

## Sound Transit Operations June 2018 Service Performance Report

### Ridership

Total Boardings by Mode						
	Jun-17	Jun-18	% Δ	YTD-17	YTD-18	% Δ
<b>ST Express</b>	1,601,134	1,562,703	-2.4%	9,232,335	9,104,535	-1.4%
<b>Sounder</b>	384,868	387,136	0.6%	2,187,736	2,333,123	6.6%
<b>Tacoma Link</b>	82,874	69,423	-16.2%	497,186	469,695	-5.5%
<b>Link</b>	2,103,345	2,189,373	4.1%	11,124,766	11,822,394	6.3%
<b>Paratransit</b>	5,084	5,264	3.5%	29,803	32,279	8.3%
<b>System Total</b>	<b>4,177,305</b>	<b>4,213,899</b>	<b>0.9%</b>	<b>23,071,826</b>	<b>23,762,027</b>	<b>3.0%</b>

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

<b>June 2017:</b>	22 Weekdays	4 Saturdays	4 Sundays
<b>June 2018:</b>	21 Weekdays	5 Saturdays	4 Sundays

**Sound Transit** ridership increased by 37K, or 0.9%, compared to June of last year. Average weekday boardings increased by 1.1% compared to June 2017 with Sounder commuter rail, Link light rail, and paratransit services registering ridership gains. This growth came in spite of one less weekday in June 2018.

**ST Express** ridership decreased by 2.4% compared to the same time last year. Ridership is also down due to the closure of two park-and-ride lots for East Link construction. Routes 580 (Lakewood - Puyallup) and 596 (Bonney Lake - Sumner) led the way in ridership growth during the month. Ridership gains are attributed to increased demand to access Sounder South line stations due to the two new round trips added in the 2017 service change.

**Sounder** ridership increased by 2.3K, or 0.6%, compared to June 2017. Average weekday boardings on Sounder increased overall by 4.9% compared to the same period last year. Average weekday boardings decreased on the North line by 71 passengers, or 4.1% but increased on the South line by 910 passengers, or 5.9%. South line ridership growth was in large part due to the two new round trips added in the 2017 service change.

**Tacoma Link** ridership decreased by 13.5K, or 16.2%, during the month of June. The decline in ridership is attributed to fewer special events in downtown Tacoma - there was no Festival of Sail this June as there was last year - and the temporary closure of 200 parking stalls at Tacoma Dome Station for renovation work that started in June and is expected to last through October.

**Link** ridership increased by 86K, or 4.1%, compared to the same period last year. Average Saturday boardings increased by 15.9K or 30.5%, compared to June of last year, largely due to the Special Olympics hosting at the University of Washington from June 30 to July 6.

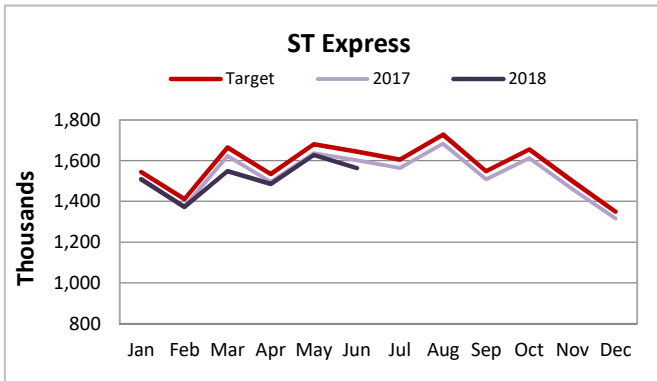
**Paratransit** services increased by 3.5% compared to June 2017. The increase in paratransit ridership is attributed to the increased ridership on Link.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Jun-17	Jun-18	% Δ	Jun-17	Jun-18	% Δ	Jun-17	Jun-18	% Δ
<b>ST Express</b>	65,723	65,031	-1.1%	21,915	24,870	13.5%	16,891	17,206	1.9%
<b>Sounder</b>	17,247	18,086	4.9%	0	1,730	N/A	1,808	2,798	54.8%
<b>Tacoma Link</b>	3,086	2,799	-9.3%	3,276	1,591	-51.4%	468	672	43.6%
<b>Link</b>	76,510	78,350	2.4%	52,141	68,033	30.5%	52,893	50,965	-3.6%
<b>Paratransit</b>	169	175	3.5%	169	175	3.5%	169	175	3.5%
<b>System Total</b>	<b>162,736</b>	<b>164,517</b>	<b>1.1%</b>						

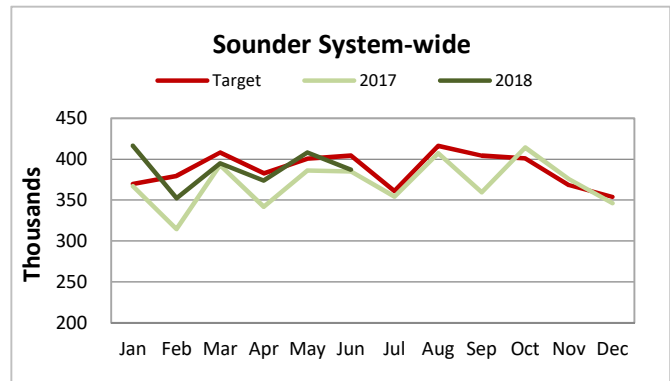
*Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.*

# Sound Transit Operations June 2018 Service Performance Report

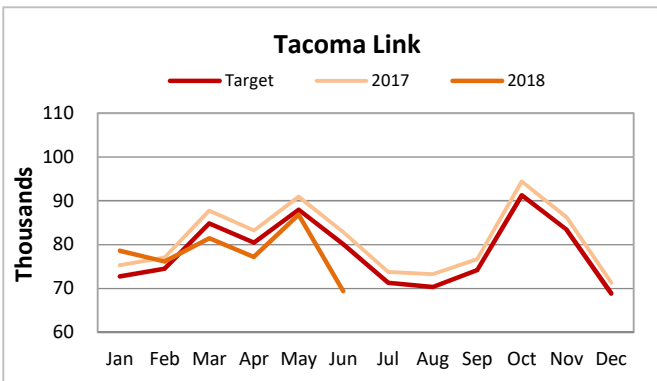
## Monthly Ridership Trends by Mode



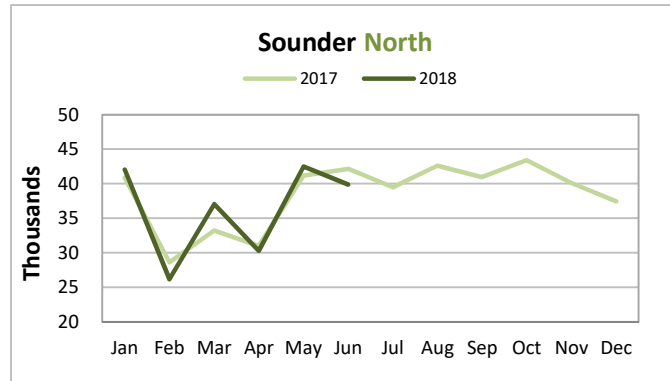
ST Express ridership decreased by 2.4% compared to the same time last year, partly due to one less weekday. Average Saturday and Sunday boardings increased by 13.5% and 1.9%, respectively, while average weekday boardings decreased by 1.1%. Year-to-date ridership was below the target by 1.4% as park and ride closures on the Eastside have limited customer options.



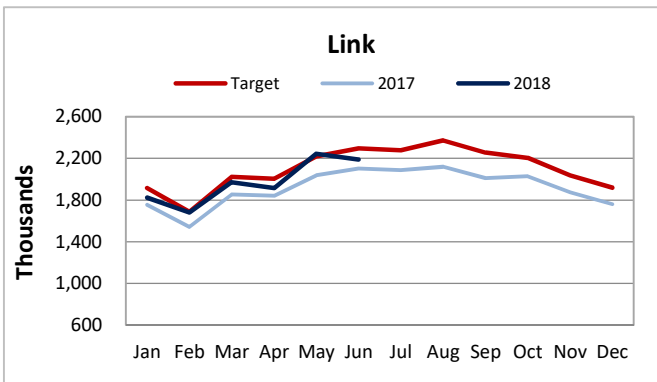
Sounder system-wide monthly ridership slightly increased by 0.6% in June due in large part to South line ridership growth. Average weekday boardings for the month increased by 4.9%.



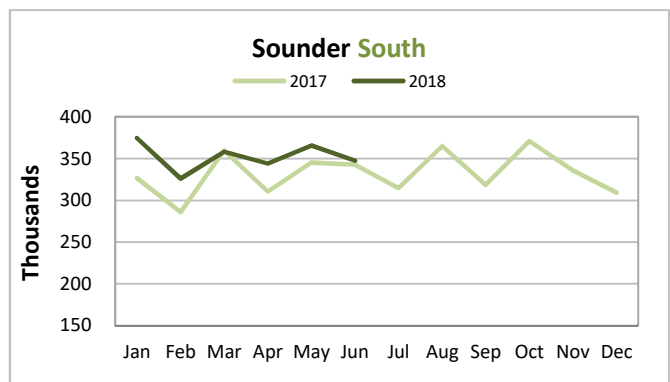
Tacoma Link ridership decreased by 16.2% in June versus last year due to fewer special events in downtown Tacoma and the Tacoma Dome renovation closure. Average weekday and Saturday boardings decreased by 9.3% and 51.4%, respectively, while average Sunday boardings increased by 43.6%.



Sounder North ridership decreased by 5.5% compared to last year. Average weekday boardings also decreased by 4.1%.



Link ridership increased by 4.1% for the month compared to last year. Average weekday and Saturday boardings also increased by 2.4% and 30.5%, respectively, while average Sunday boardings decreased by 3.6%.



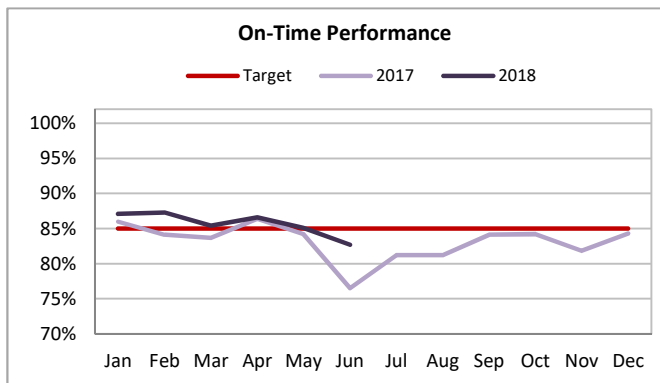
Sounder South ridership increased by 1.3% versus last year. Average weekday boardings also increased by 5.9% mainly due to two new round trips added in the 2017 service change last year.

# Sound Transit Operations June 2018 Service Performance Report

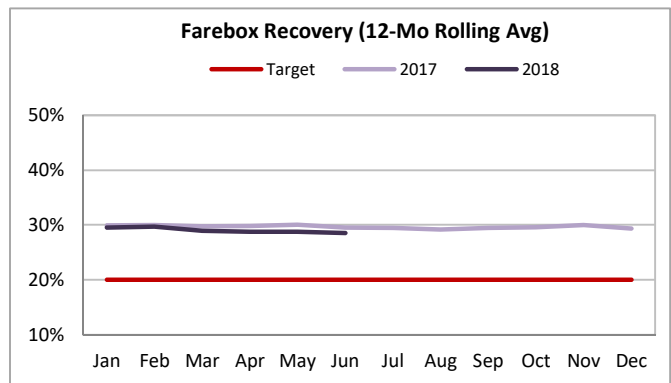
## ST Express

### Highlights

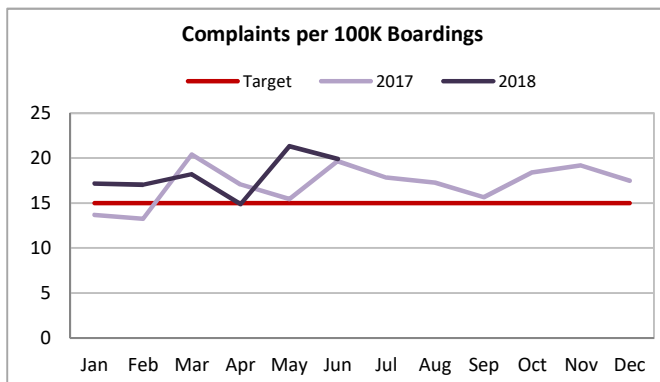
- ST Express on-time performance was below target at 82.7% for the month mainly due to delays impacted by seasonal summer traffic. Year-to-date performance was on target at 85.7%.
- Customer complaints per 100K boardings improved from last month at 19.9. Year-to-date complaints were mainly due to late or missing trips.
- Preventable accidents per 100K miles met the target at 0.57 based on a 12-month rolling average.



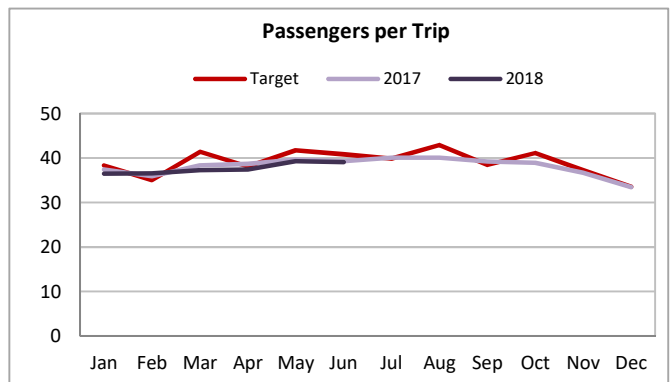
**Target: 85%      Jun 2018: 82.7%      YTD 2018: 85.7%**



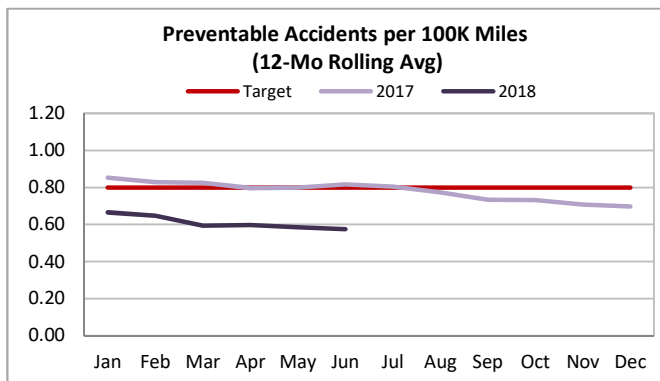
**Target: 20.0%      12-Mo Avg: 28.6%**



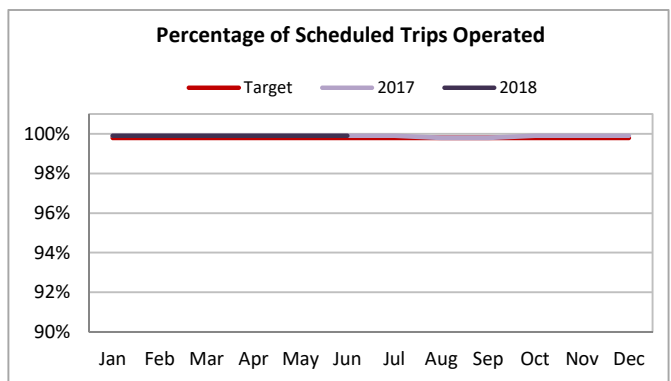
**Target: < 15      Jun 2018: 19.9      YTD 2018: 18.2**



**Target: 40.8      Jun 2018: 39.1      YTD 2018: 37.7**



**Target: 0.80      12-Mo Avg: 0.57**



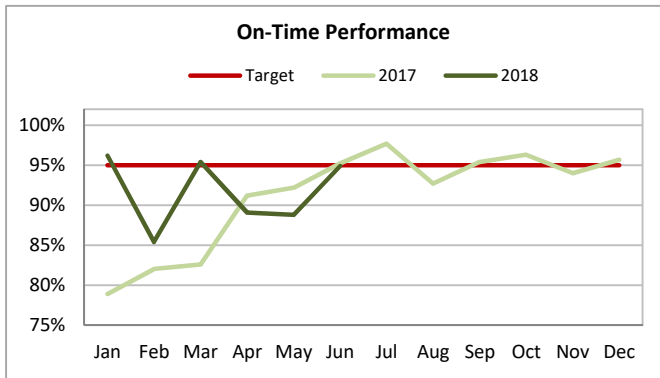
**Target: 99.8%      Jun 2018: 99.9%      YTD 2018: 99.9%**

# Sound Transit Operations June 2018 Service Performance Report

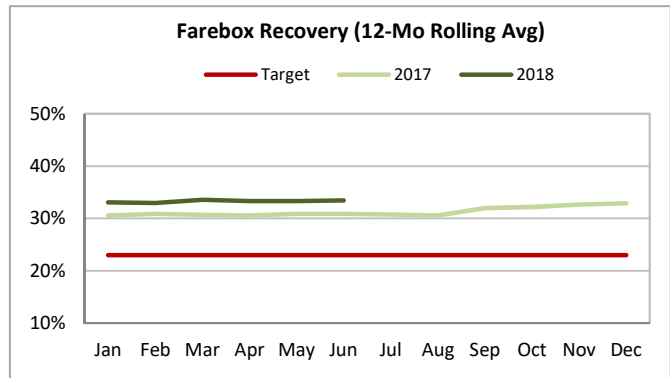
## Sounder Commuter Rail

### Highlights

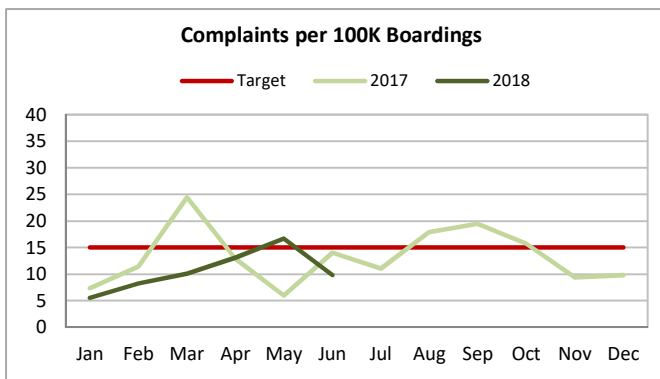
- Sounder on-time performance improved from last month at 94.9%. Year-to-date performance was impacted by a BNSF South line tie replacement and undercutting program between Tukwila and Seattle, and freight interference in February.
- Customer complaints per 100K boardings were better than the target at 9.8 in June.
- Percentage of scheduled trips operated met the target at 99.7% for the month.



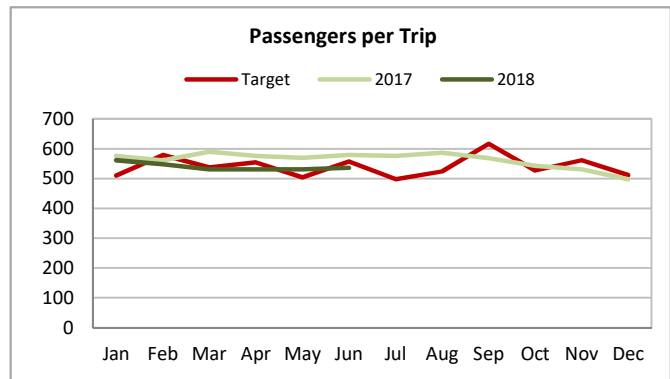
**Target: 95.0%      Jun 2018: 94.9%      YTD 2018: 91.6%**



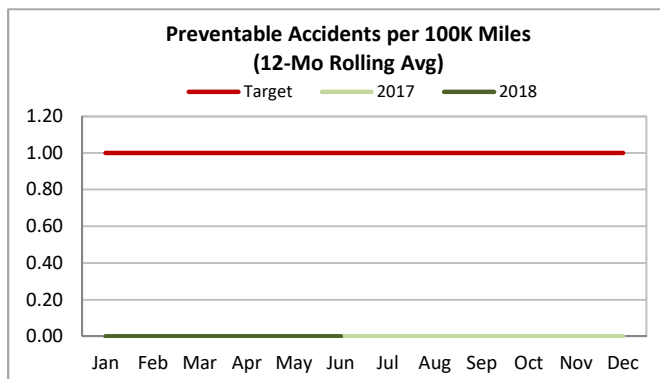
**Target: 23.0%      12-Mo Avg: 33.5%**



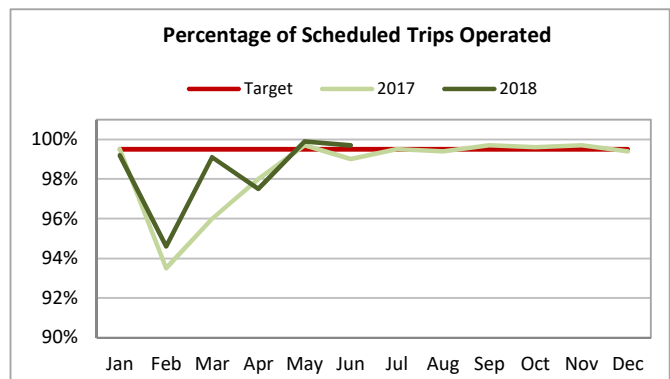
**Target: < 15      Jun 2018: 9.8      YTD 2018: 10.6**



**Target: 557.5      Jun 2018: 536.2      YTD 2018: 539.6**



**Target: 1.00      12-Mo Avg: 0.00**



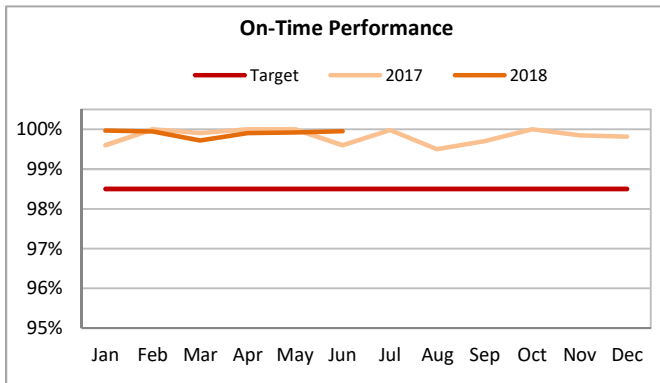
**Target: 99.5%      Jun 2018: 99.7%      YTD 2018: 98.3%**

# Sound Transit Operations June 2018 Service Performance Report

## Tacoma Link

### Highlights

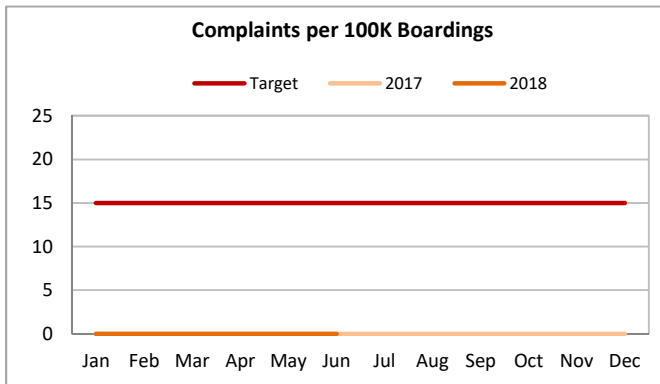
- Tacoma Link on-time performance continued to trend better than the target at 100% in June. There were no complaints related to Tacoma Link in the month.
- Preventable accidents per 100K miles is based on a 12-month rolling average. There was one preventable accident last June but there have been none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



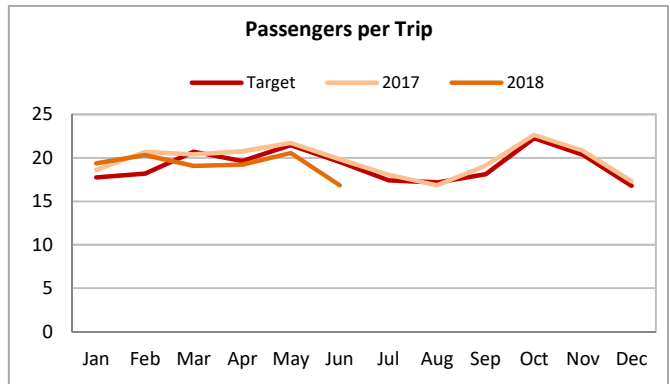
**Target: 98.5%      Jun 2018: 100.0%      YTD 2018: 99.9%**

**Farebox Recovery (12-Mo Rolling Avg)**

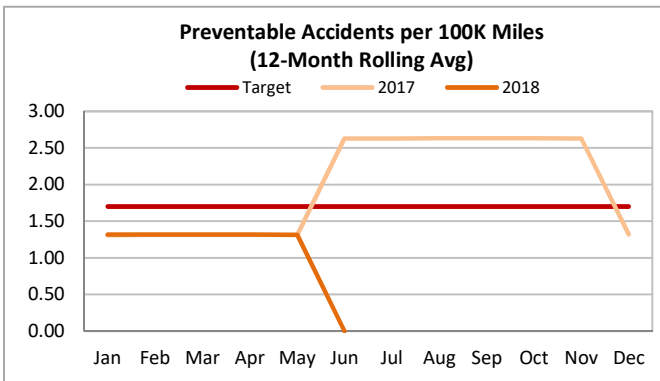
Tacoma Link to remain fare-free until 2022.



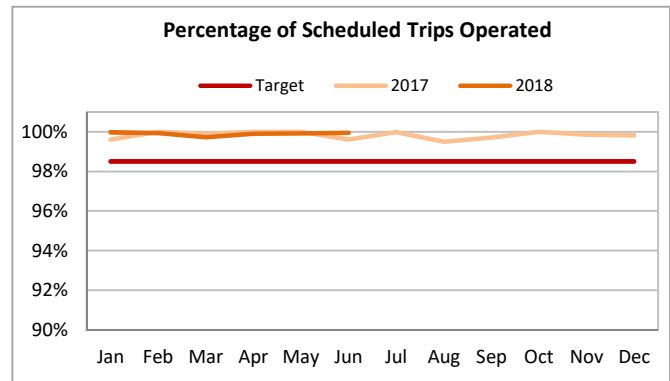
**Target: < 15      Jun 2018: 0.0      YTD 2018: 0.0**



**Target: 19.5      Jun 2018: 16.8      YTD 2018: 19.2**



**Target: < 1.7      12-Mo Avg: 0.0**



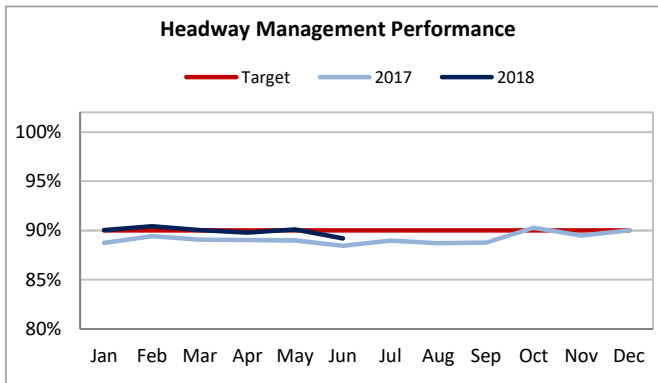
**Target: 98.5%      Jun 2018: 100.0%      YTD 2018: 99.9%**

# Sound Transit Operations June 2018 Service Performance Report

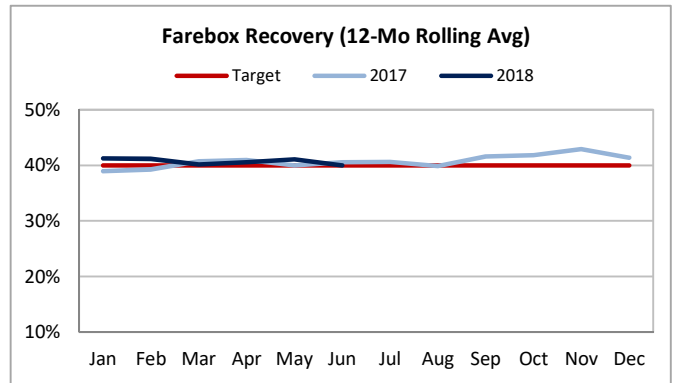
## Link

### Highlights

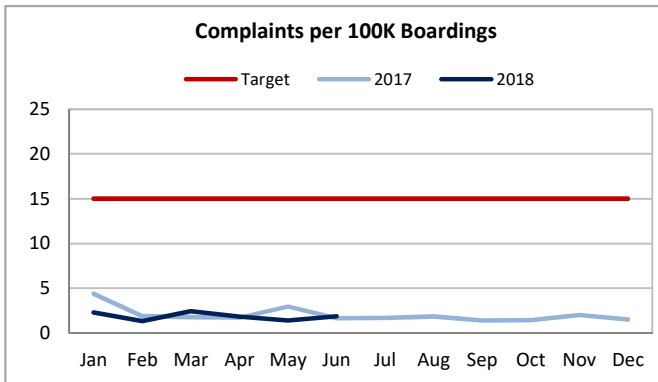
- Percentage of Scheduled Trips Operated continued to improve at 99.4% for June and met the target at 98.7% on a year-to-date basis.
- Passengers per trip was below the target at 258.1 in June and 231.9 on a year-to-date basis.
- Link has had no preventable accidents since November 2016.



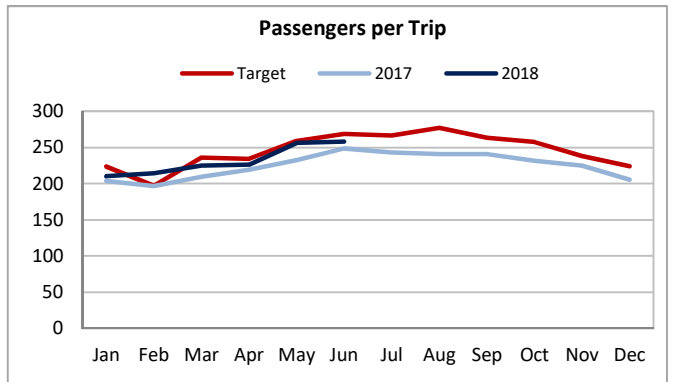
**Target: 90%**      **Jun 2018: 89.2%**      **YTD 2018: 89.9%**



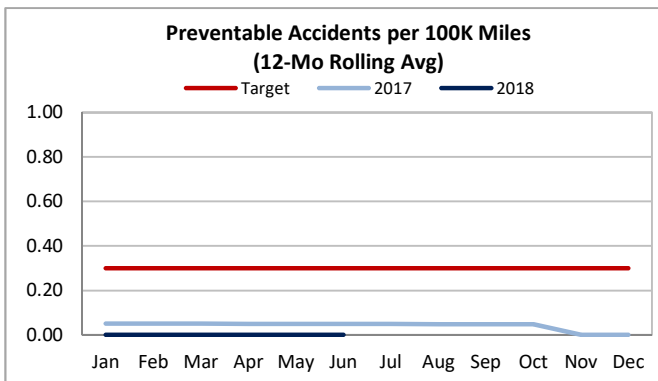
**Target: 40.0%**      **12-Mo Avg: 40.0%**



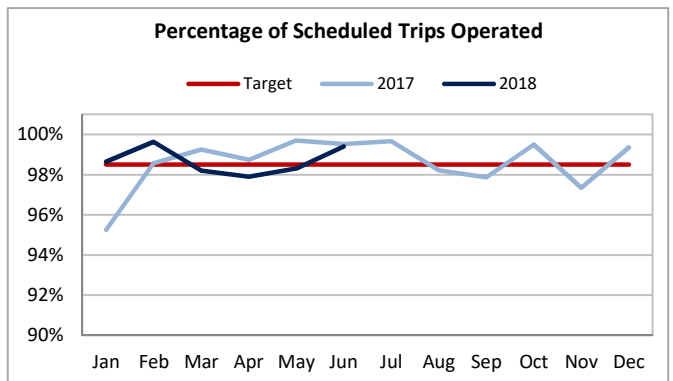
**Target: < 15**      **Jun 2018: 1.9**      **YTD 2018: 1.9**



**Target: 268.6**      **Jun 2018: 258.1**      **YTD 2018: 231.9**



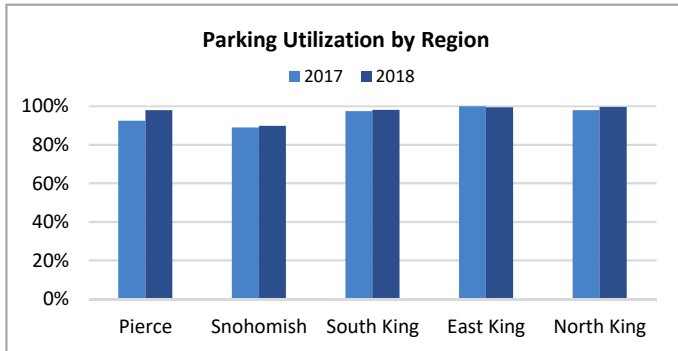
**Target: 0.30**      **12-Mo Avg: 0.00**



**Target: 98.5%**      **Jun 2018: 99.4%**      **YTD 2018: 98.7%**

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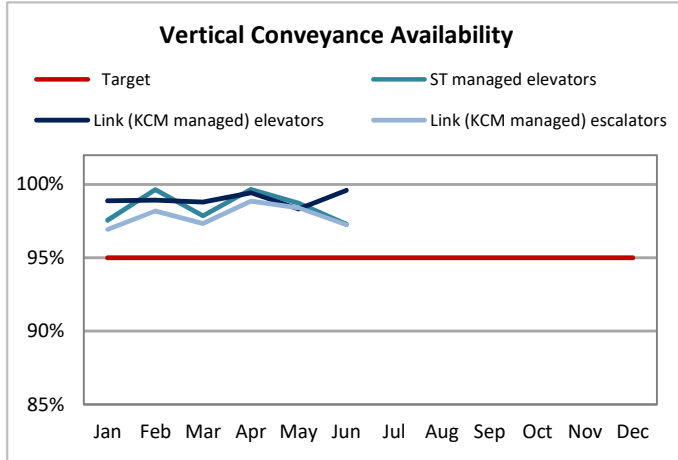
## General Transit



System-wide Permanent & Leased Parking			
June 2018			
Region	Available	Utilized	% Utilized
Snohomish	3,547	3,186	90%
North King	239	238	100%
East King	1,266	1,258	99%
South King	5,031	4,936	98%
Pierce	4,765	4,667	98%
<b>System Total</b>	<b>14,848</b>	<b>14,285</b>	<b>96%</b>

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 June this year was higher 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 Pierce County by 5.5%, while Snohomish County and King County parking utilization remained flat. Many of our parking facilities continue to be at or near capacity.

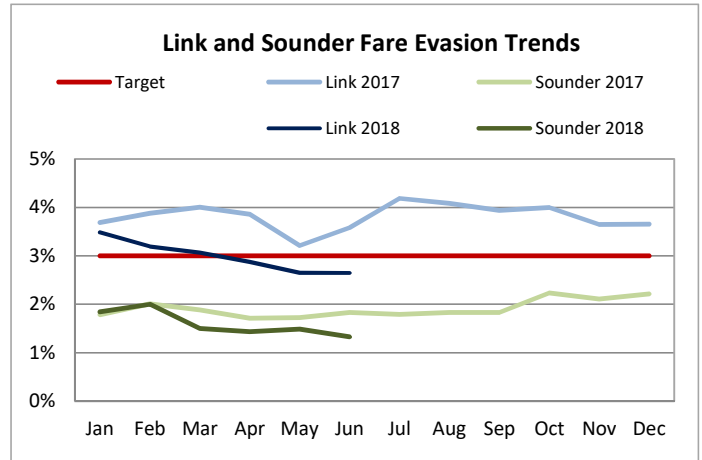


**Target: 95%**                      **ST Elevators: 97.3%**  
**Link Elevators: 99.6%**           **Link Escalators: 97.3%**

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 97.3% during the month.

KCM managed Link conveyances also exceeded target with elevators reaching 99.6% and escalators reaching 97.3% uptime in June.



**Target: 3%**                      **Sounder: 1.3%**                      **Link: 2.6%**

Fare Evasion on Link was 2.6%, lower than the same period last year and within the 3% targeted range.

Sounder fare evasion was 1.3% in June, which was slightly lower than the same period last year.

Overall, combined fare evasion was 2.4%, within the targeted range. Fare inspections reached 8.9% of all rail passengers in June 2018, below the targeted inspection rate of 10% primarily due to staffing vacancies and higher ridership.

# 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	Fleet Availability	On-Time Performance <sup>1</sup>	Rideship	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Preventable Accidents per 100,000 Miles (Rolling 12 Months) <sup>5</sup>	Farebox Recovery (Rolling 12 Months) <sup>6</sup>	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time <sup>1</sup>	Fleet Availability	On-Time Performance <sup>2</sup>	Headway Performance +2 Minutes <sup>3</sup>	Rideship	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Preventable Accidents per 100,000 Miles (Rolling 12 Months) <sup>5</sup>	Farebox Recovery (Rolling 12 Months) <sup>6</sup>	
<b>ST Express</b>													<b>Tacoma Link</b>														
<b>Targets <sup>7</sup></b>	<b>482,879</b>	<b>≥ 99.8%</b>	<b>&gt; 90.0%</b>	<b>80.0%</b>	<b>≥ 85.0%</b>	<b>18,860,000</b>	<b>39.1</b>		<b>&lt; 15.0</b>	<b>&lt; 0.80</b>	<b>20.0%</b>		<b>Targets <sup>7</sup></b>	<b>49,194</b>	<b>≥ 98.5%</b>	<b>&gt; 90.0%</b>	<b>66.7%</b>	<b>≥ 98.5%</b>	<b>N/A</b>	<b>940,000</b>	<b>19.1</b>		<b>&lt; 15.0</b>	<b>≤ 1.7</b>	<b>N/A</b>		
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	
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	
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	
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	77,204	19.2	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	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	
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	
Jul													Jul														
Aug													Aug														
Sep													Sep														
Oct													Oct														
Nov													Nov														
Dec													Dec														
YTD	241,493	99.9%	98.3%	96.6%	85.7%	9,104,535	37.7	1,654	18.2	41	0.57	28.6%	YTD	24,456	99.9%	100.0%	99.0%	99.9%	N/A	469,695	19.2	0	0.0	0	0.00	N/A	
<b>Souder</b>													<b>Link</b>														
<b>Targets <sup>7</sup></b>	<b>8,636</b>	<b>≥ 99.5%</b>	<b>&gt; 90.0%</b>	<b>86.0%</b>	<b>≥ 95.0%</b>	<b>4,650,000</b>	<b>538</b>		<b>&lt; 15.0</b>	<b>≤ 1.00</b>	<b>23.0%</b>		<b>Targets <sup>7</sup></b>	<b>102,616</b>	<b>≥ 98.5%</b>	<b>&gt; 90.0%</b>	<b>86.0%</b>	<b>≥ 90.0%</b>	<b>≥ 90.0%</b>	<b>25,200,000</b>	<b>246</b>		<b>&lt; 15.0</b>	<b>&lt; 0.30</b>	<b>40.0%</b>		
Jan	742	99.2%	100.0%	88.9%	96.2%	416,508	561.3	23	5.5	0	0.00	33.1%	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	643	94.6%	100.0%	88.9%	85.4%	352,187	547.7	29	8.2	0	0.00	33.0%	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	745	99.1%	100.0%	88.9%	95.4%	395,065	530.3	40	10.1	0	0.00	33.6%	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	704	97.5%	100.0%	88.9%	89.1%	374,187	531.5	49	13.1	0	0.00	33.3%	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	768	99.9%	100.0%	88.9%	88.8%	408,040	531.3	68	16.7	0	0.00	33.3%	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	722	99.7%	100.0%	88.9%	94.9%	387,136	536.2	38	9.8	0	0.00	33.5%	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													Jul														
Aug													Aug														
Sep													Sep														
Oct													Oct														
Nov													Nov														
Dec													Dec														
YTD	4,324	98.3%	100.0%	88.9%	91.6%	2,333,123	539.6	247	10.6	0	0.00	33.5%	YTD	50,983	98.7%	98.2%	96.1%	93.7%	89.9%	11,822,394	231.9	219	1.9	0	0.00	40.0%	

<sup>1</sup> PMIs are preventive vehicle maintenance inspections. Link PMIs include Signals, Traction Power, LRV, Track, SCADA, and Facilities.

<sup>2</sup> Actual performance compared to the Budget standard-ST Express: >85%, Souder: >95%, Link: >90%, Tacoma Link: >98.5%.

<sup>3</sup> Headways are scheduled intervals between trips.

<sup>4</sup> An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.

<sup>5</sup> YTD Preventable accidents per 100,000 miles is based on a rolling 12-month period of data.

<sup>6</sup> Farebox recovery is calculated as farebox revenues divided by total modal operating expenses based on a rolling 12-month period of data.

<sup>7</sup> Year end target. For farebox recovery, the target reflects fare policy board minimums.