

REO Performance Metrics

Performance Metrics Monthly Report

Rider Experience and Operations Committee

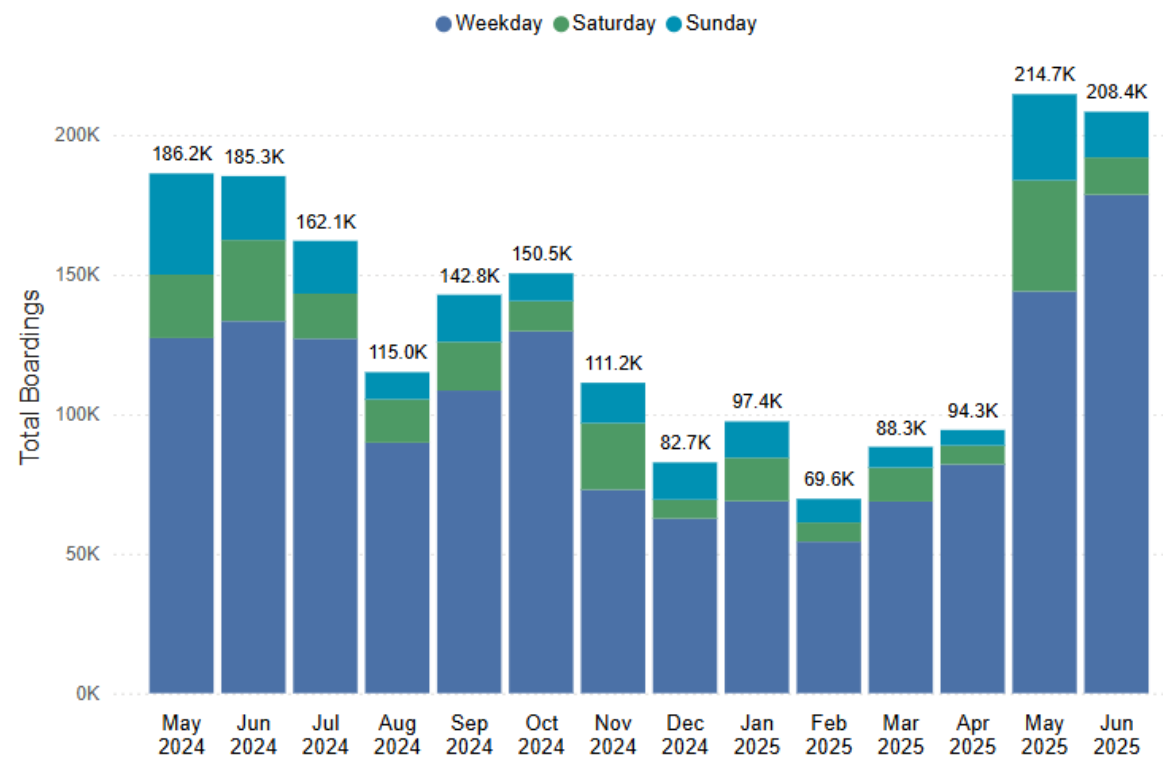
8/7/2025



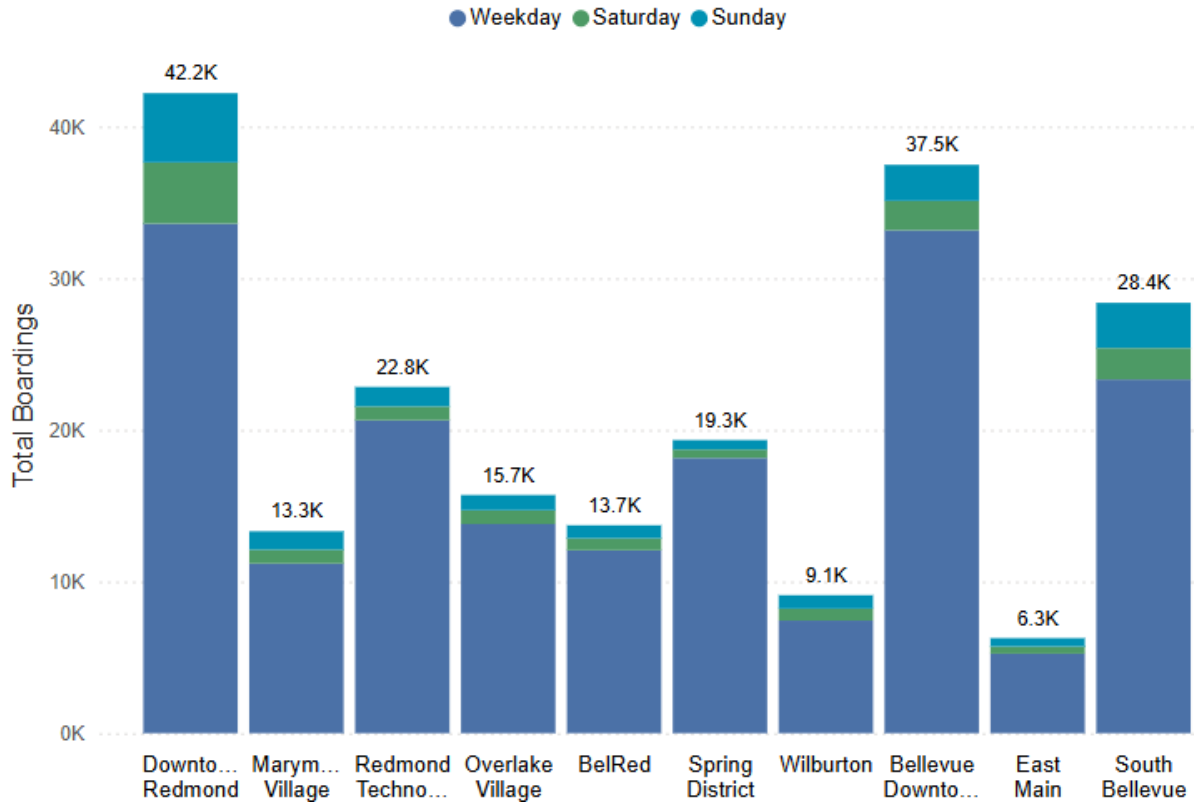
Why we are here

- Describe what it looks like with 2 Line now 1 year old
- Today we are here to provide information only

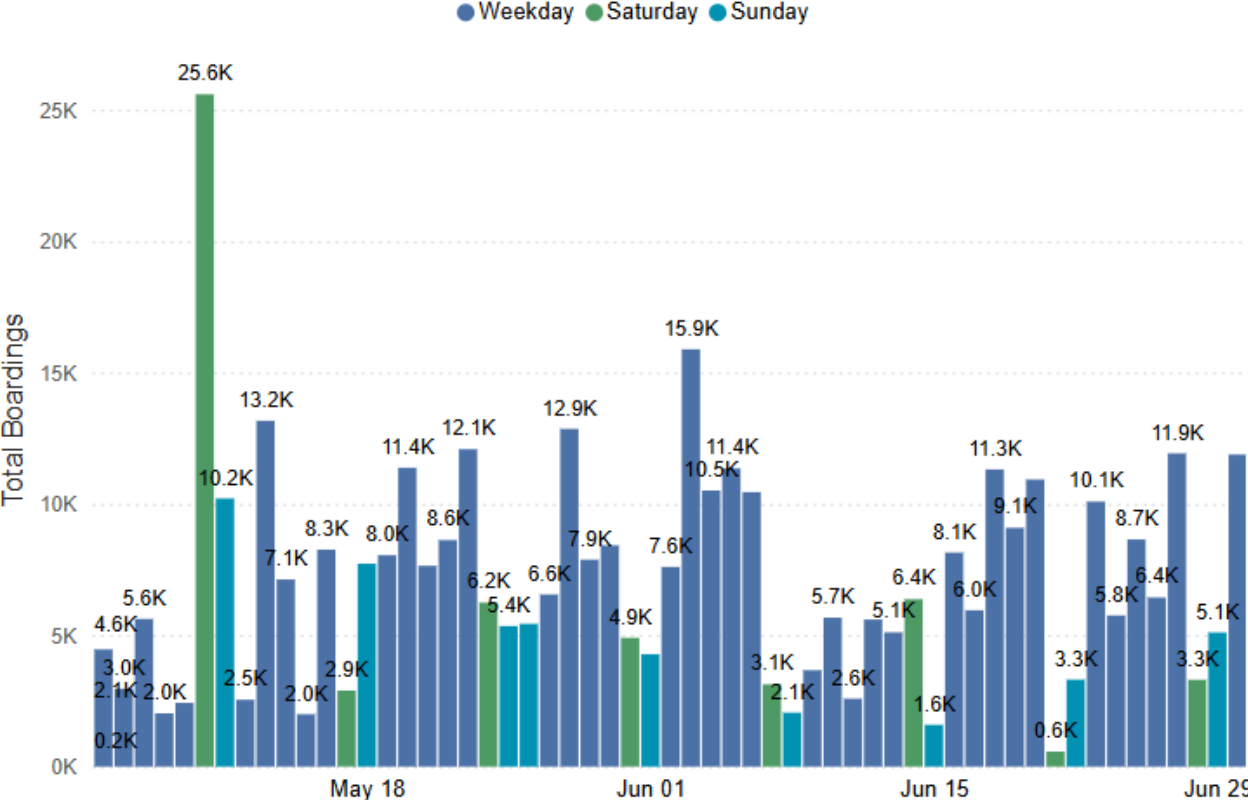
Ridership – 2 Line Total Boardings



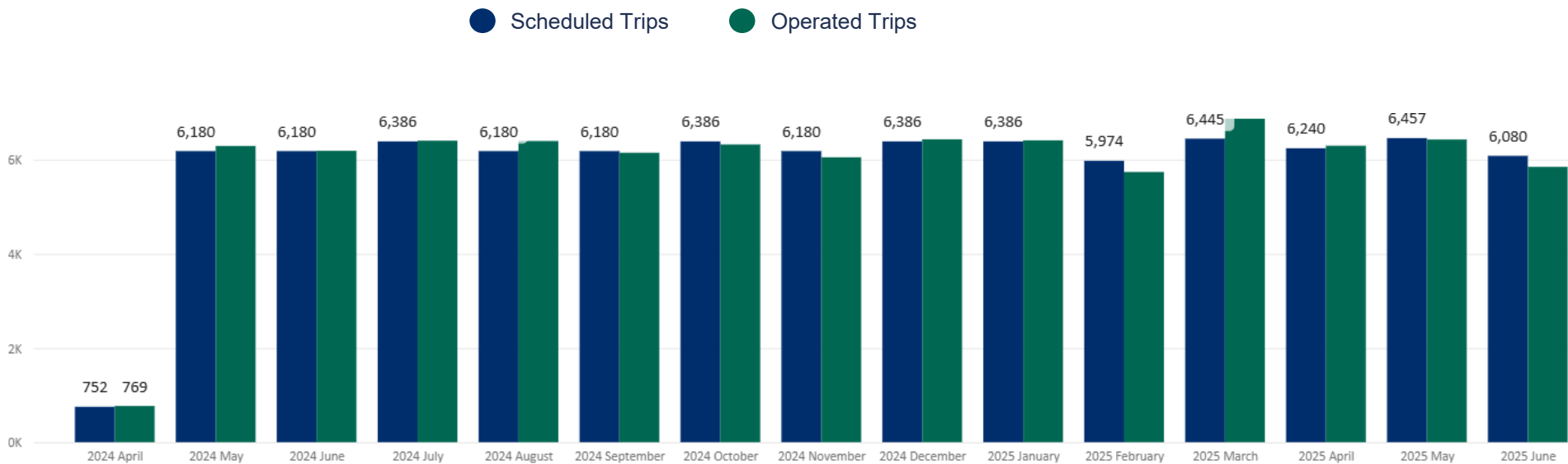
Ridership – 2 Line Boardings by Station



Ridership – 2 Line Boardings by Day



2 Line – Trip Delivery



2- Line – Vertical Transportation Performance

Conveyance Type

All Elevators

99.4%✓

Goal: 97%

Number of Units

14

Conveyances

All Escalators

98.4%✓

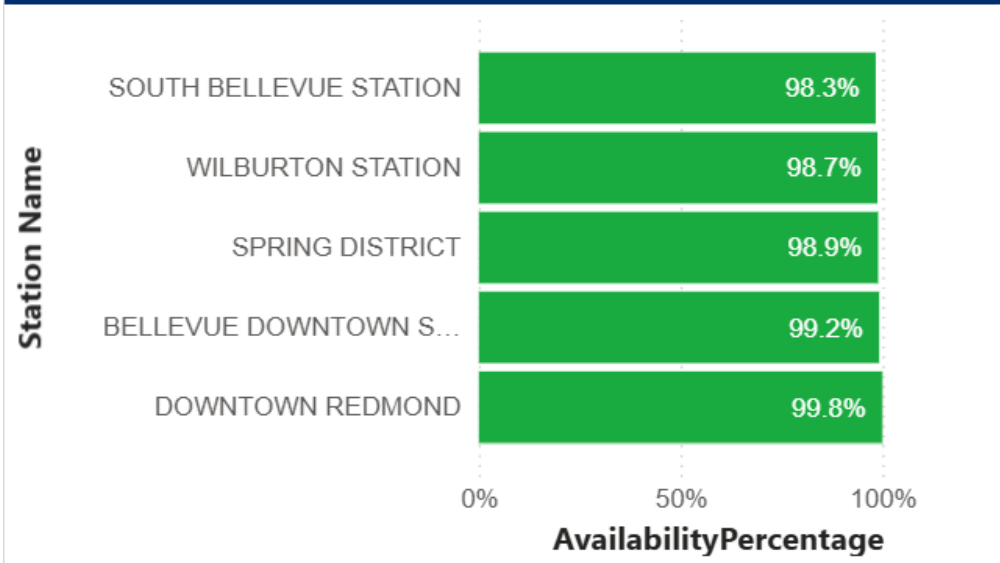
Goal: 95%

Number of Units

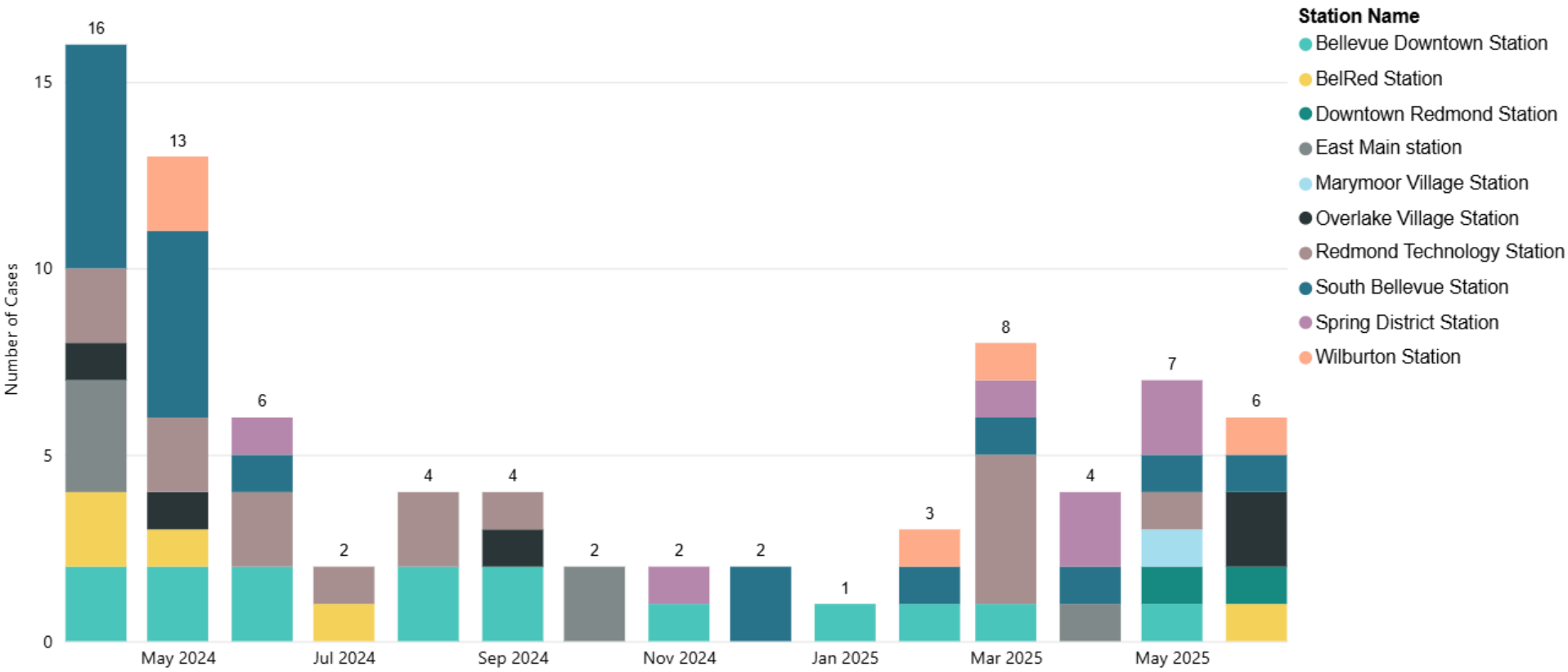
11

Conveyances

Availability by Station



Customer Comments on 2 Line Stations

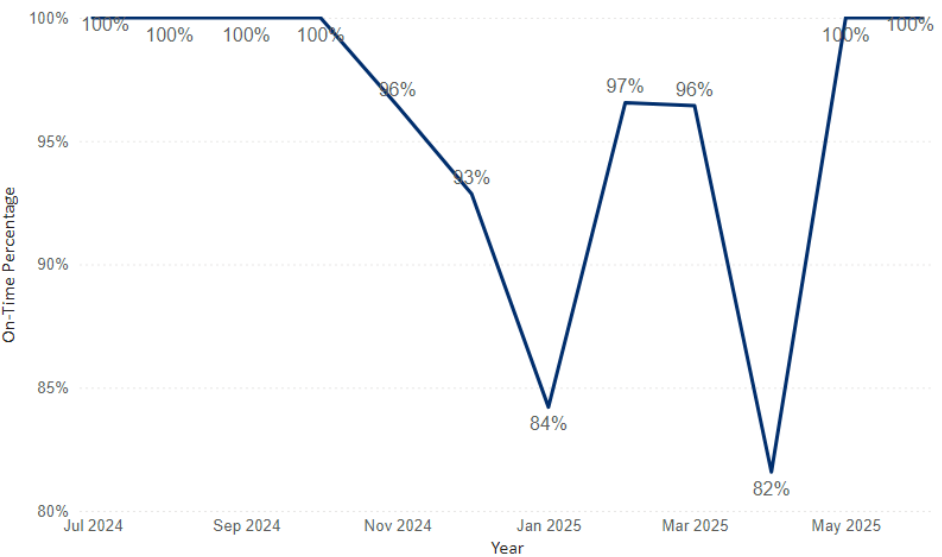


2 Line Facilities – Custodial Work

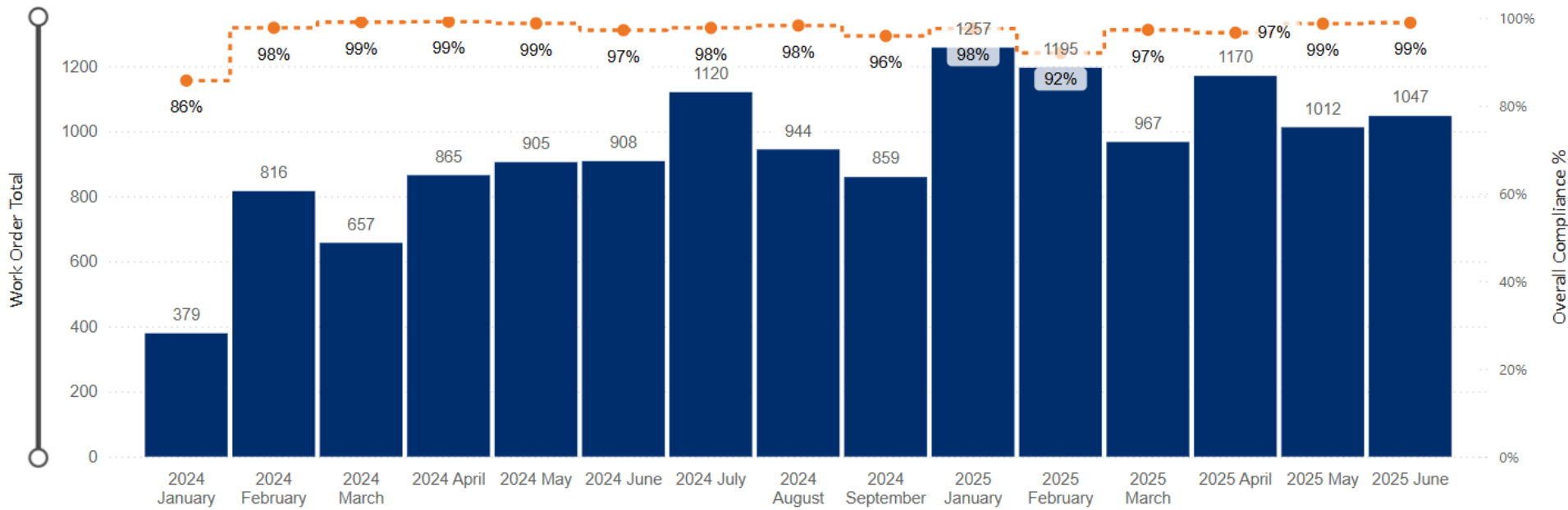
Daily Custodial Work Order Completion



Non-daily Custodial Work Order Completion

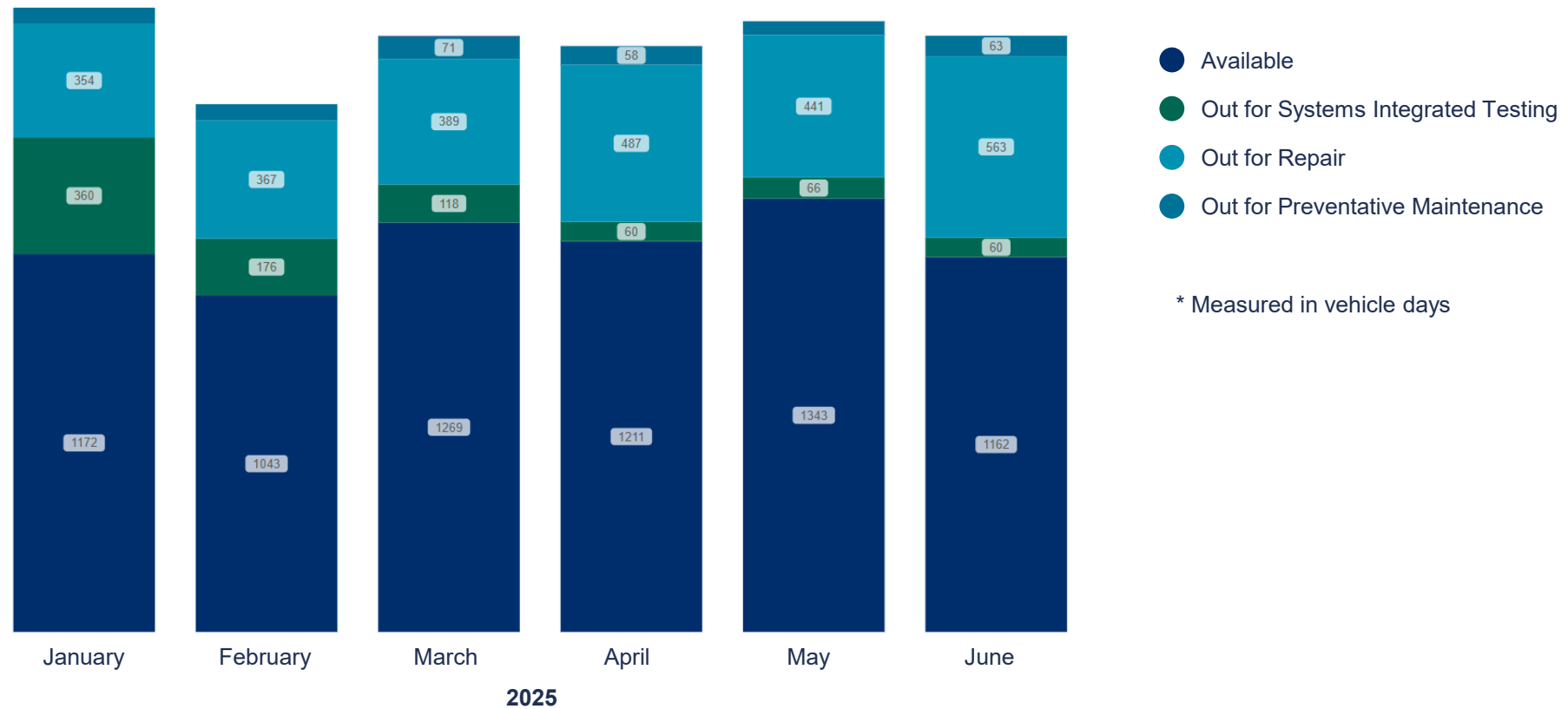


2 Line Preventative Maintenance*



* Aggregation of Facilities Electrical, Facilities Mechanical, SCADA, Signals, Track, Traction Power and Vehicle preventative maintenance work orders

2 Line Vehicle Availability*



What we are doing with what we learned

- ST benefits from having adequate to stress test
- Learning about system and what it takes to maintain
- Operator vigilance

Thank you.



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