

REO Performance Metrics

Performance Metrics Monthly Report

Rider Experience and Operations Committee

12/07/23



Operations Metrics

Operations Monthly Report - September

Monthly Performance Report

Operations Department



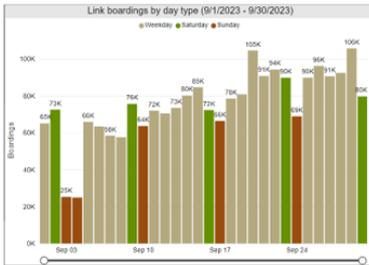
Ridership

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>



• Overall, ridership increased by 2% from August to September. Across all modes, September ridership is currently about three-fourths what it was in September 2019, pre-pandemic.

Link

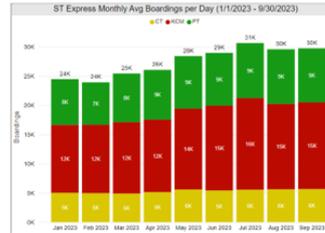


- The second phase of the Othello and Rainier Beach Station platform repair project required continued single tracking during the first two weeks of September. Single-tracking reduces the amount of service provided and these service reductions had a dampening effect on ridership.
- Despite the platform repair project, Link experienced fewer service disruptions in September than it did in August and this was reflected in an increase in ridership. In fact, Link average weekday ridership increased by 2% from August to September.
- During the latter half of September Link once again achieved ridership above 100,000 boardings.
- Link's September 2023 average weekday boardings eclipsed pre-pandemic ridership for the same month (September 2019) by 5%.

¹ ST Express data only becomes available when SoundTransit'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 September.

Monthly Performance Report

Operations Department

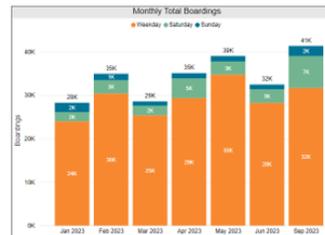


ST Express

- Average weekday boardings on ST Express grew by about 1% from 29,613 in August to 29,767 in September. Sunday boardings on ST Express also grew by 1%, while Saturday boardings fell by 3%.
- Of the three operating partners, King County Metro saw the largest weekday growth in average boardings, about 4%, while ridership fell for this partner on both weekend days. Average boardings on Community Transit increased on Weekdays, Saturdays and Sundays, all by about 1%.
- Pierce Transit operated service experienced a smaller number of average Weekday and Sunday boarding, which was almost offset by a 3% increase in average Saturday boardings.

Sounder

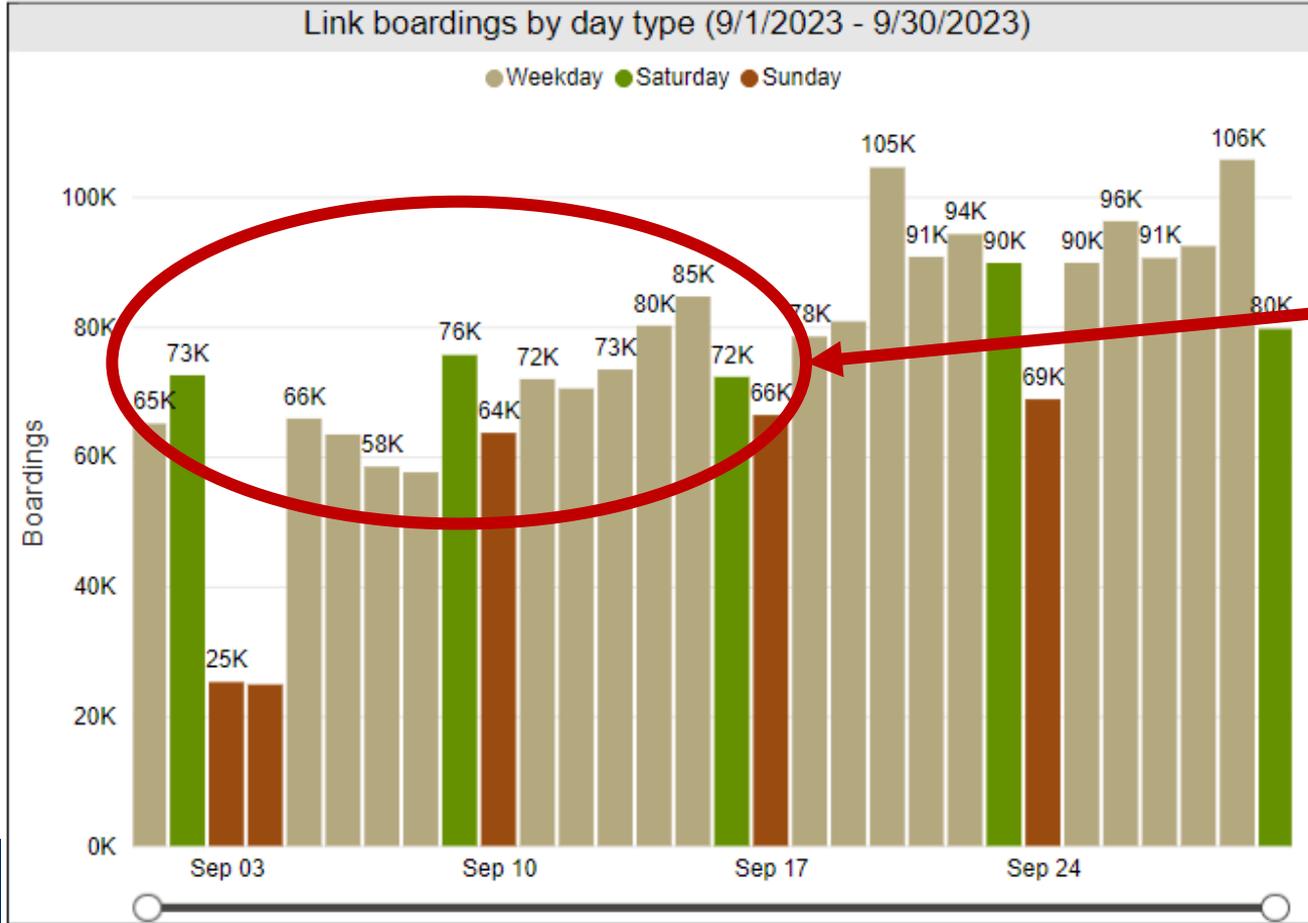
- While overall ridership on Sounder fell in September, the average daily boardings actually increased by 2%. This was driven by an increase in South Line boardings which offset the 4% decrease in North Line boardings.
- For northbound trips on the South Line, the Puyallup station provides the most boardings by station, followed by the Kent, Tacoma Dome and Auburn stations.



T-Line

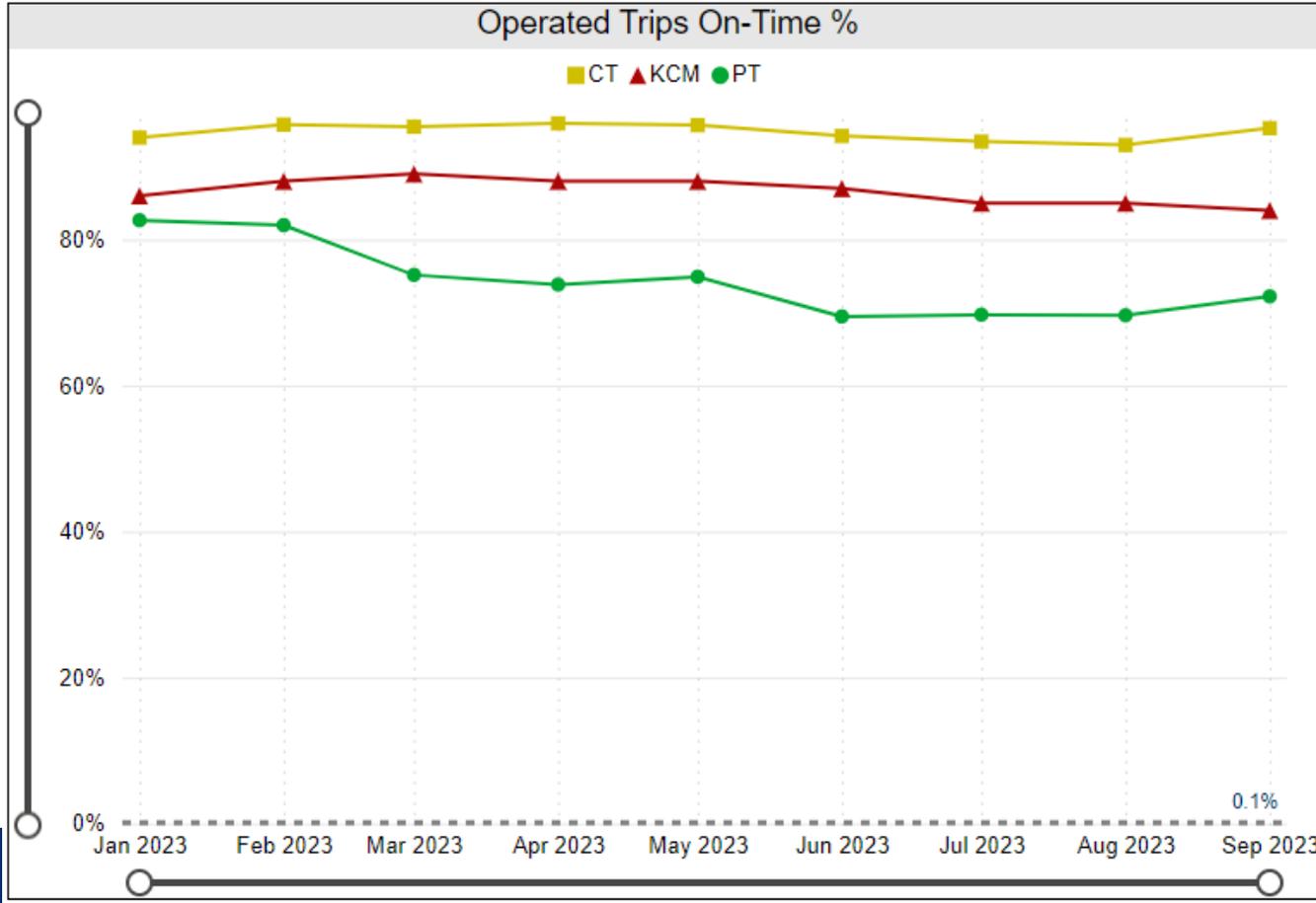
- The measurement of T-Line boardings remains somewhat problematic as SoundTransit migrates away from an outdated reporting system. In addition, a new vehicle fleet and a number of new stops occasioned by the opening of the Hilltop Extension have complicated the calculation further.
- Staff is working to address these issues and provide accurate ridership totals by the end of the year.

Ridership - Link



Schedule reductions from continued single-tracking

ST Express Modal Statistics



Sounder Modal Statistics



Sounder Delays and Cancelations

Data Quality ● ● ● i

Chart Legend

Delay Category ▼

Root Cause

True ▼

Annulled

All ▼

Domino Impact

All ▼

Year

2023 ▼

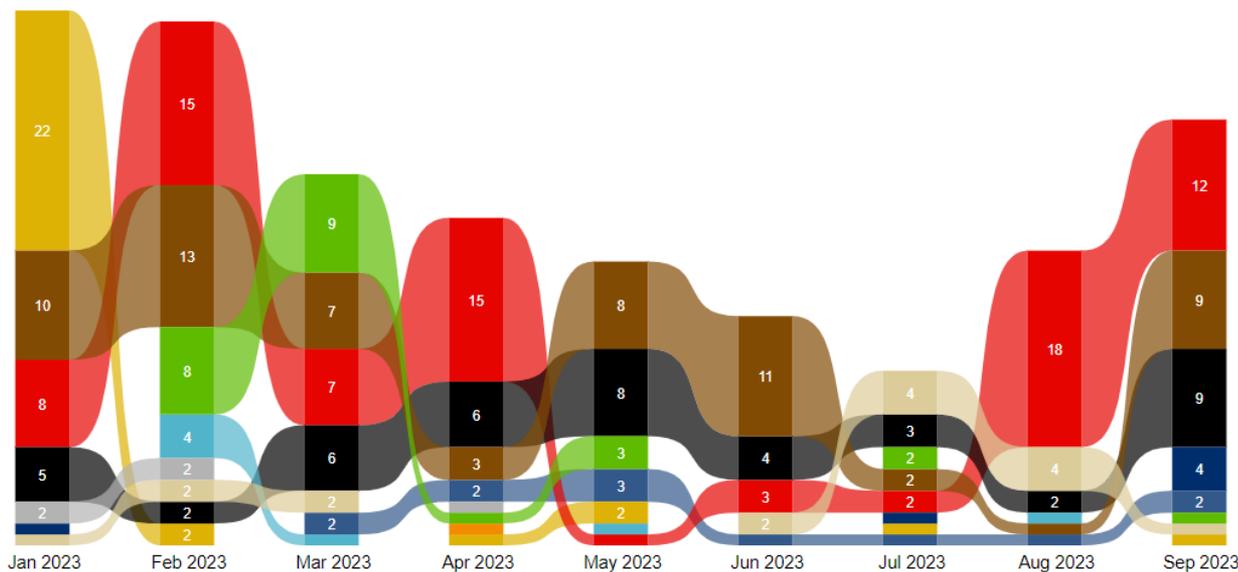
Month

Multiple s... ▼

Line

All ▼

Delayed and Canceled Trips by Date



Next Steps

- Determine which metrics the REO Committee would like to see in a more in-depth presentation
- Revamp System Performance Tracker:
 - Additional granularity to existing metrics
 - Upgrade visuals to improve user experience

***Sound Transit
Safety and Security data***

December 2023 Safety and Security report

Monthly Performance Report – December 2023
Safety Department



Security Performance

This table details security call data for ST Express bus, The T Line in Tacoma, and the 1 Line from January through October 2023. The table focuses on the top six call types to show an overall picture of the security environment:

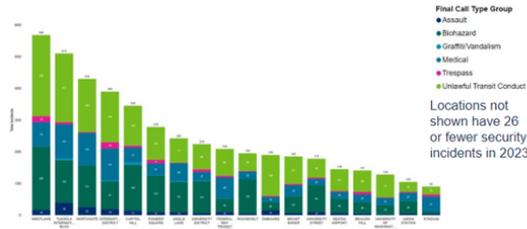
- Assault- Verbal or Physical
- Biohazard- Which describes unsanitary acts on transit property
- Graffiti/Vandalism- Tagging or destroying property
- Medical- Part of what our team does is medical checks on people that may appear to be asleep on our property and sometimes, that results in medical assistance being needed
- Trespass- Entering a restricted area (typically the tunnel)
- Unlawful Transit Conduct- *Engages in other conduct that is inconsistent with Sound Transit standards of conduct.* (Example: Loud music, smoking, drinking, etc.)



Monthly Performance Report – December 2023
Safety Department



Bus, T Line, 1 Line Security incidents by station Jan - Oct 2023



This is a breakdown of security incidents for ST Express bus, T Line and 1 Line, listed in geographical order by station. As you can see, our top stations are Tukwila, Westlake and Northgate.

You will notice the large number of assaults – 30 – represented by the blue bar at Tukwila International Boulevard station. TIBS has always been a hotbed for issues. In our analysis, this is because of several things.

- The specific location always sees a concentration of activity around it
- Tukwila station is shared facility with KCM, and the buses which serve the station are high-use bus routes.

What have we done to respond to these numbers?

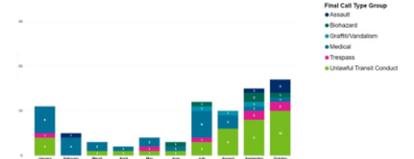
- Sound Transit security is now being staffed full time, plus we added an additional officer, which will cause a spike in incidents and events being reported to the SQC.
- We had trees and vegetation removed that were concealing the west stairwell from visibility from security. For years, they had been blocking the exterior lighting which provided an area to loiter and do drugs.
- We placed one of our two mobile camera trailers right up next to the sidewalk, which has worked both as a deterrent and gives the Police Department more camera coverage; and
- we worked with Tukwila Police; we put the fence up in front of the station to deter subjects walking across from the AM-PM to do hand-to-hand drug sales and made it inconvenient for people to cut across the street in the middle of the road, encouraging them to use the sidewalks and crosswalks.

Monthly Performance Report – December 2023
Safety Department



T Line Security incidents Jan - Oct 2023

Focus: Six call types as an indicator of security environment



The T Line has an overall low recorded incident rate. The Hilltop Tacoma Link Extension opened in September and increased the service area and the ridership; and while the increases may look significant in the bar graphs – the difference in June and October’s Unlawful Transit Conduct, for example, is nine total events.

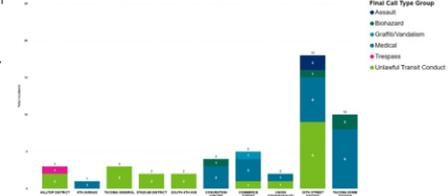
The trespassing increases in September and October are attributed to an increase in individuals that have been encroaching on the rail right of way, typically between SODO and Stadium Station and crossing between platforms in the four stations of the DSTT. There have also been an increased number of individuals attempting to enter the tunnel bores and into stations that have been closed at the end of the revenue service day. While we cannot say for certain, weather appears to be a factor in some of the increase.

One of the inverse effects of having more security and LE presence in the field, allows us to have better visibility on the system which increases our numbers and we’re able to respond accordingly.

With the transition of the security contracts, May was the first month the new companies were getting staffed. We were moving from a deficit in staffing toward more complete field staffing. With this increase in field staffing, also comes an increase in reported activity. August is when we began to see over 50% of our NEW security staffing levels obtained. We should see this number continue to rise until we hit 90% staffing levels then it will plateau—but we will have spikes as each new service area comes online. It is in this way that we can look at these numbers as a reflection of increased staffing in the field, thus better reporting and improved response.

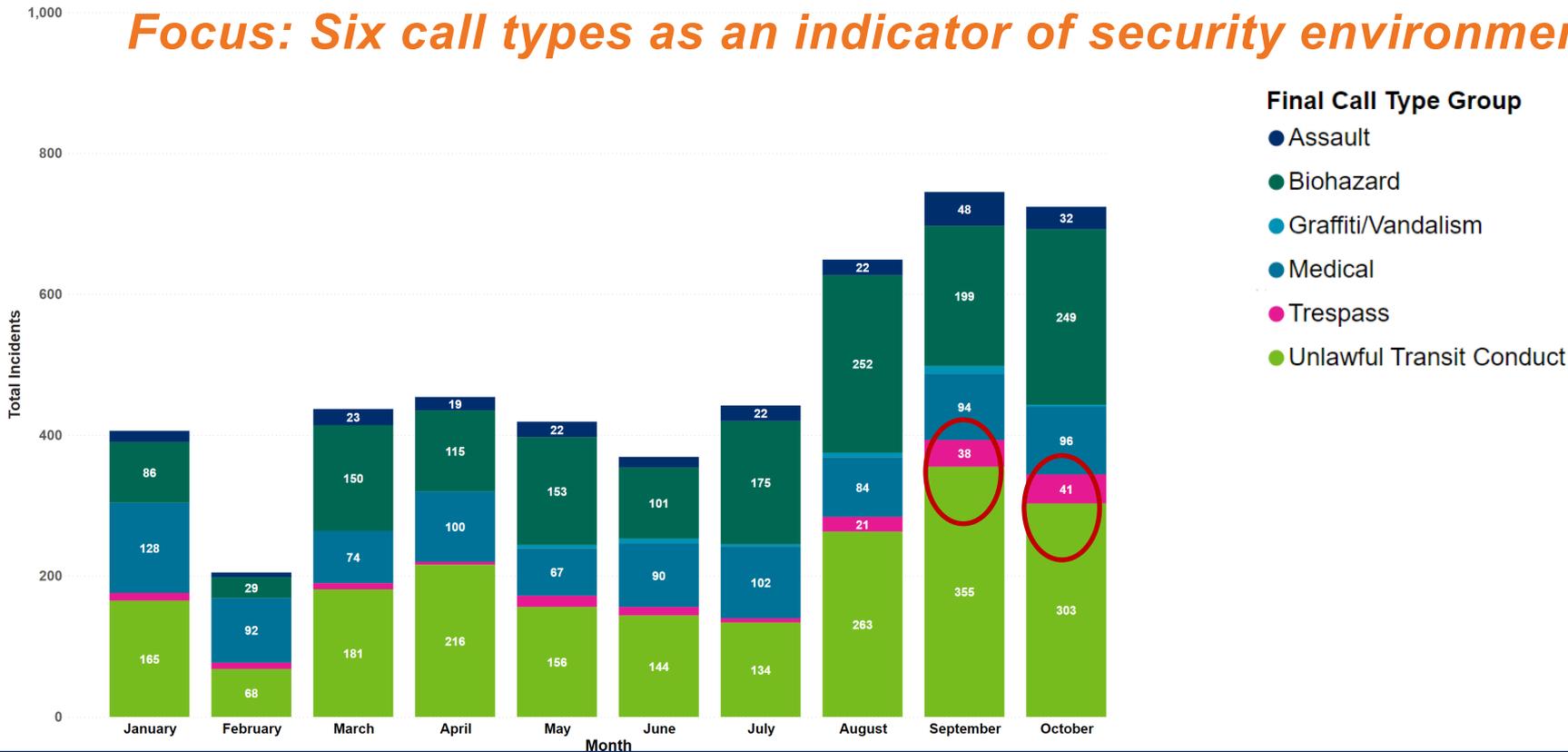
T Line events are broken out by station. The 25th Street station is the highest incident station on the T Line alignment, it is still a very low incident station with 18 events recorded between January and the end of October (for comparison – Westlake Station, our highest event station has 568 for the same period).

T Line Security incidents by station Jan - Oct 2023

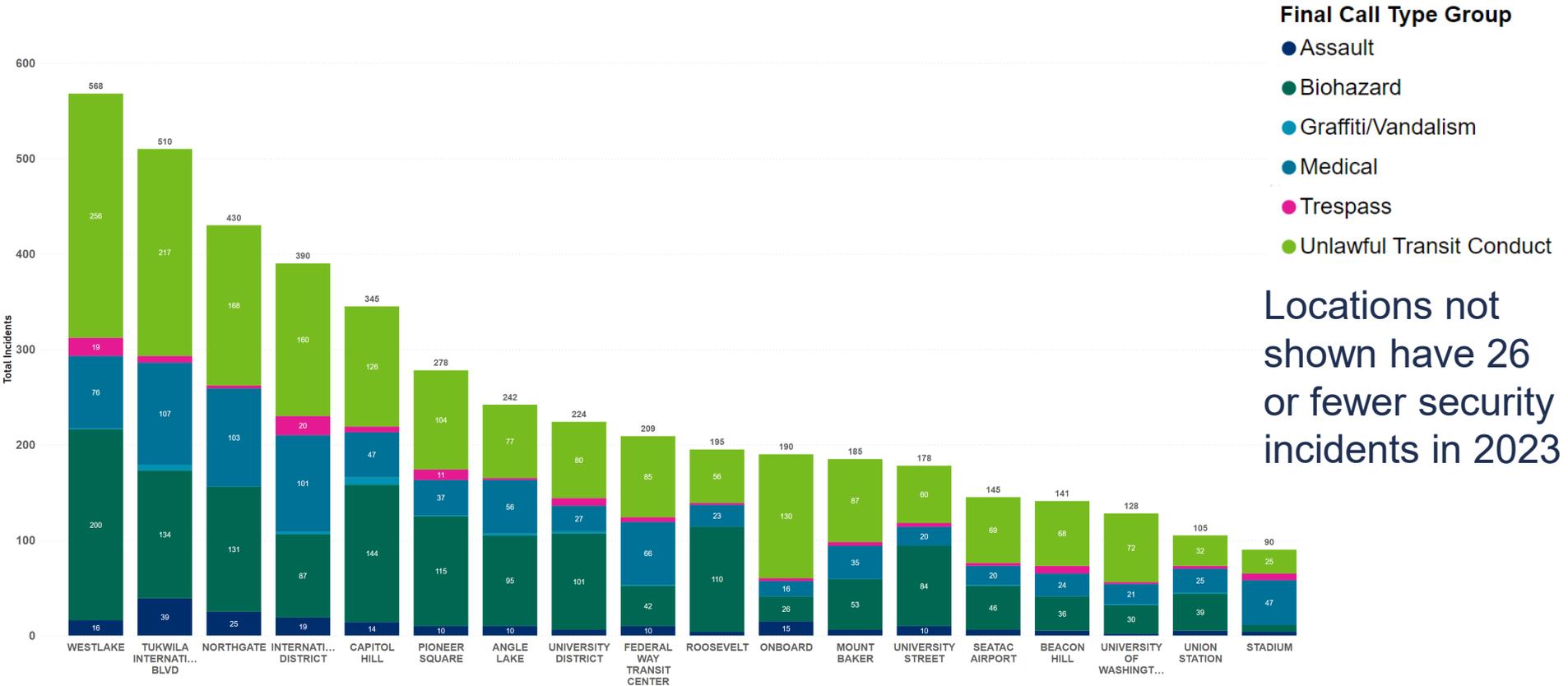


Bus, T Line, 1 Line Security incident Jan - Oct 2023

Focus: Six call types as an indicator of security environment

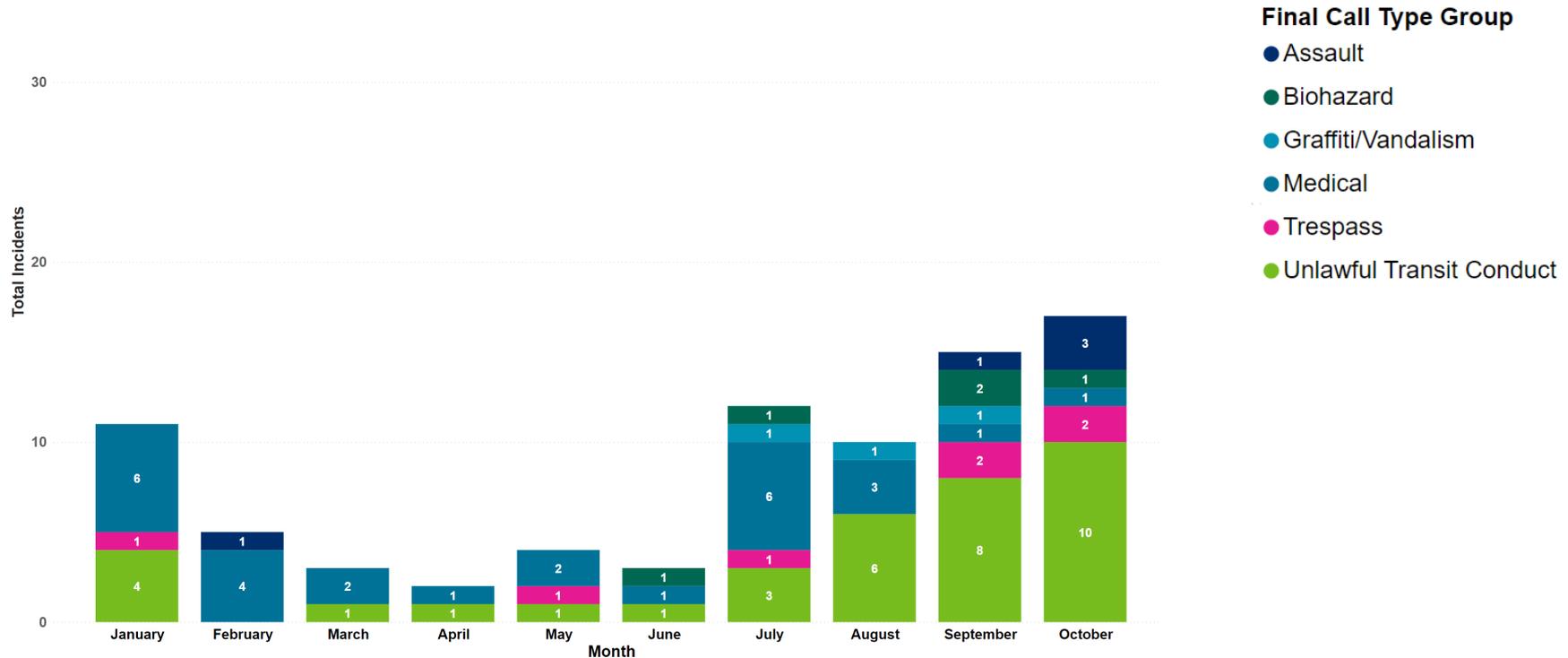


Bus, T Line, 1 Line Security incidents by station Jan - Oct 2023

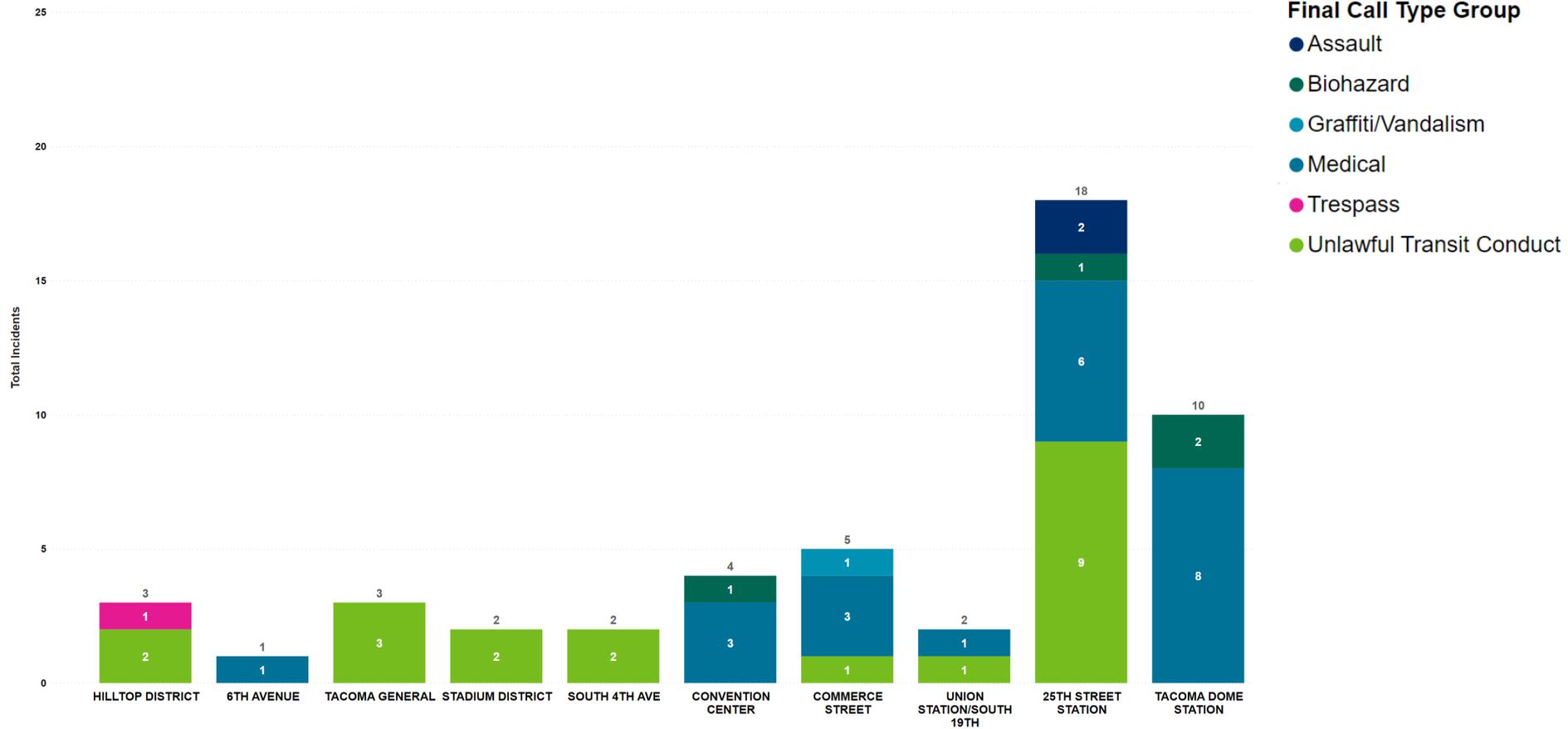


T Line Security incidents Jan - Oct 2023

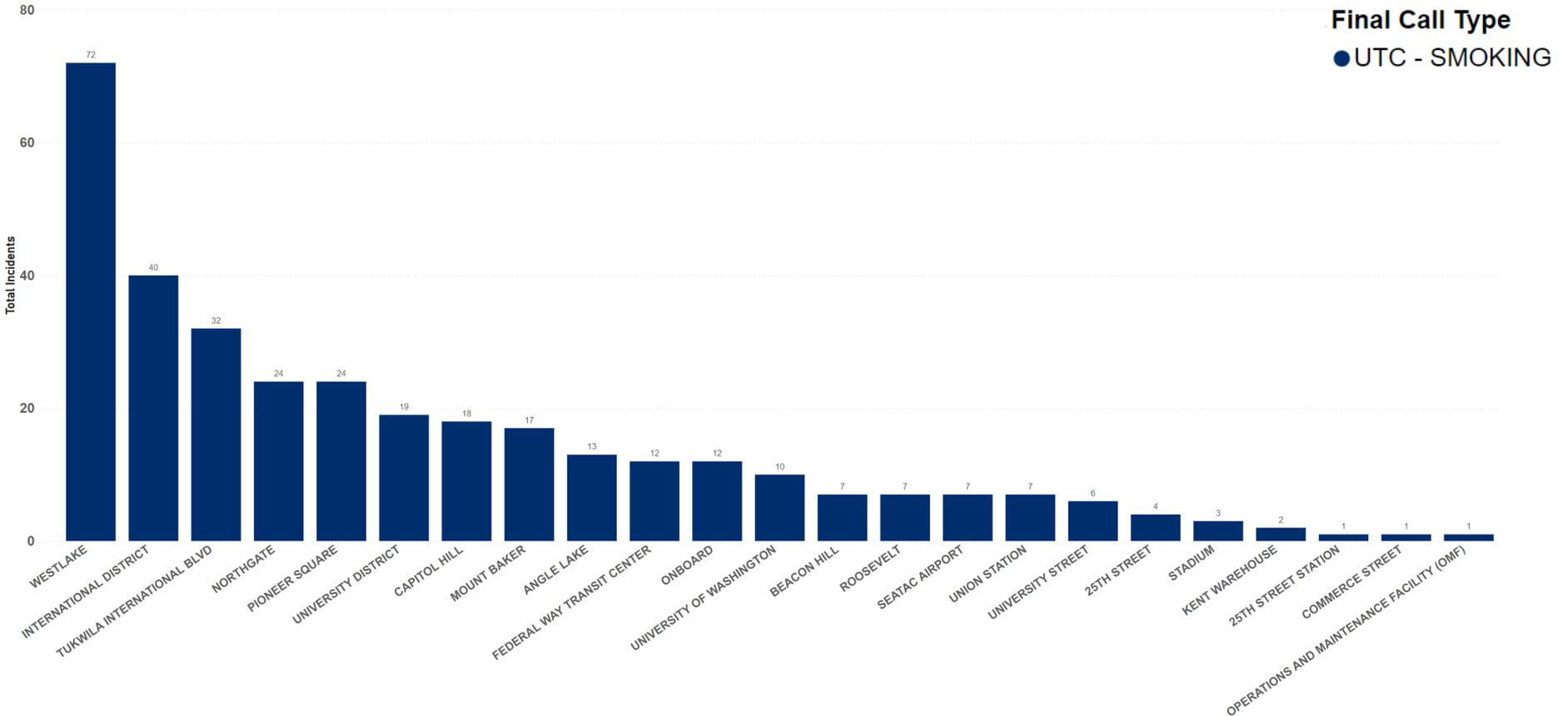
Focus: Six call types as an indicator of security environment



T Line Security incidents by station Jan - Oct 2023



System-wide Smoking incidents May - Oct 2023



Thank you.



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

