

REO Performance Metrics

Performance Metrics Monthly Report

Rider Experience and Operations Committee

6/4/2026



Why we are here

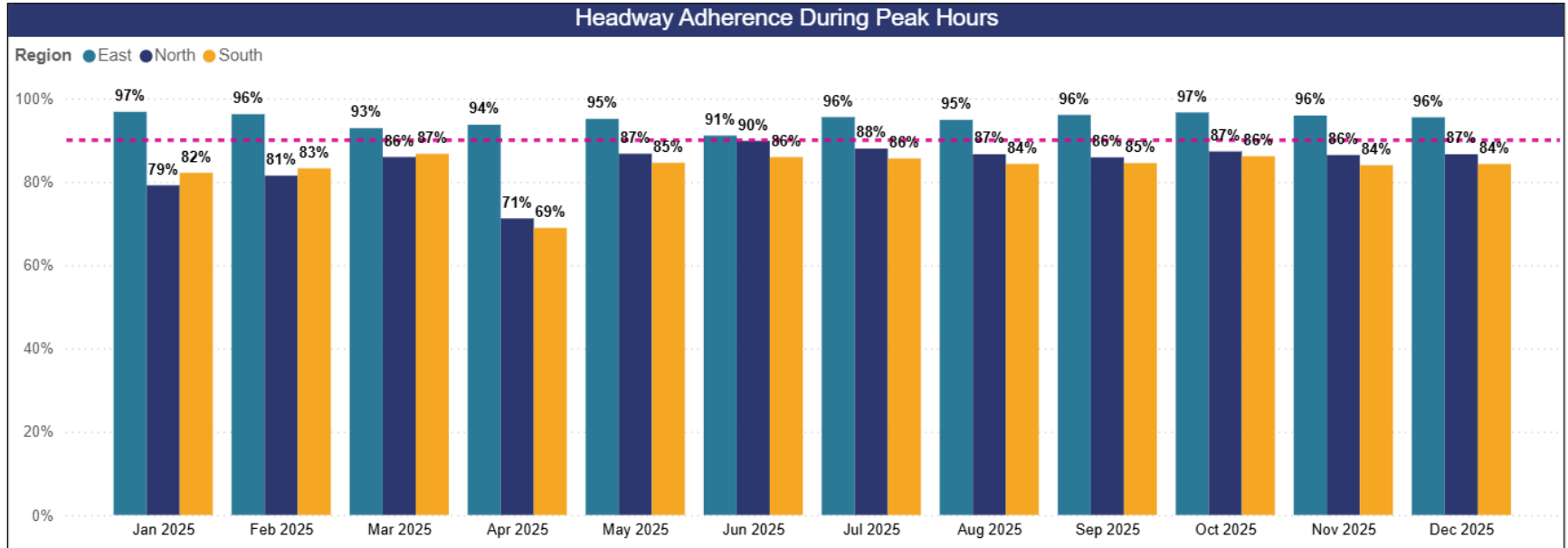
- Describe the new Headway Adherence metric for Link
- Highlight our strong performance as we adapt to interlined service
- Describe how we achieve reliable headways through consistent operations and rapid recovery from service disruptions
- This presentation is for information only

On Time Performance measurement

- On Time Performance measures service reliability for passengers
 - Previously used **scheduled arrival time**
 - Currently using **headway adherence**
- Reasons for change to new measure
 - More aligned with passenger expectations
 - Matches how service is managed

Monthly headway adherence, 2025

- Link headway performance was close to target

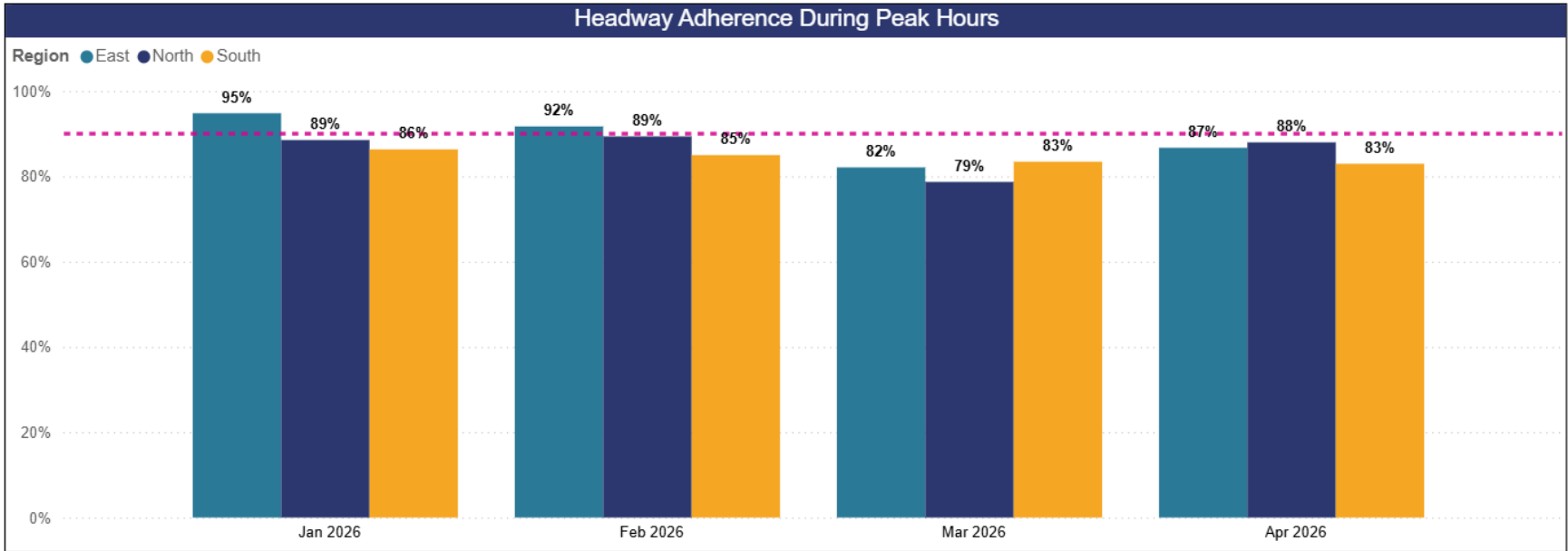


Note: A trip is adherent if it departs less than 2 minutes after the headway ST has committed to in its timetables. For an 8-minute headway this means a trip is adherent if it leaves the station less than 10 minutes after the previous trip.

East = Redmond – South Bellevue
South = Angle Lake/Federal Way – Stadium
North = International Dist. – Lynwood CC

Monthly headway adherence, 2026

- Link performance is strong through interlining of the 1 and 2 Lines

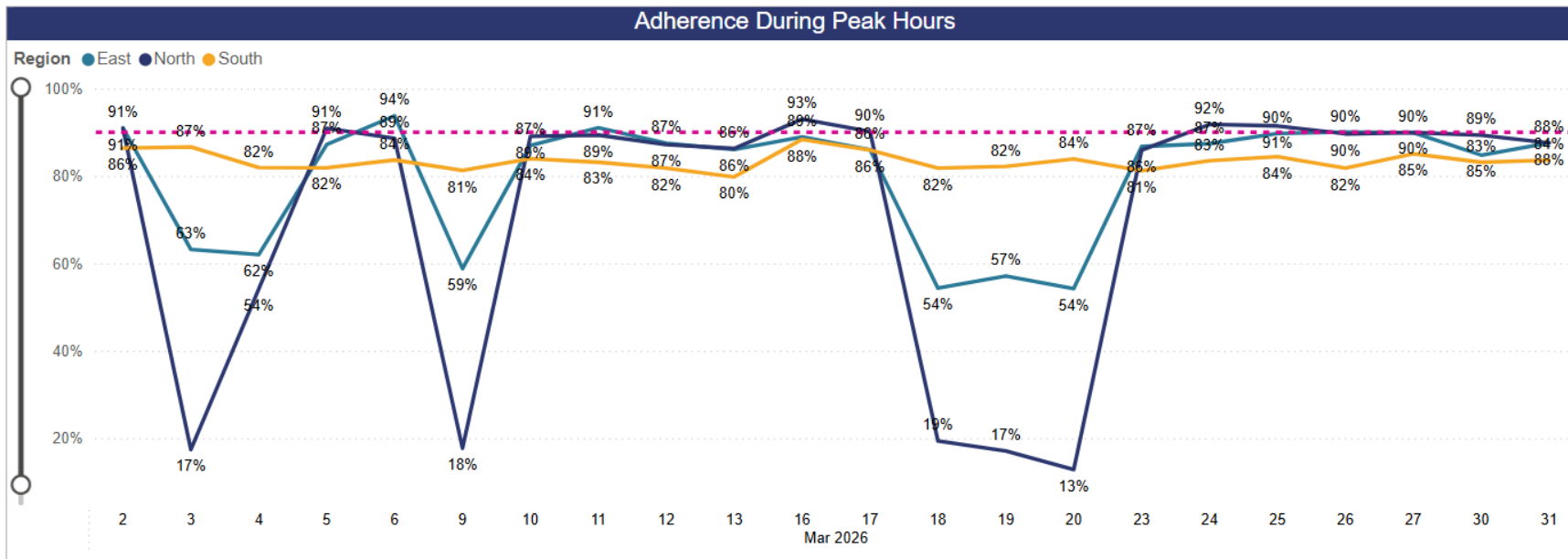


Note: A trip is adherent if it departs less than 2 minutes after the headway ST has committed to in its timetables. For an 8-minute headway this means a trip is adherent if it leaves the station less than 10 minutes after the previous trip.

East = Redmond – S. Bellevue/Judkins Park
South = Federal Way – Stadium
North = International Dist. – Lynwood CC

Daily headway adherence, March 2026

- A few days of service can have a big impact on monthly totals



Note: A trip is adherent if it departs less than 2 minutes after the headway ST has committed to in its timetables. For an 8-minute headway this means a trip is adherent if it leaves the station less than 10 minutes after the previous trip.

East = Redmond – Judkins Park
 South = Federal Way – Stadium
 North = International Dist. – Lynwood CC

What impacts headway adherence

Reliable headways are achieved through consistent operations and rapid recovery from service disruptions.

- The frequency, duration and severity of service disruptions
- Passenger demand and dwell time
- Network complexity – interconnected and high-frequency system
- Operating environment - external conditions and operating factors influencing service delivery

Strategies for maintaining adherence

Proactive Strategies

- Service Planning & Infrastructure
- Operational Readiness and training
- Preventative maintenance
- Event and surge planning
- Refinement of protocol

Active Service Management

- Real time service monitoring
- Train regulation and interval adjustments
- Gap train and field supervisor deployment
- Coordinating disruption response
- Service recovery strategies

Thank you.



 [soundtransit.org](https://www.soundtransit.org)

