

# Sound Transit Operations November 2014 Service Performance Report

## Ridership

Total Boardings by Mode						
Mode	Nov-13	Nov-14	% Δ	YTD-13	YTD-14	% Δ
ST Express	1,353,627	1,375,822	1.6%	15,339,169	16,265,189	6.0%
Sounder	252,583	283,384	12.2%	2,787,025	3,076,301	10.4%
Tacoma Link	77,511	74,027	-4.5%	923,331	889,402	-3.7%
Central Link	779,909	817,476	4.8%	8,864,134	10,068,834	13.6%
Paratransit	4,790	4,276	-10.7%	57,199	51,903	-9.3%
System Total	2,468,420	2,554,985	3.5%	27,970,858	30,351,629	8.5%

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

<b>November 2013:</b>	20 Weekdays	5 Saturdays	5 Sundays
<b>November 2014:</b>	19 Weekdays	5 Saturdays	6 Sundays

**Total Sound Transit** ridership increased 3.5% compared to November 2013 and was 8.5% higher than YTD 2013. One fewer weekday in November 2014 contributed to an overall modest ridership gain compared to previous months.

**ST Express** average weekday boardings increased by 5.4% compared to November 2013. Bus routes serving the I-5 North corridor showed an increase of 14%, with routes 522 and 545 each showing increases of more than 400 new passengers per weekday.

**Sounder** boardings were 12.2% higher than November 2013, with both lines seeing increased ridership. Sounder North hit a high mark with over 1,400 average weekday boardings, for a 12% increase.

**Central Link** posted a modest increase of nearly 5% compared to November 2013. Central Link service was closed to accommodate the SCADA system cut-over on Saturday, November 15, impacting total monthly ridership and average Saturday boardings.

**Tacoma Link** boardings showed a slight decrease at the monthly level, but weekend ridership posted healthy gains compared to November 2013.

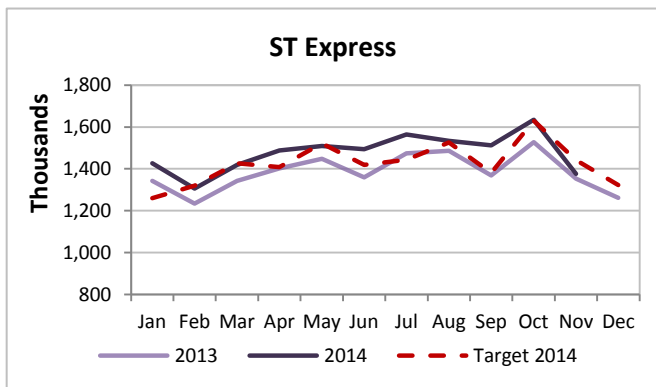
**Paratransit** services, provided by King County Metro, continued to experience reduced ridership.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Nov-13	Nov-14	% Δ	Nov-13	Nov-14	% Δ	Nov-13	Nov-14	% Δ
ST Express	58,759	61,918	5.4%	20,707	21,210	2.4%	14,984	15,557	3.8%
Sounder	12,245	14,173	15.7%	1,156	770	-33.4%	8,811	6,876	-22.0%
Tacoma Link	3,347	3,238	-3.3%	1,595	1,739	9.0%	520	635	22.1%
Central Link	29,289	31,297	6.9%	26,073	24,716	-5.2%	15,508	21,757	40.3%
Paratransit	160	147	-8.1%	160	147	-8.1%	160	147	-8.1%
System Total	107,068	114,393	6.8%						

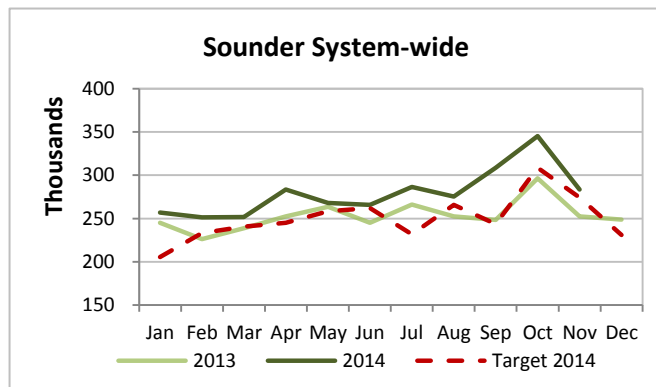
Please refer to Page 2 to view ridership trends by mode.

# Sound Transit Operations November 2014 Service Performance Report

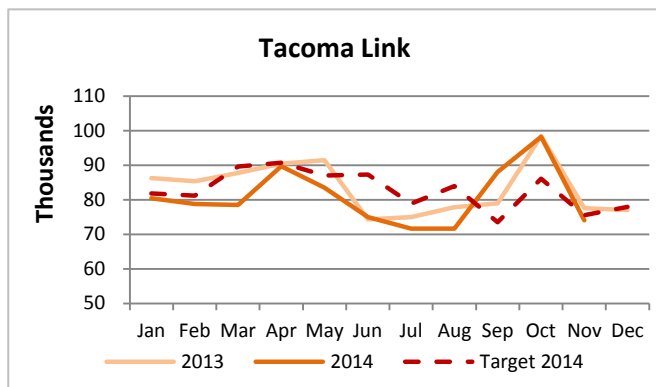
## Monthly Ridership Trends by Mode



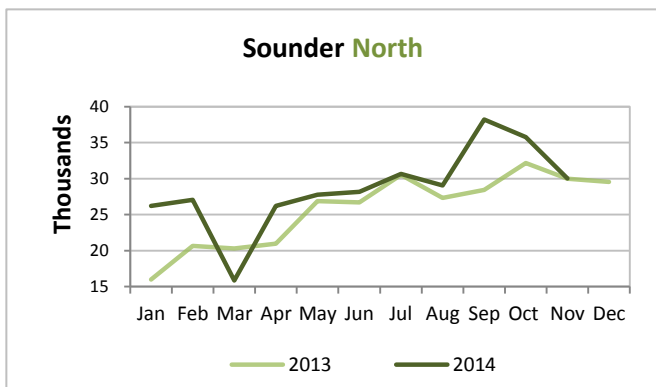
ST Express ridership increased by 1.6% compared to November 2013, with overall growth of 6% for YTD 2014.



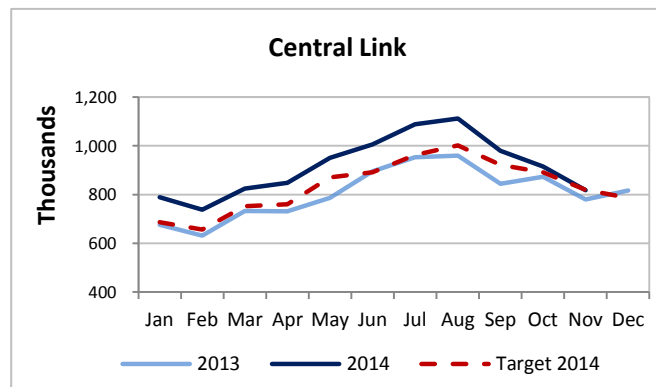
Sounder system-wide ridership was up 12.2% compared to November 2013, with overall growth of 10.4% for YTD 2014.



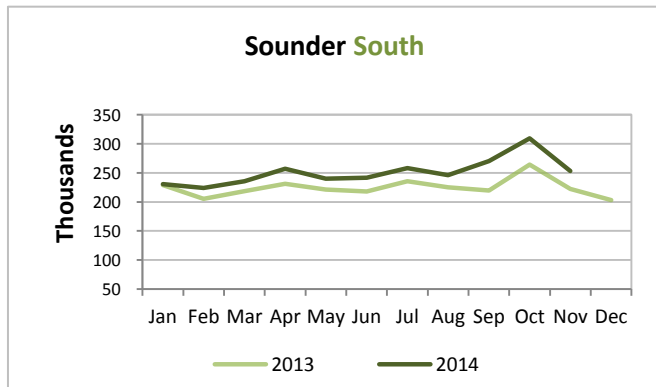
Tacoma Link ridership was down nearly 4.5% compared to November 2013, with an overall decrease of 3.7% for YTD 2014.



Sounder North ridership was virtually unchanged compared to November 2013, with overall growth of 16% for YTD 2014.



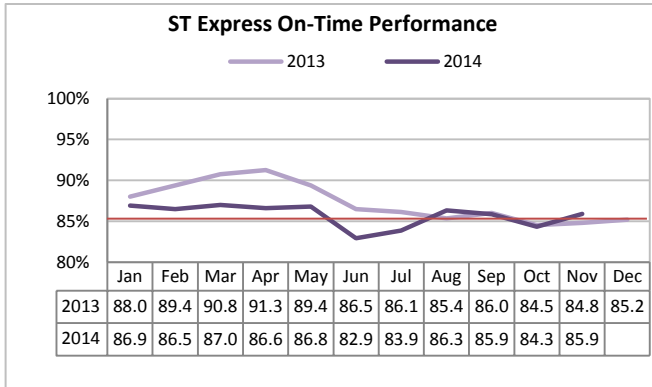
Link ridership was up 4.8% compared to October 2013, with overall growth of 13.6% for YTD 2014. Modest November growth was likely the result of one less weekday in 2014, as well as the service closure on Saturday, November 15.



Sounder South ridership was up 13.5% compared to November 2013, with overall growth of 11% for YTD 2014.

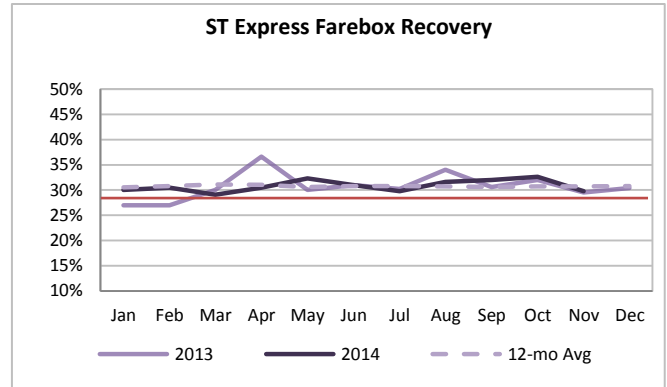
# Sound Transit Operations November 2014 Service Performance Report

## ST Express



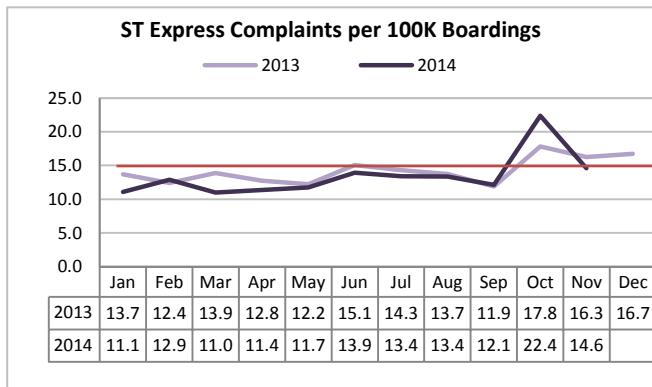
**Target: 85%    November 2014: 85.9%    YTD 2014: 85.7%**

ST Express OTP was on target for November and YTD 2014, despite heavy traffic and overloads.



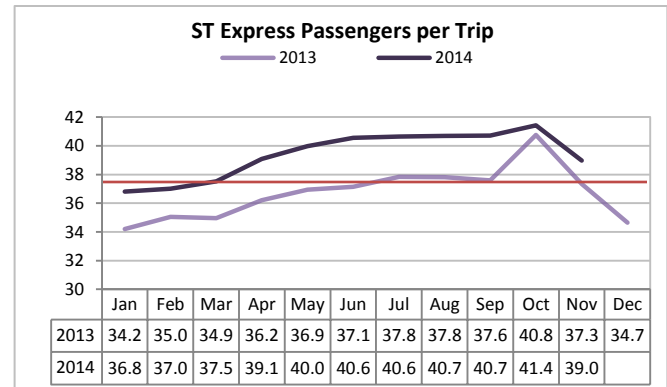
**Target: 27.4%    November 2014: 29.8%    YTD 2014: 30.8%**

On average, ST Express has performed above the farebox recovery target during the most recent rolling 12 months.



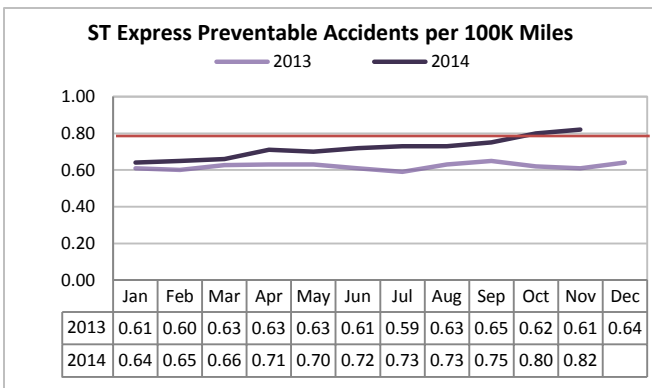
**Target: <15    November 2014: 14.6    YTD 2014: 13.5**

ST Express has reduced the number of complaints received per 100K boardings by 9% compared to YTD 2013.



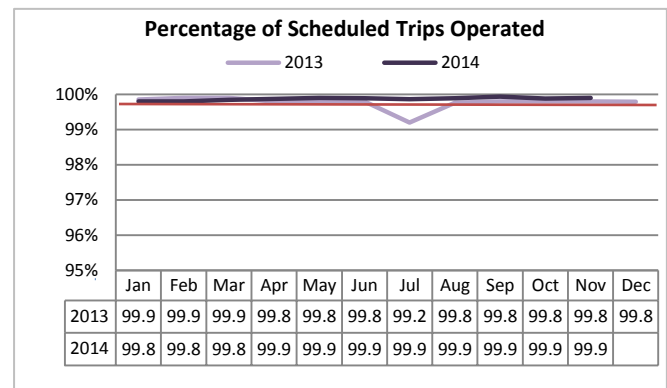
**Target: 37.6    November 2014: 39.0    YTD 2014: 39.4**

The number of passengers per trip has increased more than 6% compared to YTD 2013.



**Target: 0.80    November 2014: 0.82    YTD 2014: 0.82**

2014 experienced an upswing in preventable accidents. ST staff and partners are developing a strategy to reduce preventable accidents.

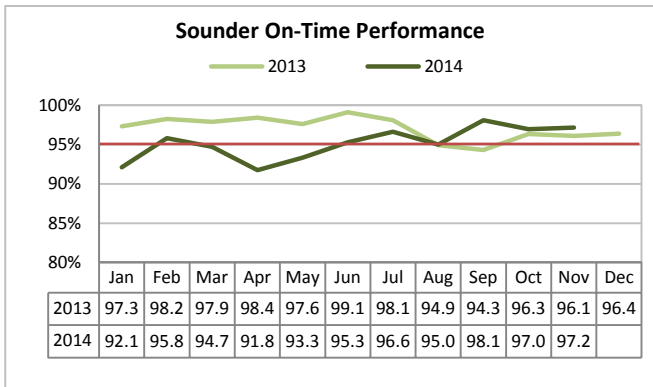


**Target: 99.8%    November 2014: 99.9%    YTD 2014: 99.9%**

ST Express operated just above the 99.8% target, showing a slight improvement compared to YTD 2013.

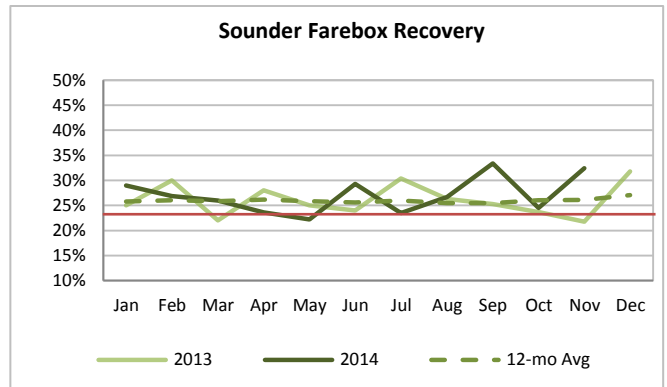
# Sound Transit Operations November 2014 Service Performance Report

## Sounder Commuter Rail



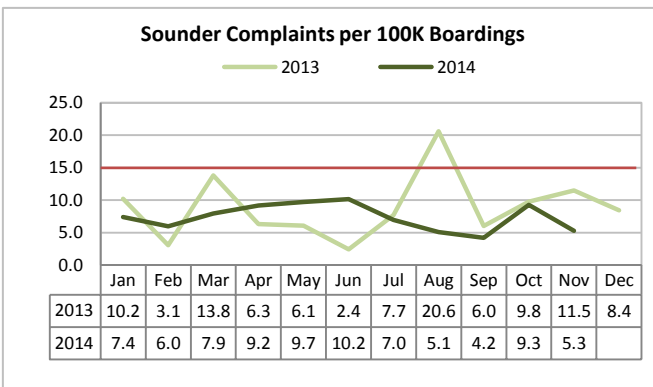
**Target: 95.0%    November 2014: 97.2%    YTD 2014: 95.2%**

Sounder met both the November and YTD targets for OTP, showing continued improvement since the completion of construction at Tukwila Station.



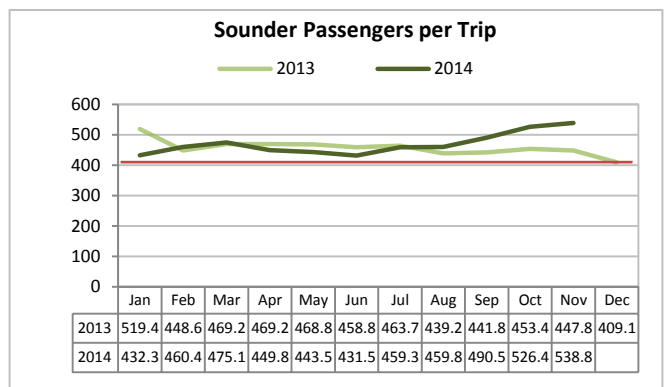
**Target: 23.0%    November 2014: 32.4%    YTD 2014: 27.0%**

Timing of payments and receipt of fare revenues can impact farebox recovery, so the rolling 12-month average (shown as the broken line) is often a better performance indicator over time.



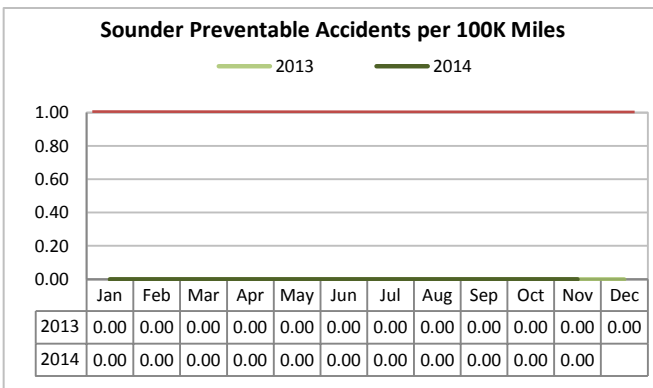
**Target: <15    November 2014: 5.3    YTD 2014: 7.4**

Sounder has reduced the number of complaints received per 100K boardings by 18% compared to YTD 2013.



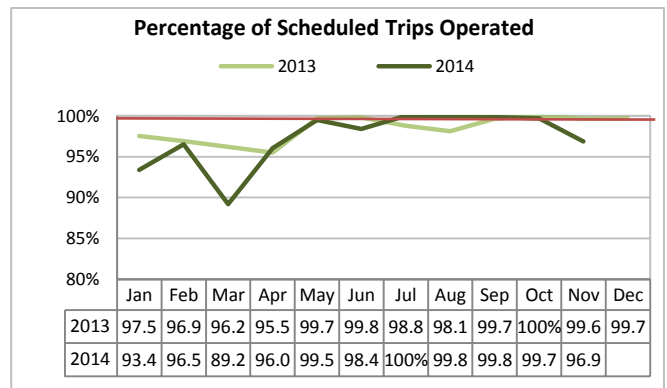
**Target: 410    November 2014: 538.8    YTD 2014: 469.4**

Sounder consistently exceeded the target for passengers per trip throughout 2014 and has gradually increased since early fall.



**Target: 1.00    November 2014: 0.00    YTD 2014: 0.00**

Sounder has not experienced a preventable accident in 2014.

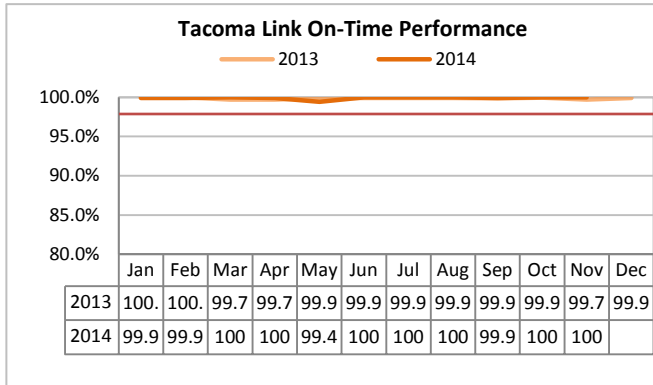


**Target: 99.5%    November 2014: 96.9%    YTD 2014: 95.2%**

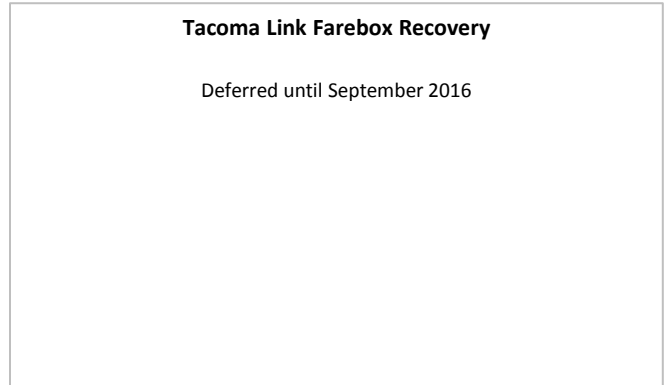
Sounder did not meet the target in November due to mudslide activity.

# Sound Transit Operations November 2014 Service Performance Report

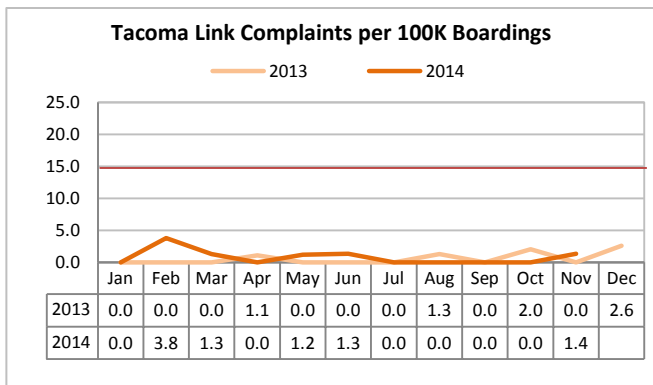
## Tacoma Link



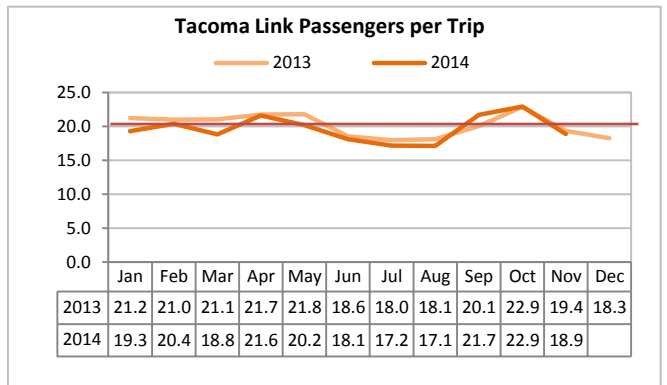
**Target: 98.5%    November 2014: 100%    YTD 2014: 99.9%**  
 Tacoma Link achieved 100% on-time performance in November and consistently performed above the target of 98.5%.



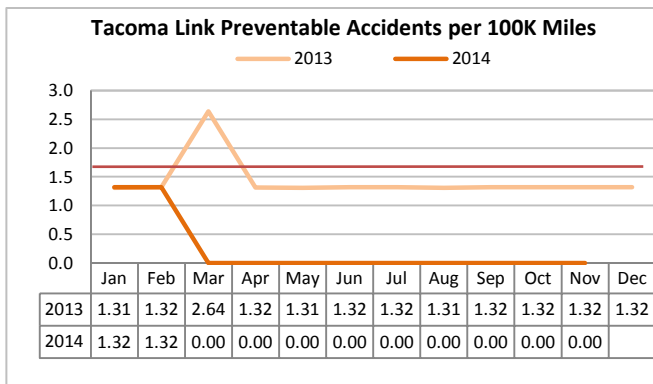
Per Board action in Q2 2014, Tacoma Link fares will not be implemented during 2014.



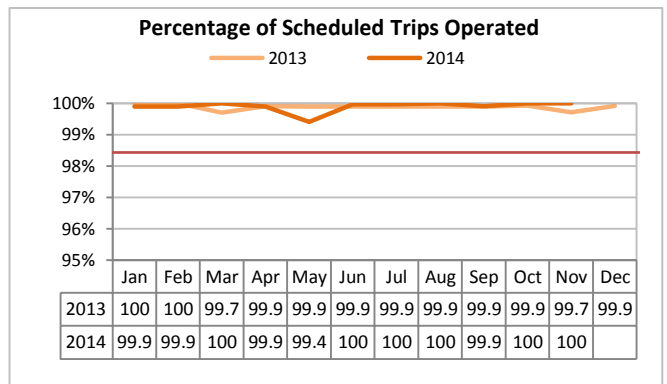
**Target: <15    November 2014: 1.4    YTD 2014: 0.8**  
 Tacoma Link experienced 1.4 complaints per 100K boardings in November and consistently performed well below the target.



**Target: 20.2    November 2014: 18.9    YTD 2014: 19.7**  
 Tacoma Link did not meet the target of 20.2 passengers per trip for November or YTD 2014 due to decreases in ridership.



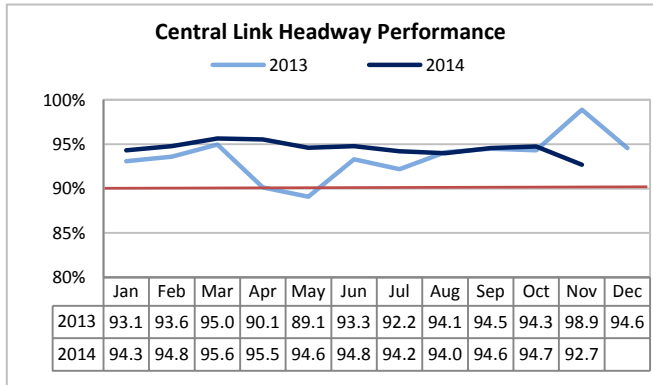
**Target: 1.66    November 2014: 0.00    YTD 2014: 0.00**  
 Tacoma Link has not experienced any preventable accidents since March 2013.



**Target: 98.5%    November 2014: 100%    YTD 2014: 99.9%**  
 Tacoma Link operated 100% of all scheduled trips in November and consistently performs above target.

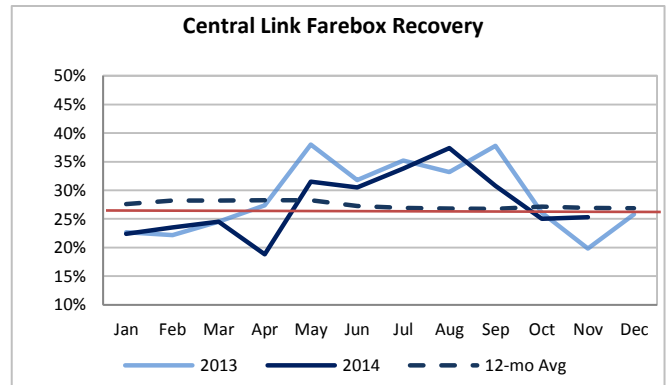
# Sound Transit Operations November 2014 Service Performance Report

## Central Link



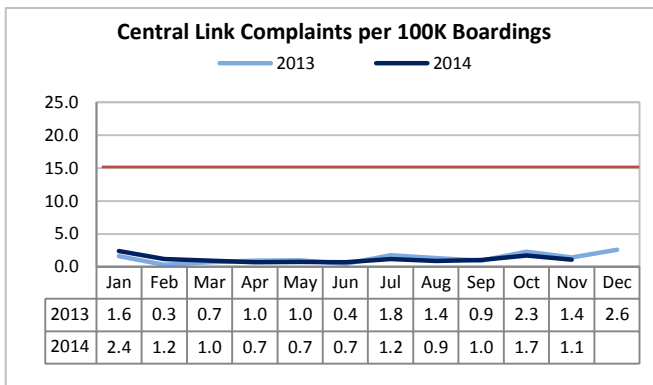
**Target: 90%    November 2014: 92.7%    YTD 2014: 94.5%**

Link met the headway performance target for November and YTD 2014, despite impacts from the SCADA system cut-over and protest-related traffic disruptions.



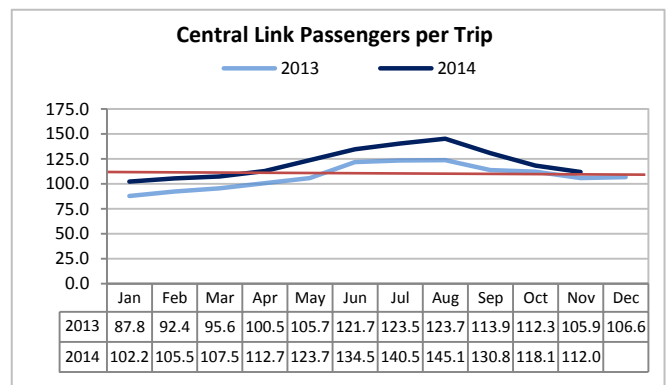
**Target: 25.8%    November 2014: 25.3%    YTD 2014: 27.9%**

Farebox recovery improved nearly 6% compared to November 2013 and met the YTD 2014 target, despite a seasonal ridership trend that impacts performance for a portion of the year.



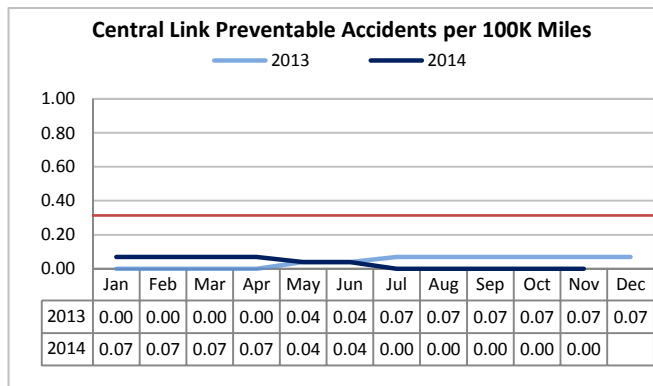
**Target: <15    November 2014: 1.1    YTD 2014: 1.1**

Central Link consistently performs better than the annual target and has seen slight improvement compared to 2013.



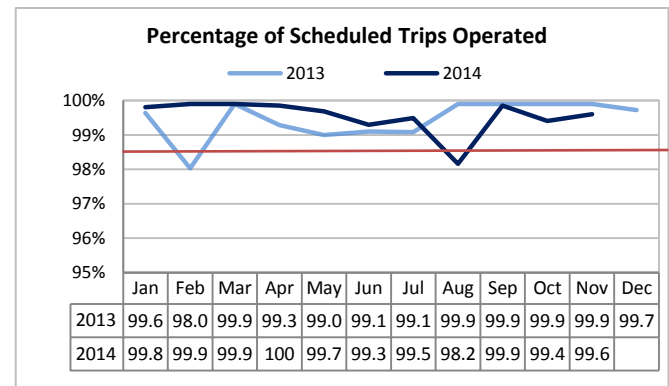
**Target: 110    November 2014: 112.0    YTD 2014: 121.1**

Central Link has carried 14% more passengers per trip in 2014 and surpassed the November target, despite the seasonal ridership decline.



**Target: 0.30    November 2014: 0.00    YTD 2014: 0.00**

Link has not experienced any preventable accidents since July 2013.

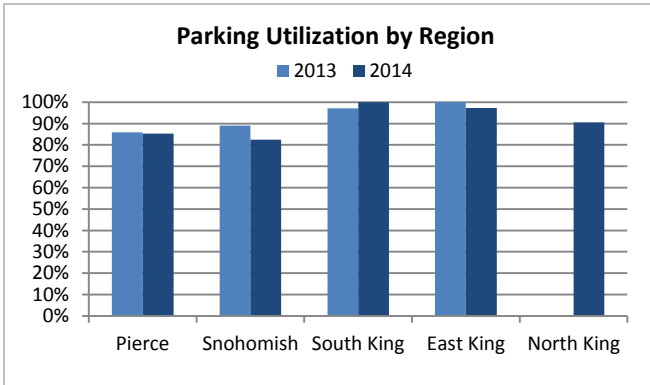


**Target: 98.5%    October 2014: 99.6%    YTD 2014: 99.5%**

November performance surpassed the target but was slightly below 2013 due to the SCADA system cut-over in preparation for the opening of U Link.

# Sound Transit Operations November 2014 Service Performance Report

## General Transit

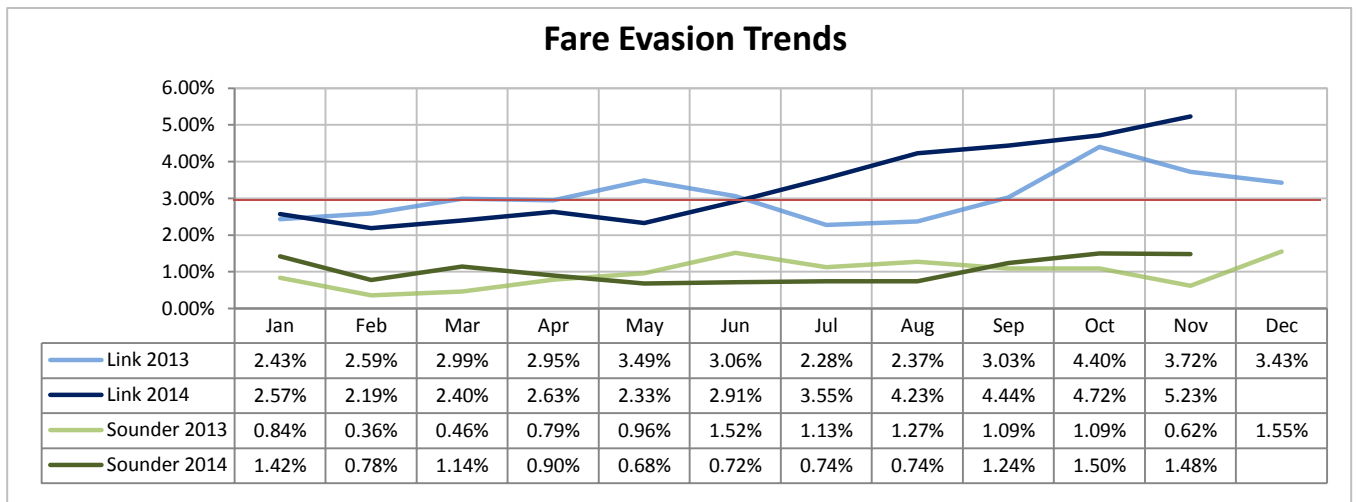


System-wide Permanent & Leased Parking November 2014			
Region	Available	Utilized	% Utilized
Pierce	3,613	3,080	85%
Snohomish	188	155	82%
South King	1,488	1,495	100%
East King	3,927	3,821	97%
North King	4,867	4,410	91%
<b>System Total</b>	<b>14,083</b>	<b>12,961</b>	<b>92%</b>

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 14,083.

Utilization continues to be at or near capacity at many of our parking facilities. November utilization increased by 1% compared to November 2013, with a system total of 92% utilization.



**Fare Evasion** on Central Link continued an upward trend that began in early summer, falling outside the target rate of 3%. YTD 2014 fare evasion was 3.38%.

Sounder fare evasion was also up compared to 2013 but remained within the targeted fare evasion rate of less than 3% for the current period and year to date.

While inspection rates have trended up the past 2 months, the evasion rate is a lagging indicator by 2 to 3 months. We anticipate a drop in the evasion rate with increased inspections in the coming months.

