

# ***REO Performance Metrics***

## **Performance Metrics Monthly Report**

*Rider Experience and Operations Committee*

*11/02/23*



# *Operations Metrics*

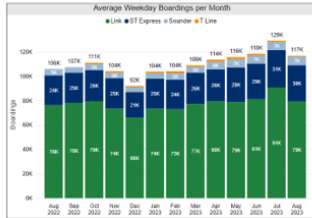
# Operations Monthly Report - August

## Monthly Performance Report Operations Department



### Ridership

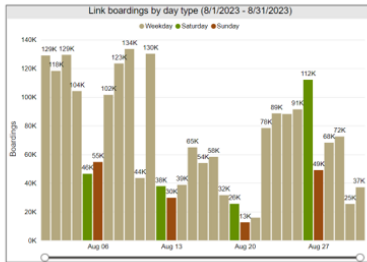
For an up-to-date<sup>1</sup>, interactive and more detailed look at ridership, please see: <https://www.soundtransit.org/ride-with-us/system-performance-tracker/ridership>



Month	Month Total Boardings	Average Weekday Boardings	Month-over Month % Change	% Change vs. 2019
Aug 2023	3,177,000	116,700	10%	-29%
Jul 2023	3,061,000	129,000	9%	-22%
Jun 2023	3,260,000	116,400	2%	-28%
May 2023	3,222,000	115,000	2%	-28%
Apr 2023	3,521,000	113,800	4%	-30%
Mar 2023	3,988,000	108,900	5%	-30%
Feb 2023	2,598,000	104,000	0%	-30%
Jan 2023	2,824,000	103,700	13%	-34%
Dec 2022	2,838,000	92,100	17%	-36%
Nov 2022	2,825,000	104,100	-4%	-35%
Oct 2022	3,169,000	110,900	3%	-35%
Sep 2022	3,034,000	107,400	1%	-32%
Aug 2022	3,067,000	105,000	1%	-35%
Jul 2022	2,841,000	104,000	2%	-36%
Jun 2022	2,931,000	102,400	4%	-38%
May 2022	2,722,000	98,400	5%	-38%

- August saw a drop in overall boardings on Sound Transit services from its record highs in July. Average weekday ridership fell by about 10%, primarily from a reduction in the number of Link boardings. Overall, August ridership was at just over 70% of its pre-COVID levels.

### Link



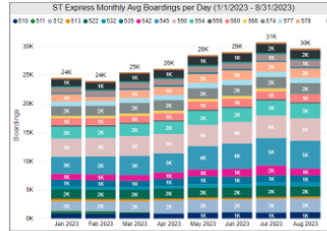
- August saw a dip in Link ridership. This was a result of Sound Transit reducing the frequency of service to account for the need to use a single track for various sections of the line while necessary repairs were completed.
- On August 12-13, Link headways were cut to 15 minutes while the stations between Capitol Hill and SODO were closed. August 14-20, headways were reduced in conjunction with various single-tracking projects through downtown. August 21-September 3, single-tracking occurred between Rainier Beach and Othello stations.
- The impact of these single track schedules and service reductions are reflected in a drop of boardings during these periods. As a result average weekday ridership fell by about 12%.

<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 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

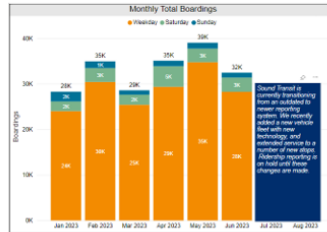
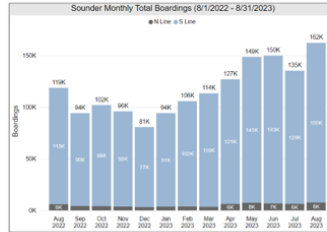


### ST Express

- Overall ridership on ST Express grew almost 2% from about 789,000 in July to 803,000 boardings in August. However, average weekday ridership fell slightly (by about 2% in August)
- Route 550 (Bellevue – Seattle) continues to carry the most passengers of all of the ST Express routes and was in the top 3 average weekday growth routes from July to August, along with Routes 580 (South Hill – Puyallup) and 595 (Gig Harbor – Seattle).
- Route 542 (Redmond U District) and Route 556 (Issaquah – U District) saw the the greatest declines in ridership.

### Sounder

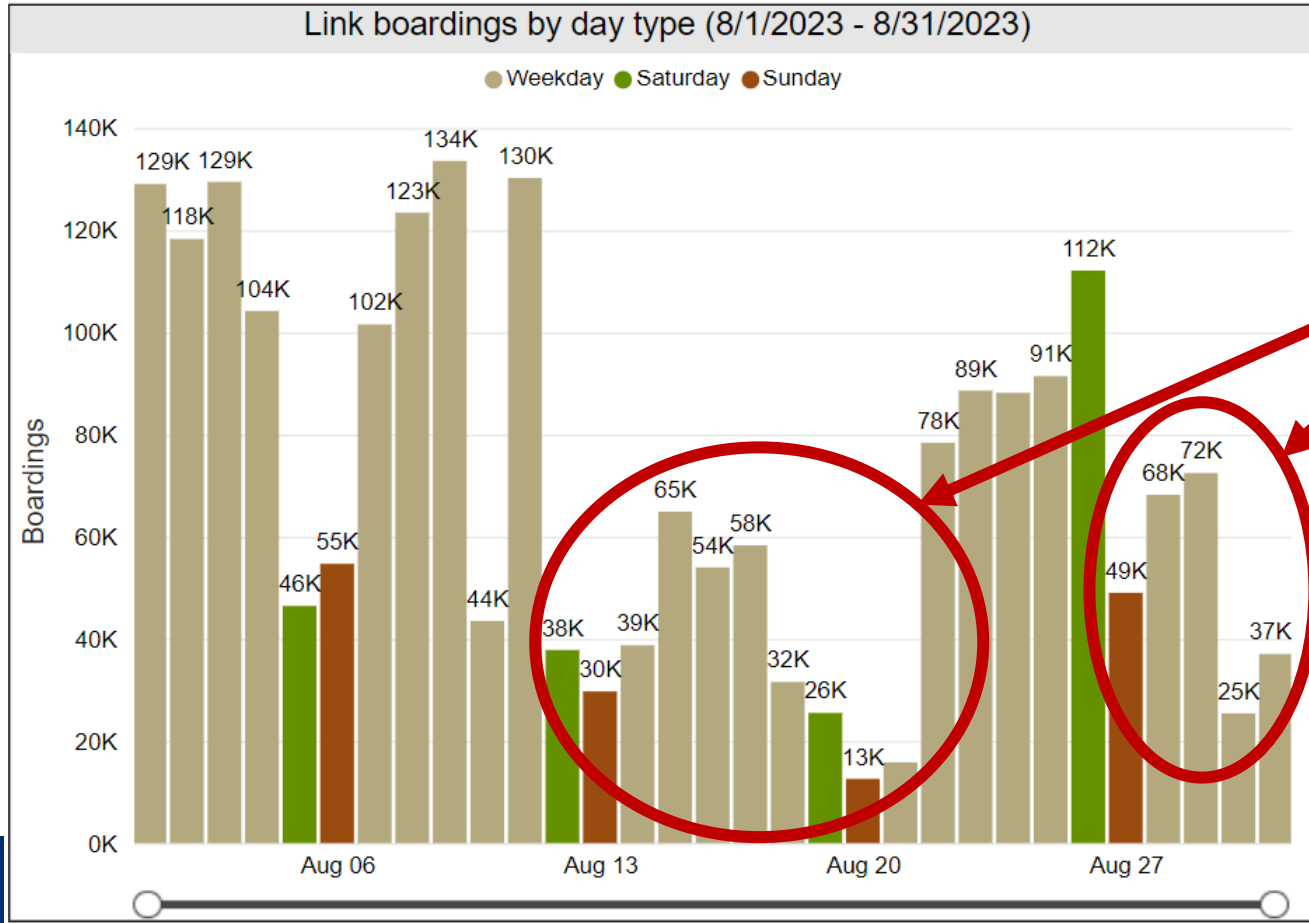
- Sounder ridership rebounded in August, a 4% increase over July. In fact, Sounder carried the highest number of passengers in August as it has since the start of the pandemic.
- Ridership on the South Line is now 45% of what is pre-pandemic, while Northline is at 33% of what it was pre-pandemic.



### T-Line

- Sound Transit is in the process of transitioning away from an outdated to a newer passenger and vehicle reporting system.
- In July, T-Line also began operating service with its new fleet of Brookville vehicles.
- Due to these changes, along with a desire to incorporate data from new stops following the opening of the Hilltop Extension, staff is currently working on updating its passenger-counting methodology.

# Ridership - Link



**Schedule reductions & single-tracking**

# ST Express Modal Statistics

Operating Partner

CT

KCM

PT

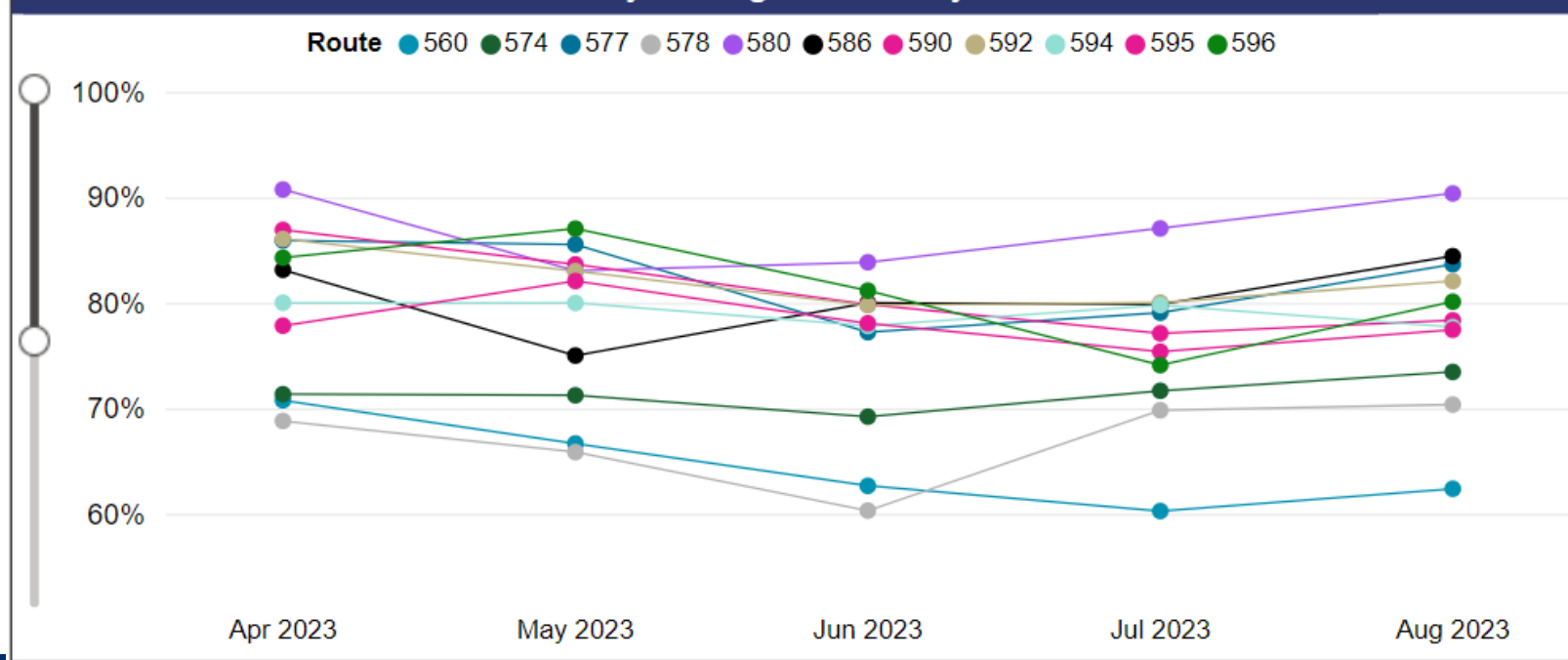
Day Type

Weekday

Saturday

Sunday

## Monthly average OTP % by Route



# 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
- Determine which metrics the REO Committee would like to see in a more in-depth presentation

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

# September 2023 Safety and Security report

## Monthly Performance Report – September 2023

Safety Department



## Monthly Performance Report – September 2023

Safety Department



### Safety Performance - One Line

Overall summary of One Line safety data. All data is presented in the form of a rate of reported incident per 100,000 vehicle revenue miles.

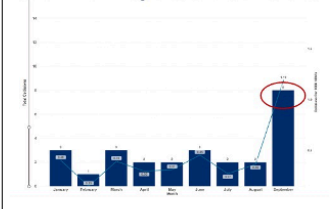
#### One Line - Reportable Safety Data

	Collisions (per 100,000 VRM)	Safety Events (per 100,000 VRM)	Injuries (per 100,000 VRM)	Fatalities (per 100,000 VRM)
Prior Year	0.26	0.55	0.29	0.04
Minimum (2019-02)	0.26	0.5	0.17	0
Maximum (2019-02)	0.32	0.69	0.29	0.04
12 Year Average (2010-21)	0.28	0.58	0.23	0.02
Current Year	0.39	1.45	0.65	0
Trend YTD	▲	▲	▲	

### One Line – Collisions

Sound Transit has reported 26 collisions for Light Rail service. Of these 26 collisions, 17 of them have occurred at grade crossings, with the majority (13) occurring along the MLK corridor. These collisions are spread out along the alignment with no significant locations or clusters. 14 of these collisions were with POV's (pedestrian operated vehicles) and nine with pedestrians. The remaining collisions were with rolling stock at the OMF.

#### One Line - Reportable Collisions



### One Line – Safety Events

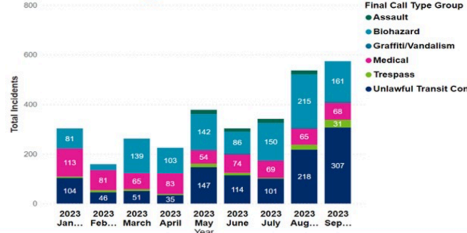
Sound Transit reported 21 major safety events in September. Nine of these events were emergency door activations. The remaining events are covered in the injuries and collision in the previous sections.

- Sound Transit reported eight collisions in September alone. There were two pedestrian collisions at Orcas Street and Pioneer Square. Both resulted in medical transport due to non-serious injuries. Five collisions were with vehicles along MLK, including two collisions at Norfolk Street (one illegal left turn, and one minor contact with a SDOT street sweeper). There was also one collision during a coupling attempt at the OMF.
- This data underscores the need for our continued work with the AI-grade crossing program to partner with SDOT to enhance safety in the MLK corridor (e.g., order to decrease the types of collisions we are seeing. You will hear more in detail about the work of this program over the coming months.

### Security Data - One Line

### One Line – Security Incidents – Year to date 2023

#### Focus: Six call types as an indicator of security environment



There were no significant security incident increases overall, but we do continue to see slow and steady increase security incidents. The first cause for this is an overall increase in ridership. We are seeing some of the higher ridership in our system that we have seen, and with that increased activity, comes increased incident levels.

Fortunately, we that increase ridership has been met with an increased security officers both onboard and in For the first time since our security contract transition, we are at full staffing levels on the One Line.

One area where our data is increasing in a more pointed way is in our Unlawful Transit Conduct (UTC) and Tr incidents. The increase in Unlawful Transit Conduct (UTC) is largely due to an incremental small seasonal incivility across our service that can be seen in the data. This includes more people moving indoors as the wea and becomes wetter and increased activity due to school being back in session.

## Monthly Performance Report – September 2023

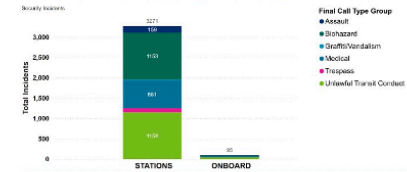
Safety Department



### One Line – Security Incidents Year to date 2023

#### Onboard vs at stations

#### One Line - Security incidents YTD 2023



### Definitions

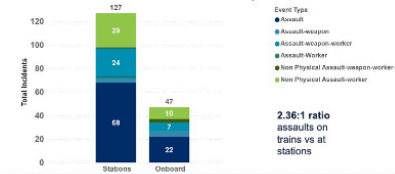
#### Assault

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)

#### One Line - Assaults Jan 1 – Sept 30, 2023



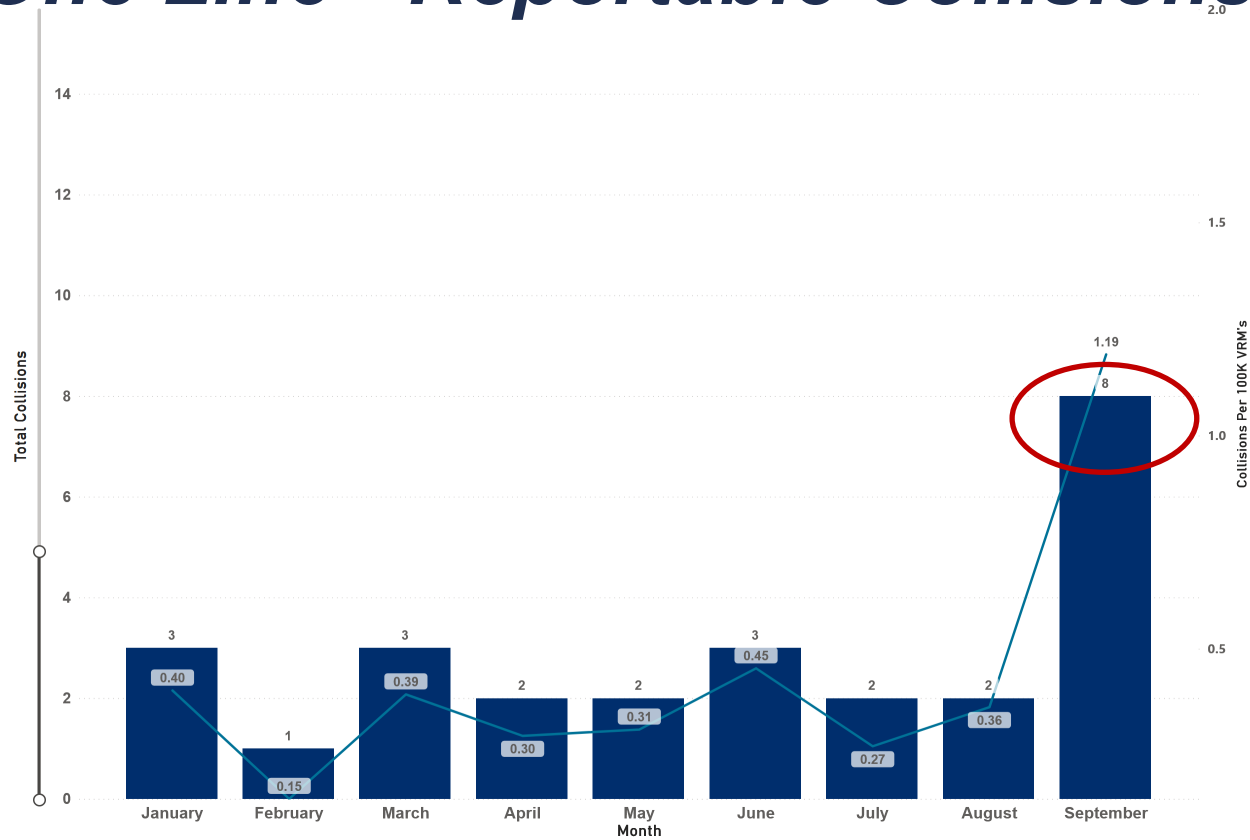
2.36:1 ratio  
assaults on  
trains vs at  
stations



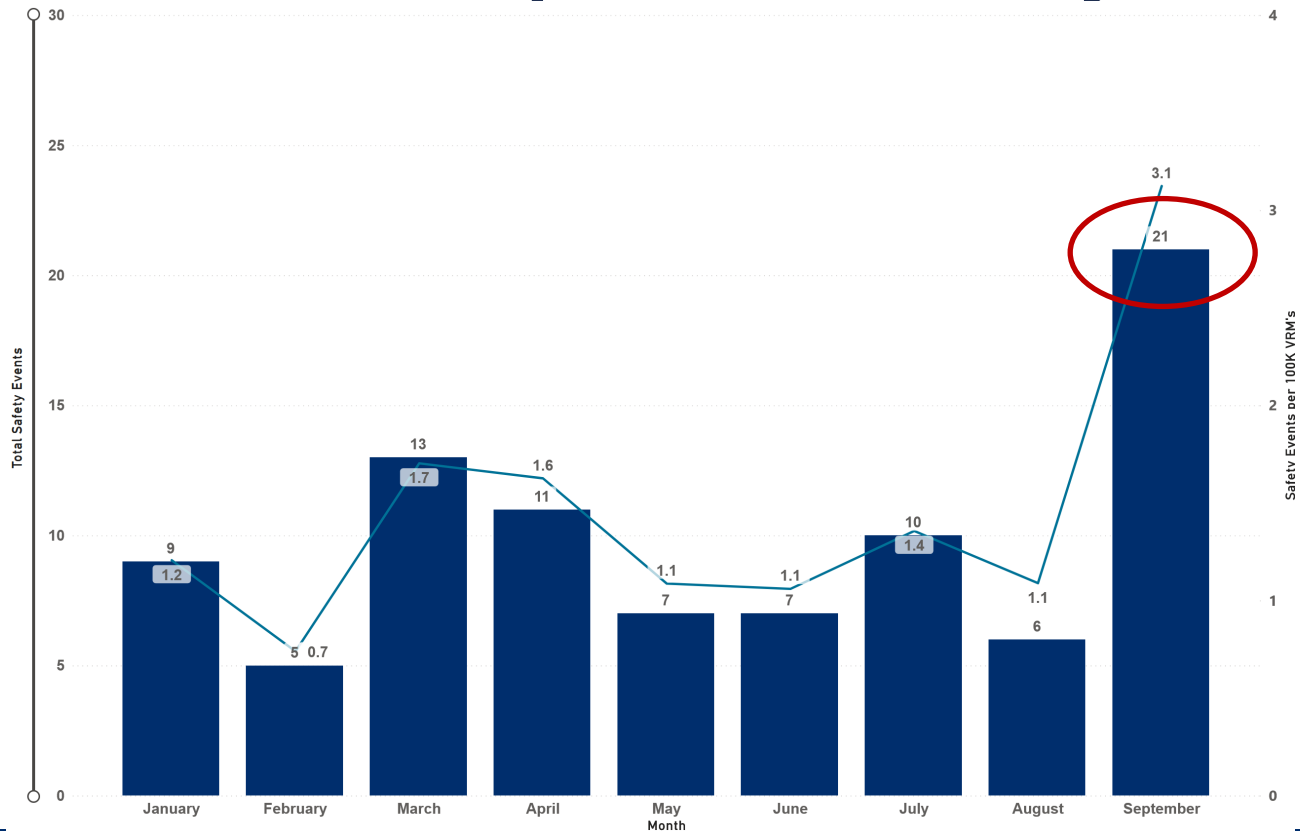
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3 Year Average (2020-22)	0.28	0.58	0.23	0.02
Current Year	0.39	1.45	0.46	0
Trend YTD	↗	↗	↗	

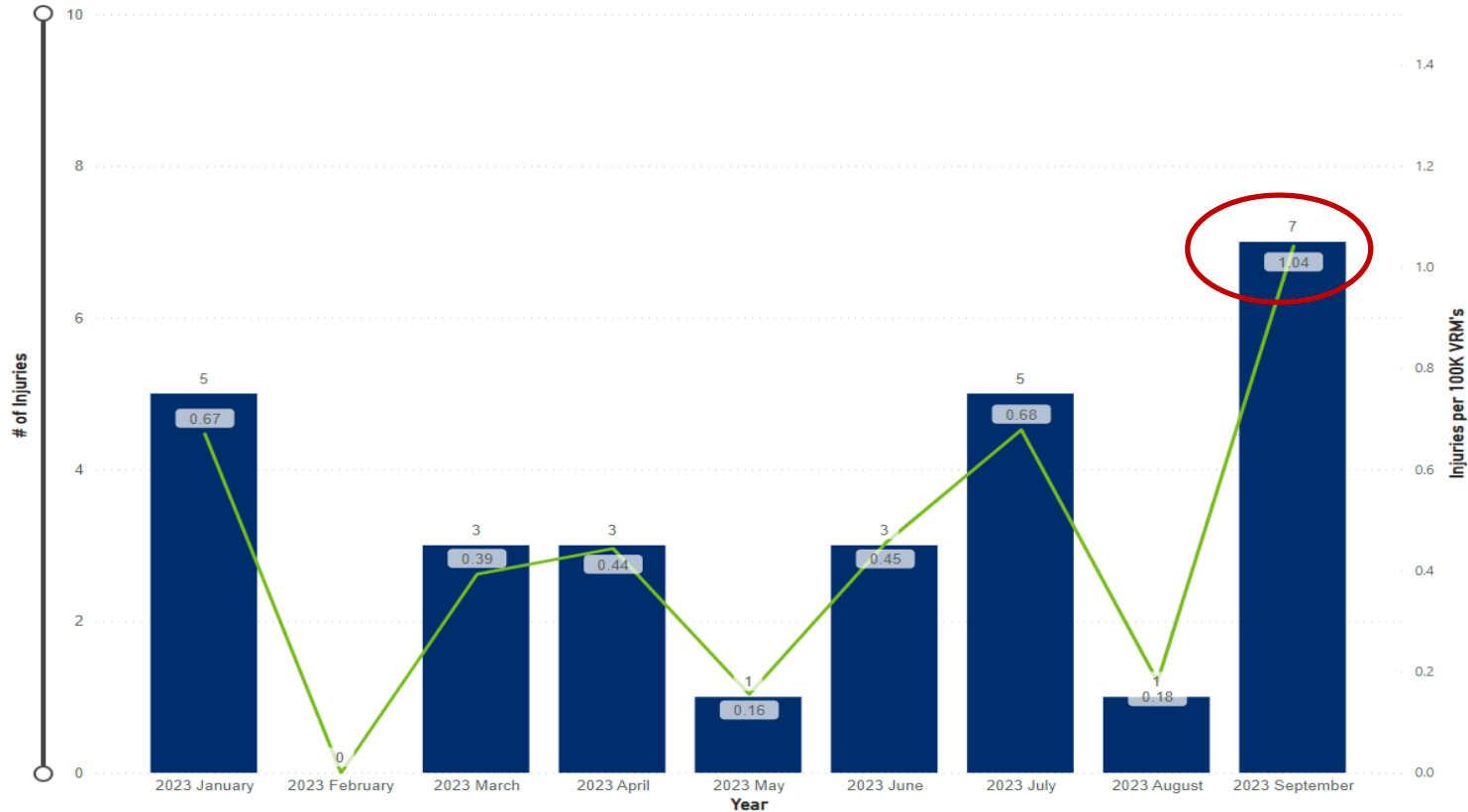
# One Line - Reportable Collisions



# One Line - Reportable Safety Events



# One Line - Reportable Injuries

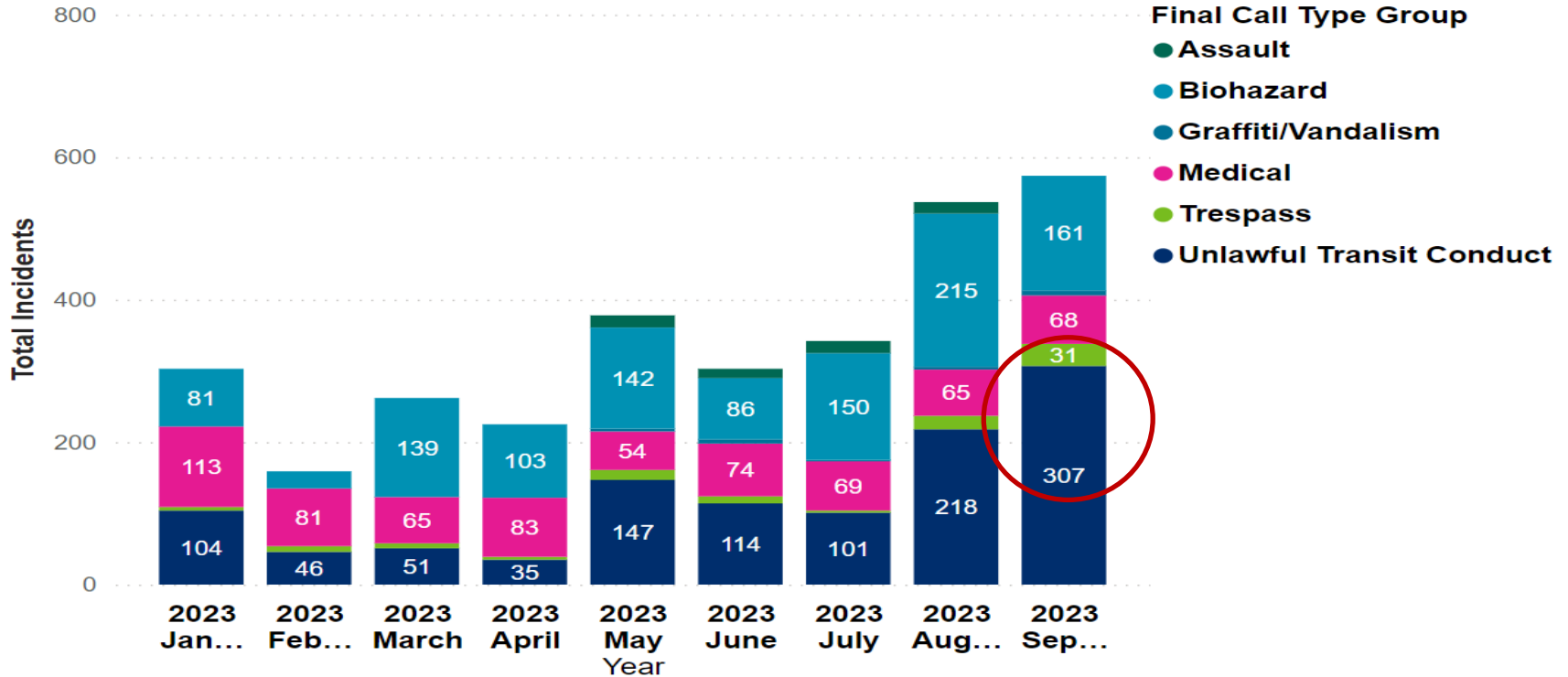




# *Security data*

# One Line -Security incident Jan - Sept 2023

Focus: Six call types as an indicator of security environment



*Thank you.*



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

