

Year to Date Data (January to December 2014)



ST Express Bus	YTD 2012	YTD 2013	YTD 2014	YTD Budget	Notes	
Revenue Vehicle Hours Operated	549,860	548,156	553,299	545,762	<i>ST Express experienced an upswing in preventable accidents in 2014 and fell slightly outside the targeted range at year end. ST Express staff are working closely with partners and developing a plan of action to reduce preventable accidents. All other performance targets were met.</i>	
Revenue Vehicle Miles Operated	11,519,025	11,590,267	11,676,119	11,575,000		
Trips Operated	453,004	452,191	451,258	455,000		
Platform Hours Operated	689,591	705,657	720,068	702,000		
Boardings	15,430,571	16,605,299	17,661,976	17,100,000		
Boardings per Revenue Hour	28.1	30.3	32.4	31.3		
Boardings per Trip	34.1	36.7	39.1	37.6		
Cost per Boarding	\$6.51	\$6.43	\$6.26	\$6.68		
Percentage of Scheduled Trips Operated	99.7%	99.8%	99.9%	≥ 99.8%		
On Time Performance	88.3%	87.3%	85.9%	≥ 85.0%		
Customer Complaints per 100K Boardings	15.0	14.2	13.5	< 15		
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.77	0.64	0.84	≤ 0.80		
<b>Souder Commuter Rail</b>	<b>YTD 2012</b>	<b>YTD 2013</b>	<b>YTD 2014</b>	<b>YTD Budget</b>		<b>Notes</b>
Revenue Vehicle Hours Operated	38,951	49,755	50,375	56,384		<i>Souder did not meet the 2014 target for percentage of scheduled trips operated due to numerous mudslide disruptions in Q1 and Q4. All other performance targets were met.</i>
Revenue Vehicle Miles Operated	1,507,757	1,652,237	1,603,802	1,793,040		
Trips Operated	6,542	6,656	7,138	7,340		
Boardings	2,811,890	3,035,735	3,361,317	3,000,000		
Boardings per Revenue Vehicle Hour	72.2	61.0	66.7	53.0		
Boardings per Trip	429.8	456.1	470.9	409.0		
Cost per Boarding	\$12.24	\$12.18	\$11.63	\$13.99		
Percentage of Scheduled Trips Operated	97.4%	97.9%	96.7%	≥ 99.5%		
On Time Performance	96.4%	97.2%	95.1%	≥ 95.0%		
Customer Complaints per 100K Boardings	6.7	8.9	7.6	< 15		
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.00	0.00	≤ 1.00		
<b>Tacoma Link Light Rail</b>	<b>YTD 2012</b>	<b>YTD 2013</b>	<b>YTD 2014</b>	<b>YTD Budget</b>	<b>Notes</b>	
Service Hours Operated	9,822	9,835	9,837	9,772	<i>Tacoma Link did not meet the target for boardings and, therefore, fell short of the budgeted boardings per hour and boardings per trip. Tacoma Link experienced reduced ridership during most of 2014; however, we are beginning to see signs that the downward trend is slowing. All other performance targets were met.</i>	
Service Miles Operated	75,897	75,996	75,928	75,720		
Trips Operated	48,886	49,568	49,447	49,100		
Boardings	1,024,053	1,000,316	963,694	993,353		
Boardings per Service Vehicle Hour	104.3	101.7	98.0	101.6		
Boardings per Trip	20.9	20.2	19.5	20.2		
Cost per Boarding	\$3.94	\$3.86	\$4.18	\$4.46		
Percentage of Scheduled Trips Operated	99.5%	99.9%	99.9%	≥ 98.5%		
On Time Performance	100%	100%	99.9%	≥ 98.5%		
Customer Complaints per 100K Boardings	0.1	0.6	0.7	< 15		
Prev. Accidents per 100K Platform Miles <sup>4</sup>	1.32	1.32	0.00	≤ 1.66		
<b>Central Link Light Rail</b>	<b>YTD 2012</b>	<b>YTD 2013</b>	<b>YTD 2014</b>	<b>YTD Budget</b>	<b>Notes</b>	
Revenue Vehicle Hours Operated	136,167	140,974	144,239	141,000	<i>Central Link met all 2014 service performance targets.</i>	
Revenue Vehicle Miles Operated	2,552,647	2,642,763	2,715,317	2,622,600		
Trips Operated	90,834	89,977	90,724	90,500		
Boardings	8,699,821	9,681,432	10,950,276	10,000,000		
Boardings per Revenue Vehicle Hour	63.9	68.7	75.9	70.9		
Boardings per Trip	95.8	107.6	120.7	110.0		
Cost per Boarding	\$6.07	\$5.40	\$5.36	\$5.86		
Percentage of Scheduled Trips Operated	99.7%	99.4%	99.5%	≥ 98.5%		
On Time Performance	91.3%	93.6%	94.2%	≥ 90.0%		
Customer Complaints per 100K Boardings	1.9	1.2	1.2	< 15		
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.07	0.00	≤ 0.30		

Fourth Quarter 2014

Service Delivery  
Quarterly Performance Report

Q4 System-wide Boardings								
Boardings by Service Mode	Fourth Quarter			YTD through December			2014 Annual SIP	
	2013	2014	%Δ	2013	2014	%Δ	Target	% Target
ST Express	4,147,288	4,407,362	6%	16,605,299	17,661,976	6%	17.1 M	103%
Souder	797,848	913,720	15%	3,035,735	3,361,317	11%	3.0 M	112%
Tacoma Link	252,926	249,482	-1%	1,000,316	963,694	-4%	993 K	97%
Central Link	2,469,971	2,614,049	6%	9,681,432	10,950,276	13%	10.0 M	110%
Paratransit	14,824	13,677	-8%	61,730	56,179	-9%	65 K	86%
<b>Total Boardings</b>	<b>7,682,857</b>	<b>8,198,290</b>	<b>7%</b>	<b>30,384,512</b>	<b>32,993,442</b>	<b>9%</b>	<b>31.1 M</b>	<b>106%</b>
<b>Average Weekday Boardings</b>	<b>101,731</b>	<b>109,039</b>	<b>7%</b>	<b>101,259</b>	<b>109,806</b>	<b>8%</b>	<b>103,899</b>	<b>106%</b>

**Total Sound Transit** boardings in 2014 were just under 33 million, an increase of 9 percent compared with 2013. Boardings increased on ST Express, Souder, and Central Link, but declined on Tacoma Link and Paratransit. The year-end system total exceeded the 2014 budget and Service Implementation Plan ridership target by almost 1.9 million boardings. System boardings for the fourth quarter were up 7 percent compared with the same period in 2013.

**ST Express** bus boardings were up 6 percent for the quarter. Total 2014 bus boardings reached 17.6 million, a 6 percent increase over 2013.

**Souder** commuter rail boardings were up an impressive 15 percent for the quarter. Year-end ridership totaled almost 3.4 million boardings, an 11 percent increase compared to 2013.

**Tacoma Link** light rail boardings were down by 4 percent during 2014, but the rate of decline slowed during the fourth quarter with a decrease of just 1 percent. Total annual boardings came in at just under 1 million.

**Central Link** light rail boardings for 2014 increased by 13 percent overall, compared with 2013, but growth slowed towards the end of the year with a 6 percent increase during the fourth quarter. Total boardings for 2014 came in at just under 11 million.

**Paratransit** ridership continued a steady decline, with a drop of 8 percent for the fourth quarter and 9 percent for calendar year 2014. Paratransit service is provided along the Central Link corridor under contract with King County Metro. Changes in eligibility requirements have impacted paratransit ridership throughout the King County service area.

February 26, 2015

<sup>1</sup>Lagging 2014 budget or standard.

<sup>2</sup>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.

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

<sup>4</sup>On-time performance standards are described in the budget.

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

**Quarterly Data (October to December 2014)**

**ST Express** bus boardings increased by 6 percent for the quarter, with all but three routes showing growth. Weekday boardings averaged just under 61,000, an increase of 7 percent. Ridership growth was particularly strong on routes connecting Snohomish County with Seattle and Bellevue. In November, additional service was added on Route 510 between Everett and Seattle to address overcrowded conditions during the morning rush. Sounder supplemental bus service showed a large increase due to service disruptions on the Sounder North Line.

**Sounder** commuter rail boardings increased by 15 percent for the quarter, and average weekday boardings stood at 13,456, also a 15 percent increase. All of the growth is attributable to the South Line; North Line ridership declined by 6 percent, with decreases on both commuter and event train service.

**Tacoma Link** light rail boardings were down very slightly (-1 percent), hopefully indicating that the long-term decline has bottomed out. Average weekday boardings were down 3 percent, but there was a slight increase in weekend boardings for the quarter.

**Central Link** light rail boardings were up 6 percent for the quarter, and average weekday boardings stood at 31,370, an increase of 7 percent compared with Q4 2013. As in 2013, event ridership contributed significantly to the boarding totals, particularly on weekends. On Saturday, November 15, Central Link did not operate into downtown Seattle due to a planned SCADA system installation; apart from this, there were no major service disruptions during the fourth quarter.

ST Express Boardings by Route					
		Q4 '13	Q4 '14	%Δ	YTD
510-513	Everett-Lynnwood-Seattle	559,170	654,953	17%	2,655,377
522	Woodinville-Seattle	345,268	376,755	9%	1,439,579
532	Everett-Bellevue	115,040	125,382	9%	504,783
535	Lynnwood-Bellevue	121,281	133,652	10%	507,181
540	Kirkland-U District	32,649	33,698	3%	131,239
542	Overlake-U District	97,251	97,156	0%	393,133
545	Redmond-Seattle	599,265	630,904	5%	2,559,750
550	Bellevue-Seattle	685,242	713,383	4%	2,864,487
554	Issaquah-Seattle	256,124	265,467	4%	1,076,223
555/556	Issaquah-Northgate	90,501	94,088	4%	373,680
560	West Seattle-SeaTac-Bellevue	139,922	144,288	3%	570,608
566/567	Auburn-Kent-Overlake	138,124	137,609	0%	558,259
574	Lakewood-SeaTac	192,139	202,497	5%	793,040
577/578	Seattle-Federal Way/Puyallup	250,633	261,975	5%	1,050,978
586	Tacoma-U District	39,095	40,382	3%	154,813
590-595	Lakewood/Tacoma-Seattle	458,045	458,161	0%	1,889,638
596	Bonney Lake-Sumner	23,087	28,265	22%	108,037
	Sounder Supplemental Bus	4,452	8,747	96%	31,171
	<b>Total</b>	<b>4,147,288</b>	<b>4,407,362</b>	<b>6%</b>	<b>17,661,976</b>
	<i>Avg Weekday Bdgs</i>	<i>57,033</i>	<i>60,844</i>	<i>7%</i>	<i>60,944</i>

1-Does not include Downtown Seattle ride free boardings

Sounder Commuter Rail Boardings by Corridor					
		Q4 '13	Q4 '14	%Δ	YTD
<b>North Line</b>					
	Commuter	77,068	75,167	-2%	155,122
	Special	14,153	10,839	-23%	24,731
	Subtotal	91,221	86,005	-6%	331,030
<b>South Line</b>					
	Commuter	671,891	786,025	17%	1,542,940
	Special	34,736	41,690	20%	61,455
	Subtotal	797,848	827,715	4%	3,030,287
	<b>Total</b>	<b>889,069</b>	<b>913,720</b>	<b>3%</b>	<b>3,361,317</b>
	<i>Avg Weekday Bdgs</i>	<i>11,702</i>	<i>13,456</i>	<i>15%</i>	<i>12,694</i>
<b>Tacoma Link Light Rail Boardings</b>					
		Q4 '13	Q4 '14	%Δ	YTD
	Tacoma Dome—Theatre District	252,926	249,482	-1%	963,694
	<i>Avg Weekday Bdgs</i>	<i>3,474</i>	<i>3,370</i>	<i>-3%</i>	<i>3,243</i>
<b>Central Link Light Rail Boardings</b>					
		Q4 '13	Q4 '14	%Δ	YTD
	Seattle-SeaTac	2,469,971	2,614,049	6%	10,950,276
	<i>Avg Weekday Bdgs</i>	<i>29,360</i>	<i>31,370</i>	<i>7%</i>	<i>32,924</i>
<b>Paratransit Boardings</b>					
		Q4 '13	Q4 '14	%Δ	YTD
	Central Link	14,824	13,677	-8%	56,179
	<i>Avg Daily Bdgs</i>	<i>161</i>	<i>149</i>	<i>-8%</i>	<i>154</i>
<b>Sound Transit System Boardings</b>					
		Q4 '13	Q4 '14	%Δ	YTD
	<b>Total Boardings</b>	<b>7,681,057</b>	<b>8,198,290</b>	<b>7%</b>	<b>32,993,442</b>
	<i>Avg Weekday Bdgs</i>	<i>101,731</i>	<i>109,039</i>	<i>7%</i>	<i>109,806</i>

**Quarterly Data (October to December 2014)**

ST Express Bus	Q4 2012	Q4 2013	Q4 2014	Q4 Budget
Revenue Vehicle Hours Operated	139,359	138,103	139,853	136,441
Revenue Vehicle Miles Operated	2,928,120	2,927,738	2,930,609	2,893,750
Trips Operated	115,163	110,120	113,360	113,750
Platform Hours Operated	175,979	179,032	181,968	175,500
Boardings	3,965,278	4,147,288	4,407,362	4,351,130
Boardings per Revenue Hour	28.5	30.0	31.5	31.3
Boardings per Trip	34.4	37.6	38.9	37.6
Cost per Boarding	\$6.30	\$6.70	\$6.39	\$6.68
Percentage of Scheduled Trips Operated	99.8%	99.8%	99.9%	≥ 99.8%
On Time Performance	85.6%	84.8%	85.9%	≥ 85.0%
Customer Complaints per 100K Boardings	19.8	16.9	13.5	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.84	0.64	0.84	≤ 0.80
Sounder Commuter Rail	Q4 2012	Q4 2013	Q4 2014	Q4 Budget
Revenue Vehicle Hours Operated	10,318	12,933	12,478	14,096
Revenue Vehicle Miles Operated	401,038	410,747	399,105	448,260
Trips Operated	1,585	1,826	1,766	1,835
Boardings	763,135	797,848	913,720	741,364
Boardings per Revenue Vehicle Hour	74.0	61.7	73.2	53.00
Boardings per Trip	481.5	436.9	456.0	409.0
Cost per Boarding	\$14.13	\$12.34	\$11.32	\$13.99
Percentage of Scheduled Trips Operated	92.8%	99.9%	99.9%	≥ 99.5%
On Time Performance	98.0%	96.3%	96.6%	≥ 95.0%
Customer Complaints per 100K Boardings	6.8	9.9	5.4	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.00	0.00	≤ 1.00
Tacoma Link Light Rail	Q4 2012	Q4 2013	Q4 2014	Q4 Budget
Service Hours Operated	2,462	2,478	2,479	2,443
Service Miles Operated	19,025	19,151	19,159	18,930
Trips Operated	12,310	12,520	12,407	12,275
Boardings	264,098	252,926	249,482	236,258
Boardings per Service Vehicle Hour	107.3	102.1	93.4	101.6
Boardings per Trip	21.5	20.2	18.7	20.2
Cost per Boarding	\$5.21	\$3.84	\$4.10	\$4.46
Percentage of Scheduled Trips Operated	99.2%	99.8%	99.9%	≥ 98.5%
On Time Performance	100%	99.8%	99.9%	≥ 98.5%
Customer Complaints per 100K Boardings	0.0	1.5	0.0	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	1.32	0.00	≤ 1.66
Central Link Light Rail	Q4 2012	Q4 2013	Q4 2014	Q4 Budget
Revenue Vehicle Hours Operated	35,252	35,184	36,161	35,250
Revenue Vehicle Miles Operated	660,268	662,107	679,686	655,650
Trips Operated	22,641	22,803	22,745	22,625
Boardings	2,172,849	2,469,971	2,614,049	2,885,775
Boardings per Revenue Vehicle Hour	61.6	70.2	86.9	70.9
Boardings per Trip	96.0	108.3	138.8	110.0
Cost per Boarding	\$6.83	\$5.44	\$4.39	\$5.86
Percentage of Scheduled Trips Operated	99.4%	99.8%	99.2%	≥ 98.5%
On Time Performance	90.2%	95.9%	94.3%	≥ 90.0%
Customer Complaints per 100K Boardings	1.5	1.5	1.0	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.07	0.00	≤ 0.30

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.