

REO Performance Metrics

Monthly Report

Rider Experience and Operations Committee

12/5/2024

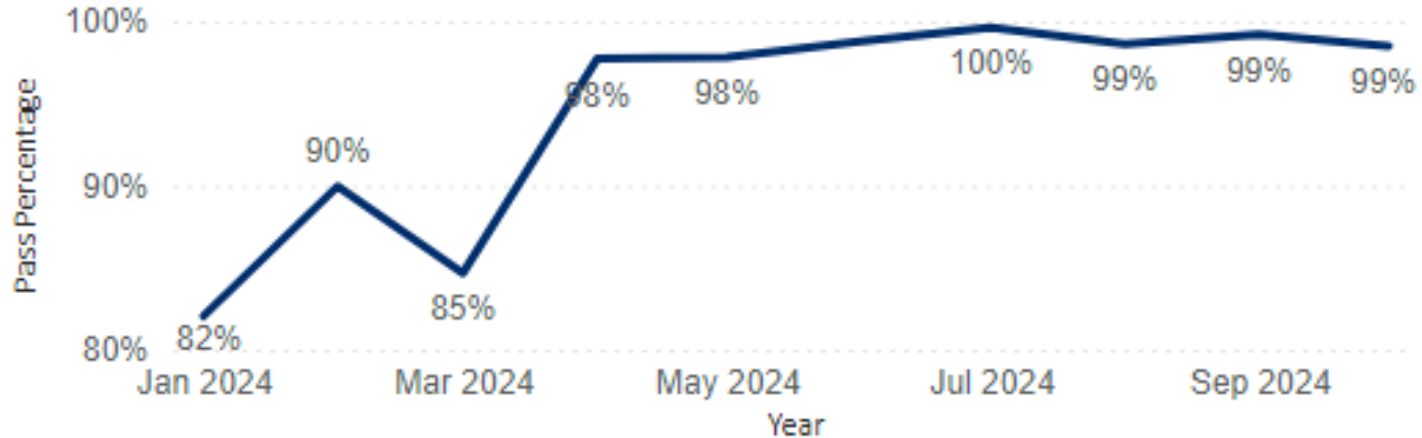


2024 REO Performance Metrics Topics

January	<i>No Presentation</i>
February	Operations and Security at Tukwila International Blvd. Station
March	<i>No Presentation</i>
April	2023 Year-in-Review
May	<i>No Presentation</i>
June	Vertical Transportation
July	<i>No Presentation</i>
August	Ridership
September	Customer Comments
October	Vehicle Availability
November	Vehicle Crowding and Parking

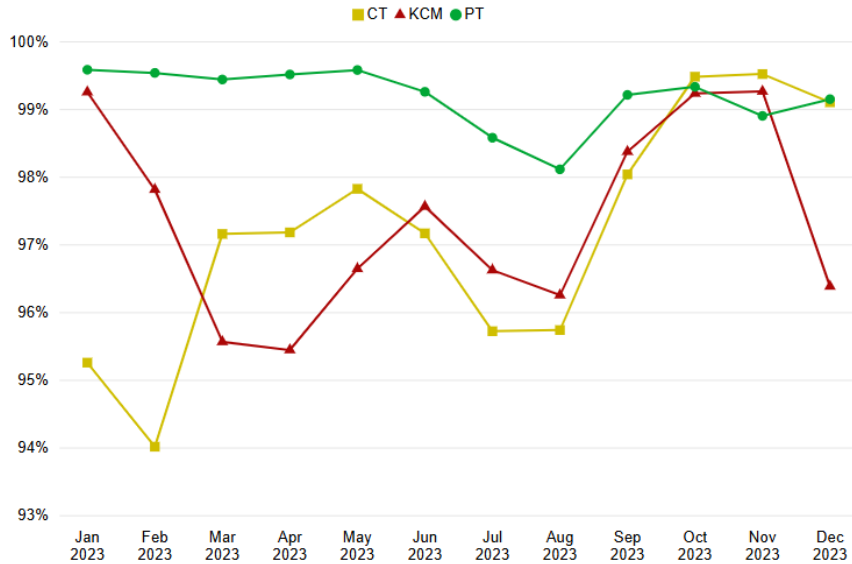
February – Improved Custodial Compliance

Tukwila International Boulevard Station (Compliance by Month)

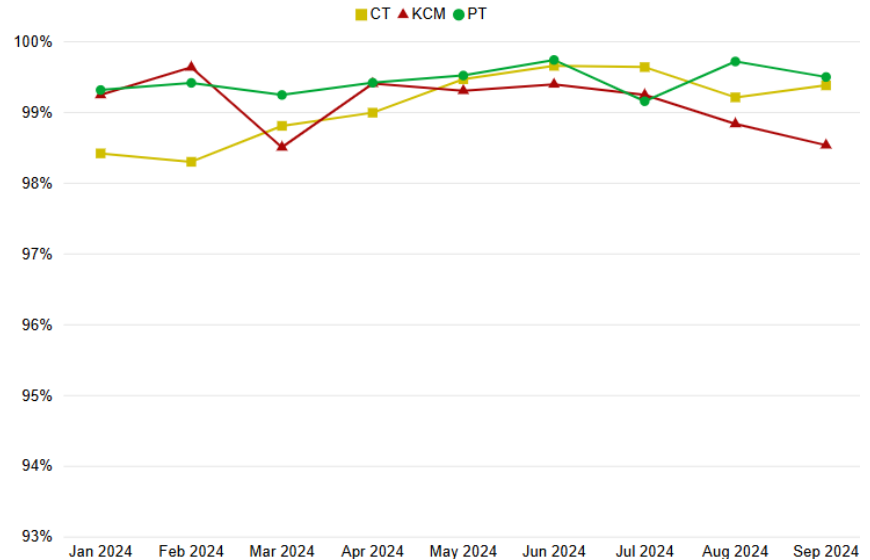


April – On Time Operations

Operated as Scheduled 2023



Operated as Scheduled 2024



June – Improved Elevator & Escalator Performance

May 2024

Link Elevators

Northgate 99%✓ Goal: 97% (+2.46%)	Roosevelt 99%✓ Goal: 97% (+2.3%)	U-District 86%! Goal: 97% (-11.48%)	UW Station 98%✓ Goal: 97% (+1.51%)	Capitol Hill 97%! Goal: 97% (-0.02%)	S Bellevue 100%✓ Goal: 97% (+3.09%)	BDS 99%✓ Goal: 97% (+2.14%)
Beacon Hill 53%! Goal: 97% (-45.05%)	Mt. Baker 94%! Goal: 97% (-3.56%)	TIBS 99%✓ Goal: 97% (+1.98%)	Seatac Airport 92%! Goal: 97% (-4.98%)	Angle Lake 95%! Goal: 97% (-1.97%)	Spring District 97%✓ Goal: 97% (+0.08%)	Wilburton 99%✓ Goal: 97% (+2.14%)

Link Escalators

Northgate 98%✓ Goal: 95% (+3.16%)	Roosevelt 98%✓ Goal: 95% (+3.28%)	U-District 96%✓ Goal: 95% (+1.38%)	UW Station 98%✓ Goal: 95% (+3.36%)	Capitol Hill 94%! Goal: 95% (-0.77%)	S Bellevue 67%! Goal: 97% (-31.43%)	BDS 94%! Goal: 97% (-2.61%)
Mt. Baker 98%✓ Goal: 95% (+2.68%)	TIBS 97%✓ Goal: 95% (+2.6%)	Seatac Airport 77%! Goal: 95% (-19.21%)	Angle Lake 99%✓ Goal: 95% (+4.54%)	Spring District 98%✓ Goal: 97% (+0.56%)	Wilburton 98%✓ Goal: 97% (+0.72%)	

October 2024

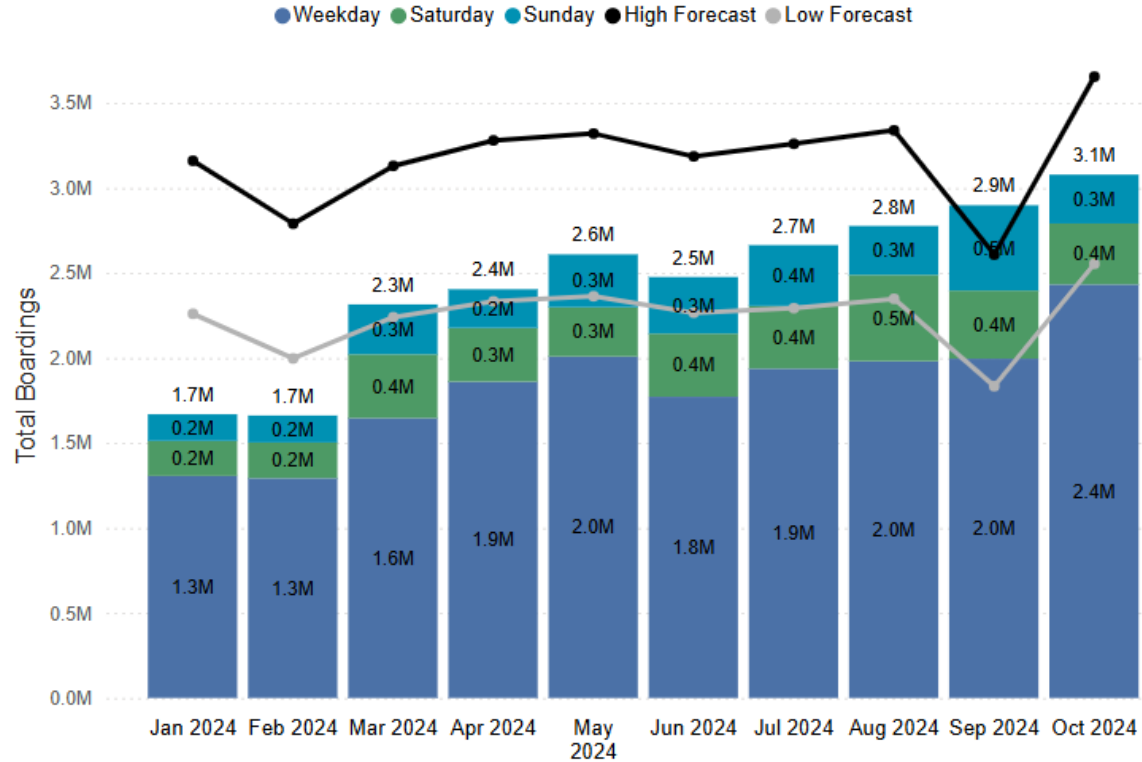
Link Elevators

Northgate 98%✓ Goal: 97% (+1.35%)	Roosevelt 99%✓ Goal: 97% (+1.98%)	U-District 98%✓ Goal: 97% (+1.43%)	UW Station 99%✓ Goal: 97% (+1.91%)	Capitol Hill 99%✓ Goal: 97% (+2.3%)	S Bellevue 100%✓ Goal: 97% (+3.09%)	BDS 99%✓ Goal: 97% (+2.46%)
Beacon Hill 97%✓ Goal: 97% (+0.4%)	Mt. Baker 100%✓ Goal: 97% (+3.09%)	TIBS 100%✓ Goal: 97% (+3.09%)	Seatac Airport 98%✓ Goal: 97% (+1.02%)	Angle Lake 100%✓ Goal: 97% (+3.09%)	Spring District 100%✓ Goal: 97% (+3.09%)	Wilburton 100%✓ Goal: 97% (+3.09%)

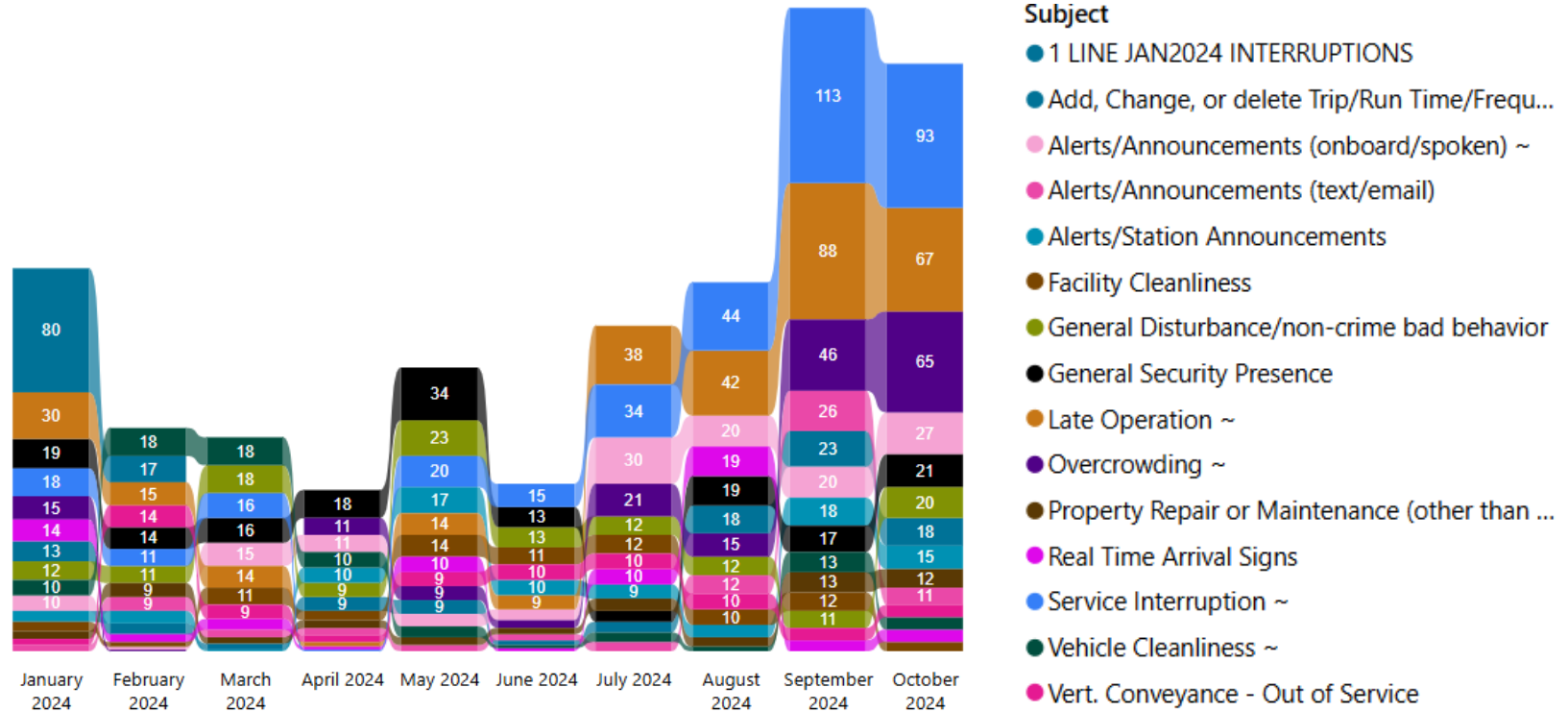
Link Escalators

Northgate 98%✓ Goal: 95% (+3.58%)	Roosevelt 98%✓ Goal: 95% (+3.11%)	U-District 97%✓ Goal: 95% (+2.31%)	UW Station 99%✓ Goal: 95% (+4.02%)	Capitol Hill 99%✓ Goal: 95% (+4.25%)	S Bellevue 94%! Goal: 97% (-3.4%)	BDS 99%✓ Goal: 97% (+2.54%)
Mt. Baker 100%✓ Goal: 95% (+4.94%)	TIBS 97%✓ Goal: 95% (+2.35%)	Seatac Airport 97%✓ Goal: 95% (+2.47%)	Angle Lake 93%! Goal: 95% (-1.69%)	Spring District 99%✓ Goal: 97% (+2.3%)	Wilburton 99%✓ Goal: 97% (-2.3%)	

August – Ridership Growth

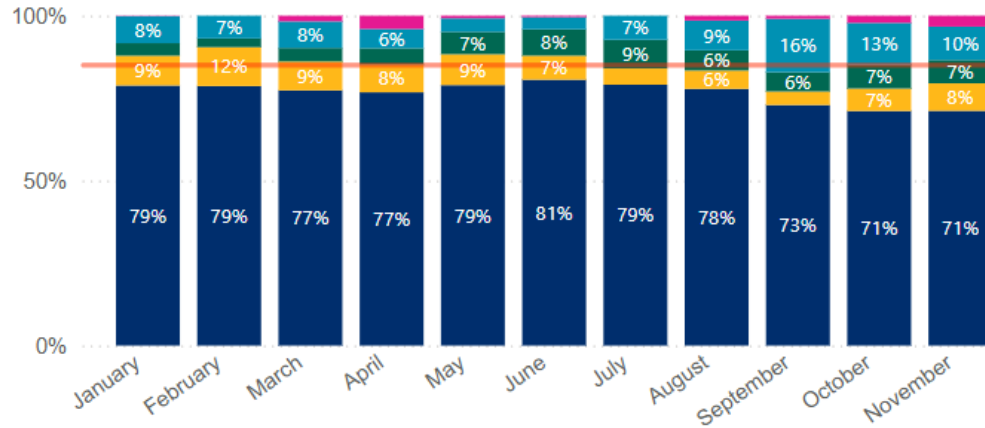


September – Customer Comments

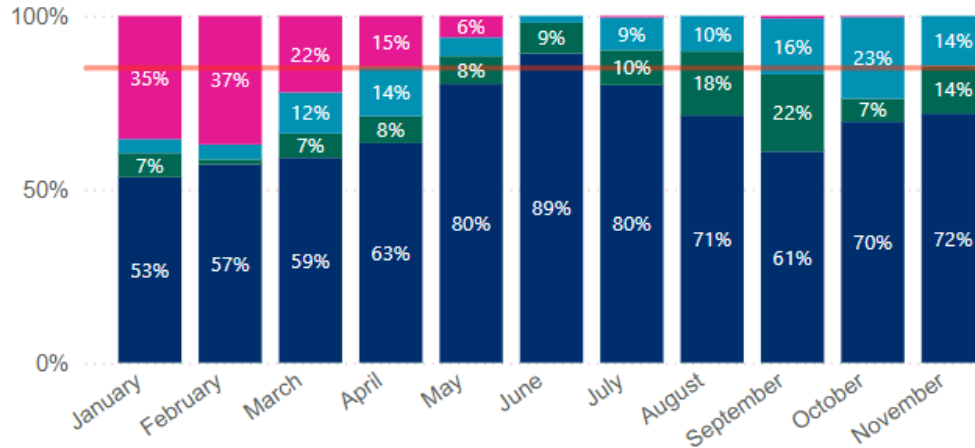


October – Vehicles Available for Service

Series 2

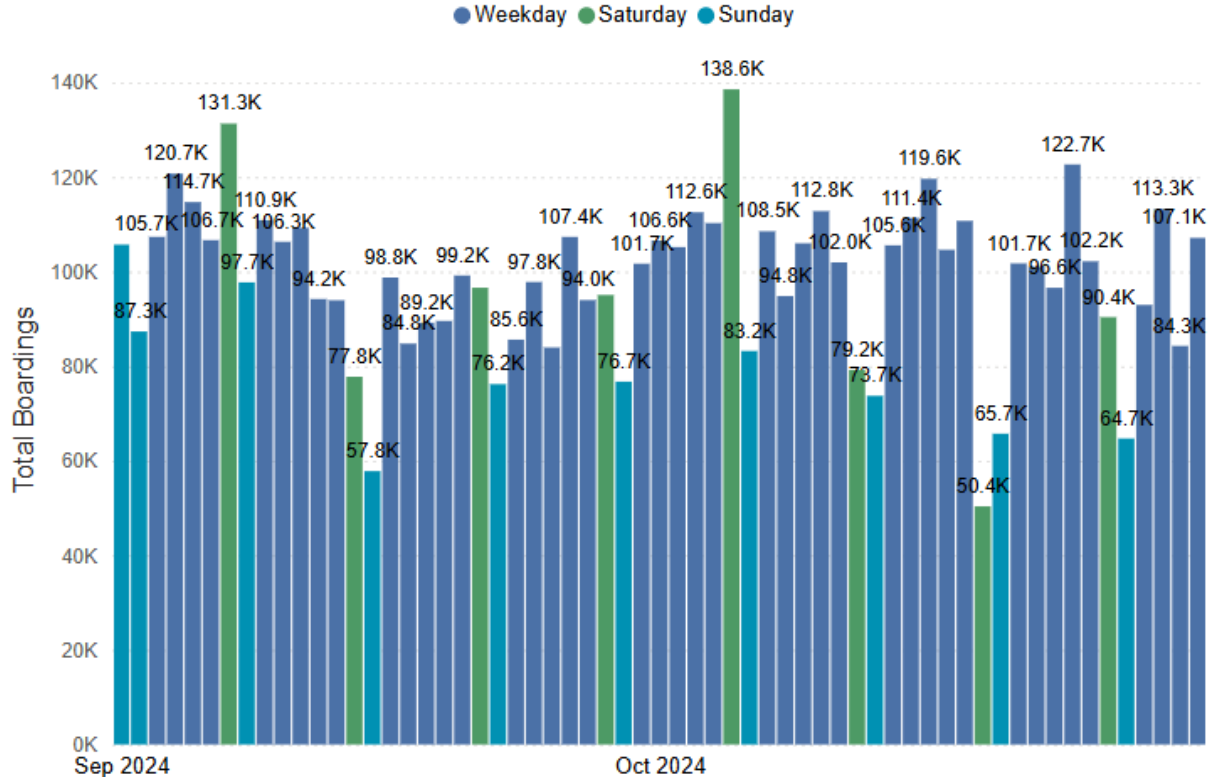


Series 1



- Available
- Warranty Repair
- Corrective Maintenance
- Preventative Maintenance
- SIT

November – Peak Ridership



***Safety and Security Focus:
Passenger and Transit Worker
Assault Metrics***

Safety and Security Data

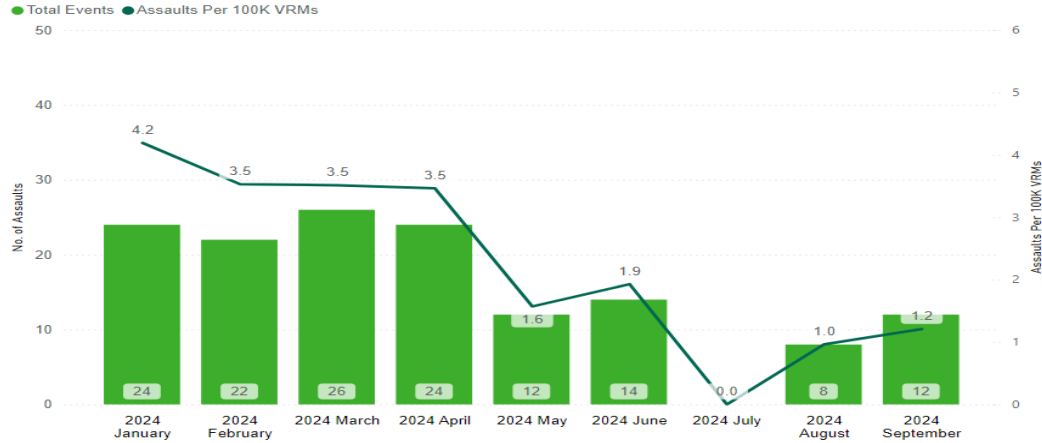
Security Events

- Arson
- **Assault (passenger and transit workers)**
- Bomb threat/bombing
- Homicide
- Burglary / vandalism
- Robbery
- Sabotage
- Larceny/theft
- Suspicious package
- Motor vehicle theft

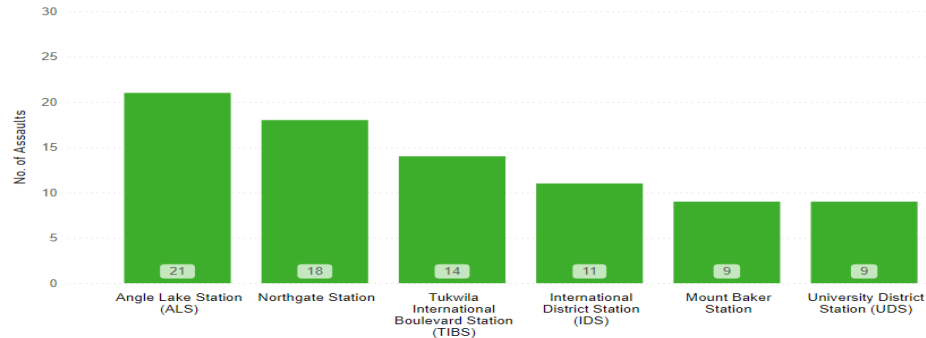
Safety Events

- Collisions (with transit vehicle)
- Fatalities (confirmed within 30 days, includes suicide)
- Derailments (mainline or yard)
- Fire
- Property damage (substantial)
- Evacuations (for life safety, or into right-of-way)
- Injuries (with transport for medical attention and one or more persons)

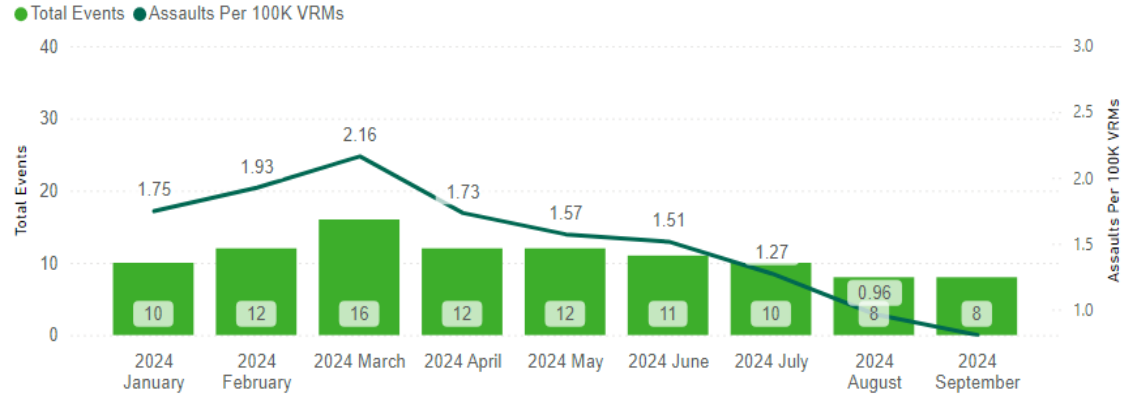
Transit Worker Assaults – Link



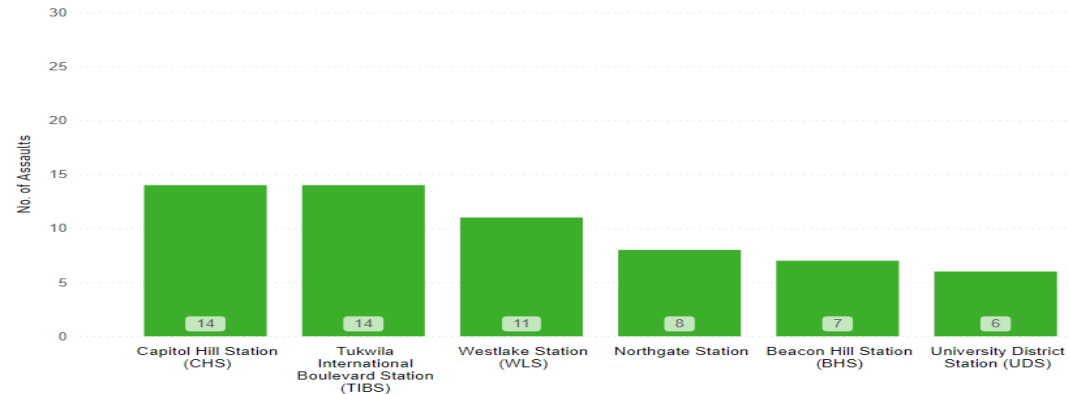
Top Locations for Transit Worker Assaults



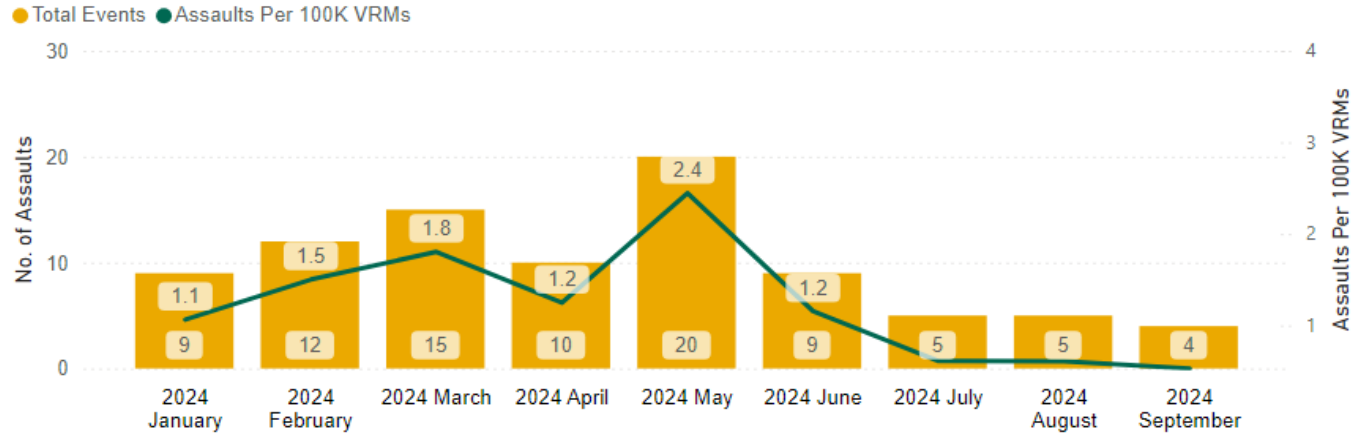
Passenger Assaults – Link



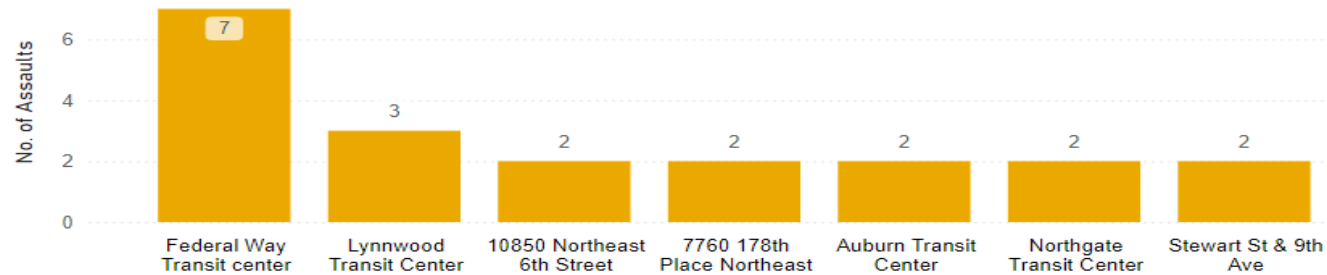
Top Locations for Passenger Assaults



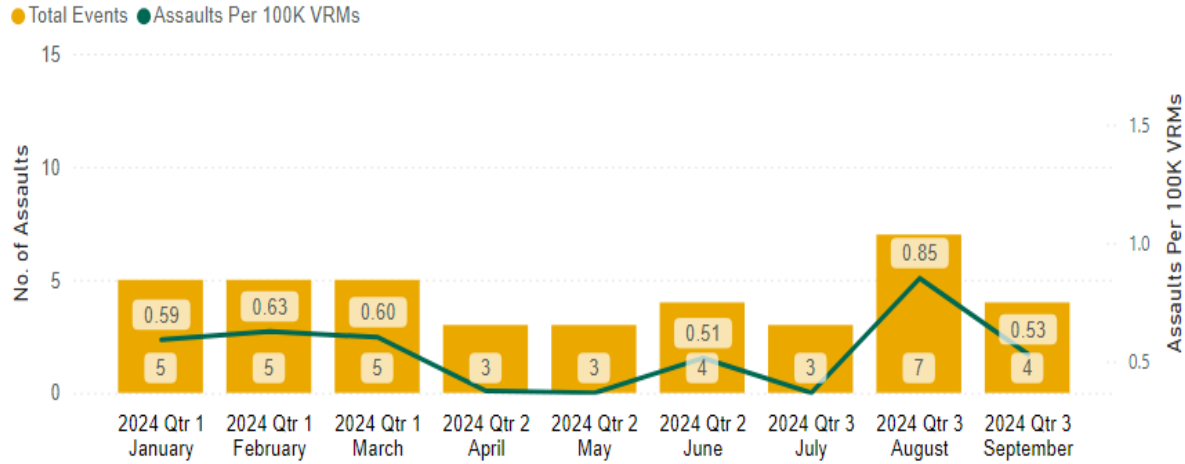
Transit Worker Assaults – ST Express



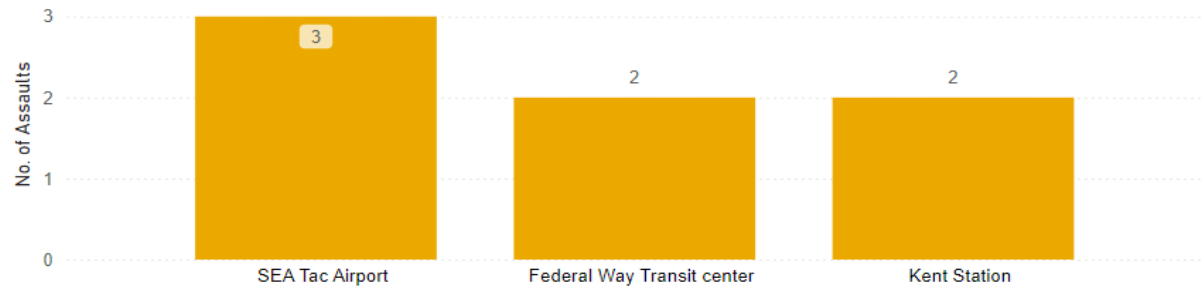
Top Locations for Transit Worker Assaults



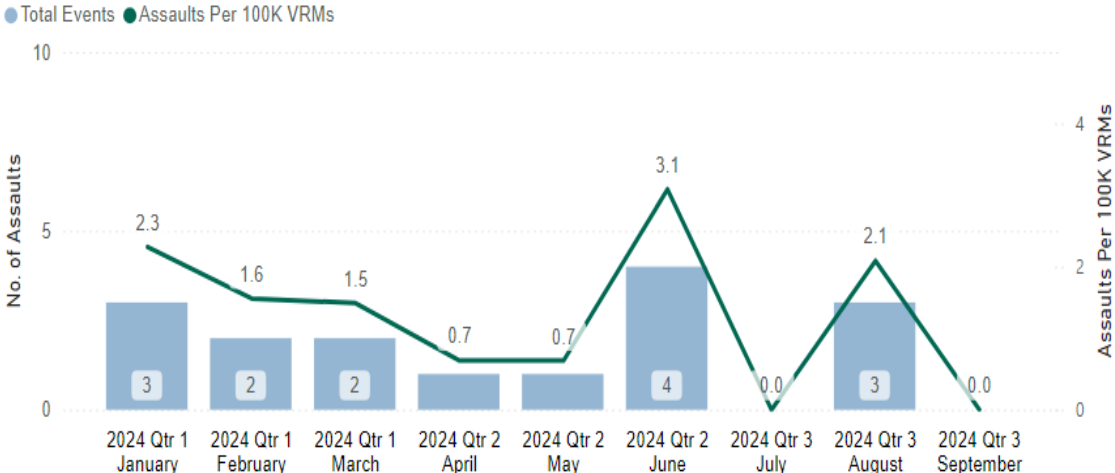
Passenger Assaults – ST Express



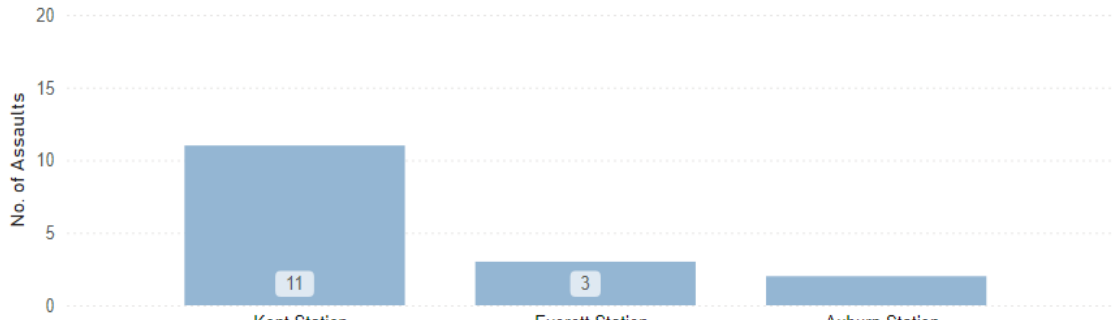
Top Locations for Passenger Assaults



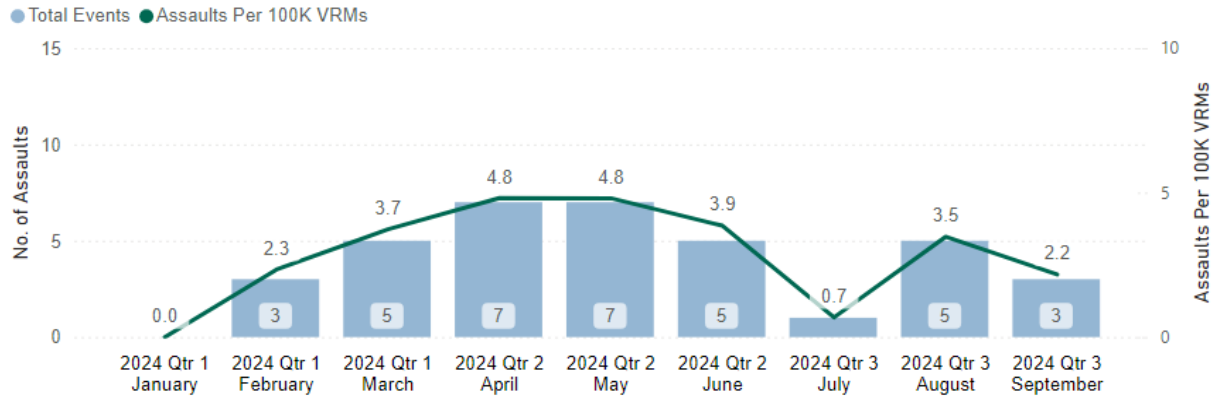
Transit Worker Assaults – Sounder



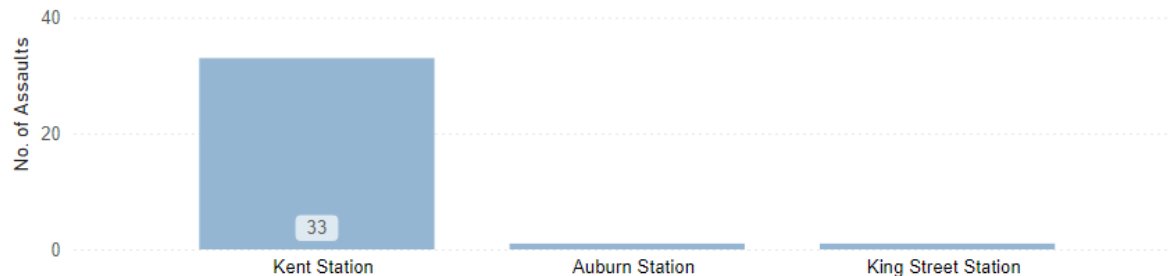
Top Locations for Transit- Worker Assaults



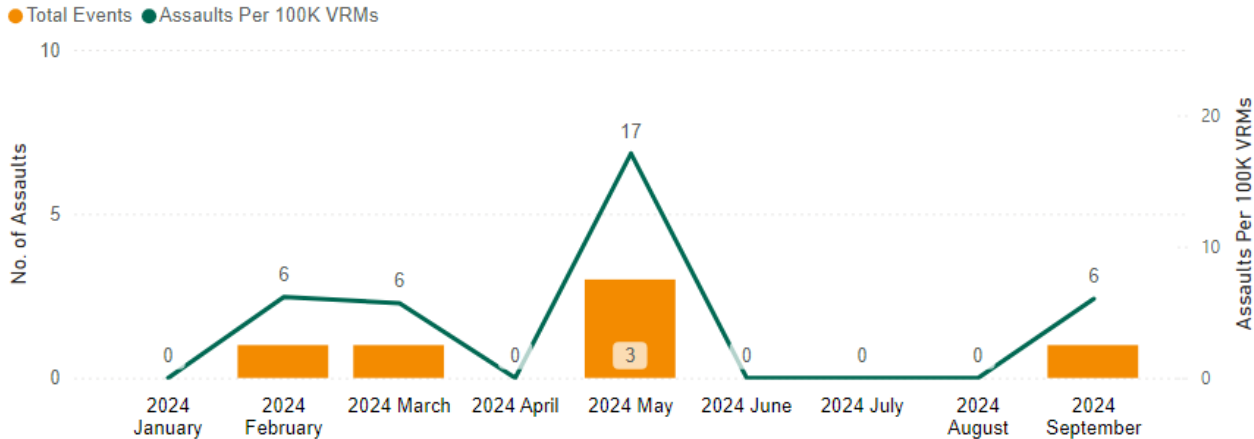
Passenger Assaults – Sounder



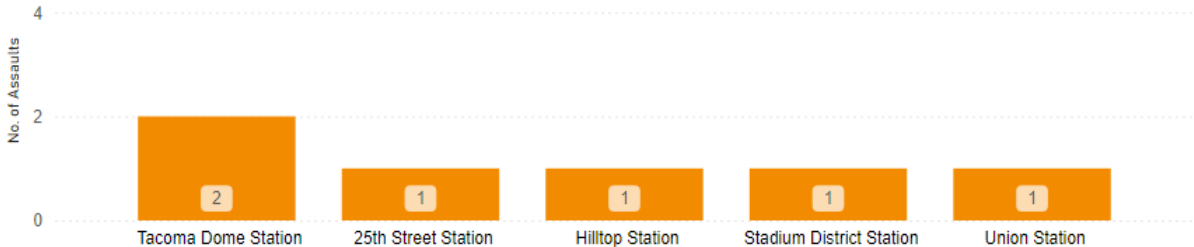
Top Locations for Passenger Assaults



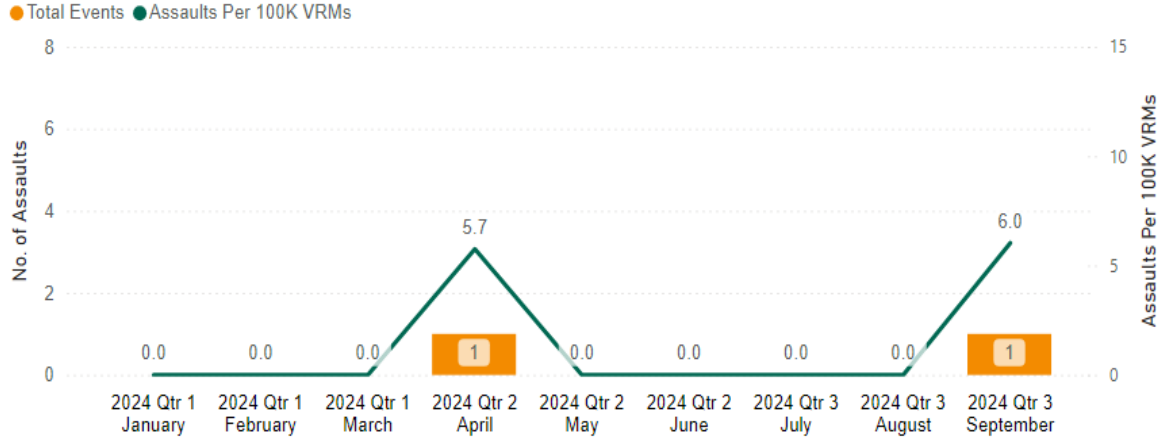
Transit Worker Assaults – T Line



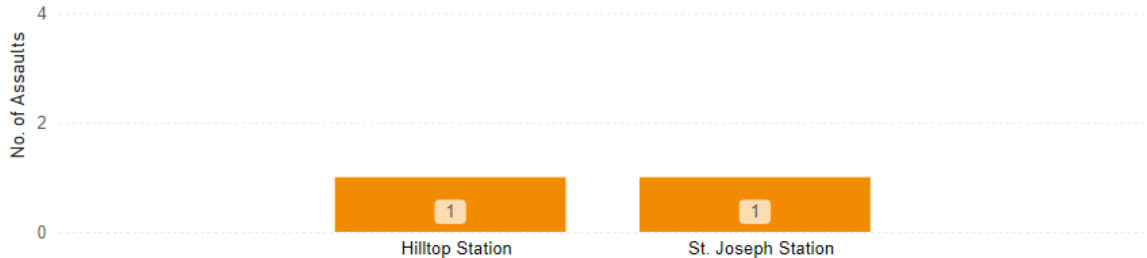
Top Locations for Transit Worker Assaults



Passenger Assaults – T Line



Top Locations for Passenger Assaults



Thank you.



 [soundtransit.org](https://www.soundtransit.org)

