

**Sound Transit Operations  
February 2016 Service Performance Report**

## Ridership

Total Boardings by Mode						
Mode	Feb-15	Feb-16	% Δ	YTD-15	YTD-16	% Δ
ST Express	1,397,091	1,451,138	3.9%	2,856,485	2,884,145	1.0%
Sounder	281,379	340,008	20.8%	590,420	671,265	13.7%
Tacoma Link	86,808	86,616	-0.2%	169,012	161,737	-4.3%
Link	766,073	904,266	18.0%	1,609,118	1,812,677	12.7%
Paratransit	3,992	3,630	-9.1%	8,485	7,263	-14.4%
<b>System Total</b>	<b>2,535,343</b>	<b>2,785,658</b>	<b>9.9%</b>	<b>5,233,521</b>	<b>5,537,087</b>	<b>5.8%</b>

*Monthly ridership figures are preliminary and subject to revision on a quarterly basis.*

<b>February 2015:</b>	20 Weekdays	4 Saturdays	4 Sundays
<b>February 2016:</b>	21 Weekdays	4 Saturdays	4 Sundays

**Total Sound Transit** ridership increased by 250K, or 9.9%, compared to February 2015, and system-wide average weekday boardings increased by 6K, or 5.2%. One additional weekday boosted overall ridership growth; and there was also a notable gain in Saturday Link boardings.

**ST Express** ridership increased by 54K, or 3.9%, and average weekday boardings increased by 0.8%. At the route level, average weekday boardings on Route 550 (Bellevue-Seattle) and Route 532 (Everett-Bellevue) continued to show strong growth in February, with increases of 9.8% and 8.5%, respectively.

**Sounder** ridership increased more than 58K, or 20.8%, compared to February 2015, and combined average weekday boardings increased 13.6% to over 16K per average weekday. North Line average weekday boardings were up 23.0%, and South Line average weekday boardings were up 12.6% compared to February 2015. There were no slide-related service cancellations this year, compared to six consecutive days of closures last year.

**Tacoma Link** ridership remained constant during the month of February, with a very slight decline. An increase in average Saturday boardings helped offset decreases in average weekday and average Sunday boardings.

**Link** ridership continued to grow, increasing 138K, or 18.0%, compared to February 2015. Average weekday and average Saturday boardings registered the most growth, at 11.3% and 33.4%, respectively. Part of the growth is attributed to one extra weekday this year, compared to February 2015.

**Paratransit** services, provided by King County Metro, decreased by 9.1% compared to February 2015, driven by changes in eligibility that were implemented in 2015.

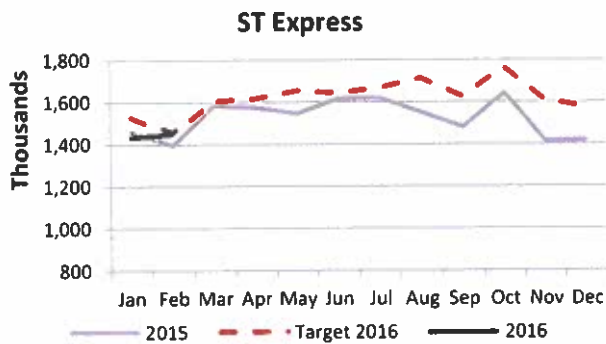
Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Feb-15	Feb-16	% Δ	Feb-15	Feb-16	% Δ	Feb-15	Feb-16	% Δ
ST Express	62,016	62,541	0.8%	22,484	20,294	-9.7%	15,542	14,149	-9.0%
Sounder	14,259	16,191	13.6%	-	-	N/A	-	-	N/A
Tacoma Link	3,908	3,622	-7.3%	2,182	2,653	21.6%	765	715	-6.5%
Link	32,224	35,875	11.3%	17,619	23,513	33.4%	16,430	17,300	5.3%
Paratransit	143	125	-12.3%	143	125	-12.6%	143	125	-12.6%
<b>System Total</b>	<b>112,550</b>	<b>118,354</b>	<b>5.2%</b>						

*Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.*

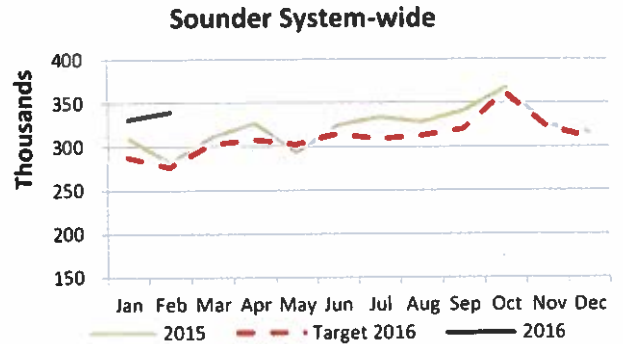
April 7, 2016

# Sound Transit Operations February 2016 Service Performance Report

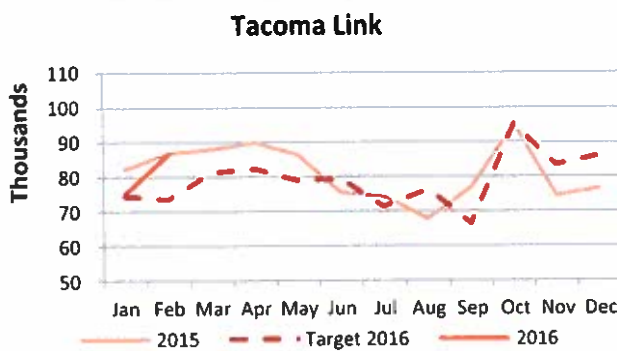
## Monthly Ridership Trends by Mode



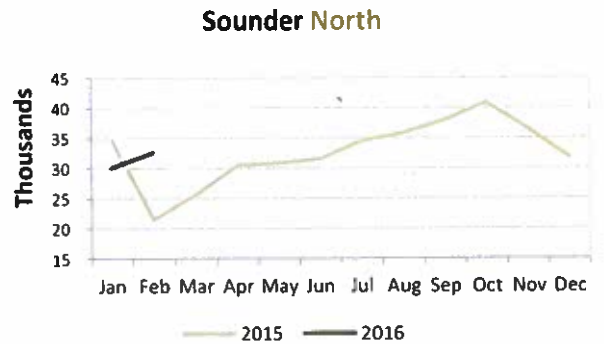
ST Express ridership increased 3.9% compared to February 2015, and average weekday boardings increased by 0.8%.



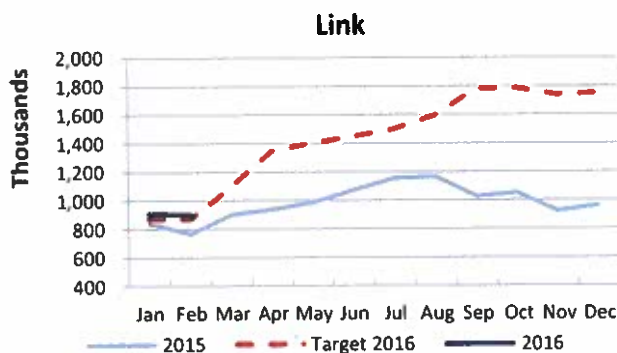
Sounder system-wide ridership increased by 20.8% compared to February 2015, and average weekday boardings increased by 13.6%.



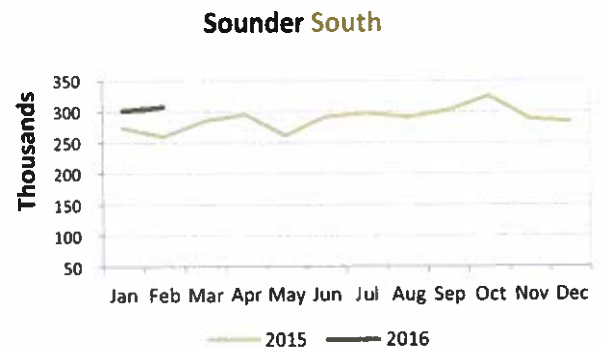
Tacoma Link ridership decreased very slightly compared to February 2015, and average weekday boardings decreased by 7.3%.



Sounder North ridership was up 51.8% compared to February 2015. This is due in part to no slide-related cancellations this year, compared to six consecutive days of closures last year.



Link ridership was up 18.0% compared to February 2015, and average weekday boardings increased by 11.3%.

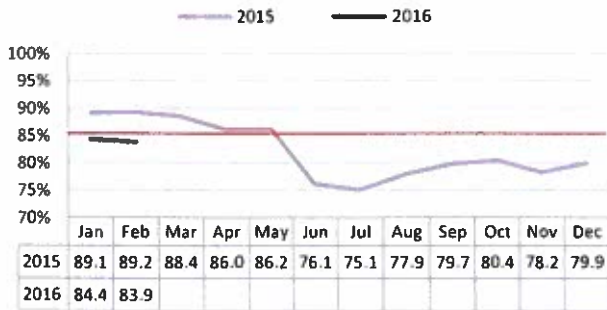


Sounder South ridership grew by 18.2% compared to February 2015. In addition to ongoing ridership increases, there was one more weekday in February 2016 due to the leap year.

# Sound Transit Operations February 2016 Service Performance Report

## ST Express

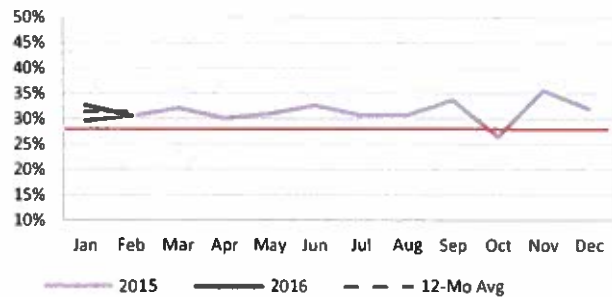
### On-Time Performance



**Target: 85%    February 2016: 83.9%    YTD 2016: 84.1%**

OTP was down slightly in February; however, results continue to be better than we have seen since the new methodology based on actual GPS readings was implemented in June 2015.

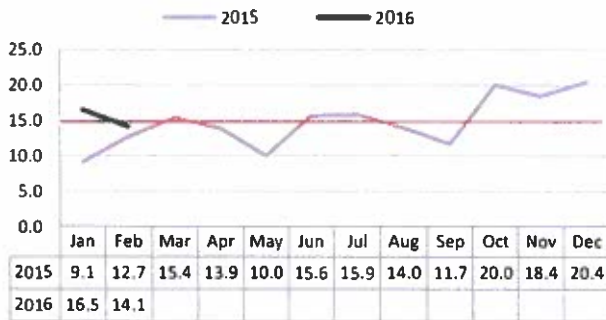
### Farebox Recovery



**Target: 28.4%    February 2016: 30.6%    12-Mo Avg: 31.4%**

ST Express farebox recovery was up nearly 1% compared to February 2015. Over the most recent rolling 12-month period, ST Express has performed at 31.4% farebox recovery.

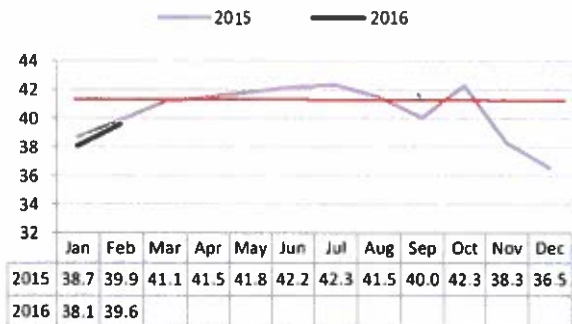
### Complaints per 100K Boardings



**Target: <15    February 2016: 14.1    YTD 2016: 15.3**

Complaints have been up since the fall due to overcrowding and congestion; however, ST Express performed better than the target in February.

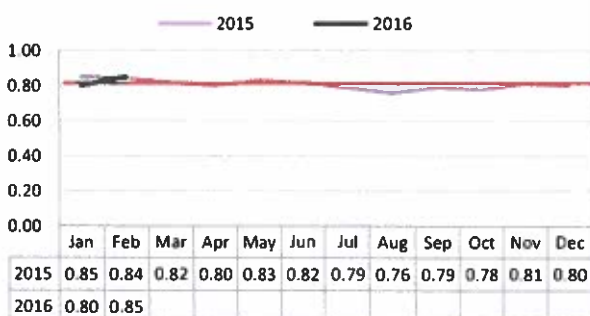
### Passengers per Trip



**Target: 41.8    February 2016: 39.6    YTD 2016: 38.8**

The number of passengers per trip tends to drop slightly during winter months due to holidays and winter breaks, but will improve as the year continues.

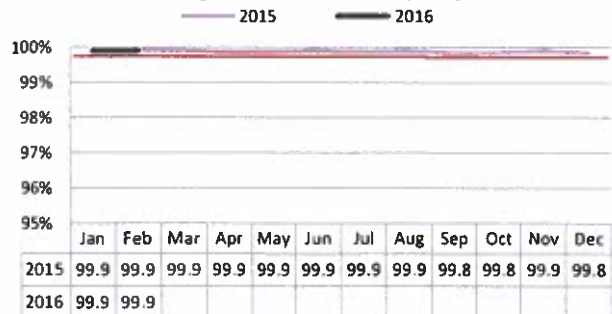
### Preventable Accidents per 100K Miles



**Target: 0.80    February 2016: 0.85    YTD 2016: 0.85**

ST Express fluctuated slightly outside the annual target for preventable accidents in February, due to a series of minor brushes with fixed objects.

### Percentage of Scheduled Trips Operated



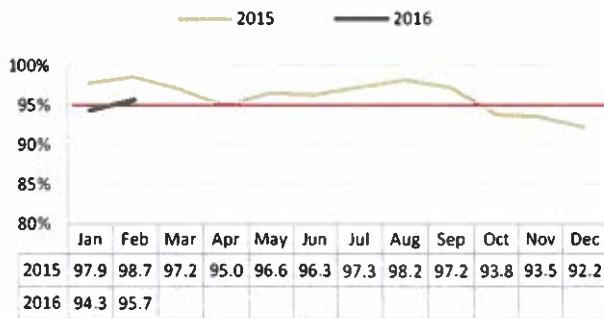
**Target: 99.8%    February 2016: 99.9%    YTD 2016: 99.9%**

ST Express consistently operates within the targeted range for the percentage of scheduled trips operated.

# Sound Transit Operations February 2016 Service Performance Report

## Sounder Commuter Rail

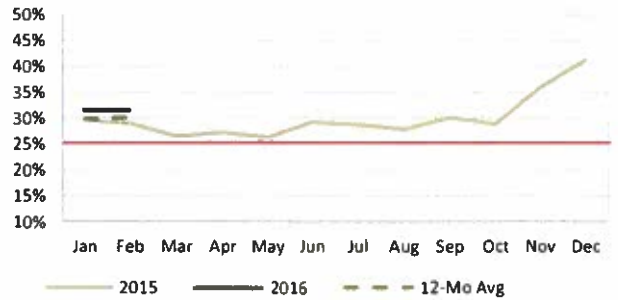
### On-Time Performance



**Target: 95.0%    February 2016: 95.7%    YTD 2016: 95.0%**

Sounder operated 95.7% of all trips on time in February and slightly exceeded the OTP target. Delays were a result of freight interference, vehicles on the tracks, and mechanical issues.

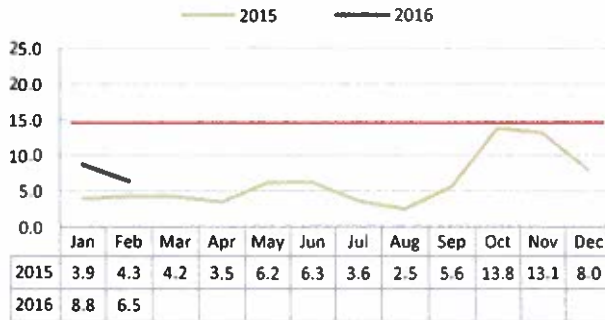
### Farebox Recovery



**Target: 25.3%    February 2016: 31.5%    12-Mo Avg: 30.1%**

Sounder continued to experience strong farebox recovery in February, driven by healthy ridership gains in the South corridor, and the timing of financial charges.

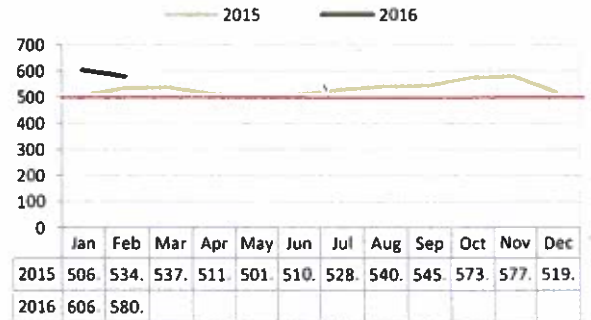
### Complaints per 100K Boardings



**Target: <15    February 2016: 6.5    YTD 2016: 7.6**

Complaints were down 26% compared to January, and were at the lowest point since September 2015. There were no mudslides in February, resulting in fewer delays and more trips operated.

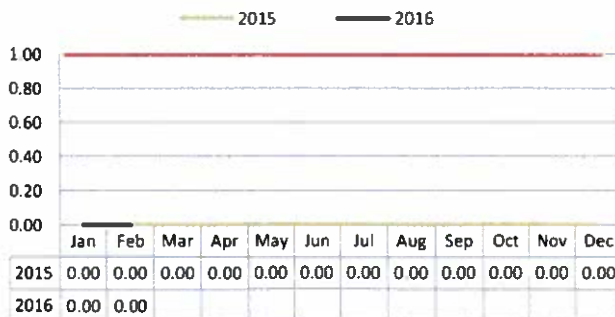
### Passengers per Trip



**Target: 507    February 2016: 580.2    YTD 2016: 593.0**

The number of passengers per trip increased 8% compared to February 2015, as Sounder continued to experience significant ridership growth and fewer slide-related disruptions.

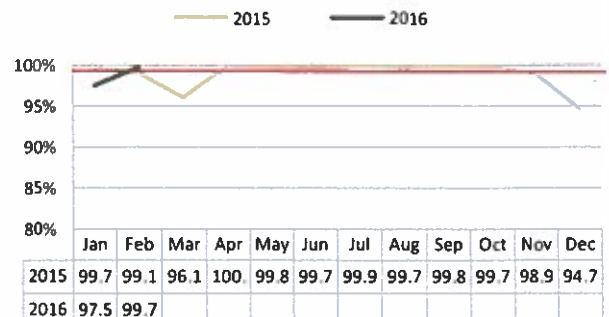
### Preventable Accidents per 100K Miles



**Target: 1.00    February 2016: 0.00    YTD 2016: 0.00**

Sounder has not experienced a preventable accident since service began.

### Percentage of Scheduled Trips Operated



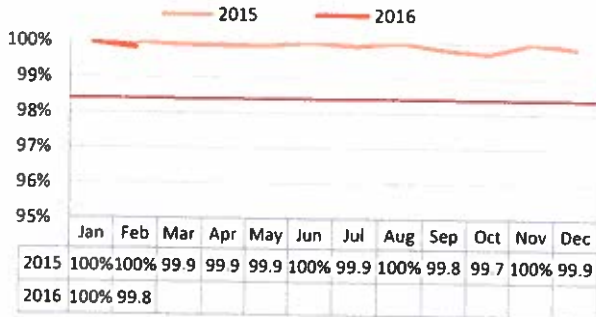
**Target: 99.5%    February 2016: 99.7%    YTD 2016: 98.6%**

Sounder operated slightly more scheduled trips in February compared to last year and about 2% more than the previous month. There were no slide-related closures in February.

# Sound Transit Operations February 2016 Service Performance Report

## Tacoma Link

### On-Time Performance



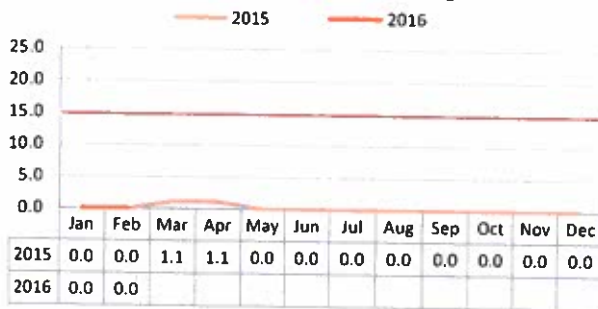
**Target: 98.5%    February 2016: 100%    YTD 2016: 100%**  
Tacoma Link consistently performs well above the target for on-time performance.

### Farebox Recovery

Deferred until September 2016

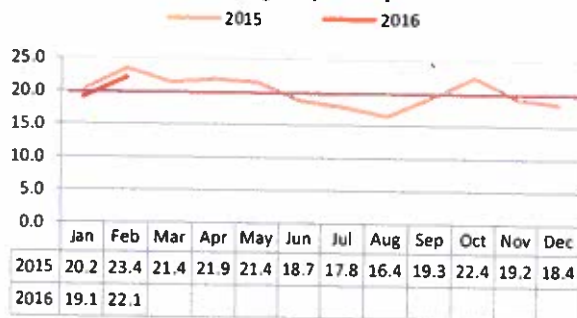
Per Board action in Q2 2014, Tacoma Link fares will not be implemented until September 2016.

### Complaints per 100K Boardings



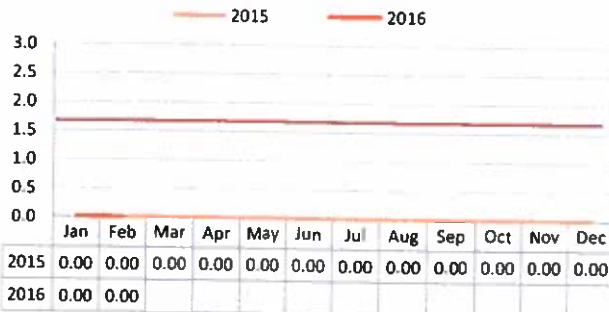
**Target: <15    February 2016: 0.0    YTD 2016: 0.0**  
Tacoma Link has not received any complaints since April 2015.

### Passengers per Trip



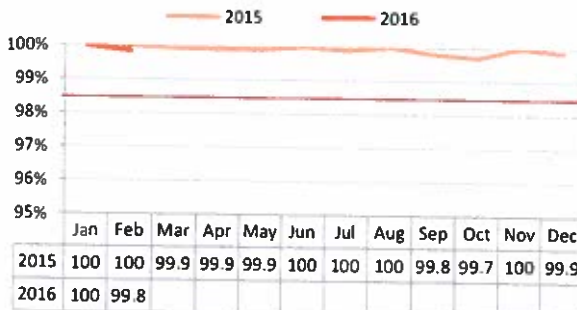
**Target: 19.2    February 2016: 22.1    YTD 2016: 20.6**  
Tacoma Link met the 2016 target for passengers per trip in February but came in about 5% below 2015 performance, likely due to a slight decrease in overall boardings in February.

### Preventable Accidents per 100K Miles



**Target: 1.66    February 2016: 0.00    YTD 2016: 0.00**  
Tacoma Link has not experienced any preventable accidents since March 2013.

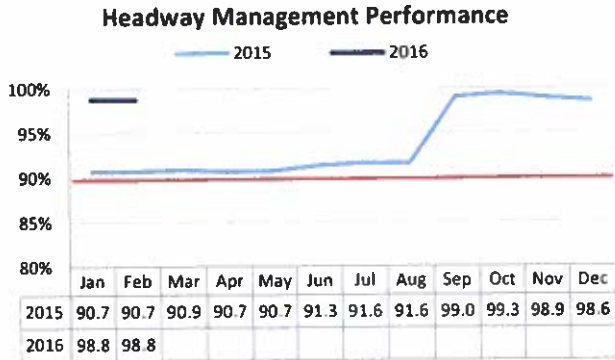
### Percentage of Scheduled Trips Operated



**Target: 98.5%    February 2016: 100%    YTD 2016: 100%**  
Tacoma Link consistently operates nearly all scheduled trips and performs better than the target.

# Sound Transit Operations February 2016 Service Performance Report

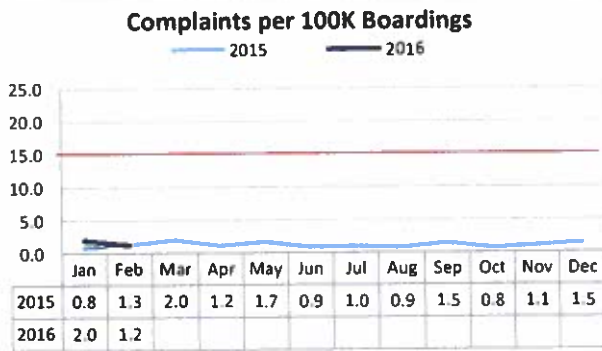
## Link



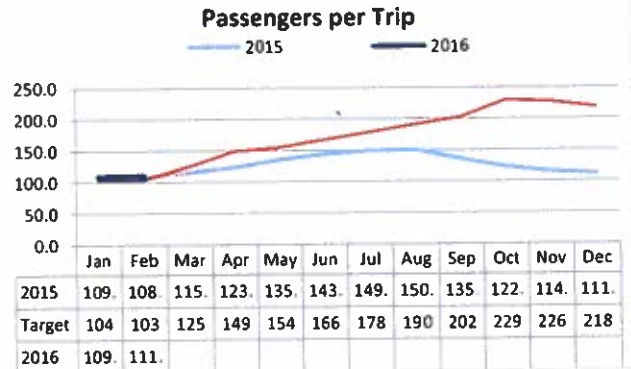
**Target: 90%    February 2016: 98.8%    YTD 2016: 98.8%**  
 The Arinc SCADA system generates a greater volume of data and nets a higher result; however, overall headway management performance has not changed.



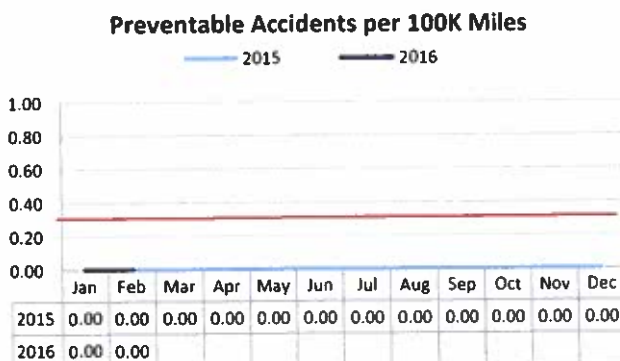
**Target: 28.5%    February 2016: 28.5%    12-Mo Avg: 31.2%**  
 Link farebox recovery was 28.5% in February, a significant improvement compared to last year. The rolling 12-month average for Link is 31.2%.



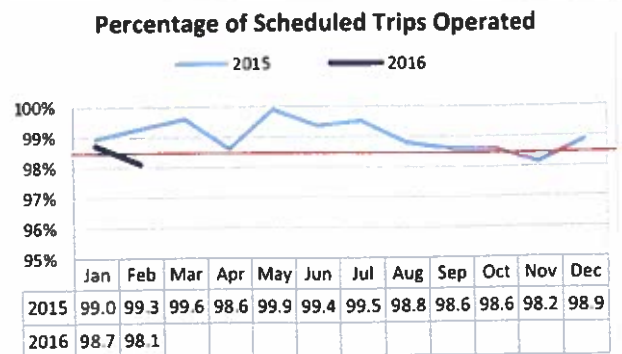
**Target: <15    February 2016: 1.2    YTD 2016: 1.6**  
 Link experienced 1.2 complaints per 100K boardings in February 2016, slightly better than 2015. Link consistently performs well within the targeted range.



**Target: 103    February 2016: 111.0    YTD 2016: 110.2**  
 Passengers per trip increased 3% compared to February 2015. The target line for passengers per trip (shown red) is progressive to reflect the opening of U Link and Angle Lake services in 2016.



**Target: 0.30    February 2016: 0.00    YTD 2016: 0.00**  
 Link has not experienced any preventable accidents since July 2013.

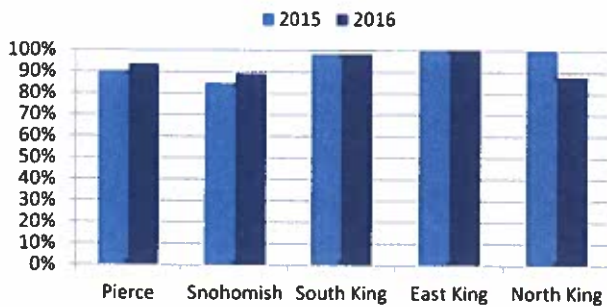


**Target: 98.5%    February 2016: 98.1%    YTD 2016: 98.4%**  
 Link fell slightly below target in February due to a pedestrian incident on the tracks and subsequent investigation that stopped service for an extended period of time.

# Sound Transit Operations February 2016 Service Performance Report

## General Transit

**February Parking Utilization by Region**



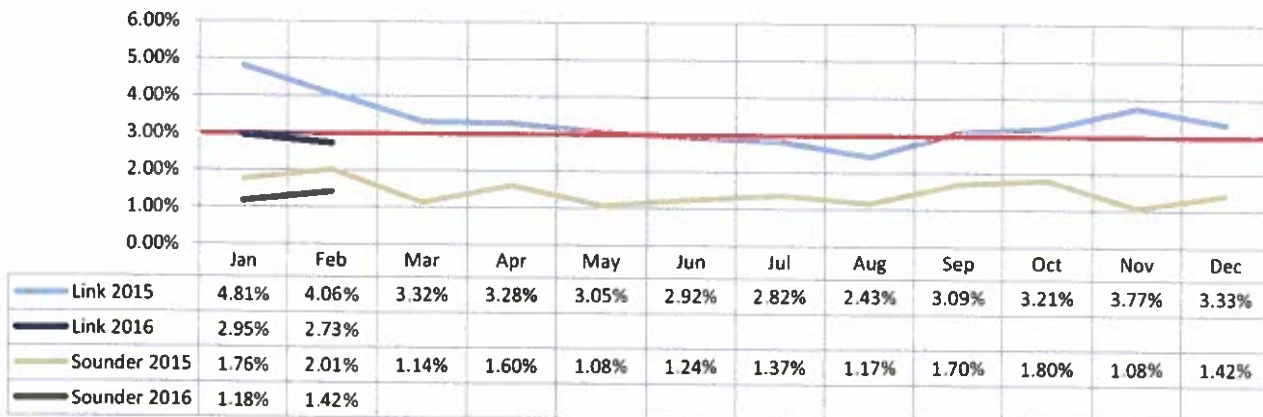
System-wide Permanent & Leased Parking February 2016			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,223	89%
North King	156	137	88%
East King	1,488	1,492	100%
South King	3,927	3,863	98%
Pierce	4,921	4,602	94%
<b>System Total</b>	<b>14,105</b>	<b>13,317</b>	<b>94%</b>

A total of 14,105 parking stalls are available at 31 locations in Pierce County, Snohomish County, as well as South, East, and North King County. Temporary (leased) parking is available in all regions except East King County.

Utilization continues to be at or near capacity at many of our parking facilities. Overall utilization increased by 2% compared to February 2015, reflecting 94% system-wide utilization.

Pierce County and Snohomish County each posted a 4% increase, while the South King and East King regions were unchanged, and North King showed a decrease of 12%, or 19 parking stalls, compared to February 2015.

### Fare Evasion Trends



**Fare Evasion** on Link improved significantly in February, with a more than 1% drop in the fare evasion rate compared to last year despite an 18.0% increase in total Link boardings.

Sounder fare evasion also improved compared to February 2015, with final results of 1.42% for the month. System-wide Sounder boardings increased by nearly 21% in February.

Combined fare evasion improved by about 1% compared to February 2015, for a combined rate of 2.46%. Fare inspections trended just under 9% of all rail passengers in February 2016.

# Sound Transit Operations 2016 Monthly Modal Performance Data Sheet

Month End Reporting	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>1</sup>	Relationship	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>2</sup>	Miles (Rolling 12 Months)	Farbox Recovery <sup>3</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>1</sup>	Relationship	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>2</sup>	Miles (Rolling 12 Months)	Farbox Recovery <sup>3</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>1</sup>	Relationship	Passengers per Trip	Complaints Received	Complaints per 100,000 Boardings	Preventable Accidents <sup>2</sup>	Miles (Rolling 12 Months)	Farbox Recovery <sup>3</sup>						
Targets	466,000	99.8%	97.0%	80%	>85.0%	15,500,000	41.6	<15.0	<1.00	28.4%	28.4%	N/A	Targets	49,481	98.5%	>90.0%	96.7%	>98.5%	N/A	850,000	19.2	<15.0	<1.00	<1.00	19.2	<15.0	Targets	7,342	99.5%	>90.0%	82.0%	>95.0%	3,730,000	507.0	<15.0	<1.00	25.5%	25.5%	17,200,000	171	<15.0	<1.00	<1.00	28.5%	28.5%
Jan	37,644	99.9%	97.0%	95.7%	84.4%	1,433,007	38.1	16.5	0.80	32.7%	32.7%	N/A	Jan	3,840	100%	100%	98.9%	100%	N/A	75,121	19.1	0.0	0.00	0.00	N/A	Jan	8,298	98.7%	97.6%	81.3%	94.0%	98.8%	908,411	109.5	18	2.0	0.00	27.6%	27.6%						
Feb	36,673	99.9%	97.0%	95.9%	83.9%	1,451,138	39.6	205	14.1	13	30.6%	30.6%	Feb	3,921	99.8%	100%	98.9%	99.8%	N/A	86,616	22.1	0	0.0	0.00	N/A	Feb	8,149	98.1%	92.4%	82.8%	93.2%	98.8%	904,266	111.0	11	1.2	0.00	28.5%	28.5%						
Mar													Mar													Mar																			
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YTD	74,317	99.9%	94.5%	95.8%	84.1%	2,884,145	38.8	442	15.3	22	31.6%	31.6%	YTD	7,861	99.9%	100%	98.9%	99.9%	N/A	161,737	20.6	0	0.00	0.00	N/A	YTD	16,447	96.4%	95.0%	82.0%	93.6%	96.8%	1,812,677	110.2	29	1.5	0	0.00	26.4%	26.4%					

<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.