

REO Metrics

Performance Report

02/02/23

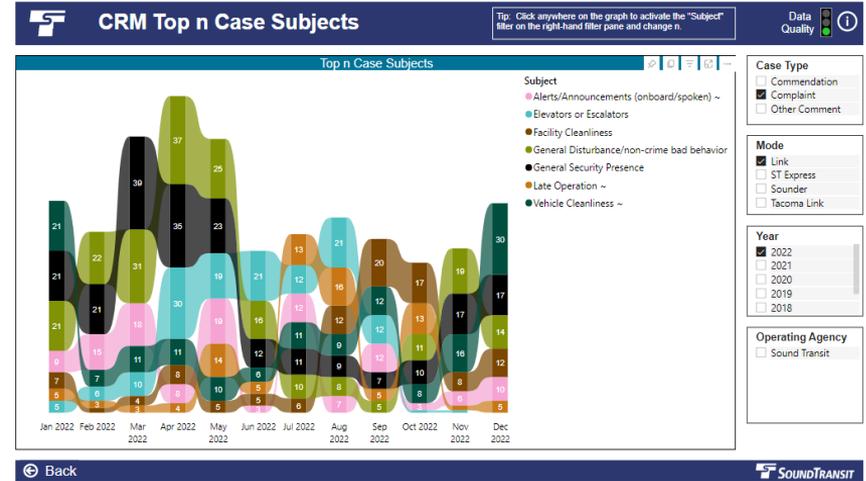
Why we are here

- 2022 Performance Statistics “Year-in-Review”
- Changes in Passenger Behavior and Expectations Emerging from Height of COVID
 1. Trends and Findings from 2022
 2. What they tell us about operations
 3. What we will do with this information in 2023

Passenger Survey & Customer Service

Key Findings

- Safety and cleanliness are biggest concerns (from survey and feedback)
- Overall grade for ST mirrored drop in safety and cleanliness
- Grades dropped from B+ to B
- ST Express complaints focused on buses not being at stop when expected



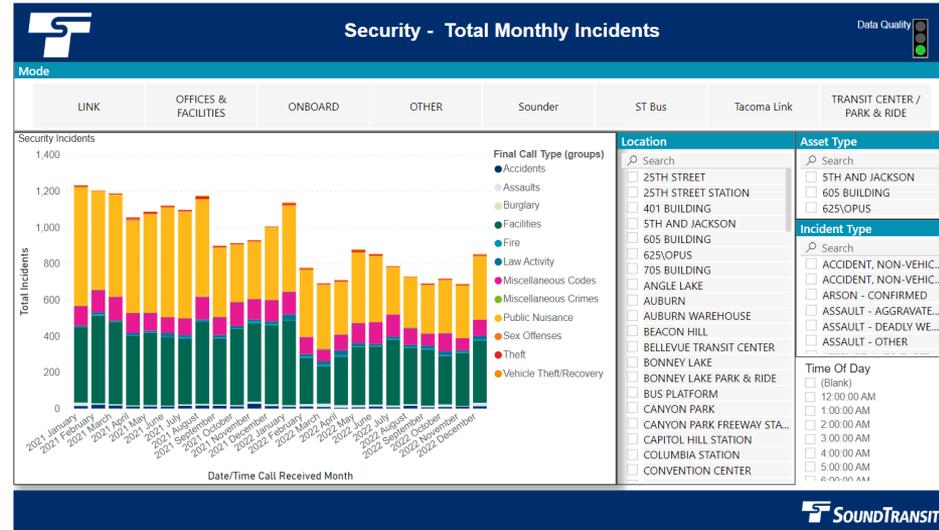
2023 Work Plan

- New In-Service Vehicle Cleaning Program
- Station agents at additional stations

Safety & Security

Key Findings

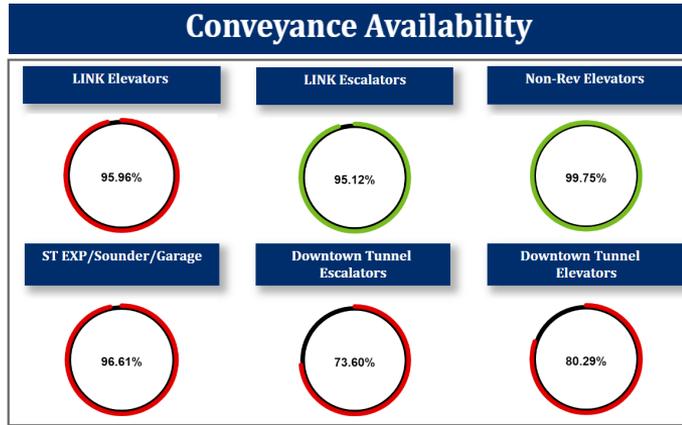
- Injury and accident rates down overall – 30 injuries in 2022
- Link injuries up significantly – mostly passenger slips, trips and falls – 20 injuries on Link



2023 Work Plan

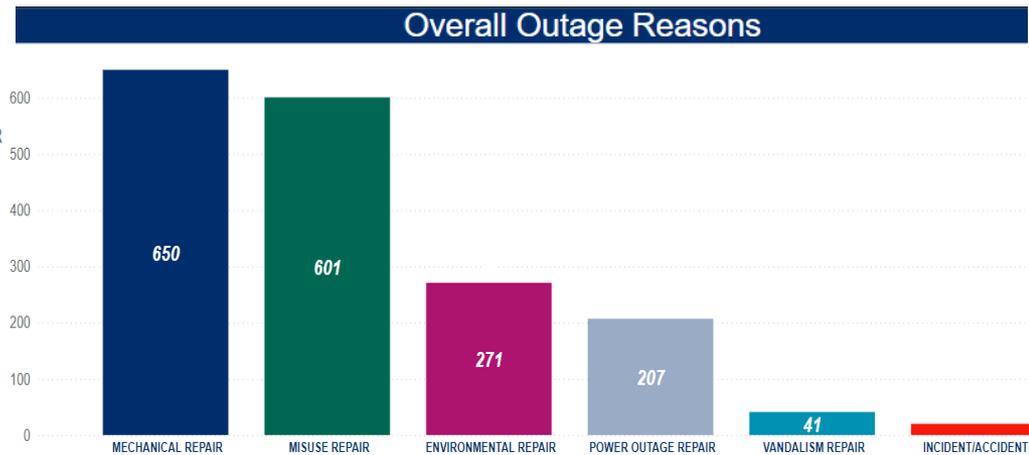
- Enhancements to pedestrian safety
- Public Safety & Security has hired 14 additional personnel

Elevators & Escalators



Key Findings

- Top 3 outage reasons: mechanical, misuse, and environmental



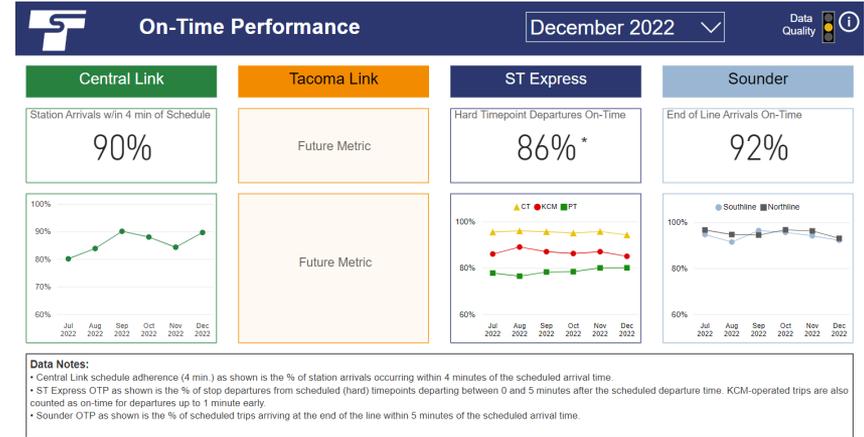
2023 Work Plan

- Address cases of misuse
- Improve communication with customers
- Investigate environmental damage

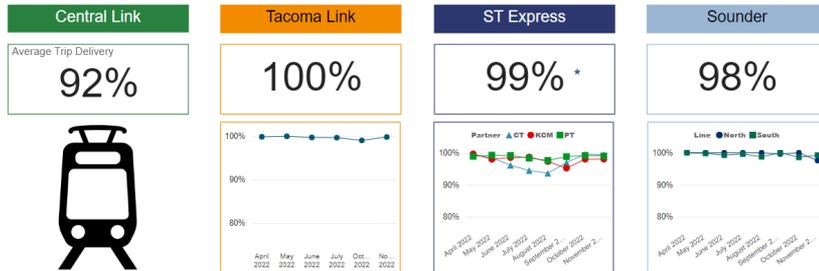
Trip Delivery & On Time Performance

Key Findings

- Link affected by maintenance
- ST Express struggling with operator shortages



Trip Delivery Reporting



Data Notes:

- Central Link - % is Trips offered vs. Scheduled and more trains are sent based on demand, resulting in over 100% in some months.
- All graphs' Y-axis adjusted by maximum and minimum reported operations.
- *ST Express overall percentage is calculated as a combination of all trips across all partners.
- Sounder overall percentage is calculated as a combination of both North and South lines and their trips.

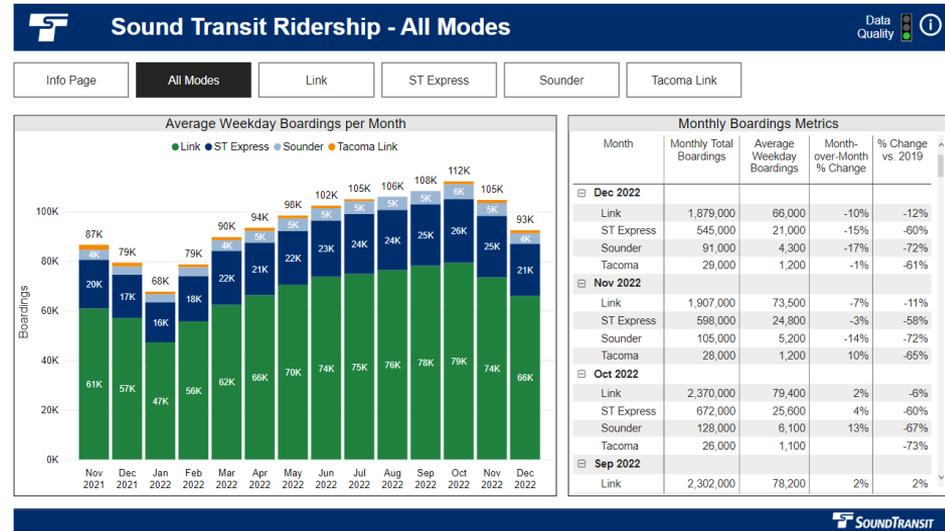
2023 Work Plan

- Improved communications relating to Link construction
- Work with PT on performance

Ridership

Key Findings

- Link experienced unprecedented growth in 2022, reaching 2019 levels
- ST Express ridership remained flat, possibly due to performance issues
- Sounder ridership grew, but still about 25% pre-pandemic levels



2023 Work Plan

- Continued focus on Link crowding concerns
- Addressing ST Express issues should lead to ridership growth

Thank you.



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