# Monthly Performance Report
Service Delivery Department

SOUNDTRANSIT

Ridership

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

Average Weekday Boardings per Month

● Link ● ST Express ● Sounder ● T Line

Monthly Boardings Metrics
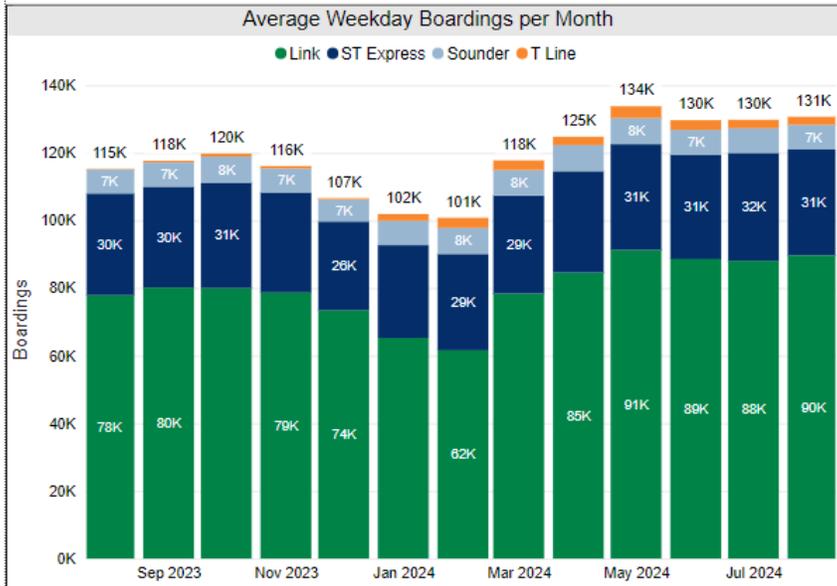
Month	Monthly Total Boardings	Average Weekday Boardings	Month-over-Month % Change	% Change vs. 2019
Aug 2024	3,832,000	130,800	1%	-20%
Jul 2024	3,749,000	129,700	0%	-21%
Jun 2024	3,471,000	129,600	-3%	-21%
May 2024	3,690,000	133,800	7%	-17%
Apr 2024	3,419,000	124,800	6%	-23%
Mar 2024	3,298,000	117,800	17%	-25%
Feb 2024	2,597,000	100,600	-1%	-31%
Jan 2024	2,584,000	101,900	-4%	-35%
Dec 2023	2,869,000	106,600	-8%	-26%
Nov 2023	3,096,000	116,100	-3%	-28%
Oct 2023	3,376,000	119,800	2%	-29%
Sep 2023	3,149,000	117,700	2%	-26%
Aug 2023	3,175,000	115,400	-11%	-30%
Jul 2023	3,665,000	129,300	9%	-21%
Jun 2023	3,291,000	118,400	3%	-28%
May 2023	3,204,000	115,400	2%	-28%

- Sound Transit's average weekday boardings across all modes grew in August to its second highest total since the start of the pandemic. This increase was driven primarily by increases in link ridership which offset slight decreases in the other modes. Link represents almost 70% of the overall ridership, while ST Express makes up just under 25%.

Link boardings by day type (8/1/2023 - 9/30/2024)

● Weekday ● Saturday ● Sunday ● High Forecast ● Low Forecast
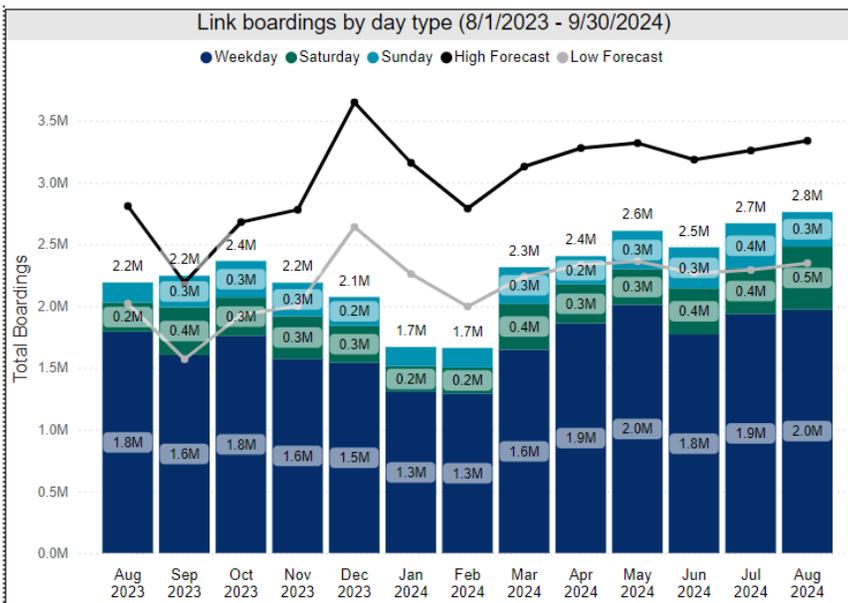
Link

- Average weekday boardings increased by 1.9% from July to August, while total boardings grew by 3.4%. Sundays saw a 4% decrease and Saturdays experienced a massive 10% increase over these two months.

- This metric includes the boardings from the 2 Line and the first few days of the Lynnwood Link Extension. We continue to review some remaining technical issues related to 2 Line boardings. As a result, these figures may adjust in future reports.

- The 2.8 million boardings in August represent the highest ever in the history of Link, with 10 days eclipsing 100,000 boardings.

- Total monthly boardings fall within the forecasted levels of ridership.


Monthly Performance Report
Service Delivery Department

ST Express

- ST Express ridership continues to fall within the forecasted level as it has over the last year.

- ST Express experienced a 2% decrease in average weekday boardings, but only a 0.5% drop in total monthly boardings from July to August. Sunday ridership grew by 6%.

- ST Express falls within, but on the lower end of the ridership forecast for this mode.

- Average weekday boardings on this mode is about 55% of what it was pre-pandemic for this month.

ST Express Monthly Total Boardings (8/1/2023 - 8/31/2024)

Sounder Monthly Total Boardings (7/1/2023 - 8/31/20...)
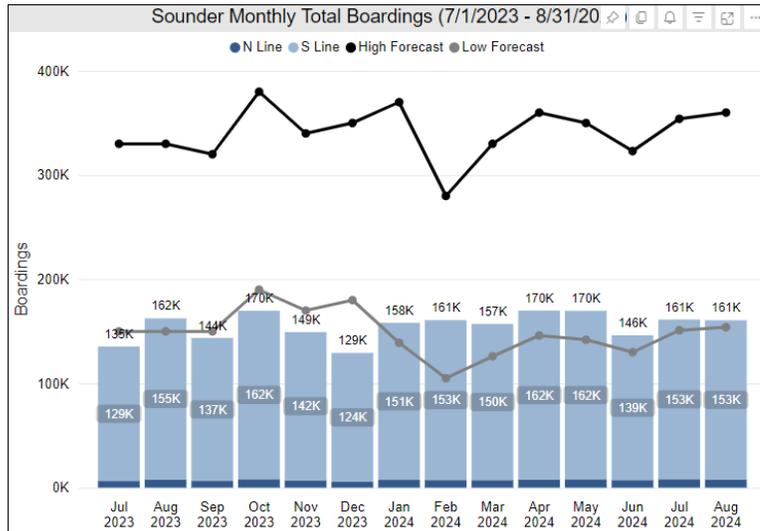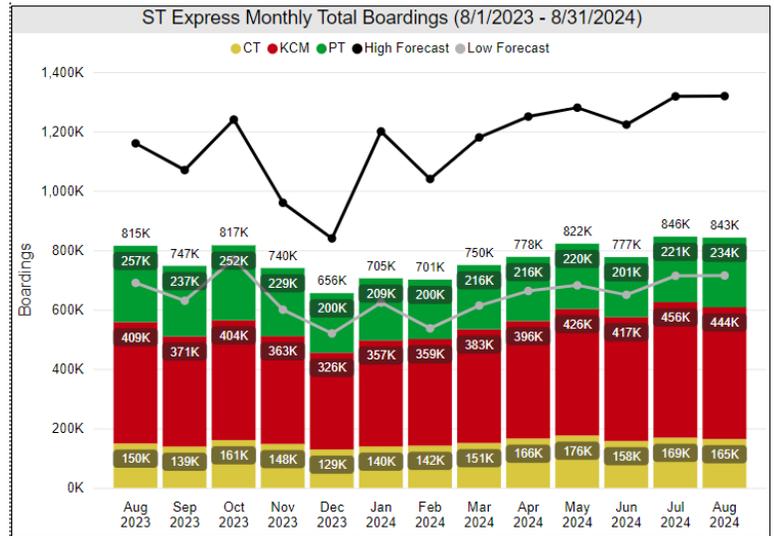
Sounder

- Both average weekday and total monthly boardings on Sounder remained flat from July to August.

- In terms of a year-to-year comparison, the August 2024 total monthly boardings were lower by a little over 1% than total monthly boardings in August 2023, though average weekday boardings were from those two periods were up by over 3%.

- Sounder remains at about half of its pre-pandemic ridership.

- Sounder realized a monthly ridership just barely over the low end forecast.

T-Line

- Total monthly boardings on T-Line fell for the fourth month in a row. The lower level of ridership aligns with a lighter summer quarter at University of Washington Tacoma.

- Saturdays experienced a slightly higher number of boardings from July to August 2024 (about 1%), weekdays fell slightly and Sundays fell precipitously.


Monthly Total Boardings
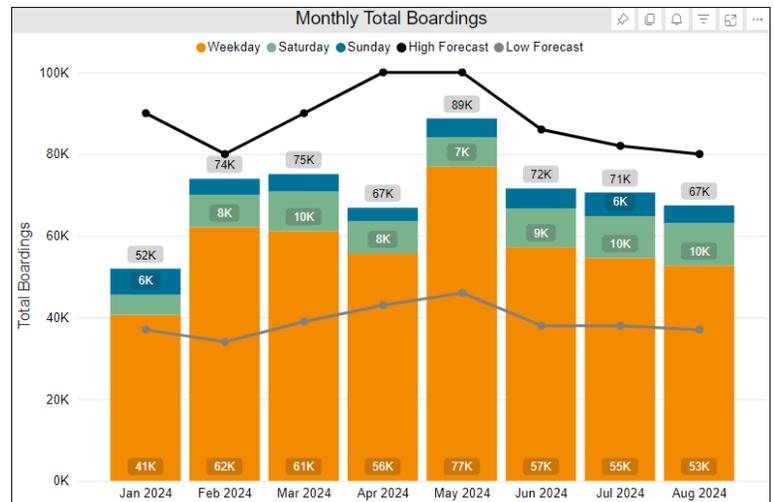
Monthly Performance Report
Service Delivery Department

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	79%	Line 1: 96% Line 2: N/A	Siemens: 79% Kinkisharyo: 75%	Siemens: 30,915 Kinkisharyo: 26,429	Vehicles: 94% Track: 77% Power: 93% Facilities Mech: 52% Facilities Elec: 82%	78%	8.4
Prior Month	88%	Line 1: 92% Line 2: 95%	Siemens: 79% Kinkisharyo: 80%	Siemens: 42,469 Kinkisharyo: 27,450	Vehicles: 96% Track: 100% Power: 90% Facilities Mech: 97% Facilities Elec: 100%	67%	9.2
Current	**89%**	Line 1: **92%** Line 2: **97%**	Siemens: **78%** Kinkisharyo: **71%**	Siemens: **100,030** Kinkisharyo: **21,496**	Vehicles: **96%** Track: **97%** Power: **93%** Facilities Mech: **97%** Facilities Elec: **95%**	**74%**	**8.4**
Trend	↗	Line 1: → Line 2: ↗	Siemens: ↘ Kinkisharyo: ↘	Siemens: ↗ Kinkisharyo: ↘	Vehicles: → Track: ↘ Power: ↗ Facilities Mech: → Facilities Elec: ↘	↗	↘

- Link's On Time Performance remained below target for a second month in a row in August 2024. The Operated as Scheduled metric remained below target for both the 1 Line and 2 Line. The fleet availability metric also remains below target for both fleet types. The other metric describing vehicle health, Mean Distance Between Failure, met target with the Siemens fleet doubling the distance traveled between failures. Link met all of its Preventative Maintenance Compliance targets again in August 2024.

Top n Case Subjects

Subject:
- 1 LINE JAN2024 INTERRUPTIONS
- Add, Change, or delete Trip/Run Time/Frequ...
- Alerts/Announcements (onboard/spoken) ~
- Alerts/Station Announcements
- Crime (Theft/Robbery/Assault/etc)
- Facility Cleanliness
- General Disturbance/non-crime bad behavior
- General Security Presence
- Late Operation ~
- Overcrowding ~
- Property Repair or Maintenance (other than ...
- Real Time Arrival Signs
- Service Interruption ~
- Vehicle Cleanliness ~
- Vert. Conveyance - Out of Service

Link Customer Comments

- The number of customer complaints per 100,000 boardings figure fell in August 2024, and it remains well within the target range.

- Many of the complaints addressed service-related issues including service interruptions and late operations.

- Complaints related to alerts and announcements on the vehicles continued to appear near the top of the list of customer comments.

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: 93% PT: 70% KCM: 85%	CT: 99.5% PT: 98.1% KCM: 96.3%	CT: 100% PT: 100% KCM: 96%	CT: 7,056 PT: 18,289 KCM:5,667	CT: 100% PT: 100% KCM: 100%	51%	17.1
Prior Month	CT: 95% PT: 71% KCM: 86%	CT: 99.6% PT: 99.2% KCM: 99.2%	CT: 100% PT: 99% KCM: 99%	CT: 6,705 PT: 14,387 KCM: 6,212	CT: 100% PT: 100% KCM: 100%	73%	17.7
Current	CT: 97% PT: 75% KCM: 86%	CT: 99.2% PT: 99.7% KCM: 98.8%	CT: 100% PT: 100% KCM: 99%	CT: 9,165 PT: 34,392 KCM: 6,939	CT: 100% PT: 100% KCM: 100%	52%	12.9
Trend	CT: ↗ PT: ↗ KCM: →	CT: ↘ PT: ↗ KCM: ↘	CT: → PT: ↗ KCM: →	CT: ↗ PT: ↘ KCM: ↘	CT: → PT: → KCM: →	↘	↘

- The same conditions as previously reported are unchanged: The road network between Seattle and Tacoma tends to promote high traffic volumes and multiple incidents which slow traffic unpredictably. Also, Pierce Transit also experienced several detours, both planned and unplanned, as well as major non-involved accidents which brought I-5 to a standstill at times. While on-time performance improvements were expected from the service changes implemented in March, incidents that slow traffic continue to occur. Additional work is being done to address this issue with ongoing, detailed granular level run time analyses for every hour of service. Improvements, especially in the south, are expected to be slow.
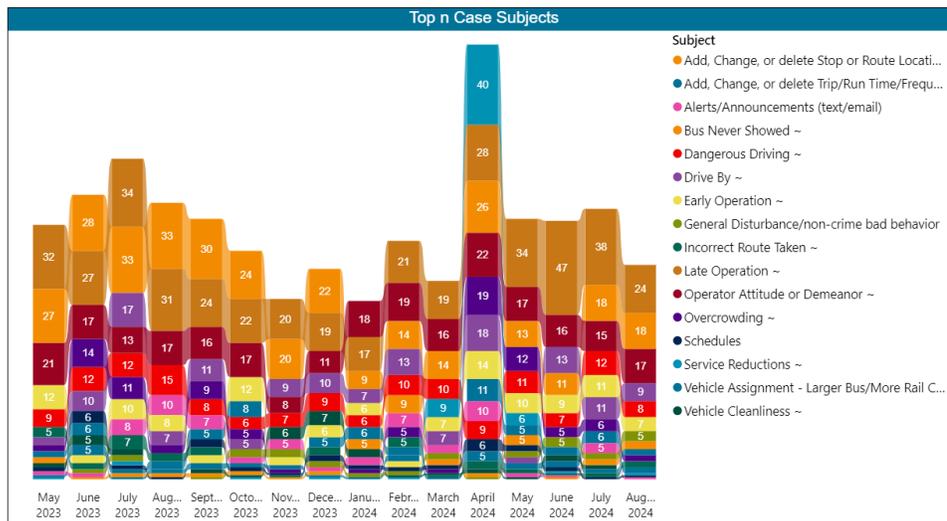
ST Express Customer Comments

- The number of ST Express related complaints per 100,000 boardings dropped significantly in August and is now within the target level.

- August complaints mostly fell into the following categories:

  o Complaints about 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.

  o Operator Demeanor complaints still remain high; however, investigation shows that a large number of these are subjective or didn't happen as reported.

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: 95% North: 100%	South: 98.3% North: 100%	N/A	30,413	N/A	48%	21.5
Prior Month	South: 98% North: 97%	South: 98.7% North: 100%	N/A	29,610	N/A	51%	11.2
Current	South: **93%** North: **95%**	South: **98.3%** North: **100%**	**N/A**	**9,755**	**N/A**	**47%**	**15.6**
Trend	South: ↘ North: →	South: ↘ North: →		↘		↘	↗

- Sounder On Time Performance for the South Line was below target for August due to a higher than usual number of emergency incident-related delays, including a Sounder pedestrian strike (8/19) and a BNSF freight vehicle strike (8/9). There were 10 cancellations for the month, putting Sounder below target for Operated as Scheduled, due to the previously described emergency incidents as well as a disabled coal train and a malfunctioning HEP engine. Mechanical disruptions went up, with 2 locomotives having issues that were subsequently fixed. Customer complaints per 100,000 boardings went up, with the biggest categories being track changes, homeless presence, and station announcements.

Tacoma Link

	On Time Performance	Operated as Scheduled	Fleet Availability	Mean Distance Between Failure	PM Compliance	Parking Usage[2]	Customer Complaints
Target	*> 98.5%*	*98.5%*	*TBD*	*TBD*	*>90%*	*TBD*	*<15 per 100,000 boardings*
Prior Year	99.3%	99.4%	81.0%	N/A	N/A	40%	NA
Prior Month	99.9%	99.8%	85.0%	N/A	N/A	37%	4.2
Current	**99.4%**	**99.3%**	**89.5%**	**N/A**	**N/A**	**37%**	**7.4**
Trend	↘	↘	↗		→	→	↗

- T-Line met all of its performance targets in August 2024. Fleet availability continued to climb as many of the issues affecting the new Brookville fleet have now been addressed. T-Line customer complaints increase in August , however, remain well within target.

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[2] 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

- **Non-Revenue Elevators** group fell below target due to an extended mechanical repair on material lift #2 inside the OMFC main shop area. An obsolete component (PLC board) required replacement. Unit was repaired and returned to service.

- **DSTT Elevators** fell below target due to Scheduled Maintenance for a jack replacement at IDS Elevator #902 which is part of the overall modernization program currently underway. This repair has been completed and the elevator has been returned to service.
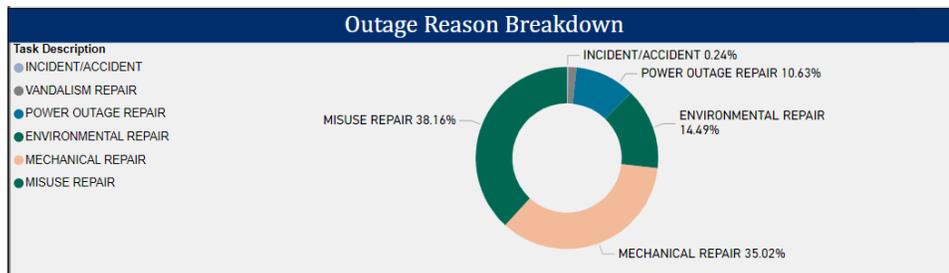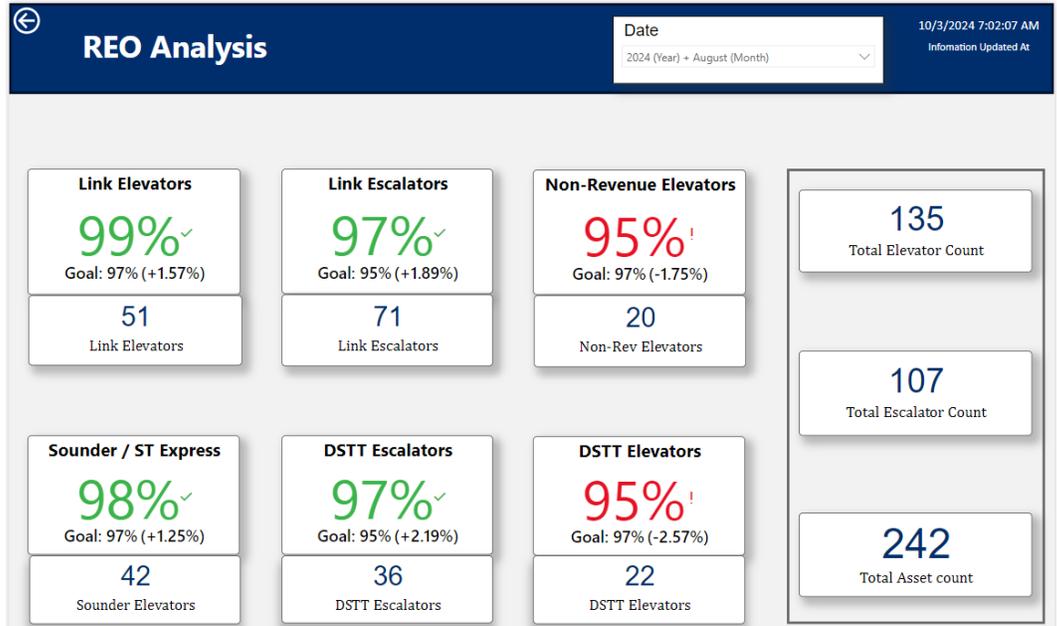
- August shows us that the largest percentage of outage reasons continues to be misuse of vertical transportation equipment.

- Environmental repairs were down 12% from the previous month of July.

Monthly Reportable Events for Link

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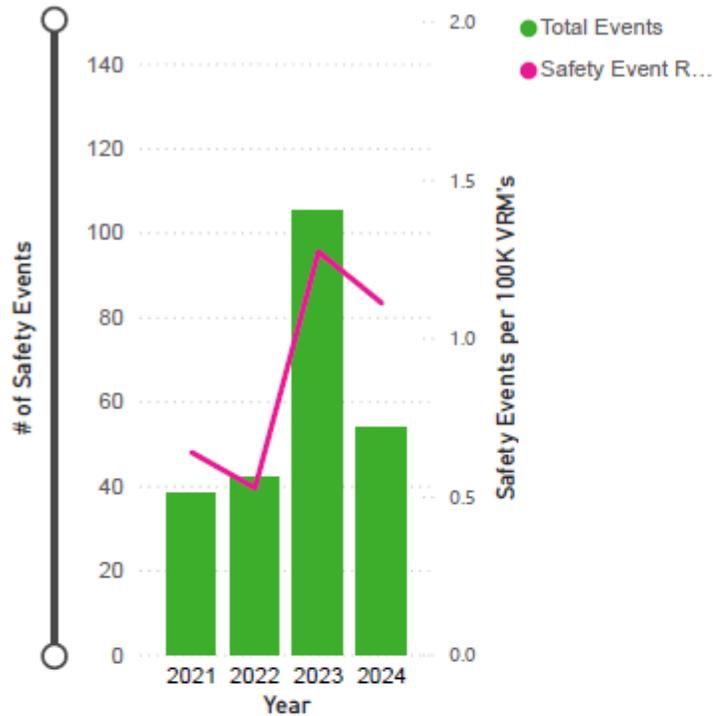
Definitions: National Transit Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Some examples include collisions, fires, derailments, evacuations, etc.

August 2024: Two (2) reportable events.
 - One (1) Emergency door activation.
 - One (1) Pedestrian assault with weapon.

Injuries Per 100K VRM's
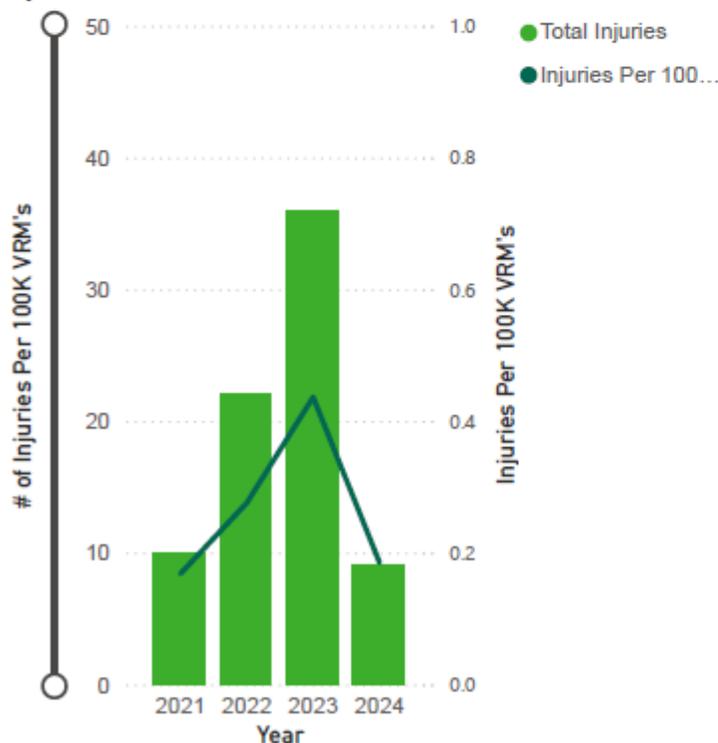
Definitions: National Transit Database (NTD) definition of reportable injury: An injury requiring transport away from the scene for medical attention for one or more persons.

August 2024: One (1) reportable injury.
 - One (1) passenger fell when train stopped, was transported for injury.

Monthly Reportable Events for ST Express

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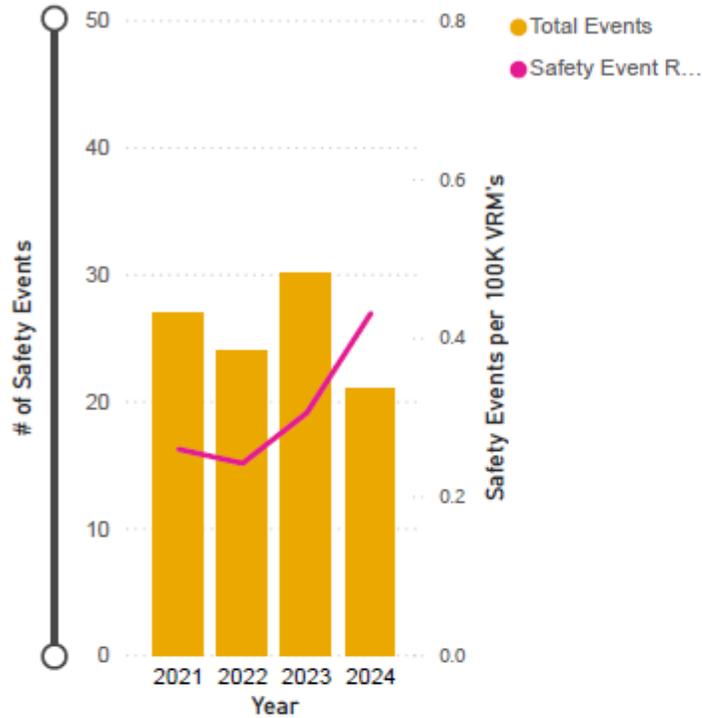
Definitions: National Transit Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Some examples include collisions, fires, derailments, evacuations, etc.

August 2024: Two (2) major reportable safety events, both of which were collisions.

Collision 1 - Coach was rear-ended resulting in disabling damage to POV. No injuries.

Collision 2 - Coach was sideswiped by car. A POV was towed and one person was transported due to injuries (POV occupant).

*The collisions that occurred are broken down into the following operating partners:
  - Two (2) - Community Transit

Injuries Per 100K VRM's
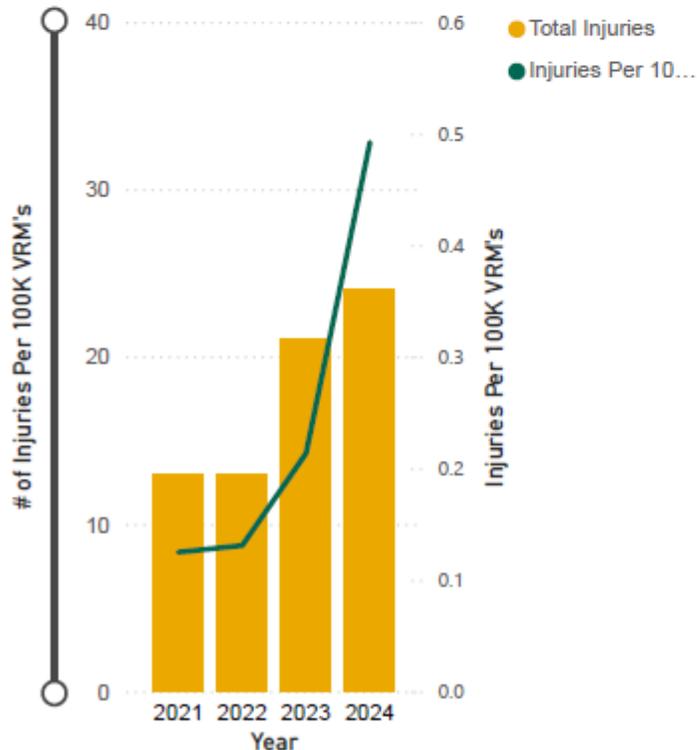
Definitions: National Transit Database (NTD) definition of reportable injury: An injury requiring transport away from the scene for medical attention for one or more persons.

August 2024: Two (2) reportable injuries.

One (1) injury was a result of a collision.
One (1) injury occurred on-board a coach.

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Monthly Reportable Events for Sounder

Safety Event KPI
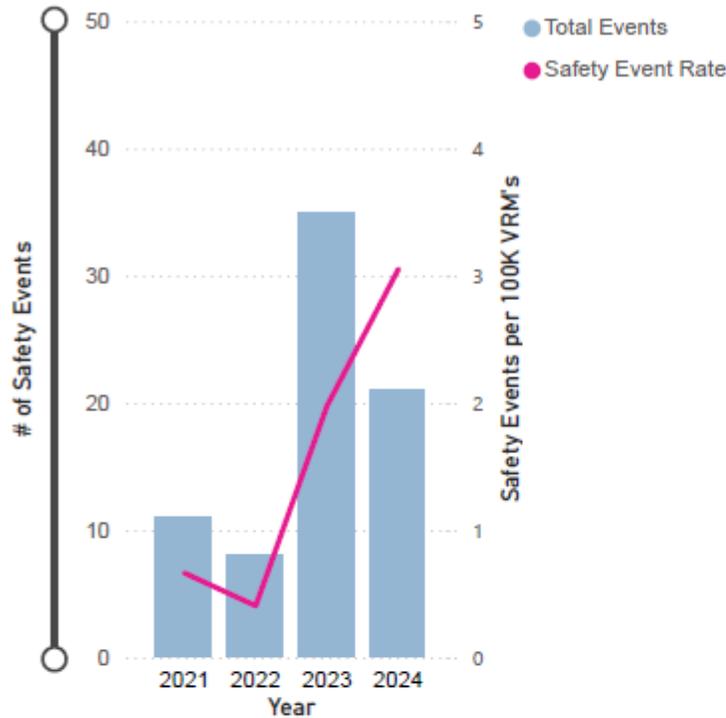
Sounder Commuter Rail events are reported under two different definitions. Federal Railroad Administration (FRA) reporting requirements generally cover safety events, while National Transit Database (NTD) reporting requirements for commuter rail cover major security events and non-major assaults against transit workers.

August 2024: Seven (7) reportable events.

Three (3) Transit Worker Assaults against Kent Station
- Two (2) physical assaults against security officers.
- One (1) non-physical assault against a security officer

Three (3) Passenger Assaults at Kent Station
- One (1) assault with a weapon against a passerby.
- Two (2) separate assaults between individuals.

One (1) Fatal Pedestrian Strike
- On 8/19, a pedestrian was in the right-of-way well away from the nearest at-grade crossing, north of South Tacoma Station.

Injuries Per 100K VRMs
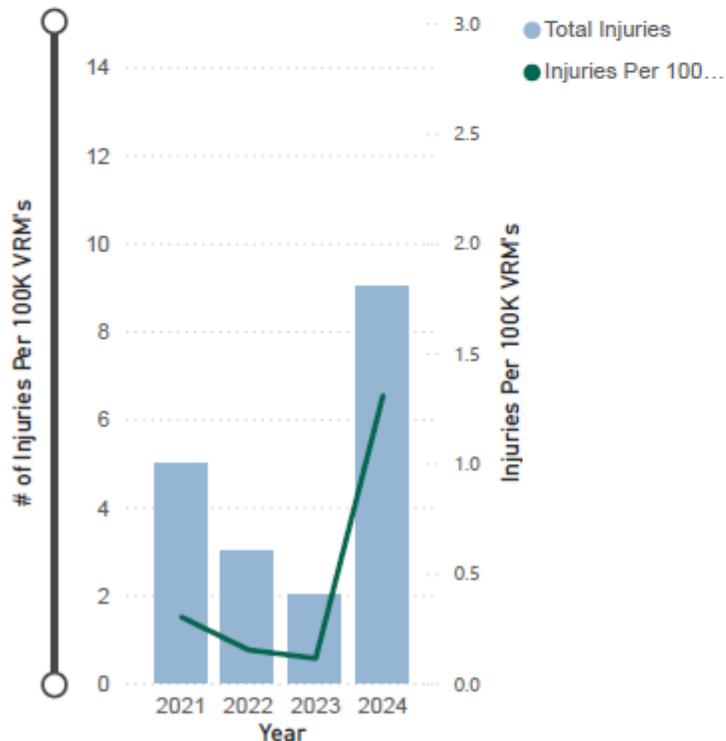
The FRA and NTD also have different definitions governing the reportability of injuries. FRA injury reporting covers injuries resulting in medical treatment, significant injury diagnosed by a licensed health care professional, or loss of consciousness. NTD injury reporting only covers major security-related events in which certain defined serious injuries are sustained or where medical transport is given to the involved person.

August 2024: Two (2) reportable injuries.

The fatal pedestrian strike noted above and a physical assault with a weapon against a passerby resulted in reportable injuries.

Note: There has been an increase in passenger assaults in 2024. Additional security patrols have

Monthly Performance Report

Safety August 2024

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Monthly Reportable Events for T-Line

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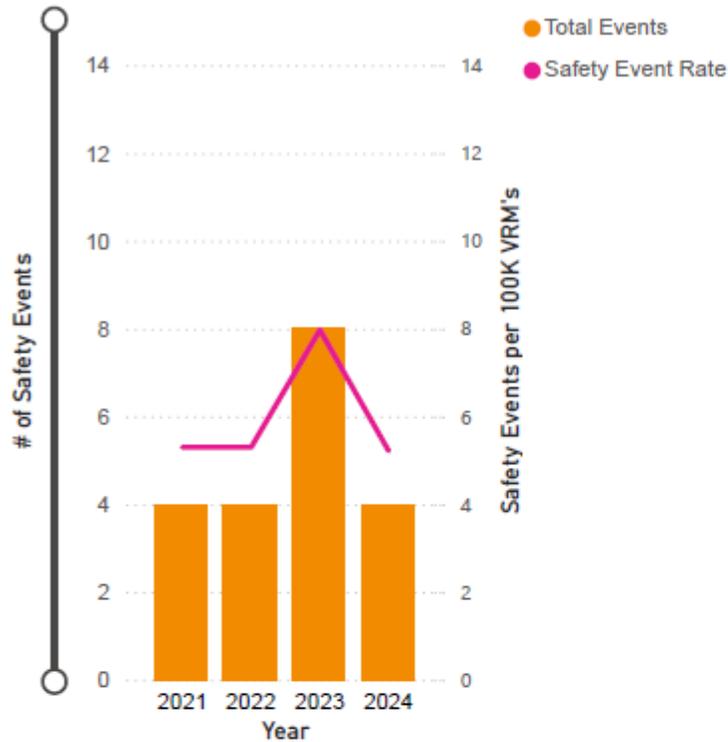
Definitions: National Transit Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Some examples include collisions, fires, derailments, evacuations, etc.

August 2024: No (0) reportable events.

Injuries Per 100K VRM's
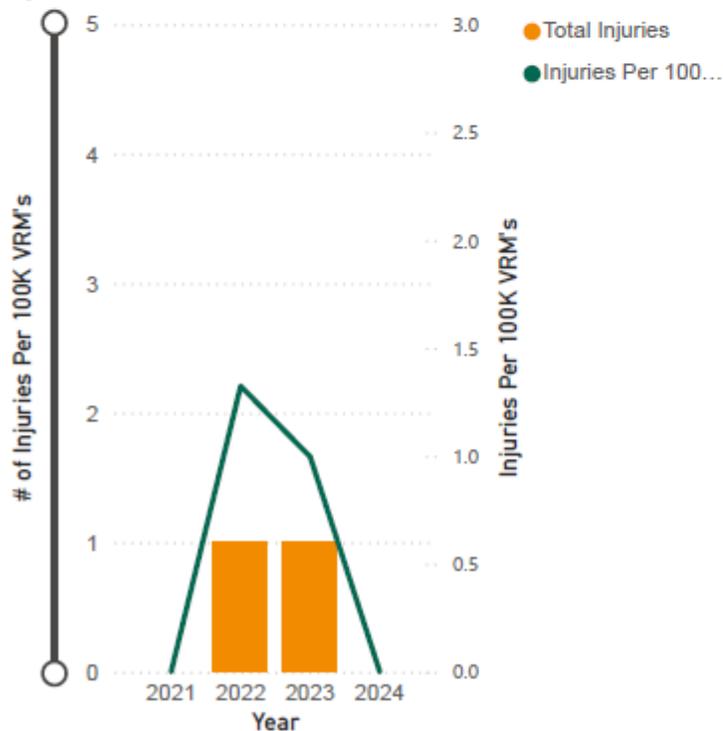
NTD definition of reportable injury: An injury requiring transportation away from the scene for medical attention for one of more persons.

August 2024: No (0) reportable injuries.

Crimes Against Persons

Month ● January ● February ● March ● April ● May ● June ● July ▶
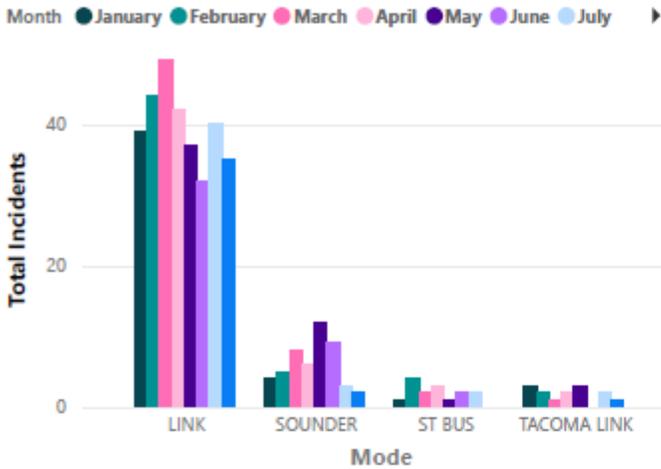

According to the National Incident-Based Reporting System (NIBRS), Crimes Against Persons are those crimes such as assault, whose victims are always individuals. The numbers include physical and verbal assaults, assaults with a weapon, and sexual offenses on both customers and transit workers.

In August 2024, 38 Crimes Against Persons were reported across all Sound Transit modes. The most-reported Crime Against Persons was physical assault against Transit Workers (9), followed by physical assault against customers (7).

Crimes Against Property

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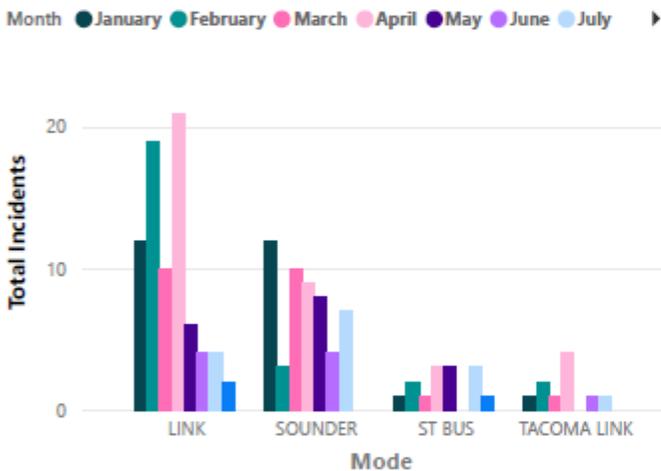
According to the National Incident-Based Reporting System (NIBRS), Crimes Against Property are those crimes such as burglary, robbery, etc. to obtain money, property, or some other benefit. These incidents are categorized into crimes such as fire (arson), graffiti, robbery, theft (vehicle, property,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

In August 2024, 3 Crimes Against Property were reported across all Sound Transit modes.

Unlawful Transit Conduct Incidents

Month ● January ● February ● March ● April ● May ● June ● July ▶
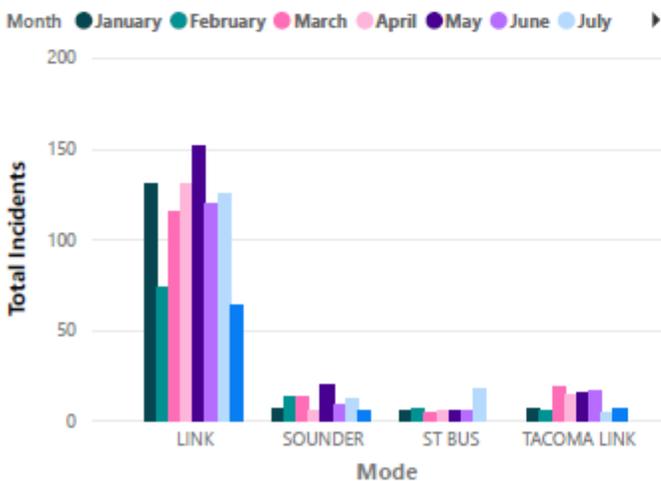
Unlawful Transit Conduct (UTC) includes incidents such as playing load music, smoking, littering, alcohol consumption, unreasonably disturbing others, and defecating/urinating/spitting, etc. as defined by the Revised Code of Washington 9.91.025.

In August 2024, 76 UTC incidents were reported across all Sound Transit modes. The most frequently reported specific categories of UTC in August were smoking (45), unreasonably disturbing others (9) and public urination/defecation/spitting (9).