

Sound Transit Operations November 2018 Service Performance Report

Ridership

Total Boardings by Mode						
	Nov-17	Nov-18	% Δ	YTD-17	YTD-18	% Δ
ST Express	1,459,794	1,429,120	-2.1%	17,059,273	16,856,101	-1.2%
Sounder	375,919	376,140	0.1%	4,099,144	4,299,034	4.9%
Tacoma Link	86,290	84,501	-2.1%	901,678	833,673	-7.5%
Link	1,874,535	2,007,277	7.1%	21,241,555	22,625,624	6.5%
Paratransit	5,137	5,474	6.6%	55,265	59,732	8.1%
System Total	3,801,675	3,902,512	2.7%	43,356,915	44,674,164	3.0%

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

November 2017:	21 Weekdays	4 Saturdays	5 Sundays
November 2018:	21 Weekdays	4 Saturdays	5 Sundays

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.

Sounder 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.

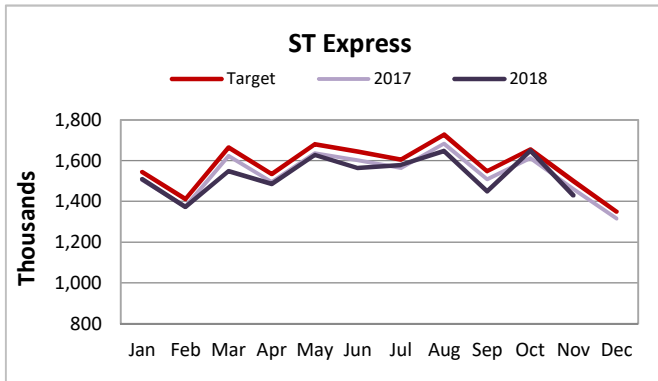
Paratransit services increased by 6.6% compared to November 2017. The increase in paratransit ridership is attributed to the increased demand to access the Link system.

Average Daily Boardings									
Mode	Weekday			Saturday			Sunday		
	Nov-17	Nov-18	% Δ	Nov-17	Nov-18	% Δ	Nov-17	Nov-18	% Δ
ST Express	62,206	60,431	-2.9%	20,613	20,963	1.7%	13,737	14,827	7.9%
Sounder	18,156	18,309	0.8%	0	0	N/A	2,770	4,977	79.7%
Tacoma Link	3,405	3,358	-1.4%	2,546	1,745	-31.5%	517	913	76.7%
Link	72,559	77,582	6.9%	52,453	52,458	0.0%	32,219	38,670	20.0%
Paratransit	171	182	6.6%	171	182	6.6%	171	182	6.6%
System Total	156,497	159,863	2.2%						

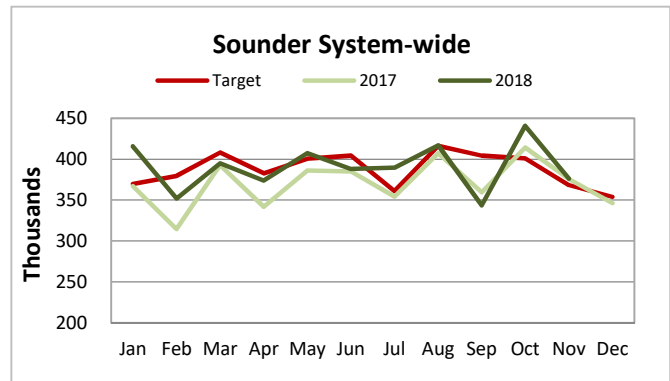
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.

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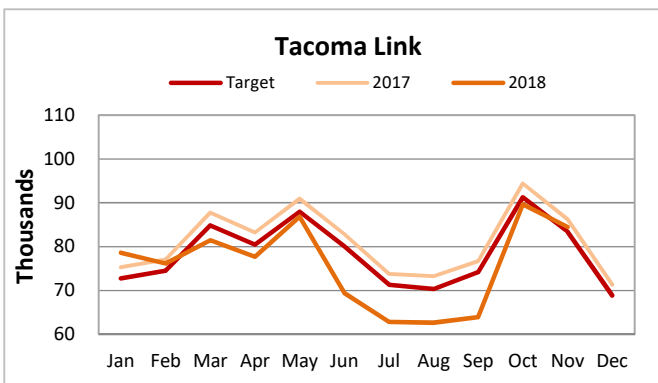
Monthly Ridership Trends by Mode



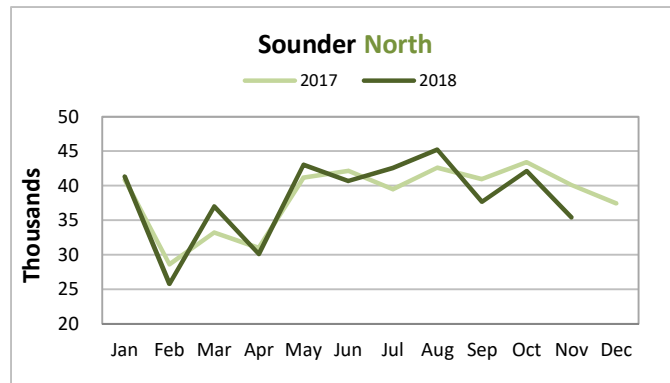
ST Express ridership decreased by 2.1% in November. Average Saturday and Sunday boardings increased by 1.7% and 7.9%, respectively, while weekday boardings decreased by 2.9%.



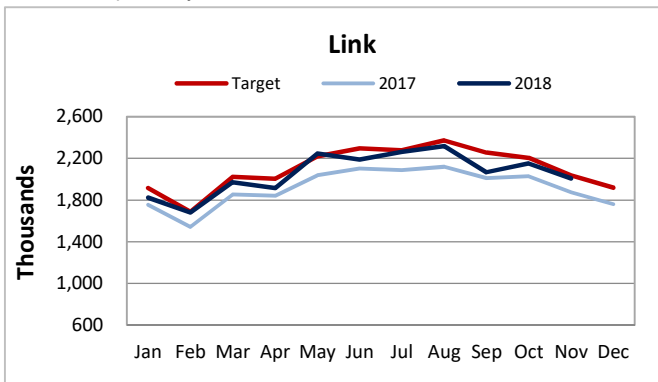
Sounder system-wide ridership remained relatively flat compared to November 2017. Average weekday boardings increased overall by 0.8% compared to the same period last year driven by modest growth on the South line.



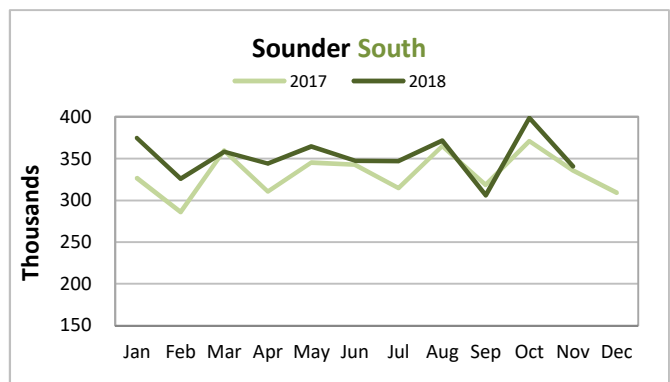
Tacoma Link ridership decreased by 2.1% in November compared to 2017 but has improved compared to last month due to the reopening of the Tacoma Dome in mid October after undergoing renovations over the summer. Average Sunday boardings increased by 76.7%, while weekday and Saturday boardings decreased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



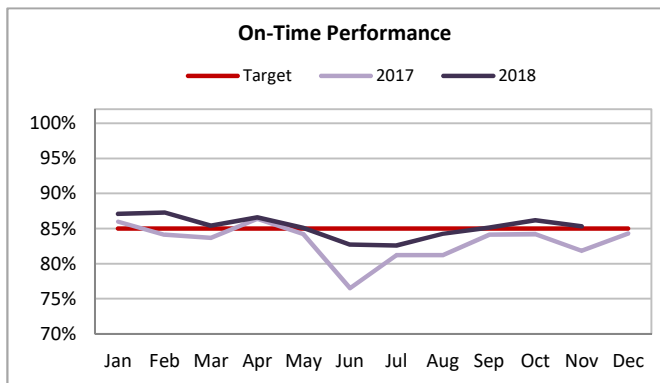
Sounder South ridership increased by 1.4% compared to last year. Average weekday boardings increased by 2.2%.

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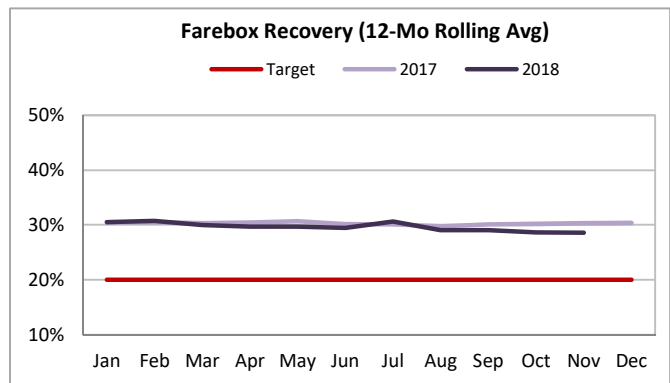
ST Express

Highlights

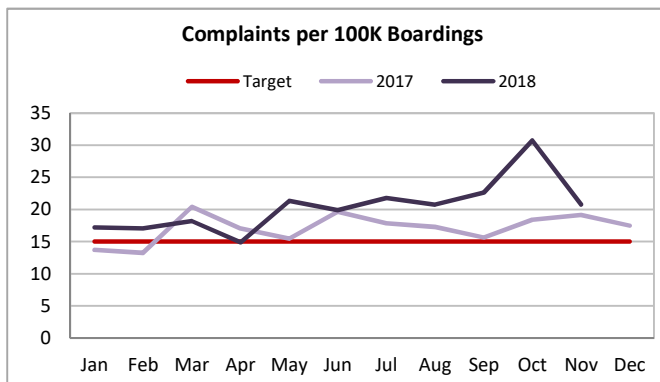
- ST Express on-time performance was above the target at 85.3% for the month and year-to-date.
- Passengers per trip was slightly lower than the target at 36.3 in November.
- Customer complaints per 100K boardings missed the target at 20.8 but has improved compared to last month.
- Preventable accidents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



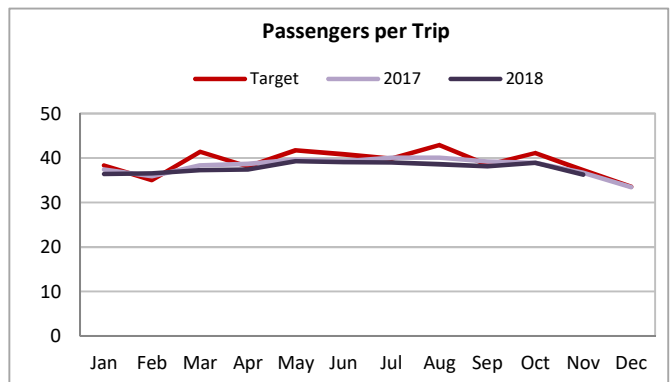
Target: 85% Nov 2018: 85.3% YTD 2018: 85.2%



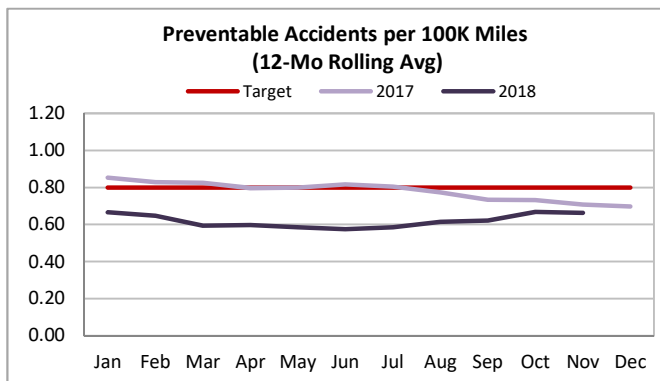
Target: 20.0% 12-Mo Avg: 28.6%



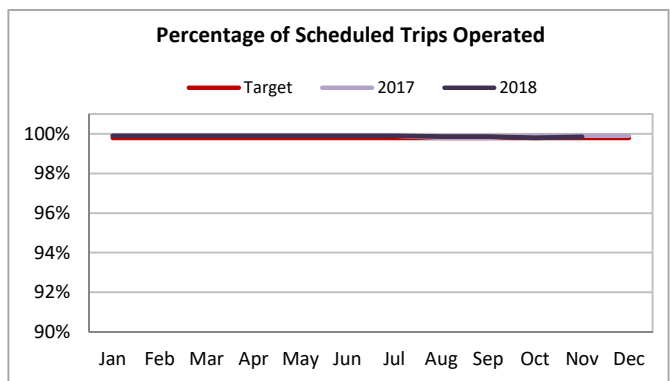
Target: < 15 Nov 2018: 20.8 YTD 2018: 20.6



Nov-Tgt 37.2 Nov 2018: 36.3 YTD 2018: 37.9



Target: 0.80 12-Mo Avg: 0.66



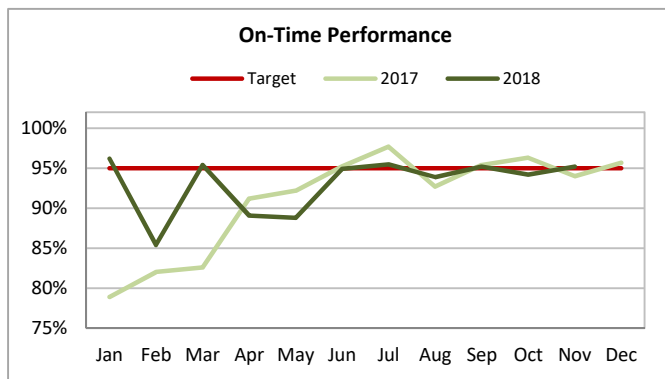
Target: 99.8% Nov 2018: 99.9% YTD 2018: 99.9%

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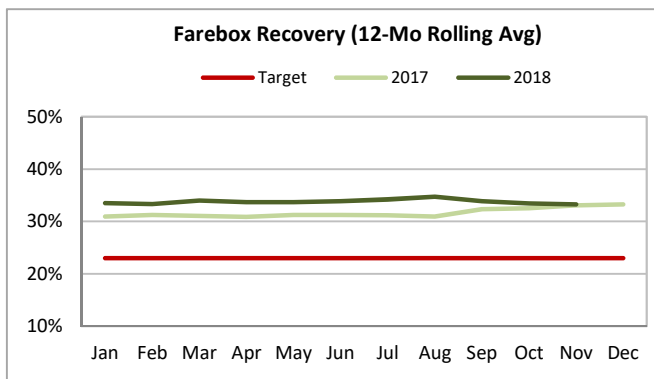
Sounder Commuter Rail

Highlights

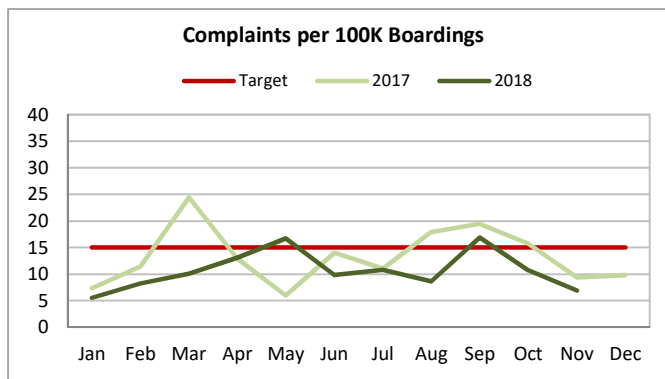
- Sounder on-time performance was better than last month and above the target at 95.2% in November. Year-to-date performance was impacted by a BNSF South line tie replacement and undercutting program between Tukwila and Seattle, and freight interference in February.
- Passengers per trip in November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



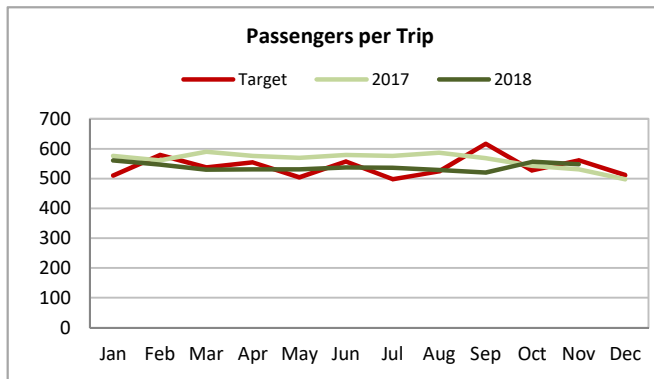
Target: 95.0% Nov 2018: 95.2% YTD 2018: 93.1%



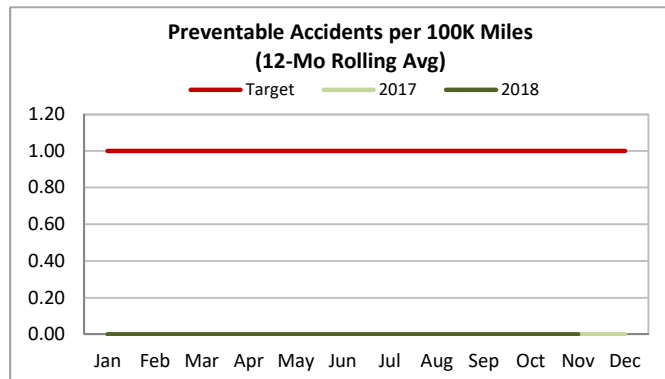
Target: 23.0% 12-Mo Avg: 33.3%



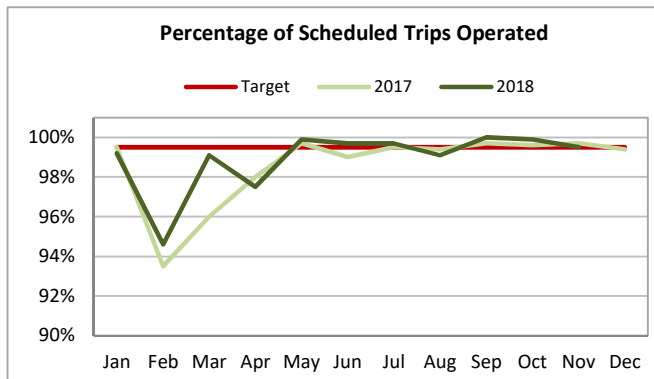
Target: < 15 Nov 2018: 6.9 YTD 2018: 10.6



Nov-Tgt 561.2 Nov 2018: 547.5 YTD 2018: 538.9



Target: 1.00 12-Mo Avg: 0.00



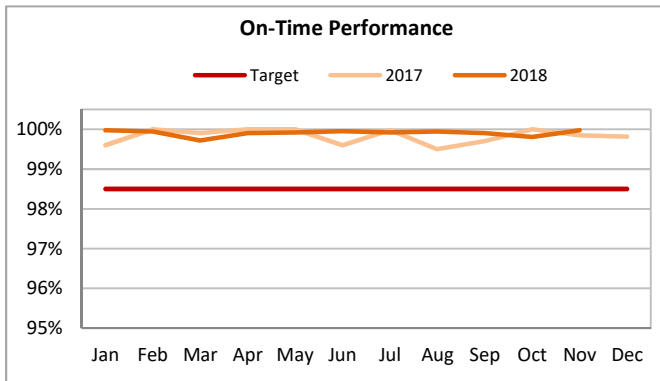
Target: 99.5% Nov 2018: 99.5% YTD 2018: 98.9%

Sound Transit Operations November 2018 Service Performance Report

Tacoma Link

Highlights

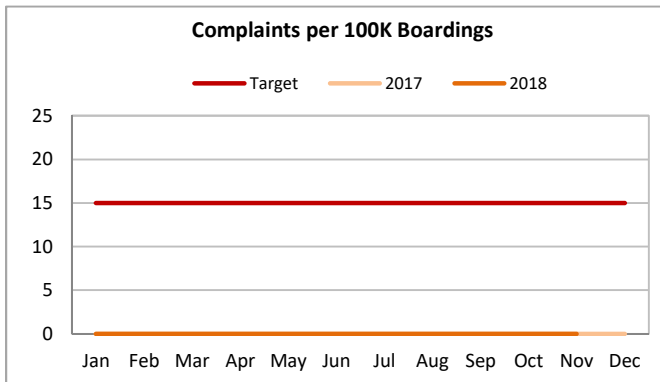
- Tacoma Link on-time performance was above the target at 100% in November.
- Passengers per trip was slightly lower than target at 19.7 for the month but has improved compared to previous months due to the reopening of the Tacoma Dome in mid October after undergoing renovations over the summer.
- Preventable 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.



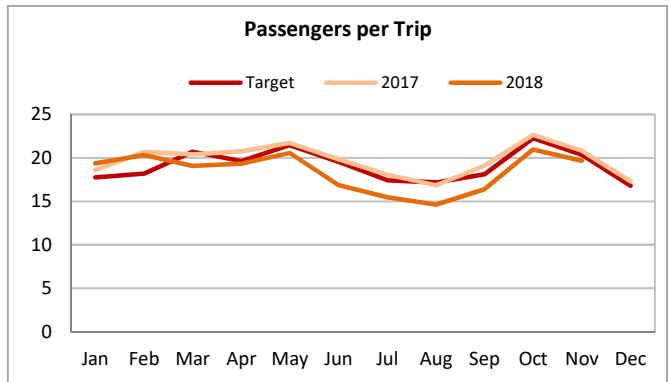
Target: 98.5% Nov 2018: 100.0% YTD 2018: 99.9%

Farebox Recovery (12-Mo Rolling Avg)

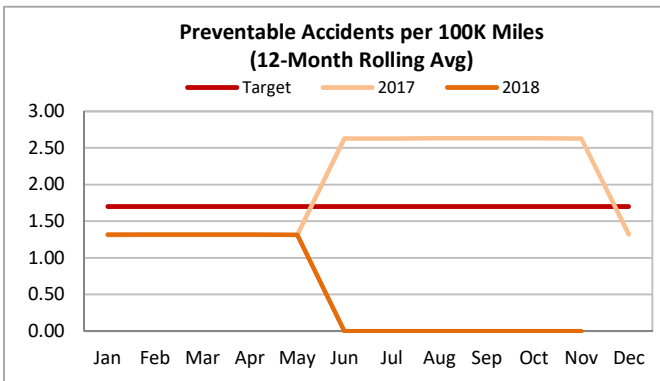
Tacoma Link to remain fare-free until 2022.



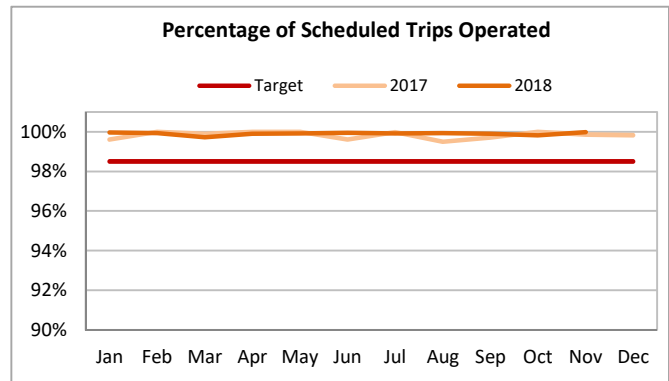
Target: < 15 Nov 2018: 0.0 YTD 2018: 0.0



Nov-Tgt 20.4 Nov 2018: 19.7 YTD 2018: 18.4



Target: < 1.7 12-Mo Avg: 0.00



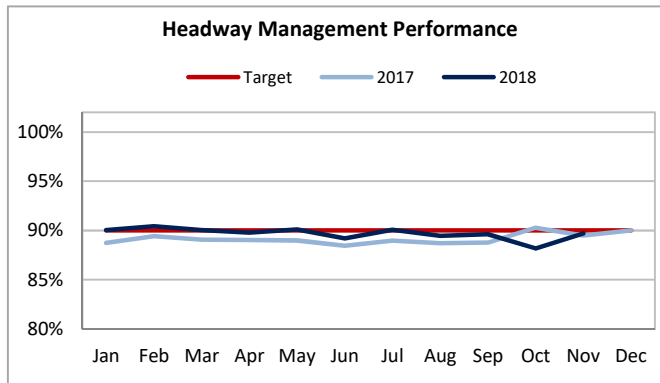
Target: 98.5% Nov 2018: 100.0% YTD 2018: 99.9%

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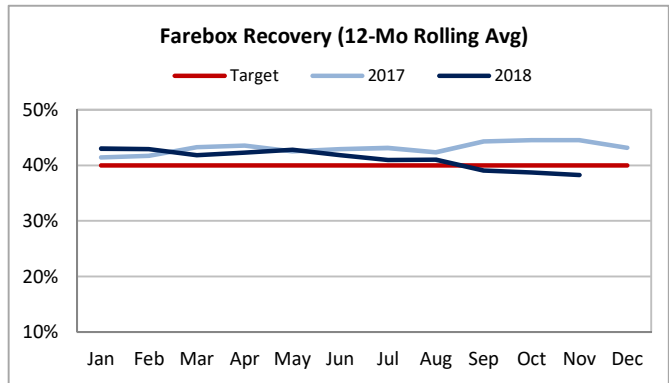
Link

Highlights

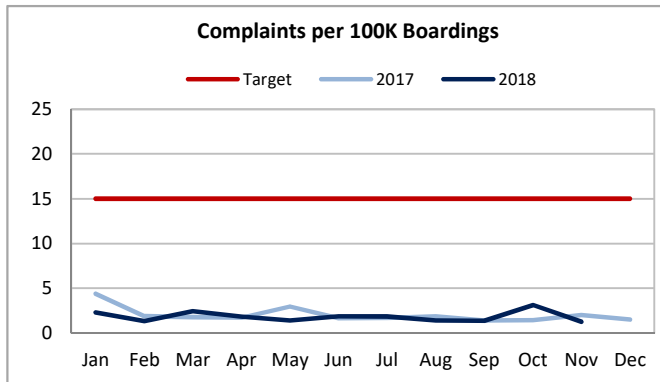
- Passengers per trip was above the target at 240.9 for the month.
- Percentage of scheduled trips operated was slightly below the target at 97.8% but better than last month.
- Farebox Recovery was under target at 38.3% in November as the agency and Link ramp up to support takeover of Downtown Seattle 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.



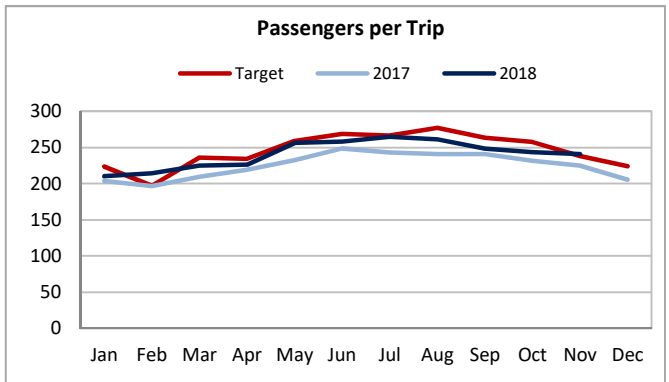
Target: 90% **Nov 2018: 89.7%** **YTD 2018: 89.7%**



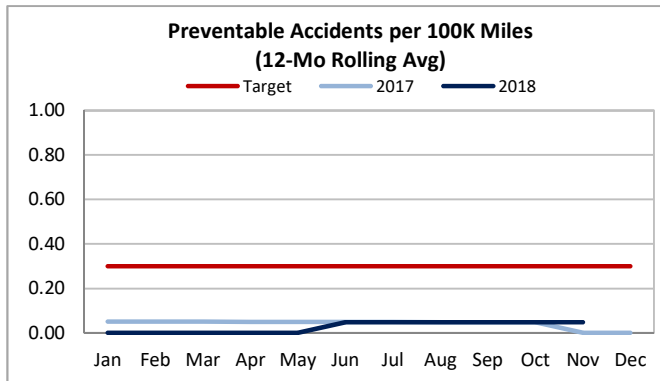
Target: 40.0% **12-Mo Avg: 38.3%**



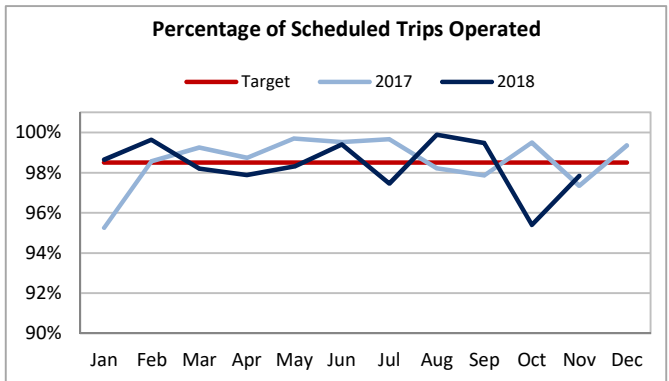
Target: < 15 **Nov 2018: 1.2** **YTD 2018: 1.8**



Nov-Tgt 238.3 **Nov 2018: 240.9** **YTD 2018: 241.0**



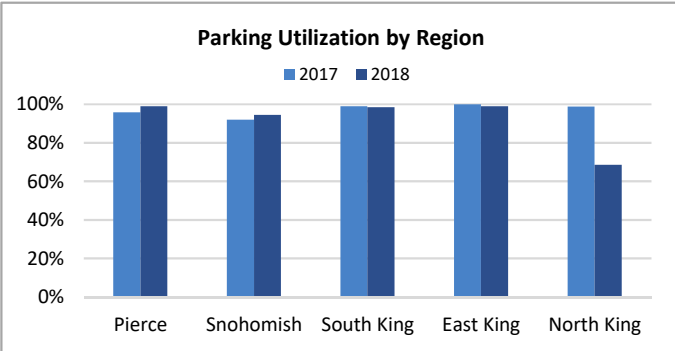
Target: 0.30 **12-Mo Avg: 0.05**



Target: 98.5% **Nov 2018: 97.8%** **YTD 2018: 98.4%**

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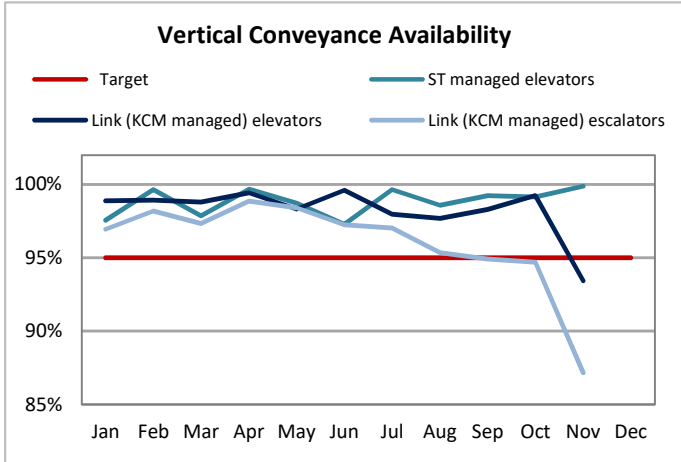
General Transit



System-wide Permanent & Leased Parking			
November 2018			
Region	Available	Utilized	% Utilized
Snohomish	3,573	3,373	94%
North King	447	306	68%
East King	1,266	1,252	99%
South King	5,031	4,950	98%
Pierce	4,765	4,709	99%
System Total	15,082	14,590	97%

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.

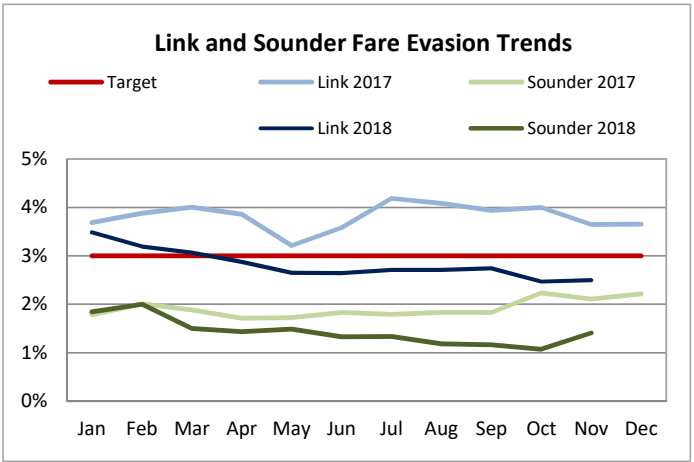


Target: 95% **ST Elevators: 99.9%**
Link Elevators: 93.4% **Link Escalators: 87.2%**

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.

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.



Target: 3% **Sounder: 1.4%** **Link: 2.5%**

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													Tacoma Link													
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time ¹	Fleet Availability	On-Time Performance ²	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴	Preventable Accidents per 100,000 Miles (Rolling 12 Months) ⁵	Farebox Recovery (Rolling 12 Months) ⁶	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time ¹	Fleet Availability	On-Time Performance ²	Headway Performance ² Minutes ³	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴	Preventable Accidents per 100,000 Miles (Rolling 12 Months) ⁵	Farebox Recovery (Rolling 12 Months) ⁶
Targets ⁷	482,879	≥ 99.8%	> 90.0%	80.0%	≥ 85.0%	18,860,000	39.1	< 15.0	< 0.80	20.0%			Targets ⁷	49,194	≥ 98.5%	> 90.0%	66.7%	≥ 98.5%	N/A	940,000	19.1	< 15.0	≤ 1.7	N/A		
Jan	41,350	99.9%	99.0%	94.1%	87.1%	1,507,910	36.5	259	17.2	6	0.67	30.5%	Jan	4,062	100.0%	100.0%	100.0%	100.0%	N/A	78,644	19.4	0	0.0	0	1.32	N/A
Feb	37,514	99.9%	97.0%	93.4%	87.3%	1,372,808	36.6	234	17.0	6	0.65	30.8%	Feb	3,752	99.9%	100.0%	95.9%	99.9%	N/A	76,141	20.3	0	0.0	0	1.32	N/A
Mar	41,517	99.9%	97.0%	94.2%	85.4%	1,547,795	37.3	282	18.2	5	0.59	30.0%	Mar	4,275	99.7%	100.0%	100.0%	99.7%	N/A	81,446	19.1	0	0.0	0	1.32	N/A
Apr	39,740	99.9%	99.0%	99.1%	86.6%	1,486,038	37.4	221	14.9	8	0.60	29.7%	Apr	4,020	99.9%	100.0%	100.0%	99.9%	N/A	77,667	19.3	0	0.0	0	1.32	N/A
May	41,421	99.9%	99.0%	99.5%	85.1%	1,627,281	39.3	347	21.3	5	0.59	29.7%	May	4,225	99.9%	100.0%	98.9%	99.9%	N/A	86,836	20.6	0	0.0	0	1.32	N/A
Jun	39,951	99.9%	99.0%	99.5%	82.7%	1,562,703	39.1	311	19.9	11	0.57	29.4%	Jun	4,122	100.0%	100.0%	98.9%	100.0%	N/A	69,423	16.8	0	0.0	0	0.00	N/A
Jul	40,473	99.9%	99.0%	100.0%	82.6%	1,578,438	39.0	344	21.8	11	0.58	30.7%	Jul	4,061	99.9%	100.0%	100.0%	99.9%	N/A	62,810	15.5	0	0.0	0	0.00	N/A
Aug	42,640	99.9%	99.0%	96.7%	84.3%	1,646,562	38.6	342	20.8	12	0.61	29.1%	Aug	4,284	99.9%	100.0%	100.0%	99.9%	N/A	62,646	14.6	0	0.0	0	0.00	N/A
Sep	38,025	99.9%	95.0%	99.5%	85.1%	1,448,639	38.1	328	22.6	9	0.62	29.0%	Sep	3,897	99.9%	100.0%	98.9%	99.9%	N/A	63,894	16.4	0	0.0	0	0.00	N/A
Oct	42,318	99.8%	97.0%	99.2%	86.2%	1,648,806	39.0	507	30.7	17	0.67	28.6%	Oct	4,281	99.8%	100.0%	100.0%	99.8%	N/A	89,664	20.9	0	0.0	0	0.00	N/A
Nov	39,415	99.9%	97.0%	99.7%	85.3%	1,429,120	36.3	297	20.8	8	0.66	28.6%	Nov	4,296	100.0%	100.0%	100.0%	100.0%	N/A	84,501	19.7	0	0.0	0	0.00	N/A
Dec													Dec													
YTD	444,363	99.9%	97.9%	97.7%	85.2%	16,856,101	37.9	3,472	20.6	98	0.66	28.6%	YTD	45,275	99.9%	100.0%	99.3%	99.9%	N/A	833,673	18.4	0	0.0	0	0.00	N/A
Sounder													Link													
Targets ⁷	8,636	≥ 99.5%	> 90.0%	86.0%	≥ 95.0%	4,650,000	538	< 15.0	≤ 1.00	23.0%			Targets ⁷	102,616	≥ 98.5%	> 90.0%	86.0%	≥ 90.0%	≥ 90.0%	25,200,000	246	< 15.0	< 0.30	40.0%		
Jan	742	99.2%	100.0%	88.9%	96.2%	415,782	560.4	23	5.5	0	0.00	33.5%	Jan	8,671	98.7%	98.0%	96.5%	94.5%	90.0%	1,823,511	210.3	42	2.3	0	0.00	43.0%
Feb	643	94.6%	100.0%	88.9%	85.4%	351,799	547.1	29	8.2	0	0.00	33.4%	Feb	7,844	99.6%	99.0%	95.6%	95.1%	90.4%	1,680,475	214.2	22	1.3	0	0.00	42.9%
Mar	745	99.1%	100.0%	88.9%	95.4%	395,008	530.2	40	10.1	0	0.00	34.0%	Mar	8,766	98.2%	98.0%	95.4%	92.5%	90.1%	1,971,328	224.9	48	2.4	0	0.00	41.9%
Apr	704	97.5%	100.0%	88.9%	89.1%	374,000	531.3	49	13.1	0	0.00	33.7%	Apr	8,467	97.9%	98.0%	96.6%	94.0%	89.8%	1,913,872	226.0	35	1.8	0	0.00	42.3%
May	767	99.9%	100.0%	88.9%	88.8%	407,570	531.4	68	16.7	0	0.00	33.7%	May	8,752	98.3%	98.0%	96.7%	93.2%	90.1%	2,243,835	256.4	31	1.4	0	0.00	42.8%
Jun	722	99.7%	100.0%	88.9%	94.9%	387,939	537.3	38	9.8	0	0.00	33.8%	Jun	8,483	99.4%	98.0%	96.0%	93.2%	89.2%	2,189,373	258.1	41	1.9	1	0.05	41.8%
Jul	727	99.7%	100.0%	88.9%	95.5%	389,622	535.9	42	10.8	0	0.00	34.2%	Jul	8,542	97.5%	100.0%	97.8%	94.7%	90.1%	2,263,180	264.9	42	1.9	0	0.05	41.0%
Aug	787	99.1%	100.0%	88.9%	93.9%	416,747	529.5	36	8.6	0	0.00	34.7%	Aug	8,864	99.9%	98.0%	98.1%	94.4%	89.5%	2,317,774	261.5	32	1.4	0	0.05	41.0%
Sep	661	100.0%	100.0%	88.9%	95.2%	343,649	519.9	58	16.9	0	0.00	33.9%	Sep	8,307	99.5%	99.0%	98.8%	94.2%	89.6%	2,066,210	248.7	28	1.4	0	0.05	39.1%
Oct	792	99.9%	100.0%	88.9%	94.2%	440,779	556.5	47	10.7	0	0.00	33.4%	Oct	8,836	95.4%	99.0%	98.0%	90.4%	88.2%	2,148,789	243.2	67	3.1	0	0.05	38.7%
Nov	687	99.5%	100.0%	87.0%	95.2%	376,140	547.5	26	6.9	0	0.00	33.3%	Nov	8,331	97.8%	99.0%	98.3%	95.7%	89.7%	2,007,277	240.9	25	1.2	0	0.05	38.3%
Dec													Dec													
YTD	7,977	98.9%	100.0%	88.7%	93.1%	4,299,034	538.9	456	10.6	0	0.00	33.3%	YTD	93,863	98.4%	98.5%	97.1%	93.8%	89.7%	22,625,624	241.0	413	1.8	1	0.05	38.3%

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

² Actual performance compared to the Budget standard-ST Express: >85%, 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.

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.

Starting with the 2017 Fare Revenue Annual Report, the agency has restated 2015 and 2016 Operating Expenses to reflect this change.

⁷ Year end target. For farebox recovery, the target reflects fare policy board minimums.