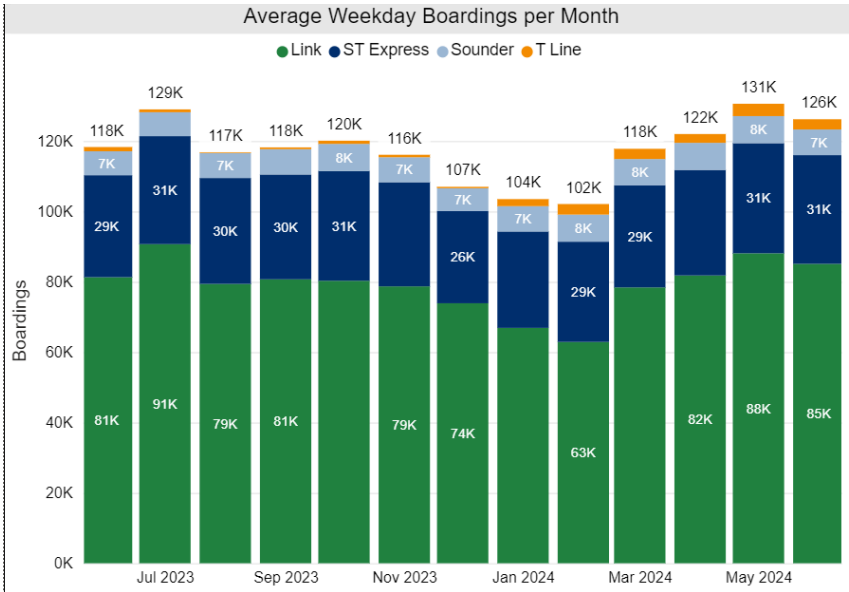


# Monthly Performance Report

Service Delivery Department



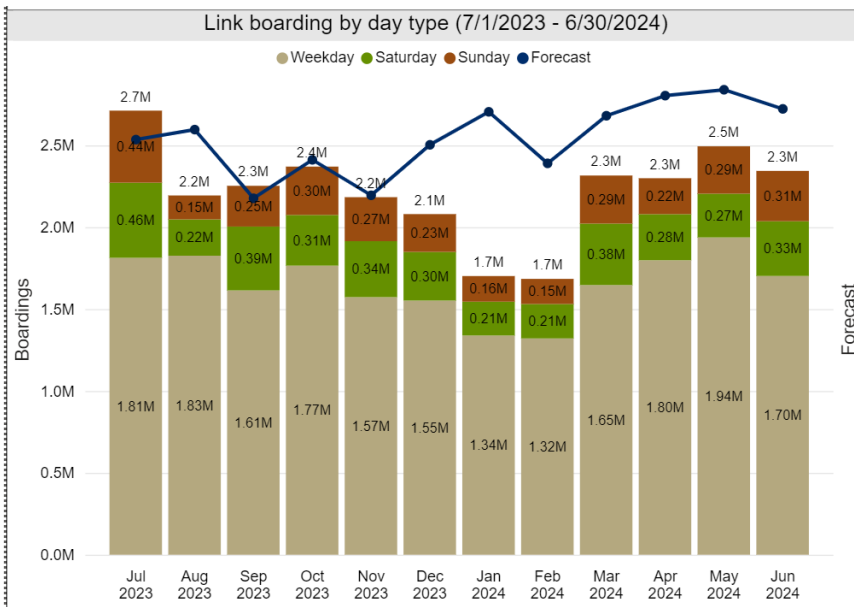
## Ridership



Month	Monthly Total Boardings	Average Weekday Boardings	Month-over-Month % Change	% Change vs. 2019
Jun 2024	3,339,000	126,200	-3%	-23%
May 2024	3,575,000	130,600	7%	-19%
Apr 2024	3,314,000	122,000	4%	-24%
Mar 2024	3,298,000	117,900	16%	-25%
Feb 2024	2,621,000	102,000	-2%	-30%
Jan 2024	2,617,000	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%
Mar 2023	3,083,000	108,800	5%	-30%

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>

- Sound Transit's average weekday boardings across all modes dropped slightly in June after four consecutive months of growth. Every mode's boardings totals fell slightly. This is consistent with the seasonality of ridership and is likely a result of most schools beginning their summer breaks during this month. The 126,200 average weekday boardings in June 2024 represent a 6.5% increase in ridership over June 2023. Ridership is about three-fourths what it was during the same month pre-pandemic.



### Link

- This metric includes only the boardings from the 1 Line as we continue to iron out a few remaining technical issues related to 2 Line boardings. The 2 Line data will be included in a future report.
- Despite the drop in ridership in June, the average weekday boardings were the third highest total since the start of the pandemic.
- Daily boardings eclipsed 100,000 three times in June including on both a Saturday (6/29) and Sunday (6/30).
- Westlake remained the highest use station followed by the Northgate, Capitol Hill, and the U District stations.

<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, reports only show data through May.

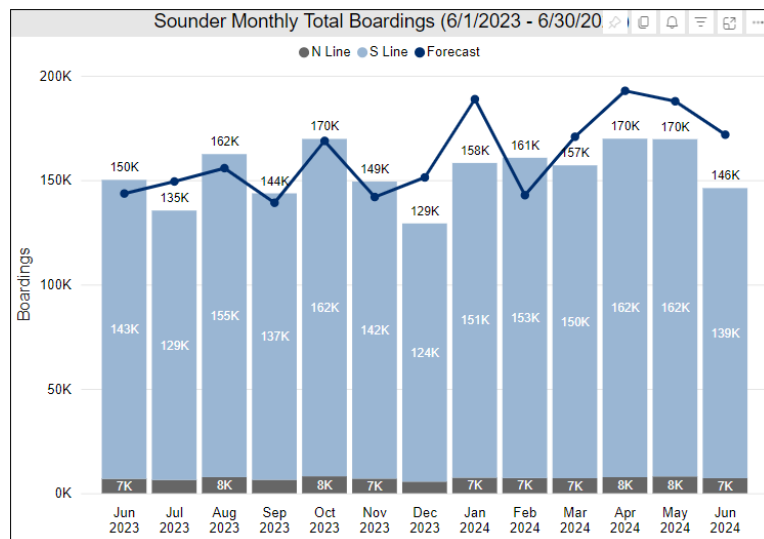
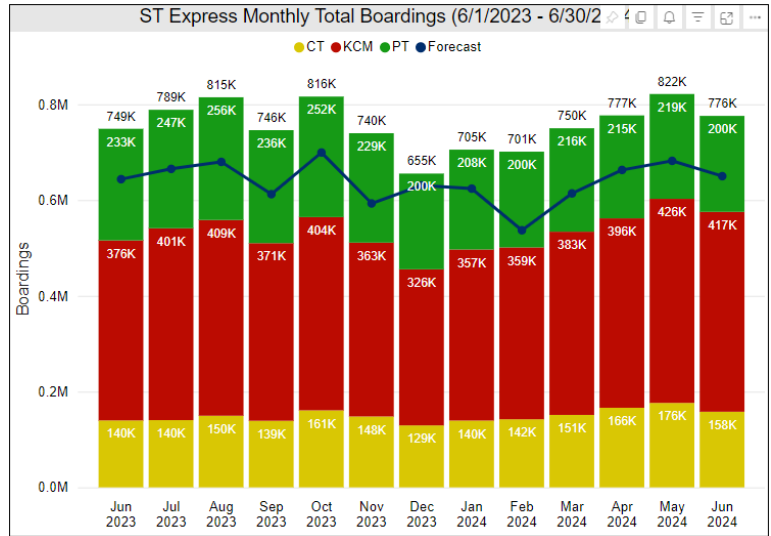
# Monthly Performance Report

Service Delivery Department



## ST Express

- ST Express experienced a 1% decrease in the number of average weekday boardings following five consecutive months of growth. The decrease came primarily on weekdays, while Saturday and Sunday average boardings grew 6% and 5%, respectively.
- The drop in ridership occurred on both Pierce Transit and Community Transit operated routes. The routes operated by King County Metro saw an overall increase in boardings.
- Average weekday boardings in June 2024 are 6.4% greater than those in June 2023.

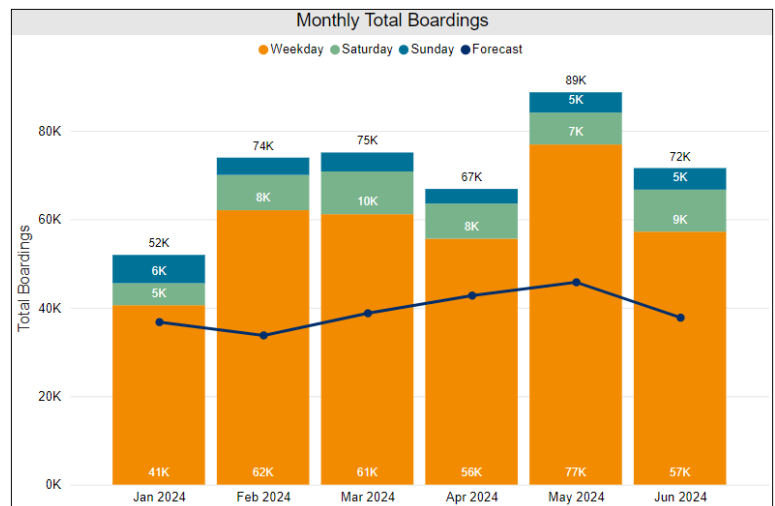


## Sounder

- Average weekday boardings on Sounder fell for a second consecutive month. Both the North and South lines experienced drops in ridership, or 1% and 5%, respectively.
- In terms of a year-to-year comparison, the June 2024 average weekday boardings were actually 7% greater than average weekday boardings in June 2023.
- South line continued to carry the majority of riders on Sounder, almost 95%.

## T-Line

- Struggles continue with regard to ensuring the Automated Passenger Counters (APCs) on the T-Line vehicles function properly. As such, these numbers should be treated with some caution as to their validity.
- Current figures show a decrease in total boardings more in line with results from earlier in the year.
- T-Line serves approximately five times as many boardings on an average weekday as it does on an average Saturday and ten times as many as it does on an average Sunday.



# Monthly Performance Report

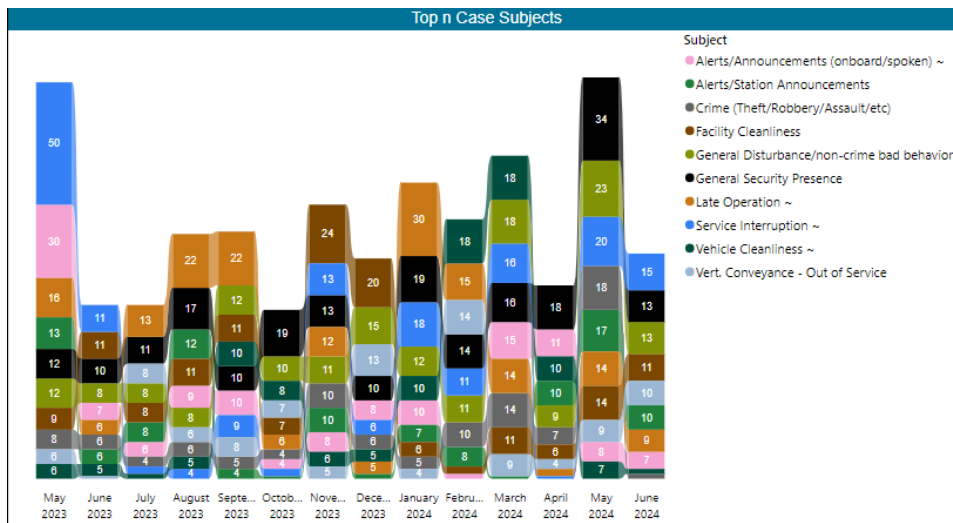
Service Delivery Department



## 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%	92%	Siemens: 70% Kinkisharyo: 66%	Siemens: 22,808 Kinkisharyo: 88,128	Vehicles: 98% Track: 95% Power: 80% Facilities Mech: 61% Facilities Elec: 78%	94%	5.8
Prior Month	90%	95%	Siemens: 79% Kinkisharyo: 80%	Siemens: 45,653 Kinkisharyo: 37,358	Vehicles: 96% Track: 100% Power: 94% Facilities Mech: 97% Facilities Elec: 96%	70%	9.0
Current	<b>92%</b>	<b>96%</b>	Siemens: <b>81%</b> Kinkisharyo: <b>89%</b>	Siemens: <b>52,137</b> Kinkisharyo: <b>22,267</b>	Vehicles: <b>100%</b> Track: <b>100%</b> Power: <b>82%</b> Facilities Mech: <b>97%</b> Facilities Elec: <b>95%</b>	<b>64%</b>	<b>6.6</b>
Trend	↗	↗	Siemens: ↗ Kinkisharyo: ↗	Siemens: ↗ Kinkisharyo: ↘	Vehicles: ↗ Track: → Power: ↘ Facilities Mech: → Facilities Elec: →	↘	↘

- Link's On Time Performance improved slightly in June and remains above target. The Operated as Scheduled metric fell slightly and remains below target. The metrics describing vehicle health (i.e. Fleet Availability and Mean Distance Between Failure) trended positively and are above target in June. Link met all of its Preventative maintenance Compliance targets except Power which fell 8% below target.



## Link Customer Comments

- After a slight uptick in May, the number of customer complaints per 100,000 boardings figure fell again in June, leaving it well within the target range.
- Service Interruptions overtook Security issues as the subject which garnered the greatest number of customer complaints in June.
- While complaints about Facility Cleanliness climbed in terms of rank, that actual number of complaints fell.

# Monthly Performance Report

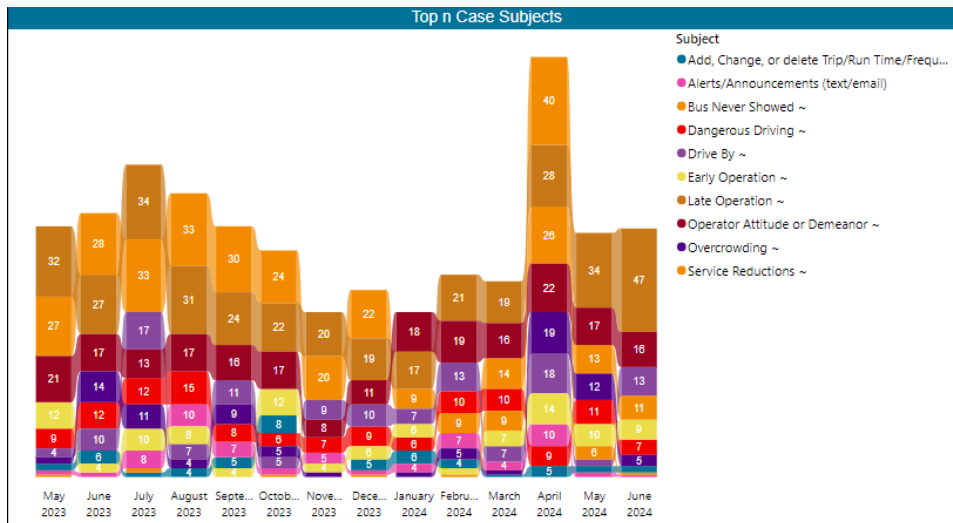
Service Delivery Department



## 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: 94% PT: 70% KCM: 87%	CT: 97.2% PT: 99.3% KCM: 97.6%	CT: 100% PT: 100% KCM: 98%	CT: 18,190 PT: 12,253 KCM: 4,956	CT: 100% PT: 100% KCM: 99%	50%	16.6
Prior Month	CT: 96% PT: 79% KCM: 87%	CT: 99.5% PT: 99.5% KCM: 99.3%	CT: 100% PT: 100% KCM: 100%	CT: 8,699 PT: 23,991 KCM: 8,652	CT: 100% PT: 100% KCM: 100%	47%	25.3
Current	CT: <b>96%</b> PT: <b>76%</b> KCM: <b>86%</b>	CT: <b>99.7%</b> PT: <b>99.7%</b> KCM: <b>99.4%</b>	CT: <b>100%</b> PT: <b>99%</b> KCM: <b>100%</b>	CT: <b>5,820</b> PT: <b>18,120</b> KCM: <b>8,986</b>	CT: <b>100%</b> PT: <b>100%</b> KCM: <b>100%</b>	<b>63%</b>	<b>16.4</b>
Trend	CT: → PT: ↓ KCM: →	CT: ↗ PT: ↗ KCM: →	CT: → PT: ↓ KCM: →	CT: ↗ PT: ↗ KCM: ↗	CT: → PT: → KCM: →	↗	↗

- 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 are consistent from May, showing a downward trend.
- June complaints mostly fell into the following categories:
  - Complaints 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 Operator Demeanor, which are consistent with the number from prior months.

# Monthly Performance Report

Service Delivery 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: 97% North: 95%	South: 98.4% North: 98.7%	N/A	4,875	N/A	51%	16.1
Prior Month	South: 95% North: 98%	South: 99.1% North: 100%	N/A	9,757	N/A	55%	16.5
Current	South: <b>96%</b> North: <b>96%</b>	South: <b>97.9%</b> North: <b>100%</b>	<b>N/A</b>	<b>4,420</b>	<b>N/A</b>	<b>33%</b>	<b>18.3</b>
Trend	South: ↘ North: ↘	South: ↘ North: ➔		↘		↘	↘

- Sounder On Time Performance for both the North Line and South Line met target for June. North Line met its Operated as Scheduled target, while South Line did not. The eleven cancellations on South Line were the result of four mechanical issues, one fire beneath a train car, and one tree strike. The mechanical issues once again impacted mean distance between failure. Sounder experienced an uptick in customer complaints which caused it to miss target, with the biggest category being operator attitude or demeanor.

## Tacoma Link

	On Time Performance	Operated as Scheduled	Fleet Availability	Mean Distance Between Failure	PM Compliance	Parking Usage <sup>2</sup>	Customer Complaints
Target	> 98.5%	98.5%	TBD	TBD	>90%	TBD	<15 per 100,000 boardings
Prior Year	99.8%	99.9%	100%	N/A	N/A	43%	10.5
Prior Month	99.7%	99.6%	97.7%	N/A	N/A	47%	7.5
Current	<b>99.9%</b>	<b>99.8%</b>	<b>85.0%</b>	<b>N/A</b>	<b>N/A</b>	<b>36%</b>	<b>4.5</b>
Trend	➔	➔	↘		➔	↘	➔

- T-Line met almost all performance targets in June 2024. Fleet availability is down due to an issue with a Brookville train that has been out of service for an extended period of time waiting for warranty parts to repair it. T-Line customer complaints slightly increased in June.

<sup>2</sup> Based on Tacoma Dome Station, which is shared with Sounder.

# Monthly Performance Report

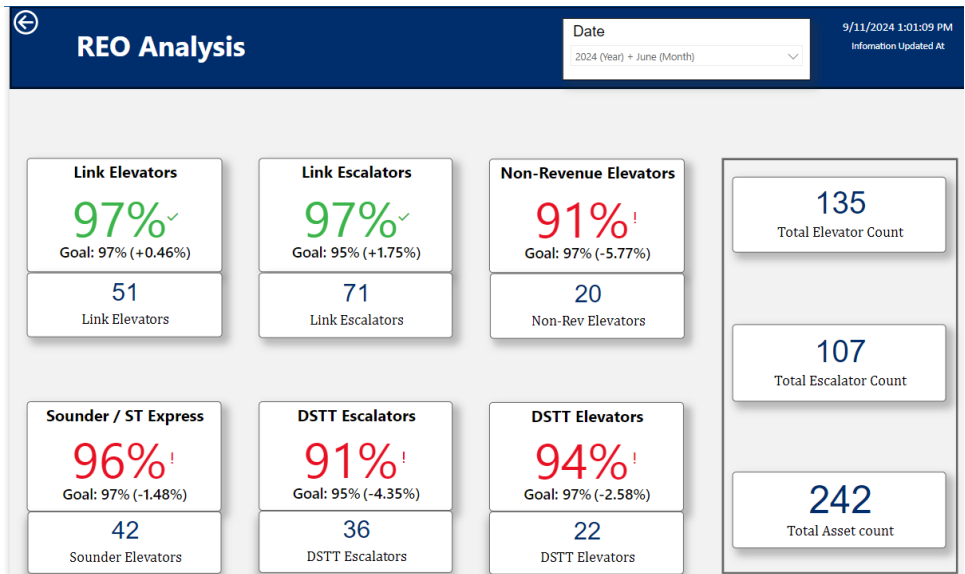
Service Delivery Department



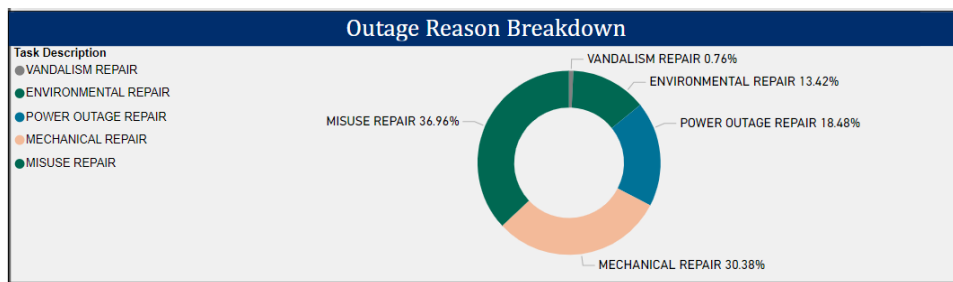
## Vertical Transportation

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 repair on a material lift inside the OMFC main shop area. Multiple track access permits were denied due to lack of KCM resources. Unit was repaired and returned to service.
- **Sounder / ST Express** group fell just below target availability due to an extended repair for Evertt Elevator #1 that experienced a power related outage. Additionally, Issaquah elevator #2 had a damaged motor that required replacement. Both units have since been repaired and returned to service.



- **DSTT Escalators** group fell below target due to an extensive troubleshooting process which resulted in the replacement of 2 gearboxes that were obsolete on Symphony Station Escalator #506. Repairs were completed and unit was RTS.
  - Pioneer Square Station had 3 escalators (#705, #706 and #707) that were removed from service for bird mitigation and overhead entrance closures, as this was non-Vertical Transportation related.
- **DSTT Elevators** fell below target due to Scheduled Maintenance and overall modernization of the jack replacement on International District Station, Elevator #901. This repair has been completed and returned to service.



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

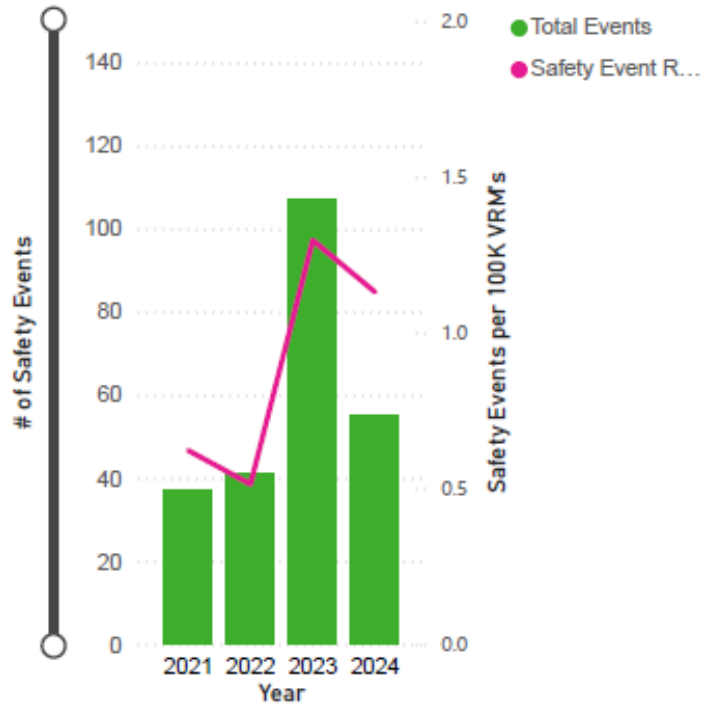
# Monthly Performance Report

Safety May 2024



## Monthly Reportable Events for Link

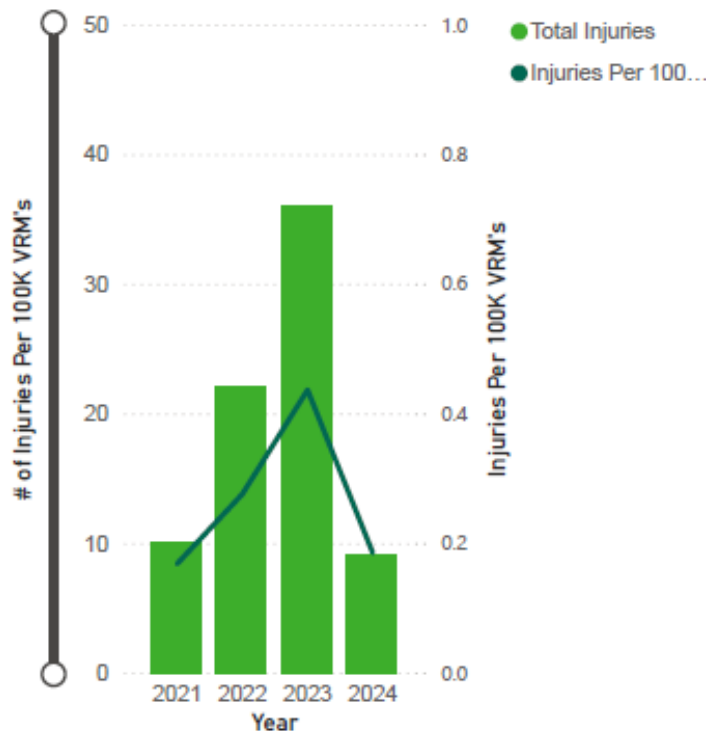
Safety Event KPI



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.

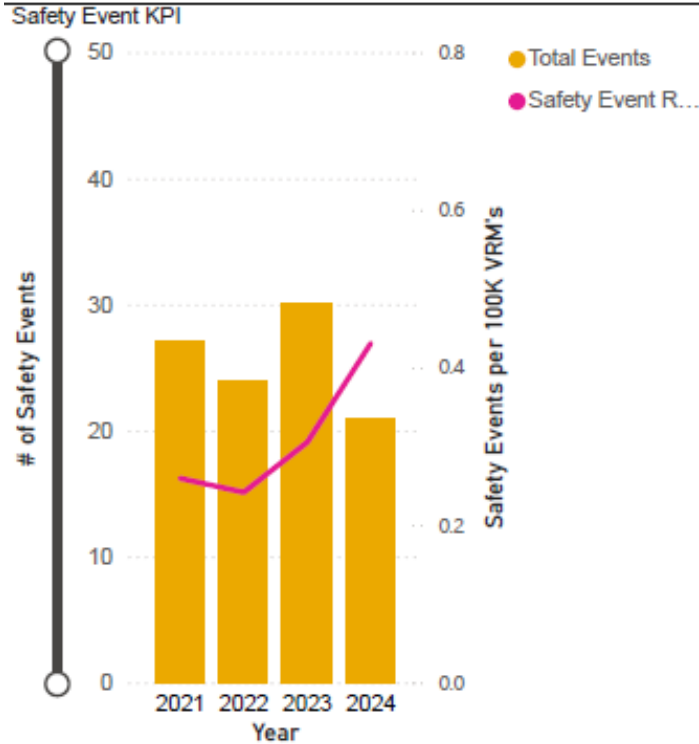
- July 2024: 3 reportable injuries
- 2 Escalator slip and falls; both pedestrians were transported
  - 1 Rolling Stock; passenger fell on LRV and was transported

# Monthly Performance Report

Safety May 2024



## Monthly Reportable Events for ST Express



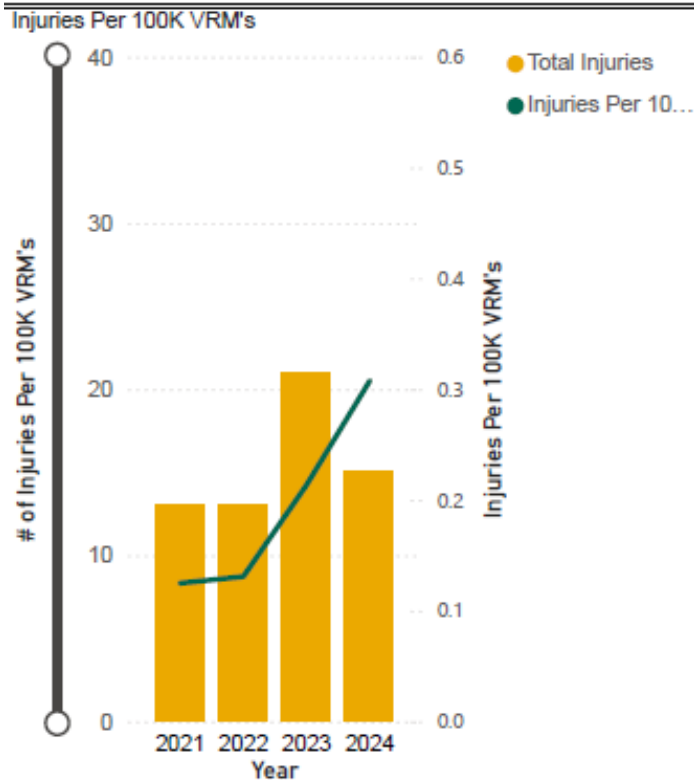
Definitions: National Transit Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Some examples include collisions, fires, derailments, evacuations, etc.

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



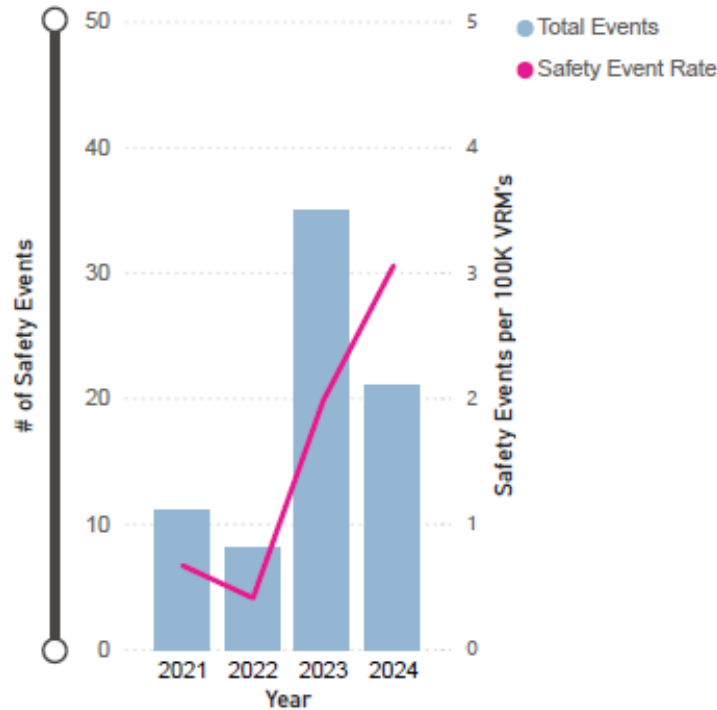
# Monthly Performance Report

Safety May 2024



## Monthly Reportable Events for Sounder

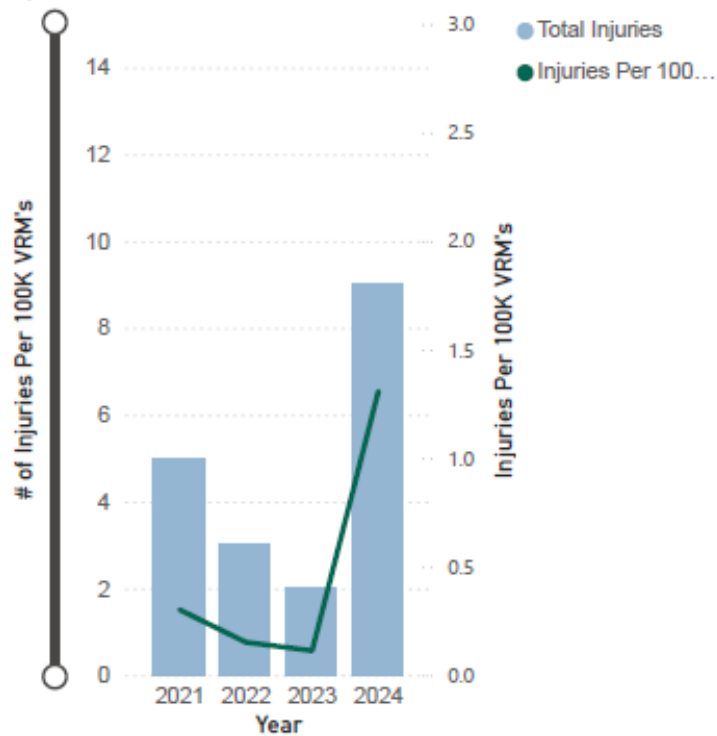
Safety Event KPI



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.

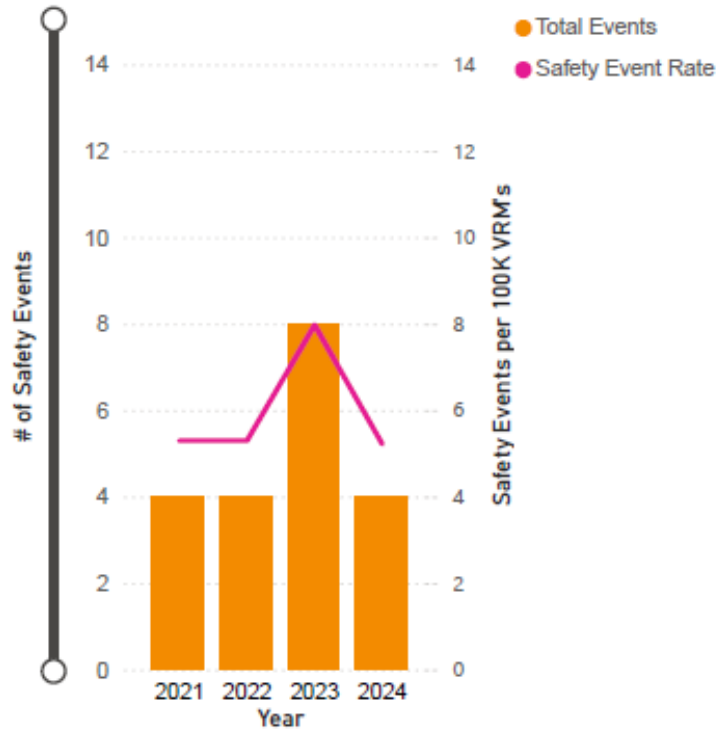
# Monthly Performance Report

Safety May 2024



## Monthly Reportable Events for T-Line

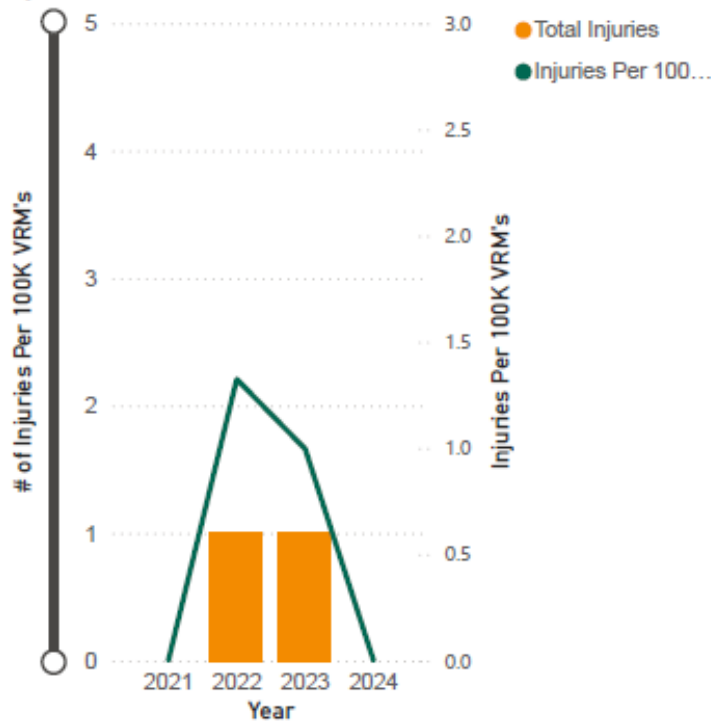
Safety Event KPI



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.

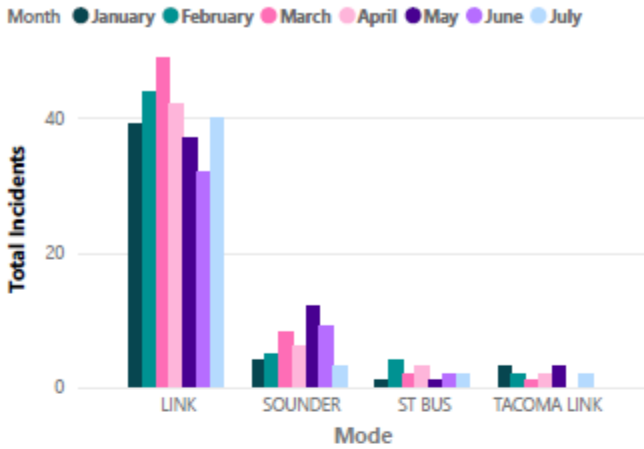
July 2024: No (0) reportable injuries.

# Monthly Performance Report

Security May 2024



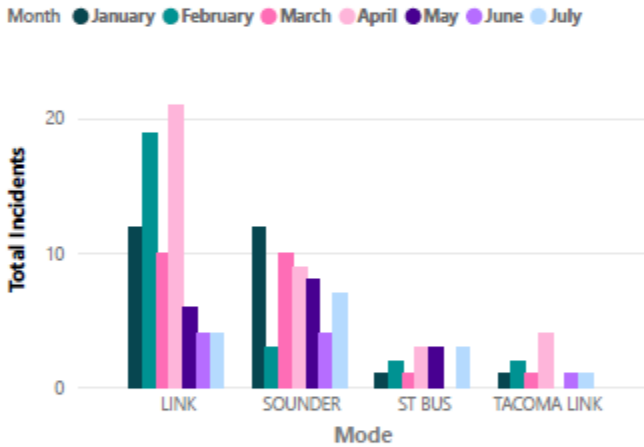
## Crimes Against Persons



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).

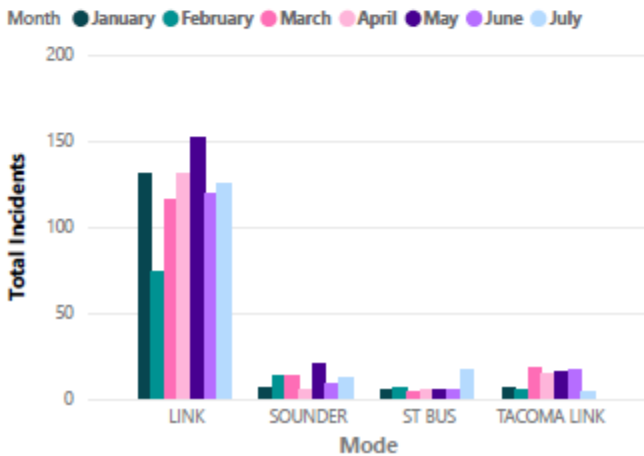
## Crimes Against Property



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



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).