

Sound Transit Operations January 2016 Service Performance Report

Ridership

Total Boardings by Mode						
Mode	Jan-15	Jan-16	% Δ	YTD-15	YTD-16	% Δ
ST Express	1,460,058	1,433,007	-1.9%	1,460,058	1,433,007	-1.9%
Sounder	305,986	324,785	6.1%	305,986	324,785	6.1%
Tacoma Link	81,888	75,846	-7.4%	81,888	75,846	-7.4%
Link	828,017	908,411	9.7%	828,017	908,411	9.7%
Paratransit	4,493	3,633	-19.1%	4,493	3,633	-19.1%
System Total	2,680,442	2,745,682	2.4%	2,680,442	2,745,682	2.4%

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

January 2015:	21 Weekdays	5 Saturdays	5 Sundays
January 2016:	20 Weekdays	5 Saturdays	6 Sundays

Total Sound Transit ridership increased by 65K, or 2.4%, compared to January 2015, and system-wide average weekday boardings increased by 8K, or 7.6%. One fewer weekday in January 2016 resulted in modest growth across all modes. In addition, fewer Seahawks playoff games this year impacted average Saturday and Sunday boardings.

ST Express ridership decreased by 27K, or 1.9%; however, average weekday boardings increased by 2K, or 2.4%, meaning that the decline in total ridership is due to one fewer weekday. At the route level, ridership on Route 550 (Bellevue – Seattle) increased by about 4% and continued to average over 10,000 weekday riders.

Sounder ridership was up 19K, or 6.1%, compared to January 2015, while Sounder average weekday boardings were up 16% and reached an all-time high of 16,000 boardings per weekday. This record was set despite one fewer weekday and two days of cancellations due mudslides on the North Line.

Tacoma Link ridership decreased by 6K, or 7.4%, compared to January 2015, and average weekday boardings were down by 3.7%. The January ridership decline during the month is likely due to one less weekday. There were also fewer events in the service area.

Link ridership was up 80K, or 9.7%, compared to the same period last year, and average weekday boardings were up 15.6%, to almost 35K boardings per weekday. The increased peak frequencies on Link support increased ridership by providing more opportunities to customers in advance of University Link.

Paratransit services, provided by King County Metro, decreased by 19.1% compared to January 2015, driven by changes in eligibility that were implemented in 2015.

Average Daily Boardings									
Mode	Weekday			Saturday			Sunday		
	Jan-15	Jan-16	% Δ	Jan-15	Jan-16	% Δ	Jan-15	Jan-16	% Δ
ST Express	61,270	62,736	2.4%	20,471	19,296	-5.7%	14,208	13,635	-4.0%
Sounder	13,996	16,239	16.0%	6,008	-	N/A	6,068	-	N/A
Tacoma Link	3,466	3,339	-3.7%	1,637	1,494	-8.8%	729	704	-3.4%
Link	30,234	34,956	15.6%	21,527	21,237	-1.3%	18,833	19,472	3.4%
Paratransit	145	117	-19.1%	145	117	-19.1%	145	117	-19.1%
System Total	109,111	117,387	7.6%						

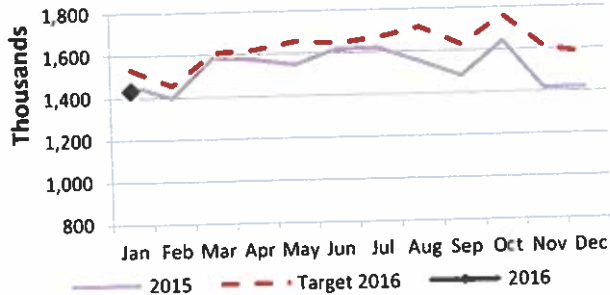
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays

March 3, 2016

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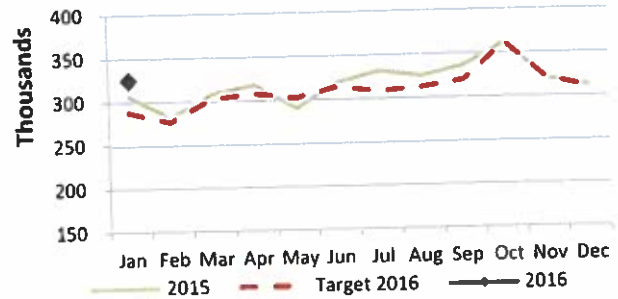
Monthly Ridership Trends by Mode

ST Express



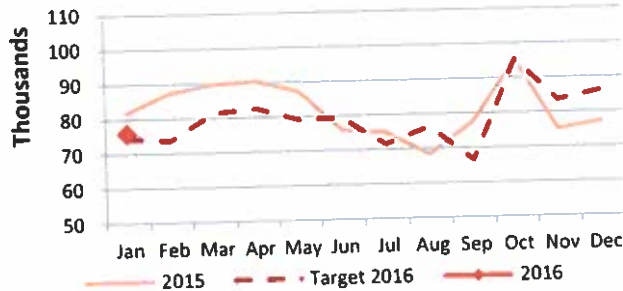
ST Express ridership decreased 1.9% compared to January 2015, however, average weekday boardings increased by 2.4%. Growth was tempered by one less weekday and fewer Seahawks home playoff games.

Sounder System-wide



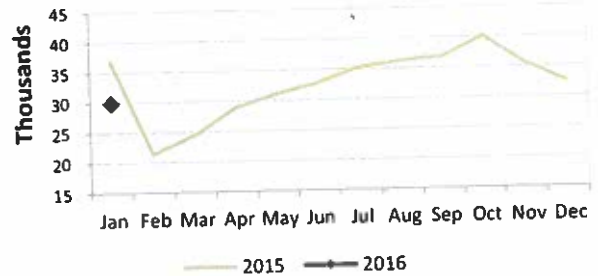
Sounder system-wide ridership increased by 6.1% compared to January 2015, with a 16% increase in average weekday boardings. The growth in weekday boardings offset the drop in weekend boardings related to fewer Seahawks home playoff games.

Tacoma Link



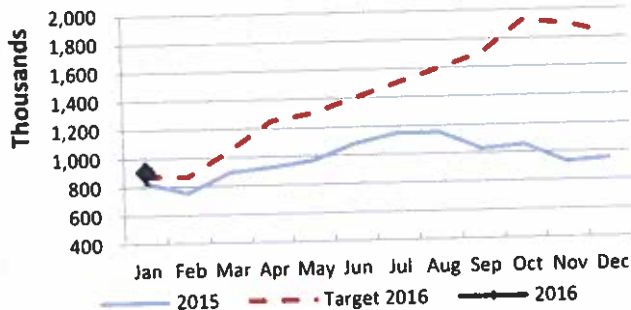
Tacoma Link ridership decreased by 7.4% compared to January 2015, and average weekday boardings decreased by 3.7%.

Sounder North



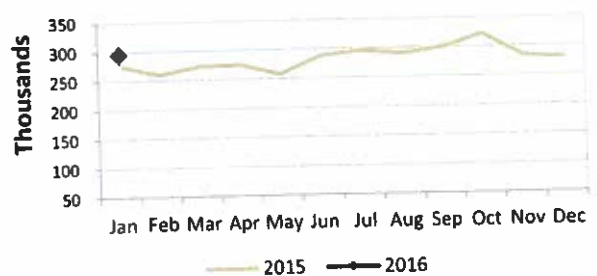
Sounder North ridership was down 9% compared to January 2015, due in part to one less weekday this year, fewer event trains, and two days of service cancellations due to mudslides.

Link



Link ridership was up 9.7% compared to January 2015, with a 15.6% increase in average weekday boardings.

Sounder South

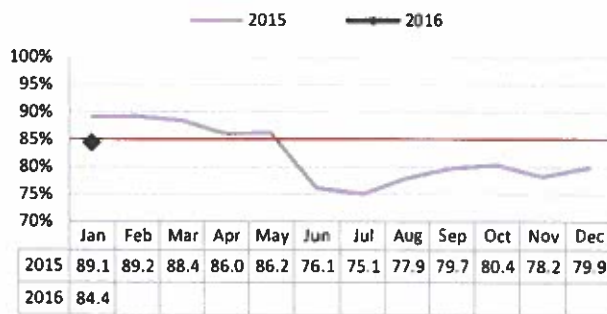


Sounder South ridership grew by 8% compared to January 2015, despite one less weekday and fewer weekend event trains.

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ST Express

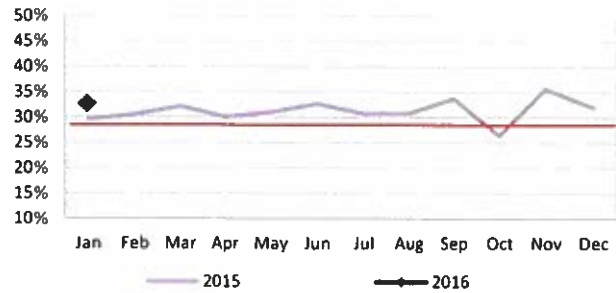
ST Express On-Time Performance



Target: 85% January 2016: **84.4%** YTD 2016: **84.4%**

ST Express experienced its best OTP results since adopting a new methodology in June 2015 that relies on actual time point data from GPS readings, rather than random sampling.

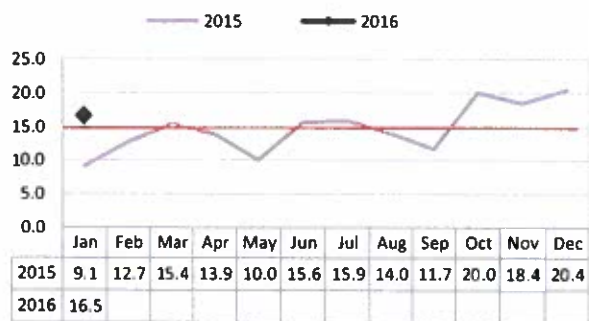
ST Express Farebox Recovery



Target: 28.4% January 2016: **32.7%** Rolling 12-Mo: **31.4%**

ST Express farebox recovery was up nearly 3% compared to January 2015. ST Express has performed, on average, at 31.4% farebox recovery over the most recent 12-month rolling period.

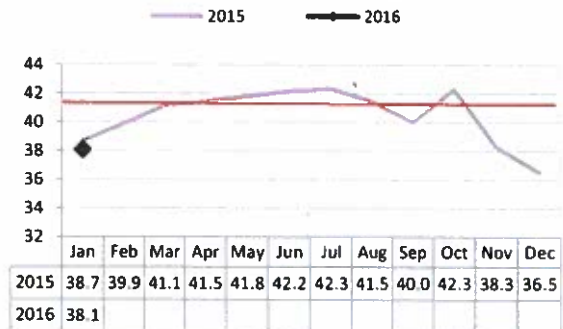
ST Express Complaints per 100K Boardings



Target: <15 January 2016: **16.5** YTD 2016: **16.5**

ST Express complaints were down 19% compared to late 2015 and showed marked improvement. However, complaints were up compared to January 2015 due to overcrowding and congestion.

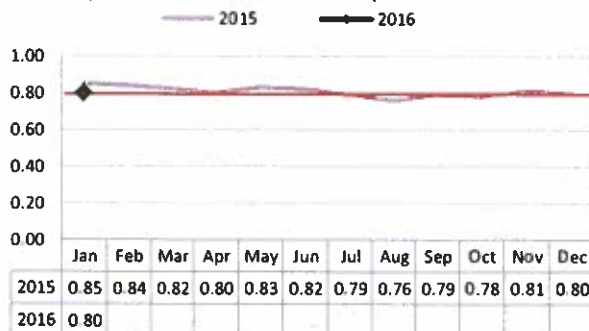
ST Express Passengers per Trip



Target: 41.8 January 2016: **38.1** YTD 2016: **38.1**

The number of passengers per trip tends to drop slightly during winter months due to holidays and winter break, but improves as the academic year and spring sports season gets underway.

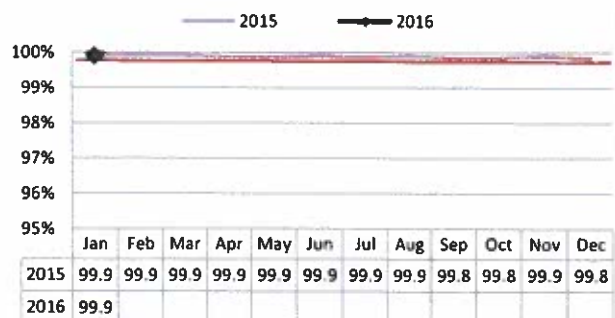
ST Express Preventable Accidents per 100K Miles



Target: 0.80 January 2016: **0.80** YTD 2016: **0.80**

ST Express experienced 0.80 preventable accidents per 100K miles in January, and met the annual target for the 12-month rolling period ending January 31, 2016.

Percentage of Scheduled Trips Operated



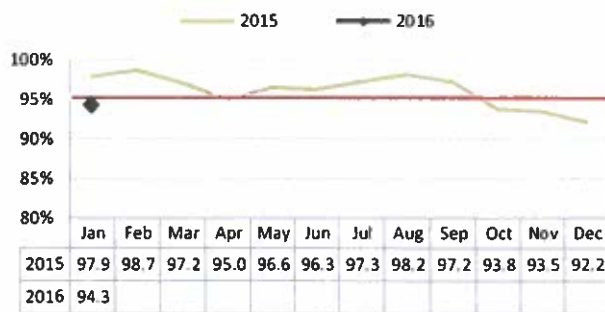
Target: 99.8% January 2016: **99.9%** YTD 2016: **99.9%**

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

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Sounder Commuter Rail

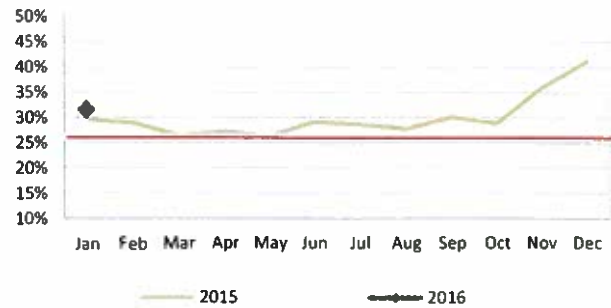
Sounder On-Time Performance



Target: 95.0% January 2016: 94.3% YTD 2016: 94.3%

Sounder experienced an elevated number of delays in January for the fourth straight month, mostly due to freight interference, mudslides, and Tukwila Station construction.

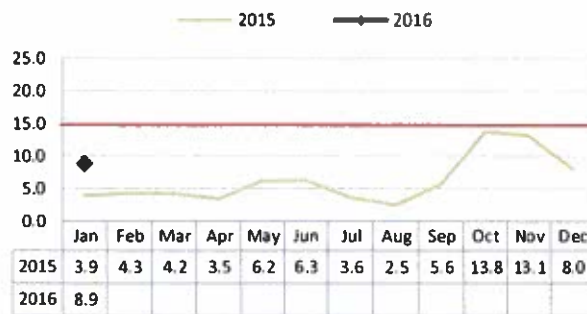
Sounder Farebox Recovery



Target: 25.3% January 2016: 31.6% Rolling 12-Mo: 29.9%

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

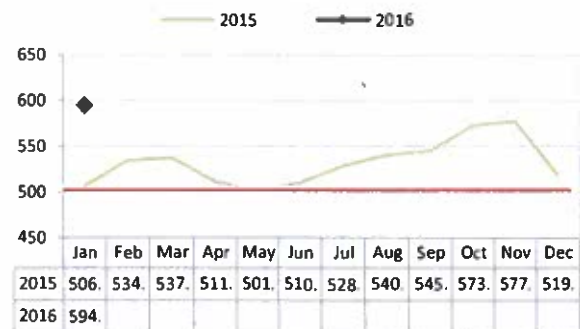
Sounder Complaints per 100K Boardings



Target: <15 January 2016: 8.9 YTD 2016: 8.9

Sounder performed within the targeted range for customer complaints per 100K boardings in January, but delays and mudslides caused a decline in performance compared to last year.

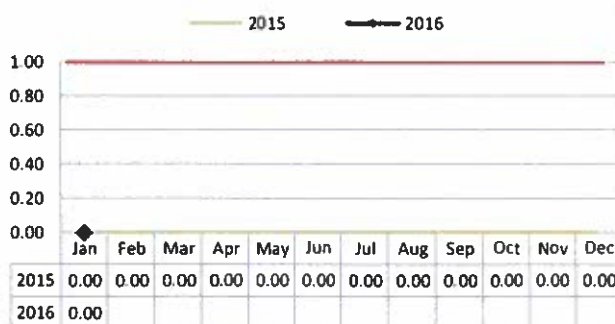
Sounder Passengers per Trip



Target: 507 January 2016: 594 YTD 2016: 594

The number of passengers per trip increased 17% compared to January 2015, as Sounder continued to experience significant ridership growth.

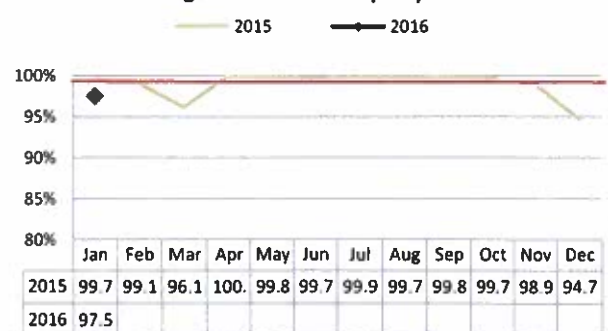
Sounder Preventable Accidents per 100K Miles



Target: 1.00 January 2016: 0.00 YTD 2016: 0.00

Sounder has not experienced a preventable accident since service began.

Percentage of Scheduled Trips Operated



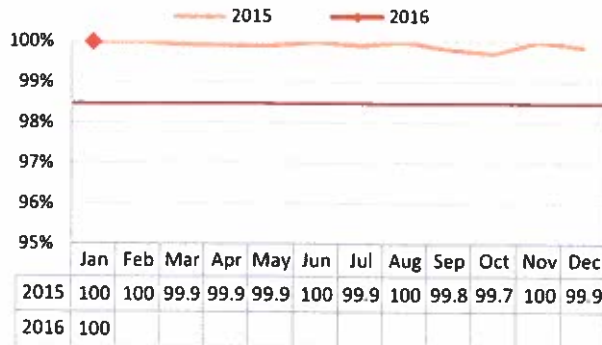
Target: 99.5% January 2016: 97.5% YTD 2016: 97.5%

Sounder operated about 2% fewer scheduled trips compared to January 2015 due to landslides that cancelled service for two weekdays on the North Line.

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Tacoma Link

Tacoma Link On-Time Performance



Target: 98.5% January 2016: 100% YTD 2016: 100%

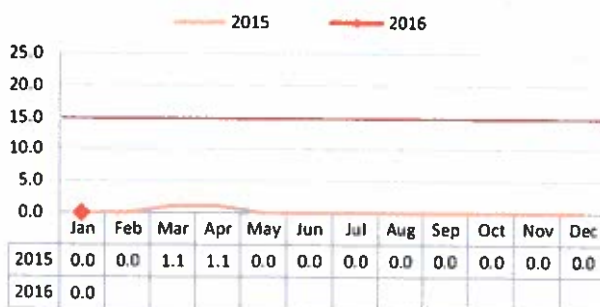
Tacoma Link consistently performs well above the target for on-time performance

Tacoma Link Farebox Recovery

Deferred until September 2016

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

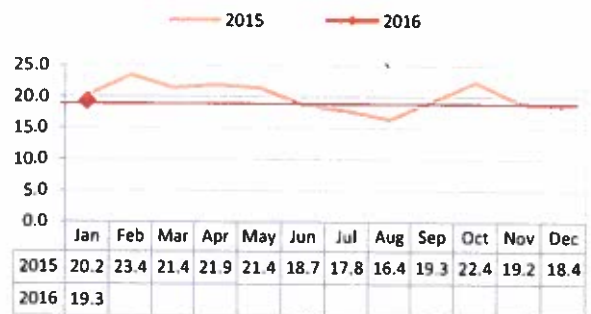
Tacoma Link Complaints per 100K Boardings



Target: <15 January 2016: 0.0 YTD 2016: 0.0

Tacoma Link has not received any complaints since April 2015.

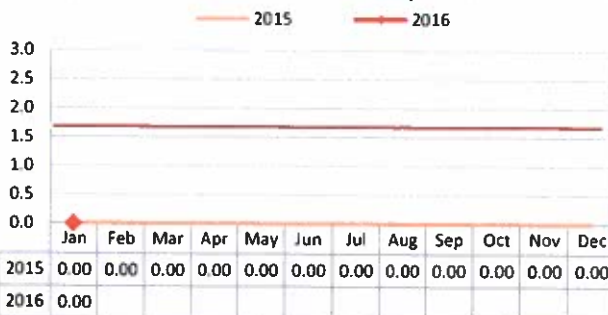
Tacoma Link Passengers per Trip



Target: 19.2 January 2016: 19.3 YTD 2016: 19.3

Tacoma Link met the 2016 target for passengers per trip in January. Historically, passengers per trip decreases during November through January due to holidays and school closures.

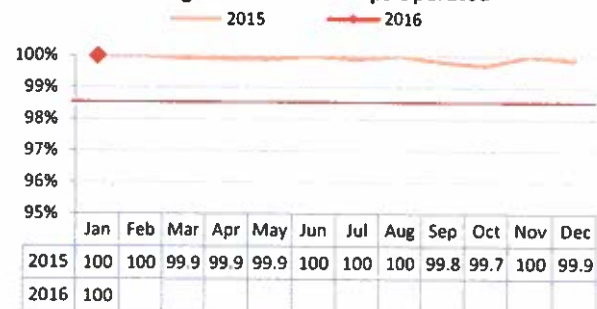
Tacoma Link Preventable Accidents per 100K Miles



Target: 1.66 January 2016: 0.00 YTD 2016: 0.00

Tacoma Link has not experienced any preventable accidents in nearly two years.

Percentage of Scheduled Trips Operated



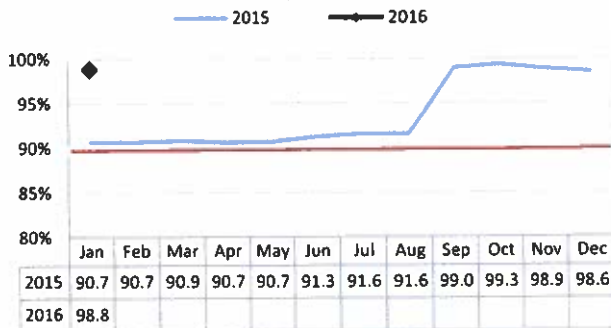
Target: 98.5% January 2016: 100% YTD 2016: 100%

Tacoma Link consistently operates nearly all scheduled trips and performs above target.

Sound Transit Operations January 2016 Service Performance Report

Link

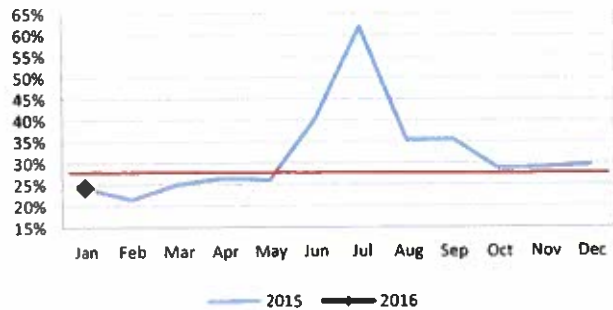
Link Headway Management



Target: 90% January 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.

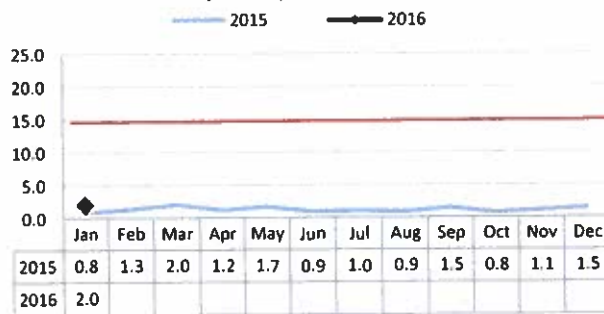
Link Farebox Recovery



Target: 28.5% January 2016: 24.4% Rolling 12-Mo: 30.6%

Link farebox recovery was 24.4% in January. The first month of the year is typically not reflective of a full year of performance. However, the rolling 12-month average for Link is 30.6%.

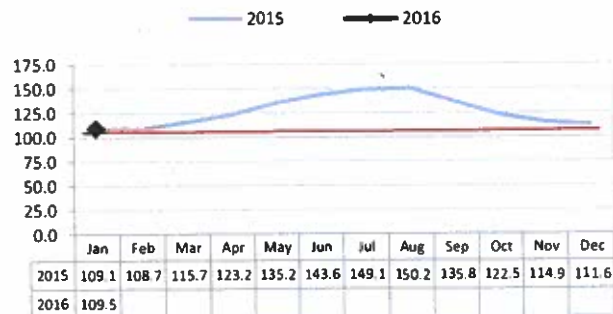
Link Complaints per 100K Boardings



Target: <15 January 2016: 2.0 YTD 2016: 2.0

Link experienced 2.0 complaints per 100K boardings in January 2016, up slightly compared to last year. However, Link consistently performs well within the targeted range.

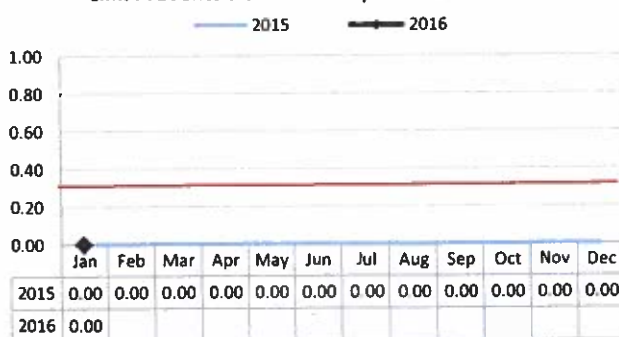
Link Passengers per Trip



Target: 104 January 2016: 109.5 YTD 2016: 109.5

Passengers per trip was slightly higher than January 2015. The move from 7.5 to 6 minute peak headways last fall has not adversely impacted passengers per trip due to ridership growth.

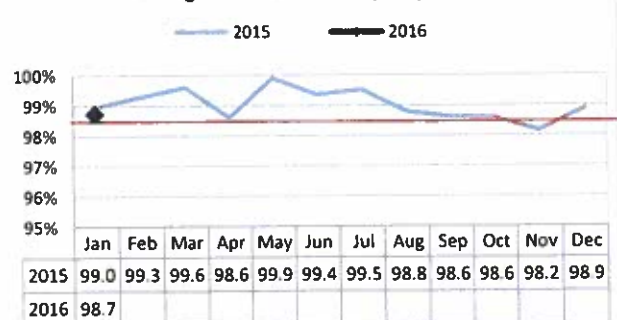
Link Preventable Accidents per 100K Miles



Target: 0.30 January 2016: 0.00 YTD 2016: 0.00

Link has not experienced any preventable accidents for more than two years.

Percentage of Scheduled Trips Operated



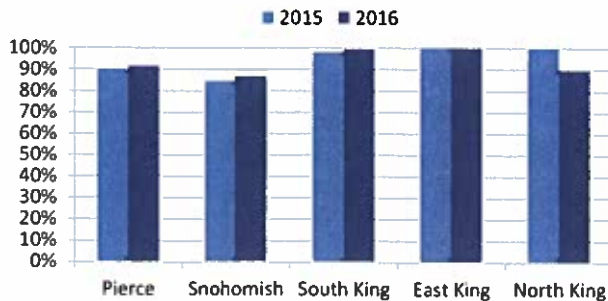
Target: 98.5% January 2016: 98.7% YTD 2016: 98.7%

Link met the target for the percentage of scheduled trips operated in January, by completing 98.7% of all scheduled trips.

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General Transit

Parking Utilization by Region



**System-wide Permanent & Leased Parking
January 2016**

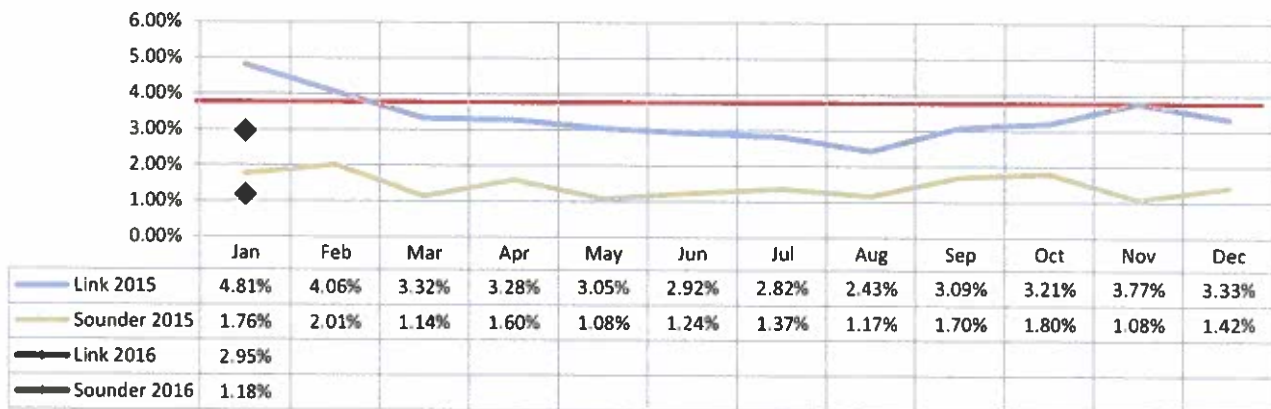
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,141	87%
North King	156	140	90%
East King	1,488	1,490	100%
South King	3,927	3,905	99%
Pierce	4,921	4,513	92%
System Total	14,105	13,189	94%

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 January 2015, reflecting 94% system-wide utilization.

Pierce County and Snohomish County each posted a 2% increase, while the South King region posted a 1% increase. The East King region remained unchanged, and North King showed a decrease of 10%, or 16 parking stalls, compared to January 2015.

Fare Evasion Trends



Fare Evasion on Link improved significantly in January, with nearly a 3% drop in the fare evasion rate compared to last year despite a 10% increase in total Link boardings and a 16% increase in average weekday Link boardings.

Sounder fare evasion also improved compared to January 2015, with final results of 1.18% for the month. System-wide Sounder boardings increased by 6% in January.

Combined fare evasion improved by about 1% compared to January 2015, for a combined rate of 2.70%. Fare inspections trended slightly over 10% of all rail passengers in January 2016.

Sound Transit Operations

2020 monthly operational performance data															
ST Express															
Month	End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Feet Availability	On-Time Performance	Relationship	Passengers per Trip	Comments Received	Comments per 100,000 Boardings	Preventable Accidents	Miles (Rolling 12 Months)	Farvot Recovery	Month	End Reporting
Targets	448,000	99.8%	>90.0%	80%	>85.0%	19,500,000	41.8	<15.0	<15.0	9	0.80	28.4%	28.4%	Targets	448,000
Jan	37,644	99.9%	97.0%	95.7%	84.4%	1,433,007	38.1	237	16.5	9	0.80	32.7%	32.7%	Jan	3,940
Feb														Feb	
Mar														Mar	
Apr														Apr	
May														May	
Jun														Jun	
Jul														Jul	
Aug														Aug	
Sep														Sep	
Oct														Oct	
Nov														Nov	
Dec														Dec	
YTD	37,644	99.9%	97.0%	95.7%	84.4%	1,433,007	38.1	237	16.5	9	0.80	32.7%	32.7%	YTD	3,940
Sounder															
Month	End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Feet Availability	On-Time Performance	Relationship	Passengers per Trip	Comments Received	Comments per 100,000 Boardings	Preventable Accidents	Miles (Rolling 12 Months)	Farvot Recovery	Month	End Reporting
Targets	7,282	99.5%	>90.0%	82.0%	>85.0%	3,730,000	507.0	<15.0	<15.0	0	0.00	31.6%	31.6%	Targets	10,644
Jan	546	97.5%	100%	86.6%	94.3%	324,785	594.8	29	8.9	0	0.00	31.6%	31.6%	Jan	8,298
Feb														Feb	
Mar														Mar	
Apr														Apr	
May														May	
Jun														Jun	
Jul														Jul	
Aug														Aug	
Sep														Sep	
Oct														Oct	
Nov														Nov	
Dec														Dec	
YTD	546	97.5%	100%	86.6%	94.3%	324,785	594.8	29	8.9	0	0.00	31.6%	31.6%	YTD	8,298
Tacoma Link															
Month	End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Feet Availability	On-Time Performance	Relationship	Passengers per Trip	Comments Received	Comments per 100,000 Boardings	Preventable Accidents	Miles (Rolling 12 Months)	Farvot Recovery	Month	End Reporting
Targets	48,481	98.5%	>90.0%	64.7%	>88.5%	N/A	890,000	19.2	<15.0	<15.0	<1.00	N/A	N/A	Targets	48,481
Jan	3,940	100%	100%	98.9%	100%	N/A	75,846	19.3	0	0.0	0	0.00	N/A	Jan	3,940
Feb														Feb	
Mar														Mar	
Apr														Apr	
May														May	
Jun														Jun	
Jul														Jul	
Aug														Aug	
Sep														Sep	
Oct														Oct	
Nov														Nov	
Dec														Dec	
YTD	3,940	100.0%	100%	98.9%	100.0%	N/A	75,846	19.3	0	0.0	0	0.00	N/A	YTD	3,940
Central Link															
Month	End Reporting	Total Trips Operated (Scheduled & Extra)	Percentage of Scheduled Trips Operated	Scheduled PMIs Completed on Time	Feet Availability	On-Time Performance	Relationship	Passengers per Trip	Comments Received	Comments per 100,000 Boardings	Preventable Accidents	Miles (Rolling 12 Months)	Farvot Recovery	Month	End Reporting
Targets	10,644	98.5%	>90.0%	66.6%	90.0%	90.0%	17,200,000	171	<15.0	<15.0	<3.0	28.8%	28.8%	Targets	10,644
Jan	8,298	98.7%	97.6%	81.3%	94.0%	98.8%	908,411	109.5	18	2.0	0	0.00	24.4%	Jan	8,298
Feb														Feb	
Mar														Mar	
Apr														Apr	
May														May	
Jun														Jun	
Jul														Jul	
Aug														Aug	
Sep														Sep	
Oct														Oct	
Nov														Nov	
Dec														Dec	
YTD	8,298	98.7%	97.6%	81.3%	94.0%	98.8%	908,411	109.5	18	2.0	0	0.00	24.4%	YTD	8,298

FMS are preventive vehicle maintenance inspections. Central Link FMS include Signals, Traction Power, LV, Tack, SCADA, and Facilities

Headways are scheduled intervals between trips.

An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident

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

Farebox recovery is calculated as farebox revenues divided by total modal operating expenses.