

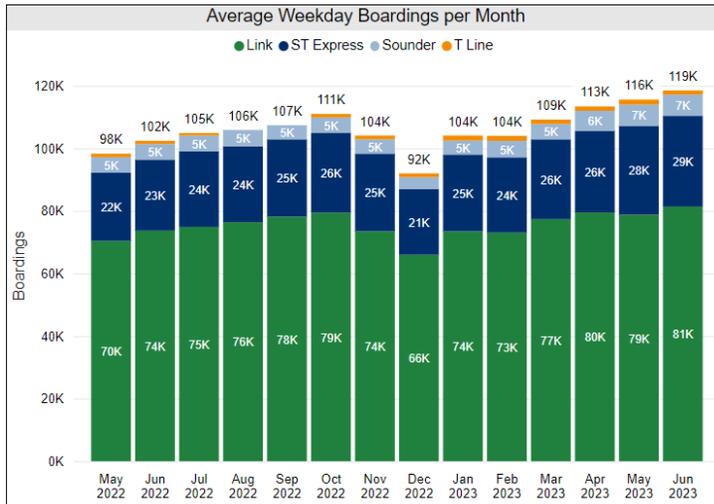
# Monthly Performance Report

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>

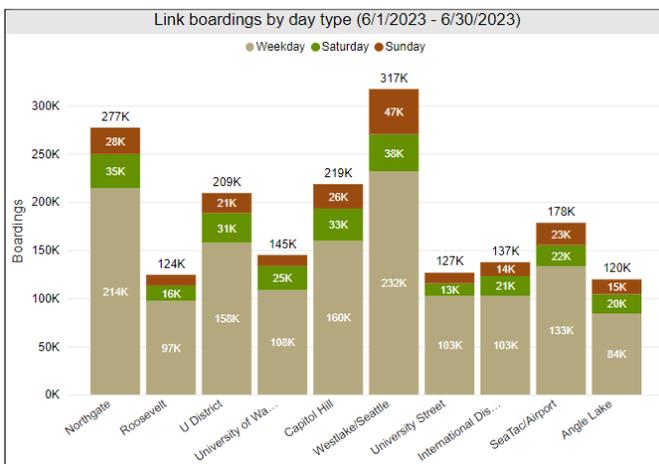


Month	Monthly Total Boardings	Average Weekday Boardings	Month-over-Month % Change	% Change vs. 2019
Jun 2023	3,292,000	118,400	3%	-28%
May 2023	3,210,000	115,500	2%	-28%
Apr 2023	3,020,000	113,400	4%	-30%
Mar 2023	3,091,000	109,200	5%	-30%
Feb 2023	2,598,000	104,000	-0%	-29%
Jan 2023	2,834,000	104,100	13%	-34%
Dec 2022	2,535,000	92,100	-12%	-36%
Nov 2022	2,629,000	104,100	-6%	-35%
Oct 2022	3,170,000	110,900	3%	-35%
Sep 2022	3,034,000	107,400	1%	-32%
Aug 2022	3,067,000	105,900	1%	-35%
Jul 2022	2,941,000	104,900	2%	-36%
Jun 2022	2,931,000	102,400	4%	-38%
May 2022	2,722,000	98,400	5%	-39%
Apr 2022	2,557,000	93,500	7%	-42%
Mar 2022	2,474,000	87,400	11%	-44%
Feb 2022	2,002,000	78,800	17%	-46%

The stacked bar chart shows the average weekday boardings for each month for each mode. This visual provides a quick way to see the relative size in terms of boardings for each mode as well as the trend and seasonality of ridership. The table to the right provides additionally total boardings and a comparison to pre-COVID ridership.

- Ridership increased for the fourth consecutive month in June achieving the highest post-COVID ridership total both in terms of monthly total and average weekday boardings. Overall, this represents about 70% of pre-COVID ridership levels.
- These figures were driven by Link ridership which experienced almost as many weekday boardings in June 2023 as it did in June 2019, accounting for about two-thirds of overall ridership.

## Link



- Boardings at ten of the Link stations eclipsed 120,000 in June. Westlake station experienced the highest number of boardings this month reaching 317,000, while Northgate Station was second with 277,000 boardings. The Northgate and Westlake stations are typically the busiest nearly every month.
- While almost 75% of the total boardings in June occurred on a weekday, June was the first month in recent history in which the average number of boardings on a Saturday were greater than on an average weekday.
- Saturday, June 10<sup>th</sup> and Saturday, June 24<sup>th</sup> saw the greatest number of boardings, followed closely by Tuesday, July 27<sup>th</sup>.

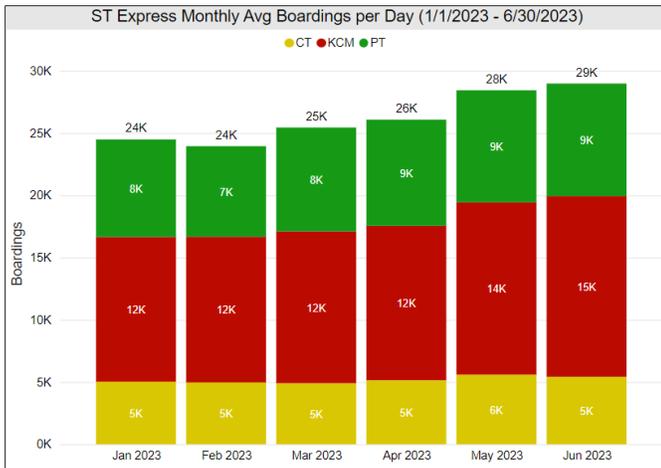
<sup>1</sup> The data available on Sound Transit's System Performance Tracker may be more recent than that which is included in this report

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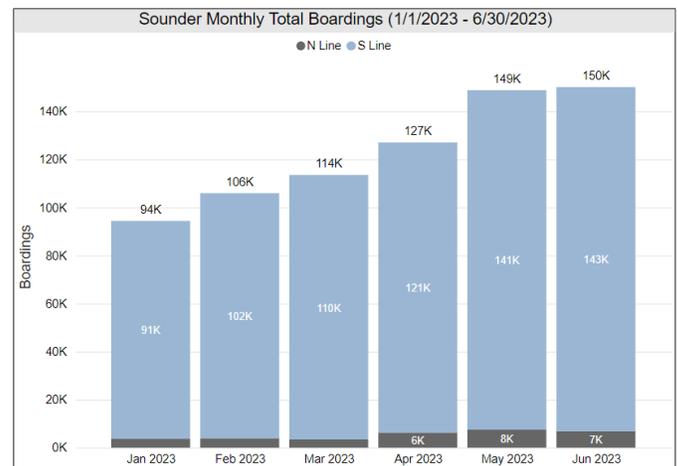
## ST Express



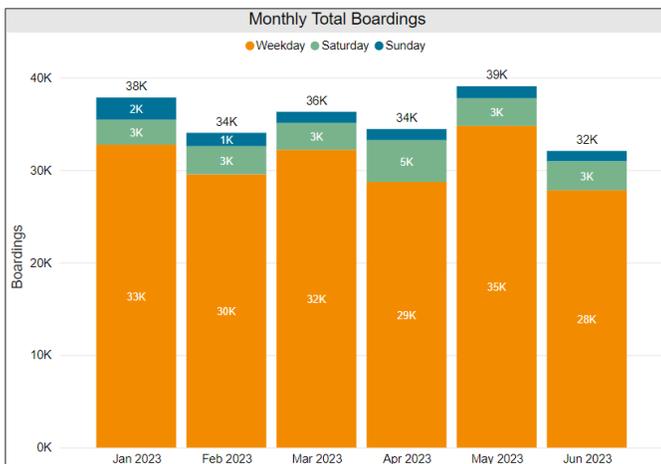
- Average boardings per day on ST Express continues to grow month to month.
- ST Express ridership has returned to about half its pre-pandemic levels on weekdays, however only about one-third of its pre-pandemic levels on weekends.
- Total ridership on routes operated by King County Metro continues to be greater than the total ridership on either Peirce Transit or Community Transit operated routes.

## Souder

- Souder has seen month-to-month growth in ridership throughout 2023.
- Southline carries 20 times more passengers than the northline.
- While southline provides significantly more service, the boardings per service hour between the two lines is 193 and 56 for southline and northline, respectively.



## T-Line



- While ridership on the T-Line remained fairly consistent during the first part of 2023, UW Tacoma's summer break has had an antipated impact on ridership on this service in June.
- The opening of the T-Line's Hilltop Extension will likely drive significant increases in the number of boardings and the distance of trips being taken on this service.

# Monthly Performance Report

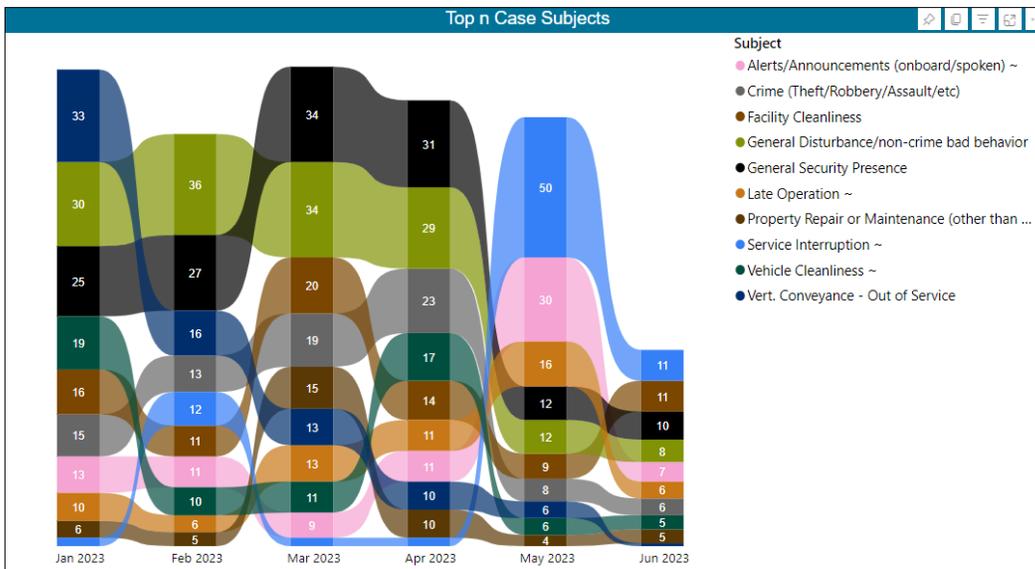
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## Link

	On Time Performance	Operated as Scheduled	Fleet Availability	Mean Distance Between Failure	Preventive Maintenance Compliance	Parking Usage	Customer Complaints
Target	> 90%	>98.5%	>80%	>20,000	>90%	>40%	<15 per 100,000 boardings
Prior Year	92%	95%	Siemens: 59% Kinkisharyo: 84%	Siemens: 16,102 Kinkisharyo: 34,767	N/A	86%	5.0
Prior Month	83%	94%	Siemens: 70% Kinkisharyo: 72%	Siemens: 27,779 Kinkisharyo: 86,880	Vehicles: 77% Track: 74% Power: 99% Facilities Mech: 63% Facilities Elec: 90%	93%	7.8
Current	<b>89%</b>	<b>92%</b>	Siemens: <b>70%</b> Kinkisharyo: <b>66%</b>	Siemens: <b>22,031</b> Kinkisharyo: <b>88,128</b>	Vehicles: <b>96%</b> Track: <b>94%</b> Power: <b>80%</b> Facilities Mech: <b>60%</b> Facilities Elec: <b>80%</b>	<b>92%</b>	<b>5.8</b>
Trend	➔	➔	Siemens: ➔ Kinkisharyo: ➡	Siemens: ➡ Kinkisharyo: ➔	Vehicles: ➔ Track: ➡ Power: ➡ Facilities Mech: ➡ Facilities Elec: ➡	➔	➔

## Link Customer Comments



- Link saw a sizable drop in the number of customer complaints received in June
- Customers remained most concerned about service interruptions but the number dropped to about 1/5<sup>th</sup> its May total.
- Facility cleanliness and general security presence and non-criminal disturbances remained among the highest issues for customers as they have most of the year.

# Monthly Performance Report

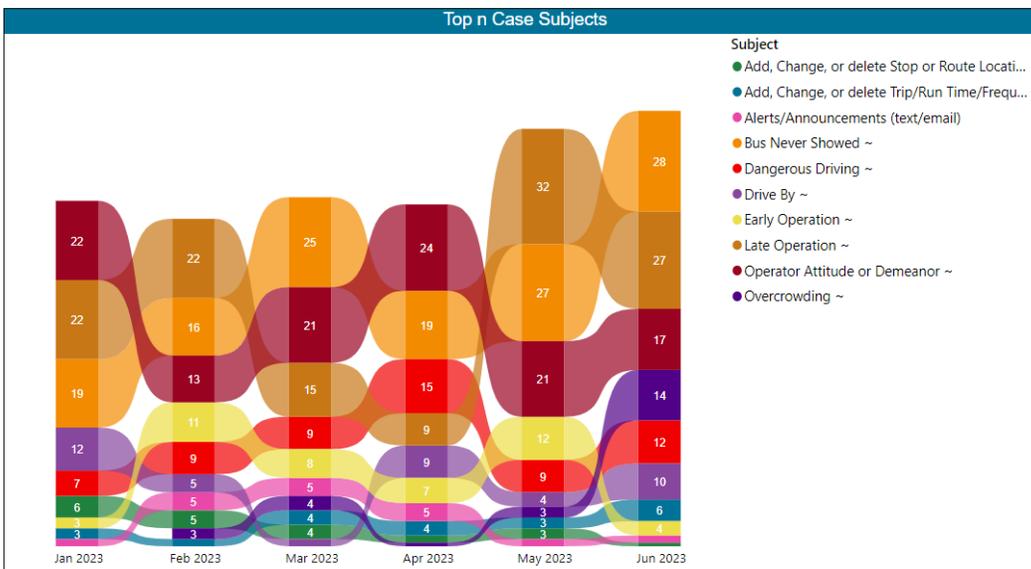
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## ST Express

	On Time Performance <sup>2</sup>	Operated as Scheduled <sup>3</sup>	Fleet Availability	Mean Distance Between Failure	Preventive Maintenance Compliance	Parking Usage	Customer Complaints
Target	> 85%	99.8%	>90%	>20,000	>90%	>40%	<15 per 100,000 boardings
Prior Year	CT: 95% PT: 76% KCM: 89%	CT: 92.1% PT: 99.1% KCM: 98.4%	CT: 100% PT: 100% KCM: 100%	CT: 11,014 PT: 31,172 KCM: 6,718	CT: 100% PT: 100% KCM: 100%	28.3%	11.8
Prior Month	CT: 96% PT: 75% KCM: 88%	CT: 97.8% PT: 99.6% KCM: 96.6%		CT: 7,554 PT: 29,596 KCM: 10,615	CT: 100% PT: 100% KCM: 100%	<b>35.4%</b>	<b>16.6</b>
Current	CT: <b>94%</b> PT: <b>69%</b> KCM: <b>87%</b>	CT: <b>97.2%</b> PT: <b>99.3%</b> KCM: <b>97.6%</b>	CT: <b>100%</b> PT: <b>100%</b> KCM: <b>98%</b>	CT: <b>18,190</b> PT: <b>12,253</b> KCM: <b>4,956</b>	CT: <b>100%</b> PT: <b>100%</b> KCM: <b>99%</b>	<b>32.8%</b>	<b>19.8</b>
Trend	CT: → PT: ↓ KCM: →	CT: ↗ PT: → KCM: ↓	CT: → PT: ↓ KCM: →	CT: ↗ PT: ↓ KCM: →	CT: → PT: → KCM: →	↗	↓

### ST Express Customer Comments



- ST Express received nearly 60 complaints in both May and June related to “late operation” or “bus never showed”. Passengers find it difficult distinguishing between a “late” trip and a missed one, since the next scheduled scheduled bus will eventually arrive.
- Given the renewed interest in ST Express shown by increased ridership, it is important to be even more diligent about on-time performance and trip delivery in order to ensure new riders remain satisfied and become long-term riders.

<sup>2</sup> ST Express ‘On-Time Performance’ is provided at the route level by each operating partner. Operating partners use differing methodologies for calculating what constitutes on time. Pierce Transit is currently reviewing equipment and methodologies related to calculating on-time performance and these numbers, along with those from prior months, may change in the future.

<sup>3</sup> ‘Operated as Scheduled’ is calculated by subtracting the cancelled and incomplete (or partial) trips from the number scheduled.

# Monthly Performance Report

Operations Department



## Sounder

	On Time Performance	Operated as Scheduled	Fleet Availability	Mean Distance Between Failure	Preventive Maintenance Compliance	Parking Usage	Customer Complaints
Target	> 95%	99.5%	TBD	>20,000	>90%	>28.8%	<15 per 100,000 boardings
Prior Year	South: 94% North: 91%	South: 99% North: 100%	N/A	4,578	N/A	43%	17.4
Prior Month	South: 96% North: 94%	South: 100% North: 100%	N/A	5,827	N/A	47%	16.1
Current	South: <b>95%</b> North: <b>93%</b>	South: <b>98%</b> North: <b>99%</b>	<b>N/A</b>	<b>3,998</b>	<b>N/A</b>	<b>46%</b>	<b>14.7</b>
Trend	South: ↗ North: →	South: → North: →		↘		↘	↗

- Sounder service has remained within percentage points of its target levels of on time performance and operating trips as scheduled for the last few months.
- The number of customer complaints per 100,000 boardings about Sounder service has fallen (improved) for four consecutive months.

## Tacoma Link

	On Time Performance	Operated as Scheduled	Fleet Availability	Mean Distance Between Failure	Preventive Maintenance Compliance	Parking Usage <sup>4</sup>	Customer Complaints
Target	> 98.5%	98.5%	TBD	TBD	>90%	TBD	<15 per 100,000 boardings
Prior Year	99.8%	99.7%	89%	N/A	74%	28%	0.0
Prior Month	99.7%	99.6%	98%	N/A	68%	29%	10.2
Current	<b>99.8%</b>	<b>99.9%</b>	<b>100%</b>	<b>N/A</b>	<b>70%</b> <sup>5</sup>	<b>29%</b>	<b>0.0</b>
Trend	↗	↗	↗		→	→	↗

- Tacoma Link performs above target for every metric except PM Compliance, and are trending positively over the past few months.

<sup>4</sup> Based on Tacoma Dome Station, which is shared with Sounder.

<sup>5</sup> This is currently a draft number that ST is working to finalize.

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## Vertical Conveyance

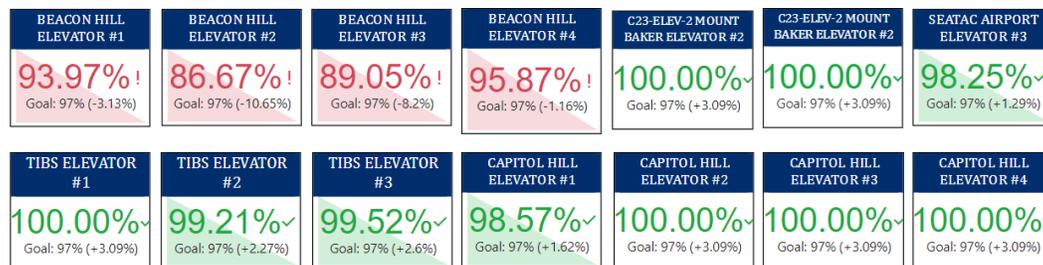
For an up-to-date, interactive and more detailed look at escalator and elevator performance, please see:

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

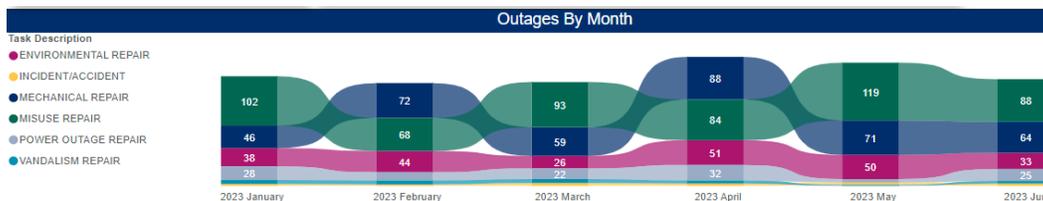


- Overall availability was met and exceeded for all modes except the DSTT Escalators and DSTT Elevators.

### Link ADA Elevators



- Beacon Hill Elevators all experienced a variety of outages related to mechanical repairs that have all since been corrected.
- All other ADA units met target availability of 97%.ext



- Misuse continues to be a top conveyance related outage reason; we did see a decrease of 26% from May to June.
- Mechanical outages were down 9.8% from May to June.ext