

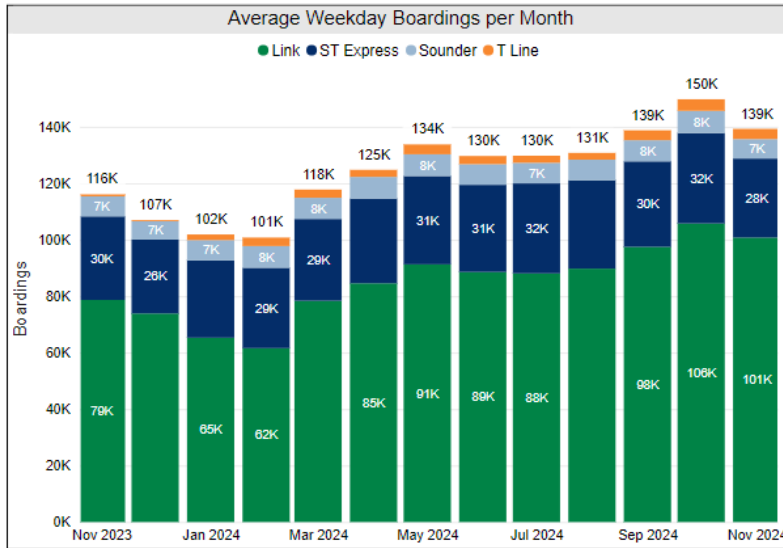
Monthly Performance Report

Service Delivery Department



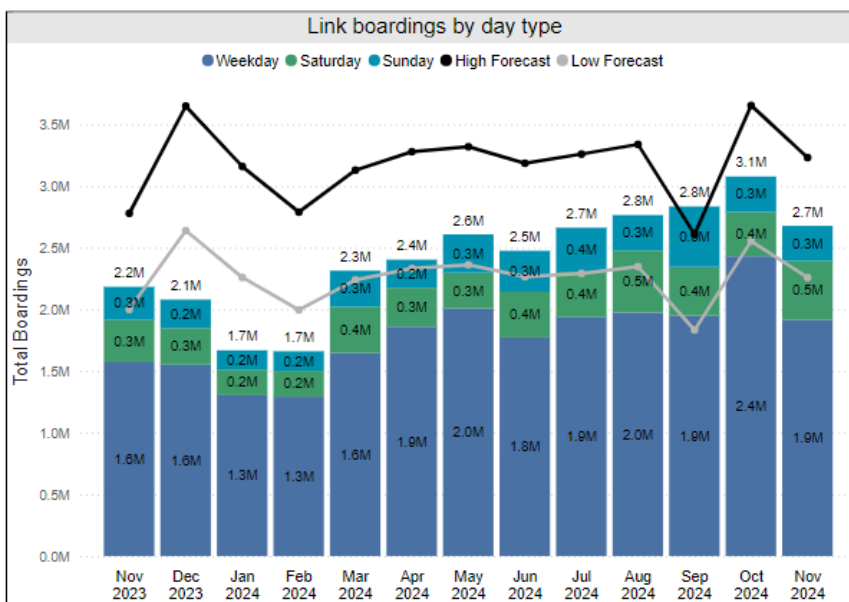
Ridership

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
Nov 2024	3,604,000	139,300	-7%	-13%
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	116,900	0%	-26%

- Consistent with the seasonality of ridership on the system, Sound Transit’s overall average weekday boardings fell by about 7% in November. Every mode saw decreases in boardings, though Link boardings fell less than half as much as the other modes as a percentage of boardings. Link now accounts for almost three-fourths of the total boardings on the Sound Transit system. Overall, system ridership is over 85% of what it was before the pandemic.



Link

- Link typically sees a drop in ridership every November, usually because of reduced ridership around the holidays. That was the case for 2024 as well.
- Average daily boardings fell by 5% from October to November 2024. However, ridership remains 22% higher than it was in November 2019, pre-pandemic.
- Despite lower overall ridership numbers single day boardings exceed 100,000 ten times this month.
- Total monthly boardings in November 2024 remain within the forecasted range.

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, there is often a delay in the months for which data is available.

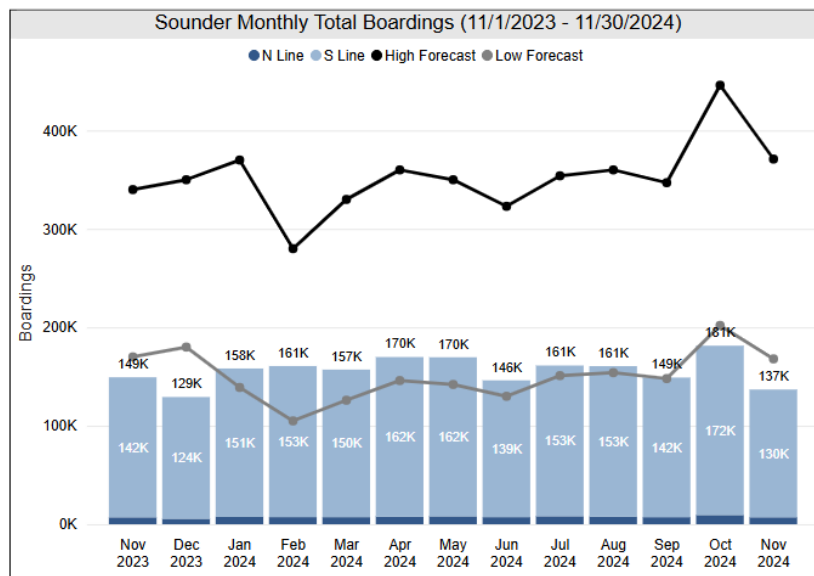
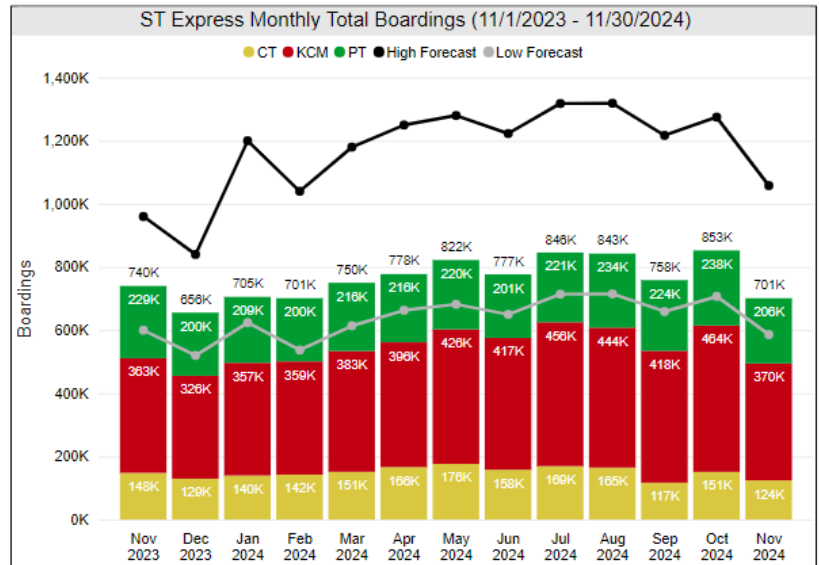
Monthly Performance Report

Service Delivery Department



ST Express

- ST Express experienced a reduction in average weekday boardings for the second month in a row, dropping 17% from October to November 2024. Boardings fell on weekdays, Saturdays and Sundays.
- This drop is exaggerated by against October's high-water mark and reflects lower holiday travel. This dip is consistent with what other ST modes experienced in November.
- ST Express falls within, but on the lower end of the ridership forecast for this mode as it has for the last year.

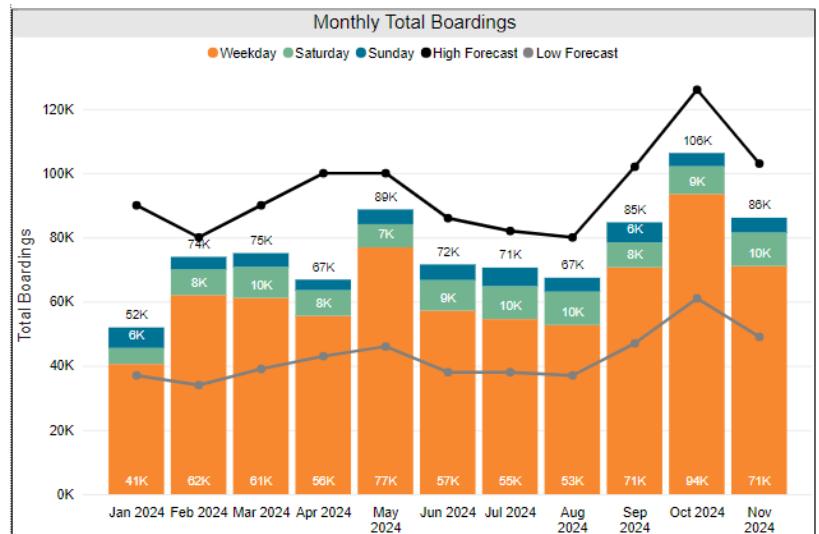


Sounder

- Consistent with normal seasonality, Sounder monthly total boardings fell by about 9% from October to November 2024.
- In a year-to-year comparison, the November 2024 total monthly boardings were lower than the November 2023 boardings by 8%, while average weekday boardings from those two periods were up by 1%.
- Sounder ridership seems to have stabilized at about 45% of its pre-pandemic level.
- Sounder's monthly ridership dipped below its low forecast for November 2024.

T-Line

- With the University of Washington Tacoma starting fall quarter and high school restarting for the year, T-Line saw a large increase in its ridership, a growth in average weekday boardings of almost 40% from August to September 2024.
- The Tacoma Dome station saw the highest number of average weekday boardings at 770, followed by Union Station at almost 670 and Theater District Station at almost 580.



Monthly Performance Report

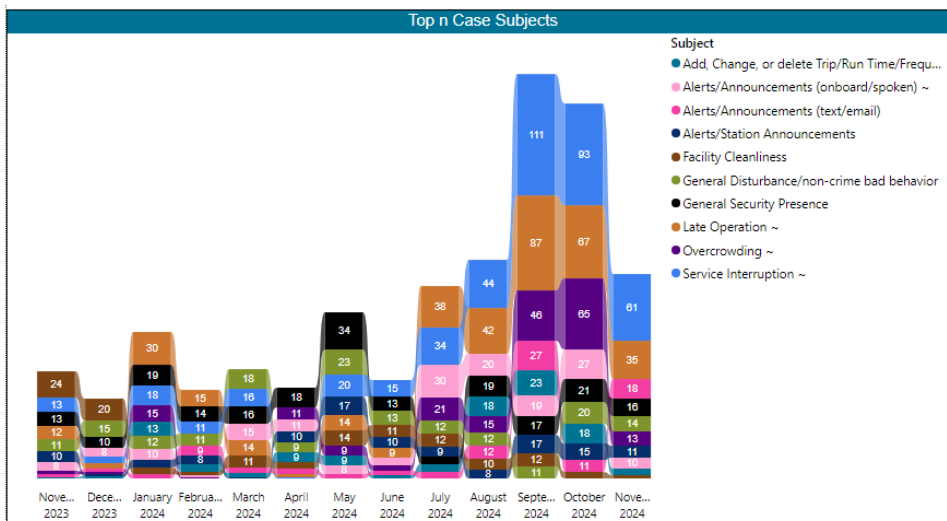
Service Delivery Department



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: 96% Line 2: N/A	Siemens: 82% Kinkisharyo: 72%	Siemens: 41,110 Kinkisharyo: 45,003	Vehicles: 89% Track: 100% Power: 87% Facilities Mech: 41% Facilities Elec: 86%	97%	6.5
Prior Month	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
Current	86%	Line 1: 93% Line 2: 94%	Siemens: 71% Kinkisharyo: 74%	Siemens: 39,258 Kinkisharyo: 30,770	Vehicles: 100% Track: 100% Power: 86% Facilities Mech: 96% Facilities Elec: 83%	80%	8.8
Trend	↗	Line 1: ↗ Line 2: ↘	Siemens: → Kinkisharyo: ↗	Siemens: ↘ Kinkisharyo: ↘	Vehicles: ↗ Track: → Power: ↗ Facilities Mech: ↘ Facilities Elec: ↘	↘	↗

- November 2024 represents the fourth month in a row that Link failed to meet its On Time Performance target, though it is trending positively. Link was also below target on its Operated as Scheduled metric for both the 1 Line and 2 Line. Fleet availability remained below target again in November for both fleet types, however both fleets met the Mean Distance Between Failure target. Link fell below its preventative maintenance compliance target for two asset types, Power and Facilities Electric.



Link Customer Comments

- The number of customer complaints per 100,000 boardings figure fell in November 2024. It remains well within the established target range.
- For the sixth month in a row, service-related issues including service interruptions and late operations were the top concerns of Sound Transit customers, though the volume of complaints fell.
- Commensurate with changes in ridership from October to November, complaints related to overcrowding fell significantly.

Monthly Performance Report

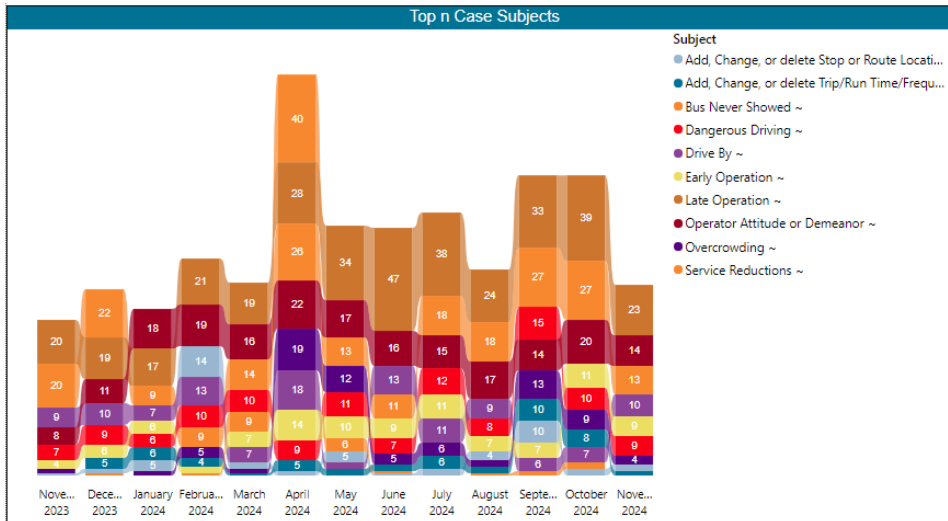
Service Delivery Department



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: 97% PT: 80% KCM: 87%	CT: 95.3% PT: 99.6% KCM: 99.3%	CT: 100% PT: 100% KCM: 97%	CT: 7,469 PT: 23,081 KCM: 5,100	CT: 100% PT: 100% KCM: 100%	66%	13.5
Prior Month	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
Current	CT: 98% PT: 74% KCM: 86%	CT: 99.5% PT: 99.8% KCM: 99.9%	CT: 100% PT: 100% KCM: 98%	CT: 6,814 PT: 27,544 KCM: 5,849	CT: 100% PT: 100% KCM: 100%	65%	14.5
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 leading to poor OTP from Pierce Transit.
- CT experienced a slight dip in operating scheduled trips due to on-going personnel shortages at Transdev.
- KCM's decrease in mean distance between road failures is consistent with the partner's lack of maintenance personnel. Staff is monitoring the situation there and is addressing the issue.



ST Express Customer Comments

- Overall complaints were down for November
- November 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.
 - Operator Attitude or Demeanor is often subjective and each case is investigated thoroughly. Detailed analysis shows that many complaints simply did not happen as described or were simple misunderstandings.

Monthly Performance Report

Service Delivery Department



Souder

	On Time Performance	Operated as Scheduled	Fleet Availability	Mean Distance Between Failure	PM Compliance	Parking Usage	Customer Complaints
Target	> 95%	99.0%	TBD	>20,000	>90%	>28.8%	<15 per 100,000 boardings
Prior Year	South: 94% North: 96%	South: 99.3% North: 100%	N/A	27,944	N/A	63%	15.4
Prior Month	South: 96% North: 97%	South: 99.7% North: 98.9%	N/A	5,712	N/A	59%	18.7
Current	South: 98% North: 100%	South: 98.8% North: 98.8%	N/A	14,807	N/A	49%	20.9
Trend	South: ↗ North: ↗	South: ↘ North: ↘		↗		↘	↗

- Souder On Time Performance was above the 95% target for both the N Line and S Line, thanks to low numbers of mechanical disruptions (2 delays). The biggest category of delays was Freight Interference (9 delays, consistent with higher levels of freight traffic during grain season). Both the N Line and S Line fell below target for Operated as Scheduled, due to events outside control of Operations (1 freight pedestrian strike – 6 cancellations; 1 damaged locomotive due to tree strike in windstorm – 2 cancellations). Customer complaints per 100,000 boardings went up, with the biggest complaint categories being late operation and onboard alerts. Onboard alerts complaints were related to the new PIMS announcement system which has been implemented on one Souder consist; the PIMS team is aware of the negative feedback and is planning to implement a fix at a later stage of the project.

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%	92.9%	N/A	N/A	46%	12.0
Prior Month	99.2%	99.1%	94.1%	N/A	N/A	44%	5.6
Current	99.4%	99.4%	94.0%	N/A	N/A	45%	2.3
Trend	↗	↗	➡		➡	↗	↗

- T-Line once again met all of its performance targets in November 2024. Fleet availability remained consistent with its October performance. T-Line customer complaints fell again in November and remain well within target.

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

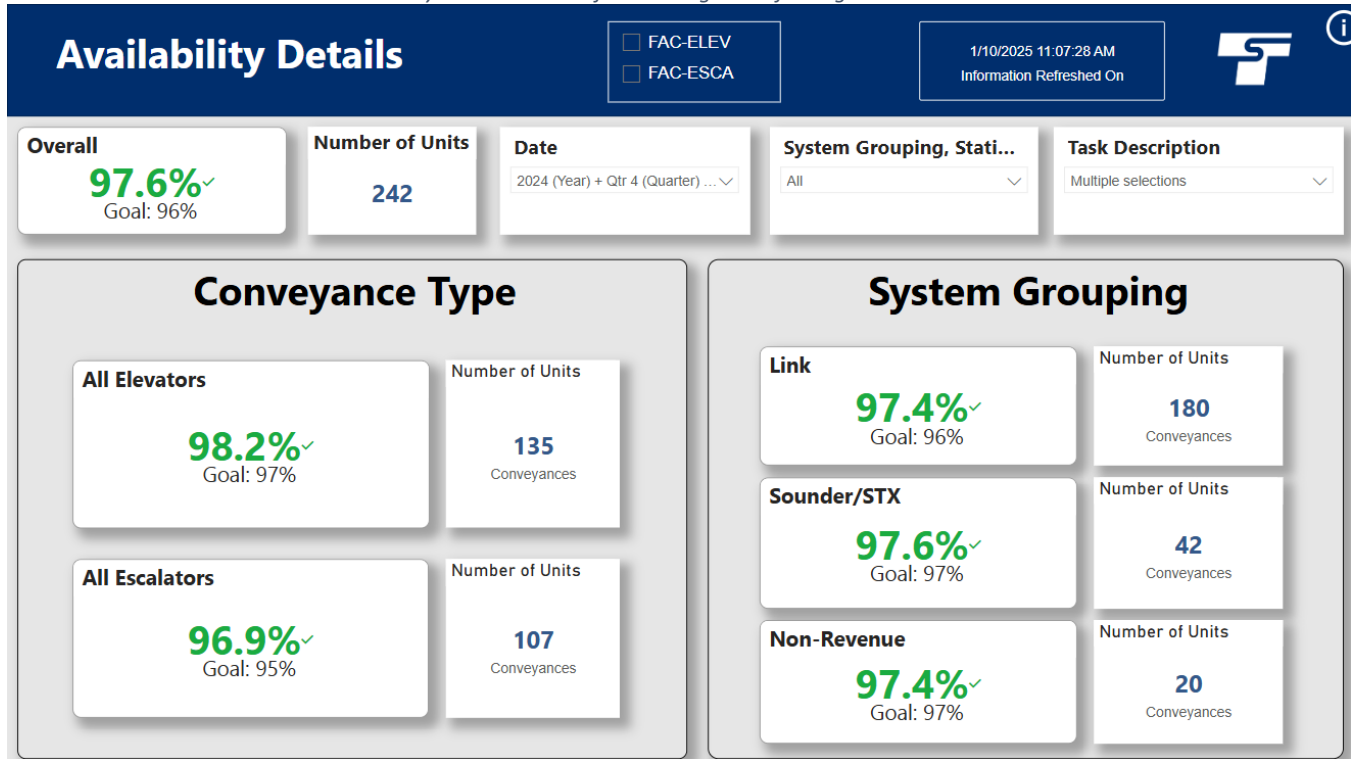
Monthly Performance Report

Service Delivery Department

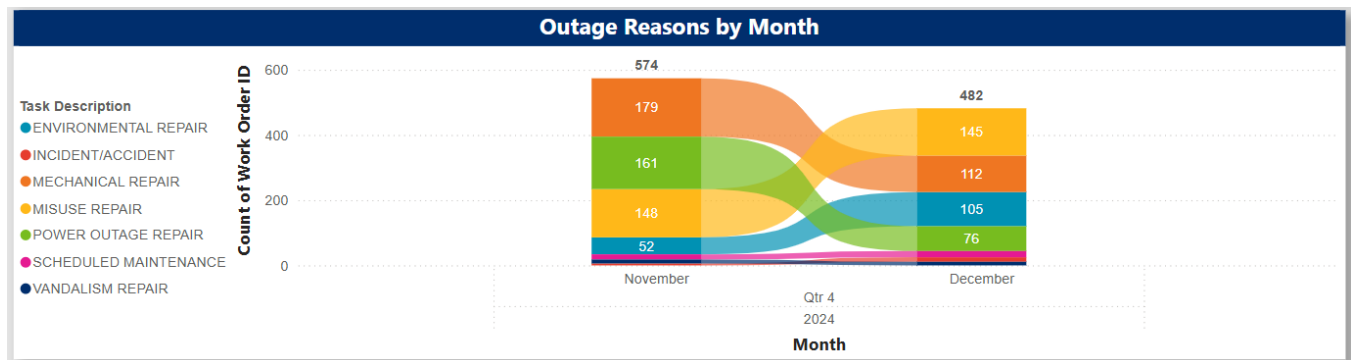


For an up-to-date, interactive and more detailed look at escalator and elevator performance, please see: <https://www.soundtransit.org/ride-with-us/system-performance-tracker/accessible>

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



- Goals were met or exceeded across all categories for availability.



- We saw a 37% decrease in mechanical outages from previous month.
- 52% decrease in power related outages from the previous month. *November saw a large area windstorm that effected serval stations.
- Environmental outages increased due to stuck elevator call buttons on multiple units and debris in escalator comb plates. All identified concerns have since been addressed and resolved.

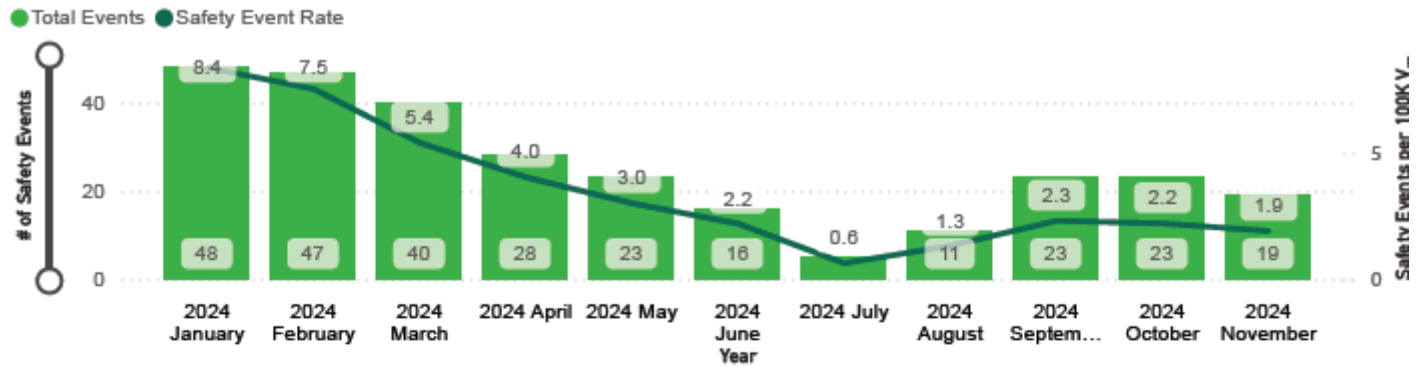
Monthly Performance Report

Safety November 2024



Monthly Reportable Events for Link January - November 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.
 November 2024: 19 Reportable Safety Events.

- Eleven (11) Non-Major Transit Worker Assaults.
- Two (2) Reportable Fire.
- One (1) Reportable Slip & Falls.
- One (1) Reportable evacuation events,
- Two (2) Train Collision with a Vehicle.
- One (1) Passenger Assault
- One (1) Passenger Assault Weapon (Transported)

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.
 November 2024: Three (3) Major Reportable Injury Events.

- Two (2) Passenger Assaults
- One (1) Slip and Fall

Monthly Performance Report

Safety November 2024



Monthly Reportable Events for ST Express January - November 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.

November 2024: One (1) major reportable safety events.

- Coach vs POV accident. POV resulted in a tow away. No medical transports.

November 2024: Nine (9) minor reportable safety events.

- Nine (9) Non-Physical Assault on Operators; Five (5) occurred onboard coaches, (2) occurred at a revenue facility (One(1) at FWTC and One (1) at Everett Transit Center; Two (2) occurred on a street outside of the coach and a revenue facility. All resulted in no injuries.

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.

November 2024: Zero (0) reportable injuries.

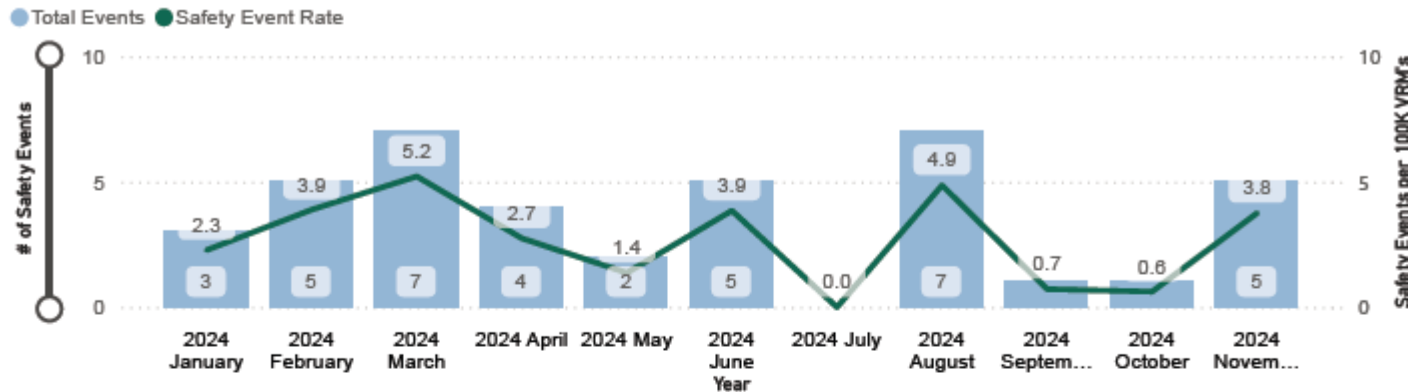
Monthly Performance Report

Safety November 2024



Monthly Reportable Events for Sounder January - November 2024

Safety Event KPI



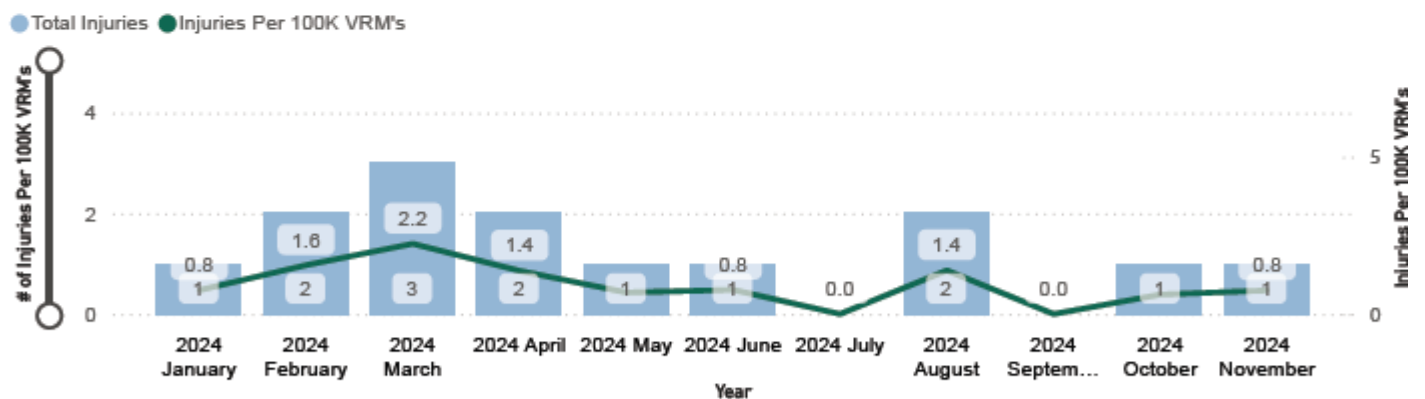
Sounder Commuter Rail events are reported under multiple definitions. Federal Railroad Administration (FRA) reporting requirements generally cover safety events, while National Transit Database (NTD) reporting requirements for commuter rail cover major security events and non-major assaults against transit workers. Environmental spills are reported per Washington Administrative Code (WAC) 173-303-145 and federal Environmental Protection Agency (EPA) requirements.

November 2024: Four (4) Reportable Safety Events.

- Three (3) assaults at Kent Station.
- One (1) significant fuel spill at Auburn Station.

While safety event numbers have been fairly volatile throughout the year, they appear to have dropped somewhat overall since Q1 and Q2.

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.

November 2024: One (1) Reportable Injury Event.

Two of the reported assaults at Kent Station occurred during the same event, one of which resulted in medical transport for an involved belligerent juvenile.

Injury rates appear to have bottomed out, dropping since Q1 and settling down at an average of approximately one (1) per month.

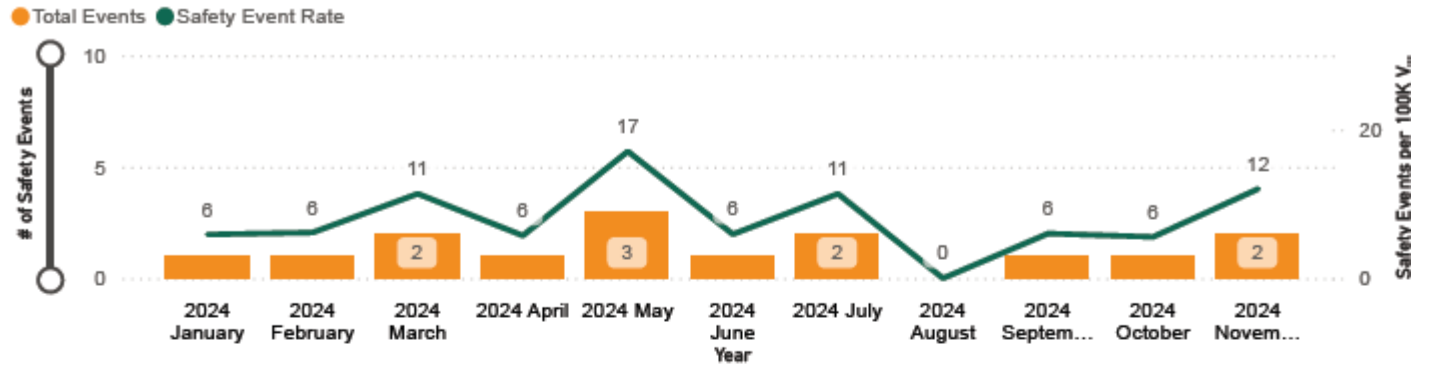
Monthly Performance Report

Safety November 2024



Monthly Reportable Events for T-Line January - November 2024

Safety Event KPI

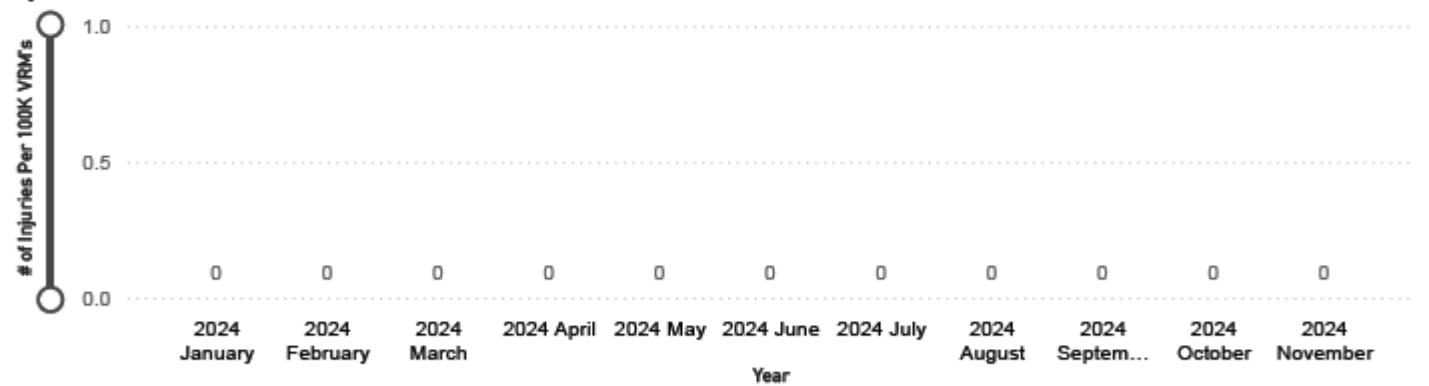


Definitions: National Transit Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Examples include collisions, fires, derailments, evacuations, etc.

November 2024: Two (2) Reportable Non-Major Transit Worker Assault on a Transit Security Officer.

Trends show there was a steady below average with 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 of more persons.

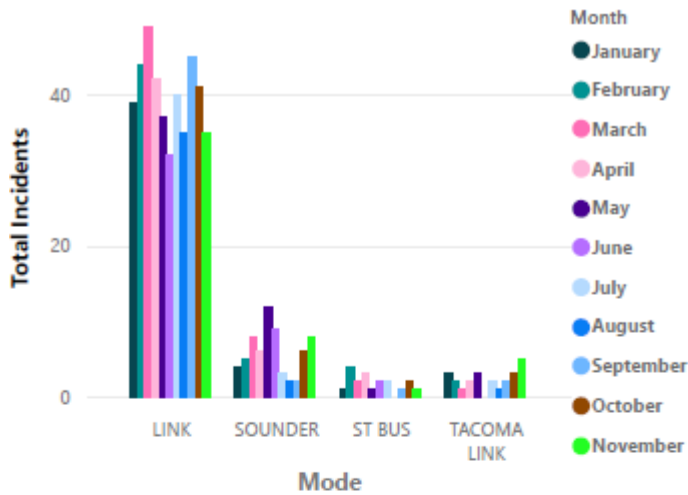
November 2024: No (0) reportable injury events.

Monthly Performance Report

Security November 2024



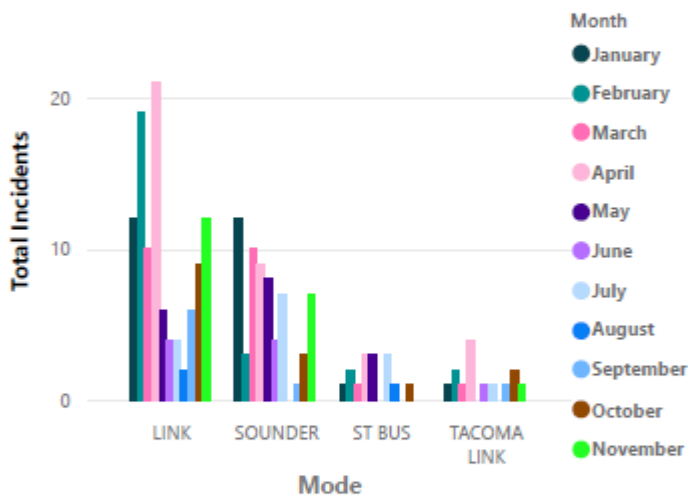
Crimes Against Persons



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 November 2024, 49 Crimes Against Persons were reported across all Sound Transit modes. The most-reported Crime Against Persons was physical assault against customers (16), followed by physical assault against transit workers (11) and indecent acts (8, which are considered a category of sex offense).

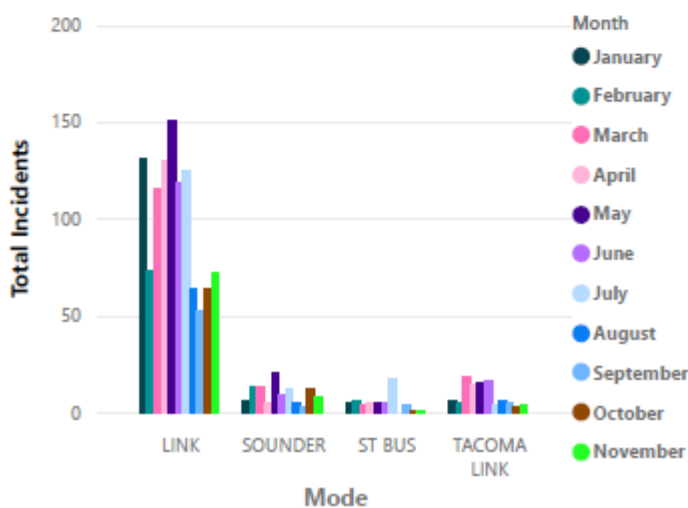
Crimes Against Property



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 November 2024, 20 Crimes Against Property were reported across all Sound Transit modes. The most-reported Crimes Against Property were vandalism (8), theft of vehicles (5), and graffiti (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 November 2024, 85 UTC incidents were reported across all Sound Transit modes. The most frequently reported categories of UTC in October were smoking (48), unreasonably disturbing others (15) and public consumption/open container of alcohol (7).