

## Sound Transit Operations July 2015 Service Performance Report

# Ridership

Total Boardings by Mode						
Mode	Jul-14	Jul-15	% Δ	YTD-14	YTD-15	% Δ
ST Express	1,564,608	1,620,572	3.6%	10,208,598	10,801,465	5.8%
Sounder	286,614	331,846	15.8%	1,863,683	2,137,408	14.7%
Tacoma Link	71,658	74,941	4.6%	556,951	592,984	6.5%
Link	1,088,944	1,147,987	5.4%	6,245,315	6,598,277	5.7%
Paratransit	4,684	3,723	-20.5%	33,402	28,249	-15.4%
System Total	<b>3,016,508</b>	<b>3,179,069</b>	<b>5.4%</b>	<b>18,907,949</b>	<b>20,158,383</b>	<b>6.6%</b>

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

<b>July 2014:</b>	22 Weekdays	4 Saturdays	5 Sundays
<b>July 2015:</b>	22 Weekdays	4 Saturdays	5 Sundays

**Total Sound Transit** ridership increased by 163K, or 5%, compared to July 2014, and average weekday boardings were up by 8K, or 7%, across all modes.

**ST Express** boardings increased by about 55K, or 4%, compared to July 2014, and average weekday boardings increased by 3K per weekday, or 5%. ST Express had fewer weekend boardings this year compared to 2014.

**Sounder** commuter rail increased by 45K boardings, or 16%, compared to July 2014, and average weekday boardings were up by 15% on the North and South lines combined. Weekend event trains were also popular in July.

**Tacoma Link** ridership increased by 3K, or 5%. Average weekday boardings increased 2%, and weekend boardings also showed positive gains.

**Link** celebrated its sixth anniversary in July. Monthly boardings increased by 59K, or 5%, compared to July 2014, and set a new monthly record. Average weekday boardings also hit a new monthly record, with over 40K boardings per weekday during the month of July.

**Paratransit** services, provided by King County Metro, declined 21% compared to June 2014. Changes in eligibility requirements and ongoing recertification has resulted in a higher number of participants transitioning to fixed route service.

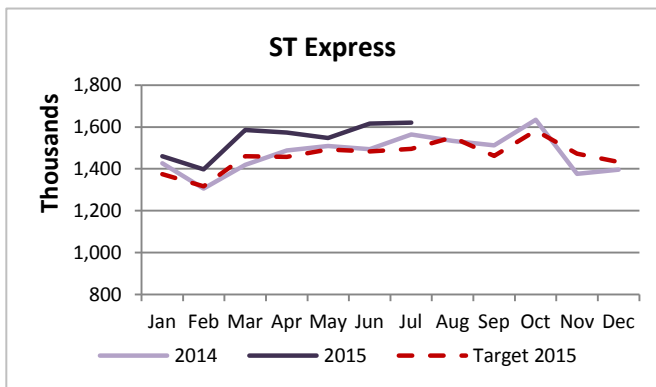
Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Jul-14	Jul-15	% Δ	Jul-14	Jul-15	% Δ	Jul-14	Jul-15	% Δ
ST Express	62,348	65,251	4.7%	26,077	25,042	-4.0%	17,729	16,974	-4.3%
Sounder	12,839	14,804	15.3%	-	1,555	N/A	2,073	2,265	9.3%
Tacoma Link	2,825	2,890	2.3%	1,593	1,774	11.4%	629	632	0.5%
Link	37,354	40,442	8.3%	32,873	31,595	-3.9%	27,135	26,375	-2.8%
Paratransit	151	120	-20.5%	151	120	-20.5%	151	120	-20.5%
System Total	<b>115,517</b>	<b>123,507</b>	<b>6.9%</b>						

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

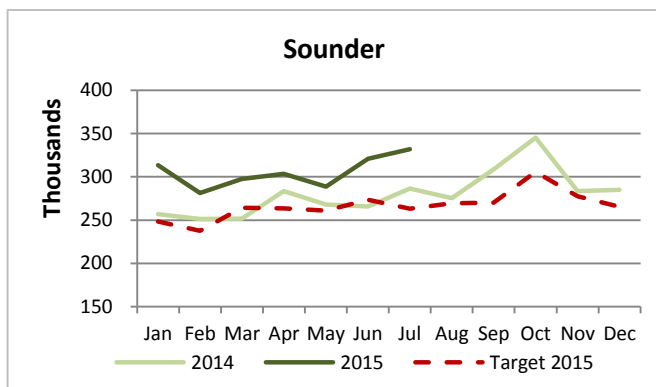
Please refer to Page 2 to view ridership trends by mode.

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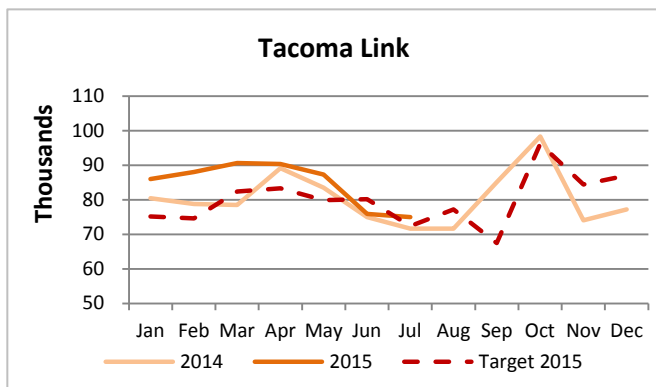
## Monthly Ridership Trends by Mode



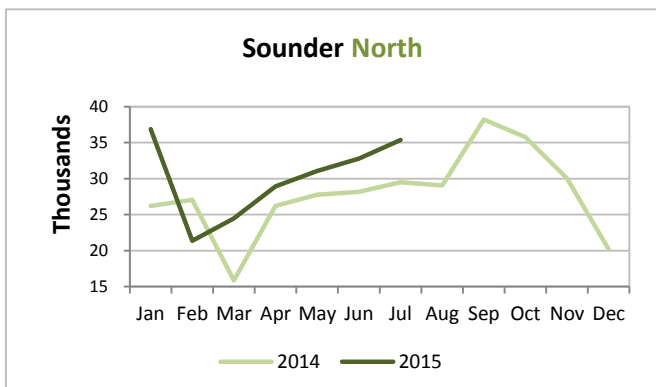
ST Express ridership increased by 4% compared to July 2014, with a 5% increase in average weekday boardings. YTD boardings are up 6% for YTD.



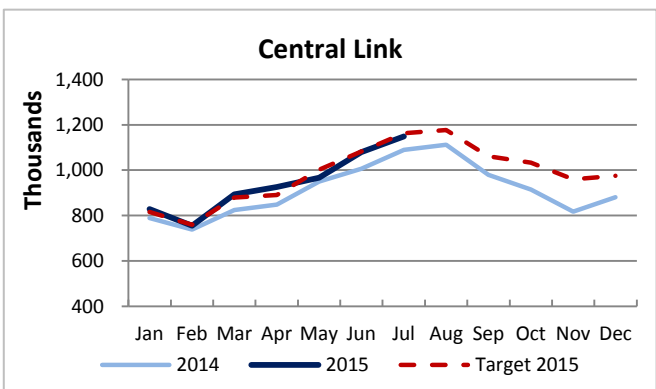
Sounder system-wide ridership increased by 16% compared to July 2014, with a 15% increase in average weekday boardings. Overall Sounder boardings are up 15% for YTD.



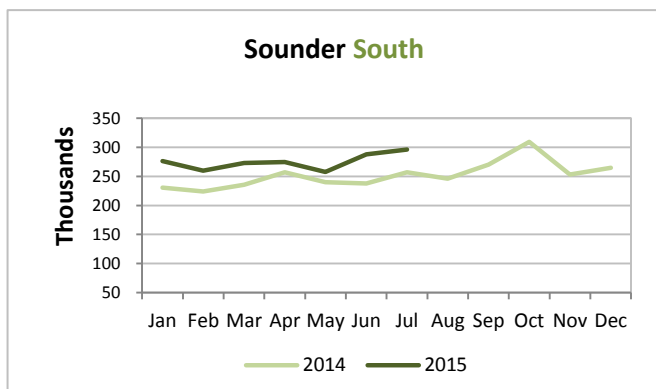
Tacoma Link ridership increased by 5% compared to July 2014, with a 2% increase in average weekday boardings. Tacoma Link boardings are up 6% this year.



Sounder North ridership was up 20% compared to July 2014, with a 17% increase in weekday boardings. YTD North Line ridership is up 9% compared to last year.



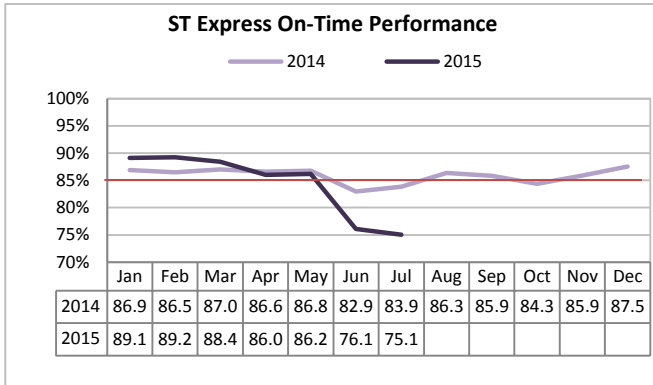
Link ridership was up 5% compared to July 2014, with an 8% increase in average weekday boardings. Total Link boardings are up 6% compared to last year.



Sounder South ridership grew by 15% compared to July 2014, with a 22% increase in weekday boardings. YTD South Line ridership is up 8% compared to last year.

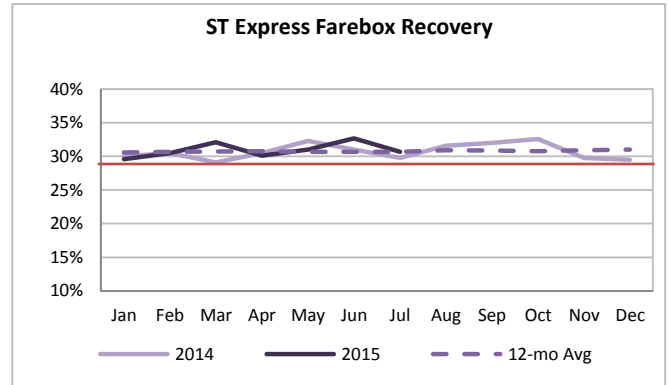
# Sound Transit Operations July 2015 Service Performance Report

## ST Express



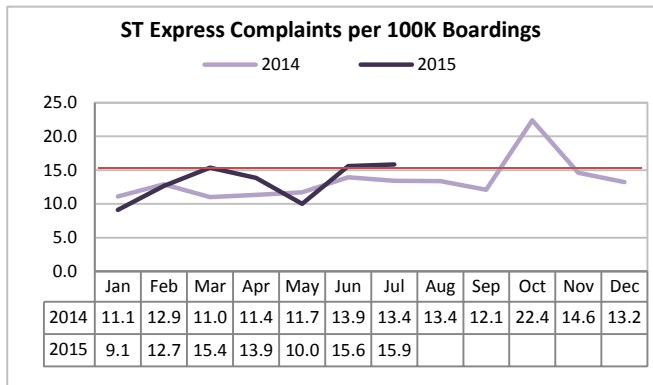
**Target: 85%      July 2015: 75.1%      YTD 2015: 84.3%**

ST Express has a new methodology which uses actual time point data based on real-time GPS readings, rather than random sampling of time points.



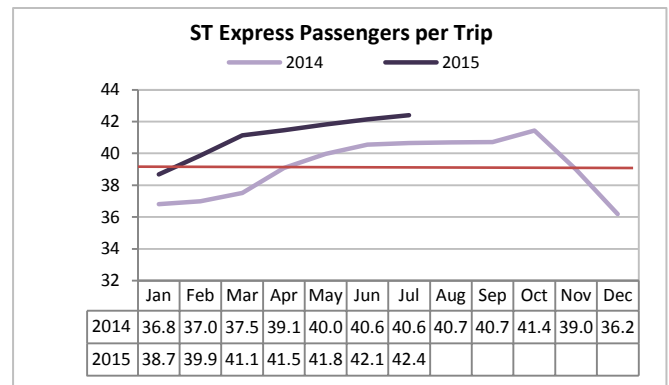
**Target: 28.5%      July 2015: 30.7%      YTD 2015: 30.9%**

ST Express consistently performs better than the annual target for farebox recovery, as ridership is running ahead of budgeted levels.



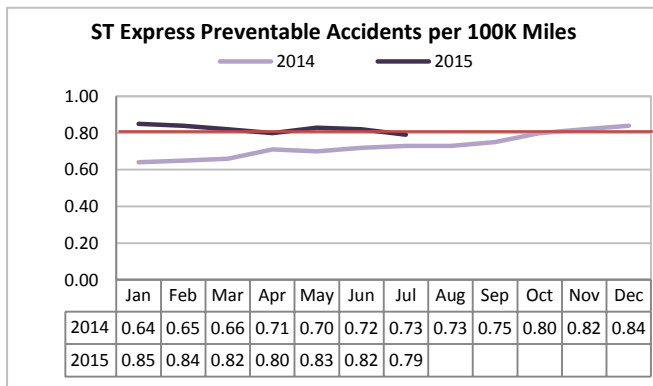
**Target: <15      July 2015: 15.9      YTD 2015: 13.3**

ST Express complaints per 100K boardings were slightly outside the target in July, a result of increased traffic congestion, but met the target for YTD.



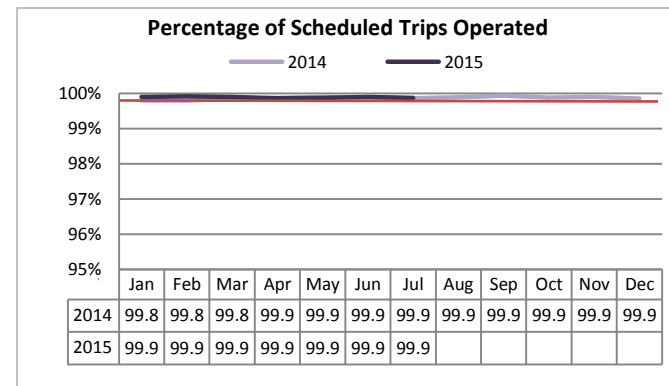
**Target: 38.1      July 2015: 42.4      YTD 2015: 41.1**

Passengers per trip increased 4% compared to July 2014, and continued to outperform the annual target with consecutive monthly increases.



**Target: 0.80      July 2015: 0.79      YTD 2015: 0.79**

ST Express met the preventable accident target in July. We expect to see ongoing improvement as staff and partners continue working to reduce preventable accidents.

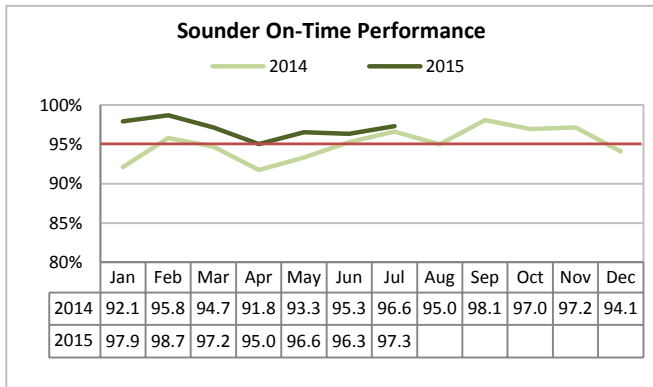


**Target: 99.8%      July 2015: 99.9%      YTD 2015: 99.9%**

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

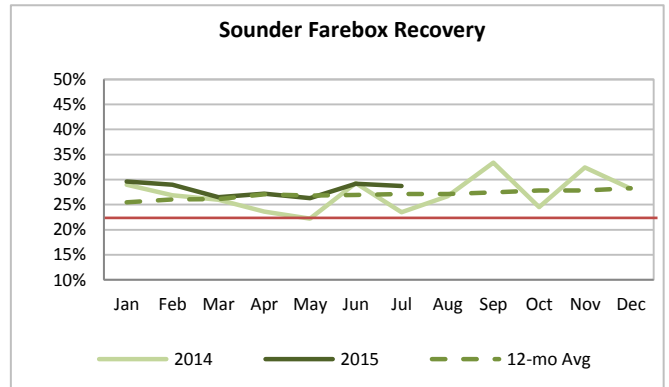
# Sound Transit Operations July 2015 Service Performance Report

## Sounder Commuter Rail



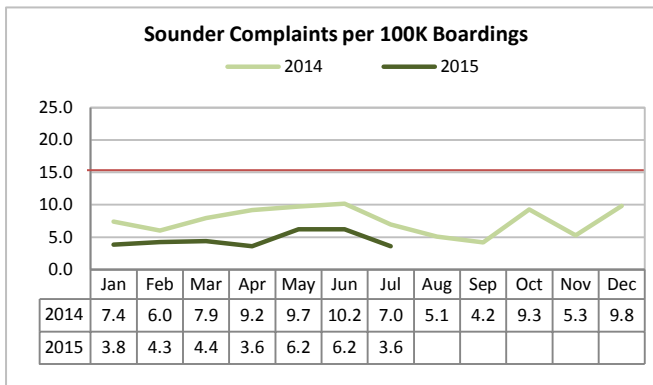
**Target: 95.0%**      **July 2015: 97.3%**      **YTD 2015: 97.0%**

Sounder OTP has shown continuous improvement throughout this year compared to the same period of 2014.



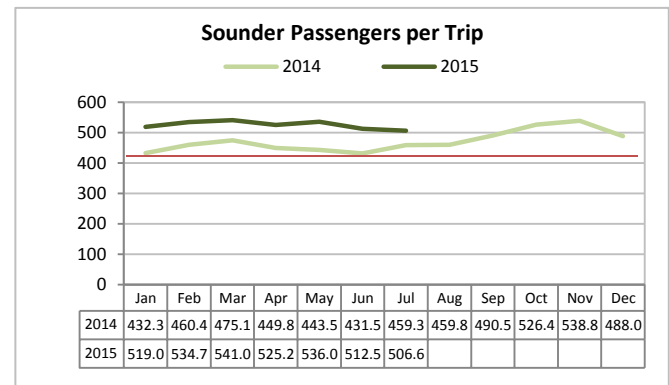
**Target: 23.1%**      **July 2015: 28.7%**      **YTD 2015: 28.0%**

Sounder continued to experience strong farebox recovery in July, driven by healthy ridership gains in both the North and South corridors.



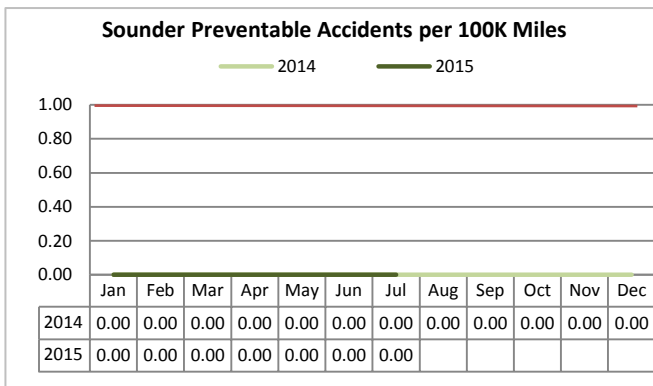
**Target: <15**      **July 2015: 3.6**      **YTD 2015: 4.6**

Sounder received 3.6 complaints per 100K boardings in July. Despite monthly ridership increases, Sounder continues to see a decline in complaints per 100K boardings.



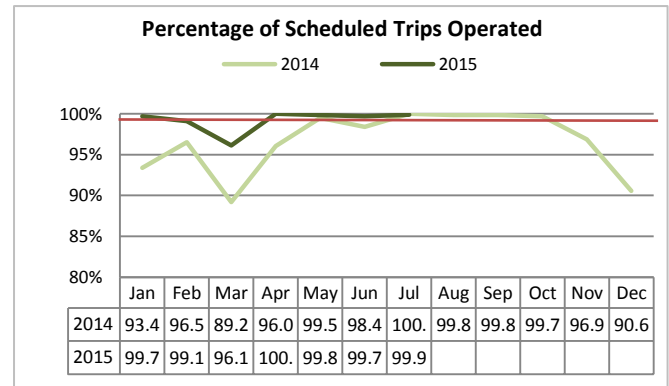
**Target: 422**      **July 2015: 512.5**      **YTD 2015: 527.5**

The number of passengers per trip increased 10% compared to July 2014, and surpassed the annual target by 20%.



**Target: 1.00**      **July 2015: 0.00**      **YTD 2015: 0.00**

Sounder has not experienced a preventable accident since service began.

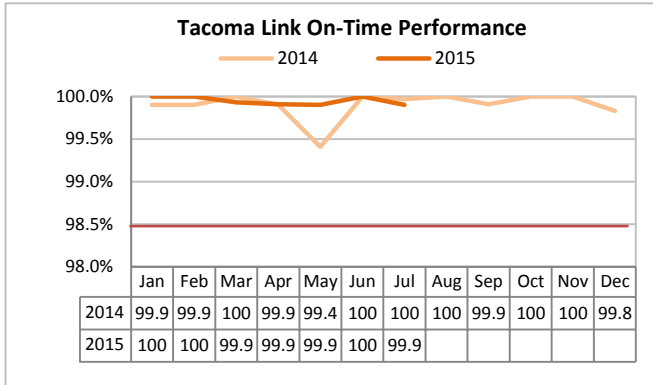


**Target: 99.5%**      **July 2015: 99.9%**      **YTD 2015: 99.2%**

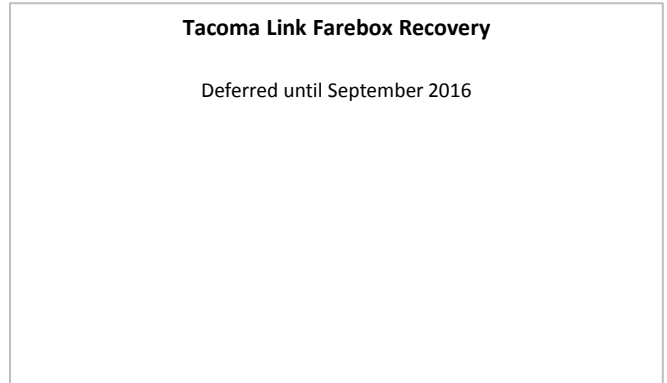
Sounder operated nearly 100% of scheduled trips in July but remained slightly below the YTD target due to mudslide activity in February and March.

# Sound Transit Operations July 2015 Service Performance Report

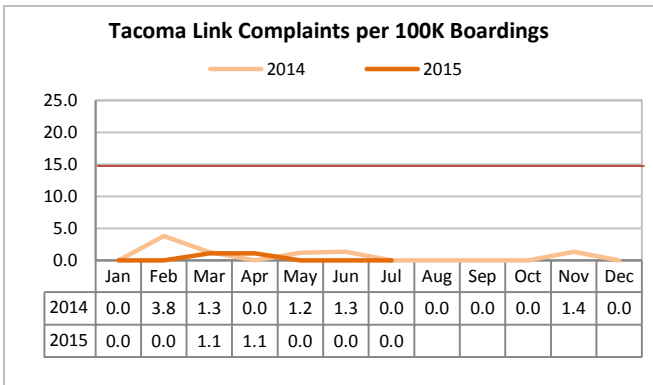
## Tacoma Link



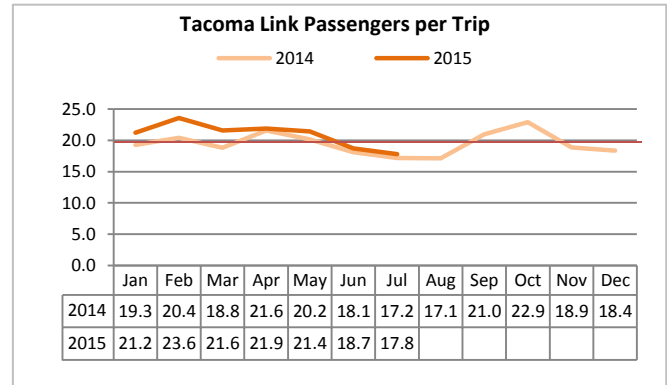
**Target: 98.5%**      **July 2015: 99.9%**      **YTD 2015: 99.9%**  
 Tacoma Link achieved 99.9% on-time performance in July, and was slightly ahead of YTD 2014.



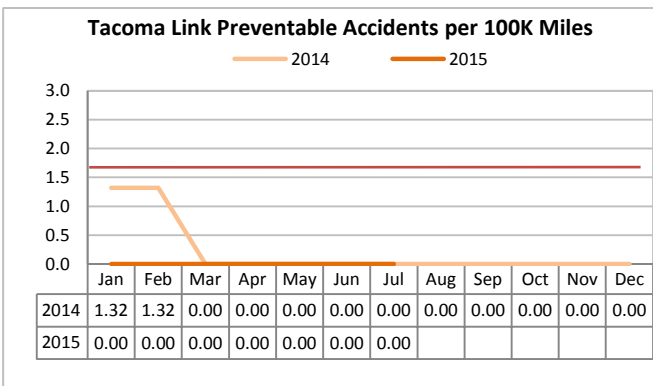
Per Board action in Q2 2014, Tacoma Link fares will not be implemented until September 2016.



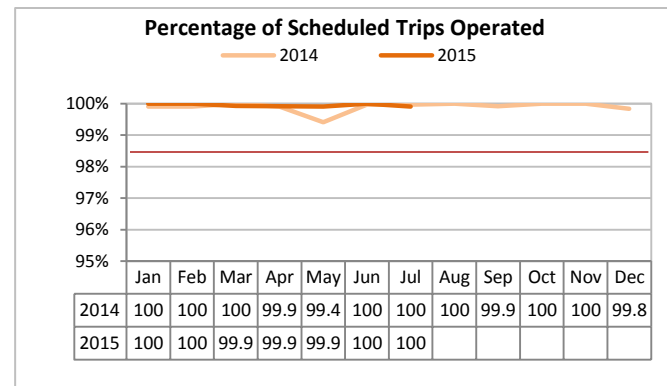
**Target: <15**      **July 2015: 0.0**      **YTD 2015: 0.4**  
 Tacoma Link did not receive any complaints in July, and came in at 0.3 for YTD 2015, a 31% improvement compared to 2014.



**Target: 20.4**      **July 2015: 17.8**      **YTD 2015: 20.8**  
 Tacoma Link tends to see a corresponding decrease in overall boardings and passengers per trip between May and September each year.



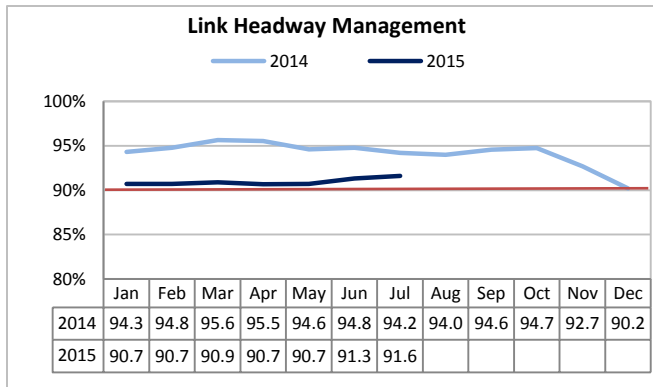
**Target: 1.66**      **July 2015: 0.00**      **YTD 2015: 0.00**  
 Tacoma Link has not experienced any preventable accidents for over two years.



**Target: 98.5%**      **July 2015: 100%**      **YTD 2015: 100%**  
 Tacoma Link operated all of its scheduled trips in July, and consistently performs beyond expectations.

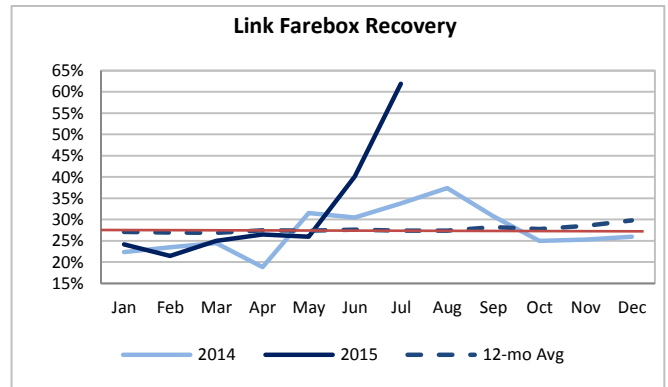
# Sound Transit Operations July 2015 Service Performance Report

## Link



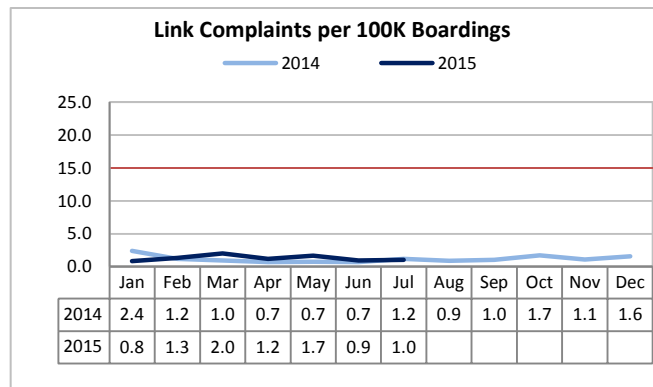
**Target: 90%**      **July 2015: 91.3%**      **YTD 2015: 90.8%**

Headway performance was up in July; however, due to system upgrades in progress since November 2014, we are evaluating the impact of the switchover and may restate results.



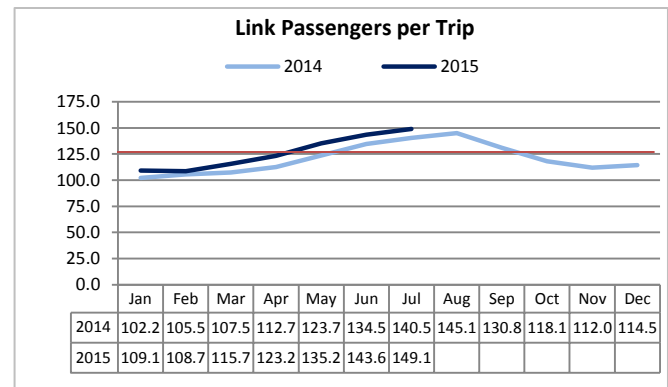
**Target: 26.4%**      **July 2015: 61.9%**      **YTD 2015: 30.0%**

Because timing of monthly transactions can cause broad impacts to monthly performance, a rolling 12-month average (see broken line) is often a better indicator of long-term results.



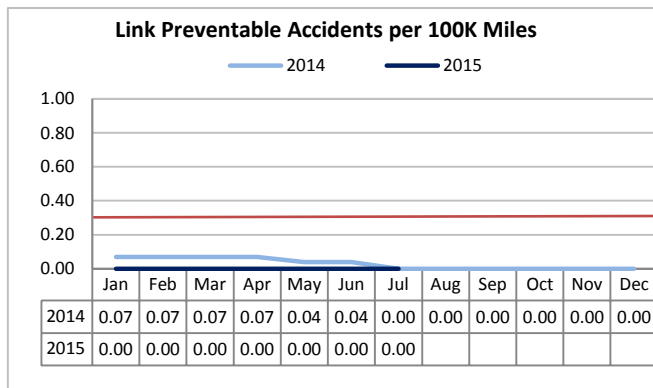
**Target: <15**      **July 2015: 0.9**      **YTD 2015: 1.3**

Central Link experienced one complaint per 100K boardings in July, and continued to perform well within the targeted range, despite three planned, partial weekend closures this year to date.



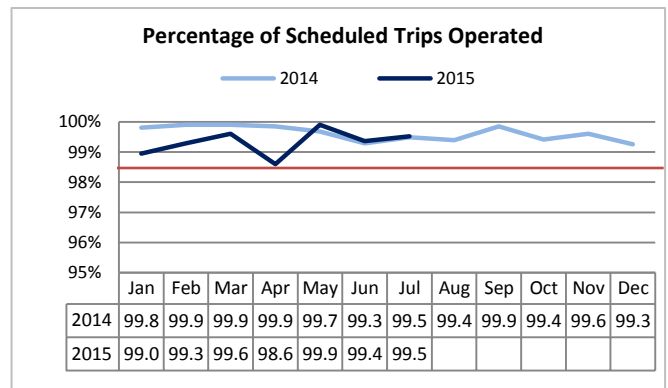
**Target: 126**      **July 2015: 149.1**      **YTD 2015: 126.0**

Central Link surpassed the annual target by 18% in July, and met the target for YTD.



**Target: 0.30**      **July 2015: 0.00**      **YTD 2015: 0.00**

Link has not experienced any preventable accidents since July 2013.

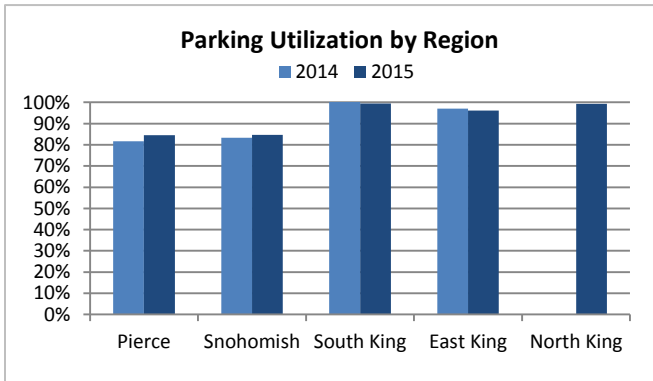


**Target: 98.5%**      **July 2015: 99.5%**      **YTD 2015: 99.3%**

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

# Sound Transit Operations July 2015 Service Performance Report

## General Transit

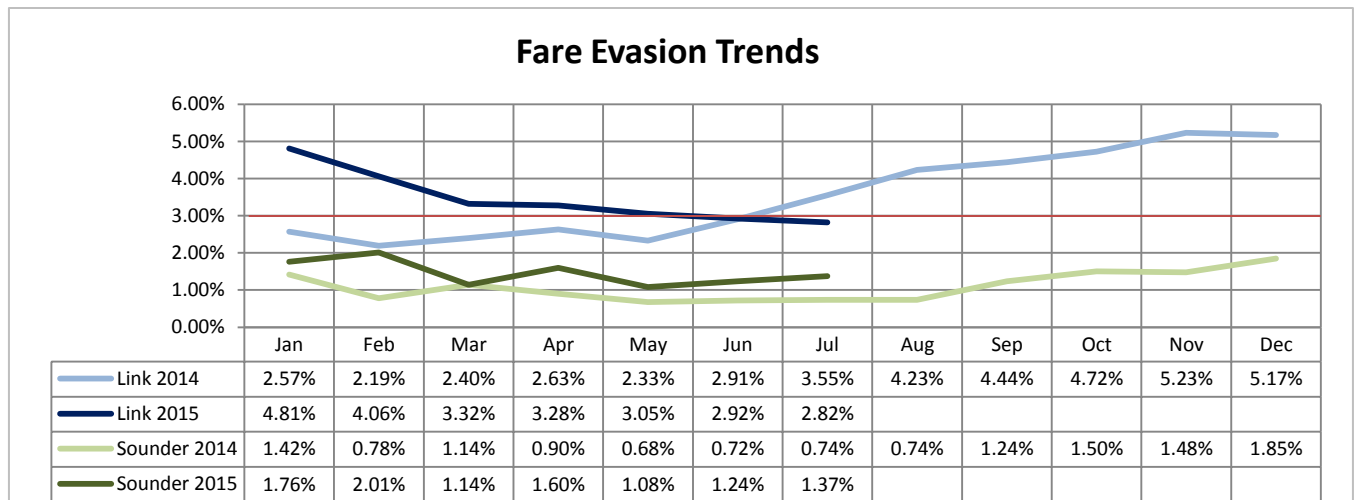


System-wide Permanent & Leased Parking July 2015			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,058	85%
North King	156	155	99%
East King	1,488	1,430	96%
South King	3,927	3,903	99%
Pierce	4,921	4,163	85%
<b>System Total</b>	<b>14,105</b>	<b>12,709</b>	<b>90%</b>

Parking is available at 31 locations in Pierce County, Snohomish County, as well as South, East, and North King County, with a total of 14,105 parking stalls.

Utilization continues to be at or near capacity at many of our parking facilities. Overall utilization increased by 1% compared to July 2014, reflecting 90% system-wide utilization.

Pierce County and Snohomish County experienced parking utilization increases of 3% and 2%, respectively; while both East King and South King decreased by 1% or less compared to July 2014. Temporary parking at Northgate was made available in late 2014.



**Fare Evasion** on Link continued to decline in July, and showed considerable improvement compared to last year. Link fare evasion was 2.82% and met the target for the second straight month.

Sounder fare evasion was 1.37% in July. Despite unprecedented ridership increases, Sounder has experienced only slight fluctuations from month to month and remains well within the targeted range of less than 3%.

Overall, combined fare evasion was 2.57% in July, and fare inspections trended at 9.2% of all rail passengers, thanks to improved staffing. We expect continued efforts to keep both Link and Sounder on target.

# Sound Transit Operations 2015 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	Free Availability	On-Time Performance <sup>2</sup>	Relationship	Passengers per Trip	Comments Received	Comments per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Farebox Recovery <sup>5</sup>
Targets	49,100	98.5%	>90.0%	66.7%	>98.5%	N/A	960,000	<15.0	<15.0	<1.66	N/A
Jan	4,052	100%	100%	100%	100%	N/A	85,968	21.2	0	0.00	N/A
Feb	3,732	100%	100%	100%	100%	N/A	88,002	23.6	0	0.00	N/A
Mar	4,191	99.9%	100%	100%	99.9%	N/A	90,576	21.6	1	0.00	N/A
Apr	4,128	99.9%	100%	100%	99.9%	N/A	90,336	21.9	1	0.00	N/A
May	4,073	99.9%	100%	100%	99.8%	N/A	87,266	21.4	0	0.00	N/A
Jun	4,052	100%	100%	100%	100%	N/A	75,865	18.7	0	0.00	N/A
Jul	4,214	99.9%	100%	100%	99.9%	N/A	74,941	17.8	0	0.00	N/A
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	28,442	100%	100%	100%	100%	N/A	592,954	20.8	2	0.00	N/A
Central Link											
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Free Availability	On-Time Performance <sup>2</sup>	Relationship	Passengers per Trip	Comments Received	Comments per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Farebox Recovery <sup>5</sup>
Targets	90,500	98.5%	>90.0%	86.0%	90.0%	11,800,000	126	<15.0	<30	26.6%	26.6%
Jan	7,589	99.0%	99.7%	92.5%	91.4%	828,017	109.1	7	0.8	0.00	24.2%
Feb	6,946	99.3%	99.8%	87.2%	88.1%	754,877	108.7	10	1.3	0.00	21.5%
Mar	7,728	99.6%	98.7%	90.1%	83.8%	894,046	115.7	18	2.0	0.00	25.0%
Apr	7,518	98.6%	99.3%	91.2%	83.9%	926,269	123.2	11	1.2	0.00	26.5%
May	7,152	99.9%	97.0%	93.3%	90.7%	966,817	135.2	16	1.7	0.00	26.0%
Jun	7,524	99.4%	98.8%	93.6%	91.3%	1,080,263	143.6	10	0.9	0.00	40.1%
Jul	7,689	99.5%	97.5%	94.6%	91.6%	1,147,987	149.1	12	1.0	0.00	61.9%
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	52,156	98.3%	98.7%	91.8%	88.7%	6,595,276	126.5	84	1.3	0.00	30.0%
Sounder											
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Free Availability	On-Time Performance <sup>2</sup>	Relationship	Passengers per Trip	Comments Received	Comments per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Farebox Recovery <sup>5</sup>
Targets	17,580,000	>85.0%	>90.0%	80%	>85.0%	38.1	<15.0	<15.0	<1.0	23.1%	23.1%
Jan	1,459,634	89.1%	92.5%	95.5%	89.1%	38.7	133	9.1	9	0.85	29.6%
Feb	1,397,091	89.2%	96.0%	95.6%	89.2%	39.9	177	12.7	5	0.84	30.5%
Mar	1,586,372	88.4%	97.0%	95.6%	88.4%	41.1	244	15.4	9	0.82	32.1%
Apr	1,573,545	86.0%	95.7%	96.0%	86.0%	41.5	218	13.9	10	0.80	30.1%
May	1,546,845	86.2%	95.6%	96.2%	86.2%	41.8	155	10.0	11	0.83	31.0%
Jun	1,616,663	95.7%	99.0%	95.7%	76.1%	42.1	252	15.6	9	0.82	32.7%
Jul	1,620,572	97.0%	97.0%	95.6%	75.1%	42.4	257	15.9	8	0.79	30.7%
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	10,800,722	84.3%	96.5%	95.6%	84.3%	41.1	1,436	13.3	61	0.79	30.9%

<sup>1</sup> PMIs are preventive vehicle maintenance inspections. Central 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%, Central 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.