

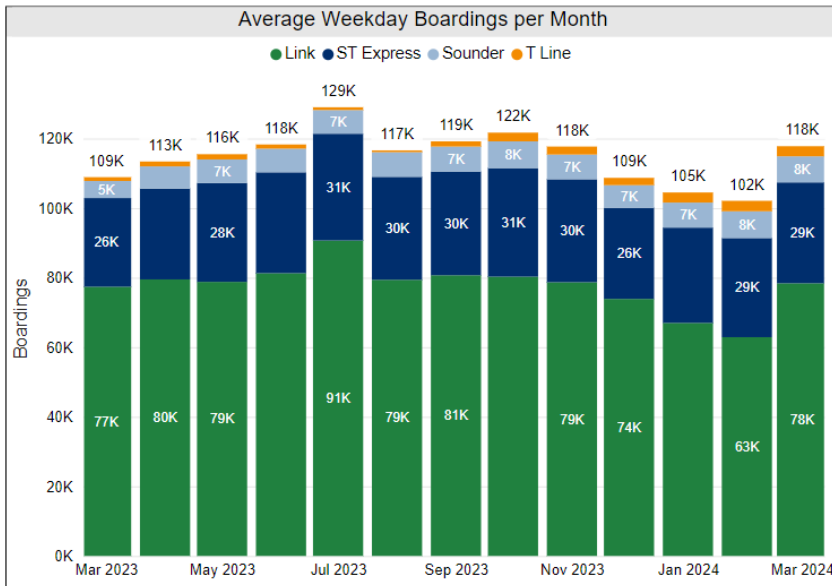
# Monthly Performance Report

Operations Department



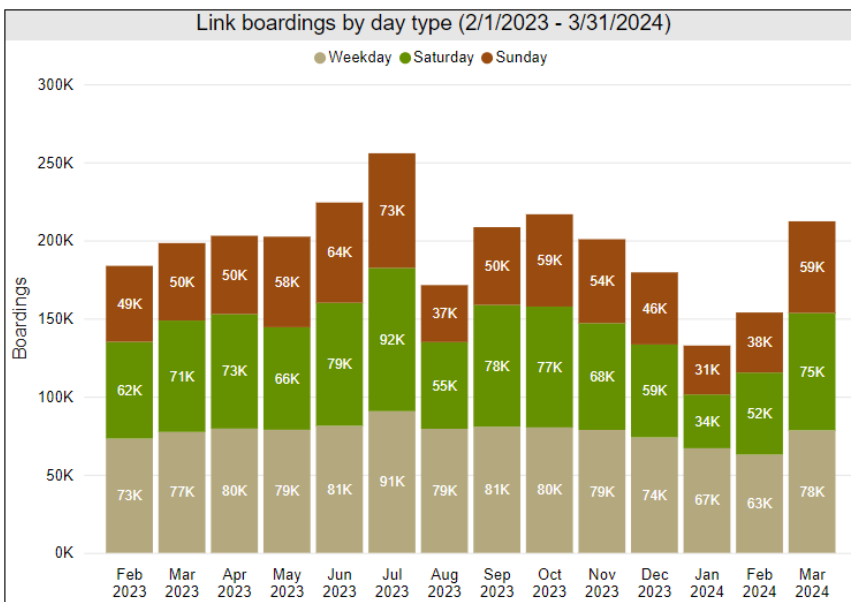
## Ridership

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>



Month	Monthly Total Boardings	Average Weekday Boardings	Month-over-Month % Change	% Change vs. 2019
Mar 2024	3,299,000	117,900	16%	-23%
Feb 2024	2,621,000	102,000	-2%	-29%
Jan 2024	2,637,000	104,400	-4%	-32%
Dec 2023	2,920,000	108,800	-8%	-22%
Nov 2023	3,130,000	117,600	-3%	-25%
Oct 2023	3,422,000	121,600	2%	-27%
Sep 2023	3,184,000	119,200	2%	-23%
Aug 2023	3,173,000	116,600	-10%	-28%
Jul 2023	3,659,000	128,900	9%	-20%
Jun 2023	3,291,000	118,400	2%	-27%
May 2023	3,221,000	115,500	2%	-27%
Apr 2023	3,020,000	113,400	4%	-28%
Mar 2023	3,083,000	108,900	5%	-29%
Feb 2023	2,598,000	104,000	0%	-27%
Jan 2023	2,824,000	103,600	13%	-33%
Dec 2022	2,534,000	92,000	-11%	-34%

- Average weekday ridership rebounded significantly in March after four consecutive months of declining average weekday boardings. Overall, ridership was up 16% over February. This increase was driven by increases in both Link and ST Express average weekday boardings, the two modes with the highest number of boardings month-to-month. Small decreases in for the Sounder and T-Line mode did little to offset these increases. Overall ridership surpassed three-fourths of its pre-pandemic level.



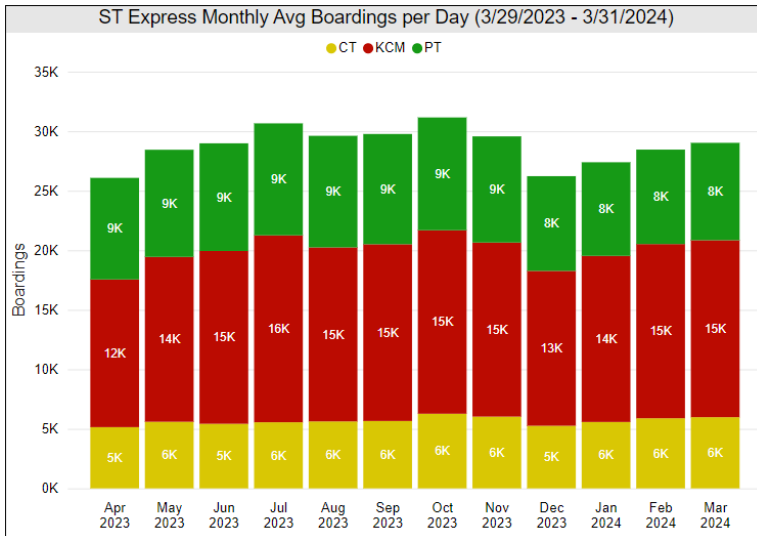
### Link

- March 2024 average weekday boardings eclipsed March 2023 by nearly 6% returning to the trend of year-to-year growth that's occurred coming out of the pandemic.
- Friday, March 29, 2024, also saw ridership top the 100,000 daily boardings mark for the first time this year and the 85,000 boardings the following day were the second highest Saturday of the year.
- Westlake Station experienced the most boardings in March, with almost 300,000 boardings representing about 13% of the total Link boardings that month. Northgate followed closely with about 280,000 boardings.

<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 March.

# Monthly Performance Report

Operations Department

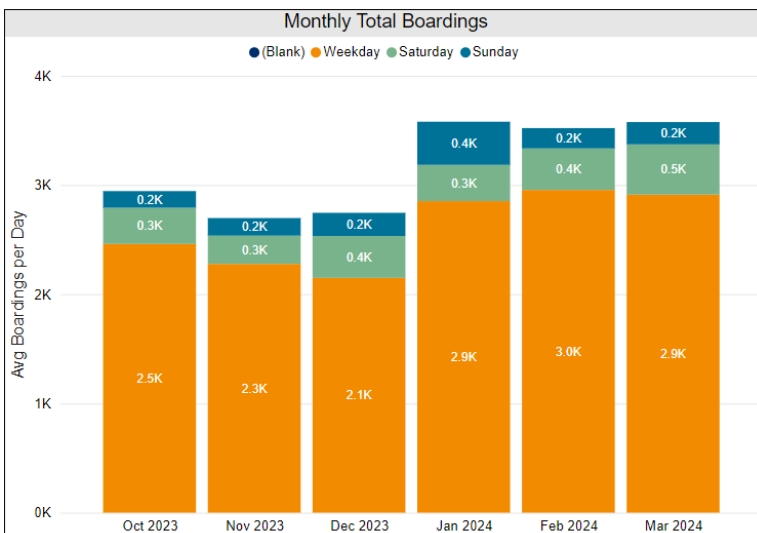
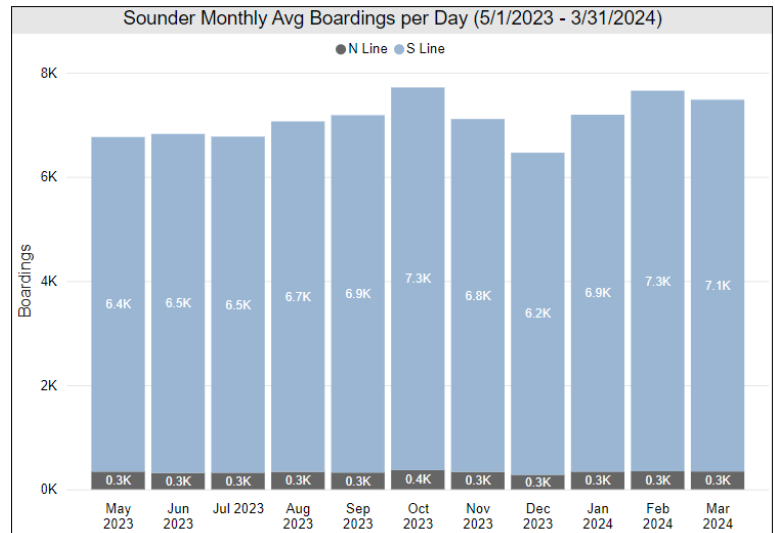


## ST Express

- ST Express saw a third consecutive month of increased ridership in March, reaching over 29,000 average weekday boardings. Current ridership is just over half what it was pre-pandemic.
- King Count Metro-operated service continues to account for just over half of the average weekday boardings on ST Express.
- Routes 545 (Redmond – Seattle) and 550 (Bellevue – Seattle) carry the largest number of weekday riders, 4,400 and 3,800, respectively. Routes 596 (Sumner – Bonney Lake) and 577 (Federal Way – Seattle) were among those that grew fastest February to March.

## Sounder

- After three consecutive months of increases, Sounder saw a slight dip in average weekday boardings in March with both lines falling slightly since February. Sounder remains at about half of its pre-pandemic ridership.
- Over 15,000 people started their northbound commute at the Puyallup Station in March representing about 22% of all of the Northbound boardings, making it the most used station for northbound trips. Kent Station is the second most used with over 13,000 and 18% of all northbound boardings.



## T-Line

- The T-Line continues to see elevated levels of ridership since the opening of the Hilltop Extension in mid-September 2023, with March showing an improvement over February (about 2%) in average weekday boardings.
- T-Line experienced a milestone in February 2024 by exceeding pre-pandemic ridership for the first time since the advent of the pandemic. March represented a small step back – about 7% below March 2019.
- The three stations with the highest number of boardings, Tacoma Dome, Union and Theater District are all part of the original line. The Hilltop Extension station with the highest number of boardings is St Joseph.

# Monthly Performance Report

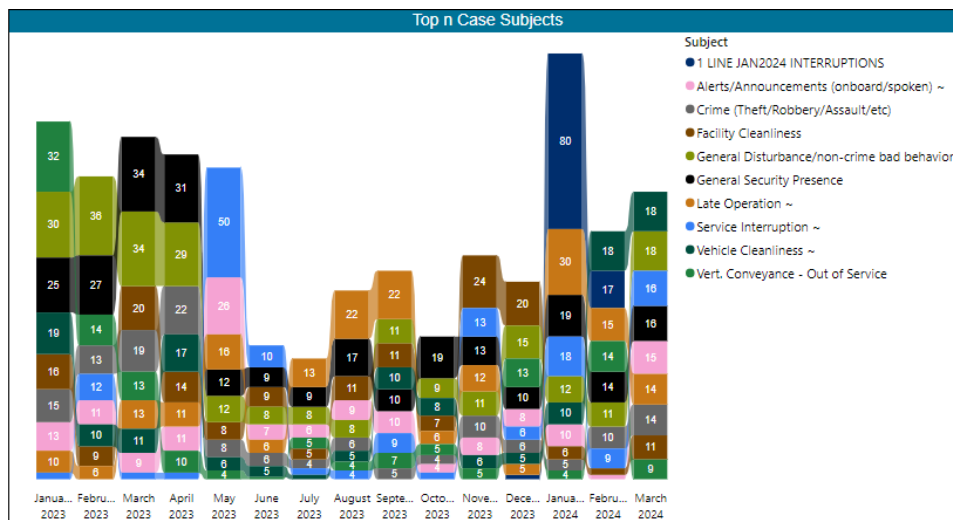
Operations Department



## 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	89%	95%	Siemens: 73% Kinkisharyo: 87%	Siemens: 44,850 Kinkisharyo: 39,408	Vehicles: 96% Track: 80% Power: 92% Facilities Mech: 73% Facilities Elec: 91%	84%	8.2
Prior Month	91%	97%	Siemens: 79% Kinkisharyo: 57%	Siemens: 60,259 Kinkisharyo: 41,899	Vehicles: 100% Track: 99% Power: 89% Facilities Mech: 95% Facilities Elec: 61%	86%	8.6
Current	<b>91%</b>	<b>96%</b>	Siemens: <b>77%</b> Kinkisharyo: <b>59%</b>	Siemens: <b>61,394</b> Kinkisharyo: <b>59,852</b>	Vehicles: <b>100%</b> Track: <b>100%</b> Power: <b>89%</b> Facilities Mech: <b>91%</b> Facilities Elec: <b>90%</b>	<b>90%</b>	<b>6.4</b>
Trend	➔	➔	Siemens: ↘ Kinkisharyo: ↗	Siemens: ↗ Kinkisharyo: ↗	Vehicles: ➔ Track: ➔ Power: ➔ Facilities Mech: ↘ Facilities Elec: ↗	↗	↗

- Link On Time Performance remains steady and above target, while Operated as Scheduled remains just below. Siemens fleet availability fell slightly and remains under target, however Kinkisharyo fleet availability improved. The vehicle reliability figure (Mean Distance Between Failure) for both fleets continued to rise in March. Preventative Maintenance Compliance for the Power assets remained just under target while compliance on Facilities Electric assets climbed 29% so that it achieved target. Parking space utilization increased slightly mimicking the increase in boardings.



## Link Customer Comments

- The number of customer complaints per 100,000 boardings figure decreased in March and remains well within the target range.
- Complaints related to service interruptions fell substantially in March following the completion of significant maintenance projects in January and February.
- These were replaced at the top by vehicle cleanliness complaints and complaints about security.

# Monthly Performance Report

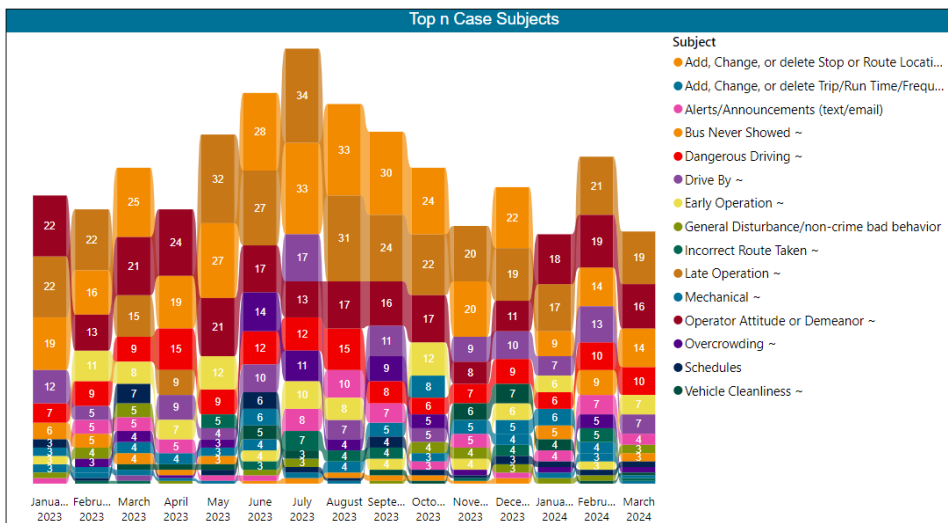
Operations Department



## 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%	>7,000	>90%	>40%	<15 per 100,000 boardings
Prior Year	CT: 95% PT: 75% KCM: 89%	CT: 97.2% PT: 99.4% KCM: 95.6%	CT: 100% PT: 100% KCM: 99%	CT: 10,588 PT: 39,359 KCM: 5,249	CT: 100% PT: 100% KCM: 98%	38%	17.1
Prior Month	CT: 97% PT: 81% KCM: 87%	CT: 98.3% PT: 99.4% KCM: 99.6%	CT: 100% PT: 99% KCM: 100%	CT: 12,306 PT: 15,076 KCM: 6,915	CT: 100% PT: 100% KCM: 99%	52%	16.3
Current	CT: <b>96%</b> PT: <b>75%</b> KCM: <b>87%</b> <sup>2</sup>	CT: <b>98.8%</b> PT: <b>98.5%</b> KCM: <b>98.5%</b>	CT: <b>100%</b> PT: <b>98%</b> KCM: <b>99%</b>	CT: <b>8,326</b> PT: <b>17,924</b> KCM: <b>6,672</b>	CT: <b>100%</b> PT: <b>100%</b> KCM: <b>100%</b>	<b>50%</b>	<b>13.5</b>
Trend	CT: ➡ PT: ⬇️ KCM: ➡	CT: ⬆️ PT: ⬇️ KCM: ⬇️	CT: ➡ PT: ⬇️ KCM: ⬇️	CT: ⬇️ PT: ⬆️ KCM: ⬇️	CT: ➡ PT: ➡ KCM: ⬆️	⬇️	⬆️

- Pierce Transit-operated service continues to struggle with On Time Performance, falling 10% below target in March. Board-approved service reductions which began in March should help Pierce Transit improve its on time and operated as scheduled performance over time. All of the Sound Transit's ST Express partners are within 1.3% of their Operated as Scheduled target, which is a slight drop from February's performance. The King County Metro-operated fleet vehicle reliability figure (Mean Distance Between Failure) remained below target in March as staffing challenges impact their mechanical and operational performance. Despite the vehicle reliability struggles, vehicle availability remains high for each of the partners.



### ST Express Customer Comments

- After a small increase in February the overall number of complaints fell in March closer to the number received in January.
- Customer complaints tended to fall into two categories:
  - Buses not arriving when customers expect – such as late operation, bus never showed and early operation.
  - Operator issues – including dangerous driving and operator demeanor.

# Monthly Performance Report

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: 95% North: 96%	South: 95% North: 96%	N/A	4,935	N/A	45%	31.7
Prior Month	South: 95% North: 96%	South: 95% North: 96%	N/A	13,620	N/A	51%	13.1
Current	South: <b>96%</b> North: <b>90%</b>	South: <b>96%</b> North: <b>100%</b>	N/A	<b>3,898</b>	N/A	<b>53%</b>	<b>10.8</b>
Trend	South: → North: ↑	South: ↗ North: ↗		↘		↗	↗

- Of the 32 incidents that resulted in delays or cancellations, the majority fell in the “Freight Interference” and “Mechanical” category. These issues caused Sounder to miss the On Time Performance and Operated as Scheduled targets as shown above. Mechanical issues again had an impact on the mean distance between failure. Sounder experienced a reduction in the number of customer comments in March with security and operational performance making up the majority of these comments.

## 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	99.0%	99.3%	98.9%	N/A	N/A	38%	3.5
Prior Month	100%	99.6%	91.4%	N/A	N/A	46%	1.3
Current	<b>100%</b>	<b>99.2%</b>	<b>85.5%</b>	N/A	N/A	<b>53%</b>	<b>2.6</b>
Trend	→	→	↗		→	↗	↘

- T-Line met all of its performance targets once again in March 2024. Any impact on performance metrics associated with the roll out of the new Brookeville vehicle fleet have been overcome with this fleet fully incorporated into the T-Line operations.

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

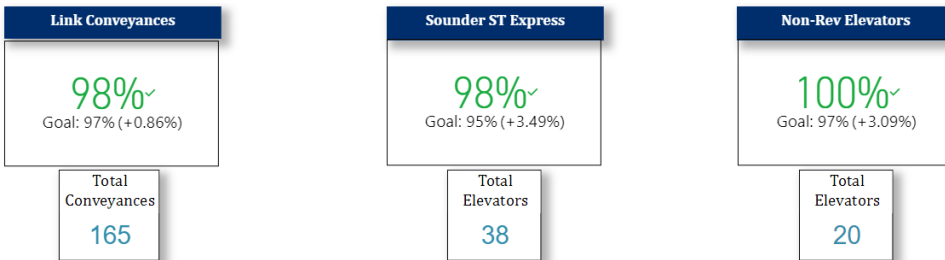
# Monthly Performance Report

Operations Department

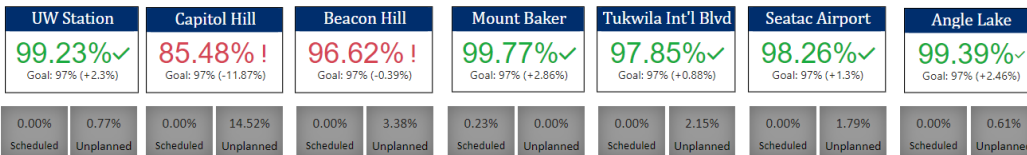


## Vertical Conveyance

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>

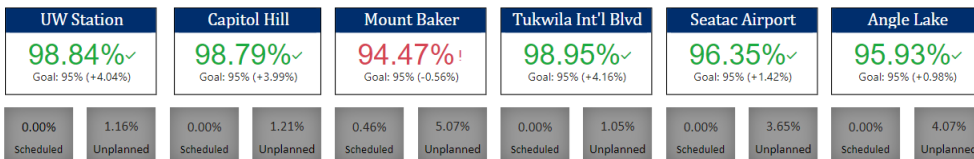


### Link Elevators



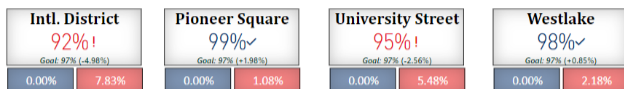
- Capitol Hill Elevator #1 had an extensive repair of the machine bearing causing the station to fall below target. Unit was repaired and unit was returned to service.
- Beacon Hill experienced a drive issue that required additional troubleshooting over a weekend. Unit was repaired and unit was returned to service.
- Mt. Baker Station escalators fell below target as Schindler troubleshot communication faults and wiring issues. Units was repaired and unit was returned to service.

### Link Escalators



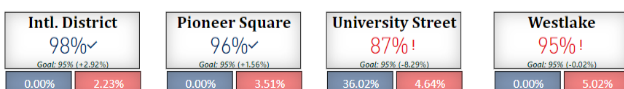
### DSTT Elevators

Scheduled Maintenance Text Field =   Unplanned Outages Text Field =  



- IDS Elevator #902 had a mainline disconnect fuse that was blown during a power event. KCM ordered and replaced the fuse and unit was returned to service.

### DSTT Escalators



- University Street Station escalator #506 underwent substantial scheduled maintenance for new step chain, hubs and comb plates.

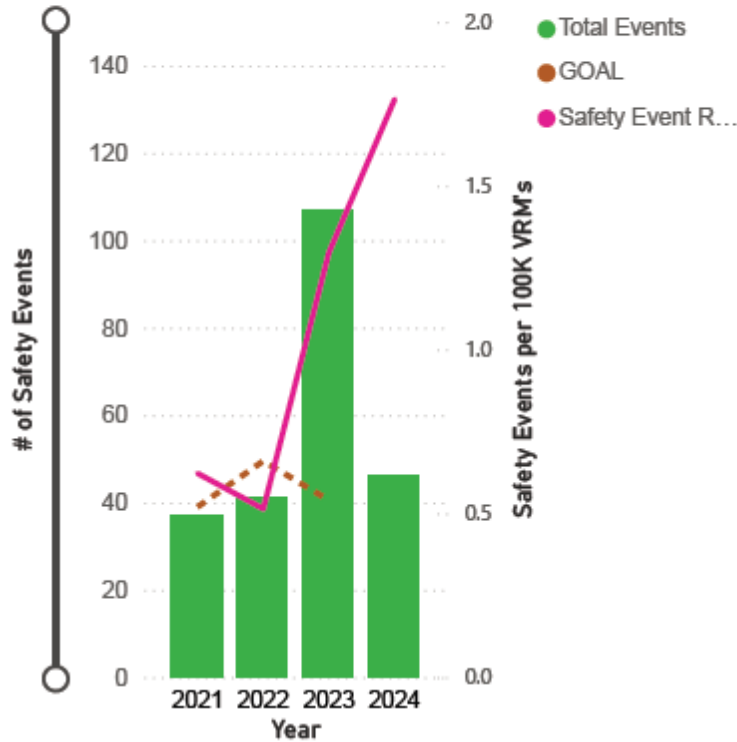
# Monthly Performance Report

Safety April 2024



## Monthly Reportable Events for 1-Line

Safety Event KPI

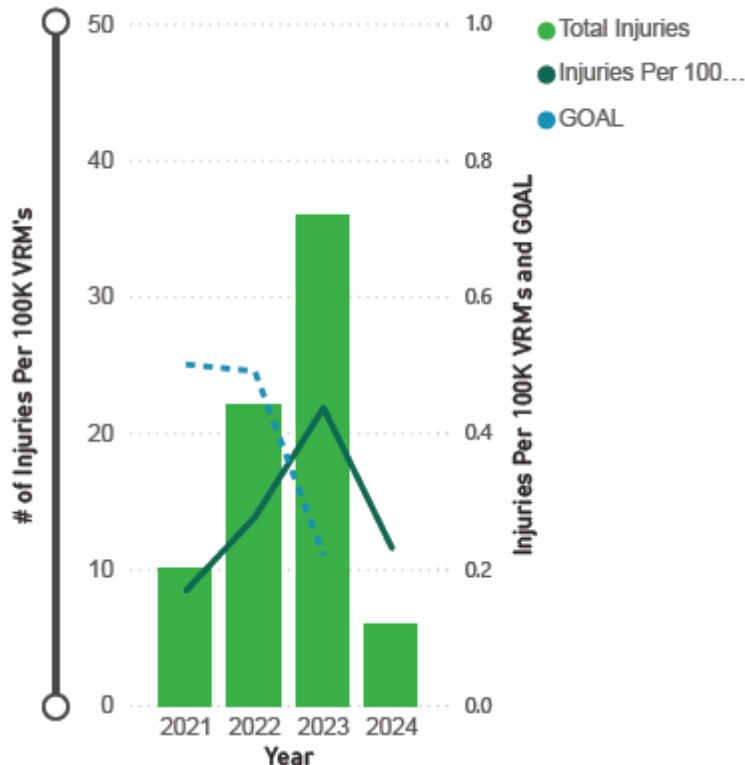


YTD- 2024 Of the 46 total safety events, 23 are evacuations and 11 are collisions. Both evacuations and collisions are looking comparable to last year's data.

Evacuations are related to Emergency Door Release. There was an individual who was caught by Security, who was pulling Emergency Door Release in the Othello District during March to April has reduced the number of Emergency Door Releases.

Most of the reported collisions were along the MLK Way at grade crossings. These intersections are not controlled by traffic signals, people make left turns in front of the LRVs.

Injuries Per 100K VRM's



YTD 2024: Out of the 6 reportable injuries, 2 were passenger assault-weapon, 2 were collisions, 1 assault-worker, 1 passenger assault.

Security has added more Officers to ride the LRV's. Hopefully having Security visibility will help reduce the number of assaults to workers and passengers.

NTD definition of reportable Injury: An injury requiring transport away from the scene for medical attention for one or more persons



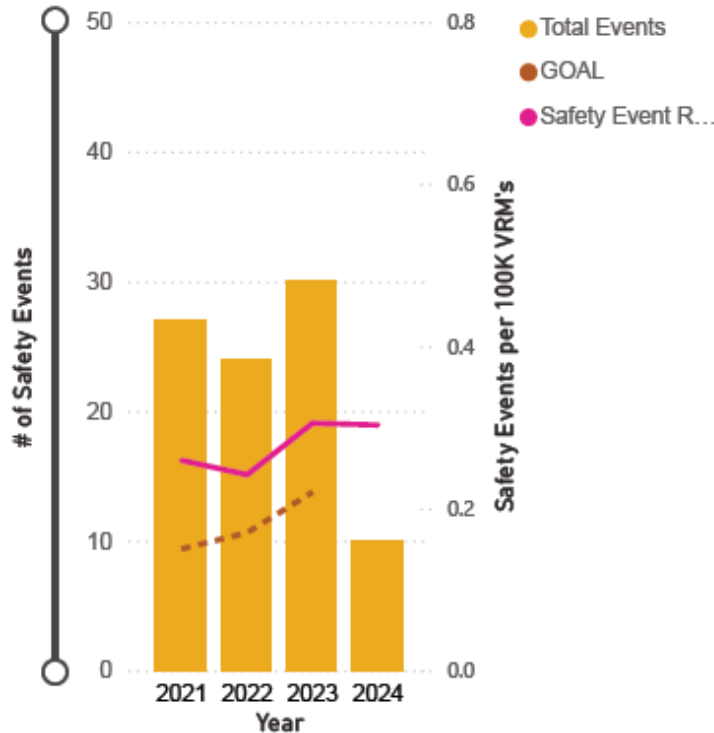
# Monthly Performance Report

Safety April 2024



## Monthly Reportable Events for ST Express

Safety Event KPI



YTD- 2024 there has been 10 total safety events. Of the 10 safety events there were 7 collisions, 2 fires and 1 passenger assault. This years data is comparable to the reportable events in 2023 (12 events (10 Collision, 1 Evacuation, 1 Passenger Assault).

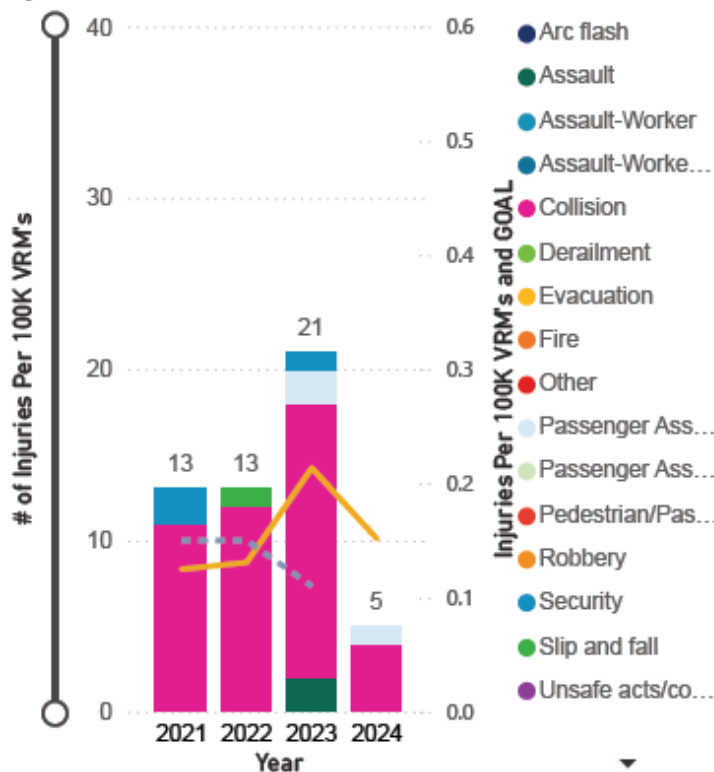
The collisions all resulted in either a vehicle being towed from the scene or a medical transport. The fires were all involving a coach (break and engine). All fires resulted in an evacuation for safety reasons. The passenger assault is not typically reported unless a person is transported for medical purposes (which was the end result).

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

- 1 - Community Transit
- 7 - King County Metro
- 1 - Pierce Transit

\*April is currently using a placeholder mileage amount based on a 6 month average.

Injuries Per 100K VRM's



YTD 2024: As of April there were 5 total injuries. Of the 5 injuries, 4 were due to collisions and 1 was a result of a passenger-assault led injury.

NTD definition of reportable Injury: An injury requiring transport away from the scene for medical attention for one or more persons

\*April is currently using a placeholder mileage amount based on a 6 month average.



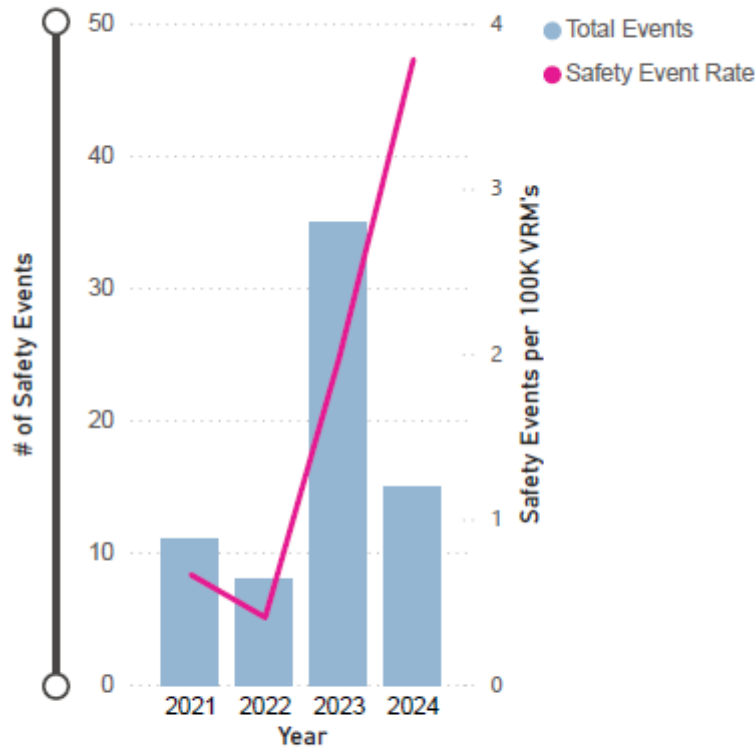
# Monthly Performance Report

Safety April 2024



## Monthly Reportable Events for Sounder

Safety Event KPI



A total of 15 reportable events have occurred in the first quarter of 2024.

Of these events, ten were assaults.

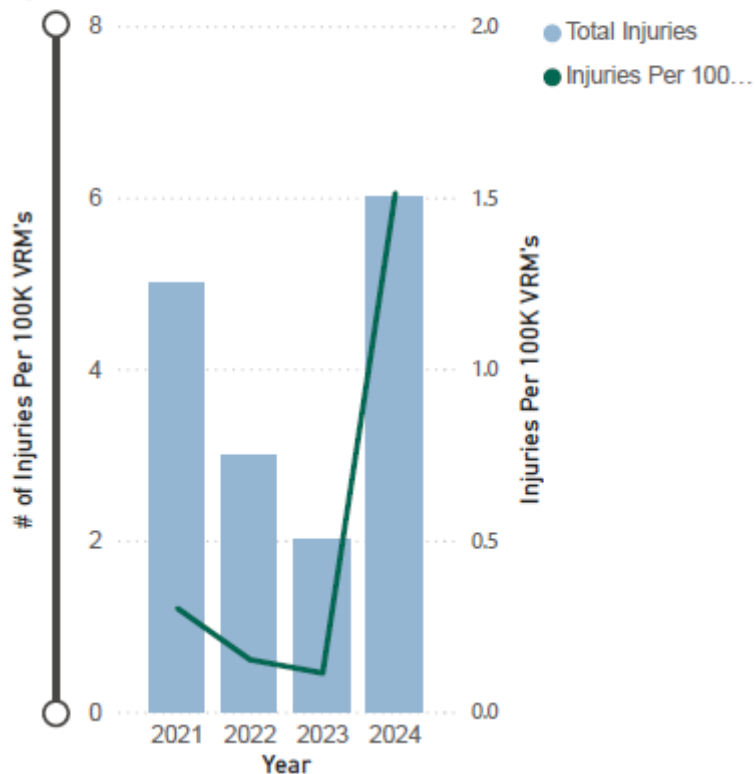
- Five were physical assaults against transit workers;
- Four were physical assaults between pedestrians on Sound Transit property; and
- One was a verbal assault against a transit worker.

Kent Station has seen the most significant number of reportable assault events (six), followed by Everett Station (three) and Auburn Station (one).

Two Sounder collisions with vehicles occurred at the S 74th St. at-grade crossing in Tacoma, one in February and one in March. In both cases, vehicles with trailers passed through the crossing but stopped short of being fully clear of the tracks. No injuries were reported in these events. In response to public feedback regarding traffic backups, the City of Tacoma adjusted the signal timing of a nearby intersection and replaced a malfunctioning weight sensor.

In March, a reportable environmental spill occurred at Kent Station when a vehicle parked at the station's parking garage had its fuel tank drilled into. The leaked fuel did not enter any drains and cleanup was handled by the onsite Sound Transit facilities team.

Injuries Per 100K VRMs



Of the reportable events that have occurred so far in 2024, six resulted in injuries to those involved.

Four of these injuries occurred during assaults between pedestrians at Kent Station.

One occurred when a pedestrian fell while exiting from an elevator at Kent Station.

The final injury occurred when a transit security officer broke a bone while performing work inside of a security guard booth.

All of these events resulted in immediate transport away from the scene for medical attention.

The increased rate of injuries per 100,000 vehicle revenue miles (VRMs) is due largely to an increase in the number of events resulting in injuries that require medical transport. A slightly lower number of Sounder VRMs in the first quarter of 2024 is a minor contributing factor as well.

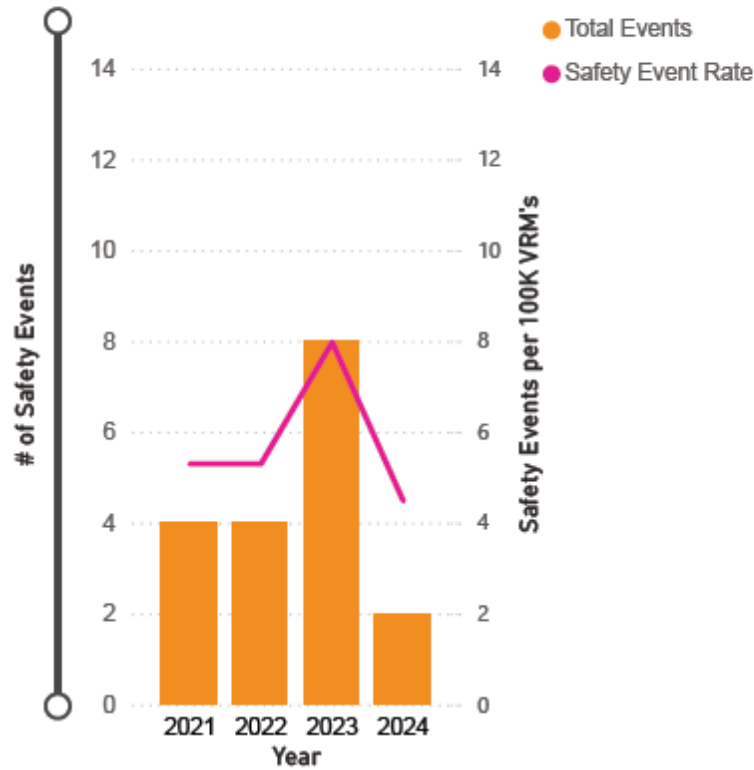
# Monthly Performance Report

Safety April 2024



## Monthly Reportable Events for TLine

Safety Event KPI



YTD 2024: there have been 4 reported collisions 2 were related to POV's One ran red light the other Operator thought they struck a mirror, but no contact made;

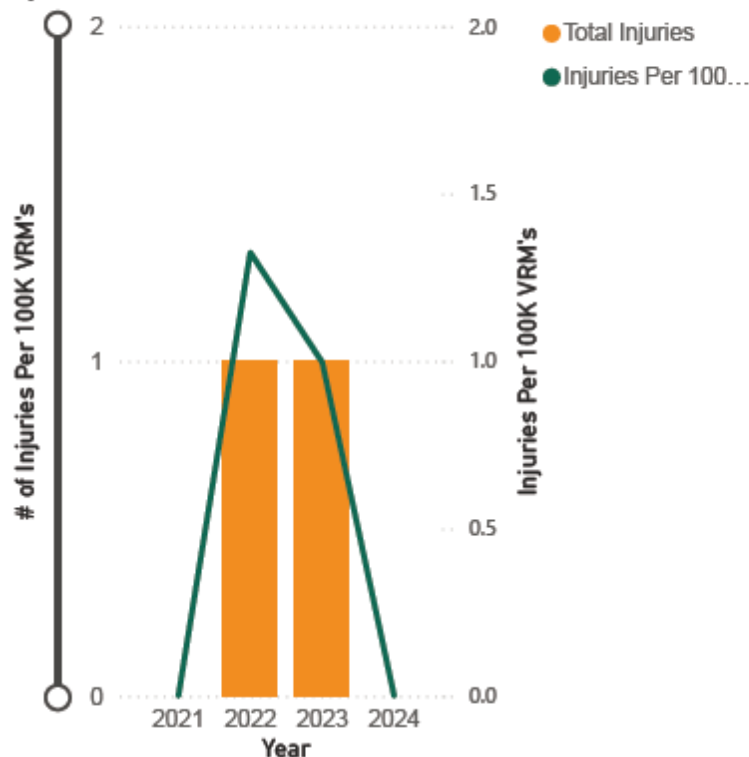
POV struck the railing at Hill Top Station blocking access to the platform.

POV struck pole # T 165 vehicle had to be towed. no damage to the pole

At signal intersections they are protected. When a LRV approaches the intersection the yellow flashing arrow turn red, which stop traffic. There is also signage at non-signal intersections warning traffic.

YTD 2024: there were no evacuations reported.

Injuries Per 100K VRM's



YTD 2024; Assault worker, there was one assault by a pedestrian.

Passenger assault weapon, there no passenger assaults weapon reported.

Passenger Assault there was one reported between passenger to passenger altercation.

The presence of Security riding the LRV's may be the cause of low incidents.

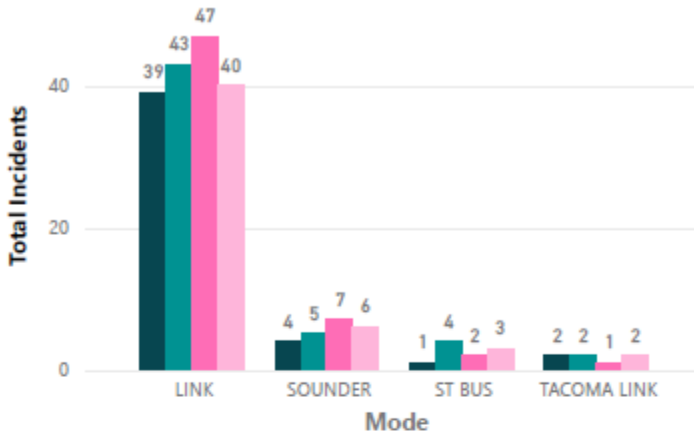
# Monthly Performance Report

Security April 2024



## Crimes Against Persons

Month ● January ● February ● March ● April



According to the National Incident-Based Reporting System (NIBRS), Crimes Against Persons are those crimes such as assault, whose victims are always individuals.

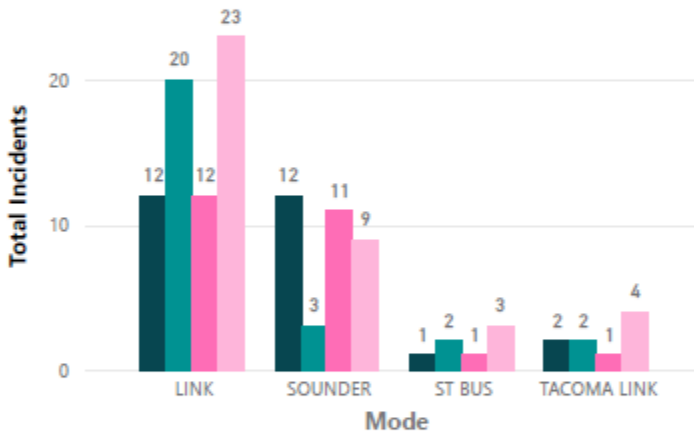
The numbers include physical and verbal assaults, assaults with a weapon and sexual offenses on both customers and transit workers.

YTD for 2024 we have had a total of 208 crimes against persons across all modes. This highest of which happened on LINK and are assaults on transit workers (86). 46 of these assaults were considered verbal, 34 physical, and 6 with a weapon.

This has been impacted by the new Onboard security officers (new company and having 25% of the trains now having security on them).

## Crimes Against Property

Month ● January ● February ● March ● April



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.

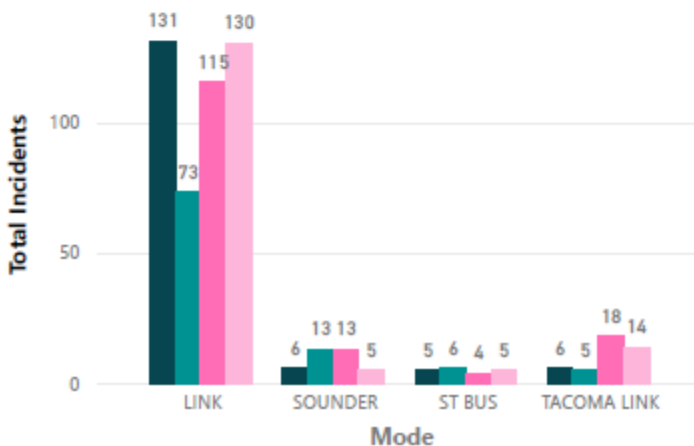
These incidents are categorized into crimes such as fire (arson), graffiti, robbery, theft (vehicle, property or bicycle) and vandalism.

YTD for 2024 we have had 118 crimes against property across all modes. The highest numbers being on LINK for graffiti (37) and on Sounder (25). This can be attributed to the expanding service area and new infrastructure.

This can also be attributed to the new Onboard security officers and the larger amounts of security personal and reporting protocols.

## Unlawful Transit Conduct Incidents

Month ● January ● February ● March ● April



Unlawful Transit Conduct are incidents such as playing loud music, smoking, littering, alcohol consumption, unreasonably disturbing others, and defecating/urinating/spitting, etc.

YTD for 2024 there have been 549 incidents of unlawful transit conduct across all modes. The highest category being smoking on LINK (195)