

**Sound Transit Operations
April 2014 Service Performance Report**

Ridership

Total Boardings by Mode						
Mode	Apr-13	Apr-14	% Δ	YTD-13	YTD-14	% Δ
ST Express	1,402,212	1,488,173	6.1%	5,321,183	5,649,074	6.2%
Sounder	252,409	283,395	12.3%	962,467	1,043,337	8.4%
Tacoma Link	90,464	89,683	-0.9%	349,767	327,378	-6.4%
Central Link	731,045	848,417	16.1%	2,771,623	3,199,806	15.4%
Paratransit	5,476	4,995	-8.8%	20,908	19,250	-7.9%
System Total	2,481,606	2,714,663	9.4%	9,425,948	10,238,845	8.6%

ST Express and System Total ridership includes Downtown Seattle (formerly Ride Free Area) ridership as of October 2012.

April 2013:	22 Weekdays	4 Saturdays	4 Sundays
April 2014:	22 Weekdays	4 Saturdays	4 Sundays

Total Sound Transit ridership continued an upward trend with total boardings increasing by 9.4% in April. Strong growth was posted on ST Express buses, Sounder commuter rail and Central Link light rail during the month.

Tacoma Link boardings were down less than 1%, hopefully signaling an end to the declines this service has experienced since the beginning of the year. Growth in weekend ridership offset a 2.8% drop in weekday boardings.

Central Link ridership increased by 16.1% compared to April 2013, and posted very impressive growth in weekend ridership.

Both **Sounder** lines experienced growth, and there were fewer slide-related service disruptions on the North Line compared with April 2013.

Paratransit ridership continued to decline, with a 9% drop in total boardings.

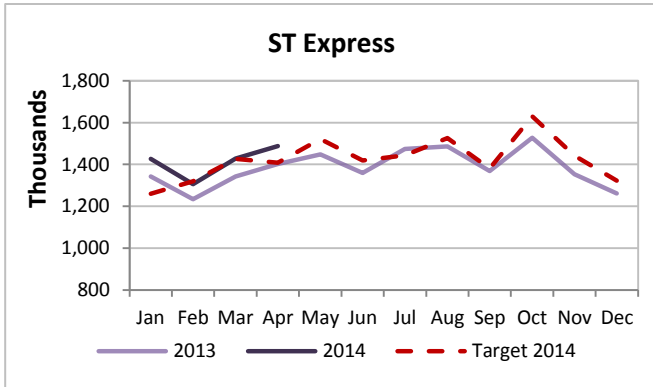
Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Apr-13	Apr-14	% Δ	Apr-13	Apr-14	% Δ	Apr-13	Apr-14	% Δ
ST Express	57,591	60,789	5.6%	20,213	22,310	10.4%	13,589	15,393	13.3%
Sounder	11,267	12,661	12.4%	1,801	1,909	N/A	1,368	1,472	7.6%
Tacoma Link	3,656	3,553	-2.8%	1,870	2,083	11.4%	641	798	24.5%
Central Link	27,019	31,072	15.0%	19,515	23,904	22.5%	14,643	17,304	18.2%
Paratransit	183	167	-8.7%	183	167	-8.7%	183	167	-8.7%
System Total	99,715	108,239	8.5%						

Average daily boardings on ST Express buses exceeded 60,000 boardings for the first time; and average weekday ridership on Central Link set a new record of over 31,000 boardings.

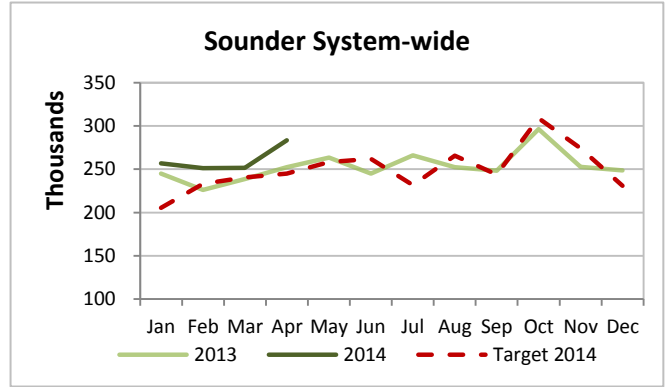
Please refer to Page 2 to view ridership trends by mode.

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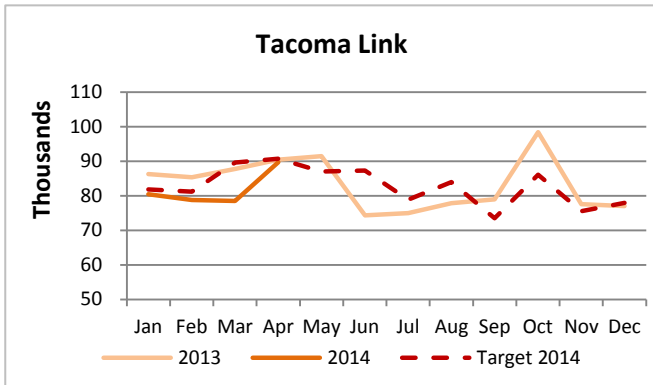
Monthly Ridership Trends by Mode



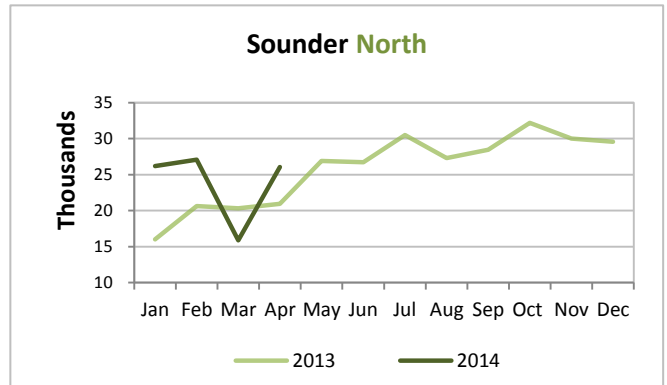
ST Express ridership increased by 6% in April and for the year to date. Routes connecting Seattle with the Eastside and Pierce County experienced the most growth.



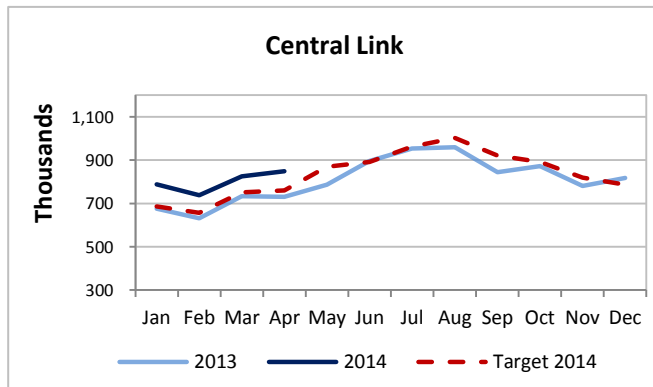
Sounder system-wide ridership increased by about 12% compared to April 2013, and also exceeded the YTD ridership target by more than 8%.



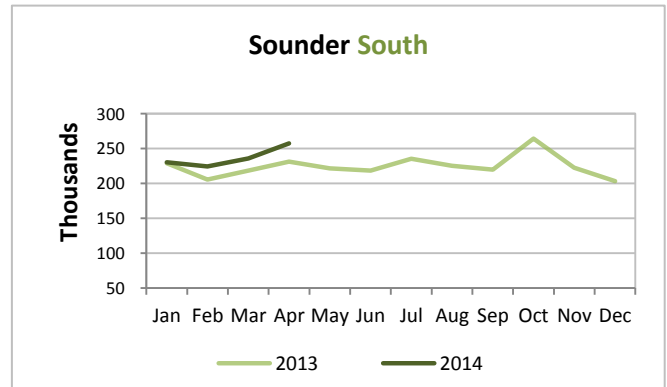
Tacoma Link ridership showed a vast improvement in April, nearly matching April 2013 ridership and the April 2014 target.



Sounder North ridership rebounded nicely in April and increased 24% compared to April 2013. This year we saw fewer mudslides, more event trains, and higher overall boardings.



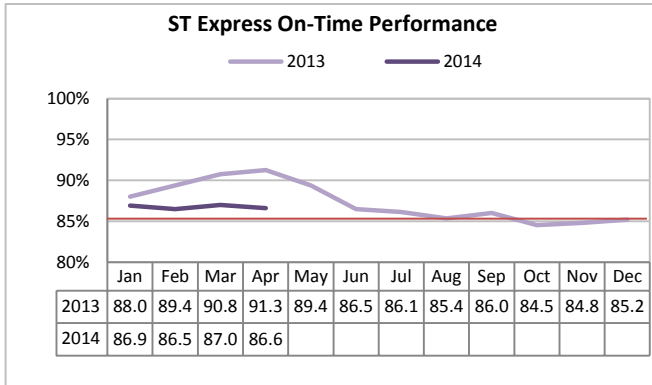
Link ridership continued to grow, carrying 16.1% more riders this year compared to April 2013, and bringing the YTD total up 15.4% compared to YTD 2013.



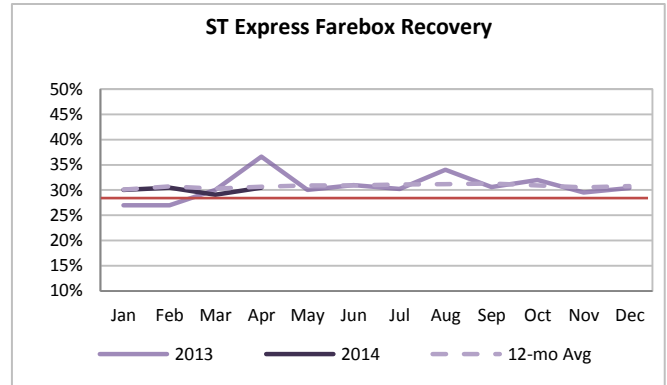
Sounder South ridership grew by about 10% compared to April 2013, which is a result of weekend event trains, a new round trip added in Q4 2013, and higher overall boardings.

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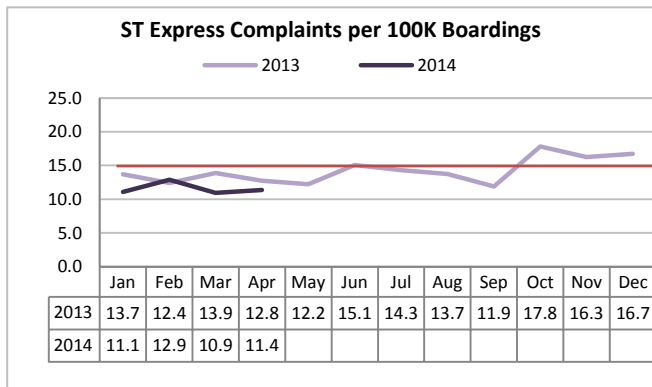
ST Express



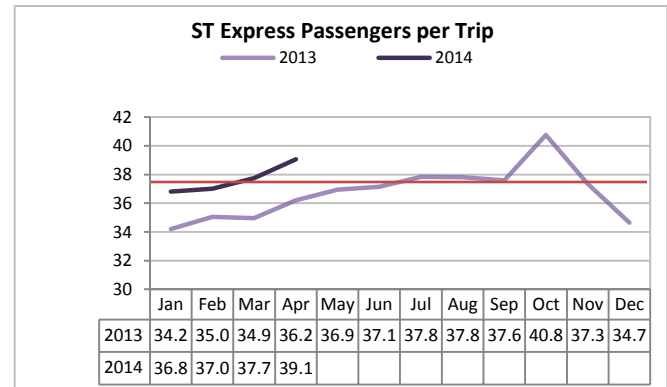
Target: 85% April 2014: 86.6% YTD 2014: 86.8%
 ST Express met the 85% target for OTP, coming in at 86.6% for April, and 86.8% for YTD.



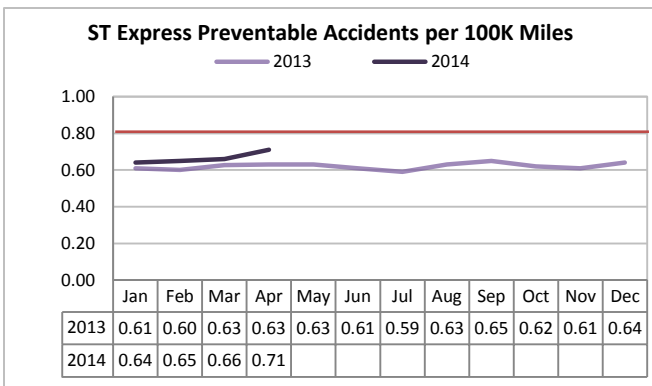
Target: 27.4% April 2014: 30.5% YTD 2014: 30.0%
 Farebox recovery decreased slightly compared to April 2013, but is consistently above the target of 27.4%.



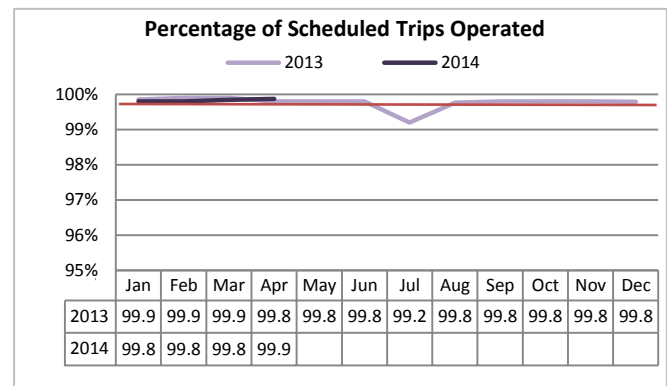
Target: <15 April 2014: 11.4 YTD 2014: 11.5
 ST Express received 11.4 complaints per 100K boardings in April, an 11% improvement compared to April 2013.



Target: 37.6 April 2014: 39.1 YTD 2014: 37.7
 ST Express exceeded the passengers per trip target in April and for the YTD, an increase of 8% compared to April 2013.



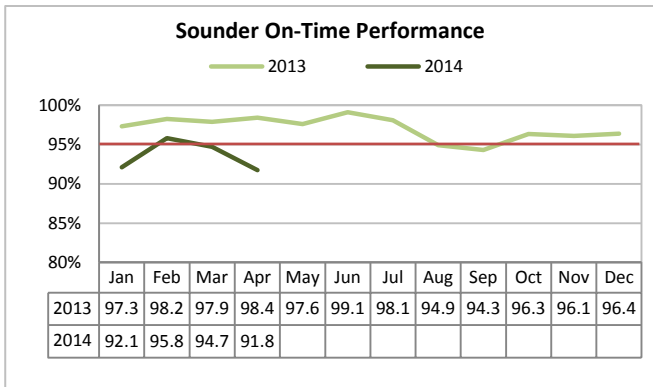
Target: <15 April 2014: 0.71 YTD 2014: 0.71
 Preventable accidents per 100,000 miles increased slightly in April due to a number of preventable mirror clips and bus lot incidents.



Target: 99.8% March 2014: 99.9% YTD 2014: 99.8%
 ST Express met the target of 99.8% of scheduled trips operated for April 2014 and YTD 2014.

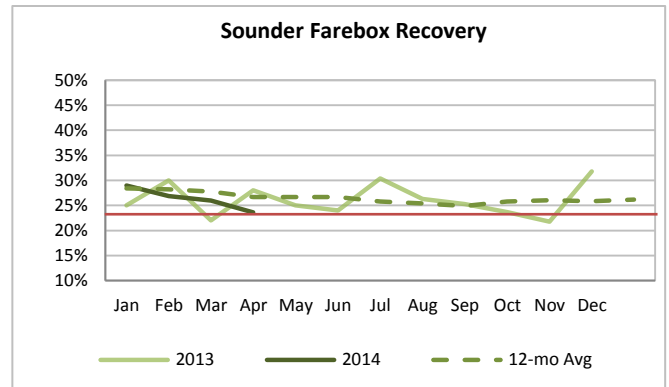
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Sounder Commuter Rail



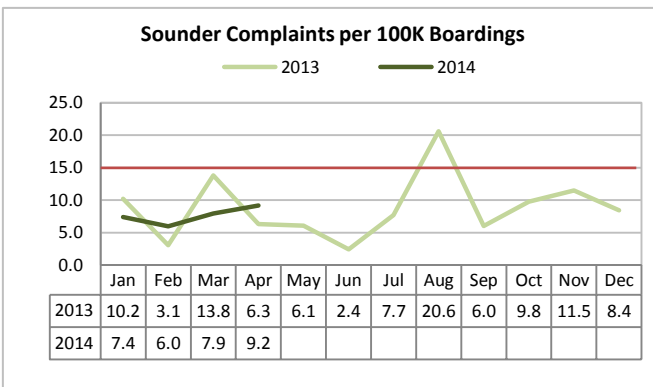
Target: 95% April 2014: 91.8% YTD 2014: 93.6%

Sounder OTP was impacted by ongoing construction at Tukwila Station, heavy freight traffic, and slide-related speed restrictions on the North Line.



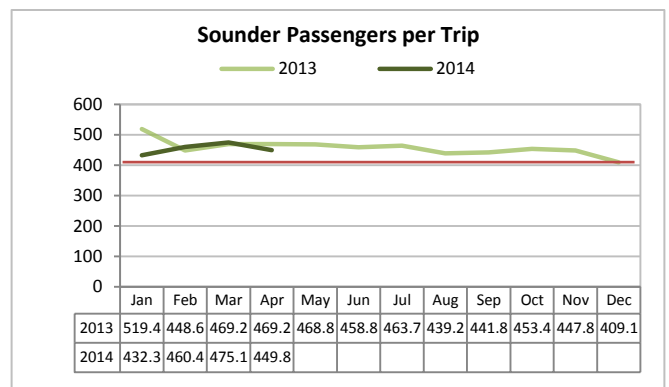
Target: 23.0% April 2014: 24.0% YTD 2014: 26.2%

Farebox recovery declined by 2% compared to April 2013 due to numerous service disruptions, but on average, has remained above the target over the past 12-month period.



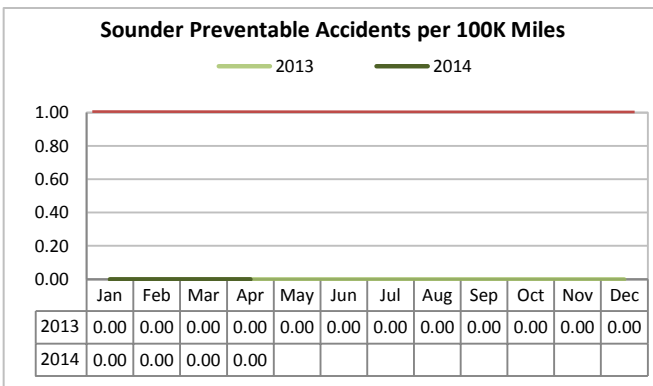
Target: <15 April 2014: 9.2 YTD 2014: 7.6

Sounder complaints per 100K boardings were up in April 2014, but YTD 2014 performance improved by 10%.



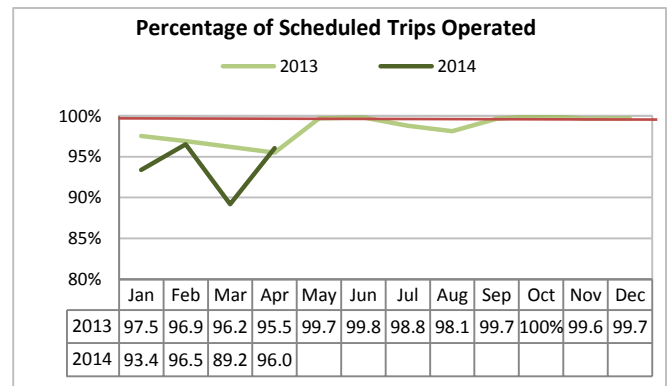
Target: 410 April 2014: 449.8 YTD 2014: 454.4

Sounder passengers per trip surpassed the target in April and for YTD 2014.



Target: 1.0 April 2014: 0.00 YTD 2014: 0.00

Sounder has not experienced a preventable accident since service was launched.

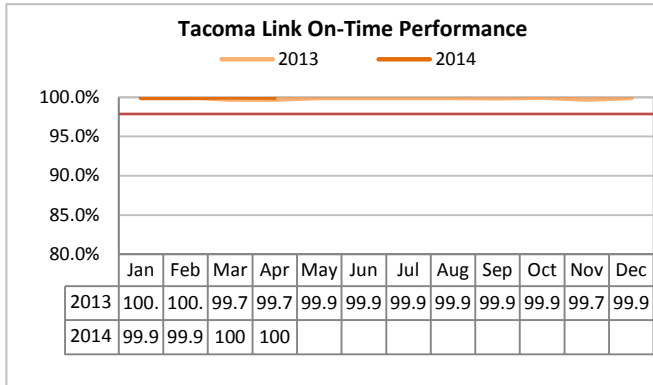


Target: 99.5% April 2014: 96.0% YTD 2014: 93.8%

Sounder did not meet the target for percentage of scheduled trips operated in April, due to slide-related disruptions on the North Line.

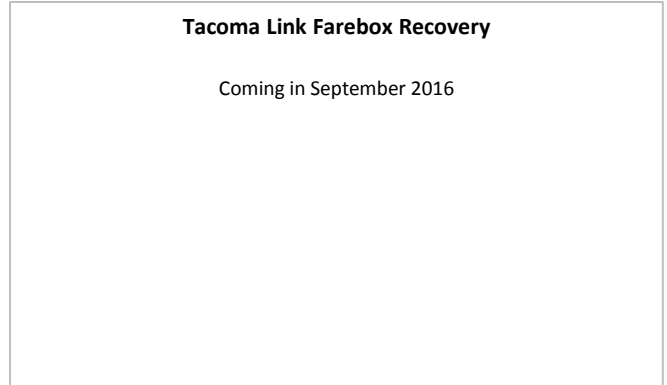
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Tacoma Link

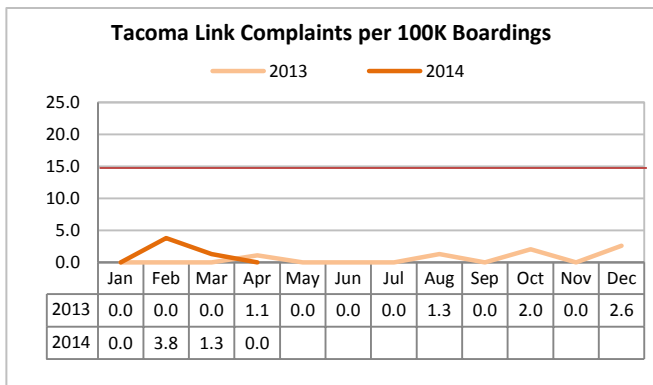


Target: 98.5% April 2014: 100% YTD 2014: 100%

Tacoma Link achieved 100% OTP in April 2014, a slight improvement compared to April 2013, but consistently performs above the 98.5% target.

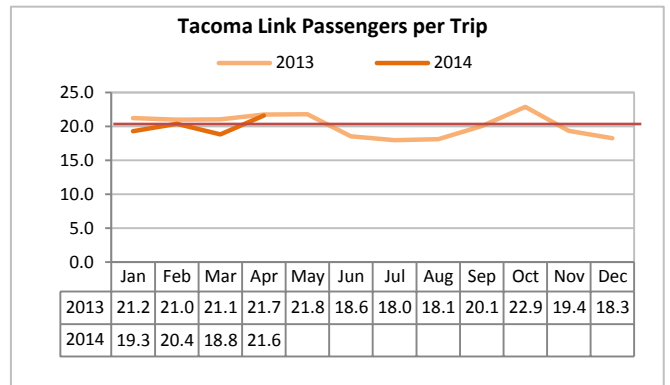


Tacoma Link riders will not be asked to pay fares beginning this year, thanks to a proposal from the downtown Tacoma Business Improvement Area to pay ST the projected fare revenue and postpone fare collection until September 2016.



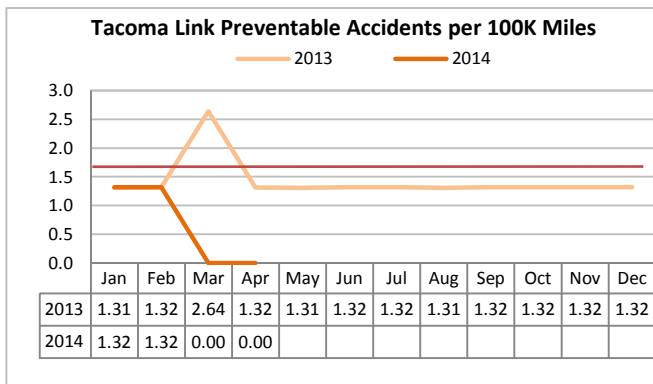
Target: <15 April 2014: 0.0 YTD 2014: 1.2

Tacoma Link did not receive any complaints in April, and consistently meets the target for complaints per 100K boardings.



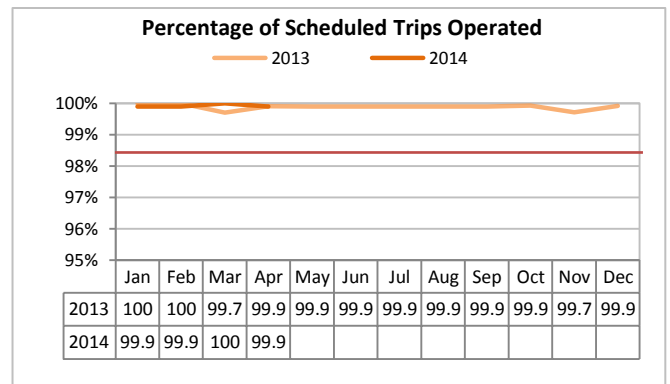
Target: 20.2 April 2014: 21.6 YTD 2014: 20.0

Passengers per trip improved by 15% from March to April, and surpassed the target by 7%. YTD performance also improved, coming in just shy of the target.



Target: 1.66 April 2014: 0.00 YTD 2014: 0.00

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

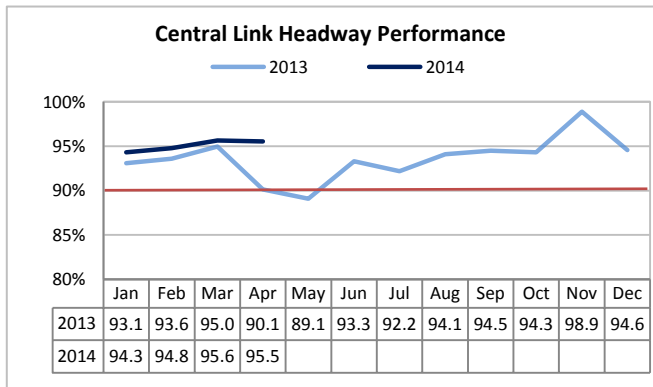


Target: 98.5% April 2014: 99.9% YTD 2014: 99.9%

Tacoma Link consistently operates nearly all of its scheduled trips.

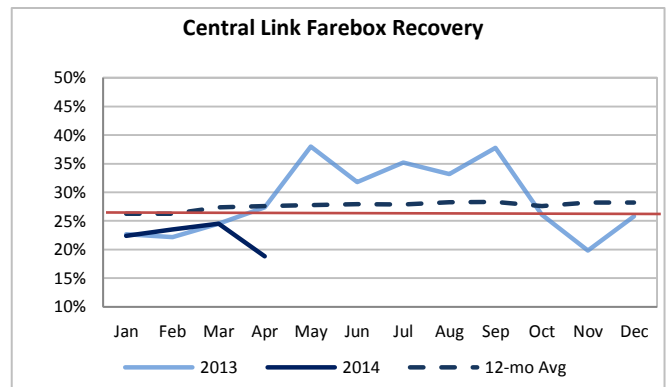
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Central Link



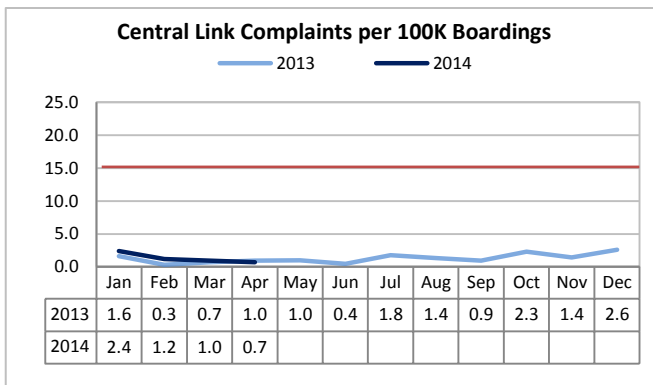
Target: 90% **April 2014: 95.5%** **YTD 2014: 95.1%**

Headway performance improved by 5.4% compared to April 2013. We are seeing this level of improvement due to the Tukwila sound wall construction that took place last year.



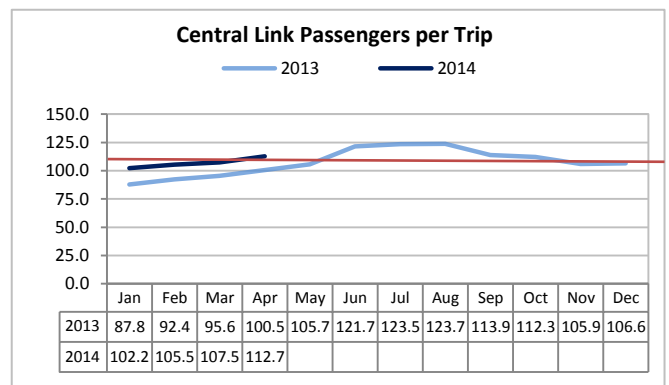
Target: 25.8% **April 2014: 18.8%** **YTD 2014: 22.0%**

Farebox recovery continued to decline in April, falling below the 2014 target. Accounting of the 2013 reconciliation caused April costs to be high; we expect to be at the target by year end.



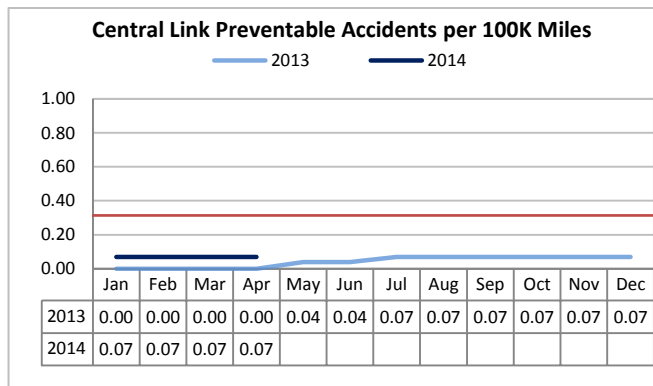
Target: <15 **April 2014: 0.7** **YTD 2014: 1.3**

Complaints per 100,000 riders improved slightly compared to April 2013. Central Link consistently performs within the target.



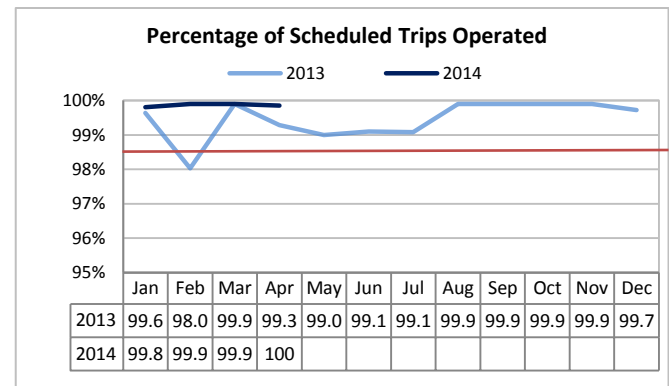
Target: 110 **April 2014: 112.7** **YTD 2014: 107.0**

Central Link met the target for passengers per trip in April but fell shy of the target for YTD 2014 due to its seasonal ridership trend. Overall, passengers per trip is 12% higher than last year.



Target: 0.30 **April 2014: 0.07** **YTD 2014: 0.07**

Link has not experienced any preventable accidents since July 2013 has held steady at 0.07 preventable accidents per 100K miles throughout the past 12-month period.

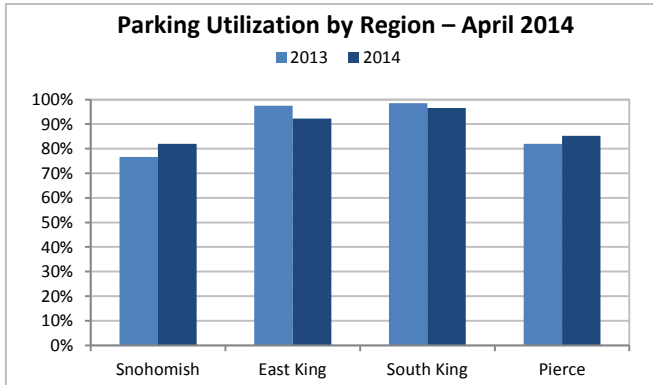


Target: 98.5% **April 2014: 100%** **YTD 2014: 99.9%**

Link consistently performs above the targeted percentage of trips operated. In April 2014, Link performed 100% of all scheduled trips for the first time during 2013 and 2014.

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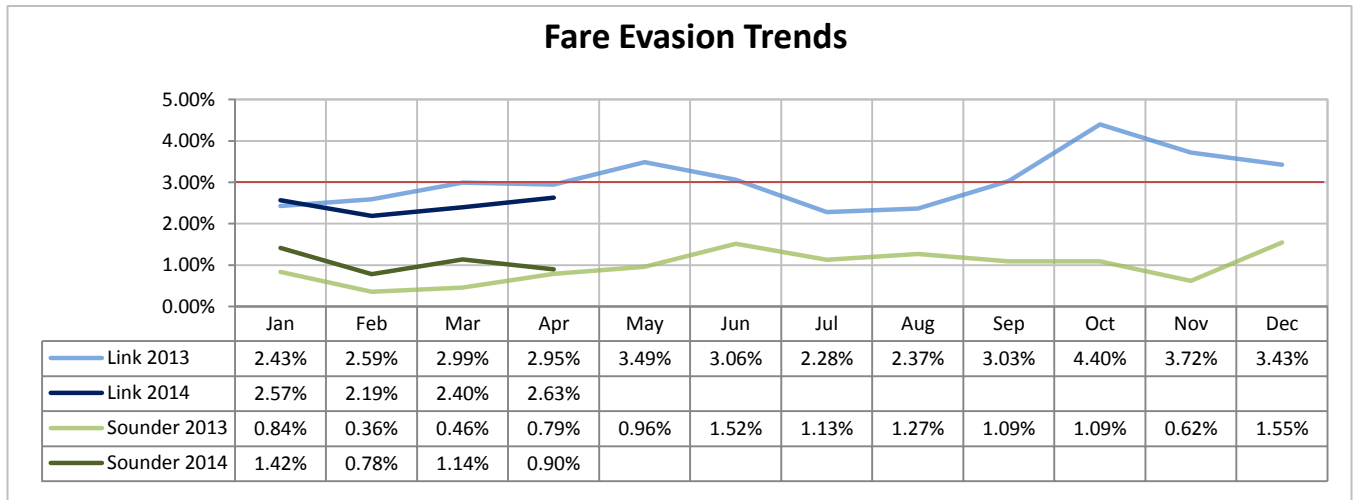
General Transit



System-wide Permanent & Leased Parking April 2014			
Region	Available	Utilized	% Utilized
Snohomish	3,613	2,960	82%
East King	1,488	1,373	92%
South King	3,652	3,528	97%
Pierce	4,860	4,141	85%
System Total	13,613	12,002	88%

Parking continues to be at or near capacity at many of our permanent and leased parking facilities, with utilization at 85-100% in all regions except Snohomish County. System-wide, parking utilization was 88% in April, reflecting an overall 1% increase compared to April 2013.

The parking permit pilot program continued in April, with registration underway for the second half of the pilot, which runs from May 1 to July 31, 2014.



Fare Evasion decreased slightly on Central Link compared to last year, and is below our 3% target. Sounder experienced a slight decrease compared to the previous month, but was still slightly higher than April 2013. Increased fare inspections seem to be positively impacting the fare evasion rates on both Central Link and Sounder services. We continue to work closely with the private contractor to effectively balance inspections and staffing.

Sound Transit Operations 2014 Monthly Modal Performance Data Sheet

		ST Express												Tacoma Link												Central Link																					
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Fleet Availability	On-Time Performance ²	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴	Miles (Rolling 12 Months) ⁵	Farebox Recovery ⁶	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Fleet Availability	On-Time Performance ²	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴	Miles (Rolling 12 Months) ⁵	Farebox Recovery ⁶	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Fleet Availability	On-Time Performance ²	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴	Miles (Rolling 12 Months) ⁵	Farebox Recovery ⁶									
Targets	455,000	98.8%	>90.0%	80%	-85.0%	17,100,000	37.6	<15.0	<8.0	27%	<8.0	27%	Targets	49,100	98.5%	>90.0%	66.7%	>98.5%	993,353	20.2	<15.0	<15.0	<1.66	N/A	Targets	90,500	98.5%	>90.0%	86.0%	90.0%	90,000,000	110	<15.0	<30	26%												
Jan	38,735	99.8%	97.7%	97.1%	86.9%	1,426,928	36.8	159	8	0.64	30%		Jan	4,170	99.9%	100%	100%	99.9%	80,434	19.3	0	0	1.32	N/A	Jan	7,716	99.8%	99.5%	91.7%	93.9%	94.3%	788,557	102.2	19	2.4	0	0.07	22%									
Feb	35,326	99.8%	96.2%	96.7%	86.5%	1,305,976	37.0	168	7	0.65	31%		Feb	3,871	99.9%	100%	88.1%	99.9%	78,801	20.4	3	3.8	0	1.32	N/A	Feb	6,999	99.9%	98.3%	91.8%	90.4%	94.8%	738,121	105.5	9	1.2	0	0.07	24%								
Mar	37,841	99.8%	98.1%	96.5%	87.0%	1,427,997	37.7	156	11	0.66	29%		Mar	4,164	100%	100%	86.0%	100%	78,459	18.8	1	1.3	0	0.00	N/A	Mar	7,672	99.9%	99.3%	93.1%	91.6%	95.6%	824,711	107.5	8	1.0	0	0.07	25%								
Apr	38,089	99.9%	98.0%	95.0%	86.6%	1,488,173	39.1	169	15	0.71	31%		Apr	4,151	99.9%	100%	97.8%	99.9%	89,683	21.6	0	0.0	0	0.00	N/A	Apr	7,529	99.9%	99.2%	91.4%	90.6%	95.5%	848,417	112.7	6	0.7	0	0.07	19%								
May													May													May																					
Jun													Jun													Jun																					
Jul													Jul													Jul																					
Aug													Aug													Aug																					
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Nov													Nov													Nov																					
Dec													Dec													Dec																					
YTD	149,991	99.8%	97.5%	96.3%	86.8%	5,649,074	37.7	652	41	0.71	30%		YTD	16,356	99.93%	100%	93%	99.93%	N/A	327,377	20.0	4	1.2	0	0.00	N/A	YTD	29,916	99.9%	99.1%	92.0%	91.6%	95.1%	3,199,806	107.0	42	1.3	0	0.07	22%							

¹ PMIs are preventive vehicle maintenance inspections. Central Link PMIs include Signals, Traction Power, LRV, Track, SCADA, and Facilities.

² Actual performance compared to the Budget standard-ST Express: >85%, Sounder: >95%, Central 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.