

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

## Ridership

Total Boardings by Mode						
	Aug-16	Aug-17	% Δ	YTD-16	YTD-17	% Δ
<b>ST Express</b>	1,682,308	1,683,064	0.0%	12,457,439	12,476,707	0.2%
<b>Sounder</b>	384,225	406,532	5.8%	2,867,176	2,944,376	2.7%
<b>Tacoma Link</b>	71,057	72,758	2.4%	620,801	643,168	3.6%
<b>Link</b>	1,956,089	2,181,697	11.5%	11,995,517	15,446,709	28.8%
<b>Paratransit</b>	4,412	5,276	19.6%	31,336	39,972	27.6%
<b>System Total</b>	<b>4,098,091</b>	<b>4,349,328</b>	<b>6.1%</b>	<b>27,972,269</b>	<b>31,550,932</b>	<b>12.8%</b>

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

<b>August 2016:</b>	23 Weekdays	4 Saturdays	4 Sundays
<b>August 2017:</b>	23 Weekdays	4 Saturdays	4 Sundays

**Sound Transit** ridership increased by 251K, or 6.1%, compared to August 2016. System-wide average weekday boardings increased by 5.6% during the month. Ridership on all modes increased during the month of August.

**ST Express** ridership remained consistent compared to the same month last year, while average weekday boardings decreased slightly by 0.2%. Ridership on the SR-520, I-5 North, and I-5 South corridors remained strong during the month.

**Sounder** ridership increased by 22K, or 5.8%, compared to August 2016. Average weekday boardings on Sounder increased by 6.7% compared to same period last year. Average weekday boardings increased on both the North and South Line by 2.4% and 7.2%, respectively. Sounder average weekday boardings and total monthly boardings reached all-time highs of 17,492 and 406,532, respectively.

**Tacoma Link** ridership increased by 2K, or 2.4%, during the month. Growth was driven by weekend ridership and special service to concerts at the Tacoma Dome. Average Saturday and Sunday ridership was up 16% and 14.5%, respectively.

**Link** ridership increased by 226K, or 11.5%, compared to the same period last year. Average weekday boardings were up by 11.2%. The continued increase in monthly ridership and average daily boardings is due to the opening of the Link extensions that took place in 2016, as well as due to the typical summer spike in ridership historically seen on Link.

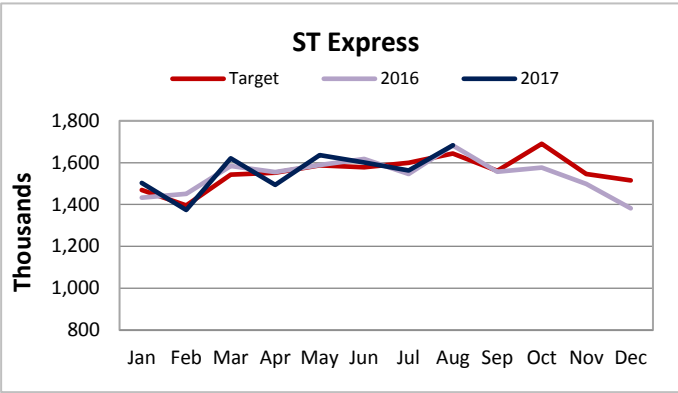
**Paratransit** services increased by 19.6% compared to August 2016. The increase in Paratransit ridership is attributed to the increased ridership on Link with the opening of the University Link and Angle Lake extensions and additional customers requesting access to the Link system.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Aug-16	Aug-17	% Δ	Aug-16	Aug-17	% Δ	Aug-16	Aug-17	% Δ
<b>ST Express</b>	65,936	65,787	-0.2%	23,286	24,559	5.5%	18,159	17,934	-1.2%
<b>Sounder</b>	16,394	17,492	6.7%	0	1,505	N/A	3,578	2,722	-23.9%
<b>Tacoma Link</b>	2,709	2,674	-1.3%	1,583	1,837	16.0%	602	689	14.5%
<b>Link</b>	69,074	76,820	11.2%	48,581	55,131	13.5%	43,268	48,576	12.3%
<b>Paratransit</b>	142	170	19.6%	142	170	19.6%	142	170	19.6%
<b>System Total</b>	<b>154,256</b>	<b>162,943</b>	<b>5.6%</b>						

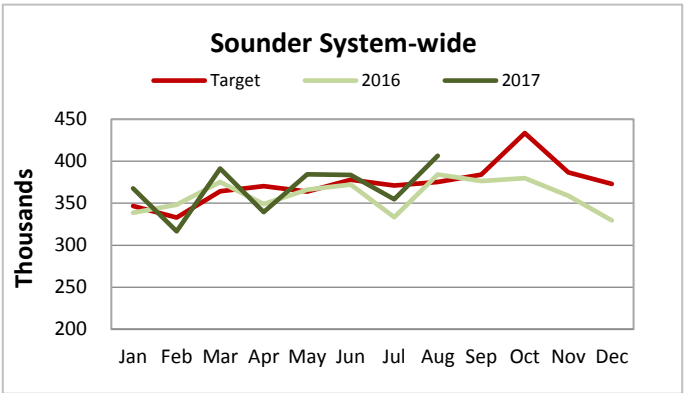
*Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.*

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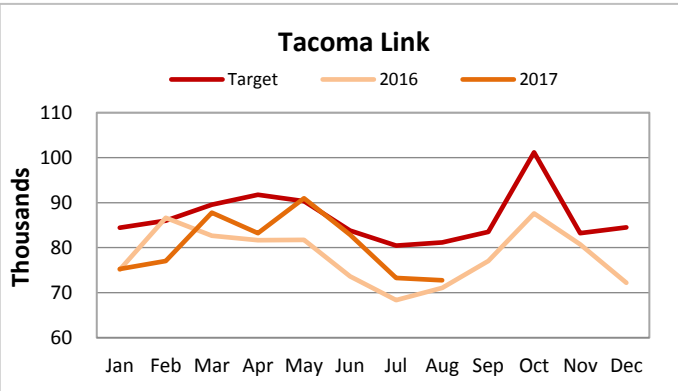
## Monthly Ridership Trends by Mode



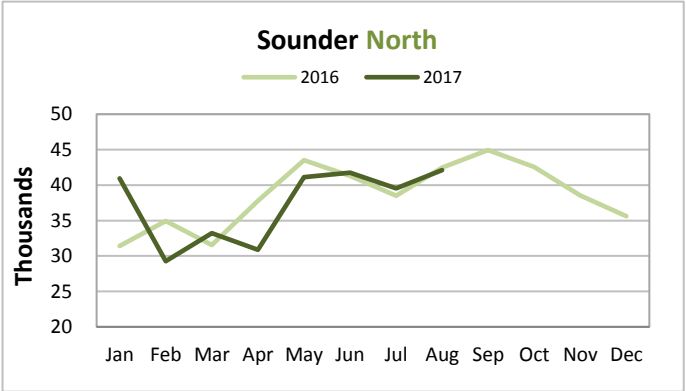
ST Express ridership remained consistent compared to the same time last year. YTD ridership is 0.9% above the YTD target and 0.2% over the prior year YTD.



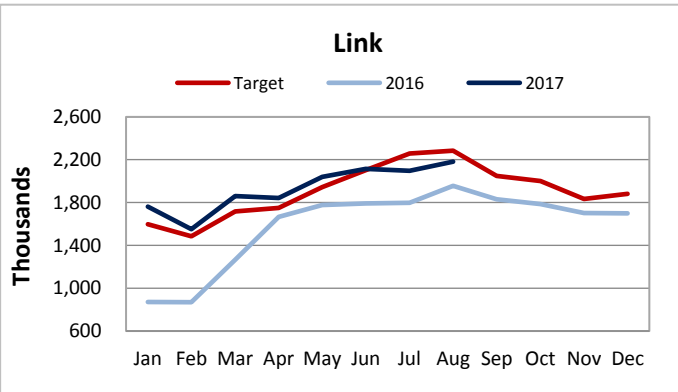
Sounder system-wide ridership increased by 5.8% compared to the prior year and average weekday boardings increased by 6.7%. YTD ridership is 1.4% above the YTD target.



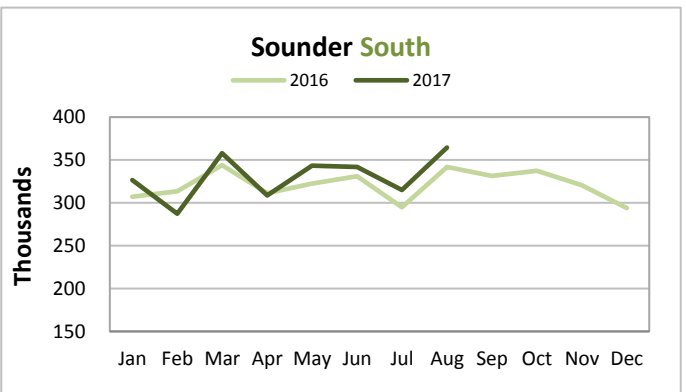
Tacoma Link ridership increased by 2.4% compared to August 2016. Average weekday boardings were down 1.3%, but average Saturday and Sunday boardings were up 16% and 14.5%, respectively. YTD ridership is 6.5% below the YTD target.



Sounder North ridership decreased marginally by 0.9% compared to August 2016; however, average weekday boardings increased by 2.4%.



Link ridership was up 11.5% compared to August 2016. Average weekday, Saturday, and Sunday boardings also increased by 11.2%, 13.5%, and 12.3%, respectively. YTD ridership is 2.1% above the annual target.



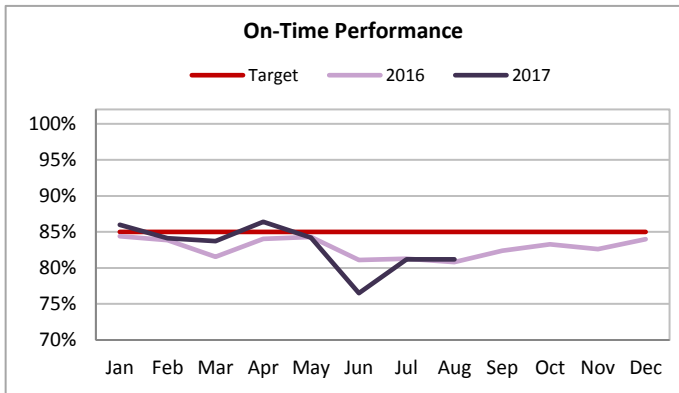
Sounder South ridership increased by 6.6%, or 23K, and average weekday boardings increased by 7.2% compared to the same time last year.

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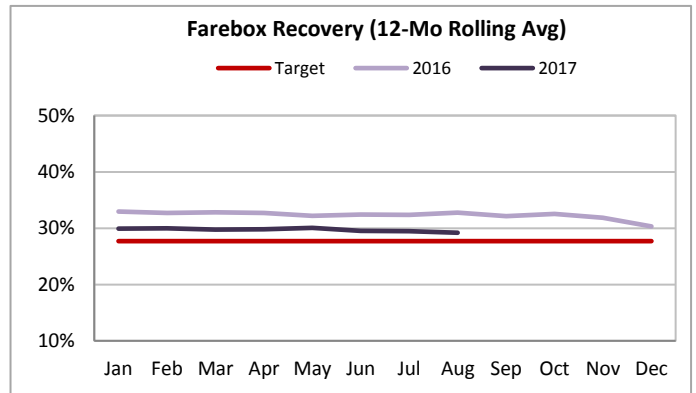
## ST Express

### Highlights

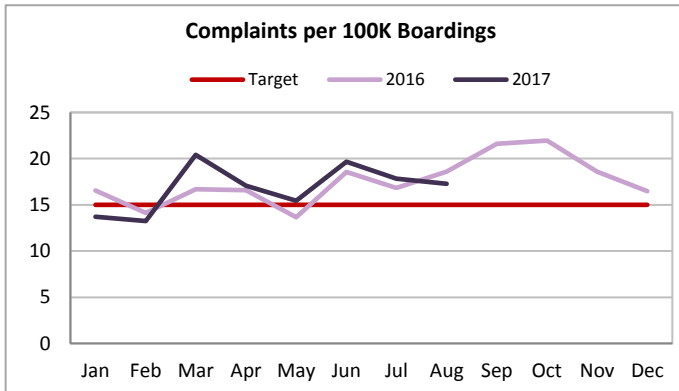
- On-time performance and customer complaints improved compared to prior months but missed the targets. Traffic congestion continues to impact performance and the customer experience.
- Farebox recovery remained consistent at 29.2%, coming in above the annual target of 27.7%.
- Passengers per trip fell just below the target for the month at 40.1 and was below the YTD target at 38.7.
- Preventable accidents per 100K miles and percentage of scheduled trips operated met the monthly target.



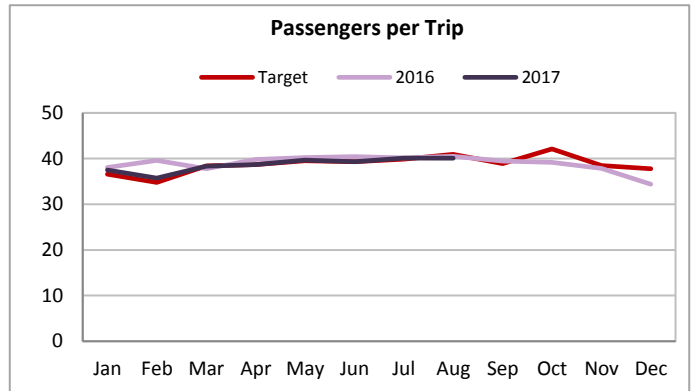
**Target: 85%      Aug 2017: 81.2%      YTD 2017: 82.9%**



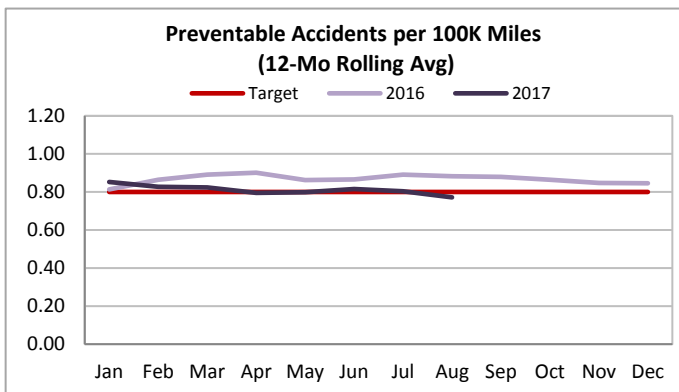
**Target: 27.7%      12-Mo Avg: 29.2%**



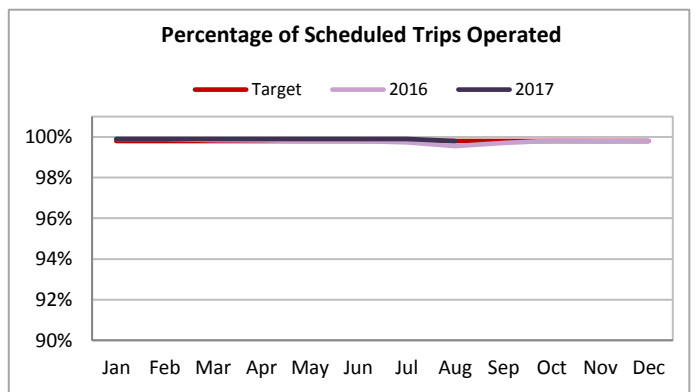
**Target: < 15      Aug 2017: 17.3      YTD 2017: 16.9**



**Target: 40.9      Aug 2017: 40.1      YTD 2017: 38.7**



**Target: 0.80      12-Mo Avg: 0.77**



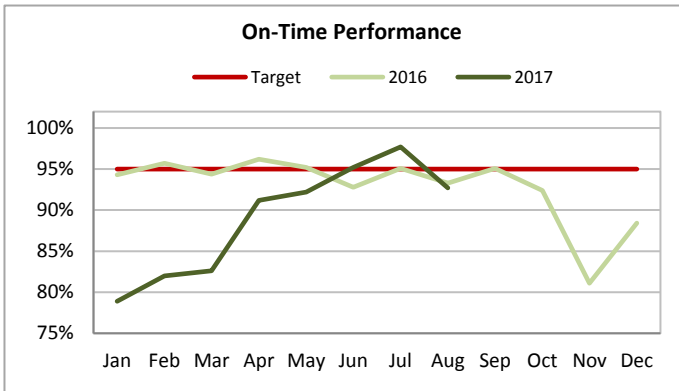
**Target: 99.8%      Aug 2017: 99.8%      YTD 2017: 99.9%**

# Sound Transit Operations August 2017 Service Performance Report

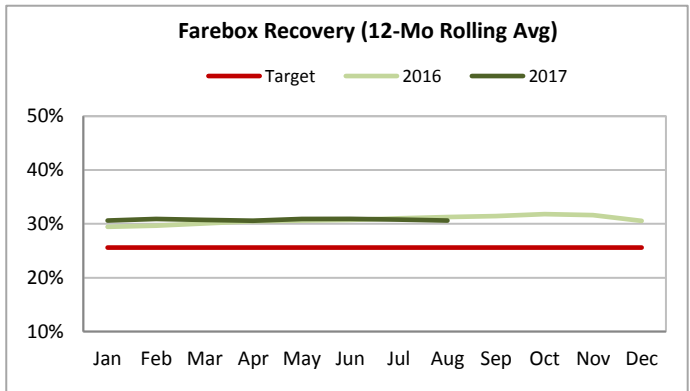
## Sounder Commuter Rail

### Highlights

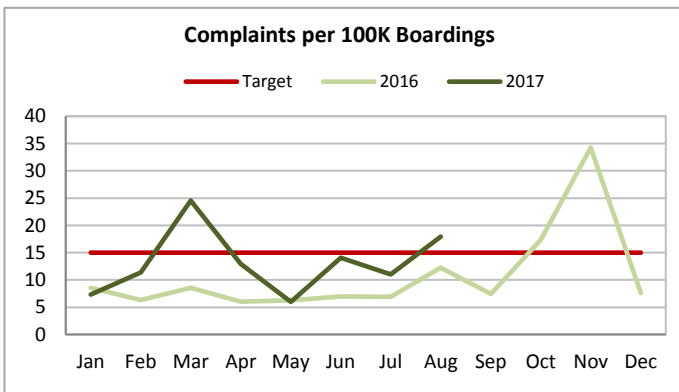
- In August on-time performance and percentage of scheduled trips operated were below target. Both metrics have significantly improved compared to the first quarter but were below target due to a dispatching software failure and slow orders placed on the South Line due to abnormal warm weather conditions in August.
- The majority of customer complaints during the month were related to service delays.



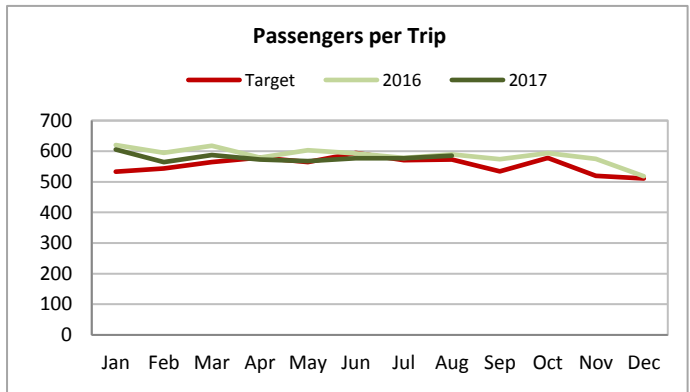
**Target: 95.0%**      **Aug 2017: 92.7%**      **YTD 2017: 89.1%**



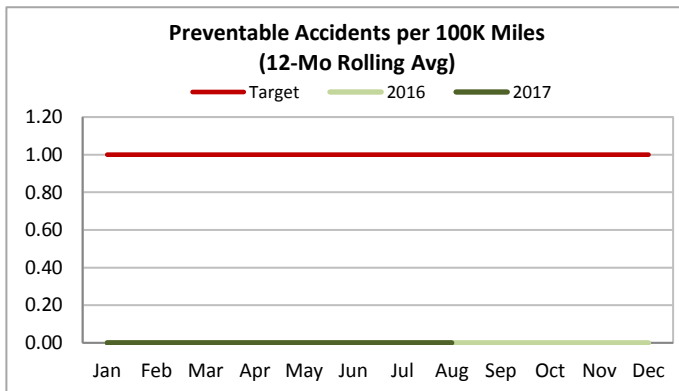
**Target: 25.6%**      **12-Mo Avg: 30.6%**



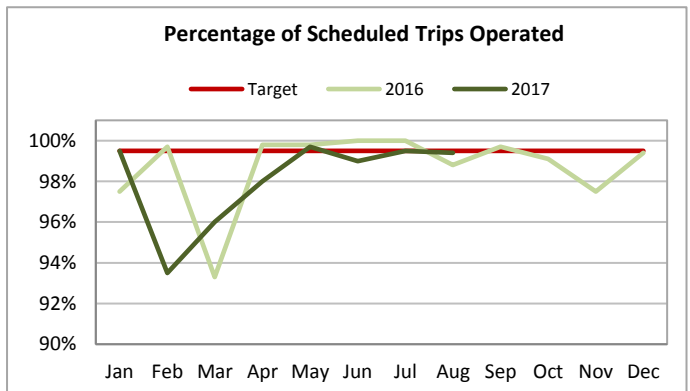
**Target: < 15**      **Aug 2017: 18.0**      **YTD 2017: 13.3**



**Target: 573.2**      **Aug 2017: 585.0**      **YTD 2017: 579.6**



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



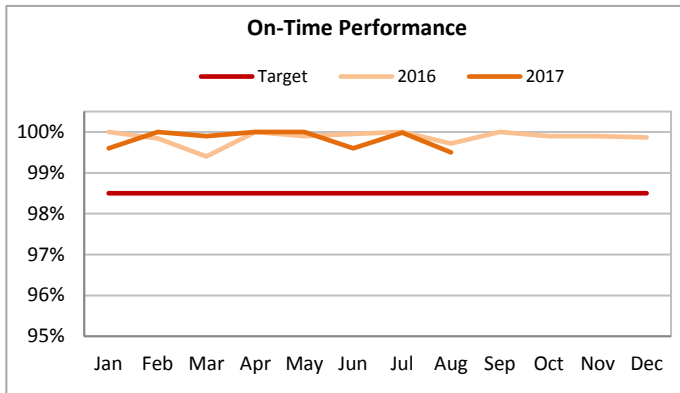
**Target: 99.5%**      **Aug 2017: 99.4%**      **YTD 2017: 98.1%**

# Sound Transit Operations August 2017 Service Performance Report

## Tacoma Link

### Highlights

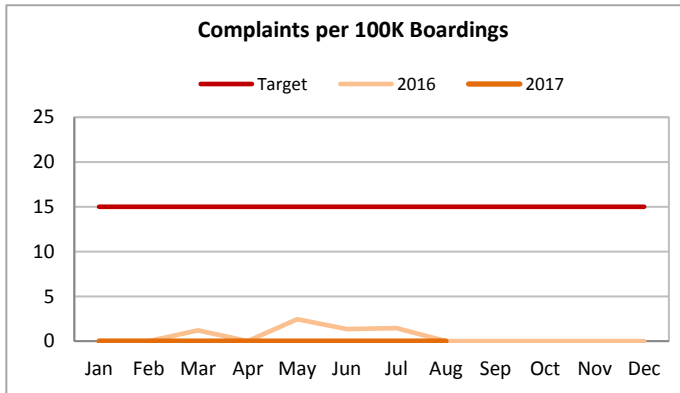
- Tacoma Link consistently performs better than target for on-time performance, complaints per 100K boardings, and percentage of scheduled trips operated.
- Passengers per trip trended slightly below target at 16.8 for the month of August and fell short of the annual target of 19.6.
- Preventable accidents per 100K miles is based on a 12-month rolling average. In August Tacoma Link's 12-month rolling average was 2.61 due to one preventable accident that occurred in the yard during non-revenue hours in December 2016 and one preventable accident that occurred during service in June.



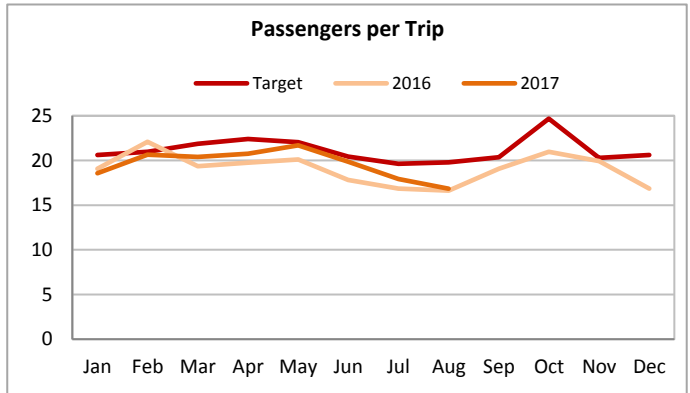
**Target: 98.5%      Aug 2017: 99.5%      YTD 2017: 99.8%**

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

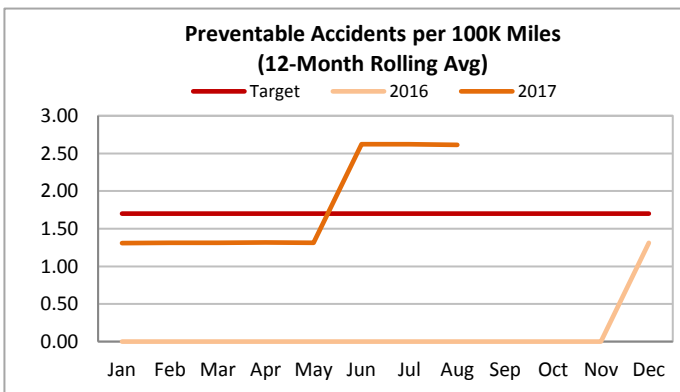
Tacoma Link to remain fare-free until 2022.



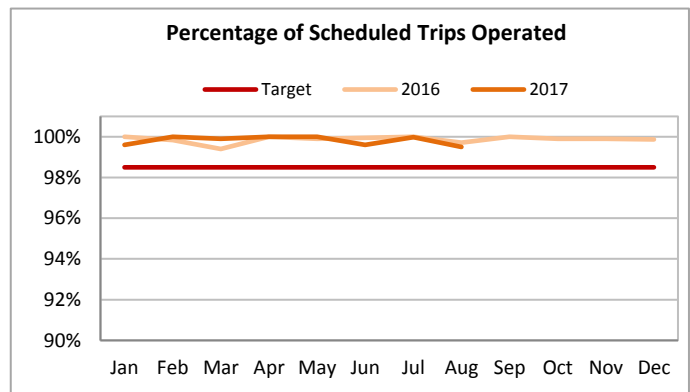
**Target: < 15      Aug 2017: 0.0      YTD 2017: 0.0**



**Target: 19.8      Aug 2017: 16.8      YTD 2017: 19.6**



**Target: < 1.7      12-Mo Avg: 2.61**



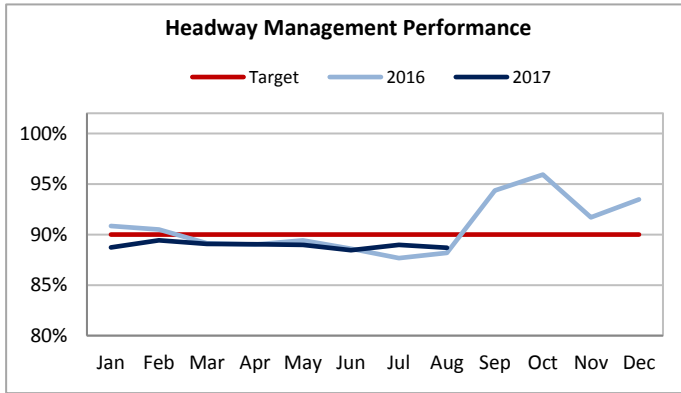
**Target: 98.5%      Aug 2017: 99.5%      YTD 2017: 99.8%**

# Sound Transit Operations August 2017 Service Performance Report

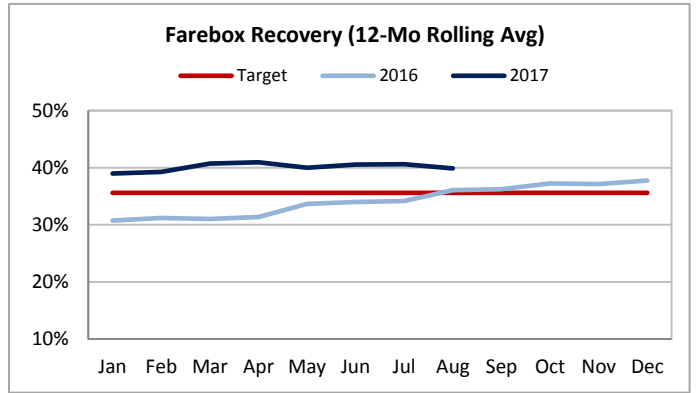
## Link

### Highlights

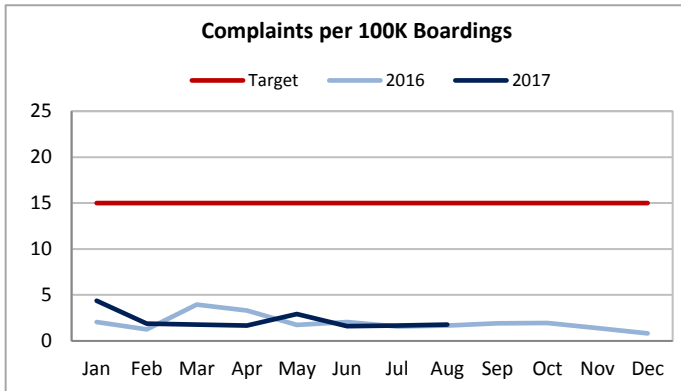
- Headway management performance trended slightly below target during the month at 88.7% due to delays in the DSTT and along the MLK corridor.
- Passengers per trip fell short of the monthly target at 232 but is expected to trend to the YTD target in the coming months as fall quarter commences at the University of Washington.
- Percentage of scheduled trips operated fell below the target during the month due to the Tukwila traction power substation failure on August 8.



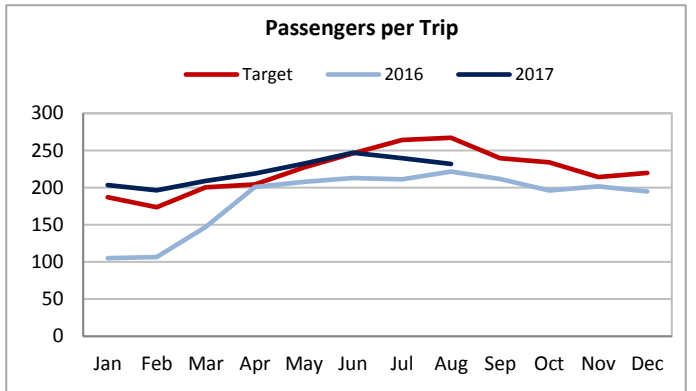
**Target: 90%**      **Aug 2017: 88.7%**      **YTD 2017: 88.9%**



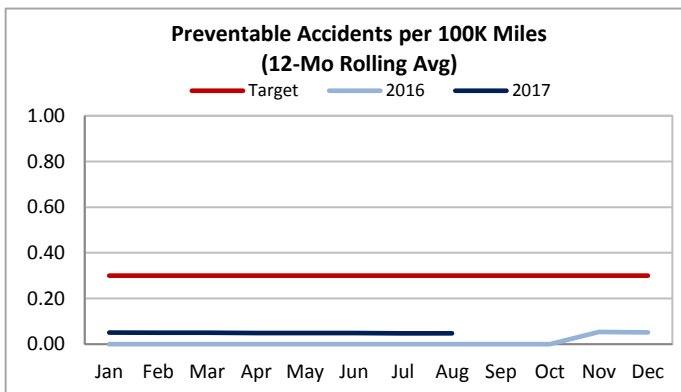
**Target: 35.6%**      **12-Mo Avg: 39.9%**



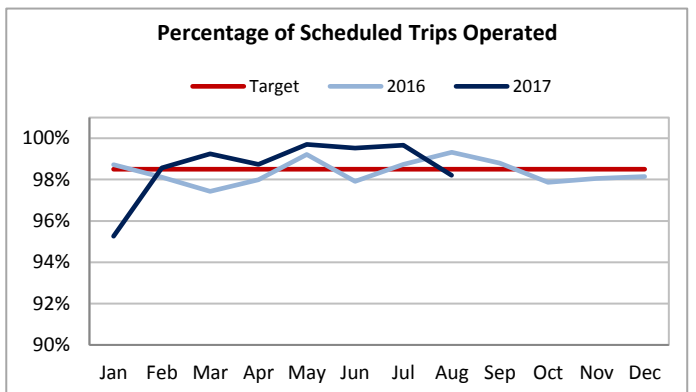
**Target: < 15**      **Aug 2017: 1.8**      **YTD 2017: 2.2**



**Target: 267.1**      **Aug 2017: 232.0**      **YTD 2017: 222.7**



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



**Target: 98.5%**      **Aug 2017: 98.2%**      **YTD 2017: 98.6%**



# Sound Transit Operations 2017 Monthly Modal Performance Data Sheet

		ST Express												Tacoma Link												Link											
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time <sup>1</sup>	Free Availability	On-Time Performance <sup>2</sup>	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Preventable Accidents per 100,000 Miles (Rolling 12 Months) <sup>5</sup>	Farebox Recovery (Rolling 12 Months) <sup>6</sup>	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time <sup>1</sup>	Free Availability	On-Time Performance <sup>2</sup>	Headway Performance +2 Minutes <sup>3</sup>	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Preventable Accidents per 100,000 Miles (Rolling 12 Months) <sup>5</sup>	Farebox Recovery (Rolling 12 Months) <sup>6</sup>											
Targets <sup>7</sup>	≥ 99.8%	> 90.0%	≥ 90.0%	≥ 85.0%	≥ 85.0%	18,680,000	38.8	< 15.0	< 0.80	27.7%	≥ 98.5%	> 90.0%	66.7%	≥ 98.5%	N/A	1,040,001	21.1	< 15.0	≤ 1.66	N/A																	
Jan	40,103	99.9%	98.0%	94.0%	86.0%	1,503,335	37.5	13.7	0.85	29.9%	99.9%	98.0%	81.7%	99.6%	N/A	75,283	18.6	0.0	0	1.31	N/A																
Feb	38,457	99.9%	99.0%	94.7%	84.1%	1,373,960	35.7	13.2	0.83	30.0%	99.9%	99.0%	97.5%	100.0%	N/A	77,064	20.6	0	0	1.31	N/A																
Mar	42,283	99.9%	99.0%	94.4%	83.7%	1,621,495	38.3	20.4	0.82	29.8%	99.9%	99.0%	98.9%	99.9%	N/A	87,748	20.4	0	0	1.31	N/A																
Apr	38,615	99.9%	99.9%	95.2%	86.4%	1,494,315	38.7	25.5	0.80	29.8%	99.9%	99.9%	95.8%	100.0%	N/A	83,218	20.8	0	0	1.32	N/A																
May	41,244	99.9%	99.9%	95.0%	84.2%	1,636,800	39.7	25.3	0.80	30.1%	99.9%	99.9%	92.8%	100.0%	N/A	90,976	21.7	0	0	1.31	N/A																
Jun	40,683	99.9%	98.0%	94.1%	76.5%	1,600,544	39.3	19.7	0.82	29.5%	99.9%	98.0%	100.0%	99.6%	N/A	82,874	19.9	0	0	1	2.62	N/A															
Jul	38,977	99.9%	98.0%	93.5%	81.2%	1,563,194	40.1	27.9	0.80	29.5%	99.9%	98.0%	100.0%	100.0%	N/A	73,247	17.9	0	0	0	2.62	N/A															
Aug	42,000	99.8%	98.0%	94.3%	81.2%	1,683,064	40.1	17.3	0.77	29.2%	99.8%	98.0%	100.0%	99.5%	N/A	72,758	16.8	0	0	0	2.61	N/A															
Sep																																					
Oct																																					
Nov																																					
Dec																																					
YTD	322,362	99.9%	98.7%	94.4%	82.9%	12,476,707	38.7	2,112	0.77	29.2%	99.8%	98.8%	95.8%	99.8%	N/A	643,168	19.6	0	0	1	2.61	N/A															
Targets <sup>7</sup>	≥ 99.5%	> 90.0%	≥ 90.0%	≥ 95.0%	≥ 95.0%	4,479,999	55.0	< 15.0	≤ 1.00	25.6%	≥ 98.5%	> 90.0%	86.0%	≥ 90.0%	≥ 90.0%	22,900,002	223.0	< 15.0	< 0.30	35.6%																	
Jan	607	99.5%	100.0%	90.3%	78.9%	367,533	60.5	27	0.00	30.6%	99.5%	98.6%	96.1%	90.5%	88.7%	1,760,914	203.5	77	4.4	0	0.05	39.0%															
Feb	561	93.5%	100.0%	90.3%	82.0%	316,603	56.4	11.4	0.00	30.9%	98.6%	96.0%	95.3%	91.7%	89.4%	1,551,158	196.4	29	1.9	0	0.05	39.3%															
Mar	666	96.0%	100.0%	90.3%	82.6%	391,133	58.7	36	0.00	30.7%	99.3%	98.0%	93.9%	92.1%	89.1%	1,859,043	209.1	33	1.8	0	0.05	40.7%															
Apr	593	98.0%	100.0%	90.3%	91.2%	339,555	57.2	44	0.00	30.6%	98.7%	98.0%	93.5%	92.9%	89.0%	1,843,401	219.0	31	1.7	0	0.05	41.0%															
May	678	99.7%	100.0%	90.3%	92.2%	384,633	56.7	23	0.00	30.9%	99.7%	97.0%	94.9%	92.0%	89.0%	2,040,154	232.3	60	2.9	0	0.05	40.0%															
Jun	665	99.0%	100.0%	90.3%	95.2%	383,661	57.7	54	0.00	30.9%	99.5%	99.0%	96.1%	92.2%	88.5%	2,113,450	247.0	34	1.6	0	0.05	40.6%															
Jul	615	99.5%	100.0%	90.3%	97.7%	354,706	57.6	39	0.00	30.8%	99.7%	99.0%	94.9%	91.6%	89.0%	2,096,892	239.8	35	1.7	0	0.05	40.6%															
Aug	695	99.4%	100.0%	90.3%	92.7%	406,543	58.5	73	0.00	30.6%	99.4%	98.2%	96.5%	91.5%	88.7%	2,181,697	232.0	39	1.8	0	0.05	39.9%															
Sep																																					
Oct																																					
Nov																																					
Dec																																					
YTD	5,080	98.1%	100.0%	90.3%	89.1%	2,944,387	57.9	392	0.00	30.6%	98.1%	97.6%	95.1%	91.8%	88.9%	15,446,709	222.7	338	2.2	0	0.05	39.9%															

<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 based on a rolling 12-month period of data.

<sup>7</sup> Year end target