

**Sound Transit Operations  
April 2017 Service Performance Report**

## Ridership

Total Boardings by Mode						
	Apr-16	Apr-17	% Δ	YTD-16	YTD-17	% Δ
<b>ST Express</b>	1,555,537	1,494,315	-3.9%	6,023,040	5,993,105	-0.5%
<b>Sounder</b>	348,997	338,758	-2.9%	1,411,464	1,413,448	0.1%
<b>Tacoma Link</b>	81,686	83,218	1.9%	326,054	321,856	-1.3%
<b>Link</b>	1,667,543	1,843,401	10.5%	4,673,427	7,014,516	50.1%
<b>Paratransit</b>	3,553	4,943	39.1%	14,637	19,446	32.9%
<b>System Total</b>	<b>3,657,316</b>	<b>3,764,635</b>	<b>2.9%</b>	<b>12,448,622</b>	<b>14,762,371</b>	<b>18.6%</b>

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

<b>April 2016:</b>	21 Weekdays	5 Saturdays	4 Sundays
<b>April 2017:</b>	20 Weekdays	5 Saturdays	5 Sundays

**Sound Transit** ridership increased by 107K, or 2.9%, compared to April 2016. System-wide average weekday boardings increased by 7.8% during the month. April 2017 had one less weekday than the prior year.

**ST Express** ridership decreased by 61K, or 3.9%, while average weekday boardings remained consistent with the prior year. Ridership on routes operating through the I-90 and SR-520 corridors experienced the most growth compared to the same period last year. One less weekday this April compared to last year contributed to the decrease in ridership on ST Express.

**Sounder** ridership decreased by 10K, or 2.9%, compared to April 2016, but average weekday boardings on Sounder were up 4.3% compared to same period last year. The increase in average weekday ridership is partially attributed to the mid-day trains added in September 2016. The mid-morning train is averaging 120 boardings while the mid-afternoon train is averaging over 375 boardings.

**Tacoma Link** ridership increased by 2K, or 1.9%, during the month. Similarly, average weekday boardings were up 4.2%, while average Saturday and average Sunday ridership was up 11.9% and 8.6%, respectively.

**Link** ridership increased by 176K, or 10.5%, and average weekday boardings were up 17.3% compared to the same period last year. This is the first complete month we're able to compare year-over-year growth since the University Link extension opening on March 19, 2016. The continued increase in monthly ridership and average weekday boardings is due to the opening of both University and Angle Lake Link extensions in 2016.

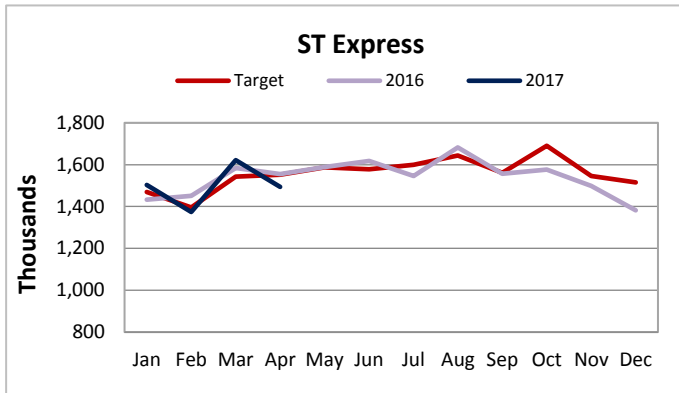
**Paratransit** services increased by 39.1% compared to April 2016. The increase in Paratransit ridership is attributed to the increased service area of Link with the opening of the University Link and Angle Lake extensions and additional customers requesting access to the Link system.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Apr-16	Apr-17	% Δ	Apr-16	Apr-17	% Δ	Apr-16	Apr-17	% Δ
<b>ST Express</b>	65,323	65,310	0.0%	24,160	22,447	-7.1%	15,740	15,174	-3.6%
<b>Sounder</b>	16,255	16,962	4.3%	1,883	0	N/A	1,989	1,121	-43.6%
<b>Tacoma Link</b>	3,320	3,460	4.2%	1,868	2,089	11.9%	657	714	8.6%
<b>Link</b>	60,790	71,328	17.3%	52,241	50,154	-4.0%	32,436	33,215	2.4%
<b>Paratransit</b>	118	165	39.1%	118	165	39.1%	118	165	39.1%
<b>System Total</b>	<b>145,806</b>	<b>157,225</b>	<b>7.8%</b>						

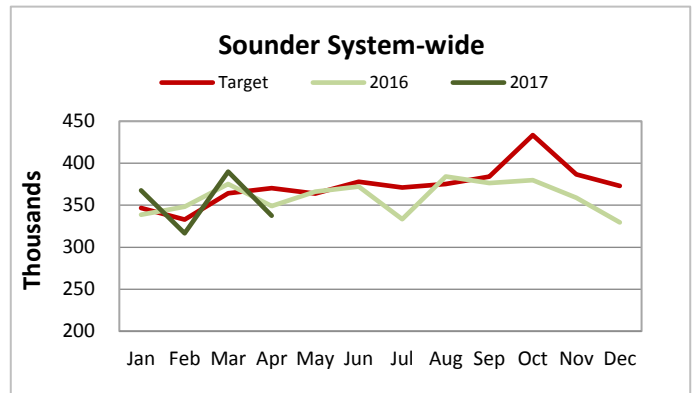
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.

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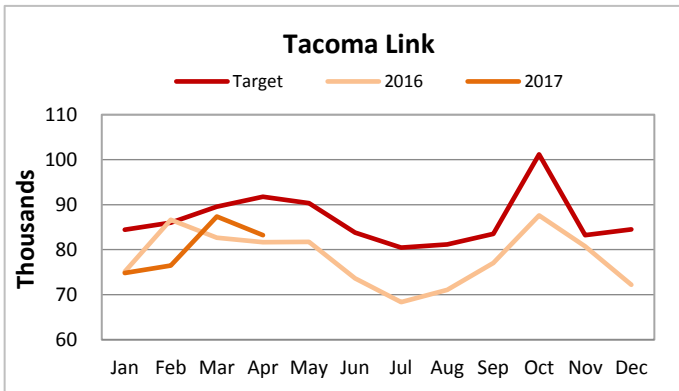
## Monthly Ridership Trends by Mode



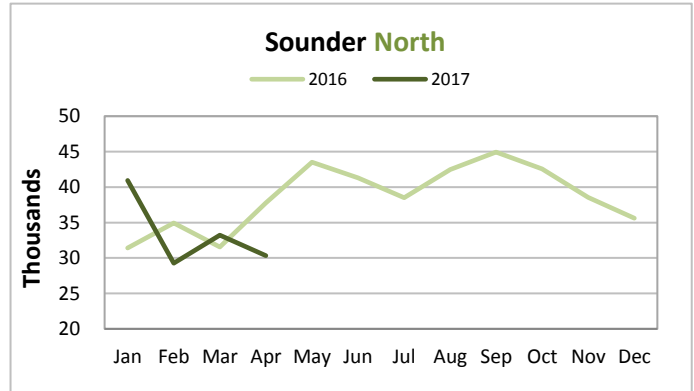
ST Express ridership decreased by 3.9%, or 61K, compared to the same time last year. Average weekday boardings remained the same at 65K. One less weekday in April 2017 compared to last year contributed to the decreased in ridership on ST Express.



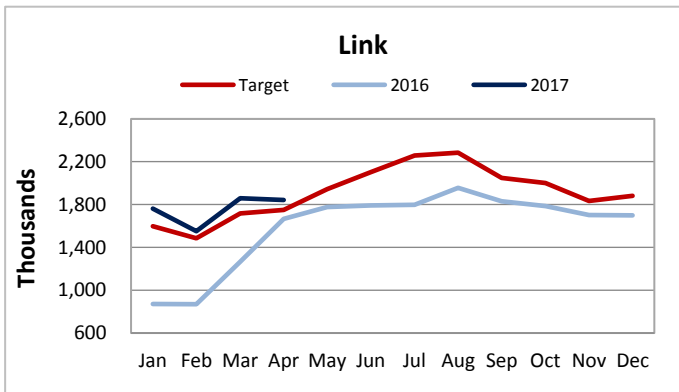
Sounder system-wide ridership decreased by 2.9%; however, average weekday boardings increased by 4.3% compared to April 2016. The decline in total ridership is attributed to one less weekday in April 2017.



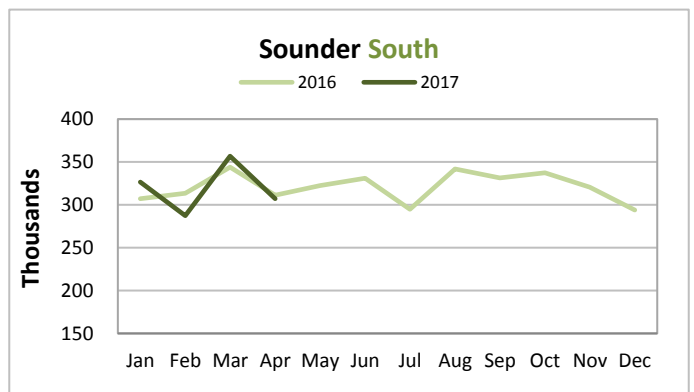
Tacoma Link ridership increased by 1.9% compared to April 2016. Average weekday, Saturday, and Sunday boardings were also up compared to the same time last year by 4.2%, 11.9%, and 8.6%, respectively.



Sounder North ridership decreased by 19.1% and average weekday boardings declined 2.4% compared to April 2016. The decline in total North line ridership is attributed to one less weekday and the cancellation of eight trips due to a late season mudslide.



Link ridership was up 10.5% compared to April 2016, while average weekday boardings increased by 17.3%. Link's impressive ridership gains are largely a result of the service extensions to the University of Washington and Angle Lake.



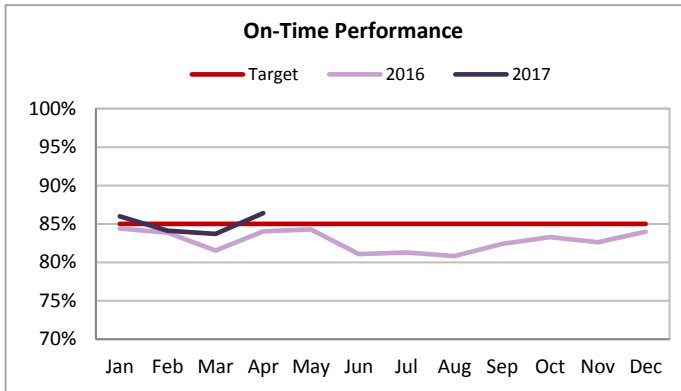
Sounder South ridership decreased by 1.3% due to one less weekday in the month; however, average weekday boardings increased by 5.1% compared to April 2016.

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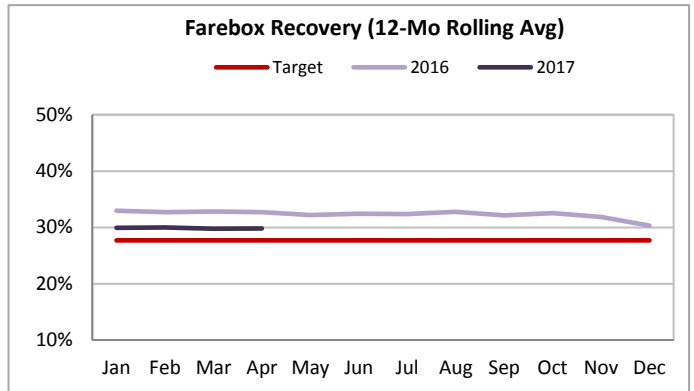
## ST Express

### Highlights

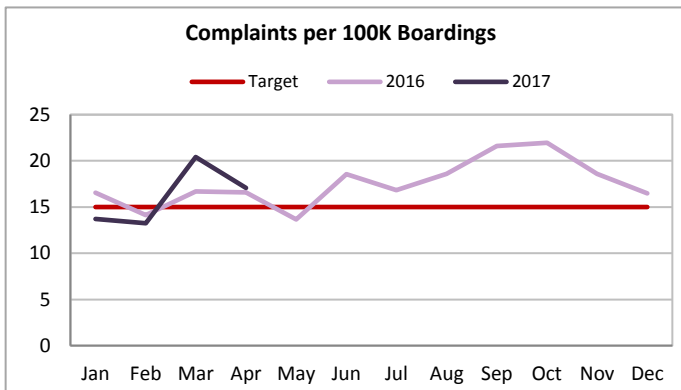
- On-time performance improved during the month of April following a similar trend as last year.
- Farebox recovery remained consistent at 29.8% coming in above the annual target of 27.7%.
- Passengers per trip met target for the month at 38.7.
- Preventable accidents per 100K miles met the target at 0.80. Safety is a top priority for the agency and staff has been working with our partners to identify and address safety issues.



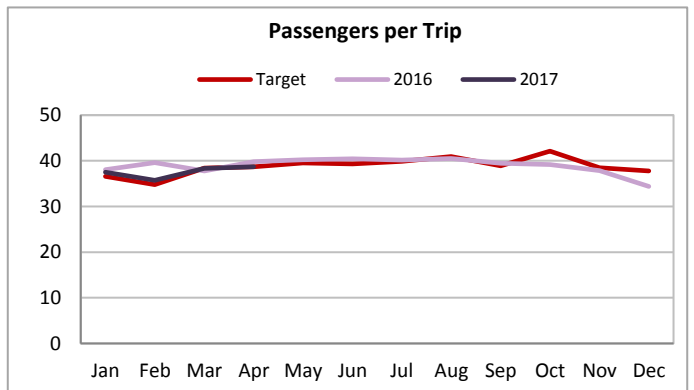
**Target: 85%**      **Apr 2017: 86.4%**      **YTD 2017: 85.1%**



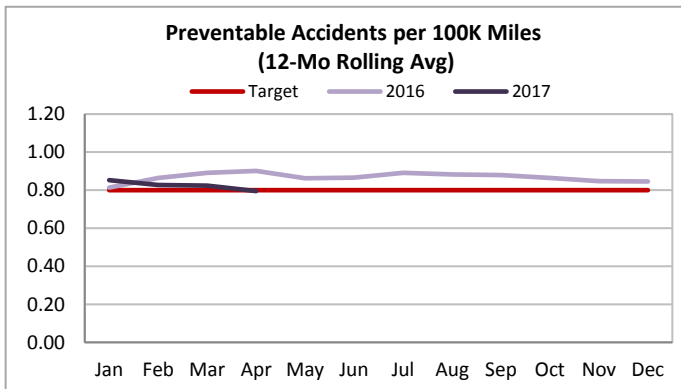
**Target: 27.7%**      **12-Mo Avg: 29.8%**



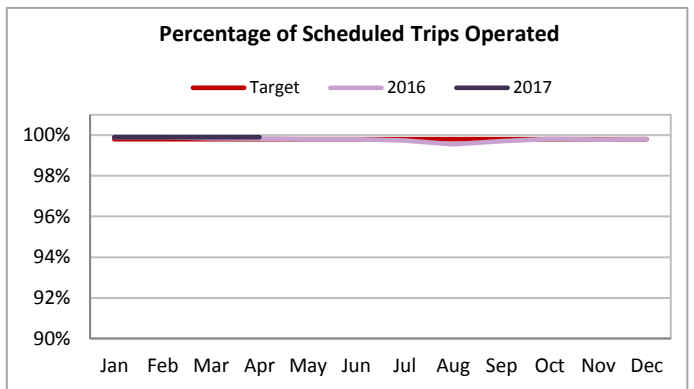
**Target: < 15**      **Apr 2017: 17.1**      **YTD 2017: 16.3**



**Target: 38.7**      **Apr 2017: 38.7**      **YTD 2017: 37.6**



**Target: 0.80**      **12-Mo Avg: 0.80**



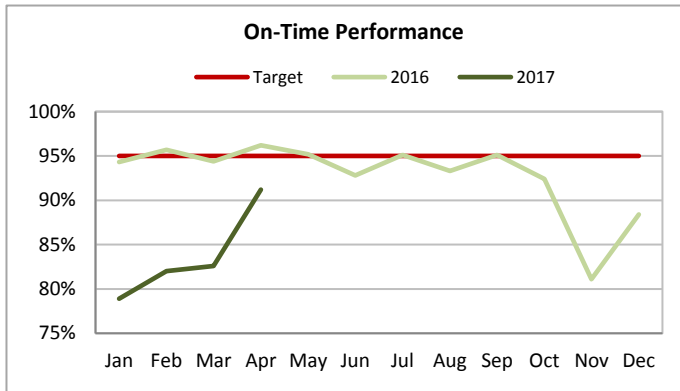
**Target: 99.8%**      **Apr 2017: 99.9%**      **YTD 2017: 99.9%**

# Sound Transit Operations April 2017 Service Performance Report

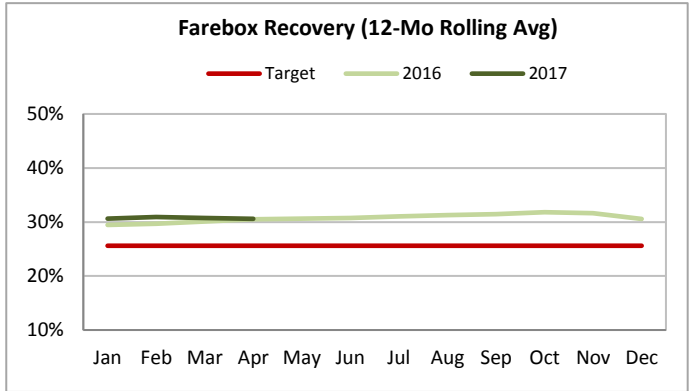
## Sounder Commuter Rail

### Highlights

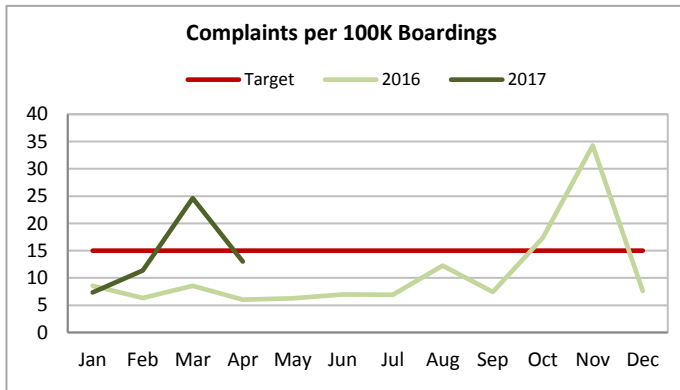
- Although performance has significantly improved compared to previous months, on-time performance and percentage of scheduled trips operated continue to be impacted by increased freight interference and by track work that requires slow train speeds.
- The majority of customer complaints during the month were related to service delays.
- While the percentage of trips operated improved this month, the loss of eight trips due to a mudslide held Sounder just below the target of 99.5%.



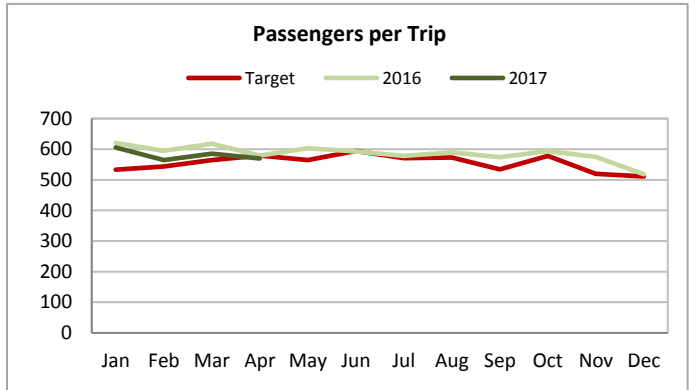
**Target: 95.0%**      **Apr 2017: 91.2%**      **YTD 2017: 83.7%**



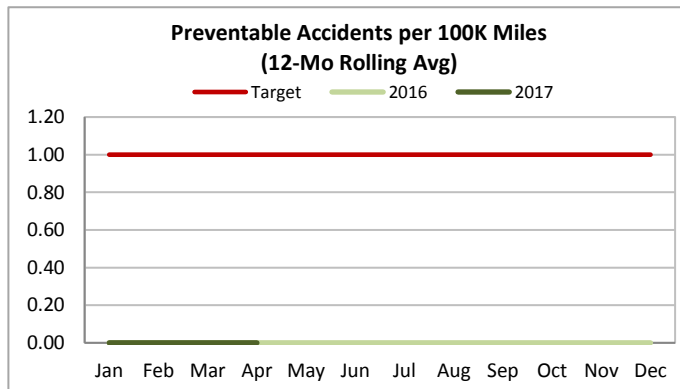
**Target: 25.6%**      **12-Mo Avg: 30.6%**



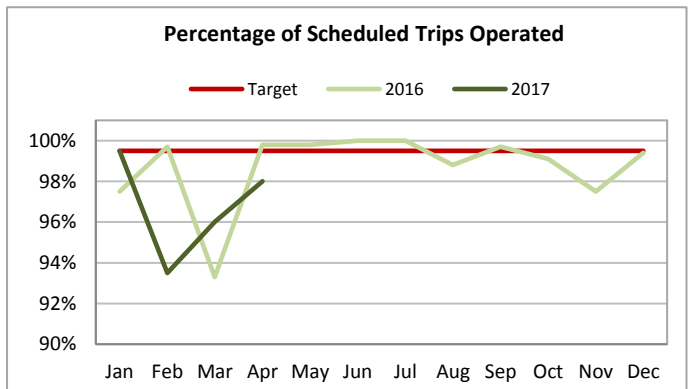
**Target: < 15**      **Apr 2017: 13.03**      **YTD 2017: 14.38**



**Target: 578.6**      **Apr 2017: 569.4**      **YTD 2017: 581.7**



**Target: 1.00**      **12-Mo Avg: 0.00**



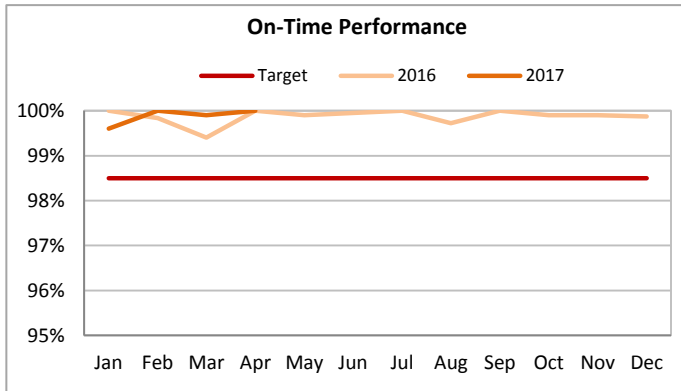
**Target: 99.5%**      **Apr 2017: 98.0%**      **YTD 2017: 96.8%**

# Sound Transit Operations April 2017 Service Performance Report

## Tacoma Link

### Highlights

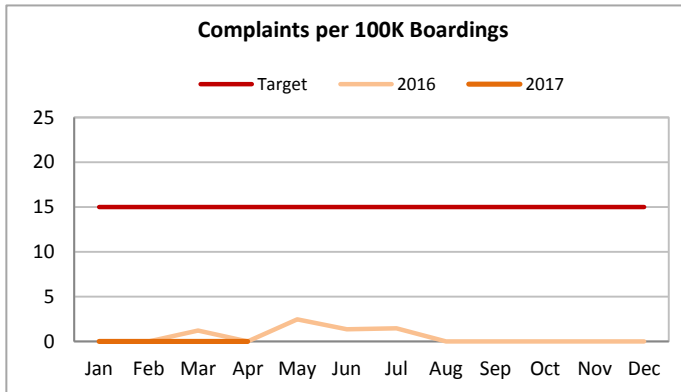
- Tacoma Link consistently performs better than target for on-time performance, complaints per 100K boardings, and percentage of scheduled trips operated.
- Passengers per trip was slightly below target at 20.8 for the month of April.
- Preventable accidents per 100K miles is based on a 12-month rolling average. Tacoma Link's 12-month rolling average was 1.32 due to one preventable accident that occurred in the yard during non-revenue hours in December 2016.



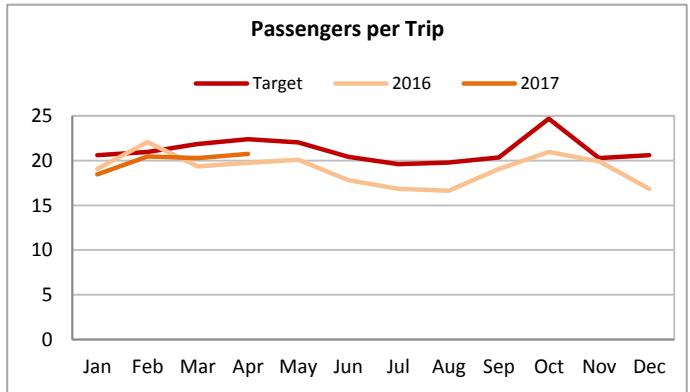
**Target: 98.5%    Apr 2017: 100.0%    YTD 2017: 99.9%**

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

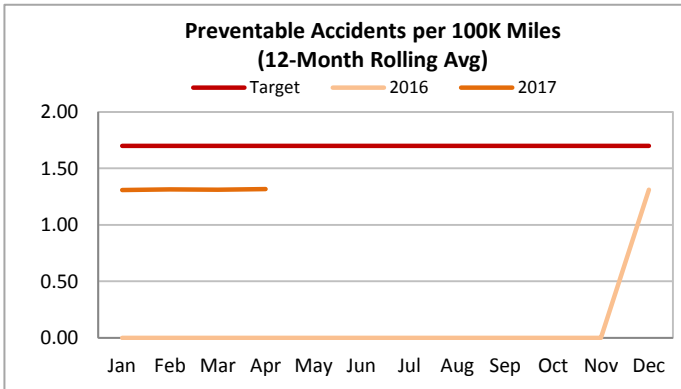
Tacoma Link to remain fare-free until 2022.



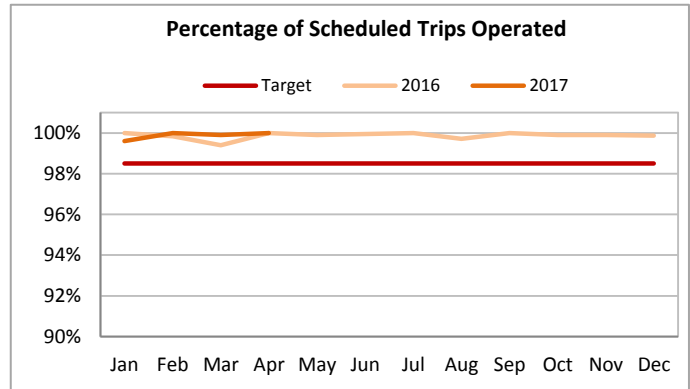
**Target: < 15    Apr 2017: 0.0    YTD 2017: 0.0**



**Target: 22.4    Apr 2017: 20.8    YTD 2017: 20.0**



**Target: < 1.7    12-Mo Avg: 1.32**



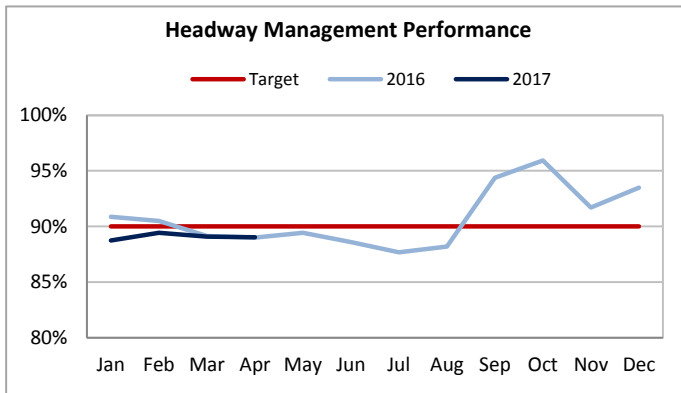
**Target: 98.5%    Apr 2017: 100.0%    YTD 2017: 99.9%**

# Sound Transit Operations April 2017 Service Performance Report

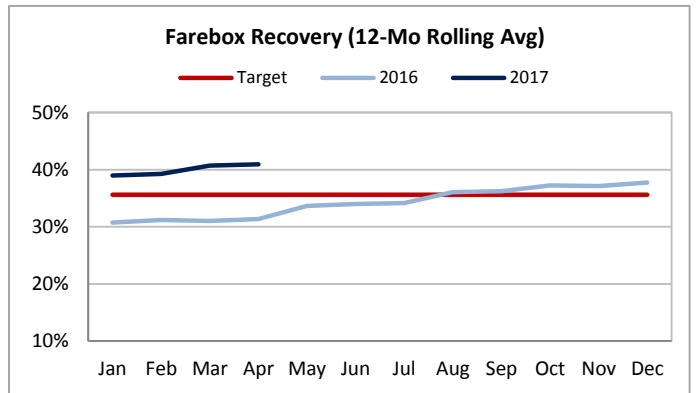
## Link

### Highlights

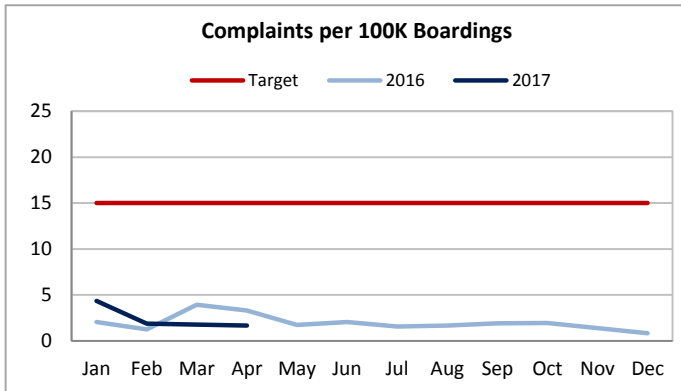
- Headway management performance was below target at 89% due to delays in the DSTT and along the MLK corridor.
- Passengers per trip was above target at 219 for the month and 207.2 YTD.
- Preventable accidents per 100K miles is based on a 12-month rolling average. Link's 12-month rolling average was 0.05 due to one non-revenue preventable accident in the wash bay in November 2016.
- Percentage of scheduled trips operated was above target for the month at 98.7%.



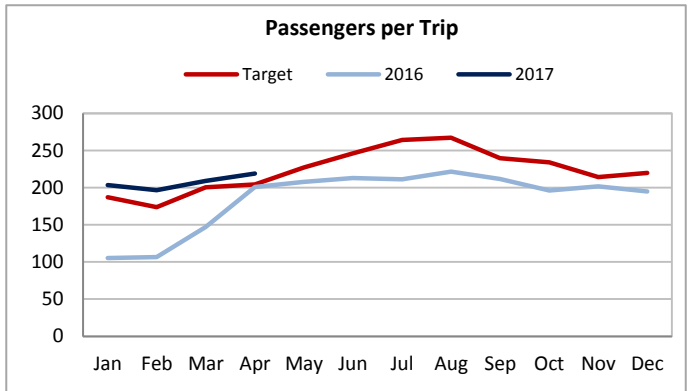
**Target: 90%**      **Apr 2017: 89.0%**      **YTD 2017: 89.1%**



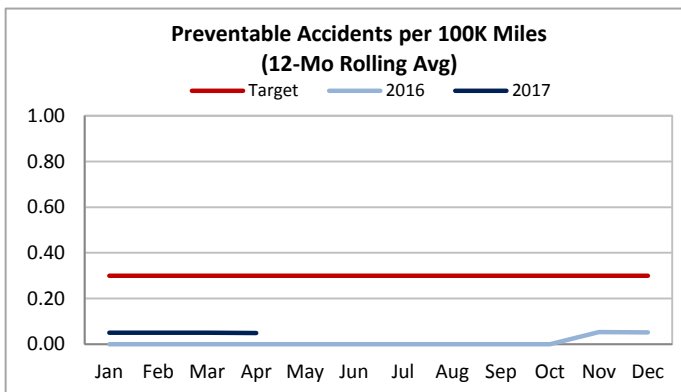
**Target: 35.6%**      **12-Mo Avg: 41.0%**



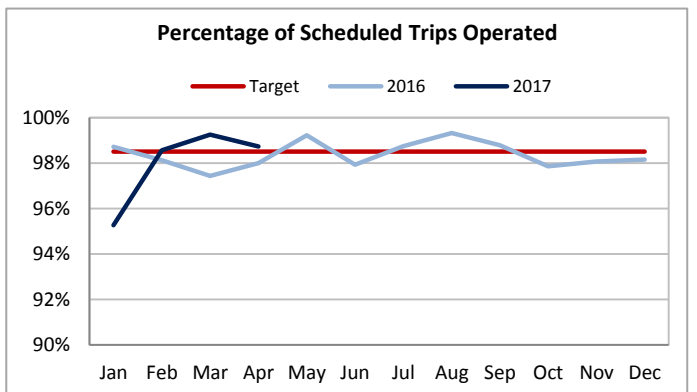
**Target: < 15**      **Apr 2017: 1.7**      **YTD 2017: 2.4**



**Target: 204.5**      **Apr 2017: 219.0**      **YTD 2017: 207.2**



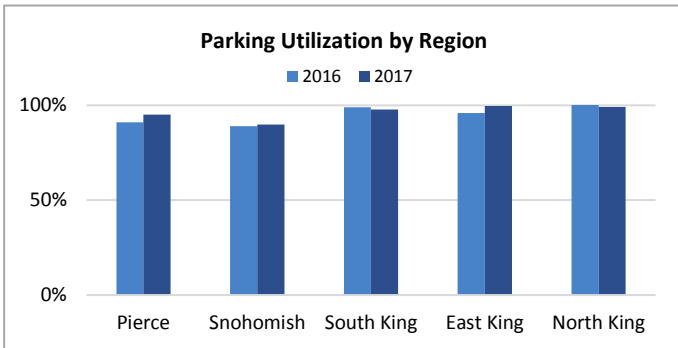
**Target: 0.30**      **12-Mo Avg: 0.05**



**Target: 98.5%**      **Apr 2017: 98.7%**      **YTD 2017: 98.0%**

# Sound Transit Operations April 2017 Service Performance Report

## General Transit



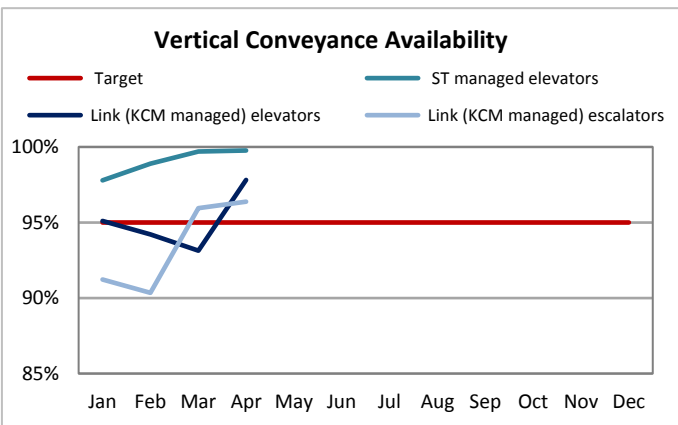
System-wide Permanent & Leased Parking			
April 2017			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,250	90%
North King	239	237	99%
East King	1,488	1,484	100%
South King	5,031	4,918	98%
Pierce	4,913	4,674	95%
<b>System Total</b>	<b>15,284</b>	<b>14,563</b>	<b>95%</b>

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

Overall, the number of spaces available to customers increased by 8.2% compared to last year. Similarly, the number of customers utilizing the spaces increased by 10.3%. System-wide utilization is at 95% and many of our parking facilities continue to be at or near capacity.

The Pierce County region experienced 4% growth in parking utilization and Snohomish County usage increased by 0.8%. North, East, and South King regions decreased by 0.2% 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. Utilization of the parking stalls at this station has steadily increased since its opening at the end of September 2016. In its seventh full month of operation, the garage spaces are well utilized at 97%.

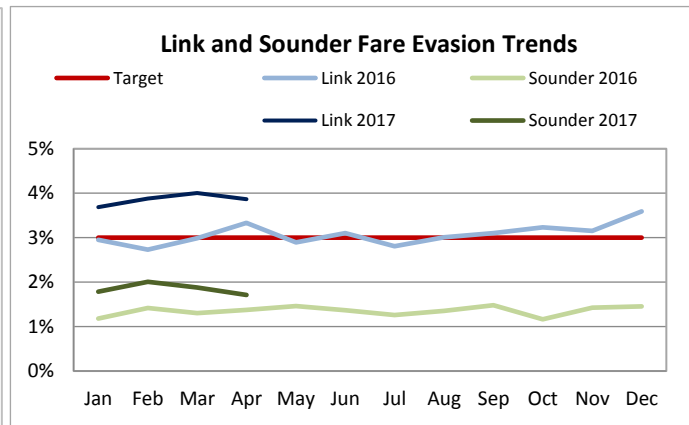


Targeted availability is set at 95% to match contract standards.

Sound Transit managed elevators at ST Express and Sounder locations consistently perform above the 95% target availability and achieved 99.8% in the month of April.

Link elevators, which are managed by KCM, were above targeted availability levels at 97.8% during the month of April.

KCM managed Link escalators were above target for the period at 96.4% availability.



Fare Evasion on Link was 3.9%; an increase compared to April 2016, and above the 3% targeted range. April Link boardings increased 10.5% compared to last year, which combined with fare enforcement officer vacancies, resulted in a lower inspection rate.

Sounder fare evasion also increased compared to the same time last year, with final results of 1.7% for the month.

Overall, combined fare evasion was 3.5%, above the targeted range of 3%. Fare inspections reached 5.8% of all rail passengers in April 2017, below the targeted inspection rate of 10% primarily due to staffing vacancies and higher ridership.

# Sound Transit Operations 2017 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>	Feel 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 (Rolling 12 Months) <sup>6</sup>
Targets <sup>7</sup>	≥ 99.8%	> 90.0%	≥ 90.0%	≥ 98.5%	≥ 98.5%	1,040,001	21.1	< 15.0	< 15.0	≤ 1.66	N/A
Jan	40,103	99.9%	98.0%	94.0%	86.0%	1,503,335	37.5	13.7	11	0.85	29.9%
Feb	38,457	99.9%	94.7%	84.1%	84.1%	1,373,960	35.7	182	13.2	0.83	30.0%
Mar	42,283	99.9%	94.4%	83.7%	83.7%	1,621,495	38.3	20.4	14	0.82	29.8%
Apr	38,615	99.9%	95.2%	86.4%	86.4%	1,494,315	38.7	17.1	7	0.80	29.8%
May											
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	159,458	99.9%	94.6%	85.1%	85.1%	5,993,105	37.6	97.4	16.3	0.80	29.8%
Sounder											
Targets <sup>7</sup>	≥ 99.5%	> 90.0%	≥ 95.0%	≥ 95.0%	≥ 95.0%	4,479,999	555.0	< 15.0	≤ 1.00	25.6%	29.8%
Jan	607	99.5%	100.0%	90.3%	78.9%	367,533	605.5	27	7.3	0	30.6%
Feb	561	93.5%	100.0%	90.3%	82.0%	316,603	564.4	36	11.4	0	30.9%
Mar	666	96.0%	100.0%	90.3%	82.6%	389,985	585.6	96	24.6	0	30.7%
Apr	593	98.0%	100.0%	90.3%	91.2%	337,637	569.4	44	13.0	0	30.6%
May											
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	2,427	96.8%	100.0%	90.3%	83.7%	1,411,758	581.7	203	14.4	0	30.6%
Link											
Targets <sup>7</sup>	≥ 99.5%	> 90.0%	≥ 90.0%	≥ 90.0%	≥ 90.0%	22,900,002	223.0	< 15.0	< 0.30	35.6%	35.6%
Jan	8,653	95.3%	96.0%	96.1%	90.5%	1,760,914	203.5	77	4.4	0	39.0%
Feb	7,898	98.6%	96.0%	95.3%	91.7%	1,551,158	196.4	29	1.9	0	39.3%
Mar	8,890	99.3%	98.0%	93.9%	92.1%	1,859,043	209.1	33	1.8	0	40.7%
Apr	8,418	98.7%	98.0%	93.5%	92.9%	1,843,401	219.0	31	1.7	0	41.0%
May											
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	33,859	98.0%	97.0%	94.7%	91.8%	7,014,516	207.2	170	2.4	0	41.0%

<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: >95%, Sounder: >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 based on a rolling 12-month period of data.

<sup>7</sup> Year end target