

Year to Date Data (January through March 2012)



First Quarter 2012
Service Delivery
Quarterly Performance Report

ST Express Bus	Q1 2010	Q1 2011	YTD 2012	Q1 Budget	Notes	
Revenue Vehicle Hours Operated ¹	134,014	139,659	135,092	141,250	All standards were met with the exception of Customer Complaints per 100,000 boardings. We are seeing increasing complaints due to overcrowded conditions and skipped stops due to buses which cannot carry additional passengers.	
Revenue Vehicle Miles Operated	2,778,468	2,897,508	2,849,092	2,900,000		
Trips Operated	107,650	114,732	110,609	111,250		
Platform Hours Operated	170,099	174,656	169,034	175,374		
Boardings	2,988,744	3,183,722	3,615,741	3,319,172		
Boardings per Revenue Hour	22.30	22.80	26.77	24.42		
Boardings per Trip	27.76	27.75	32.69	31.10		
Cost per Boarding ²	\$5.95	\$6.97	\$7.19	\$7.41		
Percentage of Scheduled Trips Operated	99.9%	99.9%	99.9%	≥ 99.80%		
On Time Performance ³	83.1%	90.2%	89.9%	≥ 85.00%		
Customer Complaints per 100K Boardings	17.4	11.6	15.2	< 15		
Prev. Accidents per 100K Platform Miles ⁴	0.6	0.5	0.3	≤ 0.80		
Sounder Commuter Rail	Q1 2010	Q1 2011	YTD 2012	Q1 Budget		Notes
Revenue Vehicle Hours Operated ¹	9,251	9,446	9,294	9,599	Sounder commuter rail did not meet its standard for percentage of scheduled trips operated. There were two days interrupted by mudslides along the Seattle-Everett line, causing regulatory stoppages in service.	
Revenue Vehicle Miles Operated	362,406	367,319	355,544	351,593		
Trips Operated	1,622	1,618	1,587	1,696		
Boardings	581,072	574,295	636,412	597,804		
Boardings per Revenue Vehicle Hour	62.81	60.80	68.48	65.11		
Boardings per Trip	358.24	354.94	401.02	368.51		
Cost per Boarding ²	\$17.24	\$14.05	\$12.45	\$14.51		
Percentage of Scheduled Trips Operated	98.4%	95.4%	97.5%	≥ 99.50%		
On Time Performance ³	97.8%	95.9%	98.6%	≥ 95.00%		
Customer Complaints per 100K Boardings	11.5	12.4	8.6	< 15		
Prev. Accidents per 100K Platform Miles ⁴	0.00	0.00	0.00	≤ 1.00		
Central Link Light Rail	Q1 2010	Q1 2011	YTD 2012	Q1 Budget		Notes
Revenue Vehicle Hours Operated ¹	35,213	29,325	31,782	34,572		Central Link fell short on several quarterly standards, as those are based on average productivity for a full year. Central Link has demonstrated seasonal variations in ridership that will cause performance to vary during the year. All measures improved in Q1 2012 compared to prior years.
Revenue Vehicle Miles Operated	663,423	550,675	597,159	706,191		
Trips Operated	22,458	22,352	22,573	23,261		
Boardings	1,389,287	1,653,134	1,822,619	1,746,252		
Boardings per Revenue Vehicle Hour	39.45	56.37	57.35	65.88		
Boardings per Trip	61.86	73.96	80.74	90.78		
Cost per Boarding ²	\$9.30	\$7.45	\$6.98	\$6.21		
Percentage of Scheduled Trips Operated	99.9%	99.5%	99.7%	≥ 98.50%		
On Time Performance ³	99.5%	93.6%	93.0%	≥ 90.00%		
Customer Complaints per 100K Boardings	10.4	3.9	2.9	< 15		
Prev. Accidents per 100K Platform Miles ⁴	0.00	0.06	0.00	≤ 0.30		
Tacoma Link Light Rail	Q1 2010	Q1 2011	YTD 2012	Q1 Budget	Notes	
Revenue Vehicle Hours Operated ¹	2,399	2,405	2,446	2,404	All standards were met during the first quarter.	
Service Miles Operated	22,248	22,304	18,899	18,975		
Trips Operated	14,396	14,432	12,005	11,964		
Boardings	214,400	235,101	259,521	222,847		
Boardings per Service Vehicle Hour	89.36	97.74	106.11	93.59		
Boardings per Trip	14.9	16.3	21.6	18.81		
Cost per Boarding ²	\$4.08	\$3.33	\$3.36	\$4.57		
Percentage of Scheduled Trips Operated	100%	100%	99.3%	≥ 98.50%		
On Time Performance ³	98.5%	100%	100%	≥ 98.50%		
Customer Complaints per 100K Boardings	1.4	1.3	1.1	< 15		
Prev. Accidents per 100K Platform Miles ⁴	0.00	0.00	0.00	≤ 1.66		

Q1 Systemwide Boardings

Boardings by Service Type	First Quarter			Approved 2012 Annual SIP Projections
	2011	2012	%Δ	
ST Express Bus	3,183,722	3,615,742	14%	13.8 mil
Sounder Commuter Rail	574,295	636,413	11%	2.6 mil
Tacoma Link	235,101	259,521	10%	0.9 mil
Central Link	1,653,134	1,822,619	10%	8.4 mil
Paratransit	21,755	16,140	-26%	0.1 mil
Total Boardings	5,668,007	6,350,434	12%	25.8 mil
Average Weekday Boardings	77,069	86,291	12%	86,605

All Sound Transit modes except Paratransit showed significant increases in ridership for the First Quarter of 2012. Both total boardings and average weekday boardings were up 12 percent compared with First Quarter 2011. Apart from two days of mudslide-related train cancellations on the Sounder North Line, there were no major service disruptions during the quarter.

ST Express had the largest ridership increase, up 14 percent for the quarter. Average weekday boardings reached a new quarterly high of 50,154. Boardings increased on all bus routes except routes where service reductions were implemented last year.

Sounder commuter rail ridership continued to rebound, with an 11 percent increase in total boardings. Average weekday boardings were up 15 percent, and both the North and South Lines showed major increases.

Tacoma Link ridership increased by 10 percent. Average weekday boardings stood at 3,431, an 8 percent increase over 2011. If current trends continue, calendar year 2012 boardings may exceed 1 million for the first time.

Central Link light rail boardings increased by 10 percent, with an 8 percent increase in average weekday boardings. Weekend ridership continued to post a strong upward surge.

Paratransit showed a major decline during the quarter, dropping from 242 to 177 average weekday boardings (-26%).

Specific mode and individual route trends are discussed on page 2.

¹Lagging 2012 budget or standard.

²Revenue hours: The total amount of time during which service is available to carry passengers. Tacoma Link reports as service hours since it does not collect fares.

³Cost per boarding is calculated as the total actual operating costs (including Agency overhead) before depreciation divided by the total number of riders.

⁴On-time performance standards are described in the budget.

⁵Preventable accident: An accident in which the operating employee failed to do everything reasonable to prevent the accident.

