

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

Ridership

Total Boardings by Mode						
	Sep-15	Sep-16	% Δ	YTD-15	YTD-16	% Δ
ST Express	1,480,109	1,555,956	5.1%	13,836,287	14,012,318	1.3%
Sounder	340,440	362,189	6.4%	2,844,907	3,157,992	11.0%
Tacoma Link	76,845	77,020	0.2%	727,567	697,822	-4.1%
Link	1,010,264	1,842,304	82.4%	8,685,778	13,892,937	60.0%
Paratransit	3,499	4,169	19.1%	35,336	35,505	0.5%
System Total	2,911,157	3,841,638	32.0%	26,129,876	31,796,574	21.7%

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

September 2015:	21 Weekdays	4 Saturdays	5 Sundays
September 2016:	21 Weekdays	4 Saturdays	5 Sundays

Sound Transit ridership increased by 930K, or 32.0%, compared to September 2015. In September, all modes registered increases in monthly total ridership and average weekday boardings.

ST Express ridership increased by 76K, or 5.1%, compared to the same period last year. The growth in ST Express ridership is attributed to the investments made to address overcrowding conditions throughout the system, implemented with the September 2016 service change. In September, average Sunday ridership across the ST Express system was up 18% compared to September 2015, with many Sunday routes seeing increases of 25% or more.

Sounder ridership increased by 22K, or 6.4%, compared to the same period last year, while average weekday boardings increased by 4.5%. Ridership on the new Sounder mid-day trains, implemented in September, attributed to the growth in ridership. The late morning train from Lakewood to Seattle averages about 115 daily riders, and the early afternoon train from Seattle to Lakewood averages about 300 riders.

Tacoma Link ridership remained constant compared to September 2015, with a 0.2% increase in total monthly ridership and a 0.7% increase in average weekday boardings.

Link ridership increased by 832K or 82.4%, compared to September 2015. Similarly, average weekday, Saturday and Sunday boardings were up 76.1%, 100.9%, and 116.5%, respectively. Historically, Link weekend ridership started to decrease as the summer season ended. With the extensions that opened in 2016 to the University of Washington and Angle Lake, Link weekend ridership has remained at similar levels as the summer months partially due to special events. In the month of September there were three Saturday Husky games and two Sunday Seahawks games.

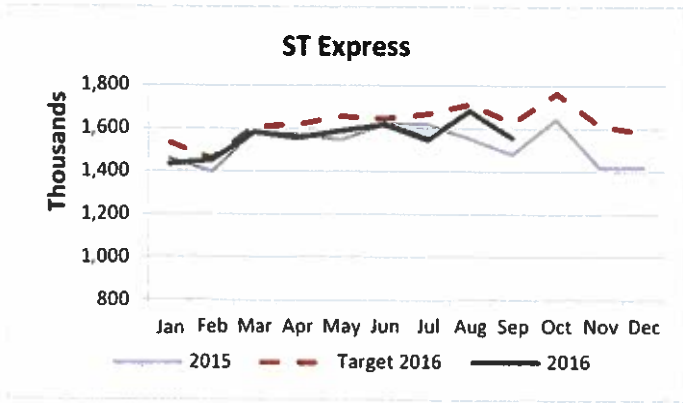
Paratransit services increased by 19.1% compared to September 2015. The increase in Paratransit ridership is attributed to the increased Paratransit responsibility with the opening of the Link extensions and additional customers requesting access to the Link system.

Average Daily Boardings									
Mode	Weekday			Saturday			Sunday		
	Sep-15	Sep-16	% Δ	Sep-15	Sep-16	% Δ	Sep-15	Sep-16	% Δ
ST Express	61,931	64,939	4.9%	23,679	23,982	1.3%	16,279	19,263	18.3%
Sounder	15,558	16,261	4.5%	2,670	1,869	-30.0%	8,390	8,489	1.2%
Tacoma Link	3,233	3,254	0.7%	1,456	1,439	-1.2%	627	585	-6.7%
Link	38,807	68,358	76.1%	25,782	51,799	100.9%	18,436	39,919	116.5%
Paratransit	117	139	19.1%	117	139	19.1%	117	139	19.1%
System Total	119,646	152,950	27.8%						

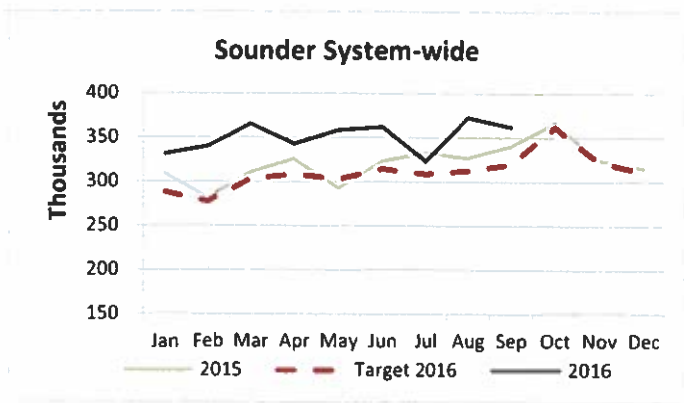
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.

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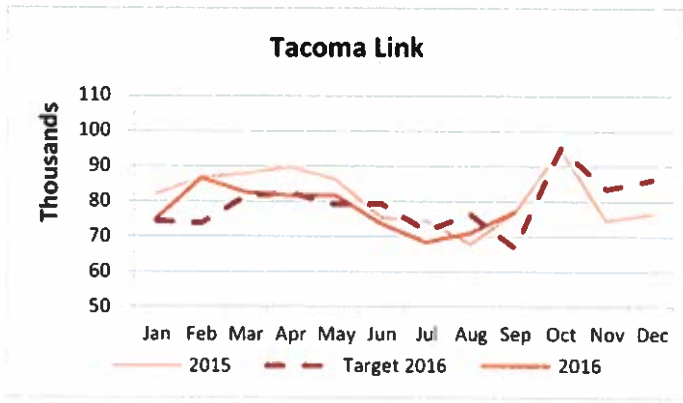
Monthly Ridership Trends by Mode



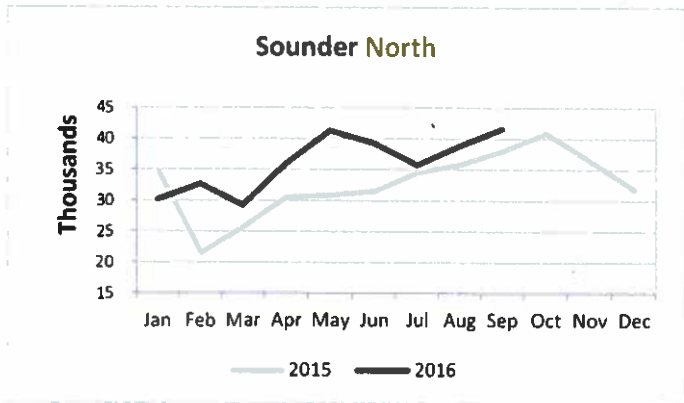
ST Express ridership increased by 5.1% compared to September 2015. Average weekday boardings were up by 4.9%. The growth in ridership is attributed to the September service change in addition to increased Sunday boardings.



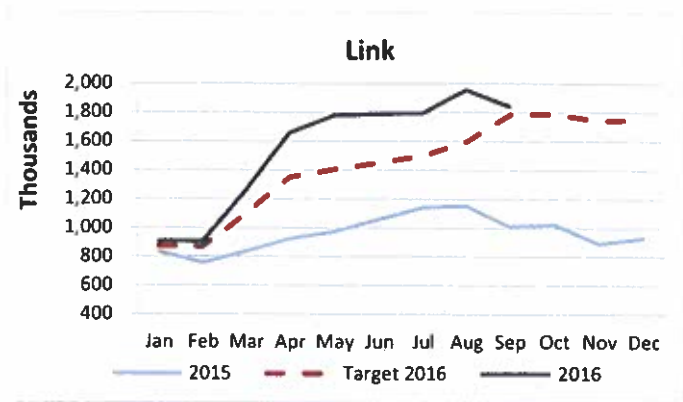
Sounder system-wide ridership increased by 6.4% compared to September 2015. Ridership is trending higher on both lines (see below). Average weekday boardings grew 4.5% over the same period of 2015.



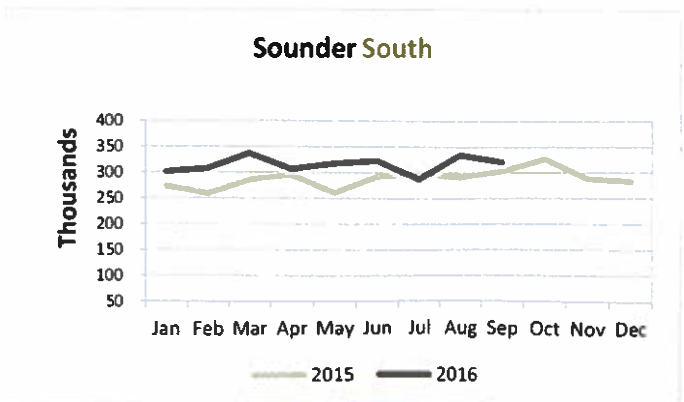
Tacoma Link ridership was up 0.2% compared to September 2015 and average weekday boardings increased by 0.7%.



Sounder North ridership was up 9.6% compared to September 2015 and average weekday boardings increased by 8%.



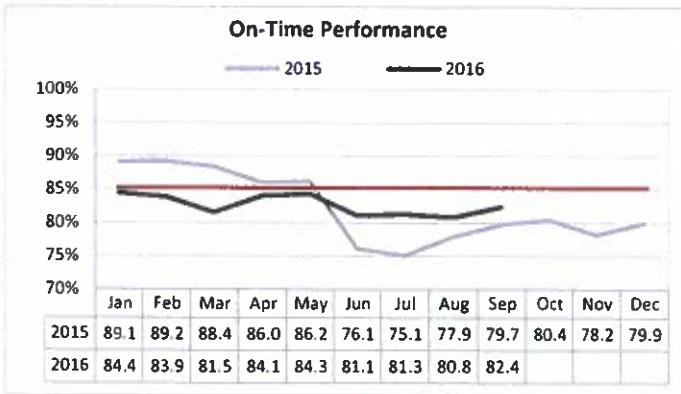
Link ridership was up 82.4% compared to September 2015, while average weekday boardings increased by 76.1%. Link's impressive ridership gains are largely a result of the service extension to Capitol Hill and the University of Washington.



Sounder South ridership increased by 6% compared to September 2015 and average weekday boardings were up by 4.1%.

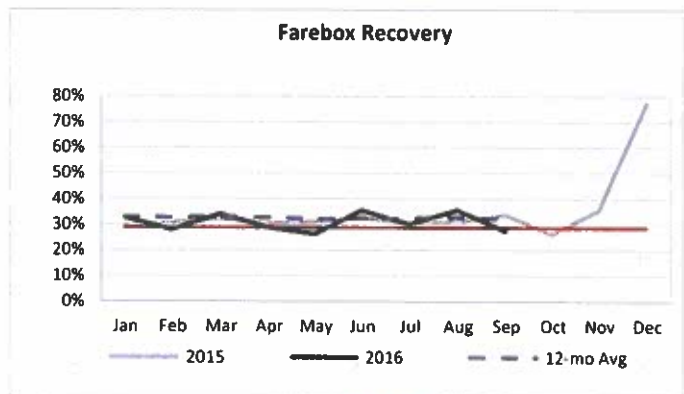
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ST Express



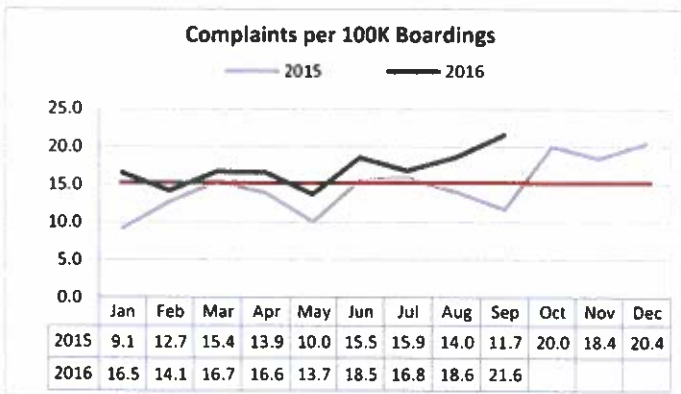
Target: 85% **Sep 2016: 82.4%** **YTD 2016: 82.6%**

OTP was lower than target in September due to traffic congestion and overcrowding that caused late buses. However, OTP has improved compared to the past few months and to the same month of last year.



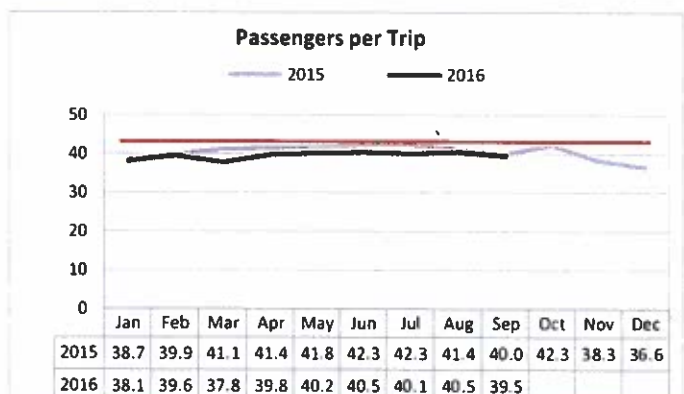
Target: 28.8% **Sep 2016: 27.5%** **12-Mo Avg: 32.1%**

Farebox recovery of 27.5% was down in September due to timing of accounting transactions. ST Express has performed better than target at 32.1% farebox recovery over the most recent rolling 12 months.



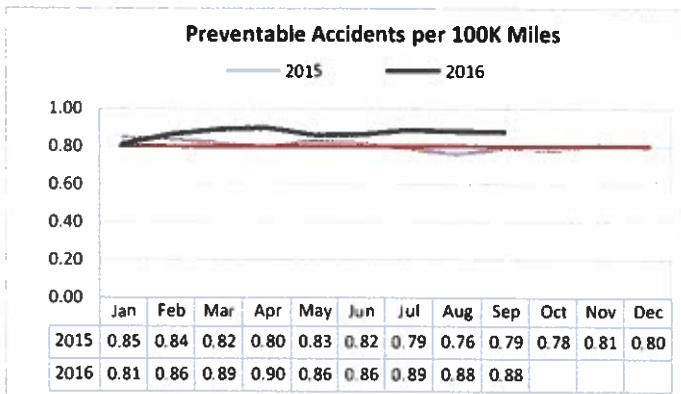
Target: <15 **Sep 2016: 21.6** **YTD 2016: 17.1**

Complaints have been up since last fall primarily due to overcrowding and congestion.



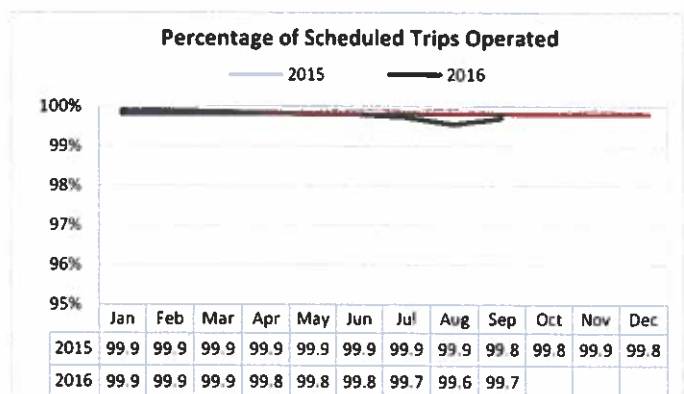
Target: 41.8 **Sep 2016: 39.5** **YTD 2016: 39.6**

Passengers per trip decreased slightly versus last year, as more trips were added in March and September to ease overcrowding.



Target: 0.80 **Sep 2016: 0.88** **YTD 2016: 0.88**

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.

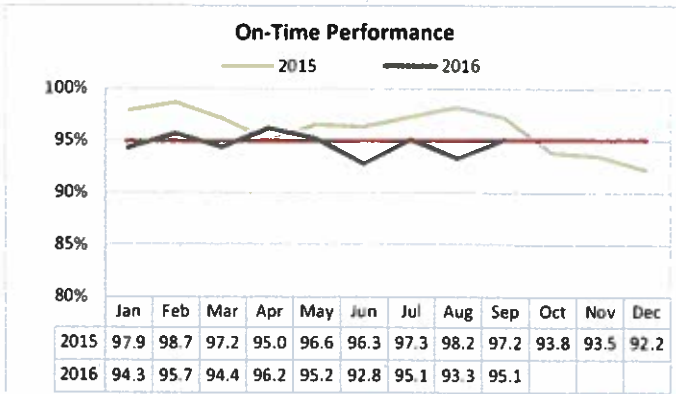


Target: 99.8% **Sep 2016: 99.7%** **YTD 2016: 99.8%**

Percentage of scheduled trips operated was slightly below target of 99.8%, although YTD performance met the target. Operator availability has been an issue at King County Metro, causing missed trips.

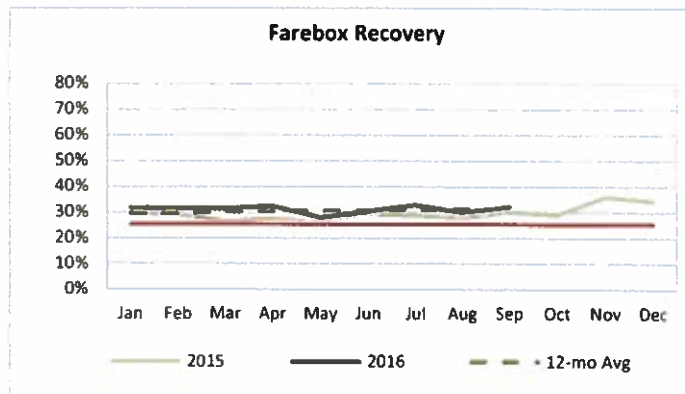
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Sounder Commuter Rail



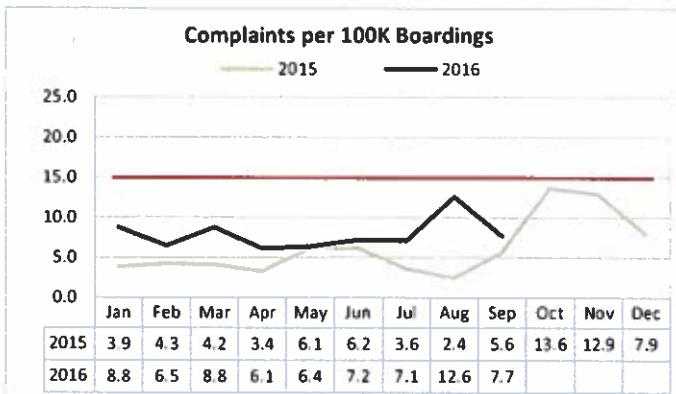
Target: 95.0% Sep 2016: 95.1% YTD 2016: 94.7%

OTP was above target at 95.1% in September. Sounder trains were impacted by construction activity in Auburn supporting track capacity expansion. Additional freight interference delays were also largely related to that work.



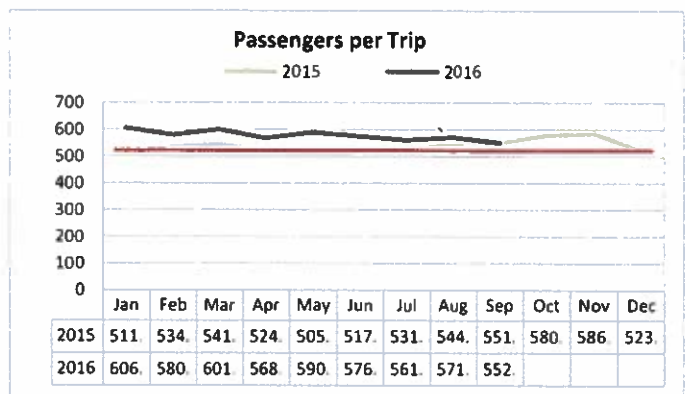
Target: 25.3% Sep 2016: 32.1% 12-Mo Avg: 31.4%

Farebox recovery was up compared to same period of 2015. Sounder continues to perform better than target, at 31.4% farebox recovery, over the most recent rolling 12-month period.



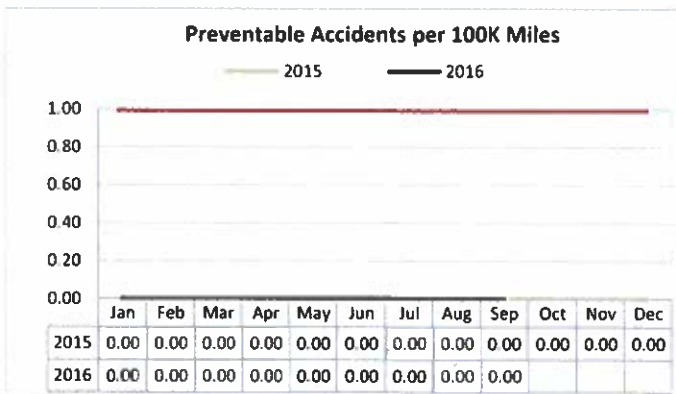
Target: <15 Sep 2016: 7.7 YTD 2016: 7.9

Sounder received two more complaints per 100K boardings in September versus the same period of 2015. The majority of complaints were related to delayed trains impacted by BNSF track construction in Auburn.



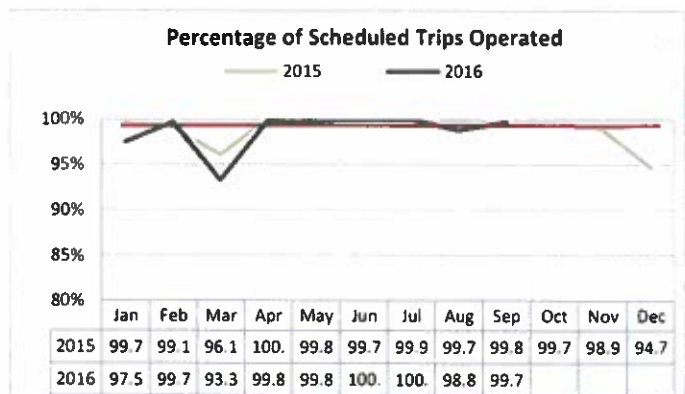
Target: 507 Sep 2016: 552.1 YTD 2016: 578.2

The number of passengers per trip was higher than target and exceeded September of last year.



Target: 1.00 Sep 2016: 0.00 YTD 2016: 0.00

Sounder has not experienced a preventable accident since service began.

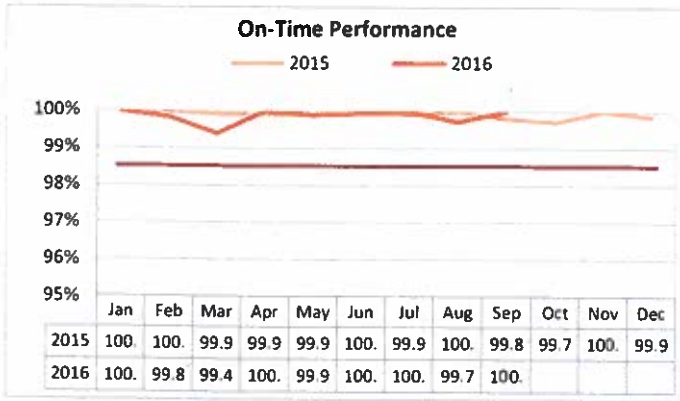


Target: 99.5% Sep 2016: 99.7% YTD 2016: 98.7%

Percentage of scheduled trips operated was higher than target and the previous month.

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Tacoma Link



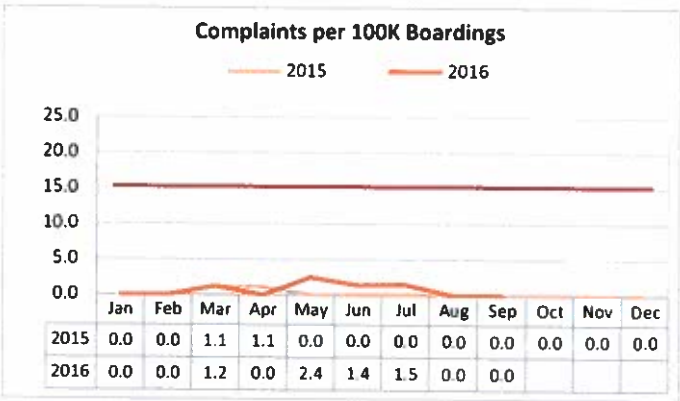
Farebox Recovery

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.

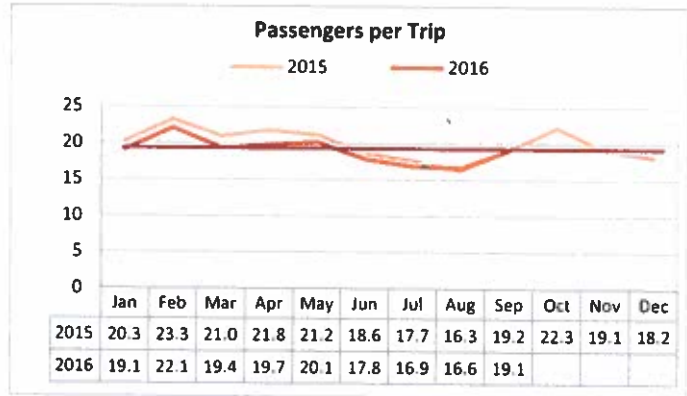
Target: 98.5% Sep 2016: 100.0% YTD 2016: 99.9%

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



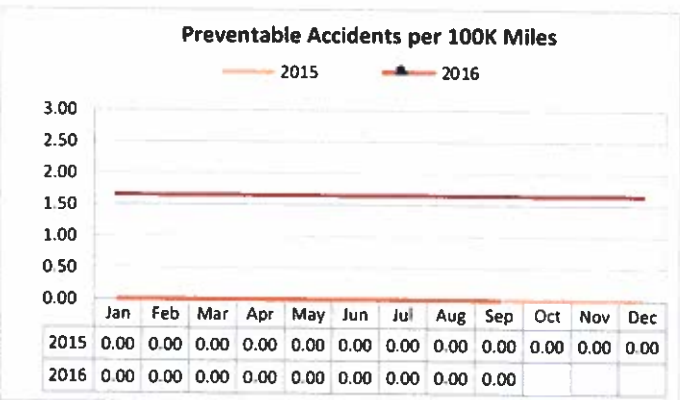
Target: <15 Sep 2016: 0.0 YTD 2016: 0.7

Tacoma Link received no complaints in September and consistently operates well within the target of less than 15 complaints per 100K boardings



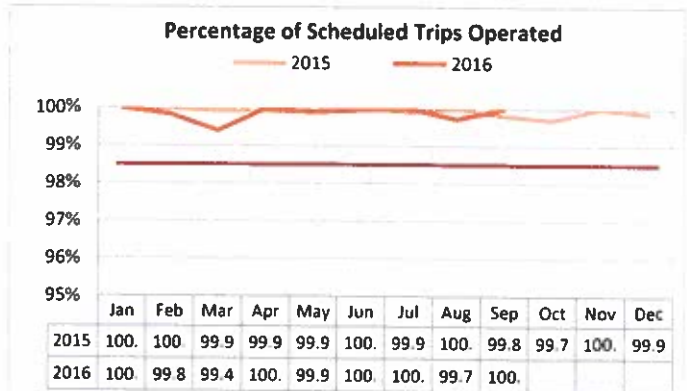
Target: 19.2 Sep 2016: 19.1 YTD 2016: 19.0

The number of passengers per trip was 19.1, which was slightly lower than the same time period last year and the target of 19.2.



Target: 1.66 Sep 2016: 0.00 YTD 2016: 0.00

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

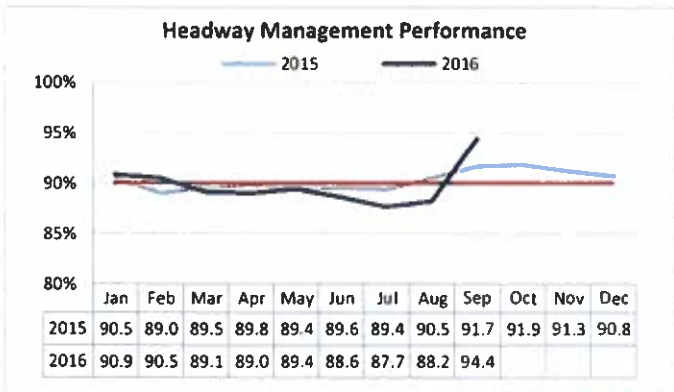


Target: 98.5% Sep 2016: 100.0% YTD 2016: 99.9%

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

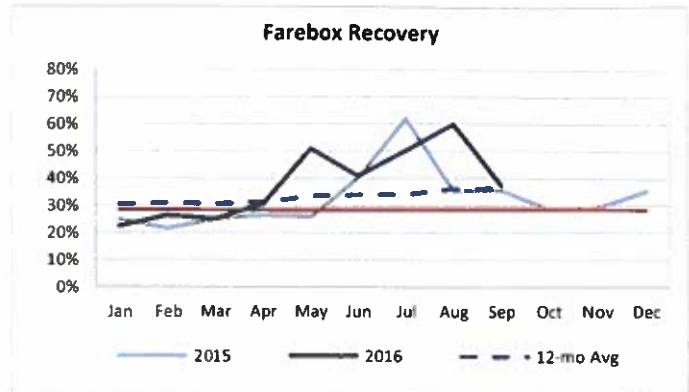
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Link



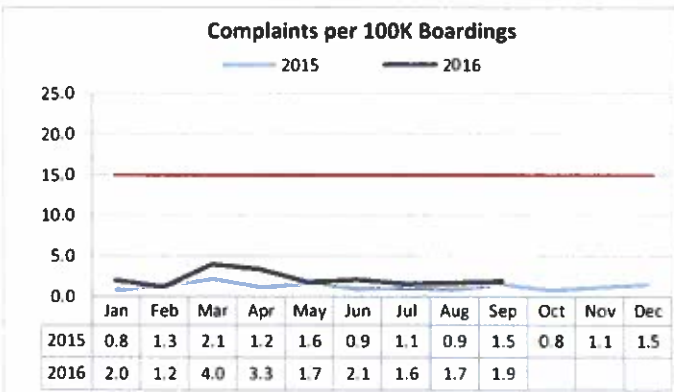
Target: 90% Sep 2016: 94.4% YTD 2016: 89.7%

Headway management is above targeted levels and performed nearly 3% better than September of last year. The new Angle Lake schedule along with reduced end of summer ridership has contributed to better headways.



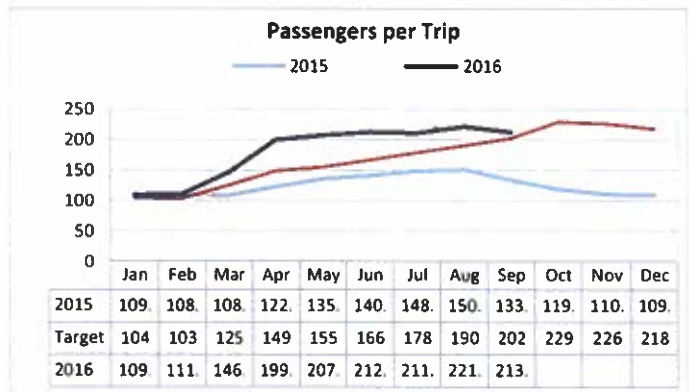
Target: 28.4% Sep 2016: 37.3% 12-Mo Avg: 36.3%

Farebox recovery was trending higher and achieved 36.3% during the most recent rolling 12 months, which was well above target.



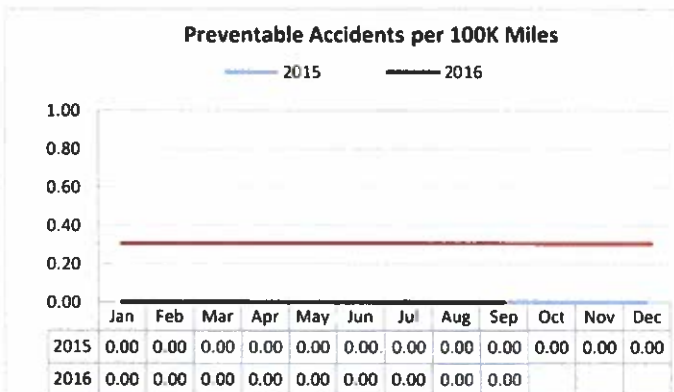
Target: <15 Sep 2016: 1.9 YTD 2016: 2.1

Link received 1.9 complaints per 100K boardings in September, which was well within the targeted range despite healthy ridership gains.



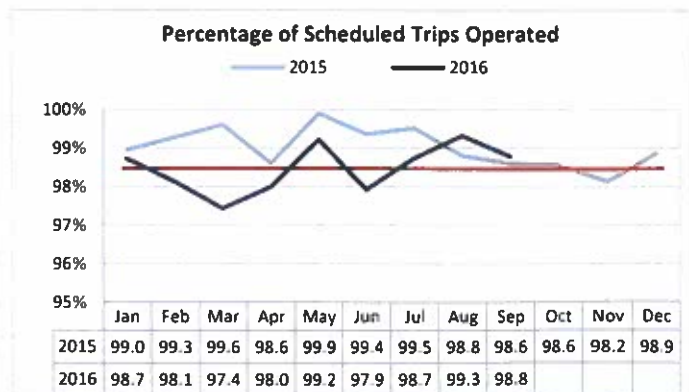
Target: 171 Sep 2016: 213.0 YTD 2016: 182.1

Passengers per trip continues 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.



Target: 0.30 Sep 2016: 0.00 YTD 2016: 0.00

Link has not experienced any preventable accidents since July 2013.

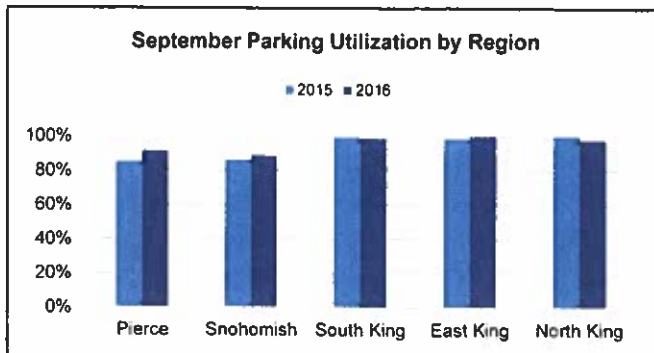


Target: 98.5% Sep 2016: 98.8% YTD 2016: 98.5%

Scheduled trips operated in September was above the target of 98.5% and met the target on a year-to-date basis.

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General Transit



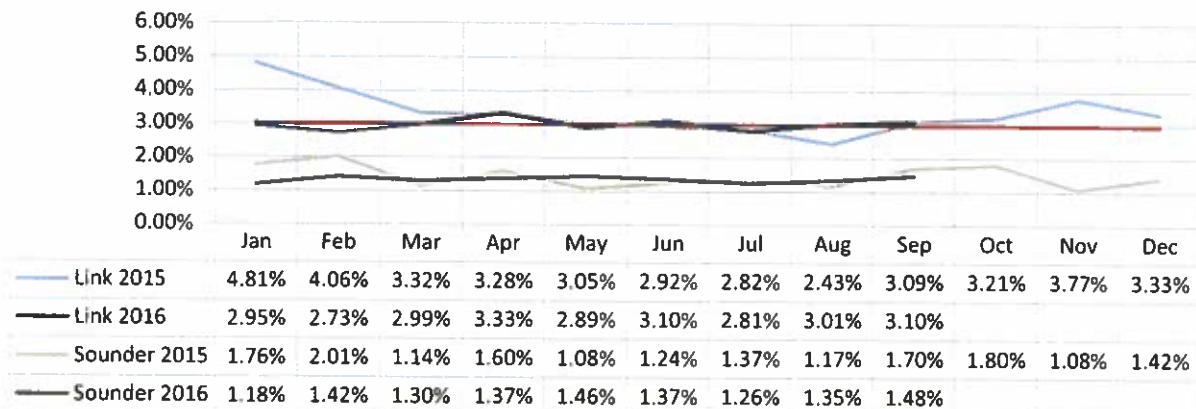
System-wide Permanent & Leased Parking			
September 2016			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,202	89%
North King	140	137	98%
East King	1,488	1,495	100%
South King	3,871	3,823	99%
Pierce	4,853	4,437	91%
System Total	13,965	13,094	94%

A total of 13,965 parking stalls are available at 29 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 September 2015, reflecting 94% system-wide utilization.

The Pierce County region experienced 6% growth, and Snohomish County increased by 3%. East King, South King, and North King regions overall remained unchanged versus last year.

Fare Evasion Trends



Fare Evasion on Link increased marginally compared to September 2015, with final results falling higher than the targeted range at 3.10%. September Link boardings increased 82.4% compared to last year, resulting in a lower inspection rate on Link.

Sounder fare evasion declined slightly compared to September 2015, with final results of 1.48% for the month.

Overall, combined fare evasion was 2.83%, within the targeted range of 3%. Fare inspections trended over 4% of all rail passengers in September 2016, below the targeted inspection rate of 10%.

Sound Transit Operations 2016 Monthly Modal Performance Data Sheet

Tacoma Link														
ST Express														
Month	End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Fleet Availability	On-Time Performance	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents (Rolling 12 Months)	Farebox Recovery			
Targets	49,481	≥ 98.5%	> 90.0%	≥ 98.5%	≥ 98.5%	≥ 98.5%	19.2	< 15.0	< 15.0	≤ 1.66	N/A			
Jan	3,940	100.0%	100.0%	98.9%	100.0%	98.5%	19.1	0	0	0.00	N/A			
Feb	3,921	99.6%	100.0%	98.9%	99.8%	N/A	22.1	0	0	0.00	N/A			
Mar	4,269	99.4%	100.0%	100.0%	99.4%	N/A	19.4	1	1.2	0	N/A			
Apr	4,138	100.0%	100.0%	100.0%	100.0%	N/A	19.7	0	0.0	0.00	N/A			
May	4,062	99.9%	100.0%	100.0%	99.9%	N/A	20.1	2	2.4	0	N/A			
Jun	4,129	100.0%	98.0%	98.9%	100.0%	N/A	17.8	1	1.4	0	N/A			
Jul	4,052	100.0%	100.0%	97.8%	100.0%	N/A	16.9	1	1.5	0	N/A			
Aug	4,274	99.7%	100.0%	95.7%	99.7%	N/A	16.6	0	0.0	0.00	N/A			
Sep	4,036	100.0%	100.0%	100.0%	100.0%	N/A	19.1	0	0.0	0.00	N/A			
Oct														
Nov														
Dec														
YTD	36,821	99.9%	99.8%	98.9%	98.9%	98.9%	19.0	5	0.7	0	0.00			
Sounder														
Link														
Month	End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Fleet Availability	On-Time Performance	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents (Rolling 12 Months)	Farebox Recovery			
Targets	100,864	≥ 98.5%	> 90.0%	≥ 98.0%	≥ 98.0%	≥ 98.0%	176.9	< 15.0	< 15.0	≤ 0.30	24.4%			
Jan	8,298	98.7%	96.3%	81.3%	94.0%	90.9%	109.5	18	2.0	0	22.4%			
Feb	8,149	98.1%	95.0%	82.8%	93.2%	90.5%	111.0	11	1.2	0	26.3%			
Mar	8,602	97.4%	94.3%	86.3%	88.9%	89.1%	125.9	45.4	4.0	0	25.0%			
Apr	8,295	98.0%	93.8%	87.8%	92.6%	89.0%	199.8	55	3.3	0	30.6%			
May	8,560	99.2%	95.8%	90.5%	93.4%	89.4%	177.5	20.7	3.1	0	50.9%			
Jun	8,408	97.9%	96.0%	88.7%	92.3%	88.6%	178.9	21.7	2.1	0	40.9%			
Jul	8,513	98.7%	96.0%	89.2%	92.5%	87.7%	179.6	8.75	1.6	0	50.1%			
Aug	8,825	99.3%	98.0%	91.5%	89.6%	88.2%	1,957	2.74	221.8	33	0	59.8%		
Sep	8,649	98.8%	93.0%	96.6%	93.7%	94.4%	1,842	3.04	213.0	35	0	37.3%		
Oct														
Nov														
Dec														
YTD	76,289	98.5%	95.4%	88.3%	92.2%	89.7%	13,892	937	182.1	298	2.1	0	0.00	0.3751

PMIs are preventive vehicle maintenance inspections. Link PMIs include Signals, Traction Power, LRV, Track, SCADA, and Facilities
 1 Actual performance compared to the Budget standard-ST Express: >85%, Sounder: >95%, Link: >90%, Tacoma Link: >98.5%
 2 Headways are scheduled intervals between trips
 3 An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident
 4 YTD Preventable accidents per 100,000 miles is based on a rolling 12-month period of data
 5 Farebox recovery is calculated as farebox revenues divided by total modal operating expenses