

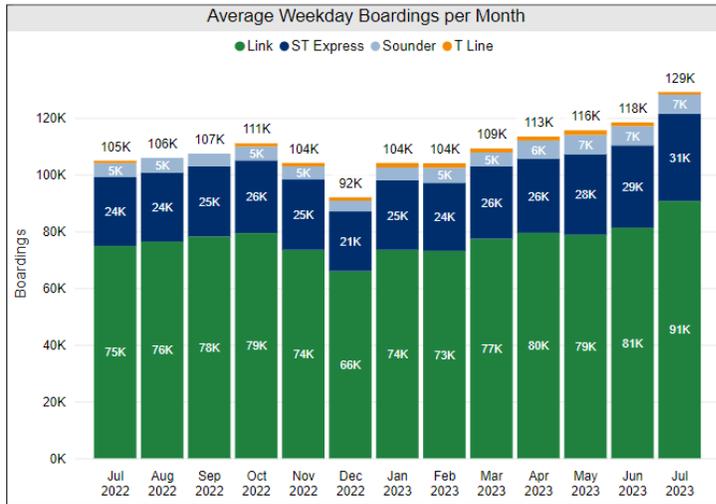
# Monthly Performance Report

Operations Department



## Ridership

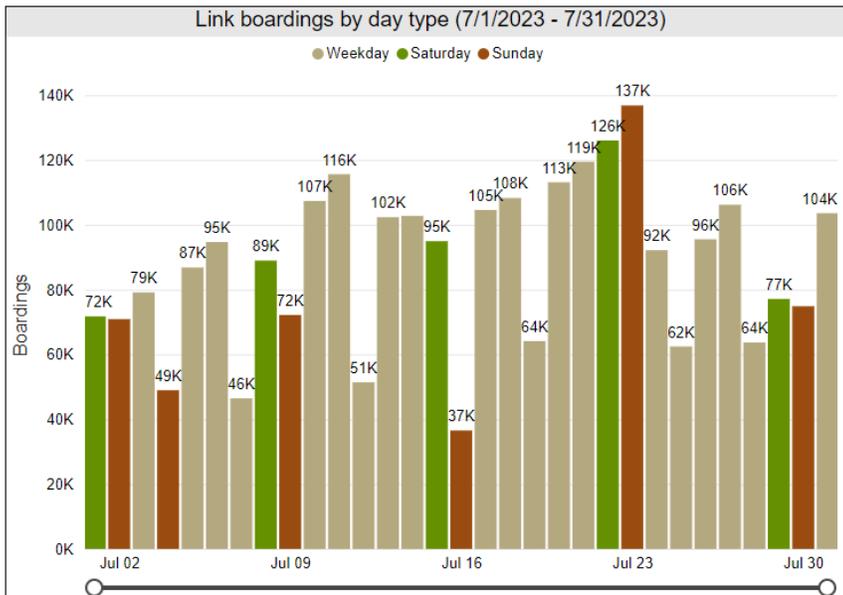
For an up-to-date<sup>1</sup>, interactive and more detailed look at ridership, please see: <https://www.soundtransit.org/ride-with-us/system-performance-tracker/ridership>



Month	Monthly Total Boardings	Average Weekday Boardings	Month-over-Month % Change	% Change vs. 2019
Jul 2023	3,661,000	129,000	9%	-22%
Jun 2023	3,292,000	118,400	2%	-28%
May 2023	3,222,000	115,600	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	103,900	-0%	-29%
Jan 2023	2,833,000	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	105,800	1%	-35%
Jul 2022	2,940,000	104,900	2%	-36%
Jun 2022	2,930,000	102,400	4%	-38%
May 2022	2,722,000	98,400	5%	-39%
Anr 2022	2,557,000	93,500	7%	-42%

- In July, Sound Transit carried the most passengers it has since before the pandemic. Average weekday ridership increased for the fifth consecutive month shattering the highest post-COVID ridership total both in terms of monthly total and average weekday boardings. Ridership in July was nearly 80% of its pre-COVID levels.

### Link

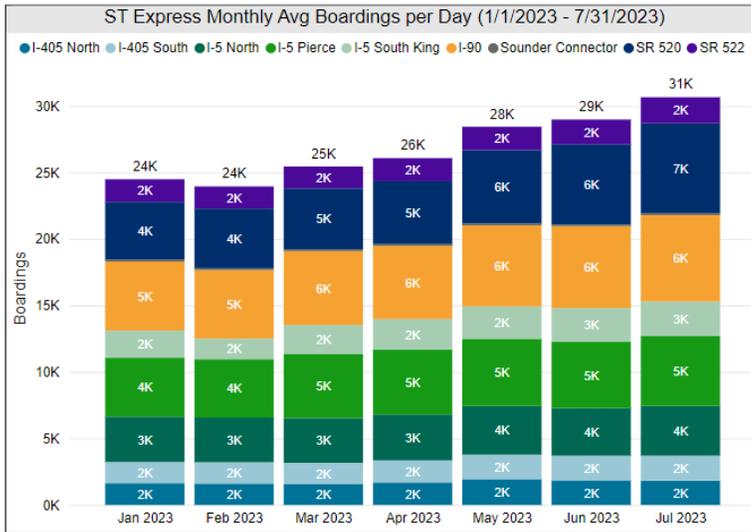


- In July, Link experienced its highest ever single month of ridership, with average daily boardings growing 12% over June 2023 and exceeding the pre-pandemic July 2019 ridership by a whopping 9%.
- Major events in the region, such as the Taylor Swift Concert, the Bite of Seattle and the Capitol Hill Block Party, drove ridership to record highs leading into and on the weekend of July 22-23.
- While major events had a big impact, average passenger loads on cars also grew at all times of day, suggesting that people are beginning to increase their use of Link for commuting and mid-day travel.

<sup>1</sup> ST Express data only becomes available when Sound Transit’s operating partners provide it on the 25<sup>th</sup> of the month following that which is being reported. For this reason any reports that include ST Express only show data through June. All other reports show data through July.

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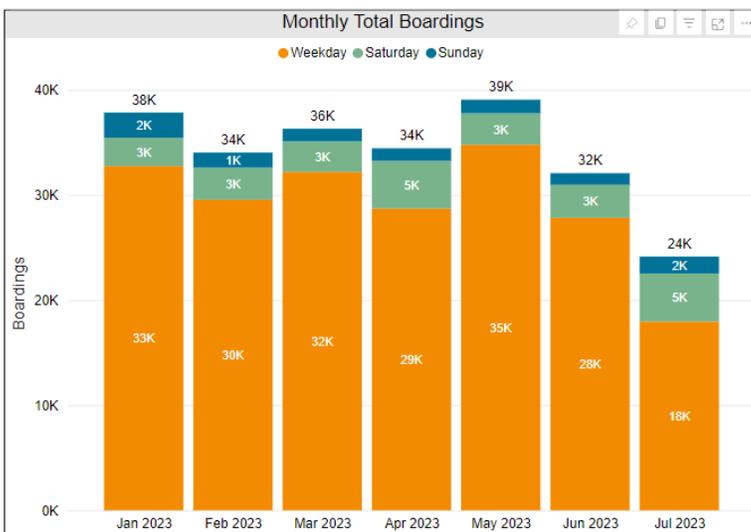
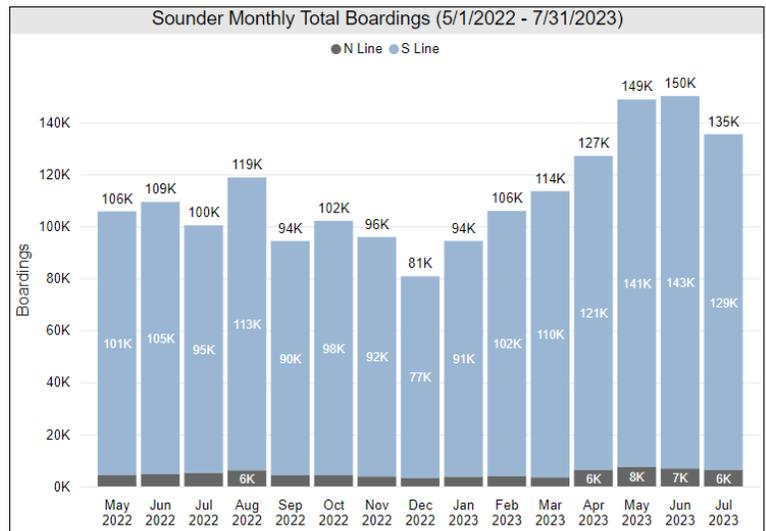


## ST Express

- As with overall ridership, average boardings per day on ST Express reached its highest level since before the pandemic.
- In July, ST Express experienced a staggering 6% increase in month-to-month boardings, bringing ridership above 50% of where it was in the July prior to the pandemic.
- Saturday ST Express ridership reached 60% of the weekday ridership levels, likely the result of the events described above.
- The three routes (542, 545 and 556) in the SR 520 corridor made it the highest ridership corridor for ST Express

## Sounder

- The drop in Sounder ridership in July reflects the seasonality of that service, with things like summer vacations impacting the commuter-oriented service.



## T-Line

- Ridership in July on the T-Line continued to show the impact of UW Tacoma's summer break. This can be seen by the decrease in average weekday boardings in particular.
- The return of students coupled with the opening of the Hilltop Extension in September should result in significant increases in T-Line ridership.

# Monthly Performance Report

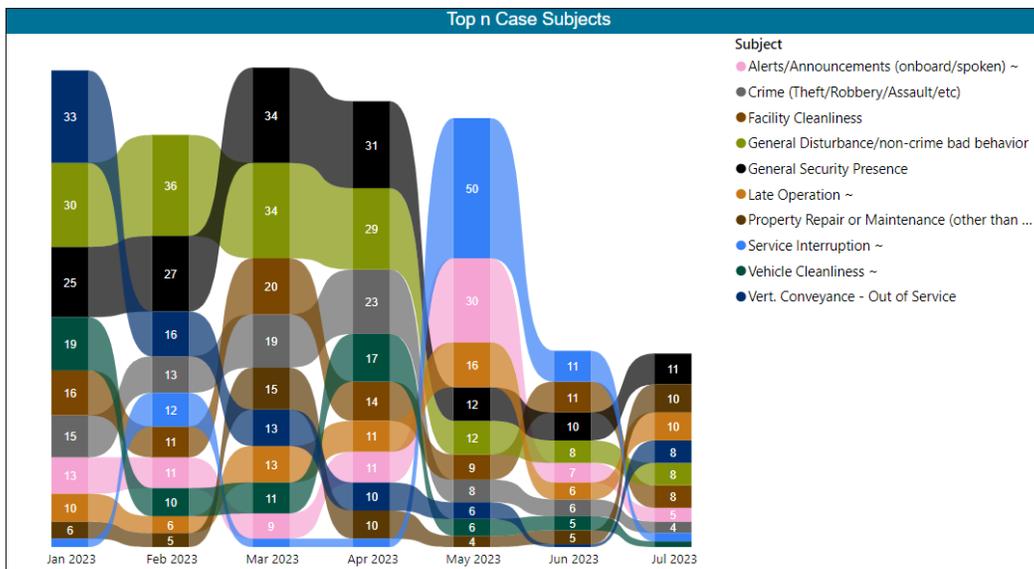
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## Link

	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	88%	96%	Siemens: 58% Kinkisharyo: 80%	Siemens: 22,926 Kinkisharyo: 35,660	Vehicles: 95% Track: N/A Power: N/A Facilities Mech: N/A Facilities Elec: N/A	84%	5.3
Prior Month	89%	92%	Siemens: 70% Kinkisharyo: 66%	Siemens: 22,808 Kinkisharyo: 88,128	Vehicles: 97% Track: 89% Power: 80% Facilities Mech: 61% Facilities Elec: 80%	94%	5.8
Current	<b>86%</b>	<b>94%</b>	Siemens: <b>73%</b> Kinkisharyo: <b>74%</b>	Siemens: <b>40,426</b> Kinkisharyo: <b>63,326</b>	Vehicles: <b>95%</b> Track: <b>87%</b> Power: <b>85%</b> Facilities Mech: <b>59%</b> Facilities Elec: <b>92%</b>	<b>100%</b>	<b>3.9</b>
Trend	➔	➔	Siemens: ↗ Kinkisharyo: ➔	Siemens: ➔ Kinkisharyo: ↘	Vehicles: ➔ Track: ↘ Power: ↗ Facilities Mech: ↘ Facilities Elec: ➔	↗	↗

## Link Customer Comments



- Despite record ridership on Link in July, customer complaints dropped stayed very low – less than 4 complaints for every 100,000 boardings.
- Security continued to be among the top concerns for Link riders.

# Monthly Performance Report

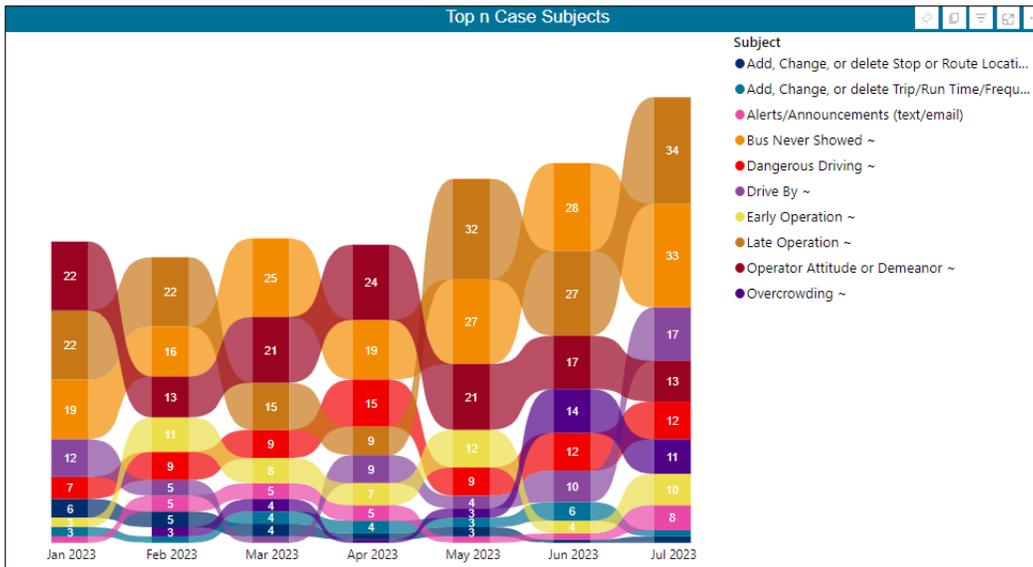
Operations Department



## 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%	>20,000	>90%	>40%	<15 per 100,000 boardings
Prior Year	CT: 95% PT: 76% KCM: 89%	CT: 93.5% PT: 98.8% KCM: 94.9%	CT: 100% PT: 100% KCM: 100%	CT: 10,547 PT: 15,346 KCM: 5,285	CT: 100% PT: 100% KCM: 100%	37%	17.3
Prior Month	CT: 96% PT: 60% KCM: 88%	CT: 97.2% PT: 99.3% KCM: 97.6%	CT: 100% PT: 100% KCM: 98%	CT: 17,369 PT: 11,888 KCM: 4,949	CT: 100% PT: 100% KCM: 99%	43%	19.8
Current	CT: <b>93%</b> PT: <b>70%</b> KCM: <b>85%</b> <sup>2</sup>	CT: <b>95.7%</b> PT: <b>98.6%</b> KCM: <b>96.6%</b>	CT: <b>100%</b> PT: <b>100%</b> KCM: <b>99%</b>	CT: <b>7,056</b> PT: <b>33,964</b> KCM: <b>5,667</b>	CT: <b>98%</b> PT: <b>100%</b> KCM: <b>100%</b>	<b>51%</b>	<b>19.9</b>
Trend	CT: ↘ PT: ↗ KCM: ↘	CT: ↘ PT: ↘ KCM: →	CT: → PT: → KCM: ↗	CT: → PT: → KCM: →	CT: ↘ PT: → KCM: →	↗	↘

## ST Express Customer Comments



- As noted in prior months, customers have difficulty distinguishing between a late and a missed trip. However, both “late operation” and “bus never showed” continued to top the ST Express customer complaints in July.
- Customer interpretations were confirmed by the operational data showing a significant number of late trips and trips not operated as scheduled.

<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.

# Monthly Performance Report

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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: 94% North: 96%	South: 99.6% North: 100%	N/A	N/A	N/A	35%	13.9
Prior Month	South: 95% North: 93%	South: 98.4% North: 98.9%	N/A	14,089	N/A	54%	14.7
Current	South: <b>96%</b> North: <b>96%</b>	South: <b>99.0%</b> North: <b>98.8%</b>	<b>N/A</b>	<b>51,889</b>	<b>N/A</b>	<b>62%</b>	<b>33.2</b>
Trend	South: ➡ North: ➡	South: ➡ North: ➡		↗		↗	↘

- Sounder service received a significant number of customer complaints related to overcrowding in July, despite overall ridership being down slightly in July. Nearly every crowding complaint referenced South line service and at least a few noted the impact bicycle and e-scooter parking were having on seat availability.

## Tacoma Link

	On Time Performance	Operated as Scheduled	Fleet Availability	Mean Distance Between Failure	PM Compliance	Parking Usage <sup>3</sup>	Customer Complaints
Target	> 98.5%	98.5%	TBD	TBD	>90%	TBD	<15 per 100,000 boardings
Prior Year	99.7%	99.7%	86.0%	N/A	91%	43%	0.0
Prior Month	99.8%	99.9%	100%	N/A	89%	43%	0.0
Current	<b>99.4%</b>	<b>99.5%</b>	<b>80.1%</b>	<b>N/A</b>	<b>91%</b>	<b>42%</b>	<b>0.0</b>
Trend	➡	➡	↘		➡	➡	➡

- T-Line successfully met all of its performance targets in July.

<sup>3</sup> Based on Tacoma Dome Station, which is shared with Sounder.

# Monthly Performance Report

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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>

Month												Total Elevators	Total Escalators	Total Assets	
Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	106	92	198
											100%				

<b>LINK Elevators</b> <div style="text-align: center; font-size: 24pt; color: red;">94%!</div> Goal: 97% (-2.97%) <hr/> <b>Peak Commute Avail. %</b> <div style="text-align: center; font-size: 24pt; color: red;">92%</div>	<b>LINK Escalators</b> <div style="text-align: center; font-size: 24pt; color: red;">95%!</div> Goal: 95% (-0.15%) <hr/> <b>Peak Commute Avail. %</b> <div style="text-align: center; font-size: 24pt; color: red;">96%</div>	<b>Non-Rev Elevators</b> <div style="text-align: center; font-size: 24pt; color: green;">100%✓</div> Goal: 97% (+3.01%) <hr/> <b>Peak Commute Avail. %</b> <div style="text-align: center; font-size: 24pt; color: red;">100%</div>
<b>ST EXP/Sounder</b> <div style="text-align: center; font-size: 24pt; color: green;">99%✓</div> Goal: 97% (+1.86%) <hr/> <b>Peak Commute Avail. %</b> <div style="text-align: center; font-size: 24pt; color: red;">98%</div>	<b>DSTT Escalators</b> <div style="text-align: center; font-size: 24pt; color: red;">89%!</div> Goal: 95% (-6.26%) <hr/> <b>Peak Commute Avail. %</b> <div style="text-align: center; font-size: 24pt; color: red;">94%</div>	<b>DSTT Elevators</b> <div style="text-align: center; font-size: 24pt; color: red;">93%!</div> Goal: 97% (-4.16%) <hr/> <b>Peak Commute Avail. %</b> <div style="text-align: center; font-size: 24pt; color: red;">90%</div>

- Link Elevators' overall availability fell below target as there is a long-term repair being completed at University of Washington Station – Elevator #2.
- Link Escalators' overall availability was .15% below target as the completion of a long-term repair was completed near the end of the month of July at Seatac Airport Station – Escalator #2.

### Link ADA Elevators

<b>BEACON HILL ELEVATOR #1</b> 98.92%✓ Goal: 97% (+1.98%)	<b>BEACON HILL ELEVATOR #2</b> 75.88%! Goal: 97% (-21.77%)	<b>BEACON HILL ELEVATOR #3</b> 99.23%✓ Goal: 97% (+2.3%)	<b>BEACON HILL ELEVATOR #4</b> 100.00%✓ Goal: 97% (+3.09%)	<b>C23-ELEV-2 MOUNT BAKER ELEVATOR #2</b> 100.00%✓ Goal: 97% (+3.09%)	<b>C23-ELEV-2 MOUNT BAKER ELEVATOR #2</b> 100.00%✓ Goal: 97% (+3.09%)	<b>SEATAC AIRPORT ELEVATOR #3</b> 98.92%✓ Goal: 97% (+1.98%)
<b>TIBS ELEVATOR #1</b> 100.00%✓ Goal: 97% (+3.09%)	<b>TIBS ELEVATOR #2</b> 96.62%! Goal: 97% (-0.39%)	<b>TIBS ELEVATOR #3</b> 100.00%✓ Goal: 97% (+3.09%)	<b>CAPITOL HILL ELEVATOR #1</b> 100.00%✓ Goal: 97% (+3.09%)	<b>CAPITOL HILL ELEVATOR #2</b> 100.00%✓ Goal: 97% (+3.09%)	<b>CAPITOL HILL ELEVATOR #3</b> 100.00%✓ Goal: 97% (+3.09%)	<b>CAPITOL HILL ELEVATOR #4</b> 80.18%! Goal: 97% (-17.34%)

- Beacon Hill Elevator #2 had some mechanical outages early in the month of July which have since been repaired and corrected.
- TIBS Elevator #2 and Capitol Hill Elevator #4 were both under target availability due to Scheduled Maintenance.

### Outages By Month



- As you can see in the chart above there was an increase in overall mechanical outages from the previous month. This was partially due to repeated outages at Westlake on Elevator #305, and Escalator #311. Both units required additional electrical troubleshooting to determine the root cause. Both units have since been repaired.
- Misuse continues to be a top outage reason as we saw an increase of almost 10% from the previous month.