

REO Performance Metrics

Performance Metrics Monthly Report

Rider Experience and Operations Committee

02/01/24



Operations Metrics

Operations Monthly Report - November

Monthly Performance Report

Operations Department



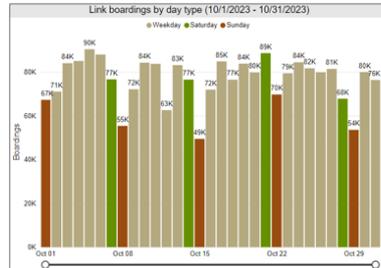
Ridership

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>



- Total average weekday ridership increased by another 2% from September to October with significant increases in Sounder, ST Express and T-Line overcoming a small reduction in Link ridership. Overall ridership on all Sound Transit services is over 70% of its pre-pandemic level.

Link

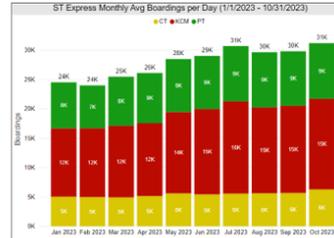


- In past years, Link has seen ridership increase from September to October as students return to school (most significantly the University of Washington). That did not happen in 2023 as Link ridership fell by about 1% from September to October.
- Average weekday boardings on Link remained consistent throughout October with only one day (10/12/23) deviating significantly from the average of 80,200 boardings per day.
- Weekend ridership on Link in October was uncharacteristically high, with the weekend of October 21st achieving higher than normal ridership, likely due in part to a Seahawk home game that weekend.
- Link ended it's 5-month streak of having at least one day with over 100,000 boardings in October.

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 September.

Monthly Performance Report

Operations Department

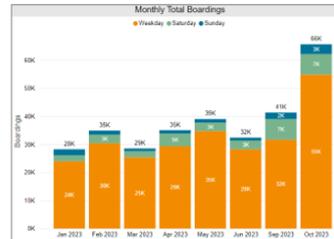
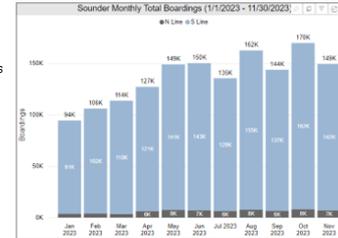


ST Express

- Average weekday boardings on ST Express grew again from September to October, by almost 5% from 29,767 to 31,155. Average boardings on Saturday and Sunday both fell by about 2% each.
- Of the three operating partners, Community Transit saw the highest growth in average weekday boardings, a whopping 11% and saw growth on both Saturday and Sunday. King County Metro experienced a 4% increase in weekday boardings, while ridership fell on both weekend days.
- Average weekday boardings on Pierce Transit operated service grew by 2% and fell on Saturdays and Sundays by 4% and 5%, respectively.

Sounder

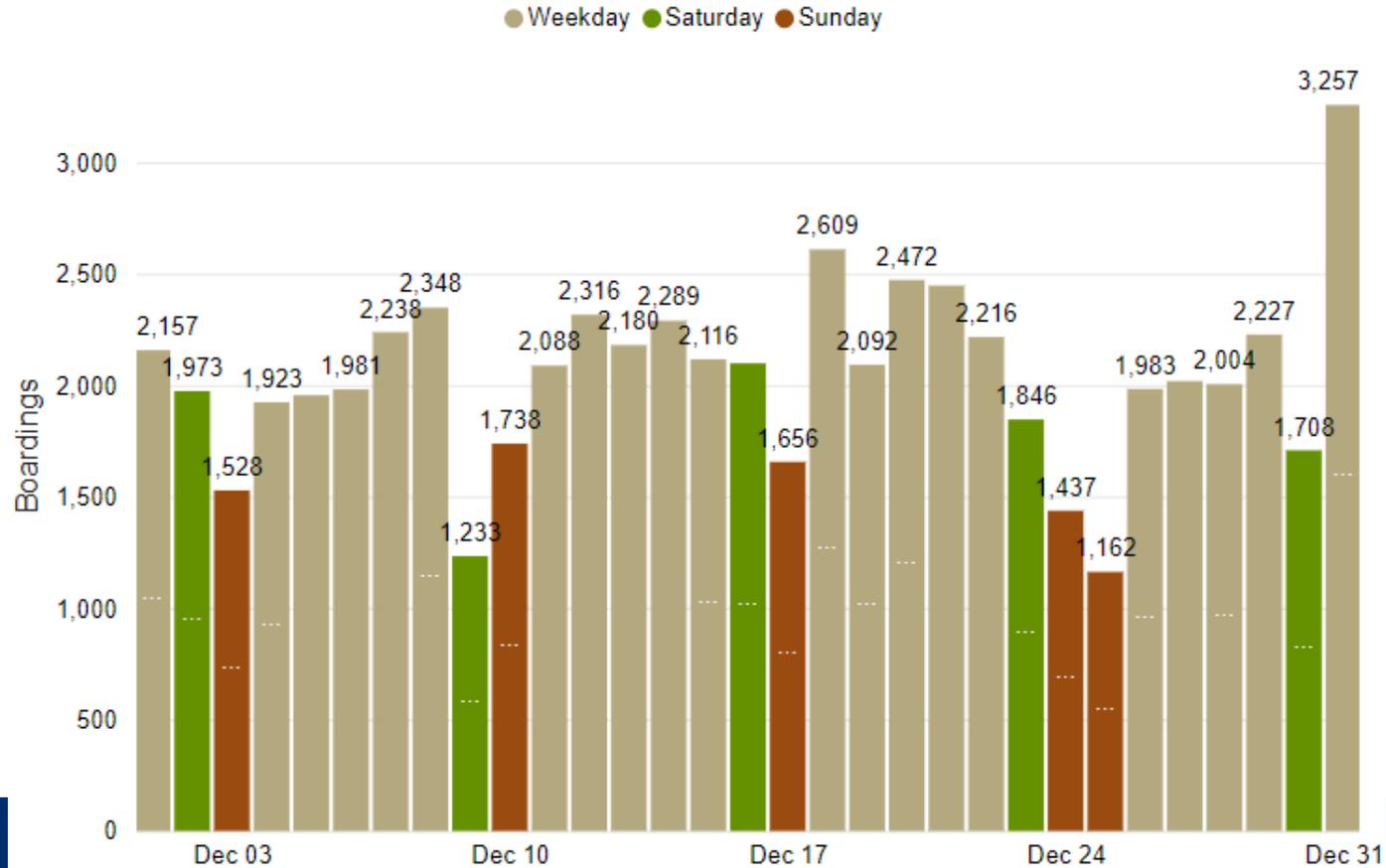
- Overall ridership on Sounder increased in October, with average daily boardings increasing by 7%. This was driven by increases in both South Line boardings (7%) and North Line boardings (15%).
- For northbound trips on the South Line, the Puyallup station provides the most boardings by station, followed by the Tacoma Dome, Kent, and Auburn stations.



T-Line

- Sound Transit continues to refine the measurement of T-Line boardings within its new reporting system. In addition to issues with the migration, 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 report.

Tukwila Intl Blvd Station (TIBS) - Ridership



TIBS – Passenger loads by time of day

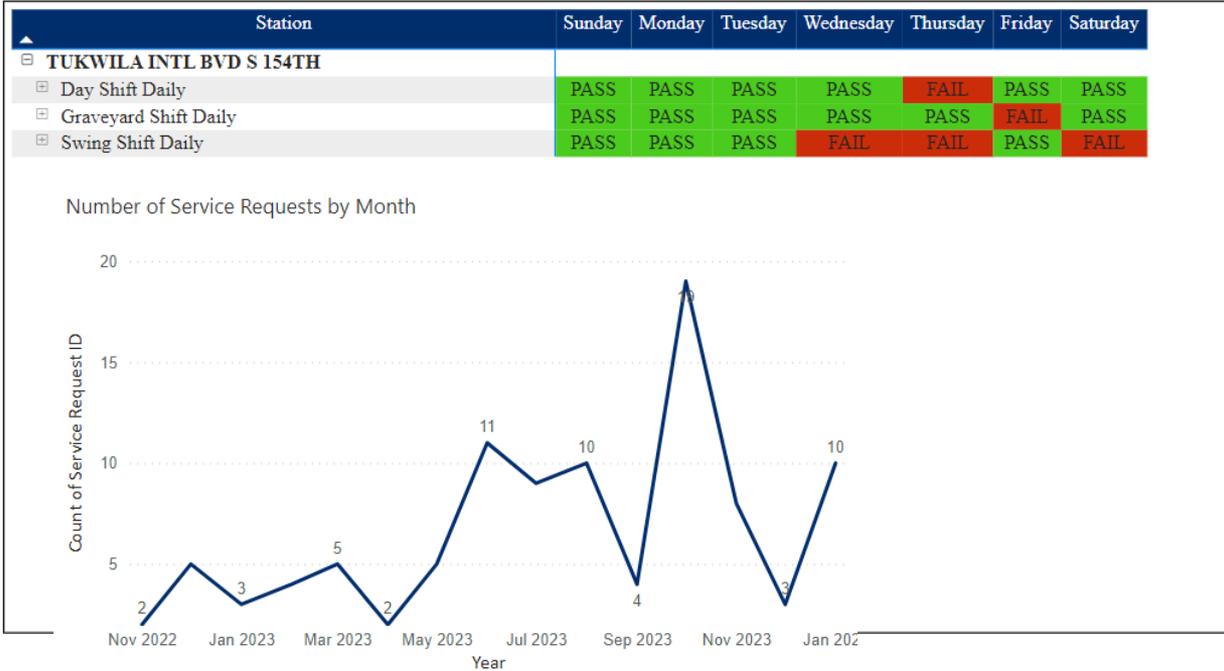
	Northgate	Roosevelt	U District	University of Washington	Capitol Hill	Westlake/Seattle	University Street	Pioneer Square	International District/Chinatown	Stadium	SODO	Beacon Hill	Mount Baker	Columbia City	Othello	Rainier Beach	Tukwila International Blvd	SeaTac/Airport	Angle Lake
North																			
5	4.56	4.79	5.97	9.95	11.75	16.47	20.16	22.18	20.20	18.86	25.20	23.75	22.83	20.75	18.27	14.63	10.08	10.46	
6	5.38	7.02	10.57	20.85	19.50	23.28	24.89	25.58	21.55	21.82	23.52	21.87	21.39	19.14	17.08	14.68	11.73	10.75	
7	9.35	11.27	16.81	27.61	25.86	31.85	37.03	39.24	35.61	34.87	36.81	33.00	31.46	26.98	22.82	18.43	13.32	11.04	
8	9.35	11.43	18.79	29.15	27.84	34.53	39.33	42.23	38.87	38.13	37.38	33.22	32.92	26.59	21.80	18.04	14.28	9.62	
9	8.50	11.32	18.57	27.52	29.04	35.37	37.99	38.07	37.32	36.29	36.15	33.35	31.96	29.10	26.11	23.12	19.33	9.86	
10	10.69	13.97	21.39	28.42	30.41	33.99	35.67	35.60	33.72	35.24	34.67	31.82	30.20	27.70	26.04	24.09	21.08	8.25	
11	13.79	17.88	24.24	29.04	31.31	35.83	36.60	36.64	34.47	33.50	32.54	30.57	28.43	26.07	25.70	22.04	18.45	7.86	
12	15.33	20.94	26.53	30.36	31.71	32.57	32.74	31.85	28.98	28.05	27.95	26.25	24.79	23.16	22.26	20.41	18.40	10.26	
13	17.05	23.32	30.41	33.93	36.32	35.84	35.52	35.02	31.60	31.57	30.62	29.35	28.47	26.60	25.96	23.01	19.39	9.36	
14	21.14	28.15	33.25	34.53	38.30	34.77	33.11	31.18	28.12	27.08	28.30	27.26	24.16	22.46	22.04	20.29	18.77	6.80	
15	27.51	37.69	43.17	43.08	45.63	37.63	33.91	32.49	29.22	29.31	26.87	27.92	23.59	22.39	22.07	20.18	17.79	7.84	
16	35.60	50.09	56.32	53.45	60.17	47.06	38.22	33.36	27.73	27.77	24.11	23.31	20.80	19.37	19.53	17.11	14.51	5.71	
17	35.62	50.02	55.85	52.81	61.48	48.96	36.20	31.91	27.42	26.49	24.47	23.21	21.70	20.81	21.27	19.35	16.34	5.83	
18	22.43	31.59	40.52	38.91	42.46	33.25	29.66	27.23	23.21	21.75	20.23	18.85	17.92	17.36	17.49	16.36	14.20	4.93	
19	17.58	25.96	33.41	32.11	34.38	27.27	25.66	24.06	20.74	19.00	18.24	17.76	16.88	16.02	17.16	16.17	13.68	4.48	
20	15.52	21.70	28.96	27.94	29.03	22.96	21.19	20.19	16.52	16.31	16.27	16.12	16.16	15.62	16.21	15.64	14.31	5.30	
21	16.20	22.45	30.43	29.52	32.02	24.45	22.47	21.30	17.64	17.03	16.77	16.72	16.91	16.42	16.94	17.26	15.90	5.04	
22	17.48	23.31	31.20	31.44	32.98	22.72	20.55	19.30	18.11	16.86	17.38	17.20	18.03	17.47	19.06	18.76	19.17	3.43	
23	13.69	19.48	26.35	24.36	25.52	20.95	20.42	19.70	16.17	17.28	17.06	17.06	17.36	16.25	16.38	16.15	15.17	3.34	
South																			
5	13.64	18.03	17.63	15.85	16.22	15.25	14.96	14.47	14.99	14.64	12.92	12.89	12.52	11.87	11.41	12.07	13.45	2.94	
6	25.11	29.46	29.72	23.18	23.77	20.16	16.94	15.75	15.43	14.14	13.50	13.90	13.87	14.34	13.83	13.61	12.85	4.18	
7	32.10	42.80	44.22	41.28	41.92	33.37	25.79	22.66	21.02	19.67	17.77	17.76	16.59	16.57	16.28	15.30	4.28		
8	30.61	46.94	48.42	46.84	50.91	37.20	26.43	21.59	18.89	17.76	16.62	19.58	16.30	15.98	16.06	15.41	15.35		
9	25.73	35.72	38.05	39.90	40.55	30.49	23.79	21.30	18.12	16.46	16.35	17.40	16.81	16.04	15.61	15.18	14.30		
10	22.27	31.16	35.93	38.50	39.24	32.51	28.99	27.59	23.68	21.15	21.16	20.61	19.64	18.60	17.33	16.70	14.53		
11	20.29	28.34	33.45	37.89	39.54	32.26	30.57	29.64	26.58	23.76	24.26	22.99	22.38	21.27	20.55	19.76	17.25		
12	19.51	25.78	32.22	36.37	37.61	31.49	29.88	28.72	25.51	24.61	24.88	23.96	22.80	21.25	19.70	18.80	16.77		
13	17.20	23.70	32.58	37.94	40.26	35.60	33.51	32.39	28.44	27.09	27.49	25.29	24.00	22.98	20.88	19.54	16.75		
14	17.21	24.18	34.94	42.53	43.56	41.70	40.07	39.05	32.97	31.82	31.32	27.07	26.28	24.68	20.66	18.74	14.85		
15	19.02	24.63	36.47	48.20	48.25	50.74	51.96	51.10	41.46	40.75	41.60	37.39	38.04	33.35	27.79	24.83	18.14		
16	20.27	26.64	39.27	55.22	51.08	54.94	58.54	60.07	48.65	48.59	48.91	43.03	41.73	36.63	30.89	27.12	20.30		
17	19.17	26.57	38.73	52.05	47.79	49.98	53.19	55.15	48.29	47.04	48.27	42.82	41.20	35.91	30.46	26.94	20.27		
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23	6.23	9.04	11.72	14.40	13.57	16.52	17.36	18.57	17.54	18.91	18.65	15.89	15.25	14.37	11.85	10.23	7.84		

TIBS – Performance Against Schedule

	On Time Performance	Operated as Scheduled
Target	> 90%	>98.5%
Current	<u>89%</u>	<u>95.9%</u>
Trend		

TIBS – Daily Custodial Service Summary

Link Facilities Custodian Report



Day

Day Shift Daily
 Graveyard Shift Daily
 Swing Shift Daily

All

Date

11/1/2023

11/30/2023

Station

TUKWILA INTL BVD S 154TH

Checklist Pass/Fail

6.63%

93.37%

checklist items

- PASS
- FAIL

TIBS – Vertical Conveyances

Link Elevators

Tukwila Int'l Blvd

98.46%✓

Goal: 97% (+1.51%)

0.00%

Scheduled

1.54%

Unplanned

Link Escalators

Tukwila Int'l Blvd

99.95%✓

Goal: 95% (+5.21%)

0.00%

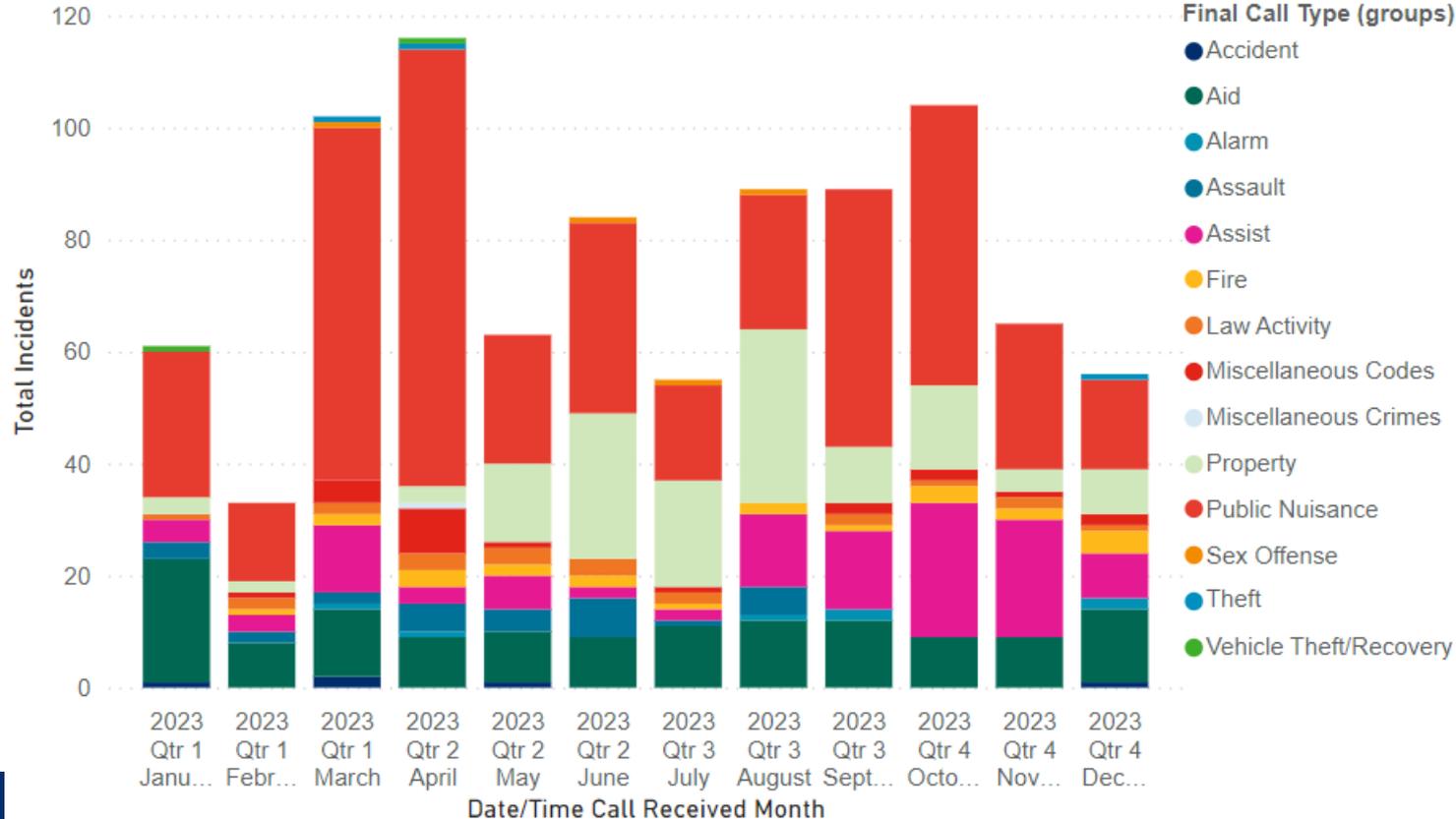
Scheduled

0.05%

Unplanned

TIBS – Security

Security Incidents



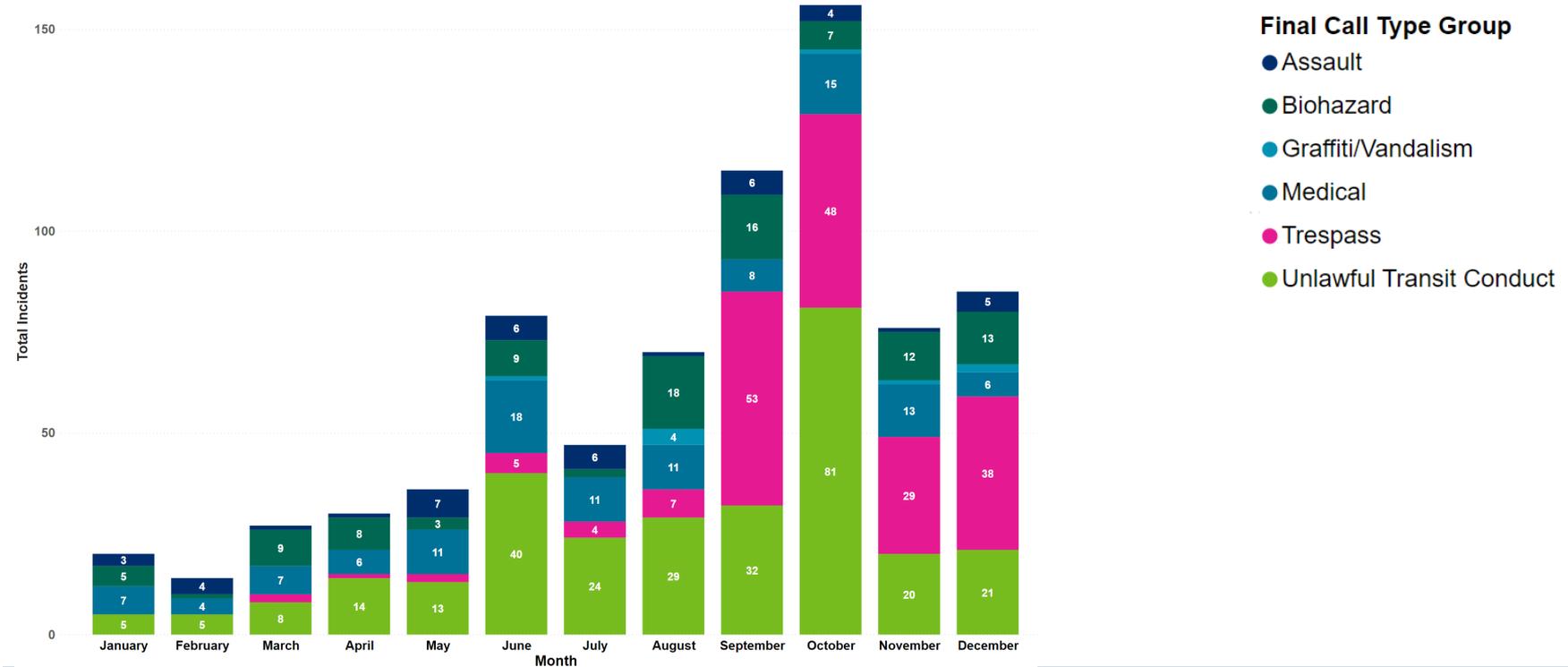
Next Steps

- Present a year-in-review (March)

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

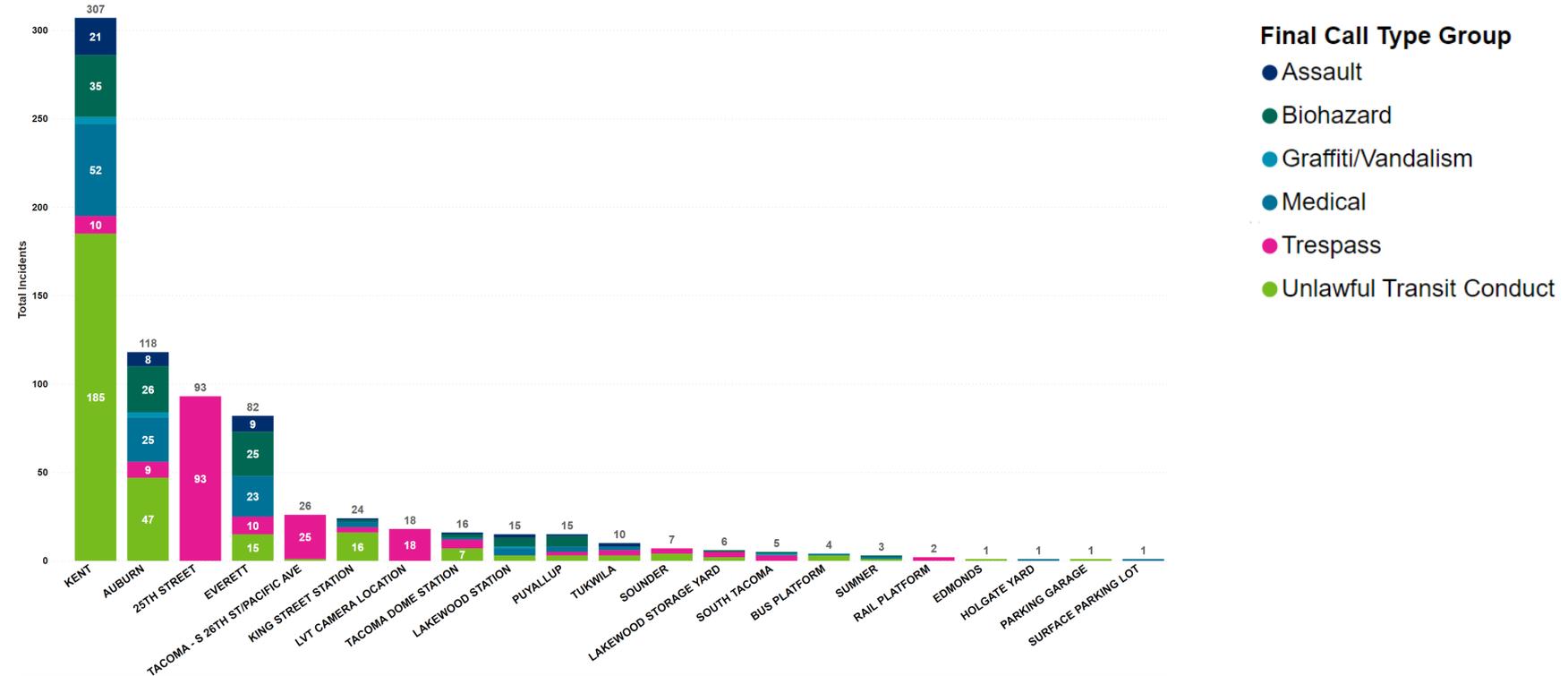
Sounder - Security incidents 2023

Focus: Six call types as an indicator of security environment

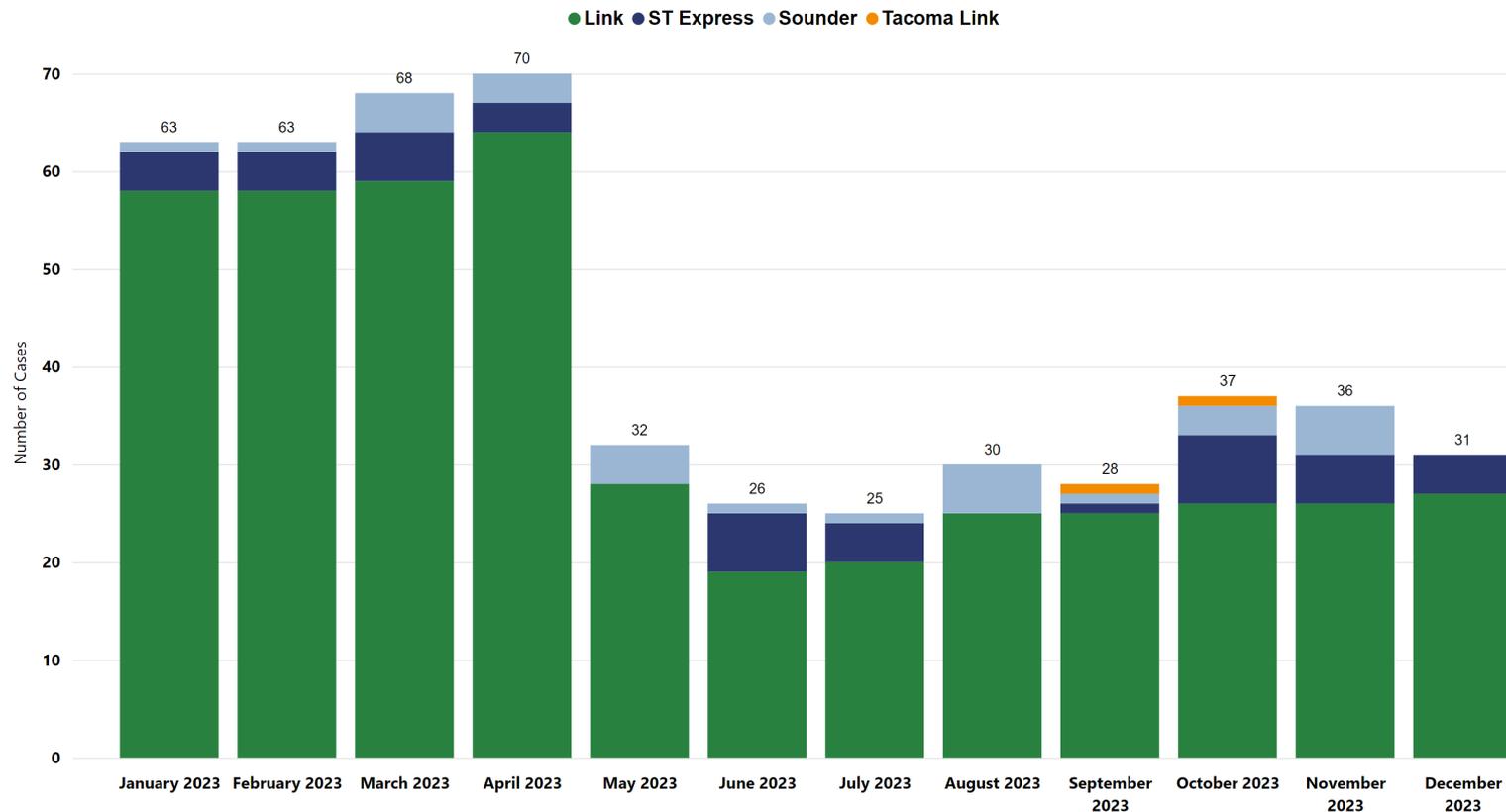


Sounder -Security incidents 2023 by Location

Focus: Six call types as an indicator of security environment



Customer Security Concerns by Mode



Thank you.



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

