

**Sound Transit Operations
February 2015 Service Performance Report**

Ridership

Total Boardings by Mode						
Mode	Feb-14	Feb-15	% Δ	YTD-14	YTD-15	% Δ
ST Express	1,305,976	1,397,091	7.0%	2,732,904	2,856,726	4.5%
Sounder	251,381	281,264	11.9%	508,156	594,727	17.0%
Tacoma Link	78,801	88,002	11.7%	159,235	173,970	9.3%
Central Link	738,121	754,877	2.3%	1,526,678	1,582,894	3.7%
Paratransit	4,445	3,992	-10.2%	9,446	8,485	-10.2%
System Total	2,378,724	2,525,226	6.2%	4,936,419	5,216,802	5.7%

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

February 2014:	20 Weekdays	4 Saturdays	4 Sundays
February 2015:	20 Weekdays	4 Saturdays	4 Sundays

Total Sound Transit ridership increased by 146K, or 6.2%, compared to February 2014, and average weekday boardings were up more than 5K, or 5%, across all modes.

ST Express boardings increased by about 91K, or 7%, compared to February 2014, and average weekday boardings increased by about 3K per weekday, or 6%. All routes showed increases except the Pierce County-Seattle services.

Sounder posted impressive growth of 30K, or 11.9%, compared to February 2014, and average weekday boardings increased by 10.6%. All of the growth was attributable to the South Line, as the North Line suffered several days of slide-related closures.

Central Link boardings increased by about 17K, or 2.3%, compared to February 2014, and average weekday boardings increased by 300, or 1%. February Link ridership gains appear unusually low due to record ridership for the Seahawks victory parade in 2014.

Tacoma Link posted its largest ridership gain in over two years. Total boardings increased by 9,200, or 11.7%, compared to February 2014, and average weekday boardings increased more than 300, or 8.7%.

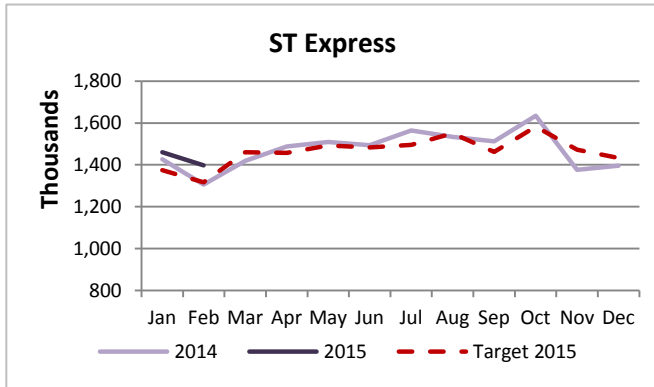
Paratransit services, provided by King County Metro, declined by 10%. Eligibility assessments have resulted in a greater number of conditionally eligible versus fully eligible designations. A conditionally eligible rider is only provided paratransit trips that fit the eligibility restrictions, thus decreasing the number of paratransit trips he or she is provided.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Feb-14	Feb-15	% Δ	Feb-14	Feb-15	% Δ	Feb-14	Feb-15	% Δ
ST Express	58,668	62,237	6.1%	19,978	22,484	12.5%	13,177	15,602	18.4%
Sounder	12,719	14,063	10.6%	-	-	N/A	-	-	N/A
Tacoma Link	3,628	3,966	9.3%	2,225	2,200	-1.1%	798	768	-3.8%
Central Link	30,250	30,553	1.0%	18,805	21,990	16.9%	14,474	16,104	11.3%
Paratransit	159	143	-10.1%	159	143	-10.1%	159	143	-10.1%
System Total	105,424	110,962	5.3%						

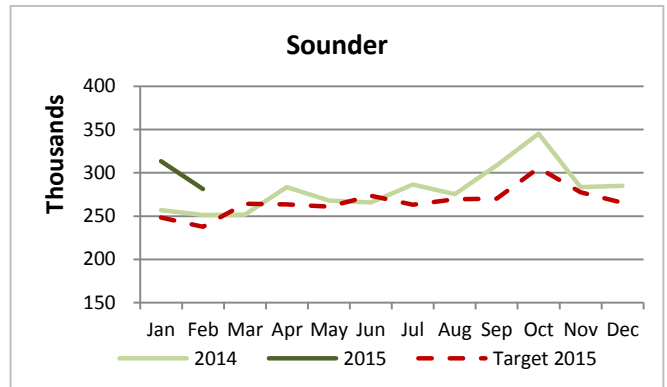
Please refer to Page 2 to view ridership trends by mode.

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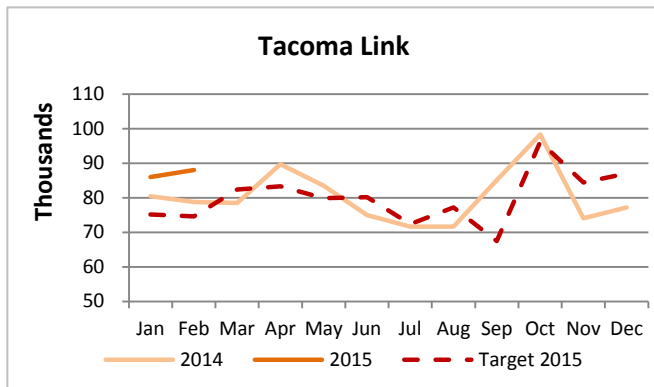
Monthly Ridership Trends by Mode



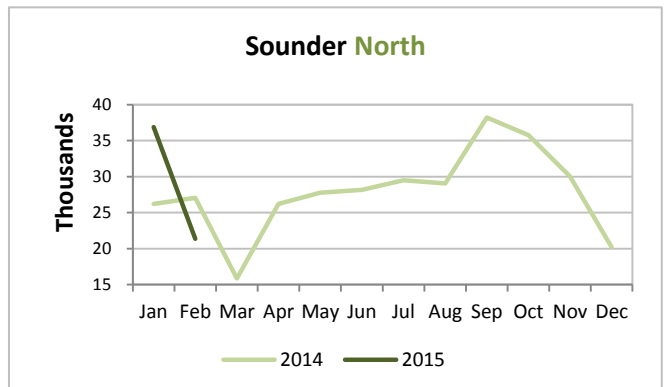
ST Express ridership increased by 7% compared to February 2014, with a 6% increase in average weekday boardings.



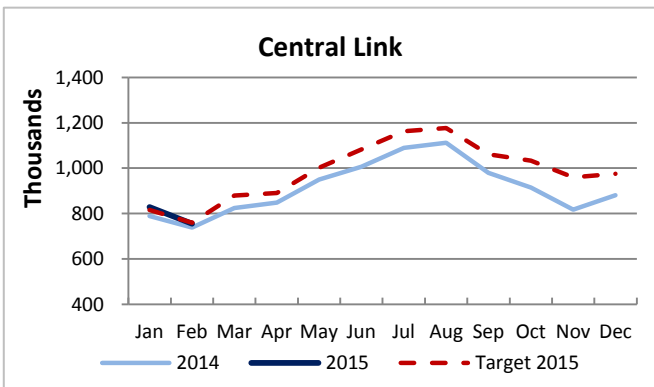
Sounder system-wide ridership increased by 11.9% compared to February 2014, with a 10.6% increase in average weekday boardings.



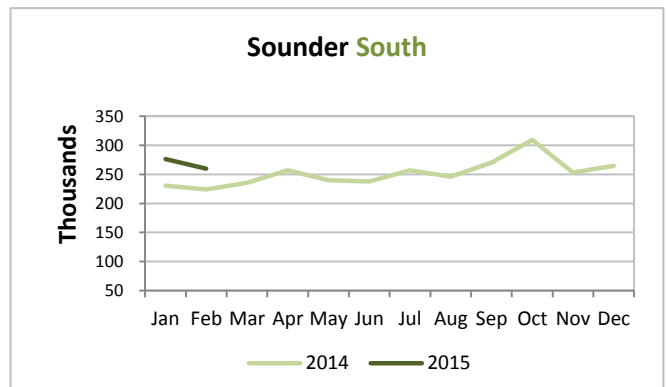
Tacoma Link ridership increased 11.7% compared to February 2014, with a 9.3% increase in average weekday boardings.



Sounder North has carried 9.4% more riders for YTD compared to 2014. Mudslides contributed to 32 lost North Line trips, compared to none in February 2014.



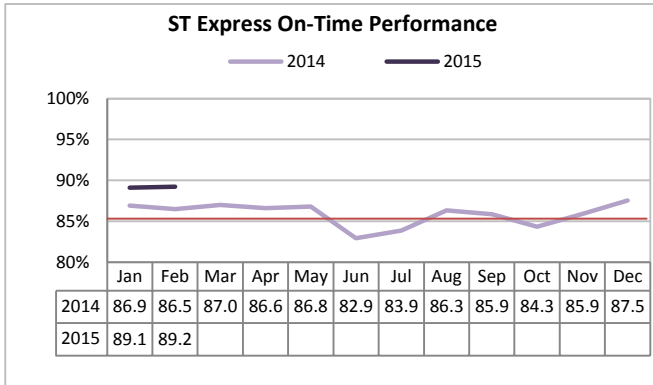
Link ridership was up 2.3% compared to February 2014, with a 1% increase in average weekday boardings.



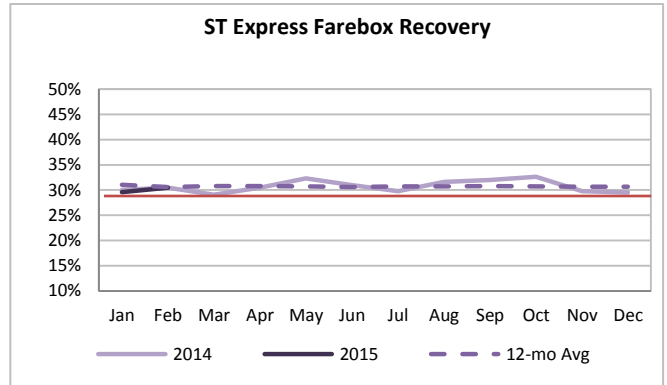
Sounder South ridership grew 16% compared to February 2014, and has carried 18% more riders for YTD compared to 2014.

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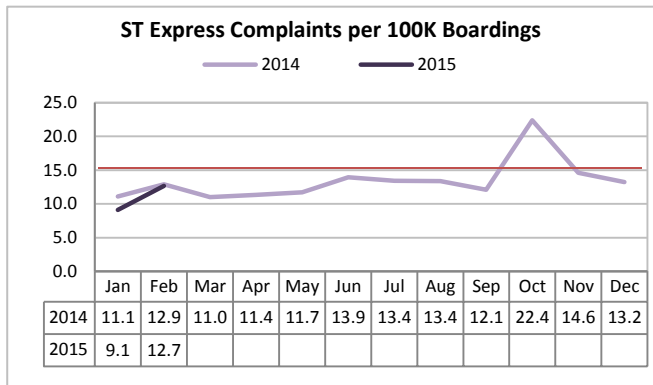
ST Express



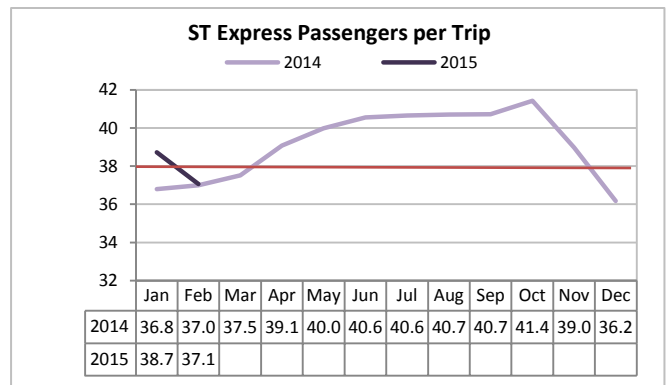
Target: 85% February 2015: 89.2% YTD 2015: 89.2%
 ST Express OTP improved nearly 3% compared to 2014 and exceeded the annual target.



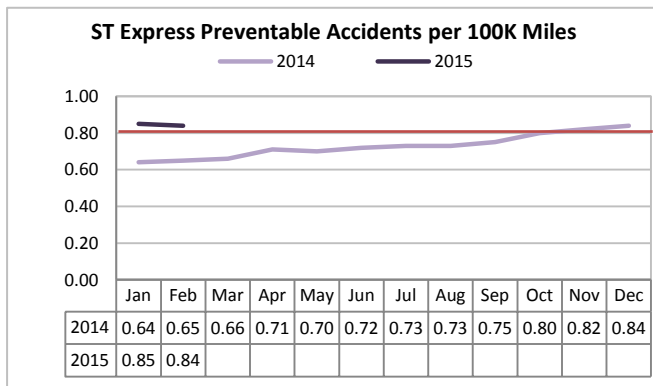
Target: 28.5% February 2015: 30.5% YTD 2015: 30.1%
 On average, ST Express has performed above the farebox recovery target during the most recent rolling 12 months.



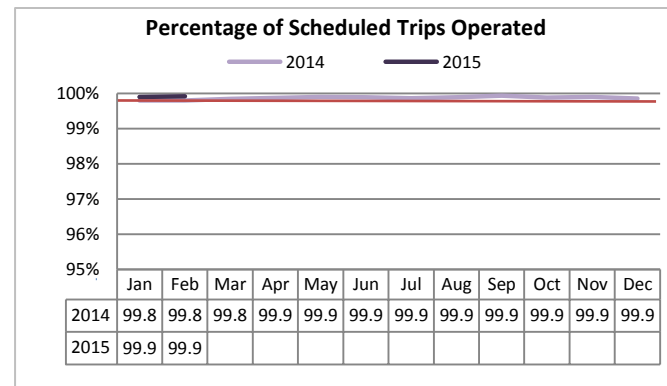
Target: <15 February 2015: 12.7 YTD 2015: 10.9
 ST Express has reduced the number of complaints received per 100K boardings by 4% compared to 2014.



Target: 38.1 February 2015: 37.1 YTD 2015: 39.3
 The number of passengers per trip increased slightly compared to 2014 and fell just shy of the 2015 target.



Target: 0.80 February 2015: 0.84 YTD 2015: 0.84
 The preventable accident rate declined slightly in February but is still above the targeted range. We expect continued improvement as we support partner safety initiatives.

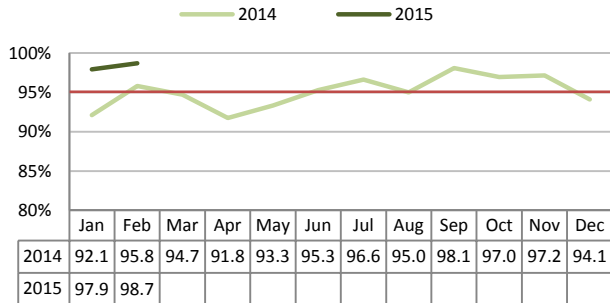


Target: 99.8% February 2015: 99.9% YTD 2015: 99.9%
 ST Express operated just above the 99.8% target, a slight improvement compared to last year.

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Sounder Commuter Rail

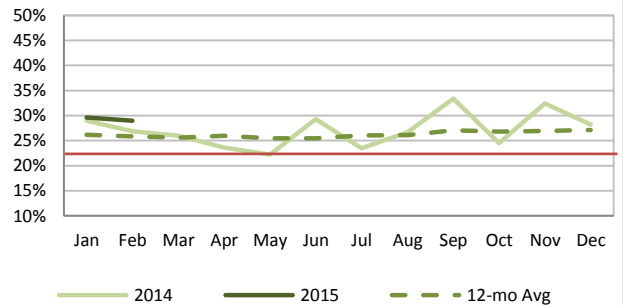
Sounder On-Time Performance



Target: 95.0% February 2015: 98.7% YTD 2015: 98.3%

Sounder exceeded the target for OTP and improved about 3% compared to last year, when construction of Tukwila Station was underway.

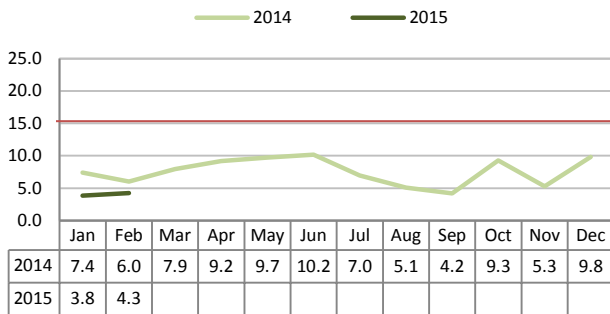
Sounder Farebox Recovery



Target: 23.1% February 2015: 29.0% YTD 2015: 29.3%

On average, Sounder has performed above the farebox recovery target during the most recent rolling 12 months.

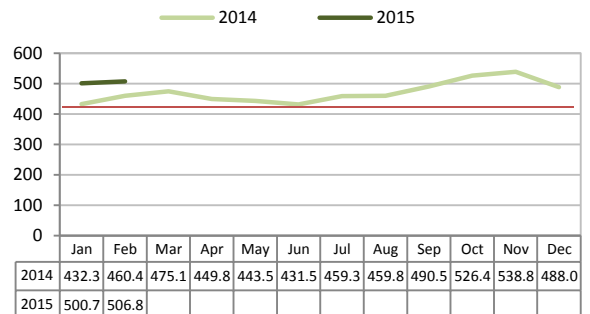
Sounder Complaints per 100K Boardings



Target: <15 February 2015: 4.3 YTD 2015: 4.1

Sounder reduced the number of complaints received per 100K boardings by 38% compared to 2014 despite ridership growth.

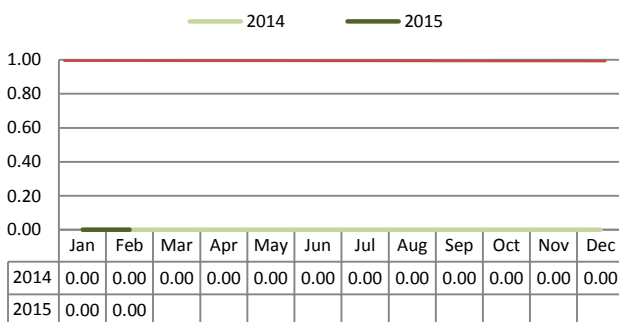
Sounder Passengers per Trip



Target: 422 February 2015: 506.8 YTD 2015: 503.8

The number of passengers per trip increased 10% compared to February 2014 as ridership continued to grow. Lost trips on the North Line contributed to a higher overall passengers per trip.

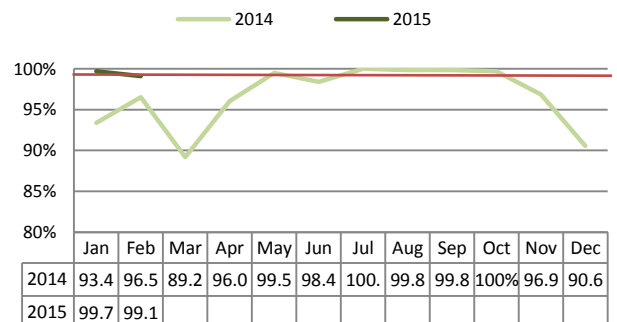
Sounder Preventable Accidents per 100K Miles



Target: 1.00 February 2015: 0.00 YTD 2015: 0.00

Sounder has not experienced a preventable accident since service began.

Percentage of Scheduled Trips Operated

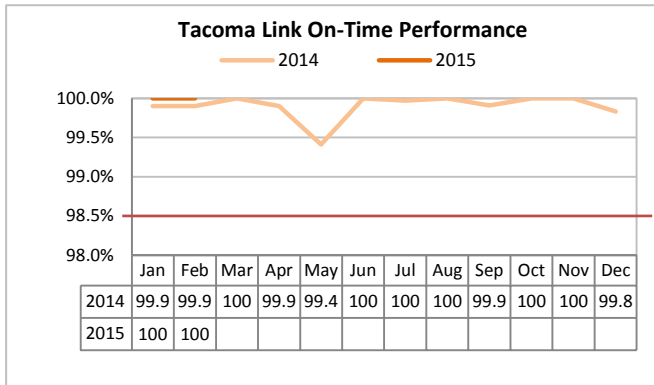


Target: 99.5% February 2015: 99.1% YTD 2015: 99.4%

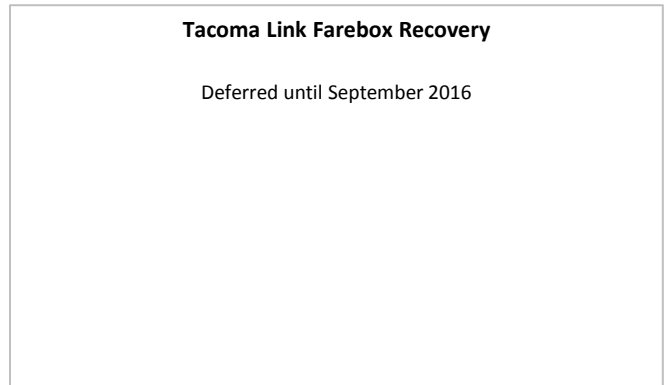
Sounder operated about 4% more scheduled trips than during the first two months of 2014, and is just shy of the annual target. There were 32 lost trips due to mudslides in February.

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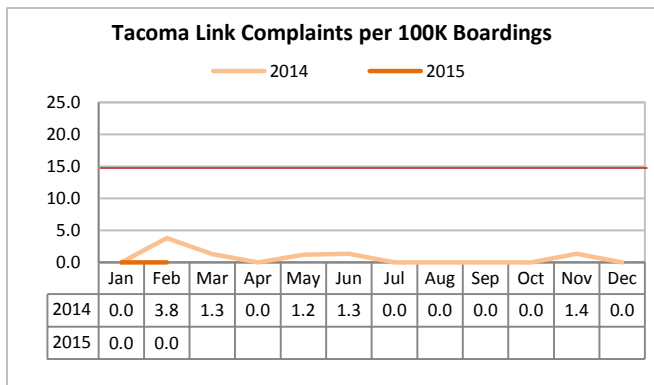
Tacoma Link



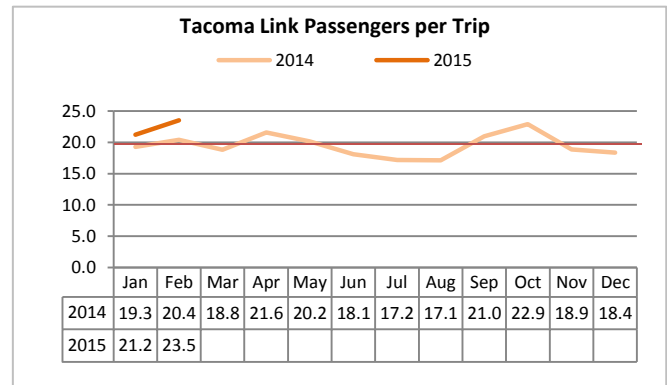
Target: 98.5% February 2015: 100% YTD 2015: 100%
 Tacoma Link achieved 100% on-time performance in February and improved slightly compared to last year.



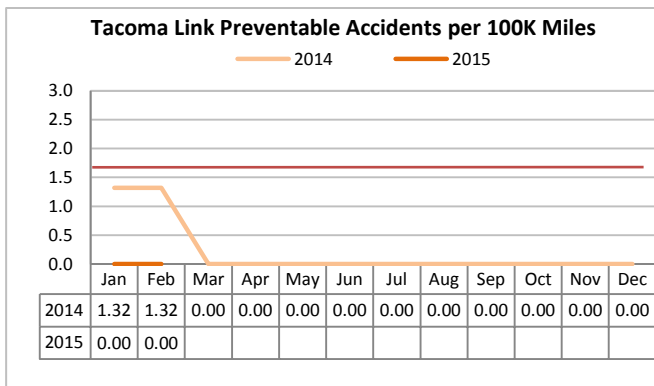
Per Board action in Q2 2014, Tacoma Link fares will not be implemented until September 2016.



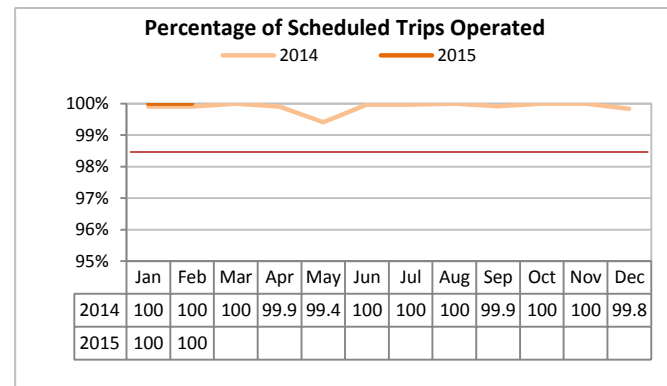
Target: <15 February 2015: 0.0 YTD 2015: 0.0
 Tacoma Link has not received any complaints for the past three months, despite healthy ridership gains.



Target: 20.4 February 2015: 23.5 YTD 2015: 22.4
 Tacoma Link exceeded the target for passengers per trip by 15% and carried more passengers per trip since October 2012.



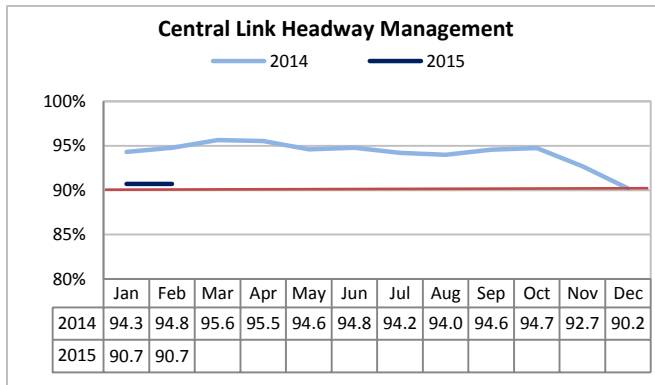
Target: 1.66 February 2015: 0.00 YTD 2015: 0.00
 Tacoma Link has not experienced any preventable accidents since March 2013.



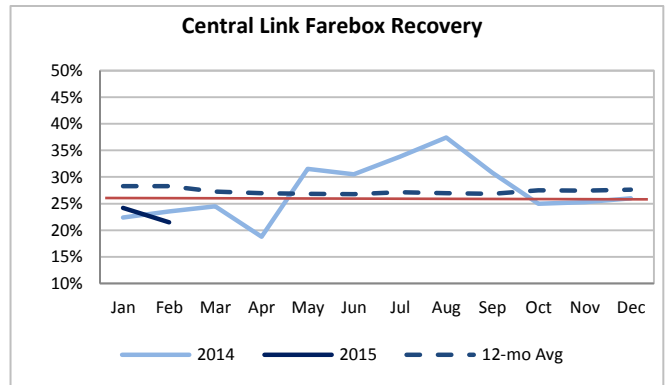
Target: 98.5% February 2015: 100% YTD 2015: 100%
 Tacoma Link operated 100% of all scheduled trips in February and performed better than the target.

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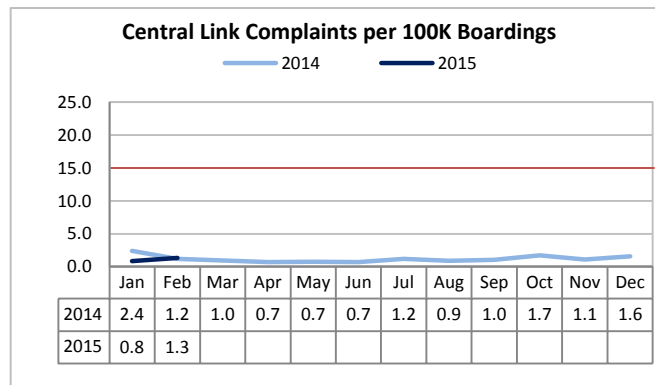
Central Link



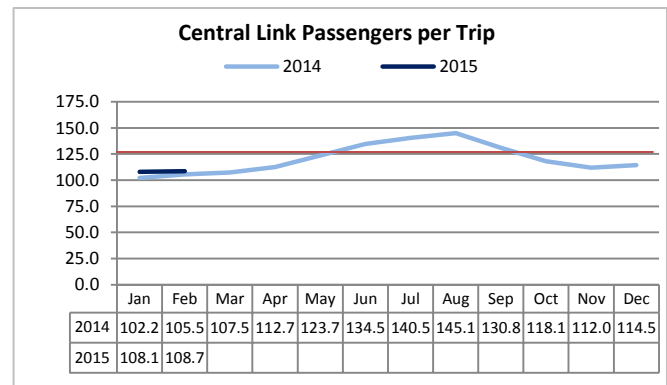
Target: 90% **February 2015: 90.7%** **YTD 2015: 90.7%**
 Link met the headway performance target for February despite traffic-related disruptions.



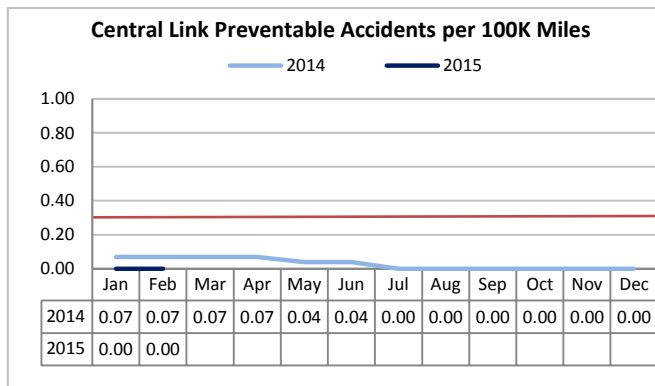
Target: 26.4% **February 2015: 21.5%** **YTD 2015: 23.1%**
 Farebox recovery declined in February and did not meet the annual target. Farebox recovery was higher in 2014 due to the Seahawks victory parade.



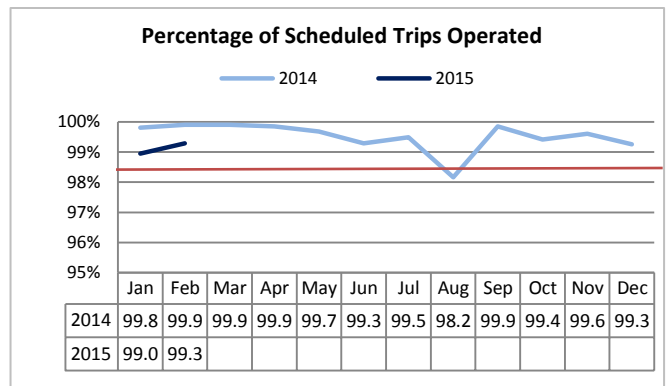
Target: <15 **February 2015: 1.3** **YTD 2015: 1.1**
 Central Link complaints per 100K boardings have improved 17% compared to the first two months of 2014.



Target: 126 **February 2015: 108.7** **YTD 2015: 108.4**
 Central Link carried 3% more passengers per trip compared to February 2014, but did not meet the target due to the seasonal ridership trend.



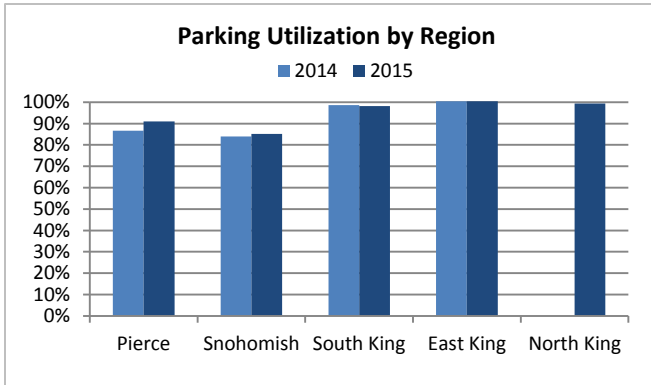
Target: 0.30 **February 2015: 0.00** **YTD 2015: 0.00**
 Link has not experienced any preventable accidents since July 2013.



Target: 98.5% **February 2015: 99.3%** **YTD 2015: 99.2%**
 Link exceeded the target for the percentage of scheduled trips operated in February, but declined slightly compared to 2014.

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General Transit

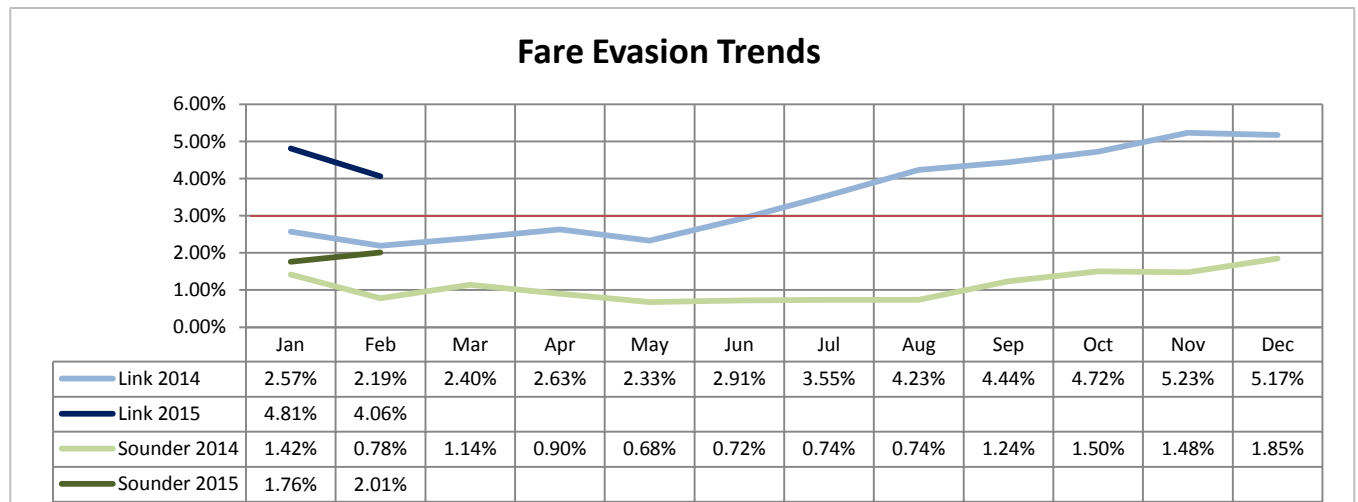


System-wide Permanent & Leased Parking February 2015			
Region	Available	Utilized	% Utilized
Snohomish	3,594	3,061	85%
North King	156	155	99%
East King	1,488	1,494	100%
South King	3,927	3,856	98%
Pierce	4,867	4,431	91%
System Total	14,032	12,997	93%

Parking is available at 31 locations in Pierce County, Snohomish County, as well as South, East, and North King County, with a total of 14,032 parking stalls.

Utilization continues to be at or near capacity at many of our parking facilities. Overall, utilization increased by 2% compared to February 2014, reflecting 93% system-wide utilization.

By region, Pierce County experienced a 4% increase in parking utilization compared to February 2014, while all other regions fluctuated by about 1%. Temporary North King County parking was not available in February 2014.



Fare Evasion on Link declined slightly for the third straight month but remained higher than the Agency target of 3%. Fare inspections have trended above 7% through February.

Sounder fare evasion was up slightly compared to 2014 but remained within the targeted fare evasion rate of less than 3% for the current period.

Overall, combined fare evasion was 3.79% in February, an improvement of nearly half a percent compared the previous month. We anticipate that increased fare inspections will yield further improvement as the year progresses.

Sound Transit Operations 2015 Monthly Modal Performance Data Sheet

												Tacoma Link												Central Link																								
												ST Express												Sounder																								
Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Fleet Availability	On-Time Performance ²	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ³	Miles (Rolling 12 Months) ⁴	Farebox Recovery ⁵	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Fleet Availability	On-Time Performance ²	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ³	Miles (Rolling 12 Months) ⁴	Farebox Recovery ⁵	Month End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Fleet Availability	On-Time Performance ²	Ridership	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents ³	Miles (Rolling 12 Months) ⁴	Farebox Recovery ⁵										
Targets	45,100	98.5%	>90.0%	66.7%	>98.5%	980,000	20.4	<15.0	<1.66	N/A	N/A	N/A	Targets	45,100	98.5%	>90.0%	66.7%	>98.5%	980,000	20.4	<15.0	<1.66	N/A	N/A	N/A	Targets	45,100	98.5%	>90.0%	66.7%	>98.5%	980,000	20.4	<15.0	<1.66	N/A	N/A	N/A										
Jan	37,696	99.9%	92.5%	95.5%	89.1%	1,459,634	38.7	133	9.1	0.85	29.6%	28.5%	Jan	4,050	100%	100%	100%	100%	N/A	85,968	21.2	0	0	0.00	N/A	Jan	7,589	99.0%	99.7%	92.5%	91.4%	90.7%	828,017	108.1	7	0.8	0	0.00	24.2%									
Feb	35,026	99.9%	96.0%	95.6%	89.2%	1,397,091	37.1	177	12.7	0.84	30.5%	30.5%	Feb	3,742	100%	100%	100%	100%	N/A	88,002	23.5	0	0	0.00	N/A	Feb	6,946	99.3%	99.8%	87.2%	88.1%	90.7%	754,877	108.7	10	1.3	0	0.00	21.5%									
Mar													Mar													Mar																						
Apr													Apr													Apr																						
May													May													May																						
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YTD	72,722	99.9%	94.3%	95.5%	89.2%	2,856,725	39.3	310	10.9	0.84	30.1%	30.1%	YTD	7,792	100%	100%	100%	100%	N/A	173,970	22.3	0	0.00	N/A	YTD	14,535	99.1%	99.7%	89.8%	89.7%	90.7%	1,582,894	108.1	17	1.1	0	0.00	22.9%										

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.