

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

Ridership

Total Boardings by Mode						
	Jan-16	Jan-17	% Δ	YTD-16	YTD-17	% Δ
ST Express	1,433,007	1,503,335	4.9%	1,433,007	1,503,335	4.9%
Sounder	331,257	363,506	9.7%	331,257	363,506	9.7%
Tacoma Link	75,121	74,823	-0.4%	75,121	74,823	-0.4%
Link	908,411	1,760,914	93.8%	908,411	1,760,914	93.8%
Paratransit	3,633	4,781	31.6%	3,633	4,781	31.6%
System Total	2,751,429	3,707,359	34.7%	2,751,429	3,707,359	34.7%

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

January 2016:	20 Weekdays	5 Saturdays	6 Sundays
January 2017:	21 Weekdays	4 Saturdays	6 Sundays

Sound Transit ridership increased by 956K, or 34.7%, compared to January 2016. System-wide average weekday boardings increased by 27% during the month. There was one additional weekday in 2017 than in the previous year.

ST Express ridership increased by 70K, or 4.9%. Average weekday boardings increased slightly by 0.7%. Weekend ridership increased significantly, with average Saturday boardings up 19.5% compared to January 2016. Ridership growth is attributed to the service investments made throughout 2016.

Sounder ridership was up 32K, or 9.7%, compared to January 2016. Similarly, average weekday boardings on Sounder were up 2.5% compared to same period last year, reaching an all time high of 17K average weekday boardings.

Tacoma Link ridership remained largely constant in January 2017, decreasing by 0.4%. Average weekday boardings were down 7.2%, while average Saturday boardings were up by 5.7%.

Link ridership was up 853K, or 93.8%, compared to the same period last year. Average weekday boardings were up by 89% to over 66K per weekday. The continued increase in monthly ridership and average weekday boardings is due to the Link extension, which opened in 2016.

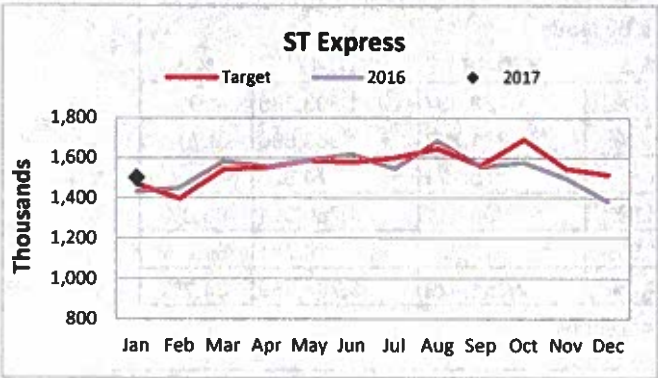
Paratransit services increased by 31.6% compared to January 2016. The increase in ridership is attributed to the opening of the University Link and Angle Lake extensions and additional customers requesting access to the Link system.

Average Daily Boardings									
Mode	Weekday			Saturday			Sunday		
	Jan-16	Jan-17	% Δ	Jan-16	Jan-17	% Δ	Jan-16	Jan-17	% Δ
ST Express	62,693	63,144	0.7%	19,296	23,068	19.5%	13,635	14,173	3.9%
Sounder	16,642	17,057	2.5%	0	5,313	N/A	0	0	N/A
Tacoma Link	3,311	3,072	-7.2%	1,464	1,548	5.7%	700	685	-2.0%
Link	34,956	66,060	89.0%	21,237	49,853	134.7%	19,472	31,741	63.0%
Paratransit	117	154	31.6%	117	154	31.6%	117	154	31.6%
System Total	117,719	149,488	27.0%						

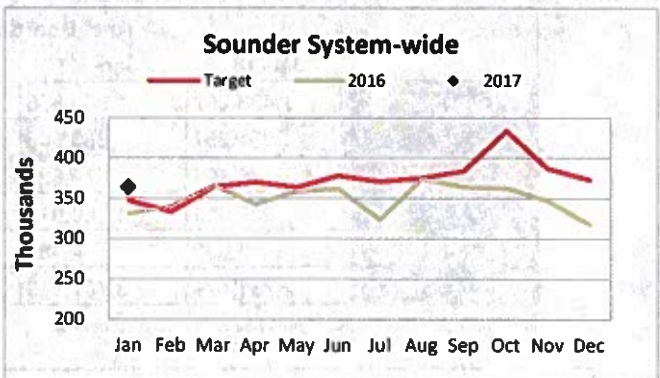
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.

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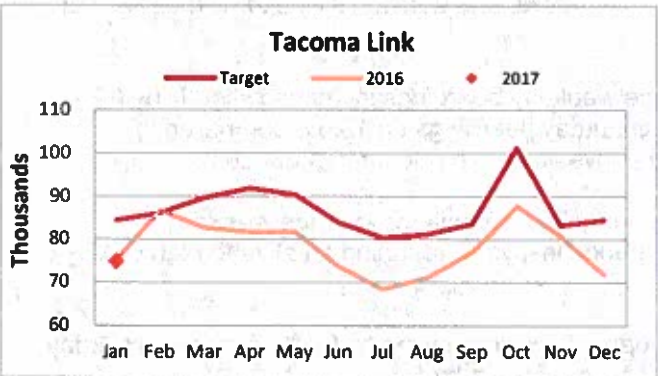
Monthly Ridership Trends by Mode



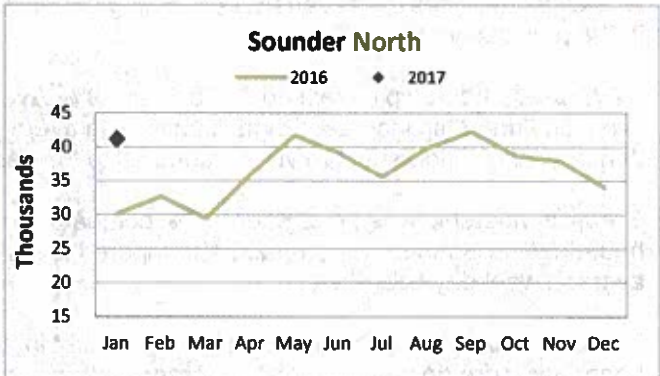
ST Express ridership increased by 4.9% and average weekday boardings increased by 0.7%.



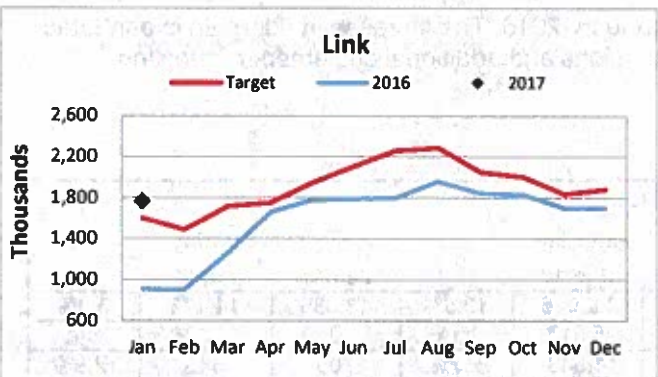
Sounder system-wide ridership increased by 9.7% compared to January 2016. Average weekday boardings increased by 2.5%.



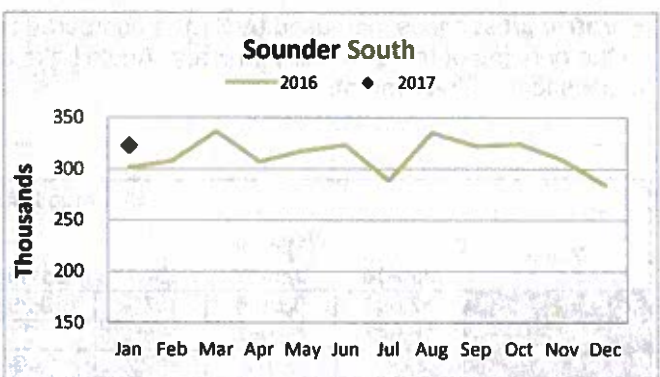
Tacoma Link ridership decreased by 0.4% compared to January 2016. Average weekday boardings were also down by 7.2% compared to the same period last year.



Sounder North ridership increased 36.7% overall and average weekday boardings increased 18% compared to January 2016.



Link ridership was up 93.8% compared to January 2016, while average weekday boardings increased by 89.0%. Link's impressive ridership gains are largely a result of the service extensions to the University of Washington and Angle Lake.



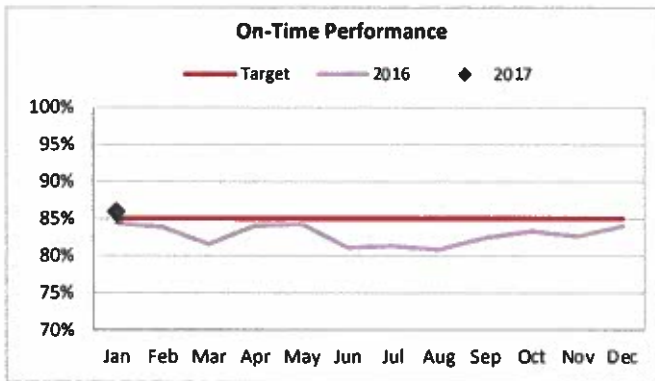
Sounder South ridership increased by 7% compared to January 2016 and average weekday boardings increased by 1%.

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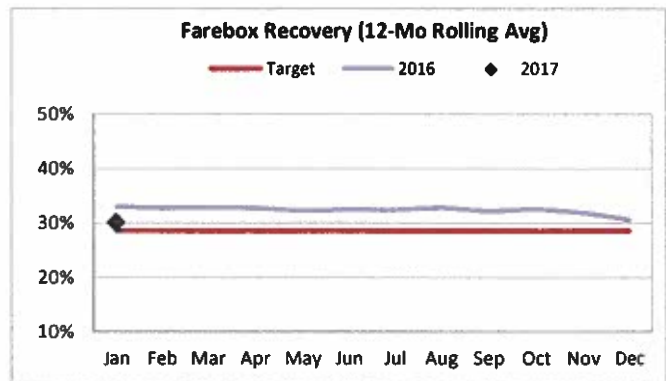
ST Express

Highlights

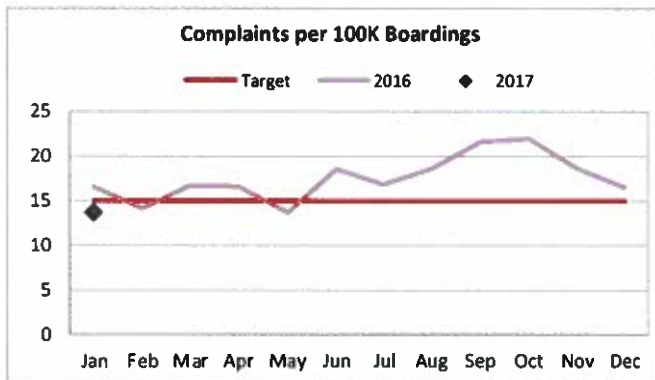
- Traffic congestion and overcrowding continue to impact on-time performance and the customer experience.
- Preventable accidents per 100K miles was slightly above target at 0.85. Safety is the top priority as staff and partners continue working together to identify and address the issues.



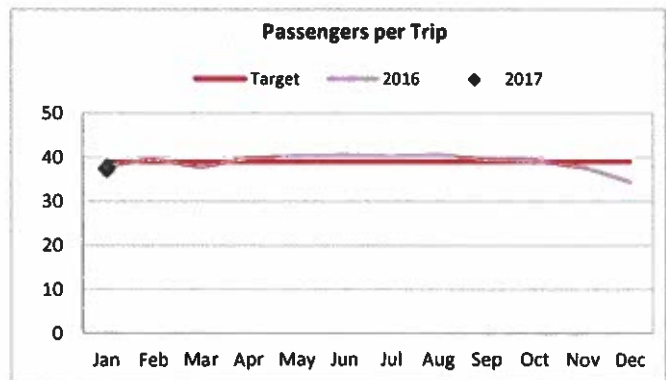
Target: 85% Jan 2017: 86.0% YTD 2017: 86.0%



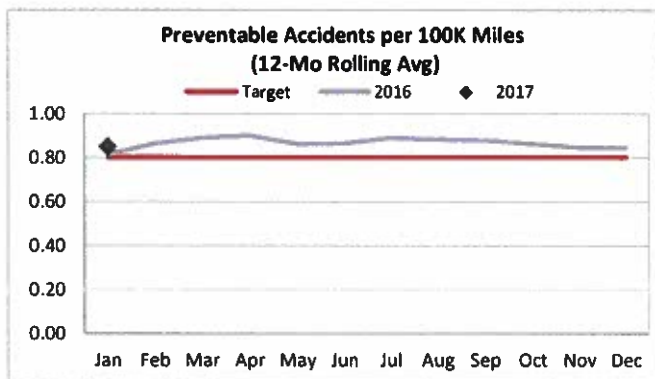
Target: 28.5% 12-Mo Avg: 30.1%



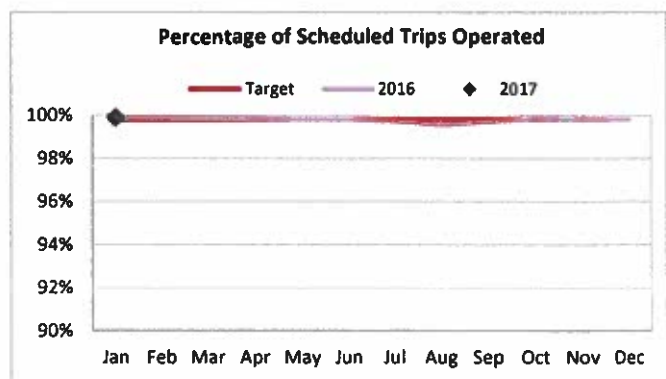
Target: < 15 Jan 2017: 13.7 YTD 2017: 13.7



Target: 38.8 Jan 2017: 37.5 YTD 2017: 37.5



Target: 0.80 12-Mo Avg: 0.85



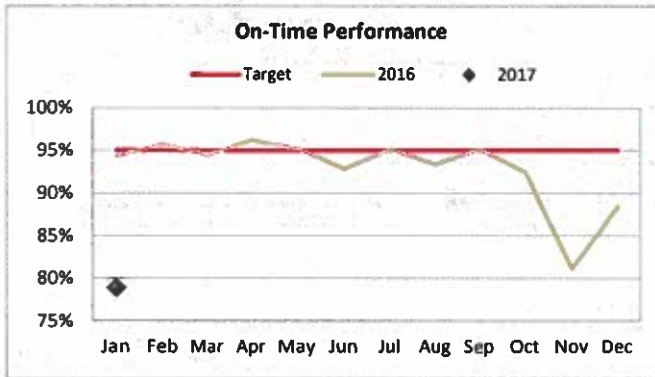
Target: 99.8% Jan 2017: 99.9% YTD 2017: 99.9%

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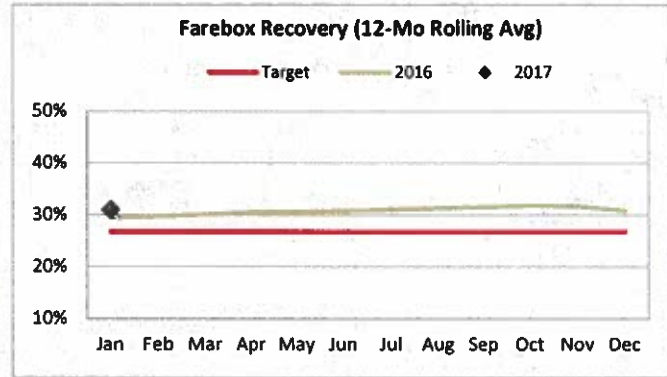
Sounder Commuter Rail

Highlights

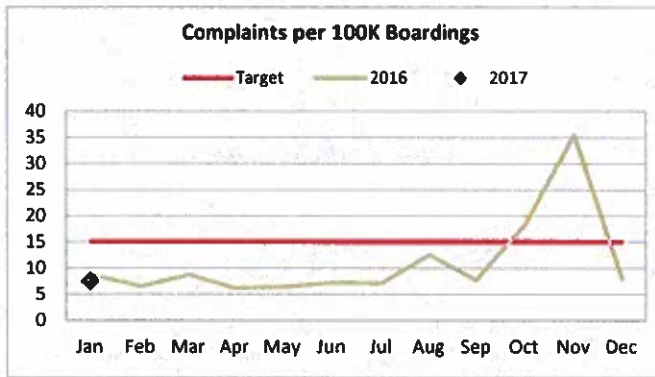
- Train delays caused by BNSF track construction continue to affect customer experience and on-time performance. As a result of construction in the Auburn area on a third mainline track and platform modifications, train speeds were dramatically reduced to protect railway workers and only one mainline track was available, creating increased traffic congestion. The project concluded at the end of January.



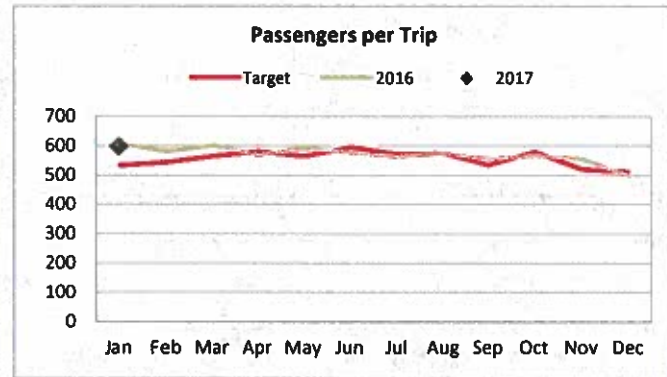
Target: 95.0% Jan 2017: **78.9%** YTD 2017: **78.9%**



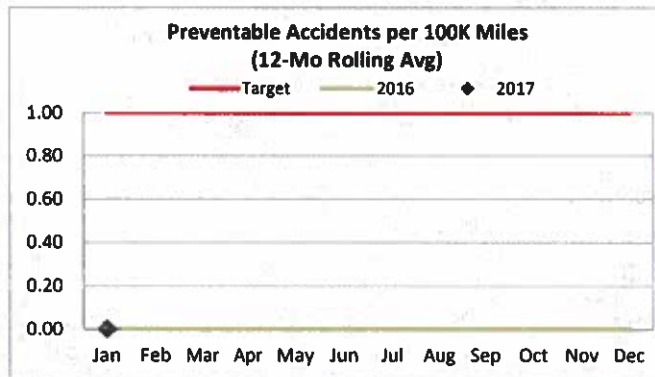
Target: 26.7% 12-Mo Avg: **30.9%**



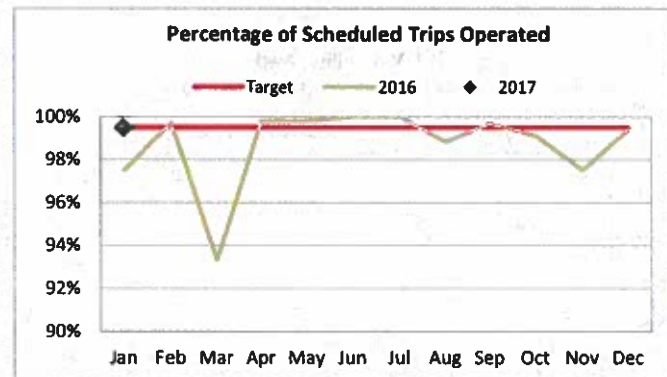
Target: < 15 Jan 2017: **7.43** YTD 2017: **7.43**



Target: 555 Jan 2017: **598.9** YTD 2017: **598.9**



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



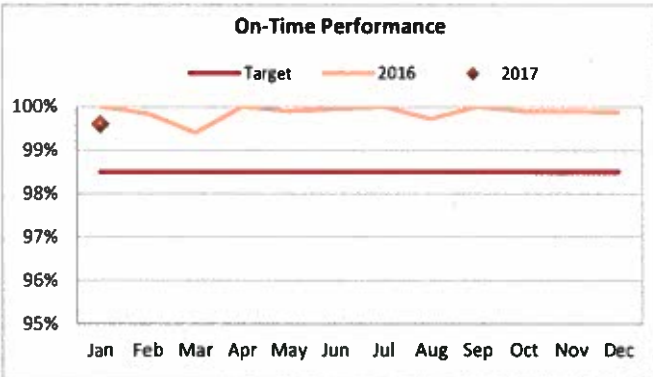
Target: 99.5% Jan 2017: **99.5%** YTD 2017: **99.5%**

Sound Transit Operations January 2017 Service Performance Report

Tacoma Link

Highlights

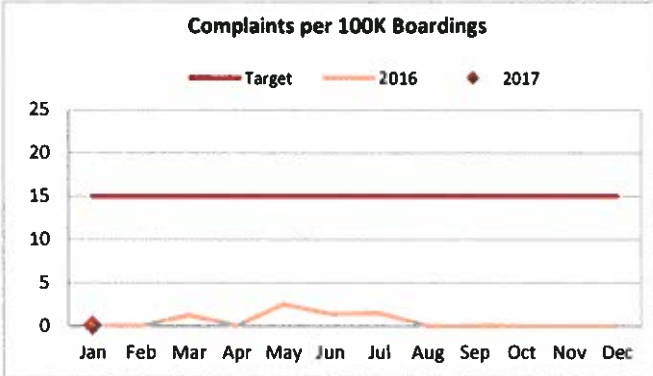
- Tacoma Link consistently performs better than target for on-time performance, complaints per 100K boardings, and percentage of scheduled trips operated.
- Passengers per trip was below target at 18.5 for the month of January.
- Preventable accidents per 100K miles is based on a 12-month rolling average. In January, Tacoma Link's 12-month rolling average was 1.31 due to one preventable accident that occurred in the yard during non-revenue hours in December 2016.



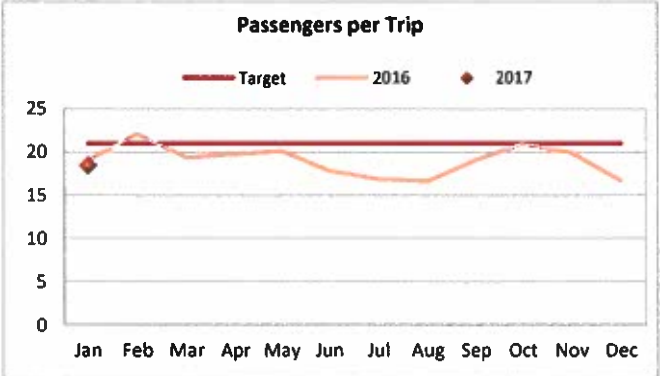
Target: 98.5% Jan 2017: 99.6% YTD 2017: 99.6%

Farebox Recovery (12-Mo Rolling Avg)

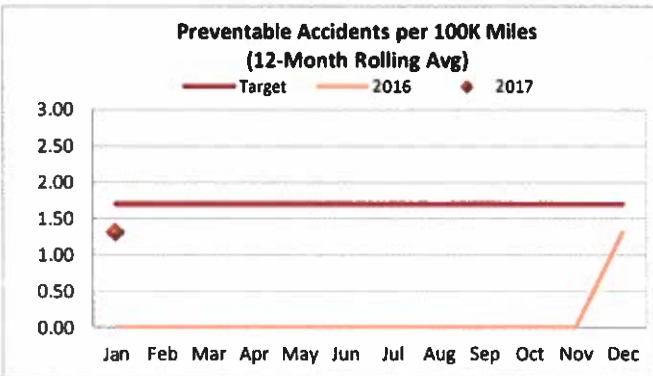
Tacoma Link to remain fare-free until 2022.



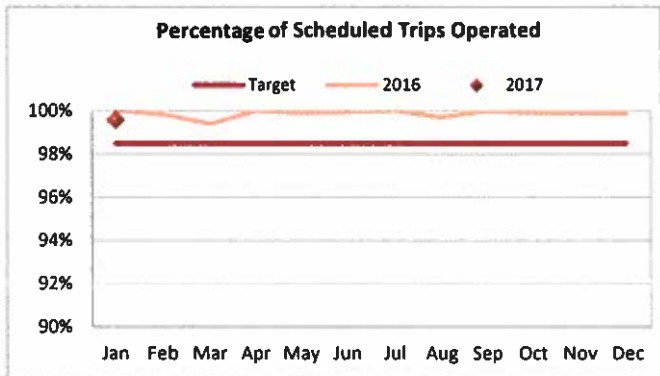
Target: < 15 Jan 2017: 0.0 YTD 2017: 0.0



Target: 21.1 Jan 2017: 18.5 YTD 2017: 18.5



Target: < 1.7 12-Mo Avg: 1.31



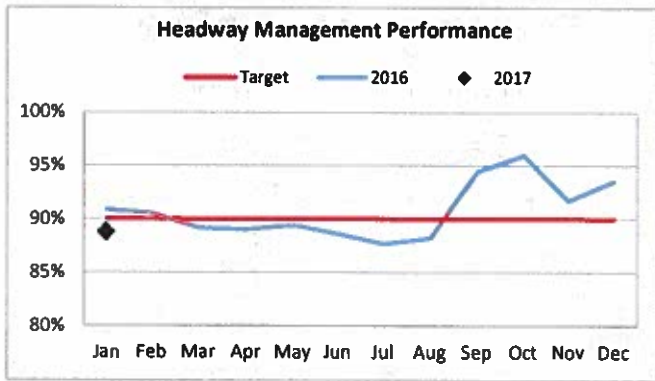
Target: 98.5% Jan 2017: 99.6% YTD 2017: 99.6%

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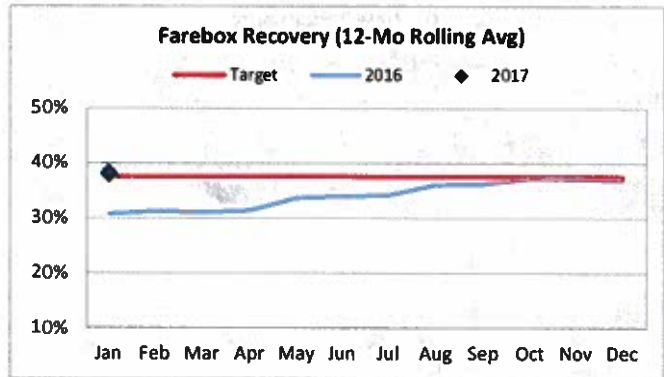
Link

Highlights

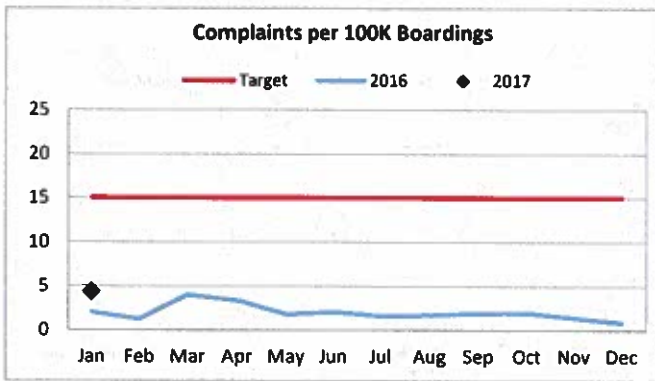
- In January, headway management and percentage of scheduled trips operated were below target at 88.7% and 95.3%, respectively. Track blockage events on MLK affected performance.
- Preventable accidents per 100K miles is based on a 12-month rolling average. In January, Link's 12-month rolling average was 0.05 due to one non-revenue preventable accident in the wash bay in November 2016.



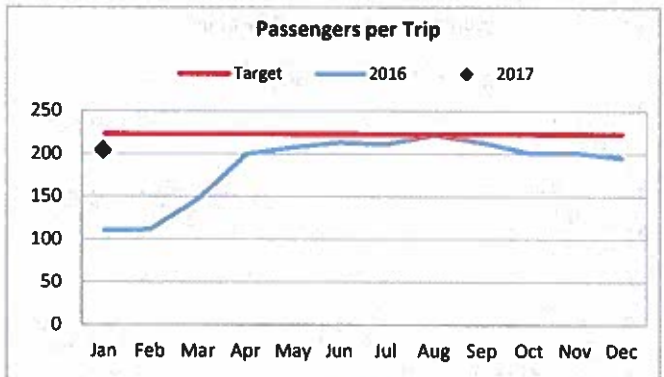
Target: 90% Jan 2017: 88.7% YTD 2017: 88.7%



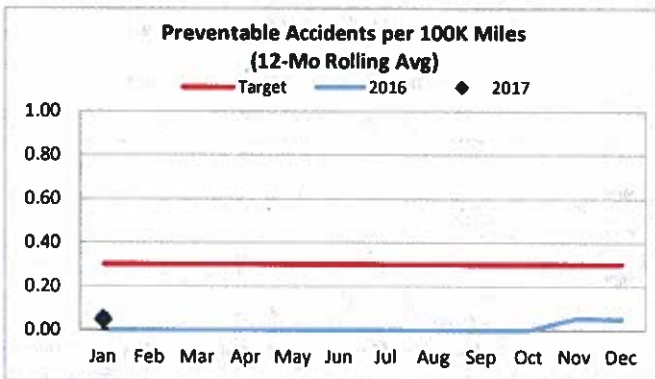
Target: 37.6% 12-Mo Avg: 38.2%



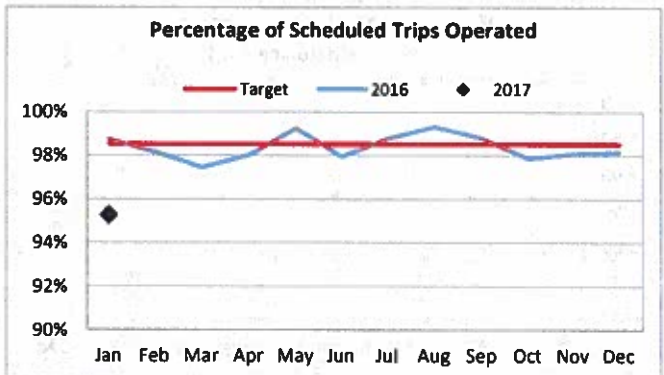
Target: < 15 Jan 2017: 4.4 YTD 2017: 4.4



Target: 223 Jan 2017: 203.5 YTD 2017: 203.5



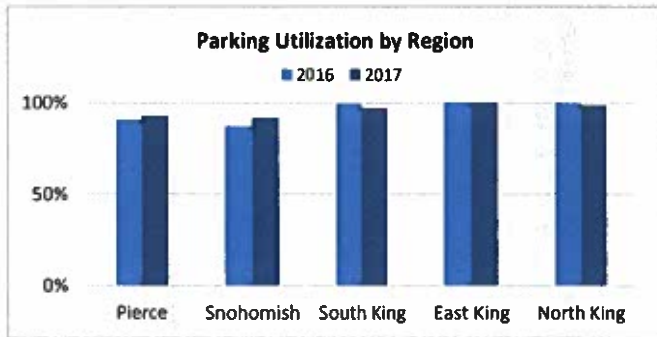
Target: 0.30 12-Mo Avg: 0.05



Target: 98.5% Jan 2017: 95.3% YTD 2017: 95.3%

Sound Transit Operations January 2017 Service Performance Report

General Transit



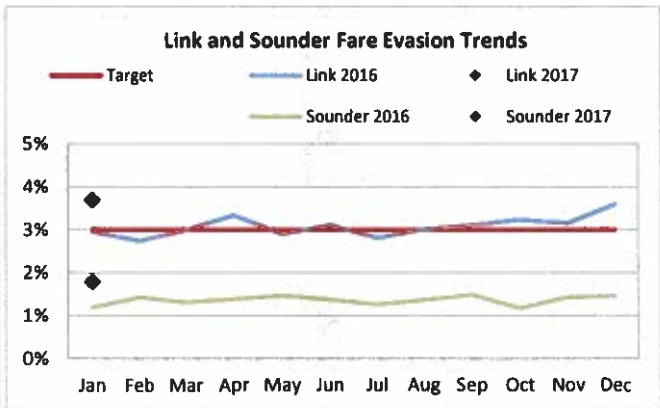
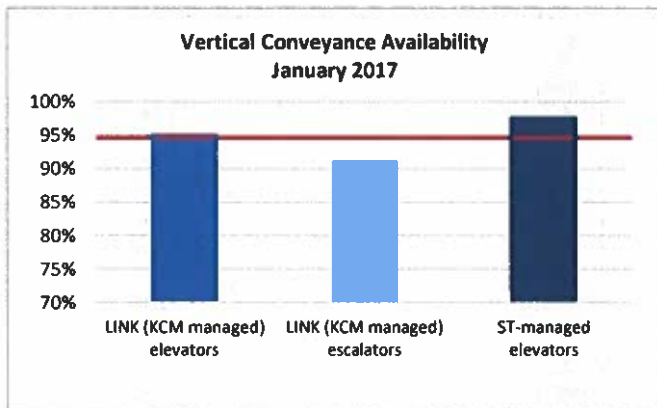
System-wide Permanent & Leased Parking January 2017			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,317	92%
North King	239	236	99%
East King	1,488	1,494	100%
South King	5,031	4,899	97%
Pierce	4,913	4,556	93%
System Total	15,284	14,502	95%

A total of 15,284 parking stalls are available at 31 locations in Pierce County, Snohomish County, as well as North, East, and South King County. Temporary (leased) parking is available in all regions except East King County.

Utilization continues to be at or near capacity at many of our parking facilities. Overall utilization increased by 2% compared to January 2016, reflecting 95% system-wide utilization.

The Pierce County region experienced 2% growth, and Snohomish County increased by 4%. North, East, and South King regions decreased by 2% compared to the same period of last year.

Angle Lake garage and surface lot introduced 1,160 parking spaces with the opening of the new station. In its fourth full month of operation, the spaces are well utilized at 95% capacity, compared to 90% in December, 86% in November, and 80% in October.



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

Link elevators, which are managed by KCM, were at targeted availability levels of 95% during the month of January.

KCM managed Link escalators were down for the period at 91.2% availability, driven by lengthy repairs at University of Washington station.

Sound Transit managed elevators at ST Express and Sounder locations consistently perform above the 95% target availability and achieved 97.8% in the month of January.

Fare Evasion on Link increased compared to January 2016, with final results of 3.69% exceeding the 3% targeted range. January Link boardings increased 93.8% compared to last year, resulting in a lower inspection rate on Link.

Sounder fare evasion also increased compared to the same time last year, with final results of 1.79% for the month.

Overall, combined fare evasion was 3.39%, above the targeted range of 3%. Fare inspections trended over 5% of all rail passengers in January 2017, below the targeted inspection rate of 10%.

Sound Transit Operations 2017 Monthly Modal Performance Data Sheet

Tacoma Link																	
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time ¹	Real Availability	On-Time Performance ²	Relationship	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ³	Farebox Recovery (Rolling 12 Months) ⁴						
Targets	≥ 99.9%	> 90.0%	≥ 85.0%	≥ 96.5%	≥ 90.0%	≥ 96.7%	≥ 96.5%	≤ 15.0	< 0.80	≥ 28.5%	> 98.5%						
Jan	40,103	96.3%	84.0%	86.0%	1,503,335	37.5	206	13.7	11	0.85	30.1%						
Feb																	
Mar																	
Apr																	
May																	
Jun																	
Jul																	
Aug																	
Sep																	
Oct																	
Nov																	
Dec																	
YTD	40,103	96.3%	84.0%	86.0%	1,503,335	37.5	206	13.7	11	0.85	30.1%						
Targets	481,588	≥ 99.9%	> 90.0%	≥ 85.0%	19,680,000	38.8	< 15.0	< 0.80	≥ 28.5%	> 98.5% <td>> 90.0%</td> <td>≥ 96.7%</td> <td>≥ 96.5%</td> <td>≤ 15.0</td> <td>≤ 1.66</td> <td>N/A</td>	> 90.0%	≥ 96.7%	≥ 96.5%	≤ 15.0	≤ 1.66	N/A	
Jan	49,194	≥ 98.5%	> 90.0%	66.7%	N/A	1,040,001	21.1	< 15.0	< 0.80	≥ 28.5%	> 98.5%	> 90.0%	66.7%	≥ 96.5%	≤ 1.66	N/A	
Feb	4,052	99.6%	100.0%	81.7%	99.6%	N/A	74,823	18.5	0	0.0	0	0.0	0	0.0	0	1.31	
Mar																	
Apr																	
May																	
Jun																	
Jul																	
Aug																	
Sep																	
Oct																	
Nov																	
Dec																	
YTD	4,052	99.6%	100.0%	81.7%	99.6%	N/A	74,823	18.5	0	0.0	0	0.0	0	0.0	0	1.31	
Targets	102,816	≥ 98.5%	> 90.0%	86.0%	≥ 90.0%	22,900,002	223.0	< 15.0	< 0.30	≥ 37.6%	> 98.5%	> 90.0%	86.0%	≥ 90.0%	< 15.0	< 0.30	37.6%
Jan	8,653	95.3%	98.0%	98.1%	90.5%	88.7%	1,760,914	203.5	77	4.4	0	0.05	38.2%				
Feb																	
Mar																	
Apr																	
May																	
Jun																	
Jul																	
Aug																	
Sep																	
Oct																	
Nov																	
Dec																	
YTD	8,653	95.3%	98.0%	98.1%	90.5%	88.7%	1,760,914	203.5	77	4.4	0	0.05	38.2%				
Targets	6,078	≥ 99.5%	> 90.0%	≥ 85.0%	4,479,999	555.0	< 15.0	< 1.00	≥ 28.7%	> 98.5%	> 90.0%	≥ 90.0%	86.0%	≥ 90.0%	< 15.0	< 0.30	37.6%
Jan	607	99.5%	100.0%	90.3%	78.8%	363,508	598.9	27	7.4	0	0.00	30.9%					
Feb																	
Mar																	
Apr																	
May																	
Jun																	
Jul																	
Aug																	
Sep																	
Oct																	
Nov																	
Dec																	
YTD	607	99.5%	100.0%	90.3%	78.8%	363,508	598.9	27	7.4	0	0.00	30.9%					
Targets	481,588	≥ 99.9%	> 90.0%	≥ 85.0%	19,680,000	38.8	< 15.0	< 0.80	≥ 28.5%	> 98.5% <td>> 90.0%</td> <td>≥ 96.7%</td> <td>≥ 96.5%</td> <td>≤ 15.0</td> <td>≤ 1.66</td> <td>N/A</td>	> 90.0%	≥ 96.7%	≥ 96.5%	≤ 15.0	≤ 1.66	N/A	

¹ PMIs are preventive vehicle maintenance inspections. Link PMIs include Signals, Traction Power, LRV, Track, SCADA, and Facilities.
² Actual performance compared to the Budget standard-ST Express: >85%, Sounder: >95%, Link: >90%, Tacoma Link: >88.5%.
³ Accidents are scheduled intervals between trips.
⁴ Farebox recovery is calculated as farebox revenues divided by total modal operating expenses based on a rolling 12-month period of data.
⁵ YTD Preventable accidents per 100,000 miles is based on a rolling 12-month period of data.
⁶ Farebox recovery is calculated as farebox revenues divided by total modal operating expenses based on a rolling 12-month period of data.