

REO Performance Metrics

Performance Metrics Monthly Report

Rider Experience and Operations Committee

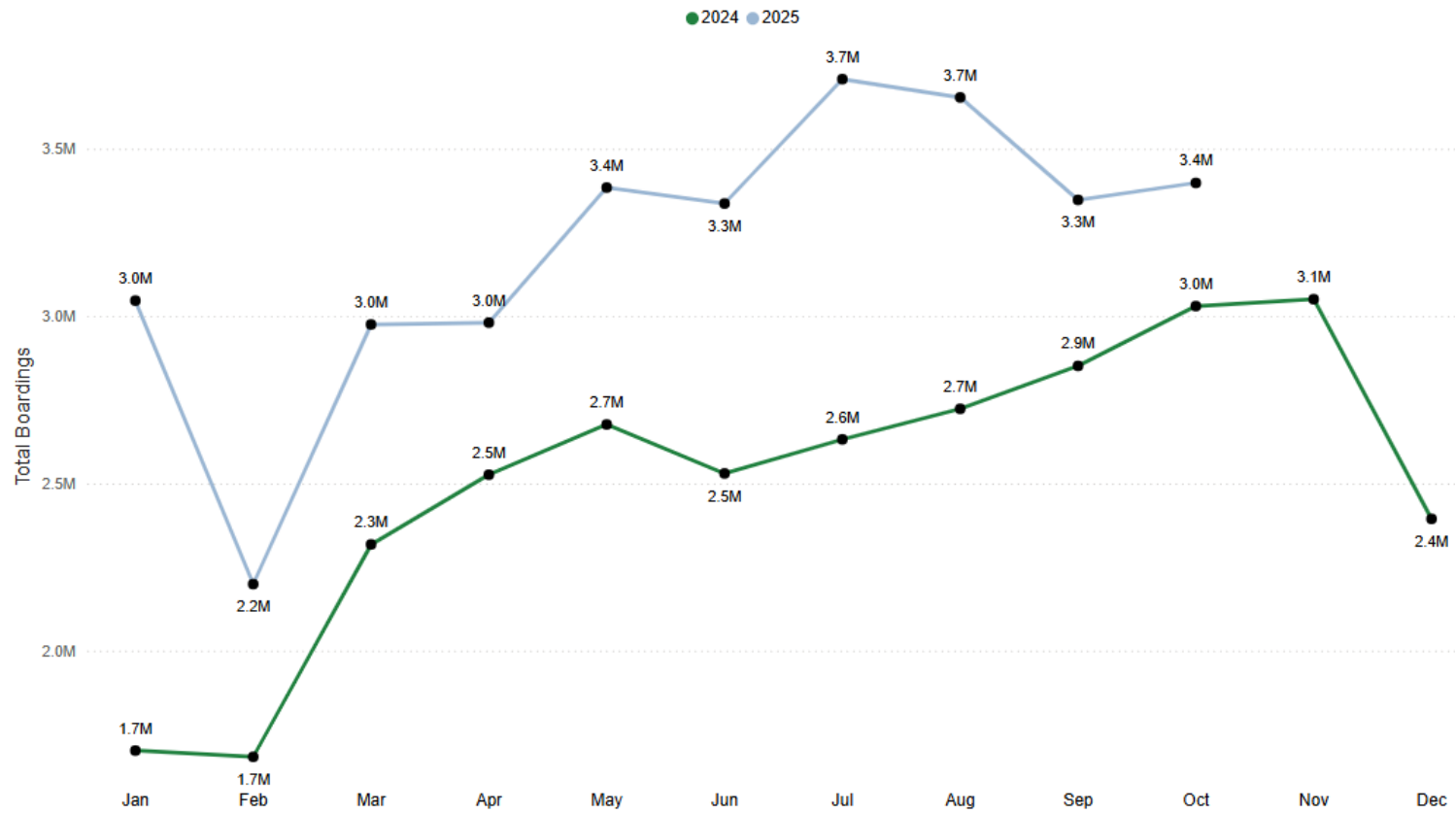
01/15/2026



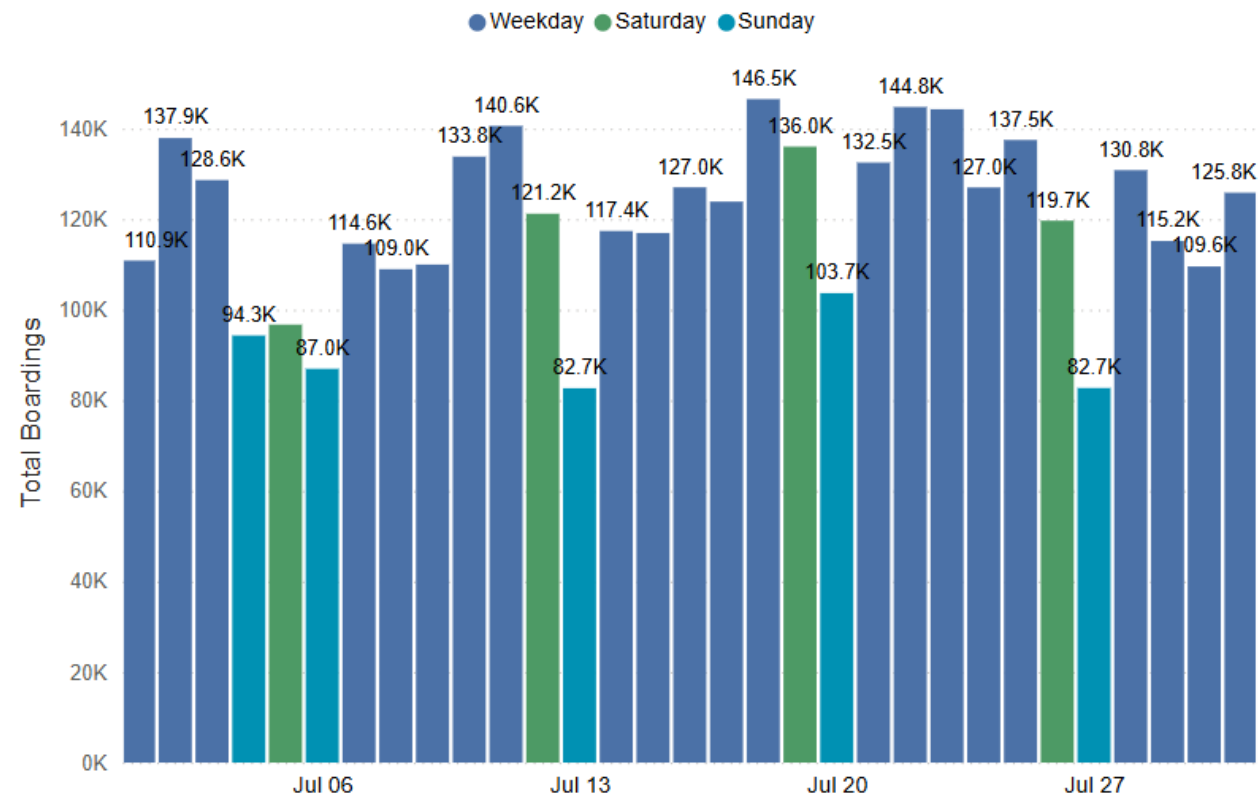
Why we are here

- Provide statistics behind the most prolific ridership period in Link history
- Describe how we will carry what we've learned into the coming year
- This presentation is for information only

Total Link Boardings, Jan 2024 – Oct 2025



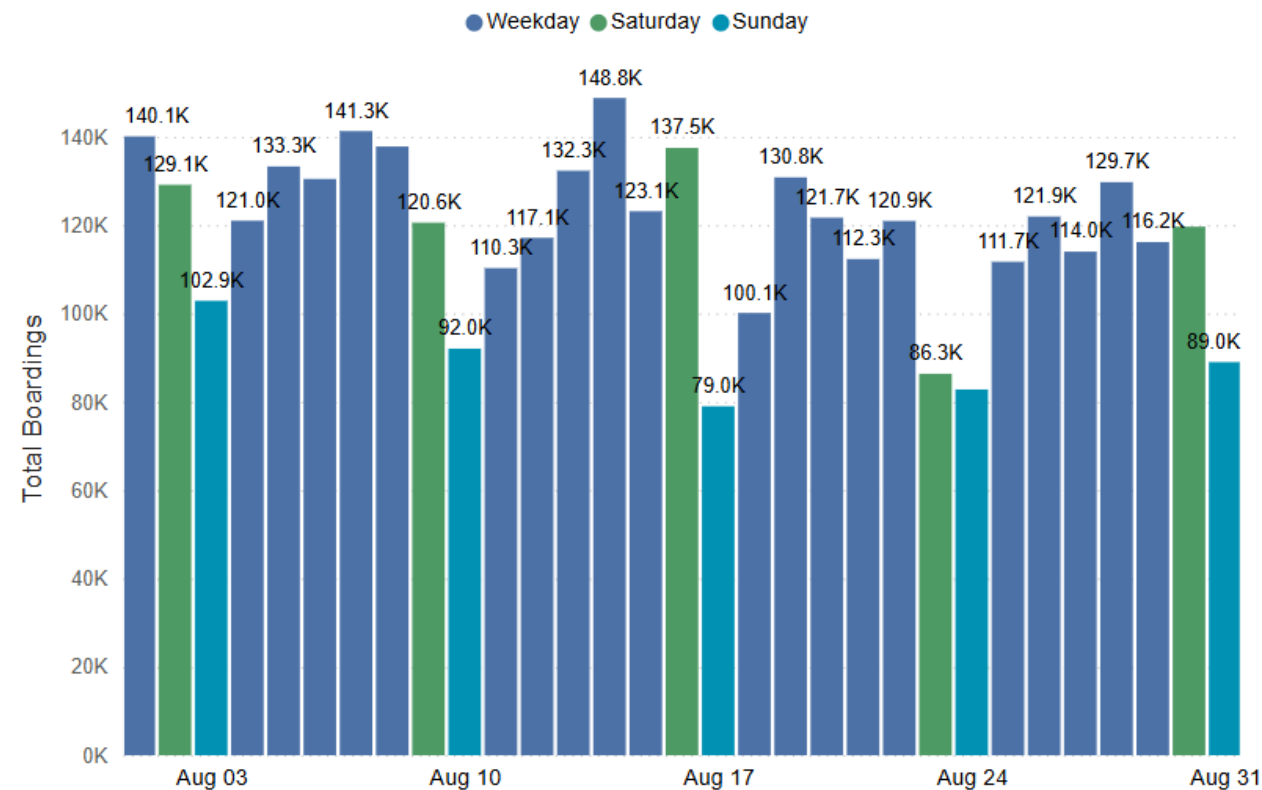
Link Daily Boardings, July 2025



July Ridership Drivers:

- Mariners homestand 7/1-7/6
- My Chemical Romance concert 7/11
- Mariners 7/18
- Mariners again 7/22 & 7/23

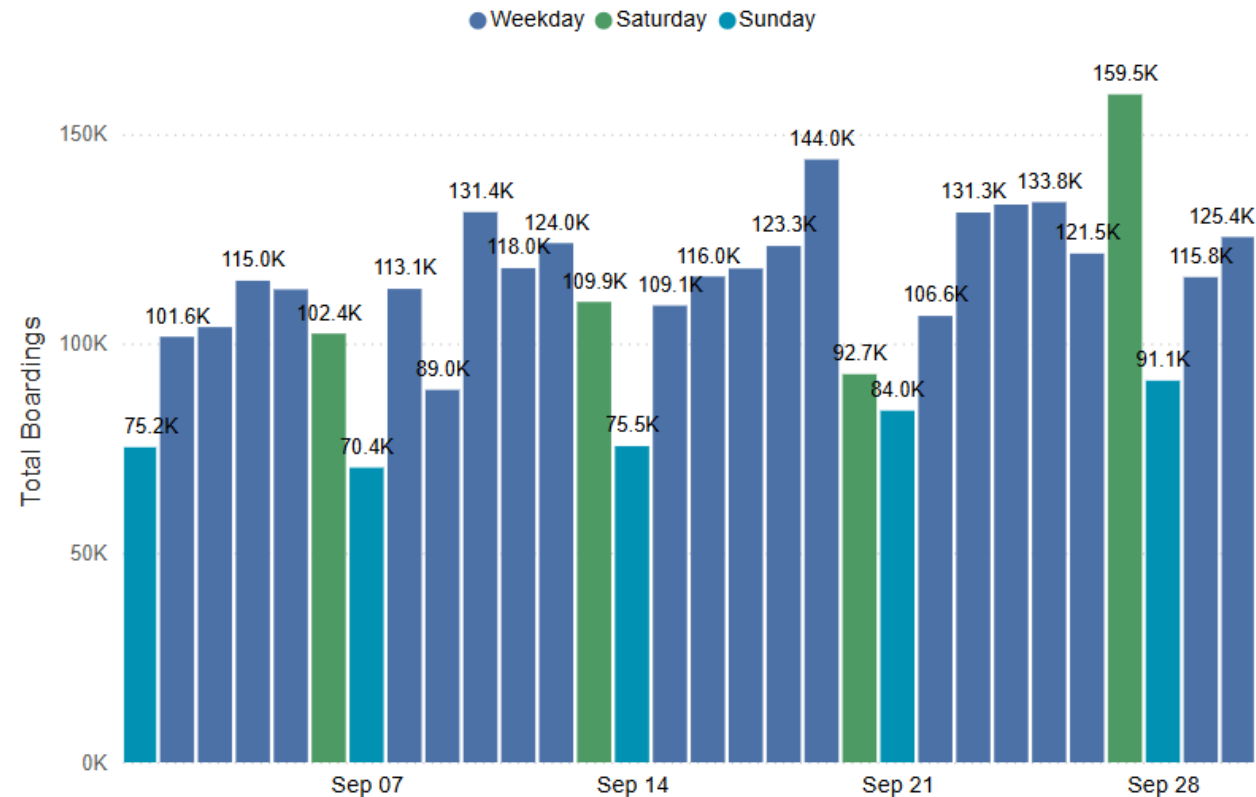
Link Daily Boardings, August 2025



August Ridership Drivers:

- Mariners and Seafair weekend 8/1-8/3
- Mariners, Seahawks preseason and Lady Gaga concert 8/6-8/9
- Hozier concert, Seahawks preseason and Lumineers concert 8/14-8/16
- Mariners 8/22-8/26
- Bumbershoot, UW football and Sounders 8/30-8/31

Link Daily Boardings, September 2025



September Ridership Drivers:

- UW Football 9/6
- Sounders 9/13
- Savannah Bananas 9/19-9/20
- Seahawks 9/21
- Mariners, UW Football and Sounders 9/27

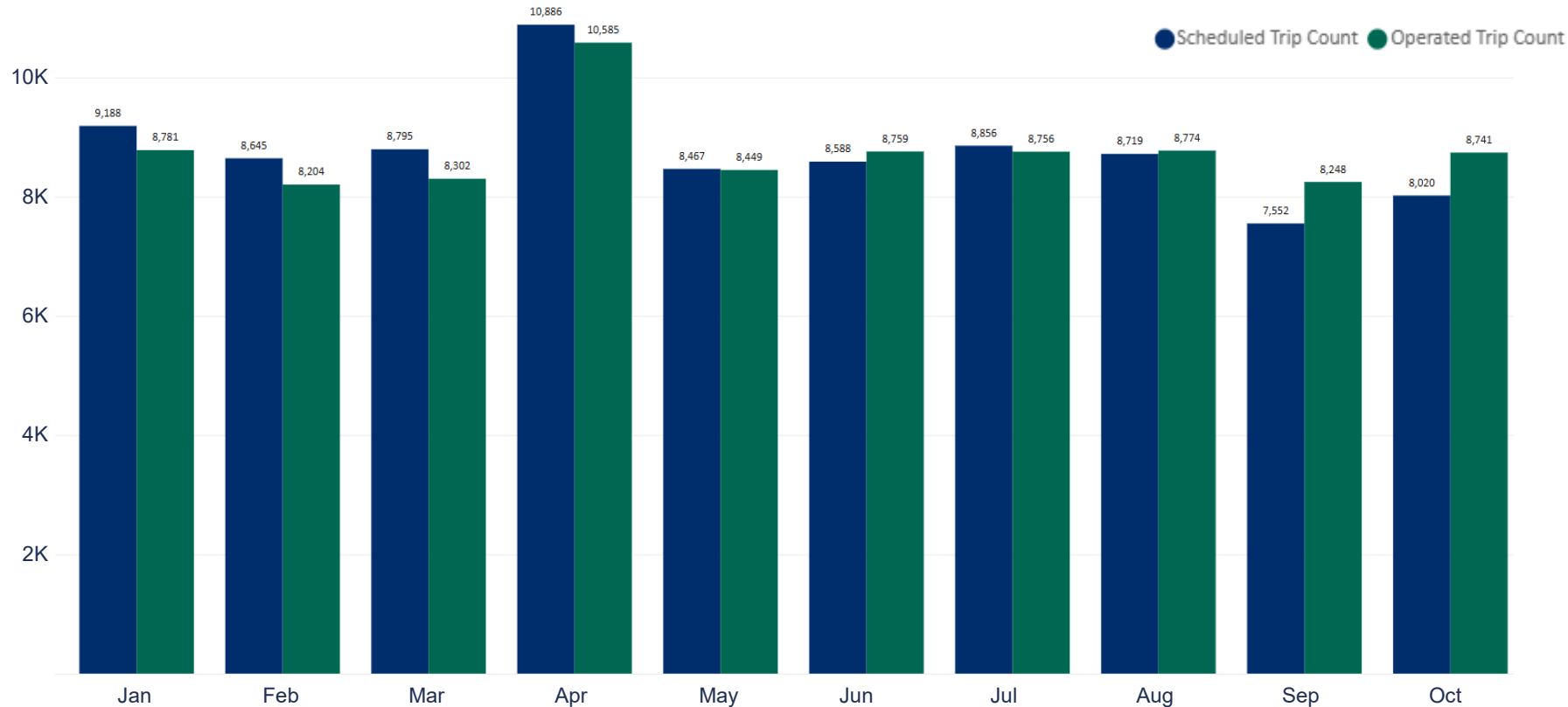
Link Daily Boardings, October 2025



October Ridership Drivers:

- Kraken pre-season & regular season with 5 home games starting 10/1
- Mariners post-season vs Detroit and Toronto 10/4-10/5, 10/10, 10/15-10/17
- Sounders vs Portland 10/4 & Salt Lake 10/11
- Seahawks vs Buccaneers 10/4 & Texans 10/20
- UW Football vs Illinois 10/25

Trips Scheduled vs. Operated, 2025



Current Practices for Events Service Planning

- Close coordination across Link Operations, Passenger Experience, Security and King County Metro Rail to anticipate event-driven surges in Link ridership
- Formal coordination with King County Metro Rail Division via an extra-service request outlining event timing, required additional trains, and supplemental rail supervisors to manage platforms, meter crowds, and support operators during peak passenger loads
- On-site staff, supported by joint Sound Transit and King County Metro operations teams, help maintain service reliability during special event operations

Planning for Future Events

- Special event service is no longer an exception—it has become a routine and defining part of how the Link system operates
- In 2025, ST and KCM Rail Division teams jointly coordinated 169 individual event service requests, with an estimated 710,806 Link riders based on modal-share assumptions for event attendance—*equivalent to roughly 91% of the population of Seattle*
- Lessons learned from event service operations are carried forward into 2026 operating practices to improve reliability, customer experience, and operational readiness

Thank you.



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