

REO Performance Metrics

Performance Metrics Monthly Report

Rider Experience and Operations Committee

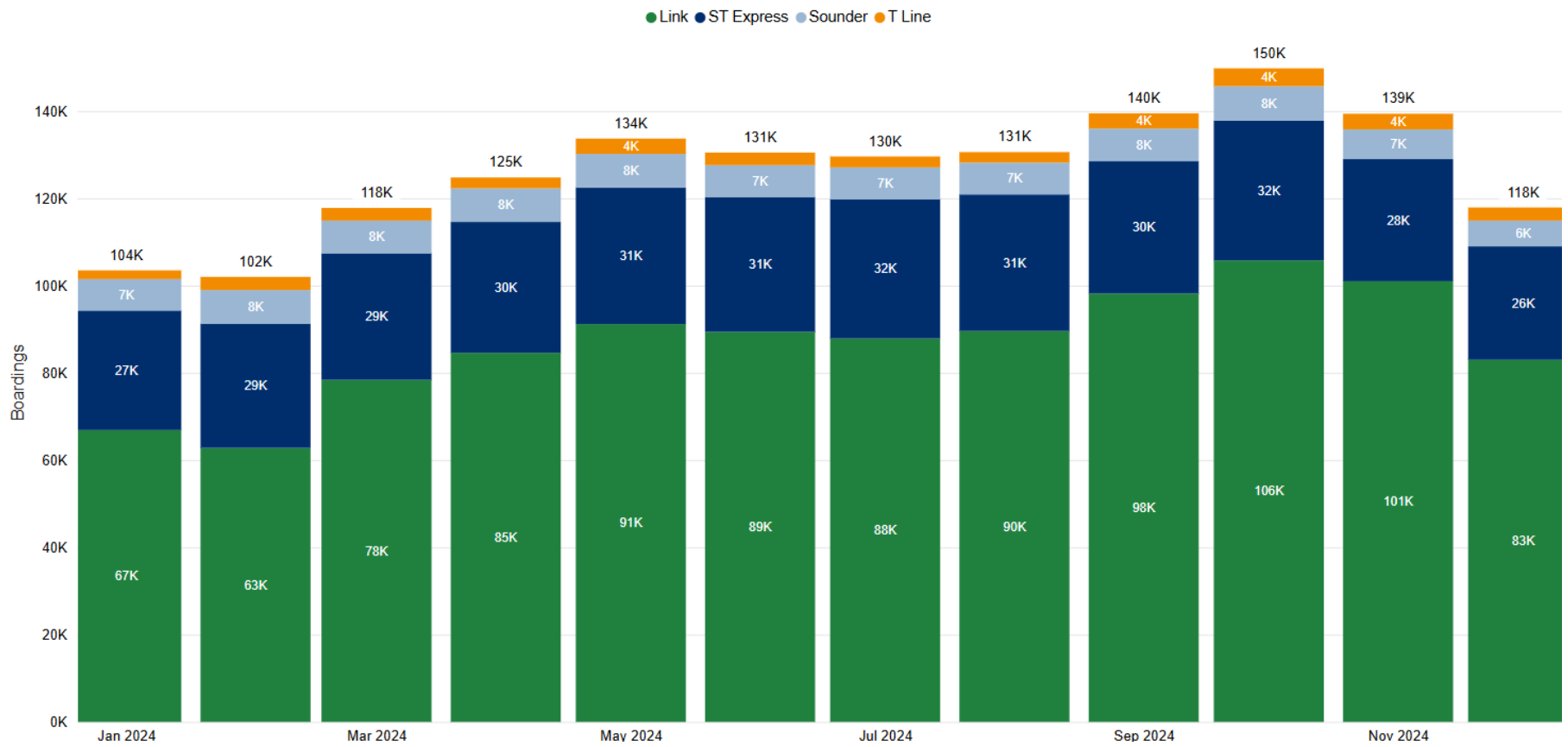
3/6/2025



Why we are here

- Review annual performance metrics for 2024
- Today we are here to provide information only

2024 Ridership



Link Crowding – July 2024

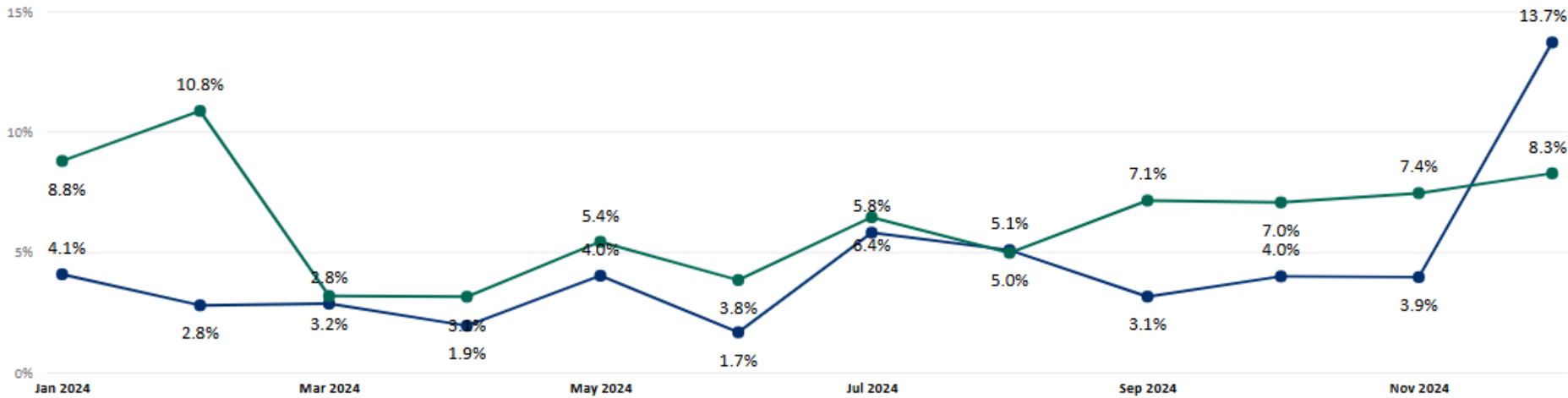
Direction, Friendly	Northgate	Roosevelt	U District	University of Washington	Capitol Hill	Westlake/Seattle	University St	Pioneer Square	International District/Chinatown	Stadium	SODO	Beacon Hill	Mount Baker
North													
6	0.28	6.45	7.65	9.58	20.87	18.93	23.01	25.70	26.73	25.73	24.34	26.19	24.62
7	0.31	10.44	12.84	18.81	29.78	26.72	36.49	41.72	43.86	43.49	41.36	41.94	38.06
8	-0.12	8.52	11.62	20.01	33.77	31.85	42.42	50.48	54.19	50.52	48.92	47.84	42.59
9	0.08	9.02	12.67	20.20	28.90	29.19	38.88	43.51	44.45	45.83	44.90	44.84	40.92
15	0.06	28.10	39.82	48.89	48.15	59.48	45.71	42.24	39.10	36.29	34.88	31.85	31.94
16	0.00	40.52	56.95	69.71	70.51	79.49	62.43	51.66	45.61	40.03	37.39	34.53	32.38
17	0.65	38.28	57.01	72.33	69.41	79.96	56.73	46.40	40.94	36.67	39.45	36.55	34.70
18	-0.26	24.35	37.37	52.31	53.71	58.39	43.36	38.12	35.47	30.65	37.17	36.25	33.77
South													
6	23.09	27.94	29.41	22.75	23.61	20.86	18.19	17.71	16.17	14.30	15.01	16.02	15.70
7	30.76	43.85	50.77	49.37	50.79	36.15	25.99	22.16	19.26	18.12	15.82	16.71	16.73
8	28.61	44.79	56.73	57.72	61.33	43.66	30.35	23.94	20.11	17.95	15.82	15.79	15.54
9	23.78	34.64	46.76	47.36	48.30	31.76	24.75	22.29	20.00	17.47	17.79	18.44	17.56
15	23.21	27.89	38.33	51.89	49.66	55.88	58.45	58.63	52.50	50.43	51.20	43.47	41.25
16	23.42	30.99	45.24	60.97	56.56	68.22	72.72	72.22	62.93	60.98	60.64	54.42	53.17
17	28.71	40.37	51.30	63.29	58.01	74.00	78.26	79.94	70.25	52.27	53.15	45.24	43.96
18	24.31	32.15	45.65	53.96	49.51	58.66	52.68	55.57	60.48	38.52	39.93	35.70	34.71

Link Crowding – October 2024

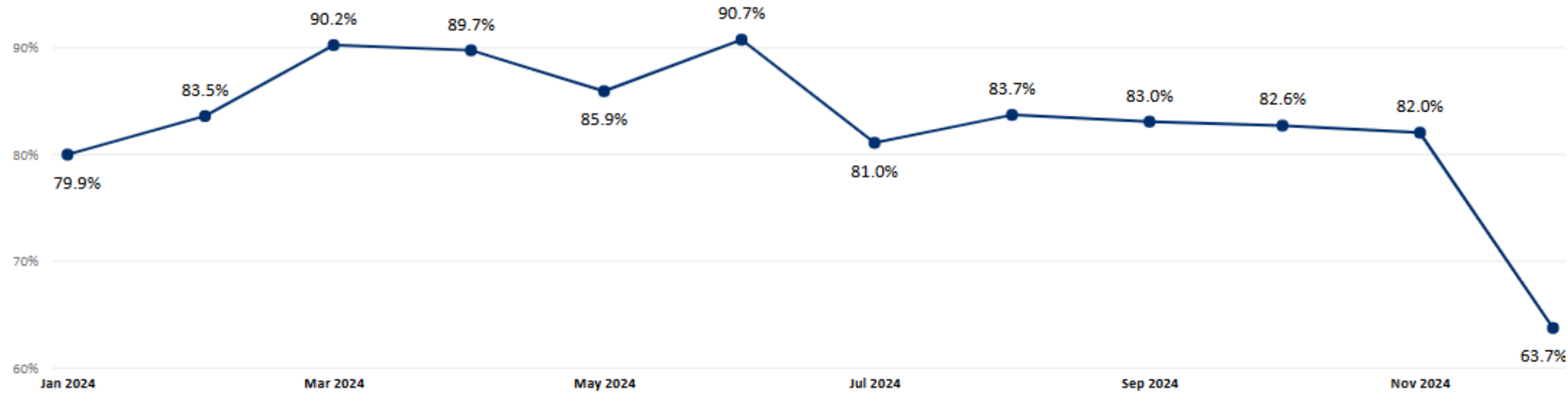
Direction, Friendly	Shoreline South/148th	Northgate	Roosevelt	U District	University of Washington	Capitol Hill	Westlake/Seattle	Symphony	Pioneer Square	International District/Chinatown	Stadium	SODO	Beacon Hill	Mount Baker
North														
6	6.17	6.65	9.04	10.21	11.54	22.66	20.82	25.17	28.65	28.99	27.42	25.50	26.27	24.13
7	9.09	9.90	15.39	16.68	23.40	41.18	36.95	46.61	51.17	53.39	51.37	49.51	49.37	43.63
8	8.43	8.50	13.77	16.11	25.75	40.64	40.16	51.41	57.20	58.93	53.77	51.88	51.61	44.35
9	7.55	8.29	12.89	15.24	26.78	44.54	43.81	50.89	54.12	55.42	54.64	53.26	51.69	48.10
15	36.20	41.28	55.01	57.88	73.18	78.18	75.15	50.02	44.07	40.61	39.04	37.35	34.99	37.81
16	46.56	54.06	73.58	86.64	87.01	78.67	80.40	60.48	47.27	40.51	37.76	35.81	30.77	30.11
17	43.69	50.58	69.34	86.91	89.80	81.62	88.26	63.69	51.51	44.53	40.80	39.43	35.97	34.71
18	29.19	33.81	47.48	50.00	55.00	61.00	62.27	49.23	43.00	40.09	36.89	34.70	31.69	31.02
South														
6	34.51	44.88	49.88	48.48	38.48	25.58	27.80	21.50	18.32	16.93	16.72	14.25	14.08	13.82
7	59.64	81.56	77.78	69.91	64.44	55.91	42.27	31.13	25.31	22.27	20.96	18.47	18.79	18.91
8	53.16	69.68	91.46	88.58	81.00	79.91	53.07	34.71	26.86	22.14	19.09	18.04	21.13	18.04
9	34.75	48.88	50.88	47.88	38.88	25.88	36.66	27.46	23.09	20.03	19.30	19.19	19.14	18.77
15	17.63	27.35	35.41	48.57	62.34	63.81	67.48	69.92	66.03	57.23	57.29	56.27	50.72	40.79
16	24.57	31.02	40.86	54.73	66.24	61.01	64.24	65.79	63.92	56.32	55.19	54.45	49.48	46.46
17	20.19	30.48	38.86	57.64	70.69	60.02	63.25	65.34	64.93	54.77	52.27	51.25	44.65	42.73
18	18.62	27.57	35.92	46.55	49.78	42.09	38.01	37.67	38.69	35.04	38.20	36.41	32.28	31.12

Link – Trip Delivery

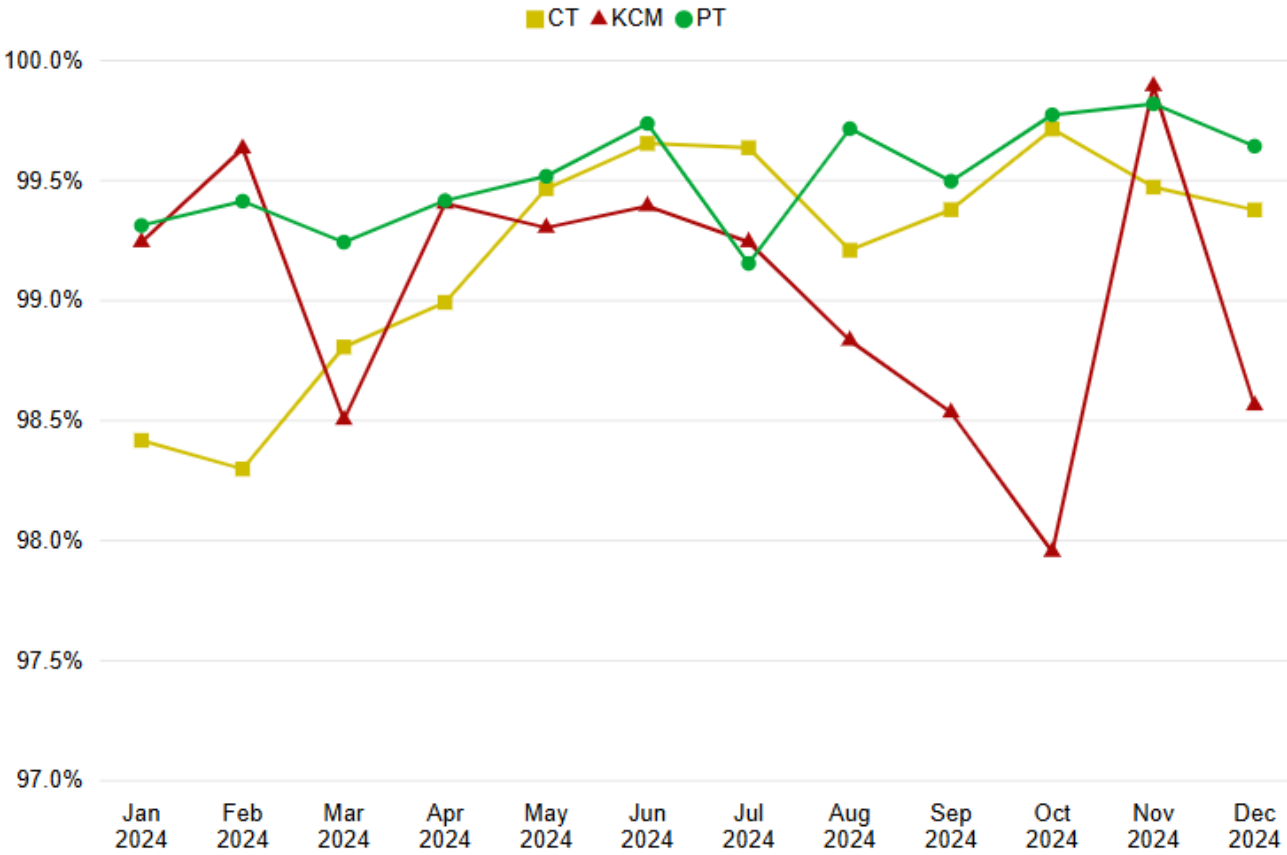
● Partial Trip % ● Missed Trip %



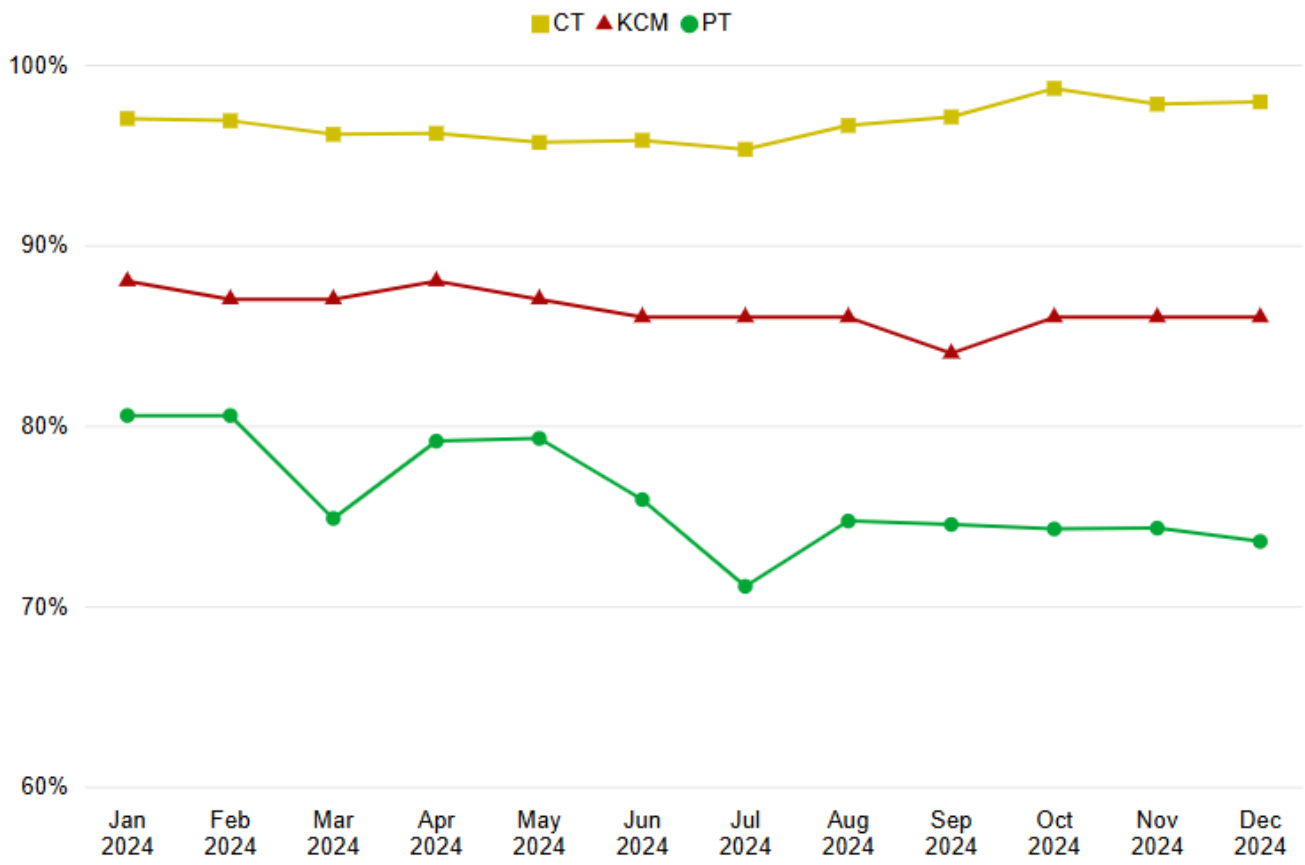
Link – On Time Performance



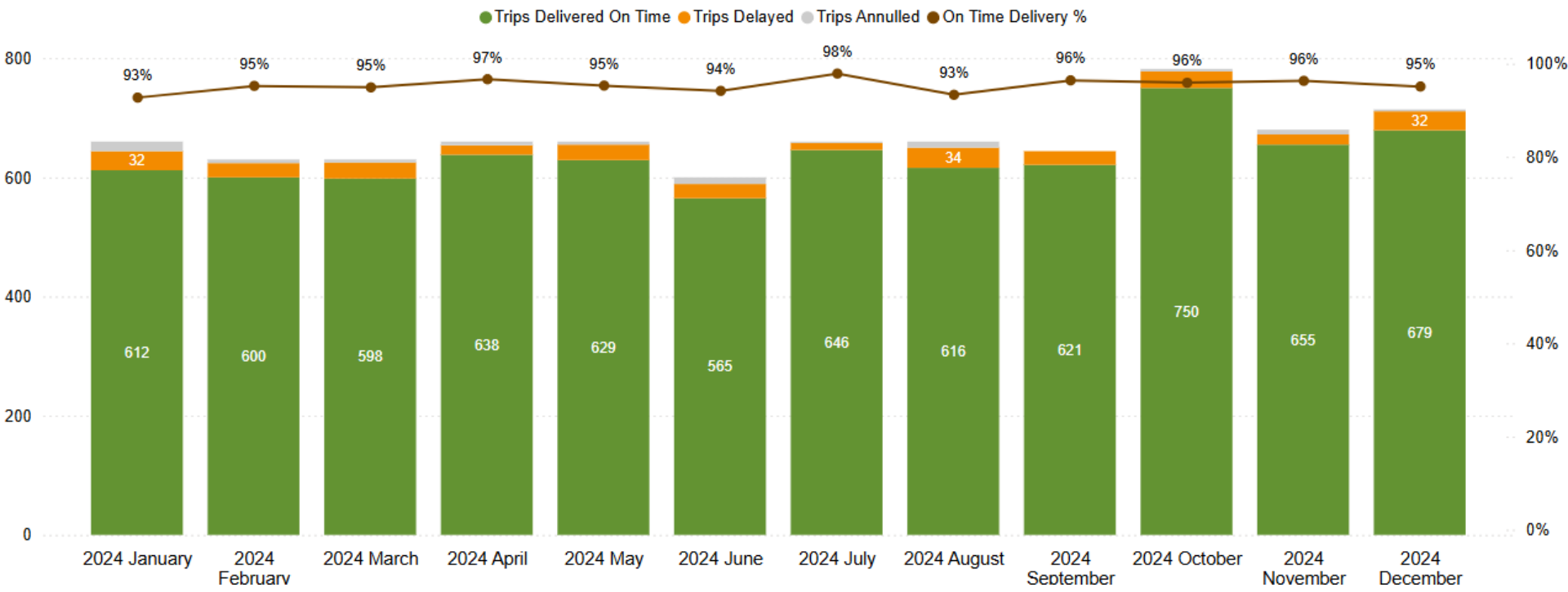
ST Express – Trip Delivery



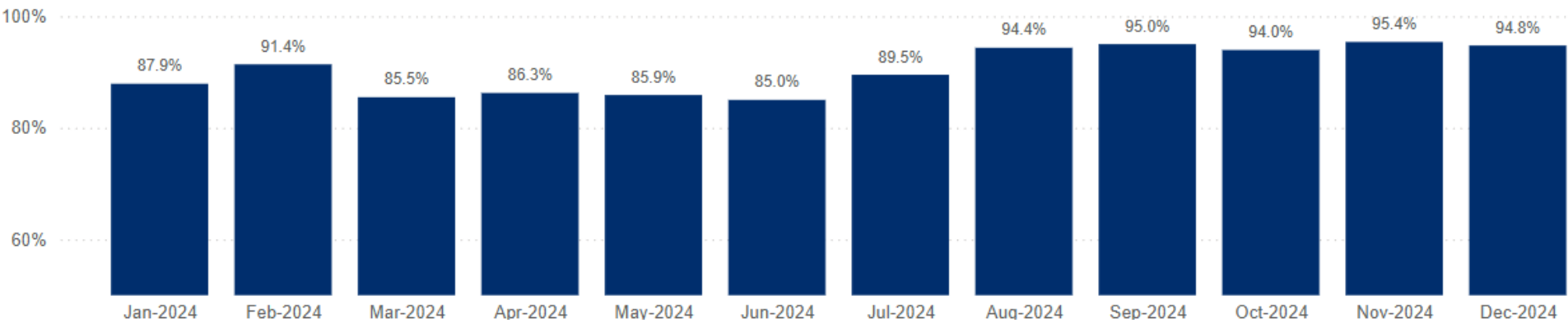
ST Express – On Time Performance



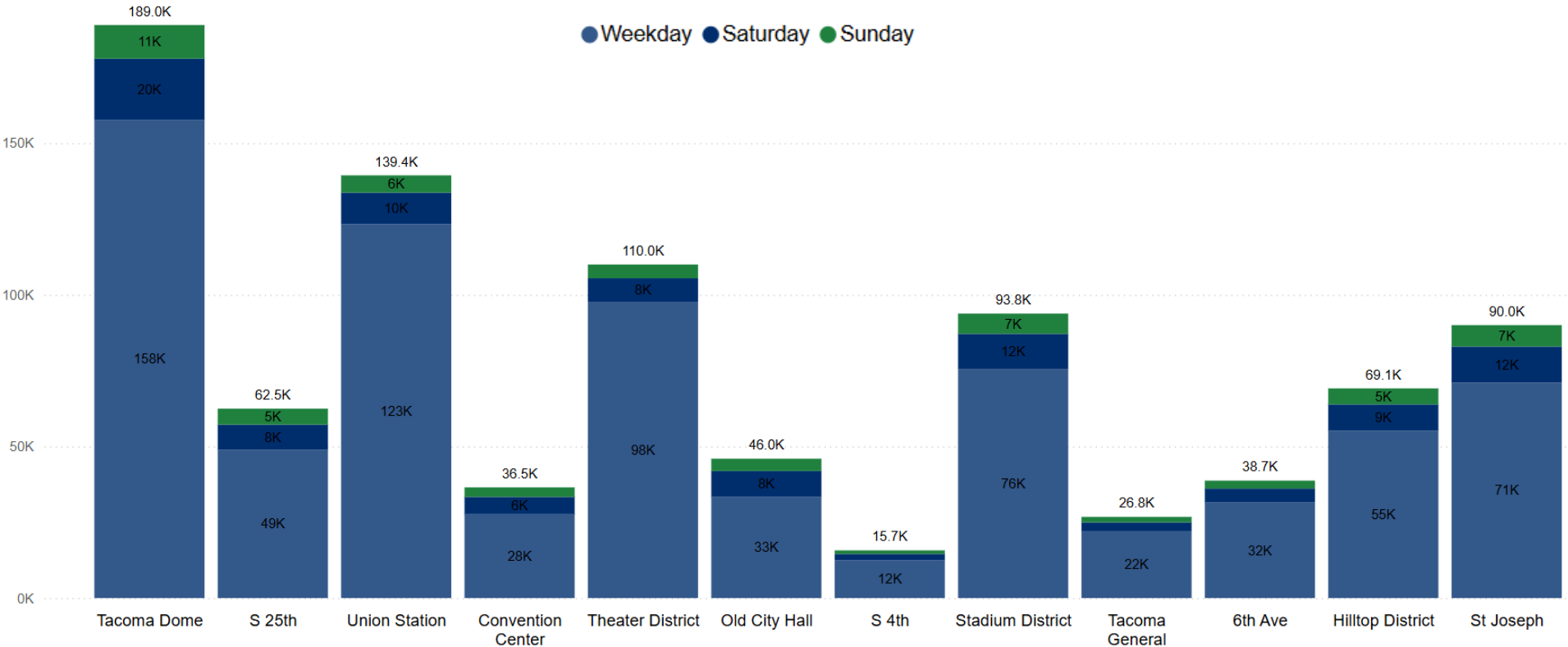
Sounder – Service Metrics



T-Line – Fleet Availability



T-Line – Ridership by Station



Facilities – Vertical Transportation

Link Elevators

98% ✓
Goal: 97% (+0.95%)

51
Link Elevators

Link Escalators

97% ✓
Goal: 95% (+2.24%)

71
Link Escalators

Non-Revenue Elevators

98% ✓
Goal: 97% (+0.52%)

20
Non-Rev Elevators

Souder / ST Express

98% ✓
Goal: 97% (+0.62%)

42
Souder Elevators

DSTT Escalators

94% !
Goal: 95% (-1.08%)

36
DSTT Escalators

DSTT Elevators

96% !
Goal: 97% (-1.45%)

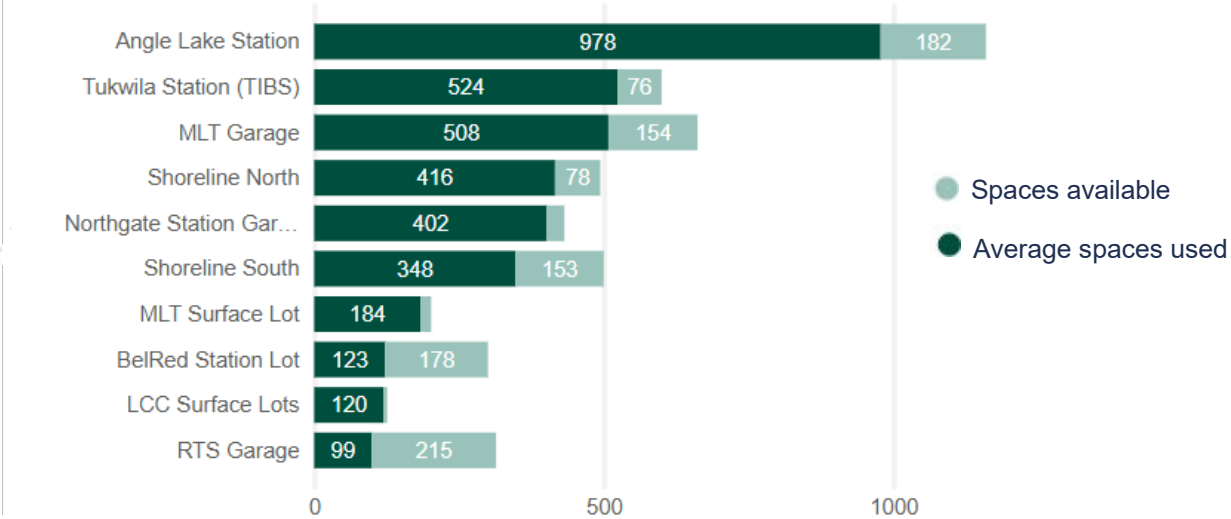
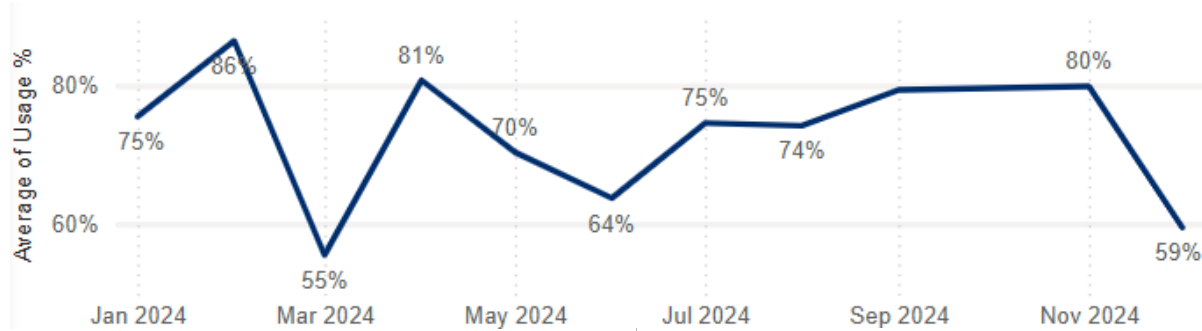
22
DSTT Elevators

135
Total Elevator Count

107
Total Escalator Count

242
Total Asset count

Facilities – Link Parking Utilization



Thank you.



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