

Sound Transit Operations August 2015 Service Performance Report

Ridership

Total Boardings by Mode						
Mode	Aug-14	Aug-15	% Δ	YTD-14	YTD-15	% Δ
ST Express	1,534,241	1,553,492	1.3%	11,742,839	12,354,957	5.2%
Sounder	275,403	326,015	18.4%	2,139,086	2,463,422	15.2%
Tacoma Link	71,630	68,306	-4.6%	628,581	661,290	5.2%
Link	1,111,505	1,147,933	3.3%	7,356,820	7,746,209	5.3%
Paratransit	4,554	3,588	-21.2%	37,956	31,837	-16.1%
System Total	2,997,333	3,099,334	3.4%	21,905,282	23,257,715	6.2%

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

August 2014:	21 Weekdays	5 Saturdays	5 Sundays
August 2015:	21 Weekdays	5 Saturdays	5 Sundays

Total Sound Transit ridership increased by 102K, or 3%, compared to August 2014. System-wide average weekday boardings totaled over 120K for the third straight month, a feat that had not been reached prior to this year.

ST Express boardings increased by 19K or 1%, compared to August 2014. Route 545 (Redmond-Seattle) and Route 550 (Bellevue-Seattle) averaged over 10K boardings each, per weekday. These two routes account for about one third of ST Express weekday boardings. ST Express served its 175 millionth passenger in August.

Sounder boardings increased by 51K, or 18%, compared to August 2014. Average weekday boardings were also up nearly 18%, and set an all-time monthly record with over 15K boardings per average weekday. August special event trains carried almost twice the number of weekend riders as last year.

Tacoma Link ridership decreased by 3K, or 5%, with a similar reduction in average weekday boardings. In August, Tacoma Link served its 11 millionth passenger since service began.

Link ridership increased by 36K, or 3%, compared to August 2014, and average weekday boardings decreased slightly due to several service disruptions. Link set an all-time monthly record in August, with nearly 38K boardings per average Saturday.

Paratransit services, provided by King County Metro, declined by 21% compared to August 2014. Changes to eligibility and recertification have resulted in a higher number of participants transitioning to fixed route services.

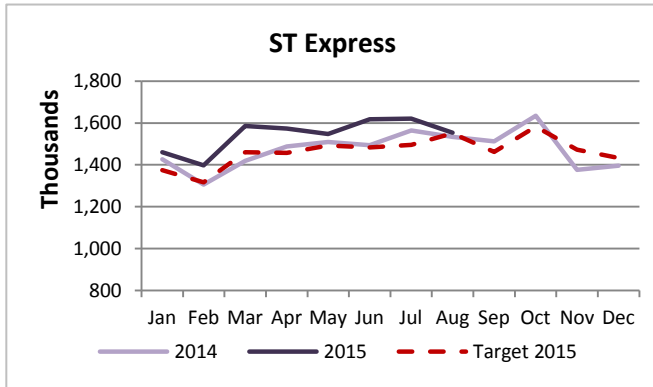
Average Daily Boardings									
Mode	Weekday			Saturday			Sunday		
	Aug-14	Aug-15	% Δ	Aug-14	Aug-15	% Δ	Aug-14	Aug-15	% Δ
ST Express	62,584	63,483	1.4%	25,277	25,288	0.0%	18,718	18,781	0.3%
Sounder	12,814	15,063	17.6%	-	2,354	N/A	2,073	2,443	17.8%
Tacoma Link	2,831	2,680	-5.3%	1,698	1,704	0.4%	737	700	-5.0%
Link	39,210	39,048	-0.4%	30,159	37,831	25.4%	27,458	27,756	1.1%
Paratransit	147	116	-21.1%	147	116	-21.1%	147	116	-21.1%
System Total	117,586	120,390	2.4%						

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

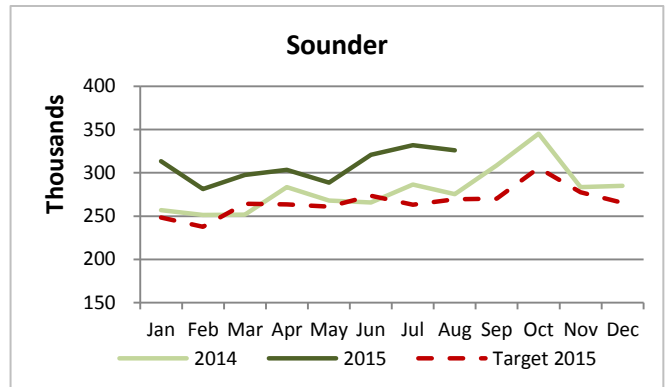
Please refer to Page 2 to view ridership trends by mode.

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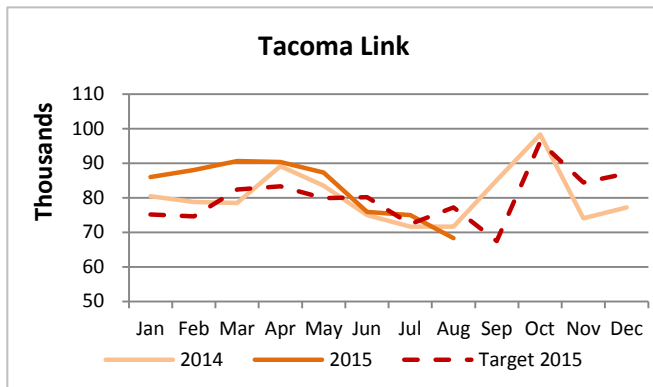
Monthly Ridership Trends by Mode



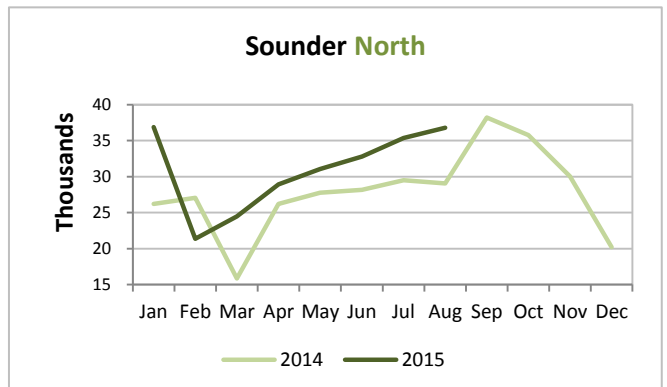
ST Express ridership increased by 1.3% compared to August 2014, with a 1.4% increase in average weekday boardings. YTD boardings are up 5.2% for YTD.



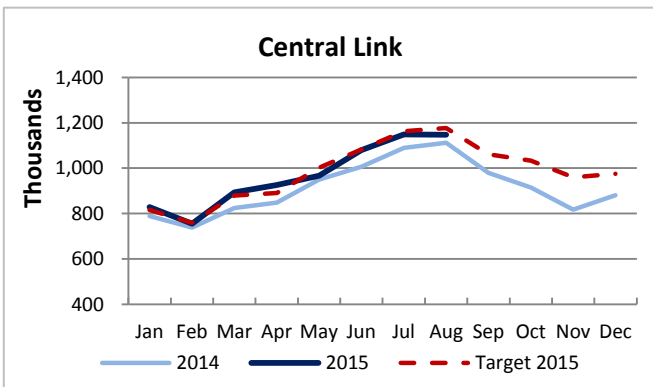
Sounder system-wide ridership increased by 18.4% compared to August 2014, with an 17.6% increase in average weekday boardings. Overall Sounder boardings are up 15.2% for YTD.



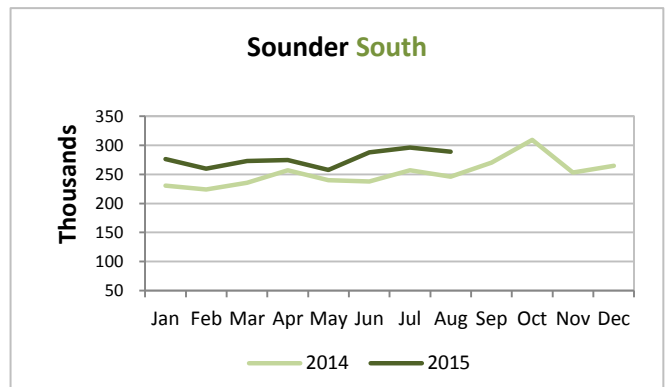
Tacoma Link ridership decreased by 4.6% compared to August 2014, with a 5.3% decrease in average weekday boardings. Tacoma Link boardings are up 5.2% this year.



Sounder North ridership was up 26.6% compared to August 2014, with a 21.7% increase in weekday boardings. YTD North Line ridership is up 18% compared to last year.



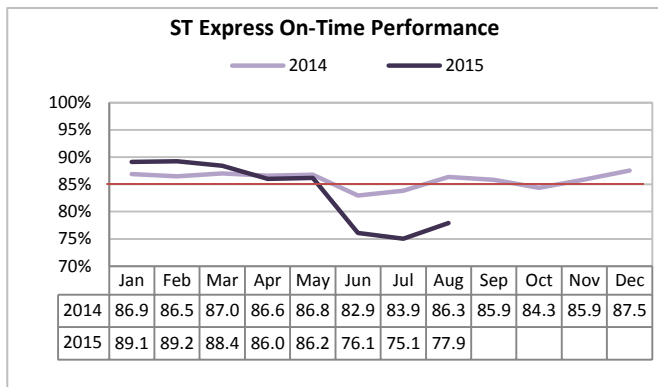
Link ridership was up 3.3% compared to August 2014, with a slight decrease in average weekday boardings. Total Link boardings are up 5.3% compared to last year.



Sounder South ridership grew by 16% compared to July 2014, with a 17.1% increase in weekday boardings. YTD South Line ridership is up 14% compared to last year.

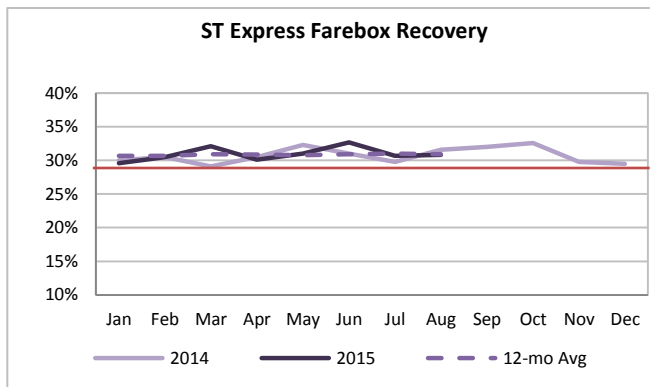
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ST Express



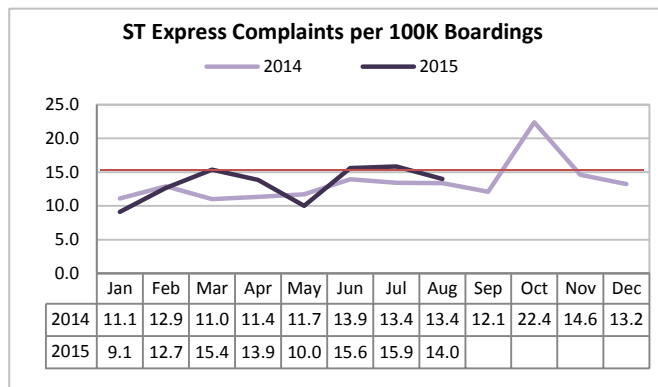
Target: 85% August 2015: 77.9% YTD 2015: 83.5%

ST Express began using real-time GPS readings in June, rather than random sampling of time points. We are adding hours in September to help address delays due to traffic congestion.



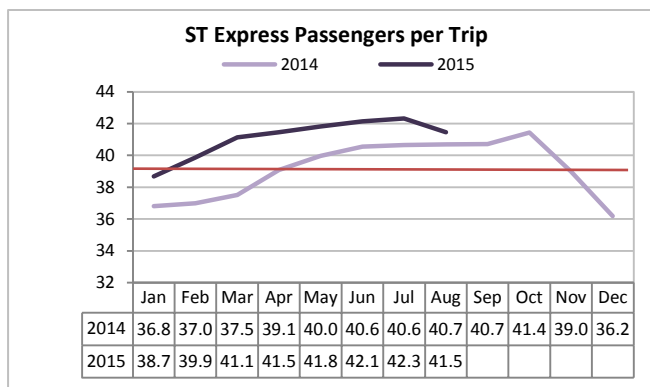
Target: 28.5% August 2015: 30.8% YTD 2015: 30.9%

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



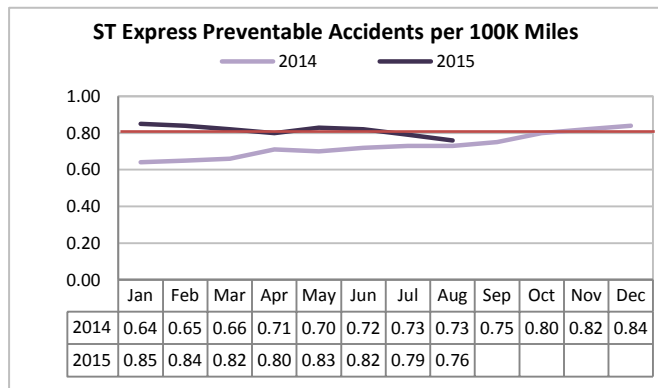
Target: <15 August 2015: 14.0 YTD 2015: 13.4

ST Express met the target for complaints per 100K boardings in August and for YTD.



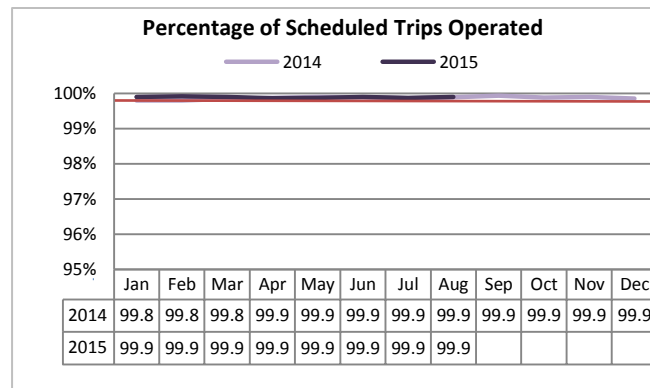
Target: 38.1 August 2015: 41.5 YTD 2015: 41.1

Passengers per trip increased about 2% compared to August 2014, and continued to outperform the annual target.



Target: 0.80 August 2015: 0.76 YTD 2015: 0.76

ST Express met the preventable accident target in August and continued to reverse an upswing in preventable accidents that began in early 2014.

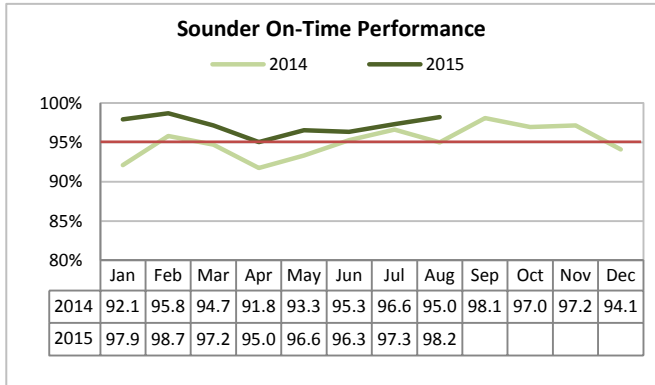


Target: 99.8% August 2015: 99.9% YTD 2015: 99.9%

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

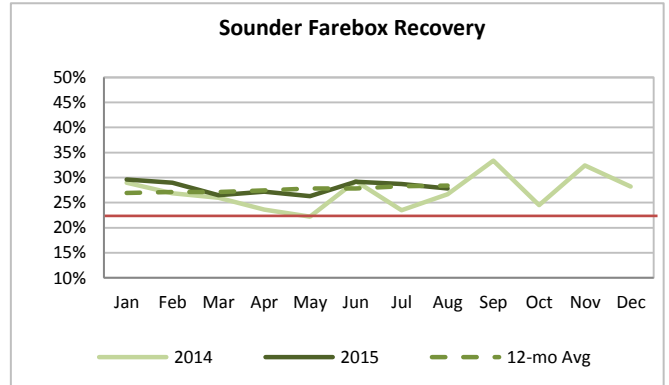
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Sounder Commuter Rail



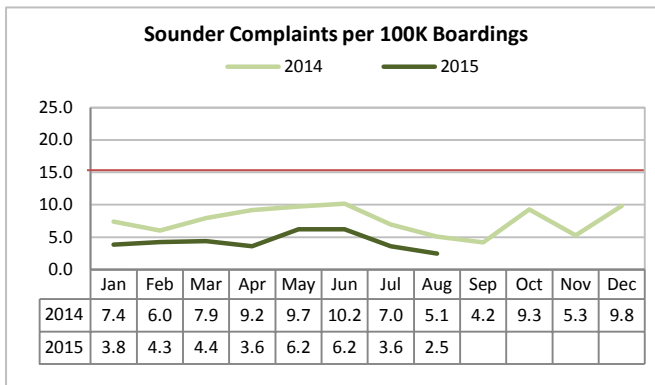
Target: 95.0% August 2015: 98.2% YTD 2015: 97.1%

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



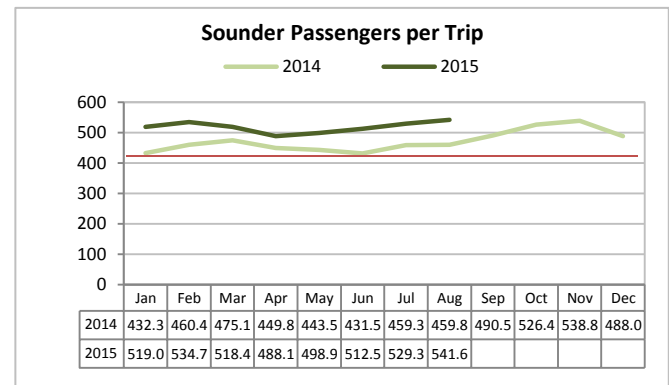
Target: 23.1% August 2015: 27.8% YTD 2015: 28.0%

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



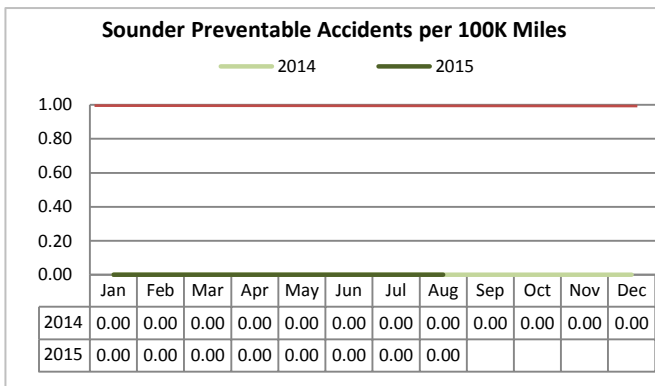
Target: <15 August 2015: 2.5 YTD 2015: 4.3

Sounder received 2.5 complaints per 100K boardings in August. Despite monthly ridership increases, Sounder continues to see a decline in complaints per 100K boardings.



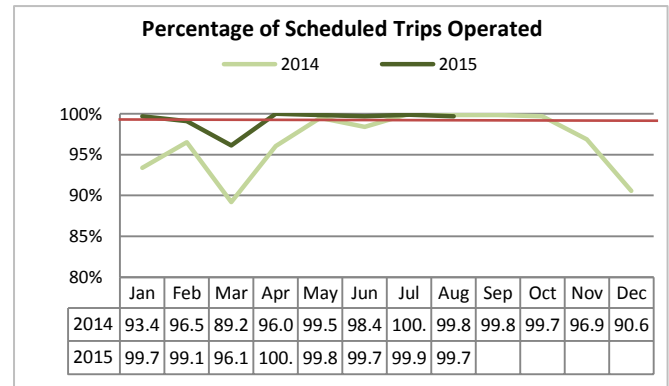
Target: 422 August 2015: 541.6 YTD 2015: 517.5

The number of passengers per trip increased 22% compared to August 2014, and surpassed the annual target by 33%.



Target: 1.00 August 2015: 0.00 YTD 2015: 0.00

Sounder has not experienced a preventable accident since service began 15 years ago.

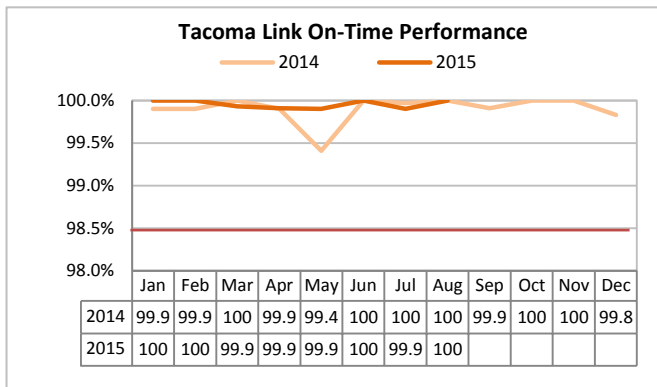


Target: 99.5% August 2015: 99.7% YTD 2015: 99.3%

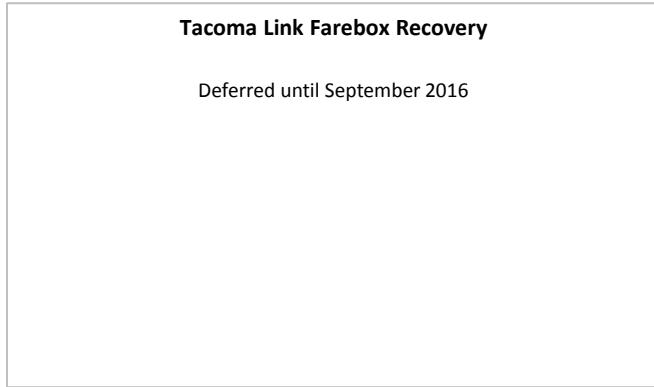
Sounder operated nearly 100% of scheduled trips in August but remained slightly below the YTD target due to mudslide activity in February and March.

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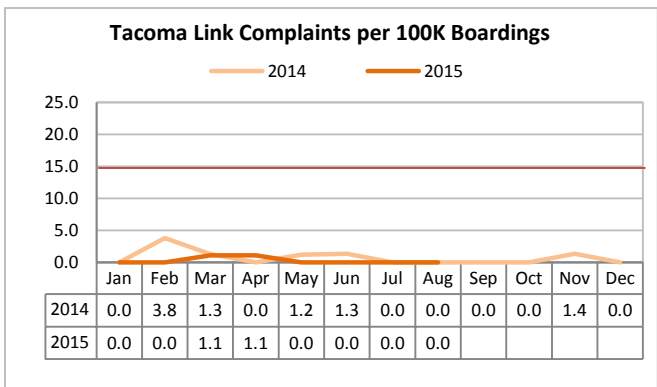
Tacoma Link



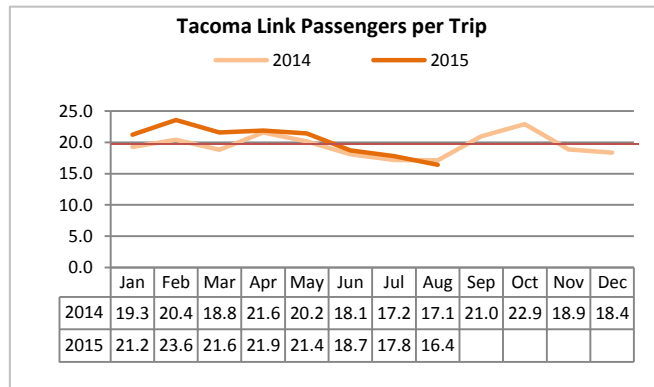
Target: 98.5% **August 2015: 100%** **YTD 2015: 99.9%**
 Tacoma Link achieved 100% on-time performance in August, and YTD 2015 was slightly better than YTD 2014.



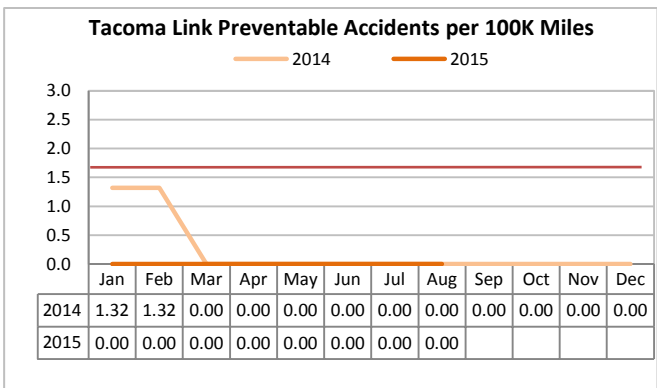
Per Board action in Q2 2014, Tacoma Link fares will not be implemented until September 2016.



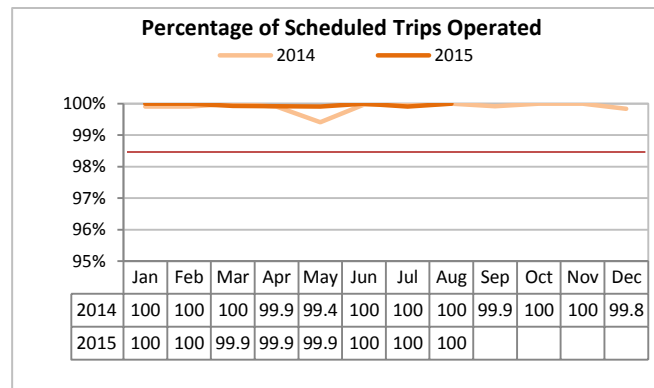
Target: <15 **August 2015: 0.0** **YTD 2015: 0.3**
 Tacoma Link did not receive any complaints in August, and came in at 0.3 for YTD 2015, a 31% improvement compared to 2014.



Target: 20.4 **August 2015: 16.4** **YTD 2015: 20.3**
 Tacoma Link tends to see a corresponding decrease in overall boardings and passengers per trip between May and September each year.



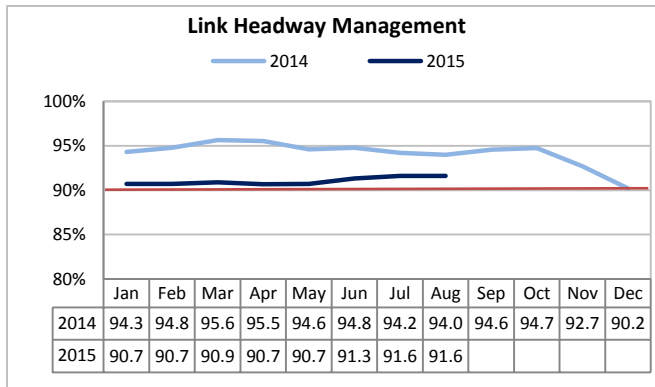
Target: 1.66 **August 2015: 0.00** **YTD 2015: 0.00**
 Tacoma Link has not experienced any preventable accidents for over two years.



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

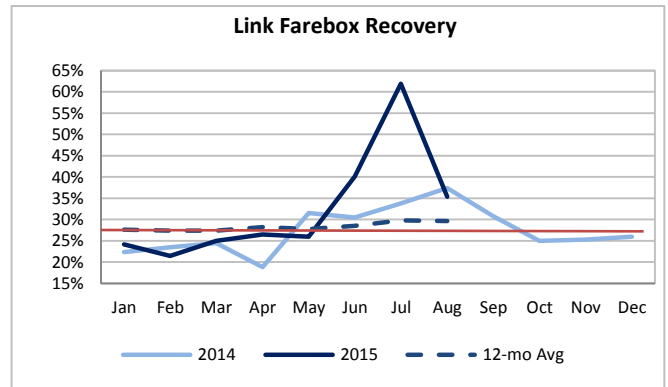
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Link



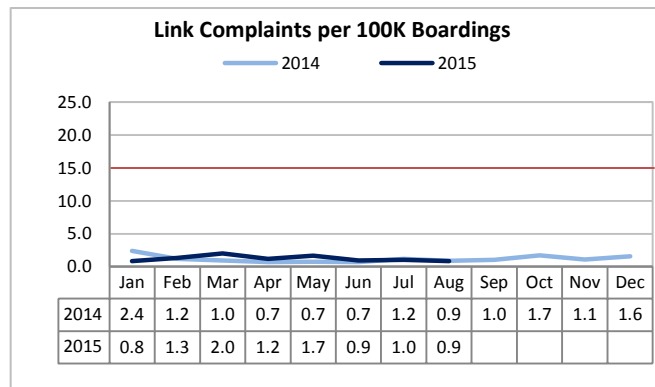
Target: 90% **August 2015: 91.6%** **YTD 2015: 91.0%**

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



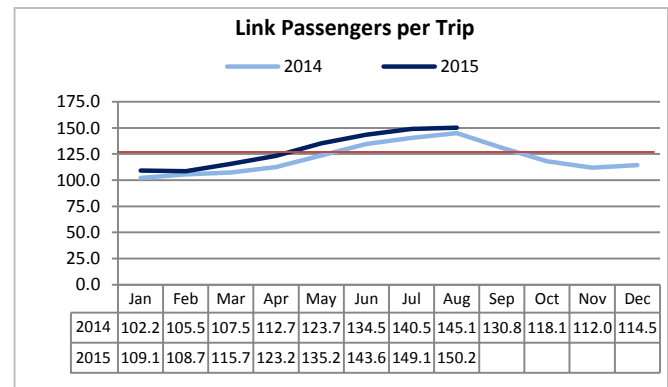
Target: 26.4% **August 2015: 35.4%** **YTD 2015: 30.8%**

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.



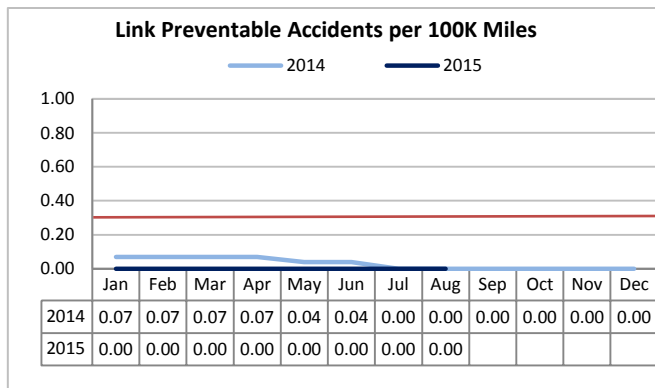
Target: <15 **August 2015: 0.9** **YTD 2015: 1.2**

Link experienced less than one complaint per 100K boardings in August, and continued to perform well within the targeted range.



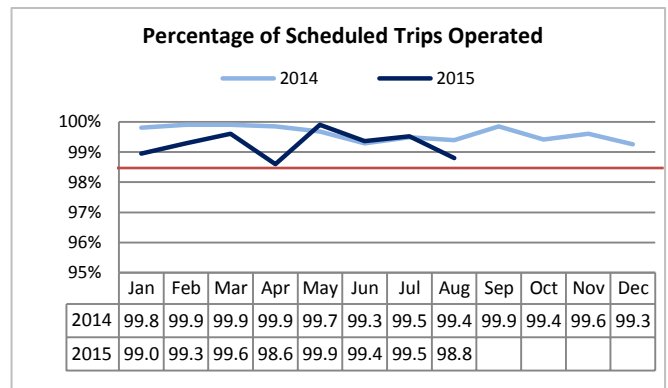
Target: 126 **August 2015: 150.2** **YTD 2015: 129.5**

Link surpassed the annual target by 19% in August, and maintained its familiar seasonal trend.



Target: 0.30 **August 2015: 0.00** **YTD 2015: 0.00**

Link has not experienced any preventable accidents for more than two years.

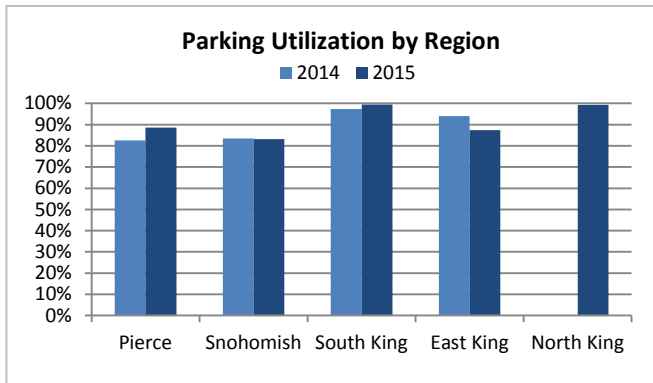


Target: 98.5% **August 2015: 98.8%** **YTD 2015: 99.3%**

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

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General Transit

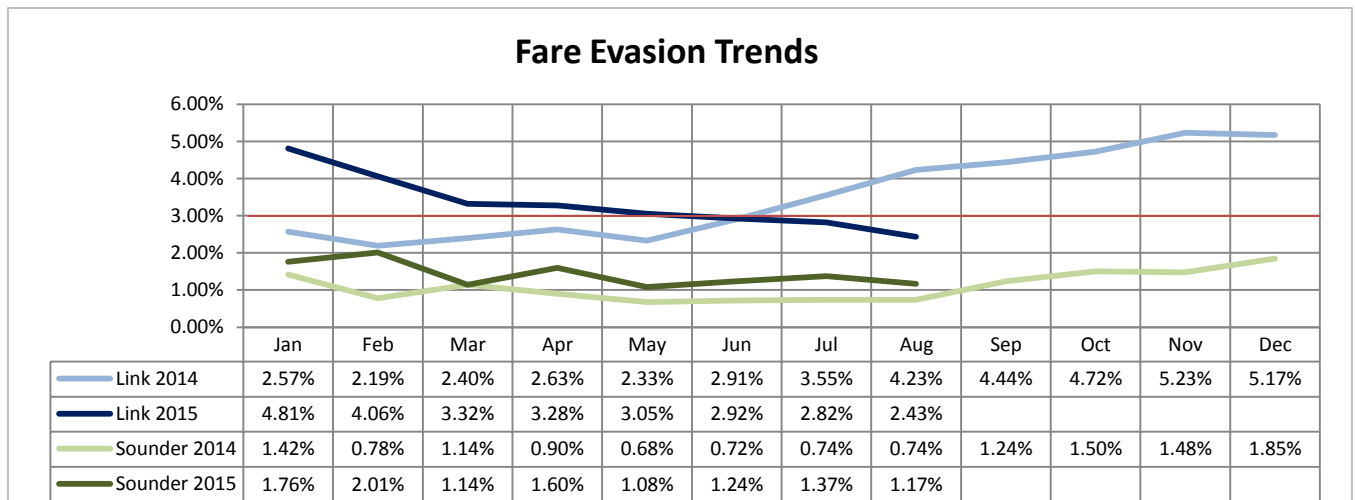


System-wide Permanent & Leased Parking August 2015			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,005	83%
North King	156	155	99%
East King	1,488	1,300	87%
South King	3,927	3,904	99%
Pierce	4,921	4,358	89%
System Total	14,105	12,722	90%

A total of 14,105 parking stalls are available at 31 locations in Pierce County, Snohomish County, as well as South, East, and North King County. Last year in August, we had 13,770 stalls available to customers. Temporary parking at Northgate was made available in late 2014; and we also added stalls with the opening of Tukwila Sounder Station.

Utilization continues to be at or near capacity at many of our parking facilities. Overall utilization increased by 2% compared to August 2014, reflecting 90% system-wide utilization.

Pierce County and South King County experienced parking utilization increases of 6% and 2%, respectively; while both East King and South King decreased by 1% or less compared to August 2014.



Fare Evasion on Link improved considerably in August and continued a downward trend. Link fare evasion was 2.43%, or nearly half of what it was during the same period of 2014.

Sounder fare evasion was 1.17% in August. 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 will keep both Link and Sounder on target.

Sound Transit Operations 2015 Monthly Modal Performance Data Sheet

ST Express												Tacoma Link												Central Link																
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMs Completed on Time	Fleet Availability	On-Time Performance ²	Ridership	Passengers per Trip	Comments Received	Complaints per 100,000 Boardings	Preventable Accidents ¹	Miles (Rolling 12 Months) ⁵	Farebox Recovery ⁶	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMs Completed on Time	Fleet Availability	On-Time Performance ²	Headway Performance ³ Minutes	Ridership	Passengers per Trip	Comments Received	Complaints per 100,000 Boardings	Preventable Accidents ¹	Miles (Rolling 12 Months) ⁵	Farebox Recovery ⁶														
Targets	455,000	99.9%	>90.0%	80%	>85.0%	17,500,000	38.1	<15.0	<15.0	<80	28.5%	Targets	49,100	98.5%	>90.0%	66.7%	>98.5%	N/A	960,000	20.4	<15.0	<15.0	<15.0	<1.66	N/A	Targets	32,806	100%	100%	100%	100%	100%	661,260	20.3	2	0.3	0	0.00	N/A	
Jan	37,736	99.9%	92.5%	89.1%	89.1%	1,459,634	38.7	133	9.1	9	0.85	29.6%	Jan	4,052	100%	100%	100%	100%	N/A	85,968	21.2	0	0.0	0	0.00	Jan	7,589	99.0%	99.7%	91.4%	90.7%	90.0%	11,800,000	126	7	0.8	0	0.00	24.2%	
Feb	35,045	99.9%	96.0%	89.2%	89.2%	1,397,091	39.9	177	12.7	5	0.84	30.5%	Feb	3,732	100%	100%	100%	100%	N/A	88,002	23.6	0	0.0	0	0.00	Feb	6,946	99.3%	99.8%	88.1%	90.7%	90.7%	754,877	108.7	10	1.3	0	0.00	21.5%	
Mar	38,564	99.9%	97.0%	88.4%	88.4%	1,586,372	41.1	244	15.4	9	0.82	32.1%	Mar	4,191	99.9%	100%	100%	100%	N/A	90,576	21.6	1	1.1	0	0.00	Mar	7,728	99.6%	98.7%	90.1%	93.8%	90.9%	894,046	115.7	18	2.0	0	0.00	25.0%	
Apr	37,959	99.9%	96.0%	86.0%	86.0%	1,573,545	41.5	218	13.9	10	0.80	30.1%	Apr	4,128	99.9%	100%	100%	100%	N/A	90,336	21.9	1	1.1	0	0.00	Apr	7,518	98.6%	99.3%	91.2%	93.9%	90.7%	926,269	123.2	11	1.2	0	0.00	26.5%	
May	36,988	99.9%	98.0%	86.2%	86.2%	1,548,845	41.8	155	10.0	11	0.83	31.0%	May	4,073	99.9%	100%	100%	100%	N/A	87,266	21.4	0	0.0	0	0.00	May	7,152	99.9%	97.0%	93.3%	90.7%	90.7%	966,817	135.2	16	1.7	0	0.00	26.0%	
Jun	38,385	99.9%	99.0%	86.1%	86.1%	1,617,405	42.2	252	15.6	9	0.82	32.7%	Jun	4,052	100%	100%	100%	100%	N/A	75,865	18.7	0	0.0	0	0.00	Jun	7,524	99.4%	99.0%	93.6%	91.3%	91.3%	1,080,263	143.6	10	0.9	0	0.00	40.1%	
Jul	38,286	99.9%	97.0%	85.6%	85.6%	1,620,572	42.3	257	15.9	7	0.79	30.7%	Jul	4,214	99.9%	100%	100%	100%	N/A	74,941	17.8	0	0.0	0	0.00	Jul	7,689	99.5%	99.0%	94.6%	91.6%	91.6%	1,147,987	149.1	12	1.0	0	0.00	61.9%	
Aug	37,471	99.9%	94.5%	85.8%	85.8%	1,553,492	41.5	217	14.0	12	0.76	30.8%	Aug	4,164	100%	100%	100%	100%	N/A	68,506	16.4	0	0.0	0	0.00	Aug	7,643	98.8%	98.0%	94.9%	91.6%	91.6%	1,147,933	150.2	10	0.9	0	0.00	35.4%	
Sep													Sep													Sep														
Oct													Oct													Oct														
Nov													Nov													Nov														
Dec													Dec													Dec														
YTD	300,414	99.9%	96.3%	83.5%	83.5%	12,354,956	41.1	1,653	13.4	72	0.76	30.9%	YTD	32,806	100%	100%	100%	100%	N/A	661,260	20.3	2	0.3	0	0.00	YTD	59,799	99.3%	98.8%	92.1%	89.0%	91.0%	7,746,209	129.5	94	1.2	0	0.00	30.8%	

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.