

# ***REO Performance Metrics***

## **Performance Metrics Monthly Report**

*Rider Experience and Operations Committee*

*1/18/24*



# *Operations Metrics*

# Operations Monthly Report - October

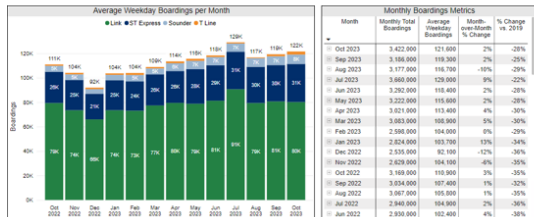
## Monthly Performance Report

Operations Department



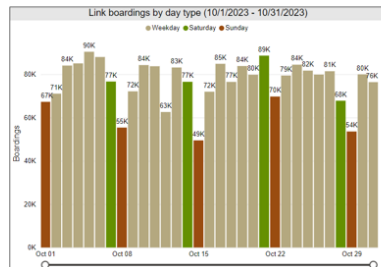
### Ridership

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>



- 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

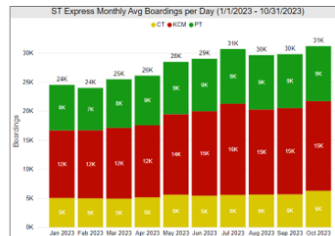


- In past years, Link has seen ridership increase from September to October as students return to school (most significantly the University of Washington). That did not happen in 2023 as Link ridership fell by about 1% from September to October.
- Average weekday boardings on Link remained consistent 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 21<sup>st</sup> achieving higher than normal ridership, likely due in part to a Seahawks home game that weekend.
- Link ended it's 5-month streak of having at least one day with over 100,000 boardings in October.

<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 reports only show data through September.

## Monthly Performance Report

Operations Department

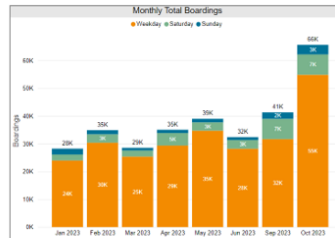
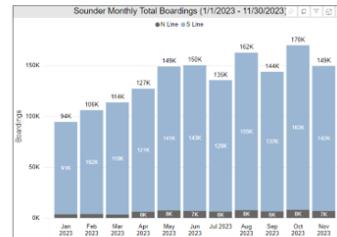


### ST Express

- 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

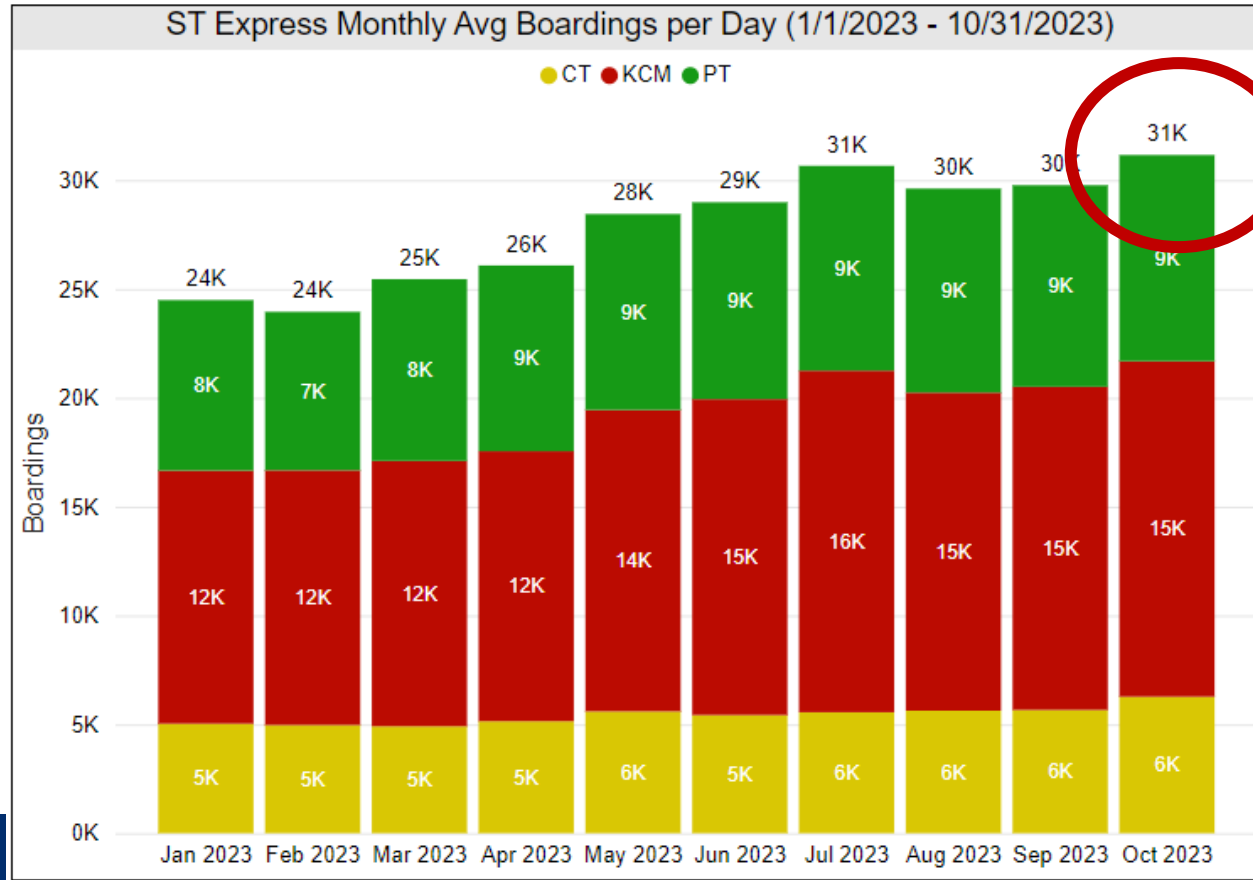
- Overall ridership on Sounder increased in October, with average daily boardings increasing by 7%. This was driven by increases in both South Line boardings (7%) and North Line boardings (15%).
- For northbound trips on the South Line, the Puyallup station provides the most boardings by station, followed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

# Ridership – ST Express



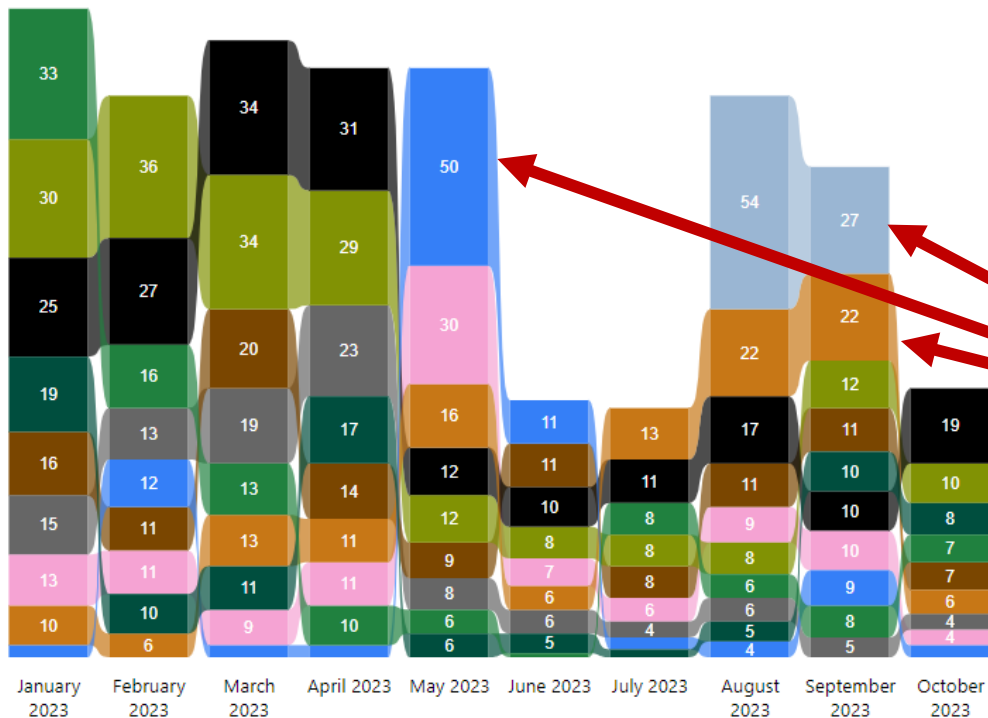
**Highest average  
weekday boardings  
of any month since  
start of pandemic**

# Link Customer Comments

Top n Case Subjects

## Subject

- Alerts/Announcements (onboard/spoken) ~
- Crime (Theft/Robbery/Assault/etc)
- Facility Cleanliness
- General Disturbance/non-crime bad behavior
- General Security Presence
- Late Operation ~
- Service Interruption ~
- System Maintenance ~
- Vehicle Cleanliness ~
- West Conveyance - Out of Service



**Complaints related to service during maintenance projects**

# Tacoma Link Modal Statistics

	On Time Performance	Operated as Scheduled
Target	> 98.5%	98.5%
Prior Year	99.1%	99.1%
Prior Month	97.9%	97.8%
Current	99.2%	99.1%
Trend	↗	↗

# ***Next Steps***

- Provide an in-depth look at various metrics associated with a specific station or set of stations (February)
- Present a year in review (March)

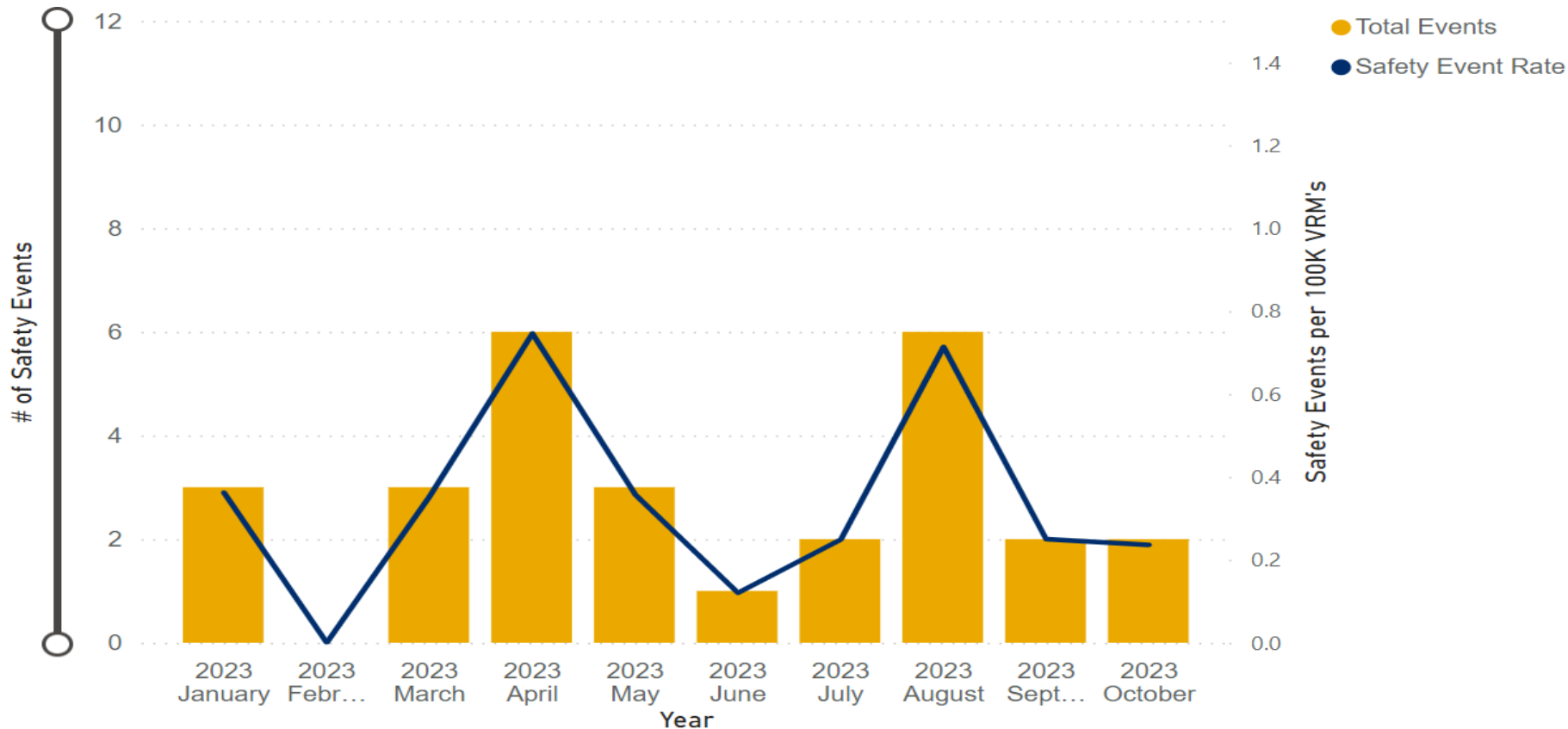
***Sound Transit  
Safety and Security data***







# ST Express - Reportable Safety Data

	<b>Collisions</b> rate per 100k VRM	<b>Safety Events</b> rate per 100k VRM	<b>Injuries</b> rate per 100k VRM	<b>Fatalities</b> rate per 100k VRM
Prior Year	0.21	0.22	0.10	0.04
3 Year Average (2020-22)	0.18	0.21	0.10	0.02
YTD	0.27	0.34	0.19	0
Trend YTD	↗	↗	↗	↘

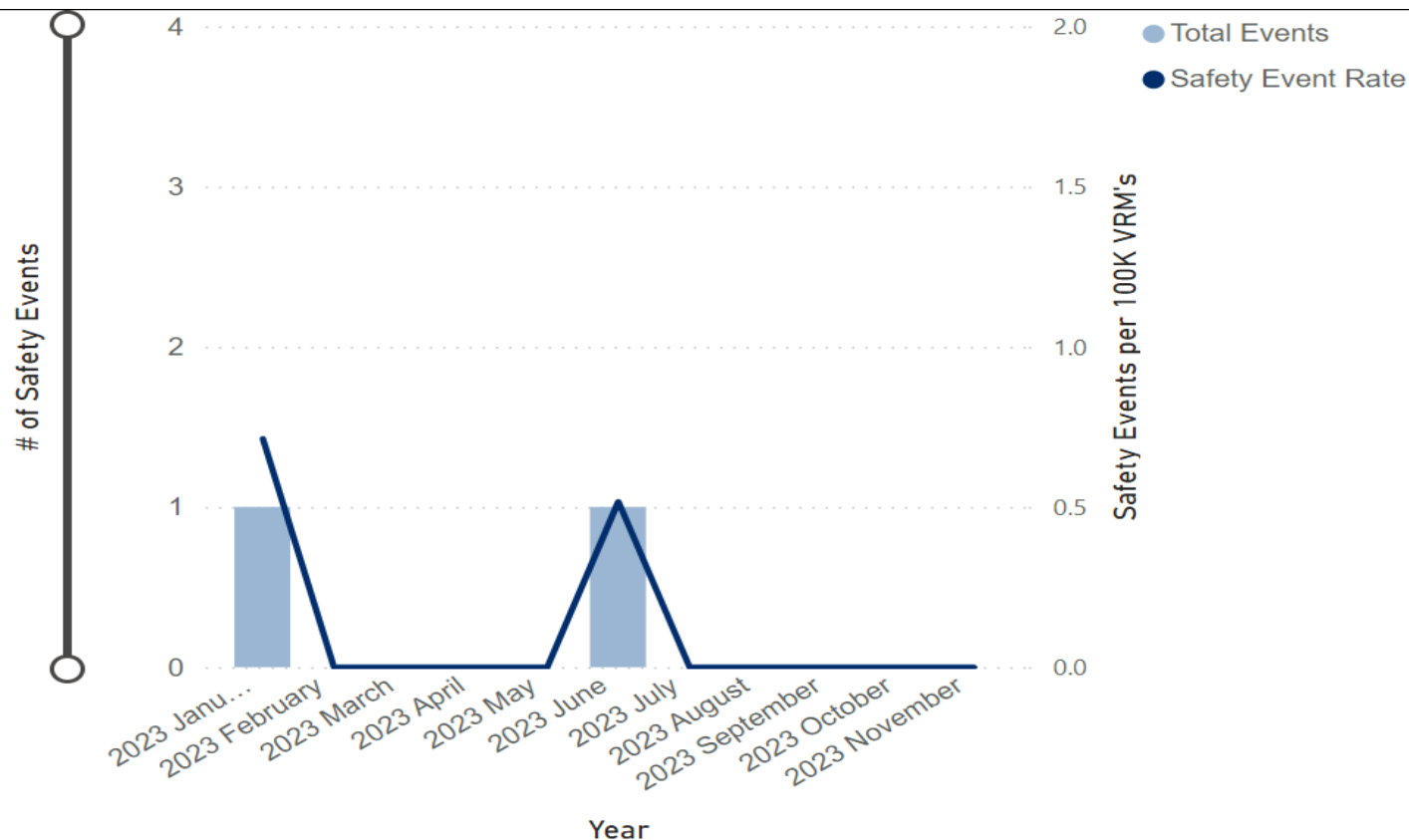
# ST Express - Reportable Safety Events



# Sounder - Reportable Safety Data

	<b>Collisions</b> rate per 100k VRM	<b>Safety Events</b> rate per 100k VRM	<b>Injuries</b> rate per 100k VRM	<b>Fatalities</b> rate per 100k VRM
Prior Year	0.15	0.22	0.06	0.15
3 Year Average (2020-22)	0.15	0.18	0.06	0.15
Current Year	0	0.14	0	0
Trend YTD				

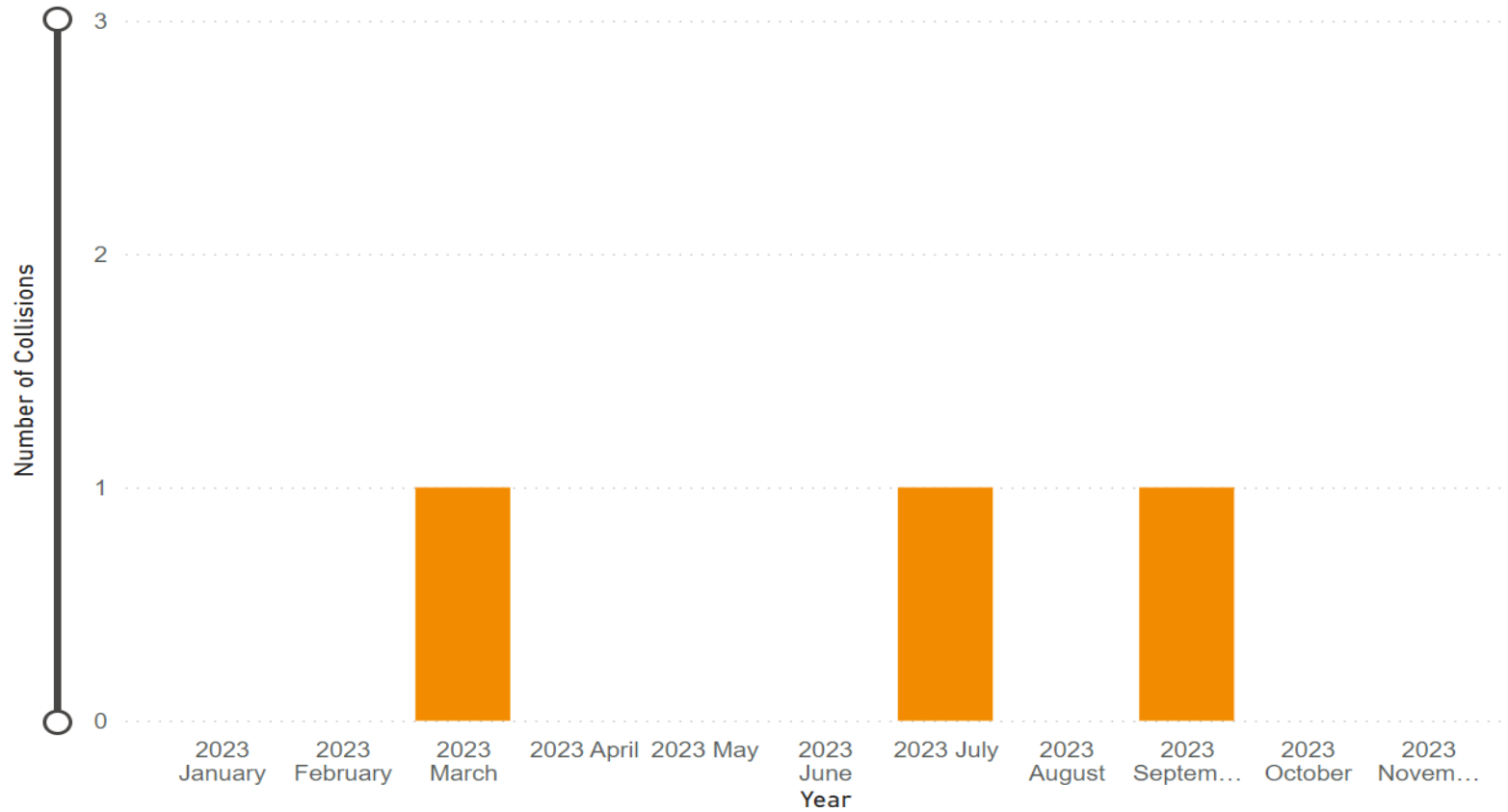
# Sounder - Reportable Safety Events



# T Line- Reportable Safety Data

	<b>Collisions</b> rate per 100k VRM	<b>Safety Events</b> rate per 100k VRM	<b>Injuries</b> rate per 100k VRM	<b>Fatalities</b> rate per 100k VRM
Prior Year	2.65	5.3	1.32	0
3 Year Average (2020-22)	3.5	3.5	0.44	0
Current Year	3.44	3.4	1.15	0
Trend YTD				

# T Line- Reportable Collisions



*Thank you.*



 [\*soundtransit.org\*](https://soundtransit.org)

