Year to Date Data (January to June 2013)

ST Express Bus	YTD 2011	YTD 2012	YTD 2013	2013 Budget	Notes
Revenue Vehicle Hours Operated ¹	281,529	272,581	272,797	282,000	
Revenue Vehicle Miles Operated	5,843,112	5,719,904	5,773,500	5,790,000	
Trips Operated	230,897	223,985	227,953	222,000	
Platform Hours Operated	351,837	340,991	349,982	349,000	
Boardings	6,712,651	7,539,021	8,129,052	7,456,577	
Boardings per Revenue Hour	23.84	27.66	29.80	26.44	ST Express met all targets
Boardings per Trip	29.07	33.66	35.66	33.59	through YTD 2013.
Cost per Boarding ²	\$ 7.35	\$ 6.59	\$ 6.50	\$ 7.17	
Percentage of Scheduled Trips Operated	99.7%	99.2%	99.8%	≥ 99.8%	
On Time Performance ³	89.9%	89.9%	89.2%	≥ 85.0%	
Customer Complaints per 100K Boardings	12.8	13.8	13.3	≤ 15.0	
Prev. Accidents per 100K Platform Miles ⁴	0.73	0.66	0.62	≤ 0.80	
Sounder Commuter Rail	YTD 2011	YTD 2012	YTD 2013	2013 Budget	Notes
Revenue Vehicle Hours Operated ¹	19,159	18,919	23,098	23,250	
Revenue Vehicle Miles Operated	745,138	730,554	806,478	845,388	Sounder did not met the tar-
Trips Operated	3,321	3,267	3,223	3,455	get for Percentage of Sched- uled Trips Operated. Although
Boardings	1,200,413	1,353,877	1,470,923	1,274,045	performance improved during
Boardings per Revenue Vehicle Hour	62.66	71.56	63.68	54.80	the second quarter, the lost
Boardings per Trip	361.46	414.41	456.38	368.75	trips from Q1 (due primarily to
Cost per Boarding ²	\$ 13.77	\$ 11.44	\$ 12.44	\$ 14.87	mudslides on the North line)
Percentage of Scheduled Trips Operated	98.0%	98.3%	96.7%	≥ 99.5%	will mean that Sounder will fall
On Time Performance ³	97.0%	95.2%	98.3%	≥ 95.0%	short of this target for the
Customer Complaints per 100K Boardings	11.6	7.7	7.0	≤ 15.0	year. All other targets were
Prev. Accidents per 100K Platform Miles ⁴	0.00	0.00	0.00	≤ 0.80	met or exceeded.
Central Link Light Rail	YTD 2011	YTD 2012	YTD 2013	2013 Budget	Notes
Revenue Vehicle Hours Operated ¹	62,401	65,597	69,741	66,000	Central Link did not meet the
Revenue Vehicle Hours Operated [*] Revenue Vehicle Miles Operated	62,401 1,172,382	65,597 1,230,398	69,741 1,304,738	66,000 1,227,500	Central Link did not meet the target for Boardings per Reve-
•	-	-	-	-	
Revenue Vehicle Miles Operated	1,172,382	1,230,398	1,304,738	1,227,500	target for Boardings per Reve- nue Vehicle Hour through YTD 2013. The target assumed
Revenue Vehicle Miles Operated Trips Operated	1,172,382 44,960	1,230,398 45,214	1,304,738 44,209	1,227,500 46,264	target for Boardings per Reve- nue Vehicle Hour through YTD 2013. The target assumed some single-car trains during
Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip	1,172,382 44,960 3,635,522	1,230,398 45,214 4,016,399	1,304,738 44,209 4,453,386	1,227,500 46,264 4,281,227	target for Boardings per Reve- nue Vehicle Hour through YTD 2013. The target assumed some single-car trains during off-peak service. However, we
Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour	1,172,382 44,960 3,635,522 58.26	1,230,398 45,214 4,016,399 61.23	1,304,738 44,209 4,453,386 63.86	1,227,500 46,264 4,281,227 64.87	target for Boardings per Reve- nue Vehicle Hour through YTD 2013. The target assumed some single-car trains during off-peak service. However, we have continued two-car trains,
Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip	1,172,382 44,960 3,635,522 58.26 80.86	1,230,398 45,214 4,016,399 61.23 88.83	1,304,738 44,209 4,453,386 63.86 100.73	1,227,500 46,264 4,281,227 64.87 92.54	target for Boardings per Reve- nue Vehicle Hour through YTD 2013. The target assumed some single-car trains during off-peak service. However, we have continued two-car trains, yielding more revenue vehicle
Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding ²	1,172,382 44,960 3,635,522 58.26 80.86 \$ 6.88	1,230,398 45,214 4,016,399 61.23 88.83 \$ 6.38	1,304,738 44,209 4,453,386 63.86 100.73 \$ 5.83	1,227,500 46,264 4,281,227 64.87 92.54 \$ 6.08	target for Boardings per Reve- nue Vehicle Hour through YTD 2013. The target assumed some single-car trains during off-peak service. However, we have continued two-car trains, yielding more revenue vehicle hours operated and a lower
Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding ² Percentage of Scheduled Trips Operated On Time Performance ³	1,172,382 44,960 3,635,522 58.26 80.86 \$ 6.88 99.97%	1,230,398 45,214 4,016,399 61.23 88.83 \$ 6.38 99.9%	1,304,738 44,209 4,453,386 63.86 100.73 \$ 5.83 99.0%	1,227,500 46,264 4,281,227 64.87 92.54 \$ 6.08 ≥ 98.5%	target for Boardings per Reve- nue Vehicle Hour through YTD 2013. The target assumed some single-car trains during off-peak service. However, we have continued two-car trains, yielding more revenue vehicle
Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding ² Percentage of Scheduled Trips Operated	1,172,382 44,960 3,635,522 58.26 80.86 \$ 6.88 99.97% 83.8%	1,230,398 45,214 4,016,399 61.23 88.83 \$ 6.38 99.9% 92.0%	1,304,738 44,209 4,453,386 63.86 100.73 \$ 5.83 99.0% 92.4%	1,227,500 46,264 4,281,227 64.87 92.54 \$ 6.08 ≥ 98.5% ≥ 90.0%	target for Boardings per Reve- nue Vehicle Hour through YTD 2013. The target assumed some single-car trains during off-peak service. However, we have continued two-car trains, yielding more revenue vehicle hours operated and a lower result on boardings per reve-
Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding ² Percentage of Scheduled Trips Operated On Time Performance ³ Customer Complaints per 100K Boardings	1,172,382 44,960 3,635,522 58.26 80.86 \$ 6.88 99.97% 83.8% 4.5	1,230,398 45,214 4,016,399 61.23 88.83 \$ 6.38 99.9% 92.0% 2.9	1,304,738 44,209 4,453,386 63.86 100.73 \$ 5.83 99.0% 92.4% 0.8	1,227,500 46,264 4,281,227 64.87 92.54 \$ 6.08 ≥ 98.5% ≥ 90.0% ≤ 15.0	target for Boardings per Reve- nue Vehicle Hour through YTD 2013. The target assumed some single-car trains during off-peak service. However, we have continued two-car trains, yielding more revenue vehicle hours operated and a lower result on boardings per reve- nue vehicle hour. We expect to
Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding ² Percentage of Scheduled Trips Operated On Time Performance ³ Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴	1,172,382 44,960 3,635,522 58.26 80.86 \$ 6.88 99.97% 83.8% 4.5 0.03	1,230,398 45,214 4,016,399 61.23 88.83 \$ 6.38 99.9% 92.0% 2.9 0.00	1,304,738 44,209 4,453,386 63.86 100.73 \$ 5.83 99.0% 92.4% 0.8 0.04	$1,227,500$ $46,264$ $4,281,227$ 64.87 92.54 $\$ 6.08$ $\ge 98.5\%$ $\ge 90.0\%$ ≤ 15.0 ≤ 0.30	target for Boardings per Reve- nue Vehicle Hour through YTD 2013. The target assumed some single-car trains during off-peak service. However, we have continued two-car trains, yielding more revenue vehicle hours operated and a lower result on boardings per reve- nue vehicle hour. We expect to meet this metric by year end.
Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding ² Percentage of Scheduled Trips Operated On Time Performance ³ Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Tacoma Link Light Rail	1,172,382 44,960 3,635,522 58.26 80.86 \$ 6.88 99.97% 83.8% 4.5 0.03 YTD 2011	1,230,398 45,214 4,016,399 61.23 88.83 \$ 6.38 99.9% 92.0% 2.9 0.00 YTD 2012	1,304,738 44,209 4,453,386 63.86 100.73 \$ 5.83 99.0% 92.4% 0.8 0.8 0.04 YTD 2013	1,227,500 46,264 4,281,227 64.87 92.54 \$ 6.08 ≥ 98.5% ≥ 90.0% ≤ 15.0 ≤ 0.30 2013 Budget	target for Boardings per Reve- nue Vehicle Hour through YTD 2013. The target assumed some single-car trains during off-peak service. However, we have continued two-car trains, yielding more revenue vehicle hours operated and a lower result on boardings per reve- nue vehicle hour. We expect to meet this metric by year end.
Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding ² Percentage of Scheduled Trips Operated On Time Performance ³ Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Tacoma Link Light Rail Revenue Vehicle Hours Operated ¹	1,172,382 44,960 3,635,522 58.26 80.86 \$ 6.88 99.97% 83.8% 4.5 0.03 YTD 2011 4,851	1,230,398 45,214 4,016,399 61.23 88.83 \$ 6.38 99.9% 92.0% 2.9 0.00 YTD 2012 4,908	1,304,738 44,209 4,453,386 63.86 100.73 \$ 5.83 99.0% 92.4% 0.8 0.04 YTD 2013 4,882	1,227,500 46,264 4,281,227 64.87 92.54 \$ 6.08 ≥ 98.5% ≥ 90.0% ≤ 15.0 ≤ 0.30 2013 Budget 4,809	target for Boardings per Reve- nue Vehicle Hour through YTD 2013. The target assumed some single-car trains during off-peak service. However, we have continued two-car trains, yielding more revenue vehicle hours operated and a lower result on boardings per reve- nue vehicle hour. We expect to meet this metric by year end.
Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding ² Percentage of Scheduled Trips Operated On Time Performance ³ Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Tacoma Link Light Rail Revenue Vehicle Hours Operated ¹ Service Miles Operated Trips Operated	1,172,382 44,960 3,635,522 58.26 80.86 \$ 6.88 99.97% 83.8% 4.5 0.03 YTD 2011 4,851 44,191 28,594	1,230,398 45,214 4,016,399 61.23 88.83 \$ 6.38 99.9% 92.0% 2.9 0.00 YTD 2012 4,908 37,927 24,317	1,304,738 44,209 4,453,386 63.86 100.73 \$ 5.83 99.0% 92.4% 0.8 0.04 YTD 2013 4,882 37,728 24,369	$1,227,500$ $46,264$ $4,281,227$ 64.87 92.54 $\$ 6.08$ $\ge 98.5\%$ $\ge 90.0\%$ ≤ 15.0 ≤ 0.30 2013 Budget 4,809 38,019 23,929	target for Boardings per Reve- nue Vehicle Hour through YTD 2013. The target assumed some single-car trains during off-peak service. However, we have continued two-car trains, yielding more revenue vehicle hours operated and a lower result on boardings per reve- nue vehicle hour. We expect to meet this metric by year end.
Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding ² Percentage of Scheduled Trips Operated On Time Performance ³ Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Tacoma Link Light Rail Revenue Vehicle Hours Operated ¹ Service Miles Operated Trips Operated Boardings	1,172,382 44,960 3,635,522 58.26 80.86 \$ 6.88 99.97% 83.8% 4.5 0.03 YTD 2011 4,851 44,191 28,594 481,621	1,230,398 45,214 4,016,399 61.23 88.83 \$ 6.38 99.9% 92.0% 2.9 0.00 YTD 2012 4,908 37,927 24,317 525,257	1,304,738 44,209 4,453,386 63.86 100.73 \$ 5.83 99.0% 92.4% 0.8 0.04 YTD 2013 4,882 37,728 24,369 515,566	$1,227,500$ $46,264$ $4,281,227$ 64.87 92.54 $\$ 6.08$ $\ge 98.5\%$ $\ge 90.0\%$ ≤ 15.0 ≤ 0.30 2013 Budget 4,809 38,019 23,929 495,276	target for Boardings per Reve- nue Vehicle Hour through YTD 2013. The target assumed some single-car trains during off-peak service. However, we have continued two-car trains, yielding more revenue vehicle hours operated and a lower result on boardings per reve- nue vehicle hour. We expect to meet this metric by year end. Notes
Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding ² Percentage of Scheduled Trips Operated On Time Performance ³ Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Tacoma Link Light Rail Revenue Vehicle Hours Operated ¹ Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour	1,172,382 44,960 3,635,522 58.26 80.86 \$ 6.88 99.97% 83.8% 4.5 0.03 YTD 2011 4,851 44,191 28,594 481,621 99.28	1,230,398 45,214 4,016,399 61.23 88.83 \$ 6.38 99.9% 92.0% 2.9 0.00 YTD 2012 4,908 37,927 24,317 525,257 107.02	1,304,738 44,209 4,453,386 63.86 100.73 \$ 5.83 99.0% 92.4% 0.8 0.04 YTD 2013 4,882 37,728 24,369 515,566 105.60	$1,227,500$ $46,264$ $4,281,227$ 64.87 92.54 $\$ 6.08$ $\ge 98.5\%$ $\ge 90.0\%$ ≤ 15.0 ≤ 0.30 2013 Budget $4,809$ $38,019$ $23,929$ $495,276$ 102.99	target for Boardings per Reve- nue Vehicle Hour through YTD 2013. The target assumed some single-car trains during off-peak service. However, we have continued two-car trains, yielding more revenue vehicle hours operated and a lower result on boardings per reve- nue vehicle hour. We expect to meet this metric by year end. Notes Tacoma Link met all targets
Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding ² Percentage of Scheduled Trips Operated On Time Performance ³ Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Tacoma Link Light Rail Revenue Vehicle Hours Operated ¹ Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip	1,172,382 44,960 3,635,522 58.26 80.86 \$ 6.88 99.97% 83.8% 4.5 0.03 YTD 2011 4,851 44,191 28,594 481,621 99.28 16.84	1,230,398 45,214 4,016,399 61.23 88.83 \$ 6.38 99.9% 92.0% 2.9 0.00 YTD 2012 4,908 37,927 24,317 525,257 107.02 21.60	1,304,738 44,209 4,453,386 63.86 100.73 \$ 5.83 99.0% 92.4% 0.8 0.04 YTD 2013 4,882 37,728 24,369 515,566 105.60 21.16	$1,227,500$ $46,264$ $4,281,227$ 64.87 92.54 $5 6.08$ $\geq 98.5\%$ $\geq 90.0\%$ ≤ 15.0 ≤ 0.30 2013 Budget 4,809 38,019 23,929 495,276 102.99 20.70	target for Boardings per Reve- nue Vehicle Hour through YTD 2013. The target assumed some single-car trains during off-peak service. However, we have continued two-car trains, yielding more revenue vehicle hours operated and a lower result on boardings per reve- nue vehicle hour. We expect to meet this metric by year end. Notes
Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding ² Percentage of Scheduled Trips Operated On Time Performance ³ Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Tacoma Link Light Rail Revenue Vehicle Hours Operated ¹ Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding ²	1,172,382 44,960 3,635,522 58.26 80.86 \$ 6.88 99.97% 83.8% 4.5 0.03 YTD 2011 4,851 44,191 28,594 481,621 99.28 16.84 \$ 3.49	1,230,398 45,214 4,016,399 61.23 88.83 \$ 6.38 99.9% 92.0% 2.9 0.00 YTD 2012 4,908 37,927 24,317 525,257 107.02 21.60 \$ 3.23	1,304,738 44,209 4,453,386 63.86 100.73 \$ 5.83 99.0% 92.4% 0.8 0.04 YTD 2013 4,882 37,728 24,369 515,566 105.60 21.16 \$ 3.63	$1,227,500$ $46,264$ $4,281,227$ 64.87 92.54 $\$ 6.08$ $\ge 98.5\%$ $\ge 90.0\%$ ≤ 15.0 ≤ 0.30 2013 Budget 4,809 38,019 23,929 495,276 102.99 20.70 \$ 4.29	target for Boardings per Reve- nue Vehicle Hour through YTD 2013. The target assumed some single-car trains during off-peak service. However, we have continued two-car trains, yielding more revenue vehicle hours operated and a lower result on boardings per reve- nue vehicle hour. We expect to meet this metric by year end. Notes Tacoma Link met all targets
Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding ² Percentage of Scheduled Trips Operated On Time Performance ³ Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Tacoma Link Light Rail Revenue Vehicle Hours Operated ¹ Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding ² Percentage of Scheduled Trips Operated	1,172,382 44,960 3,635,522 58.26 80.86 \$ 6.88 99.97% 83.8% 4.5 0.03 YTD 2011 4,851 44,191 28,594 481,621 99.28 16.84 \$ 3.49 99.9%	1,230,398 45,214 4,016,399 61.23 88.83 \$ 6.38 99.9% 92.0% 2.9 0.00 YTD 2012 4,908 37,927 24,317 525,257 107.02 21.60 \$ 3.23 99.5%	1,304,738 44,209 4,453,386 63.86 100.73 \$ 5.83 99.0% 92.4% 0.8 0.04 YTD 2013 4,882 37,728 24,369 515,566 105.60 21.16 \$ 3.63 99.9%	1,227,500 46,264 4,281,227 64.87 92.54 \$6.08 $\ge 98.5\%$ $\ge 90.0\%$ ≤ 15.0 ≤ 0.30 2013 Budget 4,809 38,019 23,929 495,276 102.99 20.70 \$4.29 $\ge 98.5\%$	target for Boardings per Reve- nue Vehicle Hour through YTD 2013. The target assumed some single-car trains during off-peak service. However, we have continued two-car trains, yielding more revenue vehicle hours operated and a lower result on boardings per reve- nue vehicle hour. We expect to meet this metric by year end. Notes Tacoma Link met all targets
Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding ² Percentage of Scheduled Trips Operated On Time Performance ³ Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Tacoma Link Light Rail Revenue Vehicle Hours Operated ¹ Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding ² Percentage of Scheduled Trips Operated On Time Performance ³	1,172,382 44,960 3,635,522 58.26 80.86 \$ 6.88 99.97% 83.8% 4.5 0.03 YTD 2011 4,851 44,191 28,594 481,621 99.28 16.84 \$ 3.49 99.9%	1,230,398 45,214 4,016,399 61.23 88.83 \$ 6.38 99.9% 92.0% 2.9 0.00 YTD 2012 4,908 37,927 24,317 525,257 107.02 21.60 \$ 3.23 99.5% 100%	1,304,738 44,209 4,453,386 63.86 100.73 \$ 5.83 99.0% 92.4% 0.8 0.04 YTD 2013 4,882 37,728 24,369 515,566 105.60 21.16 \$ 3.63 99.9%	1,227,500 46,264 4,281,227 64.87 92.54 \$ 6.08 $\ge 98.5\%$ $\ge 90.0\%$ ≤ 15.0 ≤ 0.30 2013 Budget 4,809 38,019 23,929 495,276 102.99 20.70 \$ 4.29 $\ge 98.5\%$ $\ge 98.5\%$	target for Boardings per Reve- nue Vehicle Hour through YTD 2013. The target assumed some single-car trains during off-peak service. However, we have continued two-car trains, yielding more revenue vehicle hours operated and a lower result on boardings per reve- nue vehicle hour. We expect to meet this metric by year end. Notes Tacoma Link met all targets
Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding ² Percentage of Scheduled Trips Operated On Time Performance ³ Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Tacoma Link Light Rail Revenue Vehicle Hours Operated ¹ Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding ² Percentage of Scheduled Trips Operated	1,172,382 44,960 3,635,522 58.26 80.86 \$ 6.88 99.97% 83.8% 4.5 0.03 YTD 2011 4,851 44,191 28,594 481,621 99.28 16.84 \$ 3.49 99.9%	1,230,398 45,214 4,016,399 61.23 88.83 \$ 6.38 99.9% 92.0% 2.9 0.00 YTD 2012 4,908 37,927 24,317 525,257 107.02 21.60 \$ 3.23 99.5%	1,304,738 44,209 4,453,386 63.86 100.73 \$ 5.83 99.0% 92.4% 0.8 0.04 YTD 2013 4,882 37,728 24,369 515,566 105.60 21.16 \$ 3.63 99.9%	1,227,500 46,264 4,281,227 64.87 92.54 \$6.08 $\ge 98.5\%$ $\ge 90.0\%$ ≤ 15.0 ≤ 0.30 2013 Budget 4,809 38,019 23,929 495,276 102.99 20.70 \$4.29 $\ge 98.5\%$	target for Boardings per Reve- nue Vehicle Hour through YTD 2013. The target assumed some single-car trains during off-peak service. However, we have continued two-car trains, yielding more revenue vehicle hours operated and a lower result on boardings per reve- nue vehicle hour. We expect to meet this metric by year end. Notes Tacoma Link met all targets

Lagging 2013 budget or standard.

1-Revenue 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. 2-Cost per boarding is calculated as the total actual operating costs (including Agency overhead) before depreciation divided by the total number of riders. 3-On-time performance standards are described in the budget.

4-Preventable accident: An accident in which the operating employee failed to do everything reasonable to prevent the accident. Calculated on a rolling 12-month period.

Second Quarter 2013

Service Delivery Quarterly Performance Report

Q2 System-wide Boardings							
Boardings by Service	Second Quarter			YTD through June			2013
Туре	2012	2013	%Δ	2012	2013	%Δ	Annual SIP
ST Express	3,923,279	4,210,081	7%	7,539,021	8,129,052	8%	15.3 mil
Sounder	717,465	760,865	6%	1,353,877	1,470,923	8%	2.7 mil
Tacoma Link	265,736	256,263	-4%	525,257	515,566	-2%	1.0 mil
Central Link	2,193,780	2,412,808	10%	4,016,399	4,453,386	11%	9.2 mil
Paratransit	16,022	16,074	0.3%	32,162	31,506	-2%	0.1 mil
Total Boardings	7,116,282	7,656,091	8%	13,466,716	14,600,433	8%	28.3 mil
Average Weekday Boardings	94,835	101,895	7%	90,563	99,578	8%	94,780

Total Sound Transit passenger boardings increased by 8% during the second quarter of 2013 compared with the same quarter of 2012. Weekday system boardings averaged 101,895, an increase of 7%, and the first time weekday boardings have exceeded 100,000 for a full quarter. Ridership was stable or showed growth on all modes except for Tacoma Link.

ST Express bus boardings increased by 7% during the second quarter. Average weekday boardings were just under 58,000, showing an increase of 8% over Q2 2012. The new Route 567 service started in June, operating non-stop trips between Kent Sounder Station and the two largest Eastside employment centers, Bellevue and Overlake. The new route has been an immediate success and many buses are full.

Sounder commuter rail boardings were up 6%, overall, for Q2 2013. Growth in South Line boardings offset declines on the North Line; and combined weekday boardings for both lines averaged 11,597, a 6% increase over the same period of 2012.

Tacoma Link light rail ridership was down 4% compared to Q2 2012; and average weekday boardings declined by 3%.

Central Link light rail ridership continued a strong upward trend. Total boardings were up 10% from Q2 2012, while average weekday boardings increased by 9% to 28,702. Special events resulted in particularly heavy weekend ridership in June, reaching an all-time high of over 32,000 boardings on June 8.

Paratransit boardings were virtually unchanged from 2012.

Route level ridership discussion is located on page 2. Quarterly and YTD performance data is provided on pages 3 and 4.

August 22, 2013





Quarterly Data (April to June 2013)

ST Express had a strong second quarter, with total boardings increasing by 7%, and average weekday boardings rising by 8%. Some routes operated by Community Transit (CT) continued to show a downward trend, and staff believes this is related to a change in the way CT began counting boardings in January 2013. Elsewhere in the ST Express network, most routes posted strong ridership gains, including routes serving the SR 520, I-90, and I-5 South corridors. Route 596 showed a 340% increase because the route became part of the Sound Transit's network in June 2012; thus the Q2 2013 totals reflect a full quarter of passenger boardings compared with less than one month of operation during Q2 2012. Similarly, new Route 567 began operation in early June 2013, and the totals shown represent less than a month of service. The "Sounder Supplemental Service" includes ridership on replacement buses when Sounder service is disrupted, as well as ridership on connector buses between the Puyallup Red Lot and Puyallup Sounder Station.

Sounder commuter rail boardings were up 6% overall. Strong ridership growth on the South Line offset declines on the North Line, where boardings were down by 5%. One encouraging trend on the North Line was a 13% increase in event train ridership compared with the same quarter in 2012. Service disruptions occurred on both lines during the quarter, resulting in the cancellation or partial operation of 29 train trips.

Central Link continued to gain new riders during Q2 2013, with a 10% increase in total boardings for the quarter. Weekday boardings averaged 28,702. June was a particularly strong month with several days of record ridership.

Tacoma Link ridership was down by 4%, with declines in both weekday and weekend ridership. Several factors likely contributed to the decrease. A major downtown Tacoma employer transferred most of its staff to a new location in Federal Way; there were fewer large-scale events in downtown Tacoma compared with Q2 2012, and the UW Tacoma Spring Quarter ended earlier than in 2012.

Paratransit ridership was virtually unchanged from Q2 2012.

	ST Expres	s Boardin	gs by Rout	te	
	Route	Q2 '12	Q2 '13	%Δ	YTD
510/512	Everett-Seattle	295,120	249,429	-15%	490,760
511	Lynnwood-Seattle	343,838	305,402	-11%	599,216
513	Everett-Seattle	26,528	29,122	10%	54,028
522	Woodinville-Seattle	319,484	357,513	12%	700,684
532	Everett-Bellevue	116,259	122,133	5%	232,464
535	Lynnwood-Bellevue	122,196	118,763	-3%	230,246
540	Kirkland-U. District	42,644	39,442	-8%	77,656
542	Overlake-U. District	93,394	101,149	8%	196,434
545	Redmond-Seattle	530,094	610,828	15%	1,173,781
550	Bellevue-Seattle	590,341	677,970	15%	1,310,861
554	Issaquah-Seattle	228,012	256,226	12%	491,274
555/556	Issaquah-Northgate	84,111	93,482	11%	182,009
560	West Seattle-SeaTac- Bellevue	121,068	124,375	3%	240,906
566	Auburn-Overlake	148,687	150,078	1%	299,578
567	Kent-Overlake	0	7,200	N/A	7,200
574	Lakewood-SeaTac	176,269	189,295	7%	362,591
577/578	Seattle-Federal Way/ Puyallup	204,707	245,458	20%	468,945
586	Tacoma-U. District	39,843	40,350	1%	78,564
590-595	Lakewood/Tacoma- Seattle	430,840	464,488	8%	875,285
596	Bonney Lake-Sumner	5,010	22,028	340%	44,070
	Sounder Supplemental Bus	4,834	5,350	11%	12,500
	Total Boardings	3,923,279	4,210,081	7%	8,129,052
	Avg Weekday Bdgs	53,876	57,934	8%	56,942

Sounder Co	ommuter Rai	l Boardings l	oy Corri	dor
North Line	Q2 '12	Q2 '13	%Δ	YTD
Commuter	71,121	66,190	-7%	123,156
Special	7,402	8,370	13%	8,370
Subtotal	78,523	74,560	-5%	131,526
Sounder Co	ommuter Rai	l Boardings l	oy Corri	dor
South Line	Q2 '12	Q2 '13	%Δ	YTD
Commuter	628,845	676,001	7%	1,329,093
Special	10,096	10,304	2%	10,304
Subtotal	638,941	686,305	7%	1,339,397
Total	717,465	760,865	6%	1,470,923
Avg Weekday Bdgs	10,937	11,597	6%	11,526
Taco	oma Link Ligh	nt Rail Board	ings	
	Q2 '12	Q2 '13	%Δ	YTD
Tacoma Dome— Theatre District	265,736	256,263	-4%	515,566
Avg Weekday Bdgs	3,579	3,486	-3%	3,562
Cen	tral Link Ligh	t Rail Board	ings	
	Q2 '12	Q2 '13	%Δ	YTD
Seattle-SeaTac	2,193,780	2,412,808	10%	4,453,386
Avg Weekday Bdgs	26,268	28,702	9%	27,374
	Paratransit	Boardings		
	Q2 '12	Q2 '13	%Δ	YTD
Central Link	16,022	16,074	0%	31,506
Avg Daily Bdgs	176	177	0%	174
Sou	nd Transit Sy	stem Board	ings	
	Q2 '12	Q2 '13	%Δ	YTD
Total Boardings	7,116,282	7,656,091	8%	14,600,433
Avg Weekday Bdgs	94,835	101,895	7%	99,578

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Customer Complaints per 100K Boardings	

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

ST Express Bus

Revenue Vehicle Hours Operated

1-Does not include Downtown Seattle ride free boardings

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Quarterly Data (April to June 2013)

Q2 2011	Q2 2012	Q2 2013	Q2 Budget
141,870	137,489	136,734	141,000
	2,870,812	-	· ·
2,945,604	112,981	2,900,503 114,535	2,895,000
116,165	· · · ·	,	111,000
177,181	171,957	176,772	174,500
3,528,929 24.87	3,923,279 28.54	4,210,081	3,920,021 27.1
30.38	34.73	30.79 36.76	34.50
\$ 7.49	\$ 6.04	\$ 6.08	\$ 7.17
<u> </u>	99.7%	99.8%	\$7.17 ≥ 99.8%
89.5%	89.9%	89.1%	≥ 99.8 <i>%</i> ≥ 85.0%
13.8	15.7	13.3	≤ 15.0
0.7	0.1	0.61	≤ 13.0 ≤ 0.80
Q2 2011	Q2 2012	Q2 2013	Q2 Budget
		-	
9,713	9,625	13,059	11,625
377,820	375,010	414,609	422,694
1,703	1,680	1,662	1,728
626,117 64.46	717,465 74.54	760,865	664,523 58
		58.26	
367.66	427.06 \$ 10.54	457.80 \$ 12.05	413.00 \$ 14.87
\$ 13.53 99.9%	99.1%	98.5%	3 14.87 ≥ 99.5%
98.1%	98.2%	98.3%	≥ 99.3% ≥ 95.0%
10.5	5.9	5.0	≤ 15.0 ×
0.0	0.0	0.00	≤ 13.0 ≤ 1.00
Q2 2011	Q2 2012	Q2 2013	Q2 Budget
QZ 2011	QZ 2012	QZ 2013	Q2 Duuget
33 076	33 815	35 036	33,000
33,076	33,815 633,238	35,036	33,000 613 750
 621,707	633,238	651,646	613,750
 621,707 22,608	633,238 22,641	651,646 22,070	613,750 23,132
621,707 22,608 1,982,388	633,238 22,641 2,193,780	651,646 22,070 2,412,808	613,750 23,132 2,334,480
621,707 22,608 1,982,388 59.93	633,238 22,641 2,193,780 64.88	651,646 22,070 2,412,808 68.87	613,750 23,132 2,334,480 70
621,707 22,608 1,982,388 59.93 87.69	633,238 22,641 2,193,780 64.88 96.89	651,646 22,070 2,412,808 68.87 109.33	613,750 23,132 2,334,480 70 99.4
621,707 22,608 1,982,388 59.93 87.69 \$ 6.41	633,238 22,641 2,193,780 64.88 96.89 \$ 6.28	651,646 22,070 2,412,808 68.87 109.33 \$ 5.06	613,750 23,132 2,334,480 70 99.4 \$ 6.08
621,707 22,608 1,982,388 59.93 87.69 \$ 6.41 99.9%	633,238 22,641 2,193,780 64.88 96.89 \$ 6.28 100.3%	651,646 22,070 2,412,808 68.87 109.33 \$ 5.06 99.9%	613,750 23,132 2,334,480 70 99.4 \$ 6.08 ≥ 98.5%
621,707 22,608 1,982,388 59.93 87.69 \$ 6.41 99.9% 84.7%	633,238 22,641 2,193,780 64.88 96.89 \$ 6.28 100.3% 91.9%	651,646 22,070 2,412,808 68.87 109.33 \$ 5.06 99.9% 92.4%	613,750 23,132 2,334,480 70 99.4 \$ 6.08 ≥ 98.5% ≥ 90.0%
621,707 22,608 1,982,388 59.93 87.69 \$ 6.41 99.9%	633,238 22,641 2,193,780 64.88 96.89 \$ 6.28 100.3%	651,646 22,070 2,412,808 68.87 109.33 \$ 5.06 99.9%	613,750 23,132 2,334,480 70 99.4 \$ 6.08 ≥ 98.5%
621,707 22,608 1,982,388 59.93 87.69 \$ 6.41 99.9% 84.7% 5.0 0.0	633,238 22,641 2,193,780 64.88 96.89 \$ 6.28 100.3% 91.9% 2.8 0.0	651,646 22,070 2,412,808 68.87 109.33 \$ 5.06 99.9% 92.4% 0.8 0.04	$613,750$ $23,132$ $2,334,480$ 70 99.4 $$ 6.08$ $\ge 98.5\%$ $\ge 90.0\%$ ≤ 15.0 ≤ 0.30
621,707 22,608 1,982,388 59.93 87.69 \$ 6.41 99.9% 84.7% 5.0 0.0 Q2 2011	633,238 22,641 2,193,780 64.88 96.89 \$ 6.28 100.3% 91.9% 2.8 0.0 Q2 2012	651,646 22,070 2,412,808 68.87 109.33 \$ 5.06 99.9% 92.4% 0.8 0.04 Q2 2013	613,750 23,132 2,334,480 70 99.4 \$ 6.08 ≥ 98.5% ≥ 90.0% ≤ 15.0 ≤ 0.30 Q2 Budget
621,707 22,608 1,982,388 59.93 87.69 \$ 6.41 99.9% 84.7% 5.0 0.0 Q2 2011 2,446	633,238 22,641 2,193,780 64.88 96.89 \$ 6.28 100.3% 91.9% 2.8 0.0 Q2 2012 2,462	651,646 22,070 2,412,808 68.87 109.33 \$ 5.06 99.9% 92.4% 0.8 0.04 Q2 2013 2,465	613,750 23,132 2,334,480 70 99.4 \$ 6.08 ≥ 98.5% ≥ 90.0% ≤ 15.0 ≤ 0.30 Q2 Budget 2,405
621,707 22,608 1,982,388 59.93 87.69 \$ 6.41 99.9% 84.7% 5.0 0.0 Q2 2011	633,238 22,641 2,193,780 64.88 96.89 \$ 6.28 100.3% 91.9% 2.8 0.0 Q2 2012	651,646 22,070 2,412,808 68.87 109.33 \$ 5.06 99.9% 92.4% 0.8 0.04 Q2 2013	613,750 23,132 2,334,480 70 99.4 \$ 6.08 ≥ 98.5% ≥ 90.0% ≤ 15.0 ≤ 0.30 Q2 Budget
621,707 22,608 1,982,388 59.93 87.69 \$ 6.41 99.9% 84.7% 5.0 0.0 Q2 2011 2,446 21,887	633,238 22,641 2,193,780 64.88 96.89 \$ 6.28 100.3% 91.9% 2.8 0.0 Q2 2012 2,462 19,028	651,646 22,070 2,412,808 68.87 109.33 \$ 5.06 99.9% 92.4% 0.8 0.04 Q2 2013 2,465 19,048	613,750 23,132 2,334,480 70 99.4 \$ 6.08 ≥ 98.5% ≥ 90.0% ≤ 15.0 ≤ 0.30 Q2 Budget 2,405 19,010
621,707 22,608 1,982,388 59.93 87.69 \$ 6.41 99.9% 84.7% 5.0 0.0 Q2 2011 2,446 21,887 14,162	633,238 22,641 2,193,780 64.88 96.89 \$ 6.28 100.3% 91.9% 2.8 0.0 Q2 2012 2,462 19,028 12,312	651,646 22,070 2,412,808 68.87 109.33 \$ 5.06 99.9% 92.4% 0.8 0.04 Q2 2013 2,465 19,048 12,330	613,750 23,132 2,334,480 70 99.4 \$ 6.08 ≥ 98.5% ≥ 90.0% ≤ 15.0 ≤ 0.30 Q2 Budget 2,405 19,010 11,965
621,707 22,608 1,982,388 59.93 87.69 \$ 6.41 99.9% 84.7% 5.0 0.0 Q2 2011 2,446 21,887 14,162 246,520	633,238 22,641 2,193,780 64.88 96.89 \$ 6.28 100.3% 91.9% 2.8 0.0 Q2 2012 2,462 19,028 12,312 265,736	651,646 22,070 2,412,808 68.87 109.33 \$ 5.06 99.9% 92.4% 0.8 0.04 Q2 2013 2,465 19,048 12,330 256,263	$613,750$ $23,132$ $2,334,480$ 70 99.4 $$6.08$ $\ge 98.5\%$ $\ge 90.0\%$ ≤ 15.0 ≤ 0.30 $Q2 Budget$ $2,405$ $19,010$ $11,965$ $253,510$
621,707 22,608 1,982,388 59.93 87.69 \$ 6.41 99.9% 84.7% 5.0 0.0 Q2 2011 2,446 21,887 14,162 246,520 100.8	633,238 22,641 2,193,780 64.88 96.89 \$ 6.28 100.3% 91.9% 2.8 0.0 Q2 2012 2,462 19,028 12,312 265,736 107.9	651,646 22,070 2,412,808 68.87 109.33 \$ 5.06 99.9% 92.4% 0.8 0.04 Q2 2013 2,465 19,048 12,330 256,263 103.96	613,750 23,132 2,334,480 70 99.4 \$ 6.08 ≥ 98.5% ≥ 90.0% ≤ 15.0 ≤ 0.30 Q2 Budget 2,405 19,010 11,965 253,510 104
621,707 22,608 1,982,388 59.93 87.69 \$ 6.41 99.9% 84.7% 5.0 0.0 Q2 2011 2,446 21,887 14,162 246,520 100.8 17.4	633,238 22,641 2,193,780 64.88 96.89 \$ 6.28 100.3% 91.9% 2.8 0.0 Q2 2012 2,462 19,028 12,312 265,736 107.9 21.6	651,646 22,070 2,412,808 68.87 109.33 \$ 5.06 99.9% 92.4% 0.8 0.04 Q2 2013 2,465 19,048 12,330 256,263 103.96 20.78	613,750 23,132 2,334,480 70 99.4 \$ 6.08 ≥ 98.5% ≥ 90.0% ≤ 15.0 ≤ 0.30 Q2 Budget 2,405 19,010 11,965 253,510 104 20.90
621,707 22,608 1,982,388 59.93 87.69 \$ 6.41 99.9% 84.7% 5.0 0.0 Q2 2011 2,446 21,887 14,162 246,520 100.8 17.4 \$ 3.56	633,238 22,641 2,193,780 64.88 96.89 \$ 6.28 100.3% 91.9% 2.8 0.0 Q2 2012 2,462 19,028 12,312 265,736 107.9 21.6 \$ 3.10	651,646 22,070 2,412,808 68.87 109.33 \$ 5.06 99.9% 92.4% 0.8 0.04 Q2 2013 2,465 19,048 12,330 256,263 103.96 20.78 \$ 3.66	$\begin{array}{c} 613,750\\ 23,132\\ 2,334,480\\ 70\\ 99.4\\ \$ 6.08\\ \ge 98.5\%\\ \ge 90.0\%\\ \le 15.0\\ \le 0.30\\ \hline \textbf{Q2 Budget}\\ 2,405\\ 19,010\\ 11,965\\ 253,510\\ 104\\ 20.90\\ \$ 4.29\\ \end{array}$
621,707 22,608 1,982,388 59.93 87.69 \$ 6.41 99.9% 84.7% 5.0 0.0 Q2 2011 2,446 21,887 14,162 246,520 100.8 17.4 \$ 3.56 100%	633,238 22,641 2,193,780 64.88 96.89 \$ 6.28 100.3% 91.9% 2.8 0.0 Q2 2012 2,462 19,028 12,312 265,736 107.9 21.6 \$ 3.10 99.8%	651,646 22,070 2,412,808 68.87 109.33 \$ 5.06 99.9% 92.4% 0.8 0.04 Q2 2013 2,465 19,048 12,330 256,263 103.96 20.78 \$ 3.66 99.9%	613,750 23,132 2,334,480 70 99.4 \$ 6.08 ≥ 98.5% ≥ 90.0% ≤ 15.0 ≤ 0.30 Q2 Budget 2,405 19,010 11,965 253,510 104 20.90 \$ 4.29 ≥ 98.5%

1-Revenue 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. 2-Cost per boarding is calculated as the total actual operating costs (including Agency overhead) before depreciation divided by the total number of riders.

4-Preventable accident: An accident in which the operating employee failed to do everything reasonable to prevent the accident. Calculated on a rolling 12-month period