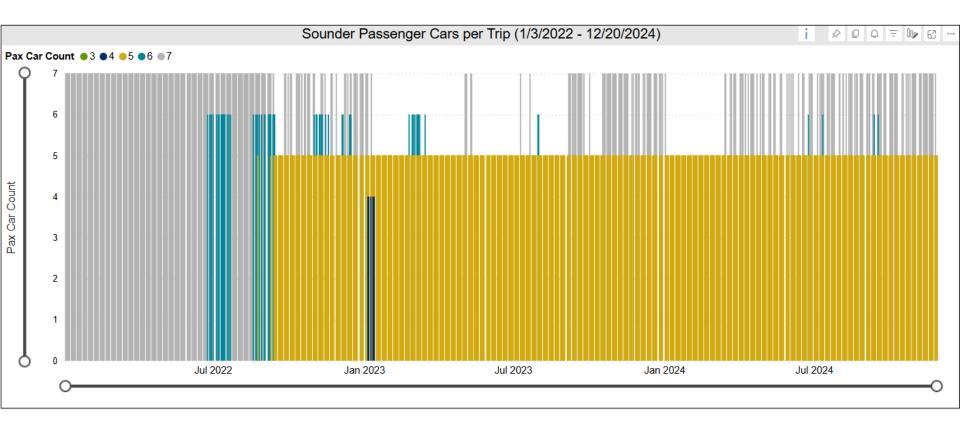
REO Performance Metrics Performance Metrics Monthly Report

Rider Experience and Operations Committee 1/16/25

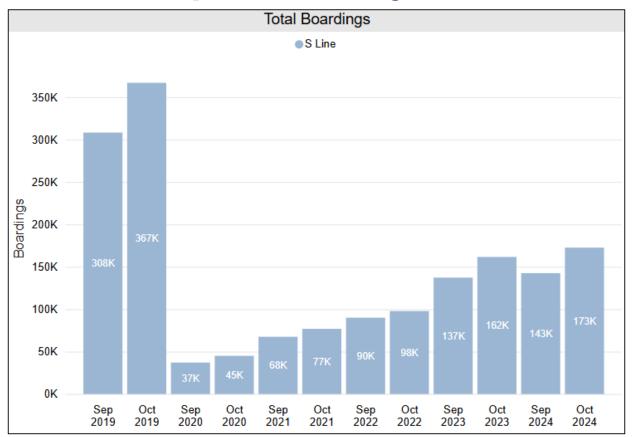


Sounder South Line Consist Size



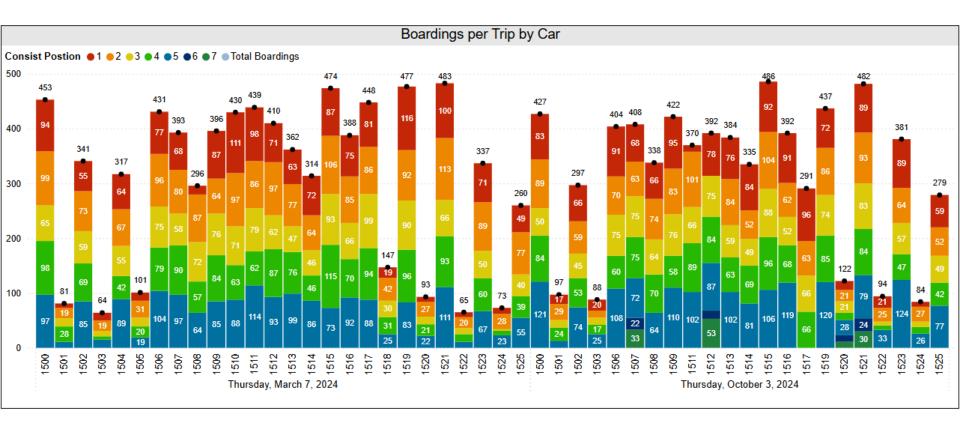


Sounder Ridership - Monthly, Selected Months



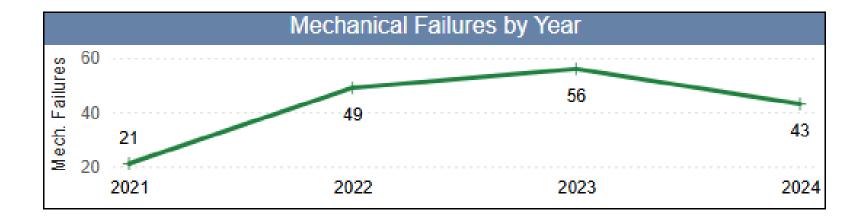


Sounder Ridership – By Car, Selected Days



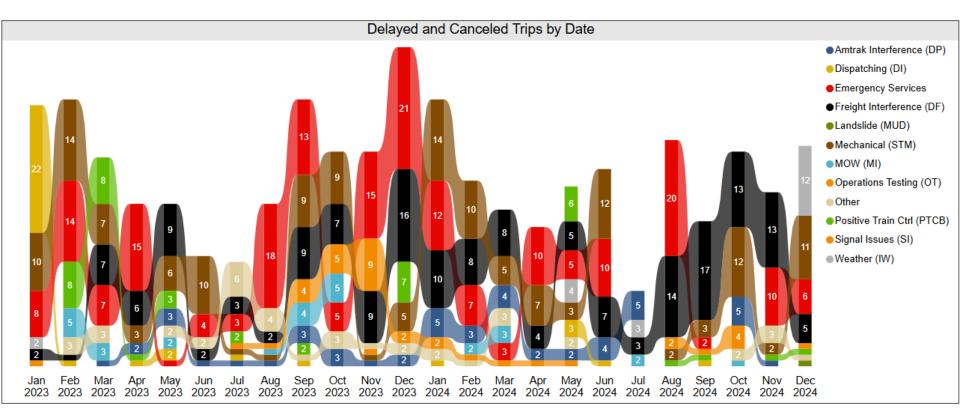


Sounder Maintenance Performance





Delays and Cancelations



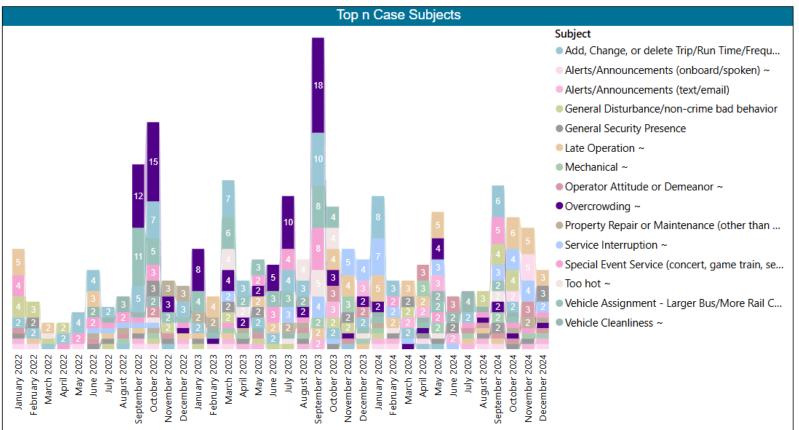


Sounder Customer Comments – 2019-2021

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









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