

Sound Transit Operations
February 2018 Service Performance Report

Ridership

Total Boardings by Mode						
	Feb-17	Feb-18	% Δ	YTD-17	YTD-18	% Δ
ST Express	1,373,960	1,372,808	-0.1%	2,877,294	2,880,719	0.1%
Sounder	314,596	352,187	11.9%	681,923	768,695	12.7%
Tacoma Link	77,064	76,141	-1.2%	152,369	154,785	1.6%
Link	1,551,158	1,680,475	8.3%	3,312,072	3,503,986	5.8%
Paratransit	4,425	4,876	10.2%	9,206	10,166	10.4%
System Total	3,321,203	3,486,487	5.0%	7,032,865	7,318,351	4.1%

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

February 2017:	20 Weekdays	4 Saturdays	4 Sundays
February 2018:	20 Weekdays	4 Saturdays	4 Sundays

Sound Transit ridership increased by 165K, or 5%, compared to February of last year. Average weekday boardings increased by 2.5% compared to February 2017 with all modes registering increases with the exception of ST Express which remained essentially flat.

ST Express ridership remained essentially flat compared to the same time last year. Routes 580 (Lakewood - Puyallup) and 596 (Bonney Lake - Sumner) led the way in ridership growth during the month. Ridership gains are attributed to increased demand to access Sounder south line stations due to the two new round trips added in the September service change.

Sounder ridership increased by 38K, or 11.9%, compared to February 2017. Average weekday boardings on Sounder increased overall by 12.9% compared to the same period last year. Average weekday boardings increased on both the North and the South Line by 3.6% and 14%, respectively. South line ridership growth was in large part due to the two new round trips added in the September service change.

Tacoma Link ridership decreased by 1K, or 1.2%, during the month of February. Average weekday boardings increased by 2% but average weekend boardings decreased.

Link ridership increased by 129K, or 8.3%, compared to the same period last year. Average weekday, Saturday, and Sunday boardings increased by 8.6%, 5.7%, and 9.6%, respectively.

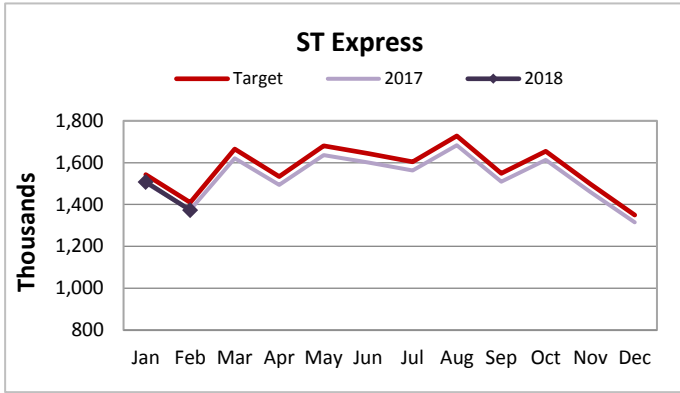
Paratransit services increased by 10.2% compared to February 2017. The increase in paratransit ridership is attributed to the increased ridership on Link with the opening of the University Link and Angle Lake extensions and additional customers requesting access to the Link system.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Feb-17	Feb-18	% Δ	Feb-17	Feb-18	% Δ	Feb-17	Feb-18	% Δ
ST Express	61,764	61,786	0.0%	20,168	20,093	-0.4%	14,179	14,005	-1.2%
Sounder	15,982	18,045	12.9%	0	0	N/A	0	0	N/A
Tacoma Link	3,364	3,431	2.0%	2,423	1,980	-18.3%	689	606	-12.0%
Link	65,125	70,749	8.6%	39,409	41,655	5.7%	29,184	31,993	9.6%
Paratransit	158	174	10.2%	158	174	10.2%	158	174	10.2%
System Total	146,394	150,110	2.5%						

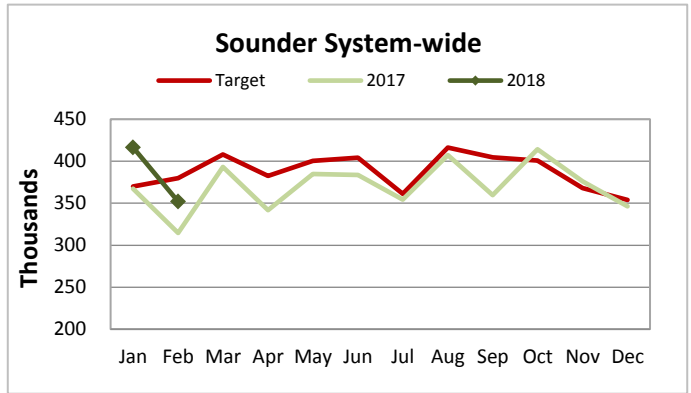
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.

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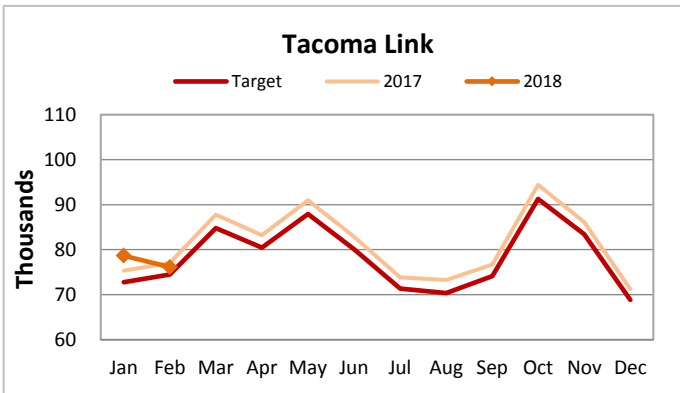
Monthly Ridership Trends by Mode



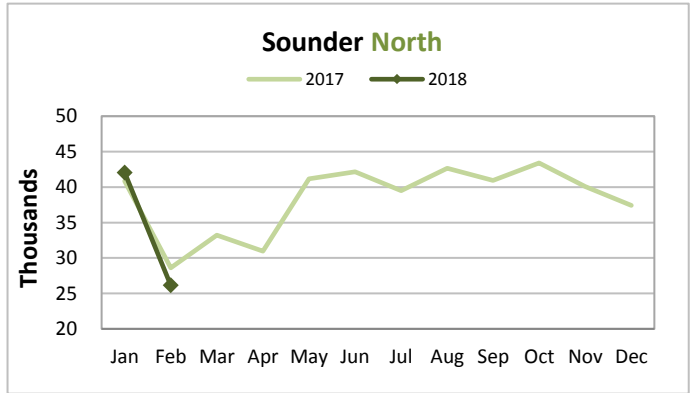
ST Express ridership and average weekday boardings were essentially flat versus the same period last year, while weekend boardings slightly decreased.



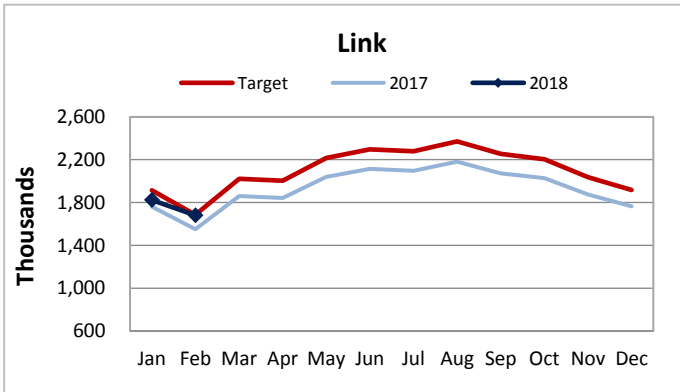
Sounder system-wide monthly ridership increased by 11.9% for the month, while average weekday boardings for the month increased by 12.9%.



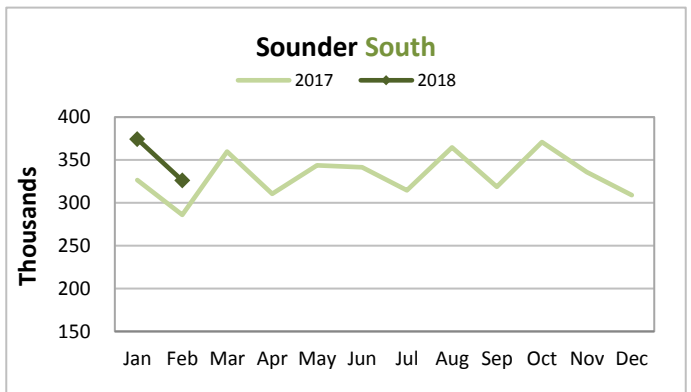
Tacoma Link ridership decreased by 1.2% in February versus last year. Average weekday boardings increased by 2%, while average weekend boardings decreased.



Sounder North ridership decreased by 8.5% compared to last year. There were 4.5 weekdays impacted by mudslides in 2018 versus 3 weekdays in 2017. However, average weekday boardings increased by 3.6%.



Link ridership grew 8.3% for the month compared to last year. Average weekday, Saturday, and Sunday boardings increased by 8.6%, 5.7%, and 9.6%, respectively.



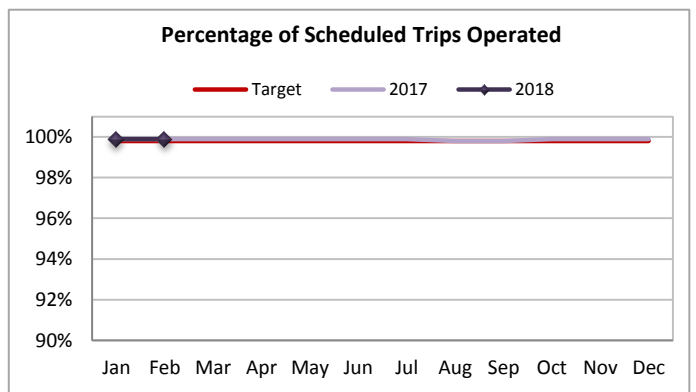
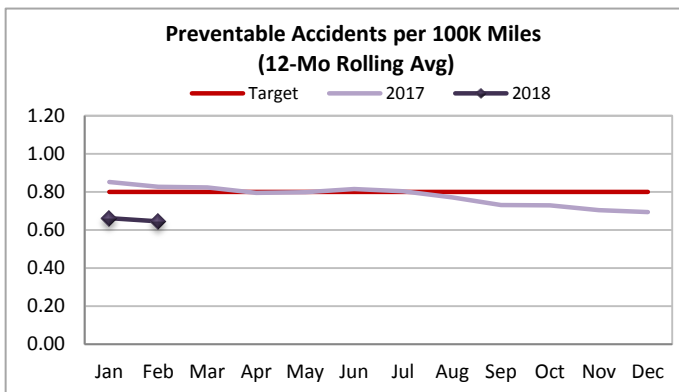
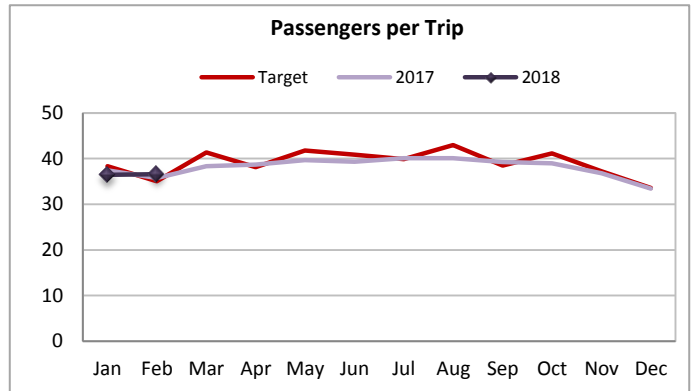
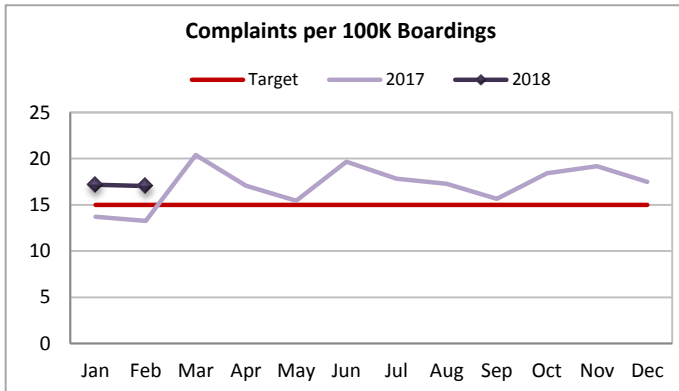
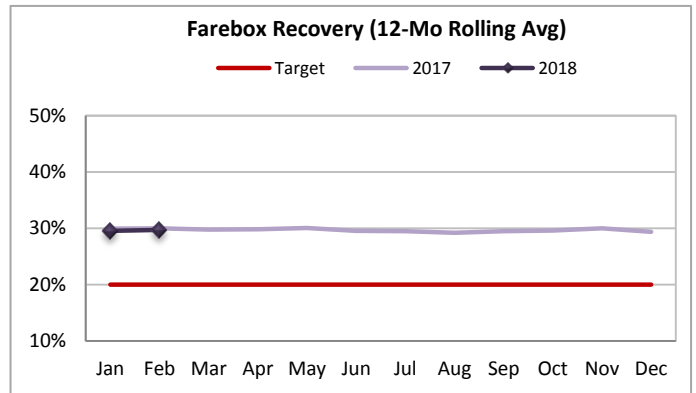
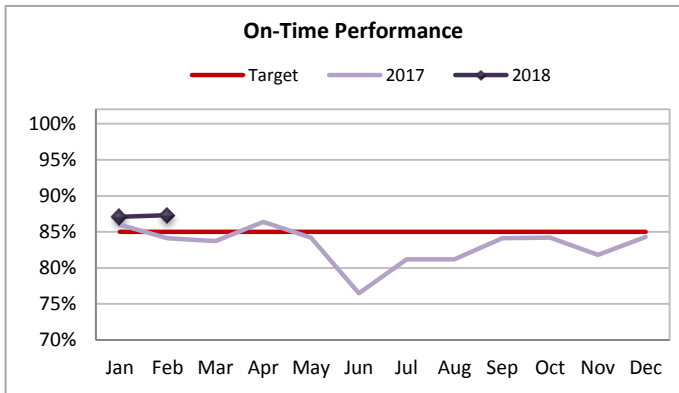
Sounder South ridership increased by 14.0%, or 40K. Average weekday boardings also increased by 14% compared to February 2017. The ridership growth is largely attributed to the two new round trips added in September service change last year.

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ST Express

Highlights

- ST Express on-time performance continued to improve versus the previous 12-month period and met the target in February at 87.3%.
- Customer complaints per 100K boardings were higher than the target at 17.0. Traffic congestion continues to impact performance and the customer experience.
- Passengers per trip met the month's target at 36.6.
- Preventable accidents per 100K miles remained within the target range at 0.64.

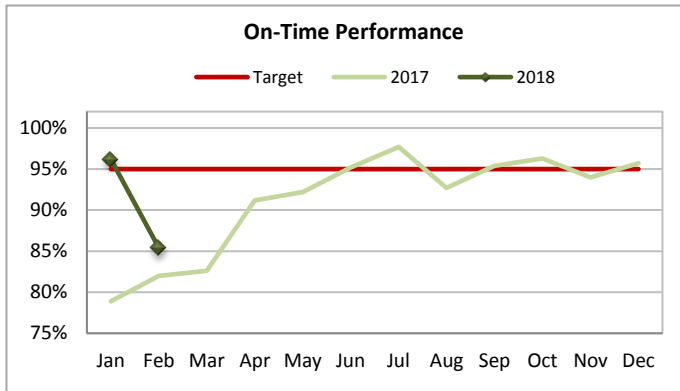


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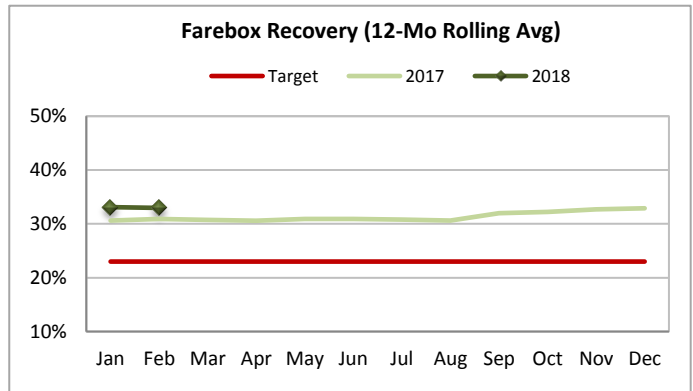
Sounder Commuter Rail

Highlights

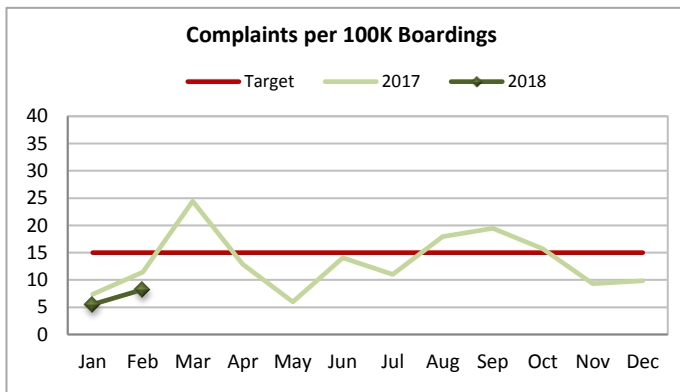
- Sounder on-time performance was below target at 85.4% in February, which was impacted especially by a BNSF south-line tie replacement and undercutting program. Also, freight interference exceeded average as freight volumes are at record levels.
- Percentage of scheduled trips operated was below target at 94.6% for the month due to 4.5 days of blocking landslides that cancelled 36 trips.



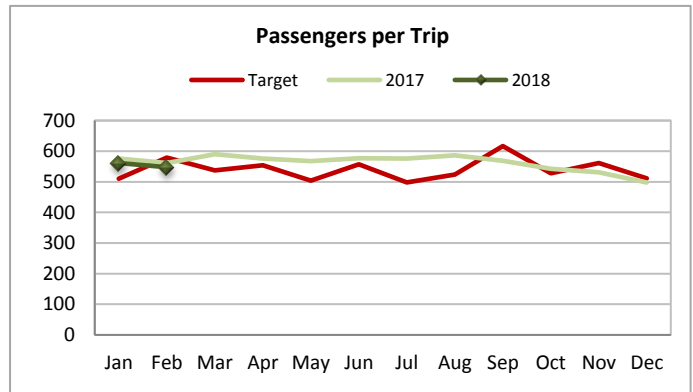
Target: 95.0% Feb 2018: 85.4% YTD 2018: 90.8%



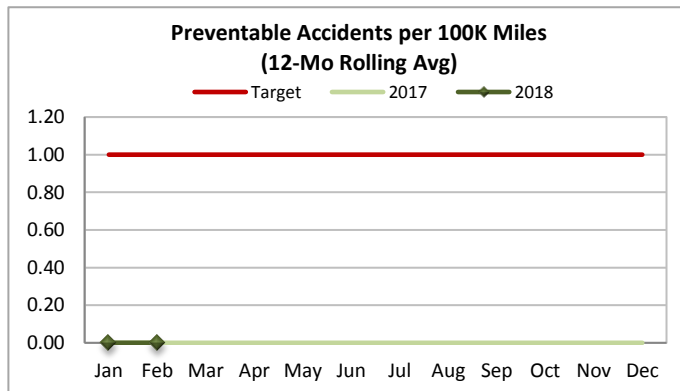
Target: 23.0% 12-Mo Avg: 33.0%



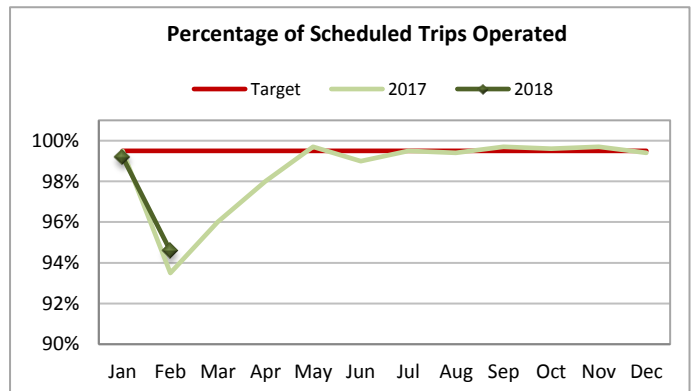
Target: < 15 Feb 2018: 8.2 YTD 2018: 6.8



Target: 578.9 Feb 2018: 547.7 YTD 2018: 555.0



Target: 1.00 12-Mo Avg: 0.00



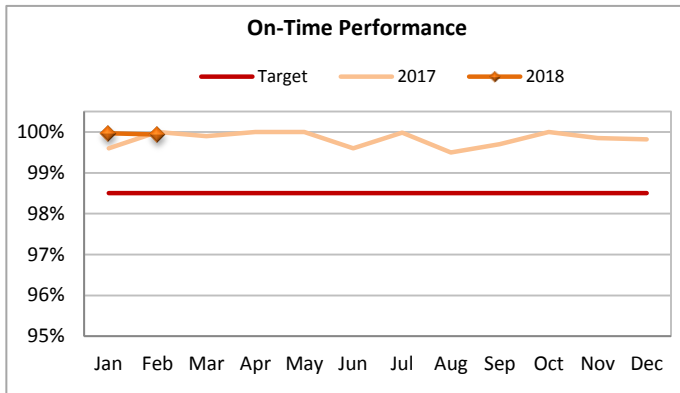
Target: 99.5% Feb 2018: 94.6% YTD 2018: 96.9%

Sound Transit Operations February 2018 Service Performance Report

Tacoma Link

Highlights

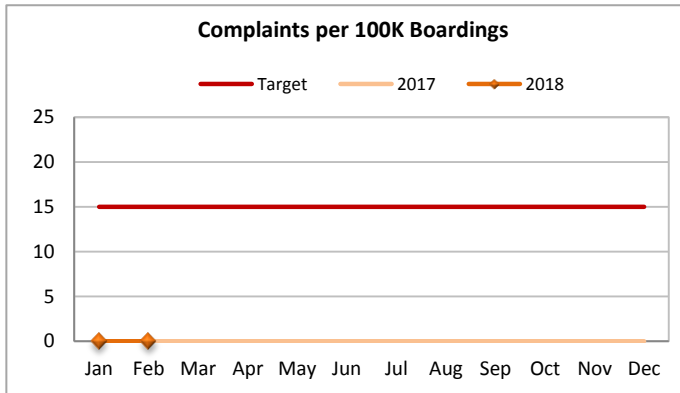
- Tacoma Link on-time performance was 99.9% in February. There were no complaints related to Tacoma Link in the month.
- Passengers per trip was above the target at 20.3 in the month.
- Preventable accidents per 100K miles is based on a 12-month rolling average. Tacoma Link's 12-month rolling average during the month was 1.31 due to one preventable accident that occurred during service in June 2017.



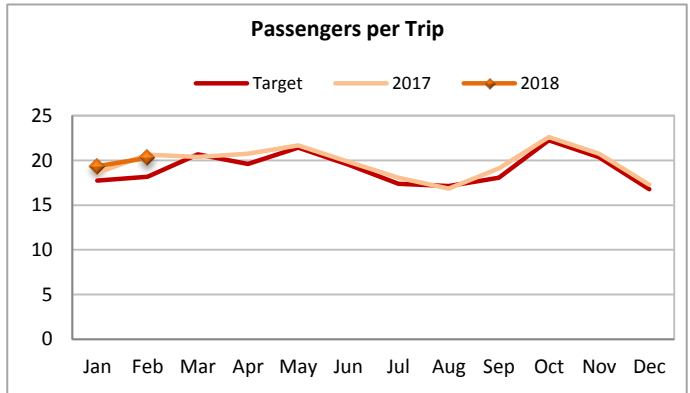
Target: 98.5% Feb 2018: 99.9% YTD 2018: 100.0%

Farebox Recovery (12-Mo Rolling Avg)

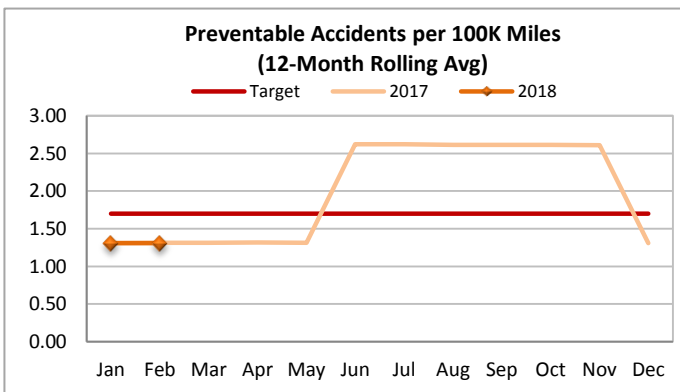
Tacoma Link to remain fare-free until 2022.



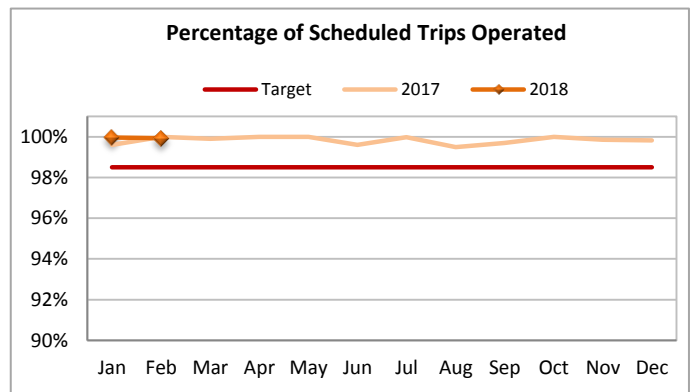
Target: < 15 Feb 2018: 0.0 YTD 2018: 0.0



Target: 18.2 Feb 2018: 20.3 YTD 2018: 19.8



Target: < 1.7 12-Mo Avg: 1.31



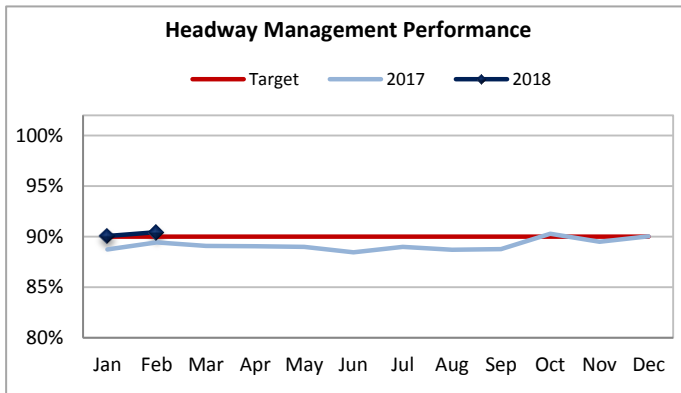
Target: 98.5% Feb 2018: 99.9% YTD 2018: 100.0%

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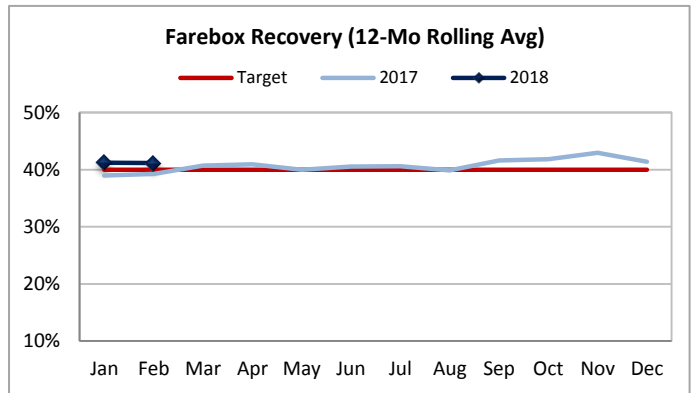
Link

Highlights

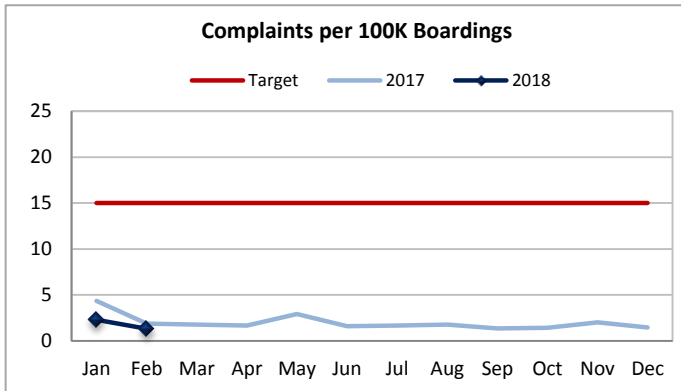
- Passengers per trip was trending higher than target at 214.2. Link continues to carry more passengers per trip, as the region enthusiastically adopted Link as a convenient transportation choice.
- Link has had no preventable accidents since November 2016.



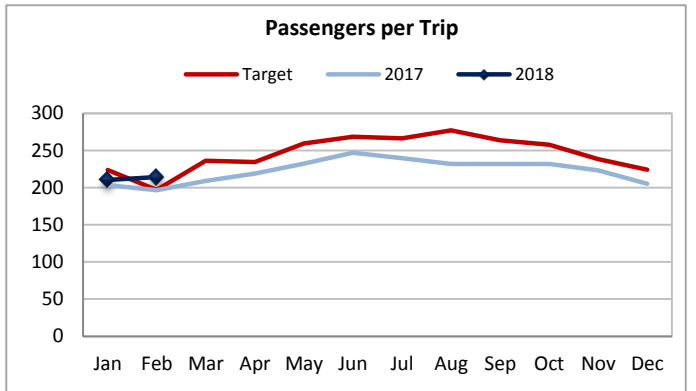
Target: 90% **Feb 2018: 90.4%** **YTD 2018: 90.2%**



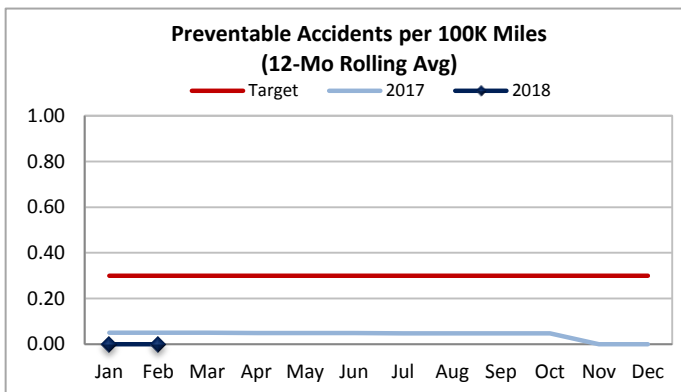
Target: 40.0% **12-Mo Avg: 41.2%**



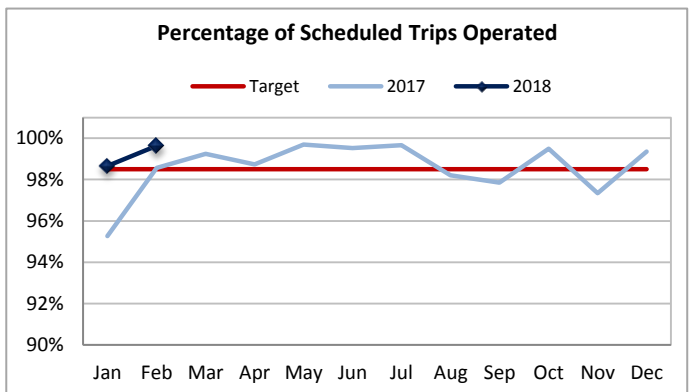
Target: < 15 **Feb 2018: 1.3** **YTD 2018: 1.8**



Target: 197.1 **Feb 2018: 214.2** **YTD 2018: 212.2**



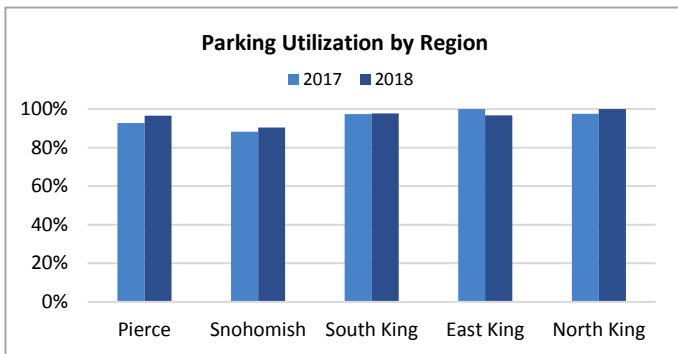
Target: 0.30 **12-Mo Avg: 0.00**



Target: 98.5% **Feb 2018: 99.6%** **YTD 2018: 99.1%**

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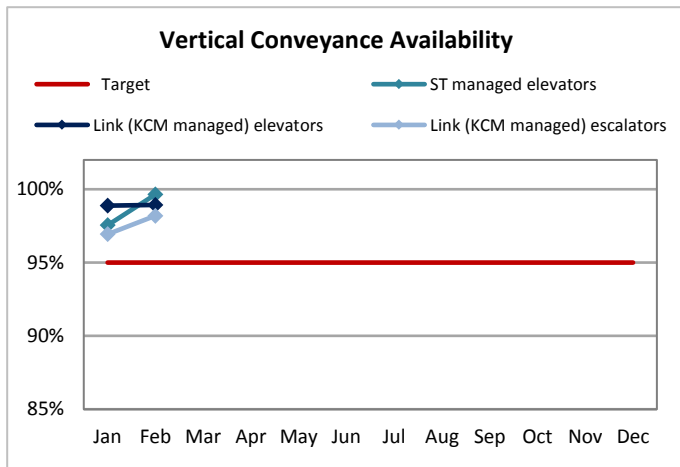
General Transit



System-wide Permanent & Leased Parking			
February 2018			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,265	90%
North King	239	239	100%
East King	1,266	1,224	97%
South King	5,031	4,915	98%
Pierce	4,965	4,798	97%
System Total	15,114	14,441	96%

Excluding leased lots for East Link construction mitigation, a total of 15,114 parking stalls are available at 29 locations in Pierce, Snohomish, and King County. Parking utilization for February this year was 96%, up from 94% in the same period last year.

System-wide utilization grew in Pierce County by 4% while King County utilization remained flat. Snohomish parking utilization increased by 2.1%. Many of our parking facilities continue to be at or near capacity.

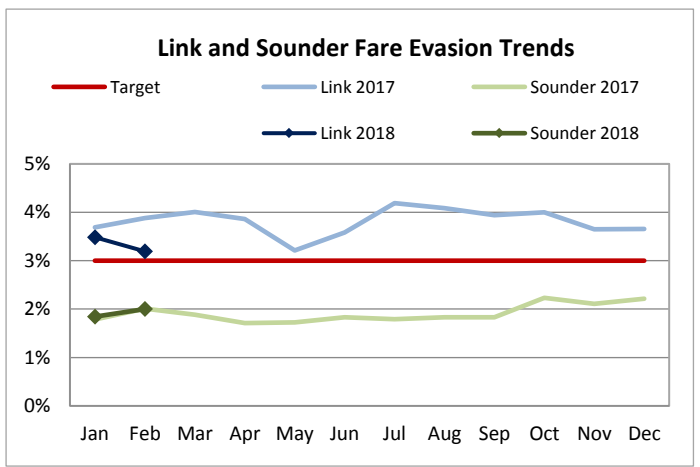


Target: 95% **ST Elevators: 99.6%**
Link Elevators: 98.9% **Link Escalators: 98.2%**

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 99.6% during the month.

KCM managed Link conveyances also exceeded target with elevators reaching 98.9% and escalators reaching 98.2% uptime during February.



Target: 3% **Sounder: 2.0%** **Link: 3.2%**

Fare Evasion on Link was 3.2%, lower than the same period of last year but above the 3% targeted range. During the month Link boardings increased 8.3% compared to last year, which combined with fare enforcement officer vacancies resulted in a lower inspection rate.

Sounder fare evasion in February is the same as last year, with final results of 2.0% for the month.

Overall, combined fare evasion was 3.05%, slightly above the targeted range. Fare inspections reached 7.59% of all rail passengers in February 2018, below the targeted inspection rate of 10% primarily due to staffing vacancies and higher ridership.

Sound Transit Operations 2018 Monthly Modal Performance Data Sheet

	Tacoma Link											
	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time ¹	Feel Availability	On-Time Performance ²	Relationship	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴	Farebox Recovery (Rolling 12 Months) ⁵
Targets ⁷	482,879	≥ 99.8%	> 90.0%	≥ 80.0%	≥ 85.0%	18,860,000	39.1	< 15.0	< 0.80	20.0%	20.0%	Targets ⁷
Jan	41,350	99.9%	99.0%	94.1%	87.1%	1,507,910	36.5	17.2	0.66	29.5%	19.4	Jan
Feb	37,514	99.9%	97.0%	93.4%	87.3%	1,372,808	36.6	17.0	0.64	29.7%	20.3	Feb
Mar												Mar
Apr												Apr
May												May
Jun												Jun
Jul												Jul
Aug												Aug
Sep												Sep
Oct												Oct
Nov												Nov
Dec												Dec
YTD	78,864	99.9%	98.0%	93.7%	87.2%	2,880,719	36.5	17.1	0.64	29.7%	19.8	YTD
Sounder												
Targets ⁷	8,636	≥ 99.5%	> 90.0%	≥ 86.0%	≥ 95.0%	4,650,000	538	< 15.0	≤ 1.00	23.0%	23.0%	Targets ⁷
Jan	742	99.2%	100.0%	88.9%	96.2%	416,508	561.3	23	0.00	33.1%	210.3	Jan
Feb	643	94.6%	100.0%	88.9%	85.4%	352,187	547.7	29	0.00	33.0%	214.2	Feb
Mar												Mar
Apr												Apr
May												May
Jun												Jun
Jul												Jul
Aug												Aug
Sep												Sep
Oct												Oct
Nov												Nov
Dec												Dec
YTD	1,385	96.9%	100.0%	88.9%	90.8%	768,695	555.0	52	0.00	33.0%	212.2	YTD
Link												
Targets ⁷		≥ 98.5%	> 90.0%	≥ 90.0%	≥ 90.0%	25,200,000	246	< 15.0	< 0.30	40.0%	40.0%	Targets ⁷
Jan	8,671	98.7%	98.0%	96.5%	94.5%	1,823,511	210.3	42	0.00	41.3%	210.3	Jan
Feb	7,844	99.6%	99.0%	95.6%	95.1%	1,680,475	214.2	22	0.00	41.2%	214.2	Feb
Mar												Mar
Apr												Apr
May												May
Jun												Jun
Jul												Jul
Aug												Aug
Sep												Sep
Oct												Oct
Nov												Nov
Dec												Dec
YTD	16,515	99.1%	96.5%	96.0%	94.8%	3,503,986	212.2	64	1.8	0.00	41.2%	YTD

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