

Sound Transit Operations September 2016 Service Performance Report

Ridership

Total Boardings by Mode						
	Sep-15	Sep-16	% Δ	YTD-15	YTD-16	% Δ
ST Express	1,480,109	1,555,956	5.1%	13,836,287	14,012,318	1.3%
Sounder	340,440	362,189	6.4%	2,844,907	3,157,992	11.0%
Tacoma Link	76,845	77,020	0.2%	727,567	697,822	-4.1%
Link	1,010,264	1,842,304	82.4%	8,685,778	13,892,937	60.0%
Paratransit	3,499	4,169	19.1%	35,336	35,505	0.5%
System Total	2,911,157	3,841,638	32.0%	26,129,876	31,796,574	21.7%

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

September 2015:	21 Weekdays	4 Saturdays	5 Sundays
September 2016:	21 Weekdays	4 Saturdays	5 Sundays

Sound Transit ridership increased by 930K, or 32.0%, compared to September 2015. In September, all modes registered increases in monthly total ridership and average weekday boardings.

ST Express ridership increased by 76K, or 5.1%, compared to the same period last year. The growth in ST Express ridership is attributed to the investments made to address overcrowding conditions throughout the system, implemented with the September 2016 service change. In September, average Sunday ridership across the ST Express system was up 18% compared to September 2015, with many Sunday routes seeing increases of 25% or more.

Sounder ridership increased by 22K, or 6.4%, compared to the same period last year, while average weekday boardings increased by 4.5%. Ridership on the new Sounder mid-day trains, implemented in September, attributed to the growth in ridership. The late morning train from Lakewood to Seattle averages about 115 daily riders, and the early afternoon train from Seattle to Lakewood averages about 300 riders.

Tacoma Link ridership remained constant compared to September 2015, with a 0.2% increase in total monthly ridership and a 0.7% increase in average weekday boardings.

Link ridership increased by 832K or 82.4%, compared to September 2015. Similarly, average weekday, Saturday and Sunday boardings were up 76.1%, 100.9%, and 116.5%, respectively. Historically, Link weekend ridership started to decrease as the summer season ended. With the extensions that opened in 2016 to the University of Washington and Angle Lake, Link weekend ridership has remained at similar levels as the summer months partially due to special events. In the month of September there were three Saturday Husky games and two Sunday Seahawks games.

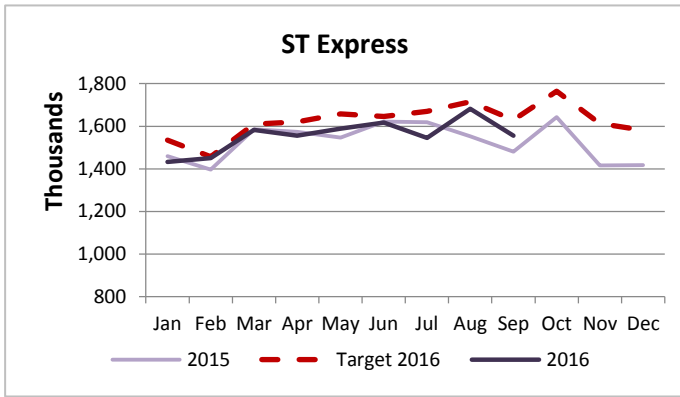
Paratransit services increased by 19.1% compared to September 2015. The increase in Paratransit ridership is attributed to the increased Paratransit responsibility with the opening of the Link extensions and additional customers requesting access to the Link system.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Sep-15	Sep-16	% Δ	Sep-15	Sep-16	% Δ	Sep-15	Sep-16	% Δ
ST Express	61,931	64,939	4.9%	23,679	23,982	1.3%	16,279	19,263	18.3%
Sounder	15,558	16,261	4.5%	2,670	1,869	-30.0%	8,390	8,489	1.2%
Tacoma Link	3,233	3,254	0.7%	1,456	1,439	-1.2%	627	585	-6.7%
Link	38,807	68,358	76.1%	25,782	51,799	100.9%	18,436	39,919	116.5%
Paratransit	117	139	19.1%	117	139	19.1%	117	139	19.1%
System Total	119,646	152,950	27.8%						

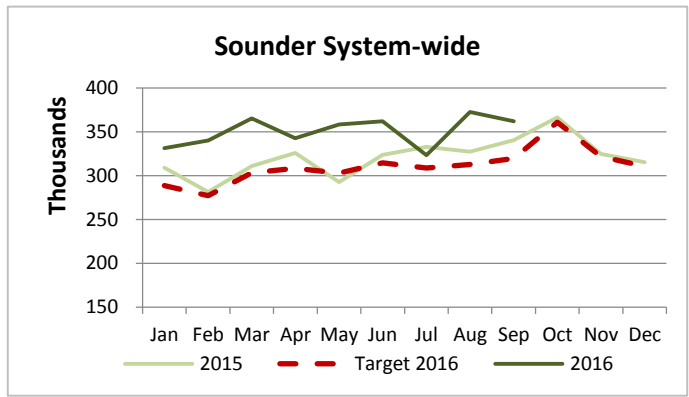
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.

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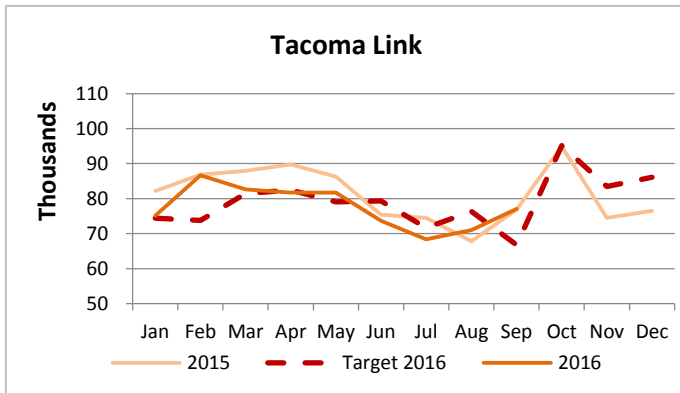
Monthly Ridership Trends by Mode



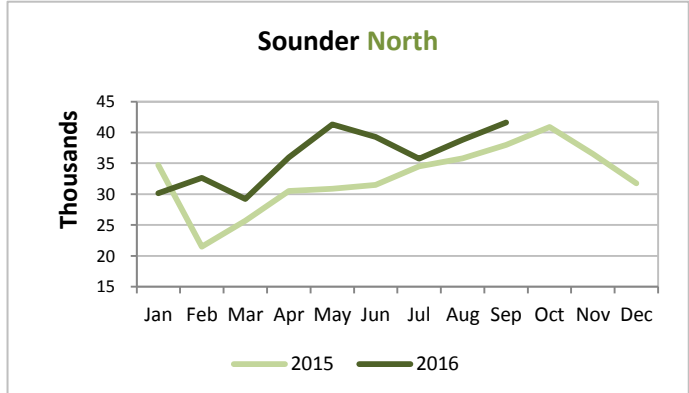
ST Express ridership increased by 5.1% compared to September 2015. Average weekday boardings were up by 4.9%. The growth in ridership is attributed to the September service change in addition to increased Sunday boardings.



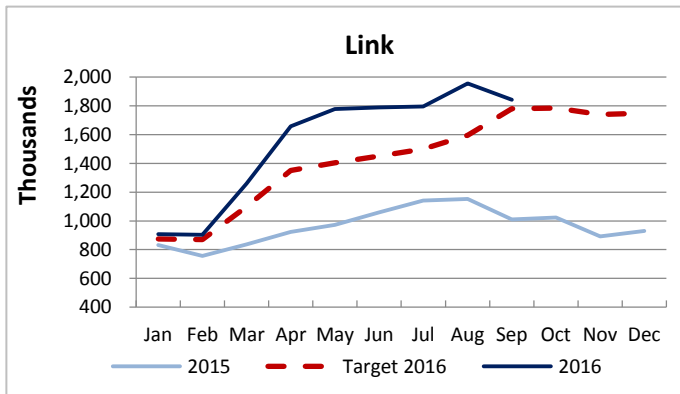
Sounder system-wide ridership increased by 6.4% compared to September 2015. Ridership is trending higher on both lines (see below). Average weekday boardings grew 4.5% over the same period of 2015.



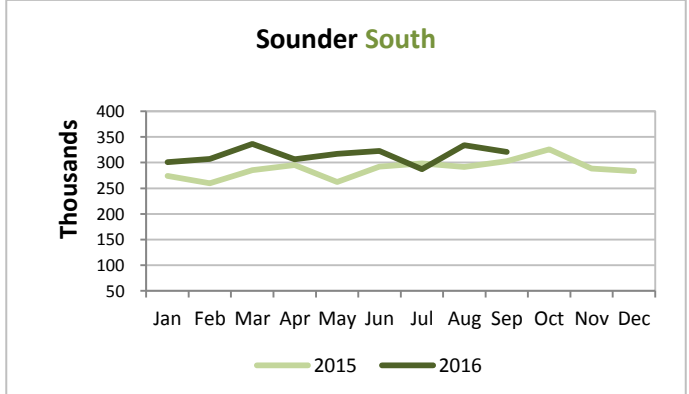
Tacoma Link ridership was up 0.2% compared to September 2015 and average weekday boardings increased by 0.7%.



Sounder North ridership was up 9.6% compared to September 2015 and average weekday boardings increased by 8%.



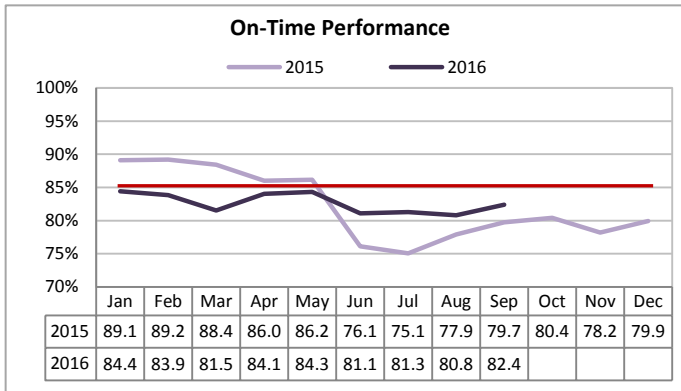
Link ridership was up 82.4% compared to September 2015, while average weekday boardings increased by 76.1%. Link's impressive ridership gains are largely a result of the service extension to Capitol Hill and the University of Washington.



Sounder South ridership increased by 6% compared to September 2015 and average weekday boardings were up by 4.1%.

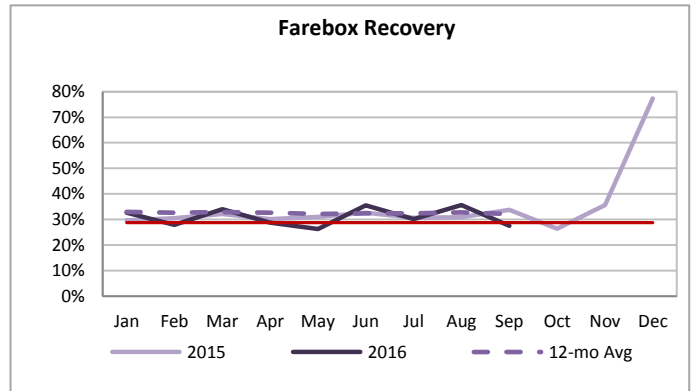
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ST Express



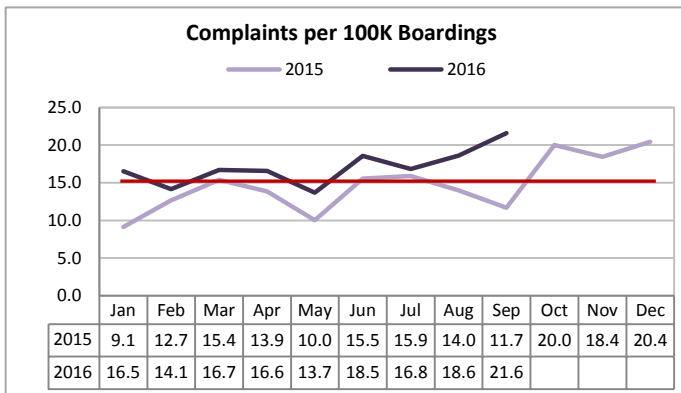
Target: 85% **Sep 2016: 82.4%** **YTD 2016: 82.6%**

OTP was lower than target in September due to traffic congestion and overcrowding that caused late buses. However, OTP has improved compared to the past few months and to the same month of last year.



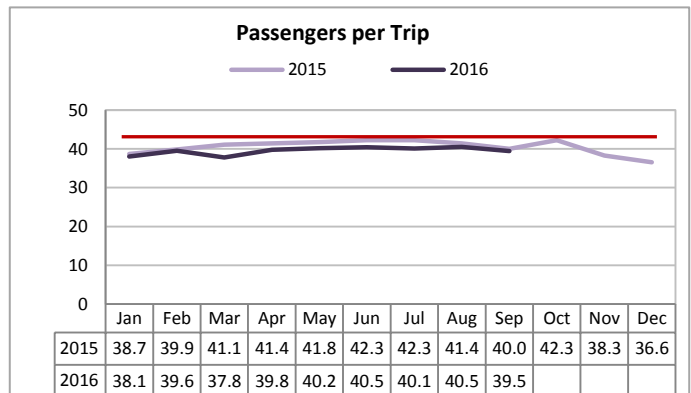
Target: 28.8% **Sep 2016: 27.5%** **12-Mo Avg: 32.1%**

Farebox recovery of 27.5% was down in September due to timing of accounting transactions. ST Express has performed better than target at 32.1% farebox recovery over the most recent rolling 12 months.



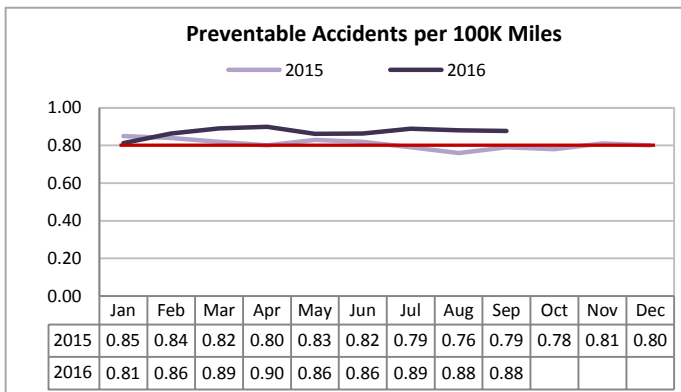
Target: <15 **Sep 2016: 21.6** **YTD 2016: 17.1**

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



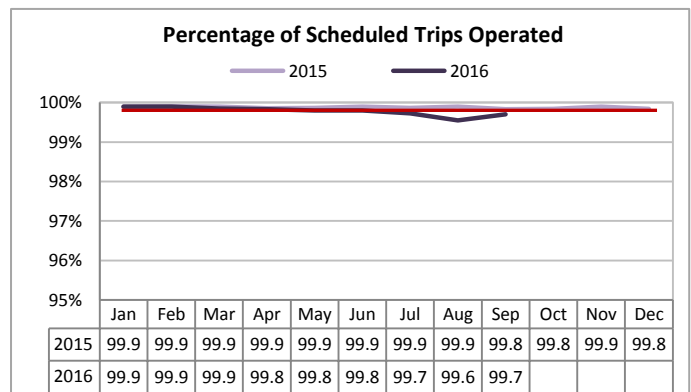
Target: 41.8 **Sep 2016: 39.5** **YTD 2016: 39.6**

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



Target: 0.80 **Sep 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.

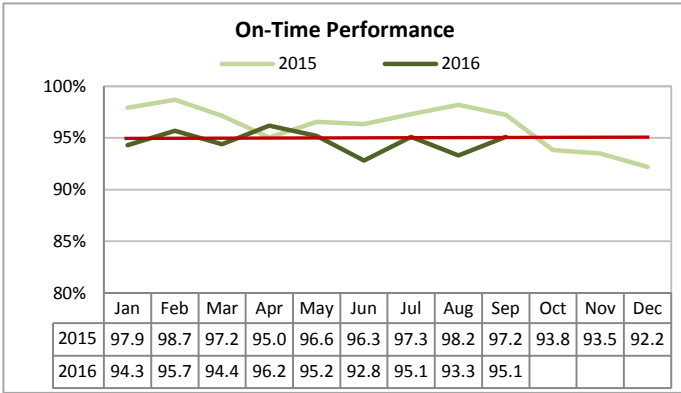


Target: 99.8% **Sep 2016: 99.7%** **YTD 2016: 99.8%**

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.

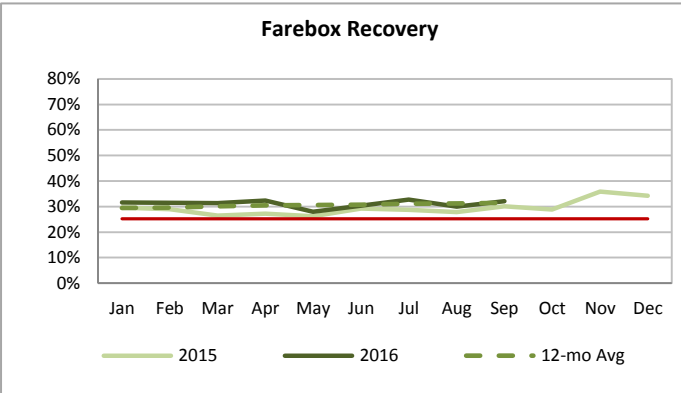
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Sounder Commuter Rail



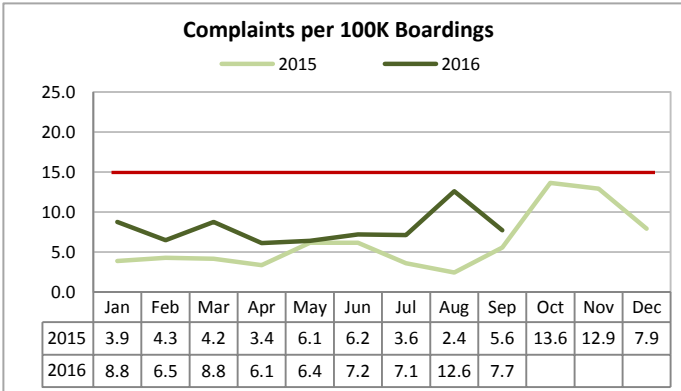
Target: 95.0% **Sep 2016: 95.1%** **YTD 2016: 94.7%**

OTP was above target at 95.1% in September. Sounder trains were impacted by construction activity in Auburn supporting track capacity expansion. Additional freight interference delays were also largely related to that work.



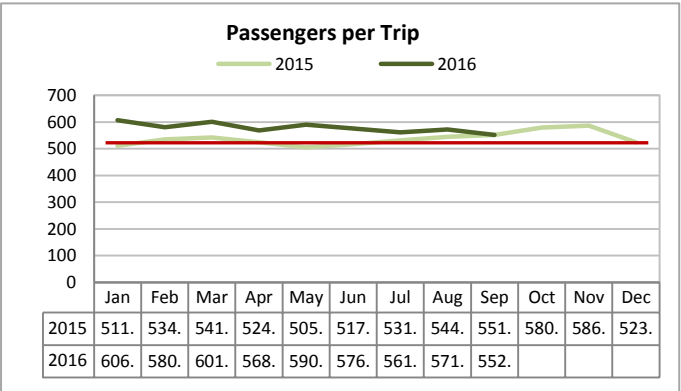
Target: 25.3% **Sep 2016: 32.1%** **12-Mo Avg: 31.4%**

Farebox recovery was up compared to same period of 2015. Sounder continues to perform better than target, at 31.4% farebox recovery, over the most recent rolling 12-month period.



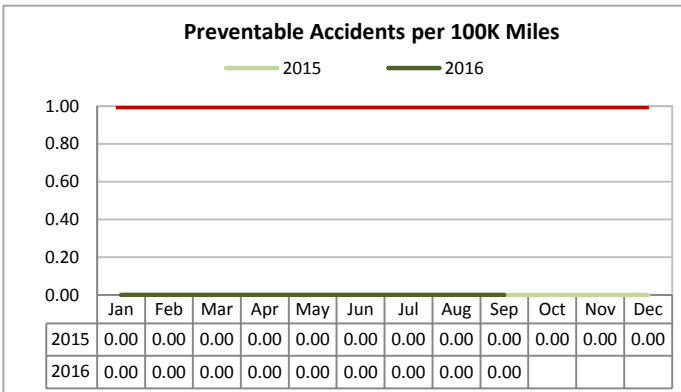
Target: <15 **Sep 2016: 7.7** **YTD 2016: 7.9**

Sounder received two more complaints per 100K boardings in September versus the same period of 2015. The majority of complaints were related to delayed trains impacted by BNSF track construction in Auburn.



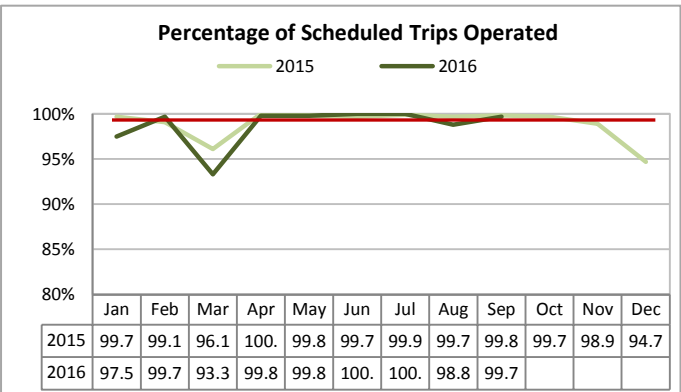
Target: 507 **Sep 2016: 552.1** **YTD 2016: 578.2**

The number of passengers per trip was higher than target and exceeded September of last year.



Target: 1.00 **Sep 2016: 0.00** **YTD 2016: 0.00**

Sounder has not experienced a preventable accident since service began.

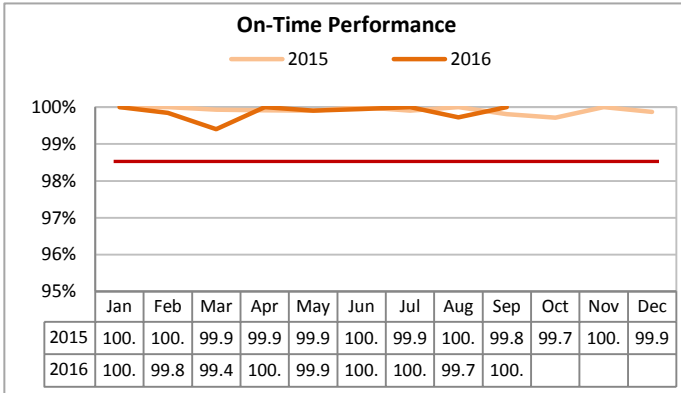


Target: 99.5% **Sep 2016: 99.7%** **YTD 2016: 98.7%**

Percentage of scheduled trips operated was higher than target and the previous month.

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Tacoma Link



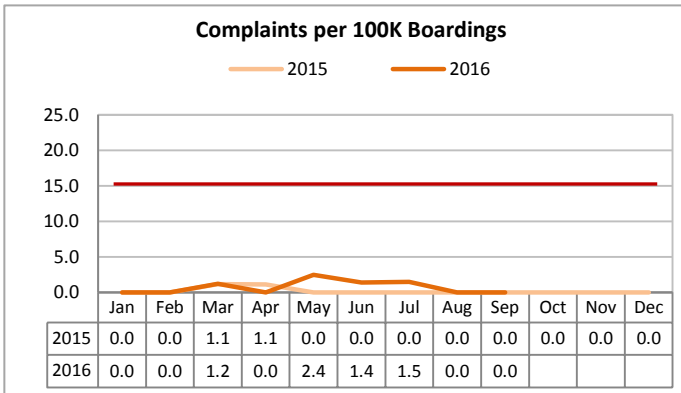
Target: 98.5% Sep 2016: 100.0% YTD 2016: 99.9%

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

Farebox Recovery

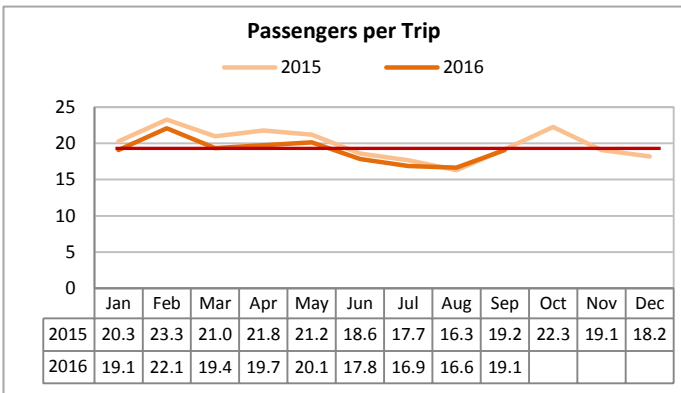
Tacoma Link to remain fare-free until 2022.

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



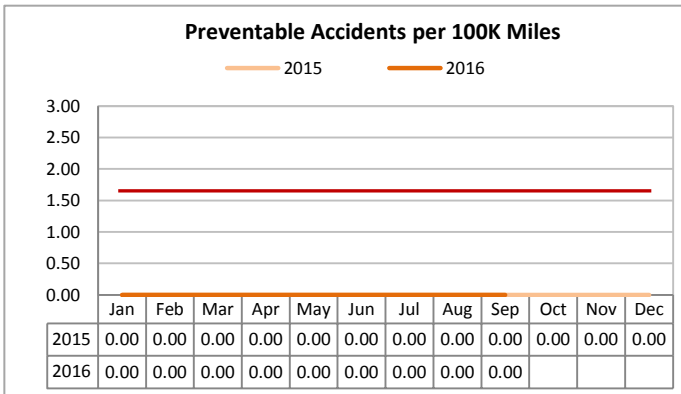
Target: <15 Sep 2016: 0.0 YTD 2016: 0.7

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



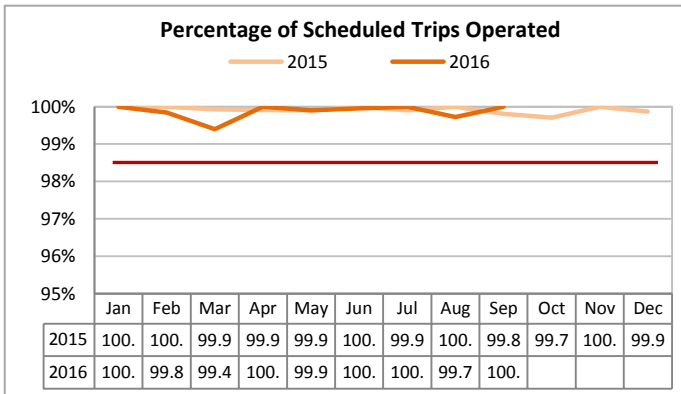
Target: 19.2 Sep 2016: 19.1 YTD 2016: 19.0

The number of passengers per trip was 19.1, which was slightly lower than the same time period last year and the target of 19.2.



Target: 1.66 Sep 2016: 0.00 YTD 2016: 0.00

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

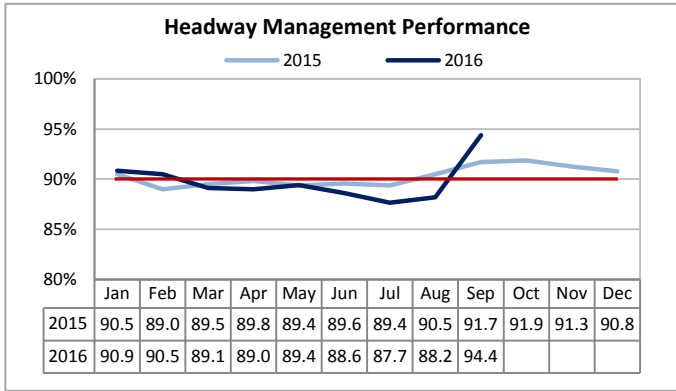


Target: 98.5% Sep 2016: 100.0% YTD 2016: 99.9%

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

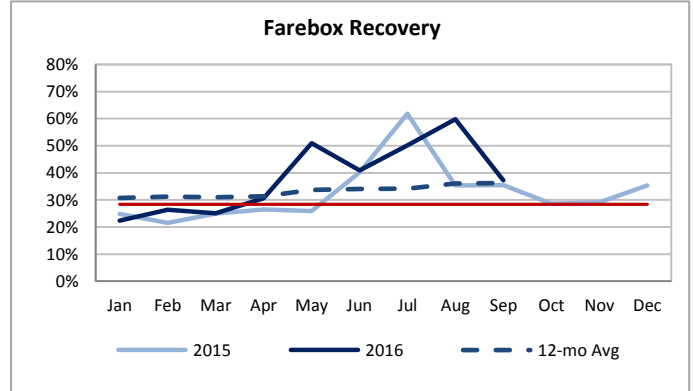
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Link



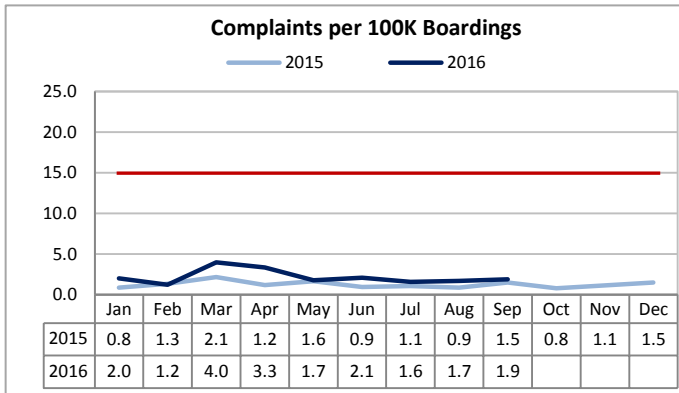
Target: 90% **Sep 2016: 94.4%** **YTD 2016: 89.7%**

Headway management is above targeted levels and performed nearly 3% better than September of last year. The new Angle Lake schedule along with reduced end of summer ridership has contributed to better headways.



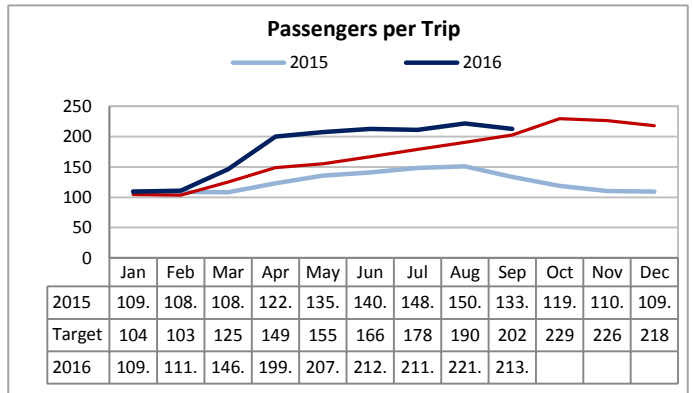
Target: 28.4% **Sep 2016: 37.3%** **12-Mo Avg: 36.3%**

Farebox recovery was trending higher and achieved 36.3% during the most recent rolling 12 months, which was well above target.



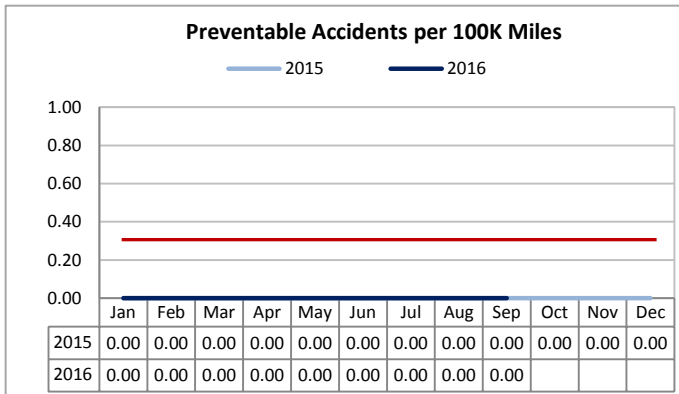
Target: <15 **Sep 2016: 1.9** **YTD 2016: 2.1**

Link received 1.9 complaints per 100K boardings in September, which was well within the targeted range despite healthy ridership gains.



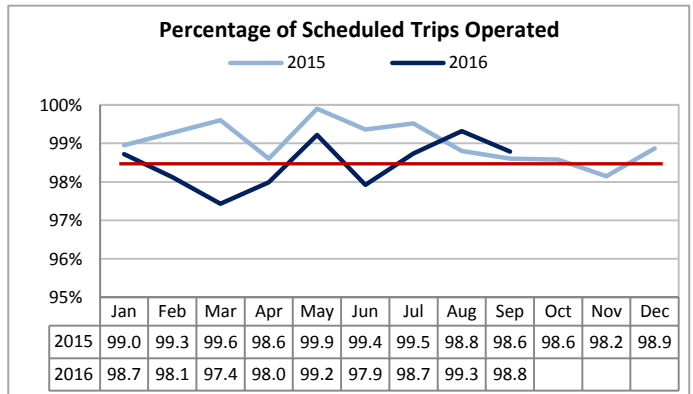
Target: 171 **Sep 2016: 213.0** **YTD 2016: 182.1**

Passengers per trip continues 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 **Sep 2016: 0.00** **YTD 2016: 0.00**

Link has not experienced any preventable accidents since July 2013.

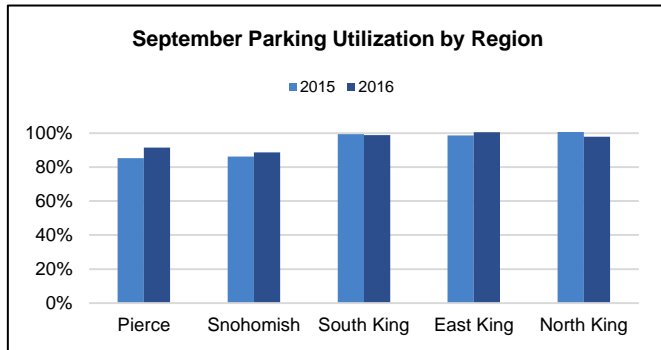


Target: 98.5% **Sep 2016: 98.8%** **YTD 2016: 98.5%**

Scheduled trips operated in September was above the target of 98.5% and met the target on a year-to-date basis.

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General Transit

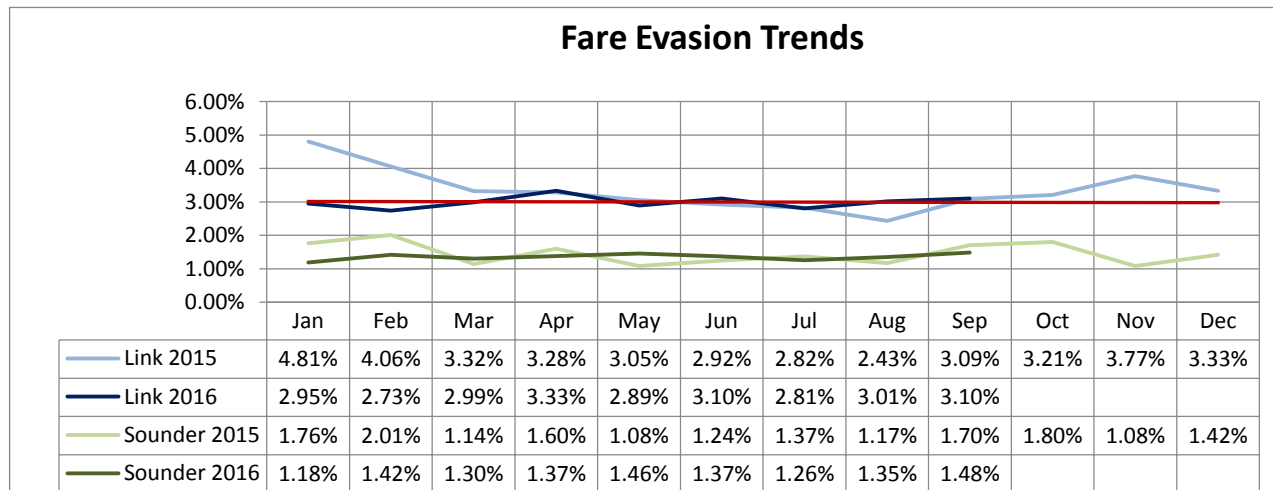


System-wide Permanent & Leased Parking September 2016			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,202	89%
North King	140	137	98%
East King	1,488	1,495	100%
South King	3,871	3,823	99%
Pierce	4,853	4,437	91%
System Total	13,965	13,094	94%

A total of 13,965 parking stalls are available at 29 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 September 2015, reflecting 94% system-wide utilization.

The Pierce County region experienced 6% growth, and Snohomish County increased by 3%. East King, South King, and North King regions overall remained unchanged versus last year.



Fare Evasion on Link increased marginally compared to September 2015, with final results falling higher than the targeted range at 3.10%. September Link boardings increased 82.4% compared to last year, resulting in a lower inspection rate on Link.

Sounder fare evasion declined slightly compared to September 2015, with final results of 1.48% for the month.

Overall, combined fare evasion was 2.83%, within the targeted range of 3%. Fare inspections trended over 4% of all rail passengers in September 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	Feet Availability	On-Time Performance ²	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ⁴	Farebox Recovery ⁵	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time ¹	Feet 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	< 0.80	28.8%	Targets	≥ 98.5%	> 90.0%	66.7%	≥ 98.5%	950,000	19.2	< 15.0	≤ 1.66	N/A						
Jan	37,644	99.9%	97.0%	95.7%	84.4%	1,433,007	38.1	237	16.5	9	0.81	32.7%	3,940	100.0%	100.0%	98.9%	100.0%	N/A	75,121	19.1	0	0.0	0	0.00	N/A
Feb	36,673	99.9%	94.0%	95.9%	83.9%	1,451,138	39.6	205	14.1	13	0.86	27.9%	3,921	99.8%	100.0%	98.9%	99.8%	N/A	86,616	22.1	0	0.0	0	0.00	N/A
Mar	41,910	99.9%	95.0%	95.8%	81.5%	1,562,819	37.8	264	16.7	14	0.89	33.9%	4,269	99.4%	100.0%	100.0%	99.4%	N/A	82,631	19.4	1	1.2	0	0.00	N/A
Apr	39,071	99.8%	97.0%	94.7%	84.1%	1,555,285	39.8	258	16.6	12	0.90	28.7%	4,138	100.0%	100.0%	100.0%	100.0%	N/A	81,686	19.7	0	0.0	0	0.00	N/A
May	39,492	99.8%	98.0%	94.4%	84.3%	1,588,540	40.2	217	13.7	6	0.86	26.2%	4,062	99.9%	100.0%	100.0%	99.9%	N/A	81,708	20.1	2	2.4	0	0.00	N/A
Jun	39,975	99.8%	99.0%	95.1%	81.1%	1,617,420	40.5	300	18.5	10	0.86	35.5%	4,129	100.0%	98.0%	98.9%	100.0%	N/A	73,634	17.8	1	1.4	0	0.00	N/A
Jul	38,527	99.7%	99.0%	95.8%	81.3%	1,545,852	40.1	260	16.8	11	0.89	30.1%	4,052	100.0%	100.0%	97.8%	100.0%	N/A	68,348	16.9	1	1.5	0	0.00	N/A
Aug	41,539	99.6%	99.0%	95.2%	80.8%	1,682,299	40.5	313	18.6	12	0.88	35.6%	4,274	99.7%	100.0%	95.7%	99.7%	N/A	71,057	16.6	0	0.0	0	0.00	N/A
Sep	39,396	99.7%	100.0%	93.2%	82.4%	1,555,956	39.5	336	21.6	15	0.88	27.5%	4,036	100.0%	100.0%	100.0%	100.0%	N/A	77,020	19.1	0	0.0	0	0.00	N/A
Oct																									
Nov																									
Dec																									
YTD	354,227	99.8%	97.6%	95.1%	82.6%	14,012,318	39.6	2,390	17.1	102	0.88	30.6%	36,821	99.9%	99.8%	98.9%	99.9%	N/A	697,822	19.0	5	0.7	0	0.00	N/A
Sounder												Link													
Targets	≥ 99.5%	> 90.0%	82%	≥ 95.0%	3,730,000	506.7	< 15.0	≤ 1.00	25.3%	Targets	≥ 98.5%	> 90.0%	86.0%	≥ 90.0%	17,200,000	170.9	< 15.0	< 0.30	25.4%						
Jan	546	97.5%	100.0%	86.6%	94.3%	331,257	606.7	29	8.8	0	0.00	31.6%	8,298	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%	8,149	98.1%	95.0%	82.8%	93.2%	90.5%	904,286	111.0	11	1.2	0	0.00	26.3%
Mar	608	99.3%	100.0%	86.1%	94.4%	365,505	601.2	32	8.8	0	0.00	31.3%	8,602	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%	8,295	98.0%	93.8%	87.8%	92.6%	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%	8,560	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%	8,408	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%	8,513	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%	8,825	99.3%	98.0%	91.5%	89.6%	88.2%	1,957,274	221.8	33	1.7	0	0.00	59.8%
Sep	656	99.7%	100.0%	88.3%	95.1%	362,189	552.1	28	7.7	0	0.00	32.1%	8,649	98.8%	93.0%	96.6%	93.7%	94.4%	1,842,304	213.0	35	1.9	0	0.00	37.3%
Oct																									
Nov																									
Dec																									
YTD	5,462	98.7%	100.0%	86.9%	94.7%	3,157,992	578.2	251	7.9	0	0.00	31.1%	76,299	98.5%	95.4%	88.3%	92.2%	89.7%	13,892,937	182.1	298	2.1	0	0.00	37.6%

¹ PMIs are preventive vehicle maintenance inspections. Link PMIs include Signals, Tracation 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.