

Sound Transit Operations

March 2014 Service Performance Report

Ridership

Total Boardings by Mode						
Mode	Mar-13	Mar-14	% Δ	YTD-13	YTD-14	% Δ
ST Express	1,341,992	1,427,997	6.4%	3,918,971	4,160,901	6.2%
Sounder	238,832	251,786	5.4%	710,057	759,942	7.0%
Tacoma Link	87,747	78,459	-10.6%	259,303	237,694	-8.3%
Central Link	733,058	824,711	12.5%	2,040,578	2,351,389	15.2%
Paratransit	5,311	4,809	-9.5%	15,432	14,255	-7.6%
System Total	2,406,940	2,587,762	7.5%	6,944,341	7,524,181	8.3%

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

March 2013:	21 Weekdays	5 Saturdays	5 Sundays
March 2014:	21 Weekdays	5 Saturdays	5 Sundays

Total Sound Transit ridership increased by 7.5% in March 2014, and 8.3% for YTD. All modes experienced growth, except Tacoma Link and Paratransit.

ST Express boardings were up 6.4% compared to March 2013, and 6.2% compared to YTD 2013.

Sounder boardings were up 5.4% in March, but additional growth was hampered by fewer weekend event trains and slide-related disruptions on the North Line. Buses substituted for North Line trains during cancellations, with boardings assigned to ST Express.

Central Link continued to see strong growth, with a 12.5% increase compared to March 2013, and a 15.2% increase for YTD 2014.

Tacoma Link continued to suffer from fewer special events and the loss of a major downtown employer. Total ridership was down 10.6% compared to March 2013; and average weekday boardings were down 10.2%.

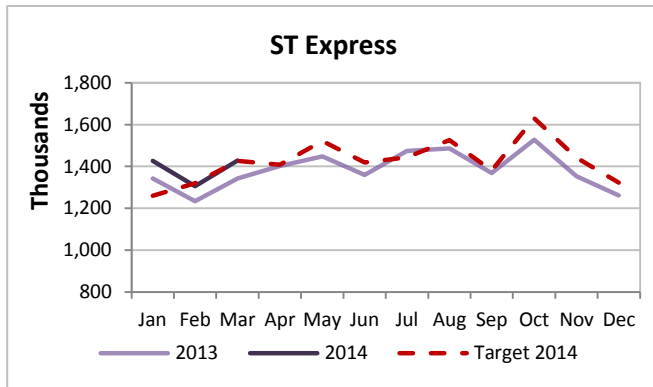
Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Mar-13	Mar-14	% Δ	Mar-13	Mar-14	% Δ	Mar-13	Mar-14	% Δ
ST Express	54,640	59,416	8.7%	19,903	21,459	7.8%	15,321	14,595	-4.7%
Sounder	11,305	11,843	4.8%	-	1,541	N/A	-	-	N/A
Tacoma Link	3,512	3,154	-10.2%	2,107	1,793	-14.9%	691	654	-5.4%
Central Link	26,485	29,919	13.0%	20,771	22,365	7.7%	14,603	16,917	15.8%
Paratransit	171	155	-9.4%	171	155	-9.4%	171	155	-9.4%
System Total	97,212	104,486	7.5%						

Average daily boardings increased by an overall 7.5% compared to March 2013. ST Express averaged almost 60,000 weekday boardings, an 8.7% increase compared to March 2013. Sounder weekday boardings increased by nearly 5% compared to 2013; and Central Link averaged almost 30,000 boardings per weekday, an increase of 13% compared to March 2013.

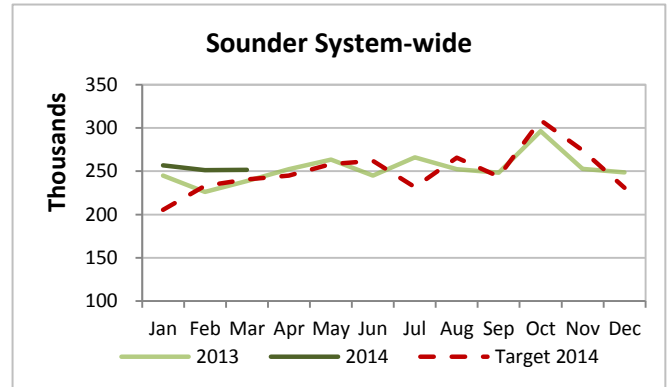
Please refer to Page 2 to view ridership trends by mode.

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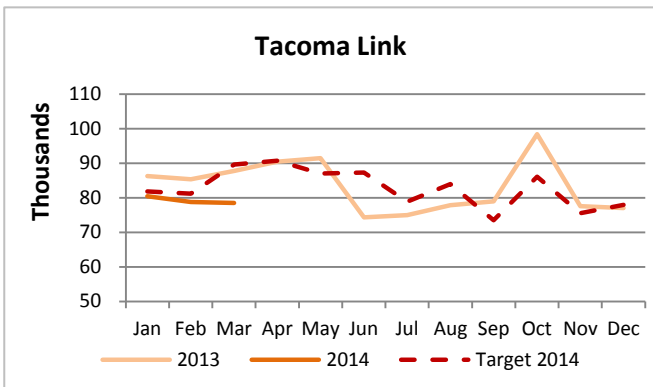
Monthly Ridership Trends by Mode



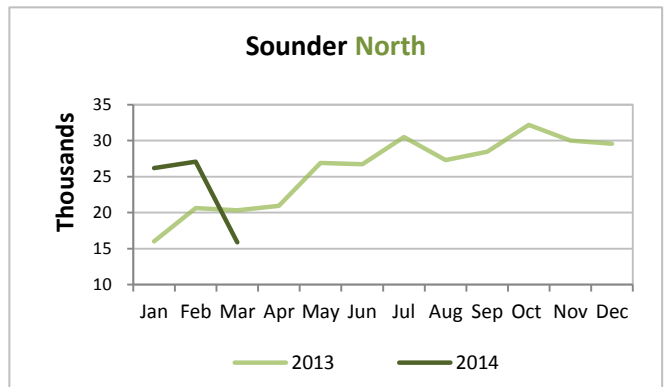
ST Express ridership increased by 6% in March and for the year to date. Routes connecting Seattle with the Eastside and Pierce County experienced the most growth.



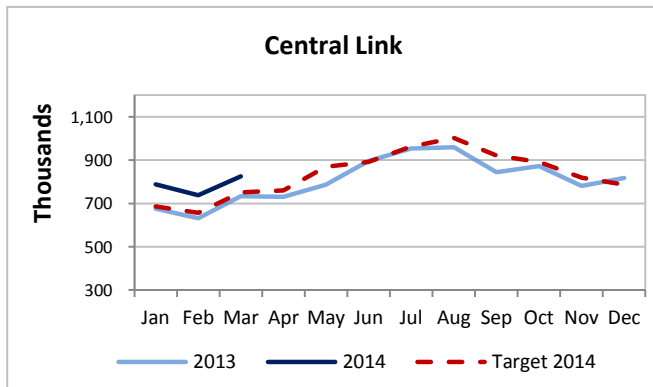
Despite mudslide activity, Sounder system-wide ridership increased by about 5% compared to March 2013 and also exceeded the annual ridership target.



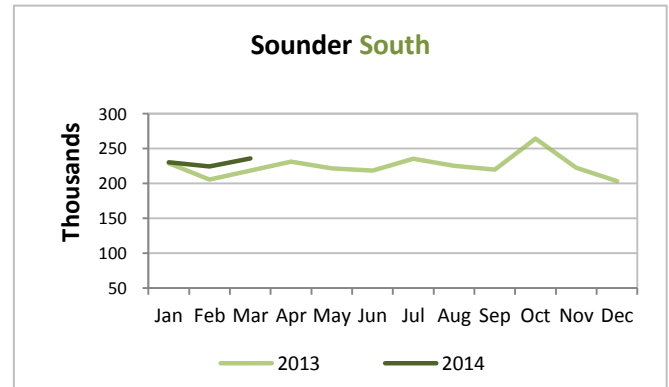
Tacoma Link ridership has been decreasing since late 2012, mostly due to the relocation of several large downtown Tacoma businesses.



Sounder North ridership suffered dramatically in March, due to 61 mud slide-related service annulments and fewer event trains.



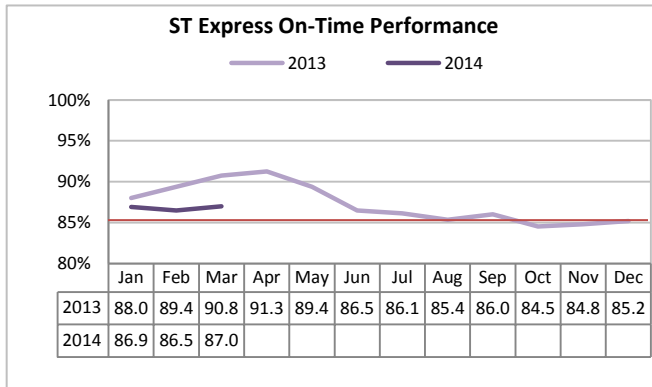
Link ridership continued to grow, carrying 12.5% more riders this year compared to March 2013. Growth was especially strong on weekdays, with an increase of 13% compared to 2013.



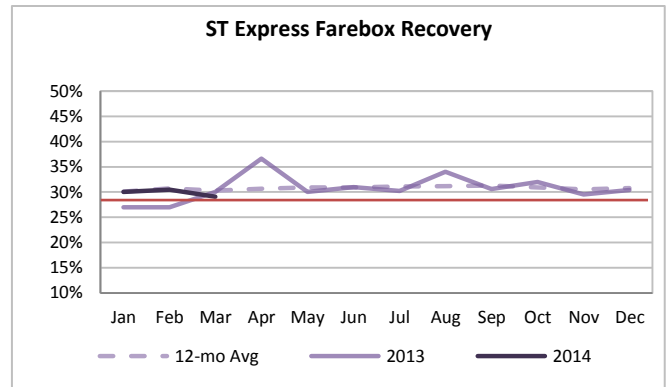
Sounder South ridership grew by about 5% compared to March 2013, which is likely a result of a new round trip that was added in Q4 2013.

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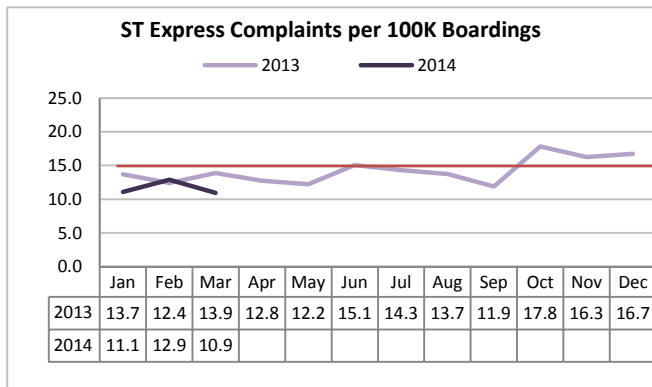
ST Express



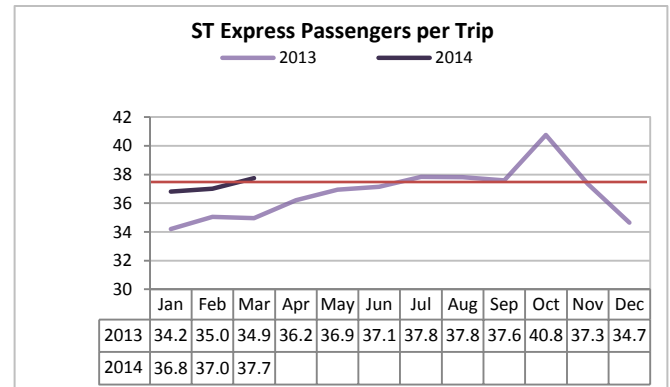
Target: 85% **March 2014: 87.0%** **YTD 2014: 86.8%**
 OTP decreased slightly from 2013 to 2014, but met the January target of 85%.



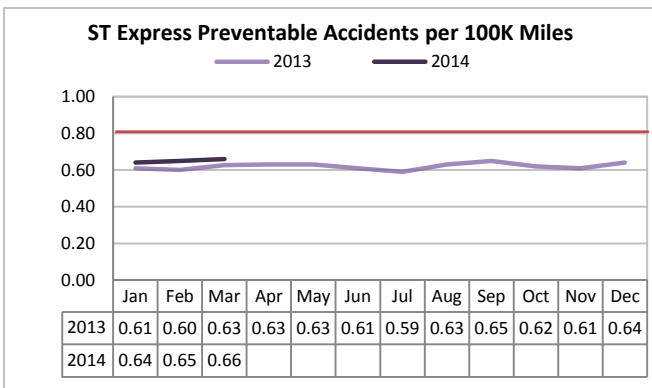
Target: 27.4% **March 2014: 29.1%** **YTD 2014: 29.8%**
 Farebox recovery decreased slightly compared to March 2013, but ST Express continually performs above the target of 27.4%.



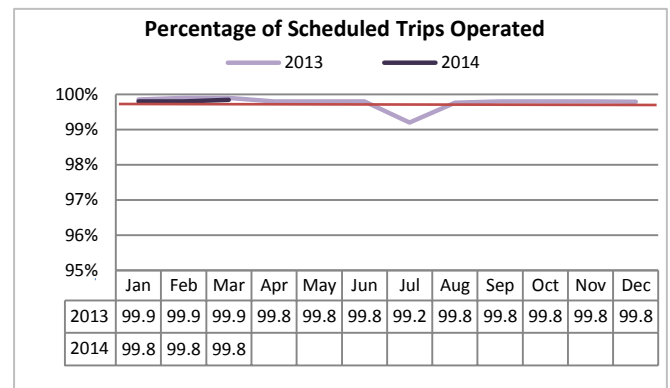
Target: <15 **March 2014: 10.9** **YTD 2014: 11.6**
 ST Express received 10.9 complaints per 100K boardings in March, a 22% improvement compared to March 2013.



Target: 37.6 **March 2014: 37.7** **YTD 2014: 37.2**
 ST Express performed slightly above target in March, carrying nearly three more passengers per trip for an improvement of 10% compared to March 2013.



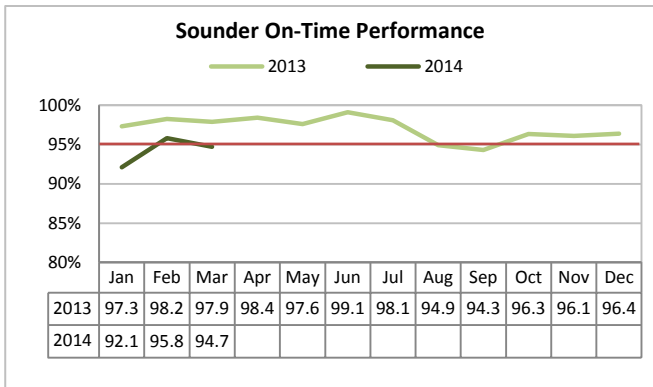
Target: <15 **March 2014: 0.66** **YTD 2014: 0.65**
 Preventable accidents per 100,000 miles is calculated based on the number of accidents in the prior 12-month period, and is slightly higher than where we were a year ago.



Target: 99.8% **March 2014: 99.8%** **YTD 2014: 99.8%**
 ST Express met the target of 99.8% of scheduled trips operated for March 2014 and YTD 2014.

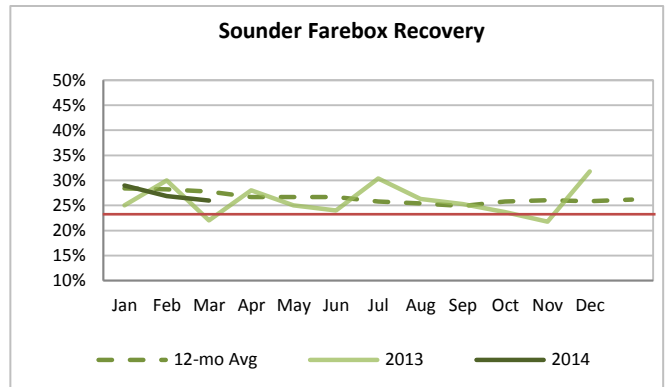
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Sounder Commuter Rail



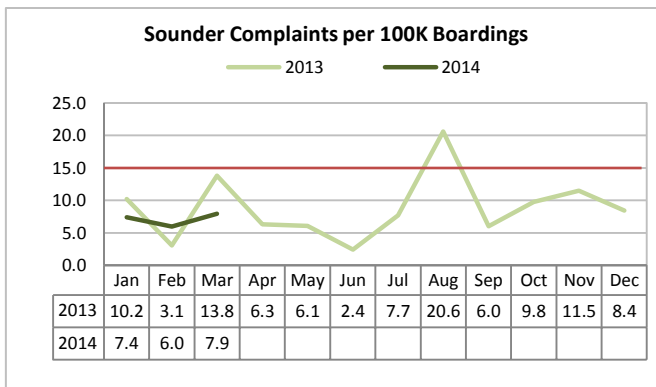
Target: 95% **March 2014: 94.7%** **YTD 2014: 94.2%**

Sounder OTP was impacted by construction at Tukwila Station, heavy freight traffic, mechanical issues, and mud slides.



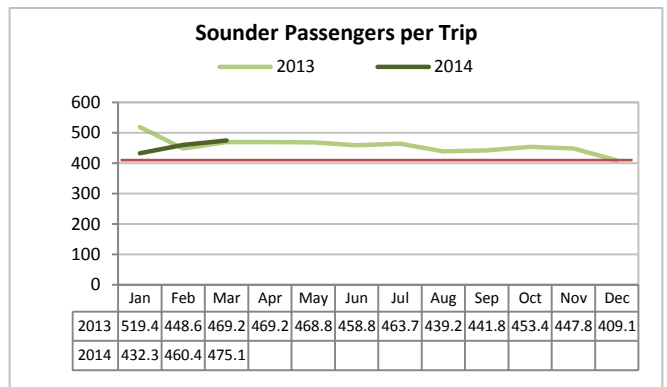
Target: 23.0% **March 2014: 26.0%** **YTD 2014: 27.1%**

Farebox recovery improved 3.5% compared to March 2013 despite numerous slide-related cancellations.



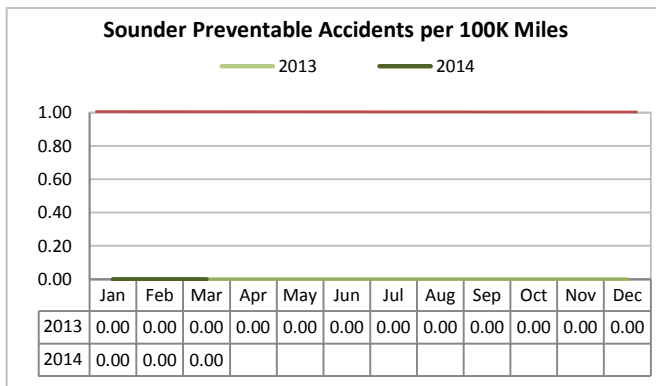
Target: <15 **March 2014: 7.9** **YTD 2014: 7.1**

Sounder complaints per 100K boardings improved by 42% compared to March 2013, and 24% for year to date.



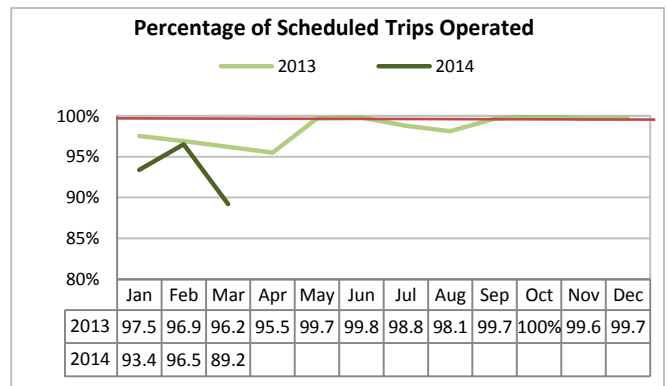
Target: 410 **March 2014: 475.1** **YTD 2014: 455.1**

Sounder passengers per trip was virtually the same compared to March 2013, despite operating 21 more trips in March 2014.



Target: 1.0 **March 2014: 0.00** **YTD 2014: 0.00**

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

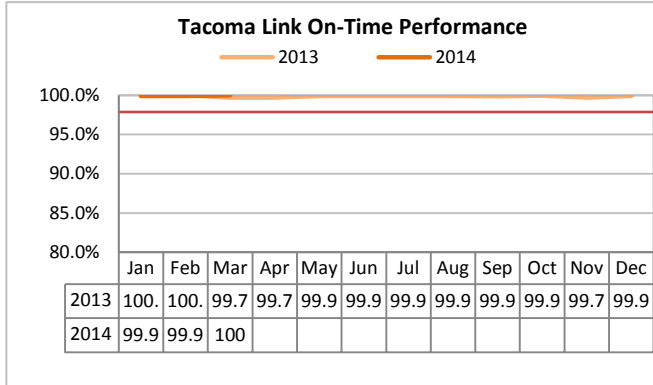


Target: 99.5% **March 2014: 89.2%** **YTD 2014: 93.0%**

Sounder did not meet the target for percentage of scheduled trips operated, due to multiple slides along the North Line, and some mechanical issues which resulted in a total of 64 annulled trips.

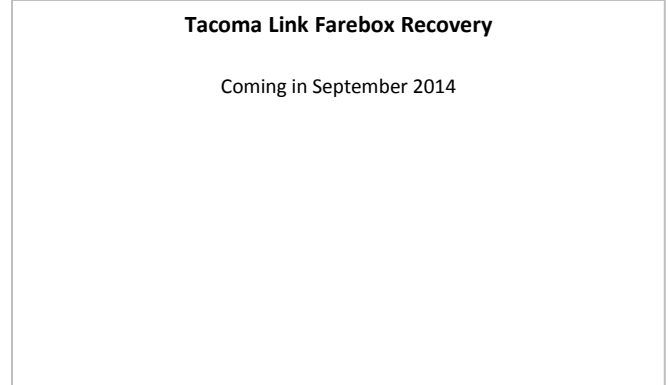
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Tacoma Link

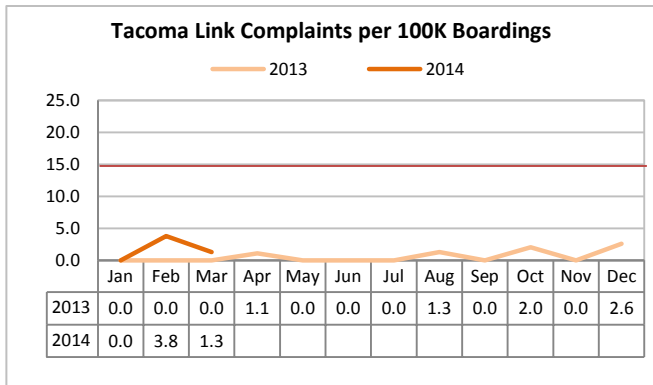


Target: 98.5% **March 2014: 100%** **YTD 2014: 99.3%**

Tacoma Link achieved 100% OTP for the first time since February 2013, but consistently performs above the 98.5% target.

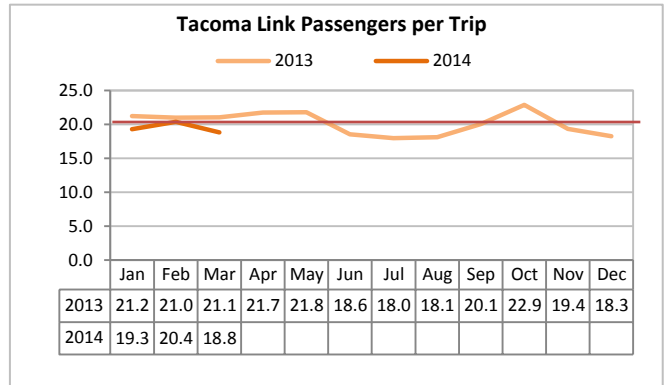


Tacoma Link is currently fare free. However, the Board has authorized the implementation of a fare with the September 2014 service change.



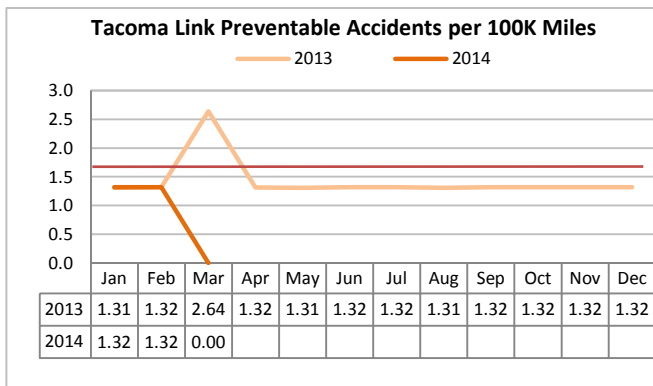
Target: <15 **March 2014: 1.3** **YTD 2013: 1.7**

Tacoma Link received one complaint in March, and is well below the target for March and year to date 2014.



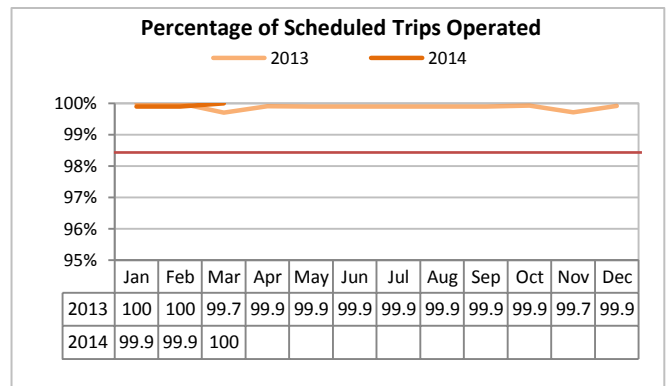
Target: 20.2 **March 2014: 18.8** **YTD 2014: 19.5**

Much like ridership, Tacoma Link passengers per trip has also declined as some of the larger downtown businesses relocated to King County.



Target: 1.66 **March 2014: 0.00** **YTD 2014: 0.00**

Tacoma Link has not experienced any preventable accidents within the past 12-month period.

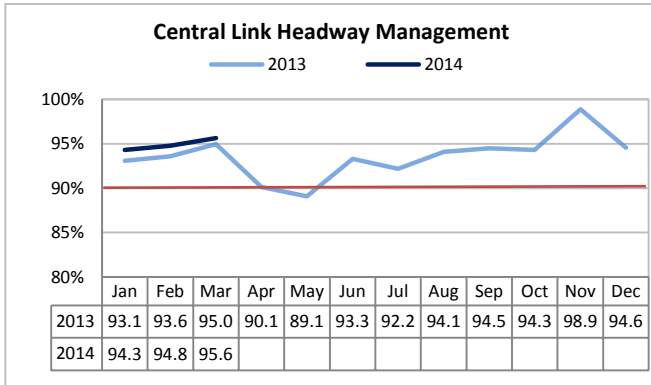


Target: 98.5% **March 2014: 100%** **YTD 2014: 100%**

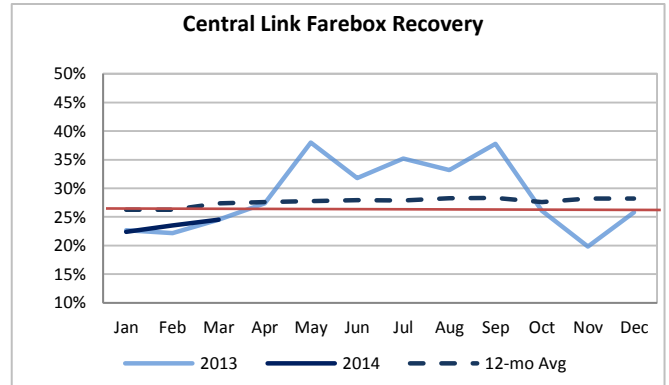
Tacoma Link operated 100% of its scheduled trips for the first time since February 2013.

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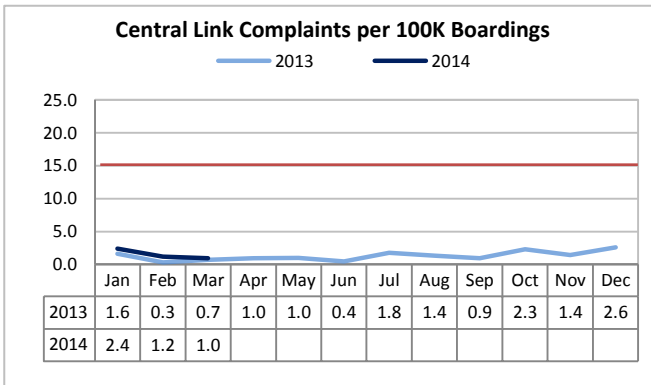
Central Link



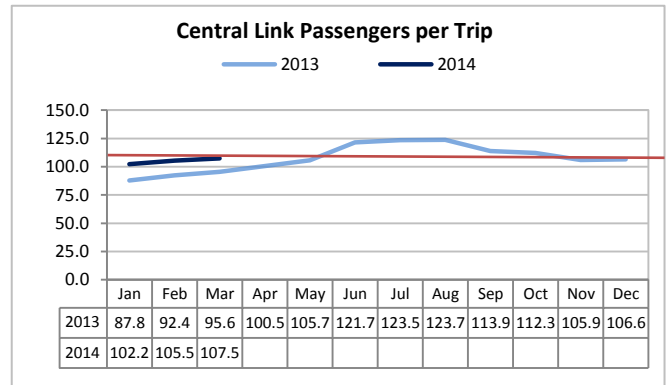
Target: 90% **March 2014: 95.6%** **YTD 2014: 94.9%**
 Headway performance improved by 0.6% compared to March 2013, and by 1.0% compared to YTD 2013.



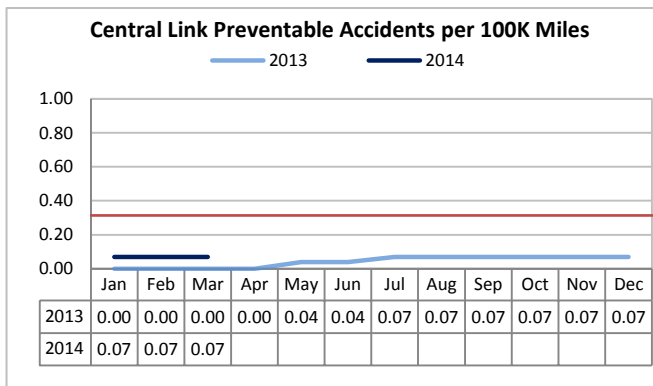
Target: 25.8% **March 2014: 24.5%** **YTD 2014: 23.4%**
 Farebox recovery improved by 0.3% compared to Q1 2013, but fell shy of the 2014 target. Like prior years, we expect to see improvement as we move into summer.



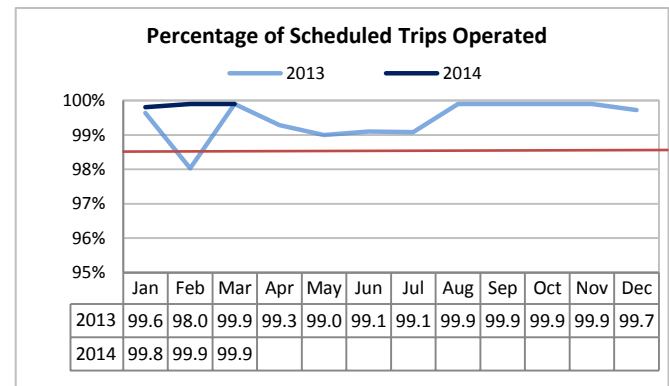
Target: <15 **March 2014: 1.0** **YTD 2014: 1.5**
 Complaints per 100,000 riders increased slightly compared to February 2013, due to delays, vehicle noise, and operator comments.



Target: 110 **March 2014: 107.5** **YTD 2014: 105.0**
 Central Link did not meet the target for passengers per trip due to its seasonal ridership pattern, but carried about 14% more riders per trip than the same period of 2013.



Target: 0.30 **March 2014: 0.07** **YTD 2014: 0.07**
 Link has not experienced any preventable accidents since July 2013 and is holding steady at 0.07 preventable accidents per 100K miles for the past 12-month period.

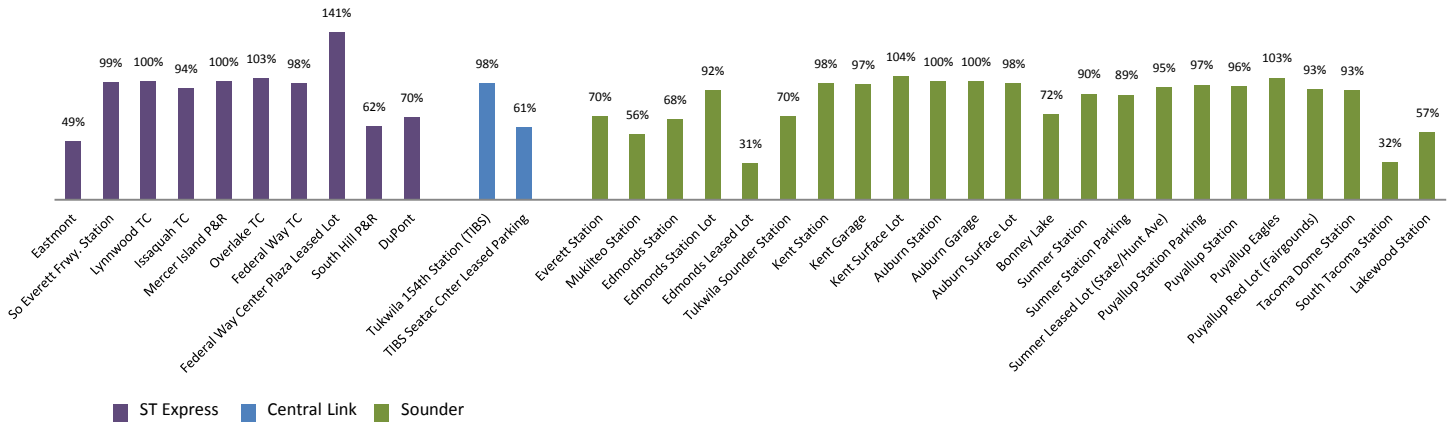


Target: 98.5% **March 2014: 99.9%** **YTD 2014: 99.9%**
 Link consistently performs above the targeted percentage of trips operated.

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General Transit

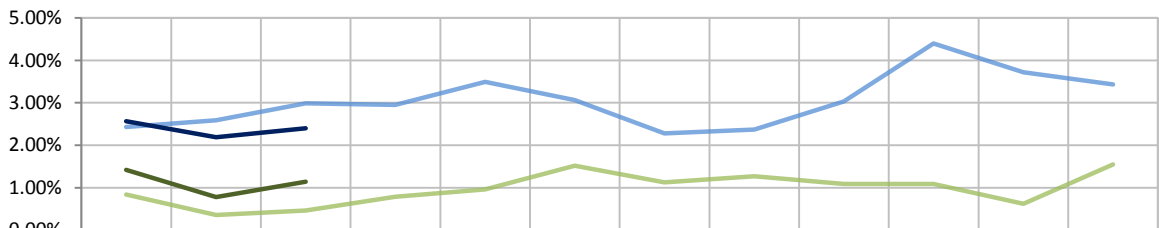
Sound Transit Parking Utilization March 2014



Parking continues to be at or near capacity at many of our parking facilities. The Federal Way Center Plaza Leased Lot, at 141%, includes vehicles that are parked in close proximity to, but outside of our designated parking area. These vehicles were not present until after we leased the lot, so we account for them as transit users.

April 30 marks the end of the first half of the parking permit pilot. We are currently processing renewal applications. Any permits that are not renewed will expire on April 30. Those who wish to renew and qualify will receive a sticker to place on their permit, extending it to the pilot ending date of July 31. We will continue accepting applications for new permits through mid-May, or until all permits have been issued.

Fare Evasion Trends



Fare Evasion decreased slightly on Central Link compared to March 2013 and YTD 2013; while Sounder experienced a slight increase compared to the previous year. Increased fare inspections seem to have positively impacted the fare evasion rate on Central Link, and we are hoping to see a similar response on Sounder, as well. We are continuing to work closely with the private contractor to effectively balance inspections and staffing.

Sound Transit Operations 2014 Monthly Modal Performance Data Sheet

Tacoma Link											
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 ⁴	Miles (Rolling 12 Months) 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 ⁴	Miles (Rolling 12 Months) ⁵
Targets	455,000	99.8%	>90.0%	80%	>85.0%	17,100,000	37.6	<15.0	<15.0	<1.66	N/A
Jan	38,735	99.8%	97.7%	97.1%	86.9%	1,426,928	36.8	159	11.1	8	0.64
Feb	35,326	99.8%	96.2%	96.7%	86.5%	1,305,976	37.0	168	12.9	7	0.65
Mar	37,841	99.8%	98.1%	96.5%	87.0%	1,427,997	37.7	156	10.9	11	0.66
Apr											
May											
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	111,902	99.8%	97.3%	96.8%	86.8%	4,160,901	37.2	483	11.6	26	0.66
Targets	7,340	99.5%	>90.0%	82.0%	>85.0%	3,000,000	408.0	<15.0	<15.0	<3.0	26%
Jan	594	93.4%	100%	85.9%	92.1%	256,775	432.3	19	7.4	0	0.00
Feb	546	96.5%	100%	87.4%	95.8%	251,381	460.4	15	6.0	0	0.00
Mar	530	89.2%	100%	86.9%	94.7%	251,786	475.1	20	7.9	0	0.00
Apr											
May											
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	1,670	93.0%	100%	86.7%	94.2%	759,942	455.1	54	7.1	0	0.00
Targets	90,500	98.5%	>90.0%	86.0%	>80.0%	10,000,000	110	<15.0	<15.0	<3.0	26%
Jan	7,716	99.8%	99.5%	91.7%	93.9%	788,557	102.2	19	2.4	0	0.07
Feb	6,999	99.9%	98.3%	91.8%	90.4%	738,121	105.5	9	1.2	0	0.07
Mar	7,672	99.9%	99.3%	93.1%	91.6%	824,711	107.5	8	1.0	0	0.07
Apr											
May											
Jun											
Jul											
Aug											
Sep											
Oct											
Nov											
Dec											
YTD	22,387	99.9%	99.1%	92.2%	92.0%	2,351,389	105.0	36	1.5	0	0.07

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.