Operations Metrics
Operations Monthly Report - September

Ridership

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

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

Link

- The second phase of the Othello and Flanner 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 leads to service reductions that had a dampening effect on ridership.
- Despite the project, Link experienced lower service disruptions in September than 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 final 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%.

ST Express

- Average weekday boardings on ST Express grew by about 1% from 29,631 in August to 30,767 in September. Sunday boardings on ST Express also grew by 1%, while Saturday boardings fell by 4%.
- Of the three operating partners, King County Metro saw the largest weekly growth in average boardings, 24%, while Sound Transit saw the most ridership fall for its partner on both weekend days. Average boardings on Community Transit increased on Saturdays and Sundays, both by about 1%.
- Prince Transit's seasonal service experienced a smaller number of average weekdays and Sunday boardings, which was almost offset by a 2% increase in average Saturday boardings.

Sounder

- While overall ridership on Sounder fell in September, the average daily ridership actually increased by 2%. This was driven by an increase in South Link boardings which offset the 4% decrease in North Link boardings.
- For most weekdays on the South Link, 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- The measurement of T-Line boardings remains somewhat problematic as Sound Transit integrates data from an outdated reporting system. In addition, a new vehicle fleet and a number of new stops are not yet accounted for when the data collection has been conducted.
- Staff is working to address these issues and provide more accurate ridership totals by the end of the year.
Ridership - Link

Schedule reductions from continued single-tracking
ST Express Modal Statistics

Operated Trips On-Time %

CT ▲ KCM ◦ PT

Jan 2023 Feb 2023 Mar 2023 Apr 2023 May 2023 Jun 2023 Jul 2023 Aug 2023 Sep 2023
Sounder Modal Statistics

Sounder Delays and Cancelations

- Chart Legend
- Root Cause
- Annulled
- Domino Impact
- Year
- Month
- Line

Delayed and Canceled Trips by Date

- Amtrak Interference (DP)
- Dispatching (DI)
- Emergency Services
- Freight Interference (DF)
- Mechanical (STM)
- MOW (MI)
- Operations Testing (OT)
- Other
- Positive Train Ctrl (PTCB)
- Signal Issues (SI)
- Weather (IW)

Jan 2023 to Sep 2023
Next Steps

• Determine which metrics the REO Committee would like to see in a more in-depth presentation

• Revamp System Performance Tracker:
  o Additional granularity to existing metrics
  o 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 the 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
- Vandalism—Which describes unlawful 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 a threat on our property and sometimes that results in medical assistance being needed.
- Trespass—Entering a restricted area, typically the tunnel
- Unlawful Transit Conduct—Engaging in other conduct that is inconsistent with Sound Transit statements of conduct, examples: loud music, smoking, drinking, etc.

The trespassing increases in September and October are attributed to an increase in individuals that have been evacuating on the right of way, typically between 5000 and Stadium Station and crossing between platforms in the four stations of the DTT. There have also been an increased number of individuals attempting to enter the tunnel boxes and into stations that have been closed at the end of the normal 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. That said, we will have spikes as new service times come online. It is in this way that we can look at these numbers as a reflection of increased staffing in the field, thus better (safety) and improved response.

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

Focus: Six call types as an indicator of security environment

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, Kent/Auburn, Southcenter.

You will notice the large number of assaults - 40 – represented by the blue bars at Tukwila International Boulevard station. Tukwila has always been a hotbed for issues. In our analysis, that is a trend of several things.

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

c) Tukwila station is an added facility with RCM, and the buses which serve the station are high-use bus routes.

What have we done to respond to these issues?

- 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 911.
- We had time and vegetation removed that were concerning the west station from visibility from security. For years, they had been blocking the aller door lighting which provided an area to enter and do crime.
- 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.
- We worked with Tukwila Police, we put the fence up in front of the station to deter subjects walking across from the AM/FM to do hand-to-hand drug sales and make it inconvenient for people to cut across the street in the middle of the road, encouraging them to use the sidewalks and crosswalks.

T Line Security incidents by station Jan – Oct 2023

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

Locations not shown have 26 or fewer security incidents in 2023

Final Call Type Group
- Assault
- Biohazard
- Graffiti/Vandalism
- Medical
- Trespass
- Unlawful Transit Conduct

Locations not shown have 26 or fewer security incidents in 2023
T Line Security incidents Jan - Oct 2023

Focus: Six call types as an indicator of security environment

Final Call Type Group
- Assault
- Biohazard
- Graffiti/Vandalism
- Medical
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- Unlawful Transit Conduct

Total Incidents

| Month   | Total
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<td>8</td>
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<td>October</td>
<td>10</td>
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</tbody>
</table>
T Line Security incidents by station Jan - Oct 2023

Final Call Type Group
- Assault
- Biohazard
- Graffiti/Vandalism
- Medical
- Trespass
- Unlawful Transit Conduct
System-wide Smoking incidents May - Oct 2023

Final Call Type
- UTC - SMOKING
Thank you.

soundtransit.org