



FARE REVENUE REPORT 2019

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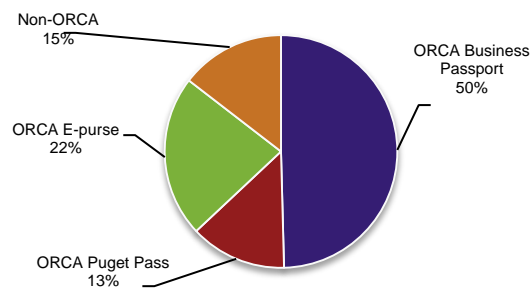
Executive summary

The purpose of this report is to show 2019 Sound Transit fare revenue, farebox recovery rates and the status of various fare-related programs as compared to prior years.

Sound Transit's fare revenue continues to increase steadily, mainly due to overall ridership increases systemwide. In 2019, revenues rose to \$96.9 million from \$96.0 million in 2018. Link light rail fare revenue increased by \$1.6 million, and Sounder commuter rail by \$0.5 million, due to ridership increases. ST Express fare revenue decreased by \$1.2 million due in part to lower boardings from buses leaving the Downtown Seattle Transit Tunnel in March 2019.

ORCA continues to be the most popular method of payment, accounting for 85% of total revenues, 50% 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 2,000 businesses by the end of 2019.

Revenues by payment type 2019



Per Sound Transit's fare policy, farebox revenue must recover a specified percentage of operating costs. Farebox recovery in 2019 compares with minimum farebox recovery ratio thresholds as follows:

- ST Express bus farebox revenue was 25% of operating costs in 2019; higher than the policy requirement of 20%.
- Sounder farebox revenue was 31% of operating costs in 2019; higher than the policy requirement of 23%.
- Link light rail farebox revenue was 34% of operating costs in 2019; slightly below the policy requirement of 40%. While Link fare revenue increased in 2019, so did expenses, as the agency ramps up to begin service for the Northgate Link and East Link extensions. Per Sound Transit Fare Policy, minimum farebox recovery ratios are not applicable to services in start-up phase. Sound Transit continues to monitor the Link farebox recovery rate.

The ORCA LIFT (low-income fare) program continues to grow. There have been more than 105,250 enrollments to date, and more than 51,000 active cards in 2019.

Sound Transit funded ORCA LIFT enrollment training of Washington State Department of Health and Social Service (DSHS) staff in Pierce and Snohomish Counties and continues to fund ORCA LIFT enrollment by human services agencies in these counties. Sound Transit is also providing ORCA LIFT cards preloaded with \$10 from funding through a WSDOT Transit Coordination Grant 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 enrollment.

The impact of COVID-19 on 2020 fare revenue

The 2019 Fare Revenue Report is focused on the year 2019 as compared to prior years. However, because of the severe impacts of COVID-19 on Sound Transit fare revenue, below is a summary of some of the early impacts on 2020 fare revenue.

Sound Transit is experiencing a severe reduction of fare revenue due to the COVID-19 health and economic crisis. For health and safety reasons and due to limited driver availability, Sound Transit and our transit partners temporarily suspended fare collection and reduced service beginning in March 2020. We resumed fare collection for Link and Sounder in June and expect to resume on ST Express beginning in July. However, we now expect Sound Transit's 2020 fare revenue to be significantly lower than originally projected.

To help riders affected by the COVID-19 health and economic crisis, Sound Transit has implemented several efforts, including:

- Implementing lower Recovery Fares for Link (\$1) and Sounder (\$2) through June 30
- Providing additional outreach to promote registration for ORCA LIFT
- Providing \$10 preloaded on ORCA LIFT cards for people who register for ORCA LIFT
- Implementing the ORCA LIFT Subsidy program (aka Very Low Income Fare Program), scheduled for fall 2020. For this program, Sound Transit and King County Metro are providing free ORCA passes to riders with incomes 80% below the federal poverty level (or lower).
- Testing putting Human Services program tickets and passes on ORCA LIFT cards
- Providing additional Human Services program tickets at a 90% discount to human service agencies

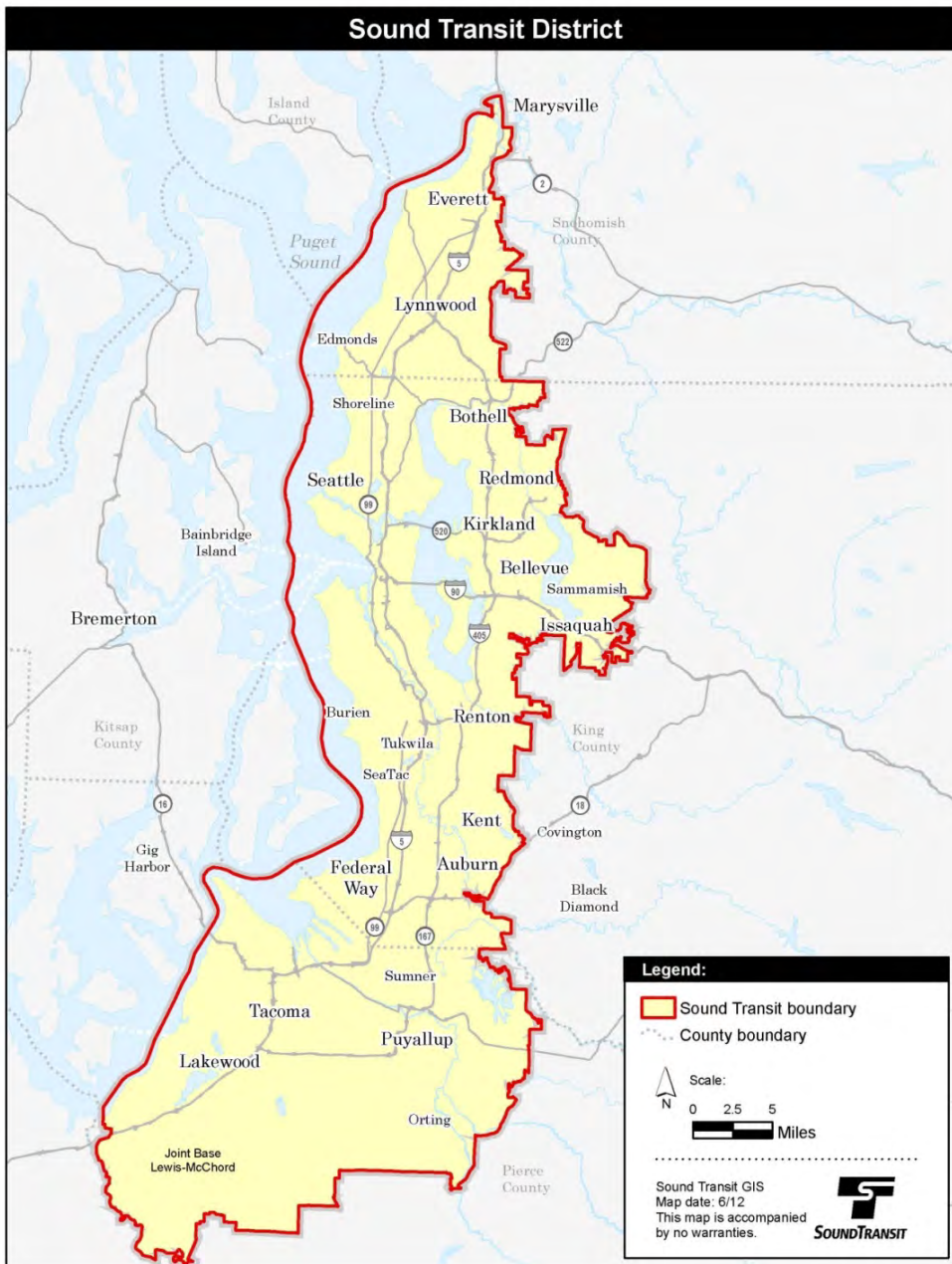
Staff will continue to provide the Sound Transit Board with updates on fare revenue and efforts to assist our riders.

Overview

Sound Transit's mission is to connect more people to more places. We commit 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.

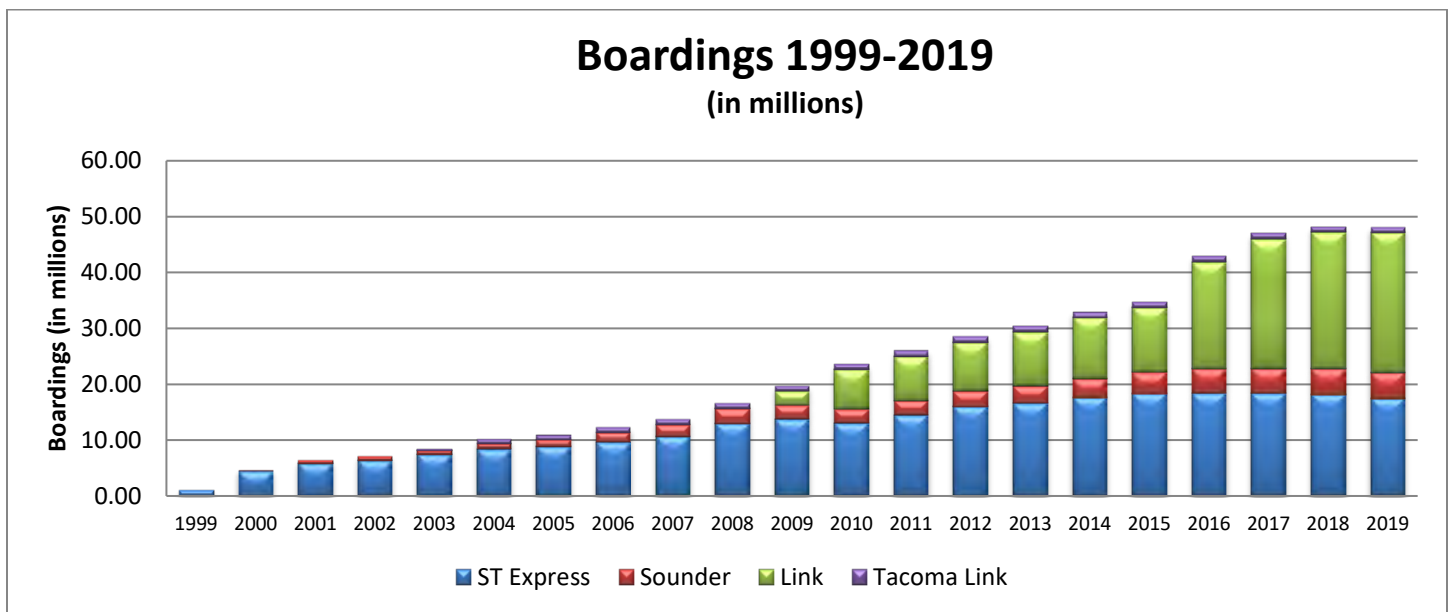
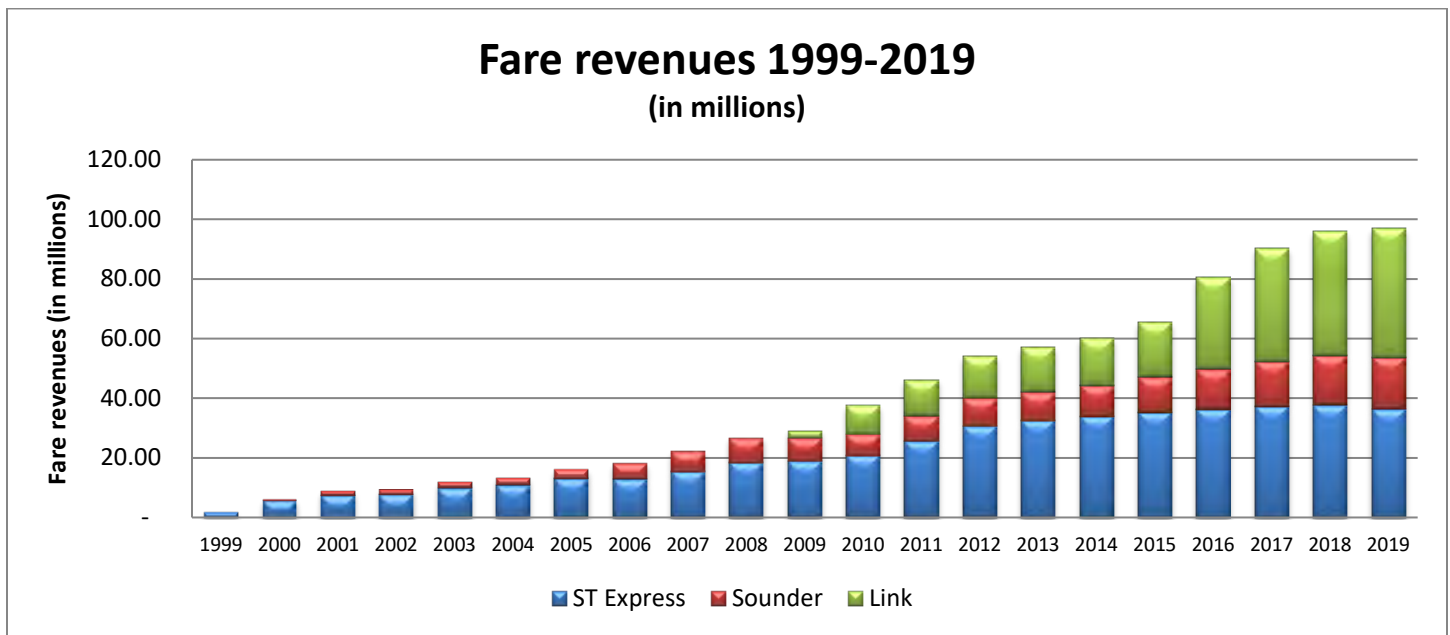
Sound Transit collects fares from passengers riding bus and rail services. Fares are only a portion of Sound Transit's revenues and do not fully fund service operations. Sound Transit policy sets farebox recovery targets at a minimum percentage of total operating costs, and this ratio varies by mode 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 structure

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

- **Adult:** Ages 19 to 64
- **Youth:** Ages 6 to 18 or riders with a valid high school ID (children 5 or younger ride free)
- **Reduced:** Ages 65 or older, persons with disabilities or Medicare card holders (requires a valid Regional Reduced Fare Permit as proof of eligibility on buses)
- **Low income (ORCA LIFT):** Riders with household income equal to (or less than) 200% of the federal poverty level (enrollment at authorized ORCA LIFT offices with income verification)

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 fare charts per station.

	Fare range, effective March 2015
Adult	\$2.25 - \$3.25
Youth	\$1.50
Reduced fare	\$1.00
ORCA LIFT	\$1.50

ST Express

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

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

	July 1, 2018 - present		March 1, 2016 - June 30, 2018	
	One-county	Multi-county	One-county	Multi-county
Adult	\$2.75	\$3.75	\$2.75	\$3.75
Youth	\$1.50	\$1.50	\$1.50	\$2.75
Reduced Fare	\$1.00	\$1.00	\$1.00	\$1.75
ORCA LIFT	\$1.50	\$1.50	\$1.50	\$2.75

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.

March 1, 2016 - Present		
	North line	South line
	Fare range	Fare range
Adult	\$3.25 - \$5.00	\$3.25 - \$5.75
Youth	\$2.50 - \$3.75	\$2.50 - \$4.25
Reduced Fare	\$1.50 - \$2.50	\$1.50 - \$2.75
ORCA LIFT	\$2.50 - \$3.75	\$2.50 - \$4.25

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, the Sound Transit Board adopted Resolution R2016-10, postponing 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:

- Link: 40%
- ST Express: 20%
- Sounder: 23%

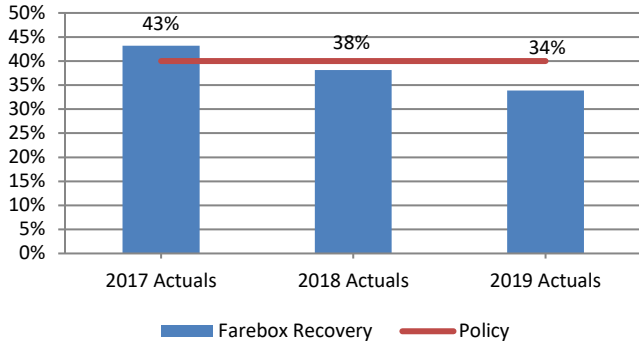
To better align with the Federal Transit Administration's National Transit Database reporting, as of 2017, operating leases and paratransit costs are no longer included in operating expenses for the purpose of the Sound Transit Farebox Recovery calculations.

In 2019, both ST Express and Sounder farebox recovery ratios met policy requirements. Link, however, had a farebox recovery rate of 34%, which is below the 40% policy threshold. While Link fare revenue increased in 2019, so did expenses, as the agency ramps up for Northgate and East Link extensions. In this situation, the agency is incurring expenses for the startup of Northgate and East Link service, but not receiving any fare revenue yet, lowering the farebox recovery rate.

Per Sound Transit Fare Policy, minimum farebox recovery ratios are not applicable to services in start-up phase. Sound Transit continues to monitor Link farebox recovery rate. However, due to the slower ridership growth, it is most likely the farebox recovery for Link will continue to decline and a fare increase may need to be implemented.

Link

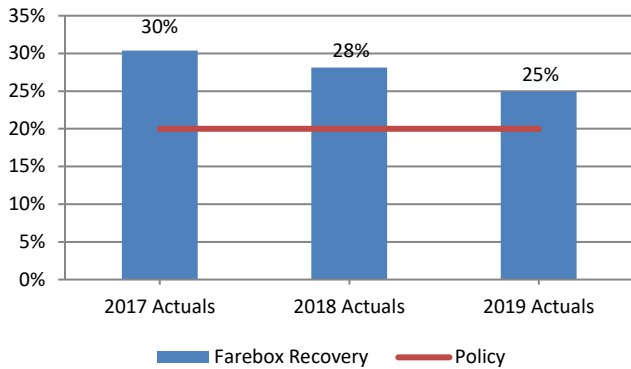
Link farebox recovery



Link light rail farebox recovery	Farebox revenues	Operating expenses	Farebox recovery
2017 Actuals	\$38,019,746	\$88,054,264	43%
2018 Actuals	\$41,637,005	\$109,125,540	38%
2019 Actuals	\$43,241,285	\$127,727,513	34%

ST Express

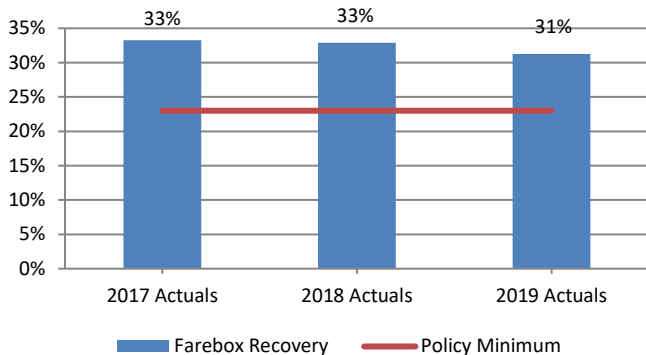
ST Express farebox recovery



ST Express farebox recovery	Farebox revenues	Operating expenses	Farebox recovery
2017 Actuals	\$37,263,868	\$122,714,810	30%
2018 Actuals	\$37,694,868	\$133,988,199	28%
2019 Actuals	\$36,462,357	\$146,210,098	25%

Sounder

Sounder farebox recovery



Sounder farebox recovery	Farebox revenues	Operating expenses	Farebox recovery
2017 Actuals	\$15,042,572	\$45,214,297	33%
2018 Actuals	\$16,670,656	\$50,719,023	33%
2019 Actuals	\$17,213,961	\$55,054,427	31%

Passenger fare revenue by mode

Sound Transit fare revenue increased overall by \$0.9 million in 2019, and boardings decreased by 0.4 million. While revenue increased on Sounder and Link, Link accounted for 45% 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 4% ridership decline in 2019, ST Express still accounts for 38% of total passenger fare revenue.

In 2019, the overall average fare per boarding (AFB) was \$2.07, up from \$2.03 in 2018.

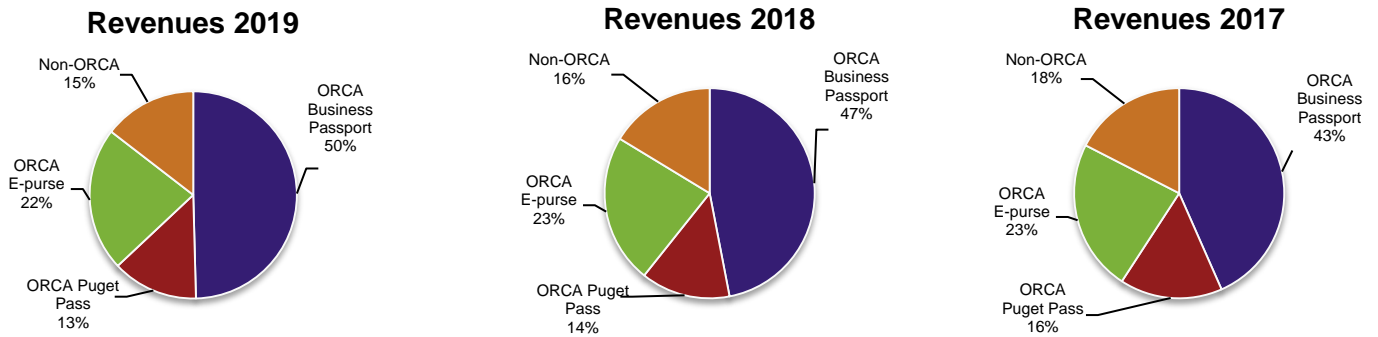
	REVENUES			% Change	
	2019	2018	2017	2019-2018	2018-2017
Link	\$ 43,241,285	\$ 41,637,005	\$ 38,019,746	4%	9%
ST Express	36,462,357	37,694,868	37,263,868	-3%	1%
Sounder	17,213,961	16,670,656	15,042,572	3%	11%
	\$ 96,917,603	\$ 96,002,529	\$ 90,326,186	1%	6%

	BOARDINGS			% Change	
	2019	2018	2017	2019-2018	2018-2017
Link	24,761,684	24,470,264	23,002,263	1%	6%
ST Express	17,494,527	18,189,262	18,374,834	-4%	-1%
Sounder	4,612,244	4,631,525	4,445,568	0%	4%
	46,868,455	47,291,051	45,822,665	-1%	3%

	AVERAGE FARE PER BOARDING			% Change	
	2019	2018	2017	2019-2018	2018-2017
Link Light Rail	\$ 1.75	\$ 1.70	\$ 1.65	3%	3%
ST Express	2.08	2.07	2.03	0%	2%
Sounder	3.73	3.60	3.38	4%	6%
	\$ 2.07	\$ 2.03	\$ 1.97	2%	3%

Passenger fare revenue by source

Sound Transit receives fare income from One Regional Card for All (ORCA) products, Sounder and Link ticket sales, and cash farebox receipts on ST Express. ORCA product use on Sound Transit services continues to grow, accounting for 85% of total fare revenue in 2019, up from 84% in 2018 and 82% in 2017.



The breakdown of detailed revenue and ridership amounts for all product types, passenger types and route-level details relies 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 regularly 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

Paper tickets are sold for one-way fares or as round trip/day passes via ticket machines. Paper tickets are valid only for the origin and destination for which they are purchased. Ticket machines 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, one-way and round-trip for Link light rail and Sounder, and one-way tickets for ST Express. The mobile ticketing option started in December 2016 for Link light rail and Sounder, and in November 2019 for ST Express. In 2019, mobile ticket sales were \$575K, up from \$365K in 2018.

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

- Paper tickets such as Human Services program tickets
- Unpaid rides including children 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)

Link

Link fare revenue increased by \$1.6 million in 2019 and \$3.6 million in 2018. Link ridership increased by 0.3 million in 2019 and 1.4 million in 2018. Sound Transit attributes the ridership increases to continued growth from 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.

Revenue by payment type

Link Payment type	REVENUES			Change	
	2019	2018	2017	2019-2018	2018-2017
ORCA Business Passport	\$ 18,536,530	\$ 16,321,645	\$ 13,746,848	14%	19%
ORCA PugetPass	5,007,466	4,860,090	4,939,572	3%	-2%
ORCA E-purse	9,526,581	9,346,375	8,628,083	2%	8%
Non-ORCA	10,170,708	11,108,895	10,705,243	-8%	4%
Totals	\$ 43,241,285	\$ 41,637,005	\$ 38,019,746	4%	10%

Link Payment type	BOARDINGS			Change	
	2019	2018	2017	2019-2018	2018-2017
ORCA Business Passport	9,231,477	8,526,044	7,635,926	8%	12%
ORCA PugetPass	2,833,905	2,927,934	2,960,979	-3%	-1%
ORCA E-purse	5,191,539	5,090,105	4,713,580	2%	8%
Non-ORCA	7,504,763	7,926,181	7,691,778	-5%	3%
Totals	24,761,684	24,470,264	23,002,263	1%	6%

Link Payment type	AVERAGE FARE PER BOARDING			Change	
	2019	2018	2017	2019-2018	2018-2017
ORCA Business Passport ¹	\$ 2.01	\$ 1.91	\$ 1.80	5%	6%
ORCA PugetPass	1.77	1.66	1.67	7%	6%
ORCA E-purse	1.84	1.84	1.83	0%	1%
Non-ORCA	1.30	1.40	1.39	-3%	-7%
Totals	\$ 1.75	\$ 1.70	\$ 1.68	3%	2%

¹ ORCA Business Passport – fixed annual contracts that are priced based on previous year's ridership.

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. Link averaged more than 7,700 unique low-income passengers monthly in 2019, down slightly from about 8,000 in 2018.

Link Passenger type	REVENUES			Change	
	2019	2018	2017	2019-2018	2018-2017
Adult	\$ 39,763,356	\$ 38,160,868	\$ 34,809,835	4%	10%
Youth	1,693,824	1,651,644	1,525,686	3%	8%
Reduced Fare	896,898	888,095	808,716	1%	10%
Low Income	887,207	936,398	875,509	-5%	7%
Totals	\$ 43,241,285	\$ 41,637,005	\$ 38,019,746	4%	10%

Link Passenger type	BOARDINGS			Change	
	2019	2018	2017	2019-2018	2018-2017
Adult	20,779,523	20,396,898	19,134,107	2%	7%
Youth	1,557,030	1,546,697	1,488,806	1%	4%
Reduced Fare	1,488,665	1,515,782	1,428,198	-2%	6%
Low Income	936,466	1,010,887	951,152	-7%	6%
Totals	24,761,684	24,470,264	23,002,263	1%	6%

Link Passenger type	AVERAGE FARE PER BOARDING			Change	
	2019	2018	2017	2019-2018	2018-2017
Adult	\$ 1.91	\$ 1.87	\$ 1.82	2%	3%
Youth	1.09	1.07	1.02	2%	5%
Reduced Fare	0.60	0.59	0.57	2%	4%
Low Income	0.95	0.93	0.92	2%	1%
Totals	\$ 1.75	\$ 1.70	\$ 1.65	3%	3%

Fare evasion

The fare evasion rate on Link in 2019 was 2.4%, below the targeted range of 3.0%. The fare evasion rate in 2018 was 2.7%. Sound Transit attempts to conduct fare inspection on 10% of all Link riders.

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. Ridership decreased by 694,000 in 2019, as East Link construction affected Sound Transit Routes 550 and 554, and as buses shifted to surface streets from the Downtown Seattle Transit Tunnel. Another factor impacting 2019 ridership was the snow storm in February 2019, decreasing the average weekday boardings by 7% compared to the previous year.

Fare revenue by payment type

ST Express Payment type	REVENUES			Change	
	2019	2018	2017	2019-2018	2018-2017
ORCA Business Passport	\$ 19,054,498	\$ 18,878,898	\$ 17,446,080	1%	8%
ORCA PugetPass	5,766,613	6,077,509	6,620,578	-5%	-8%
ORCA E-purse	8,704,459	9,258,148	9,213,602	-6%	0%
Non-ORCA	2,936,787	3,480,313	3,983,608	-16%	-13%
Totals	\$ 36,462,357	\$ 37,694,868	\$ 37,263,868	-3%	1%

ST Express Payment type	BOARDINGS			Change	
	2019	2018	2017	2019-2018	2018-2017
ORCA Business Passport	7,793,579	7,910,113	7,734,407	-1%	1%
ORCA PugetPass	2,477,844	2,695,236	2,865,169	-8%	-7%
ORCA E-purse	4,213,456	4,351,856	4,238,193	-3%	3%
Non-ORCA	3,009,648	3,232,057	3,537,065	-7%	-3%
Totals	17,494,527	18,189,263	18,374,834	-4%	-1%

ST Express Payment type	AVERAGE FARE PER BOARDING			Change	
	2019	2018	2017	2019-2018	2018-2017
ORCA Business Passport ²	\$ 2.44	\$ 2.39	\$ 2.26	2%	6%
ORCA PugetPass	2.33	2.25	2.31	4%	-3%
ORCA E-purse	2.07	2.13	2.17	-3%	-2%
Non-ORCA	0.98	1.08	1.13	-9%	-4%
Totals	\$ 2.08	\$ 2.07	\$ 2.03	0%	2%

² ORCA Business Passport – fixed annual contracts that are priced based on previous year's ridership.

Revenue by passenger type

Adult fares account for 95% of total ST Express revenues, with 2% from qualifying seniors and persons with disabilities (Reduced Fare) riders, 2% from youth passengers and 1% from low-income adult (ORCA LIFT) riders. ST Express averaged more than 5,700 unique low-income passengers monthly in 2019, similar to 2018.

The reduction in average fare per boarding for Youth, Reduced Fare and Low Income passengers in 2019 is a result of the July 2018 fare change to reduce the two-county fare to be set at the one-county fare for these passenger categories.

ST Express Passenger type	REVENUES			Change	
	2019	2018	2017	2019-2018	2018-2017
Adult	\$ 34,569,314	\$ 35,534,958	\$ 34,928,546	-3%	2%
Youth	615,953	697,904	746,233	-12%	-6%
Reduced Fare	735,509	845,825	957,392	-13%	-12%
Low Income	541,581	616,181	631,697	-12%	-2%
Totals	\$ 36,462,357	\$ 37,694,868	\$ 37,263,868	-3%	1%

ST Express Passenger type	BOARDINGS			Change	
	2019	2018	2017	2019-2018	2018-2017
Adult	15,327,646	15,941,887	16,043,444	-4%	-1%
Youth	418,193	447,508	526,820	-7%	-15%
Reduced Fare	1,164,573	1,207,515	1,255,377	-4%	-4%
Low Income	584,115	592,354	549,191	-1%	8%
Totals	17,494,527	18,189,263	18,374,834	-4%	-1%

ST Express Passenger type	AVERAGE FARE PER BOARDING			Change	
	2019	2018	2017	2019-2018	2018-2017
Adult	\$ 2.26	\$ 2.23	\$ 2.18	1%	2%
Youth	1.47	1.56	1.42	-6%	10%
Reduced Fare	0.63	0.70	0.76	-10%	-8%
Low Income	0.93	1.04	1.15	-11%	-9%
Totals	\$ 2.08	\$ 2.07	\$ 2.03	0%	2%

Sounder

Sounder revenue increased by \$0.5 million in 2019 primarily from ORCA Business Passport fixed revenue annual contracts, with ridership decreasing by 19,000 in 2019. In 2019, Sounder South fare revenues increased by 3%, and Sounder North revenues increased by 7%. The major February 2019 snow event affected Sounder service, then revenues remained neutral to slightly down after April, mostly due to notable declines in Sounder North ridership.

Revenue by payment type

Sounder Payment type	REVENUES			Change	
	2019	2018	2017	2019-2018	2018-2017
ORCA Business Passport	\$ 10,464,237	\$ 9,886,210	\$ 8,001,773	6%	24%
ORCA PugetPass	2,230,720	2,259,999	2,705,128	-1%	-16%
ORCA E-purse	3,529,472	3,444,865	3,248,745	2%	6%
Non-ORCA	989,532	1,079,582	1,086,926	-8%	-1%
Totals	\$ 17,213,961	\$16,670,656	\$ 15,042,572	3%	11%

Sounder Payment type	BOARDINGS			Change	
	2019	2018	2017	2019-2018	2018-2017
ORCA Business Passport	2,714,237	2,701,483	2,415,331	0%	12%
ORCA PugetPass	554,492	595,303	670,319	-7%	-11%
ORCA E-purse	1,016,793	999,365	929,874	2%	7%
Non-ORCA	326,722	335,374	430,044	-1%	-22%
Totals	4,612,244	4,631,525	4,445,568	0%	4%

Sounder Payment type	AVERAGE FARE PER BOARDING			Change	
	2019	2018	2017	2019-2018	2018-2017
ORCA Business Passport ³	\$ 3.86	\$ 3.66	\$ 3.31	5%	11%
ORCA PugetPass	4.02	3.80	4.04	6%	-6%
ORCA E-purse	3.47	3.45	3.49	1%	-1%
Non-ORCA	2.99	3.22	2.53	-6%	27%
Totals	\$ 3.73	\$ 3.60	\$ 3.38	4%	7%

³ ORCA Business Passport – fixed annual contracts that are priced based on previous year's ridership.

Revenue by passenger type

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

Sounder averaged more than 620 unique low-income passengers monthly in 2019, up from 600 in 2018.

Sounder Passenger type	REVENUES			Change	
	2019	2018	2017	2019-2018	2018-2017
Adult	\$ 16,707,048	\$ 16,157,170	\$ 14,564,975	3%	11%
Youth	133,909	134,932	132,995	-1%	1%
Reduced Fare	239,380	239,005	228,056	0%	5%
Low Income	133,624	139,550	116,546	-4%	20%
Totals	\$ 17,213,961	\$ 16,670,657	\$ 15,042,572	3%	11%

Sounder Passenger type	BOARDINGS			Change	
	2019	2018	2017	2019-2018	2018-2017
Adult	4,387,650	4,404,298	4,235,739	0%	4%
Youth	43,349	43,780	45,283	-1%	-3%
Reduced Fare	128,689	128,936	120,244	0%	7%
Low Income	52,556	54,511	44,302	-4%	23%
Totals	4,612,244	4,631,525	4,445,568	0%	4%

Sounder Passenger type	AVERAGE FARE PER BOARDING			Change	
	2019	2018	2017	2019-2018	2018-2017
Adult	\$ 3.81	\$ 3.67	\$ 3.44	4%	7%
Youth	3.09	3.08	2.94	0%	5%
Reduced Fare	1.86	1.85	1.90	1%	-3%
Low Income	2.54	2.56	2.63	-1%	-2%
Totals	\$ 3.73	\$ 3.60	\$ 3.38	4%	7%

Fare evasion

The fare evasion rate on Sounder in 2019 was 1.4%, below the expected range of 3.0%. The fare evasion rate in 2018 was 1.4%. Sound Transit attempts to conduct fare inspection on 10% of all Sounder passengers.

Revenue by line

Sounder revenues are allocated to Sounder North and Sounder South based on the origin/destination of the trip taken. The maximum one-way adult fare on Sounder North is \$5.00, and is \$5.75 on Sounder South. Sounder North average fare per boarding for 2019 was \$3.94, and it was \$3.71 for Sounder South, which reflects the longer average trip length on the north line of 25 miles, versus 22 miles on the south line.

Sounder North				Change	
	2019	2018	2017	2019-2018	2018-2017
Revenues	\$ 1,687,358	\$ 1,573,269	\$ 1,564,420	7%	1%
Boardings	427,837	454,051	460,958	-6%	-1%
AFB	\$ 3.94	\$ 3.46	\$ 3.39	14%	2%

Sounder South				Change	
	2019	2018	2017	2019-2018	2018-2017
Revenues	\$ 15,526,603	\$ 15,097,387	\$ 13,475,559	3%	12%
Boardings	4,184,407	4,177,475	3,984,610	0%	5%
AFB	\$ 3.71	\$ 3.61	\$ 3.38	3%	7%

Sounder special event service

Sound Transit offers occasional 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 2019 included select Mariners, Storm, Sounders FC and Seahawks games, along with select days to the Washington State Fair in Puyallup and events at the Tacoma Dome. There were seven fewer events in 2019 than in 2018.

Sounder Special events				Change	
	2019	2018	2017	2019-2018	2018-2017
Revenues	\$ 229,449	\$ 327,639	\$ 331,878	-30%	-1%
Boardings	54,001	80,532	77,244	-33%	4%
AFB	\$ 4.25	\$ 4.07	\$ 4.30	4%	-5%
# of events	22	29	27	-24%	7%

Special event service is particularly popular on the north line, which accounts for 34% of total special event boardings but only 9% of total Sounder boardings.

In 2019, Seahawks games averaged \$26,816 in special event fare revenue, while Mariners games averaged \$6,117, and Sounders FC matches \$6,570.

Sounder North Special events				Change	
	2019	2018	2017	2019-2018	2018-2017
Revenues	\$ 80,537	\$ 123,175	\$ 115,600	-35%	7%
Boardings	18,210	30,734	27,127	-41%	13%
AFB	\$ 4.42	\$ 4.01	\$ 4.26	10%	-6%
# of events	22	29	27	-24%	7%

Sounder South Special events				Change	
	2019	2018	2017	2019-2018	2018-2017
Revenues	\$ 148,912	\$ 204,464	\$ 216,278	-27%	-5%
Boardings	35,791	49,798	50,117	-28%	-1%
AFB	\$ 4.16	\$ 4.11	\$ 4.32	1%	-5%
# of events	22	29	27	-24%	7%

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 2019 compared with 2018 and 2017. 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 2019, these discounts increased slightly from the previous year, with the discount continuing to represent 1% of total passenger fare revenue.

Type of fare	Value of discount		
	2019	2018	2017
Free ride zone - Tacoma	\$ 627,761	\$ 601,300	\$ 648,056
Peace officers	46,934	46,009	42,567
Transit promotional and marketing campaigns	13,501	18,377	18,329
Educational outreach and transit training	46,683	48,186	40,739
Customer relations and complaint resolution	68,914	76,404	77,987
Transit demonstrations and tours	3,008	7,066	5,158
Amtrak RailPlus program	3,491	3,759	3,207
Human Services program	303,019	339,077	311,475
Paratransit	5,266	6,951	6,860
Public emergencies and natural disasters	3,514	4,610	11,664
Low-Income Fare (ORCA LIFT) promotion	80,560	32,440	-
Total	\$ 1,202,652	\$ 1,184,179	\$ 1,166,041
% of Total fare revenue	1%	1%	1%

Mode	Value of discount		
	2019	2018	2017
Link	\$ 307,901	\$ 364,316	\$ 299,742
ST Express	152,885	158,514	150,372
Sounder	61,417	60,047	67,871
Tacoma Link	627,761	601,300	648,056
Total	\$ 1,202,652	\$ 1,184,179	\$ 1,166,041

Free ride zone - 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. Per Sound Transit Board direction, fare collection is scheduled to begin when the Hilltop Tacoma Link Extension opens, which is currently scheduled for 2022.

In 2019 there were 936,957 Tacoma Link boardings, up from 897,462 in 2018.

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 \$627,761 in 2019.

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 2019 ridership, resulting in an estimated \$46,934 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 \$13,501 in 2019, down from \$18,377 in 2018. There were 2,332 complimentary tickets/passes distributed in 2019.

Educational outreach and transit training

Sound Transit conducted 55 educational outreach and transit training events in 2019, primarily at local schools. Outreach included Link, Sounder and Martin Luther King Corridor Safety programs. In 2019 Sound Transit provided 7,847 discounted tickets/passes at these events, down from 8,682 in 2018. The total foregone revenue from educational outreach and transit training was \$46,683 in 2019 and \$48,186 in 2018.

Customer relations and complaint resolution

For customer communications and complaint resolution, Sound Transit provides complimentary tickets/passes. The total foregone revenue was \$68,914 in 2019 and \$76,404 in 2018. Reasons for complimentary and discounted tickets/pass distribution included elevator and escalator outages and overcrowding during peak times.

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 2019 was \$3,008 and \$7,066 in 2018. 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 2019 Sounder riders took 936 RailPlus trips aboard Amtrak service with an average fare per boarding of \$3.73; foregone revenue for these trips is estimated at \$3,491.
- In 2018 Sounder riders took 1,047 RailPlus trips aboard Amtrak service with an average fare per boarding of \$3.59; foregone revenue for these trips is estimated at \$3,759.

Human Services program

King County Metro coordinates and funds the Human Services ticket program, which is administered by the King County Department of Community and Health Services. In 2019 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 Human Services program sells discounted transit tickets or day passes to eligible human services agencies. These agencies provide tickets or day passes to clients experiencing homelessness and/or those who have very low incomes. The tickets 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 and 5% of the retail price of day passes sold in combination with Metro tickets.

The total foregone revenue resulting from the fare discount provided for this program was \$303,019 in 2019 and \$339,077 in 2018.

Paratransit access to Sound Transit fixed route service

In 2019 Sound Transit provided an estimated 2,594 free trips on ST fixed route modes for eligible paratransit shuttle riders. Sound Transit estimates foregone fare revenue for these trips is \$5,344. However, had these trips been taken on actual paratransit shuttle service, the cost would be approximately \$184,252.

Public emergencies and natural disasters

In 2019 Sound Transit accommodated approximately 942 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 \$3,514.

The number of riders for 2019 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 2019.

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, making it more convenient for people to register for ORCA LIFT. Sound Transit is also providing funding for human services agencies to register ORCA LIFT customers at other locations in Pierce and Snohomish counties. We are 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 and Snohomish counties.

APPENDIX A - Fares by station

Souder fare tables

Souder 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	

Souder North (Everett-Seattle)

<i>Adult</i>	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	

<i>Youth</i>	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	

<i>Reduced Fare</i>	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

<i>Adult</i>	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

2019 revenues for ST Express declined due in part to February weather event and Route 550 shifting to surface streets in March 2019 from the Downtown Seattle Transit Tunnel. Revenues for ST Express routes are allocated as follows:

ST Express Route	REVENUES			Change	
	2019	2018	2017	2019-2018	2018-2017
510	\$ 1,603,656	\$ 1,610,090	\$ 1,516,555	0%	6%
511	1,642,354	1,599,018	1,524,772	3%	5%
512	3,217,690	3,262,267	3,044,715	-1%	7%
513	527,486	563,197	510,425	-6%	10%
522	2,868,856	2,785,726	2,746,010	3%	1%
532	1,375,174	1,433,191	1,379,726	-4%	4%
535	1,234,334	1,210,352	1,154,566	2%	5%
540	262,944	284,389	284,153	-8%	0%
541	371,935	351,827	317,523	6%	11%
542	1,308,321	1,048,785	1,022,874	25%	3%
545	4,711,809	4,701,658	4,734,615	0%	-1%
550	3,942,170	4,863,879	4,956,662	-19%	-2%
554	1,898,847	2,100,861	2,177,097	-10%	-4%
555/556	790,565	797,246	797,929	-1%	0%
560	866,594	881,919	839,330	-2%	5%
566	574,886	600,536	616,231	-4%	-3%
567	310,213	307,414	281,756	1%	9%
574	1,596,735	1,611,498	1,690,000	-1%	-5%
577	1,109,002	1,098,595	1,008,410	1%	9%
578	1,069,234	1,127,268	1,119,648	-5%	1%
580	299,473	272,651	206,062	10%	32%
586	316,711	351,552	340,546	-10%	3%
590	1,819,837	1,946,028	1,994,601	-6%	-2%
592	539,791	562,974	611,866	-4%	-8%
594	1,760,264	1,865,721	1,961,609	-6%	-5%
595	226,420	232,373	249,962	-3%	-7%
596	217,056	223,851	176,226	-3%	27%
Sounder Bus ⁴	-	-	-	-%	-%
Totals	\$ 36,462,357	\$ 37,694,868	\$ 37,263,868	-3%	1%

⁴ Routes operate as fare free service for bridge service during service interruptions

ST Express ridership decreased by 4% in 2019, with Route 550 Bellevue-Seattle (down 22%) and Route 554 Issaquah-Seattle (down 10%) leading the decline.

ST Express Route	2019	BOARDINGS			Change	
		2018	2017	2019-2018	2018-2017	
510	507,021	509,788	503,577	-1%	1%	
511	534,806	524,047	523,733	2%	0%	
512	1,484,726	1,484,312	1,421,868	0%	4%	
513	160,863	172,703	160,615	-7%	8%	
522	1,538,921	1,517,513	1,540,430	1%	-1%	
532	488,870	518,695	521,334	-6%	-1%	
535	537,173	523,373	516,330	3%	1%	
540	147,252	148,733	151,869	-1%	-2%	
541	225,404	212,507	197,726	6%	7%	
542	711,725	558,979	560,364	27%	0%	
545	2,371,817	2,432,200	2,574,790	-2%	-5%	
550	2,226,541	2,850,971	2,998,663	-22%	-5%	
554	1,040,709	1,151,381	1,213,152	-10%	-5%	
555/556	337,366	363,639	393,474	-7%	-8%	
560	555,700	545,862	519,991	2%	5%	
566	338,659	350,802	355,783	-3%	-1%	
567	171,030	169,002	158,454	1%	7%	
574	747,225	736,839	735,955	1%	0%	
577	547,155	529,940	498,659	3%	6%	
578	606,904	628,913	590,547	-3%	6%	
580	219,151	198,153	157,821	11%	26%	
586	107,484	117,569	116,249	-9%	1%	
590	669,036	712,735	724,644	-6%	-2%	
592	195,863	205,040	238,772	-4%	-14%	
594	761,845	787,644	781,923	-3%	1%	
595	77,496	81,926	89,497	-5%	-8%	
596	147,839	149,512	125,248	-1%	19%	
Special Bus	-	-	24	-%	-%	
Central Link Bus	34,198	33	-	-%	-%	
Sounder Bus ⁵	1,748	6,415	3,347	-73%	92%	
Totals	17,494,527	18,189,236	18,374,834	-4%	-1%	

⁵ Routes operate as fare free service for bridge service during service interruptions

ST Express average fare per boarding increased by 1% in 2019 and 2% in 2018.

ST Express Route	AVERAGE FARE PER BOARDING			Change	
	2019	2018	2017	2019-2018	2018-2017
510	\$ 3.16	\$ 3.16	\$ 3.01	0%	5%
511	3.07	3.05	2.91	1%	5%
512	2.17	2.20	2.14	-1%	3%
513	3.28	3.26	3.18	1%	3%
522	1.86	1.84	1.78	1%	3%
532	2.81	2.76	2.65	2%	4%
535	2.30	2.31	2.24	-1%	3%
540	1.79	1.91	1.87	-7%	2%
541	1.65	1.66	1.61	-1%	3%
542	1.84	1.88	1.83	-2%	3%
545	1.99	1.93	1.84	3%	5%
550	1.77	1.71	1.65	4%	4%
554	1.82	1.82	1.79	0%	2%
555/556	2.34	2.19	2.04	7%	8%
560	1.56	1.62	1.61	-4%	1%
566	1.70	1.71	1.73	-1%	-1%
567	1.81	1.82	1.78	0%	2%
574	2.14	2.19	2.30	-2%	-5%
577	2.03	2.07	2.02	-2%	2%
578	1.76	1.79	1.90	-2%	-6%
580	1.37	1.38	1.31	-1%	5%
586	2.95	2.99	2.93	-1%	2%
590	2.72	2.73	2.75	0%	-1%
592	2.76	2.75	2.56	0%	7%
594	2.31	2.37	2.51	-3%	-6%
595	2.92	2.84	2.79	3%	2%
596	1.47	1.50	1.41	-2%	6%
Totals	\$ 2.08	\$ 2.07	\$ 2.03	0%	2%