

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

Ridership

Total Boardings by Mode						
	May-16	May-17	% Δ	YTD-16	YTD-17	% Δ
ST Express	1,588,540	1,636,800	3.0%	7,611,580	7,629,905	0.2%
Souder	366,033	383,706	4.8%	1,777,497	1,797,154	1.1%
Tacoma Link	81,708	90,976	11.3%	407,762	412,832	1.2%
Link	1,777,706	2,040,154	14.8%	6,451,133	9,054,670	40.4%
Paratransit	4,116	5,273	28.1%	18,753	24,719	31.8%
System Total	3,818,103	4,156,909	8.9%	16,266,725	18,919,280	16.3%

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

May 2016:	21 Weekdays	4 Saturdays	6 Sundays
May 2017:	22 Weekdays	4 Saturdays	5 Sundays

Sound Transit ridership increased by 339K, or 8.9%, compared to May 2016. System-wide average weekday boardings increased by 5% during the month. May 2017 had one additional weekday compared to the prior year, which contributed to an increase in year-over-year ridership on all modes.

ST Express ridership increased by 48K, or 3%, while average weekday boardings decreased slightly during the month by 0.8%. On May 1, 2017 parking at the Overlake Transit Center closed. Despite the closure, ridership on the ST Express routes serving that parking facility, Routes 541, 542, and 545, showed year-over-year growth and ridership increases compared to the previous month. Riders have either switched their boarding location to nearby Overlake Village Park and Ride or are finding alternate ways of accessing the routes.

Souder ridership increased by 18K, or 4.8%, compared to May 2016. Average weekday boardings on Souder were up slightly, 0.6%, compared to same period last year.

Tacoma Link ridership increased by 9K, or 11.3%, during the month. Similarly, average weekday, Saturday and Sunday boardings were up 3.6%, 59.3% and 12.2%, respectively. Ridership growth is attributed to special event service.

Link ridership increased by 262K, or 14.8%, compared to the same period last year. Average weekday boardings were up by 11.9%. The continued increase in monthly ridership and average weekday boardings is attributed to the opening of University and Angle Lake Link extensions in 2016.

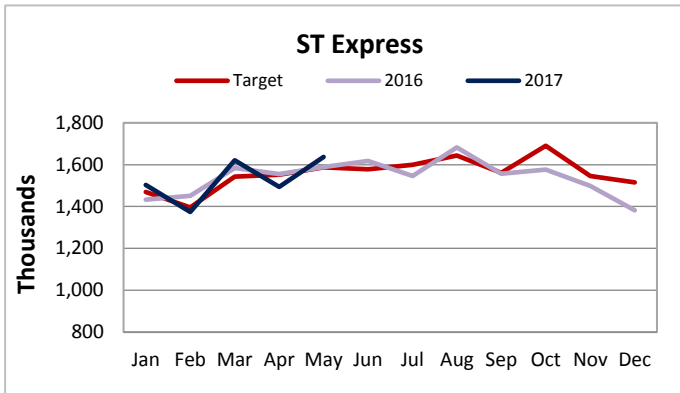
Paratransit services increased by 28.1% compared to May 2016. The increase in paratransit ridership is attributed to the increased service area of Link with the opening of the University Link and Angle Lake extensions and additional customers requesting access to the Link system.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	May-16	May-17	% Δ	May-16	May-17	% Δ	May-16	May-17	% Δ
ST Express	66,360	65,853	-0.8%	22,874	24,892	8.8%	17,247	17,691	2.6%
Souder	16,861	16,970	0.6%	1,741	2,342	34.5%	2,825	1,671	-40.8%
Tacoma Link	3,447	3,570	3.6%	1,417	2,257	59.3%	608	682	12.2%
Link	65,406	73,208	11.9%	46,334	54,273	17.1%	36,474	42,497	16.5%
Paratransit	133	170	28.1%	133	170	28.1%	133	170	28.1%
System Total	152,207	159,772	5.0%						

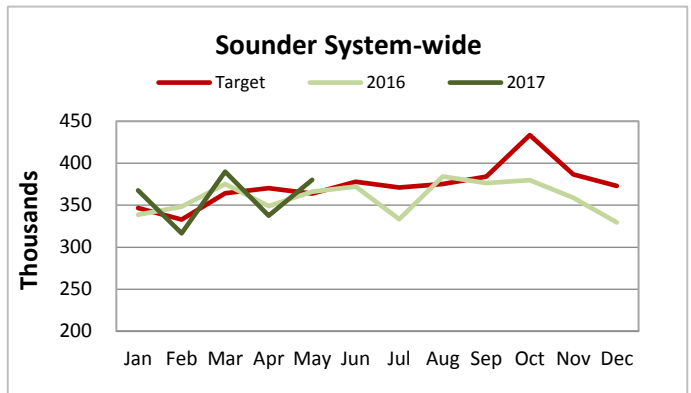
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.

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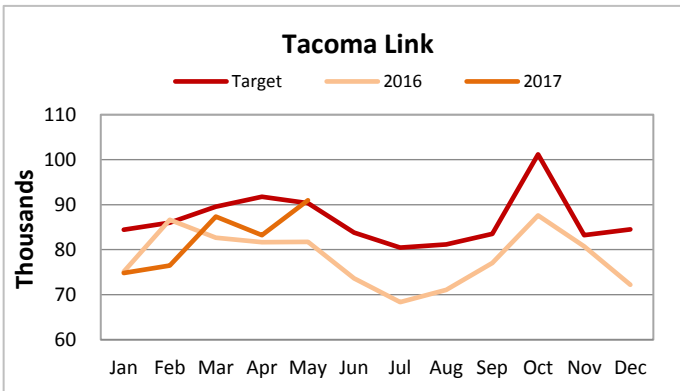
Monthly Ridership Trends by Mode



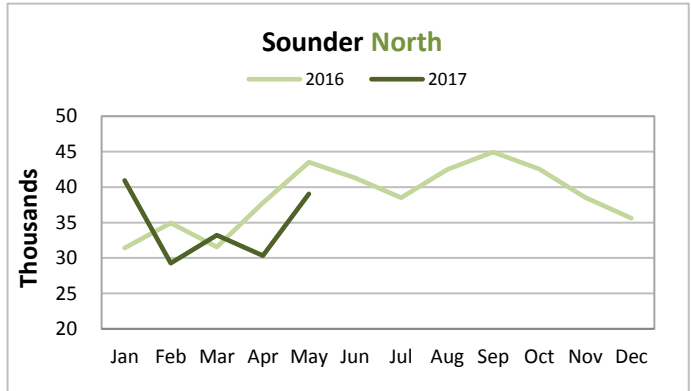
ST Express ridership increased by 3%, or 48K, compared to the same time last year. Average weekday boardings declined slightly by 0.8%.



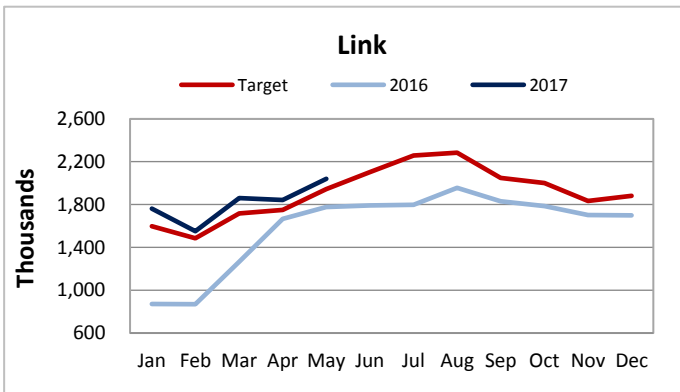
Sounder system-wide ridership increased by 4.8% compared to the prior year and average weekday boardings increased marginally by 0.6%.



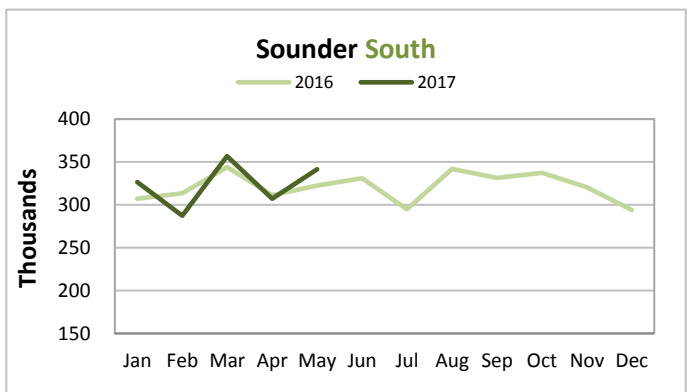
Tacoma Link ridership increased by 11.3% compared to May 2016. Average weekday, Saturday, and Sunday boardings were also up compared to the same time last year by 3.6%, 59.3%, and 12.2%, respectively.



Sounder North ridership and average weekday boardings decreased by 10.3% and 8.5%, respectively, compared to May 2016.



Link ridership was up 14.8% and average weekday boardings increased by 11.9% compared to May 2016. Link's impressive ridership gains are largely a result of the service extensions to the University of Washington and Angle Lake.



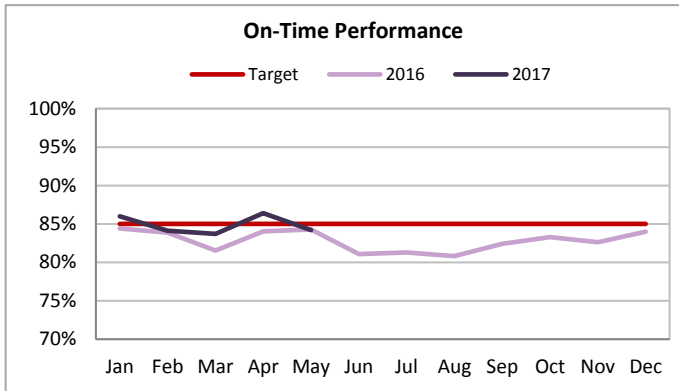
Sounder South ridership and average weekday boardings increased by 5.8% and 1.7%, respectively, compared to May 2016.

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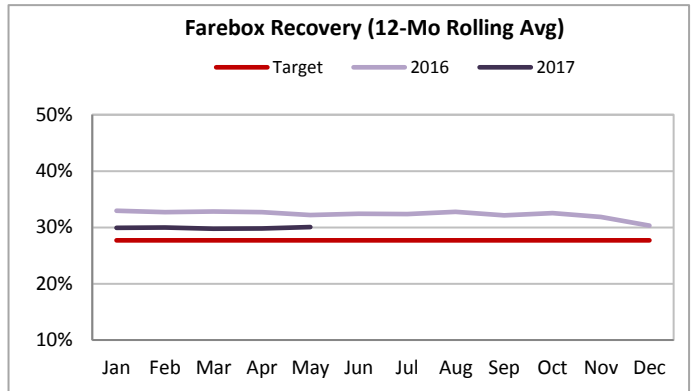
ST Express

Highlights

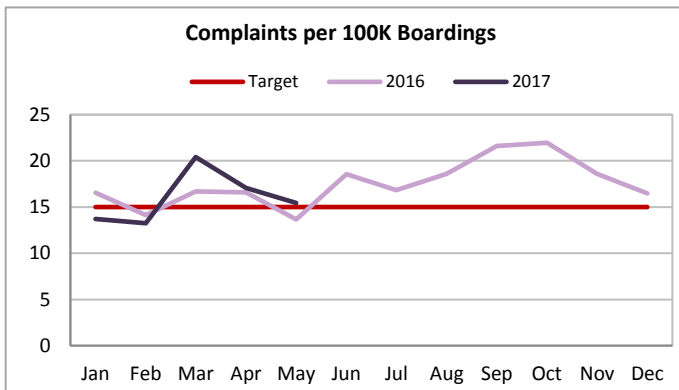
- On-time performance was slightly below target for the month at 84.2%.
- Farebox recovery remained consistent at 30.1% coming in above the annual target of 27.7%.
- Passengers per trip exceeded target for the month at 39.7.
- Customer complaints declined for the second straight month, but still exceeded the target. Overcrowding is the most common customer complaint.



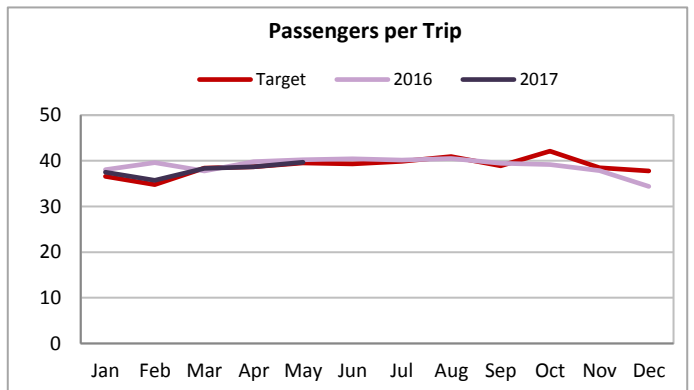
Target: 85% **May 2017: 84.2%** **YTD 2017: 84.9%**



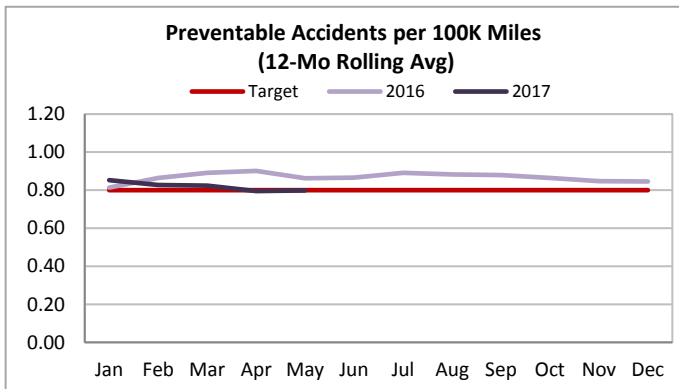
Target: 27.7% **12-Mo Avg: 30.1%**



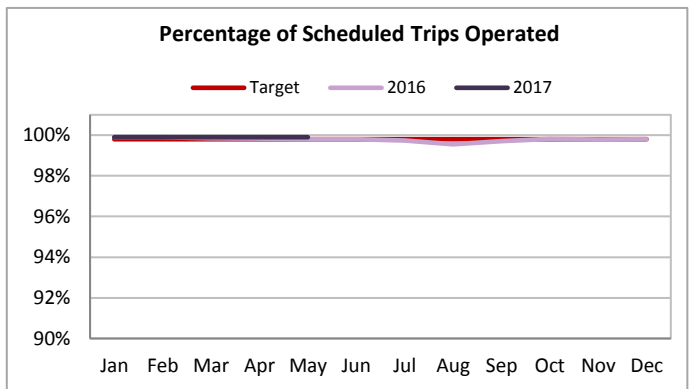
Target: < 15 **May 2017: 15.5** **YTD 2017: 16.1**



Target: 39.6 **May 2017: 39.7** **YTD 2017: 38.0**



Target: 0.80 **12-Mo Avg: 0.80**



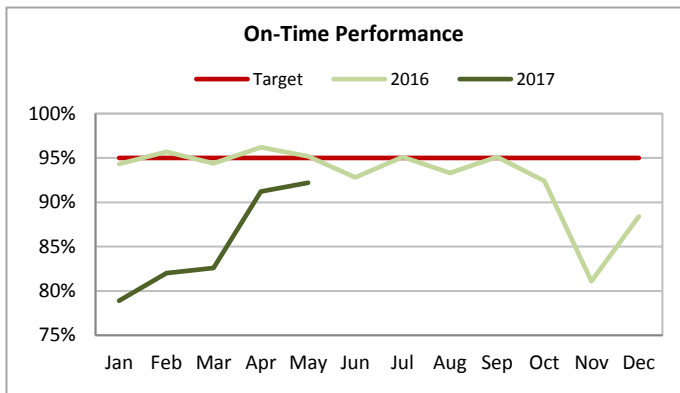
Target: 99.8% **May 2017: 99.9%** **YTD 2017: 99.9%**

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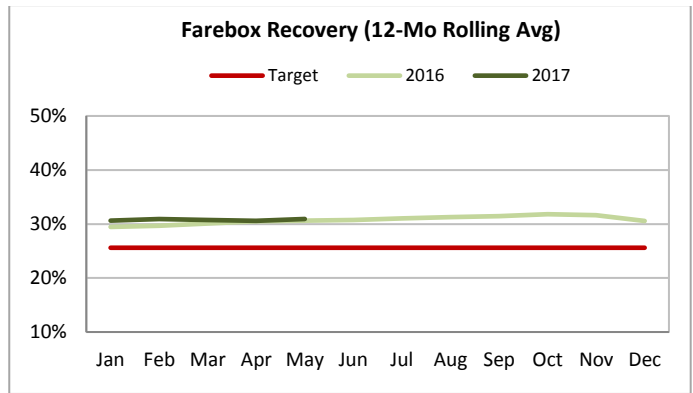
Sounder Commuter Rail

Highlights

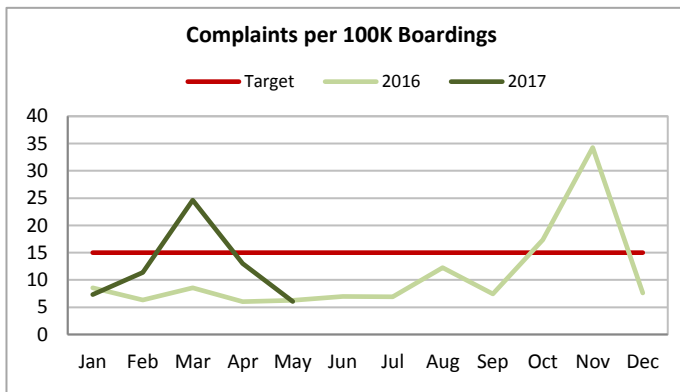
- Although performance has significantly improved compared to previous months, on-time performance continues to be impacted by increased freight interference and by track work that requires slow train speeds.
- Customer complaints and percentage of scheduled trips operated performed better than target during the month and showed improvement compared to prior months.
- Passengers per trip was below target in May, but above target on a YTD basis.



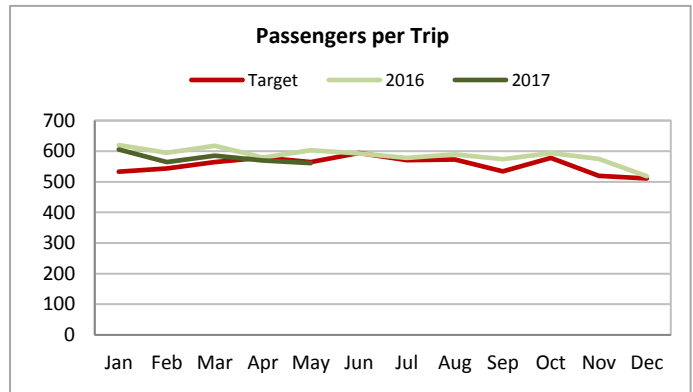
Target: 95.0% **May 2017: 92.2%** **YTD 2017: 85.4%**



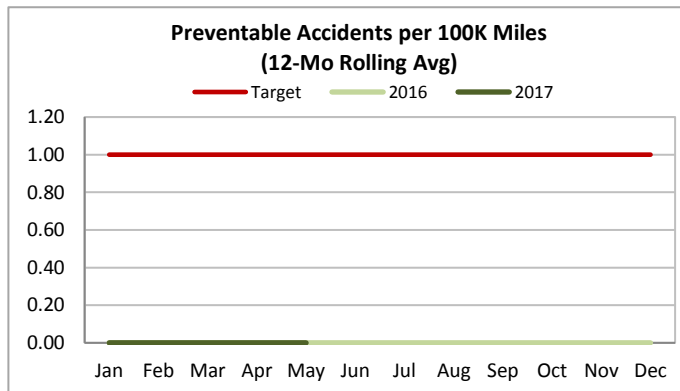
Target: 25.6% **12-Mo Avg: 30.9%**



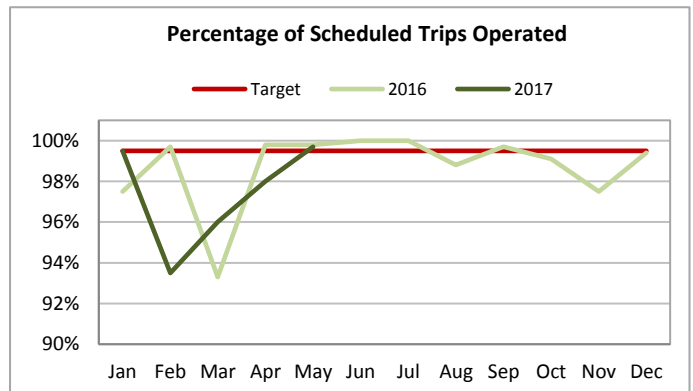
Target: < 15 **May 2017: 6.05** **YTD 2017: 12.61**



Target: 564.3 **May 2017: 561.0** **YTD 2017: 577.2**



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



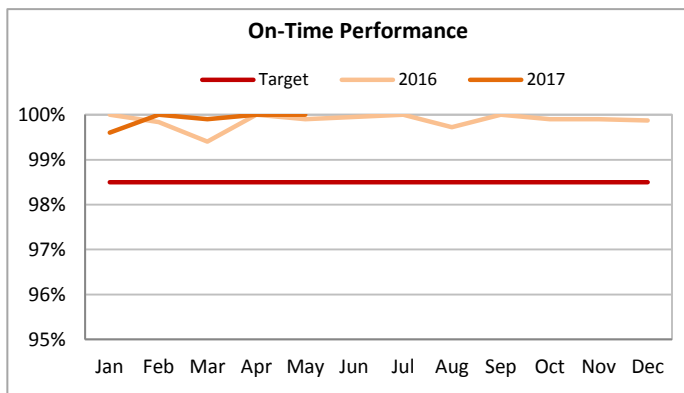
Target: 99.5% **May 2017: 99.7%** **YTD 2017: 97.3%**

Sound Transit Operations May 2017 Service Performance Report

Tacoma Link

Highlights

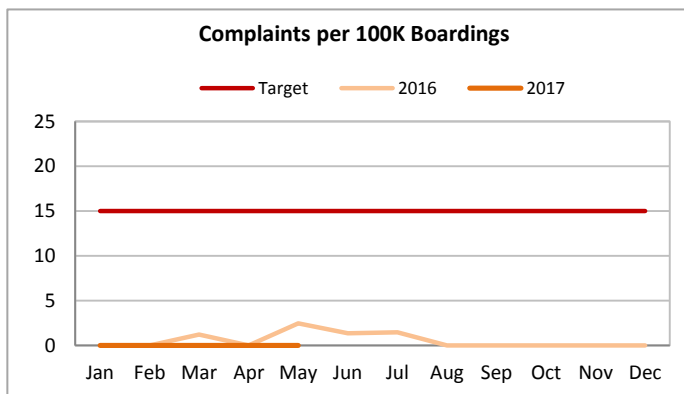
- Tacoma Link consistently performs better than target for on-time performance, complaints per 100K boardings, and percentage of scheduled trips operated.
- Passengers per trip was slightly below target at 21.7 for the month of May.
- Preventable accidents per 100K miles is based on a 12-month rolling average. 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.



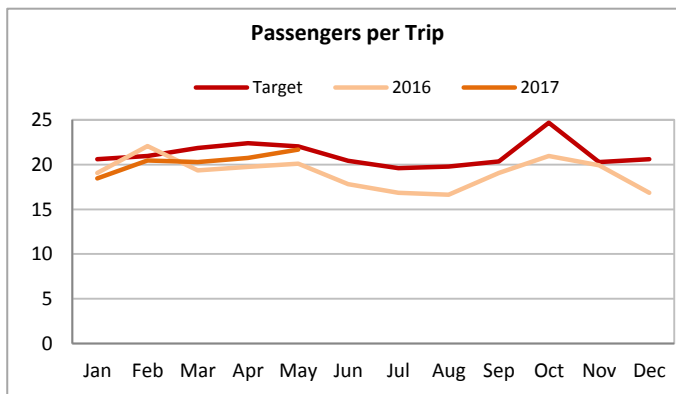
Target: 98.5% May 2017: 100.0% YTD 2017: 99.9%

Farebox Recovery (12-Mo Rolling Avg)

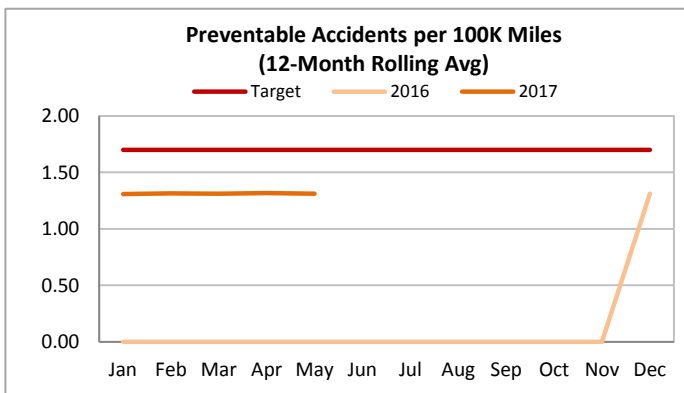
Tacoma Link to remain fare-free until 2022.



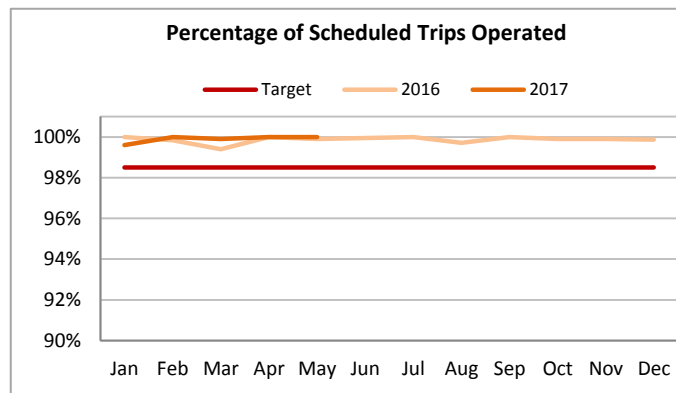
Target: < 15 May 2017: 0.0 YTD 2017: 0.0



Target: 22.0 May 2017: 21.7 YTD 2017: 20.3



Target: < 1.7 12-Mo Avg: 1.31



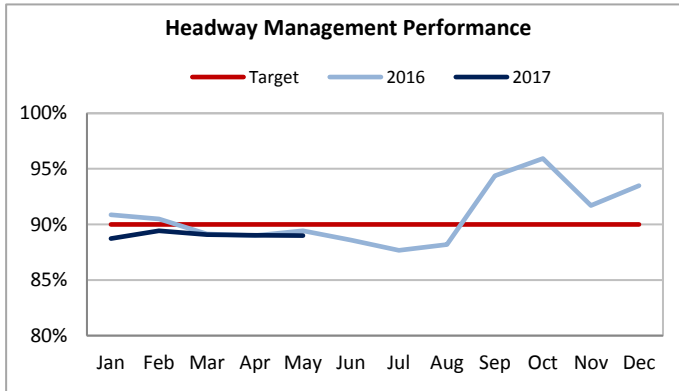
Target: 98.5% May 2017: 100.0% YTD 2017: 99.9%

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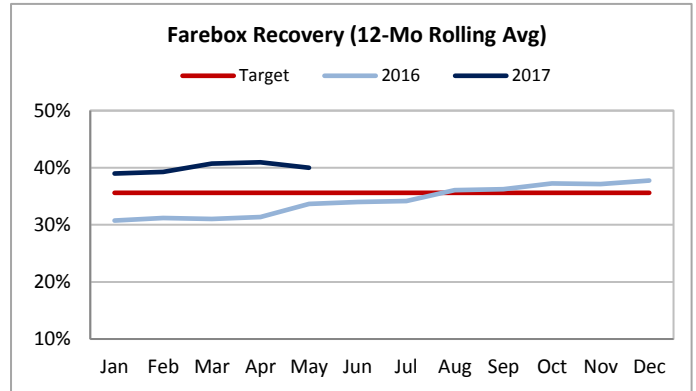
Link

Highlights

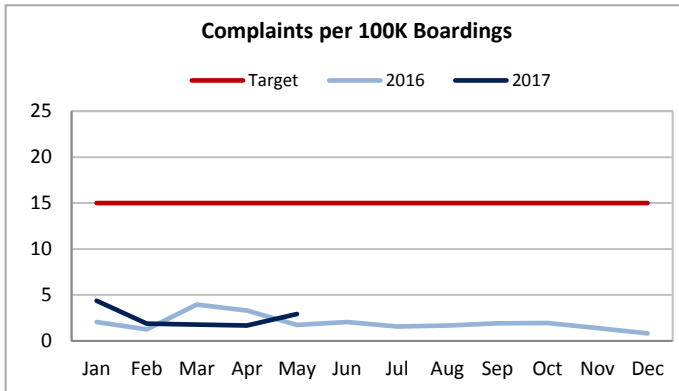
- Headway management performance was below target at 89% due to delays in the DSTT and along the MLK corridor.
- In May, Link had a higher number of customer complaints related to overcrowding but still remained well below the target of 15 complaints per 100K boardings.
- Preventable accidents per 100K miles is based on a 12-month rolling average. Link's 12-month rolling average was 0.05 due to one non-revenue preventable accident in the wash bay in November 2016.
- Percentage of scheduled trips operated was above target for the month at 99.7%.



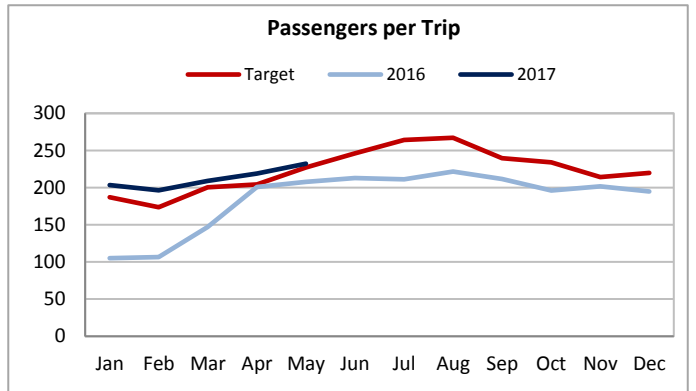
Target: 90% **May 2017: 89.0%** **YTD 2017: 89.1%**



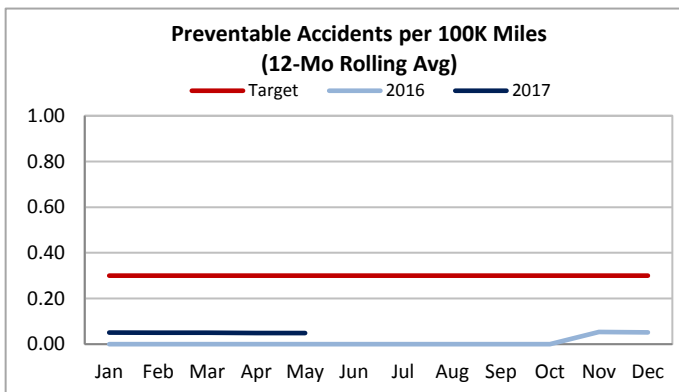
Target: 35.6% **12-Mo Avg: 40.0%**



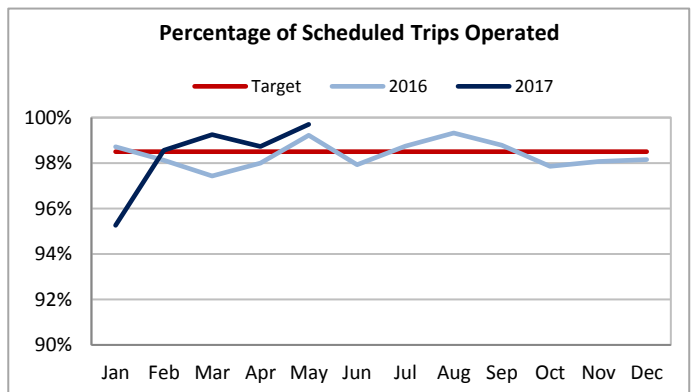
Target: < 15 **May 2017: 2.9** **YTD 2017: 2.5**



Target: 227.3 **May 2017: 232.3** **YTD 2017: 212.3**



Target: 0.30 **12-Mo Avg: 0.05**



Target: 98.5% **May 2017: 99.7%** **YTD 2017: 98.3%**

Sound Transit Operations 2017 Monthly Modal Performance Data Sheet

Month End Reporting	ST Express										Tacoma Link										Link			
	Targets ⁷	≥ 99.8%	≥ 99.5%	> 90.0%	80.0%	≥ 85.0%	18,680,000	38.8	< 15.0	< 0.80	27.7%	Targets ⁷	≥ 98.5%	> 90.0%	66.7%	≥ 98.5%	N/A	1,040,001	21.1	< 15.0		≤ 1.66	N/A	
Jan	40,103	99.9%	98.0%	94.0%	86.0%	1,503,335	37.5	13.7	0.85	29.9%	Jan	4,052	99.6%	100.0%	81.7%	99.6%	N/A	74,823	18.5	0.0	0	1.31	N/A	
Feb	38,457	99.9%	99.0%	94.7%	84.1%	1,373,960	35.7	13.2	0.83	30.0%	Feb	3,732	100.0%	100.0%	97.5%	100.0%	N/A	76,456	20.5	0	0	1.31	N/A	
Mar	42,283	99.9%	99.0%	94.4%	83.7%	1,621,495	36.3	20.4	0.82	29.8%	Mar	4,303	99.9%	93.0%	98.9%	99.9%	N/A	87,359	20.3	0	0	1.31	N/A	
Apr	38,615	99.9%	99.9%	95.2%	86.4%	1,494,315	38.7	17.1	0.80	29.8%	Apr	4,010	100.0%	100.0%	95.8%	100.0%	N/A	83,218	20.8	0	0	1.32	N/A	
May	41,244	99.9%	99.9%	95.0%	84.2%	1,636,800	39.7	15.5	0.80	30.1%	May	4,194	100.0%	98.0%	92.5%	100.0%	N/A	90,976	21.7	0	0	1.31	N/A	
Jun											Jun													
Jul											Jul													
Aug											Aug													
Sep											Sep													
Oct											Oct													
Nov											Nov													
Dec											Dec													
YTD	200,702	99.9%	99.2%	94.7%	84.9%	7,629,905	38.0	1,227	0.80	30.1%	YTD	20,291	99.9%	98.2%	93.3%	99.9%	N/A	412,832	20.3	0	0	1.31	N/A	
Sounder																								
Targets ⁷	8,078	≥ 99.5%	> 90.0%	82.0%	≥ 95.0%	4,479,999	555.0	< 15.0	≤ 1.00	25.6%	Targets ⁷	102,616	≥ 98.5%	> 90.0%	86.0%	≥ 90.0%	≥ 90.0%	22,900,002	223.0	< 15.0	< 0.30	35.6%		
Jan	607	99.5%	100.0%	90.3%	78.9%	367,533	605.5	7.3	0.00	30.6%	Jan	8,653	95.3%	96.0%	96.1%	90.5%	88.7%	1,760,914	203.5	77	4.4	0	0.05	39.0%
Feb	561	93.5%	100.0%	90.3%	82.0%	316,603	564.4	36	0.00	30.9%	Feb	7,898	98.6%	96.0%	95.3%	91.7%	89.4%	1,551,158	196.4	29	1.9	0	0.05	39.3%
Mar	666	96.0%	100.0%	90.3%	82.6%	389,985	585.6	24.6	0.00	30.7%	Mar	8,890	99.3%	98.0%	93.9%	92.1%	89.1%	1,859,043	209.1	33	1.8	0	0.05	40.7%
Apr	593	98.0%	100.0%	90.3%	91.2%	337,637	569.4	44	0.00	30.6%	Apr	8,418	98.7%	98.0%	93.5%	92.9%	89.0%	1,843,401	219.0	31	1.7	0	0.05	41.0%
May	678	99.7%	100.0%	90.3%	92.2%	380,364	561.0	23	0.00	30.9%	May	8,784	99.7%	97.0%	94.9%	92.0%	89.0%	2,040,154	232.3	60	2.9	0	0.05	40.0%
Jun											Jun													
Jul											Jul													
Aug											Aug													
Sep											Sep													
Oct											Oct													
Nov											Nov													
Dec											Dec													
YTD	3,105	97.3%	100.0%	90.3%	85.4%	1,792,122	577.2	12.6	0.00	30.9%	YTD	42,643	98.3%	97.0%	94.7%	91.8%	89.1%	9,054,670	212.3	230	2.5	0	0.05	40.0%

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

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

³ Headways are scheduled intervals between trips.

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

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

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

⁷ Year end target