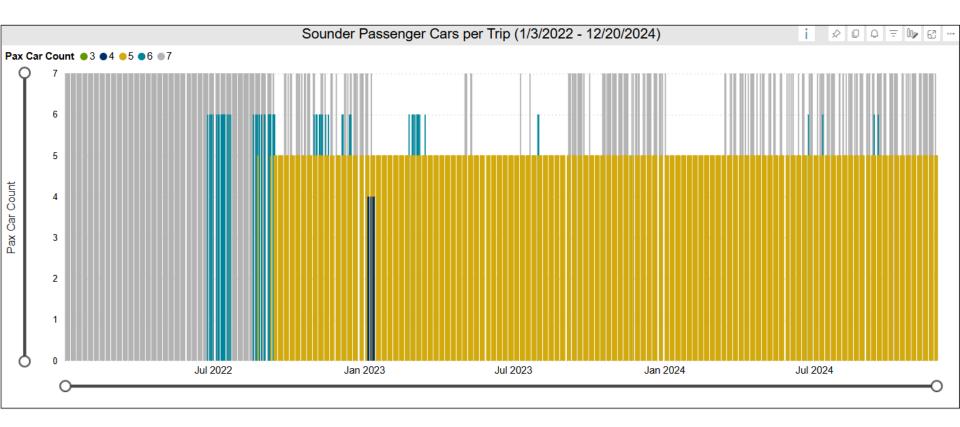
# **REO Performance Metrics** Performance Metrics Monthly Report

*Rider Experience and Operations Committee* 1/16/25

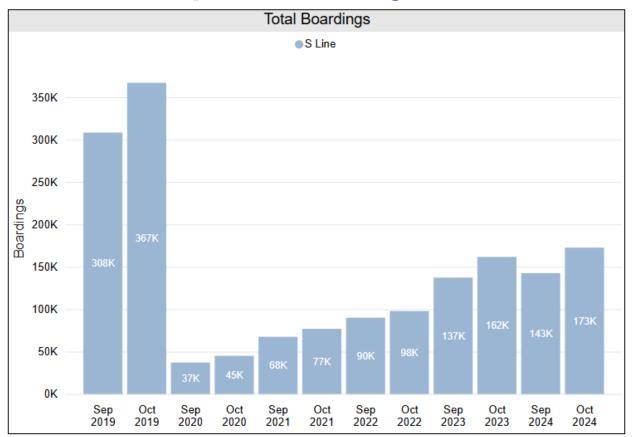


## Sounder South Line Consist Size



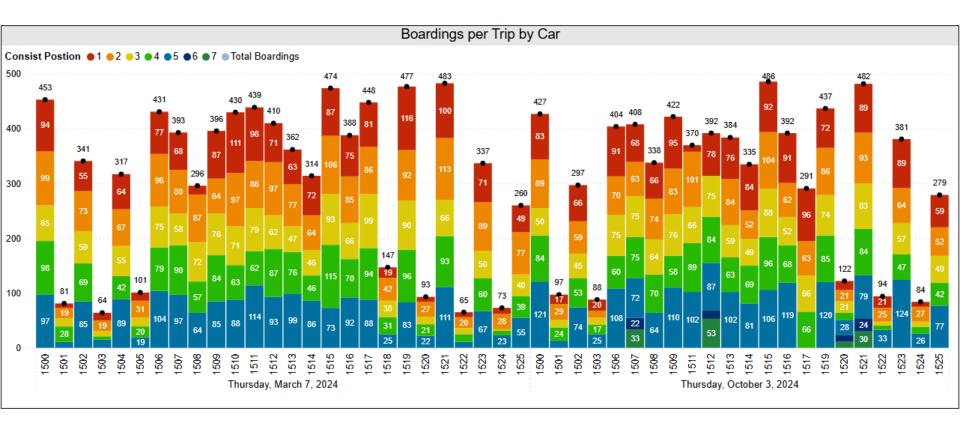


#### Sounder Ridership - Monthly, Selected Months



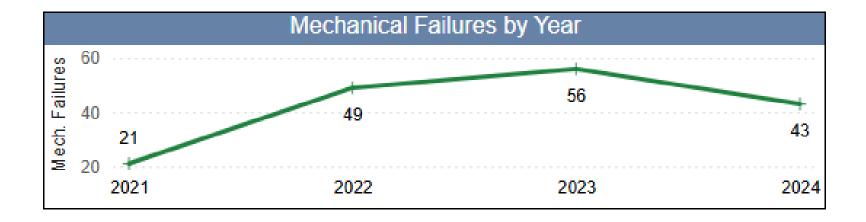


# Sounder Ridership – By Car, Selected Days



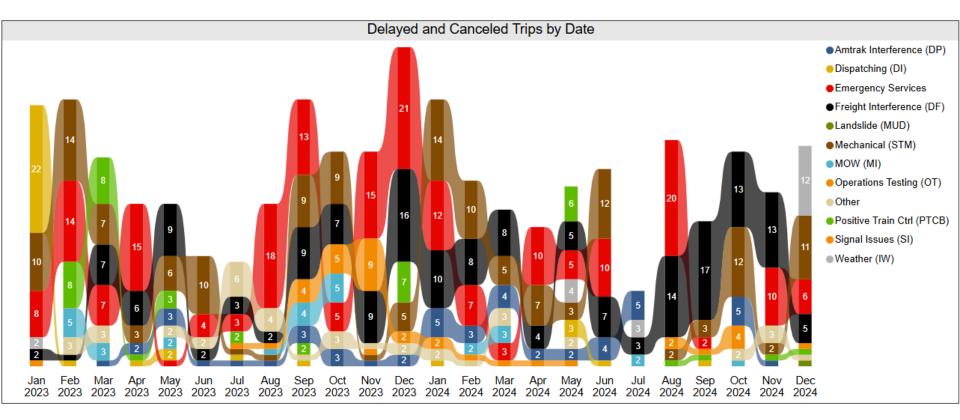


#### Sounder Maintenance Performance





## **Delays and Cancelations**



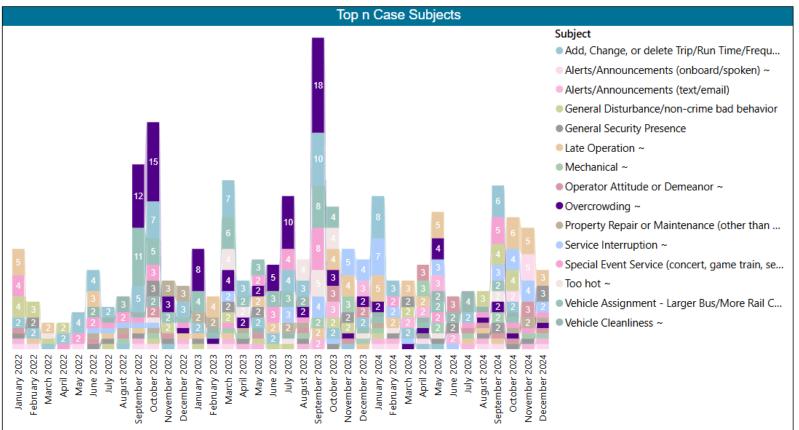


#### Sounder Customer Comments – 2019-2021

Top n Case Subjects	
10 10 10 10 10 10 10 10 10 10 10 10 10 1	Subject <ul> <li>Add, Change, or delete Trip/Run Time/Frequ</li> <li>Agency Policy</li> <li>Alerts/Announcements (onboard/spoken) ~</li> <li>Alerts/Announcements (text/email)</li> <li>General Disturbance/non-crime bad behavior</li> <li>Late Operation ~</li> <li>Mechanical ~</li> <li>Onboard Amenities ~</li> <li>Operator Attitude or Demeanor ~</li> <li>Overcrowding ~</li> <li>Special Event Service (concert, game train, se</li> <li>Station Agents</li> <li>Too cold ~</li> <li>Too hot ~</li> <li>Vehicle Cleanliness ~</li> </ul>
January 2019 February 2019 March 2019 March 2019 June 2019 June 2019 July 2019 August 2019 October 2019 October 2019 January 2020 March 2020 June 2020 June 2020 June 2020 June 2020 June 2020 June 2020 January 2021 February 2021 January 2021 March 2021 March 2021 January 2021 March 2021 January 2021 August 2021 June	



#### Sounder Customer Comments – 2022-2024









♦ soundtransit.org
f ♥ ∅