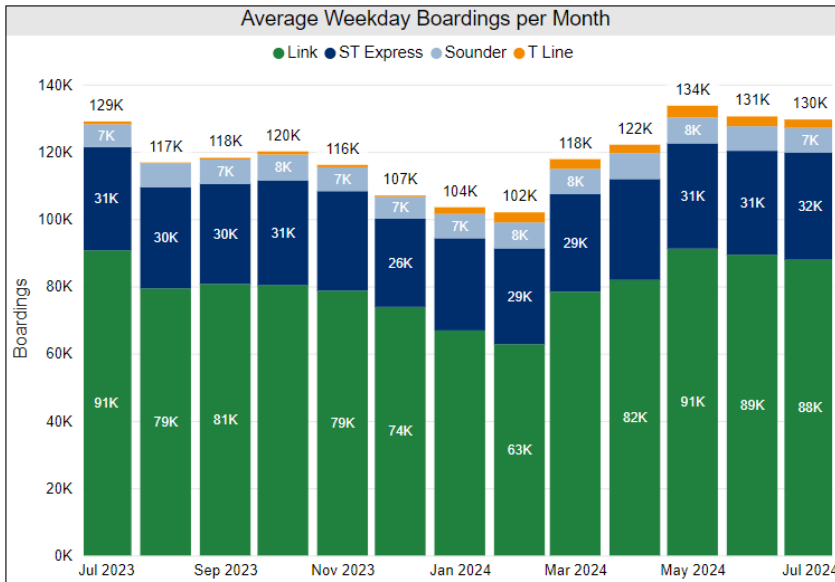


Monthly Performance Report

Service Delivery Department



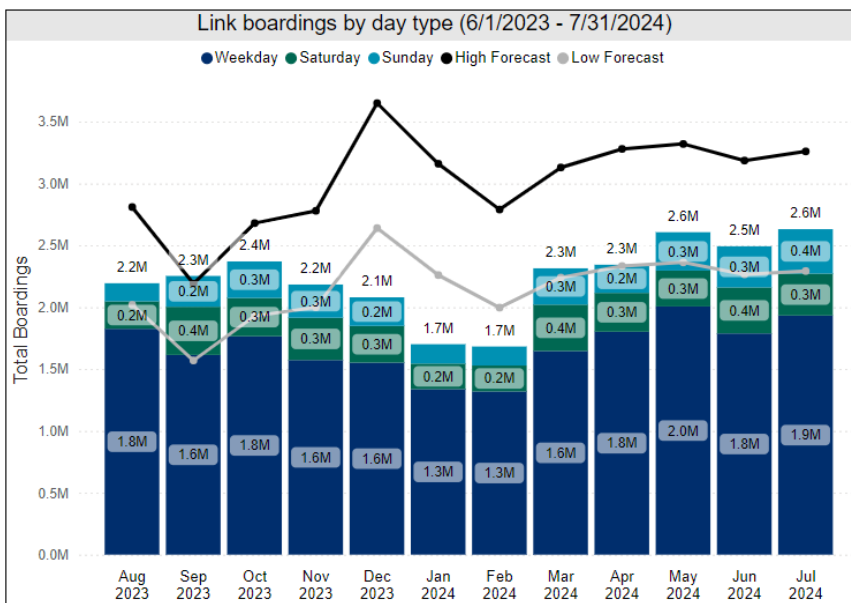
Ridership



Month	Monthly Total Boardings	Average Weekday Boardings	Month-over-Month % Change	% Change vs. 2019
Jul 2024	3,709,000	129,500	-1%	-21%
Jun 2024	3,488,000	130,500	-2%	-21%
May 2024	3,687,000	133,700	9%	-17%
Apr 2024	3,358,000	122,200	4%	-24%
Mar 2024	3,297,000	117,800	16%	-25%
Feb 2024	2,618,000	101,900	-2%	-30%
Jan 2024	2,616,000	103,500	-3%	-34%
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	2%	-28%
May 2023	3,221,000	115,500	2%	-28%
Apr 2023	3,019,000	113,400	4%	-30%

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>

- Sound Transit’s average weekday boardings across all modes dropped again in July. This is the second consecutive month that boardings have decreased. While the impact of school breaks tends to have a dampening effect on ridership, over the past few years, this has been offset by ridership associated with summer events. Overall system ridership is within about 20% of what it was pre-pandemic.



Link

- This metric now includes the boardings from the 2 Line. We continue to review some remaining technical issues related to 2 Line boardings. As a result, these figures may adjust in future reports.
- While average weekday boardings fell by about 2% in from June to July, total boardings grew by 5.5% reflecting significant growth in ridership on Saturdays (14%) and Sundays (8%). This makes July the second highest monthly ridership on record for Link.
- July saw four days in which Link eclipsed 100,000 boardings, including the second highest single day ridership in its history.
- Total monthly boardings fall within the forecasted levels of ridership.

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, reports only show data through July.

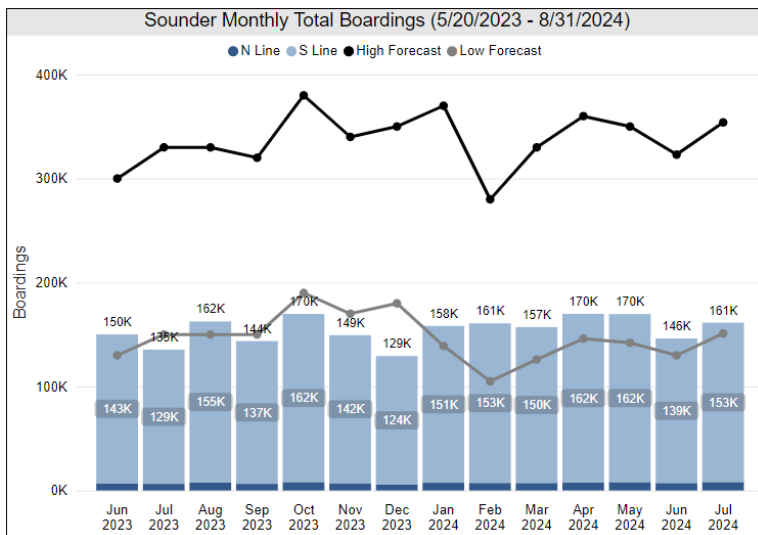
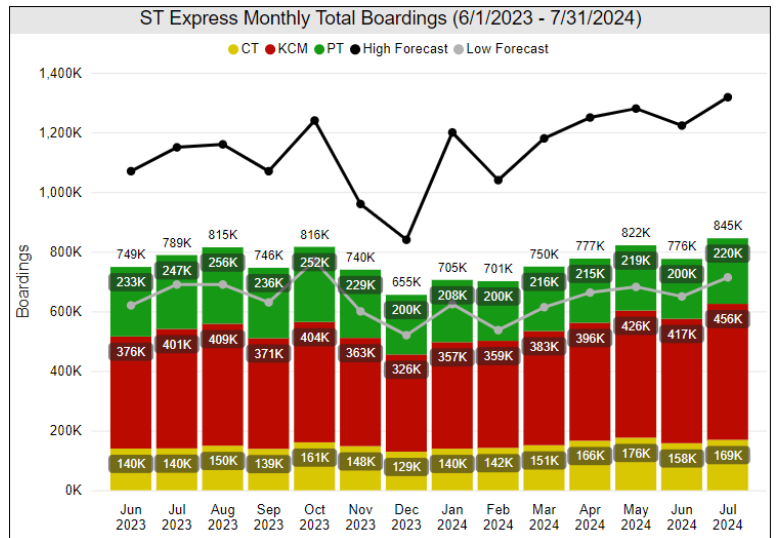
Monthly Performance Report

Service Delivery Department



ST Express

- Overall, ST Express ridership falls within the forecasted level as it has over the last year.
- ST Express experienced a 3% increase in average weekday boardings and a 9% increase in total monthly boardings from June to July.
- This growth is consistent across Weekdays, Saturdays, and Sundays, and is also fairly consistent across the service operated by each of our partners.
- Average weekday boardings in July were the highest they've been since the start of the pandemic.

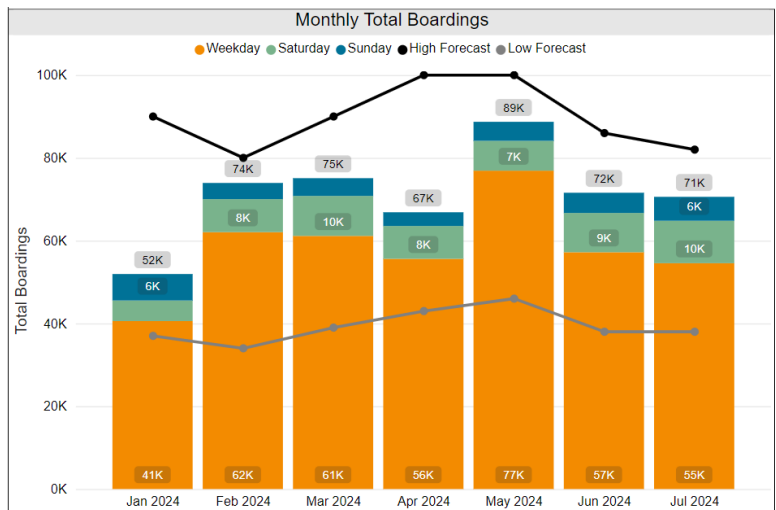


Sounder

- Average weekday boardings on Sounder remained flat from June to July, though total monthly boardings rose by just under 11%. While South Line total monthly boardings remained flat from June to July, North Line boardings grew by about 4%.
- In terms of a year-to-year comparison, the July 2024 total monthly boardings were almost 20% greater than total monthly boardings in July 2023.
- Sounder maintains a monthly ridership just over the low end forecast.

T-Line

- Total monthly boardings on T-Line stayed relatively flat (a 1% decrease) from June to July 2024. In terms of average weekday boardings however, the drop was more substantial, just over 10%. This suggests the big drop on weekdays was partially offset by increases in weekend ridership, up almost 11%.
- T-Line carried 7% more passengers in July 2024 than it did in the same month pre-pandemic (July 2019). This increase is primarily attributable to the extension of service to the Hilltop neighborhood.



Monthly Performance Report

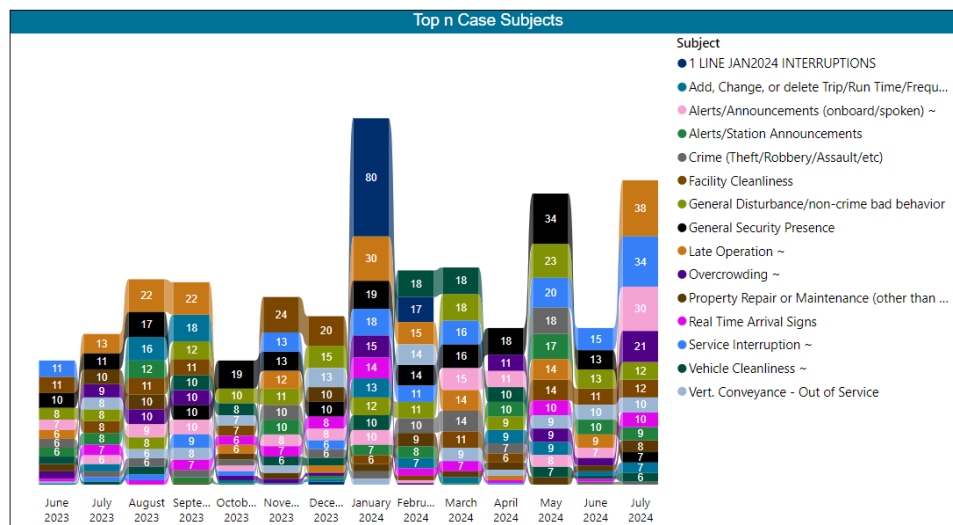
Service Delivery Department



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	89%	Line 1: 94% Line 2: N/A	Siemens: 73% Kinkisharyo: 74%	Siemens: 40,426 Kinkisharyo: 63,326	Vehicles: 87% Track: 87% Power: 85% Facilities Mech: 59% Facilities Elec: 72%	100%	4.0
Prior Month	92%	Line 1: 96% Line 2: 96%	Siemens: 81% Kinkisharyo: 89%	Siemens: 52,137 Kinkisharyo: 22,267	Vehicles: 100% Track: 100% Power: 82% Facilities Mech: 97% Facilities Elec: 95%	64%	6.2
Current	88%	Line 1: 92% Line 2: 95%	Siemens: 79% Kinkisharyo: 80%	Siemens: 42,468 Kinkisharyo: 27,449	Vehicles: 96% Track: 100% Power: 90% Facilities Mech: 97% Facilities Elec: 100%	75%	9.4
Trend	↘	Line 1: ↘ Line 2: ↘	Siemens: ↘ Kinkisharyo: ↘	Siemens: ↘ Kinkisharyo: ↗	Vehicles: ↘ Track: → Power: ↗ Facilities Mech: → Facilities Elec: ↗	↗	↘

- Link's On Time Performance fell slightly below target in July 2024 after eclipsing it in June. The Operated as Scheduled metric fell again in July and remains below target. The metrics describing vehicle health (i.e. Fleet Availability and Mean Distance Between Failure) fell slightly, but remained above target in July. Link met all of its Preventative Maintenance Compliance targets.



Link Customer Comments

- The number of customer complaints per 100,000 boardings figure climbed in July, however it remains well within the target range.
- Service-related complaints remained among the top customer concerns in July.
- There were an abnormally high number of complaints related to alerts and announcements on the vehicles with many customers noting they were incorrect.

Monthly Performance Report

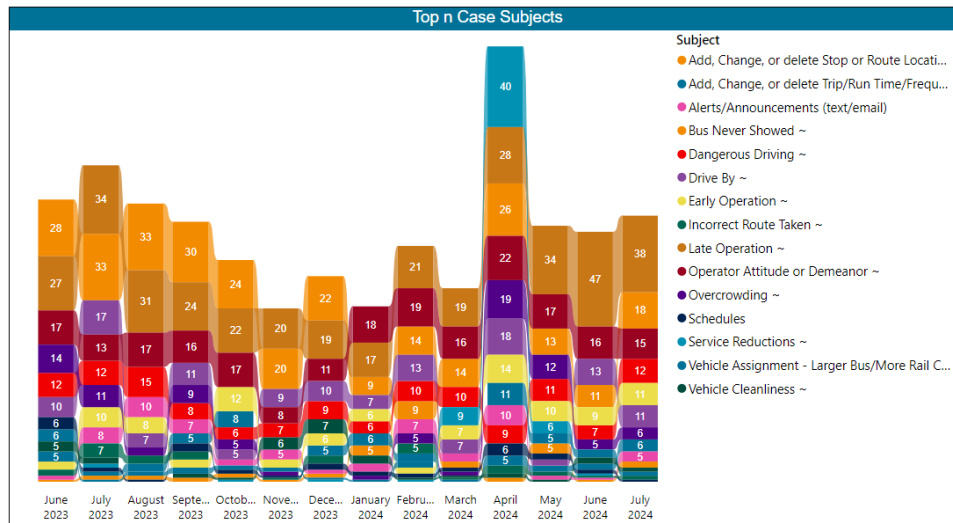
Service Delivery Department



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: 93% PT: 70% KCM: 85%	CT: 95.7% PT: 98.6% KCM: 96.6%	CT: 100% PT: 100% KCM: 99%	CT: 7,056 PT: 18,289 KCM: 5,667	CT: 98% PT: 100% KCM: 100%	51%	19.9
Prior Month	CT: 96% PT: 76% KCM: 86%	CT: 99.7% PT: 99.7% KCM: 99.4%	CT: 100% PT: 99% KCM: 100%	CT: 5,820 PT: 18,120 KCM: 8,986	CT: 100% PT: 100% KCM: 100%	63%	16.3
Current	CT: 95% PT: 71% KCM: 86%	CT: 99.6% PT: 99.2% KCM: 99.2%	CT: 100% PT: 99% KCM: 99%	CT: 6,705 PT: 14,387 KCM: 6,212	CT: 100% PT: 100% KCM: 100%	59%	17.7
Trend	CT: ➡ PT: ⬇️ KCM: ➡	CT: ➡ PT: ⬇️ KCM: ⬇️	CT: ➡ PT: ➡ KCM: ⬇️	CT: ↗️ PT: ⬇️ KCM: ⬇️	CT: ➡ PT: ➡ KCM: ➡	⬇️	↗️

- The same conditions as previously reported are unchanged: The road network between Seattle and Tacoma tends to promote high traffic volumes and multiple incidents which slow traffic unpredictably. Also, Pierce Transit also experienced several detours, both planned and unplanned, as well as major non-involved accidents which brought I-5 to a standstill at times. While on-time performance improvements were expected from the service changes implemented in March, incidents that slow traffic continue to occur. Additional work is being done to address this issue with ongoing, detailed granular level run time analyses for every hour of service.



ST Express Customer Comments

- The number of ST Express related complaints per 100,000 boardings has been consistent from May, showing a slight upward trend.
- July 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 buses are often identified either late or as no-shows.
 - Complaints about route changes are Service Planning issues and not related to daily service delivery.

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: 97% North: 99%	South: 99.4% North: 98.8%	N/A	8,975	N/A	50%	33.2
Prior Month	South: 94% North: 97%	South: 97.9% North: 100%	N/A	4,420	N/A	33%	11.6
Current	South: 98% North: 97%	South: 99.7% North: 100%	N/A	29,610	N/A	51%	11.2
Trend	South: ↗ North: →	South: ↗ North: →		↘		↗	↘

- Souder On Time Performance for both the North Line and South Line was well above target for June. Both the North Line and the South Line met their targets for Operated as Scheduled as well, with only 2 cancellations for the month. The biggest delay category for July was Amtrak Interference, and both cancellations were caused by a disabled freight train. There were no mechanical delays or cancellations in July. Customer complaints per 100,000 boardings went down from June to July, with the biggest category in July being vehicle cleanliness.

Tacoma Link

	On Time Performance	Operated as Scheduled	Fleet Availability	Mean Distance Between Failure	PM Compliance	Parking Usage ²	Customer Complaints
Target	> 98.5%	98.5%	TBD	TBD	>90%	TBD	<15 per 100,000 boardings
Prior Year	99.3%	99.4%	81.0%	N/A	N/A	42%	NA
Prior Month	99.9%	99.8%	85.0%	N/A	N/A	36%	5.6
Current	99.4%	99.3%	89.5%	N/A	N/A	37%	4.2
Trend	↘	↘	↗		→	→	↗

- T-Line met almost all performance targets in July 2024. Fleet availability rebounded as issues affecting the new Brookville fleet continue to be addressed and overcome. T-Line customer complaints fell slightly in July and remain well within target.

² Based on Tacoma Dome Station, which is shared with Souder.

Monthly Performance Report

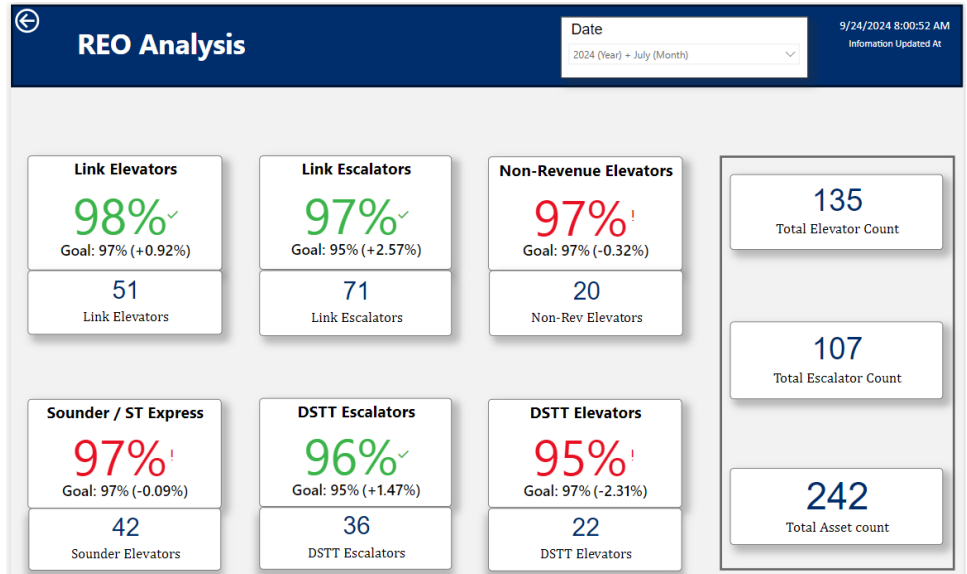
Service Delivery Department



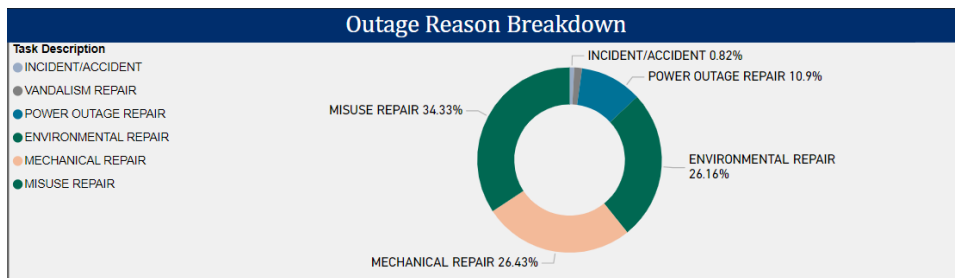
Vertical Transportation

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>

- **Non-Revenue Elevators** group fell below target due to an extended mechanical repair for Union Station Elevator #1. New door edge components were installed and returned to service.
- **Sounder / ST Express** group fell just below target availability due to an extended electrical repair for Kent Garage Elevator #3. This outage required additional troubleshooting by utilizing various different technicians that prolonged this outage. Unit was repaired and been returned to service.
- **DSTT Elevators** fell below target



due to Scheduled Maintenance which was part of the overall Vertical Transportation Modernization Program. Jack replacements at International District Station for both Elevator 901 and 902 have been completed and both units RTS



- July shows us that the largest percentage of outage reasons continues to be misuse of vertical transportation equipment.

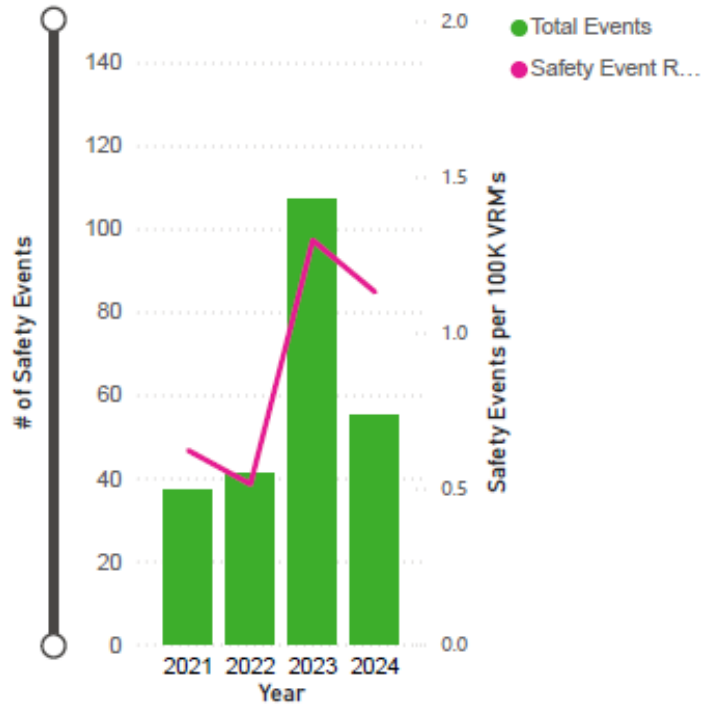
Monthly Performance Report

Safety July 2024



Monthly Reportable Events for Link

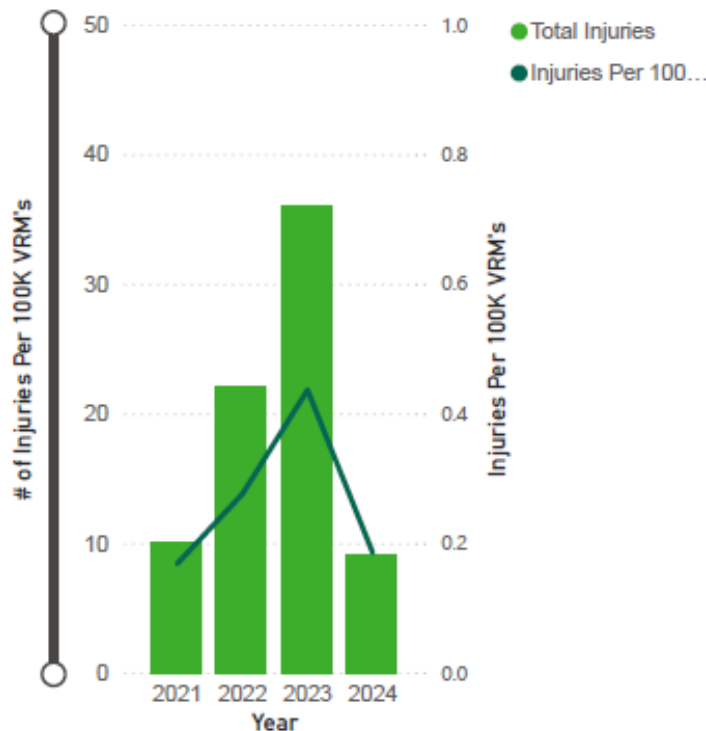
Safety Event KPI



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. Some examples include collisions, fires, derailments, evacuations, etc.

- July 2024: 3 reportable events.
- 1 collision POV driver was transported
 - 1 Robbery at gun point.
 - 1 Security event - Firearm discharged, Suspect was not located

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.

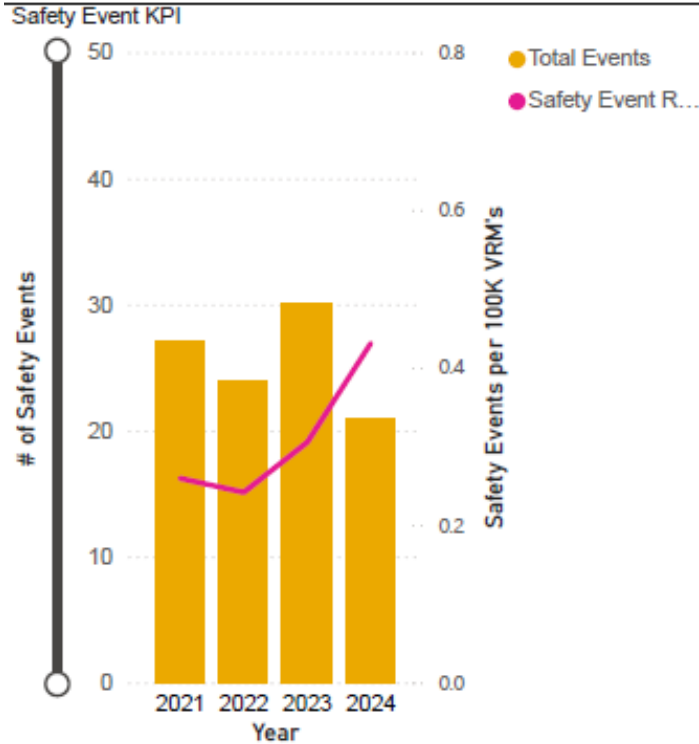
- July 2024: 3 reportable injuries
- 2 Escalator slip and falls; both pedestrians were transported
 - 1 Rolling Stock; passenger fell on LRV and was transported

Monthly Performance Report

Safety July 2024



Monthly Reportable Events for ST Express



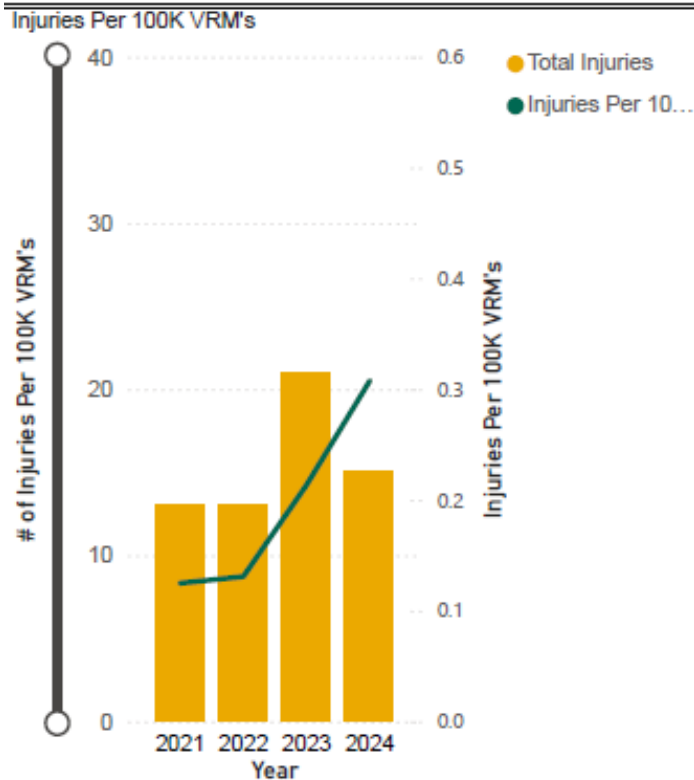
Definitions: National Transit Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Some examples include collisions, fires, derailments, evacuations, etc.

July 2024: Three Major reportable safety events
1 Fire and 2 Collisions*

Smoke was observed from curbside wheel. Passengers were evacuated until cleared. Coach was towed.

*The collisions that occurred are broken down into the following operating partners:

- 1- King County Metro
- 1 - Pierce Transit



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.

July 2024: No (0) reportable injuries

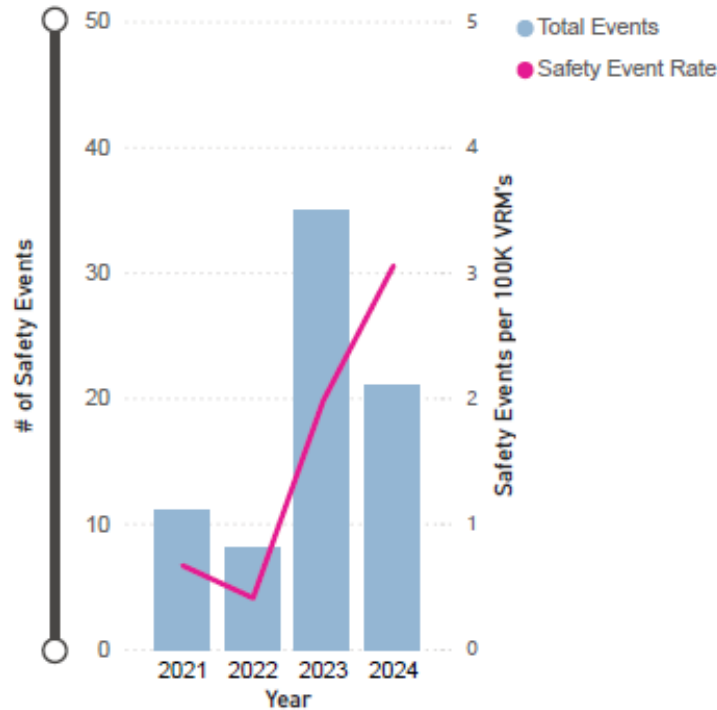
Monthly Performance Report

Safety July 2024



Monthly Reportable Events for Sounder

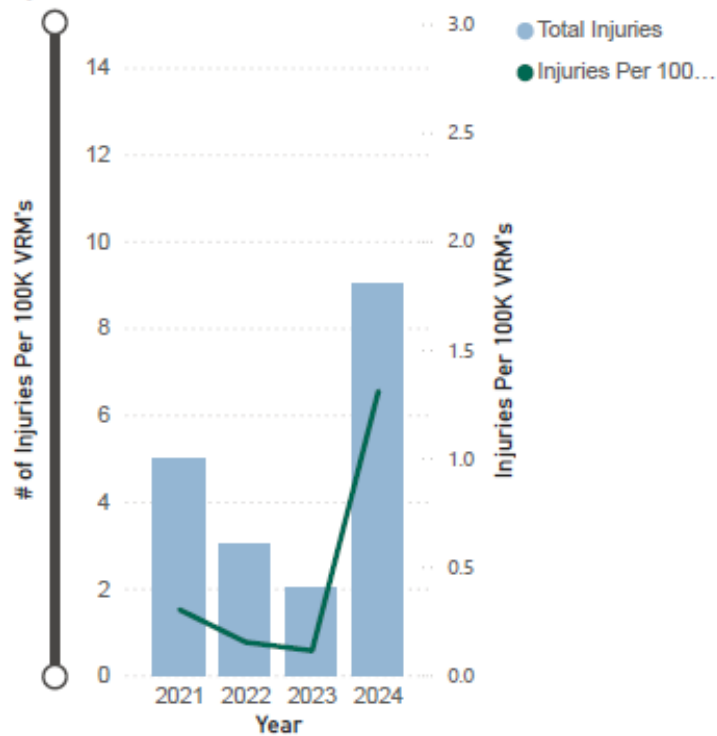
Safety Event KPI



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.

July 2024: No (0) reportable events.

Injuries Per 100K VRM's



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.

July 2024: No (0) reportable injuries.

Note: There has been an increase in passenger assaults in 2024. Additional security patrols have been added.

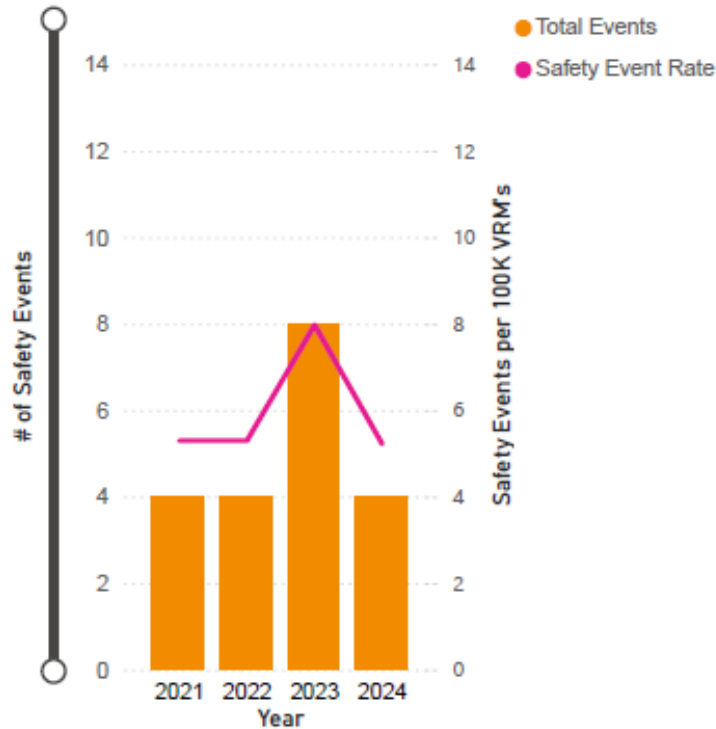
Monthly Performance Report

Safety July 2024



Monthly Reportable Events for T-Line

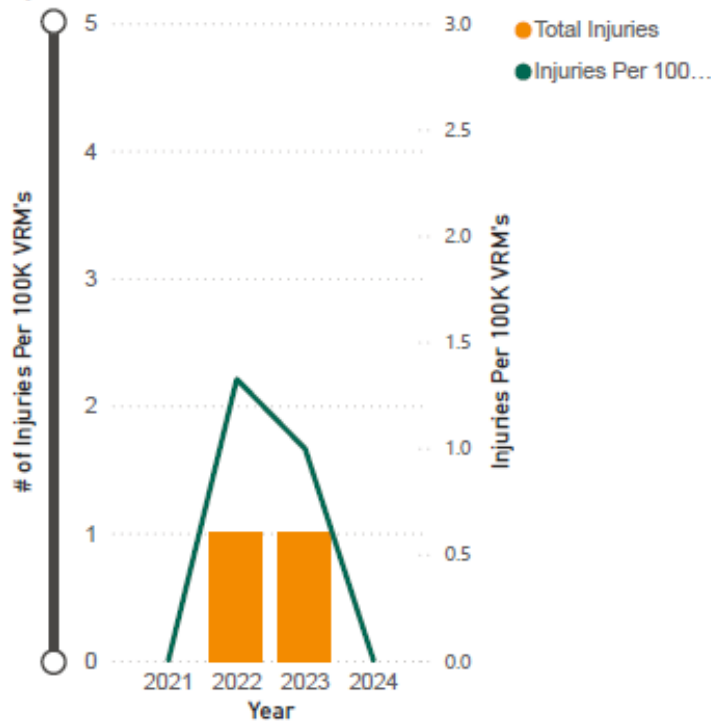
Safety Event KPI



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. Some examples include collisions, fires, derailments, evacuations, etc.

July 2024: No (0) reportable events.

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.

July 2024: No (0) reportable injuries.

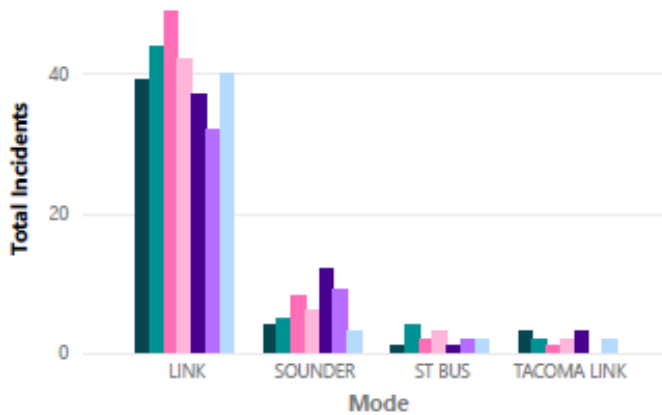
Monthly Performance Report

Security May 2024



Crimes Against Persons

Month ● January ● February ● March ● April ● May ● June ● July

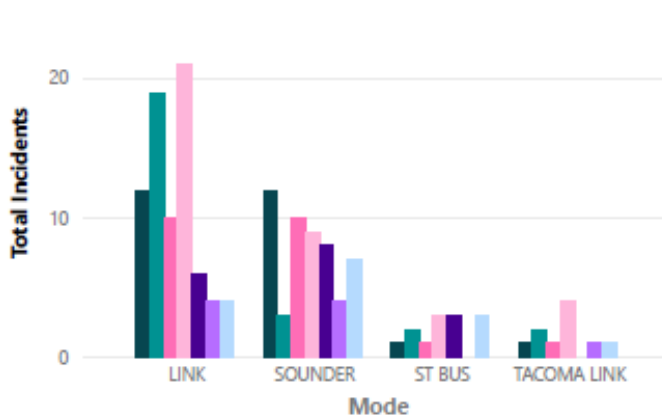


According to the National Incident-Based Reporting System (NIBRS), Crimes Against Persons are those crimes such as assault, whose victims are always individuals. The numbers include physical and verbal assaults, assaults with a weapon, and sexual offenses on both customers and transit workers.

In July 2024, 45 Crimes Against Persons were reported across all Sound Transit modes. The most-reported Crime Against Persons was physical assault against customers (13), followed by verbal threats against transit workers (11).

Crimes Against Property

Month ● January ● February ● March ● April ● May ● June ● July

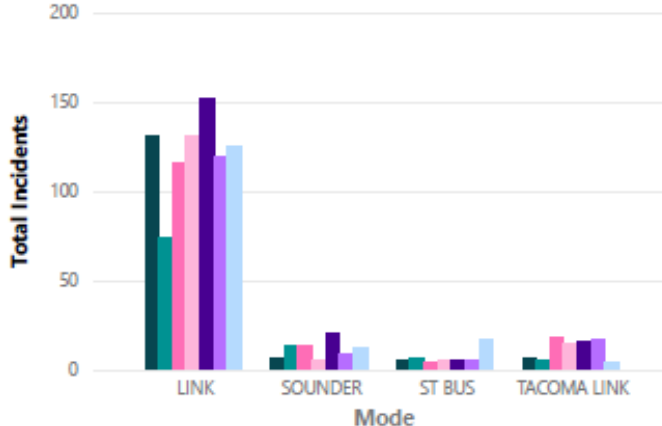


According to the National Incident-Based Reporting System (NIBRS), Crimes Against Property are those crimes such as burglary, robbery, etc. to obtain money, property, or some other benefit. These incidents are categorized into crimes such as fire (arson), graffiti, robbery, theft (vehicle, property,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

In July 2024, 17 Crimes Against Property were reported across all Sound Transit modes. The highest numbers were graffiti (5), vehicle theft (4).

Unlawful Transit Conduct Incidents

Month ● January ● February ● March ● April ● May ● June ● July



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 July 2024, 158 UTC incidents were reported across all Sound Transit modes. The most frequently reported specific categories of UTC in July were smoking (50), unreasonably disturbing others (12), consuming or carrying an open container of alcohol (7), and public urination/defecation/spitting (6).