

Sound Transit Operations

February 2017 Service Performance Report

Ridership

Total Boardings by Mode						
	Feb-16	Feb-17	% Δ	YTD-16	YTD-17	% Δ
ST Express	1,451,138	1,373,960	-5.3%	2,884,145	2,877,294	-0.2%
Sounder	348,403	316,603	-9.1%	686,971	681,358	-0.8%
Tacoma Link	86,616	76,456	-11.7%	161,737	151,279	-6.5%
Link	904,266	1,551,158	71.5%	1,812,677	3,312,072	82.7%
Paratransit	3,630	4,425	21.9%	7,263	9,206	26.8%
System Total	2,794,053	3,322,602	18.9%	5,552,793	7,031,209	26.6%

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

February 2016:	21 Weekdays	4 Saturdays	4 Sundays
February 2017:	20 Weekdays	4 Saturdays	4 Sundays

Sound Transit ridership increased by 529K, or 18.9%, compared to February 2016. System-wide average weekday boardings increased by 23.4% during the month. One less weekday in February 2017 contributed to the decreases in ST Express, Sounder, and Tacoma Link ridership.

ST Express ridership decreased by 77K, or 5.3%. Average weekday boardings also saw a decrease during the month by 1.1%.

Sounder ridership was down 32K, or 9.1%, compared to February 2016 and average weekday boardings were down 3.0%. The decrease in ridership during the month is attributed to one less weekday, mudslides on the north line, and reduced service on the south line for three days due to construction on the Tacoma Trestle project. To accommodate the replacement of a bridge segment over D Street in Tacoma, Sounder could only operate between Puyallup and Seattle, with a bus bridge connecting Tacoma Dome, South Tacoma, and Lakewood stations.

Tacoma Link ridership decreased by 10K, or 11.7%, during the month. Similarly, average weekday boardings were down 7.1%. Ridership was impacted by the Tacoma Trestle project construction and two snow days.

Link ridership was up 647K, or 71.5%, compared to the same period last year. Average weekday boardings were up by 81.5%. The continued increase in monthly ridership and average weekday boardings is due to the Link extensions, which opened in 2016.

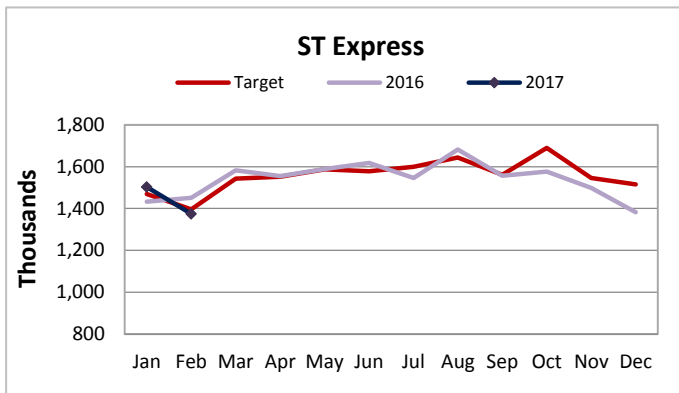
Paratransit services increased by 21.9% compared to February 2016. The increase in ridership is attributed to the opening of the University Link and Angle Lake extensions and additional customers requesting access to the Link system.

Average Daily Boardings									
Mode	Weekday			Saturday			Sunday		
	Feb-16	Feb-17	% Δ	Feb-16	Feb-17	% Δ	Feb-16	Feb-17	% Δ
ST Express	62,541	61,829	-1.1%	20,294	20,168	-0.6%	14,149	14,179	0.2%
Sounder	16,591	16,088	-3.0%	0	0	N/A	0	0	N/A
Tacoma Link	3,622	3,364	-7.1%	2,653	2,271	-14.4%	715	689	-3.6%
Link	35,875	65,125	81.5%	23,513	39,409	67.6%	17,300	29,184	68.7%
Paratransit	125	158	26.3%	125	158	26.3%	125	158	26.3%
System Total	118,754	146,565	23.4%						

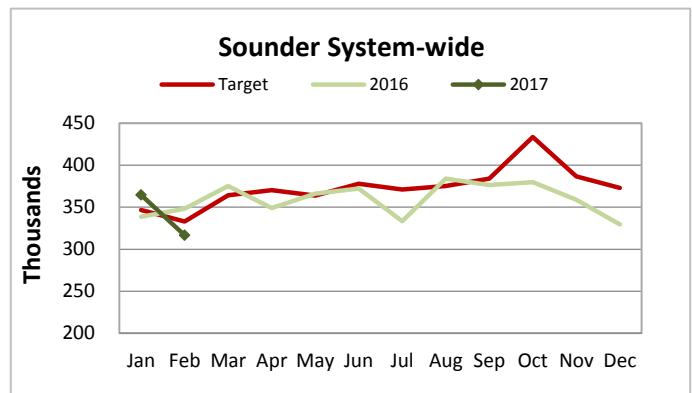
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.

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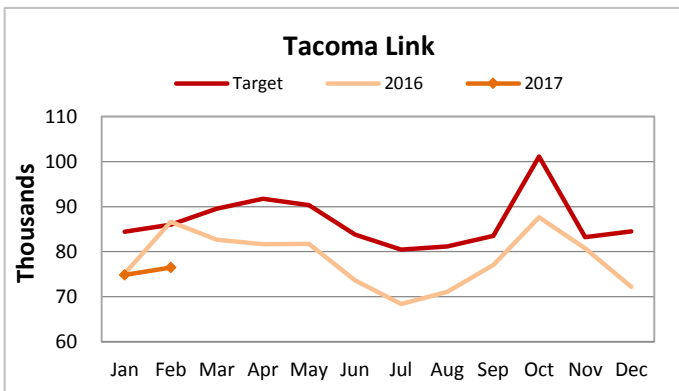
Monthly Ridership Trends by Mode



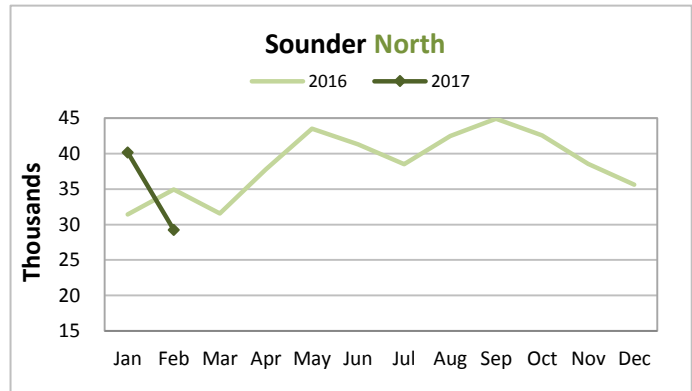
ST Express ridership decreased by 5.3% compared to the same time last year. Average weekday boardings also decreased by 1.1%.



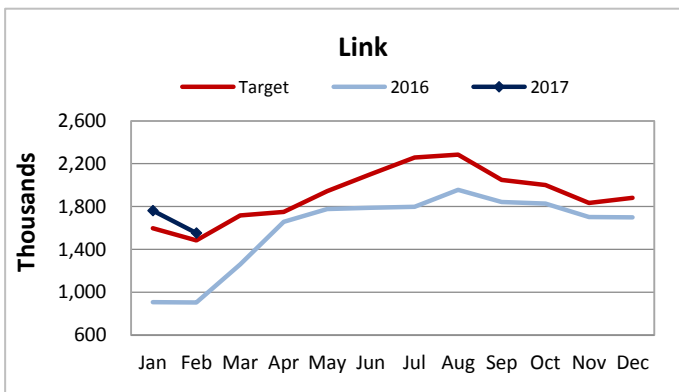
Sounder system-wide ridership decreased by 9.1% compared to February 2016. Average weekday boardings decreased by 3.0%.



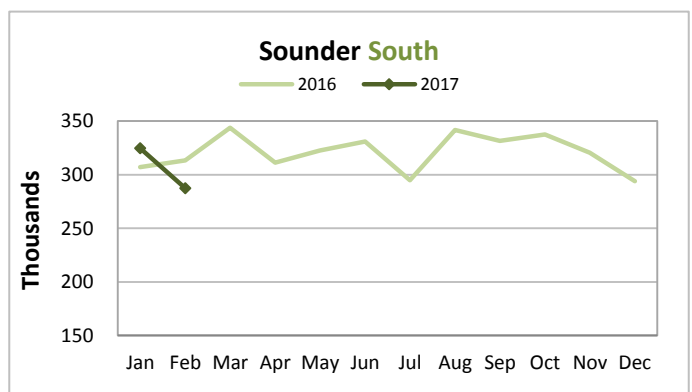
Tacoma Link ridership decreased by 11.7% compared to February 2016. Average weekday boardings were also down by 7.1% compared to the same period last year.



Sounder North ridership decreased 16.2% overall; however, average weekday boardings increased 3.4% compared to February 2016.



Link ridership was up 71.5% compared to February 2016, while average weekday boardings increased by 81.5%. Link's impressive ridership gains are largely a result of the service extensions to the University of Washington and Angle Lake.



Sounder South ridership decreased by 8.3% and average weekday boardings also decreased by 3.8% compared to February 2016.

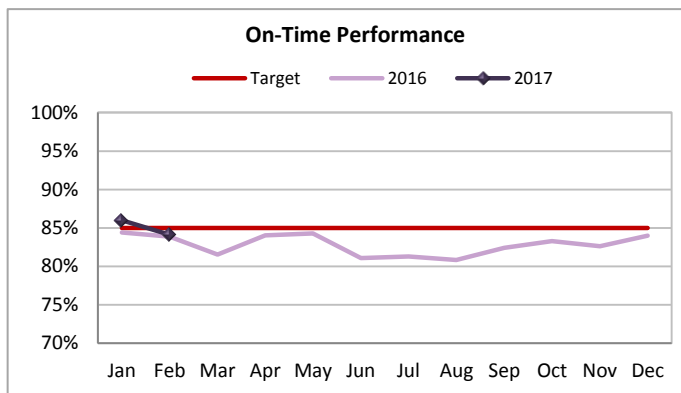
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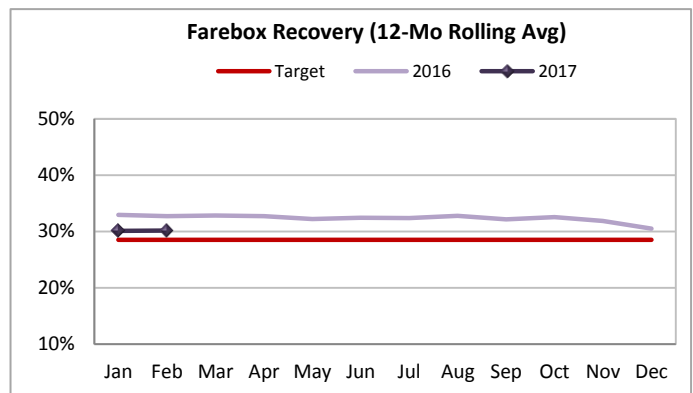
ST Express

Highlights

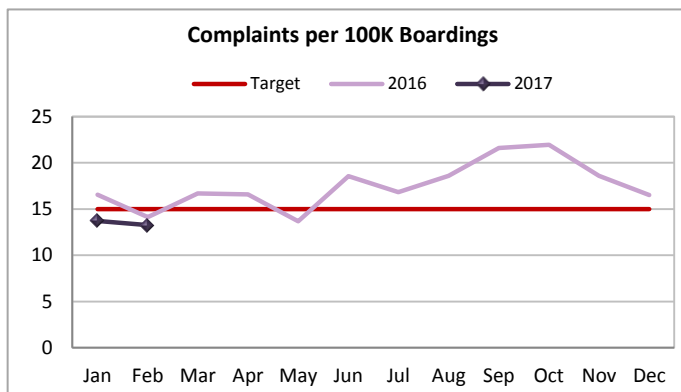
- On-time performance and passengers per trip were slightly below target in February. Traffic congestion and overcrowding continue to impact performance and the customer experience.
- Preventable accidents per 100K miles was slightly above target at 0.83. Safety is the top priority as staff and partners continue working together to identify and address the issues.



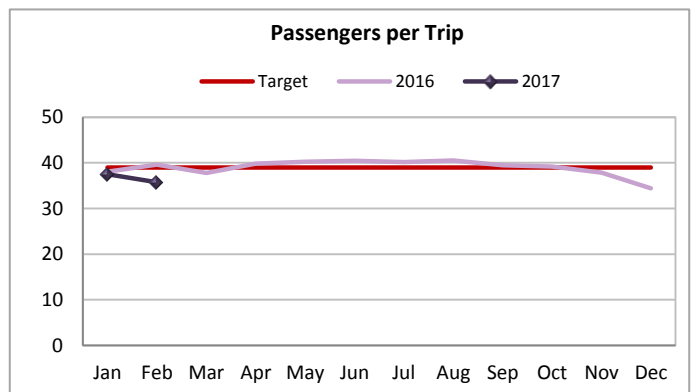
Target: 85% Feb 2017: 84.1% YTD 2017: 85.1%



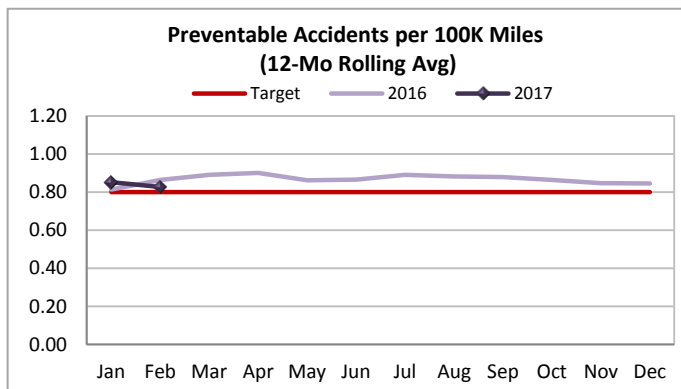
Target: 28.5% 12-Mo Avg: 30.2%



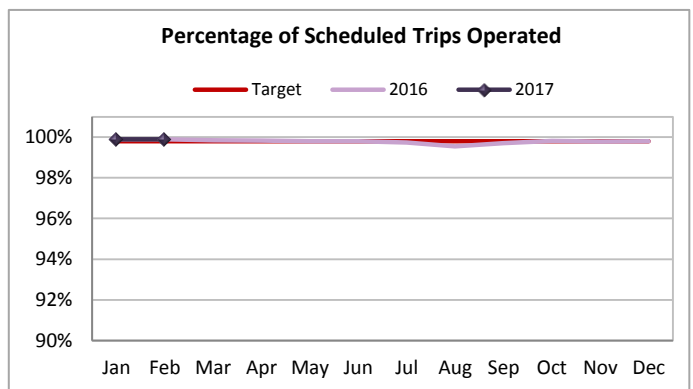
Target: < 15 Feb 2017: 13.2 YTD 2017: 13.5



Target: 38.8 Feb 2017: 35.7 YTD 2017: 36.6



Target: 0.80 12-Mo Avg: 0.83



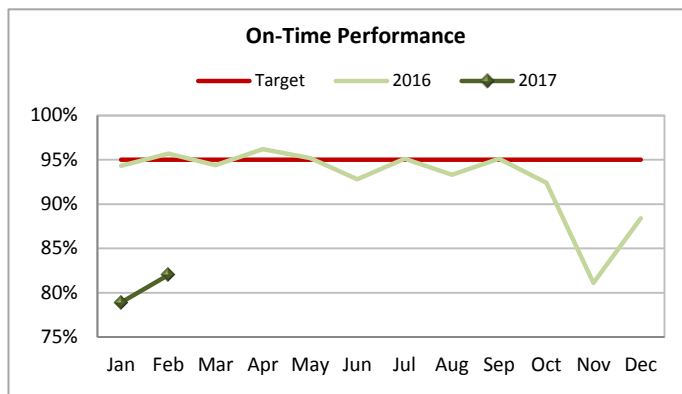
Target: 99.8% Feb 2017: 99.9% YTD 2017: 99.9%

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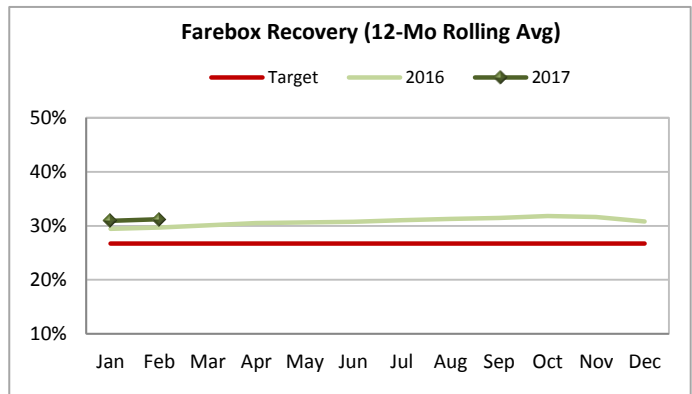
Sounder Commuter Rail

Highlights

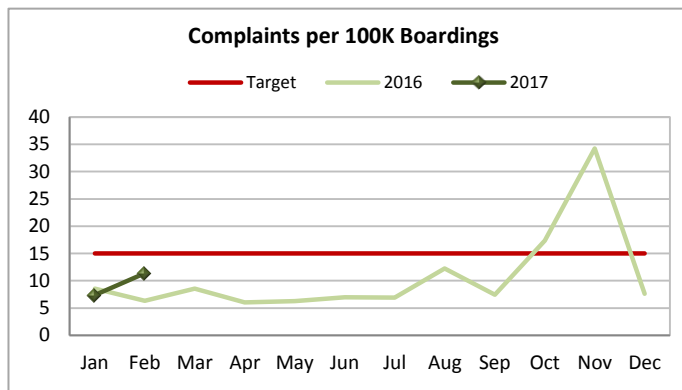
- Although the project of constructing a third mainline track through Auburn was completed in late January, there were train speed slow orders in place during the entire month as the new rail bed underwent required train-ton loads. Train speed restrictions were lifted in gradual increments. Slow speed orders also contributed to an increase in freight interference, and inclement weather caused frozen switches, impacting performance.
- Tacoma Trestle project work also affected performance on the south line, and a mudslide event negatively impacted performance on the north line.



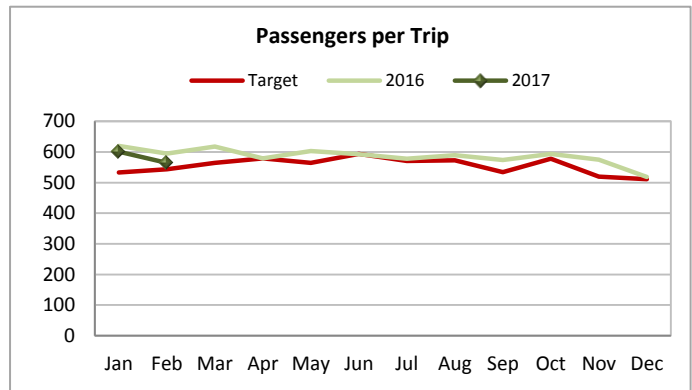
Target: 95.0% Feb 2017: 82.0% YTD 2017: 80.5%



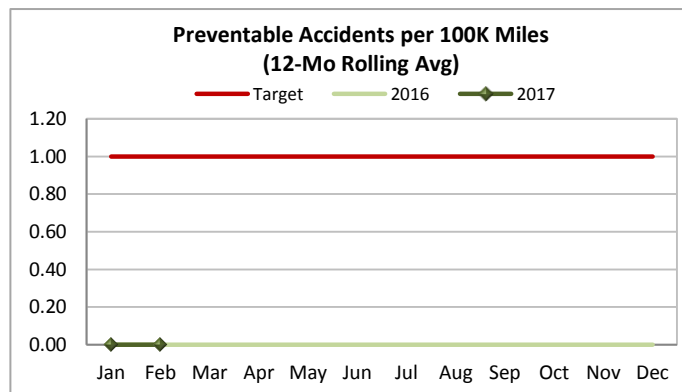
Target: 26.7% 12-Mo Avg: 31.2%



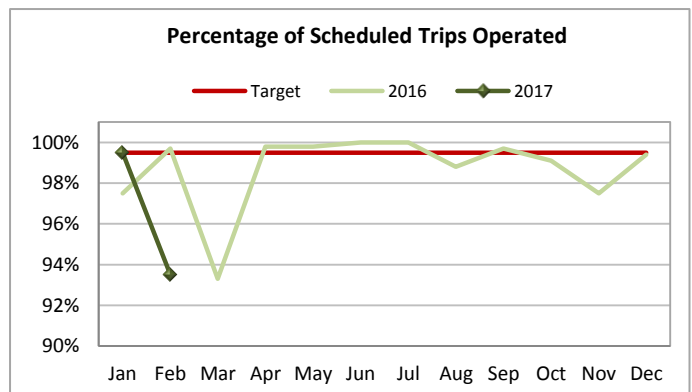
Target: < 15 Feb 2017: 11.37 YTD 2017: 9.25



Target: 555 Feb 2017: 564.4 YTD 2017: 583.4



Target: 1.00 12-Mo Avg: 0.00



Target: 99.5% Feb 2017: 93.5% YTD 2017: 96.5%

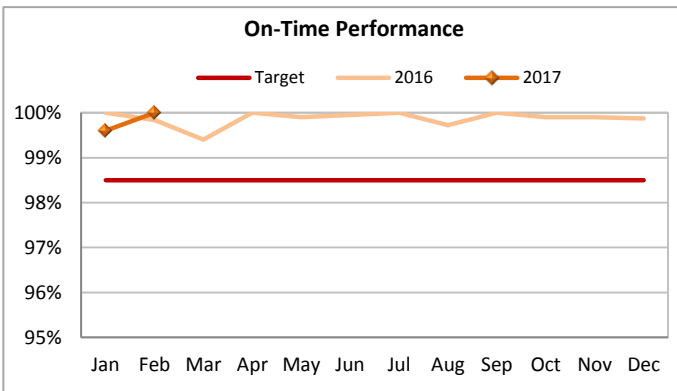
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Tacoma Link

Highlights

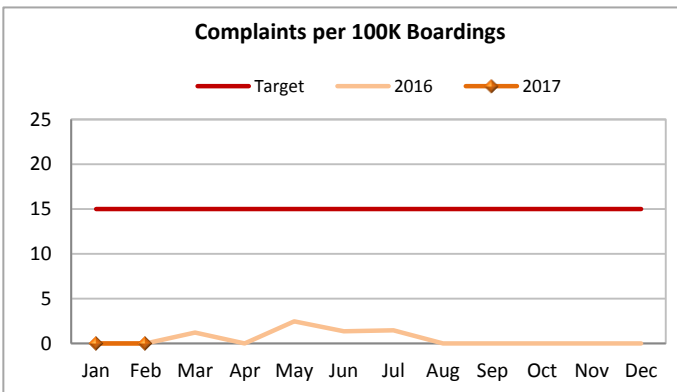
- Tacoma Link consistently performs better than target for on-time performance, complaints per 100K boardings, and percentage of scheduled trips operated.
- Passengers per trip was slightly below target at 20.5 for the month of February.
- Preventable accidents per 100K miles is based on a 12-month rolling average. In February, Tacoma Link's 12-month rolling average was 1.31 due to one preventable accident that occurred in the yard during non-revenue hours in December 2016.



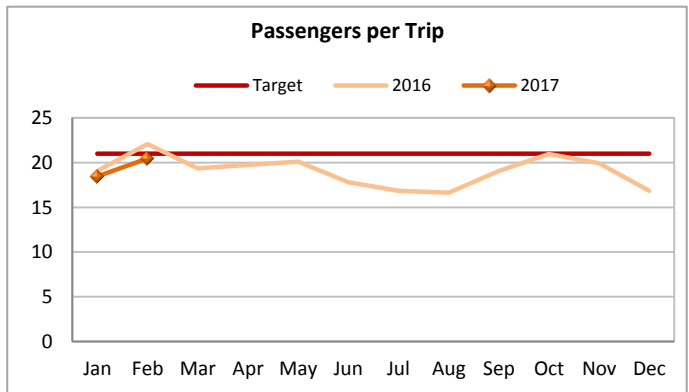
Target: 98.5% Feb 2017: 100.0% YTD 2017: 99.8%

Farebox Recovery (12-Mo Rolling Avg)

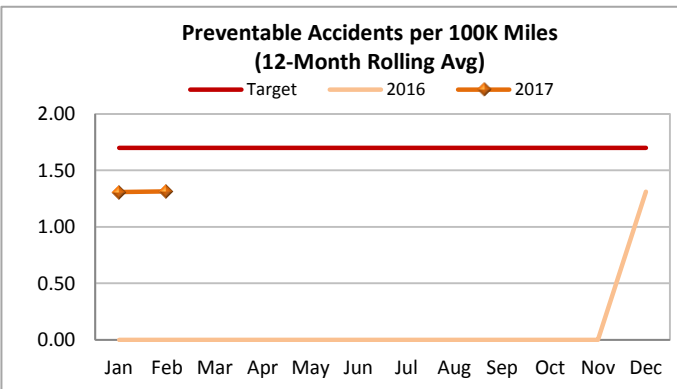
Tacoma Link to remain fare-free until 2022.



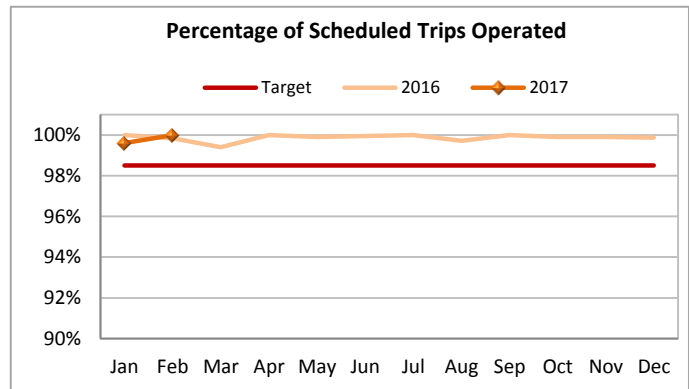
Target: < 15 Feb 2017: 0.0 YTD 2017: 0.0



Target: 21.1 Feb 2017: 20.5 YTD 2017: 19.4



Target: < 1.7 12-Mo Avg: 1.31



Target: 98.5% Feb 2017: 100.0% YTD 2017: 99.8%

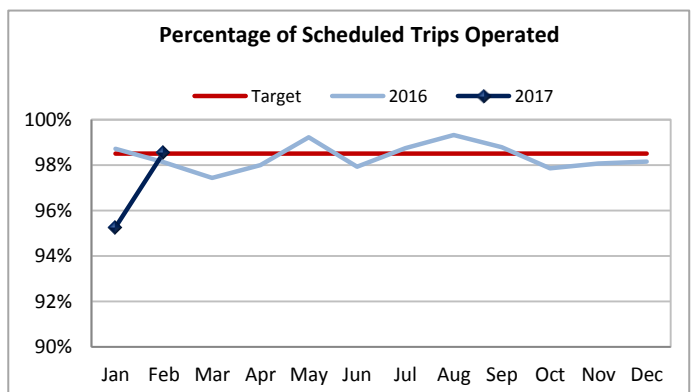
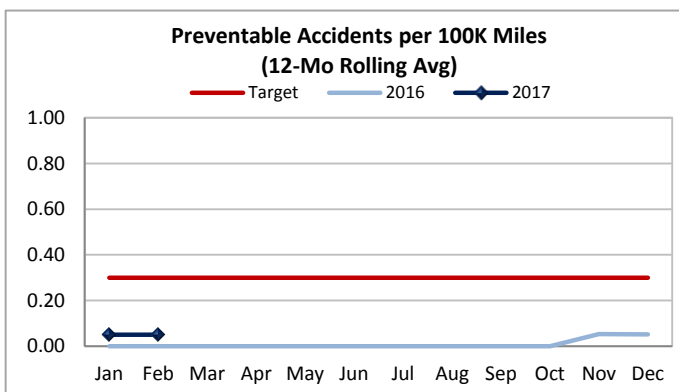
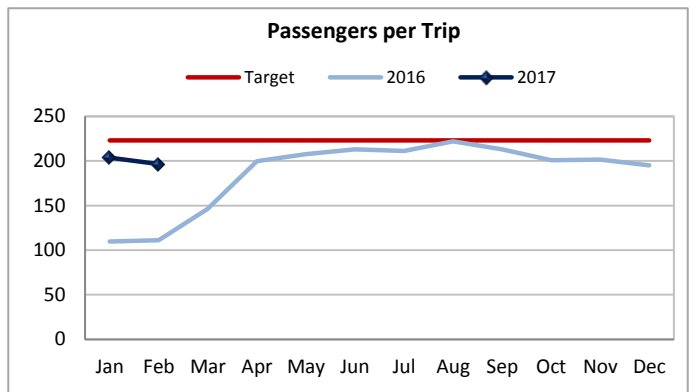
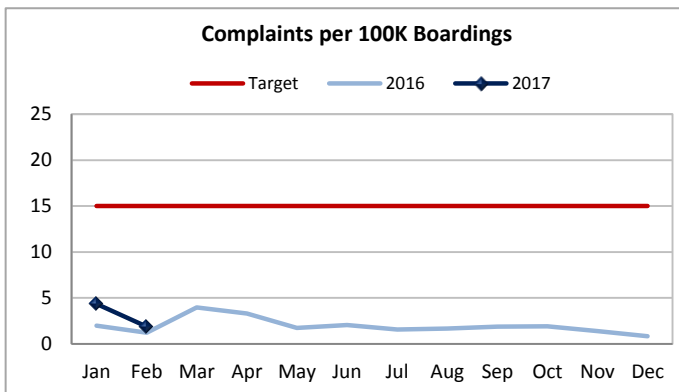
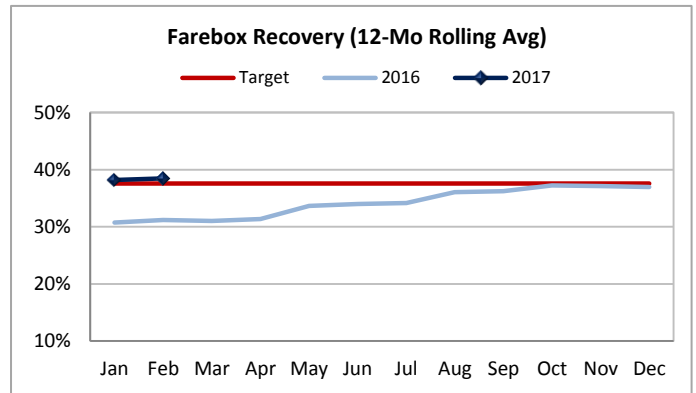
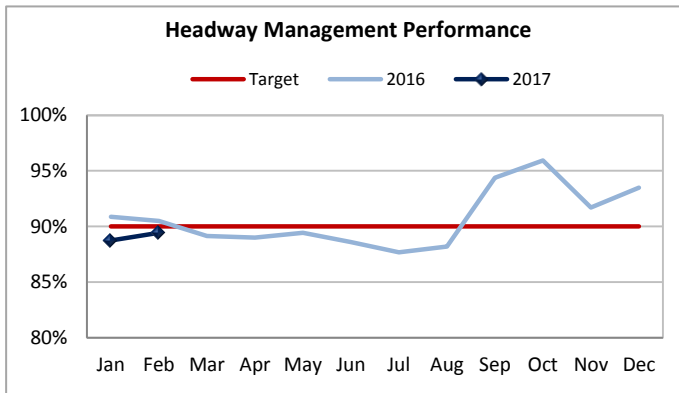
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Link

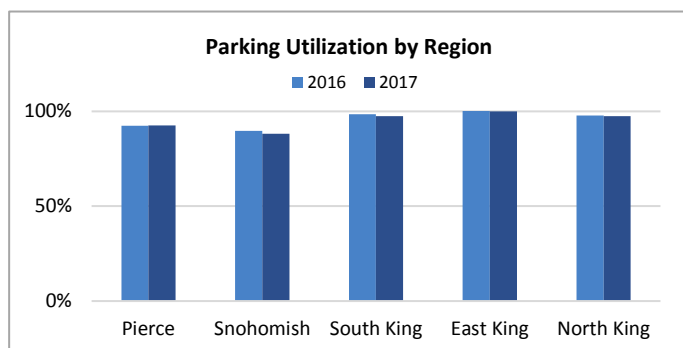
Highlights

- There were several track blockage events in January which affected headway management performance and percentage of scheduled trips operated. Both metrics improved in the month of February; headway management was just below target for the month at 89.4% and percentage of scheduled trips operated exceeded target at 98.6%.
- Preventable accidents per 100K miles is based on a 12-month rolling average. In February, Link's 12-month rolling average was 0.05 due to one non-revenue preventable accident in the wash bay in November 2016.



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General Transit



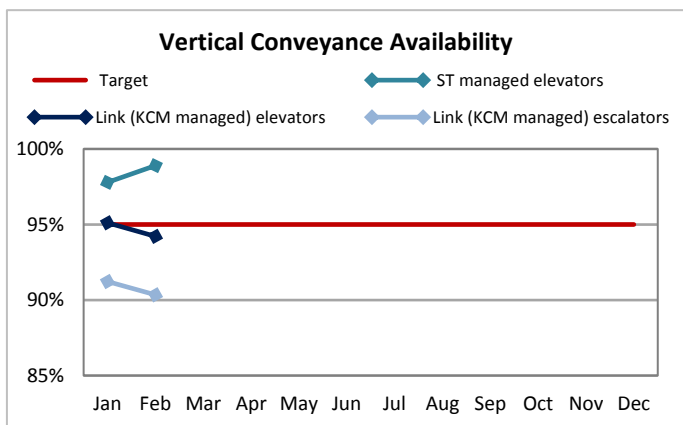
System-wide Permanent & Leased Parking			
February 2017			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,189	88%
North King	239	233	97%
East King	1,488	1,488	100%
South King	5,031	4,904	97%
Pierce	4,913	4,553	93%
System Total	15,284	14,367	94%

A total of 15,284 parking stalls are available at 31 locations in Pierce County, Snohomish County, as well as North, East, and South King County. Temporary (leased) parking is available in all regions except East King County.

Despite the increase in the number of available parking spaces compared to last year, overall utilization remained unchanged compared to February 2016, reflecting 94% system-wide utilization. Parking utilization continues to be at or near capacity at many of our parking facilities.

The Pierce County region experienced 0.3% growth in parking utilization, and Snohomish County usage decreased by 1.4%. North, East, and South King regions decreased by 0.9% compared to the same period of last year.

Angle Lake garage and surface lot introduced 1,160 parking spaces with the opening of the new station. Utilization of the parking stalls at this station has steadily increased since its opening at the end of September 2016. In its fifth full month of operation, the garage spaces are well utilized at 97% compared to 95% usage the previous month and 80% in October during the first full month of operation.

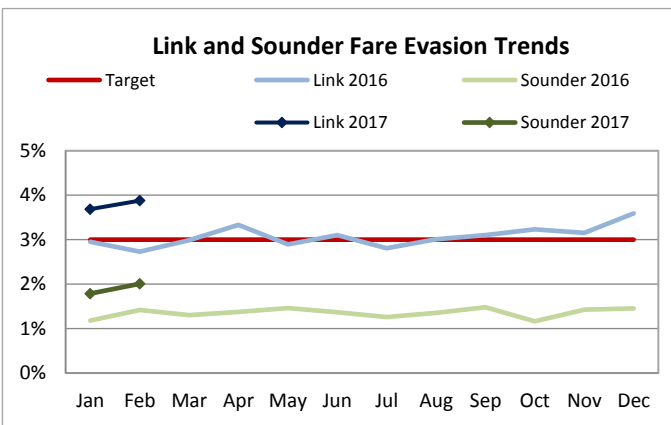


Targeted availability is set at 95% to match contract standards.

Link elevators, which are managed by KCM, were below targeted availability levels at 94.2% during the month of February.

KCM managed Link escalators were down for the period at 90.3% availability, driven by lengthy repairs at University of Washington station.

Sound Transit managed elevators at ST Express and Sounder locations consistently perform above the 95% target availability and achieved 98.9% in the month of February.



Fare Evasion on Link increased compared to February 2016, with final results of 3.88%, exceeding the 3% targeted range. February Link boardings increased 71.5% compared to last year, resulting in a lower inspection rate on Link.

Sounder fare evasion also increased compared to the same time last year, with final results of 2.01% for the month.

Overall, combined fare evasion was 3.60%, above the targeted range of 3%. Fare inspections trended just below 5% of all rail passengers in February 2017, below the targeted inspection rate of 10%.

Sound Transit Operations

2017 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 ⁴	Preventable Accidents ¹	Farebox Recovery (Rolling 12 Months) ⁵	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 ⁴	Preventable Accidents ¹	Farebox Recovery (Rolling 12 Months) ⁵			
Targets	481,598	≥ 99.8%	≥ 90.0%	80.0%	≥ 85.0%	18,680,000	38.8	< 15.0	< 0.80	28.5%		Targets	49,194	≥ 98.5%	> 90.0%	66.7%	≥ 98.5%	N/A	1,040,001	21.1	< 15.0	≤ 1.66	N/A			
Jan	40,103	99.9%	98.0%	94.0%	86.0%	1,503,335	37.5	206	13.7	11	0.85	30.1%	Jan	4,052	99.6%	100.0%	81.7%	99.6%	N/A	74,823	18.5	0	0	1.31	N/A	
Feb	38,457	99.9%	99.0%	94.7%	84.1%	1,373,960	35.7	182	13.2	9	0.83	30.2%	Feb	3,732	100.0%	100.0%	97.6%	100.0%	N/A	76,456	20.5	0	0	1.31	N/A	
Mar												Mar														
Apr												Apr														
May												May														
Jun												Jun														
Jul												Jul														
Aug												Aug														
Sep												Sep														
Oct												Oct														
Nov												Nov														
Dec												Dec														
YTD	78,560	99.9%	98.5%	94.4%	85.1%	2,877,294	36.6	388	13.5	20	0.83	30.2%	YTD	7,784	99.8%	100.0%	89.7%	99.8%	N/A	151,279	19.4	0	0	1.31	N/A	
Sounder												Link														
Targets	8,078	≥ 99.5%	> 90.0%	82.0%	≥ 95.0%	4,479,999	555.0	< 15.0	≤ 1.00	26.7%		Targets	102,616	≥ 98.5%	> 90.0%	86.0%	≥ 90.0%	≥ 90.0%	22,900,002	223.0	< 15.0	< 0.30	37.6%			
Jan	607	99.5%	100.0%	90.3%	78.9%	364,755	600.9	27	7.4	0	0.00	30.9%	Jan	8,653	95.3%	96.0%	96.1%	90.5%	88.7%	1,760,914	203.5	77	4.4	0	0.05	38.2%
Feb	561	93.5%	100.0%	90.3%	82.0%	316,603	564.4	36	11.4	0	0.00	31.2%	Feb	7,898	98.6%	96.0%	95.3%	91.7%	89.4%	1,551,158	196.4	29	1.9	0	0.05	38.5%
Mar												Mar														
Apr												Apr														
May												May														
Jun												Jun														
Jul												Jul														
Aug												Aug														
Sep												Sep														
Oct												Oct														
Nov												Nov														
Dec												Dec														
YTD	1,168	96.5%	100.0%	90.3%	80.5%	681,358	583.4	63	9.2	0	0.00	31.2%	YTD	16,551	96.9%	96.0%	95.7%	91.1%	89.1%	3,312,072	200.1	106	3.2	0	0.05	38.5%

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.