

**Sound Transit Operations
September 2015 Service Performance Report**

Ridership

Total Boardings by Mode						
Mode	Sep-14	Sep-15	% Δ	YTD-14	YTD-15	% Δ
ST Express	1,511,775	1,480,382	-2.1%	13,254,615	13,835,339	4.4%
Sounder	308,511	337,171	9.3%	2,447,598	2,800,593	14.4%
Tacoma Link	85,097	77,583	-8.8%	713,679	738,874	3.5%
Link	979,407	1,027,559	4.9%	8,336,227	8,773,770	5.2%
Paratransit	4,564	3,499	-23.3%	42,520	35,336	-16.9%
System Total	2,889,354	2,926,194	1.3%	24,794,639	26,183,912	5.6%

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

September 2014:	21 Weekdays	4 Saturdays	5 Sundays
September 2015:	21 Weekdays	4 Saturdays	5 Sundays

Total Sound Transit ridership increased by 40K, or 1%, compared to September 2014. System-wide average weekday boardings increased by nearly 4K, or 3.5%, compared to last year.

ST Express ridership decreased by 31K, or 2%, compared to September 2014, and average weekday boardings decreased by about 1%. The small decrease is likely due to the multi-day visit to Seattle by Chinese President Xi Jinping during the month of September. ST Express costumers may have shifted their travel patterns to avoid the multiple road closures throughout the region during his visit.

Sounder commuter rail ridership increased by over 28K, or 9%, compared to September 2014. Average weekday boardings increased by over 13%, setting an all-time monthly record for the second month in a row with over 15K boardings per weekday. Also in September, Sounder served its 30 millionth passenger since service began in 2000.

Tacoma Link ridership decreased by 7K, or 9%, with similar decrease in average weekday boardings. Average Sunday boardings increased by 13% when compared to September 2014. Recent monthly declines in ridership for Tacoma Link are likely the result of fewer special events in Tacoma compared to last year.

Link ridership increased by 48K, or 5%, compared to September 2014, and average weekday boardings were up by 3K, or 8.5%. Also in September, Link served its 55 millionth passenger since service began in 2009.

Paratransit services, provided by King County Metro, decreased by 23% compared to same period last year.

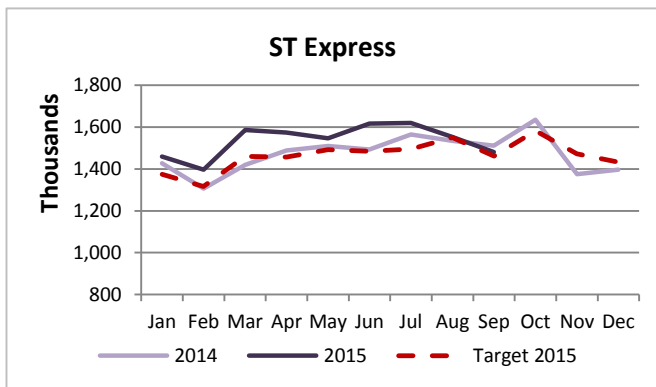
Average Daily Boardings									
Mode	Weekday			Saturday			Sunday		
	Sep-14	Sep-15	% Δ	Sep-14	Sep-15	% Δ	Sep-14	Sep-15	% Δ
ST Express	62,723	62,063	-1.1%	25,746	23,737	-7.8%	18,320	16,420	-10.4%
Sounder	13,586	15,373	13.2%	2,812	2,577	-8.4%	4,924	9,178	86.4%
Tacoma Link	3,481	3,263	-6.3%	2,288	1,466	-35.9%	567	640	12.9%
Link	35,157	38,160	8.5%	28,302	26,581	-6.1%	25,580	23,974	-6.3%
Paratransit	152	117	-23.0%	152	117	-23.0%	152	117	-23.0%
System Total	115,099	118,976	3.4%						

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

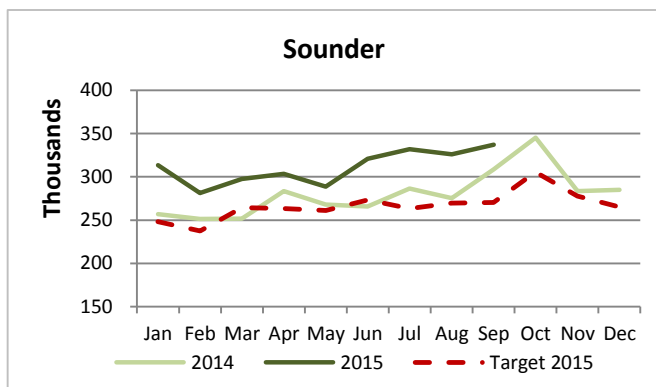
Please refer to Page 2 to view ridership trends by mode.

Sound Transit Operations September 2015 Service Performance Report

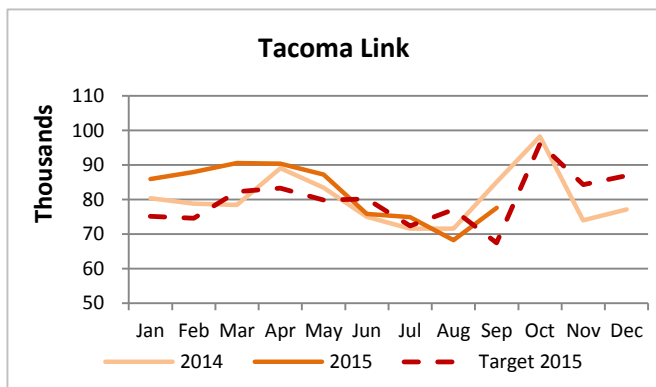
Monthly Ridership Trends by Mode



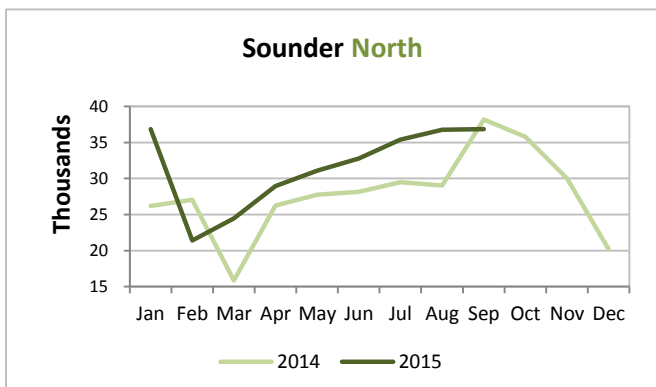
ST Express ridership decreased by 2.1% compared to September 2014, with a 1.1% decrease in average weekday boardings. Overall, ST Express boardings are up 5.2% for YTD.



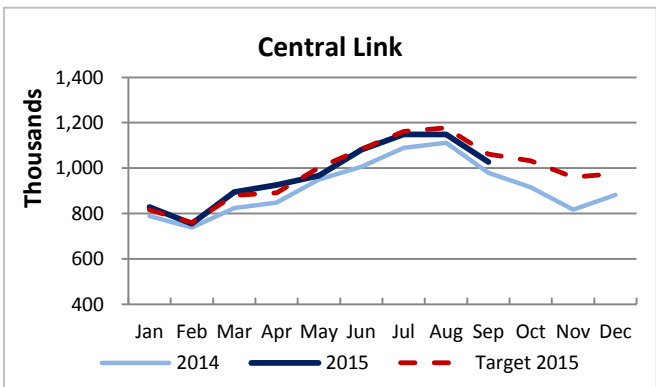
Sounder system-wide ridership increased by 9.3% compared to September 2014, with an 13.2% increase in average weekday boardings. Overall Sounder boardings are up 14.4% for YTD.



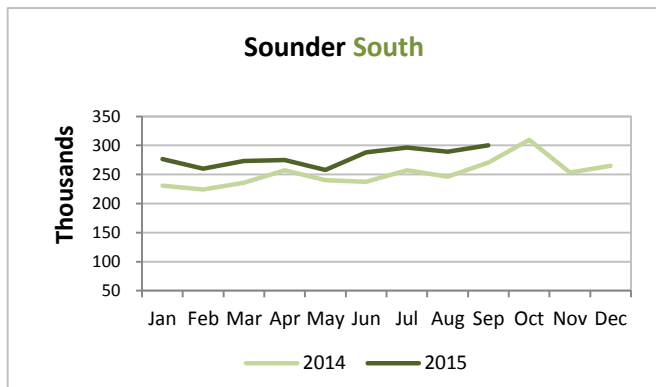
Tacoma Link ridership decreased by 8.8% compared to September 2014, with a 6.3% decrease in average weekday boardings. Overall, Tacoma Link boardings are up 3.5% this year.



Sounder North total ridership was down 3.5% compared to September 2014, while weekday boardings increased by 23.7%. YTD North Line ridership is up 14.7% compared to last year.



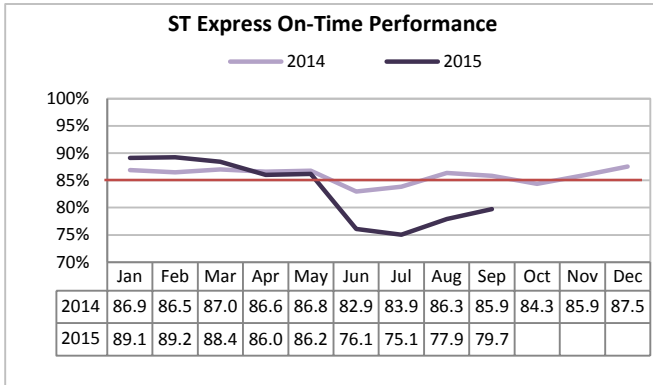
Link ridership was up 4.9% compared to September 2014, with an 8.5% increase in average weekday boardings. Total Link boardings are up 5.2% compared to last year.



Sounder South ridership grew by 16% compared to September 2014, with a 17.1% increase in weekday boardings. YTD South Line ridership is up 14.4% compared to last year.

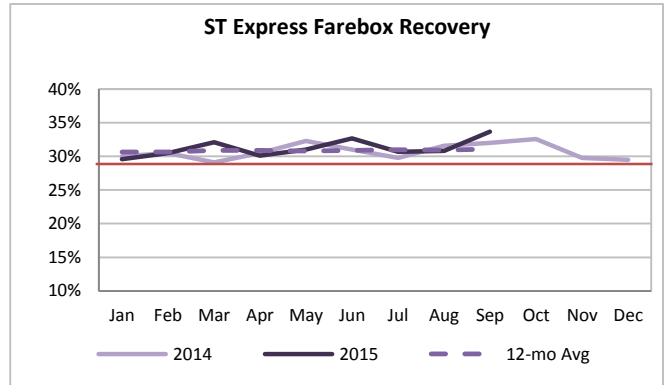
Sound Transit Operations September 2015 Service Performance Report

ST Express



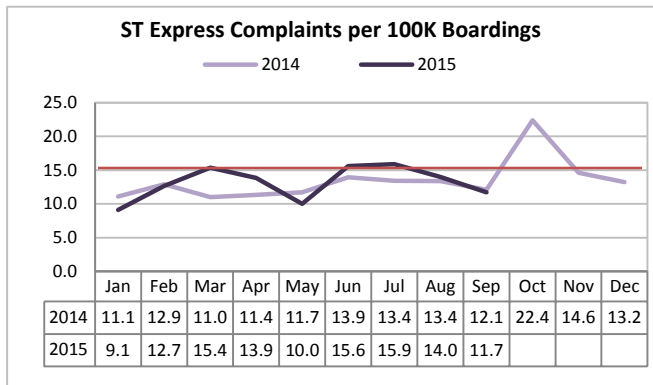
Target: 85% September 2015: 79.7% YTD 2015: 83.1%

ST Express began using real-time GPS readings in June, rather than random sampling of time points. Hours added at the end of September should address some traffic congestion delays.



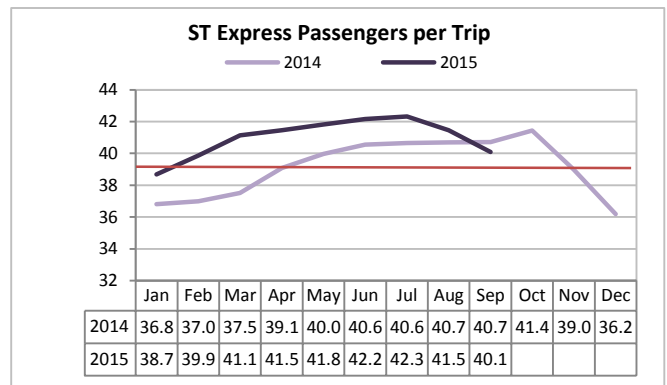
Target: 28.5% September 2015: 33.7% YTD 2015: 31.2%

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



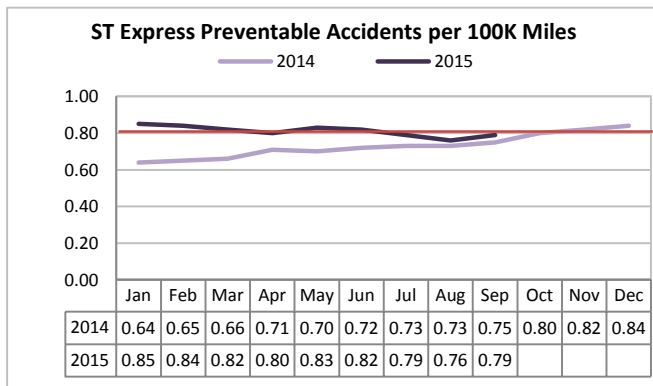
Target: <15 September 2015: 11.7 YTD 2015: 13.2

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



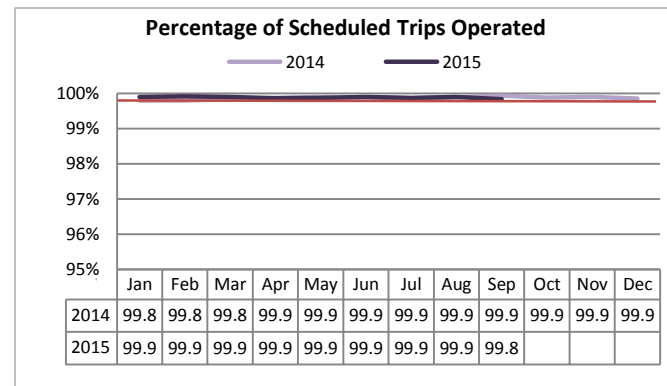
Target: 38.1 September 2015: 40.1 YTD 2015: 41.0

Passengers per trip decreased slightly compared to September 2014, but continued to outperform the annual target.



Target: 0.80 September 2015: 0.79 YTD 2015: 0.79

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



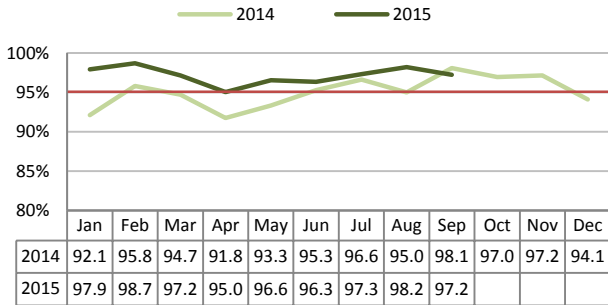
Target: 99.8% September 2015: 99.8% YTD 2015: 99.9%

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

Sound Transit Operations September 2015 Service Performance Report

Sounder Commuter Rail

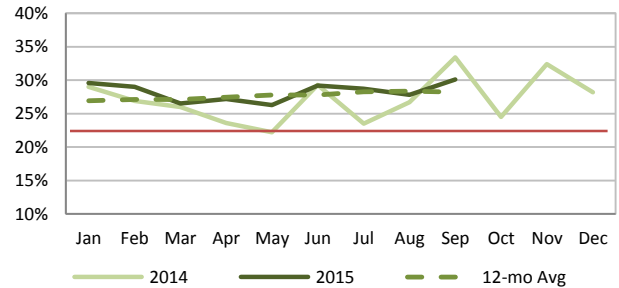
Sounder On-Time Performance



Target: 95.0% September 2015: 97.2% YTD 2015: 97.2%

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

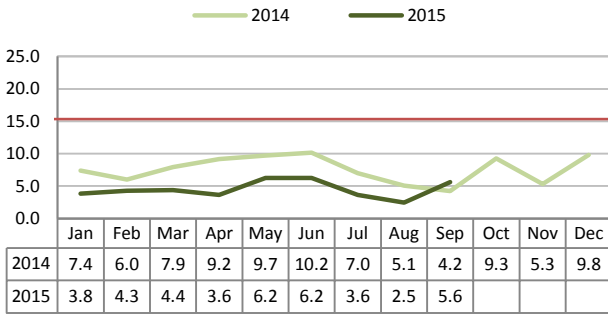
Sounder Farebox Recovery



Target: 23.1% September 2015: 30.1% YTD 2015: 28.2%

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

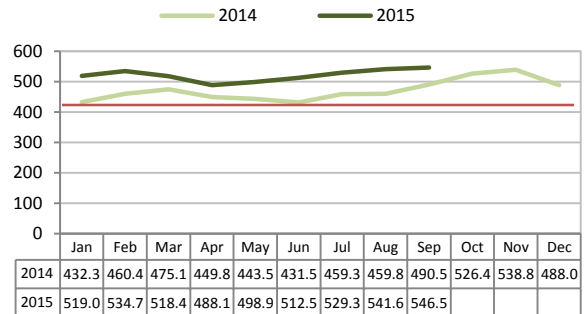
Sounder Complaints per 100K Boardings



Target: <15 September 2015: 5.6 YTD 2015: 4.5

Sounder complaints were up slightly compared to September 2014, but overall, Sounder has received 39% fewer complaints in YTD 2015 than in the same period of 2014.

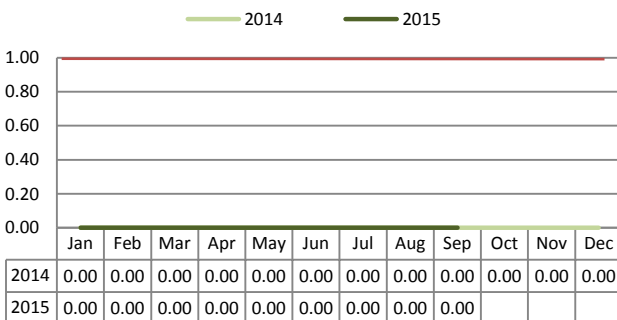
Sounder Passengers per Trip



Target: 422 September 2015: 546.5 YTD 2015: 520.8

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

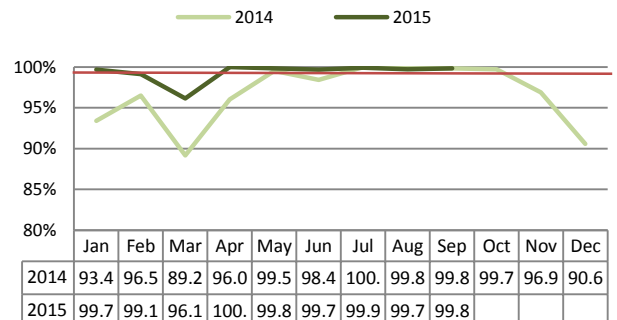
Sounder Preventable Accidents per 100K Miles



Target: 1.00 September 2015: 0.00 YTD 2015: 0.00

Sounder celebrated its 15th anniversary in September, and has not experienced a preventable accident since service began.

Percentage of Scheduled Trips Operated

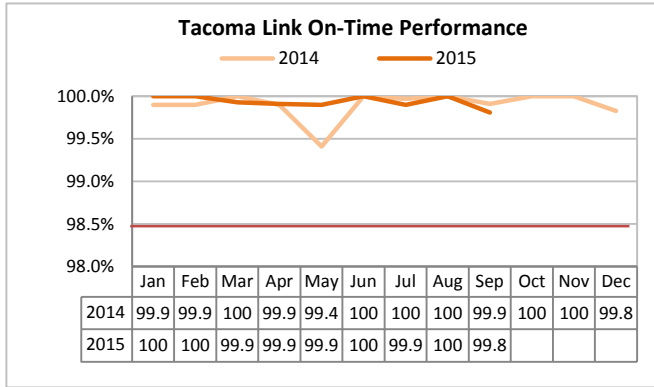


Target: 99.5% September 2015: 99.8% YTD 2015: 99.3%

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

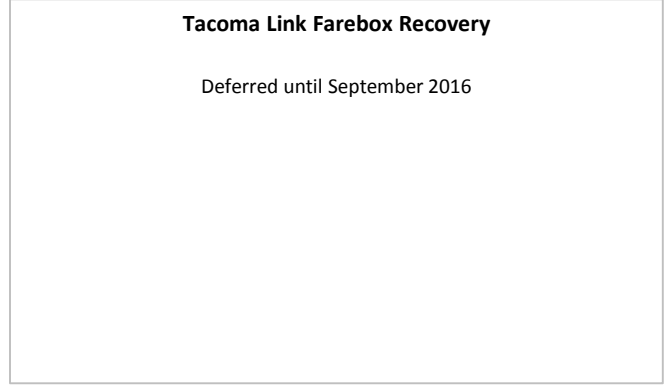
Sound Transit Operations September 2015 Service Performance Report

Tacoma Link

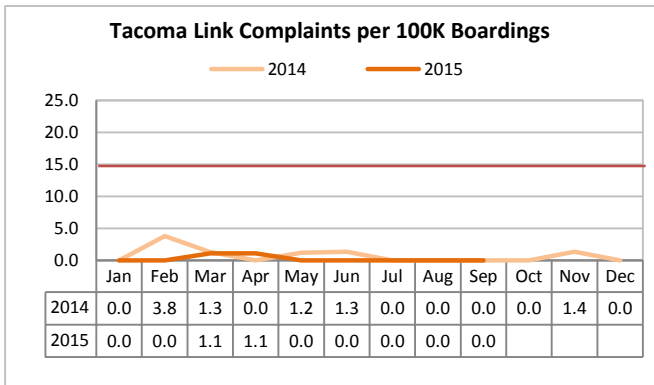


Target: 98.5% **September 2015: 99.8%** **YTD 2015: 99.9%**

Tacoma Link achieved nearly 100% on-time performance in September, and stays consistently strong in this area.

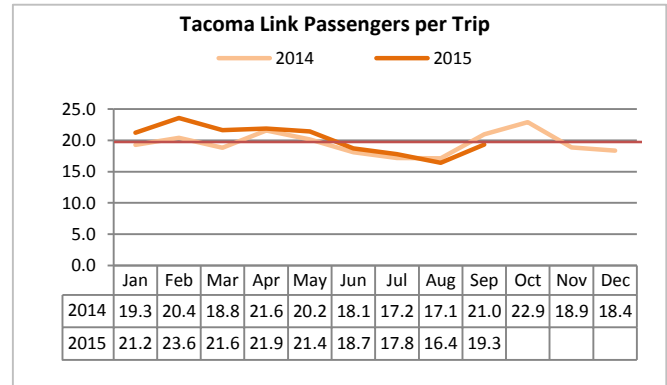


Per Board action in Q2 2014, Tacoma Link fares will not be implemented until September 2016.



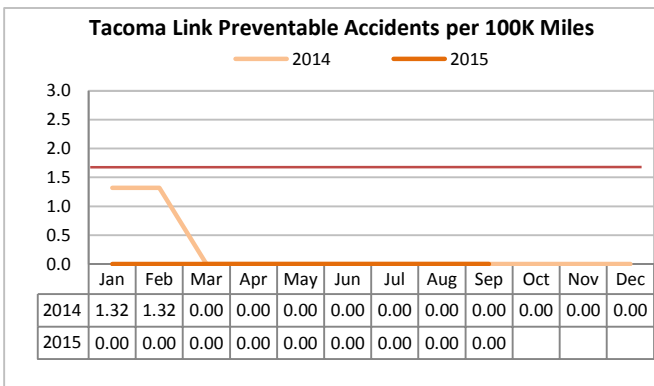
Target: <15 **September 2015: 0.0** **YTD 2015: 0.3**

Tacoma Link did not receive any complaints in September, and came in at 0.3 for YTD 2015, a 31% improvement compared to 2014.



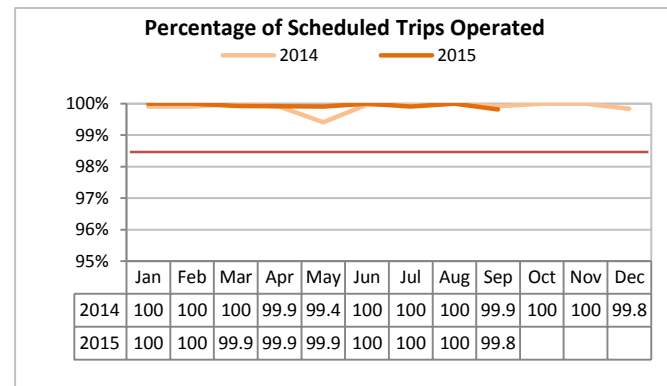
Target: 20.4 **September 2015: 19.3** **YTD 2015: 20.2**

Tacoma Link tends to see a corresponding decrease in overall boardings and passengers per trip between May and September each year.



Target: 1.66 **September 2015: 0.00** **YTD 2015: 0.00**

Tacoma Link has not experienced any preventable accidents in the past 18 months.

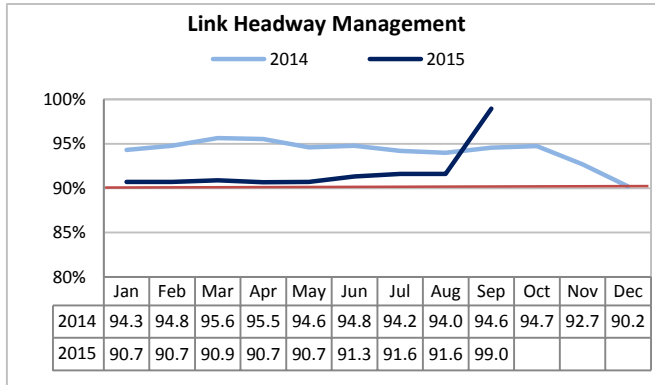


Target: 98.5% **September 2015: 99.8%** **YTD 2015: 99.9%**

Tacoma Link operated nearly all of its scheduled trips in September, and consistently performs beyond expectations.

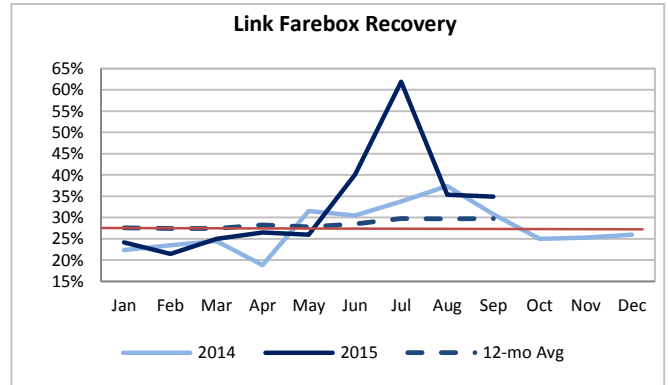
Sound Transit Operations September 2015 Service Performance Report

Link



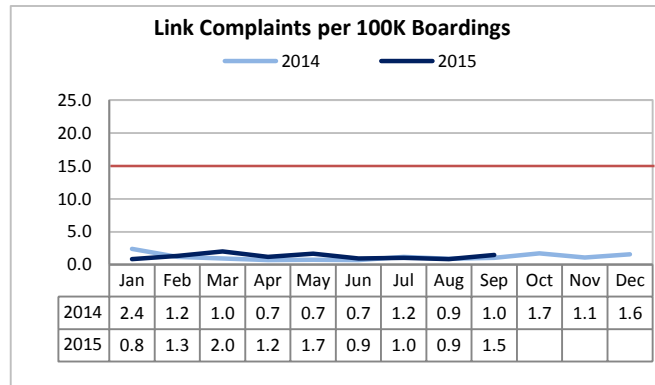
Target: 90% **September 2015: 99.0%** **YTD 2015: 91.9%**

Effective September 2015 Link Headway Performance is being generated from the Arinc SCADA system, which generates a greater volume of data and nets a higher result.



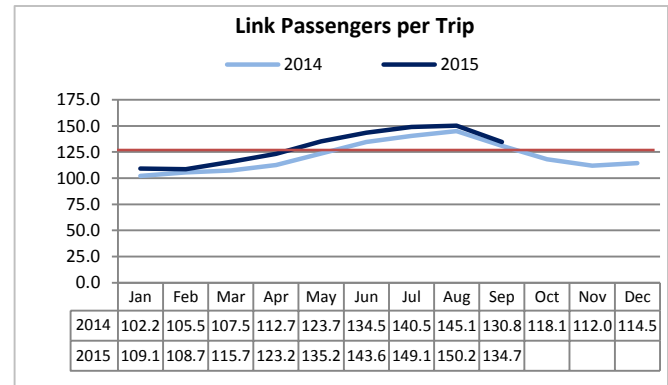
Target: 26.4% **September 2015: 35.5%** **YTD 2015: 31.2%**

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.



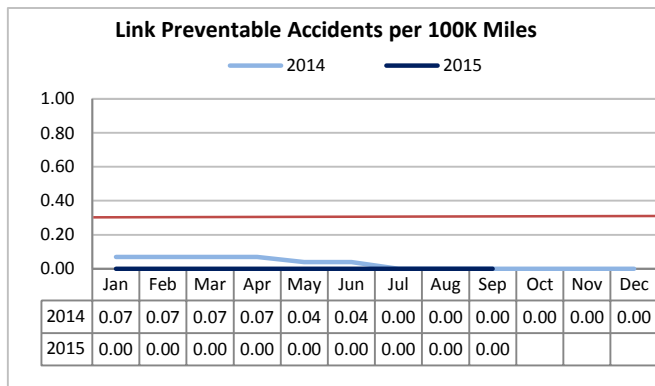
Target: <15 **September 2015: 1.5** **YTD 2015: 1.2**

Link experienced 1.5 complaints per 100K boardings in September, and continued to perform well within the targeted range.



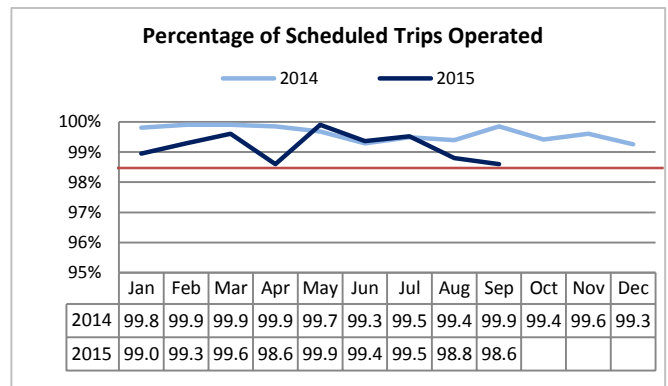
Target: 126 **September 2015: 134.7** **YTD 2015: 130.1**

Link surpassed the annual target by 7% in September, and maintained its familiar seasonal trend.



Target: 0.30 **September 2015: 0.00** **YTD 2015: 0.00**

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

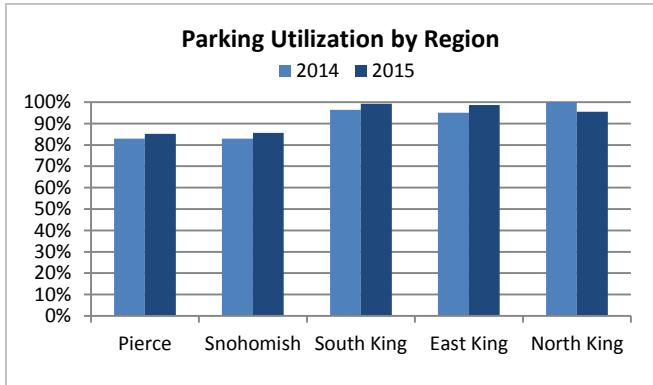


Target: 98.5% **September 2015: 98.6%** **YTD 2015: 99.2%**

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

Sound Transit Operations September 2015 Service Performance Report

General Transit

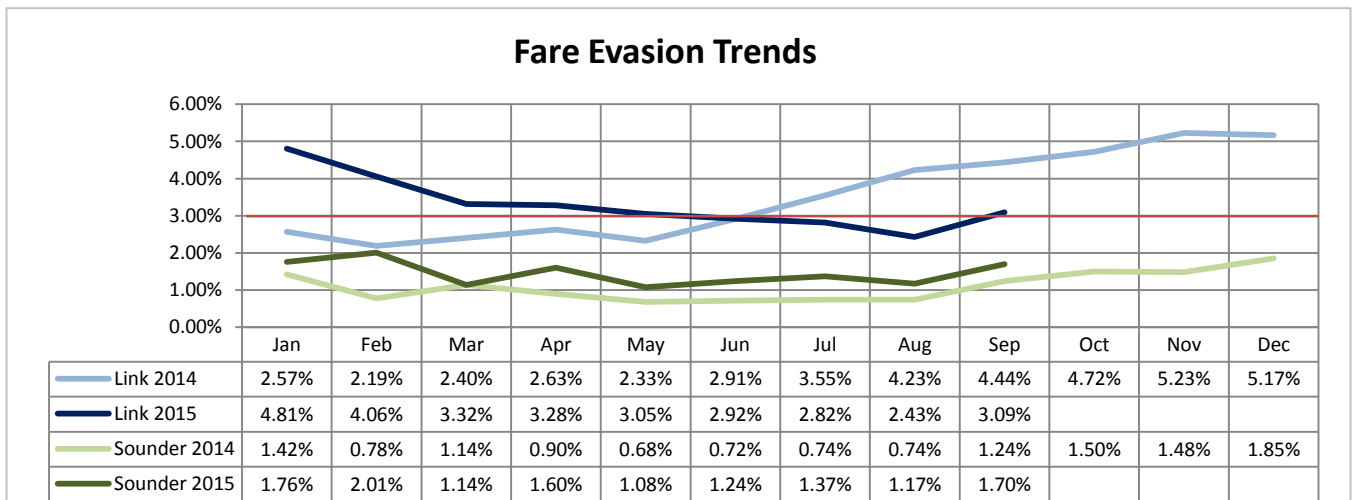


System-wide Permanent & Leased Parking September 2015			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,095	86%
North King	156	149	96%
East King	1,488	1,467	99%
South King	3,927	3,900	99%
Pierce	4,921	4,191	85%
System Total	14,105	12,802	91%

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. In September 2014, we had 14,051 stalls available to customers. Temporary parking was made available at Northgate, and additional stalls were available 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 3% compared to September 2014, reflecting 91% system-wide utilization.

Pierce, Snohomish, South King, and East King counties experienced increases in parking utilization ranging from 2% to 4%, while temporary parking at Northgate decreased by 4%.



Fare Evasion on Link has dramatically improved compared to September 2014, but was slightly outside the annual target at 3.09%.

Sounder fare evasion increased slightly to 1.70% in September, and 1.45% for YTD 2015. Despite the small increase, Sounder remains well within the annual target of 3.00%.

Overall, combined fare evasion was 2.40% in September, and fare inspections trended slightly lower than recent months, at 7.90% of all rail passengers. Historically, we have seen increased fare evasion in the month of September and believe our efforts will continue to yield positive results going forward.

Sound Transit Operations 2015 Monthly Modal Performance Data Sheet

										Tacoma Link										Central Link									
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Fleet Availability	On-Time Performance ²	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ³	Miles Frotling 12 Months ⁵	Farebox Recovery ⁶	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Fleet Availability	On-Time Performance ²	Headway Performance +3 Minutes ³	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ³	Miles Frotling 12 Months ⁵	Farebox Recovery ⁶			
Targets	98.8%	>90.0%	80%	>85.0%	175,900,000	38.1	<15.0	9	<80	28.5%	96.0000	N/A	49,100	98.5%	100%	>90.0%	66.7%	>85.5%	N/A	96,0000	20.4	<15.0	0	<1.66	N/A	N/A			
Jan	37,736	99.9%	92.5%	89.1%	1,459,634	38.7	133	9.1	0.85	29.6%	Jan	4,052	100%	100%	100%	99.9%	91.4%	90.7%	828,017	109.1	7	0	0	0	0.00	N/A			
Feb	35,045	99.9%	96.0%	89.2%	1,397,091	39.9	177	12.7	0.84	30.5%	Feb	3,732	100%	100%	100%	99.9%	88.1%	90.7%	754,877	108.7	10	1.3	0	0	0.00	21.5%			
Mar	38,564	99.9%	97.0%	88.4%	1,586,372	41.1	244	15.4	0.82	32.1%	Mar	4,191	99.9%	100%	100%	99.9%	83.8%	90.9%	894,046	115.7	18	2.0	0	0	0.00	25.0%			
Apr	37,959	99.9%	96.0%	86.0%	1,573,545	41.5	218	13.9	0.80	30.1%	Apr	4,128	99.9%	100%	100%	99.9%	83.9%	90.7%	926,269	123.2	11	1.2	0	0	0.00	26.5%			
May	36,988	99.9%	98.0%	86.2%	1,546,845	41.8	155	10.0	0.83	31.0%	May	4,073	99.9%	100%	100%	99.9%	90.7%	90.7%	966,818	135.2	16	1.7	0	0	0.00	26.0%			
Jun	38,365	99.9%	99.0%	76.1%	1,617,405	42.2	252	15.6	0.82	32.7%	Jun	4,052	100%	100%	100%	99.9%	91.3%	91.3%	1,080,263	143.6	10	0.9	0	0.00	40.1%				
Jul	38,286	99.9%	97.0%	75.1%	1,620,572	42.3	257	15.9	0.79	30.7%	Jul	4,214	99.9%	100%	100%	99.9%	91.6%	91.6%	1,147,987	149.1	12	1.0	0	0.00	61.9%				
Aug	37,471	99.9%	94.5%	77.9%	1,553,492	41.5	217	14.0	0.76	30.8%	Aug	4,164	100%	100%	100%	99.8%	94.4%	91.6%	1,147,933	150.2	10	0.9	0	0.00	35.4%				
Sep	36,983	99.8%	98.0%	79.7%	1,480,382	40.1	173	11.7	0.79	33.7%	Sep	4,012	99.8%	100%	100%	99.8%	94.3%	99.0%	1,027,599	135.8	15	1.5	0	0.00	35.5%				
Oct											Oct																		
Nov											Nov																		
Dec											Dec																		
YTD	337,397	99.9%	96.4%	83.1%	13,835,338	41.0	1,826	13.2	0.79	31.2%	YTD	36,618	99.9%	100%	99.9%	99.9%	99.9%	N/A	738,873	20.2	2	0.3	0	0.00	N/A				
										Sounder																			
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Fleet Availability	On-Time Performance ²	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ³	Miles Frotling 12 Months ⁵	Farebox Recovery ⁶	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Fleet Availability	On-Time Performance ²	Headway Performance +3 Minutes ³	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ³	Miles Frotling 12 Months ⁵	Farebox Recovery ⁶			
Targets	99.5%	>90.0%	82.0%	>95.0%	3,200,000	422.0	<15.0	0 <th><1.00</th> <th>23.1%</th> <th>96.0000</th> <th>N/A</th> <th>90,500</th> <th>98.5%</th> <th>100%</th> <th>>90.0%</th> <th>86.0%</th> <th>90.0%</th> <th>11,800,000</th> <th>128</th> <th><15.0</th> <th>0 <th><30</th> <th>26.4%</th> </th>	<1.00	23.1%	96.0000	N/A	90,500	98.5%	100%	>90.0%	86.0%	90.0%	11,800,000	128	<15.0	0 <th><30</th> <th>26.4%</th>	<30	26.4%					
Jan	604	99.7%	100%	97.9%	313,463	519.0	12	3.8	0.00	29.6%	Jan	7,589	99.0%	99.7%	99.7%	92.5%	91.4%	90.7%	828,017	109.1	7	0.8	0	0.00	24.2%				
Feb	526	99.1%	100%	98.7%	281,264	534.7	12	4.3	0.00	29.0%	Feb	6,946	99.3%	99.8%	99.8%	87.2%	88.1%	90.7%	754,877	108.7	10	1.3	0	0.00	21.5%				
Mar	574	96.1%	100%	97.2%	297,535	518.4	13	4.4	0.00	26.5%	Mar	7,728	99.6%	98.7%	90.1%	83.8%	90.9%	894,046	115.7	18	2.0	0	0.00	25.0%					
Apr	622	100%	100%	95.0%	303,590	488.1	11	3.6	0.00	27.2%	Apr	7,518	98.6%	99.3%	91.2%	83.9%	90.7%	926,269	123.2	11	1.2	0	0.00	26.5%					
May	579	99.8%	100%	96.6%	288,885	498.9	18	6.2	0.00	26.3%	May	7,152	99.9%	97.0%	93.3%	90.7%	90.7%	966,818	135.2	16	1.7	0	0.00	26.0%					
Jun	626	99.7%	100%	96.3%	320,824	512.5	20	6.2	0.00	29.2%	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	627	99.9%	100%	97.3%	331,846	529.3	12	3.6	0.00	28.7%	Jul	7,699	99.5%	99.0%	94.6%	91.6%	91.6%	1,147,987	149.1	12	1.0	0	0.00	61.9%					
Aug	602	99.7%	100%	98.2%	326,015	541.6	8	2.5	0.00	27.8%	Aug	7,643	98.8%	98.0%	94.4%	91.6%	91.6%	1,147,933	150.2	10	0.9	0	0.00	35.4%					
Sep	617	99.8%	100%	97.2%	337,171	546.5	19	5.6	0.00	30.1%	Sep	7,565	98.6%	97.0%	89.4%	94.3%	99.0%	1,027,599	135.8	15	1.5	0	0.00	35.5%					
Oct											Oct																		
Nov											Nov																		
Dec											Dec																		
YTD	5,377	99.3%	100%	96.3%	2,800,593	520.8	125	4.5	0.00	28.2%	YTD	67,364	99.2%	98.6%	91.8%	89.6%	91.9%	89.6%	8,773,809	130.2	109	1.2	0	0.00	31.2%				

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.