



# FARE REVENUE REPORT 2021

## Table of Contents

Executive summary	3
Overview	5
Sound Transit fare revenue and ridership	6
Fare structure	7
Link	7
ST Express	7
Sounder	8
Tacoma Link	8
Farebox recovery	9
Link	10
ST Express	10
Sounder	10
Passenger fare revenue by mode	11
Link	14
ST Express	16
Sounder	18
Special rates of fare	22
APPENDIX A - Fares by station	26
Sounder South (Lakewood-Seattle)	26
Sounder North (Everett-Seattle)	27
Link	27
APPENDIX B - ST Express route detail	27

## 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 2021 Fare Revenue Report shows that the COVID-19 pandemic continued to greatly affect Sound Transit, with ridership down 63% and fare revenue down 71% from pre-pandemic 2019 totals. On a positive note, ridership in 2021 was up 13% from the previous year in part to the improving COVID-19 pandemic conditions as well as the opening of the Link Northgate extension in October.

While ridership was up slightly in 2021 as compared to 2020, fare revenue was down 8% as the agency experienced a lower level of fare payment compliance – particularly on Link light rail. In August, Sound Transit started the Fare Ambassador Pilot program emphasizing passenger fare education and customer service to encourage fare compliance. Also, Sound Transit continued to respond to riders affected by the pandemic's economic challenges by increasing assistance through reduced fare programs.

**Ridership and fare revenue:** In 2021 ridership increased by 13% compared to 2020 and was down by 63% from 2019.

- In 2021, systemwide fare revenue declined by 8% to \$28.1 million, compared to \$30.6 million in 2020 and \$96.9 million in 2019.
  - Link fare revenue increased by \$4.3 million (38%) from 2020 and was down by \$27.6 million (-64%) from 2019;
  - ST Express fare revenue decreased by \$3.8 million (-28%) from 2020 and was down by \$26.7 million (-73%) from 2019;
  - Sounder fare revenue decreased by \$2.9 million (-51%) from 2020 and decreased by \$14.5 million (-84%) from 2019.
- Working from home continued to reduce Sound Transit's fare revenue from ORCA Business Passport accounts. The ORCA Passport program involves transit agencies working with businesses to provide transportation services to employees and students. Business Passport fare revenue declined by 33% from \$18.3 million in 2020 to \$12.3 million in 2021 as many employers continued to employ a remote or hybrid work model.

**Farebox recovery rates:** Per Sound Transit's fare policy, farebox revenue should recover a specified percentage of operating costs. In 2021 all modes were below the fare policy for minimum farebox recovery thresholds as fare revenue continued to reflect lower ridership due to the pandemic.

- ST Express bus farebox revenue was 7% of operating costs in 2021; lower than the 20% minimum policy threshold.
- Sounder farebox revenue was 5% of operating costs in 2021; lower than the 23% minimum policy threshold.
- Link farebox revenue was 10% of operating costs in 2021; lower than the 40% minimum policy threshold. Link operating expenses increased in 2021 from 2020 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. However, if start-up costs were removed from the equation, Link's farebox recovery ratio would still not be close to meeting the minimum policy threshold.
- 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.

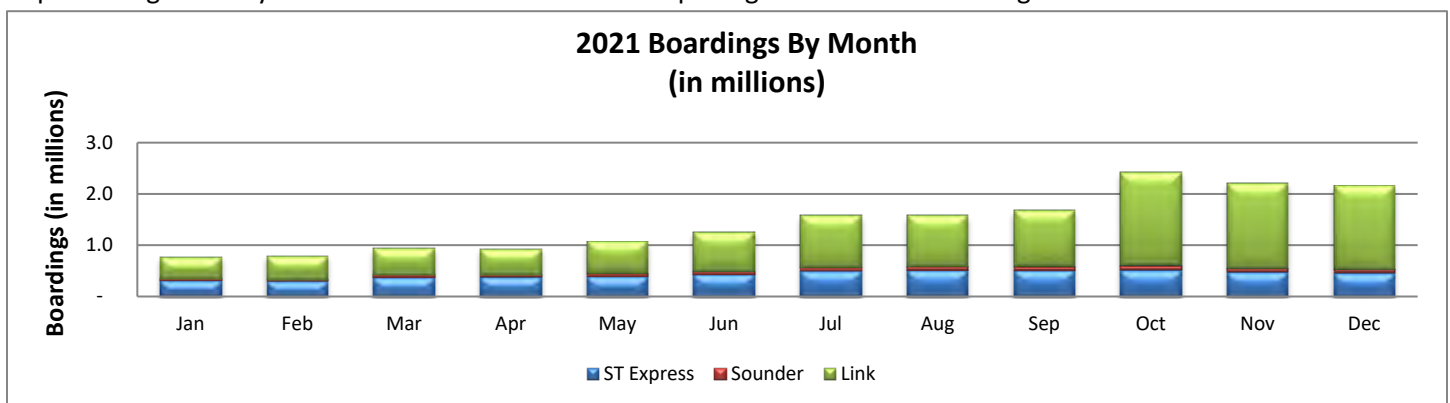
- The issue of farebox recovery rates not meeting minimum policy thresholds has been flagged for the Sound Transit Board and information was included in the Board’s Fares Workshop held on March 16, 2022. Sound Transit will continue to monitor and report to the Board on farebox recovery rates as ridership returns from the pandemic and Sound Transit opens new Link service extensions.

**Increased assistance for riders with low incomes:** In 2021, Sound Transit continued to work with our partners to assist the most vulnerable members of our communities to access transit services and the opportunities they provide. Sound Transit continued several fare-related efforts to assist riders with low incomes or those experiencing economic hardship, including:

- Funding additional outreach to promote registration for ORCA LIFT low-income fare program.
- Partnering with Metro, Seattle-King County Public Health, Catholic Community Services and the Washington State Department of Health and Social Service to increase ORCA LIFT enrollment, especially in Pierce and Snohomish counties. By the end of 2021, there had been more than 160,000 ORCA LIFT enrollments with more than 37,000 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.
- Continuation of the ORCA LIFT Subsidized Annual Pass Pilot Program with King County Metro. For this program, Sound Transit and King County Metro are providing free 12-month ORCA passes to riders with incomes 80% of the federal poverty level (or lower) who are enrolled in one of six state benefit programs.
- Continuation of 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;
- Lowered 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 (Seniors and Riders with Disabilities), starting in March 2021. The new fares make Sounder more accessible and simplify Sound Transit’s fares systemwide by bringing these 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 Riders with Disabilities can ride anywhere on Sound Transit for \$1.00. (Note: in May of 2022, the Sound Transit Board approved lowering the ORCA LIFT fare to \$1.00 on all modes).

The pandemic also changed how Sound Transit conducted fare inspection. In 2021, consistent with Board direction on fare engagement, Sound Transit replaced fare enforcement officers with Fare Ambassadors who conduct fare inspections, provide education and assistance and focus on warnings to reduce fare evasion.

The graph below shows how ridership in 2021 improved by month as the pandemic conditions eased. Monthly boardings were as low as 700,000 in January and by October the monthly total had increased to 2.4 million. Ridership improved significantly with the vaccine rollout and the opening of the 4.3-mile Northgate Link extension in October.

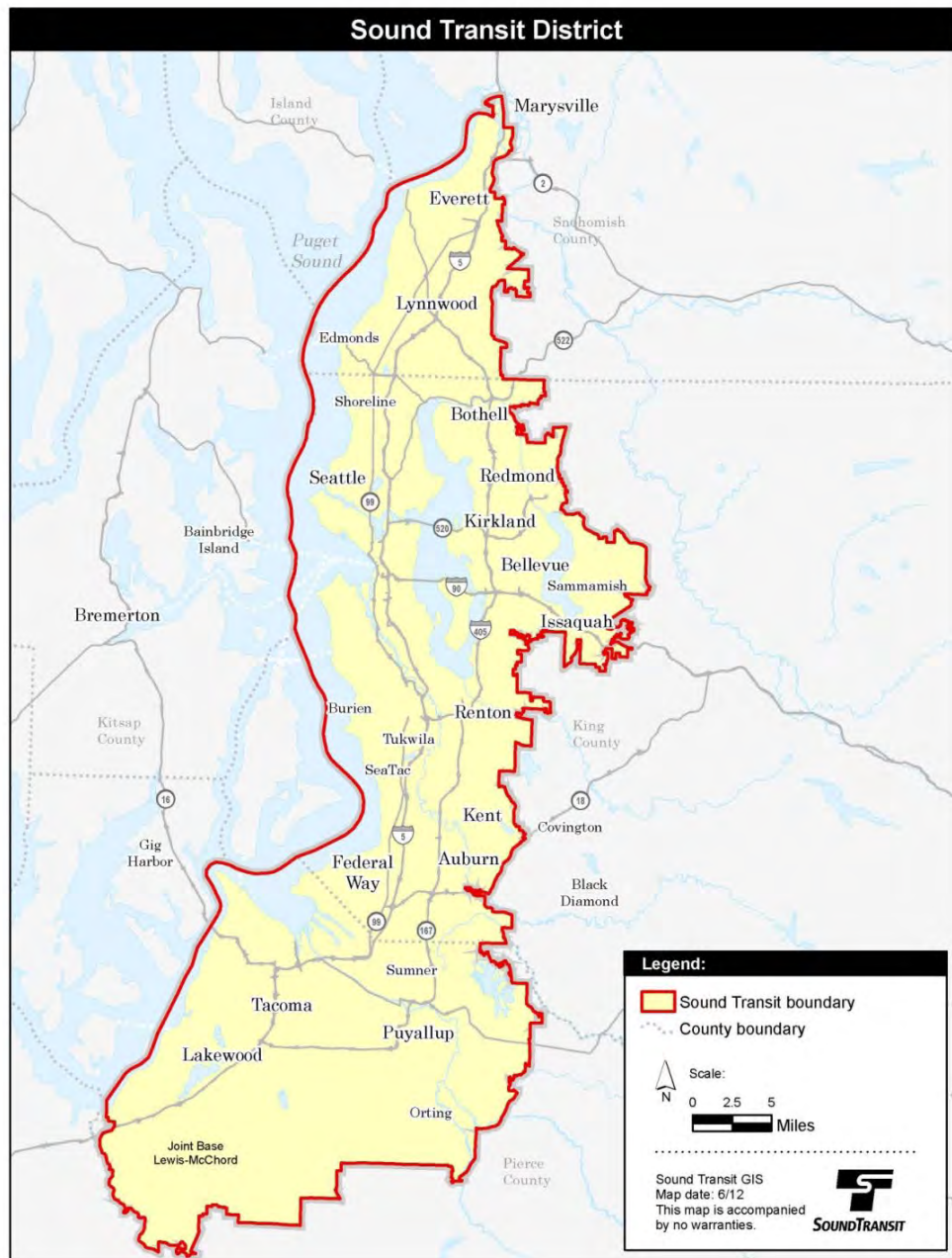


## Overview

Transit fares are an important source of revenue to fund transit operations. Through 2046, Sound Transit’s long-range Financial Plan assumes \$7.0 billion of fare revenue, approximately 5% of the revenue anticipated in Sound Transit Financial Plan.

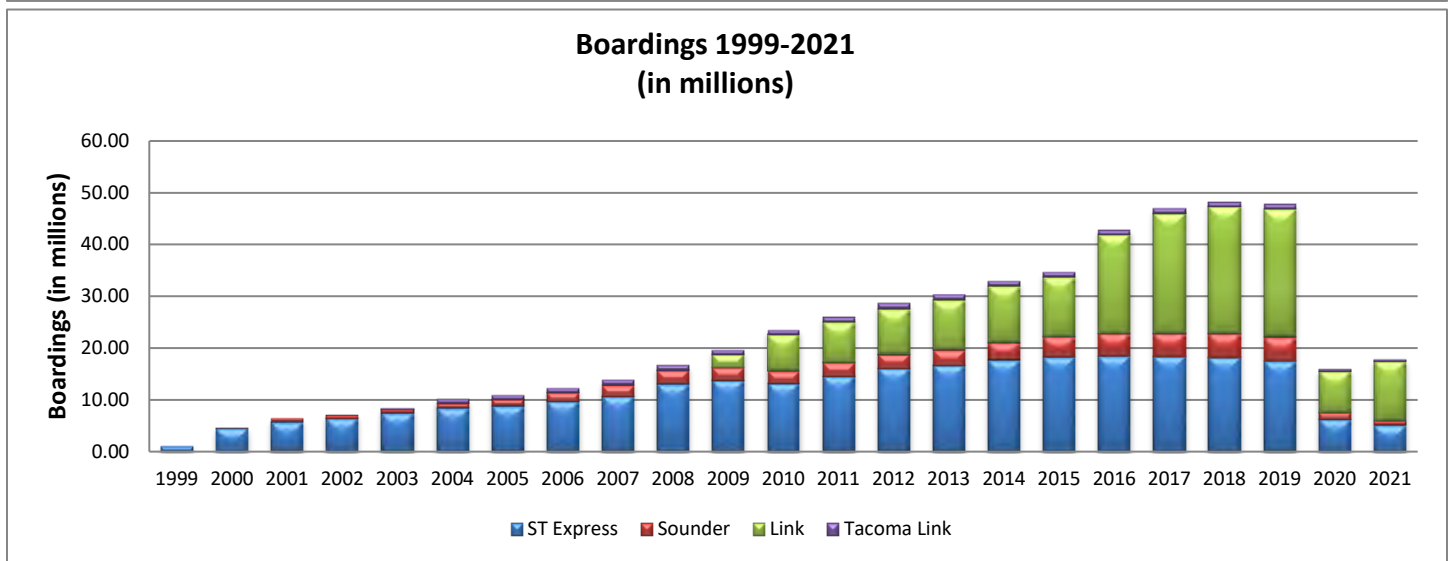
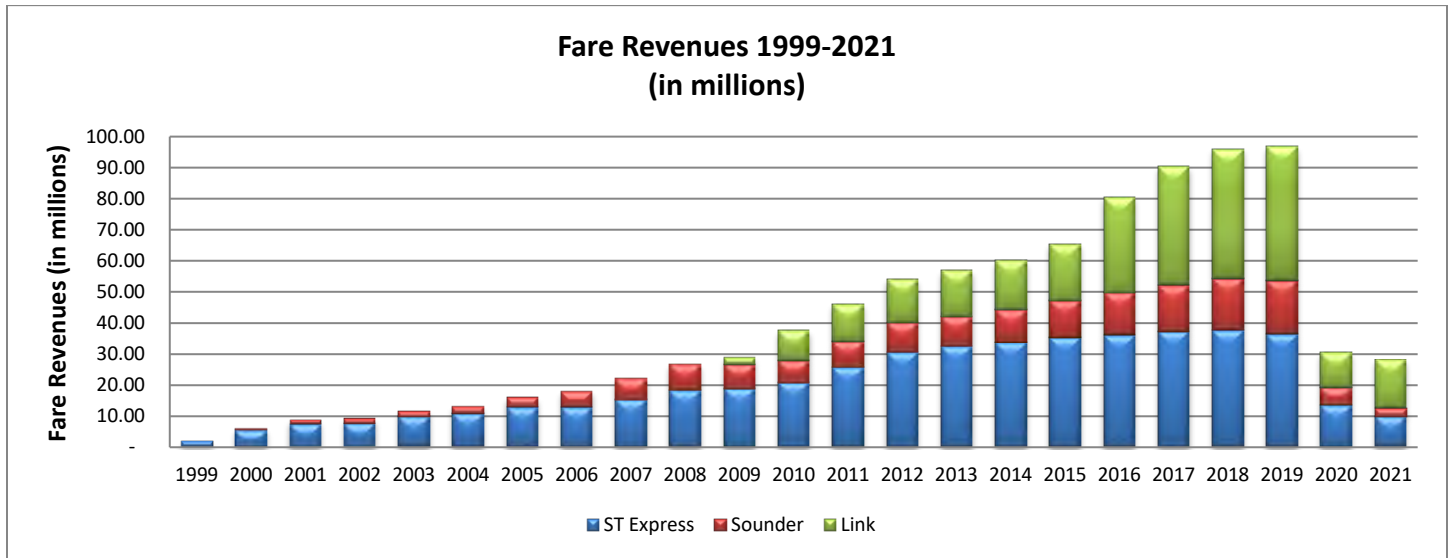
Sound Transit policy sets farebox recovery targets at a minimum percentage of total operating costs, and this ratio varies by mode as defined in Sound Transit Board Resolution 2014-27.

Figure 1: Sound Transit District



### Sound Transit fare revenue and ridership

The two graphs below show that Sound Transit ridership and fare revenue grew significantly from 1999-2019. In 2020-2021, 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
- October 2021 – Link light rail begins service to Northgate, Roosevelt and U-District

## Fare structure

Sound Transit's fare structure varies based on mode of service, distance traveled and/or the rider's fare category. With the exception of ORCA LIFT, 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 – Pierce Transit does not have an ORCA LIFT fare)

Sound Transit is participating, on a demonstration program basis, in King County Metro's program for very low-income riders:

- **Subsidized Annual Pass:** Riders with household incomes equal to or less than 80% of the federal poverty level and who are enrolled in one of six state benefit programs – TANF/SFA, RCA, ABD, PWA, SSI, HEN (enrollment by authorized DSHS, Public Health, and Community Services agencies with income verification and state benefit programs)

## Link

Link light rail currently serves 19 stations on a 24.3-mile line in Seattle and South King County, including service to Northgate, 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 October 2021	
Adult	\$2.25 - \$3.50
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 All Routes	
Adult	\$3.25
Youth	\$1.50
Reduced fare	\$1.00
ORCA LIFT	\$1.50



**Souder**

Souder provides weekday rail service to and from Seattle during peak hours. Souder South extends 47.6 miles from Seattle to Lakewood, serving eight stations in Pierce and South King counties. Souder South also provides limited reverse-peak service between Seattle and Tacoma. Souder North extends 34.2 miles from Seattle to Everett, serving three stations in Snohomish County. Souder 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 and establishing a flat fare of \$1.50 for Youth and ORCA LIFT and \$1.00 for Regional Reduced Fare Permit riders (Seniors and Riders with Disabilities) 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 Fare Range	South Line Fare Range	North Line Fare Range	South Line 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 2023. 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. Future fare levels for Tacoma Link will be established by the Sound Transit Board in 2022.



## 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%

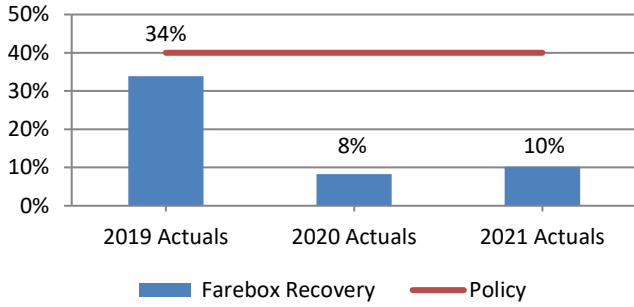
In 2021, Link had an increase in farebox recovery rate over 2020 while the other modes dropped due to reduced ridership as a result of the pandemic and economic conditions.

- Link farebox revenue was 10% of operating costs in 2021 and 34% in 2019; lower than the 40% minimum policy threshold.
- ST Express bus farebox revenue was 7% of operating costs in 2021; lower than the 20% minimum policy threshold and lower than the 25% farebox recovery in 2019.
- Sounder farebox revenue was 5% of operating costs in 2021; lower than the 23% minimum policy threshold and lower than the 31% farebox recovery in 2019.

While Link fare revenue increased in 2021 due to an increase in ridership, 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, 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 2025. If start-up costs were removed from the equation, however, Link’s farebox recovery rate would still not be close to meeting the minimum policy threshold of 40%. The issue of farebox recovery rates not meeting minimum policy thresholds has been flagged for the Board and included in the Board’s Fares Workshop held on March 16, 2022. 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 Link service extensions.

Link

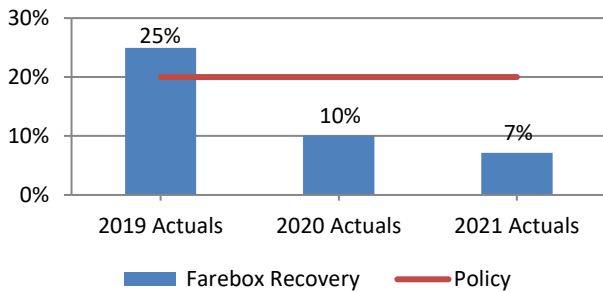
Link Farebox Recovery



Link Light Rail Farebox Recovery	Farebox Revenues	Operating Expenses	Farebox Recovery
2019 Actuals	\$43,241,285	\$127,727,513	34%
2020 Actuals	\$11,330,360	\$136,977,450	8%
2021 Actuals	\$15,591,469	\$152,752,633	10%

ST Express

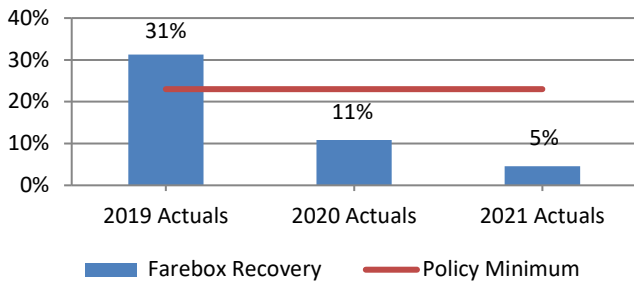
ST Express Farebox Recovery



ST Express Farebox Recovery	Farebox Revenues	Operating Expenses	Farebox Recovery
2019 Actuals	\$36,462,357	\$146,210,098	25%
2020 Actuals	\$13,660,408	\$135,408,614	10%
2021 Actuals	\$9,804,970	\$136,785,443	7%

Sounder

Sounder Farebox Recovery



Sounder Farebox Recovery	Farebox Revenues	Operating Expenses	Farebox Recovery
2019 Actuals	\$17,213,961	\$550,054,427	31%
2020 Actuals	\$5,613,180	\$51,896,097	11%
2021 Actuals	\$2,751,291	\$59,760,001	5%

## Passenger fare revenue by mode

Sound Transit fare revenue decreased overall by \$2.5 million in 2021, and boardings decreased by 1.9 million. Link accounted for 55% of the total passenger fare revenue, ST Express was 35%, and Sounder was 10%.

In 2021, the overall average fare per boarding was \$1.62, down from \$1.98 in 2020 as fare payment compliance continued to be below pre-covid levels.

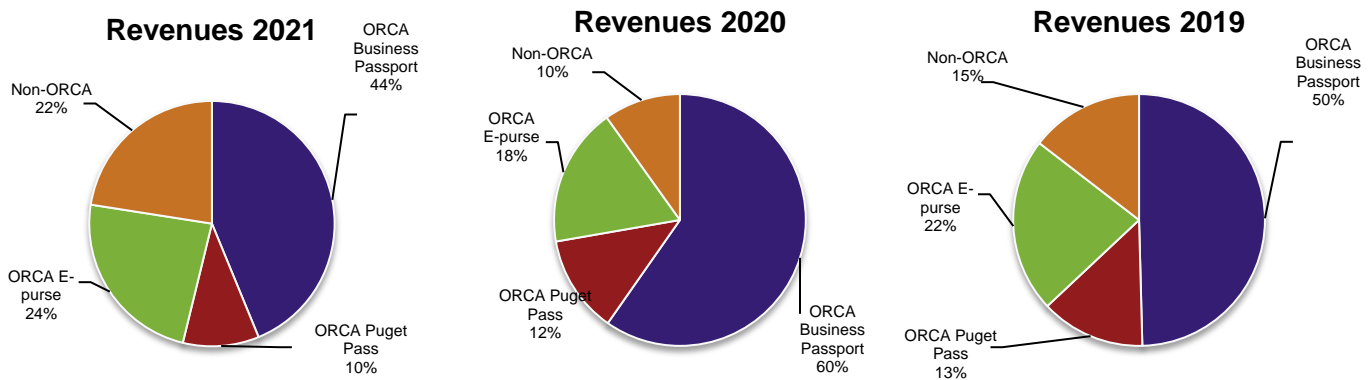
	REVENUES			% Change	
	2021	2020	2019	2021-2020	2020-2019
Link Light Rail	\$ 15,591,469	\$ 11,330,360	\$ 43,241,285	38%	-74%
ST Express	9,804,970	13,660,408	36,462,357	-28%	-63%
Sounder	2,751,291	5,613,180	17,213,961	-51%	-67%
	\$ 28,147,730	\$ 30,603,948	\$ 96,917,603	-8%	-68%

	BOARDINGS			% Change	
	2021	2020	2019	2021-2020	2020-2019
Link Light Rail	11,516,118	7,921,941	24,761,684	45%	-68%
ST Express	5,146,374	6,264,772	17,494,527	-18%	-64%
Sounder	734,481	1,265,882	4,612,244	-42%	-73%
	17,396,972	15,452,595	46,868,455	13%	-67%

	AVERAGE FARE PER BOARDING			% Change	
	2021	2020	2019	2021-2020	2020-2019
Link Light Rail	\$ 1.35	\$ 1.43	\$ 1.75	-6%	-18%
ST Express	1.91	2.18	2.08	-12%	5%
Sounder	3.75	4.43	3.73	-15%	19%
	\$ 1.62	\$ 1.98	\$ 2.07	-18%	-4%

## 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. ORCA product use on Sound Transit services accounted for 78% of total fare revenue in 2021, down from 90% in 2020 and 85% in 2019. The ORCA share declined in 2021 driven by lower ORCA Business Passport revenue.



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 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 tickets 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 2021, mobile ticket sales were \$920K, up from \$233K in 2020.

**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 ages 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 increased by \$4.3 million in 2021 after decreasing by \$31.9 million in 2020. Link ridership increased by 3.6 million in 2021. Sound Transit attributes the ridership increase to more return to work after the vaccine rollout and opening of the Northgate Link extension in October.

*Revenue by payment type*

Link Payment Type	REVENUES			Change	
	2021	2020	2019	2021-2020	2020-2019
ORCA Business Passport	\$ 6,342,712	\$ 6,488,917	\$ 18,536,530	-2%	-65%
ORCA Puget Pass	1,193,921	1,290,030	5,007,466	-7%	-74%
ORCA E-purse	3,369,182	1,868,005	9,526,581	80%	-80%
Non-ORCA	4,685,654	1,683,408	10,170,708	178%	-83%
<b>Totals</b>	<b>\$ 15,591,469</b>	<b>\$ 11,330,360</b>	<b>\$ 43,241,285</b>	<b>38%</b>	<b>-74%</b>

Link Payment Type	BOARDINGS			Change	
	2021	2020	2019	2021-2020	2020-2019
ORCA Business Passport	2,489,875	1,880,131	9,231,477	32%	-80%
ORCA Puget Pass	559,425	542,150	2,833,905	3%	-81%
ORCA E-purse	1,791,726	1,015,201	5,191,539	76%	-80%
Non-ORCA	6,675,091	4,484,459	7,504,763	49%	-40%
<b>Totals</b>	<b>11,516,117</b>	<b>7,921,941</b>	<b>24,761,684</b>	<b>45%</b>	<b>-68%</b>

Link Payment Type	AVERAGE FARE PER BOARDING			Change	
	2021	2020	2019	2021-2020	2020-2019
ORCA Business Passport <sup>1</sup>	\$ 2.55	\$ 3.45	\$ 2.01	-26%	72%
ORCA Puget Pass	2.13	2.38	1.77	-11%	34%
ORCA E-purse	1.88	1.84	1.84	2%	0%
Non-ORCA	0.70	0.38	1.36	84%	-72%
<b>Totals</b>	<b>\$ 1.35</b>	<b>\$ 1.43</b>	<b>\$ 1.75</b>	<b>-6%</b>	<b>-18%</b>

<sup>1</sup> ORCA Business Passport – Combination of per trip, and fixed annual contracts that are priced based on previous year’s ridership. 2021 average fare per boarding decrease due to lower revenue in per trip annual contracts than in previous years.

*Revenue by passenger type*

Adult passenger fares accounted for 94% of total Link revenues with 3% from youth, 2% from reduced-fare passengers (qualifying seniors and persons with disabilities) and 1% from ORCA LIFT (low-income adults). Link averaged more than 3,200 unique ORCA LIFT (low-income) passengers monthly in 2021, up from about 2,200 in 2020.

Link Passenger Type	REVENUES			Change	
	2021	2020	2019	2021-2020	2020-2019
Adult	\$ 14,585,986	\$ 10,481,590	\$ 39,763,356	39%	-74%
Youth	464,928	365,942	1,693,824	27%	-78%
RRFP	349,068	240,241	896,898	45%	-73%
Low Income	191,487	242,587	887,207	-21%	-73%
<b>Totals</b>	<b>\$ 15,591,469</b>	<b>\$ 11,330,360</b>	<b>\$ 43,241,285</b>	<b>38%</b>	<b>-74%</b>

Link Passenger Type	BOARDINGS			Change	
	2021	2020	2019	2021-2020	2020-2019
Adult	9,828,458	6,660,830	20,779,523	48%	-68%
Youth	585,190	443,033	1,557,030	32%	-72%
RRFP	847,267	619,144	1,488,665	37%	-58%
Low Income	255,203	198,934	936,466	28%	-79%
<b>Totals</b>	<b>11,516,117</b>	<b>7,921,941</b>	<b>24,761,684</b>	<b>45%</b>	<b>-68%</b>

Link Passenger Type	AVERAGE FARE PER BOARDING			Change	
	2021	2020	2019	2021-2020	2020-2019
Adult	\$ 1.48	\$ 1.57	\$ 1.91	-6%	-18%
Youth	0.79	0.83	1.09	-5%	-24%
RRFP	0.41	0.39	0.60	5%	-35%
Low Income	0.75	1.22	0.95	-39%	28%
<b>Totals</b>	<b>\$ 1.35</b>	<b>\$ 1.43</b>	<b>\$ 1.75</b>	<b>-6%</b>	<b>-23%</b>

*Fare evasion*

Due to safety concerns related to the pandemic, electronic fare media inspection was suspended in 2020 until August 2021. During this period Fare Enforcement Officers performed a lighter touch version of fare compliance including visual fare inspection, however ORCA proof of payment was not able to be verified. In August 2021, Sound Transit replaced Fare Enforcement Officers with Fare Ambassadors who conduct fare inspections, provide education and assistance and focus on warnings to reduce fare evasion.

The Fare Ambassador Pilot Program that began in August 2021, grew out of passenger feedback and community engagement that expressed discomfort with Fare Enforcement Officers who resemble law enforcement. In response, Fare Ambassadors have different and less intimidating uniforms that make it easy to recognize that they are there to



help. Their focus is on passenger education and customer service rather than enforcement, with particular emphasis on how to purchase ORCA cards and passes and how income-eligible passengers can obtain ORCA LIFT cards. Fare Ambassadors began fully validating proof of payment by allowing passengers to tap their ORCA card on our devices on October 11<sup>th</sup>, 2021.

### 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 1.1 million in 2021 as a result of the pandemic, and revenue decreased by \$3.8 million. Sound Transit suspended and/or reduced service on several routes in 2021 due to operator shortages, including route 566 Auburn – Overlake, 577 Federal Way – Seattle, 578 Puyallup – Seattle, 580 South Hill – Puyallup, 590 Tacoma – Seattle, 592 DuPont – Seattle, and 594 Lakewood – Seattle.

#### Revenue by payment type

ST Express Payment Type	REVENUES			Change	
	2021	2020	2019	2021-2020	2020-2019
ORCA Business Passport	\$ 4,284,438	\$ 7,890,047	\$ 19,054,498	-46%	-59%
ORCA Puget Pass	1,357,361	1,928,539	5,766,613	-30%	-67%
ORCA E-purse	2,759,323	2,717,577	8,704,459	2%	-69%
Non-ORCA	1,403,848	1,124,245	2,936,787	25%	-62%
<b>Totals</b>	<b>\$ 9,804,970</b>	<b>\$ 13,660,408</b>	<b>\$ 36,462,357</b>	<b>-28%</b>	<b>-63%</b>

ST Express Payment Type	BOARDINGS			Change	
	2021	2020	2019	2021-2020	2020-2019
ORCA Business Passport	1,374,119	1,904,592	7,793,579	-28%	-76%
ORCA Puget Pass	659,359	716,727	2,477,844	-8%	-71%
ORCA E-purse	1,400,862	1,327,823	4,213,456	6%	-68%
Non-ORCA	1,712,034	2,315,630	3,009,648	-26%	-23%
<b>Totals</b>	<b>5,146,374</b>	<b>6,264,772</b>	<b>17,494,527</b>	<b>-18%</b>	<b>-64%</b>

ST Express Payment Type	AVERAGE FARE PER BOARDING			Change	
	2021	2020	2019	2021-2020	2020-2019
ORCA Business Passport <sup>2</sup>	\$ 3.12	\$ 4.14	\$ 2.44	-25%	70%
ORCA Puget Pass	2.06	2.69	2.33	-23%	15%
ORCA E-purse	1.97	2.05	2.07	-4%	-1%
Non-ORCA	0.82	0.49	0.98	67%	-50%
<b>Totals</b>	<b>\$ 1.91</b>	<b>\$ 2.18</b>	<b>\$ 2.08</b>	<b>-12%</b>	<b>5%</b>

<sup>2</sup> ORCA Business Passport – Combination of per trip and fixed annual contracts that are priced based on previous year’s ridership. 2021 average fare per boarding decrease due to lower revenue in per trip annual contracts than in previous years.

*Revenue by passenger type*

Adult fares account for 93% of total ST Express revenues, with 3% from reduced-fare passengers (qualifying seniors and persons with disabilities), 2% from youth and 2% from ORCA LIFT passengers (low-income adults). ST Express averaged more than 2,900 unique ORCA LIFT (low-income) passengers monthly in 2021.

ST Express		REVENUES			Change	
Passenger Type	2021	2020	2019	2021-2020	2020-2019	
Adult	\$ 9,134,889	\$ 12,929,650	\$ 34,569,314	-29%	-63%	
Youth	172,970	215,994	615,953	-20%	-65%	
RRFP	285,936	271,397	735,509	5%	-63%	
Low Income	211,175	243,367	541,581	-13%	-55%	
<b>Totals</b>	<b>\$ 9,804,970</b>	<b>\$ 13,660,408</b>	<b>\$ 36,462,357</b>	<b>-28%</b>	<b>-63%</b>	

ST Express		BOARDINGS			Change	
Passenger Type	2021	2020	2019	2021-2020	2020-2019	
Adult	4,146,641	5,193,968	15,327,646	-20%	-66%	
Youth	122,437	275,901	418,193	-56%	-34%	
RRFP	575,761	576,740	1,164,573	0%	-50%	
Low Income	301,535	218,163	584,115	38%	-63%	
<b>Totals</b>	<b>5,146,374</b>	<b>6,264,772</b>	<b>17,494,527</b>	<b>-18%</b>	<b>-64%</b>	

ST Express		AVERAGE FARE PER BOARDING			Change	
Passenger Type	2021	2020	2019	2021-2020	2020-2019	
Adult	\$ 2.20	\$ 2.49	\$ 2.26	-12%	10%	
Youth	1.41	0.78	1.47	81%	-47%	
RRFP	0.50	0.47	0.63	6%	-25%	
Low Income	0.70	1.12	0.93	-38%	20%	
<b>Totals</b>	<b>\$ 1.91</b>	<b>\$ 2.18</b>	<b>\$ 2.08</b>	<b>-12%</b>	<b>-8%</b>	

## Sounder

Sounder revenue decreased by \$2.9 million in 2021 primarily from COVID-19 impacts, with ridership decreasing by more than 500,000 boardings. In 2021, Sounder South fare revenues decreased by 50%, and Sounder North revenues decreased by 61% led by declining revenue from ORCA Business Passport use as some employers allowed employees to continue to work remotely.

### Revenue by payment type

Sounder Payment Type	REVENUES			Change	
	2021	2020	2019	2021-2020	2020-2019
ORCA Business Passport	\$ 1,698,029	\$ 3,895,725	\$ 10,464,237	-56%	-63%
ORCA Puget Pass	272,503	620,727	2,230,720	-56%	-72%
ORCA E-purse	531,153	882,988	3,529,472	-40%	-75%
Non-ORCA	249,606	213,740	989,532	17%	-78%
<b>Totals</b>	<b>\$ 2,751,291</b>	<b>\$ 5,613,180</b>	<b>\$ 17,213,961</b>	<b>-51%</b>	<b>-67%</b>

Sounder Payment Type	BOARDINGS			Change	
	2021	2020	2019	2021-2020	2020-2019
ORCA Business Passport	354,947	672,907	2,714,237	-47%	-75%
ORCA Puget Pass	62,889	130,041	554,492	-52%	-77%
ORCA E-purse	161,941	252,683	1,016,793	-36%	-75%
Non-ORCA	154,704	210,251	326,722	-26%	-36%
<b>Totals</b>	<b>734,481</b>	<b>1,265,882</b>	<b>4,612,244</b>	<b>-42%</b>	<b>-73%</b>

Sounder Payment Type	AVERAGE FARE PER BOARDING			Change	
	2021	2020	2019	2021-2020	2020-2019
ORCA Business Passport <sup>3</sup>	\$ 4.78	\$ 5.79	\$ 3.86	-17%	50%
ORCA Puget Pass	4.33	4.77	4.02	-9%	19%
ORCA E-purse	3.28	3.49	3.47	-6%	1%
Non-ORCA	1.61	1.02	3.03	58%	-66%
<b>Totals</b>	<b>\$ 3.75</b>	<b>\$ 4.43</b>	<b>\$ 3.73</b>	<b>-15%</b>	<b>19%</b>

<sup>3</sup> ORCA Business Passport – Combination of per trip and fixed annual contracts that are priced based on previous year's ridership. 2021 average fare per boarding decrease due to lower revenue in per trip annual contracts than in previous years.

*Revenue by passenger type*

Adult passenger fares accounted for 98% of Sounder revenues due to the market composition for commuter rail service. Sounder averaged more than 200 unique ORCA LIFT (low-income) passengers monthly in 2021, similar to 2020.

Sounder Passenger Type	REVENUES			Change	
	2021	2020	2019	2021-2020	2020-2019
Adult	\$ 2,697,221	\$ 5,472,652	\$ 16,707,048	-51%	-67%
Youth	12,557	31,283	133,909	-60%	-77%
RRFP	30,190	71,834	239,380	-58%	-70%
Low Income	11,323	37,412	133,624	-70%	-72%
<b>Totals</b>	<b>\$ 2,751,291</b>	<b>\$ 5,613,180</b>	<b>\$ 17,213,961</b>	<b>-51%</b>	<b>-67%</b>

Sounder Passenger Type	BOARDINGS			Change	
	2021	2020	2019	2021-2020	2020-2019
Adult	680,460	1,205,764	4,387,650	-44%	-73%
Youth	8,544	9,137	43,349	-6%	-79%
RRFP	32,628	37,285	128,689	-12%	-71%
Low Income	12,849	13,696	52,556	-6%	-74%
<b>Totals</b>	<b>734,481</b>	<b>1,265,882</b>	<b>4,612,244</b>	<b>-42%</b>	<b>-73%</b>

Sounder Passenger Type	AVERAGE FARE PER BOARDING			Change	
	2021	2020	2019	2021-2020	2020-2019
Adult	\$ 3.96	\$ 4.54	\$ 3.81	-12%	19%
Youth	1.47	3.42	3.09	-57%	11%
RRFP	0.93	1.93	1.86	-52%	4%
Low Income	0.88	2.73	2.54	-68%	7%
<b>Totals</b>	<b>\$ 3.75</b>	<b>\$ 4.43</b>	<b>\$ 3.73</b>	<b>-15%</b>	<b>1%</b>

*Fare compliance*

Due to safety concerns related to the pandemic, electronic fare media inspection was suspended in 2020 until August 2021. During this period Fare Enforcement Officers performed a lighter touch version of fare compliance including visual fare inspection, however proof of payment was not able to be verified. Consistent with Link, in August 2021 Sound Transit replaced Fare Enforcement Officers with Fare Ambassadors who conduct fare inspections, provide education and assistance and focus on warnings to reduce fare evasion. Fare Ambassadors began fully validating proof of payment by allowing passengers to tap their ORCA card on our devices on October 11<sup>th</sup>, 2021.

*Revenue by line*

Sounder revenues are allocated to Sounder North and Sounder South based on the origin/destination of the trip taken. The maximum one-way adult fare on Sounder North is \$5.00, and is \$5.75 on Sounder South. The Sounder North average fare per boarding (shown below as AFB) for 2021 was \$4.36, and it was \$3.72 for Sounder South.

Sounder North				Change	
	2021	2020	2019	2021-2020	2020-2019
Revenues	\$ 136,651	\$ 353,522	\$ 1,687,358	-61%	-79%
Boardings	31,314	90,867	427,837	-66%	-79%
AFB	\$ 4.36	\$ 3.89	\$ 3.94	12%	-1%

Sounder South				Change	
	2021	2020	2019	2021-2020	2020-2019
Revenues	\$ 2,614,640	\$ 5,259,658	\$ 15,526,603	-50%	-66%
Boardings	703,167	1,175,015	4,184,407	-40%	-72%
AFB	\$ 3.72	\$ 4.48	\$ 3.71	-17%	21%

*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 special event service in 2020.

Sounder Special Events	2021	2020	2019	Change	
				2021-2020	2020-2019
Revenues	\$ 69,887	\$ -	\$ 229,449	-	-
Boardings	14,743	-	54,001	-	-
AFB	\$ 4.74	-	\$ 4.25	-	-
# of Events	5	-	22	-	-

Special event service is particularly popular on the north line, which accounted for 24% of total special event boardings but only 0.5% of total Sounder boardings in 2021.

Sounder North Special Events	2021	2020	2019	Change	
				2021-2020	2020-2019
Revenues	\$ 16,140	\$ -	\$ 80,537	-	-
Boardings	3,491	-	18,210	-	-
AFB	\$ 4.62	-	\$ 4.42	-	-
# of Events	5	-	22	-	-

Sounder South Special Events	2021	2020	2019	Change	
				2021-2020	2020-2019
Revenues	\$ 53,747	\$ -	\$ 148,912	-	-
Boardings	11,252	-	35,791	-	-
AFB	\$ 4.78	-	\$ 4.16	-	-
# of Events	5	-	22	-	-

## 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 2021 compared with 2020 and 2019. 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 \$7.00 per pass

In 2021, these discounts remained the same from the previous year, with the discount representing 2% of total passenger fare revenue.

Type of Fare	Value of Discount		
	2021	2020	2019
Free Ride Zone - Tacoma	\$249,198	\$294,312	\$627,761
Peace Officers	14,826	13,727	46,934
Transit Promotional and Marketing Campaigns	98	7,455	13,501
Educational Outreach and Transit Training	6,945	21,064	46,683
Customer Relations and Complaint Resolution	61,712	51,459	68,914
Transit Demonstrations and Tours	1,128	203	3,008
Amtrak RailPlus Program	-	891	3,491
Human Services	166,019	118,716	303,019
Paratransit	1,852	1,404	5,266
Public emergencies and natural disasters	75	665	3,514
Low-Income Fare (ORCA LIFT) Promotion	-	37,530	80,560
ORCA LIFT Subsidized Annual Pass	106,366	11,130	-
<b>Total</b>	<b>\$608,218</b>	<b>\$558,553</b>	<b>\$1,202,652</b>
<b>% of Total Fare Revenue</b>	<b>2%</b>	<b>2%</b>	<b>1%</b>

Mode	Value of Discount		
	2021	2020	2019
Link	\$219,378	\$139,848	\$353,640
ST Express	120,491	90,343	152,885
Sounder	19,150	34,050	68,366
Tacoma Link	249,198	294,312	627,761
<b>Total</b>	<b>\$608,218</b>	<b>\$558,553</b>	<b>\$1,202,652</b>



### *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 2023.

In 2021 there were 371,938 Tacoma Link boardings, down from 439,271 in 2020.

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 \$249,198 in 2021.

### *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 2021 ridership, resulting in an estimated \$14,826 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 \$98 in 2021, down from \$7,455 in 2020. There were 15 complimentary tickets/passes distributed in 2021.

### *Educational outreach and transit training*

Sound Transit conducts educational outreach and transit training events, primarily at local schools. Outreach includes Link, Sounder and Martin Luther King Corridor Safety programs. In 2021 Sound Transit provided 1,231 discounted tickets/passes at these events, down from 3,500 in 2020. The total foregone revenue from educational outreach and transit training was \$6,945 in 2021 and \$21,064 in 2020.

### *Customer relations and complaint resolution*

For customer communications and complaint resolution, Sound Transit provides complimentary tickets/passes. The total foregone revenue was \$61,712 in 2021 and \$51,459 in 2020. 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 2021 was \$1,128 and \$203 in 2020. 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 2021, there were no Rail Plus trips.
- In 2020, Sounder riders took 229 Rail Plus trips aboard Amtrak service with an average fare per boarding of \$3.89; foregone revenue for these trips is estimated at \$891.

#### *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 2021 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 \$166,019 in 2021 and \$118,716 in 2020.

#### *Paratransit access to Sound Transit fixed route service*

In 2021 Sound Transit provided an estimated 1,143 free trips on ST fixed route modes for eligible paratransit shuttle riders. Sound Transit estimates foregone fare revenue for these trips is \$1,852. However, had these trips been taken on actual paratransit shuttle service, the cost would have been approximately \$99,235.

#### *Public emergencies and natural disasters*

In 2021 Sound Transit accommodated approximately 20 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 \$75.

The number of riders for 2021 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 2021.

### *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.

### *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 Permit program or the ORCA youth fare. Sound Transit committed to join the program for a two-year pilot period.

The program started in October 2020 and by the end of 2021, 7,019 people enrolled in the subsidized annual pass program.

## 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)**

<i>Adult</i>	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	

<i>Youth</i>	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	

<i>Reduced Fare</i>	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**

<i>Adult</i>	Northgate	Roosevelt	U-District	UW	Capitol Hill	Downtown Tunnel stations*	Stadium	SODO	Beacon Hill	Mt. Baker	Columbia City	Othello	Rainier Beach	Tukwila Int'l	SeaTac/Airport	Angle Lake
Northgate		\$2.25	\$2.50	\$2.50	\$2.50	\$2.75	\$2.75	\$2.75	\$2.75	\$2.75	\$3.00	\$3.00	\$3.00	\$3.25	\$3.50	\$3.50
Roosevelt	\$2.25		\$2.25	\$2.25	\$2.50	\$2.50	\$2.50	\$2.50	\$2.75	\$2.75	\$2.75	\$2.75	\$3.00	\$3.25	\$3.25	\$3.25
U-District	\$2.50	\$2.25		\$2.25	\$2.50	\$2.50	\$2.50	\$2.50	\$2.75	\$2.75	\$2.75	\$2.75	\$2.75	\$3.25	\$3.25	\$3.25
UW	\$2.50	\$2.25	\$2.25		\$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	\$2.50	\$2.50	\$2.50	\$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	\$2.75	\$2.50	\$2.50	\$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	\$2.75	\$2.50	\$2.50	\$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	\$2.75	\$2.75	\$2.50	\$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	\$2.75	\$2.75	\$2.75	\$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	\$2.75	\$2.75	\$2.75	\$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	\$3.00	\$2.75	\$2.75	\$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	\$3.00	\$2.75	\$2.75	\$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	\$3.00	\$3.00	\$2.75	\$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	\$3.25	\$3.25	\$3.25	\$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	\$3.50	\$3.25	\$3.25	\$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	\$3.50	\$3.25	\$3.25	\$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*

2021 revenues for ST Express declined due to the impact of COVID-19 and reduction in service. Revenues for ST Express routes are allocated as follows:

ST Express Route	REVENUES			Change	
	2021	2020	2019	2020-2019	2020-2019
508	\$ -	\$ 6,184	\$ -	-%	-%
510	382,931	560,348	1,603,656	-32%	-65%
511	269,286	539,598	1,642,354	-50%	-67%
512	1,040,527	1,276,101	3,217,690	-18%	-60%
513	50,721	140,704	527,486	-64%	-73%
522	840,866	1,151,208	2,868,856	-27%	-60%
532	183,525	407,390	1,375,174	-55%	-70%
535	280,936	406,005	1,234,334	-31%	-67%
540	-	72,775	262,944	-100%	-72%
541	47	96,933	371,935	-100%	-74%
542	400,990	561,201	1,308,321	-29%	-57%
544	134	156	-	-14%	-%
545	990,835	1,520,818	4,711,809	-35%	-68%
550	908,454	1,257,561	3,942,170	-28%	-68%
554	516,709	687,283	1,898,847	-25%	-64%
555/556	21,564	177,935	790,565	-88%	-77%
560	393,525	415,399	866,594	-5%	-52%
566	171,207	227,787	574,886	-25%	-60%
567	-	73,102	310,213	-100%	-76%
574	800,633	805,301	1,596,735	-1%	-50%
577	484,844	540,353	1,109,002	-10%	-51%
578	521,250	543,551	1,069,234	-4%	-49%
580	21,461	101,813	299,473	-79%	-66%
586	125,215	177,030	316,711	-29%	-44%
590	519,961	754,935	1,819,837	-31%	-59%
592	122,749	216,273	539,791	-43%	-60%
594	688,763	793,941	1,760,264	-13%	-55%
595	45,922	77,798	226,420	-41%	-66%
596	21,915	70,925	217,056	-69%	-67%
Sounder Bus	-	-	-	-%	-%
<b>Totals</b>	<b>\$ 9,804,970</b>	<b>\$ 13,660,408</b>	<b>\$ 36,462,357</b>	<b>-28%</b>	<b>-63%</b>

ST Express ridership decreased by 18% in 2021, led by declines of over 200,000 boardings on both Routes 550 and 545.

ST Express Route	BOARDINGS			Change	
	2021	2020	2019	2020-2019	2020-2019
508		22,092	-	-%	-%
510	120,787	157,873	507,021	-69%	-69%
511	100,959	157,246	534,806	-71%	-71%
512	565,591	625,789	1,484,726	-58%	-58%
513	20,298	35,543	160,863	-78%	-78%
522	486,469	568,438	1,538,921	-63%	-63%
532	70,575	135,138	488,870	-72%	-72%
535	148,946	187,335	537,173	-65%	-65%
540	-	27,429	147,252	-81%	-81%
541	-	40,104	225,404	-82%	-82%
542	166,110	209,925	711,725	-71%	-71%
544	-	1,032	-	-%	-%
545	539,310	677,802	2,371,817	-71%	-71%
550	630,814	716,765	2,226,541	-68%	-68%
554	341,677	382,394	1,040,709	-63%	-63%
555/556	9,929	62,560	337,366	-81%	-81%
560	251,130	273,202	555,700	-51%	-51%
566	99,158	127,977	338,659	-62%	-62%
567	-	31,908	171,030	-81%	-81%
574	392,748	400,516	747,225	-46%	-46%
577	212,256	231,155	547,155	-58%	-58%
578	300,738	319,185	606,904	-47%	-47%
580	17,187	53,510	219,151	-76%	-76%
586	41,006	39,633	107,484	-63%	-63%
590	208,932	248,766	669,036	-63%	-63%
592	49,983	71,615	195,863	-63%	-63%
594	340,293	378,671	761,845	-50%	-50%
595	18,116	22,737	77,496	-71%	-71%
596	16,204	38,674	147,839	-74%	-74%
Extra Shadow Bus	-2,842	19,170	-	-%	-%
Central Link Bus	-	-	34,198	-%	-%
Sounder Bus	-	588	1,748	-66%	-66%
<b>Totals</b>	<b>5,146,374</b>	<b>6,264,772</b>	<b>17,494,527</b>	<b>-64%</b>	<b>-64%</b>

ST Express average fare per boarding decreased by 13% in 2021 and increased 5% in 2020.



ST Express Route	AVERAGE FARE PER BOARDING			Change	
	2021	2020	2019	2021-2020	2020-2019
508	\$ -	\$ 0.28	\$ -	-%	-%
510	3.17	3.55	3.16	-11%	12%
511	2.67	3.43	3.07	-23%	12%
512	1.84	2.04	2.17	-10%	-6%
513	2.50	3.96	3.28	-37%	21%
522	1.73	2.03	1.86	-15%	9%
532	2.60	3.01	2.81	-14%	7%
535	1.89	2.17	2.30	-13%	-6%
540	-	2.65	1.79	-%	49%
541	-	2.42	1.65	-%	46%
542	2.41	2.67	1.84	-10%	45%
544	-	0.15	-	-%	-%
545	1.84	2.24	1.99	-18%	13%
550	1.44	1.75	1.77	-18%	-1%
554	1.51	1.80	1.82	-16%	-1%
555/556	2.17	2.84	2.34	-24%	21%
560	1.57	1.52	1.56	3%	-2%
566	1.73	1.78	1.70	-3%	5%
567	-	2.29	1.81	-%	26%
574	2.04	2.01	2.14	1%	-6%
577	2.28	2.34	2.03	-2%	15%
578	1.73	1.70	1.76	2%	-3%
580	1.25	1.90	1.37	-34%	39%
586	3.05	4.47	2.95	-32%	52%
590	2.49	3.03	2.72	-18%	12%
592	2.46	3.02	2.76	-19%	10%
594	2.02	2.10	2.31	-4%	-9%
595	2.53	3.42	2.92	-26%	17%
596	1.35	1.83	1.47	-26%	25%
<b>Totals</b>	\$ 1.91	\$ 2.18	\$ 2.08	-13%	5%