

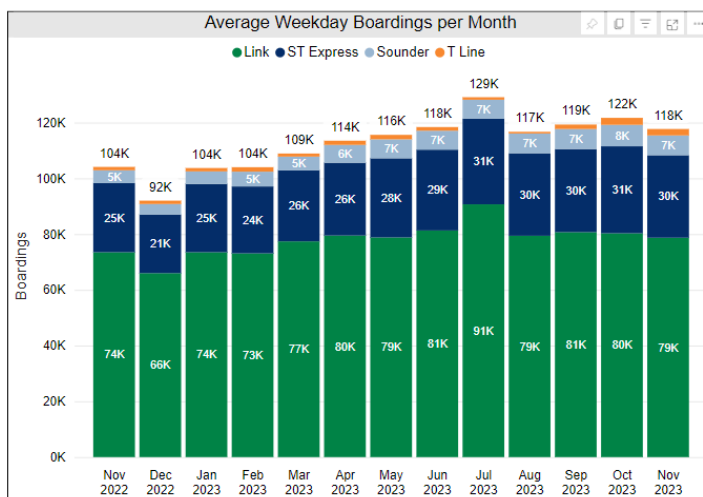
# Monthly Performance Report

Operations Department



## Ridership

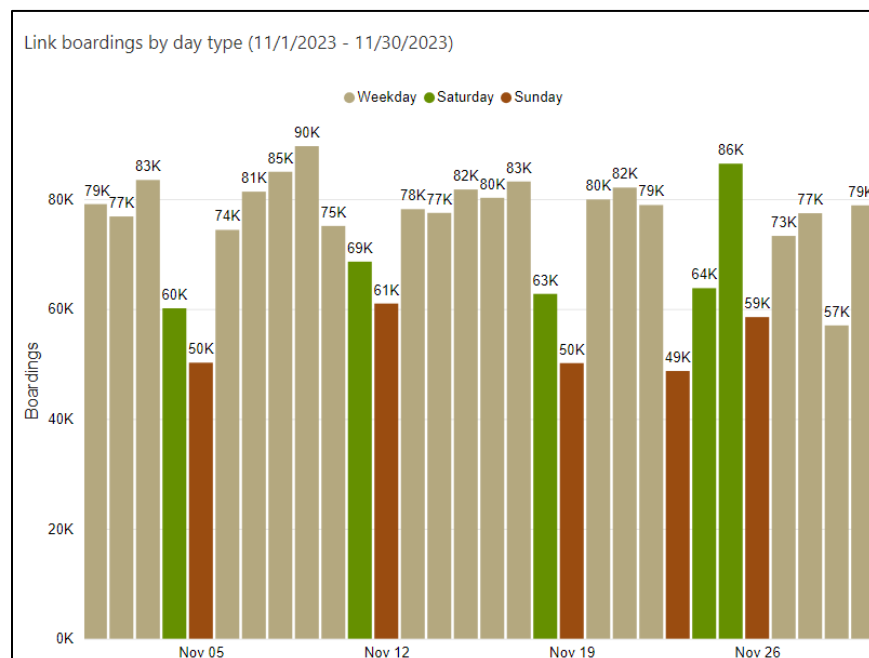
For an up-to-date<sup>1</sup>, interactive and more detailed look at ridership, please see: <https://www.soundtransit.org/ride-with-us/system-performance-tracker/ridership>



Monthly Boardings Metrics				
Month	Monthly Total Boardings	Average Weekday Boardings	Month-over-Month % Change	% Change vs. 2019
Nov 2023	3,131,000	117,700	-3%	-27%
Oct 2023	3,423,000	121,600	2%	-28%
Sep 2023	3,186,000	119,300	2%	-25%
Aug 2023	3,177,000	116,700	-10%	-29%
Jul 2023	3,660,000	129,000	9%	-22%
Jun 2023	3,292,000	118,400	2%	-28%
May 2023	3,222,000	115,600	2%	-28%
Apr 2023	3,021,000	113,400	4%	-30%
Mar 2023	3,083,000	108,900	5%	-30%
Feb 2023	2,598,000	104,000	0%	-29%
Jan 2023	2,824,000	103,700	13%	-34%
Dec 2022	2,535,000	92,100	-12%	-36%
Nov 2022	2,629,000	104,100	-6%	-35%
Oct 2022	3,169,000	110,900	3%	-35%
Sep 2022	3,034,000	107,400	1%	-32%
Aug 2022	3,067,000	105,800	1%	-35%

- The growth in average weekday ridership took a step backwards in November consistent with the seasonality of ridership seen in past years. Ridership on every mode fell from October to November with Sounder experiencing the most dramatic reduction (8%) and Link the least (2%).

## Link

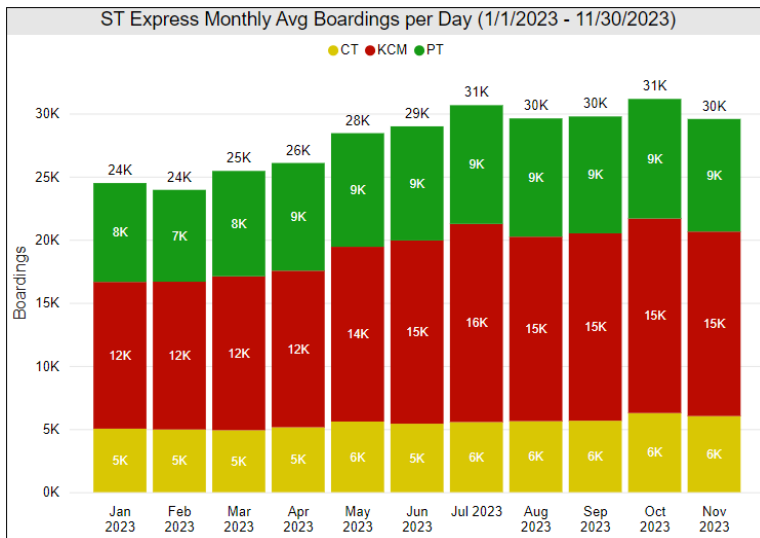


- Traditionally, ridership on Link has decreased from October to November, likely a result of having fewer commute days due to holidays during the month. Notably, the October to November drop in ridership in 2023 (2%) was significantly less than it was in 2022 (7%).
- The big outlier in this data set occurred on Saturday, November 25<sup>th</sup> when Link received over 86,000 boardings. This was the second highest individual day and was particularly rare as Saturdays tend to see less activity than the average weekday for most months.
- As with October, Link did not eclipse the 100,000 boardings in a day during November.

<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

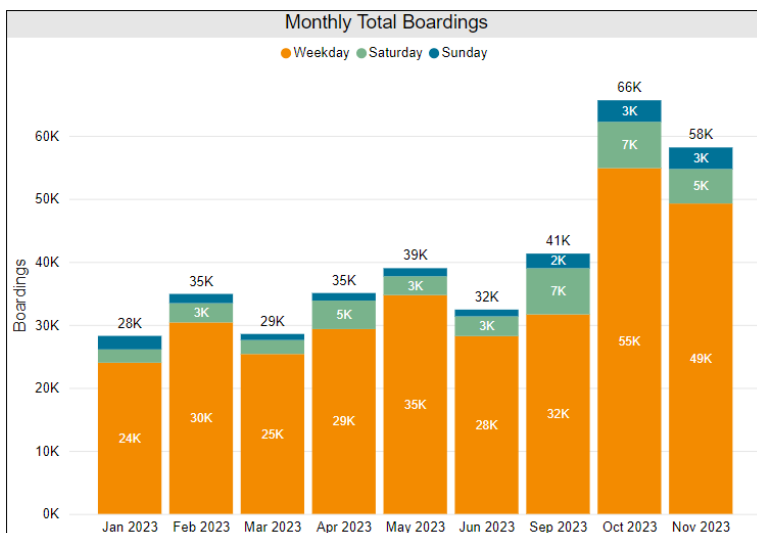
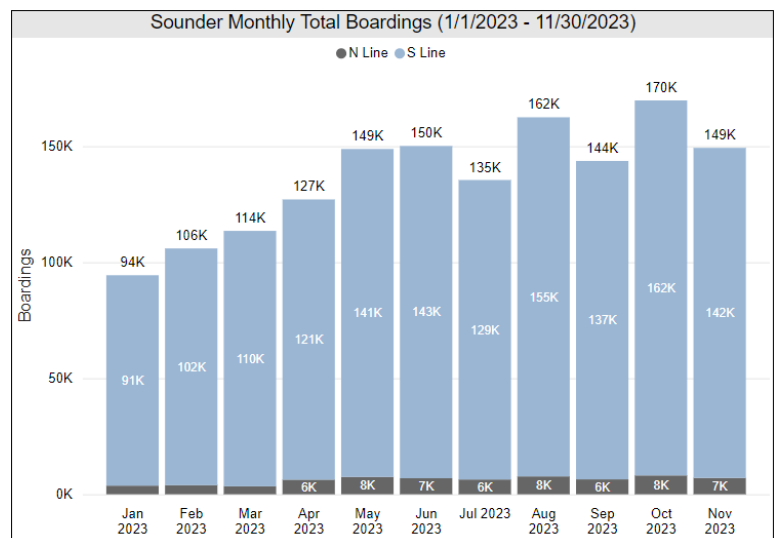


## ST Express

- After the 5% growth in October, ST Express experienced a corresponding 5% reduction in average weekday boardings in November on ST with the reductions fairly evenly spread across the Sound Transit's operating partners.
- The reductions in boardings were also spread across routes with two of the routes originating in Tacoma, Route 586 (Tacoma – U District) and 590 (Tacoma – Seattle) showing the biggest drops, 15% and 13%, respectively.

## Sounder

- Like ST Express, Sounder saw the large October increase (7%) off-set by a corresponding decrease (8%) in boardings in November.
- Both the South and North lines experienced similar drops in ridership, 8% and 10%, respectively.
- Almost 20% of the southbound boardings on the South Line originate at stations other than King Street Center. These include both "reverse commute" trips and return trips from people who have destinations other than downtown Seattle.



## 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.
- While staff is working to address these issues to provide our official ridership totals, we do have a high level of confidence in the boardings figures since the end of September.
- As with the other modes of service, T-Line saw a decrease in boardings of about 7% from October to November.

# Monthly Performance Report

Operations Department

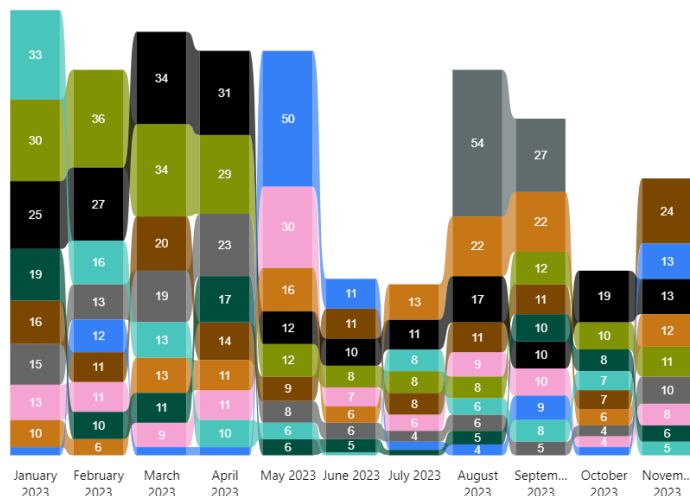


## Link

	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	90%	94%	Siemens: 64% Kinkisharyo: 83%	Siemens: 36,826 Kinkisharyo: 24,562	Vehicles: 98% Track: N/A Power: N/A Facilities Mech: N/A Facilities Elec: N/A	97%	6.4
Prior Month	92%	95%	Siemens: 82% Kinkisharyo: 71%	Siemens: 28,188 Kinkisharyo: 87,651	Vehicles: 69% Track: 100% Power: 100% Facilities Mech: 51% Facilities Elec: 75%	98%	4.6
Current	<b>87%</b>	<b>96%</b>	Siemens: <b>80%</b> Kinkisharyo: <b>50%</b>	Siemens: <b>41,110</b> Kinkisharyo: <b>45,003</b>	Vehicles: <b>97%</b> Track: <b>100%</b> Power: <b>93%</b> Facilities Mech: <b>41%</b> Facilities Elec: <b>86%</b>	<b>97%</b>	<b>6.5</b>
Trend	↘	↗	Siemens: ↘ Kinkisharyo: ↘	Siemens: ↘ Kinkisharyo: ↗	Vehicles: ↗ Track: ↗ Power: ↗ Facilities Mech: ↘ Facilities Elec: ↗	➡	↘

- The 'Operated as Scheduled' figure continued to climb in November and now sits just short of its target. The 'On Time Performance' figure however fell by 5% this month. The preventative maintenance compliance figures for November showed everything on track with the exception of the facilities mechanical work.

Top n Case Subjects



## Link Customer Comments

- The number of customer complaints per 100,000 boardings figure bumped back up slightly in November, from 4.6 in October to 6.5 in November.
- Complaints related to facility cleanliness were the highest category of complaints on Link.

# Monthly Performance Report

Operations Department

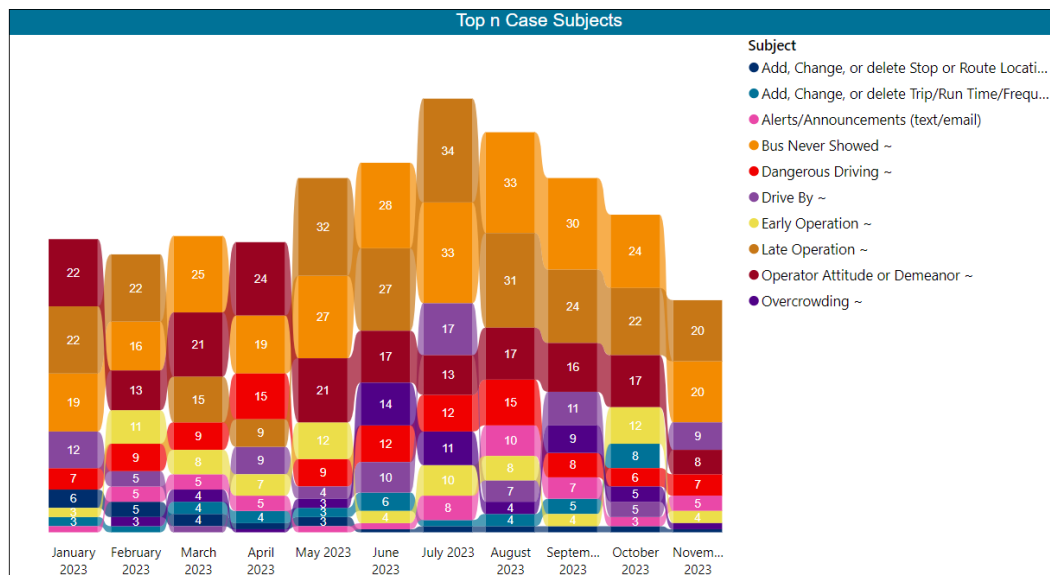


## ST Express

	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: 96% PT: 80% KCM: 87%	CT: 98.6% PT: 99.0% KCM: 98.0%	CT: 100% PT: 100% KCM: 100%	CT: 10,604 PT: 18,110 KCM: 5,443	CT: 100% PT: 100% KCM: 100%	42%	15.7
Prior Month	CT: 96% PT: 78% KCM: 83%	CT: 99.5% PT: 99.3% KCM: 99.2%	CT: 100% PT: 100% KCM: 98%	CT: 8,344 PT: 18,323 KCM: 5,714	CT: 100% PT: 100% KCM: 97%	53%	14.3
Current	CT: <b>97%</b> PT: <b>80%</b> KCM: <b>87%<sup>2</sup></b>	CT: <b>99.5%</b> PT: <b>98.9%</b> KCM: <b>99.3%</b>	CT: <b>100%</b> PT: <b>100%</b> KCM: <b>97%</b>	CT: <b>7,469</b> PT: <b>23,081</b> KCM: <b>5,100</b>	CT: <b>100%</b> PT: <b>100%</b> KCM: <b>100%</b>	<b>51%</b>	<b>13.5</b>
Trend	CT: ↗ PT: ↗ KCM: ↗	CT: ➡ PT: ↘ KCM: ➡	CT: ➡ PT: ➡ KCM: ↘	CT: ↘ PT: ↗ KCM: ↘	CT: ➡ PT: ➡ KCM: ↘	↘	↘

- In November, KCM and CT both performed above the on time performance target. PT has improved and is getting closer to meeting the goal of 85%. The service plan for the March ST Express bus changes were approved by the board recently and we expect to see continued improvement as a result of those changes and the work the PT team is doing.

## ST Express Customer Comments



- Customer complaints on ST Express fell for the 5th consecutive month and are better than the performance target of 15 complaints per 100,000 boardings.
- There was also a reduction in the concerns about Operator attitude or demeanor as our partners continue to focus on followup with the Operators.

# Monthly Performance Report

Operations 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: 94% North: 96%	South: 94% North: 95%	N/A	9076	N/A	51%	20.8
Prior Month	South: 95% North: 96%	South: 95% North: 95%	N/A	9,592	N/A	59%	14.1
Current	South: <b>93%</b> North: <b>96%</b>	South: <b>94%</b> North: <b>96%</b>	N/A	<b>27,329</b>	N/A	<b>50%</b>	<b>15.4</b>
Trend	South: ↘ North: ➡	South: ➡ North: ↗		↗		↘	↗

- Sounder OTP fell short of performance targets for November on the Southline, driven largely by Force Majeure incidents. There were two separate incidents of vehicles on the tracks on November 10th, signal issues caused by vandalism on November 16th, and a pedestrian strike by a BNSF Freight train on November 17th. Other delays were due to freight interference, signal issues, and one mechanical issue with doors at Holgate Yard.

## 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	99.8%	99.8%	95.6%	N/A	N/A	47%	0.0
Prior Month	99.2%	99.1%	87.5%	N/A	N/A	N/A	9.1
Current	<b>99.2%</b>	<b>99.2%</b>	<b>92.9%</b>	N/A	N/A	<b>46%</b>	<b>3.4</b>
Trend	➡	↗	↗		➡	➡	↘

- T-Line mechanics have been able to overcome many of the fleet issues with the new Brookville LRV fleet, which results in the improvement in fleet availability in November. Customer complaints have fallen significantly following a bump in complaints when the new Hilltop Extension opened.

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

# Monthly Performance Report

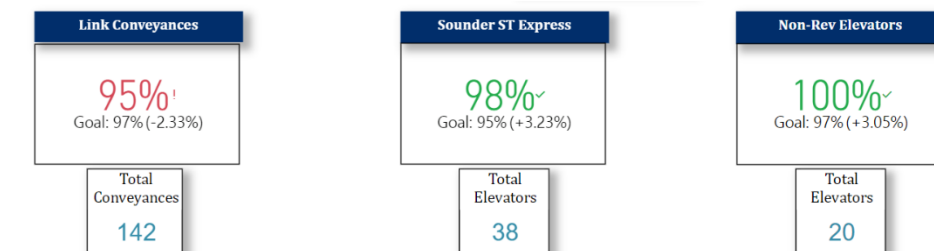
Operations Department



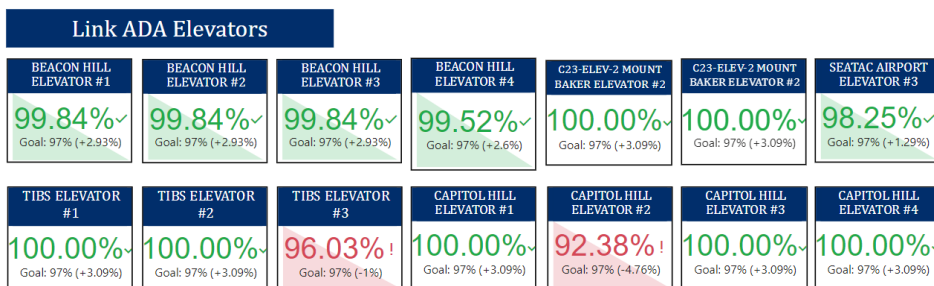
## Vertical Conveyance

For an up-to-date, interactive and more detailed look at escalator and elevator performance, please see:

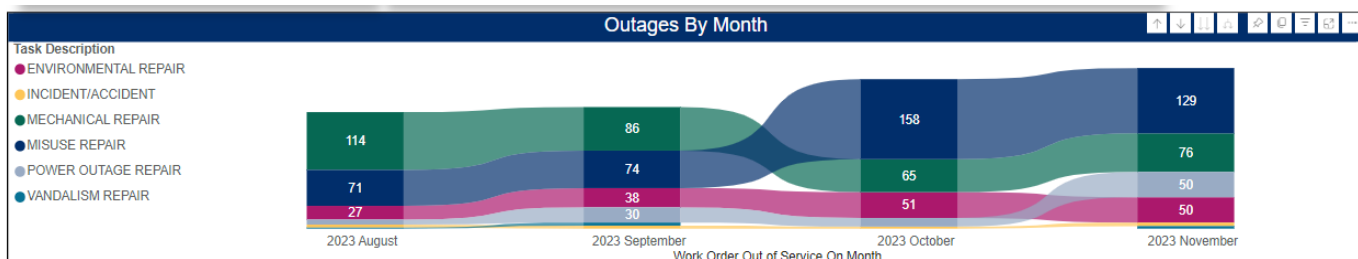
<https://www.soundtransit.org/ride-with-us/system-performance-tracker/accessible>



- Overall the availability of the Link and Sounder/ST Express Conveyances remained consistent with the availability of these conveyances the previous month.
- Misuse continues to be the top contributor for outage reason across the agency.



- TIBS Elevator #3 fell just below target as it experienced outages ranging from environmental, mechanical and power outages. All repairs have been made and unit was returned to service.
- Capitol Hill Elevator #2 fell below target due to a invasive scheduled repair to the sheave. Repairs were made and unit was returned to service.



- Station Power outages were seen across several stations that heavily impacted conveyance outages as we saw 33 additional outages from the month prior \*194% increase.
- As our climate changes, historically, we have seen an increase in environmental outages. Outage totals for environmental stayed consistence with the month prior. VC Team continues to work and collaborate with Facilities highlighting specific stations and conveyances that may need additional cleaning to minimalize outages.
- We saw a down turn in of 18% misuse outages, and a slight increase of 16% in mechanical outages.

# Monthly Performance Report

Safety Department



## Security Performance

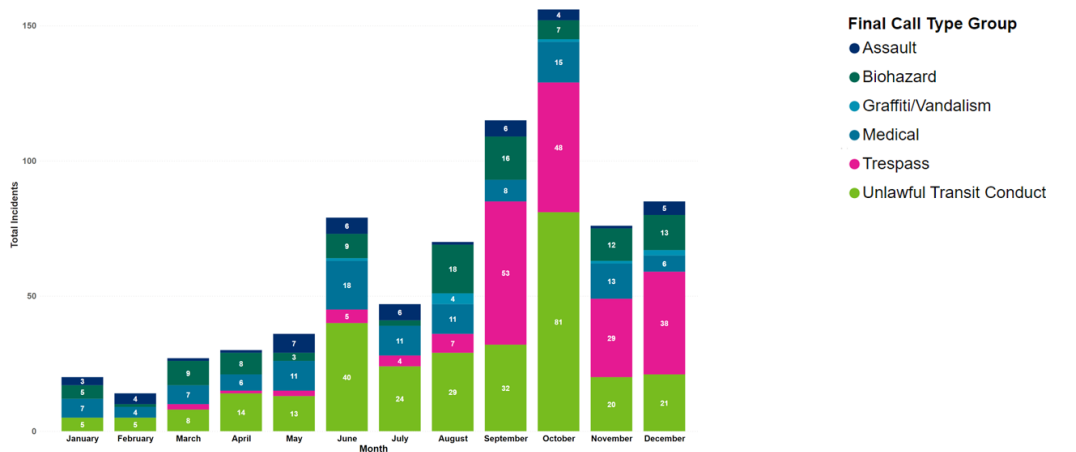
This table details security call data for Sounder Commuter Rail, from January through December 2023. The table focuses on the top six call types to show an overall picture of the security environment:

- Assault- Verbal or Physical
- Biohazard- Which describes unsanitary acts on transit property
- Graffiti/Vandalism- Tagging or destroying property
- Medical- Part of what our team does is medical checks on people that may appear to be asleep on our property and sometimes, that results in medical assistance being needed
- Trespass- Entering a restricted area (typically the tunnel)
- Unlawful Transit Conduct- *Engages in other conduct that is inconsistent with Sound Transit standards of conduct. (Example: Loud music, smoking, drinking, etc.)*

At the end of August, we deployed a camera trailer with motion sensors in an area of the Sounder Right of Way (near the Tacoma Link 25th Street Station) where we had received information that there were significant unlawful crossings and loitering around the active railway. The rise of trespassers along the rail right of way indicates there is a problem with individuals

crossing the rails and is a significant safety concern. In response, we have increased our proactive patrols in the area, but we also respond to each one of the alarms that are generated by the sensors in the trailer.

**Sounder -Security incidents 2023**  
*Focus: Six call types as an indicator of security environment*

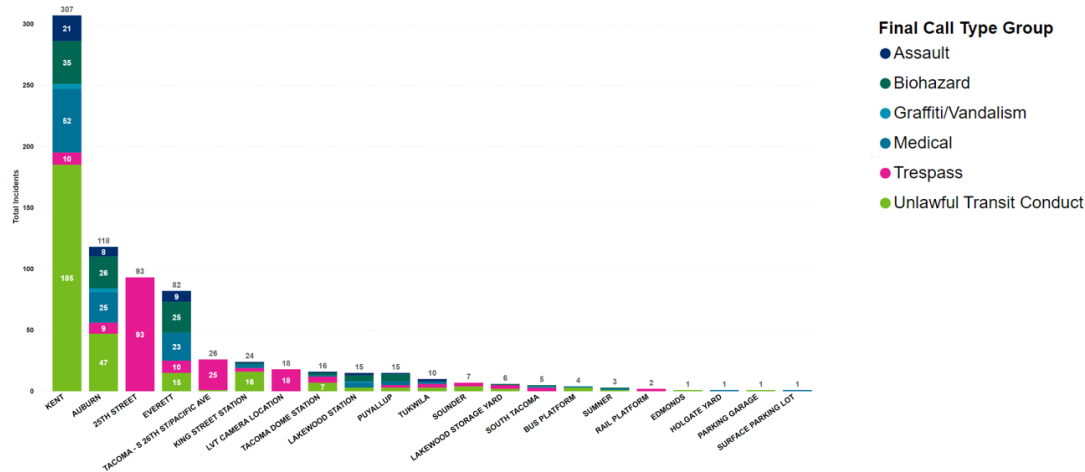


The October increase of Unlawful Conduct stems from a high level of reported events at Kent Station (mix of disorderly conduct).



Sounder -Security incidents 2023 by Location

Focus: Six call types as an indicator of security environment



Most Sounder Stations are commuter stations, with active AM and PM commuter periods and then very little passenger traffic during non-peak periods. Kent Sounder Station is also adjacent to the

Kent Station Shopping Mall which provides more persons flowing through our station during non-peak hours as compared to other Sounder locations. Most of the Unlawful Transit Conduct occurs at the Bus Platform, Kent Station has more bus bays and more bus connections that any of the other Sounder Stations and passenger flows are more continuous in the off-peak periods when compared to the Sounder Stations (more people/more opportunities). We have reached out to local schools to start conversations but have yet to hear back.

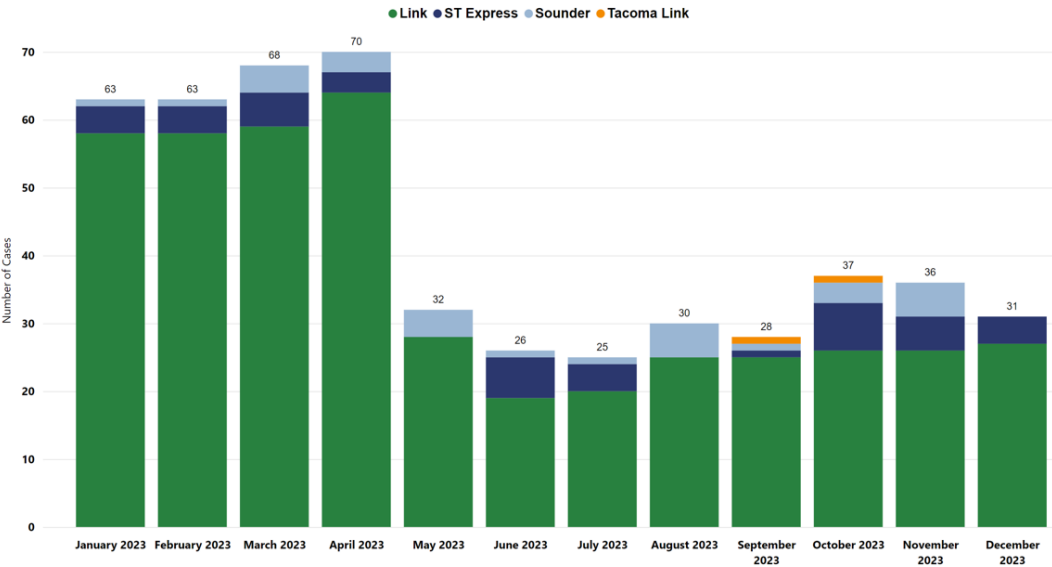
In 2023, we have doubled our permanent security coverage at the station and increased the frequency of our mobile security patrols through the area. Additionally, we have done several law enforcement emphases targeting areas of concern. We are also in the process of procuring another security trailer with camera and sensors that we can move around the station to target specific areas.





Customer Security Concerns by Mode

This chart shows the total number of customer security concerns reported to Sound Transit each month during 2023, broken out by mode. As you can see, concerns drop off significantly starting in May and remain fairly consistent through the rest of the year.



While the jump for STX in October looks significant, it's a total of 7 for the month compared to an average of 4 cases per month over the course of the year.

On average, Sound Transit received 42 security related concerns every month in 2023.