

# ***Improving Link Light Rail Reliability***

## *System and operations resiliency update*

*Rider Experience and Operations Committee*

*9/4/2025*



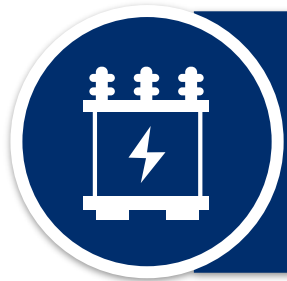
# *Why we are here*

## *Provide quarterly update on resiliency progress:*

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

*Update only, no Board action requested*

# Improvements since June



## Traction Power

- **Established** asset inventory to improve system maintenance
- **Completed** Training Gap Analysis Report to improve maintenance
- **Revised** rail to ground setting to eliminate disruptions due to false alarms



## Rail

- **Prioritized** rail maintenance projects based on rail wear report findings
- **Established** database to manage and track progress on rail maintenance



## Light Rail Vehicles

- **Completed** more than 90% of LRV brake setting and software upgrades

# Unplanned disruptions

*Average hours per month continue to decrease in 2025*

All 2024

38

hours/month

94% Uptime

Q1 2025

16

hours/month

97% Uptime

Q2\* 2025

15

hours/month

98% Uptime

July 2025

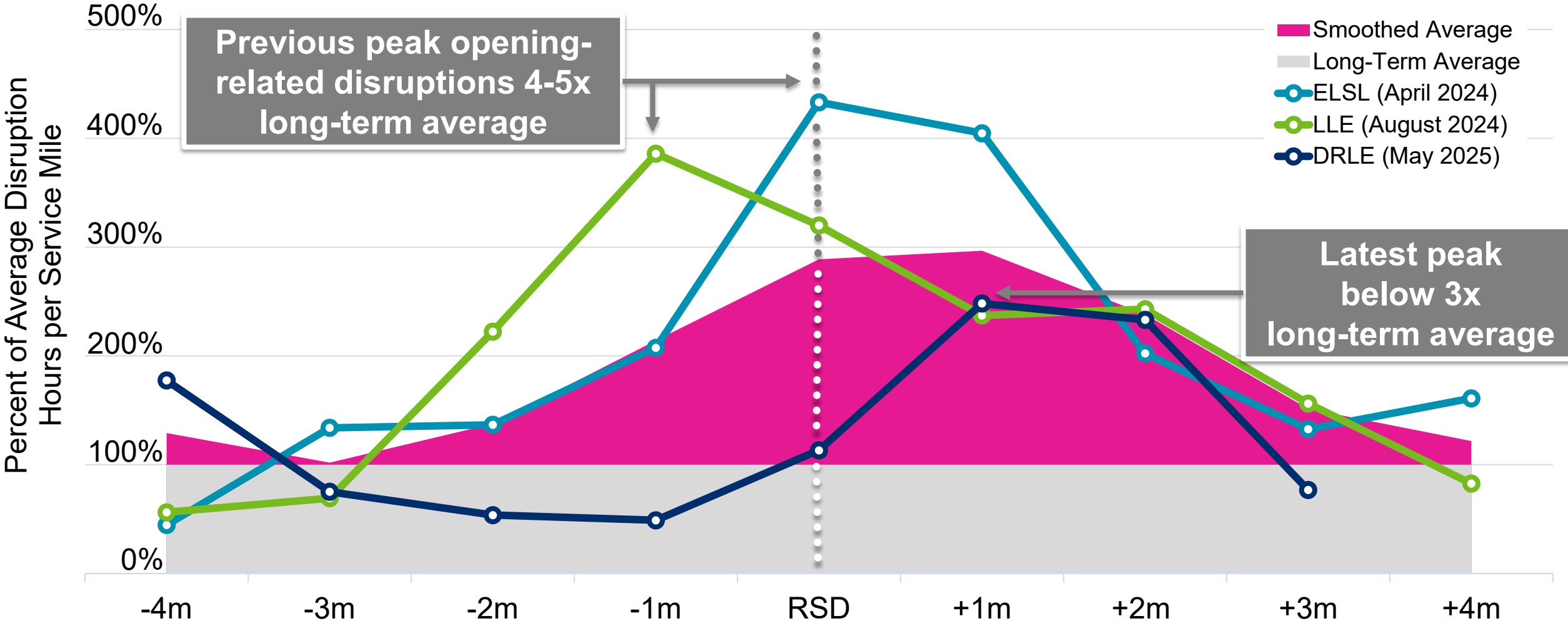
14

hours/month

98% Uptime

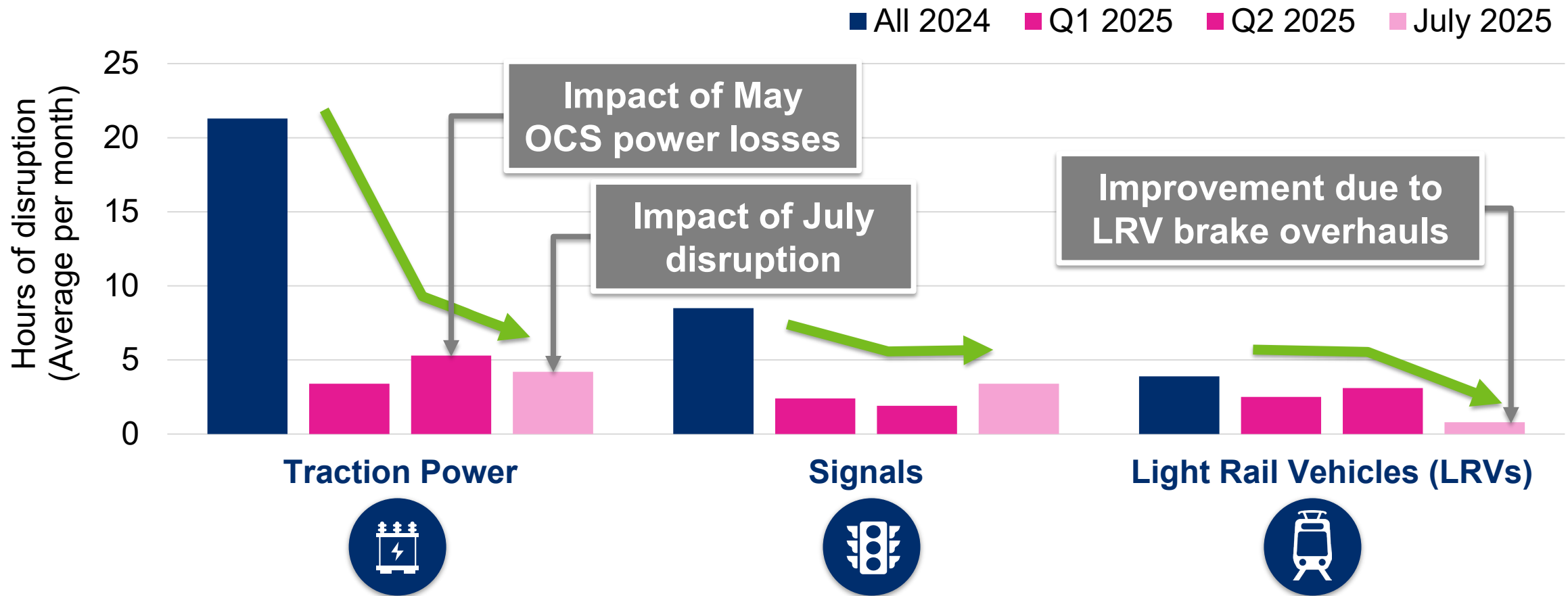
# Service disruption of recent openings

Disruptions before and after new extension opening Revenue Service Date (RSD)



# Unplanned disruptions

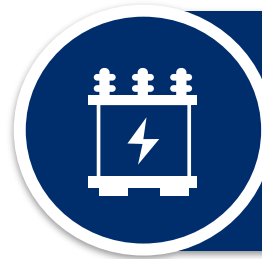
## Monitoring assets at root of most disruptions



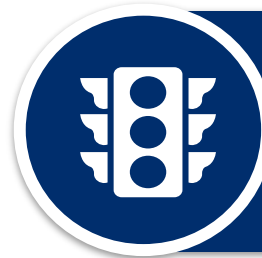
# ***Resiliency effort focus***

***Focusing efforts on assets at root of most disruptions***

- **Hiring** specialists to triage issues
- **Training** field technicians in rapid response
- **Enhancing** maintenance instructions
- **Developing** analytics for predictive maintenance



**Traction Power**



**Signals**



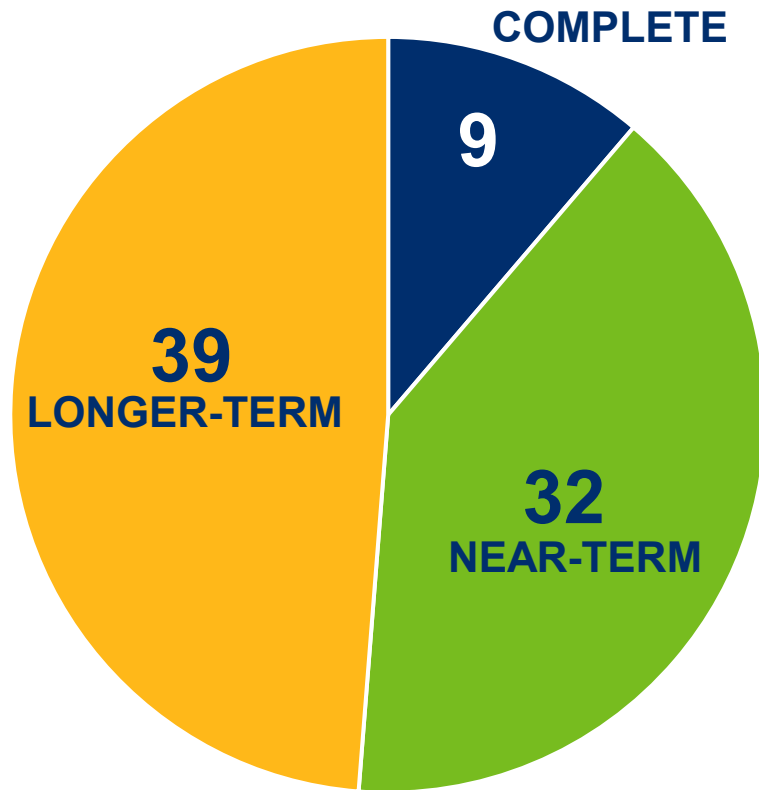
**Light Rail Vehicles**

*Completing the remaining  
resiliency work*



# 80 report recommendations

*Resiliency benefits anticipated in the next 4-5 years*



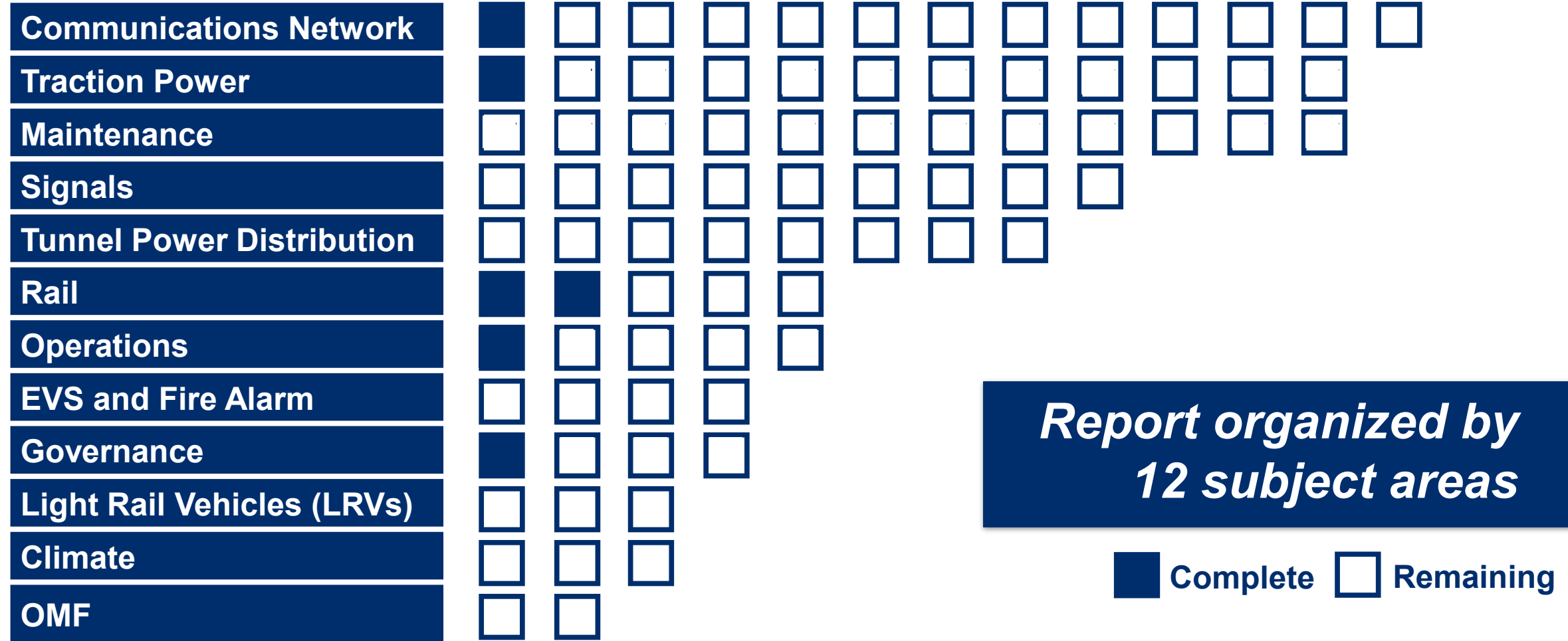
## **Near-Term:** Complete by Q2 2026

- Includes more than half of total recommendations
- Meaningful benefits expected for FIFA World Cup

## **Longer-Term:** Complete within next 4-5 years

- Includes major projects with potential capital needs
- Feasibility studies to be completed in the near-term

# 80 report recommendations



# 80 report recommendations

Communications Network	Complete	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Remaining	Remaining	Remaining	Remaining	Remaining	Remaining
Traction Power	Complete	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Remaining	Remaining	Remaining	
Maintenance	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Remaining	Remaining	Remaining	Remaining	Remaining	
Signals	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Remaining	Remaining	Remaining	Remaining				
Tunnel Power Distribution	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Planned before FIFA World Cup	Remaining	Remaining	Remaining					
Rail	Complete	Complete	Remaining	Remaining	Remaining								
Operations	Complete	Planned before FIFA World Cup	Planned before FIFA World Cup	Remaining	Remaining								
EVS and Fire Alarm	Remaining	Remaining	Remaining	Remaining									
Governance	Complete	Planned before FIFA World Cup	Remaining	Remaining									
Light Rail Vehicles (LRVs)	Planned before FIFA World Cup	Remaining	Remaining										
Climate	Planned before FIFA World Cup	Planned before FIFA World Cup	Remaining										
OMF	Planned before FIFA World Cup	Remaining											

**Report organized by 12 subject areas**

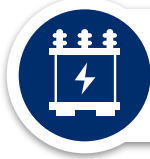
☒ Planned before FIFA World Cup
 ☐ Complete
 ☐ Remaining

# *Top five recommendation areas*

*Near- and long-term efforts are under way*



**Developing** communications network modernization program



**Standardizing** controls and improving alarm management



**Improving** maintenance training using industry best practice



**Implementing** remote monitoring to reduce disruption response times



**Replacing** obsolete infrastructure

# *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 Q4*** 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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