

**Sound Transit Operations
May 2014 Service Performance Report**

Ridership

Total Boardings by Mode						
Mode	May-13	May-14	% Δ	YTD-13	YTD-14	% Δ
ST Express	1,448,187	1,502,452	3.7%	6,769,370	7,151,526	5.6%
Sounder	263,451	267,902	1.7%	1,225,918	1,311,239	7.0%
Tacoma Link	91,445	83,444	-8.7%	441,212	410,821	-6.9%
Central Link	785,853	950,151	20.9%	3,557,476	4,149,957	16.7%
Paratransit	5,565	4,900	-11.9%	26,473	24,150	-8.8%
System Total	2,594,501	2,808,849	8.3%	12,020,449	13,047,693	8.5%

ST Express and System Total ridership includes Downtown Seattle (formerly Ride Free Area) ridership as of October 2012.

May 2013:	22 Weekdays	4 Saturdays	5 Sundays
May 2014:	21 Weekdays	5 Saturdays	5 Sundays

Total Sound Transit ridership grew by 8.3% in May compared to the same period in 2013.

Central Link led the upward trend, with an impressive 20.9% increase in boardings, the largest monthly increase since January 2011.

Growth on **ST Express** and **Sounder** slowed compared to recent months, with increases of 3.7% and 1.7%, respectively. The slowdown can be partially explained by having one fewer weekday compared to May 2013.

Tacoma Link boardings were down 8.7%, continuing a downward slide that began in January due to the relocation of a large downtown employer and fewer special events.

Paratransit ridership also continued a long-term decline, with an 11.9% decrease in boardings.

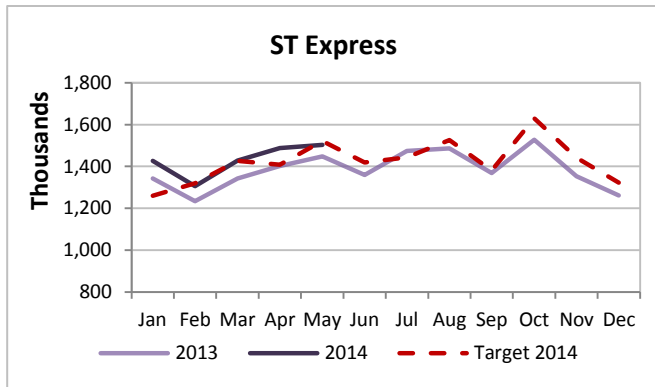
Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	May-13	May-14	% Δ	May-13	May-14	% Δ	May-13	May-14	% Δ
ST Express	58,361	61,827	5.9%	22,366	24,160	8.0%	14,956	16,655	11.4%
Sounder	11,305	12,404	9.7%	2,130	1,817	-14.7%	2,020	1,865	-7.7%
Tacoma Link	3,686	3,456	-6.2%	1,664	1,507	-9.4%	740	665	-10.1%
Central Link	27,428	33,650	22.7%	23,844	27,910	17.1%	17,412	20,685	18.8%
Paratransit	180	158	-12.2%	180	158	-12.2%	180	158	-12.2%
System Total	101,257	111,494	10.1%						

Average weekday boardings increased by 10% compared to May 2013. Central Link reached 33,650 in May, setting a new record. ST Express averaged 61,827 weekday boardings, surpassing April's record of 60,789 boardings.

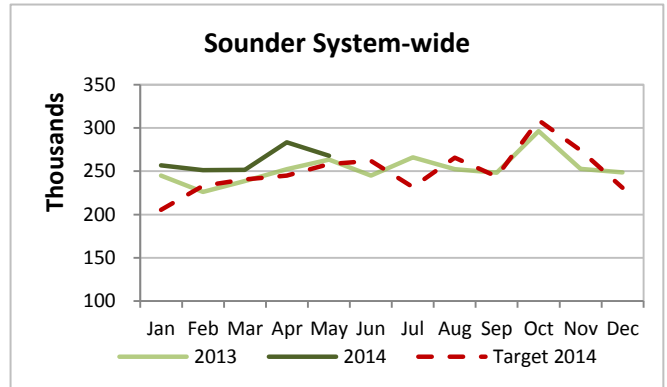
Please refer to Page 2 to view ridership trends by mode.

Sound Transit Operations May 2014 Service Performance Report

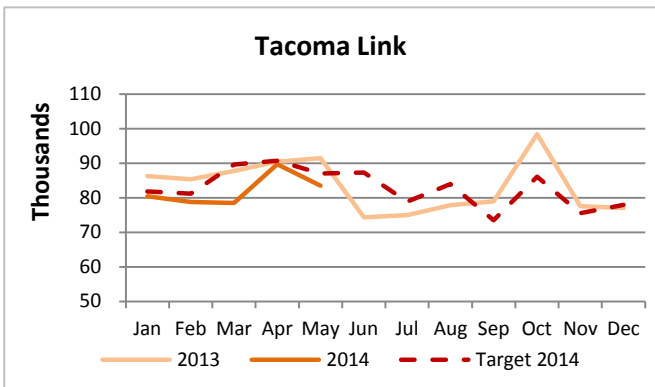
Monthly Ridership Trends by Mode



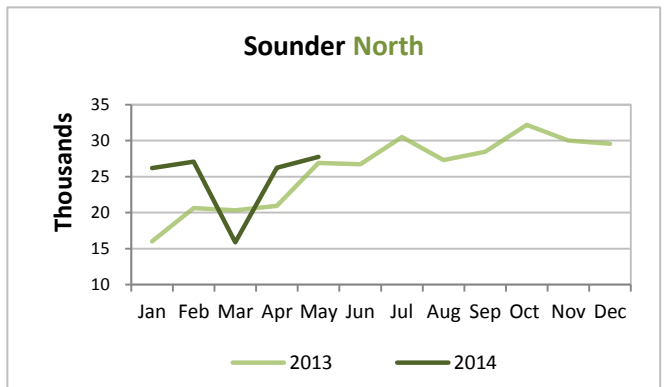
ST Express ridership increased by about 4% compared to May 2013, and is up 5.6% compared to the same period of 2013.



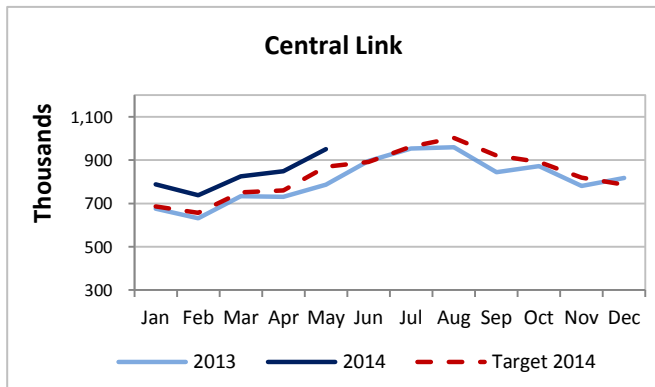
Souder system-wide ridership increased by about 2% compared to May 2013, and is 7% higher than YTD 2013. May had one fewer weekday compared to 2013, tempering growth trends.



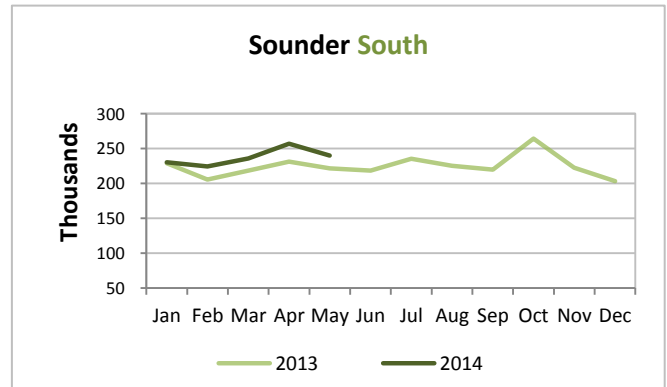
Tacoma Link ridership was down 8.7% compared to May 2013, and 6.9% lower than YTD 2013.



Souder North ridership increased slightly compared to May 2013, and 17% compared to YTD 2013.



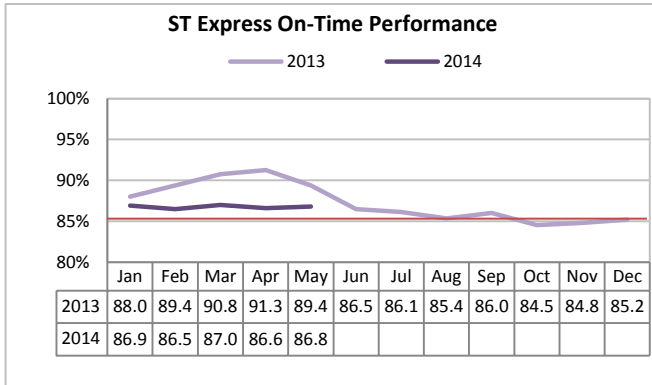
Link ridership continued to grow, carrying 20.9% more riders compared to May 2013, and bringing the YTD total up 16.7% compared to YTD 2013.



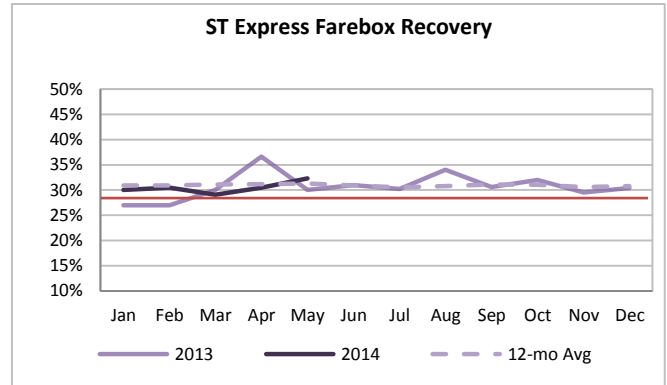
Souder South ridership grew by 8.4% compared to May 2013, and 6% compared to YTD 2013.

Sound Transit Operations May 2014 Service Performance Report

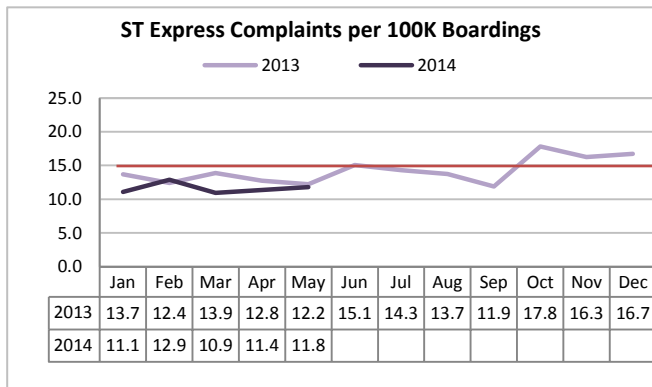
ST Express



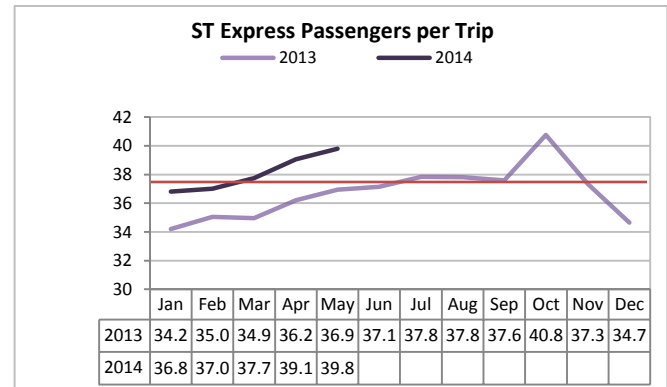
Target: 85% May 2014: 86.8% YTD 2014: 86.8%
 ST Express met the 85% target for OTP, coming in at 86.8% for May and YTD.



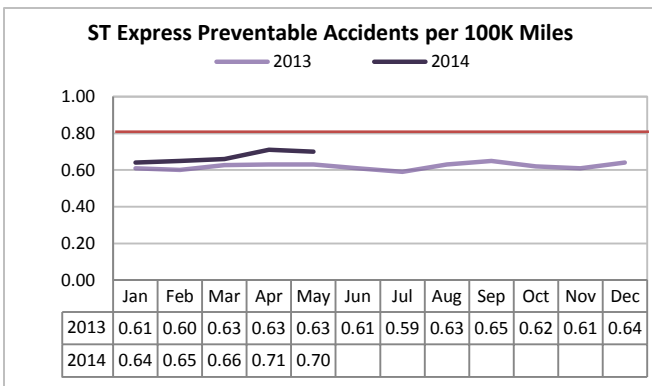
Target: 27.4% May 2014: 32.3% YTD 2014: 30.4%
 Farebox recovery increased slightly compared to May 2013, and has been consistently above the target of 27.4%.



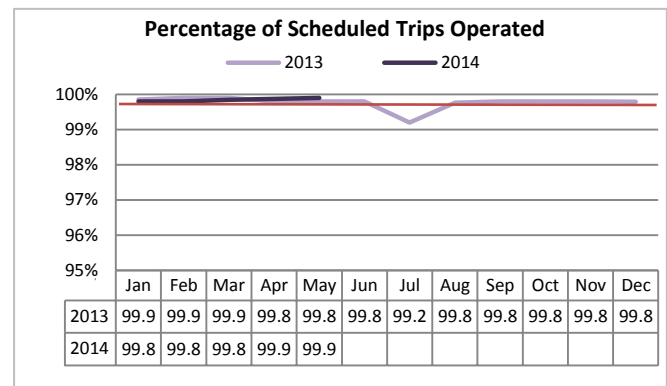
Target: <15 May 2014: 11.8 YTD 2014: 11.6
 ST Express complaints per 100K boardings for YTD 2014 reflects an improvement compared to the same period of 2013.



Target: 37.6 May 2014: 39.8 YTD 2014: 38.1
 ST Express exceeded the passengers per trip target for May and YTD 2014, and has shown continual growth throughout this year.



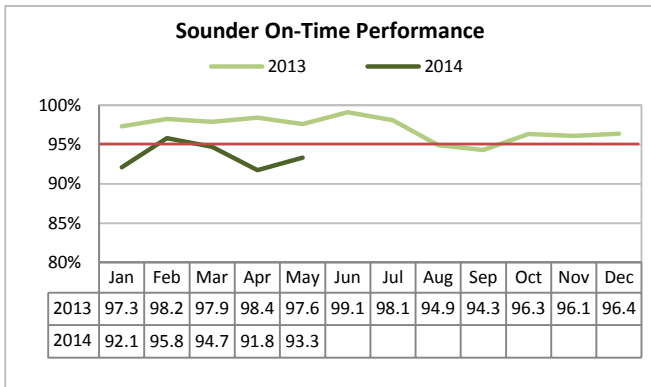
Target: 0.80 May 2014: 0.70 YTD 2014: 0.70
 Preventable accidents per 100,000 miles was virtually unchanged from April to May 2014, although we are higher for the 12-month average compared to prior years.



Target: 99.8% May 2014: 99.9% YTD 2014: 99.8%
 ST Express met the target of 99.8% of scheduled trips operated for May 2014 and YTD 2014.

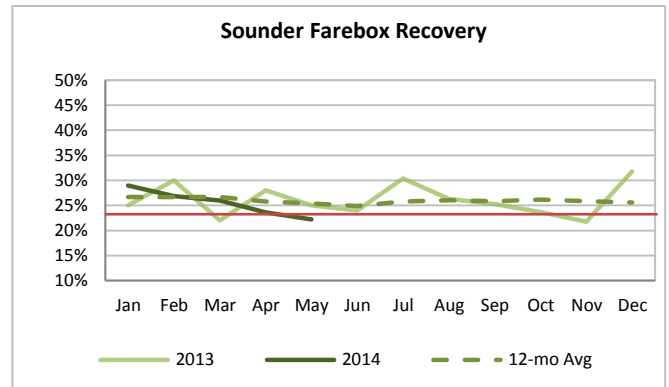
Sound Transit Operations May 2014 Service Performance Report

Sounder Commuter Rail



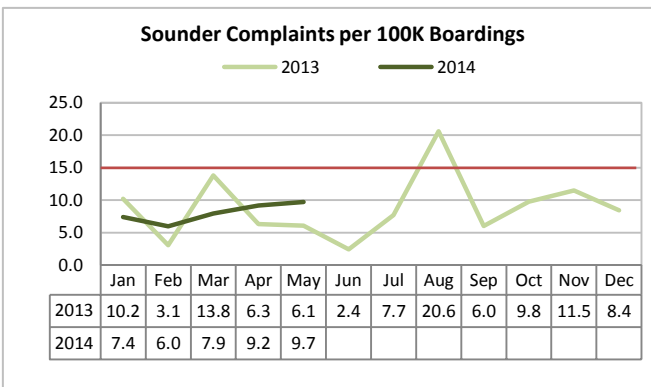
Target: 95% **May 2014: 93.3%** **YTD 2014: 93.5%**

Sounder OTP continues to be affected by ongoing construction at Tukwila Station and heavy freight traffic.



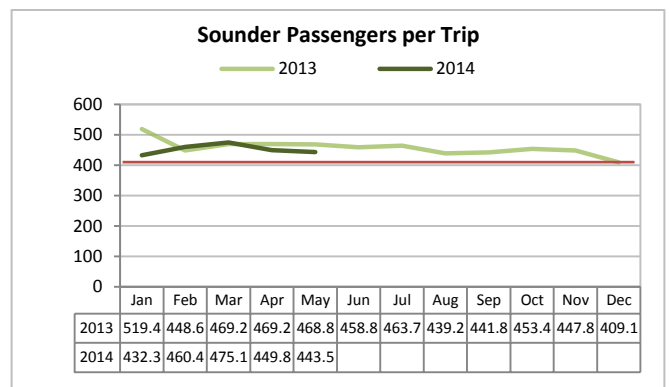
Target: 23.0% **May 2014: 22.2%** **YTD 2014: 25.3%**

Farebox recovery declined by 2.5% compared to May 2013 due to higher maintenance and fuels costs, and was below the target for the month.



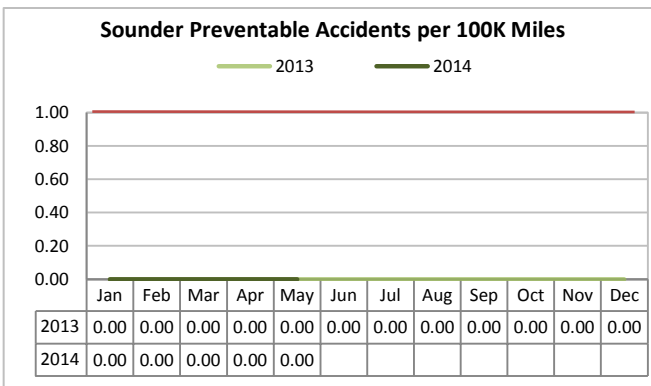
Target: <15 **May 2014: 9.7** **YTD 2014: 8.1**

Sounder complaints per 100K boardings were up slightly in May and for YTD 2014, though still under the Agency target.



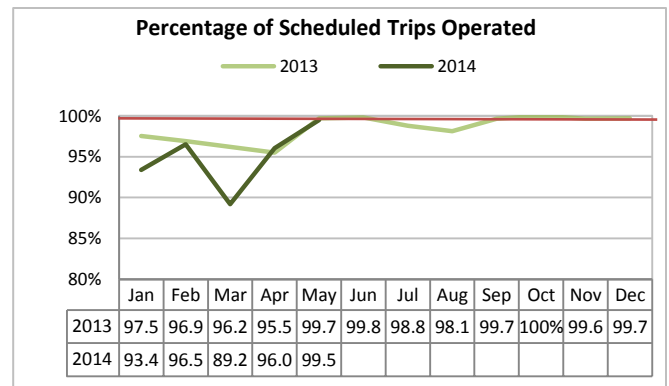
Target: 410 **May 2014: 443.5** **YTD 2014: 452.2**

Sounder passengers per trip surpassed the target in May and for YTD 2014.



Target: 1.00 **May 2014: 0.00** **YTD 2014: 0.00**

Sounder has not experienced a preventable accident since service was launched.

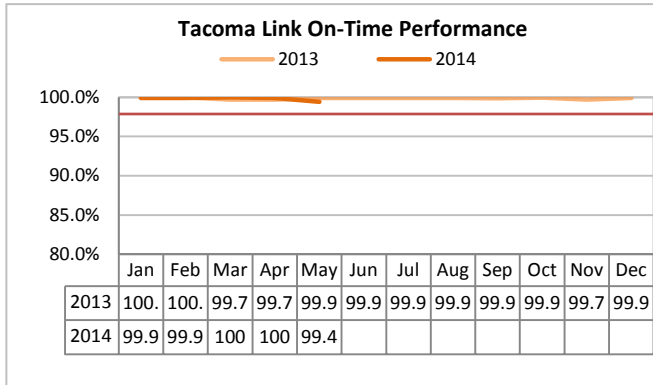


Target: 99.5% **May 2014: 99.5%** **YTD 2014: 94.9%**

Sounder met the target for percentage of scheduled trips operated in May for the first time this year. Sounder experienced its second highest year for slide-related disruptions in 2014.

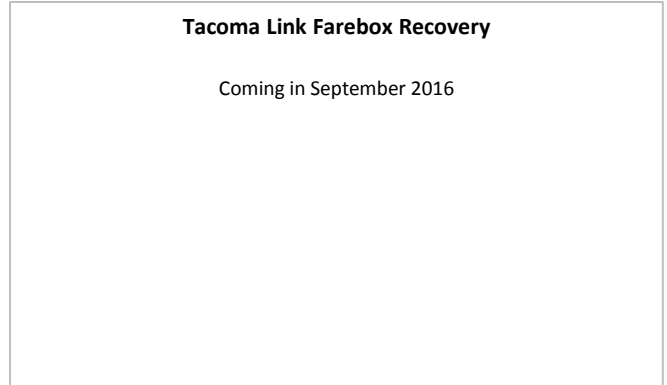
Sound Transit Operations May 2014 Service Performance Report

Tacoma Link

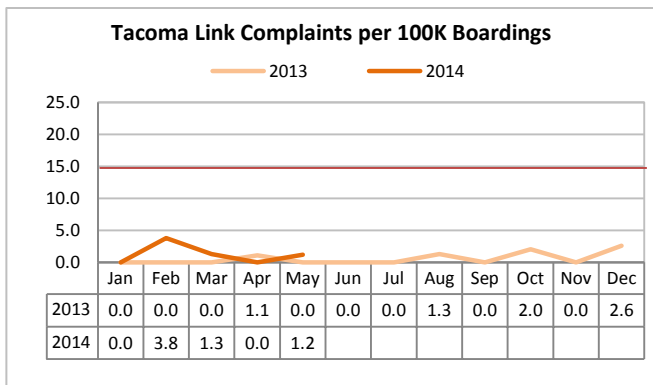


Target: 98.5% May 2014: 99.4% YTD 2014: 99.8%

Tacoma Link achieved 99.4% OTP in May 2014, a slight decrease compared to May 2013, but consistently performs above the 98.5% target.

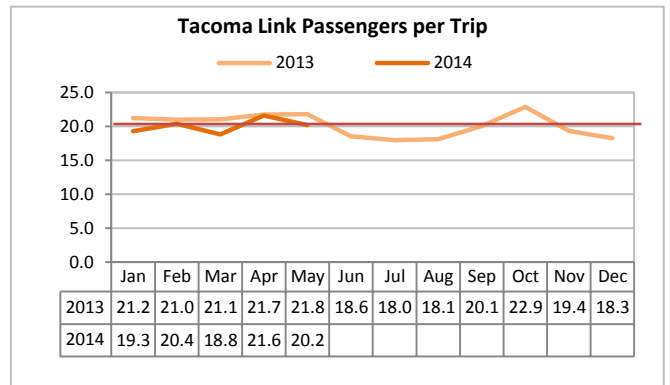


Per Board action in Q2 2014, Tacoma Link fares will not be implemented during 2014.



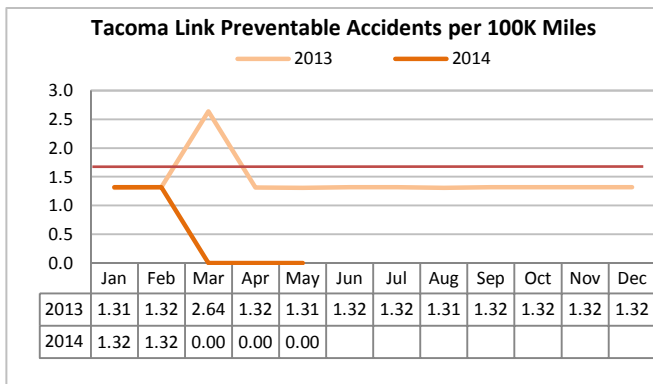
Target: <15 May 2014: 1.2 YTD 2014: 1.2

Tacoma Link received one complaint in May, but consistently meets the target for complaints per 100K boardings.



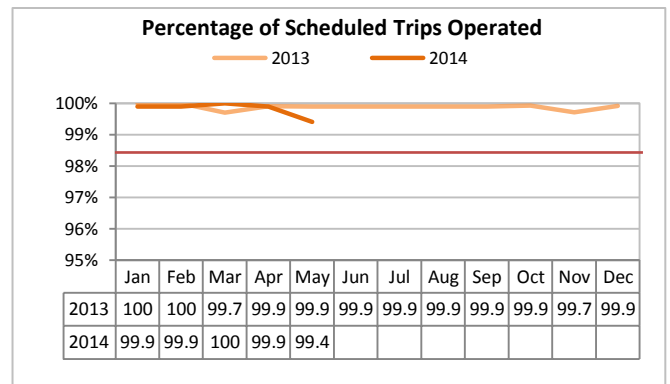
Target: 20.2 May 2014: 20.2 YTD 2014: 20.0

Passengers per trip met the target of 20.2 in May, and saw a slight improvement for YTD 2014. We continue to see lower results due to reduced ridership.



Target: 1.66 May 2014: 0.00 YTD 2014: 0.00

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

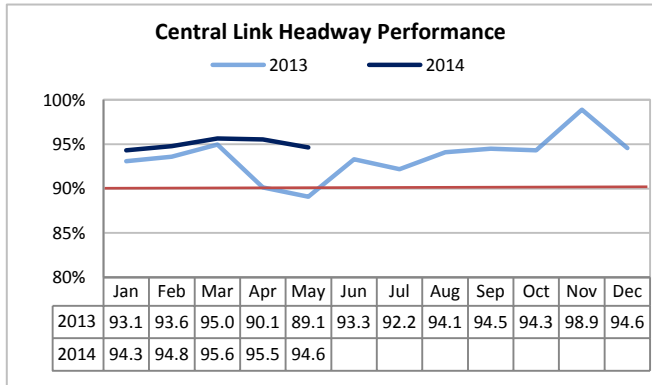


Target: 98.5% May 2014: 99.4% YTD 2014: 99.8%

Tacoma Link consistently operates nearly all of its scheduled trips and meets the target for percentage of scheduled trips operated.

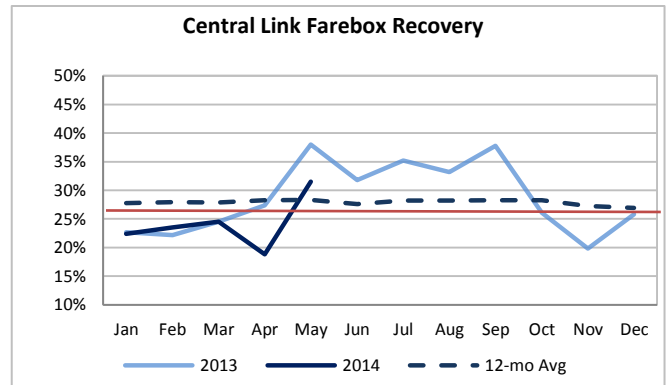
Sound Transit Operations May 2014 Service Performance Report

Central Link



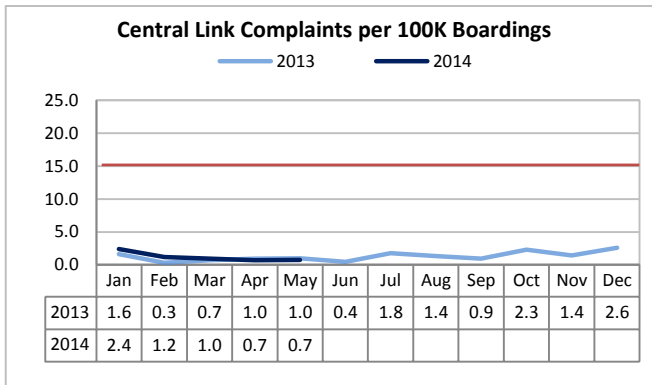
Target: 90% **May 2014: 94.6%** **YTD 2014: 95.0%**

Headway performance improved more than 5% compared to May 2013. Tukwila sound wall construction caused the performance trend in Q2 2013.



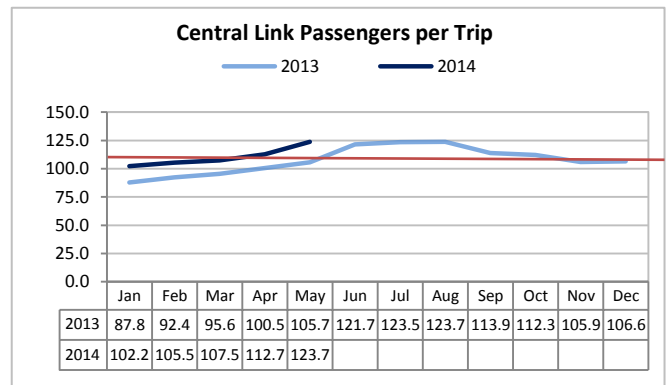
Target: 25.8% **May 2014: 31.5%** **YTD 2014: 23.6%**

Farebox recovery improved in May, but is still below our May 2013 results due to shortfalls in revenues. Expenses are 7% below budget.



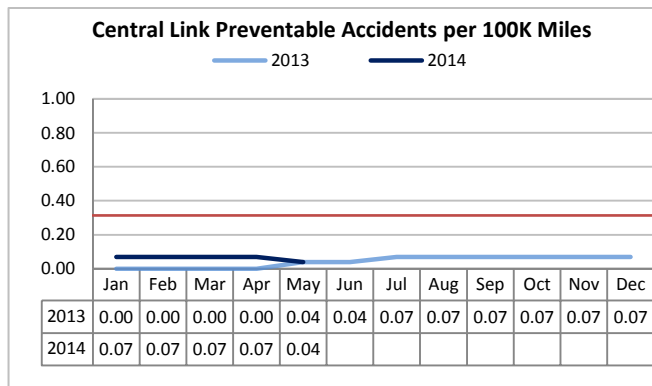
Target: <15 **May 2014: 0.7** **YTD 2014: 1.3**

Complaints per 100,000 riders improved slightly compared to May 2013. Central Link consistently performs within the target.



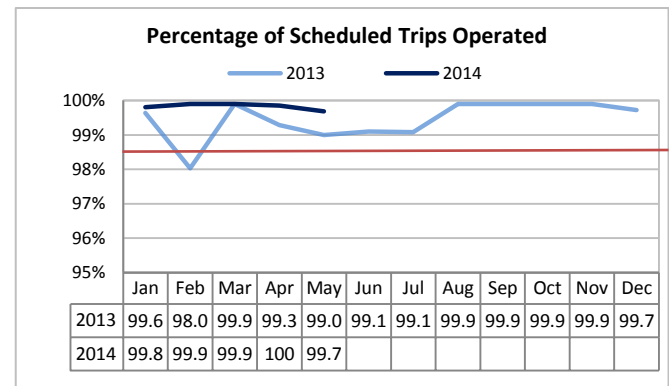
Target: 110 **May 2014: 123.7** **YTD 2014: 110.4**

Central Link exceeded the target for passengers per trip by 17% in May and met the YTD 2014 target for the first time this year.



Target: 0.30 **May 2014: 0.04** **YTD 2014: 0.04**

Link has experienced one preventable accident per 100K miles in the past 12-month period, which was a July 2013 bump in the yard.

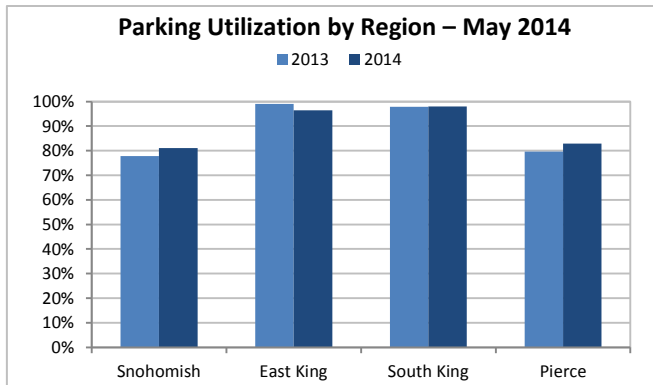


Target: 98.5% **May 2014: 99.7%** **YTD 2014: 99.8%**

Link consistently performs above the targeted percentage of trips operated. The 0.7% improvement compared to May 2013 is, again, due to the Tukwila sound wall construction last year.

Sound Transit Operations May 2014 Service Performance Report

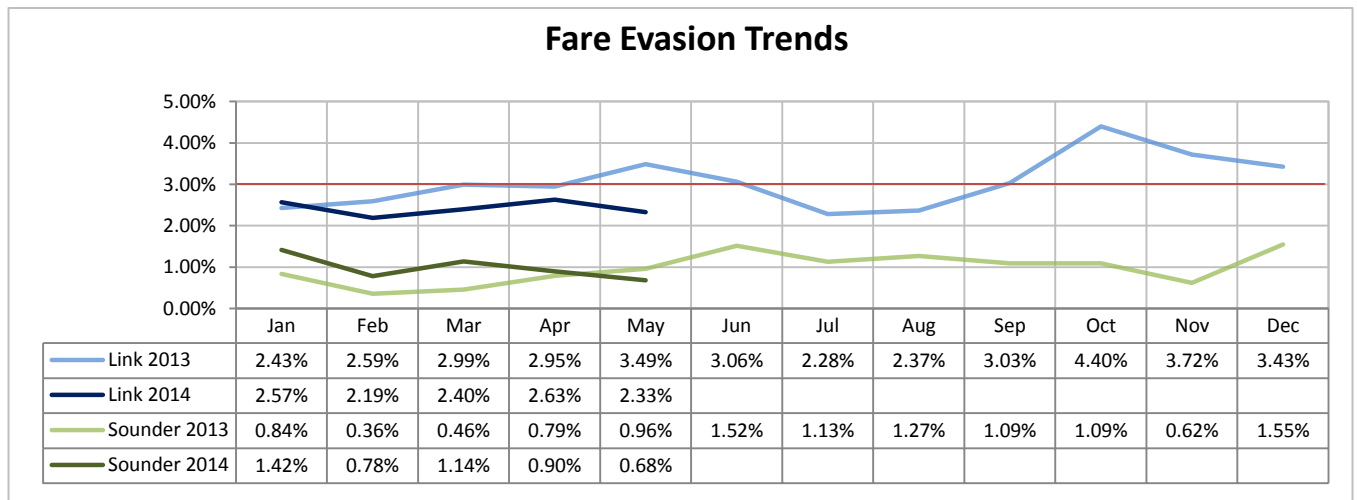
General Transit



System-wide Permanent & Leased Parking May 2014			
Region	Available	Utilized	% Utilized
Snohomish	3,613	2,930	81%
East King	1,488	1,435	96%
South King	3,652	3,577	98%
Pierce	4,860	4,028	83%
System Total	13,613	11,970	88%

Parking continues to be at or near capacity at many of our permanent and leased parking facilities, with utilization at 81-100% in all regions except Snohomish County. System-wide, parking utilization was 88% in May, reflecting an overall 2% increase compared to May 2013.

The parking permit pilot program entered its second phase on May 1, and will run through July 31 at Sumner, Issaquah, Mukilteo, and TIBS.



Fare Evasion continued to decrease on Central Link and Sounder during the month of May. Central Link showed a 33% improvement compared to May 2013, while Sounder improved by 29% compared to the same period. As predicted, increased fare inspections have positively impacted fare evasion rates on both modes, as we have continued to work with the private contractor to balance inspections and staffing.

Sound Transit Operations 2014 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	Feet Availability	On-Time Performance ²	Relationship	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ³	Miles (Rolling 12 Months) ⁵
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Feet Availability	On-Time Performance ²	Relationship	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ³	Miles (Rolling 12 Months) ⁵
Targets	45,000	99.8%	>90.0%	80%	>85.0%	17,100,000	37.6	<15.0	<15.0	<1.0	27%
Jan	36,735	99.8%	97.7%	97.1%	86.9%	1,426,928	36.8	159	11.1	8	0.64
Feb	35,326	99.8%	96.2%	96.7%	86.5%	1,305,976	37.0	168	12.9	7	0.65
Mar	37,841	99.8%	98.1%	96.5%	87.0%	1,427,997	37.7	156	10.9	11	0.66
Apr	38,089	99.9%	98.0%	95.0%	86.6%	1,488,173	39.1	169	11.4	15	0.71
May	37,757	99.9%	98.3%	96.1%	86.8%	1,502,452	39.8	177	11.8	6	0.70
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	187,748	99.9%	97.7%	96.3%	86.8%	7,151,526	38.1	829	11.6	47	0.70
Targets	7,340	99.5%	>90.0%	82.0%	>85.0%	3,000,000	409.0	<15.0	<15.0	<1.00	23%
Jan	594	93.4%	100%	85.9%	92.1%	256,775	432.3	19	7.4	0	0.00
Feb	546	96.5%	100%	87.4%	95.8%	251,381	460.4	15	6.0	0	0.00
Mar	530	89.2%	100%	86.9%	94.7%	251,786	475.1	20	7.9	0	0.00
Apr	630	96.0%	100%	86.4%	91.8%	283,395	449.8	26	9.2	0	0.00
May	604	99.5%	100%	86.9%	93.3%	267,902	443.5	26	9.7	0	0.00
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	2,904	94.9%	100%	86.7%	93.5%	1,311,239	451.5	106	8.1	0	0.00
Targets	90,500	98.5%	>90.0%	86.0%	90.0%	10,000,000	110	<15.0	<15.0	<30	26%
Jan	7,716	99.8%	99.5%	91.7%	93.9%	788,557	102.2	19	2.4	0	0.07
Feb	6,999	99.9%	98.3%	91.8%	90.4%	738,121	105.5	9	1.2	0	0.07
Mar	7,672	99.9%	99.3%	93.1%	91.6%	824,711	107.5	8	1.0	0	0.07
Apr	7,529	99.9%	99.2%	91.4%	90.6%	848,417	112.7	6	0.7	0	0.07
May	7,684	99.7%	99.3%	91.1%	90.4%	950,151	123.7	7	0.7	0	0.04
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	37,600	99.8%	99.1%	91.8%	91.4%	4,149,957	110.4	49	1.2	0	0.04

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.