

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

Ridership

Total Boardings by Mode						
	Apr-17	Apr-18	% Δ	YTD-17	YTD-18	% Δ
ST Express	1,494,505	1,486,038	-0.6%	5,994,304	5,914,552	-1.3%
Sounder	341,642	374,187	9.5%	1,416,597	1,537,947	8.6%
Tacoma Link	83,218	77,204	-7.2%	323,335	313,436	-3.1%
Link	1,839,637	1,913,872	4.0%	6,985,872	7,389,186	5.8%
Paratransit	4,943	5,473	10.7%	19,446	21,303	9.5%
System Total	3,763,945	3,856,775	2.5%	14,739,554	15,176,424	3.0%

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

April 2017:	20 Weekdays	5 Saturdays	5 Sundays
April 2018:	21 Weekdays	4 Saturdays	5 Sundays

Sound Transit ridership increased by 93K, or 2.5%, compared to April of last year. Average weekday boardings remained essentially flat compared to April 2017 with Sounder, Link light rail, and Paratransit services registering increases.

ST Express ridership remained essentially flat compared to the same time last year despite the additional weekday in 2018. Routes 580 (Lakewood - Puyallup) and 596 (Bonney Lake - Sumner) led the way in ridership growth during the month registering increases of 29% and 26%, respectively.

Sounder ridership increased by 33K, or 9.5%, compared to April 2017. April year-over-year increases are due in part to one additional weekday compared to last year. Average weekday boardings on Sounder increased overall by 4.5% compared to the same period last year. Average weekday boardings decreased on the North line by 47 passengers, or 2.9% but increased on the South line by 810 passengers, or 5.2%. 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 April. Average weekday, Saturday, and Sunday boardings also decreased by 7.9%, 15.5%, and 9%, respectively. The decreases in ridership are partially due to a door sensor issue which resulted in less passenger count information than is typical.

Link ridership increased by 74K, or 4%, compared to the same period last year. Average weekday boardings increased by 4%. Average Saturday boardings were down 13.4% but average Sunday boardings increased by 12.4%. Weekend ridership was impacted by the number of special events in each year.

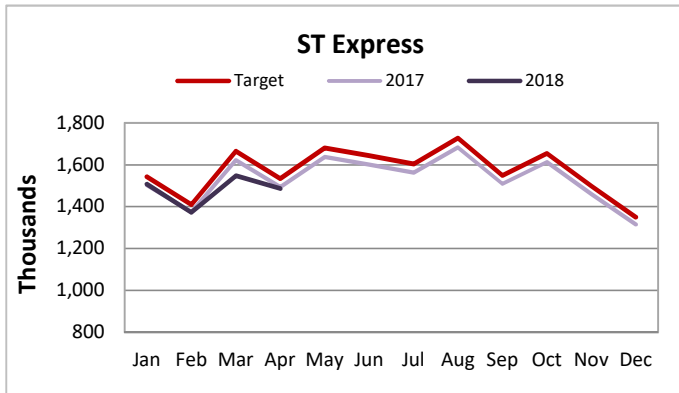
Paratransit services increased by 10.7% compared to April 2017. The increase in paratransit ridership is attributed to the increased ridership on Link with additional customers requesting access to the Link system.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Apr-17	Apr-18	% Δ	Apr-17	Apr-18	% Δ	Apr-17	Apr-18	% Δ
ST Express	65,313	63,326	-3.0%	22,416	19,753	-11.9%	15,235	15,027	-1.4%
Sounder	17,102	17,866	4.5%	0	0	N/A	1,201	1,057	-12.0%
Tacoma Link	3,460	3,185	-7.9%	2,089	1,765	-15.5%	714	650	-9.0%
Link	71,132	73,965	4.0%	50,154	43,445	-13.4%	33,247	37,368	12.4%
Paratransit	165	182	10.7%	165	182	10.7%	165	182	10.7%
System Total	157,166	158,454	0.8%						

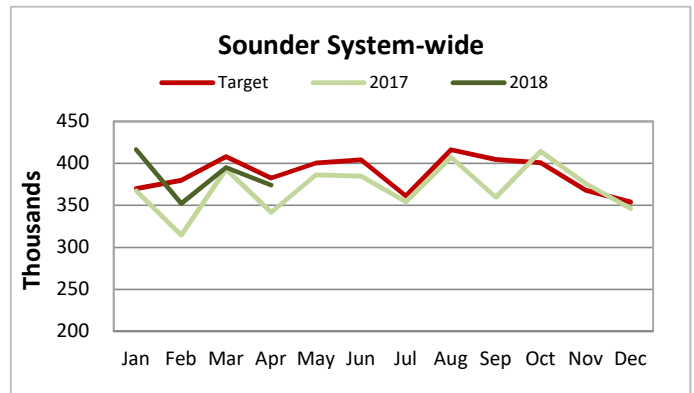
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.

Sound Transit Operations April 2018 Service Performance Report

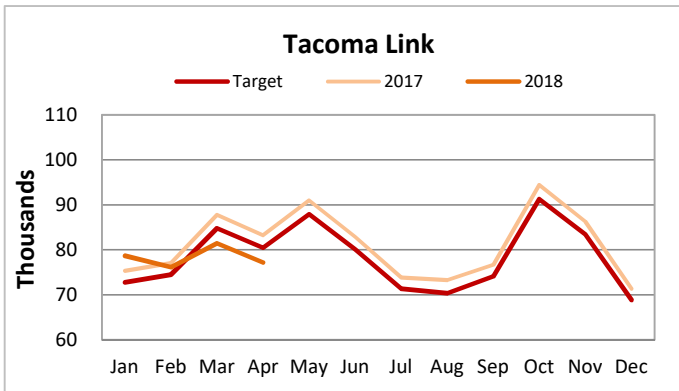
Monthly Ridership Trends by Mode



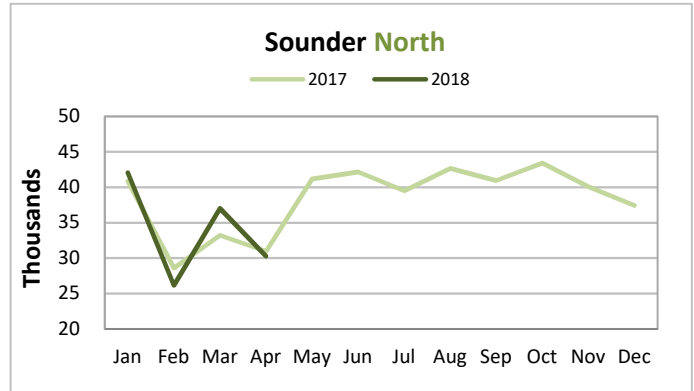
ST Express ridership remained essentially flat versus the same period last year. Average weekday, Saturday and Sunday boardings decreased by 3.0%, 11.9% and 1.4%, respectively. Year-to-date ridership was below the target by about 1% as park and ride closure on the Eastside have limited customer options.



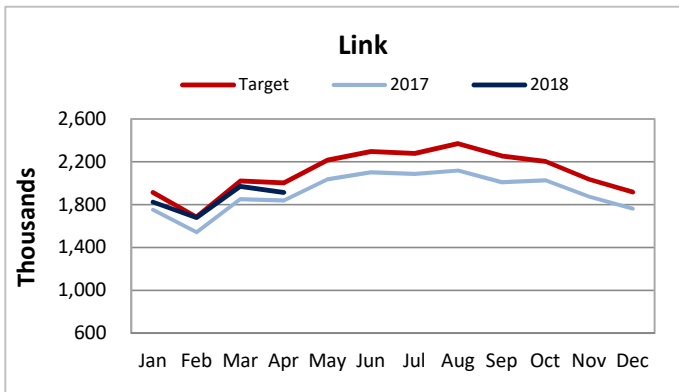
Sounder system-wide monthly ridership increased by 9.5% in April due in part to one additional weekday compared to last year. Average weekday boardings for the month also increased by 4.5%.



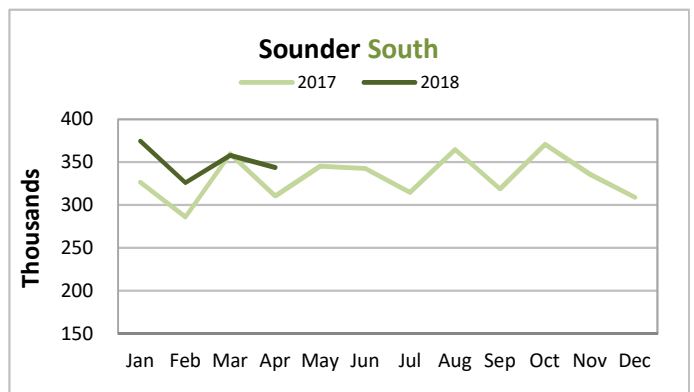
Tacoma Link ridership decreased by 7.2% in April versus last year. Average weekday, Saturday, and Sunday boardings also decreased by 7.9%, 15.5%, and 9.0%, respectively.



Sounder North ridership decreased by 2.2% compared to last year. Average weekday boardings decreased by 2.9%.



Link ridership grew 4.0% for the month compared to last year. Average weekday and Sunday boardings increased by 4.0% and 12.4%, respectively, while average Saturday boardings decreased by 13.4%.



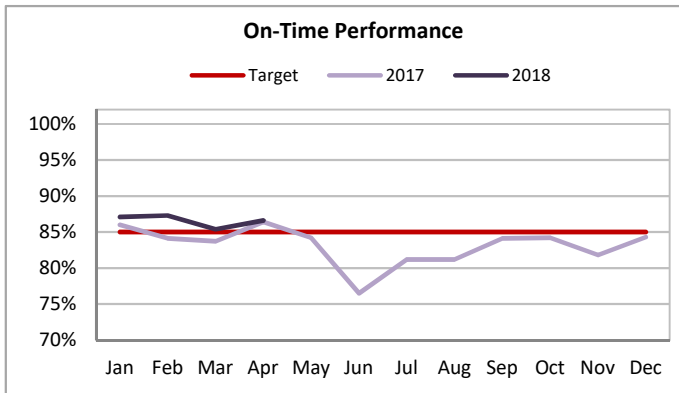
Sounder South ridership increased by 10.7% versus last year. Average weekday boardings increased by 5.2% mainly due to two new round trips added in September service change last year.

Sound Transit Operations April 2018 Service Performance Report

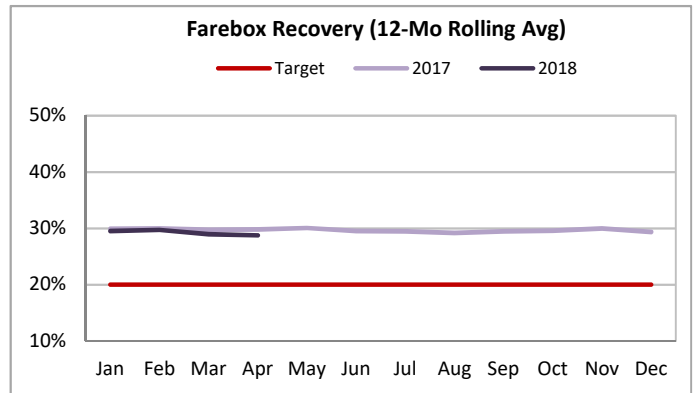
ST Express

Highlights

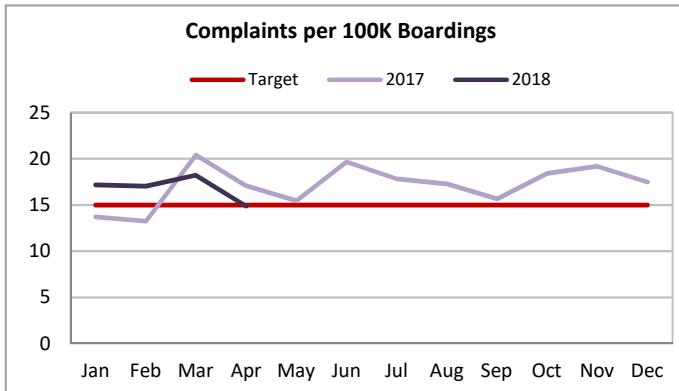
- ST Express on-time performance was above target at 86.6% in April.
- Customer complaints per 100K boardings improved from last month and met the target at 14.9 for the month.
- Preventable accidents per 100K miles continued to trend better than the target at 0.6 based on a 12-month rolling average.



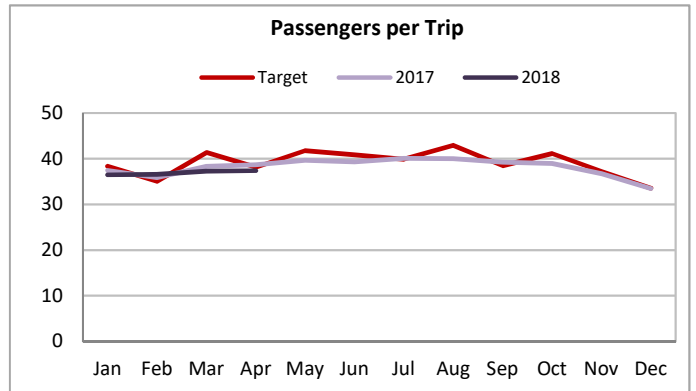
Target: 85% **Apr 2018: 86.6%** **YTD 2018: 86.6%**



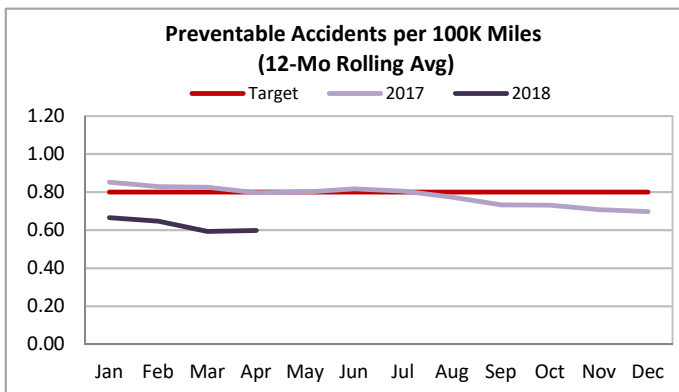
Target: 20.0% **12-Mo Avg: 28.8%**



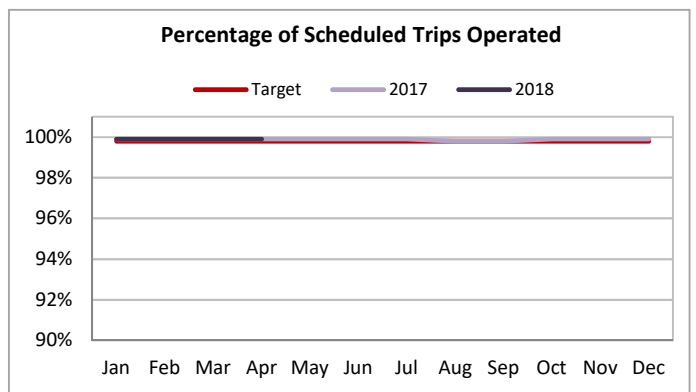
Target: < 15 **Apr 2018: 14.9** **YTD 2018: 16.8**



Target: 38.1 **Apr 2018: 37.4** **YTD 2018: 36.9**



Target: 0.80 **12-Mo Avg: 0.60**



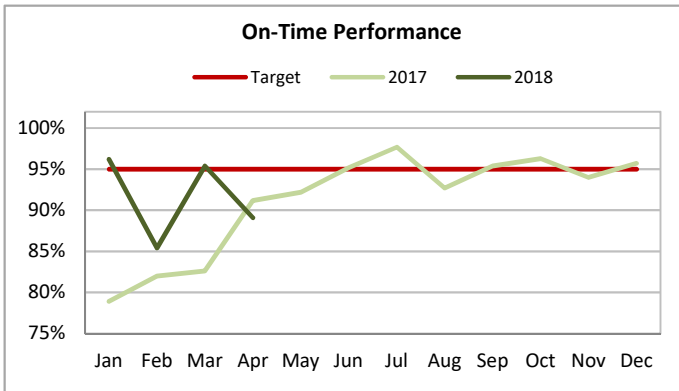
Target: 99.8% **Apr 2018: 99.9%** **YTD 2018: 99.9%**

Sound Transit Operations April 2018 Service Performance Report

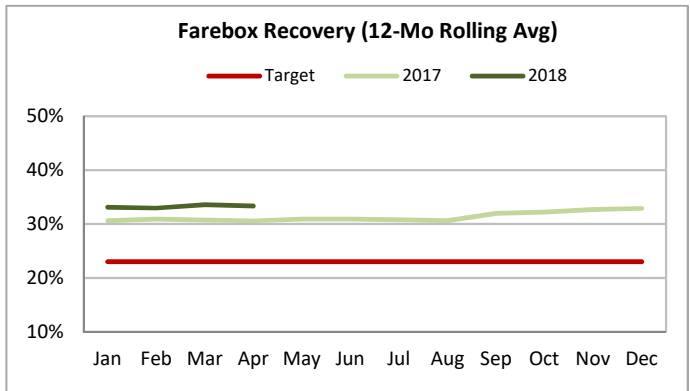
Sounder Commuter Rail

Highlights

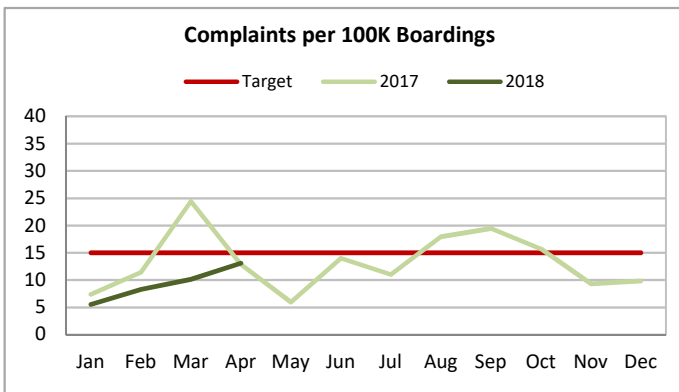
- Sounder on-time performance was below target at 89.1% in April due largely to a major BNSF tie replacement project between Sumner and Tukwila. Year-to-date performance was also impacted by a BNSF South line tie replacement and undercutting program between Tukwila and Seattle, and freight interference in February.
- Percentage of scheduled trips operated was below target at 97.5% for the month due to the landslide event near Mukilteo on the North line, which required the cancellation of seventeen trips.



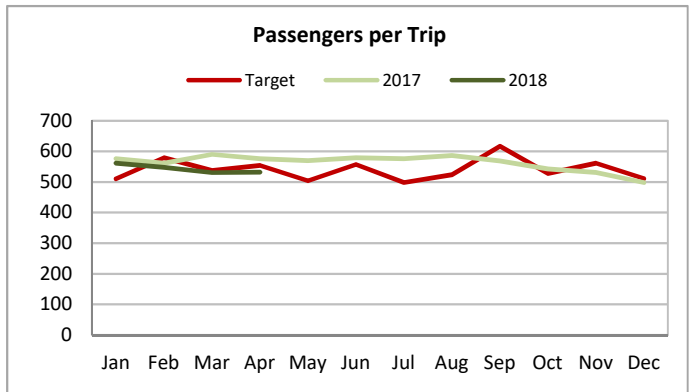
Target: 95.0% **Apr 2018: 89.1%** **YTD 2018: 91.5%**



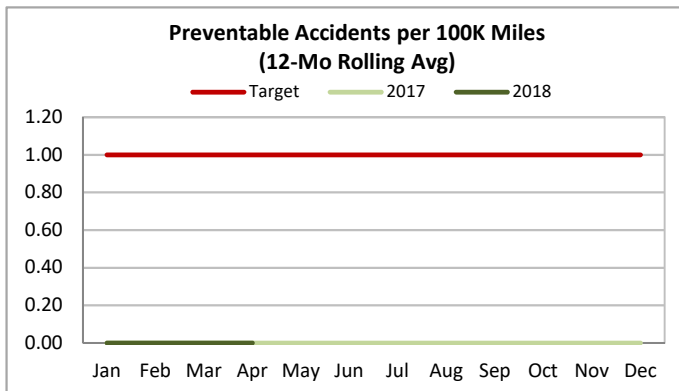
Target: 23.0% **12-Mo Avg: 33.3%**



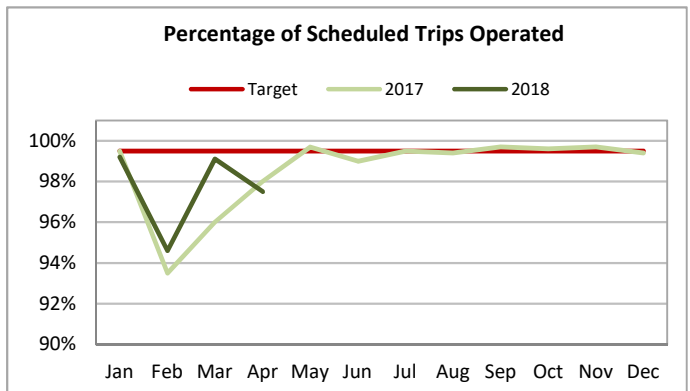
Target: < 15 **Apr 2018: 13.1** **YTD 2018: 9.2**



Target: 553.7 **Apr 2018: 531.5** **YTD 2018: 542.7**



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



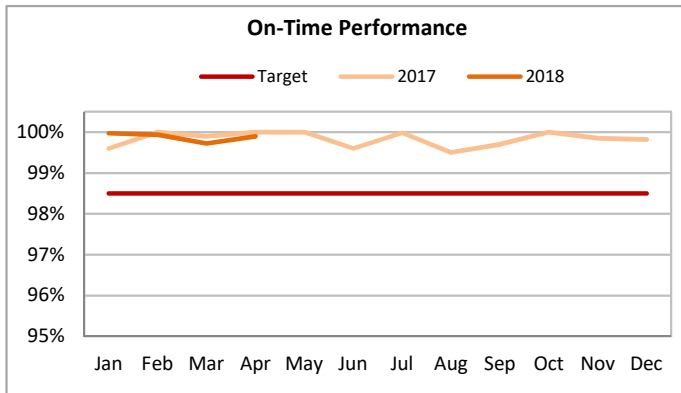
Target: 99.5% **Apr 2018: 97.5%** **YTD 2018: 97.6%**

Sound Transit Operations April 2018 Service Performance Report

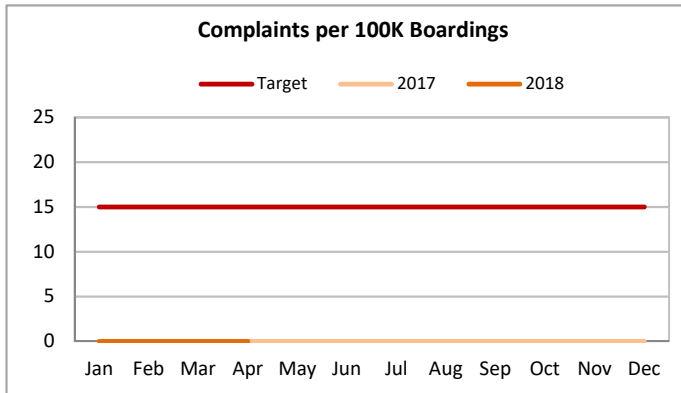
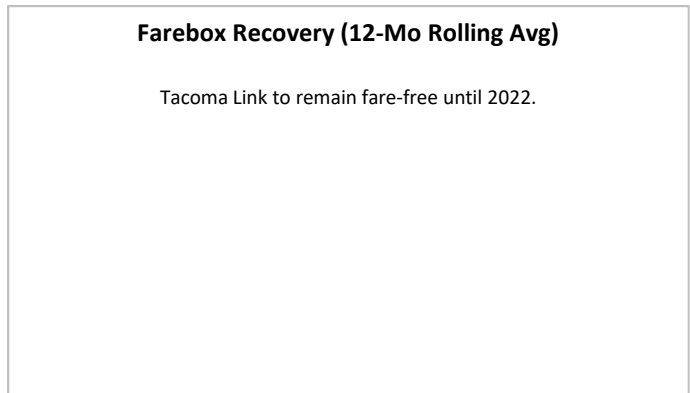
Tacoma Link

Highlights

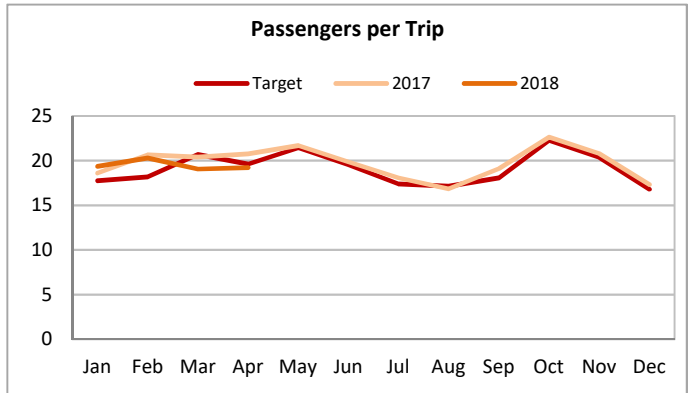
- Tacoma Link on-time performance continued to trend better than the target at 99.9% in April. There were no complaints related to Tacoma Link in the month.
- Preventable accidents per 100K miles is based on a 12-month rolling average. Tacoma Link's 12-month rolling average during the month was 1.32 due to one preventable accident that occurred during service in June 2017.



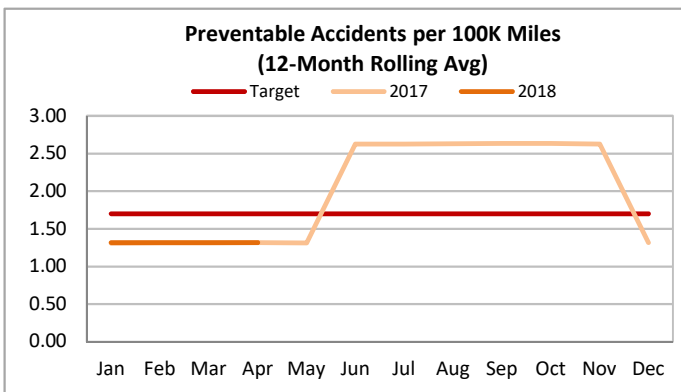
Target: 98.5% Apr 2018: 99.9% YTD 2018: 99.9%



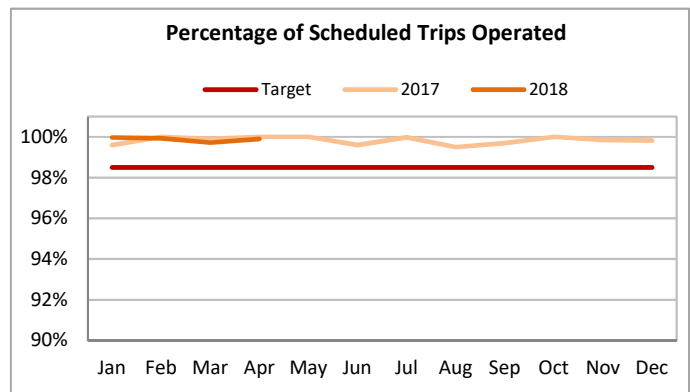
Target: < 15 Apr 2018: 0.0 YTD 2018: 0.0



Target: 19.6 Apr 2018: 19.2 YTD 2018: 19.5



Target: < 1.7 12-Mo Avg: 1.32



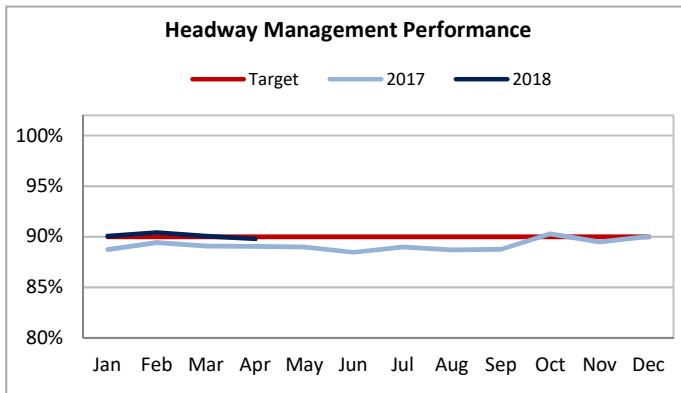
Target: 98.5% Apr 2018: 99.9% YTD 2018: 99.9%

Sound Transit Operations April 2018 Service Performance Report

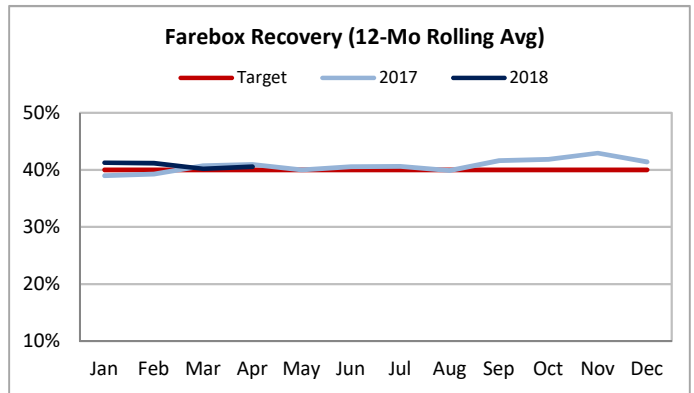
Link

Highlights

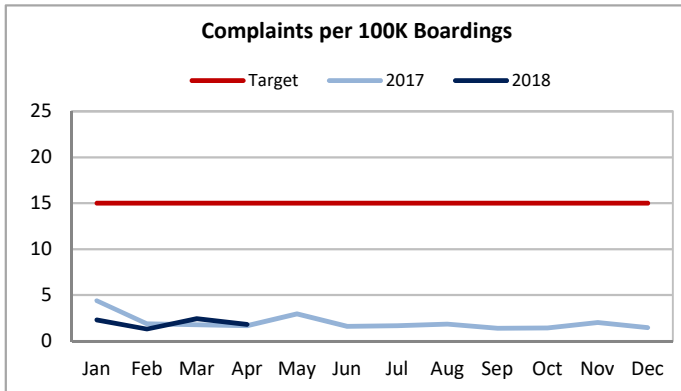
- Percentage of Scheduled Trips Operated met the target on a year-to-date basis but was slightly below target at 97.9% in April.
- Headway Management Performance slightly under target in April but above target on year-to-date basis.
- Link has had no preventable accidents since November 2016.



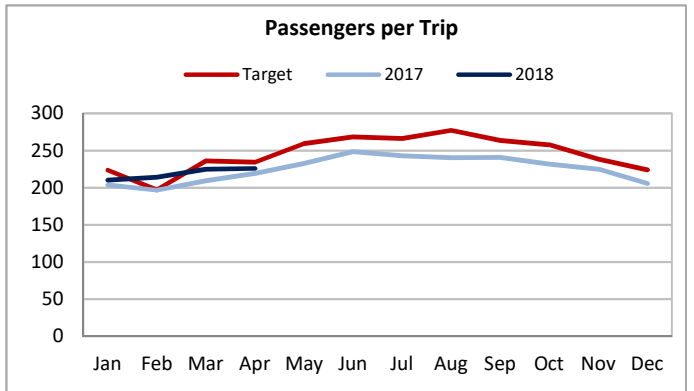
Target: 90% **Apr 2018: 89.8%** **YTD 2018: 90.1%**



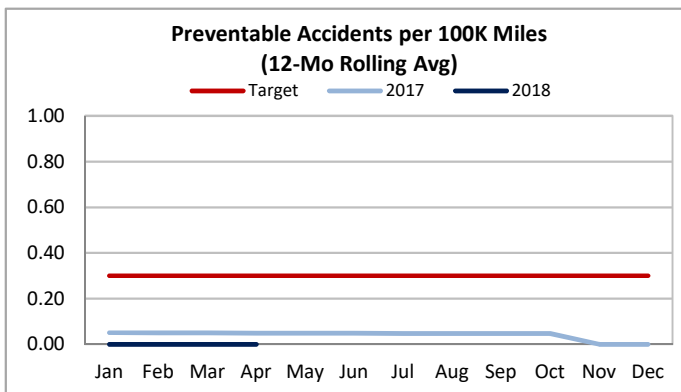
Target: 40.0% **12-Mo Avg: 40.6%**



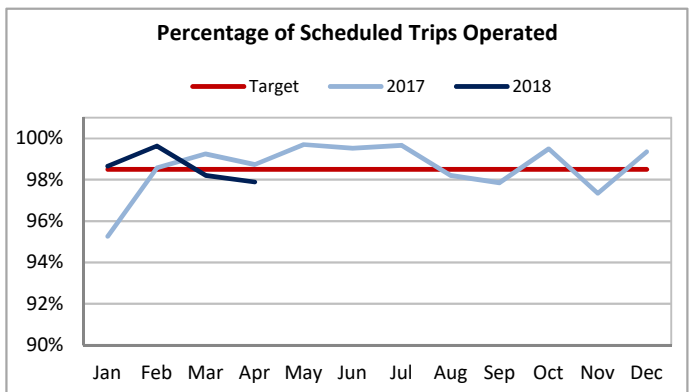
Target: < 15 **Apr 2018: 1.8** **YTD 2018: 2.0**



Target: 234.3 **Apr 2018: 226.0** **YTD 2018: 219.0**



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



Target: 98.5% **Apr 2018: 97.9%** **YTD 2018: 98.6%**

Sound Transit Operations 2018 Monthly Modal Performance Data Sheet

Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time ¹	Fleet Availability	On-Time Performance ²	Rideship	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴	Preventable Accidents per 100,000 Miles (Rolling 12 Months) ⁵	Farebox Recovery (Rolling 12 Months) ⁶	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time ¹	Fleet Availability	On-Time Performance ²	Headway Performance +2 Minutes ³	Rideship	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴	Preventable Accidents per 100,000 Miles (Rolling 12 Months) ⁵	Farebox Recovery (Rolling 12 Months) ⁶
ST Express													Tacoma Link													
Targets⁷	482,879	≥ 99.8%	> 90.0%	80.0%	≥ 85.0%	18,860,000	39.1		< 15.0	< 0.80	20.0%		Targets⁷	49,194	≥ 98.5%	> 90.0%	66.7%	≥ 98.5%	N/A	940,000	19.1		< 15.0	≤ 1.7	N/A	
Jan	41,350	99.9%	99.0%	94.1%	87.1%	1,507,910	36.5	259	17.2	6	0.67	29.5%	Jan	4,062	100.0%	100.0%	100.0%	100.0%	N/A	78,644	19.4	0	0.0	0	1.32	N/A
Feb	37,514	99.9%	97.0%	93.4%	87.3%	1,372,808	36.6	234	17.0	6	0.65	29.7%	Feb	3,752	99.9%	100.0%	95.9%	99.9%	N/A	76,141	20.3	0	0.0	0	1.32	N/A
Mar	41,517	99.9%	97.0%	94.2%	85.4%	1,547,795	37.3	282	18.2	5	0.59	28.9%	Mar	4,275	99.7%	100.0%	100.0%	99.7%	N/A	81,446	19.1	0	0.0	0	1.32	N/A
Apr	39,740	99.9%	99.0%	99.1%	86.6%	1,486,038	37.4	221	14.9	8	0.60	28.8%	Apr	4,020	99.9%	100.0%	100.0%	99.9%	N/A	77,204	19.2	0	0.0	0	1.32	N/A
May													May													
Jun													Jun													
Jul													Jul													
Aug													Aug													
Sep													Sep													
Oct													Oct													
Nov													Nov													
Dec													Dec													
YTD	160,121	99.9%	98.0%	95.2%	86.6%	5,914,552	36.9	996	16.8	25	0.60	28.8%	YTD	16,109	99.9%	100.0%	99.0%	99.9%	N/A	313,436	19.5	0	0.0	0	1.32	N/A
Souder													Link													
Targets⁷	8,636	≥ 99.5%	> 90.0%	86.0%	≥ 95.0%	4,650,000	538		< 15.0	≤ 1.00	23.0%		Targets⁷	102,616	≥ 98.5%	> 90.0%	86.0%	≥ 90.0%	≥ 90.0%	25,200,000	246		< 15.0	< 0.30	40.0%	
Jan	742	99.2%	100.0%	88.9%	96.2%	416,508	561.3	23	5.5	0	0.00	33.1%	Jan	8,671	98.7%	98.0%	96.5%	94.5%	90.0%	1,823,511	210.3	42	2.3	0	0.00	41.3%
Feb	643	94.6%	100.0%	88.9%	85.4%	352,187	547.7	29	8.2	0	0.00	33.0%	Feb	7,844	99.6%	99.0%	95.6%	95.1%	90.4%	1,680,475	214.2	22	1.3	0	0.00	41.2%
Mar	745	99.1%	100.0%	88.9%	95.4%	395,065	530.3	40	10.1	0	0.00	33.6%	Mar	8,766	98.2%	98.0%	95.4%	92.5%	90.1%	1,971,328	224.9	48	2.4	0	0.00	40.2%
Apr	704	97.5%	100.0%	88.9%	89.1%	374,187	531.5	49	13.1	0	0.00	33.3%	Apr	8,467	97.9%	98.0%	96.6%	94.0%	89.8%	1,913,872	226.0	35	1.8	0	0.00	40.6%
May													May													
Jun													Jun													
Jul													Jul													
Aug													Aug													
Sep													Sep													
Oct													Oct													
Nov													Nov													
Dec													Dec													
YTD	2,834	97.6%	100.0%	88.9%	91.5%	1,537,947	542.7	141	9.2	0	0.00	33.3%	YTD	33,748	98.6%	98.3%	96.0%	94.0%	90.1%	7,389,186	219.0	147	2.0	0	0.00	40.6%

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%, Souder: >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. For farebox recovery, the target reflects fare policy board minimums.