

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

Ridership

Total Boardings by Mode						
Mode	Feb-13	Feb-14	% Δ	YTD-13	YTD-14	% Δ
ST Express	1,233,689	1,305,976	5.9%	2,576,979	2,732,904	6.1%
Souder	226,091	251,381	11.2%	471,226	508,156	7.8%
Tacoma Link	85,327	78,801	-7.6%	171,556	159,235	-7.2%
Central Link	631,191	738,121	16.9%	1,307,520	1,526,678	16.8%
Paratransit	4,932	4,445	-9.9%	10,682	9,446	-11.6%
System Total	2,181,230	2,378,724	9.1%	4,537,963	4,936,419	8.8%

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

February 2013:	20 Weekdays	4 Saturdays	4 Sundays
February 2014:	20 Weekdays	4 Saturdays	4 Sundays

Total Sound Transit ridership increased by 9.1% in February 2014; and all modes experienced growth, except Tacoma Link and Paratransit.

ST Express boardings were up almost 6% with particularly strong gains on routes connecting downtown Seattle with the Eastside and Pierce County.

Souder boardings were up 11.2%, with ridership increases on both the North and South lines.

Central Link led the other modes in ridership growth with a 16.9% increase in boardings, and set a new growth record for average weekday boardings, with an increase of 19.2% compared with February 2013.

Tacoma Link lost two weekend days of ridership due to a shutdown for track repair work, which contributed to a drop of 7.6% in total monthly boardings. Temporary bus service was provided during the shutdown, with the ridership assigned to ST Express.

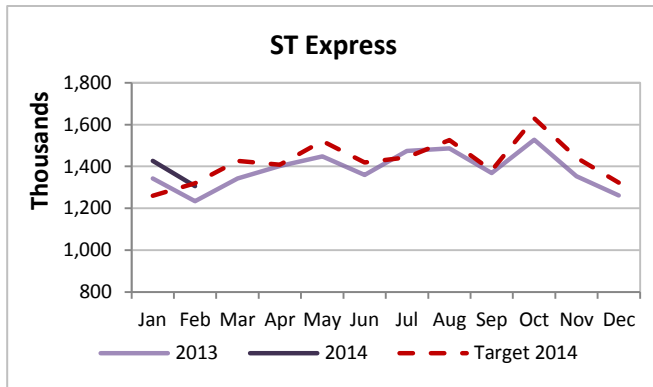
Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Feb-13	Feb-14	% Δ	Feb-13	Feb-14	% Δ	Feb-13	Feb-14	% Δ
ST Express	54,640	58,668	7.4%	19,903	19,978	0.4%	15,321	13,177	-14.0%
Souder	11,305	12,569	11.2%	-	-	N/A	-	-	N/A
Tacoma Link	3,870	3,628	-6.3%	1,976	2,225	12.6%	781	798	2.2%
Central Link	25,370	30,250	19.2%	18,015	18,805	4.4%	12,934	14,474	11.9%
Paratransit	176	159	-9.7%	176	159	-9.7%	176	159	-9.7%
System Total	95,166	105,092	10.4%						

Average daily boardings increased by an overall 10.4% compared to February 2013. ST Express, Souder and Central Link set new one-day ridership records due to the Seahawks Super Bowl Parade on February 5; and the impact of this surge affected average daily boardings and ridership totals for the rest of the month.

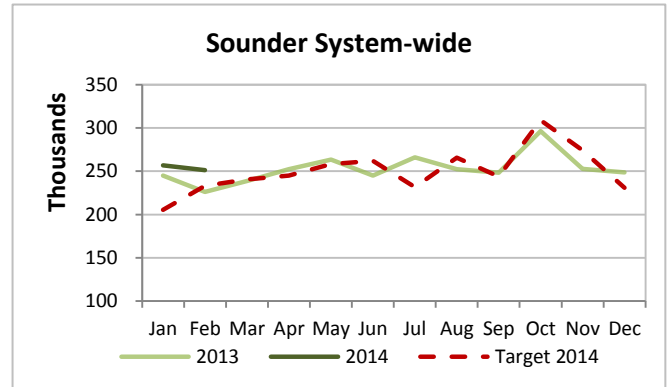
Please refer to Page 2 to view ridership trends by mode.

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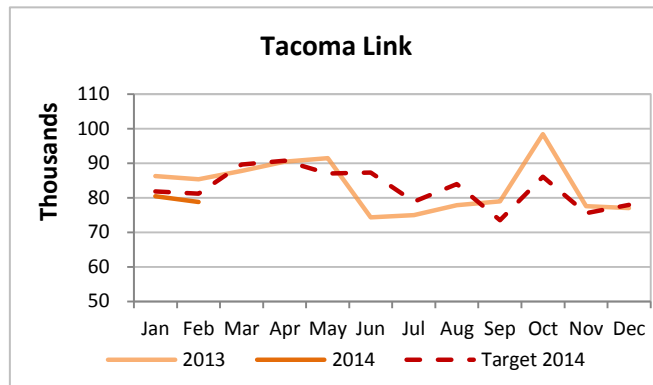
Monthly Ridership Trends by Mode



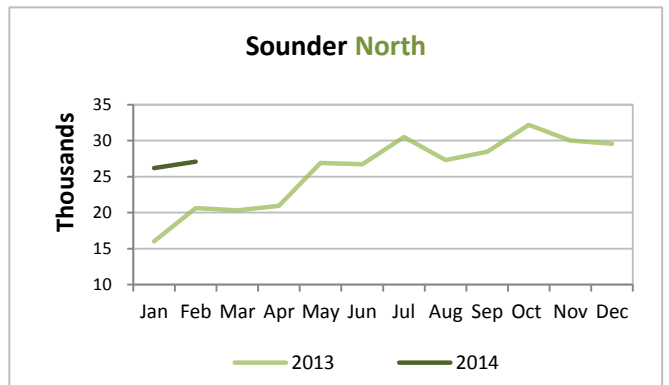
ST Express surpassed February 2013 ridership by 5.9% but came in slightly below the February 2014 target.



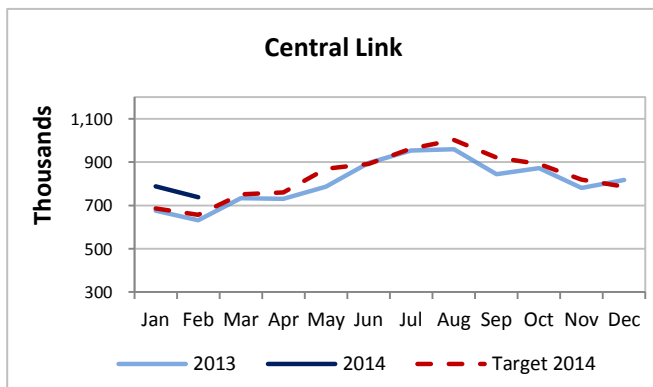
Sounder system-wide ridership increased by 11.2% compared to February 2013, due in part to the Seahawks Super Bowl Parade on February 5.



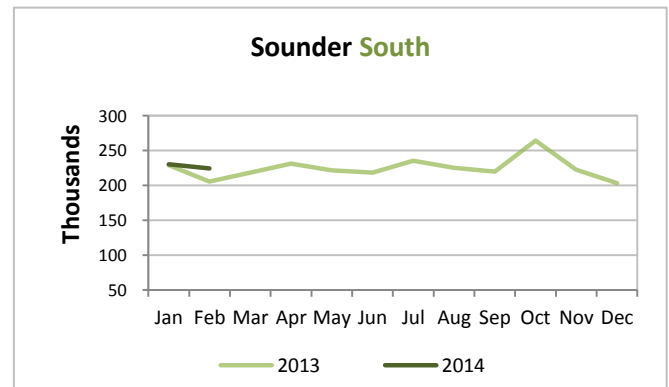
Tacoma Link ridership was down 7.6% compared to February 2013, due to two days of emergency track repairs when trains did not run.



Sounder North ridership grew by 31% compared to February 2013, due to the Seahawks parade and overall higher North ridership.



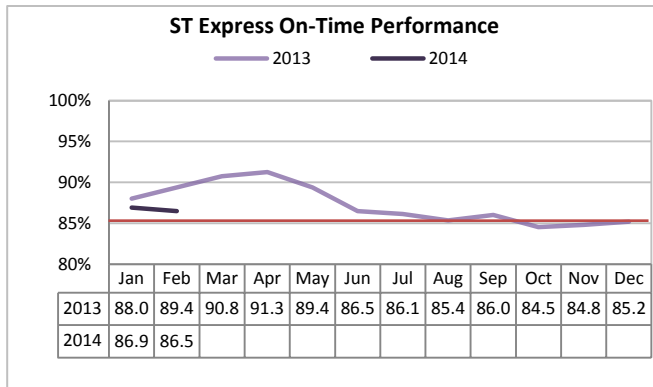
Even without impact of the Seahawks Parade, Link still carried about 10% more riders this year compared to February 2013.



Sounder South ridership also grew compared to February 2013, coming in 9% higher in February 2014 due to the Seahawks parade and 10th round trip added last fall.

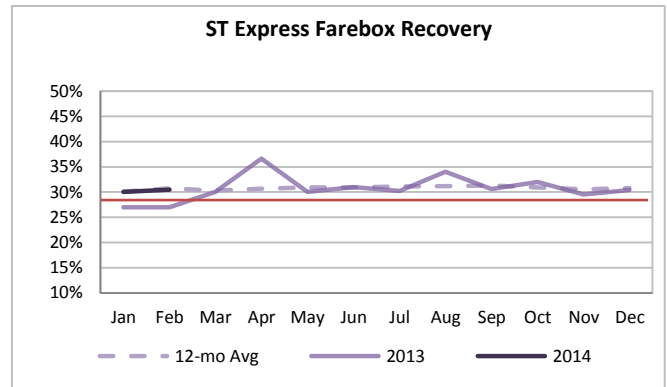
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ST Express



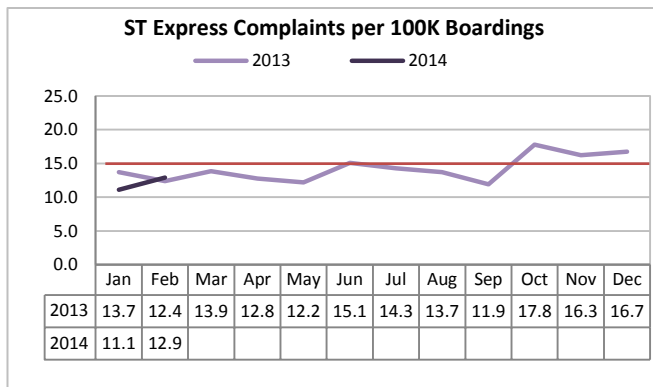
2013: 89.4% **2014: 86.5%** **Δ -2.9%**

OTP decreased slightly from 2013 to 2014, but met the January target of 85%.



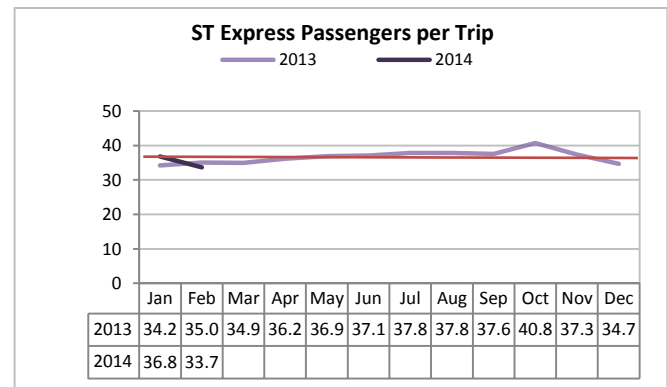
2013: 27% **2014: 31%** **Δ 4%**

Farebox recovery increased by 4% compared to February 2013; an indication of higher ridership.



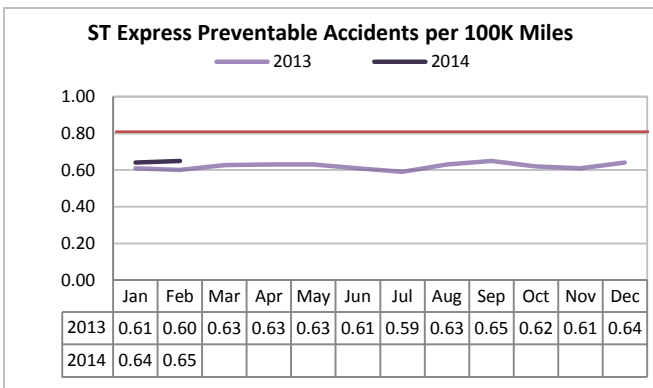
2013: 12.4 **2014: 12.9** **Δ 0.5%**

Complaints per 100K boardings increased slightly in February, which is normal following a service change.



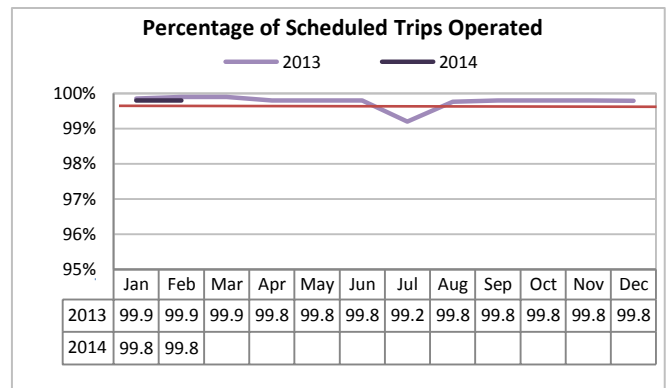
2013: 35 **2014: 33.7** **Δ -3.7%**

ST Express carried an average of 1.3 fewer passengers per trip compared to February 2013.



2013: 0.60 **2013: 0.65** **Δ 0.05**

Preventable accidents per 100,000 miles is calculated based on the number of accidents in the prior 12-month period.

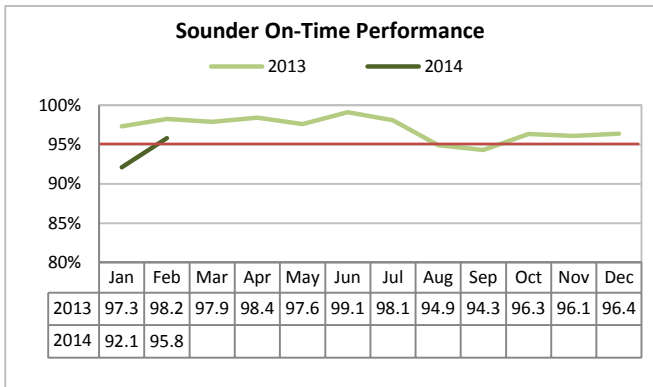


2013: 99.9% **2014: 99.8%** **Δ -0.1%**

ST Express met the target of 99.8% of scheduled trips operated in February 2014, meeting the 2014 target.

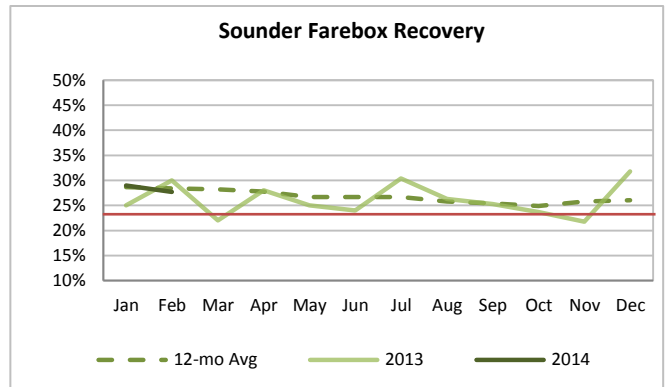
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Sounder Commuter Rail



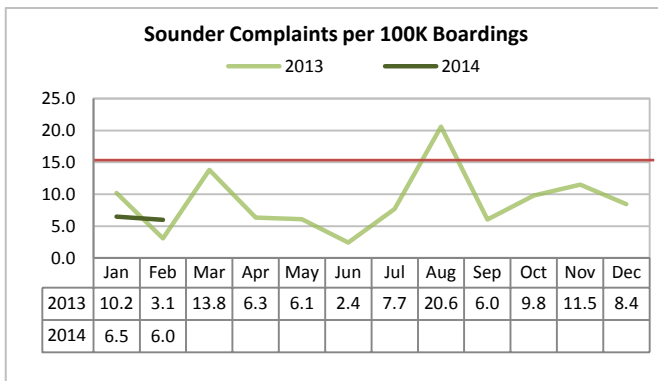
2013: 98.2% 2014: 95.8% Δ -2.4%

Sounder met the target for OTP, despite delays from construction, freight traffic, and mechanical issues.



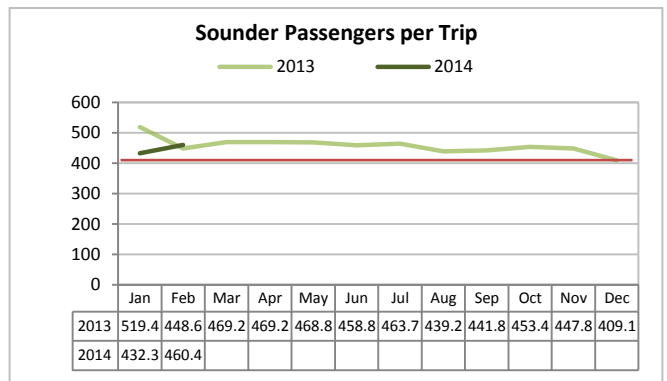
2013: 30% 2014: 28% Δ -2%

Farebox recovery exceeded the 2014 target and is in line with the 12-month rolling average.



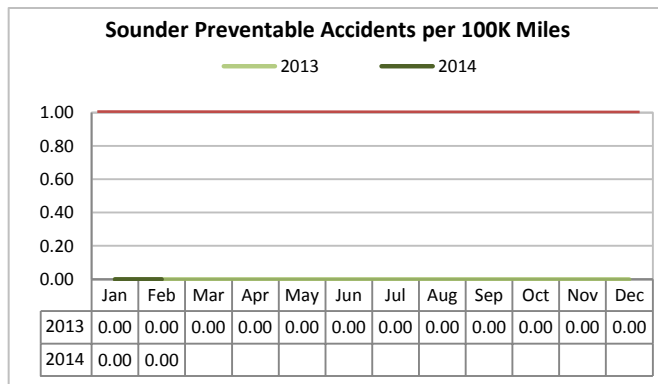
2013: 3.1 2014: 6.0 Δ 36%

While well below target, Sounder complaints per 100K boardings were higher than 2013, due to delays described above.



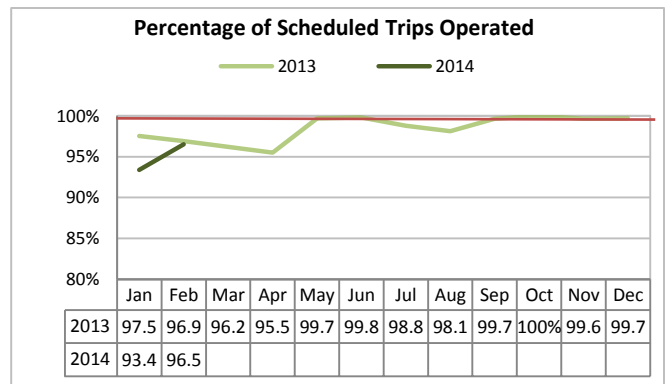
2013: 448.6 2014: 460.4 Δ -19.6%

Sounder carried 11.2 more passengers per trip compared to February 2013, which is an impact from the Seahawks parade and addition of the 10th round trip on South Line.



2013: 0.0 2014: 0.0 No Change

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

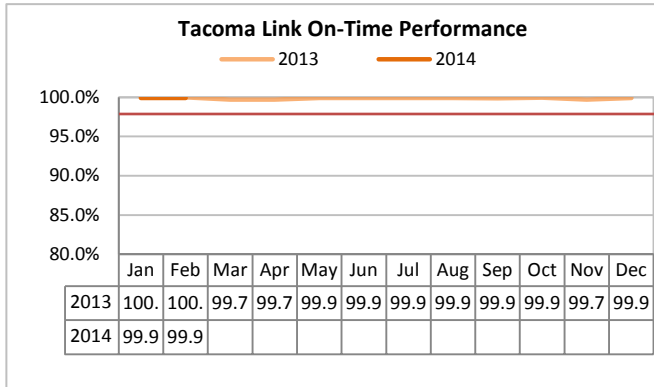


2013: 96.9% 2014: 96.5% Δ -0.04%

Mechanical issues and a slide impacted Sounder percentage of trips operated in February, though was virtually unchanged from 2013 to 2014.

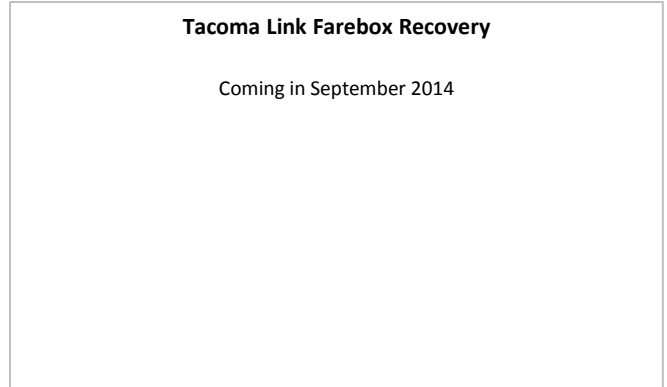
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Tacoma Link

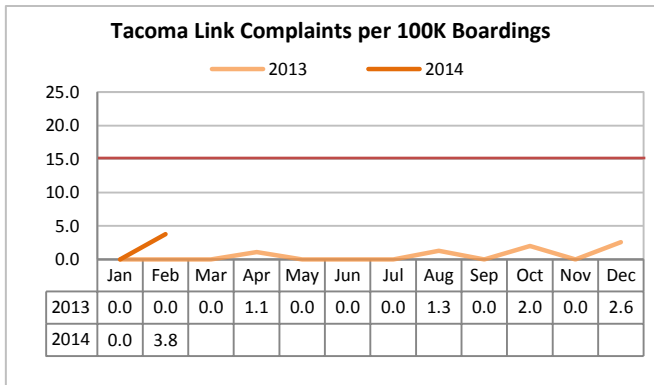


2013: 100% **2014: 99.9%** Δ -0.05%

Tacoma Link OTP is consistently above the target of 98.5%.

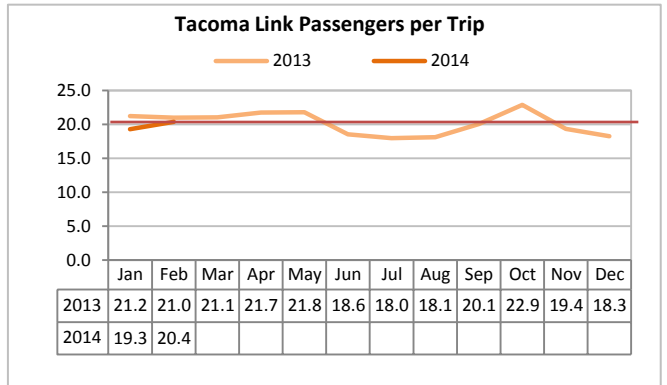


Tacoma Link is currently fare free. However, the Board has authorized the implementation of a fare with the September 2014 service change.



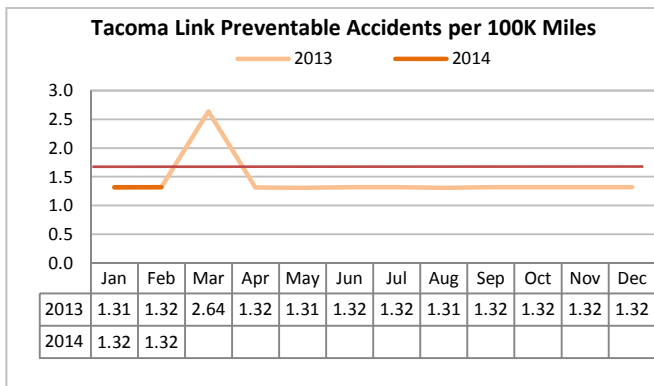
2013: 0.0 **2014: 3.8** Δ 3.8

Tacoma Link received three complaints in February, mostly due to bus bridging related to track repairs that shut down the system for one weekend.



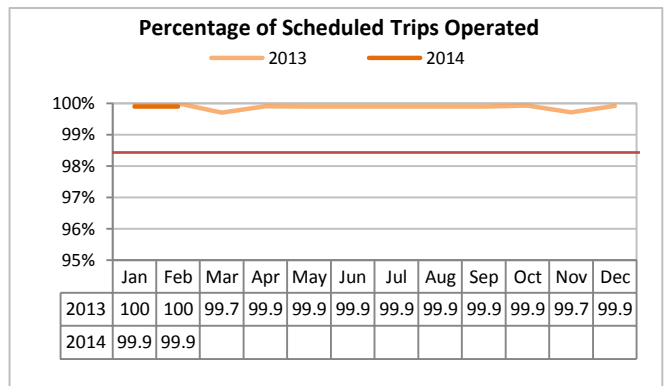
2013: 21.0 **2014: 20.4** Δ -0.6

Tacoma Link passengers per trip declined slightly compared to February 2013 but met the target for 2014.



2013: 1.32 **2014: 1.32** Δ -0.01

Tacoma Link experienced one preventable accident in 2013. The rate will reset to 0 in March 2014, as this is a rolling 12-month calculation.

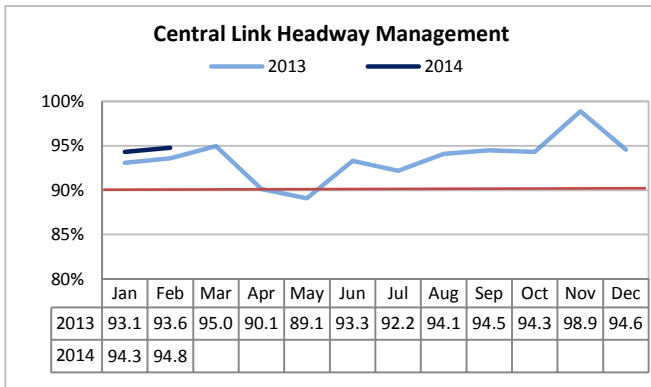


2013: 100% **2014: 99.9%** Δ -0.05%

Tacoma Link operated 0.05% fewer scheduled trips in February compared to the same period of 2013, but was still well above the target.

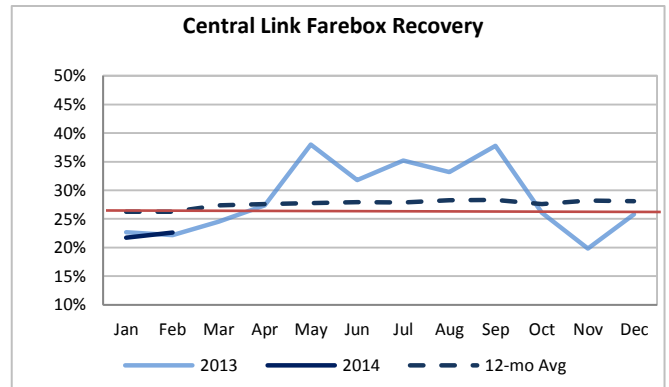
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Central Link



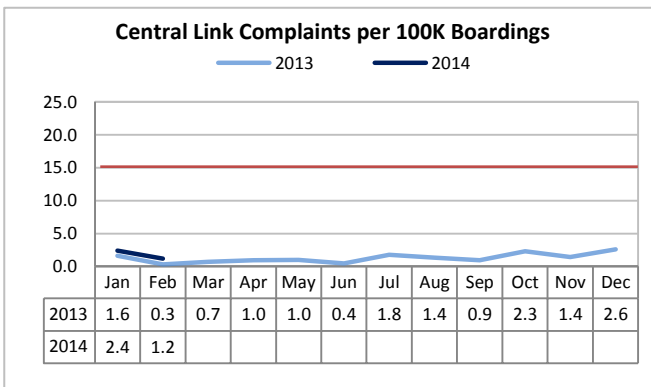
2013: 93.6% 2014: 94.8% Δ 1.2%

Headway performance improved by 1.2% compared to February 2013, and 0.5% compared to the prior month.



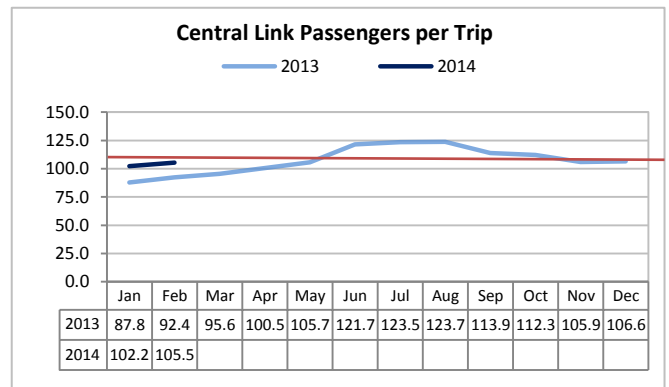
2013: 22% 2014: 23% Δ 1%

Farebox recovery improved by 1% compared to February 2013; and our 12-month average is very near the target of 26%.



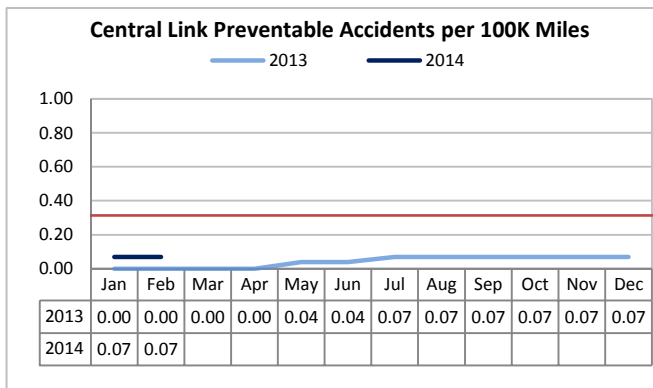
2013: 0.3 2014: 1.2 Δ 0.9

Complaints per 100,000 riders increased slightly compared to February 2013, due to delays, vehicle noise, and operator comments.



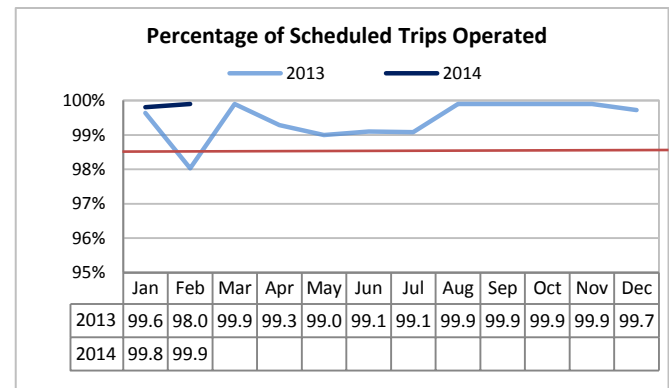
2013: 92.4 2014: 105.5 Δ 14.2%

Passengers per trip increased 14.2% compared to February 2013, which is about 13 additional passengers per trip.



2013: 0.00 2014: 0.07 Δ 0.07

Link has not experienced any preventable accidents since July 2013, holding steady at 0.07 preventable accidents per 100K miles.



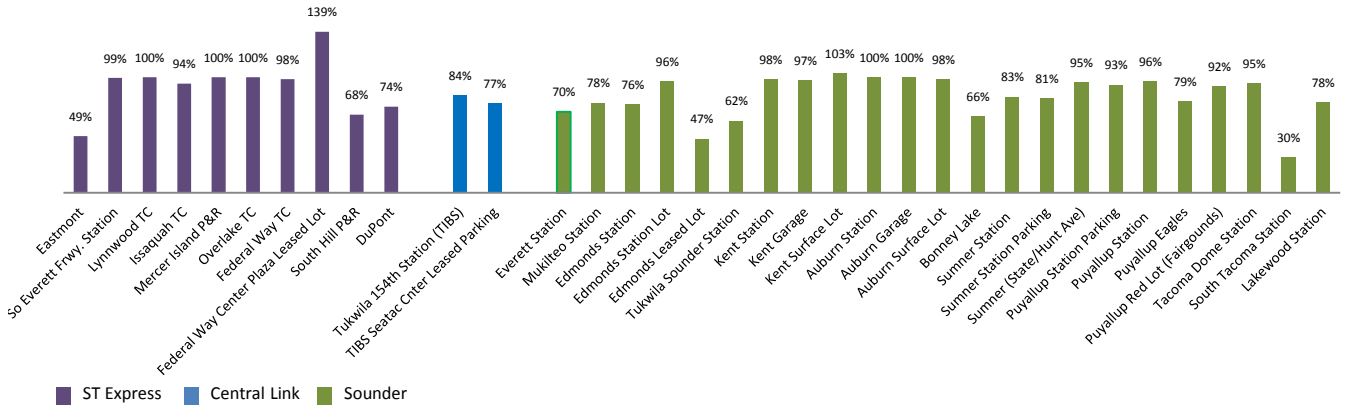
2013: 98.0% 2014: 99.9% Δ 1.9%

Link operated nearly 2% more scheduled trips compared to February 2013, and improvement of 1.9%.

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General Transit

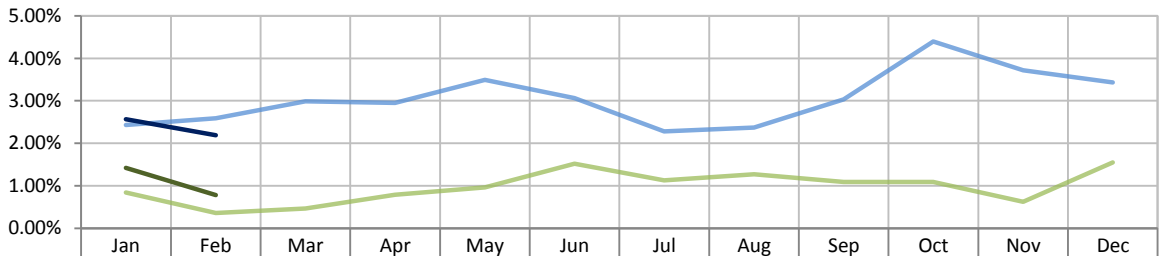
Sound Transit Parking Utilization February 2014



Parking continues to be near capacity at many of our parking facilities.

The 2014 parking permit pilot project is in full swing at Sumner, Issaquah, Mukilteo, and TIBS. To date, we have issued a total of 469 permits (54 for high-occupancy spaces and 415 for single-occupancy spaces). The renewal process is currently underway for the May to July permit period. A mid-pilot report will be prepared and presented to the Board in June.

Fare Evasion Trends



Fare Evasion decreased on both Link and Sounder in February. Link had its lowest fare evasion rate since July 2012; while Sounder experienced its lowest fare evasion rate since March 2013.

Fare Inspections increased over the past three months, and that seems to have driven the reduced fare evasion rates on both Link and Sounder. We have experienced a shortage of fare enforcement staff over the past year and have worked closely with the private contractor to effectively balance inspections and staffing.

In the future, fare enforcement officers will have the ability to cite fare evaders on the spot, which will allow us to more effectively address fare evasion without having to increase the number of fare enforcement staff.

Sound Transit Operations 2014 Monthly Modal Performance Data Sheet

												Tacoma Link												Central Link																		
												ST Express												Sounder																		
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Feet Availability	On-Time Performance ²	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ³	Miles (Rolling 12 Months) ⁵	Farbox Recovery ⁶	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Feet Availability	On-Time Performance ²	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ³	Miles (Rolling 12 Months) ⁵	Farbox Recovery ⁶	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Feet Availability	On-Time Performance ²	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ³	Miles (Rolling 12 Months) ⁵	Farbox Recovery ⁶				
Targets	455,000	99.8%	>90.0%	80%	>85.0%	17,100,000	37.6	<15.0	<15.0	<8.0	27%		Targets	8,041	99.90%	100%	94%	99.90%	159,235	19.8	3	1.9	0	1.32	N/A	Targets	14,715	99.9%	98.9%	91.7%	92.2%	94.6%	1,526,678	103.7	28	1.8	0	0.07	23%			
Jan	38,735	98.8%	97.7%	97.1%	86.9%	1,426,438	36.8	159	11.1	8	30%		Jan	4,170	99.9%	100%	100%	99.9%	80,434	19.3	0	0.0	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	33.7	168	12.9	7	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%			
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YTD	74,061	99.8%	97.0%	96.9%	86.7%	2,732,414	36.9	327	12.0	15	30%		YTD	8,041	99.90%	100%	94%	99.90%	159,235	19.8	3	1.9	0	1.32	N/A	YTD	14,715	99.9%	98.9%	91.7%	92.2%	94.6%	1,526,678	103.7	28	1.8	0	0.07	23%			
Targets	7,340	99.5%	>90.0%	82.0%	>85.0%	3,000,000	409.0	<15.0	<15.0	<1.00	23%		Targets	90,500	98.5%	>90.0%	86.0%	90.0%	10,000,000	110	<15.0	<30	26%			Targets	90,500	98.5%	>90.0%	86.0%	90.0%	90.0%	10,000,000	110	<15.0	<30	26%					
Jan	594	93.4%	100%	85.9%	92.1%	256,775	432.3	19	7.4	0	29%		Jan	7,716	99.8%	99.5%	91.7%	93.9%	788,557	102.2	19	2.4	0	0.07	22%	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	546	96.5%	100%	87.4%	95.8%	251,381	460.4	15	6.0	0	27%		Feb	6,999	99.9%	98.3%	91.8%	90.4%	738,121	105.5	9	1.2	0	0.07	24%	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													Mar													Mar																
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YTD	1,140	94.9%	100%	86.6%	93.9%	508,156	445.6	34	6.7	0	28%		YTD	14,715	99.9%	98.9%	91.7%	92.2%	94.6%	1,526,678	103.7	28	1.8	0	0.07	23%	YTD	14,715	99.9%	98.9%	91.7%	92.2%	94.6%	1,526,678	103.7	28	1.8	0	0.07	23%		

¹ PMIs are preventative 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.