

Sound Transit Operations November 2015 Service Performance Report

Ridership

Total Boardings by Mode						
Mode	Nov-14	Nov-15	% Δ	YTD-14	YTD-15	% Δ
ST Express	1,375,822	1,417,282	3.0%	16,265,189	16,895,593	3.9%
Sounder	283,384	319,954	12.9%	3,076,301	3,483,004	13.2%
Tacoma Link	74,027	75,072	1.4%	889,402	909,297	2.2%
Link	817,518	928,697	13.6%	10,068,834	10,756,841	6.8%
Paratransit	4,276	3,392	-20.7%	51,903	42,550	-18.0%
System Total	2,555,027	2,744,397	7.4%	30,351,629	32,087,285	5.7%

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

November 2014:	18 Weekdays	6 Saturdays	6 Sundays
November 2015:	19 Weekdays	5 Saturdays	6 Sundays

Total Sound Transit ridership increased by 189K, or 7%, compared to November 2014. Average weekday boardings were up by 6K, or 5%. Sound Transit operated one additional weekday and one fewer Saturday compared to last year, a likely factor to the increase in total boardings. Overall, YTD ridership was up by 6% through November.

ST Express ridership increased by 41K, or 3%, during the month of November, and average daily boardings remained flat compared to last year. Ridership on the I-90 corridor continued to increase. In particular, Route 550 has shown impressive growth this year and has averaged over 10K weekday riders for ten consecutive months.

Sounder ridership increased by 37K, or 13%, compared to November 2014, and average weekday boardings were up by 11%. Monthly ridership on the North Line increased by 17%, while the South Line increased by 11%. As of November, Sounder has averaged over 15K weekday boardings for four straight months, a mark not reached prior to this year.

Tacoma Link ridership increased by 1K, or 1%, compared to the same period last year. Average weekday boardings remained about the same as November 2014, while average Sunday boardings saw a 6% increase.

Link ridership increased by 111K, or 14%, compared to November 2014. Average weekday and average Sunday boardings were up by 13% and 10% respectively. The continued increase in weekday boardings is likely due to increased peak frequencies.

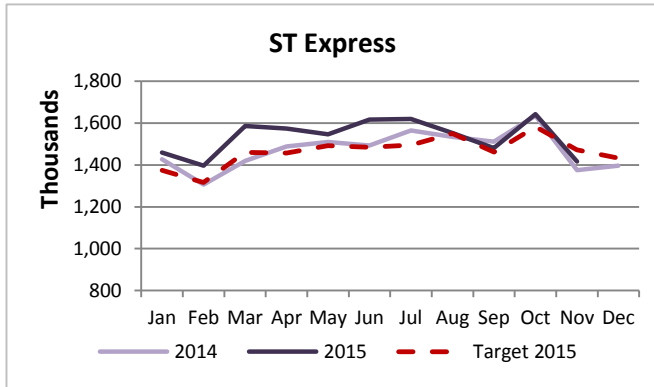
Paratransit services, provided by King County Metro, decreased by 21% compared to November 2014, likely driven by changes to eligibility requirements and recertification.

Mode	Average Daily Boardings								
	Weekday			Saturday			Sunday		
	Nov-14	Nov-15	% Δ	Nov-14	Nov-15	% Δ	Nov-14	Nov-15	% Δ
ST Express	61,918	62,099	0.3%	21,210	20,490	-3.4%	15,557	15,558	0.0%
Sounder	14,248	15,868	11.4%	-	770	N/A	6,876	6,153	-10.5%
Tacoma Link	3,238	3,234	-0.1%	1,739	1,590	-8.6%	635	671	5.7%
Link	31,304	35,420	13.1%	22,056	22,522	2.1%	21,764	23,852	9.6%
Paratransit	147	113	-23.1%	147	113	-23.1%	147	113	-23.1%
System Total	110,855	116,734	5.3%						

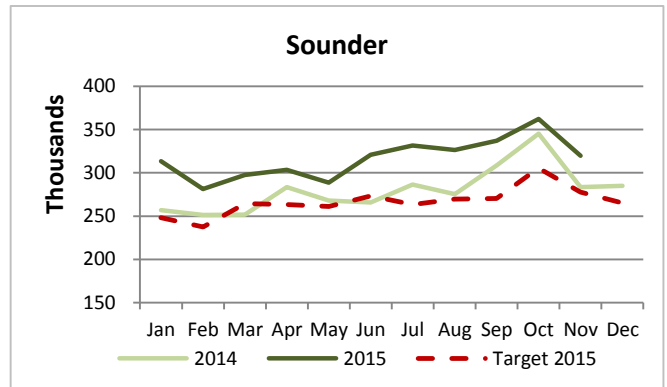
Paratransit daily boardings are assumed equal between weekdays, Saturdays, and Sundays.

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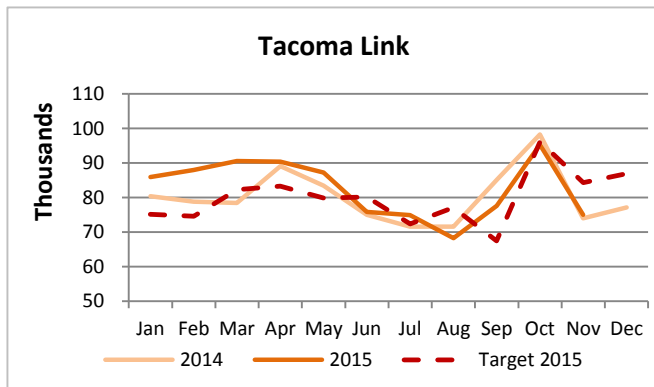
Monthly Ridership Trends by Mode



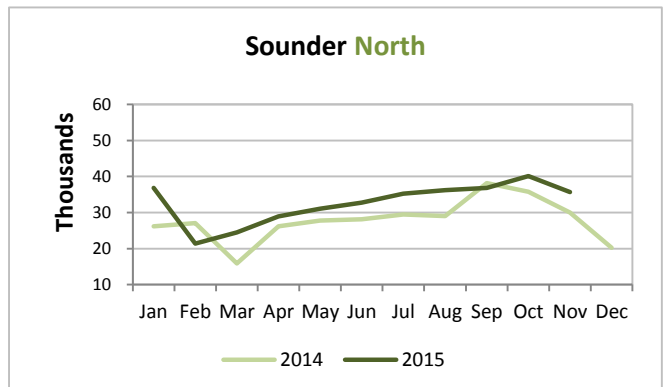
ST Express ridership increased 3% compared to November 2014, while average daily boardings remained static. Overall, ST Express boardings are up 3.9% for YTD.



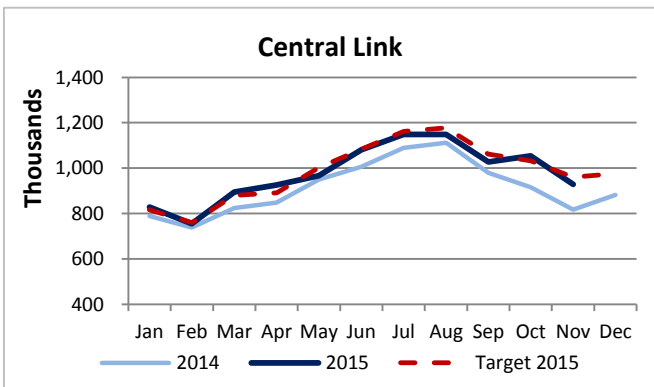
Sounder system-wide ridership increased by 12.9% compared to November 2014, with an 11.4% increase in average weekday boardings. Overall Sounder boardings are up 13.2% for YTD.



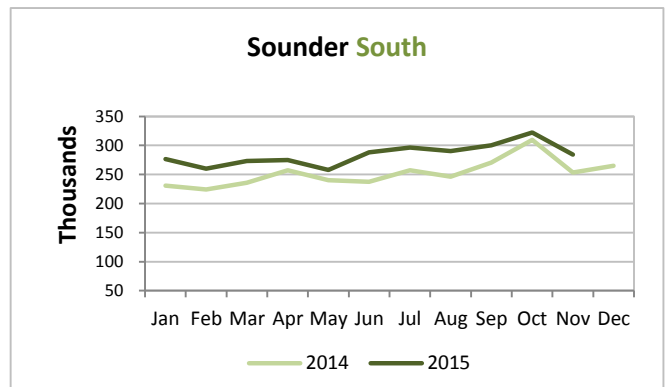
Tacoma Link ridership increased by 1.4% compared to November 2014, but saw a slight decrease in average weekday boardings. Overall, Tacoma Link boardings are up 2.2% this year.



Sounder North total ridership was up 17% compared to November 2014, while YTD North Line ridership is up 14.2% compared to last year.



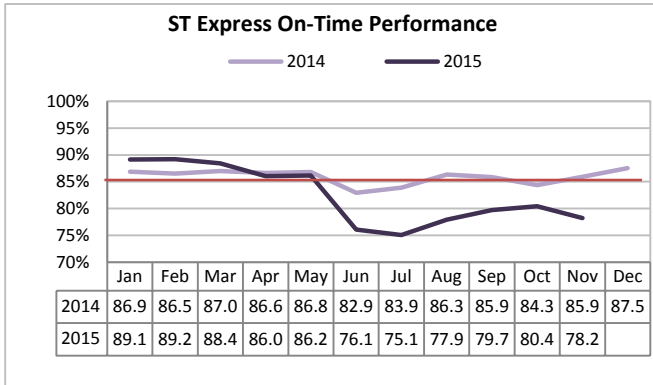
Link ridership was up 13.6% compared to November 2014, with a 13.1% increase in average weekday boardings. Total Link boardings are up 6.8% compared to last year.



Sounder South ridership grew by 11% compared to November 2014, while YTD South Line ridership is up 13.1% compared to last year.

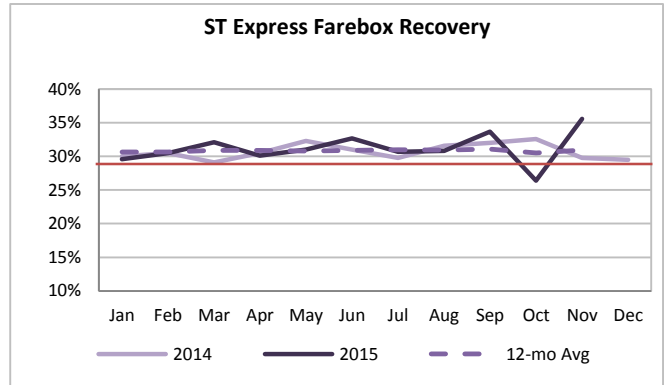
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ST Express



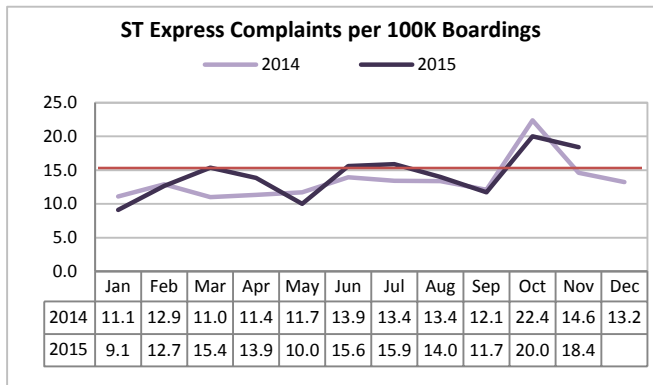
Target: 85% November 2015: 78.2% YTD 2015: 82.4%

ST Express began using real-time GPS readings in June, rather than random sampling. OTP has improved in recent months, but holiday traffic and storms impacted November performance.



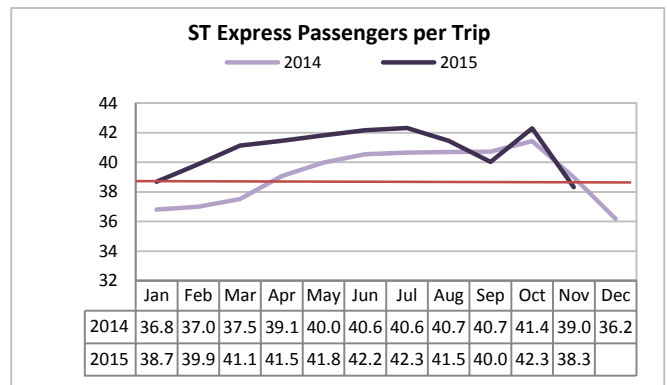
Target: 28.5% November 2015: 35.6% YTD 2015: 32.2%

Because timing of monthly transactions can cause broad impacts to monthly performance, a rolling 12-month average (see broken line) is often a better indicator of long-term results.



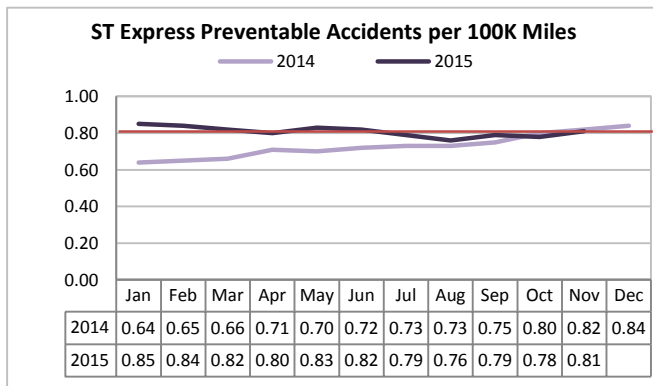
Target: <15 November 2015: 18.4 YTD 2015: 14.2

Complaints improved compared to the prior month, but ran higher than November 2014. ST Express is on target for YTD 2015, but overcrowding and OTP continue to impact monthly performance.



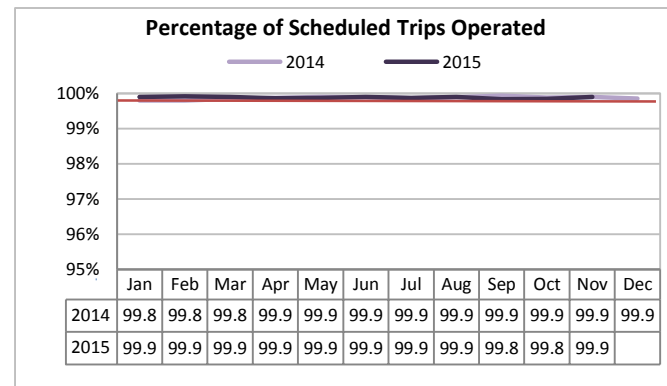
Target: 38.1 November 2015: 38.3 YTD 2015: 40.9

ST Express saw a slight decrease in passengers per trip compared to November 2014, but has carried about 2 more passengers per trip for YTD 2015.



Target: 0.80 November 2015: 0.81 YTD 2015: 0.81

ST Express preventable accidents improved slightly compared to last year, and continued to fluctuate near the target as staff and partners work to reverse the upswing that began in early 2014.



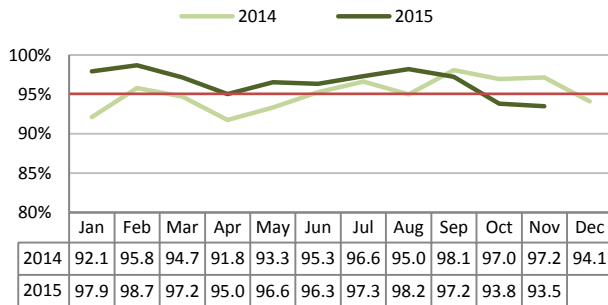
Target: 99.8% November 2015: 99.9% YTD 2015: 99.9%

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

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Sounder Commuter Rail

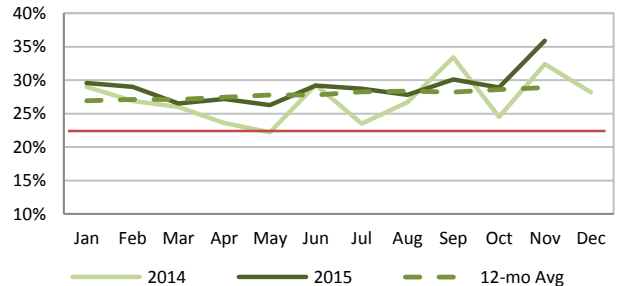
Sounder On-Time Performance



Target: 95.0% November 2015: 93.5% YTD 2015: 96.8%

Sounder experienced an unusual number of delays in November for the second straight month, due to Force Majeure, freight interference, Tukwila construction, and mechanical issues.

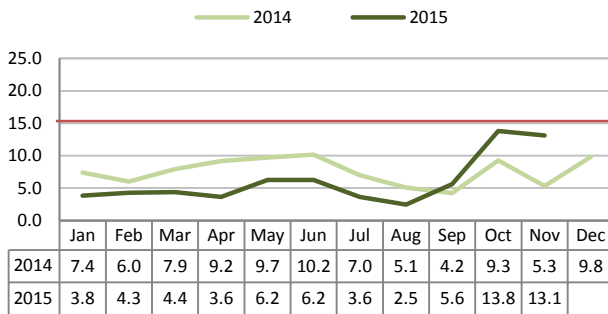
Sounder Farebox Recovery



Target: 23.1% November 2015: 35.9% YTD 2015: 29.0%

Sounder continued to experience strong farebox recovery in November, driven primarily by healthy ridership gains in both the North and South corridors.

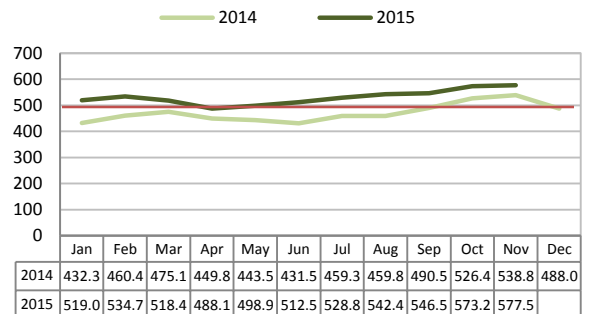
Sounder Complaints per 100K Boardings



Target: <15 November 2015: 13.1 YTD 2015: 6.2

Complaints were higher than normal in October & November due to OTP and related schedule issues. Sounder remained within the targeted range for the current month and YTD.

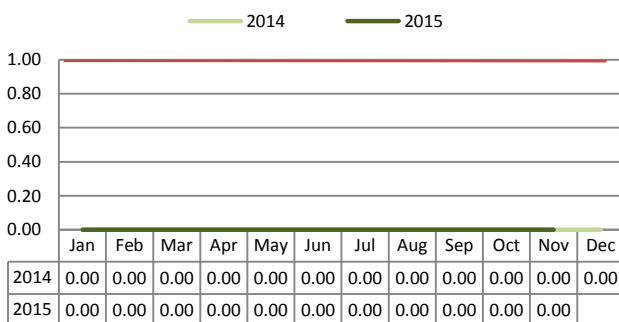
Sounder Passengers per Trip



Target: 422 November 2015: 577.5 YTD 2015: 530.9

The number of passengers per trip increased 7% compared to November 2014, and surpassed the annual target by 37%. Sounder has seen unprecedented growth throughout 2015.

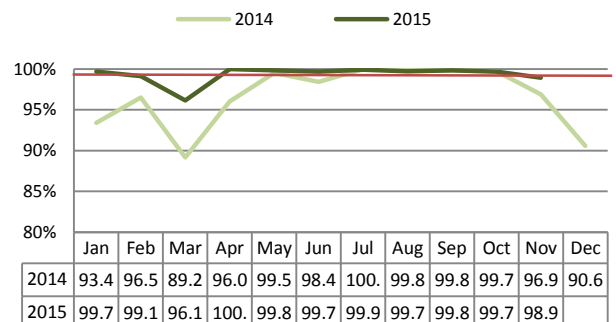
Sounder Preventable Accidents per 100K Miles



Target: 1.00 November 2015: 0.00 YTD 2015: 0.00

Sounder has not experienced a preventable accident since service began.

Percentage of Scheduled Trips Operated

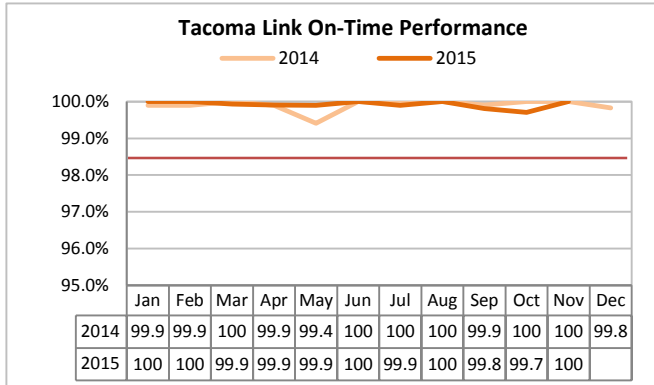


Target: 99.5% November 2015: 98.9% YTD 2015: 99.3%

Thanks to fewer landslides, Sounder operated 2% more scheduled trips compared to November 2014. Performance, however, was slightly outside the target for both November and YTD 2015.

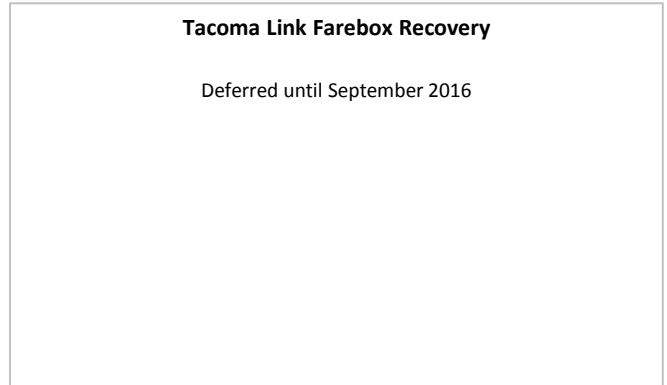
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Tacoma Link

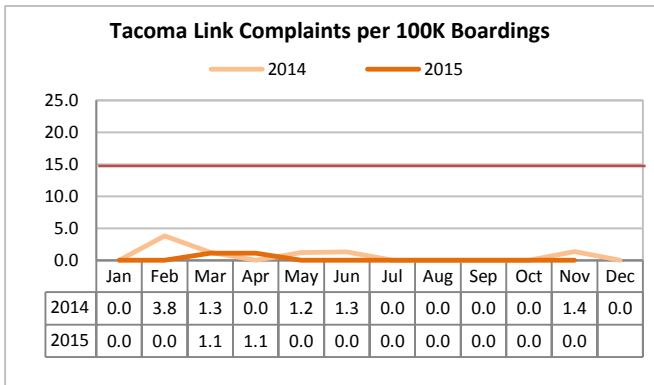


Target: 98.5% November 2015: 100% YTD 2015: 99.9%

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

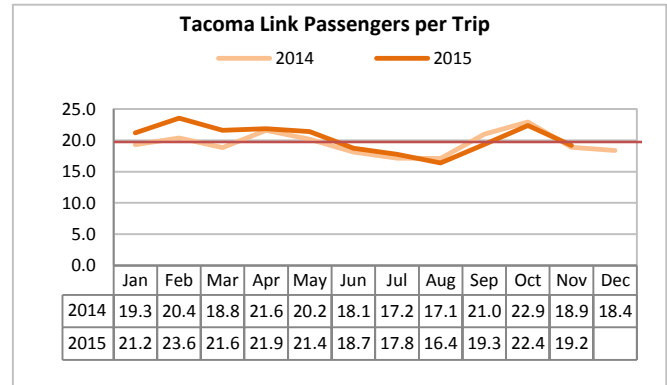


Per Board action in Q2 2014, Tacoma Link fares will not be implemented until September 2016.



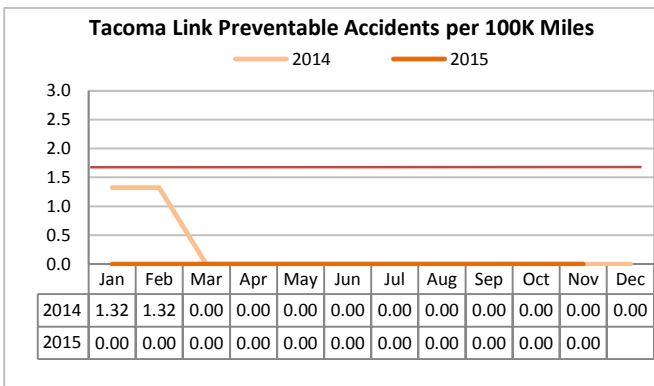
Target: <15 November 2015: 0.0 YTD 2015: 0.2

Tacoma Link has not received any complaints for seven straight months, and has experienced only two complaints for YTD 2015.



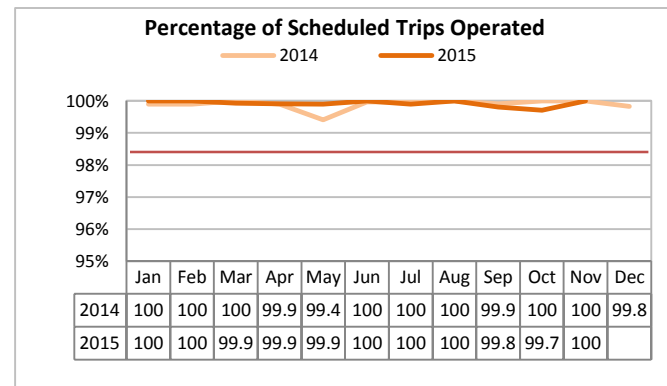
Target: 20.4 November 2015: 19.2 YTD 2015: 20.3

Tacoma Link passengers per trip dipped below target by a small margin in November and for YTD. Historically, boardings and passengers per trip decrease in November each year.



Target: 1.66 November 2015: 0.00 YTD 2015: 0.00

Tacoma Link has not experienced any preventable accidents in the past 18 months.

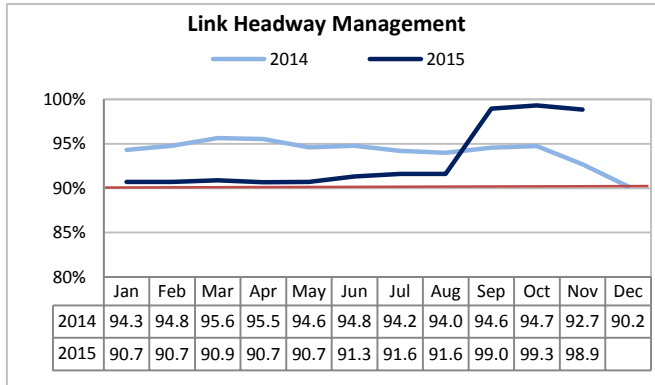


Target: 98.5% November 2015: 100% YTD 2015: 99.9%

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

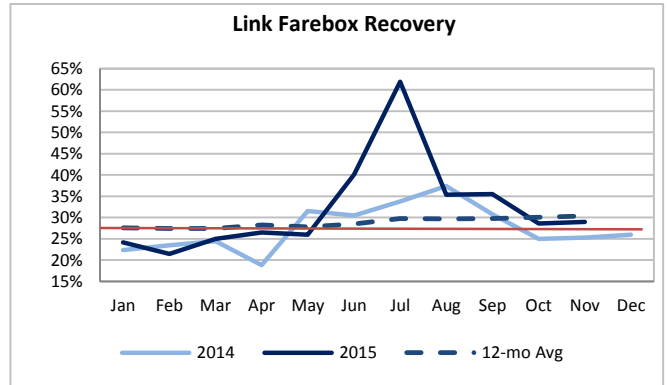
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Link



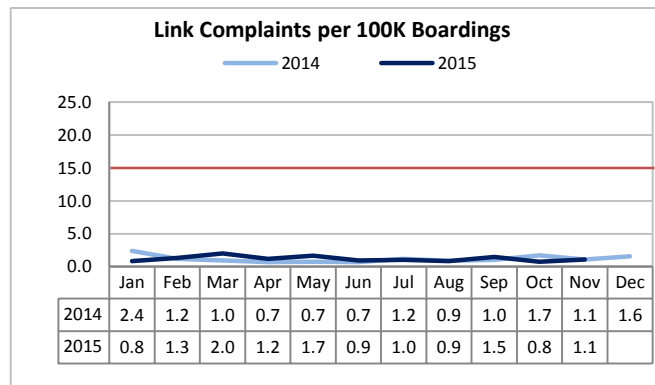
Target: 90% **November 2015: 98.9%** **YTD 2015: 93.2%**

Effective September 2015 Link Headway Performance is being generated from the Arinc SCADA system, which generates a greater volume of data and nets a higher result.



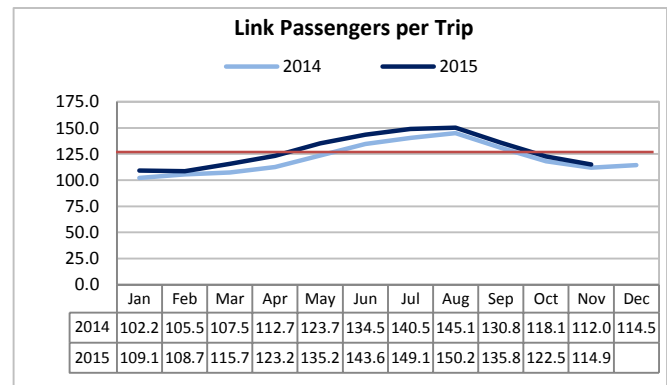
Target: 26.4% **November 2015: 29.0%** **YTD 2015: 30.8%**

Link continued to perform above the annual target for farebox recovery, and surpassed November 2014 results by about 15%.



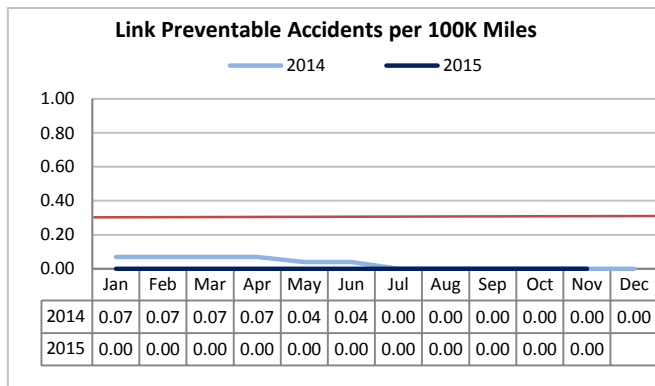
Target: <15 **November 2015: 1.1** **YTD 2015: 1.2**

Link experienced 1.1 complaints per 100K boardings in November and 1.2 for YTD 2015. Link consistently performs well within the targeted range.



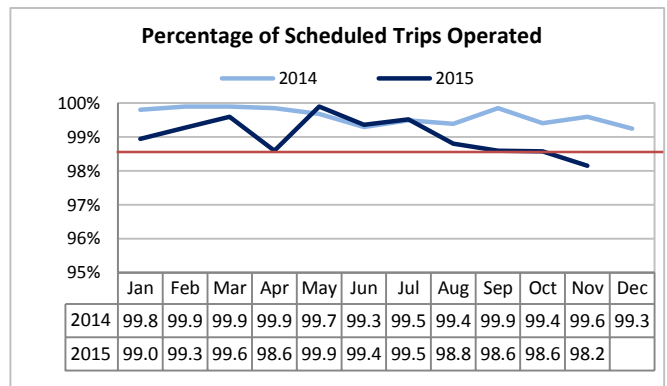
Target: 126 **November 2015: 114.9** **YTD 2015: 128**

Due to Link's seasonal ridership trend, passengers per trip falls below the annual target for a portion of each year. Link is still above the annual target for YTD 2015, however.



Target: 0.30 **November 2015: 0.00** **YTD 2015: 0.00**

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

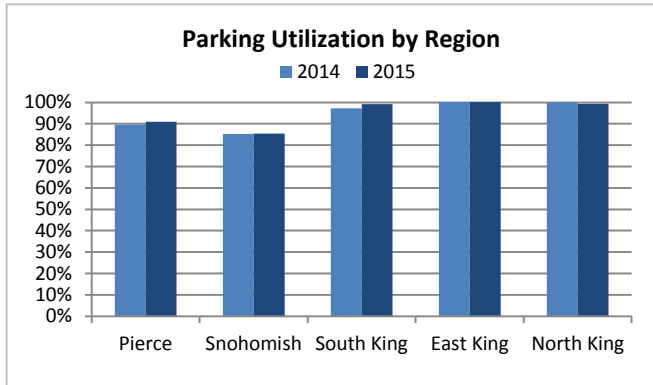


Target: 98.5% **November 2015: 98.2%** **YTD 2015: 99.0%**

Link's scheduled trips operated dropped below target in November, largely due to a significant event along MLK involving a pedestrian. Link remains above target for YTD 2015.

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General Transit

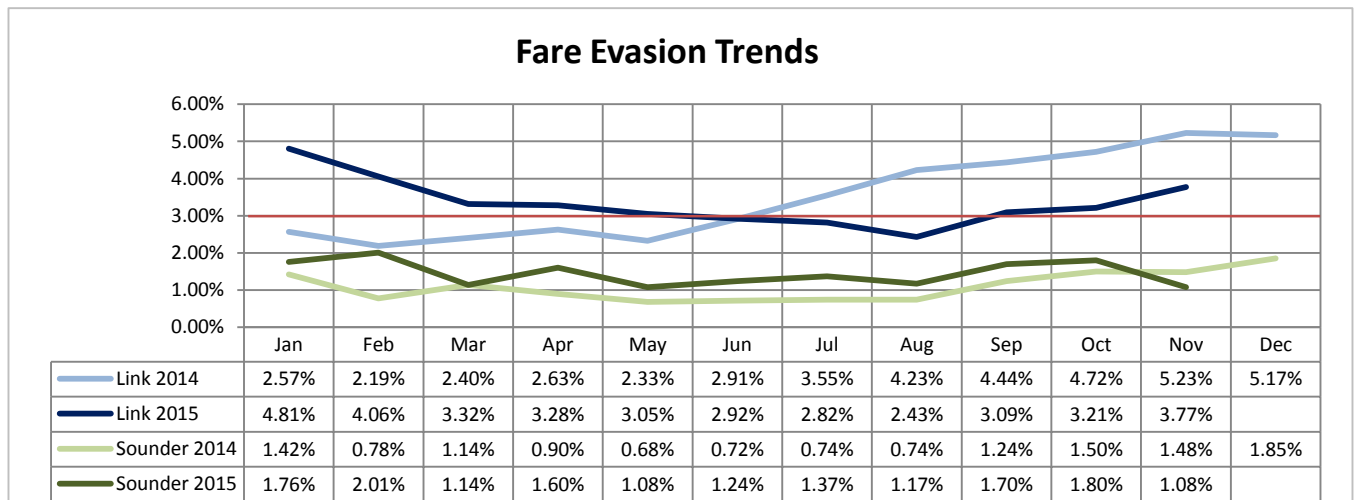


System-wide Permanent & Leased Parking November 2015			
Region	Available	Utilized	% Utilized
Snohomish	3,613	3,089	85%
North King	156	155	99%
East King	1,488	1,491	100%
South King	3,927	3,897	99%
Pierce	4,921	4,479	91%
System Total	14,105	13,111	93%

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 for East King County.

Utilization continues to be at or near capacity at many of our parking facilities. Overall utilization increased by 1% compared to November 2014, reflecting 93% system-wide utilization.

Compared to November 2014, South King and Pierce counties experienced utilization increases of 1-2%, while North King decreased by 1%. Snohomish and East King regions remained static compared to November 2014.



Fare Evasion on Link improved significantly compared the November 2014, and was slightly outside the 3% annual target for November and YTD 2015, at 3.34%.

Sounder fare evasion decreased to 1.08% in November, and 1.45% for YTD 2015. Sounder remains well within the annual target despite record ridership increases throughout 2015.

Overall, combined fare evasion was 2.93% for YTD 2015, and fare inspections trended at 8.73% of all rail passengers.

Sound Transit Operations 2015 Monthly Modal Performance Data Sheet

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 ²	Relationship	Passengers per Trip	Complaints Received	Comments 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	Relationship	Passengers per Trip	Complaints Received	Comments 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	Relationship	Passengers per Trip	Complaints Received	Comments per 100,000 Boardings	Preventable Accidents ⁴	Miles (Rolling 12 Months) ⁵				
Targets	455,000	99.5%	>90.0%	80%	>85.0%	17,580,000	38.1	<15.0	9	<8.0	26.5%	Targets	49,100	98.5%	>90.0%	86.7%	>88.5%	N/A	960,000	20.4	<15.0	0	<1.66	N/A	Targets	49,100	98.5%	>90.0%	86.0%	90.0%	90.0%	11,800,000	126	<15.0	0	<30	26.4%		
Jan	37,736	99.8%	92.5%	95.5%	89.1%	1,459,634	38.7	133	9.1	0.85	29.6%	Jan	4,052	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	109.1	7	0.8	0	0.00	24.2%	
Feb	35,045	99.6%	96.0%	95.6%	89.2%	1,397,091	39.9	177	12.7	0.84	30.5%	Feb	3,732	100%	100%	100%	100%	N/A	88,002	23.6	0	0	0.00	N/A	Feb	6,946	99.3%	98.8%	87.2%	88.1%	90.7%	754,877	108.7	10	1.3	0	0.00	21.5%	
Mar	38,564	99.6%	97.0%	95.6%	88.4%	1,596,372	41.1	244	15.4	0.82	32.1%	Mar	4,191	99.9%	100%	100%	100%	N/A	90,576	21.6	1	1.1	0	0.00	N/A	Mar	7,728	99.6%	98.7%	90.1%	83.8%	90.9%	894,046	115.7	18	2.0	0	0.00	25.0%
Apr	37,959	99.6%	96.0%	95.7%	86.0%	1,573,545	41.5	218	13.9	0.80	30.1%	Apr	4,128	99.9%	100%	100%	100%	N/A	90,366	21.9	1	1.1	0	0.00	N/A	Apr	7,518	99.6%	99.3%	91.2%	83.9%	90.7%	926,269	123.2	11	1.2	0	0.00	26.5%
May	36,988	99.6%	98.0%	95.6%	86.2%	1,546,845	41.8	155	10.0	0.83	31.0%	May	4,073	99.9%	100%	100%	100%	N/A	87,266	21.4	0	0.0	0	0.00	N/A	May	7,524	99.4%	99.0%	93.6%	91.3%	91.3%	1,080,263	143.6	10	0.9	0	0.00	40.1%
Jun	36,365	99.6%	99.0%	95.7%	76.1%	1,617,405	42.2	252	15.6	0.82	32.7%	Jun	4,052	100%	100%	100%	100%	N/A	75,865	18.7	0	0.0	0	0.00	N/A	Jun	7,699	99.5%	99.0%	94.6%	91.6%	91.6%	1,147,987	149.1	12	1.0	0	0.00	61.9%
Jul	38,286	99.6%	97.0%	95.6%	75.1%	1,620,572	42.3	257	15.9	0.79	30.7%	Jul	4,214	99.9%	100%	100%	100%	N/A	74,941	17.8	0	0.0	0	0.00	N/A	Jul	7,643	98.8%	98.0%	94.4%	91.6%	91.6%	1,147,933	150.2	10	0.9	0	0.00	35.4%
Aug	37,471	99.6%	94.5%	95.8%	77.9%	1,553,492	41.5	217	14.0	0.76	30.8%	Aug	4,164	100%	100%	100%	100%	N/A	68,306	16.4	0	0.0	0	0.00	N/A	Aug	7,565	98.6%	97.0%	89.4%	94.3%	99.0%	1,027,559	135.8	15	1.5	0	0.00	35.5%
Sep	36,983	99.8%	98.0%	95.7%	79.7%	1,480,382	40.0	173	11.7	0.79	33.7%	Sep	4,012	99.8%	100%	100%	100%	N/A	77,583	19.3	0	0.0	0	0.00	N/A	Sep	8,604	98.6%	97.0%	80.6%	98.5%	99.3%	1,054,375	122.5	8	0.8	0	0.00	28.6%
Oct	36,848	99.8%	97.0%	94.7%	80.4%	1,642,873	42.3	329	20.0	0.78	26.4%	Oct	4,261	99.7%	100%	100%	100%	N/A	95,352	22.4	0	0.0	0	0.00	N/A	Oct	8,081	98.2%	97.0%	78.2%	92.1%	98.9%	928,697	114.9	10	1.1	0	0.00	29.0%
Nov	36,982	99.9%	96.0%	96.0%	78.2%	1,417,282	38.3	261	18.4	0.81	35.6%	Nov	3,908	100%	100%	100%	100%	N/A	75,072	19.2	0	0.0	0	0.00	N/A	Nov	8,081	98.2%	97.0%	78.2%	92.1%	98.9%	928,697	114.9	10	1.1	0	0.00	29.0%
Dec	413,227	99.9%	96.5%	95.6%	82.4%	16,895,593	40.9	2,416	14.3	0.81	31.2%	Dec	44,787	99.9%	100%	99.6%	99.6%	N/A	909,297	20.3	2	0.2	0	0.00	N/A	Dec	84,049	99.0%	98.3%	89.5%	90.6%	93.2%	10,756,841	128.0	127	1.2	0	0.00	32.2%
YTD	413,227	99.9%	96.5%	95.6%	82.4%	16,895,593	40.9	2,416	14.3	0.81	31.2%	YTD	44,787	99.9%	100%	99.6%	99.6%	N/A	909,297	20.3	2	0.2	0	0.00	N/A	YTD	84,049	99.0%	98.3%	89.5%	90.6%	93.2%	10,756,841	128.0	127	1.2	0	0.00	32.2%
Sounder												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 ²	Relationship	Passengers per Trip	Complaints Received	Comments 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	Relationship	Passengers per Trip	Complaints Received	Comments 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	Relationship	Passengers per Trip	Complaints Received	Comments per 100,000 Boardings	Preventable Accidents ⁴	Miles (Rolling 12 Months) ⁵				
Targets	7,340	99.5%	>90.0%	82.0%	>95.0%	3,200,000	422.0	<15.0	0	<1.00	23.1%	Targets	90,500	98.5%	>90.0%	86.0%	90.0%	90.0%	11,800,000	126	<15.0	0	<30	26.4%	Targets	90,500	98.5%	>90.0%	86.0%	90.0%	90.0%	11,800,000	126	<15.0	0	<30	26.4%		
Jan	604	99.7%	100%	86.1%	97.9%	313,463	519.0	12	3.8	0.00	29.6%	Jan	7,589	99.0%	99.7%	92.5%	91.4%	90.7%	828,017	109.1	7	0.8	0	0.00	24.2%	Jan	7,589	99.0%	99.7%	92.5%	91.4%	90.7%	828,017	109.1	7	0.8	0	0.00	24.2%
Feb	526	99.1%	100%	86.1%	98.7%	281,264	534.7	12	4.3	0.00	29.0%	Feb	6,946	99.3%	98.8%	87.2%	88.1%	90.7%	754,877	108.7	10	1.3	0	0.00	21.5%	Feb	6,946	99.3%	98.8%	87.2%	88.1%	90.7%	754,877	108.7	10	1.3	0	0.00	21.5%
Mar	574	96.1%	100%	86.2%	97.2%	297,535	518.4	13	4.4	0.00	26.5%	Mar	7,728	99.6%	98.7%	90.1%	83.8%	90.9%	894,046	115.7	18	2.0	0	0.00	25.0%	Mar	7,728	99.6%	98.7%	90.1%	83.8%	90.9%	894,046	115.7	18	2.0	0	0.00	25.0%
Apr	622	100%	100%	86.5%	95.0%	303,590	488.1	11	3.6	0.00	27.2%	Apr	7,518	99.6%	99.3%	91.2%	83.9%	90.7%	926,269	123.2	11	1.2	0	0.00	26.5%	Apr	7,518	99.6%	99.3%	91.2%	83.9%	90.7%	926,269	123.2	11	1.2	0	0.00	26.5%
May	579	99.8%	100%	86.4%	96.6%	288,885	498.9	18	6.2	0.00	26.3%	May	7,152	99.9%	97.0%	93.3%	90.7%	90.7%	966,818	135.2	16	1.7	0	0.00	26.0%	May	7,152	99.9%	97.0%	93.3%	90.7%	90.7%	966,818	135.2	16	1.7	0	0.00	26.0%
Jun	626	99.7%	100%	86.5%	96.3%	320,824	512.5	20	6.2	0.00	29.2%	Jun	7,524	99.4%	99.0%	93.6%	91.3%	91.3%	1,080,263	143.6	10	0.9	0	0.00	40.1%	Jun	7,524	99.4%	99.0%	93.6%	91.3%	91.3%	1,080,263	143.6	10	0.9	0	0.00	40.1%
Jul	627	99.9%	100%	86.2%	97.3%	331,562	528.8	12	3.6	0.00	28.7%	Jul	7,699	99.5%	99.0%	94.6%	91.6%	91.6%	1,147,987	149.1	12	1.0	0	0.00	61.9%	Jul	7,699	99.5%	99.0%	94.6%	91.6%	91.6%	1,147,987	149.1	12	1.0	0	0.00	61.9%
Aug	602	99.7%	100%	86.1%	98.2%	326,525	542.4	8	2.5	0.00	27.8%	Aug	7,643	98.8%	98.0%	94.4%	91.6%	91.6%	1,147,933	150.2	10	0.9	0	0.00	35.4%	Aug	7,643	98.8%	98.0%	94.4%	91.6%	91.6%	1,147,933	150.2	10	0.9	0	0.00	35.4%
Sep	617	98.8%	100%	86.4%	97.2%	337,171	546.5	19	5.6	0.00	30.1%	Sep	7,565	98.6%	97.0%	89.4%	94.3%	99.0%	1,027,559	135.8	15	1.5	0	0.00	35.5%	Sep	7,565	98.6%	97.0%	89.4%	94.3%	99.0%	1,027,559	135.8	15	1.5	0	0.00	35.5%
Oct	632	99.7%	100%	86.4%	93.8%	362,231	573.2	50	13.8	0.00	28.9%	Oct	8,604	98.6%	97.0%	80.6%	98.5%	99.3%	1,054,375	122.5	8	0.8	0	0.00	28.6%	Oct	8,604	98.6%	97.0%	80.6%	98.5%	99.3%	1,054,375	122.5	8	0.8	0	0.00	28.6%
Nov	554	98.9%	100%	86.5%	93.5%	319,954	577.5	42	13.1	0.00	35.9%	Nov	8,081	98.2%	97.0%	78.2%	92.1%	98.9%	928,697	114.9	10	1.1	0	0.00	29.0%	Nov	8,081	98.2%	97.0%	78.2%	92.1%	98.9%	928,697	114.9	10	1.1	0	0.00	29.0%
Dec	6563	99.3%	100%	86.3%	96.5%	3,483,004	530.7	217	6.2	0.00	29.0%	Dec	84,049	99.0%	98.3%	89.5%	90.6%	93.2%	10,756,841	128.0	127	1.2	0	0.00	32.2%	Dec	84,049	99.0%	98.3%	89.5%	90.6%	93.2%	10,756,841	128.0	127	1.2	0	0.00	32.2%
YTD	6,563	99.3%	100%	86.3%	96.5%	3,483,004	530.7	217	6.2	0.00	29.0%	YTD	84,049	99.0%	98.3%	89.5%	90.6%	93.2%	10,756,841	128.0	127	1.2	0	0.00	32.2%	YTD	84,049	99.0%	98.3%	89.5%	90.6%	93.2%	10,756,841	128.0	127	1.2	0	0.00	32.2%

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%.