

REO Performance Metrics

2023 Year End Performance Metrics Report

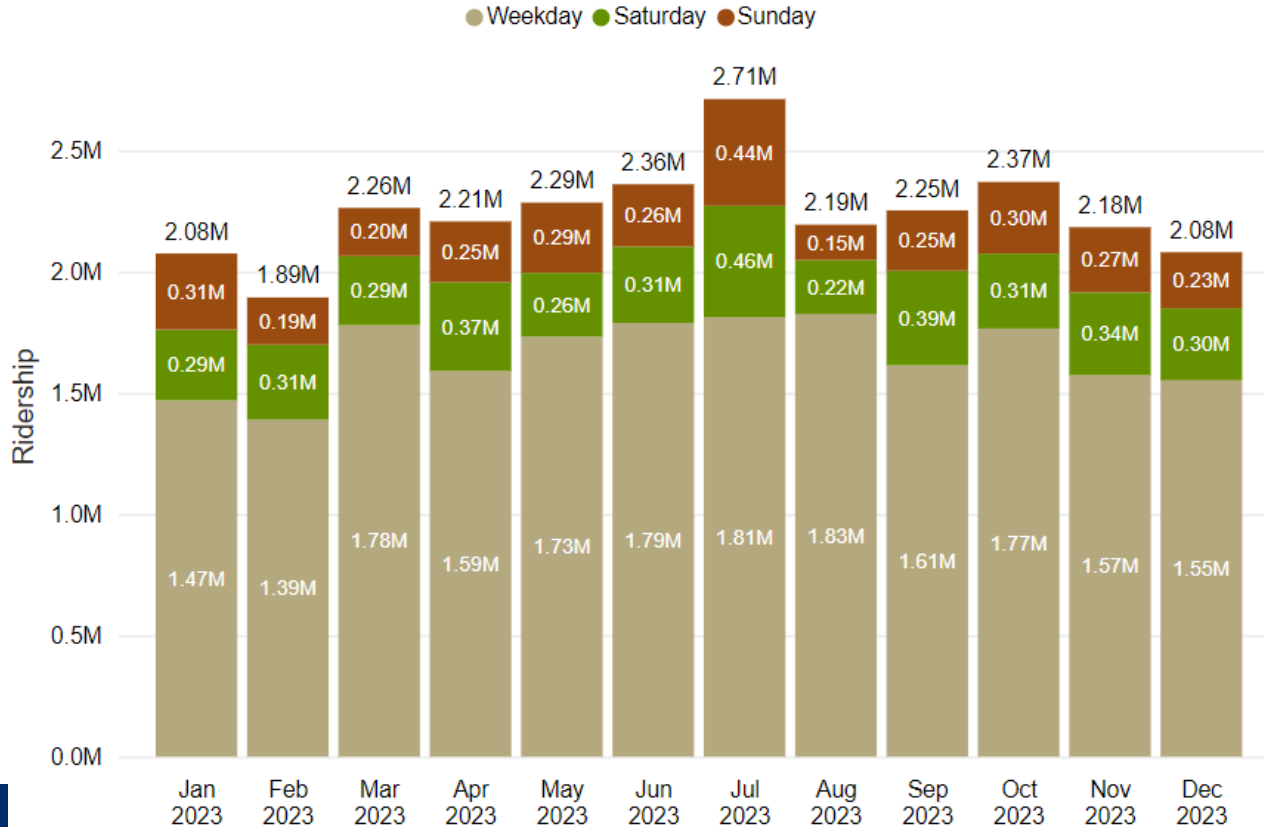
Rider Experience and Operations Committee

04/04/24



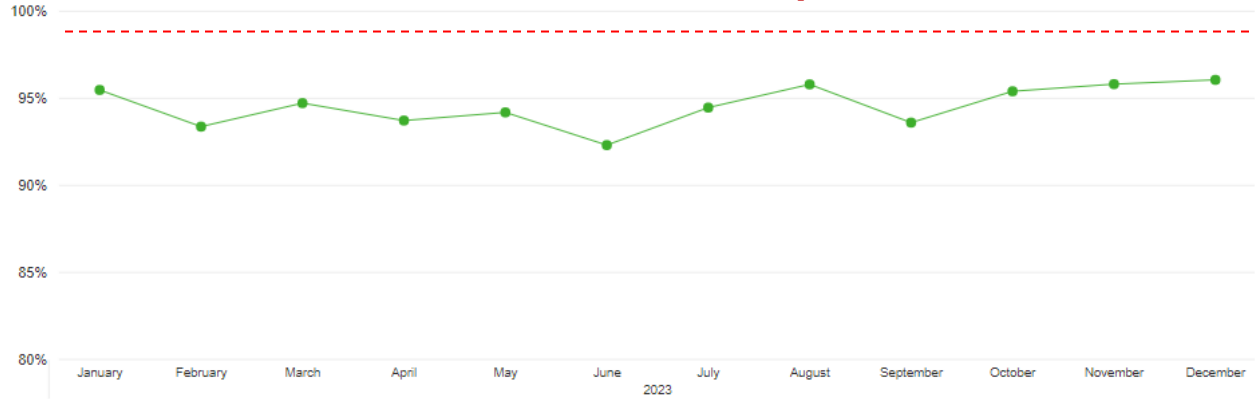
Operational data

Link Ridership

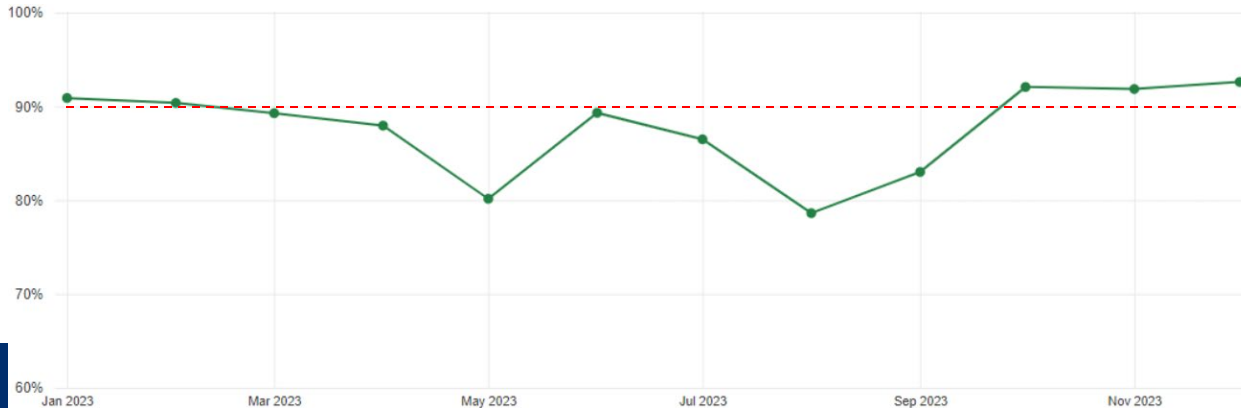


Link Service Delivery

Operated as Scheduled

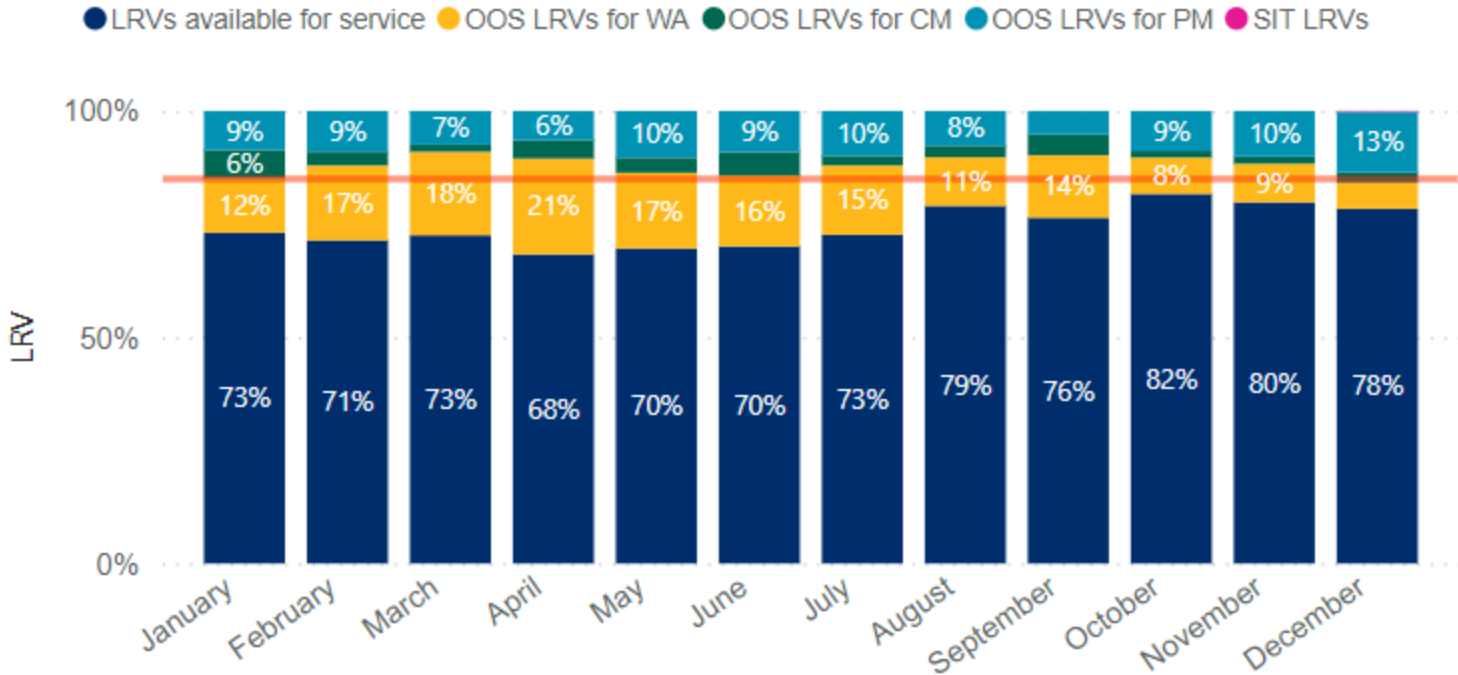


On Time Performance

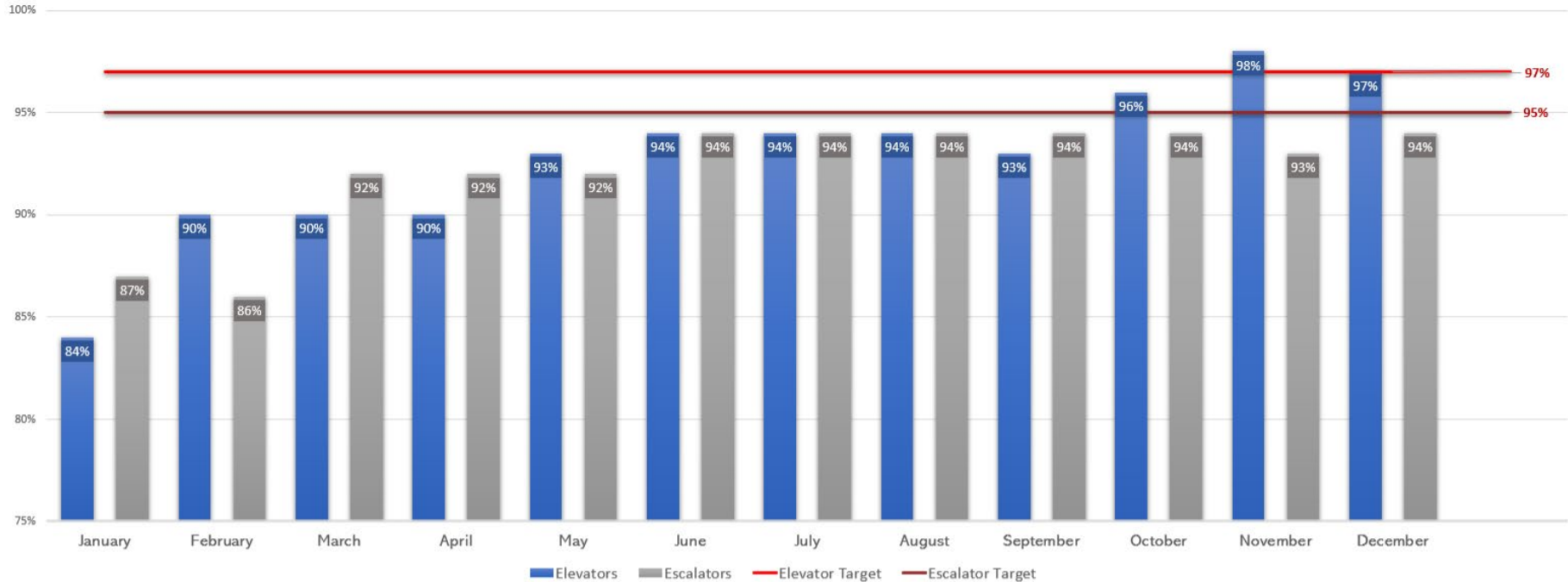


--- Target { 90% for On Time Performance
98.5% for Operated as Scheduled }

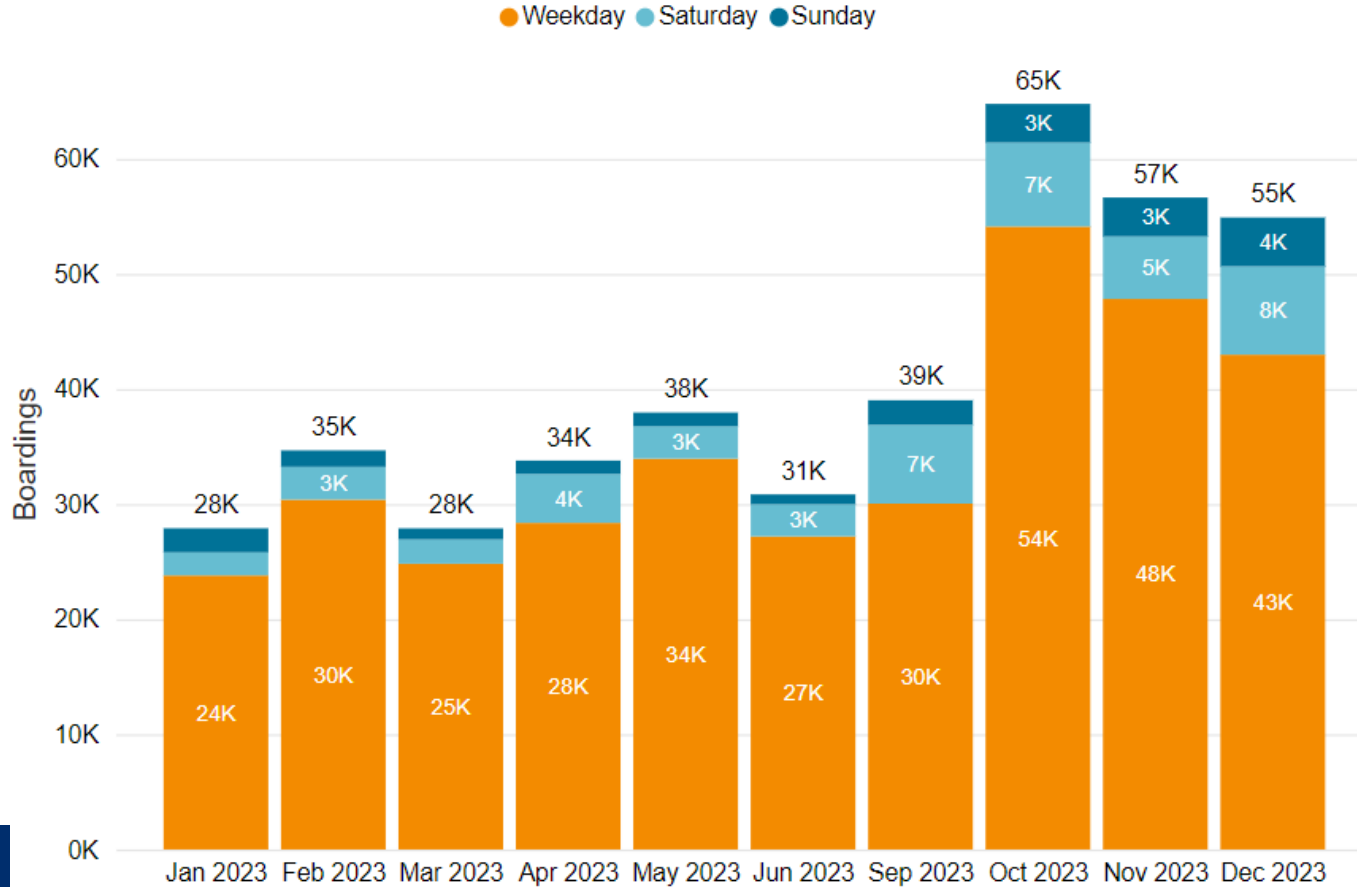
Link Vehicle Availability



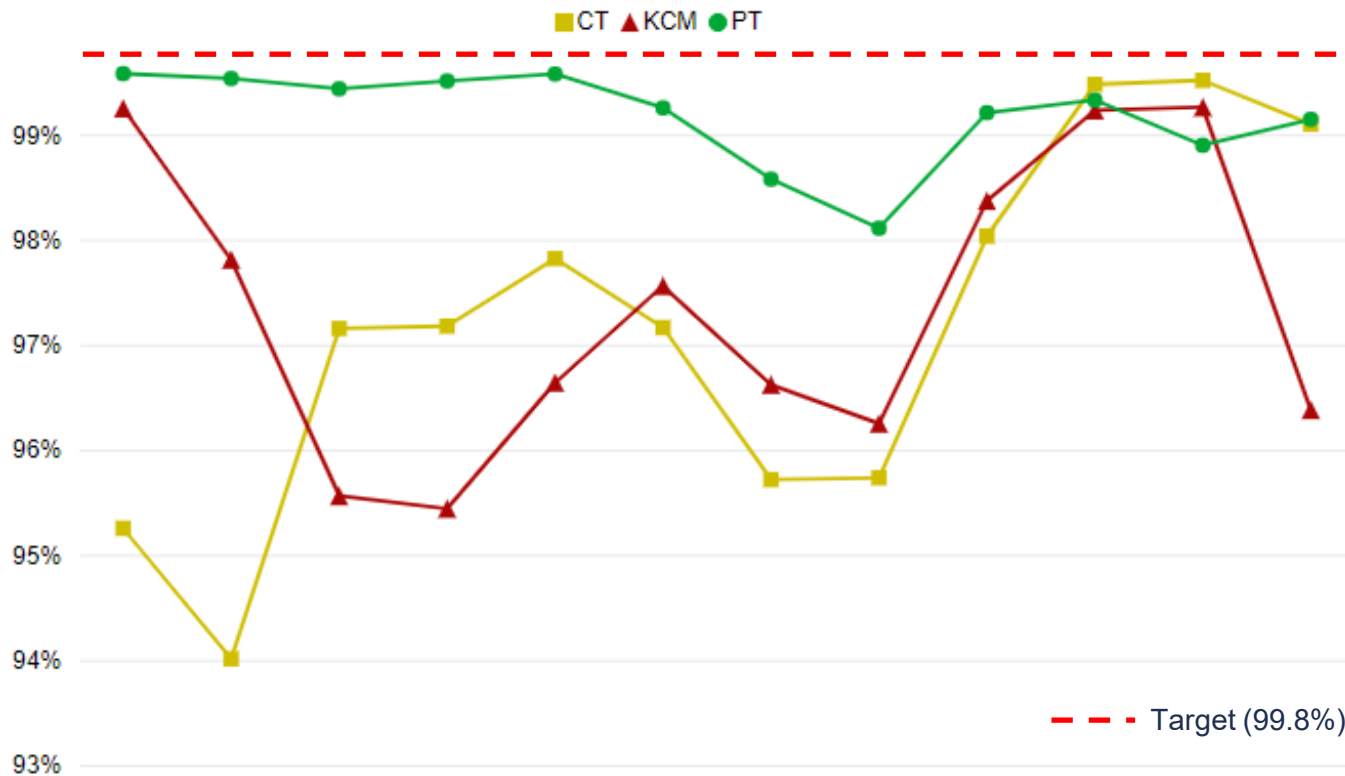
Vertical Conveyance Performance



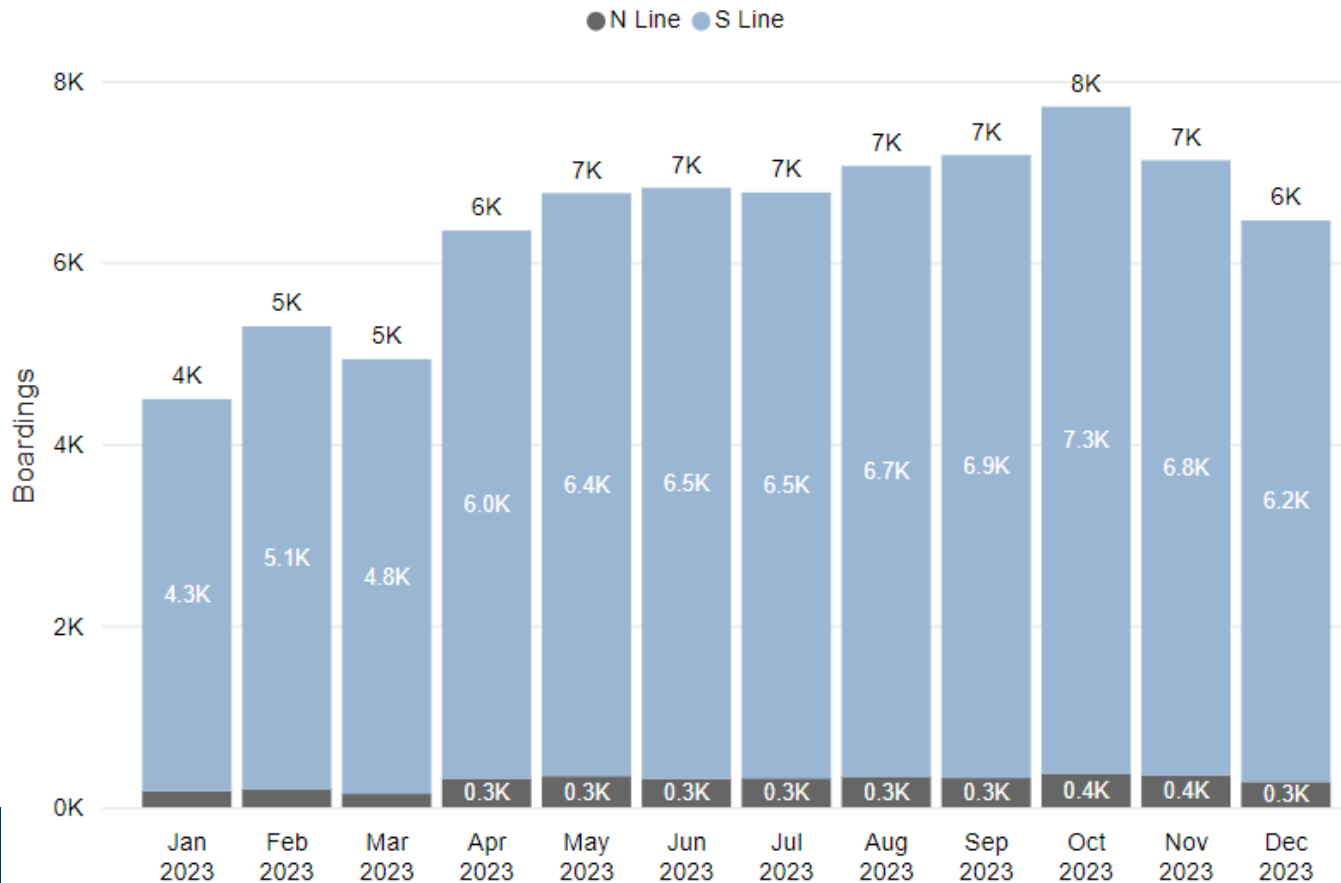
T-Line Ridership



ST Express Schedule Trips Operated



Sounder Ridership



Safety and Security data

One Line - Reportable Safety Data

| | Collisions rate per 100k VRM | Safety Events rate per 100k VRM | Injuries rate per 100k VRM | Fatalities rate per 100k VRM |
|-----------------------------|--|---|--------------------------------------|--|
| Prior Year | 0.25 | 0.51 | 0.28 | 0.04 |
| 3 Year Average (2020-22) | 0.27 | 0.54 | 0.23 | 0.01 |
| Goal 2023 | | 0.51 | 0.21 | 0 |
| 2023 | 0.32 | 1.28 | 0.44 | 0 |
| Trend YTD | ↗ | ↗ | ↗ | |

Sounder - Reportable Safety Data

| | Collisions rate per 100k VRM | Safety Events rate per 100k VRM | Injuries rate per 100k VRM | Fatalities rate per 100k VRM |
|-----------------------------|--|---|--------------------------------------|--|
| Prior Year | 0.25 | 0.41 | 0.15 | 0.15 |
| 3 Year Average (2020-22) | 0.23 | 0.53 | 0.26 | 0.18 |
| 2023 | 0.17 | 1.98 | 0.11 | 0.17 |
| Trend YTD | ↓ | ↑ | ↓ | |

ST Express - Reportable Safety Data

| | Collisions rate per 100k VRM | Safety Events rate per 100k VRM | Injuries rate per 100k VRM | Fatalities rate per 100k VRM |
|-----------------------------|--|---|--------------------------------------|--|
| Prior Year | 0.21 | 0.24 | 0.13 | 0.15 |
| 3 Year Average (2020-22) | 0.18 | 0.22 | 0.11 | 0.15 |
| Goal 2023 | | 0.21 | 0.10 | 0 |
| 2023 | 0.24 | 0.31 | 0.18 | 0 |
| Trend YTD | ↗ | ↗ | ↗ | |

T Line- Reportable Safety Data

| | Collisions rate per 100k VRM | Safety Events rate per 100k VRM | Injuries rate per 100k VRM | Fatalities rate per 100k VRM |
|-----------------------------|--|---|--------------------------------------|--|
| Prior Year | 2.6 | 5.3 | 1.3 | 0 |
| 3 Year Average (2020-22) | 1.7 | 3.5 | 0.4 | 0 |
| 2023 | 3 | 3 | 1 | 0 |
| Trend YTD | ↗ | ↘ | ↗ | |

Thank you.



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