

## Sound Transit Operations May 2018 Service Performance Report

### Ridership

Total Boardings by Mode						
	May-17	May-18	% Δ	YTD-17	YTD-18	% Δ
ST Express	1,636,897	1,627,281	-0.6%	7,631,201	7,541,833	-1.2%
Sounder	386,271	408,040	5.6%	1,802,868	1,945,987	7.9%
Tacoma Link	90,976	86,836	-4.6%	414,311	400,272	-3.4%
Link	2,035,549	2,243,835	10.2%	9,021,421	9,633,021	6.8%
Paratransit	5,273	5,712	8.3%	24,719	27,015	9.3%
System Total	<b>4,154,966</b>	<b>4,371,704</b>	<b>5.2%</b>	<b>18,894,521</b>	<b>19,548,128</b>	<b>3.5%</b>

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

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

**Sound Transit** ridership increased by 216.7K, or 5.2%, compared to May of last year. Average weekday boardings increased by 5.3% compared to May 2017. Sounder commuter rail and Link light rail led the way in ridership growth.

**ST Express** ridership remained essentially flat compared to the same time last year. Routes 580 (Lakewood-Puyallup), 596 (Bonney Lake-Sumner), and 535 (Lynnwood-Bellevue) led the way in ridership growth during the month. Ridership gains on the 580 and 596 are attributed to increased demand to access Sounder South line stations due to the two new round trips added in the 2017 service change. Overall declines on ST Express are down by closures at park and ride facilities due to Eastlink construction.

**Sounder** ridership increased by 21.8K, or 5.6%, compared to May 2017. Average weekday boardings on Sounder increased overall by 5.7% compared to the same period last year. Average weekday boardings increased slightly on the North line by 14 passengers, or 0.9% and increased on the South line by 956 passengers, or 6.2%. South line ridership growth was in large part due to the two new round trips added in the 2017 service change.

**Tacoma Link** ridership decreased by 4.1K, or 4.6%, during the month of May. Average daily boardings also decreased year-over-year due to fewer special events in downtown Tacoma. The Tacoma Dome will close from June until October for renovations. The closure will likely impact Tacoma Link ridership in the coming months.

**Link** ridership increased by 208.3K, or 10.2%, compared to the same period last year. Average weekday boardings on Link hit an all-time high at 80.9K. Average Saturday and Sunday boardings also increased by 5.5% and 10.9%, respectively.

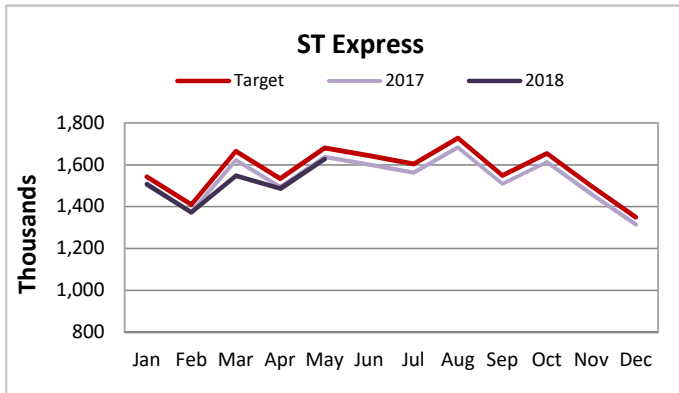
**Paratransit** services increased by 8.3% compared to May 2017. The increase in paratransit ridership is primarily attributed to the opening of the University Link and Angle Lake extensions.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	May-17	May-18	% Δ	May-17	May-18	% Δ	May-17	May-18	% Δ
ST Express	65,853	65,405	-0.7%	24,916	23,917	-4.0%	17,691	17,947	1.4%
Sounder	17,108	18,078	5.7%	2,390	1,542	-35.5%	1,365	2,413	76.8%
Tacoma Link	3,570	3,497	-2.0%	2,257	1,726	-23.5%	682	601	-12.0%
Link	73,010	80,879	10.8%	54,221	57,197	5.5%	42,489	47,141	10.9%
Paratransit	170	184	8.3%	170	184	8.3%	170	184	8.3%
System Total	<b>159,711</b>	<b>168,119</b>	<b>5.3%</b>						

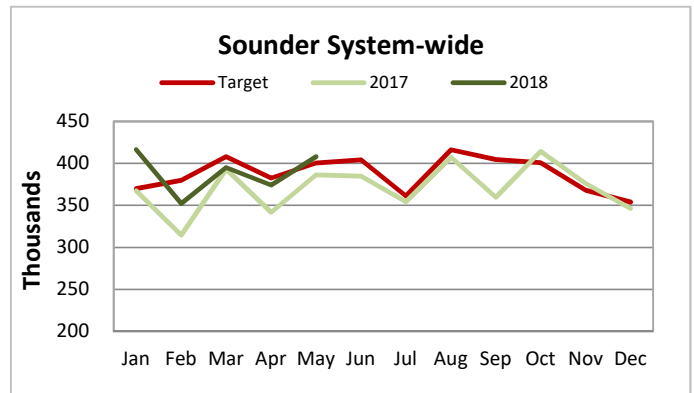
*Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.*

# Sound Transit Operations May 2018 Service Performance Report

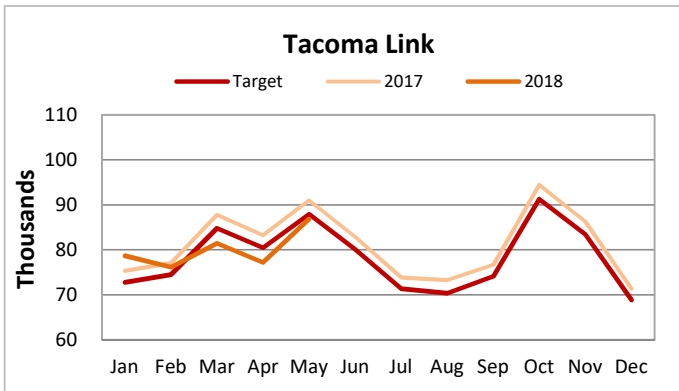
## Monthly Ridership Trends by Mode



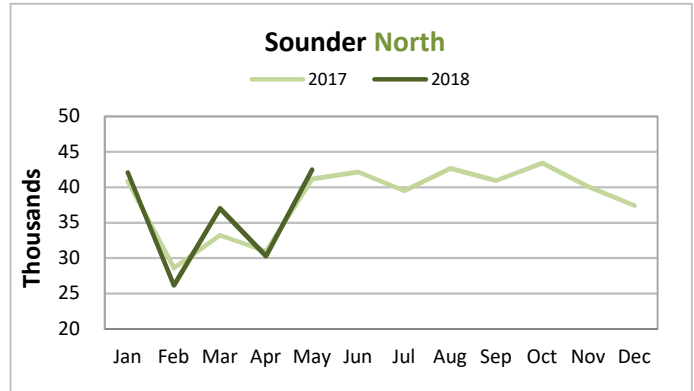
ST Express ridership remained essentially flat compared to the same time last year. Average weekday and Saturday boardings decreased by 0.7% and 4.0%, respectively, while average Sunday boardings increased by 1.4%. Year-to-date ridership was below the target by 1.2% as park and ride closures on the Eastside have limited customer options.



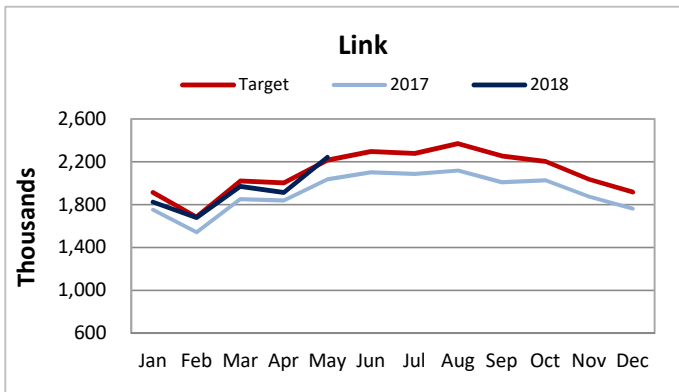
Sounder system-wide monthly ridership increased by 5.6% in May due in large part to South line ridership growth. Average weekday boardings for the month also increased by 5.7%.



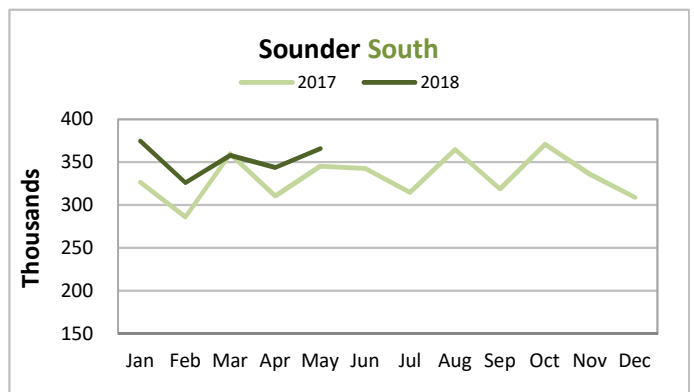
Tacoma Link ridership decreased by 4.6% in May versus last year due to fewer special events in downtown Tacoma. Average weekday, Saturday, and Sunday boardings also decreased by 2.0%, 23.5%, and 12.0%, respectively.



Sounder North ridership increased by 3.2% compared to last year. Average weekday boardings also increased slightly by 0.9%.



Link ridership increased by 10.2% for the month compared to last year. Average weekday, Saturday, and Sunday boardings also increased by 10.8%, 5.5%, and 10.9%, respectively.



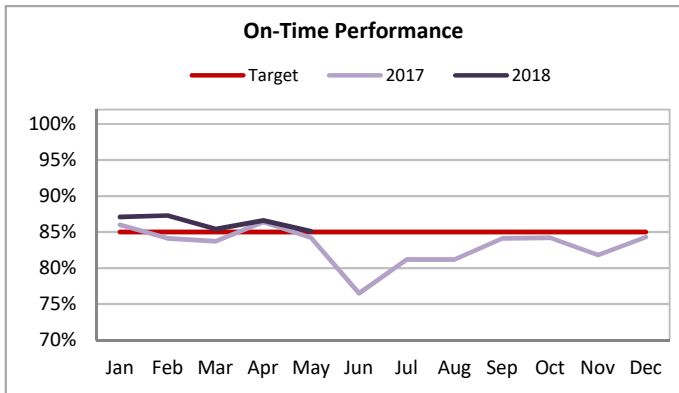
Sounder South ridership increased by 5.9% versus last year. Average weekday boardings increased by 6.2% mainly due to two new round trips added in the 2017 service change last year.

# Sound Transit Operations May 2018 Service Performance Report

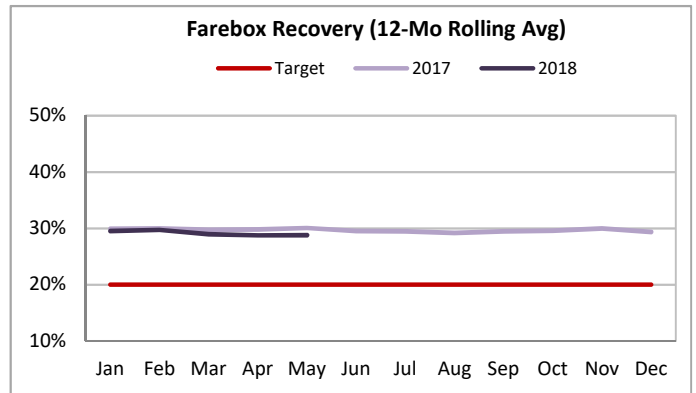
## ST Express

### Highlights

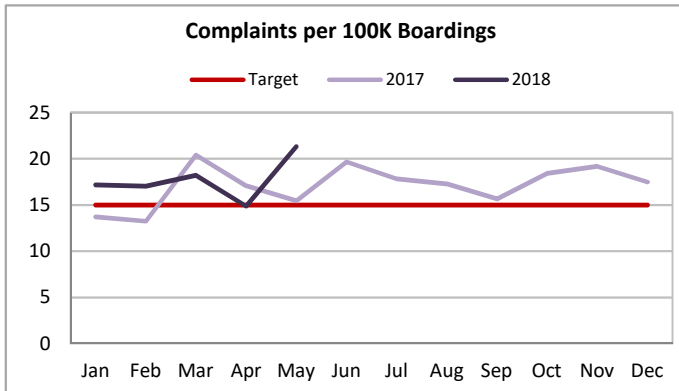
- ST Express on-time performance was on target at 85.1% in May.
- Passengers per trip improved from last month due to ridership gains on routes 580 (Lakewood-Puyallup) and 596 (Bonney Lake-Sumner), which are attributed to increased demand to access Sounder South line stations.
- Customer complaints per 100K boardings were higher than the target at 21.3 for the month mainly due to late or missing trips.
- Preventable accidents per 100K miles met the target at 0.59 based on a 12-month rolling average.



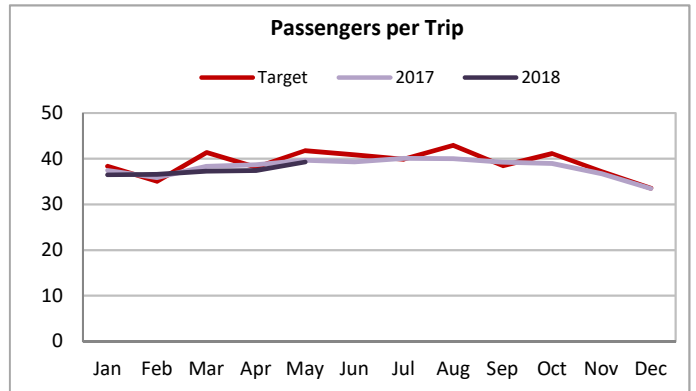
**Target: 85%**      **May 2018: 85.1%**      **YTD 2018: 86.3%**



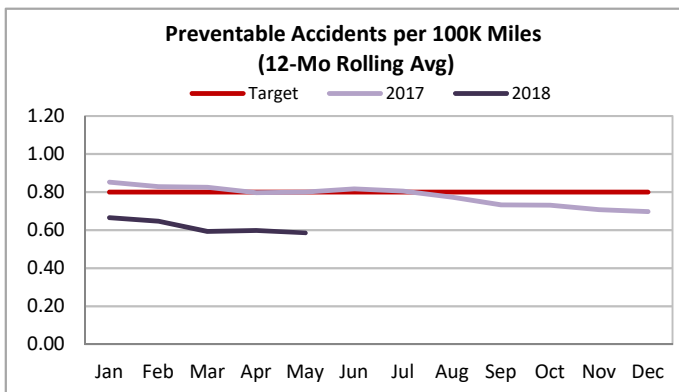
**Target: 20.0%**      **12-Mo Avg: 28.8%**



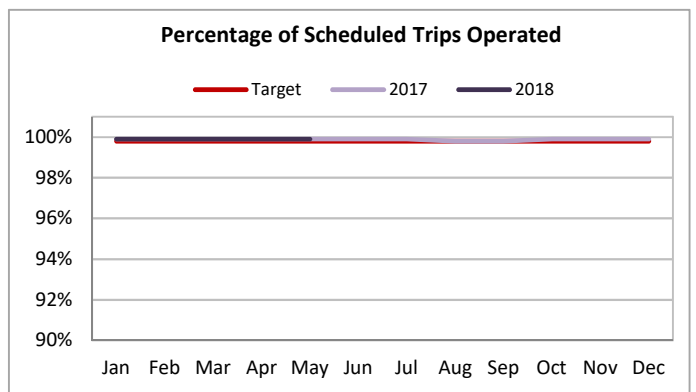
**Target: < 15**      **May 2018: 21.3**      **YTD 2018: 17.8**



**Target: 41.8**      **May 2018: 39.3**      **YTD 2018: 37.4**



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



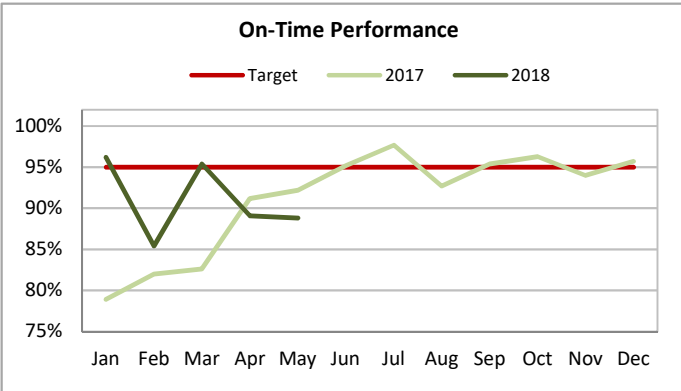
**Target: 99.8%**      **May 2018: 99.9%**      **YTD 2018: 99.9%**

# Sound Transit Operations May 2018 Service Performance Report

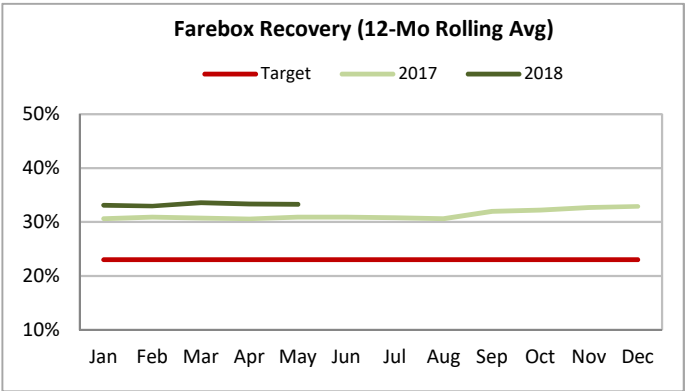
## Sounder Commuter Rail

### Highlights

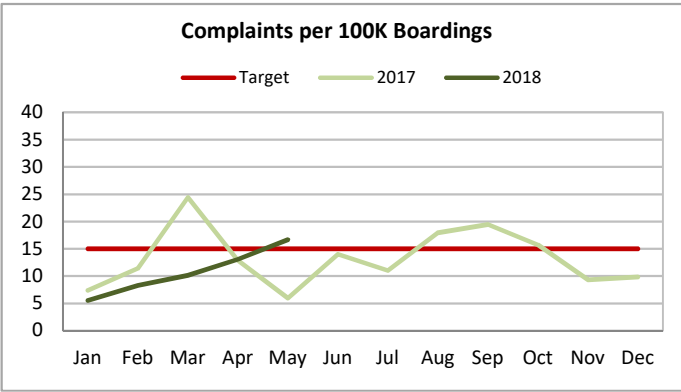
- Sounder on-time performance was below target at 88.8% for the month largely due to delays as a result of planned maintenance projects along the Seattle Subdivision. Year-to-date performance was impacted by a BNSF South line tie replacement and undercutting program between Tukwila and Seattle, and freight interference in February.
- Customer complaints per 100K boardings were higher than the target at 16.7 in May mainly due to delays.
- Percentage of scheduled trips operated improved from last month and met the target at 99.9% in May.



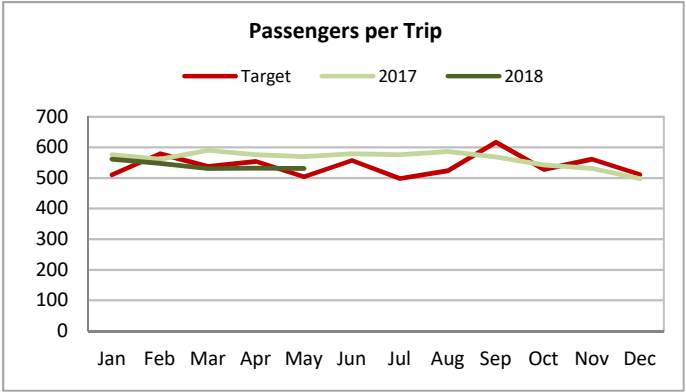
**Target: 95.0%**      **May 2018: 88.8%**      **YTD 2018: 91.0%**



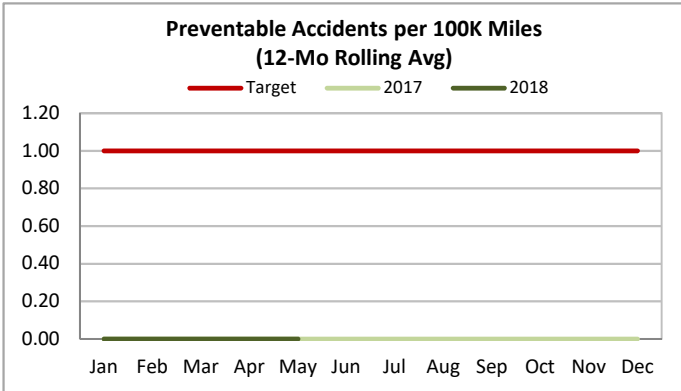
**Target: 23.0%**      **12-Mo Avg: 33.3%**



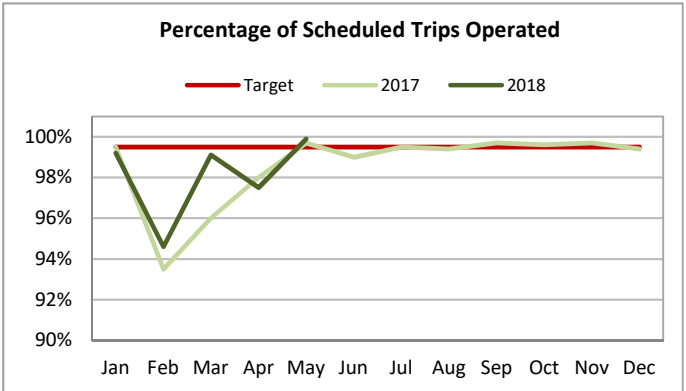
**Target: < 15**      **May 2018: 16.7**      **YTD 2018: 10.7**



**Target: 503.8**      **May 2018: 531.3**      **YTD 2018: 540.3**



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



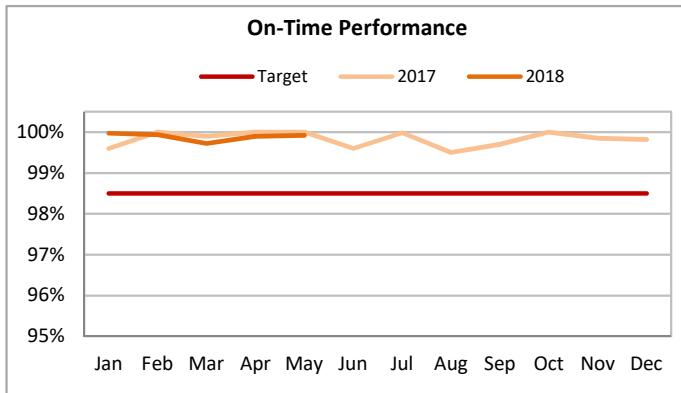
**Target: 99.5%**      **May 2018: 99.9%**      **YTD 2018: 98.1%**

# Sound Transit Operations May 2018 Service Performance Report

## Tacoma Link

### Highlights

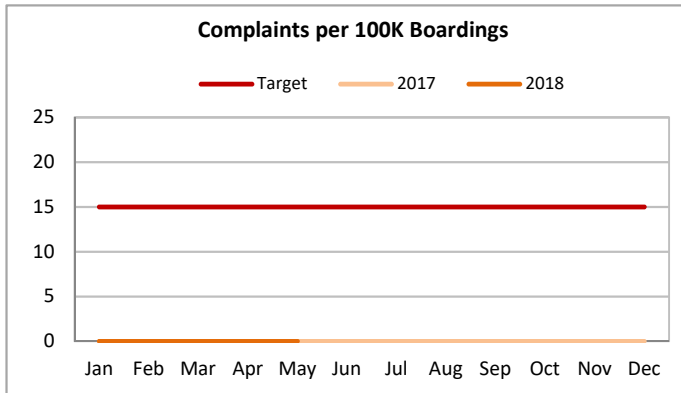
- Tacoma Link on-time performance continued to trend better than the target at 99.9% in May. There were no complaints related to Tacoma Link in the month.
- Preventable accidents per 100K miles is based on a 12-month rolling average. Tacoma Link's 12-month rolling average during the month was 1.32 due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



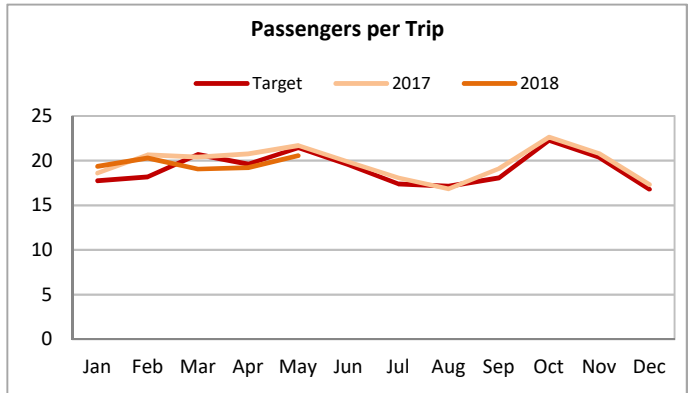
**Target: 98.5%**      **May 2018: 99.9%**      **YTD 2018: 99.9%**

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

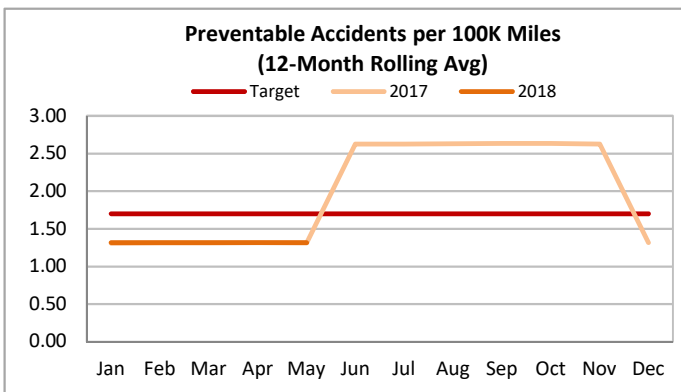
Tacoma Link to remain fare-free until 2022.



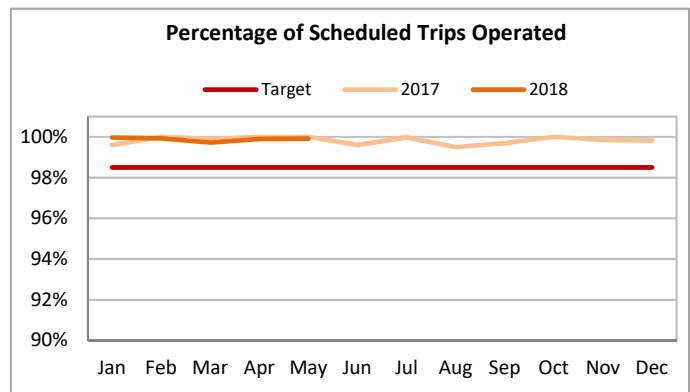
**Target: < 15**      **May 2018: 0.0**      **YTD 2018: 0.0**



**Target: 21.5**      **May 2018: 20.6**      **YTD 2018: 19.7**



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



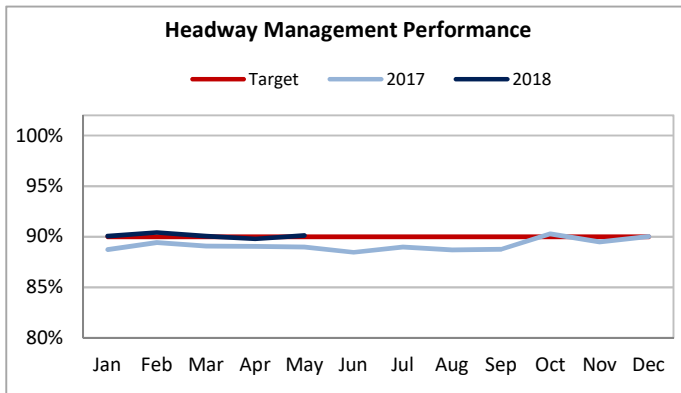
**Target: 98.5%**      **May 2018: 99.9%**      **YTD 2018: 99.9%**

# Sound Transit Operations May 2018 Service Performance Report

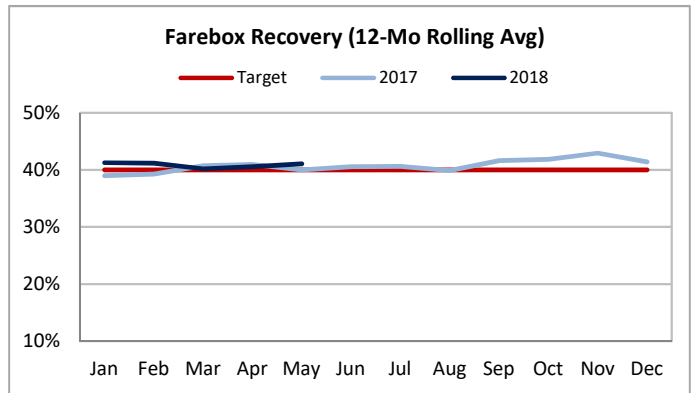
## Link

### Highlights

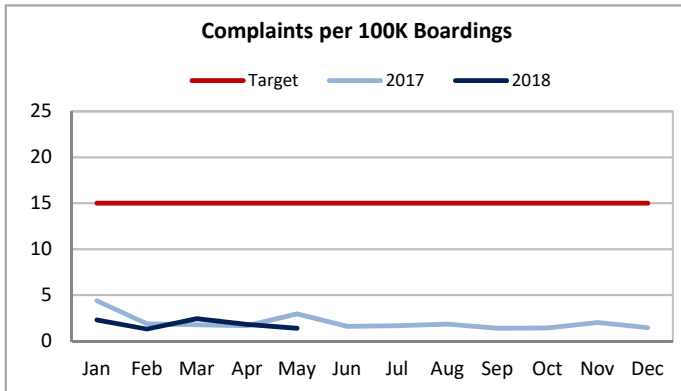
- Percentage of Scheduled Trips Operated improved from last month at 98.3% for May and met the target at 98.5% on a year-to-date basis.
- Passengers per trip was below the target at 256.4 in May and 226.7 on a year-to-date basis.
- Link has had no preventable accidents since November 2016.



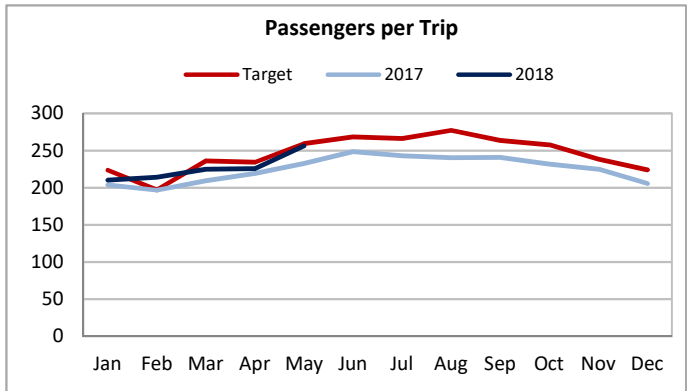
**Target: 90%**      **May 2018: 90.1%**      **YTD 2018: 90.1%**



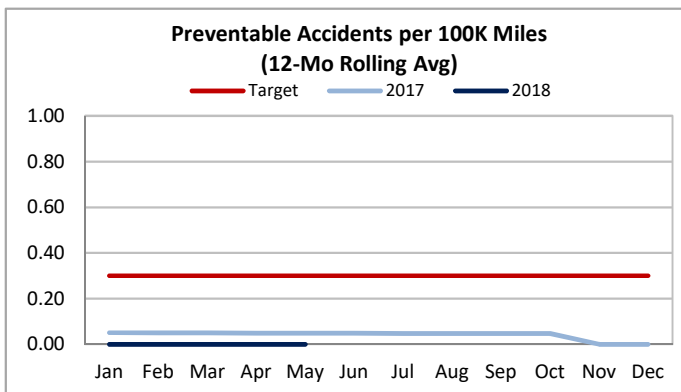
**Target: 40.0%**      **12-Mo Avg: 41.1%**



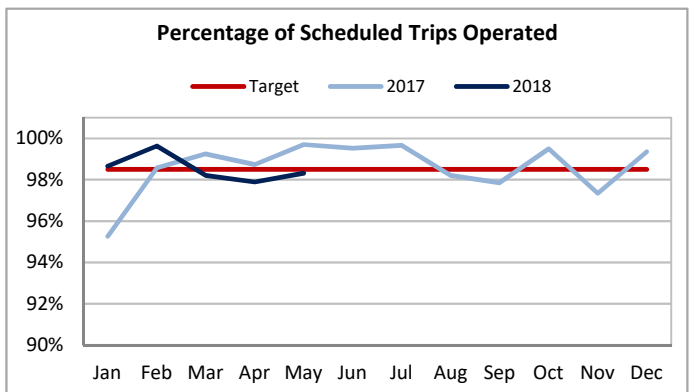
**Target: < 15**      **May 2018: 1.4**      **YTD 2018: 1.8**



**Target: 259.3**      **May 2018: 256.4**      **YTD 2018: 226.7**



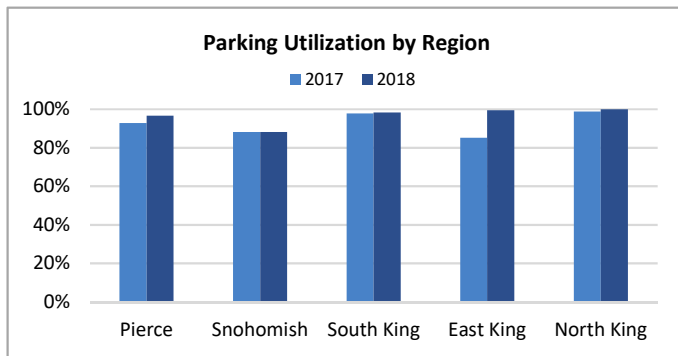
**Target: 0.30**      **12-Mo Avg: 0.00**



**Target: 98.5%**      **May 2018: 98.3%**      **YTD 2018: 98.5%**

# Sound Transit Operations May 2018 Service Performance Report

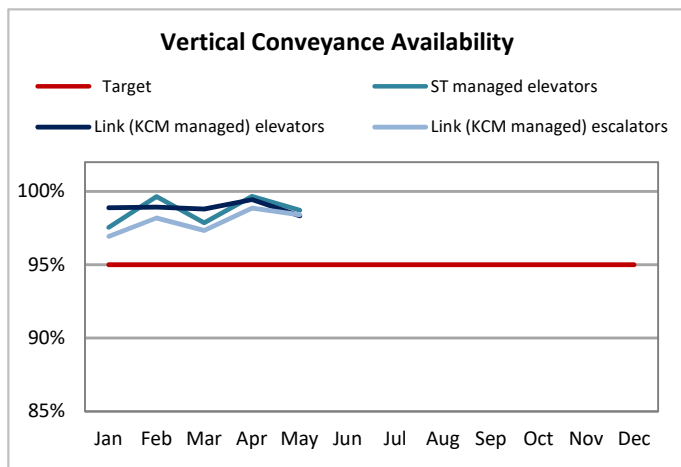
## General Transit



<b>System-wide Permanent &amp; Leased Parking</b>			
<b>May 2018</b>			
Region	Available	Utilized	% Utilized
Snohomish	3,573	3,150	88%
North King	239	239	100%
East King	1,266	1,258	99%
South King	5,031	4,946	98%
Pierce	4,765	4,601	97%
<b>System Total</b>	<b>14,874</b>	<b>14,194</b>	<b>95%</b>

Excluding leased lots for East Link construction mitigation, a total of 14,874 parking stalls are available at 29 locations in Pierce, Snohomish, and King County. Parking utilization for May this year was higher than last year at 95%. There was a reduction of 200 parking stalls at Tacoma Dome Station due to a mid-life maintenance project.

System-wide utilization increased in Pierce County and King County by 3.8% and 3.6%, respectively, while Snohomish County parking utilization remained flat. Many of our parking facilities continue to be at or near capacity.

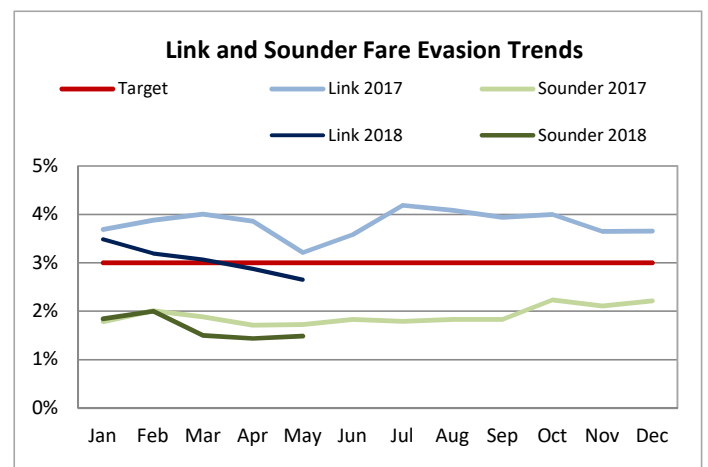


**Target: 95%**                      **ST Elevators: 98.7%**  
**Link Elevators: 98.3%**              **Link Escalators: 98.4%**

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 98.3% and escalators reaching 98.4% uptime in May.



**Target: 3%**                      **Sounder: 1.5%**                      **Link: 2.7%**

Fare Evasion on Link was 2.7%, lower than the same period last year and within the 3% targeted range.

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

Overall, combined fare evasion was 2.4%, within the targeted range. Fare inspections reached 8.7% of all rail passengers in May 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

Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time <sup>1</sup>	Fleet Availability	On-Time Performance <sup>2</sup>	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Preventable Accidents per 100,000 Miles (Rolling 12 Months) <sup>5</sup>	Farebox Recovery (Rolling 12 Months) <sup>6</sup>	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time <sup>1</sup>	Fleet Availability	On-Time Performance <sup>2</sup>	Headway Performance +2 Minutes <sup>3</sup>	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Preventable Accidents per 100,000 Miles (Rolling 12 Months) <sup>5</sup>	Farebox Recovery (Rolling 12 Months) <sup>6</sup>	
<b>ST Express</b>													<b>Tacoma Link</b>														
<b>Targets<sup>7</sup></b>	<b>482,879</b>	<b>≥ 99.8%</b>	<b>&gt; 90.0%</b>	<b>80.0%</b>	<b>≥ 85.0%</b>	<b>18,860,000</b>	<b>39.1</b>		<b>&lt; 15.0</b>	<b>&lt; 0.80</b>	<b>20.0%</b>		<b>Targets<sup>7</sup></b>	<b>49,194</b>	<b>≥ 98.5%</b>	<b>&gt; 90.0%</b>	<b>66.7%</b>	<b>≥ 98.5%</b>	<b>N/A</b>	<b>940,000</b>	<b>19.1</b>		<b>&lt; 15.0</b>	<b>≤ 1.7</b>	<b>N/A</b>		
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	41,421	99.9%	99.0%	99.5%	85.1%	1,627,281	39.3	347	21.3	5	0.59	28.8%	May	4,225	99.9%	100.0%	98.9%	99.9%	N/A	86,836	20.6	0	0.0	0	1.32	N/A	
Jun													Jun														
Jul													Jul														
Aug													Aug														
Sep													Sep														
Oct													Oct														
Nov													Nov														
Dec													Dec														
YTD	201,542	99.9%	98.2%	96.1%	86.3%	7,541,833	37.4	1,343	17.8	30	0.59	28.8%	YTD	20,334	99.9%	100.0%	99.0%	99.9%	N/A	400,272	19.7	0	0.0	0	1.32	N/A	
<b>Sounder</b>													<b>Link</b>														
<b>Targets<sup>7</sup></b>	<b>8,636</b>	<b>≥ 99.5%</b>	<b>&gt; 90.0%</b>	<b>86.0%</b>	<b>≥ 95.0%</b>	<b>4,650,000</b>	<b>538</b>		<b>&lt; 15.0</b>	<b>≤ 1.00</b>	<b>23.0%</b>		<b>Targets<sup>7</sup></b>	<b>102,616</b>	<b>≥ 98.5%</b>	<b>&gt; 90.0%</b>	<b>86.0%</b>	<b>≥ 90.0%</b>	<b>≥ 90.0%</b>	<b>25,200,000</b>	<b>246</b>		<b>&lt; 15.0</b>	<b>&lt; 0.30</b>	<b>40.0%</b>		
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	768	99.9%	100.0%	88.9%	88.8%	408,040	531.3	68	16.7	0	0.00	33.3%	May	8,752	98.3%	98.0%	96.7%	93.2%	90.1%	2,243,835	256.4	31	1.4	0	0.00	41.1%	
Jun													Jun														
Jul													Jul														
Aug													Aug														
Sep													Sep														
Oct													Oct														
Nov													Nov														
Dec													Dec														
YTD	3,602	98.1%	100.0%	88.9%	91.0%	1,945,987	540.3	209	10.7	0	0.00	33.3%	YTD	42,500	98.5%	98.2%	96.2%	93.9%	90.1%	9,633,021	226.7	178	1.8	0	0.00	41.1%	

<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.