



FARE REVENUE REPORT 2018

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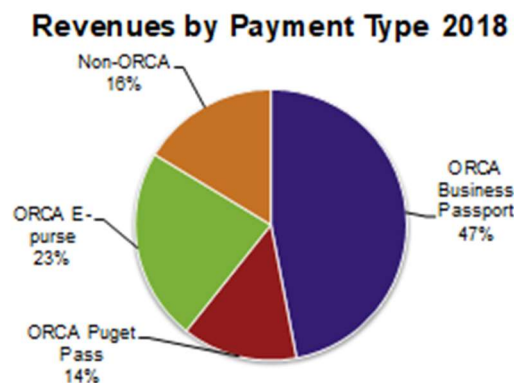
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Executive summary

The purpose of this report is to show 2018 Sound Transit fare revenue, farebox recovery rates and the status of various fare-related programs as compared to prior years.

Across all modes of transportation, Sound Transit's fare revenue continues to increase steadily. In 2018 revenues rose to \$96 million from \$90 million in 2017. Each mode contributed to the \$5.6 million increase, led by \$3.6 million from Link light rail fares.

ORCA continues to be the most popular method of payment accounting for 84% of total revenues, 47% of which came from the ORCA Business Passport. The passport program, which involves transit agencies working with businesses to provide transportation services to employees and students, grew to include more than 1,000 businesses by the end of 2018.



Per Sound Transit's fare policy, farebox revenue must recover a specified percentage of operating costs. Farebox recovery in 2018 compares with minimum farebox recovery ratio thresholds as follows:

- ST Express bus farebox revenue was 28% of operating costs in 2018; higher than the policy requirement of 20%.
- Sounder farebox revenue was 33% of operating costs in 2018; higher than the policy requirement of 23%.
- Link light rail farebox revenue was 38% of operating costs in 2018; slightly below the policy requirement of 40%. While Link fare revenue increased in 2018, so did expenses as the agency ramped up for Northgate Link and East Link extensions. Current forecasts have Link farebox recovery above 40% in 2022, after the opening of Northgate Link.

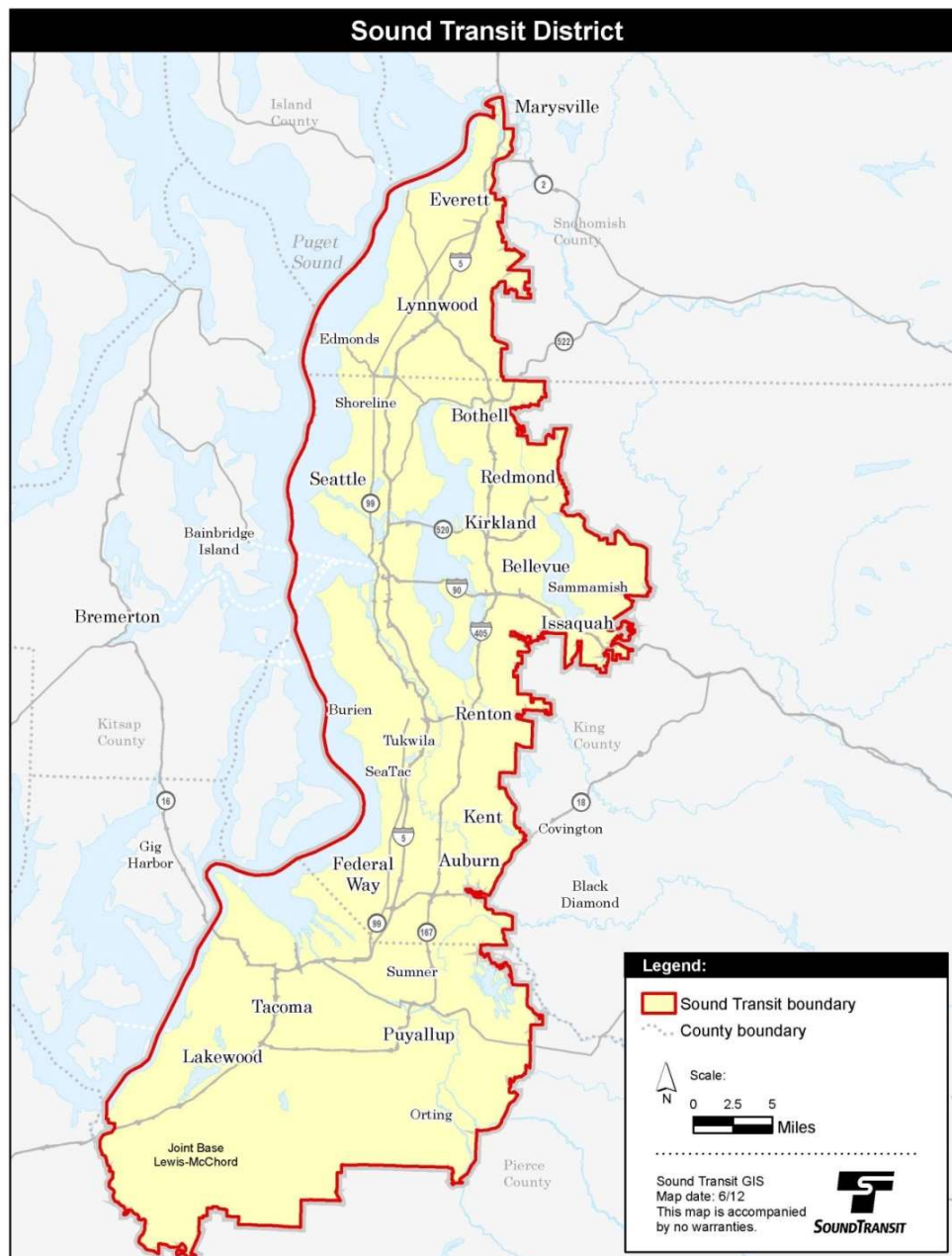
The ORCA LIFT (low-income fare) program continues to grow. There have been more than 87,000 enrollments to date, and more than 58,000 active cards currently.

ORCA LIFT boardings on Link were up 6% year over year, and 8% on ST Express. Contributing to this growth is the expansion of ORCA LIFT enrollment to Department of Social & Health Service (DSHS) locations in Pierce County (October 2018) and Snohomish County (July 2018). Sound Transit funded training of DSHS staff and continues to fund ORCA LIFT enrollment by human services agencies in these counties. ST is also providing funding for ORCA LIFT cards preloaded with \$10 as an incentive for people to register for ORCA LIFT at DSHS offices in King, Pierce and Snohomish counties. Together, these efforts help Sound Transit expand ORCA LIFT awareness and registration.

Overview

Sound Transit's mission is to connect more people to more places. Sound Transit commits to manage public funds wisely while fulfilling this mission. Voter-approved local taxes, federal grants, bonds, interest revenues and farebox revenues fund the regional transit system. Sound Transit collects fares from passengers riding bus and rail services. Fares are only a portion of Sound Transit's revenues and do not fully fund service operations. Sound Transit policy sets farebox recovery targets at a minimum percentage of total operating costs, and this ratio varies by mode as defined in Sound Transit Board Resolution 2014-27.

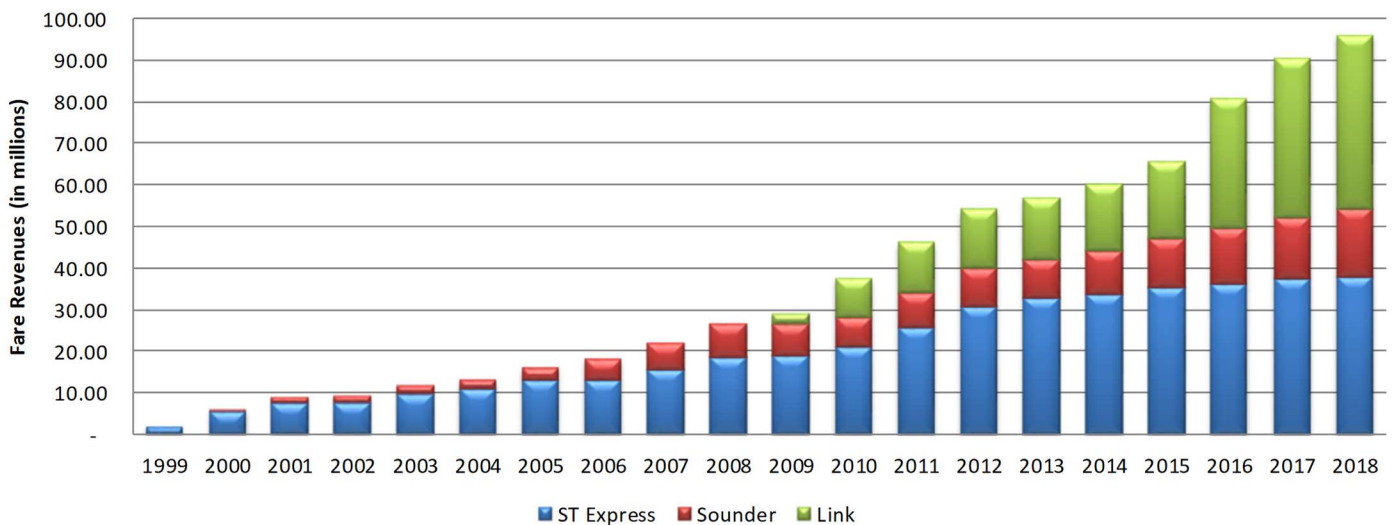
Figure 1: Sound Transit District



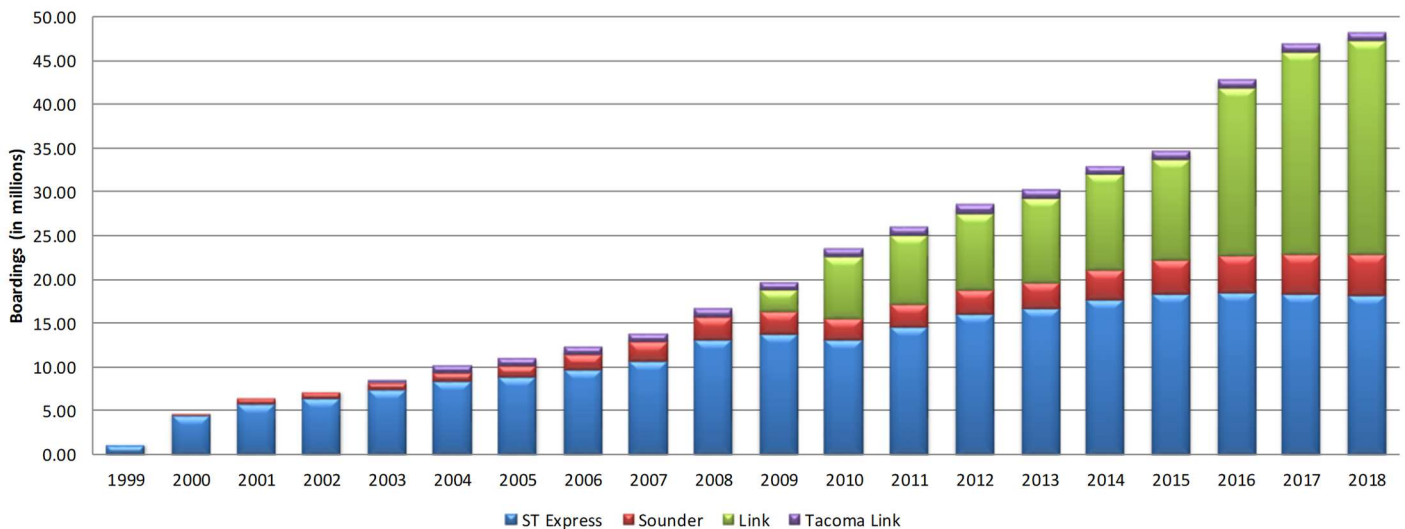
Sound Transit key operational milestones

- September 1999 – ST Express service begins.
- September 2000 – Sounder rail service begins.
- August 2003 – Tacoma Link service begins.
- July 2009 – Link light rail begins service from Westlake to Tukwila International Boulevard.
- December 2009 – Link light rail begins service to Sea-Tac Airport.
- October 2012 – Sounder extension to south Tacoma and Lakewood begins.
- March 2016 – Link light rail begins service to Capitol Hill and the University of Washington.
- September 2016 – Link light rail begins service to Angle Lake.

Fare Revenues 1999-2018
(in millions)



Boardings 1999-2018
(in millions)



Fare structure

Sound Transit's fare structure varies based on mode of service, distance traveled and/or fare category of the rider. Sound Transit's customer fare categories are consistent with those of the other five transit agencies participating in the ORCA system for regional fare payment:

Adult:	Customers from 19- to 64-years old.
Youth:	Children 5 years and younger ride free. Children 6- to 18-years old or with a valid high school ID.
Reduced Fare:	Seniors 65 years or older, persons with disabilities or Medicare card holders (requires a valid Regional Reduced Fare Permit as proof of eligibility on buses).
Low Income:	People with household income of equal to or less than 200% of the federal poverty level. Enrollment at authorized ORCA LIFT offices with income verification.

ST Express

ST Express bus provides transportation services throughout Snohomish, King and Pierce counties. The ST Express bus routes provide fast service between major cities and job centers, and allow for convenient transfers to train and local bus service.

Through Resolution R2015-29, the Board approved a fare change effective March 1, 2016, increasing fares by \$0.25 for Adult, Youth and Reduced Fare riders (seniors and riders with disabilities) and expanding the low-income adult fare (ORCA LIFT) to ST Express.

Through Resolution R2018-05, the Board approved a fare change effective July 1, 2018 reducing the multi-county fares for Youth, ORCA LIFT and Reduced Fare riders (seniors and riders with disabilities) to the one-county level and establishing a flat fare of \$3.25 for adults effective July 1, 2020.

	July 1, 2018 - Present		March 1, 2016 - June 30, 2018		June 1, 2011 - Feb. 29, 2016	
	One-County	Multi-County	One-County	Multi-County	One-County	Multi-County
Adult	\$ 2.75	\$ 3.75	\$ 2.75	\$ 3.75	\$ 2.50	\$ 3.50
Youth	\$ 1.50	\$ 1.50	\$ 1.50	\$ 2.75	\$ 1.25	\$ 2.50
Reduced Fare	\$ 1.00	\$ 1.00	\$ 1.00	\$ 1.75	\$ 0.75	\$ 1.50
ORCA LIFT	\$ 1.50	\$ 1.50	\$ 1.50	\$ 2.75	na	na

Sounder

Sounder provides weekday rail service to and from Seattle during peak hours. Sounder south extends 47.6 miles from Seattle to Lakewood, serving eight stations in Pierce and South King counties. Sounder south also provides limited reverse-peak service to and from Tacoma. Sounder north extends 34.2 miles from Seattle to Everett, serving three stations in Snohomish County. Sounder charges a base fare of \$3.05 plus a distance charge of \$.055 per mile, rounded to the nearest \$0.25. Please see Appendix A for fare charts per station.

Through Resolution R2015-29, the Sound Transit Board approved a fare change effective March 1, 2016, introducing a low-income adult Sounder fare (ORCA LIFT); base fares increased by \$0.50 for Adult and Youth and by \$0.25 for reduced fare riders (seniors and riders with disabilities).

	March 1, 2016 - Present		June 1, 2007 - February 29, 2016	
	North Line	South Line	North Line	South Line
	Fare Range	Fare Range	Fare Range	Fare Range
Adult	\$3.25-\$5.00	\$3.25-\$5.75	\$2.75-\$4.50	\$2.75-\$5.25
Youth	\$2.50-\$3.75	\$2.50-\$4.25	\$2.00-\$3.25	\$2.00-\$3.75
Reduced Fare	\$1.50-\$2.50	\$1.50-\$2.75	\$1.25-\$2.25	\$1.25-\$2.50
ORCA LIFT	\$2.50-\$3.75	\$2.50-\$4.25	na	na

Link

Link light rail currently serves 16 stations on a 20.3-mile line in Seattle and south King County, including service to the University of Washington, downtown Seattle and Sea-Tac Airport. Link charges a base fare of \$2.25 plus a distance charge of \$.05 per mile, rounded to the nearest \$0.25. Please see Appendix A for fares charts per station.

	Fare Range Effective March 2015
Adult	\$2.25 - \$3.25
Youth	\$1.50
Reduced Fare	\$1.00
ORCA LIFT	\$1.50

Tacoma Link

Tacoma Link light rail provides transportation services on a 1.6-mile line in downtown Tacoma between the Tacoma Dome and the Theater District/9th Street. Since the cost of fare collection would exceed projected revenue, Tacoma Link has operated from the start as a fare-free service. In April 2016 under resolution R2016-10, the Sound Transit Board deferred charging fares on Tacoma Link until the 2.4-mile Hilltop extension begins service in 2022. Currently Sound Transit receives \$29,000 per year under an agreement with the City of Tacoma and local Tacoma businesses in lieu of fares for Tacoma Link.

Farebox recovery

Sound Transit policy establishes that farebox revenue must recover a specified percentage of operating costs. The percentage of farebox revenue to operating costs is called the farebox recovery ratio. Sound Transit calculates farebox recovery ratios by dividing fare revenues by direct and indirect service operating costs. Sound Transit policy was most recently stated in ST Board Resolution No. R2014-27, which establishes minimum farebox recovery ratio thresholds as follows:

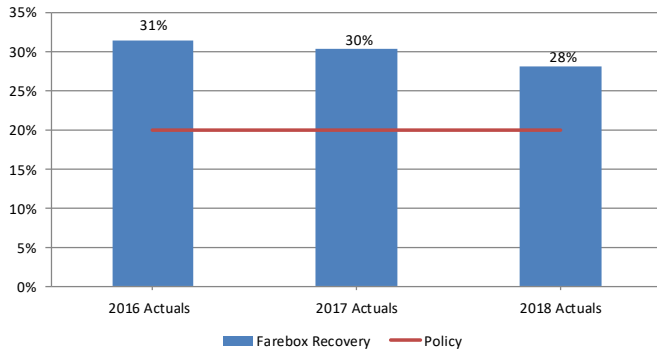
- ST Express bus: 20%
- Sounder trains: 23%
- Link light rail: 40%

To better align with the Federal Transit Administration's National Transit Database reporting, as of 2017 operating leases and paratransit costs are no longer included in operating expenses for the purpose of the Sound Transit Farebox Recovery calculations. The agency has restated 2016 operating expenses to reflect this change.

In 2018, both ST Express and Sounder farebox recovery ratios are higher than minimum requirements. Link, however, had a farebox recovery rate of 38%, which is below the 40% policy threshold. While Link fare revenue increased in 2018, so did expenses as the agency ramps-up for Northgate and East Link extensions. The forecast is for Link farebox recovery to be above 40% in 2022 after the Northgate extension opens. Therefore, staff is not proposing a fare change process at this time

ST Express

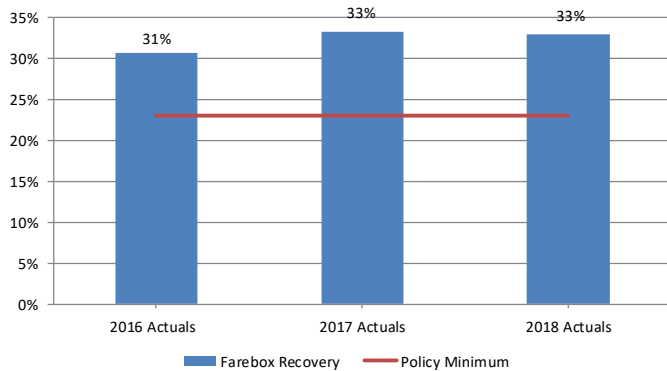
ST Express Farebox Recovery



ST Express Farebox Recovery	Farebox Revenues	Operating Expenses	Farebox Recovery
2016 Actuals	\$36,192,028	\$115,321,803	31%
2017 Actuals	\$37,263,868	\$122,714,810	30%
2018 Actuals	\$37,694,868	\$133,988,199	28%

Sounder

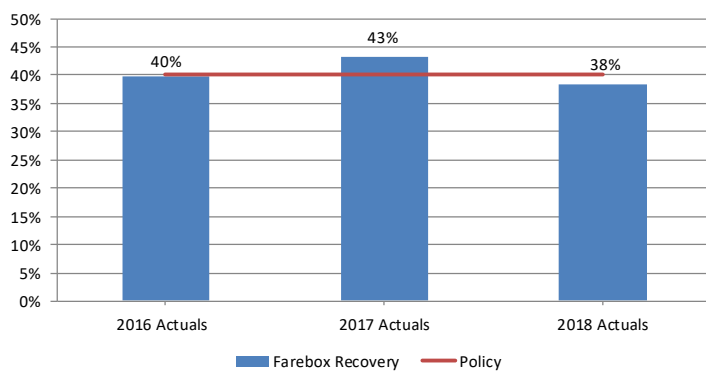
Sounder Farebox Recovery



Sounder Farebox Recovery	Farebox Revenues	Operating Expenses	Farebox Recovery
2016 Actuals	\$13,578,494	\$44,295,050	31%
2017 Actuals	\$15,042,572	\$45,214,297	33%
2018 Actuals	\$16,670,656	\$50,719,023	33%

Link

Link Farebox Recovery



Link Light Rail Farebox Recovery	Farebox Revenues	Operating Expenses	Farebox Recovery
2016 Actuals	\$30,789,792	\$77,406,745	40%
2017 Actuals	\$38,019,746	\$88,054,264	43%
2018 Actuals	\$41,637,005	\$109,125,540	38%

Passenger fare revenue by mode

Overall Sound Transit fare revenue increased by \$5.6 million in 2018, and boardings increased by 1.4 million. While revenue increased on all three modes, Link accounted for 64% of overall revenue growth, driven in large part by continued ridership growth since the openings of the Capitol Hill and University of Washington stations in March 2016. Despite a 1% ridership decline in 2018, ST Express still accounts for 39% of total passenger fare revenue. Sounder rail continues to grow in popularity, with ridership growth of 4% in 2018 due in part to the addition of two new round trips on the south line in September 2017.

In 2018 the overall average fare per boarding ('AFB') was \$2.03, up from \$1.97 in 2017. The increases in ST Express and Sounder AFB are due in part to fare increases implemented in March 2016 being fully recognized in 2018 fixed annual Business Passport contract pricing. Link's AFB increased largely due to higher fixed rates for ORCA Business Passport contracts, reflecting higher ridership due to the opening of the Capitol Hill and the University of Washington stations in 2016.

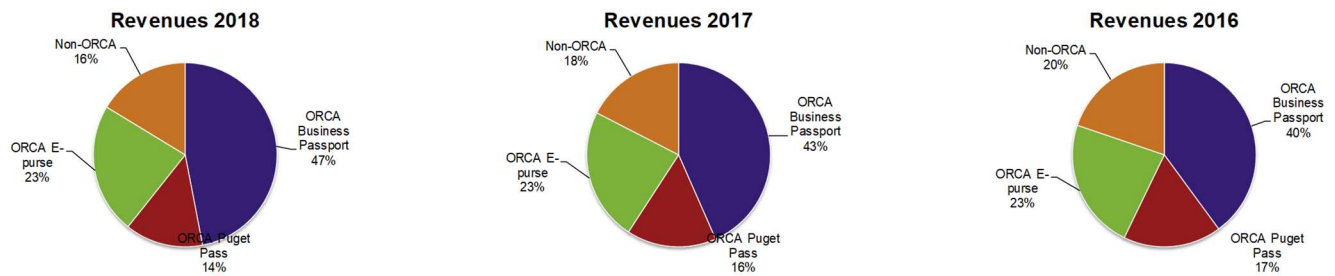
	REVENUES			% Change	
	2018	2017	2016	2018-2017	2017-2016
ST Express	\$ 37,694,868	\$ 37,263,868	\$ 36,192,028	1%	3%
Sounder	16,670,656	15,042,572	13,578,494	11%	11%
Link	41,637,005	38,019,746	30,789,792	9%	23%
	\$ 96,002,529	\$ 90,326,186	\$ 80,560,314	6%	12%

	BOARDINGS			% Change	
	2018	2017	2016	2018-2017	2017-2016
ST Express	18,189,262	18,374,834	18,470,408	-1%	-1%
Sounder	4,631,525	4,445,568	4,312,113	4%	3%
Link	24,470,264	23,002,263	19,011,368	6%	21%
	47,291,051	45,822,665	41,793,889	3%	10%

	AVERAGE FARE PER BOARDING			% Change	
	2018	2017	2016	2018-2017	2017-2016
ST Express	\$ 2.07	\$ 2.03	\$ 1.96	2%	4%
Sounder	3.60	3.38	3.15	6%	8%
Link	1.70	1.65	1.62	3%	2%
	\$ 2.03	\$ 1.97	\$ 1.93	3%	2%

Passenger fare revenue by source

The following sections provide a breakdown of passenger fare revenue from all sources on each mode of service. Sound Transit receives fare income from One Regional Card for All ('ORCA') regional products, Sounder rail and Link ticket sales, and cash farebox receipts on ST Express. The use of ORCA products on Sound Transit services continues to grow, accounting for 84% of total fare revenue in 2018, up from 82% in 2017 and 80% in 2016.



The breakdown of detailed revenue and ridership amounts for all product types, passenger types and route-level details, rely on various assumptions for the allocation of non-ORCA generated revenues. These allocations may change and evolve as ridership and payment patterns change. The following is a brief description of the various fare payment methods and how those revenues are allocated.

ORCA products

ORCA Business Passport agreements are annual fixed-rate contracts based on the actual transit usage for a company or a geographical area and allocated to each agency based on the annual rate specific to each agency.

Per Sound Transit Board policy, Business Passport agreements need to be “priced according to the actual or estimated use at a level no lower than the fare revenue expected from the pass users as a group if the bulk purchase/distribution program were not in place.” The expected fare revenue is the amount of fare revenue historically collected from the group of program participants, based on their transit use prior to the Passport program. This amount acts as the introductory price for the initial Passport agreement. Agencies price renewal contracts based upon actual ridership during the prior contract period, which usually results in revenue increases since the introduction of Passport programs usually results in increased ridership.

ORCA e-purse is stored transportation value used like cash to pay a fare. E-purse revenues are allocated to each agency and mode based on all trips traveled by the rider within the two-hour transfer window. For trips involving multiple agencies (“linked trips”), the highest total single fare of the linked trip is allocated among each of the agencies traveled. Each agency’s revenue allocation for a linked trip is based in proportion to the actual cash value of the fare each agency would have charged for the service.

ORCA Regional PugetPass is a monthly regional pass that allows for travel on bus, light rail or train services within the region on one or more participating agencies’ transit services. Regional passes are sold in denominations valid for payment of trip fares ranging in value from \$0.50 to \$5.75. ORCA agencies price the pass based on the value of 36 monthly trips, or \$9 per month for every \$0.25 in pass value. Funds received from the purchase of regional passes are allocated in proportion to the total value of services used on each agency during the period in which the pass is valid.

Non-ORCA Products

TVM Tickets are paper tickets sold as a one-way ticket or a round trip/day pass via ticket vending machines (TVM). Paper tickets are valid only for the origin and destination for which they are purchased. TVMs are located at all Link light rail and Sounder rail stations, and also at select transit centers.

Farebox includes cash and tickets deposited into fareboxes, and are specific to ST Express.

Mobile Tickets are available via the Transit GO Ticket mobile app. The app provides day passes for Link light rail and Sounder only. The mobile ticketing option started in December 2016.

Other generally consists of revenues and boardings from non-ORCA fare media such as:

- Paper tickets such as human services tickets.
- Unpaid rides including youth age 5 and under, Personal Care Attendants for riders with disabilities, free ride tickets, police officers or estimated fare evasion (see detail in “Special Rates of Fare” section).

ST Express

ST Express is Sound Transit's second largest mode in terms of revenue and boardings, serving major transportation corridors and transit centers in the Sound Transit District. In 2018 revenue increased \$0.4 million in part from the full year impact of the March 2016 fare change reflected in 2018 ORCA Business Passport contract pricing. Ridership decreased by 185,000 in 2018, as East Link construction impacted Sound Transit Routes 550 and 554, and as some ST Express riders shifted to new Sounder trips. In 2017 Sound Transit added approximately 17,000 service hours to improve on-time performance.

Fare revenue by payment type

ST Express Payment Type	REVENUES			Change	
	2018	2017	2016	2018-2017	2017-2016
ORCA Business Passport	\$ 18,878,898	\$ 17,446,080	\$ 15,718,127	8%	11%
ORCA PugetPass	6,077,509	6,620,578	7,121,651	-8%	-7%
ORCA E-purse	9,258,148	9,213,602	8,914,426	0%	3%
Non-ORCA	3,480,313	3,983,608	4,437,824	-13%	-10%
Totals	\$ 37,694,868	\$ 37,263,868	\$ 36,192,028	1%	3%

ST Express Payment Type	BOARDINGS			Change	
	2018	2017	2016	2018-2017	2017-2016
ORCA Business Passport	7,910,113	7,734,407	7,624,368	2%	1%
ORCA PugetPass	2,695,236	2,865,169	3,067,020	-6%	-7%
ORCA E-purse	4,351,856	4,238,193	4,114,134	3%	3%
Non-ORCA	3,232,057	3,537,065	3,664,886	-9%	-3%
Totals	18,189,263	18,374,834	18,470,408	-1%	-1%

ST Express Payment Type	AVERAGE FARE PER BOARDING			Change	
	2018	2017	2016	2018-2017	2017-2016
ORCA Business Passport ¹	\$ 2.39	\$ 2.26	\$ 2.06	6%	10%
ORCA PugetPass	2.25	2.31	2.32	-3%	0%
ORCA E-purse	2.13	2.17	2.17	-2%	0%
Non-ORCA	1.08	1.13	1.21	-4%	-7%
Totals	\$ 2.07	\$ 2.03	\$ 1.96	2%	4%

¹ ORCA Business Passport – Fixed annual contracts that are priced based on previous year's ridership. March 2016 fare increases and ridership growth are reflected in pricing of 2017 contract renewal, resulting in an increased AFB.

Revenue by passenger type

Adult fares account for 94% of total ST Express revenues with 2% from qualifying seniors and persons with disabilities (Reduced Fare) riders, 2% from youth passengers and 2% from low-income adult (ORCA LIFT) riders. With the introduction of the low-income adult fare in March 2016, fares increased by \$0.25 for Adult, Youth and Reduced Fare riders. ST Express averaged more than 5,700 unique low-income passengers monthly in 2018, up from 5,200 in 2017.

ST Express		REVENUES			Change	
Passenger Type	2018	2017	2016	2018-2017	2017-2016	
Adult	\$ 35,534,958	\$ 34,928,546	\$ 33,986,457	2%	3%	
Youth	697,904	746,233	791,325	-6%	-6%	
Reduced Fare	845,825	957,392	970,548	-12%	-1%	
Low Income	616,181	631,697	443,698	-2%	42%	
Totals	\$ 37,694,868	\$ 37,263,868	\$ 36,192,028	1%	3%	

ST Express		BOARDINGS			Change	
Passenger Type	2018	2017	2016	2018-2017	2017-2016	
Adult	15,941,887	16,043,444	16,254,966	-1%	-1%	
Youth	447,508	526,820	518,723	-15%	2%	
Reduced Fare	1,207,515	1,255,377	1,295,885	-4%	-3%	
Low Income	592,354	549,191	400,833	8%	37%	
Totals	18,189,263	18,374,834	18,470,408	-1%	-1%	

ST Express		AVERAGE FARE PER BOARDING				Change		
Passenger Type		2018		2017		2016	2018-2017	2017-2016
Adult	\$	2.23	\$	2.18	\$	2.09	2%	4%
Youth		1.56		1.42		1.53	10%	-7%
Reduced Fare		0.70		0.76		0.75	-8%	1%
Low Income		1.04		1.15		1.11	-9%	4%
Totals	\$	2.07	\$	2.03	\$	1.96	2%	4%

Sounder

Sounder revenue increased by \$1.6 million in 2018 and \$1.5 million in 2017, with ridership increasing by 186,000 in 2018 and 133,000 in 2017. In 2018 fare revenues on the south line increased by 12% and the north line by 1%.

The overall increase in 2018 Sounder AFB is primarily due to the full year impact of the March 2016 fare change recognized in ORCA Business Passport contract renewals². Sounder also added two additional roundtrips in Q4 2017.

Revenue by payment type

Sounder Payment Type	REVENUES			Change	
	2018	2017	2016	2018-2017	2017-2016
ORCA Business Passport	\$ 9,886,210	\$ 8,001,773	\$ 6,770,947	24%	18%
ORCA PugetPass	2,259,999	2,705,128	2,649,141	-16%	2%
ORCA E-purse	3,444,865	3,248,745	3,053,722	6%	6%
Non-ORCA	1,079,582	1,086,926	1,104,684	-1%	-2%
Totals	\$ 16,670,656	\$ 15,042,572	\$ 13,578,494	11%	11%

Sounder Payment Type	BOARDINGS			Change	
	2018	2017	2016	2018-2017	2017-2016
ORCA Business Passport	2,701,483	2,415,331	2,259,879	12%	7%
ORCA PugetPass	595,303	670,319	690,869	-11%	-3%
ORCA E-purse	999,365	929,874	892,122	7%	4%
Non-ORCA	335,374	430,044	469,243	-22%	-8%
Totals	4,631,525	4,445,568	4,312,113	4%	3%

Sounder Payment Type	AVERAGE FARE PER BOARDING			Change	
	2018	2017	2016	2018-2017	2017-2016
ORCA Business Passport ²	\$ 3.66	\$ 3.31	\$ 3.00	11%	10%
ORCA PugetPass	3.80	4.04	3.83	-6%	5%
ORCA E-purse	3.45	3.49	3.42	-1%	2%
Non-ORCA	3.22	2.53	2.35	27%	8%
Totals	\$ 3.60	\$ 3.38	\$ 3.15	7%	8%

² ORCA Business Passport – fixed annual contracts that are priced based on previous year's ridership. March 2016 fare increases and ridership growth are reflected in pricing of 2017 contract renewal, resulting in an increased AFB.

Revenue by passenger type

Adult passenger fares account for 97% of Sounder revenues due to the market composition for commuter rail service.

In addition to ridership increasing in 2018, Adult revenue growth is also attributable to the full year impact of the March 2016 fare increase reflected in ORCA Business Passport contract revenue. The 2016 fare change established a new low-income adult fare (ORCA LIFT); adult and youth fares increased by \$0.50 and senior/disabled fares increased by \$0.25. Sounder averaged over 600 unique low-income passengers monthly in 2018, up from 500 in 2017.

Sounder Passenger Type	REVENUES			Change	
	2018	2017	2016	2018-2017	2017-2016
Adult	\$ 16,157,170	\$ 14,564,975	\$ 13,140,932	11%	11%
Youth	134,932	132,995	140,938	1%	-6%
Reduced Fare	239,005	228,056	223,006	5%	2%
Low Income	139,550	116,546	73,618	20%	58%
Totals	\$ 16,670,657	\$ 15,042,572	\$ 13,578,494	11%	11%

Sounder Passenger Type	BOARDINGS			Change	
	2018	2017	2016	2018-2017	2017-2016
Adult	4,404,298	4,235,739	4,116,556	4%	3%
Youth	43,780	45,283	46,306	-3%	-2%
Reduced Fare	128,936	120,244	120,532	7%	0%
Low Income	54,511	44,302	28,719	23%	54%
Totals	4,631,525	4,445,568	4,312,113	4%	3%

Sounder Passenger Type	AVERAGE FARE PER BOARDING			Change	
	2018	2017	2016	2018-2017	2017-2016
Adult	\$ 3.67	\$ 3.44	\$ 3.19	7%	8%
Youth	3.08	2.94	3.04	5%	-3%
Reduced Fare	1.85	1.90	1.85	-3%	3%
Low Income	2.56	2.63	2.56	-2%	3%
Totals	\$ 3.60	\$ 3.38	\$ 3.15	7%	8%

Fare evasion

The fare evasion rate on Sounder in 2018 was 1.4%, below the expected range of 3.0%. The fare evasion rate in 2017 was 1.9%. Sound Transit attempts to conduct fare inspection on 10% of all Sounder passengers.

Revenue by line

Sounder revenues are allocated to the Sounder north and Sounder south based on the origin/destination of the trip taken. The maximum one-way adult fare on the Sounder north is \$5.00 and \$5.75 on Sounder south. Sounder north AFB for 2018 was \$3.46, and \$3.61 for Sounder south. An additional mid-day south line round trip began in September 2017.

Sounder north		2018	2017	2016	Change	
					2018-2017	2017-2016
Revenues	\$	1,573,269	\$ 1,564,420	\$ 1,470,435	1%	6%
Boardings		454,051	460,958	463,152	-1%	0%
AFB	\$	3.46	\$ 3.39	\$ 3.18	2%	7%

Sounder south		2018	2017	2016	Change	
					2018-2017	2017-2016
Revenues	\$	15,097,387	\$ 13,475,559	\$ 12,108,060	12%	11%
Boardings		4,177,475	3,984,610	3,848,961	5%	4%
AFB	\$	3.61	\$ 3.38	\$ 3.15	7%	7%

Sounder special event service

Sound Transit offers special Sounder weekend service primarily for major sporting events held at CenturyLink Field and T-Mobile Park. Special event boardings and revenues in the table below are included in Sounder totals presented earlier. Sounder event service in 2018 included select Mariner, Sounders FC and Seahawks games along with select days to the Washington State Fair in Puyallup and events at the Tacoma Dome.

Sounder Special Events		2018	2017	2016	Change	
					2018-2017	2017-2016
Revenues	\$	327,639	\$ 331,878	\$ 370,203	-1%	-10%
Boardings		80,532	77,244	90,235	4%	-14%
AFB	\$	4.07	\$ 4.30	\$ 4.10	-5%	5%
# of Events		29	27	28	7%	-4%

Special Event service is particularly popular on the north line, which accounts for 38% of total special event boardings but only 9% of total Sounder boardings.

In 2018, Seahawks games averaged \$27,448 in special event fare revenue, while Mariner games averaged \$7,591 and Sounders FC matches \$7,251.

Sounder north					Change	
Special Events	2018	2017	2016	2018-2017	2017-2016	
Revenues	\$ 123,175	\$ 115,600	\$ 133,073	7%	-13%	
Boardings	30,734	27,127	36,136	13%	-25%	
AFB	\$ 4.01	\$ 4.26	\$ 3.68	-6%	16%	
# of Events	29	27	28	7%	-4%	

Sounder south					Change	
Special Events	2018	2017	2016	2018-2017	2017-2016	
Revenues	\$ 204,464	\$ 216,278	\$ 237,130	-5%	-9%	
Boardings	49,798	50,117	54,099	-1%	-7%	
AFB	\$ 4.11	\$ 4.32	\$ 4.38	-5%	-1%	
# of Events	29	27	28	7%	-4%	

Link

Link fare revenue increased by \$3.6 million in 2018 and \$7.2 million in 2017. Link ridership increased 1.4 million in 2018 and 4.0 million in 2017. Sound Transit attributes the ridership increases to the March 2016 opening of the 3.1-mile segment from downtown Seattle to Capitol Hill and the University of Washington. In addition to the University Link extension, a new 1.6-mile segment of light rail opened in September 2016 between Sea-Tac Airport and Angle Lake Station.

The AFB for Link light rail service increased by 3% in 2018. This increase is attributable in part to ORCA Business Passport contracts now reflecting a full year of increased ridership from the University Link extension in their fixed pricing – fixed annual contracts are based on the previous year's ridership.

Revenue by payment type

Link Payment Type	REVENUES			Change	
	2018	2017	2016	2018-2017	2017-2016
ORCA Business Passport	\$ 16,321,645	\$ 13,746,848	\$ 9,671,898	19%	42%
ORCA PugetPass	4,860,090	4,939,572	4,130,511	-2%	20%
ORCA E-purse	9,346,375	8,628,083	6,581,391	8%	31%
Non-ORCA	11,108,895	10,705,243	10,405,992	4%	3%
Totals	\$ 41,637,005	\$ 38,019,746	\$ 30,789,792	10%	23%

Link Payment Type	BOARDINGS			Change	
	2018	2017	2016	2018-2017	2017-2016
ORCA Business Passport	8,526,044	7,635,926	5,853,251	12%	30%
ORCA PugetPass	2,927,934	2,960,979	2,609,374	-1%	13%
ORCA E-purse	5,090,105	4,713,580	3,631,787	8%	30%
Non-ORCA	7,926,181	7,691,778	6,916,956	3%	11%
Totals	24,470,264	23,002,263	19,011,368	6%	21%

Link Payment Type	AVERAGE FARE PER BOARDING			Change	
	2018	2017	2016	2018-2017	2017-2016
ORCA Business Passport ³	\$ 1.91	\$ 1.80	\$ 1.65	6%	9%
ORCA PugetPass	1.66	1.67	1.58	-1%	6%
ORCA E-purse	1.84	1.83	1.81	1%	1%
Non-ORCA	1.40	1.39	1.50	1%	-7%
Totals	\$ 1.70	\$ 1.68	\$ 1.62	3%	2%

³ ORCA Business Passport – Fixed annual contracts that are priced based on previous year's ridership. Prior year ridership growth from Link expansion is reflected in 2017 contract renewal pricing, resulting in an increased AFB.

Revenue by passenger type

Adult passenger fares account for 92% of total Link revenues with 4% from youth passengers, 2% from qualifying seniors and persons with disabilities (Reduced Fare) riders and 2% from low-income adult (ORCA LIFT) riders. Sound Transit introduced the low-income fare on Link in March 2015, and ridership continues to grow annually. Link averaged more than 8,000 unique low-income passengers monthly in 2018, up from 7,600 in 2017.

Link	REVENUES			Change	
Passenger Type	2018	2017	2016	2018-2017	2017-2016
Adult	\$ 38,160,868	\$ 34,809,835	\$ 28,124,160	10%	24%
Youth	1,651,644	1,525,686	1,336,386	8%	14%
Reduced Fare	888,095	808,716	684,455	10%	18%
Low Income	936,398	875,509	644,791	7%	36%
Totals	\$ 41,637,005	\$ 38,019,746	\$ 30,789,792	10%	23%

Link	BOARDINGS			Change	
Passenger Type	2018	2017	2016	2018-2017	2017-2016
Adult	20,396,898	19,134,107	15,748,309	7%	21%
Youth	1,546,697	1,488,806	1,260,565	4%	18%
Reduced Fare	1,515,782	1,428,198	1,266,319	6%	13%
Low Income	1,010,887	951,152	736,175	6%	29%
Totals	24,470,264	23,002,263	19,011,368	6%	21%

Link	AVERAGE FARE PER BOARDING			Change	
Passenger Type	2018	2017	2016	2018-2017	2017-2016
Adult	\$ 1.87	\$ 1.82	\$ 1.79	3%	2%
Youth	1.07	1.02	1.06	5%	-4%
Reduced Fare	0.59	0.57	0.54	4%	6%
Low Income	0.93	0.92	0.88	1%	5%
Totals	\$ 1.70	\$ 1.65	\$ 1.62	3%	2%

Fare evasion

The fare evasion rate on Link in 2018 was 2.7%, below the targeted range of 3.0%. The fare evasion rate in 2017 was 3.8%. Sound Transit attempts to conduct fare inspection on 10% of all Link riders.

Special rates of fare

This section describes all Sound Transit fare rates other than the general retail rates as described in the Fare Structures section above. The Sound Transit Fare Policy (Resolution No. R2014-27) allows for establishing a Special Rate of Fare under certain conditions for Special Event Service, Ride Free Zones, Peace Officer Fares, Discount and Free Fares (for the purpose of: marketing, educational outreach, customer relations, human services, demonstration of transit services and facility tours hosted by Sound Transit or local transit agencies, public emergencies, natural disasters) and Employer/Institutional Programs. The table below shows the types of discounted/free fares offered and the value of the total discount in 2018 compared with 2017 and 2016. The following sections describe each special fare type further.

Fare media provided for transit promotional and marketing campaigns, educational outreach and transit training, and customer relations and complaint resolution include:

- Complimentary and discounted tickets/passes for one-way tickets on ST Express service valued at \$3.75 per trip (based on maximum value).
- Sounder day passes at \$10.00 per pass (Sounder north) and \$11.50 (Sounder south).
- Link light rail day passes at \$6.50 per pass.

In 2018, these discounts increased slightly from the previous year, with the discount continuing to represent 1% of total passenger fare revenue. The value of discounts was highest on Link, growing by 16% over the previous year. Increased usage of Human Services tickets was the primary driver of this increase, particularly the KCM-ST combo ticket.

Type of Fare	Value of Discount		
	2018	2017	2016
Free Ride Zone - Tacoma	\$ 601,300	\$ 648,056	\$ 628,671
Peace Officers	46,009	42,567	36,588
Transit Promotional and Marketing Campaigns	18,377	18,329	108,615
Educational Outreach and Transit Training	48,186	40,739	16,660
Customer Relations and Complaint Resolution	76,404	77,987	88,892
Transit Demonstrations and Tours	7,066	5,158	4,488
Amtrak RailPlus Program	3,759	3,207	3,864
Human Services	339,077	311,475	178,229
Paratransit	6,951	6,860	7,444
Public emergencies and natural disasters	4,610	11,664	18,078
Low-Income Fare (ORCA LIFT) Promotion	32,440	-	-
Total	\$ 1,184,179	\$ 1,166,041	\$ 1,091,529
% of Total Fare Revenue	1%	1%	1%

Mode	Value of Discount		
	2018	2017	2016
ST Express	\$ 158,514	\$ 150,372	\$ 184,874
Sounder	60,047	67,871	61,745
Link	364,316	299,742	216,239
Tacoma Link	601,300	648,056	628,671
Total	\$ 1,184,179	\$ 1,166,041	\$ 1,091,529

Free Ride-Tacoma Link

Currently Sound Transit receives \$29,000 per year under an agreement with the City of Tacoma and local Tacoma businesses in lieu of fares for Tacoma Link. This agreement eliminates the need for and cost of fare collection and enforcement.

In 2018 there were 897,462 Tacoma Link boardings, down from 967,248 in 2017.

The value of foregone revenue for these trips—assuming comparable transit fares and including the average fare impact of transfers, passes and discounts—is approximately \$1.00 per boarding. Price elasticity would reduce boardings in response to a fare, and ST estimates that foregone revenue is approximately \$0.67 per boarding, or \$601,300 in 2018.

Peace officer fares

Sound Transit recognizes any of the following as “fare payment” for peace officers:

- Law enforcement uniform.
- Badge or identification.

This applies to officers of a Washington general authority and/or federal law enforcement agency.

Sound Transit derived boarding estimates from the 2015-2016 Origin and Destination (O&D) survey. Sound Transit applied the percentage of peace officer boardings in 2015-2016 to estimate 2018 ridership, resulting in an estimated \$46,009 of foregone revenue.

Promotional and marketing campaigns

As part of some Sound Transit promotional and marketing campaigns, Sound Transit provides complimentary tickets/passes. Foregone revenue was \$18,377 in 2018, up from \$18,329 in 2017. In 2016, 51% of total foregone revenue was from the ORCA Passport promotions coinciding with the opening of the University Link light rail extension. There were 3,164 complimentary tickets/passes distributed in 2018.

Educational outreach and transit training

Sound Transit conducted 64 educational outreach and transit training events in 2018, primarily at local schools. Outreach included Link, Sounder and Martin Luther King Corridor Safety programs. In 2018 Sound Transit provided 8,682 discounted tickets/passes at these events, up from 7,107 in 2017. The total foregone revenue from educational outreach and transit training was \$48,186 in 2018 and \$40,739 in 2017.

Customer relations and complaint resolution

For customer communications and complaint resolution, Sound Transit provides complimentary tickets/passes. The total foregone revenue was \$76,404 in 2018 and \$77,987 in 2017. With no new station openings in 2018, customer relations ticket/pass distribution was in line with the previous year. Reasons for complimentary and discounted tickets/pass distribution included elevator and escalator outages and overcrowding during peak times. In 2016 there was an 81% increase in ticket/pass distribution over the previous year, driven by the opening of University Link.

Transit demonstrations and facility tours (includes conferences and industry tours)

Sound Transit provides complimentary and discounted tickets/passes for transit demonstration activities. The total amount of foregone revenue from this program in 2018 was \$7,066 and \$5,158 in 2017. Different hosted groups and conferences affect the totals for this category from year to year.

Amtrak RailPlus program

Sound Transit maintains an agreement with Amtrak to allow mutual acceptance of certain fare media on rail service between Seattle and Everett. Sound Transit reimburses Amtrak for each recorded instance of a Sounder rider using a qualifying pass on Amtrak service.

- In 2018 Sounder riders took 1,047 RailPlus trips aboard Amtrak service with an average fare per boarding (AFB) of \$3.59; foregone revenue for these trips is estimated at \$3,759.
- In 2017 Sounder riders took 946 RailPlus trips aboard Amtrak service with an average fare per boarding (AFB) of \$3.39; foregone revenue for these trips is estimated at \$3,207.

Human Services tickets

King County Metro coordinates and funds the Human Services (HS) program, which is administered by the King County Department of Community and Health Services. In 2018 Sound Transit participated in this program by selling Link day passes to pre-qualified agencies at a 90% discount, and by accepting Metro tickets on ST Express bus service.

The HS Program sells discounted transit tickets or day passes to eligible human services agencies. Human Services agencies provide tickets or day passes to clients who are homeless and/or have very low incomes. Agencies use these tickets to help this population access shelters, health care, employment and related services critical to personal and residential stability. Per agreement with KCM, ST receives 10% of the retail price of day pass sales.

The total foregone revenue resulting from the fare discount provided for this program was: \$339,077 in 2018 and \$311,475 in 2017.

In 2018 Sound Transit also began work with KCM to develop a pilot program to test the use of ORCA cards for the human services ticket program. Work is progressing on this pilot program, with implementation expected in the second quarter of 2019.

Paratransit access to Sound Transit fixed route service

In 2018 Sound Transit provided an estimated 3,424 free trips on ST fixed route modes for eligible paratransit shuttle riders. Sound Transit estimates foregone fare revenue for these trips is \$6,951. However, had these trips been taken on actual paratransit shuttle service, the cost would be approximately \$227,936.

Public emergencies and natural disasters

In 2018 Sound Transit accommodated approximately 1,284 riders on special service buses due to mudslides and/or other Sound Transit service cancellations. The agency estimates foregone fare revenue for these trips to be \$4,610.

The number of riders for 2018 reflects the ongoing success of Sound Transit's Operations Department strategy to ensure bus bridge service to customers in the event of rail service disruptions. The practice provides a level of service that anticipates customers' needs and provides immediate service to compensate for the inconvenience of service disruptions.

Sound Transit contracts for coaches from Community Transit, KCM, Pierce Transit and Starline Luxury Coaches. When Sounder cannot operate, reduced operating expenses and lower revenues offset the cost of the bus bridges.

Employer/institutional programs

Agencies may grant a temporary discount of no more than 20% to bulk pass purchasers as long as the purchaser offers a minimum 50% subsidy to the individual pass recipients.

Sound Transit provided no discounts to Business Accounts in 2018.

Low-income fare (ORCA LIFT) promotion

In 2018 the Sound Transit Board approved an interlocal agreement with King County Metro and Public Health that provided Sound Transit funding to train staff at State Department of Social and Health Services (DSHS) offices in Pierce and Snohomish counties to provide ORCA LIFT registration, enabling one-stop shopping for clients receiving other benefits. ST is also providing funding for human services agencies to register ORCA LIFT customers at other locations in Pierce and Snohomish counties. ST is also providing funding for ORCA LIFT cards preloaded with \$10 as an incentive for people to register for ORCA LIFT at DSHS offices in King, Pierce and Snohomish counties. Together, these efforts help ST expand ORCA LIFT awareness and registration in Pierce and Snohomish counties, and continue to promote ORCA LIFT in King County.

Since Sound Transit's implementation of this agreement, ORCA LIFT enrollments at DSHS offices have accounted for the bulk of the growth in ORCA LIFT enrollments in Pierce (94%) and Snohomish counties (100%).

APPENDIX A- Fares by station

Sounder fare tables

Sounder south-Lakewood- Seattle

<i>Adult</i>	Lakewood	South Tacoma	Tacoma	Puyallup	Sumner	Auburn	Kent	Tukwila	Seattle
Lakewood		\$3.25	\$3.50	\$4.00	\$4.00	\$4.50	\$4.75	\$5.00	\$5.75
South Tacoma	\$3.25		\$3.25	\$3.75	\$4.00	\$4.25	\$4.50	\$5.00	\$5.50
Tacoma	\$3.50	\$3.25		\$3.50	\$3.50	\$4.00	\$4.25	\$4.50	\$5.25
Puyallup	\$4.00	\$3.75	\$3.50		\$3.25	\$3.50	\$4.00	\$4.25	\$4.75
Sumner	\$4.00	\$4.00	\$3.50	\$3.25		\$3.50	\$3.75	\$4.00	\$4.75
Auburn	\$4.50	\$4.25	\$4.00	\$3.50	\$3.50		\$3.25	\$3.75	\$4.25
Kent	\$4.75	\$4.50	\$4.25	\$4.00	\$3.75	\$3.25		\$3.25	\$4.00
Tukwila	\$5.00	\$5.00	\$4.50	\$4.25	\$4.00	\$3.75	\$3.25		\$3.75
Seattle	\$5.75	\$5.50	\$5.25	\$4.75	\$4.75	\$4.25	\$4.00	\$3.75	

<i>Youth</i>	Lakewood	South Tacoma	Tacoma	Puyallup	Sumner	Auburn	Kent	Tukwila	Seattle
Lakewood		\$2.50	\$2.75	\$3.00	\$3.00	\$3.50	\$3.50	\$3.75	\$4.25
South Tacoma	\$2.50		\$2.50	\$2.75	\$3.00	\$3.25	\$3.50	\$3.75	\$4.25
Tacoma	\$2.75	\$2.50		\$2.75	\$2.75	\$3.00	\$3.25	\$3.50	\$4.00
Puyallup	\$3.00	\$2.75	\$2.75		\$2.50	\$2.75	\$3.00	\$3.25	\$3.50
Sumner	\$3.00	\$3.00	\$2.75	\$2.50		\$2.75	\$2.75	\$3.00	\$3.50
Auburn	\$3.50	\$3.25	\$3.00	\$2.75	\$2.75		\$2.50	\$2.75	\$3.25
Kent	\$3.50	\$3.50	\$3.25	\$3.00	\$2.75	\$2.50		\$2.50	\$3.00
Tukwila	\$3.75	\$3.75	\$3.50	\$3.25	\$3.00	\$2.75	\$2.50		\$2.75
Seattle	\$4.25	\$4.25	\$4.00	\$3.50	\$3.50	\$3.25	\$3.00	\$2.75	

<i>Reduced Fare</i>	Lakewood	South Tacoma	Tacoma	Puyallup	Sumner	Auburn	Kent	Tukwila	Seattle
Lakewood		\$1.50	\$1.75	\$2.00	\$2.00	\$2.25	\$2.50	\$2.50	\$2.75
South Tacoma	\$1.50		\$1.50	\$1.75	\$2.00	\$2.00	\$2.50	\$2.50	\$2.75
Tacoma	\$1.75	\$1.50		\$1.75	\$1.75	\$2.00	\$2.00	\$2.25	\$2.50
Puyallup	\$2.00	\$1.75	\$1.75		\$1.50	\$1.75	\$2.00	\$2.00	\$2.25
Sumner	\$2.00	\$2.00	\$1.75	\$1.50		\$1.75	\$1.75	\$2.00	\$2.25
Auburn	\$2.25	\$2.00	\$2.00	\$1.75	\$1.75		\$1.50	\$1.75	\$2.00
Kent	\$2.25	\$2.25	\$2.00	\$2.00	\$1.75	\$1.50		\$1.50	\$2.00
Tukwila	\$2.50	\$2.50	\$2.25	\$2.00	\$2.00	\$1.75	\$1.50		\$1.75
Seattle	\$2.75	\$2.75	\$2.50	\$2.50	\$2.25	\$2.00	\$2.00	\$1.75	

Sounder north-Everett- Seattle

Adult	Everett	Mukilteo	Edmonds	Seattle
Everett		\$3.25	\$4.00	\$5.00
Mukilteo	\$3.25		\$3.75	\$4.50
Edmonds	\$4.00	\$3.75		\$4.00
Seattle	\$5.00	\$4.50	\$4.00	

Youth	Everett	Mukilteo	Edmonds	Seattle
Everett		\$2.50	\$3.00	\$3.75
Mukilteo	\$2.50		\$2.75	\$3.50
Edmonds	\$3.00	\$2.75		\$3.00
Seattle	\$3.75	\$3.50	\$3.00	

Reduced Fare	Everett	Mukilteo	Edmonds	Seattle
Everett		\$1.50	\$2.00	\$2.50
Mukilteo	\$1.50		\$1.75	\$2.25
Edmonds	\$2.00	\$1.75		\$2.00
Seattle	\$2.50	\$2.25	\$2.00	

Link

Adult	UW	Capitol Hill	Downtown Tunnel Stations*	Stadium	SODO	Beacon Hill	Mt. Baker	Columbia City	Othello	Rainier Beach	Tukwila Int'l	SeaTac/ Airport	Angle Lake
UW		\$2.25	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.75	\$2.75	\$2.75	\$3.00	\$3.25	\$3.25
Capitol Hill	\$2.25		\$2.25	\$2.25	\$2.25	\$2.50	\$2.50	\$2.50	\$2.50	\$2.75	\$3.00	\$3.00	\$3.00
Downtown Tunnel Stations	\$2.50	\$2.25		\$2.25	\$2.25	\$2.25	\$2.50	\$2.50	\$2.50	\$2.50	\$3.00	\$3.00	\$3.00
Stadium	\$2.50	\$2.25	\$2.25		\$2.25	\$2.25	\$2.25	\$2.25	\$2.50	\$2.50	\$2.75	\$3.00	\$3.00
SODO	\$2.50	\$2.25	\$2.25	\$2.25		\$2.25	\$2.25	\$2.25	\$2.50	\$2.50	\$2.75	\$2.75	\$3.00
Beacon Hill	\$2.50	\$2.50	\$2.25	\$2.25	\$2.25		\$2.25	\$2.25	\$2.50	\$2.50	\$2.75	\$2.75	\$3.00
Mt. Baker	\$2.50	\$2.50	\$2.50	\$2.25	\$2.25	\$2.25		\$2.25	\$2.25	\$2.50	\$2.75	\$2.75	\$3.00
Columbia City	\$2.75	\$2.50	\$2.50	\$2.25	\$2.25	\$2.25	\$2.25		\$2.25	\$2.25	\$2.50	\$2.75	\$2.75
Othello	\$2.75	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.25	\$2.25		\$2.25	\$2.50	\$2.75	\$2.75
Rainier Beach	\$2.75	\$2.75	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.25	\$2.25		\$2.50	\$2.50	\$2.75
Tukwila Int'l	\$3.00	\$3.00	\$3.00	\$2.75	\$2.75	\$2.75	\$2.75	\$2.50	\$2.50	\$2.50		\$2.25	\$2.50
SeaTac/Airport	\$3.25	\$3.00	\$3.00	\$3.00	\$2.75	\$2.75	\$2.75	\$2.75	\$2.75	\$2.50	\$2.25		\$2.25
Angle Lake	\$3.25	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$2.75	\$2.75	\$2.75	\$2.50	\$2.25	

*Downtown Tunnel Stations include: Westlake, University St., Pioneer Square and International District/Chinatown

Youth – All one-way fares \$1.50

Reduced fare – All one-way fares \$1.00

APPENDIX B- ST Express route detail

Revenue by route

As discussed above, revenues for ST Express have increased due to the March 2016 fare change. Revenues for ST Express Routes are allocated as follows:

ST Express Route	REVENUES			Change	
	2018	2017	2016	2018-2017	2017-2016
510	\$ 1,610,090	\$ 1,516,555	\$ 1,398,847	6%	8%
511	1,599,018	1,524,772	1,458,829	5%	5%
512	3,262,267	3,044,715	2,971,823	7%	2%
513	563,197	510,425	524,627	10%	-3%
522	2,785,726	2,746,010	2,640,715	1%	4%
532	1,433,191	1,379,726	1,326,754	4%	4%
535	1,210,352	1,154,566	1,108,714	5%	4%
540	284,389	284,153	290,205	0%	-2%
541 ⁴	351,827	317,523	191,705	11%	66%
542 ⁵	1,048,785	1,022,874	953,186	3%	7%
545	4,701,658	4,734,615	4,541,390	-1%	4%
550	4,863,879	4,956,662	4,960,120	-2%	0%
554 ⁶	2,100,861	2,177,097	2,013,627	-4%	8%
555/556	797,246	797,929	778,482	0%	0%
560	881,919	839,330	823,413	5%	2%
566	600,536	616,231	681,030	-3%	-10%
567	307,414	281,756	265,152	9%	6%
574	1,611,498	1,690,000	1,851,360	-5%	9%
577	1,098,595	1,008,410	999,398	9%	1%
578	1,127,268	1,119,648	1,121,047	1%	0%
580 ⁷	272,651	206,062	160,168	32%	29%
586 ⁸	351,552	340,546	324,549	3%	5%
590	1,946,028	1,994,601	1,898,614	-2%	5%
592	562,974	611,866	602,362	-8%	2%
594	1,865,721	1,961,609	1,897,834	-5%	3%
595	232,373	249,962	244,734	-7%	2%
596	223,851	176,226	163,343	27%	8%
Souder Bus ⁹	-	-	-	0%	0%
Totals	\$ 37,694,868	\$ 37,263,868	\$ 36,192,028	1%	3%

⁴ New route 541 started in March 2016 connecting Overlake Transit Center and University of Washington Link Station.

⁵ Midday service added in March 2016 on Route 542.

⁶ Frequencies improved to 15-minutes in peak direction starting in March 2016.

⁷ New Route 580 started September 2015.

⁸ Number of trips reduced from 20 to 16 starting in June 2015.

⁹ Routes operate as fare free service for bridge service during service interruptions.

ST Express ridership decreased by 1% in 2018, with Route 550 Bellevue-Seattle (-5%) and Route 545 Redmond-Seattle (-5%) leading the decline.

ST Express Route	BOARDINGS			Change	
	2018	2017	2016	2018-2017	2017-2016
510	509,788	503,577	488,401	1%	3%
511	524,047	523,733	516,248	0%	1%
512	1,484,312	1,421,868	1,424,904	4%	0%
513	172,703	160,615	170,936	8%	-6%
522	1,517,513	1,540,430	1,568,904	-1%	-2%
532	518,695	521,334	531,172	-1%	-2%
535	523,373	516,330	512,940	1%	1%
540	148,733	151,869	160,862	-2%	-6%
541 ¹⁰	212,507	197,726	132,851	7%	49%
542 ¹¹	558,979	560,364	539,674	0%	4%
545	2,432,200	2,574,790	2,605,320	-5%	-1%
550	2,850,971	2,998,663	3,151,998	-5%	5%
554 ¹²	1,151,381	1,213,152	1,180,368	-5%	3%
555/556	363,639	393,474	399,805	-8%	0%
560	545,862	519,991	522,058	5%	0%
566	350,802	355,783	386,674	-1%	-8%
567	169,002	158,454	151,971	7%	4%
574	736,839	735,955	766,163	0%	-4%
577	529,940	498,659	486,572	6%	2%
578	628,913	590,547	574,684	6%	3%
580 ¹³	198,153	157,821	124,657	26%	27%
586 ¹⁴	117,569	116,249	113,823	1%	2%
590	712,735	724,644	711,131	-2%	2%
592	205,040	238,772	247,526	-14%	-4%
594	787,644	781,923	784,995	1%	0%
595	81,926	89,497	88,218	-8%	1%
596	149,512	125,248	121,821	19%	3%
Special Bus	-	24	-	-%	-%
Central Link Bus	33	-	1,090	-%	-100%
Sounder Bus ¹⁵	6,415	3,347	4,642	92%	-27%
Totals	18,189,263	18,374,834	18,470,408	-1%	-1%

¹⁰ New Route 541 started in March 2016 connecting Overlake Transit Center and University of Washington Link Station.

¹¹ Midday service added in March 2016 on Route 542.

¹² Frequencies improved to 15-minutes in peak direction starting in March 2016.

¹³ New Route 580 started September 2015.

¹⁴ Number of trips reduced from 20 to 16 starting in June 2015.

¹⁵ Routes operate as fare free service for bridge service during service interruptions.

ST Express AFB increased 2% in 2018 and 4% in 2017.

ST Express Route	AVERAGE FARE PER BOARDING			Change	
	2018	2017	2016	2018-2017	2017-2016
510	\$ 3.16	\$ 3.01	\$ 2.86	5%	5%
511	3.05	2.91	2.83	5%	3%
512	2.20	2.14	2.09	3%	2%
513	3.26	3.18	3.07	3%	4%
522	1.84	1.78	1.68	3%	6%
532	2.76	2.65	2.50	4%	6%
535	2.31	2.24	2.16	3%	4%
540	1.91	1.87	1.80	2%	4%
541 ¹⁶	1.66	1.61	1.44	3%	12%
542	1.88	1.83	1.77	3%	3%
545	1.93	1.84	1.74	5%	6%
550	1.71	1.65	1.57	4%	5%
554	1.82	1.79	1.71	2%	5%
555/556	2.19	2.04	1.95	8%	5%
560	1.62	1.61	1.58	1%	2%
566	1.71	1.73	1.76	-1%	-2%
567	1.82	1.78	1.74	2%	2%
574	2.19	2.30	2.42	-5%	-5%
577	2.07	2.02	2.05	2%	-1%
578	1.79	1.90	1.95	-6%	-3%
580	1.38	1.31	1.28	5%	2%
586	2.99	2.93	2.85	2%	3%
590	2.73	2.75	2.67	-1%	3%
592	2.75	2.56	2.43	7%	5%
594	2.37	2.51	2.42	-6%	4%
595	2.84	2.79	2.77	2%	1%
596	1.50	1.41	1.34	6%	5%
Totals	\$ 2.07	\$ 2.03	\$ 1.96	2%	4%

¹⁶ New Route 541 started in March 2016 connecting Overlake Transit Center and University of Washington Link Station.