

REO Performance Metrics

Performance Metrics Monthly Report

Rider Experience and Operations Committee

09/07/23



Operations Monthly Report

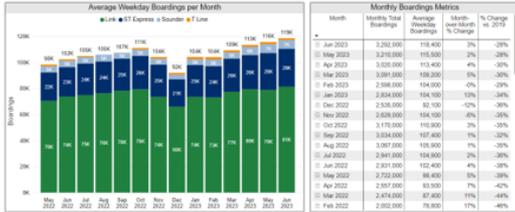
Monthly Performance Report

Operations Department



Ridership

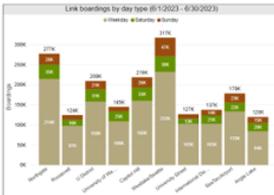
For an up-to-date, interactive and more detailed look at ridership, please see: <https://www.soundtransit.org/ride-with-us/system-performance-tracker/ridership>



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 10th and Saturday, June 24th saw the greatest number of boardings, followed closely by Tuesday, July 27th.

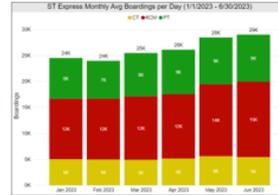
¹ The data available on Sound Transit's System Performance Tracker may be more recent than that which is included in this report

Monthly Performance Report

Operations Department



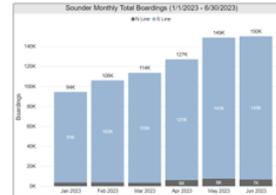
ST Express



- 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 Pierce Transit or Community Transit operated routes.

Souther

- Souther has seen month-to-month growth in ridership throughout 2023.
- Souther carries 20 times more passengers than the northline.
- While the southline provides more service, the boardings per service hour between the two lines is 5.66 and 2.12 for southline and northline, respectively.

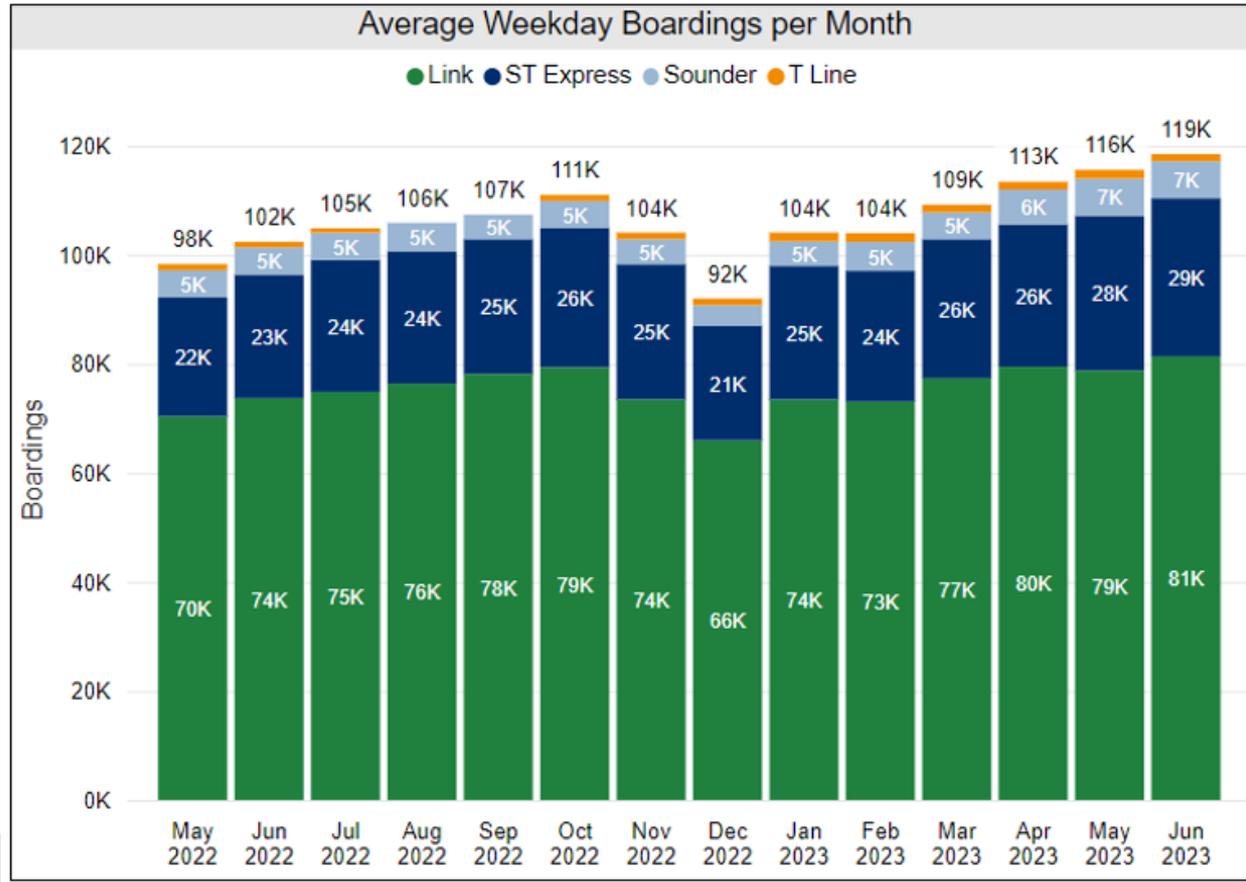


T-Line



- While ridership on the T-Line remained fairly consistent during the first part of 2023, UW Tacoma's summer break has had an anticipated 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.

Ridership



Link Modal Statistics

	On Time Performance	Operated as Scheduled	Fleet Availability
Target	> 90%	>98.5%	>80%
Prior Year	92%	95%	Siemens: 59% Kinkisharyo: 84%
Prior Month	83%	94%	Siemens: 70% Kinkisharyo: 72%
Current	89%	92%	Siemens: 70% Kinkisharyo: 66%
Trend	➔	➔	Siemens: ➔ Kinkisharyo: ➔

ST Express Modal Statistics

	On Time Performance ²	Operated as Scheduled ³	Fleet Availability	Mean Distance Between Failure
Target	> 85%	99.8%	>90%	>20,000
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
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
Current	CT: 94% PT: 69% KCM: 87%	CT: 97.2% PT: 99.3% KCM: 97.6%	CT: 100% PT: 100% KCM: 98%	CT: 18,190 PT: 12,253 KCM: 4,956
Trend	CT: → PT: ↓ KCM: →	CT: ↗ PT: → KCM: ↓	CT: → PT: ↓ KCM: →	CT: ↗ PT: ↓ KCM: →

Vertical Conveyance Statistics

Jun 2023 - Jun 2023



Total Elevators	Total Escalators	Total Assets
106	92	198

LINK Elevators

98%✓
Goal: 97% (+1.18%)

Unreported Time
0.67

LINK Escalators

98%✓
Goal: 95% (+3.1%)

Unreported Time
0.34

Non-Rev Elevators

100%✓
Goal: 97% (+3.01%)

Unreported Time
0.00

ST EXP/Sounder

98%✓
Goal: 97% (+1.1%)

Unreported Time
0.08

DSTT Escalators

86%!
Goal: 95% (-9.9%)

Unreported Time
0.32

DSTT Elevators

89%!
Goal: 97% (-8.45%)

Unreported Time
0.53

Next Steps

- Continue to supplement the System Performance Tracker with this type of performance metric reporting
- Return to this committee to:
 - Explain what we've learned
 - Describe what we are planning to do
- Work with REO Committee to determine which metrics to provide a more in-depth presentation

Thank you.



 [soundtransit.org](https://www.soundtransit.org)

