

**Sound Transit Operations
August 2016 Service Performance Report**

Ridership

Total Boardings by Mode						
	Aug-15	Aug-16	% Δ	YTD-15	YTD-16	% Δ
ST Express	1,552,692	1,682,299	8.3%	12,356,178	12,456,362	0.8%
Sounder	327,553	372,746	13.8%	2,504,467	2,795,804	11.6%
Tacoma Link	67,805	71,057	4.8%	650,722	620,802	-4.6%
Link	1,153,008	1,957,274	69.8%	7,675,514	12,050,633	57.0%
Paratransit	3,588	4,412	23.0%	31,837	31,336	-1.6%
System Total	3,104,646	4,087,788	31.7%	23,218,718	27,954,936	20.4%

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

August 2015:	21 Weekdays	5 Saturdays	5 Sundays
August 2016:	23 Weekdays	4 Saturdays	4 Sundays

Sound Transit ridership increased by 983K, or 31.7%, compared to August 2015. During the month of August, ST Express, Sounder, and Tacoma Link registered increases in monthly total ridership and average weekday boardings. It is important to note that there were two more weekdays this year compared to August 2015, driving ridership increases over over last year. However, all modes experienced growth for average weekday boardings. August 2016 marked the first time that Sound Transit total ridership surpassed four million boardings in a single month.

ST Express ridership increased by 130K, or 8.3%, compared to the same period last year. Average weekday boardings increased by 4.1%. Route 542 (Redmond-U. District) continues to experience large increases in ridership due in part to the addition of mid-day service on the route in March of this year. Route 550 again surpassed the 11K average weekday boardings mark, breaking the record set last month.

Sounder ridership increased by 45K, or 13.8%, compared to the same period last year, while average weekday boardings increased by 4.8%. Average weekday boardings increased on both the North and South line, up 5.4% and 4.8%, respectively.

Tacoma Link ridership saw an increase of 3K, or 4.8%, compared to August 2015.

Link ridership increased by 804K or 69.8%, compared to August 2015. Similarly, average weekday, average Saturday and average Sunday boardings were up 73.8%, 37.4%, and 53.5%, respectively. For the first time, Link light rail surpassed ST Express for the highest average weekday boardings in a single month, averaging 69,000 boardings in the month of August.

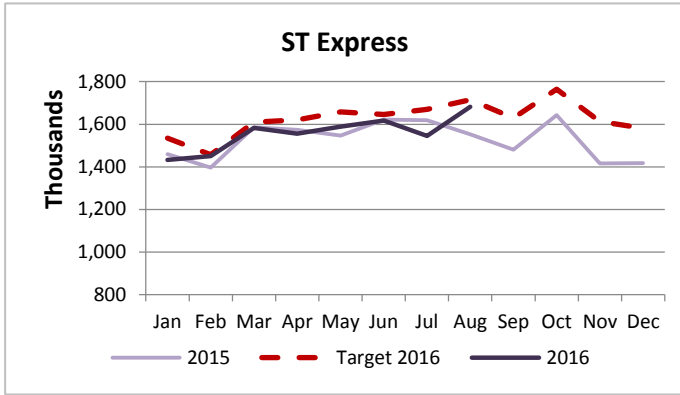
Paratransit services increased by 23.0% compared to August 2015. The increase in Paratransit ridership is attributed to the increased Paratransit responsibility with the opening of the University Link extension and additional customers requesting access to the Link system.

Average Daily Boardings									
Mode	Weekday			Saturday			Sunday		
	Aug-15	Aug-16	% Δ	Aug-15	Aug-16	% Δ	Aug-15	Aug-16	% Δ
ST Express	63,311	65,936	4.1%	25,137	23,286	-7.4%	18,628	18,159	-2.5%
Sounder	15,160	15,895	4.8%	2,173	0	N/A	2,337	3,585	53.4%
Tacoma Link	2,664	2,709	1.7%	1,677	1,583	-5.6%	696	602	-13.5%
Link	39,777	69,125	73.8%	35,356	48,581	37.4%	28,182	43,268	53.5%
Paratransit	116	142	23.0%	116	142	23.0%	116	142	23.0%
System Total	121,028	153,807	27.1%						

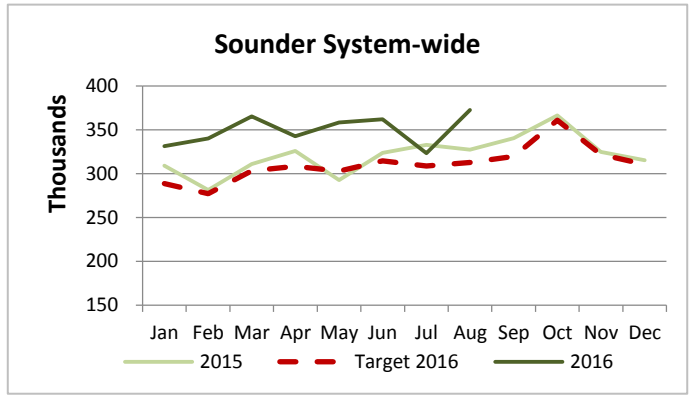
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.

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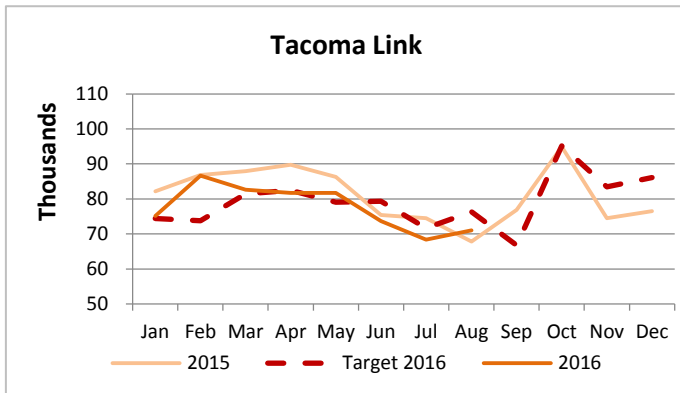
Monthly Ridership Trends by Mode



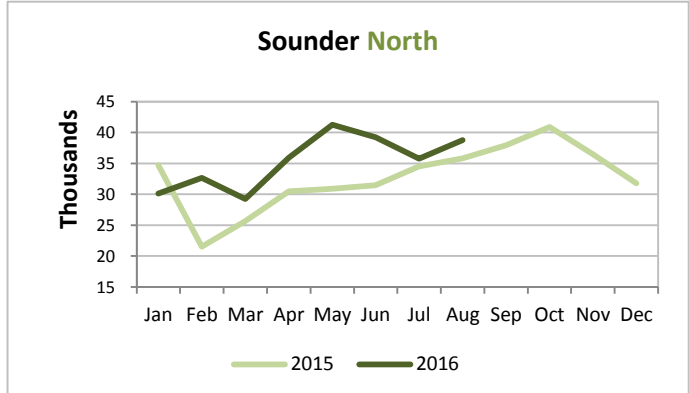
ST Express ridership increased by 8.3% compared to August 2015. Average weekday boardings were up by 4.1%. Route 542 (Redmond-U. District) and Route 550 (Bellevue-Seattle) contributed to the ridership growth on the weekdays.



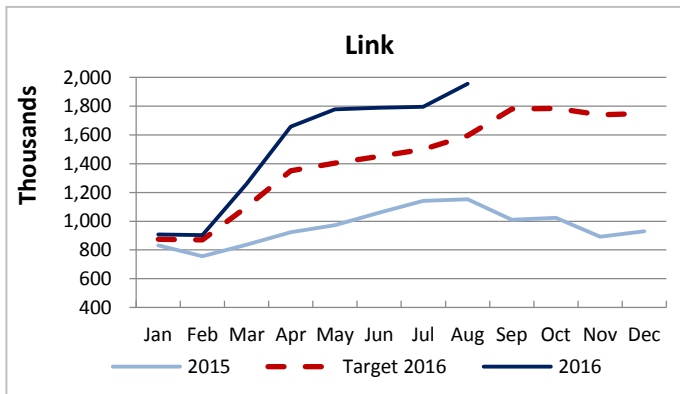
Sounder system-wide ridership increased by 13.8% compared to August 2015. Ridership is trending higher on both lines (see below). Average weekday boardings grew 4.8% over the same period of 2015.



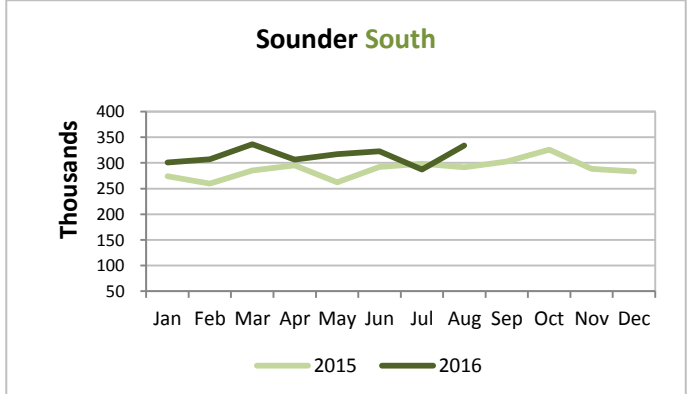
Tacoma Link ridership was up 4.8% compared to August 2015 and average weekday boardings increased by 1.7%.



Sounder North ridership was up 8.3% compared to August 2015 and average weekday boardings increased by 5.4%.



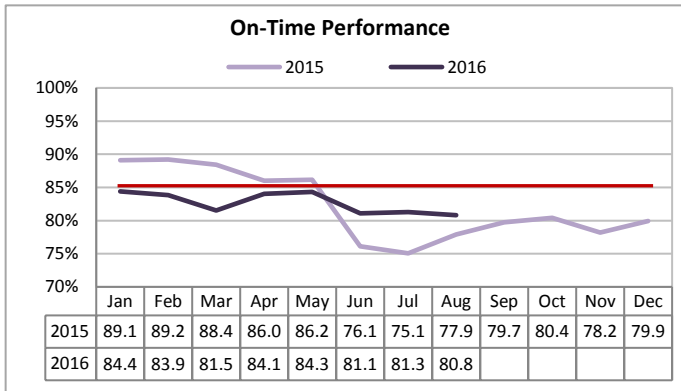
Link ridership was up 69.8% compared to August 2015, while average weekday boardings increased by 73.8%. Link's impressive ridership gains are largely a result of new service to Capitol Hill and UW stations.



Sounder South ridership increased by 14.5% compared to August 2015 and average weekday boardings were up by 4.8%.

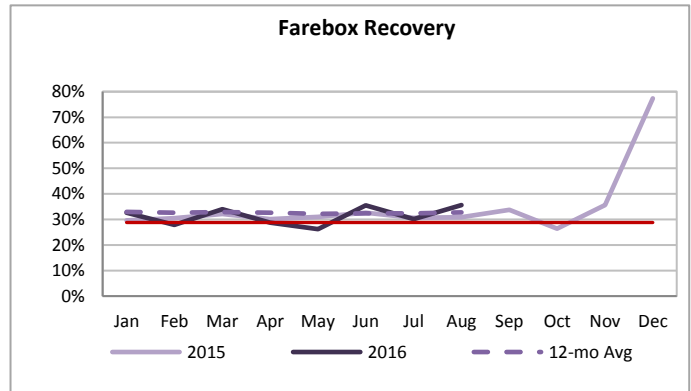
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ST Express



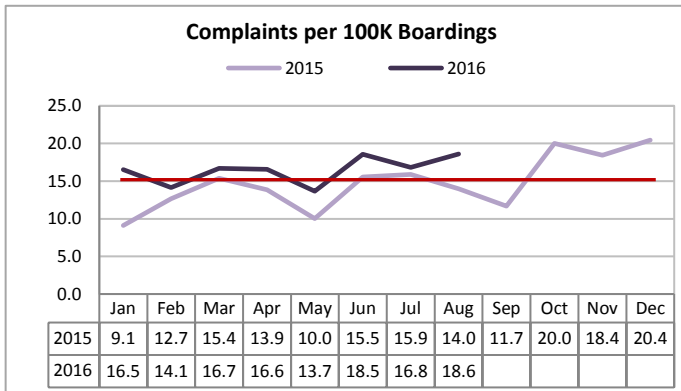
Target: 85% Aug 2016: 80.8% YTD 2016: 82.7%

OTP was lower than target in August due to traffic congestion and overcrowding that caused late buses. OTP is about 3% better than the same month last year.



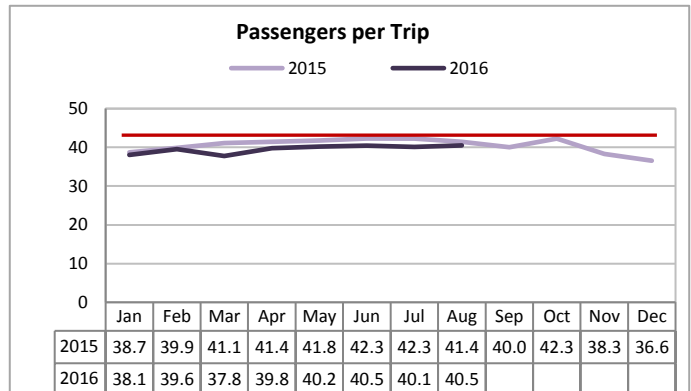
Target: 28.8% Aug 2016: 35.6% 12-Mo Avg: 32.8%

Farebox recovery of 35.6% was higher compared to same period of last year and was better than target of 28.8%. Farebox recovery trended at 32.8% over the most recent rolling 12 months.



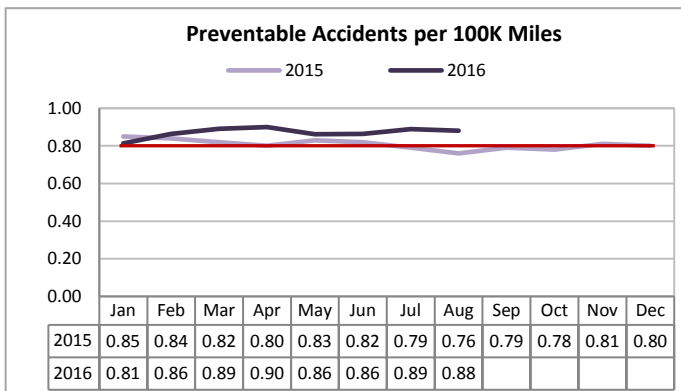
Target: <15 Aug 2016: 18.6 YTD 2016: 16.5

Complaints have been up since last fall due in part to overcrowding and congestion. We expect to see improvement as hours are added in September.



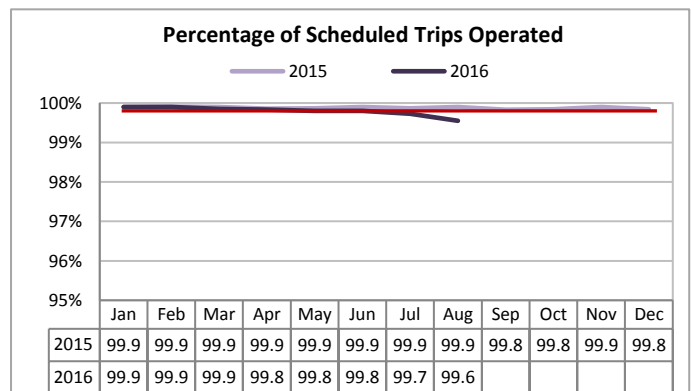
Target: 41.8 Aug 2016: 40.5 YTD 2016: 39.6

Passengers per trip decreased versus last year, as more trips were added in March to ease overcrowding.



Target: 0.80 Aug 2016: 0.88 YTD 2016: 0.88

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.

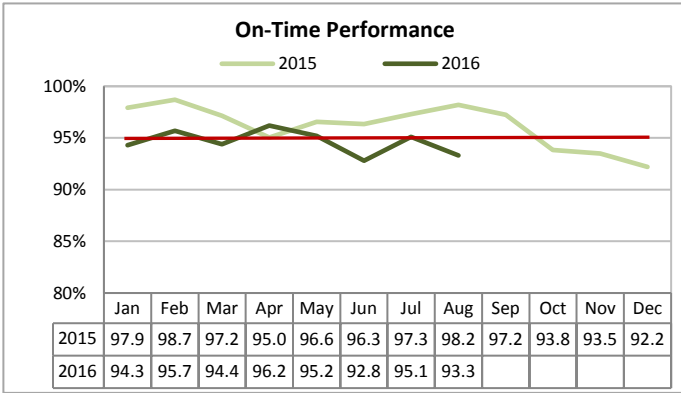


Target: 99.8% Aug 2016: 99.6% YTD 2016: 99.8%

Percentage of scheduled trips operated was slightly below target of 99.8%, although YTD performance met the target. Operator availability has been an issue at King County Metro, causing missed trips.

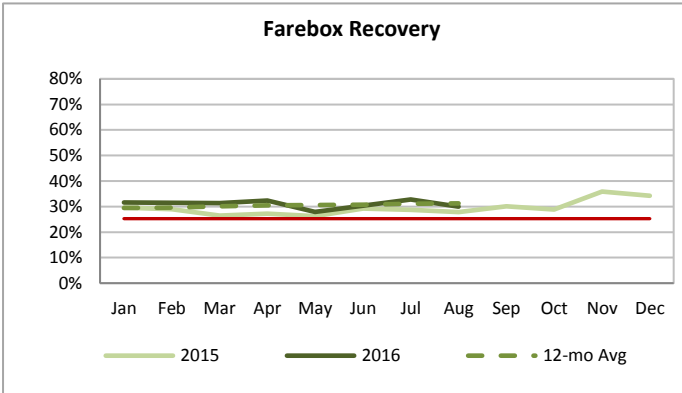
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Sounder Commuter Rail



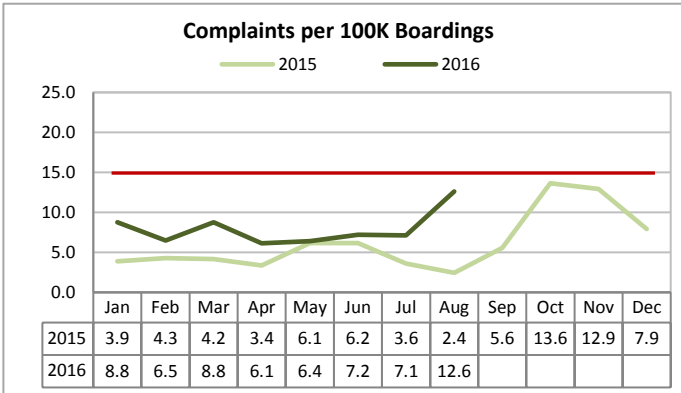
Target: 95.0% **Aug 2016: 93.3%** **YTD 2016: 94.6%**

OTP was below target in August due to various issues that impacted train service. In order of impact: emergency response, including a Puyallup School District bus barn fire on Aug. 24, BNSF track construction activity in Auburn supporting future easements, freight interference and mechanical issues.



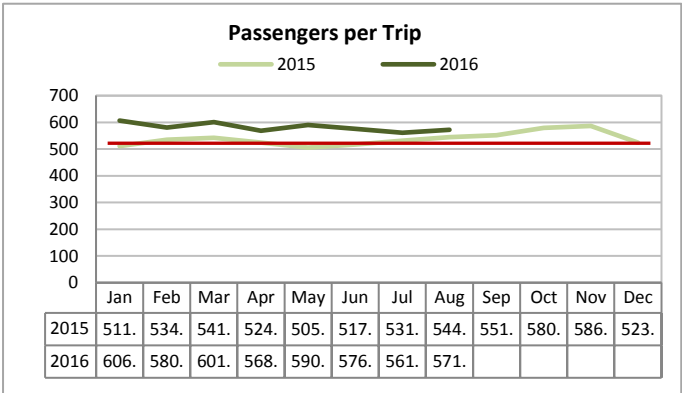
Target: 25.3% **Aug 2016: 30.0%** **12-Mo Avg: 31.3%**

Farebox recovery was up compared to same period of 2015. Sounder continues to perform better than target, at 31.3% farebox recovery, over the most recent rolling 12-month period.



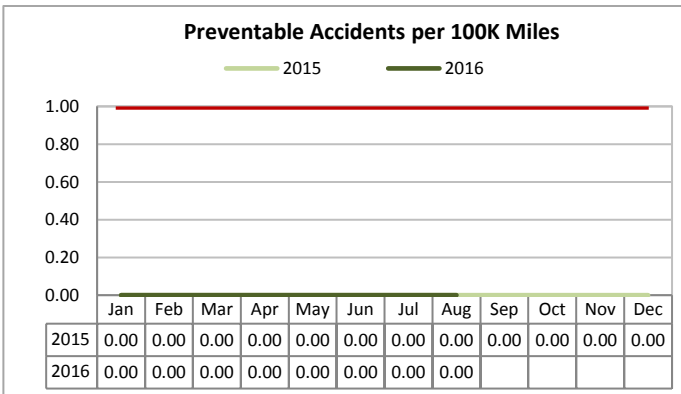
Target: <15 **Aug 2016: 12.6** **YTD 2016: 8.0**

Sounder received 10 more complaints per 100K boardings in August versus the same period of 2015. The increase in complaints was due to service delays in the month.



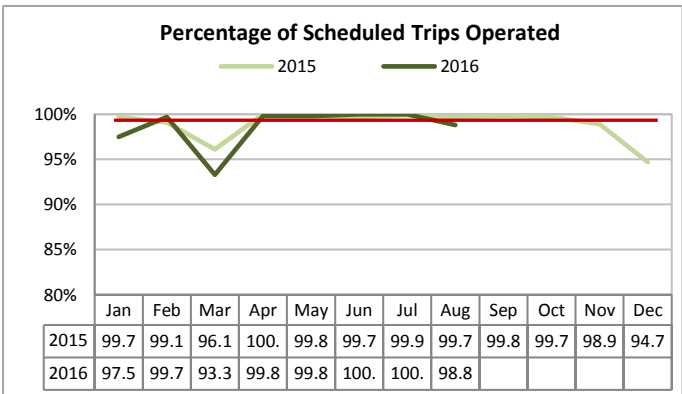
Target: 507 **Aug 2016: 571.7** **YTD 2016: 581.7**

The number of passengers per trip increased 5.1% compared to August 2015, as Sounder continued to experience ridership growth on both the North and South lines.



Target: 1.00 **Aug 2016: 0.00** **YTD 2016: 0.00**

Sounder has not experienced a preventable accident since service began.

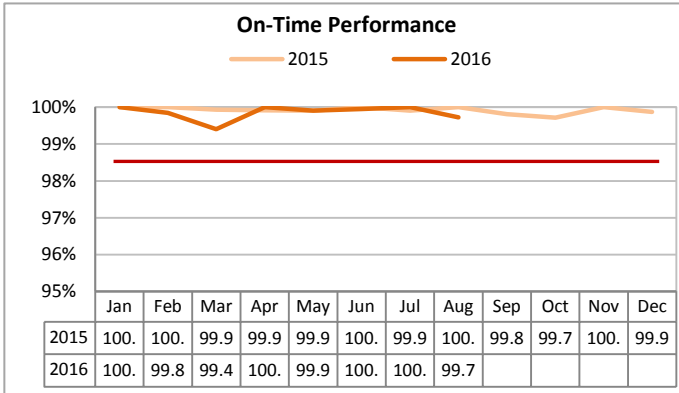


Target: 99.5% **Aug 2016: 98.8%** **YTD 2016: 98.6%**

Percentage of scheduled trips operated was slightly lower than target of 99.5% due to incidents in the month that impacted train service.

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Tacoma Link



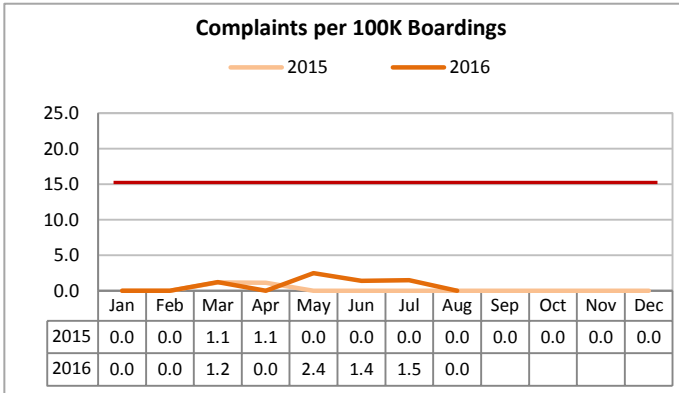
Target: 98.5% **Aug 2016: 99.7%** **YTD 2016: 99.9%**

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

Farebox Recovery

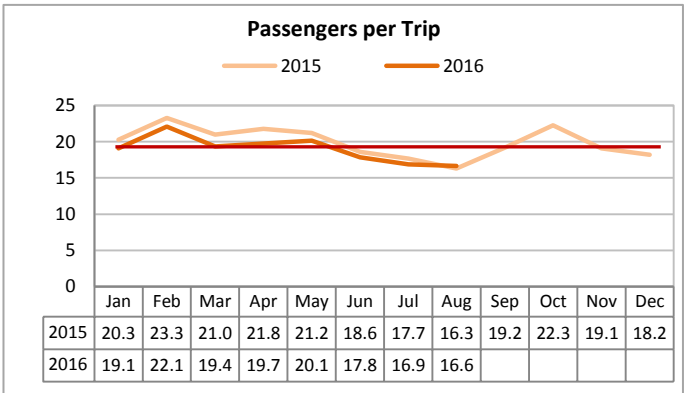
Tacoma Link to remain fare-free until 2022.

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



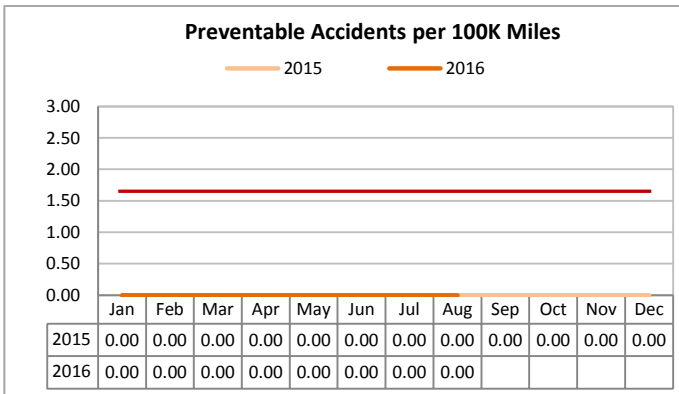
Target: <15 **Aug 2016: 0.0** **YTD 2016: 0.8**

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



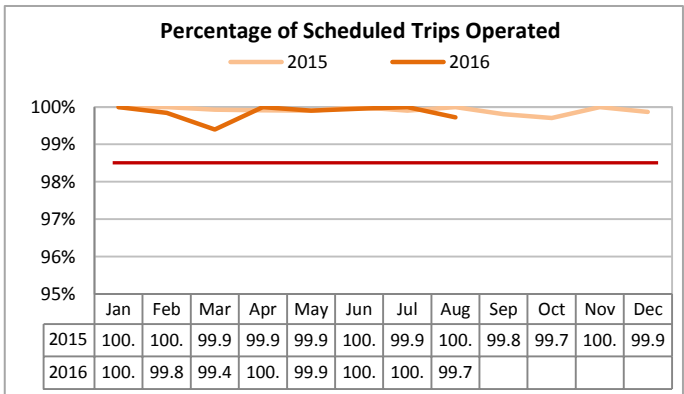
Target: 19.2 **Aug 2016: 16.6** **YTD 2016: 18.9**

The number of passengers per trip was 16.6, which was lower than the target of 19.2 but slightly higher compared to the same period of 2015.



Target: 1.66 **Aug 2016: 0.00** **YTD 2016: 0.00**

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

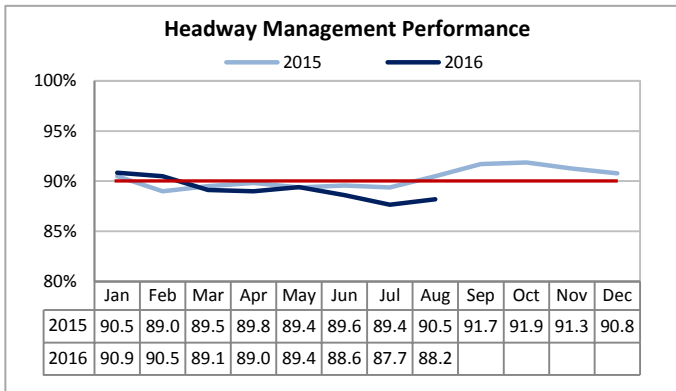


Target: 98.5% **Aug 2016: 99.7%** **YTD 2016: 99.9%**

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

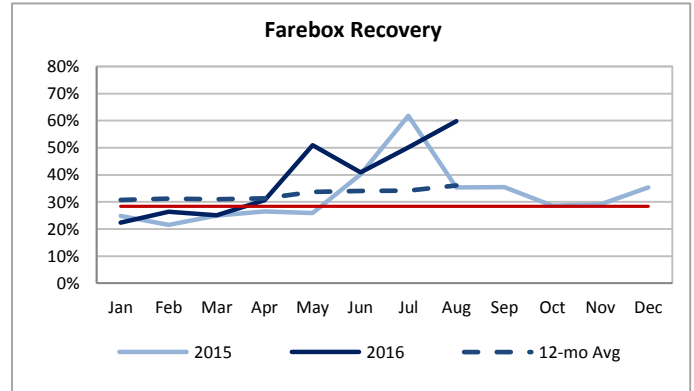
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Link



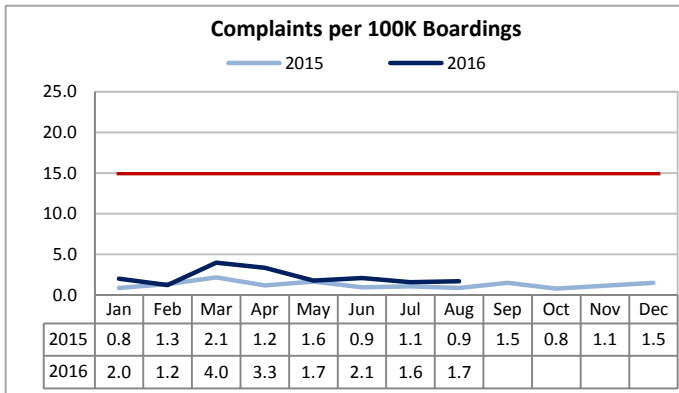
Target: 90% **Aug 2016: 88.2%** **YTD 2016: 89.2%**

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.



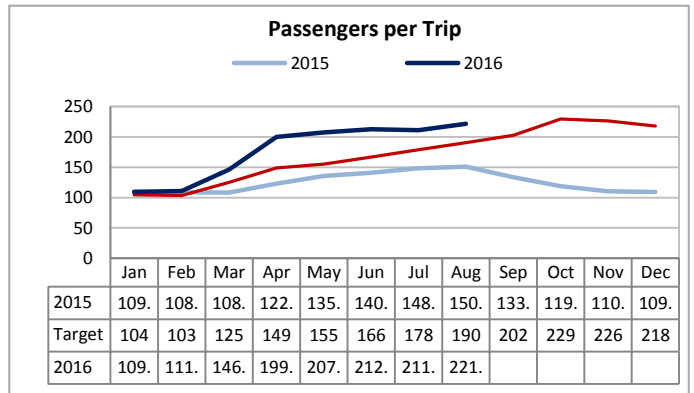
Target: 28.4% **Aug 2016: 59.8%** **12-Mo Avg: 36.1%**

Farebox recovery was trending higher and achieved 36.1% during the most recent rolling 12 months, which was well above target.



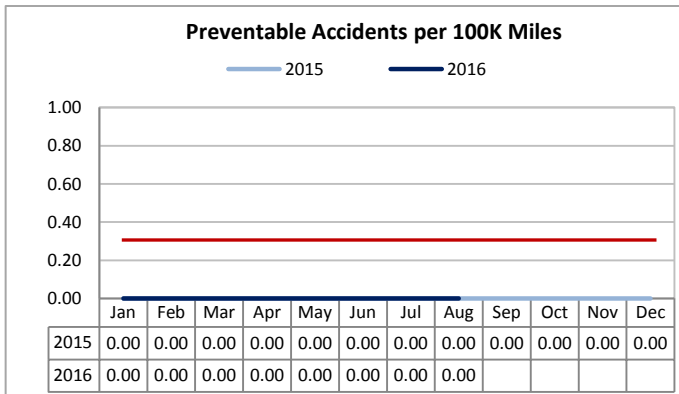
Target: <15 **Aug 2016: 1.7** **YTD 2016: 2.2**

Link received 0.8 more complaint per 100K boardings in August, compared to the same period of 2015. However, it was well within the targeted range despite healthy ridership gains.



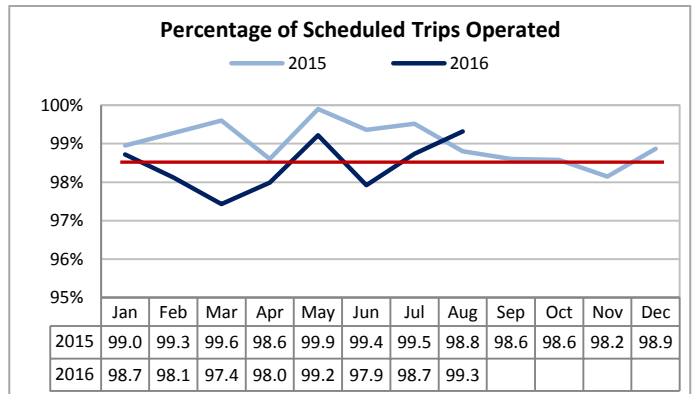
Target: 171 **Aug 2016: 221.8** **YTD 2016: 178.1**

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 **Aug 2016: 0.00** **YTD 2016: 0.00**

Link has not experienced any preventable accidents since July 2013.

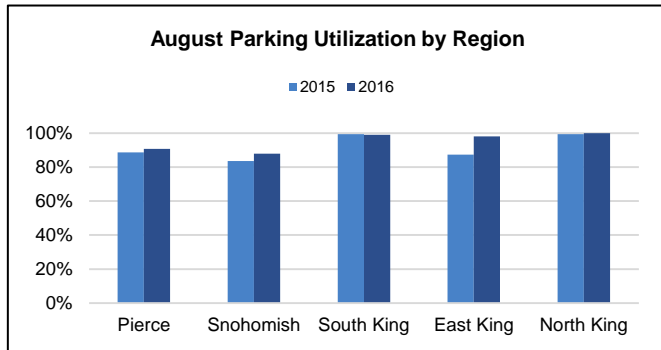


Target: 98.5% **Aug 2016: 99.3%** **YTD 2016: 98.4%**

Scheduled trips operated in August met the target of 98.5%, and it was near target on a year-to-date basis.

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General Transit

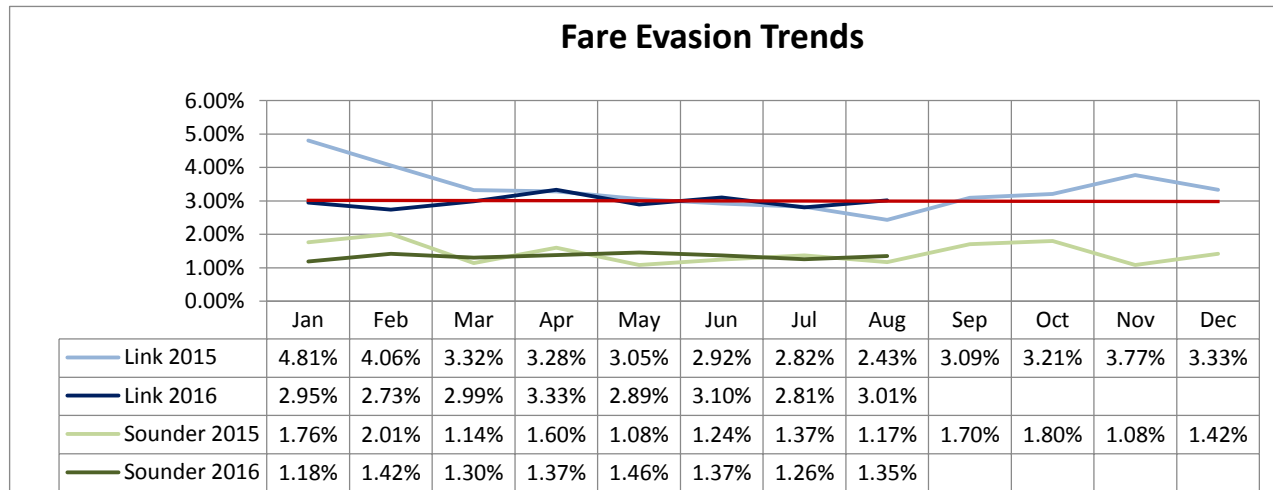


System-wide Permanent & Leased Parking			
August 2016			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,173	88%
North King	140	140	100%
East King	1,488	1,459	98%
South King	3,871	3,833	99%
Pierce	4,921	4,459	91%
System Total	14,033	13,064	93%

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 August 2015, reflecting 93% system-wide utilization.

The Pierce County region experienced 2% growth, and Snohomish County increased by 4%. East King, South King, and North King regions overall increased by 3% versus last year.



Fare Evasion on Link increased marginally compared to August 2015, with final results falling slightly outside the targeted range at 3.01%. August Link boardings increased 69.8% compared to last year, resulting in a lower inspection rate on Link.

Sounder fare evasion was up slightly compared to August 2015, with final results of 1.35% for the month.

Overall, combined fare evasion was 2.69%, within the targeted range of 3%. Fare inspections trended over 5% of all rail passengers in August 2016, below the targeted inspection rate of 10%.

Sound Transit Operations 2016 Monthly Modal Performance Data Sheet

ST Express												Tacoma Link													
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time ¹	Headway Availability	On-Time Performance ²	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴	Preventable Accidents per 100,000 Miles (Rolling 12 Months) ⁵	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time ¹	Headway Availability	On-Time Performance ²	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴	Preventable Accidents per 100,000 Miles (Rolling 12 Months) ⁵		
Targets	≥ 99.5%	>90.0%	80%	≥ 85.0%	19,500,000	41.8	< 15.0	< 15.0	< 0.80	28.8%	28.8%	Targets	≥ 98.5%	>90.0%	66.7%	≥ 98.5%	NA	950,000	19.2	< 15.0	< 15.0	≤ 1.66	N/A		
Jan	37,644	99.6%	97.0%	95.7%	1,433,007	38.1	237	16.5	0.81	32.7%	32.7%	Jan	3,940	100.0%	100.0%	98.9%	100.0%	75,121	19.1	0	0.0	0	0.00	N/A	
Feb	36,673	99.6%	94.0%	95.9%	1,451,138	39.6	205	14.1	0.86	27.9%	27.9%	Feb	3,921	99.8%	100.0%	98.9%	100.0%	86,616	22.1	0	0.0	0	0.00	N/A	
Mar	41,910	99.8%	95.0%	95.8%	1,582,819	37.8	264	16.7	0.89	33.9%	33.9%	Mar	4,269	99.4%	100.0%	99.4%	100.0%	82,631	19.4	1	1.2	0	0.00	N/A	
Apr	39,071	99.8%	97.0%	94.7%	1,555,285	39.8	258	16.6	0.90	28.7%	28.7%	Apr	4,138	100.0%	100.0%	100.0%	100.0%	81,686	19.7	0	0.0	0	0.00	N/A	
May	39,482	99.8%	98.0%	94.4%	1,588,540	40.2	217	13.7	0.86	26.2%	26.2%	May	4,062	99.9%	100.0%	100.0%	100.0%	81,708	20.1	2	2.4	0	0.00	N/A	
Jun	39,975	99.8%	99.0%	95.1%	1,617,420	40.5	300	18.5	0.86	35.5%	35.5%	Jun	4,129	100.0%	98.0%	98.9%	100.0%	73,634	17.8	1	1.4	0	0.00	N/A	
Jul	38,527	99.7%	99.0%	95.8%	1,545,852	40.1	260	16.8	0.89	30.1%	30.1%	Jul	4,052	100.0%	100.0%	97.8%	100.0%	68,348	16.9	1	1.5	0	0.00	N/A	
Aug	41,539	99.6%	99.0%	95.2%	1,682,299	40.5	313	18.6	0.88	35.6%	35.6%	Aug	4,274	99.7%	100.0%	95.7%	100.0%	71,057	16.6	0	0.0	0	0.00	N/A	
Sep												Sep													
Oct												Oct													
Nov												Nov													
Dec												Dec													
YTD	314,831	99.8%	97.3%	95.3%	12,456,362	39.6	2,054	16.5	0.88	31.0%	31.0%	YTD	32,785	99.9%	99.8%	98.8%	99.9%	N/A	620,802	18.9	5	0.8	0	0.00	N/A
Sounder												Link													
Targets	≥ 99.5%	>90.0%	82.0%	≥ 85.0%	3,750,000	507	< 15.0	< 15.0	≤ 1.00	25.3%	25.3%	Targets	≥ 98.5%	>90.0%	86.0%	≥ 90.0%	≥ 90.0%	17,200,000	171	< 15.0	< 15.0	< 0.30	28.4%		
Jan	546	97.5%	100.0%	86.6%	94.3%	331,257	606.7	29	8.8	0	0.00	31.6%	98.7%	96.3%	81.3%	94.0%	90.9%	908,411	109.5	18	2.0	0	0.00	22.4%	
Feb	586	99.7%	100.0%	86.2%	95.7%	340,008	580.2	22	6.5	0	0.00	31.5%	98.1%	95.0%	82.8%	93.2%	90.5%	904,266	111.0	11	1.2	0	0.00	26.3%	
Mar	608	93.3%	100.0%	86.1%	94.4%	365,505	601.2	32	8.8	0	0.00	31.4%	97.4%	94.3%	86.3%	88.9%	89.1%	1,259,454	146.4	50	4.0	0	0.00	25.0%	
Apr	603	99.8%	100.0%	86.4%	96.2%	342,552	568.1	21	6.1	0	0.00	32.4%	98.0%	93.8%	87.8%	90.5%	89.0%	1,657,616	199.8	55	3.3	0	0.00	30.6%	
May	607	99.8%	100.0%	86.7%	95.2%	358,584	590.7	23	6.4	0	0.00	27.9%	99.2%	95.8%	90.5%	93.4%	89.4%	1,777,520	207.7	31	1.7	0	0.00	50.9%	
Jun	628	100.0%	100.0%	86.1%	92.8%	361,919	576.3	26	7.2	0	0.00	30.4%	97.9%	96.0%	88.7%	92.3%	88.6%	1,789,217	212.8	37	2.1	0	0.00	40.9%	
Jul	576	100.0%	100.0%	86.7%	95.1%	323,233	561.2	23	7.1	0	0.00	32.8%	98.7%	96.0%	89.2%	92.5%	87.7%	1,796,875	211.1	28	1.6	0	0.00	50.1%	
Aug	652	98.8%	100.0%	89.3%	93.3%	372,746	571.7	47	12.6	0	0.00	30.0%	99.3%	98.0%	91.5%	88.6%	88.2%	1,957,274	221.8	33	1.7	0	0.00	59.8%	
Sep												Sep													
Oct												Oct													
Nov												Nov													
Dec												Dec													
YTD	4,806	98.6%	100.0%	86.8%	2,795,804	581.7	223	8.0	0.00	30.9%	30.9%	YTD	67,650	98.4%	95.7%	87.3%	92.0%	89.2%	12,050,633	178.1	263	2.2	0	0.00	37.7%

¹ PMIs are preventive 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: >86.5%.

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.