

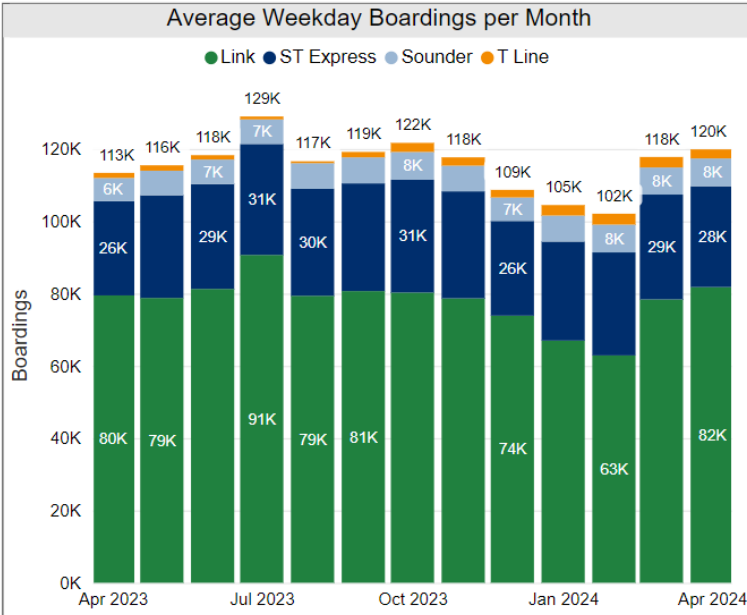
Monthly Performance Report

Service Delivery Department



Ridership

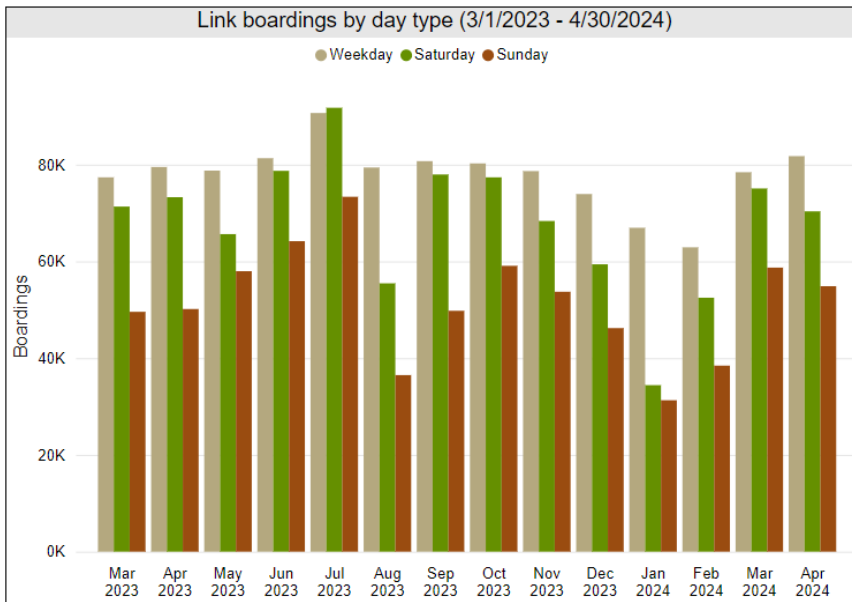
For an up-to-date¹, interactive and more detailed look at ridership, please see: <https://www.soundtransit.org/ride-with-us/system-performance-tracker/ridership>



Month	Monthly Total Boardings	Average Weekday Boardings	Month-over-Month % Change	% Change vs. 2019
Apr 2024	3,271,000	119,900	2%	-26%
Mar 2024	3,299,000	117,900	16%	-25%
Feb 2024	2,621,000	102,000	-2%	-30%
Jan 2024	2,637,000	104,400	-4%	-34%
Dec 2023	2,920,000	108,800	-8%	-24%
Nov 2023	3,130,000	117,600	-3%	-27%
Oct 2023	3,422,000	121,600	2%	-28%
Sep 2023	3,184,000	119,200	2%	-25%
Aug 2023	3,173,000	116,600	-10%	-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	3,020,000	113,400	4%	-30%
Mar 2023	3,083,000	108,900	5%	-30%
Feb 2023	2,598,000	104,000	0%	-29%
Jan 2023	2,824,000	103,600	13%	-34%
Dec 2022	2,534,000	92,000	-11%	-36%

- Average weekday boardings continued to grow in April driven by increases in every mode except Sounder which remained flat from March to April (note that these numbers exclude four days of Line 2 service at the end of April). Overall, ridership was up another 2% in April and sits at about three-quarters of pre-pandemic ridership.

Link



- Line 2 began operations on April 27, 2024. The ridership from this service is not included in this chart, however, it will be included in a future report.
- Link experienced its third consecutive month of growth in average weekday boardings, a 4% increase over March. This made ridership in April 2024 higher than the corresponding pre-pandemic month (April 2019) by about 1%.
- Tuesday, April 29, 2024, saw the highest daily ridership of the month at almost 94,000 boardings.
- Northgate remains the busiest station in terms of boardings topping 217,000 in April 2024, followed closely by Westlake at 200,000 boardings in the month.

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 March.

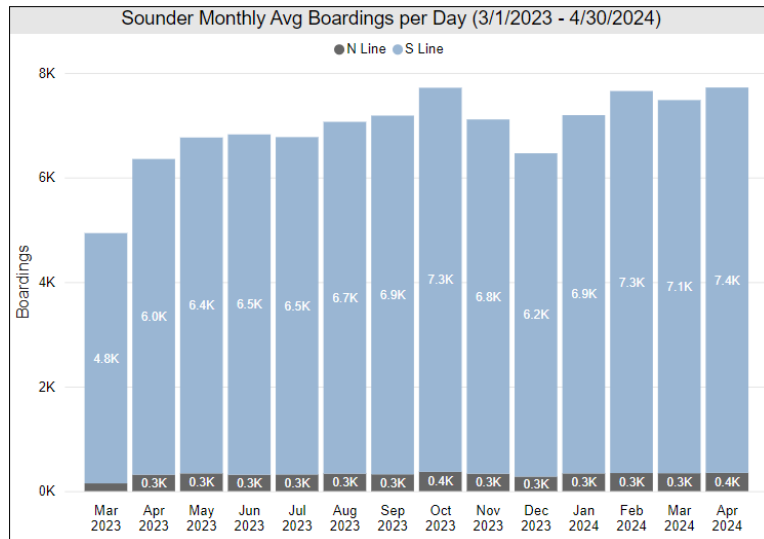
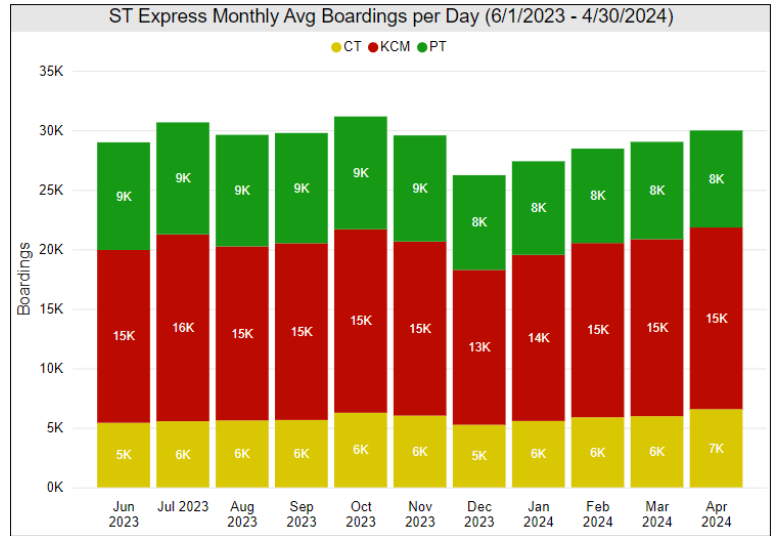
Monthly Performance Report

Service Delivery Department



ST Express

- ST Express saw a fourth consecutive month of ridership growth in April, totaling almost 30,000 average weekday.
- Route 545 (Redmond – Seattle) continued to experience the highest number of average weekday boardings at just over 4,500. Route 550 (Bellevue – Seattle) followed with almost 3,900 average weekday boardings. Routes 574 (Lakewood to Sea-Tac) and 578 (Puyallup to Seattle) are the closest to their pre-pandemic levels at 84% and 81%, respectively.
- The I-90 corridor carries the highest number of average weekday boardings on ST Express followed by the SR 520 and I-5 Pierce corridors.



Sounder

- After the slight dip in March, average weekday boardings grew again in April. April 2024 saw the highest number of average weekday boardings since before the pandemic and remains at about half of its pre-pandemic ridership.
- On the North Line, the number of southbound boardings at the Edmonds and Everett Stations are fairly similar, with about half as many occurring at the Mukilteo Station.
- Reverse commute boardings comprise a significant portion of all Sounder boardings. In April 2024, Southbound boardings (excluding those at King Street Center) were just under one-fifth of all boardings.

T-Line

The Automated Passenger Counters (APCs) on the T-Line vehicles are being reviewed to ensure they are producing accurate passenger counts. The methodology for calculating ridership is also being updated to calculate ridership on trips that for which the APCs did not produce data, per Federal methodological standards. An updated T-Line ridership chart will be included in a future report.

Monthly Performance Report

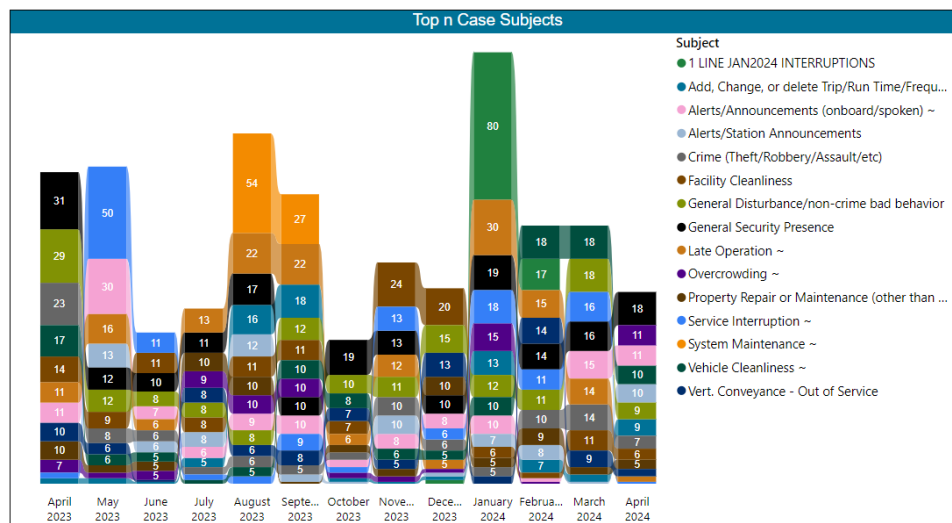
Service Delivery Department



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	88%	94%	Siemens: 68% Kinkisharyo: 85%	Siemens: 37,642 Kinkisharyo: 216,685	Vehicles: 95% Track: 86% Power: 64% Facilities Mech: 65% Facilities Elec: 81%	91%	8.2
Prior Month	91%	96%	Siemens: 77% Kinkisharyo: 59%	Siemens: 61,394 Kinkisharyo: 59,852	Vehicles: 100% Track: 100% Power: 89% Facilities Mech: 91% Facilities Elec: 90%	55%	6.4
Current	92%	95%	Siemens: 77% Kinkisharyo: 63%	Siemens: 46,500 Kinkisharyo: 86,878	Vehicles: 100% Track: 100% Power: 90% Facilities Mech: 92% Facilities Elec: 98%	81%	6.6
Trend	↗	➡	Siemens: ➡ Kinkisharyo: ↗	Siemens: ↘ Kinkisharyo: ↗	Vehicles: ➡ Track: ➡ Power: ➡ Facilities Mech: ➡ Facilities Elec: ↗	↗	➡

- Link On Time Performance remains steady and above target in April, while Operated as Scheduled remains just below. Siemens fleet availability fell again and remains under target. Kinkisharyo fleet availability improved again this month, though both the Kinkisharyo and Siemens fleets availability numbers remain below target. The vehicle reliability figures (Mean Distance Between Failure) for both fleets remain above target. April 2024 represents the first month in the past two years that every category of Preventative Maintenance Compliance achieved target.



Link Customer Comments

- The number of customer complaints per 100,000 boardings figure remained steady in April and well below target.
- Complaints related to service interruptions and bus cleanliness that topped the list at the beginning of the year have decreased. These were replaced at the top by complaints about security.
- Overcrowding also became a bigger issue, mimicking the growing ridership, as shown above.

Monthly Performance Report

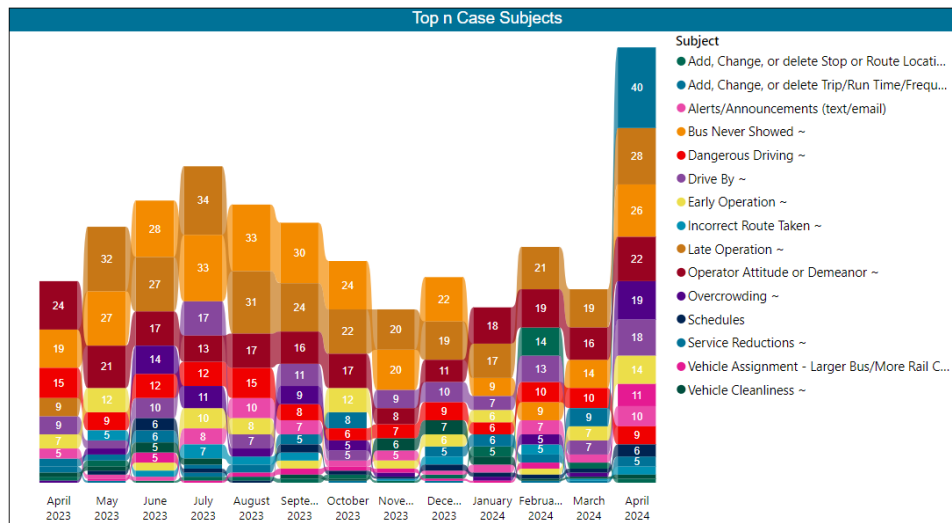
Service Delivery Department



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: 96% PT: 74% KCM: 88%	CT: 97.2% PT: 99.4% KCM: 95.6%	CT: 100% PT: 100% KCM: 95%	CT: 11,989 PT: 14,278 KCM: 4,334	CT: 100% PT: 100% KCM: 100%	43%	15.2
Prior Month	CT: 96% PT: 75% KCM: 87%	CT: 98.3% PT: 99.4% KCM: 99.6%	CT: 100% PT: 98% KCM: 99%	CT: 8,326 PT: 17,924 KCM: 6,672	CT: 100% PT: 100% KCM: 100%	50%	13.5
Current	CT: 96% PT: 79% KCM: 88%	CT: 98.8% PT: 98.5% KCM: 98.5%	CT: 100% PT: 100% KCM: 99%	CT: 8,441 PT: 19,500 KCM: 5,786	CT: 100% PT: 100% KCM: 100%	48%	27.0
Trend	CT: ➔ PT: ↗ KCM: ➔	CT: ➔ PT: ↘ KCM: ↘	CT: ➔ PT: ↘ KCM: ➔	CT: ➔ PT: ↗ KCM: ↘	CT: ➔ PT: ➔ KCM: ➔	➔	↘

- Pierce Transit-operated service remains below its On Time Performance target, though it improved by 4% from March to April. The board-approved service reductions which began in March are not yet showing the anticipated improvement in On Time and Operated as Scheduled performance. With regard to vehicle performance, every partner achieved its fleet availability target and all but King County Metro achieved their Mean Distance Between Failure target.



ST Express Customer Comments

- The number of ST Express related complaints per 100,000 boardings increased significantly in April.
- The increase in complaints were primarily in response to the March service changes. These included:
 - Specific complaints about the schedule change (mostly about routes 590 and 596).
 - Complaints about overcrowding brought on by service reductions.
 - A portion of the late operation and bus never showed complaints.

Souder

Monthly Performance Report

Service Delivery Department



	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: 95% North: 97%	South: 99% North: 100%	N/A	26,301	N/A	48%	20.5
Prior Month	South: 96% North: 90%	South: 96% North: 100%	N/A	3,945	N/A	52%	10.8
Current	South: 96% North: 99%	South: 99.1% North: 100%	N/A	9,638	N/A	52%	16.5
Trend	South: → North: →	South: ↗ North: →		↗		→	↗

- Sounder met nearly all its performance metric targets in April. On Time Performance for both the North Line and South Line met target. North Line also met its Operated as Scheduled target. South Line improved its performance but fell just short. The six cancellations on South Line were spread over three days and were the result of three separate mechanical issues. These mechanical issues once again impacted mean distance between failure. Sounder experienced an uptick in customer complaints which caused it to miss target.

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	99.8%	99.8%	98.9%	N/A	N/A	55%	3.0
Prior Month	99.9%	99.9%	85.5%	N/A	N/A	53%	2.7
Current	99.3%	100%	86.3%	N/A	N/A	51%	7.5
Trend	↘	↗	↗		→	→	↘

- T-Line met all of its performance targets once again in April 2024. T-Line did see a small increase in customer complaints with most of them being a result of the train not being at stations when customers expected.

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

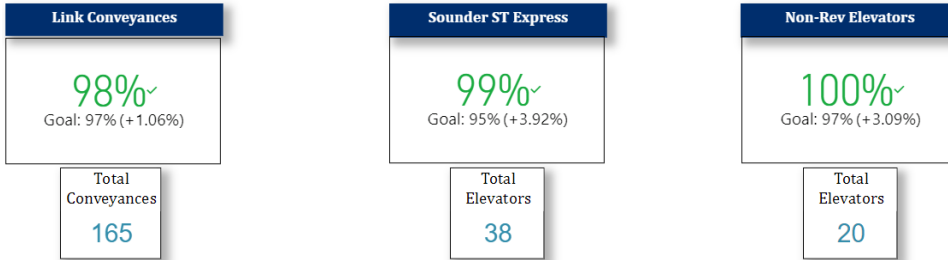
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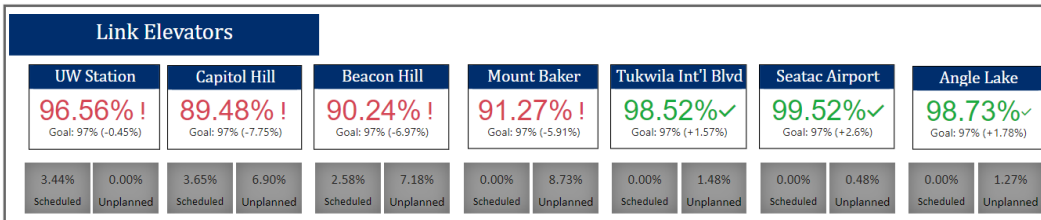


Vertical Transportation

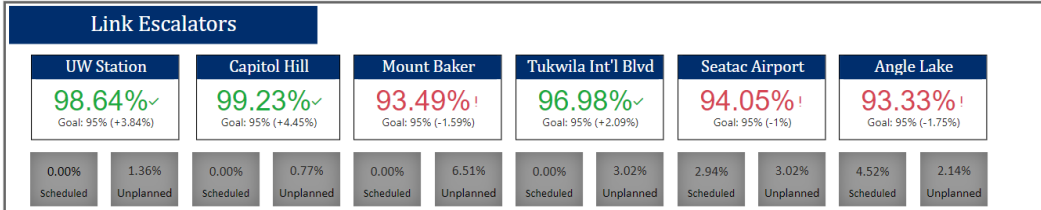
For an up-to-date, interactive and more detailed look at escalator and elevator performance, please see: <https://www.soundtransit.org/ride-with-us/system-performance-tracker/accessible>



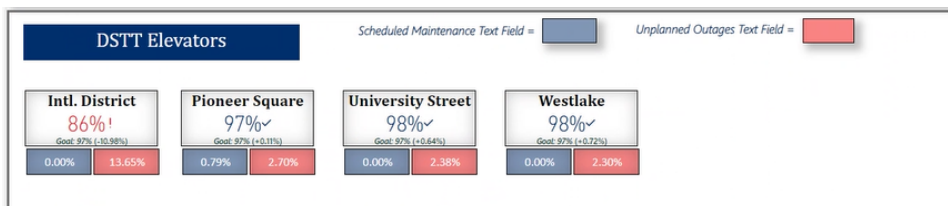
- Overall, Sound Transit is meeting its vertical conveyance targets.



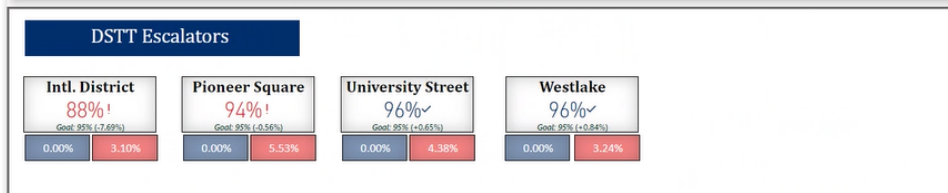
- The Capitol Hill Station Elevator #1 required a multiple week repair completing a failed bearing replacement.
- Beacon Hill #4 had delaminated doors that required a 3rd party vendor for replacement.



- Mt. Baker Station elevator #2 had major repairs to the relating cable and sheave.
- Mt. Baker Station escalator #4 experienced repeat outages due to missing step device that required additional troubleshooting. Repairs and adjustments have been completed.



- IDS Elevator #902 had a failed mainline disconnect that required KCLR to replace and re-install.



- IDS Escalators fell below target due to escalator #903 having extensive scheduled maintenance to the comb plate upgrades and missing step detector.

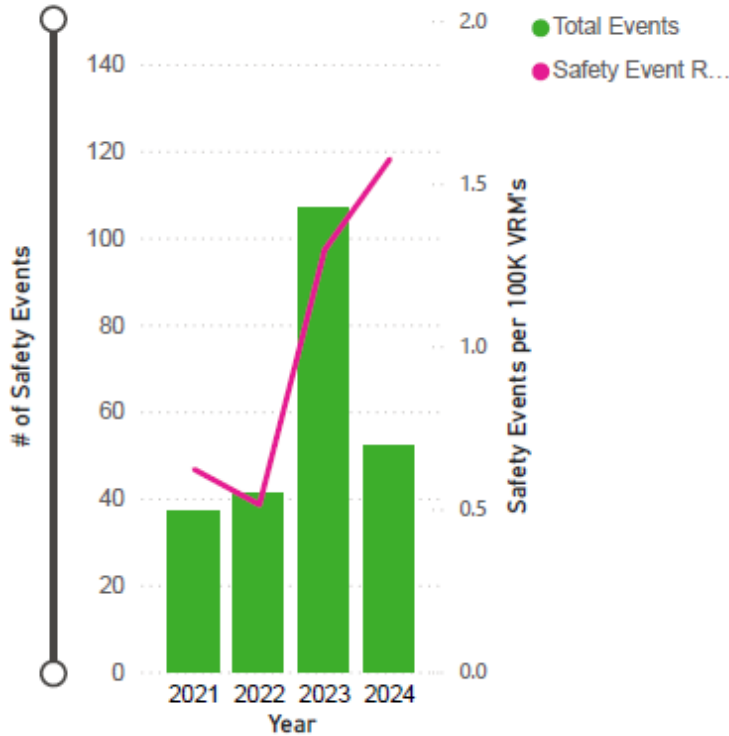
Monthly Performance Report

Safety May 2024



Monthly Reportable Events for Link

Safety Event KPI

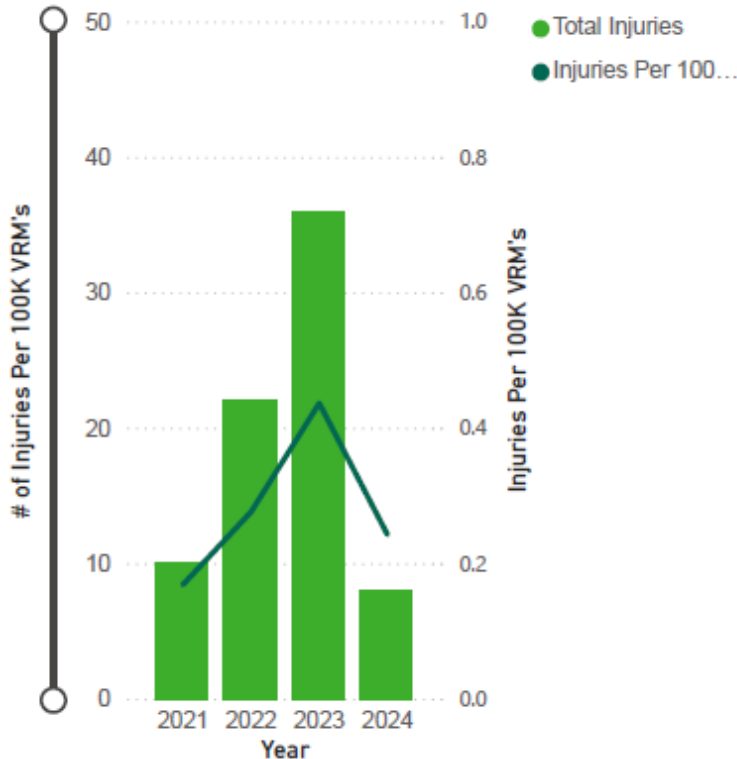


Definitions: National Transportation Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Some examples include collisions, fires, derailments, evacuations, etc.

May 2024: 3 reportable events.

- 1 collision (car vs LRV)
- 1 evacuation (emergency door release)
- 1 passenger assault

Injuries Per 100K VRM's



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

May 2024: 1 reportable injury

- 1 personal vehicle driver was injured and transported.

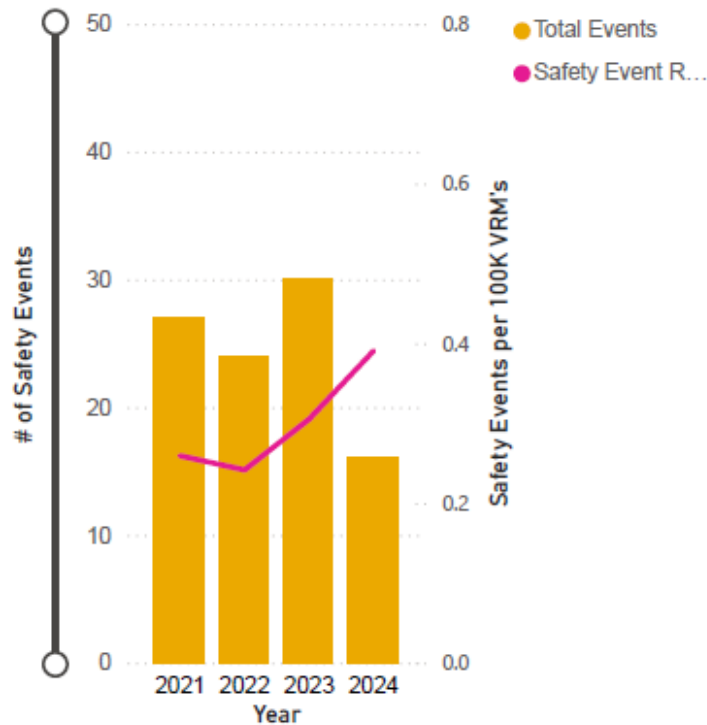
Monthly Performance Report

Safety May 2024



Monthly Reportable Events for ST Express

Safety Event KPI



Definitions: National Transportation 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.

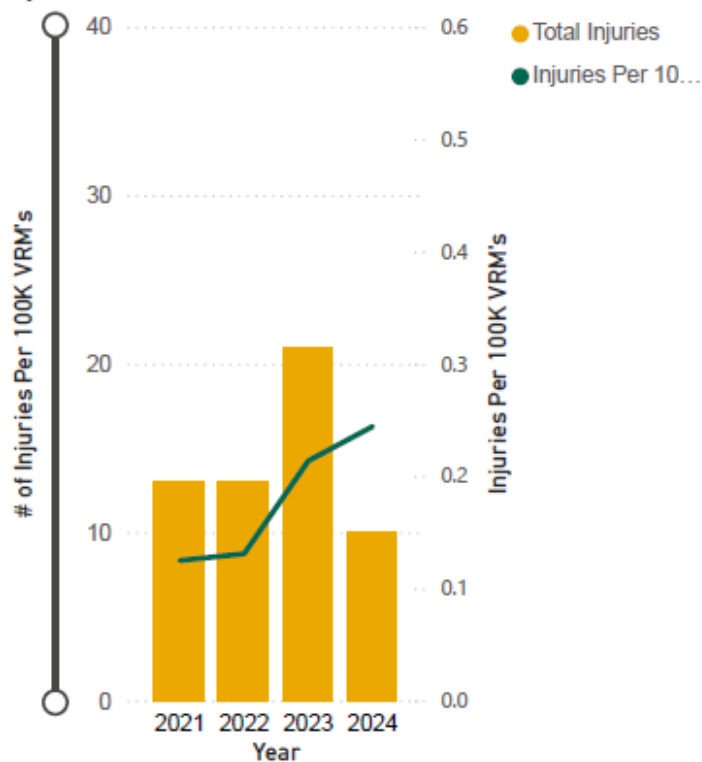
May 2024: 6 reportable safety events

1. 3 Collisions *
2. 3 Assault Worker

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

- 2- King County Metro
- 1 - Pierce Transit

Injuries Per 100K VRM's



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

May 2024: 5 reportable injuries

- 3 collisions
- 2 assault-led injury.

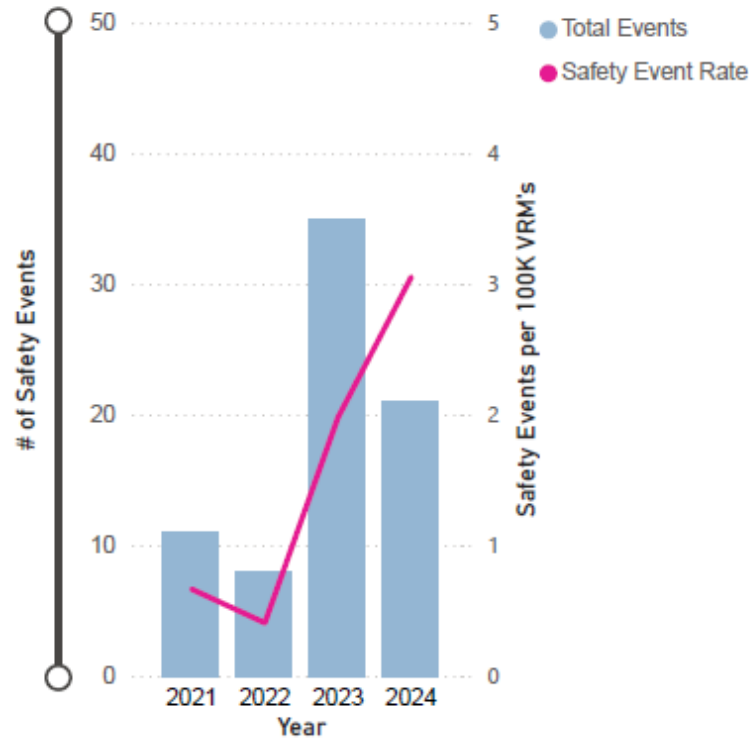
Monthly Performance Report

Safety May 2024



Monthly Reportable Events for Sounder

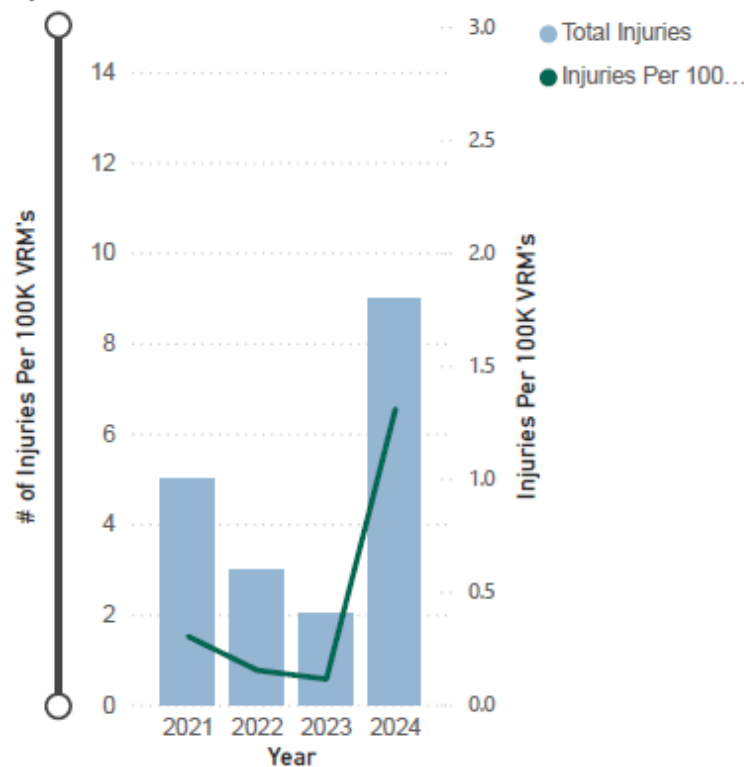
Safety Event KPI



Definitions: National Transportation 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.

May 2024: Two reportable events:
 • 2 assaults at Kent Station

Injuries Per 100K VRMs



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

May 2024: One reportable injury
 • 1 assault-led injury

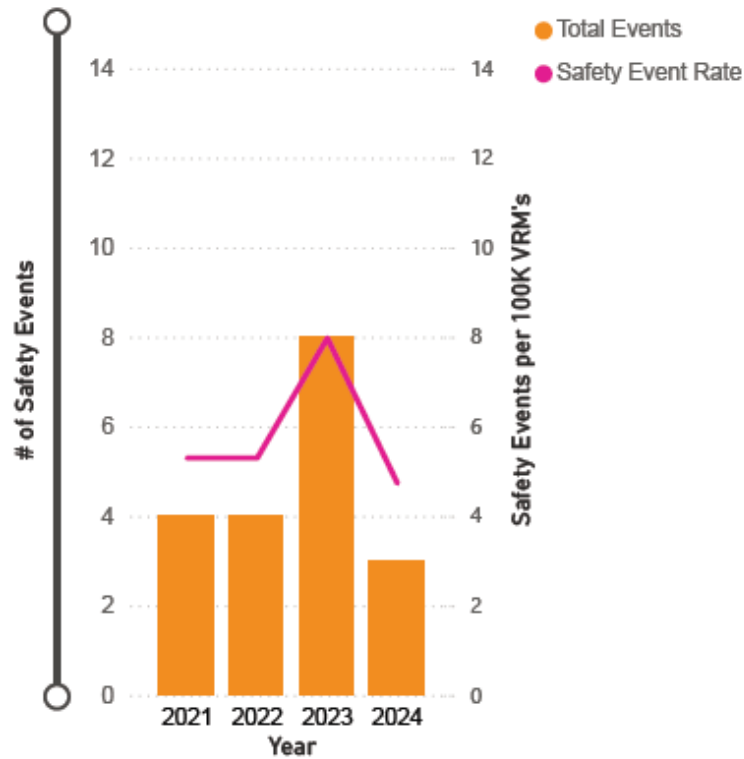
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Safety May 2024



Monthly Reportable Events for T-Line

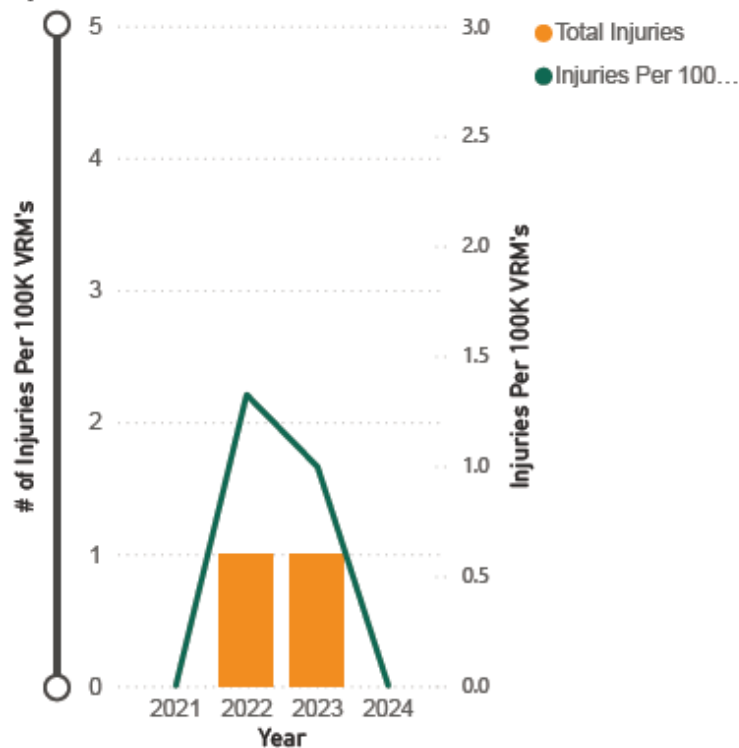
Safety Event KPI



Definitions: National Transportation 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.

May 2024: 1 reportable event.
 • 1 collision (car vs LRV) with no injuries

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.

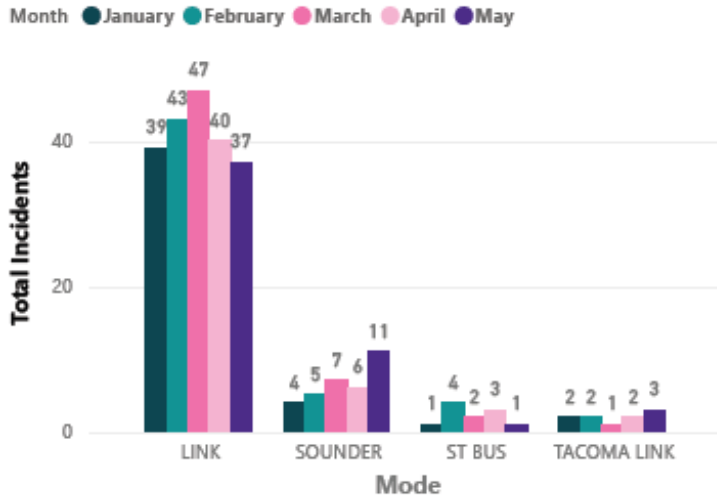
May 2024: There were zero reportable injuries.

Monthly Performance Report

Security May 2024



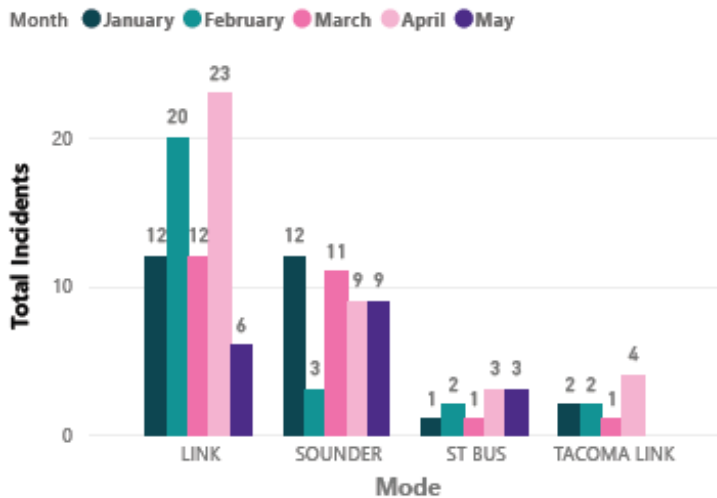
Crimes Against Persons



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.

May 2024: 52 crimes against persons were reported across all Sound Transit modes. The most-reported crime against persons was physical assault between customers (22), followed by verbal assaults on transit workers (10) and physical assaults on transit workers (9).

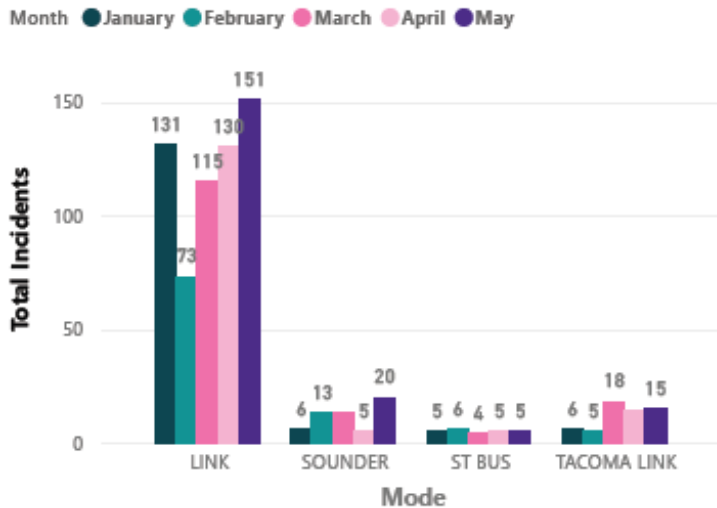
Crimes Against Property



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.

May 2024: 18 crimes against property were reported across all Sound Transit modes. The highest numbers were graffiti (7) and miscellaneous theft (5).

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.

May 2024: 191 reported UTC incidents across all Sound Transit modes. The highest category of UTCs in May were smoking events on Link (59), followed by unreasonably disturbing others on Link (8).