

Sound Transit Operations October 2016 Service Performance Report

Ridership

Total Boardings by Mode						
	Oct-15	Oct-16	% Δ	YTD-15	YTD-16	% Δ
ST Express	1,642,148	1,575,127	-4.1%	15,478,434	15,587,444	0.7%
Sounder	366,543	358,859	-2.1%	3,211,451	3,516,851	9.5%
Tacoma Link	94,887	87,657	-7.6%	822,454	785,479	-4.5%
Link	1,024,121	1,827,182	78.4%	9,709,900	15,720,119	61.9%
Paratransit	3,822	4,421	15.7%	39,158	39,926	2.0%
System Total	3,131,521	3,853,246	23.0%	29,261,396	35,649,820	21.8%

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

October 2015:	22 Weekdays	5 Saturdays	4 Sundays
October 2016:	21 Weekdays	5 Saturdays	5 Sundays

Sound Transit ridership increased by 722K, or 23%, compared to October 2015. As has been the case since the opening of the University Link extension, Link continues to drive system total ridership growth. The decreases in ST Express, Sounder, and Tacoma Link monthly ridership is partly due to one less weekday this October compared to October 2015. Average weekday boarding is a better indicator of year-over-year ridership comparison for October.

ST Express ridership decreased by 67K, or 4.1%, compared to the same period last year. Average weekday boardings remained constant during the month of October, decreasing slightly by 0.3%. Routes connecting the East side of King County to Seattle via SR-520 and I-90 registered the biggest increases in ridership, with those routes carrying almost half of the typical weekday ST Express ridership during the month of October.

Sounder ridership decreased slightly by 8K, or 2.1%, compared to the same period last year; however, average weekday boardings increased by 3.2%, averaging over 16,500 riders each weekday. The new Sounder South Line mid-day trips drove up weekday ridership growth this month, with the late morning train from Lakewood to Seattle continuing to average around 115 riders, and the early afternoon train from Seattle to Lakewood averaging over 340 riders.

Tacoma Link ridership decreased by 7K, or 7.6%, compared to October 2015. Average weekday boardings on the Tacoma Link system decreased by 5.8%.

Link ridership increased by 803K or 78.4%, compared to October 2015. Similarly, average weekday, Saturday and Sunday boardings were up 84.3%, 90.4%, and 48.6%, respectively. With the extensions that opened in 2016 to the University of Washington and Angle Lake, Link weekend ridership has remained at similar levels as the summer months.

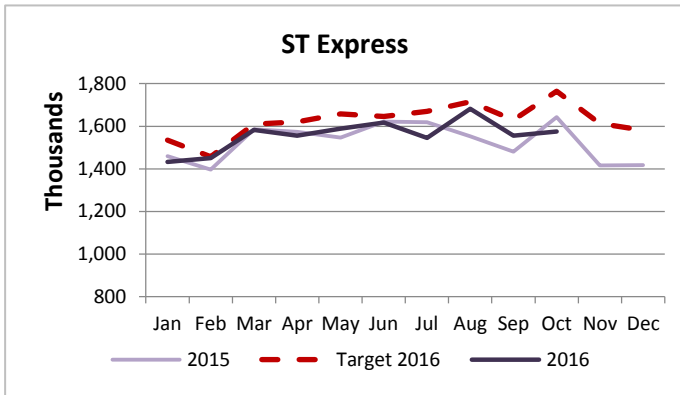
Paratransit services increased by 15.7% compared to October 2015. The increase in Paratransit ridership is attributed to the increased ridership on Link with the opening of the University Link and Angle Lake extensions and additional customers requesting access to the Link system.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Oct-15	Oct-16	% Δ	Oct-15	Oct-16	% Δ	Oct-15	Oct-16	% Δ
ST Express	66,284	66,103	-0.3%	22,197	20,928	-5.7%	17,795	16,464	-7.5%
Sounder	16,073	16,582	3.2%	0	0	N/A	4,309	5,316	23.4%
Tacoma Link	3,838	3,617	-5.8%	1,598	1,727	8.1%	613	613	-0.1%
Link	37,109	68,387	84.3%	22,292	42,440	90.4%	24,065	35,769	48.6%
Paratransit	123	143	15.7%	123	143	15.7%	123	143	15.7%
System Total	123,428	154,832	25.4%						

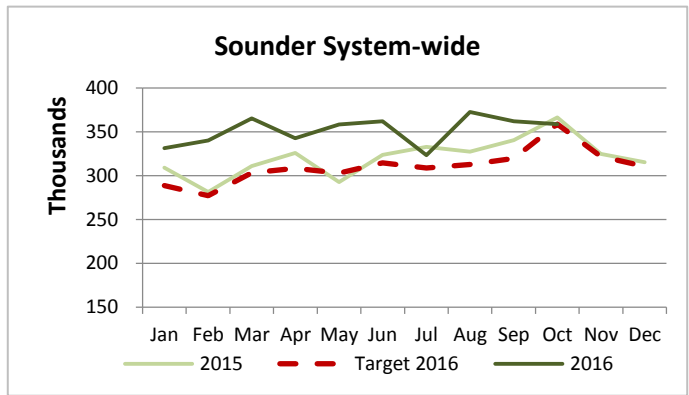
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.

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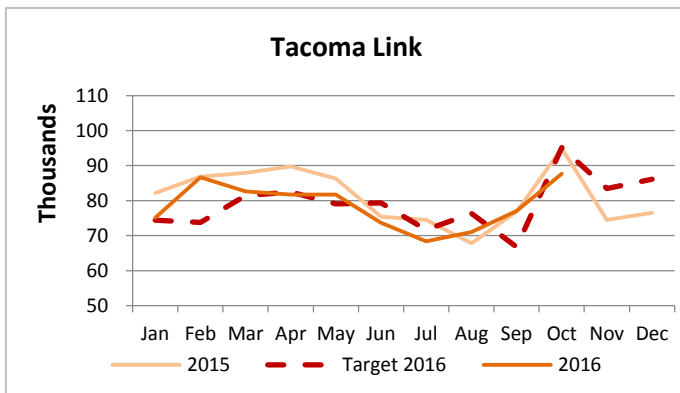
Monthly Ridership Trends by Mode



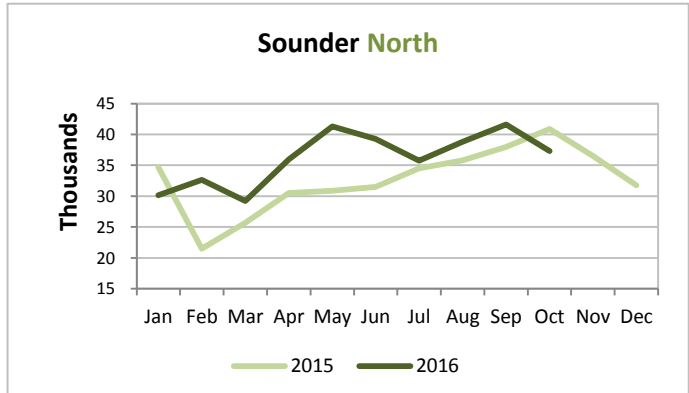
ST Express ridership decreased by 4.1% compared to October 2015, while average weekday boardings remained essentially flat at 0.3%. Ridership growth was tempered by low fuel prices, which tend to depress bus ridership.



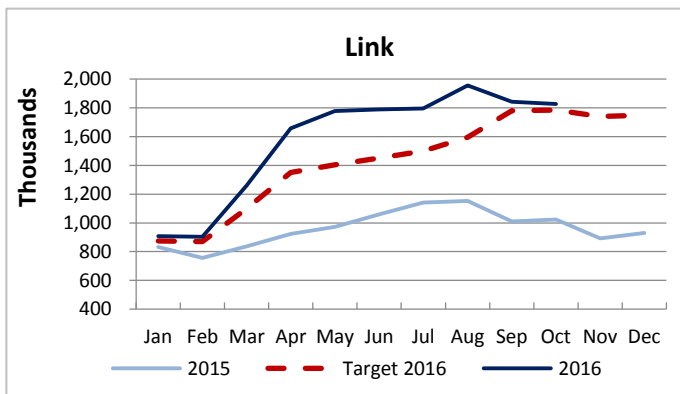
Sounder system-wide ridership decreased by 2.1% compared to October 2015. Average weekday and Sunday boardings grew 3.2% and 23.4%, respectively over the same period of 2015.



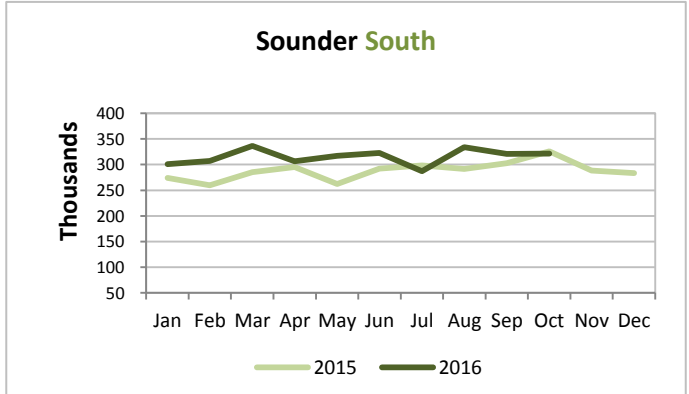
Tacoma Link ridership decreased 7.6% compared to October 2015. Average weekday boardings decreased by 5.8%, while Saturday ridership grew by 8% compared to the same time last year.



Sounder North ridership decreased 8.7% overall and average weekday boardings decreased 3.4% compared to October 2015.



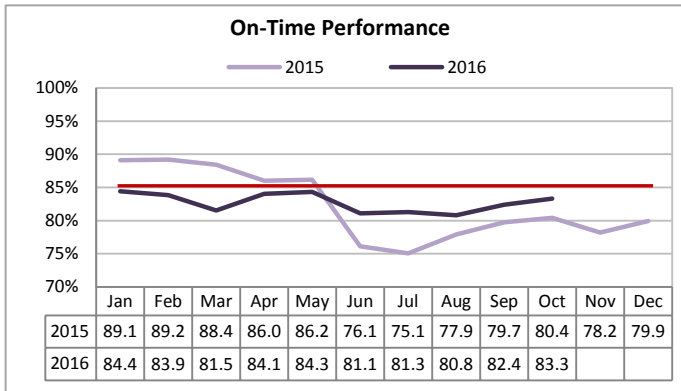
Link ridership was up 78.4% compared to October 2015, while average weekday boardings increased by 84.3%. Link's impressive ridership gains are largely a result of the service extensions to the University of Washington and Angle Lake.



Sounder South ridership decreased by 1.3% compared to October 2015; however, average weekday boardings were up by 3.9%.

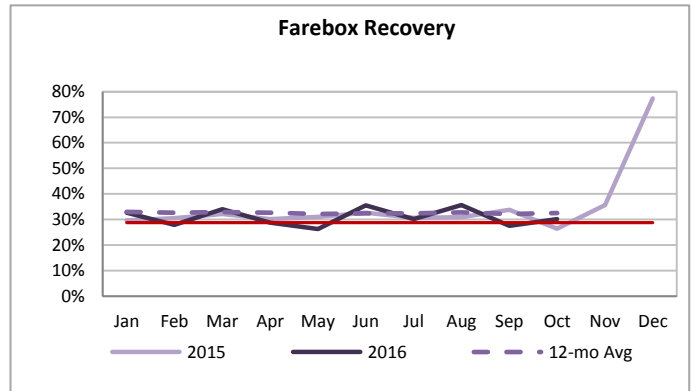
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ST Express



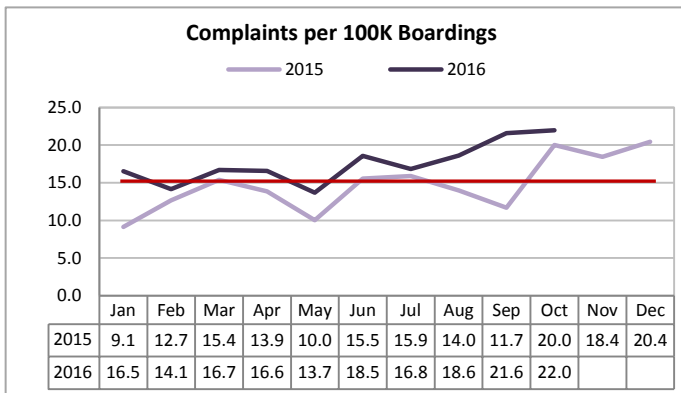
Target: 85% **Oct 2016: 83.3%** **YTD 2016: 82.7%**

OTP was lower than target in October due to traffic congestion and overcrowding that caused late buses. However, OTP has improved compared to the past few months and to the same month of last year.



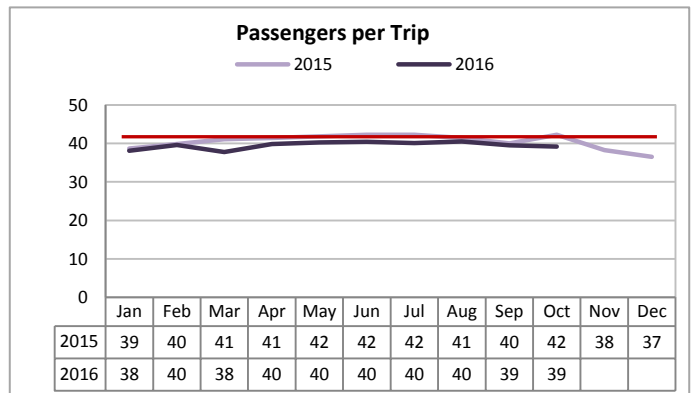
Target: 28.8% **Oct 2016: 30.2%** **12-Mo Avg: 32.5%**

Farebox recovery of 30.2% was above target and improved compared to the same month of 2015. ST Express has performed better than target at 32.5% farebox recovery over the most recent rolling 12 months.



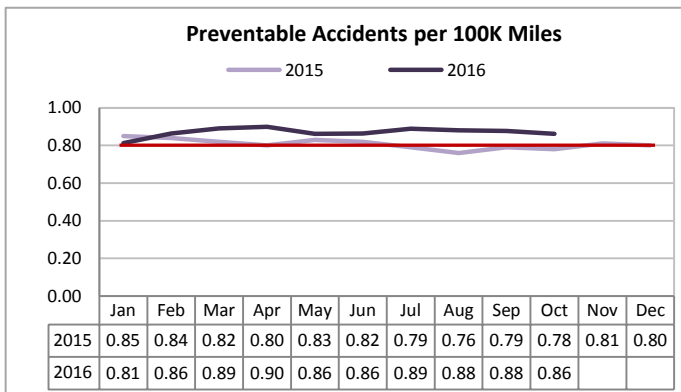
Target: <15 **Oct 2016: 22.0** **YTD 2016: 17.6**

Complaints have been up since last fall primarily due to overcrowding and congestion.



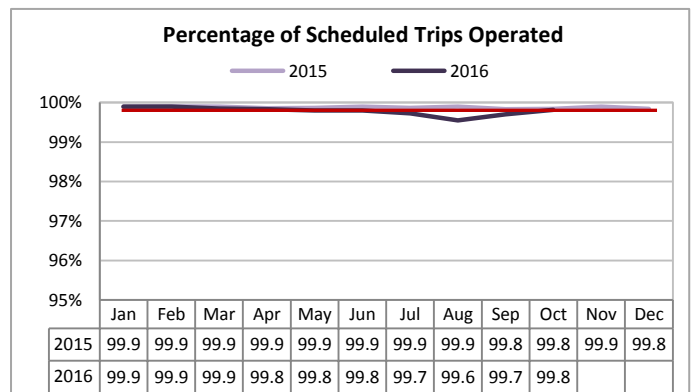
Target: 41.8 **Oct 2016: 39.2** **YTD 2016: 39.5**

Passengers per trip decreased slightly versus last year, as more trips were added in March and September to ease overcrowding.



Target: 0.80 **Oct 2016: 0.86** **YTD 2016: 0.86**

Preventable accidents per 100K miles increased slightly compared to last year. Safety is the top priority as staff and partners continue working together to identify and address the issues.

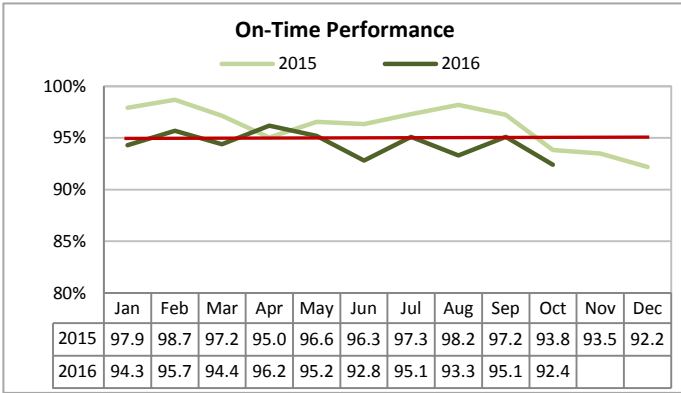


Target: 99.8% **Oct 2016: 99.8%** **YTD 2016: 99.8%**

Percentage of scheduled trips operated this month and YTD met the target of 99.8%.

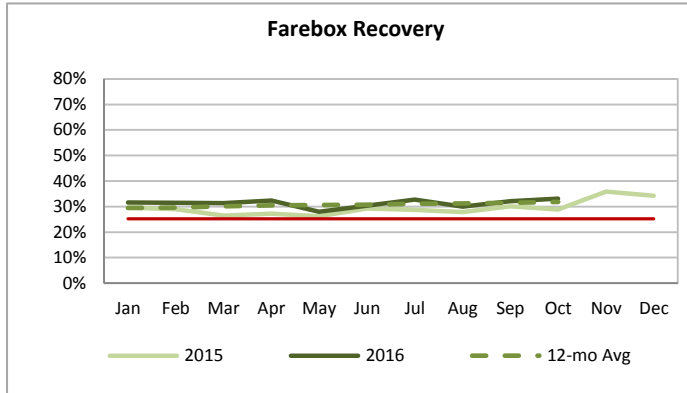
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Sounder Commuter Rail



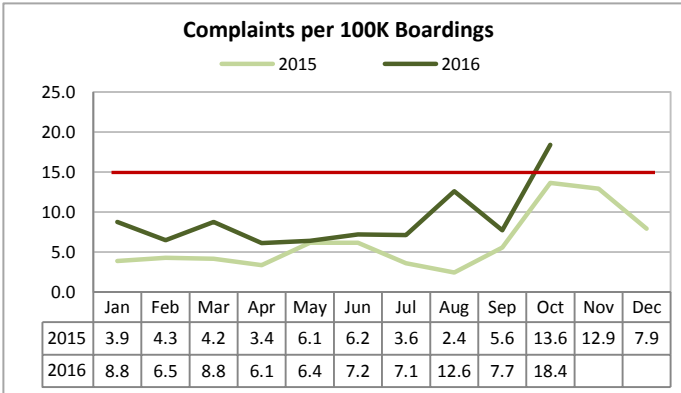
Target: 95.0% **Oct 2016: 92.4%** **YTD 2016: 94.5%**

OTP was below target at 92.4% in October. Sounder trains continue to be impacted by construction activity in Auburn supporting track capacity expansion. Additional freight interference delays were also largely related to that work.



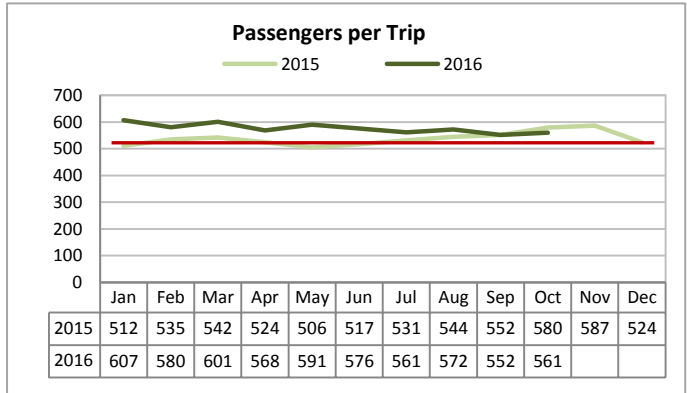
Target: 25.3% **Oct 2016: 33.1%** **12-Mo Avg: 31.8%**

Farebox recovery was up compared to same period of 2015. Sounder continues to perform better than target, at 31.8% farebox recovery, over the most recent rolling 12-month period.



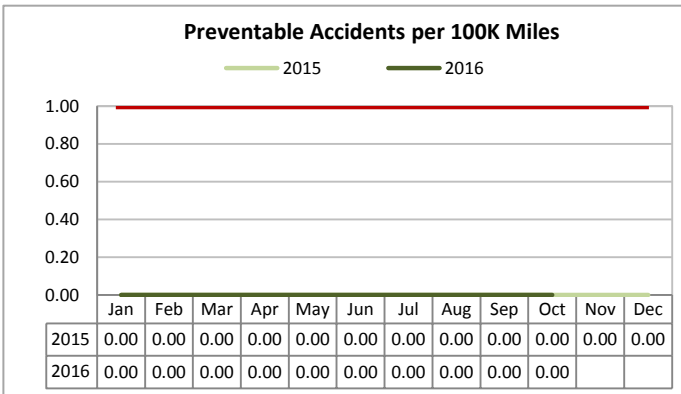
Target: <15 **Oct 2016: 18.4** **YTD 2016: 9.0**

Sounder received 4.8 more complaints per 100K boardings in October versus the same period of 2015. The majority of complaints were related to delayed trains impacted by BNSF track construction in Auburn and climate control preferences.



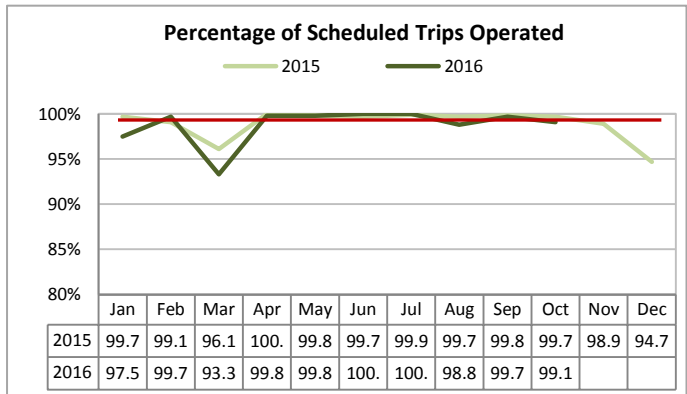
Target: 506 **Oct 2016: 560.7** **YTD 2016: 576.3**

The number of passengers per trip for the month of October was higher than target at 560.7. YTD also exceeded the target at 576.3.



Target: 1.00 **Oct 2016: 0.00** **YTD 2016: 0.00**

Sounder has not experienced a preventable accident since service began.

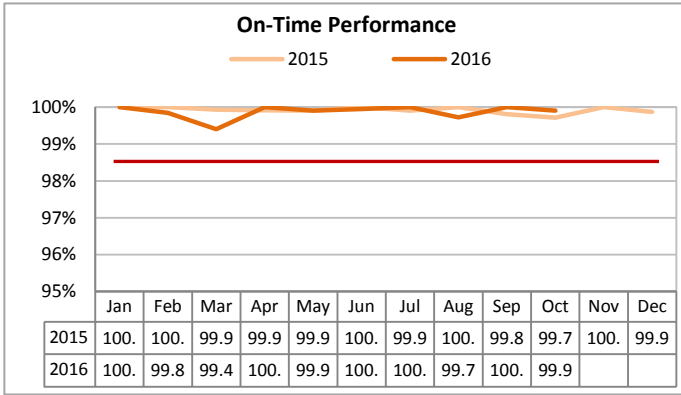


Target: 99.5% **Oct 2016: 99.1%** **YTD 2016: 98.8%**

Percentage of scheduled trips operated in October was just short of the target and the same month of 2015 at 99.1%.

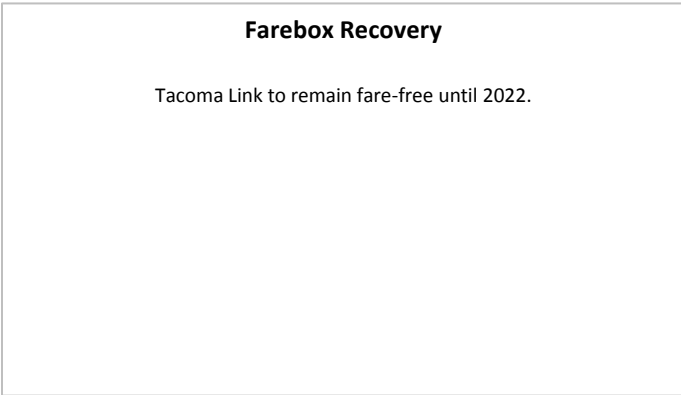
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Tacoma Link

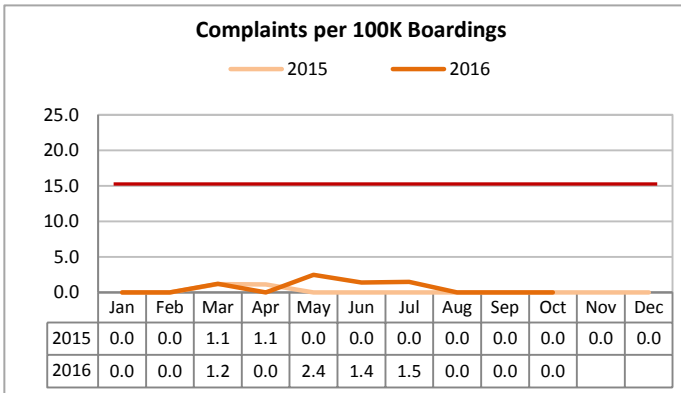


Target: 98.5% **Oct 2016: 99.9%** **YTD 2016: 99.9%**

Tacoma Link consistently performs well above the target for on-time performance.

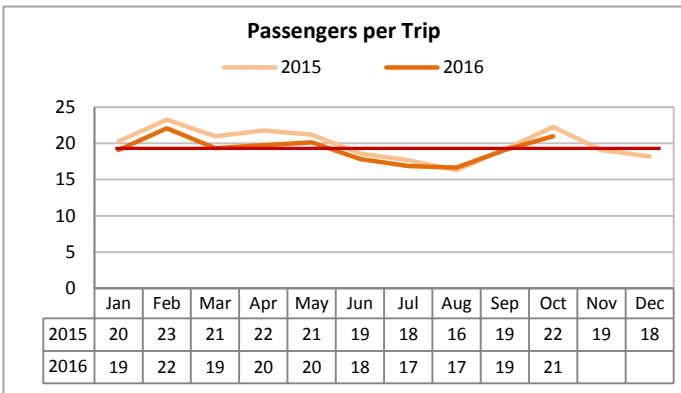


Per Board action in April 2016, Tacoma Link fares will not be implemented until the opening of the Hilltop extension.



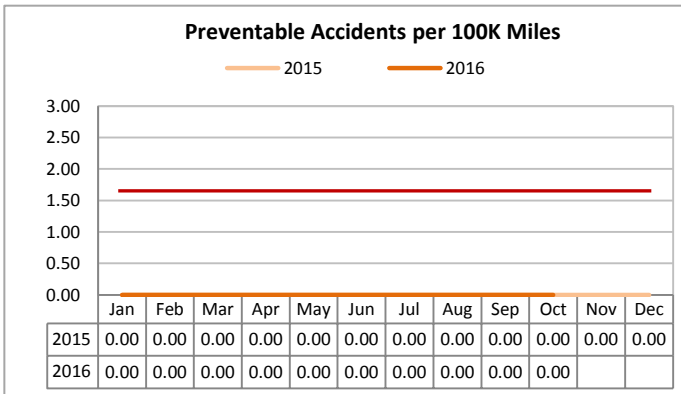
Target: <15 **Oct 2016: 0.0** **YTD 2016: 0.6**

Tacoma Link received no complaints in October and consistently operates well within the target of less than 15 complaints per 100K boardings.



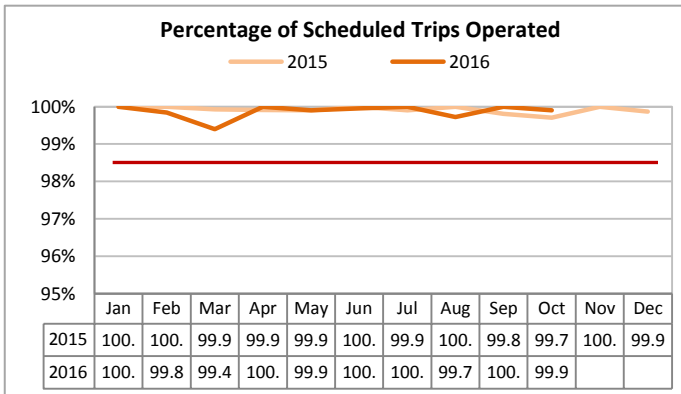
Target: 19.2 **Oct 2016: 21.0** **YTD 2016: 19.2**

The number of passengers per trip was 21, which was slightly lower than the same time period last year but exceeded the target of 19.2.



Target: 1.66 **Oct 2016: 0.00** **YTD 2016: 0.00**

Tacoma Link has not experienced any preventable accidents since March 2013.

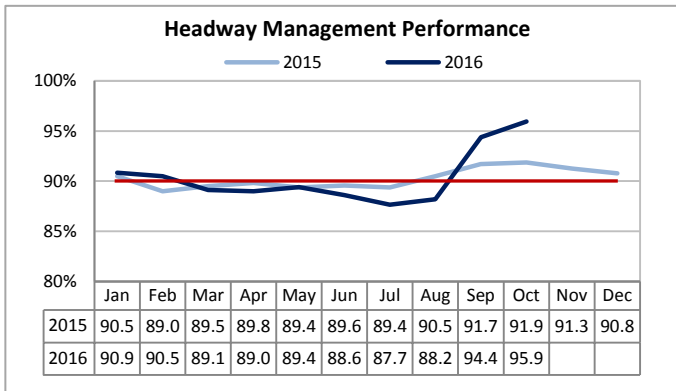


Target: 98.5% **Oct 2016: 99.9%** **YTD 2016: 99.9%**

Tacoma Link consistently operates nearly all scheduled trips and performs better than the target.

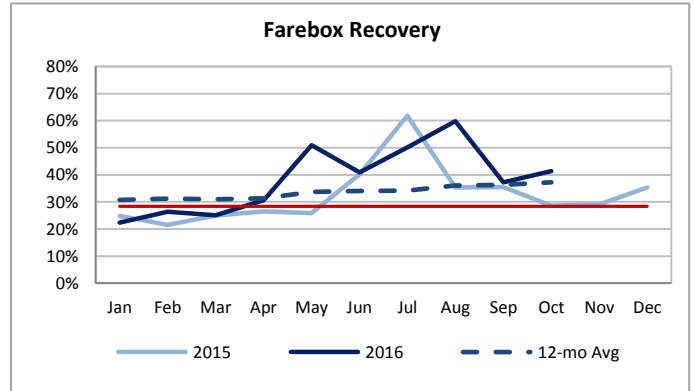
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Link



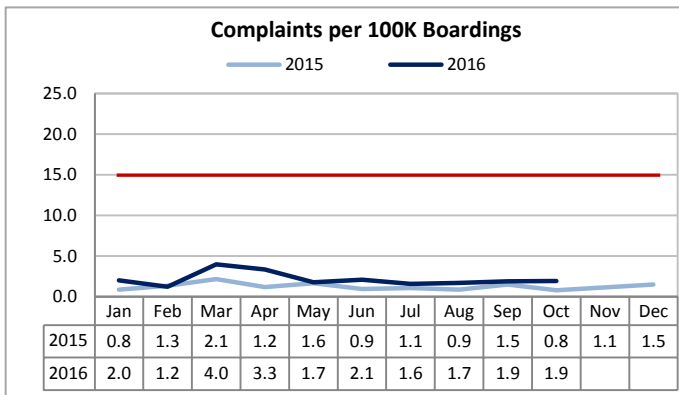
Target: 90% **Oct 2016: 95.9%** **YTD 2016: 90.4%**

Headway management is above targeted levels and performed 4% better than October of last year. The new Angle Lake schedule along with operational improvements in the DSTT have contributed to improved headway performance.



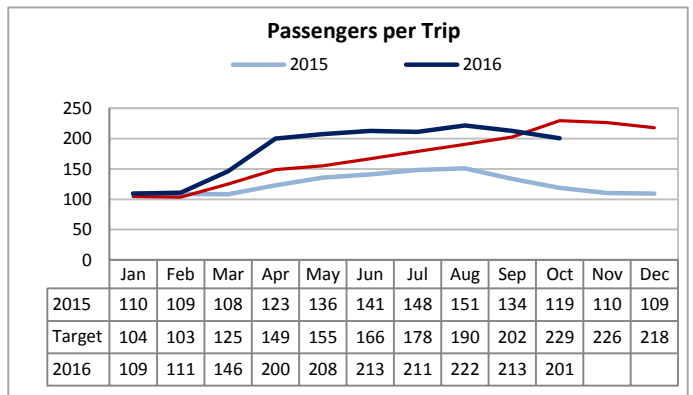
Target: 28.4% **Oct 2016: 41.3%** **12-Mo Avg: 37.3%**

Farebox recovery was trending higher and achieved 41.3% in October and 37.3% during the most recent rolling 12 months, which was well above target.



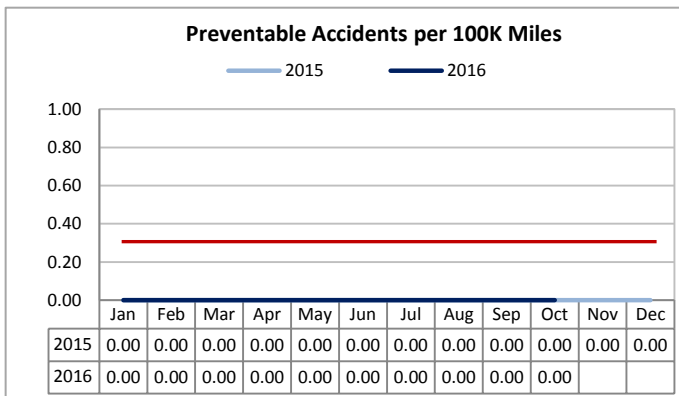
Target: <15 **Oct 2016: 1.9** **YTD 2016: 2.1**

Link received 1.9 complaints per 100K boardings in October, which was well within the targeted range despite healthy ridership gains.



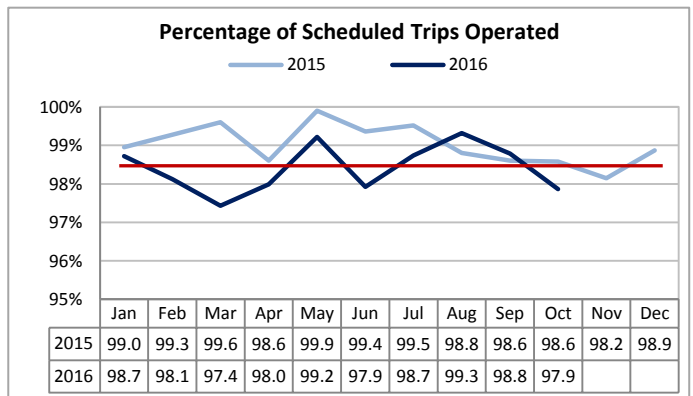
Target: 171 **Oct 2016: 200.9** **YTD 2016: 184.1**

In October, Link observed a similar trend as 2015 where passengers per trip fell slightly. However, PPT is up significantly over last year from 119 to 201. The target line for passengers per trip (red) reflects the openings of the University Link and Angle Lake extensions.



Target: 0.30 **Oct 2016: 0.00** **YTD 2016: 0.00**

Link has not experienced any preventable accidents since July 2013.

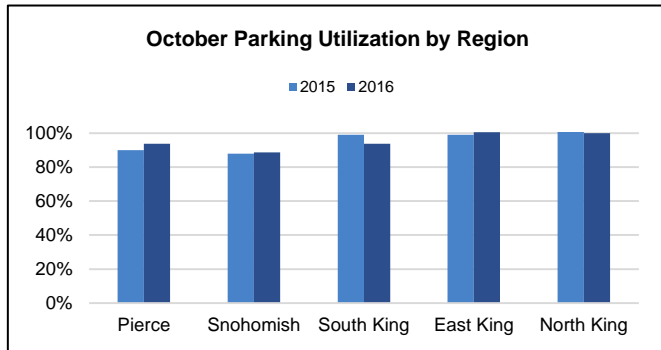


Target: 98.5% **Oct 2016: 97.9%** **YTD 2016: 98.4%**

Scheduled trips operated in October was below target at 97.9% due to a blocking event on MLK not involving light rail and a brief signaling issue.

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General Transit



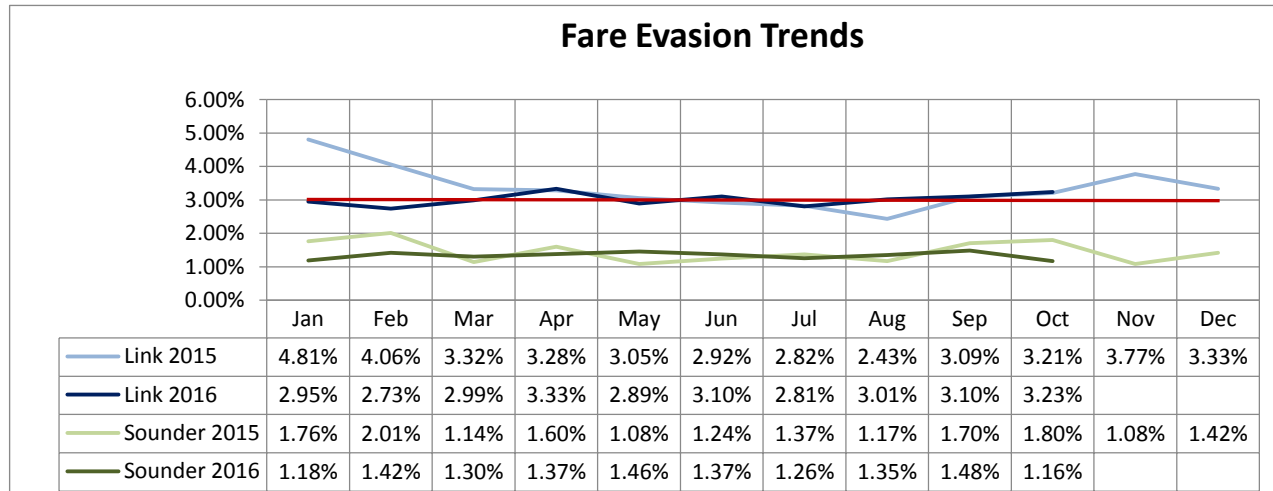
System-wide Permanent & Leased Parking October 2016			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,202	89%
North King	140	140	100%
East King	1,488	1,495	100%
South King	5,031	4,713	94%
Pierce	4,913	4,608	94%
System Total	15,185	14,158	93%

A total of 15,185 parking stalls are available at 30 locations in Pierce County, Snohomish County, as well as South, East, and North King County. Temporary (leased) parking is available in all regions except East King County.

Utilization continues to be at or near capacity at many of our parking facilities. Overall utilization increased by 2% compared to October 2015, reflecting 93% system-wide utilization.

The Pierce County region experienced 9% growth, and Snohomish County increased by 3%. North, East, and South King regions overall decreased usage by 4% compared to last year.

Angle Lake garage and surface lot introduced 1,160 parking spaces with the opening of the new station. In its first full month of operation, the spaces are well utilized at 80% capacity.



Fare Evasion on Link increased marginally compared to October 2015, with final results of 3.23% exceeding the 3% targeted range. October Link boardings increased 78.4% compared to last year, resulting in a lower inspection rate on Link.

Sounder fare evasion declined compared to the prior month and the same time last year, with final results of 1.16% for the month.

Overall, combined fare evasion was 2.96%, within the targeted range of 3%. Fare inspections trended over 4% of all rail passengers in October 2016, below the targeted inspection rate of 10%.

Sound Transit Operations 2016 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 ¹	Fleet Availability	On-Time Performance ²	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴	Farebox Recovery ⁵
Targets	≥ 99.8%	> 90.0%	80%	≥ 85.0%	19,500,000	41.8	< 15.0	< 15.0	≤ 1.66	N/A	N/A
Jan	37,644	99.9%	97.0%	84.4%	1,433,007	38.1	237	16.5	9	0.81	32.7%
Feb	36,673	99.9%	94.0%	83.9%	1,451,138	39.6	205	14.1	13	0.86	27.9%
Mar	41,910	99.9%	95.0%	81.5%	1,582,819	37.8	264	16.7	14	0.89	33.9%
Apr	39,071	99.8%	97.0%	84.1%	1,555,285	39.8	258	16.6	12	0.90	28.7%
May	39,492	99.8%	98.0%	84.4%	1,588,540	40.2	217	13.7	6	0.86	26.2%
Jun	39,975	99.8%	99.0%	81.1%	1,617,420	40.5	300	18.5	10	0.86	35.5%
Jul	38,527	99.7%	99.0%	81.3%	1,545,852	40.1	260	16.8	11	0.89	30.1%
Aug	41,539	99.6%	99.0%	80.8%	1,682,299	40.5	313	18.6	12	0.88	35.6%
Sep	39,396	99.7%	100.0%	82.4%	1,555,956	39.5	336	21.6	15	0.88	27.5%
Oct	40,215	99.8%	99.0%	83.3%	1,575,127	39.2	346	22.0	9	0.86	30.2%
Nov											
Dec											
YTD	394,441	99.8%	97.7%	82.7%	15,587,444	39.5	2,736	17.6	111	0.86	30.5%
Sounder											
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	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴	Farebox Recovery ⁵
Targets	≥ 99.5%	> 90.0%	82%	≥ 95.0%	3,727,882	506.4	< 15.0	< 15.0	≤ 1.00	25.3%	N/A
Jan	546	97.5%	100.0%	86.6%	94.3%	331,257	606.7	29	8.8	0.00	31.6%
Feb	586	99.7%	100.0%	86.2%	95.7%	340,008	580.2	22	6.5	0.00	31.5%
Mar	608	93.3%	100.0%	86.1%	94.4%	365,505	601.2	32	8.8	0.00	31.3%
Apr	603	99.8%	100.0%	86.4%	96.2%	342,552	568.1	21	6.1	0.00	32.4%
May	607	99.8%	100.0%	86.7%	95.2%	358,584	590.7	23	6.4	0.00	27.9%
Jun	628	100.0%	100.0%	86.1%	92.8%	361,919	576.3	26	7.2	0.00	30.4%
Jul	576	100.0%	100.0%	86.7%	95.1%	323,233	561.2	23	7.1	0.00	32.8%
Aug	652	98.8%	100.0%	89.3%	93.3%	372,746	571.7	47	12.6	0.00	30.0%
Sep	656	99.7%	100.0%	88.3%	95.1%	362,189	552.1	28	7.7	0.00	32.1%
Oct	640	99.1%	100.0%	90.3%	92.4%	358,859	560.7	66	18.4	0.00	33.1%
Nov											
Dec											
YTD	6,102	98.8%	100.0%	87.3%	94.5%	3,516,851	576.3	317	9.0	0.00	31.3%
Link											
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	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴	Farebox Recovery ⁵
Targets	≥ 98.5%	> 90.0%	86.0%	≥ 90.0%	17,200,000	170.9	< 15.0	< 15.0	< 0.30	28.4%	N/A
Jan	8,298	98.7%	96.3%	81.3%	94.0%	908,411	109.5	18	2.0	0.00	22.4%
Feb	8,149	98.1%	95.0%	82.8%	93.2%	904,266	111.0	11	1.2	0.00	26.3%
Mar	8,602	97.4%	94.3%	86.3%	88.9%	1,259,454	146.4	50	4.0	0.00	25.0%
Apr	8,295	98.0%	93.8%	87.8%	92.6%	1,657,616	199.8	55	3.3	0.00	30.6%
May	8,560	99.2%	95.8%	90.5%	89.4%	1,777,520	207.7	31	1.7	0.00	50.9%
Jun	8,408	97.9%	96.0%	88.7%	92.3%	1,789,217	212.8	37	2.1	0.00	40.9%
Jul	8,513	98.7%	96.0%	89.2%	92.5%	1,796,875	211.1	28	1.6	0.00	50.1%
Aug	8,825	99.3%	98.0%	91.5%	89.6%	1,957,274	221.8	33	1.7	0.00	59.8%
Sep	8,649	98.8%	93.0%	96.6%	93.7%	1,842,304	213.0	35	1.9	0.00	37.3%
Oct	9,097	97.9%	95.0%	95.0%	92.3%	1,827,182	200.9	35	1.9	0.00	41.3%
Nov											
Dec											
YTD	85,396	98.4%	95.3%	89.0%	92.2%	15,720,119	184.1	333	2.1	0.00	38.0%

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.