

**Sound Transit Operations
March 2017 Service Performance Report**

Ridership

Total Boardings by Mode						
	Mar-16	Mar-17	% Δ	YTD-16	YTD-17	% Δ
ST Express	1,583,405	1,621,495	2.4%	4,467,503	4,498,789	0.7%
Sounder	375,496	389,985	3.9%	1,062,467	1,071,343	0.8%
Tacoma Link	82,631	87,359	5.7%	244,368	238,638	-2.3%
Link	1,264,457	1,859,043	47.0%	3,005,884	5,171,115	72.0%
Paratransit	3,821	5,297	38.6%	11,084	14,503	30.8%
System Total	3,309,810	3,963,179	19.7%	8,791,306	10,994,388	25.1%

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

March 2016:	23 Weekdays	4 Saturdays	4 Sundays
March 2017:	23 Weekdays	4 Saturdays	4 Sundays

Sound Transit ridership increased by 653K, or 19.7%, compared to March 2016. System-wide average weekday boardings increased by 20.8% during the month. All modes registered increases in ridership during the month of March.

ST Express ridership increased by 38K, or 2.4%, while average weekday boardings also saw an increase of 2.6% during the month. Ridership on routes operating through the I-5 North, I-90, and SR-520 corridors experienced the most growth compared to the same period last year.

Sounder ridership was up 14K, or 3.9%, compared to March 2016. Similarly, average weekday boardings on Sounder were up 3.8% compared to same period last year, surpassing 17K weekday boardings. The increase in ridership is partially attributed to the mid-day trains added in September 2016. The mid-morning train is averaging 120 boardings while the mid-afternoon train is averaging over 375 boardings.

Tacoma Link ridership increased by 5K, or 5.7%, during the month. Similarly, average weekday boardings were up 3.5%. The increase is attributed in part to Pierce Transit not charging fares on their bus service from March 12 through March 18 as part of their March 2017 service change.

Link ridership was up 595K, or 47%, compared to the same period last year. Average weekday boardings were up by 54.4%. The continued increase in monthly ridership and average weekday boardings is due to the opening of the two Link extensions in 2016.

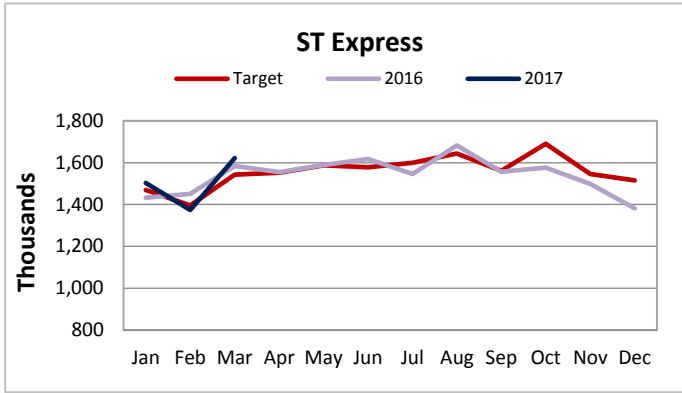
Paratransit services increased by 38.6% compared to March 2016. The increase in Paratransit ridership is attributed to the increased ridership on Link with the opening of the University Link and Angle Lake extensions and additional customers requesting access to the Link system.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Mar-16	Mar-17	% Δ	Mar-16	Mar-17	% Δ	Mar-16	Mar-17	% Δ
ST Express	62,446	64,080	2.6%	21,821	21,047	-3.5%	14,966	15,868	6.0%
Sounder	16,537	17,172	3.8%	1,619	0	N/A	1,834	0	N/A
Tacoma Link	3,159	3,270	3.5%	1,836	2,306	25.6%	656	734	11.9%
Link	43,500	67,174	54.4%	39,314	43,824	11.5%	26,678	34,688	30.0%
Paratransit	123	171	38.6%	123	171	38.6%	123	171	38.6%
System Total	125,765	151,866	20.8%						

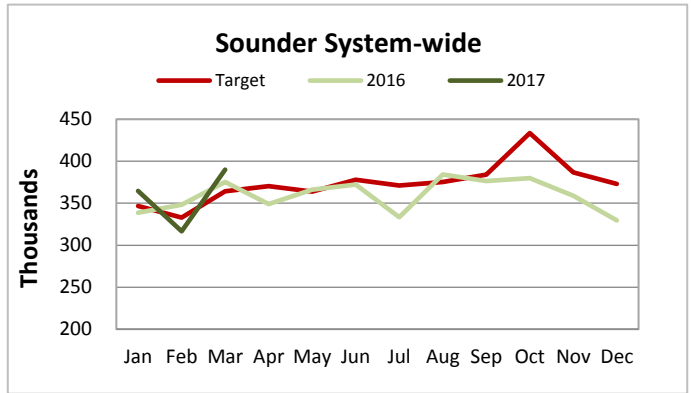
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.

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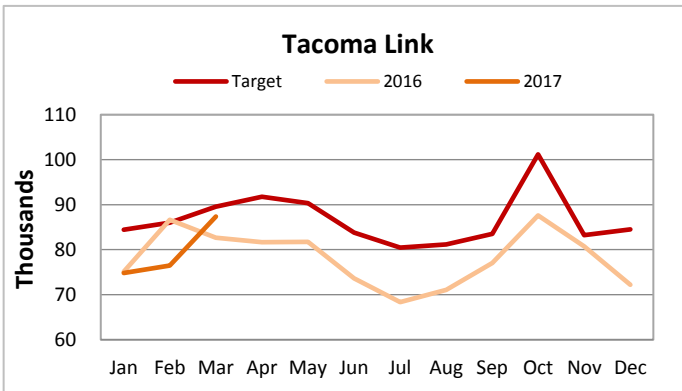
Monthly Ridership Trends by Mode



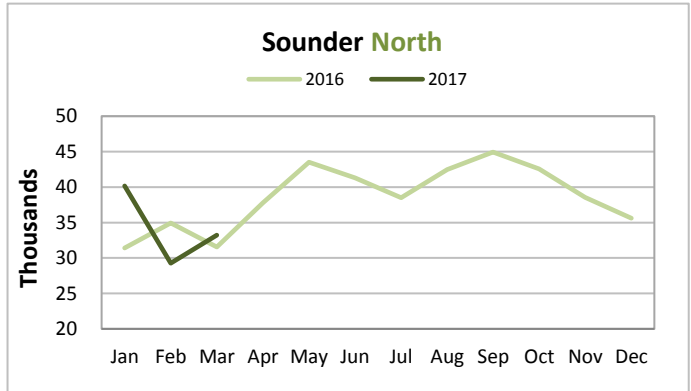
ST Express ridership increased by 2.4% compared to the same time last year. Average weekday boardings also increased by 2.6%.



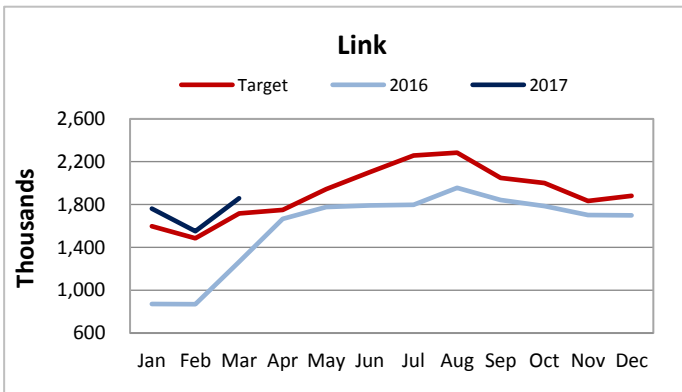
Sounder system-wide ridership increased by 3.9% and average weekday boardings increased by 3.8% compared to March 2016.



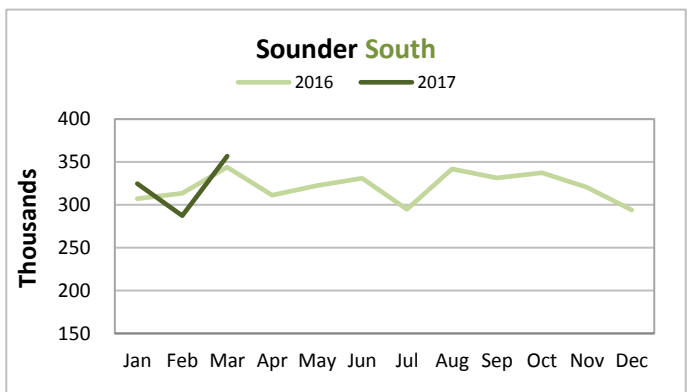
Tacoma Link ridership increased by 5.7% compared to March 2016. Average weekday boardings were also up by 3.5% compared to the same period last year.



Sounder North ridership increased by 5.2% overall and average weekday boardings remained unchanged compared to March 2016.



Link ridership was up 47% compared to March 2016, while average weekday boardings increased by 54.4%. Link's impressive ridership gains are largely a result of the service extensions to the University of Washington and Angle Lake.



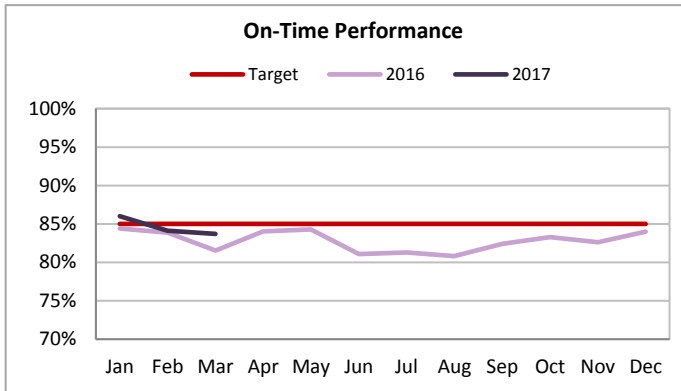
Sounder South ridership increased by 3.7% and average weekday boardings increased by 4.3% compared to March 2016.

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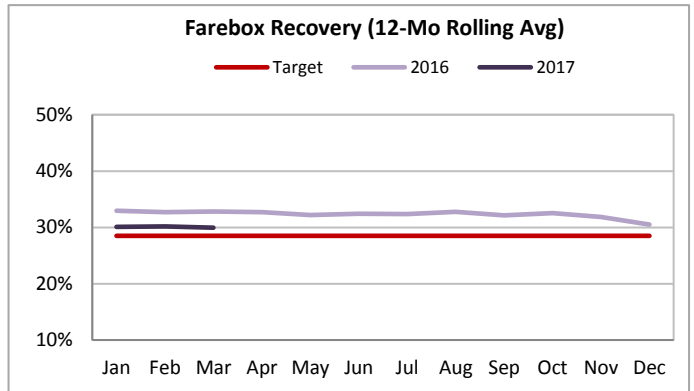
ST Express

Highlights

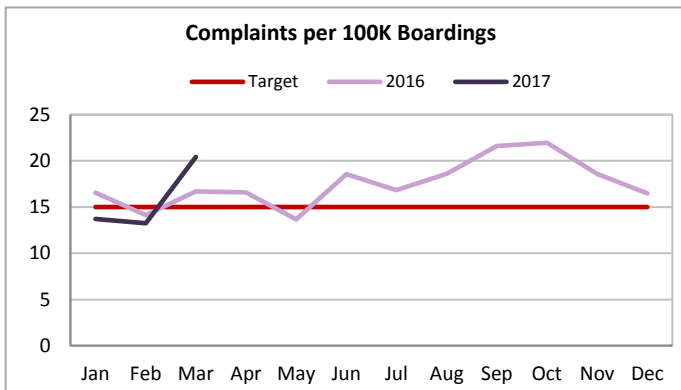
- On-time performance and complaints per 100K boardings continue to be impacted by traffic congestion and overcrowding.
- Passengers per trip came in slightly below target for the month.
- Preventable accidents per 100K miles was close to target at 0.82. Safety is the top priority as staff and partners continue working together to identify and address the issues.



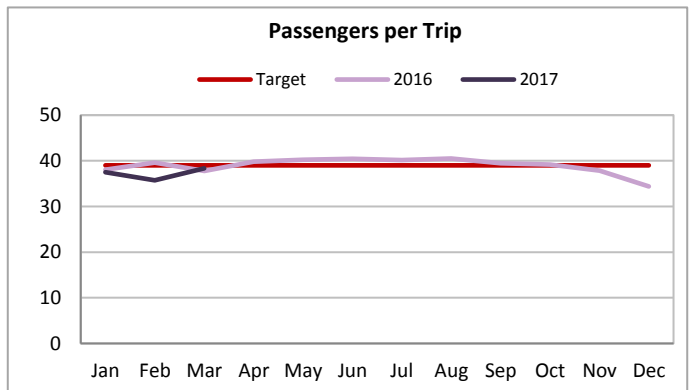
Target: 85% Mar 2017: 83.7% YTD 2017: 84.6%



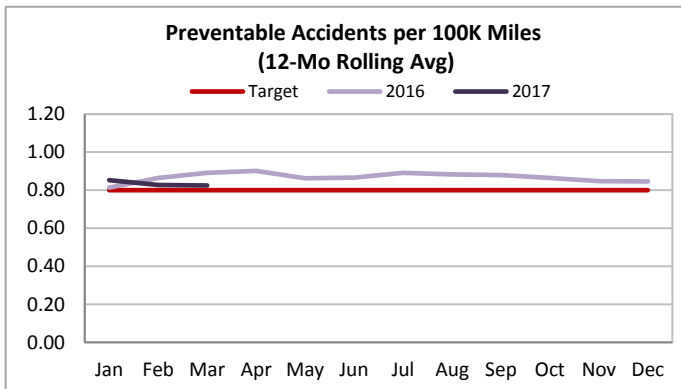
Target: 28.5% 12-Mo Avg: 29.9%



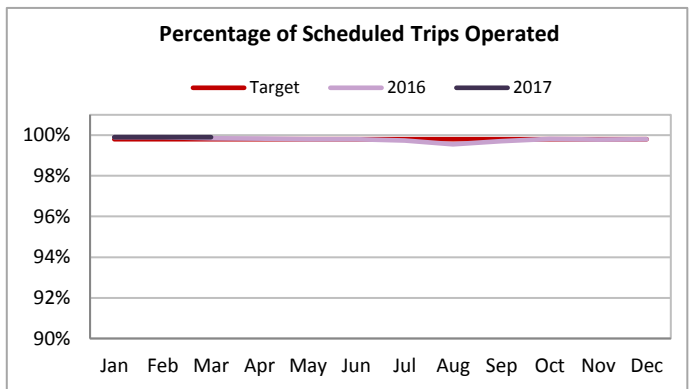
Target: < 15 Mar 2017: 20.4 YTD 2017: 16.0



Target: 38.8 Mar 2017: 38.3 YTD 2017: 37.2



Target: 0.80 12-Mo Avg: 0.82



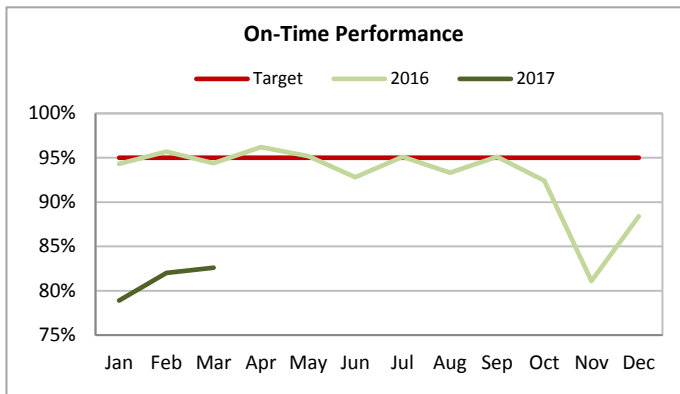
Target: 99.8% Mar 2017: 99.9% YTD 2017: 99.9%

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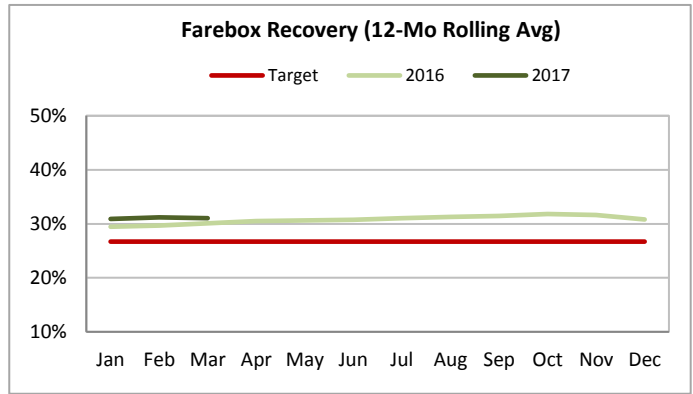
Sounder Commuter Rail

Highlights

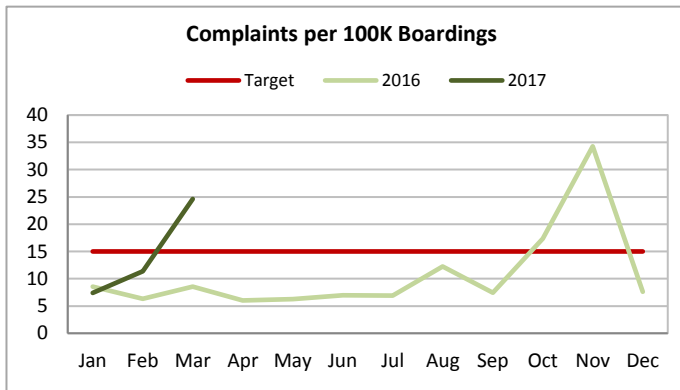
- On-time performance was impacted by increased freight interference due to a high volume of grain and coal trains and by multiple construction projects, that required slow train speeds.
- An increase in annulled trains is the result of an intense rainy season and three days of landslide blockage events that resulted in a BNSF imposed 48-hour passenger train moratorium.
- The majority of customer complaints were related to service delays.



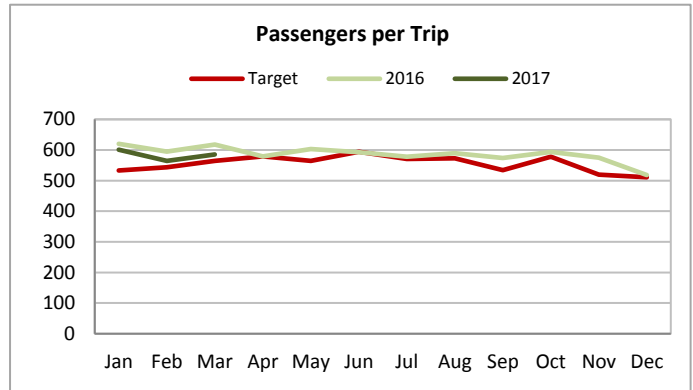
Target: 95.0% **Mar 2017: 82.6%** **YTD 2017: 81.2%**



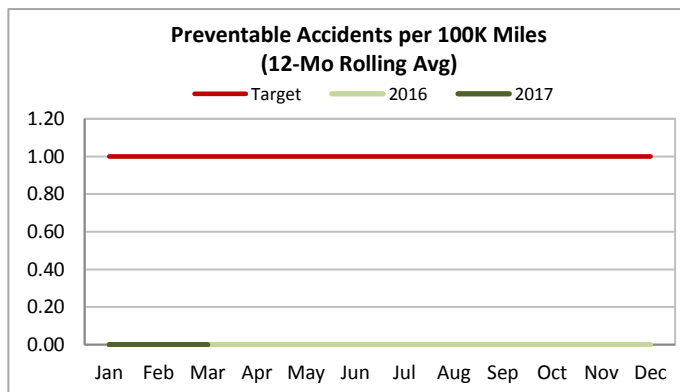
Target: 26.7% **12-Mo Avg: 31.0%**



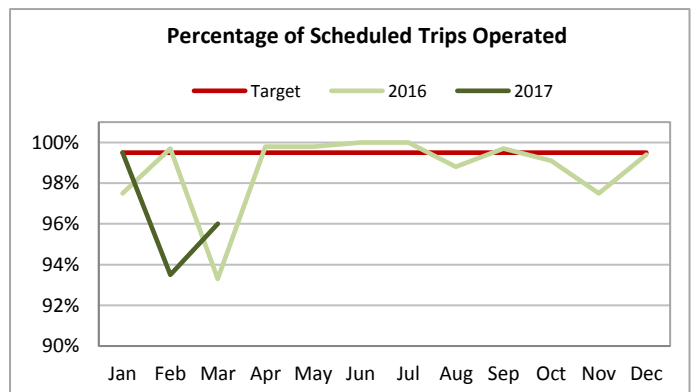
Target: < 15 **Mar 2017: 24.62** **YTD 2017: 14.84**



Target: 555 **Mar 2017: 585.6** **YTD 2017: 584.2**



Target: 1.00 **12-Mo Avg: 0.00**



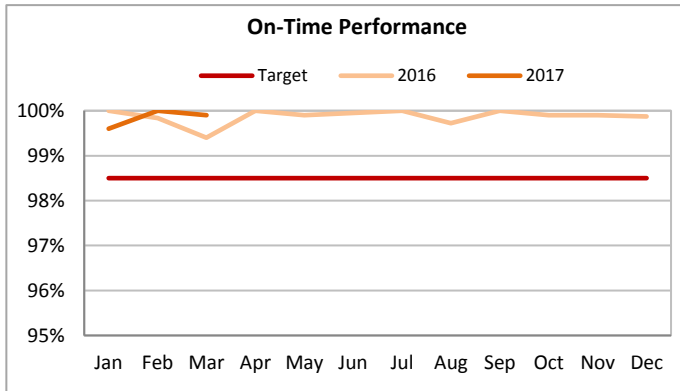
Target: 99.5% **Mar 2017: 96.0%** **YTD 2017: 96.3%**

Sound Transit Operations March 2017 Service Performance Report

Tacoma Link

Highlights

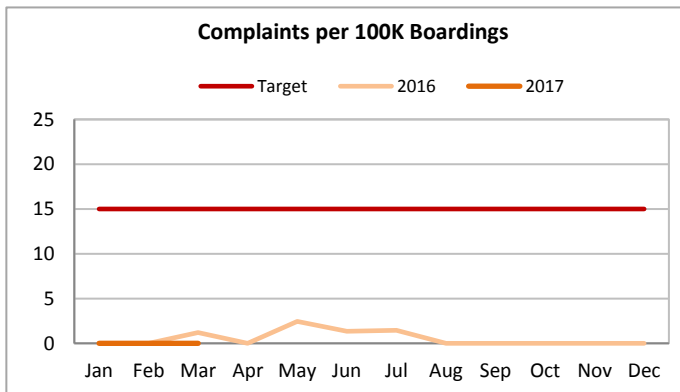
- Tacoma Link consistently performs better than target for on-time performance, complaints per 100K boardings, and percentage of scheduled trips operated.
- Passengers per trip was slightly below target at 20.3 for the month of March.
- Preventable accidents per 100K miles is based on a 12-month rolling average. In March, 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.



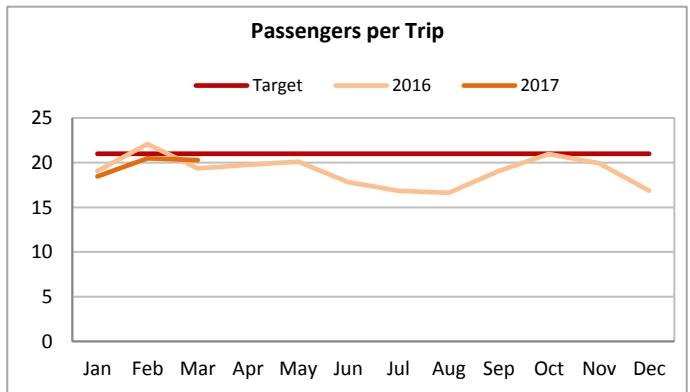
Target: 98.5% Mar 2017: 99.9% YTD 2017: 99.8%

Farebox Recovery (12-Mo Rolling Avg)

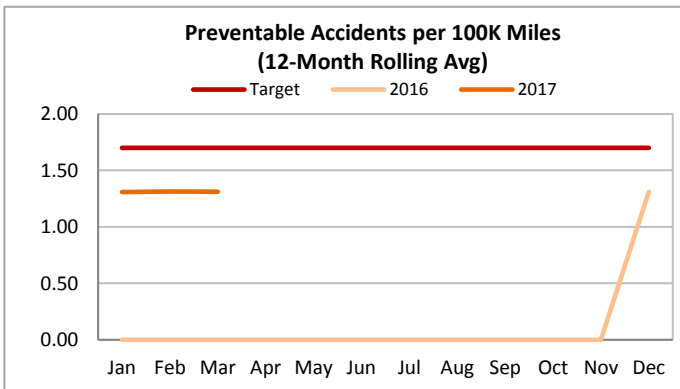
Tacoma Link to remain fare-free until 2022.



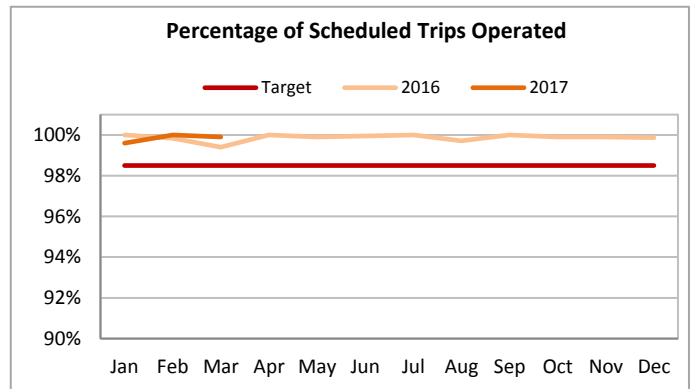
Target: < 15 Mar 2017: 0.0 YTD 2017: 0.0



Target: 21.1 Mar 2017: 20.3 YTD 2017: 19.7



Target: < 1.7 12-Mo Avg: 1.31



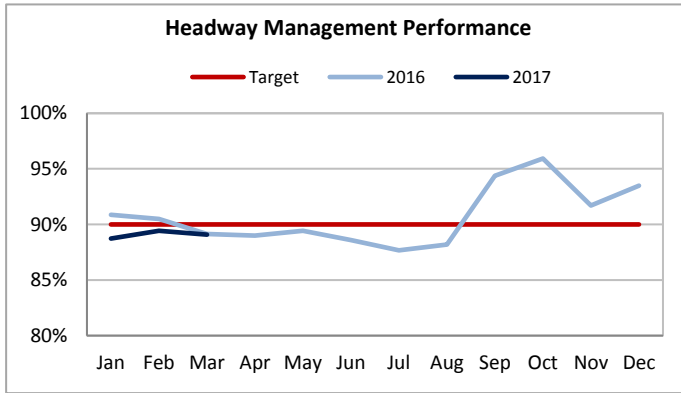
Target: 98.5% Mar 2017: 99.9% YTD 2017: 99.8%

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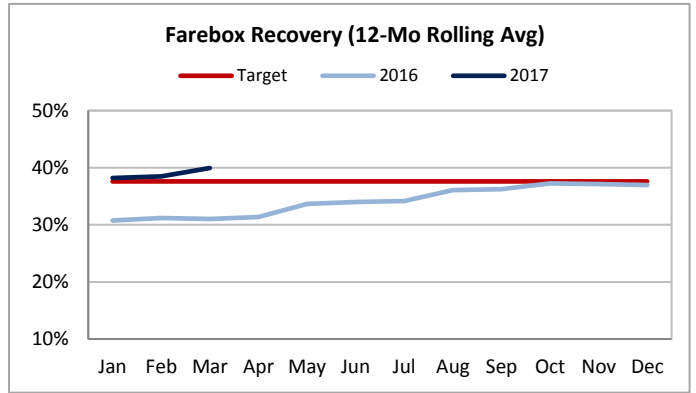
Link

Highlights

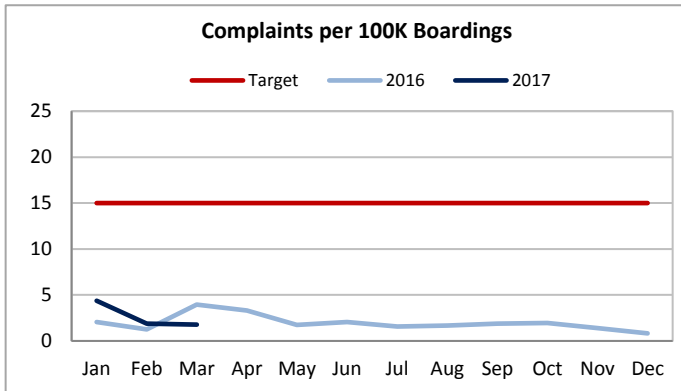
- Headway management performance was below target at 89.1% due to 20% overall loss of MLK cascade and delays in the DSTT.
- Link observed a similar trend as 2016 where passengers per trip fell slightly below target.
- Preventable accidents per 100K miles is based on a 12-month rolling average. In March, Link's 12-month rolling average was 0.05 due to one non-revenue preventable accident in the wash bay in November 2016.
- Percentage of scheduled trips operated improved due to fewer service interruptions compared to previous months.



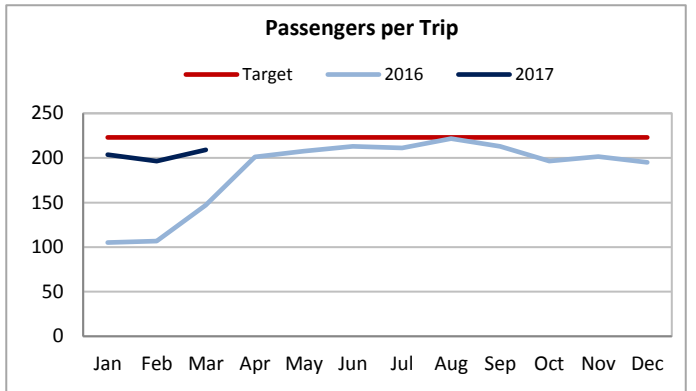
Target: 90% **Mar 2017: 89.1%** **YTD 2017: 89.1%**



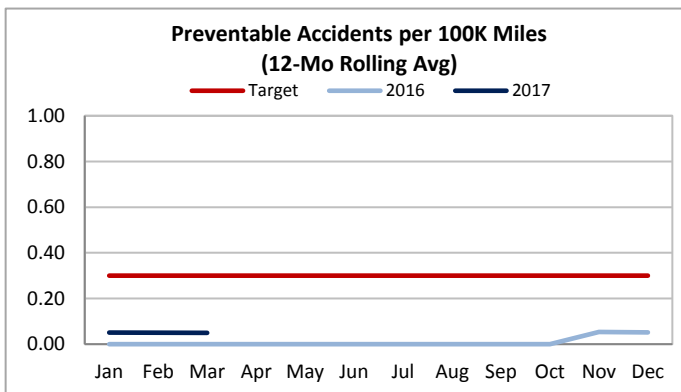
Target: 37.6% **12-Mo Avg: 39.9%**



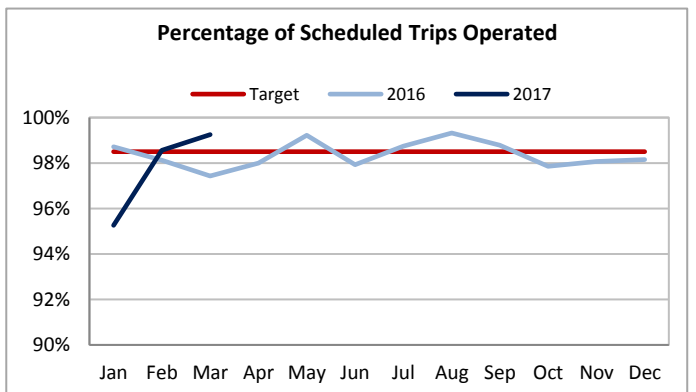
Target: < 15 **Mar 2017: 1.8** **YTD 2017: 2.7**



Target: 223 **Mar 2017: 209.0** **YTD 2017: 203.2**



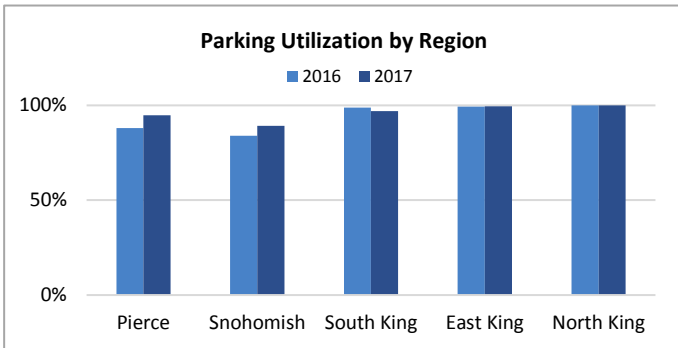
Target: 0.30 **12-Mo Avg: 0.05**



Target: 98.5% **Mar 2017: 99.3%** **YTD 2017: 97.7%**

Sound Transit Operations March 2017 Service Performance Report

General Transit



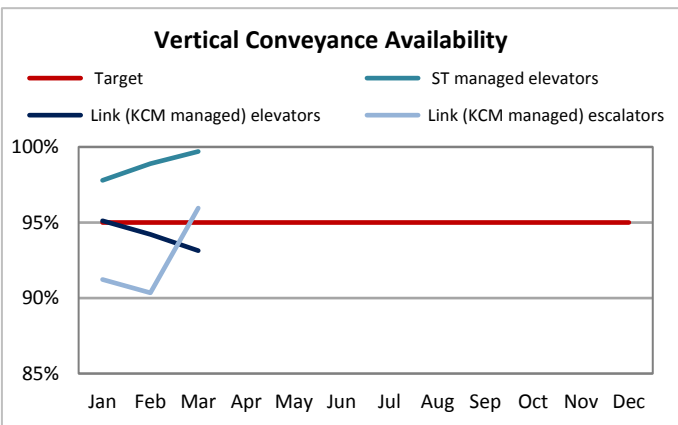
System-wide Permanent & Leased Parking			
March 2017			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,222	89%
North King	239	239	100%
East King	1,488	1,480	99%
South King	5,031	4,876	97%
Pierce	4,913	4,653	95%
System Total	15,284	14,470	95%

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

Overall, the number of spaces available to customers increased by 8.2% compared to last year. Similarly, the number of customers utilizing the spaces increased by 12.2%. System-wide utilization is at 95% and many of our parking facilities continue to be at or near capacity.

The Pierce County region experienced 6.7% growth in parking utilization and Snohomish County usage increased by 5.1%. North, East, and South King regions decreased by 1.9% 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 sixth full month of operation, the garage spaces are well utilized at 96% usage.

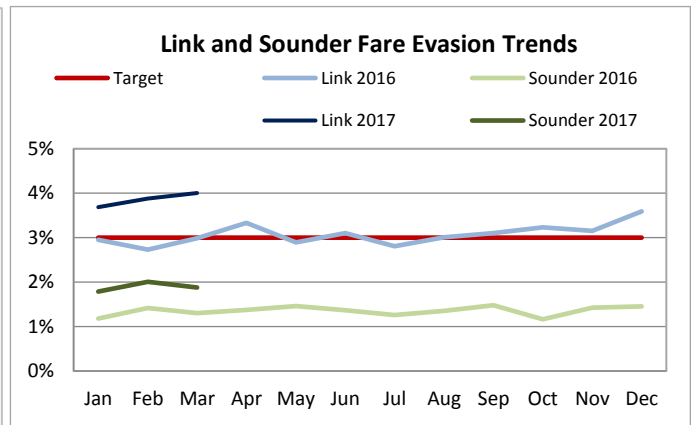


Targeted availability is set at 95% to match contract standards.

Link elevators, which are managed by KCM, were below targeted availability levels at 93.1% during the month of March.

KCM managed Link escalators were above target for the period at 96% availability.

Sound Transit managed elevators at ST Express and Sounder locations consistently perform above the 95% target availability and achieved 99.7% in the month of March.



Fare Evasion on Link increased compared to March 2016, with final results of 4%, exceeding the 3% targeted range. March Link boardings increased 47% 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 1.9% for the month.

Overall, combined fare evasion was 3.7%, above the targeted range of 3%. Fare inspections trended above 4% of all rail passengers in March 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

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	Headway Performance +2 Minutes ³	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴
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
Targets	≥ 99.8%	≥ 99.0%	> 90.0%	≥ 98.5%	≥ 98.5%	N/A	1,040,001	21.1	< 15.0	< 15.0	≤ 1.66
Jan	40,103	99.9%	98.0%	94.0%	86.0%	N/A	74,823	18.5	0	0	1.31
Feb	38,457	99.9%	99.0%	94.7%	84.1%	N/A	76,456	20.5	0	0	1.31
Mar	42,283	99.9%	99.0%	94.4%	83.7%	N/A	87,359	20.3	0	0	1.31
Apr											
May											
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	120,843	99.9%	98.7%	94.4%	84.6%	N/A	238,638	19.7	0	0.0	1.31
Sounder											
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
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
Targets	≥ 99.5%	> 90.0%	≥ 95.0%	≥ 95.0%	≥ 90.0%	≥ 90.0%	≥ 90.0%	≥ 90.0%	≥ 90.0%	≥ 90.0%	≤ 1.00
Jan	607	99.5%	100.0%	90.3%	78.9%	364.755	600.9	27	7.4	0	0.00
Feb	561	93.5%	100.0%	90.3%	82.0%	316.603	564.4	36	11.4	0	0.00
Mar	666	96.0%	100.0%	90.3%	82.6%	389.985	585.6	96	24.6	0	0.00
Apr											
May											
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	1,834	96.3%	100.0%	90.3%	81.2%	1,071,343	584.2	159	14.8	0	0.00
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	Headway Performance +2 Minutes ³	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴
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
Targets	≥ 98.5%	> 90.0%	≥ 98.0%	≥ 90.0%	≥ 90.0%	≥ 90.0%	≥ 90.0%	≥ 90.0%	≥ 90.0%	≥ 90.0%	≤ 1.00
Jan	8,653	95.3%	96.0%	96.1%	88.7%	1,760,914	203.5	77	4.4	0	0.05
Feb	7,898	98.6%	96.0%	95.3%	89.4%	1,551,168	196.4	29	1.9	0	0.05
Mar	8,880	99.3%	98.0%	93.9%	89.1%	1,858,373	209.0	33	1.8	0	0.05
Apr											
May											
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	25,441	97.7%	96.7%	95.1%	91.4%	89.1%	5,170,445	203.2	139	2.7	0.05

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.