# Ridership

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

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

March 2017:	23 Weekdays	4 Saturdays	4 Sundays
March 2018:	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.

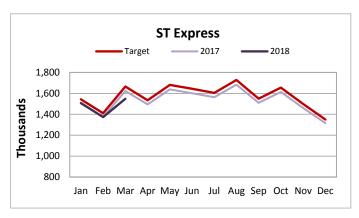
*Link* ridership increased by 120K, or 6.5%, compared to the same period last year. Average weekday, Saturday, and Sunday boardings increased by 6.1%, 21.1% and 5%, respectively. Saturday ridership growth was driven by special events in downtown Seattle.

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

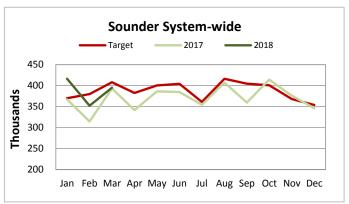
			Ave	rage Daily E	Soardings				
Mode		Weekday			Saturday			Sunday	
Wode	Mar-17	Mar-18	<b>%</b> Δ	Mar-17	Mar-18	$\Delta$	Mar-17	Mar-18	$^{\prime\prime}\Delta$
ST Express	64,106	62,173	-3.0%	21,035	22,773	8.3%	15,883	15,647	-1.5%
Sounder	17,280	17,862	3.4%	0	0	N/A	569	2,094	268.0%
Tacoma Link	3,271	3,171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

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

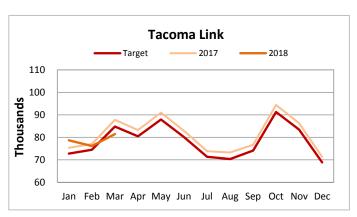
# Monthly Ridership Trends by Mode



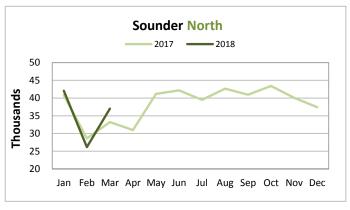
ST Express ridership decreased by 4.6% versus the same period last year due in part to one fewer weekday. Average weekday and Sunday boardings decreased by 3.0% and 1.5% respectively, while Saturday boardings increased by 8.3%.



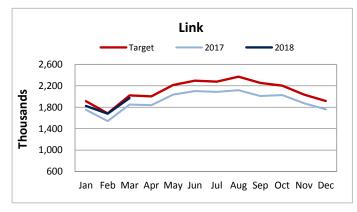
Sounder system-wide monthly ridership increased by 0.5% in March, while average weekday boardings for the month increased by 3.4%.



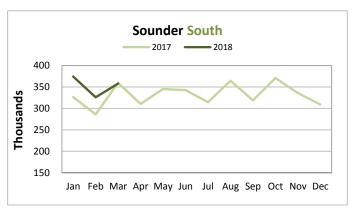
Tacoma Link ridership decreased by 7.2% in March versus last year. Average weekday boardings decreased by 3.0%. Average weekend boardings decreased most likely due to one less special event than the prior year.



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.

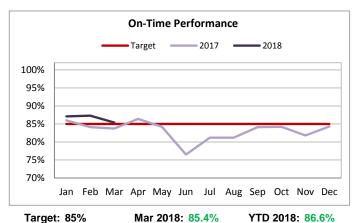
## ST Express

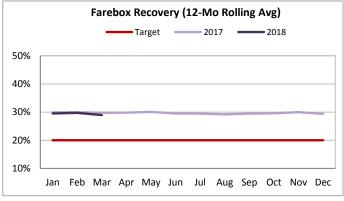
### **Highlights**

- 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.

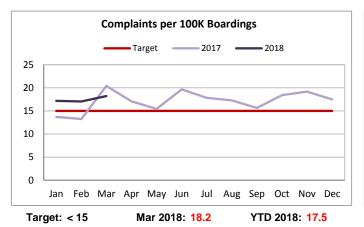
Target: 20.0%

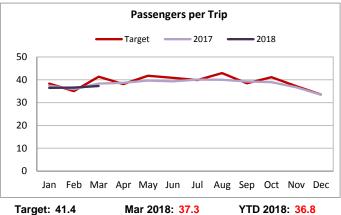
• Preventable accidents per 100K miles reached the lowest level in the past 12-month period at 0.59.

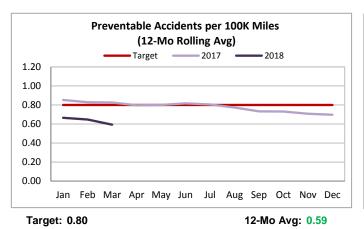


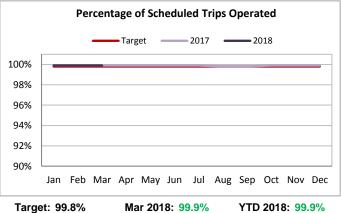


12-Mo Avg: 28.9%









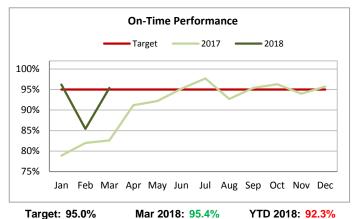
# Sounder Commuter Rail

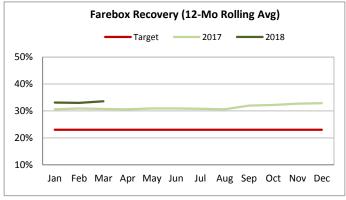
### **Highlights**

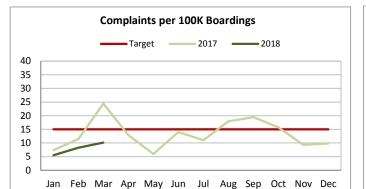
- Sounder on-time performance was above target at 95.4% in March. Year-to-date performance was impacted by a BNSF south-line tie replacement and undercutting program, and freight interference in February.
- Percentage of scheduled trips operated improved from last month and was slightly below target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

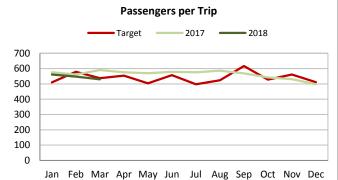
Target: 23.0%

Target: 537.1



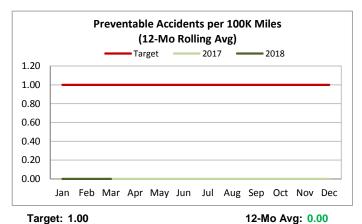






12-Mo Avg: 33.6%

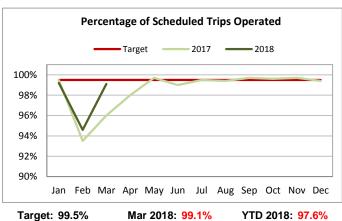
YTD 2018: 546.4



Mar 2018: 10.1

YTD 2018: 7.9

Target: < 15

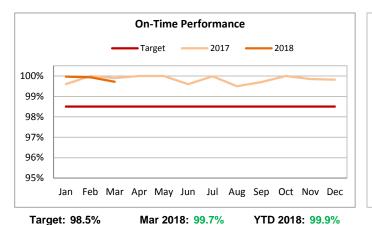


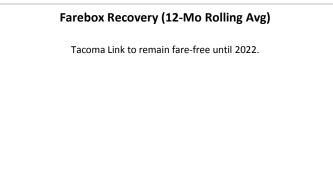
Mar 2018: 530.3

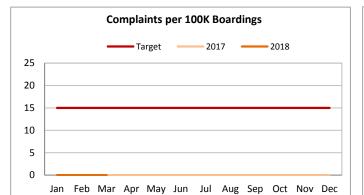
### **Tacoma Link**

### **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.



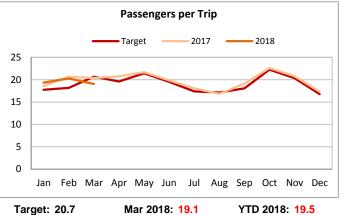


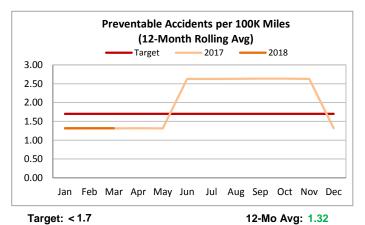


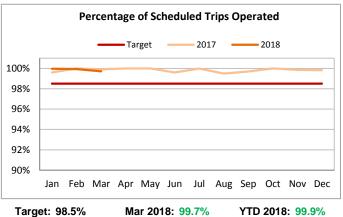
Mar 2018: 0.0

YTD 2018: 0.0

Target: < 15



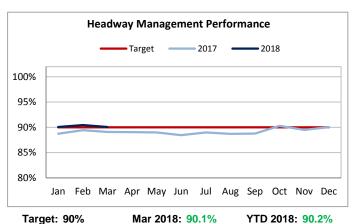


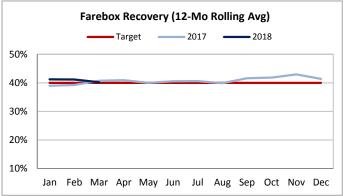


### **Highlights**

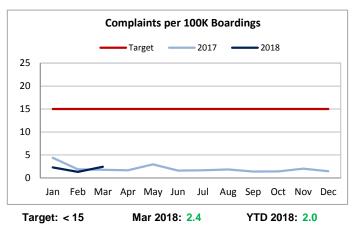
Target: 40.0%

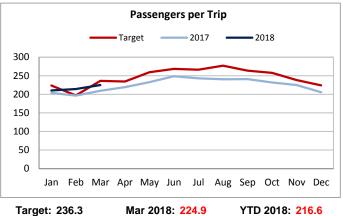
- Percentage of Scheduled Trips Operated met the target on a year-to-date basis but was slightly below target at 98.2% in the month due to mechnical and medical emergency incidents late March.
- Link has had no preventable accidents since November 2016.

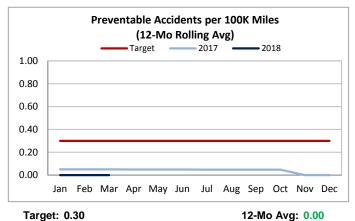


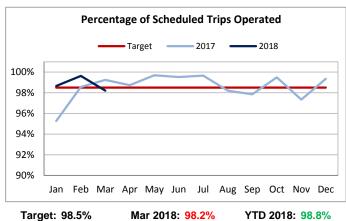


12-Mo Avg: 40.2%





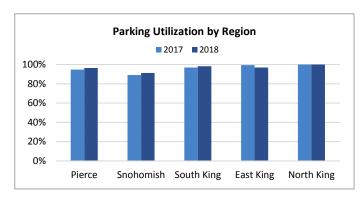




Mar 2018: 98.2%

YTD 2018: 98.8%

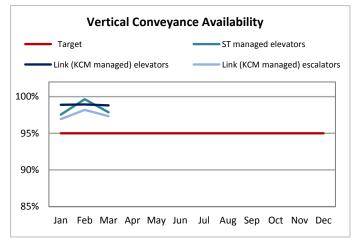
### **General Transit**



Syst		nent & Leased Pa	arking
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,296	91%
North King	254	254	100%
East King	1,266	1,226	97%
South King	5,031	4,941	98%
Pierce	4,965	4,784	96%
System Total	15,129	14,501	96%

Excluding leased lots for East Link construction mitigation, a total of 15,129 parking stalls are available at 29 locations in Pierce, Snohomish, and King County. Parking utilization for March this year was 96%, up from 95% in the same period last year.

System-wide utilization grew in Pierce County by 1.6% while King County utilization remained flat. Snohomish parking utilization increased by 2.0%. Many of our parking facilities continue to be at or near capacity.



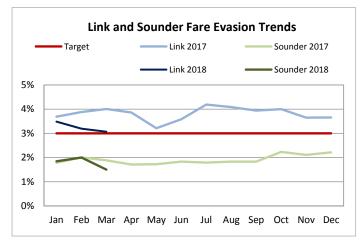


Targeted availability is set at 95% to match contract standards.

Sound Transit managed conveyances at ST Express and Sounder stations consistently perform above the 95% target availability and achieved 97.9% during the month.

KCM managed Link conveyances also exceeded target with elevators reaching 98.8% and escalators reaching 97.3% uptime in March.

Despite the improved reliability, a breakdown on March 16 caused major passenger inconvenience at UW Station when connection from the plaza to the platform by escalator was lost for 4 hours.



Target: 3% Sounder: 1.5% Link: 3.1%

Fare Evasion on Link was 3.1%, lower than the same period of last year but slightly above the 3% targeted range. During the month Link boardings increased 6.5% compared to last year, which combined with fare enforcement officer vacancies resulted in a lower inspection rate.

Sounder fare evasion was 1.5% in March, which was lower than the same period of last year.

Overall, combined fare evasion was 2.9%, within the targeted range. Fare inspections reached 8.2% of all rail passengers in March 2018, below the targeted inspection rate of 10% primarily due to staffing vacancies and higher ridership.

# **Sound Transit Operations**

# 2018 Monthly Modal Performance Data Sheet

## 93.9%   86.9%   4,428.514   36.8   550.00   530.3   540.00   540.	Color   Colo	STEAD   STEA		ENTROPA DIZ AROM BUROPAS VANERA SAPINAMON SAPI		Targets <sup>7</sup> 482,879 ≥ 99.8%	<b>Jan</b> 41,350 99.9%	<b>Feb</b> 37,514 99.9%	Mar 41,517 99.9%	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD 120,381 99.9%		Targets <sup>7</sup> 8,636 ≥ 99.5%	Jan 742 99.2%	<b>Feb</b> 643 94.6%	Mar 745 99.1%	Apr	Мау	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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Control   Cont	25.5%   Variety   Variety	1   1   1   1   1   1   1   1   1   1				15.0	0.0	0.0	0.0										0.0		15.0	2.3 0	1.3	2.4 0	+								
Color   Colo	28.5%   Mary   10.00%   98.6%   98.9%   N/A   236.232   13.5   0   0.0   28.5%   Apr   10.00%   98.6%   98.9%   N/A   236.232   13.5   0   0.0   28.5%   Apr   10.00%   98.6%   98.9%   N/A   236.232   13.5   0   0.0   28.5%   Mary   10.00%   98.6%   98.9%   N/A   236.232   13.5   0   0.0   28.5%   Mary   10.00%   98.6%   98.9%   N/A   236.232   13.5   0   0.0   28.5%   Mary   10.00%   98.6%   98.9%   N/A   236.232   13.5   0   0.0   28.5%   Apr   10.00%   98.6%   98.9%   N/A   236.232   13.5   0   0.0   28.5%   Apr   10.00%   98.6%   98.6%   98.9%   N/A   236.232   13.5   0   0.0   28.5%   Apr   10.00%   98.6%   98.6%   98.9%   N/A   236.232   13.5   0   0.0   28.5%   Apr   10.00%   98.6%   98.6%   98.9%   N/A   236.232   13.5   0   0.0   28.5%   Apr   10.00%   98.6%   98.6%   98.9%   10.00%	### 17 12,089 99.9% 100.0% 96.5% 99.9% NW 736,232 19.5 0 0.0  ### 18.67 98.6% 96.6% 99.9% NW 236,232 19.5 0 0.0  ### 18.67 98.5% 99.9% 100.0% 96.5% 99.9% NW 236,232 19.5 0 0.0  ### 18.67 98.5% 99.9% 100.0% 96.5% 99.9% NW 236,232 19.5 0 0.0  ### 18.67 98.5% 99.9% 100.0% 96.5% 99.9% NW 236,232 19.5 0 0.0  ### 18.67 98.5% 99.9% 90.9% 100.0% 96.5% 99.9% NW 236,232 19.5 0 0.0  ### 18.67 98.5% 99.9% 90.9% 100.0% 96.5% 99.9% NW 236,232 19.5 0 0.0  ### 18.67 98.5% 99.9% 90.9% 100.0% 96.5% 99.9% NW 236,232 19.5 0 0.0  ### 18.67 98.5% 99.9% 90.9% 96.5% 94.5% 90.0% 1.823,511 210.3 42 2.3  ### 18.66 98.2% 98.0% 96.5% 94.5% 90.1% 1.971,328 224.9 48 2.4  ### 18.76 98.2% 98.0% 95.5% 92.5% 90.1% 1.971,328 224.9 48 2.4  ### 18.76 98.2% 98.0% 95.5% 92.5% 90.1% 1.971,328 224.9 48 2.4  ### 18.76 98.5% 99.9% 90.5% 95.5% 90.1% 1.971,328 224.9 48 2.4  ### 18.76 98.5% 99.9% 90.5% 95.5% 90.1% 1.971,328 224.9 48 2.4  ### 18.76 98.5% 99.9% 90.5% 95.5% 90.1% 1.971,328 224.9 48 2.4  ### 18.76 98.5% 90.0% 95.5% 90.0% 90.5% 90.0		Proposition Action of Strategic Stra		≤ 1.7	1.32	1.32	1.32										1.32		< 0.30	0.00	0.00	0.00									
Color   Colo	28.5% Mar 4.275 99.5% 100.0% 1	### 100   10	Ī	Sell OO SOO! SOO! SOO! SOO! SOO! SOO! SOO!		N/A	Š	Υ Α	N/A										N/A		40.0%	41.3%	41.2%	40.2%									

r vins are preventive ventice triantenance inspections. Link rivits include Signats, traction Power, LRV, Track, SCADA, and Fa. <sup>2</sup> Actual performance compared to the Budget standard-ST Express: >85%, Sounder: >95%, Link: >90%, Tacoma Link: >98.5%, "Headways are scheduled intervals between trips."

<sup>&</sup>lt;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>&</sup>lt;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.