

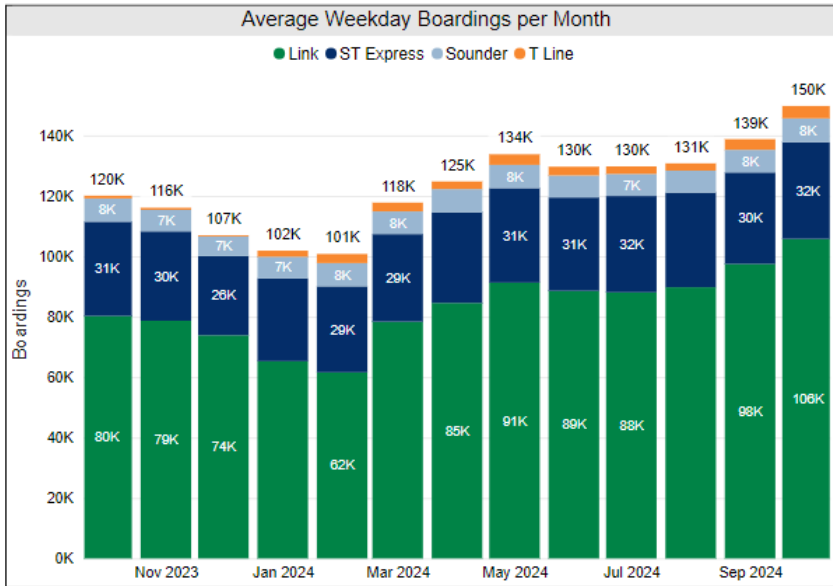
Monthly Performance Report

Service Delivery Department



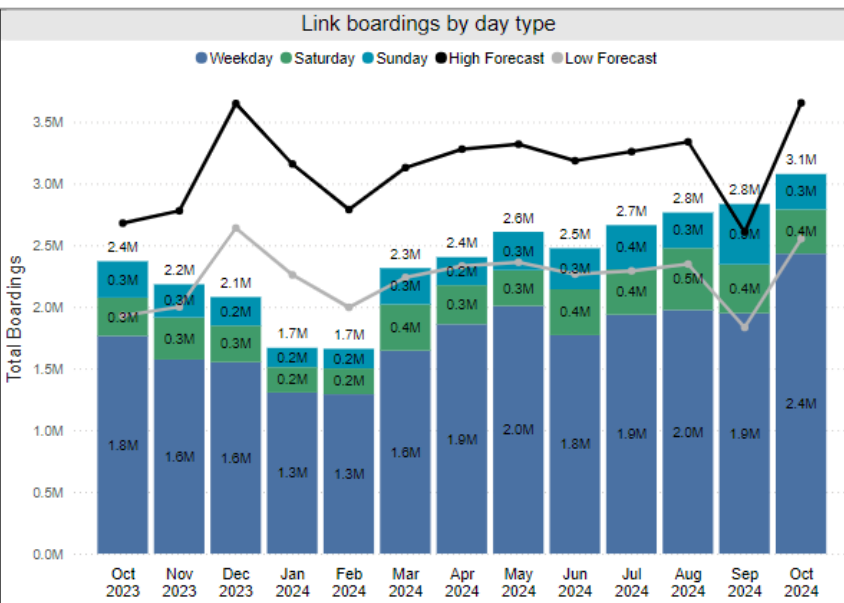
Ridership

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
Oct 2024	4,220,000	149,700	8%	-12%
Sep 2024	3,828,000	138,800	6%	-12%
Aug 2024	3,837,000	130,800	1%	-20%
Jul 2024	3,742,000	129,700	0%	-21%
Jun 2024	3,471,000	129,600	-3%	-21%
May 2024	3,690,000	133,800	7%	-17%
Apr 2024	3,419,000	124,800	6%	-23%
Mar 2024	3,298,000	117,800	17%	-25%
Feb 2024	2,597,000	100,600	-1%	-31%
Jan 2024	2,584,000	101,900	-5%	-35%
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	2,650,000	128,000	0%	-22%

- Spurred by significant growth across every mode, Sound Transit’s overall average weekday boardings grew by 8% in October. This represents the fourth consecutive month of ridership growth. Total boardings in October 2024 were almost 25% higher than total boardings in October 2023. Link continues to account for just over 70% of the average weekday boardings, while ST Express comprised just over 21%.



Link

- The opening of the four new Lynnwood Link Extension stations continue to drive Link ridership.
- October 2024 set a new ridership high mark with the average weekday boardings reaching almost 106,000 and total boardings topping 2.4 million, both substantially higher than any month in Link history.
- Single day boardings exceed 100,000 nineteen times.
- Average weekday boardings in October 2024 are 25% greater than the same month pre-pandemic.
- Total monthly boardings in October 2024 fall between the high and low forecast.

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.

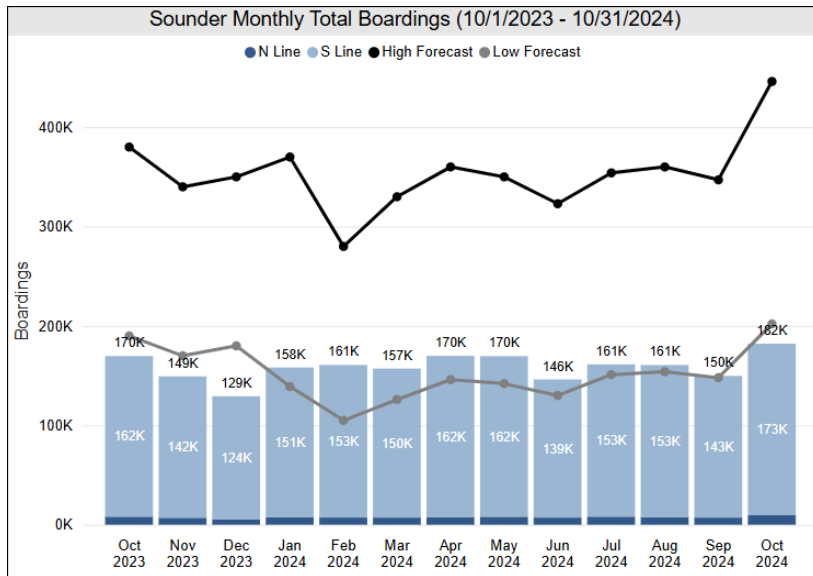
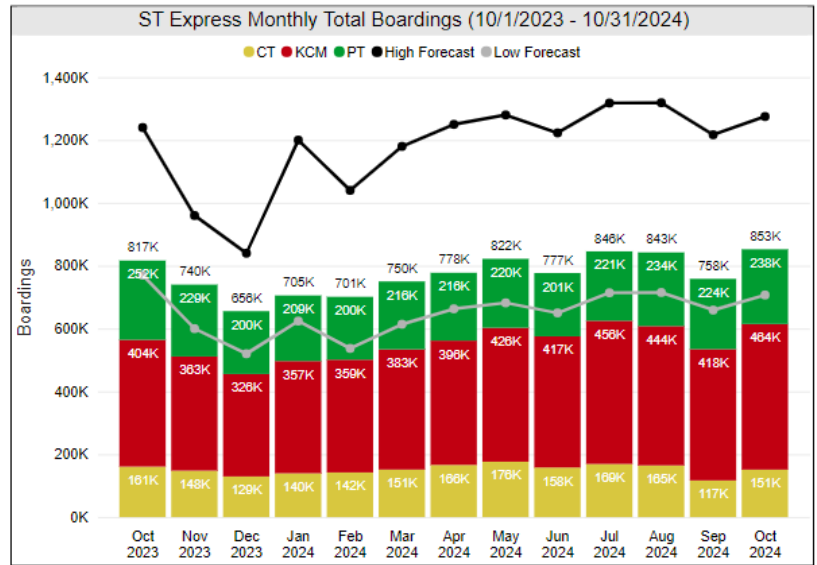
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ST Express

- ST Express experienced an increase in average weekday boardings from September 2024 (12.5%) and annually as compared to October 2023 (4.4%). October 2024 also represents the highest weekday boardings across the reporting period. This is most likely due to returning workers into Seattle as more and more employers are requiring in-person attendance post COVID.
- All three partners are experiencing across the board increased boardings.
- ST Express falls within, but on the lower end of the ridership forecast for this mode as it has for the last year.

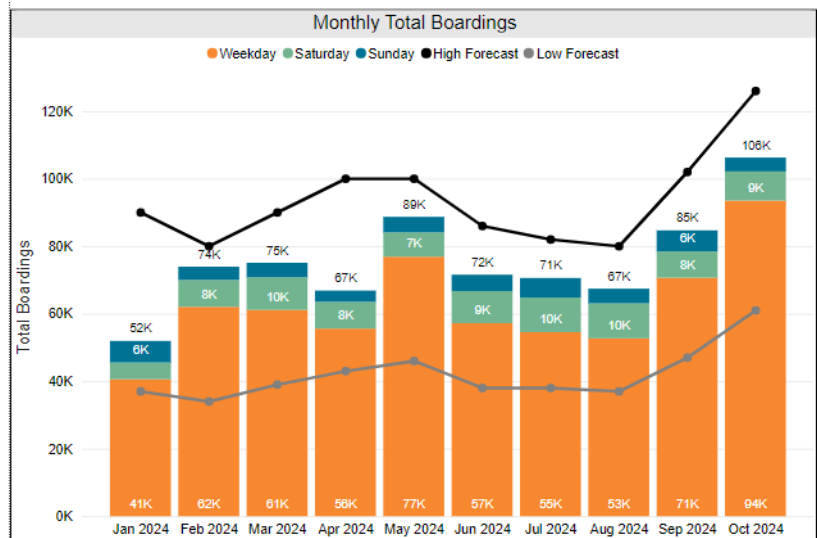


Sounder

- Consistent with normal seasonality, Sounder monthly total boardings rose by about 22% from September to October 2024.
- In a year-to-year comparison, the October 2024 total monthly boardings were higher than the October 2023 boardings by 7%, while average weekday boardings from those two periods were up by almost 3%.
- Sounder ridership seems to have stabilized at about 45% of its pre-pandemic level.
- Sounder's monthly ridership remained below its low forecast for October 2024.

T-Line

- T-Line extended service for two Tacoma Dome concerts. This ridership from this additional service was a factor in the 21% increase in ridership from last month.
- The Tacoma Dome station saw the highest number of average weekday boardings at 989, followed by Union Station at almost 874 and Theater District Station at almost 588.



Monthly Performance Report

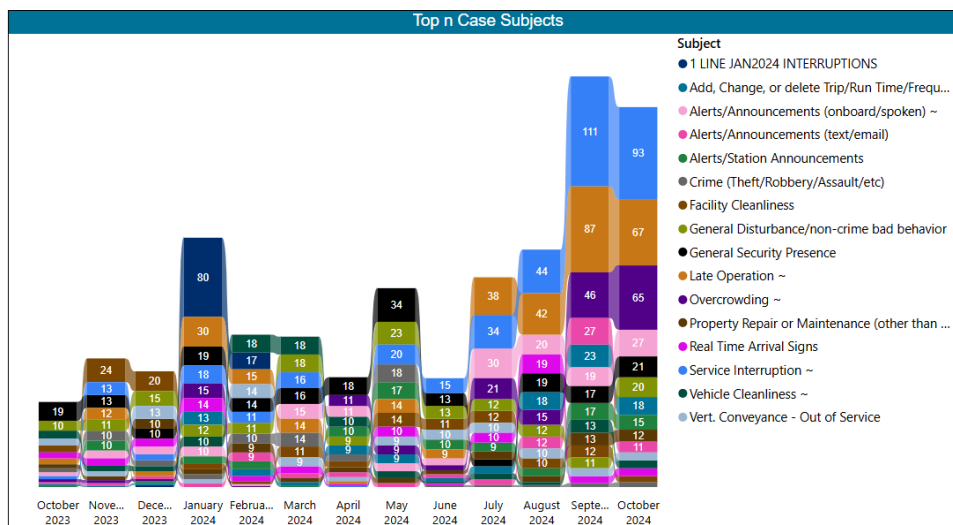
Service Delivery Department



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	92%	Line 1: 95% Line 2: N/A	Siemens: 82% Kinkisharyo: 71%	Siemens: 30,750 Kinkisharyo: 54,177	Vehicles: 59% Track: 100% Power: 99% Facilities Mech: 51% Facilities Elec: 75%	98%	4.6
Prior Month	81%	Line 1: 91% Line 2: 97%	Siemens: 73% Kinkisharyo: 61%	Siemens: 60,091 Kinkisharyo: 51,928	Vehicles: 97% Track: 100% Power: 78% Facilities Mech: 92% Facilities Elec: 96%	79%	14.8
Current	85%	Line 1: 92% Line 2: 95%	Siemens: 71% Kinkisharyo: 70%	Siemens: 47,584 Kinkisharyo: 38,877	Vehicles: 89% Track: 100% Power: 70% Facilities Mech: 99% Facilities Elec: 95%	85%	13.1
Trend	↗	Line 1: ↗ Line 2: ↘	Siemens: ↘ Kinkisharyo: ↗	Siemens: ↘ Kinkisharyo: ↘	Vehicles: ↘ Track: → Power: ↘ Facilities Mech: ↗ Facilities Elec: →	↗	↗

- Link continues to struggle with meeting its On Time Performance target. Link got closer to meeting target, but remained below for the fourth month in a row in October 2024. The Operated as Scheduled metric improved on the 1 Line, fell slightly on the 2 Line, but remained below target for both lines. The availability metric for the Siemens fleet fell further in October, while it grew for the Kinkisharyo fleet. Both fleet types remain below target. Both fleets met their Mean Distance Between Failure target. For the first time in four months, Link failed to meet all its Preventative Maintenance Compliance targets, missing on vehicles by 1% and Power by 20%.



Link Customer Comments

- The number of customer complaints per 100,000 boardings figure fell from September to October 2024 and remains within the target range.
- For the third month in a row, service-related issues, such as service interruptions and lateness, remained the most complained about subject.
- Complaints related to overcrowding jumped significantly in September, and jumped even further in October 2024 consistent with increases in ridership.

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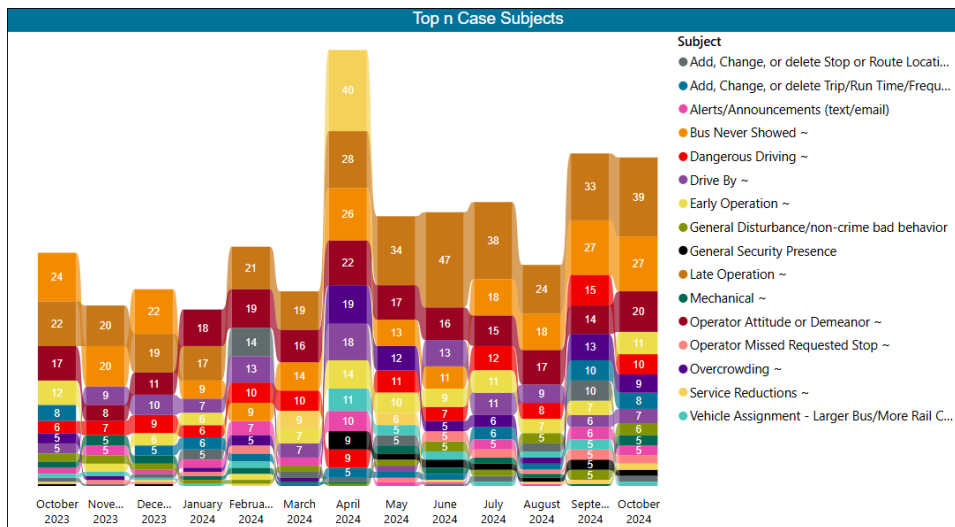
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ST Express

	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: 78% KCM: 83%	CT: 99.5% PT: 99.3% KCM: 99.2%	CT: 100% PT: 100% KCM: 98%	CT: 8,344 PT: 18,323 KCM: 5,714	CT: 100% PT: 99% KCM: 100%	69%	14.3
Prior Month	CT: 97% PT: 75% KCM: 84%	CT: 99.4% PT: 99.5% KCM: 98.5%	CT: 100% PT: 99% KCM: 98%	CT: 6,369 PT: 14,653 KCM: 7,652	CT: 100% PT: 99% KCM: 100%	75%	20.8
Current	CT: 99% PT: 74% KCM: 86%	CT: 99.7% PT: 99.8% KCM: 98.0%	CT: 100% PT: 99% KCM: 97%	CT: 9,394 PT: 16,796 KCM: 9,179	CT: 100% PT: 99% KCM: 100%	77%	18.9
Trend	CT: ↗ PT: ↘ KCM: ↗	CT: ↗ PT: ↗ KCM: ↘	CT: → PT: ↗ KCM: ↘	CT: ↗ PT: ↗ KCM: ↗	CT: → PT: → KCM: →	↗	↘

- The same conditions as previously reported remain unchanged: The road network between Seattle and Tacoma tends to promote high traffic volumes and multiple incidents which slow traffic unpredictably. Pierce Transit experienced several slowdowns from accidents with which they were not involved as well as increased congestion consistent with seasonality. While on-time performance improvements are slow, traffic incidents and construction impacts continue to occur. Of note, WSDOT completed work on I-5 S which should improve traffic flow in future months.



ST Express Customer Comments

- The number of ST Express related complaints per 100,000 boardings dropped across all three partners in October, but the total number of complaints is still outside target range.
- October 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 or early buses are often identified either late or as no-shows.
 - Dangerous Driving complaints fell during this period. Sound Transit continues to work with each partner to determine how to address this issue.

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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%	TBD	>20,000	>90%	>28.8%	<15 per 100,000 boardings
Prior Year	South: 95% North: 96%	South: 99.8% North: 100%	N/A	9,947	N/A	74%	14.1
Prior Month	South: 96.% North: 97%	South: 100% North: 100%	N/A	9,682	N/A	51%	23.4
Current	South: 96% North: 96%	South: 99.7% North: 98.9%	N/A	17,139	N/A	59%	18.7
Trend	South: ↗ North: ↘	South: ↘ North: ↘		↗		↗	↘

- Souder On Time Performance was above the 95% target for both the N Line and S Line for the month of October. The biggest category of delays was Mechanical (15 trains impacted by 6 mechanical incidents, including 4 cancellations). Customer complaints per 100,000 boardings went down, with the biggest complaint categories being late operation and service interruption.

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	99.2%	99.1%	87.1%	N/A	N/A	47%	24.9
Prior Month	99.7%	99.7%	95.0%	N/A	N/A	40%	4.7
Current	99.2%	99.1%	94.1%	N/A	N/A	44%	5.6
Trend	↘	↘	↘		→	↗	↗

- T-Line once again met all of its performance targets as it has since September 2023. Fleet availability remained stable from September to October 2024. T-Line customer complaints in October remained well within target.

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

Monthly Performance Report

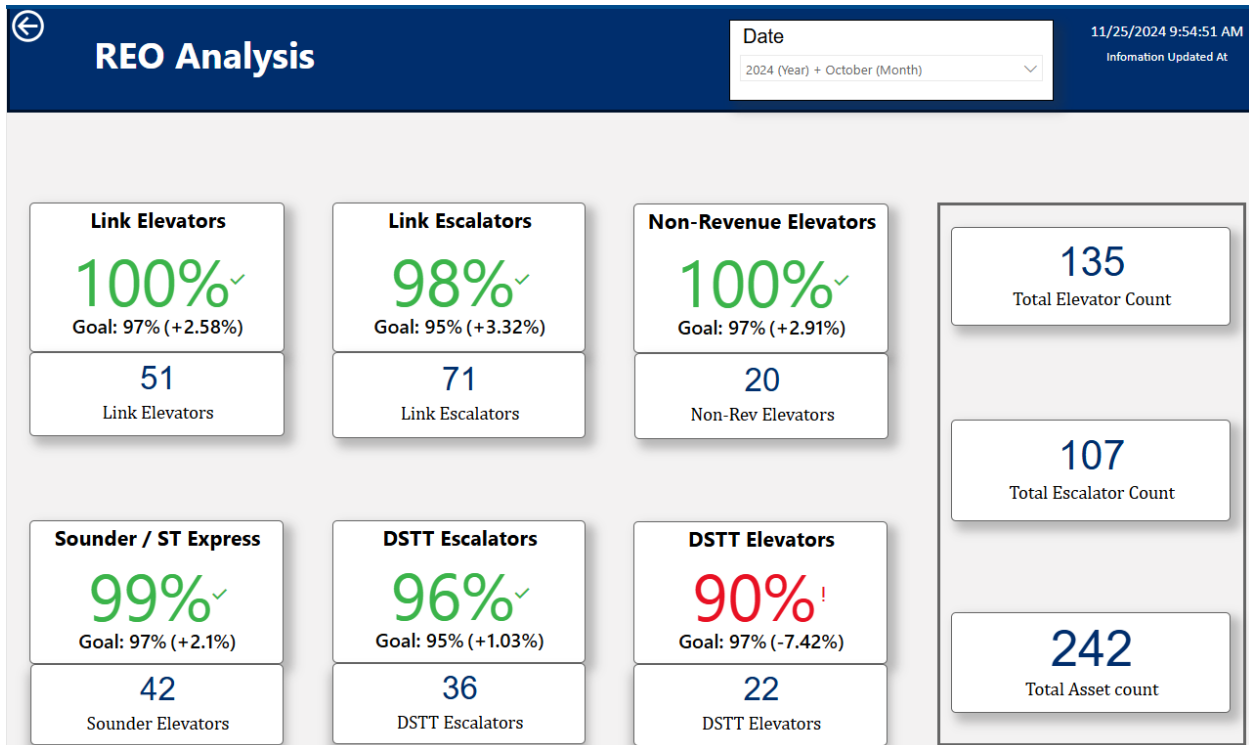
Service Delivery Department



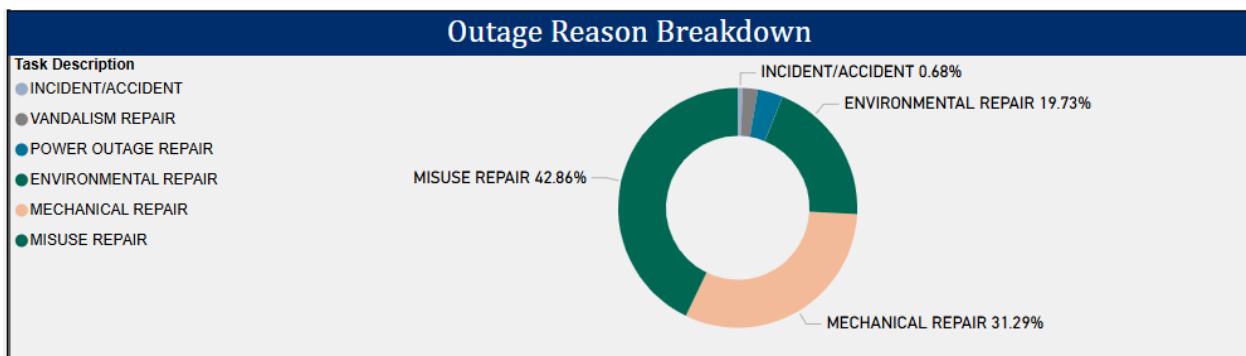
Vertical Transportation

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>

**Availability shown below is for all categories of outage reasons.*



- **DSTT Elevators** fell below target due to Scheduled Maintenance for a jack replacement at IDS Elevators #903 & #904, which is part of the overall modernization program currently underway. These repairs have been completed and both elevators have been returned to service. If you exclude these scheduled maintenance repairs, DSTT Elevators would be at 98% availability.



- October shows us that the largest percentage of outage reasons since January of 2024, is misuse of vertical transportation equipment.
- Environmental outages were up 3% from the previous month.
- Power outages were down 7% from the previous month.

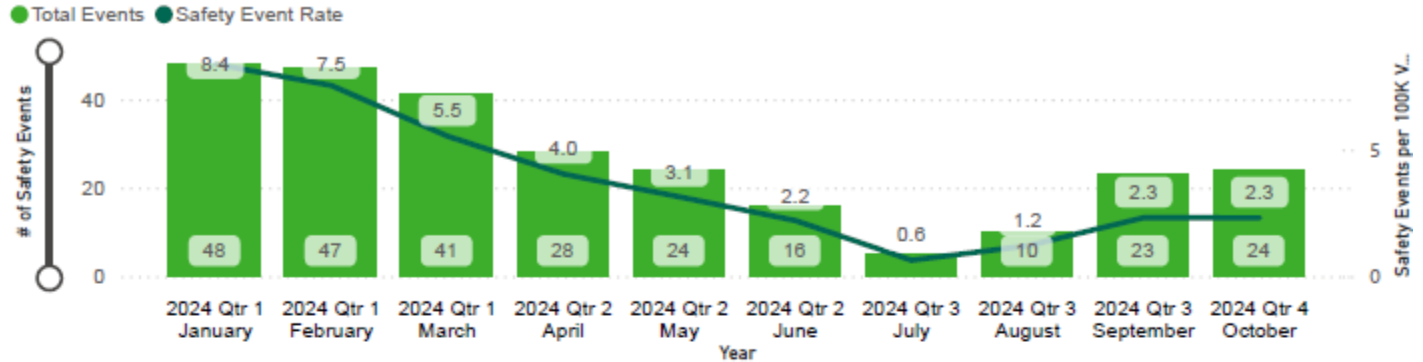
Monthly Performance Report

Safety October 2024



Monthly Reportable Events for Link - October 2024

Safety Event KPI



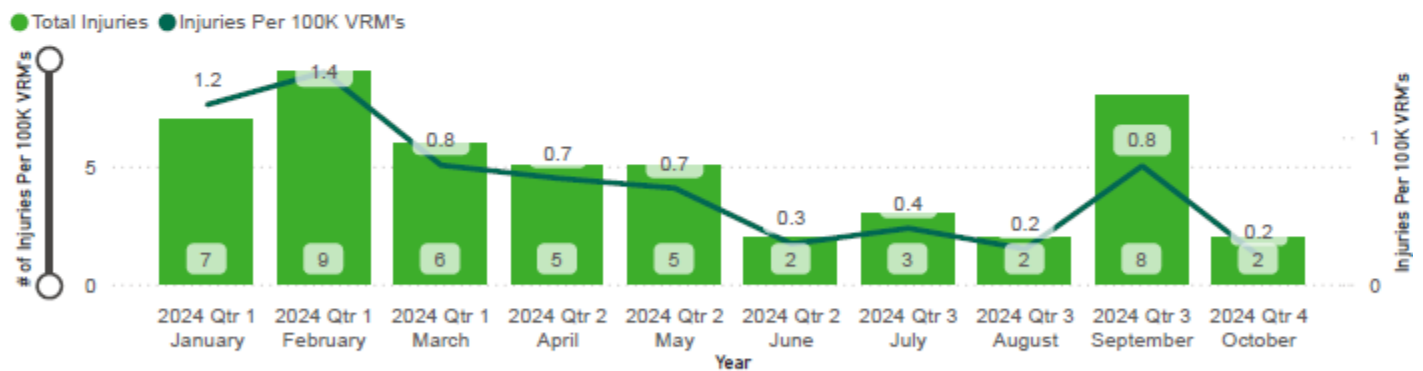
Definitions: National Transit Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Examples include collisions, fires, derailments, evacuations, etc.

October 2024: 24 Reportable Safety Events.

- Thirteen (13) Non-Major Transit Worker Assaults.
- One (1) Reportable Fire.
- Three (3) Reportable Slip & Falls.
- Five (5) reportable evacuation events, four (4) passenger self-evacuations from trains and one (1) fire alarm evacuation.
- One (1) Train Collision with a Vehicle.
- One (1) Non-Revenue High-Rail Vehicle Derailment.

Event rates have declined overall, especially between Q1 and Q3. However, there was an increase in Q4 with transit worker assaults, slip and falls (weather related), and passenger self evacuations being major contributors.

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.

October 2024: Two (2) Major Reportable Injury Events.

- One (1) Transit Worker Assault involving the use of a weapon.
- One (1) Pedestrian Slip and Fall involving medical transport.

Trending shows a decline in injury volume and rates between Q1 and Q3, albeit with a spike in September led by weather related slips and falls and assaults on transit workers. This indicates an overall reduction in the likelihood of injury on Link since the beginning of 2024.

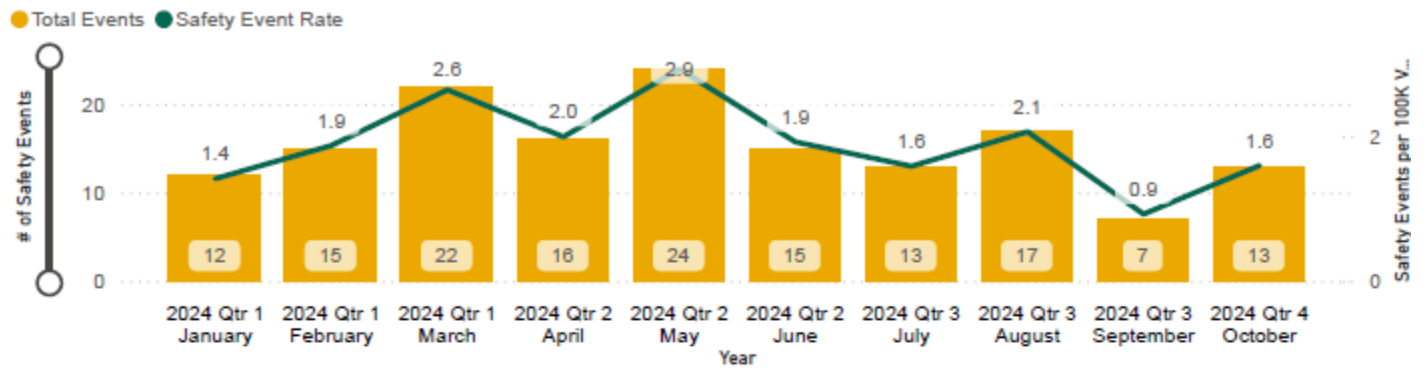
Monthly Performance Report

Safety October 2024



Monthly Reportable Events for ST Express - October 2024

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. Examples include collisions, fires, derailments, evacuations, etc.

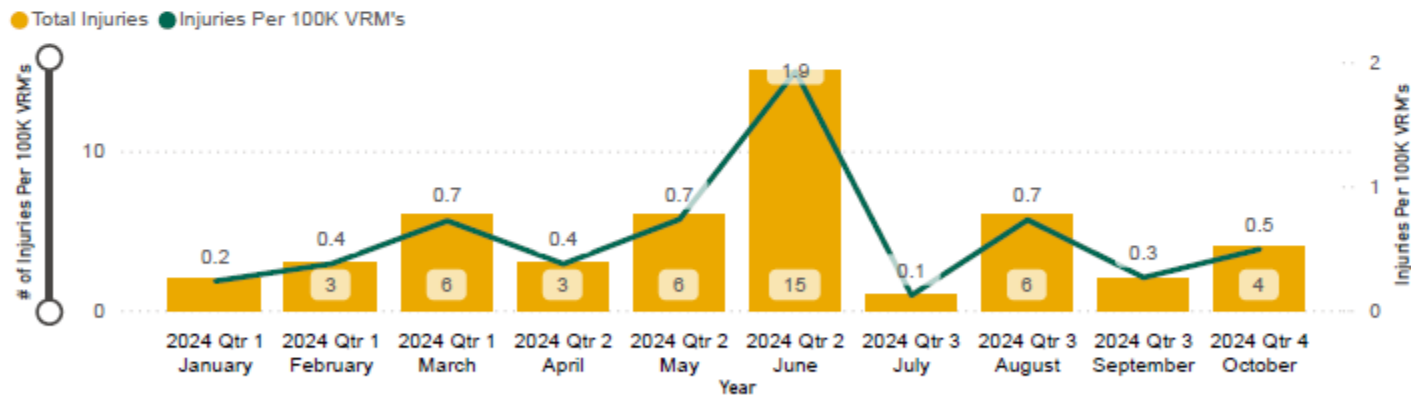
October 2024: Two (2) major reportable safety events.

- Runaway Coach; Coach was towed. No injuries.
- Coach vs POV; Coach was towed. Two (2) transported due to injury.

October 2024: Eleven (11) minor reportable safety events.

- One (1) Physical Assault on Operator, occurred on coach and no injury.
- Eight (8) Non-Physical Assault on Operators; all occurred onboard coaches and no injuries.
- Two (2) Passenger Slip and Falls resulting in two (2) injuries requiring transport, one (1) on coach and one (1) in Bus Bay.

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.

October 2024: Four (4) reportable injuries.

- Two (2) transported due to a Coach vs POV Collision.
- One (1) Passenger fell in bus bay.
- One (1) Passenger fell while boarding coach.

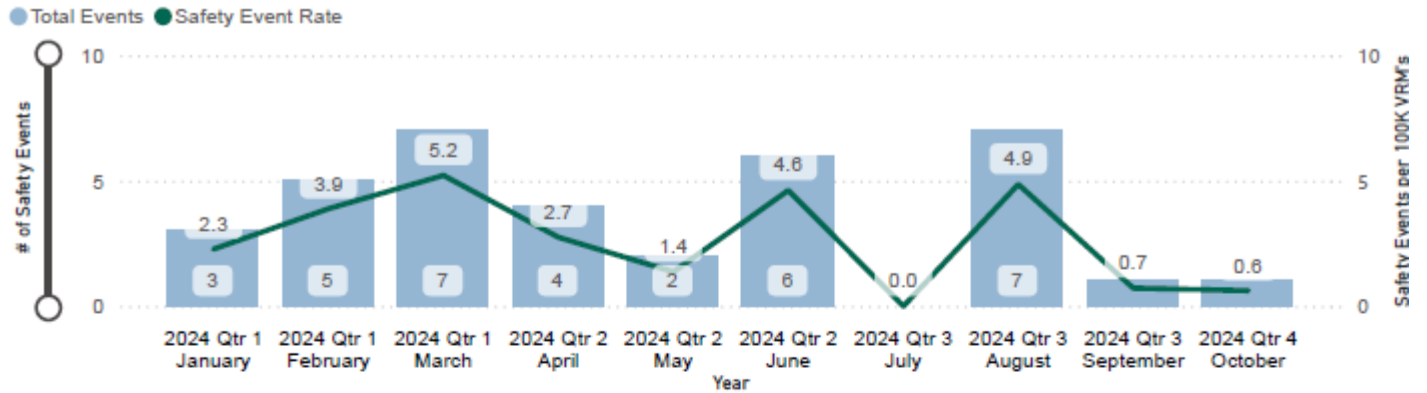
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Safety October 2024



Monthly Reportable Events for Sounder . - October 2024

Safety Event KPI

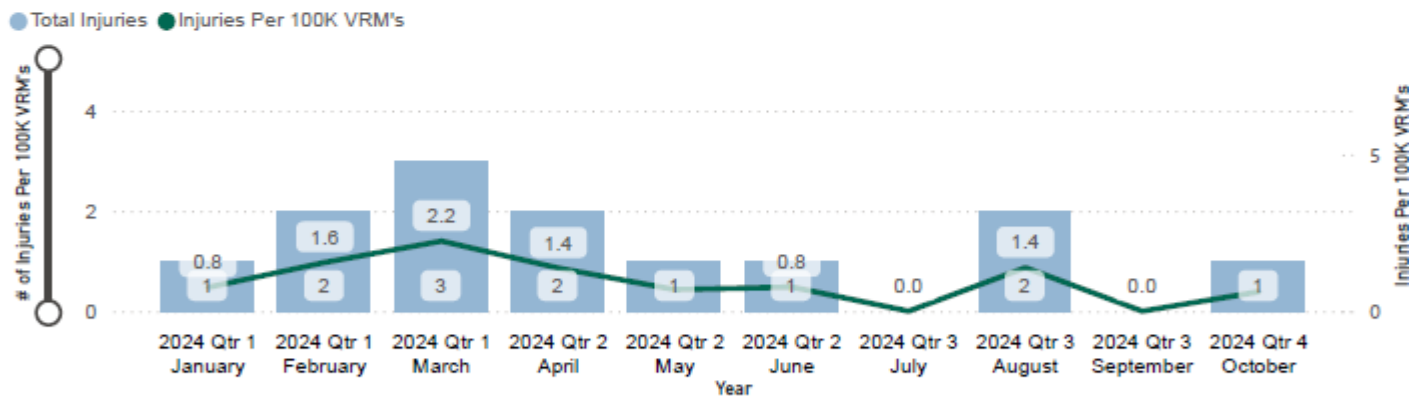


Sounder Commuter Rail events are reported under two different definitions. Federal Railroad Administration (FRA) reporting requirements generally cover safety events, while National Transit Database (NTD) reporting requirements for commuter rail cover major security events and non-major assaults against transit workers.

October 2024: One (1) Reportable Safety Event.

- One (1) slip/trip/fall at Auburn Station.

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.

October 2024: One (1) Reportable Injury

The reported slip and fall event occurred in the same area of Auburn Station as another slip and fall event earlier this year. Corrective action has been taken to identify, block off, and repair an observed trip hazard.

No discernable trends were identified in connection with the reported employee injury at the Sounder emergency exercise.

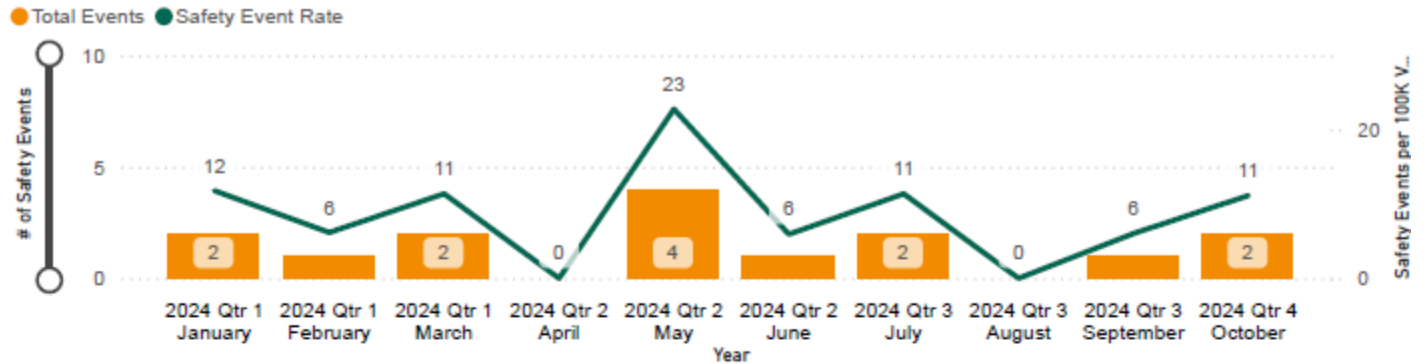
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Safety October 2024



Monthly Reportable Events for T-Line - October 2024

Safety Event KPI

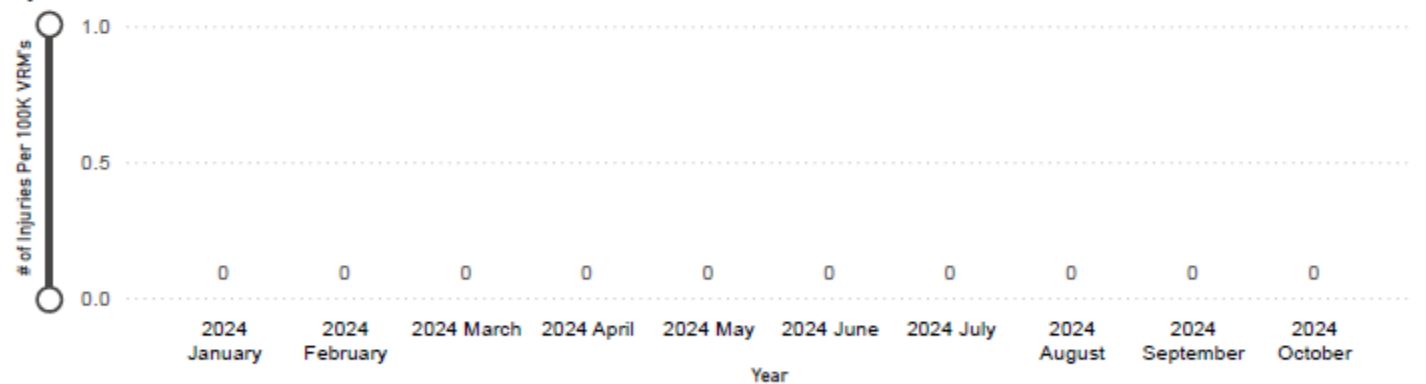


Definitions: National Transit Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Examples include collisions, fires, derailments, evacuations, etc.

October 2024: One (1) Reportable Major Collision & One (1) Non-Major Transit Worker Assault on a Transit Security Officer.

Trends show there was a spike in Q2 but little change throughout the year.

Injuries Per 100K VRM's



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

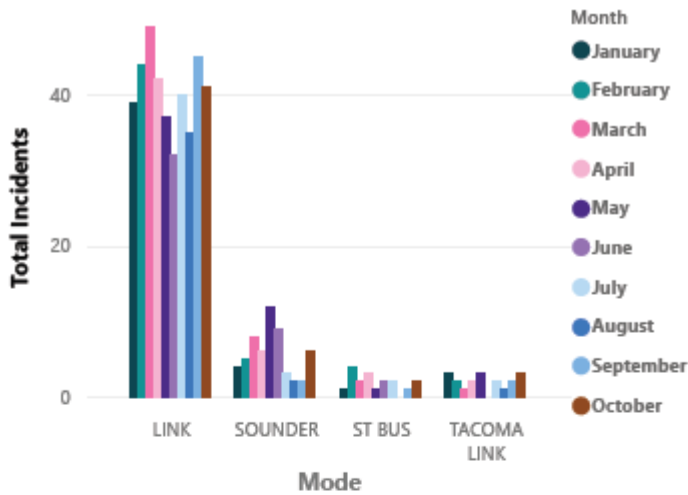
October 2024: No (0) reportable injury events.

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Security October 2024



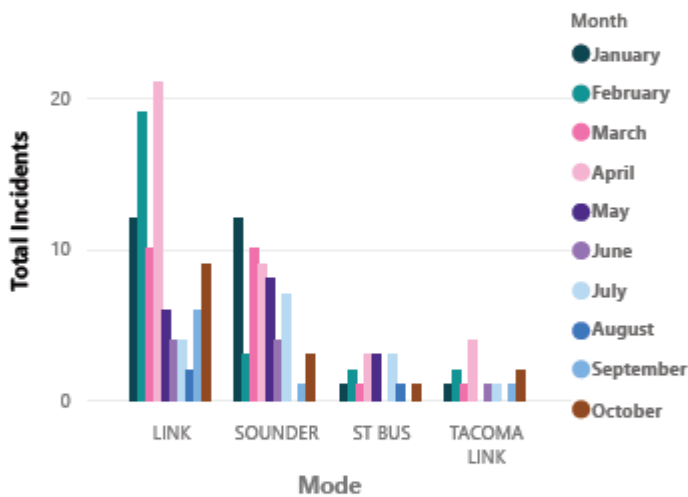
Crimes Against Persons



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 October 2024, 52 Crimes Against Persons were reported across all Sound Transit modes. The most-reported Crime Against Persons was physical assault against customers (13), followed by physical assault against transit workers (12) and Verbal Threats & Harassment against transit workers (10).

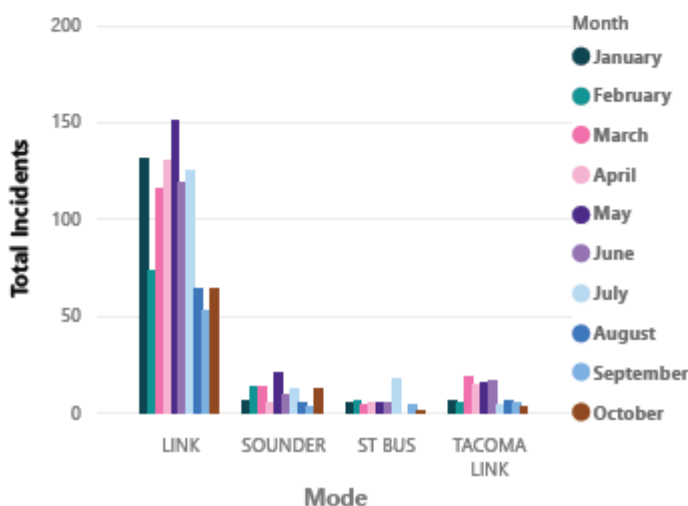
Crimes Against Property



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 October 2024, 15 Crimes Against Property were reported across all Sound Transit modes. The most-reported Crimes Against Property were Theft (other) (5) and theft of vehicles (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 October 2024, 81 UTC incidents were reported across all Sound Transit modes. The most frequently reported categories of UTC in October were smoking (26), unreasonably disturbing others (23) and public urination/defecation/spitting (13).