

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

Ridership

Total Boardings by Mode						
Mode	Aug-13	Aug-14	% Δ	YTD-13	YTD-14	% Δ
ST Express	1,486,868	1,534,241	3.2%	11,089,291	11,742,919	5.9%
Sounder	252,536	275,403	9.1%	1,989,607	2,141,342	7.6%
Tacoma Link	77,847	71,630	-8.0%	668,423	628,791	-5.9%
Central Link	959,701	1,111,505	15.8%	6,366,721	7,356,820	15.6%
Paratransit	5,217	4,554	-12.7%	42,033	37,542	-10.7%
System Total	2,782,169	2,997,333	7.7%	20,156,075	21,907,414	8.7%

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

August 2013:	22 Weekdays	5 Saturdays	4 Sundays
August 2014:	21 Weekdays	5 Saturdays	5 Sundays

Total Sound Transit ridership increased by 8% compared to August 2013 and was up nearly 9% for YTD. All modes showed growth except Tacoma Link and ST Paratransit service operated by King County Metro ACCESS.

On **ST Express**, weekday boardings averaged almost 63,000 in August, a 6% increase compared to 2013.

Sounder ridership grew on both the North and South lines, with an overall increase of 9% compared to 2013. Average weekday boardings were up by 14% compared to 2013, at just under 13,000 boardings.

Central Link continued to see double-digit increases and set an all-time monthly record with total August 2014 boardings up almost 16% compared to August 2013. Average weekday boardings stood at over 39,000 for the month of August, an amazing increase of 21%, while average Saturday boardings were largely unchanged due to start-up testing in the DSTT for University Link.

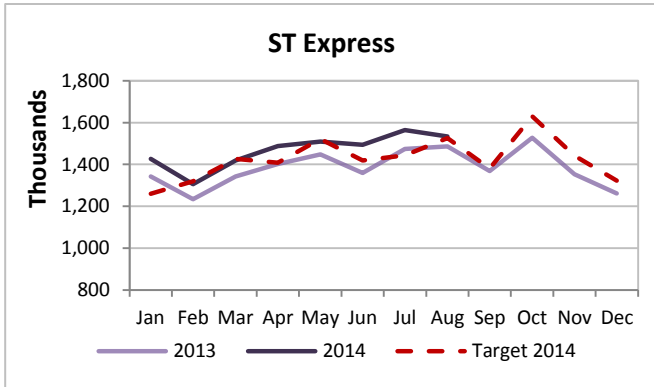
System-wide, Sound Transit set another all-time monthly record for average weekday boardings in August. There were 117,587 average weekday boardings, an 11.5% increase compared to August 2013.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Aug-13	Aug-14	% Δ	Aug-13	Aug-14	% Δ	Aug-13	Aug-14	% Δ
ST Express	58,792	62,584	6.4%	24,662	25,277	2.5%	17,534	18,718	6.8%
Sounder	11,197	12,814	14.4%	2,449	2,326	-5.0%	1,875	1,990	6.1%
Tacoma Link	2,887	2,831	-1.9%	2,228	1,698	-23.8%	798	737	-7.6%
Central Link	32,399	39,210	21.0%	29,996	30,159	0.5%	24,234	27,458	13.3%
Paratransit	168	147	-12.7%	168	147	-12.7%	168	147	-12.7%
System Total	105,444	117,587	11.5%						

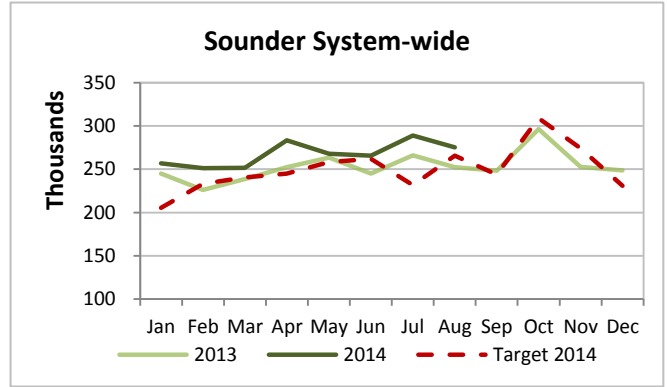
Please refer to Page 2 to view ridership trends by mode.

Sound Transit Operations August 2014 Service Performance Report

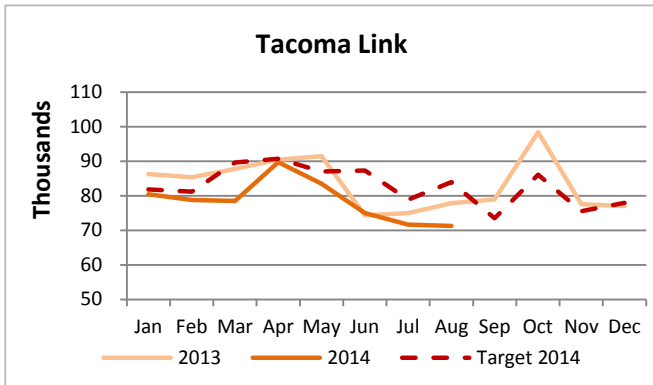
Monthly Ridership Trends by Mode



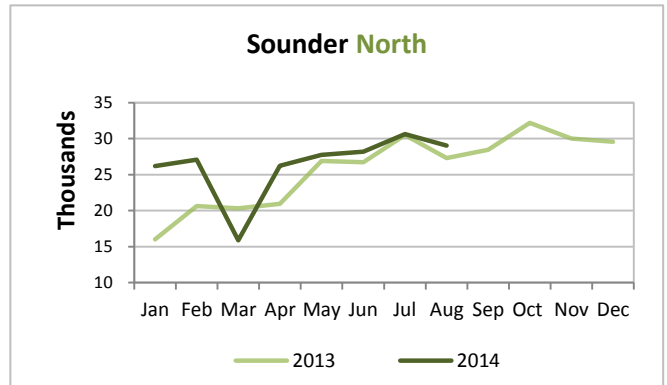
ST Express ridership increased by 3.2% compared to August 2013, and was up 5.9% compared to YTD 2013. One less weekday contributed to the slower growth in August 2014.



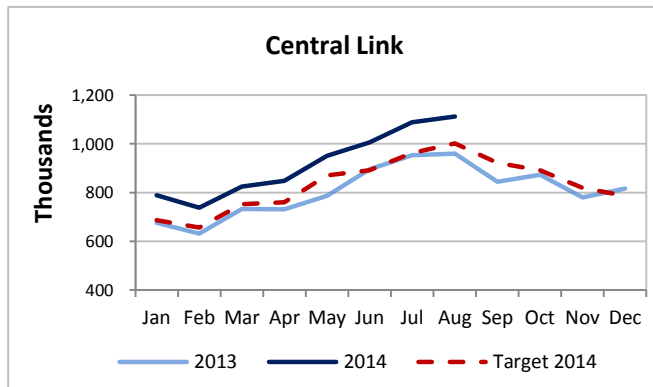
Sounder system-wide ridership was up 9.1% compared to August 2013, with overall growth of 7.6% for YTD 2014.



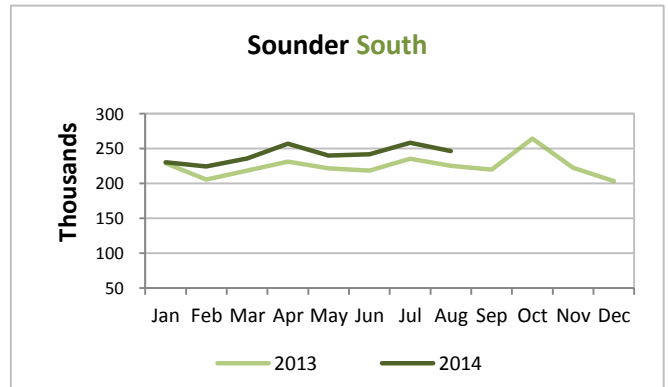
Tacoma Link ridership was down 8% compared to August 2013, continuing a downward trend.



Sounder North ridership increased 6.3% compared to August 2013, and is up 11.4% for YTD 2014.



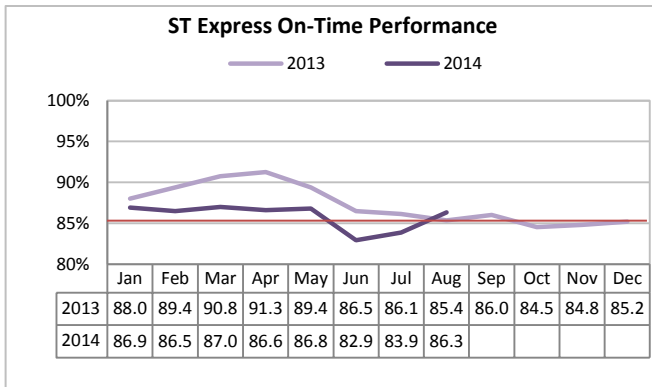
Link ridership topped 1.1 million riders in August, with 15.8% more boardings than August 2013.



Sounder South ridership was up 9.4% compared to August 2013, and 8.4% compared to YTD 2013.

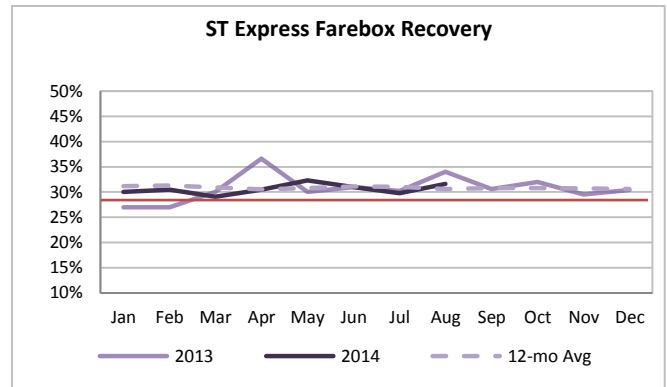
Sound Transit Operations August 2014 Service Performance Report

ST Express



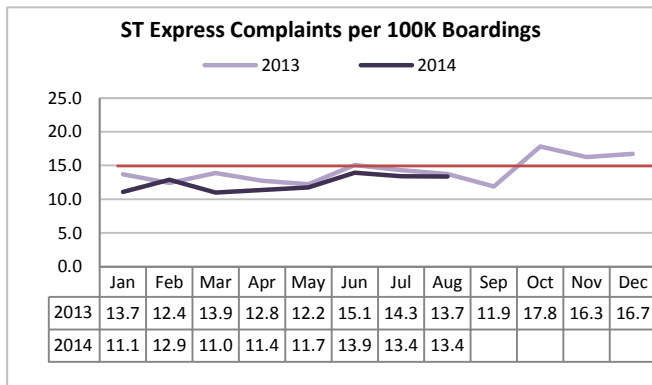
Target: 85% August 2014: 86.3% YTD 2014: 85.9%

OTP recovered in August, meeting the target for the current period and YTD 2014.



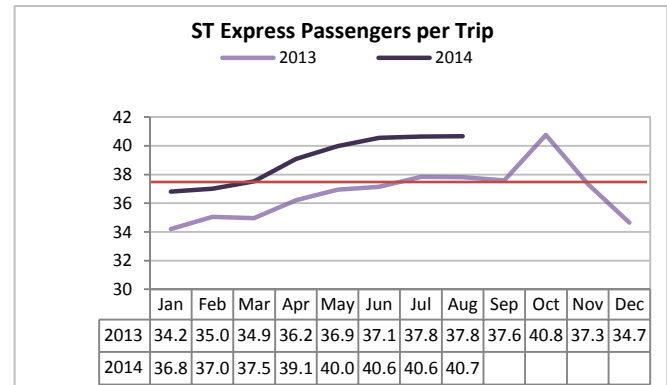
Target: 27.4% August 2014: 31.6% YTD 2014: 30.6%

ST Express achieved 31.6% farebox recovery in August and has consistently performed above the target for the past 18 months.



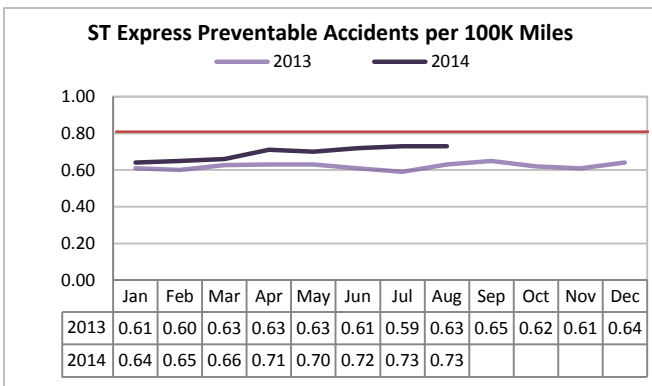
Target: <15 August 2014: 13.4 YTD 2014: 12.4

Complaints per 100K boardings improved slightly compared to August 2013, but for YTD 2014, ST Express has received 8% fewer complaints than YTD 2013.



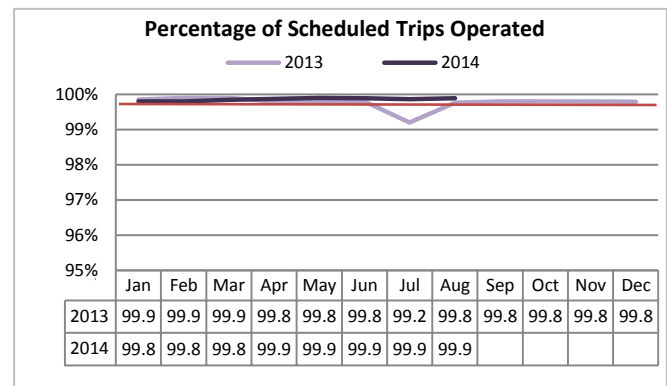
Target: 37.6 August 2014: 40.7 YTD 2014: 39.0

ST Express continues to experience heavy passenger loads, with an increase of 8% compared to August 2013.



Target: 0.80 August 2014: 0.73 YTD 2014: 0.73

Preventable accidents per 100K miles remained unchanged from July 2014 and within the target of 0.80 in August.

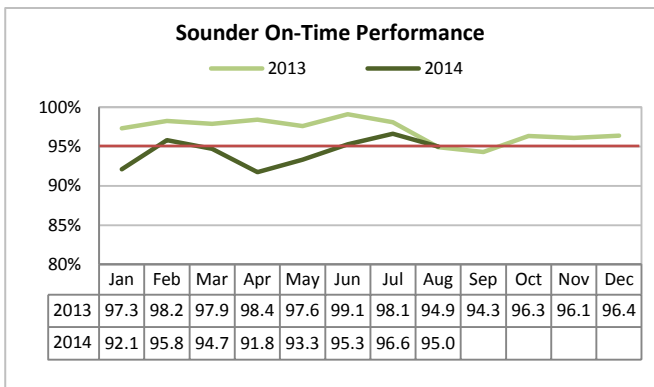


Target: 99.8% August 2014: 99.9% YTD 2014: 99.9%

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.

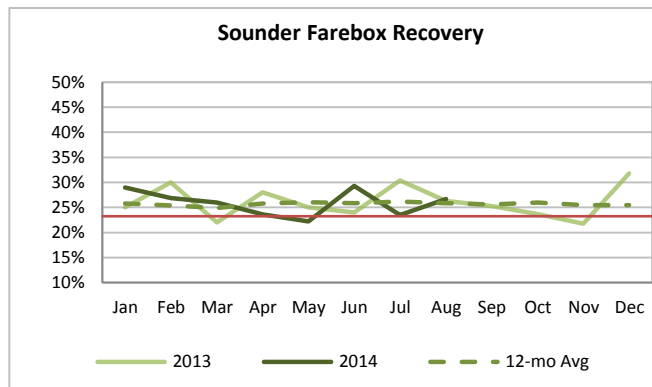
Sound Transit Operations August 2014 Service Performance Report

Sounder Commuter Rail



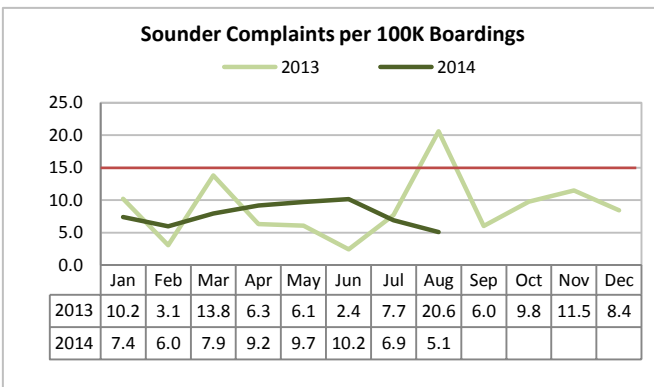
Target: 95% **August 2014: 95.0%** **YTD 2014: 94.3%**

Sounder met the target of 95% OTP in August, as Tukwila Station construction was largely completed and both platforms were open for service.



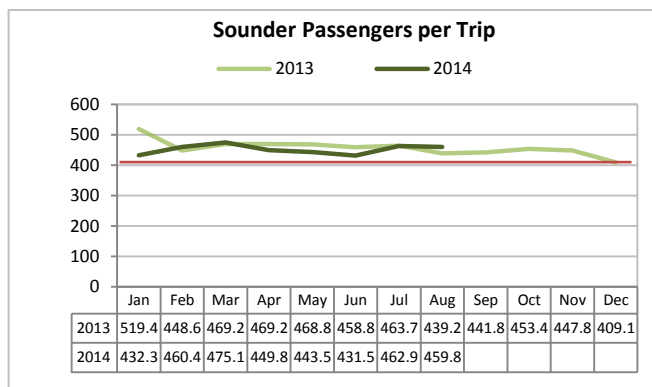
Target: 23.0% **August 2014: 26.7%** **YTD 2014: 25.5%**

Sounder farebox recovery was 26.7% in August and 25.5% for the year to date. On average, Sounder has performed better than the annual target over the previous rolling 12-months.



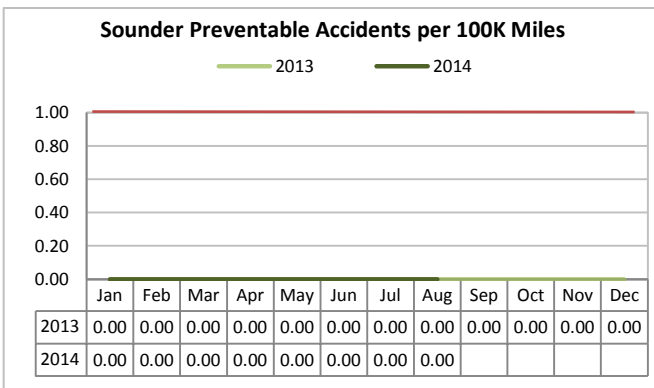
Target: <15 **August 2014: 5.1** **YTD 2014: 7.8**

Sounder complaints per 100K boardings were at the lowest point of 2014 this month, a likely result of improved OTP and an increased percentage of scheduled trips operated.



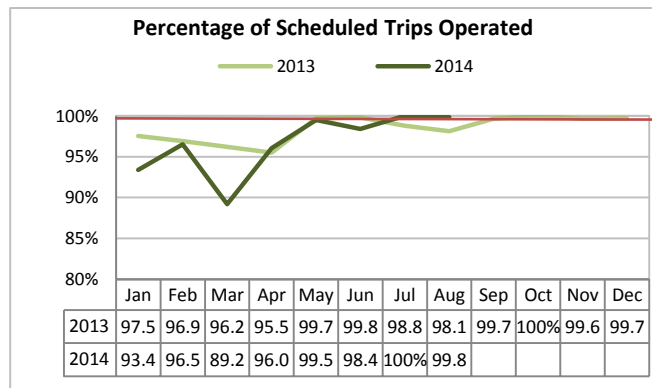
Target: 410 **August 2014: 459.8** **YTD 2014: 451.5**

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



Target: 1.00 **August 2014: 0.00** **YTD 2014: 0.00**

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

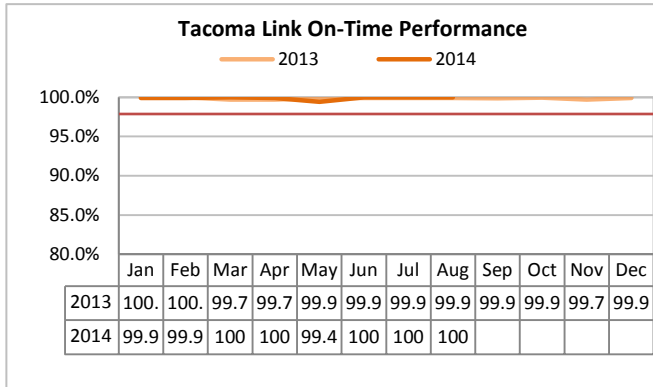


Target: 99.5% **August 2014: 99.8%** **YTD 2014: 96.6%**

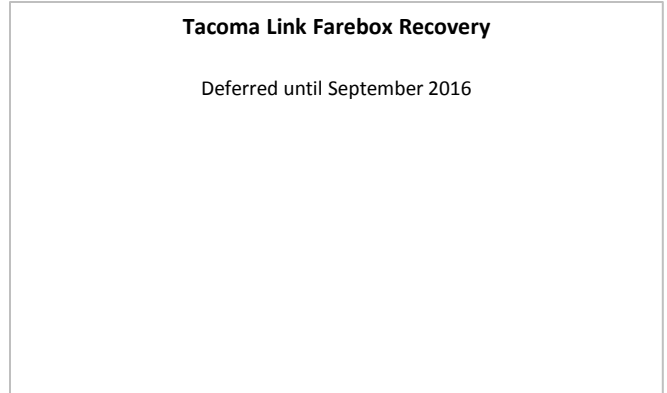
Sounder operated 99.8% of its scheduled trips in August and met the annual target. Unfortunately, Sounder will not meet the YTD target this year due to mudslide disruptions in the first half of 2014.

Sound Transit Operations August 2014 Service Performance Report

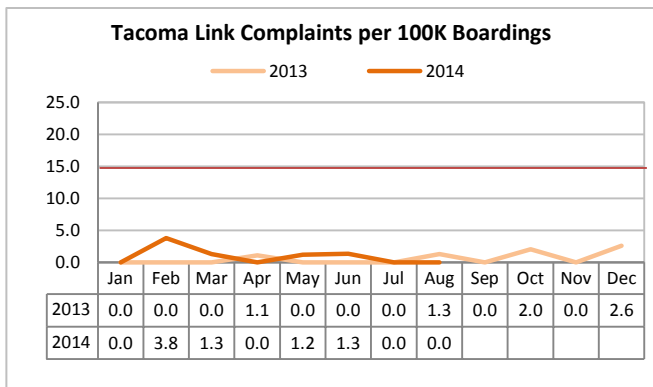
Tacoma Link



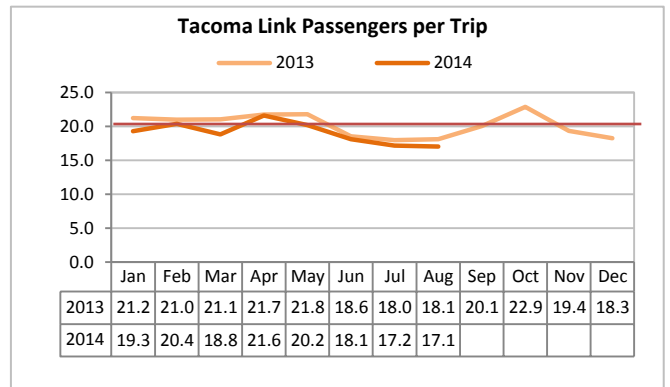
Target: 98.5% August 2014: 100% YTD 2014: 99.9%
 Tacoma Link achieved 100% OTP in August and consistently performs above the 98.5% target.



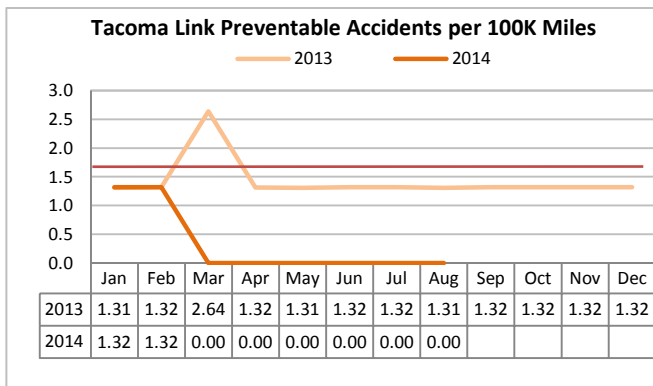
Per Board action in Q2 2014, Tacoma Link fares will not be implemented during 2014.



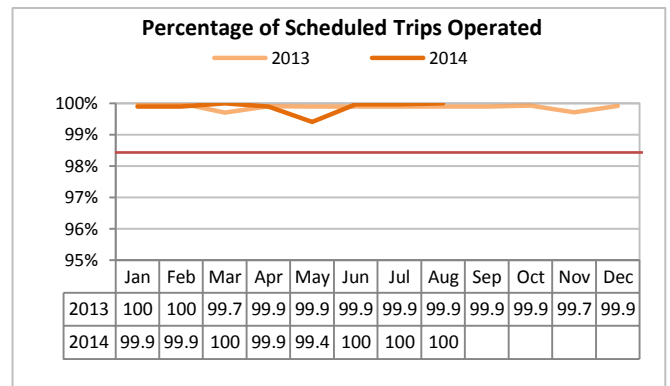
Target: <15 August 2014: 0.0 YTD 2014: 1.0
 Tacoma Link performs well within the target for complaints per 100,000 boardings. There were no complaints in August.



Target: 20.2 August 2014: 17.1 YTD 2014: 19.1
 Tacoma Link did not meet the target for passengers per trip in August due to reduced ridership and fewer Tacoma Dome events.



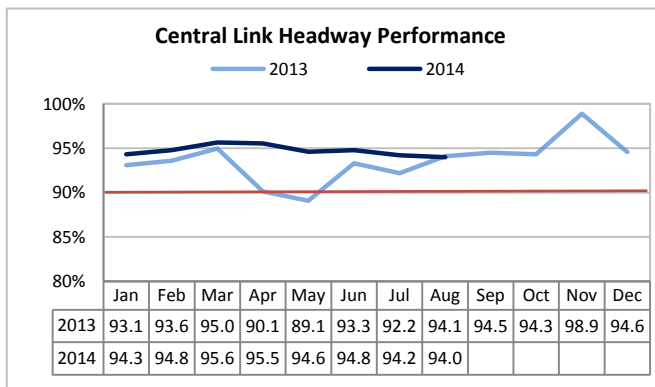
Target: 1.66 August 2014: 0.00 YTD 2014: 0.00
 Tacoma Link has not experienced any preventable accidents since March 2013.



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

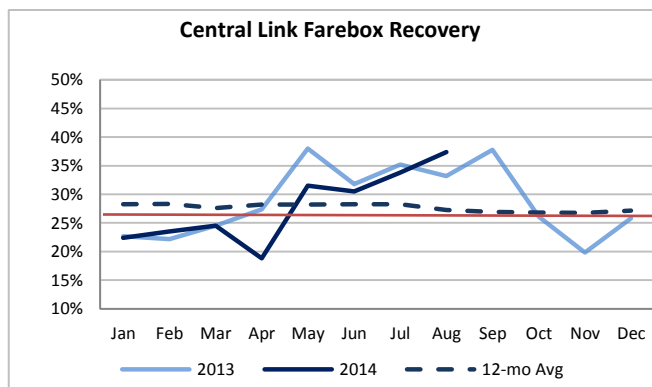
Sound Transit Operations August 2014 Service Performance Report

Central Link



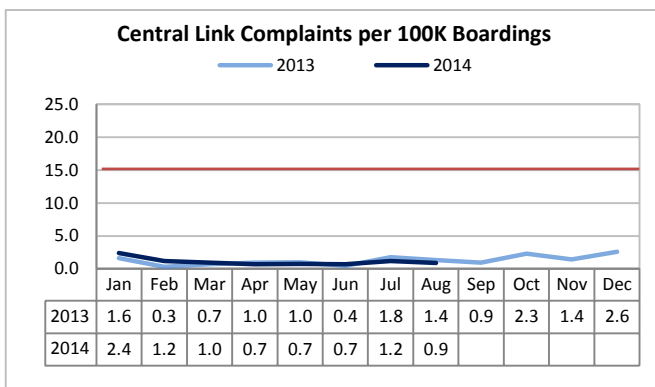
Target: 90% August 2014: 94.0% YTD 2014: 94.7%

Headway performance continued above the target in August, with a 2.1% YTD improvement compared to YTD 2013.



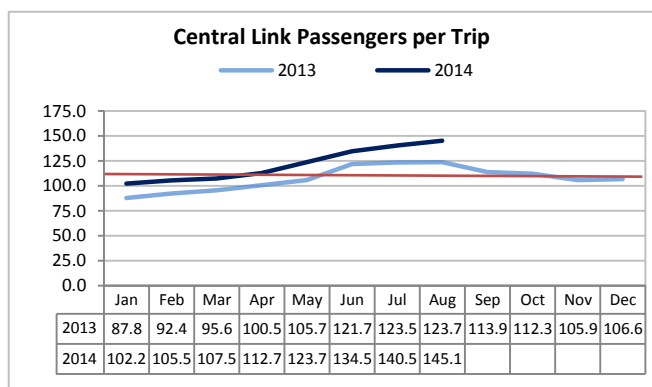
Target: 25.8% August 2014: 37.4% YTD 2014: 27.4%

Farebox recovery was 37.4% and surpassed August 2013 results by more than 4%.



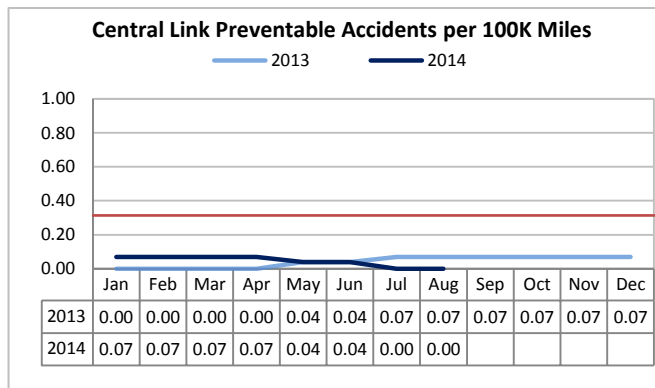
Target: <15 August 2014: 1.2 YTD 2014: 1.1

Central Link performed better than the target in August, and showed a slight improvement compared to August 2013 for the number of complaints per 100K boardings.



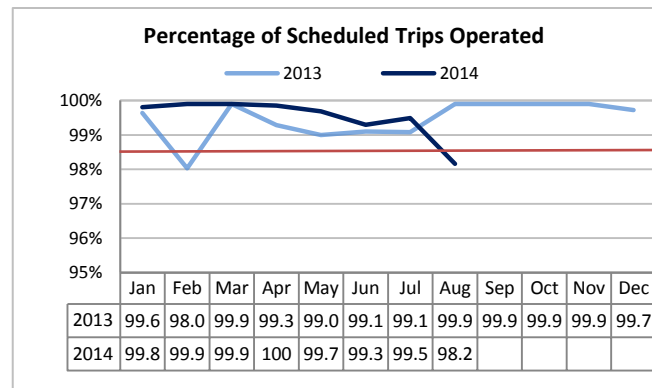
Target: 110 August 2014: 145.1 YTD 2014: 121.6

Passengers per trip continued to climb in concert with double-digit ridership, surpassing the annual target and 2013 results.



Target: 0.30 August 2014: 0.00 YTD 2014: 0.00

Link has not experienced any preventable accidents during the past 14 months.



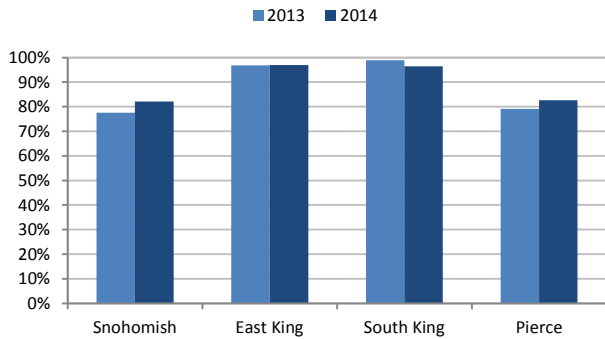
Target: 98.5% August 2014: 98.2% YTD 2014: 99.5%

Due to start-up testing in the DSTT for University Link, half of the scheduled trips were canceled on Saturday, August 9, which drove performance slightly below the target.

Sound Transit Operations August 2014 Service Performance Report

General Transit

Parking Utilization by Region – August 2014

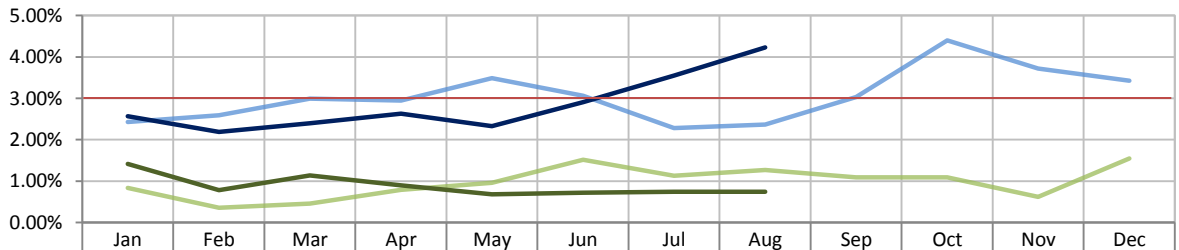


**System-wide Permanent & Leased Parking
August 2014**

Region	Available	Utilized	% Utilized
Snohomish	3,613	2,975	82%
East King	1,488	1,400	94%
South King	3,809	3,704	97%
Pierce	4,860	4,009	82%
System Total	13,770	12,088	88%

System-wide, parking utilization was 88% in August, reflecting a 1% increase compared to August 2013. Utilization ranged from 82% in Snohomish and Pierce counties, to 94% and 97% in East King and South King counties, respectively. Many of the Sound Transit permanent and leased lots continue to be at or near capacity.

Fare Evasion Trends



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Link 2013	2.43%	2.59%	2.99%	2.95%	3.49%	3.06%	2.28%	2.37%	3.03%	4.40%	3.72%	3.43%
Link 2014	2.57%	2.19%	2.40%	2.63%	2.33%	2.91%	3.55%	4.23%				
Sounder 2013	0.84%	0.36%	0.46%	0.79%	0.96%	1.52%	1.13%	1.27%	1.09%	1.09%	0.62%	1.55%
Sounder 2014	1.42%	0.78%	1.14%	0.90%	0.68%	0.72%	0.74%	0.74%				

Fare Evasion increased on Central Link in August, while fare inspections decreased. Despite a steep climb since May, YTD fare evasion is only slightly higher than YTD 2013.

Sounder fare evasion has held steady between May and showed a slight improvement compared to YTD 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. In total, we are authorized 16 Fare Enforcement Officers and three Supervisors. In August, we were down to just five Fare Enforcement Officers and three Supervisors, due to continued issues involving the June 30 shooting incident and military leave. In addition, two of three recently-hired officers did not complete training.

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	Feet Availability	On-Time Performance ²	Ridership	Passengers per Trip	Comments Received	Comments 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	Feet Availability	On-Time Performance ²	Headway Performance ³ Minutes	Ridership	Passengers per Trip	Comments Received	Comments 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	Feet Availability	On-Time Performance ²	Headway Performance ³ Minutes	Ridership	Passengers per Trip	Comments Received	Comments per 100,000 Boardings	Preventable Accidents ⁴	Miles (Rolling 12 Months) ⁵	Farebox Recovery ⁶								
Targets	455,000	99.8%	>80.0%	80%	>85.0%	17,100,000	37.6	<15.0	<15.0	<80	27%	27%	Targets	49,100	96.5%	>90.0%	86.7%	>96.5%	N/A	993,353	20.2	<15.0	<15.0	<15.0	<15.0	<15.0	Targets	32,986	99.9%	100%	94.1%	99.9%	N/A	629,115	19.1	6	1.0	0	0.00	N/A	0.00	N/A						
Jan	38,735	99.8%	97.7%	97.1%	86.9%	1,426,928	36.8	159	11.1	8	0.64	30%	Jan	4,170	99.9%	100%	100%	99.9%	N/A	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%	26%							
Feb	35,326	99.8%	96.2%	96.7%	86.5%	1,305,976	37.0	168	12.9	7	0.65	31%	Feb	3,871	99.9%	100%	100%	99.9%	N/A	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%	24%							
Mar	37,841	99.8%	98.1%	96.5%	87.0%	1,419,740	37.5	156	11.0	11	0.66	29%	Mar	4,164	100%	100%	100%	100%	N/A	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%	19%							
Apr	38,089	99.9%	98.0%	95.0%	86.6%	1,488,618	39.1	169	11.4	15	0.71	31%	Apr	4,151	99.9%	100%	100%	99.9%	N/A	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%	19%							
May	37,757	99.9%	98.3%	96.1%	86.8%	1,509,298	40.0	177	11.7	6	0.70	32%	May	4,136	99.4%	100%	100%	99.4%	N/A	83,444	20.2	1	1.2	0	0.00	N/A	May	7,684	99.7%	99.3%	91.1%	90.4%	94.6%	950,151	123.7	7	0.7	0	0.04	32%	31%							
Jun	36,826	99.9%	99.3%	95.7%	82.9%	1,493,430	40.6	208	13.9	11	0.72	31%	Jun	4,139	100%	100%	100%	97.8%	N/A	75,006	18.1	1	1.3	0	0.00	N/A	Jun	7,482	99.3%	99.3%	90.5%	90.3%	94.8%	1,006,414	134.5	7	0.7	0	0.04	31%	31%							
Jul	38,494	99.9%	99.4%	96.1%	83.9%	1,564,688	40.6	210	13.4	13	0.73	30%	Jul	4,173	100%	100%	100%	100%	N/A	71,658	17.2	0	0.0	0	0.00	N/A	Jul	7,753	99.5%	99.7%	90.7%	90.1%	94.2%	1,088,944	140.5	13	1.2	0	0.00	34%	37%							
Aug	37,701	99.9%	98.1%	96.4%	86.2%	1,534,241	40.7	205	13.4	17	0.73	32%	Aug	4,182	100%	100%	100%	100%	N/A	71,630	17.1	0	0.0	0	0.00	N/A	Aug	7,659	98.2%	99.7%	90.0%	87.0%	94.0%	1,111,505	145.1	10	0.9	0	0.00	37%	37%							
Sep													Sep													Sep																						
Oct													Oct														Oct																					
Nov													Nov														Nov																					
Dec													Dec														Dec																					
YTD	300,769	99.9%	98.1%	96.2%	85.9%	11,742,919	39.0	1,452	12.4	88	0.73	31%	YTD	32,986	99.9%	100%	94.1%	99.9%	N/A	629,115	19.1	6	1.0	0	0.00	N/A	YTD	32,986	99.9%	99.3%	91.3%	90.5%	94.7%	7,356,820	121.6	79	1.1	0	0.00	27%	27%							
Targets	7,340	99.5%	>80.0%	82.0%	>85.0%	3,000,000	40.0	<15.0	<15.0	<1.00	25%	25%	Targets	90,500	96.5%	>90.0%	86.0%	90.0%	90.0%	10,000,000	110	<15.0	<15.0	<15.0	<15.0	26%	Targets	90,500	96.5%	99.5%	91.7%	93.9%	94.3%	788,557	102.2	19	2.4	0	0.07	22%	26%							

¹ PMIs are preventive vehicle maintenance inspections. Central Link PMIs include Signals, Traccon 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.