

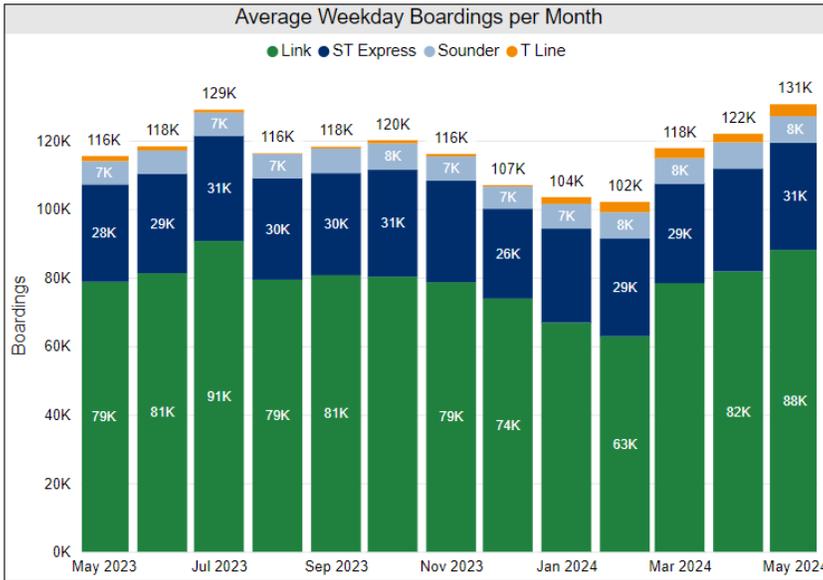
# Monthly Performance Report

Service Delivery Department



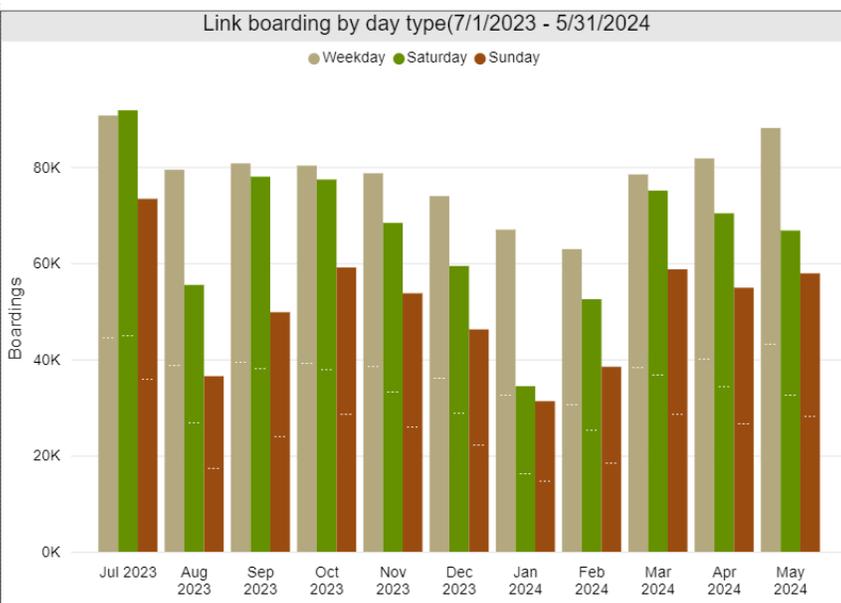
## Ridership

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
May 2024	3,575,000	130,600	7%	-19%
Apr 2024	3,314,000	122,000	4%	-24%
Mar 2024	3,298,000	117,900	16%	-25%
Feb 2024	2,621,000	102,000	-2%	-30%
Jan 2024	2,617,000	103,500	-3%	-34%
Dec 2023	2,876,000	107,000	-8%	-25%
Nov 2023	3,090,000	116,100	-3%	-28%
Oct 2023	3,381,000	120,000	2%	-29%
Sep 2023	3,156,000	118,200	2%	-25%
Aug 2023	3,167,000	116,300	-10%	-29%
Jul 2023	3,659,000	128,900	9%	-22%
Jun 2023	3,291,000	118,400	2%	-28%
May 2023	3,221,000	115,500	2%	-28%
Apr 2023	3,019,000	113,400	4%	-30%
Mar 2023	3,083,000	108,800	5%	-30%
Feb 2023	2,598,000	104,000	0%	-29%

- Sound Transit's average weekday boardings across all modes grew for the fourth consecutive month. The 130,600 boardings in May bring ridership to four-fifths what it was pre-pandemic. continued to grow in April driven by increases in every mode except Sounder which remained flat from March to April (note that these numbers exclude four days of Line 2 service at the end of April). Overall, ridership was up another 2% in April and sits at about three-quarters of pre-pandemic ridership.



### Link

- Owing to a few remaining technical issues, this link metric does not include boardings on Line 2. Line 2 ridership will be included in a future report.
- In May, Link experienced the second highest ridership month of its existence, both in terms of total and average weekday boardings. This comes on top of a fourth consecutive month of growth in average weekday boardings, an 8% increase over April.
- Daily boardings eclipsed 100,000 twice in May (5/8 and 5/10).
- Westlake passed Northgate as the busiest station in May. Both stations catered to over 10,000 passengers on average per day.

<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 May.

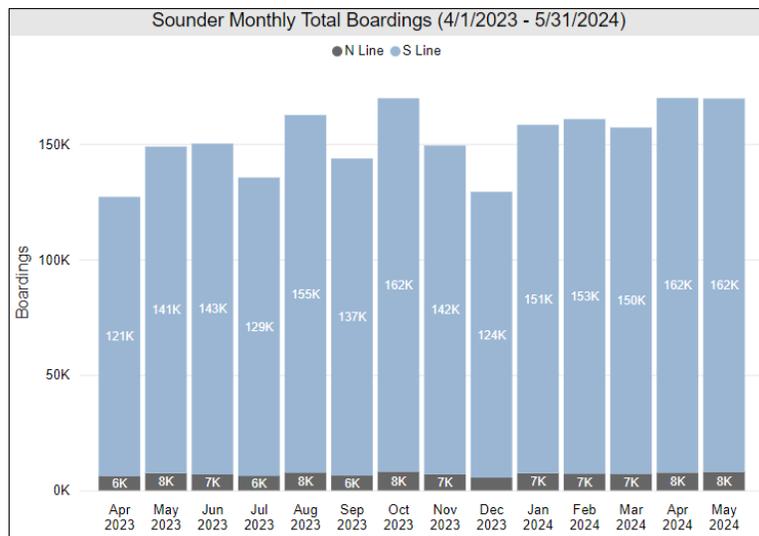
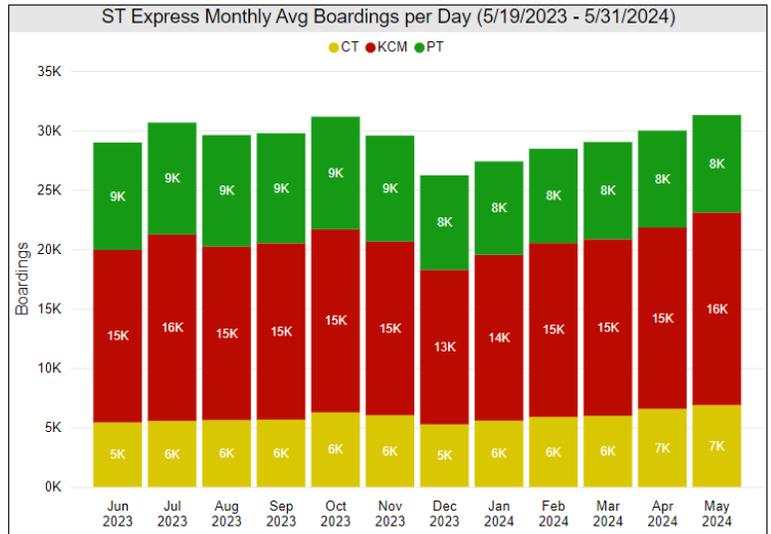
# Monthly Performance Report

Service Delivery Department



## ST Express

- ST Express saw its fifth consecutive month of ridership growth in May, totaling over 31,000 average weekday boardings, an increase of 4% over April.
- The average number of weekday boardings on ST express is about twice those on Saturday and almost three times as many as on Sunday.
- Route 578 (Puyallup – Seattle) is closest to reaching its pre-pandemic ridership level, over 80% of the way there. The next three closest include Route 535 (Lynnwood – Bellevue), followed by Route 574 (Lakewood – Sea-Tac Airport) and Route 554 (Issaquah – Seattle). Each of these are three-fourths the way to doing so.

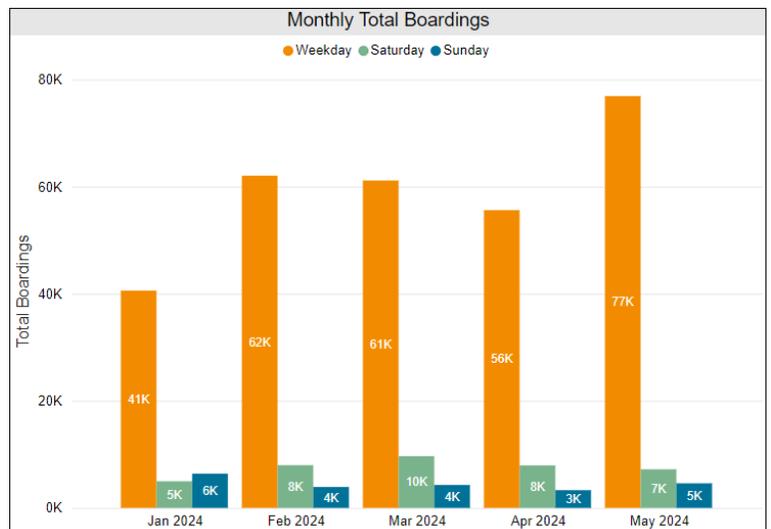


## Sounder

- Ridership on Sounder leveled out in May after the 3% increase from March to April. This makes it one of the three highest months of ridership since the pandemic.
- Riderhip on the North Line has grown three consecutive months and was the second highest its been since the pandemic.
- Aside from King Street, Sounders' busiest stations include Kent with about 19,700 total boardings in May, Puyallup with 18,000 and Auburn with 16,400. The South Tacoma station saw about 2,000 total boardings in May.

## T-Line

- The Automated Passenger Counters (APCs) on the T-Line vehicles continue to be reviewed to ensure they are producing accurate passenger counts and these numbers should be treated with some caution as to their validity.
- With some confidence in the current figures, however, it appears that after a three-month slide, T-Line reversed its ridership trend with significant growth in total monthly boardings in May.
- If these numbers are indeed accurate, T-Line will have experienced its largest ridership since the pandemic and its second highest boardings total of all-time.



# Monthly Performance Report

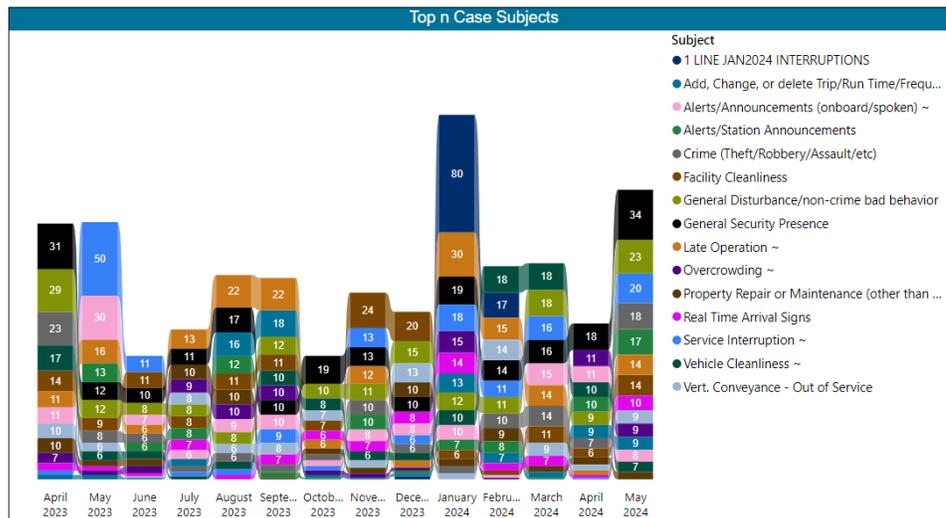
Service Delivery Department



## 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	83%	94%	Siemens: 70% Kinkisharyo: 72%	Siemens: 27,779 Kinkisharyo: 86,880	Vehicles: 76% Track: 71% Power: 98% Facilities Mech: 63% Facilities Elec: 88%	93%	7.8
Prior Month	92%	96%	Siemens: 77% Kinkisharyo: 63%	Siemens: 46,500 Kinkisharyo: 86,878	Vehicles: 99% Track: 100% Power: 90% Facilities Mech: 92% Facilities Elec: 98%	81%	6.7
Current	<b>90%</b>	<b>95%</b>	Siemens: <b>79%</b> Kinkisharyo: <b>80%</b>	Siemens: <b>45,653</b> Kinkisharyo: <b>37,358</b>	Vehicles: <b>98%</b> Track: <b>100%</b> Power: <b>94%</b> Facilities Mech: <b>97%</b> Facilities Elec: <b>96%</b>	<b>70%</b>	<b>9.0</b>
Trend	↗	➡	Siemens: ↗ Kinkisharyo: ↗	Siemens: ↘ Kinkisharyo: ↘	Vehicles: ➡ Track: ➡ Power: ↘ Facilities Mech: ↗ Facilities Elec: ↘	↘	↘

- Link On Time Performance fell slightly in May, but still stayed on target. Operated as Scheduled fell slightly and remains below target. After many months, the Kinkisharyo fleet availability hit its target for fleet availability despite a fall in Mean Distance Between Failure. Siemens fleet availability rose to the point that it is now just under target. May 2024 represents the second consecutive month that every category of Preventative Maintenance Compliance achieved target.



## Link Customer Comments

- The number of customer complaints per 100,000 boardings figure climbed in May but stayed above target.
- Security issues remained the highest generator of customer complaints for again in May. Customers continued to comment on service interruptions again as well.
- Overcrowding fell down the list of customer concerns in May but garnered about as many complaints as in April.

# Monthly Performance Report

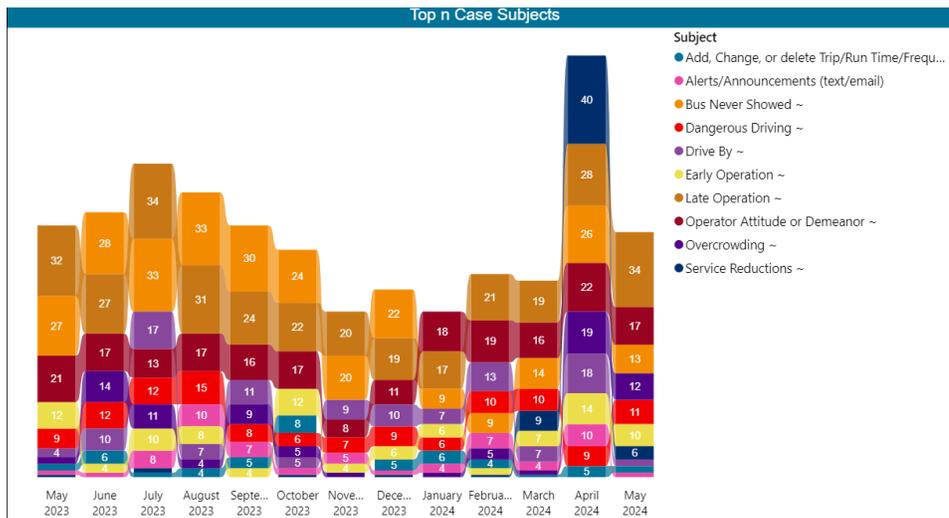
Service Delivery Department



## 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%	>7,000	>90%	>40%	<15 per 100,000 boardings
Prior Year	CT: 96% PT: 75% KCM: 88%	CT: 97.8% PT: 99.6% KCM: 96.6%	CT: 100% PT: 100% KCM: 97%	CT: 11,989 PT: 14,278 KCM: 4,334	CT: 100% PT: 100% KCM: 100%	48%	16.6
Prior Month	CT: 96% PT: 79% KCM: 88%	CT: 99.0% PT: 99.4% KCM: 99.4%	CT: 100% PT: 100% KCM: 99%	CT: 8,441 PT: 19,500 KCM: 5,786	CT: 100% PT: 100% KCM: 100%	48%	25.3
Current	CT: <b>96%</b> PT: <b>79%</b> KCM: <b>87%</b>	CT: <b>99.5%</b> PT: <b>99.5%</b> KCM: <b>98.3%</b>	CT: <b>100%</b> PT: <b>100%</b> KCM: <b>100%</b>	CT: <b>8,699</b> PT: <b>23,991</b> KCM: <b>8,652</b>	CT: <b>100%</b> PT: <b>100%</b> KCM: <b>100%</b>	<b>47%</b>	<b>16.4</b>
Trend	CT: ➡ PT: ➡ KCM: ➡	CT: ➡ PT: ⬇ KCM: ⬇	CT: ➡ PT: ➡ KCM: ↗	CT: ↗ PT: ↗ KCM: ↗	CT: ➡ PT: ➡ KCM: ➡	➡	↗

- The road network between Seattle and Tacoma tends to promote high traffic volumes and multiple incidents which slow traffic unpredictably. This accounts for the Pierce Transit not meeting the on-time performance target in May. While on-timer performance improvements can be expected from the service changes implemented in March, they cannot accurately anticipate when the incidents that slow traffic occur. Additional work is being done to address this issue with ongoing, detailed granular level run time analyses for every hour of service.



### ST Express Customer Comments

- The number of ST Express related complaints per 100,000 boardings fell significantly in May, a 35% decrease.
- May complaints mostly fell into the following categories:
  - Complaints Late Operations. These types of complaints are consistent with the on-time performance figures above. Note, late buses are often identified either late or as no-shows.
  - Complaints about Operator Demeanor, which are consistent with the number from prior months. The April spike was most likely related in part to the service change.

# Monthly Performance Report

Service Delivery Department



## 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: 96% North: 95%	South: 99.8% North: 100%	N/A	5,894	N/A	49%	16.1
Prior Month	South: 96% North: 99%	South: 96% North: 99%	N/A	9,638	N/A	52%	16.5
Current	South: <b>95%</b> North: <b>98%</b>	South: <b>99.1%</b> North: <b>100%</b>	<b>N/A</b>	<b>9,757</b>	<b>N/A</b>	<b>55%</b>	<b>18.3</b>
Trend	South: ➔ North: ➔	South: ↗ North: ➔		↗		➔	↘

- Sounder On Time Performance for both the North Line and South Line met target for May. North Line also met its Operated as Scheduled target. South Line improved its performance over April but still fell short of the Operated as Scheduled target. The five cancellations on South Line were spread over four days and were the result of two mechanical issues and one instance of an electrical odor emanating from a locomotive with no identifiable mechanical cause. The mechanical issues once again impacted mean distance between failure. Sounder experienced an uptick in customer complaints which caused it to miss target, with the biggest categories being late operation and overcrowding.

## Tacoma Link

	On Time Performance	Operated as Scheduled	Fleet Availability	Mean Distance Between Failure	PM Compliance	Parking Usage <sup>2</sup>	Customer Complaints
Target	> 98.5%	98.5%	TBD	TBD	>90%	TBD	<15 per 100,000 boardings
Prior Year	99.7%	99.6%	97.7%	N/A	N/A	43%	10.5
Prior Month	99.3%	100%	86.3%	N/A	N/A	51%	7.5
Current	<b>100%</b>	<b>99.6%</b>	<b>97.7%</b>	<b>N/A</b>	<b>N/A</b>	<b>47%</b>	<b>4.5</b>
Trend	↗	↗	↗		➔	↘	↗

- T-Line met almost all performance targets in May 2024. Fleet availability is down due to an issue with a Brookville train that has been out of service for an extended period of time waiting for warranty parts to repair it. T-Line customer complaints decreased in May.

<sup>2</sup> Based on Tacoma Dome Station, which is shared with Sounder.

# Monthly Performance Report

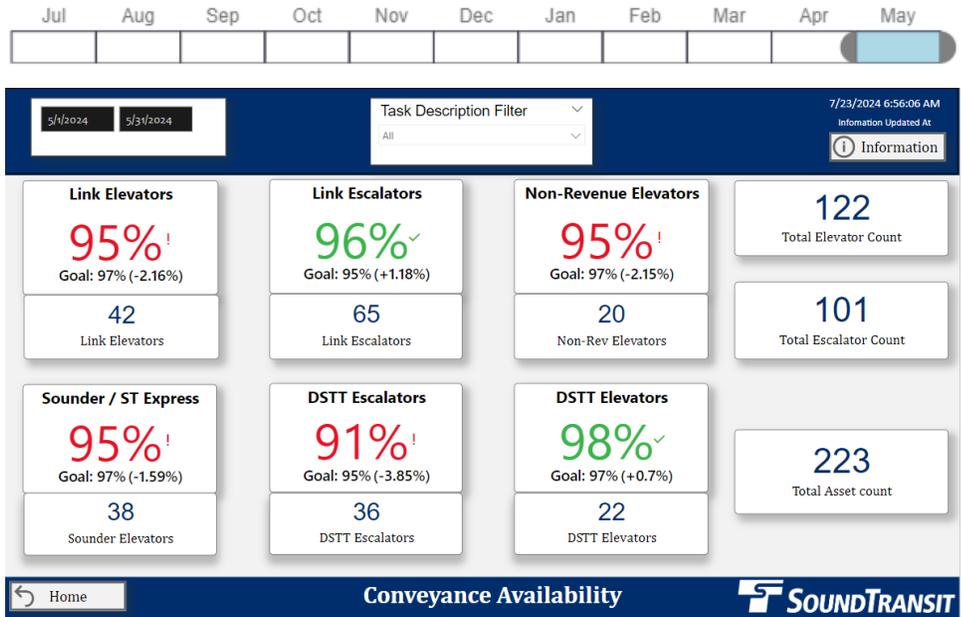
Service Delivery Department



## Vertical Transportation

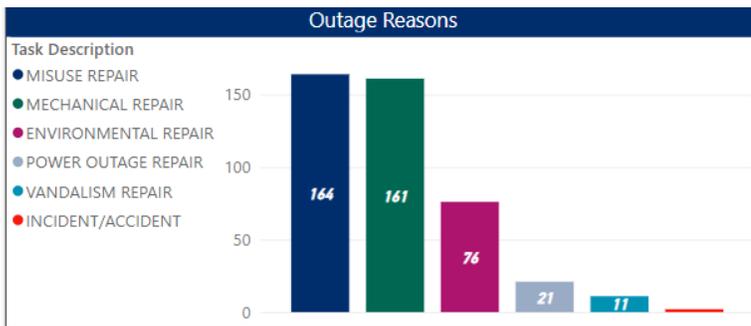
For an up-to-date, interactive and more detailed look at escalator and elevator performance, please see: <https://www.soundtransit.org/ride-with-us/system-performance-tracker/accessible>

- Link Elevators fell below our target due to Schedule Maintenance on U-District Elevator #1 and Beacon Hill Elevator #4. UDS Elevator had new ropes and lubricator were installed. Beacon Hill Elevator #4 had to have new hoistway doors replaced. These repairs have been completed and the units returned to service.
- Non-Revenue Elevators fell below our target due to 1 material lift at the OMFC that required submission of several track access permits and coordination with KCLR to complete this repair. This unit has been returned to service.



\*Availability shown above is for all categories of outage reasons.

- Sounder / ST Express fell below target due to a significant repair to the oil line replacement on Everett Elevator #1, which is now completed.
- DSTT Escalators fell below target due to an extensive repair on University Street Station (Symphony Station), Escalator #506 which accounted for roughly 3% of availability. The unit has been returned to service.



Total # of Outages  
**434**

- May represented the 2nd highest number of misuse events by month in 2024 thus far. Data is indicating a decrease in 11% in the following month of June and a decrease of 25% in mechanical repairs.

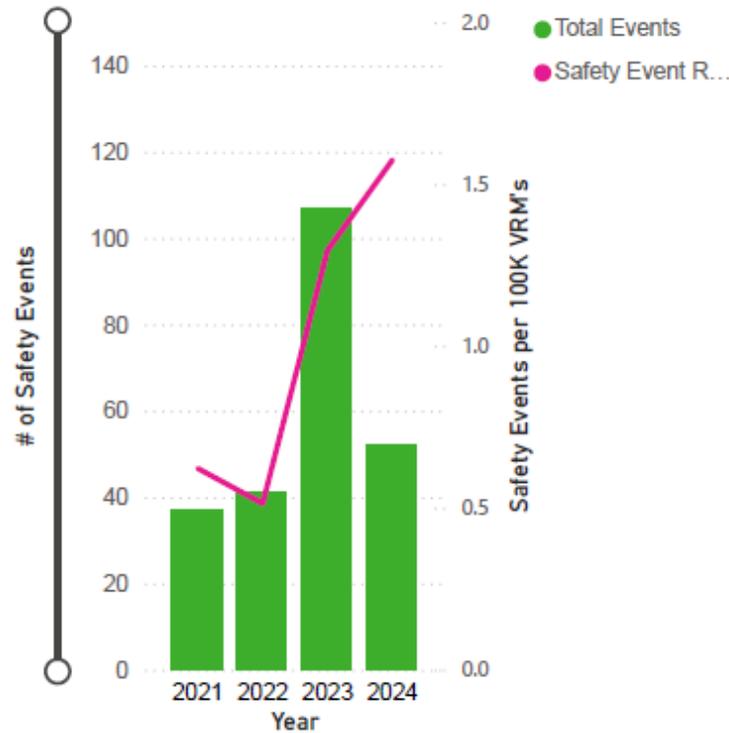
# Monthly Performance Report

Safety May 2024



## Monthly Reportable Events for Link

Safety Event KPI

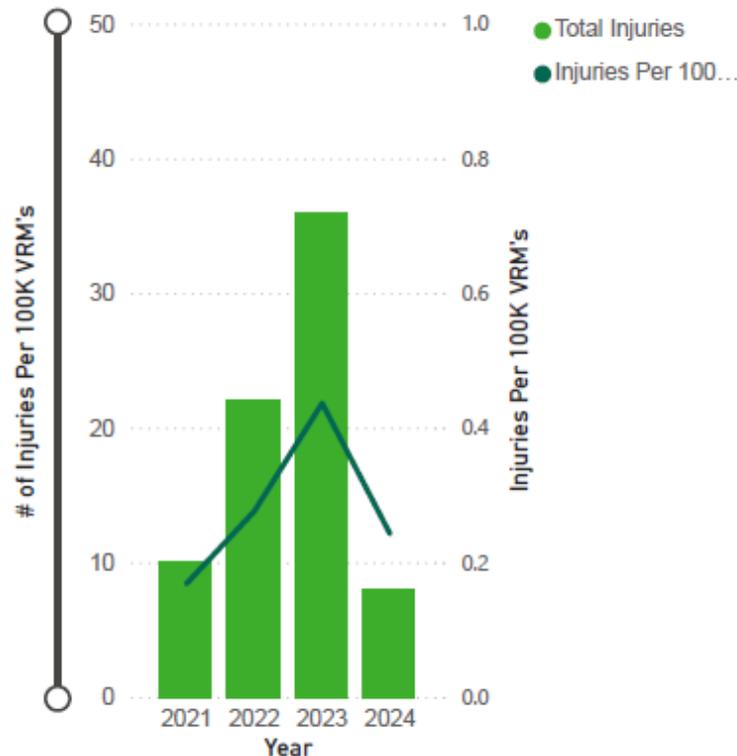


Definitions: National Transportation Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Some examples include collisions, fires, derailments, evacuations, etc.

May 2024: 3 reportable events.

- 1 collision (car vs LRV)
- 1 evacuation (emergency door release)
- 1 passenger assault

Injuries Per 100K VRM's



Definitions: National Transportation Database (NTD) definition of reportable injury: An injury requiring transport away from the scene for medical attention for one or more persons.

May 2024: 1 reportable injury

- 1 personal vehicle driver was injured and transported.

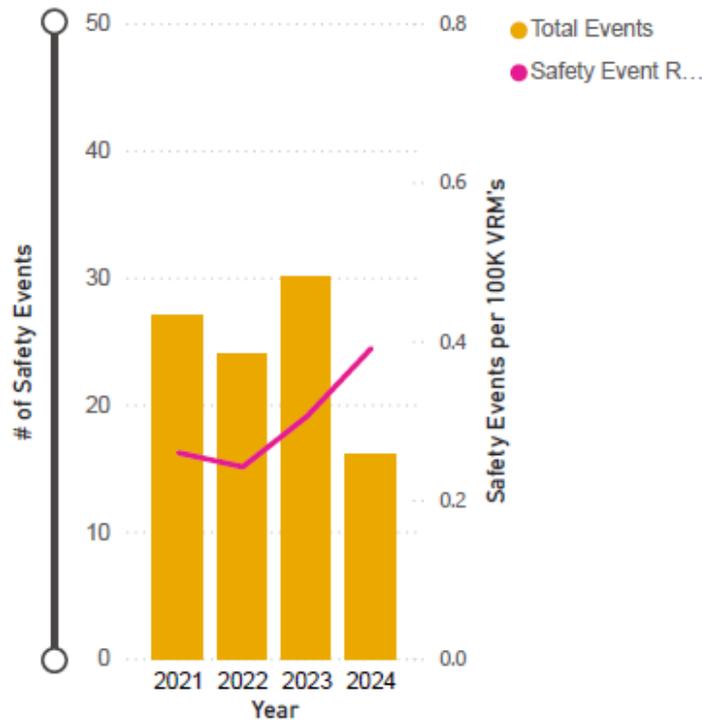
# Monthly Performance Report

Safety May 2024



## Monthly Reportable Events for ST Express

Safety Event KPI



Definitions: National Transportation Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Some examples include collisions, fires, derailments, evacuations, etc.

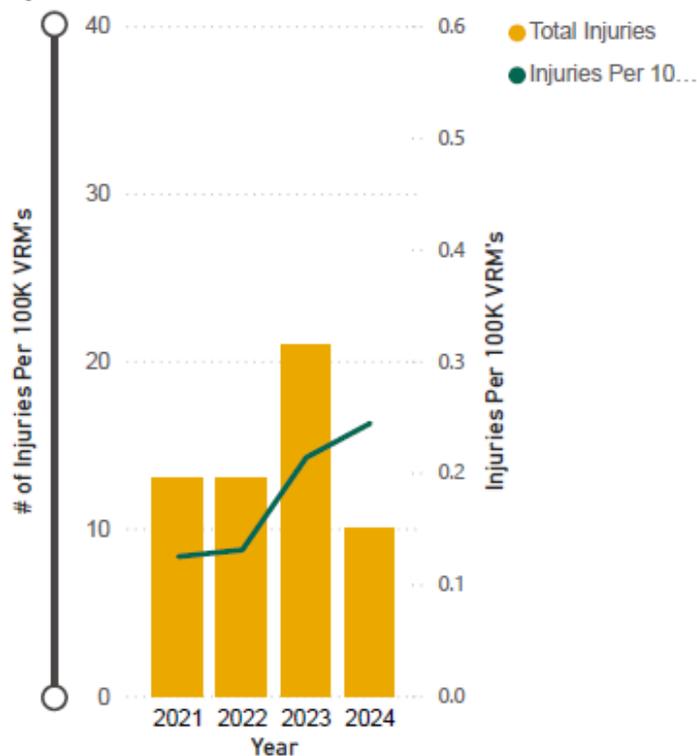
May 2024: 6 reportable safety events

1. 3 Collisions \*
2. 3 Assault Worker

\*The collisions that occurred are broken down into the following operating partners:

- 2- King County Metro
- 1 - Pierce Transit

Injuries Per 100K VRM's



Definitions: National Transportation Database (NTD) definition of reportable injury: An injury requiring transport away from the scene for medical attention for one or more persons.

May 2024: 5 reportable injuries

- 3 collisions
- 2 assault-led injury.

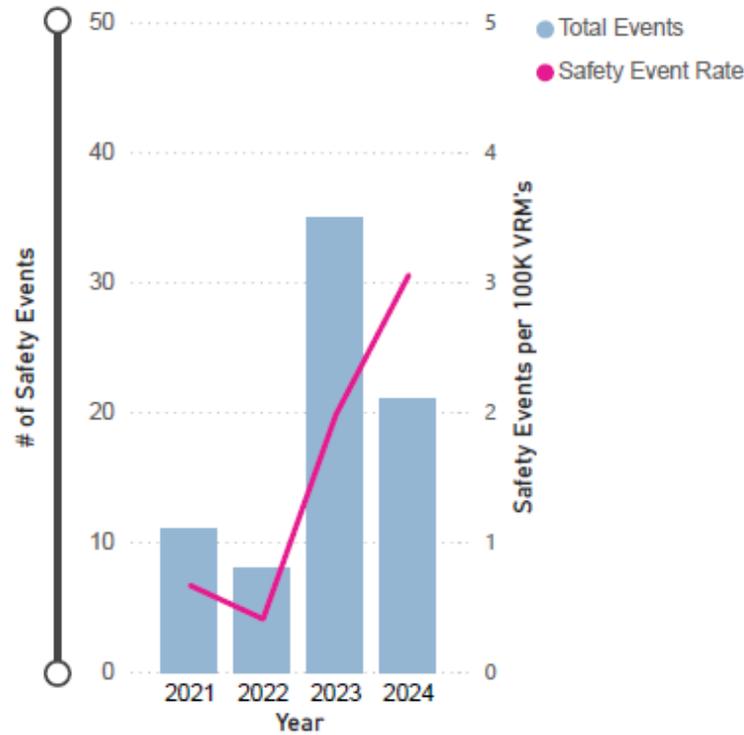
# Monthly Performance Report

Safety May 2024



## Monthly Reportable Events for Sounder

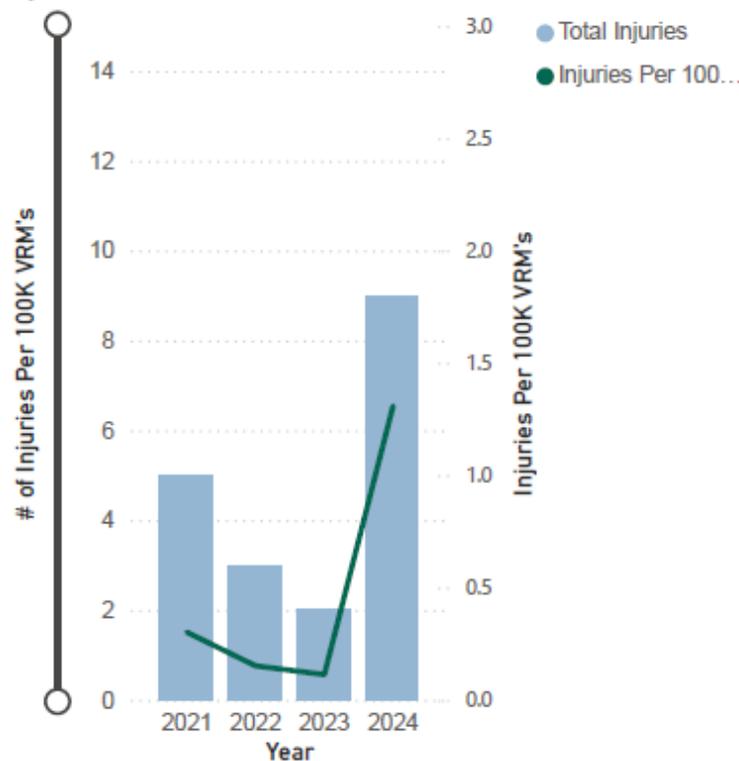
Safety Event KPI



Definitions: National Transportation Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Some examples include collisions, fires, derailments, evacuations, etc.

May 2024: Two reportable events:  
 • 2 assaults at Kent Station

Injuries Per 100K VRMs



Definitions: National Transportation Database (NTD) definition of reportable injury: An injury requiring transport away from the scene for medical attention for one or more persons.

May 2024: One reportable injury  
 • 1 assault-led injury

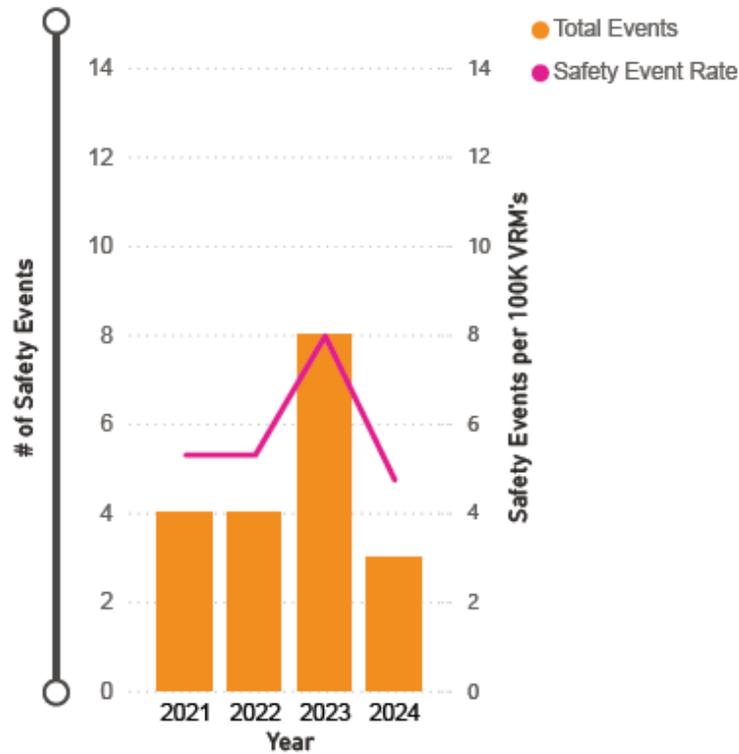
# Monthly Performance Report

Safety May 2024



## Monthly Reportable Events for T-Line

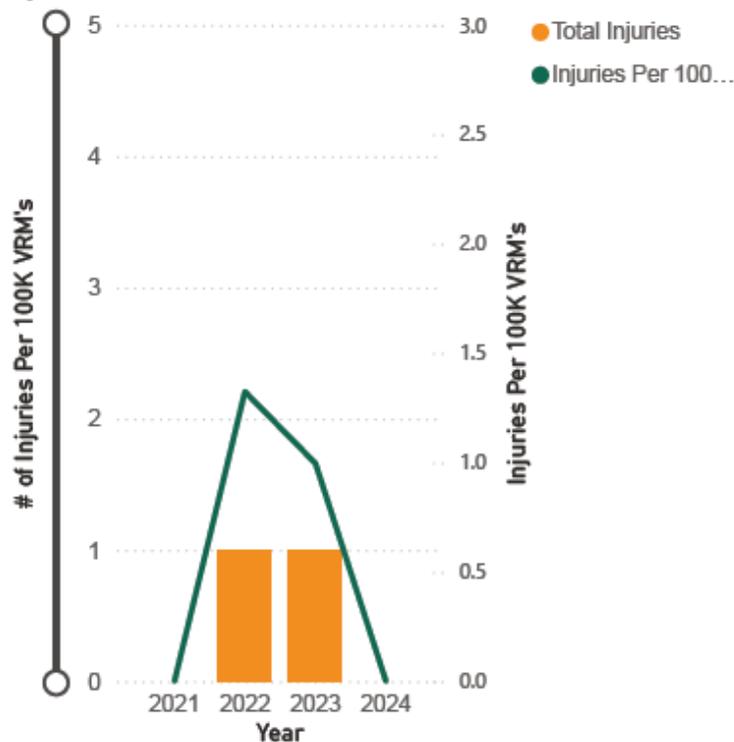
Safety Event KPI



Definitions: National Transportation Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Some examples include collisions, fires, derailments, evacuations, etc.

May 2024: 1 reportable event.  
• 1 collision (car vs LRV) with no injuries

Injuries Per 100K VRM's



NTD definition of reportable injury: An injury requiring transportation away from the scene for medical attention for one of more persons.

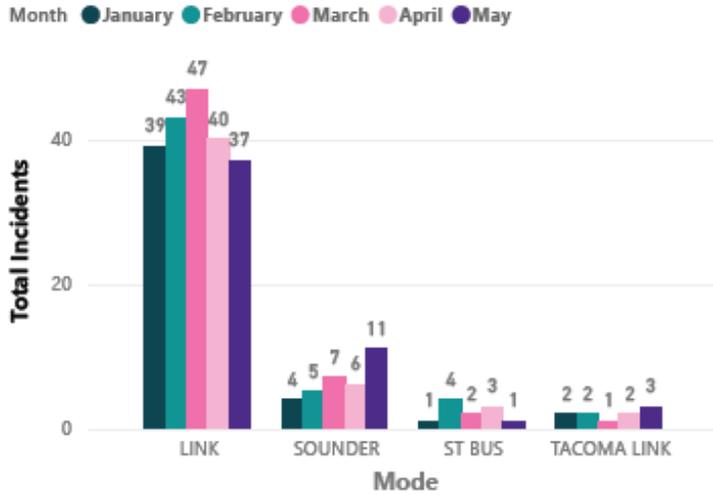
May 2024: There were zero reportable injuries.

# Monthly Performance Report

Security May 2024



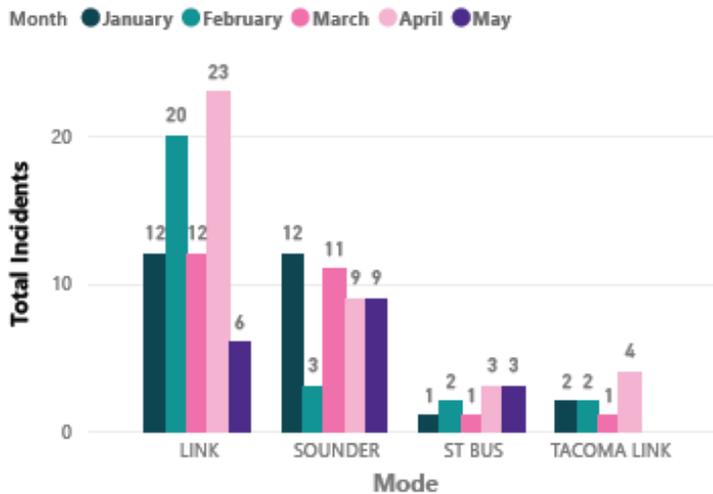
## Crimes Against Persons



According to the National Incident-Based Reporting System (NIBRS), Crimes Against Persons are those crimes such as assault, whose victims are always individuals. The numbers include physical and verbal assaults, assaults with a weapon, and sexual offenses on both customers and transit workers.

May 2024: 52 crimes against persons were reported across all Sound Transit modes. The most-reported crime against persons was physical assault between customers (22), followed by verbal assaults on transit workers (10) and physical assaults on transit workers (9).

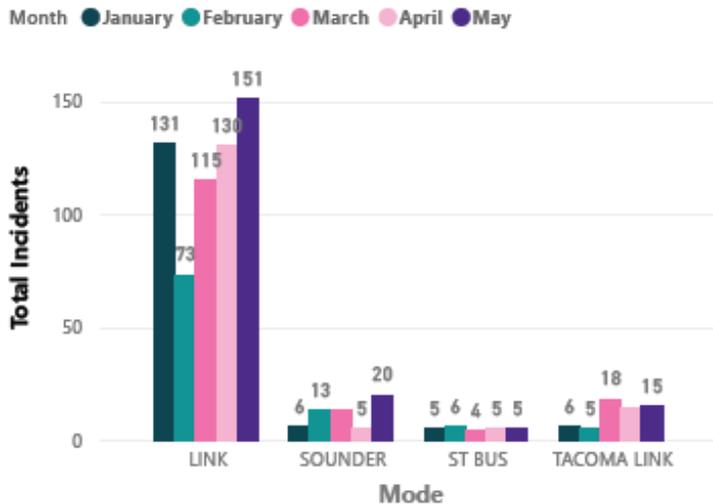
## Crimes Against Property



According to the National Incident-Based Reporting System (NIBRS), Crimes Against Property are those crimes such as burglary, robbery, etc. to obtain money, property, or some other benefit. These incidents are categorized into crimes such as fire (arson), graffiti, robbery, theft (vehicle, property, or bicycle) and vandalism.

May 2024: 18 crimes against property were reported across all Sound Transit modes. The highest numbers were graffiti (7) and miscellaneous theft (5).

## Unlawful Transit Conduct Incidents



Unlawful Transit Conduct (UTC) includes incidents such as playing loud music, smoking, littering, alcohol consumption, unreasonably disturbing others, and defecating/urinating/spitting, etc. as defined by the Revised Code of Washington 9.91.025.

May 2024: 191 reported UTC incidents across all Sound Transit modes. The highest category of UTCs in May were smoking events on Link (59), followed by unreasonably disturbing others on Link (8).