

Improving Link Light Rail Reliability

System and operations resiliency update

Rider Experience and Operations Committee

12/04/2025



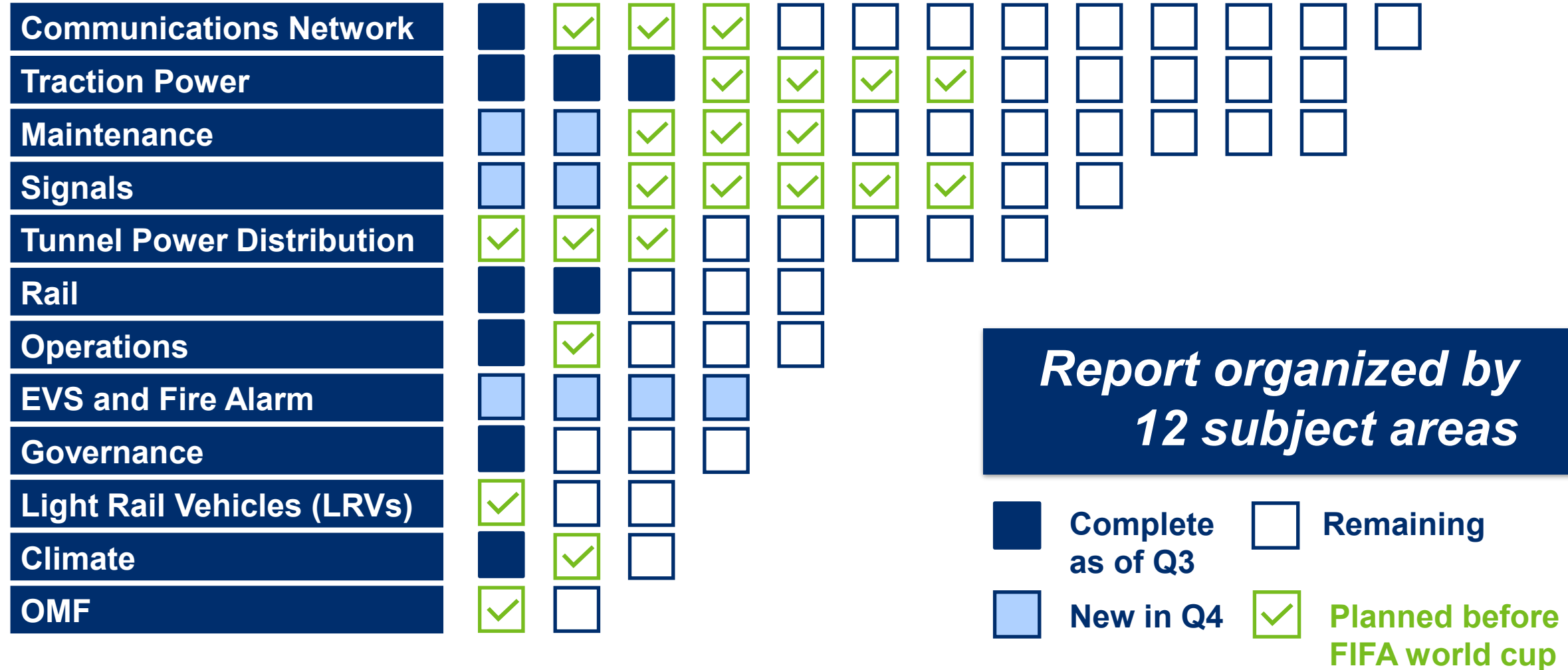
Why we are here

Provide quarterly update on resiliency progress:

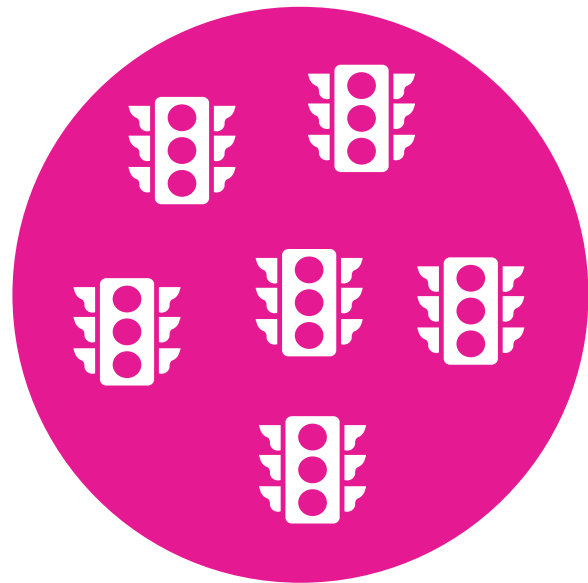
- Work completed since September to reduce unplanned disruptions.
- How unplanned disruptions are trending.
- Plans to complete remaining resiliency work.

Update only, no Board action requested

80 report recommendations



Projects completed during October monthly maintenance windows (160% more productive work)

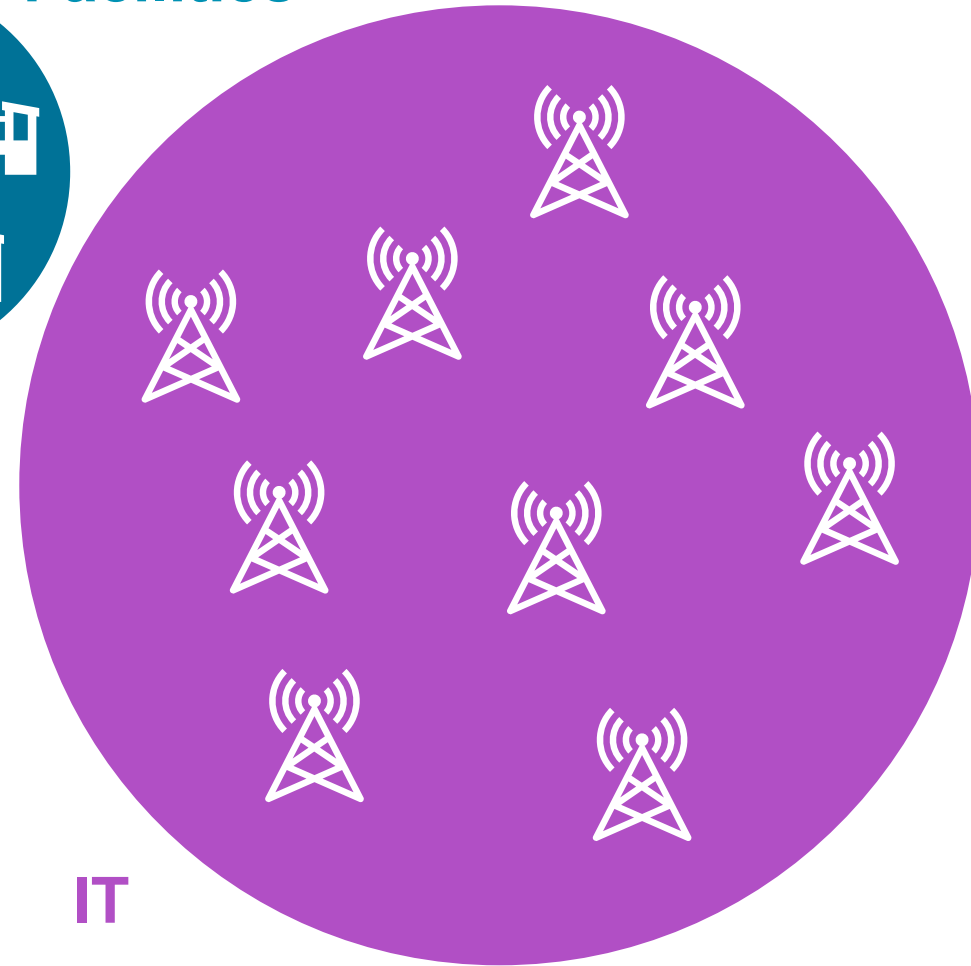


Signals

Traction
Power



Facilities



IT

Track



Unplanned disruptions

*Q3 hours per month spiked but
October shows a return trend*

All 2024

38

hours/month

94% Uptime

Q1 2025

16

hours/month

97% Uptime

Q2 2025

15

hours/month

98% Uptime

Q3 2025

18

hours/month

97% Uptime

Oct 2025

9

hours/month

99% Uptime

Response time

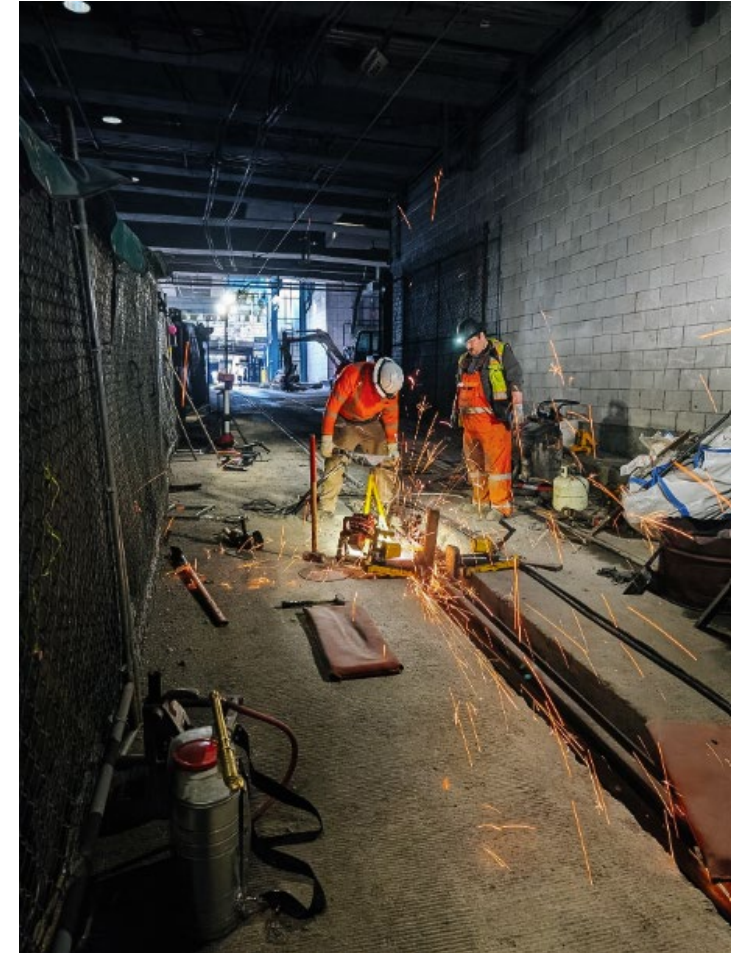
The average clearance time for disruptions is nearly 4X faster than in 2024



Actioning projects for resiliency



- Work progressing as part of state of good repair projects. 22 projects currently identified:
 - 3 complete
 - 12 in-progress
 - 8 complete by World Cup
 - 4 complete after World Cup
 - 7 to begin after World Cup
- All projects will be complete in the next 4-5 years



Network Modernization Plan

2025

Program planning phase

- **Defined** program implementation plan
- **Complete** documents needed to contract work

2030

Program implementation phase

- **Continue** efforts to replace obsolete equipment
- **Construct** a modern fiber optic backbone
- **Standardize** station design at all locations
- **Develop** and implement an editable as-built information and repository system

What's next

Work continues. We'll continue to aggressively move project schedules forward to improve system resiliency, and to track data to show where progress is seen or not.

We'll return in Q1 with an update on the overall health of the system and continued progress.

We're committed to reducing unplanned disruptions for our current riders everyday, as we also prepare the system for increased complexity when more service opens in 2026.

Thank you.



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