Sound Transit Operations
November 2018 Service Performance Report

Ridership

<table>
<thead>
<tr>
<th>Mode</th>
<th>Nov-17</th>
<th>Nov-18</th>
<th>% ∆</th>
<th>YTD-17</th>
<th>YTD-18</th>
<th>% ∆</th>
</tr>
</thead>
<tbody>
<tr>
<td>ST Express</td>
<td>1,459,794</td>
<td>1,429,120</td>
<td>-2.1%</td>
<td>17,059,273</td>
<td>16,856,101</td>
<td>-1.2%</td>
</tr>
<tr>
<td>Sounder</td>
<td>375,919</td>
<td>376,140</td>
<td>0.1%</td>
<td>4,099,144</td>
<td>4,299,034</td>
<td>4.9%</td>
</tr>
<tr>
<td>Tacoma Link</td>
<td>86,290</td>
<td>84,501</td>
<td>-2.1%</td>
<td>901,678</td>
<td>833,673</td>
<td>-7.5%</td>
</tr>
<tr>
<td>Link</td>
<td>1,874,535</td>
<td>2,007,277</td>
<td>7.1%</td>
<td>21,241,555</td>
<td>22,626,624</td>
<td>6.5%</td>
</tr>
<tr>
<td>Paratransit</td>
<td>5,137</td>
<td>5,474</td>
<td>6.6%</td>
<td>55,265</td>
<td>59,732</td>
<td>8.1%</td>
</tr>
<tr>
<td>System Total</td>
<td>3,801,675</td>
<td>3,902,512</td>
<td>2.7%</td>
<td>43,356,915</td>
<td>44,674,164</td>
<td>3.0%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>November 2017:</th>
<th>November 2018:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekdays</td>
<td>21</td>
<td>21</td>
</tr>
<tr>
<td>Saturdays</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Sundays</td>
<td>5</td>
<td>5</td>
</tr>
</tbody>
</table>

Sound Transit ridership increased by 100.8K, or 2.7%, compared to November of last year. Average weekday boardings increased by 2.2% compared to November 2017.

ST Express ridership decreased by 30.7K, or 2.1% during the month of November. Compared to November 2017, routes 580 (Lakewood - Puyallup) and 578 (Seattle - Puyallup) added the most average weekday riders. The growth on these two routes indicate a demand to access Sounder stations during peak and off-peak periods. Routes that have lost average weekday riders are along corridors that have been impacted by construction activity and increased congestion.

Sound ridership remained relatively flat compared to November 2017. Average weekday boardings on Sounder increased overall by 0.8% compared to the same period last year driven by modest growth on the South line. After a full year of two new round trips operating on the South line, ridership has stabilized.

Tacoma Link ridership decreased by 1.8K, or 2.1%, during the month of November. Average weekday boardings were down by 1.4%. Ridership on Tacoma Link, although still below last year, has improved compared to previous months due to the reopening of the Tacoma Dome in mid October after undergoing renovations over the summer.

Link ridership increased by 132.7K, or 7.1%, compared to the same period last year. Average weekday and Sunday boardings increased while average Saturday boardings remained flat compared to 2017.

Paratransit services increased by 6.6% compared to November 2017. The increase in paratransit ridership is attributed to the increased demand to access the Link system.
ST Express ridership decreased by 2.1% in November. Average Saturday and Sunday boardings increased by 1.7% and 7.9%, respectively, while weekday boardings decreased by 2.9%.

Sounder system-wide ridership remained relatively flat compared to November 2017. Average weekday boardings increased overall by 0.8% compared to the same period last year driven by modest growth on the South line.

Tacoma Link ridership decreased by 2.1% in November compared to 2017 but has improved compared to last month due to the reopening of the Tacoma Dome in mid October after undergoing renovations over the summer. Average Sunday boardings increased by 76.7%, while weekday and Saturday boardings decreased by 1.4% and 31.5%, respectively.

Sounder North ridership decreased by 11.6% compared to last year. Average weekday boardings decreased by 11.2%.

Link ridership increased by 7.1% for the month compared to the same period last year. Average weekday and Sunday boardings increased by 6.9% and 20.0%, respectively, while average Saturday boardings remained flat compared to 2017.

Sounder South ridership increased by 1.4% compared to last year. Average weekday boardings increased by 2.2%.
**Sound Transit Operations**  
**November 2018 Service Performance Report**

**ST Express**

**Highlights**

- ST Express on-time performance was above the target at 85.3% for the month and year-to-date.
- Passengers per trip was slightly lower than the target at 36.3 in November.
- Customer complaints per 100K boardings missed the target at 20.8 but has improved compared to last month.
- Preventable accidents per 100K miles met the target at 0.66 based on a 12-month rolling average.
Sound Transit Operations
November 2018 Service Performance Report

Sounder Commuter Rail

Highlights

- Sounder on-time performance was better than last month and above the target at 95.2% in November. Year-to-date performance was impacted by a BNSF South line tie replacement and undercutting program between Tukwila and Seattle, and freight interference in February.
- Passengers per trip in November was 2.4% under target.
- Percentage of scheduled trips operated was on target at 99.5% for the month.
Sound Transit Operations
November 2018 Service Performance Report

Tacoma Link

Highlights

• Tacoma Link on-time performance was above the target at 100% in November.
• Passengers per trip was slightly lower than target at 19.7 for the month but has improved compared to previous months due to the reopening of the Tacoma Dome in mid October after undergoing renovations over the summer.
• Preventable accidents per 100K miles is based on a 12-month rolling average. There was one preventable accident last June, but there have been none this past year, bringing the rolling average back to zero.
• There were no complaints related to Tacoma Link in the month of November.
Highlights

- Passengers per trip was above the target at 240.9 for the month.
- Percentage of scheduled trips operated was slightly below the target at 97.8% but better than last month.
- Farebox Recovery was under target at 38.3% in November as the agency and Link ramp up to support takeover of Downtown Seattle Transit Tunnel (DSTT) and ST2 expansion projects; costs will precede the benefits of increases in the fare revenues.
- Link light rail determined that there was a preventable accident in June at the intersection of Martin Luther King Jr. Way S. and S. Myrtle Street. No injuries were reported as a result of the incident.
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November 2018 Service Performance Report

General Transit

Excluding leased lots for East Link construction mitigation, a total of 15,082 parking stalls are available at 28 locations in Pierce, Snohomish, and King County. The new Northgate Station garage opened on November 19 with 447 parking stalls available, 208 more than the Northgate Interim Lots which closed on November 18. The overall parking utilization for November this year was slightly lower than last year at 97% mainly driven by the low usage of the Northgate Station garage. We expect the utilization rate will improve in the next few months. There is a temporary closure of 200 parking stalls at Tacoma Dome Station garage while the station undergoes mid-life maintenance through March 2019.

System-wide utilization for Pierce and Snohomish County increased by 3.2% and 2.5%, respectively, while King County utilization decreased by 2.5%. Many of our parking facilities continue to be at or near capacity.

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

Sound Transit managed conveyances at ST Express and Sounder stations consistently perform above the 95% target availability and achieved 99.9% during the month.

ST Conveyance Availability

KCM managed Link elevators were below targeted availability at 93.4% in November mainly due to one Beacon Hill Station elevator being out of service for repairs, and escalators were also lower than target at 87.2% primarily driven by multiple prolonged repairs and scheduled maintenance at University of Washington Station.

Fare evasion on Link was 2.5%, lower than the same period last year and within the 3% targeted range.

Sounder fare evasion was 1.4% in November, which was slightly lower than the same period last year.

Overall, combined fare evasion was 2.3%, within the targeted range. Fare inspection was above the targeted inspection rate of 8.0% at 9.3% in November.
# Sound Transit Operations
## 2018 Monthly Modal Performance Data Sheet

### ST Express

<table>
<thead>
<tr>
<th>Month</th>
<th>Targets</th>
<th>Tacoma Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>41,350</td>
<td>99.9% 99.0% 94.1% 87.1% 1,507,910 36.5 259 17.2 6.0 0.67 30.5%</td>
</tr>
<tr>
<td>Feb</td>
<td>37,514</td>
<td>99.9% 97.0% 93.4% 87.3% 1,372,808 36.6 234 17.0 6.0 0.65 30.8%</td>
</tr>
<tr>
<td>Mar</td>
<td>41,517</td>
<td>99.9% 97.0% 94.2% 85.4% 1,547,795 37.3 282 18.2 5.0 0.59 30.0%</td>
</tr>
<tr>
<td>Apr</td>
<td>39,740</td>
<td>99.9% 99.0% 99.1% 86.6% 1,496,038 37.4 221 14.9 8.0 0.60 29.7%</td>
</tr>
<tr>
<td>May</td>
<td>41,421</td>
<td>99.9% 99.0% 99.5% 85.1% 1,612,281 39.3 347 21.3 5.0 0.59 29.7%</td>
</tr>
<tr>
<td>Jun</td>
<td>39,951</td>
<td>99.9% 99.0% 99.5% 82.7% 1,562,703 39.1 311 19.9 11.0 0.57 29.4%</td>
</tr>
<tr>
<td>Jul</td>
<td>40,473</td>
<td>99.9% 99.0% 100.0% 82.6% 1,578,438 39.0 344 21.8 11.0 0.58 30.7%</td>
</tr>
<tr>
<td>Aug</td>
<td>42,640</td>
<td>99.9% 99.0% 96.7% 84.3% 1,646,562 38.6 342 20.8 12.0 0.61 29.1%</td>
</tr>
<tr>
<td>Sep</td>
<td>38,025</td>
<td>99.9% 95.0% 99.5% 85.1% 1,448,639 38.1 328 22.6 9.0 0.62 29.0%</td>
</tr>
<tr>
<td>Oct</td>
<td>42,318</td>
<td>99.8% 97.0% 99.2% 86.2% 1,648,806 39.0 507 30.7 17.0 0.67 28.6%</td>
</tr>
<tr>
<td>Nov</td>
<td>39,415</td>
<td>99.9% 97.0% 99.7% 85.3% 1,429,120 36.3 297 20.8 8.0 0.66 28.6%</td>
</tr>
</tbody>
</table>

### Sounder

<table>
<thead>
<tr>
<th>Month</th>
<th>Targets</th>
<th>Link</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jan</td>
<td>44,363</td>
<td>99.9% 97.9% 97.7% 85.2% 16,856,101 37.9 3,472 20.6 9.8 0.66 28.6%</td>
</tr>
</tbody>
</table>

### Footnotes
1. PMTs are preventive maintenance inspections. Link PMTs include Signals, Track Power, LRV, Track, SCADA, and Facilities.
2. Actual performance compared to the Budget standard: ST Express: +95%, Sounder: +95%, Link: +90%, Tacoma Link: +98.5%.
3. Headways are scheduled intervals between trips.
4. An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.
5. YTD Preventable accidents per 100,000 miles is based on a rolling 12-month period of data.
6. Farebox recovery is calculated as farebox revenues divided by total modal operating expenses based on a rolling 12-month period of data.
7. To better align with Federal Transit Administration – National Transit Database (NTD) reporting, Operating Leases costs are no longer included in Operating Expenses for the purpose of the Sound Transit Farebox Recovery calculations.
8. Starting with the 2017 Fare Revenue Annual Report, the agency has restated 2015 and 2016 Operating Expenses to reflect this change.
9. Year end target. For farebox recovery, the target reflects fare policy board minimums.