

# Sound Transit Operations January 2014 Service Performance Report

## Ridership

Total Boardings by Mode						
Mode	Jan-13	Jan-14	% Δ	YTD-13	YTD-14	% Δ
ST Express	1,343,290	1,426,928	6.2%	1,343,290	1,426,928	6.2%
Sounder	245,135	256,775	4.7%	245,135	256,775	4.7%
Tacoma Link	86,229	80,434	-6.7%	86,229	80,434	-6.7%
Central Link	676,329	788,557	16.6%	676,329	788,557	16.6%
Paratransit	5,189	5,001	-3.6%	5,189	5,001	-3.6%
System Total	<b>2,356,172</b>	<b>2,557,695</b>	<b>8.6%</b>	<b>2,356,172</b>	<b>2,557,695</b>	<b>8.6%</b>

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

<b>January 2013:</b>	21 Weekdays	4 Saturdays	6 Sundays
<b>January 2014:</b>	22 Weekdays	4 Saturdays	5 Sundays

**Total Sound Transit ridership** increased by 8.6% in January 2014, with all modes experiencing growth except Tacoma Link and Paratransit.

**ST Express** was up 6.2%, with most growth focused on routes connecting downtown Seattle with the Eastside and South King County.

**Sounder** was up 4.7% overall, with South Line boardings largely unchanged and a 63% increase on the North Line. North Line ridership was boosted by Sunday service to Seahawks games during the month. Both Sounder lines were affected by service disruptions on January 13 when a freight derailment blocked the South Line and a slide halted service on the North Line.

After a brief reprieve in December, **Tacoma Link** ridership was down again in January, continuing a trend that began in August 2013.

**Central Link** contributed the largest increase in ridership overall with an increase of 16.6% compared with January 2013.

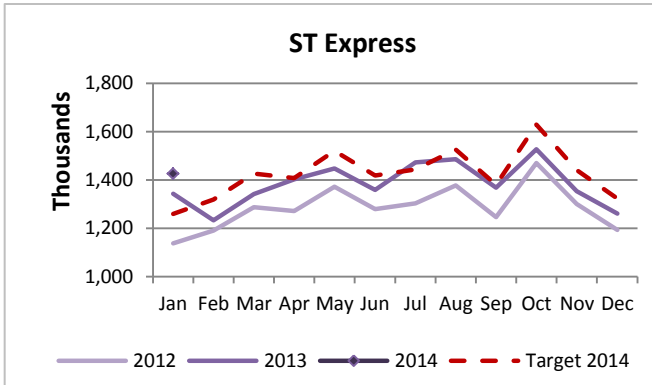
Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Jan-13	Jan-14	% Δ	Jan-13	Jan-14	% Δ	Jan-13	Jan-14	% Δ
ST Express	54,772	57,928	5.8%	18,632	20,767	11.5%	12,754	13,888	8.9%
Sounder	11,142	10,951	-1.7%	-	-	N/A	-	7,929	N/A
Tacoma Link	3,565	3,377	-5.3%	1,738	1,583	-8.9%	735	456	-38.0%
Central Link	24,938	27,951	12.1%	16,025	21,929	36.8%	12,718	17,182	35.1%
Paratransit	167	161	-3.6%	167	161	-3.6%	167	161	-3.6%
System Total	<b>94,424</b>	<b>100,215</b>	<b>6.1%</b>						

**Average daily boardings** increased by an overall 6.1% compared to January 2013. ST Express showed healthy growth across the board, while Central Link grew considerably with weekday, Saturday, and Sunday average daily gains of 12.1%, 36.8%, and 35.1%, respectively. Sounder weekdays were impacted by disruptions on both the North and South lines, but experienced good event ridership on Sundays.

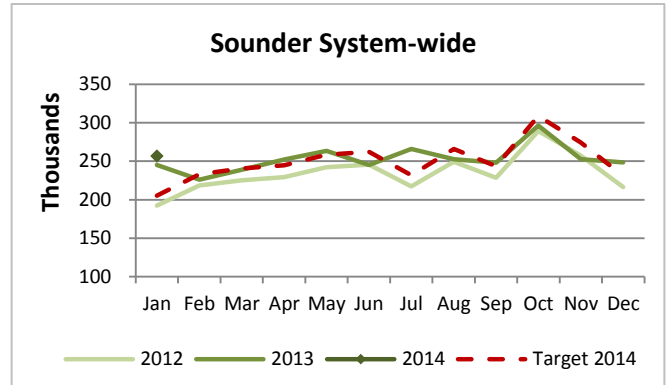
Please refer to Page 2 to view ridership trends by mode.

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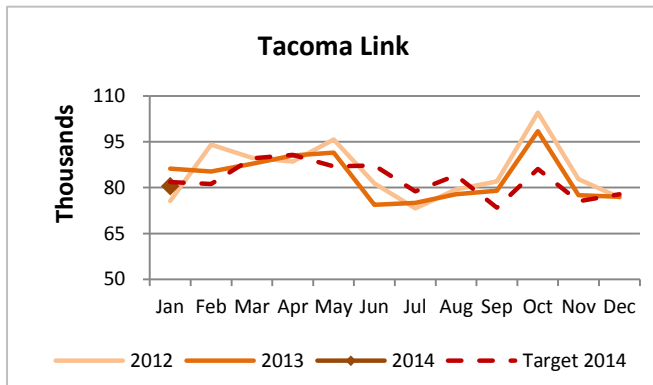
## Monthly Ridership Trends by Mode



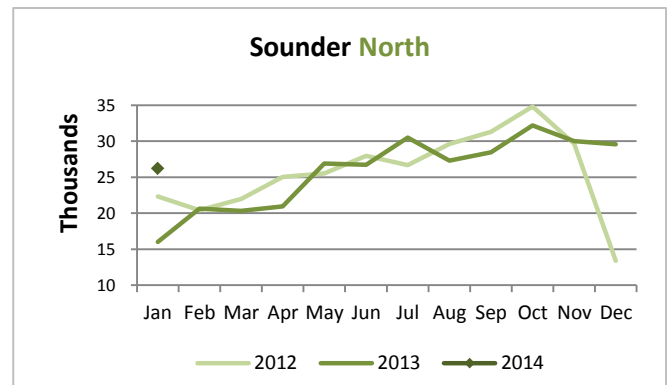
ST Express surpassed the monthly ridership target by 13%, and grew 6.2% compared to January 2013.



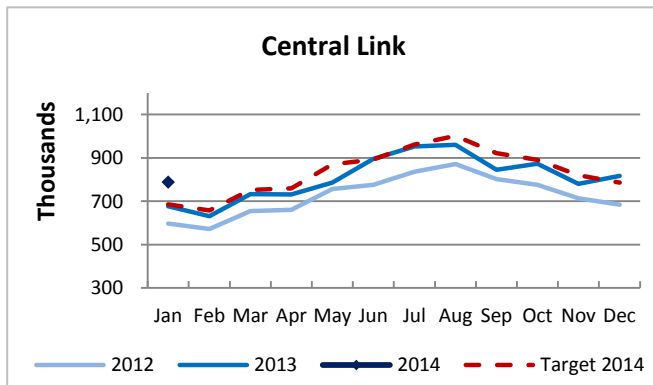
Sounder system-wide ridership increased by 4.7% compared to January 2013, and beating the January 2014 target by 25%.



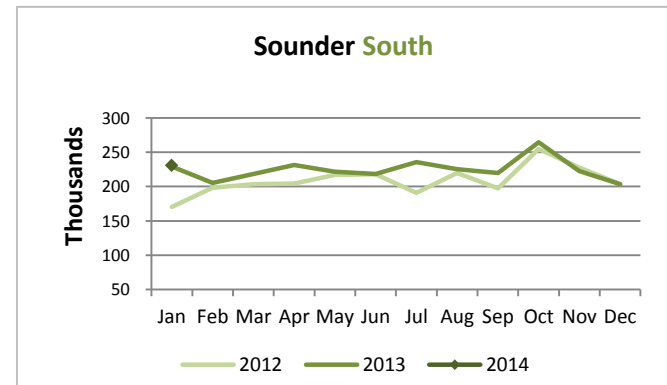
Tacoma Link ridership was down 6.7% compared to January 2013, and came in 2% below the January 2014 target.



Sounder North enjoyed a 63% increase in riders compared to January 2013, due to fewer mudslide disruptions and strong Sunday event ridership.



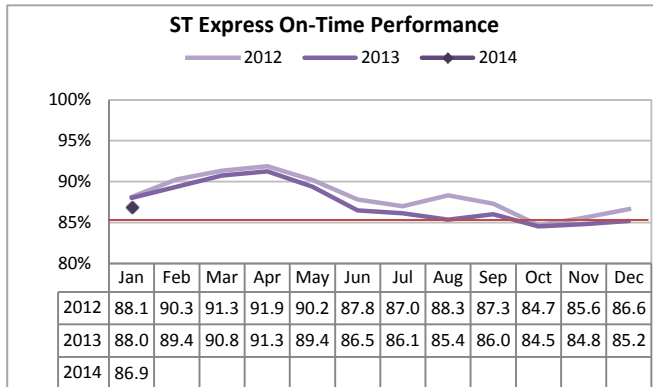
Central Link ridership continues to show healthy growth, surpassing the January 2014 target by 15% and increasing 16.6% compared to January 2013.



Sounder South service was disrupted by a freight train derailment in January, but increased slightly compared to January 2013.

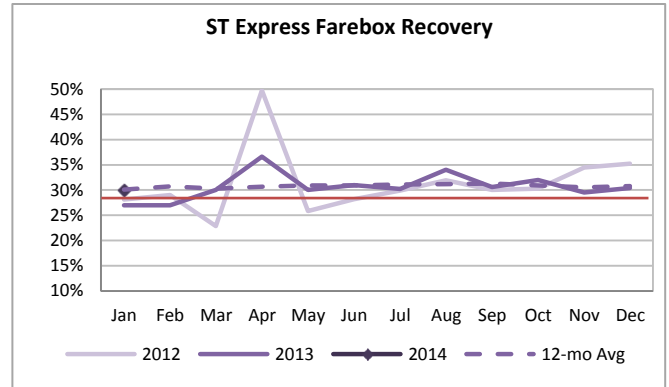
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## ST Express



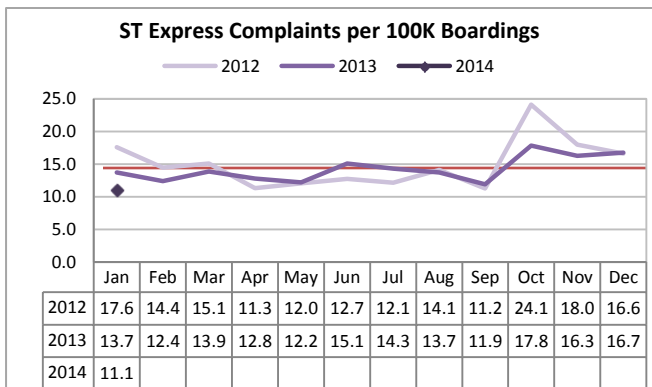
**2013 – 88.0%**                      **2014 – 86.9%**                      **Δ -1.1%**

OTP decreased slightly from 2013 to 2014, but met the January target of 85%.



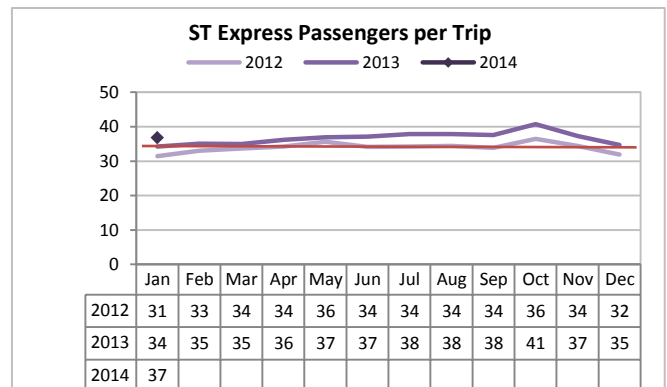
**2013 – 27%**                      **2014 – 30%**                      **Δ 3%**

Farebox recovery improved by 3% compared to January 2013.



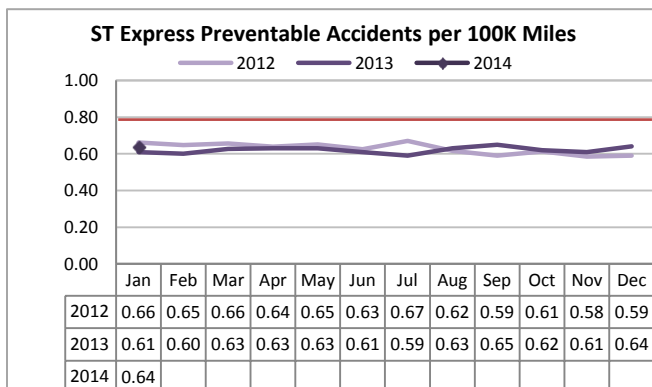
**2013 – 13.7**                      **2014 – 11.1**                      **Δ -19%**

Complaints per 100K boardings decreased for the third year, with a 19% improvement compared to January 2013.



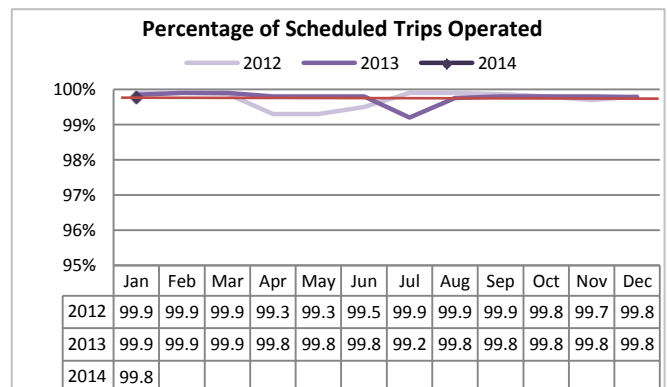
**2013 – 34.2**                      **2014 – 36.8**                      **Δ 7.6%**

ST Express carried an average of 2.6 more passengers per trip compared to January 2013.



**2013 – 0.61**                      **2014 – 0.64**                      **Δ 4.9%**

Preventable accidents per 100K miles remains consistent for ST Express service.

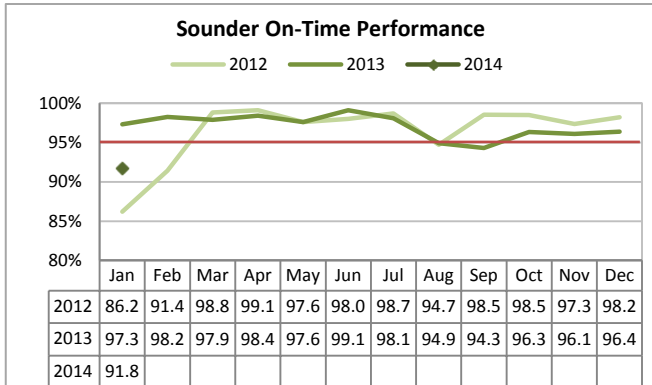


**2013 – 99.9%**                      **2014 – 99.8%**                      **Δ -0.1%**

ST Express met the target of 99.8% of scheduled trips operated in January 2014.

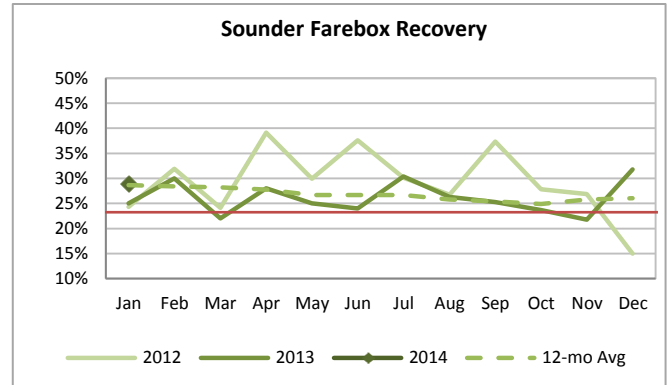
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## Sounder Commuter Rail



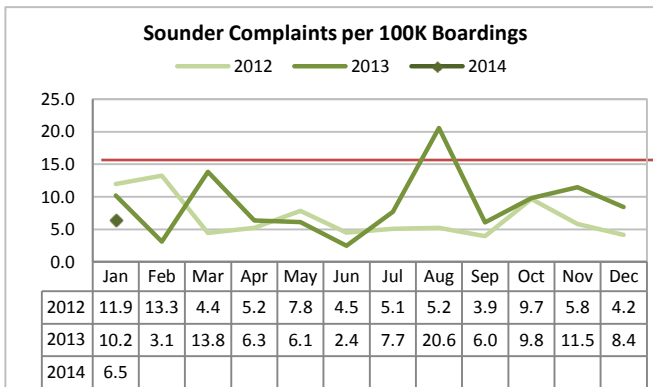
**2013 – 97.3%                      2014 – 91.8%                      Δ -6.7%**

OTP declined in January 2014, largely due to freight interference and track repairs along the South Line.



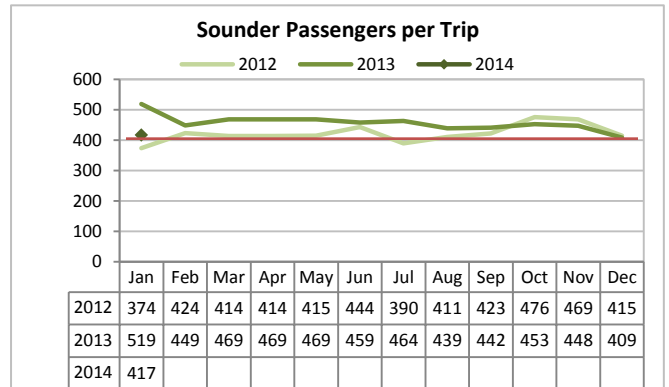
**2013 – 24%                      2014 – 28%                      Δ 4%**

Sounder farebox recovery came in above the 2014 target for January, and was 4% higher than January 2013.



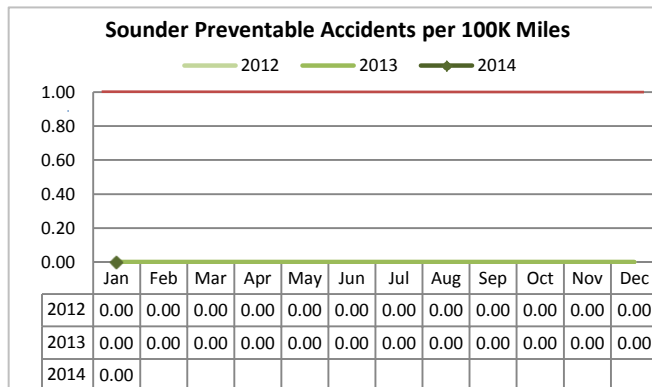
**2013 – 10.2                      2014 – 6.5                      Δ 36%**

Sounder met the target of less than 15 complaints per 100K boardings, receiving 36% fewer complaints compared to January 2013.



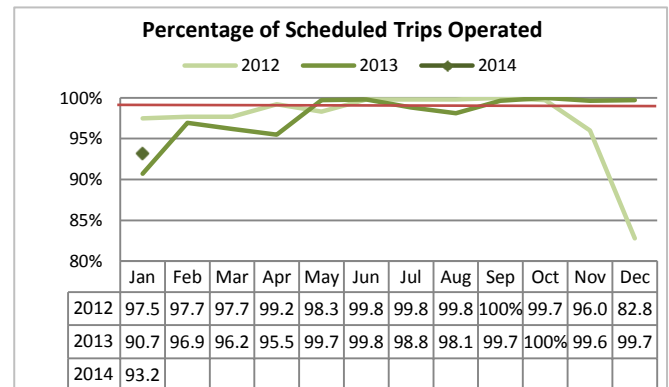
**2013 – 519                      2014 – 417                      Δ -19.6%**

Sounder carried fewer passengers per trip compared to January 2013, due to an added round trip in Q4 2013, but met the 2014 target of 409 passengers per trip.



**2013 – 0.0                      2014 – 0.0                      No Change**

Sounder has not had any preventable accidents during the past 25 months.

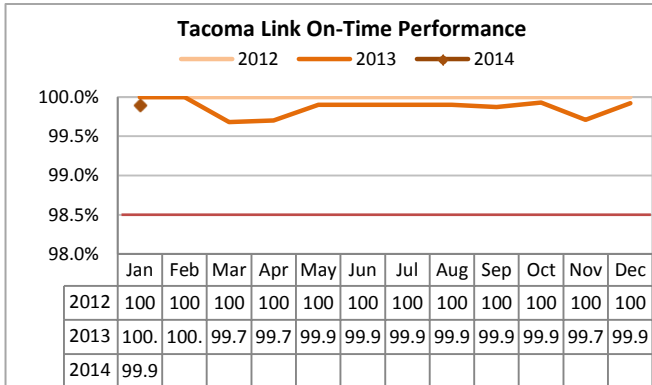


**2013 – 90.7%                      2014 – 93.2%                      Δ 2.5%**

Sounder operated 2.5% more scheduled trips in January compared to January 2013, thanks to fewer slide disruptions in 2014.

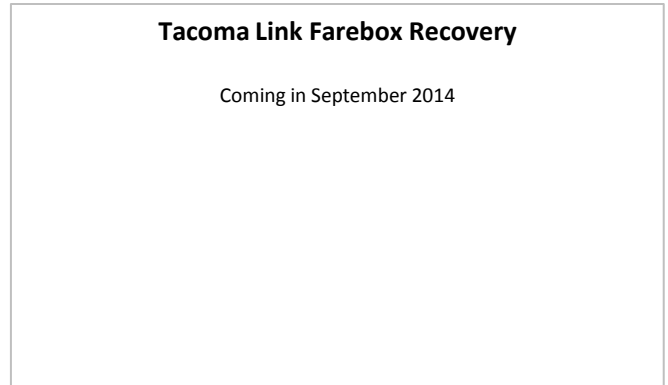
# Sound Transit Operations January 2014 Service Performance Report

## Tacoma Link

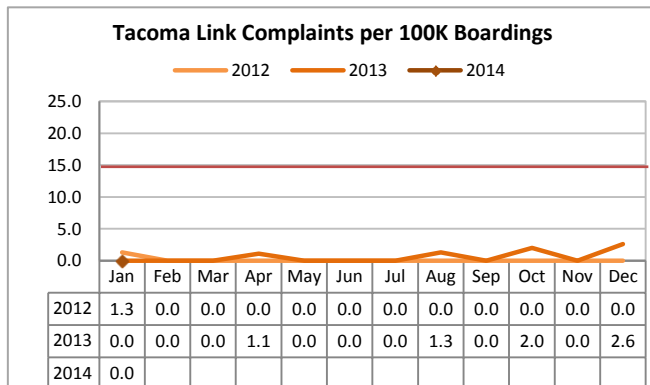


**2013 – 100%                      2014 – 99.9%                      Δ -0.1%**

Tacoma Link OTP is consistently above the target of 98.5%.

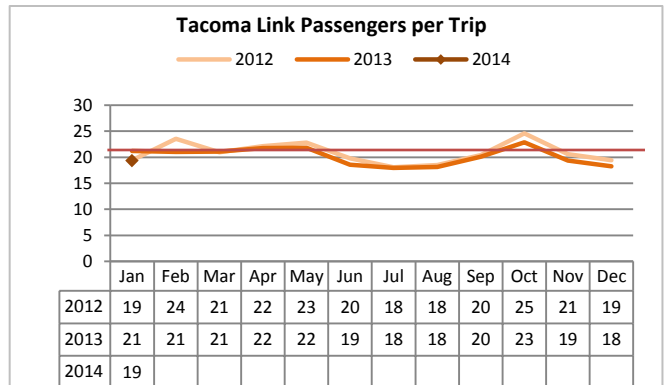


Tacoma Link is currently fare free. However, the Board has authorized the implementation of a fare with the September 2014 service change.



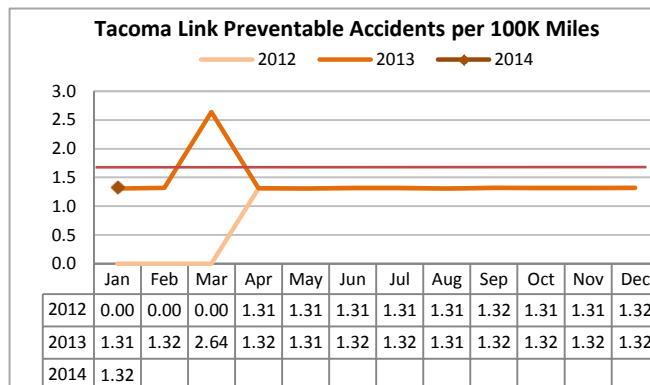
**2013 – 0.0                      2014 – 0.0                      No Change**

Tacoma Link did not receive any complaints in January of 2013 and 2014.



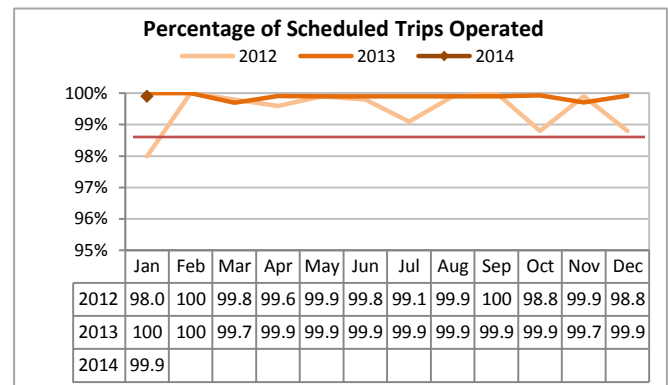
**2013 – 21.2                      2014 – 19.3                      Δ -1.9**

Tacoma Link's reduced January ridership reduced passengers per trip by nearly 2 compared to January 2013.



**2013 – 1.31                      2014 – 1.32                      Δ -0.01**

Tacoma Link experienced one preventable accident in 2013. The rate will reset to 0 in March 2014, if there are no preventable accidents prior to that time.

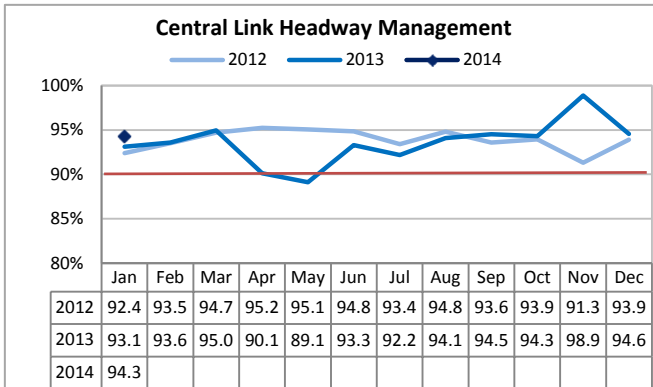


**2013 – 100%                      2014 – 99.9%                      Δ -0.1%**

Tacoma Link operated 0.1% fewer scheduled trips in January compared to the same period of 2013, but was still well above the target.

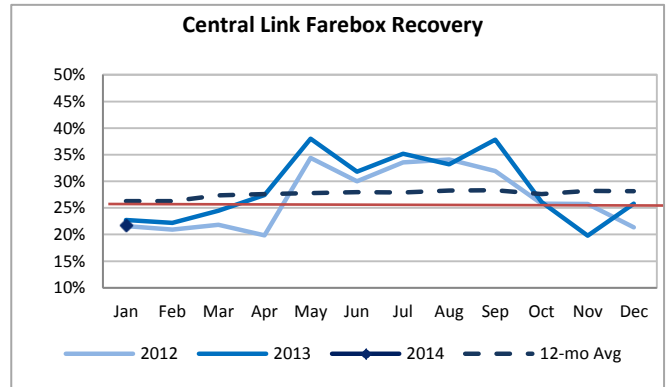
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## Central Link



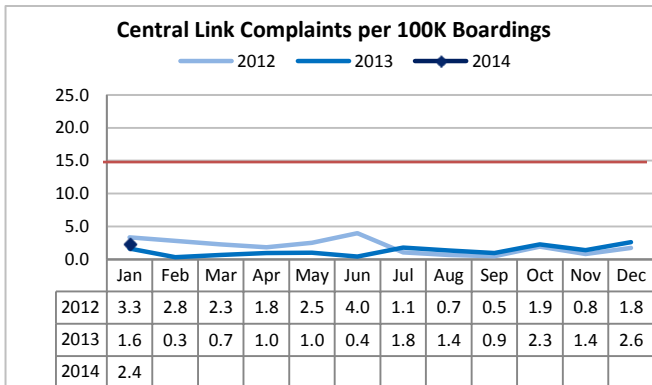
**2013 – 93.1%                      2014 – 94.3%                      Δ 1.2%**

Headway performance improved by 1.2% compared to January 2013.



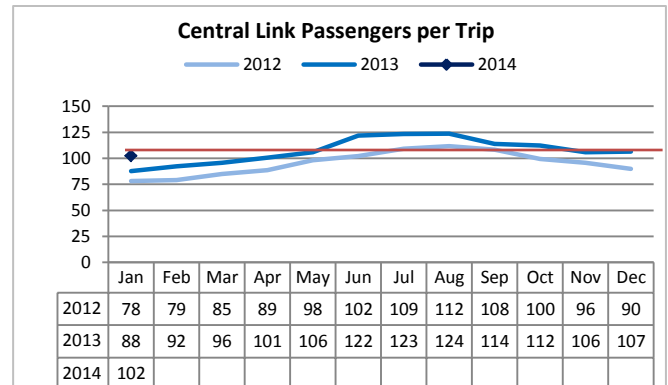
**2013 – 23%                      2014 – 22%                      Δ -1%**

Farebox recovery decreased 1% compared to January 2013, due largely to Link's seasonal ridership trend.



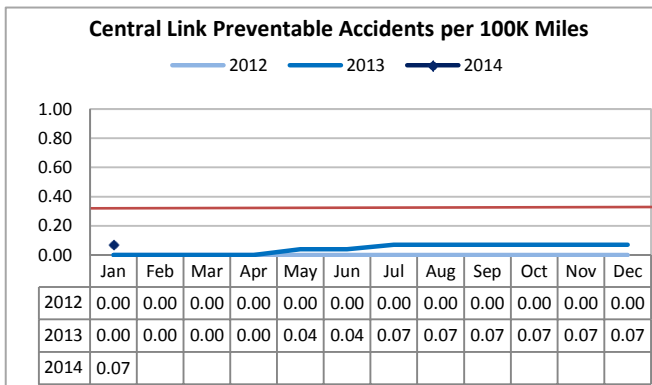
**2013 – 1.9                      2014 – 2.4                      Δ 0.5**

Central Link complaints per 100,000 riders increased slightly compared to January 2013, while simultaneously improving by 8% compared to December.



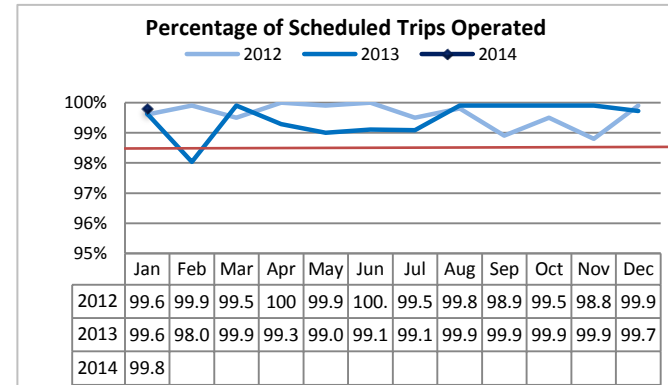
**2013 – 87.8                      2014 – 102.2                      Δ 16.4%**

Central Link passengers per trip increased by 16.4% compared to January 2013, nearly matching its 16.6% ridership increase.



**2013 – 0.00                      2014 – 0.07                      Δ 0.07**

Link has not experience any preventable accidents since July 2013, holding steady at 0.07 preventable accidents per 100K miles.



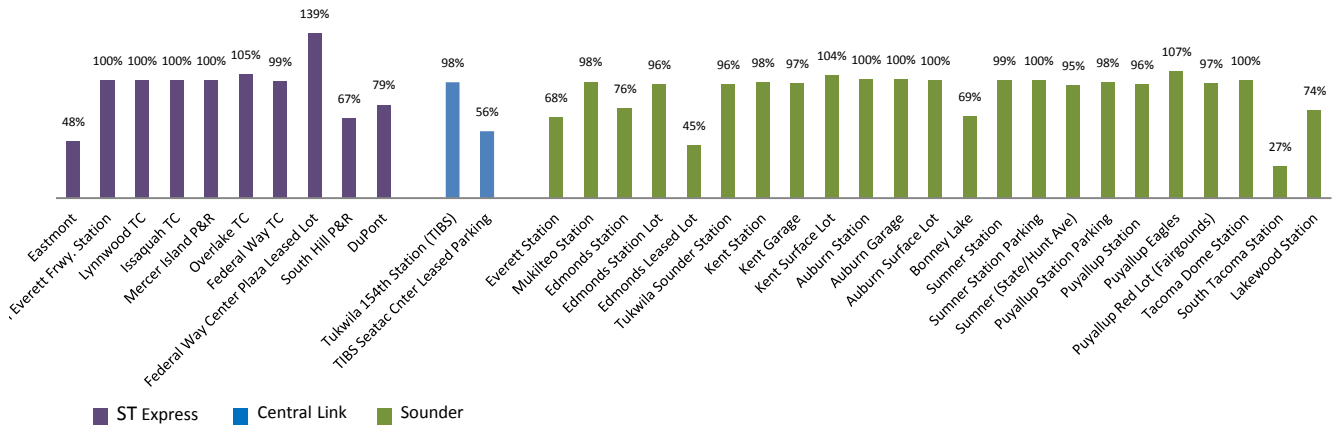
**2013 – 99.6%                      2014 – 99.8%                      Δ 0.2%**

Link operated 0.2% more of its scheduled trips compared to January 2013, an increase of 9 scheduled trips.

# Sound Transit Operations January 2014 Service Performance Report

## General Transit

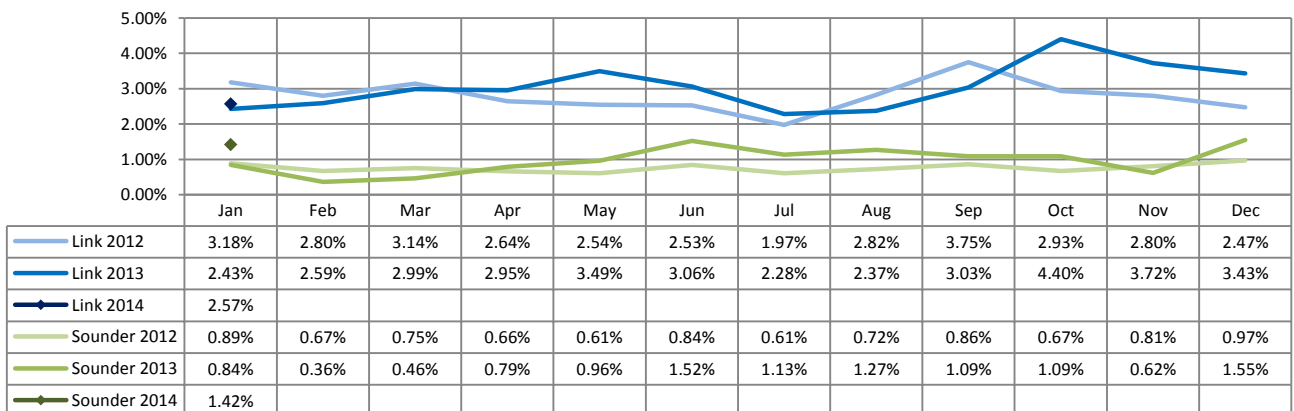
### Sound Transit Parking Utilization January 2014



ST parking facilities continue to be at or near capacity. Several leased lots were in 2013 to provide more customer parking.

The 2014 parking permit pilot project is underway at Sumner, Issaquah, Mukilteo, and TIBS. At the close of January, we had received a total of 719 applications, and had issued a total of 334 permits (22 for high-occupancy spaces and 312 for single-occupancy spaces).

### Fare Evasion Trends



Fare evasion increased very slightly in January 2014, compared to the same period of 2013; while at the same time, decreasing slightly compared to December 2013.

Due to shortages in fare enforcement staffing, the percent of ridership inspected has fallen short of the 10% target. ST and the private fare enforcement contractor continue to evaluate staffing to address the shortfall. Inspections were stepped up in both December and January, which could have attributed to the slight improvement from December 2013 to January 2014.

# Sound Transit Operations 2014 Monthly Modal Performance Data Sheet

Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Fleet Availability	On-Time Performance <sup>2</sup>	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Miles (Rolling 12 Months) <sup>5</sup>	Farebox Recovery <sup>6</sup>	Tacoma Link												
													Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Fleet Availability	On-Time Performance <sup>2</sup>	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>4</sup>	Miles (Rolling 12 Months) <sup>5</sup>	Farebox Recovery <sup>6</sup>
Targets	455,000	99.8%	>90.0%	80%	-85.0%	17,100,000	37.6	<15.0	<15.0	<80	27%			49,100	96.5%	>90.0%	66.7%	>98.5%	N/A	98,353	20.2	<15.0	<1.66	N/A	
Jan	38,735	99.8%	97.7%	97.1%	86.9%	1,426,438	36.8	159	11.1	8	0.64	30%		4,170	99.9%	100%	100%	99.9%	N/A	80,434	19.3	0	1.32	N/A	
Feb																									
Mar																									
Apr																									
May																									
Jun																									
Jul																									
Aug																									
Sep																									
Oct																									
Nov																									
Dec																									
YTD	38,735	99.8%	97.7%	97.1%	86.9%	1,426,438	36.8	159	11.1	8	0.64	30%		4,170	99.9%	100%	100%	99.9%	N/A	80,434	19.3	0	1.32	N/A	
													Sounder												
Targets	7,340	99.5%	>80.0%	82.0%	-95.0%	3,000,000	409.0	<15.0	<15.0	<1.00	23%			90,500	98.5%	>90.0%	86.0%	90.0%	90.0%	10,000,000	110	<15.0	<3.0	28%	
Jan	616	93.2%	100%	85.9%	91.8%	256,775	416.8	19	7.4	0	0.00	29%		7,716	99.8%	99.5%	91.7%	93.9%	94.3%	788,555	102.2	19	2.4	0	0.07
Feb																									
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Sep																									
Oct																									
Nov																									
Dec																									
YTD	616	93.2%	100%	85.9%	91.8%	256,775	416.8	19	7.4	0	0.00	29%		7,716	99.8%	99.5%	91.7%	93.9%	94.3%	788,555	102.2	19	2.4	0	0.07

<sup>1</sup> PMIs are preventive vehicle maintenance inspections. Central Link PMIs include Signals, Traction Power, LRV, Track, SCADA, and Facilities.

<sup>2</sup> Actual performance compared to the Budget standard-ST Express: >85%, Sounder: >95%, Central Link: >90%, Tacoma Link: >98.5%.

<sup>3</sup> Headways are scheduled intervals between trips.

<sup>4</sup> An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.

<sup>5</sup> YTD Preventable accidents per 100,000 miles is based on a rolling 12-month period of data.

<sup>6</sup> Farebox recovery is calculated as Farebox Revenues divided by total modal operating expenses.