REO Performance Metrics

Performance Metrics Monthly Report

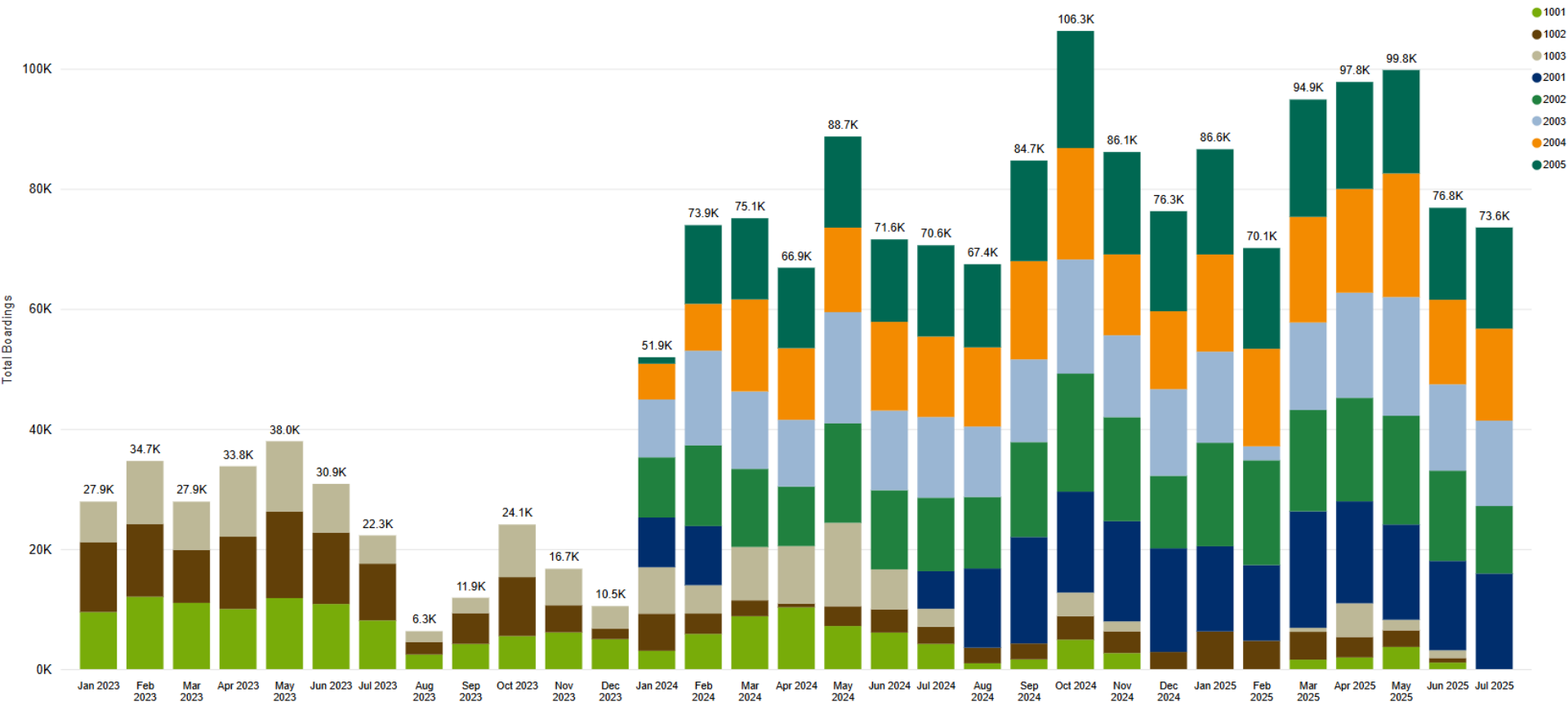*Rider Experience and Operations Committee*
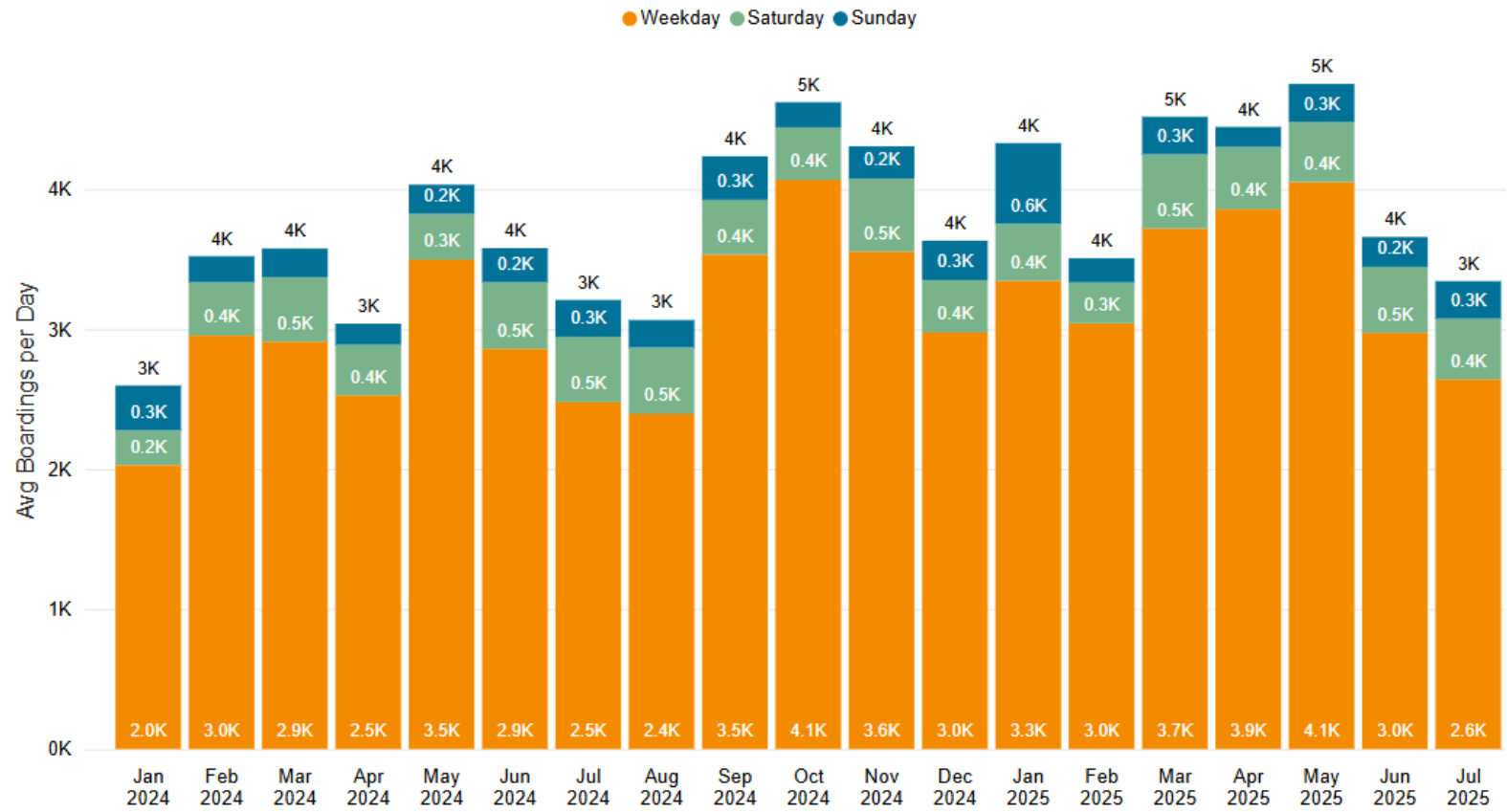
9/4/2025

SOUND TRANSIT

Why we are here

- Describe T-Line's performance now that the Hilltop Extension now 2 years old
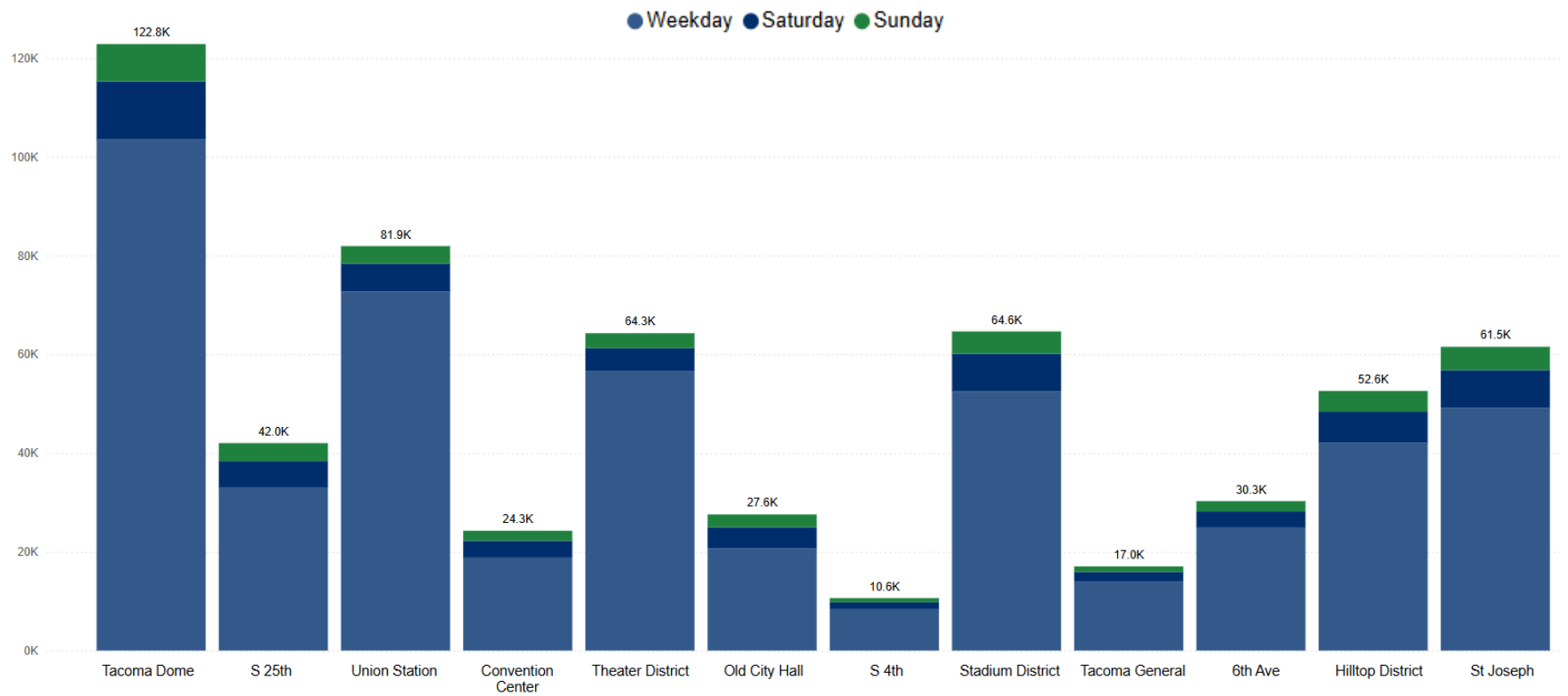
- This presentation is for information only

Ridership – T-Line Total Boardings by Vehicle

Ridership – T-Line Average Weekday Boardings

Ridership – T-Line Boardings by Station, 2025

T-Line – Real Time Availability

From soundtransit.org:

Stop #**T03** | Accessible: **Yes**

T

T Line to St Joseph
8:37 a.m. - On Time   **4 min**

T Line to Tacoma Dome
8:42 a.m. - 2 minutes late   **9 min**

T Line to St Joseph
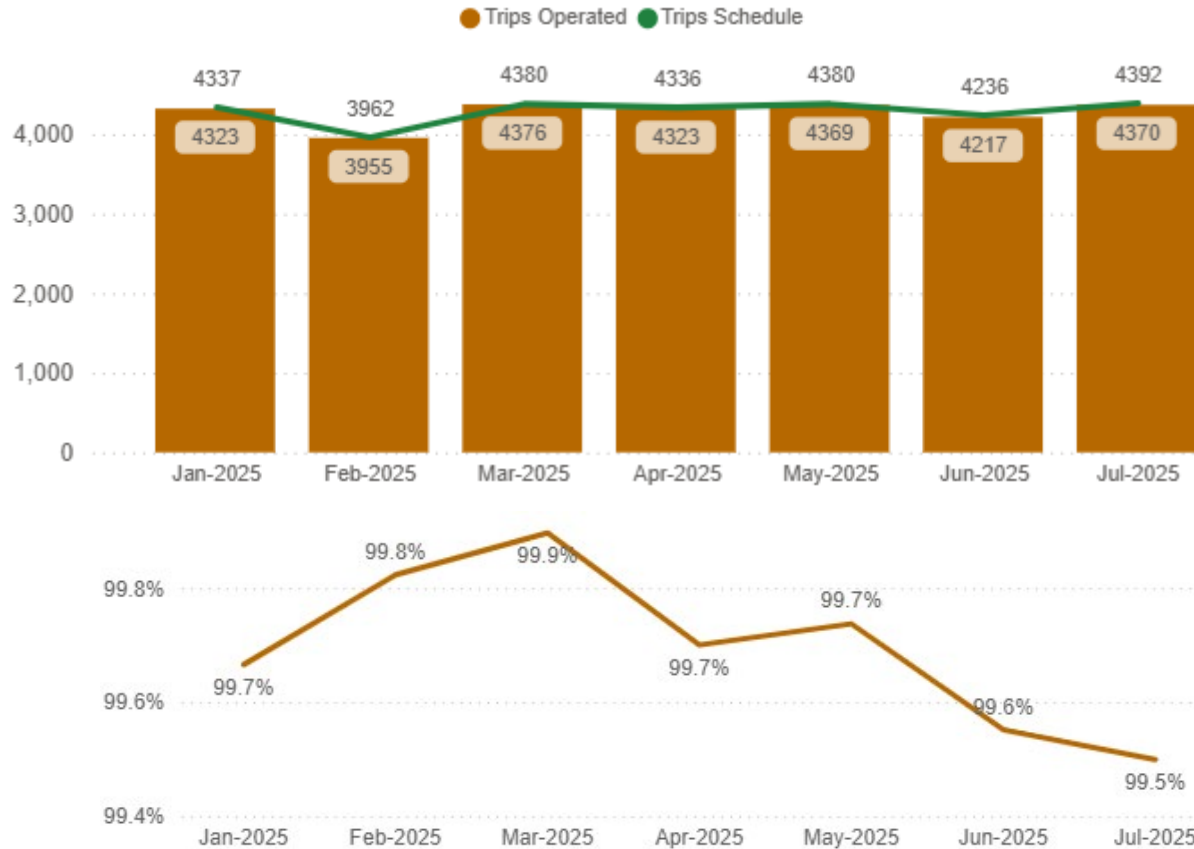8:49 a.m. - On Time   **16 min**
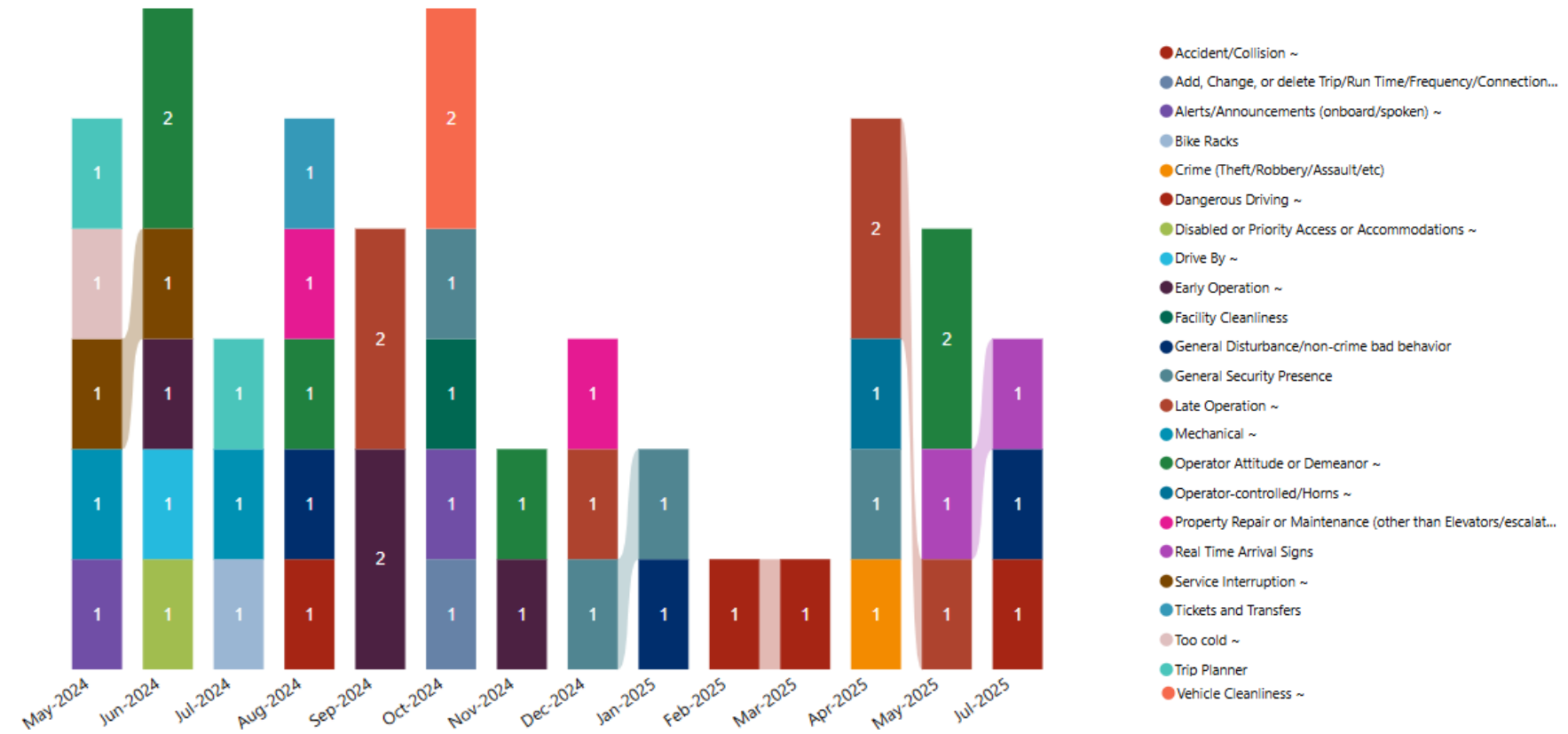
T Line to Tacoma Dome
8:53 a.m. - On Time   **19 min**
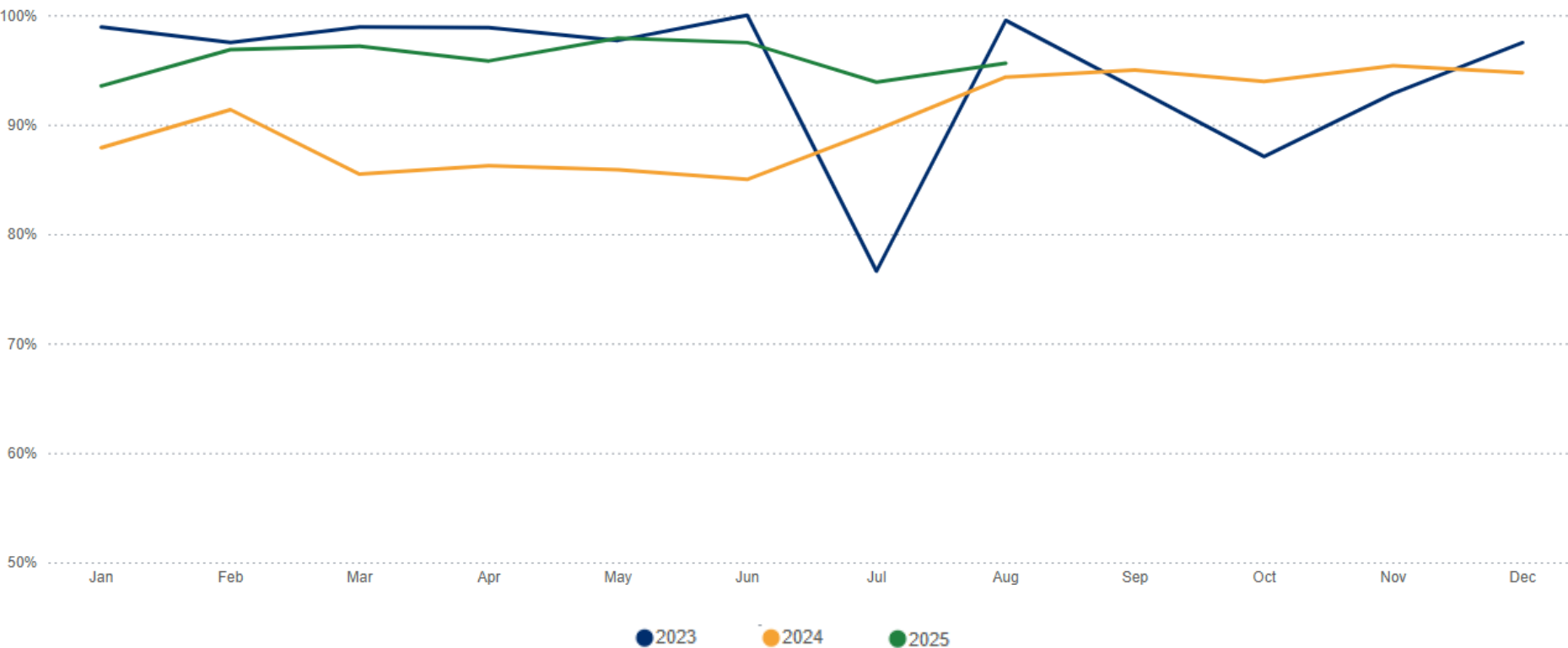
SOUNDTRANSIT

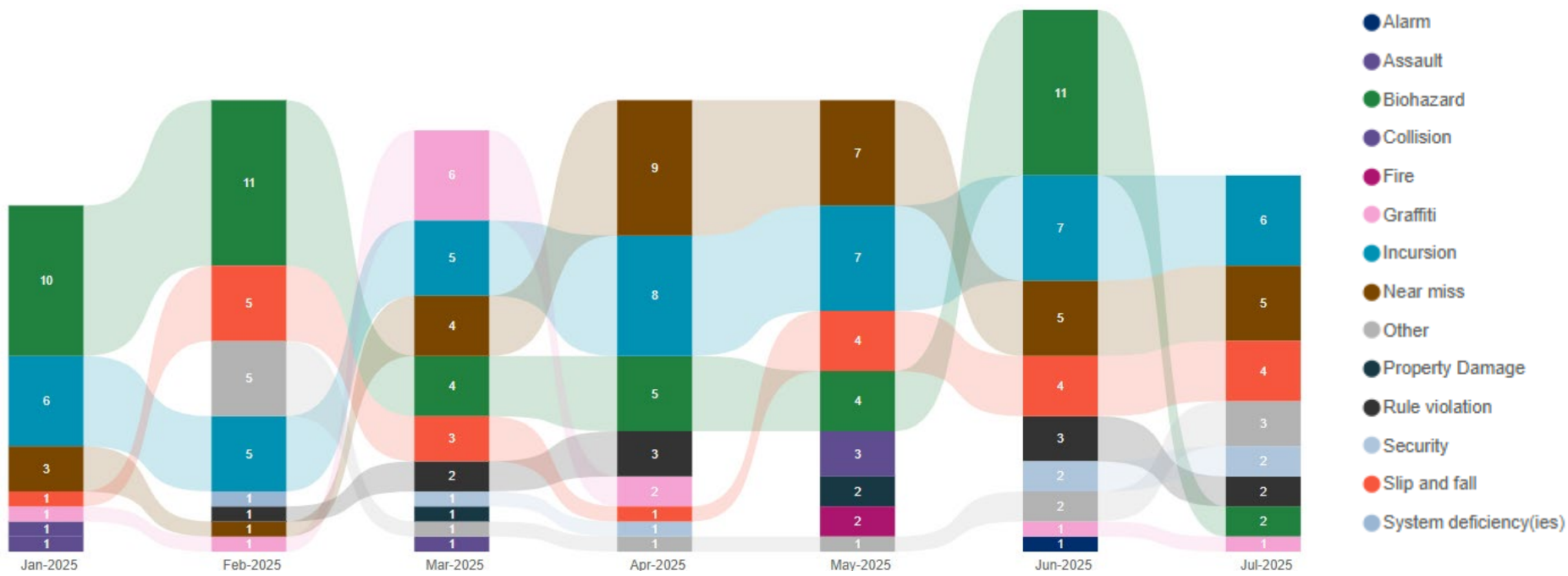# Trip Delivery – T-Line Operated as Scheduled
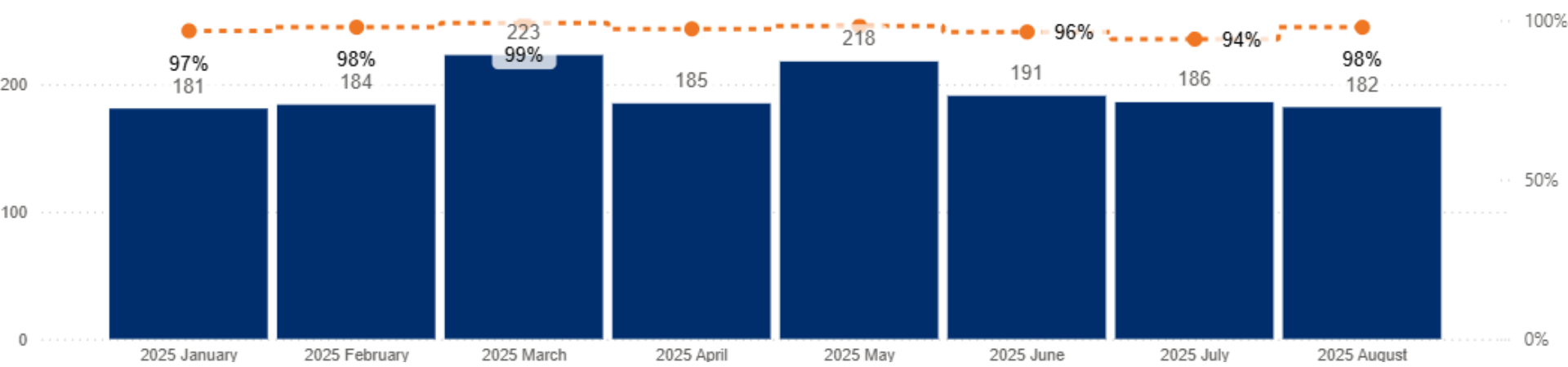
Customer Comments – T-Line

Fleet Availability – T-Line

Safety & Security Events – T-Line

Preventative Maintenance – T-Line

What we are doing with what we learned

- Working with Innovation Division on demos systems for:
  - Collision warnings
  - Wrong side door opening prevention

- Working with Enterprise Data and Analytics to leverage real time train tracking for precise on time performance by location
  - Will highlight issue areas to improve overall performance

SOUNDTRANSIT

Thank you.

SoundTransit

soundtransit.org