

**Sound Transit Operations
December 2018 Service Performance Report**

Ridership

Total Boardings by Mode						
	Dec-17	Dec-18	% Δ	YTD-17	YTD-18	% Δ
ST Express	1,315,174	1,335,079	1.5%	18,374,447	18,191,180	-1.0%
Sounder	346,424	347,374	0.3%	4,445,568	4,646,408	4.5%
Tacoma Link	71,320	64,982	-8.9%	972,998	898,655	-7.6%
Link	1,760,708	1,790,787	1.7%	23,002,263	24,416,411	6.1%
Paratransit	4,871	5,440	11.7%	60,136	65,172	8.4%
System Total	3,498,497	3,543,662	1.3%	46,855,412	48,217,826	2.9%

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

December 2017:	20 Weekdays	5 Saturdays	6 Sundays
December 2018:	20 Weekdays	5 Saturdays	6 Sundays

Sound Transit ridership increased by 45.2K, or 1.3%, compared to December of last year. Average weekday boardings increased on all modes with the exception of Tacoma Link.

ST Express ridership increased by 19.9K, or 1.5% during the month of December. Average weekday boardings increased compared to the same period last year by 1.0% driven by ridership gains in the SR 520 corridor.

Sounder ridership increased slightly by 1.0K, or 0.3%, compared to December 2017. Average weekday boardings on Sounder increased overall by 7.8% compared to the same period last year driven by growth on the South line.

Tacoma Link ridership decreased by 6.3K, or 8.9%, during the month of December. Average weekday boardings were down by 4.9%. Ridership on Tacoma Link, although still below last year, has improved since October due to the reopening of the Tacoma Dome in mid-October after undergoing renovations over the summer.

Link ridership increased by 30.1K, or 1.7%, compared to the same period last year. Average weekday, Saturday and Sunday boardings increased by 1.0%, 6.5%, and 1.4%, respectively.

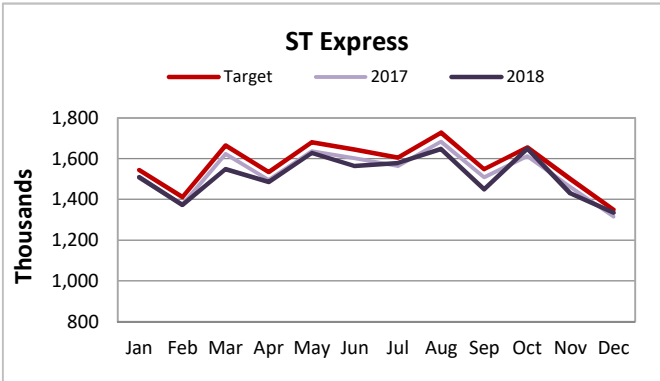
Paratransit services increased by 11.7% compared to December 2017. The increase in paratransit ridership is attributed to the increased demand to access the Link system.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Dec-17	Dec-18	% Δ	Dec-17	Dec-18	% Δ	Dec-17	Dec-18	% Δ
ST Express	56,393	56,968	1.0%	19,705	21,392	8.6%	14,366	14,265	-0.7%
Sounder	16,543	17,825	7.8%	0	0	N/A	7,781	5,304	-31.8%
Tacoma Link	2,980	2,835	-4.9%	1,648	1,518	-7.9%	580	505	-12.8%
Link	66,906	67,605	1.0%	39,663	42,252	6.5%	37,378	37,906	1.4%
Paratransit	157	175	11.7%	157	175	11.7%	157	175	11.7%
System Total	142,980	145,408	1.7%						

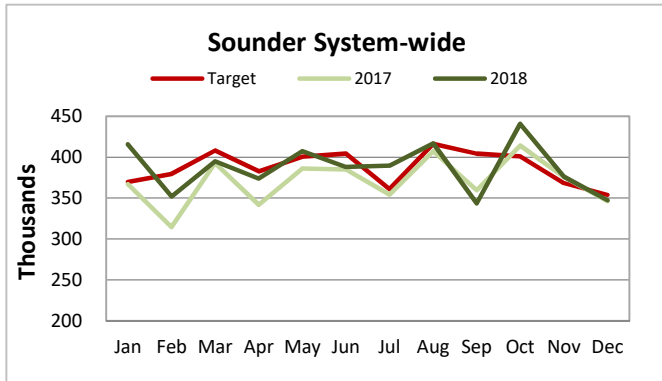
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.

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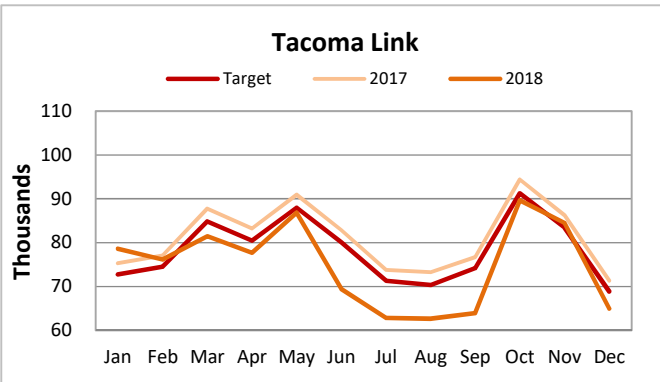
Monthly Ridership Trends by Mode



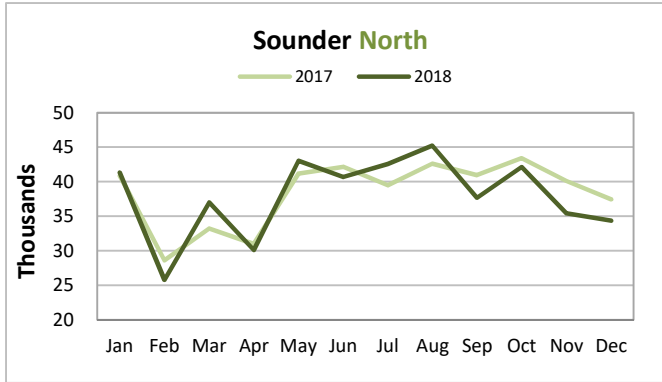
ST Express ridership increased by 1.5% in December. Average weekday and Saturday boardings increased by 1.0% and 8.6%, respectively, while Sunday boardings decreased by 0.7%.



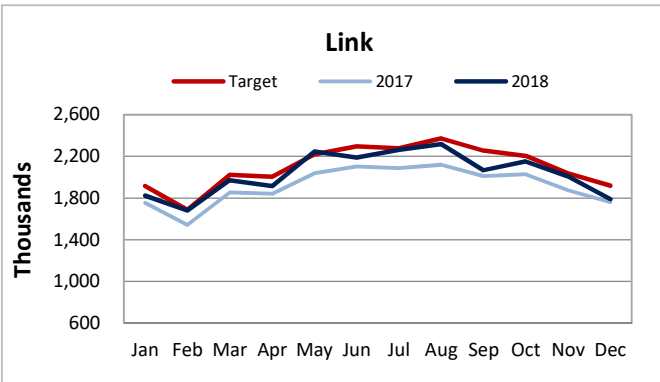
Sounder system-wide ridership increased slightly by 0.3% compared to December 2017. Average weekday boardings increased overall by 7.8% compared to the same period last year driven by growth on the South line.



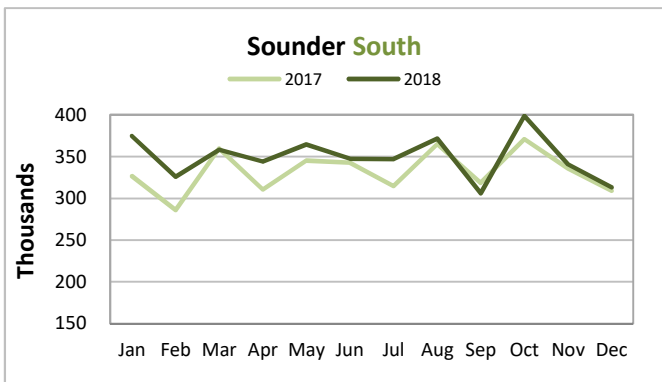
Tacoma Link ridership decreased by 8.9% compared to December 2017. Average weekday, Saturday and Sunday boardings decreased by 4.9%, 7.9%, and 12.8%, respectively.



Sounder North ridership decreased by 8.3% compared to last year. Average weekday boardings decreased by 10.5%.



Link ridership increased by 1.7% for the month compared to the same period last year. Average weekday, Saturday and Sunday boardings increased by 1.0%, 6.5%, and 1.4%, respectively.



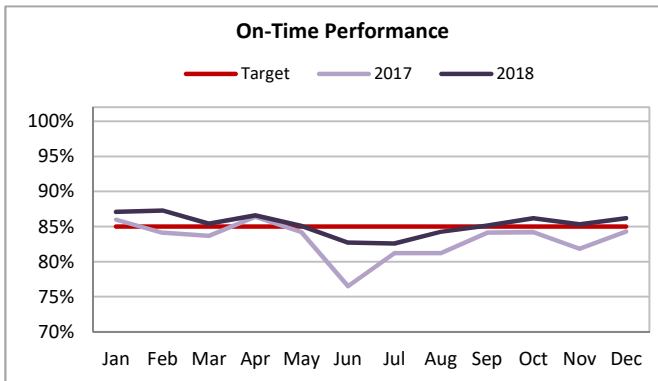
Sounder South ridership increased by 1.3% compared to last year. Average weekday boardings increased by 9.8%.

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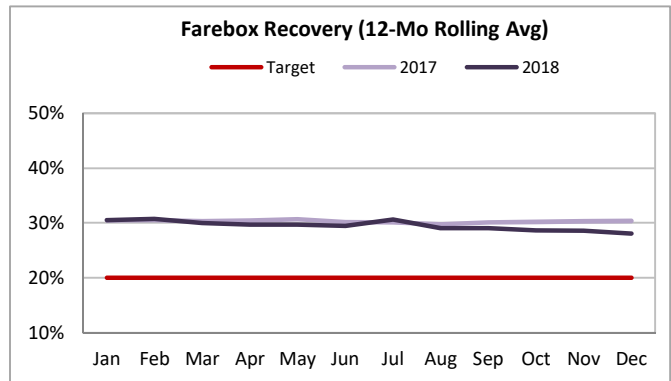
ST Express

Highlights

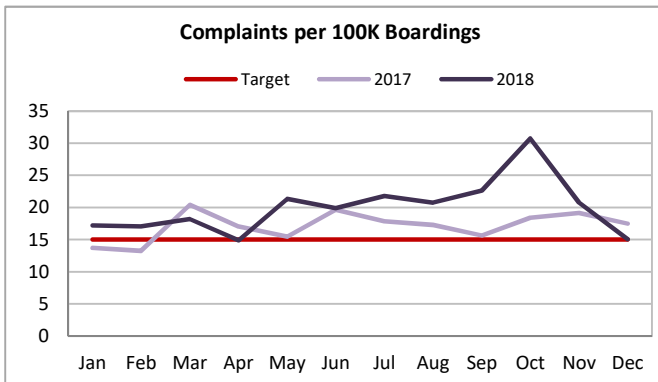
- ST Express on-time performance was above the target at 86.2% for the month and year-to-date.
- Passengers per trip was above the target at 34.2 in December.
- Customer complaints per 100K boardings was nearly target at 15.1 and has improved compared to last month.
- Preventable accidents per 100K miles met the target at 0.66 based on a 12-month rolling average.



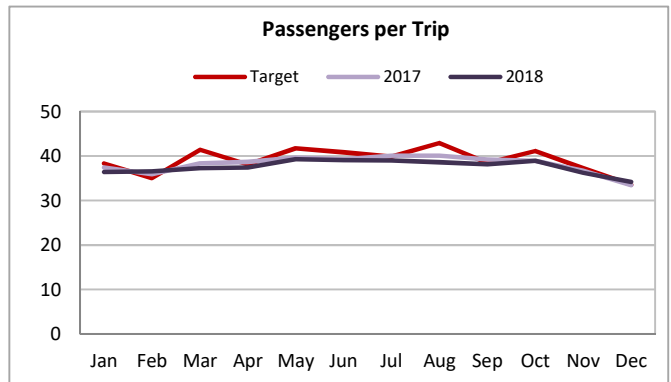
Target: 85% Dec 2018: 86.2% YTD 2018: 85.3%



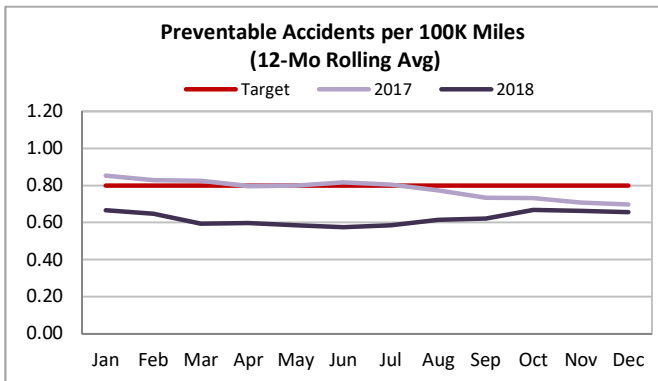
Target: 20.0% 12-Mo Avg: 28.1%



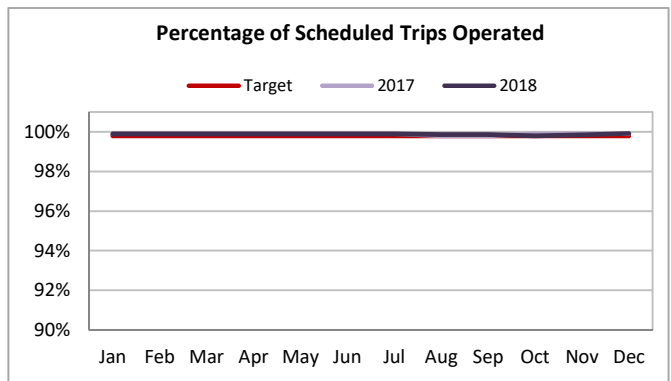
Target: < 15 Dec 2018: 15.1 YTD 2018: 20.2



Dec-Tgt 33.5 Dec 2018: 34.2 YTD 2018: 37.6



Target: 0.80 12-Mo Avg: 0.66



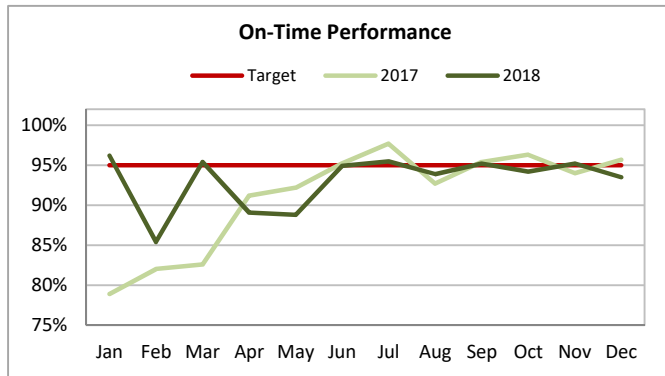
Target: 99.8% Dec 2018: 99.9% YTD 2018: 99.9%

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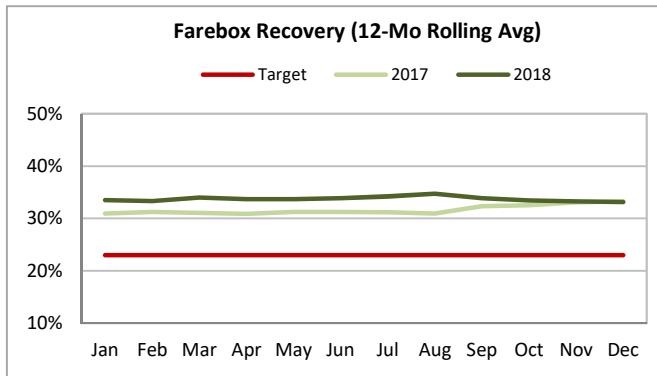
Sounder Commuter Rail

Highlights

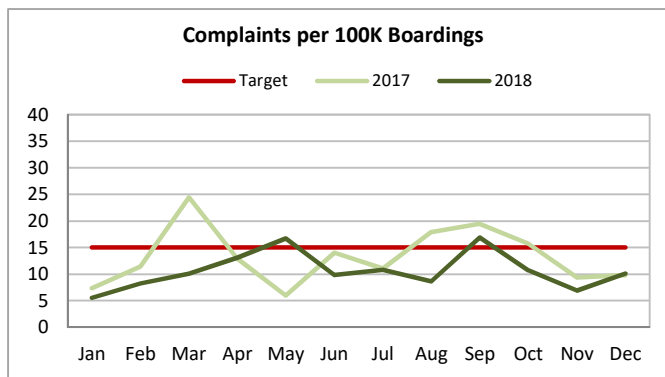
- Sounder on-time performance was below the target at 93.5% in December mainly driven by the delays caused by multiple power outages due to inclement weather. Year-to-date performance was impacted by a BNSF South line tie replacement and undercutting program between Tukwila and Seattle, and freight interference in February.
- Passengers per trip in December was above target at 525.5.
- Percentage of scheduled trips operated was on target at 99.6% for the month.



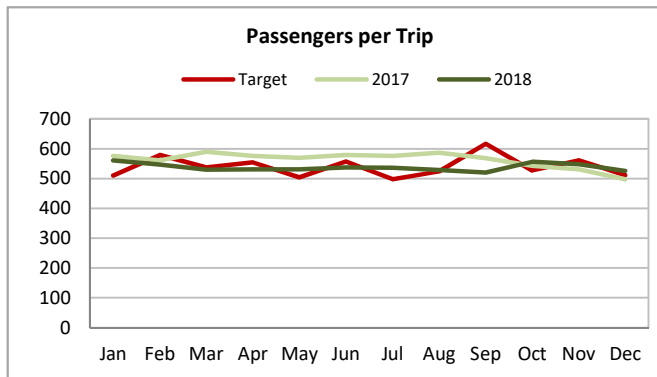
Target: 95.0% Dec 2018: 93.5% YTD 2018: 93.1%



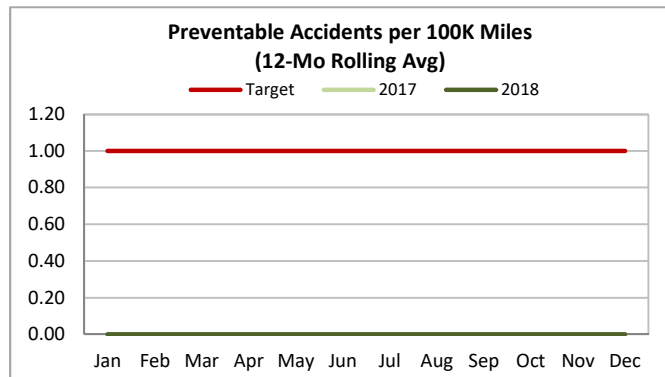
Target: 23.0% 12-Mo Avg: 33.2%



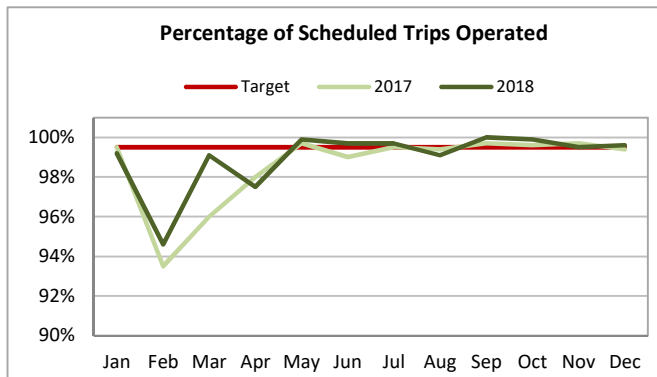
Target: < 15 Dec 2018: 10.1 YTD 2018: 10.6



Dec-Tgt 511.5 Dec 2018: 525.5 YTD 2018: 537.9



Target: 1.00 12-Mo Avg: 0.00



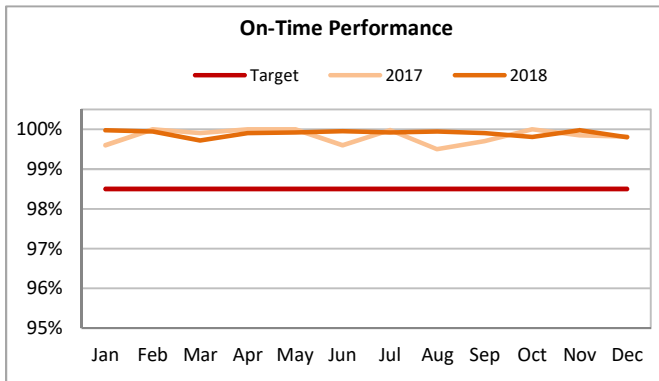
Target: 99.5% Dec 2018: 99.6% YTD 2018: 99.0%

Sound Transit Operations December 2018 Service Performance Report

Tacoma Link

Highlights

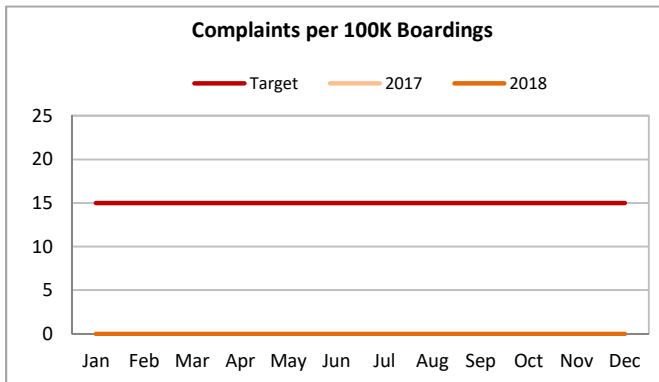
- Tacoma Link on-time performance was above the target at 99.8% in December.
- Passengers per trip was slightly lower than target at 16.5 for the month.
- Preventable accidents per 100K miles is based on a 12-month rolling average. There was one preventable accident last June, but there have been none this past year, bringing the rolling average back to zero.
- There were no complaints related to Tacoma Link in the month of December.



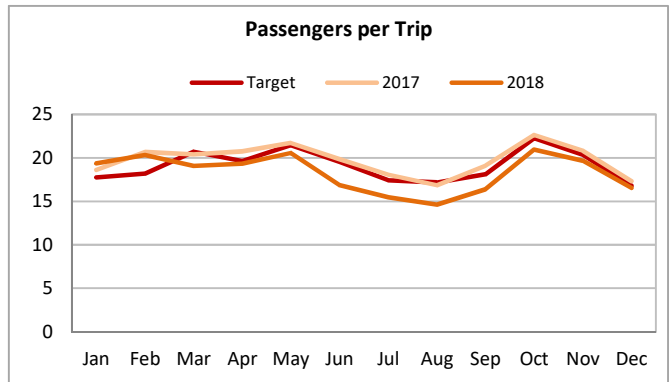
Target: 98.5% Dec 2018: 99.8% YTD 2018: 99.9%

Farebox Recovery (12-Mo Rolling Avg)

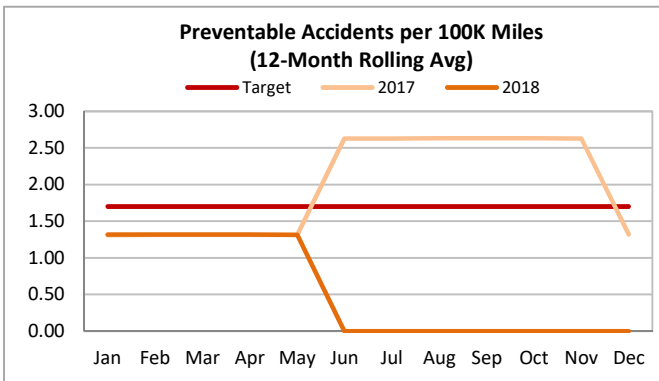
Tacoma Link to remain fare-free until 2022.



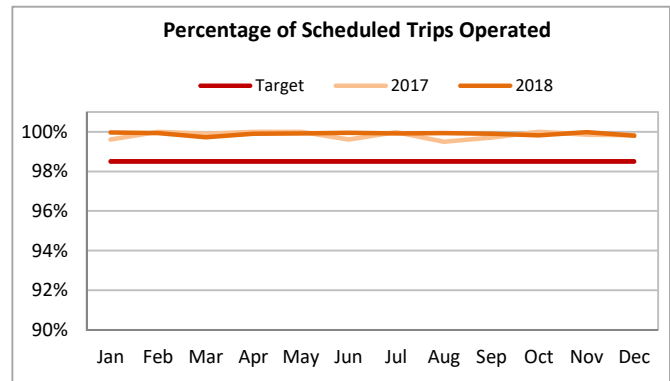
Target: < 15 Dec 2018: 0.0 YTD 2018: 0.0



Dec-Tgt 16.8 Dec 2018: 16.5 YTD 2018: 18.3



Target: < 1.7 12-Mo Avg: 0.00



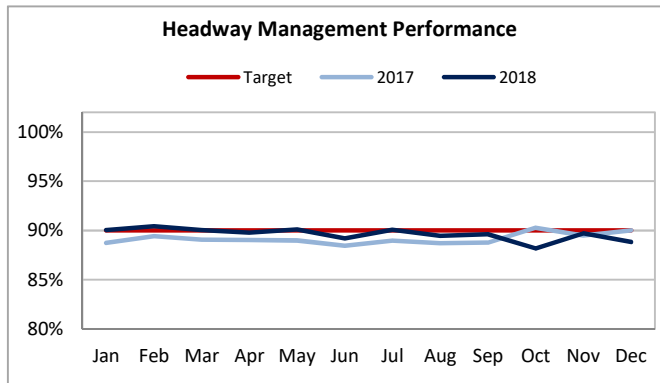
Target: 98.5% Dec 2018: 99.8% YTD 2018: 99.9%

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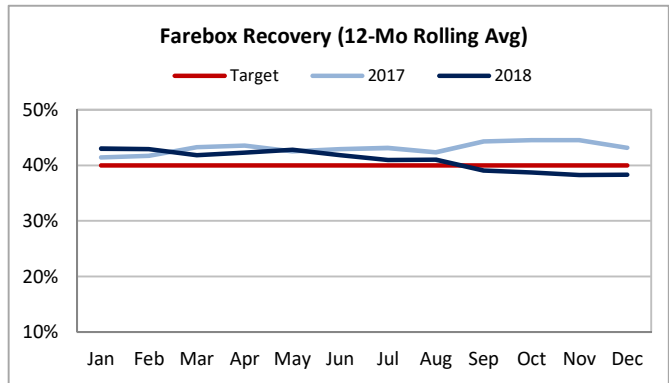
Link

Highlights

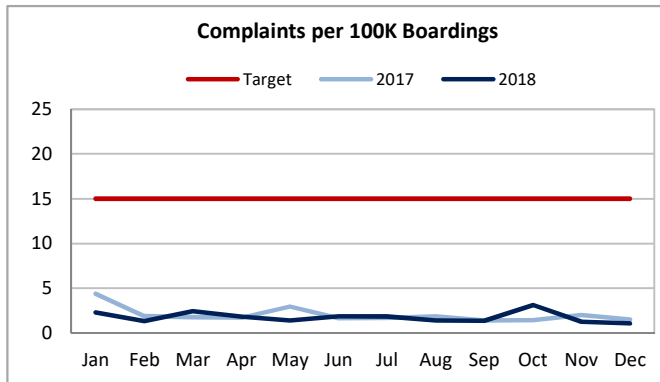
- Percentage of scheduled trips operated was slightly below the target at 97.0%.
- Passengers per trip was below the target at 208.2 for the month.
- Farebox Recovery was under target at 38.3% in December as the agency and Link ramp up to support takeover of Downtown Seattle Transit Tunnel (DSTT) and 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.



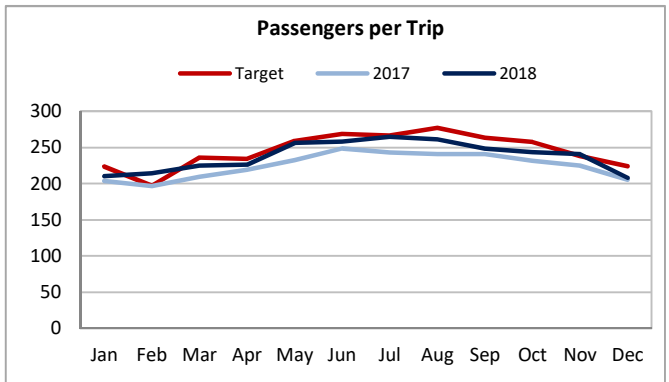
Target: 90% **Dec 2018: 88.8%** **YTD 2018: 89.6%**



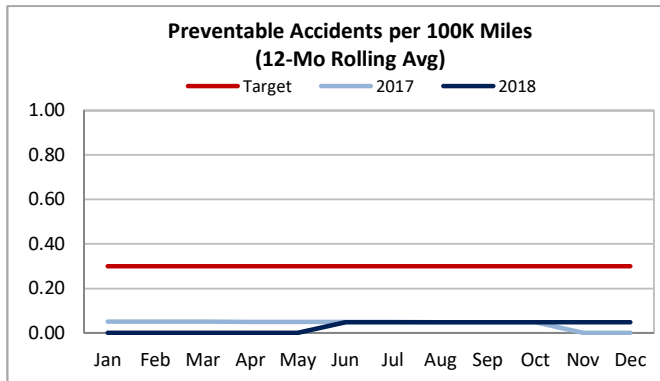
Target: 40.0% **12-Mo Avg: 38.3%**



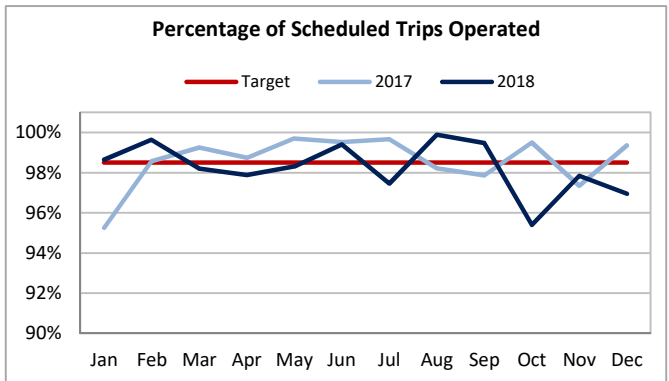
Target: < 15 **Dec 2018: 1.1** **YTD 2018: 1.8**



Dec-Tgt 224.2 **Dec 2018: 208.2** **YTD 2018: 238.3**



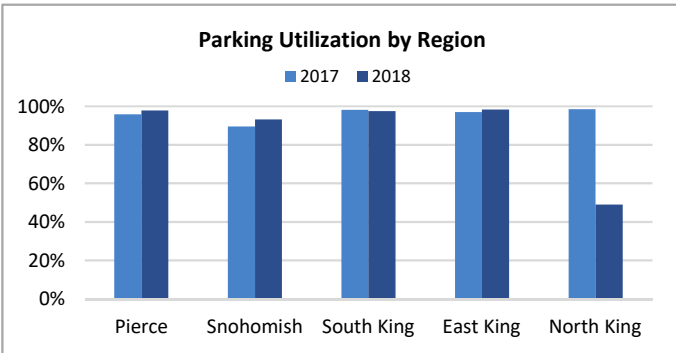
Target: 0.30 **12-Mo Avg: 0.05**



Target: 98.5% **Dec 2018: 97.0%** **YTD 2018: 98.3%**

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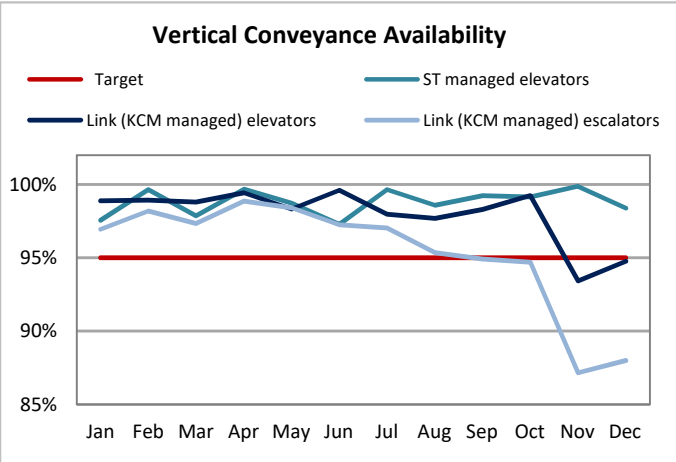
General Transit



System-wide Permanent & Leased Parking December 2018			
Region	Available	Utilized	% Utilized
Snohomish	3,573	3,323	93%
North King	447	219	49%
East King	1,266	1,244	98%
South King	5,031	4,903	97%
Pierce	4,765	4,659	98%
System Total	15,082	14,348	95%

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 overall parking utilization for December was the same as last year at 95%. The utilization rate of North King County was lower than previous months mainly driven by the low usage of the Northgate Station garage, which opened in November. We expect that 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 parking utilization for Snohomish and Pierce County increased by 3.5% and 2.0%, respectively, while King County utilization decreased by 3.4%. Many of our parking facilities continue to be at or near capacity.

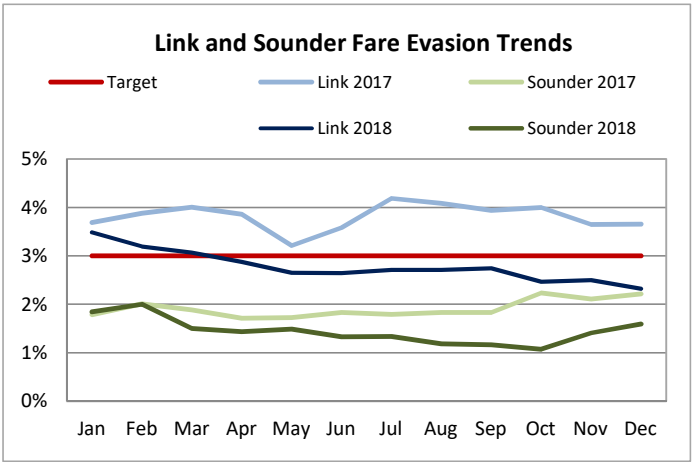


Target: 95% **ST Elevators: 98.4%**
Link Elevators: 94.8% **Link Escalators: 88.0%**

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 98.4% during the month.

KCM managed Link elevators were slightly below targeted availability at 94.8% in December mainly due to one Beacon Hill Station elevator being out of service for repairs, and escalators were also lower than target at 88.0% primarily driven by multiple prolonged repairs and scheduled maintenance at University of Washington Station.



Target: 3% **Sounder: 1.6%** **Link: 2.3%**

Fare evasion on Link was 2.3%, lower than the same period last year and within the 3% targeted range.

Sounder fare evasion was 1.6% in December, which was lower than the same period last year.

Overall, combined fare evasion was 2.2%, within the targeted range. Fare inspection was above the targeted inspection rate of 8.0% at 10.3% in December.

Sound Transit Operations 2018 Monthly Modal Performance Data Sheet

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
ST Express													Tacoma Link													
Targets⁷	482,879	≥ 99.8%	> 90.0%	80.0%	≥ 85.0%	18,860,000	39.1	< 15.0	< 0.80	20.0%	Targets⁷	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	39,050	99.9%	90.0%	99.7%	86.2%	1,335,079	34.2	201	15.1	10	0.66	28.1%	Dec	3,931	99.8%	100.0%	100.0%	99.8%	N/A	64,982	16.5	0	0.0	0	0.00	N/A
YTD	483,413	99.9%	97.3%	97.9%	85.3%	18,191,180	37.6	3,673	20.2	108	0.66	28.1%	YTD	49,206	99.9%	100.0%	99.4%	99.9%	N/A	898,655	18.3	0	0.0	0	0.00	N/A
Sounder													Link													
Targets⁷	8,636	≥ 99.5%	> 90.0%	86.0%	≥ 95.0%	4,650,000	538	< 15.0	≤ 1.00	23.0%	Targets⁷	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	661	99.6%	100.0%	86.8%	93.5%	347,374	525.5	35	10.1	0	0.00	33.2%	Dec	8,600	97.0%	99.0%	98.1%	91.9%	88.8%	1,790,787	208.2	19	1.1	0	0.05	38.3%
YTD	8,638	99.0%	100.0%	88.6%	93.1%	4,646,408	537.9	491	10.6	0	0.00	33.2%	YTD	102,463	98.3%	98.6%	97.2%	93.6%	89.6%	24,416,411	238.3	432	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.