

## Sound Transit Operations July 2016 Service Performance Report

# Ridership

Total Boardings by Mode						
Mode	Jul-15	Jul-16	%Δ	YTD-15	YTD-16	%Δ
ST Express	1,618,779	1,545,852	-4.5%	10,803,486	10,774,063	-0.3%
Sounder	333,000	323,233	-2.9%	2,176,914	2,423,058	11.3%
Tacoma Link	74,473	68,348	-8.2%	582,917	549,745	-5.7%
Link	1,142,077	1,796,875	57.3%	6,522,506	10,093,359	54.7%
Paratransit	3,723	4,017	7.9%	28,249	26,924	-4.7%
System Total	3,172,052	3,738,325	17.9%	20,114,072	23,867,148	18.7%

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

<b>July 2015:</b>	22 Weekdays	4 Saturdays	5 Sundays
<b>July 2016:</b>	20 Weekdays	5 Saturdays	6 Sundays

**Sound Transit** ridership increased by 566K, or 17.9%, compared to July 2015. During the month of July, ST Express, Sounder, and Tacoma Link registered declines in monthly total ridership. It is important to note this is due largely to there being two fewer weekdays this year for ST Express and Sounder, and three fewer weekdays for Tacoma Link, compared to July 2015.

**ST Express** ridership decreased by 73K, or 4.5%, compared to the same period last year. However, average weekday boardings increased by 1.3%. Route 542 (Redmond-U. District) saw the biggest jump in average weekday ridership increasing by 30% compared to July 2015. This is due to the addition of mid-day service on the route in March of this year. In addition, Route 550 again surpassed the 11K average weekday boardings mark, breaking the record set last month.

**Sounder** ridership decreased by 10K, or 2.9%, compared to the same period last year, although average weekday boardings increased by 6.0%. Average weekday boardings increased on both the North and South lines, up 11.2% and 5.4%, respectively.

**Tacoma Link** ridership decreased by 6K, or 8.2%, compared to July 2015.

**Link** ridership increased by 655K or 57.3%, compared to July 2015. Similarly, average weekday, average Saturday and average Sunday boardings were up 63.8%, 58.0%, and 46.8%, respectively. The significant growth is attributed to the opening of the University Link extension in Q1 2016 and the implementation of 6-minute peak frequencies in Q4 2015.

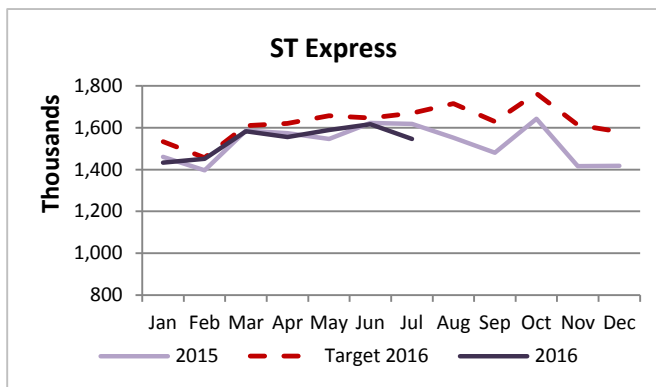
**Paratransit** services increased by 7.9% compared to July 2015. The increase in Paratransit ridership is attributed to the increased Paratransit responsibility with the opening of the University Link extension and additional customers requesting access to the Link system.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Jul-15	Jul-16	%Δ	Jul-15	Jul-16	%Δ	Jul-15	Jul-16	%Δ
ST Express	65,221	66,072	1.3%	24,876	24,287	-2.4%	16,056	17,162	6.9%
Sounder	14,873	15,767	6.0%	1,396	1,821	30.4%	2,202	2,024	-8.1%
Tacoma Link	2,871	2,783	-3.1%	1,767	1,755	-0.7%	626	652	4.2%
Link	40,294	65,988	63.8%	31,345	49,532	58.0%	26,044	38,243	46.8%
Paratransit	120	130	7.9%	120	130	7.9%	120	130	7.9%
System Total	123,379	150,740	22.2%						

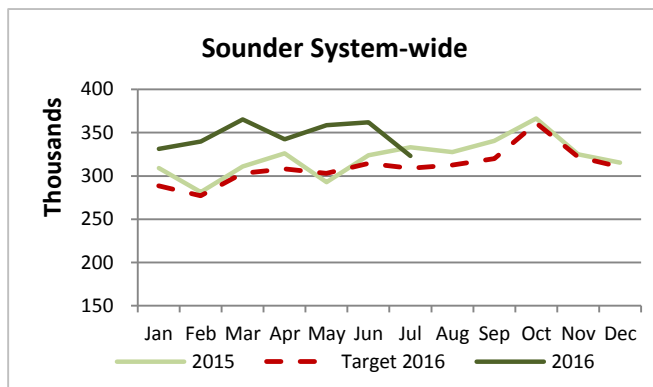
*Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.*

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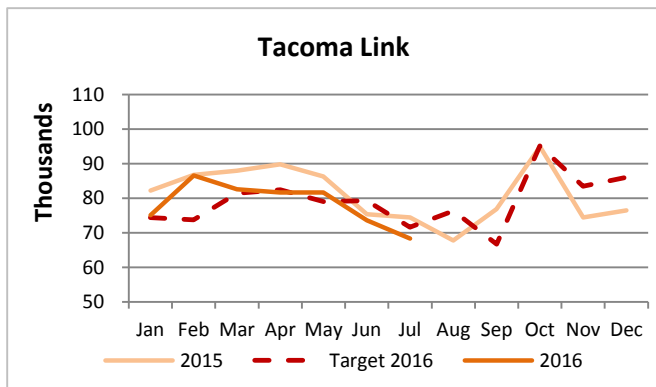
## Monthly Ridership Trends by Mode



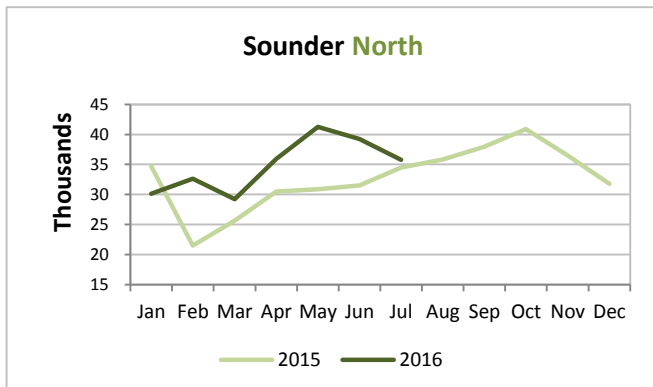
ST Express ridership decreased by 4.5% compared to July 2015, as there were two fewer weekdays this year. However, average weekday boardings were up by 1.3%. Route 542 (Redmond-U. District) and Route 550 (Bellevue-Seattle) contributed to the ridership growth on the weekdays.



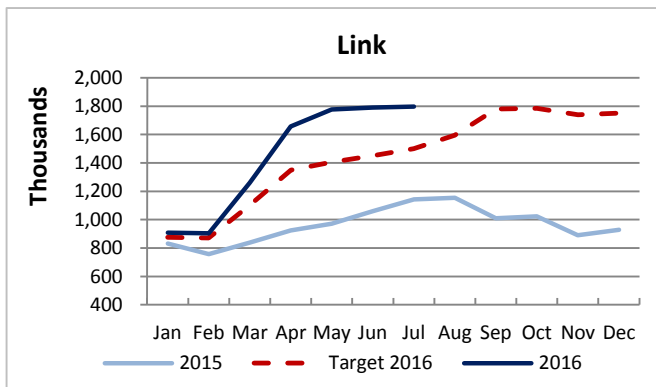
Sounder system-wide ridership decreased by 2.9% compared to July 2015. Two fewer weekdays this year contributed to the lower ridership versus last year, particularly on the South Line. However, average weekday boardings grew 6.0% over July 2015.



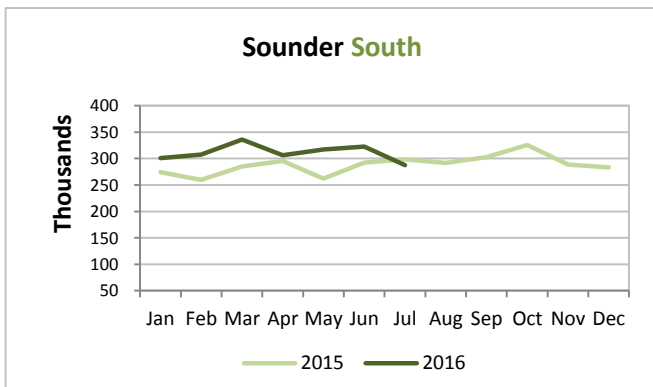
Tacoma Link ridership was down 8.2% compared to July 2015, as there were three fewer weekdays this year (July 3 was a public holiday last year but was operated as a weekday). Average weekday boardings decreased by 3.1%. Tacoma Link had lower ridership in the summer as seen in previous years.



Sounder North ridership was up 3.6% compared to July 2015, despite two fewer weekdays this year. Sounder North generated double-digit growth of 11.2% in average weekday boardings.



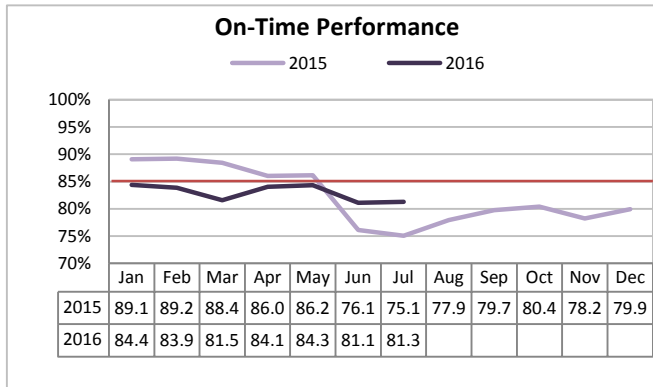
Link ridership was up 57.3% compared to July 2015, while average weekday boardings increased by 63.8%. Link's impressive ridership gains are largely a result of new service to Capitol Hill and UW stations.



Sounder South ridership decreased by 3.7% compared to July 2015 due to two fewer weekdays this year. However, average weekday boardings were up by 5.4%.

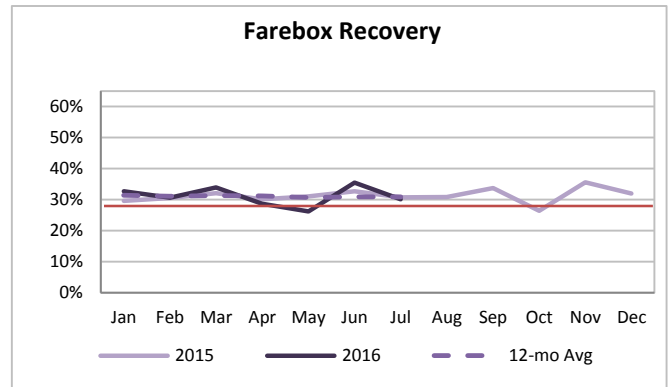
# Sound Transit Operations July 2016 Service Performance Report

## ST Express



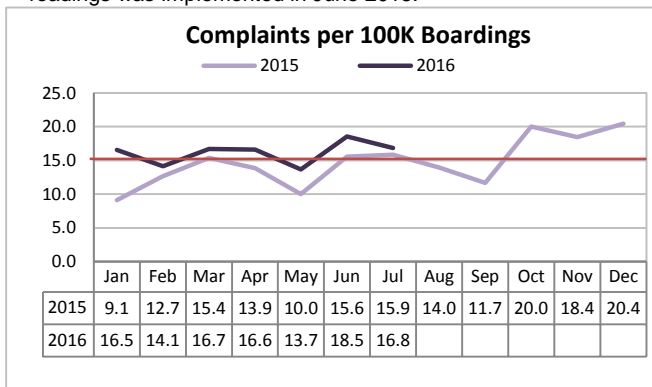
**Target: 85%**      **July 2016: 81.3%**      **YTD 2016: 82.9%**

OTP was lower than target in July due to traffic congestion and overcrowding that caused late buses, although we continue to see improvement since the new methodology based on actual GPS readings was implemented in June 2015.



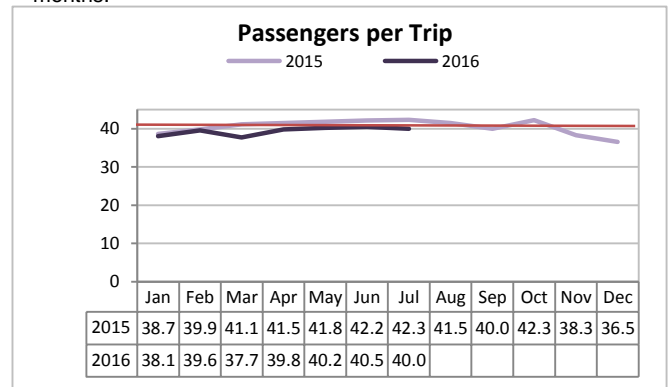
**Target: 28.8%**      **July 2016: 30.1%**      **12-Mo Avg: 30.4%**

Farebox recovery of 30.1% was slightly lower compared to July 2015; however, it was better than target of 28.8%. Farebox recovery trended at 30.4% over the most recent rolling 12 months.



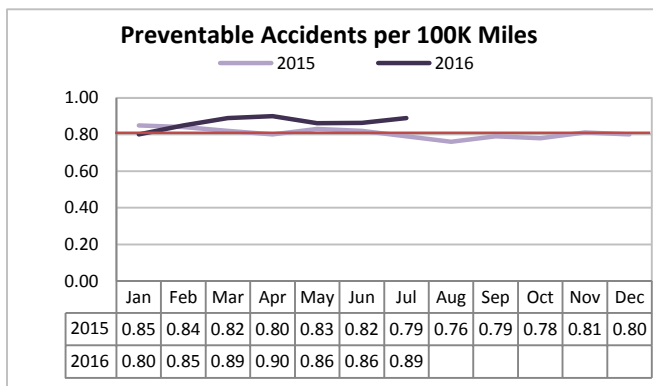
**Target: <15**      **July 2016: 16.8**      **YTD 2016: 16.2**

Complaints have been up since last fall due to overcrowding and congestion. We expect to see improvement as hours are added in September to mitigate some of the issues.



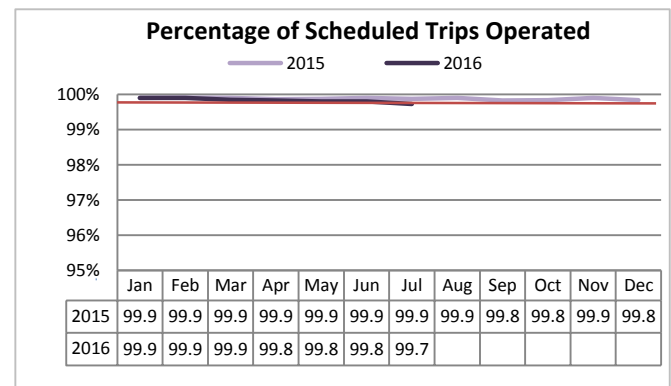
**Target: 41.8**      **July 2016: 40.0**      **YTD 2016: 39.4**

Passengers per trip decreased versus last year, as more trips were added in March to ease overcrowding. However, we expect passengers per trip will continue to increase with increases in weekday boardings.



**Target: 0.80**      **July 2016: 0.89**      **YTD 2016: 0.89**

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.

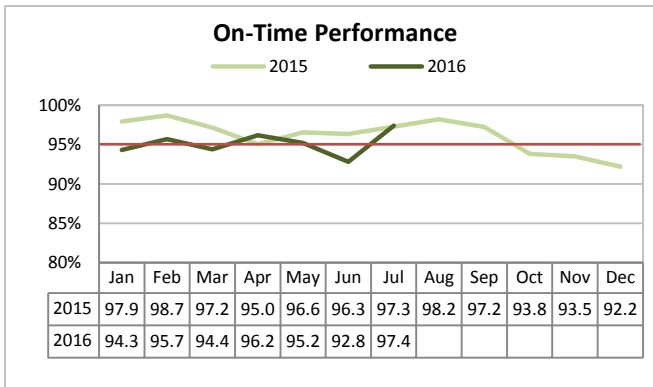


**Target: 99.8%**      **July 2016: 99.7%**      **YTD 2016: 99.8%**

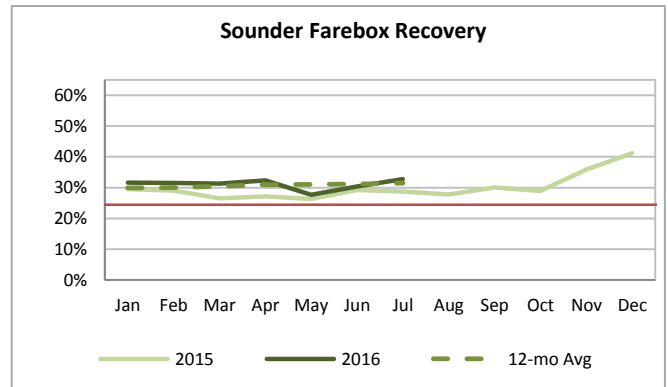
Percentage of scheduled trips operated was slightly below target of 99.8%, although YTD performance was on track and within the targeted range.

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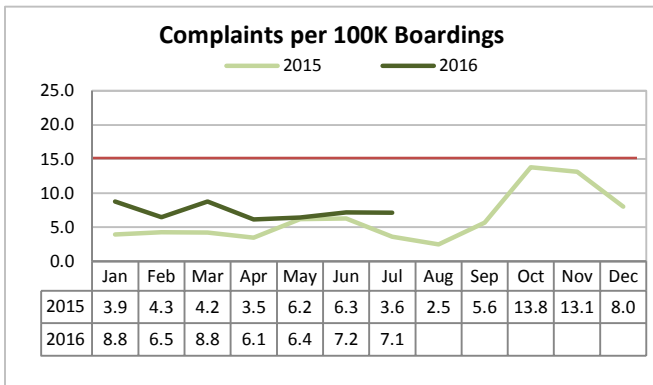
## Sounder Commuter Rail



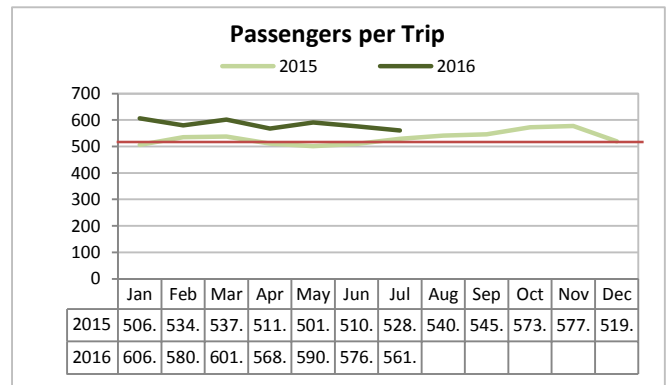
**Target: 95.0%**      **July 2016: 97.4%**      **YTD 2016: 95.1%**  
 OTP improved in July and was back above the standard. YTD performance was better than the target of 95%.



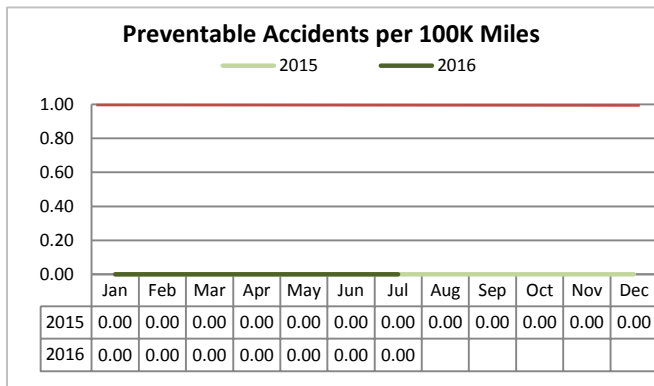
**Target: 25.3%**      **July 2016: 32.8%**      **12-Mo Avg: 31.1%**  
 Farebox recovery was up compared to same period of 2015. Sounder continues to perform better than target, at 31.1% farebox recovery, over the most recent rolling 12-month period.



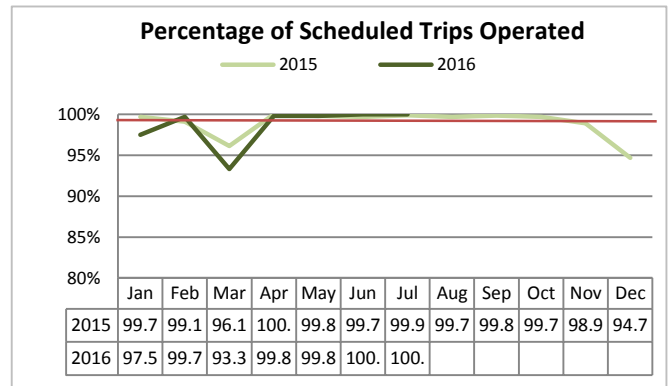
**Target: <15**      **July 2016: 7.1**      **YTD 2016: 7.3**  
 Sounder received 3.5 more complaint per 100K boardings in July versus the same period of 2015. Delays were the biggest complaint category.



**Target: 507**      **July 2016: 561.2**      **YTD 2016: 583.3**  
 The number of passengers per trip increased 6.1% compared to July 2015, as Sounder continued to experience ridership growth on both the North and South lines.



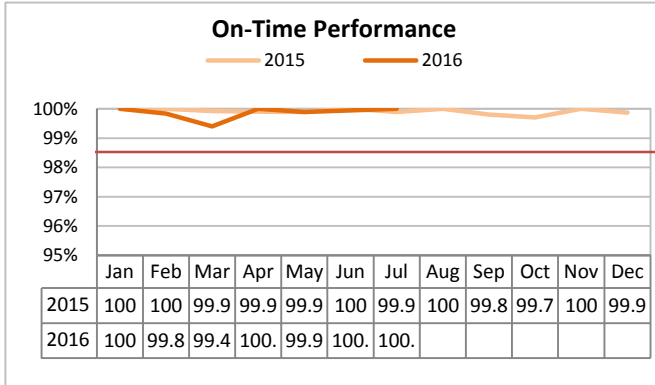
**Target: 1.00**      **July 2016: 0.00**      **YTD 2016: 0.00**  
 Sounder has not experienced a preventable accident since service began.



**Target: 99.5%**      **July 2016: 100%**      **YTD 2016: 98.6%**  
 Sounder operated all scheduled trips in July and met the target for the percentage of scheduled trips operated.

# Sound Transit Operations July 2016 Service Performance Report

## Tacoma Link

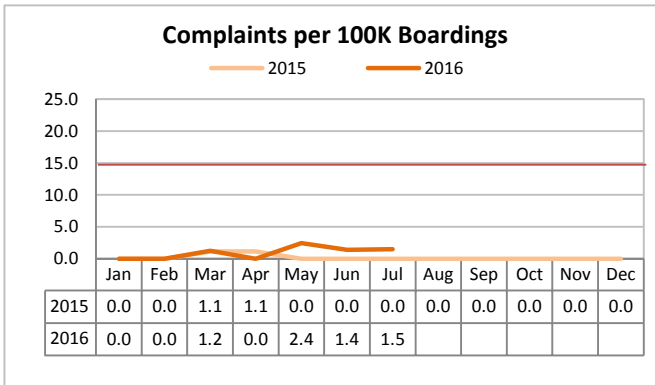


**Target: 98.5%**      **July 2016: 100%**      **YTD 2016: 99.9%**  
 Tacoma Link consistently performs well above the target for on-time performance.

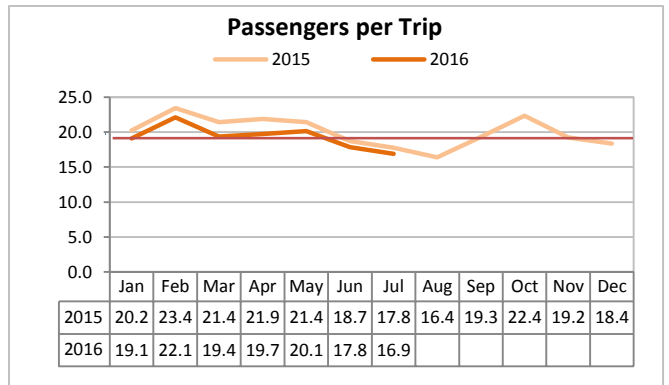
### Farebox Recovery

Tacoma Link to remain fare-free until 2022.

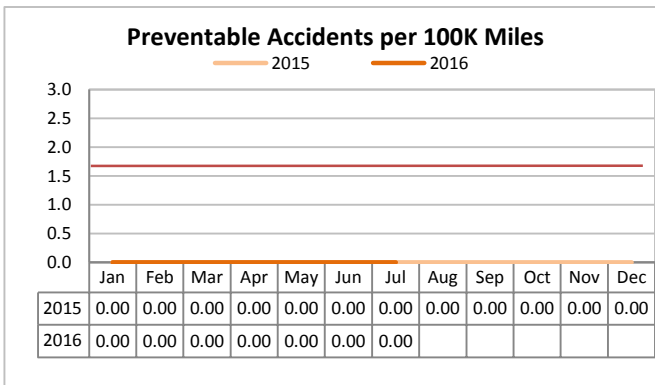
Per Board action in April 2016, Tacoma Link fares will not be implemented until the opening of the Hilltop extension.



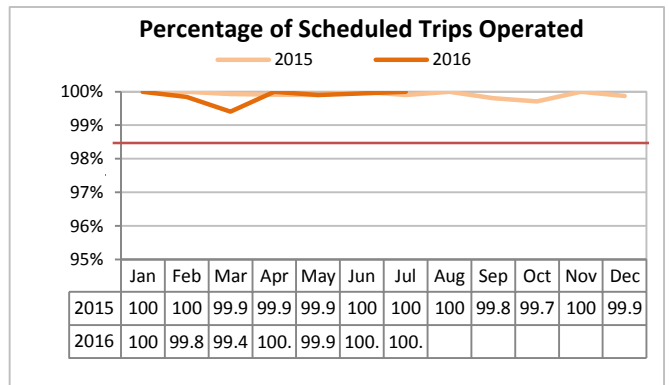
**Target: <15**      **July 2016: 1.5**      **YTD 2016: 0.9**  
 Tacoma Link received 1 complaint in July but consistently operates well within the target of less than 15 complaints per 100K boardings.



**Target: 19.2**      **July 2016: 16.9**      **YTD 2016: 19.3**  
 Tacoma Link carried one fewer passenger per trip versus same period of 2015.



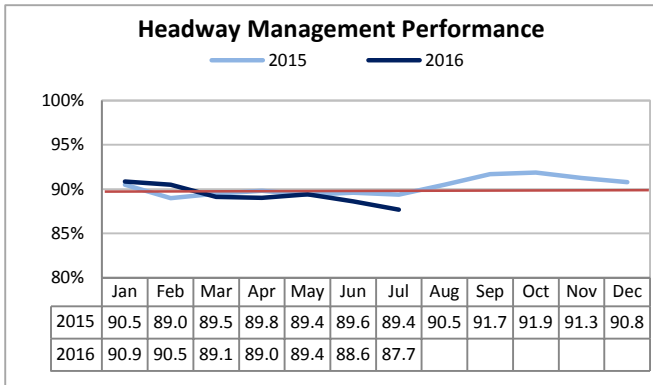
**Target: 1.66**      **July 2016: 0.00**      **YTD 2016: 0.00**  
 Tacoma Link has not experienced any preventable accidents since March 2013.



**Target: 98.5%**      **July 2016: 100%**      **YTD 2016: 99.9%**  
 Tacoma Link consistently operates nearly all scheduled trips and performs better than the target.

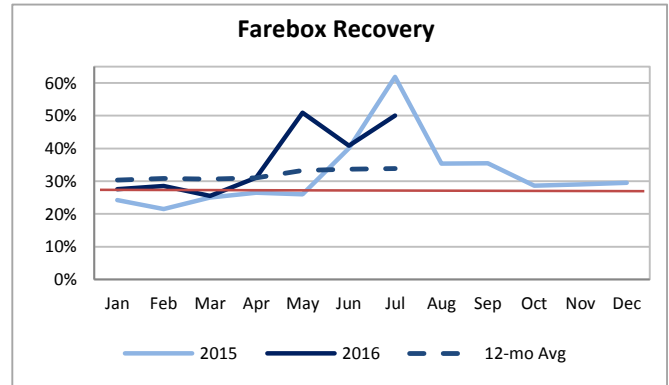
# Sound Transit Operations July 2016 Service Performance Report

## Link



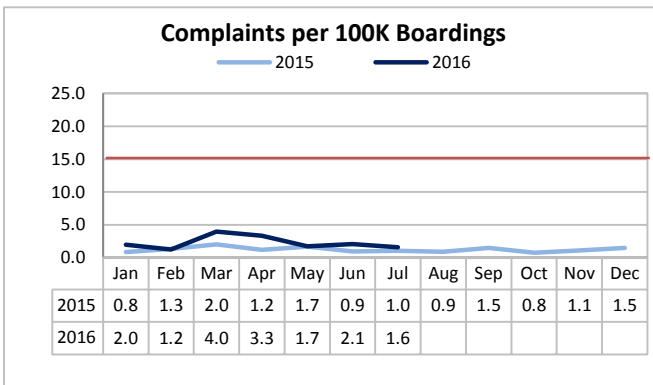
**Target: 90%**      **July 2016: 87.7%**      **YTD 2016: 89.3%**

Headway management is slightly below targeted levels. Performance has deteriorated since the start of University Link due to increased passenger traffic on buses and trains in the DSTT.



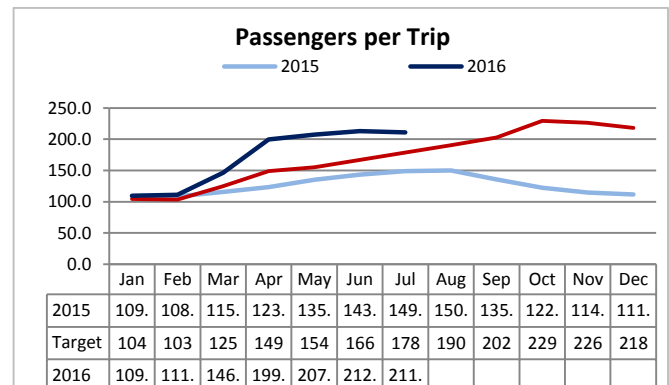
**Target: 28.4%**      **July 2016: 50.1%**      **12-Mo Avg: 35.0%**

Farebox recovery was trending higher and achieved 35.0% during the most recent rolling 12 months, which was well above target.



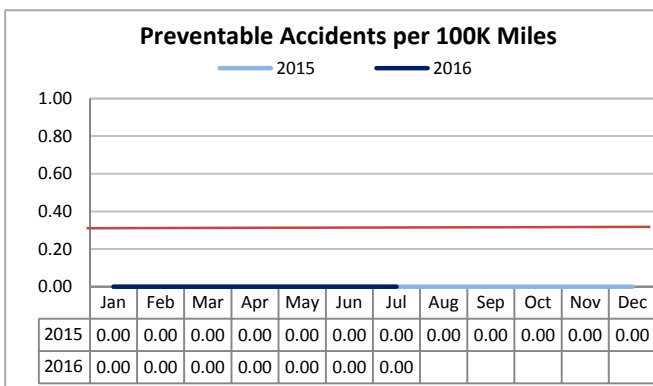
**Target: <15**      **July 2016: 1.6**      **YTD 2016: 2.3**

Link received 0.6 more complaint per 100K boardings in July, compared to the same period of 2015. However, it was well within the targeted range despite healthy ridership gains.



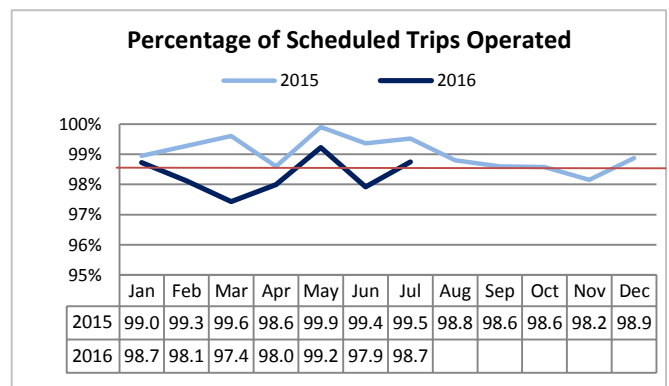
**Target: 171**      **July 2016: 211.1**      **YTD 2016: 171.6**

Passengers per trip continue 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**      **July 2016: 0.00**      **YTD 2016: 0.00**

Link has not experienced any preventable accidents since July 2013.

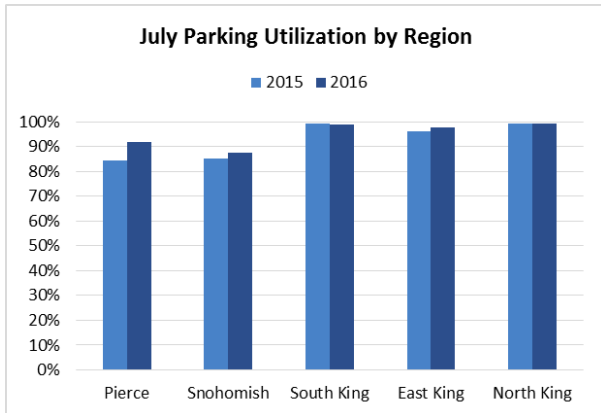


**Target: 98.5%**      **July 2016: 98.7%**      **YTD 2016: 98.3%**

Scheduled trips operated in July met the target of 98.5% and it was near target on a 12-month rolling basis.

# Sound Transit Operations July 2016 Service Performance Report

## General Transit

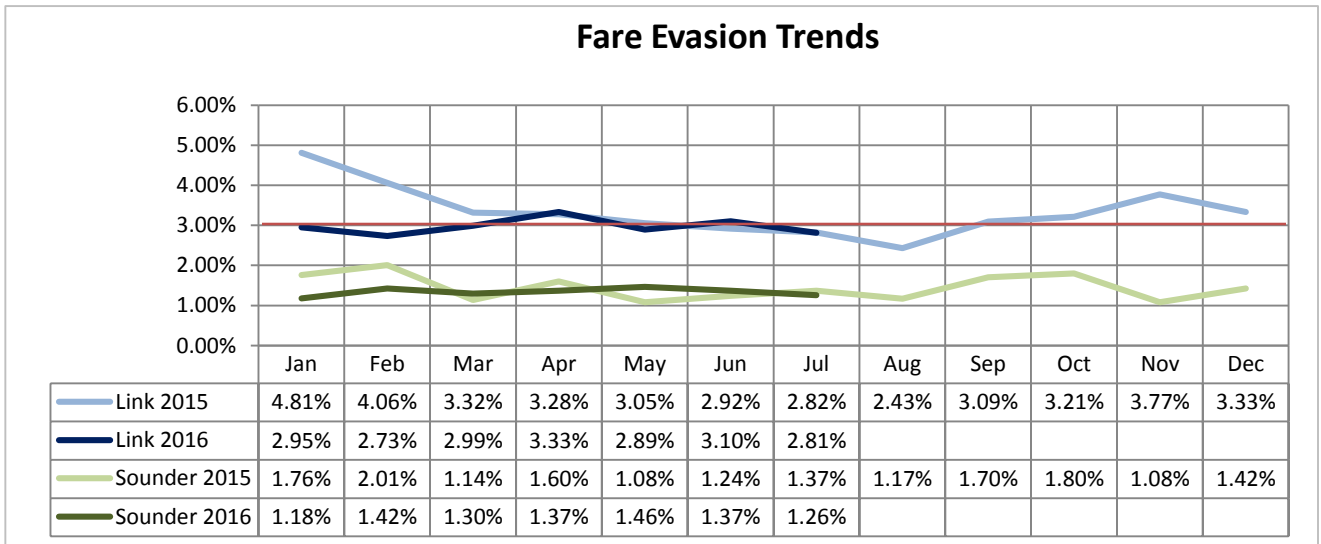


System-wide Permanent & Leased Parking			
July 2016			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,164	88%
North King	140	139	99%
East King	1,488	1,456	98%
South King	3,871	3,823	99%
Pierce	4,921	4,512	92%
<b>System Total</b>	<b>14,033</b>	<b>13,094</b>	<b>93%</b>

A total of 14,033 parking stalls are available at 30 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 July 2015, reflecting 93% system-wide utilization.

The Pierce County region experienced 7% growth, and Snohomish County increased by 2%. East King region also increased by 2%, and while North King region remained unchanged, South King region decreased slightly by 1% versus last year.



**Fare Evasion** on Link decreased slightly compared to July 2015 and met the target of less than 3%. July Link boardings increased 57.3% compared to last year.

Sounder fare evasion was down slightly compared to July 2015, with final results of 1.26% for the month.

Overall, combined fare evasion was 2.56%, within the targeted range of 3%. Fare inspections trended over 6% of all rail passengers in July 2016, below the targeted inspection rate of 10%.

