

**Sound Transit Operations  
June 2016 Service Performance Report**

## Ridership

Total Boardings by Mode						
Mode	Jun-15	Jun-16	%Δ	YTD-15	YTD-16	%Δ
ST Express	1,622,222	1,617,420	-0.3%	9,159,934	9,228,211	0.7%
Sounder	323,747	361,919	11.8%	1,843,914	2,099,824	13.9%
Tacoma Link	75,396	73,634	-2.3%	508,445	481,397	-5.3%
Link	1,059,864	1,789,217	68.8%	5,380,429	8,296,484	54.2%
Paratransit	3,756	4,154	10.6%	24,526	19,354	-21.1%
<b>System Total</b>	<b>3,084,985</b>	<b>3,846,345</b>	<b>24.7%</b>	<b>16,917,247</b>	<b>20,125,270</b>	<b>19.0%</b>

*Monthly ridership figures are preliminary and subject to revision on a quarterly basis.*

<b>June 2015:</b>	22 Weekdays	4 Saturdays	4 Sundays
<b>June 2016:</b>	22 Weekdays	4 Saturdays	4 Sundays

**Sound Transit** ridership increased by 761K, or 24.7%, compared to June 2015. With the opening of the University Link extension, records continue to be set for system-wide total monthly, average weekday, average Saturday, and average Sunday boardings.

**ST Express** ridership remained essentially flat, decreasing slightly by 5K, or 0.3%, while average weekday boardings increased by 2.1%, compared to the same period last year. Routes connecting the East side of King County to Seattle via I-90 saw the biggest increases in ridership, with Route 550, Bellevue-Seattle, and Route 554, Issaquah-Seattle, seeing increases in average weekday boardings of 5% and 10%, respectively. In addition, average weekday boardings on Route 550 reached a new record of 11,138, the first time an ST Express route surpassed the 11,000 threshold.

**Sounder** ridership increased by 38K, or 11.8%, compared to the same period last year, while average weekday boardings increased by 11.0%. Average weekday boardings increased significantly on both the North and South line, up 18.7% and 10.2%, respectively.

**Tacoma Link** ridership decreased slightly by 1.8K, or 2.3%, compared to June 2015.

**Link** ridership increased by 729K or 68.8%, compared to June 2015. Similarly, average weekday, average Saturday and average Sunday boardings were up 68.8%, 66.3%, and 71.9%, respectively. The significant growth is attributed to the opening of University Link extension in Q1 2016 and the implementation of 6-minute peak frequencies in Q4 2015.

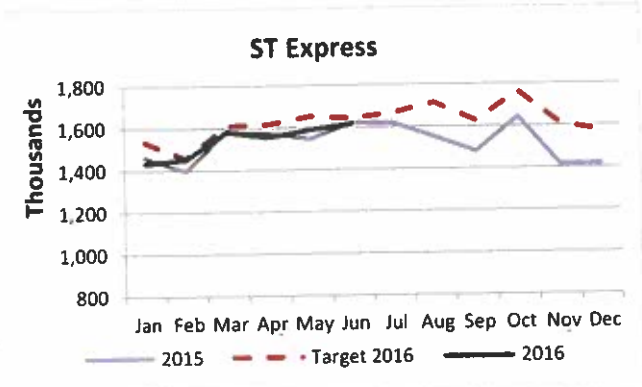
**Paratransit** services increased by 10.6% compared to June 2015. The increase in Paratransit ridership is attributed to the increased ridership with the opening of University Link extension and additional customers requesting access to the Link system.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Jun-15	Jun-16	%Δ	Jun-15	Jun-16	%Δ	Jun-15	Jun-16	%Δ
ST Express	64,550	65,877	2.1%	25,317	23,733	-6.3%	18,385	18,300	-0.5%
Sounder	14,517	16,111	11.0%	1,795	2,331	29.9%	1,290	2,578	99.8%
Tacoma Link	2,980	2,927	-1.8%	1,724	1,663	-3.5%	737	646	-12.4%
Link	38,446	64,904	68.8%	29,807	49,572	66.3%	23,707	40,763	71.9%
Paratransit	125	138	10.6%	125	138	10.6%	125	138	10.6%
<b>System Total</b>	<b>120,618</b>	<b>149,957</b>	<b>24.3%</b>						

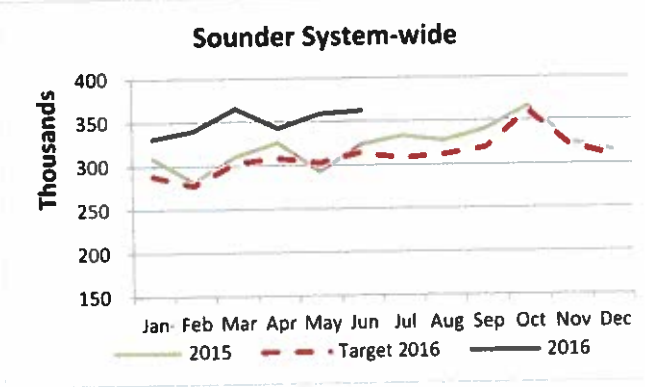
*Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.*

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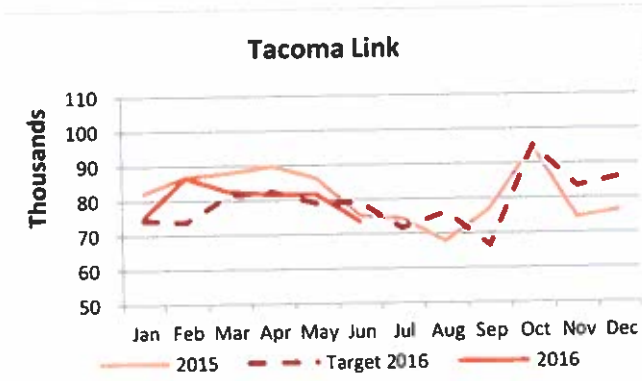
## Monthly Ridership Trends by Mode



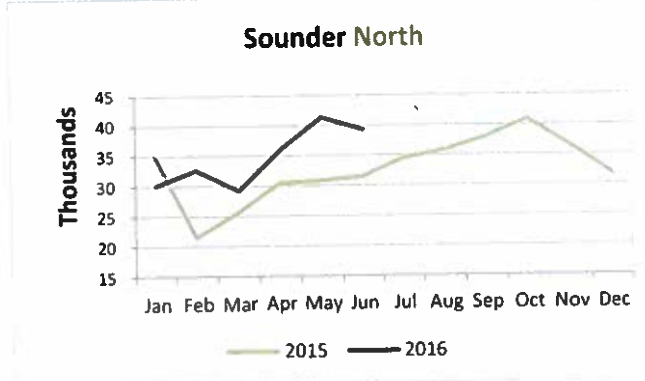
ST Express ridership decreased slightly by 0.3% compared to June 2015, while average weekday boardings were up by 2.1%.



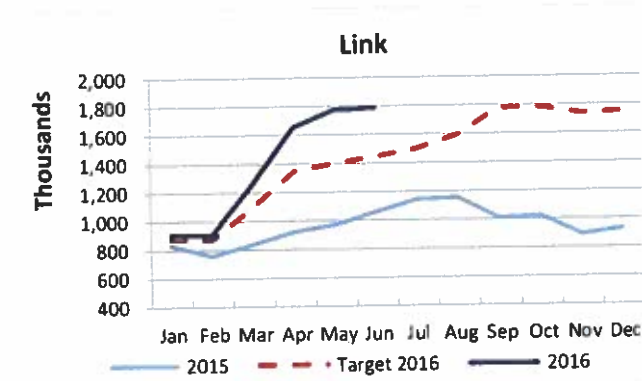
Sounder system-wide ridership increased by 11.8% compared to June 2015, and average weekday boardings increased by 11.0%.



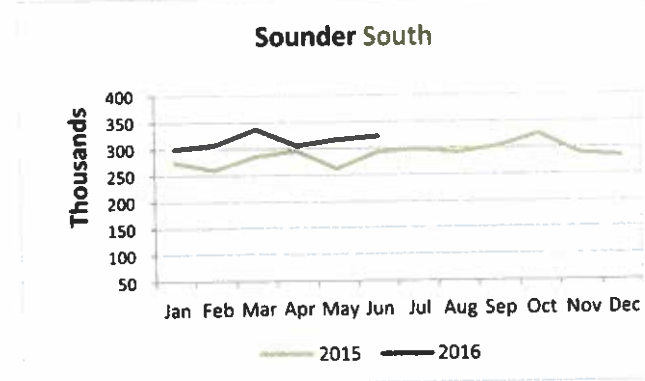
Tacoma Link ridership was down 2.3% compared to June 2015, and average weekday boardings decreased by 1.8%.



Sounder North ridership was up 24.7% compared to June 2015. Ridership is trending higher than last year as demand for the services increases.



Link ridership was up 68.8% compared to June 2015, and average weekday boardings also increased by 68.8%. Link's impressive ridership gains are largely a result of new service to Capitol Hill and UW stations.

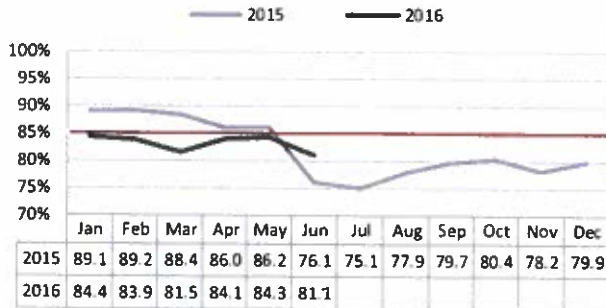


Sounder South ridership grew by 10.4% compared to June 2015. Ridership continues to increase year over year.

# Sound Transit Operations June 2016 Service Performance Report

## ST Express

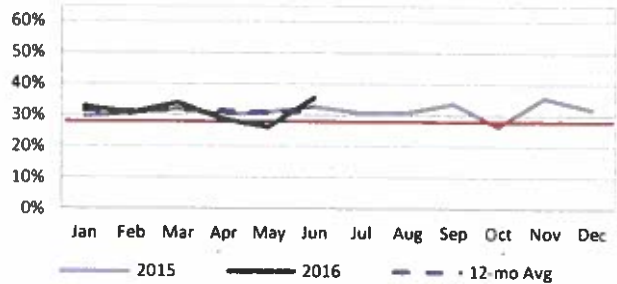
### On-Time Performance



**Target: 85%**      **June 2016: 81.1%**      **YTD 2016: 83.2%**

OTP declined in June due to traffic congestion and overcrowding that caused late buses, although we continue to see better results from the new methodology based on actual GPS readings implemented in June 2015.

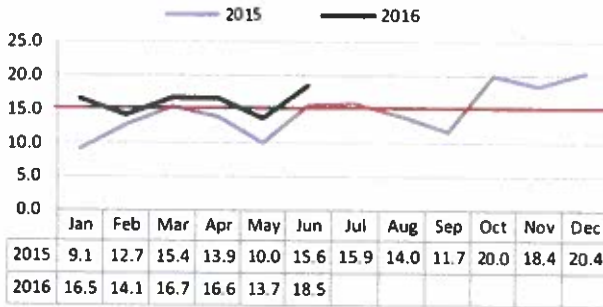
### Farebox Recovery



**Target: 28.8%**      **June 2016: 35.5%**      **12-Mo Avg: 31.2%**

Farebox recovery was up in June due in large part to the timing of transactions. ST Express has performed better than target, at 31.2% farebox recovery, over the most recent rolling 12 months.

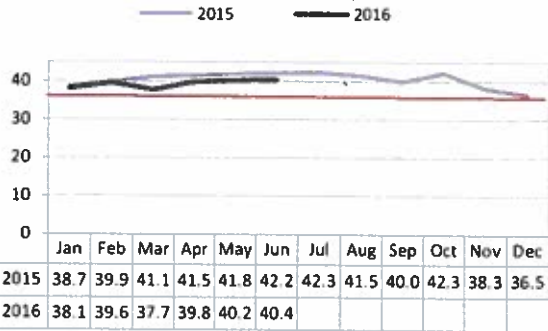
### Complaints per 100K Boardings



**Target: <15**      **June 2016: 18.5**      **YTD 2016: 16.1**

Complaints have been up since last fall due to overcrowding and congestion. We expect to see improvement as hours are added in September to mitigate some of the issues.

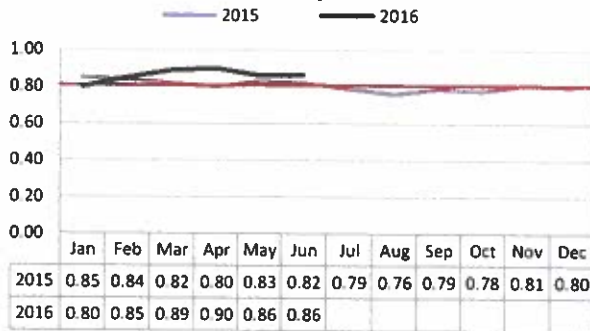
### Passengers per Trip



**Target: 41.8**      **June 2016: 40.4**      **YTD 2016: 39.3**

Passengers per trip decreased versus last year, as more trips were added this year to ease overcrowding. However, demand for service is growing and we expect passengers per trip will continue to increase since the addition of trips in March.

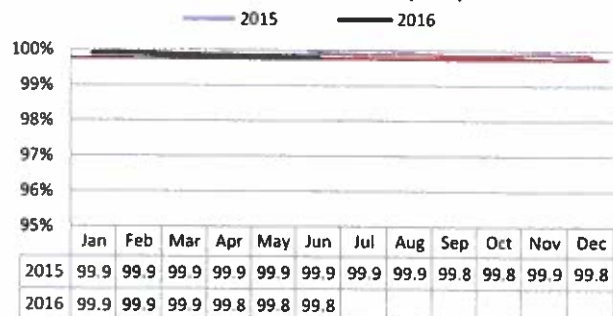
### Preventable Accidents per 100K Miles



**Target: 0.80**      **June 2016: 0.86**      **YTD 2016: 0.90**

Preventable accidents per 100K miles increased slightly compared to last year. Safety is the top priority as staff and partners continue working together to identify and address the issues.

### Percentage of Scheduled Trips Operated



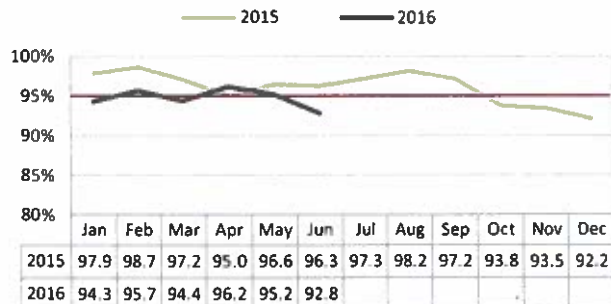
**Target: 99.8%**      **June 2016: 99.8%**      **YTD 2016: 99.8%**

ST Express consistently operates within the targeted range for the percentage of scheduled trips operated.

# Sound Transit Operations June 2016 Service Performance Report

## Sounder Commuter Rail

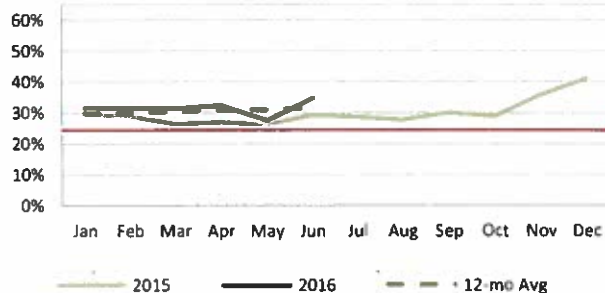
### On-Time Performance



**Target: 95.0%     June 2016: 92.8%     YTD 2016: 94.8%**

OTP declined in June and YTD performance was slightly below target of 95%, mainly due to construction of the third mainline by BNSF (an ST2 project to expand railroad capacity) near Tukwila that forced a single track railroad for a number of weeks.

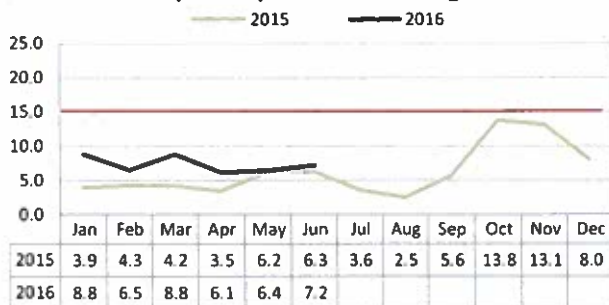
### Sounder Farebox Recovery



**Target: 25.3%     June 2016: 34.7%     12-Mo Avg: 31.5%**

Farebox recovery is up compared to same period of 2015. Sounder continues to perform better than target, at 31.5% farebox recovery, over the most recent rolling 12-month period.

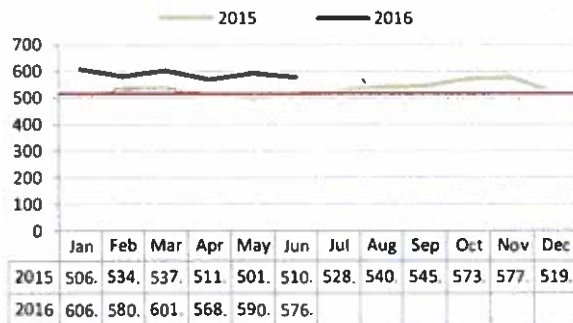
### Complaints per 100K Boardings



**Target: <15     June 2016: 7.2     YTD 2016: 7.3**

Sounder received 0.9 more complaint per 100K boardings in June versus the same period of 2015. Delays were the biggest complaint category.

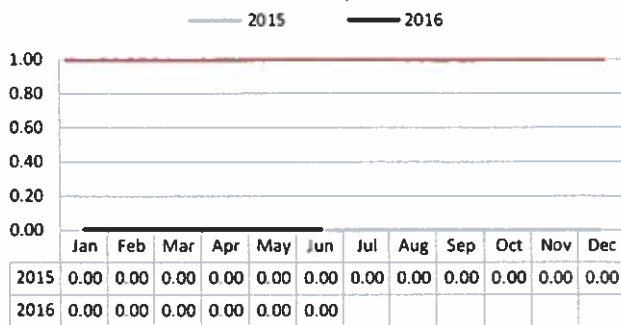
### Passengers per Trip



**Target: 507     June 2016: 576.3     YTD 2016: 586.9**

The number of passengers per trip increased 12.9% compared to June 2015, as Sounder continued to experience ridership growth on both the North and South lines.

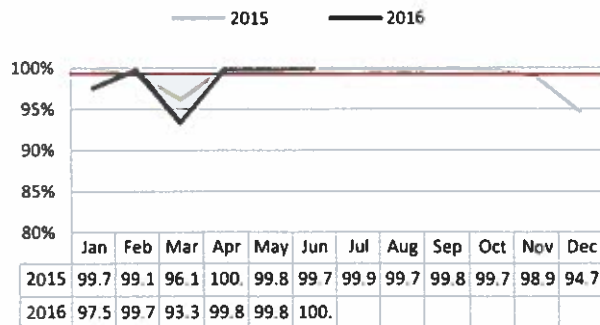
### Preventable Accidents per 100K Miles



**Target: 1.00     June 2016: 0.00     YTD 2016: 0.00**

Sounder has not experienced a preventable accident since service began.

### Percentage of Scheduled Trips Operated



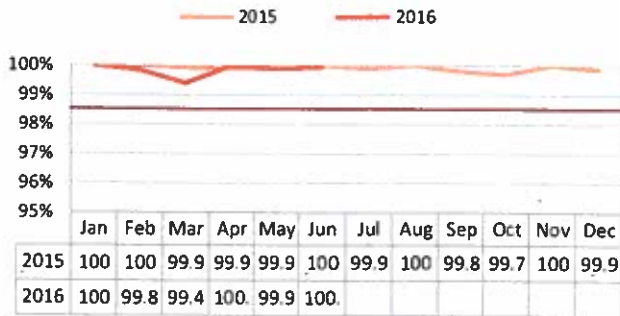
**Target: 99.5%     June 2016: 100%     YTD 2016: 98.4%**

Sounder operated all scheduled trips in June and met the target for the percentage of scheduled trips operated.

# Sound Transit Operations June 2016 Service Performance Report

## Tacoma Link

### On-Time Performance



**Target: 98.5%    June 2016: 100%    YTD 2016: 99.8%**

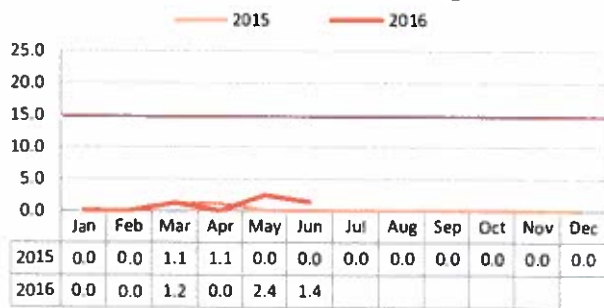
Tacoma Link consistently performs well above the target for on-time performance.

### Farebox Recovery

Tacoma Link to remain fare-free until 2022.

Per Board action in April 2016, Tacoma Link fares will not be implemented until the opening of the Hilltop extension.

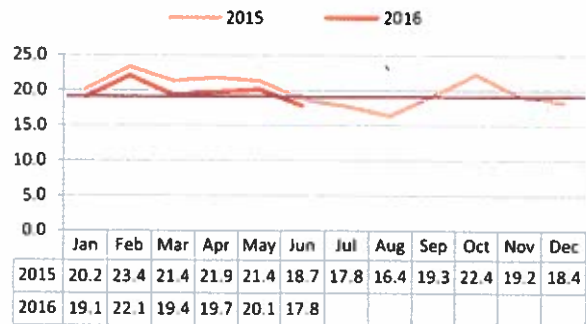
### Complaints per 100K Boardings



**Target: <15    June 2016: 1.4    YTD 2016: 0.8**

Tacoma Link received 1 complaint in June, but consistently operates well within the target of less than 15 complaints per 100K boardings.

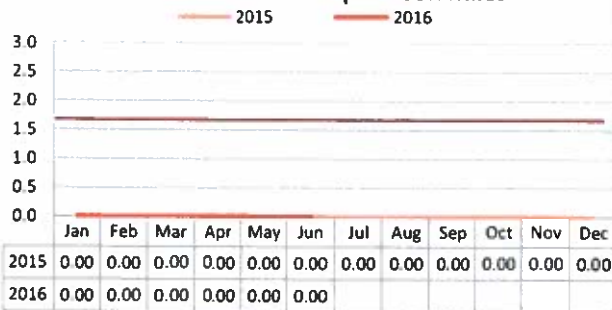
### Passengers per Trip



**Target: 19.2    June 2016: 17.8    YTD 2016: 19.7**

Tacoma Link carried one fewer passenger per trip versus same period of 2015.

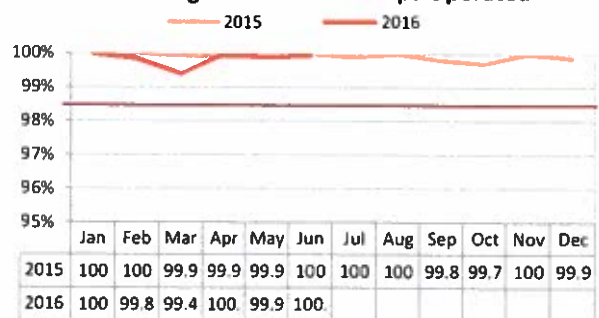
### Preventable Accidents per 100K Miles



**Target: 1.66    June 2016: 0.00    YTD 2016: 0.00**

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

### Percentage of Scheduled Trips Operated



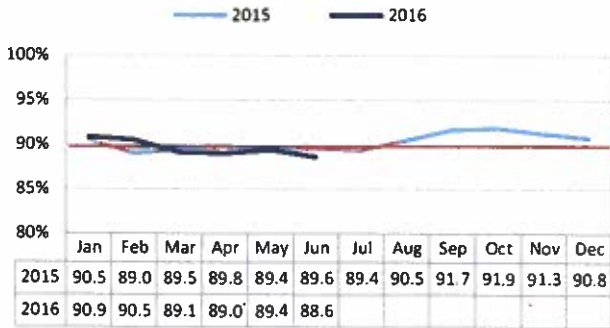
**Target: 98.5%    June 2016: 100%    YTD 2016: 99.8%**

Tacoma Link consistently operates nearly all scheduled trips and performs better than the target.

# Sound Transit Operations June 2016 Service Performance Report

## Link

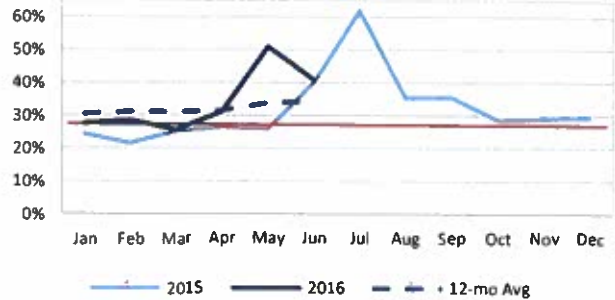
### Headway Management Performance



**Target: 90%      June 2016: 88.6%      YTD 2016: 89.6%**

Headway management is slightly below targeted levels. Performance has deteriorated since the start of University Link due to increased passenger traffic on buses and trains in the DSTT.

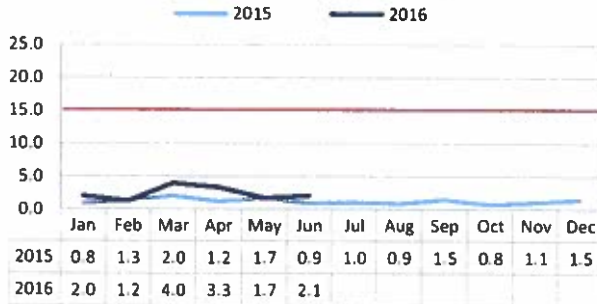
### Farebox Recovery



**Target: 28.4%      June 2016: 40.9%      12-Mo Avg: 34.2%**

Farebox recovery improved slightly compared to last year. Farebox recovery was 34.2% during the most recent rolling 12 months, which is well above target.

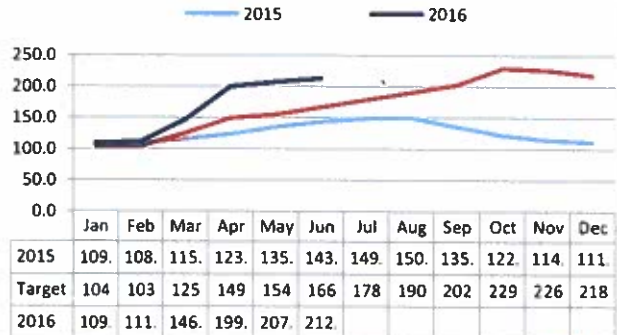
### Complaints per 100K Boardings



**Target: <15      June 2016: 2.1      YTD 2016: 2.4**

Link received 1.2 more complaint per 100K boardings in June, compared to the same period of 2015. However, it is well within the targeted range despite healthy ridership gains.

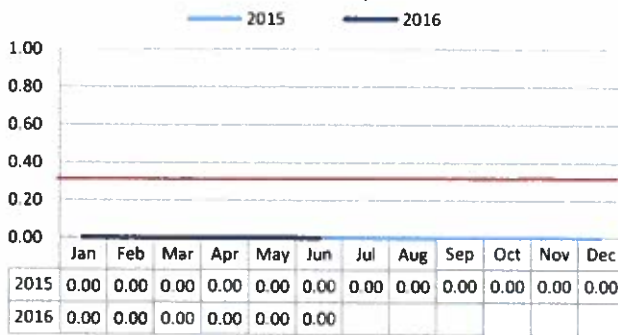
### Passengers per Trip



**Target: 171      June 2016: 212.8      YTD 2016: 164.9**

Passengers per trip continue to increase since University Link launch. The target line for passengers per trip (red) reflects the openings of the University Link and Angle Lake extensions.

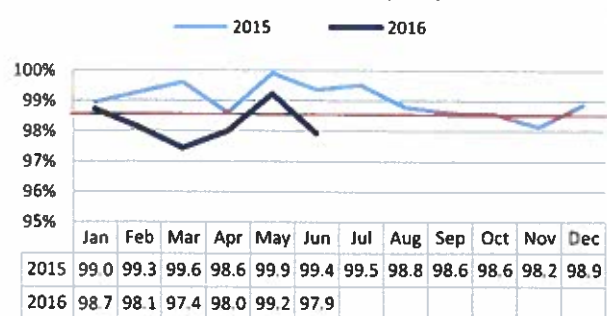
### Preventable Accidents per 100K Miles



**Target: 0.30      June 2016: 0.00      YTD 2016: 0.00**

Link has not experienced any preventable accidents since July 2013.

### Percentage of Scheduled Trips Operated



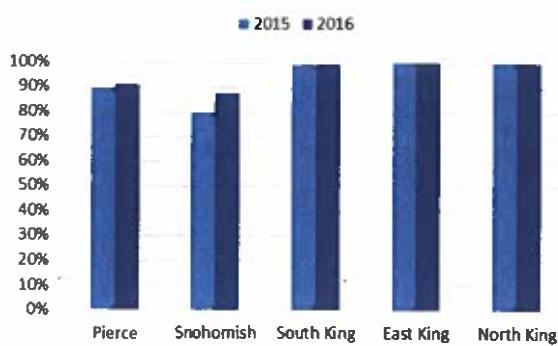
**Target: 98.5%      June 2016: 97.9%      YTD 2016: 98.2%**

Scheduled trips operated in June are slightly below target mainly due to a non-preventable incident on MLK that blocked service both directions.

# Sound Transit Operations June 2016 Service Performance Report

## General Transit

**June Parking Utilization by Region**



**System-wide Permanent & Leased Parking**

June 2016

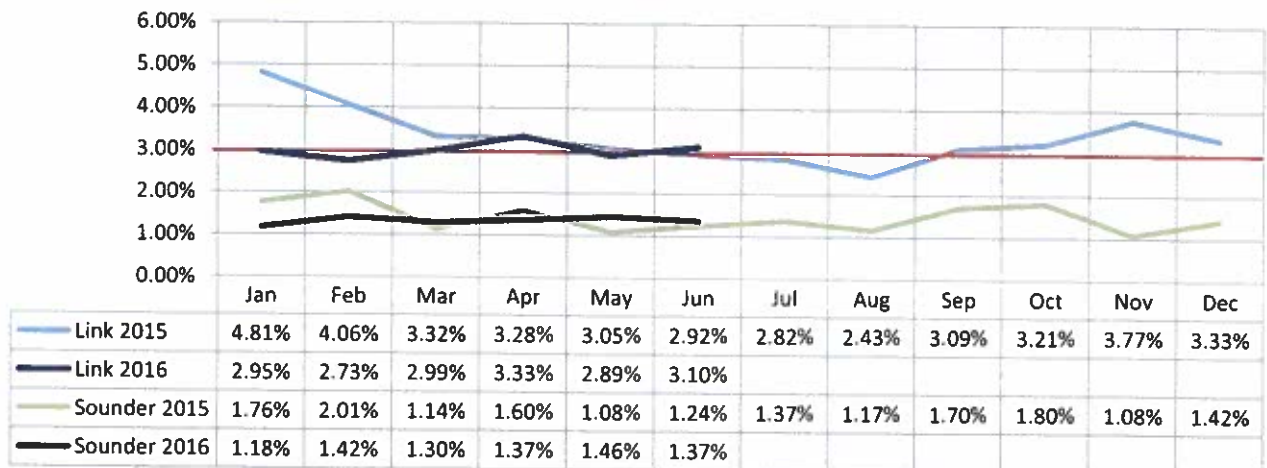
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,161	87%
North King	159	159	100%
East King	1,488	1,493	100%
South King	3,927	3,903	99%
Pierce	4,921	4,480	91%
<b>System Total</b>	<b>14,108</b>	<b>13,196</b>	<b>94%</b>

A total of 14,108 parking stalls are available at 31 locations in Pierce County, Snohomish County, as well as South, East, and North King County. Temporary (leased) parking is available in all regions except East King County.

Utilization continues to be at or near capacity at many of our parking facilities. Overall utilization increased by 3% compared to June 2015, reflecting 94% system-wide utilization.

The Pierce County region experienced 1% growth, while Snohomish County increased by 8%. North King, East King, and South King regions are unchanged versus last year.

### Fare Evasion Trends



**Fare Evasion** on Link increased marginally compared to June 2015, with final results falling slightly outside the targeted range at 3.10%. June Link boardings increased 68.8% compared to last year.

Sounder fare evasion was up slightly compared to June 2015, with final results of 1.37% for the month. System-wide Sounder boardings increased by 11.8% in June.

Overall, combined fare evasion increased slightly compared to June 2015, for a combined rate of 2.87%. Fare inspections trended over 5% of all rail passengers in June 2016, below the targeted inspection rate of 10%.

# Sound Transit Operations 2016 Monthly Modal Performance Data Sheet

ST Express												Tacoma Link													
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMs Completed on Time <sup>1</sup>	Feet Available	On-Time Performance <sup>2</sup>	Relay <sup>3</sup>	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Miles (Rolling 12 Month)	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMs Completed on Time <sup>1</sup>	Feet Available	On-Time Performance <sup>2</sup>	Relay <sup>3</sup>	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Miles (Rolling 12 Month)		
Targets	446,000	99.5%	>90.0%	88%	>85.0%	19,500,000	41.8	<15.0	9	<0.8	28.8%	Targets	49,481	98.5%	>90.0%	84.7%	>88.5%	N/A	950,000	<15.0	0	<1.6	N/A		
Jan	37,644	99.9%	97.0%	95.7%	84.4%	1,433,007	38.1	237	16.5	0.80	32.7%	Jan	3,940	100%	100%	98.9%	100%	N/A	75,121	0	0.0	0	0.00	N/A	
Feb	36,673	99.9%	94.0%	95.9%	83.9%	1,451,138	39.6	205	14.1	0.85	30.6%	Feb	3,921	99.8%	100%	98.9%	99.8%	N/A	86,616	22.1	0	0.0	0	0.00	N/A
Mar	41,910	99.9%	95.0%	95.8%	81.5%	1,581,793	37.7	264	16.7	0.89	33.9%	Mar	4,269	99.4%	100%	100%	99.4%	N/A	82,631	19.4	1	1.2	0	0.00	N/A
Apr	39,071	99.8%	97.0%	94.7%	84.1%	1,555,285	39.8	258	16.6	0.90	28.7%	Apr	4,138	100%	100%	100%	100%	N/A	81,686	19.7	0	0.0	0	0.00	N/A
May	39,492	99.8%	96.0%	94.4%	84.3%	1,588,475	40.2	217	13.7	0.86	26.2%	May	4,062	99.9%	100%	100%	99.9%	N/A	81,708	20.1	2	2.4	0	0.00	N/A
Jun	39,975	99.8%	99.0%	95.1%	81.1%	1,617,420	40.5	300	18.5	0.86	35.5%	Jun	4,129	100%	98%	99%	100%	N/A	73,634	17.8	1	1.4	0	0.00	N/A
Jul												Jul													
Aug												Aug													
Sep												Sep													
Oct												Oct													
Nov												Nov													
Dec												Dec													
YTD	234,765	99.8%	96.7%	95.3%	83.2%	9,227,119	39.3	1,481	16.1	0.86	30.5%	YTD	24,459	99.8%	100%	99.4%	99.8%	N/A	481,396	19.7	4	0.8	0	0.00	N/A
Sounder												Link													
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMs Completed on Time <sup>1</sup>	Feet Available	On-Time Performance <sup>2</sup>	Relay <sup>3</sup>	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Miles (Rolling 12 Month)	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMs Completed on Time <sup>1</sup>	Feet Available	On-Time Performance <sup>2</sup>	Relay <sup>3</sup>	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Miles (Rolling 12 Month)		
Targets	7,482	99.5%	>90.0%	82.0%	>85.0%	3,730,000	507.9	<15.0	0	<1.00	25.3%	Targets	100,864	94.5%	>90.0%	86.0%	96.0%	96.0%	17,200,000	<15.0	0	<3.0	28.4%		
Jan	546	97.5%	100%	86.6%	94.3%	331,257	606.7	29	8.8	0.00	31.6%	Jan	8,298	98.7%	96.3%	81.3%	94.0%	90.9%	908,411	109.5	18	2.0	0	0.00	27.6%
Feb	586	99.7%	100%	86.2%	95.7%	340,008	580.2	22	6.5	0.00	31.5%	Feb	8,149	98.1%	95.0%	82.8%	93.2%	90.5%	904,266	111.0	11	1.2	0	0.00	28.5%
Mar	608	93.3%	100%	86.1%	94.4%	365,505	601.2	32	8.8	0.00	31.3%	Mar	8,602	97.4%	94.3%	86.3%	88.9%	89.1%	1,259,454	146.4	50	4.0	0	0.00	25.5%
Apr	603	99.8%	100%	86.4%	96.2%	342,552	568.1	21	6.1	0.00	32.4%	Apr	8,295	98.0%	93.8%	87.8%	92.6%	89.0%	1,657,616	199.8	55	3.3	0	0.00	31.1%
May	607	99.8%	100%	86.7%	95.2%	358,585	590.7	23	6.4	0.00	27.7%	May	8,560	99.2%	95.8%	77.5%	93.4%	89.4%	1,777,520	207.7	31	1.7	0	0.00	50.9%
Jun	628	100.0%	100%	86.1%	92.8%	361,919	576.3	26	7.2	0.00	34.7%	Jun	8,408	97.9%	95.0%	69.0%	92.3%	88.6%	1,789,217	212.8	37	2.1	0	0.00	40.9%
Jul												Jul													
Aug												Aug													
Sep												Sep													
Oct												Oct													
Nov												Nov													
Dec												Dec													
YTD	3,578	98.4%	100%	86.4%	94.8%	2,099,826	586.9	153	7.3	0.00	31.5%	YTD	50,312	98.2%	95.2%	80.8%	92.4%	89.6%	8,296,484	164.9	202	2.4	0	0.00	32.8%

<sup>1</sup> PMIs are preventive vehicle maintenance inspections. Link PMIs include Signals, Traction Power, LRV, Track, SCADA, and Facilities.

<sup>2</sup> Actual performance compared to the Budget standard-ST Express: >85%, Sounder: >95%, Link: >90%, Tacoma Link: >98.5%

<sup>3</sup> Headways are scheduled intervals between trips.

<sup>4</sup> An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.

<sup>5</sup> YTD Preventable accidents per 100,000 miles is based on a rolling 12-month period of data.

<sup>6</sup> Farebox recovery is calculated as farebox revenues divided by total modal operating expenses