

**Sound Transit Operations
July 2018 Service Performance Report**

Ridership

Total Boardings by Mode						
	Jul-17	Jul-18	% Δ	YTD-17	YTD-18	% Δ
ST Express	1,563,301	1,578,438	1.0%	10,795,248	10,682,974	-1.0%
Sounder	354,275	388,884	9.8%	2,542,011	2,722,007	7.1%
Tacoma Link	73,821	62,810	-14.9%	571,007	532,968	-6.7%
Link	2,086,270	2,263,180	8.5%	13,211,036	14,085,574	6.6%
Paratransit	4,893	5,210	6.5%	34,696	37,489	8.0%
System Total	4,082,560	4,298,523	5.3%	27,153,998	28,061,012	3.3%

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

July 2017:	20 Weekdays	5 Saturdays	6 Sundays
July 2018:	21 Weekdays	4 Saturdays	6 Sundays

Sound Transit ridership increased by 216K, or 5.3%, compared to July of last year. Year-over-year monthly ridership growth is in part due to one additional weekday compared to the previous year. Average weekday boardings increased by 2.7% overall with Sounder commuter rail, Link light rail and Paratransit services driving ridership growth.

ST Express ridership slightly increased by 15K, or 1.0%, compared to the same time last year. Route 580 (Lakewood - Puyallup Sounder Station) had the highest year-over-year growth carrying 228 additional average weekday riders, or an increase of 41%, compared to last year. Conversely, route 545 (Redmond-Seattle) and route 550 (Bellevue-Seattle), two of Sound Transit's most popular routes, declined in year-over-year ridership by 8% and 4%, respectively, due to construction and congestion impacts on service.

Sounder ridership increased by 35K, or 9.8%, compared to July 2017. Average weekday boardings on Sounder increased overall by 4.3% compared to the same period last year. Ridership growth continues to be driven by increases on the South line, which are due in large part to the two new round trips added in the 2017 service change.

Tacoma Link ridership decreased by 11K, or 14.9%, during the month of July. Average weekday, Saturday, and Sunday boardings decreased by 14.5%, 24.2%, and 7.8%, respectively.

Link ridership increased by 177K, or 8.5%, compared to the same period last year. Average weekday, Saturday, and Sunday boardings increased by 6.8%, 6.9%, and 11.9%, respectively.

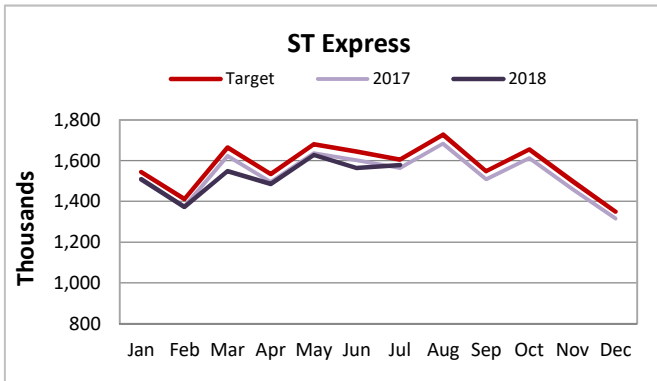
Paratransit services increased by 6.5% compared to July 2017. The increase in paratransit ridership is attributed to the increased ridership on Link with the opening of the University Link and Angle Lake extensions and additional customers requesting access to the Link system.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Jul-17	Jul-18	% Δ	Jul-17	Jul-18	% Δ	Jul-17	Jul-18	% Δ
ST Express	66,411	65,148	-1.9%	25,317	24,541	-3.1%	18,084	18,078	0.0%
Sounder	17,329	18,083	4.3%	1,037	1,985	91.4%	2,218	2,387	7.6%
Tacoma Link	2,868	2,452	-14.5%	2,445	1,853	-24.2%	706	651	-7.8%
Link	76,660	81,870	6.8%	56,710	60,611	6.9%	44,919	50,245	11.9%
Paratransit	158	168	6.5%	158	168	6.5%	158	168	6.5%
System Total	163,426	167,801	2.7%						

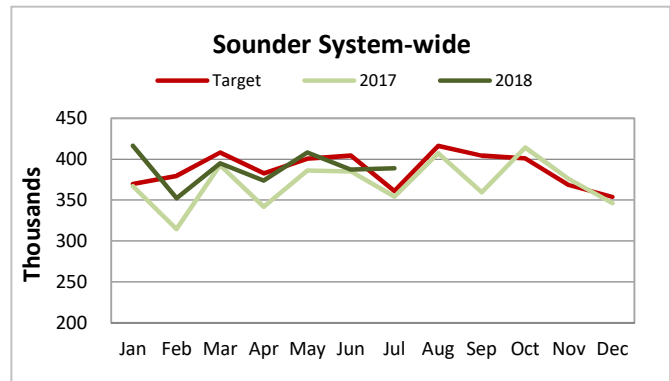
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.

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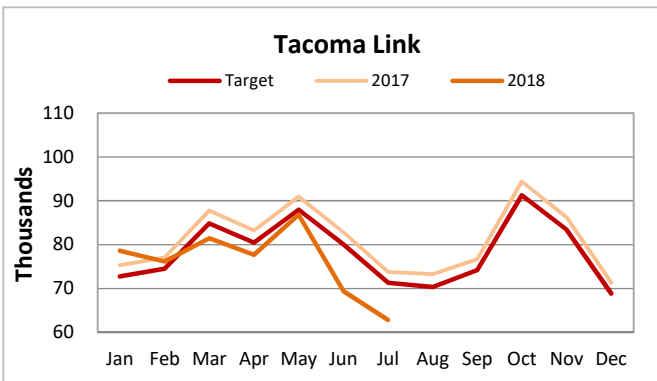
Monthly Ridership Trends by Mode



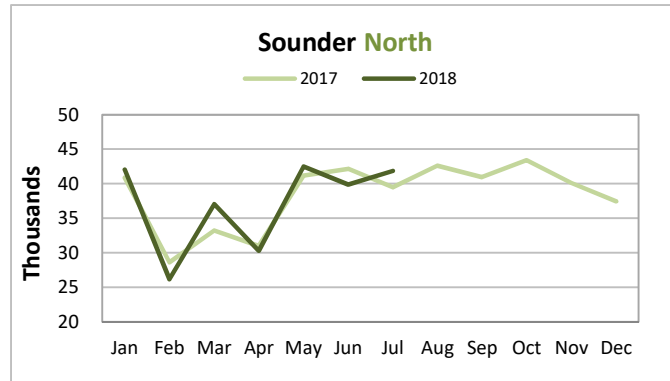
ST Express ridership slightly increased by 1.0% compared to the same time last year. Average weekday and Saturday boardings decreased by 1.9% and 3.1%, respectively, while average Sunday boardings remained flat. Year-to-date ridership was below the target by 1.0% as park and ride closures on the Eastside have limited customer options.



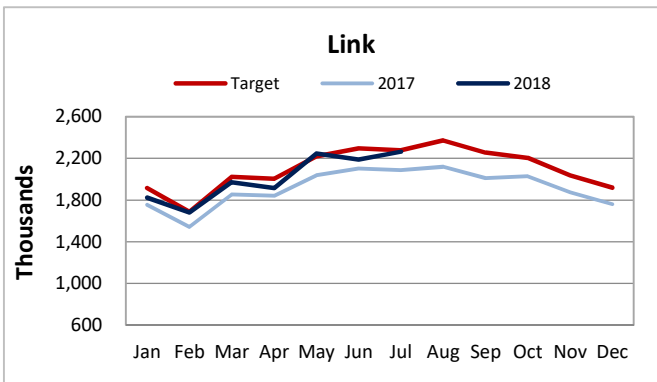
Sounder system-wide monthly ridership increased by 9.8% in July due in large part to South line ridership growth. Average weekday boardings for the month increased by 4.3%.



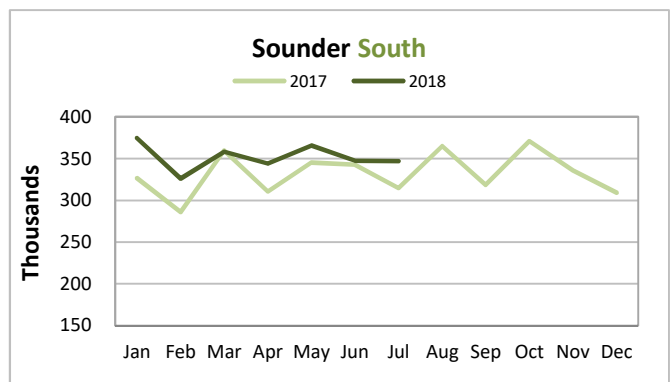
Tacoma Link ridership decreased by 14.9% in July versus last year due in large part to the Tacoma Dome renovation closure. Average weekday, Saturday, and Sunday boardings decreased by 14.5%, 24.2%, and 7.8%, respectively.



Sounder North ridership increased by 6.0% compared to last year while average weekday boardings remained flat.



Link ridership increased by 8.5% for the month compared to last year. Average weekday, Saturday, and Sunday boardings increased by 6.8%, 6.9%, and 11.9%, respectively.



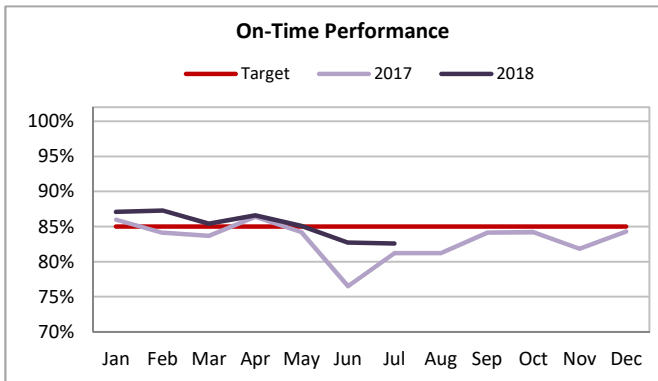
Sounder South ridership increased by 10.2% versus last year. Average weekday boardings also increased by 4.9% mainly due to two new round trips added in the 2017 service change.

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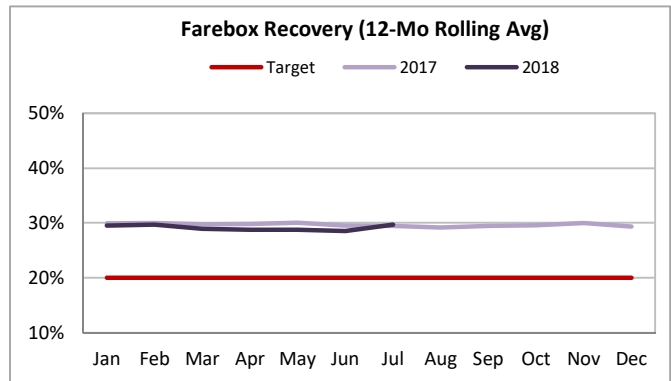
ST Express

Highlights

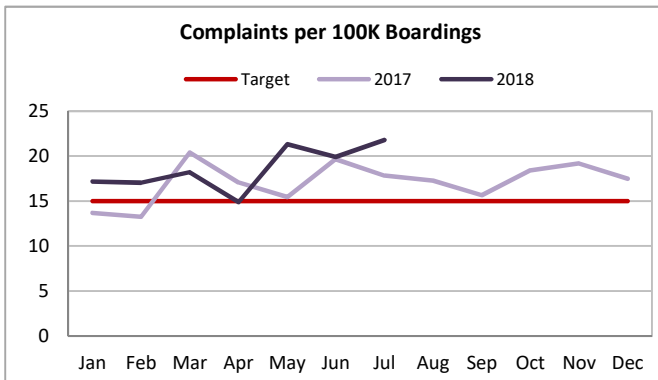
- ST Express on-time performance was below target at 82.6% for the month mainly due to delays caused by increased summer traffic and regional congestion. Year-to-date performance was on target at 85.3%.
- Customer complaints per 100K boardings missed target mainly due to late or missed stops.
- Preventable accidents per 100K miles met the target at 0.58 based on a 12-month rolling average.



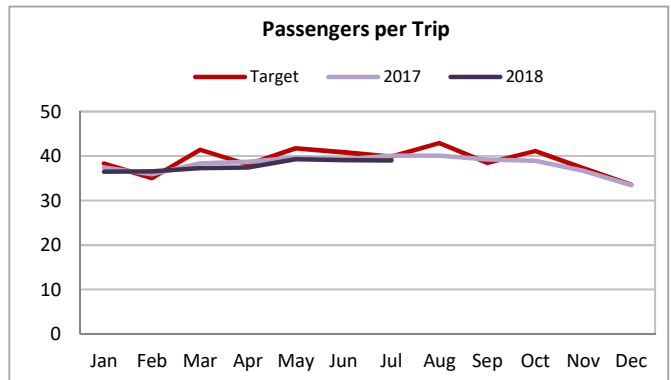
Target: 85% Jul 2018: 82.6% YTD 2018: 85.3%



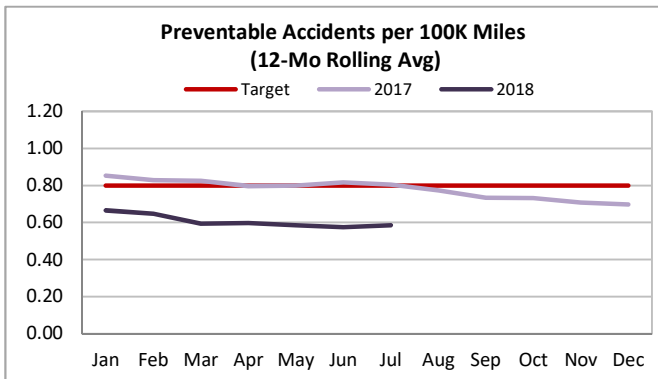
Target: 20.0% 12-Mo Avg: 29.7%



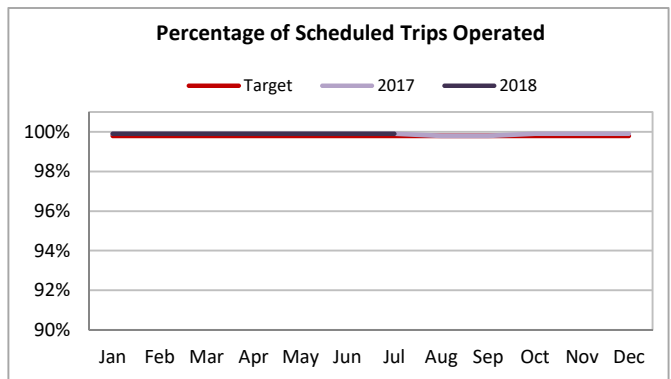
Target: < 15 Jul 2018: 21.8 YTD 2018: 18.7



Target: 39.9 Jul 2018: 39.0 YTD 2018: 37.9



Target: 0.80 12-Mo Avg: 0.58



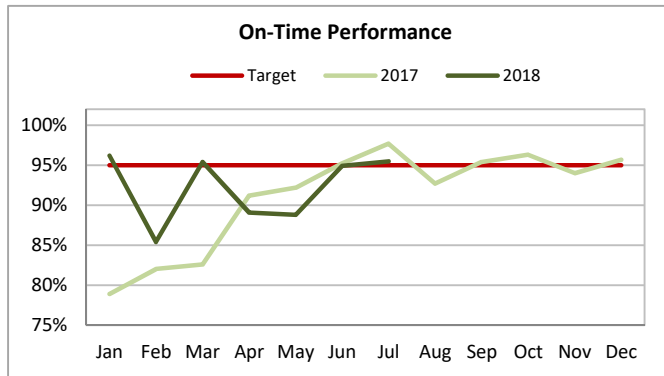
Target: 99.8% Jul 2018: 99.9% YTD 2018: 99.9%

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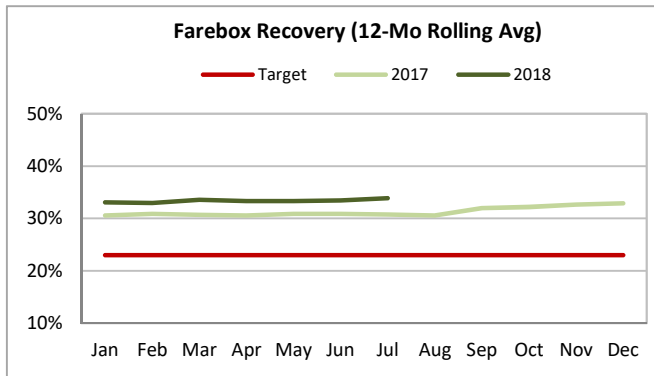
Sounder Commuter Rail

Highlights

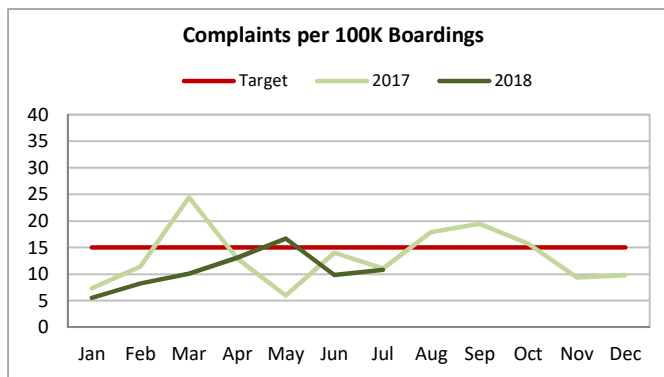
- Sounder on-time performance improved from last month at 95.5%. Year-to-date performance was impacted by a BNSF South line tie replacement and undercutting program between Tukwila and Seattle, and freight interference in February.
- Customer complaints per 100K boardings were better than the target at 10.8 in July.
- Percentage of scheduled trips operated met the target at 99.7% for the month.
- Passengers per trip met the target and improved from last month at 534.9 in July.



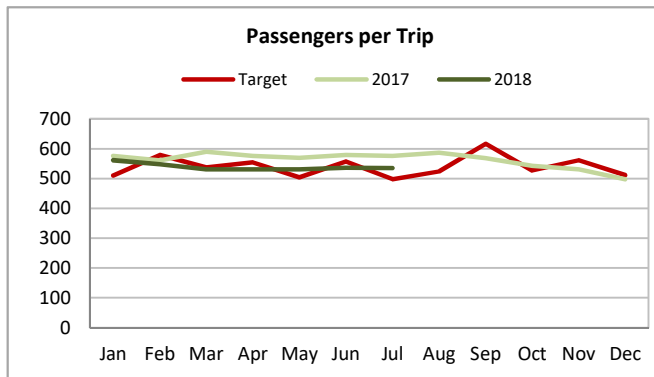
Target: 95.0% Jul 2018: 95.5% YTD 2018: 92.2%



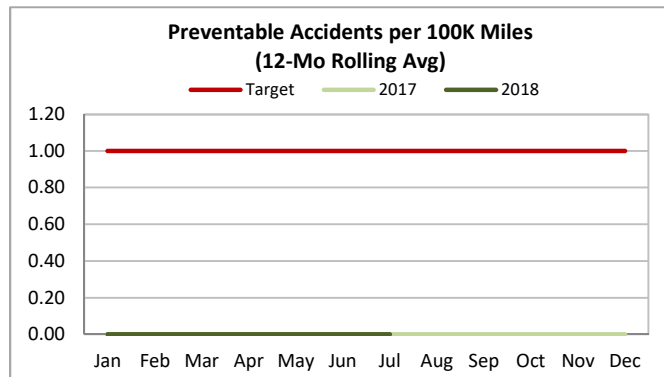
Target: 23.0% 12-Mo Avg: 33.9%



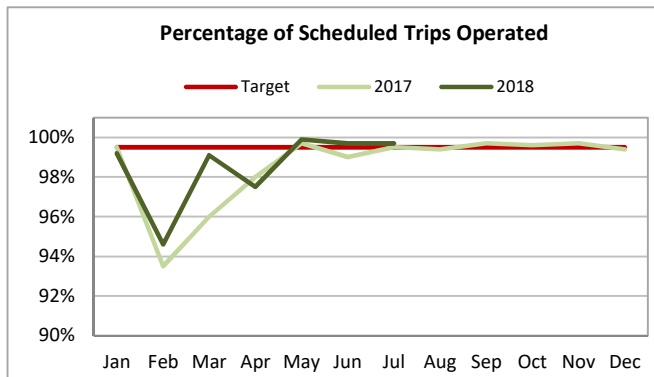
Target: < 15 Jul 2018: 10.8 YTD 2018: 10.6



Target: 498.0 Jul 2018: 534.9 YTD 2018: 538.9



Target: 1.00 12-Mo Avg: 0.00



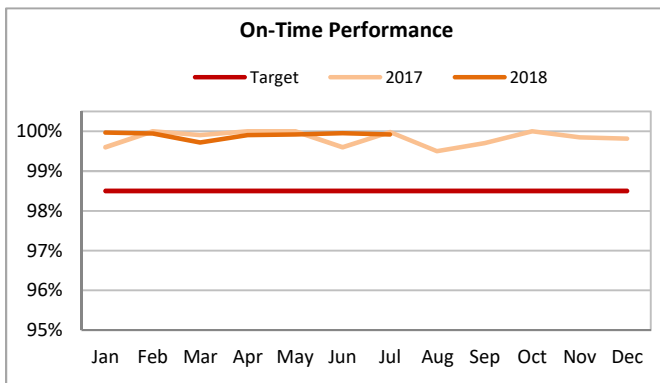
Target: 99.5% Jul 2018: 99.7% YTD 2018: 98.5%

Sound Transit Operations July 2018 Service Performance Report

Tacoma Link

Highlights

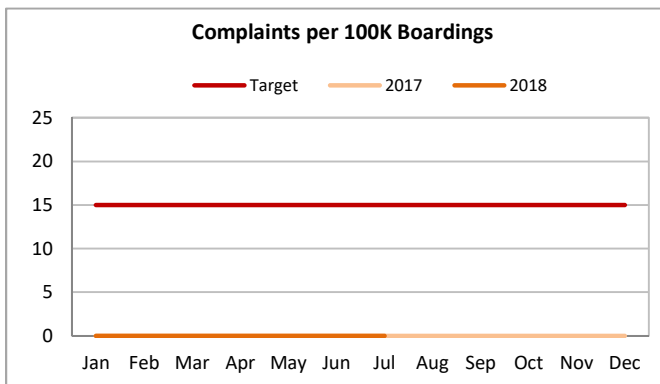
- Tacoma Link on-time performance was better than the target at 99.9% in July.
- There were no complaints related to Tacoma Link in the month.
- Preventable accidents per 100K miles is based on a 12-month rolling average. There was one preventable accident last June, but there have been none this past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



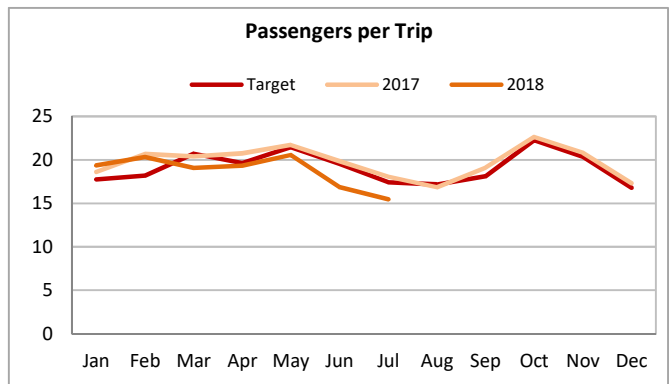
Target: 98.5% Jul 2018: 99.9% YTD 2018: 99.9%

Farebox Recovery (12-Mo Rolling Avg)

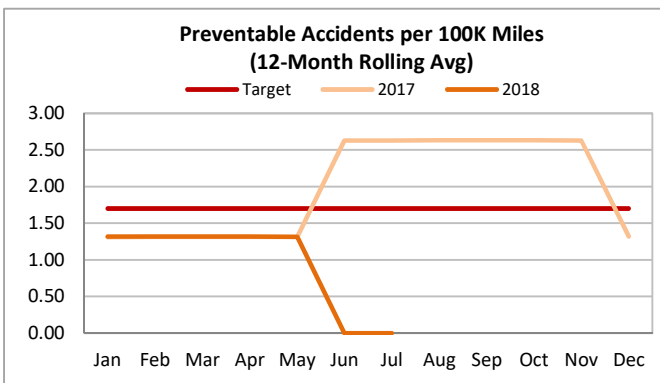
Tacoma Link to remain fare-free until 2022.



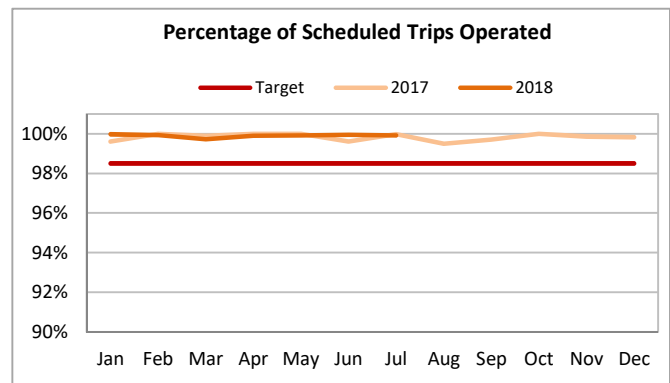
Target: < 15 Jul 2018: 0.0 YTD 2018: 0.0



Target: 17.4 Jul 2018: 15.5 YTD 2018: 18.7



Target: < 1.7 12-Mo Avg: 0.00



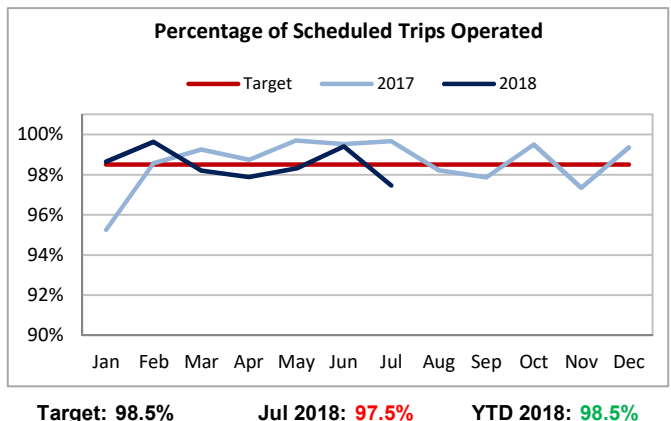
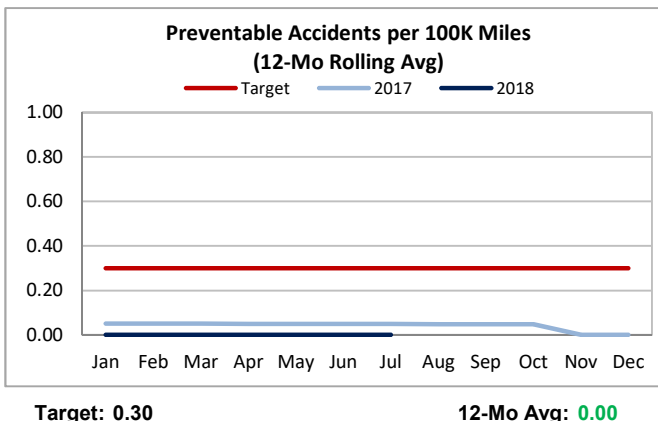
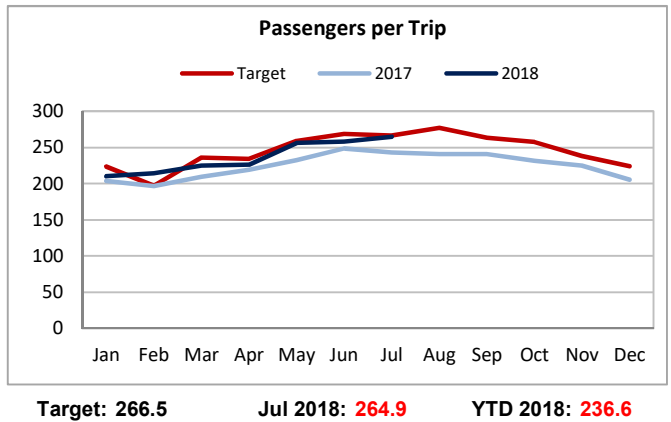
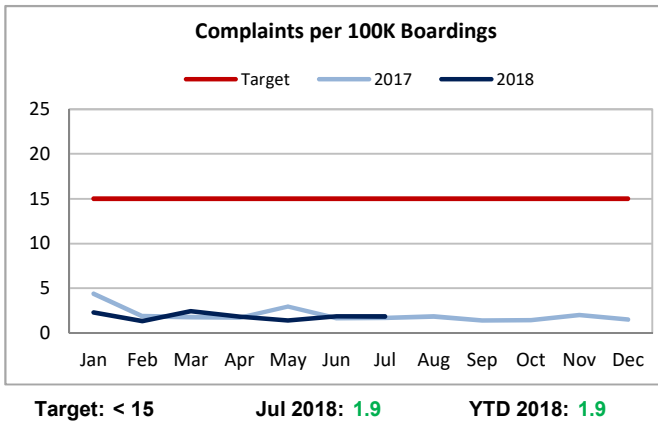
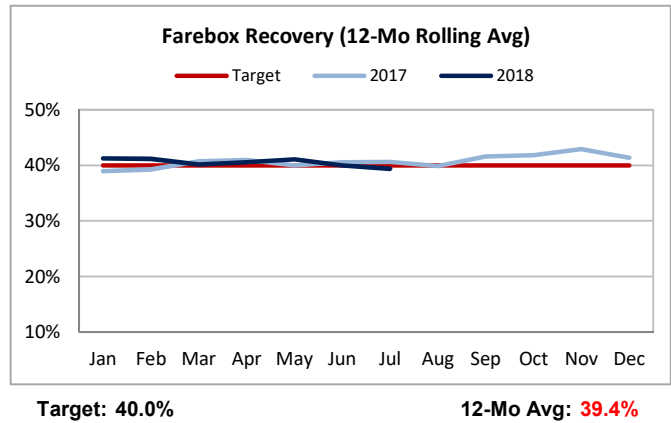
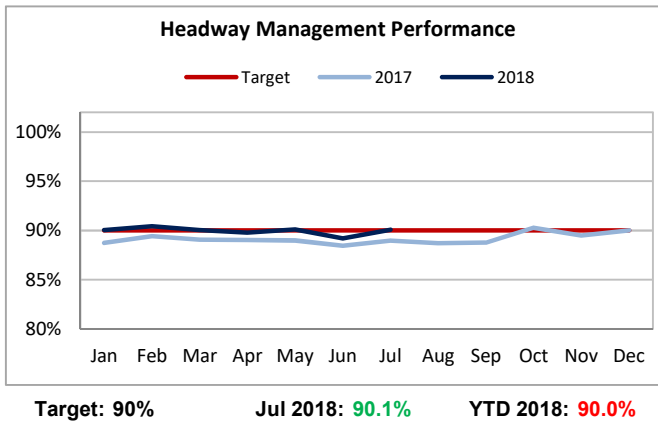
Target: 98.5% Jul 2018: 99.9% YTD 2018: 99.9%

Sound Transit Operations July 2018 Service Performance Report

Link

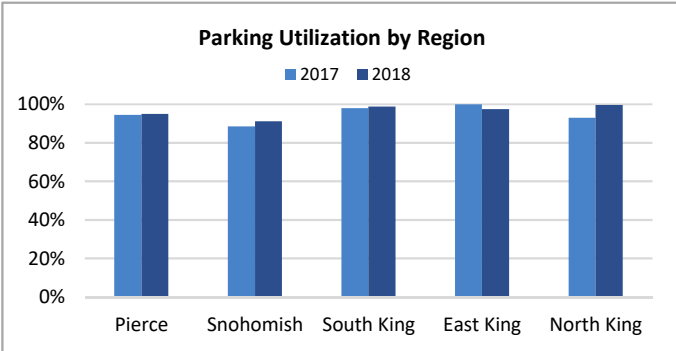
Highlights

- Percentage of Scheduled Trips Operated met the target at 98.5% on a year-to-date basis, while below the target at 97.5% in July.
- Passengers per trip improved from last month at 264.9, while below the target at 236.6 on a year-to-date basis.
- Link has had no preventable accidents since November 2016.



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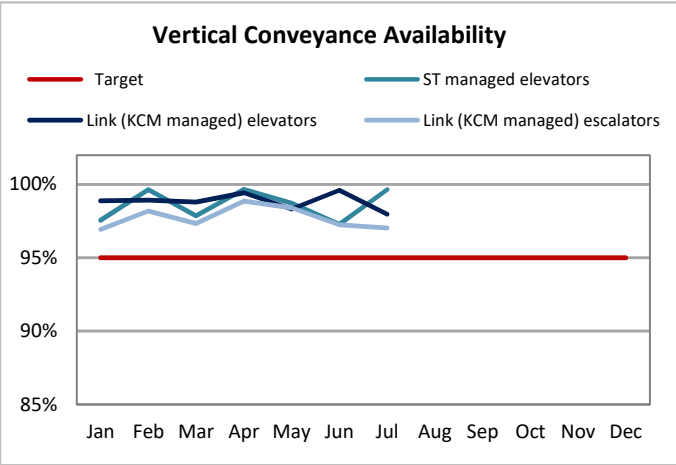
General Transit



System-wide Permanent & Leased Parking			
July 2018			
Region	Available	Utilized	% Utilized
Snohomish	3,547	3,233	91%
North King	239	238	100%
East King	1,266	1,233	97%
South King	5,031	4,966	99%
Pierce	4,765	4,526	95%
System Total	14,848	14,196	96%

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 July this year was slightly lower than last year at 96%. There was a reduction of 200 parking stalls at Tacoma Dome Station due to a mid-life maintenance project.

System-wide utilization increased in Snohomish County, King County and Pierce County by 2.7%, 1.0%, and 0.6%, respectively. Many of our parking facilities continue to be at or near capacity.

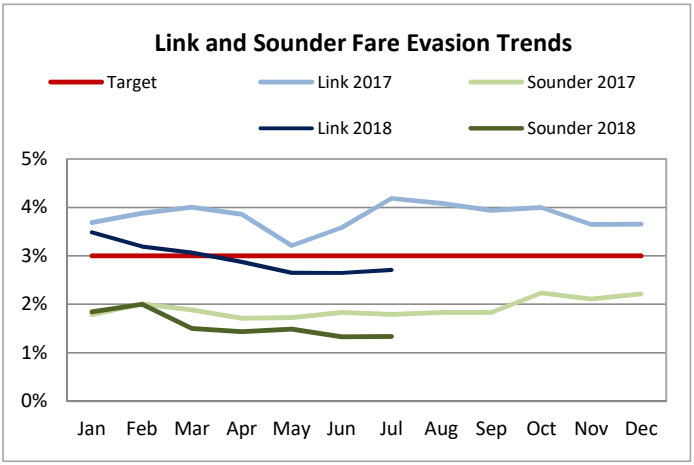


Target: 95% **ST Elevators: 99.7%**
Link Elevators: 98.0% **Link Escalators: 97.0%**

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 99.7% during the month.

KCM managed Link conveyances also exceeded target with elevators reaching 98.0% and escalators reaching 97.0% uptime in July.



Target: 3% **Sounder: 1.3%** **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 1.3% in July, which was slightly lower than the same period last year.

Overall, combined fare evasion was 2.4%, within the targeted range. Fare inspection rate met the target at 8.0% for July 2018.

Sound Transit Operations 2018 Monthly Modal Performance Data Sheet

ST Express												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	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														
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	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	41,350	99.9%	99.0%	94.1%	87.1%	1,507,910	36.5	259	17.2	6	0.67	29.5%	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	Jan	8,671	98.7%	98.0%	96.5%	94.5%	90.0%	1,823,511	210.3	42	2.3	0	0.00	41.3%
Feb	37,514	99.9%	97.0%	93.4%	87.3%	1,372,808	36.6	234	17.0	6	0.65	29.7%	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	Feb	7,844	99.6%	99.0%	95.6%	95.1%	90.4%	1,680,475	214.2	22	1.3	0	0.00	41.2%
Mar	41,517	99.9%	97.0%	94.2%	85.4%	1,547,795	37.3	282	18.2	5	0.59	28.9%	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	Mar	8,766	98.2%	98.0%	95.4%	92.5%	90.1%	1,971,328	224.9	48	2.4	0	0.00	40.2%
Apr	39,740	99.9%	99.0%	99.1%	86.6%	1,486,038	37.4	221	14.9	8	0.60	28.8%	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	Apr	8,467	97.9%	98.0%	96.6%	94.0%	89.8%	1,913,872	226.0	35	1.8	0	0.00	40.6%
May	41,421	99.9%	99.0%	99.5%	85.1%	1,627,281	39.3	347	21.3	5	0.59	28.8%	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	May	8,752	98.3%	98.0%	96.7%	93.2%	90.1%	2,243,835	256.4	31	1.4	0	0.00	41.1%
Jun	39,951	99.9%	99.0%	99.5%	82.7%	1,562,703	39.1	311	19.9	11	0.57	28.6%	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	Jun	8,483	99.4%	98.0%	96.0%	93.2%	89.2%	2,189,373	258.1	41	1.9	0	0.00	40.0%
Jul	40,473	99.9%	99.0%	100.0%	82.6%	1,578,438	39.0	344	21.8	11	0.58	29.7%	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	Jul	8,542	97.5%	100.0%	97.8%	94.7%	90.1%	2,263,180	264.9	42	1.9	0	0.00	39.4%
Aug													Aug														Aug													
Sep													Sep														Sep													
Oct													Oct														Oct													
Nov													Nov														Nov													
Dec													Dec														Dec													
YTD	281,966	99.9%	98.4%	97.1%	85.3%	10,682,974	37.9	1,998	18.7	52	0.58	29.7%	YTD	28,517	99.9%	100.0%	99.1%	99.9%	N/A	532,968	18.7	0	0.0	0	0.00	N/A	YTD	59,525	98.5%	98.4%	96.4%	93.9%	90.0%	14,085,574	236.6	261	1.9	0	0.00	39.4%

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