

**Sound Transit Operations**  
**March 2018 Service Performance Report**

## Ridership

Total Boardings by Mode						
	Mar-17	Mar-18	% Δ	YTD-17	YTD-18	% Δ
<b>ST Express</b>	1,622,116	1,547,795	-4.6%	4,499,798	4,428,514	-1.6%
<b>Sounder</b>	393,033	395,065	0.5%	1,074,956	1,163,760	8.3%
<b>Tacoma Link</b>	87,748	81,446	-7.2%	240,118	236,232	-1.6%
<b>Link</b>	1,851,004	1,971,328	6.5%	5,146,235	5,475,314	6.4%
<b>Paratransit</b>	5,297	5,664	6.9%	14,503	15,830	9.1%
<b>System Total</b>	<b>3,959,198</b>	<b>4,001,298</b>	<b>1.1%</b>	<b>10,975,610</b>	<b>11,319,649</b>	<b>3.1%</b>

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

<b>March 2017:</b>	23 Weekdays	4 Saturdays	4 Sundays
<b>March 2018:</b>	22 Weekdays	5 Saturdays	4 Sundays

**Sound Transit** ridership increased by 42K, or 1.1%, and average weekday boardings increased by 1.8% compared to March of last year. Monthly total boardings increased on Sounder, Link, and Paratransit services compared to the same time last year despite one fewer weekday in 2018.

**ST Express** ridership declined by 74K, or 4.6%, compared to March 2017 due in part to one less weekday. Average weekday boardings declined by 2K, or 3%. Sound Transit's two highest ridership routes, Route 545 (Redmond-Seattle) and Route 550 (Bellevue-Seattle) also declined in average weekday boardings by 2K, or 9.3%, compared to the same time last year. Declines in ridership on these routes are likely related to park-and-ride closures due to East Link construction.

**Sounder** ridership increased by 2K, or 0.5%, compared to March 2017. Average weekday boardings on Sounder increased overall by 3.4% compared to the same period last year. Average weekday boardings decreased on the North line by 12 passengers, or 0.7%, but increased on the South Line by 595 passengers, or 3.8%. South line ridership growth was in large part due to the two new round trips added in the September service change.

**Tacoma Link** ridership decreased by 6K, or 7.2%, during the month of March. Average weekday boardings decreased slightly by 3%. Weekend boardings decreased most likely due to one less special event than the prior year.

**Link** ridership increased by 120K, or 6.5%, compared to the same period last year. Average weekday, Saturday, and Sunday boardings increased by 6.1%, 21.1% and 5%, respectively. Saturday ridership growth was driven by special events in downtown Seattle.

**Paratransit** services increased by 6.9% compared to March 2017.

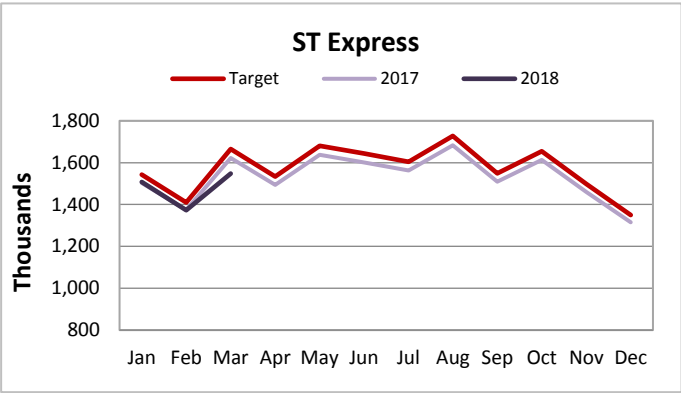
Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Mar-17	Mar-18	% Δ	Mar-17	Mar-18	% Δ	Mar-17	Mar-18	% Δ
<b>ST Express</b>	64,106	62,173	-3.0%	21,035	22,773	8.3%	15,883	15,647	-1.5%
<b>Sounder</b>	17,280	17,862	3.4%	0	0	N/A	569	2,094	268.0%
<b>Tacoma Link</b>	3,271	3,171	-3.0%	2,398	1,795	-25.1%	734	675	-8.1%
<b>Link</b>	66,831	70,930	6.1%	43,827	53,063	21.1%	34,646	36,390	5.0%
<b>Paratransit</b>	171	183	6.9%	171	183	6.9%	171	183	6.9%
<b>System Total</b>	<b>151,616</b>	<b>154,394</b>	<b>1.8%</b>						

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

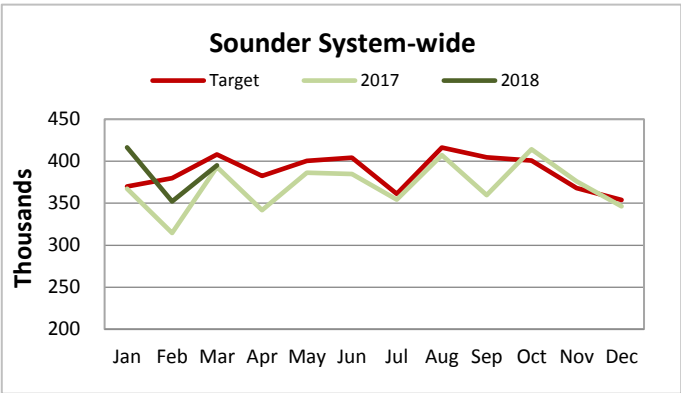
# Sound Transit Operations

## March 2018 Service Performance Report

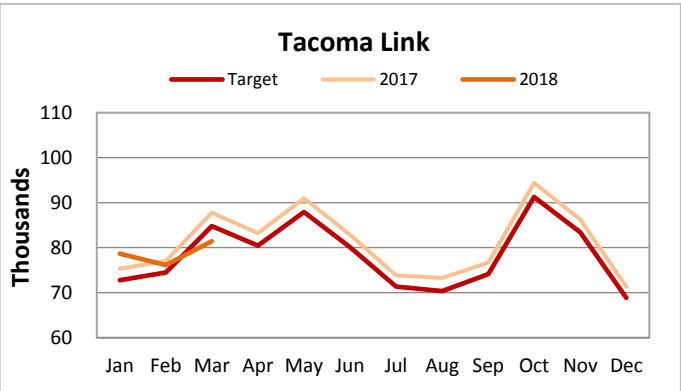
### Monthly Ridership Trends by Mode



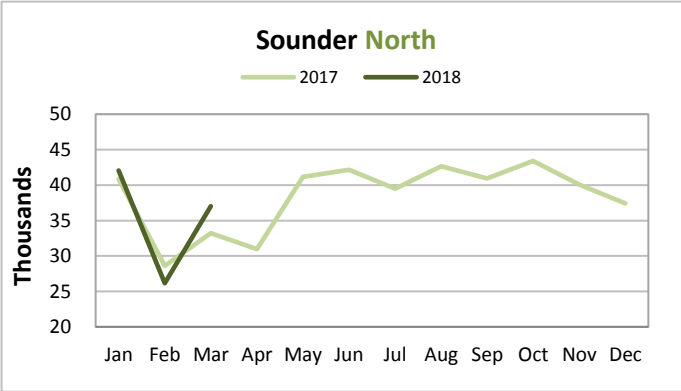
ST Express ridership decreased by 4.6% versus the same period last year due in part to one fewer weekday. Average weekday and Sunday boardings decreased by 3.0% and 1.5% respectively, while Saturday boardings increased by 8.3%.



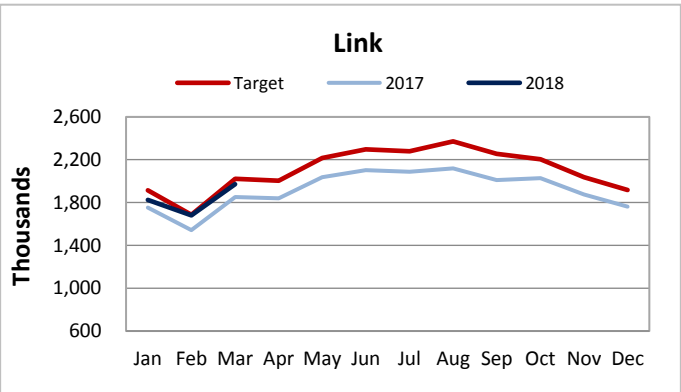
Sounder system-wide monthly ridership increased by 0.5% in March, while average weekday boardings for the month increased by 3.4%.



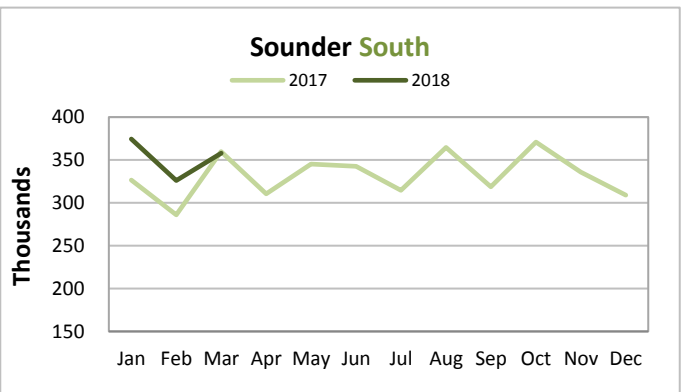
Tacoma Link ridership decreased by 7.2% in March versus last year. Average weekday boardings decreased by 3.0%. Average weekend boardings decreased most likely due to one less special event than the prior year.



Sounder North ridership increased by 11.5% compared to last year. Average weekday boardings decreased slightly by 0.7%.



Link ridership grew 6.5% for the month compared to last year. Average weekday, Saturday, and Sunday boardings increased by 6.1%, 21.1%, and 5.0%, respectively.



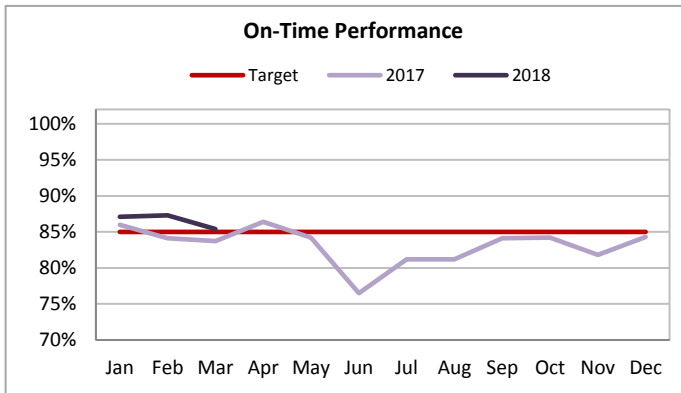
Sounder South ridership decreased slightly by 0.5% due to one fewer weekday in 2018, but average weekday boardings increased by 3.8% mainly due to two new round trips added in September service change last year.

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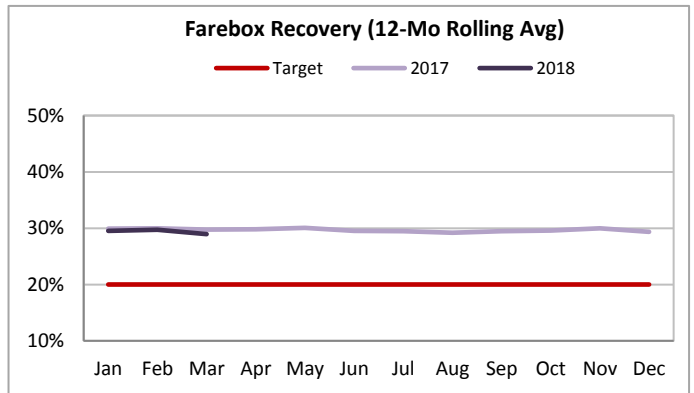
## ST Express

### Highlights

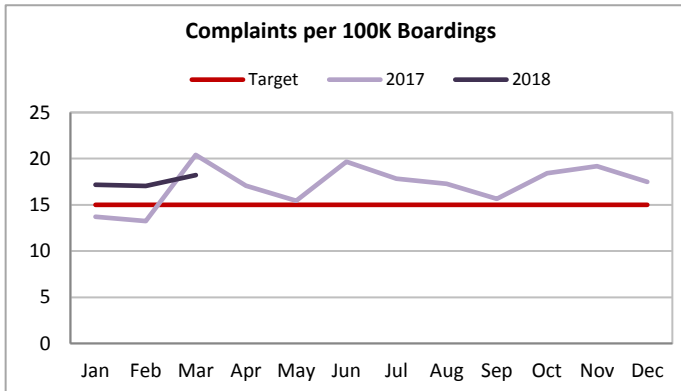
- ST Express on-time performance continued to trend better than last year and met the target in March at 85.4%.
- Customer complaints per 100K boardings were higher than the target at 18.2. Late and missing buses were the leading complaints.
- Preventable accidents per 100K miles reached the lowest level in the past 12-month period at 0.59.



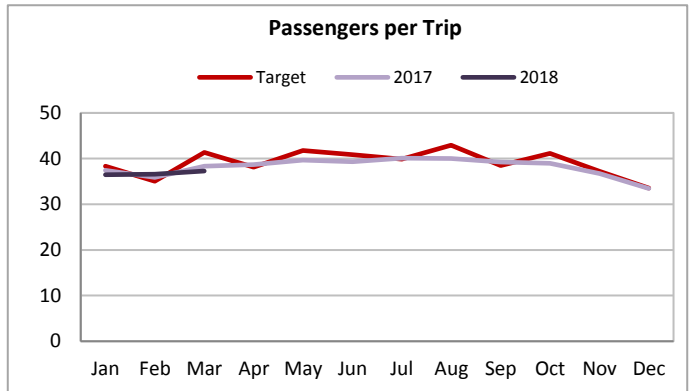
**Target: 85%**      **Mar 2018: 85.4%**      **YTD 2018: 86.6%**



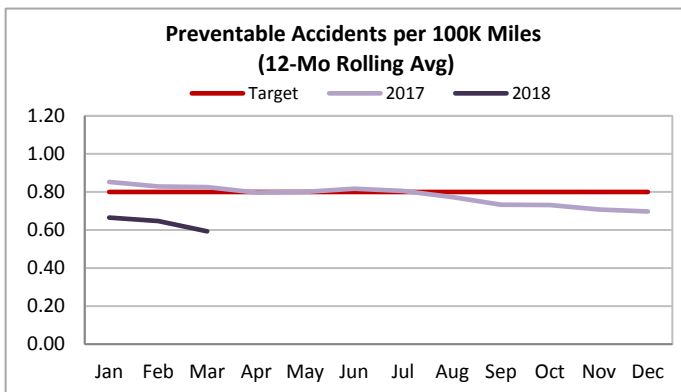
**Target: 20.0%**      **12-Mo Avg: 28.9%**



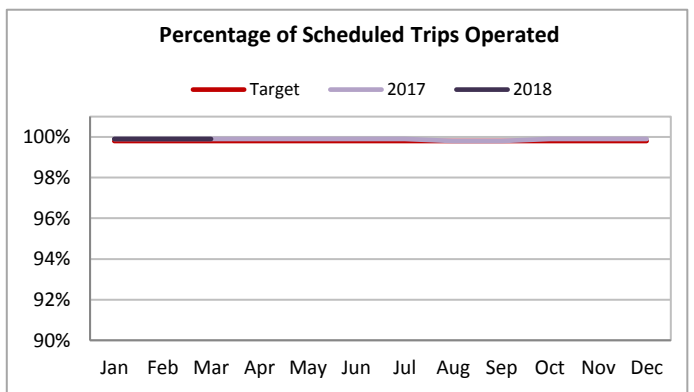
**Target: < 15**      **Mar 2018: 18.2**      **YTD 2018: 17.5**



**Target: 41.4**      **Mar 2018: 37.3**      **YTD 2018: 36.8**



**Target: 0.80**      **12-Mo Avg: 0.59**



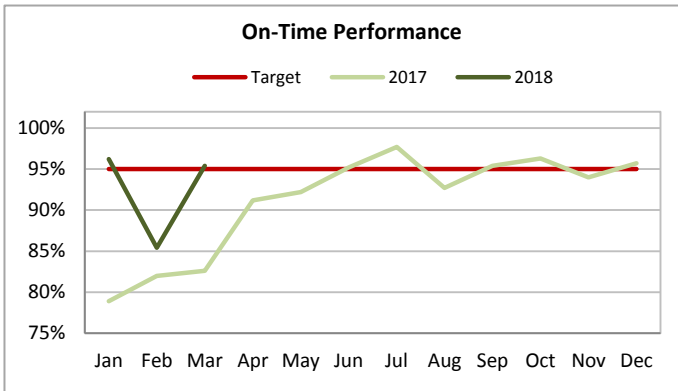
**Target: 99.8%**      **Mar 2018: 99.9%**      **YTD 2018: 99.9%**

# Sound Transit Operations March 2018 Service Performance Report

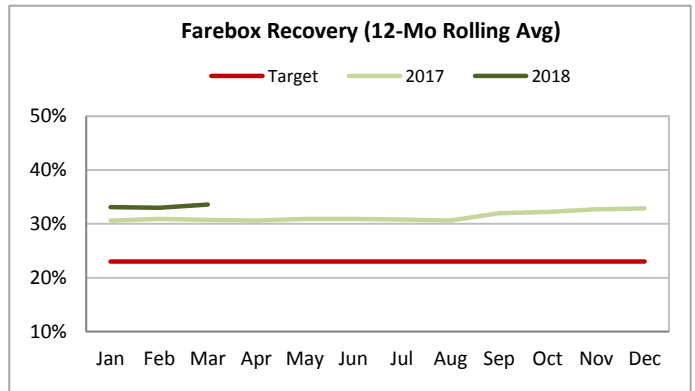
## Sounder Commuter Rail

### Highlights

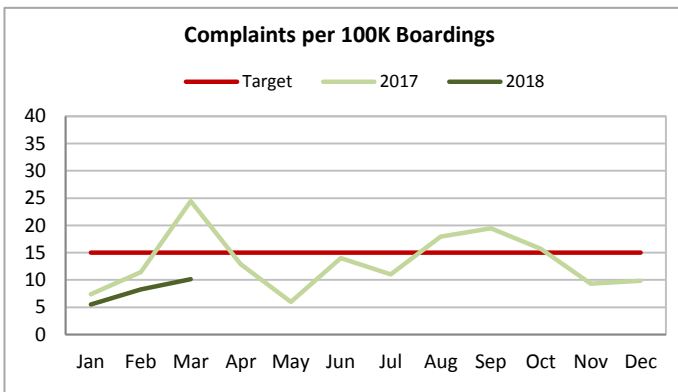
- Sounder on-time performance was above target at 95.4% in March. Year-to-date performance was impacted by a BNSF south-line tie replacement and undercutting program, and freight interference in February.
- Percentage of scheduled trips operated improved from last month and was slightly below target at 99.1% for the month.



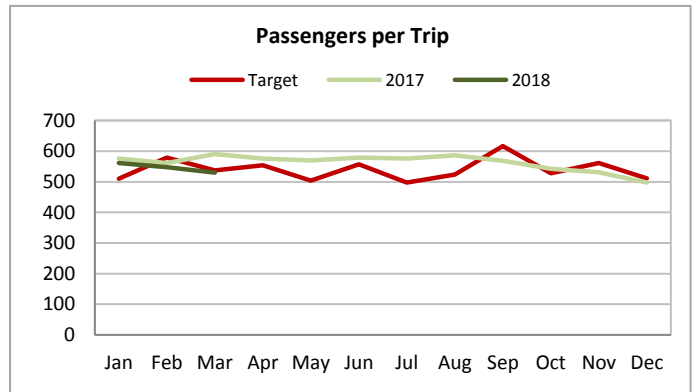
**Target: 95.0%**      **Mar 2018: 95.4%**      **YTD 2018: 92.3%**



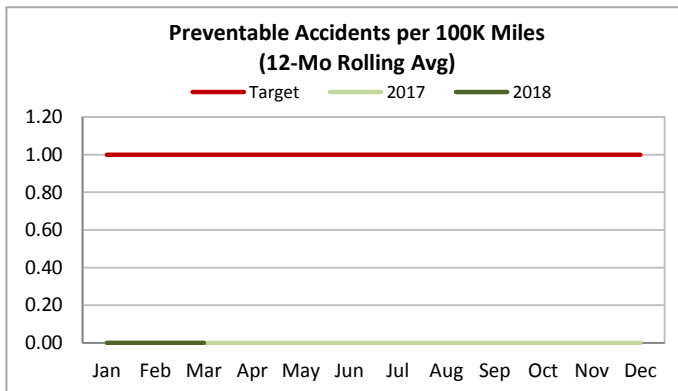
**Target: 23.0%**      **12-Mo Avg: 33.6%**



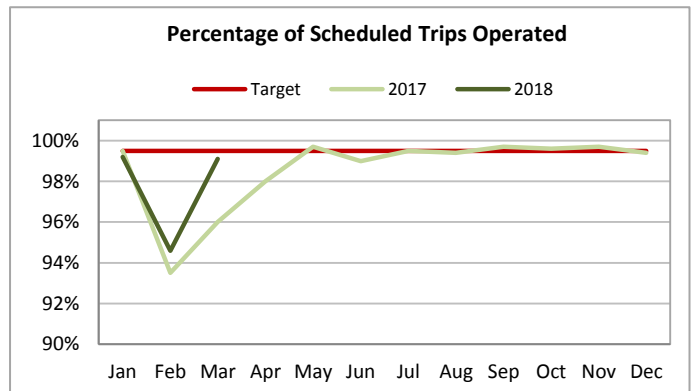
**Target: < 15**      **Mar 2018: 10.1**      **YTD 2018: 7.9**



**Target: 537.1**      **Mar 2018: 530.3**      **YTD 2018: 546.4**



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



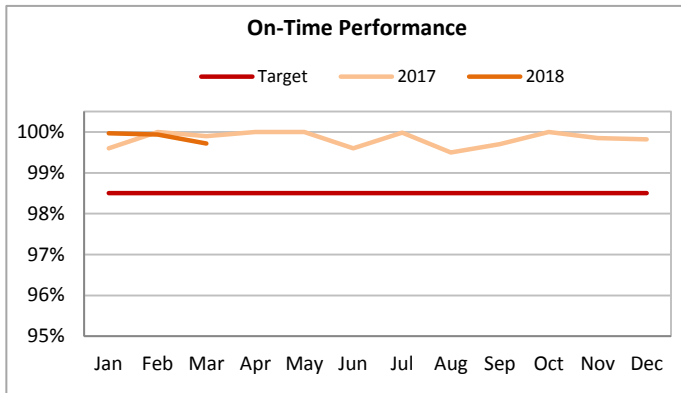
**Target: 99.5%**      **Mar 2018: 99.1%**      **YTD 2018: 97.6%**

# Sound Transit Operations March 2018 Service Performance Report

## Tacoma Link

### Highlights

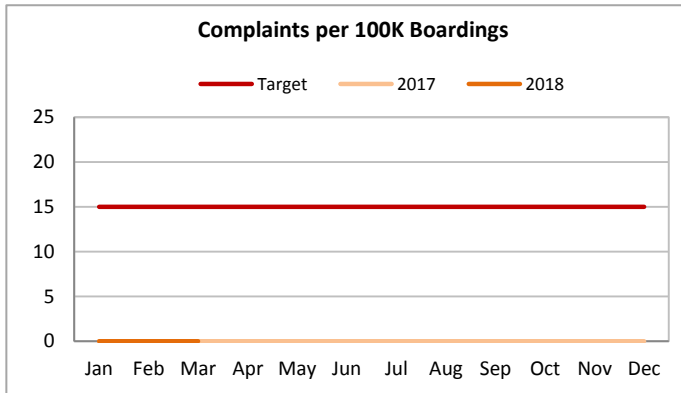
- Tacoma Link on-time performance was 99.7% in March. There were no complaints related to Tacoma Link in the month.
- Preventable accidents per 100K miles is based on a 12-month rolling average. Tacoma Link's 12-month rolling average during the month was 1.32 due to one preventable accident that occurred during service in June 2017.



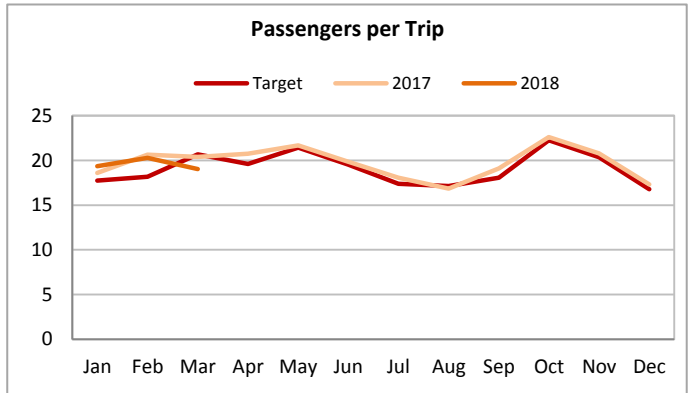
**Target: 98.5%**      **Mar 2018: 99.7%**      **YTD 2018: 99.9%**

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

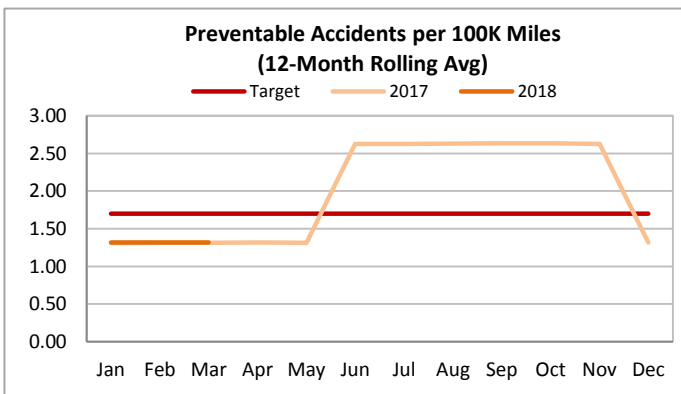
Tacoma Link to remain fare-free until 2022.



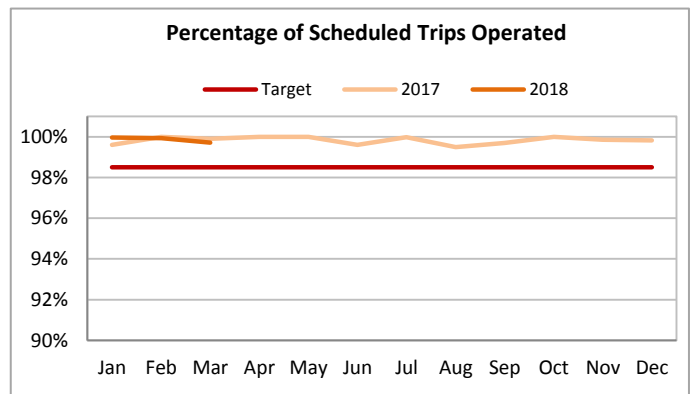
**Target: < 15**      **Mar 2018: 0.0**      **YTD 2018: 0.0**



**Target: 20.7**      **Mar 2018: 19.1**      **YTD 2018: 19.5**



**Target: < 1.7**      **12-Mo Avg: 1.32**



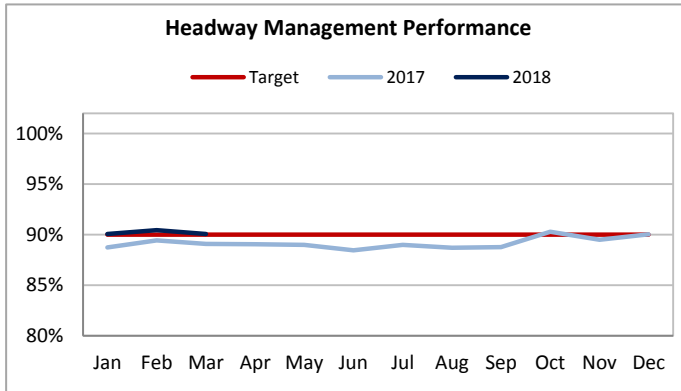
**Target: 98.5%**      **Mar 2018: 99.7%**      **YTD 2018: 99.9%**

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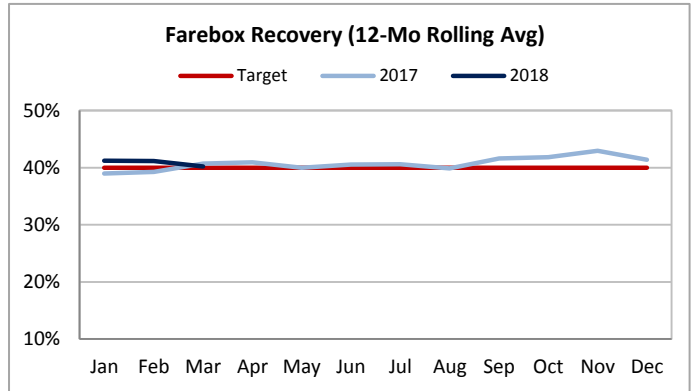
## Link

### Highlights

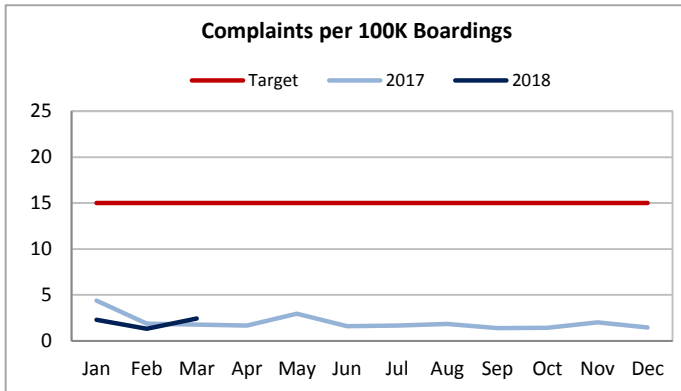
- Percentage of Scheduled Trips Operated met the target on a year-to-date basis but was slightly below target at 98.2% in the month due to mechanical and medical emergency incidents late March.
- Link has had no preventable accidents since November 2016.



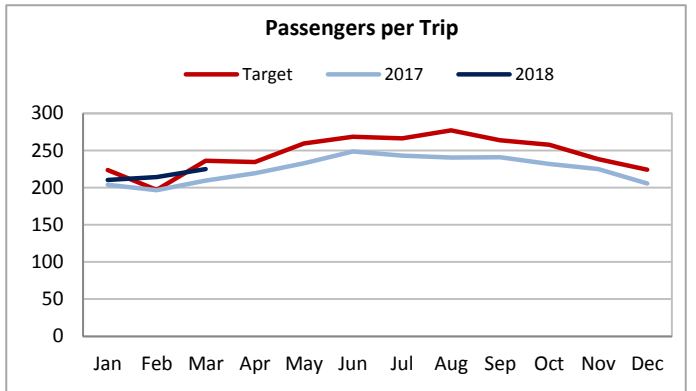
**Target: 90%**      **Mar 2018: 90.1%**      **YTD 2018: 90.2%**



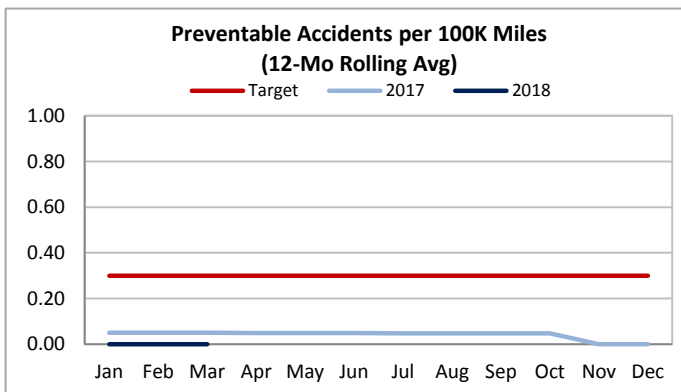
**Target: 40.0%**      **12-Mo Avg: 40.2%**



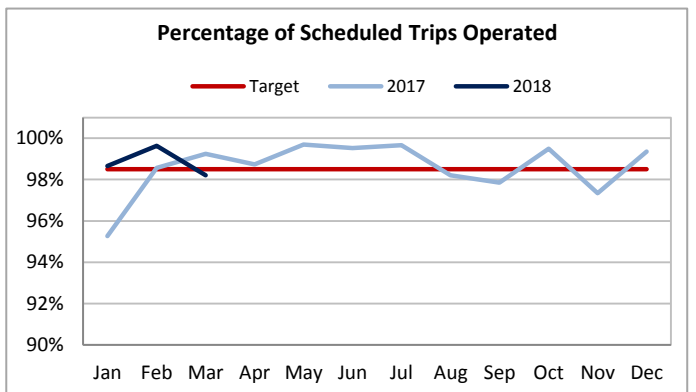
**Target: < 15**      **Mar 2018: 2.4**      **YTD 2018: 2.0**



**Target: 236.3**      **Mar 2018: 224.9**      **YTD 2018: 216.6**



**Target: 0.30**      **12-Mo Avg: 0.00**



**Target: 98.5%**      **Mar 2018: 98.2%**      **YTD 2018: 98.8%**



# Sound Transit Operations 2018 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 <sup>1</sup>	Feel Availability	On-Time Performance <sup>2</sup>	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Farebox Recovery (Rolling 12 Months) <sup>5</sup>
Targets <sup>7</sup>	≥ 99.8%	> 90.0%	≥ 90.0%	≥ 98.5%	≥ 98.5%	N/A	19.1	< 15.0	< 15.0	≤ 1.7	N/A
Jan	41,350	99.9%	94.1%	87.1%	1,507,910	36.5	259	17.2	6	0.67	29.5%
Feb	37,514	99.9%	97.0%	87.3%	1,372,808	36.6	234	17.0	6	0.65	29.7%
Mar	41,517	99.9%	97.0%	85.4%	1,547,795	37.3	282	18.2	5	0.59	28.9%
Apr											
May											
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	120,381	99.9%	97.7%	86.6%	4,428,514	36.8	775	17.5	17	0.59	28.9%
Sounder											
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time <sup>1</sup>	Feel Availability	On-Time Performance <sup>2</sup>	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Farebox Recovery (Rolling 12 Months) <sup>5</sup>
Targets <sup>7</sup>	≥ 99.5%	> 90.0%	≥ 95.0%	≥ 95.0%	≥ 95.0%	4,650,000	538	< 15.0	≤ 1.00	23.0%	N/A
Jan	742	99.2%	100.0%	88.9%	96.2%	416,508	561.3	23	5.5	0.00	33.1%
Feb	643	94.6%	100.0%	88.9%	85.4%	352,187	547.7	29	8.2	0.00	33.0%
Mar	745	99.1%	100.0%	88.9%	95.4%	395,065	530.3	40	10.1	0.00	33.6%
Apr											
May											
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	2,130	97.6%	100.0%	88.9%	92.3%	1,163,760	546.4	92	7.9	0.00	33.6%
Link											
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time <sup>1</sup>	Feel Availability	On-Time Performance <sup>2</sup>	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Farebox Recovery (Rolling 12 Months) <sup>5</sup>
Targets <sup>7</sup>	≥ 98.5%	> 90.0%	≥ 90.0%	≥ 90.0%	≥ 90.0%	25,200,000	246	< 15.0	< 0.30	40.0%	N/A
Jan	8,671	98.7%	98.0%	96.5%	94.5%	1,823,511	210.3	42	2.3	0.00	41.3%
Feb	7,844	99.6%	99.0%	95.6%	95.1%	1,680,475	214.2	22	1.3	0.00	41.2%
Mar	8,766	98.2%	98.0%	95.4%	92.5%	1,971,328	224.9	48	2.4	0.00	40.2%
Apr											
May											
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	25,281	98.8%	96.3%	95.8%	94.0%	5,475,314	216.6	112	2.0	0.00	40.2%

<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: >95%, Link: >90%, Tacoma Link: >98.5%.

<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. For farebox recovery, the target reflects fare policy board minimums.