

Sound Transit Operations September 2017 Service Performance Report

Ridership

Total Boardings by Mode						
	Sep-16	Sep-17	% Δ	YTD-16	YTD-17	% Δ
ST Express	1,556,076	1,508,835	-3.0%	14,013,515	13,985,543	-0.2%
Sounder	376,388	361,817	-3.9%	3,243,564	3,306,193	1.9%
Tacoma Link	77,020	76,699	-0.4%	697,821	720,438	3.2%
Link	1,829,623	2,073,671	13.3%	13,825,140	17,520,380	26.7%
Paratransit	4,169	4,753	14.0%	35,505	44,725	26.0%
System Total	3,843,276	4,025,776	4.7%	31,815,545	35,577,279	11.8%

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

September 2016:	21 Weekdays	4 Saturdays	5 Sundays
September 2017:	20 Weekdays	5 Saturdays	5 Sundays

Sound Transit ridership increased by 183K, or 4.7%, compared to September 2016. System-wide average weekday boardings increased by 6% during the month. Ridership decreases on ST Express, Sounder, and Tacoma Link are due to there being one less weekday this September compared to September 2016.

ST Express ridership decreased by 3% during the month of September, while average weekday boardings decreased slightly, by 0.4%. Ridership on the SR-520 and I-5 South corridors led the way in ridership growth during the month.

Sounder ridership decreased 3.9%, compared to September 2016. Average weekday boardings on Sounder increased by 3.7% compared to the same period last year. Average weekday boardings increased on the South Line by 4.7%, while the North Line experienced a 4.5% decrease in average weekday boardings.

Tacoma Link ridership decreased slightly by 0.4% during the month of September. Average Saturday and Sunday ridership continue to show strong growth, registering 22.0% and 5.2% increases, respectively.

Link ridership increased by 244K, or 13.3%, compared to the same period last year. Average weekday boardings were up 12.9%. The continued increase in monthly ridership and average daily boardings is due to the opening of the Link extensions in 2016.

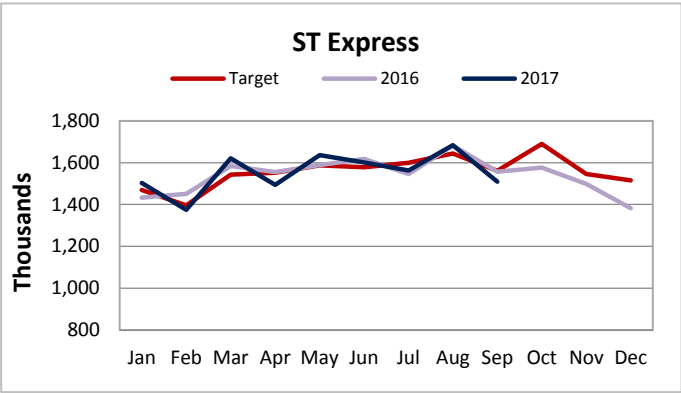
Paratransit services increased by 14% compared to September 2016. The increase in paratransit ridership is attributed to the increased ridership on Link with the opening of the University Link and Angle Lake extensions and additional customers requesting access to the Link system.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Sep-16	Sep-17	% Δ	Sep-16	Sep-17	% Δ	Sep-16	Sep-17	% Δ
ST Express	64,940	64,685	-0.4%	23,982	24,081	0.4%	19,283	18,947	-1.7%
Sounder	16,866	17,486	3.7%	1,869	1,687	-9.7%	9,237	8,727	-5.5%
Tacoma Link	3,254	3,242	-0.4%	1,439	1,756	22.0%	585	615	5.2%
Link	67,792	76,565	12.9%	51,741	60,983	17.9%	39,803	47,493	19.3%
Paratransit	139	158	14.0%	139	158	14.0%	139	158	14.0%
System Total	152,991	162,136	6.0%						

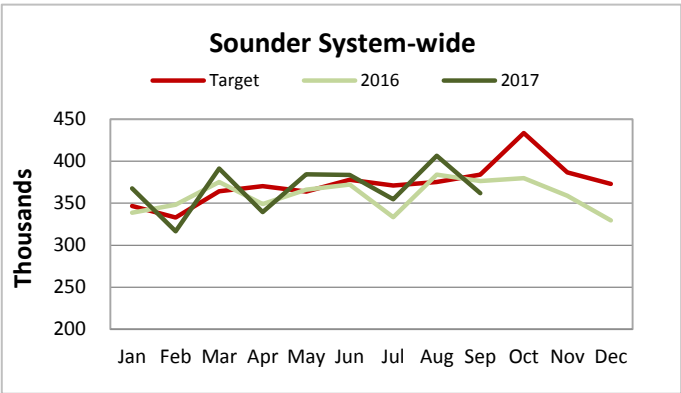
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.

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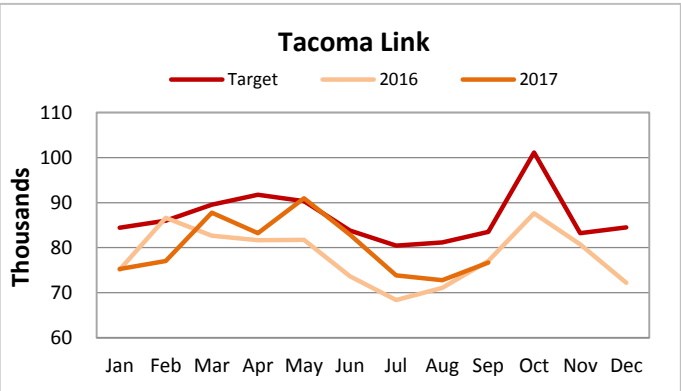
Monthly Ridership Trends by Mode



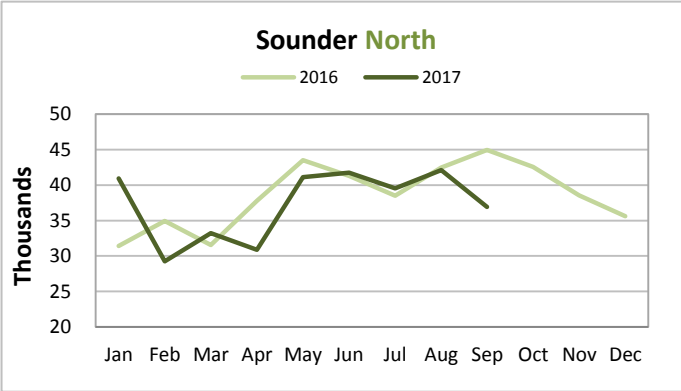
ST Express ridership decreased by 3% compared to the same time last year. YTD ridership is 0.4% above the YTD target but down 0.2% over the prior year YTD.



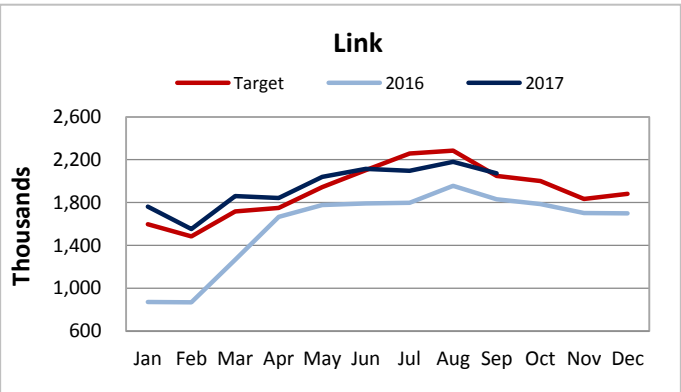
Sounder system-wide ridership decreased by 3.9% compared to the prior year due to one less weekday; however, average weekday boardings increased by 3.7%. YTD ridership is 0.6% above the YTD target and 1.9% over 2016 YTD.



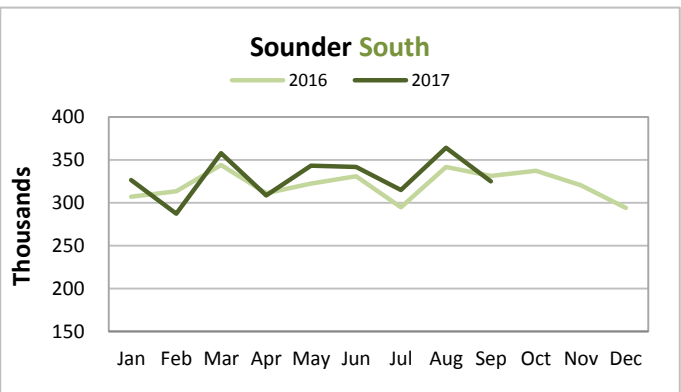
Tacoma Link ridership decreased slightly by 0.4% compared to September 2016; however, average Saturday and Sunday boardings were up 22% and 5.2%, respectively. YTD ridership is 6.6% below the YTD target but trending 3.2% better than the same time last year.



Sounder North ridership decreased by 17.8%, or 8K, compared to September 2016, and average weekday boardings decreased by 4.5%.



Link ridership was up 13.3% compared to September 2016. Average weekday, Saturday, and Sunday boardings also increased by 12.9%, 17.9%, and 19.3%, respectively. YTD ridership is 1.9% above the annual target and 26.7% over last year.



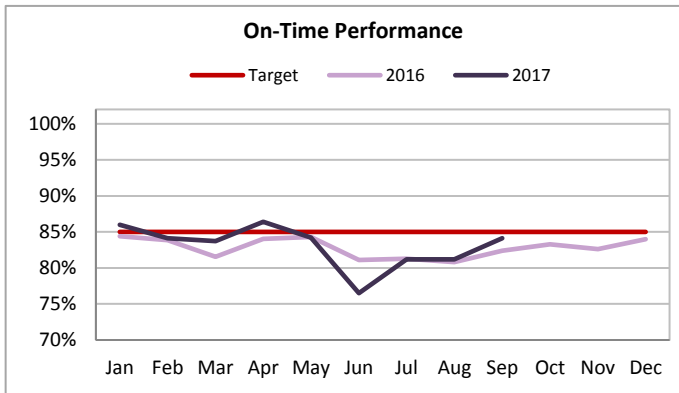
Sounder South ridership decreased by 2%, or 7K; however, average weekday boardings increased by 4.7% compared to the same time last year.

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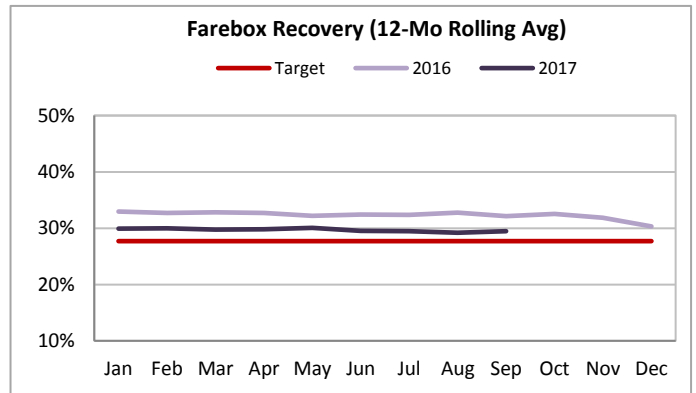
ST Express

Highlights

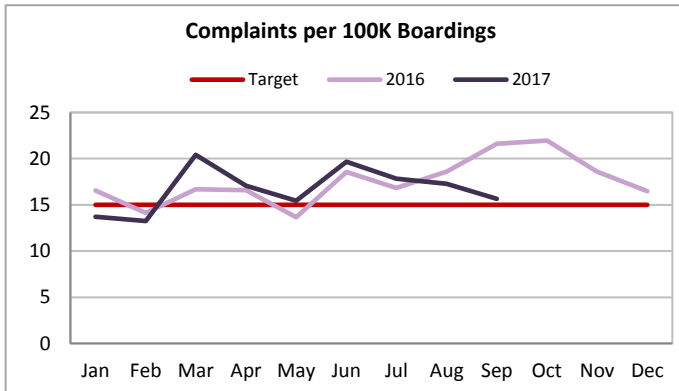
- On-time performance and customer complaints improved compared to prior months but missed the targets. Traffic congestion continues to impact performance and the customer experience.
- Farebox recovery remained consistent at 29.5%, coming in above the annual target.
- Passengers per trip met the target for the month at 39.2 but was just below the YTD target at 38.8.
- Preventable accidents per 100K miles met the monthly target and shows continued improvement from last year.



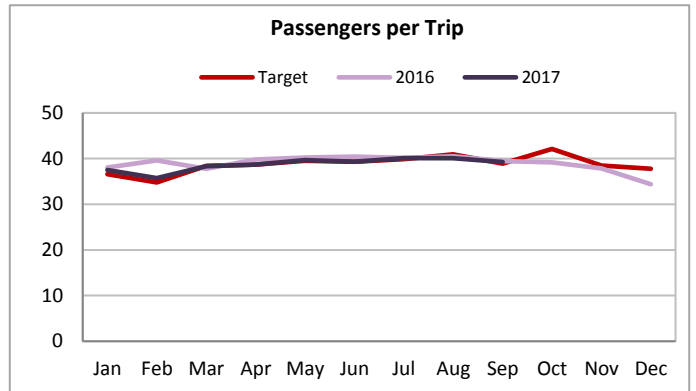
Target: 85% **Sep 2017: 84.1%** **YTD 2017: 83.0%**



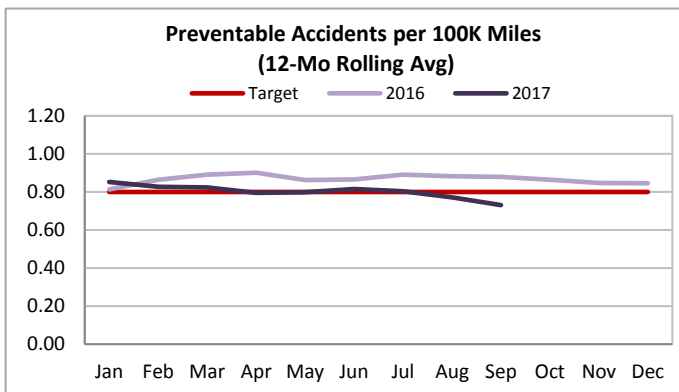
Target: 27.7% **12-Mo Avg: 29.5%**



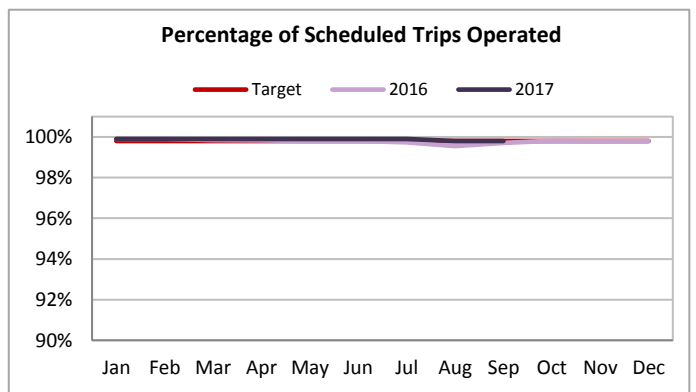
Target: < 15 **Sep 2017: 15.6** **YTD 2017: 16.8**



Target: 38.9 **Sep 2017: 39.2** **YTD 2017: 38.8**



Target: 0.80 **12-Mo Avg: 0.73**



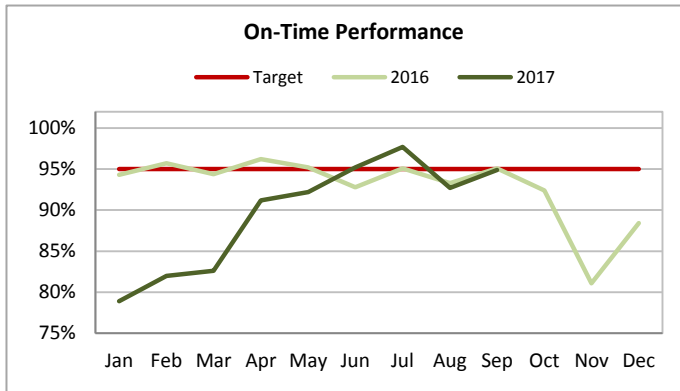
Target: 99.8% **Sep 2017: 99.8%** **YTD 2017: 99.9%**

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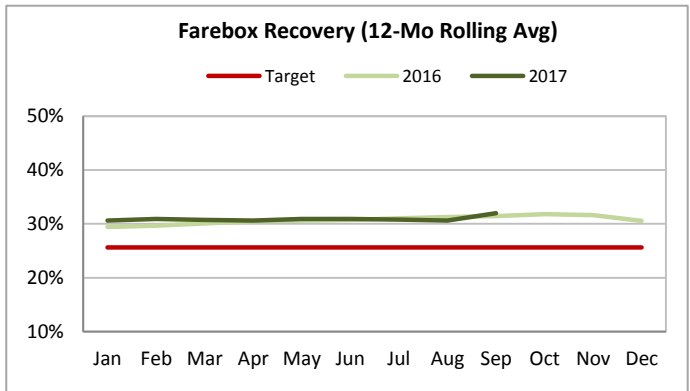
Sounder Commuter Rail

Highlights

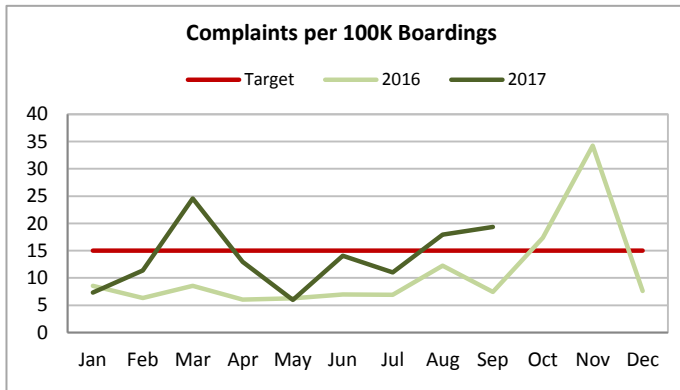
- Sounder met all monthly targets with the exception of on-time performance and complaints per 100K boardings.
- On-time performance was just below target for the month at 94.9%.
- Customer complaints exceeded the target of 15 complaints per 100K boardings. The majority of customer complaints during the month were service related which is not uncommon after a service change.



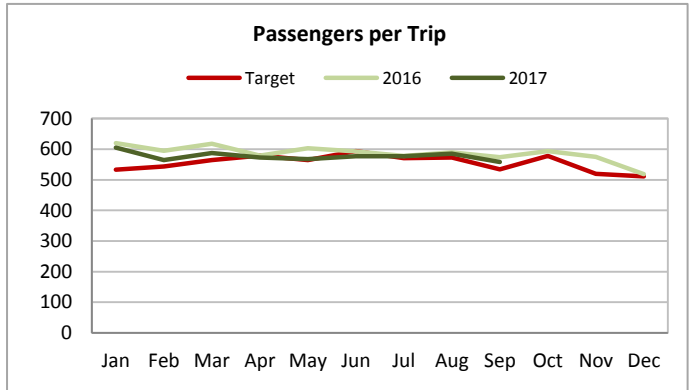
Target: 95.0% **Sep 2017: 94.9%** **YTD 2017: 89.7%**



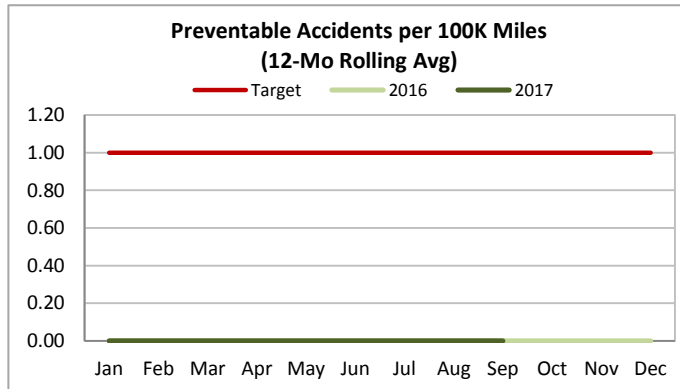
Target: 25.6% **12-Mo Avg: 32.0%**



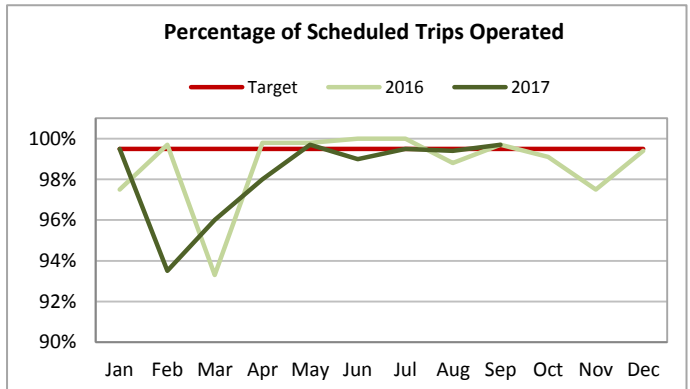
Target: < 15 **Sep 2017: 19.3** **YTD 2017: 14.0**



Target: 533.7 **Sep 2017: 558.3** **YTD 2017: 577.2**



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



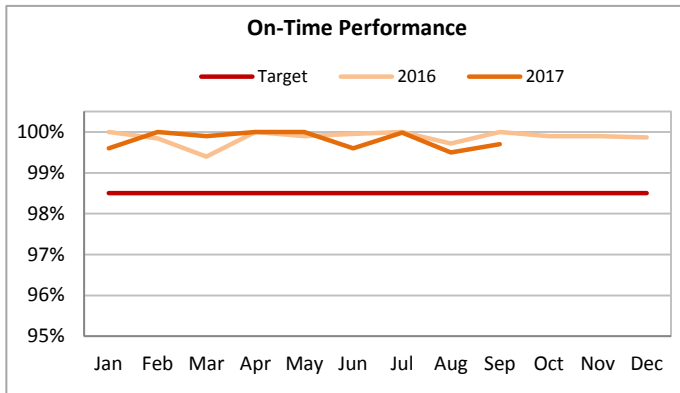
Target: 99.5% **Sep 2017: 99.7%** **YTD 2017: 98.3%**

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Tacoma Link

Highlights

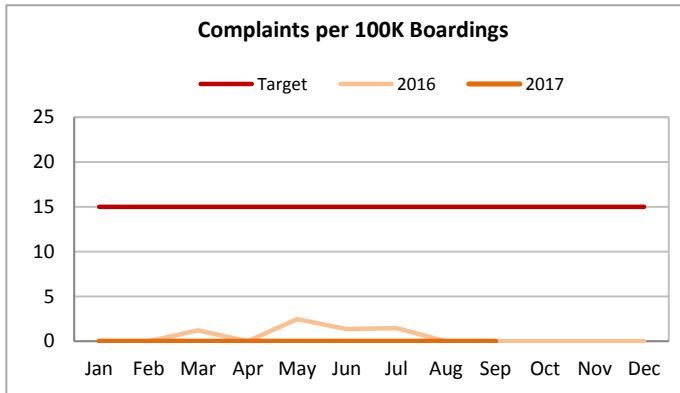
- Tacoma Link consistently performs better than target for on-time performance, complaints per 100K boardings, and percentage of scheduled trips operated.
- Passengers per trip trended slightly below target at 19.1 for the month of September and fell short of the annual target of 20.4.
- Preventable accidents per 100K miles is based on a 12-month rolling average. Tacoma Link's 12-month rolling average during the month was 2.61 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.



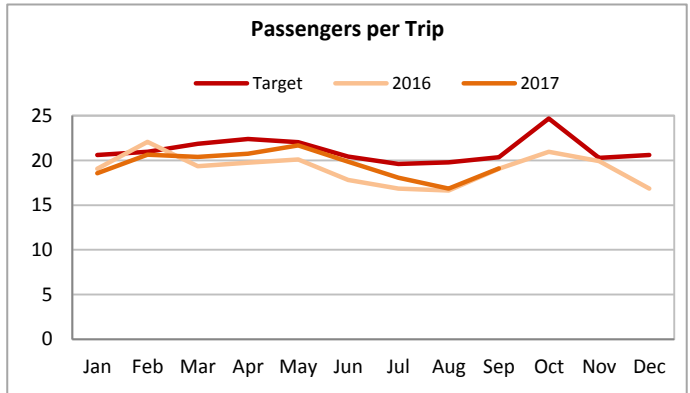
Target: 98.5% Sep 2017: 99.7% YTD 2017: 99.8%

Farebox Recovery (12-Mo Rolling Avg)

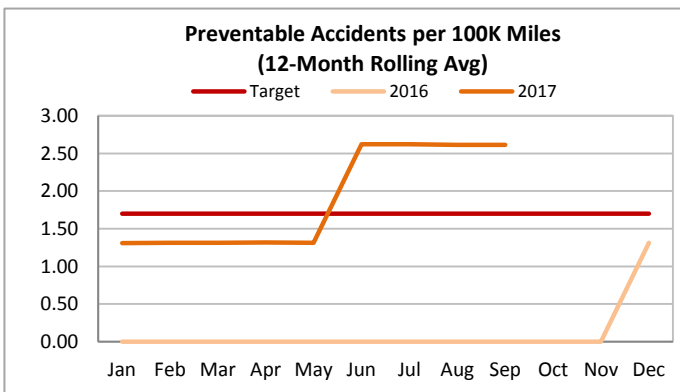
Tacoma Link to remain fare-free until 2022.



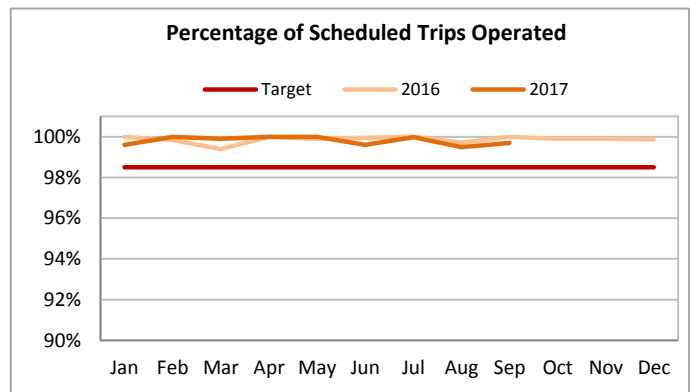
Target: < 15 Sep 2017: 0.0 YTD 2017: 0.0



Target: 20.4 Sep 2017: 19.1 YTD 2017: 19.5



Target: < 1.7 12-Mo Avg: 2.61



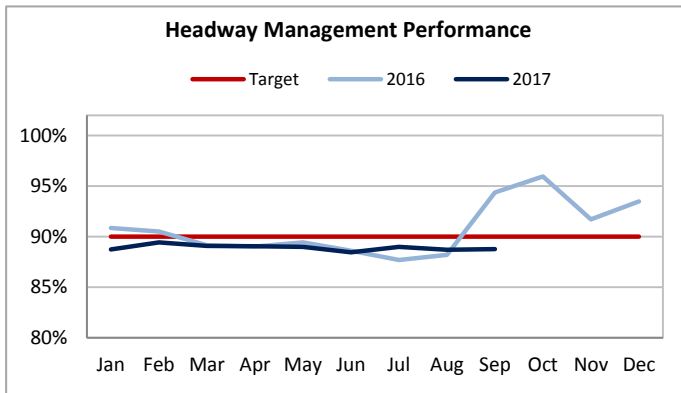
Target: 98.5% Sep 2017: 99.7% YTD 2017: 99.8%

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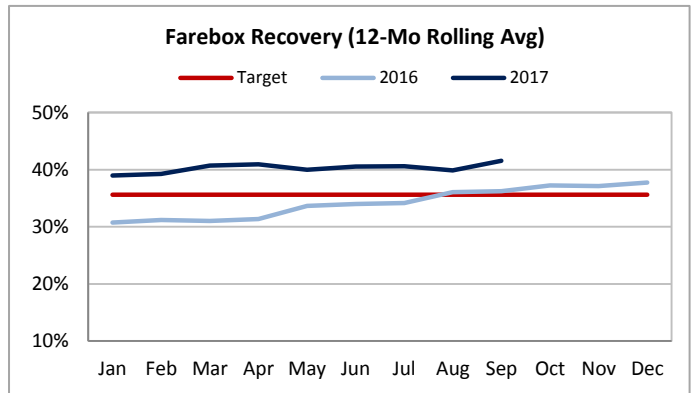
Link

Highlights

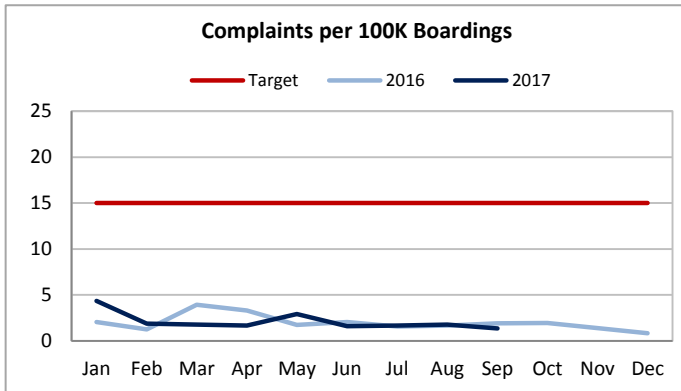
- Headway management performance trended below target during the month at 88.8% due to delays in the DSTT and along the MLK corridor.
- Farebox recovery is trending above 40%, well over the 35.6% target.
- Passengers per trip fell short of the monthly target at 231.8; however, YTD passengers per trip is trending 23.5% over the prior year.
- Percentage of scheduled trips operated fell below the monthly target at 97.9% but met the YTD target at 98.5%.



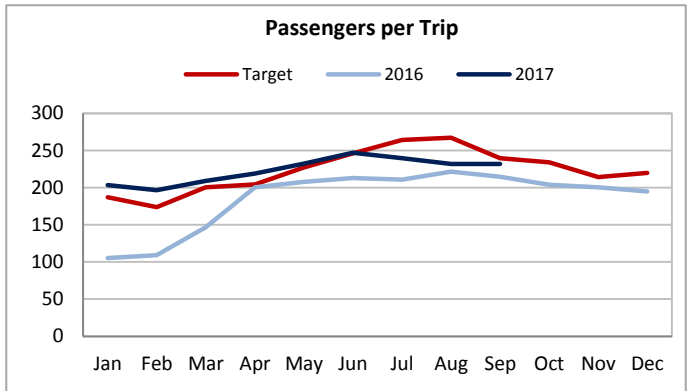
Target: 90% **Sep 2017: 88.8%** **YTD 2017: 88.9%**



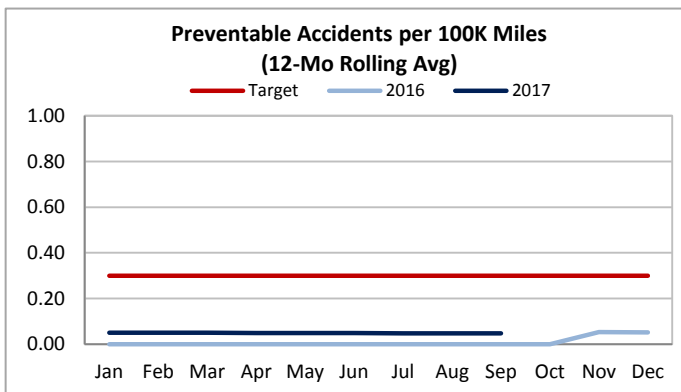
Target: 35.6% **12-Mo Avg: 41.6%**



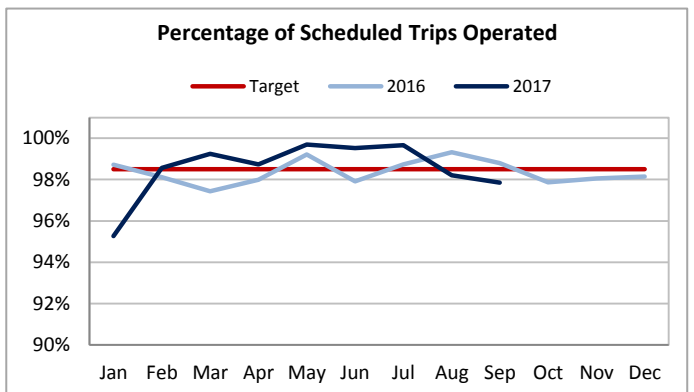
Target: < 15 **Sep 2017: 1.4** **YTD 2017: 2.1**



Target: 239.7 **Sep 2017: 231.8** **YTD 2017: 223.8**



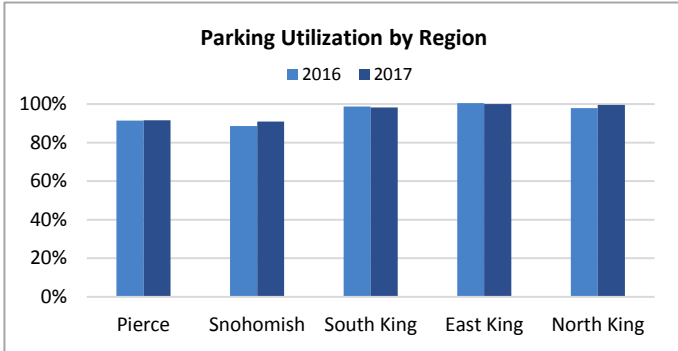
Target: 0.30 **12-Mo Avg: 0.05**



Target: 98.5% **Sep 2017: 97.9%** **YTD 2017: 98.5%**

Sound Transit Operations September 2017 Service Performance Report

General Transit

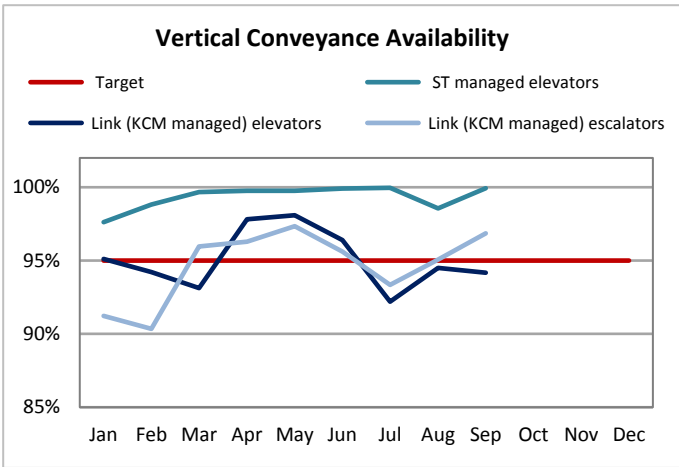


System-wide Permanent & Leased Parking September 2017			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,283	91%
North King	239	238	100%
East King	1,266	1,266	100%
South King	5,031	4,945	98%
Pierce	4,965	4,551	92%
System Total	15,114	14,283	95%

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. Overall, the number of spaces available to customers increased by 8.2% compared to last year and the number of customers utilizing the spaces increased by 9.1%.

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. During the month of September, a year after opening, the garage spaces were well utilized at 98%.

System-wide utilization is at 95% and many of our parking facilities continue to be at or near capacity. Utilization in Snohomish and Pierce County grew by 2.2% and 0.2%, respectively. Meanwhile, King County usage declined slightly by 0.4% compared to the same time last year.



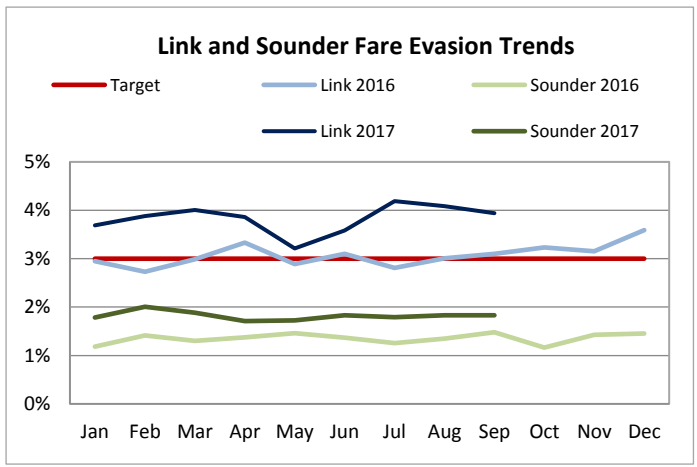
Target: 95% **ST Elevators: 99.9%**
Link Elevators: 94.2% **Link Escalators: 96.9%**

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

Sound Transit managed elevators performed above the 95% target availability and achieved 99.9% during the month.

Link elevators, which are managed by KCM, were below targeted availability levels at 94.2% during the month. There were planned outages related to equipment upgrades causing some of the unavailability.

KCM managed Link escalators surpassed target for the period at 96.9% availability. There were long-term outages at SeaTac Airport and Tukwila International Boulevard Station due to parts availability.



Target: 3% **Sounder: 1.8%** **Link: 3.9%**

Fare Evasion on Link was 3.9%, an increase compared to September 2016, and above the 3% targeted range. During the month Link boardings increased 13.3% 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 3.6%, above the targeted range. Fare inspections reached 3.5% of all rail passengers in September 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

Month End Reporting	ST Express										Tacoma Link										Link						
	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time ¹	Free 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	Free 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
Targets⁷	481,598	≥ 99.8%	> 90.0%	≥ 85.0%	80.0%	≥ 95.0%	18,680,000	38.8	< 15.0	< 0.80	27.7%	7.0%	27.7%	Targets⁷	49,194	≥ 98.5%	> 90.0%	≥ 66.7%	≥ 98.5%	N/A	1,040,001	21.1	< 15.0	≤ 1.66	N/A		
Jan	40,103	99.9%	98.0%	86.0%	94.0%	99.9%	1,503,335	37.5	13.7	0.85	29.9%	7.0%	29.9%	Jan	4,052	99.6%	100.0%	81.7%	99.6%	N/A	75,283	18.6	0.0	0	1.31	N/A	
Feb	38,457	99.9%	99.0%	84.1%	94.7%	99.0%	1,373,960	35.7	13.2	0.83	30.0%	7.0%	30.0%	Feb	3,732	100.0%	100.0%	97.5%	100.0%	N/A	77,064	20.6	0.0	0	1.31	N/A	
Mar	42,283	99.9%	99.0%	83.7%	94.4%	99.0%	1,621,495	38.3	20.4	0.82	29.8%	7.0%	29.8%	Mar	4,303	99.9%	93.0%	98.9%	99.9%	N/A	87,748	20.4	0.0	0	1.31	N/A	
Apr	38,615	99.9%	99.9%	86.4%	95.2%	99.9%	1,494,315	38.7	25.5	0.80	29.8%	7.0%	29.8%	Apr	4,010	100.0%	100.0%	95.8%	100.0%	N/A	83,218	20.8	0.0	0	1.32	N/A	
May	41,244	99.9%	99.9%	84.2%	95.0%	99.9%	1,636,800	39.7	15.5	0.80	30.1%	7.0%	30.1%	May	4,194	100.0%	98.0%	92.5%	100.0%	N/A	90,976	21.7	0.0	0	1.31	N/A	
Jun	40,683	99.9%	98.0%	76.5%	94.1%	99.9%	1,600,544	39.3	19.7	0.82	29.5%	7.0%	29.5%	Jun	4,174	99.6%	98.0%	100.0%	99.6%	N/A	82,874	19.9	0.0	0	1	2.62	N/A
Jul	38,977	99.9%	98.0%	81.2%	93.5%	99.9%	1,563,194	40.1	27.9	0.80	29.5%	7.0%	29.5%	Jul	4,088	100.0%	100.0%	100.0%	100.0%	N/A	73,817	18.1	0.0	0	2.62	N/A	
Aug	42,000	99.8%	98.0%	81.2%	94.3%	99.8%	1,683,064	40.1	17.3	0.77	29.2%	7.0%	29.2%	Aug	4,320	99.5%	98.0%	100.0%	99.5%	N/A	72,758	16.8	0.0	0	2.61	N/A	
Sep	38,454	99.8%	99.0%	84.1%	95.1%	99.8%	1,508,835	39.2	15.6	0.73	29.5%	7.0%	29.5%	Sep	4,016	99.7%	98.0%	100.0%	99.7%	N/A	76,699	19.1	0.0	0	2.61	N/A	
Oct														Oct													
Nov														Nov													
Dec														Dec													
YTD	360,815	99.9%	98.8%	83.0%	94.5%	98.8%	13,985,543	38.8	2,348	0.73	29.5%	7.0%	29.5%	YTD	36,889	99.8%	98.3%	96.3%	99.8%	N/A	720,438	19.5	0	0	1	2.61	N/A
Targets⁷	8,078	≥ 99.5%	> 90.0%	≥ 95.0%	82.0%	≥ 95.0%	4,479,999	555.0	< 15.0	≤ 1.00	25.6%	7.0%	25.6%	Targets⁷	102,616	≥ 98.5%	> 90.0%	≥ 86.0%	≥ 90.0%	≥ 90.0%	22,900,002	223.0	< 15.0	< 0.30	35.6%		
Jan	607	99.5%	100.0%	90.3%	78.9%	99.5%	367,533	605.5	27	0	30.6%	7.0%	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%	90.3%	82.0%	99.5%	316,603	564.4	36	11.4	30.9%	7.0%	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%	90.3%	82.6%	99.5%	391,133	587.3	96	24.5	30.7%	7.0%	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%	91.2%	99.5%	339,555	572.6	44	13.0	30.6%	7.0%	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%	90.3%	92.2%	99.5%	384,633	567.3	23	6.0	30.9%	7.0%	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%	90.3%	95.2%	99.5%	383,661	577.0	54	14.1	30.9%	7.0%	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	615	99.5%	100.0%	90.3%	97.7%	99.5%	354,706	576.8	39	11.0	30.8%	7.0%	30.8%	Jul	8,746	99.7%	99.0%	94.9%	91.6%	89.0%	2,096,892	239.8	35	1.7	0	0.05	40.6%
Aug	695	99.4%	100.0%	90.3%	92.7%	99.5%	406,543	585.0	73	18.0	30.6%	7.0%	30.6%	Aug	9,404	98.2%	98.0%	96.5%	91.5%	88.7%	2,181,697	232.0	39	1.8	0	0.05	39.9%
Sep	648	99.7%	100.0%	90.3%	94.9%	99.5%	361,801	558.3	70	19.3	32.0%	7.0%	32.0%	Sep	8,947	97.9%	99.0%	96.9%	90.9%	88.8%	2,073,671	231.8	28	1.4	0	0.05	41.6%
Oct														Oct													
Nov														Nov													
Dec														Dec													
YTD	5,728	98.3%	100.0%	90.3%	89.7%	98.7%	3,306,188	577.2	462	0	32.0%	7.0%	32.0%	YTD	78,298	98.5%	97.8%	95.3%	91.7%	88.9%	17,520,380	223.8	366	2.1	0	0.05	41.6%

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