

Year to Date Data (January to March 2013)



ST Express Bus	YTD 2011	YTD 2012	YTD 2013	YTD Budget	Comments	
Revenue Vehicle Hours Operated	139,659	135,092	136,062	141,000	All metrics are met for Q1 2013.	
Revenue Vehicle Miles Operated	2,897,508	2,849,092	2,872,997	2,895,000		
Trips Operated	114,732	111,004	112,859	111,000		
Platform Hours Operated	174,656	169,034	173,209	174,500		
Boardings	3,183,722	3,615,741	3,918,971	3,536,556		
Boardings per Revenue Hour	22.80	26.77	28.80	27.13		
Boardings per Trip	27.75	32.57	34.72	34.46		
Cost per Boarding	\$6.97	\$7.19	\$6.64	\$7.17		
Percentage of Scheduled Trips Operated	99.9%	98.7%	99.9%	≥ 99.80%		
On Time Performance	90.2%	89.9%	89.4%	≥ 85.00%		
Customer Complaints per 100K Boardings	11.6	15.2	13.3	< 15		
Prev. Accidents per 100K Revenue Miles ⁴	0.47	0.33	0.61	≤ 0.80		
Souder Commuter Rail	YTD 2011	YTD 2012	YTD 2013	YTD Budget		Comments
Revenue Vehicle Hours Operated	9,446	9,294	10,039	11,625		As in prior years, Souder experienced significant service disruptions due to mudslides.
Revenue Vehicle Miles Operated	367,319	355,544	391,689	422,694		
Trips Operated	1,618	1,587	1,561	1,728		
Boardings	574,295	636,412	710,057	609,522		
Boardings per Revenue Vehicle Hour	60.80	68.48	70.73	58.06		
Boardings per Trip	354.94	401.02	454.87	390.63		
Cost per Boarding	\$14.05	\$12.45	\$12.85	\$14.87		
Percentage of Scheduled Trips Operated	95.4%	97.5%	95.6%	≥99.50%		
On Time Performance	95.9%	98.6%	98.3%	≥95.00%		
Customer Complaints per 100K Boardings	12.4	8.6	9.2	< 15		
Prev. Accidents per 100K Revenue Miles ⁴	0.0	0.0	0.0	≤1.00		
Central Link Light Rail	YTD 2011	YTD 2012	YTD 2013	YTD Budget	Comments	
Revenue Vehicle Hours Operated	29,325	31,782	34,705	33,000	Despite improvement over the same period in prior years, Central Link did not meet the annual productivity targets in Q1 2013. Ridership peaks in the summer, and we expect to meet the targets by year end.	
Revenue Vehicle Miles Operated	550,675	597,159	653,093	613,750		
Trips Operated	22,352	22,573	22,139	23,132		
Boardings	1,653,134	1,822,619	2,040,578	1,946,747		
Boardings per Revenue Vehicle Hour	56.37	57.35	58.80	69.70		
Boardings per Trip	73.96	80.74	92.17	99.43		
Cost per Boarding	\$7.45	\$6.98	\$6.77	\$6.08		
Percentage of Scheduled Trips Operated	99.5%	99.7%	98.9%	≥98.50%		
On Time Performance	93.6%	93.0%	94.2%	≥90.00%		
Customer Complaints per 100K Boardings	3.9	2.9	0.9	< 15		
Prev. Accidents per 100K Revenue Miles ⁴	0.1	0.0	0.0	≤ 0.30		
Tacoma Link Light Rail	YTD 2011	YTD 2012	YTD 2013	YTD Budget	Comments	
Service Hours Operated	2,405	2,446	2,433	2,404	Tacoma Link has experienced two preventable accidents in the past four quarters.	
Service Miles Operated	22,304	18,899	18,800	19,009		
Trips Operated	14,432	12,005	12,291	11,964		
Boardings	235,101	259,521	259,303	250,000		
Boardings per Service Vehicle Hour	97.7	106.1	106.6	103.98		
Boardings per Trip	16.3	21.6	21.1	20.90		
Cost per Boarding	\$3.33	\$3.36	\$3.61	\$4.29		
Percentage of Scheduled Trips Operated	100.0%	99%	99.8%	≥98.50%		
On Time Performance	100.0%	100%	100%	≥98.50%		
Customer Complaints per 100K Boardings	1.28	1.10	0	< 15		
Prev. Accidents per 100K Platform Miles ⁴	0.0	0.0	2.6	≤ 1.66		

First Quarter 2013
Service Delivery
Quarterly Performance Report

Q1 Systemwide Boardings				
Boardings by Service Type	First Quarter			Approved 2013 Annual SIP Projections
	2012	2013	%Δ	
ST Express Bus	3,615,742	3,918,971	8%	15.3 mil
Souder Commuter Rail	636,413	710,057	12%	2.7 mil
Tacoma Link	259,521	259,303	0%	1.0 mil
Central Link	1,822,619	2,040,578	12%	9.2 mil
Paratransit	16,140	15,432	-4%	0.1 mil
Total Boardings	6,350,435	6,944,341	9%	28.3 mil
Average Weekday Boardings	86,291	95,589	11%	

Total Sound Transit passenger boardings increased by 11 percent during the first quarter of 2013 compared with the same quarter of 2012. Weekday system boardings averaged 95,589, an increase of 11 percent. All modes showed ridership growth except for Paratransit.

ST Express bus boardings increased by 8 percent during the first quarter of 2013. Average weekday boardings were just over 55,000, a 10 percent increase over Q1 2012.

Souder commuter rail boardings were up 12 percent. Strong growth in South Line ridership offset declines in North Line boardings caused by slide-related service disruptions during the quarter. Weekday boardings averaged 11,271, a 13 percent increase.

Tacoma Link ridership totals were virtually unchanged from Q1 2012, but average weekday boardings were up 3 percent to 3,526.

Central Link boardings were up an impressive 12 percent, matching the increase on Souder. Average weekday boardings were 25,591, a 13 percent increase over 2012.

Paratransit boardings decreased by 4 percent, the only mode to post a decline. Daily passenger boardings averaged 171 during the quarter.

May 20, 2013

¹Lagging 2013 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.

Quarterly Data (January to March 2013)

ST Express continued an upward ridership trend with an 8 percent increase in total boardings for the quarter. At the route level, four of the six ST Express routes operated by Community Transit (CT) posted an unexpected decrease in boardings, and recent data for CT's own commuter service showed a similar trend. Staff believes this is related to a change in the way boardings were counted on CT-operated Sound Transit service starting in January 2013. Previously, bus operators were required to count every passenger boarding and break out inter-county passengers from those making trips entirely within one county. The new counting methodology uses on-board devices to record all ORCA boardings (which currently represent about 70 percent of Sound Transit boardings), and the operator is only required to count the total remaining cash-paying passengers. Staff believes operators tended to overcount boardings with the old system, and that the new methodology more accurately reflects actual ridership on Community Transit-operated ST Express buses.

Most other ST Express routes showed ridership growth, particularly the East King County routes crossing the SR 520 and I-90 bridges (Routes 542, 545, 550, 554 and 555/556). Sounder supplemental bus service showed a particularly large percentage gain due to numerous slide-related service disruptions on the Sounder North Line.

Sounder commuter rail boardings increased by an impressive 12 percent despite mudslide-related service disruptions on the North Line. A total of 72 North Line trains were cancelled during the quarter due to slides. Buses substituted for trains during the disruptions, and the ridership on these buses is included in the ST Express totals. Strong ridership growth on the South Line was helped by increased employment in downtown Seattle and the recent extension of Sounder service to South Tacoma and Lakewood. No event trains were operated during the quarter.

Tacoma Link boarding totals were virtually unchanged from Q1 2012. There was a small ridership decline on weekends, but average weekday boardings were up 3 percent.

Central Link continued to gain new riders with a 12 percent increase in total boardings compared with Q1 2012. Both weekday and weekend service posted increases. There were no major service disruptions during the quarter.

ST Express Boardings by Route					
		Q1 '12	Q1 '13	%Δ	YTD
510/512	Everett-Seattle	264,202	241,331	-9%	241,331
511	Lynnwood-Seattle	312,839	293,814	-6%	293,814
513	Everett-Seattle	24,252	24,906	3%	24,906
522	Woodinville-Seattle	296,405	343,171	16%	343,171
532	Everett-Bellevue	104,943	110,331	5%	110,331
535	Lynnwood-Bellevue	116,996	111,483	-5%	111,483
540	Kirkland-U. District	43,327	38,214	-12%	38,214
542	Overlake-U. District	80,491	95,285	18%	95,285
545	Redmond-Seattle	513,554	562,953	10%	562,953
550	Bellevue-Seattle	547,003	632,891	16%	632,891
554	Issaquah-Seattle	196,491	235,048	20%	235,048
555/556	Issaquah-Northgate	74,196	88,527	19%	88,527
560	West Seattle-SeaTac-Bellevue	126,670	116,531	-8%	116,531
566	Auburn-Overlake	134,505	149,500	11%	149,500
574	Lakewood-SeaTac	162,491	173,296	7%	173,296
577/578	Seattle-Federal Way/Puyallup	180,602	223,487	24%	223,487
586	Tacoma-U. District	39,406	38,214	-3%	38,214
590-595	Lakewood/Tacoma-Seattle	392,793	410,797	5%	410,797
596	Bonney Lake-Sumner	0	22,042	N/A	22,042
	Sounder Supplemental Bus	4,574	7,150	56%	7,150
	Total	3,615,741	3,918,971	8%	3,918,971
	<i>Avg Weekday Bdgs</i>	<i>50,154</i>	<i>55,030</i>	<i>10%</i>	<i>55,030</i>

1-Does not include Downtown Seattle ride free boardings

Sounder Commuter Rail Boardings by Corridor					
North Line	Q1 '12	Q1 '13	%Δ	YTD	
Commuter	64,682	56,966	-12%	56,966	
Special	0	0	N/A	0	
Subtotal	64,682	56,966	-12%	56,966	
Sounder Commuter Rail Boardings by Corridor					
South Line	Q1 '12	Q1 '13	%Δ	YTD	
Commuter	571,730	653,092	14%	653,092	
Special	0	0	N/A	0	
Subtotal	571,730	653,092	14%	653,092	
Total	636,412	710,057	12%	710,057	
<i>Avg Weekday Bdgs</i>	<i>9,944</i>	<i>11,271</i>	<i>13%</i>	<i>11,271</i>	
Tacoma Link Light Rail Boardings					
	Q1 '12	Q1 '13	%Δ	YTD	
Tacoma Dome-Theatre District	259,521	259,303	0%	259,303	
<i>Avg Weekday Bdgs</i>	<i>3,431</i>	<i>3,526</i>	<i>3%</i>	<i>3,526</i>	
Central Link Light Rail Boardings					
	Q1 '12	Q1 '13	%Δ	YTD	
Seattle-SeaTac	1,822,619	2,040,578	12%	2,040,578	
<i>Avg Weekday Bdgs</i>	<i>22,585</i>	<i>25,591</i>	<i>13%</i>	<i>25,591</i>	
Paratransit Boardings					
	Q1 '12	Q1 '13	%Δ	YTD	
Paratransit	16,140	15,432	-4%	15,432	
<i>Avg Daily Bdgs</i>	<i>177</i>	<i>171</i>	<i>-3%</i>	<i>171</i>	
Sound Transit System Boardings					
	Q1 '12	Q1 '13	%Δ	YTD	
Total Boardings	6,350,434	6,944,341	9%	6,944,341	
<i>Avg Weekday Bdgs</i>	<i>86,291</i>	<i>95,589</i>	<i>11%</i>	<i>95,589</i>	

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