

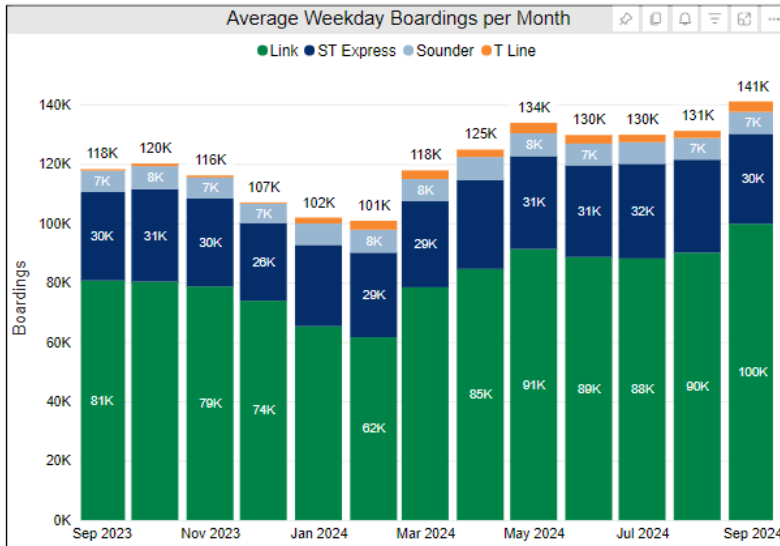
# Monthly Performance Report

Service Delivery Department



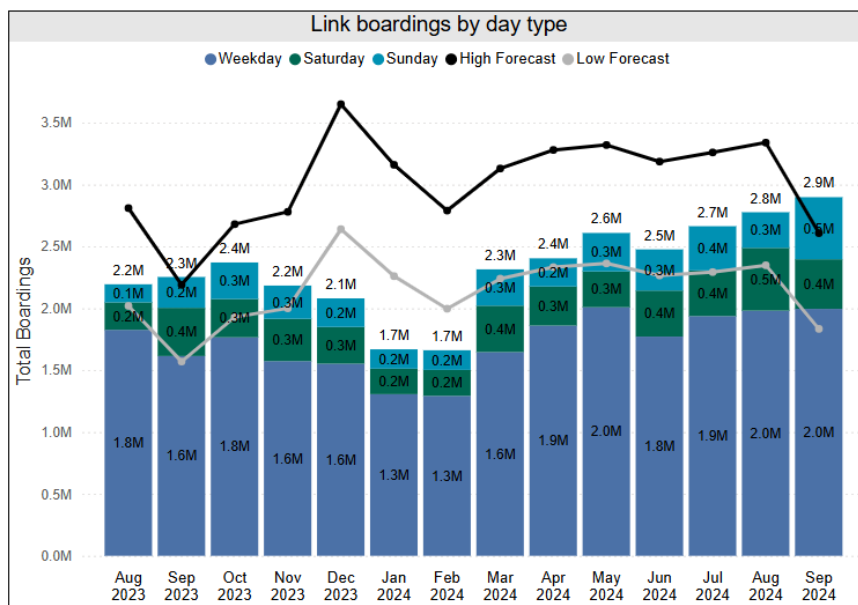
## Ridership

For an up-to-date<sup>1</sup>, interactive and more detailed look at ridership, please see: <https://www.soundtransit.org/ride-with-us/system-performance-tracker/ridership>



Month	Monthly Total Boardings	Average Weekday Boardings	Month-over-Month % Change	% Change vs. 2019
Sep 2024	3,890,000	141,100	8%	-11%
Aug 2024	3,847,000	131,100	1%	-20%
Jul 2024	3,742,000	129,700	0%	-21%
Jun 2024	3,471,000	129,600	-3%	-21%
May 2024	3,690,000	133,800	7%	-17%
Apr 2024	3,419,000	124,800	6%	-23%
Mar 2024	3,298,000	117,800	17%	-25%
Feb 2024	2,597,000	100,600	-1%	-31%
Jan 2024	2,584,000	101,900	-5%	-35%
Dec 2023	2,876,000	107,000	-8%	-25%
Nov 2023	3,090,000	116,100	-3%	-28%
Oct 2023	3,381,000	120,000	2%	-29%
Sep 2023	3,156,000	118,200	1%	-25%
Aug 2023	3,178,000	116,800	-9%	-29%
Jul 2023	3,659,000	128,900	9%	-22%
Jun 2023	3,291,000	118,400	7%	-28%

- Sound Transit’s average weekday boardings grew again in September. They now total almost 90% of their pre-pandemic totals. Link accounted for just over 70% of the average weekday boardings, while ST Express comprised just over 20%. Every mode except ST Express saw increased ridership from August to September. The September 2023 to September 2024 annual increase in monthly total boardings reached almost 25%.



## Link

- Primarily as a result of the opening of four new stations as part of the Lynnwood Link Extension, average weekday boardings grew by 11% from August to September, causing monthly total boardings to become the highest on record.
- September 2024 boardings exceed the the same month pre-pandemic by almost one-third.
- September also saw 11 days with over 100,000 boardings, the most in any single month.
- Total monthly boardings in September 2024 eclipsed the high forecast.

<sup>1</sup> ST Express data only becomes available when Sound Transit’s operating partners provide it on the 25<sup>th</sup> of the month following that which is being reported. For this reason, reports only show data through August.

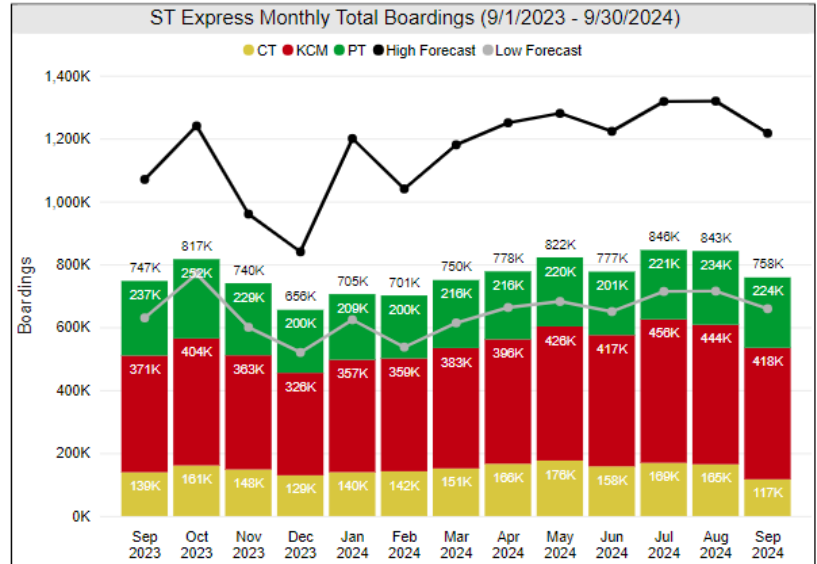
# Monthly Performance Report

Service Delivery Department



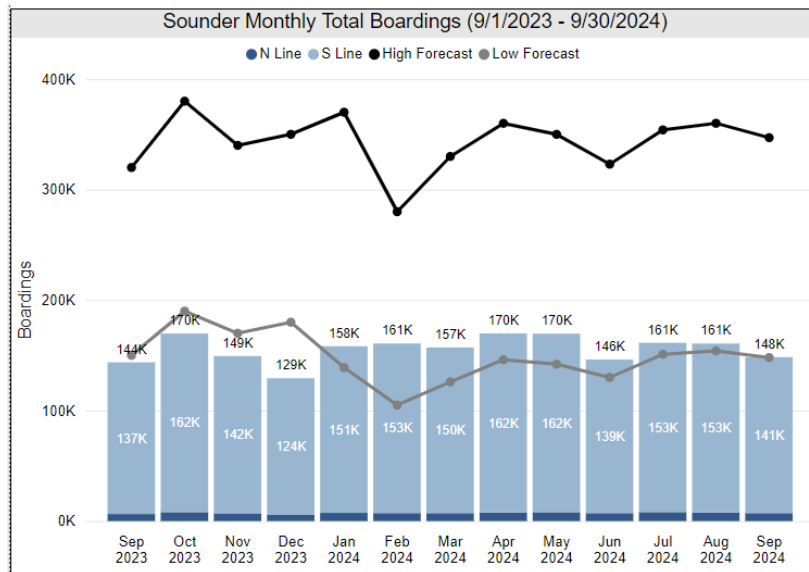
## ST Express

- ST Express experienced a reduction in average weekday boardings for the second month in a row, dropping 3% from August to September 2024. Boardings fell on weekdays, Saturdays and Sundays.
- Average weekday boardings on King County Metro and Pierce Transit operated service grew slightly from September to August 2024, but this was offset by a large reduction in Community Transit operated service, likely due to the restructure of the service to support the opening of the Lynnwood Link Extension.
- ST Express falls within, but on the lower end of the ridership forecast for this mode as it has for the last year.



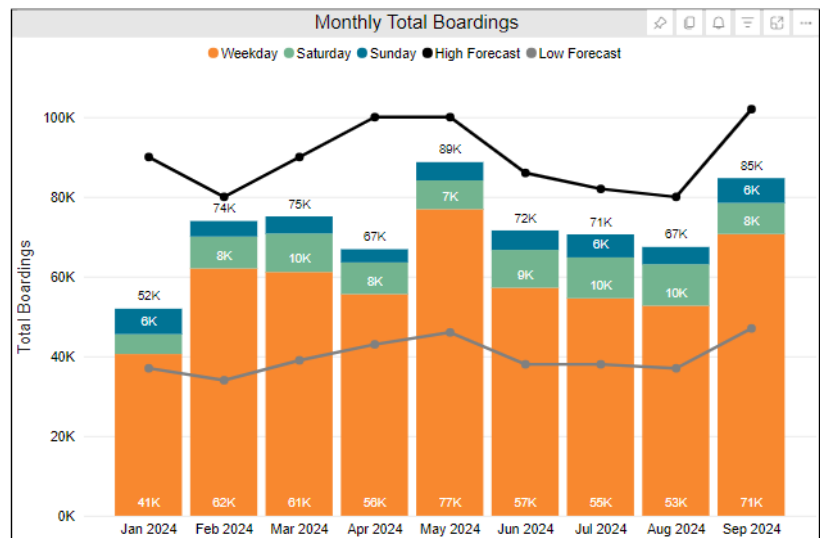
## Sounder

- Consistent with normal seasonality, Sounder monthly total boardings fell, by about 7% from August to September 2024.
- However, in a year-to-year comparison, the September 2024 total monthly boardings were higher than the September 2023 boardings by almost 3%, while average weekday boardings from those two periods were up by almost 4%.
- Sounder ridership seems to have stabilized at about 45% of its pre-pandemic level.
- Sounder's monthly ridership dipped below its low forecast for September 2024.



## T-Line

- With the University of Washington Tacoma starting fall quarter and high school restarting for the year, T-Line saw a large increase in its ridership, a growth in average weekday boardings of almost 40% from August to September 2024.
- The Tacoma Dome station saw the highest number of average weekday boardings at 770, followed by Union Station at almost 670 and Theater District Station at almost 580.



# Monthly Performance Report

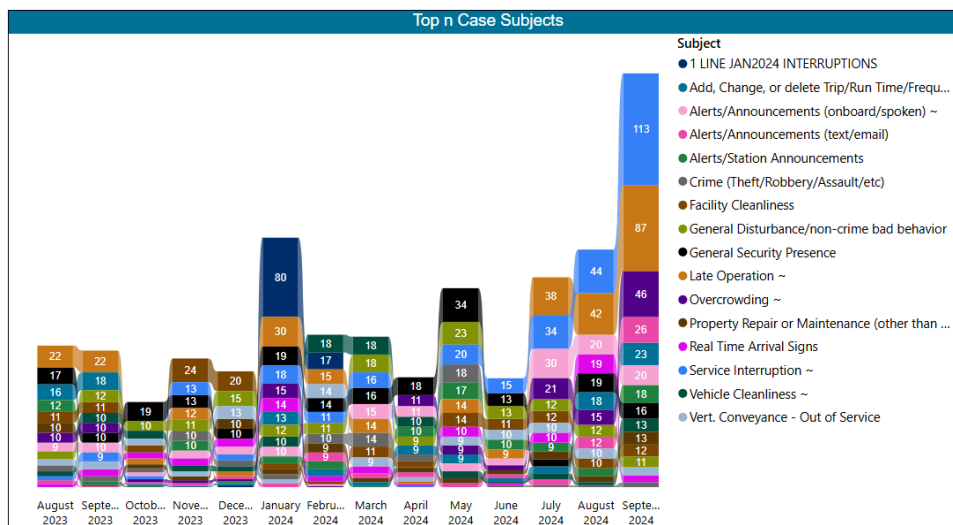
Service Delivery Department



## Link

	On Time Performance	Operated as Scheduled	Fleet Availability	Mean Distance Between Failure	PM Compliance	Parking Usage	Customer Complaints
Target	> 90%	>98.5%	>80%	>20,000	>90%	>40%	<15 per 100,000 boardings
Prior Year	83%	Line 1: 94% Line 2: N/A	Siemens: 76% Kinkisharyo: 79%	Siemens: 30,750 Kinkisharyo: 54,177	Vehicles: 94% Track: 95% Power: 78% Facilities Mech: 62% Facilities Elec: 82%	79%	6.2
Prior Month	89%	Line 1: 91% Line 2: 97%	Siemens: 78% Kinkisharyo: 71%	Siemens: 100,030 Kinkisharyo: 21,496	Vehicles: 96% Track: 97% Power: 93% Facilities Mech: 97% Facilities Elec: 95%	74%	8.4
Current	<b>81%</b>	Line 1: <b>91%</b> Line 2: <b>97%</b>	Siemens: <b>73%</b> Kinkisharyo: <b>61%</b>	Siemens: <b>60,091</b> Kinkisharyo: <b>51,928</b>	Vehicles: <b>97%</b> Track: <b>100%</b> Power: <b>93%</b> Facilities Mech: <b>92%</b> Facilities Elec: <b>95%</b>	<b>83%</b>	<b>14.4</b>
Trend	↘	Line 1: → Line 2: →	Siemens: ↘ Kinkisharyo: ↘	Siemens: ↘ Kinkisharyo: ↗	Vehicles: ↗ Track: ↗ Power: → Facilities Mech: ↘ Facilities Elec: →	↗	↘

- Link continues to struggle with meeting its On Time Performance target as it remained below target for the third month in a row in September 2024. The Operated as Scheduled metric also remained below target for both the 1 Line and 2 Line. Fleet availability also saw significant drops from August 2024 for both fleet types. Mean Distance Between Failure, the other vehicle health metric, met target for both fleet types. For the third month in a row, Link met all its Preventative Maintenance Compliance targets.



## Link Customer Comments

- The number of customer complaints per 100,000 boardings figure jumped significantly in September 2024, though it remains just barely within the target range.
- Complaints once again focused on service-related issues including service interruptions and late operations but the number of each jumped substantially.
- Complaints related to overcrowding jumped significantly in September, tripling the number received in August.

# Monthly Performance Report

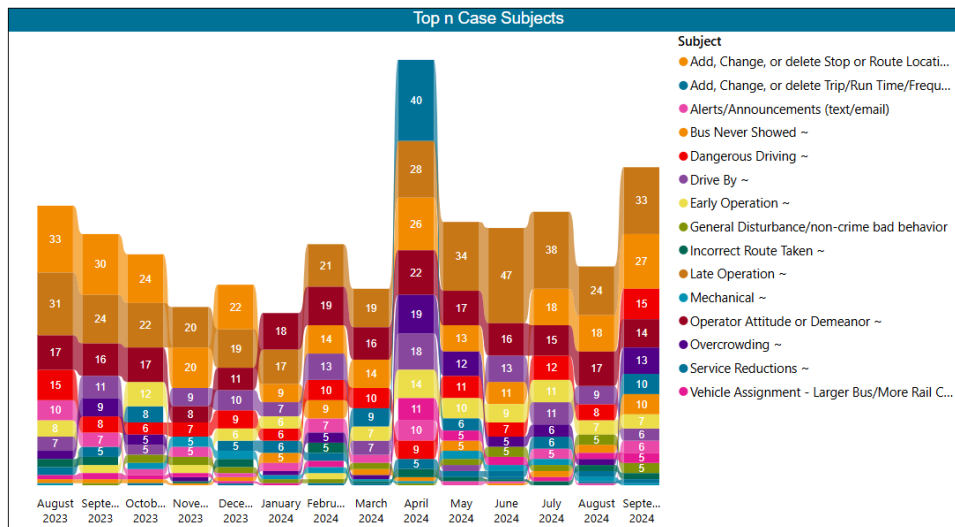
Service Delivery Department



## ST Express

	On Time Performance	Operated as Scheduled	Fleet Availability	Mean Distance Between Failure	PM Compliance	Parking Usage	Customer Complaints
Target	> 85%	99.8%	>90%	>7,000	>90%	>40%	<15 per 100,000 boardings
Prior Year	CT: 95% PT: 72% KCM: 84%	CT: 98.0% PT: 99.2% KCM: 98.4%	CT: 100% PT: 100% KCM: 96%	CT: 7,040 PT: 13,433 KCM: 4,192	CT: 100% PT: 100% KCM: 97%	72%	15.3
Prior Month	CT: 97% PT: 75% KCM: 86%	CT: 99.2% PT: 99.7% KCM: 98.8%	CT: 100% PT: 100% KCM: 99%	CT: 9,165 PT: 34,392 KCM: 6,939	CT: 100% PT: 100% KCM: 100%	57%	12.9
Current	CT: <b>97%</b> PT: <b>75%</b> KCM: <b>84%</b>	CT: <b>99.4%</b> PT: <b>99.5%</b> KCM: <b>98.5%</b>	CT: <b>100%</b> PT: <b>99%</b> KCM: <b>98%</b>	CT: <b>6,369</b> PT: <b>14,653</b> KCM: <b>7,652</b>	CT: <b>100%</b> PT: <b>99%</b> KCM: <b>100%</b>	<b>76%</b>	<b>20.8</b>
Trend	CT: ➔ PT: ➔ KCM: ⬇	CT: ➔ PT: ➔ KCM: ⬇	CT: ➔ PT: ↗ KCM: ➔	CT: ⬇ PT: ⬇ KCM: ↗	CT: ➔ PT: ⬇ KCM: ➔	↗	⬇

- The same conditions as previously reported remain unchanged: The road network between Seattle and Tacoma tends to promote high traffic volumes and multiple incidents which slow traffic unpredictably. Pierce Transit experienced several slowdowns from accidents with which they were not involved as well as increased congestion consistent with seasonality. While on-time performance improvements are slow, traffic incidents and construction impacts continue to occur. Of note, WSDOT completed work on I-5 S which should improve traffic flow in future months.



## ST Express Customer Comments

- The number of ST Express related complaints per 100,000 boardings dropped for Pierce Transit operated service but increased for the partners in September bringing the total outside target range.
- September complaints mostly fell into the following categories:
  - Complaints about Late Operations. These types of complaints are consistent with the on-time performance figures above. Note, late or early buses are often identified either late or as no-shows.
  - Dangerous Driving complaints rose during this period. Sound Transit is currently working with each partner to determine root cause and mitigation tactics.

# Monthly Performance Report

Service Delivery Department



## Souder

	On Time Performance	Operated as Scheduled	Fleet Availability	Mean Distance Between Failure	PM Compliance	Parking Usage	Customer Complaints
Target	> 95%	99.5%	TBD	>20,000	>90%	>28.8%	<15 per 100,000 boardings
Prior Year	South: 93% North: 99%	South: 98.5% North: 100%	N/A	13,439	N/A	63%	29.2
Prior Month	South: 93% North: 95%	South: 98.3% North: 100%	N/A	29,610	N/A	51%	15.6
Current	South: <b>96%</b> North: <b>97%</b>	South: <b>100%</b> North: <b>100%</b>	<b>N/A</b>	<b>9,682</b>	<b>N/A</b>	<b>51%</b>	<b>23.4</b>
Trend	South: ↗ North: ↗	South: ↗ North: →		↘		→	↘

- Souder On Time Performance was above the 95% target for both the N Line and S Line, thanks to low numbers of mechanical disruptions (2 delays) and emergency disruptions (2 delays). The biggest category of delays was freight interference (12 delays, 8 of which occurred in one afternoon to due BNSF dispatcher error). There were no cancellations for the month. Customer complaints per 100,000 boardings went up, with the biggest complaint categories being late operation and service interruption.

## Tacoma Link

	On Time Performance	Operated as Scheduled	Fleet Availability	Mean Distance Between Failure	PM Compliance	Parking Usage <sup>2</sup>	Customer Complaints
Target	> 98.5%	98.5%	TBD	TBD	>90%	TBD	<15 per 100,000 boardings
Prior Year	97.8%	97.9%	93.8%	N/A	N/A	40%	33.6
Prior Month	99.4%	99.4%	94.4%	N/A	N/A	37%	7.4
Current	<b>99.7%</b>	<b>99.7%</b>	<b>95.0%</b>	<b>N/A</b>	<b>N/A</b>	<b>40%</b>	<b>4.7</b>
Trend	↗	↗	↗		→	→	↗

- T-Line once again met all of its performance targets in September 2024. Fleet availability increased for the fourth month in a row. T-Line customer complaints fell in September and remain well within target.

<sup>2</sup> Based on Tacoma Dome Station, which is shared with Souder.

# Monthly Performance Report

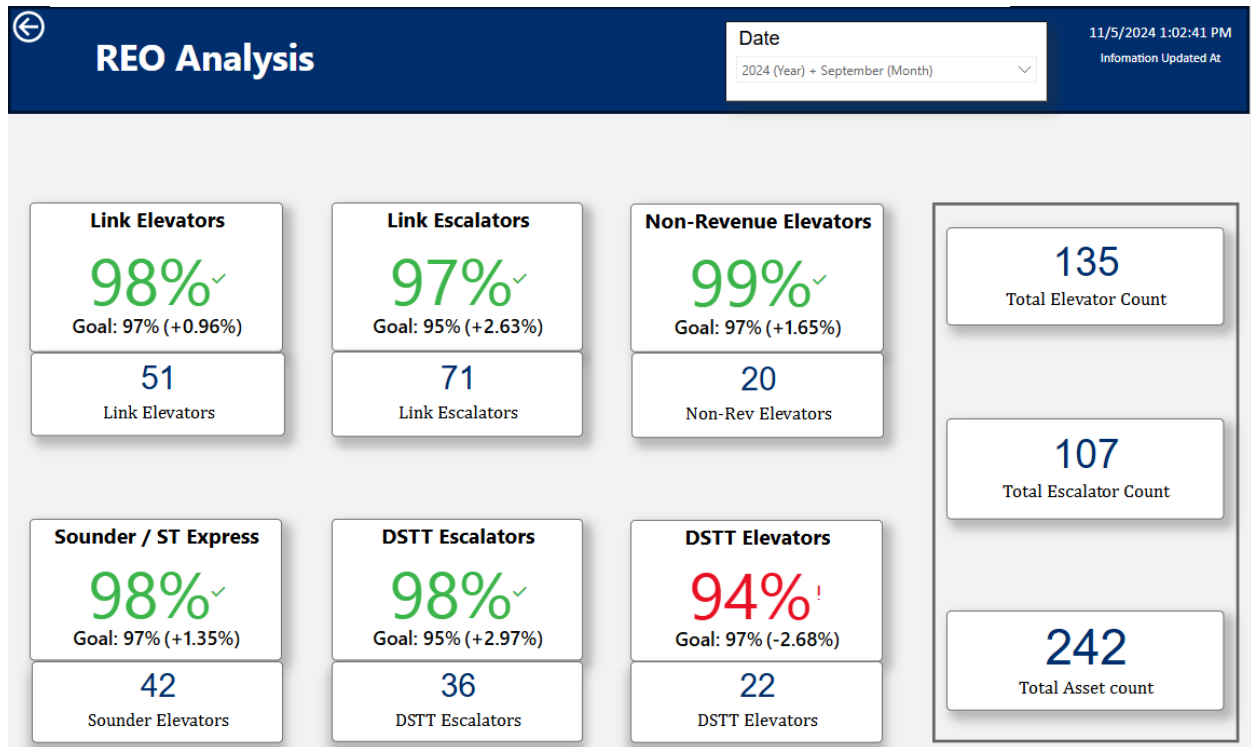
Service Delivery Department



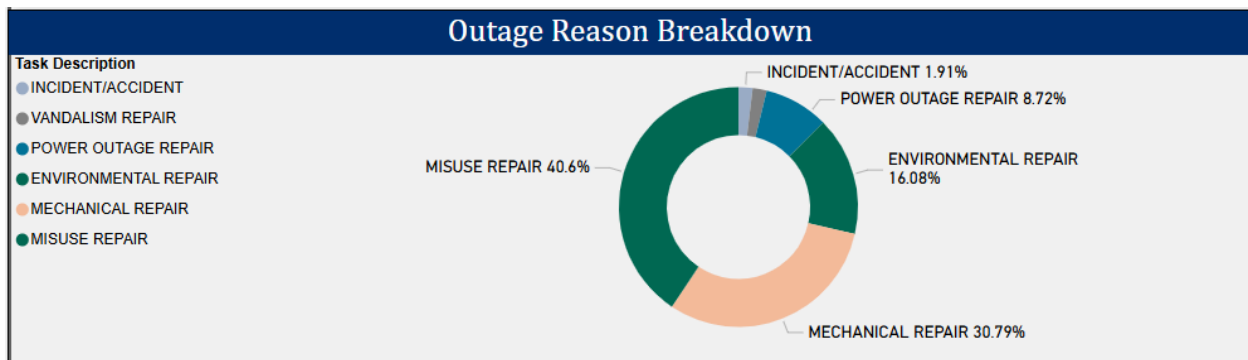
## Vertical Transportation

For an up-to-date, interactive and more detailed look at escalator and elevator performance, please see: <https://www.soundtransit.org/ride-with-us/system-performance-tracker/accessible>

*\*Availability shown below is for all categories of outage reasons.*



- DSTT Elevators** fell below target due to Scheduled Maintenance for a jack replacement at IDS Elevators #903 & #904, which is part of the overall modernization program currently underway. These repairs have been completed and both elevators have been returned to service. If you exclude these scheduled maintenance repairs, DSTT Elevators would be at 98% availability.



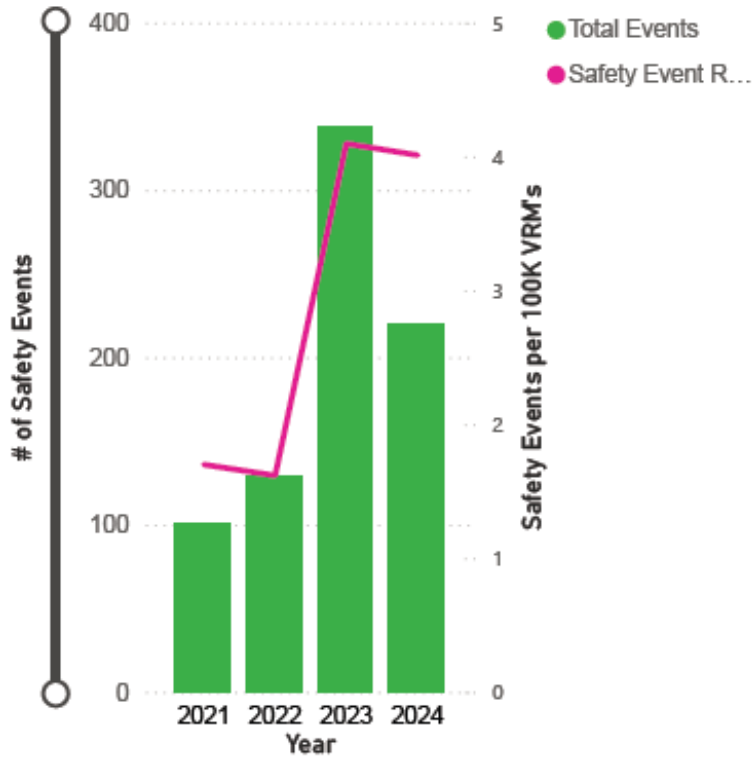
# Monthly Performance Report

Safety August 2024



## Monthly Reportable Events for Link

Safety Event KPI



Definitions: National Transit Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Examples include collisions, fires, derailments, evacuations, etc.

September 2024: 23 Reportable Safety Events.

Ten (10) Non-Major Transit Worker Assaults

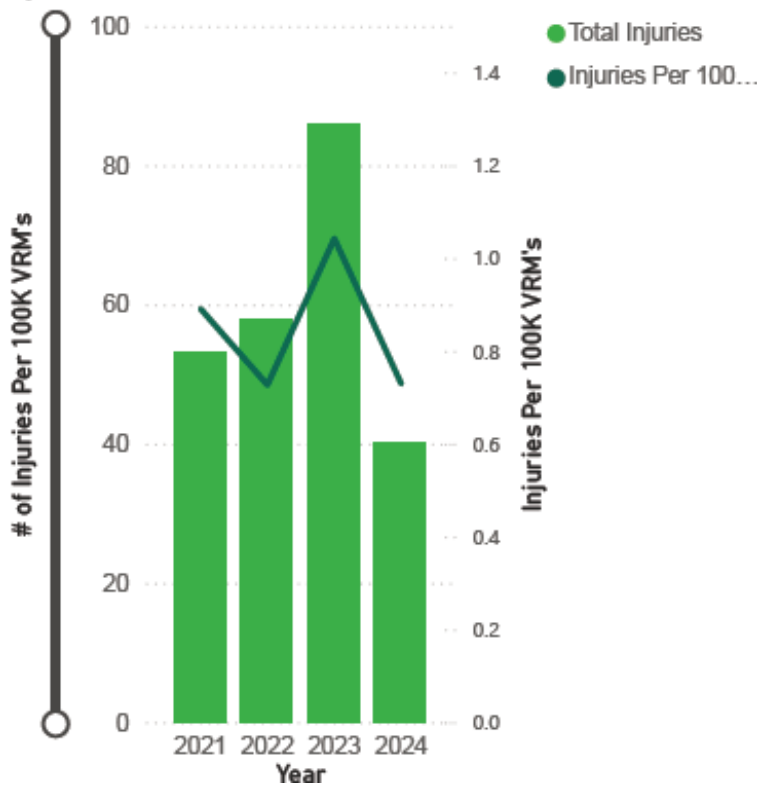
Two (2) Reportable Fires

Six (6) Reportable Slip & Falls

Two (2) passenger self-evacuations from trains

One (1) Train Collision with a Vehicle

Injuries Per 100K VRM's



Definitions: National Transit Database (NTD) definition of reportable injury: An injury requiring transport away from the scene for medical attention for one or more persons.

September 2024: Two (2) Reportable Injury Events.

One (1) Assault Against a Security Officer

One (1) Pedestrian Assault Involving a Weapon

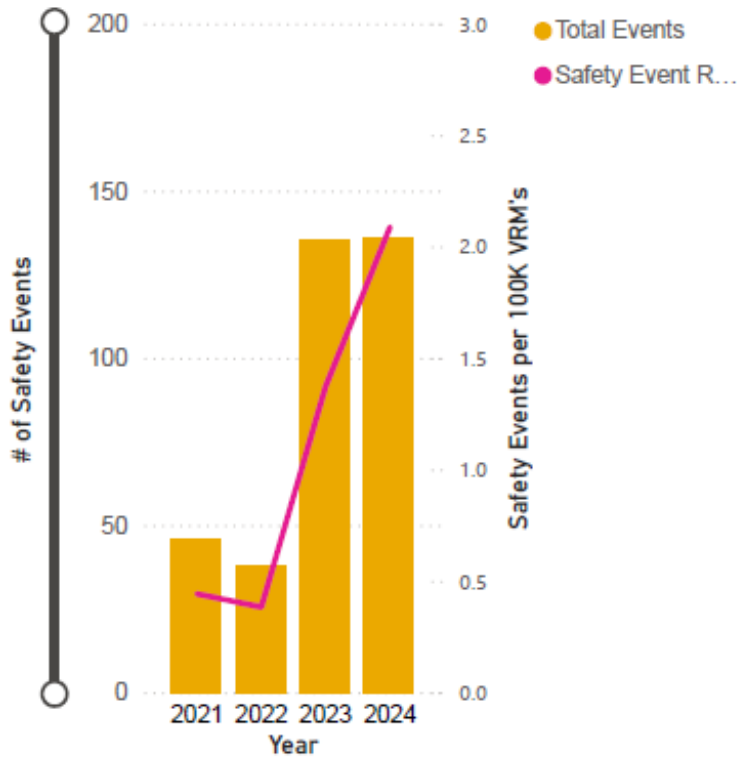
# Monthly Performance Report

Safety August 2024



## Monthly Reportable Events for ST Express

Safety Event KPI



Definitions: National Transit Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Examples include collisions, fires, derailments, evacuations, etc.

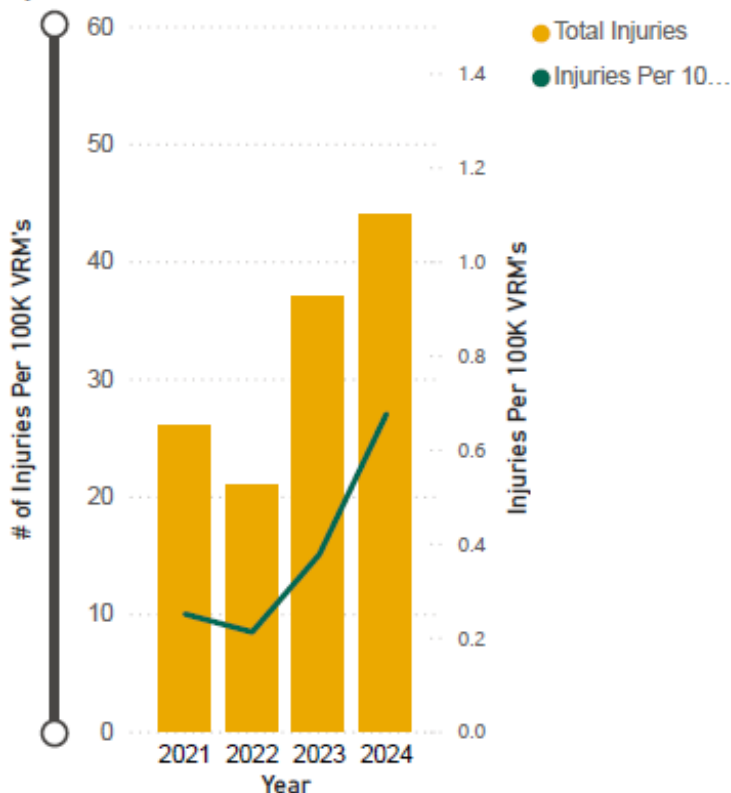
September 2024: Three (3) major reportable safety events

- Coach vs POV; Coach & POV were towed. No injuries.
- Coach vs Pedestrian; Pedestrian transported due to injuries.
- Passenger vs Passenger Assault; Passenger transported due to injury.

September 2024: Four (4) minor reportable safety events

- Non-Physical Assault on Operators; all occurred onboard coaches.

Injuries Per 100K VRM's



Definitions: National Transit Database (NTD) definition of reportable injury: An injury requiring transport away from the scene for medical attention for one or more persons.

September 2024: Two (2) reportable injuries.

- Coach collision with a pedestrian.
- Physical Assault between two passengers.



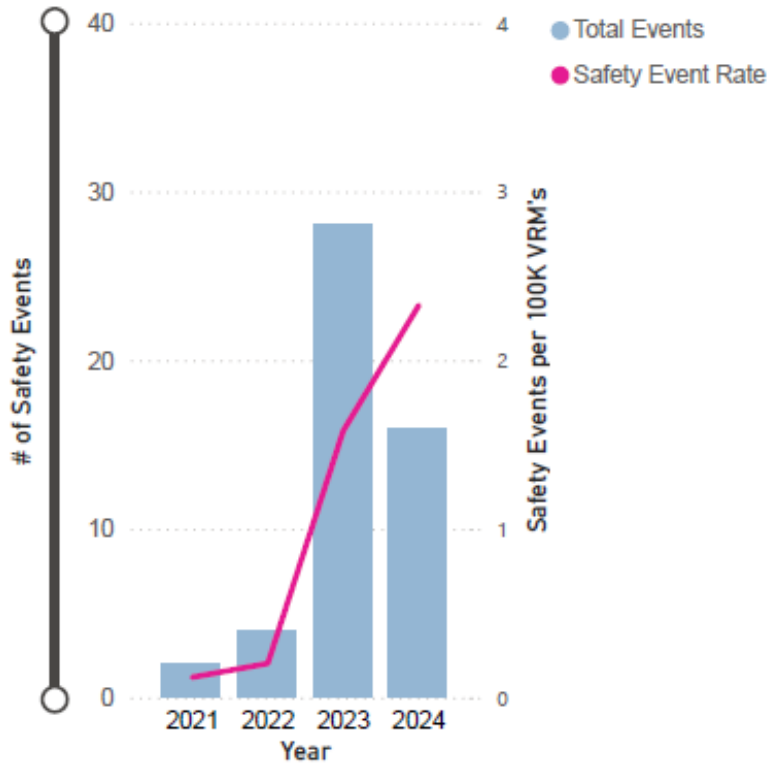
# Monthly Performance Report

Safety August 2024



## Monthly Reportable Events for Sounder

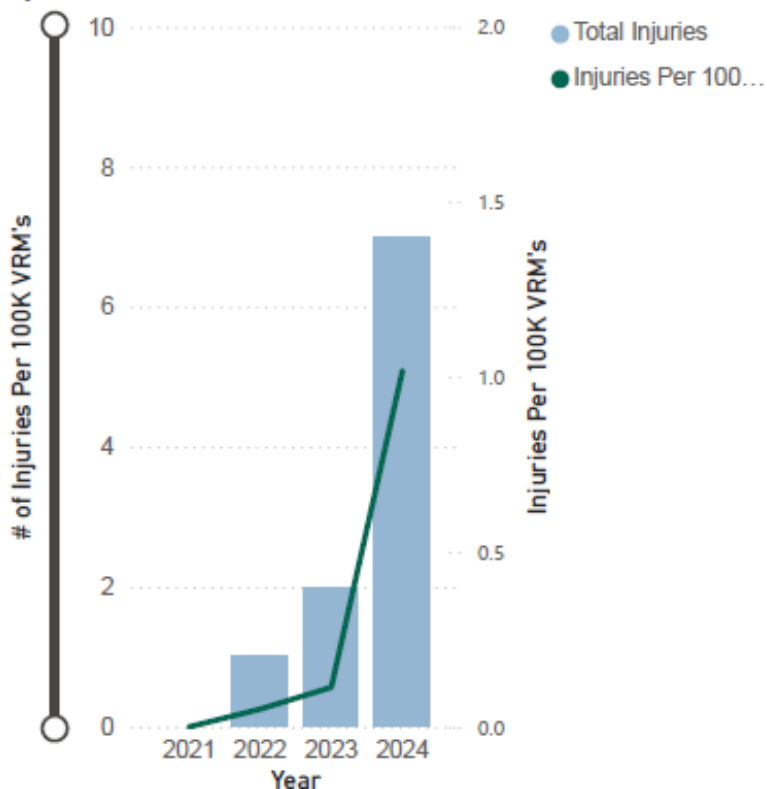
Safety Event KPI



Sounder Commuter Rail events are reported under two different definitions. Federal Railroad Administration (FRA) reporting requirements generally cover safety events, while National Transit Database (NTD) reporting requirements for commuter rail cover major security events and non-major assaults against transit workers.

September 2024: No (0) Reportable Events.

Injuries Per 100K VRMs



The FRA and NTD also have different definitions governing the reportability of injuries. FRA injury reporting covers injuries resulting in medical treatment, significant injury diagnosed by a licensed health care professional, or loss of consciousness. NTD injury reporting only covers major security-related events in which certain defined serious injuries are sustained or where medical transport is given to the involved person.

September 2024: No (0) Reportable Injury Events.

Note: There has been an increase in passenger assaults in 2024. Additional security patrols have been added and a trespass enforcement agreement has been made between the City of Kent Police Department and Sound Transit.

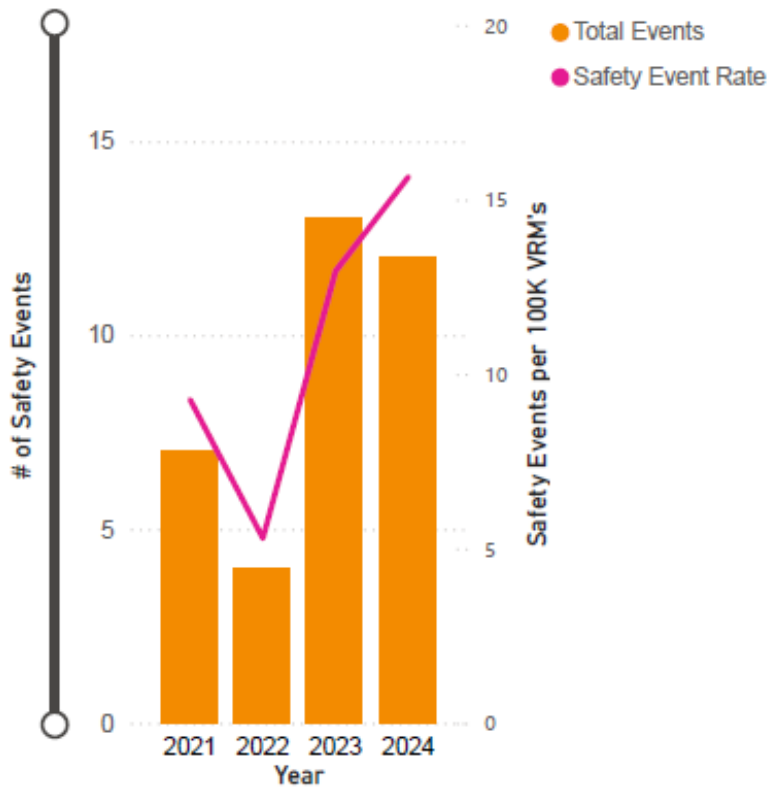
# Monthly Performance Report

Safety August 2024



## Monthly Reportable Events for T-Line

Safety Event KPI

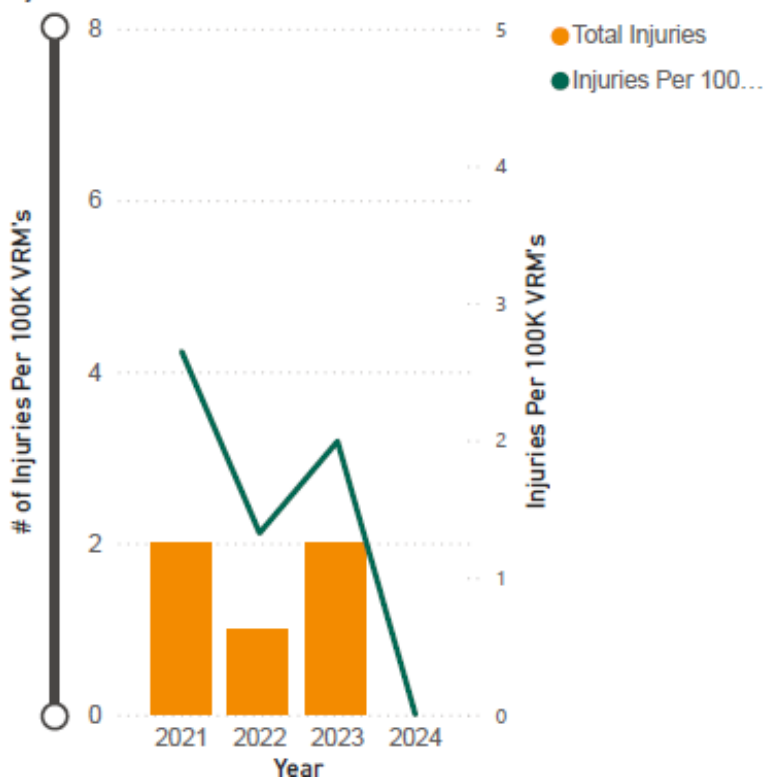


Definitions: National Transit Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Examples include collisions, fires, derailments, evacuations, etc.

September 2024: One (1) Reportable Non-Major Safety Event.

One (1) Non-Major Transit non-physical assaults on a Transit Security Officer.

Injuries Per 100K VRM's



NTD definition of reportable injury: An injury requiring transportation away from the scene for medical attention for one of more persons.

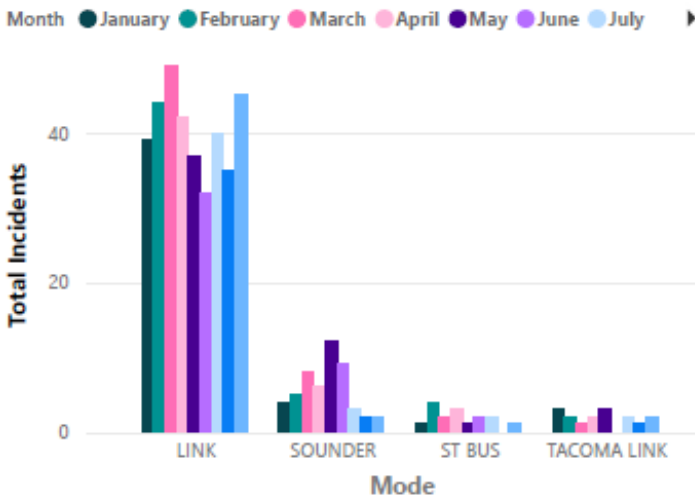
September 2024: No (0) reportable injury events.

# Monthly Performance Report

Security August 2024



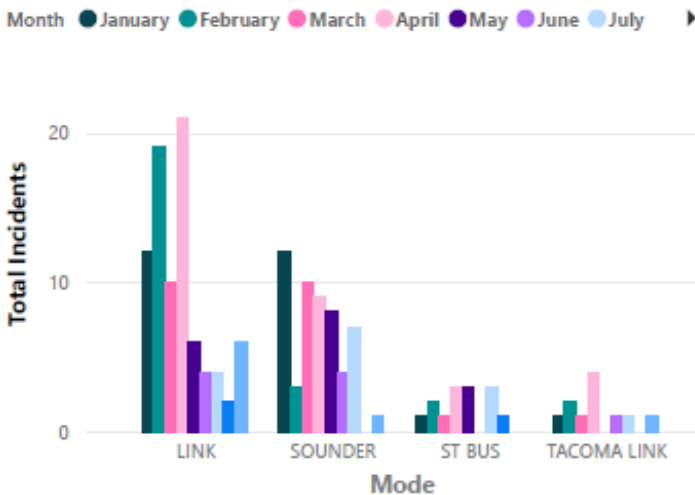
## Crimes Against Persons



According to the National Incident-Based Reporting System (NIBRS), Crimes Against Persons are those crimes such as assault, whose victims are always individuals. The numbers include physical and verbal assaults, assaults with a weapon, and sexual offenses on both customers and transit workers.

In September 2024, 50 Crimes Against Persons were reported across all Sound Transit modes. The most-reported Crimes Against Persons were physical assault against Transit Workers (14), physical assault against customers (13), and indecent acts (8).

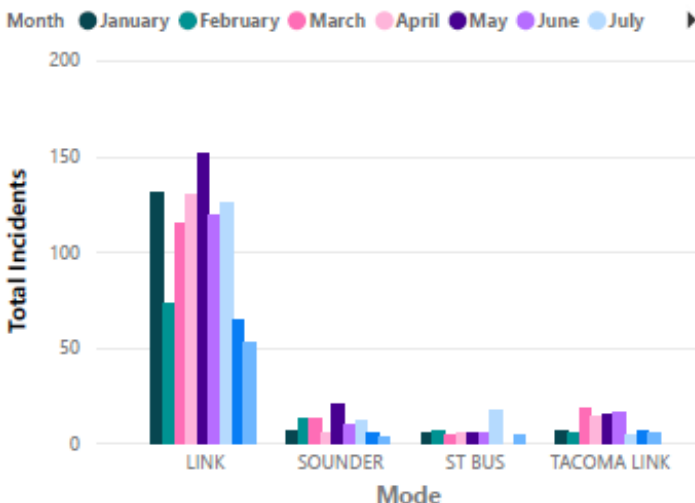
## Crimes Against Property



According to the National Incident-Based Reporting System (NIBRS), Crimes Against Property are those crimes such as burglary, robbery, etc. to obtain money, property, or some other benefit. These incidents are categorized into crimes such as fire (arson), graffiti, robbery, theft (vehicle, property, or bicycle) and vandalism.

In September 2024, 8 Crimes Against Property were reported across all Sound Transit modes. The most-reported Crimes Against Property were arson (2) and theft of bicycles (2).

## Unlawful Transit Conduct Incidents



Unlawful Transit Conduct (UTC) includes incidents such as playing loud music, smoking, littering, alcohol consumption, unreasonably disturbing others, and defecating/urinating/spitting, etc. as defined by the Revised Code of Washington 9.91.025.

In September 2024, 64 UTC incidents were reported across all Sound Transit modes. The most frequently reported categories of UTC in September were smoking (24), unreasonably disturbing others (13) and public urination/defecation/spitting (8).