

Year to Date Data (January to March 2014)



First Quarter 2014
Service Delivery
Quarterly Performance Report

| ST Express Bus | YTD 2012 | YTD 2013 | YTD 2014 | YTD Budget | Notes | |
|--|-----------|-----------|-----------|------------|---|---|
| Revenue Vehicle Hours Operated | 135,092 | 136,064 | 135,821 | 136,441 | <i>ST Express met all targets for Q1 2014.</i> | |
| Revenue Vehicle Miles Operated | 2,849,092 | 2,873,037 | 2,880,900 | 2,893,750 | | |
| Trips Operated | 111,004 | 113,418 | 111,902 | 113,750 | | |
| Platform Hours Operated | 169,034 | 173,211 | 176,584 | 175,500 | | |
| Boardings | 3,615,741 | 3,918,971 | 4,160,901 | 4,006,904 | | |
| Boardings per Revenue Hour | 26.8 | 28.8 | 30.6 | 29.4 | | |
| Boardings per Trip | 32.6 | 34.7 | 37.2 | 35.2 | | |
| Cost per Boarding | \$7.19 | \$6.64 | \$6.45 | \$6.68 | | |
| Percentage of Scheduled Trips Operated | 98.7% | 99.9% | 99.8% | ≥ 99.8% | | |
| On Time Performance | 89.9% | 89.4% | 86.8% | ≥ 85.0% | | |
| Customer Complaints per 100K Boardings | 15.2 | 13.3 | 11.6 | < 15 | | |
| Prev. Accidents per 100K Platform Miles ⁴ | 0.33 | 0.61 | 0.66 | ≤ 0.80 | | |
| Sounder Commuter Rail | YTD 2012 | YTD 2013 | YTD 2014 | YTD Budget | | Notes |
| Revenue Vehicle Hours Operated | 9,294 | 10,039 | 12,133 | 14,096 | | <i>Sounder did not meet the targets for the percentage of scheduled trips operated due to mudslide activity in Q1. Sounder also fell shy of the target for on-time performance due to Tukwila Station construction, freight interference, and mandatory speed restrictions due to a freight derailment (South) and mudslides (North).</i> |
| Revenue Vehicle Miles Operated | 355,544 | 391,869 | 390,912 | 448,260 | | |
| Trips Operated | 1,587 | 1,561 | 1,670 | 1,835 | | |
| Boardings | 636,412 | 710,057 | 759,942 | 678,987 | | |
| Boardings per Revenue Vehicle Hour | 68.5 | 70.7 | 62.7 | 48.2 | | |
| Boardings per Trip | 401.0 | 454.9 | 455.1 | 370.0 | | |
| Cost per Boarding | \$12.45 | \$12.85 | \$11.72 | \$13.99 | | |
| Percentage of Scheduled Trips Operated | 97.5% | 95.6% | 93.0% | ≥ 99.5% | | |
| On Time Performance | 98.6% | 98.3% | 94.2% | ≥ 95.0% | | |
| Customer Complaints per 100K Boardings | 8.6 | 9.2 | 7.1 | < 15 | | |
| Prev. Accidents per 100K Platform Miles ⁴ | 0.00 | 0.00 | 0.00 | ≤ 1.00 | | |
| Tacoma Link Light Rail | YTD 2012 | YTD 2013 | YTD 2014 | YTD Budget | Notes | |
| Service Hours Operated | 2,446 | 2,433 | 2,403 | 2,443 | <i>Tacoma Link did not meet the targets for boardings per vehicle hour and boardings per trip, due to a combination of fewer events in Downtown Tacoma, and the departure of two of Tacoma's largest employers between Q4 2012 and Q1 2014.</i> | |
| Service Miles Operated | 18,899 | 18,800 | 18,569 | 18,930 | | |
| Trips Operated | 12,005 | 12,291 | 12,205 | 12,275 | | |
| Boardings | 259,521 | 259,303 | 237,694 | 252,645 | | |
| Boardings per Service Vehicle Hour | 106.1 | 106.6 | 99.0 | 103.4 | | |
| Boardings per Trip | 21.6 | 21.1 | 19.5 | 20.6 | | |
| Cost per Boarding | \$3.36 | \$3.61 | \$4.42 | \$4.46 | | |
| Percentage of Scheduled Trips Operated | 99.0% | 99.8% | 99.9% | ≥ 98.5% | | |
| On Time Performance | 100% | 100% | 99.9% | ≥ 98.5% | | |
| Customer Complaints per 100K Boardings | 1.1 | 0.0 | 1.7 | < 15 | | |
| Prev. Accidents per 100K Platform Miles ⁴ | 0.00 | 2.60 | 0.00 | ≤ 1.66 | | |
| Central Link Light Rail | YTD 2012 | YTD 2013 | YTD 2014 | YTD Budget | Notes | |
| Revenue Vehicle Hours Operated | 31,782 | 34,705 | 35,389 | 35,250 | <i>Central Link did not meet the target for cost per boarding in Q1, coming in just under the target. We expect to see improvement as seasonal ridership increases occur in Q2 and Q3.</i> | |
| Revenue Vehicle Miles Operated | 597,159 | 653,093 | 665,051 | 655,650 | | |
| Trips Operated | 22,573 | 22,139 | 22,387 | 22,625 | | |
| Boardings | 1,822,619 | 2,040,578 | 2,351,389 | 2,095,007 | | |
| Boardings per Revenue Vehicle Hour | 57.4 | 58.8 | 66.4 | 59.4 | | |
| Boardings per Trip | 80.7 | 92.2 | 105.0 | 92.6 | | |
| Cost per Boarding | \$6.98 | \$6.77 | \$5.90 | \$5.86 | | |
| Percentage of Scheduled Trips Operated | 99.7% | 98.9% | 99.9% | ≥ 98.5% | | |
| On Time Performance | 93.0% | 94.2% | 94.9% | ≥ 90.0% | | |
| Customer Complaints per 100K Boardings | 2.9 | 0.9 | 1.5 | < 15 | | |
| Prev. Accidents per 100K Platform Miles ⁴ | 0.00 | 0.00 | 0.07 | ≤ 0.30 | | |

| Q1 System-wide Boardings | | | | |
|----------------------------------|------------------|------------------|-------------|-----------------|
| Boardings by Service Type | First Quarter | | | 2014 Annual SIP |
| | 2013 | 2014 | %Δ | |
| ST Express | 3,918,971 | 4,160,901 | 6.2% | 17.1 M |
| Sounder | 710,057 | 759,942 | 7.0% | 3.0 M |
| Tacoma Link | 259,303 | 237,694 | -8.3% | 993 K |
| Central Link | 2,040,578 | 2,351,389 | 15.2% | 10.0 M |
| Paratransit | 15,432 | 14,255 | -7.6% | 65 K |
| Total Boardings | 6,944,341 | 7,524,181 | 8.3% | 31.1 M |
| Average Weekday Boardings | 97,212 | 104,486 | 7.5% | 103,899 |

Total Sound Transit boardings increased by more than 8% during the first quarter of 2014 compared to the same period in 2013. Boardings increased on all modes except Tacoma Link and Paratransit. Overall, ridership growth is trending ahead of the annual SIP and budget forecasts. One-day ridership records were set February 5 on ST Express, Sounder, and Central Link as hundreds of thousands of Seahawks fans attended the Superbowl victory parade in downtown Seattle. Apart from slide-related train cancellations on the Sounder North Line, there were no major service disruptions during the quarter.

ST Express buses had 6% more boardings in Q1 2014 compared to the same period in 2013. Average weekday boardings reached 58,659, a 7% increase compared to 2013. No major service changes took place during the quarter.

Sounder commuter rail boardings were up by 7%, with a 5% increase in average weekday boardings. Commuter boardings were up 11% on the North Line and 4% on the South Line.

Tacoma Link light rail boardings continued a downward trend, declining 8% compared with Q1 2013. Average weekday boardings were down 10%.

Central Link light rail showed the largest percentage increase of any mode, with total boardings up 15% and average weekday boardings up 13%.

Paratransit ridership continued to decline, dropping 8% overall, with a 10% decline in daily boardings. Paratransit represents less than 0.2% of total Sound Transit boardings.

May 22, 2014

Lagging 2014 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.

Quarterly Data (January to March 2014)

ST Express boardings continued to increase, with most of the growth occurring during weekday peak commuter periods. Large percentage changes on routes connecting Snohomish County with Seattle reflect a major restructure that added more peak period service starting in September 2013. Overall, the restructure has been successful at attracting more riders, as total boardings for this route group have increased 11% compared with Q1 2013. Other routes with significant growth include Route 560 Bellevue-West Seattle, up 15%; Route 596, the Bonney Lake-Summer Sounder connector, up 17%; and Sounder Supplemental Bus, up 53% due to Sounder North Line train cancellations.

Sounder commuter rail boardings increased by 7%. While North Line ridership increased by 21%, much of this was due to the one-day ridership surge on February 5 for the Seahawks parade, together with weekend trains to sports events that operated in 2014, but not in 2013. Combined, weekday boardings on both lines averaged 11,843, a 5% increase over 2013.

Tacoma Link light rail boardings decreased by 8%, and average weekday boardings decreased by 10%, continuing a downward trend that began in Q1 2013. The major cause of the decline was the relocation of a downtown Tacoma company whose employees were steady Tacoma Link riders. A planned weekend shutdown took place in February to facilitate a track repair; and buses substituted for light rail service during the shutdown.

Central Link light rail boardings were up by 15%, and average weekday boardings stood at 29,919, a 13% increase over Q1 2013. In previous years, the first quarter had noticeably less growth than other quarters, but a surge in event ridership (including the record-breaking Seahawks parade day) helped to push overall totals up significantly during the first three months of the year.

Paratransit continued a downward trend that began in Q1 2012, with an 8% decline in total boardings.

| ST Express Boardings by Route | | | | | |
|-------------------------------|------------------------------|------------------|------------------|-----------|------------------|
| | | Q1 '13 | Q1 '14 | %Δ | YTD |
| 510/512 | Everett-Seattle | 241,331 | 455,338 | 89% | 455,338 |
| 511 | Lynnwood-Seattle | 293,814 | 126,661 | -57% | 126,661 |
| 513 | Everett-Seattle | 24,906 | 41,194 | 65% | 41,194 |
| 522 | Woodinville-Seattle | 343,171 | 327,778 | -4% | 327,778 |
| 532 | Everett-Bellevue | 110,331 | 121,123 | 10% | 121,123 |
| 535 | Lynnwood-Bellevue | 111,483 | 122,335 | 10% | 122,335 |
| 540 | Kirkland-U. District | 38,214 | 31,004 | -19% | 31,004 |
| 542 | Overlake-U. District | 95,285 | 103,193 | 8% | 103,193 |
| 545 | Redmond-Seattle | 562,953 | 601,018 | 7% | 601,018 |
| 550 | Bellevue-Seattle | 632,891 | 676,097 | 7% | 676,097 |
| 554 | Issaquah-Seattle | 235,048 | 248,199 | 6% | 248,199 |
| 555/556 | Issaquah-Northgate | 88,527 | 92,076 | 4% | 92,076 |
| 560 | West Seattle-SeaTac-Bellevue | 116,531 | 133,478 | 15% | 133,478 |
| 566/567 | Auburn-Kent-Overlake | 149,500 | 130,603 | -13% | 130,603 |
| 574 | Lakewood-SeaTac | 173,296 | 185,192 | 7% | 185,192 |
| 577/578 | Seattle-Federal Way/Puyallup | 223,487 | 245,437 | 10% | 245,437 |
| 586 | Tacoma-U. District | 38,214 | 40,032 | 5% | 40,032 |
| 590-595 | Lakewood/Tacoma-Seattle | 410,797 | 443,509 | 8% | 443,509 |
| 596 | Bonney Lake-Summer | 22,042 | 25,791 | 17% | 25,791 |
| | Sounder Supplemental Bus | 7,150 | 10,922 | 53% | 10,922 |
| | Total | 3,918,971 | 4,160,901 | 6% | 4,160,901 |
| | <i>Avg Weekday Bdgs</i> | <i>55,030</i> | <i>58,659</i> | <i>7%</i> | <i>58,659</i> |

1-Does not include Downtown Seattle ride free boardings

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