

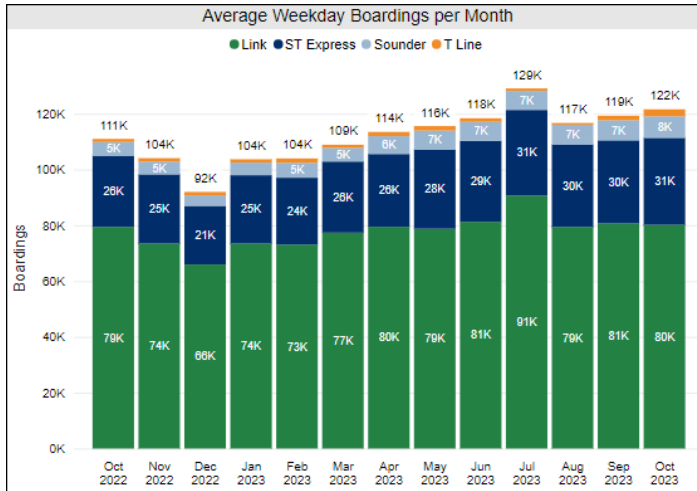
Monthly Performance Report

Operations Department



Ridership

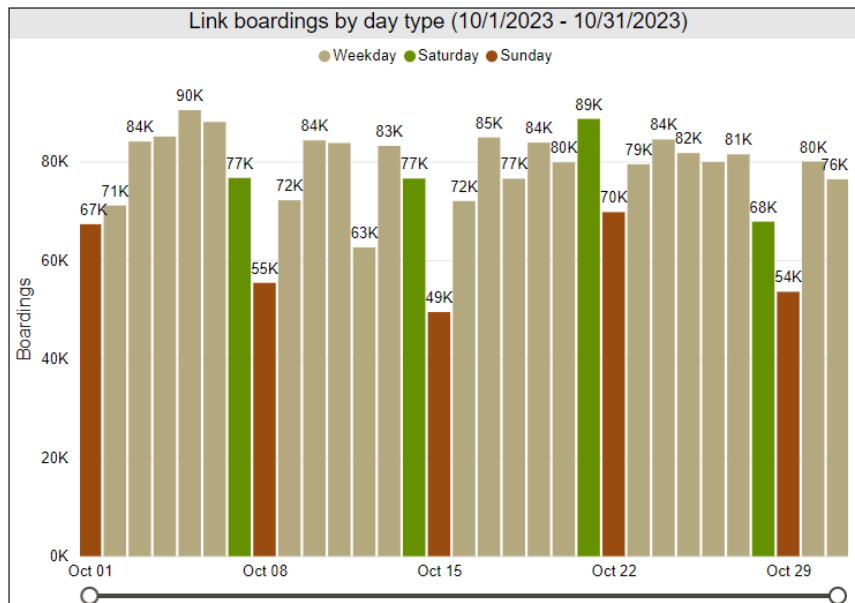
For an up-to-date¹, interactive and more detailed look at ridership, please see: <https://www.soundtransit.org/ride-with-us/system-performance-tracker/ridership>



Month	Monthly Total Boardings	Average Weekday Boardings	Month-over-Month % Change	% Change vs. 2019
Oct 2023	3,422,000	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%
Jul 2022	2,940,000	104,900	2%	-36%
Jun 2022	2,930,000	102,400	4%	-38%

- 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

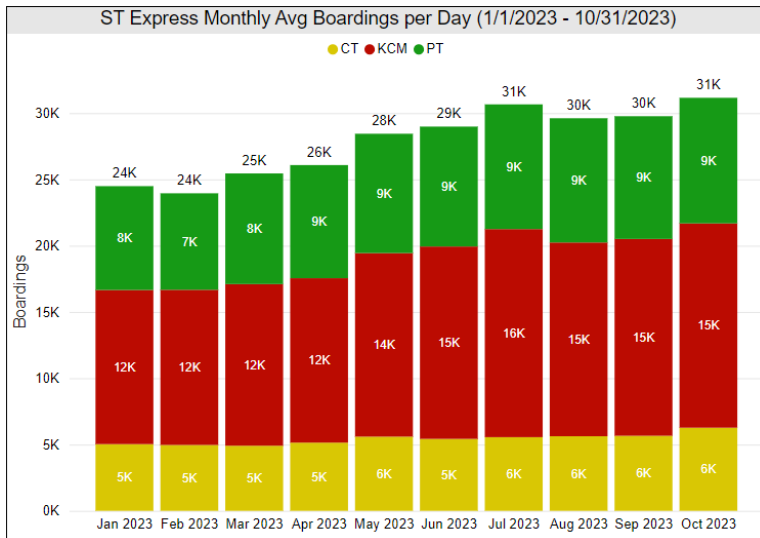


- In past years, Link has seen ridership increase from September to October as students return to school (most significantly the University of Washington). That did not happen in 2023 as Link ridership fell by about 1% from September to October.
- Average weekday boardings on Link remained consistent 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 its 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.

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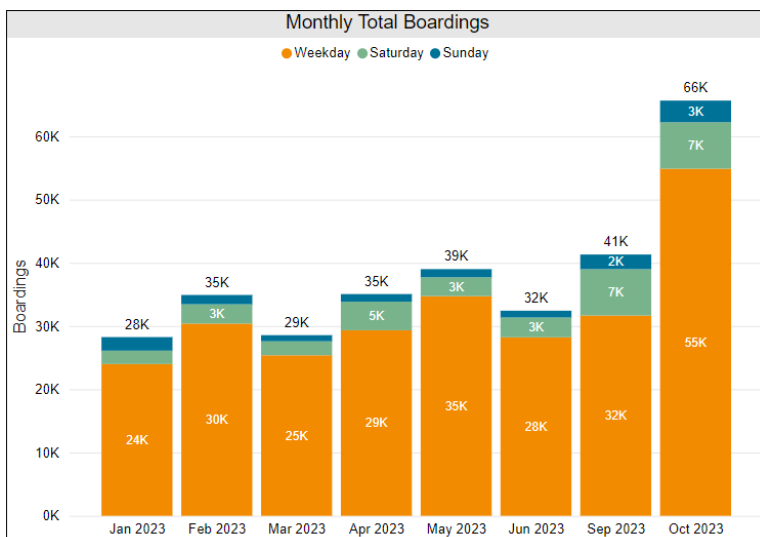
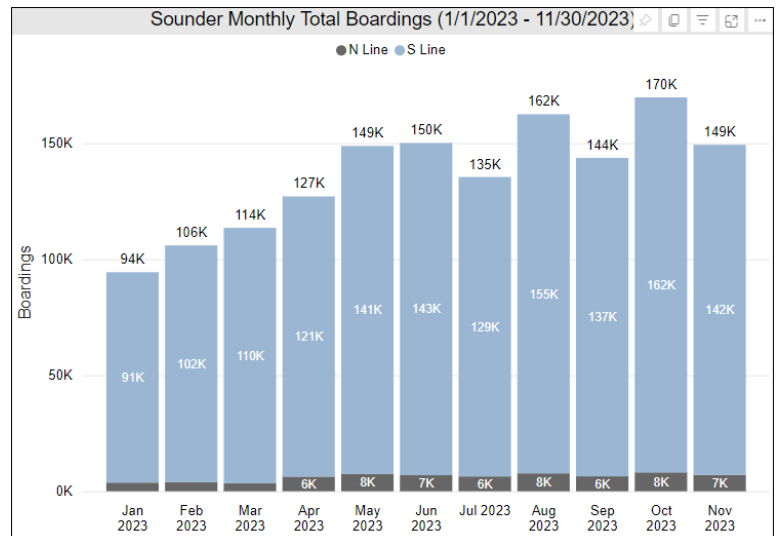


ST Express

- 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.

Souder

- Overall ridership on Souder 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 Hiltop 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.

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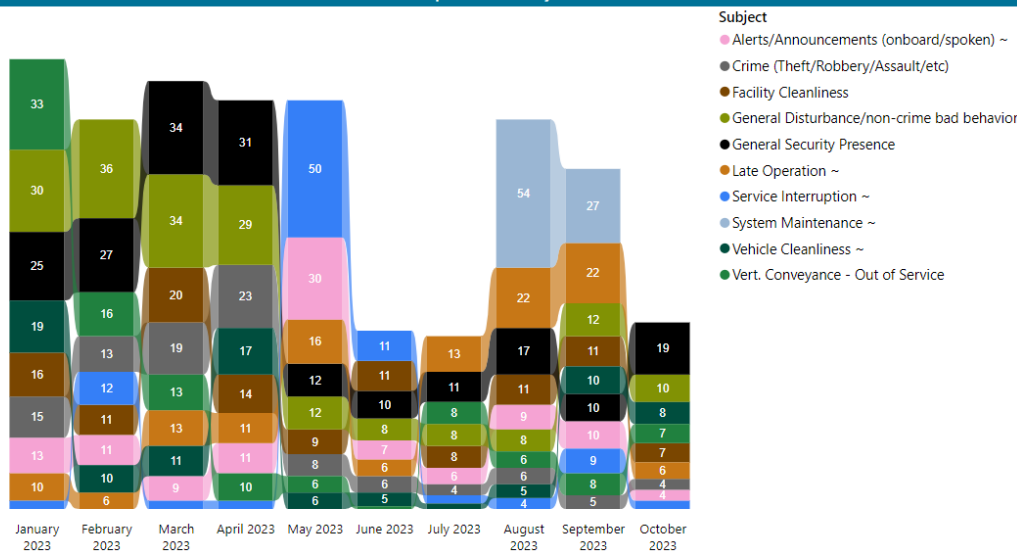
Link

	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	88%	87%	Siemens: 63% Kinkisharyo: 82%	Siemens: 21,411 Kinkisharyo: 37,254	Vehicles: 99% Track: N/A Power: N/A Facilities Mech: N/A Facilities Elec: N/A	94%	6.2
Prior Month	87%	94%	Siemens: 76% Kinkisharyo: 79%	Siemens: 31,750 Kinkisharyo: 54,177	Vehicles: 97% Track: 96% Power: 93% Facilities Mech: 62% Facilities Elec: 84%	95%	7.2
Current	92%	95%	Siemens: 82% Kinkisharyo: 71%	Siemens: 28,188 Kinkisharyo: 87,651	Vehicles: 69% Track: 100% Power: 100% Facilities Mech: 51% Facilities Elec: 93%	98%	5.7
Trend	↗	↗	Siemens: ↘ Kinkisharyo: ↘	Siemens: ↘ Kinkisharyo: ↗	Vehicles: ↘ Track: ↗ Power: ↗ Facilities Mech: ↘ Facilities Elec: ↗	➡	↗

- The 'On Time Performance' and 'Operated as Scheduled' figures continued to improve in October as the completion of platform maintenance projects allowed service to return to normal. Kinkisharyo fleet availability remains low as a significant portion of the fleet has been moved to the Eastside in preparation for pre-revenue service on the East Link Starter Line.

Link Customer Comments

Top n Case Subjects



- The number of customer complaints per 100,000 boardings figure for Link fell for the third month in a row, from 7.2 in September to 5.7 in October.
- Complaints related to security presence and general disturbances topped the list of complaints on Link.
- Those were followed by complaints about vehicle cleanliness

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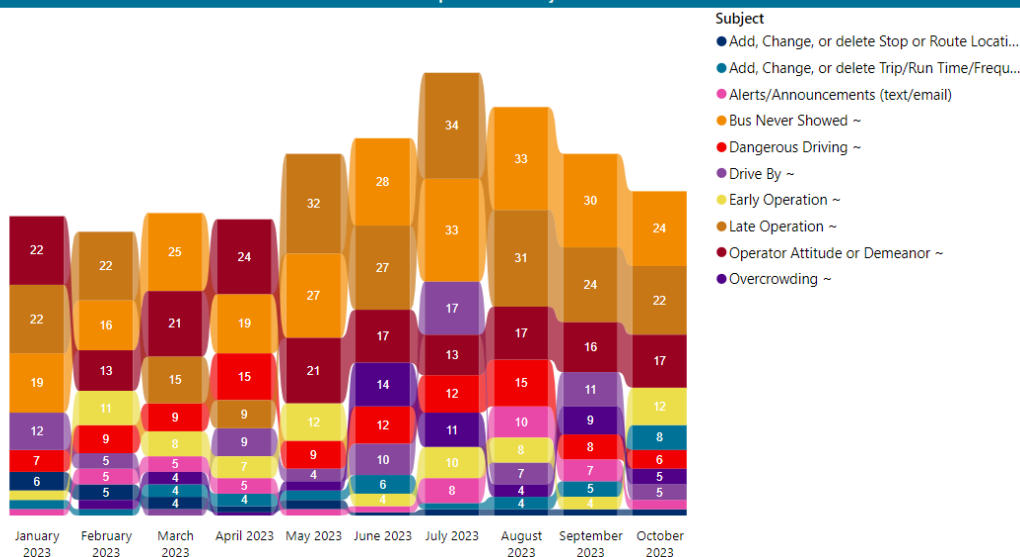
ST Express

	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: 95% PT: 78% KCM: 86%	CT: 99.0% PT: 99.1% KCM: 98.0%	CT: 100% PT: 100% KCM: 100%	CT: 10,604 PT: 18,101 KCM: 5,443	CT: 100% PT: 100% KCM: 100%	41%	20.8
Prior Month	CT: 95% PT: 72% KCM: 84%	CT: 98.0% PT: 99.2% KCM: 98.4%	CT: 100% PT: 100% KCM: 96%	CT: 7,040 PT: 13,433 KCM: 4,192	CT: 100% PT: 100% KCM: 100%	55%	17.1
Current	CT: 96% PT: 78% KCM: 83% ²	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%	15.4
Trend	CT: ↗ PT: ↗ KCM: →	CT: ↗ PT: ↗ KCM: ↗	CT: → PT: → KCM: ↗	CT: ↗ PT: ↗ KCM: ↗	CT: → PT: → KCM: ↘	↗	↗

- In October, CT performed well above their On Time Performance Target while KCM slipped slightly below their goal of 85%. PT is still struggling to meet the target, but they improved markedly in October. ST's Service Planning team analyzed On Time Performance and Operated as Scheduled data to prepare the service change package that is currently in review.

ST Express Customer Comments

Top n Case Subjects



- Customer complaints on ST Express fell for the fourth consecutive month narrowly missing its target of 15 complaints per 100,000 boardings.
- While customers may find it difficult to differentiate between late, early and missed trips, the combination of complaints in these categories align with ST's performance shown on the On Time Performance and Operated as Scheduled metrics.

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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: 97%	South: 98.5% North: 100%	N/A	6787	N/A	51%	54.8
Prior Month	South: 93% North: 99%	South: 98.5% North: 99%	N/A	6460	N/A	52%	34.8
Current	South: 95% North: 96%	South: 99% North: 100%	N/A	9,592	N/A	59%	16.5
Trend	South: ↗ North: ↘	South: ↗ North: ↗		↗		➔	↘

- Sounder service met its performance targets for both the North Line and South Line in October. Some of the delays and cancellations on Sounder Southline were related to mechanical issues with doors on October 10th, 23rd, and 30th. Other delays were due to freight interference, signal issues, and an incident of a vehicle blocking the tracks on October 11th.

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	99.1%	99.1%	98.3%	N/A	N/A	N/A	0.0
Prior Month	97.9%	97.8%	93.8%	N/A	N/A	40%	21.8
Current	99.2%	99.1%	87.5%	N/A	N/A	N/A	12.2
Trend	↗	↗	↘		➔	➔	↗

- Fleet availability has declined due to fleet issues with the new Brookville LRV. With the new HTLE alignment we have had a slight increase in complaints. This has been declining since opening, we believe because customers getting used to the new system.

² Based on Tacoma Dome Station, which is shared with Sounder.

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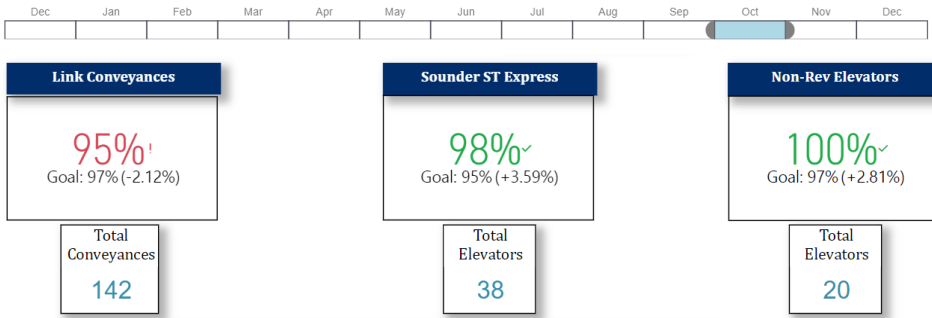
Operations Department



Vertical Conveyance

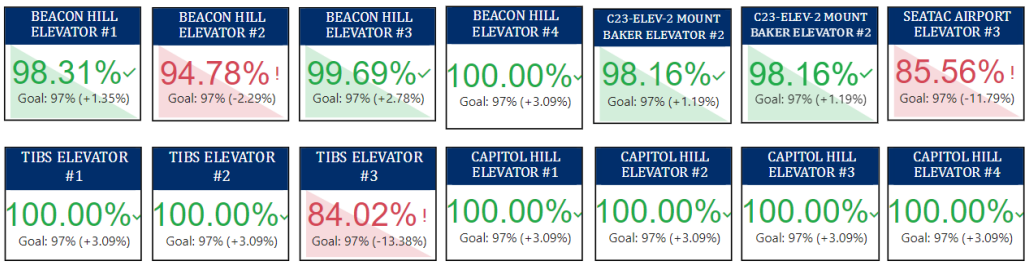
For an up-to-date, interactive and more detailed look at escalator and elevator performance, please see:

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

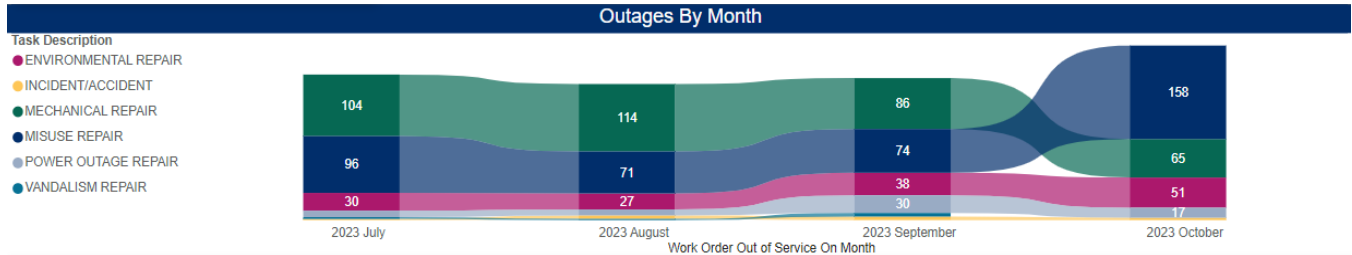


- Overall Link Conveyance availability is now based on all elevators and escalators and includes those in the Downtown Seattle Transit Tunnel.
- There were extensive projects and repairs underway at UW Station and Seatac Airport Station in the month of August for Link Conveyances that affected the overall availability.

Link ADA Elevators



- Beacon Hill Elevator had a damaged power supply board that required replacement and troubleshooting before the unit was returned to service.
- Seatac Airport Elevator #3 has had several environmental outages due to debris in the door sills. ST Facilities has been contacted for more frequent cleaning.
- TIBS Elevator #2 experienced a power event that caused damage to the soft starter that required replacement.



- Mechanical repairs were down 24% from the previous month as scheduled maintenance and testing continue.
- As our climate changes, historically, we have seen an increase in environmental outages. This year continues that trend, as there was a 40% increase from August to September.

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Safety Department



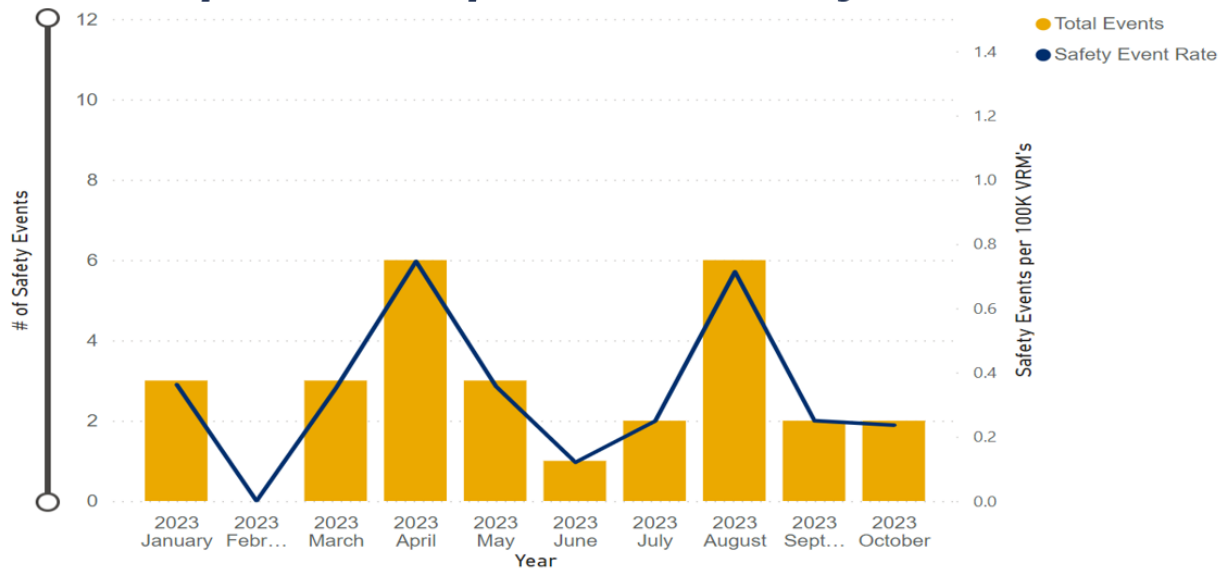
Safety Performance

ST Express - Reportable Safety Data

	Collisions rate per 100k VRM	Safety Events rate per 100k VRM	Injuries rate per 100k VRM	Fatalities 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	↗	↗	↗	↘

The Current Year Rate of collisions, rate of safety events, rate of injuries is well above the 3-year average for Sound Transit Express.

ST Express - Reportable Safety Events



For reportable safety events, 22 out of 28 were collisions through October of this year. ST bus collisions hit a peak of 5 vehicle

collisions in April and 4 vehicle collisions in August. There wasn't anything particularly unique about either surge – the incidents involved other vehicles either directly hitting the coach, or pushing another car into the coach. Most of the injuries for the year resulted from collisions (12 of the 16 reportable injuries). Most notably five (5) injuries occurred in August due to multiple passengers in the POVs involved. We have seen the rate of injuries increase compared to the last

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Safety Department



2 years due to a small increase in collisions and reduced VRMs through October. We will keep monitoring the rate for the next 2 months.

Other safety events this year have included transit worker and passenger assaults and a slip and fall; these also contributed to the injury rate.

Overall, rate and volume of safety events is higher than the last two years. It is expected rate and volume will remain elevated after we include the final two months of data for 2023.

Souder - Reportable Safety Data

	Collisions rate per 100k VRM	Safety Events rate per 100k VRM	Injuries rate per 100k VRM	Fatalities 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				

For Souder Commuter Rail, the current year numbers show a small decline from the last 3-year average.

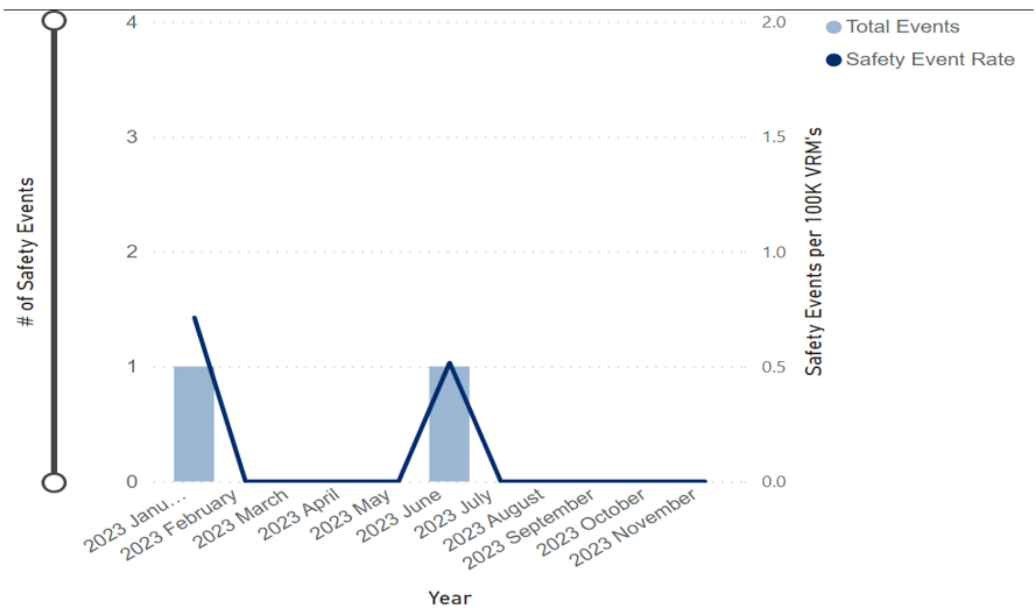
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There have been two reported safety events through October of this year. The January event was the result of an assault on a transit worker. The individual was transported for treatment from an assault that occurred inside Everett station. The month of June brought another assault on a transit worker. The security officer was transported for treatment (bloody nose and a headache).

Souder - Reportable Safety Events

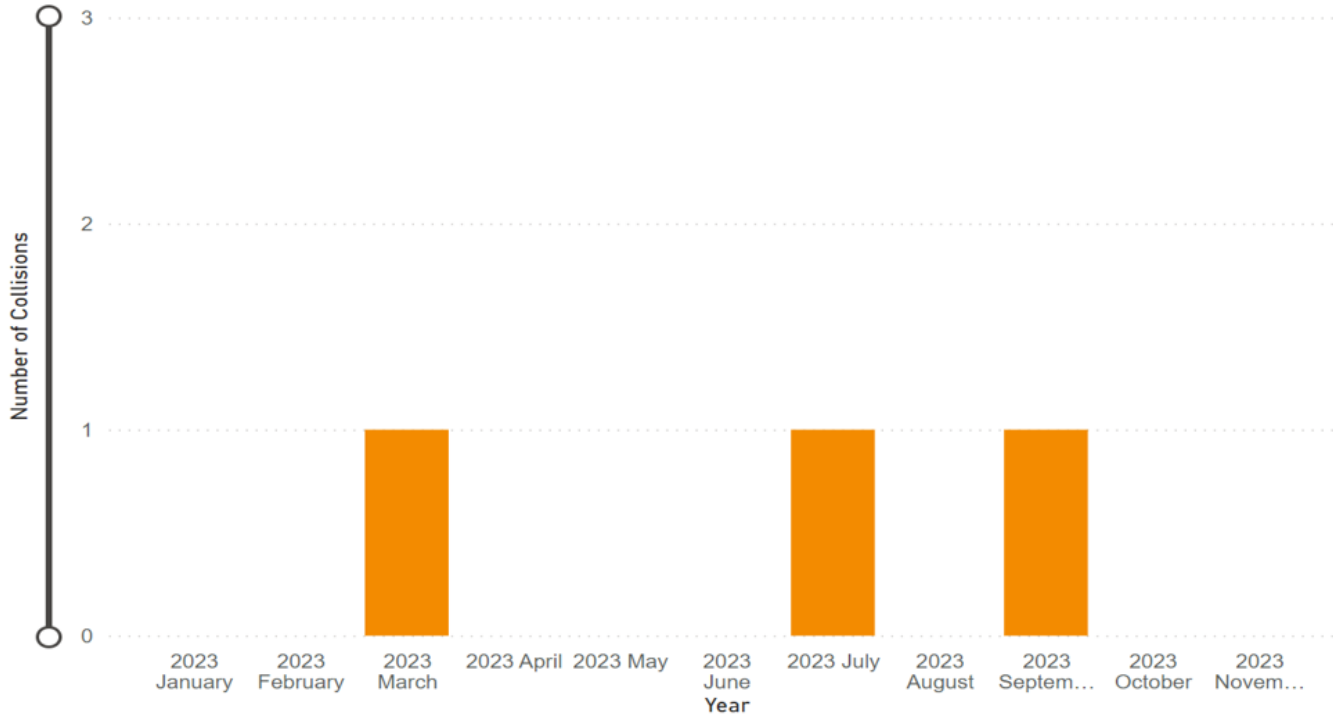


T Line- Reportable Safety Data

	Collisions rate per 100k VRM	Safety Events rate per 100k VRM	Injuries rate per 100k VRM	Fatalities 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	↘	↘	↗	

For the T Line, current year numbers show a slight decline from the average of three years for rate of collisions and safety events. The number of reportable injuries for this year and last year has been the same (one injury); however based on the exceedingly low average of the previous three years, the injury rate is above the target.

T Line- Reportable Collisions



Both the July and September collisions involved vehicles that were not fully in the turn lanes (one Pierce transit coach and one car), leaving a portion of the vehicle bodies in the dynamic envelope of the approaching T line trains.

The March collision involved a vehicle making an illegal left turn in front of the train, resulting in a collision. The driver of the vehicle was transported for unknown injuries.