

Sound Transit Operations November 2016 Service Performance Report

Ridership

Total Boardings by Mode						
	Nov-15	Nov-16	% Δ	YTD-15	YTD-16	% Δ
ST Express	1,415,988	1,498,764	5.8%	16,894,423	17,086,391	1.1%
Souder	324,993	329,605	1.4%	3,536,444	3,846,789	8.8%
Tacoma Link	74,473	80,712	8.4%	896,927	866,191	-3.4%
Link	891,116	1,701,600	91.0%	10,601,016	17,421,719	64.3%
Paratransit	3,392	4,233	24.8%	42,550	39,738	-6.6%
System Total	2,709,962	3,614,914	33.4%	31,971,359	39,260,828	22.8%

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

November 2015:	19 Weekdays	5 Saturdays	6 Sundays
November 2016:	21 Weekdays	5 Saturdays	4 Sundays

Sound Transit ridership increased by 905K, or 33.4%, compared to November 2015. In November, all modes registered increases in monthly total ridership.

ST Express ridership increased by 83K, or 5.8%, compared to the same period last year. The growth in ST Express ridership is attributed to the significant investments made to address overcrowding conditions throughout the system, implemented with the September service change. The investments made in September helped drive average weekday boardings up to nearly 64K, an increase of 3.1% over the same period last year.

Souder ridership increased by 5K, or 1.4%, compared to the same period last year, while average weekday boardings decreased slightly by 0.8%. Ridership on the new Souder mid-day trains has been strong since starting in September, with the early afternoon train from Seattle to Lakewood averaging over 350 riders each weekday.

Tacoma Link ridership increased by 6K, or 8.4%, compared to November 2015. Similarly, average weekday boardings increased by 5.8% when compared to the same period last year. The strong growth in ridership for Tacoma Link during the month is attributed to two special event service days on the system compared to none November 2015.

Link ridership increased by 810K or 91.0%, compared to November 2015. Similarly, average weekday, Saturday and Sunday boardings were up 94.8%, 103.5%, and 37.2%, respectively. Link continues to show strong growth attributed to the two Link extension openings earlier this year.

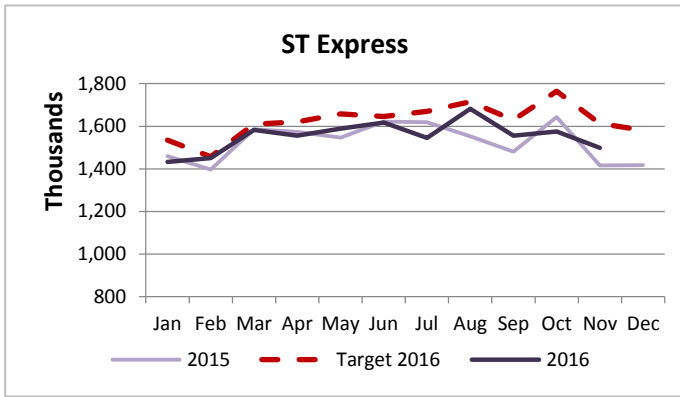
Paratransit services increased by 24.8% compared to November 2015. The increase in Paratransit ridership is attributed to the increased ridership on Link with the opening of the University Link extension and additional customers requesting access to the Link system.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Nov-15	Nov-16	% Δ	Nov-15	Nov-16	% Δ	Nov-15	Nov-16	% Δ
ST Express	62,031	63,954	3.1%	20,490	16,528	-19.3%	15,208	18,271	20.1%
Souder	16,129	15,993	-0.8%	0	0	N/A	6,182	4,874	-21.2%
Tacoma Link	3,209	3,397	5.8%	1,571	1,387	-11.7%	668	611	-8.5%
Link	34,003	66,237	94.8%	21,687	44,130	103.5%	22,770	31,243	37.2%
Paratransit	113	141	24.8%	113	141	24.8%	113	141	24.8%
System Total	115,485	149,722	29.6%						

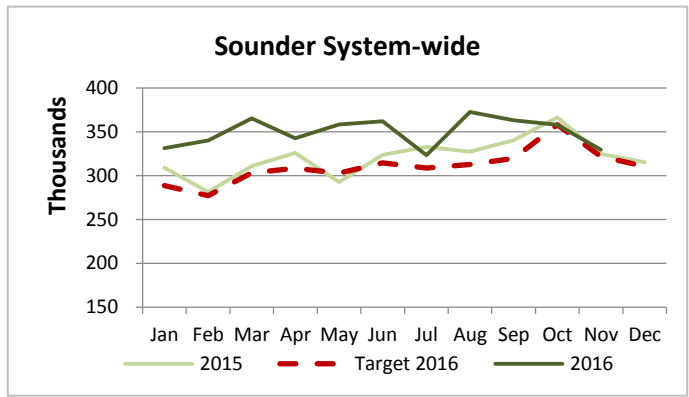
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.

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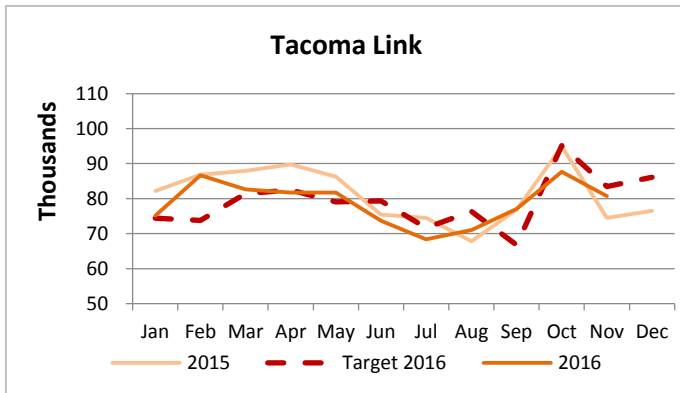
Monthly Ridership Trends by Mode



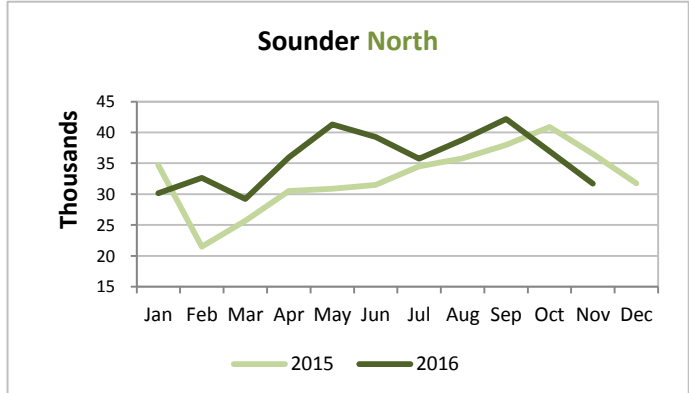
ST Express ridership and average weekday boardings increased by 5.8% and 3.1%, respectively. Ridership growth is attributed to the significant investments made to address overcrowding conditions throughout the system, implemented with the September service change.



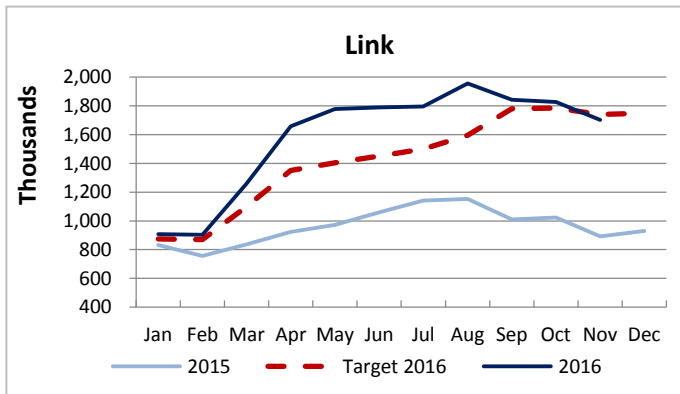
Sounder system-wide ridership increased by 1.4% compared to November 2015. Average weekday boardings decreased slightly by 0.8% and Sunday boardings decreased by 21.2% over the same period of 2015.



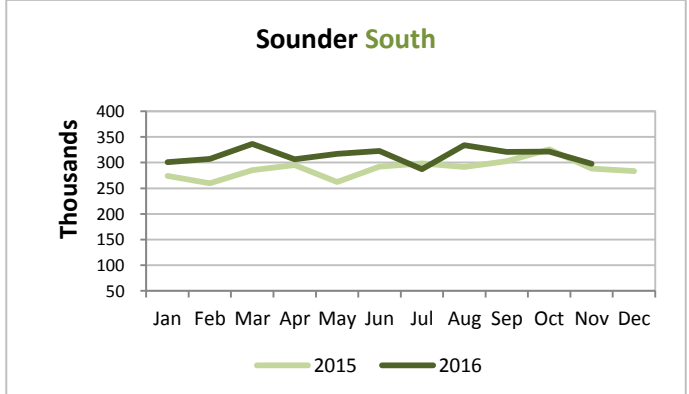
Tacoma Link ridership increased 8.4% compared to November 2015. Average weekday boardings increased by 5.8%, while Saturday and Sunday ridership declined by 11.7% and 8.5%, respectively compared to the same time last year.



Sounder North ridership decreased 13.2% overall and average weekday boardings decreased 11.6% compared to November 2015.



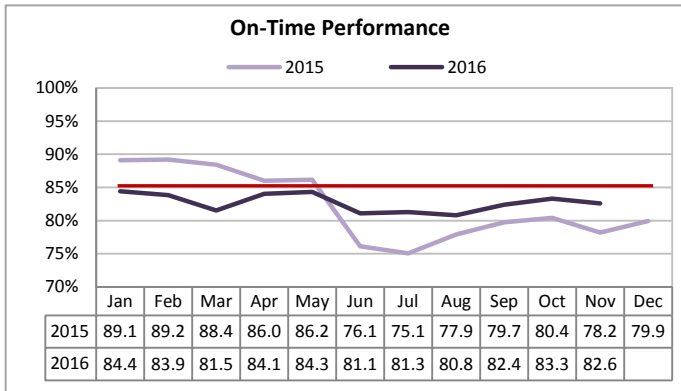
Link ridership was up 91% compared to November 2015, while average weekday boardings increased by 95%. Link's impressive ridership gains are largely a result of the service extensions to the University of Washington and Angle Lake.



Sounder South ridership increased by 3.3% compared to November 2015 and average weekday boardings remained about the same, increasing slightly by 0.4%.

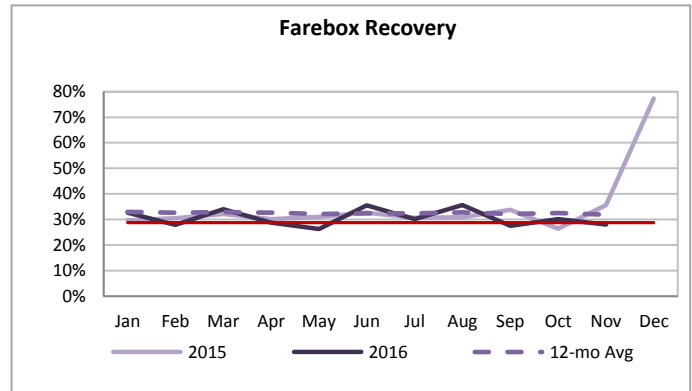
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ST Express



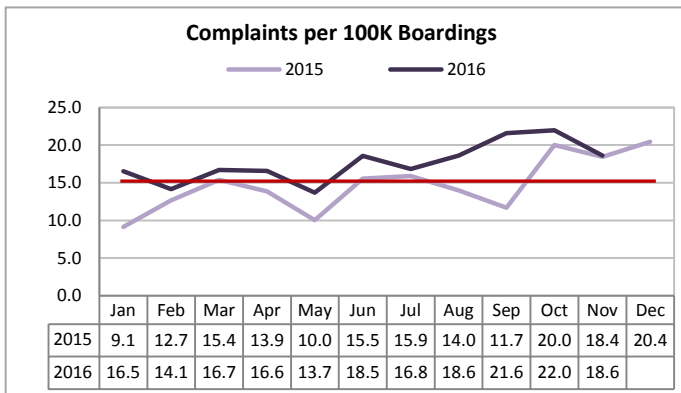
Target: 85% **Nov 2016: 82.6%** **YTD 2016: 82.7%**

OTP was lower than target in November due to traffic congestion and overcrowding that caused late buses. However, OTP has improved compared to the same period of last year.



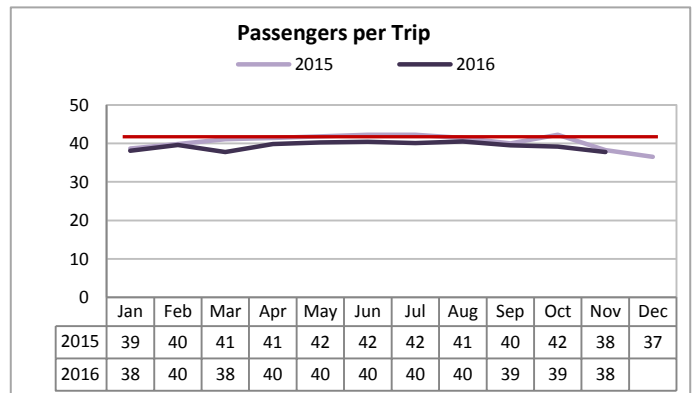
Target: 28.8% **Nov 2016: 28.0%** **12-Mo Avg: 31.9%**

Farebox recovery of 28.0% was slightly below target for the month of November; however, ST Express has performed better than target at 31.9% farebox recovery over the most recent rolling 12 months.



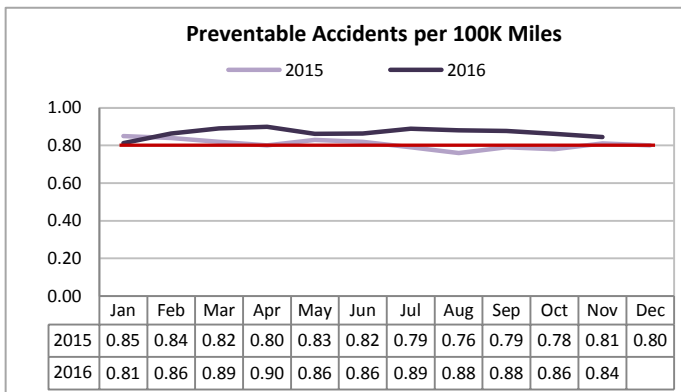
Target: <15 **Nov 2016: 18.6** **YTD 2016: 17.6**

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



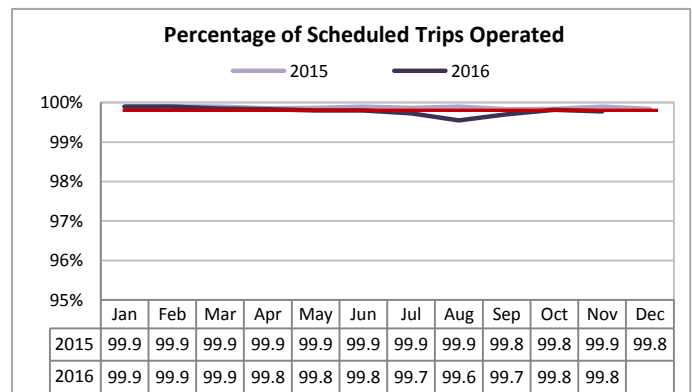
Target: 41.8 **Nov 2016: 37.8** **YTD 2016: 39.4**

Passengers per trip came in lower than the target of 41.8 and remained unchanged versus the same period of last year.



Target: 0.80 **Nov 2016: 0.84** **YTD 2016: 0.84**

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.

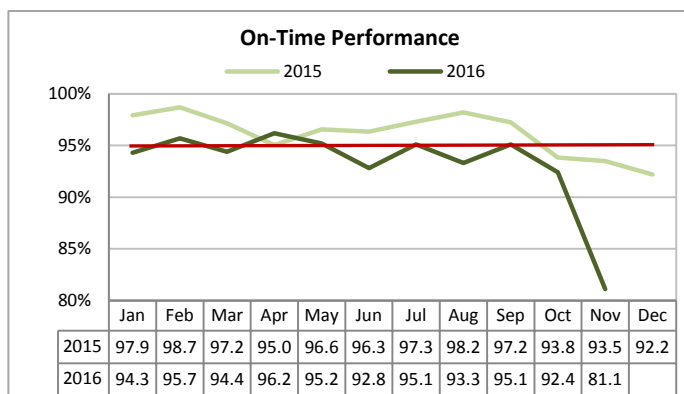


Target: 99.8% **Nov 2016: 99.8%** **YTD 2016: 99.8%**

Percentage of scheduled trips operated this month and YTD met the target of 99.8%.

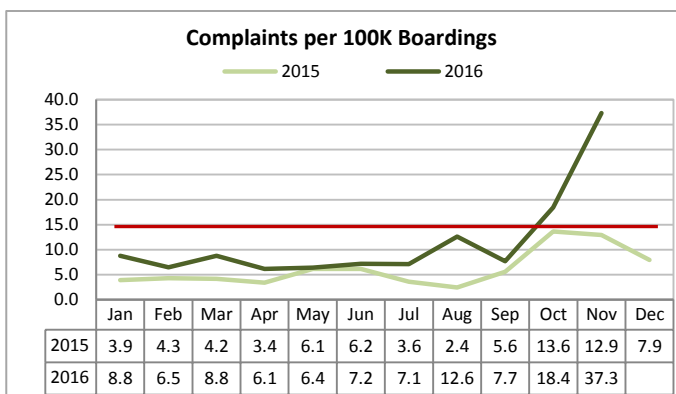
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Sounder Commuter Rail



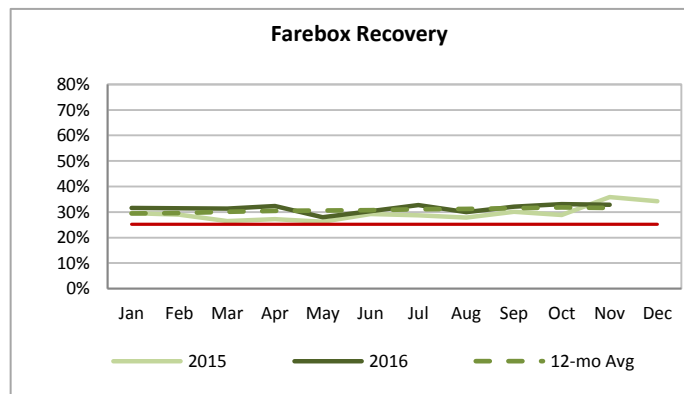
Target: 95.0% Nov 2016: 81.1% YTD 2016: 93.2%

OTP dropped below target to 81.1% due to low operating speeds and freight delays in the Auburn area caused by the construction of a third mainline track by BNSF. Train speeds were dramatically reduced to protect railway workers in the construction zone, creating increased rail traffic congestion. The monthly average number of late trains for freight interference and construction combined this year has been 13. There were 73 trips impacted in November. December OTP will also be impacted. The project is not expected to be completed until the end of January 2017.



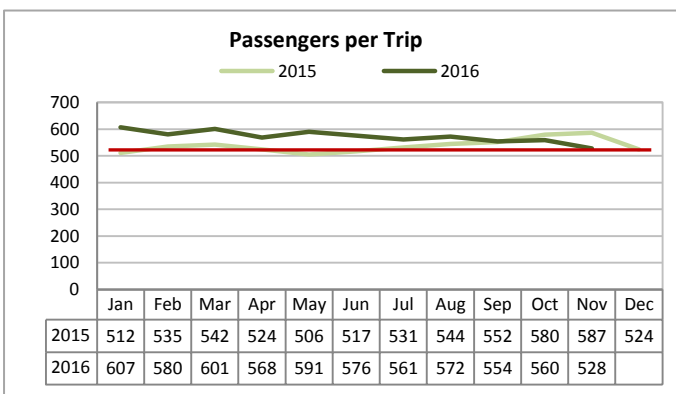
Target: <15 Nov 2016: 37.3 12-Mo Avg: 11.4

Complaints per 100k boardings were significantly higher in November due to train delays caused by BNSF track construction in Auburn and overcrowding on some Northline trains. BNSF construction will continue through January 2017. Configuration changes in Northline train lengths were made as an intermediate step. Additional cars will be needed to fully address passenger concerns. Complaints are expected to remain higher than normal through January.



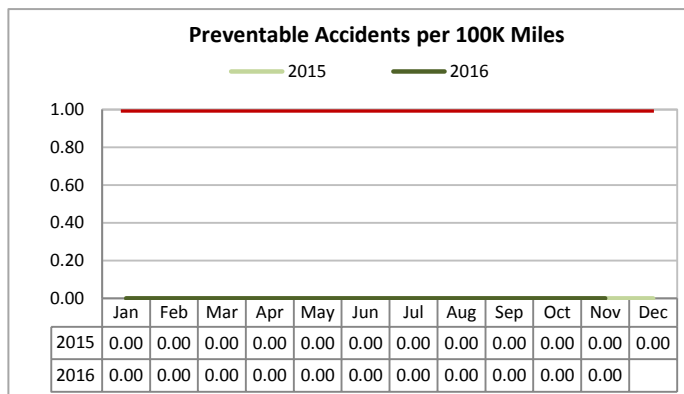
Target: 25.3% Nov 2016: 32.9% YTD 2016: 31.6%

Sounder farebox recovery has remained steady and continues to perform better than target, at 31.6% farebox recovery, over the most recent rolling 12-month period.



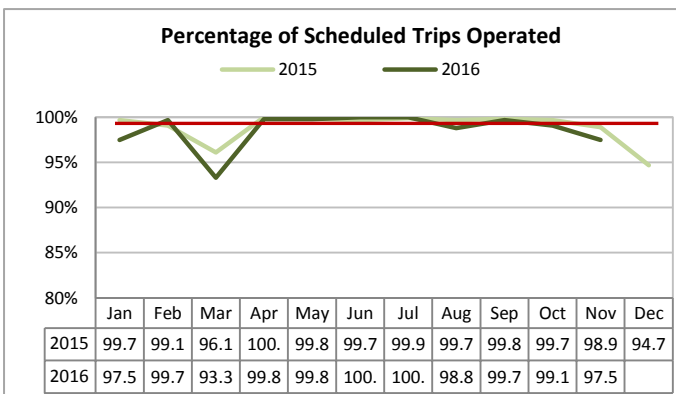
Target: 506 Nov 2016: 528.2 YTD 2016: 571.9

The number of passengers per trip for the month of November was higher than target at 528.2. YTD also exceeded the target at 571.9.



Target: 1.00 Nov 2016: 0.00 YTD 2016: 0.00

Sounder has not experienced a preventable accident since service began.

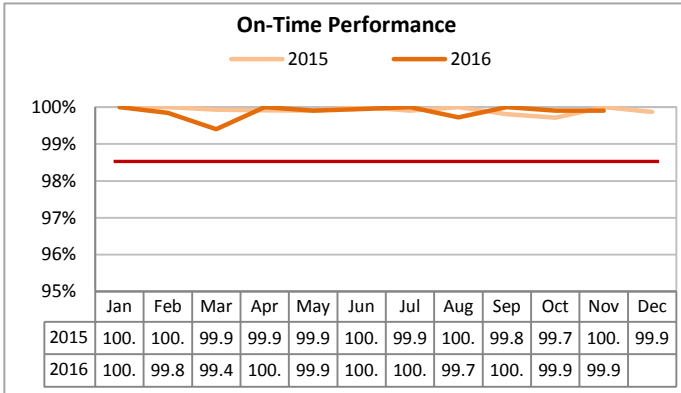


Target: 99.5% Nov 2016: 97.5% YTD 2016: 98.7%

Percentage of scheduled trips operated in November was below target and the same period of 2015 at 97.5%.

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Tacoma Link



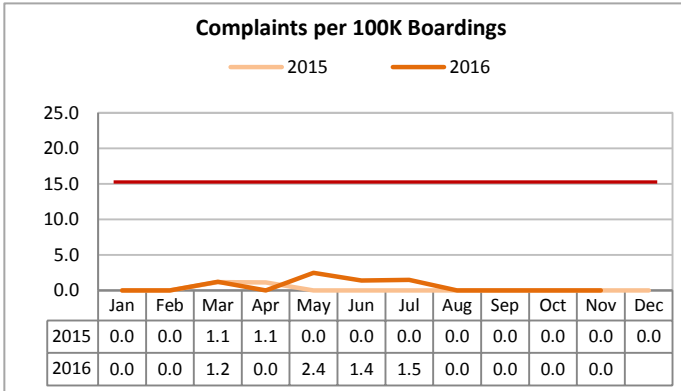
Target: 98.5% **Nov 2016: 99.9%** **YTD 2016: 99.9%**

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

Farebox Recovery

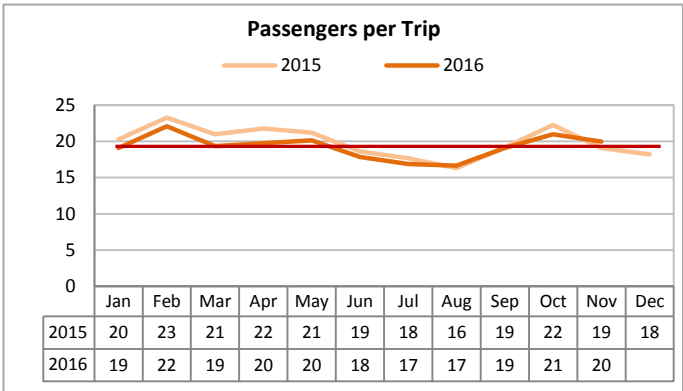
Tacoma Link to remain fare-free until 2022.

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



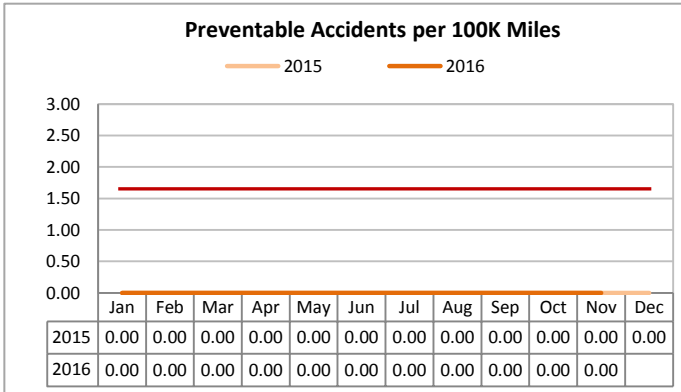
Target: <15 **Nov 2016: 0.0** **YTD 2016: 0.6**

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



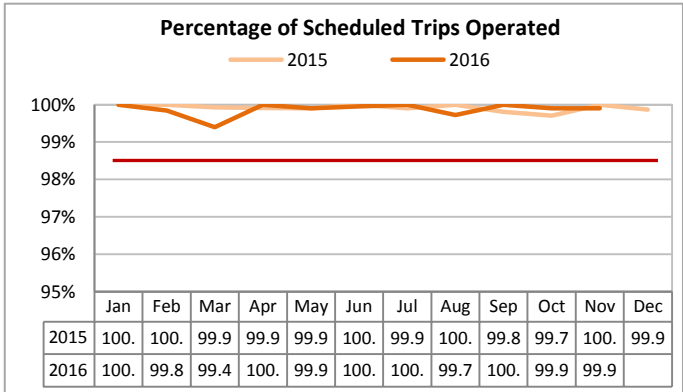
Target: 19.2 **Nov 2016: 19.9** **YTD 2016: 19.2**

The number of passengers per trip was 20, which was slightly higher than the same time period last year and exceeded the target of 19.2.



Target: 1.66 **Nov 2016: 0.00** **YTD 2016: 0.00**

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

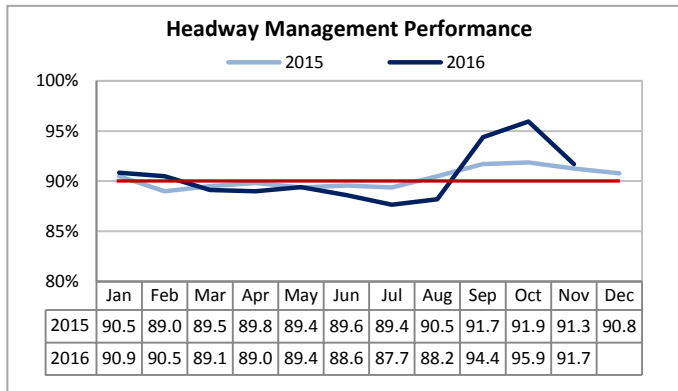


Target: 98.5% **Nov 2016: 99.9%** **YTD 2016: 99.9%**

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

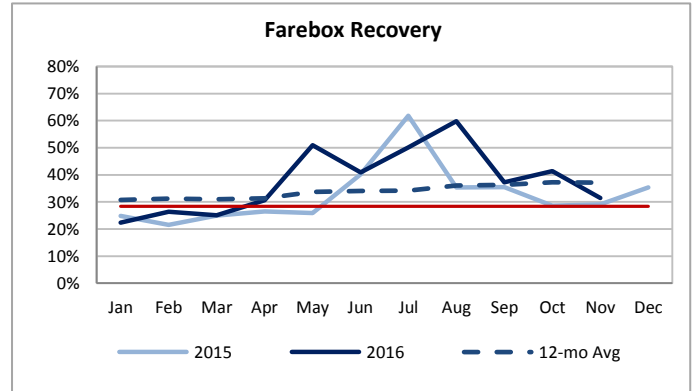
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Link



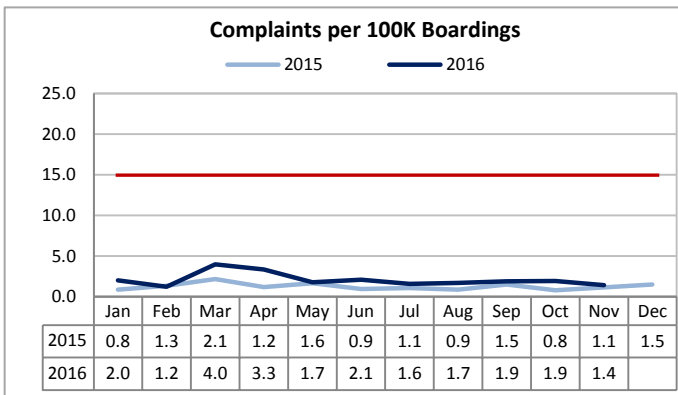
Target: 90% **Nov 2016: 91.7%** **YTD 2016: 90.5%**

Headway management is above targeted levels and performed slightly better than November of last year. The new Angle Lake schedule along with operational improvements in the DSTT have contributed to improved headway performance.



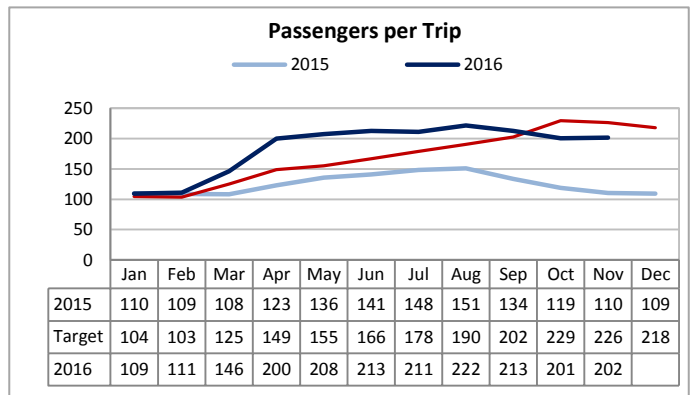
Target: 28.4% **Nov 2016: 31.5%** **12-Mo Avg: 37.1%**

Farebox recovery achieved 31.5% in November and was trending well above target of 28.4% during the most recent rolling 12 months at 37.1%.



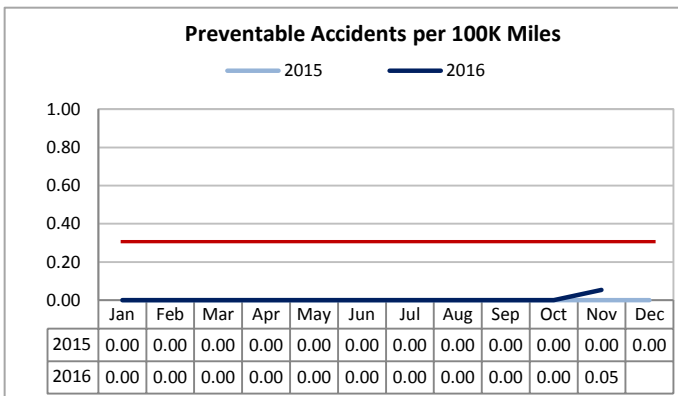
Target: <15 **Nov 2016: 1.4** **YTD 2016: 2.0**

Link received 1.4 complaints per 100K boardings in November, which was well within the targeted range despite healthy ridership gains.



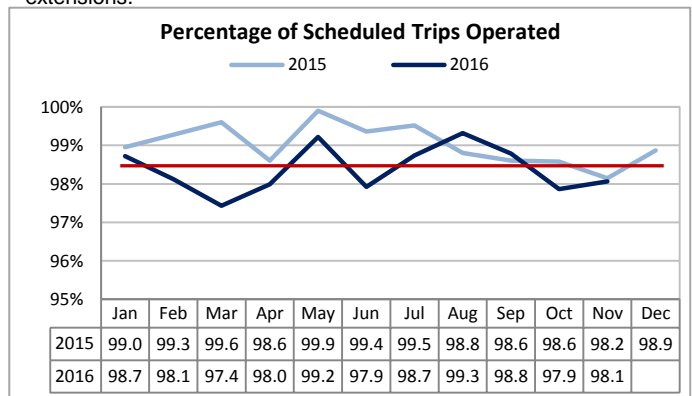
Target: 171 **Nov 2016: 201.6** **YTD 2016: 185.7**

In November, Link observed a similar trend as 2015 where passengers per trip fell slightly. However, PPT is up significantly over last year from 110 to 202. The target line for passengers per trip (red) reflects the openings of the University Link and Angle Lake extensions.



Target: 0.30 **Nov 2016: 0.05** **YTD 2016: 0.05**

Link experienced one non-revenue preventable accident in the wash bay in November.

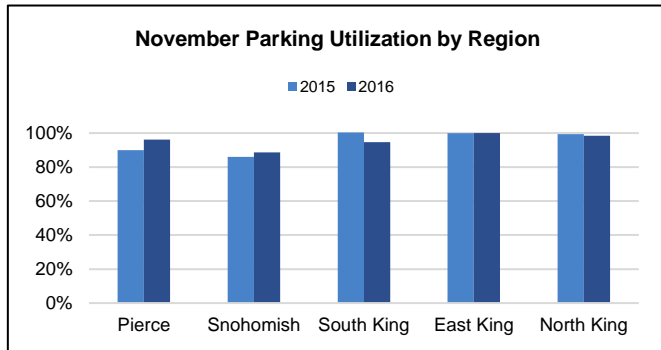


Target: 98.5% **Nov 2016: 98.1%** **YTD 2016: 98.4%**

Scheduled trips operated in November was below target at 98.1% and just below target YTD at 98.4%.

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General Transit



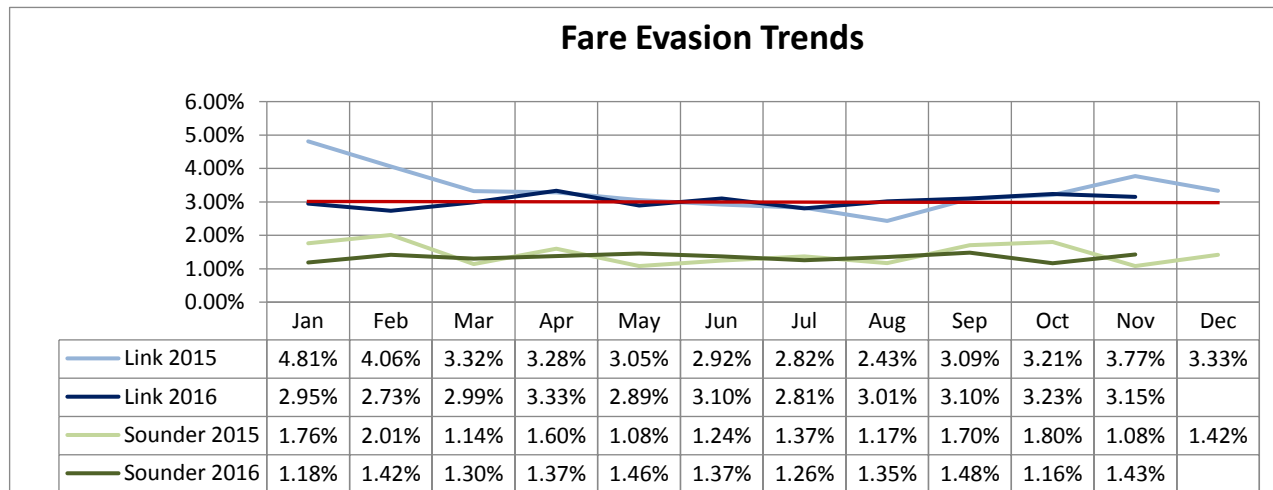
System-wide Permanent & Leased Parking November 2016			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,204	89%
North King	240	236	98%
East King	1,496	1,496	100%
South King	4,991	4,727	95%
Pierce	4,913	4,722	96%
System Total	15,253	14,385	94%

A total of 15,245 parking stalls are available at 36 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 2% compared to November 2015, reflecting 94% system-wide utilization.

The Pierce County region experienced 6% growth, and Snohomish County increased by 3%. North and South King regions decreased by 1% and 6% respectively, while East King region remained unchanged compared to the same period of last year.

Angle Lake garage and surface lot introduced 1,160 parking spaces with the opening of the new station. In its second full month of operation, the spaces are increasing in popularity and are well utilized at 86% capacity, compared to 80% in October.



Fare Evasion on Link decreased marginally compared to November 2015, with final results of 3.15% exceeding the 3% targeted range. November Link boardings increased 91% compared to last year, resulting in a lower inspection rate on Link.

Sounder fare evasion increased compared to the prior month and the same time last year, with final results of 1.43% for the month.

Overall, combined fare evasion was 2.87%, within the targeted range of 3%. Fare inspections trended over 5% of all rail passengers in November 2016, below the targeted inspection rate of 10%.

Sound Transit Operations 2016 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 ¹	Fleet Availability	On-Time Performance ²	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴	Farebox Recovery ⁵
Targets	≥ 99.8%	> 90.0%	80%	≥ 85.0%	19,500,000	41.8	< 15.0	< 15.0	≤ 1.66	N/A	N/A
Jan	37,644	99.9%	97.0%	84.4%	1,433,007	38.1	16.5	9	0.81	32.7%	32.7%
Feb	36,673	99.9%	94.0%	83.9%	1,451,138	39.6	20.5	14.1	0.86	27.9%	27.9%
Mar	41,910	99.9%	95.0%	81.5%	1,582,819	37.8	26.4	16.7	0.89	33.9%	33.9%
Apr	39,071	99.8%	97.0%	84.1%	1,555,285	39.8	25.8	16.6	0.90	28.7%	28.7%
May	39,492	99.8%	98.0%	84.4%	1,588,540	40.2	21.7	13.7	0.86	26.2%	26.2%
Jun	39,975	99.8%	99.0%	81.1%	1,617,420	40.5	30.0	18.5	0.86	35.5%	35.5%
Jul	38,527	99.7%	99.0%	81.3%	1,545,852	40.1	26.0	16.8	0.89	30.1%	30.1%
Aug	41,539	99.6%	99.0%	80.8%	1,682,299	40.5	31.3	18.6	0.88	35.6%	35.6%
Sep	39,396	99.7%	100.0%	83.2%	1,555,956	39.5	33.6	21.6	0.88	27.5%	27.5%
Oct	40,220	99.8%	99.0%	83.3%	1,575,309	39.2	34.6	22.0	0.86	30.2%	30.2%
Nov	39,641	99.8%	99.0%	82.6%	1,498,764	37.8	27.9	18.6	0.84	28.0%	28.0%
Dec											
YTD	434,088	99.8%	97.8%	82.7%	17,086,390	39.4	3,015	17.6	0.84	30.3%	30.3%
Sounder											
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time ¹	Fleet Availability	On-Time Performance ²	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴	Farebox Recovery ⁵
Targets	≥ 99.5%	> 90.0%	82%	≥ 95.0%	3,727,169	506.3	< 15.0	< 15.0	≤ 1.00	25.3%	25.3%
Jan	546	97.5%	100.0%	86.6%	94.3%	331,257	606.7	29	8.8	0.00	31.6%
Feb	586	99.7%	100.0%	86.2%	95.7%	340,008	580.2	22	6.5	0.00	31.5%
Mar	608	93.3%	100.0%	86.1%	94.4%	365,505	601.2	32	8.8	0.00	31.3%
Apr	603	99.8%	100.0%	86.4%	96.2%	342,552	568.1	21	6.1	0.00	32.4%
May	607	99.8%	100.0%	86.7%	95.2%	358,584	590.7	23	6.4	0.00	27.9%
Jun	628	100.0%	100.0%	86.1%	92.8%	361,919	576.3	26	7.2	0.00	30.4%
Jul	576	100.0%	100.0%	86.7%	95.1%	323,233	561.2	23	7.1	0.00	32.8%
Aug	652	98.8%	100.0%	89.3%	93.3%	372,746	571.7	47	12.6	0.00	30.0%
Sep	656	99.7%	100.0%	88.3%	95.1%	363,235	553.7	28	7.7	0.00	32.1%
Oct	640	99.1%	100.0%	90.3%	92.4%	358,145	559.6	66	18.4	0.00	33.1%
Nov	624	97.5%	100.0%	90.3%	81.1%	329,605	528.2	123	37.3	0.00	32.9%
Dec											
YTD	6,726	98.7%	100.0%	87.5%	93.2%	3,846,789	571.9	440	11.4	0.00	31.4%
Link											
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time ¹	Fleet Availability	On-Time Performance ²	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴	Farebox Recovery ⁵
Targets	≥ 98.5%	> 90.0%	86.0%	≥ 90.0%	17,200,000	170.9	< 15.0	< 15.0	< 0.30	28.4%	28.4%
Jan	8,298	98.7%	96.3%	81.3%	94.0%	908,411	109.5	18	2.0	0.00	22.4%
Feb	8,149	98.1%	95.0%	82.8%	93.2%	904,266	111.0	11	1.2	0.00	26.3%
Mar	8,602	97.4%	94.3%	86.3%	88.9%	1,259,454	146.4	50	4.0	0.00	25.0%
Apr	8,295	98.0%	93.8%	87.8%	92.6%	1,657,616	199.8	55	3.3	0.00	30.6%
May	8,560	99.2%	95.8%	90.5%	93.4%	1,777,520	207.7	31	1.7	0.00	50.9%
Jun	8,408	97.9%	96.0%	88.7%	92.3%	1,789,217	212.8	37	2.1	0.00	40.9%
Jul	8,513	98.7%	96.0%	89.2%	92.5%	1,796,875	211.1	28	1.6	0.00	50.1%
Aug	8,825	99.8%	98.0%	91.5%	89.6%	1,957,274	221.8	33	1.7	0.00	59.8%
Sep	8,649	98.8%	93.0%	96.6%	93.7%	1,842,304	213.0	35	1.9	0.00	37.3%
Oct	9,097	97.9%	95.0%	92.3%	95.9%	1,827,182	200.9	35	1.9	0.00	41.3%
Nov	8,440	98.1%	93.0%	95.4%	92.4%	1,701,600	201.6	24	1.4	0.05	31.5%
Dec											
YTD	93,836	98.4%	95.1%	89.5%	92.2%	17,421,719	185.7	357	2.0	0.05	37.2%

¹ PMIs are preventative vehicle maintenance inspections. Link PMIs include Signals, Traction Power, LRV, Track, SCADA, and Facilities.

² Actual performance compared to the Budget standard-ST Express: >85%, Sounder: >95%, 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.