

Sound Transit Operations

June 2014 Service Performance Report

Ridership

Total Boardings by Mode						
Mode	Jun-13	Jun-14	% Δ	YTD-13	YTD-14	% Δ
ST Express	1,359,682	1,493,430	9.8%	8,129,052	8,643,990	6.3%
Sounder	245,005	265,830	8.5%	1,470,923	1,577,069	7.2%
Tacoma Link	74,354	75,006	0.9%	515,566	485,827	-5.8%
Central Link	895,910	1,006,414	12.3%	4,453,386	5,156,371	15.8%
Paratransit	5,071	4,568	-9.9%	31,544	28,718	-9.0%
System Total	2,580,022	2,845,248	10.3%	14,600,471	15,891,975	8.8%

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

June 2013:	20 Weekdays	5 Saturdays	5 Sundays
June 2014:	21 Weekdays	4 Saturdays	5 Sundays

Total Sound Transit ridership grew by 10.3% in June compared with the same month in 2013.

Central Link again led the upward trend with a 12.3% increase in boardings, and set a new record of 36,486 average weekday boardings for the month, a 14.2% increase compared to June 2013.

Ridership on **ST Express** and **Sounder** also continued to grow at a healthy rate with increases of 9.8% and 8.5%, respectively. ST Express also set a new record for the third straight month, with 62,542 average daily boardings in June.

Tacoma Link showed signs of recovering from recent declines with a small 0.9% increase in total boardings.

Paratransit boardings continued to decline, dropping another 9.9% in June.

Average Daily Boardings									
Mode	Weekday			Saturday			Sunday		
	Jun-13	Jun-14	% Δ	Jun-13	Jun-14	% Δ	Jun-13	Jun-14	% Δ
ST Express	58,239	62,542	7.4%	23,080	23,561	2.1%	15,902	17,162	7.9%
Sounder	11,953	12,331	3.2%	-	-	N/A	1,983	2,291	15.5%
Tacoma Link	3,079	3,059	-0.6%	1,866	1,826	-2.1%	688	693	0.7%
Central Link	31,953	36,486	14.2%	29,517	29,077	-1.5%	21,852	24,782	13.4%
Paratransit	169	152	-10.1%	169	152	-10.1%	169	152	-10.1%
System Total	105,393	114,570	8.7%						

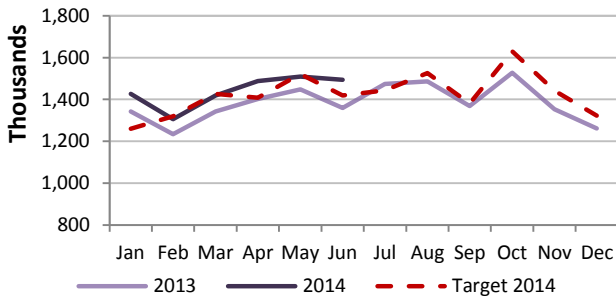
System-wide, there were 114,570 average weekday boardings during the month of June, an increase of 8.7% compared to June 2013, and a new record.

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

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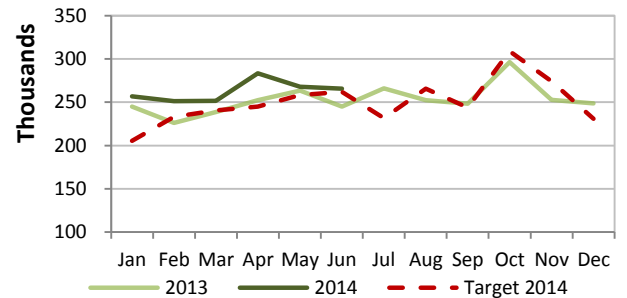
Monthly Ridership Trends by Mode

ST Express



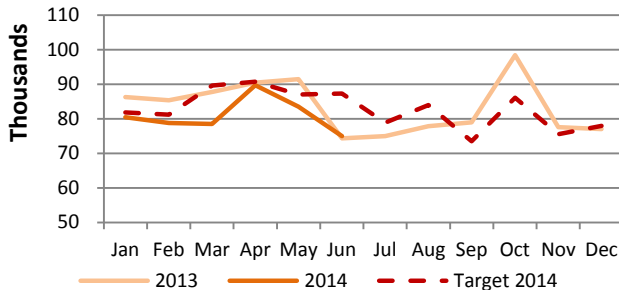
ST Express ridership increased by about 9.8% compared to June 2013, and was up 6.3% compared to the same period of 2013.

Sounder System-wide



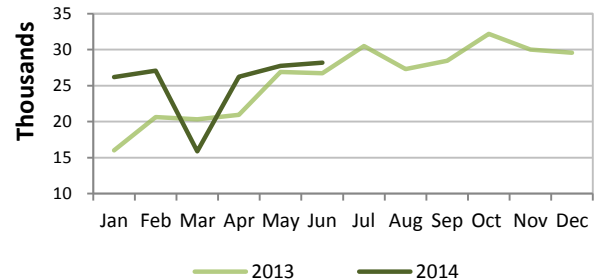
Sounder system-wide ridership increased by 8.5% compared to June 2013, and is 7.2% higher than YTD 2013.

Tacoma Link



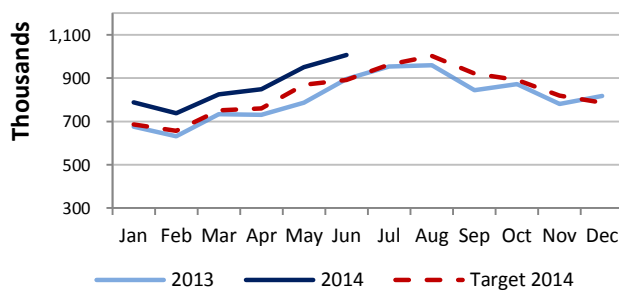
Tacoma Link ridership was up nearly 1% compared to June 2013, but continues to lag for YTD 2014.

Sounder North



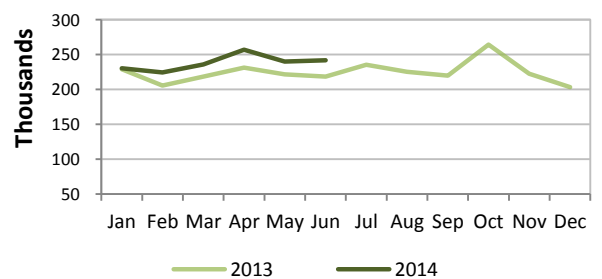
Sounder North ridership increased by 5.5% compared to June 2013, and is 22.7% higher than YTD 2013.

Central Link



Link ridership continued to grow, topping 1 million riders in June for the first time in its five year history. Link carried 12.3% more riders than June 2013, and 15.8% more than YTD 2013.

Sounder South

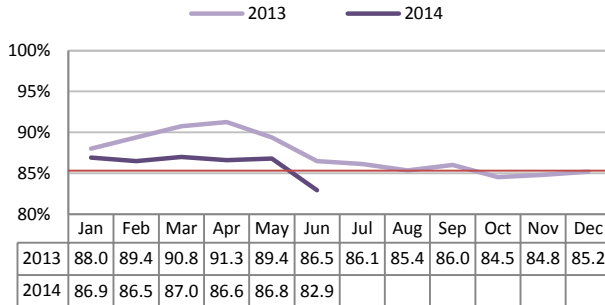


Sounder South ridership increased by 10.7% compared to June 2013, and is 8% higher than YTD 2013.

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ST Express

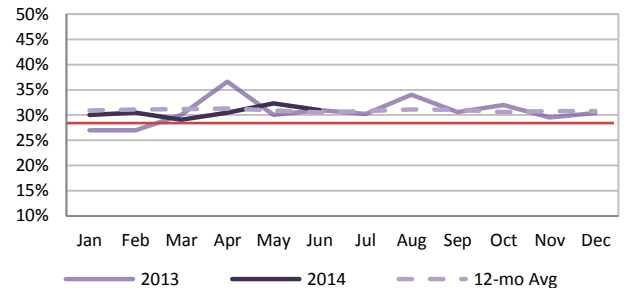
ST Express On-Time Performance



Target: 85% June 2014: 82.9% YTD 2014: 86.1%

ST Express OTP declined sharply in June, due to increased highway traffic, and more crowded buses, which slows boarding and deboarding.

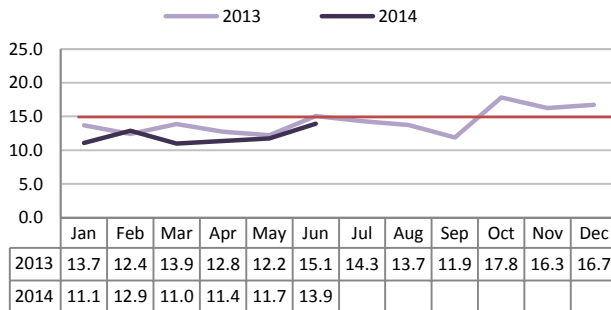
ST Express Farebox Recovery



Target: 27.4% June 2014: 31.0% YTD 2014: 30.5%

ST Express achieved 31% farebox recovery in June, matching June 2013 results and improving slightly for the year to date.

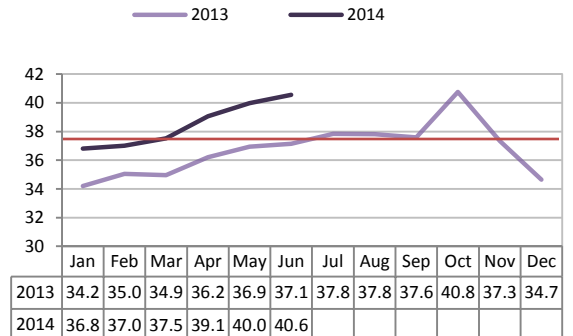
ST Express Complaints per 100K Boardings



Target: <15 June 2014: 13.9 YTD 2014: 12.0

ST Express complaints per 100K boardings increased in June due to the service change. Overall, YTD 2014 performance has shown consistent improvement compared to 2013.

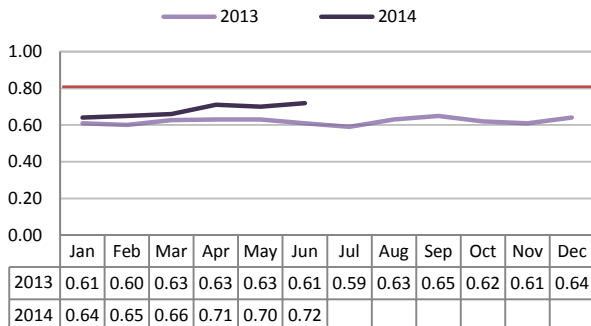
ST Express Passengers per Trip



Target: 37.6 June 2014: 40.6 YTD 2014: 38.5

ST Express exceeded the passengers per trip target for June and YTD 2014, and has enjoyed healthy growth throughout this year.

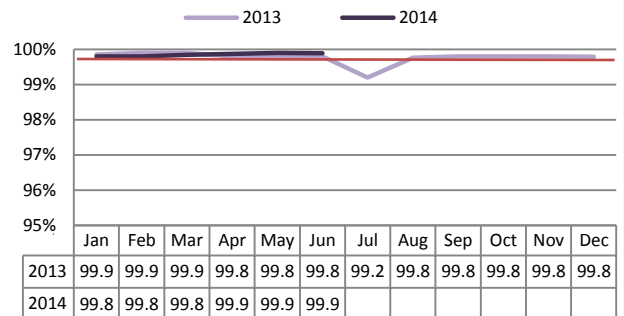
ST Express Preventable Accidents per 100K Miles



Target: 0.80 June 2014: 0.72 YTD 2014: 0.72

Preventable accidents per 100,000 miles has increased slightly over the previous rolling 12 months, a result of more mirror clips, hitting fixed objects at very low speeds, and bus lot incidents.

Percentage of Scheduled Trips Operated



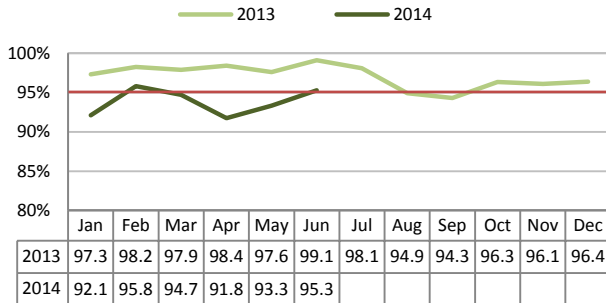
Target: 99.8% June 2014: 99.9% YTD 2014: 99.9%

ST Express has consistently met the target for percentage of scheduled trips operated throughout 2014.

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Sounder Commuter Rail

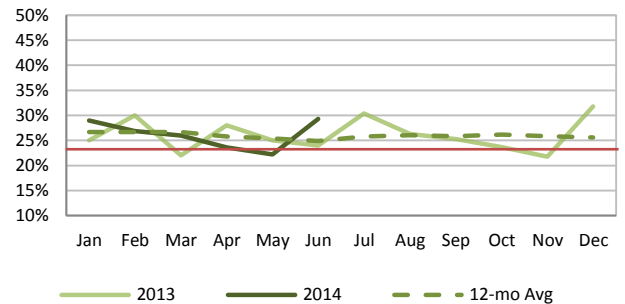
Sounder On-Time Performance



Target: 95% June 2014: 95.3% YTD 2014: 93.8%

Sounder met the target for OTP in June, at 95.3%. Impacts due to Tukwila Station construction should be ending in the next 4-6 weeks, and we expect continued improvement.

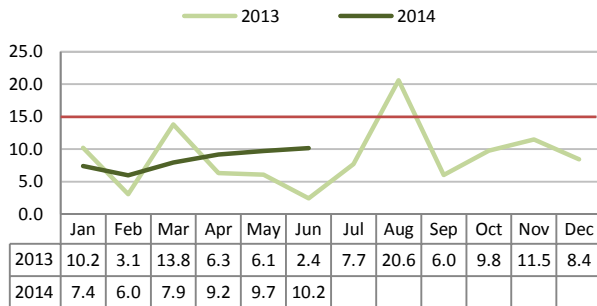
Sounder Farebox Recovery



Target: 23.0% June 2014: 29.3% YTD 2014: 25.9%

Sounder farebox recovery shows an improvement of 5.4% compared to June 2013, and is slightly better than YTD 2013.

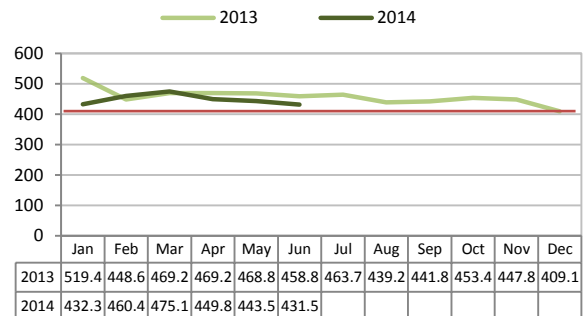
Sounder Complaints per 100K Boardings



Target: <15 June 2014: 10.2 YTD 2014: 8.4

Sounder complaints per 100K boardings were up slightly in June and for YTD 2014, though still under the Agency target.

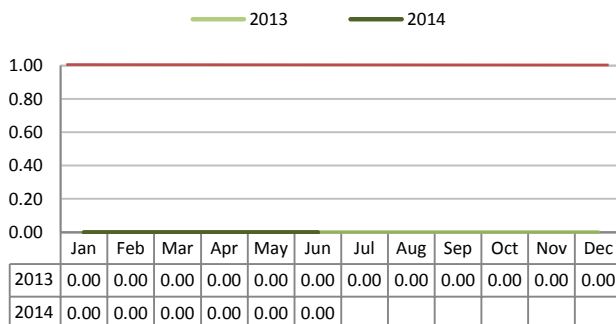
Sounder Passengers per Trip



Target: 410 June 2014: 431.5 YTD 2014: 448.0

Sounder passengers per trip surpassed the target in June and for YTD 2014.

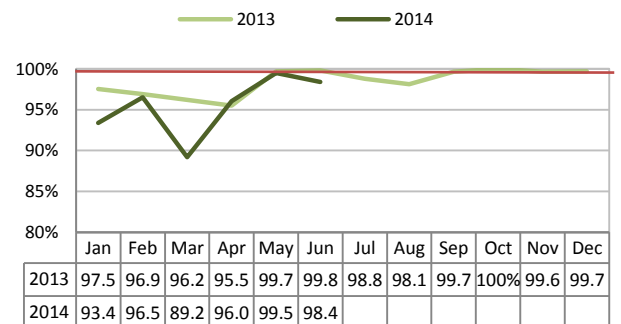
Sounder Preventable Accidents per 100K Miles



Target: 1.00 June 2014: 0.00 YTD 2014: 0.00

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

Percentage of Scheduled Trips Operated



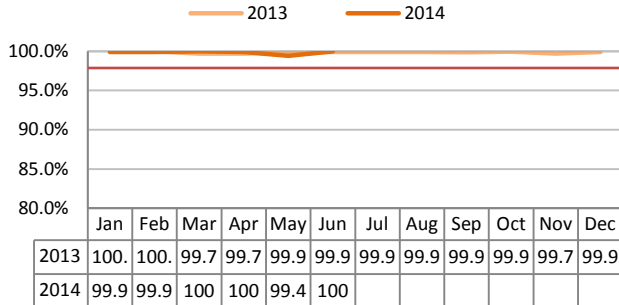
Target: 99.5% June 2014: 98.4% YTD 2014: 95.5%

Sounder did not meet the target for percentage of scheduled trips operated in June, mostly due to mechanical issues.

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Tacoma Link

Tacoma Link On-Time Performance



Target: 98.5% June 2014: 100% YTD 2014: 99.9%

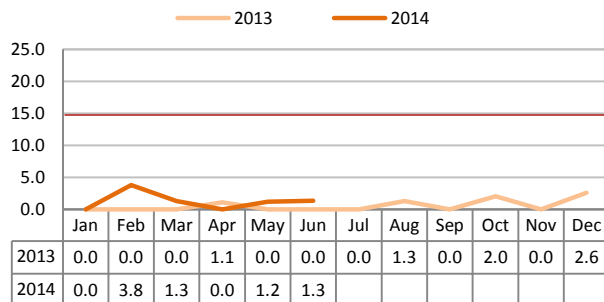
Tacoma Link achieved 100% OTP in June 2014, and consistently performs above the 98.5% target.

Tacoma Link Farebox Recovery

Deferred until September 2016

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

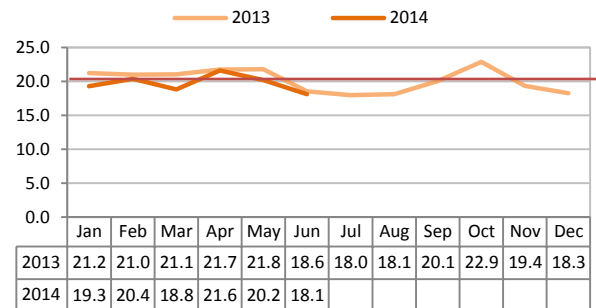
Tacoma Link Complaints per 100K Boardings



Target: <15 June 2014: 1.3 YTD 2014: 1.2

Tacoma Link received one complaint in June, but consistently meets the target for complaints per 100K boardings.

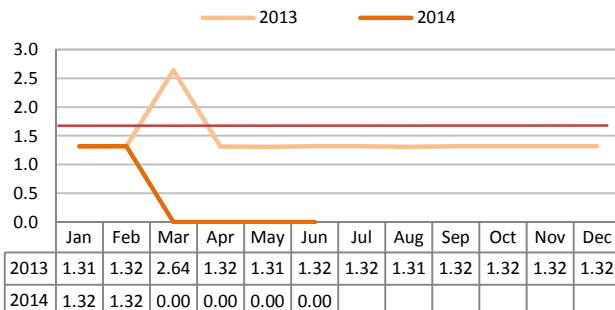
Tacoma Link Passengers per Trip



Target: 20.2 June 2014: 18.1 YTD 2014: 19.7

Tacoma Link did not meet the target for passengers per trip in June or YTD 2014. We continue to see lower results due to reduced ridership.

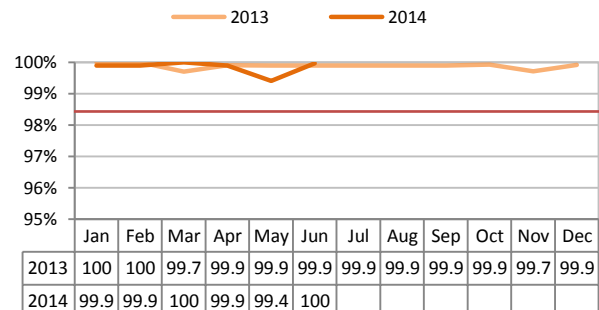
Tacoma Link Preventable Accidents per 100K Miles



Target: 1.66 June 2014: 0.00 YTD 2014: 0.00

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

Percentage of Scheduled Trips Operated



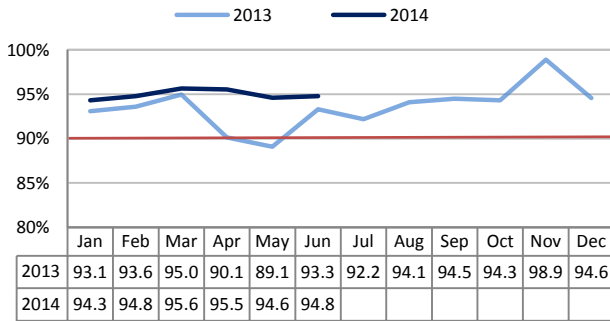
Target: 98.5% June 2014: 100% YTD 2014: 99.8%

Tacoma Link consistently operates nearly all of its scheduled trips and meets the target for percentage of scheduled trips operated.

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Central Link

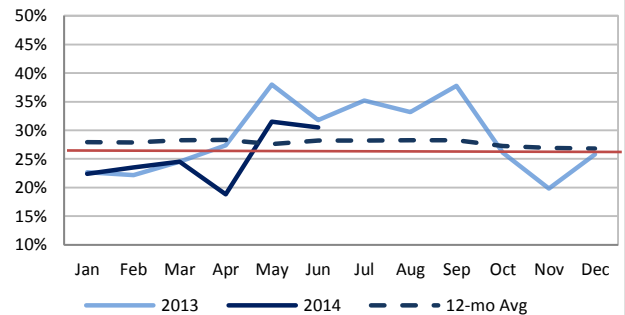
Central Link Headway Performance



Target: 90% **June 2014: 94.8%** **YTD 2014: 94.9%**

Headway performance improved more than 5% compared to June 2013. Delays due to Tukwila sound wall construction caused the performance trend in Q2 2013.

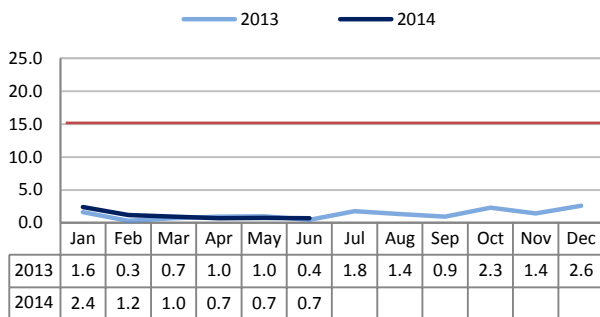
Central Link Farebox Recovery



Target: 25.8% **June 2014: 30.5%** **YTD 2014: 24.8%**

Central Link met the target for farebox recovery in June, but is still about 1% below target for YTD 2014 due to shortfalls in revenues. We expect to be on target by the end of 2014.

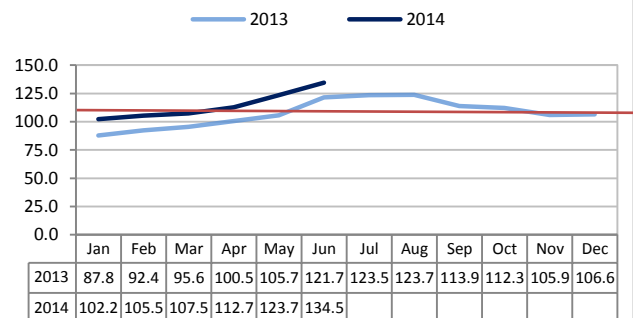
Central Link Complaints per 100K Boardings



Target: <15 **June 2014: 0.7** **YTD 2014: 1.1**

Complaints per 100,000 riders improved slightly compared to June 2013. Central Link consistently performs better than the target.

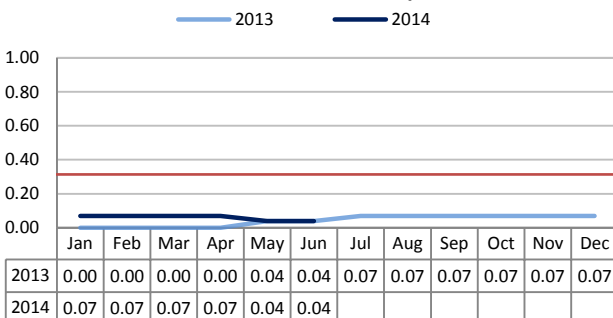
Central Link Passengers per Trip



Target: 110 **June 2014: 134.5** **YTD 2014: 114.3**

Central Link surpassed the target for passengers per trip by 10.5% compared to June 2013, and has carried about 14 more passengers on each trip in 2014.

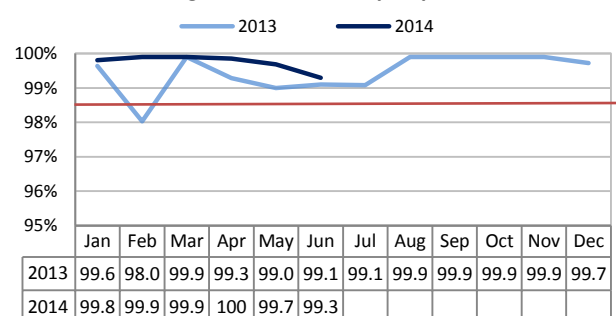
Central Link Preventable Accidents per 100K Miles



Target: 0.30 **June 2014: 0.04** **YTD 2014: 0.04**

Link has not experienced a preventable accident since a July 2013 bump in the yard. Barring any preventable accidents within the next month, the preventable accident rate will reset to zero.

Percentage of Scheduled Trips Operated



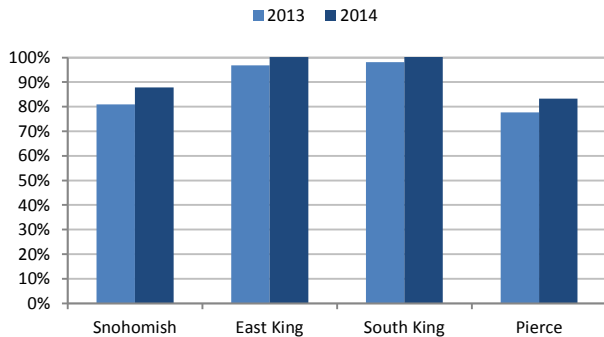
Target: 98.5% **June 2014: 99.3%** **YTD 2014: 99.7%**

Link consistently performs above the targeted percentage of trips operated, and has seen improvement in each month of 2014.

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General Transit

Parking Utilization by Region – June 2014

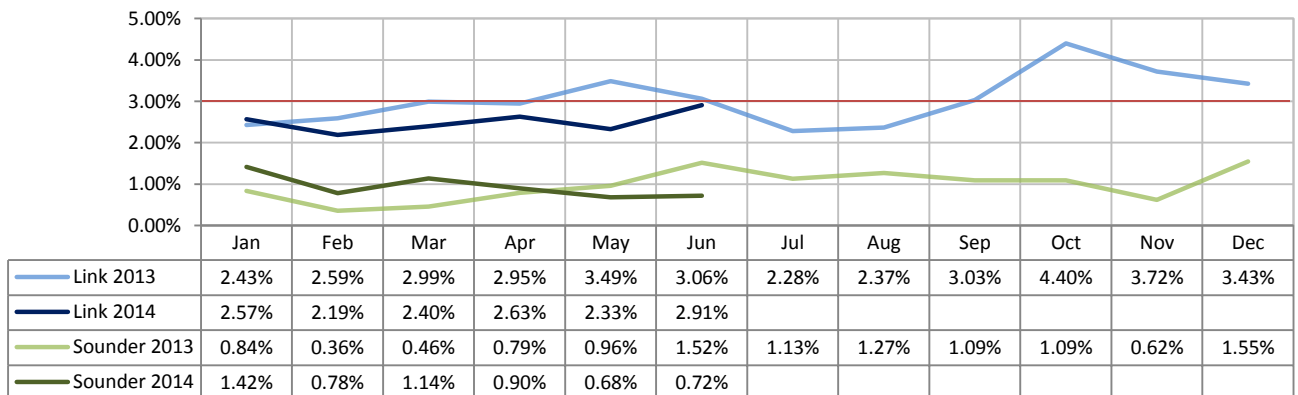


System-wide Permanent & Leased Parking June 2014			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,174	88%
East King	1,488	1,490	100%
South King	3,652	3,671	101%
Pierce	4,860	4,045	83%
System Total	13,613	12,380	91%

Parking continues to be at or near capacity at many of our permanent and leased parking facilities, with utilization at 83-100% in all regions. System-wide, parking utilization was 91% in June, reflecting an overall 5% increase compared to June 2013.

The parking permit pilot program continues to run through July 31 at Sumner, Issaquah, Mukilteo, and TIBS.

Fare Evasion Trends



Fare Evasion rates improved on both Central Link and Sounder this month, compared to June 2013, and both modes remain below the targeted rate of less than 3% for the current period and year to date.

Sound Transit Operations

2014 Monthly Modal Performance Data Sheet

ST Express														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	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	Fleet 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		
Targets	455,000	99.8%	>90.0%	80%	>85.0%	17,100,000	37.6	<15.0	8	0.64	27%		Targets	49,100	98.5%	>90.0%	66.7%	>88.5%	N/A	993,333	20.2	<15.0		<1.66	N/A		
Jan	38,735	99.8%	97.7%	97.1%	86.9%	1,426,928	36.8	159	11.1	0.64	30%		Jan	4,170	99.9%	100%	100%	99.9%	N/A	80,434	19.3	0	0	1.32	N/A		
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%	88.1%	99.9%	N/A	78,801	20.4	3	3.8	0	1.32	N/A	
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%	86.0%	100%	N/A	78,459	18.8	1	1.3	0	0.00	N/A	
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%	97.8%	99.9%	N/A	89,683	21.6	0	0.0	0	0.00	N/A	
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%	82.8%	99.4%	N/A	83,444	20.2	1	1.2	0	0.00	N/A	
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%	97.8%	100%	N/A	75,006	18.1	1	1.3	0	0.00	N/A	
Jul													Jul														
Aug													Aug														
Sep													Sep														
Oct													Oct														
Nov													Nov														
Dec													Dec														
YTD	224,574	99.9%	97.9%	96.2%	86.1%	8,643,990	38.5	1,037	12.0	58	0.72	31%	YTD	24,631	99.8%	100%	92.1%	99.9%	N/A	485,827	19.7	6	1.2	0	0.00	N/A	
Sounder														Central Link													
Targets	7,340	99.5%	>90.0%	82.0%	>85.0%	3,000,000	409.0	<15.0		<1.00	23%		Targets	90,500	98.5%	>90.0%	86.0%	90.0%	90.0%	10,000,000	110	<15.0		<3.0	28%		
Jan	594	93.4%	100%	85.9%	92.1%	256,775	432.3	19	7.4	0	0.00	29%	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	0.00	27%	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	530	89.2%	100%	86.9%	94.7%	251,786	475.1	20	7.9	0	0.00	26%	Mar	7,672	99.9%	99.3%	93.1%	91.6%	95.6%	824,711	107.5	8	1.0	0	0.07	25%	
Apr	630	96.0%	100%	86.4%	91.8%	283,395	449.8	26	9.2	0	0.00	24%	Apr	7,529	99.9%	99.2%	91.4%	90.6%	95.5%	848,417	112.7	6	0.7	0	0.07	19%	
May	604	99.5%	100%	86.9%	93.3%	267,902	443.5	26	9.7	0	0.00	22%	May	7,684	99.7%	99.3%	91.1%	90.4%	94.6%	950,151	123.7	7	0.7	0	0.04	32%	
Jun	616	98.4%	100%	86.1%	95.3%	265,830	431.5	27	10.2	0	0.00	29%	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%	
Jul													Jul														
Aug													Aug														
Sep													Sep														
Oct													Oct														
Nov													Nov														
Dec													Dec														
YTD	3,520	95.5%	100%	86.6%	93.8%	1,577,069	448.0	133	8.4	0	0.00	26%	YTD	45,082	99.7%	99.2%	91.6%	91.2%	94.9%	5,156,371	114.4	56	1.1	0	0.04	27%	

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.