

# ***REO Performance Metrics***

## **Performance Metrics Monthly Report**

*Rider Experience and Operations Committee*

*5/1/2025*



# *Why we are here*

- Review Performance vs Peers with National Transit Database data
- Today we are here to provide information only

# The Tool

Step 1: Select the mode that interests you

**Peer Selection - Mode:** Light Rail | Commuter Bus | Commuter Rail | Streetcar Rail

Data Quality

Comparison Year: 2023

### Annual Boardings

Boston MBTA	37M
* Sound Transit *	27M
SF MUNI	23M
Portland TriMet	22M
MN Metro Transit	15M
Denver RTD	13M
St Louis Metro	7M
Charlotte NC	5M

### Directional Route Miles

Denver RTD	120
Portland TriMet	119
St Louis Metro	91
SF MUNI	67
Boston MBTA	60
* Sound Transit *	49
MN Metro Transit	44
Charlotte NC	37

### Mode VOMS

Boston MBTA	128
SF MUNI	115
Denver RTD	97
Portland TriMet	94
* Sound Transit *	84
MN Metro Transit	48
St Louis Metro	42
Charlotte NC	20

### UZA Population

Boston MBTA	4.4M
* Sound Transit *	3.5M
SF MUNI	3.5M
MN Metro Transit	2.9M
Denver RTD	2.7M
St Louis Metro	2.2M
Portland TriMet	2.1M
Charlotte NC	1.4M

### Agencies

Search

- \* Sound Transit \*
- Allegheny County (PA)
- AZ Valley Metro
- Boston MBTA
- Charlotte NC
- DART (Dallas)
- Denver RTD
- Greater Cleveland
- Hampton Roads Transit (VA)
- Houston Metro
- LA Metro
- Maryland MTA
- MN Metro Transit
- Niagara / Buffalo NY
- NJ Transit
- Portland TriMet
- Sacramento RT
- San Diego MTS
- Santa Clara VTA
- SF MUNI
- St Louis Metro
- Utah TA

### Annual Revenue Miles

Portland TriMet	4.0M
Denver RTD	3.1M
Boston MBTA	3.1M
SF MUNI	2.6M
St Louis Metro	2.5M
* Sound Transit *	2.1M
MN Metro Transit	1.3M
Charlotte NC	0.8M

### Annual Revenue Hours

Boston MBTA	338K
SF MUNI	304K
Portland TriMet	291K
Denver RTD	217K
St Louis Metro	109K
* Sound Transit *	104K
MN Metro Transit	104K
Charlotte NC	52K

### Annual Passenger Miles

* Sound Transit *	187M
Portland TriMet	114M
Boston MBTA	87M
Denver RTD	81M
SF MUNI	57M
MN Metro Transit	53M
St Louis Metro	46M
Charlotte NC	25M

### Avg Passenger Trip Miles

* Sound Transit *	6.9
St Louis Metro	6.6
Denver RTD	6.3
Portland TriMet	5.2
Charlotte NC	4.9
MN Metro Transit	3.6
SF MUNI	2.4
Boston MBTA	2.3

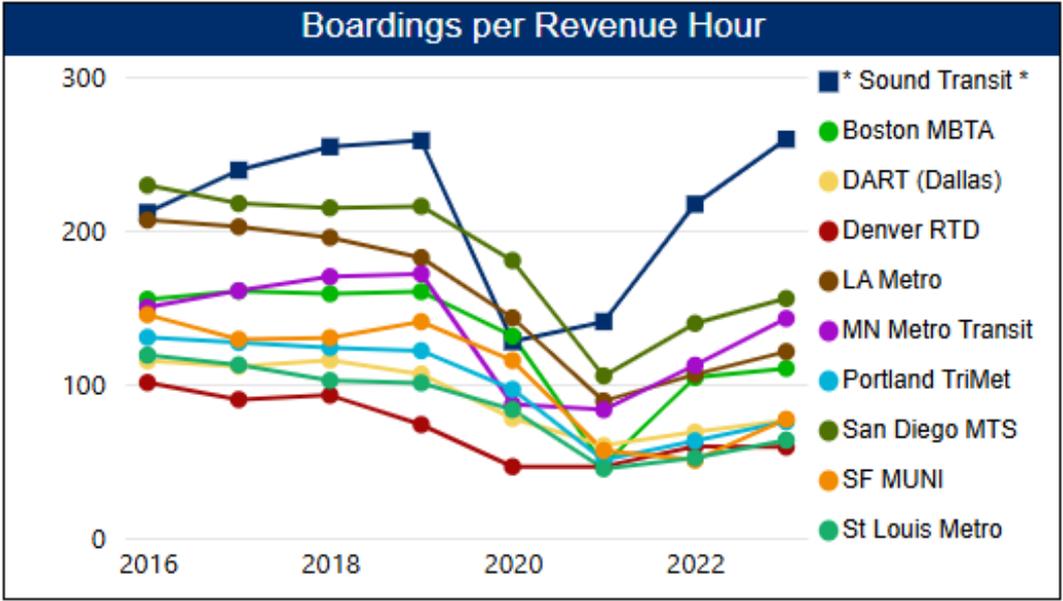
Back

Step 2: Select the peers you want to compare

Step 3: Move through the pages for metrics

# Link – 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



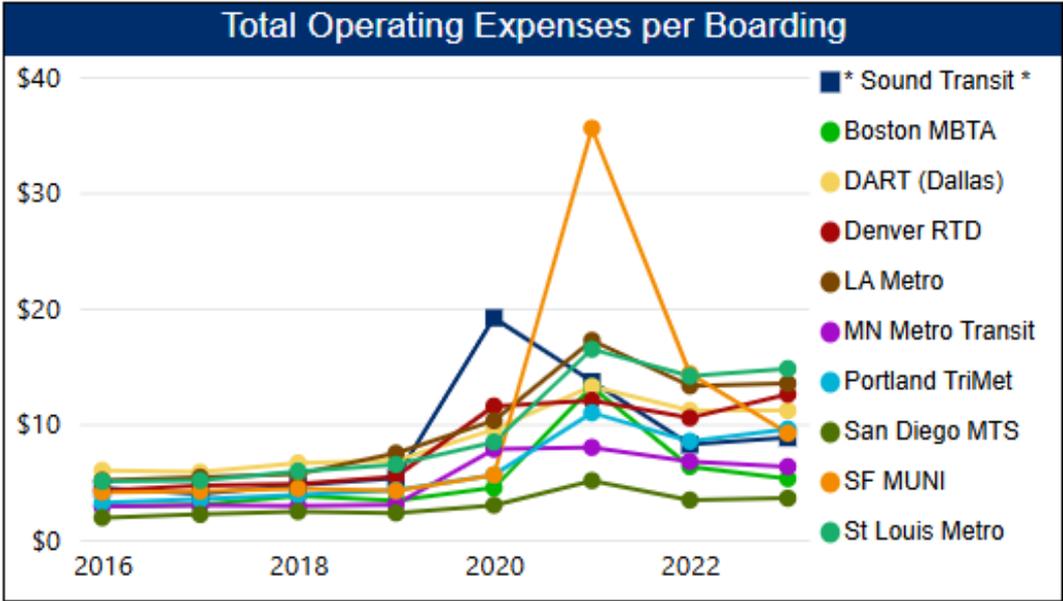
# Link – Trip Length

- 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



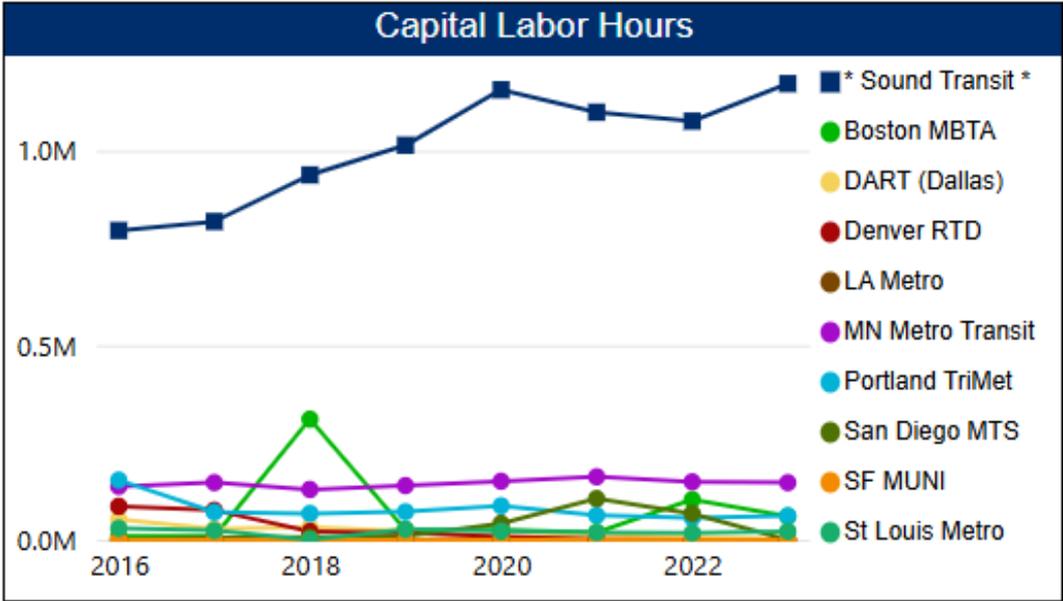
# Link – Cost Effectiveness

- 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



# Link – Capital Labor Commitment

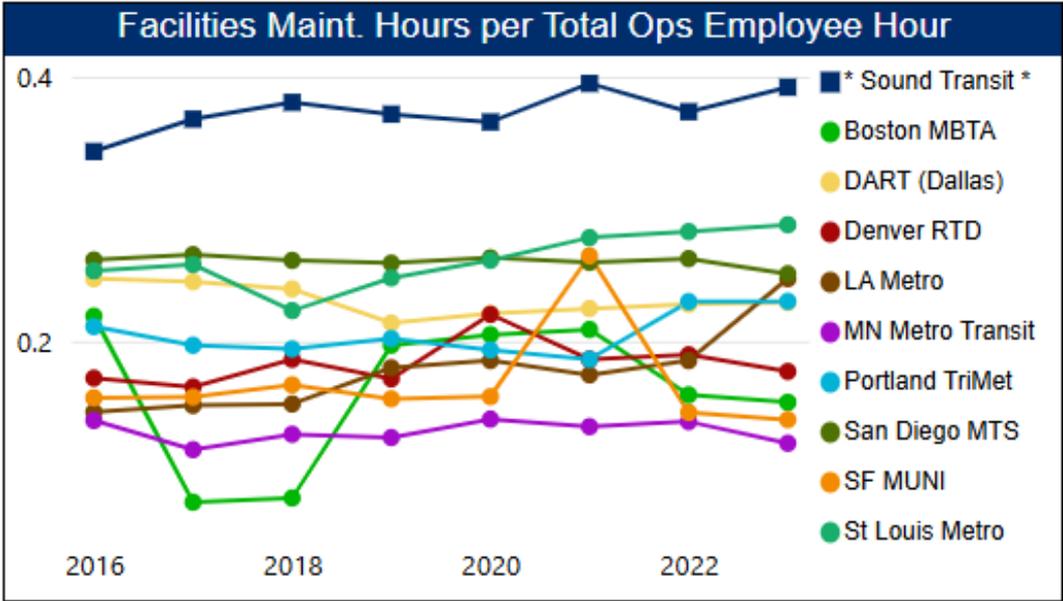
- Employee Metric**
- Total Ops Employee Hours
  - Capital Labor Hours
  - Vehicle Ops Hours
  - Vehicle Maint. Hours
  - Facilities Maint. Hours
  - General Admin. Hours
  - Total Ops Employees
  - Capital Labor Employees
  - Vehicle Ops Employees
  - Vehicle Maint. Employees
  - Facility Maint. Employees
  - General Admin. Employees



# Link – Investment in Facilities Maintenance

- Employee Metric**
- Total Ops Employee Hours
  - Capital Labor Hours
  - Vehicle Ops Hours
  - Vehicle Maint. Hours
  - Facilities Maint. Hours
  - General Admin. Hours
  - Total Ops Employees
  - Capital Labor Employees
  - Vehicle Ops Employees
  - Vehicle Maint. Employees
  - Facility Maint. Employees
  - General Admin. Employees

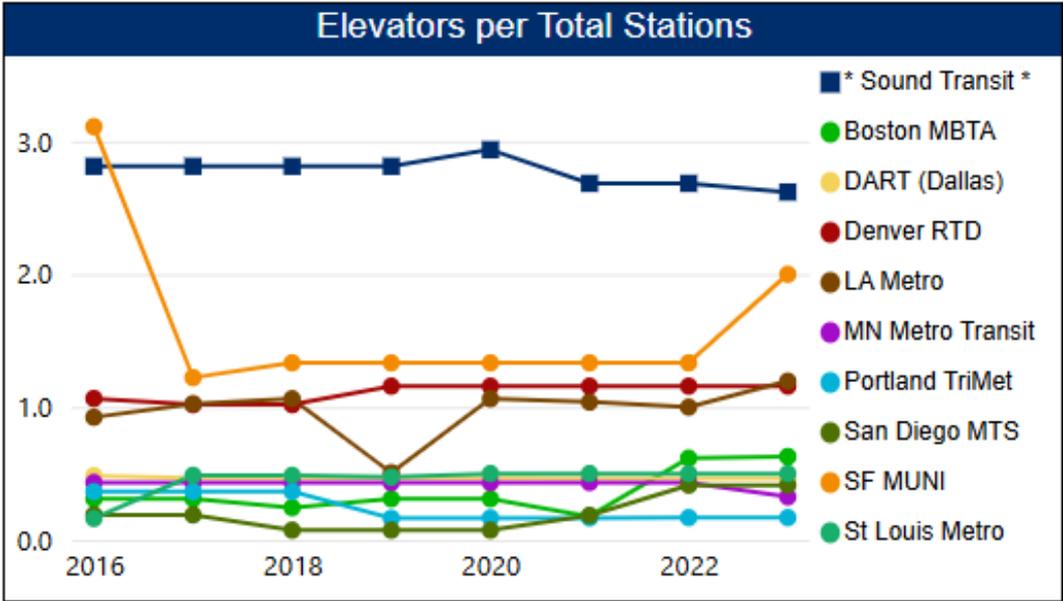
- Comparison Metric**
- Revenue Miles
  - Total Ops Employee Hours
  - Total Ops Employees
  - Capital Labor Employees
  - Vehicle Ops Employees
  - Vehicle Maint. Employees
  - Facility Maint. Employees
  - General Admin. Employees



# Link – Vertical Transportation

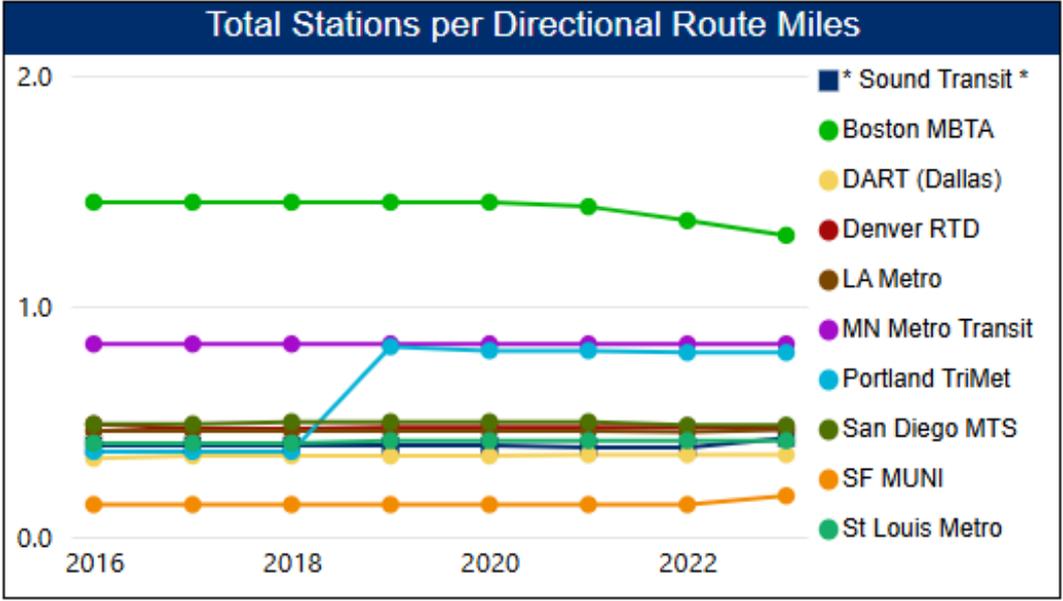
- Station Metric**
- Total Stations
  - Elevators
  - Escalators
  - Total Vertical Conveyances

- Comparison Metric**
- Total Stations
  - Directional Route Miles



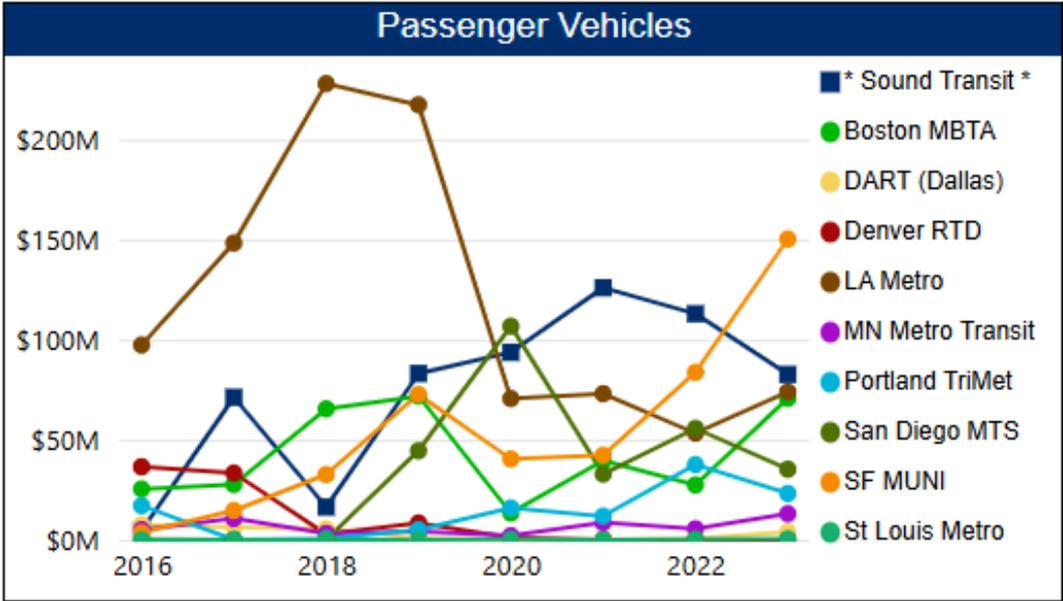
# Link – Distance Between Station

- Station Metric**
- Total Stations
  - Elevators
  - Escalators
  - Total Vertical Conveyances
- Comparison Metric**
- Total Stations
  - Directional Route Miles



# Link – Investment in Vehicles

- Metric**
- Total Capital Expenses
  - Administrative Buildings
  - Maintenance Buildings
  - Passenger Vehicles
  - Stations
  - Communications Systems
  - Fare Collection Systems
  - Guideway Expenses



*Thank you.*



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