## Ridership

### Total Boardings by Mode

<table>
<thead>
<tr>
<th>Mode</th>
<th>Jan-16</th>
<th>Jan-17</th>
<th>% Δ</th>
<th>YTD-16</th>
<th>YTD-17</th>
<th>% Δ</th>
</tr>
</thead>
<tbody>
<tr>
<td>ST Express</td>
<td>1,433,007</td>
<td>1,503,335</td>
<td>4.9%</td>
<td>1,433,007</td>
<td>1,503,335</td>
<td>4.9%</td>
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<tr>
<td>Sounder</td>
<td>331,257</td>
<td>363,506</td>
<td>9.7%</td>
<td>331,257</td>
<td>363,506</td>
<td>9.7%</td>
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<tr>
<td>Tacoma Link</td>
<td>75,121</td>
<td>74,823</td>
<td>-0.4%</td>
<td>75,121</td>
<td>74,823</td>
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<tr>
<td>Link</td>
<td>908,411</td>
<td>1,760,914</td>
<td>93.8%</td>
<td>908,411</td>
<td>1,760,914</td>
<td>93.8%</td>
</tr>
<tr>
<td>Paratransit</td>
<td>3,633</td>
<td>4,781</td>
<td>31.6%</td>
<td>3,633</td>
<td>4,781</td>
<td>31.6%</td>
</tr>
<tr>
<td>System Total</td>
<td>2,751,429</td>
<td>3,707,359</td>
<td>34.7%</td>
<td>2,751,429</td>
<td>3,707,359</td>
<td>34.7%</td>
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</tbody>
</table>

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

<table>
<thead>
<tr>
<th>January 2016:</th>
<th>20 Weekdays</th>
<th>5 Saturdays</th>
<th>6 Sundays</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 2017:</td>
<td>21 Weekdays</td>
<td>4 Saturdays</td>
<td>6 Sundays</td>
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</table>

**Sound Transit** ridership increased by 956K, or 34.7%, compared to January 2016. System-wide average weekday boardings increased by 27% during the month. There was one additional weekday in 2017 than in the previous year.

**ST Express** ridership increased by 70K, or 4.9%. Average weekday boardings increased slightly by 0.7%. Weekend ridership increased significantly, with average Saturday boardings up 19.5% compared to January 2016. Ridership growth is attributed to the service investments made throughout 2016.

**Sounder** ridership was up 32K, or 9.7%, compared to January 2016. Similarly, average weekday boardings on Sounder were up 2.5% compared to same period last year, reaching an all time high of 17K average weekday boardings.

**Tacoma Link** ridership remained largely constant in January 2017, decreasing by 0.4%. Average weekday boardings were down 7.2%, while average Saturday boardings were up by 5.7%.

**Link** ridership was up 853K, or 93.8%, compared to the same period last year. Average weekday boardings were up by 89% to over 66K per weekday. The continued increase in monthly ridership and average weekday boardings is due to the Link extension, which opened in 2016.

**Paratransit** services increased by 31.6% compared to January 2016. The increase in ridership is attributed to the opening of the University Link and Angle Lake extensions and additional customers requesting access to the Link system.

### Average Daily Boardings

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<td>Jan-16</td>
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<td>Jan-16</td>
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<td>% Δ</td>
<td>Jan-16</td>
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<tr>
<td>ST Express</td>
<td>62,693</td>
<td>63,144</td>
<td>0.7%</td>
<td>19,296</td>
<td>23,068</td>
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<td>13,635</td>
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<tr>
<td>Sounder</td>
<td>16,642</td>
<td>17,057</td>
<td>2.5%</td>
<td>0</td>
<td>5,313</td>
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<tr>
<td>Tacoma Link</td>
<td>3,311</td>
<td>3,072</td>
<td>-7.2%</td>
<td>1,464</td>
<td>1,548</td>
<td>5.7%</td>
<td>700</td>
</tr>
<tr>
<td>Link</td>
<td>34,956</td>
<td>66,060</td>
<td>98.9%</td>
<td>21,237</td>
<td>49,653</td>
<td>134.7%</td>
<td>19,472</td>
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<tr>
<td>Paratransit</td>
<td>117</td>
<td>154</td>
<td>31.6%</td>
<td>117</td>
<td>154</td>
<td>31.6%</td>
<td>117</td>
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<tr>
<td>System Total</td>
<td>117,719</td>
<td>149,488</td>
<td>27.0%</td>
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*Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.*
ST Express ridership increased by 4.9% and average weekday boardings increased by 0.7%.

Sounder system-wide ridership increased by 0.7% compared to January 2016. Average weekday boardings increased by 2.6%.

Tacoma Link ridership decreased by 0.4% compared to January 2016. Average weekday boardings were also down by 7.2% compared to the same period last year.

Sounder North ridership increased 36.7% overall and average weekday boardings increased 18% compared to January 2016.

Link ridership was up 93.8% compared to January 2016, while average weekday boardings increased by 88.0%. 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 7% compared to January 2016 and average weekday boardings increased by 1%.
Sound Transit Operations
January 2017 Service Performance Report

ST Express

Highlights

- Traffic congestion and overcrowding continue to impact on-time performance and the customer experience.
- Preventable accidents per 100K miles was slightly above target at 0.85. Safety is the top priority as staff and partners continue working together to identify and address the issues.
Sound Transit Operations
January 2017 Service Performance Report

Sounder Comuter Rail

Highlights

- Train delays caused by BNSF track construction continue to affect customer experience and on-time performance. As a result of construction in the Auburn area on a third mainline track and platform modifications, train speeds were dramatically reduced to protect railway workers and only one mainline track was available, creating increased traffic congestion. The project concluded at the end of January.
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 below target at 18.5 for the month of January.
- Preventable accidents per 100K miles is based on a 12-month rolling average. In January, 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.
Sound Transit Operations
January 2017 Service Performance Report

**Link**

**Highlights**

- In January, headway management and percentage of scheduled trips operated were below target at 88.7% and 95.3%, respectively. Track blockage events on MLK affected performance.
- Preventable accidents per 100K miles is based on a 12-month rolling average. In January, Link's 12-month rolling average was 0.05 due to one non-revenue preventable accident in the wash bay in November 2016.
A total of 15,284 parking stalls are available at 31 locations in Pierce County, Snohomish County, as well as North, East, and South King County. Temporary (leased) parking is available in all regions except East King County.

Utilization continues to be at or near capacity at many of our parking facilities. Overall utilization increased by 2% compared to January 2016, reflecting 95% system-wide utilization.

The Pierce County region experienced 2% growth, and Snohomish County increased by 4%. North, East, and South King regions decreased by 2% compared to the same period of last year.

Angie Lake garage and surface lot introduced 1,160 parking spaces with the opening of the new station. In its fourth full month of operation, the spaces are well utilized at 95% capacity, compared to 90% in December, 86% in November, and 60% in October.

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

Link elevators, which are managed by KCM, were at targeted availability levels of 95% during the month of January.

KCM managed Link escalators were down for the period at 91.2% availability, driven by lengthy repairs at University of Washington Station.

Sound Transit managed elevators at ST Express and Sounder locations consistently perform above the 95% target availability and achieved 97.8% in the month of January.

Fare Evasion on Link increased compared to January 2016, with final results of 3.69% exceeding the 3% targeted range. January Link boardings increased 93.8% 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 1.79% for the month.

Overall, combined fare evasion was 3.39%, above the targeted range of 3%. Fare inspections trended over 5% of all rail passengers in January 2017, below the targeted inspection rate of 10%.
# Sound Transit Operations

## 2017 Monthly Modal Performance Data Sheet

### ST Express

<table>
<thead>
<tr>
<th>ST Express</th>
<th>Targets</th>
<th>YTD</th>
<th>Sounder</th>
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<tbody>
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### Tacoma Link

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### Sounder

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<tr>
<th>Sounder</th>
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### Link

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1. PMIs are preventive vehicle maintenance inspections. Link PMIs include Signals, Track, Power, LRV, Train, and Facilites.
2. Actual performance compared to the budget standard: ST Express: >95%, Sounder: >95%, Link: >90%, Tacoma Link: >95%.
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.