

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

Ridership

Total Boardings by Mode						
	Dec-16	Dec-17	% Δ	YTD-16	YTD-17	% Δ
ST Express	1,381,940	1,315,058	-4.8%	18,470,408	18,373,006	-0.5%
Sounder	329,575	345,693	4.9%	4,312,113	4,438,374	2.9%
Tacoma Link	72,173	71,225	-1.3%	938,315	972,405	3.6%
Link	1,698,830	1,764,262	3.9%	19,011,368	23,186,633	22.0%
Paratransit	4,084	4,871	19.3%	48,243	60,136	24.7%
System Total	3,486,602	3,501,109	0.4%	42,780,447	47,030,554	9.9%

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

December 2016:	21 Weekdays	5 Saturdays	5 Sundays
December 2017:	20 Weekdays	5 Saturdays	6 Sundays

Sound Transit ridership increased by 15K, or 0.4%, compared to December 2016 despite one less weekday during the month. System-wide average weekday boardings increased by 2.2% during the month. All modes registered YTD ridership increases compared to last year with the exception of ST Express which remained essentially flat.

ST Express ridership decreased by 67K, or 4.8%, during the month of December partially due to one less weekday. Average weekday boardings also decreased slightly, by 2.6%. Ridership on the SR-520 and I-5 South corridors led the way in ridership growth during the month.

Sounder ridership increased by 16K, or 4.9%, compared to December 2016. Average weekday boardings on Sounder increased overall by 7.6% compared to the same period last year. Average weekday boardings increased on both the North and the South Line by 0.8% and 8.4%, respectively. South Line ridership growth was in large part due to the two new round trips added in the September service change.

Tacoma Link ridership decreased by 1K, or 1.3%, during the month of December. Average weekday boardings increased by 8.8% over the same period of last year.

Link ridership increased by 65K, or 3.9%, compared to the same period last year. Average weekday boardings were up 4.9%.

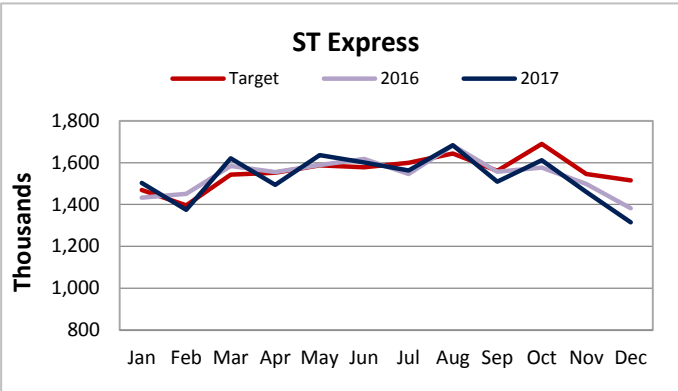
Paratransit services increased by 19.3% compared to December 2016. The increase in paratransit ridership is attributed to the increased ridership on Link with the opening of the University Link and Angle Lake extensions and additional customers requesting access to the Link system.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Dec-16	Dec-17	% Δ	Dec-16	Dec-17	% Δ	Dec-16	Dec-17	% Δ
ST Express	57,883	56,393	-2.6%	19,074	19,705	3.3%	14,204	14,778	4.0%
Sounder	15,365	16,527	7.6%	6,909	0	-100.0%	0	7,581	N/A
Tacoma Link	2,739	2,980	8.8%	1,885	1,648	-12.6%	624	564	-9.7%
Link	63,910	67,072	4.9%	38,973	39,682	1.8%	32,373	37,404	15.5%
Paratransit	132	157	19.3%	132	157	19.3%	132	157	19.3%
System Total	140,029	143,129	2.2%						

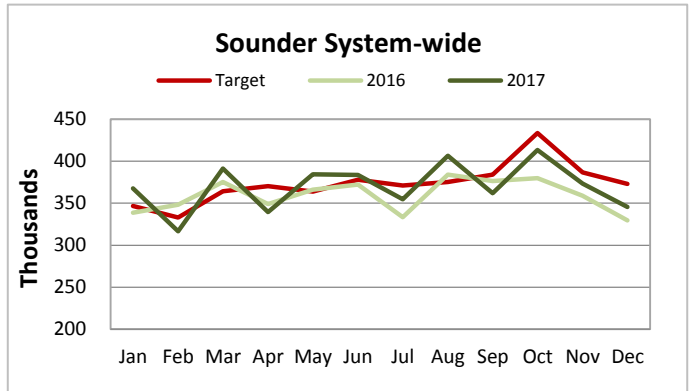
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.

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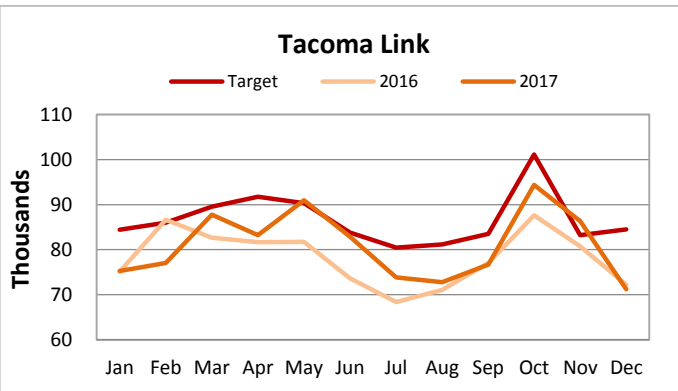
Monthly Ridership Trends by Mode



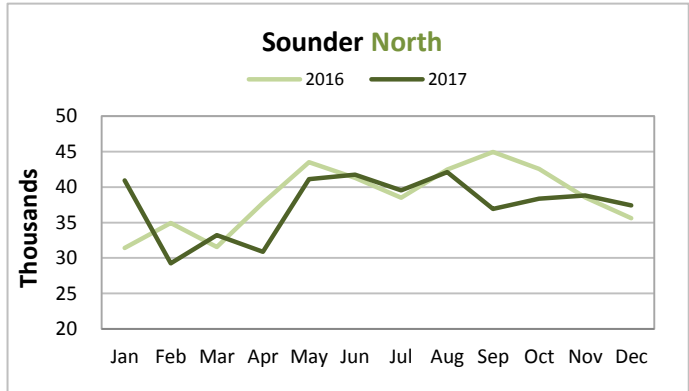
ST Express ridership decreased by 4.8% compared to the same time last year. YTD ridership is essentially flat when comparing to YTD prior year.



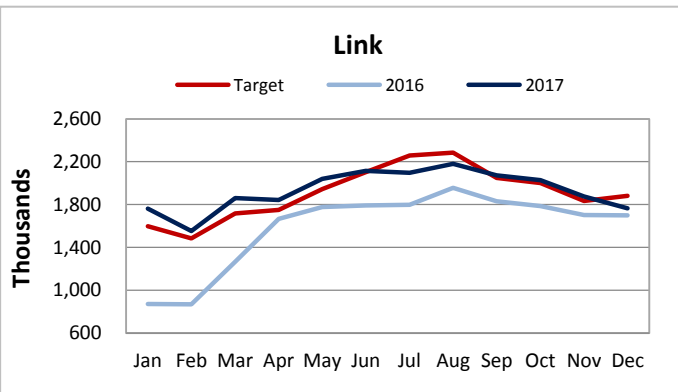
Sounder system-wide monthly ridership increased by 4.9% for the month and 2.9% for the year compared to prior year. Average weekday boardings for the month increased by 7.6%.



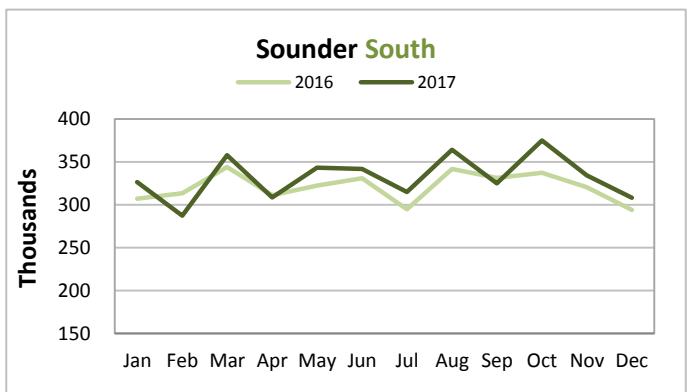
Tacoma Link ridership decreased by 1.3% in the month of December; however, average weekday boardings increased by 8.8%. On a year-to-date basis, Tacoma Link ridership grew 3.6% over 2016.



Sounder North ridership and average weekday boardings increased by 5.1% and 0.8%, respectively, compared to December 2016.



Link ridership grew 3.9% for the month and 22% for the year compared to last year. Average weekday, Saturday and Sunday boardings were up 4.9%, 1.8% and 15.5% respectively.



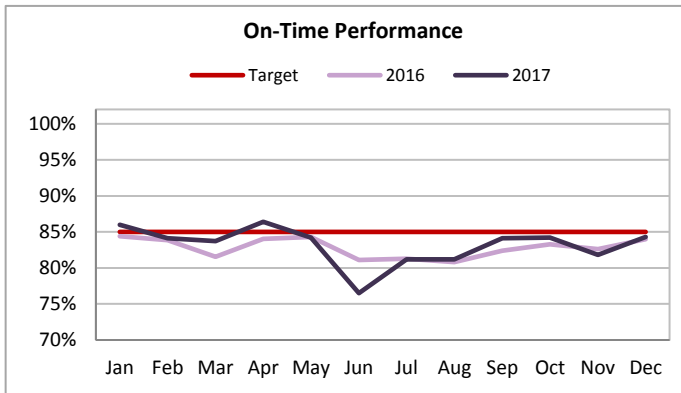
Sounder South ridership increased by 4.9%, or 14K. Average weekday boardings also increased by 8.4% compared to December 2016.

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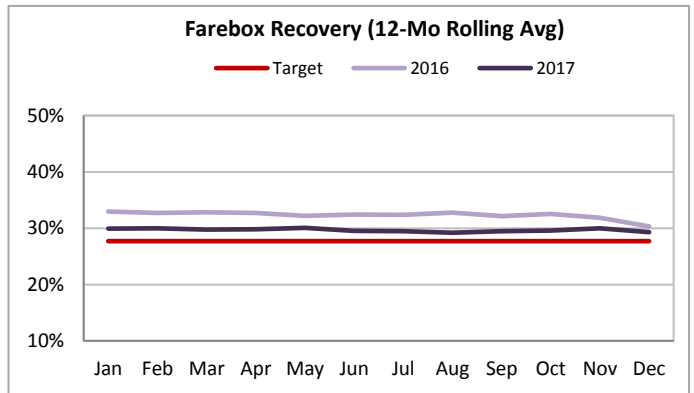
ST Express

Highlights

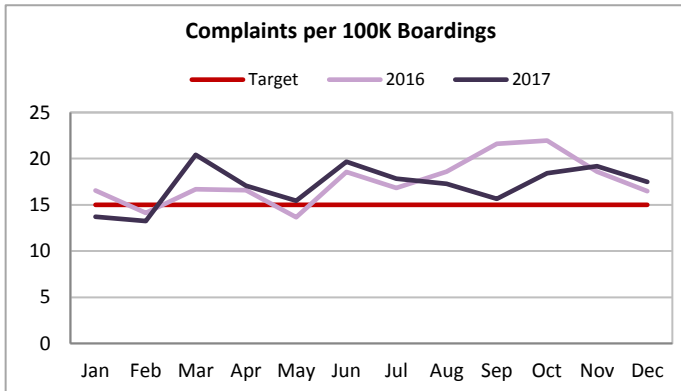
- Due to temporary data collection issues from King County Metro, December's on-time performance is an estimate. The issue is expected to be resolved in the coming months.
- Customer complaints missed the monthly and annual targets. Traffic congestion continues to impact performance and the customer experience.
- Passengers per trip fell below the monthly target at 33.5. Low fuel prices and freeway congestion have limited ridership increases.
- Preventable accidents per 100K miles continued to improve and met the target at 0.69.



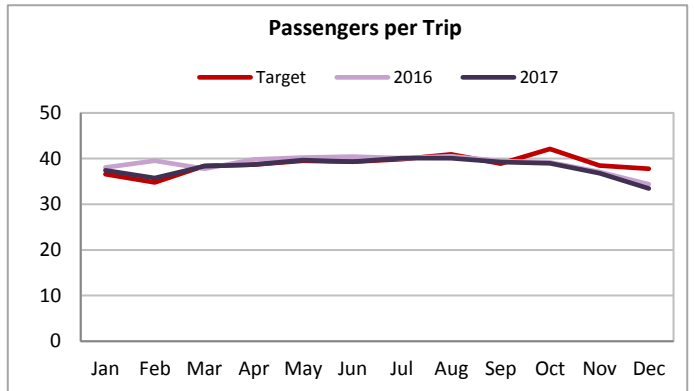
Target: 85% Dec 2017: 84.3% YTD 2017: 83.1%



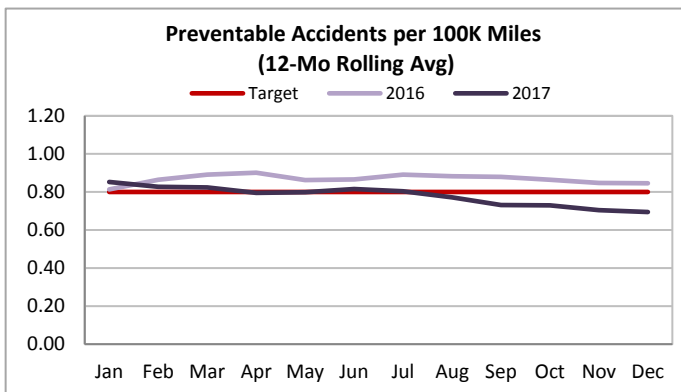
Target: 27.7% 12-Mo Avg: 29.3%



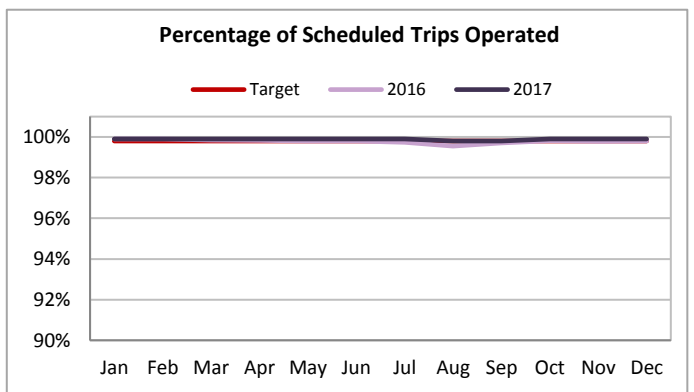
Target: < 15 Dec 2017: 17.5 YTD 2017: 17.2



Target: 37.7 Dec 2017: 33.5 YTD 2017: 38.2



Target: 0.80 12-Mo Avg: 0.69



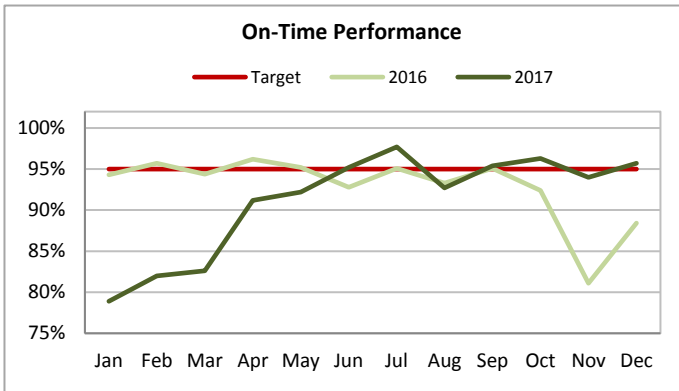
Target: 99.8% Dec 2017: 99.9% YTD 2017: 99.9%

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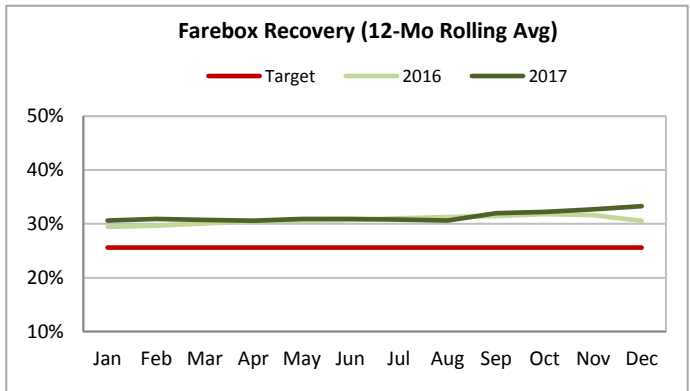
Sounder Commuter Rail

Highlights

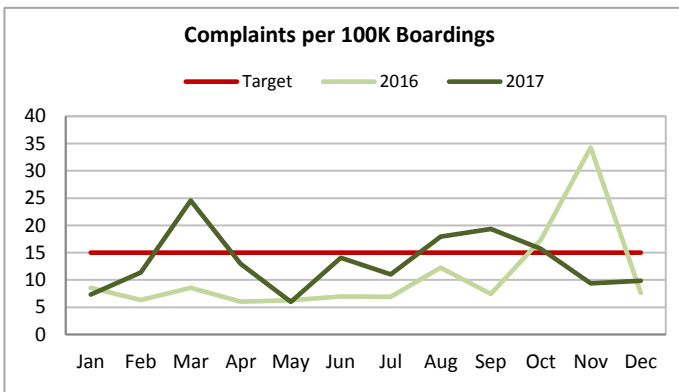
- Sounder on-time performance improved over time during the year, and it was above target at 95.7% for December.
- Complaints per 100K boardings were 9.8 in December and 13.4 on a year-to-date basis, within the target range of 15.
- Percentage of scheduled trips operated was below target at 99.4% for the month and 98.6% for the year.



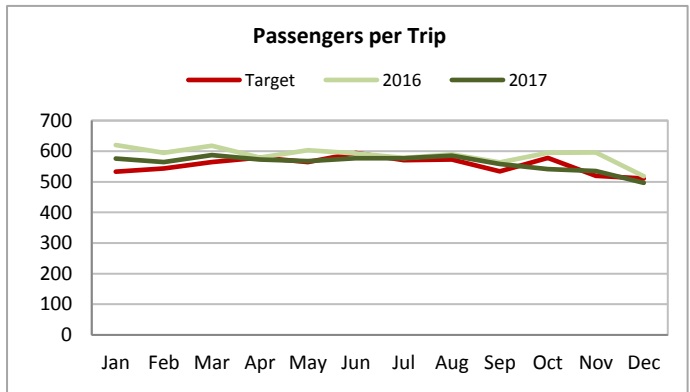
Target: 95.0% **Dec 2017: 95.7%** **YTD 2017: 91.2%**



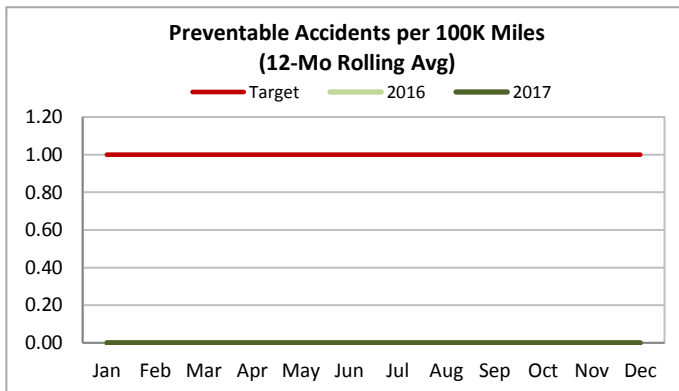
Target: 25.6% **12-Mo Avg: 33.3%**



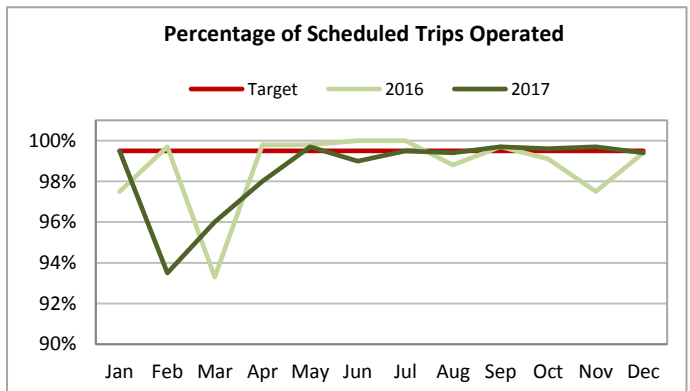
Target: < 15 **Dec 2017: 9.8** **YTD 2017: 13.4**



Target: 510.9 **Dec 2017: 496.7** **YTD 2017: 560.6**



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



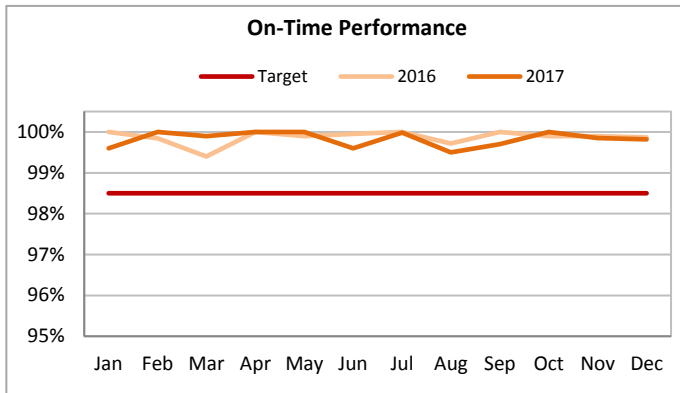
Target: 99.5% **Dec 2017: 99.4%** **YTD 2017: 98.6%**

Sound Transit Operations December 2017 Service Performance Report

Tacoma Link

Highlights

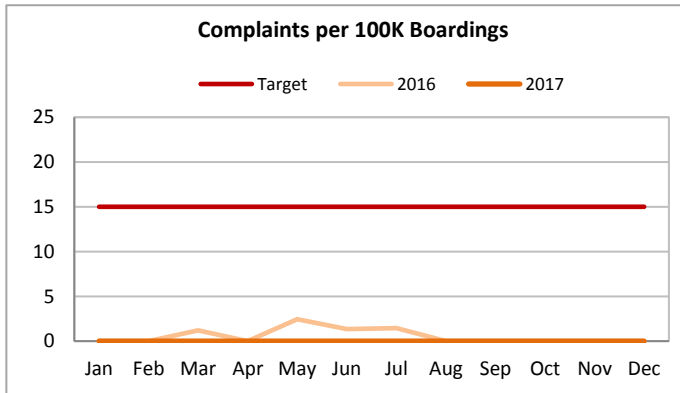
- Tacoma Link consistently performs better than target for on-time performance, complaints per 100K boardings, and percentage of scheduled trips operated.
- Passengers per trip was slightly below target at 19.7 for the year and 17.3 for the month.
- Preventable accidents per 100K miles is based on a 12-month rolling average. Tacoma Link's 12-month rolling average during the month was 1.31 due to one preventable accident that occurred during service in June.



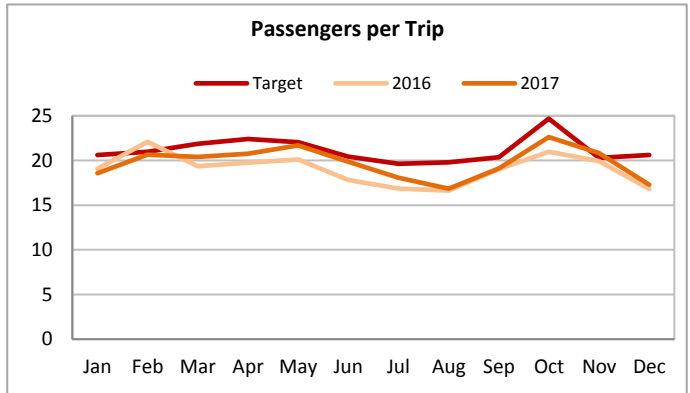
Target: 98.5% Dec 2017: 99.8% YTD 2017: 99.8%

Farebox Recovery (12-Mo Rolling Avg)

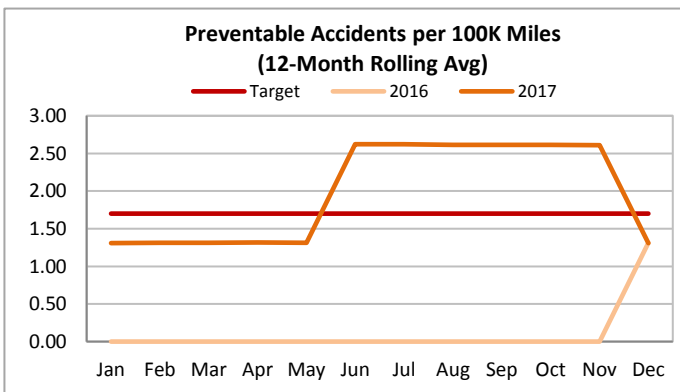
Tacoma Link to remain fare-free until 2022.



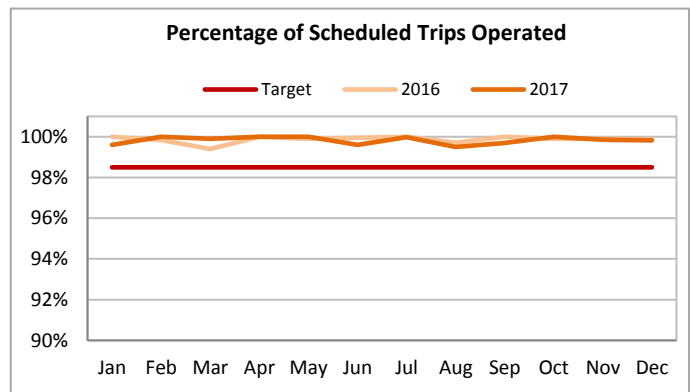
Target: < 15 Dec 2017: 0.0 YTD 2017: 0.0



Target: 20.6 Dec 2017: 17.3 YTD 2017: 19.7



Target: < 1.7 12-Mo Avg: 1.31



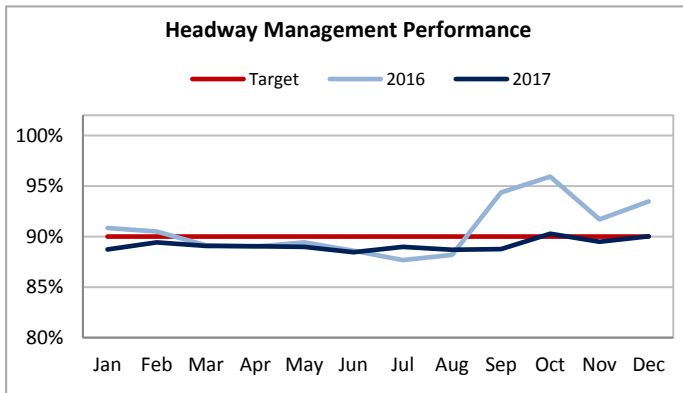
Target: 98.5% Dec 2017: 99.8% YTD 2017: 99.8%

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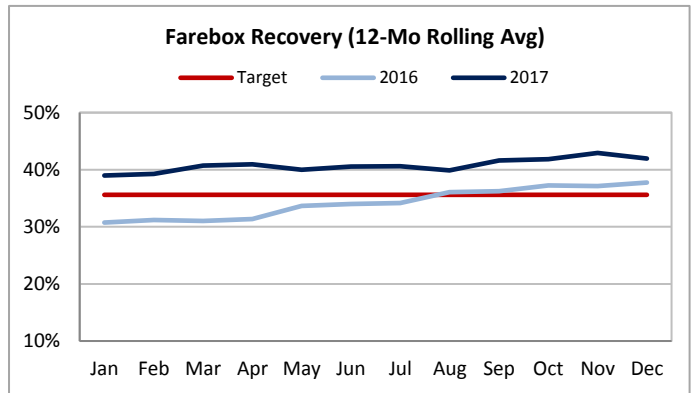
Link

Highlights

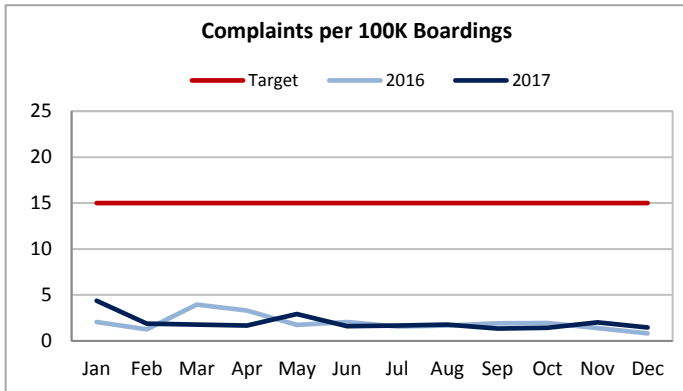
- Headway management performance was above the target for the month at 90% but slightly below target for the year at 89.2%. Delays in the DSTT and along the MLK corridor continue to impact performance.
- Farebox recovery is trending above 40%, well over the 35.6% target due to increases in ridership.
- Passengers per trip was below target in December at 205.4 but well above target at 222.9. Link showed less of a summer spike than was forecast, but other metrics have trended higher than expected.
- Percentage of scheduled trips operated was above target for the month and for the year at 99.4% and 98.6% respectively.



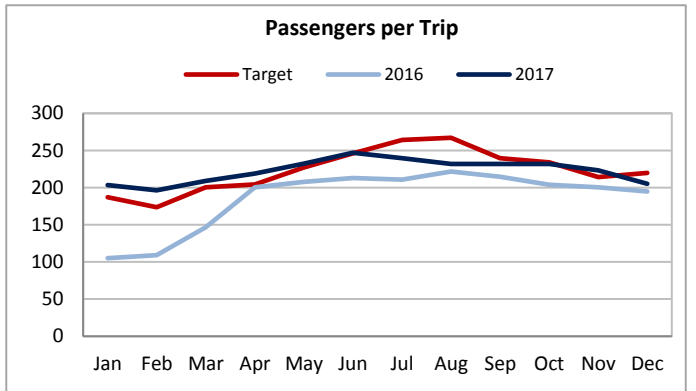
Target: 90% **Dec 2017: 90.0%** **YTD 2017: 89.2%**



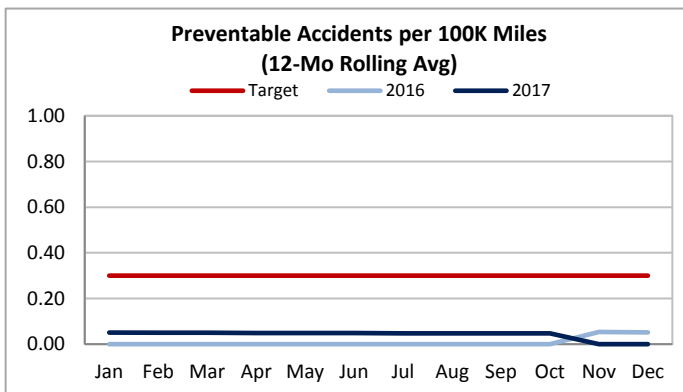
Target: 35.6% **12-Mo Avg: 42.0%**



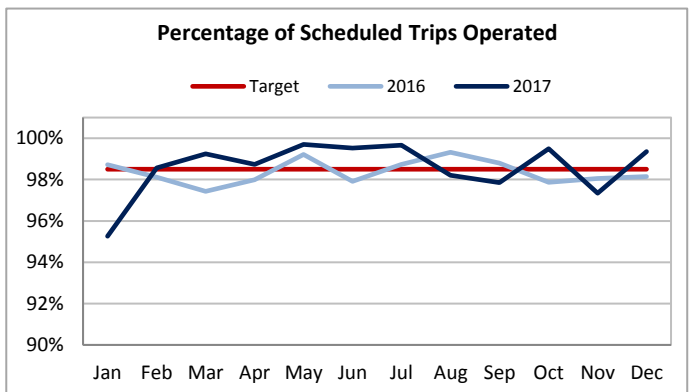
Target: < 15 **Dec 2017: 1.5** **YTD 2017: 2.0**



Target: 219.9 **Dec 2017: 205.4** **YTD 2017: 222.9**



Target: 0.30 **12-Mo Avg: 0.00**



Target: 98.5% **Dec 2017: 99.4%** **YTD 2017: 98.6%**

Sound Transit Operations 2017 Monthly Modal Performance Data Sheet

	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time ¹	Fleet Availability	On-Time Performance ²	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴	Preventable Accidents per 100,000 Miles (Rolling 12-Months) ⁵	Farebox Recovery (Rolling 12-Months) ⁶		Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time ¹	Fleet Availability	On-Time Performance ²	Headway Performance +2 Minutes ³	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴	Preventable Accidents per 100,000 Miles (Rolling 12-Months) ⁵	Farebox Recovery (Rolling 12-Months) ⁶
ST Express														Tacoma Link														
Targets⁷	481,598	≥ 99.8%	> 90.0%	80.0%	≥ 85.0%	18,680,000	38.8		< 15.0		< 0.80	27.7%		Targets⁷	49,194	≥ 98.5%	> 90.0%	66.7%	≥ 98.5%	N/A	1,040,001	21.1		< 15.0		≤ 1.66	N/A	
Jan	40,136	99.9%	98.0%	94.0%	86.0%	1,503,335	37.5	206	13.7	11	0.85	29.9%		Jan	4,050	99.6%	100.0%	81.7%	99.6%	N/A	75,283	18.6	0	0.0	0	1.31	N/A	
Feb	38,443	99.9%	99.0%	94.7%	84.1%	1,373,960	35.7	182	13.2	9	0.83	30.0%		Feb	3,732	100.0%	100.0%	97.6%	100.0%	N/A	77,064	20.6	0	0.0	0	1.31	N/A	
Mar	42,286	99.9%	99.0%	94.4%	83.7%	1,621,495	38.3	331	20.4	14	0.82	29.8%		Mar	4,304	99.9%	93.0%	98.9%	99.9%	N/A	87,748	20.4	0	0.0	0	1.31	N/A	
Apr	38,618	99.9%	99.9%	95.2%	86.4%	1,494,467	38.7	255	17.1	7	0.80	29.8%		Apr	4,010	100.0%	100.0%	95.6%	100.0%	N/A	83,218	20.8	0	0.0	0	1.32	N/A	
May	41,244	99.9%	99.9%	95.0%	84.2%	1,636,800	39.7	253	15.5	7	0.80	30.1%		May	4,194	100.0%	98.0%	92.5%	100.0%	N/A	90,976	21.7	0	0.0	0	1.31	N/A	
Jun	40,690	99.9%	98.0%	94.1%	76.5%	1,600,967	39.3	315	19.7	13	0.82	29.5%		Jun	4,174	99.6%	98.0%	100.0%	99.6%	N/A	82,874	19.9	0	0.0	1	2.62	N/A	
Jul	38,977	99.9%	98.0%	93.5%	81.2%	1,563,194	40.1	279	17.8	9	0.80	29.5%		Jul	4,088	100.0%	100.0%	100.0%	100.0%	N/A	73,817	18.1	0	0.0	0	2.62	N/A	
Aug	42,000	99.8%	98.0%	94.3%	81.2%	1,683,064	40.1	291	17.3	7	0.77	29.2%		Aug	4,320	99.5%	98.0%	100.0%	99.5%	N/A	72,758	16.8	0	0.0	0	2.61	N/A	
Sep	38,454	99.8%	99.0%	95.1%	84.1%	1,508,835	39.2	236	15.6	8	0.73	29.5%		Sep	4,016	99.7%	98.0%	100.0%	99.7%	N/A	76,699	19.1	0	0.0	0	2.61	N/A	
Oct	41,352	99.9%	99.0%	94.9%	84.2%	1,612,262	39.0	297	18.4	9	0.73	29.6%		Oct	4,174	100.0%	98.0%	100.0%	100.0%	N/A	94,413	22.6	0	0.0	0	2.61	N/A	
Nov	39,717	99.9%	99.0%	98.9%	81.8%	1,460,143	36.8	280	19.2	9	0.71	30.0%		Nov	4,148	99.9%	100.0%	100.0%	99.9%	N/A	86,329	20.8	0	0.0	0	2.61	N/A	
Dec	39,310	99.9%	98.0%	93.5%	84.3%	1,315,058	33.5	230	17.5	11	0.69	29.3%		Dec	4,118	99.8%	100.0%	100.0%	99.8%	N/A	71,225	17.3	0	0.0	0	1.31	N/A	
YTD	481,226	99.9%	98.7%	94.8%	83.1%	18,373,581	38.2	3,155	17.2	114	0.69	29.3%		YTD	49,328	99.8%	98.6%	97.2%	99.8%	N/A	972,405	19.7	0	0.0	1	1.31	N/A	
Souder														Link														
Targets⁷	8,078	≥ 99.5%	> 90.0%	82.0%	≥ 95.0%	4,479,999	555.0		< 15.0		≤ 1.00	25.6%		Targets⁷	102,616	≥ 98.5%	> 90.0%	86.0%	≥ 90.0%	≥ 90.0%	22,900,002	223.0		< 15.0		< 0.30	35.6%	
Jan	638	99.5%	100.0%	90.3%	78.9%	367,533	576.1	27	7.3	0	0.00	30.6%		Jan	8,653	95.3%	96.0%	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	564.4	36	11.4	0	0.00	30.9%		Feb	7,898	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	587.3	96	24.5	0	0.00	30.7%		Mar	8,890	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	572.6	44	13.0	0	0.00	30.6%		Apr	8,418	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	567.3	23	6.0	0	0.00	30.9%		May	8,784	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%	383,681	577.0	54	14.1	0	0.00	30.9%		Jun	8,558	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	576.8	39	11.0	0	0.00	30.8%		Jul	8,746	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%	406,532	584.9	73	18.0	0	0.00	30.6%		Aug	9,404	98.2%	98.0%	96.5%	91.5%	88.7%	2,181,697	232.0	39	1.8	0	0.05	39.9%	
Sep	648	99.7%	100.0%	90.9%	95.4%	361,817	558.4	70	19.3	0	0.00	32.0%		Sep	8,947	97.9%	99.0%	96.9%	90.9%	88.8%	2,073,671	231.8	28	1.4	0	0.05	41.6%	
Oct	764	99.6%	100.0%	90.9%	96.3%	413,272	540.9	65	15.7	0	0.00	32.2%		Oct	8,741	99.5%	98.0%	98.0%	94.1%	90.3%	2,027,402	231.9	29	1.4	0	0.05	41.8%	
Nov	698	99.7%	100.0%	90.9%	94.0%	373,216	534.7	35	9.4	0	0.00	32.7%		Nov	8,392	97.3%	97.0%	95.8%	92.6%	89.5%	1,874,589	223.4	38	2.0	1	0.00	42.9%	
Dec	696	99.4%	100.0%	90.9%	95.7%	345,693	496.7	34	9.8	0	0.00	33.3%		Dec	8,590	99.4%	98.0%	96.8%	94.5%	90.0%	1,764,262	205.4	26	1.5	0	0.00	42.0%	
YTD	7,917	98.6%	100.0%	90.5%	91.2%	4,438,374	560.6	596	13.4	0	0.00	33.3%		YTD	104,021	98.6%	97.8%	95.7%	92.2%	89.2%	23,186,633	222.9	459	2.0	1	0.00	42.0%	

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

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

³ Headways are scheduled intervals between trips.

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

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

⁶ Farebox recovery is calculated as farebox revenues divided by total modal operating expenses based on a rolling 12-month period of data.

⁷ Year end target