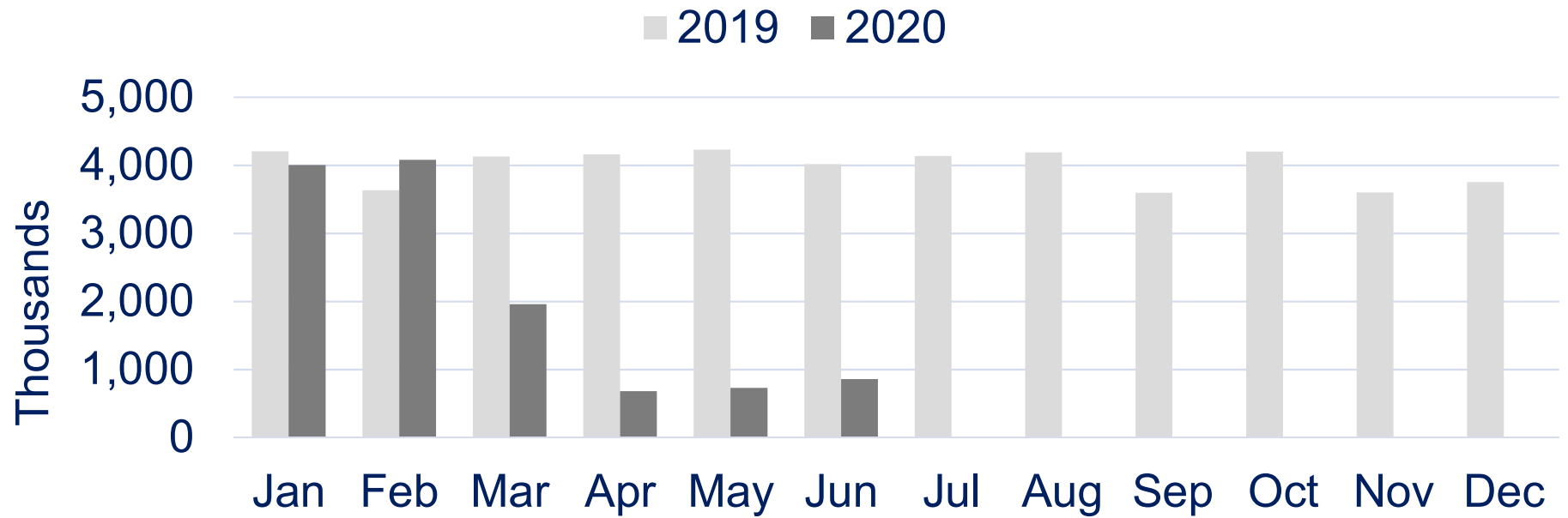
Cleanliness

- Customer complaints

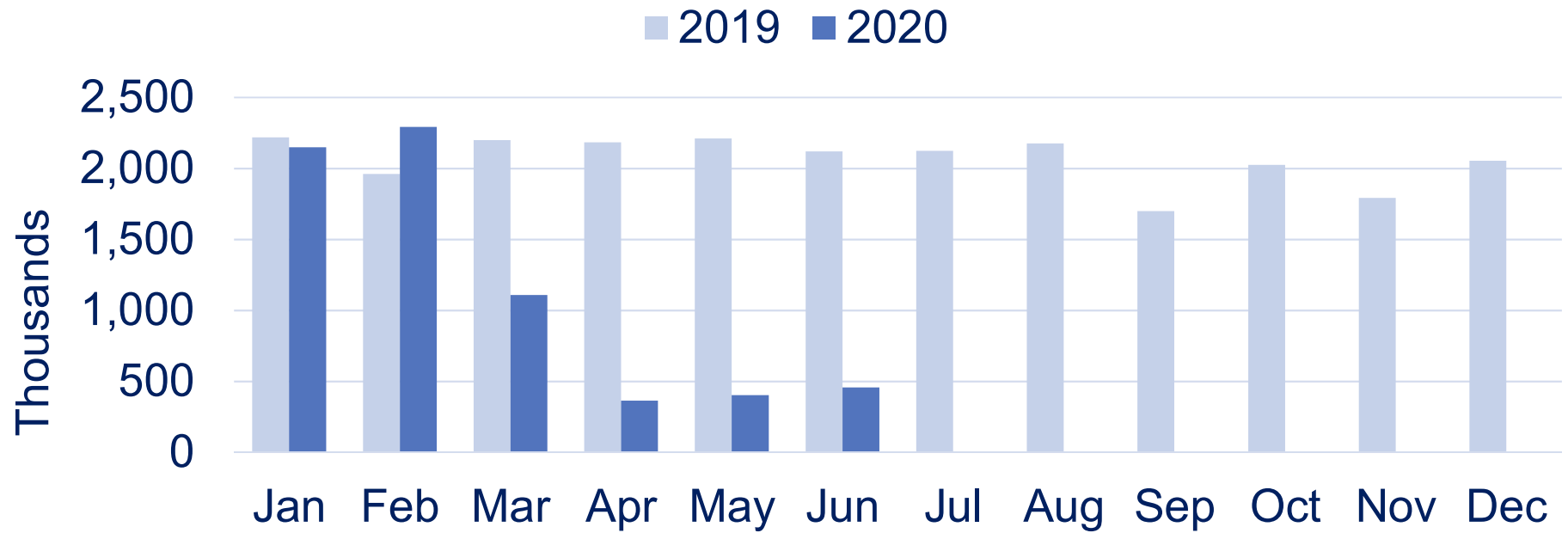
Availability

- Vertical Conveyance

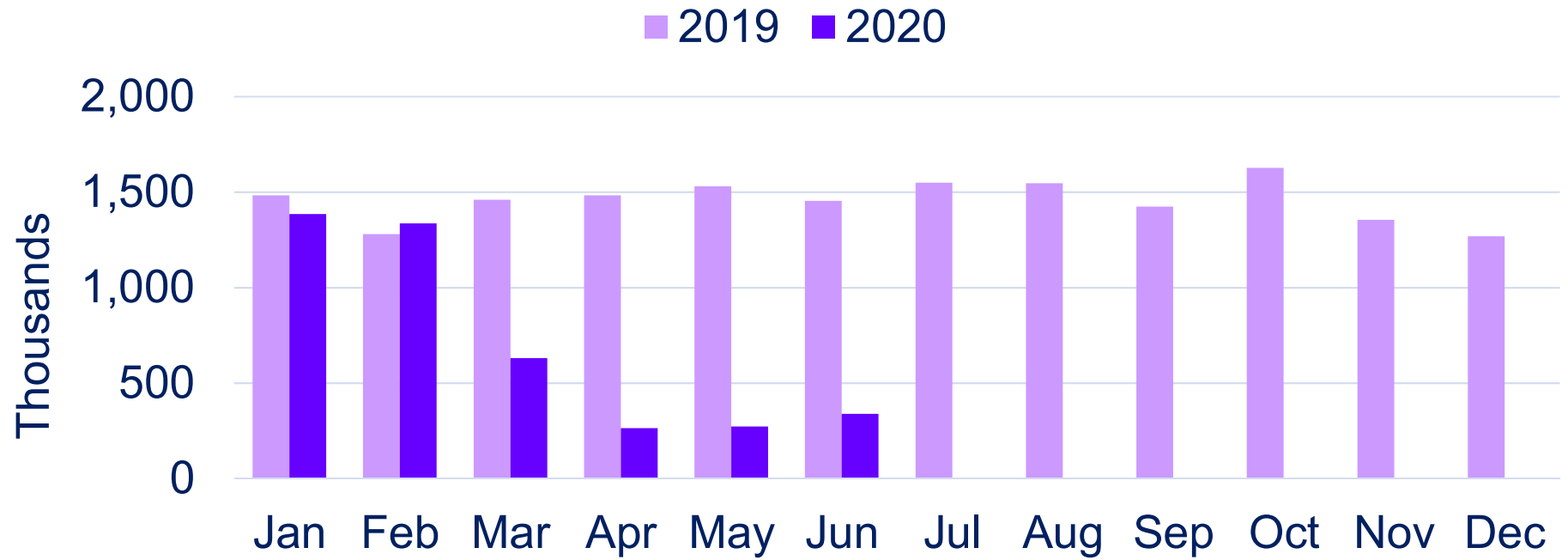
Ridership - Total System



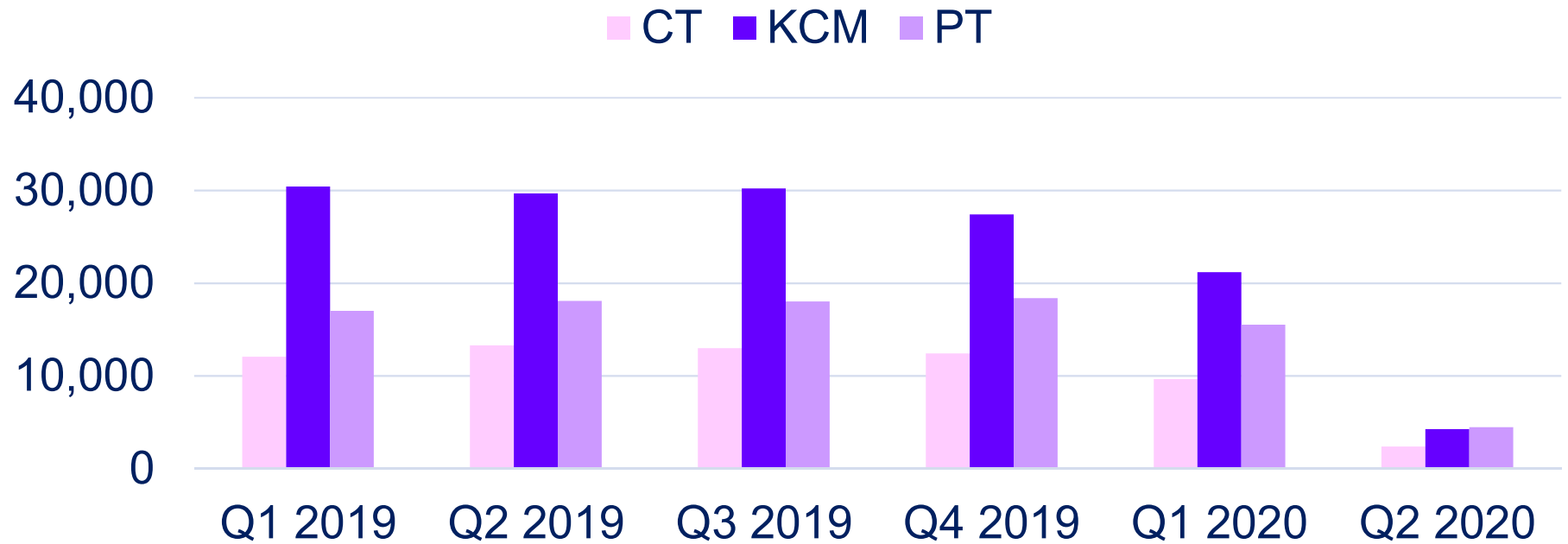
Ridership – Central Link



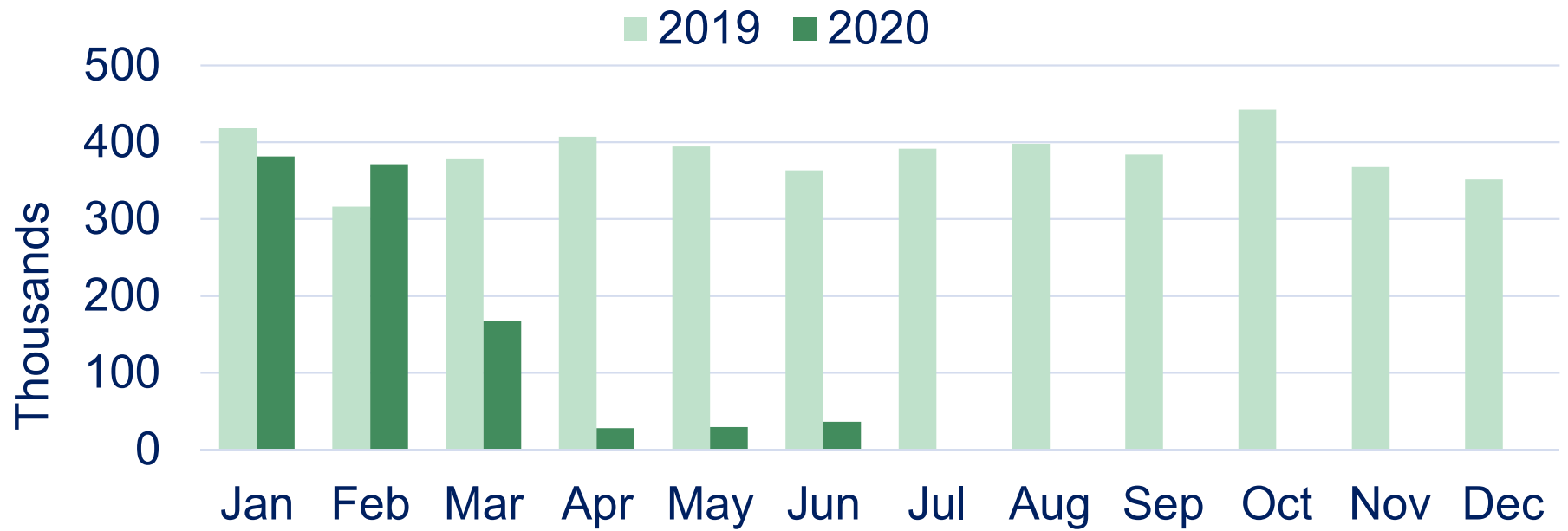
Ridership – ST Express



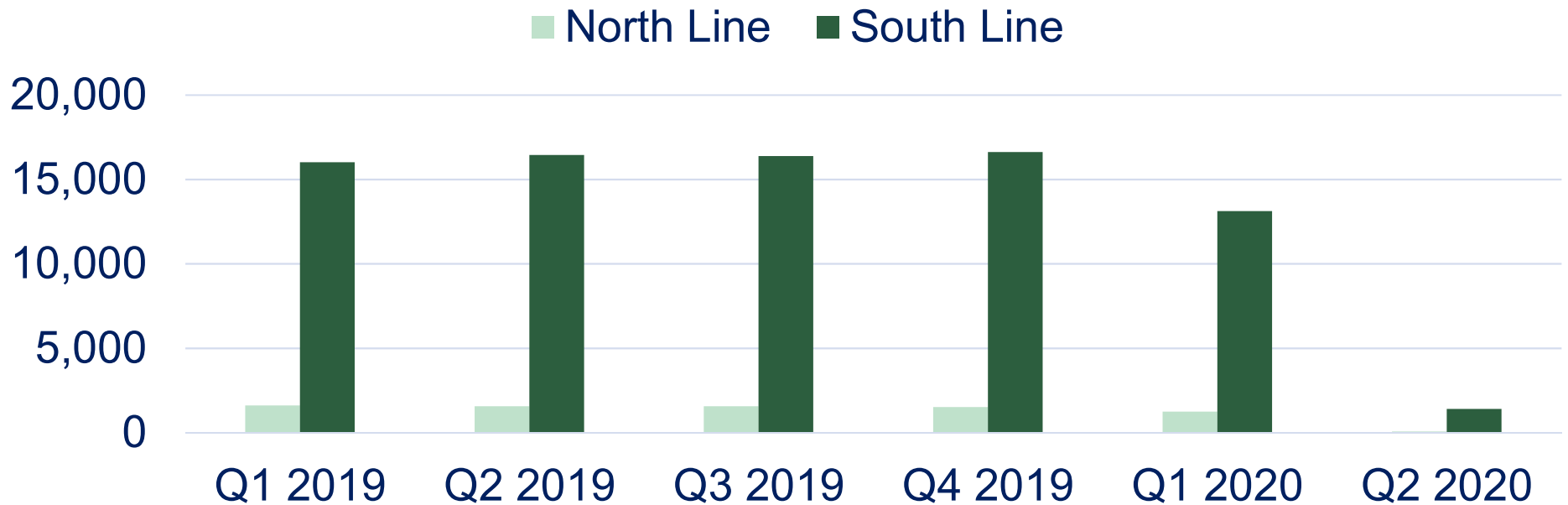
Average Weekday Ridership – ST Express



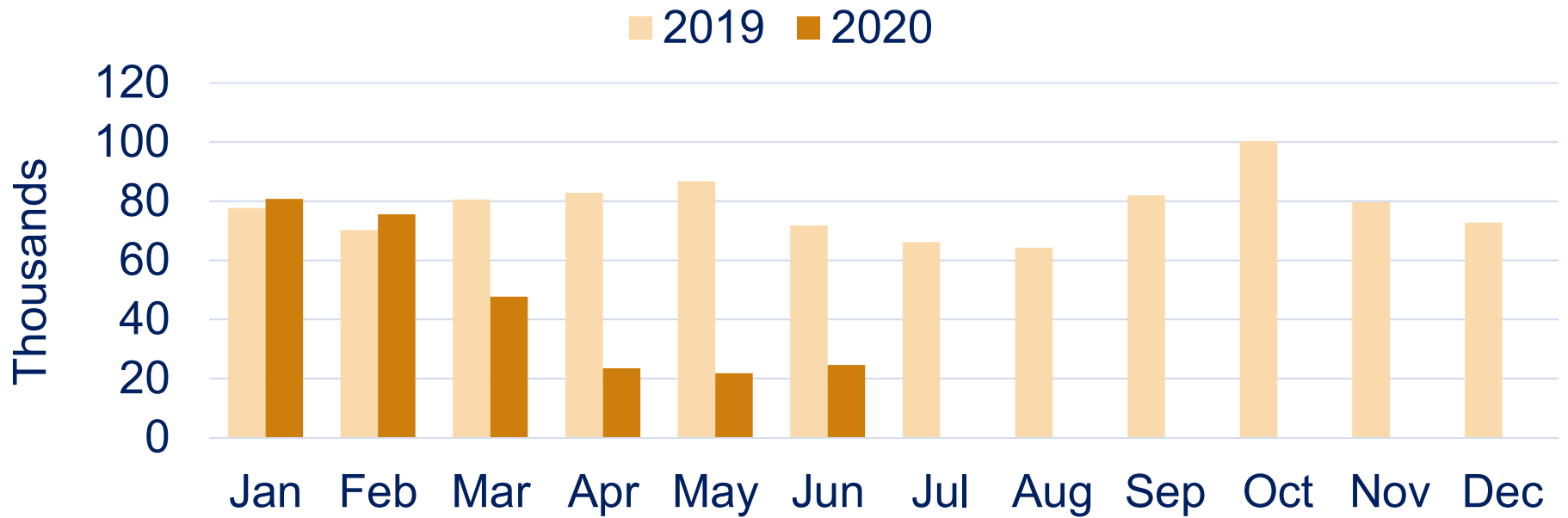
Ridership – Sounder



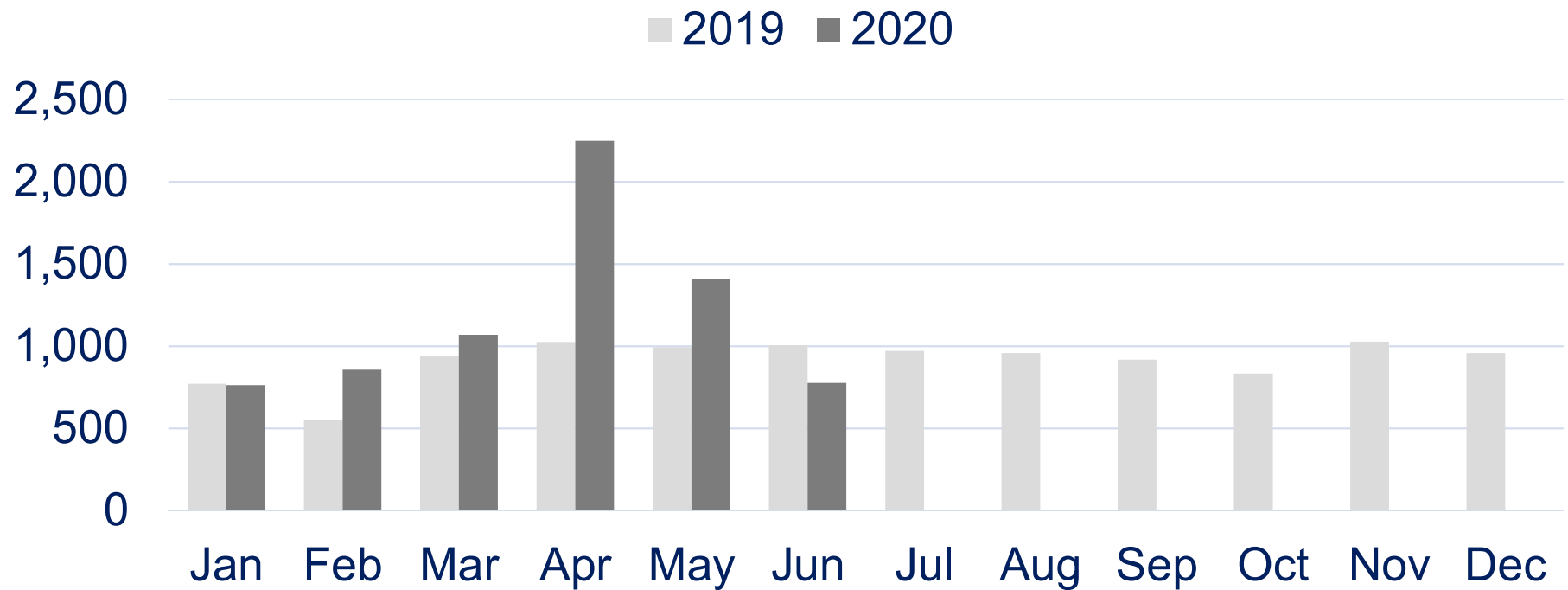
Average Weekday Ridership – Sounder



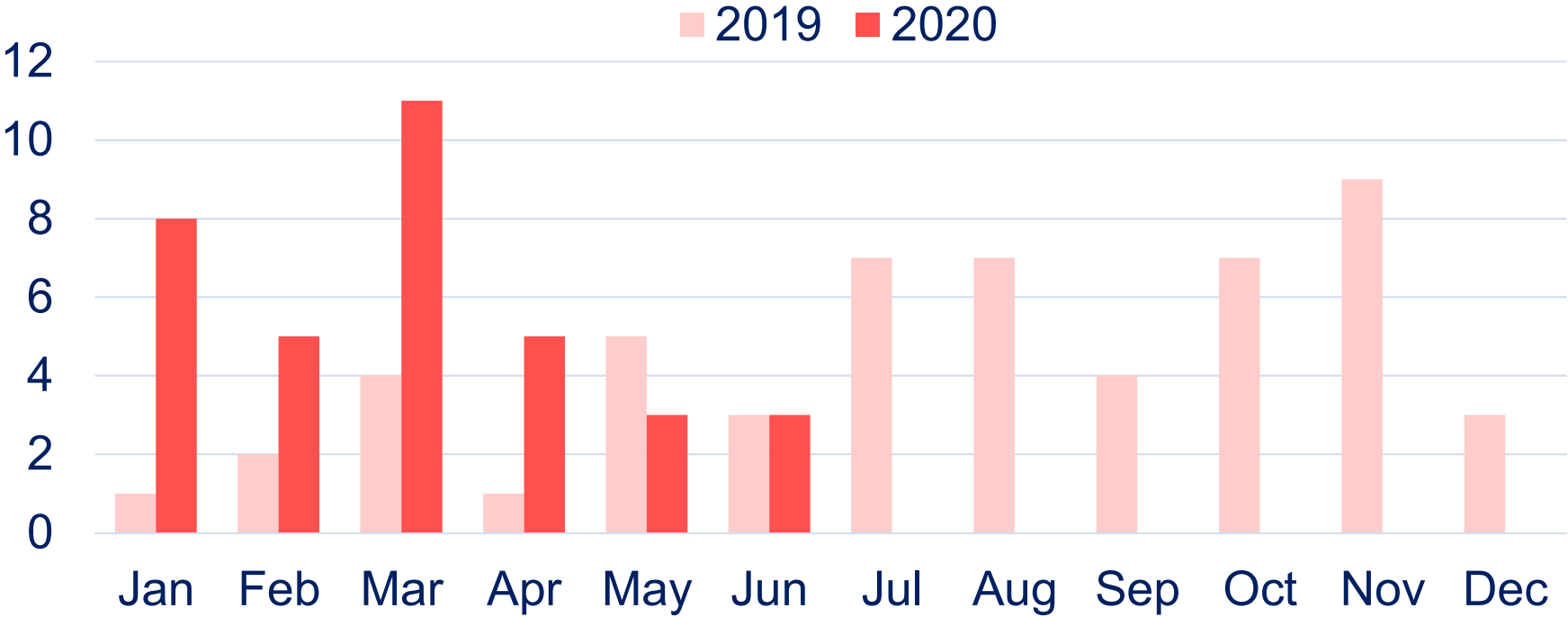
Ridership – Tacoma Link



Public Safety Incidents – Total System



Customer Complaints - Cleanliness



Conveyance Uptime – Link Elevators

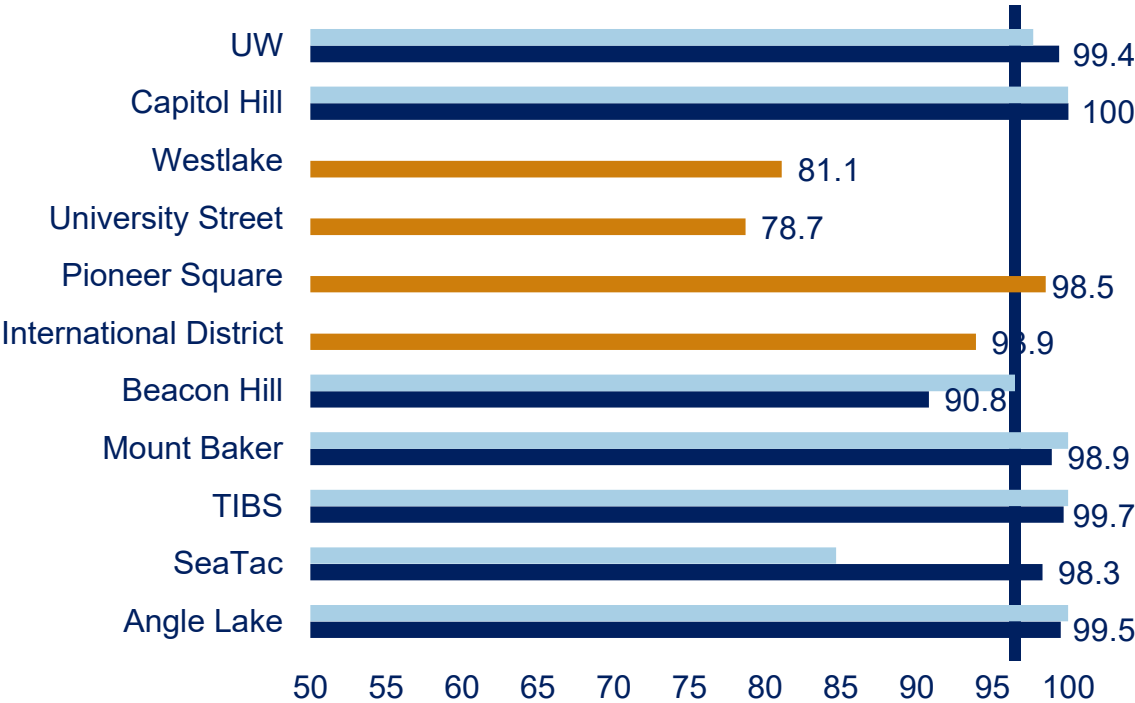
YTD Through June 2020 (including DSTT Stations) **Target 97%**



Elevators

█ DSTT Stations

█ 2019
█ 2020



Conveyance Uptime – Link Escalators

YTD Through June 2020 (including DSTT Stations)

Target 95%

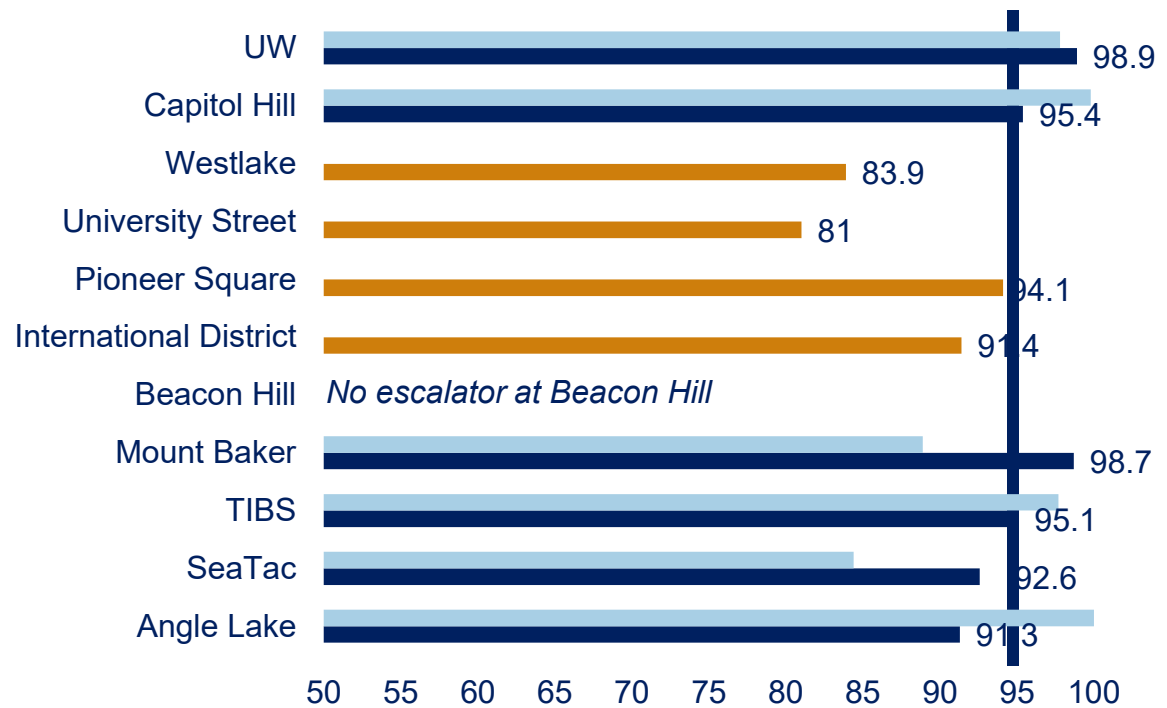


Escalators

DSTT Stations

2019

2020



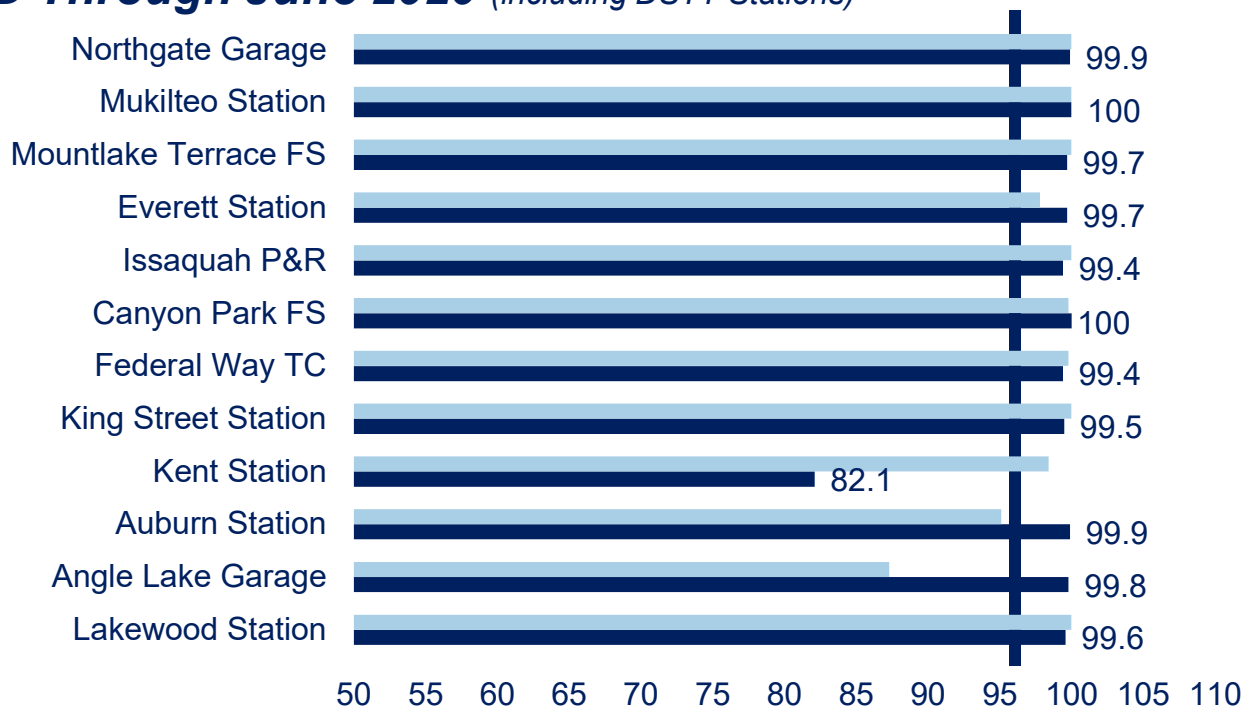
Conveyance Uptime – Sounder/ST Express/Garage Elevators

YTD Through June 2020 (including DSTT Stations) **Target 97%**



Elevators

2019
2020



Thank you.



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