

**Sound Transit Operations  
December 2016 Service Performance Report**

## Ridership

	Total Boardings by Mode					
	Dec-15	Dec-16	% Δ	YTD-15	YTD-16	% Δ
<b>ST Express</b>	1,418,202	1,381,533	-2.6%	18,312,624	18,468,373	0.9%
<b>Sounder</b>	315,387	316,898	0.5%	3,851,831	4,165,992	8.2%
<b>Tacoma Link</b>	76,485	71,694	-6.3%	973,412	937,885	-3.6%
<b>Link</b>	929,395	1,699,902	82.9%	11,530,411	19,121,621	65.8%
<b>Paratransit</b>	3,483	4,084	17.3%	46,033	48,243	4.8%
<b>System Total</b>	<b>2,742,952</b>	<b>3,474,111</b>	<b>26.7%</b>	<b>34,714,311</b>	<b>42,742,113</b>	<b>23.1%</b>

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

<b>December 2015:</b>	22 Weekdays	4 Saturdays	5 Sundays
<b>December 2016:</b>	21 Weekdays	5 Saturdays	5 Sundays

**Sound Transit** ridership increased by 731K, or 26.7%, compared to December 2015. Preliminary year-to-date ridership system-wide showed a 23.1% increase compared to 2015. The large increases in ridership were fueled by the Link extensions to the University of Washington and Angle Lake.

**ST Express** ridership decreased by 37K, or 2.6%, compared to the same period last year. Average weekday boardings grew slightly by 0.8%, compared to December 2015. Preliminary year-to-date ridership showed a 0.9% increase compared to 2015.

**Sounder** ridership during the month remained fairly constant compared to the same period last year, increasing by 2K, or 0.5%. Average weekday boardings increased by 7.3%. Ridership growth is attributed to the the new Sounder mid-day trains which were implemented in the September service change.

**Tacoma Link** ridership decreased by 5K, or 6.3%, compared to December 2015. Similarly, average weekday boardings decreased by 11% during the month. Average Saturday and Sunday ridership increased by 15.3% and 11.3%, respectively. Preliminary year-end ridership on Tacoma Link showed a 3.6% decrease over 2015 but would still rank the sixth highest ridership year for the Tacoma Link system.

**Link** ridership increased by 771K, or 82.9%, compared to December 2015. Similarly, average weekday, Saturday, and Sunday boardings were up 90.1%, 49.1%, and 98.0%, respectively. Preliminary year-end ridership on Link showed 65.8% growth over 2015, surpassing 19 million riders in 2016.

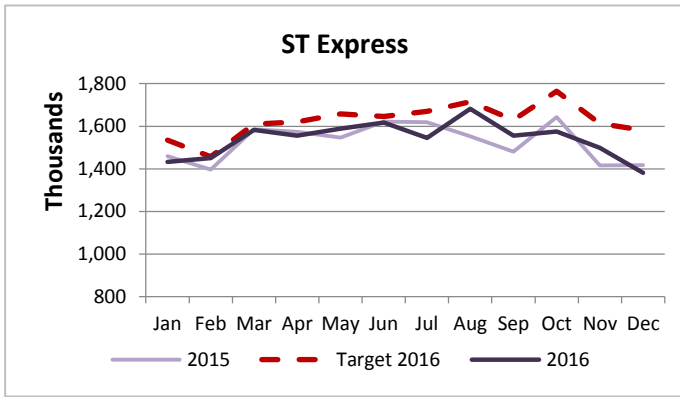
**Paratransit** services increased by 17.3% compared to December 2015. The increase in Paratransit ridership is attributed to the increased ridership on Link with the opening of the University Link extension and additional customers requesting access to the Link system.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Dec-15	Dec-16	% Δ	Dec-15	Dec-16	% Δ	Dec-15	Dec-16	% Δ
<b>ST Express</b>	57,423	57,876	0.8%	20,101	19,072	-5.1%	14,342	14,154	-1.3%
<b>Sounder</b>	13,669	14,662	7.3%	0	9,001	N/A	9,378	0	N/A
<b>Tacoma Link</b>	3,052	2,717	-11.0%	1,634	1,885	15.3%	561	624	11.3%
<b>Link</b>	33,652	63,985	90.1%	21,775	32,456	49.1%	20,389	40,369	98.0%
<b>Paratransit</b>	112	132	17.3%	112	132	17.3%	112	132	17.3%
<b>System Total</b>	<b>107,909</b>	<b>139,372</b>	<b>29.2%</b>						

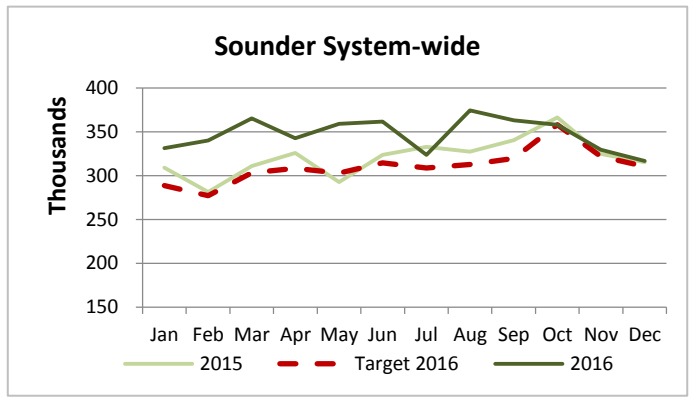
*Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.*

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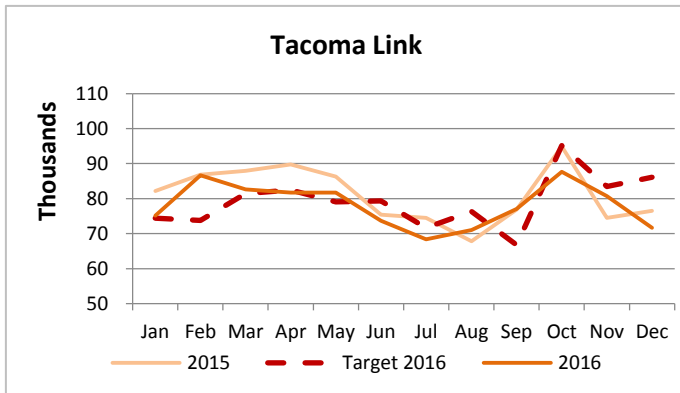
## Monthly Ridership Trends by Mode



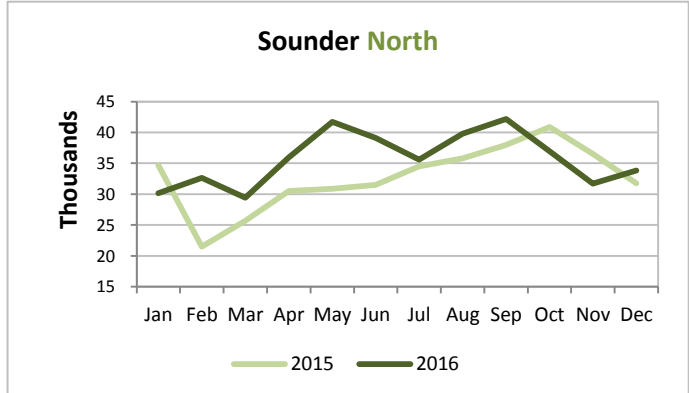
ST Express ridership decreased by 2.6% and average weekday boardings increased by 0.8%. Preliminary year-to-date ridership showed a 0.9% increase in ridership compared to 2015.



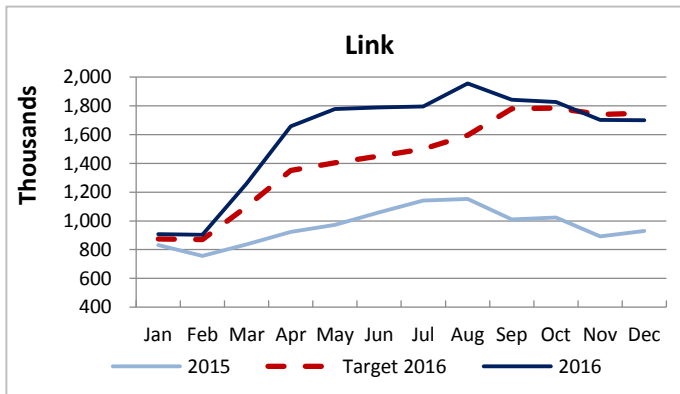
Sounder system-wide ridership increased by 0.5% compared to December 2015. Average weekday boardings increased by 7.3%.



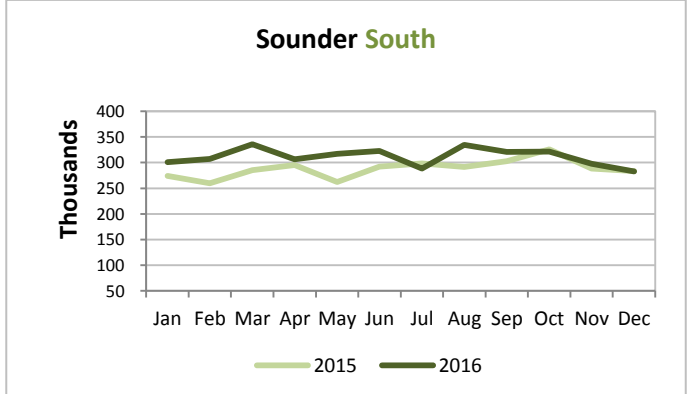
Tacoma Link ridership decreased by 6.3% compared to December 2015. Average weekday boardings were also down by 11% compared to the same period last year.



Sounder North ridership increased 6.4% overall and average weekday boardings increased 9.5% compared to December 2015.



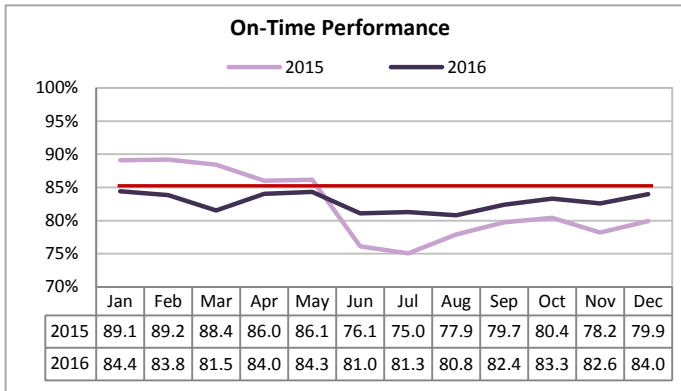
Link ridership was up 82.9% compared to December 2015, while average weekday boardings increased by 90.1%. Link's impressive ridership gains are largely a result of the service extensions to the University of Washington and Angle Lake.



Sounder South ridership decreased by 0.2% compared to December 2015; however, average weekday boardings increased by 7.0%.

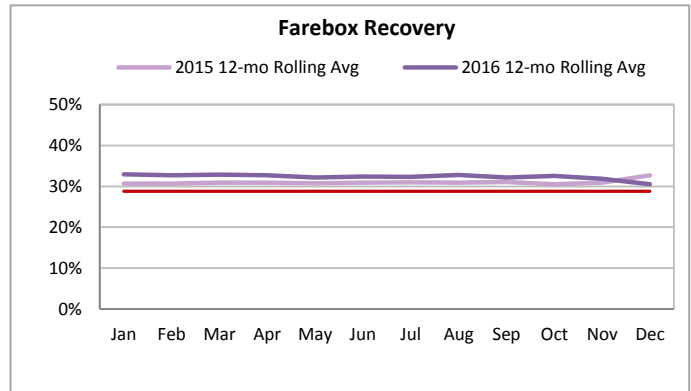
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## ST Express



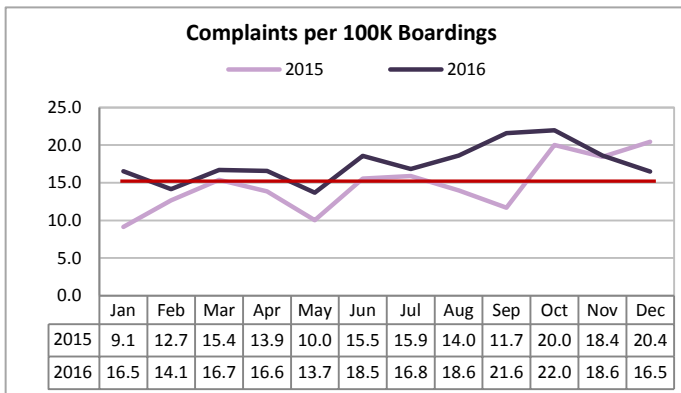
**Target: 85%**      **Dec 2016: 84.0%**      **YTD 2016: 82.8%**

OTP was lower than target in December due to traffic congestion and overcrowding that caused late buses. However, OTP has improved compared to the same period of last year.



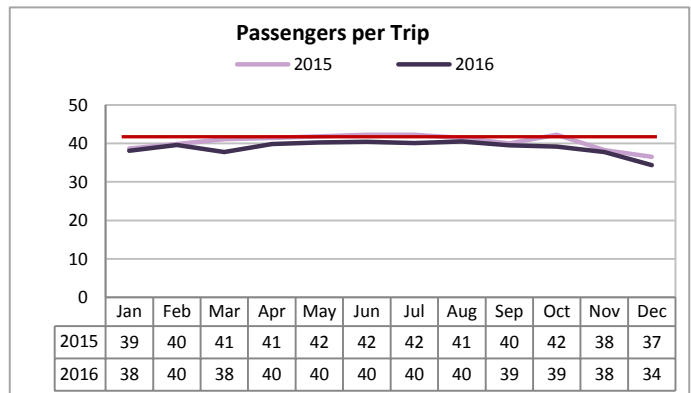
**Target: 28.8%**      **Dec 2016: 33.1%**      **12-Mo Avg: 30.5%**

Farebox recovery of 33.1% was above target for the month of December and ST Express performed better than target at 30.5% farebox recovery over the most recent rolling 12 months.



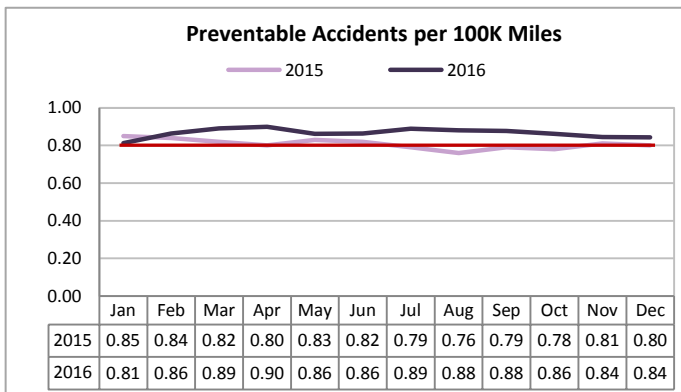
**Target: <15**      **Dec 2016: 16.5**      **YTD 2016: 17.6**

Complaints have been up since last fall primarily due to overcrowding and congestion.



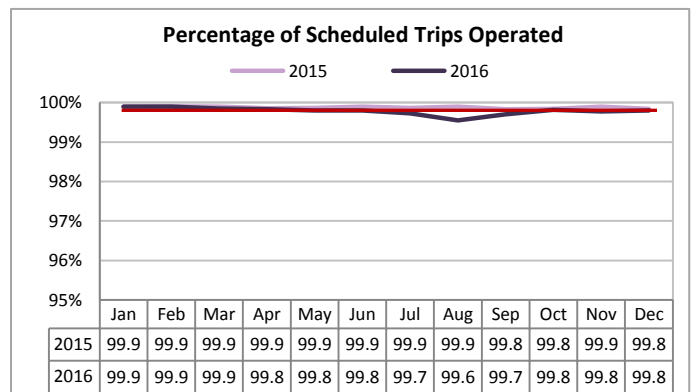
**Target: 41.8**      **Dec 2016: 34.4**      **YTD 2016: 38.9**

Passengers per trip came in lower than the target of 41.8 and decreased by 8.1% compared to the same period of last year.



**Target: 0.80**      **Dec 2016: 0.84**      **YTD 2016: 0.84**

Preventable accidents per 100K miles increased slightly compared to last year. Safety is the top priority as staff and partners continue working together to identify and address the issues.

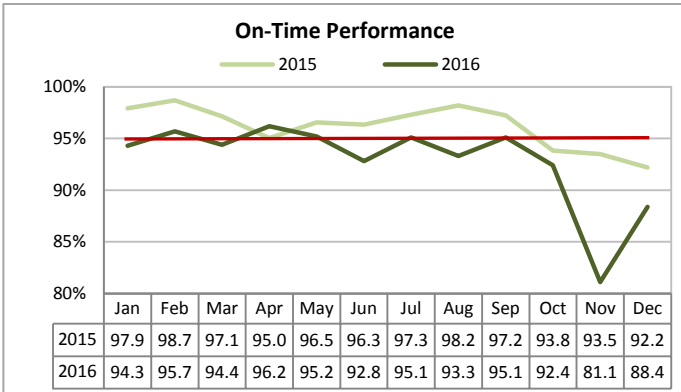


**Target: 99.8%**      **Dec 2016: 99.8%**      **YTD 2016: 99.8%**

Percentage of scheduled trips operated this month and YTD met the target of 99.8%.

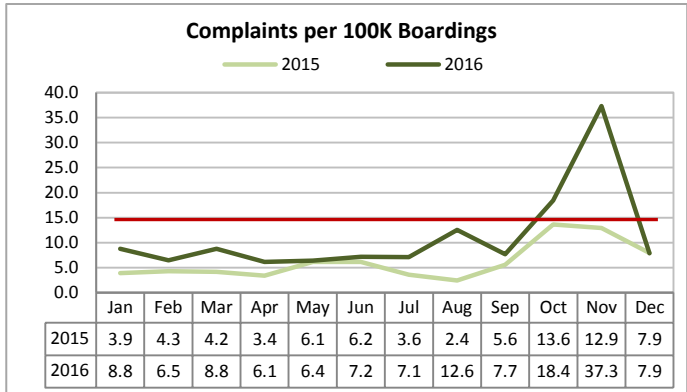
# Sound Transit Operations December 2016 Service Performance Report

## Sounder Commuter Rail



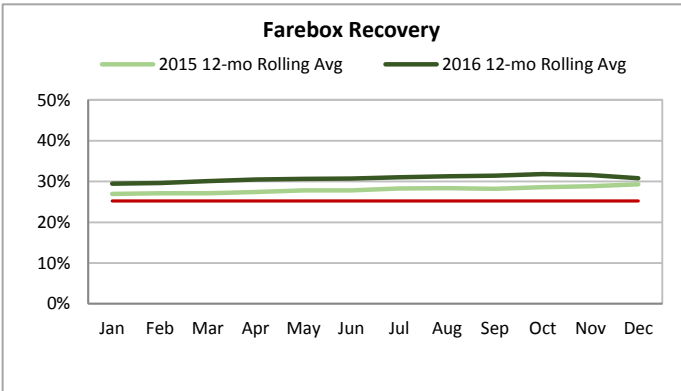
**Target: 95.0%**      **Dec 2016: 88.4%**      **YTD 2016: 92.8%**

Sounder OTP improved significantly in December over November's performance. The major factor impacting performance continues to be construction in the Auburn area on a third mainline track and platform modifications. Train speeds have been dramatically reduced to protect railway workers and only one mainline track has been available, creating increased traffic congestion. The project is scheduled to be completed by January 27.



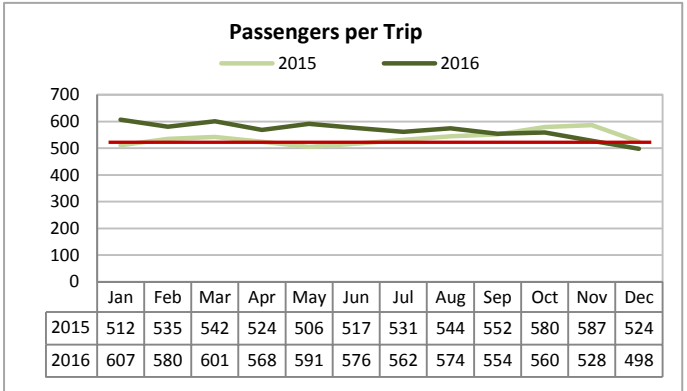
**Target: <15**      **Dec 2016: 7.9**      **12-Mo Avg: 11.2**

Complaints per 100K boardings were lower in December than the prior month and were unchanged compared to the same period of 2015. Train delays caused by BNSF track construction continue to affect customer experience. Complaints are expected to remain higher than normal through January.



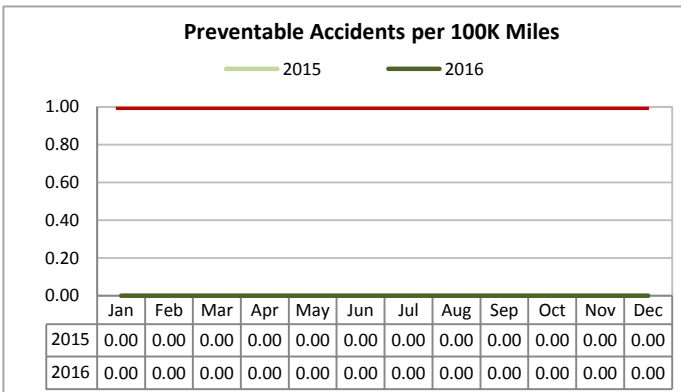
**Target: 25.3%**      **Dec 2016: 25.0%**      **YTD 2016: 30.8%**

Sounder farebox recovery has remained steady. The 12-month rolling average continues to perform better than target and is at 30.8% YTD.



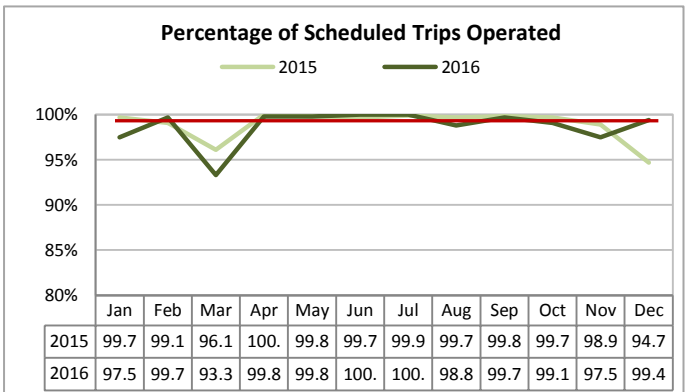
**Target: 506**      **Dec 2016: 498.3**      **YTD 2016: 565.9**

The number of passengers per trip for the month of December was lower than target at 498; however, YTD exceeded the target at 565.9.



**Target: 1.00**      **Dec 2016: 0.00**      **YTD 2016: 0.00**

Sounder has not experienced a preventable accident since service began.

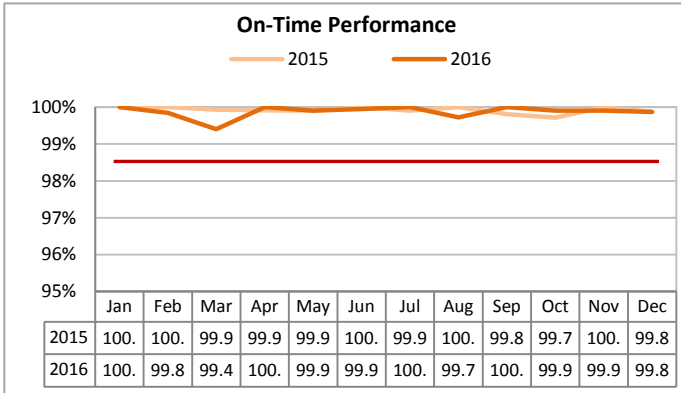


**Target: 99.5%**      **Dec 2016: 99.4%**      **YTD 2016: 98.7%**

Percentage of scheduled trips operated in December was just below target but exceeded the same period of 2015 and the month prior.

# Sound Transit Operations December 2016 Service Performance Report

## Tacoma Link

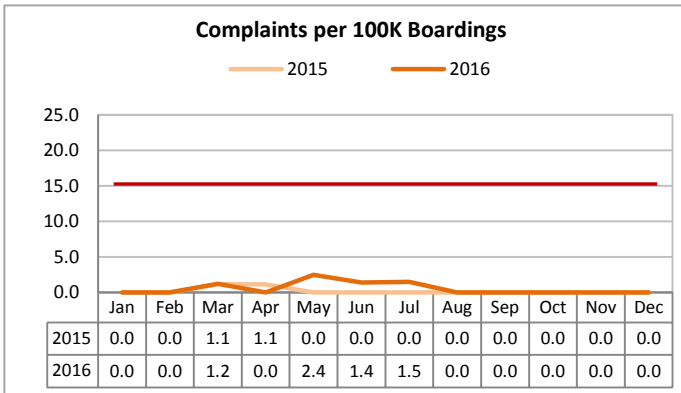


**Target: 98.5%**      **Dec 2016: 99.9%**      **YTD 2016: 99.9%**

Tacoma Link consistently performs well above the target for on-time performance.

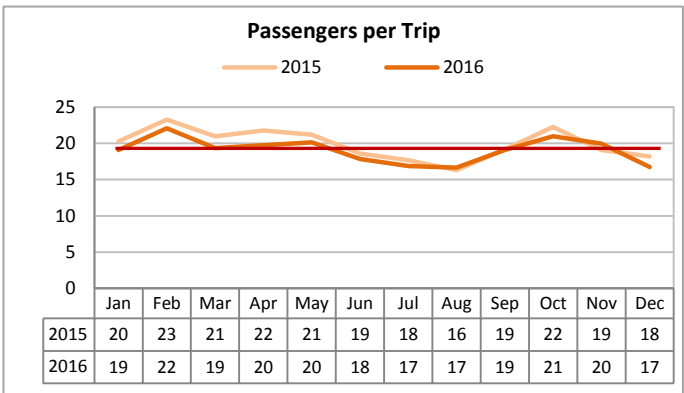


Per Board action in April 2016, Tacoma Link fares will not be implemented until the opening of the Hilltop extension.



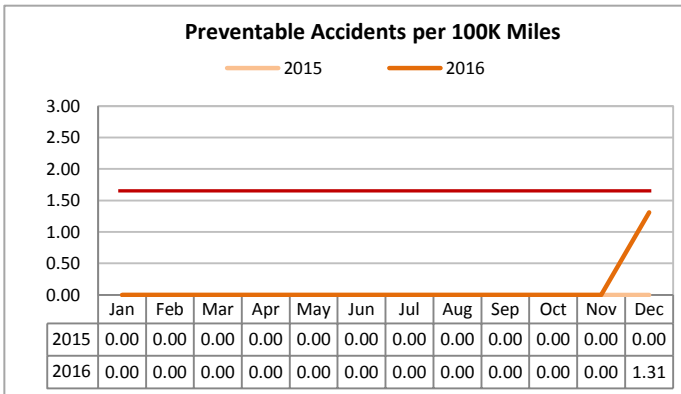
**Target: <15**      **Dec 2016: 0.0**      **YTD 2016: 0.5**

Tacoma Link received no complaints in December and consistently operates well within the target of less than 15 complaints per 100K boardings.



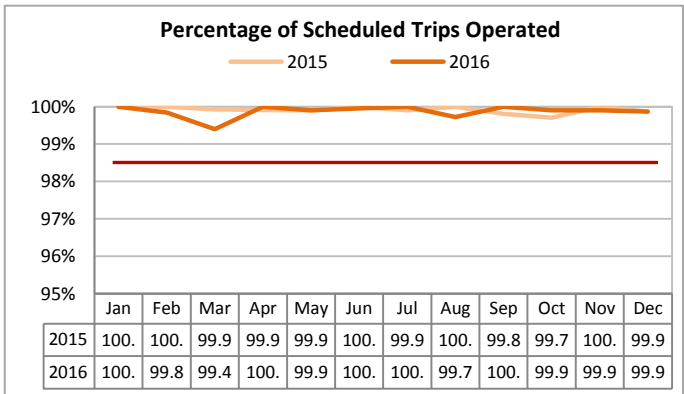
**Target: 19.2**      **Dec 2016: 16.7**      **YTD 2016: 19.0**

The number of passengers per trip was 16.7, which was below target and the same period of last year.



**Target: 1.66**      **Dec 2016: 1.31**      **YTD 2016: 1.31**

In December Tacoma Link experienced one preventable accident in the yard during non-revenue hours.

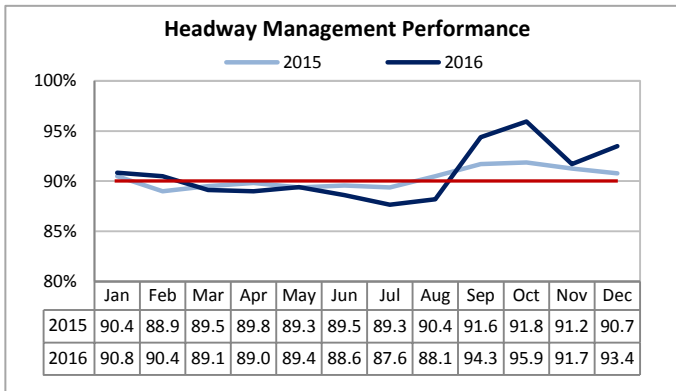


**Target: 98.5%**      **Dec 2016: 99.9%**      **YTD 2016: 99.9%**

Tacoma Link consistently operates nearly all scheduled trips and performs better than the target.

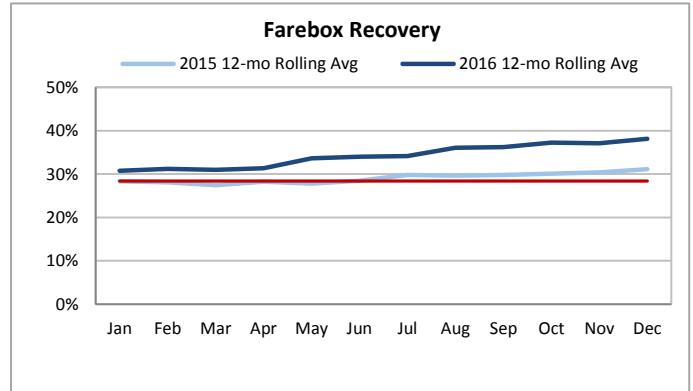
# Sound Transit Operations December 2016 Service Performance Report

## Link



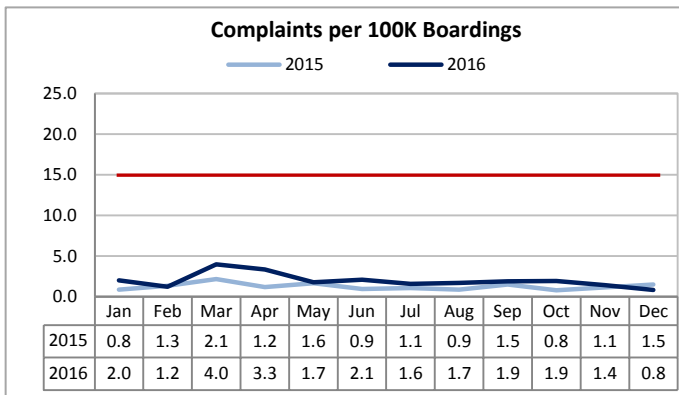
**Target: 90%**      **Dec 2016: 93.5%**      **YTD 2016: 90.7%**

Headway management is above targeted levels and performed better than the month prior and December of last year.



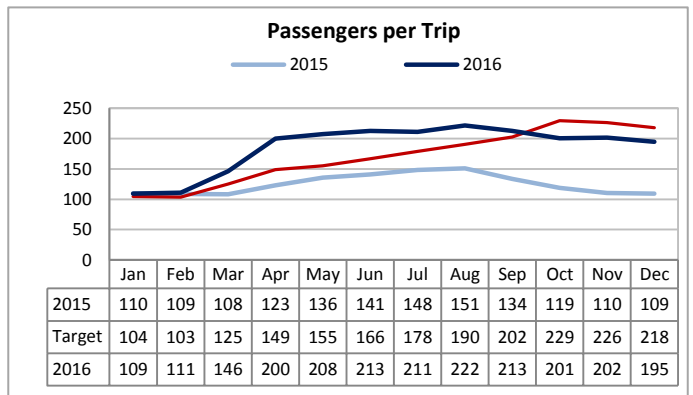
**Target: 28.4%**      **Dec 2016: 50.5%**      **12-Mo Avg: 38.2%**

Farebox recovery achieved 38.2% during the most recent rolling 12 months, which is above target and trending better than the year prior.



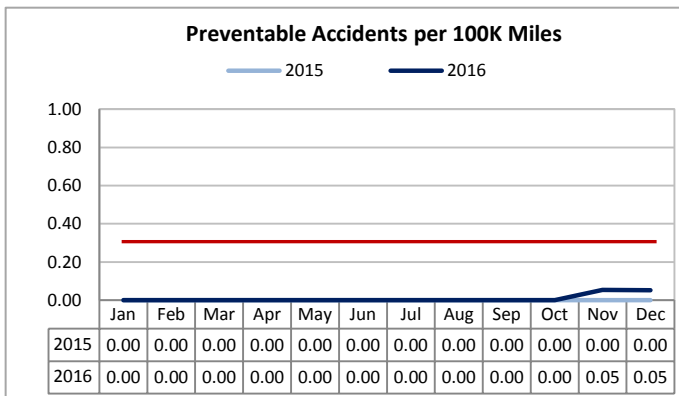
**Target: <15**      **Dec 2016: 0.8**      **YTD 2016: 1.9**

Link received 0.8 complaints per 100K boardings in December, which was well within the targeted range despite healthy ridership gains.



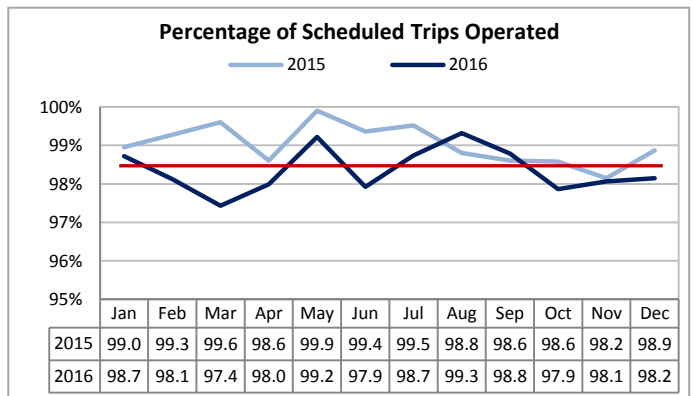
**Target: 171**      **Dec 2016: 195.0**      **YTD 2016: 186.5**

In December, Link observed a similar trend as 2015 where passengers per trip fell slightly. However, PPT is up significantly over last year from 109 to 195. The target line for passengers per trip (red) reflects the openings of the University Link and Angle Lake extensions.



**Target: 0.30**      **Dec 2016: 0.05**      **YTD 2016: 0.05**

Link experienced one non-revenue preventable accident in the wash bay in November.

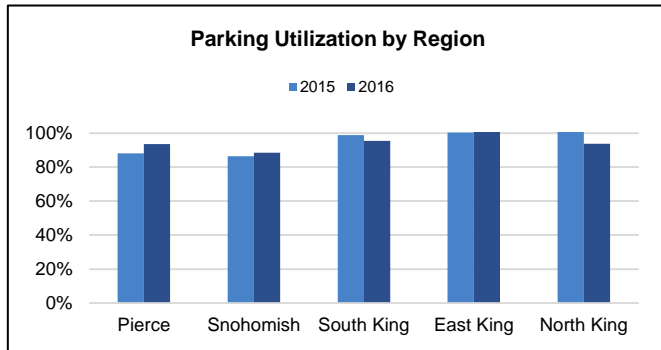


**Target: 98.5%**      **Dec 2016: 98.2%**      **YTD 2016: 98.4%**

Scheduled trips operated in December was below target at 98.2% and just below target YTD at 98.4%.

# Sound Transit Operations December 2016 Service Performance Report

## General Transit



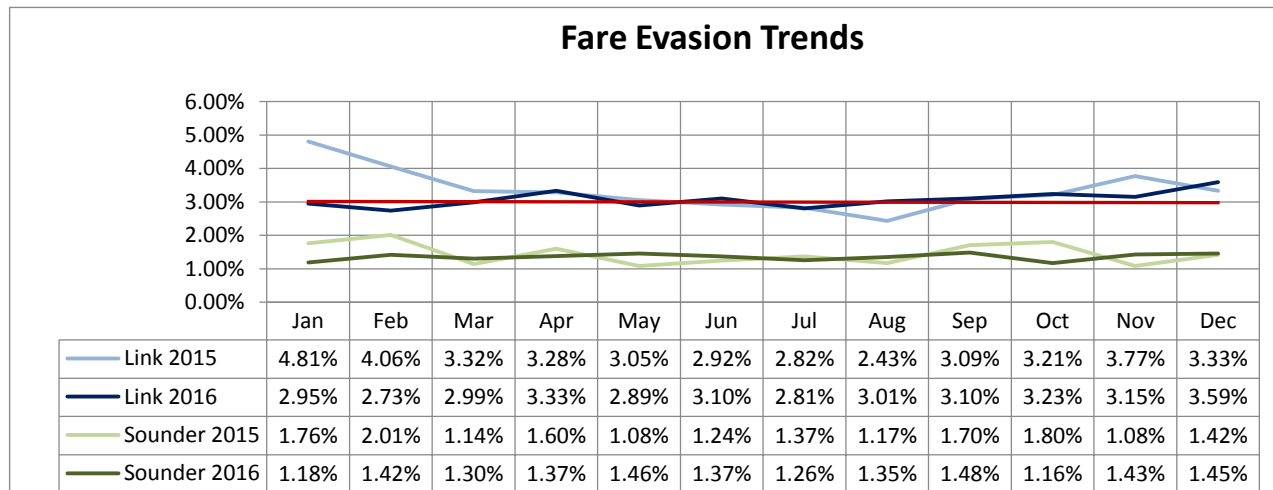
System-wide Permanent & Leased Parking			
December 2016			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,195	88%
North King	240	225	94%
East King	1,488	1,502	101%
South King	4,991	4,757	95%
Pierce	4,563	4,271	94%
<b>System Total</b>	<b>14,895</b>	<b>13,950</b>	<b>94%</b>

A total of 14,895 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 December 2015, reflecting 94% system-wide utilization.

The Pierce County region experienced 6% growth, and Snohomish County increased by 2%. North, East, and South King regions decreased by 3% 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 third full month of operation, the spaces are well utilized at 90% capacity, compared to 86% in November and 80% in October.



**Fare Evasion** on Link increased compared to December 2015, with final results of 3.59% exceeding the 3% targeted range. December Link boardings increased 91% compared to last year, resulting in a lower inspection rate on Link.

Sounder fare evasion increased marginally compared to the prior month and the same time last year, with final results of 1.45% for the month.

Overall, combined fare evasion was 3.25%, above the targeted range of 3%. Fare inspections trended over 6% of all rail passengers in December 2016, below the targeted inspection rate of 10%.



# Sound Transit Operations 2016 Monthly Modal Performance Data Sheet

Tacoma Link												
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time <sup>1</sup>	Fleet Availability	On-Time Performance <sup>2</sup>	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Farebox Recovery <sup>5</sup>	
Targets	≥ 99.8%	> 90.0%	80%	≥ 85.0%	19,500,000	41.8	< 15.0	< 15.0	≤ 1.66	N/A	N/A	
Jan	37,644	99.9%	97.0%	84.4%	1,433,007	38.1	237	16.5	9	0.81	32.7%	
Feb	36,673	99.9%	94.0%	83.9%	1,451,138	39.6	205	14.1	13	0.86	27.9%	
Mar	41,910	99.9%	95.0%	81.5%	1,582,819	37.8	264	16.7	14	0.89	33.9%	
Apr	39,071	99.8%	97.0%	84.1%	1,555,285	39.8	258	16.6	12	0.90	28.7%	
May	39,492	99.8%	98.0%	84.4%	1,588,540	40.2	217	13.7	6	0.86	26.2%	
Jun	39,975	99.8%	99.0%	81.1%	1,617,420	40.5	300	18.5	10	0.86	35.5%	
Jul	38,527	99.7%	99.0%	81.3%	1,545,852	40.1	260	16.8	11	0.89	30.1%	
Aug	41,539	99.6%	99.0%	80.8%	1,682,299	40.5	313	18.6	12	0.88	35.6%	
Sep	39,396	99.7%	100.0%	83.2%	1,555,956	39.5	336	21.6	15	0.88	27.5%	
Oct	40,233	99.8%	99.0%	83.3%	1,575,755	39.2	346	22.0	9	0.86	30.2%	
Nov	39,648	99.8%	99.0%	82.6%	1,498,767	37.8	279	18.6	13	0.84	28.0%	
Dec	40,190	99.8%	99.0%	83.1%	1,381,533	34.4	228	16.5	13	0.84	33.1%	
YTD	474,298	99.8%	97.9%	82.8%	18,468,372	38.9	3,243	17.6	137	0.84	30.5%	
Sounder												
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time <sup>1</sup>	Fleet Availability	On-Time Performance <sup>2</sup>	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Farebox Recovery <sup>5</sup>	
Targets	≥ 99.5%	> 90.0%	82%	≥ 95.0%	3,727,169	506.3	< 15.0	< 15.0	≤ 1.00	25.3%	30.8%	
Jan	546	97.5%	100.0%	86.6%	94.3%	331,257	606.7	29	8.8	0.00	31.6%	
Feb	586	99.7%	100.0%	86.2%	95.7%	340,008	580.2	22	6.5	0.00	31.5%	
Mar	608	93.3%	100.0%	86.1%	94.4%	365,505	601.2	32	8.8	0.00	31.3%	
Apr	603	99.8%	100.0%	86.4%	96.2%	342,552	568.1	21	6.1	0.00	32.4%	
May	607	99.8%	100.0%	86.7%	95.2%	358,996	591.4	23	6.4	0.00	27.9%	
Jun	628	100.0%	100.0%	86.1%	92.8%	361,780	576.1	26	7.2	0.00	30.4%	
Jul	576	100.0%	100.0%	86.7%	95.1%	323,711	562.0	23	7.1	0.00	32.8%	
Aug	652	98.8%	100.0%	88.3%	93.3%	374,299	574.1	47	12.6	0.00	30.0%	
Sep	656	99.7%	100.0%	88.3%	95.1%	363,235	553.7	28	7.7	0.00	32.1%	
Oct	640	99.1%	100.0%	90.3%	92.4%	358,145	559.6	66	18.4	0.00	33.1%	
Nov	624	97.5%	100.0%	90.3%	81.1%	329,605	528.2	123	37.3	0.00	32.9%	
Dec	636	99.4%	100.0%	90.3%	88.4%	316,898	498.3	25	7.9	0.00	25.0%	
YTD	7,362	98.7%	100.0%	87.8%	92.8%	4,165,992	565.9	465	11.2	0.00	30.8%	
Link												
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time <sup>1</sup>	Fleet Availability	On-Time Performance <sup>2</sup>	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Farebox Recovery <sup>5</sup>	
Targets	≥ 98.5%	> 90.0%	86.0%	≥ 90.0%	17,200,000	170.9	< 15.0	< 15.0	< 0.30	28.4%	28.4%	
Jan	8,298	98.7%	96.3%	81.3%	94.0%	908,411	109.5	18	2.0	0.00	22.4%	
Feb	8,149	98.1%	95.0%	82.8%	93.2%	904,266	111.0	11	1.2	0.00	26.3%	
Mar	8,602	97.4%	94.3%	86.3%	88.9%	1,259,454	146.4	50	4.0	0.00	25.0%	
Apr	8,295	98.0%	93.8%	87.8%	92.6%	1,657,616	199.8	55	3.3	0.00	30.6%	
May	8,560	99.2%	95.8%	90.5%	93.4%	1,777,520	207.7	31	1.7	0.00	50.9%	
Jun	8,408	97.9%	96.0%	88.7%	92.3%	1,789,217	212.8	37	2.1	0.00	40.9%	
Jul	8,513	98.7%	96.0%	89.2%	92.5%	1,796,875	211.1	28	1.6	0.00	50.1%	
Aug	8,825	99.3%	98.0%	91.5%	93.7%	1,957,274	221.8	33	1.7	0.00	59.8%	
Sep	8,649	98.8%	93.0%	96.6%	93.7%	1,842,304	213.0	35	1.9	0.00	37.3%	
Oct	9,097	97.9%	95.0%	92.3%	95.9%	1,827,182	200.9	35	1.9	0.00	41.3%	
Nov	8,440	98.1%	93.0%	95.4%	92.4%	1,701,600	201.6	24	1.4	1	0.05	31.5%
Dec	8,718	98.2%	95.0%	95.6%	92.1%	1,699,903	195.0	14	0.8	0	0.05	50.5%
YTD	102,554	98.4%	95.1%	90.0%	92.2%	19,121,622	186.5	371	1.9	1	0.05	38.2%

<sup>1</sup> PMIs are preventive vehicle maintenance inspections. Link PMIs include Signals, Traction Power, LRV, Track, SCADA, and Facilities.

<sup>2</sup> Actual performance compared to the Budget standard-ST Express: >85%, Sounder: >95%, Link: >90%, Tacoma Link: >98.5%.

<sup>3</sup> Headways are scheduled intervals between trips.

<sup>4</sup> An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.

<sup>5</sup> YTD Preventable accidents per 100,000 miles is based on a rolling 12-month period of data.

<sup>6</sup> Farebox recovery is calculated as farebox revenues divided by total modal operating expenses.