

Sound Transit Operations

August 2018 Service Performance Report

Ridership

Total Boardings by Mode						
	Aug-17	Aug-18	% Δ	YTD-17	YTD-18	% Δ
ST Express	1,682,972	1,646,562	-2.2%	12,478,220	12,329,535	-1.2%
Sounder	407,428	416,747	2.3%	2,949,439	3,138,754	6.4%
Tacoma Link	73,269	62,646	-14.5%	644,276	595,614	-7.6%
Link	2,118,995	2,317,774	9.4%	15,330,031	16,403,348	7.0%
Paratransit	5,276	5,665	7.4%	39,972	43,154	8.0%
System Total	4,287,941	4,449,393	3.8%	31,441,939	32,510,405	3.4%

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

August 2017:	23 Weekdays	4 Saturdays	4 Sundays
August 2018:	23 Weekdays	4 Saturdays	4 Sundays

Sound Transit ridership increased by 161.5K, or 3.8%, compared to August of last year. Average weekday boardings increased by 3.5% compared to August 2017. Sounder commuter rail and Link light rail continued to drive ridership gains.

ST Express ridership decreased slightly by 36.4K, or 2.2%, compared to the same time last year. When comparing year-over-year ridership, Routes 512 (Everett-Seattle) and 580 (Lakewood-Puyallup) added the most daily riders at 289 daily riders, or 7%, and 195 daily riders, or 34%, respectively. Ridership gains for the two routes are mostly due to increased boardings along the I-5 corridor and driven by increased demand to access Sounder South line stations in the I-5 South corridor. Comparatively, Route 545 (Redmond-Seattle) saw decreases of 935 daily riders, or 9%, mostly due to increased congestion and construction activity along the corridor.

Sounder ridership increased by 9.3K, or 2.3%, compared to August 2017. Average weekday boardings on Sounder increased overall by 1.9% compared to the same period last year. Average weekday boardings increased on both lines: by 36 passengers, or 2.0% on the North line and by 289 passengers, or 1.8% on the South line. Ridership growth continues to be driven in large part by the two new round trips added in the 2017 service change.

Tacoma Link ridership decreased by 10.6K, or 14.5% during the month of August with average weekday, Saturday, and Sunday boardings decreasing by 11.6%, 21.3%, and 20.3%, respectively. The decline in ridership is attributed to fewer special events in downtown Tacoma compared to last year and fewer available parking spaces at Tacoma Dome due to renovation activities.

Link ridership increased by 198.8K, or 9.4%, compared to the same period last year. Average weekday, Saturday, and Sunday boardings increased by 9.4%, 11.7%, and 6.2%, respectively. Ridership growth on Link is attributed to an increased number of special events in downtown compared to last year. In August, Link actively monitored special event loads or provided gap trains in anticipation of crowding for 14 special events compared to 9 last year.

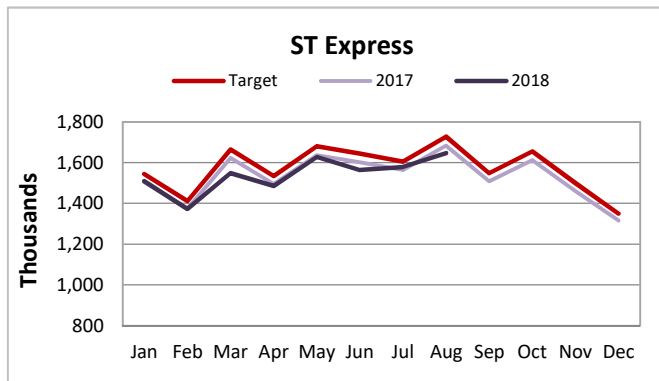
Paratransit services increased by 7.4% compared to August 2017. The increase in paratransit ridership is attributed to the increased ridership on Link and additional customers requesting access to the Link system.

Average Daily Boardings									
Mode	Weekday			Saturday			Sunday		
	Aug-17	Aug-18	% Δ	Aug-17	Aug-18	% Δ	Aug-17	Aug-18	% Δ
ST Express	65,643	64,144	-2.3%	24,396	24,207	-0.8%	17,653	17,906	1.4%
Sounder	17,494	17,819	1.9%	2,341	351	-85.0%	2,722	1,376	-49.4%
Tacoma Link	2,674	2,363	-11.6%	1,939	1,526	-21.3%	689	549	-20.3%
Link	74,420	81,440	9.4%	54,476	60,852	11.7%	47,360	50,309	6.2%
Paratransit	170	183	7.4%	170	183	7.4%	170	183	7.4%
System Total	160,401	166,013	3.5%						

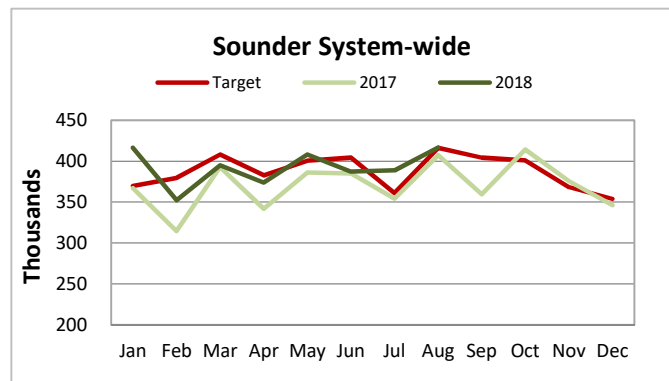
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.

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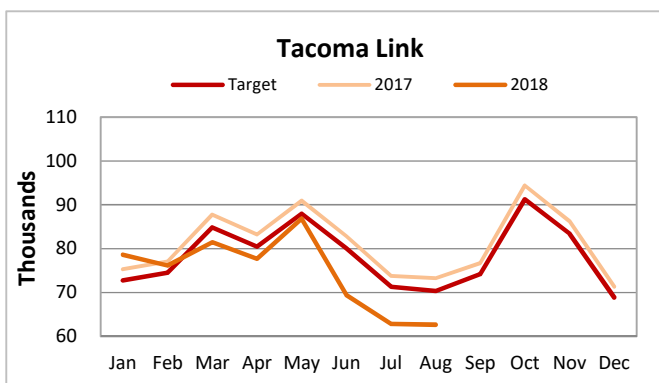
Monthly Ridership Trends by Mode



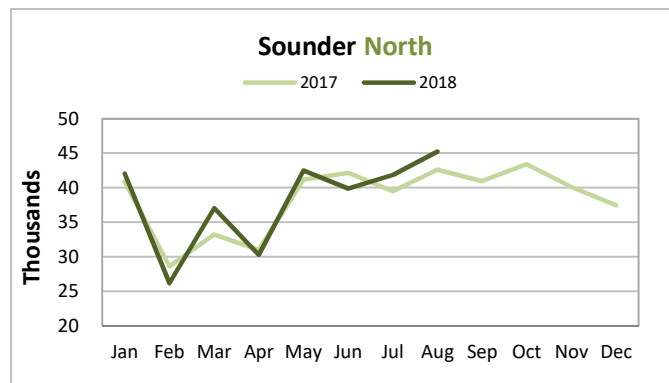
ST Express ridership decreased by 2.2% in August due in large part to increased congestion and construction activity along the I-5 corridor. Average weekday and Saturday boardings decreased by 2.3% and 0.8%, respectively, while average Sunday boardings increased by 1.4%.



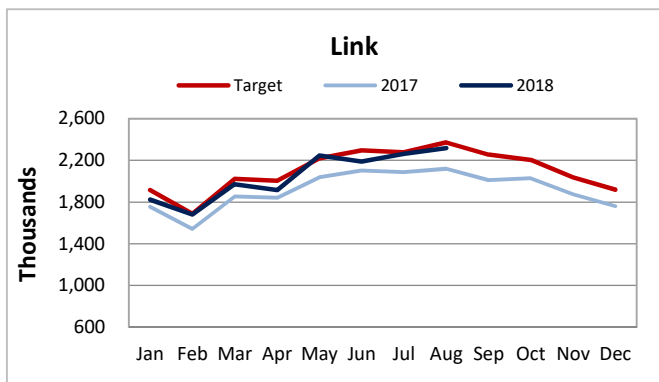
Sounder system-wide monthly ridership increased by 2.3% in August. Average weekday boardings for the month increased by 1.9%.



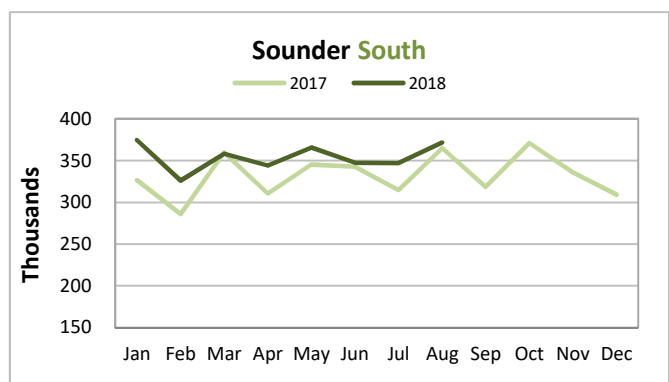
Tacoma Link ridership decreased by 14.5% in August compared to last year due to fewer special events in downtown Tacoma and the Tacoma Dome renovation closure. Average weekday, Saturday, and Sunday boardings decreased by 11.6%, 21.3%, and 20.3%, respectively.



Sounder North ridership increased by 6.1% compared to last year. Average weekday boardings increased by 2.0%.



Link ridership increased by 9.4% for the month attributed to the increased number of special events in downtown compared to last year. Average weekday, Saturday, and Sunday boardings increased by 9.4%, 11.7%, and 6.2%, respectively.



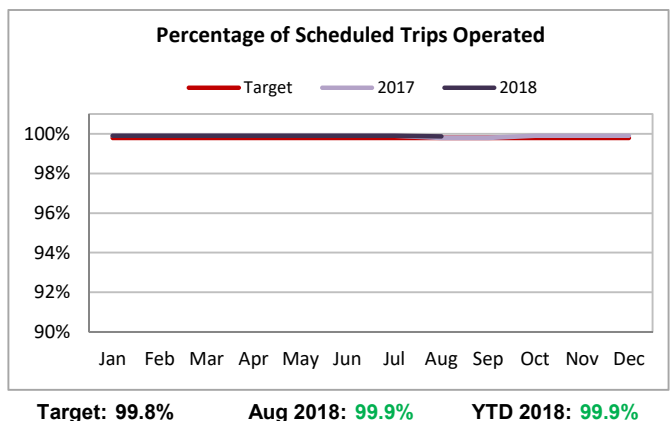
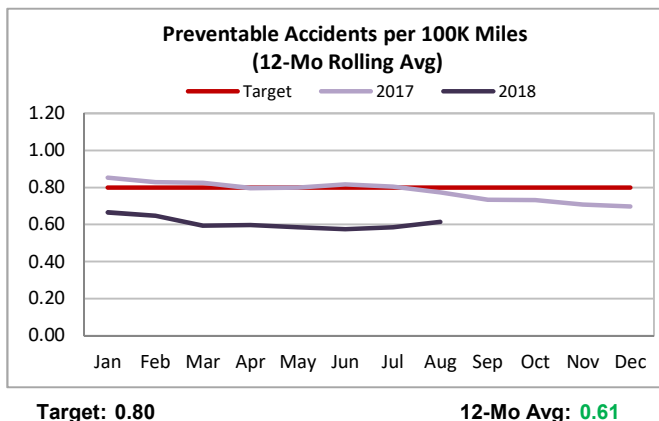
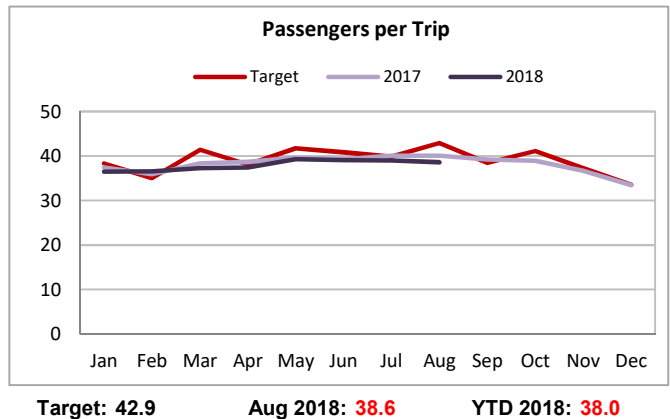
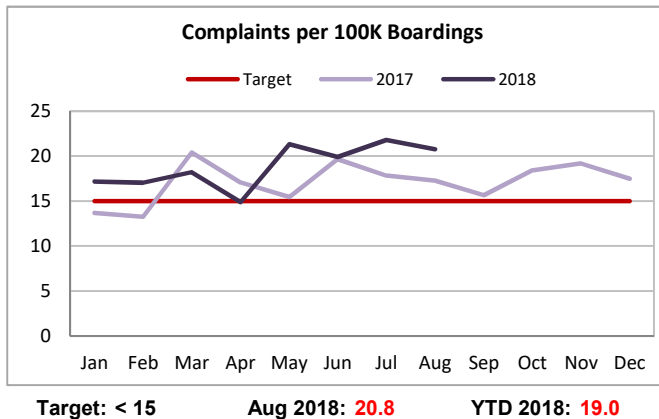
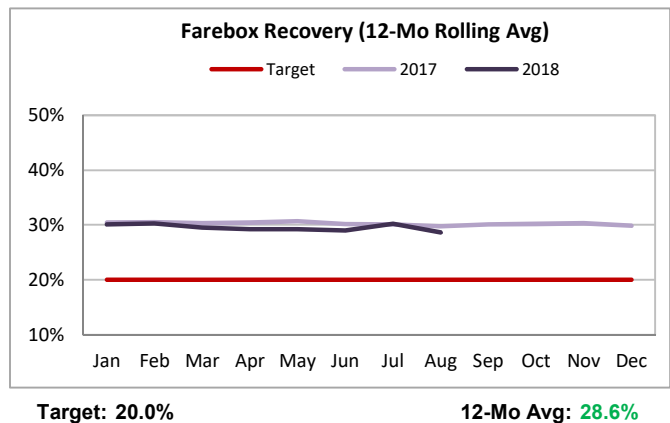
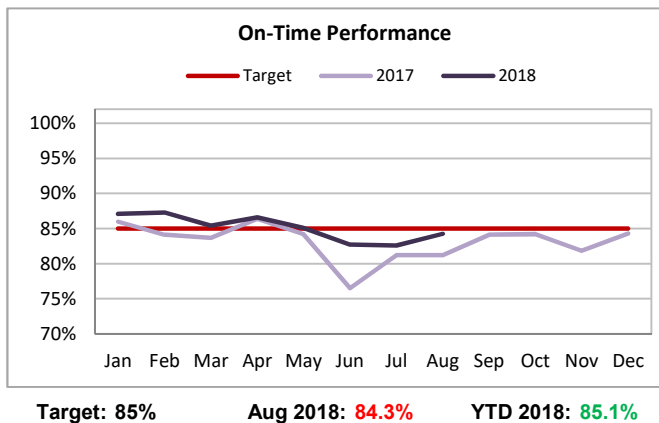
Sounder South ridership increased by 1.8% compared to last year. Average weekday boardings also increased by 1.8% mainly due to two new round trips added in the 2017 service change.

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ST Express

Highlights

- ST Express on-time performance improved from last month at 84.3%. Year-to-date performance was slightly above the target at 85.1%.
- Customer complaints per 100K boardings missed the target at 20.8.
- Preventable accidents per 100K miles met the target at 0.61 based on a 12-month rolling average.



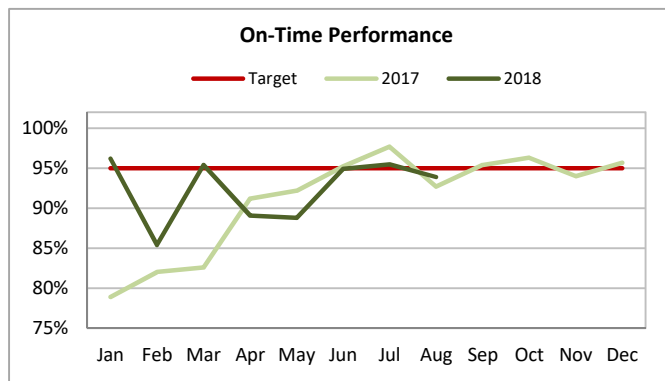
Sound Transit Operations

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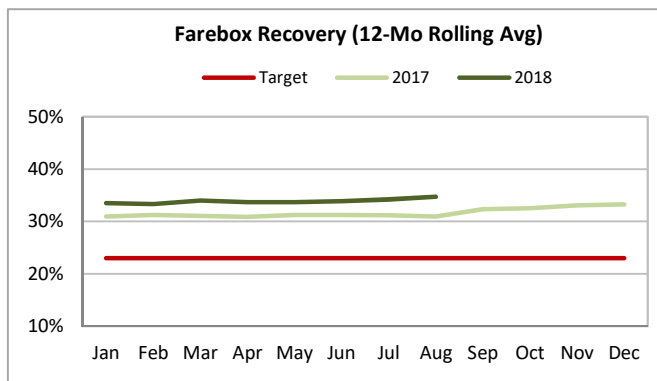
Sounder Commuter Rail

Highlights

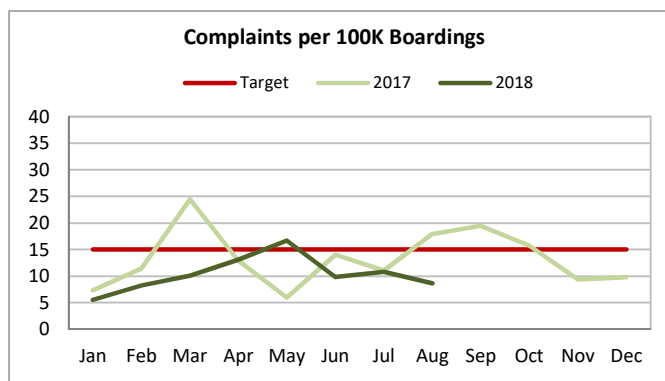
- Sounder on-time performance was slightly below the target at 93.9% for the month. Year-to-date performance was impacted by a BNSF South line tie replacement and undercutting program between Tukwila and Seattle, and freight interference in February.
- Customer complaints per 100K boardings are down and better than the target at 8.6 in August.
- Percentage of scheduled trips operated at 99.1%, slightly under target for the month.
- Passengers per trip exceeded the target at 529.5 in August.



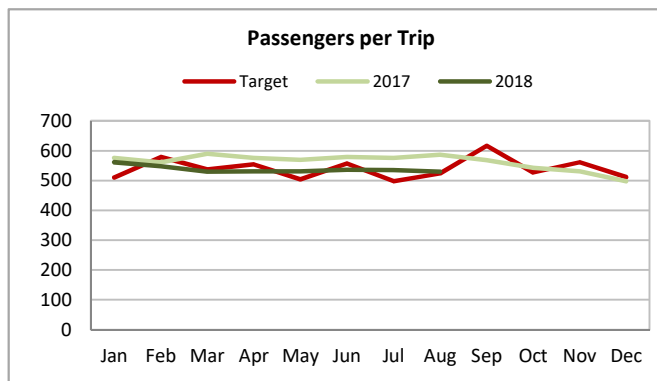
Target: 95.0% Aug 2018: 93.9% YTD 2018: 92.4%



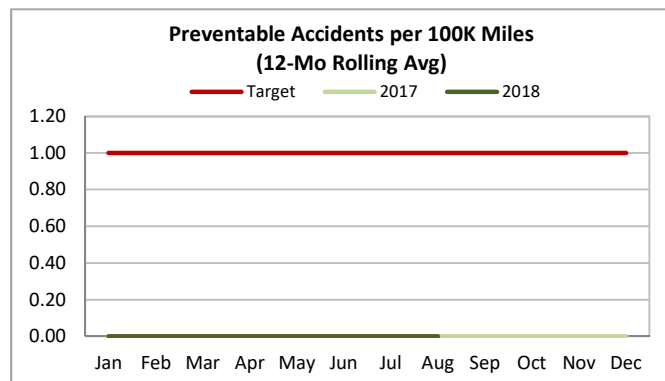
Target: 23.0% 12-Mo Avg: 34.7%



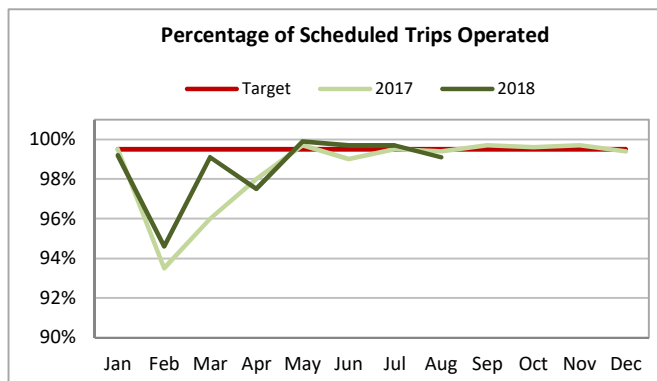
Target: < 15 Aug 2018: 8.6 YTD 2018: 10.4



Target: 523.7 Aug 2018: 529.5 YTD 2018: 537.6



Target: 1.00 12-Mo Avg: 0.00



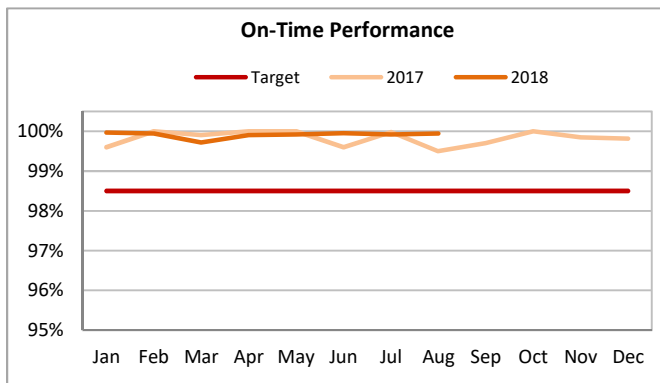
Target: 99.5% Aug 2018: 99.1% YTD 2018: 98.6%

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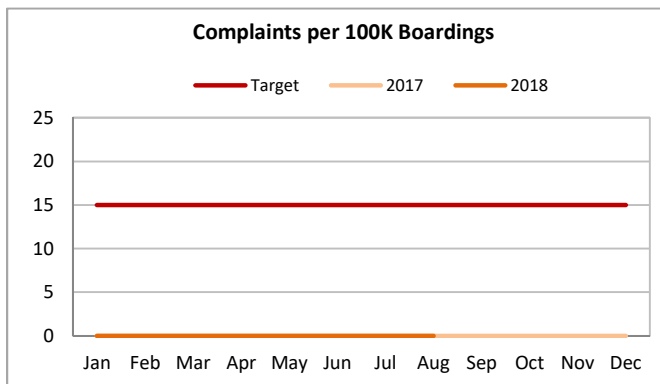
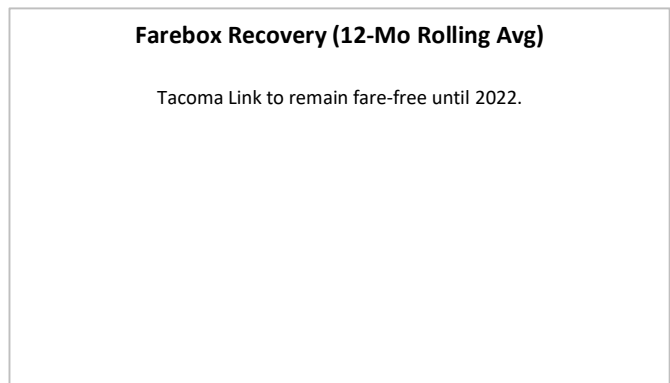
Tacoma Link

Highlights

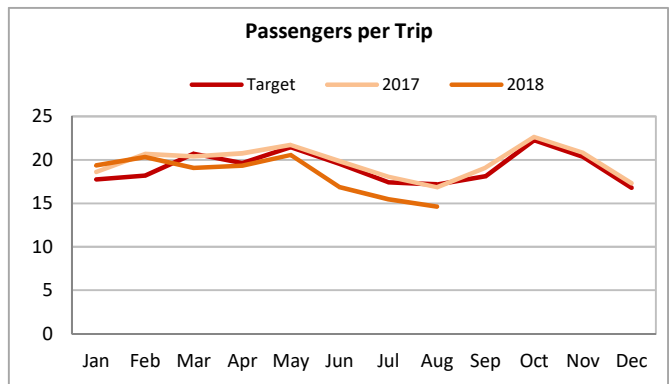
- Tacoma Link on-time performance was better than the target at 99.9% in August.
- There were no complaints related to Tacoma Link in the month.
- Preventable accidents per 100K miles is based on a 12-month rolling average. There was one preventable accident last June, but there have been none this past year, bringing the rolling average back to zero.



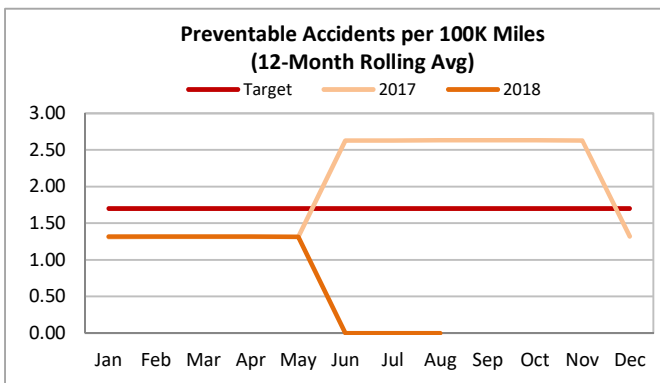
Target: 98.5% Aug 2018: 99.9% YTD 2018: 99.9%



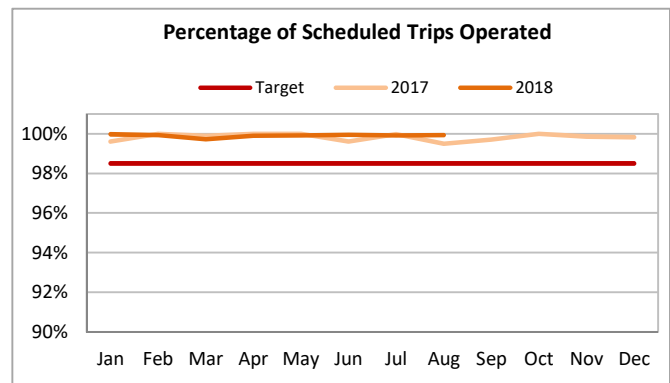
Target: < 15 Aug 2018: 0.0 YTD 2018: 0.0



Target: 17.2 Aug 2018: 14.6 YTD 2018: 18.2



Target: < 1.7 12-Mo Avg: 0.00



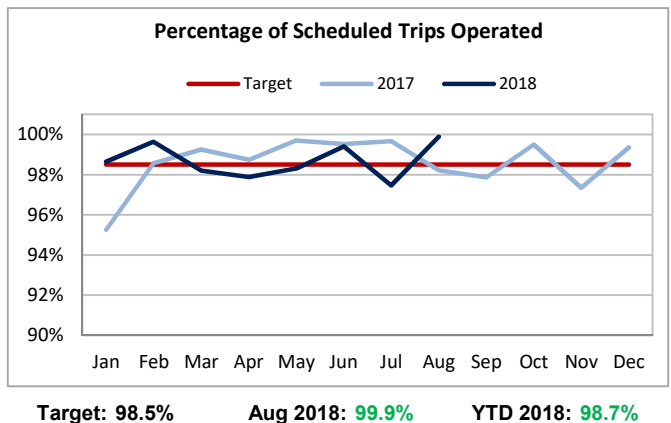
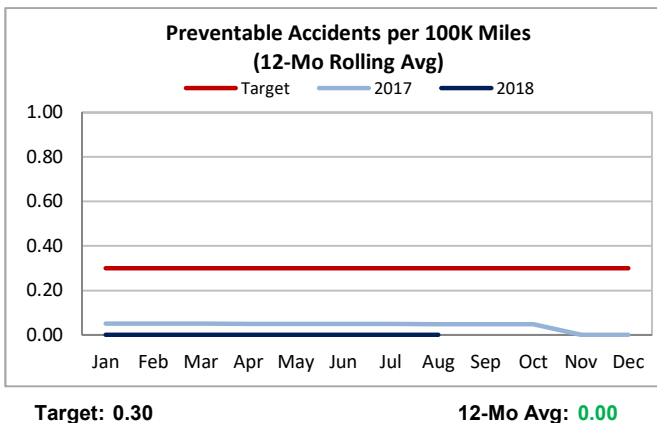
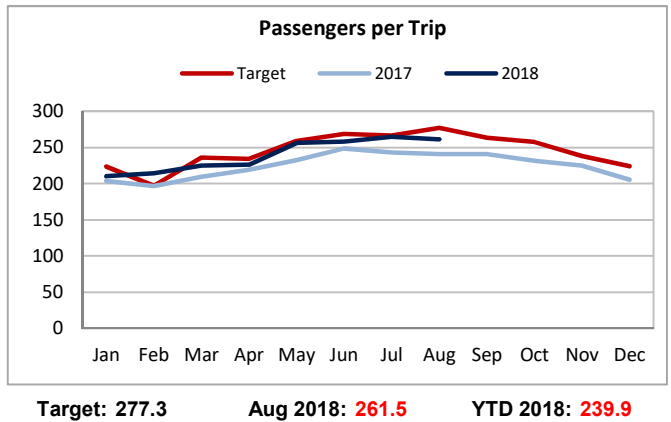
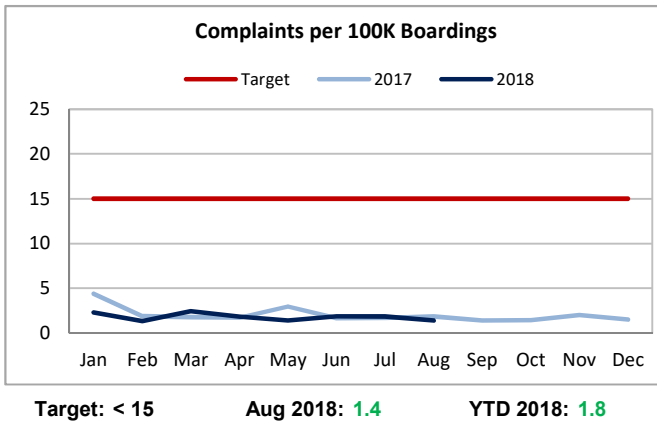
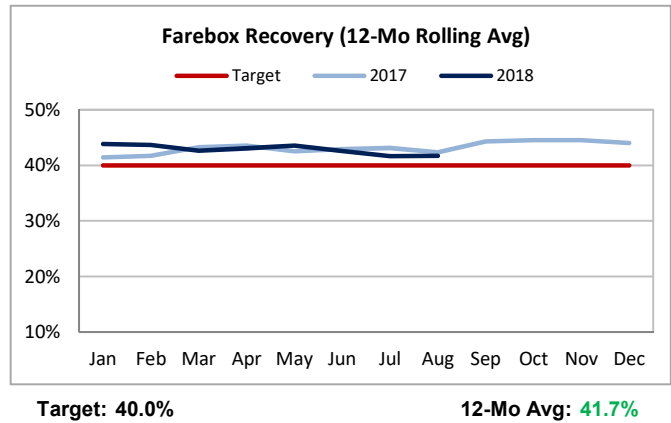
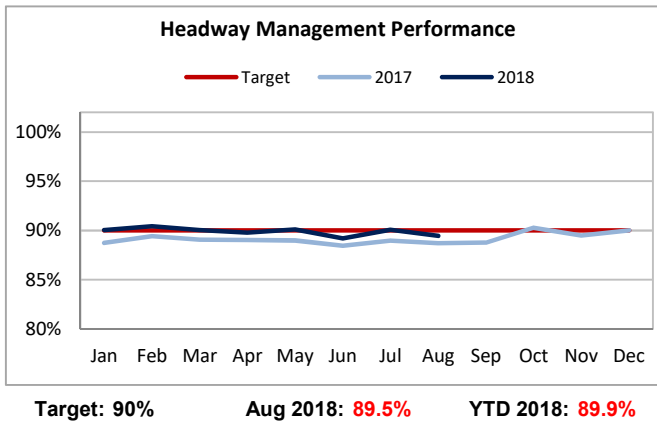
Target: 98.5% Aug 2018: 99.9% YTD 2018: 99.9%

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Link

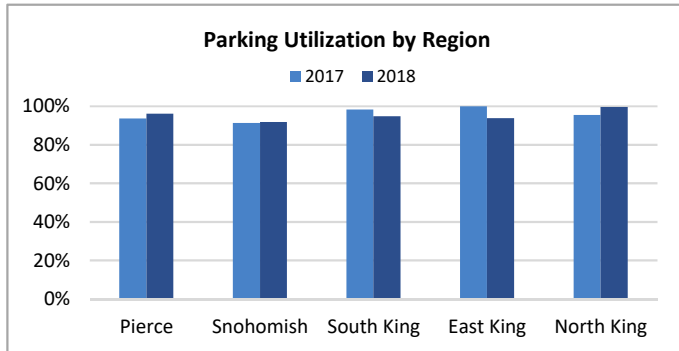
Highlights

- Percentage of Scheduled Trips Operated met the target at 99.9% for the month.
- Passengers per trip in August of 261.5 was 5.7% under target.
- Link has had no preventable accidents since November 2016.



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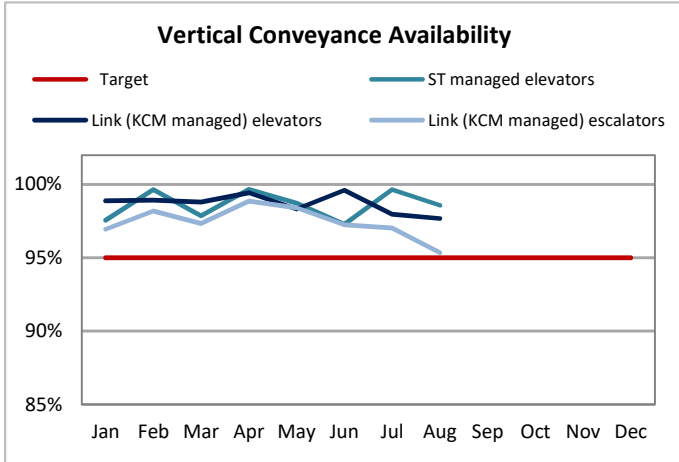
General Transit



System-wide Permanent & Leased Parking			
August 2018			
Region	Available	Utilized	% Utilized
Snohomish	3,547	3,256	92%
North King	239	238	100%
East King	1,266	1,187	94%
South King	5,031	4,769	95%
Pierce	4,765	4,578	96%
System Total	14,848	14,028	94%

Excluding leased lots for East Link construction mitigation, a total of 14,848 parking stalls are available at 29 locations in Pierce, Snohomish, and King County. Parking utilization for August this year was slightly lower than last year at 94%. There was a reduction of 200 parking stalls at Tacoma Dome Station due to a mid-life maintenance project.

System-wide utilization increased in Pierce County and Snohomish County by 2.5% and 0.6%, respectively, while King County decreased by 3.7%. Many of our parking facilities continue to be at or near capacity.



Target: 95%

ST Elevators: 98.6%

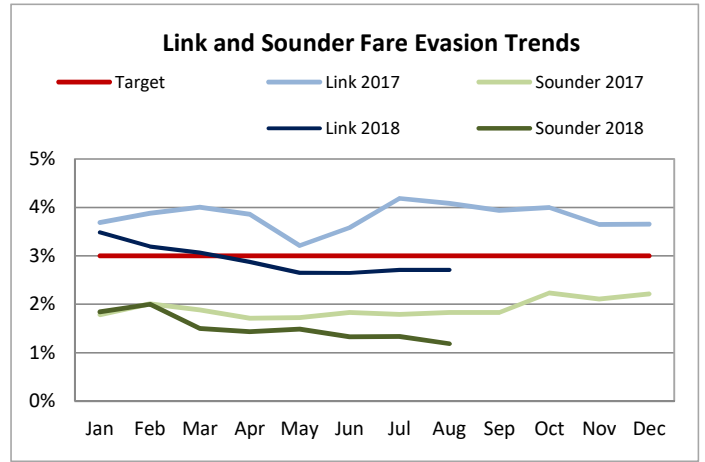
Link Elevators: 97.7%

Link Escalators: 95.3%

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 98.6% during the month.

KCM managed Link conveyances also exceeded target with elevators reaching 97.7% and escalators reaching 95.3% uptime in August.



Target: 3%

Sounder: 1.2%

Link: 2.7%

Fare Evasion on Link was 2.7%, lower than the same period last year and within the 3% targeted range.

Sounder fare evasion was 1.2% in August, which was slightly lower than the same period last year.

Overall, combined fare evasion was 2.3%, within the targeted range. Fare inspection was above the targeted inspection rate of 8.0% at 8.5% in August.

Sound Transit Operations

2018 Monthly Modal Performance Data Sheet

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	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	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	Preventable Accidents per 100,000 Miles (Rolling 12 Months) ⁵	Farebox Recovery (Rolling 12 Months) ⁶
ST Express													Tacoma Link													
Targets ⁷	482,879	≥ 99.8%	> 90.0%	80.0%	≥ 85.0%	18,860,000	39.1		< 15.0	< 0.80	20.0%		Targets ⁷	49,194	≥ 98.5%	> 90.0%	66.7%	≥ 98.5%	N/A	940,000	19.1		< 15.0		≤ 1.7	N/A
Jan	41,350	99.9%	99.0%	94.1%	87.1%	1,507,910	36.5	259	17.2	6	0.67	30.1%	Jan	4,062	100.0%	100.0%	100.0%	100.0%	N/A	78,644	19.4	0	0.0	0	1.32	N/A
Feb	37,514	99.9%	97.0%	93.4%	87.3%	1,372,808	36.6	234	17.0	6	0.65	30.3%	Feb	3,752	99.9%	100.0%	95.9%	99.9%	N/A	76,141	20.3	0	0.0	0	1.32	N/A
Mar	41,517	99.9%	97.0%	94.2%	85.4%	1,547,795	37.3	282	18.2	5	0.59	29.5%	Mar	4,275	99.7%	100.0%	100.0%	99.7%	N/A	81,446	19.1	0	0.0	0	1.32	N/A
Apr	39,740	99.9%	99.0%	99.1%	86.6%	1,486,038	37.4	221	14.9	8	0.60	29.2%	Apr	4,020	99.9%	100.0%	100.0%	99.9%	N/A	77,667	19.3	0	0.0	0	1.32	N/A
May	41,421	99.9%	99.0%	99.5%	85.1%	1,627,281	39.3	347	21.3	5	0.59	29.2%	May	4,225	99.9%	100.0%	98.9%	99.9%	N/A	86,836	20.6	0	0.0	0	1.32	N/A
Jun	39,951	99.9%	99.0%	99.5%	82.7%	1,562,703	39.1	311	19.9	11	0.57	29.0%	Jun	4,122	100.0%	100.0%	98.9%	100.0%	N/A	69,423	16.8	0	0.0	0	0.00	N/A
Jul	40,473	99.9%	99.0%	100.0%	82.6%	1,578,438	39.0	344	21.8	11	0.58	30.2%	Jul	4,061	99.9%	100.0%	100.0%	99.9%	N/A	62,810	15.5	0	0.0	0	0.00	N/A
Aug	42,640	99.9%	99.0%	96.7%	84.3%	1,646,562	38.6	342	20.8	12	0.61	28.6%	Aug	4,284	99.9%	100.0%	100.0%	99.9%	N/A	62,646	14.6	0	0.0	0	0.00	N/A
Sep													Sep													
Oct													Oct													
Nov													Nov													
Dec													Dec													
YTD	324,606	99.9%	98.5%	97.1%	85.1%	12,329,535	38.0	2,340	19.0	64	0.61	28.6%	YTD	32,801	99.9%	100.0%	99.2%	99.9%	N/A	595,614	18.2	0	0.0	0	0.00	N/A
Sounder													Link													
Targets ⁷	8,636	≥ 99.5%	> 90.0%	86.0%	≥ 95.0%	4,650,000	538		< 15.0	≤ 1.00	23.0%		Targets ⁷	102,616	≥ 98.5%	> 90.0%	86.0%	≥ 90.0%	≥ 90.0%	25,200,000	246		< 15.0		< 0.30	40.0%
Jan	742	99.2%	100.0%	88.9%	96.2%	416,508	561.3	23	5.5	0	0.00	33.5%	Jan	8,671	98.7%	98.0%	96.5%	94.5%	90.0%	1,823,511	210.3	42	2.3	0	0.00	43.8%
Feb	643	94.6%	100.0%	88.9%	85.4%	352,187	547.7	29	8.2	0	0.00	33.4%	Feb	7,844	99.6%	99.0%	95.6%	95.1%	90.4%	1,680,475	214.2	22	1.3	0	0.00	43.7%
Mar	745	99.1%	100.0%	88.9%	95.4%	395,065	530.3	40	10.1	0	0.00	34.0%	Mar	8,766	98.2%	98.0%	95.4%	92.5%	90.1%	1,971,328	224.9	48	2.4	0	0.00	42.6%
Apr	704	97.5%	100.0%	88.9%	89.1%	374,187	531.5	49	13.1	0	0.00	33.7%	Apr	8,467	97.9%	98.0%	96.6%	94.0%	89.8%	1,913,872	226.0	35	1.8	0	0.00	43.1%
May	768	99.9%	100.0%	88.9%	88.8%	408,040	531.3	68	16.7	0	0.00	33.7%	May	8,752	98.3%	98.0%	96.7%	93.2%	90.1%	2,243,835	256.4	31	1.4	0	0.00	43.6%
Jun	722	99.7%	100.0%	88.9%	94.9%	387,136	536.2	38	9.8	0	0.00	33.8%	Jun	8,483	99.4%	98.0%	96.0%	93.2%	89.2%	2,189,373	258.1	41	1.9	0	0.00	42.6%
Jul	727	99.7%	100.0%	88.9%	95.5%	388,884	534.9	42	10.8	0	0.00	34.2%	Jul	8,542	97.5%	100.0%	97.8%	94.7%	90.1%	2,263,180	264.9	42	1.9	0	0.00	41.7%
Aug	787	99.1%	100.0%	88.9%	93.9%	416,747	529.5	36	8.6	0	0.00	34.7%	Aug	8,864	99.9%	98.0%	98.1%	94.4%	89.5%	2,317,774	261.5	32	1.4	0	0.00	41.7%
Sep													Sep													
Oct													Oct													
Nov													Nov													
Dec													Dec													
YTD	5,838	98.6%	100.0%	88.9%	92.4%	3,138,754	537.6	325	10.4	0	0.00	34.7%	YTD	68,389	98.7%	98.4%	96.6%	93.9%	89.9%	16,403,348	239.9	293	1.8	0	0.00	41.7%

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.

To better align with Federal Transit Administration – National Transit Database (NTD) reporting, Operating Leases costs are no longer included in Operating Expenses for the purpose of the Sound Transit Farebox Recovery calculations.

Starting with the 2017 Fare Revenue Annual Report, the agency has restated 2015 and 2016 Operating Expenses to reflect this change.

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