

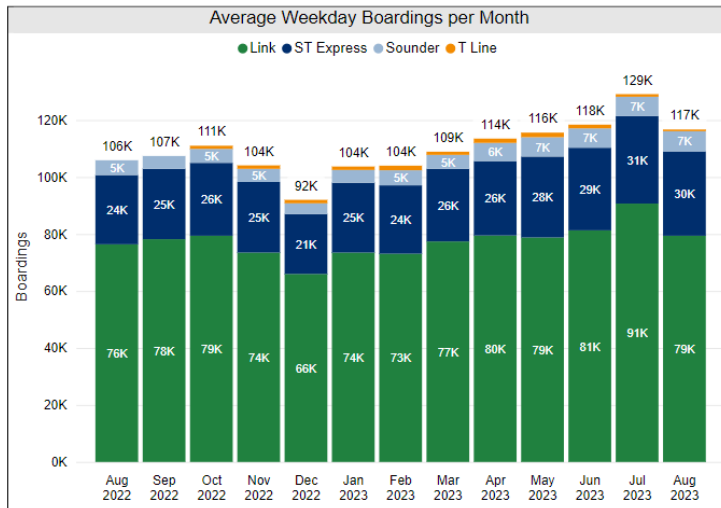
Monthly Performance Report

Operations Department



Ridership

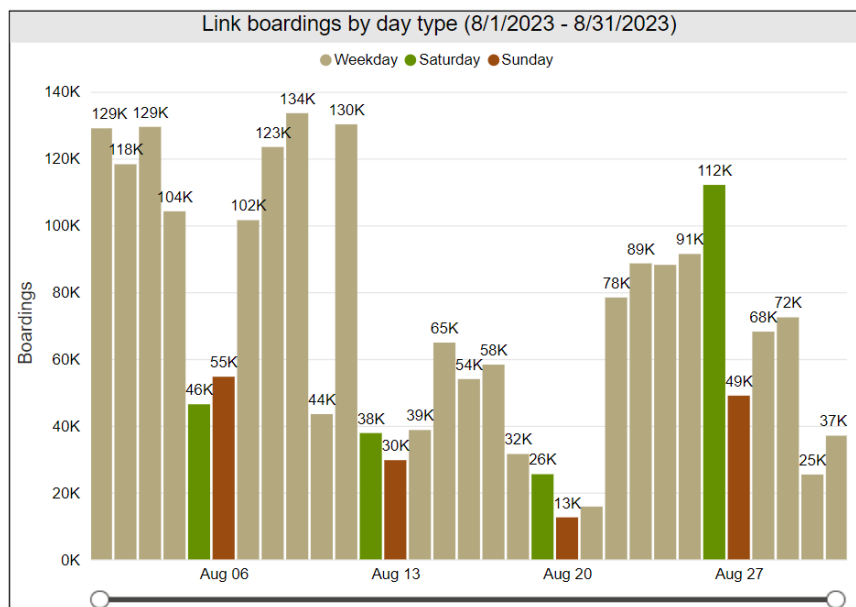
For an up-to-date¹, interactive and more detailed look at ridership, please see: <https://www.soundtransit.org/ride-with-us/system-performance-tracker/ridership>



Month	Monthly Total Boardings	Average Weekday Boardings	Month-over-Month % Change	% Change vs. 2019
Aug 2023	3,177,000	116,700	-10%	-29%
Jul 2023	3,661,000	129,000	9%	-22%
Jun 2023	3,293,000	118,400	2%	-28%
May 2023	3,222,000	115,600	2%	-28%
Apr 2023	3,021,000	113,400	4%	-30%
Mar 2023	3,084,000	108,900	5%	-30%
Feb 2023	2,599,000	104,000	0%	-29%
Jan 2023	2,824,000	103,700	13%	-34%
Dec 2022	2,535,000	92,100	-12%	-36%
Nov 2022	2,629,000	104,100	-6%	-35%
Oct 2022	3,169,000	110,900	3%	-35%
Sep 2022	3,034,000	107,400	1%	-32%
Aug 2022	3,067,000	105,900	1%	-35%
Jul 2022	2,941,000	104,900	2%	-36%
Jun 2022	2,931,000	102,400	4%	-38%
May 2022	2,722,000	98,400	5%	-39%

- 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

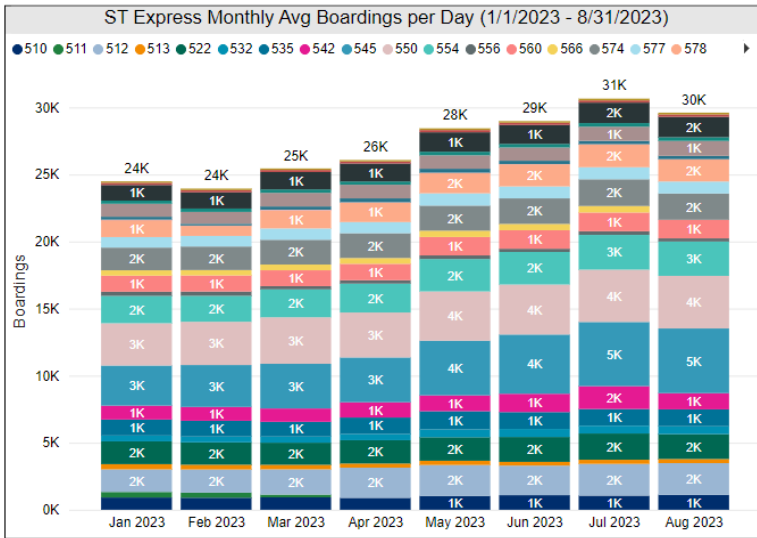


- August saw a dip in Link ridership. This was a result of Sound Transit reducing the frequency of service to account for the need to use a single track for various sections of the line while necessary repairs were completed.
- On August 12-13, Link headways were cut to 15 minutes while the stations 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%.

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.

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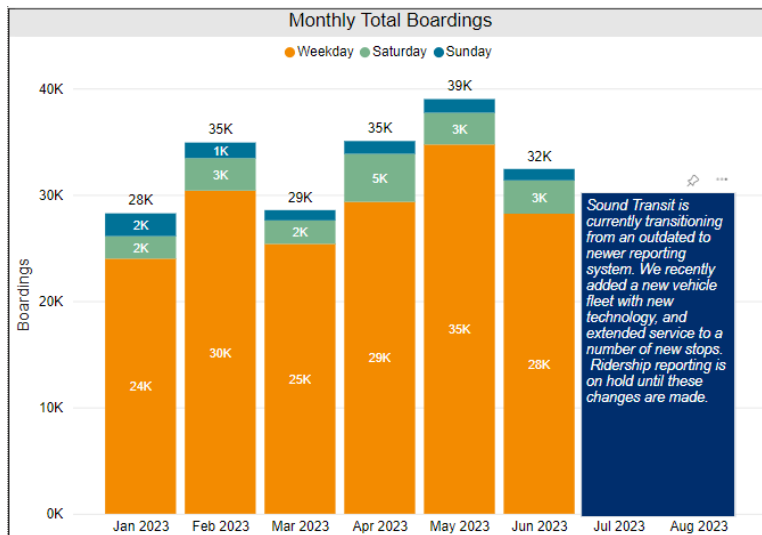
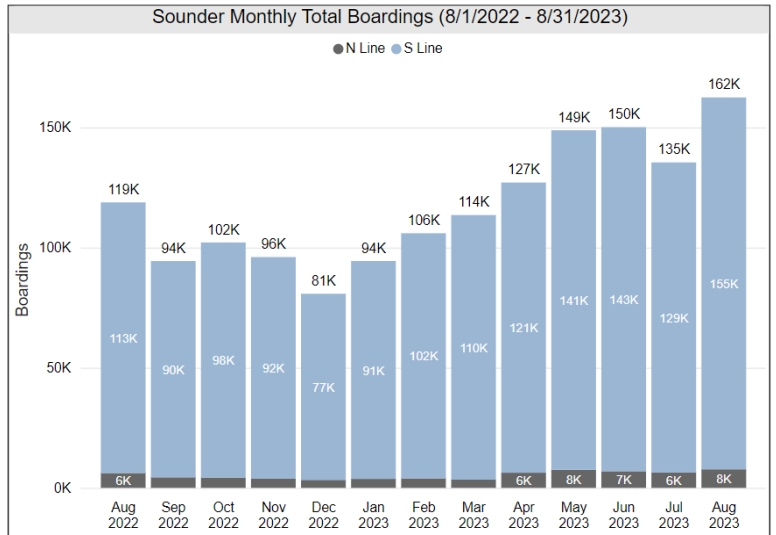


ST Express

- 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 was 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.

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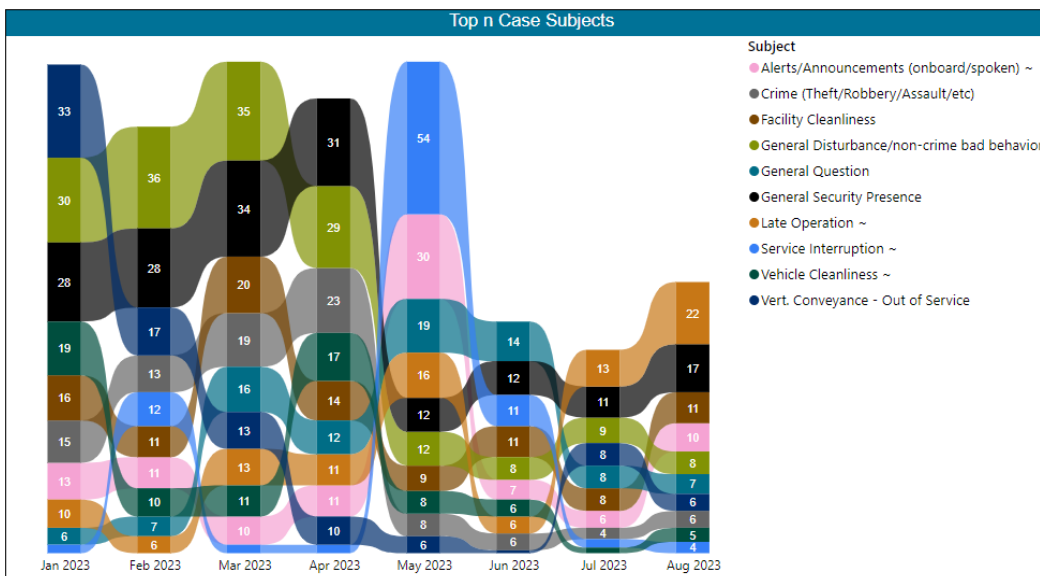
Operations Department



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	84%	96%	Siemens: 53% Kinkisharyo: 75%	Siemens: 20,471 Kinkisharyo: 47,540	Vehicles: 99% Track: N/A Power: N/A Facilities Mech: N/A Facilities Elec: N/A	90%	7.2
Prior Month	86%	94%	Siemens: 73% Kinkisharyo: 74%	Siemens: 40,426 Kinkisharyo: 63,326	Vehicles: 95% Track: 87% Power: 85% Facilities Mech: 59% Facilities Elec: 92%	100%	4.6
Current	80%	96%	Siemens: 79% Kinkisharyo: 75%	Siemens: 30,915 Kinkisharyo: 26,323	Vehicles: 97% Track: 77% Power: 93% Facilities Mech: 52% Facilities Elec: 91%	94%	9.3
Trend	↘	↗	Siemens: ↗ Kinkisharyo: ↗	Siemens: → Kinkisharyo: ↘	Vehicles: → Track: ↘ Power: ↗ Facilities Mech: ↘ Facilities Elec: →	→	→

Link Customer Comments



- Customer complaints on Link remained low – just over 9 complaints for every 100,000 boardings.
- The number of Late Operation complaints increased, which is likely due to the numerous service reductions without a corresponding change in customer expectations.
- Security remained the subject with the second highest number of complaints for Link riders.

Monthly Performance Report

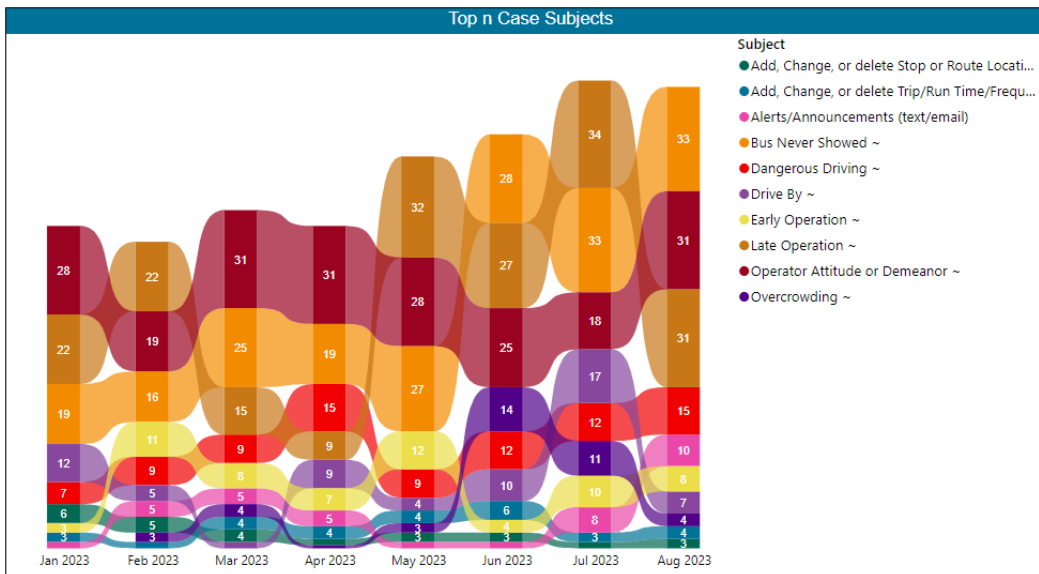
Operations Department



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%	>20,000	>90%	>40%	<15 per 100,000 boardings
Prior Year	CT: 95% PT: 76% KCM: 89%	CT: 87.1% PT: 97.6% KCM: 97.2%	CT: 100% PT: 100% KCM: 100%	CT: 11,616 PT: 24,416 KCM: 6,196	CT: 100% PT: 100% KCM: 100%	35%	19.6
Prior Month	CT: 93% PT: 70% KCM: 85%	CT: 95.7% PT: 98.6% KCM: 96.6%	CT: 100% PT: 100% KCM: 99%	CT: 7,056 PT: 33,964 KCM: 5,667	CT: 98% PT: 100% KCM: 100%	51%	21.3
Current	CT: 93% PT: 70% KCM: 85% ²	CT: 95.7% PT: 98.1% KCM: 96.3%	CT: 100% PT: 100% KCM: 96%	CT: 8,021 PT: 19,310 KCM: 4,469	CT: 100% PT: 100% KCM: 100%	39%	19.9
Trend	CT: → PT: → KCM: →	CT: → PT: ↓ KCM: ↓	CT: → PT: → KCM: →	CT: → PT: → KCM: →	CT: → PT: → KCM: →	→	→

ST Express Customer Comments



- There was a very slight reduction in the number of complaints related to “late operation” and “bus never showed”, though these remain among the highest concerns of ST Express customers in August.
- One method for addressing this issue that Sound Transit has recently begun to implement is a new text notification system to alert customers to disruptions in ST Express service.
- Complaints related to Operator Attitude remained among the highest number of complaints for ST Express customers.

² ST Express On-Time Performance is provided at the route level by each operating partner. Operating partners use differing methodologies for calculating what constitutes on time. Pierce Transit is currently reviewing equipment and methodologies related to calculating on-time performance and these numbers, along with those from prior months, may change in the future.

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Operations Department



Sounder

	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: 91% North: 95%	South: 98.7% North: 100%	N/A	9,573	N/A	45%	21.0
Prior Month	South: 97% North: 99%	South: 99.0% North: 98.8%	N/A	8,975	N/A	51%	25.2
Current	South: 95% North: 100%	South: 98.3% North: 100%	N/A	30,413	N/A	57%	33.2
Trend	South: ↘ North: ↗	South: → North: ↗		↗		↗	↘

- Sounder service hit nearly all of its performance targets for August with the exception being slightly below the Operated as Scheduled target on the South Line and having a high rate of complaints per boarding. Notably, there was little commonality among the complaints with them ranging from vehicles being too hot, to scheduling issues to special event service to overcrowding.

Tacoma Link

	On Time Performance	Operated as Scheduled	Fleet Availability	Mean Distance Between Failure	PM Compliance	Parking Usage ³	Customer Complaints
Target	> 98.5%	98.5%	TBD	TBD	>90%	TBD	<15 per 100,000 boardings
Prior Year	99.1%	99.1%	81.7%	N/A	N/A	40%	0.0
Prior Month	99.3%	99.5%	79.8%	N/A	N/A	42%	4.2
Current	99.0%	99.1%	89.4%	N/A	N/A	40%	30.1
Trend	→	→	→		→	→	↘

- T-Line successfully exceeded many of its performance targets in August. T-Line fell short of its customer complaints per boardings target. Complaints ranged from concerns about operators to issues related to the preparations for the Hill Top extension.

³ Based on Tacoma Dome Station, which is shared with Sounder.

Monthly Performance Report

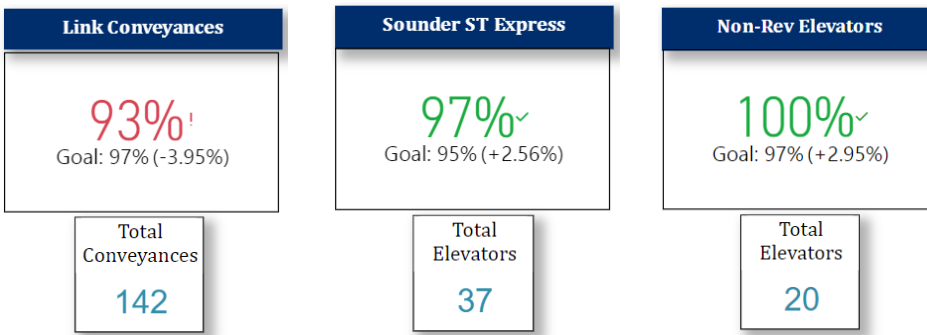
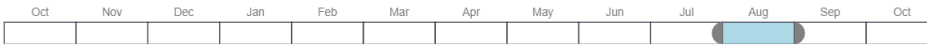
Operations Department



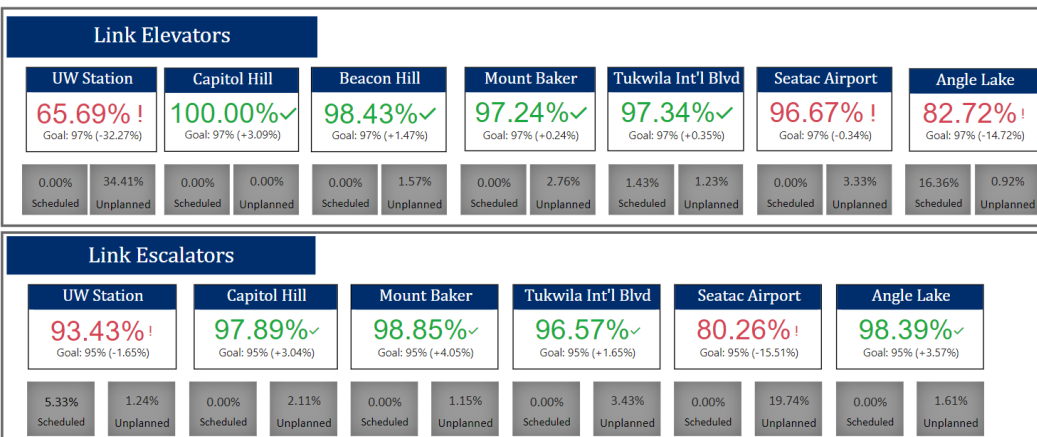
Vertical Conveyance

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>

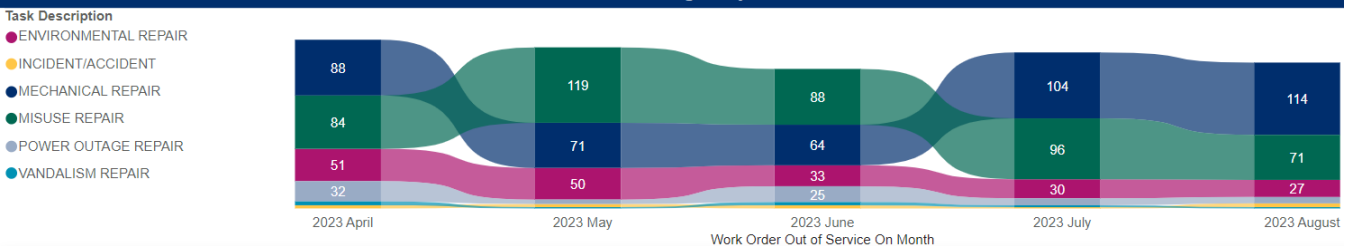


- Overall availability for Link Conveyances is now based on a total of all elevators and escalators and includes those in the Downtown Seattle Transit Tunnel.
- There were extensive projects and repairs underway at UW Station and Seatac Airport Station in the month of August for Link Conveyances that effected the overall availability.



- UW Station Elevator #2 was under repair for a new machine that extended the full month of August causing the station to fall below target.
- Angle Lake Garage Elevator #2 underwent Scheduled Maintenance causing it to fall below target.
- Seatac Airport Station Escalator #2 required a step chain replacement.

Outages By Month



- Mechanical repairs were the top outage reason for the month of August, while we did see a downturn in misuse outages.
- Westlake and U-District Stations exhibited the highest incidence of mechanical failures. The Vertical Conveyance Team collaborated with our vendor, Schindler, to implement further adjustments based on repetitive intermitted failures. Schindler then conducted necessary repairs, guided by the analysis of CCTV footage and a thorough investigation into the root causes of these failures.

Monthly Performance Report

Safety Department



Safety Performance - One Line

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

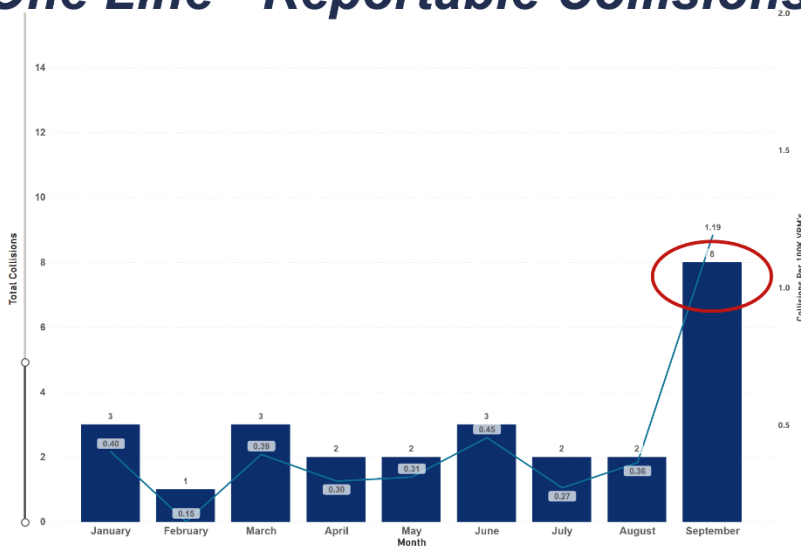
One Line - Reportable Safety Data

	Collisions rate per 100k VRM	Safety Events rate per 100k VRM	Injuries rate per 100k VRM	Fatalities rate per 100k VRM
Prior Year	0.26	0.55	0.29	0.04
Minimum (2020-22)	0.26	0.5	0.17	0
Maximum (2020-22)	0.32	0.69	0.29	0.04
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 – 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



- 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 At-grade crossing program to partner with SDOT to enhance Safety in the MLK corridor in 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.

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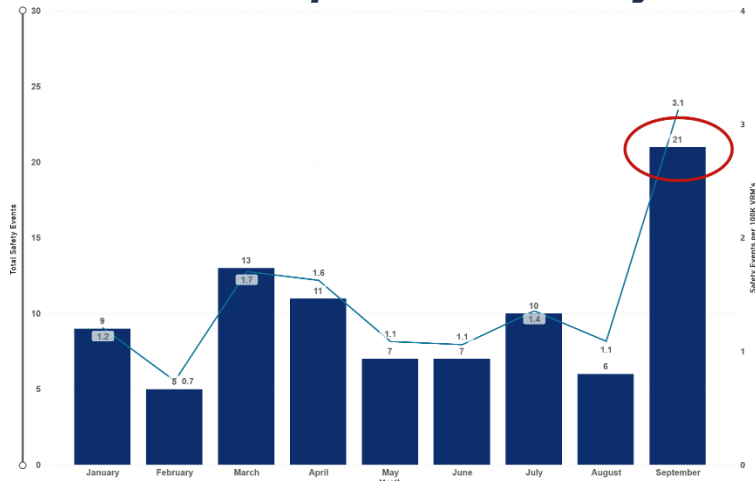
Safety Department



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.

One Line - Reportable Safety Events

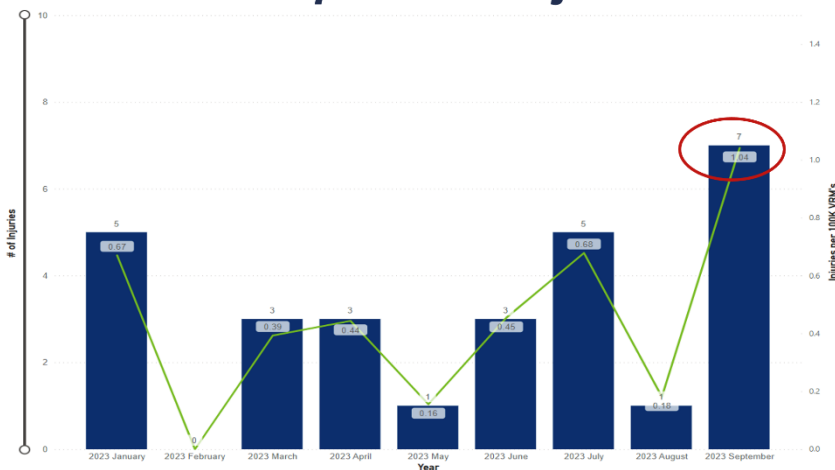


- The uptick in safety events we see here is largely due to an increase in emergency door activations on our light rail vehicles. This is when a passenger illegally triggers the emergency door release mechanism. Typically, this results in the passenger exiting the train into the right of way. Evacuations have accounted for 44 events through September 2023, over half of our reportable event volume.
- In 2023 the FTA added new requirements for reporting evacuations into the ROW. This resulted in many emergency door activations meeting the threshold for a major reportable event.

One Line – Injuries

Light Rail injury rates have increased steadily since 2022. This has largely been driven by an increase in assaults in 2022, and an increase in collisions in 2023. Sound Transit reported 18 injuries due to assaults in 2022 and has reported 15 injuries through September 2023. Sound Transit has also reported 10 injuries due to collisions in 2023 (four vehicular, six pedestrian) compared to four injuries in 2022.

One Line - Reportable Injuries



- Sound Transit reported seven injuries in September. Three injuries were due to assaults with a weapon (two persons attacked with a hammer, one person sprayed with a chemical irritant). Two injuries were due to collisions with pedestrians (one at Pioneer Square Station and one at Orcas Street), and one injury was caused by a collision with a vehicle at Norfolk Street (illegal left turn). One injury was caused by a pedestrian fall at UW Station; the pedestrian tripped on a curb entering the station and broke their arm.
- Our key response to injuries has been to continue to strategically enhance and deploy our security staff to increase presence in the system, and our ability to support passengers and their safety.

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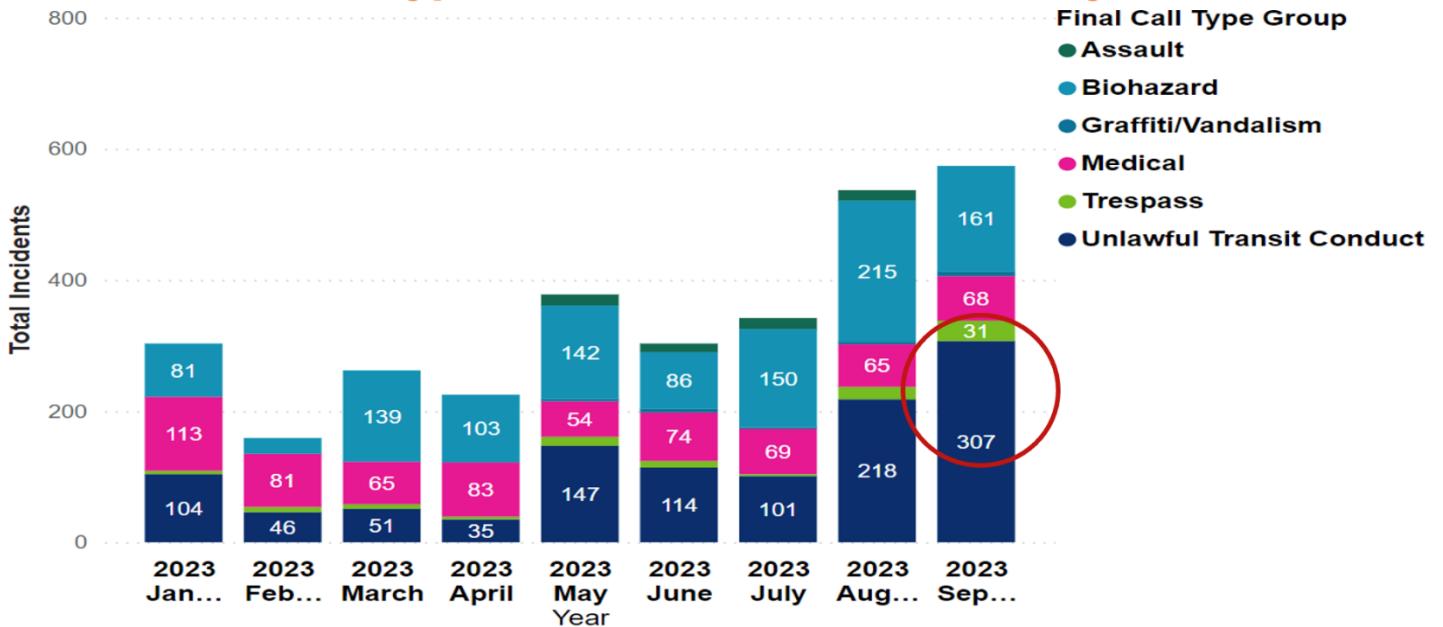
Safety Department



One Line – Security Incidents – YTD through September 2023

One Line -Security incident Jan - Sept 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 in security incidents. The first cause for this is an overall increase in ridership. We are seeing some of the highest levels of 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 our stations. For the first time since our security contract transition, we are at full on-board security staffing levels on the One Line.

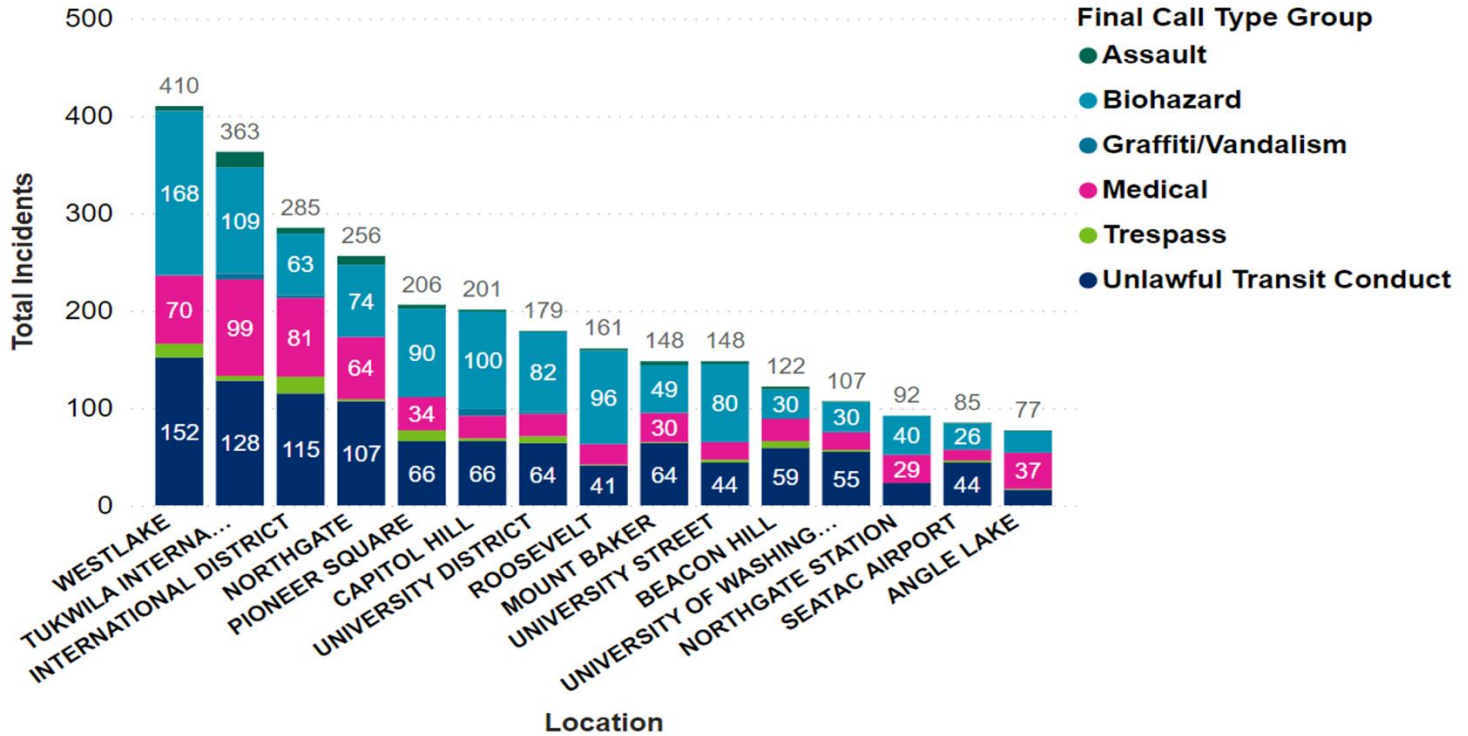
One area where our data is increasing in a more pointed way is in our Unlawful Transit Conduct (UTC) and Trespass incidents. The increase in Unlawful Transit Conduct (UTC) is largely due to an incremental small seasonal increase in activity across our service that can be seen in the data. This includes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

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Safety Department

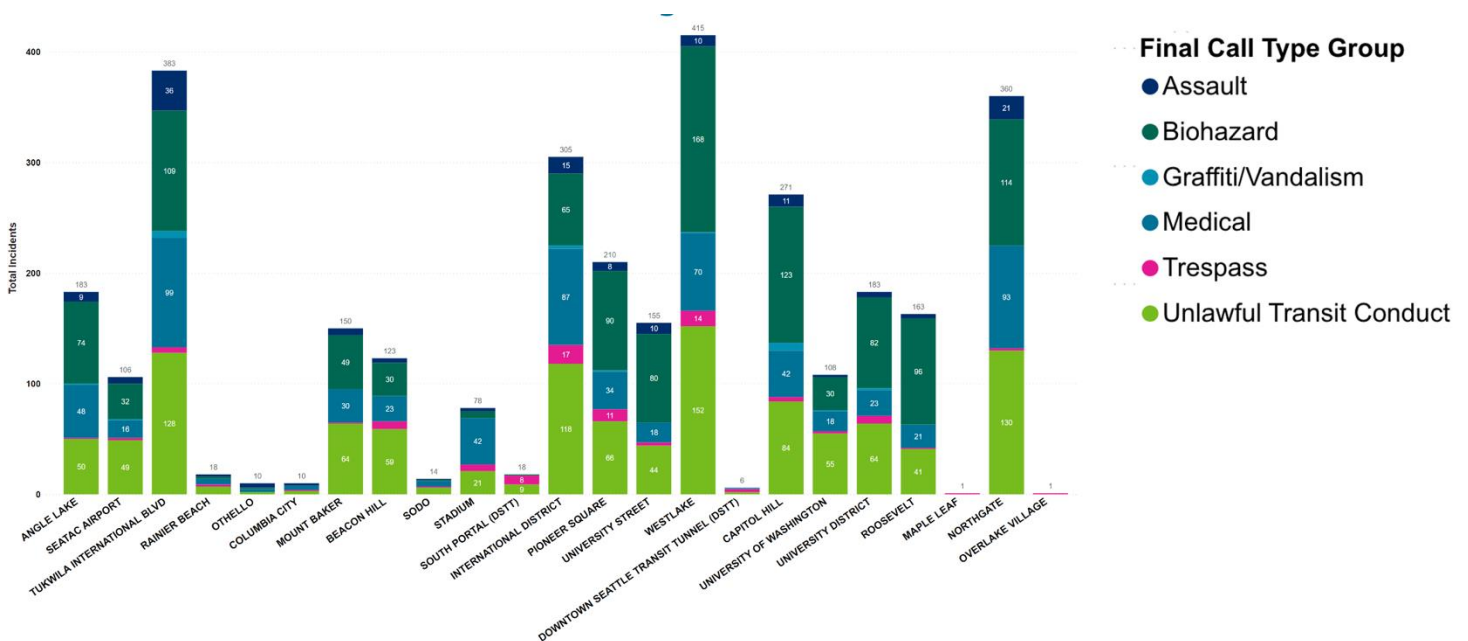


One Line – Security Incidents – Top 15 locations – YTD through September 2023



One Line - Security Incidents – YTD through September 2023

(In geographical order)

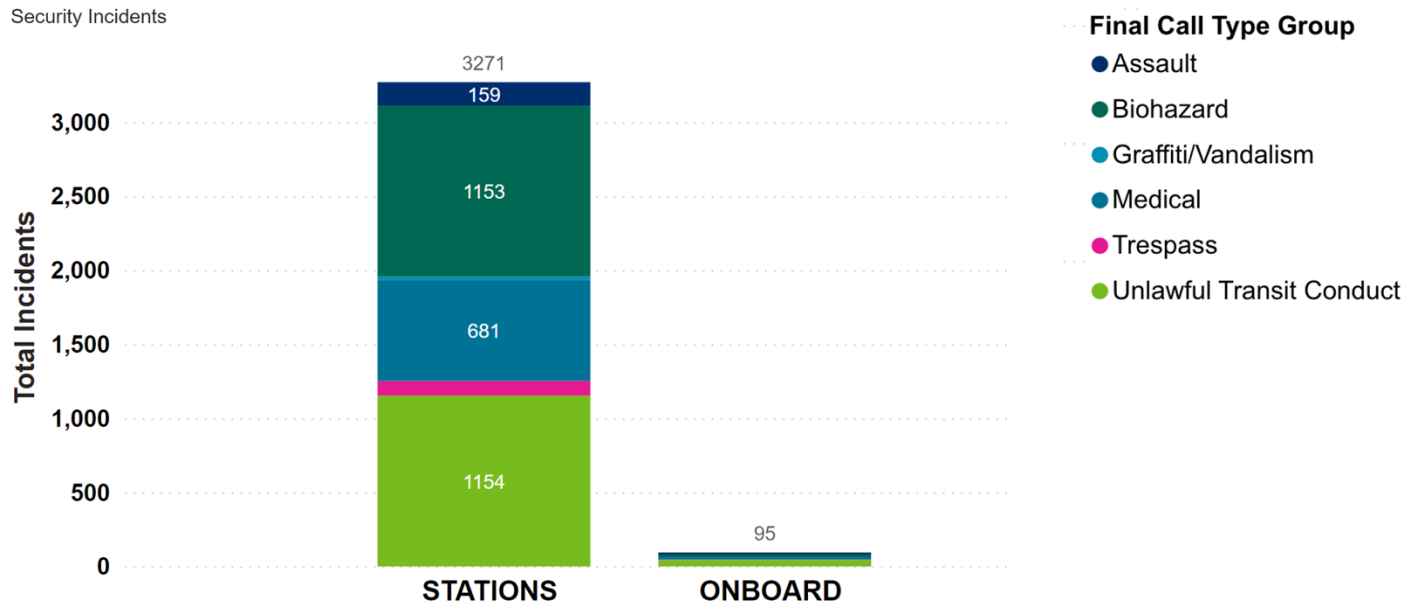


Monthly Performance Report

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One Line – Security Incidents Year to date 2023 Onboard vs at stations



No major changes in this data from August to September

Security Incident type 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

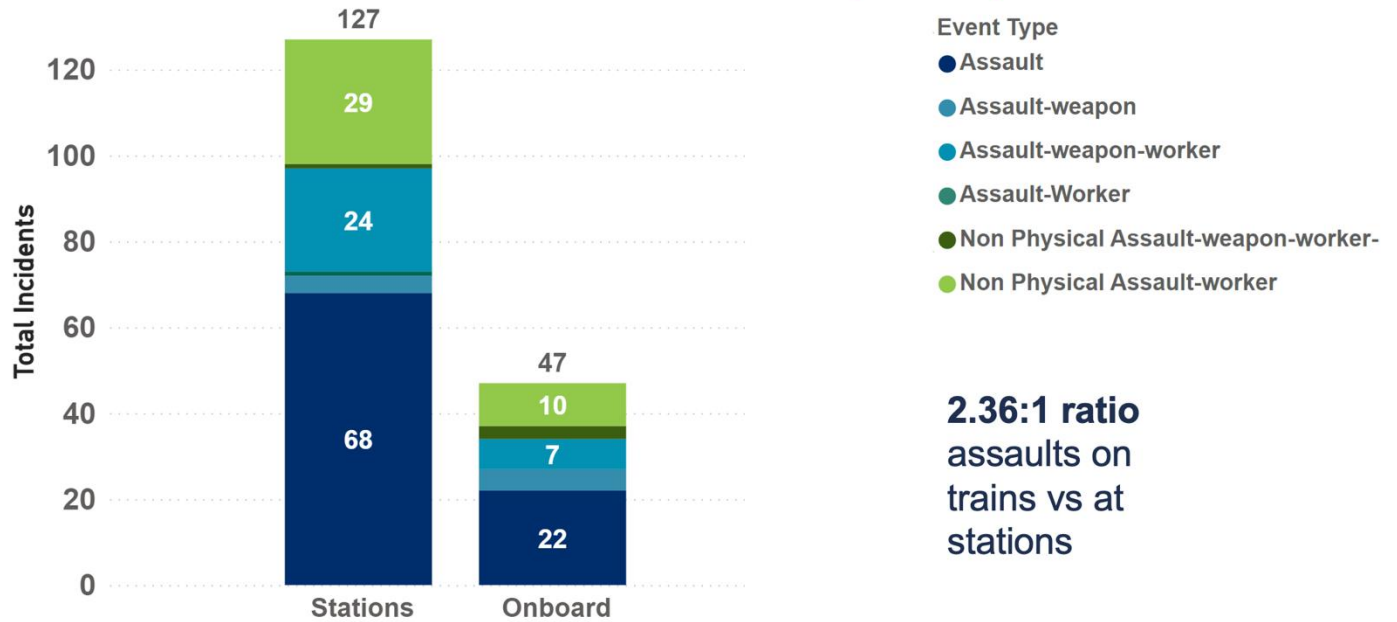
A circumstance in which an individual knowingly, without lawful authority or permission, and with **intent to endanger the safety of any individual**, or with a reckless disregard for the safety of human life, **interferes with, disables, or incapacitates a transit worker** while the transit worker is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

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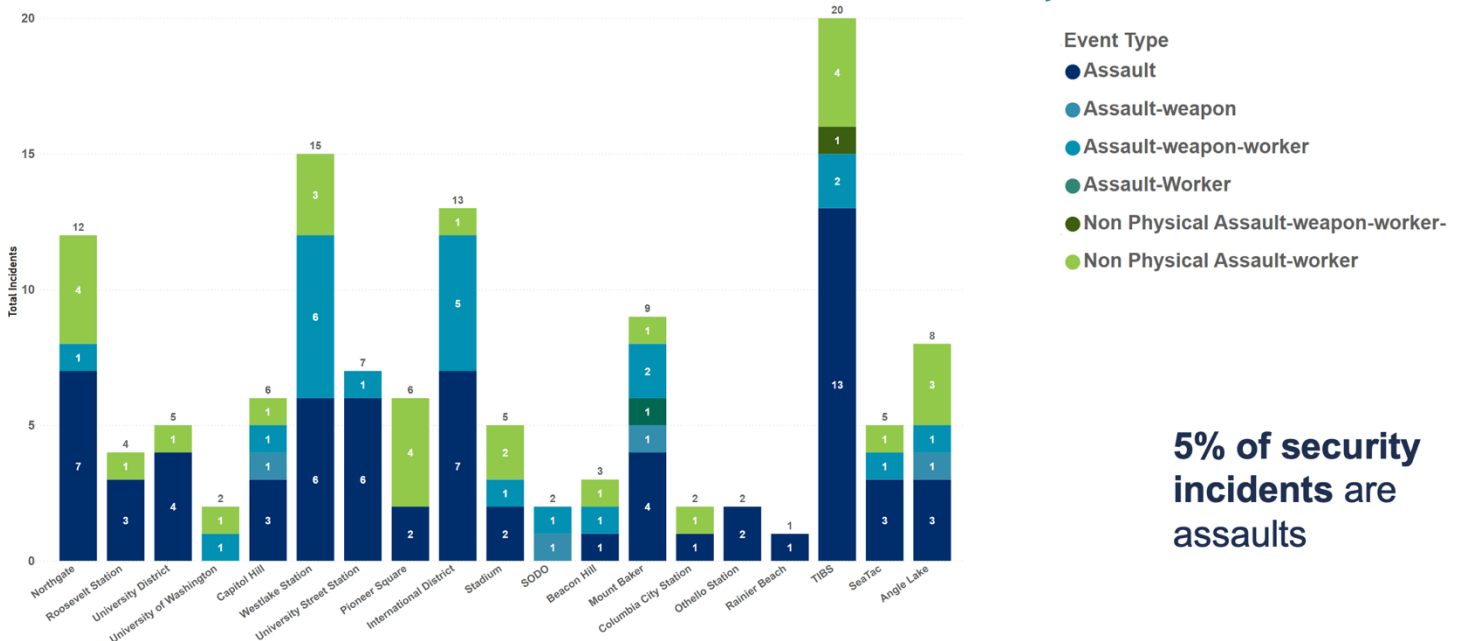
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One Line - Assaults Jan 1 – Sept 30, 2023



One Line - Assaults Jan 1 – Sept 30, 2023



There have been no notable spikes or changes in this data from August to September 2023.