

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

Ridership

Total Boardings by Mode						
	Oct-16	Oct-17	% Δ	YTD-16	YTD-17	% Δ
ST Express	1,575,755	1,612,262	2.3%	15,589,269	15,597,805	0.1%
Sounder	380,015	413,272	8.8%	3,623,579	3,719,465	2.6%
Tacoma Link	87,610	94,413	7.8%	785,431	814,851	3.7%
Link	1,786,226	2,027,402	13.5%	15,611,366	19,547,782	25.2%
Paratransit	4,421	5,403	22.2%	39,926	50,128	25.6%
System Total	3,834,027	4,152,752	8.3%	35,649,571	39,730,031	11.4%

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

October 2016:	21 Weekdays	5 Saturdays	5 Sundays
October 2017:	22 Weekdays	4 Saturdays	5 Sundays

Sound Transit ridership increased by 319K, or 8.3%, compared to October 2016 partly due to one additional weekday. System-wide average weekday boardings increased by 4.4% during the month. All modes registered ridership increases during the month of October.

ST Express ridership increased by 37K, or 2.3%, during the month of October, while average weekday boardings decreased slightly, by 0.9%. Ridership on the SR-520 and I-5 South corridors led the way in ridership growth during the month.

Sounder ridership increased by 33K, or 8.8%, compared to October 2016. Average weekday boardings on Sounder increased by 3% compared to the same period last year. Average weekday boardings increased on the South Line by 4.1%, while the North Line experienced a 6.2% decrease. South Line ridership growth was in large part due to a full month of operating the two new round trips added in the September service change.

Tacoma Link ridership increased by 7K, or 7.8%, during the month of October. Average weekday boardings were up 6.6% over the same period of last year.

Link ridership increased by 241K, or 13.5%, compared to the same period last year. Average weekday boardings were up 9.8%. The continued increase in monthly ridership and average daily boardings is due to the opening of the Link extensions in 2016.

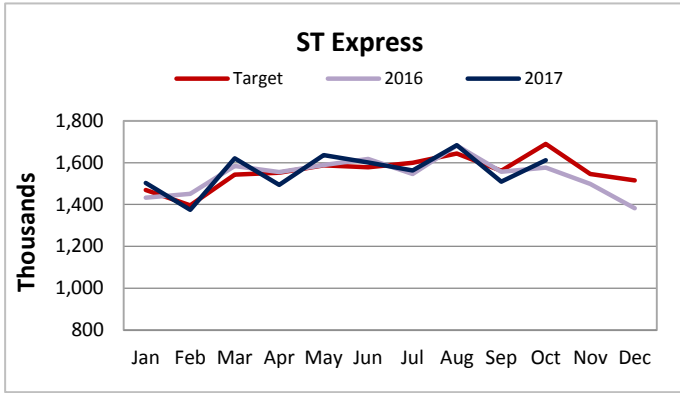
Paratransit services increased by 22.2% compared to October 2016. The increase in paratransit ridership is attributed to the increased ridership on Link with the opening of the University Link and Angle Lake extensions and additional customers requesting access to the Link system.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Oct-16	Oct-17	% Δ	Oct-16	Oct-17	% Δ	Oct-16	Oct-17	% Δ
ST Express	66,110	65,525	-0.9%	20,928	21,351	2.0%	16,559	17,062	3.0%
Sounder	17,775	18,314	3.0%	0	0	N/A	3,374	3,457	2.5%
Tacoma Link	3,615	3,855	6.6%	1,727	1,615	-6.5%	613	630	2.8%
Link	66,676	73,232	9.8%	41,847	50,007	19.5%	35,360	43,255	22.3%
Paratransit	143	174	22.2%	143	174	22.2%	143	174	22.2%
System Total	154,318	161,099	4.4%						

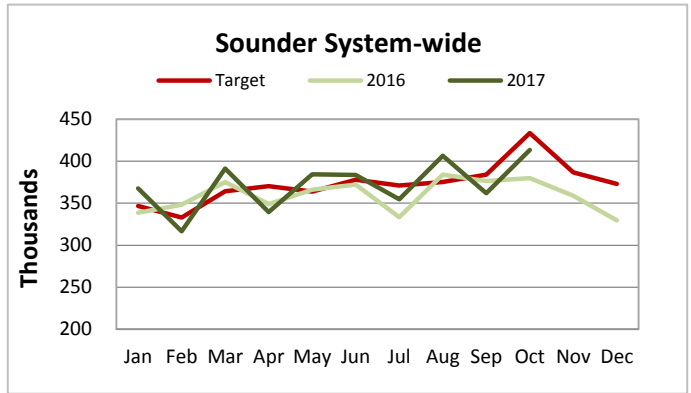
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.

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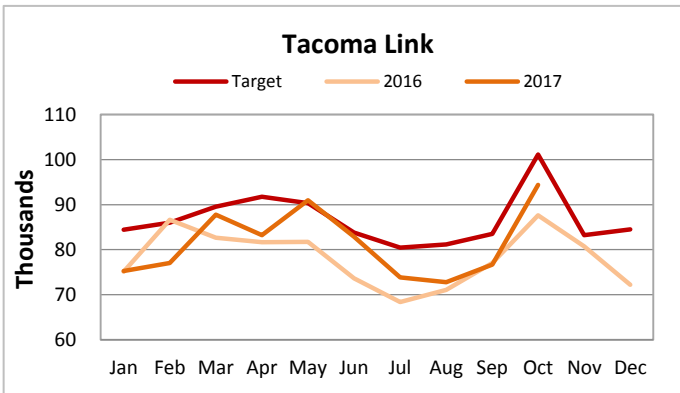
Monthly Ridership Trends by Mode



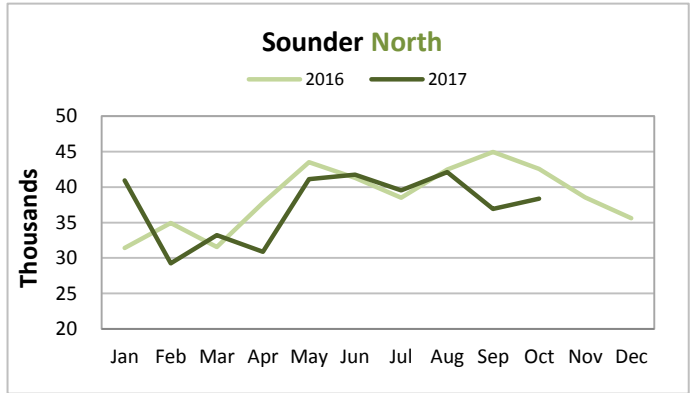
ST Express ridership increased by 2.3% compared to the same time last year. YTD ridership is essentially flat when comparing to YTD prior year and YTD target.



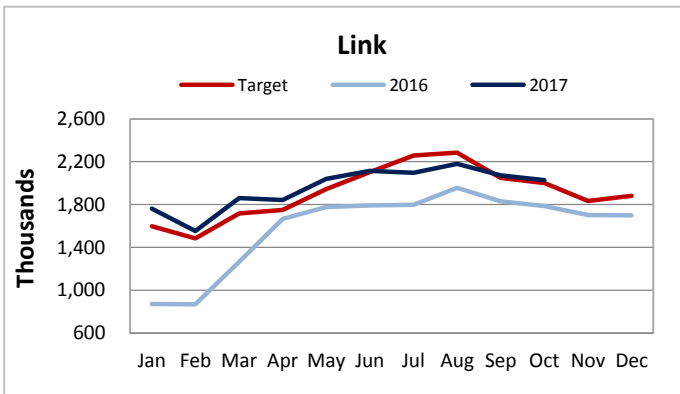
Sounder system-wide ridership increased by 8.8% compared to the prior year partly due to one additional weekday. Average weekday boardings increased by 3.0%. YTD ridership met the target and is 2.6% over 2016 YTD.



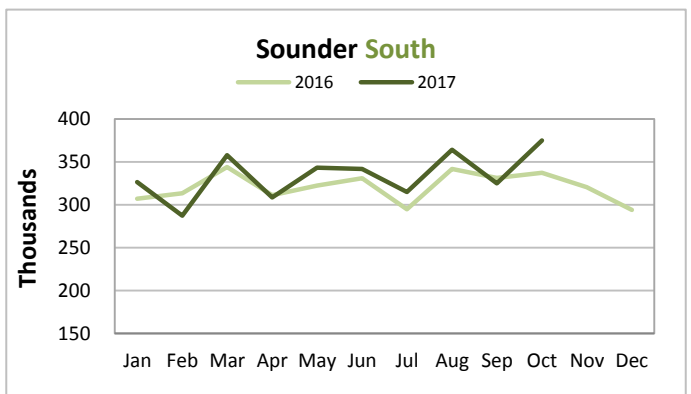
Tacoma Link ridership and average weekday boardings increased by 7.8% and 6.6%, respectively compared to October 2016. YTD ridership is 6.6% below the YTD target but trending 3.7% better than the same time last year.



Sounder North ridership decreased by 9.9%, or 4K, compared to October 2016. Average weekday boardings also decreased by 6.2%.



Link ridership was up 13.5% compared to October 2016. Average weekday, Saturday, and Sunday boardings also increased by 9.8%, 19.5%, and 22.3%, respectively. YTD ridership is 1.9% above the YTD target and 25.2% over last year.



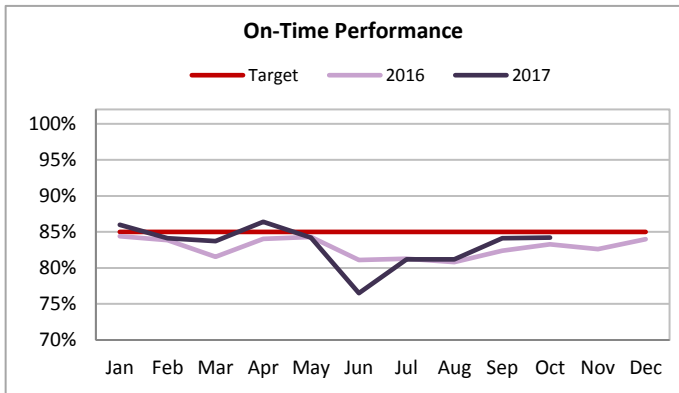
Sounder South ridership increased by 11.1%, or 37K. Average weekday boardings also increased by 4.1% compared to the same time last year.

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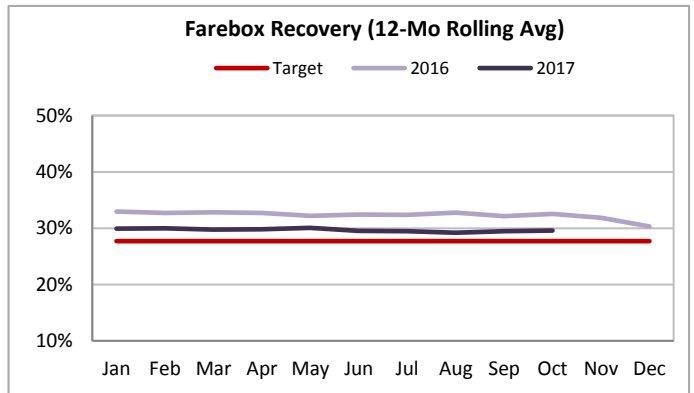
ST Express

Highlights

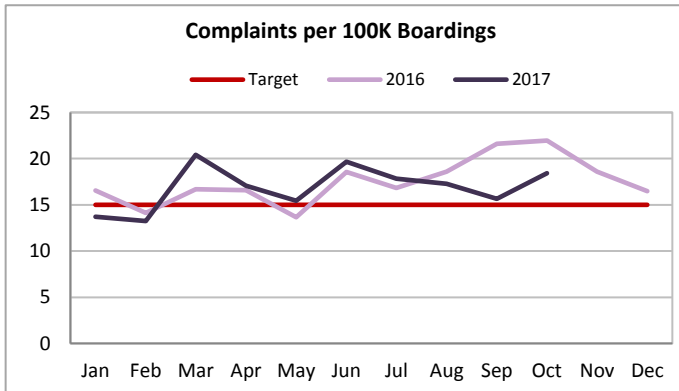
- Due to temporary data collection issues from King County Metro, October's on-time performance is an estimate. We expect the issue to be resolved by next month.
- Customer complaints missed the monthly and annual targets. Traffic congestion continues to impact performance and the customer experience.
- Passengers per trip fell below the monthly target at 39 and the annual target at 38.8. Low fuel prices and freeway congestion have limited ridership increases.
- Preventable accidents per 100K miles met the monthly target and shows continued improvement from last year.



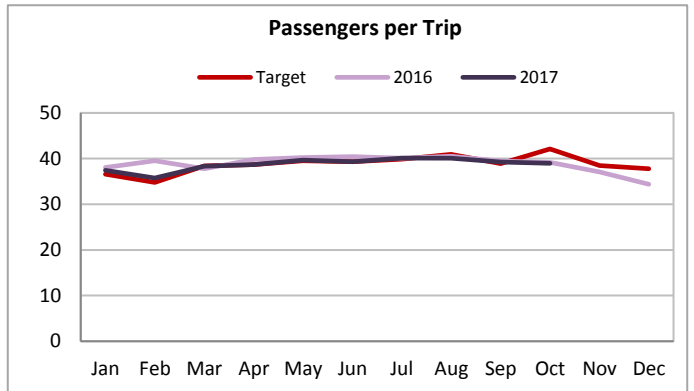
Target: 85% **Oct 2017: 84.2%** **YTD 2017: 83.2%**



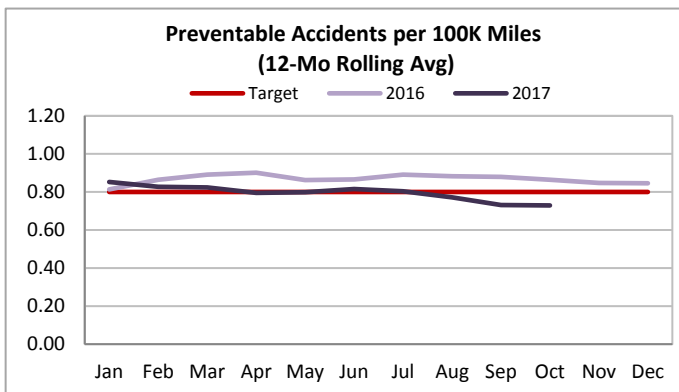
Target: 27.7% **12-Mo Avg: 29.6%**



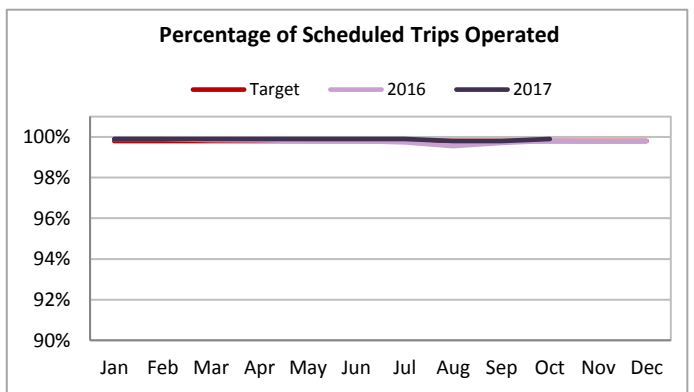
Target: < 15 **Oct 2017: 18.4** **YTD 2017: 17.0**



Target: 42.1 **Oct 2017: 39.0** **YTD 2017: 38.8**



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



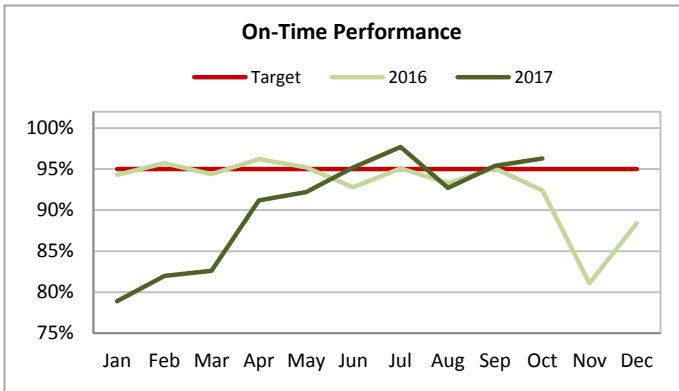
Target: 99.8% **Oct 2017: 99.9%** **YTD 2017: 99.9%**

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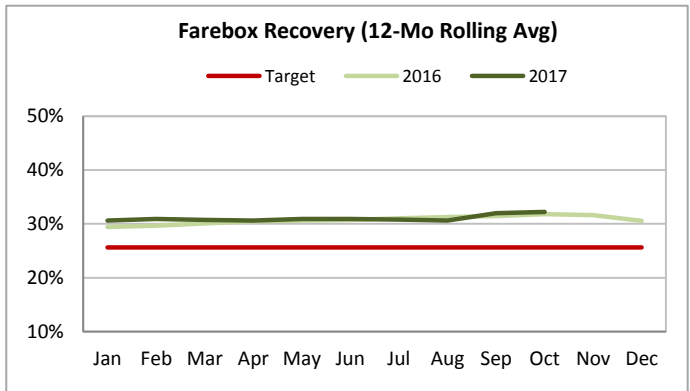
Sounder Commuter Rail

Highlights

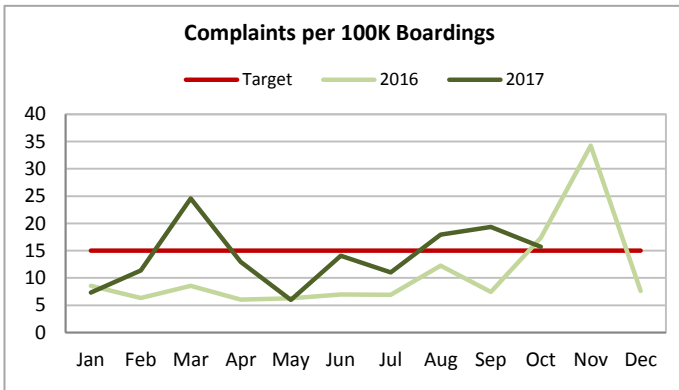
- Sounder met all monthly targets with the exception of complaints per 100K boardings and passengers per trip.
- Customer complaints exceeded the target of 15 complaints per 100K boardings. The majority of customer complaints during the month were related to the fall service change and the new schedule on the South line.
- Passengers per trip fell below the monthly and annual target.



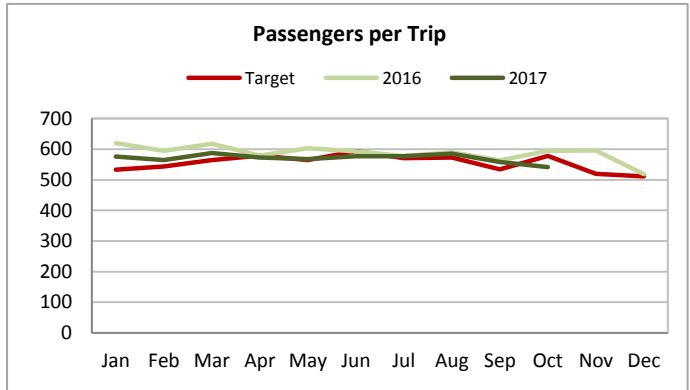
Target: 95.0% **Oct 2017: 96.3%** **YTD 2017: 90.4%**



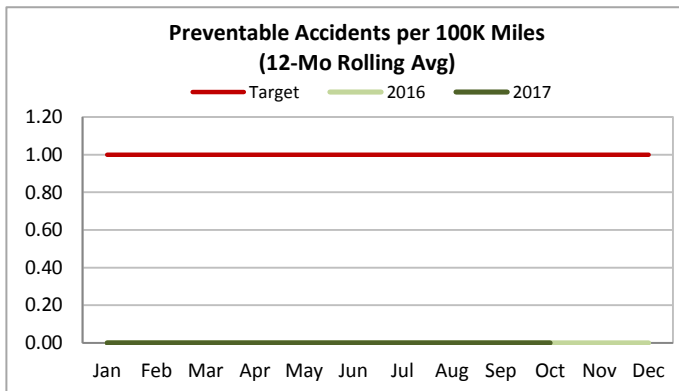
Target: 25.6% **12-Mo Avg: 32.2%**



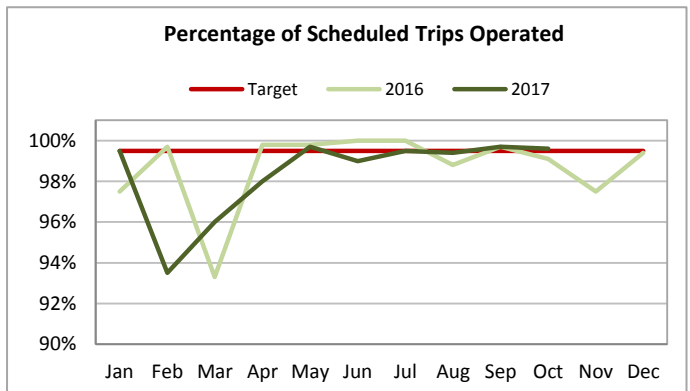
Target: < 15 **Oct 2017: 15.7** **YTD 2017: 14.2**



Target: 578.1 **Oct 2017: 540.9** **YTD 2017: 570.2**



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



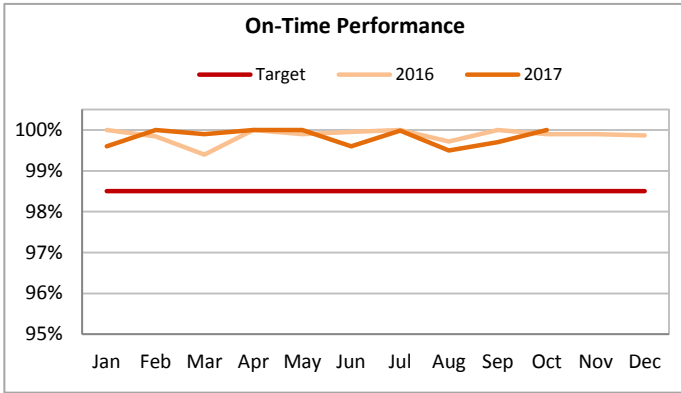
Target: 99.5% **Oct 2017: 99.6%** **YTD 2017: 98.4%**

Sound Transit Operations October 2017 Service Performance Report

Tacoma Link

Highlights

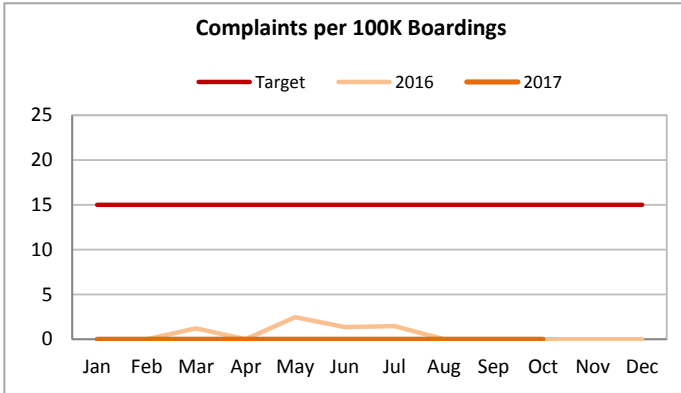
- Tacoma Link consistently performs better than target for on-time performance, complaints per 100K boardings, and percentage of scheduled trips operated.
- Passengers per trip trended slightly below target at 22.6 for the month of October and fell short of the annual target.
- Preventable accidents 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.



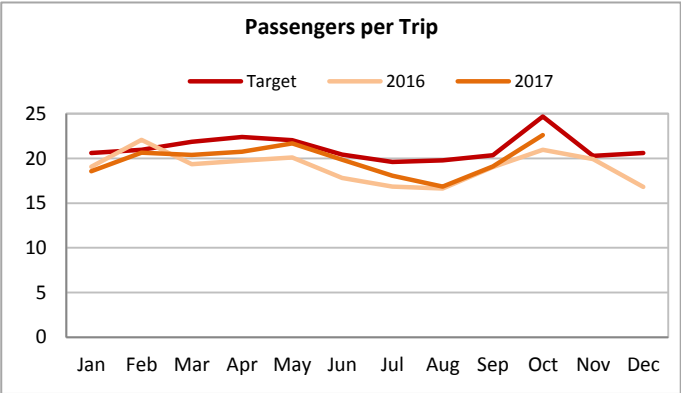
Target: 98.5% Oct 2017: 100.0% YTD 2017: 99.8%

Farebox Recovery (12-Mo Rolling Avg)

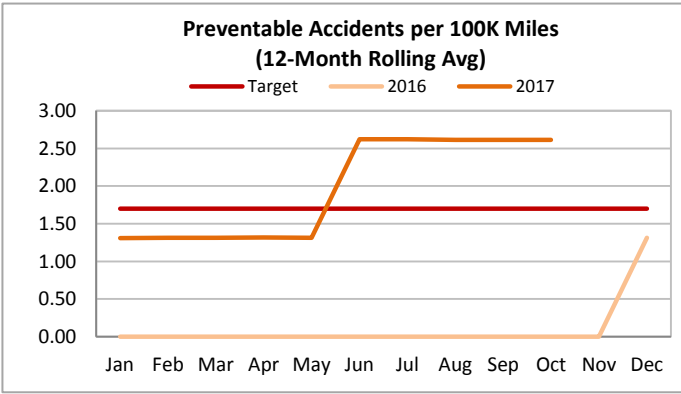
Tacoma Link to remain fare-free until 2022.



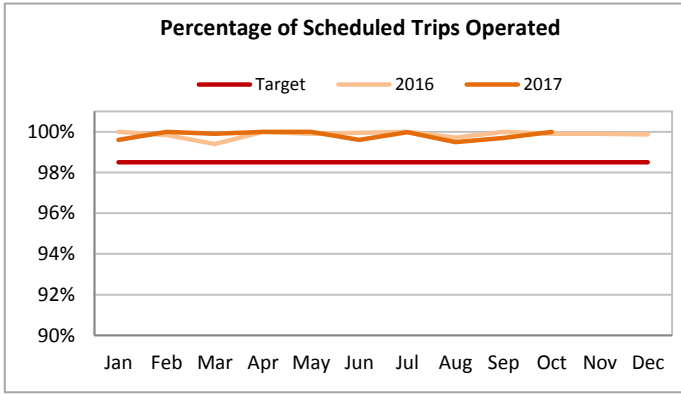
Target: < 15 Oct 2017: 0.0 YTD 2017: 0.0



Target: 24.7 Oct 2017: 22.6 YTD 2017: 19.8



Target: < 1.7 12-Mo Avg: 2.61



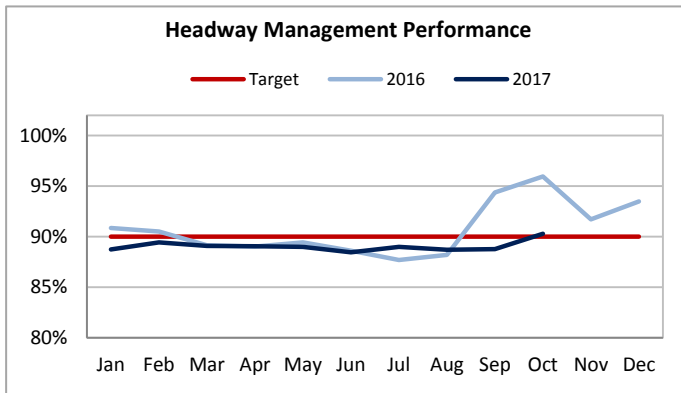
Target: 98.5% Oct 2017: 100.0% YTD 2017: 99.8%

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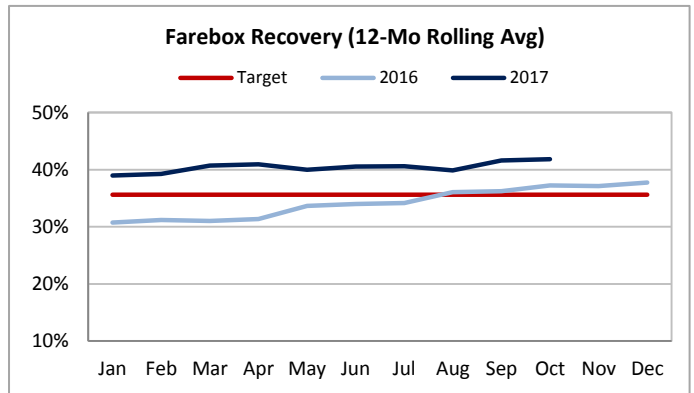
Link

Highlights

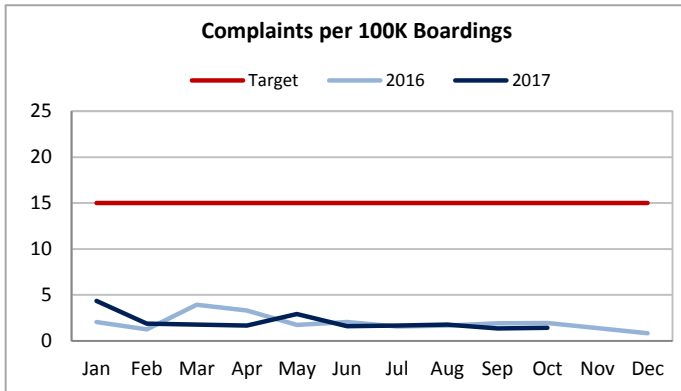
- Headway management performance surpassed target during the month at 90.3%. Delays in the DSTT and along the MLK corridor continue to impact performance.
- Farebox recovery is trending above 40%, well over the 35.6% target due to increases in ridership.
- Passengers per trip fell short of the monthly target at 231.9; however, YTD passengers per trip is trending 22% over the prior year. Link showed less of a summer spike than was forecast, but other metrics have trended higher than expectations.
- Percentage of scheduled trips operated exceeded the monthly target and met the YTD target at 98.6%.



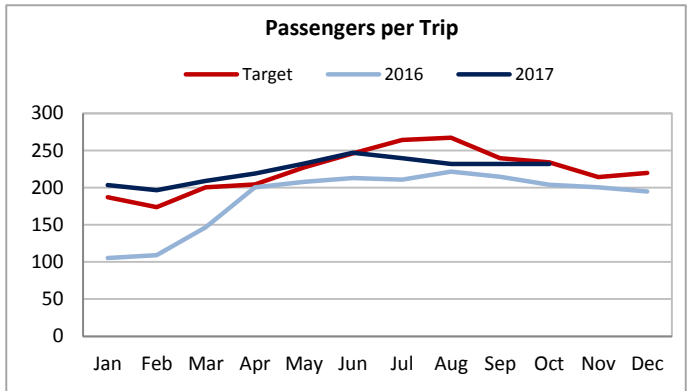
Target: 90% **Oct 2017: 90.3%** **YTD 2017: 89.0%**



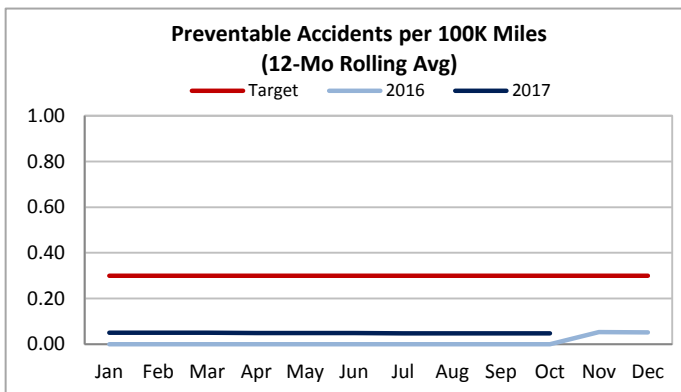
Target: 35.6% **12-Mo Avg: 41.8%**



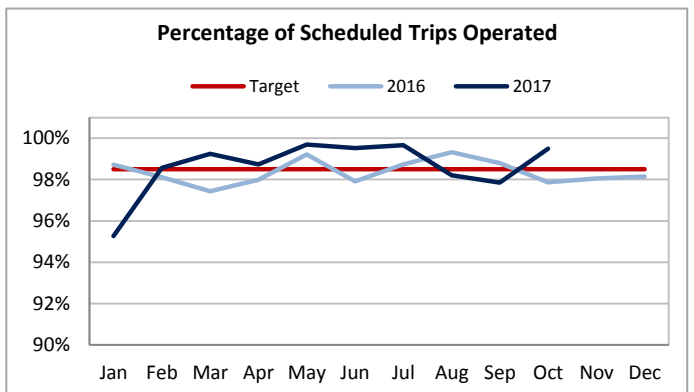
Target: < 15 **Oct 2017: 1.4** **YTD 2017: 2.0**



Target: 233.9 **Oct 2017: 231.9** **YTD 2017: 224.6**



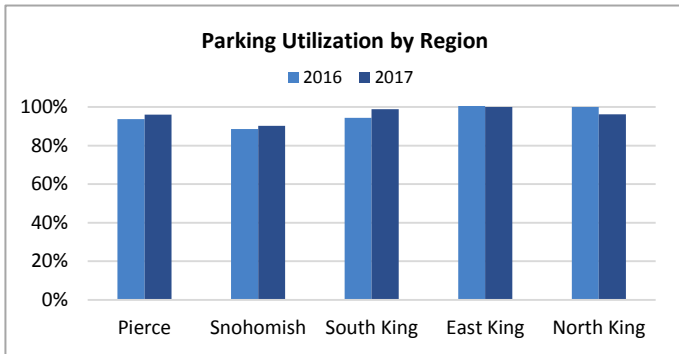
Target: 0.30 **12-Mo Avg: 0.05**



Target: 98.5% **Oct 2017: 99.5%** **YTD 2017: 98.6%**

Sound Transit Operations October 2017 Service Performance Report

General Transit

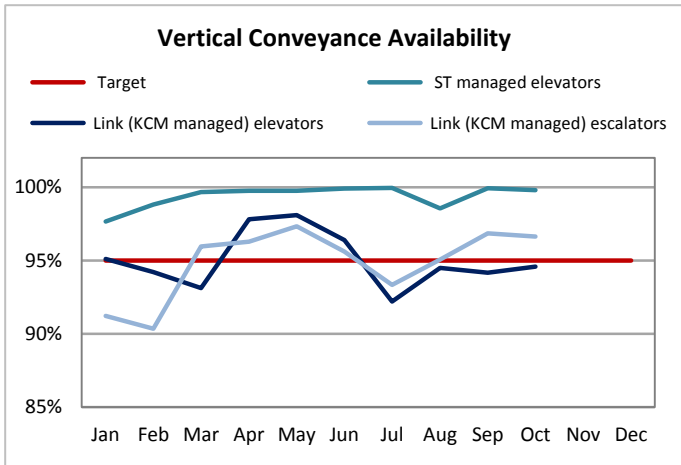


System-wide Permanent & Leased Parking			
October 2017			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,263	90%
North King	239	230	96%
East King	1,266	1,266	100%
South King	4,991	4,934	99%
Pierce	4,965	4,771	96%
System Total	15,074	14,464	96%

Excluding leased lots for East Link construction mitigation, a total of 15,074 parking stalls are available at 29 locations in Pierce, Snohomish, and King County. Overall, the number of spaces available to customers decreased by 0.5% compared to last year and the number of customers utilizing the spaces increased by 2.2%.

Angle Lake garage and surface lot introduced 1,160 parking spaces with the opening of the new station in September 2016. October is the first full month for a year-over-year utilization comparison. Parking utilization at this station has steadily increased since its opening from 83% this time last year to max capacity during the month of October.

System-wide utilization grew in all three counties to reach 96% during the month and many of our parking facilities continue to be at or near capacity. Utilization in Snohomish, King, and Pierce County increased by 1.7%, 3.1%, and 2.3%, respectively.



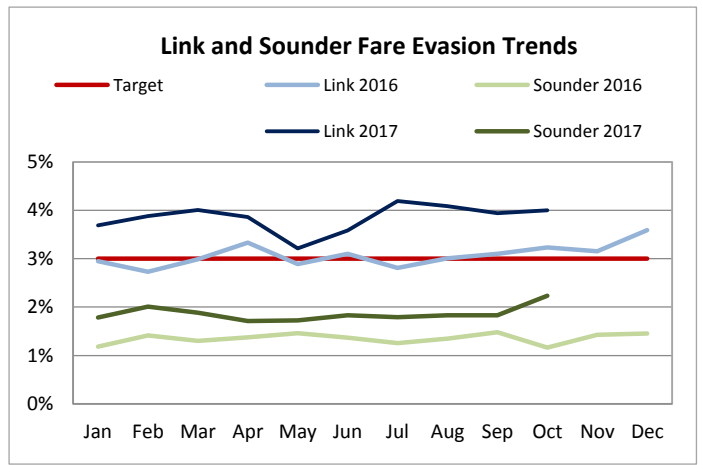
Target: 95% **ST Elevators: 99.8%**
Link Elevators: 94.6% **Link Escalators: 96.6%**

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

Sound Transit managed elevators performed above the 95% target availability and achieved 99.8% during the month.

Link elevators, which are managed by KCM, were below targeted availability levels at 94.6% 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 96.6% availability. There were long-term outages at SeaTac Airport and Tukwila International Boulevard Station due to parts availability.



Target: 3% **Sounder: 2.2%** **Link: 4.0%**

Fare Evasion on Link was 4%, an increase compared to the prior year, and above the 3% targeted range. During the month Link boardings increased 13.5% 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 2.2% for the month.

Overall, combined fare evasion was 3.7%, above the targeted range. Fare inspections reached 4.8% of all rail passengers in October 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												Link											
		ST Express						Sounder						Sounder						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	≥ 99.8%	> 90.0%	≥ 85.0%	≥ 90.0%	≥ 98.0%	18,680,000	38.8	< 15.0	< 0.80	27.7%	≤ 1.66	N/A	481,598	≥ 99.8%	> 90.0%	≥ 90.0%	≥ 90.0%	≥ 98.5%	N/A	1,040,001	21.1	< 15.0	≤ 1.66	N/A	481,598
Jan	99.9%	98.0%	86.0%	94.0%	86.0%	1,503,335	37.5	13.7	0.85	29.9%	1.31	N/A	40,136	99.9%	98.0%	94.0%	86.0%	94.0%	86.0%	75,283	18.6	0.0	0.0	1.31	N/A
Feb	99.9%	99.0%	84.1%	94.7%	84.1%	1,373,960	35.7	13.2	0.83	30.0%	1.31	N/A	38,443	99.9%	99.0%	94.7%	84.1%	94.7%	84.1%	77,064	20.6	0.0	0.0	1.31	N/A
Mar	99.9%	99.0%	83.7%	94.4%	83.7%	1,621,495	38.3	20.4	0.82	29.8%	1.31	N/A	42,286	99.9%	99.0%	94.4%	83.7%	94.4%	83.7%	87,748	20.4	0.0	0.0	1.31	N/A
Apr	99.9%	99.9%	86.4%	95.2%	86.4%	1,494,315	38.7	17.1	0.80	29.8%	1.32	N/A	38,615	99.9%	99.9%	95.2%	86.4%	95.2%	86.4%	83,218	20.8	0.0	0.0	1.32	N/A
May	99.9%	99.9%	84.2%	95.0%	84.2%	1,636,800	39.7	15.5	0.80	30.1%	1.31	N/A	41,244	99.9%	99.9%	95.0%	84.2%	95.0%	84.2%	90,976	21.7	0.0	0.0	1.31	N/A
Jun	99.9%	98.0%	76.5%	94.1%	76.5%	1,600,544	39.3	19.7	0.82	29.5%	2.62	N/A	40,683	99.9%	98.0%	93.5%	81.2%	93.5%	99.6%	82,874	19.9	0.0	1.0	2.62	N/A
Jul	99.9%	98.0%	81.2%	94.3%	81.2%	1,683,194	40.1	17.8	0.80	29.5%	2.61	N/A	38,977	99.9%	98.0%	94.3%	81.2%	94.3%	99.5%	73,817	18.1	0.0	0.0	2.61	N/A
Aug	99.8%	98.0%	84.1%	95.1%	84.1%	1,683,064	40.1	17.3	0.77	29.2%	2.61	N/A	42,000	99.8%	98.0%	94.3%	81.2%	95.1%	99.7%	72,758	16.8	0.0	0.0	2.61	N/A
Sep	99.8%	99.0%	84.1%	95.1%	84.1%	1,508,835	39.2	15.6	0.73	29.5%	2.61	N/A	38,454	99.8%	99.0%	95.1%	84.1%	95.1%	99.7%	76,699	19.1	0.0	0.0	2.61	N/A
Oct	99.9%	99.0%	84.2%	94.9%	84.2%	1,612,262	39.0	18.4	0.73	29.6%	2.61	N/A	41,352	99.9%	99.0%	94.9%	84.2%	94.9%	99.7%	94,413	22.6	0.0	0.0	2.61	N/A
Nov																									
Dec																									
YTD	402,190	99.9%	98.8%	94.5%	83.2%	15,597,805	38.8	17.0	0.73	29.6%	2.61	N/A	402,190	99.8%	99.8%	98.3%	96.6%	99.8%	N/A	814,851	19.8	0.0	1.0	2.61	N/A
Targets⁷	≥ 99.5%	> 90.0%	≥ 95.0%	≥ 90.0%	≥ 90.0%	4,479,999	555.0	< 15.0	≤ 1.00	25.6%	< 0.30	35.6%	8,078	≥ 99.5%	> 90.0%	≥ 90.0%	≥ 90.0%	≥ 90.0%	≥ 90.0%	≥ 90.0%	22,900,002	223.0	< 15.0	< 0.30	8,078
Jan	99.5%	100.0%	90.3%	78.9%	90.3%	367,533	576.1	7.3	0.00	30.6%	0.05	39.0%	638	99.5%	100.0%	90.3%	78.9%	90.3%	90.5%	1,760,914	203.5	7.7	4.4	0.05	39.0%
Feb	99.5%	100.0%	90.3%	82.0%	82.0%	316,603	564.4	11.4	0.00	30.9%	0.05	39.3%	561	99.5%	93.5%	100.0%	90.3%	91.7%	89.4%	1,551,158	196.4	2.9	1.9	0.05	39.3%
Mar	99.5%	100.0%	90.3%	82.6%	82.6%	391,133	587.3	24.5	0.00	30.7%	0.05	40.7%	666	99.5%	100.0%	90.3%	82.6%	92.1%	89.1%	1,859,043	209.1	3.3	1.8	0.05	40.7%
Apr	99.5%	100.0%	90.3%	91.2%	91.2%	339,555	572.6	44	0.00	30.6%	0.05	41.0%	593	99.5%	100.0%	90.3%	91.2%	92.9%	89.0%	1,843,401	219.0	3.1	1.7	0.05	41.0%
May	99.5%	100.0%	90.3%	92.2%	92.2%	384,633	567.3	23	0.00	30.9%	0.05	40.6%	678	99.5%	100.0%	90.3%	92.2%	92.9%	89.0%	2,040,154	232.3	6.0	2.9	0.05	40.6%
Jun	99.5%	100.0%	90.3%	95.2%	95.2%	383,661	577.0	54	0.00	30.9%	0.05	40.6%	665	99.5%	100.0%	90.3%	95.2%	92.2%	88.5%	2,113,450	247.0	3.4	1.6	0.05	40.6%
Jul	99.5%	100.0%	90.3%	97.7%	97.7%	354,706	576.8	39	0.00	30.8%	0.05	40.6%	615	99.5%	100.0%	90.3%	97.7%	91.6%	89.0%	2,096,892	239.8	3.5	1.7	0.05	40.6%
Aug	99.4%	100.0%	90.3%	92.7%	92.7%	406,532	584.9	73	0.00	30.6%	0.05	40.6%	695	99.4%	100.0%	90.3%	92.7%	91.5%	88.7%	2,181,697	232.0	3.9	1.8	0.05	39.9%
Sep	99.7%	100.0%	90.9%	95.4%	95.4%	361,817	558.4	70	0.00	32.0%	0.05	41.6%	648	99.7%	100.0%	90.9%	95.4%	90.9%	88.8%	2,073,671	231.8	2.8	1.4	0.05	41.6%
Oct	99.6%	100.0%	90.9%	96.3%	96.3%	413,272	540.9	65	0.00	32.2%	0.05	41.8%	764	99.6%	100.0%	90.9%	96.3%	94.1%	90.3%	2,027,402	231.9	2.9	1.4	0.05	41.8%
Nov																									
Dec																									
YTD	6,523	98.4%	100.0%	90.4%	90.4%	3,719,465	570.2	14.2	0.00	32.2%	0.05	41.8%	6,523	98.4%	98.6%	97.8%	95.6%	91.9%	89.0%	19,547,782	224.6	2.0	0.05	41.8%	6,523

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