

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

## Ridership

Total Boardings by Mode						
Mode	Dec-13	Dec-14	% Δ	YTD-13	YTD-14	% Δ
ST Express	1,266,130	1,396,787	10.3%	16,605,299	17,661,976	6.4%
Sounder	248,710	285,016	14.6%	3,035,735	3,361,317	10.7%
Tacoma Link	76,985	77,179	0.3%	1,000,316	966,581	-3.4%
Central Link	817,298	881,400	7.8%	9,681,432	10,950,234	13.1%
Paratransit	4,531	4,276	-5.6%	61,730	56,179	-9.0%
<b>System Total</b>	<b>2,413,654</b>	<b>2,644,658</b>	<b>9.6%</b>	<b>30,384,512</b>	<b>32,996,287</b>	<b>8.6%</b>

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

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

**Total Sound Transit** ridership increased nearly 10% in December, compared to the same month of 2013. Overall, 2014 ridership was 8.6% higher than last year.

**ST Express** boardings increased by 10.3% compared to December 2013, and average weekday boardings increased by 7.2%. Bus routes serving the 1-5 North corridor in Snohomish County showed an increase of 15% on weekdays, and cross-lake routes showed a combined increase of more than 1,200 new boardings per average weekday.

**Sounder** boardings increased 14.6% compared to December 2013, despite mudslide activity that resulted in four cancelled weekdays and two cancelled event trains on the North Line. Sounder ended 2014 with a ridership increase of nearly 11% for the year.

**Central Link** total boardings increased nearly 8% compared to December 2013, and 13% compared to last year.

**Tacoma Link** boardings increased slightly at the monthly level, while total 2014 boardings trailed the previous year by 3.4%

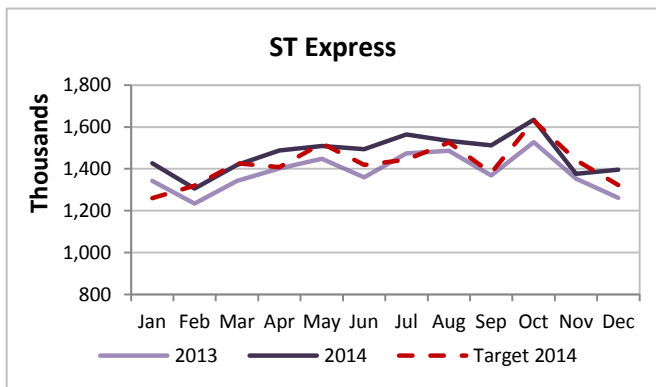
**Paratransit** services, provided by King County Metro, continued to experience reduced ridership.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Dec-13	Dec-14	% Δ	Dec-13	Dec-14	% Δ	Dec-13	Dec-14	% Δ
ST Express	52,601	56,404	7.2%	20,027	20,491	2.3%	13,568	14,805	9.1%
Sounder	10,913	12,427	13.9%	-	-	N/A	9,772	5,807	-40.6%
Tacoma Link	3,166	2,990	-5.6%	1,826	1,817	-0.5%	532	824	54.9%
Central Link	29,659	31,671	6.8%	20,921	22,469	7.4%	18,462	18,952	2.7%
Paratransit	146	138	-5.5%	146	138	-5.5%	146	138	-5.5%
<b>System Total</b>	<b>96,485</b>	<b>103,630</b>	<b>7.4%</b>						

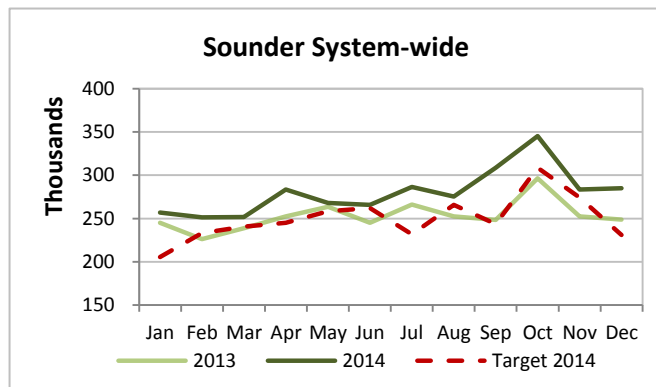
Please refer to Page 2 to view ridership trends by mode.

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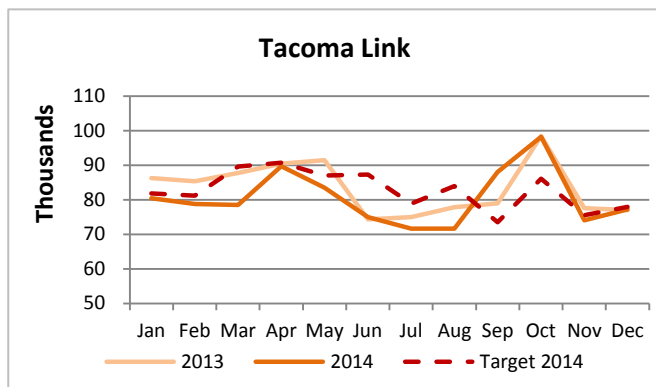
## Monthly Ridership Trends by Mode



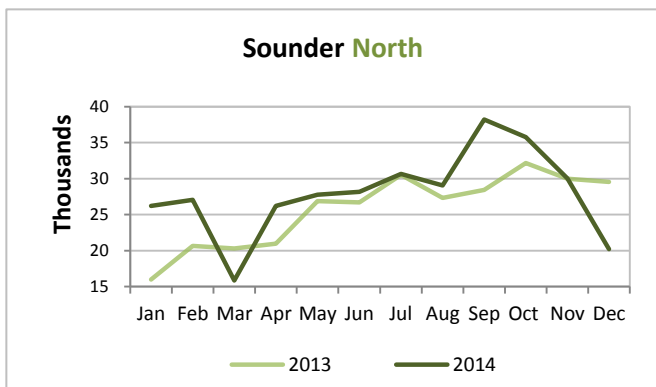
ST Express ridership increased by 10.3% compared to December 2013, with overall growth of 6.4% compared to last year.



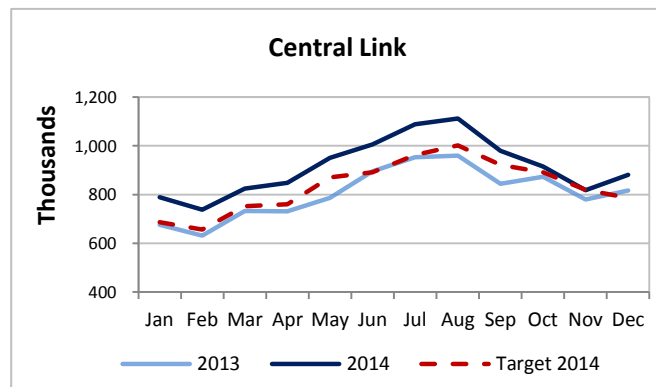
Sounder system-wide ridership was up 12.2% compared to November 2013, with overall growth of 10.4% for the year.



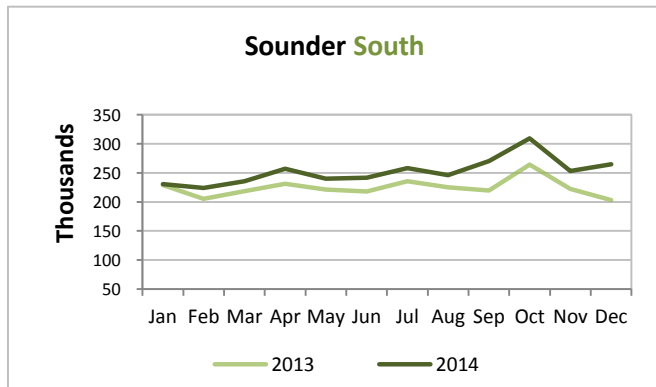
Tacoma Link posted a slight increase in December, but still experienced an overall decrease of 3.4% compared to last year.



Sounder North experienced growth throughout 2014 and, despite mudslide interruptions, finished the year with 8% more riders than last year.



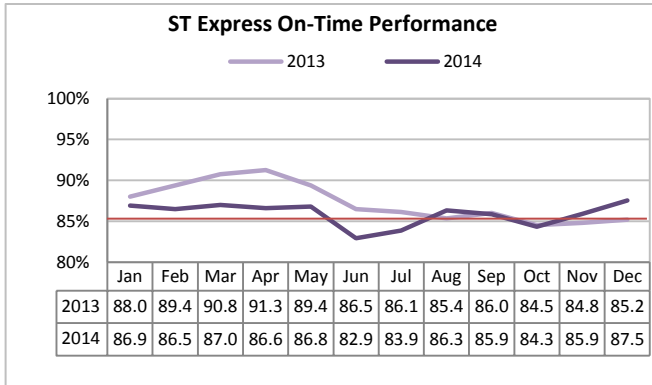
Link ridership was up 7.8% compared to December 2013, with overall growth of 13.1% for the year.



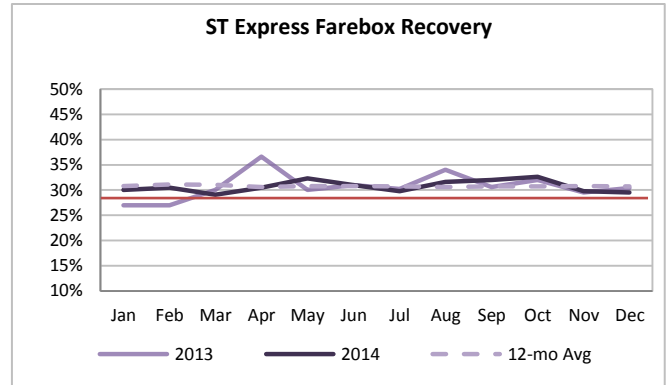
Sounder South also experienced steady growth throughout 2014 and finished the year with 11% more riders than 2013.

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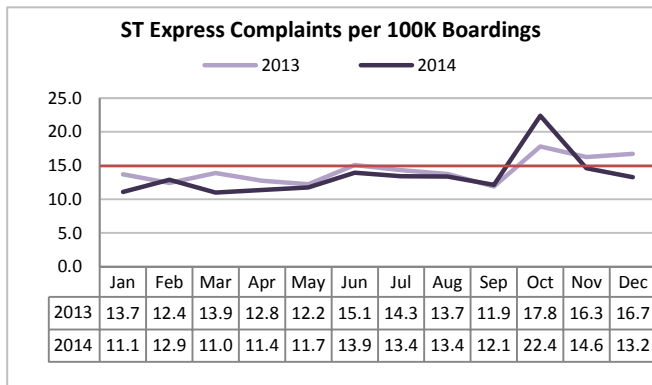
## ST Express



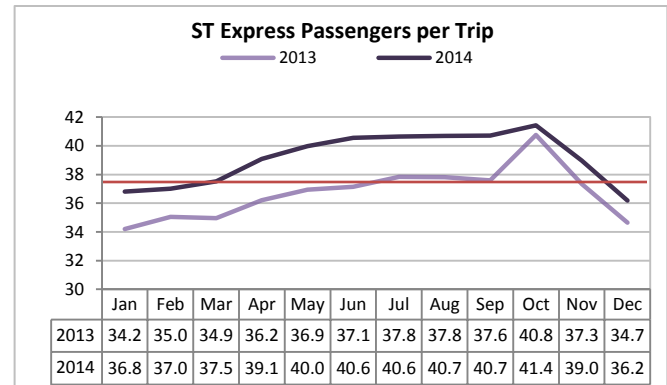
**Target: 85%    December 2014: 87.5%    YTD 2014: 85.9%**  
ST Express OTP was on target for December and YTD 2014, despite heavy traffic and overloads.



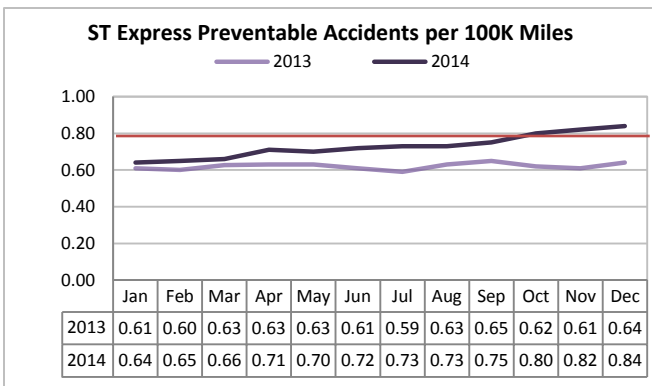
**Target: 27.4%    December 2014: 29.5%    YTD 2014: 30.7%**  
On average, ST Express has performed above the farebox recovery target during the most recent rolling 12 months.



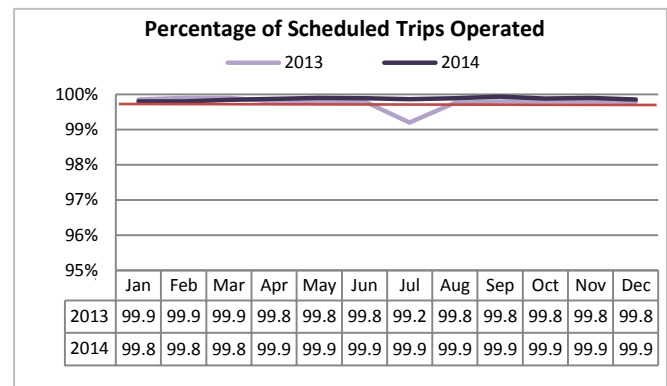
**Target: <15    December 2014: 13.2    YTD 2014: 13.4**  
ST Express has reduced the number of complaints received per 100K boardings by 6% compared to YTD 2013.



**Target: 37.6    December 2014: 36.2    YTD 2014: 39.1**  
The number of passengers per trip has increased more than 6% compared to 2013.



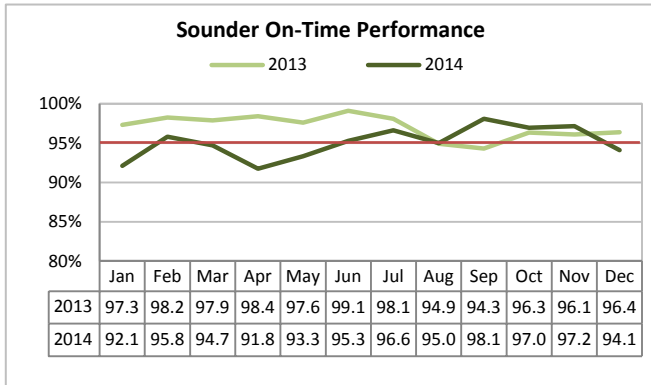
**Target: 0.80    December 2014: 0.84    YTD 2014: 0.84**  
2014 experienced an upswing in preventable accidents. ST staff and partners are developing a strategy to reduce preventable accidents.



**Target: 99.8%    December 2014: 99.9%    YTD 2014: 99.9%**  
ST Express operated just above the 99.8% target, showing a slight improvement compared to YTD 2013.

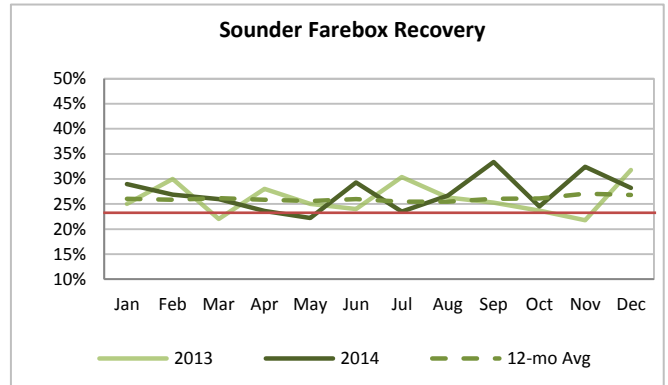
# Sound Transit Operations December 2014 Service Performance Report

## Sounder Commuter Rail



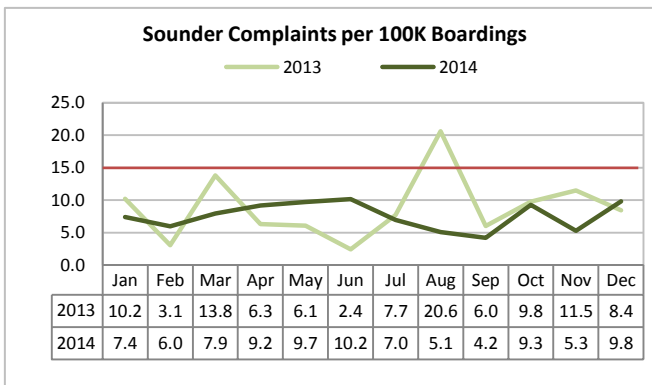
**Target: 95.0%**    **December 2014: 94.1%**    **YTD 2014: 95.1%**

Sounder met the YTD target for OTP, but fell short in December due to slide-related slow orders, mechanical issues, and freight interference.



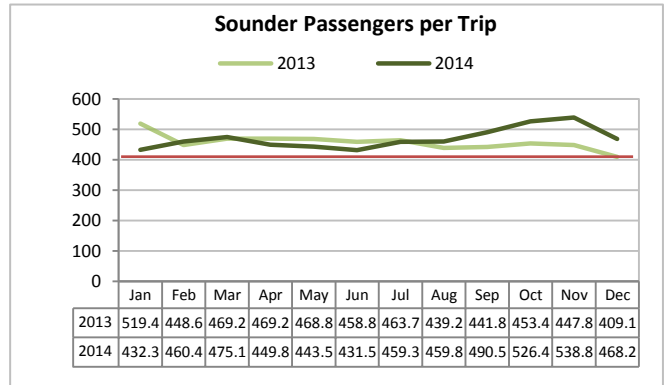
**Target: 23.0%**    **December 2014: 28.2%**    **YTD 2014: 27.1%**

Timing of payments and receipt of fare revenues can impact farebox recovery, so the rolling 12-month average (shown as the broken line) is often a better performance indicator over time.



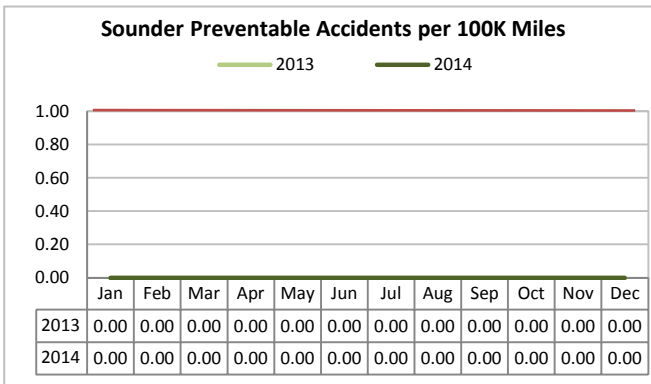
**Target: <15**    **December 2014: 9.8**    **YTD 2014: 7.6**

Sounder has reduced the number of complaints received per 100K boardings by 14% compared to 2013.



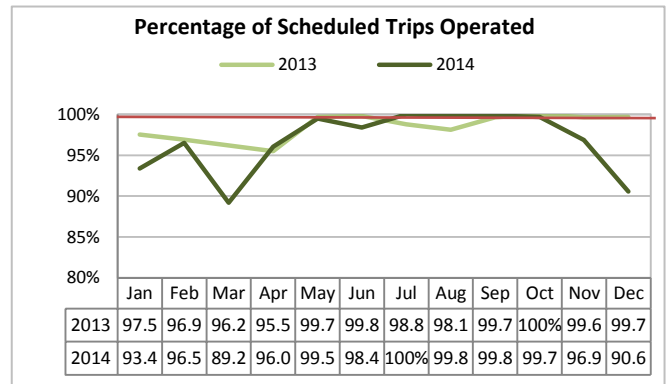
**Target: 410**    **December 2014: 468.2**    **YTD 2014: 469.3**

Sounder consistently exceeded the target for passengers per trip throughout 2014.



**Target: 1.00**    **December 2014: 0.00**    **YTD 2014: 0.00**

Sounder has not experienced a preventable accident in 2014.

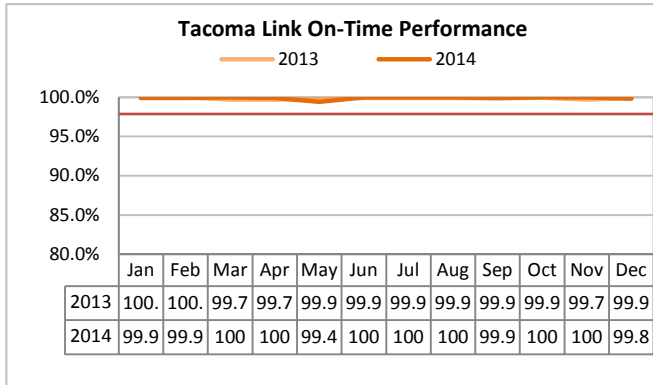


**Target: 99.5%**    **December 2014: 90.6%**    **YTD 2014: 96.7%**

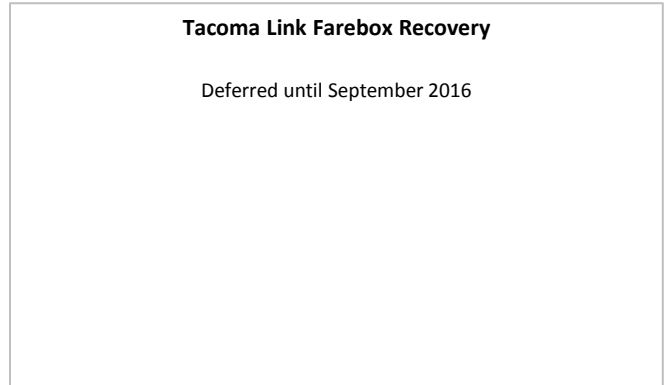
Sounder did not meet the target in December due to mudslide activity that resulted in four cancelled weekdays and two cancelled event trains on the North Line.

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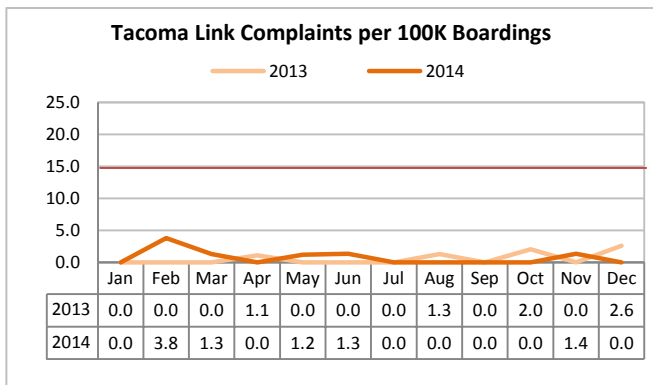
## Tacoma Link



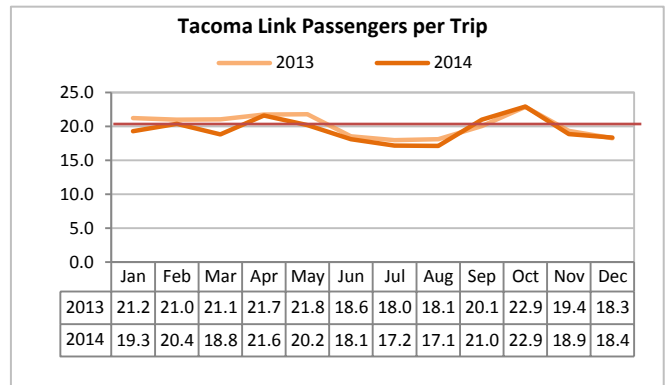
**Target: 98.5%    December 2014: 99.8%    YTD 2014: 99.9%**  
 Tacoma Link achieved 98.9% on-time performance in December and consistently performed better than the target.



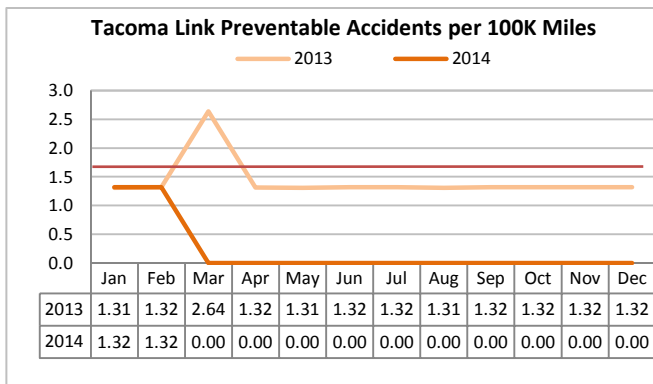
Per Board action in Q2 2014, Tacoma Link fares will not be implemented during 2014.



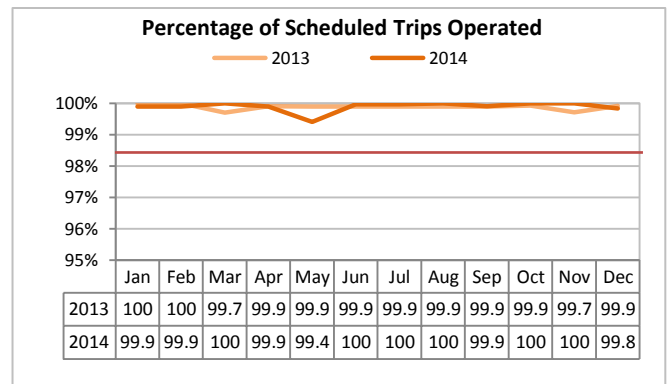
**Target: <15    December 2014: 0.0    YTD 2014: 0.7**  
 Tacoma Link did not receive any complaints during December and consistently performed well below the target during 2014.



**Target: 20.2    December 2014: 18.4    YTD 2014: 19.5**  
 Tacoma Link did not meet the target of 20.2 passengers per trip for December or the year to date, due to decreases in ridership.



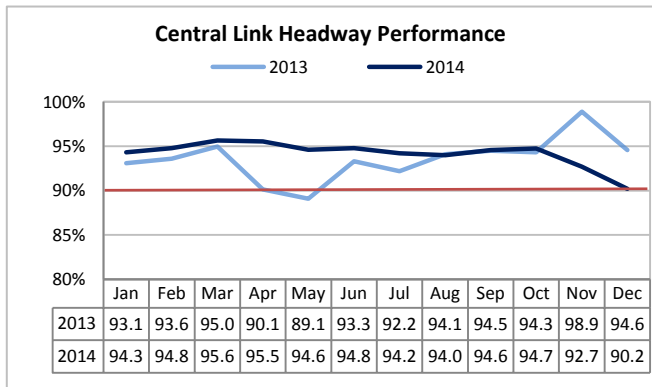
**Target: 1.66    December 2014: 0.00    YTD 2014: 0.00**  
 Tacoma Link has not experienced any preventable accidents since March 2013.



**Target: 98.5%    December 2014: 99.8%    YTD 2014: 99.5%**  
 Tacoma Link operated 99.8% of all scheduled trips in December and consistently performed better than the target.

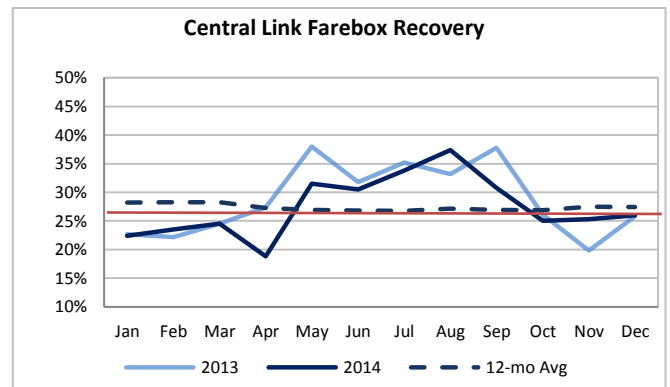
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## Central Link



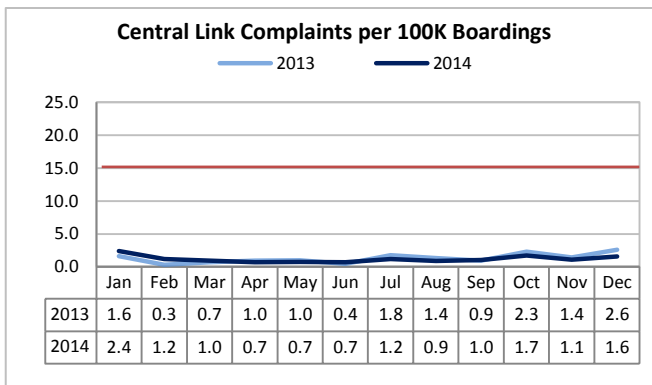
**Target: 90%**    **December 2014: 90.2%**    **YTD 2014: 92.4%**

Link met the headway performance target for December and the year to date, despite impacts from protest-related traffic disruptions.



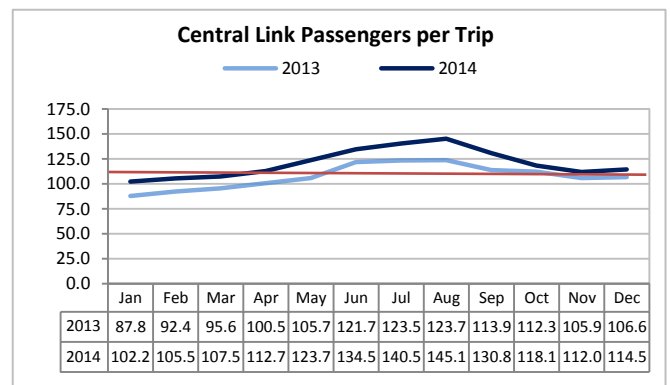
**Target: 25.8%**    **December 2014: 25.4%**    **YTD 2014: 27.5%**

Farebox recovery improved nearly 6% compared to December 2013 and met the 2014 target, despite a seasonal ridership trend that impacts performance for a portion of the year.



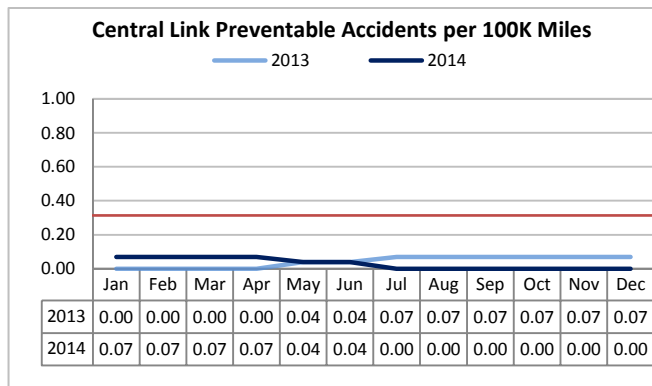
**Target: <15**    **December 2014: 1.6**    **YTD 2014: 1.2**

Central Link consistently performs better than the annual target and has seen slight improvement compared to 2013.



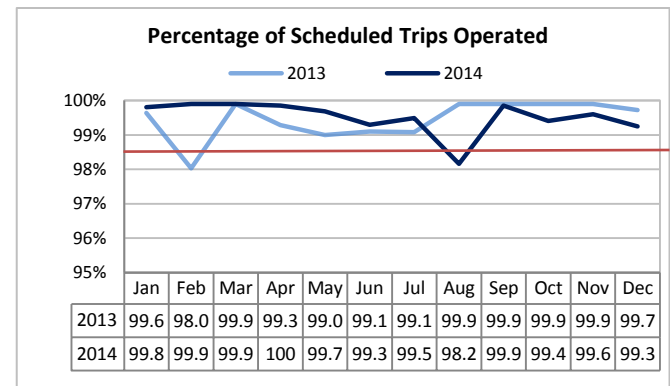
**Target: 110**    **December 2014: 114.5**    **YTD 2014: 120.6**

Central Link has carried 14% more passengers per trip in 2014 and surpassed the December target, despite the seasonal ridership decline.



**Target: 0.30**    **December 2014: 0.00**    **YTD 2014: 0.00**

Link has not experienced any preventable accidents since July 2013.

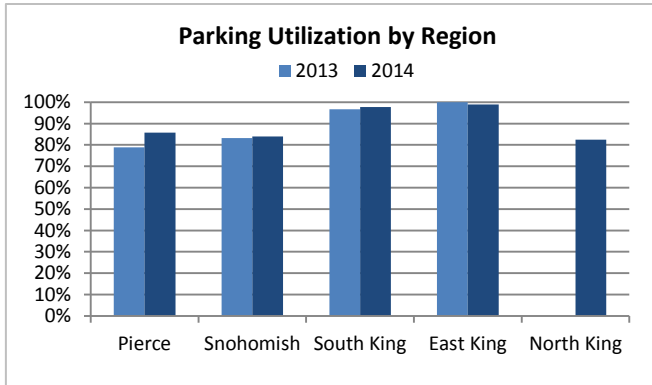


**Target: 98.5%**    **December 2014: 99.3%**    **YTD 2014: 99.5%**

December performance surpassed the target but was slightly below 2013 due to protest-related traffic disruptions.

# Sound Transit Operations December 2014 Service Performance Report

## General Transit

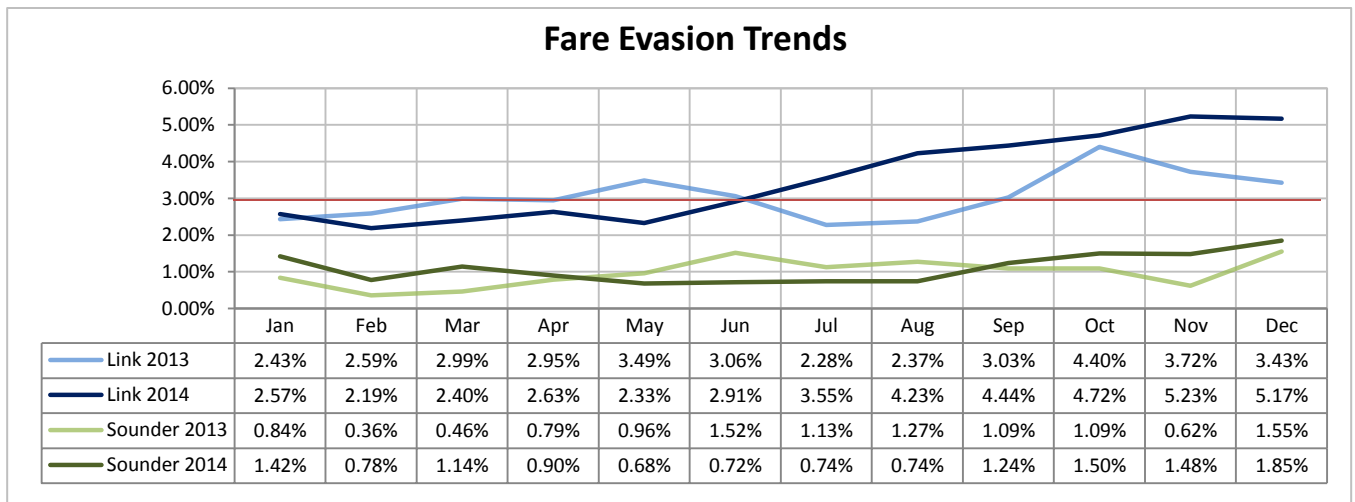


System-wide Permanent & Leased Parking December 2014			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,036	84%
North King	188	155	82%
East King	1,488	1,473	99%
South King	3,927	3,837	98%
Pierce	4,867	4,174	86%
<b>System Total</b>	<b>14,083</b>	<b>12,675</b>	<b>90%</b>

Parking is available at 31 locations in Pierce County, Snohomish County, as well as South, East, and North King County, with a total of 14,083 parking stalls.

Utilization continues to be at or near capacity at many of our parking facilities. Overall, utilization increased by 3% compared to December 2013, reflecting 90% system-wide utilization.

By region, Pierce County experienced a 7% increase in parking utilization compared to December 2013, while all other regions fluctuated by about 1%. North King County parking was not available in 2013.



**Fare Evasion** on Central Link continued an upward trend that began in early summer, falling outside the target rate of 3%. YTD 2014 fare evasion was 3.38%.

Sounder fare evasion was also up compared to 2013 but remained within the targeted fare evasion rate of less than 3% for the current period and year to date.

While inspection rates have trended up the past 2 months, the evasion rate tends to be a lagging indicator by two to three months. We anticipate a drop in the evasion rate with increased inspections in the coming months.

# Sound Transit Operations 2014 Monthly Modal Performance Data Sheet

ST Express															Tacoma Link															Central 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>	Relationship	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>	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>	Relationship	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>	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>	Relationship	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	99.5%	>90.0%	80%	>85.0%	17,100,000	37.6	<15.0	<15.0	<8.0	27%	27%	Targets	48,100	98.5%	>90.0%	66.7%	>86.5%	N/A	893,353	20.2	<15.0	<1.66	N/A	Targets	90,500	98.5%	>90.0%	86.0%	90.0%	10,000,000	110	<15.0	<3.0	26%									
Jan	38,735	99.8%	97.7%	97.1%	86.9%	1,426,928	36.8	159	11.1	8	0.64	30%	Jan	4,170	99.9%	100%	100%	100%	N/A	80,434	19.3	0	0	1.32	N/A	Jan	7,716	99.8%	99.5%	91.7%	93.6%	94.3%	786,557	102.2	19	2.4	0	0.07	22%					
Feb	35,326	99.8%	96.2%	96.7%	86.5%	1,305,976	37.0	168	12.9	7	0.65	31%	Feb	3,871	99.9%	100%	100%	100%	N/A	78,801	20.4	3	3.8	0	1.32	N/A	Feb	6,999	99.9%	98.3%	91.8%	90.4%	94.8%	738,121	105.5	9	1.2	0	0.07	24%				
Mar	37,841	99.8%	98.1%	96.5%	87.0%	1,419,740	37.5	156	11.0	11	0.66	29%	Mar	4,164	100%	100%	100%	100%	N/A	78,459	18.8	1	1.3	0	0.00	N/A	Mar	7,672	99.9%	99.3%	93.1%	91.6%	95.6%	824,711	107.5	8	1.0	0	0.07	25%				
Apr	38,089	99.9%	98.0%	95.0%	86.6%	1,488,618	39.1	169	11.4	15	0.71	31%	Apr	4,151	99.9%	100%	100%	100%	N/A	89,683	21.6	0	0.0	0	0.00	N/A	Apr	7,529	99.9%	99.2%	91.4%	90.6%	95.5%	848,417	112.7	6	0.7	0	0.07	19%				
May	37,757	99.9%	98.3%	96.1%	86.8%	1,509,298	40.0	177	11.7	6	0.70	32%	May	4,136	99.4%	100%	100%	100%	N/A	83,444	20.2	1	1.2	0	0.00	N/A	May	7,684	99.7%	99.3%	91.1%	90.4%	94.6%	950,151	123.7	7	0.7	0	0.04	32%				
Jun	36,826	99.9%	99.3%	95.7%	82.9%	1,493,430	40.6	208	13.9	11	0.72	31%	Jun	4,139	100%	100%	100%	100%	N/A	75,006	18.1	1	1.3	0	0.00	N/A	Jun	7,482	99.3%	99.3%	90.3%	90.3%	94.8%	1,006,414	134.5	7	0.7	0	0.04	31%				
Jul	38,494	99.9%	99.4%	96.1%	83.9%	1,564,608	40.6	210	13.4	13	0.73	30%	Jul	4,173	100%	100%	100%	100%	N/A	71,658	17.2	0	0.0	0	0.00	N/A	Jul	7,753	99.5%	99.7%	90.0%	90.7%	94.2%	1,088,944	140.5	13	1.2	0	0.00	34%				
Aug	37,701	99.9%	98.1%	96.4%	86.3%	1,534,241	40.7	205	13.4	17	0.73	32%	Aug	4,182	100%	100%	100%	100%	N/A	71,630	17.1	0	0.0	0	0.00	N/A	Aug	7,659	98.2%	99.7%	90.0%	87.0%	94.0%	1,111,505	145.1	10	0.9	0	0.00	37%				
Sep	37,129	99.9%	98.0%	96.3%	85.9%	1,511,775	40.7	183	12.1	11	0.75	32%	Sep	4,054	99.9%	100%	100%	100%	N/A	85,097	21.0	0	0.0	0	0.00	N/A	Sep	7,485	99.9%	98.8%	89.9%	88.1%	94.6%	979,407	130.8	10	1.0	0	0.00	31%				
Oct	39,459	99.9%	98.7%	96.3%	84.3%	1,634,753	41.4	366	22.4	13	0.80	33%	Oct	4,286	100%	100%	100%	100%	N/A	98,277	22.9	0	0.0	0	0.00	N/A	Oct	7,746	99.4%	98.0%	90.4%	88.6%	94.7%	915,131	118.1	16	1.7	0	0.00	25%				
Nov	35,294	99.9%	99.0%	96.2%	85.9%	1,375,822	39.0	201	14.6	10	0.82	30%	Nov	3,918	100%	100%	100%	100%	N/A	74,027	18.9	1	1.4	0	0.00	N/A	Nov	7,300	99.6%	98.7%	91.3%	88.7%	92.7%	817,518	112.0	9	1.1	0	0.00	25%				
Dec	38,607	99.9%	98.3%	95.4%	87.5%	1,396,787	36.2	185	13.2	15	0.84	30%	Dec	4,203	99.8%	100%	100%	100%	N/A	77,179	18.4	0	0.0	0	0.00	N/A	Dec	7,699	99.3%	95.0%	87.8%	90.1%	90.2%	881,400	114.5	14	1.6	0	0.00	26%				
YTD	451,258	99.9%	98.3%	96.1%	85.9%	17,661,976	39.1	2,387	13.5	137	0.84	31%	YTD	49,447	99.9%	100%	96.0%	99.9%	N/A	963,695	19.5	7	0.7	0	0.00	N/A	YTD	90,724	99.5%	98.7%	90.8%	89.8%	94.2%	10,950,276	120.7	128	1.2	0	0.00	28%				
Sounder															Central 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>	Relationship	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>	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>	Relationship	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	7,340	99.5%	>90.0%	82.0%	>85.0%	3,000,000	4090	<15.0	<15.0	<1.00	23%	23%	Targets	90,500	98.5%	>90.0%	86.0%	90.0%	10,000,000	110	<15.0	<3.0	26%																					
Jan	594	93.4%	100%	85.9%	92.1%	256,775	432.3	19	7.4	0	0.00	29%	Jan	7,716	99.8%	99.5%	91.7%	93.6%	94.3%	786,557	102.2	19	2.4	0	0.07	22%																		
Feb	546	96.5%	100%	87.4%	95.8%	251,381	460.4	15	6.0	0	0.00	27%	Feb	6,999	99.9%	98.3%	91.8%	90.4%	94.8%	738,121	105.5	9	1.2	0	0.07	24%																		
Mar	530	89.2%	100%	86.9%	94.7%	251,786	475.1	20	7.9	0	0.00	26%	Mar	7,672	99.9%	99.3%	93.1%	91.6%	95.6%	824,711	107.5	8	1.0	0	0.07	25%																		
Apr	630	96.0%	100%	86.4%	91.8%	283,395	449.8	26	9.2	0	0.00	24%	Apr	7,529	99.9%	99.2%	91.4%	90.6%	95.5%	848,417	112.7	6	0.7	0	0.07	19%																		
May	604	99.5%	100%	86.9%	93.3%	267,902	443.5	26	9.7	0	0.00	22%	May	7,684	99.7%	99.3%	91.1%	90.4%	94.6%	950,151	123.7	7	0.7	0	0.04	32%																		
Jun	616	98.4%	100%	86.1%	95.3%	265,830	431.5	27	10.2	0	0.00	29%	Jun	7,482	99.3%	99.3%	90.3%	90.3%	94.8%	1,006,414	134.5	7	0.7	0	0.04	31%																		
Jul	624	100%	100%	86.7%	96.6%	286,614	459.3	20	7.0	0	0.00	24%	Jul	7,753	99.5%	99.7%	90.7%	90.1%	94.2%	1,088,944	140.5	13	1.2	0	0.00	34%																		
Aug	599	99.8%	100%	86.4%	95.0%	275,403	459.8	14	5.1	0	0.00	27%	Aug	7,659	98.2%	99.7%	90.0%	87.0%	94.0%	1,111,505	145.1	10	0.9	0	0.00	37%																		
Sep	629	99.8%	100%	86.1%	98.1%	308,511	490.5	13	4.2	0	0.00	33%	Sep	7,485	99.9%	98.8%	89.9%	88.1%	94.6%	979,407	130.8	10	1.0	0	0.00	31%																		
Oct	656	99.7%	100%	86.3%	97.0%	345,320	526.4	32	9.3	0	0.00	25%	Oct	7,746	99.4%	98.0%	90.4%	88.6%	94.7%	915,131	118.1	16	1.7	0	0.00	25%																		
Nov	526	96.9%	100%	86.9%	97.2%	283,384	538.8	15	5.3	0	0.00	32%	Nov	7,300	99.6%	98.7%	91.3%	88.7%	92.7%	817,518	112.0	9	1.1	0	0.00	25%																		
Dec	584	90.6%	100%	86.1%	94.1%	285,016	488.0	28	9.8	0	0.00	28%	Dec	7,699	99.3%	95.0%	87.8%	90.1%	90.2%	881,400	114.5	14	1.6	0	0.00	26%																		
YTD	7,138	96.7%	100%	86.5%	95.1%	3,361,317	470.9	255	7.6	0	0.00	27%	YTD	90,724	99.5%	98.7%	90.8%	89.8%	94.2%	10,950,276	120.7	128	1.2	0	0.00	28%																		

<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.