



FARE REVENUE REPORT 2020

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Executive summary

The purpose of this report is to review Sound Transit fare revenue, farebox recovery rates and the status of various fare-related programs.

The 2020 Fare Revenue Report shows that the COVID-19 pandemic greatly affected Sound Transit, with reduced ridership, fare revenue and farebox recovery rates. Sound Transit responded by increasing assistance for riders affected by the pandemic's economic challenges.

Reduced ridership and fare revenue: Due to the COVID-19 pandemic, 2020 ridership dropped by 67% as compared to 2019. This reduced ridership is the main reason for the significant reduction in 2020 fare revenue.

- In 2020, systemwide fare revenue declined by 68% to \$30.6 million, as compared to \$96.9 million in 2019.
 - Link fare revenue decreased by \$31.9 million (-74%);
 - ST Express fare revenue decreased by \$22.8 million (-63%);
 - Sounder fare revenue decreased by \$11.6 million (-67%).
- For the health and safety of passengers and operators, Sound Transit suspended fare collection for approximately two and half months on Link and Sounder and for three and half months on ST Express.
- Working from home reduced revenue from ORCA Business Passports. The ORCA Passport program, which involves transit agencies working with businesses to provide transportation services to employees and students, declined by 62% from \$48.1 million in 2019 fare revenue to \$18.2 million in 2020 as many employers moved to a remote work model.

Reduced farebox recovery rates: Per Sound Transit's fare policy, farebox revenue should recover a specified percentage of operating costs. In 2020, all modes realized a drop in farebox recovery rates due to reduced ridership as a result of the pandemic and economic conditions.

- ST Express bus farebox revenue was 10% of operating costs in 2020; lower than the 20% minimum policy threshold.
- Sounder farebox revenue was 11% of operating costs in 2020; lower than the 23% minimum policy threshold.
- Link farebox revenue was 8% of operating costs in 2020; lower than the 40% minimum policy threshold. Link operating expenses increased in 2020 from 2019 as the agency ramped up to begin service for the Northgate Link and East Link extensions. Per Sound Transit fare policy, minimum farebox recovery ratios are not applicable to services in start-up phase.
- Start-up costs for light rail extensions will likely impact the Link farebox recovery rate through 2024, when the Lynnwood, Federal Way and Downtown Redmond light rail expansions are scheduled to open.

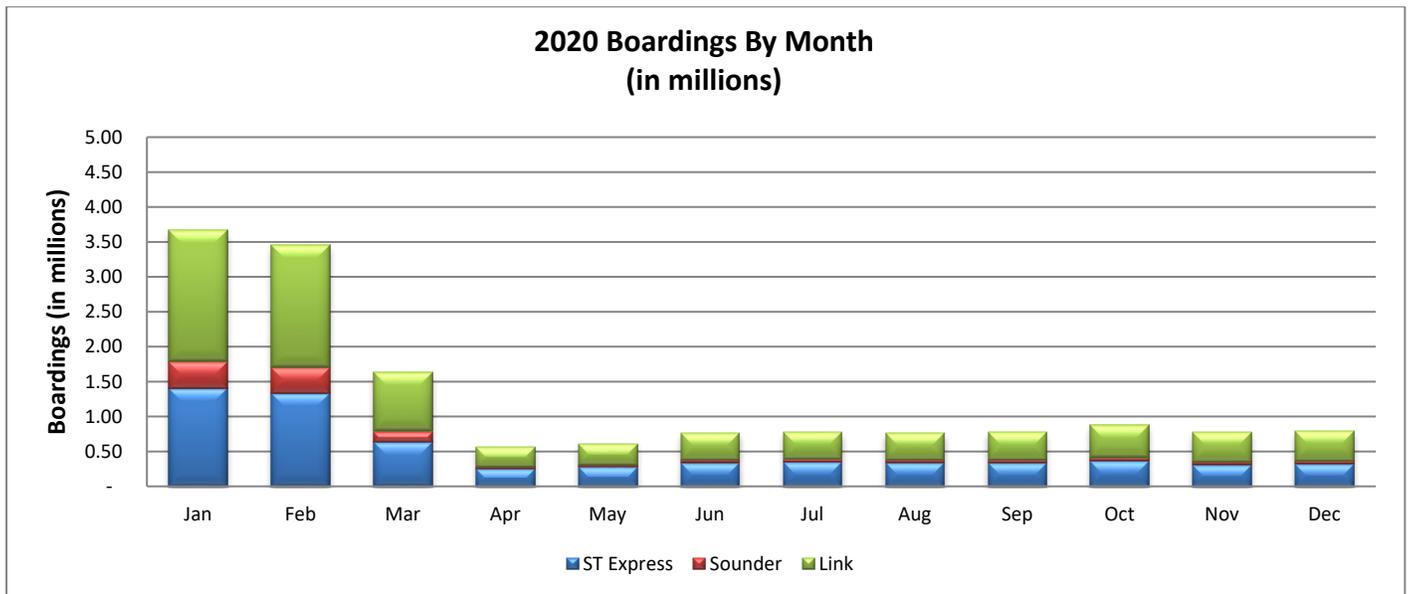
Increased assistance for riders with low incomes: In 2020, Sound Transit continued to work with our partners to assist the most vulnerable members of our communities access transit services and the opportunities they provide. Sound Transit undertook several fare-related efforts to assist riders with low incomes or those experiencing economic hardship, including:

- Implementing lower "Recovery Fares" for Link (\$1) and Sounder (\$2) during the month of June;
- Funding additional outreach to promote registration for ORCA LIFT low-income fare program;
- Partnering with the Washington State Department of Health and Social Service to increase ORCA LIFT enrollment, especially in Pierce and Snohomish counties. By the end of 2020, there had been more than 136,000 ORCA LIFT enrollments with more than 57,000 riders with active cards.

- Incentivizing registration for ORCA LIFT by providing \$10 preloaded (approximately 6-10 free rides) on ORCA LIFT cards for people who register for ORCA LIFT.
- Implementing the ORCA LIFT Subsidized Annual Pass Pilot Program with King County Metro. For this program, Sound Transit and King County Metro are providing free ORCA passes to riders with incomes 80% of the federal poverty level (or lower) and who are also enrolled in one of six state benefit programs.
- Beginning a program to test the use of ORCA cards as a means of providing Human Services Program tickets and providing additional human services tickets at a 90% discount to human service agencies;
- Lowering reduced fares for Sounder riders. In December 2020, the Sound Transit Board approved lower Sounder fares for ORCA LIFT, youth and Regional Reduced Fare Permit holders, starting in March 2021. The new fares will make Sounder more accessible and simplify Sound Transit’s fares systemwide by bringing Sounder fares in line with Link light rail and ST Express bus fares. ORCA LIFT and youth riders can now go anywhere on Sound Transit service for \$1.50, and seniors and passengers with disabilities can ride anywhere on Sound Transit for \$1.

The pandemic also changed how Sound Transit conducted fare inspection. In 2020, we suspended electronic fare media inspection due to safety concerns; fare enforcement staff were not able to check passengers’ ORCA cards or other fare media due to social distancing requirements. In 2021, consistent with Board direction on fare engagement and when it’s determined to be safe to return to fare inspection, Sound Transit will replace fare enforcement officers with ambassadors who will conduct fare inspections, provide education and focus on warnings to reduce fare evasion.

The graph below shows the impact of the COVID-19 pandemic on boardings in 2020. Boardings dropped from more than 3.5 million in January to approximately 500,000 in April. We anticipate ridership improving in 2021, with the vaccine rollout and the opening of the 4.3-mile Northgate Link extension in October.

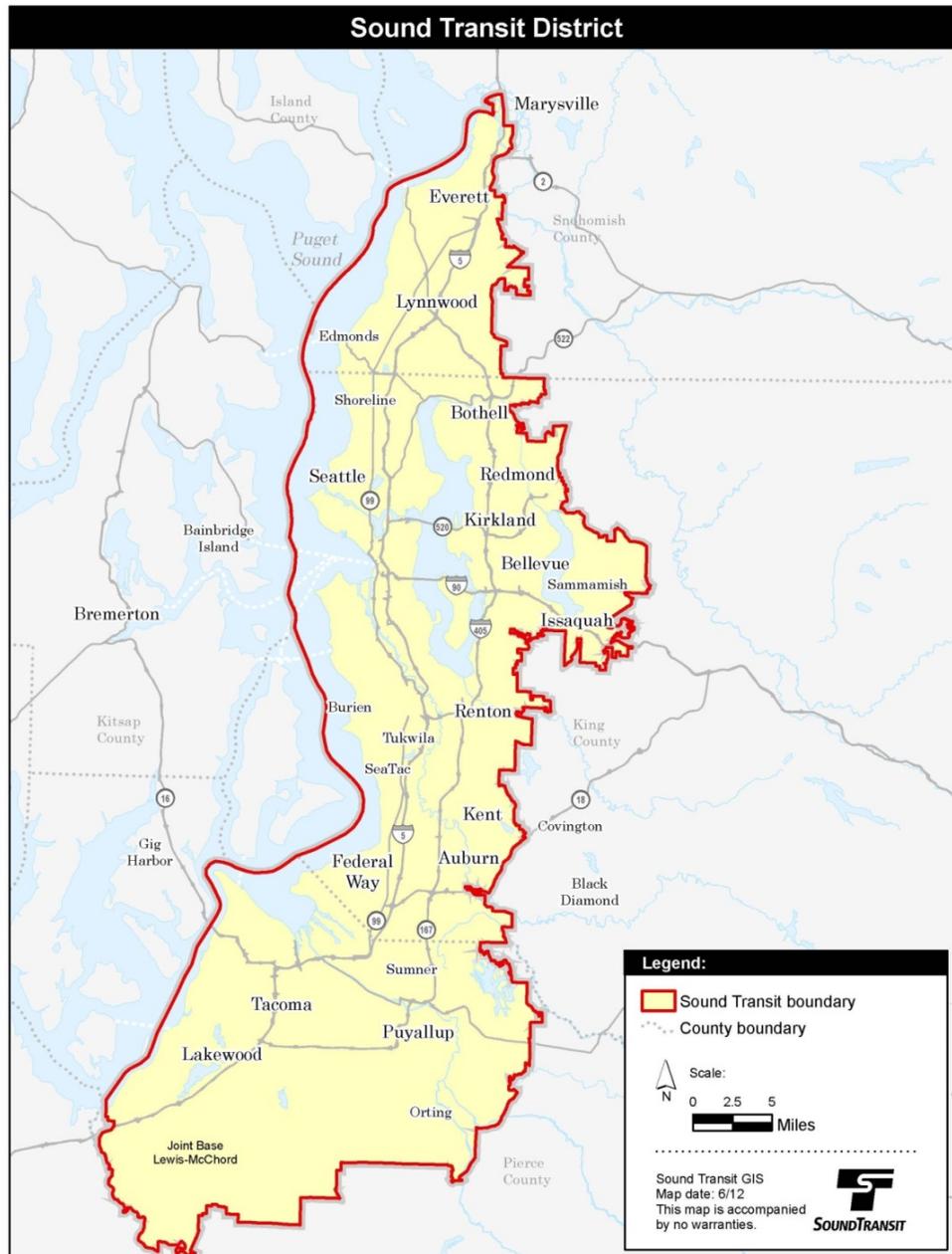


Overview

Transit fares are an important source of revenue to fund transit operations. Through 2041, Sound Transit’s long-range Financial Plan assumes \$6.6 billion of fare revenue, approximately 7% of the Sound Transit Financial Plan.

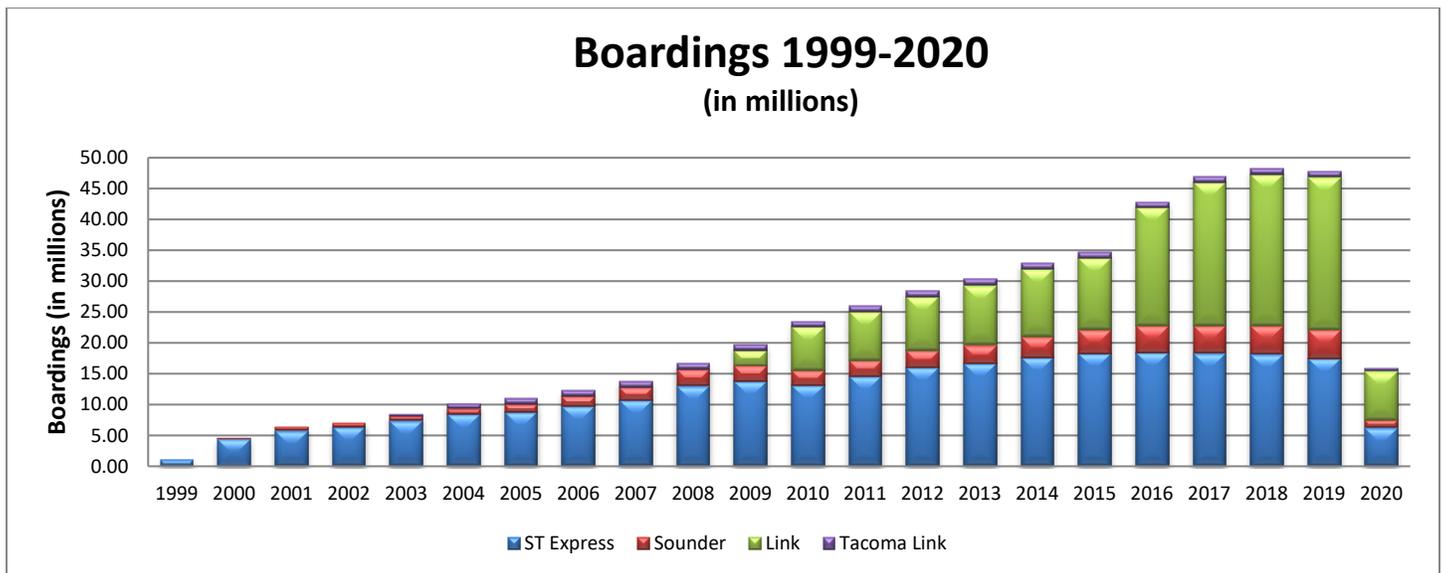
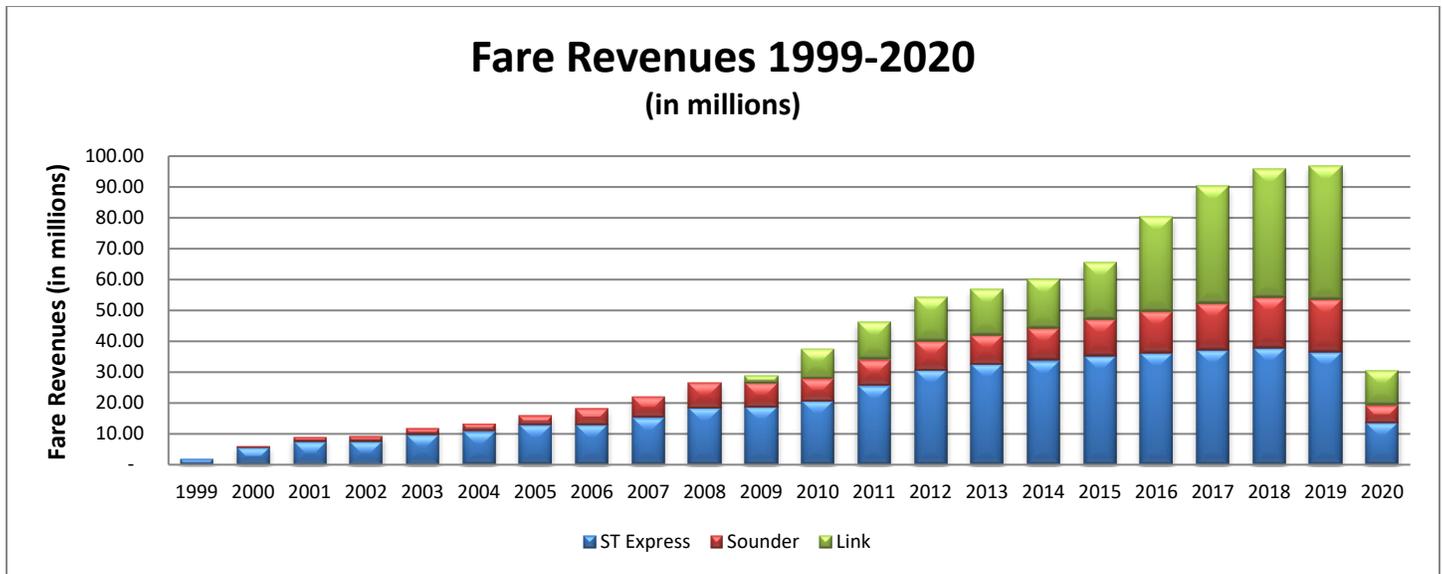
Sound Transit policy sets farebox recovery targets at a minimum percentage of total operating costs, and this ratio varies by mode as defined in Sound Transit Board Resolution 2014-27.

Figure 1: Sound Transit District



Sound Transit fare revenue and ridership

The two graphs below show that Sound Transit ridership and fare revenue significantly grew from 1999-2019. In 2020, however, the COVID-19 pandemic caused ridership and fare revenue to drop to levels not seen since 2008-2009.



Sound Transit operational milestones

- September 1999 – ST Express service begins
- September 2000 – Sounder rail service begins
- August 2003 – Tacoma Link service begins
- July 2009 – Link light rail begins service from Westlake to Tukwila International Boulevard
- December 2009 – Link light rail begins service to Sea-Tac Airport
- October 2012 – Sounder extension to South Tacoma and Lakewood begins
- March 2016 – Link light rail begins service to Capitol Hill and the University of Washington
- September 2016 – Link light rail begins service to Angle Lake

Fare structure

Sound Transit’s fare structure varies based on mode of service, distance traveled and/or the rider’s fare category. Our customer fare categories are consistent with those of the other five transit agencies participating in the ORCA system for regional fare payment:

- **Adult:** Ages 19 to 64
- **Youth:** Ages 6 to 18 or riders with a valid high school ID (children 5 or younger ride free)
- **Reduced:** Ages 65 or older, persons with disabilities or Medicare card holders (requires a valid Regional Reduced Fare Permit as proof of eligibility on buses)
- **Low income (ORCA LIFT):** Riders with household income equal to or less than 200% of the federal poverty level (enrollment by authorized ORCA LIFT agencies with income verification)

Link

Link light rail currently serves 16 stations on a 20.3-mile line in Seattle and South King County, including service to the University of Washington, downtown Seattle and Sea-Tac Airport. Link charges a base fare of \$2.25 plus a distance charge of \$0.05 per mile, rounded to the nearest \$0.25. Please see Appendix A for fare charts per station.

	Fare Range, Effective March 2015
Adult	\$2.25 - \$3.25
Youth	\$1.50
Reduced fare	\$1.00
ORCA LIFT	\$1.50

ST Express

ST Express buses provide transportation services throughout Snohomish, King and Pierce counties. ST Express routes provide fast service between major cities and job centers, and they allow for convenient transfers to train and local bus service. In April 2018, the Sound Transit Board approved Resolution R2018-05, a fare change reducing the multi-county fares for youth, ORCA LIFT and reduced-fare passengers (seniors and riders with disabilities) to the one-county level, effective July 1, 2018, and establishing a flat fare of \$3.25 for adults effective July 1, 2020.

	July 1, 2020 - Present	July 1, 2018 - June 30, 2020	
	All Routes	One-County	Multi-County
Adult	\$3.25	\$2.75	\$3.75
Youth	\$1.50	\$1.50	\$1.50
Reduced fare	\$1.00	\$1.00	\$1.00
ORCA LIFT	\$1.50	\$1.50	\$1.50

Sounder

Sounder provides weekday rail service to and from Seattle during peak hours. Sounder South extends 47.6 miles from Seattle to Lakewood, serving eight stations in Pierce and South King counties. Sounder South also provides limited reverse-peak service between Seattle and Tacoma. Sounder North extends 34.2 miles from Seattle to Everett, serving three stations in Snohomish County.

Sounder charges a base fare of \$3.05 plus a distance charge of \$0.055 per mile, rounded to the nearest \$0.25. Please see Appendix A for fare charts per station.

In December 2020, the Sound Transit Board approved Resolution R2020-28, reducing the fares for youth, ORCA LIFT and reduced-fare riders (seniors and riders with disabilities) and establishing a flat fare of \$1.50 for youth, \$1.00 for reduced fare, and \$1.50 for ORCA LIFT effective March 1, 2021. This fare change aligns the fares for these rider groups across all Sound Transit modes.

	As of March 1, 2021		March 1, 2016 - February 28, 2021	
	North Line	South Line	North Line	South Line
	Fare Range	Fare Range	Fare Range	Fare Range
Adult	\$3.25 - \$5.00	\$3.25 - \$5.75	\$3.25 - \$5.00	\$3.25 - \$5.75
Youth		\$1.50	\$2.50 - \$3.75	\$2.50 - \$4.25
Reduced fare		\$1.00	\$1.50 - \$2.50	\$1.50 - \$2.75
ORCA LIFT		\$1.50	\$2.50 - \$3.75	\$2.50 - \$4.25

Tacoma Link

Tacoma Link light rail provides transportation services on a 1.6-mile line in downtown Tacoma between the Tacoma Dome and the Theater District/9th Street. Since the cost of fare collection would exceed projected revenue, Tacoma Link has operated from the start as a fare-free service.

In April 2016, the Sound Transit Board adopted Resolution R2016-10, postponing fares on Tacoma Link until the 2.4-mile Hilltop extension begins service in 2022. Currently Sound Transit receives \$29,000 per year under an agreement with the City of Tacoma and local Tacoma businesses in lieu of fares for Tacoma Link.

Farebox recovery

Sound Transit policy establishes that farebox revenue must recover a specified percentage of operating costs. The percentage of farebox revenue to operating costs is called the farebox recovery ratio. Sound Transit calculates farebox recovery ratios by dividing fare revenues by direct and indirect service operating costs. Sound Transit policy was most recently stated in ST Board Resolution No. R2014-27, which establishes minimum farebox recovery ratio thresholds as follows:

- Link: 40%
- ST Express: 20%
- Sounder: 23%

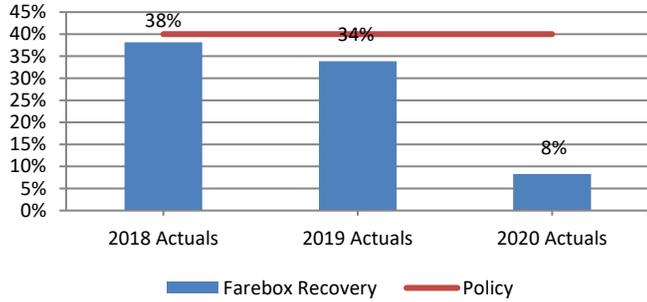
In 2020, all modes saw a drop in farebox recovery rates due to reduced ridership as a result of the pandemic and economic conditions.

- ST Express bus farebox revenue was 10% of operating costs in 2020; lower than the 20% minimum policy threshold.
- Sounder farebox revenue was 11% of operating costs in 2020; lower than the 23% minimum policy threshold.
- Link farebox revenue was 8% of operating costs in 2020; lower than the 40% minimum policy threshold.

While Link fare revenue saw a sharp decline in 2020 due to lower ridership during the pandemic, start-up expenses were also incurred as the agency ramped up for Northgate and East Link service. In this situation, the agency is incurring expenses for the start-up of Northgate and East Link service, but not receiving additional fare revenue, lowering the farebox recovery rate. Since Sound Transit will open several Link extensions in the coming years, incurring start-up costs prior to starting fare collection, Link can be considered to be in “start-up” phase through 2024. Sound Transit will continue to monitor and report to the Board on farebox recovery rates as ridership returns from the pandemic and Sound Transit opens new service.

Link

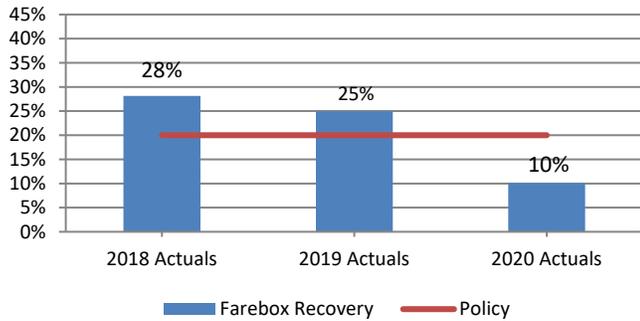
Link Farebox Recovery



Link Light Rail Farebox Recovery	Farebox Revenues	Operating Expenses	Farebox Recovery
2018 Actuals	\$41,637,005	\$109,125,540	38%
2019 Actuals	\$43,241,285	\$127,727,513	34%
2020 Actuals	\$11,330,360	\$136,977,450	8%

ST Express

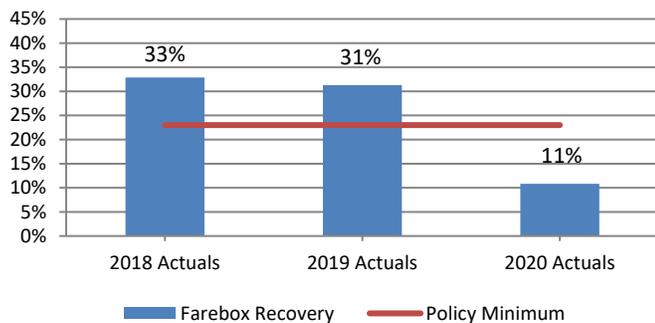
ST Express Farebox Recovery



ST Express Farebox Recovery	Farebox Revenues	Operating Expenses	Farebox Recovery
2018 Actuals	\$37,694,868	\$133,988,199	28%
2019 Actuals	\$36,462,357	\$146,210,098	25%
2020 Actuals	\$13,660,408	\$135,408,614	10%

Sounder

Sounder Farebox Recovery



Sounder Farebox Recovery	Farebox Revenues	Operating Expenses	Farebox Recovery
2018 Actuals	\$16,670,656	\$50,719,023	33%
2019 Actuals	\$17,213,961	\$55,054,427	31%
2020 Actuals	\$5,613,180	\$51,896,097	11%

Passenger fare revenue by mode

Sound Transit fare revenue decreased overall by \$66.3 million in 2020, and boardings decreased by 29.6 million. During the pandemic, fares were suspended for Link and Sounder from March to May 2020, and ST Express from March to June 2020. ST Express accounted for 45% of the total passenger fare revenue, Link was 37%, and Sounder was 18%.

In 2020, the overall average fare per boarding was \$1.98, down from \$2.07 in 2019.

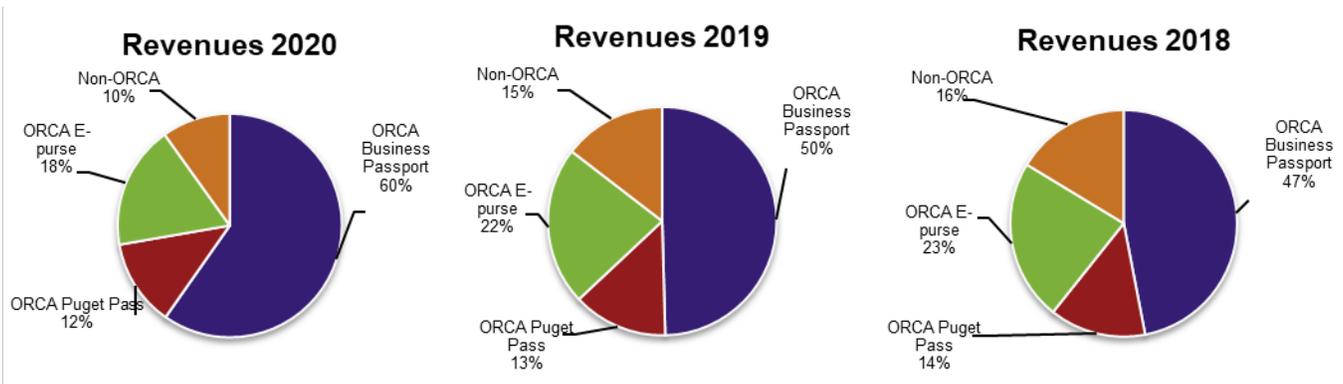
	REVENUES			% Change	
	2020	2019	2018	2020-2019	2019-2018
Link Light Rail	\$ 11,330,360	\$ 43,241,285	\$ 41,637,005	-74%	4%
ST Express	13,660,408	36,462,357	37,694,868	-63%	-3%
Sounder	5,613,180	17,213,961	16,670,656	-67%	3%
	\$ 30,603,948	\$ 96,917,603	\$ 96,002,529	-68%	1%

	BOARDINGS			% Change	
	2020	2019	2018	2020-2019	2019-2018
Link Light Rail	7,921,941	24,761,684	24,470,264	-68%	1%
ST Express	6,264,772	17,494,527	18,189,262	-64%	-4%
Sounder	1,265,882	4,612,244	4,631,525	-73%	0%
	15,452,595	46,868,455	47,291,051	-67%	-1%

	AVERAGE FARE PER BOARDING			% Change	
	2020	2019	2018	2020-2019	2019-2018
Link Light Rail	\$ 1.43	\$ 1.75	\$ 1.70	-18%	3%
ST Express	2.18	2.08	2.07	5%	0%
Sounder	4.43	3.73	3.60	19%	4%
	\$ 1.98	\$ 2.07	\$ 2.03	-4%	2%

Passenger fare revenue by source

Sound Transit receives fare revenue from ORCA products, Sounder and Link ticket sales, and cash farebox receipts on ST Express. The share of ORCA product use on Sound Transit services continued to grow, accounting for 90% of total fare revenue in 2020, up from 85% in 2019 and 84% in 2018.



The breakdown of detailed revenue and ridership amounts for all product types, passenger types and route-level details relies on various assumptions for the allocation of non-ORCA generated revenues. These allocations may change and evolve as ridership and payment patterns change. The following is a brief description of the various fare payment methods and how those revenues are allocated.

ORCA products

ORCA Business Passport agreements are annual fixed-rate contracts based on the actual transit usage for a company or a geographical area and allocated to each agency based on the annual rate specific to each agency.

Per Sound Transit Board policy, Business Passport agreements need to be “priced according to the actual or estimated use at a level no lower than the fare revenue expected from the pass users as a group if the bulk purchase/distribution program were not in place.” The expected fare revenue is the amount of fare revenue historically collected from the group of program participants, based on their transit use prior to the Passport program. This amount acts as the introductory price for the initial Passport agreement. Agencies price renewal contracts based upon actual ridership during the prior contract period, which regularly results in revenue increases since the introduction of Passport programs usually results in increased ridership.

ORCA e-purse is stored transportation value used like cash to pay a fare. E-purse revenues are allocated to each agency and mode based on all trips traveled by the rider within the two-hour transfer window. For trips involving multiple agencies (“linked trips”), the highest total single fare of the linked trip is allocated among each of the agencies traveled. Each agency’s revenue allocation for a linked trip is based in proportion to the actual cash value of the fare each agency would have charged for the service.

ORCA Regional PugetPass is a monthly regional pass that allows for travel on bus, light rail or train services within the region on one or more participating agencies’ transit services. Regional passes are sold in denominations valid for payment of trip fares ranging in value from \$0.50 to \$5.75. ORCA agencies price the pass based on the value of 36 monthly trips, or \$9 per month for every \$0.25 in pass value. Funds received from the purchase of regional passes are allocated in proportion to the total value of services used on each agency during the period in which the pass is valid.

Non-ORCA products

Paper tickets are sold for one-way fares or as round trip/day passes via ticket machines for travel on Link and Sounder. Paper tickets are valid only for the origin and destination for which they are purchased. Ticket machines are located at all Link light rail and Sounder rail stations, and also at select transit centers.

Farebox includes cash and paper tickets deposited into fareboxes, and are specific to ST Express.

Mobile tickets are available via the Transit GO Ticket mobile app. The app provides day passes, one-way and round-trip for Link light rail and Sounder, and one-way tickets for ST Express. The mobile ticketing option started in December 2016 for Link light rail and Sounder, and in November 2019 for ST Express. In 2020, mobile ticket sales were \$233K, down from \$575K in 2019.

Other generally consists of revenues and boardings from non-ORCA fare media such as:

- Paper tickets such as Human Services Program tickets
- Unpaid rides including children age 5 and under, Personal Care Attendants for riders with disabilities, free ride tickets, police officers or estimated fare evasion (see detail in “Special rates of fare” section)

Link

Link fare revenue decreased by \$31.9 million in 2020 after increasing by \$1.6 million in 2019. Link ridership decreased by 16.8 million in 2020. Sound Transit attributes the ridership decrease to the COVID-19 pandemic and Connect 2020 disruptions in early 2020. In 2021, ridership is anticipated to improve with the vaccine rollout and the opening of the Northgate Link extension in October.

Revenue by payment type

Link Payment Type	REVENUES			Change	
	2020	2019	2018	2020-2019	2019-2018
ORCA Business Passport	\$ 6,488,917	\$ 18,536,530	\$ 16,321,645	-65%	14%
ORCA Puget Pass	1,290,030	5,007,466	4,860,090	-74%	3%
ORCA E-purse	1,868,005	9,526,581	9,346,375	-80%	2%
Non-ORCA	1,683,408	10,170,708	11,108,895	-83%	-8%
Totals	\$ 11,330,360	\$ 43,241,285	\$ 41,637,005	-74%	4%

Link Payment Type	BOARDINGS			Change	
	2020	2019	2018	2020-2019	2019-2018
ORCA Business Passport	1,880,131	9,231,477	8,526,044	-80%	8%
ORCA Puget Pass	542,150	2,833,905	2,927,934	-81%	-3%
ORCA E-purse	1,015,201	5,191,539	5,090,105	-80%	2%
Non-ORCA	4,484,459	7,504,763	7,926,181	-40%	-5%
Totals	7,921,941	24,761,684	24,470,264	-68%	1%

Link Payment Type	AVERAGE FARE PER BOARDING			Change	
	2020	2019	2018	2020-2019	2019-2018
ORCA Business Passport ¹	\$ 3.45	\$ 2.01	\$ 1.91	72%	5%
ORCA Puget Pass	2.38	1.77	1.66	34%	7%
ORCA E-purse	1.84	1.84	1.84	0%	0%
Non-ORCA ²	0.38	1.36	1.40	-72%	-3%
Totals	\$ 1.43	\$ 1.75	\$ 1.70	-18%	3%

¹ ORCA Business Passport – fixed annual contracts that are priced based on previous year’s ridership. 2020 average fare per boarding increase due to lower ridership in fixed annual contracts than in previous years.

² Non-ORCA boardings in 2020 include boardings during the March 21-May 31 period where fare collection was suspended, lowering the 2020 average fare per boarding from previous years.

Revenue by passenger type

Adult passenger fares accounted for 93% of total Link revenues with 3% from youth, 2% from reduced-fare passengers (qualifying seniors and persons with disabilities) and 2% from ORCA LIFT (low-income adults). Link averaged more than 2,300 unique low-income passengers monthly in 2020, down from about 7,700 in 2019.

Link Passenger Type	REVENUES			Change	
	2020	2019	2018	2020-2019	2019-2018
Adult	\$ 10,481,590	\$ 39,763,356	\$ 38,160,868	-74%	4%
Youth	365,942	1,693,824	1,651,644	-78%	3%
RRFP	240,241	896,898	888,095	-73%	1%
Low Income	242,587	887,207	936,398	-73%	-5%
Totals	\$ 11,330,360	\$ 43,241,285	\$ 41,637,005	-74%	4%

Link Passenger Type	BOARDINGS			Change	
	2020	2019	2018	2020-2019	2019-2018
Adult	6,660,830	20,779,523	20,396,898	-68%	2%
Youth	443,033	1,557,030	1,546,697	-72%	1%
RRFP	619,144	1,488,665	1,515,782	-58%	-2%
Low Income	198,934	936,466	1,010,887	-79%	-7%
Totals	7,921,941	24,761,684	24,470,264	-68%	1%

Link Passenger Type	AVERAGE FARE PER BOARDING			Change	
	2020	2019	2018	2020-2019	2019-2018
Adult	\$ 1.57	\$ 1.91	\$ 1.87	-18%	2%
Youth	0.83	1.09	1.07	-24%	2%
RRFP	0.39	0.60	0.59	-35%	2%
Low Income	1.22	0.95	0.93	28%	2%
Totals	\$ 1.43	\$ 1.75	\$ 1.70	-18%	-16%

Fare evasion

The fare evasion rate on Link in 2020 was 13%, above the targeted range of 3%. The fare evasion rate in 2019 was 2.4%. Sound Transit estimates fare evasion based on fare inspection data and attempts to inspect fare fare payment for 10% of all Link riders. Electronic fare media inspection was suspended in 2020 due to safety concerns related to the pandemic. In mid 2021, Sound Transit will replace fare enforcement officers with ambassadors who will conduct fare inspections, provide education and focus on warnings to reduce fare evasion.

ST Express

ST Express is Sound Transit’s second largest mode in terms of boardings, serving major transportation corridors and transit centers in the Sound Transit District. Ridership decreased by 11.2 million in 2020 as a result of the pandemic, and revenue decreased by \$22.8 million. We suspended and/or reduced service on several routes in 2020 due to COVID-19, including route 541 Overlake-University District, 544 Overlake to South Lake Union, 555 Northgate-Bellevue, 556 Issaquah-Northgate, and 567 Kent-Overlake. The route 540 Kirkland-University District was also discontinued in 2020.

Revenue by payment type

ST Express Payment Type	REVENUES			Change	
	2020	2019	2018	2020-2019	2019-2018
ORCA Business Passport	\$ 7,890,047	\$ 19,054,498	\$ 18,878,898	-59%	1%
ORCA Puget Pass	1,928,539	5,766,613	6,077,509	-67%	-5%
ORCA E-purse	2,717,577	8,704,459	9,258,148	-69%	-6%
Non-ORCA	1,124,245	2,936,787	3,480,313	-62%	-16%
Totals	\$ 13,660,408	\$ 36,462,357	\$ 37,694,868	-63%	-3%

ST Express Payment Type	BOARDINGS			Change	
	2020	2019	2018	2020-2019	2019-2018
ORCA Business Passport	1,904,592	7,793,579	7,910,113	-76%	-1%
ORCA Puget Pass	716,727	2,477,844	2,695,236	-71%	-8%
ORCA E-purse	1,327,823	4,213,456	4,351,856	-68%	-3%
Non-ORCA	2,315,630	3,009,648	3,232,057	-23%	-7%
Totals	6,264,772	17,494,527	18,189,262	-64%	-4%

ST Express Payment Type	AVERAGE FARE PER BOARDING			Change	
	2020	2019	2018	2020-2019	2019-2018
ORCA Business Passport ³	\$ 4.14	\$ 2.44	\$ 2.39	70%	2%
ORCA Puget Pass	2.69	2.33	2.25	15%	4%
ORCA E-purse	2.05	2.07	2.13	-1%	-3%
Non-ORCA ⁴	0.49	0.98	1.08	-50%	-9%
Totals	\$ 2.18	\$ 2.08	\$ 2.07	5%	0%

³ ORCA Business Passport – fixed annual contracts that are priced based on previous year’s ridership. 2020 average fare per boarding increase due to lower ridership in fixed annual contracts than in previous years.

⁴ Non-ORCA boardings in 2020 include boardings during the March 21-June 30 period where fare collection was suspended, lowering the 2020 average fare per boarding from previous years.

Revenue by passenger type

Adult fares account for 95% of total ST Express revenues, with 2% from reduced-fare passengers (qualifying seniors and persons with disabilities), 1% from youth and 2% from ORCA LIFT passengers (low-income adults). ST Express averaged more than 2,200 unique low-income passengers monthly in 2020.

ST Express Passenger Type	REVENUES			Change	
	2020	2019	2018	2020-2019	2019-2018
Adult	\$ 12,929,650	\$ 34,569,314	\$ 35,534,958	-63%	-3%
Youth	215,994	615,953	697,904	-65%	-12%
RRFP	271,397	735,509	845,825	-63%	-13%
Low Income	243,367	541,581	616,181	-55%	-12%
Totals	\$ 13,660,408	\$ 36,462,357	\$ 37,694,868	-63%	-3%

ST Express Passenger Type	BOARDINGS			Change	
	2020	2019	2018	2020-2019	2019-2018
Adult	5,193,968	15,327,646	15,941,887	-66%	-4%
Youth	275,901	418,193	447,508	-34%	-7%
RRFP	576,740	1,164,573	1,207,515	-50%	-4%
Low Income	218,163	584,115	592,354	-63%	-1%
Totals	6,264,772	17,494,527	18,189,262	-64%	-4%

ST Express Passenger Type	AVERAGE FARE PER BOARDING			Change	
	2020	2019	2018	2020-2019	2019-2018
Adult	\$ 2.49	\$ 2.26	\$ 2.23	10%	1%
Youth	0.78	1.47	1.56	-47%	-6%
RRFP	0.47	0.63	0.70	-25%	-10%
Low Income	1.12	0.93	1.04	20%	-11%
Totals	\$ 2.18	\$ 2.08	\$ 2.07	5%	5%

Sounder

Sounder revenue decreased by \$11.6 million in 2020 primarily from COVID-19 impacts, with ridership decreasing by 3.3 million boardings. In 2020, Sounder South fare revenues decreased by 79%, and Sounder North revenues decreased by 66%. There was no Sounder special event service in 2020 due to the pandemic.

Revenue by payment type

Sounder Payment Type	REVENUES			Change	
	2020	2019	2018	2020-2019	2019-2018
ORCA Business Passport	\$ 3,895,725	\$ 10,464,237	\$ 9,886,210	-63%	6%
ORCA Puget Pass	620,727	2,230,720	2,259,999	-72%	-1%
ORCA E-purse	882,988	3,529,472	3,444,865	-75%	2%
Non-ORCA	213,740	989,532	1,079,582	-78%	-8%
Totals	\$ 5,613,180	\$ 17,213,961	\$ 16,670,656	-67%	3%

Sounder Payment Type	BOARDINGS			Change	
	2020	2019	2018	2020-2019	2019-2018
ORCA Business Passport	672,907	2,714,237	2,701,483	-75%	0%
ORCA Puget Pass	130,041	554,492	595,303	-77%	-7%
ORCA E-purse	252,683	1,016,793	999,365	-75%	2%
Non-ORCA	210,251	326,722	335,374	-36%	-3%
Totals	1,265,882	4,612,244	4,631,525	-73%	0%

Sounder Payment Type	AVERAGE FARE PER BOARDING			Change	
	2020	2019	2018	2020-2019	2019-2018
ORCA Business Passport ⁵	\$ 5.79	\$ 3.86	\$ 3.66	50%	5%
ORCA Puget Pass	4.77	4.02	3.80	19%	6%
ORCA E-purse	3.49	3.47	3.45	1%	1%
Non-ORCA ⁶	1.02	3.03	3.22	-66%	-6%
Totals	\$ 4.43	\$ 3.73	\$ 3.60	19%	4%

⁵ ORCA Business Passport – fixed annual contracts that are priced based on previous year’s ridership. 2020 average fare per boarding increase due to lower riderhip in fixed annual contracts than in previous years.

⁶ Non-ORCA boardings in 2020 include boardings during the March 21-May 31 period where fare collection was suspended, lowering the 2020 average fare per boarding from previous years.

Revenue by passenger type

Adult passenger fares accounted for 97% of Sounder revenues due to the market composition for commuter rail service. Sounder averaged more than 200 unique low-income passengers monthly in 2020, down from 620 in 2019.

Sounder Passenger Type	REVENUES			Change	
	2020	2019	2018	2020-2019	2019-2018
Adult	\$ 5,472,652	\$ 16,707,049	\$ 16,157,170	-67%	3%
Youth	31,283	133,909	134,932	-77%	-1%
RRFP	71,834	239,380	239,005	-70%	0%
Low Income	37,412	133,624	139,550	-72%	-4%
Totals	\$ 5,613,180	\$ 17,213,962	\$ 16,670,656	-67%	3%

Sounder Passenger Type	BOARDINGS			Change	
	2020	2019	2018	2020-2019	2019-2018
Adult	1,205,764	4,387,650	4,404,298	-73%	0%
Youth	9,137	43,349	43,780	-79%	-1%
RRFP	37,285	128,689	128,936	-71%	0%
Low Income	13,696	52,556	54,511	-74%	-4%
Totals	1,265,882	4,612,244	4,631,525	-73%	0%

Sounder Passenger Type	AVERAGE FARE PER BOARDING			Change	
	2020	2019	2018	2020-2019	2019-2018
Adult	\$ 4.54	\$ 3.81	\$ 3.67	19%	4%
Youth	3.42	3.09	3.08	11%	0%
RRFP	1.93	1.86	1.85	4%	1%
Low Income	2.73	2.54	2.56	7%	-1%
Totals	\$ 4.43	\$ 3.73	\$ 3.60	19%	23%

Fare evasion

The fare evasion rate on Sounder in 2020 was 2.3%, below the expected range of 3%. The fare evasion rate in 2019 was 1.4%. Sound Transit estimates fare evasion based on fare inspection data and attempts to conduct fare inspection on 10% of all Sounder passengers. Electronic fare media inspection was suspended in 2020 due to safety concerns related to the pandemic. Consistent with Link, in mid 2021, Sound Transit will replace fare enforcement officers with ambassadors who will conduct fare inspections, provide education and focus on warnings to reduce fare evasion.

Revenue by line

Souder revenues are allocated to Souder North and Souder South based on the origin/destination of the trip taken. The maximum one-way adult fare on Souder North is \$5.00, and is \$5.75 on Souder South. The Souder North average fare per boarding (shown below as AFB) for 2020 was \$3.89, and it was \$4.48 for Souder South.

Souder North				Change	
	2020	2019	2018	2020-2019	2019-2018
Revenues	\$ 353,522	\$ 1,687,358	\$ 1,573,269	-79%	7%
Boardings	90,867	427,837	454,051	-79%	-6%
AFB	\$ 3.89	\$ 3.94	\$ 3.46	-1%	14%

Souder South				Change	
	2020	2019	2018	2020-2019	2019-2018
Revenues	\$ 5,259,658	\$ 15,526,603	\$ 15,097,387	-66%	3%
Boardings	1,175,015	4,184,407	4,177,475	-72%	0%
AFB	\$ 4.48	\$ 3.71	\$ 3.61	21%	3%

Sounder special event service

Sound Transit offers occasional special Sounder weekend service, primarily for major sporting events held at Lumen Field and T-Mobile Park. Special event boardings and revenues in the table below are included in Sounder totals presented earlier. There was no Sounder special event service in 2020, since these events were canceled due to COVID-19.

Sounder Special Events				Change	
	2020	2019	2018	2020-2019	2019-2018
Revenues	\$ -	\$ 229,449	\$ 327,639	-	-30%
Boardings	-	54,001	80,532	-	-33%
AFB	-	\$ 4.25	\$ 4.07	-	4%
# of Events	-	22	29	-	-24%

Special event service is particularly popular on the north line, which accounted for 34% of total special event boardings but only 9% of total Sounder boardings in 2019.

Sounder North Special Events				Change	
	2020	2019	2018	2020-2019	2019-2018
Revenues	\$ -	\$ 80,537	\$ 123,175	-	-35%
Boardings	-	18,210	30,734	-	-41%
AFB	-	\$ 4.42	\$ 4.01	-	10%
# of Events	-	22	29	-	-24%

Sounder South Special Events				Change	
	2020	2019	2018	2020-2019	2019-2018
Revenues	\$ -	\$ 148,912	\$ 204,464	-	-27%
Boardings	-	35,791	49,798	-	-28%
AFB	-	\$ 4.16	\$ 4.11	-	1%
# of Events	-	22	29	-	-24%

Special rates of fare

This section describes all Sound Transit fare rates other than the general retail rates as described in the “Fare structures” section above. The Sound Transit Fare Policy (Resolution No. R2014-27) allows for establishing a special rate of fare under certain conditions for special event service, ride-free zones, peace officer fares, discount and free fares (for the purposes of: marketing, educational outreach, customer relations, human services, demonstration of transit services and facility tours hosted by Sound Transit or local transit agencies, public emergencies, natural disasters) and employer/institutional programs. The table below shows the types of discounted/free fares offered and the value of the total discount in 2020 compared with 2019 and 2018. The following sections describe each special fare type further.

Fare media provided for transit promotional and marketing campaigns, educational outreach and transit training, and customer relations and complaint resolution include:

- Complimentary and discounted tickets/passes for one-way tickets on ST Express service valued at \$3.75 per trip (based on maximum value)
- Sounder day passes at \$10.00 per pass (Sounder North) and \$11.50 (Sounder South)
- Link light rail day passes at \$6.50 per pass

In 2020, these discounts decreased from the previous year, with the discount representing 2% of total passenger fare revenue.

Type of Fare	Value of Discount		
	2020	2019	2018
Free Ride Zone - Tacoma	\$294,312	\$627,761	\$601,300
Peace Officers	13,727	46,934	46,009
Transit Promotional and Marketing Campaigns	7,455	13,501	18,377
Educational Outreach and Transit Training	21,064	46,683	48,186
Customer Relations and Complaint Resolution	51,459	68,914	76,404
Transit Demonstrations and Tours	203	3,008	7,066
Amtrak RailPlus Program	891	3,491	3,759
Human Services	118,716	303,019	339,077
Paratransit	1,404	5,266	6,951
Public emergencies and natural disasters	665	3,514	4,610
Low-Income Fare (ORCA LIFT) Promotion	37,530	80,560	32,440
ORCA LIFT Subsidized Annual Pass	11,130	-	-
Total	\$558,553	\$1,202,652	\$1,184,179
% of Total Fare Revenue	2%	1%	1%

Mode	Value of Discount		
	2020	2019	2018
Link	\$139,848	\$353,640	\$364,316
ST Express	90,343	152,885	158,514
Sounder	34,050	68,366	60,047
Tacoma Link	294,312	627,761	601,300
Total	\$558,553	\$1,202,652	\$1,184,179

Free ride zone - Tacoma Link

Currently Sound Transit receives \$29,000 per year under an agreement with the City of Tacoma and local Tacoma businesses in lieu of fares for Tacoma Link. This agreement eliminates the need for and cost of fare collection and enforcement. Per Sound Transit Board direction, fare collection is scheduled to begin when the Hilltop Tacoma Link Extension opens, which is currently scheduled for 2022.

In 2020 there were 439,271 Tacoma Link boardings, down from 936,957 in 2019.

The value of foregone revenue for these trips—assuming comparable transit fares and including the average fare impact of transfers, passes and discounts—is approximately \$1.00 per boarding. Price elasticity would reduce boardings in response to a fare, and ST estimates that foregone revenue is approximately \$0.67 per boarding, or \$294,312 in 2020.

Peace officer fares

Sound Transit recognizes any of the following as “fare payment” for peace officers:

- Law enforcement uniform
- Badge or identification

This applies to officers of a Washington general authority and/or federal law enforcement agency.

Sound Transit derived boarding estimates from the 2015-2016 Origin and Destination Survey. Sound Transit applied the percentage of peace officer boardings in 2015-2016 to estimate 2020 ridership, resulting in an estimated \$13,727 of foregone revenue.

Promotional and marketing campaigns

As part of some Sound Transit promotional and marketing campaigns, Sound Transit provides complimentary tickets/passes. Foregone revenue was \$7,455 in 2020, down from \$13,501 in 2019. There were 1,380 complimentary tickets/passes distributed in 2020.

Educational outreach and transit training

Sound Transit conducted 10 educational outreach and transit training events in 2020, primarily at local schools. Outreach included Link, Sounder and Martin Luther King Corridor Safety programs. In 2020 Sound Transit provided 3,500 discounted tickets/passes at these events, down from 7,847 in 2019. The total foregone revenue from educational outreach and transit training was \$21,064 in 2020 and \$46,683 in 2019.

Customer relations and complaint resolution

For customer communications and complaint resolution, Sound Transit provides complimentary tickets/passes. The total foregone revenue was \$51,459 in 2020 and \$68,914 in 2019. Reasons for complimentary and discounted tickets/pass distribution included elevator and escalator outages and overcrowding during peak times.

Transit demonstrations and facility tours (includes conferences and industry tours)

Sound Transit provides complimentary and discounted tickets/passes for transit demonstration activities. The total amount of foregone revenue from this program in 2020 was \$203 and \$3,008 in 2019. Different hosted groups and conferences affect the totals for this category from year to year.

Amtrak RailPlus program

Sound Transit maintains an agreement with Amtrak to allow mutual acceptance of certain fare media on rail service between Seattle and Everett. Sound Transit reimburses Amtrak for each recorded instance of a Sounder rider using a qualifying pass on Amtrak service.

- In 2020 Sounder riders took 229 RailPlus trips aboard Amtrak service with an average fare per boarding of \$3.89; foregone revenue for these trips is estimated at \$891.
- In 2019 Sounder riders took 936 RailPlus trips aboard Amtrak service with an average fare per boarding of \$3.73; foregone revenue for these trips is estimated at \$3,491.

Human Services Ticket Program

King County Metro coordinates the Human Services Ticket Program, which is administered by the King County Department of Community and Health Services. In 2020 Sound Transit participated in this program by selling Link day passes to pre-qualified agencies at a 90% discount, and by accepting Metro tickets on ST Express bus service.

The Human Services Program sells discounted transit tickets or day passes to eligible human services agencies. These agencies provide tickets or day passes to clients experiencing homelessness and/or those who have very low incomes. The tickets help clients access shelters, health care, employment and related services critical to personal and residential stability. Per agreement with KCM, ST receives 10% of the retail price of day pass sales and 5% of the retail price of day passes sold in combination with Metro tickets.

The total foregone revenue resulting from the fare discount provided for this program was \$118,716 in 2020 and \$303,019 in 2019.

Paratransit access to Sound Transit fixed route service

In 2020 Sound Transit provided an estimated 709 free trips on ST fixed route modes for eligible paratransit shuttle riders. Sound Transit estimates foregone fare revenue for these trips is \$1,404. However, had these trips been taken on actual paratransit shuttle service, the cost would have been approximately \$63,640.

Public emergencies and natural disasters

In 2020 Sound Transit accommodated approximately 150 riders on special service buses due to mudslides and/or other Sound Transit service cancellations. The agency estimates foregone fare revenue for these trips to be \$665.

The number of riders for 2020 reflects the ongoing success of Sound Transit's Operations Department strategy to ensure bus bridge service to customers in the event of rail service disruptions. The practice provides a level of service that anticipates customers' needs and provides immediate service to compensate for the inconvenience of service disruptions.

Sound Transit contracts for coaches from Community Transit, King County Metro, Pierce Transit and Starline Luxury Coaches. When Sounder cannot operate, reduced operating expenses and lower revenues offset the cost of the bus bridges.

Employer/institutional programs

Per the ORCA agreement, Sound Transit may grant a temporary discount of no more than 20% to bulk pass purchasers as long as the purchaser offers a minimum 50% subsidy to the individual pass recipients.

Sound Transit provided no discounts to Business Accounts in 2020.

Low-income fare (ORCA LIFT) promotion

In 2018 the Sound Transit Board approved an interlocal agreement with King County Metro and Public Health that provided Sound Transit funding to train staff at State Department of Social and Health Services offices in Pierce and Snohomish counties to provide ORCA LIFT registration, making it more convenient for people to register for ORCA LIFT. Sound Transit is also providing funding for human services agencies to register ORCA LIFT customers at other locations in Pierce and Snohomish counties. Sound Transit is also providing funding for ORCA LIFT cards preloaded with \$10 (approximately 6-10 free rides) as an incentive for people to register for ORCA LIFT in King, Pierce and Snohomish counties. Together, these efforts help Sound Transit expand ORCA LIFT awareness and registration in Pierce and Snohomish counties and continue to promote ORCA LIFT in King County.

In 2020, Sound Transit's ORCA LIFT promotion provided \$37,530 of free rides throughout the region for those riders who registered for ORCA LIFT.

By the end of 2020, there had been more than 136,000 ORCA LIFT enrollments with more than 57,000 riders with active cards.

ORCA LIFT Subsidized Annual Pass Pilot Program

In partnership with King County Metro, Sound Transit began offering free ORCA passes to riders with incomes 80% below the federal poverty level (or lower) and who are also enrolled in one of six state benefit programs. The new subsidized annual pass is available to qualified riders living in King, Pierce and Snohomish counties and covers travel on services provided by King County Metro, Sound Transit and the City of Seattle.

The new program is intended to serve people with no income or very low income who cannot afford the reduced fare on public transportation already available through ORCA LIFT, the Regional Reduced Fare Program or the ORCA youth fare. Sound Transit committed to join the program for a two-year pilot period.

The program started in October and by the end of 2020, 3,130 people enrolled in the subsidized annual pass program and used the pass on a total of 9,376 trips.

Enrollment in the new program is expected to grow gradually in 2021 as enrollment capacity improves at locations that were limited due to the pandemic in 2020.

APPENDIX A - Fares by station

Souder fare tables

Souder South (Lakewood-Seattle)

<i>Adult</i>	Lakewood	South Tacoma	Tacoma	Puyallup	Sumner	Auburn	Kent	Tukwila	Seattle
Lakewood		\$3.25	\$3.50	\$4.00	\$4.00	\$4.50	\$4.75	\$5.00	\$5.75
South Tacoma	\$3.25		\$3.25	\$3.75	\$4.00	\$4.25	\$4.50	\$5.00	\$5.50
Tacoma	\$3.50	\$3.25		\$3.50	\$3.50	\$4.00	\$4.25	\$4.50	\$5.25
Puyallup	\$4.00	\$3.75	\$3.50		\$3.25	\$3.50	\$4.00	\$4.25	\$4.75
Sumner	\$4.00	\$4.00	\$3.50	\$3.25		\$3.50	\$3.75	\$4.00	\$4.75
Auburn	\$4.50	\$4.25	\$4.00	\$3.50	\$3.50		\$3.25	\$3.75	\$4.25
Kent	\$4.75	\$4.50	\$4.25	\$4.00	\$3.75	\$3.25		\$3.25	\$4.00
Tukwila	\$5.00	\$5.00	\$4.50	\$4.25	\$4.00	\$3.75	\$3.25		\$3.75
Seattle	\$5.75	\$5.50	\$5.25	\$4.75	\$4.75	\$4.25	\$4.00	\$3.75	

<i>Youth</i>	Lakewood	South Tacoma	Tacoma	Puyallup	Sumner	Auburn	Kent	Tukwila	Seattle
Lakewood		\$2.50	\$2.75	\$3.00	\$3.00	\$3.50	\$3.50	\$3.75	\$4.25
South Tacoma	\$2.50		\$2.50	\$2.75	\$3.00	\$3.25	\$3.50	\$3.75	\$4.25
Tacoma	\$2.75	\$2.50		\$2.75	\$2.75	\$3.00	\$3.25	\$3.50	\$4.00
Puyallup	\$3.00	\$2.75	\$2.75		\$2.50	\$2.75	\$3.00	\$3.25	\$3.50
Sumner	\$3.00	\$3.00	\$2.75	\$2.50		\$2.75	\$2.75	\$3.00	\$3.50
Auburn	\$3.50	\$3.25	\$3.00	\$2.75	\$2.75		\$2.50	\$2.75	\$3.25
Kent	\$3.50	\$3.50	\$3.25	\$3.00	\$2.75	\$2.50		\$2.50	\$3.00
Tukwila	\$3.75	\$3.75	\$3.50	\$3.25	\$3.00	\$2.75	\$2.50		\$2.75
Seattle	\$4.25	\$4.25	\$4.00	\$3.50	\$3.50	\$3.25	\$3.00	\$2.75	

<i>Reduced Fare</i>	Lakewood	South Tacoma	Tacoma	Puyallup	Sumner	Auburn	Kent	Tukwila	Seattle
Lakewood		\$1.50	\$1.75	\$2.00	\$2.00	\$2.25	\$2.50	\$2.50	\$2.75
South Tacoma	\$1.50		\$1.50	\$1.75	\$2.00	\$2.00	\$2.50	\$2.50	\$2.75
Tacoma	\$1.75	\$1.50		\$1.75	\$1.75	\$2.00	\$2.00	\$2.25	\$2.50
Puyallup	\$2.00	\$1.75	\$1.75		\$1.50	\$1.75	\$2.00	\$2.00	\$2.25
Sumner	\$2.00	\$2.00	\$1.75	\$1.50		\$1.75	\$1.75	\$2.00	\$2.25
Auburn	\$2.25	\$2.00	\$2.00	\$1.75	\$1.75		\$1.50	\$1.75	\$2.00
Kent	\$2.25	\$2.25	\$2.00	\$2.00	\$1.75	\$1.50		\$1.50	\$2.00
Tukwila	\$2.50	\$2.50	\$2.25	\$2.00	\$2.00	\$1.75	\$1.50		\$1.75
Seattle	\$2.75	\$2.75	\$2.50	\$2.50	\$2.25	\$2.00	\$2.00	\$1.75	

Sounder North (Everett-Seattle)

Adult	Everett	Mukilteo	Edmonds	Seattle
Everett		\$3.25	\$4.00	\$5.00
Mukilteo	\$3.25		\$3.75	\$4.50
Edmonds	\$4.00	\$3.75		\$4.00
Seattle	\$5.00	\$4.50	\$4.00	

Youth	Everett	Mukilteo	Edmonds	Seattle
Everett		\$2.50	\$3.00	\$3.75
Mukilteo	\$2.50		\$2.75	\$3.50
Edmonds	\$3.00	\$2.75		\$3.00
Seattle	\$3.75	\$3.50	\$3.00	

Reduced Fare	Everett	Mukilteo	Edmonds	Seattle
Everett		\$1.50	\$2.00	\$2.50
Mukilteo	\$1.50		\$1.75	\$2.25
Edmonds	\$2.00	\$1.75		\$2.00
Seattle	\$2.50	\$2.25	\$2.00	

Link

Adult	UW	Capitol Hill	Downtown Tunnel stations*	Stadium	SODO	Beacon Hill	Mt. Baker	Columbia City	Othello	Rainier Beach	Tukwila Int'l	SeaTac/Airport	Angle Lake
UW		\$2.25	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.75	\$2.75	\$2.75	\$3.00	\$3.25	\$3.25
Capitol Hill	\$2.25		\$2.25	\$2.25	\$2.25	\$2.50	\$2.50	\$2.50	\$2.50	\$2.75	\$3.00	\$3.00	\$3.00
Downtown Tunnel stations	\$2.50	\$2.25		\$2.25	\$2.25	\$2.25	\$2.50	\$2.50	\$2.50	\$2.50	\$3.00	\$3.00	\$3.00
Stadium	\$2.50	\$2.25	\$2.25		\$2.25	\$2.25	\$2.25	\$2.25	\$2.50	\$2.50	\$2.75	\$3.00	\$3.00
SODO	\$2.50	\$2.25	\$2.25	\$2.25		\$2.25	\$2.25	\$2.25	\$2.50	\$2.50	\$2.75	\$2.75	\$3.00
Beacon Hill	\$2.50	\$2.50	\$2.25	\$2.25	\$2.25		\$2.25	\$2.25	\$2.50	\$2.50	\$2.75	\$2.75	\$3.00
Mt. Baker	\$2.50	\$2.50	\$2.50	\$2.25	\$2.25	\$2.25		\$2.25	\$2.25	\$2.50	\$2.75	\$2.75	\$3.00
Columbia City	\$2.75	\$2.50	\$2.50	\$2.25	\$2.25	\$2.25	\$2.25		\$2.25	\$2.25	\$2.50	\$2.75	\$2.75
Othello	\$2.75	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.25	\$2.25		\$2.25	\$2.50	\$2.75	\$2.75
Rainier Beach	\$2.75	\$2.75	\$2.50	\$2.50	\$2.50	\$2.50	\$2.50	\$2.25	\$2.25		\$2.50	\$2.50	\$2.75
Tukwila Int'l	\$3.00	\$3.00	\$3.00	\$2.75	\$2.75	\$2.75	\$2.75	\$2.50	\$2.50	\$2.50		\$2.25	\$2.50
SeaTac/Airport	\$3.25	\$3.00	\$3.00	\$3.00	\$2.75	\$2.75	\$2.75	\$2.75	\$2.75	\$2.50	\$2.25		\$2.25
Angle Lake	\$3.25	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$3.00	\$2.75	\$2.75	\$2.75	\$2.50	\$2.25	

*Downtown Tunnel stations include: Westlake, University St., Pioneer Square and International District/Chinatown

Youth – All one-way fares \$1.50

Reduced fare – All one-way fares \$1.00

APPENDIX B - ST Express route detail

Revenue by route

2020 revenues for ST Express declined due to the impact of COVID-19. Revenues for ST Express routes are allocated as follows:

ST Express Route	REVENUES			Change	
	2020	2019	2018	2020-2019	2019-2018
508	\$ 6,184	\$ -	\$ -	-%	-%
510	560,348	1,603,656	1,610,090	-65%	0%
511	539,598	1,642,354	1,599,018	-67%	3%
512	1,276,101	3,217,690	3,262,267	-60%	-1%
513	140,704	527,486	563,197	-73%	-6%
522	1,151,208	2,868,856	2,785,726	-60%	3%
532	407,390	1,375,174	1,433,191	-70%	-4%
535	406,005	1,234,334	1,210,352	-67%	2%
540	72,775	262,944	284,389	-72%	-8%
541	96,933	371,935	351,827	-74%	6%
542	561,201	1,308,321	1,048,785	-57%	25%
544	156	-	-	-%	-%
545	1,520,818	4,711,809	4,701,658	-68%	0%
550	1,257,561	3,942,170	4,863,879	-68%	-19%
554	687,283	1,898,847	2,100,861	-64%	-10%
555/556	177,935	790,565	797,246	-77%	-1%
560	415,399	866,594	881,919	-52%	-2%
566	227,787	574,886	600,536	-60%	-4%
567	73,102	310,213	307,414	-76%	1%
574	805,301	1,596,735	1,611,498	-50%	-1%
577	540,353	1,109,002	1,098,595	-51%	1%
578	543,551	1,069,234	1,127,268	-49%	-5%
580	101,813	299,473	272,651	-66%	10%
586	177,030	316,711	351,552	-44%	-10%
590	754,935	1,819,837	1,946,028	-59%	-6%
592	216,273	539,791	562,974	-60%	-4%
594	793,941	1,760,264	1,865,721	-55%	-6%
595	77,798	226,420	232,373	-66%	-3%
596	70,925	217,056	223,851	-67%	-3%
Sounder Bus ⁷	-	-	-	-%	-%
Totals	\$ 13,660,408	\$ 36,462,357	\$ 37,694,868	-63%	-3%

⁷ Routes operate as fare free service for bridge service during service interruptions

ST Express ridership decreased by 64% in 2020, led by declines of over 1.5 million boardings on both Routes 550 and 545.

ST Express Route	BOARDINGS			Change	
	2020	2019	2018	2020-2019	2019-2018
508	22,092	-	-	-%	-%
510	157,873	507,021	509,788	-69%	-1%
511	157,246	534,806	524,047	-71%	2%
512	625,789	1,484,726	1,484,312	-58%	0%
513	35,543	160,863	172,703	-78%	-7%
522	568,438	1,538,921	1,517,513	-63%	1%
532	135,138	488,870	518,695	-72%	-6%
535	187,335	537,173	523,373	-65%	3%
540	27,429	147,252	148,773	-81%	-1%
541	40,104	225,404	212,507	-82%	6%
542	209,925	711,725	558,979	-71%	27%
544	1,032	-	-	-%	-%
545	677,802	2,371,817	2,432,200	-71%	-2%
550	716,765	2,226,541	2,850,971	-68%	-22%
554	382,394	1,040,709	1,151,381	-63%	-10%
555/556	62,560	337,366	363,639	-81%	-7%
560	273,202	555,700	545,862	-51%	2%
566	127,977	338,659	350,802	-62%	-3%
567	31,908	171,030	169,002	-81%	1%
574	400,516	747,225	736,839	-46%	1%
577	231,155	547,155	529,940	-58%	3%
578	319,185	606,904	628,913	-47%	-3%
580	53,510	219,151	198,153	-76%	11%
586	39,633	107,484	117,569	-63%	-9%
590	248,766	669,036	712,735	-63%	-6%
592	71,615	195,863	205,040	-63%	-4%
594	378,671	761,845	787,644	-50%	-3%
595	22,737	77,496	81,926	-71%	-5%
596	38,674	147,839	149,512	-74%	-1%
Extra Shadow Bus	19,170	-	-	-%	-%
Central Link Bus	-	34,198	33	-%	-%
Souder Bus ⁸	588	1,748	6,415	-66%	-73%
Totals	6,264,772	17,494,527	18,189,262	-64%	-4%

⁸ Routes operate as fare free service for bridge service during service interruptions

ST Express average fare per boarding increased by 5% in 2020 and 1% in 2019.

ST Express Route	AVERAGE FARE PER BOARDING			Change	
	2020	2019	2018	2020-2019	2019-2018
508	\$ 0.28	-	-	-%	-%
510	3.55	3.16	3.16	12%	0%
511	3.43	3.07	3.05	12%	1%
512	2.04	2.17	2.20	-6%	-1%
513	3.96	3.28	3.26	21%	1%
522	2.03	1.86	1.84	9%	2%
532	3.01	2.81	2.76	7%	2%
535	2.17	2.30	2.31	-6%	-1%
540	2.65	1.79	1.91	49%	-7%
541	2.42	1.65	1.66	46%	0%
542	2.67	1.84	1.88	45%	-2%
544	0.15	-	-	-%	-%
545	2.24	1.99	1.93	13%	3%
550	1.75	1.77	1.71	-1%	4%
554	1.80	1.82	1.82	-1%	0%
555/556	2.84	2.34	2.19	21%	7%
560	1.52	1.56	1.62	-2%	-3%
566	1.78	1.70	1.71	5%	-1%
567	2.29	1.81	1.82	26%	0%
574	2.01	2.14	2.19	-6%	-2%
577	2.34	2.03	2.07	15%	-2%
578	1.70	1.76	1.79	-3%	-2%
580	1.90	1.37	1.38	39%	-1%
586	4.47	2.95	2.99	52%	-1%
590	3.03	2.72	2.73	12%	0%
592	3.02	2.76	2.75	10%	0%
594	2.10	2.31	2.37	-9%	-2%
595	3.42	2.92	2.84	17%	3%
596	1.83	1.47	1.50	25%	-2%
Totals	\$ 2.18	\$ 2.08	\$ 2.07	5%	1%