REO Performance Metrics

Performance Metrics Monthly Report

Rider Experience and Operations Committee
7/3/2025

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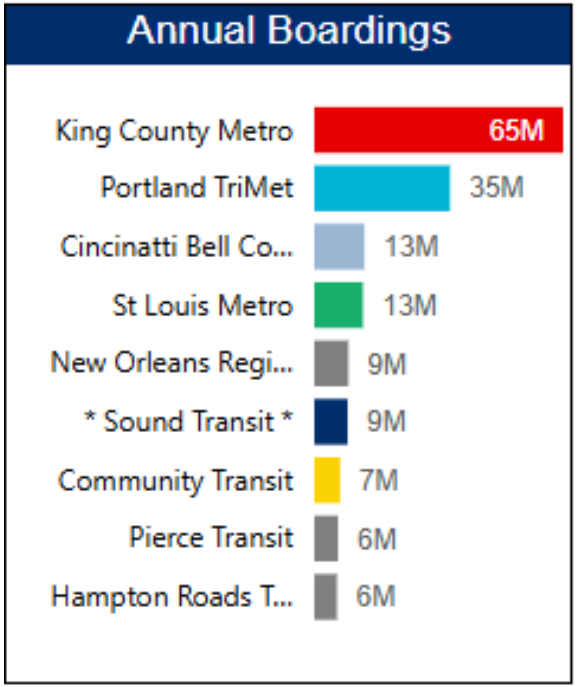
Why we are here

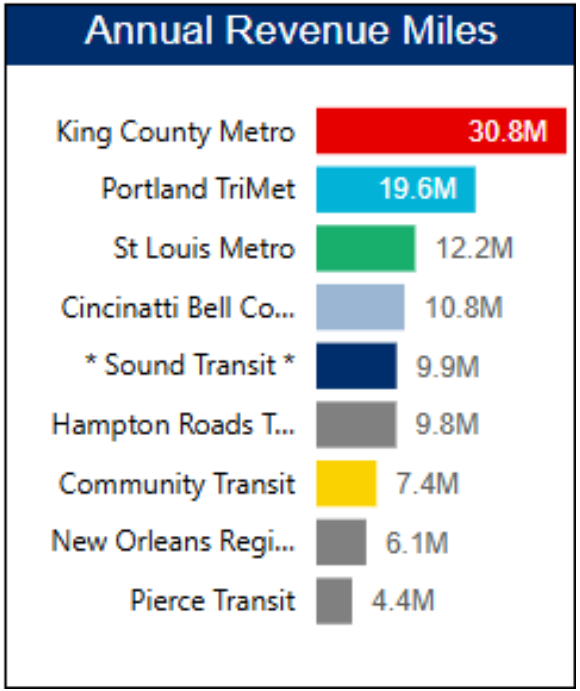
- Review Performance vs Peers with National Transit Database data

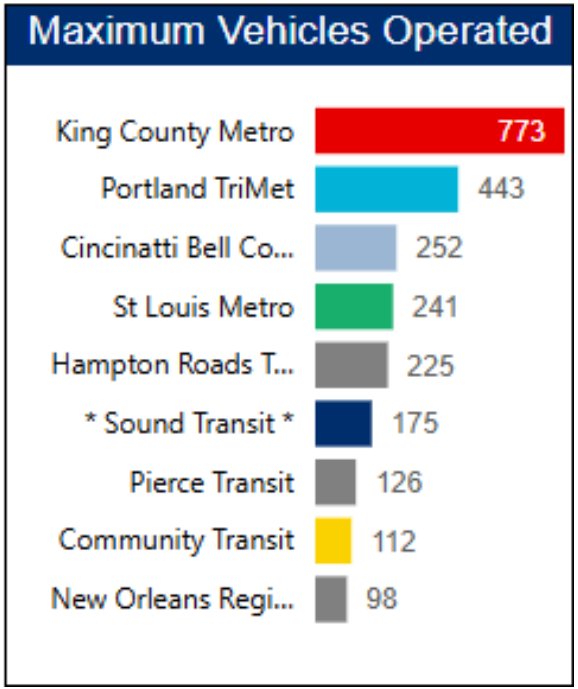
This presentation is for informational purposes only. No Committee action is requested.

ST Express Bus

ST Express – Peers







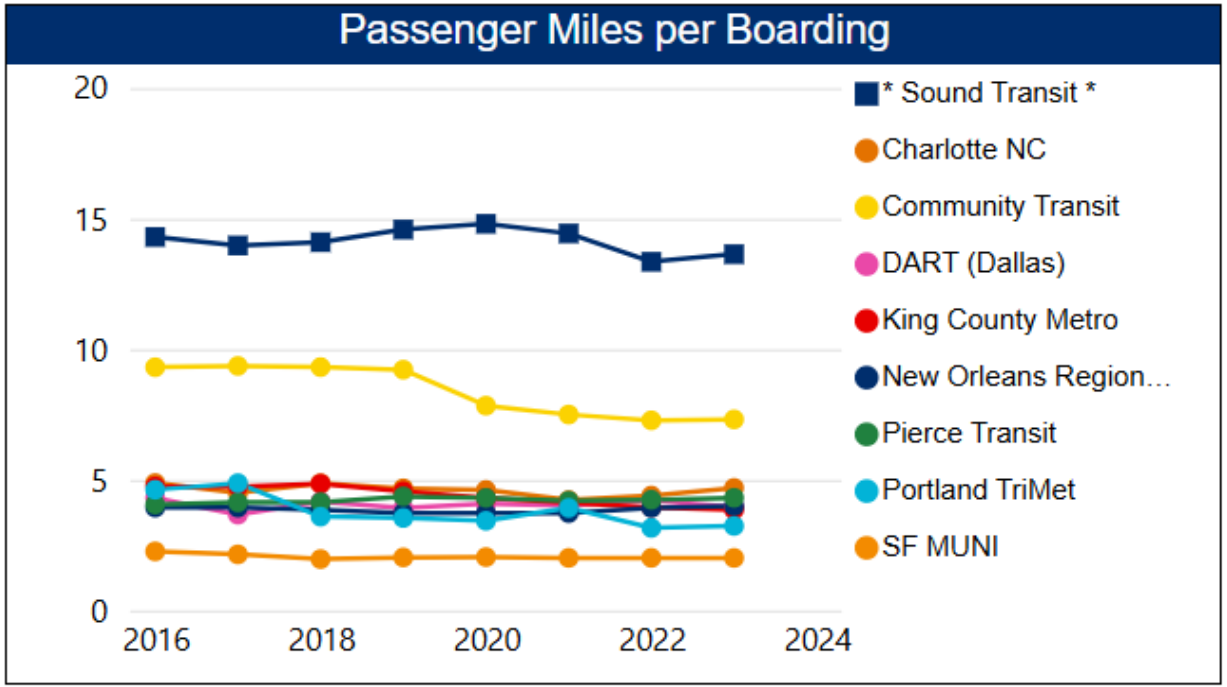
ST Express – Trip Length

Service Metric

- ○ Boardings
- ○ Revenue Miles
- ○ Revenue Hours
- ○ Platform Miles
- ○ Platform Hours
- ◉ Passenger Miles

Comparison Metric

- ◉ Boardings
- ○ Revenue Miles
- ○ Revenue Hours
- ○ Platform Miles
- ○ Platform Hours
- ○ Passenger Miles
- ○ Directional Route Miles



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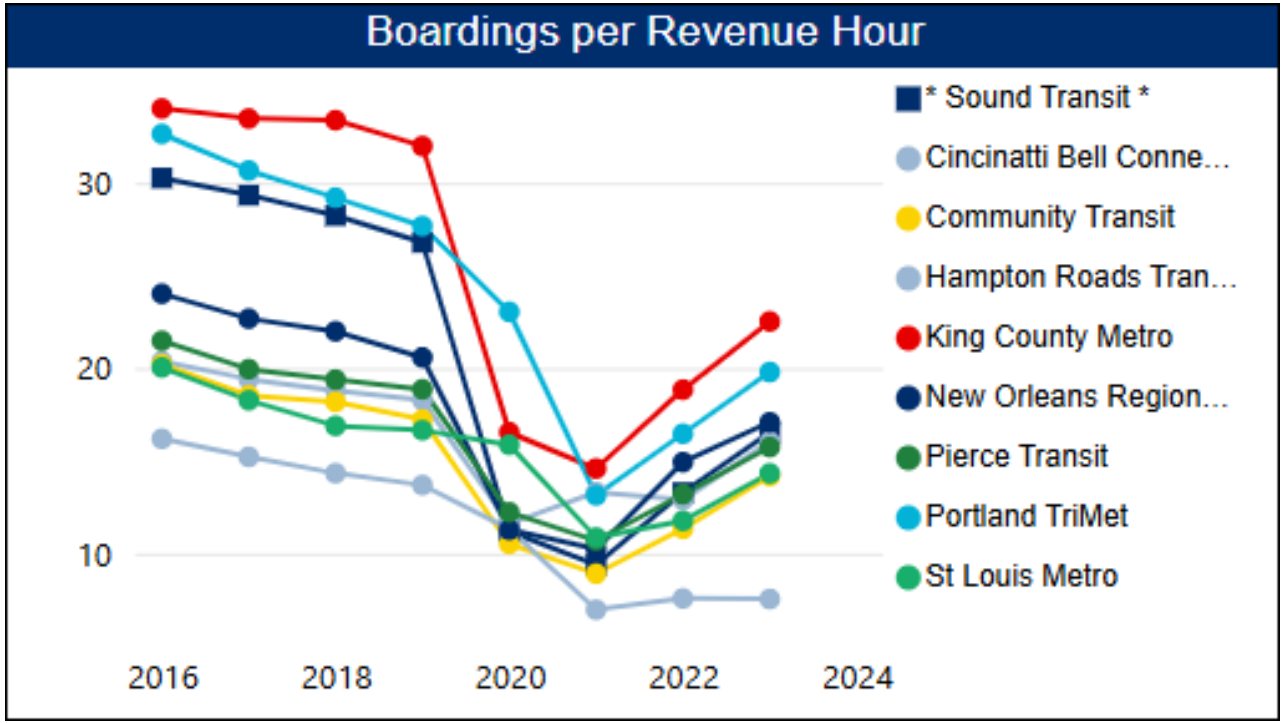
ST Express – Service Efficiency

Service Metric

- (●) Boardings
- ( ) Revenue Miles
- ( ) Revenue Hours
- ( ) Platform Miles
- ( ) Platform Hours
- ( ) Passenger Miles

Comparison Metric

- ( ) Boardings
- ( ) Revenue Miles
- (●) Revenue Hours
- ( ) Platform Miles
- ( ) Platform Hours
- ( ) Passenger Miles
- ( ) Directional Route Miles



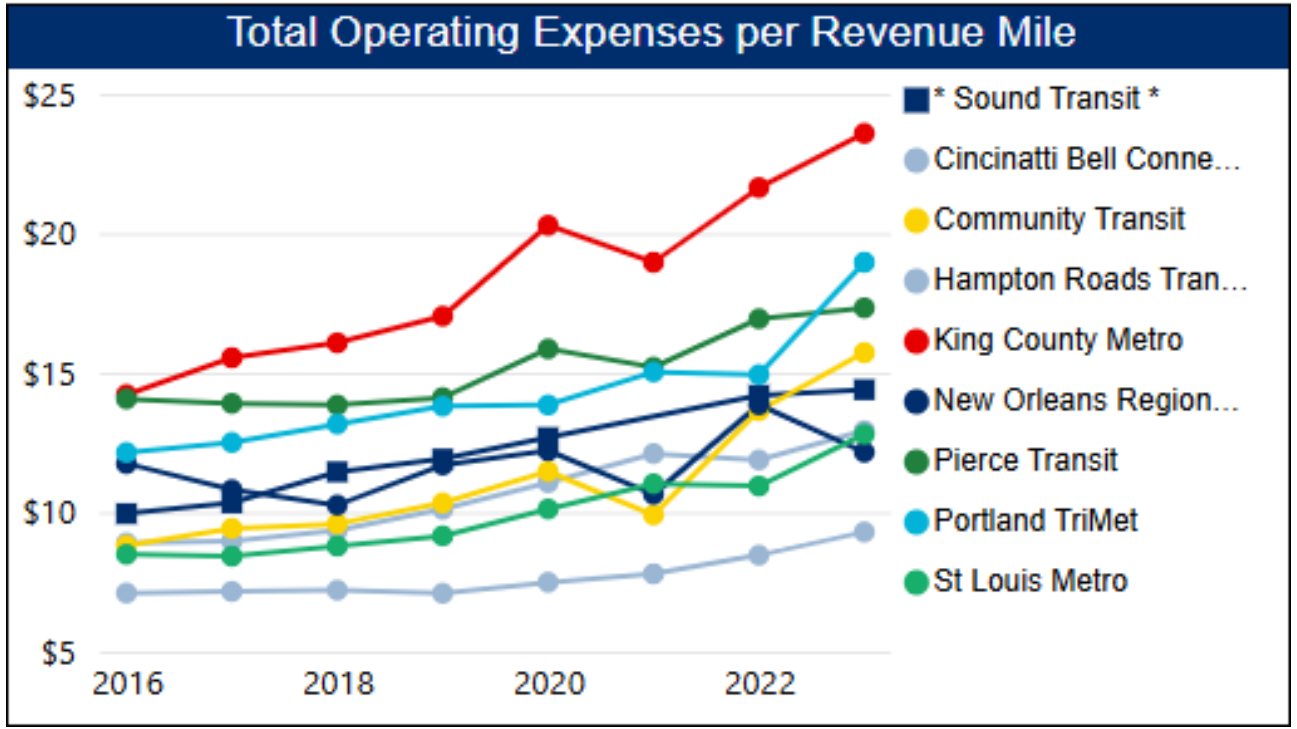
ST Express – Cost Effectiveness

Operating Expense Type

- (●) Total Operating Expenses
- ( ) Vehicle Ops Expenses
- ( ) Vehicle Maint. Expenses
- ( ) Facilities Maint. Expenses
- ( ) General Admin. Expenses
- ( ) Total Fare Revenues

Comparison Metric

- ( ) Boardings
- (●) Revenue Miles
- ( ) Revenue Hours
- ( ) Platform Miles
- ( ) Platform Hours
- ( ) Passenger Miles
- ( ) Total Operating Expenses
- ( ) Total Fare Revenues
- ( ) Directional Route Miles



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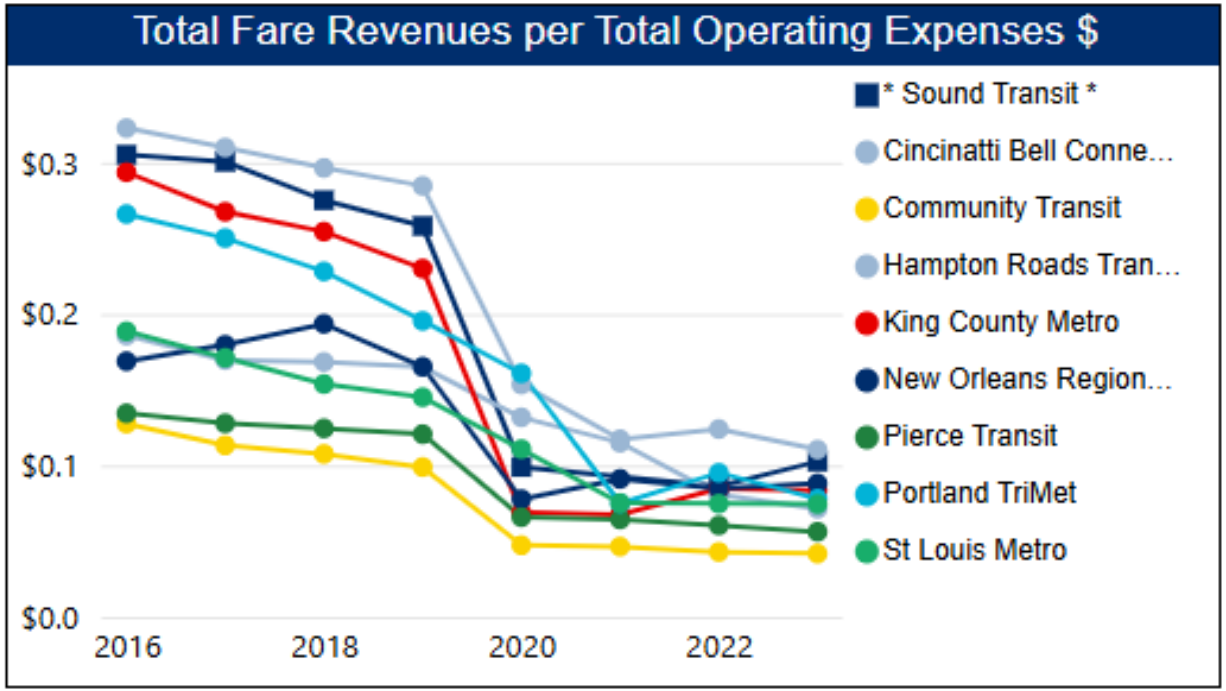
ST Express – Fare Revenue / Operating Exp

Operating Expense Type

- ○ Total Operating Expenses
- ○ Vehicle Ops Expenses
- ○ Vehicle Maint. Expenses
- ○ Facilities Maint. Expenses
- ○ General Admin. Expenses
- ◉ Total Fare Revenues

Comparison Metric

- ○ Boardings
- ○ Revenue Miles
- ○ Revenue Hours
- ○ Platform Miles
- ○ Platform Hours
- ○ Passenger Miles
- ◉ Total Operating Expenses
- ○ Total Fare Revenues
- ○ Directional Route Miles



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Sounder Commuter Rail

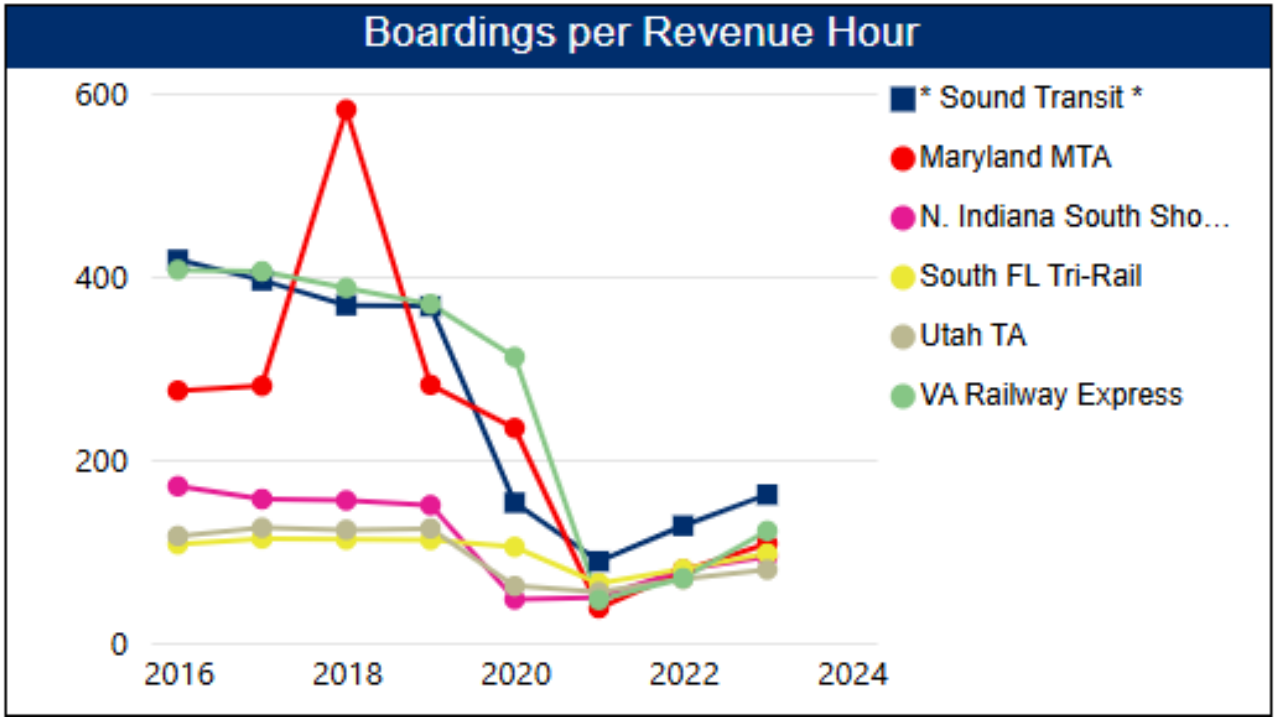
Sounder – Service Efficiency

Service Metric

- (●) Boardings
- ( ) Revenue Miles
- ( ) Revenue Hours
- ( ) Platform Miles
- ( ) Platform Hours
- ( ) Passenger Miles

Comparison Metric

- ( ) Boardings
- ( ) Revenue Miles
- (●) Revenue Hours
- ( ) Platform Miles
- ( ) Platform Hours
- ( ) Passenger Miles
- ( ) Directional Route Miles



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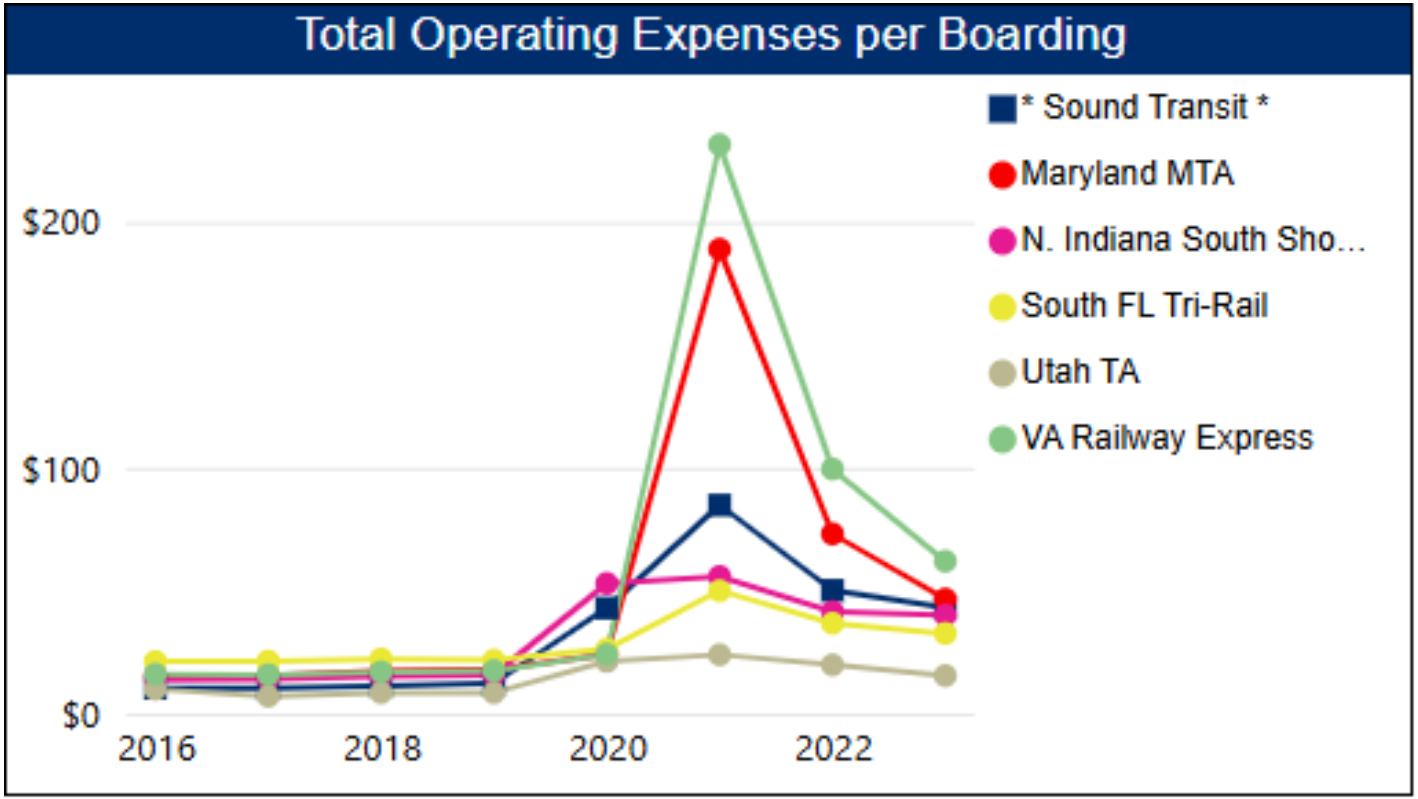
Sounder – Cost Effectiveness

Operating Expense Type

- (●) Total Operating Expenses
- ( ) Vehicle Ops Expenses
- ( ) Vehicle Maint. Expenses
- ( ) Facilities Maint. Expenses
- ( ) General Admin. Expenses
- ( ) Total Fare Revenues

Comparison Metric

- (●) Boardings
- ( ) Revenue Miles
- ( ) Revenue Hours
- ( ) Platform Miles
- ( ) Platform Hours
- ( ) Passenger Miles
- ( ) Total Operating Expenses
- ( ) Total Fare Revenues
- ( ) Directional Route Miles



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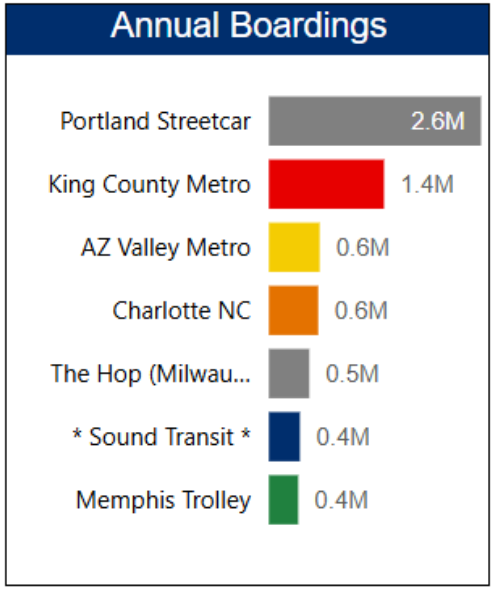
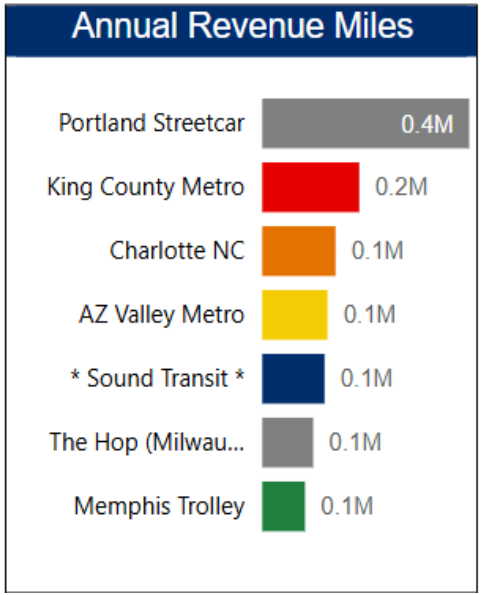
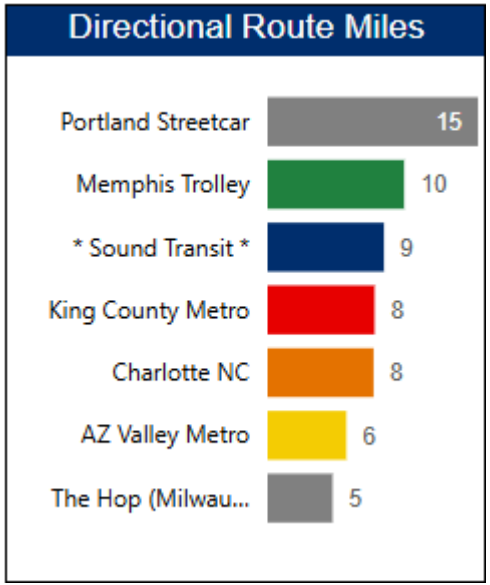
T-Line Streetcar Rail

T-Line– Peers


Annual Boardings
Portland Streetcar
2.6M
King County Metro
1.4M
AZ Valley Metro
0.6M
Charlotte NC
0.6M
The Hop (Milwau...
0.5M
* Sound Transit *
0.4M
Memphis Trolley
0.4M


Annual Revenue Miles
Portland Streetcar
0.4M
King County Metro
0.2M
Charlotte NC
0.1M
AZ Valley Metro
0.1M
* Sound Transit *
0.1M
The Hop (Milwau...
0.1M
Memphis Trolley
0.1M


Directional Route Miles
Portland Streetcar
15
Memphis Trolley
10
* Sound Transit *
9
King County Metro
8
Charlotte NC
8
AZ Valley Metro
6
The Hop (Milwau...
5

T line – Trip length

Service Metric
- ○ Boardings
- ○ Revenue Miles
- ○ Revenue Hours
- ○ Platform Miles
- ○ Platform Hours
- ◉ Passenger Miles

Comparison Metric
- ◉ Boardings
- ○ Revenue Miles
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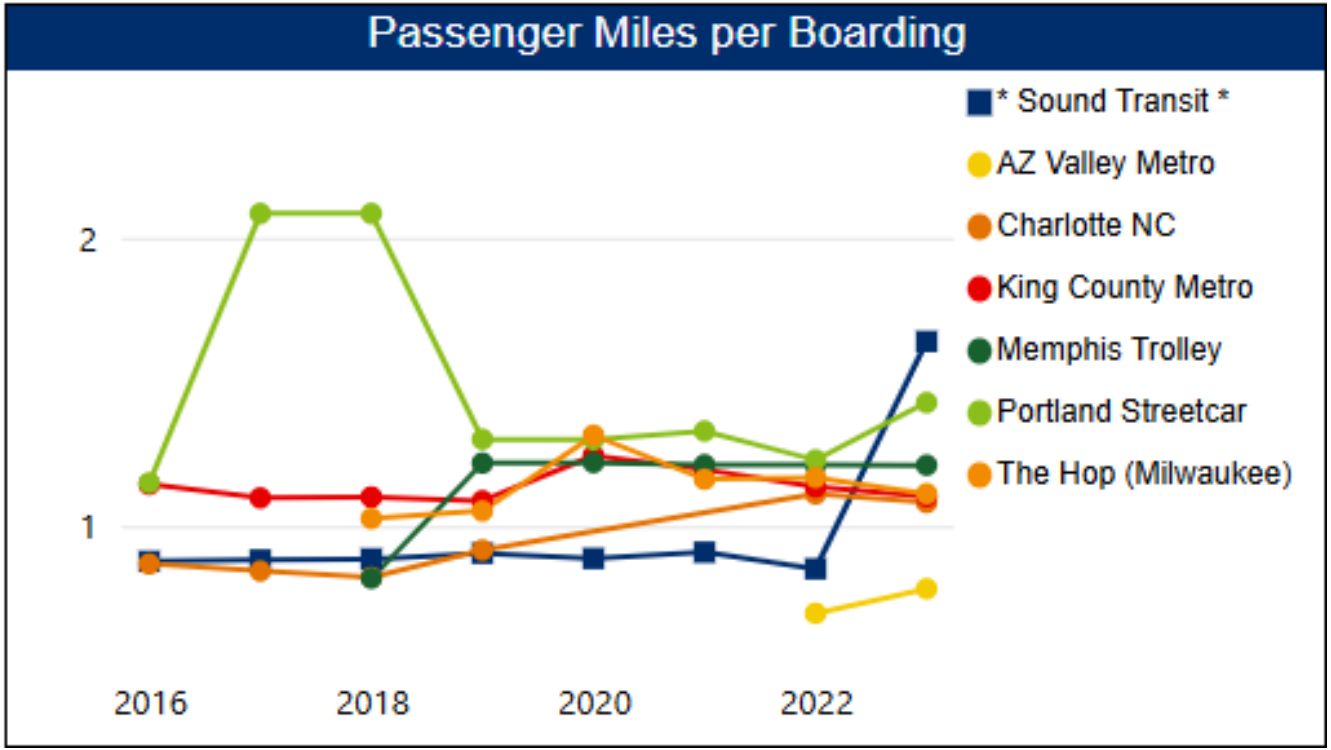
- ○ Platform Miles
- ○ Platform Hours
- ○ Passenger Miles
- ○ Directional Route Miles



Thank you.

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