

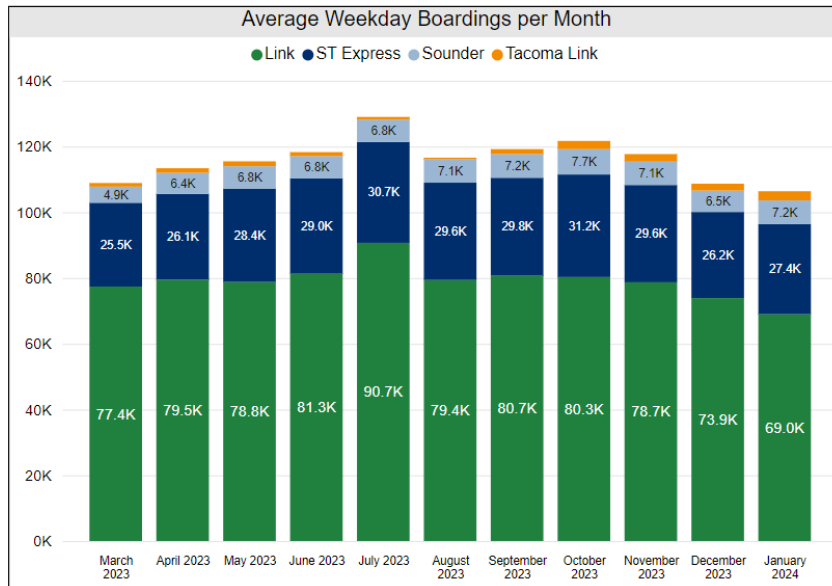
Monthly Performance Report

Operations Department



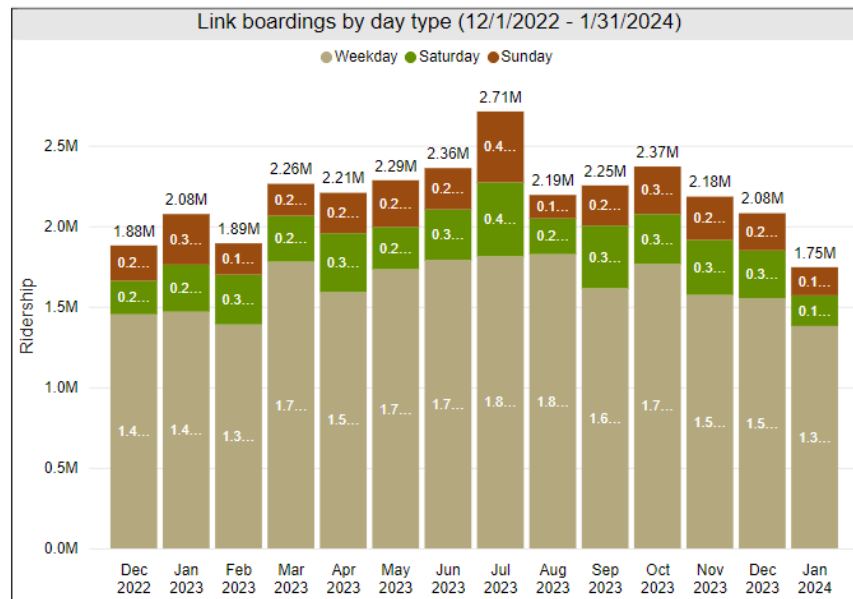
Ridership

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
Jan 2024	2,680,000	106,400	-2%	-31%
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%
Nov 2022	2,621,000	103,700	-6%	-34%
Oct 2022	3,165,000	110,700	3%	-33%

- Average weekday ridership fell for the third consecutive month, down by about 2% in January. A 7% reduction in Link ridership was partially offset by increases in each of the other three modes with ST Express, Sounder and T-Line experiencing increases of 4%, 112% and 32%, respectively. This left overall ridership at just over two-thirds of its pre-pandemic level.



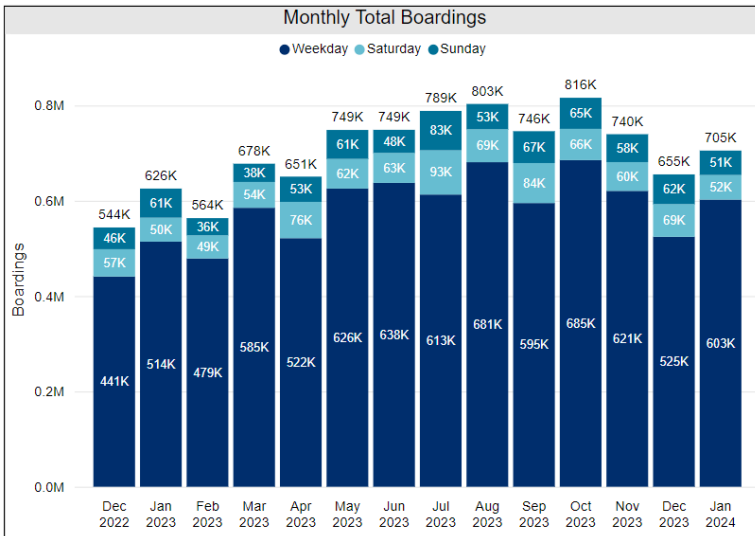
Link

- Link ridership fell for the fourth consecutive month. Normally, Link experiences a seasonal ridership bump in January following the holiday season, but that was not the case this year.
- The ridership decrease on Link in January 2024 was largely attributable to Downtown Tunnel maintenance, which reduced the service provided and in turn caused people to look for alternative ways to travel.
- As expected, the biggest decreases were on weekends when schedules were most disrupted with Saturday and Sunday ridership falling by 47% and 24%, respectively.

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 reports only show data through January.

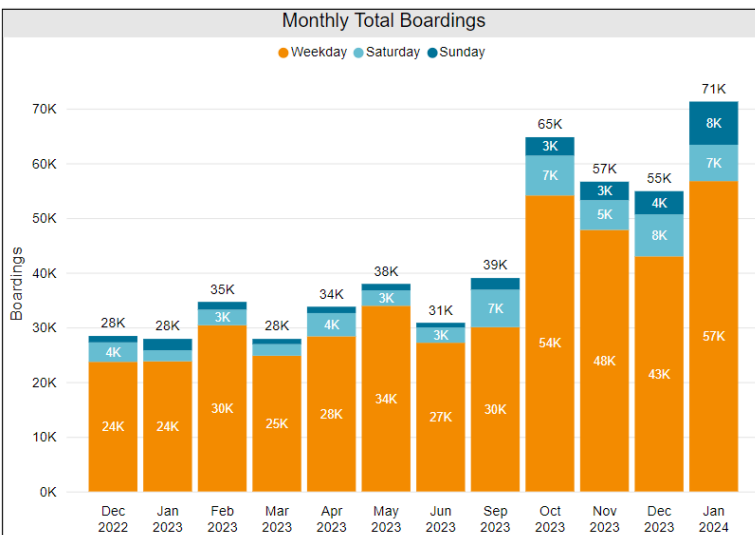
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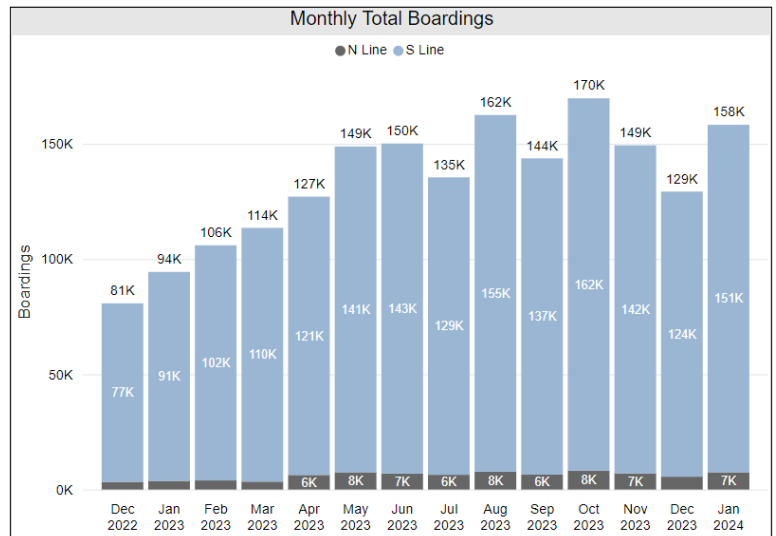
Sounder

- Sounder emerged from the holiday season with its second highest average weekday ridership totals since the pandemic.
- Ridership grew significantly on both the North Line and South Line, 22% and 11%, respectively. However, Sounder ridership sits at just over 40% of its pre-pandemic level.



ST Express

- ST Express saw increased ridership in January corresponding with the seasonality associated with the mode.
- Average weekday ridership on this mode grew from December to January by 4% offsetting ridership decreases on Saturday (6%) and Sunday (1%).
- Route 542 (Redmond – U-District) and Route 556 (Issaquah – U-District) experienced the largest increase in weekday ridership with both growing by almost 1/3 from December to January.



T-Line

- The T-Line continues to see elevated levels of ridership since the opening of the Hilltop Extension in mid-September 2023.
- Not only is January average weekday ridership 30% greater than December ridership on T-Line, it is also 21% greater than the highest post-pandemic ridership figure.
- As noted in previous reports, staff continues to work on addressing equipment issues that currently prevent Sound Transit from providing official ridership numbers from June through October of 2023.

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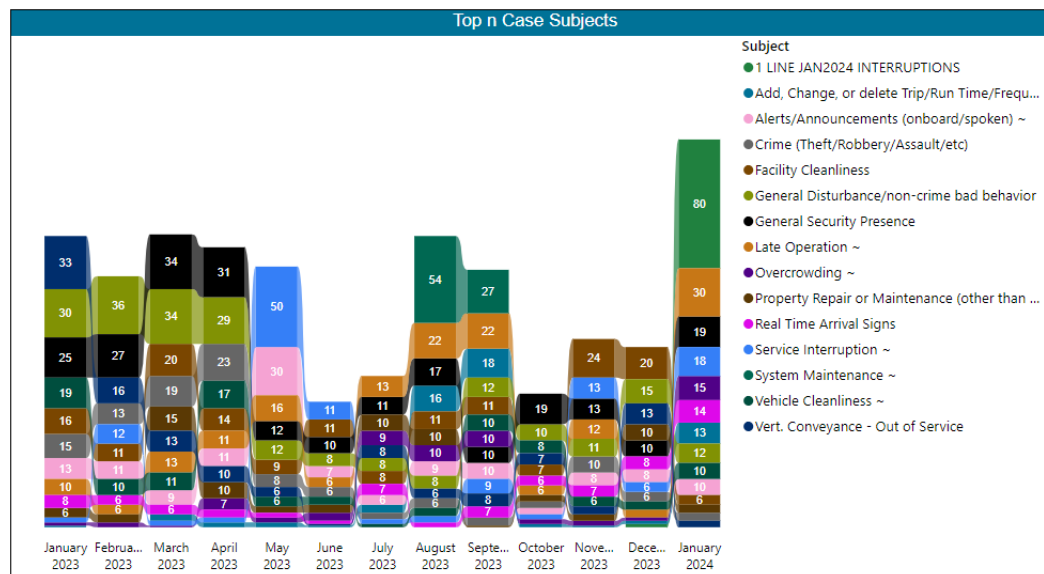
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Link

	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	91%	95%	Siemens: 73% Kinkisharyo: 82%	Siemens: 21,981 Kinkisharyo: 93,231	Vehicles: 90% Track: 81% Power: 66% Facilities Mech: 72% Facilities Elec: 80%	94%	8.3
Prior Month	90%	96%	Siemens: 78% Kinkisharyo: 48%	Siemens: 36,515 Kinkisharyo: 19,484	Vehicles: 100% Track: 100% Power: 64% Facilities Mech: 80% Facilities Elec: 70%	92%	6.2
Current	91%	93%	Siemens: 79% Kinkisharyo: 53%	Siemens: 39,618 Kinkisharyo: 60,265	Vehicles: 100% Track: 100% Power: 86% Facilities Mech: 98% Facilities Elec: 70%	75%	11.1
Trend	↗	↘	Siemens: ↗ Kinkisharyo: ↗	Siemens: ↗ Kinkisharyo: ↗	Vehicles: → Track: → Power: ↗ Facilities Mech: ↗ Facilities Elec: →	↘	↗

- The vehicle reliability figure (Mean Distance Between Failure) for the Kinkisharyo fleet showed marked improvement from December to January. Preventative Maintenance Compliance improved significantly for the power-related assets to the point where they are only just under target. Parking space utilization fell from December to January but remains well above target. Changes in service schedules related to the January Service interruptions allowed Link to meet its on time performance target.



Link Customer Comments

- The number of customer complaints per 100,000 boardings figure increased in January 2024, yet remains within the target range.
- Unsurprisingly, most complaints in January were directed towards service interruptions and the impacts they were having on Link maintaining its scheduled service.

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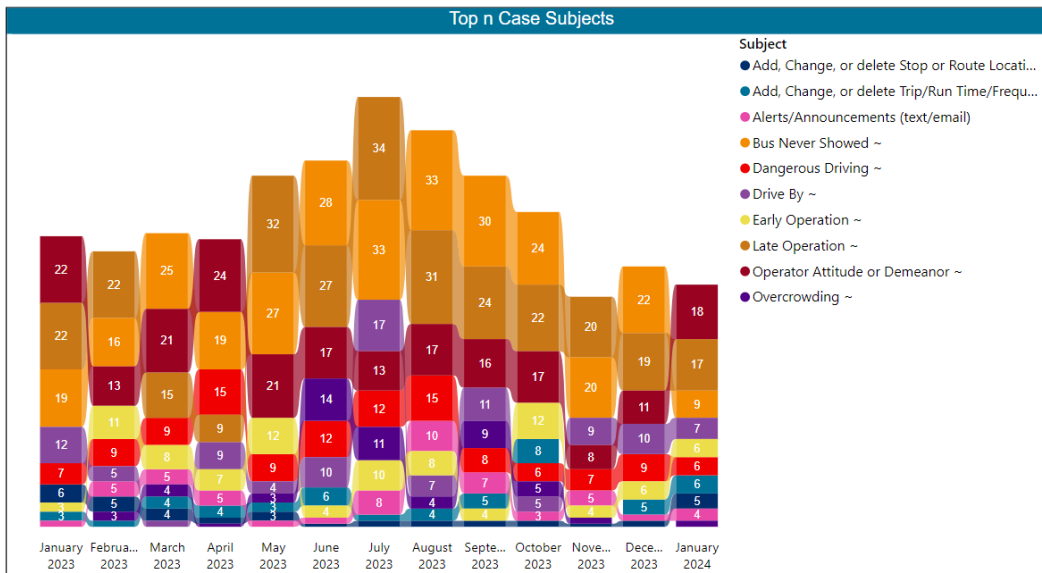
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ST Express

	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: 94% PT: 83% KCM: 86%	CT: 95.3% PT: 99.6% KCM: 99.3%	CT: 100% PT: 100% KCM: 100%	CT: 7,049 PT: 24,326 KCM: 6,529	CT: 100% PT: 100% KCM: 98%	41%	16.6
Prior Month	CT: 96% PT: 78% KCM: 87%	CT: 99.1% PT: 99.1% KCM: 96.4%	CT: 100% PT: 100% KCM: 97%	CT: 8,563 PT: 18,795 KCM: 4,102	CT: 100% PT: 100% KCM: 100%	44%	16.6
Current	CT: 97% PT: 81% KCM: 88%²	CT: 98.4% PT: 100% KCM: 99.2%	CT: 100% PT: 99% KCM: 96%	CT: 5,655 PT: 18,704 KCM: 4,969	CT: 100% PT: 98% KCM: 100%	55%	12.6
Trend	CT: ➔ PT: ↗ KCM: ➔	CT: ↘ PT: ↗ KCM: ↗	CT: ➔ PT: ↘ KCM: ↘	CT: ↘ PT: ↗ KCM: ↗	CT: ➔ PT: ↘ KCM: ➔	↗	↘

- In January, KCM and CT continued to meet their on-time performance target. While PT improved in that area, they remain short of target. Board-approved service reductions should help PT to improve its on time and operated as scheduled performance. Staffing challenges continue to impact mechanical and operational performance for our partners, in particular both operated as scheduled and mean distance between failures metrics. Our partner's maintenance teams are adjusting the focus to the distance between failures, and we expect to see improvement in the coming months.



ST Express Customer Comments

- The number of customer complaints fell significantly in January allowing ST Express to meet its target.
- Sound Transit will explore causes of operator attitude and demeanor complaints with our partners to see if there is a common cause that can be mitigated. Otherwise, the partners handle these with individual investigation and when they find improper behavior, it is addressed through their Labor agreement methods.

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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: 92% North: 95%	South: 92% North: 95%	N/A	13,687	N/A	48%	19.1
Prior Month	South: 91% North: 93%	South: 91% North: 93%	N/A	6,485	N/A	46%	15.5
Current	South: 92% North: 93%	South: 93% North: 93%	N/A	3,512	N/A	52%	17.8
Trend	South: ↗ North: →	South: ↗ North: →		↘		↘	↗

- Six mechanical and three emergency services incidents resulted in 26 trains being impacted causing Sounder to miss both its on time performance and operated as scheduled targets in January. These mechanical issues had an impact on the mean distance between failure as well. Sounder experienced an increase in the number of customer comments, many of them requesting additional Sounder service.

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	99.9%	99.9%	99%	N/A	N/A	50%	0.0
Prior Month	99.5%	99.5%	97.5%	N/A	N/A	46%	9.1
Current	99%	99%	88.3%	N/A	N/A	47	1.4
Trend	↘	↘	↘		→	→	↘

- T-Line again met all of its performance targets again in January 2024. The negative impact on performance metrics associated with rolling out a new Brookeville vehicle fleet and with extending T-line operations to Hilltop has proved short-lived.

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

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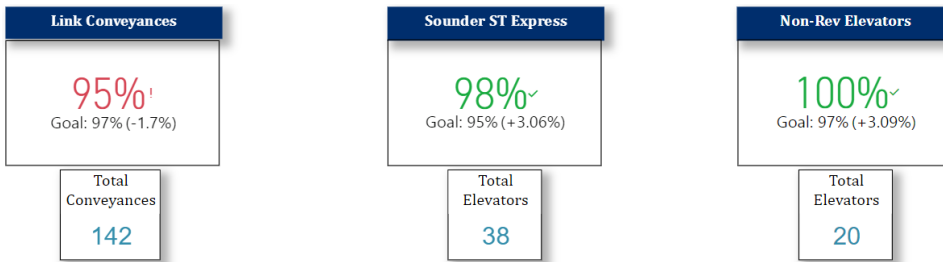
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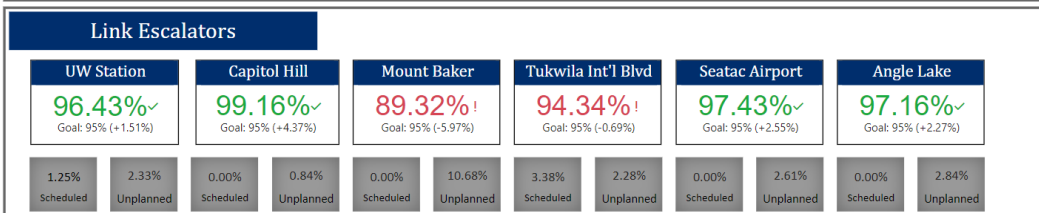
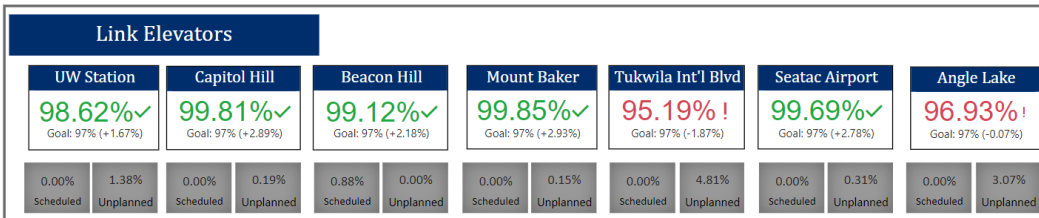
Vertical Conveyance

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

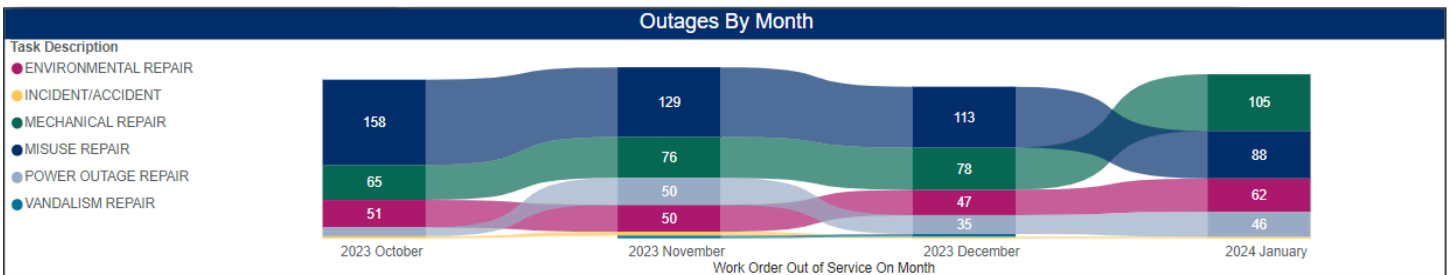
<https://www.soundtransit.org/ride-with-us/system-performance-tracker/accessible>



- Overall, the availability of the Link and Sounder/ST Express Conveyances remained consistent with their availability over the previous month despite an increase of overall outages.



- TIBS Elevators fell below target due to misuse outages resulting in extended repairs.
- Angle Lake Station Elevators fell below target due to a mechanical outage that required additional troubleshooting before it returned to service.
- Mt. Baker Station escalators fell below target as Schindler provided several repairs to the upper tub cover and electrical issues.
- TIBS Escalators fell below target due to Scheduled Maintenance as annual testing and clean downs were performed.



- Environmental outages saw a 31% (47 to 62) increase from December to January. VC Team continues to work and collaborate with Facilities highlighting specific stations and conveyances that may need additional cleaning to minimize outages.
- Misuse related outages saw a 22% decrease (113 to 88) in outages, while mechanical saw a 34% increase (78 to 105). Mechanical issues are worked in a collaborative effort with the VC Team and conveyance vendors with the use of remote monitoring technology (Knaq), the use of CCTV and historical data to best diagnose root causes.