

## Sound Transit Operations January 2017 Service Performance Report

### Ridership

| Total Boardings by Mode |                  |                  |              |                  |                  |              |
|-------------------------|------------------|------------------|--------------|------------------|------------------|--------------|
|                         | Jan-16           | Jan-17           | % Δ          | YTD-16           | YTD-17           | % Δ          |
| <b>ST Express</b>       | 1,433,007        | 1,503,335        | 4.9%         | 1,433,007        | 1,503,335        | 4.9%         |
| <b>Sounder</b>          | 331,257          | 363,506          | 9.7%         | 331,257          | 363,506          | 9.7%         |
| <b>Tacoma Link</b>      | 75,121           | 74,823           | -0.4%        | 75,121           | 74,823           | -0.4%        |
| <b>Link</b>             | 908,411          | 1,760,914        | 93.8%        | 908,411          | 1,760,914        | 93.8%        |
| <b>Paratransit</b>      | 3,633            | 4,781            | 31.6%        | 3,633            | 4,781            | 31.6%        |
| <b>System Total</b>     | <b>2,751,429</b> | <b>3,707,359</b> | <b>34.7%</b> | <b>2,751,429</b> | <b>3,707,359</b> | <b>34.7%</b> |

*Monthly ridership figures are preliminary and subject to revision on a quarterly basis.*

|                      |             |             |           |
|----------------------|-------------|-------------|-----------|
| <b>January 2016:</b> | 20 Weekdays | 5 Saturdays | 6 Sundays |
| <b>January 2017:</b> | 21 Weekdays | 4 Saturdays | 6 Sundays |

**Sound Transit** ridership increased by 956K, or 34.7%, compared to January 2016. System-wide average weekday boardings increased by 27% during the month. There was one additional weekday in 2017 than in the previous year.

**ST Express** ridership increased by 70K, or 4.9%. Average weekday boardings increased slightly by 0.7%. Weekend ridership increased significantly, with average Saturday boardings up 19.5% compared to January 2016. Ridership growth is attributed to the service investments made throughout 2016.

**Sounder** ridership was up 32K, or 9.7%, compared to January 2016. Similarly, average weekday boardings on Sounder were up 2.5% compared to same period last year, reaching an all time high of 17K average weekday boardings.

**Tacoma Link** ridership remained largely constant in January 2017, decreasing by 0.4%. Average weekday boardings were down 7.2%, while average Saturday boardings were up by 5.7%.

**Link** ridership was up 853K, or 93.8%, compared to the same period last year. Average weekday boardings were up by 89% to over 66K per weekday. The continued increase in monthly ridership and average weekday boardings is due to the Link extension, which opened in 2016.

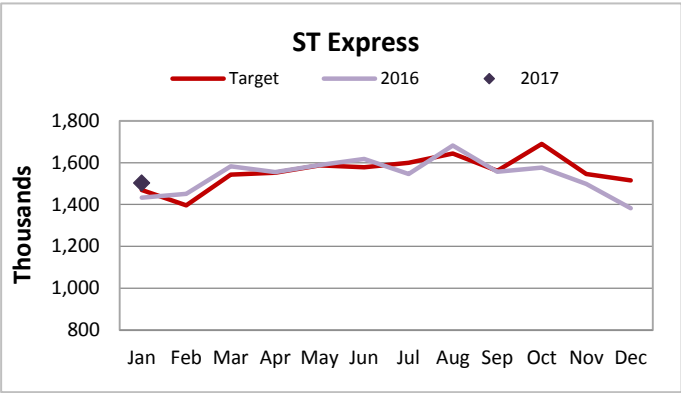
**Paratransit** services increased by 31.6% compared to January 2016. The increase in ridership is attributed to the opening of the University Link and Angle Lake extensions and additional customers requesting access to the Link system.

| Mode                | Average Daily Boardings |                |              |          |        |        |        |        |       |
|---------------------|-------------------------|----------------|--------------|----------|--------|--------|--------|--------|-------|
|                     | Weekday                 |                |              | Saturday |        |        | Sunday |        |       |
|                     | Jan-16                  | Jan-17         | % Δ          | Jan-16   | Jan-17 | % Δ    | Jan-16 | Jan-17 | % Δ   |
| <b>ST Express</b>   | 62,693                  | 63,144         | 0.7%         | 19,296   | 23,068 | 19.5%  | 13,635 | 14,173 | 3.9%  |
| <b>Sounder</b>      | 16,642                  | 17,057         | 2.5%         | 0        | 5,313  | N/A    | 0      | 0      | N/A   |
| <b>Tacoma Link</b>  | 3,311                   | 3,072          | -7.2%        | 1,464    | 1,548  | 5.7%   | 700    | 685    | -2.0% |
| <b>Link</b>         | 34,956                  | 66,060         | 89.0%        | 21,237   | 49,853 | 134.7% | 19,472 | 31,741 | 63.0% |
| <b>Paratransit</b>  | 117                     | 154            | 31.6%        | 117      | 154    | 31.6%  | 117    | 154    | 31.6% |
| <b>System Total</b> | <b>117,719</b>          | <b>149,488</b> | <b>27.0%</b> |          |        |        |        |        |       |

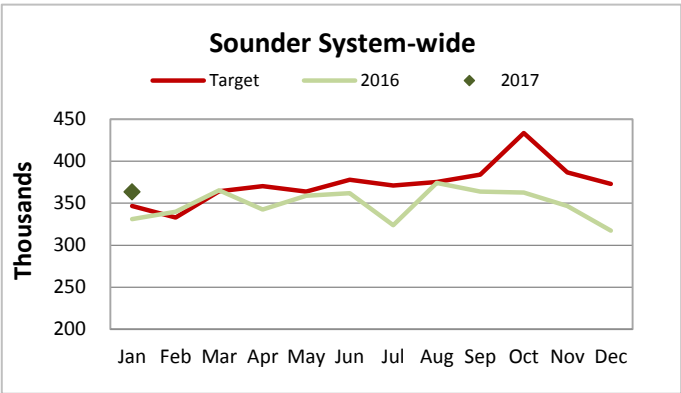
*Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.*

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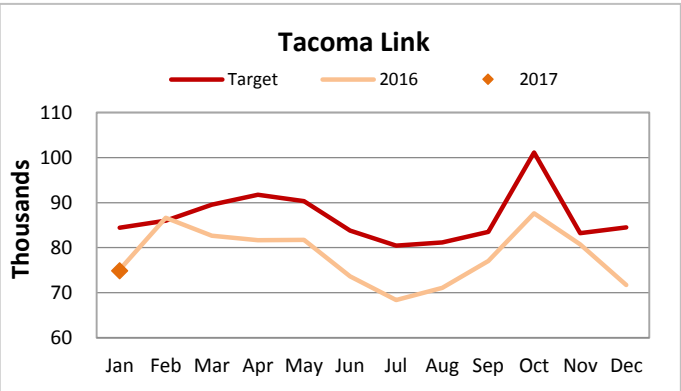
## Monthly Ridership Trends by Mode



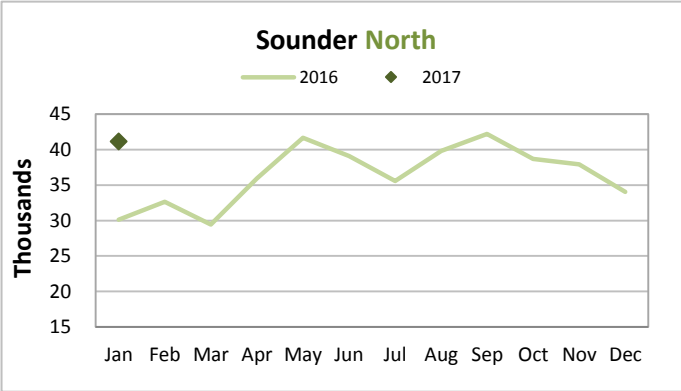
ST Express ridership increased by 4.9% and average weekday boardings increased by 0.7%.



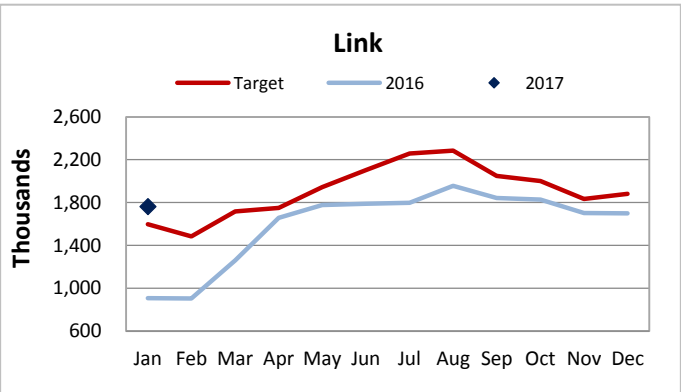
Sounder system-wide ridership increased by 9.7% compared to January 2016. Average weekday boardings increased by 2.5%.



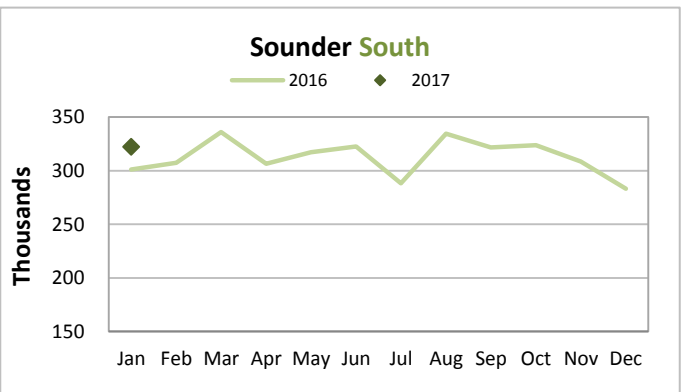
Tacoma Link ridership decreased by 0.4% compared to January 2016. Average weekday boardings were also down by 7.2% compared to the same period last year.



Sounder North ridership increased 36.7% overall and average weekday boardings increased 18% compared to January 2016.



Link ridership was up 93.8% compared to January 2016, while average weekday boardings increased by 89.0%. Link's impressive ridership gains are largely a result of the service extensions to the University of Washington and Angle Lake.



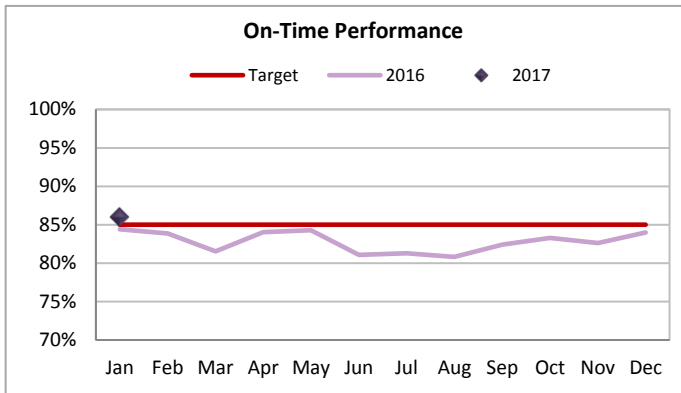
Sounder South ridership increased by 7% compared to January 2016 and average weekday boardings increased by 1%.

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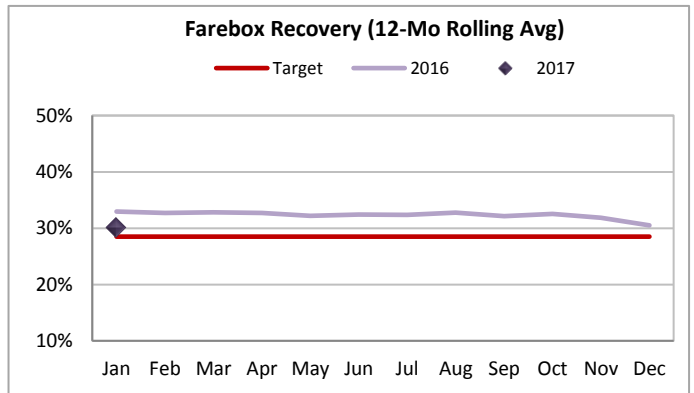
## ST Express

### Highlights

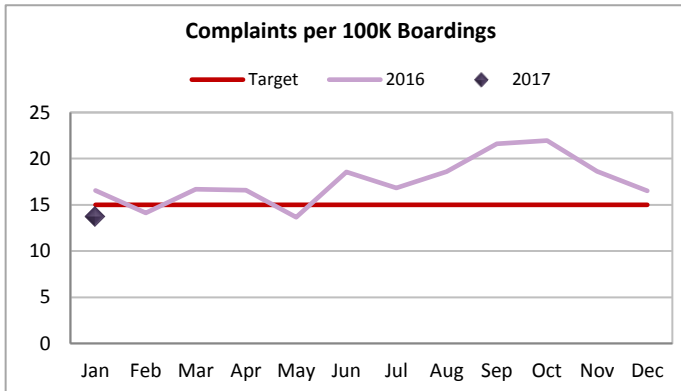
- Traffic congestion and overcrowding continue to impact on-time performance and the customer experience.
- Preventable accidents per 100K miles was slightly above target at 0.85. Safety is the top priority as staff and partners continue working together to identify and address the issues.



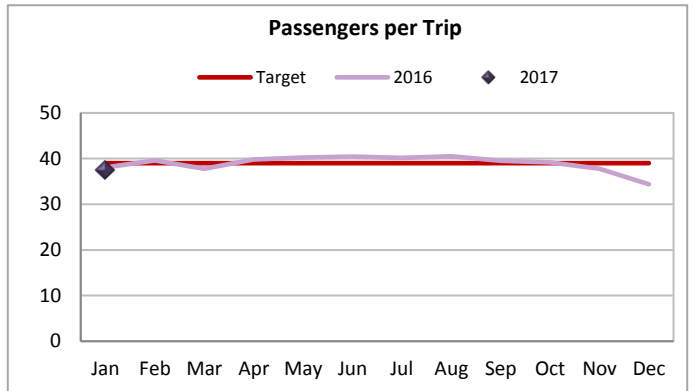
**Target: 85%      Jan 2017: 86.0%      YTD 2017: 86.0%**



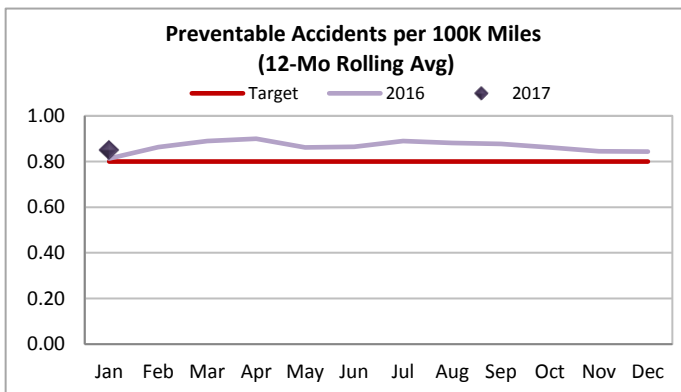
**Target: 28.5%      12-Mo Avg: 30.1%**



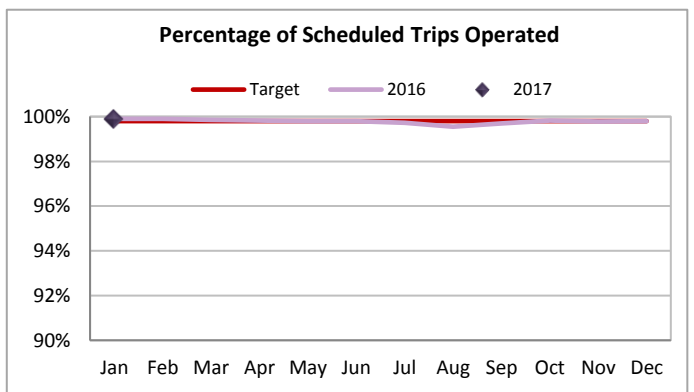
**Target: < 15      Jan 2017: 13.7      YTD 2017: 13.7**



**Target: 38.8      Jan 2017: 37.5      YTD 2017: 37.5**



**Target: 0.80      12-Mo Avg: 0.85**



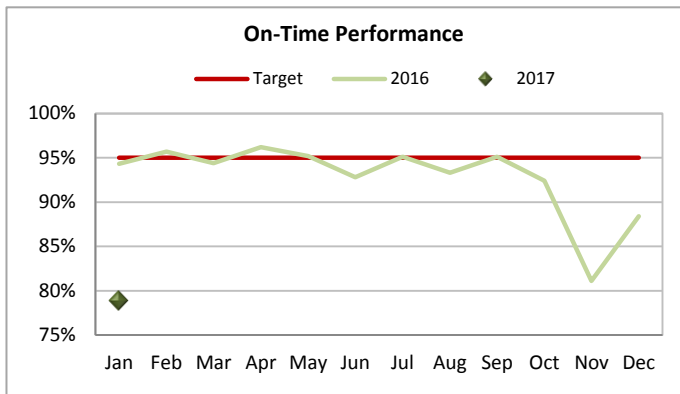
**Target: 99.8%      Jan 2017: 99.9%      YTD 2017: 99.9%**

# Sound Transit Operations January 2017 Service Performance Report

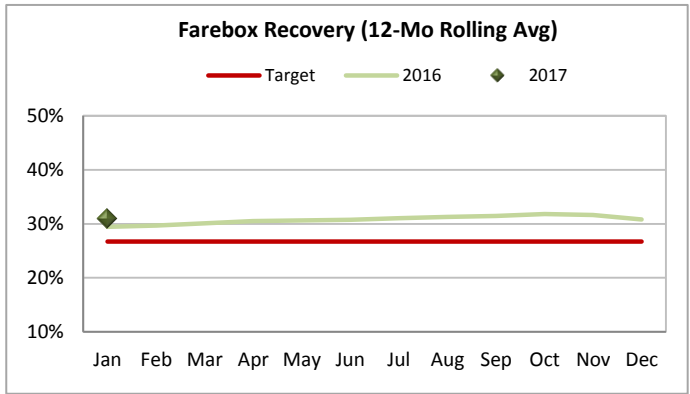
## Sounder Commuter Rail

### Highlights

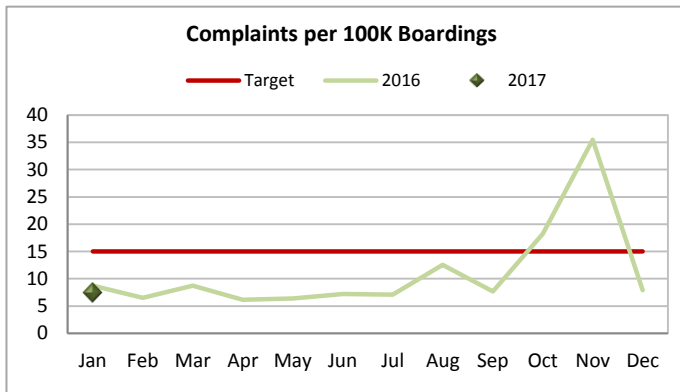
- Train delays caused by BNSF track construction continue to affect customer experience and on-time performance. As a result of construction in the Auburn area on a third mainline track and platform modifications, train speeds were dramatically reduced to protect railway workers and only one mainline track was available, creating increased traffic congestion. The project concluded at the end of January.



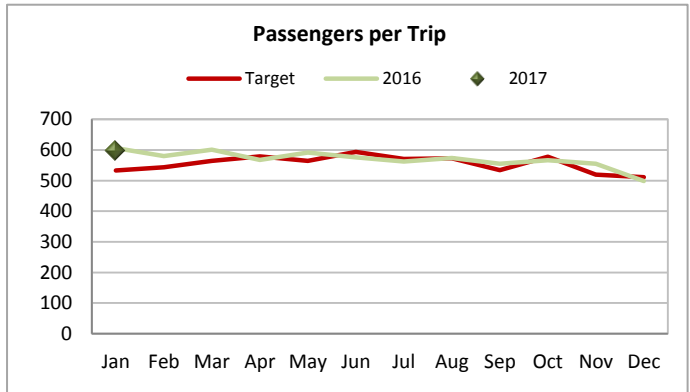
**Target: 95.0%      Jan 2017: 78.9%      YTD 2017: 78.9%**



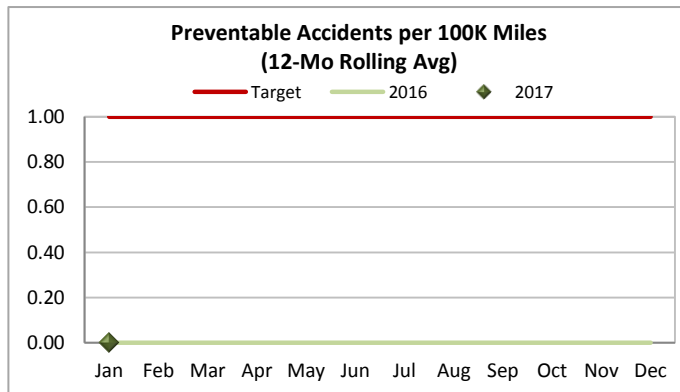
**Target: 26.7%      12-Mo Avg: 30.9%**



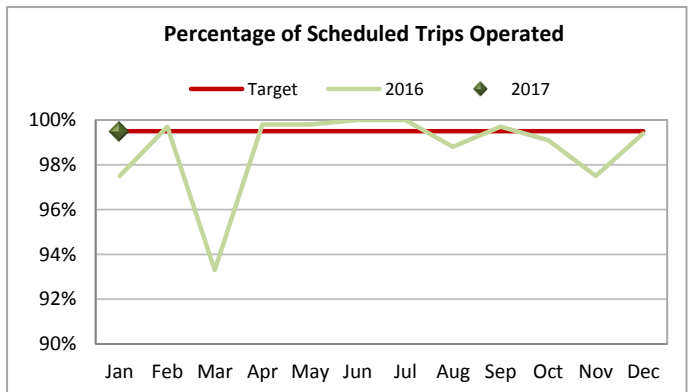
**Target: < 15      Jan 2017: 7.43      YTD 2017: 7.43**



**Target: 555      Jan 2017: 598.9      YTD 2017: 598.9**



**Target: 1.00      12-Mo Avg: 0.00**



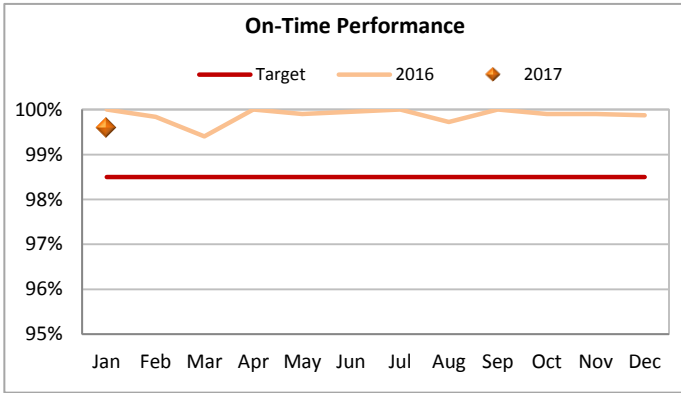
**Target: 99.5%      Jan 2017: 99.5%      YTD 2017: 99.5%**

# Sound Transit Operations January 2017 Service Performance Report

## Tacoma Link

### Highlights

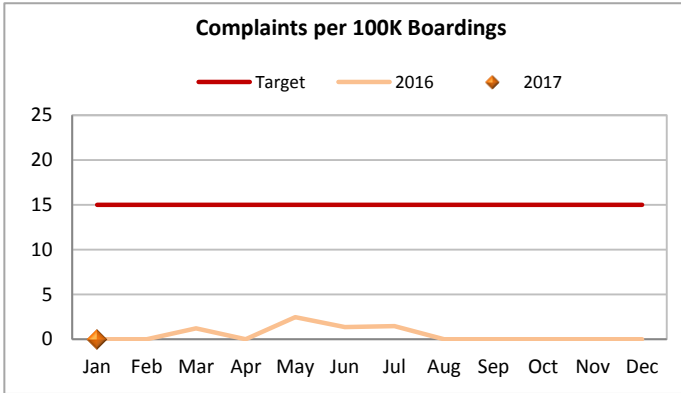
- Tacoma Link consistently performs better than target for on-time performance, complaints per 100K boardings, and percentage of scheduled trips operated.
- Passengers per trip was below target at 18.5 for the month of January.
- Preventable accidents per 100K miles is based on a 12-month rolling average. In January, Tacoma Link's 12-month rolling average was 1.31 due to one preventable accident that occurred in the yard during non-revenue hours in December 2016.



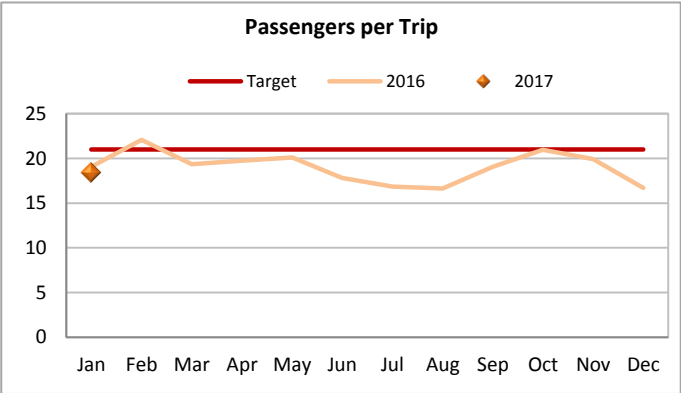
**Target: 98.5%      Jan 2017: 99.6%      YTD 2017: 99.6%**

**Farebox Recovery (12-Mo Rolling Avg)**

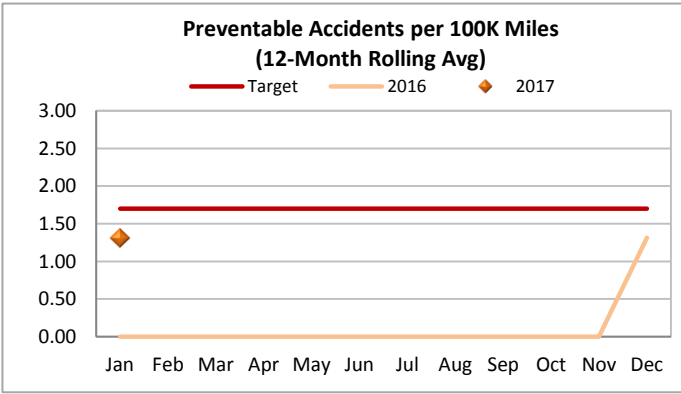
Tacoma Link to remain fare-free until 2022.



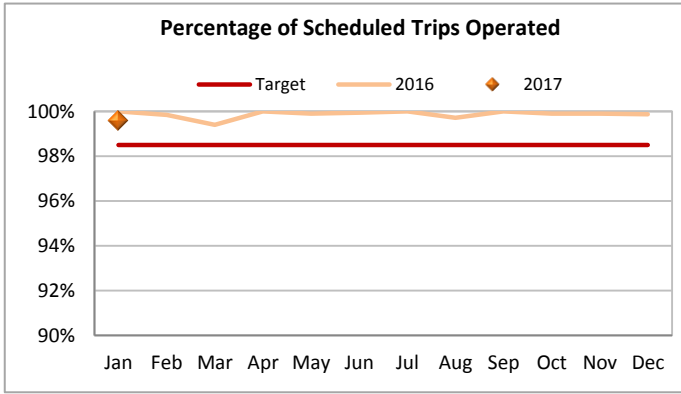
**Target: < 15      Jan 2017: 0.0      YTD 2017: 0.0**



**Target: 21.1      Jan 2017: 18.5      YTD 2017: 18.5**



**Target: < 1.7      12-Mo Avg: 1.31**



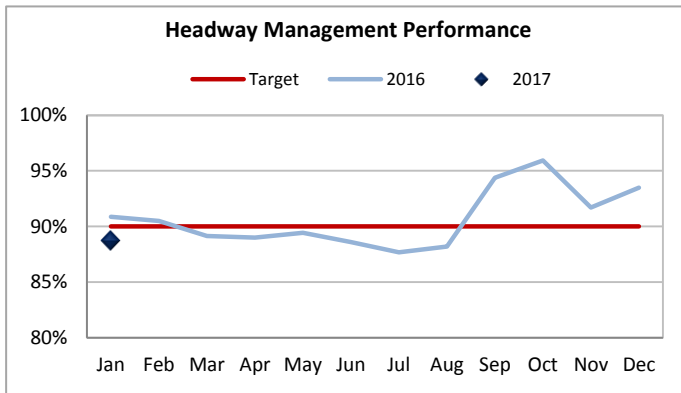
**Target: 98.5%      Jan 2017: 99.6%      YTD 2017: 99.6%**

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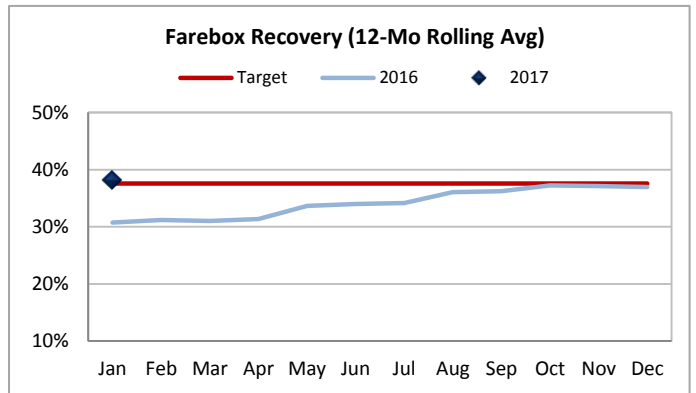
## Link

### Highlights

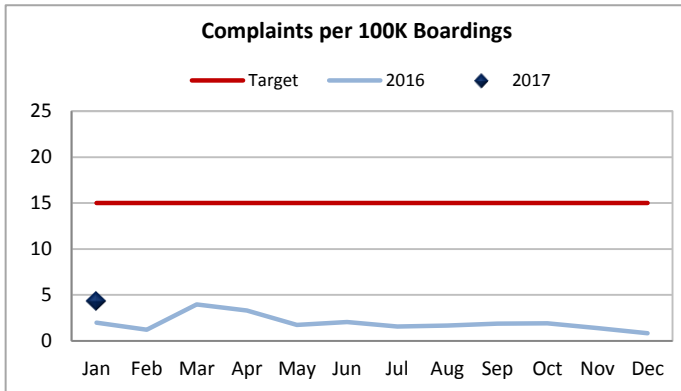
- In January, headway management and percentage of scheduled trips operated were below target at 88.7% and 95.3%, respectively. Track blockage events on MLK affected performance.
- Preventable accidents per 100K miles is based on a 12-month rolling average. In January, Link's 12-month rolling average was 0.05 due to one non-revenue preventable accident in the wash bay in November 2016.



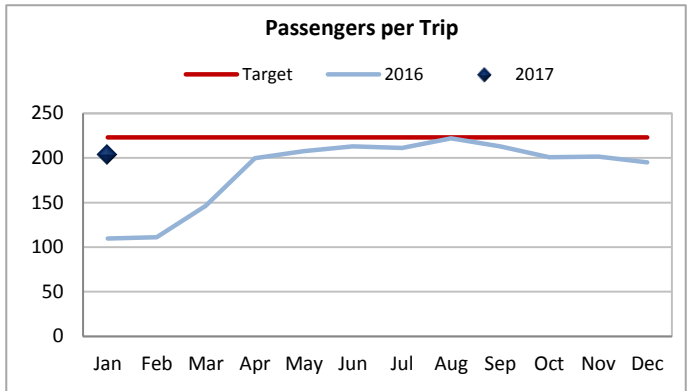
**Target: 90%      Jan 2017: 88.7%      YTD 2017: 88.7%**



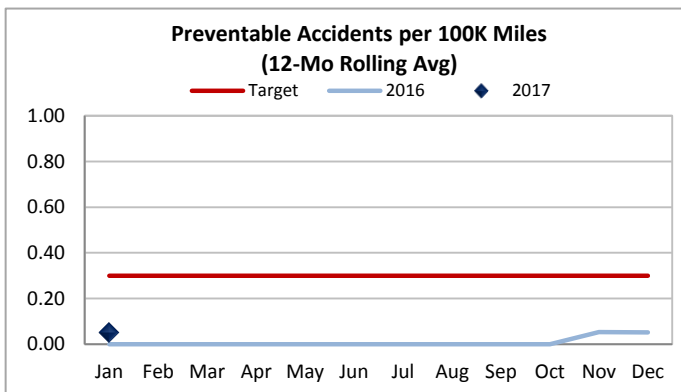
**Target: 37.6%      12-Mo Avg: 38.2%**



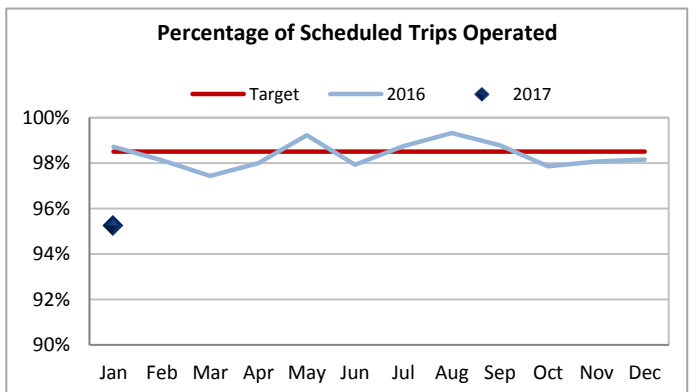
**Target: < 15      Jan 2017: 4.4      YTD 2017: 4.4**



**Target: 223      Jan 2017: 203.5      YTD 2017: 203.5**



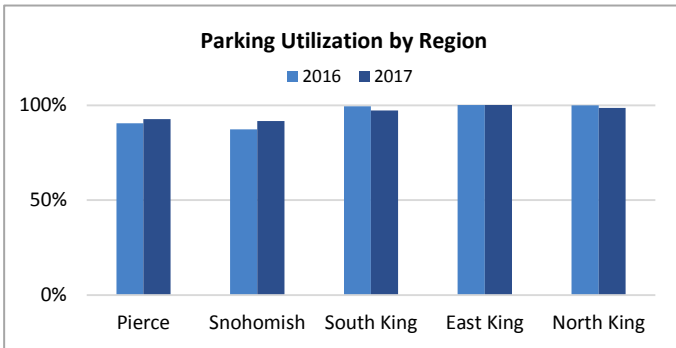
**Target: 0.30      12-Mo Avg: 0.05**



**Target: 98.5%      Jan 2017: 95.3%      YTD 2017: 95.3%**

# Sound Transit Operations January 2017 Service Performance Report

## General Transit



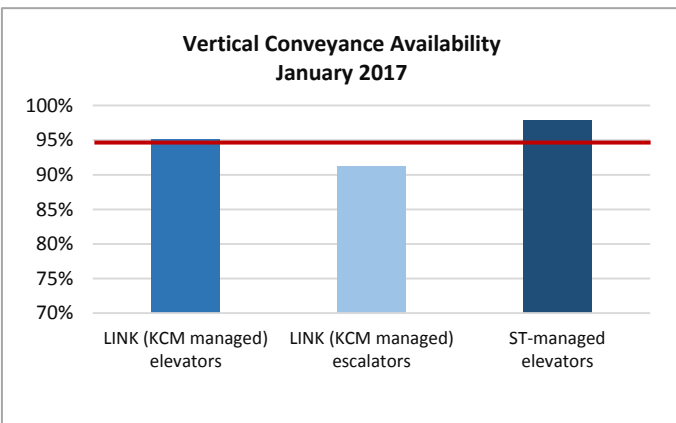
| System-wide Permanent & Leased Parking |               |               |            |
|--|---------------|---------------|------------|
| January 2017                           |               |               |            |
| Region                                 | Available     | Utilized      | % Utilized |
| Snohomish                              | 3,613         | 3,317         | 92%        |
| North King                             | 239           | 236           | 99%        |
| East King                              | 1,488         | 1,494         | 100%       |
| South King                             | 5,031         | 4,899         | 97%        |
| Pierce                                 | 4,913         | 4,556         | 93%        |
| <b>System Total</b>                    | <b>15,284</b> | <b>14,502</b> | <b>95%</b> |

A total of 15,284 parking stalls are available at 31 locations in Pierce County, Snohomish County, as well as North, East, and South King County. Temporary (leased) parking is available in all regions except East King County.

Utilization continues to be at or near capacity at many of our parking facilities. Overall utilization increased by 2% compared to January 2016, reflecting 95% system-wide utilization.

The Pierce County region experienced 2% growth, and Snohomish County increased by 4%. North, East, and South King regions decreased by 2% compared to the same period of last year.

Angle Lake garage and surface lot introduced 1,160 parking spaces with the opening of the new station. In its fourth full month of operation, the spaces are well utilized at 95% capacity, compared to 90% in December, 86% in November, and 80% in October.

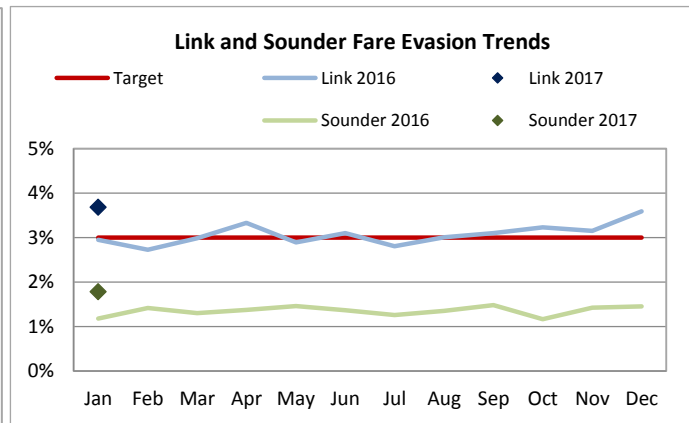


Targeted availability is set at 95% to match contract standards.

Link elevators, which are managed by KCM, were at targeted availability levels of 95% during the month of January.

KCM managed Link escalators were down for the period at 91.2% availability, driven by lengthy repairs at University of Washington station.

Sound Transit managed elevators at ST Express and Sounder locations consistently perform above the 95% target availability and achieved 97.8% in the month of January.



**Fare Evasion** on Link increased compared to January 2016, with final results of 3.69% exceeding the 3% targeted range. January Link boardings increased 93.8% compared to last year, resulting in a lower inspection rate on Link.

Sounder fare evasion also increased compared to the same time last year, with final results of 1.79% for the month.

Overall, combined fare evasion was 3.39%, above the targeted range of 3%. Fare inspections trended over 5% of all rail passengers in January 2017, below the targeted inspection rate of 10%.

