

Sound Transit Operations September 2014 Service Performance Report

Ridership

Total Boardings by Mode						
Mode	Sep-13	Sep-14	% Δ	YTD-13	YTD-14	% Δ
ST Express	1,368,720	1,511,775	10.5%	12,458,011	13,254,614	6.4%
Sounder	248,280	308,511	24.3%	2,237,887	2,447,597	9.4%
Tacoma Link	78,967	88,033	11.5%	747,390	717,148	-4.0%
Central Link	844,740	979,407	15.9%	7,211,461	8,336,227	15.6%
Paratransit	4,873	4,546	-6.7%	46,906	42,502	-9.4%
System Total	2,545,580	2,892,272	13.6%	22,701,655	24,798,088	9.2%

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

September 2013:	20 Weekdays	4 Saturdays	6 Sundays
September 2014:	21 Weekdays	4 Saturdays	5 Sundays

Total Sound Transit ridership saw strong growth during September, increasing by 13.6% compared with the same month in 2013. Growth took place on all modes except Paratransit.

Tacoma Link boardings showed an increase of 11.5% after several months of decline. While weekday boardings were essentially unchanged, Saturday and Sunday ridership was up significantly due to additional events at the Tacoma Convention Center, Tacoma Dome, and Broadway Center.

Central Link ridership continued a strong, steady upward trend with an increase of 15.9% for September. Numerous sports events during the month swelled the passenger totals.

Sounder commuter rail ridership increased with the operation of special trains to the Washington State Fair in Puyallup, September 13 and 20. Commuter ridership also set a new record with over 13,000 average weekday boardings. Most of the growth in commuter ridership occurred on the South Line.

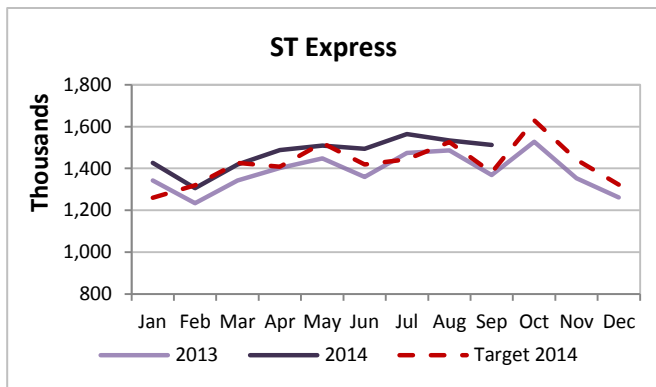
Paratransit ridership continued to decline, with a 6.7% decrease in total boardings for the month. Sound Transit's Paratransit service is operated by King County Metro.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Sep-13	Sep-14	% Δ	Sep-13	Sep-14	% Δ	Sep-13	Sep-14	% Δ
ST Express	58,514	62,723	7.2%	23,271	25,746	10.6%	17,560	18,320	4.3%
Sounder	11,818	13,586	15.0%	1,618	2,812	73.8%	8,685	4,924	-43.3%
Tacoma Link	3,468	3,481	0.4%	1,605	2,845	77.3%	532	709	33.3%
Central Link	30,509	35,157	15.2%	24,778	28,302	14.2%	22,576	25,580	13.3%
Paratransit	162	152	-6.2%	162	152	-6.2%	162	152	-6.2%
System Total	104,470	115,100	10.2%						

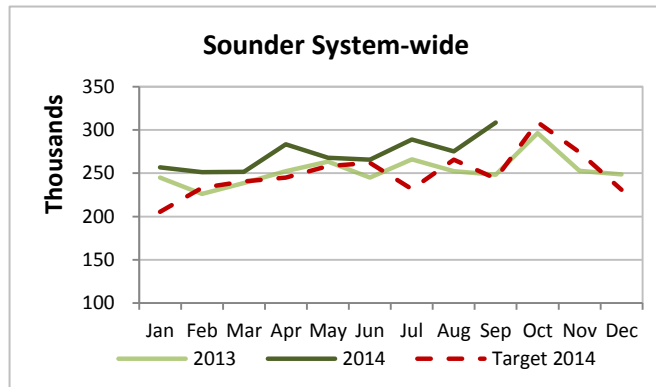
Please refer to Page 2 to view ridership trends by mode.

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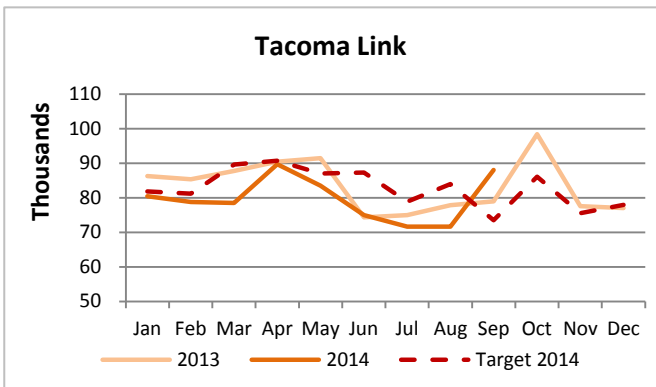
Monthly Ridership Trends by Mode



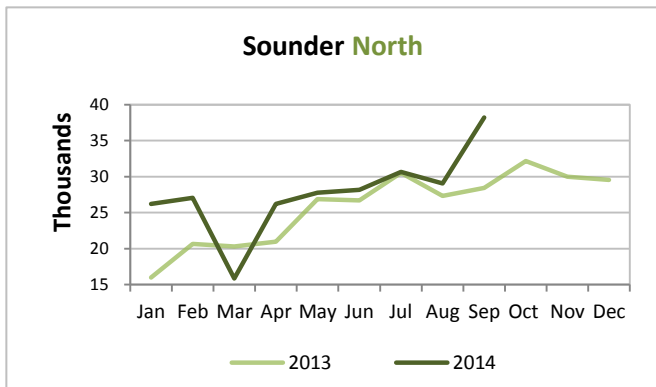
ST Express ridership increased by 10.5% compared to September 2013, and was up 6.4% compared to YTD 2013



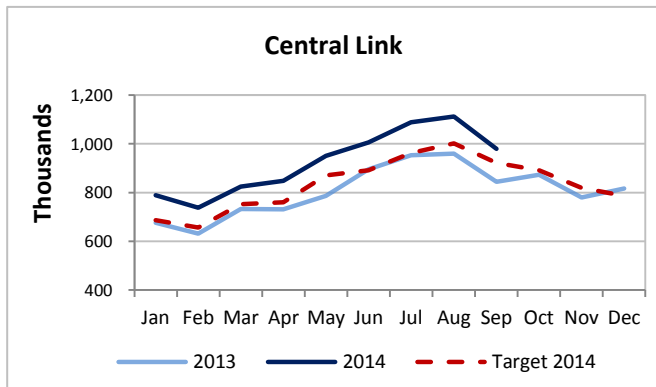
Souder system-wide ridership was up 9.1% compared to August 2013, with overall growth of 7.6% for YTD 2014.



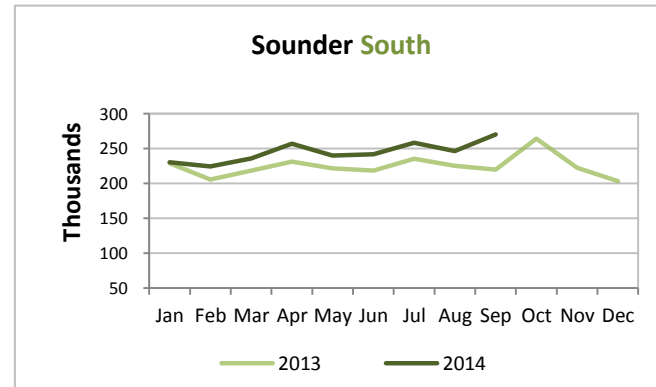
Tacoma Link ridership was up 11.5% compared to September 2013, due largely to events in Downtown Tacoma.



Souder North ridership increased 34% compared to September 2013, due in part to event train ridership, and was up 19% for YTD 2014.



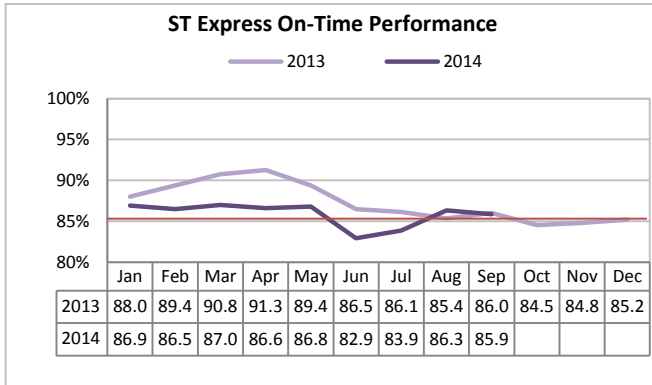
Link topped September 2013 ridership with almost 16% more boardings, and YTD 2014 ridership is 15.6% higher than the same period of 2013.



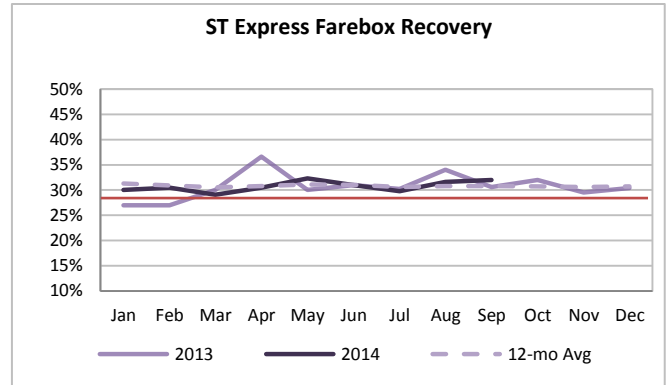
Souder South ridership was up 23% compared to September 2013, and 10% compared to YTD 2013.

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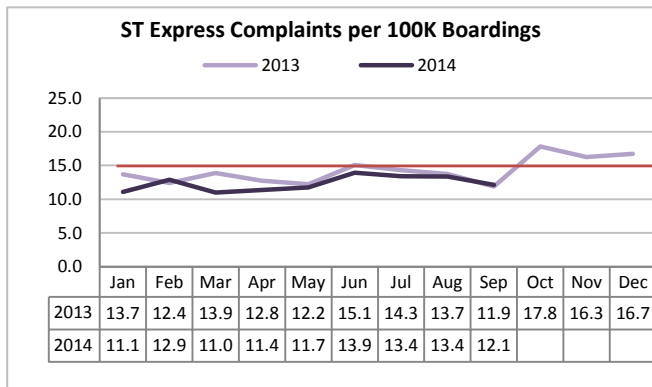
ST Express



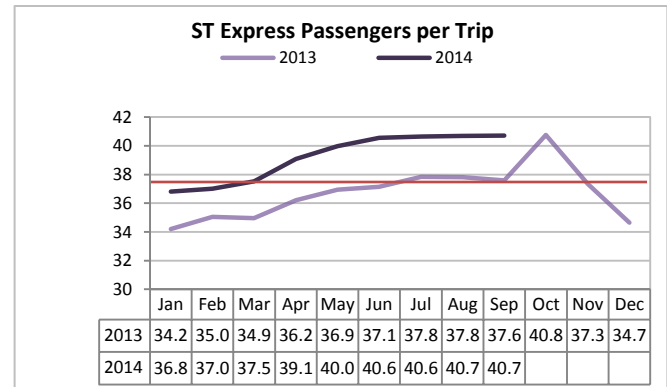
Target: 85% September 2014: 85.9% YTD 2014: 85.9%
ST Express met the target for OTP in September and for the year to date.



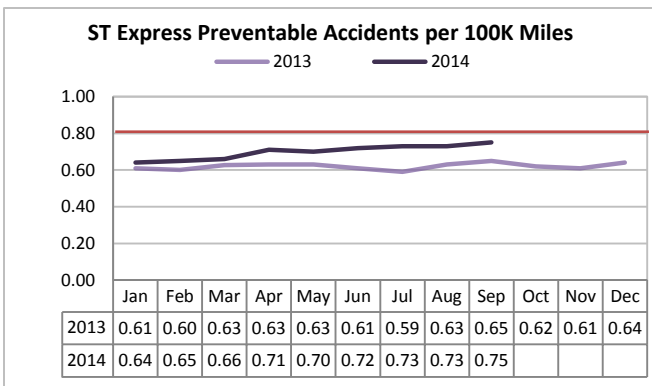
Target: 27.4% September 2014: 32.0% YTD 2014: 30.7%
ST Express achieved 32% farebox recovery in September, and 30.7% for YTD 2014. ST Express consistently performs above the target.



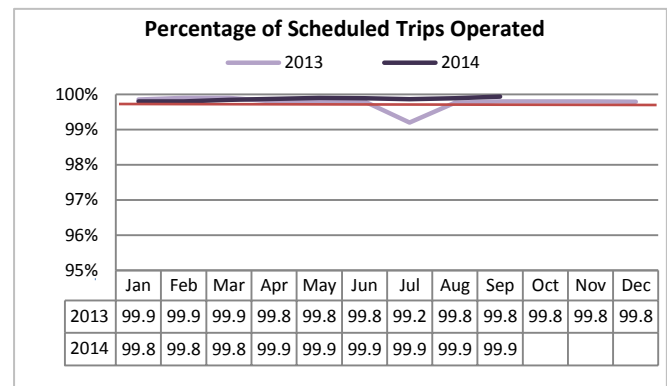
Target: <15 September 2014: 12.1 YTD 2014: 12.3
Complaints per 100K boardings was up slightly compared to September 2013. However, YTD complaints per 100K boardings is 8% lower than the previous year.



Target: 37.6 September 2014: 40.7 YTD 2014: 39.0
ST Express continues to experience heavy passenger loads and exceed 2013 performance.



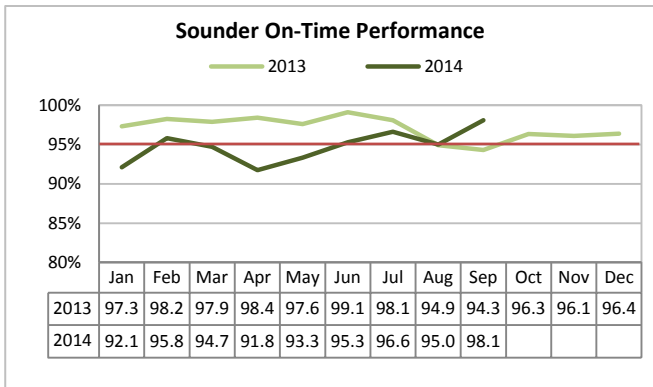
Target: 0.80 September 2014: 0.75 YTD 2014: 0.75
On average, ST Express has experienced 0.75 preventable accidents per 100K miles over the previous rolling 12-months, and performed better than the target.



Target: 99.8% September 2014: 99.9% YTD 2014: 99.9%
ST Express operates nearly all scheduled trips, thanks to the efforts and expertise of its operating partners, which include King County Metro, Community Transit, and Pierce Transit.

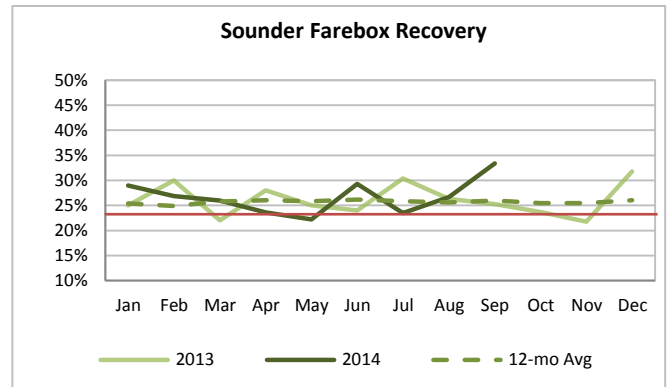
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Sounder Commuter Rail



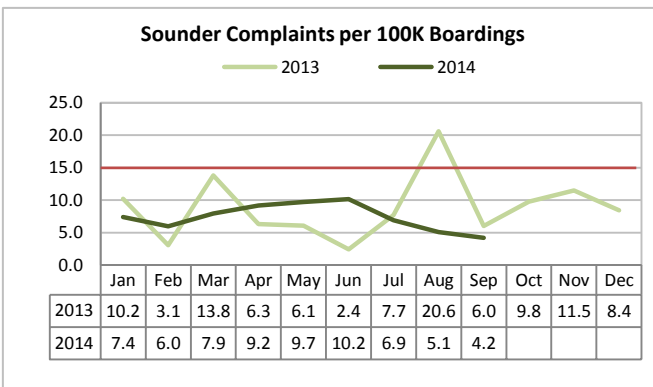
Target: 95.0% **September 2014: 98.1%** **YTD 2014: 94.7%**

Sounder performed better than target, with 98.1% OTP in September. YTD OTP is lagging very slightly, but we expect to see continued improvement in Q4 and meet the YTD target.



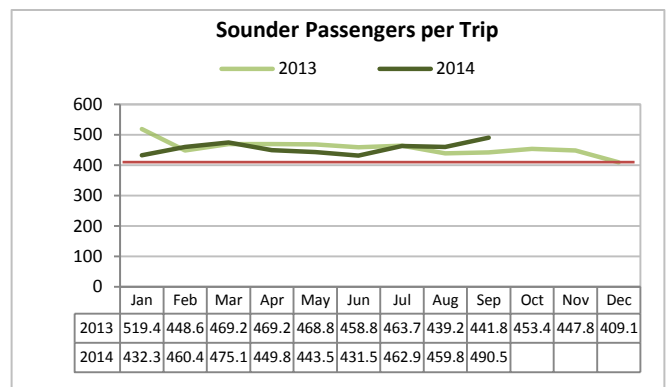
Target: 23.0% **September 2014: 33.4%** **YTD 2014: 26.7%**

Sounder farebox recovery was 33.4% in September and 26.7% for the year to date. On average, Sounder has performed better than the annual target over the previous rolling 12-months.



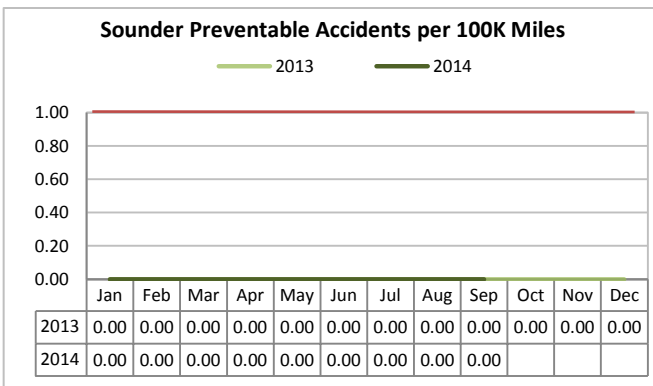
Target: <15 **September 2014: 4.2** **YTD 2014: 7.3**

Sounder complaints per 100K boardings were at the lowest point of 2014 in September, mostly due to better overall performance.



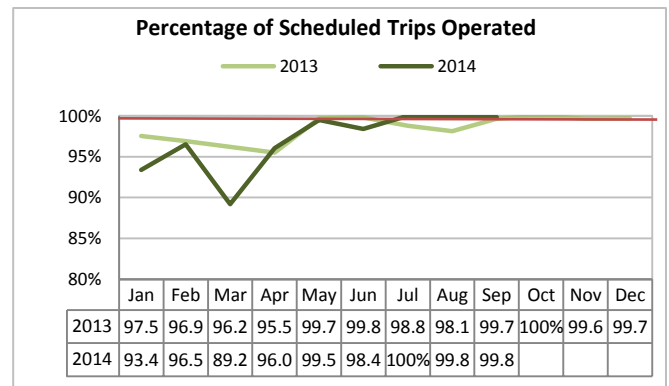
Target: 410 **September 2014: 490.5** **YTD 2014: 456**

Sounder has consistently exceeded the target for passengers per trip throughout 2014.



Target: 1.00 **September 2014: 0.00** **YTD 2014: 0.00**

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

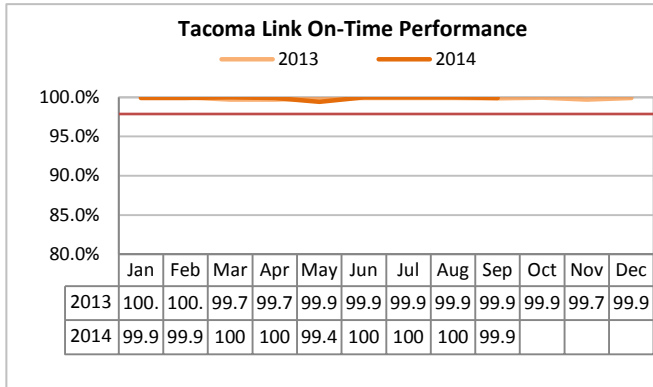


Target: 99.5% **September 2014: 99.8%** **YTD 2014: 97.0%**

Sounder operated 99.8% of its scheduled trips in September and met the annual target. Unfortunately, Sounder will not meet the YTD target this year due to mudslide disruptions in the first half of 2014.

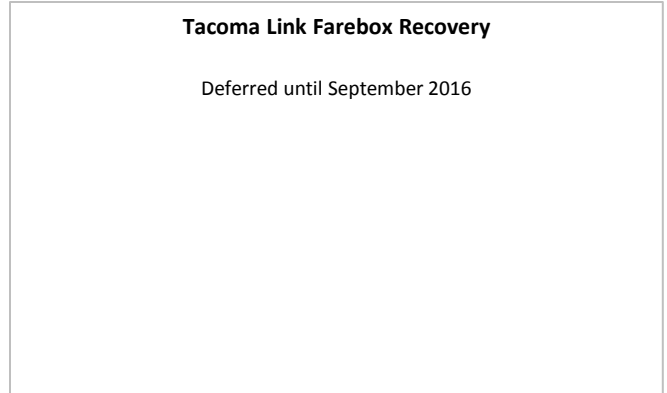
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Tacoma Link

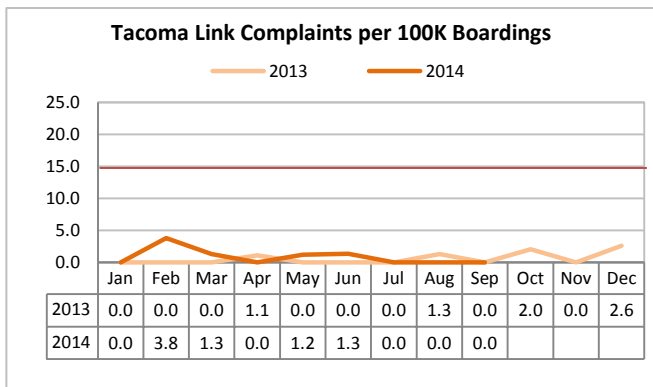


Target: 98.5% **September 2014: 99.9%** **YTD 2014: 99.9%**

Tacoma Link consistently performs above the on-time performance target of 98.5%.

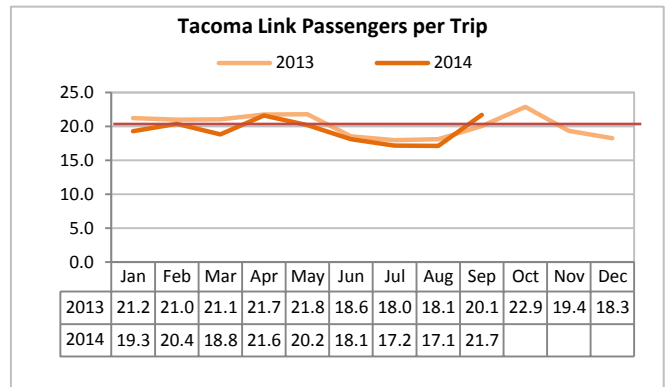


Per Board action in Q2 2014, Tacoma Link fares will not be implemented during 2014.



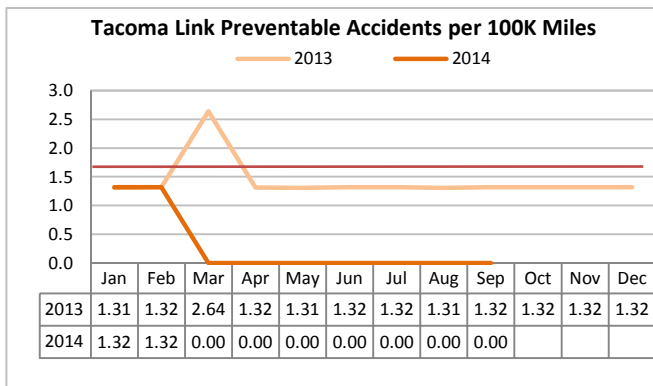
Target: <15 **August 2014: 0.0** **YTD 2014: 0.8**

Tacoma Link performs well within the target for complaints per 100,000 boardings. September was the third straight month with no complaints received.



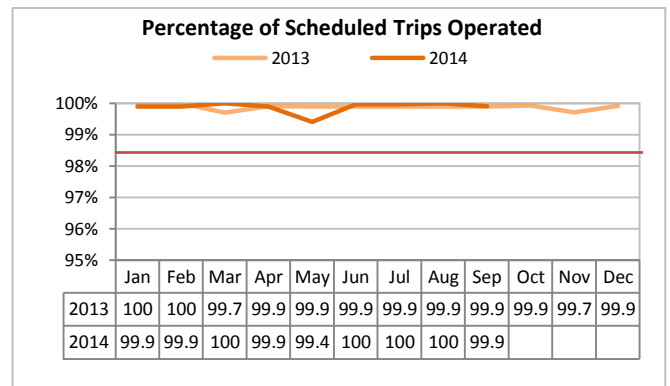
Target: 20.2 **September 2014: 21.7** **YTD 2014: 19.4**

Tacoma Link met the target for passengers per trip in September, but fell shy of the YTD 2014 target.



Target: 1.66 **September 2014: 0.00** **YTD 2014: 0.00**

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

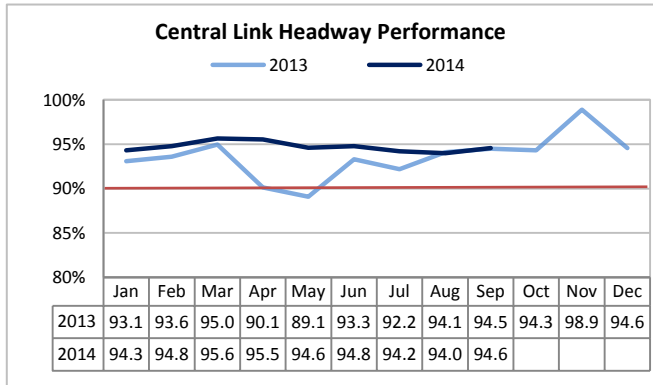


Target: 98.5% **September 2014: 99.9%** **YTD 2014: 99.9%**

Tacoma Link operated 99.9% of all scheduled trips in September and consistently performs above target.

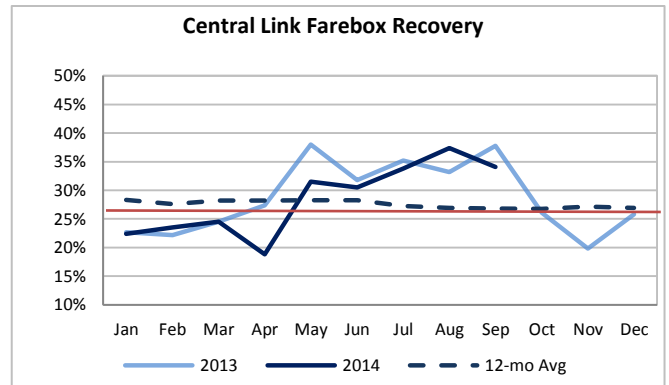
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Central Link



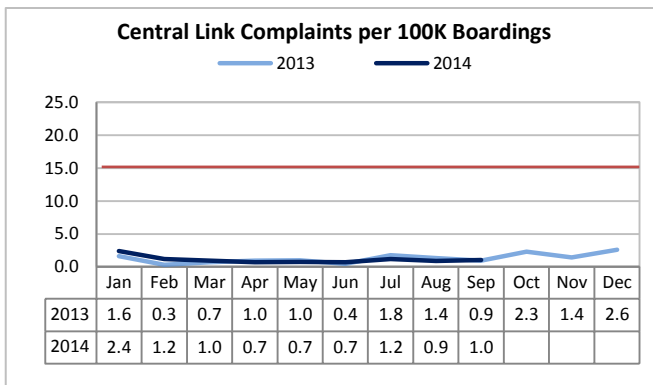
Target: 90% September 2014: 94.6% YTD 2014: 94.7%

Headway performance was virtually unchanged compared to September 2013, with a 2.1% YTD improvement compared to YTD 2013.



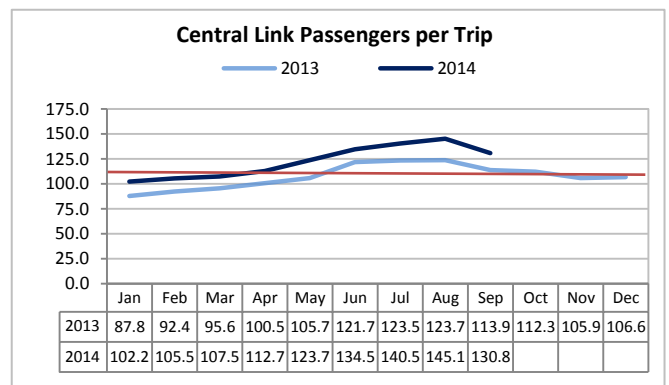
Target: 25.8% September 2014: 34.1% YTD 2014: 28.5%

Link achieved farebox recovery of 34.1% in September, and 28.5% for YTD.



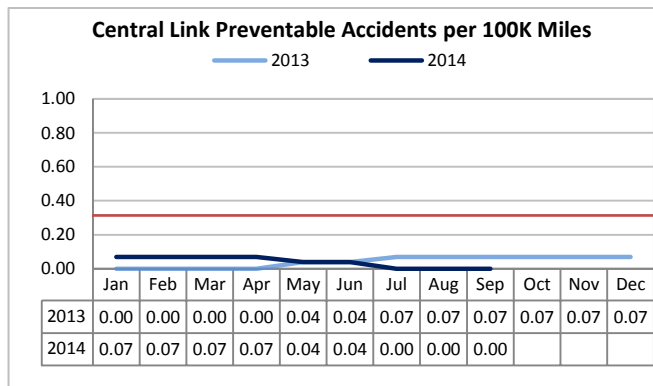
Target: <15 August 2014: 1.0 YTD 2014: 1.1

Central Link performs better than the target on a regular basis and receives very few complaints per 100K boardings.



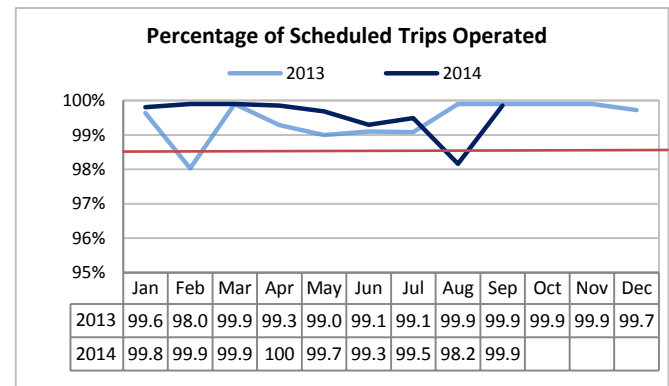
Target: 110 September 2014: 130.8 YTD 2014: 122.5

Passengers per trip declined slightly compared to the prior month, but surpassed the annual target and 2013 results.



Target: 0.30 September 2014: 0.00 YTD 2014: 0.00

Link has not experienced any preventable accidents since July 2013.

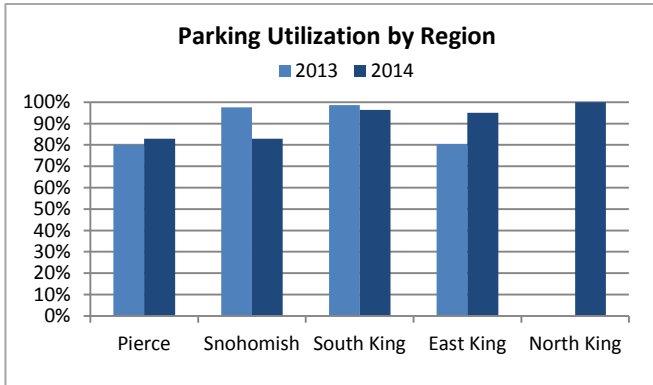


Target: 98.5% September 2014: 99.9% YTD 2014: 99.5%

Performance rebounded following last month's testing in the DSTT for University Link. September and YTD 2014 were at 99.9% and 99.5%, respectively.

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General Transit

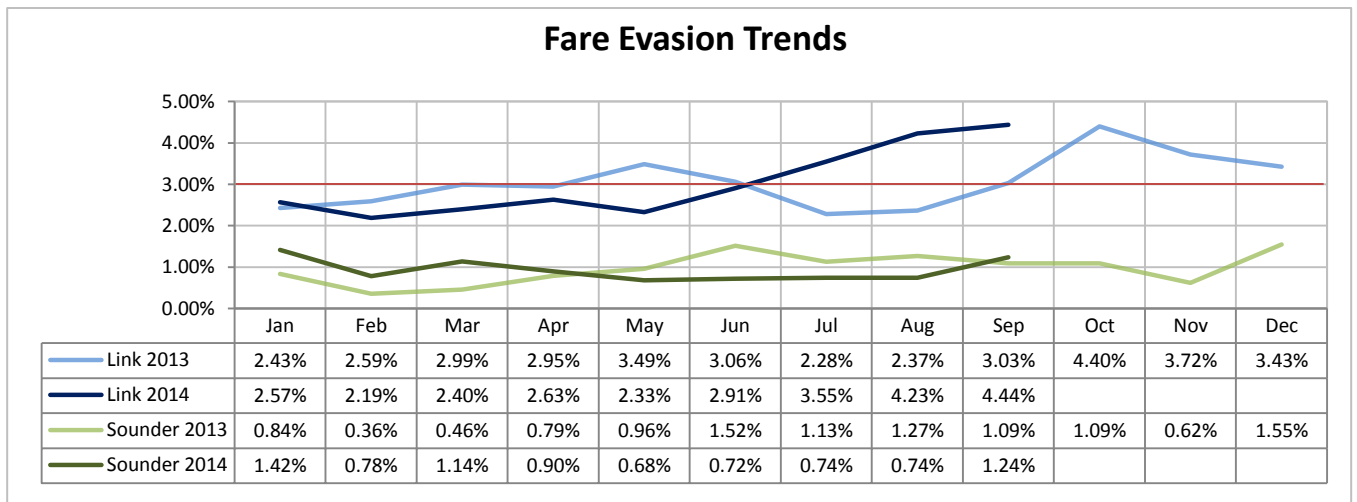


System-wide Permanent & Leased Parking September 2014			
Region	Available	Utilized	% Utilized
Pierce	4,867	4,034	83%
Snohomish	3,613	2,998	83%
South King	3,927	3,787	96%
East King	1,488	1,414	95%
North King	156	156	100%
System Total	14,051	12,389	88%

Parking is available at 31 locations in Pierce County, Snohomish County, as well as South, East, and North King County.

An interim lot was added at NorthGate Mall in September to accommodate commuters displaced due to ongoing construction, bringing total stalls to 14,051.

Utilization continues to be at or near capacity at many of our parking facilities. September utilization was at 88%, compared to 87% for the same period of 2013.



Fare Evasion increased slightly on Central Link in September, along with a slight increase in fare inspections. Link fare evasion has been trending upward over the past several months. YTD 2014 fare evasion was on target at 3%, compared to 2.8% in the same period of 2013.

Sounder fare evasion also increased slightly in September. YTD 2014 fare evasion was 0.94%, compared to 0.93% for the same period of 2013. Sounder remains below the targeted fare evasion rate of less than 3% for the current period and year to date.

We are seeing increased fare evasion due in part to ongoing staffing challenges, and we are continuing to work with our contract provider to achieve optimal results.

Sound Transit Operations 2014 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	Fleet Availability	On-Time Performance ²	Relationship	Passengers per Trip	Comments Received	Comments per 100,000 Boardings	Preventable Accidents ⁴	Miles (Rolling 12 Months) ⁵
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Fleet Availability	On-Time Performance ²	Relationship	Passengers per Trip	Comments Received	Comments per 100,000 Boardings	Preventable Accidents ⁴	Miles (Rolling 12 Months) ⁵
Targets	48,100	98.5%	>90.0%	66.7%	>98.5%	N/A	20.2	<15.0	<1.66	N/A	N/A
Jan	4,170	99.9%	100%	100%	99.8%	N/A	19.3	0	0	1.32	N/A
Feb	3,871	99.9%	100%	88.1%	99.9%	N/A	20.4	3	3.8	0	1.32
Mar	4,164	100%	100%	86.0%	100%	N/A	18.8	1	1.3	0	0.00
Apr	4,151	99.9%	100%	97.8%	99.9%	N/A	21.6	0	0.0	0.00	N/A
May	4,136	99.4%	100%	82.8%	99.4%	N/A	20.2	1	1.2	0	0.00
Jun	4,139	100%	100%	97.8%	100%	N/A	18.1	1	1.3	0	0.00
Jul	4,173	100%	100%	100%	100%	N/A	17.2	0	0.0	0	0.00
Aug	4,182	100%	100%	100%	100%	N/A	17.1	0	0.0	0	0.00
Sep	4,054	99.9%	100%	100%	99.9%	N/A	21.7	0	0.0	0.00	N/A
Oct											
Nov											
Dec											
YTD	37,040	99.9%	100%	94.7%	99.9%	N/A	19.4	6	0.8	0	0.00
Targets	90,500	98.5%	>90.0%	86.0%	90.0%	90.0%	110	<15.0	<3.0	26%	26%
Jan	7,716	99.8%	99.5%	91.7%	93.9%	94.3%	788,557	102.2	19	2.4	0
Feb	6,999	99.9%	99.3%	91.8%	90.4%	94.8%	738,121	105.5	9	1.2	0
Mar	7,672	99.9%	99.3%	93.1%	91.6%	95.6%	824,711	107.5	8	1.0	0
Apr	7,529	99.9%	99.2%	91.4%	90.6%	95.5%	848,417	112.7	6	0.7	0
May	7,684	99.7%	99.3%	91.1%	90.4%	94.6%	950,151	123.7	7	0.7	0
Jun	7,482	99.3%	99.3%	90.5%	90.3%	94.8%	1,006,414	134.5	7	0.7	0
Jul	7,753	99.5%	99.7%	90.7%	90.1%	94.2%	1,088,944	140.5	13	1.2	0
Aug	7,659	98.2%	99.7%	90.0%	87.0%	94.0%	1,111,505	145.1	10	0.9	0
Sep	7,485	99.9%	98.8%	89.9%	88.1%	94.6%	979,407	130.8	10	1.0	0
Oct											
Nov											
Dec											
YTD	67,979	99.5%	99.2%	91.1%	90.3%	94.7%	8,336,227	122.6	89	1.1	0
Targets	7,340	99.5%	>90.0%	82.0%	95.0%	95.0%	4090	<15.0	<1.00	23%	23%
Jan	594	93.4%	100%	85.9%	92.1%	256,775	432.3	19	7.4	0	0.00
Feb	546	96.5%	100%	87.4%	95.8%	251,381	460.4	15	6.0	0	0.00
Mar	530	89.2%	100%	86.9%	94.7%	251,786	475.1	20	7.9	0	0.00
Apr	630	96.0%	100%	86.4%	91.8%	283,395	449.8	26	9.2	0	0.00
May	604	99.5%	100%	86.9%	93.3%	267,902	443.5	26	9.7	0	0.00
Jun	616	98.4%	100%	86.1%	95.3%	265,830	431.5	27	10.2	0	0.00
Jul	624	100%	100%	86.7%	96.6%	286,614	459.3	20	7.0	0	0.00
Aug	599	99.8%	100%	86.4%	95.0%	275,403	459.8	14	5.1	0	0.00
Sep	629	99.8%	100%	86.1%	98.1%	308,511	490.5	13	4.2	0	0.00
Oct											
Nov											
Dec											
YTD	5,372	97.0%	100%	86.5%	94.7%	2,447,597	455.6	180	7.4	0	0.00

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.