

Sound Transit Operations July 2014 Service Performance Report

Ridership

Total Boardings by Mode						
Mode	Jul-13	Jul-14	% Δ	YTD-13	YTD-14	% Δ
ST Express	1,473,371	1,564,688	6.2%	9,602,423	10,208,678	6.3%
Sounder	266,148	288,870	8.5%	1,737,071	1,865,939	7.4%
Tacoma Link	75,010	71,658	-4.5%	590,576	557,486	-5.6%
Central Link	953,654	1,088,944	14.2%	5,407,020	6,245,315	15.5%
Paratransit	5,272	4,684	-11.2%	36,816	33,402	-9.3%
System Total	2,773,455	3,018,844	8.8%	17,373,906	18,910,820	8.8%

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

July 2013:	22 Weekdays	4 Saturdays	5 Sundays
July 2014:	22 Weekdays	4 Saturdays	5 Sundays

Total Sound Transit ridership increased by 8.8% in July, compared with the same period of 2013. Continuing recent trends, all modes showed growth except Tacoma Link and Paratransit.

On **ST Express**, all but three of the 25 bus routes showed increased ridership. Ridership also increased on both **Sounder** lines, but special event train ridership was down from last year due to fewer weekend events.

Central Link continued a very strong upward trend with a 14.2% increase in total boardings, and average weekday boardings stood at over 37,000; once again, setting a new monthly record.

Fewer Saturday events contributed toward a decline in **Tacoma Link** boardings, while **Paratransit** continued what appears to be a long-term downward ridership trend.

No major service disruptions occurred during the month of July.

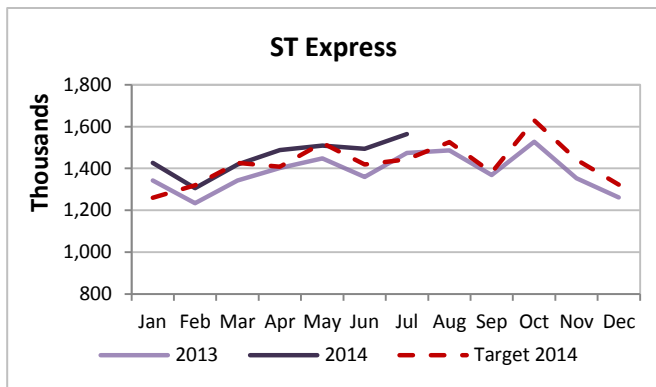
Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Jul-13	Jul-14	% Δ	Jul-13	Jul-14	% Δ	Jul-13	Jul-14	% Δ
ST Express	58,988	62,352	5.7%	23,809	26,077	9.5%	16,080	17,729	10.3%
Sounder	11,786	12,839	8.9%	2,211	-	N/A	2,320	3,201	38.0%
Tacoma Link	2,921	2,825	-3.3%	1,919	1,593	-17.0%	614	629	2.5%
Central Link	31,947	37,354	16.9%	32,853	32,873	0.1%	23,879	27,135	13.6%
Paratransit	170	151	-11.2%	170	151	-11.2%	170	151	-11.2%
System Total	105,812	115,521	9.2%						

System-wide, there were 115,521 average weekday boardings during the month of July, an increase of 9.2% compared to July 2013, setting an all-time monthly record.

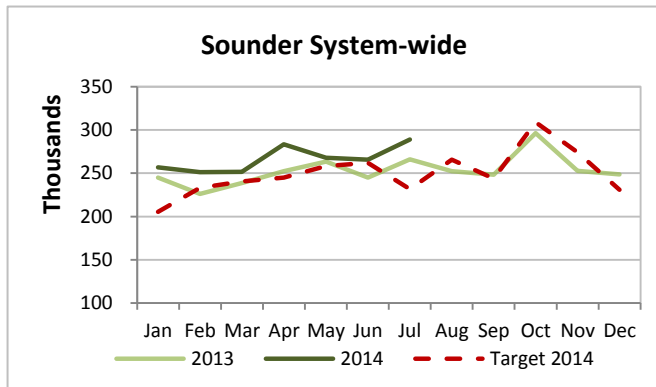
Please refer to Page 2 to view ridership trends by mode.

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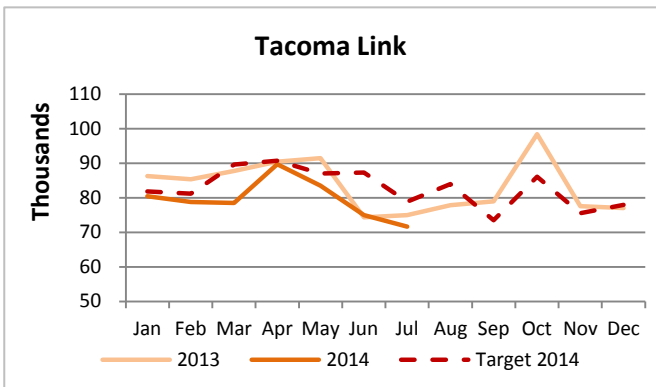
Monthly Ridership Trends by Mode



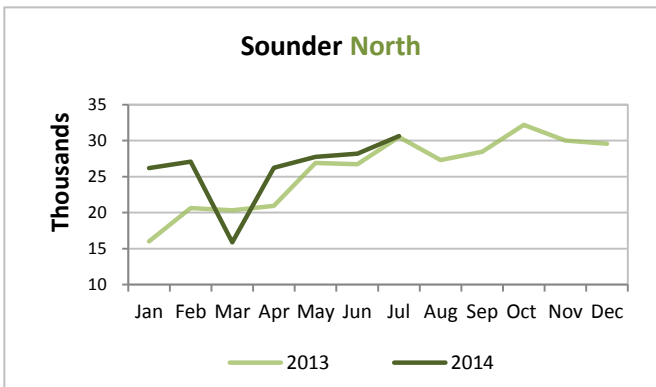
ST Express ridership increased by 6.2% compared to July 2013, and was up 6.3% compared to YTD 2013.



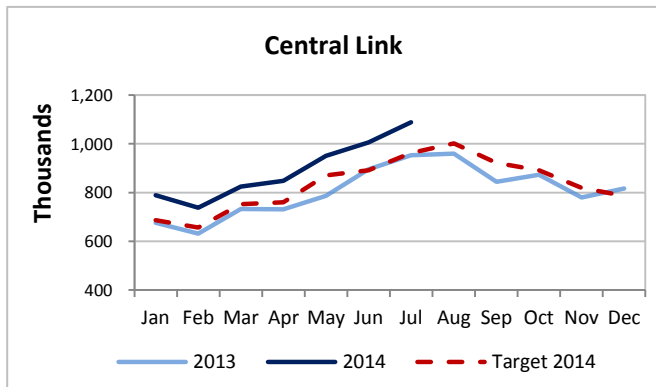
Sounder system-wide ridership increased by 8.5% compared to July 2013, and is 7.4% higher than YTD 2013.



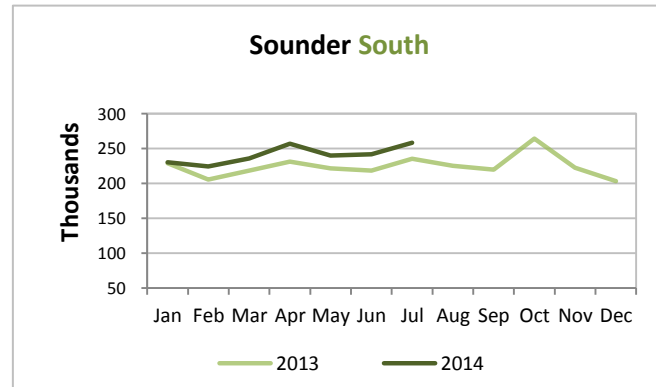
Tacoma Link ridership was down 4.5% compared to July 2013, and continues to lag for YTD 2014.



Sounder North ridership increased slightly compared to July 2013, and is up 12.3% for YTD 2014.



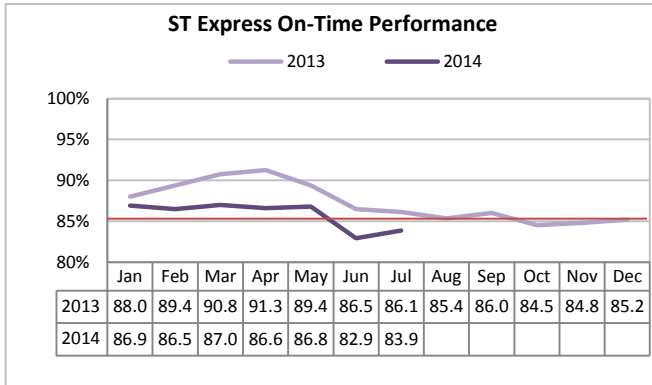
Link ridership continued to grow, topping 1 million riders in July for the second straight month. Link carried 14.2% more riders than July 2013, and 15.5% more than YTD 2013.



Sounder South ridership continued to show steady growth, increasing 9.6% compared to July 2013. Sounder South has operated 10 round trips since September of last year.

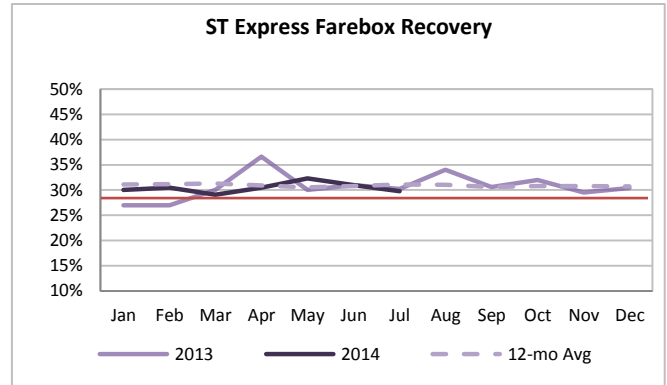
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ST Express



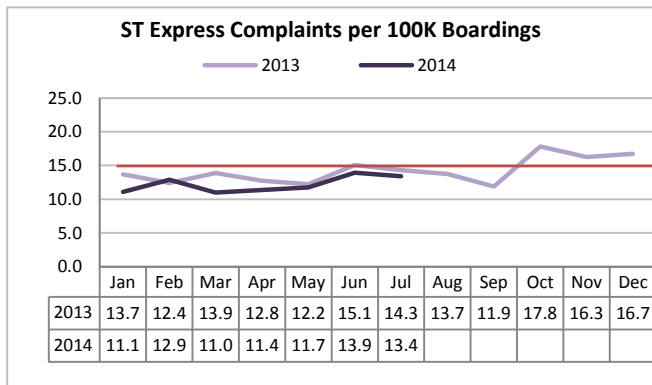
Target: 85% July 2014: 83.9% YTD 2014: 86.1%

Highway traffic, construction, and crowded buses continued to impact ST Express in July. While OTP only recovered slightly compared to the prior month, YTD is still above target.



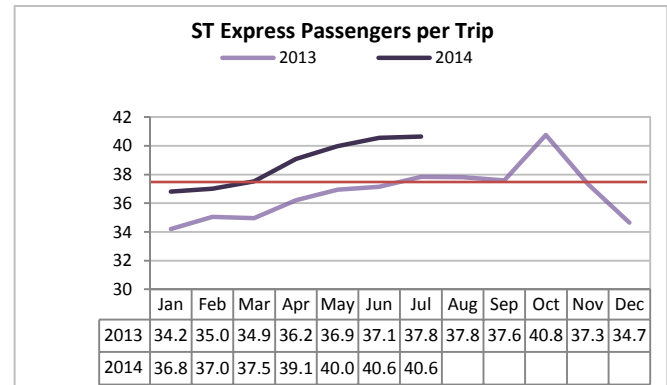
Target: 27.4% July 2014: 29.8% YTD 2014: 30.4%

ST Express achieved 29.8% farebox recovery in July and has performed better than target over the past 17 months.



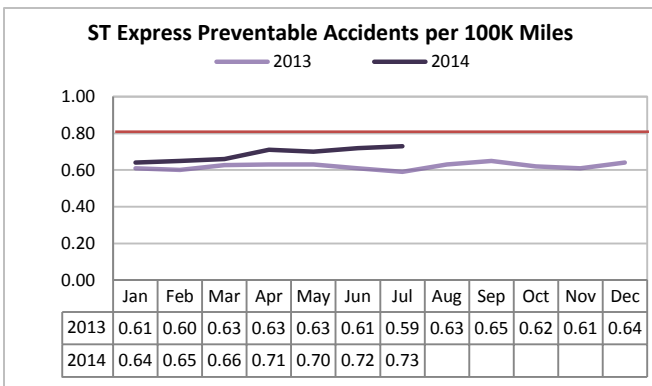
Target: <15 July 2014: 13.4 YTD 2014: 12.2

ST Express complaints per 100K boardings improved by nearly 1% compared to July 2013, and continues to improve for YTD.



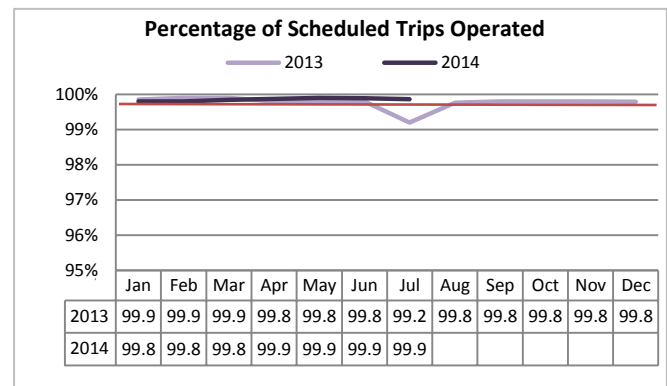
Target: 37.6 July 2014: 40.6 YTD 2014: 38.8

ST Express again exceeded the passengers per trip target for July and YTD 2014, as service demand continued to climb.



Target: 0.80 July 2014: 0.73 YTD 2014: 0.73

Preventable accidents per 100,000 miles has increased slightly over the previous rolling 12 months, due to a period of increased collisions involving mirrors, fixed objects, and bus lot incidents.

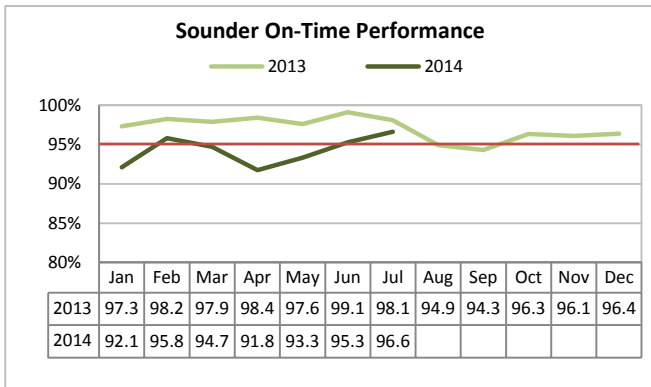


Target: 99.8% July 2014: 99.9% YTD 2014: 99.9%

ST Express operates nearly all scheduled trips, thanks to the efforts and expertise of its operating partners, which include King County Metro, Community Transit, and Pierce Transit.

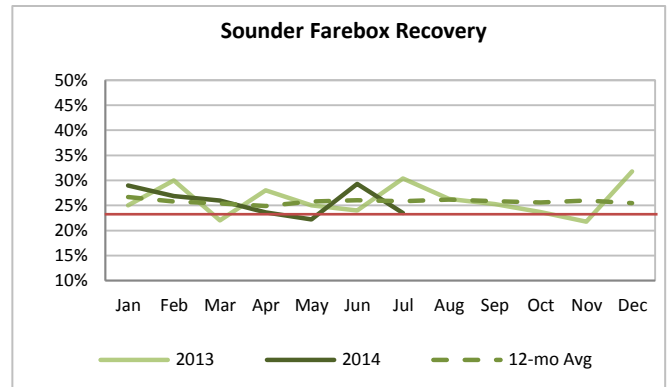
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Sounder Commuter Rail



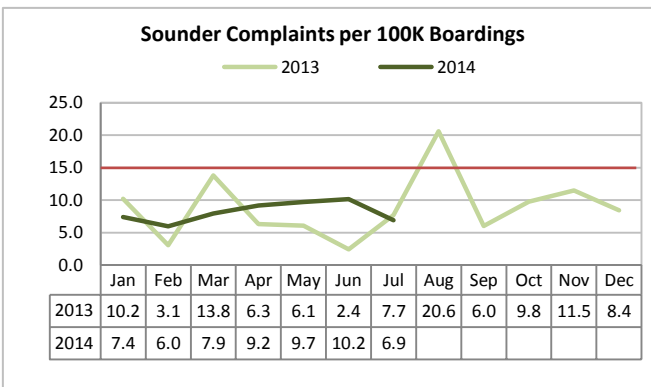
Target: 95% July 2014: 96.6% YTD 2014: 94.2%

Sounder met the target for OTP in July, at 96.6%. Impacts due to Tukwila Station construction should continue to diminish as the station nears completion.



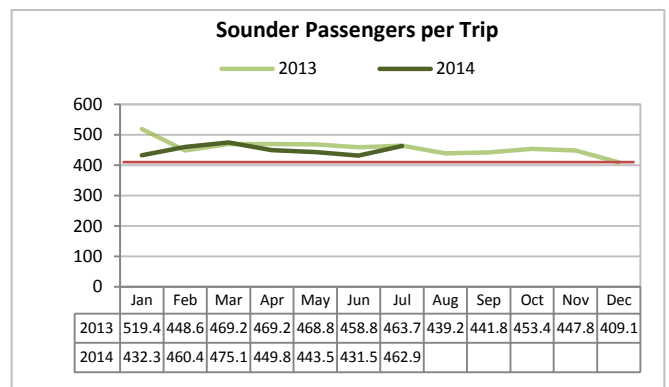
Target: 23.0% July 2014: 23.5% YTD 2014: 25.5%

Sounder farebox recovery was 23.5% in July and 25.5% for the year to date. On average, Sounder has performed better than the annual target over the previous rolling 12-months.



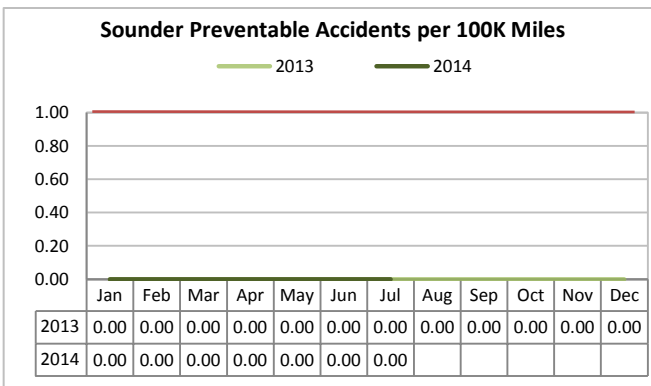
Target: <15 July 2014: 6.9 YTD 2014: 8.2

Sounder complaints per 100K boardings were down in July, a likely result of improved OTP and an increased percentage of scheduled trips operated.



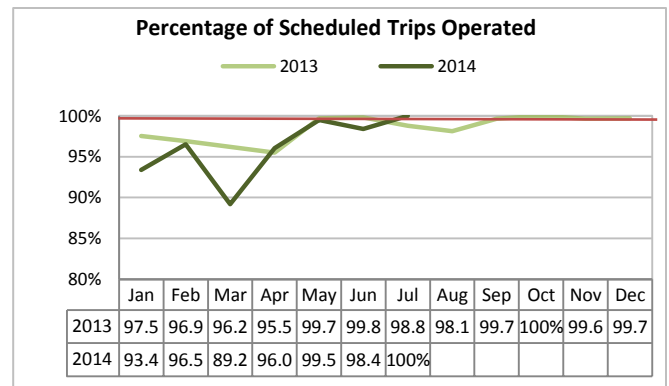
Target: 410 July 2014: 462.9 YTD 2014: 450.3

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



Target: 1.00 July 2014: 0.00 YTD 2014: 0.00

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

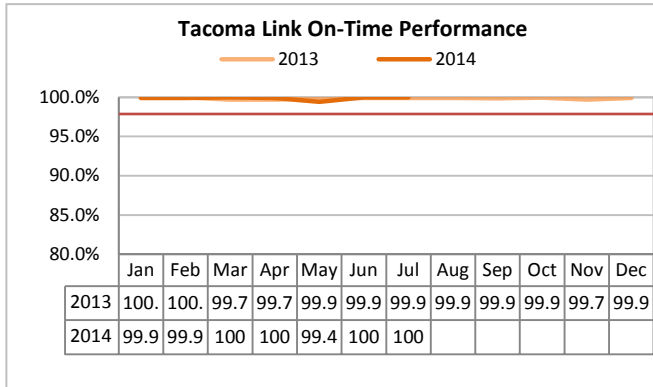


Target: 99.5% July 2014: 100% YTD 2014: 96.1%

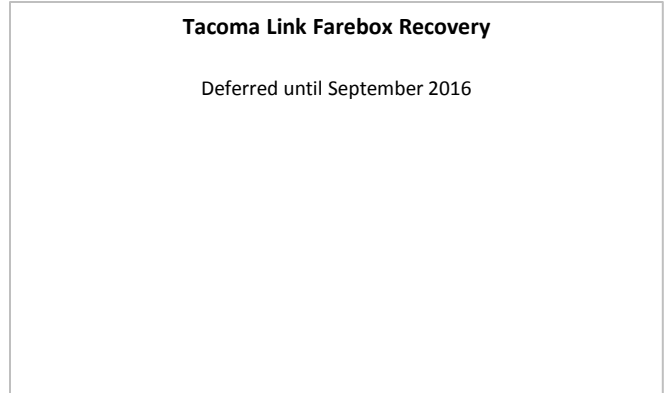
Sounder operated 100% of its scheduled trips in July, but still fell shy of the YTD target due to mudslide disruptions earlier this year.

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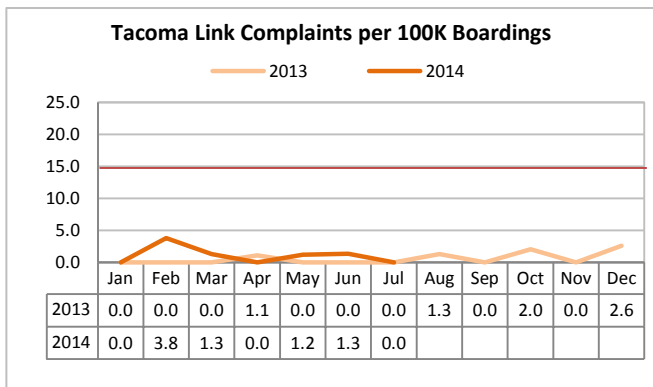
Tacoma Link



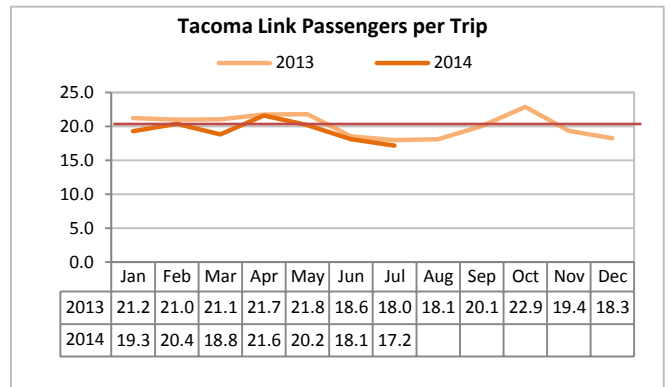
Target: 98.5% July 2014: 100% YTD 2014: 99.9%
 Tacoma Link achieved 100% OTP in July 2014, and consistently performs above the 98.5% target.



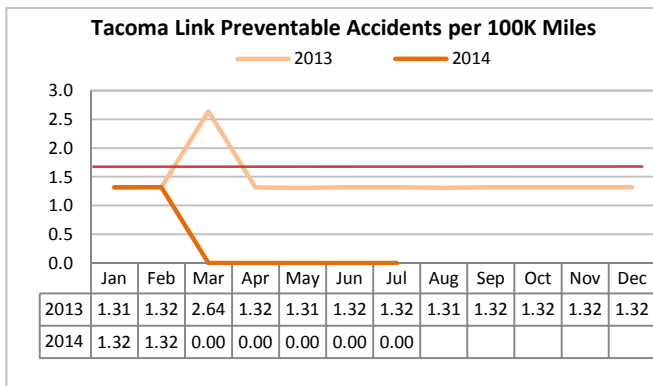
Per Board action in Q2 2014, Tacoma Link fares will not be implemented during 2014.



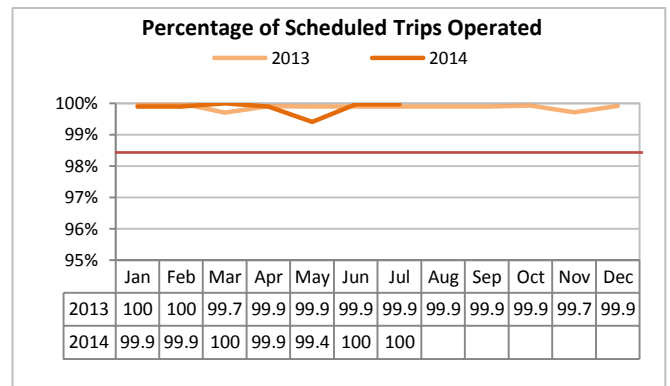
Target: <15 July 2014: 0.0 YTD 2014: 1.1
 Tacoma Link performs well within the target for complaints per 100,000 boardings. There were no complaints in July.



Target: 20.2 July 2014: 17.2 YTD 2014: 19.4
 Tacoma Link did not meet the target for passengers per trip in July or for YTD 2014. This reflects the overall reduction in ridership discussed elsewhere.



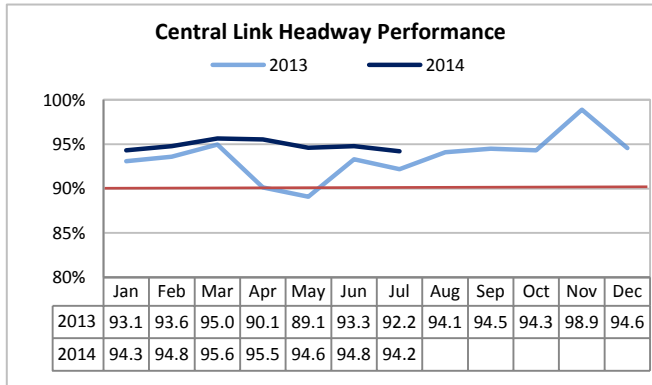
Target: 1.66 July 2014: 0.00 YTD 2014: 0.00
 Tacoma Link has not experienced any preventable accidents since March 2013.



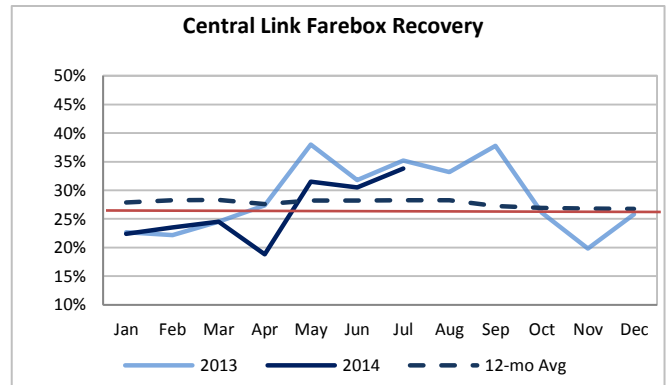
Target: 98.5% July 2014: 100% YTD 2014: 99.9%
 Tacoma Link consistently operates nearly all of its scheduled trips and meets the target for percentage of scheduled trips operated.

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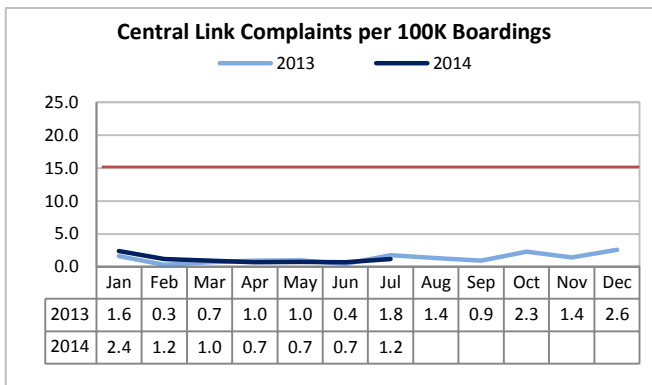
Central Link



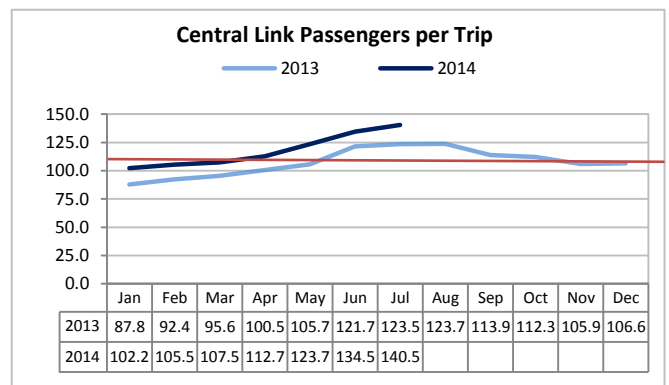
Target: 90% **July 2014: 94.2%** **YTD 2014: 94.8%**
 Headway performance continued above the target in July 2014, and improved 2% compared to July 2013.



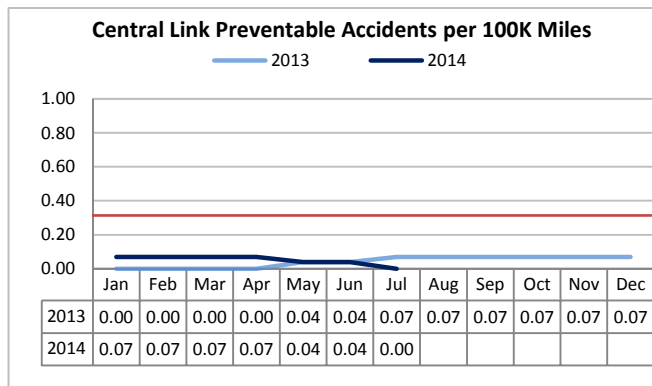
Target: 25.8% **July 2014: 33.8%** **YTD 2014: 26.0%**
 Central Link met the target for farebox recovery in July, and for YTD 2014. We expect to be on target at year-end.



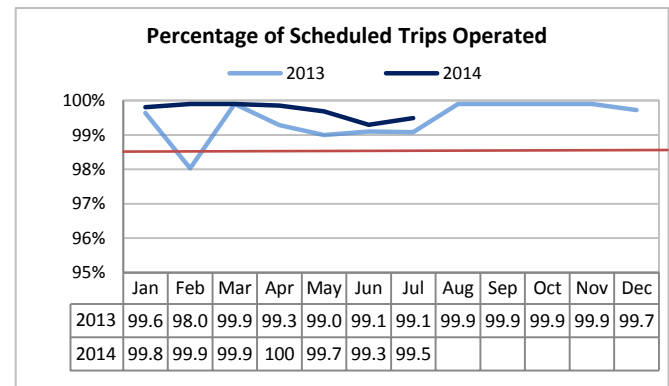
Target: <15 **July 2014: 1.2** **YTD 2014: 1.1**
 Complaints per 100,000 riders improved slightly compared to July 2013. Central Link consistently performs better than the target.



Target: 110 **July 2014: 140.5** **YTD 2014: 118.2**
 Central Link surpassed the target for passengers per trip by 10.5% compared to July 2013. On average, Link has carried about 14 more passengers per trip throughout 2014.



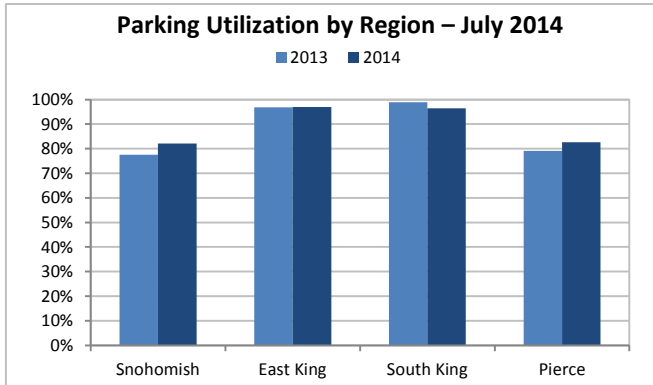
Target: 0.30 **July 2014: 0.00** **YTD 2014: 0.00**
 Link has not experienced any preventable accidents during the past 12-month period.



Target: 98.5% **July 2014: 99.5%** **YTD 2014: 99.7%**
 Link consistently performs above the targeted percentage of trips operated, and has consistently performed better than 2013 throughout this year.

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General Transit

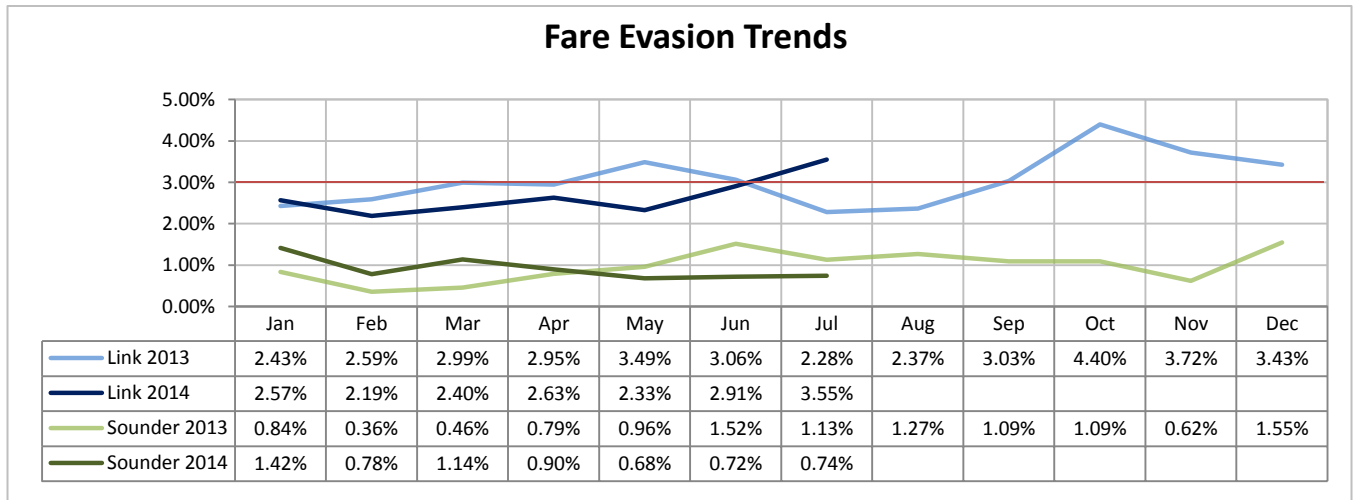


System-wide Permanent & Leased Parking July 2014			
Region	Available	Utilized	% Utilized
Snohomish	3,613	2,968	82%
East King	1,488	1,443	97%
South King	3,809	3,673	96%
Pierce	4,860	4,017	83%
System Total	13,770	12,101	88%

There has been a net increase of 157 parking stalls at Tukwila Station, bringing total available parking to 13,770 stalls throughout the Snohomish, East King, South King, and Pierce regions.

Parking continues to be a challenge at many of our permanent and leased parking facilities, with regional utilization ranging from 82% to 97% in July. System-wide, parking utilization was 88%, reflecting a 2% increase compared to July 2013.

The parking permit pilot program ended at Sumner, Issaquah, Mukilteo, and TIBS on July 31.



Fare Evasion increased sharply on Central Link, while fare inspections decreased. The most significant impact to fare enforcement in July was the shooting that occurred on June 30. Due to multiple protests, fare enforcement activities were suspended periodically over several days. There will likely be lingering effects into August as well.

Sounder fare evasion held steady in July, and improved slightly compared to July 2013. Sounder remains below the targeted fare evasion rate of less than 3% for the current period and year to date.

