

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

**Ridership**

Total Boardings by Mode						
	Jul-16	Jul-17	% Δ	YTD-16	YTD-17	% Δ
ST Express	1,545,852	1,563,194	1.1%	10,775,131	10,793,643	0.2%
Sounder	333,191	354,706	6.5%	2,482,951	2,537,844	2.2%
Tacoma Link	68,348	73,247	7.2%	549,744	570,410	3.8%
Link	1,797,117	2,096,892	16.7%	10,039,428	13,265,012	32.1%
Paratransit	4,017	4,893	21.8%	26,924	34,696	28.9%
<b>System Total</b>	<b>3,748,525</b>	<b>4,092,932</b>	<b>9.2%</b>	<b>23,874,178</b>	<b>27,201,605</b>	<b>13.9%</b>

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

<b>July 2016:</b>	20 Weekdays	5 Saturdays	6 Sundays
<b>July 2017:</b>	20 Weekdays	5 Saturdays	6 Sundays

**Sound Transit** ridership increased by 344K, or 9.2%, compared to July 2016. System-wide average weekday boardings increased by 8.3% during the month. Ridership on all modes increased during the month of July, with Link (77,081), Sounder (17,355), and system-wide (163,843) average weekday boardings reaching new all-time records.

**ST Express** ridership increased by 17K, or 1.1%. Average weekday boardings also increased slightly during the month by 0.5%. Ridership on the SR-520 and I-5 South corridors led the way in ridership growth during the month.

**Sounder** ridership increased by 22K, or 6.5%, compared to July 2016. Average weekday boardings on Sounder increased by 6.7% compared to same period last year. Average weekday boardings increased on both the North and South Line by 1.5% and 7.3%, respectively.

**Tacoma Link** ridership increased by 5K, or 7.2%, during the month. Similarly, average weekday, Saturday, and Sunday boardings were up 2%, 39.3% and 8.3%, respectively. Added special event service for concerts at the Tacoma Dome contributed to the boost in ridership.

**Link** ridership increased by 300K, or 16.7%, compared to the same period last year. Average weekday boardings were up by 16.8%. The continued increase in ridership is due to the opening of the Link extensions in 2016 and the seasonal summer spike in ridership, which is consistent with historic trends.

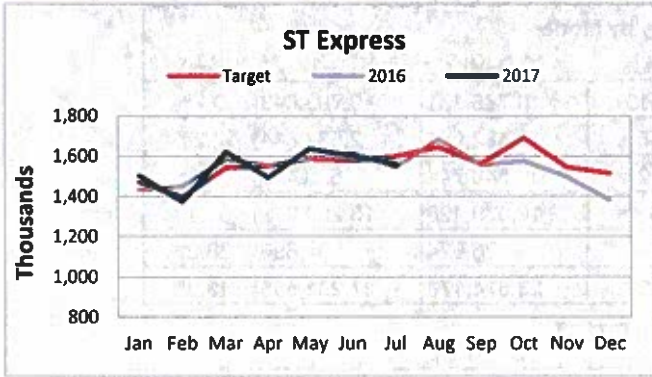
**Paratransit** services increased by 21.8% compared to July 2016. The increase in Paratransit ridership is attributed to the increased coverage area with the opening of the University Link and Angle Lake extensions and additional customers requesting access to the Link system.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Jul-16	Jul-17	% Δ	Jul-16	Jul-17	% Δ	Jul-16	Jul-17	% Δ
ST Express	66,072	66,411	0.5%	24,287	25,378	4.5%	17,162	18,015	5.0%
Sounder	16,267	17,355	6.7%	1,821	1,037	-43.1%	2,012	2,193	9.0%
Tacoma Link	2,783	2,839	2.0%	1,755	2,444	39.3%	652	706	8.3%
Link	66,003	77,081	16.8%	49,518	57,037	15.2%	38,243	45,017	17.7%
Paratransit	130	158	21.8%	130	158	21.8%	130	158	21.8%
<b>System Total</b>	<b>151,255</b>	<b>163,843</b>	<b>8.3%</b>						

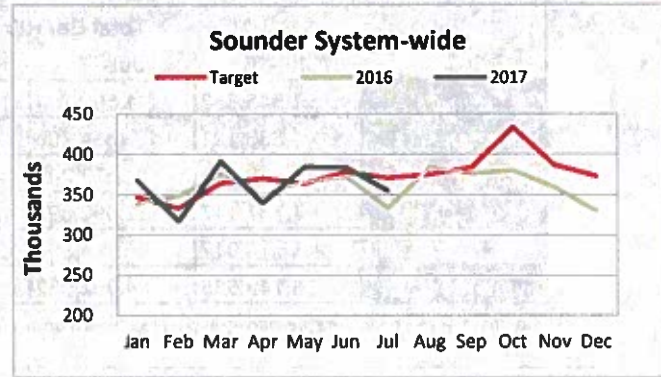
*Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.*

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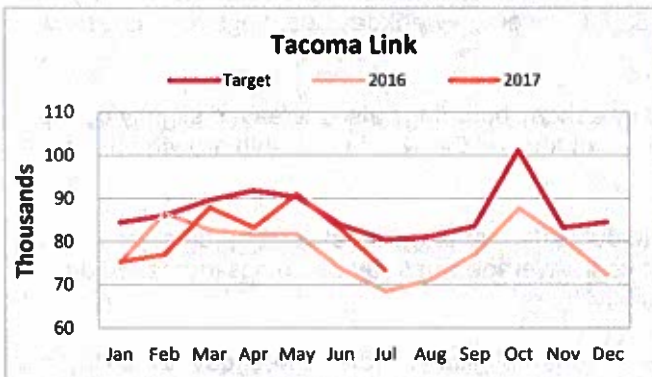
### Monthly Ridership Trends by Mode



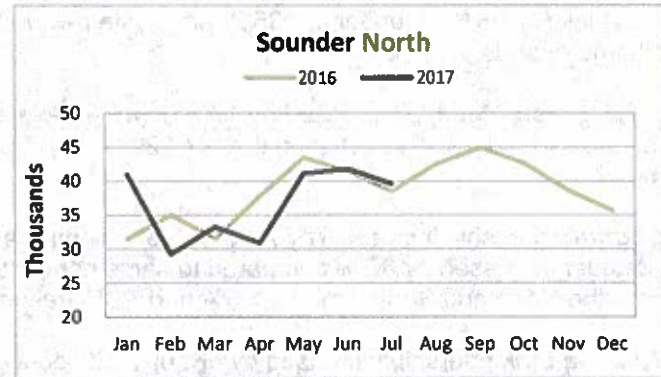
ST Express ridership increased by 1.1%, or 17K, compared to the same time last year. YTD ridership is 0.6% above the YTD target.



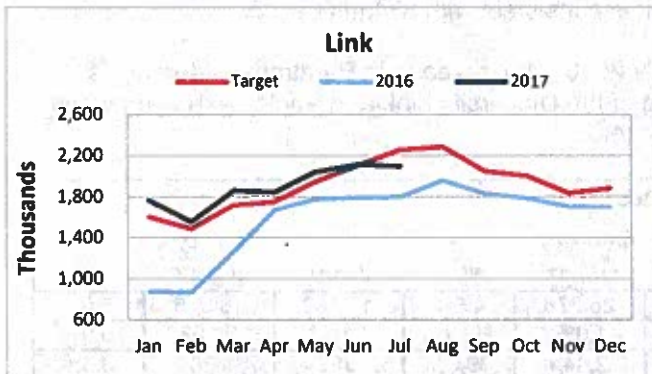
Sounder system-wide ridership increased by 6.5% compared to the prior year and average weekday boardings increased by 6.7%. YTD ridership is 0.4% above the YTD target.



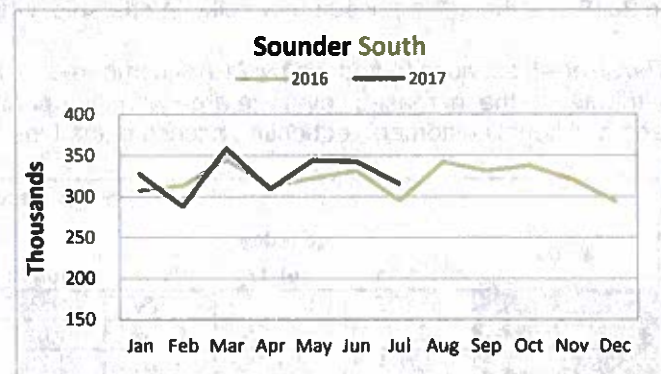
Tacoma Link ridership increased by 7.2% compared to July 2016. Average weekday, Saturday, and Sunday boardings were also up compared to the same time last year by 2%, 39.3% and 8.3%, respectively. YTD ridership is 5.9% below the YTD target.



Sounder North ridership increased by 2.7%, or 1K. Average weekday boardings increased by 1.5%.



Link ridership was up 16.7% and average weekday, Saturday, and Sunday boardings increased by 16.8%, 15.2%, and 17.7%, respectively, compared to July 2016. YTD ridership is 3.2% above the annual target.



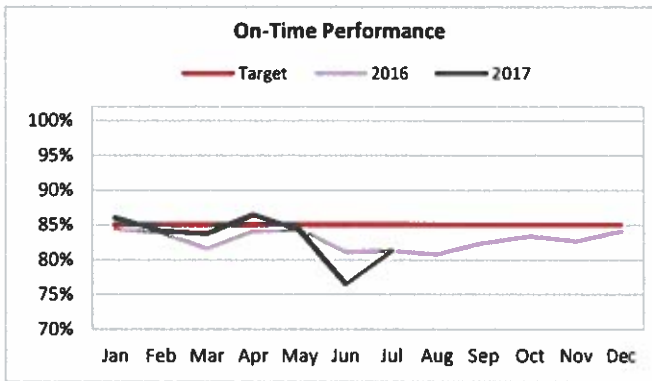
Sounder South ridership increased by 6.9%, or 20K, and average weekday boardings increased by 7.3%.

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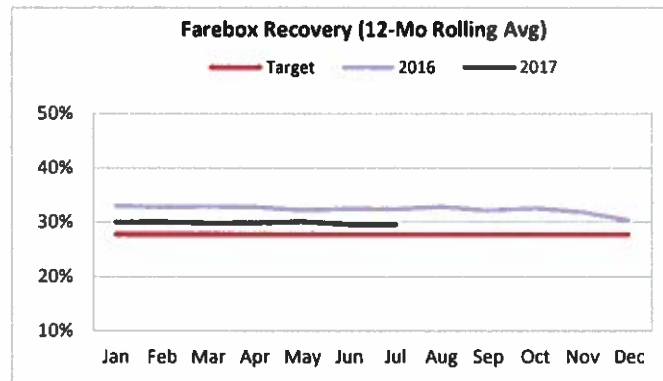
## ST Express

### Highlights

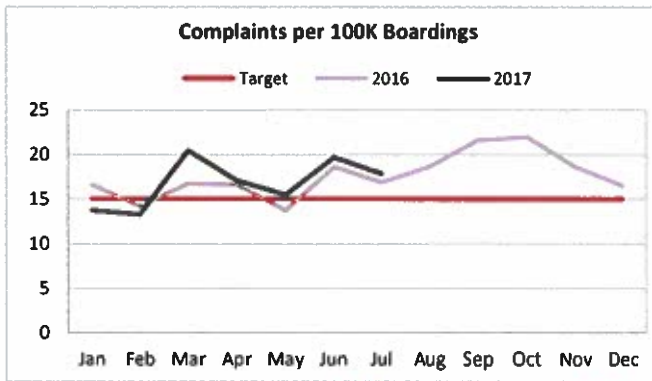
- On-time performance and customer complaints improved compared to the previous month, but missed the targets. Traffic congestion continues to impact performance and the customer experience.
- Farebox recovery remained consistent at 29.5%, coming in above the annual target of 27.7%.
- Passengers per trip exceeded the target for the month at 40.1 but was slightly below the YTD target at 38.5.
- Preventable accidents per 100K miles and percentage of scheduled trips operated met the monthly target.



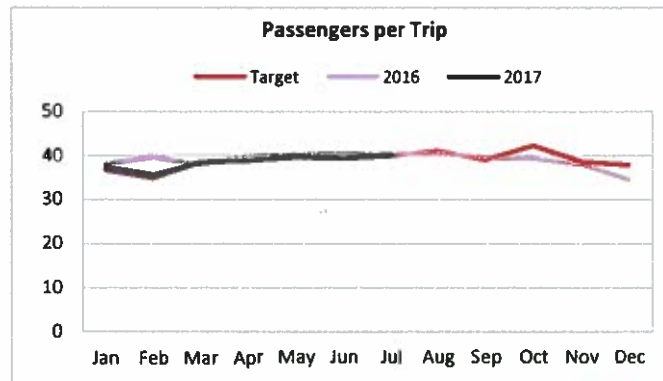
**Target: 85%**      **Jul 2017: 81.2%**      **YTD 2017: 83.2%**



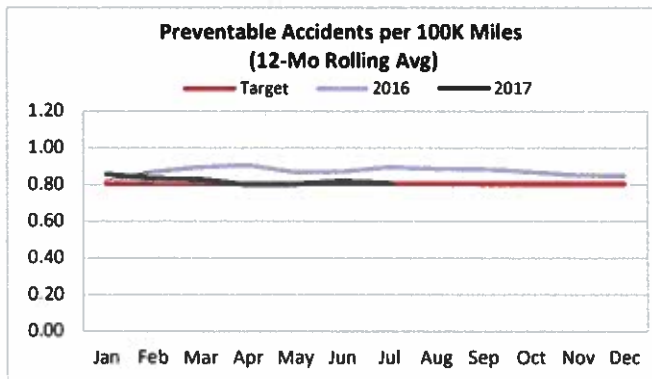
**Target: 27.7%**      **12-Mo Avg: 29.5%**



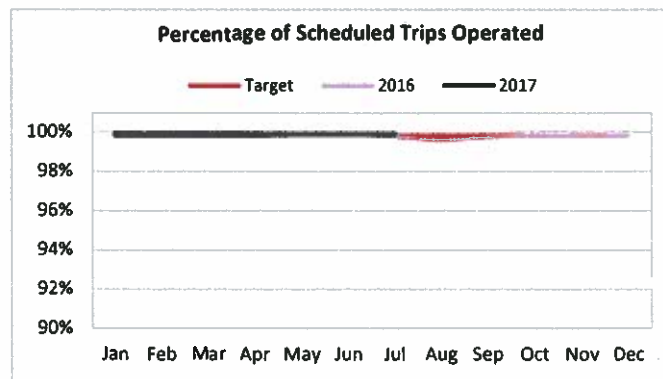
**Target: < 15**      **Jul 2017: 17.8**      **YTD 2017: 16.9**



**Target: 39.9**      **Jul 2017: 40.1**      **YTD 2017: 38.5**



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



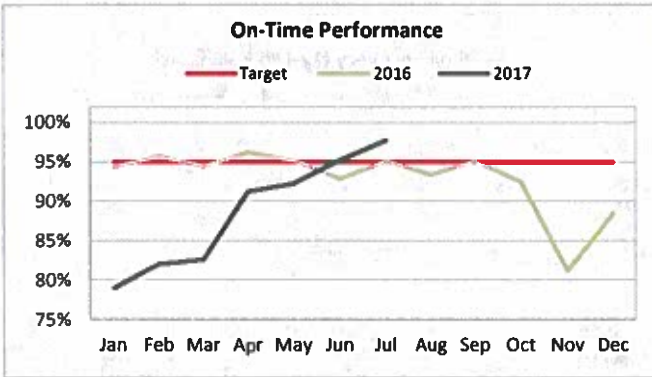
**Target: 99.8%**      **Jul 2017: 99.9%**      **YTD 2017: 99.9%**

# Sound Transit Operations July 2017 Service Performance Report

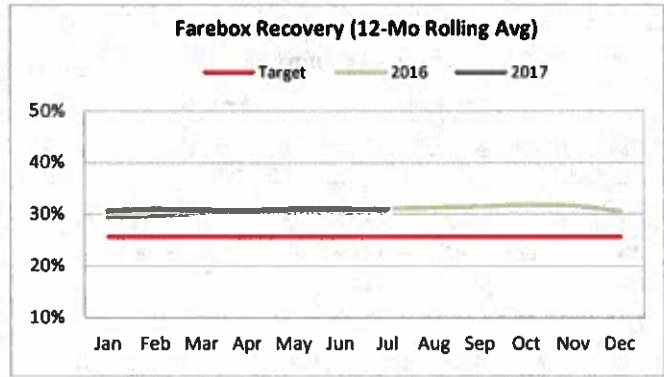
## Sounder Commuter Rail

### Highlights

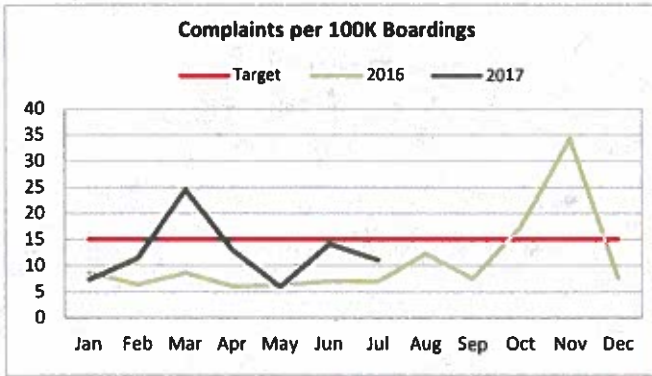
- In July Sounder met all monthly targets. Sounder also met all annual targets with the exception of on-time performance and percentage of scheduled trips operated. Both metrics have significantly improved compared to previous months but were below the YTD target due to construction activities in the first quarter which impacted performance.



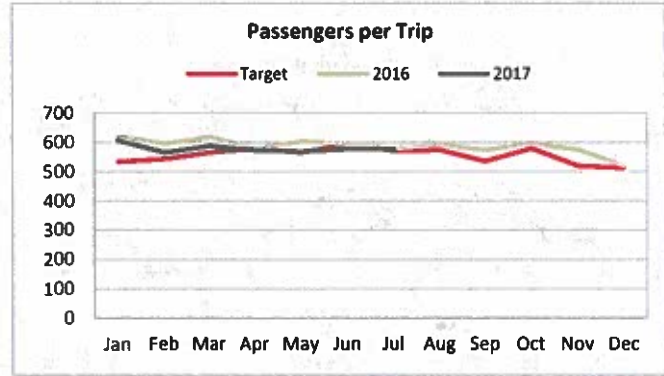
**Target: 95.0%      Jul 2017: 97.7%      YTD 2017: 88.5%**



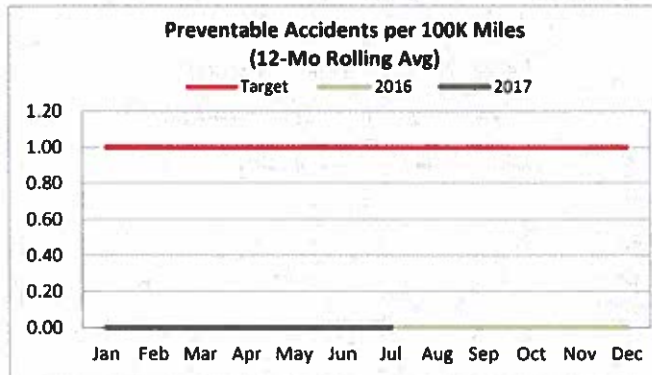
**Target: 25.6%      12-Mo Avg: 30.8%**



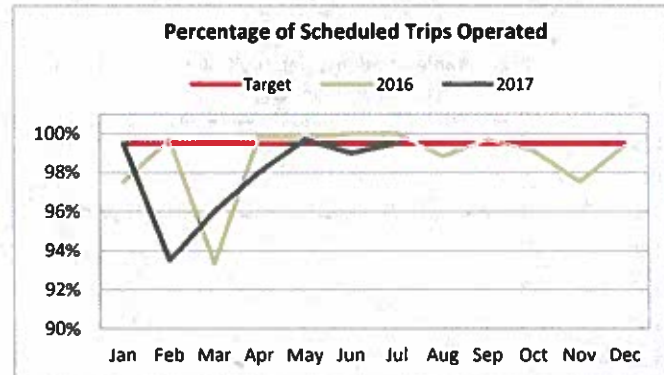
**Target: < 15      Jul 2017: 11.0      YTD 2017: 12.6**



**Target: 570.8      Jul 2017: 576.8      YTD 2017: 578.8**



**Target: 1.00      12-Mo Avg: 0.00**



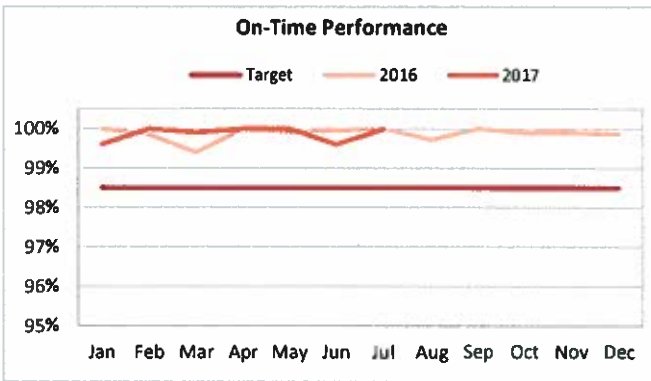
**Target: 99.5%      Jul 2017: 99.5%      YTD 2017: 97.9%**

# Sound Transit Operations July 2017 Service Performance Report

## Tacoma Link

### Highlights

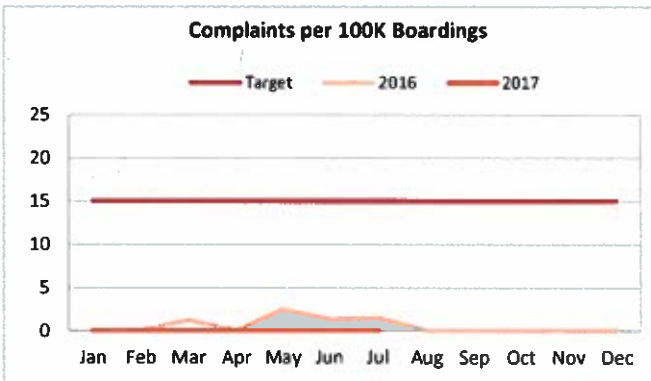
- Tacoma Link consistently performs better than target for on-time performance, complaints per 100K boardings, and percentage of scheduled trips operated.
- Passengers per trip trended slightly below target at 17.9 for the month of July but met the annual target at 20.
- Preventable accidents per 100K miles is based on a 12-month rolling average. In July Tacoma Link's 12-month rolling average was 2.62 due to one preventable accident that occurred in the yard during non-revenue hours in December 2016 and one preventable accident that occurred during service in June.



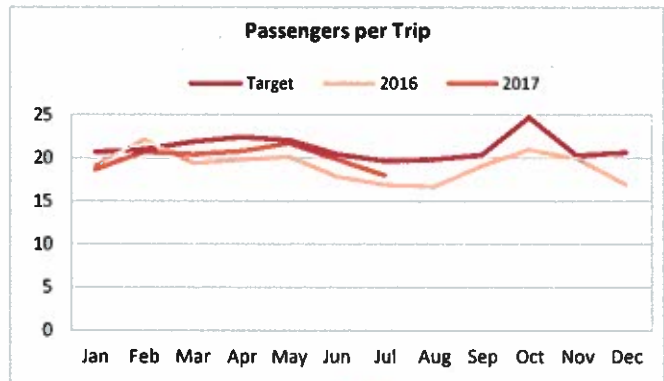
**Target: 98.5%      Jul 2017: 100.0%      YTD 2017: 99.9%**

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

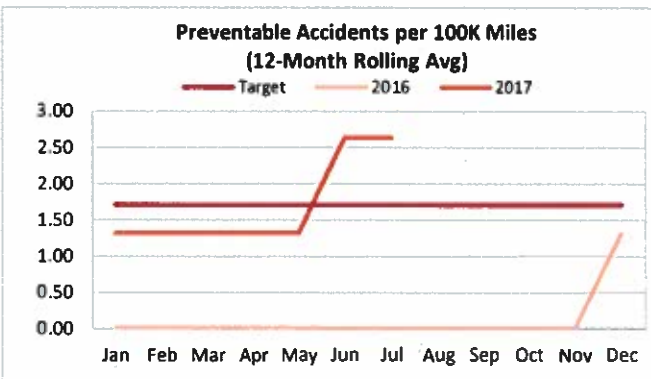
Tacoma Link to remain fare-free until 2022.



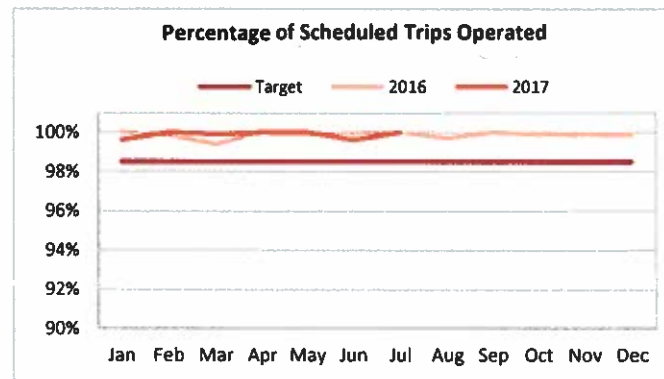
**Target: < 15      Jul 2017: 0.0      YTD 2017: 0.0**



**Target: 19.6      Jul 2017: 17.9      YTD 2017: 20.0**



**Target: < 1.7      12-Mo Avg: 2.62**



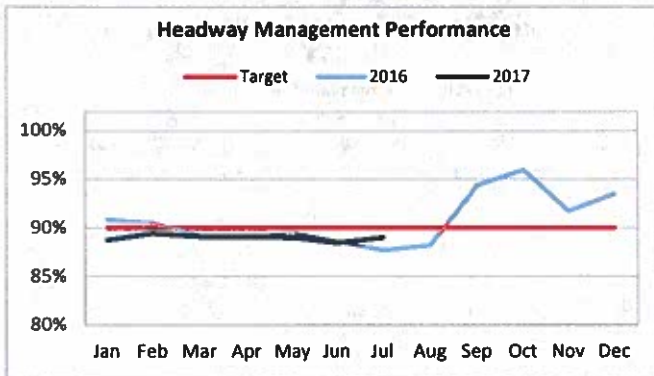
**Target: 98.5%      Jul 2017: 100.0%      YTD 2017: 99.9%**

# Sound Transit Operations July 2017 Service Performance Report

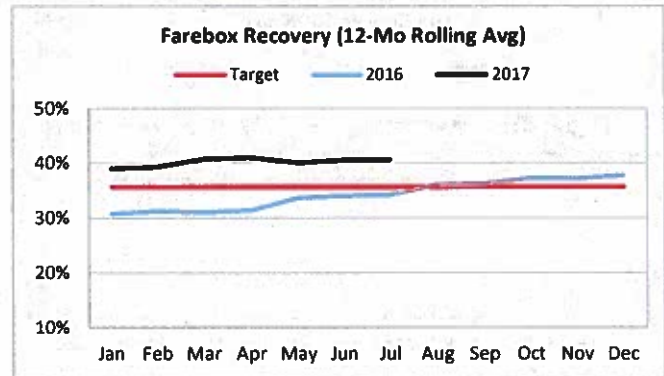
## Link

### Highlights

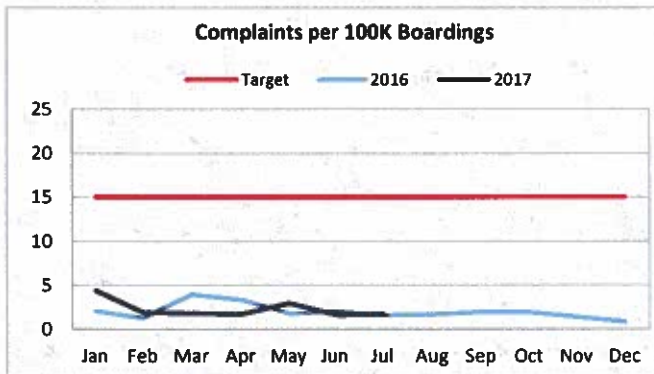
- Headway management performance trended slightly below target during the month at 89% due to delays in the DSTT and along the MLK corridor.
- Passengers per trip fell short of the monthly target at 239.8 but is expected to trend to the YTD target in the coming months as fall quarter commences at the University of Washington.
- 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.



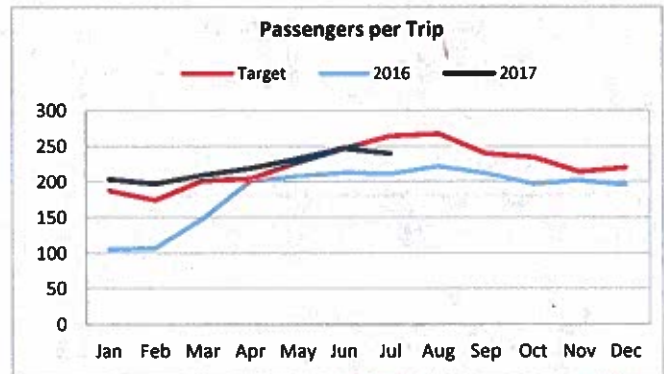
**Target: 90%      Jul 2017: 89.0%      YTD 2017: 89.0%**



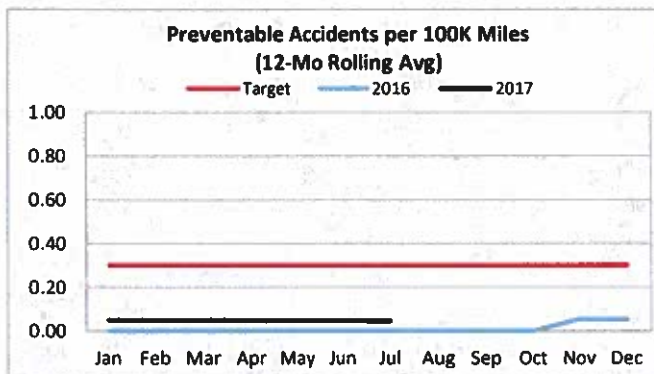
**Target: 35.6%      12-Mo Avg: 40.6%**



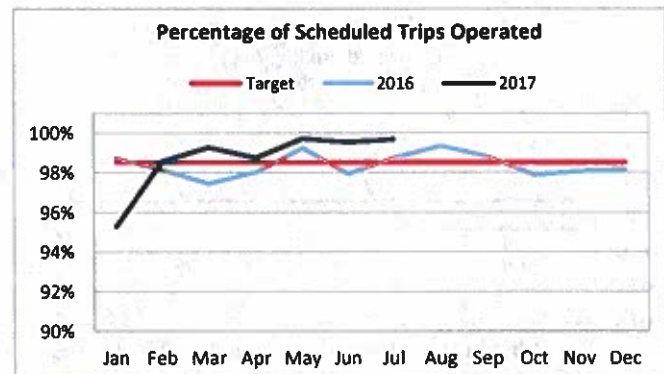
**Target: < 15      Jul 2017: 1.7      YTD 2017: 2.3**



**Target: 264.0      Jul 2017: 239.8      YTD 2017: 221.3**



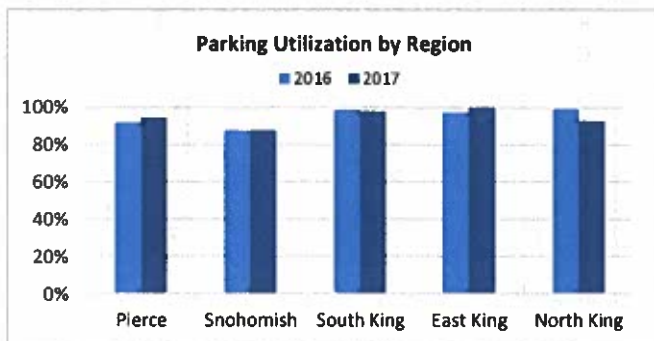
**Target: 0.30      12-Mo Avg: 0.05**



**Target: 98.5%      Jul 2017: 99.7%      YTD 2017: 98.7%**

# Sound Transit Operations July 2017 Service Performance Report

## General Transit

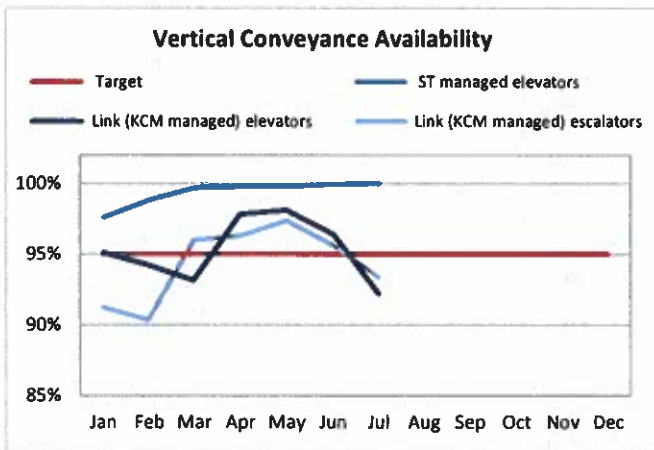


System-wide Permanent & Leased Parking July 2017			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,161	87%
North King	239	222	93%
East King	1,266	1,266	100%
South King	5,031	4,926	98%
Pierce	4,965	4,687	94%
<b>System Total</b>	<b>15,114</b>	<b>14,262</b>	<b>94%</b>

Excluding leased lots for East Link construction mitigation, a total of 15,114 parking stalls are available at 29 locations in Pierce, Snohomish, and King County. Overall, the number of spaces available to customers increased by 9.4% compared to last year and the number of customers utilizing the spaces increased by 10.8%.

Angle Lake garage and surface lot introduced 1,160 parking spaces with the opening of the new station in September 2016. Utilization of the parking stalls at this station has steadily increased since its opening. During the month of July, the garage spaces are well utilized at 98%.

System-wide utilization is at 94% and many of our parking facilities continue to be at or near capacity. The Pierce County region experienced a 2.7% growth in parking utilization compared to last year. Meanwhile, both Snohomish and King County usage declined by 0.1% and 0.3%, respectively.



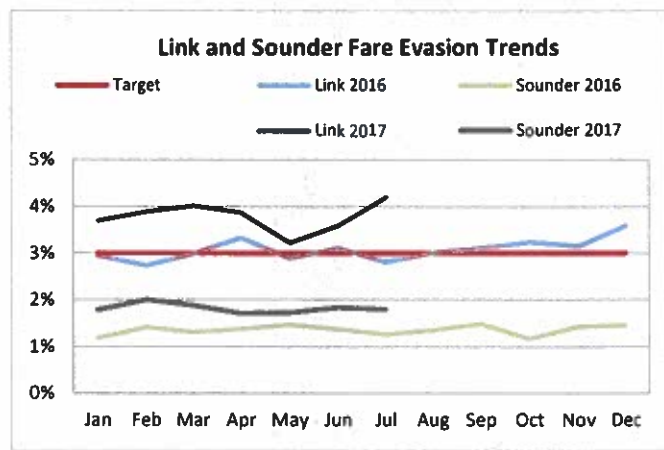
**Target: 95%**                      **ST Elevators: 100.0%**  
**Link Elevators: 92.2%**              **Link Escalators: 93.3%**

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

Sound Transit managed elevators at ST Express and Sounder locations consistently perform above the 95% target availability and achieved 100% in the month of July.

Link elevators, which are managed by KCM, were below targeted availability levels at 92.2% during the month of July.

KCM managed Link escalators were below target for the period at 93.3% availability. There were long-term outages at SeaTac Airport and Tukwila International Boulevard Station due to parts availability.



**Target: 3%**                      **Sounder: 1.8%**                      **Link: 4.2%**

Fare Evasion on Link was 4.2%, an increase compared to July 2016, and above the 3% targeted range. July Link boardings increased 16.7% compared to last year, which combined with fare enforcement officer vacancies, resulted in a lower inspection rate.

Sounder fare evasion also increased compared to the same time last year, with final results of 1.8% for the month.

Overall, combined fare evasion was 3.7%, above the targeted range. Fare inspections reached 4.5% of all rail passengers in July 2017, below the targeted inspection rate of 10% primarily due to staffing vacancies and higher ridership.

# Sound Transit Operations 2017 Monthly Modal Performance Data Sheet

ST Express															Tacoma Link														
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled Trips Completed on Time	Final Availability	On-Time Performance	Relationship	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents (Rolling 12 Months)	Farebox Recovery (Rolling 12 Months)	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled Trips Completed on Time	Final Availability	On-Time Performance	Relationship	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents (Rolling 12 Months)	Farebox Recovery (Rolling 12 Months)						
Targets <sup>1</sup>	>= 98.8%	> 90.0%	>= 80.0%	>= 85.0%	>= 85.0%	18,880,000	36.8	< 15.0	< 0.80	27.7%	Tar	481,588	>= 98.8%	> 90.0%	>= 80.0%	>= 85.0%	>= 85.0%	1,940,001	21.1	< 15.0	< 15.0	< 1.66	N/A						
Jan	40,103	99.9%	98.0%	98.0%	98.0%	1,503,335	37.5	13.7	0.85	28.9%	Jan	4,052	99.8%	100.0%	81.7%	99.6%	N/A	75,283	18.6	0.0	0.0	1.31	N/A						
Feb	38,457	98.9%	98.0%	94.7%	84.1%	1,379,980	35.7	18.2	0.83	30.0%	Feb	3,732	100.0%	100.0%	97.8%	100.0%	N/A	77,084	20.6	0.0	0.0	1.31	N/A						
Mar	42,283	98.9%	99.0%	94.4%	83.7%	1,621,495	38.3	20.4	0.82	28.8%	Mar	4,303	99.9%	93.0%	98.8%	99.9%	N/A	87,748	20.4	0.0	0.0	1.31	N/A						
Apr	38,615	98.9%	99.9%	95.2%	86.4%	1,494,315	38.7	25.5	0.80	29.8%	Apr	4,010	100.0%	100.0%	95.6%	100.0%	N/A	83,218	20.8	0.0	0.0	1.32	N/A						
May	41,244	98.9%	99.8%	95.0%	84.2%	1,638,800	39.7	25.3	0.80	30.1%	May	4,194	100.0%	98.0%	92.5%	100.0%	N/A	80,976	21.7	0.0	0.0	1.31	N/A						
Jun	40,683	99.9%	98.0%	94.1%	78.5%	1,600,544	39.3	31.5	0.82	28.5%	Jun	4,174	99.8%	98.0%	100.0%	99.8%	N/A	82,874	19.9	0.0	0.0	1.31	N/A						
Jul	38,977	98.9%	98.0%	93.5%	81.2%	1,593,194	40.1	27.9	0.80	28.5%	Jul	4,068	100.0%	100.0%	100.0%	100.0%	N/A	73,247	17.9	0.0	0.0	2.82	N/A						
Aug											Aug																		
Sep											Sep																		
Oct											Oct																		
Nov											Nov																		
Dec											Dec																		
YTD	280,362	99.9%	98.8%	94.4%	83.2%	10,793,843	38.5	1,821	0.80	28.5%	YTD	28,553	99.9%	98.4%	95.2%	99.9%	N/A	570,410	20.0	0.0	1	2.82	N/A						
Sounder															Link														
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled Trips Completed on Time	Final Availability	On-Time Performance	Relationship	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents (Rolling 12 Months)	Farebox Recovery (Rolling 12 Months)	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled Trips Completed on Time	Final Availability	On-Time Performance	Relationship	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents (Rolling 12 Months)	Farebox Recovery (Rolling 12 Months)						
Targets <sup>1</sup>	>= 98.5%	> 90.0%	>= 82.0%	>= 95.0%	>= 95.0%	4,479,999	555.0	< 15.0	< 1.00	25.6%	Tar	102,616	>= 98.5%	> 90.0%	>= 86.0%	>= 90.0%	>= 90.0%	22,900,002	223.0	< 15.0	< 15.0	< 0.30	35.6%						
Jan	607	98.5%	100.0%	90.3%	78.9%	367,533	605.5	27	0.00	30.6%	Jan	8,653	98.6%	98.0%	98.1%	90.5%	88.7%	1,760,914	203.5	77	4.4	0.05	38.0%						
Feb	581	93.5%	90.3%	90.3%	82.0%	316,803	564.4	36	0.00	30.9%	Feb	7,898	98.0%	96.0%	95.3%	91.7%	89.4%	1,551,158	196.4	28	1.9	0.05	39.3%						
Mar	666	96.0%	100.0%	90.3%	82.6%	391,133	587.3	96	0.00	30.7%	Mar	8,890	99.9%	98.0%	93.9%	92.1%	89.1%	1,859,043	209.1	33	1.8	0.05	40.7%						
Apr	593	98.0%	100.0%	90.3%	91.2%	339,555	572.6	44	0.00	30.6%	Apr	8,418	98.7%	98.0%	93.5%	92.9%	88.0%	1,843,401	219.0	31	1.7	0.05	41.0%						
May	678	98.7%	100.0%	90.3%	92.2%	384,833	567.3	23	0.00	30.9%	May	8,784	98.7%	97.0%	94.9%	92.0%	88.0%	2,040,154	232.3	60	2.9	0.05	40.0%						
Jun	665	99.0%	100.0%	90.3%	95.2%	383,661	577.0	54	0.00	30.9%	Jun	8,558	99.5%	99.0%	96.1%	92.2%	88.5%	2,113,450	247.0	34	1.6	0.05	40.9%						
Jul	615	99.5%	100.0%	90.3%	97.7%	354,708	576.8	39	0.00	30.8%	Jul	8,746	99.7%	99.0%	94.9%	91.8%	89.0%	2,066,892	239.8	35	1.7	0.05	40.8%						
Aug											Aug																		
Sep											Sep																		
Oct											Oct																		
Nov											Nov																		
Dec											Dec																		
YTD	4,385	97.5%	100.0%	90.3%	88.5%	2,537,844	578.8	318	0.00	30.8%	YTD	59,947	98.7%	97.8%	94.9%	91.9%	88.0%	13,265,012	221.3	299	2.3	0.05	40.6%						

<sup>1</sup> PMIs are preventive vehicle maintenance inspections. Link PMIs include Signals, Traction Power, LRV, Track, SCADA, and Facilities.  
<sup>2</sup> Actual performance compared to the Budget standard-ST Express: >85%, Sounder: >85%, Link: >90%, Tacoma Link: >88.5%.  
<sup>3</sup> Headways are scheduled intervals between trips.  
<sup>4</sup> An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.  
<sup>5</sup> YTD Preventable accidents per 100,000 miles is based on a rolling 12-month period of data.  
<sup>6</sup> Farebox recovery is calculated as farebox revenues divided by total modal operating expenses based on a rolling 12-month period of data.  
<sup>7</sup> Year end target