

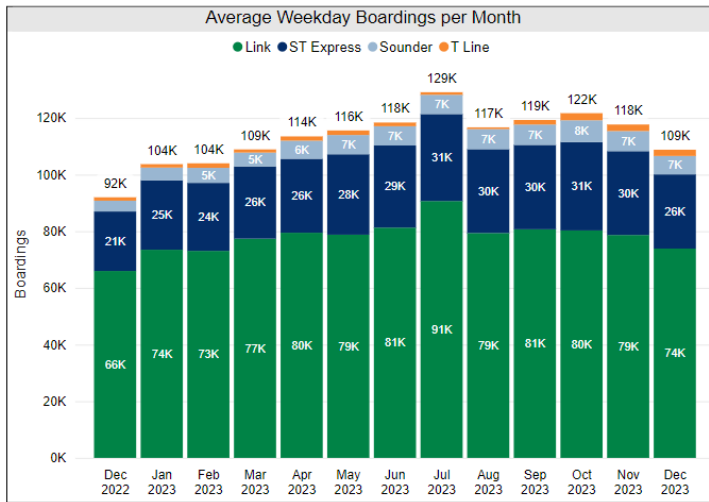
Monthly Performance Report

Operations Department



Ridership

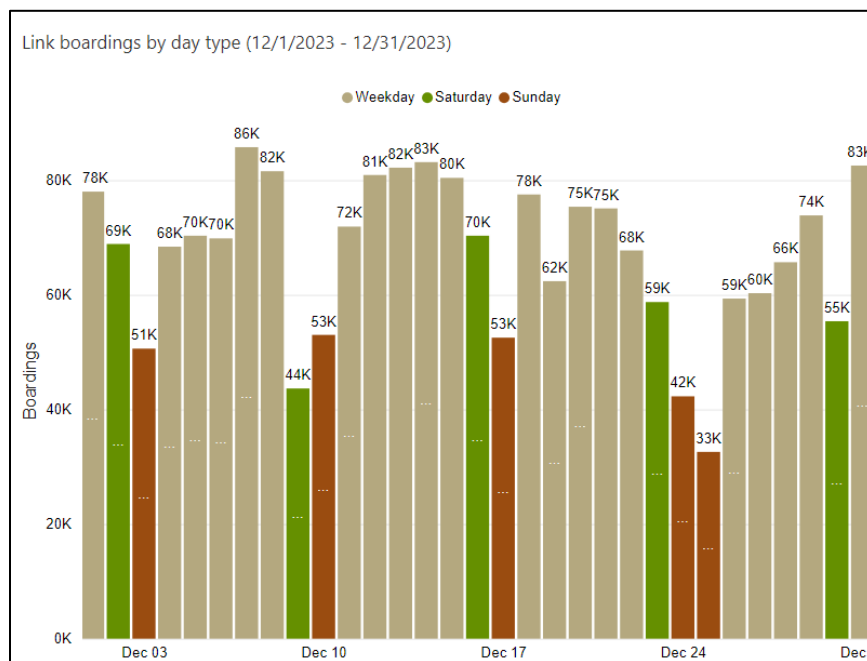
For an up-to-date¹, interactive and more detailed look at ridership, please see: <https://www.soundtransit.org/ride-with-us/system-performance-tracker/ridership>



Month	Monthly Total Boardings	Average Weekday Boardings	Month-over-Month % Change	% Change vs. 2019
Dec 2023	2,922,000	108,800	-8%	-24%
Nov 2023	3,131,000	117,700	-3%	-27%
Oct 2023	3,423,000	121,600	2%	-28%
Sep 2023	3,186,000	119,300	2%	-25%
Aug 2023	3,177,000	116,700	-10%	-29%
Jul 2023	3,660,000	129,000	9%	-22%
Jun 2023	3,292,000	118,400	2%	-28%
May 2023	3,222,000	115,600	2%	-28%
Apr 2023	3,021,000	113,400	4%	-30%
Mar 2023	3,083,000	108,900	5%	-30%
Feb 2023	2,598,000	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%

- Average weekday ridership took a step backwards again in December consistent with the seasonality of ridership seen in past years. The overall fall in ridership was affected by drops across every mode with T-Line experiencing the smallest drop (5%) and ST Express experiencing the largest drop (11%).

Link

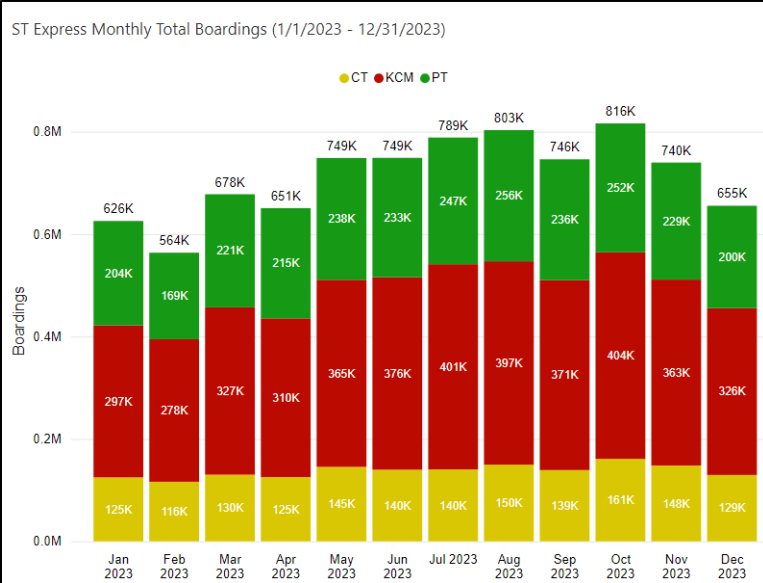


- Link followed its traditional seasonal pattern of seeing ridership fall from November to December, a drop of 6%.
- Ridership on Link in December 2023, however, was as high as it was pre-pandemic in December 2019.
- Interestingly, the total ridership on Link for all of 2023 was 14% greater than ridership in 2022 and 7% greater than 2019 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 December.

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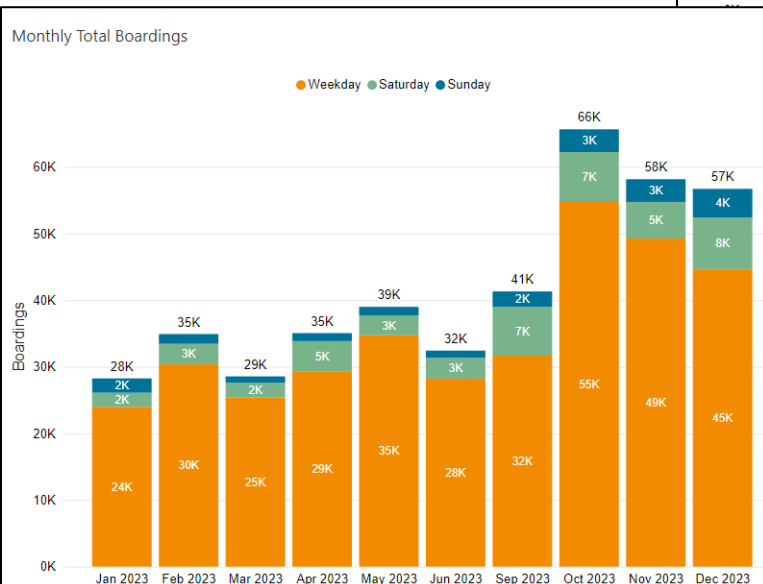
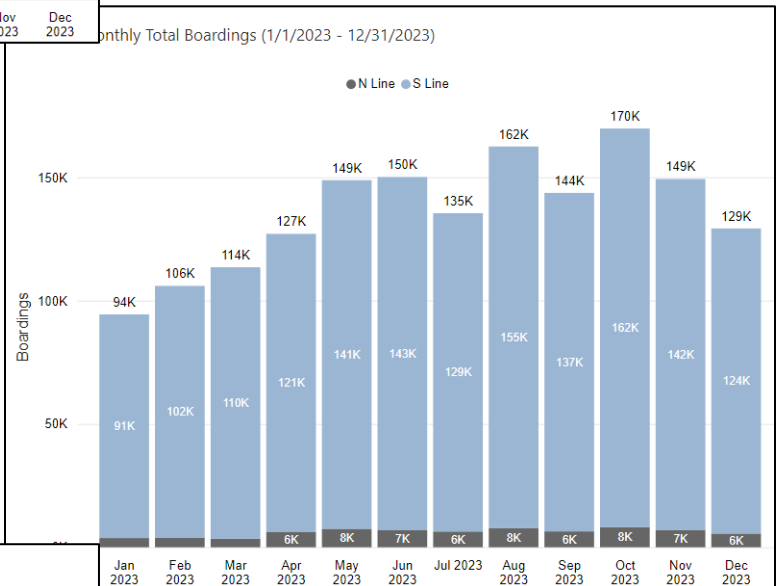


ST Express

- Route 550 (Bellevue – Seattle) shows pre-COVID ridership levels (98% of 2019 numbers). This route might see ridership impacts when East Link is opened in 2024.
- ST Express experienced an 11% drop in ridership from November to December 2023 on weekdays and Sundays, and 9% drop on Saturdays. This drop conforms to typical ST Express ridership seasonality. However, ridership increased by 20.5% from December 2022 to December 2023.
- Total ridership in 2023 represented a 25.1% increase of 2022 total ridership, with weekends increasing slower than weekdays (18.3% and 26.6%, respectively).

Souder

- There was a 9% decline in ridership from November to December, which is typical of December figures due to the holidays.
- The North Line experienced a 21% decrease from November to December, while the South Line saw a decrease of only 9%.



T-Line

- As noted in previous reports, Sound Transit continues to refine the measurement of T-Line boardings within its new reporting system. Improvements are expected to be complete in the 2nd quarter of 2024.
- While staff is working to address these issues to provide our official ridership totals, we do have a high level of confidence in the boardings figures since the end of September.
- As with the other modes of service, T-Line saw a slight seasonal decrease in boardings from November to December.

Monthly Performance Report

Safety Department

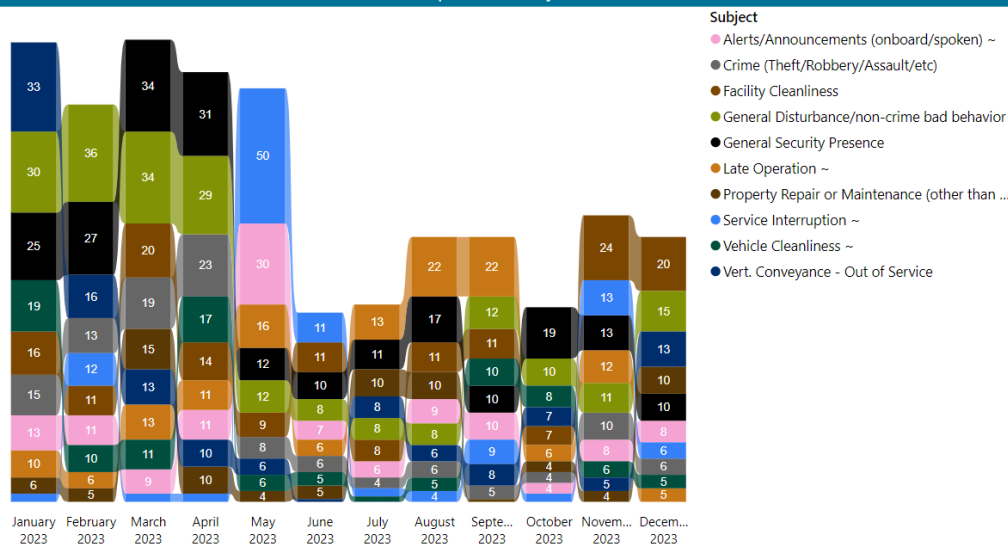


Link

	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	92%	96%	Siemens: 65% Kinkisharyo: 78%	Siemens: 17,401 Kinkisharyo: 47,284	Vehicles: 90% Track: N/A Power: N/A Facilities Mech: N/A Facilities Elec: N/A	67%	8.2
Prior Month	87%	96%	Siemens: 80% Kinkisharyo: 50%	Siemens: 41,110 Kinkisharyo: 45,003	Vehicles: 97% Track: 100% Power: 93% Facilities Mech: 41% Facilities Elec: 86%	97%	6.5
Current	90%	96%	Siemens: 78% Kinkisharyo: 48%	Siemens: 36,515 Kinkisharyo: 19,484	Vehicles: 96% Track: 100% Power: 64% Facilities Mech: 80% Facilities Elec: 70%	92%	6.2
Trend	↗	➡	Siemens: ↘ Kinkisharyo: ↘	Siemens: ↘ Kinkisharyo: ↘	Vehicles: ↘ Track: ↘ Power: ➡ Facilities Mech: ↗ Facilities Elec: ↘	↘	➡

- The Preventative Maintenance Compliance for traction power fell almost 30 percentage points from November to December 2023. This drop was a function of East Link Starter Line assets not being accessible to maintenance workers while a separate vendor was doing additional work to get them ready for the opening of that line. The Mean Distance Between Failure metric for Kinkisharyo shows great variability month to month reflecting the limited number of vehicles from that fleet that remain at the Line 1 Operating and Maintenance Facility.

Top n Case Subjects



Link Customer Comments

- The number of customer complaints per 100,000 boardings figure fell slightly in December 2023 and remains well within the target range
- Most of the complaints in December related to facility cleanliness and security issues. Owing to the new cleaning procedures adopted earlier in the year, vehicle cleanliness complaints remain low.

Monthly Performance Report

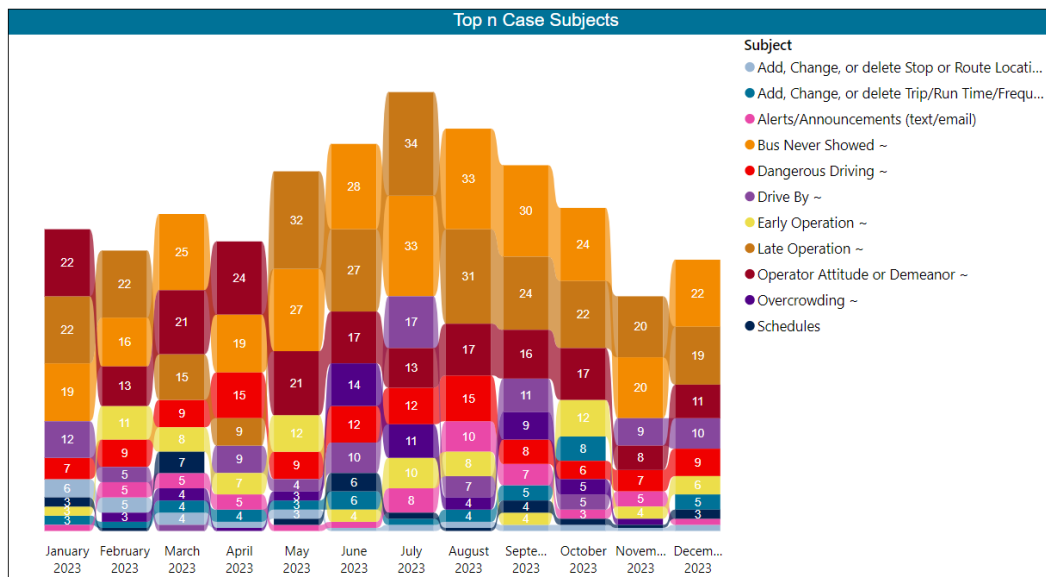
Safety Department



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: 94% PT: 80% KCM: 85%	CT: 95.5% PT: 99.3% KCM: 93.6%	CT: 100% PT: 100% KCM: 100%	CT: 10,604 PT: 18,110 KCM: 5,443	CT: 100% PT: 100% KCM: 100%	36%	19.8
Prior Month	CT: 97% PT: 80% KCM: 87%	CT: 99.5% PT: 98.9% KCM: 99.3%	CT: 100% PT: 100% KCM: 97%	CT: 7,469 PT: 23,081 KCM: 5,100	CT: 100% PT: 100% KCM: 97%	51%	13.5
Current	CT: 96% PT: 78% KCM: 87%²	CT: 99.1% PT: 99.1% KCM: 96.4%	CT: 100% PT: 100% KCM: 97%	CT: 8,563 PT: 18,795 KCM: 4,102	CT: 100% PT: 100% KCM: 100%	44%	16.6
Trend	CT: ➔ PT: ➡ KCM: ➔	CT: ➡ PT: ➔ KCM: ➡	CT: ➔ PT: ➔ KCM: ➔	CT: ↗ PT: ➡ KCM: ➡	CT: ➔ PT: ➔ KCM: ➔	➡	↗

- In December, KCM and CT both performed above the on time performance target. PT had a decrease in OTP and failed to meet the goal of 85%. Holiday schedules and call outs affected each of the partners with staffing; impacting the OTP. The service plan for the March ST Express bus changes were approved by the board recently and we expect to see continued improvement as a result of those changes.



ST Express Customer Comments

- Customer complaints on ST Express rose in the month of Dec and dipped below the performance target of 15 complaints per 100,000 boardings.
- There was also an increase in the no shows, late operations and concerns about Operator attitude or demeanor. Our partners continue to focus on follow-up with the Operators.

Monthly Performance Report

Safety 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: 89% North: 93%	South: 89% North: 93%	N/A	5321	N/A	34%	23.5
Prior Month	South: 93% North: 96%	South: 93% North: 96%	N/A	27,328	N/A	50%	15.4
Current	South: 91% North: 93%	South: 91% North: 94%	N/A	6,485	N/A	46%	15.5
Trend	South: ↘ North: ↘	South: ↘ North: ↘		↘		↘	↗

- Sounder OTP fell short of performance targets for December, driven firstly, by force majeure events, where there were 21 delays and 4 cancellations (including a pedestrian strike, a vehicle stuck on tracks, a near miss of a pedestrian and another trespasser on the N Line tracks causing the police to shut down the tracks). There were also 16 freight interference delays, and four incidents of mechanical issues (all of which were unrelated) which caused five delays.

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	26%	0.0
Prior Month	99.2%	99.2%	92.9%	N/A	N/A	46%	3.4
Current	99.5%	99.5%	97.5%	N/A	N/A	NA	8.8
Trend	↗	↗	↗		→	→	↗

- T-Line again met all of its performance targets in December 2023. This is likely due to the stabilization of the fleet as the Brookville light rail vehicles have improved their performance.

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

Monthly Performance Report

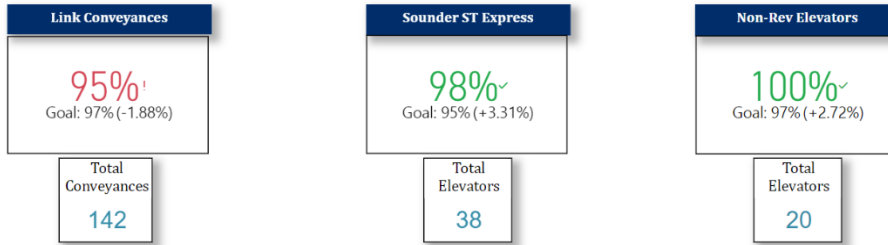
Safety Department



Vertical Conveyance

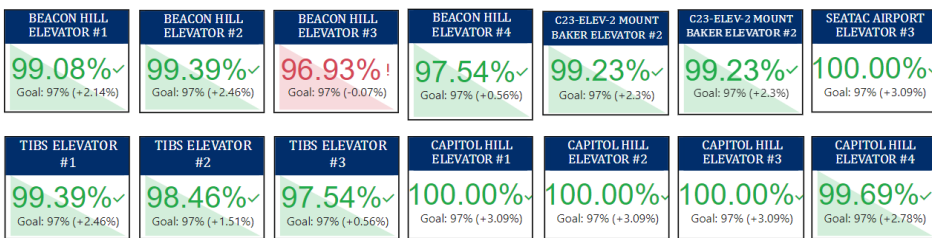
For an up-to-date, interactive and more detailed look at escalator and elevator performance, please see:

<https://www.soundtransit.org/ride-with-us/system-performance-tracker/accessible>

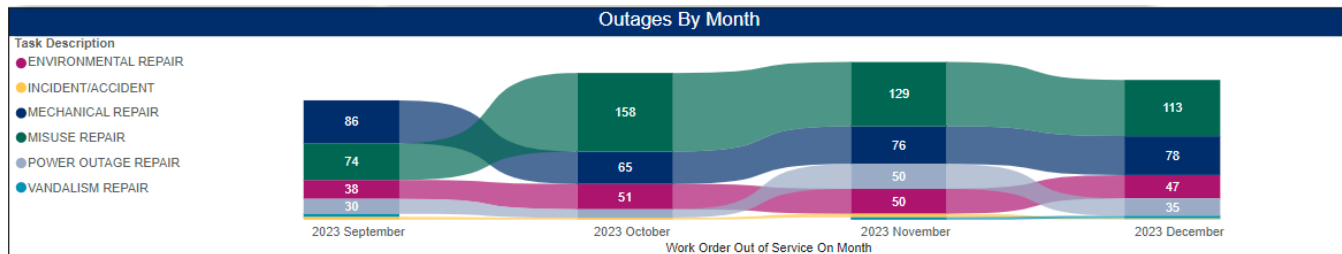


- Overall the availability of the Link and Sounder/ST Express Conveyances remained consistent with their availability over the previous month.

Link ADA Elevators



- Beacon Hill Elevator #3 fell just below the target availability due to a mechanical outage involving the brake that was corrected.



- This graph shows conveyance related outages month over month.
- Misuse saw a 12% decrease in outages from November to December.
- Outage totals for environmental reasons stayed consistent with the month prior. VC Team continues to work and collaborate with Facilities highlighting specific stations and conveyances that may need additional cleaning to minimize outages.
- We saw a decrease of 30% in Power outage related outages in the month of December.