

# Sound Transit Operations

## January 2018 Service Performance Report

### Ridership

Total Boardings by Mode						
	Jan-17	Jan-18	% Δ	YTD-17	YTD-18	% Δ
ST Express	1,503,335	1,507,910	0.3%	1,503,335	1,507,910	0.3%
Sounder	367,533	416,508	13.3%	367,533	416,508	13.3%
Tacoma Link	75,283	78,644	4.5%	75,283	78,644	4.5%
Link	1,760,914	1,823,511	3.6%	1,760,914	1,823,511	3.6%
Paratransit	4,781	5,290	10.6%	4,781	5,290	10.6%
<b>System Total</b>	<b>3,711,846</b>	<b>3,831,864</b>	<b>3.2%</b>	<b>3,711,846</b>	<b>3,831,864</b>	<b>3.2%</b>

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

<b>January 2017:</b>	21 Weekdays	4 Saturdays	6 Sundays
<b>January 2018:</b>	22 Weekdays	4 Saturdays	5 Sundays

**Sound Transit** ridership increased by 120K, or 3.2%, compared to January of last year partially due to one additional weekday during the month. All modes registered ridership increases during the month and system-wide average weekday boardings increased by 2.6% compared to January 2017. Weekend ridership last year was abnormally high due to a large number of planned special events downtown.

**ST Express** ridership remained essentially flat compared to the same time last year. Average weekday boardings decreased slightly, by 1.9%. 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 due to the two new round trips added in the September service change.

**Sounder** ridership increased by 49K, or 13.3%, compared to January 2017. Average weekday boardings on Sounder increased overall by 10.6% compared to the same period last year. Average weekday boardings increased on both the North and the South Line by 4.6% and 11.3%, 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 increased by 3K, or 4.5%, during the month of January. Average weekday boardings increased by 3.9% over the same period of last year.

**Link** ridership increased by 63K, or 3.6%, compared to the same period last year. Average weekday boardings were up 4.6%, but weekend ridership was down compared to last year due to a decrease in special events.

**Paratransit** services increased by 10.6% compared to January 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.

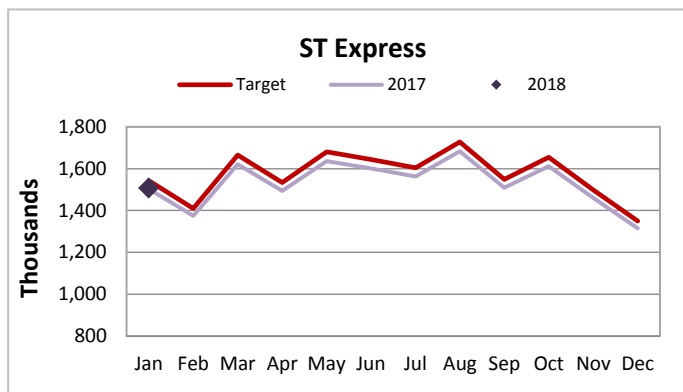
Average Daily Boardings									
Mode	Weekday			Saturday			Sunday		
	Jan-17	Jan-18	% Δ	Jan-17	Jan-18	% Δ	Jan-17	Jan-18	% Δ
ST Express	63,153	61,953	-1.9%	23,023	19,700	-14.4%	14,173	13,231	-6.7%
Sounder	17,116	18,932	10.6%	8,091	0	N/A	0	0	N/A
Tacoma Link	3,095	3,215	3.9%	1,525	1,476	-3.2%	699	872	24.7%
Link	66,060	69,124	4.6%	49,853	44,669	-10.4%	31,741	29,714	-6.4%
Paratransit	154	171	10.6%	154	171	10.6%	154	171	10.6%
<b>System Total</b>	<b>149,578</b>	<b>153,394</b>	<b>2.6%</b>						

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

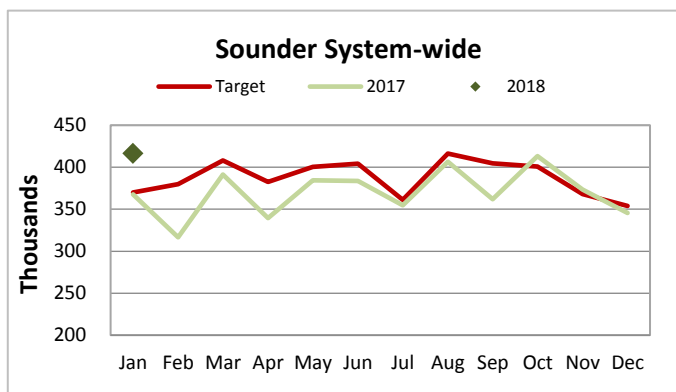
# Sound Transit Operations

## January 2018 Service Performance Report

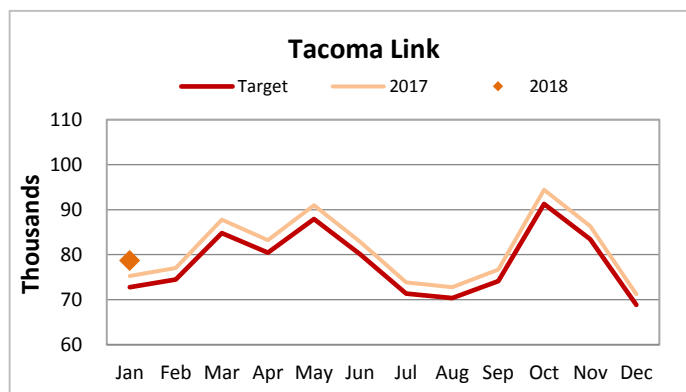
### Monthly Ridership Trends by Mode



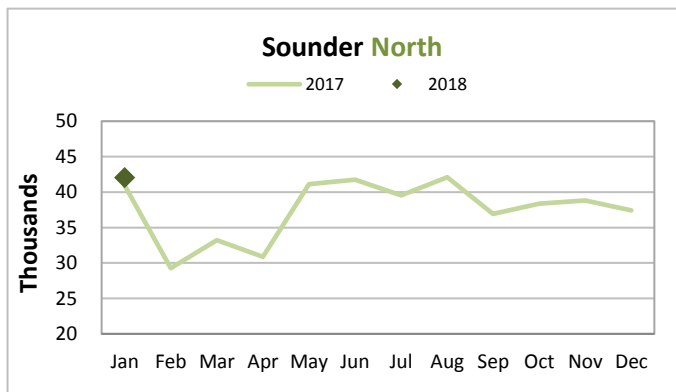
ST Express ridership was essentially flat versus the same period last year, while average weekday boardings slightly decreased by 1.9%.



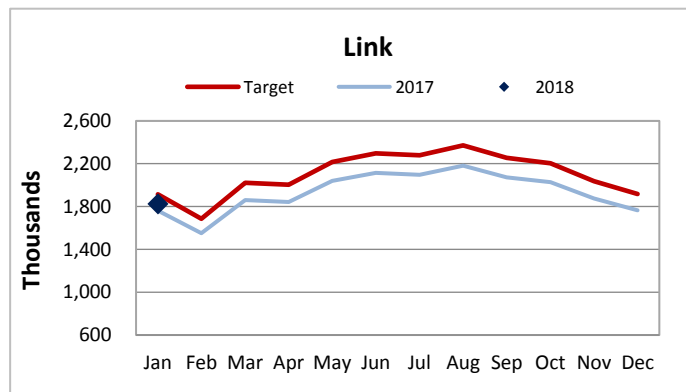
Sounder system-wide monthly ridership increased by 13.3% for the month, while average weekday boardings for the month increased by 10.6%.



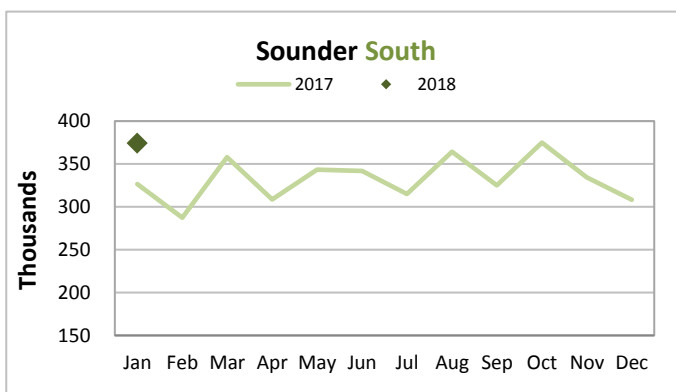
Tacoma Link ridership grew 4.5% in January versus last year. Average weekday boardings also increased by 3.9% versus last year.



Sounder North ridership and average weekday boardings increased by 2.7% and 4.6% respectively, compared to January 2017.



Link ridership grew 3.6% for the month compared to last year. Average weekday boardings were up 4.6%, while average Saturday and Sunday boardings were down 10.4% and 6.4% respectively due to decrease in special events.



Sounder South ridership increased by 14.7%, or 48K. Average weekday boardings also increased by 11.3% compared to January 2017.

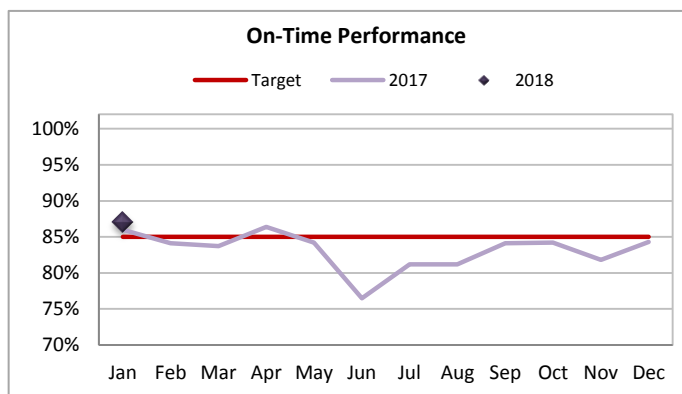
# Sound Transit Operations

## January 2018 Service Performance Report

### ST Express

#### Highlights

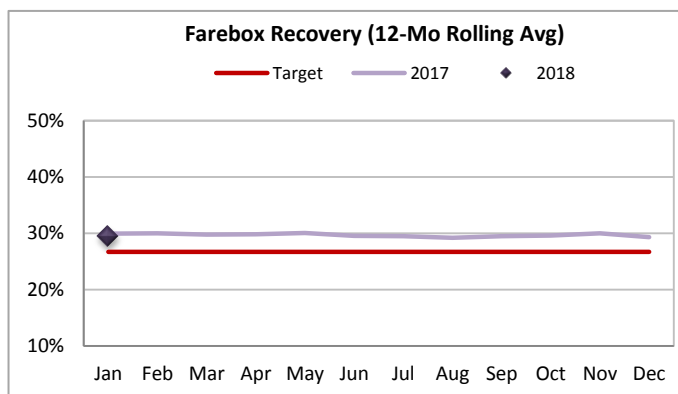
- ST Express on-time performance improved versus the previous 12-month period and met the target in January at 87.1%.
- Customer complaints per 100K boardings were higher than the target at 17.2. Traffic congestion continues to impact performance and the customer experience.
- Passengers per trip fell below the monthly target at 36.5. Low fuel prices and freeway congestion have limited ridership increases.
- Preventable accidents per 100K miles continued to improve and met the target at 0.66.



Target: 85%

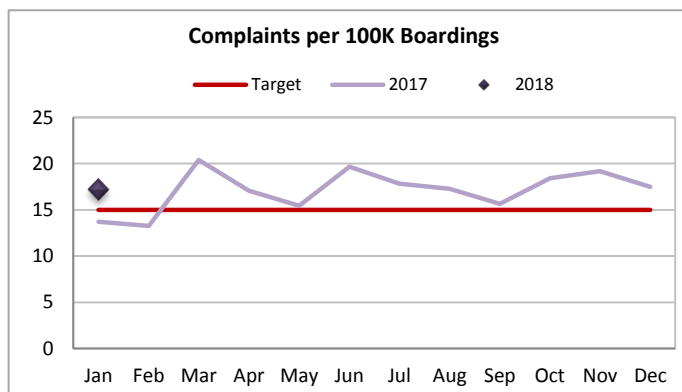
Jan 2018: 87.1%

YTD 2018: 87.1%



Target: 26.7%

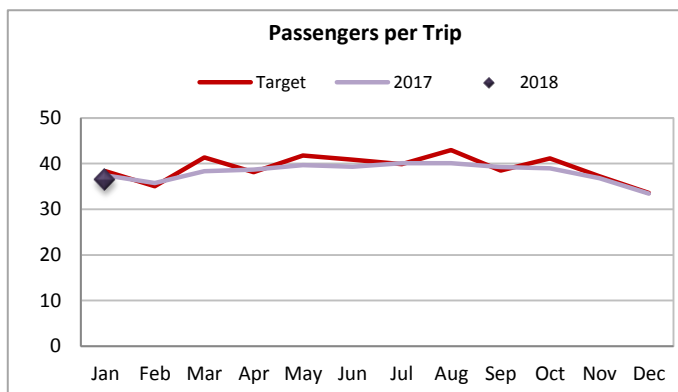
12-Mo Avg: 29.5%



Target: < 15

Jan 2018: 17.2

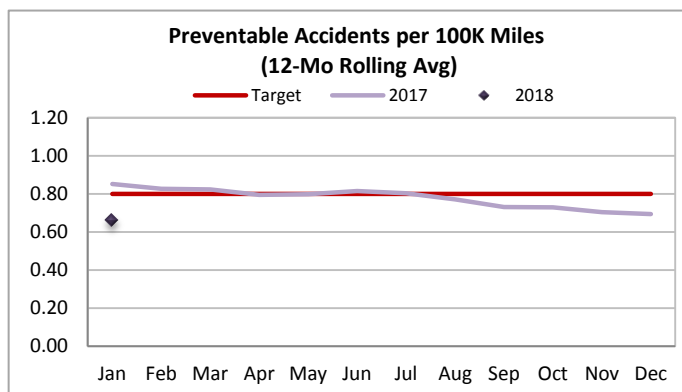
YTD 2018: 17.2



Target: 38.3

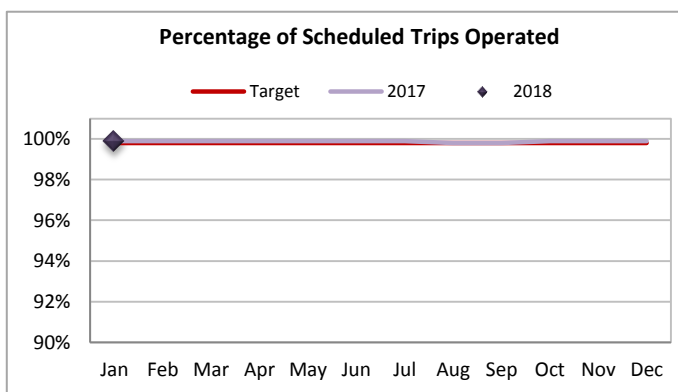
Jan 2018: 36.5

YTD 2018: 36.5



Target: 0.80

12-Mo Avg: 0.66



Target: 99.8%

Jan 2018: 99.9%

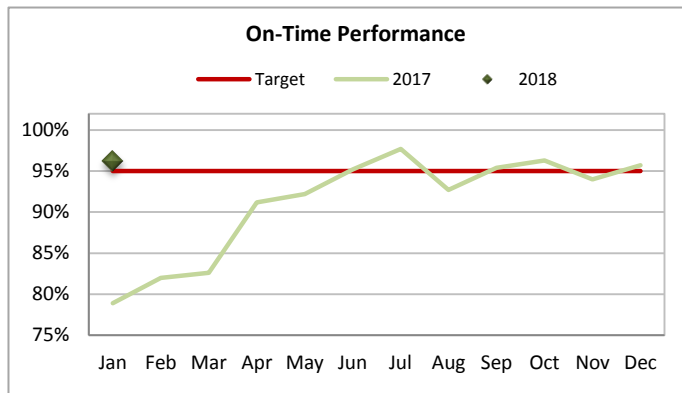
YTD 2018: 99.9%

# Sound Transit Operations January 2018 Service Performance Report

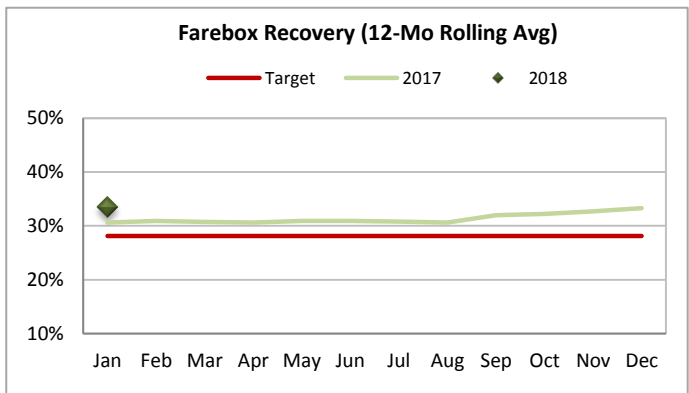
## Sounder Commuter Rail

### Highlights

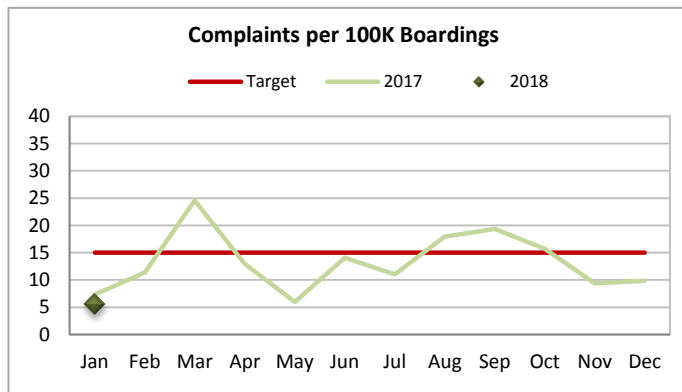
- Sounder on-time performance improved since early last year and was above target at 96.2% for January.
- Complaints per 100K boardings were 5.5 in January and at the lowest level compared to the previous 12-month period as on-time performance continued to improve.
- Percentage of scheduled trips operated was slightly below target at 99.2% for the month.
- Sounder has not experienced a preventable accident since service began.



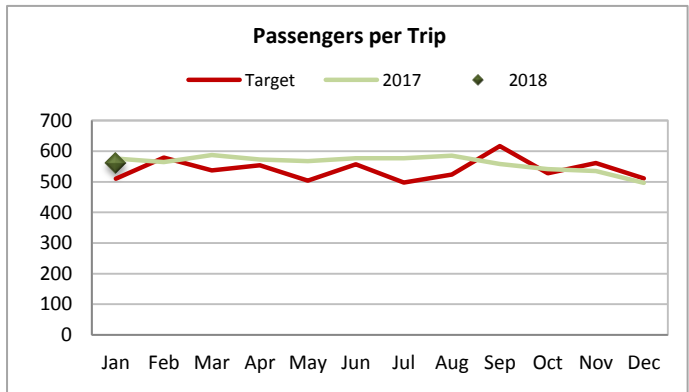
Target: 95.0% Jan 2018: 96.2% YTD 2018: 96.2%



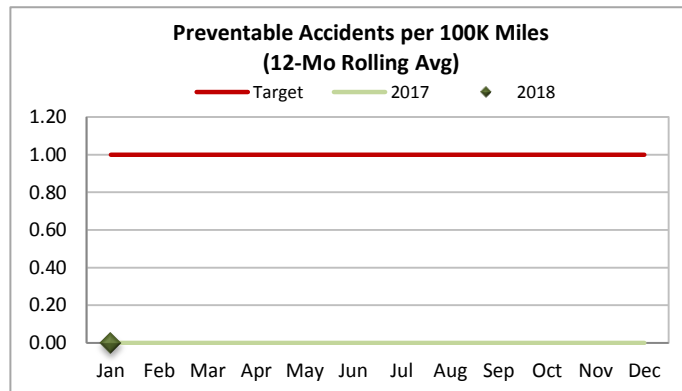
Target: 28.1% 12-Mo Avg: 33.5%



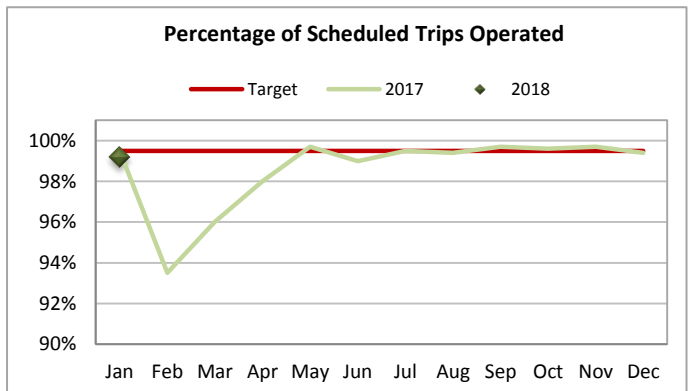
Target: < 15 Jan 2018: 5.5 YTD 2018: 5.5



Target: 510.3 Jan 2018: 561.3 YTD 2018: 561.3



Target: 1.00 12-Mo Avg: 0.00



Target: 99.5% Jan 2018: 99.2% YTD 2018: 99.2%

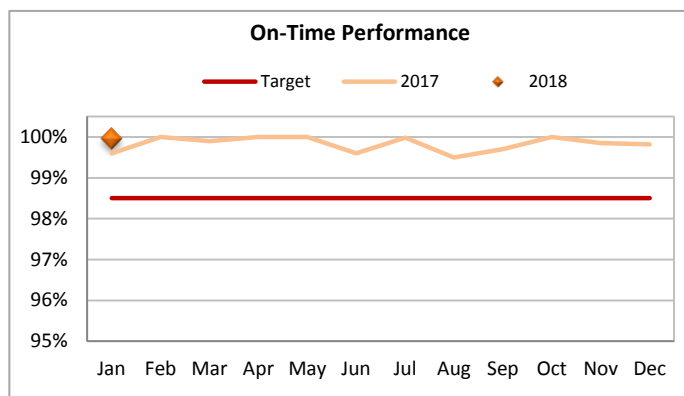
# Sound Transit Operations

## January 2018 Service Performance Report

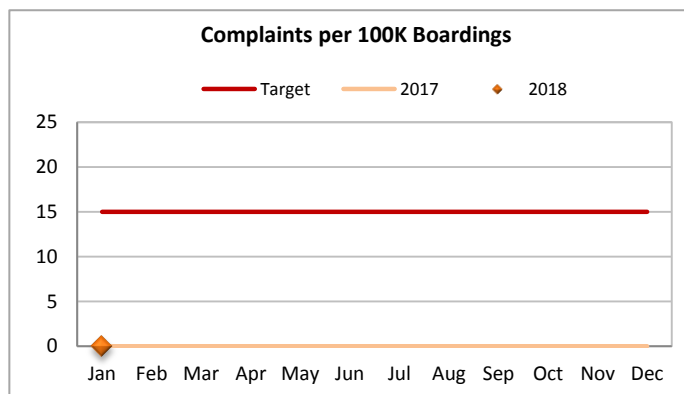
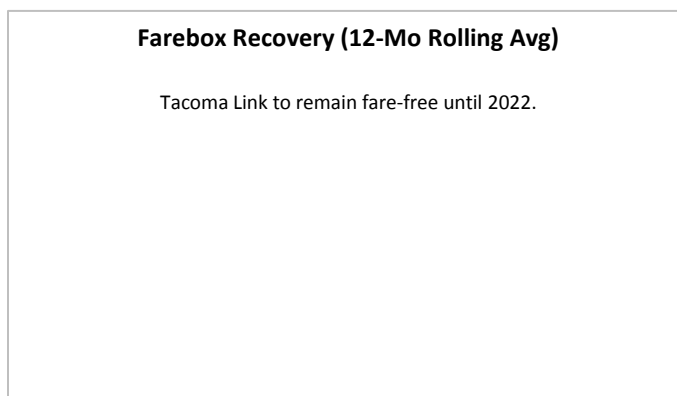
### Tacoma Link

#### Highlights

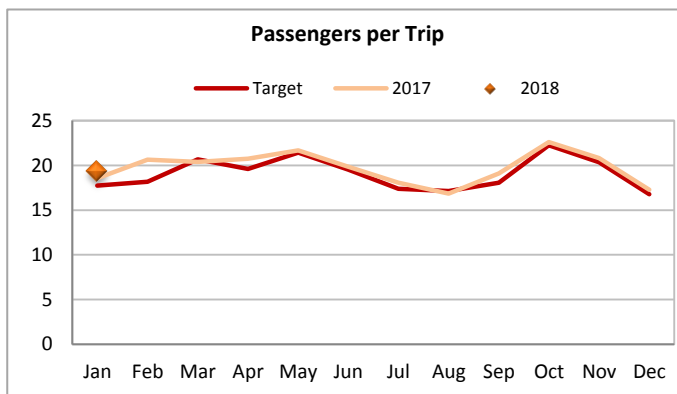
- Tacoma Link achieved 100% for both on-time performance and percentage of scheduled trips operated in January. There were no complaints related to Tacoma Link in the month.
- Passengers per trip was above the target at 19.4 in January.
- Preventable accidents per 100K miles is based on a 12-month rolling 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.



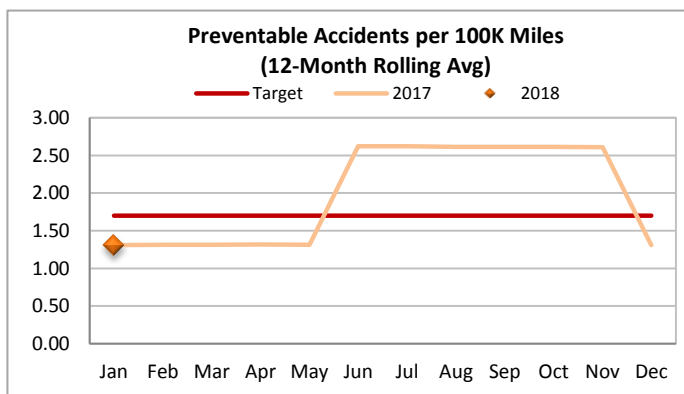
Target: 98.5% Jan 2018: 100.0% YTD 2018: 100.0%



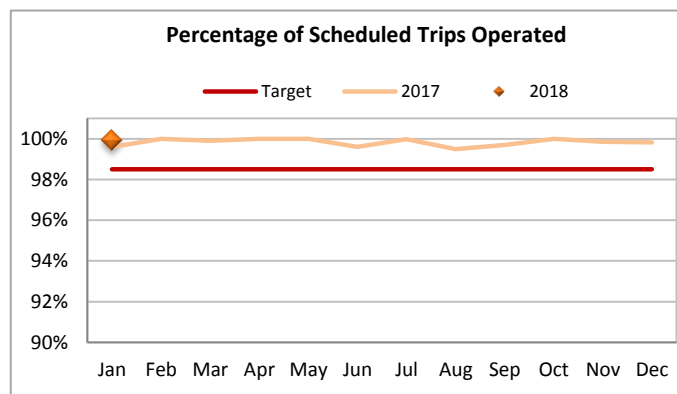
Target: < 15 Jan 2018: 0.0 YTD 2018: 0.0



Target: 17.8 Jan 2018: 19.4 YTD 2018: 19.4



Target: < 1.7 12-Mo Avg: 1.31



Target: 98.5% Jan 2018: 100.0% YTD 2018: 100.0%

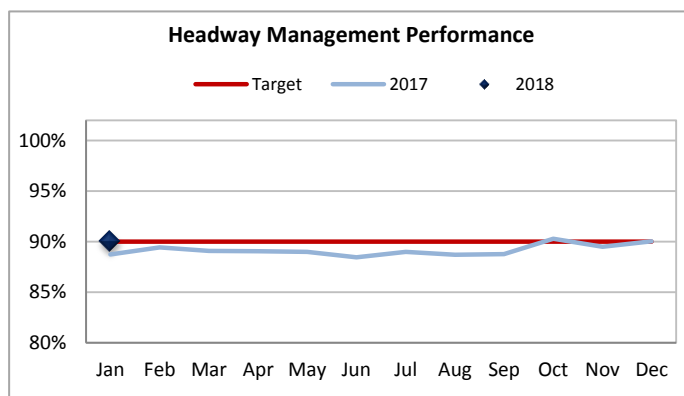
# Sound Transit Operations

## January 2018 Service Performance Report

### Link

#### Highlights

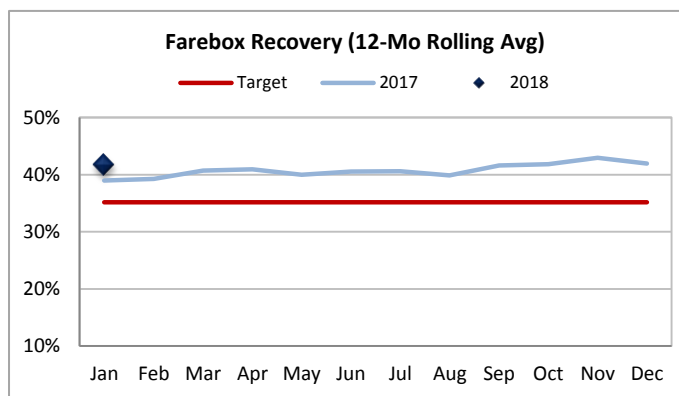
- Farebox recovery is trending above 40%, well over the 35.2% target due to increases in ridership.
- Passengers per trip was below target in January at 210.3 but higher than last year of 203.5. Link continues to carry more passengers per trip, as the region enthusiastically adopted Link as a convenient transportation choice.



Target: 90%

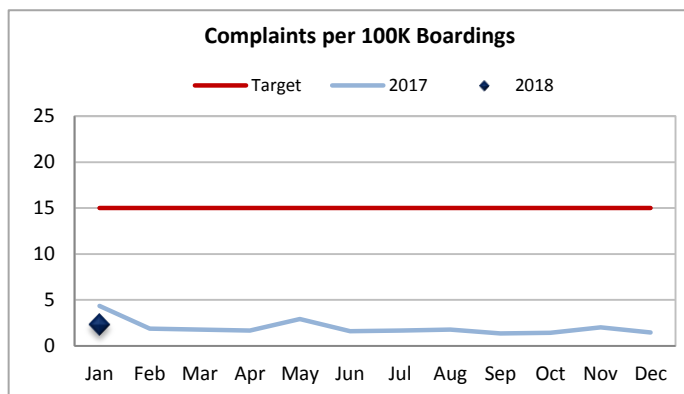
Jan 2018: 90.0%

YTD 2018: 90.0%



Target: 35.2%

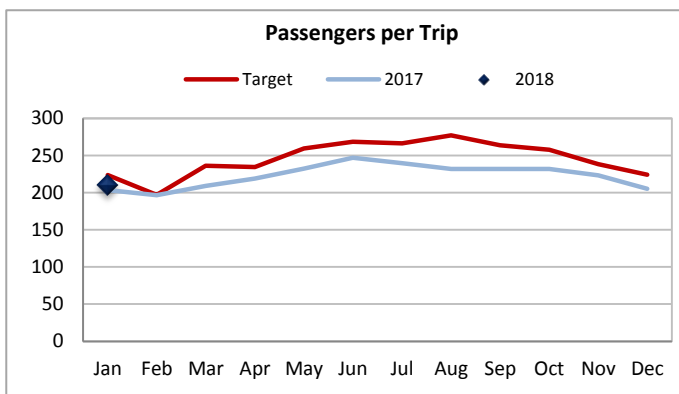
12-Mo Avg: 41.8%



Target: < 15

Jan 2018: 2.3

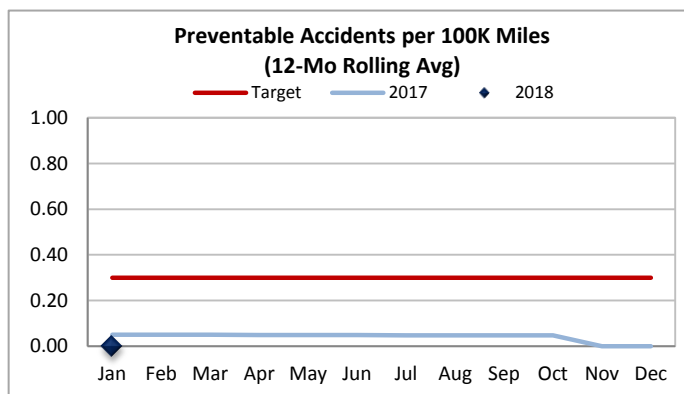
YTD 2018: 2.3



Target: 223.8

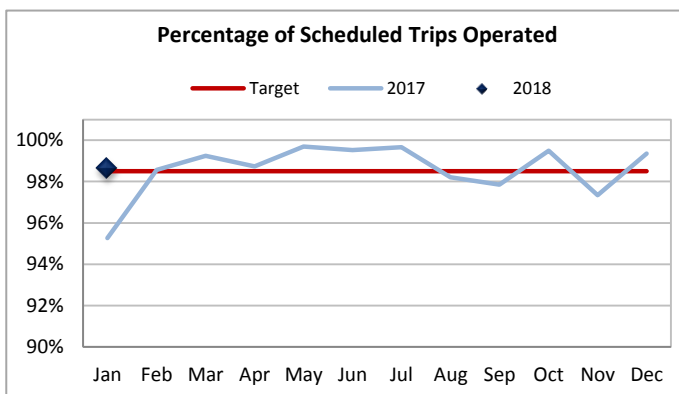
Jan 2018: 210.3

YTD 2018: 210.3



Target: 0.30

12-Mo Avg: 0.00



Target: 98.5%

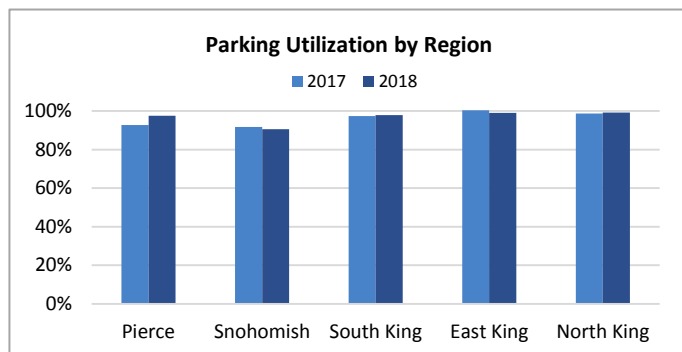
Jan 2018: 98.7%

YTD 2018: 98.7%

# Sound Transit Operations

## January 2018 Service Performance Report

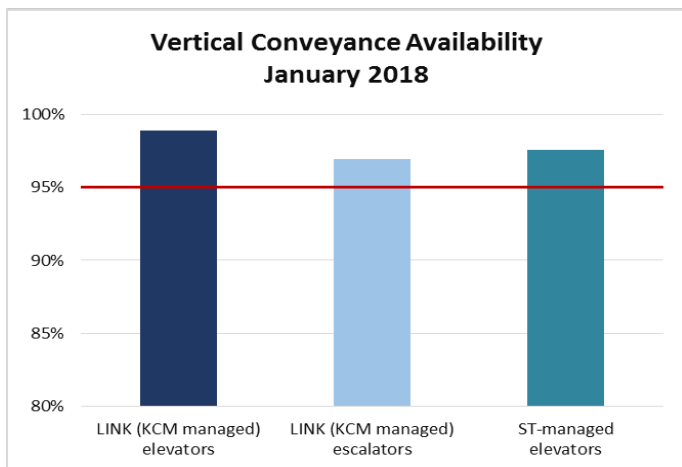
### General Transit



System-wide Permanent & Leased Parking			
January 2018			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,272	91%
North King	239	237	99%
East King	1,266	1,255	99%
South King	5,031	4,929	98%
Pierce	4,965	4,842	98%
<b>System Total</b>	<b>15,114</b>	<b>14,535</b>	<b>96%</b>

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 January this year was 96%, up from 95% in the same period last year.

System-wide utilization grew in Pierce County by 4.8% while King County overall remained essentially flat. Snohomish parking utilization decreased slightly by 1.2%. Many of our parking facilities continue to be at or near capacity.



**Target: 95%**

**ST Elevators: 97.5%**

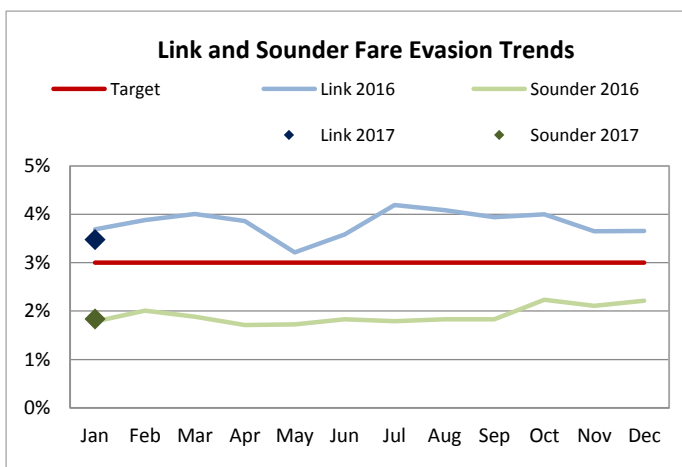
**Link Elevators: 98.9%**

**Link Escalators: 96.9%**

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 97.5% during the month.

KCM managed Link conveyances also exceeded target with elevators reaching 98.9% and escalators reaching 96.9% uptime during January.



**Target: 3%**

**Sounder: 1.8%**

**Link: 3.5%**

Fare Evasion on Link was 3.5%, slightly lower than the same period of last year, but above the 3% targeted range. During the month Link boardings increased 3.6% compared to last year, which combined with fare enforcement officer vacancies, resulted in a lower inspection rate.

Sounder fare evasion is the same versus the same month last year, with final results of 1.8% for the month.

Overall, combined fare evasion was 3.2%, slightly above the targeted range. Fare inspections reached 6.8% of all rail passengers in January 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 <sup>1</sup>	On-Time Performance <sup>2</sup>	Relationship	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Preventable Accidents per 100,000 Miles (Rolling 12 Months) <sup>5</sup>	Farebox Recovery (Rolling 12 Months) <sup>6</sup>
Targets <sup>7</sup>	482,879	≥ 99.8%	≥ 90.0%	≥ 85.0%	18,860,000	39.1	< 15.0	< 15.0	6	259	36.5
Jan	41,350	99.9%	99.0%	94.1%	87.1%	1,507,910	36.5	17.2	6	0.66	29.5%
Feb											
Mar											
Apr											
May											
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	41,350	99.9%	99.0%	94.1%	87.1%	1,507,910	36.5	259	17.2	6	0.66
YTD	41,350	99.9%	99.0%	94.1%	87.1%	1,507,910	36.5	259	17.2	6	0.66
Targets <sup>7</sup>	8,636	≥ 99.5%	≥ 90.0%	≥ 95.0%	4,650,000	538	< 15.0	< 15.0	≤ 1.00	28.1%	29.5%
Jan	742	99.2%	100.0%	88.9%	96.2%	416,508	561.3	23	5.5	0	0.00
Feb											
Mar											
Apr											
May											
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	742	99.2%	100.0%	88.9%	96.2%	416,508	561.3	23	5.5	0	0.00
YTD	742	99.2%	100.0%	88.9%	96.2%	416,508	561.3	23	5.5	0	0.00
Targets <sup>7</sup>	102,616	≥ 98.5%	≥ 90.0%	≥ 90.0%	25,200,000	246	< 15.0	< 15.0	< 0.30	35.2%	41.8%
Jan	8,671	98.7%	98.0%	96.5%	94.5%	90.0%	210.3	42	2.3	0	0.00
Feb											
Mar											
Apr											
May											
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	8,671	98.7%	98.0%	96.5%	94.5%	90.0%	210.3	42	2.3	0	0.00
YTD	8,671	98.7%	98.0%	96.5%	94.5%	90.0%	210.3	42	2.3	0	0.00
Targets <sup>7</sup>	49,194	≥ 98.5%	≥ 90.0%	≥ 98.5%	N/A	940,000	19.1	< 15.0	≤ 1.7	N/A	N/A
Jan	4,062	100.0%	100.0%	100.0%	N/A	78,644	19.4	0	0.0	0	1.31
Feb											
Mar											
Apr											
May											
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	4,062	100.0%	100.0%	100.0%	N/A	78,644	19.4	0	0.0	0	1.31
YTD	4,062	100.0%	100.0%	100.0%	N/A	78,644	19.4	0	0.0	0	1.31
Targets <sup>7</sup>	102,616	≥ 98.5%	≥ 90.0%	≥ 90.0%	25,200,000	246	< 15.0	< 15.0	< 0.30	35.2%	41.8%
Jan	8,671	98.7%	98.0%	96.5%	94.5%	90.0%	210.3	42	2.3	0	0.00
Feb											
Mar											
Apr											
May											
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	8,671	98.7%	98.0%	96.5%	94.5%	90.0%	210.3	42	2.3	0	0.00
YTD	8,671	98.7%	98.0%	96.5%	94.5%	90.0%	210.3	42	2.3	0	0.00

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

<sup>2</sup> Actual performance compared to the Budget standard-ST Express: >85%, Sounder: >95%, Link: >90%, Tacoma Link: >98.5%.

<sup>3</sup> Headways are scheduled intervals between trips.

<sup>4</sup> An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.

<sup>5</sup> YTD Preventable accidents per 100,000 miles is based on a rolling 12-month period of data.

<sup>6</sup> Farebox recovery is calculated as farebox revenues divided by total modal operating expenses based on a rolling 12-month period of data.

<sup>7</sup> Year end target