Sound Transit Operations
November 2017 Service Performance Report

Ridership

Total Boardings by Mode					
	Nov-16	**Nov-17**	**% Δ**	**YTD-16**	**YTD-17**	**% Δ**
ST Express	1,499,198	1,459,518	-2.6%	17,088,468	17,057,323	-0.2%
Sounder	358,959	373,216	4.0%	3,982,538	4,092,681	2.8%
Tacoma Link	80,711	84,187	4.3%	866,142	899,038	3.8%
Link	1,701,172	1,874,589	10.2%	17,312,538	21,422,371	23.7%
Paratransit	4,233	5,137	21.4%	44,159	55,265	25.2%
System Total	**3,644,273**	**3,796,647**	**4.2%**	**39,293,845**	**43,526,678**	**10.8%**

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

November 2016:	21	Weekdays	5	Saturdays	4	Sundays
November 2017:	21	Weekdays	4	Saturdays	5	Sundays

Sound Transit ridership increased by 152K, or 4.2%, compared to November 2016. System-wide average weekday boardings increased by 3.6% during the month. All modes except ST Express registered ridership increases during the month of November.

ST Express ridership decreased by 40K, or 2.6%, during the month of November. Average weekday boardings also decreased slightly, by 2.6%. Ridership on the SR-520 and I-5 South corridors led the way in ridership growth during the month.

Sounder ridership increased by 14K, or 4%, compared to November 2016. Average weekday boardings on Sounder increased overall by 3.7% compared to the same period last year. Average weekday boardings increased on both the North and the South Line by 2.4% and 3.9%, respectively. South Line ridership growth was in large part due to the two new round trips added in the September service change.

Tacoma Link ridership increased by 3K, or 4.3%, during the month of November. Average weekday boardings decreased marginally by 0.3% over the same period of last year.

Link ridership increased by 173K, or 10.2%, compared to the same period last year. Average weekday boardings were up 9.7%.

Paratransit services increased by 21.4% compared to November 2016. The increase in paratransit ridership is attributed to the increased ridership on Link with the opening of the University Link and Angle Lake extensions and additional customers requesting access to the Link system.

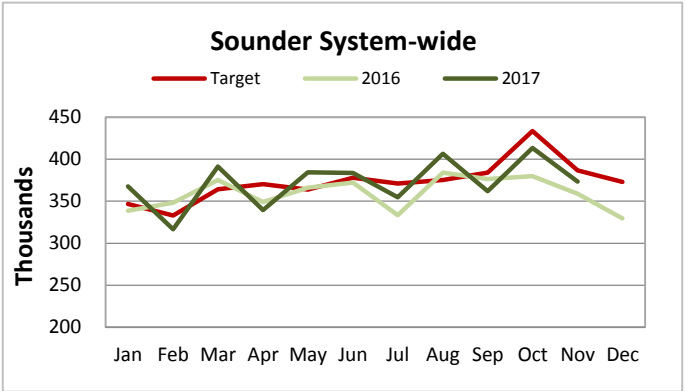| Average Daily Boardings									
Mode	**Weekday**			**Saturday**			**Sunday**		
	Nov-16	**Nov-17**	**% Δ**	**Nov-16**	**Nov-17**	**% Δ**	**Nov-16**	**Nov-17**	**% Δ**
ST Express	63,966	62,276	-2.6%	20,660	20,609	-0.2%	14,653	13,857	-5.4%
Sounder	17,500	18,156	3.7%	0	0	N/A	4,481	2,267	-49.4%
Tacoma Link	3,397	3,386	-0.3%	1,387	2,202	58.8%	611	516	-15.6%
Link	66,225	72,654	9.7%	44,025	52,052	18.2%	31,309	32,250	3.0%
Paratransit	141	171	21.4%	141	171	21.4%	141	171	21.4%
System Total	**151,229**	**156,643**	**3.6%**						

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

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Monthly Ridership Trends by Mode

### ST Express

Legend: Target, 2016, 2017
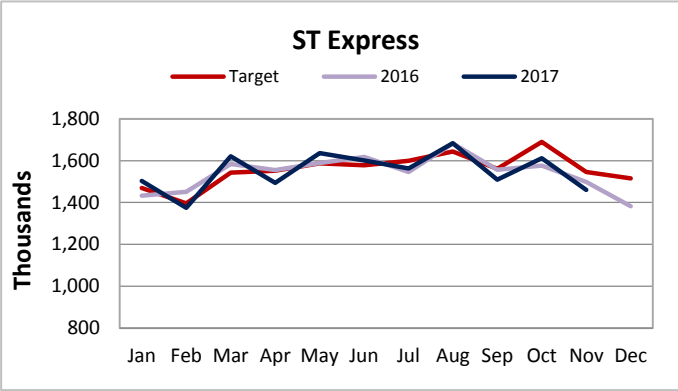
ST Express ridership decreased by 2.6% compared to the same time last year. YTD ridership is essentially flat when comparing to YTD prior year and YTD target.

### Sounder System-wide

Legend: Target, 2016, 2017

Sounder system-wide monthly ridership increased by 4% compared to the prior year. YTD ridership was slightly below target by 0.4% but 2.8% higher than 2016 YTD. Average weekday boardings increased by 3.7%.

Tacoma Link

Legend: Target, 2016, 2017
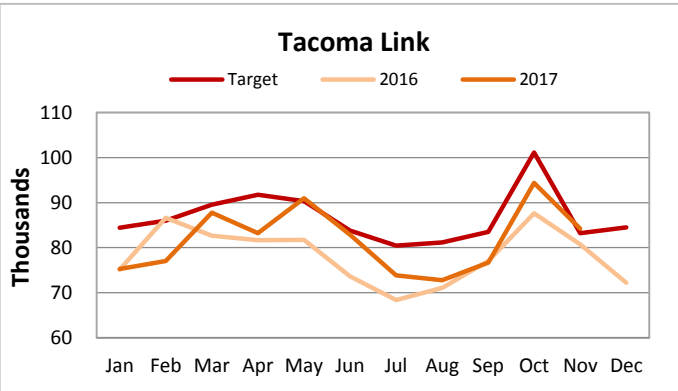
Tacoma Link ridership increased by 4.3%; however average weekday boardings decreased marginally by 0.3% compared to November 2016. YTD ridership is 5.9% below the YTD target but trending 3.8% better than the same time last year.

Sounder North

Legend: 2016, 2017
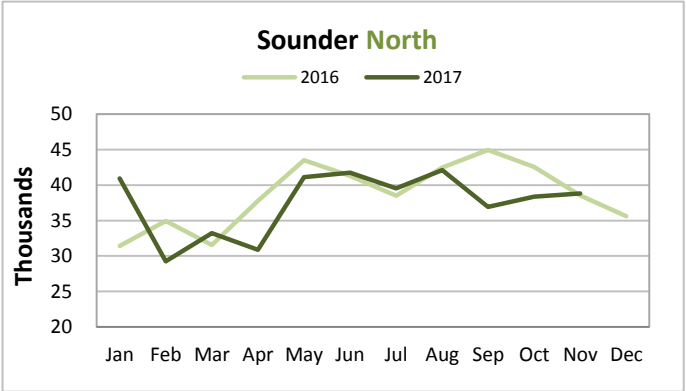
Sounder North ridership and average weekday boardings increased by 0.6% and 2.4%, respectively, compared to November 2016.

Link

Legend: Target, 2016, 2017
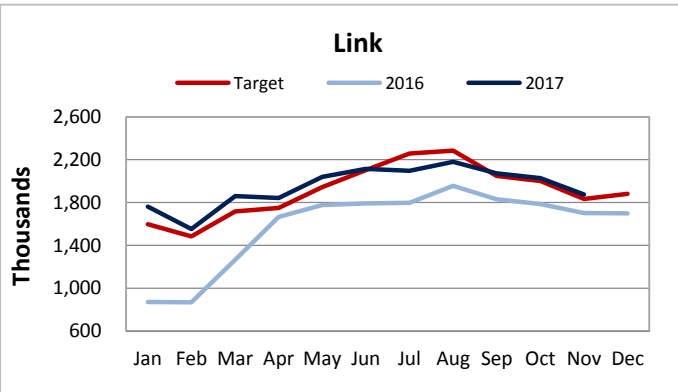
Link ridership was up 10.2% compared to November 2016. Average weekday, Saturday, and Sunday boardings also increased by 9.7%, 18.2%, and 3%, respectively. YTD ridership is 1.9% above the YTD target and 23.7% over last year.
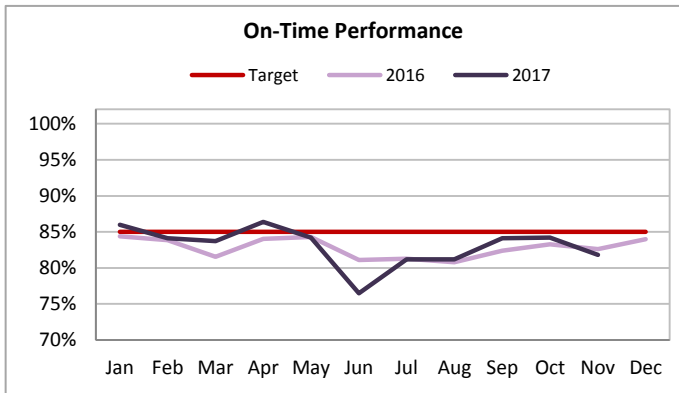
Sounder South

Legend: 2016, 2017
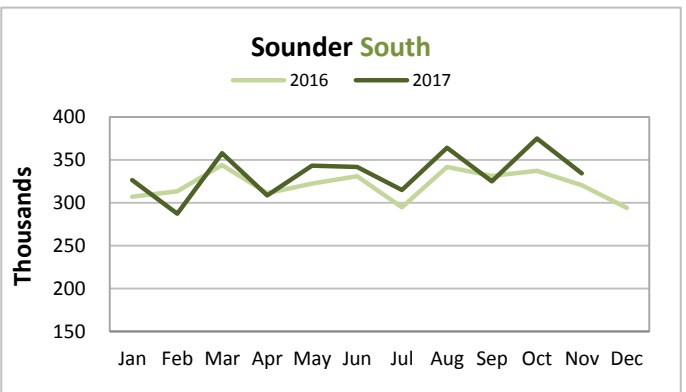
Sounder South ridership increased by 4.4%, or 14K. Average weekday boardings also increased by 3.9% compared to the same time last year.
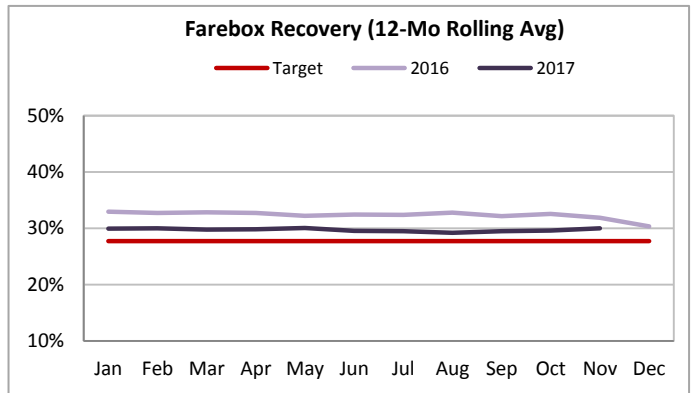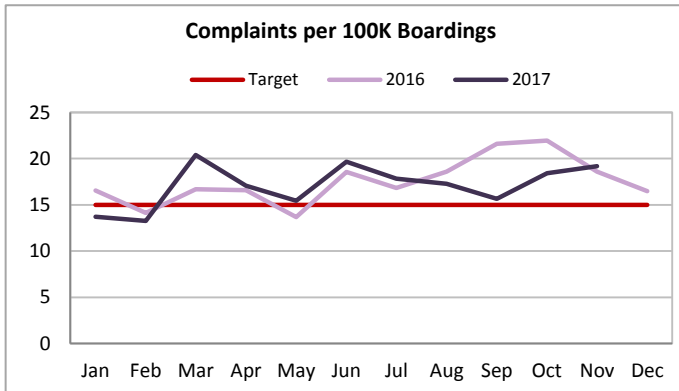
ST Express

Highlights

- Due to temporary data collection issues from King County Metro, November's on-time performance is an estimate. We expect the issue to be resolved in the coming months.
- Customer complaints missed the monthly and annual targets. Traffic congestion continues to impact performance and the customer experience.
- Passengers per trip fell below the monthly target at 36.8 but met the annual target at 38.6. Low fuel prices and freeway congestion have limited ridership increases.
- Preventable accidents per 100K miles met the monthly target and shows continued improvement from last year.

On-Time Performance

Target: 85%   **Nov 2017: 81.8%**   **YTD 2017: 83.0%**

Farebox Recovery (12-Mo Rolling Avg)

Target: 27.7%   **12-Mo Avg: 30.0%**

Complaints per 100K Boardings

Target: < 15   **Nov 2017: 19.2**   **YTD 2017: 17.1**

Passengers per Trip
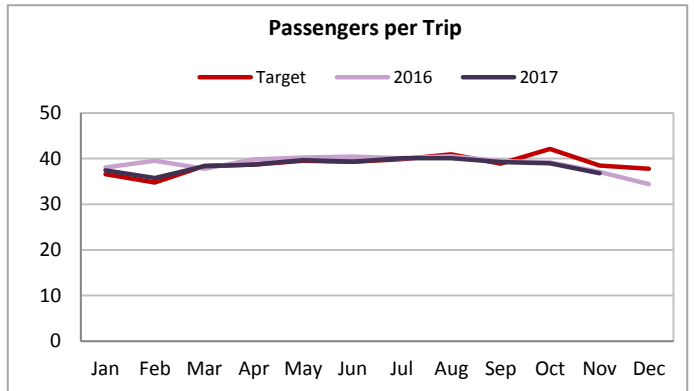
Target: 38.5   **Nov 2017: 36.8**   **YTD 2017: 38.6**

Preventable Accidents per 100K Miles
(12-Mo Rolling Avg)

Target: 0.80   **12-Mo Avg: 0.71**

Percentage of Scheduled Trips Operated
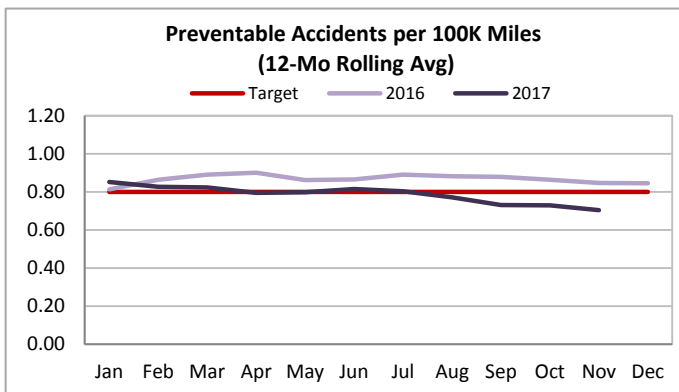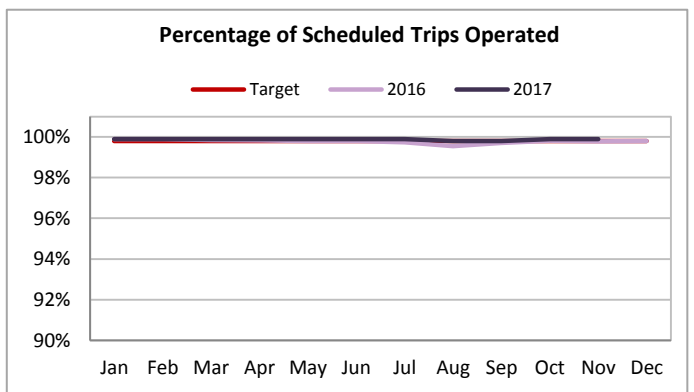
Target: 99.8%   **Nov 2017: 99.9%**   **YTD 2017: 99.9%**

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Sounder Commuter Rail

Highlights

- Sounder met all monthly targets with the exception of on-time performance. Freight interference, track blockage events, and slow orders due to weather impacted performance in November.
- Percentage of scheduled trips operated exceeded the monthly target at 99.7% but fell short of the annual target at 98.5% due largely to the number of landslides in the first quarter of the year.

On-Time Performance
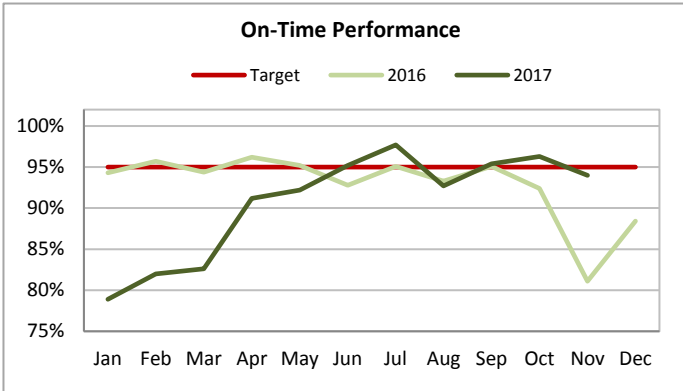
| Target: 95.0% | Nov 2017: 94.0% | YTD 2017: 90.7% |

Farebox Recovery (12-Mo Rolling Avg)

| Target: 25.6% | | 12-Mo Avg: 32.7% |

Complaints per 100K Boardings
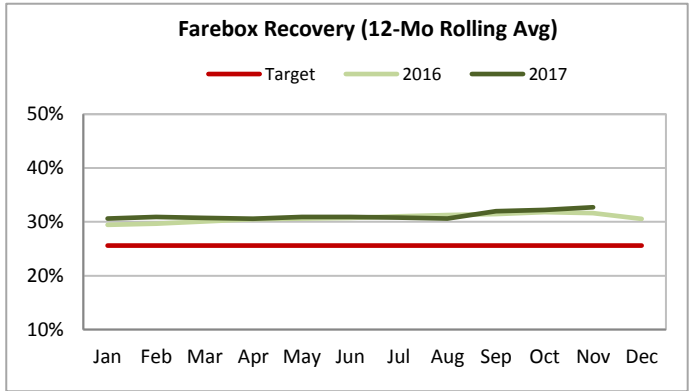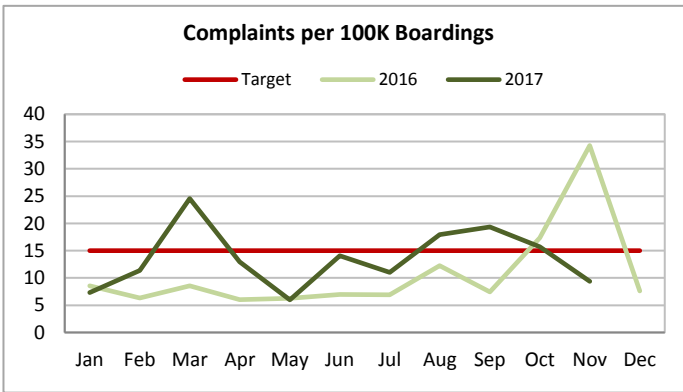
| Target: < 15 | Nov 2017: 9.4 | YTD 2017: 13.7 |

Passengers per Trip
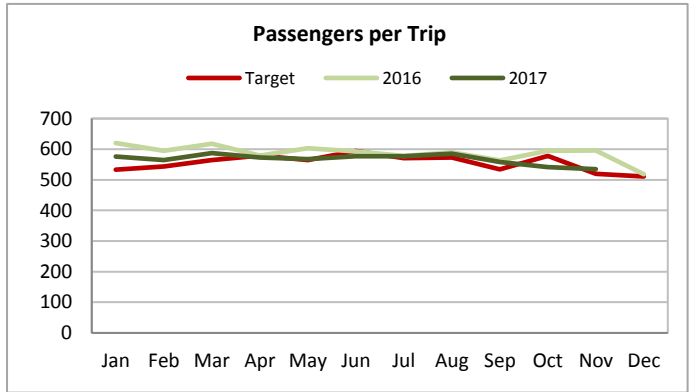
| Target: 519.2 | Nov 2017: 534.7 | YTD 2017: 566.8 |

Preventable Accidents per 100K Miles (12-Mo Rolling Avg)

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

Percentage of Scheduled Trips Operated
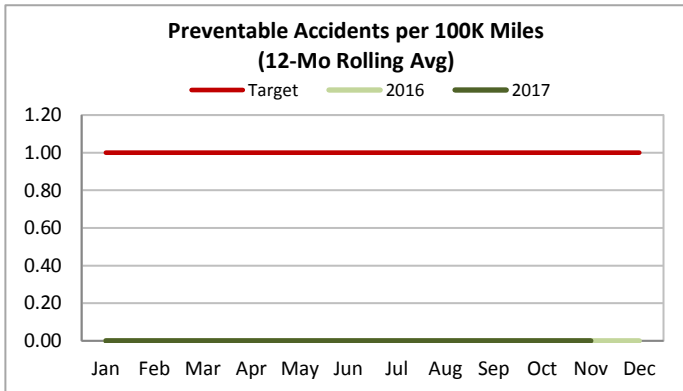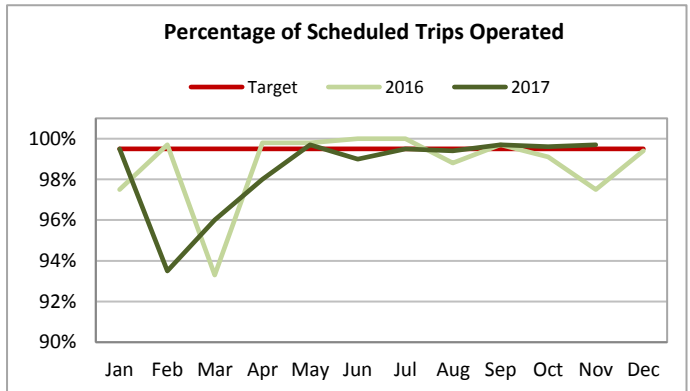
| Target: 99.5% | Nov 2017: 99.7% | YTD 2017: 98.5% |

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 met the monthly target at 20.3, but fell short of the annual target.
- Preventable accidents per 100K miles is based on a 12-month rolling average. Tacoma Link's 12-month rolling average during the month was 2.61 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.

On-Time Performance
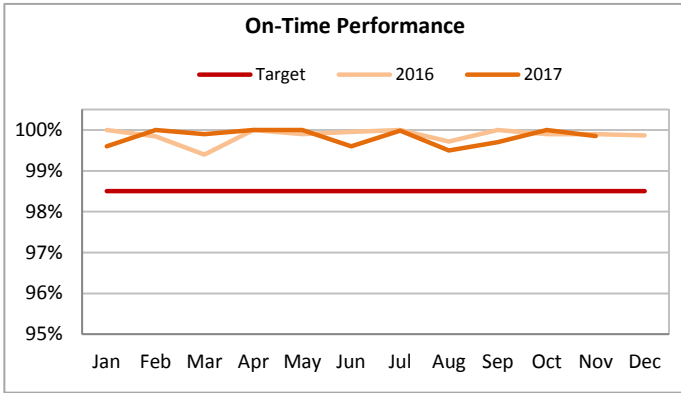
Target: 98.5%   **Nov 2017: 99.9%**   **YTD 2017: 99.8%**

Farebox Recovery (12-Mo Rolling Avg)

Tacoma Link to remain fare-free until 2022.

Complaints per 100K Boardings
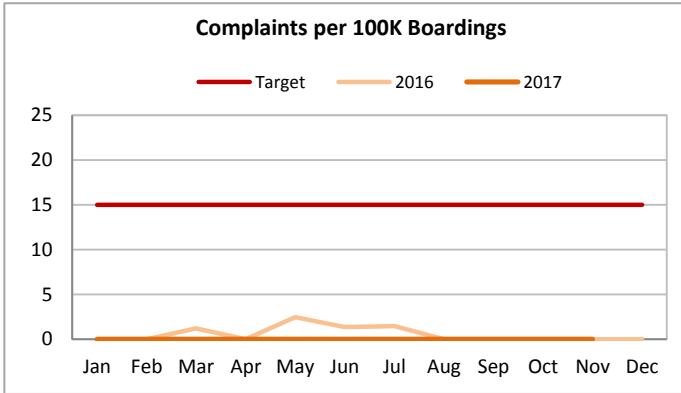
Target: < 15   **Nov 2017: 0.0**   **YTD 2017: 0.0**

Passengers per Trip
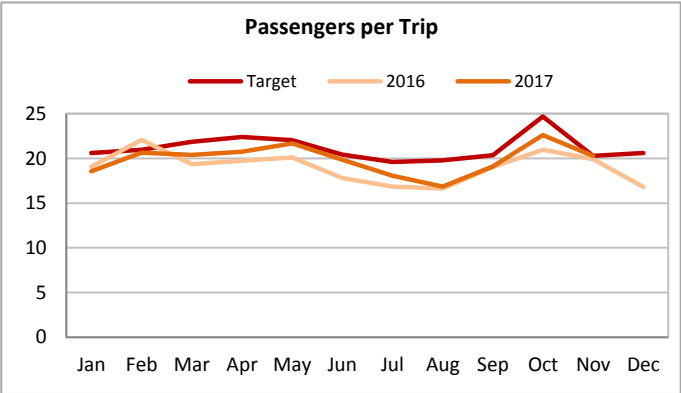
Target: 20.3   **Nov 2017: 20.3**   **YTD 2017: 19.9**
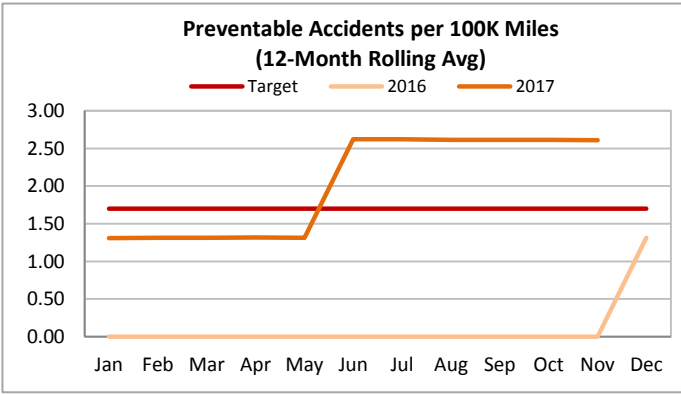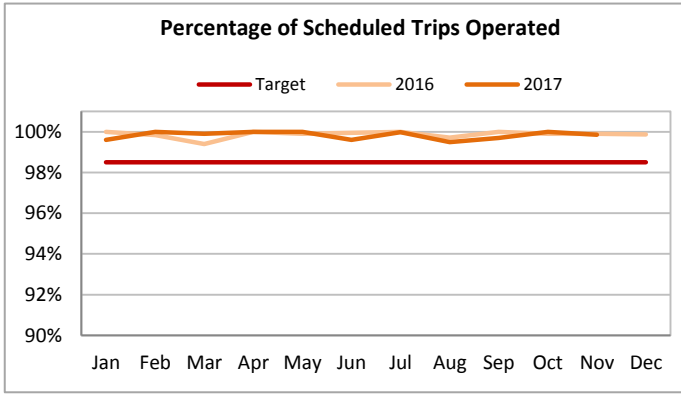
Preventable Accidents per 100K Miles (12-Month Rolling Avg)

Target: < 1.7   **12-Mo Avg: 2.61**

Percentage of Scheduled Trips Operated

Target: 98.5%   **Nov 2017: 99.9%**   **YTD 2017: 99.8%**

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Link

Highlights

- Headway management performance was below the monthly target at 89.5%. Delays in the DSTT and along the MLK corridor continue to impact performance.
- Farebox recovery is trending above 40%, well over the 35.6% target due to increases in ridership.
- Passengers per trip exceeded the monthly and annual target at 223.4 and 224.5, respectively. Link showed less of a summer spike than was forecast, but other metrics have trended higher than expected.
- Percentage of scheduled trips operated was below the monthly target at 97.3%, but met the YTD target at 98.5%.

Headway Management Performance
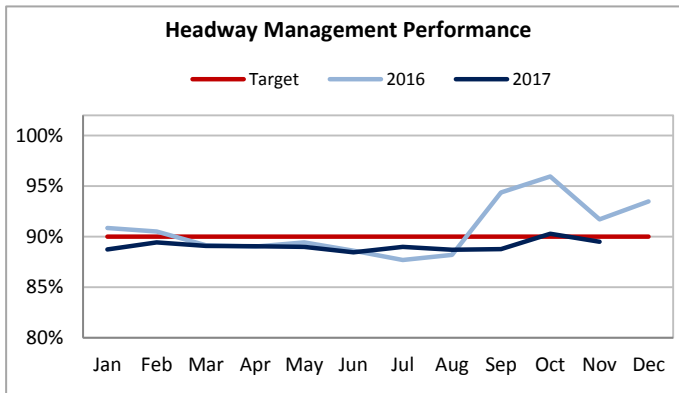
| Target: 90% | Nov 2017: 89.5% | YTD 2017: 89.1% |

Farebox Recovery (12-Mo Rolling Avg)

| Target: 35.6% | 12-Mo Avg: 42.9% |

Complaints per 100K Boardings
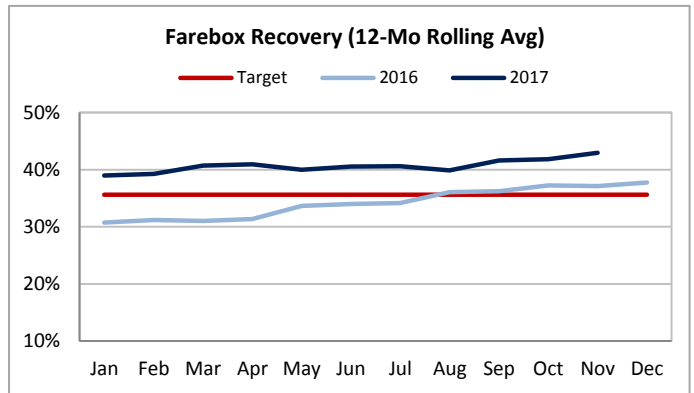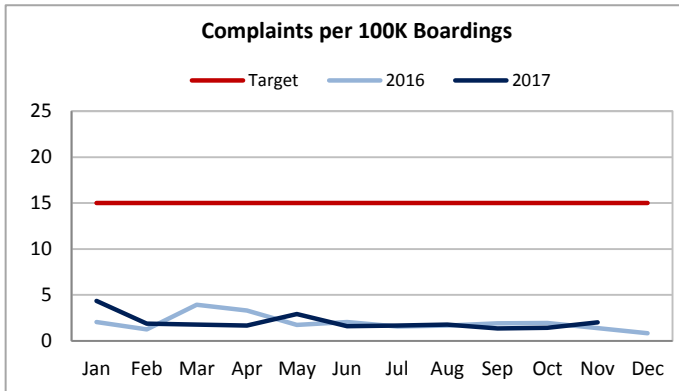
| Target: < 15 | Nov 2017: 2.0 | YTD 2017: 2.0 |

Passengers per Trip
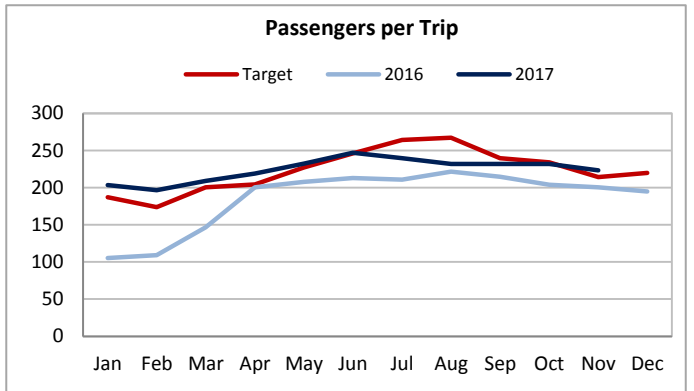
| Target: 214.4 | Nov 2017: 223.4 | YTD 2017: 224.5 |

Preventable Accidents per 100K Miles (12-Mo Rolling Avg)
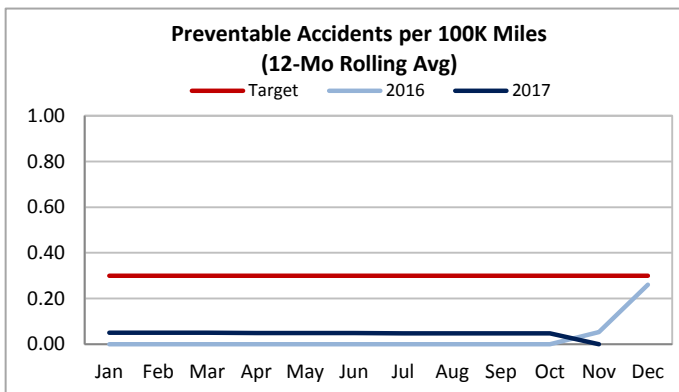
| Target: 0.30 | 12-Mo Avg: 0.00 |

Percentage of Scheduled Trips Operated
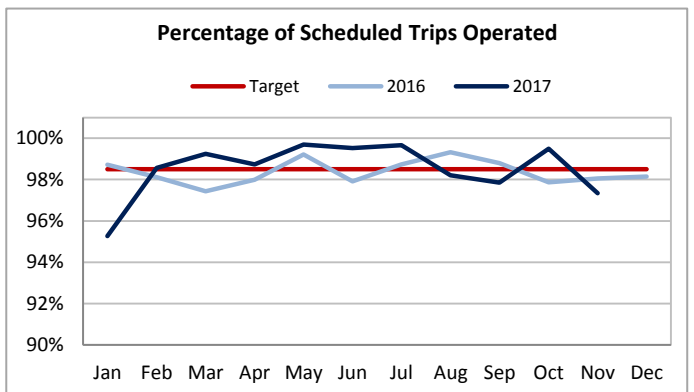
| Target: 98.5% | Nov 2017: 97.3% | YTD 2017: 98.5% |

General Transit

Parking Utilization by Region
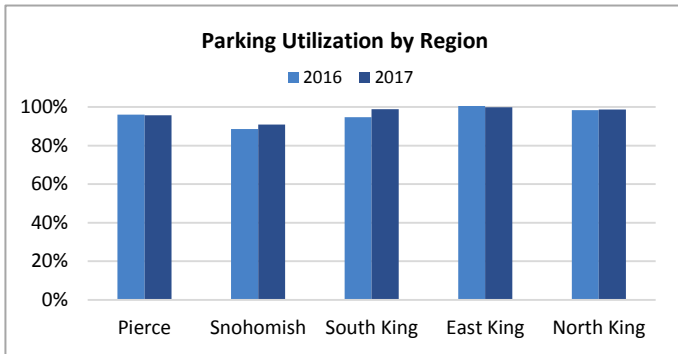
System-wide Permanent & Leased Parking			
November 2017			
Region	**Available**	**Utilized**	**% Utilized**
Snohomish	3,613	3,283	91%
North King	239	236	99%
East King	1,266	1,264	100%
South King	4,991	4,934	99%
Pierce	4,965	4,750	96%
System Total	**15,074**	**14,467**	**96%**

Excluding leased lots for East Link construction mitigation, a total of 15,074 parking stalls are available at 29 locations in Pierce, Snohomish, and King County. Overall, the number of spaces available to customers decreased by 1.1% compared to last year and the number of customers utilizing the spaces increased by 0.6%.

Parking utilization at Angle Lake garage has steadily increased since its opening in September 2016. In the month of November, utilization reached 100%.

System-wide utilization grew in Snohomish and King Counties by 2.2% and 2.9%, respectively. Pierce County usage decreased by 0.4%. Many of our parking facilities continue to be at or near capacity.

Vertical Conveyance Availability

Link and Sounder Fare Evasion Trends
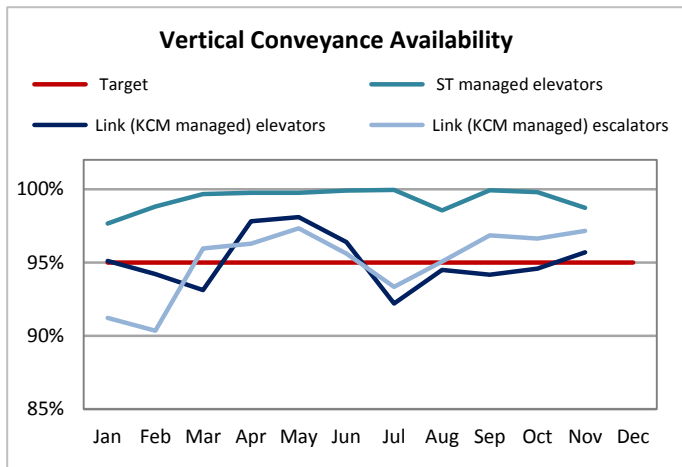
Target: 95%   **ST Elevators: 98.7%**

Link Elevators: 95.7%   **Link Escalators: 97.2%**

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

Sound Transit managed conveyances at ST Express and Sounder stations consistently perform above the 95% target availability and achieved 98.7% during the month.

KCM managed Link conveyances also exceeded target with elevators reaching 95.7% and escalators reaching 97.2% uptime during November.
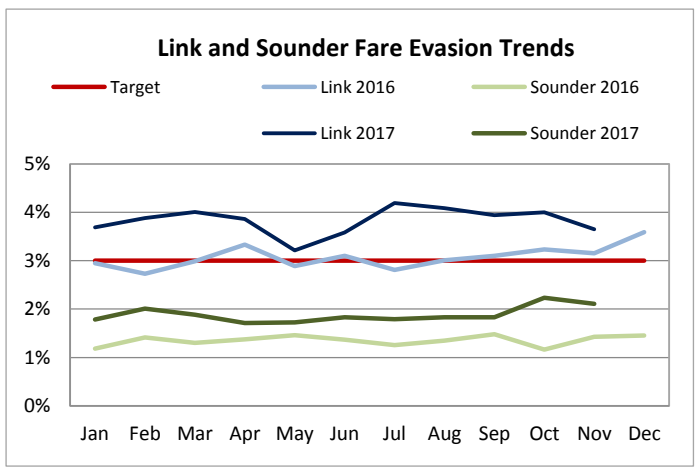
Target: 3%   **Sounder: 2.1%**   **Link: 3.6%**

Fare Evasion on Link was 3.6%, an increase compared to the prior year, and above the 3% targeted range. During the month Link boardings increased 9.1% 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 2.1% for the month.

Overall, combined fare evasion was 3.4%, above the targeted range. Fare inspections reached 5.4% of all rail passengers in November 2017, below the targeted inspection rate of 10% primarily due to staffing vacancies and higher ridership.

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Sound Transit Operations
2017 Monthly Modal Performance Data Sheet

ST Express

Month End Reporting [7]	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated ≥99.8%	Scheduled PMIs Completed on Time [1] >90.0%	Fleet Availability 80.0%	On-Time Performance [2] ≥85.0%	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings <15.0	Preventable Accidents [4]	Preventable Accidents per 100,000 Miles (Rolling 12 Months) [5] <0.80	Farebox Recovery (Rolling 12 Months) [6] 27.7%
Targets [7]	481,598	99.8%	>90.0%	80.0%	85.0%	18,680,000	38.8		<15.0		<0.80	27.7%
Jan	40,136	99.9%	98.0%	94.0%	86.0%	1,503,335	37.5	206	13.7	11	0.85	29.9%
Feb	38,443	99.9%	99.0%	94.7%	84.1%	1,373,960	35.7	182	13.2	9	0.83	30.0%
Mar	42,286	99.9%	99.0%	94.4%	83.7%	1,621,495	38.3	331	20.4	14	0.82	29.8%
Apr	38,615	99.9%	99.9%	95.2%	86.4%	1,494,315	38.7	255	17.1	7	0.80	29.8%
May	41,244	99.9%	99.9%	95.0%	84.2%	1,636,800	39.7	253	15.5	7	0.80	30.1%
Jun	40,683	99.9%	98.0%	94.1%	76.5%	1,600,544	39.3	315	19.7	13	0.82	29.5%
Jul	38,977	99.9%	98.0%	93.5%	81.2%	1,563,194	40.1	279	17.8	9	0.80	29.5%
Aug	42,000	99.8%	98.0%	94.3%	81.2%	1,683,064	40.1	291	17.3	7	0.77	29.2%
Sep	38,454	99.8%	99.0%	95.1%	84.1%	1,508,835	39.2	236	15.6	8	0.73	29.5%
Oct	41,352	99.9%	99.0%	94.9%	84.2%	1,612,262	39.0	297	18.4	9	0.73	29.6%
Nov	39,702	99.9%	99.0%	98.9%	81.8%	1,459,518	36.8	280	19.2	9	0.71	30.0%
Dec												
YTD	441,891	99.9%	98.8%	94.9%	83.0%	17,057,323	38.6	2,925	17.1	103	0.71	30.0%

Sounder

Month End Reporting [7]	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated ≥99.5%	Scheduled PMIs Completed on Time [1] >90.0%	Fleet Availability 82.0%	On-Time Performance [2] ≥95.0%	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings <15.0	Preventable Accidents [4]	Preventable Accidents per 100,000 Miles (Rolling 12 Months) [5] ≤1.00	Farebox Recovery (Rolling 12 Months) [6] 25.6%
Targets [7]	8,078	99.5%	>90.0%	82.0%	95.0%	4,479,999	555.0		<15.0		≤1.00	25.6%
Jan	638	99.5%	100.0%	90.3%	78.9%	367,533	576.1	27	7.3	0	0.00	30.6%
Feb	561	93.5%	100.0%	90.3%	82.0%	316,603	564.4	36	11.4	0	0.00	30.9%
Mar	666	96.0%	100.0%	90.3%	82.6%	391,133	587.3	96	24.5	0	0.00	30.7%
Apr	593	98.0%	100.0%	90.3%	91.2%	339,555	572.6	44	13.0	0	0.00	30.6%
May	678	99.7%	100.0%	90.3%	92.2%	384,633	567.3	23	6.0	0	0.00	30.9%
Jun	665	99.0%	100.0%	90.3%	95.2%	383,681	577.0	54	14.1	0	0.00	30.9%
Jul	615	99.5%	100.0%	90.3%	97.7%	354,706	576.8	39	11.0	0	0.00	30.8%
Aug	695	99.4%	100.0%	90.3%	92.7%	406,532	584.9	73	18.0	0	0.00	30.6%
Sep	648	99.7%	100.0%	90.9%	95.4%	361,817	558.4	70	19.3	0	0.00	32.0%
Oct	764	99.6%	100.0%	90.9%	96.3%	413,272	540.9	65	15.7	0	0.00	32.2%
Nov	698	99.7%	100.0%	90.9%	94.0%	373,216	534.7	35	9.4	0	0.00	32.7%
Dec												
YTD	7,221	98.5%	100.0%	90.5%	90.7%	4,092,681	566.8	562	13.7	0	0.00	32.7%

Tacoma Link

Month End Reporting [7]	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated ≥98.5%	Scheduled PMIs Completed on Time [1] >90.0%	Fleet Availability 66.7%	On-Time Performance [2] ≥98.5%	Headway Performance +2 Minutes [3] N/A	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings <15.0	Preventable Accidents [4]	Preventable Accidents per 100,000 Miles (Rolling 12 Months) [5] ≤1.66	Farebox Recovery (Rolling 12 Months) [6] N/A
Targets [7]	49,194	98.5%	>90.0%	66.7%	98.5%	N/A	1,040,001	21.1		<15.0		≤1.66	N/A
Jan	4,050	99.6%	100.0%	81.7%	99.6%	N/A	75,283	18.6	0	0.0	0	1.31	N/A
Feb	3,732	100.0%	100.0%	97.6%	100.0%	N/A	77,064	20.6	0	0.0	0	1.31	N/A
Mar	4,304	99.9%	93.0%	98.9%	99.9%	N/A	87,748	20.4	0	0.0	0	1.31	N/A
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	4,194	100.0%	98.0%	92.5%	100.0%	N/A	90,976	21.7	0	0.0	0	1.31	N/A
Jun	4,174	99.6%	98.0%	100.0%	99.6%	N/A	82,874	19.9	1	0.0	0	2.62	N/A
Jul	4,088	100.0%	100.0%	100.0%	100.0%	N/A	73,817	18.1	0	0.0	0	2.62	N/A
Aug	4,320	99.5%	98.0%	100.0%	99.5%	N/A	72,758	16.8	0	0.0	0	2.61	N/A
Sep	4,016	99.7%	98.0%	100.0%	99.7%	N/A	76,699	19.1	0	0.0	0	2.61	N/A
Oct	4,174	100.0%	98.0%	100.0%	100.0%	N/A	94,413	22.6	0	0.0	0	2.61	N/A
Nov	4,148	99.9%	100.0%	100.0%	99.9%	N/A	84,187	20.3	0	0.0	0	2.61	N/A
Dec													
YTD	45,210	99.8%	98.5%	96.9%	99.8%	N/A	899,038	19.9	1	0.0	0	2.61	N/A

Link

Month End Reporting [7]	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated ≥98.5%	Scheduled PMIs Completed on Time [1] >90.0%	Fleet Availability 86.0%	On-Time Performance [2] ≥90.0%	Headway Performance +2 Minutes [3] ≥90.0%	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings <15.0	Preventable Accidents [4]	Preventable Accidents per 100,000 Miles (Rolling 12 Months) [5] <0.30	Farebox Recovery (Rolling 12 Months) [6] 35.6%
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	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	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	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	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	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	8,558	99.5%	99.0%	96.1%	92.2%	88.5%	2,113,450	247.0	34	1.6	0	0.05	40.6%
Jul	8,746	99.7%	99.0%	94.9%	91.6%	89.0%	2,096,892	239.8	35	1.7	0	0.05	40.6%
Aug	9,404	98.2%	98.0%	96.5%	91.5%	88.7%	2,181,697	232.0	39	1.8	0	0.05	39.9%
Sep	8,947	97.9%	99.0%	96.9%	90.9%	88.8%	2,073,671	231.8	28	1.4	0	0.05	41.6%
Oct	8,741	99.5%	98.0%	98.0%	94.1%	90.3%	2,027,402	231.9	29	1.4	0	0.05	41.8%
Nov	8,392	97.3%	97.0%	95.8%	92.6%	89.5%	1,874,589	223.4	38	2.0	1	0.00	42.9%
Dec													
YTD	95,431	98.5%	97.7%	95.6%	92.0%	89.1%	21,422,371	224.5	433	2.0	1	0.00	42.9%

[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