

Sound Transit Operations October 2014 Service Performance Report

Ridership

Total Boardings by Mode						
Mode	Oct-13	Oct-14	% Δ	YTD-13	YTD-14	% Δ
ST Express	1,527,531	1,632,205	6.9%	13,985,542	14,886,819	6.4%
Sounder	296,555	345,320	16.4%	2,534,442	2,792,917	10.2%
Tacoma Link	98,430	98,277	-0.2%	845,820	815,425	-3.6%
Central Link	872,764	915,131	4.9%	8,084,225	9,251,358	14.4%
Paratransit	5,503	5,125	-6.9%	52,409	47,627	-9.1%
System Total	2,800,783	2,996,058	7.0%	25,502,438	27,794,146	9.0%

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

October 2013:	23 Weekdays	4 Saturdays	4 Sundays
October 2014:	23 Weekdays	4 Saturdays	4 Sundays

Total Sound Transit ridership continued to grow in October, increasing by 7% compared to the same period of 2013, and 9% for YTD. Growth occurred on all modes except Tacoma Link and Paratransit.

Sounder ridership increased by an amazing 16.4% in October, with average weekday boardings up 15.9% compared to October 2013. Total boardings were up by 11% on the North Line and 17% on the South Line. Weekend event service also contributed to the overall increases.

Tacoma Link ridership was down just slightly compared to October 2013 and appears to be stabilizing after a long downward trend that began in late 2012.

ST Express and **Central Link** grew at a slower pace in October, with increases of 7% and 5%, respectively. Despite this slower growth, ST Express set an all-time monthly record of 41.4 passengers per trip in October; and both modes saw increases in average weekday boardings.

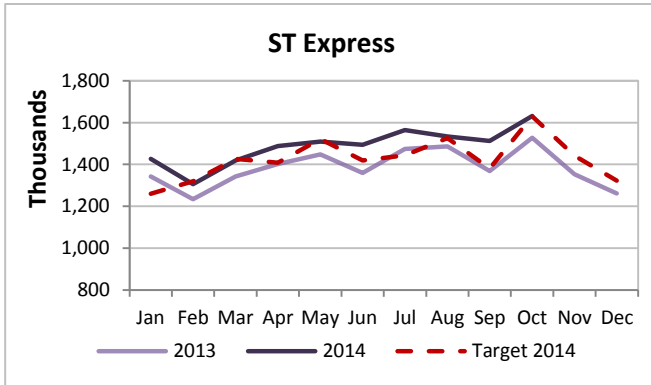
Paratransit ridership declined by about 7% compared to October 2013 and is down 9% for the year to date. Sound Transit Paratransit service is operated by King County Metro.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Oct-13	Oct-14	% Δ	Oct-13	Oct-14	% Δ	Oct-13	Oct-14	% Δ
ST Express	59,818	64,234	7.4%	21,815	22,725	4.2%	16,116	15,982	-0.8%
Sounder	12,485	14,464	15.9%	-	2,852	N/A	9,410	9,791	4.0%
Tacoma Link	3,866	3,841	-0.6%	1,922	1,831	-4.7%	459	650	41.6%
Central Link	30,423	32,502	6.8%	21,058	22,138	5.1%	22,200	19,761	-11.0%
Paratransit	178	147	-17.4%	178	147	-17.4%	178	147	-17.4%
System Total	106,770	115,188	7.9%						

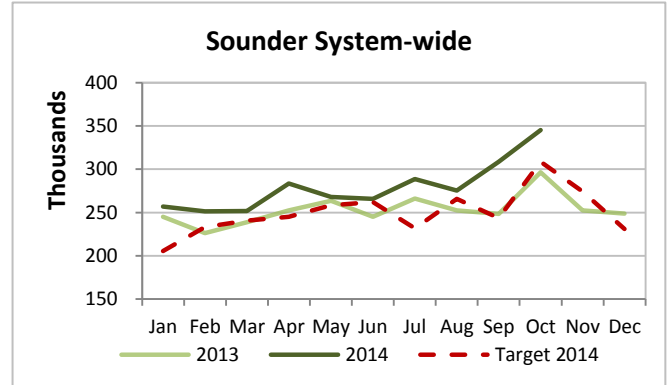
Please refer to Page 2 to view ridership trends by mode.

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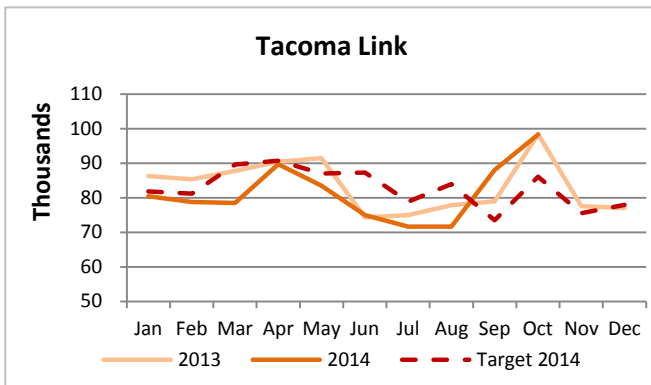
Monthly Ridership Trends by Mode



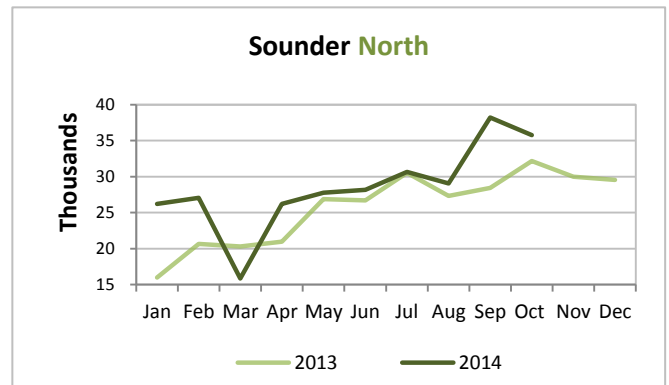
ST Express ridership increased by 6.9% compared to October 2013, and was up 6.4% compared to YTD 2013



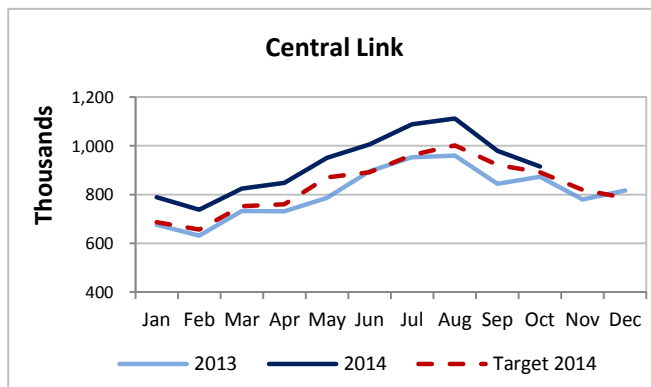
Sounder system-wide ridership was up 16.4% compared to October 2013, with overall growth of 10.2% for YTD 2014.



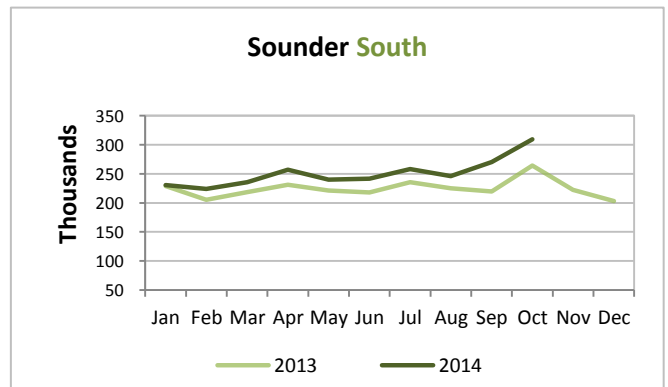
Tacoma Link ridership was down slightly compared to October 2013; however, the downward trend seems to be leveling out. YTD ridership is down 3.6% compared to YTD 2013.



Sounder North ridership increased 11% compared to October 2013, and was up 14% for YTD 2014.



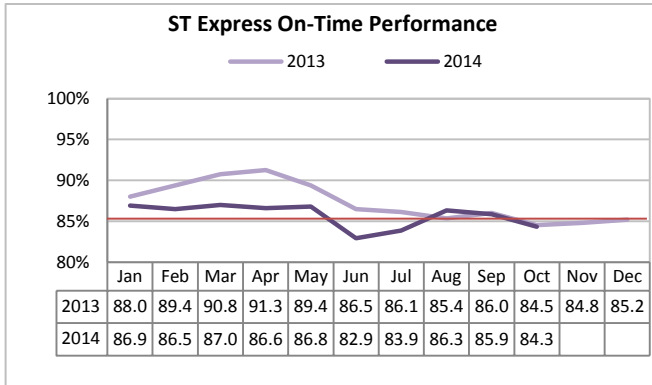
Link ridership grew at a slower pace in October, increasing 4.9% compared to October 2013. YTD 2014 ridership was 14.4% higher than the same period of 2013.



Sounder South ridership was up 17% compared to October 2013, and 11% compared to YTD 2013.

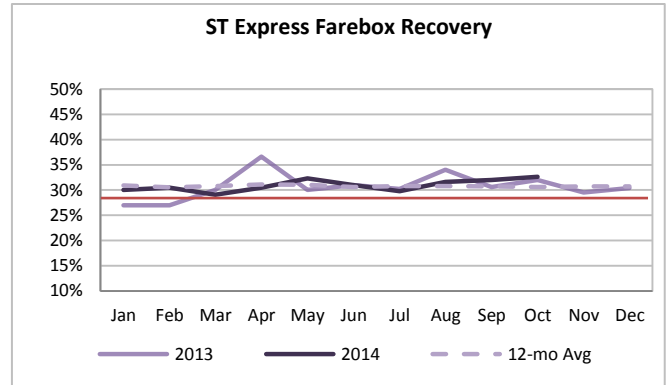
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ST Express



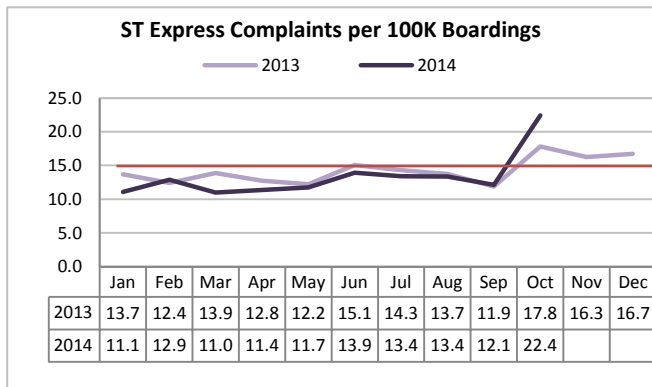
Target: 85% October 2014: 84.3% YTD 2014: 85.7%

ST Express did not meet the target for OTP in October due to heavy passenger loads and traffic but is still on target for YTD.



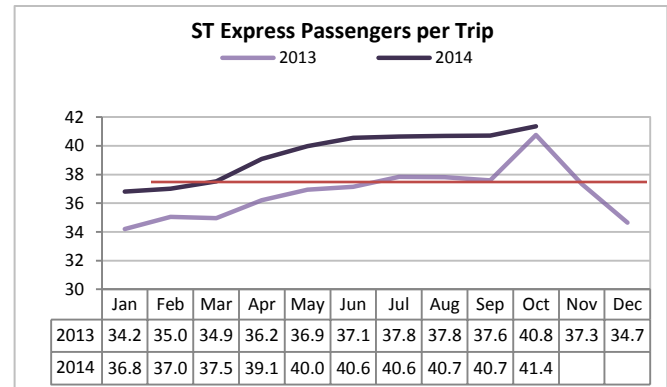
Target: 27.4% October 2014: 32.6% YTD 2014: 30.9%

On average, ST Express has performed at just under 31% farebox recovery during the previous rolling 12-month period.



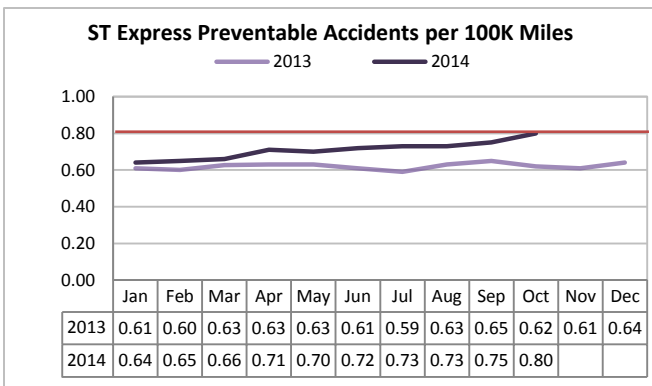
Target: <15 October 2014: 22.4 YTD 2014: 13.4

Complaints per 100K boardings rose sharply in October, which is common following a service change. YTD complaints per 100K boardings is still about 4% lower than the previous year.



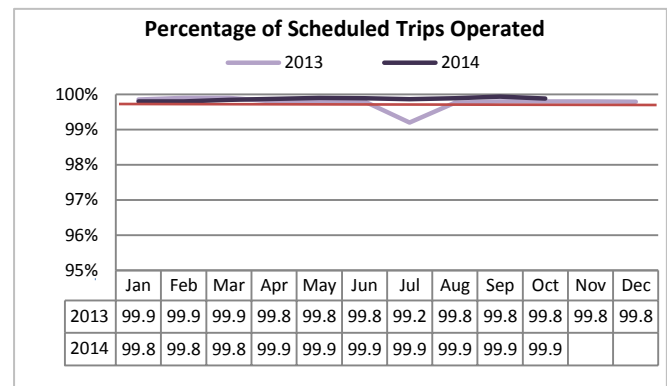
Target: 37.6 October 2014: 41.4 YTD 2014: 39.5

ST Express continued to experience heavy passenger loads and exceed 2013 performance, setting an all-time record of 41.4 passengers per trip in October.



Target: 0.80 October 2014: 0.80 YTD 2014: 0.80

On average, ST Express has experienced 0.80 preventable accidents per 100K miles over the previous rolling 12-months.

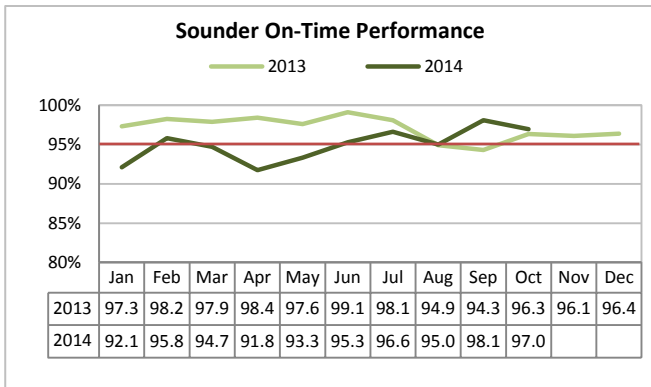


Target: 99.8% October 2014: 99.9% YTD 2014: 99.9%

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.

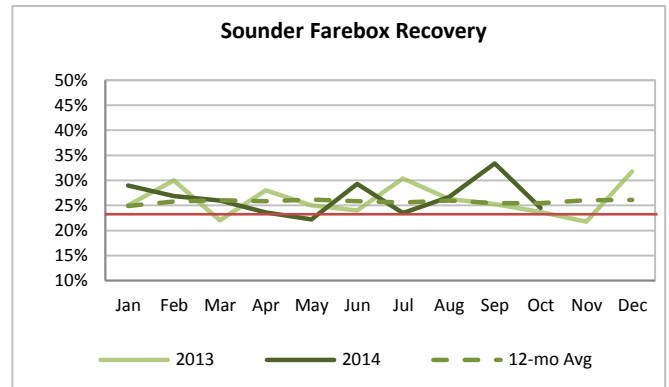
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Sounder Commuter Rail



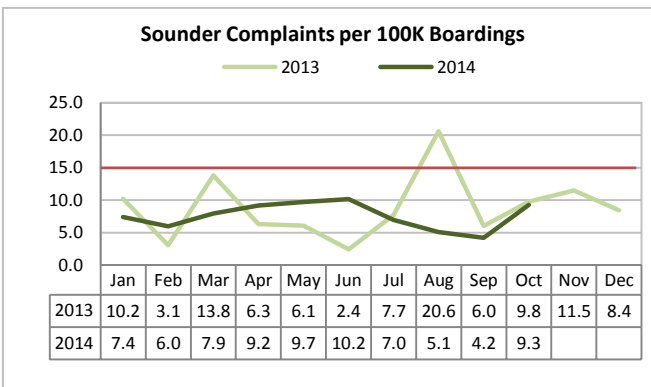
Target: 95.0% October 2014: 97.0% YTD 2014: 95.0%

Sounder achieved 97% OTP in October and hit the YTD target for the first time this year. The completion of Tukwila Station construction has allowed for improved Sounder OTP.



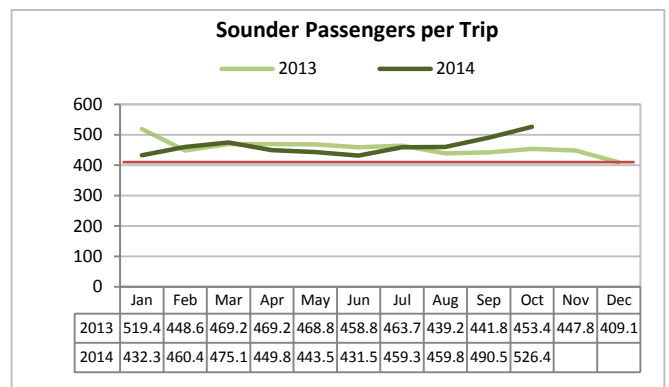
Target: 23.0% October 2014: 24.5% YTD 2014: 26.5%

On average, Sounder has performed at just under 26% farebox recovery during the previous rolling 12-month period.



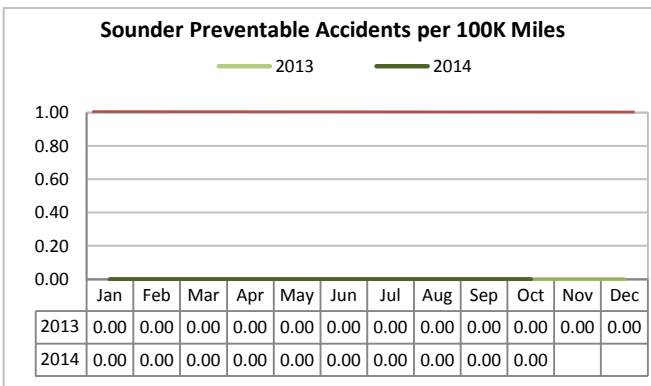
Target: <15 October 2014: 9.3 YTD 2014: 7.6

Sounder complaints per 100K boardings improved slightly compared to October 2013 and is within the target for YTD.



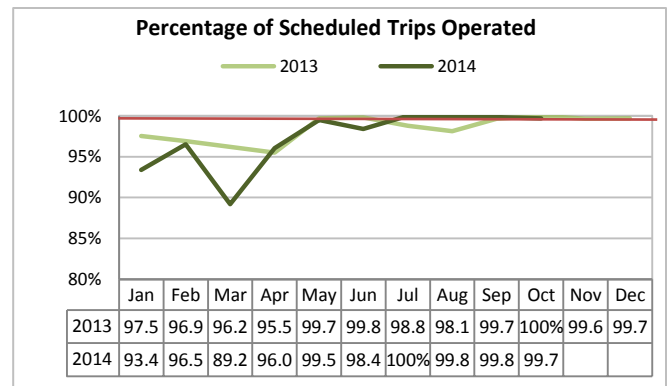
Target: 410 October 2014: 526.4 YTD 2014: 463.3

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



Target: 1.00 October 2014: 0.00 YTD 2014: 0.00

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

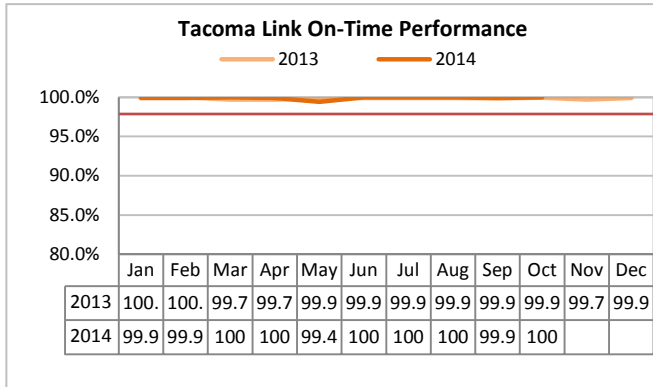


Target: 99.5% October 2014: 99.7% YTD 2014: 97.2%

Sounder operated 99.7% of its scheduled trips in October and met the annual target. Sounder will not meet the YTD target for the rest of 2014 due to mudslides earlier this year.

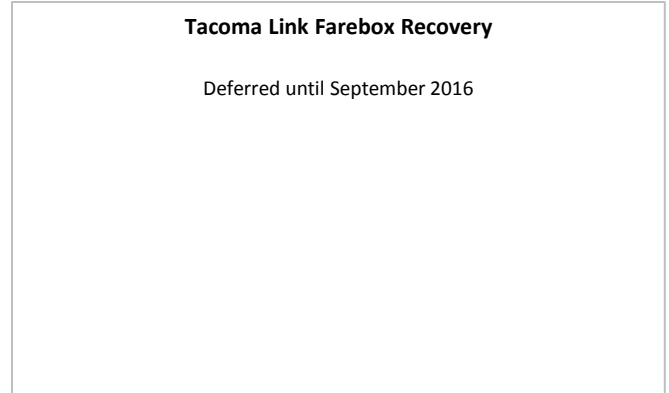
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Tacoma Link

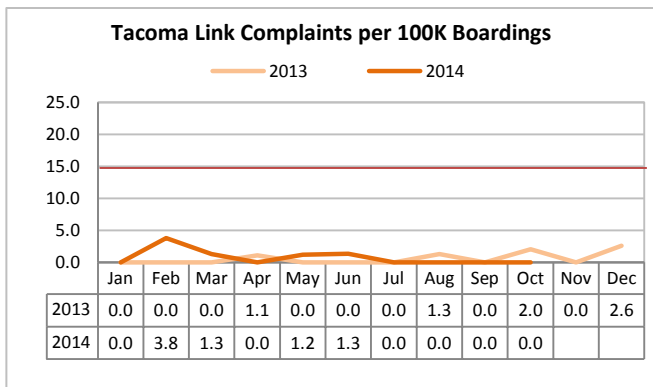


Target: 98.5% October 2014: 99.9% YTD 2014: 99.9%

Tacoma Link achieved 100% on-time performance in October, and consistently performs above the target of 98.5%.

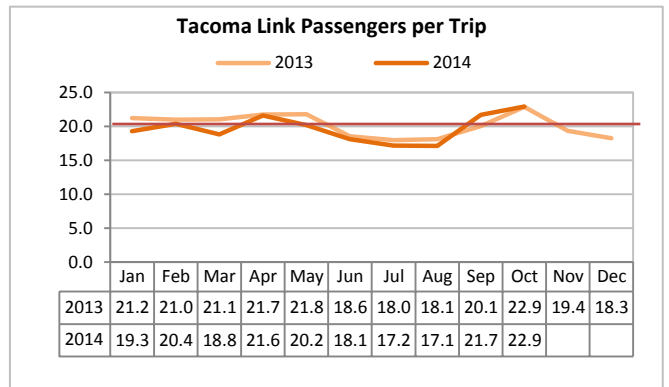


Per Board action in Q2 2014, Tacoma Link fares will not be implemented during 2014.



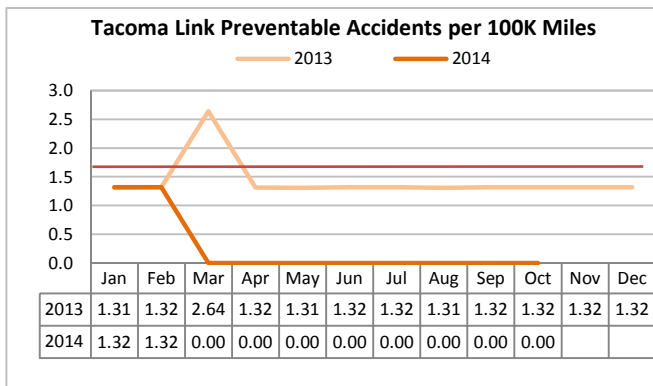
Target: <15 October 2014: 0.0 YTD 2014: 0.8

Tacoma Link performs well within the target for complaints per 100,000 boardings. Link has operated without receiving a complaint for the past four months.



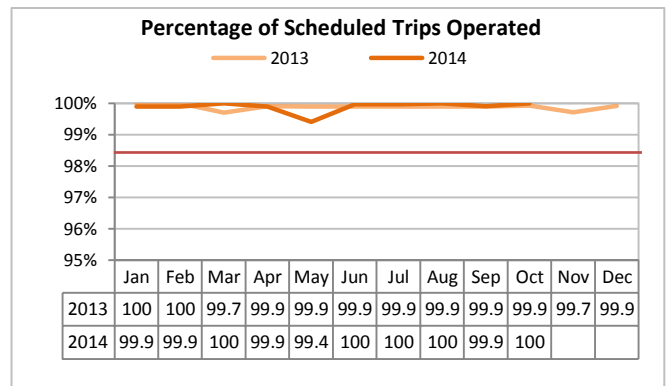
Target: 20.2 October 2014: 22.9 YTD 2014: 19.7

Thanks to downtown events and the UW Tacoma fall quarter, Tacoma Link met the target for passengers per trip in October, but fell just shy of YTD 2014 target.



Target: 1.66 October 2014: 0.00 YTD 2014: 0.00

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

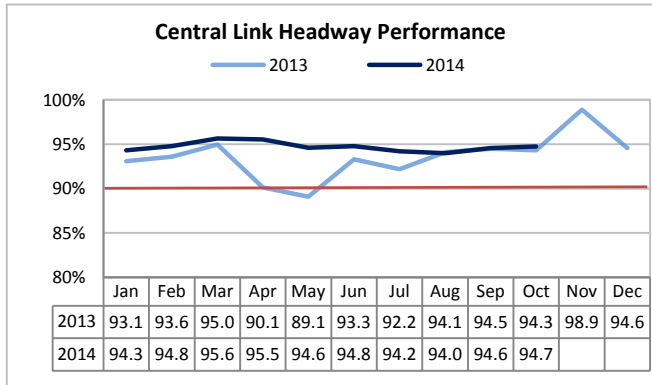


Target: 98.5% October 2014: 100% YTD 2014: 99.9%

Tacoma Link operated 100% of all scheduled trips in October, and consistently performs above target.

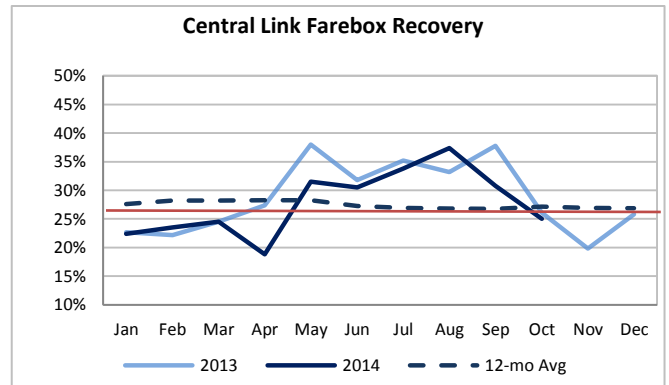
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Central Link



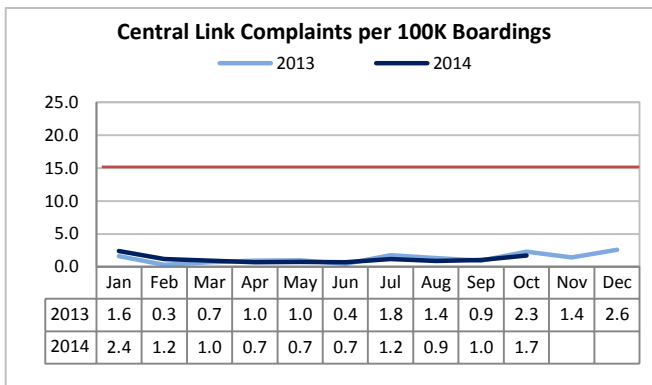
Target: 90% **October 2014: 94.7%** **YTD 2014: 94.7%**

Headway performance improved slightly compared to October 2013, and nearly 2% compared to YTD 2013.



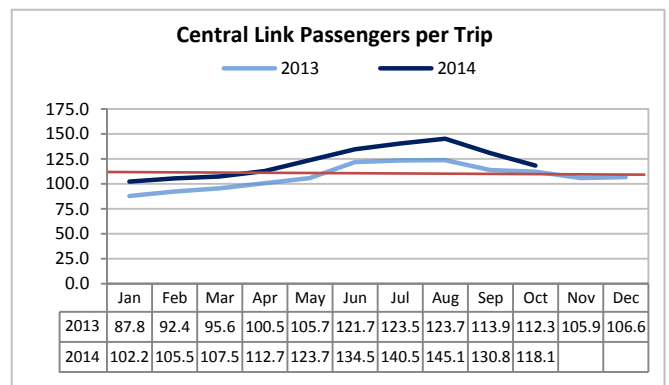
Target: 25.8% **October 2014: 25.0%** **YTD 2014: 28.1%**

Despite a slight dip in October, Link has performed better than target at just under 27% farebox recovery during the previous rolling 12-month period.



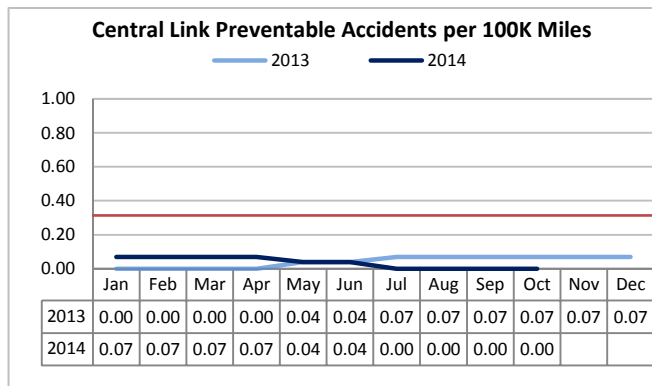
Target: <15 **October 2014: 1.7** **YTD 2014: 1.1**

Central Link performed better than the annual target and showed slight YTD improvement compared to October 2013.



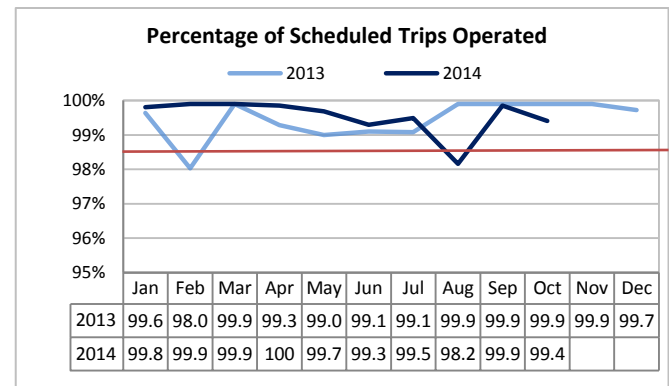
Target: 110 **October 2014: 118.1** **YTD 2014: 122.2**

Passengers per decreased in October, but surpassed the 2014 target and October 2013 results of 112.3.



Target: 0.30 **October 2014: 0.00** **YTD 2014: 0.00**

Link has not experienced any preventable accidents since July 2013.

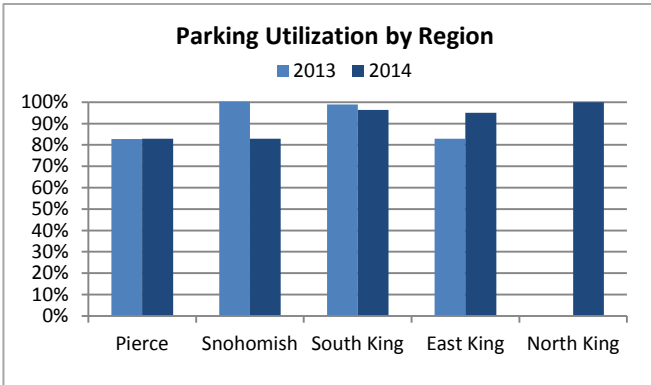


Target: 98.5% **October 2014: 99.4%** **YTD 2014: 99.5%**

October 2014 performance dipped slightly but remained above target, while YTD 2014 performance showed a slight improvement compared to the same period of 2013.

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General Transit

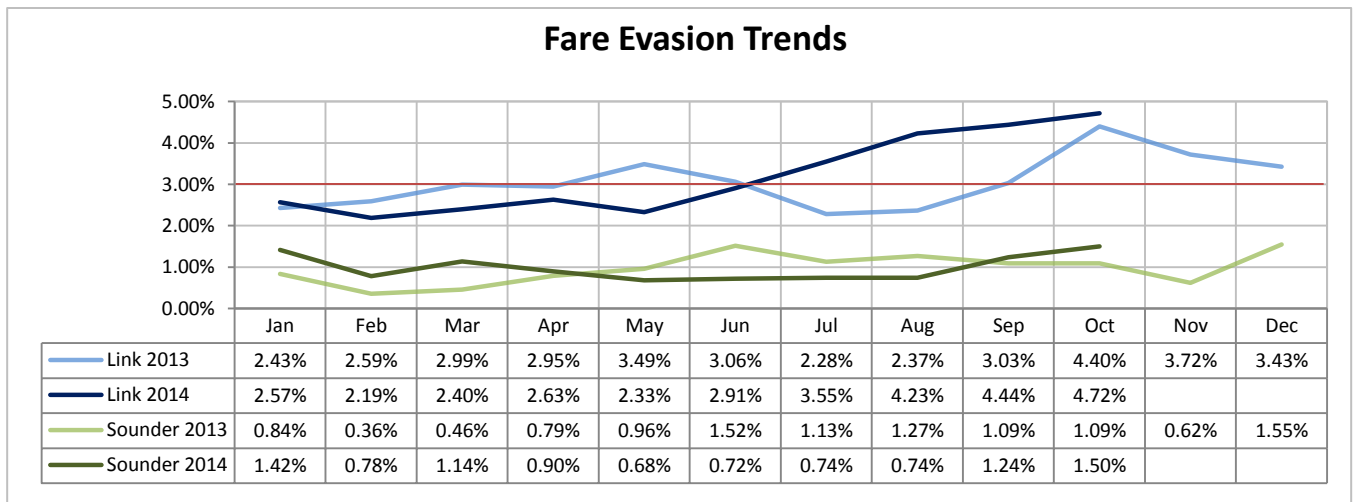


System-wide Permanent & Leased Parking October 2014			
Region	Available	Utilized	% Utilized
Pierce	3,613	2,976	82%
Snohomish	156	156	100%
South King	1,488	1,499	100%
East King	3,927	3,897	99%
North King	4,867	4,361	90%
System Total	14,051	12,889	92%

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. October utilization increased to 92%, for an increase of 3% compared to the same period of 2013.



Fare Evasion increased slightly on Central Link compared to October 2013. YTD 2014 fare evasion was 3.20%, slightly higher than the target and YTD 2013.

Sounder fare evasion also increased in October, while YTD performance was unchanged compared to 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	Feet Availability	On-Time Performance ²	Relationship	Passengers per Trip	Comments Received	Comments per 100,000 Boardings	Preventable Accidents ¹	Miles (Rolling 12 Months) ⁵	Farebox Recovery ⁶
Targets	491,100	>90.0%	>90.0%	66.7%	>98.5%	N/A	993,353	<150	<150	<1.66	N/A	N/A
Jan	38,735	99.8%	97.7%	97.1%	86.9%	17,100,000	37.6	159	11.1	8	0.64	27%
Feb	36,326	99.8%	96.2%	96.7%	86.5%	1,426,928	36.8	159	11.1	8	0.64	30%
Mar	37,841	99.8%	98.1%	96.5%	87.0%	1,305,976	37.0	168	12.9	7	0.65	31%
Apr	38,089	99.9%	98.0%	95.0%	86.6%	1,419,740	37.5	156	11.0	11	0.66	29%
May	37,757	99.9%	98.3%	96.1%	86.8%	1,488,618	39.1	169	11.4	15	0.71	31%
Jun	36,826	99.9%	99.3%	95.7%	86.8%	1,509,298	40.0	177	11.7	6	0.70	32%
Jul	38,494	99.9%	99.4%	96.1%	82.9%	1,493,430	40.6	208	13.9	11	0.72	31%
Aug	37,701	99.9%	98.1%	96.4%	86.3%	1,564,608	40.6	210	13.4	13	0.73	30%
Sep	37,129	99.9%	98.0%	96.3%	85.9%	1,594,241	40.7	205	13.4	17	0.73	32%
Oct	39,459	99.9%	98.7%	96.3%	84.3%	1,511,775	40.7	183	12.1	11	0.75	32%
Nov						1,632,205	41.4	366	22.4	13	0.80	33%
Dec												
YTD	377,357	99.9%	98.2%	96.2%	85.7%	14,886,819	39.5	2,001	13.4	112	0.80	31%
Sounder												
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Feet Availability	On-Time Performance ²	Relationship	Passengers per Trip	Comments Received	Comments per 100,000 Boardings	Preventable Accidents ¹	Miles (Rolling 12 Months) ⁵	Farebox Recovery ⁶
Targets	7,340	99.5%	>90.0%	82.0%	>95.0%	3,000,000	409.0	<150	<150	<1.00	23%	23%
Jan	594	93.4%	100%	85.9%	92.1%	256,775	432.3	19	7.4	0	0.00	29%
Feb	546	96.5%	100%	87.4%	95.8%	251,381	460.4	15	6.0	0	0.00	27%
Mar	530	89.2%	100%	86.9%	94.7%	251,786	475.1	20	7.9	0	0.00	26%
Apr	630	96.0%	100%	86.4%	91.8%	283,395	449.8	26	9.2	0	0.00	24%
May	604	99.5%	100%	86.9%	93.3%	267,902	443.5	26	9.7	0	0.00	22%
Jun	616	98.4%	100%	86.1%	95.3%	265,830	431.5	27	10.2	0	0.00	29%
Jul	624	100%	100%	86.7%	96.6%	286,614	459.3	20	7.0	0	0.00	24%
Aug	599	99.8%	100%	86.4%	95.0%	275,403	459.8	14	5.1	0	0.00	27%
Sep	629	99.8%	100%	86.1%	98.1%	308,511	490.5	13	4.2	0	0.00	33%
Oct	656	99.7%	100%	86.3%	97.0%	345,320	526.4	32	9.3	0	0.00	25%
Nov												
Dec												
YTD	6,028	97.2%	100%	86.5%	95.0%	2,792,917	463.3	212	7.6	0	0.00	27%
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	Relationship	Passengers per Trip	Comments Received	Comments per 100,000 Boardings	Preventable Accidents ¹	Miles (Rolling 12 Months) ⁵	Farebox Recovery ⁶
Targets	90,500	98.5%	>90.0%	86.0%	90.0%	10,000,000	110	<150	<150	<30	26% <th>26%</th>	26%
Jan	7,716	99.8%	99.5%	91.7%	93.9%	94.3%	788,557	102.2	19	2.4	0	0.07
Feb	6,999	99.9%	98.3%	91.8%	90.4%	94.8%	738,121	105.5	9	1.2	0	0.07
Mar	7,672	99.9%	99.3%	93.1%	91.6%	95.6%	824,711	107.5	8	1.0	0	0.07
Apr	7,529	99.9%	99.2%	91.4%	90.6%	95.5%	848,417	112.7	6	0.7	0	0.07
May	7,684	99.7%	99.3%	91.1%	90.4%	94.6%	950,151	123.7	7	0.7	0	0.04
Jun	7,482	99.9%	99.7%	90.5%	90.3%	94.8%	1,006,414	134.5	7	0.7	0	0.04
Jul	7,753	99.5%	99.7%	90.7%	90.1%	94.2%	1,088,944	140.5	13	1.2	0	0.00
Aug	7,659	98.2%	99.7%	90.0%	87.0%	94.0%	1,111,505	145.1	10	0.9	0	0.00
Sep	7,485	99.9%	98.8%	89.9%	88.1%	94.6%	979,407	130.8	10	1.0	0	0.00
Oct	7,746	99.4%	98.0%	90.4%	88.6%	94.7%	915,131	118.1	16	1.7	0	0.00
Nov												
Dec												
YTD	75,725	99.5%	99.1%	91.1%	90.1%	94.7%	9,251,358	122.2	105	1.1	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: >96%, 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.