

REO Performance Metrics

Performance Metrics Monthly Report

Rider Experience and Operations Committee

10/05/23



Operations Metrics

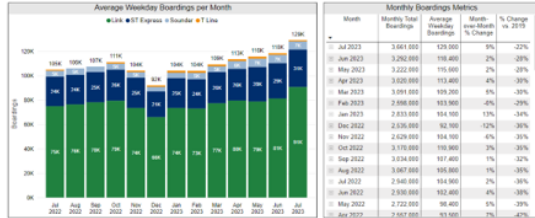
Operations Monthly Report - July

Monthly Performance Report Operations Department



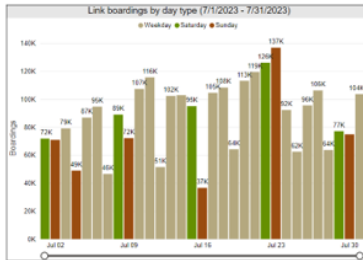
Ridership

For an up-to-date¹, interactive and more detailed look at ridership, please see: <https://www.soundtransit.org/ride-with-us/system-performance-tracker/ridership>



- In July, Sound Transit carried the most passengers it has since before the pandemic. Average weekday ridership increased for the fifth consecutive month shattering the highest post-COVID ridership total both in terms of monthly total and average weekday boardings. Ridership in July was nearly 80% of its pre-COVID levels.

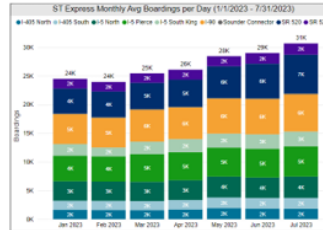
Link



- In July, Link experienced its highest ever single month of ridership, with average daily boardings growing 12% over June 2023 and exceeding the pre-pandemic July 2019 ridership by a whopping 9%.
- Major events in the region, such as the Taylor Swift Concert, the Bite of Seattle and the Capitol Hill Block Party, drove ridership to record highs leading into and on the weekend of July 22-23.
- While major events had a big impact, average passenger loads on cars also grew at all times of day, suggesting that people are beginning to increase their use of Link for commuting and mid-day travel.

¹ ST Express data only becomes available when Sound Transit's operating partners provide it on the 25th of the month following that which is being reported. For this reason any reports that include ST Express only show data through June. All other reports show data through July.

Monthly Performance Report Operations Department

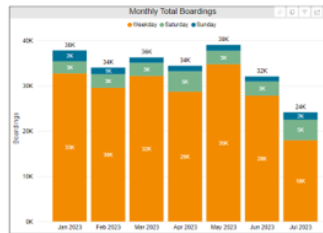
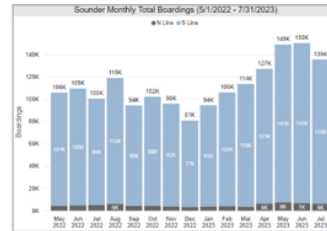


ST Express

- As with overall ridership, average boardings per day on ST Express reached its highest level since before the pandemic.
- In July, ST Express experienced a staggering 6% increase in month-to-month boardings, bringing ridership above 60% of where it was in the July prior to the pandemic.
- Saturday ST Express ridership reached 60% of the weekday ridership levels, likely the result of the events described above.
- The three routes (542, 545 and 556) in the SR 520 corridor made it the highest ridership corridor for ST Express.

Sounder

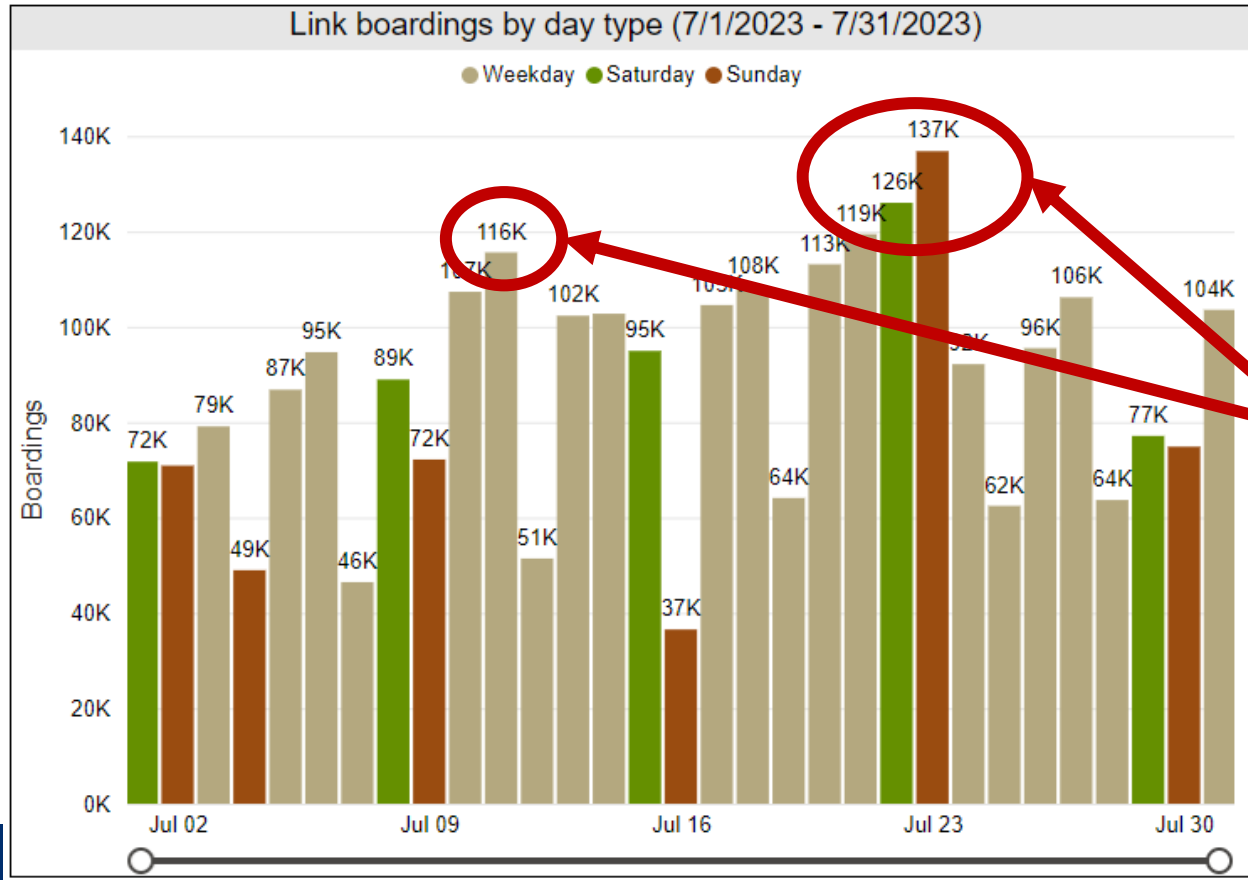
- The drop in Sounder ridership in July reflects the seasonality of that service, with things like summer vacations impacting the commuter-oriented service.
- Sounder carries 20 times more passengers than the northline.
- While southline provides more service, the boardings per service hour between the two lines is 5.66 and 2.12 for southline and northline, respectively.



T-Line

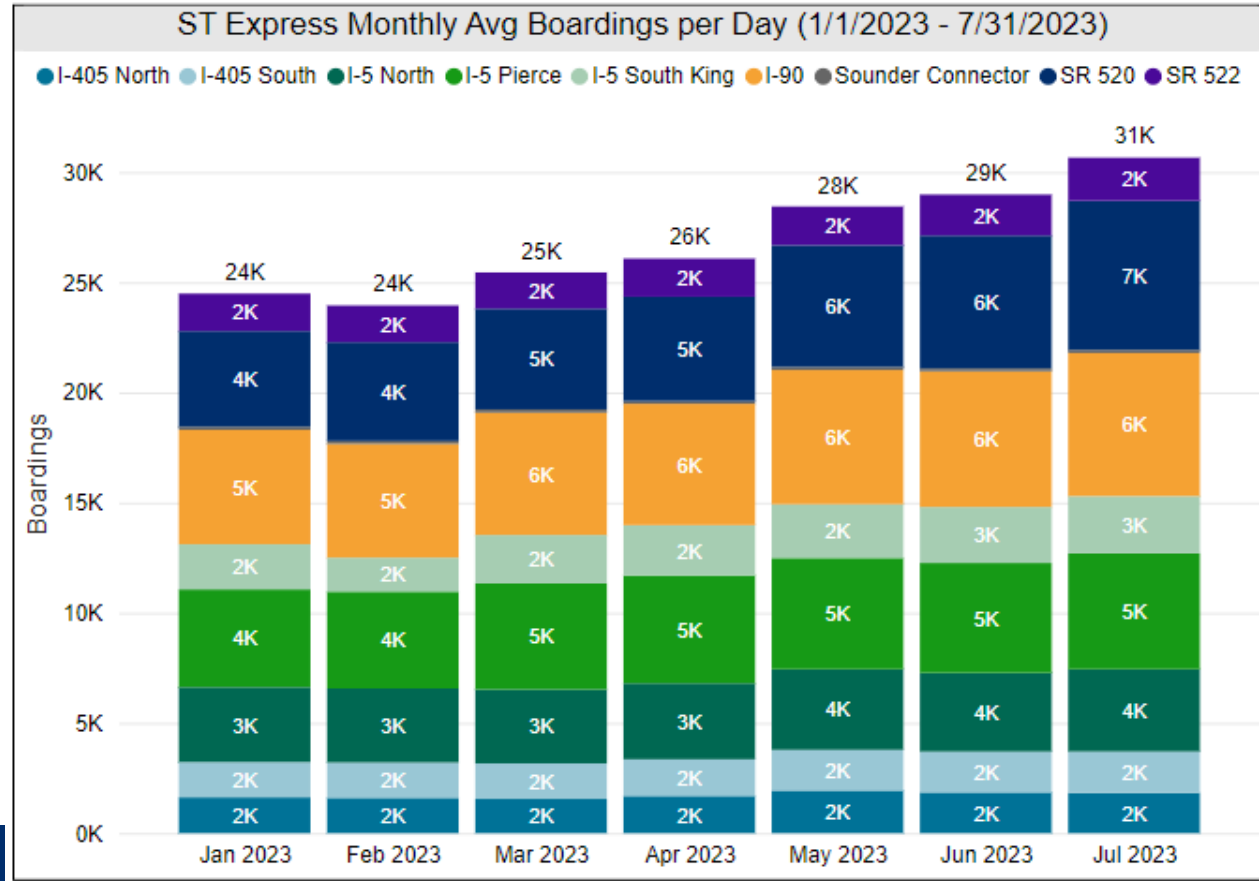
- While ridership on the T-Line remained fairly consistent during the first part of 2023, UW Tacoma's summer break has had an antipated impact on ridership on this service.
- This is particularly apparent from the reduction in weekday boardings on T-Line.
- The opening of the T-Line's Hilltop Extension will likely drive significant increases in the number of boardings and the distance of trips being taken on this service.

Ridership - Link



New single day records for Link boardings

Ridership – ST Express



Link Modal Statistics

	Fleet Availability	Mean Distance Between Failure	PM Compliance	Customer Complaints
Target	>80%	>20,000	>90%	<15 per 100,000 boardings
Prior Year	Siemens: 58% Kinkisharyo: 80%	Siemens: 22,926 Kinkisharyo: 35,660	Vehicles: 95% Track: N/A Power: N/A Facilities Mech: N/A Facilities Elec: N/A	5.3
Prior Month	Siemens: 70% Kinkisharyo: 66%	Siemens: 22,808 Kinkisharyo: 88,128	Vehicles: 97% Track: 89% Power: 80% Facilities Mech: 61% Facilities Elec: 80%	5.8
Current	Siemens: 73% Kinkisharyo: 74%	Siemens: 40,426 Kinkisharyo: 63,326	Vehicles: 95% Track: 87% Power: 85% Facilities Mech: 59% Facilities Elec: 92%	3.9
Trend	Siemens: ↗ Kinkisharyo: →	Siemens: → Kinkisharyo: ↘	Vehicles: → Track: ↘ Power: ↗ Facilities Mech: ↘ Facilities Elec: →	↗

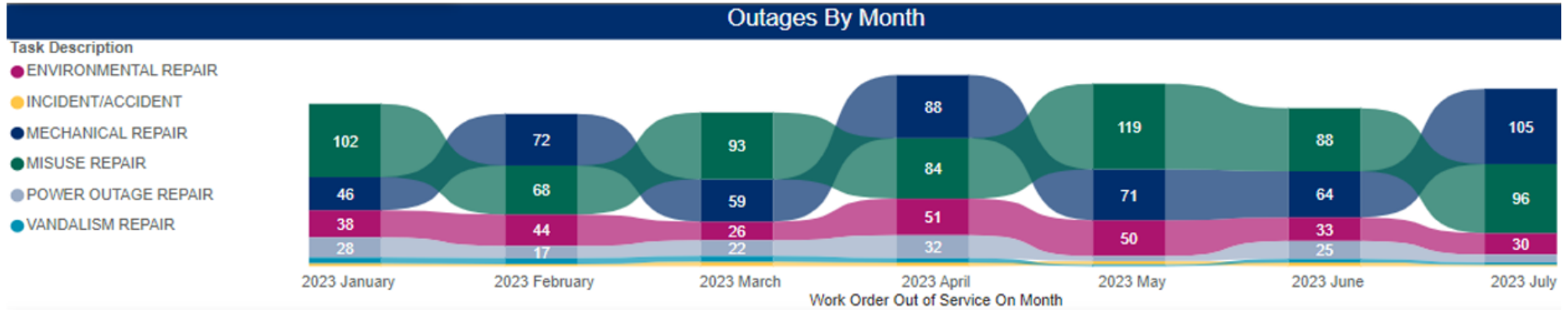
ST Express Modal Statistics

	Operated as Scheduled	Mean Distance Between Failure	Customer Complaints
Target	99.8%	>20,000	<15 per 100,000 boardings
Prior Year	CT: 93.5% PT: 98.8% KCM: 94.9%	CT: 10,547 PT: 15,346 KCM: 5,285	17.3
Prior Month	CT: 97.2% PT: 99.3% KCM: 97.6%	CT: 17,369 PT: 11,888 KCM: 4,949	19.8
Current	CT: 95.7% PT: 98.6% KCM: 96.6%	CT: 7,056 PT: 33,964 KCM: 5,667	19.9
Trend	CT: ↘ PT: ↘ KCM: →	CT: → PT: → KCM: →	↘

Sounder Modal Statistics

	On Time Performance	Operated as Scheduled	Mean Distance Between Failure	Customer Complaints
<i>Target</i>	> 95%	99.5%	>20,000	<15 per 100,000 boardings
Prior Year	South: 94% North: 96%	South: 99.6% North: 100%	1,016	13.9
Prior Month	South: 95% North: 93%	South: 98.4% North: 98.9%	936	14.7
Current	South: 96% North: 96%	South: 99.0% North: 98.8%	1,310	33.2
Trend	South: → North: ↗	South: → North: →	↗	↘

Vertical Conveyance Statistics



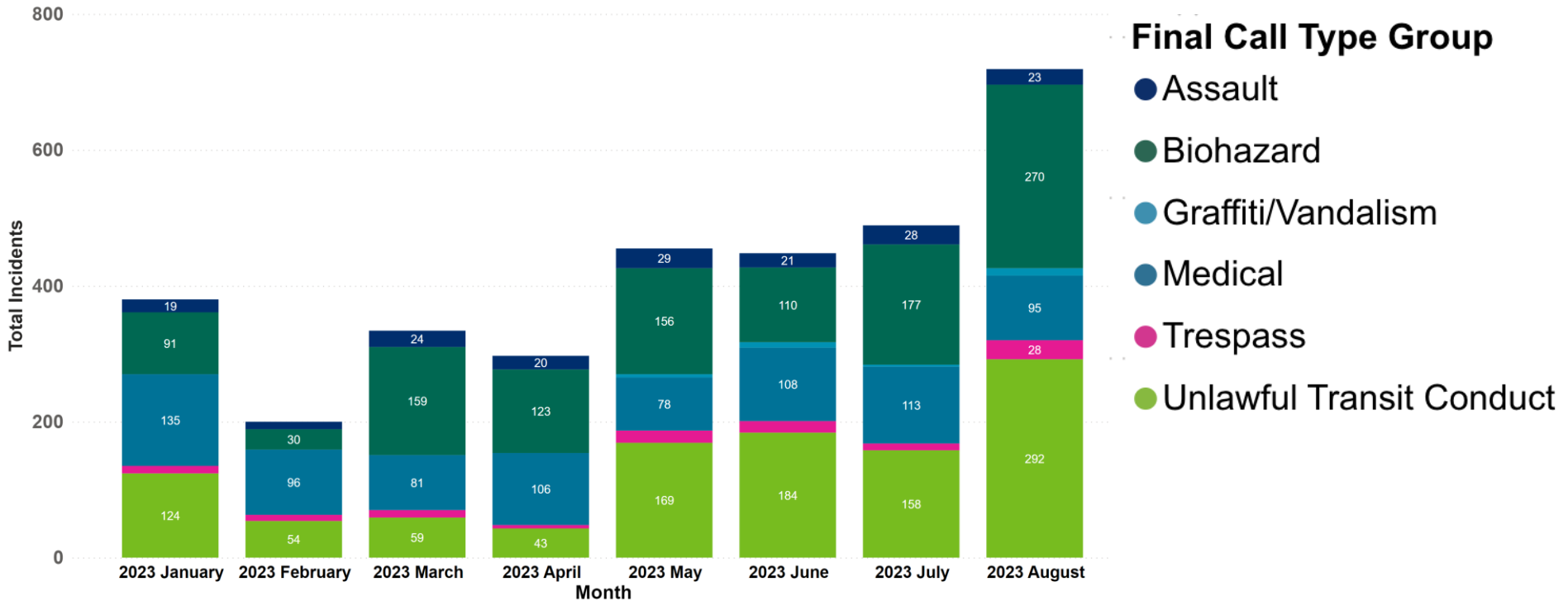
Next Steps

- Continue to supplement the System Performance Tracker with this type of performance metric reporting
- Return to this committee to:
 - Explain what we've learned
 - Describe what we are planning to do
- Work with REO Committee to determine which metrics to provide a more in-depth presentation

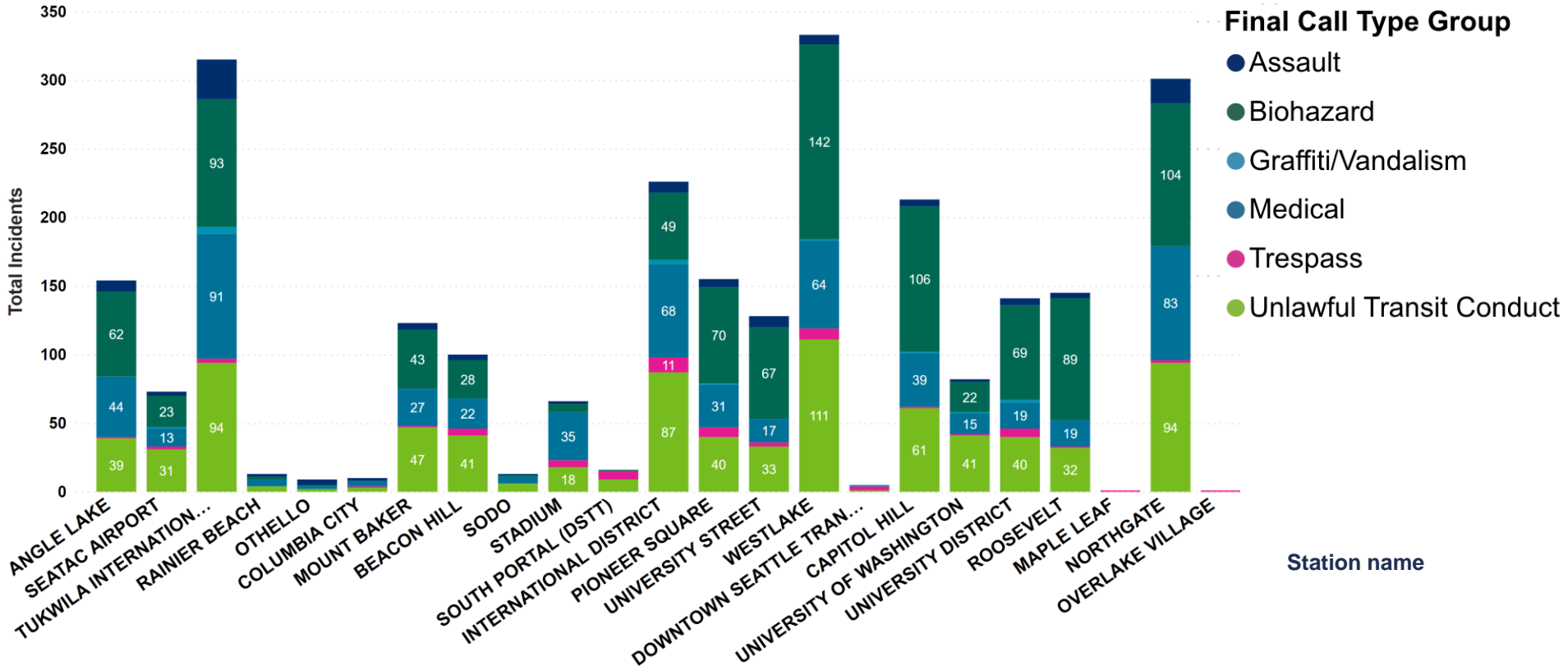
***Sound Transit
Safety and Security data***

LINK-Security incident January - August 2023

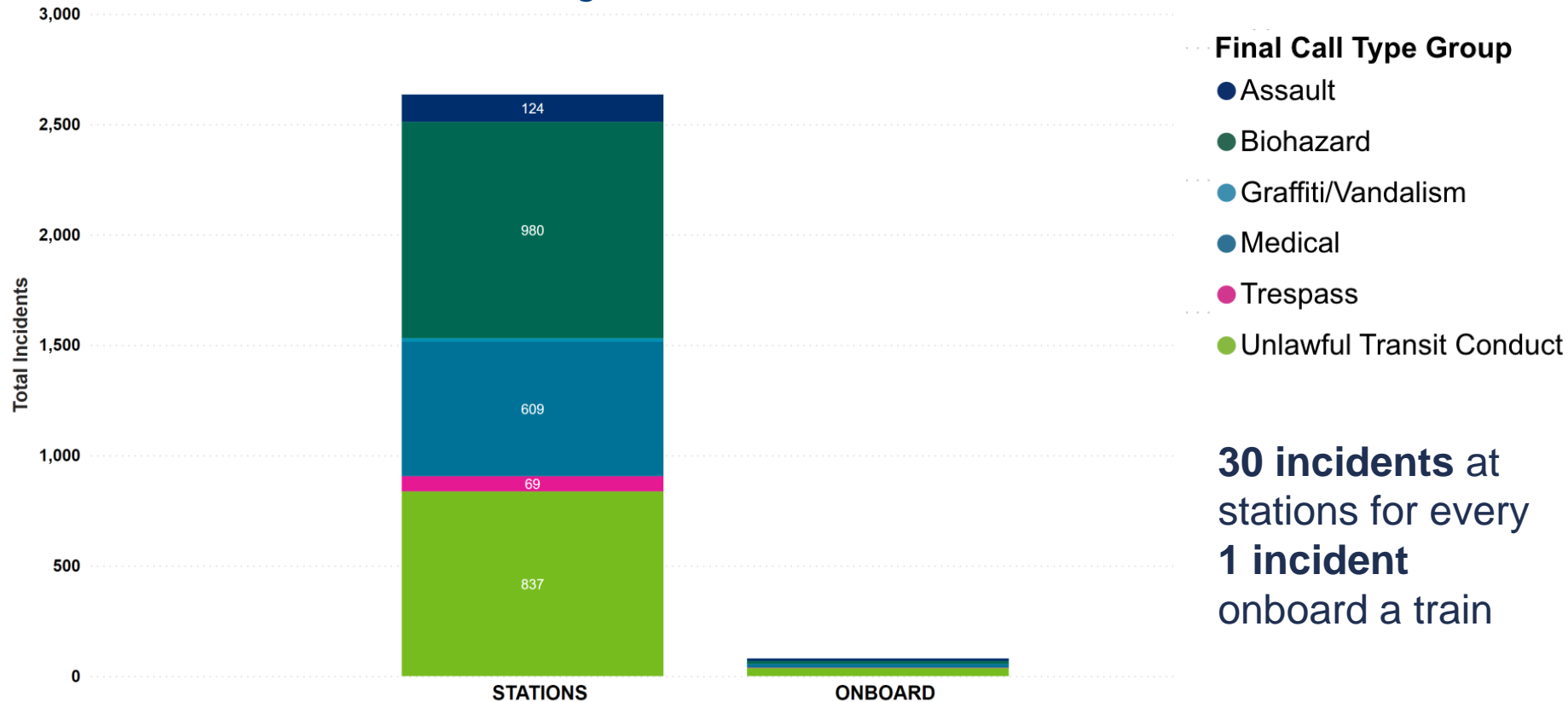
Focus: Six call types as an indicator of security environment



LINK -Security incidents



LINK- Security incidents YTD 2023



Focus: Assault

Definitions

Assault

An intentional touching, striking, cutting or shooting of another with unlawful force that would be harmful or offensive to a reasonable person.

(Source: Washington Pattern Jury Instructions—Criminal)

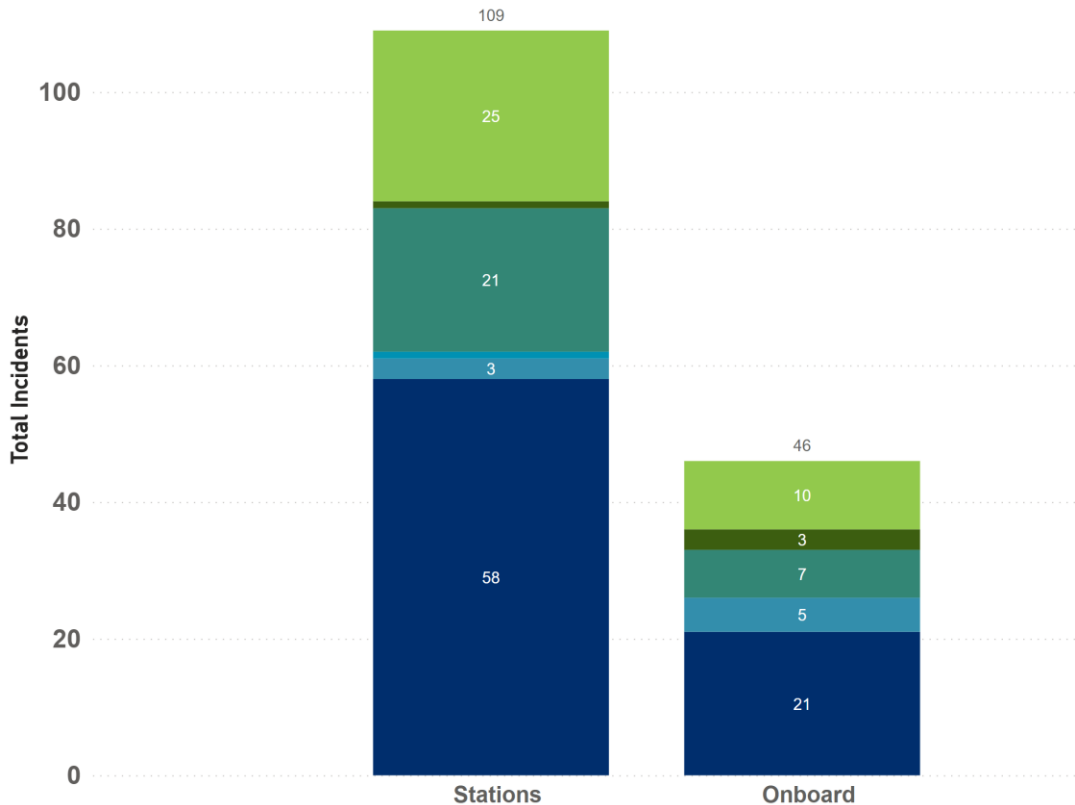
Assault on a Transit Worker

A circumstance in which an individual knowingly, without lawful authority or permission, and with **intent to endanger the safety of any individual**, or with a reckless disregard for the safety of human life, **interferes with, disables, or incapacitates a transit worker** while the transit worker is performing the duties of the transit worker. This **includes verbal and non-verbal acts**

(Source: National Transportation Database)

LINK- Assaults

Jan 1 – Aug 31, 2023



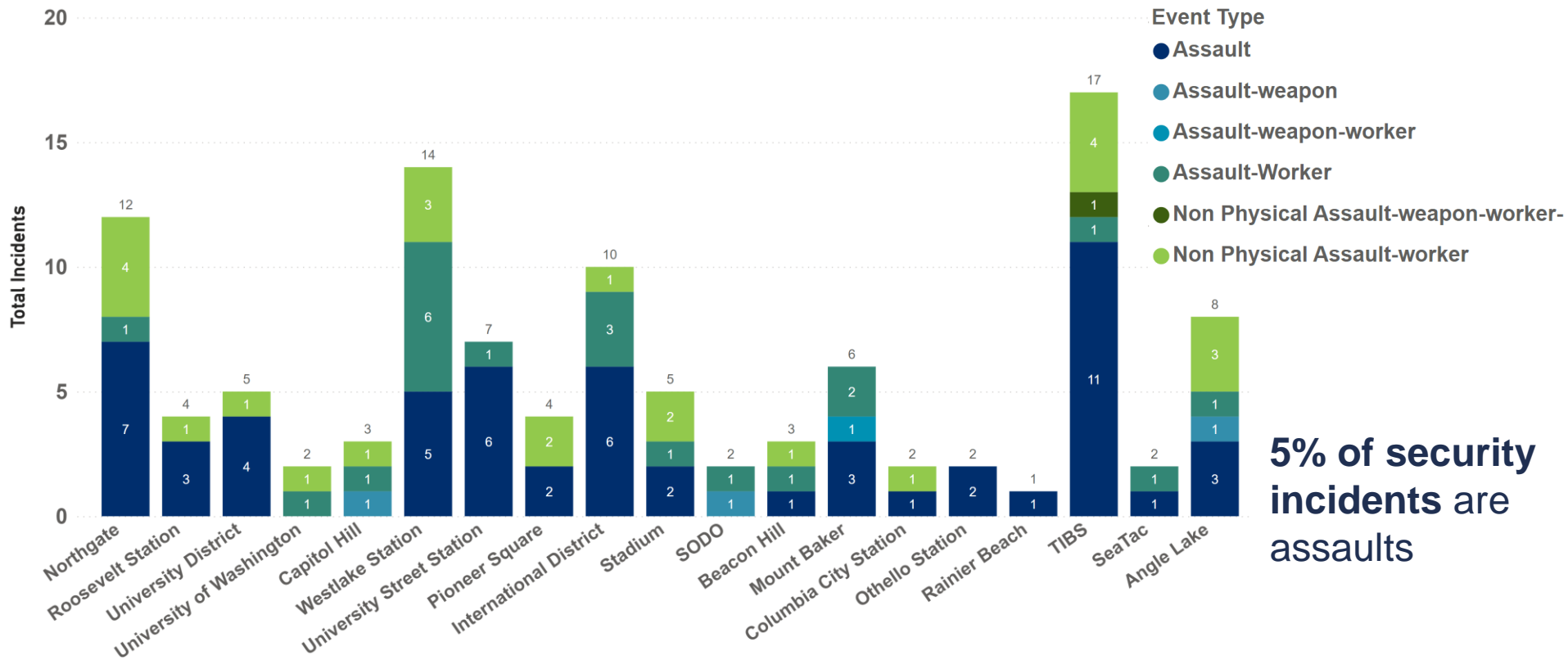
Event Type

- Assault
- Assault-weapon
- Assault-weapon-worker
- Assault-Worker
- Non Physical Assault-weapon-worker
- Non Physical Assault-worker

2.36:1 ratio
assaults on
trains vs at
stations

LINK- Assaults

Jan 1 – Aug 31, 2023



5% of security incidents are assaults

Response

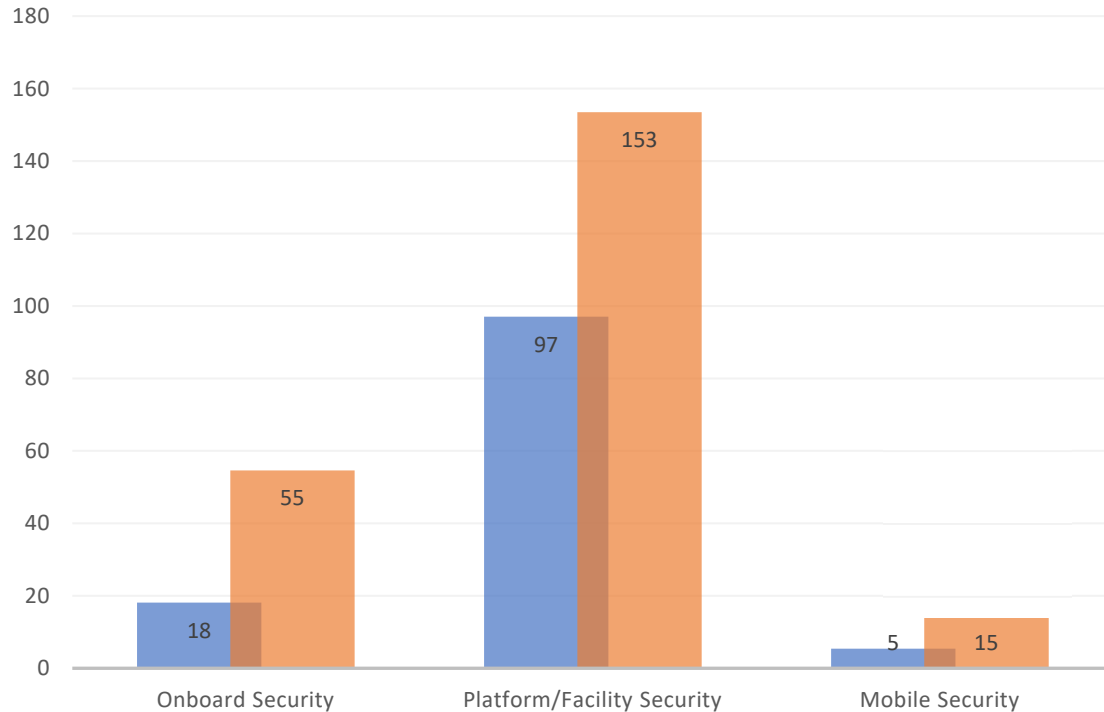
Overall security strategy

Focus on top 10 Locations – 2023

- Nine of the top 10 locations received a **permanent increase in security** officers
- Eight of the top 10 locations are **regular emphasis locations** for Sound Transit Police
- All Nine of top 10 locations received a **substantial increase in mobile patrols**
- Onboard security has been **increased 211%**
- Response time to incidents **decreased by 54%**

Contract Security comparison 2022 to 2023

Average weekly staffing before and after new vendors



- New security vendors are fully transitioned/in place as of May 2023
- These are the average weekly staffing levels for **24 hours a day, 7 day a week operations**

■ 2022 ■ 2023

Notable risk mitigation strategy

- Human and sex trafficking- WA 13th in the U.S.
- 70% of all human sex trafficking on bus and rail
- Every Sound Transit employee is required to take Human and sex trafficking awareness training
- Our program is in conjunction with Homeland Security, Pierce Transit, Community Transit and King County Metro.



YOU ARE NOT ALONE
Is someone making you have sex for money or shelter?



WE CAN HELP
Call 1-888-373-7888 or Text BeFree (233733)

Bạn không hề đơn độc. Có ai đó bắt bạn đối tình dục lấy tiền hoặc chỗ ở? Chúng tôi có thể giúp đỡ bạn. Hãy gọi 1-888-373-7888 hoặc nhắn tin BeFree 233733 Bảo Mật - Miễn Phí - 24/7

여러분은 혼자가 아닙니다. 돈이나 주거지를 대가로 섹스를 강요받았나요? 저희가 도와드리겠습니다. 전화 1-888-373-7888 또는 문자 BeFree 233733 기밀 - 무료 - 24/7

Keligaa ma tihid. Ma qofbaa kaa dhigaya inaad galmo la samayso lacag ama hoy awgeed? Waanu caawin karnaa: Soo wac 1-888-373-7888 ama Fariin u soo qor BeFree 233733 Qarsoodi ah - Bilaash ah - 24/7

bestalliance.org



Thank you.



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

