

Sound Transit Operations January 2015 Service Performance Report

Ridership

Total Boardings by Mode						
Mode	Jan-14	Jan-15	% Δ	YTD-14	YTD-15	% Δ
ST Express	1,426,928	1,459,634	2.3%	1,426,928	1,459,634	2.3%
Sounder	256,775	313,463	22.1%	256,775	313,463	22.1%
Tacoma Link	80,434	85,968	6.9%	80,434	85,968	6.9%
Central Link	788,557	828,017	5.0%	788,557	828,017	5.0%
Paratransit	5,001	4,493	-10.2%	5,001	4,493	-10.2%
System Total	2,557,695	2,691,575	5.2%	2,557,695	2,691,575	5.2%

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

January 2014:	22 Weekdays	4 Saturdays	5 Sundays
January 2015:	21 Weekdays	5 Saturdays	5 Sundays

Total Sound Transit ridership increased more than 130K, or 5.2%, compared to January 2014; and average weekday boardings were up by 6K, or 6%, across all modes. Sounder drove the January ridership gain with over 40% of the system-wide increase, while other modes posted modest gains due one fewer weekday in January 2015.

ST Express boardings increased by almost 33K, or 2.3%, compared to January 2014; and average weekday boardings increased by nearly 600, or 1.0%.

Sounder boardings increased nearly 57K, or 22.1%, compared to January 2014; and average weekday boardings increased by 25.7%. The North Line did not lose any trips due to mudslides, compared to 28 trips lost in January 2014. Discounting all January 2014 service disruptions, new commuter boardings across both lines accounted for 73% of the total Sounder ridership gain.

Central Link boardings increased by about 39K, or 5%, compared to January 2014; and average weekday boardings increased by 2,300, or 8.2%.

Tacoma Link posted its healthiest ridership gain in over two years. Total boardings increased by 5,500, or 6.9%, compared to January 2014; and average weekday boardings increased by 300, or 8.7%.

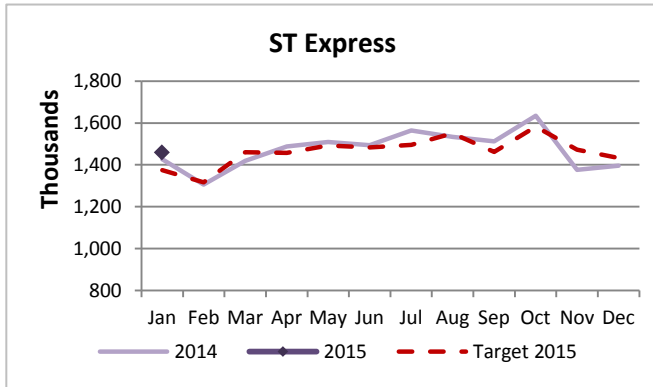
Paratransit services, provided by King County Metro, continued to experience reduced ridership.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Jan-14	Jan-15	% Δ	Jan-14	Jan-15	% Δ	Jan-14	Jan-15	% Δ
ST Express	57,928	58,483	1.0%	20,767	25,538	23.0%	13,888	14,171	2.0%
Sounder	11,163	14,037	25.7%	-	-	N/A	7,929	9,346	17.9%
Tacoma Link	3,377	3,671	8.7%	1,583	1,633	3.2%	532	729	37.0%
Central Link	27,951	30,234	8.2%	21,929	25,833	17.8%	17,182	15,694	-8.7%
Paratransit	161	145	-9.9%	161	145	-9.9%	161	145	-9.9%
System Total	100,580	106,570	6.0%						

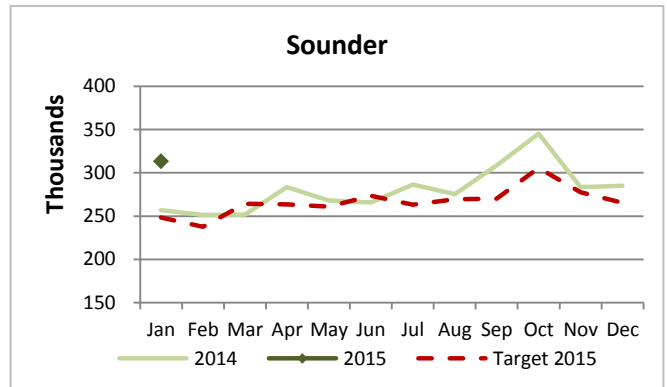
Please refer to Page 2 to view ridership trends by mode.

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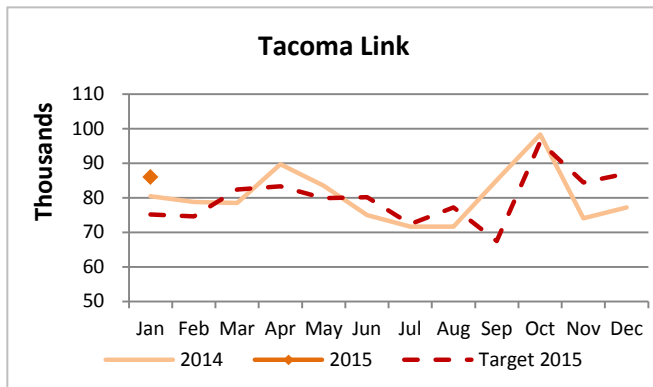
Monthly Ridership Trends by Mode



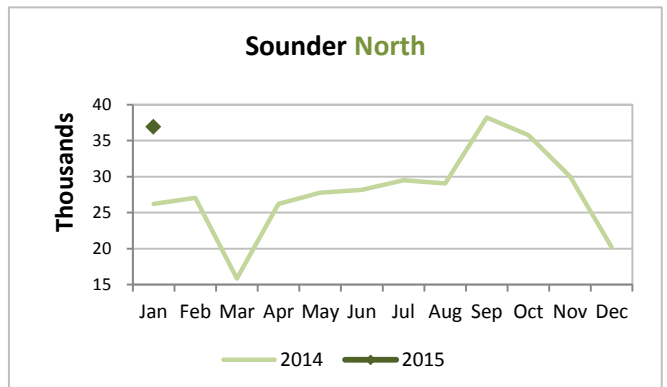
ST Express ridership increased by 2.3% compared to January 2014, with a 1% increase in average weekday boardings.



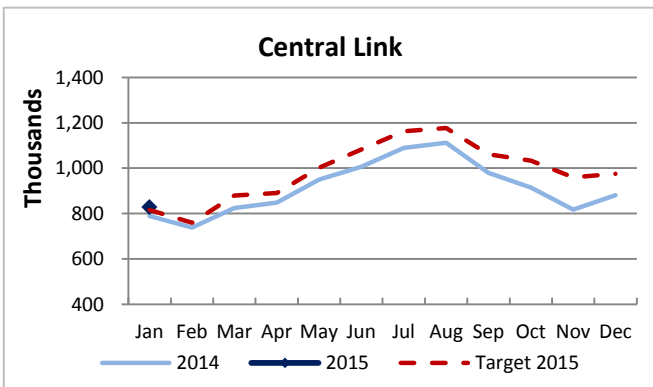
Sounder system-wide ridership increased by 22.1% compared to January 2014, with an overall 25.7% increase in average weekday boardings.



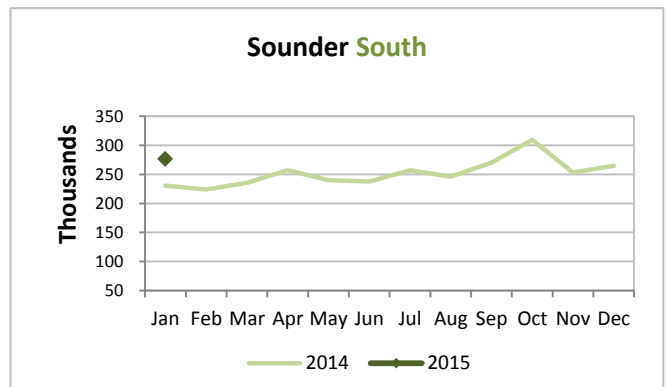
Tacoma Link ridership increased 6.9% compared to January 2014, with an 8.7% increase in average weekday boardings.



Sounder North ridership increased 40% compared to January 2014. No trips were lost due to mudslides, compared to 28 that were canceled last year.



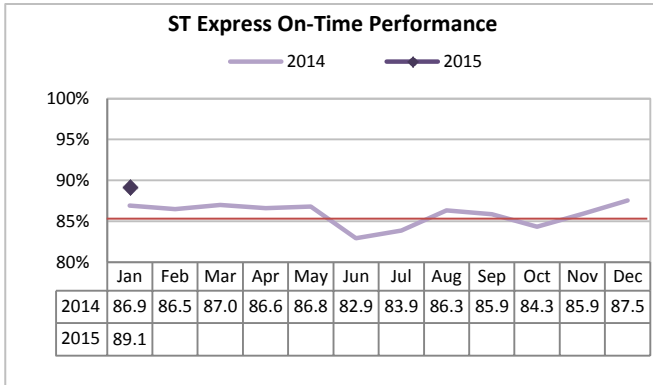
Link ridership was up 5% compared to January 2014, with an 8.2% increase in average weekday boardings.



Sounder South ridership grew 20% compared to January 2014; continuing a healthy upward trend in commuter boardings.

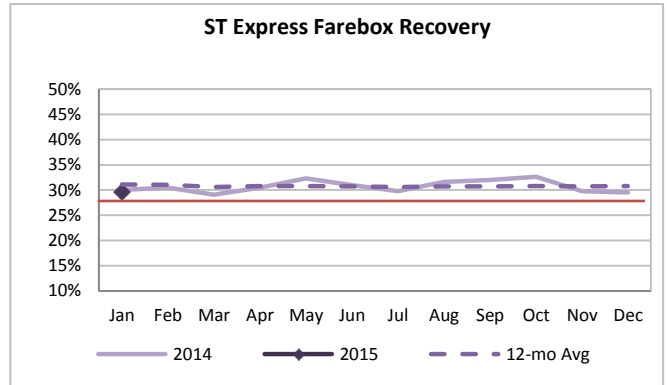
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ST Express



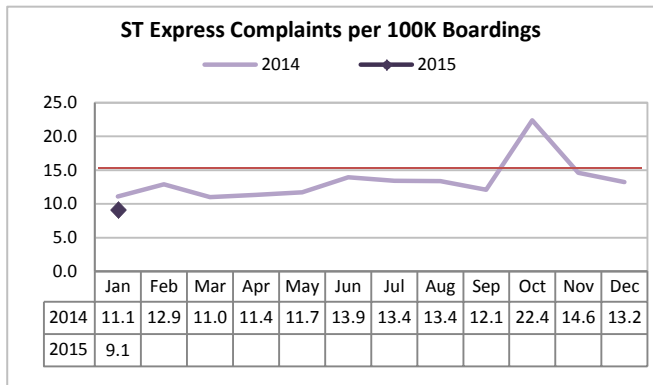
Target: 85% January 2015: 89.1% YTD 2015: 89.1%

ST Express OTP increased more than 2% in January and exceeded the annual target.



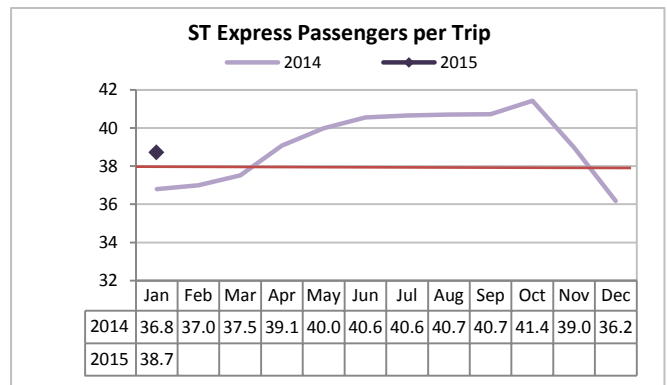
Target: 28.5% January 2015: 29.6% YTD 2015: 29.6%

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



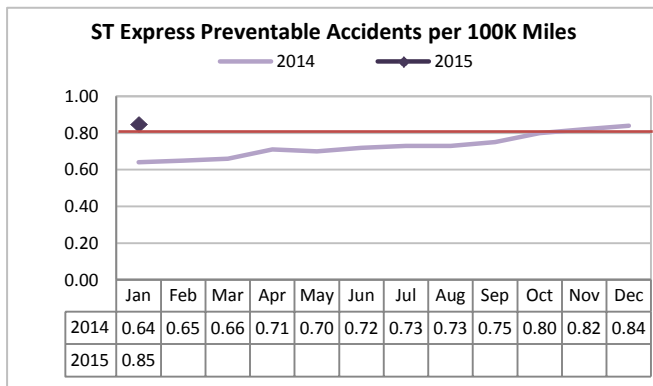
Target: <15 January 2015: 9.1 YTD 2015: 9.1

ST Express has reduced the number of complaints received per 100K boardings by 18% compared to January 2014.



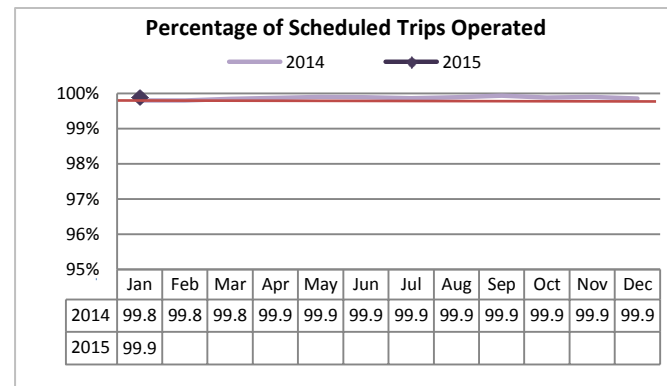
Target: 38.1 January 2015: 38.7 YTD 2015: 38.7

The number of passengers per trip has increased more than 6% compared to 2014.



Target: 0.80 January 2015: 0.85 YTD 2015: 0.85

ST staff and partners are continuing work to reduce the preventable accident rate.

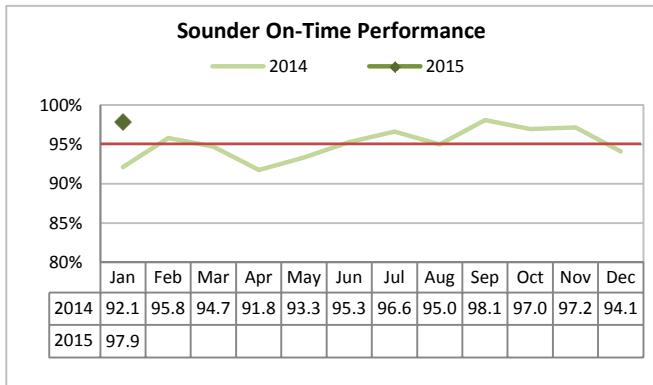


Target: 99.8% January 2015: 99.9% YTD 2015: 99.9%

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

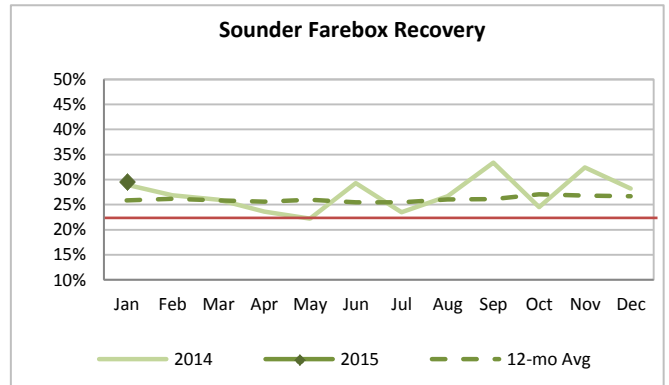
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Sounder Commuter Rail



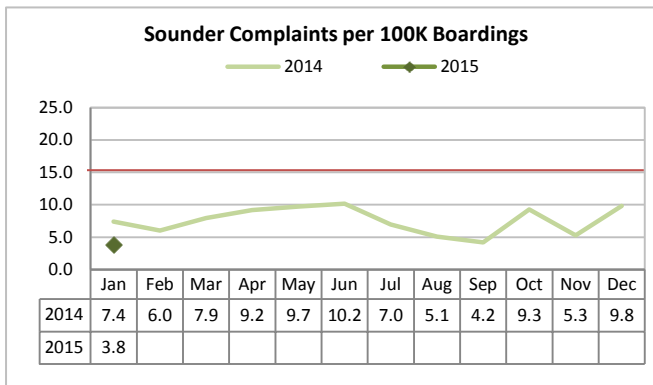
Target: 95.0% January 2015: 97.9% YTD 2015: 97.9%

Sounder exceeded the target for OTP and improved 5.8% compared to January 2014 when construction of Tukwila Station was underway.



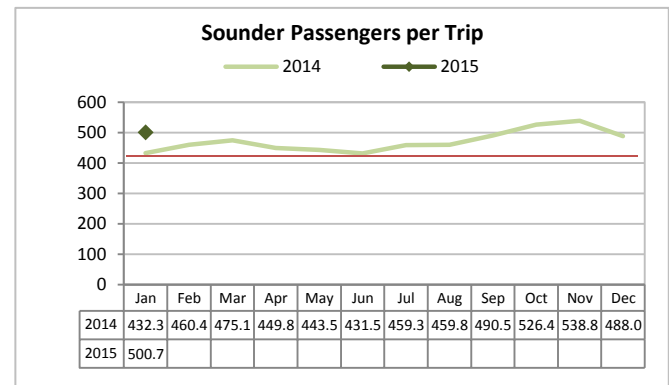
Target: 23.1% January 2015: 29.6% YTD 2015: 29.6%

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



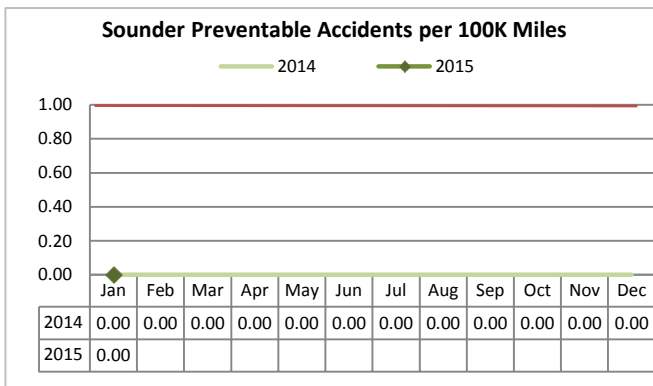
Target: <15 January 2015: 3.8 YTD 2015: 3.8

Sounder reduced the number of complaints received per 100K boardings by 49% compared to 2014 despite soaring ridership.



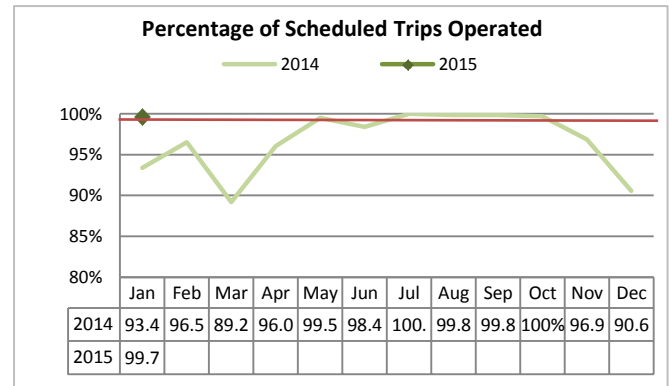
Target: 422 January 2015: 500.7 YTD 2015: 500.7

Sounder exceeded the target for passengers per trip by 16% in January and continued an upward trend.



Target: 1.00 January 2015: 0.00 YTD 2015: 0.00

Sounder has not experienced a preventable accident since service began.

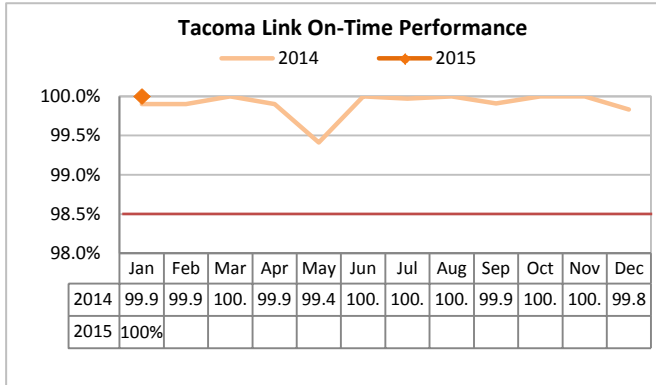


Target: 99.5% January 2015: 99.7% YTD 2015: 99.7%

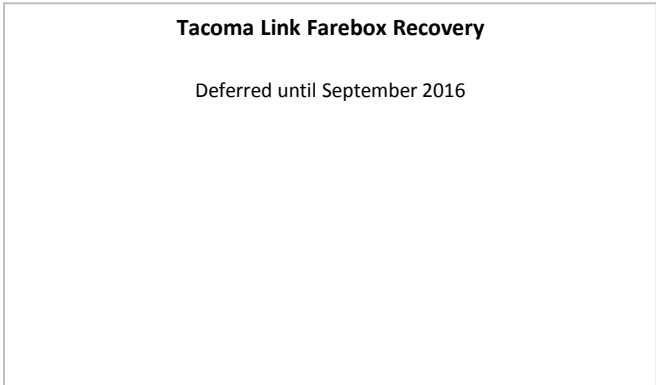
Sounder exceeded the January target for the percentage of scheduled trips operated, thanks to fewer mudslide events this year.

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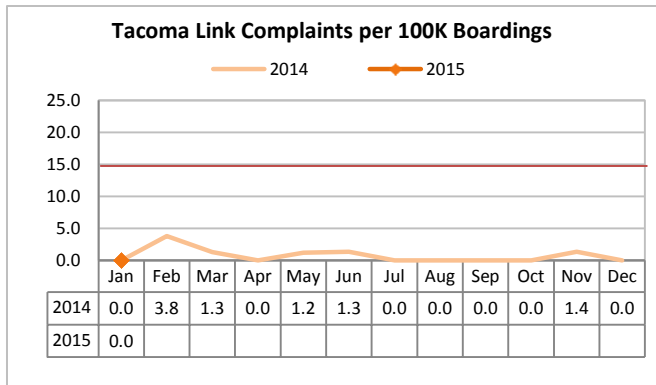
Tacoma Link



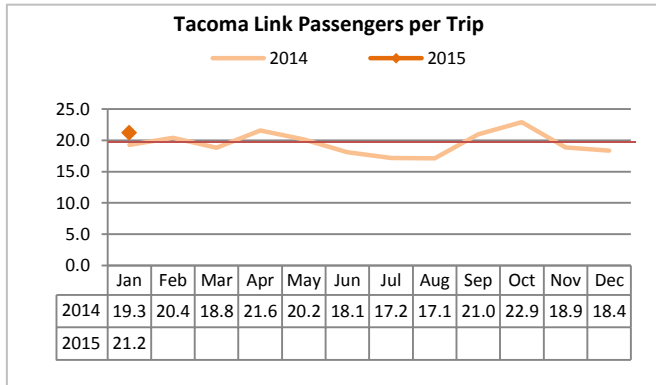
Target: 98.5% January 2015: 100% YTD 2015: 100%
 Tacoma Link achieved 100% on-time performance in January and improved slightly compared to last year.



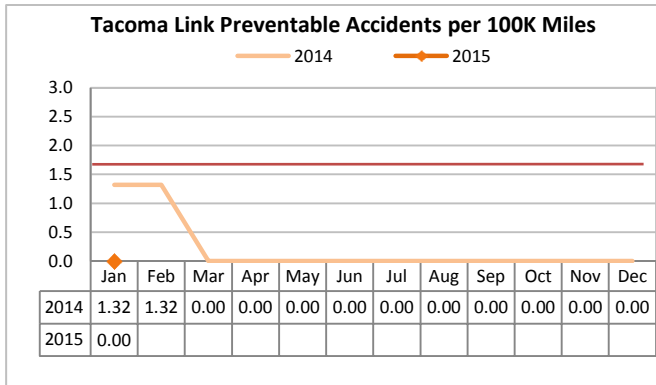
Per Board action in Q2 2014, Tacoma Link fares will not be implemented until September 2016.



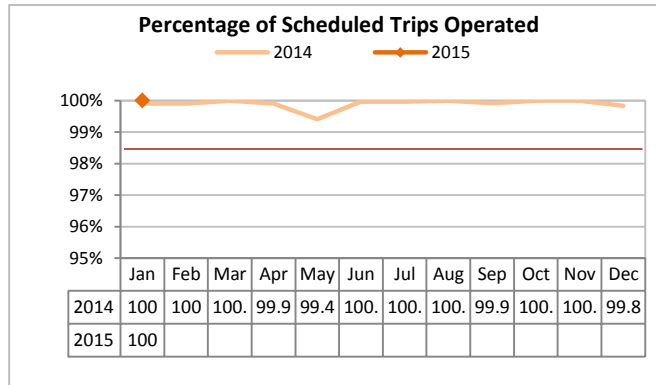
Target: <15 January 2015: 0.0 YTD 2015: 0.0
 Tacoma Link has not received any complaints for the past two months.



Target: 20.4 January 2015: 21.2 YTD 2015: 21.2
 Tacoma Link exceeded the target for passengers per trip by nearly 1% in January, an improvement of 10% compared to last year.



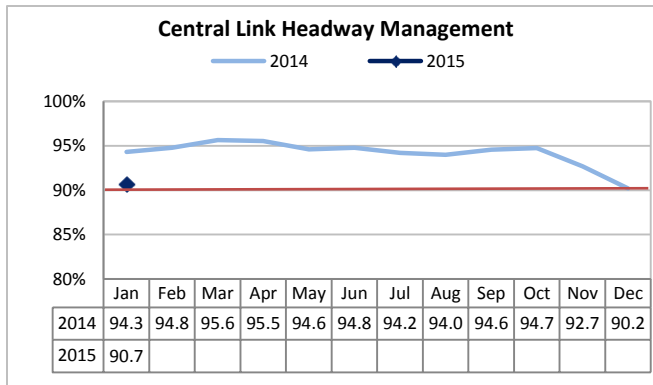
Target: 1.66 January 2015: 0.00 YTD 2015: 0.00
 Tacoma Link has not experienced any preventable accidents since March 2013.



Target: 98.5% January 2015: 100% YTD 2015: 100%
 Tacoma Link operated 100% of all scheduled trips in January and performed better than the target.

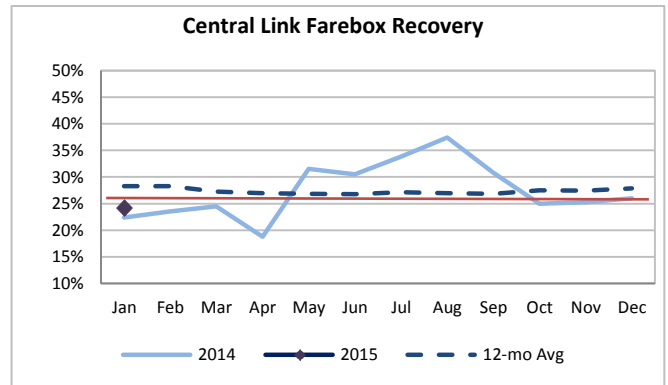
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Central Link



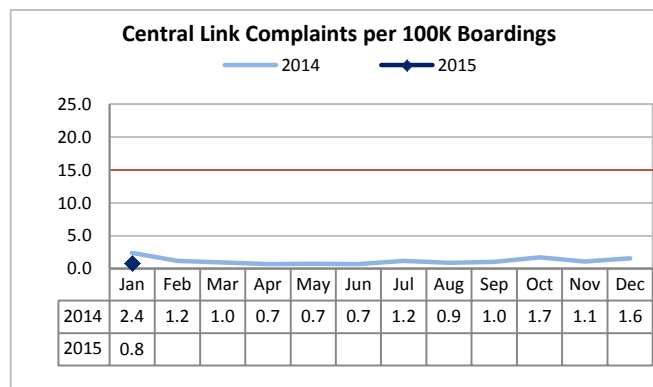
Target: 90% **January 2015: 90.7%** **YTD 2015: 90.7%**

Link met the headway performance target for January despite traffic-related disruptions.



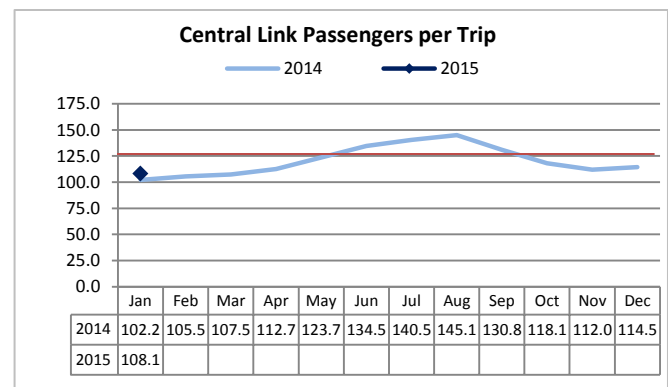
Target: 26.4% **January 2015: 24.2%** **YTD 2015: 24.2%**

Farebox recovery improved by 2% compared to January 2014, but fell shy of the 2015 target. A seasonal ridership trend impacts performance for a portion of the year.



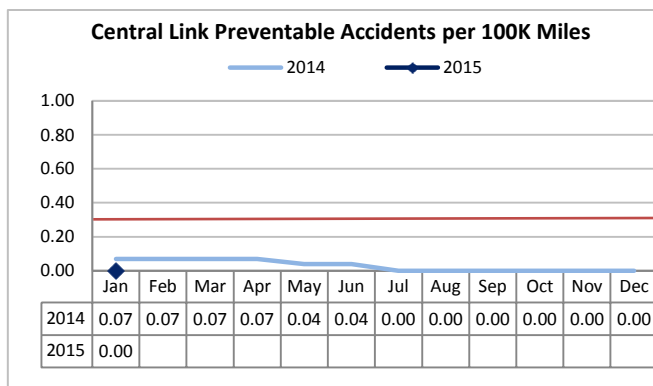
Target: <15 **January 2015: 0.8** **YTD 2015: 0.8**

Central Link received less than one complaint per 100K boardings in January, a 67% improvement compared to last year.



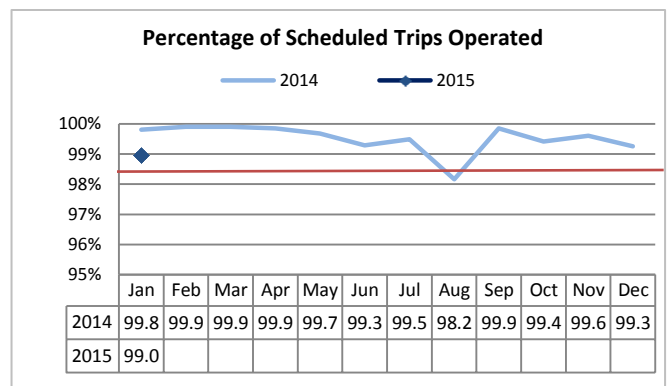
Target: 126 **January 2015: 108.1** **YTD 2015: 108.1**

Central Link carried 6% more passengers per trip compared to January 2014, but did not meet the target due to the seasonal ridership trend.



Target: 0.30 **January 2015: 0.00** **YTD 2015: 0.00**

Link has not experienced any preventable accidents since July 2013.

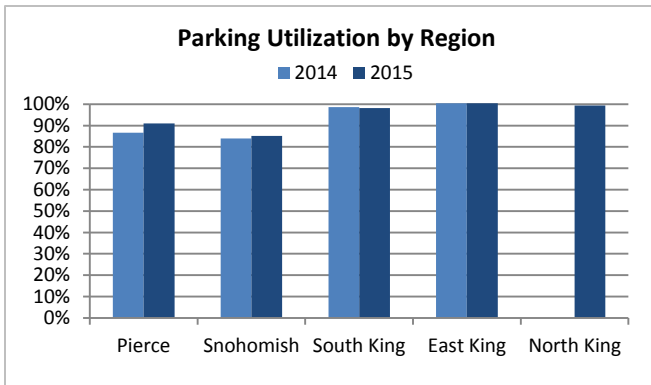


Target: 98.5% **January 2015: 99.0%** **January 2015: 99.0%**

Link exceeded the target for the percentage of scheduled trips operated in January, but declined slightly compared to 2014.

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General Transit

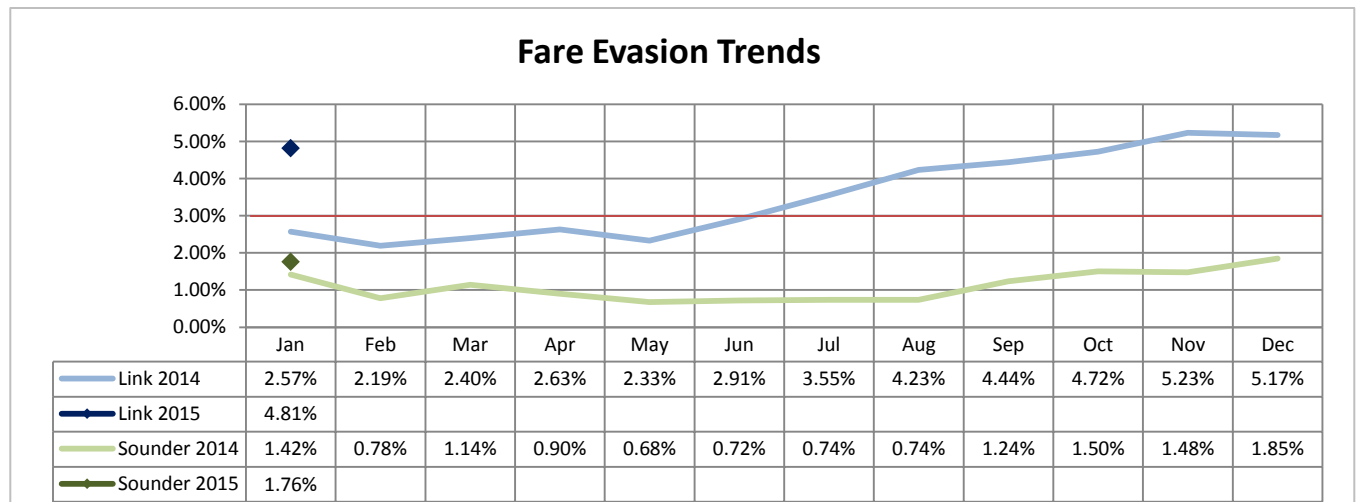


System-wide Permanent & Leased Parking January 2015			
Region	Available	Utilized	% Utilized
Snohomish	3,594	3,061	85%
North King	156	155	99%
East King	1,488	1,494	100%
South King	3,927	3,856	98%
Pierce	4,867	4,431	91%
System Total	14,032	12,997	93%

Parking is available at 31 locations in Pierce County, Snohomish County, as well as South, East, and North King County, with a total of 14,032 parking stalls.

Utilization continues to be at or near capacity at many of our parking facilities. Overall, utilization increased by 2% compared to January 2014, reflecting 93% system-wide utilization.

By region, Pierce County experienced a 4% increase in parking utilization compared to January 2014, while all other regions fluctuated by about 1%. Temporary North King County parking was not available in January 2014.



Fare Evasion on Link declined slightly for the second straight month but remained outside the Agency target of 3%. Nonetheless, it is an encouraging sign that the upward trend that began last summer is subsiding.

Sounder fare evasion was also up slightly compared to 2014 but remained within the targeted fare evasion rate of less than 3% for the current period.

Overall, inspection rates trended upward in the second half of 2014. The evasion rate tends to be a lagging indicator by two to three months. With increased inspections continuing, we anticipate the evasion rate to continue declining.

Sound Transit Operations 2015 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 PMs Completed on Time	Feet Availability	On-Time Performance ²	Relationship	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 PMs Completed on Time	Feet Availability	On-Time Performance ²	Relationship	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 PMs Completed on Time	Feet Availability	On-Time Performance ²	Relationship	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴	Miles (Rolling 12 Months) ⁵	Farebox Recovery ⁶								
Targets	455,000	99.8%	>90.0%	80%	>85.0%	17,500,000	38.1	<15.0	<30	<1.00	28.5%	28.5%	Targets	49,100	98.5%	>90.0%	66.7%	>98.5%	N/A	960,000	20.4	<15.0	<1.66	N/A	Targets	4,050	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	85,968	21.2	0	0	0	0	0.00	N/A				
Jan	37,696	99.9%	92.5%	95.5%	89.1%	1,459,634	38.7	9	0.85	29.6%	Jan	4,050	100%	100%	100%	100%	100%	N/A	85,968	21.2	0	0	0	0	Jan	90,500	98.5%	>90.0%	86.0%	90.0%	90.0%	11,800,000	126	<15.0	<30	26.4%										
Feb											Feb														Feb	7,589	99.0%	99.7%	92.5%	91.4%	90.7%	828,017	108.1	7	0.8	0	0.00	24.2%								
Mar											Mar														Mar																					
Apr											Apr														Apr																					
May											May														May																					
Jun											Jun														Jun																					
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Oct											Oct														Oct																					
Nov											Nov														Nov																					
Dec											Dec														Dec																					
YTD	37,696	99.9%	92.5%	95.5%	89.1%	1,459,634	38.7	133	9	0.85	29.6%	YTD	4,050	100.0%	100%	100.0%	100.0%	100.0%	85,968	21.2	0	0	0	0.00	YTD	7,589	99.0%	99.7%	92.5%	91.4%	90.7%	828,017	109.1	7	0.8	0	0.00	24.2%								

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.