

Sound Transit Operations

June 2017 Service Performance Report

Ridership

Total Boardings by Mode						
	Jun-16	Jun-17	% Δ	YTD-16	YTD-17	% Δ
ST Express	1,617,698	1,600,544	-1.1%	9,229,279	9,230,449	0.0%
Sounder	372,263	382,030	2.6%	2,149,760	2,179,183	1.4%
Tacoma Link	73,634	82,720	12.3%	481,396	495,552	2.9%
Link	1,791,178	2,113,450	18.0%	8,242,311	11,168,120	35.5%
Paratransit	4,154	5,084	22.4%	22,907	29,803	30.1%
System Total	3,858,927	4,183,827	8.4%	20,125,653	23,103,107	14.8%

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

June 2016:	22 Weekdays	4 Saturdays	4 Sundays
June 2017:	22 Weekdays	4 Saturdays	4 Sundays

Sound Transit ridership increased by 325K, or 8.4%, compared to June 2016. System-wide average weekday boardings increased by 8.4% during the month.

ST Express ridership decreased by 17K, or 1.1%. Average weekday boardings also decreased slightly during the month, by 0.2%. On May 31, the South Bellevue Park & Ride closed. As expected, average weekday ridership on the ST Express route 550 decreased by 4%, or about 500 riders, during the month. Even with the slight ridership decline, route 550 (Bellevue-Seattle) remains Sound Transit's busiest route, averaging over 10,500 riders each weekday. Despite the closure of the Overlake Park & Ride in early May, average weekday ridership on route 541 (Overlake-U. District) and route 545 (Redmond-Seattle) increased compared to last year by 27% and 2%, respectively. This ridership growth suggests that riders have adapted to the closure by either switching their boarding location to the nearby Overlake Village Park & Ride, or are finding alternate ways of accessing the routes.

Sounder ridership increased by 10K, or 2.6%, compared to June 2016. Average weekday boardings on Sounder increased by 3.2% compared to same period last year, surpassing 17K average weekday riders.

Tacoma Link ridership increased by 9K, or 12.3%, during the month. Similarly, average weekday, Saturday, and Sunday boardings were up 5.4%, 53.2%, and 79.2%, respectively. The Tacoma Festival of Sail and special event service helped drive ridership growth during the month.

Link ridership increased by 322K, or 18%, compared to the same period last year. Average weekday boardings were also up by 18.5%. The continued increase in monthly ridership and average weekday boardings is attributed to the opening of the Link extensions in 2016.

Paratransit services increased by 22.4% compared to June 2016. 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.

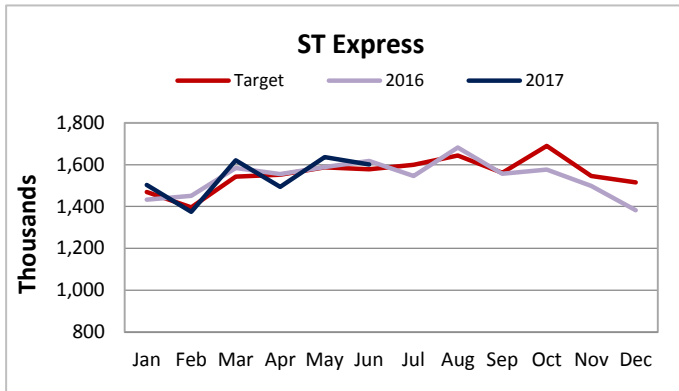
Average Daily Boardings									
Mode	Weekday			Saturday			Sunday		
	Jun-16	Jun-17	% Δ	Jun-16	Jun-17	% Δ	Jun-16	Jun-17	% Δ
ST Express	65,877	65,719	-0.2%	23,733	21,894	-7.7%	18,370	16,790	-8.6%
Sounder	16,587	17,125	3.2%	2,192	0	N/A	2,578	1,761	-31.7%
Tacoma Link	2,927	3,086	5.4%	1,663	2,549	53.2%	646	1,157	79.2%
Link	64,942	76,954	18.5%	49,785	52,168	4.8%	40,832	52,948	29.7%
Paratransit	138	169	22.4%	138	169	22.4%	138	169	22.4%
System Total	150,471	163,053	8.4%						

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

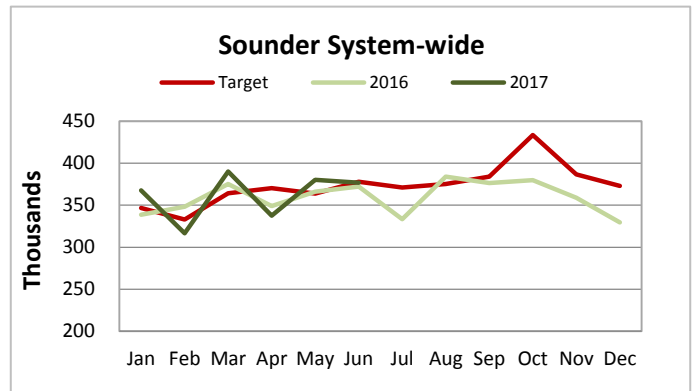
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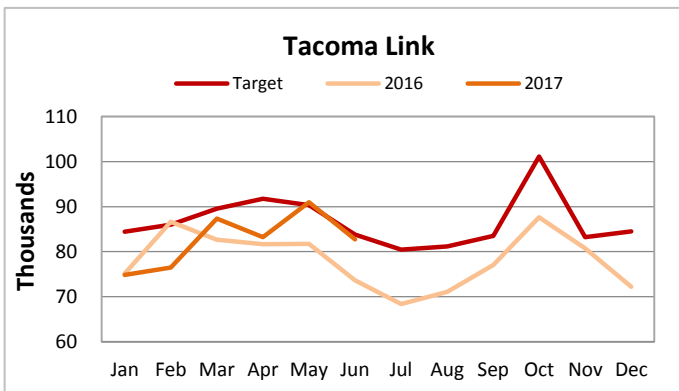
Monthly Ridership Trends by Mode



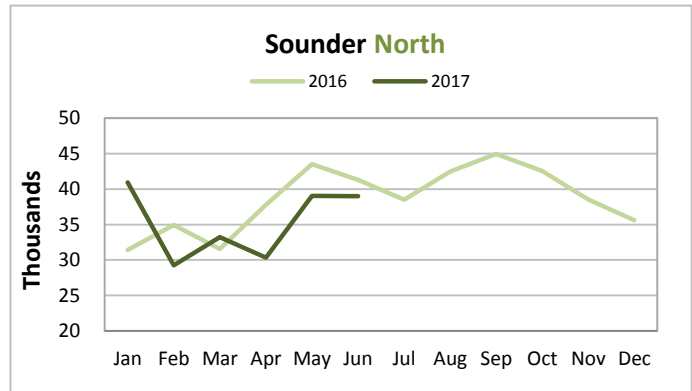
ST Express ridership decreased by 1.1%, or 17K, compared to the same time last year. YTD ridership is 1% above the YTD target.



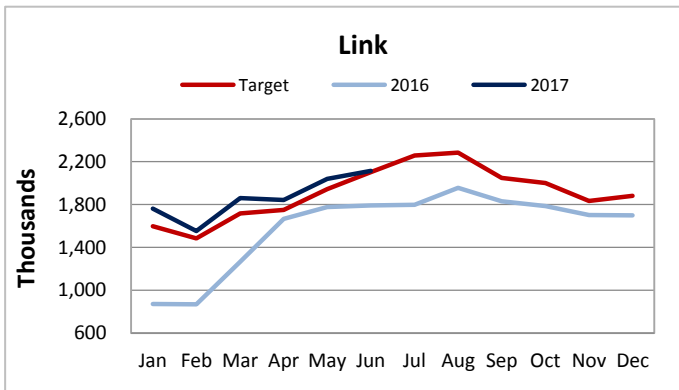
Sounder system-wide ridership increased by 2.6% compared to the prior year and average weekday boardings increased by 3.2%. YTD ridership is 1% above the YTD target.



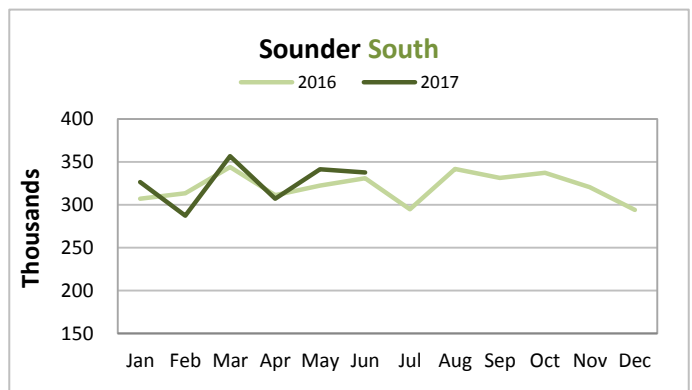
Tacoma Link ridership increased by 12.3% compared to June 2016. Average weekday, Saturday, and Sunday boardings were also up compared to the same time last year by 5.4%, 53.2%, and 79.2%, respectively. YTD ridership is about 6% below the YTD target.



Sounder North ridership decreased by 5.5%, or 2.3K; however, average weekday boardings increased by 3.9%.



Link ridership was up 18% and average weekday, Saturday, and Sunday boardings increased by 18.5%, 4.8%, and 29.7%, respectively, compared to June 2016. YTD ridership is about 5% above the YTD target.



Sounder South ridership increased by 2%, or 6.8K, and average weekday boardings increased by 3%.

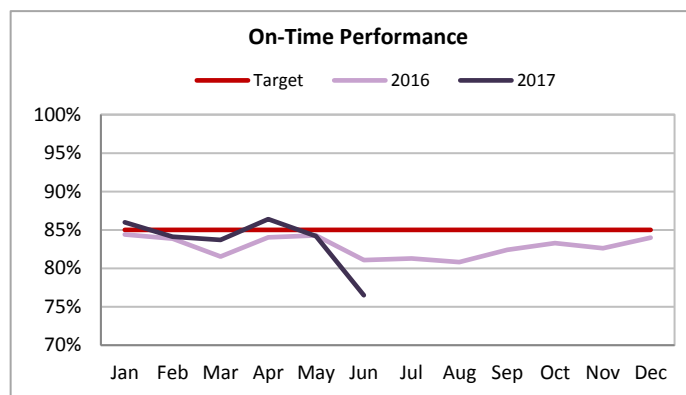
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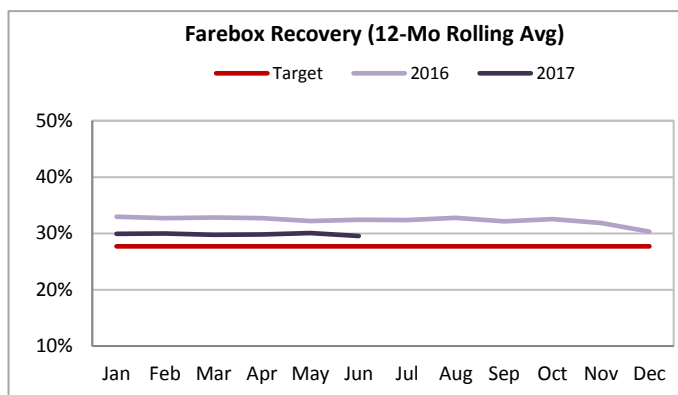
ST Express

Highlights

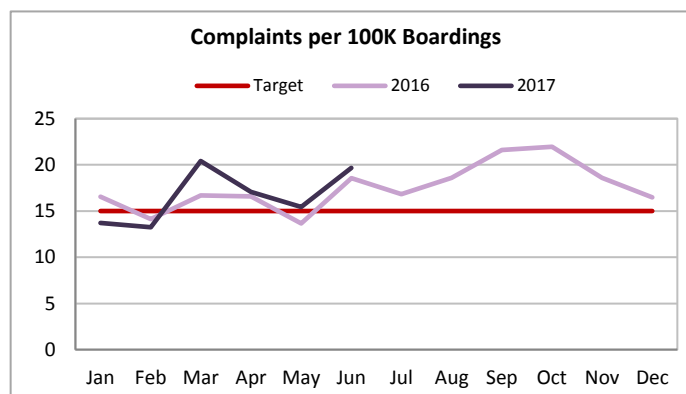
- On-time performance was below target for the month at 76.5%. Low OTP and traffic congestion impacted customer complaints, which exceeded target for the month at 19.7 complaints per 100K boardings. The most common customer complaint during the month was related to boarding delays and late arrivals.
- Farebox recovery remained consistent at 29.5% coming in above the annual target of 27.7%.
- Passengers per trip met target for the month at 39.3 but was shy of the YTD target at 38.2.



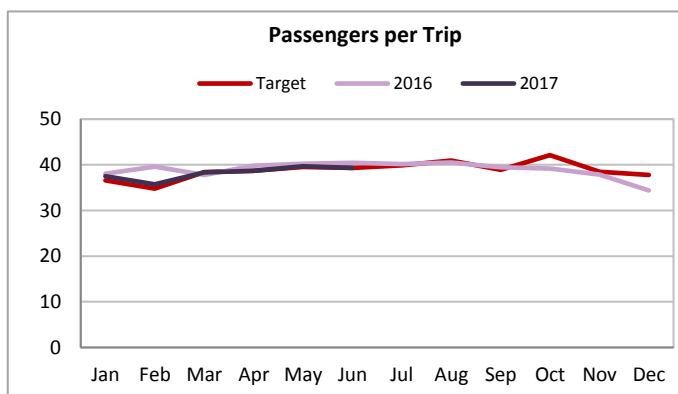
Target: 85% Jun 2017: 76.5% YTD 2017: 83.5%



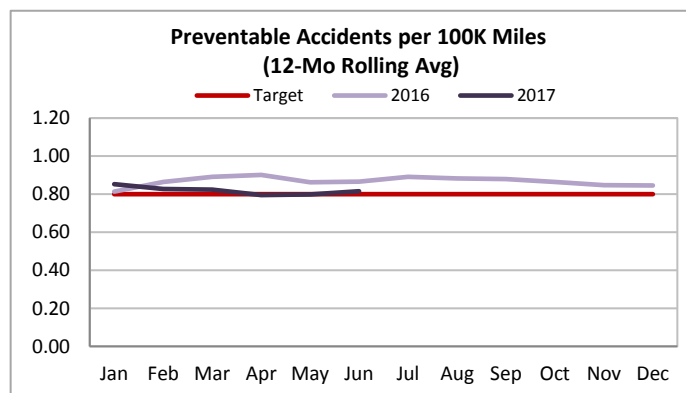
Target: 27.7% 12-Mo Avg: 29.5%



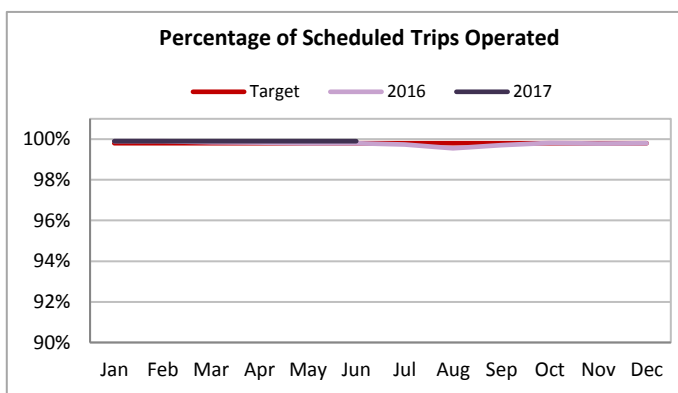
Target: < 15 Jun 2017: 19.7 YTD 2017: 16.7



Target: 39.3 Jun 2017: 39.3 YTD 2017: 38.2



Target: 0.80 12-Mo Avg: 0.82



Target: 99.8% Jun 2017: 99.9% YTD 2017: 99.9%

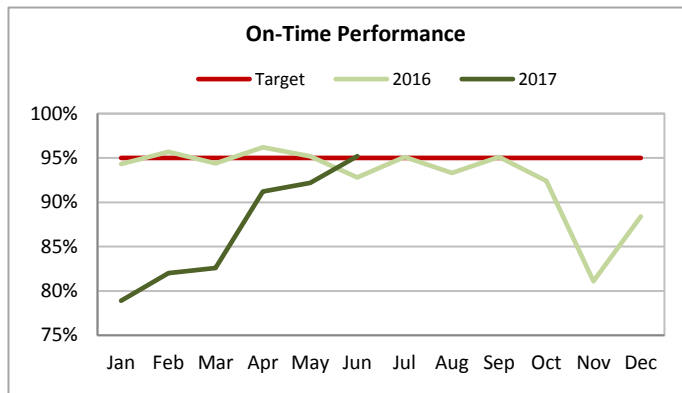
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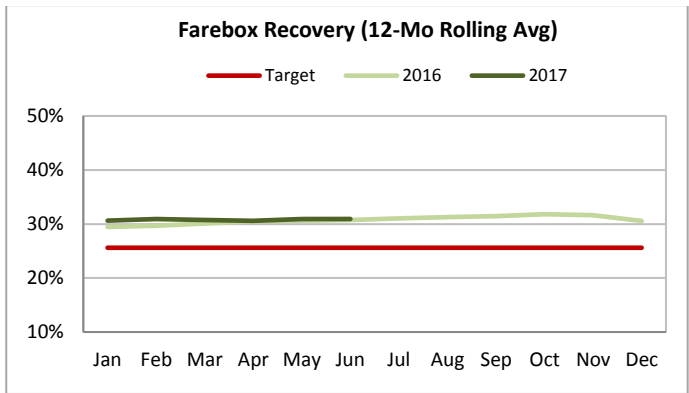
Sounder Commuter Rail

Highlights

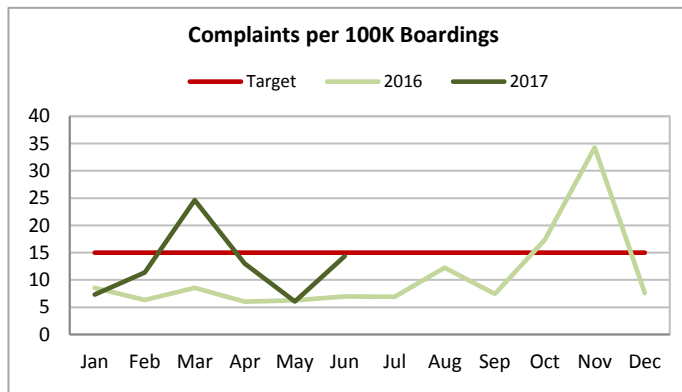
- On-time performance has significantly improved compared to previous months and met target in June at 95.2%.
- Farebox recovery and preventable accidents per 100K miles consistently perform better than target.
- Complaints per 100K miles met the target at 14.33.
- Sounder was just below target for passengers per trip and percentage of scheduled trips operated in June.



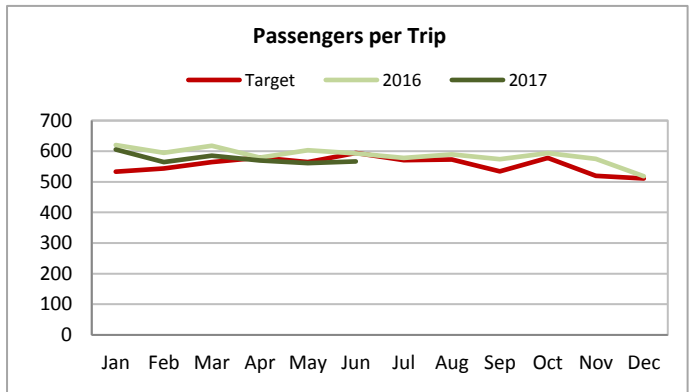
Target: 95.0% Jun 2017: 95.2% YTD 2017: 87.0%



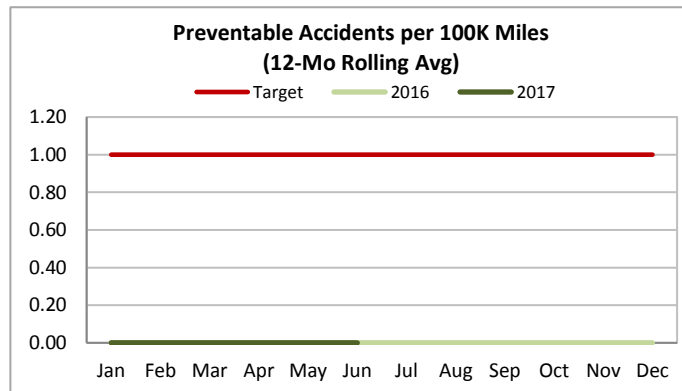
Target: 25.6% 12-Mo Avg: 30.9%



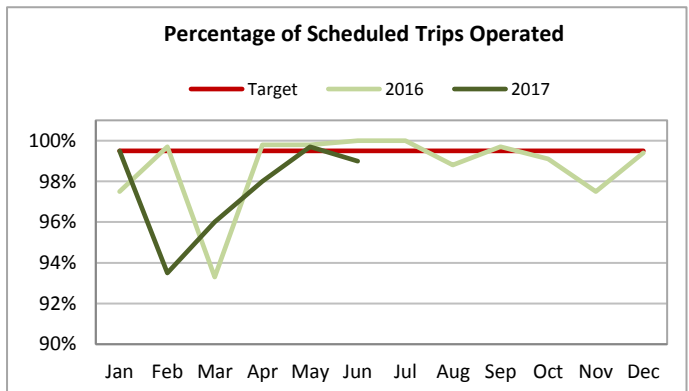
Target: < 15 Jun 2017: 14.33 YTD 2017: 12.91



Target: 594.1 Jun 2017: 566.5 YTD 2017: 575.3



Target: 1.00 12-Mo Avg: 0.00



Target: 99.5% Jun 2017: 99.0% YTD 2017: 97.6%

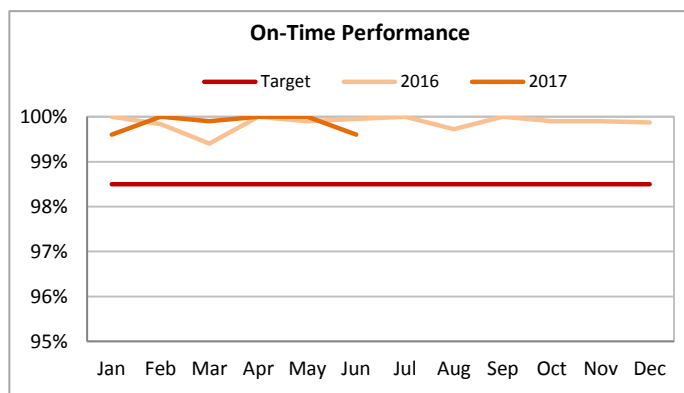
Sound Transit Operations

June 2017 Service Performance Report

Tacoma Link

Highlights

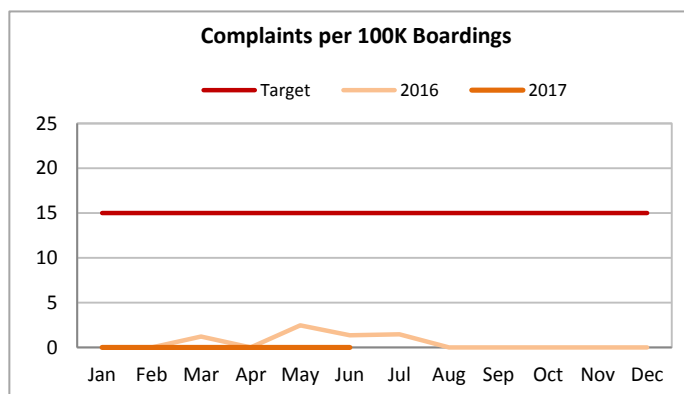
- Tacoma Link consistently performs better than target for on-time performance, complaints per 100K boardings, and percentage of scheduled trips operated.
- Passengers per trip trended slightly below target at 19.8 for the month of June and 20.3 YTD.
- Preventable accidents per 100K miles is based on a 12-month rolling average. Tacoma Link's 12-month rolling average was 2.62 due to one preventable accident that occurred in the yard during non-revenue hours in December 2016 and one preventable accident that occurred during service in June.



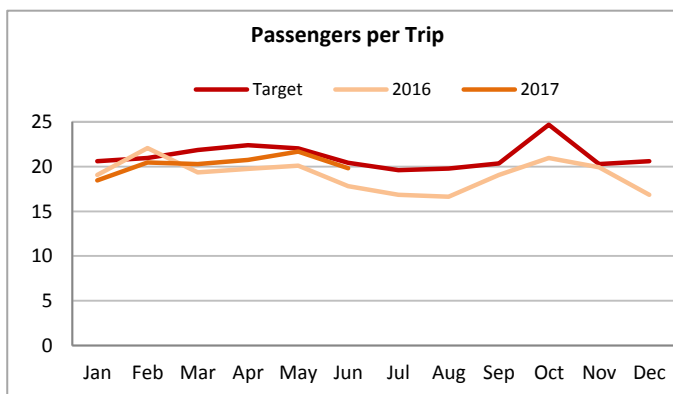
Target: 98.5% Jun 2017: 99.6% YTD 2017: 99.9%

Farebox Recovery (12-Mo Rolling Avg)

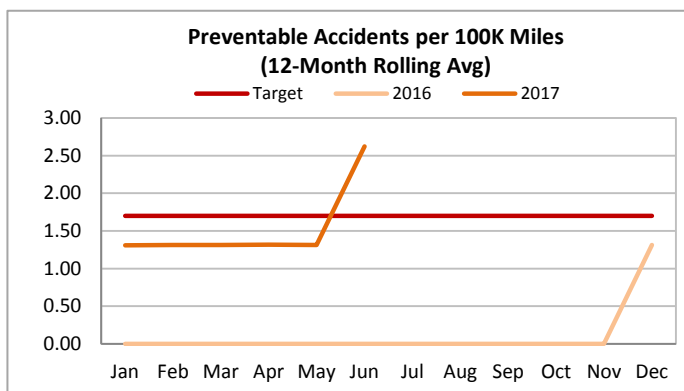
Tacoma Link to remain fare-free until 2022.



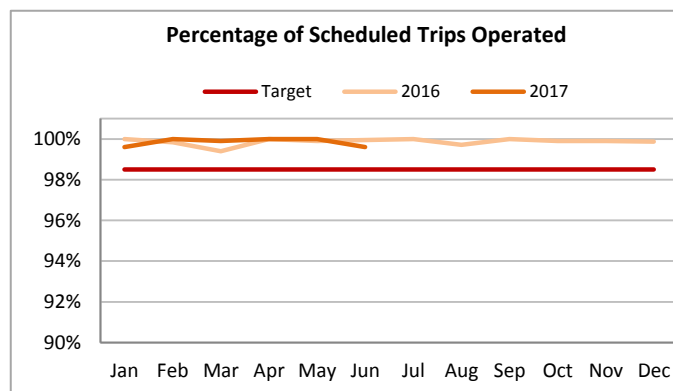
Target: < 15 Jun 2017: 0.0 YTD 2017: 0.0



Target: 20.4 Jun 2017: 19.8 YTD 2017: 20.3



Target: < 1.7 12-Mo Avg: 2.62



Target: 98.5% Jun 2017: 99.6% YTD 2017: 99.9%

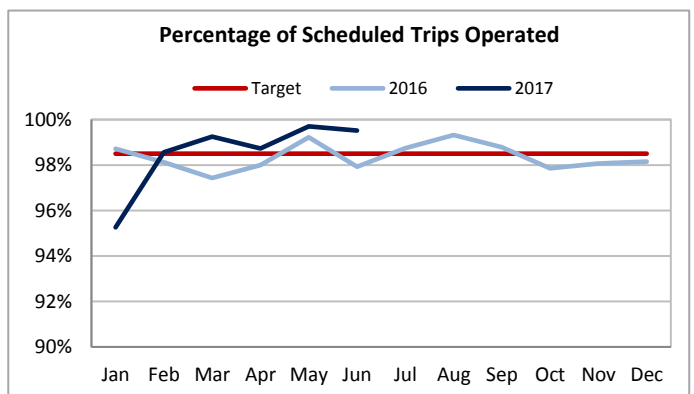
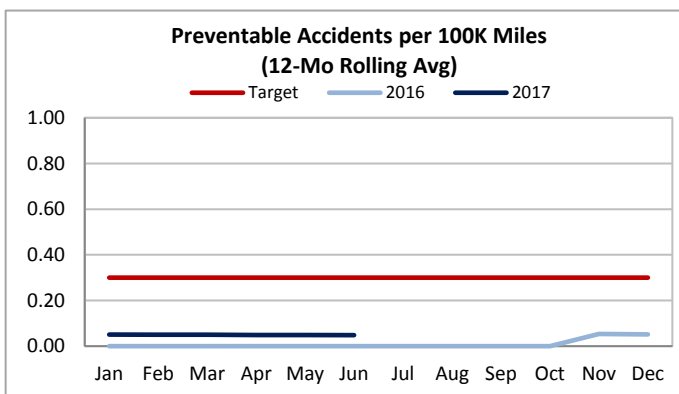
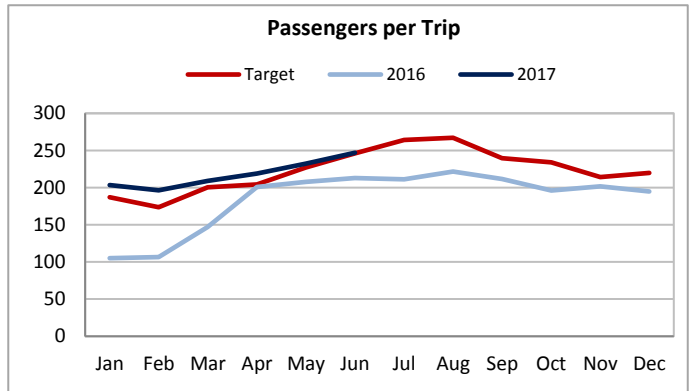
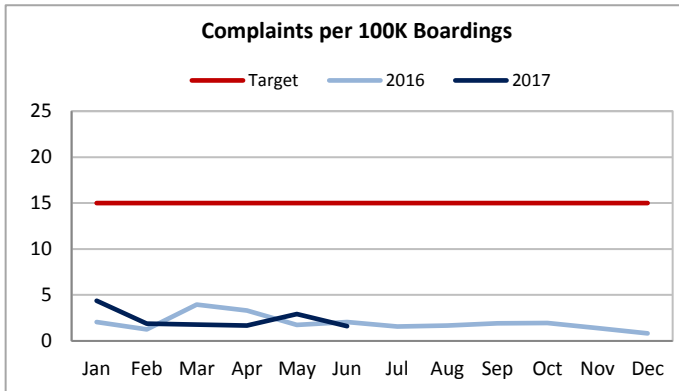
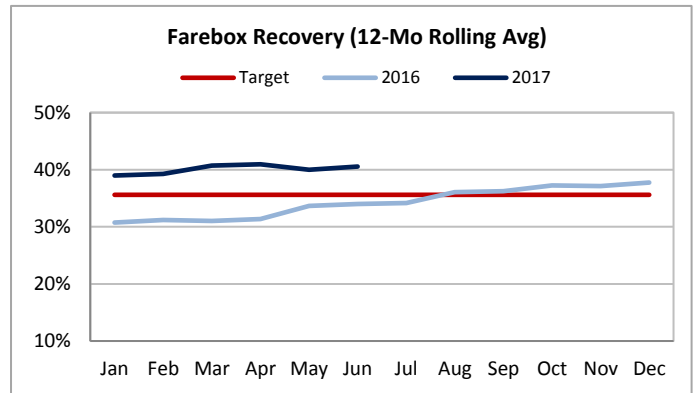
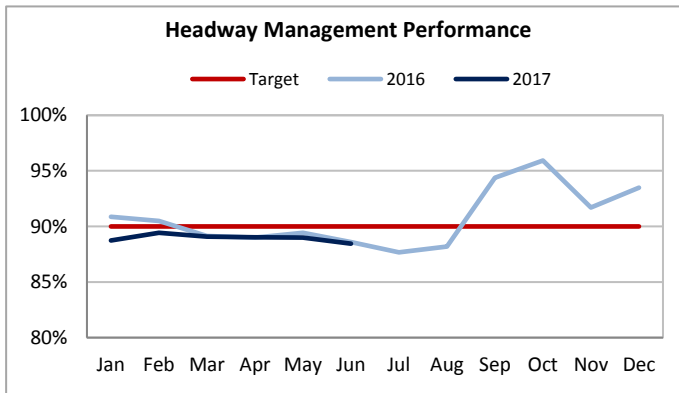
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Link

Highlights

- Link met all monthly targets with the exception of headway management performance. Performance was below target at 88.5% due to delays in the DSTT and along the MLK corridor.
- Passengers per trip exceeded the monthly target at 247 and is expected to keep tracking to the YTD target.
- Preventable accidents per 100K miles is based on a 12-month rolling average. Link's 12-month rolling average was 0.05 due to one non-revenue preventable accident in the wash bay in November 2016.

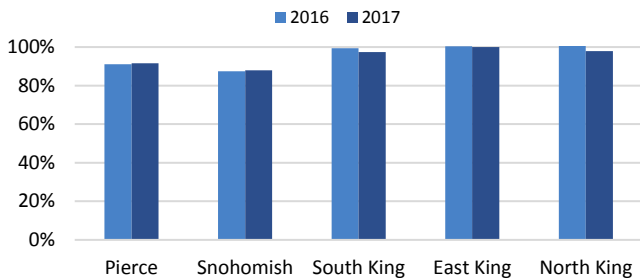


Sound Transit Operations

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General Transit

Parking Utilization by Region



System-wide Permanent & Leased Parking

June 2017

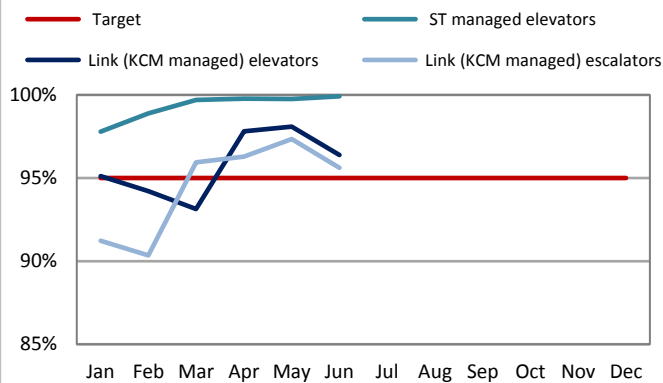
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,180	88%
North King	239	234	98%
East King	1,266	1,266	100%
South King	5,031	4,897	97%
Pierce	5,013	4,589	92%
System Total	15,162	14,166	93%

A total of 15,162 parking stalls are available at 29 locations in Pierce, Snohomish, and King County. Overall, the number of spaces available to customers increased by 7.6% compared to last year and the number of customers utilizing the spaces increased by 7.4%.

Angle Lake garage and surface lot introduced 1,160 parking spaces with the opening of the new station in September 2016. Utilization of the parking stalls at this station has steadily increased since its opening and in its ninth full month of operation, the garage spaces are well utilized at 97%.

System-wide utilization is at 93% and many of our parking facilities continue to be at or near capacity. Both Pierce and Snohomish County regions experienced 0.5% growth in parking utilization compared to last year. Meanwhile, King County usage decreased by 2.1%.

Vertical Conveyance Availability



Target: 95%

ST Elevators: 99.9%

Link Elevators: 96.4%

Link Escalators: 95.6%

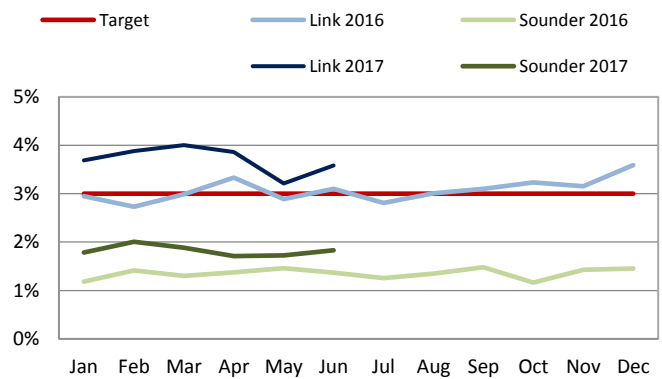
Targeted availability is set at 95% to match contract standards.

Sound Transit managed elevators at ST Express and Sounder locations consistently perform above the 95% target availability and achieved 99.9% in the month of June.

Link elevators, which are managed by KCM, were above targeted availability levels at 96.4% during the month of June.

KCM managed Link escalators were above target for the period at 95.6% availability.

Link and Sounder Fare Evasion Trends



Target: 3%

Sounder: 1.8%

Link: 3.6%

Fare Evasion on Link was 3.6%, an increase compared to June 2016, and above the 3% targeted range. June Link boardings increased 18% compared to last year, which combined with fare enforcement officer vacancies, resulted in a lower inspection rate.

Sounder fare evasion also increased compared to the same time last year, with final results of 1.8% for the month.

Overall, combined fare evasion was 3.3%, above the targeted range. Fare inspections reached 5% of all rail passengers in June 2017, below the targeted inspection rate of 10% primarily due to staffing vacancies and higher ridership.

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	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	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				
Targets ⁷	≥ 99.8%	> 90.0%	80.0%	≥ 85.0%	18,680,000	38.8	< 15.0	< 0.80	27.7%	Targets ⁷	≥ 98.5%	> 90.0%	≥ 98.5%	N/A	1,040,001	21.1	< 15.0	≤ 1.66	N/A								
Jan	40,103	99.9%	98.0%	86.0%	1,503,335	37.5	206	13.7	11	0.85	29.9%	Jan	4,052	99.6%	100.0%	81.7%	N/A	74,823	18.5	0	0.0	0	1.31	N/A			
Feb	38,457	99.9%	99.0%	84.1%	1,373,960	35.7	182	13.2	9	0.83	30.0%	Feb	3,732	100.0%	100.0%	97.6%	N/A	76,456	20.5	0	0.0	0	1.31	N/A			
Mar	42,283	99.9%	99.0%	83.7%	1,621,495	38.3	331	20.4	14	0.82	29.8%	Mar	4,303	99.9%	93.0%	98.9%	N/A	87,359	20.3	0	0.0	0	1.31	N/A			
Apr	38,615	99.9%	99.9%	86.4%	1,494,315	38.7	255	17.1	7	0.80	29.8%	Apr	4,010	100.0%	100.0%	95.6%	N/A	83,218	20.8	0	0.0	0	1.32	N/A			
May	41,244	99.9%	99.9%	84.2%	1,636,800	39.7	253	15.5	7	0.80	30.1%	May	4,194	100.0%	98.0%	92.5%	N/A	90,976	21.7	0	0.0	0	1.31	N/A			
Jun	40,683	99.9%	98.0%	76.5%	1,600,544	39.3	315	19.7	13	0.82	29.5%	Jun	4,174	99.6%	98.0%	100.0%	N/A	82,720	19.8	0	0.0	1	2.62	N/A			
Jul												Jul															
Aug												Aug															
Sep												Sep															
Oct												Oct															
Nov												Nov															
Dec												Dec															
YTD	241,385	99.9%	99.0%	83.5%	9,230,449	38.2	1,542	16.7	61	0.82	29.5%	YTD	24,465	99.9%	98.2%	94.4%	99.9%	N/A	495,552	20.3	0	0.0	1	2.62	N/A		
Sounder														Link													
Targets ⁷	≥ 95.5%	> 90.0%	82.0%	≥ 95.0%	4,479,999	555.0	< 15.0	≤ 1.00	25.6%	Targets ⁷	≥ 98.5%	> 90.0%	≥ 90.0%	≥ 90.0%	22,900,002	223.0	< 15.0	< 0.30	35.6%								
Jan	607	99.5%	100.0%	78.9%	367,533	605.5	27	7.3	0	0.00	30.6%	Jan	8,653	95.3%	96.0%	96.1%	90.5%	88.7%	1,760,914	203.5	77	4.4	0	0.05	39.0%		
Feb	561	93.5%	100.0%	82.0%	316,603	564.4	36	11.4	0	0.00	30.9%	Feb	7,898	98.6%	96.0%	95.3%	91.7%	89.4%	1,551,158	196.4	29	1.9	0	0.05	39.3%		
Mar	666	96.0%	100.0%	82.6%	389,985	585.6	96	24.6	0	0.00	30.7%	Mar	8,890	99.3%	98.0%	93.9%	92.1%	89.1%	1,859,043	209.1	33	1.8	0	0.05	40.7%		
Apr	593	98.0%	100.0%	90.3%	337,637	569.4	44	13.0	0	0.00	30.6%	Apr	8,418	98.7%	98.0%	93.5%	92.9%	89.0%	1,843,401	219.0	31	1.7	0	0.05	41.0%		
May	678	99.7%	100.0%	92.2%	380,364	561.0	23	6.0	0	0.00	30.9%	May	8,784	99.7%	97.0%	94.9%	92.0%	89.0%	2,040,154	232.3	60	2.9	0	0.05	40.0%		
Jun	665	99.0%	100.0%	95.2%	376,732	566.5	54	14.3	0	0.00	30.9%	Jun	8,558	99.5%	99.0%	96.1%	92.2%	88.5%	2,113,450	247.0	34	1.6	0	0.05	40.6%		
Jul												Jul															
Aug												Aug															
Sep												Sep															
Oct												Oct															
Nov												Nov															
Dec												Dec															
YTD	3,770	97.6%	100.0%	87.0%	2,168,854	575.3	280	12.9	0	0.00	30.9%	YTD	51,201	98.5%	97.3%	95.0%	91.9%	89.0%	11,168,120	218.1	264	2.4	0	0.05	40.6%		

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