

Year to Date Data (January to September 2013)



ST Express Bus	YTD 2011	YTD 2012	YTD 2013	2013 Budget	Notes	
Revenue Vehicle Hours Operated ¹	417,891	410,501	410,053	423,000	<i>ST Express met all targets for YTD 2013.</i>	
Revenue Vehicle Miles Operated	8,762,076	8,590,905	8,662,569	8,685,000		
Trips Operated	343,051	337,841	342,071	333,000		
Platform Hours Operated	522,329	513,612	526,625	523,500		
Boardings	10,207,780	11,465,385	12,458,011	11,339,052		
Boardings per Revenue Hour	24.43	27.93	31.37	26.44		
Boardings per Trip	29.76	33.94	36.40	33.59		
Cost per Boarding ²	\$7.09	\$6.59	\$6.38	\$ 7.17		
Percentage of Scheduled Trips Operated	99.9%	99.7%	99.8%	≥ 99.8%		
On Time Performance ³	89.1%	89.1%	88.1%	≥ 85.0%		
Customer Complaints per 100K Boardings	13.2	13.3	13.3	≤ 15.0		
Prev. Accidents per 100K Platform Miles ⁴	0.60	0.70	0.65	≤ 0.80		
Souder Commuter Rail	YTD 2011	YTD 2012	YTD 2013	2013 Budget		Notes
Revenue Vehicle Hours Operated ¹	29,010	28,633	36,822	34,875		<i>Souder did not meet the target for the percentage of trips operated for YTD 2013, due to mudslide activity in Q1.</i>
Revenue Vehicle Miles Operated	1,126,800	1,106,719	1,241,490	1,268,082		
Trips Operated	5,040	4,957	4,830	5,183		
Boardings	1,859,190	2,048,755	2,237,887	1,973,232		
Boardings per Revenue Vehicle Hour	64.09	71.55	61.64	54.80		
Boardings per Trip	368.89	413.31	463.33	368.75		
Cost per Boarding ²	\$13.15	\$11.56	\$12.14	\$ 14.87		
Percentage of Scheduled Trips Operated	98.4%	98.9%	97.3%	≥ 99.5%		
On Time Performance ³	97.0%	95.9%	97.5%	≥ 95.0%		
Customer Complaints per 100K Boardings	14.2	6.7	8.5	≤ 15.0		
Prev. Accidents per 100K Platform Miles ⁴	0.00	0.00	0.00	≤ 1.00		
Central Link Light Rail	YTD 2011	YTD 2012	YTD 2013	2013 Budget	Notes	
Revenue Vehicle Hours Operated ¹	97,264	100,915	105,790	99,000	<i>Central Link met all targets for YTD 2013.</i>	
Revenue Vehicle Miles Operated	1,828,660	1,892,379	1,980,657	1,841,250		
Trips Operated	67,814	67,855	67,174	69,395		
Boardings	5,854,118	6,526,972	7,211,461	6,893,868		
Boardings per Revenue Vehicle Hour	60.19	64.68	68.05	64.87		
Boardings per Trip	86.33	96.19	107.35	92.54		
Cost per Boarding ²	\$6.23	\$5.89	\$5.51	\$ 6.08		
Percentage of Scheduled Trips Operated	99.6%	99.9%	99.2%	≥ 98.5%		
On Time Performance ³	86.0%	91.8%	92.2%	≥ 90.0%		
Customer Complaints per 100K Boardings	4.3	2.1	1.0	≤ 15.0		
Prev. Accidents per 100K Platform Miles ⁴	0.02	0.00	0.07	≤ 0.30		
Tacoma Link Light Rail	YTD 2011	YTD 2012	YTD 2013	2013 Budget	Notes	
Revenue Vehicle Hours Operated ¹	7,342	7,360	7,372	7,213	<i>Tacoma Link did not meet the targets for Boardings per Service Vehicle Hour and Boardings per Trip. This could be due to the UW Tacoma summer break starting one month earlier in 2013, resulting in lower June ridership.</i>	
Service Miles Operated	63,439	56,873	56,965	57,028		
Trips Operated	41,049	36,576	37,048	35,893		
Boardings	701,471	759,956	747,390	721,360		
Boardings per Service Vehicle Hour	95.54	103.25	101.50	102.99		
Boardings per Trip	17.10	20.78	20.20	20.70		
Cost per Boarding ²	\$3.49	\$3.50	\$3.89	\$ 4.29		
Percentage of Scheduled Trips Operated	100%	99.5%	99.9%	≥ 98.5%		
On Time Performance ³	100%	100%	99.9%	≥ 98.5%		
Customer Complaints per 100K Boardings	0.9	0.1	0.3	≤ 15.0		
Prev. Accidents per 100K Platform Miles ⁴	0.00	1.76	1.32	≤ 1.66		

Third Quarter 2013

Service Delivery
Quarterly Performance Report

Q3 System-wide Boardings							
Boardings by Service Type	Third Quarter			YTD through September			2013 Annual SIP
	2012	2013	%Δ	2012	2013	%Δ	
ST Express	3,926,365	4,328,959	10%	11,465,385	12,458,011	9%	15.3 mil
Souder	694,878	766,964	10%	2,048,755	2,237,887	9%	2.7 mil
Tacoma Link	234,698	231,824	-1%	759,956	747,390	-2%	1.0 mil
Central Link	2,510,573	2,758,075	10%	6,526,972	7,211,461	10%	9.2 mil
Paratransit	15,501	15,362	-1%	47,663	46,906	-2%	0.1 mil
Total Boardings	7,382,015	8,101,184	10%	20,848,731	22,701,655	9%	28.3 mil
Average Weekday Boardings	96,818	105,266	9%	92,626	99,534	7%	94,780

Total Sound Transit passenger boardings increased by 10% during the third quarter of 2013 compared with the same quarter of 2012. Weekday system boardings averaged 105,266, a 9% increase. Ridership was up on all modes except for paratransit and Tacoma Link, which experienced minor declines. There were no major service disruptions during the quarter.

ST Express bus boardings mirrored the system-wide ridership growth, increasing by 10% for the quarter. Total bus ridership set a new quarterly record of 4,328,959 boardings. Average weekday boardings were just under 59,000, an increase of 9% over 2012. Strong growth in weekend ridership contributed to the large increase in overall boarding totals.

Souder commuter rail ridership was up 10% overall for the quarter. Weekday boardings averaged 11,594, also a 10% increase. Total North Line ridership was down less than 1% due to fewer special event train boardings; however, commuter ridership was up 3%, an encouraging sign. South Line ridership was up 12% overall.

Tacoma Link light rail ridership was down 1% compared with Q3 2012, and average weekday boardings decreased by 3% to 3,080.

Central Link had a strong quarter with a 10% increase overall. Weekday boardings averaged 31,653, a 9% increase compared with Q3 2012. Like ST Express, Central Link experienced heavy weekend ridership growth compared with Q3 2012, and this helped to increase overall boarding totals.

Paratransit boardings were down by less than 1% compared with Q3 2012.

November 21, 2013

¹Lagging 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.

Quarterly Data (July to September 2013)

ST Express continued to go from strength to strength with a 10% increase in total boardings during Q3. This follows an 8% increase in Q1 and a 7% increase in Q2. Routes with particularly large increases include those crossing the SR 520 and I-90 bridges, the Everett-Bellevue express, and routes connecting Pierce County with Seattle. Third quarter results show that the restructuring implemented on Routes 560, 566 and 567 as part of the 2013 Service Implementation Plan was successful in increasing corridor ridership. Route 560 boardings, which had been on a downward trend for the past two years, increased by 23% during Q3. Total ridership on ST Express for 2013 is expected to easily surpass the earlier forecast of 15.3 million boardings.

Sounder ridership showed strong growth on the South Line, which accounts for about 90% of total commuter rail ridership. Average weekday boardings on the South Line were up an impressive 13% compared with Q3 2012. Weekday boardings on the North Line were up 3%. Both lines carried fewer event train passengers compared with Q3 2012, in part due to fewer trains being scheduled and a generally slow baseball season. A new round trip train was implemented on the South Line starting September 30, too late to have much impact on Q3 ridership.

Central Link had an excellent quarter with a 9% increase in average weekday boardings and a 10% increase in total boardings compared with Q3 2012. Weekday boardings averaged 31,653, making Q3 the first time average weekday ridership exceeded 30,000 for a full quarter. Major events and SeaTac Airport traffic contributed to strong ridership during off-peak periods, particularly on weekends.

Tacoma Link ridership was down by less than 1%, and average weekday boardings declined by 3% compared with Q3 2012. Fewer Tacoma Dome events and a later start of the school year in September contributed to the decline.

Paratransit ridership was virtually unchanged from Q3 2012, with a small 1% decline.

ST Express Boardings by Route					
		Q3 '12	Q3 '13	%Δ	YTD
510/512	Everett-Seattle	298,088	259,578	-13%	750,338
511	Lynnwood-Seattle	338,830	310,012	-9%	909,228
513	Everett-Seattle	25,385	25,550	1%	79,578
522	Woodinville-Seattle	320,233	353,458	10%	1,054,142
532	Everett-Bellevue	109,722	122,486	12%	354,950
535	Lynnwood-Bellevue	114,219	106,211	-7%	336,457
540	Kirkland-U. District	38,051	34,321	-10%	111,977
542	Overlake-U. District	83,476	93,200	12%	289,634
545	Redmond-Seattle	554,350	644,511	16%	1,818,292
550	Bellevue-Seattle	594,810	717,424	21%	2,028,285
554	Issaquah-Seattle	223,816	256,056	14%	747,330
555/556	Issaquah-Northgate	77,709	89,834	16%	271,843
560	West Seattle-SeaTac-Bellevue	116,893	143,903	23%	384,809
566/567	Auburn-Kent-Overlake	145,277	150,551	4%	457,329
574	Lakewood-SeaTac	171,505	196,819	15%	559,410
577/578	Seattle-Federal Way/Puyallup	224,837	270,704	20%	739,649
586	Tacoma-U. District	32,141	30,639	-5%	109,203
590-595	Lakewood/Tacoma-Seattle	436,360	495,936	14%	1,371,221
596	Bonney Lk-Sumner	17,105	24,164	41%	68,234
	Sounder Supl Bus	3,558	3,602	1%	16,102
	Total	3,926,365	4,328,959	10%	12,458,011
	<i>Avg Weekday Bdgs</i>	<i>53,876</i>	<i>58,772</i>	<i>9%</i>	<i>57,299</i>

1-Does not include Downtown Seattle ride free boardings

Sounder Commuter Rail Boardings by Corridor					
North Line	Q3 '12	Q3 '13	%Δ	YTD	
Commuter	73,996	76,336	3%	199,492	
Special	13,591	9,935	-27%	18,306	
Subtotal	87,587	86,271	-2%	217,798	
South Line	Q3 '12	Q3 '13	%Δ	YTD	
Commuter	589,257	665,657	13%	1,994,750	
Special	18,034	15,035	-17%	25,339	
Subtotal	607,291	680,693	12%	2,020,090	
Total	694,878	766,964	10%	2,237,867	
<i>Avg Weekday Bdgs</i>	<i>10,528</i>	<i>11,594</i>	<i>10%</i>	<i>11,489</i>	
Tacoma Link Light Rail Boardings					
	Q3 '12	Q3 '13	%Δ	YTD	
Tacoma Dome—Theatre District	234,698	231,824	-1%	747,390	
<i>Avg Weekday Bdgs</i>	<i>3,168</i>	<i>3,080</i>	<i>-3%</i>	<i>3,399</i>	
Central Link Light Rail Boardings					
	Q3 '12	Q3 '13	%Δ	YTD	
Seattle-SeaTac	2,510,573	2,758,075	10%	7,211,461	
<i>Avg Weekday Bdgs</i>	<i>28,921</i>	<i>31,653</i>	<i>9%</i>	<i>28,664</i>	
Paratransit Boardings					
	Q3 '12	Q3 '13	%Δ	YTD	
Central Link	15,501	15,362	-1%	46,906	
<i>Avg Daily Bdgs</i>	<i>168</i>	<i>167</i>	<i>-1%</i>	<i>172</i>	
Sound Transit System Boardings					
	Q3 '12	Q3 '13	%Δ	YTD	
Total Boardings	7,382,015	8,101,184	10%	22,701,655	
<i>Avg Weekday Bdgs</i>	<i>96,818</i>	<i>105,266</i>	<i>9%</i>	<i>99,534</i>	

Quarterly Data (July to September 2013)

ST Express Bus	Q3 2011	Q3 2012	Q3 2013	Q3 Budget
Revenue Vehicle Hours Operated	136,363	137,921	137,255	141,000
Revenue Vehicle Miles Operated	2,918,964	2,871,000	2,889,029	2,895,000
Trips Operated	112,154	113,856	114,676	111,000
Platform Hours Operated	170,492	172,621	176,642	174,500
Boardings	3,495,129	3,926,365	4,328,959	3,882,475
Boardings per Revenue Hour	25.63	28.70	31.54	27.1
Boardings per Trip	31.16	34.49	37.73	34.50
Cost per Boarding	\$6.78	\$6.58	\$6.10	\$ 7.17
Percentage of Scheduled Trips Operated	99.9%	99.9%	99.8%	≥ 99.8%
On Time Performance	87.4%	87.5%	85.8%	≥ 85.0%
Customer Complaints per 100K Boardings	13.9	12.5	13.3	≤ 15.0
Prev. Accidents per 100K Platform Miles ⁴	0.80	0.93	0.65	≤ 0.80
Sounder Commuter Rail	Q3 2011	Q3 2012	Q3 2013	Q3 Budget
Revenue Vehicle Hours Operated	9,851	9,714	13,724	11,625
Revenue Vehicle Miles Operated	381,662	376,165	435,012	422,694
Trips Operated	1,719	1,690	1,711	1,728
Boardings	658,777	694,878	766,964	699,186
Boardings per Revenue Vehicle Hour	66.88	71.53	55.92	58
Boardings per Trip	383.23	411.17	448.23	413.00
Cost per Boarding	\$11.91	\$11.79	\$11.52	\$ 14.87
Percentage of Scheduled Trips Operated	99.8%	99.9%	98.9%	≥ 99.5%
On Time Performance	96.9%	97.3%	95.8%	≥ 95.0%
Customer Complaints per 100K Boardings	18.8	4.7	11.5	≤ 15.0
Prev. Accidents per 100K Revenue Miles ⁴	0.0	0.0	0.0	≤ 1.00
Central Link Light Rail	Q3 2011	Q3 2012	Q3 2013	Q3 Budget
Revenue Vehicle Hours Operated	34,863	35,318	36,049	33,000
Revenue Vehicle Miles Operated	656,278	661,981	675,918	613,750
Trips Operated	22,854	22,641	22,899	23,132
Boardings	2,218,596	2,510,573	2,758,075	2,612,641
Boardings per Revenue Vehicle Hour	63.64	71.08	76.46	70
Boardings per Trip	97.08	110.89	120.37	99.4
Cost per Boarding	\$5.87	\$4.94	\$4.68	\$ 6.08
Percentage of Scheduled Trips Operated	99.9%	99.4%	99.6%	≥ 98.5%
On Time Performance	90.4%	90.9%	91.7%	≥ 90.0%
Customer Complaints per 100K Boardings	4.0	0.7	1.4	≤ 15.0
Prev. Accidents per 100K Revenue Miles ⁴	0.0	0.0	0.07	≤ 0.30
Tacoma Link Light Rail	Q3 2011	Q3 2012	Q3 2013	Q3 Budget
Service Hours Operated	2,491	2,452	2,474	2,405
Service Miles Operated	19,249	18,946	19,117	19,010
Trips Operated	12,455	12,259	12,400	11,965
Boardings	219,850	234,698	231,824	226,084
Boardings per Service Vehicle Hour	88.30	95.70	93.95	104
Boardings per Trip	17.70	19.10	18.73	20.90
Cost per Boarding	\$4.02	\$4.09	\$4.35	\$ 4.29
Percentage of Scheduled Trips Operated	100%	99.7%	99.9%	≥ 98.5%
On Time Performance	100%	100%	99.9%	≥ 98.5%
Customer Complaints per 100K Boardings	0.9	0.0	0.4	≤ 15.0
Prev. Accidents per 100K Platform Miles ⁴	0.0	0.0	1.32	≤ 1.66

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