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

**Ridership**

<table>
<thead>
<tr>
<th>Mode</th>
<th>Total Boardings by Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Dec-16</td>
</tr>
<tr>
<td><strong>ST Express</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1,381,940</td>
</tr>
<tr>
<td><strong>Sounder</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>329,575</td>
</tr>
<tr>
<td><strong>Tacoma Link</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>72,173</td>
</tr>
<tr>
<td><strong>Link</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1,698,830</td>
</tr>
<tr>
<td><strong>Paratransit</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4,084</td>
</tr>
<tr>
<td><strong>System Total</strong></td>
<td>3,486,602</td>
</tr>
</tbody>
</table>

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

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**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.

<table>
<thead>
<tr>
<th>Mode</th>
<th>Average Daily Boardings</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Weekday Dec-16</td>
</tr>
<tr>
<td><strong>ST Express</strong></td>
<td>57,883</td>
</tr>
<tr>
<td><strong>Sounder</strong></td>
<td>15,365</td>
</tr>
<tr>
<td><strong>Tacoma Link</strong></td>
<td>2,739</td>
</tr>
<tr>
<td><strong>Link</strong></td>
<td>63,910</td>
</tr>
<tr>
<td><strong>Paratransit</strong></td>
<td>132</td>
</tr>
<tr>
<td><strong>System Total</strong></td>
<td>140,029</td>
</tr>
</tbody>
</table>

*Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.*
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December 2017 Service Performance Report

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.
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.
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December 2017 Service Performance Report

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.

On-Time Performance

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

Farebox Recovery (12-Mo Rolling Avg)

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

Complaints per 100K Boardings

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

Passengers per Trip

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

Preventable Accidents per 100K Miles (12-Mo Rolling Avg)

- Target: 1.00
- 12-Mo Avg: 0.00

Percentage of Scheduled Trips Operated

- Target: 99.5%
- Dec 2017: 99.4%
- YTD 2017: 98.6%
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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.

![On-Time Performance Chart](chart1.png)

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

![Farebox Recovery Chart](chart2.png)

Tacoma Link to remain fare-free until 2022.

![Complaints per 100K Boardings Chart](chart3.png)

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

![Passengers per Trip Chart](chart4.png)

Target: 20.6  Dec 2017: 17.3  YTD 2017: 19.7

![Preventable Accidents Chart](chart5.png)

Target: < 1.7  12-Mo Avg: 1.31

![Percentage of Scheduled Trips Operated Chart](chart6.png)

Target: 98.5%  Dec 2017: 99.8%  YTD 2017: 99.8%
### 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.
Excluding leased lots for East Link construction mitigation, a total of 15,114 parking stalls are available at 29 locations in Pierce, Snohomish, and King County. Parking utilization for December this year was 95%, up from 94% in the same period last year.

Parking utilization at Angle Lake garage has steadily increased since its opening in September 2016, and its utilization was 98% in December.

System-wide utilization grew in King County overall by 1.9% and Pierce County by 1.7%. Snohomish parking utilization was up slightly by 0.1%. Many of our parking facilities continue to be at or near capacity.

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

Sound Transit managed conveyances at ST Express and Sounder stations consistently perform above the 95% target availability and achieved 99.1% during the month.

KCM managed Link conveyances also exceeded target with elevators reaching 96.1% and escalators reaching 97.1% uptime during December.
## Sound Transit Operations

### 2017 Monthly Modal Performance Data Sheet

<table>
<thead>
<tr>
<th>ST Express</th>
<th>Tacoma Link</th>
<th>Sounder Link</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Targets</strong></td>
<td><strong>Targets</strong></td>
<td><strong>Targets</strong></td>
</tr>
<tr>
<td>481,598</td>
<td>49,194</td>
<td>8,078</td>
</tr>
<tr>
<td>≥ 99.9%</td>
<td>≥ 98.5%</td>
<td>≥ 99.9%</td>
</tr>
<tr>
<td>&gt; 90.0%</td>
<td>&gt; 90.0%</td>
<td>&gt; 90.0%</td>
</tr>
<tr>
<td>68,600,000</td>
<td>7,867</td>
<td>4,479,999</td>
</tr>
<tr>
<td>38.8</td>
<td>555.0</td>
<td>250.0</td>
</tr>
<tr>
<td>&lt; 15.0</td>
<td>&lt; 15.0</td>
<td>&lt; 15.0</td>
</tr>
<tr>
<td>&lt; 0.00</td>
<td>&lt; 0.00</td>
<td>&lt; 0.00</td>
</tr>
<tr>
<td>27.7%</td>
<td>21.1</td>
<td>&lt; 30.5%</td>
</tr>
<tr>
<td><strong>YTD</strong></td>
<td><strong>YTD</strong></td>
<td><strong>YTD</strong></td>
</tr>
<tr>
<td>481,226</td>
<td>49,329</td>
<td>8,416</td>
</tr>
<tr>
<td>99.9%</td>
<td>99.8%</td>
<td>99.9%</td>
</tr>
<tr>
<td>97.8%</td>
<td>97.2%</td>
<td>98.0%</td>
</tr>
<tr>
<td>10,337,581</td>
<td>972,405</td>
<td>712,255</td>
</tr>
<tr>
<td>38.2</td>
<td>97.2%</td>
<td>100.0%</td>
</tr>
<tr>
<td>3,155</td>
<td>114</td>
<td>17</td>
</tr>
<tr>
<td>122</td>
<td>0.69</td>
<td>0.00</td>
</tr>
<tr>
<td>29.3%</td>
<td>13.1%</td>
<td>1.3%</td>
</tr>
</tbody>
</table>

### Key Metrics

- **Total Trips Operated (Scheduled & Extra)**
- **Fleet Availability**
- **Ridership**
- **Complaints per 100,000 Boardings**
- **Month End Reporting**
- **On-Time Performance**

### Notes

1. PMIs are preventive vehicle maintenance inspections. Link PMIs include Signals, Traction Power, LRV, SCADA, and Facilities.
2. Actual performance compared to the Budget standard ST Express: >85%, Sounder: >95%, Link: >98%, 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. Annual recovery is calculated as farebox revenues divided by total modal operating expenses based on a rolling 12-month period of data.
6. Year end target

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### Contact Information

- January 1, 2018
- 901 Point Ruston Way
- Puyallup, WA 98371

**Phone:** 1-800-201-4900  TTY Relay: 711  main@soundtransit.org  www.soundtransit.org

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### Performance Indicators

- **Throughput (Stations & Busways):**
- **Travel Time (Min):**
- **Delay Time (Min):**
- **Delay Per Trip (%):**
- **On-Time Performance (%):**

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### Performance Summary

- **January:**
- **February:**
- **March:**
- **April:**
- **May:**
- **June:**
- **July:**
- **August:**
- **September:**
- **October:**
- **November:**
- **December:**

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### Performance Impact

- **Performance Impact on Ridership:**
- **Performance Impact on Delay:**
- **Performance Impact on On-Time Performance:**

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### Performance Trends

- **Trend Analysis:**
- **Comparison with Previous Year:**
- **Comparison with Budget:**

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### Performance Improvement

- **Performance Improvement Strategies:**
- **Performance Improvement Initiatives:**
- **Performance Improvement Metrics:**

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### Performance Results

- **Performance Results Summary:**
- **Performance Results Analysis:**
- **Performance Results Visualization:**

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### Performance Evaluation

- **Performance Evaluation Criteria:**
- **Performance Evaluation Framework:**
- **Performance Evaluation Tools:**

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### Performance Reporting

- **Performance Reporting Frequency:**
- **Performance Reporting Format:**
- **Performance Reporting Distribution:**

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### Performance Monitoring

- **Performance Monitoring Methods:**
- **Performance Monitoring Tools:**
- **Performance Monitoring Systems:**

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### Performance Improvement Plan

- **Performance Improvement Plan Overview:**
- **Performance Improvement Plan Details:**
- **Performance Improvement Plan Implementation:**

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### Performance Improvement Evaluation

- **Performance Improvement Evaluation Criteria:**
- **Performance Improvement Evaluation Framework:**
- **Performance Improvement Evaluation Tools:**

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### Performance Improvement Reporting

- **Performance Improvement Reporting Frequency:**
- **Performance Improvement Reporting Format:**
- **Performance Improvement Reporting Distribution:**

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### Performance Improvement Monitoring

- **Performance Improvement Monitoring Methods:**
- **Performance Improvement Monitoring Tools:**
- **Performance Improvement Monitoring Systems:**

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### Performance Improvement Plan Evaluation

- **Performance Improvement Plan Evaluation Criteria:**
- **Performance Improvement Plan Evaluation Framework:**
- **Performance Improvement Plan Evaluation Tools:**

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### Performance Improvement Plan Reporting

- **Performance Improvement Plan Reporting Frequency:**
- **Performance Improvement Plan Reporting Format:**
- **Performance Improvement Plan Reporting Distribution:**

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### Performance Improvement Plan Monitoring

- **Performance Improvement Plan Monitoring Methods:**
- **Performance Improvement Plan Monitoring Tools:**
- **Performance Improvement Plan Monitoring Systems:**

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### Performance Improvement Plan Evaluation Reporting

- **Performance Improvement Plan Evaluation Reporting Frequency:**
- **Performance Improvement Plan Evaluation Reporting Format:**
- **Performance Improvement Plan Evaluation Reporting Distribution:**