

Year to Date Data (January to September 2015)



Third Quarter 2015

Service Delivery  
Quarterly Performance Report

ST Express Bus	YTD 2013	YTD 2014	YTD 2015	YTD Budget	Notes	
Revenue Vehicle Hours Operated	410,053	413,318	418,201	409,125	<i>ST Express did not meet the target for on-time performance due to a new methodology implemented with the new partner agreements. OTP is now calculated using real-time GPS readings rather than random sampling of time points, which provides for greater accuracy. A run time analysis using the new method showed that traffic congestion impacts were worse than indicated by random sampling, and prompted ST to add 5,000 service hours at the end of Q3 to offset ongoing traffic delays and improve reliability along the northern I-5 corridor.</i>	
Revenue Vehicle Miles Operated	8,662,569	8,739,456	8,686,639	8,681,250		
Trips Operated	342,071	337,898	337,397	339,000		
Platform Hours Operated	526,625	538,043	538,378	526,500		
Boardings	12,458,011	13,254,615	13,835,338	13,091,581		
Boardings per Revenue Hour	31.4	32.1	33.1	32.5		
Boardings per Trip	36.4	39.2	41.0	39.2		
Cost per Boarding	\$6.38	\$6.22	\$6.14	\$6.70		
Percentage of Scheduled Trips Operated	99.8%	99.9%	99.9%	≥ 99.8%		
On Time Performance	88.1%	85.9%	83.1%	≥ 85.0%		
Customer Complaints per 100K Boardings	13.3	12.3	13.1	< 15		
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.65	0.75	0.79	≤ 0.80		
Souder Commuter Rail	YTD 2013	YTD 2014	YTD 2015	YTD Budget		Notes
Revenue Vehicle Hours Operated	36,822	37,785	39,262	38,250		<i>Souder did not meet the target for the percentage of scheduled trips operated due to mudslide activity in February and March. We expect to finish the year on target, barring any significant disruptions for the remainder of 2015.</i>
Revenue Vehicle Miles Operated	1,241,490	1,221,489	1,231,833	1,271,250		
Trips Operated	4,830	5,372	5,377	5,505		
Boardings	2,237,887	2,447,597	2,800,818	2,351,377		
Boardings per Revenue Vehicle Hour	61.6	64.9	71.3	63.0		
Boardings per Trip	463.3	456.0	520.9	436.0		
Cost per Boarding	\$12.14	\$11.70	\$10.99	\$13.92		
Percentage of Scheduled Trips Operated	97.3%	97.0%	99.3%	≥ 99.5%		
On Time Performance	97.5%	94.7%	97.2%	≥ 95.0%		
Customer Complaints per 100K Boardings	8.5	7.3	4.5	< 15		
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.00	0.00	≤ 1.00		
Tacoma Link Light Rail	YTD 2013	YTD 2014	YTD 2015	YTD Budget	Notes	
Service Hours Operated	7,372	7,361	7,383	7,328	<i>Tacoma Link met all 2015 service performance targets.</i>	
Service Miles Operated	56,965	56,798	57,046	56,789		
Trips Operated	37,048	37,040	36,618	36,825		
Boardings	747,390	714,213	738,874	692,505		
Boardings per Service Vehicle Hour	101.5	97.5	100.1	98.3		
Boardings per Trip	20.2	19.3	20.2	19.6		
Cost per Boarding	\$3.89	\$4.15	\$4.28	\$4.93		
Percentage of Scheduled Trips Operated	99.9%	99.9%	99.9%	≥ 98.5%		
On Time Performance	99.9%	99.9%	99.9%	≥ 98.5%		
Customer Complaints per 100K Boardings	0.3	0.8	0.3	< 15		
Prev. Accidents per 100K Platform Miles <sup>4</sup>	1.32	0.00	0.00	≤ 1.66		
Link Light Rail	YTD 2013	YTD 2014	YTD 2015	YTD Budget	Notes	
Revenue Vehicle Hours Operated	105,790	108,078	108,464	109,270	<i>Link did not meet the YTD targets for boardings and boardings per trip due to three planned partial service closures in March, May, and June for University Link service preparations. Supplemental bus service was provided during the closures, and boardings are shown in the ST Express route-level section on page 2.</i>	
Revenue Vehicle Miles Operated	1,980,657	2,024,615	2,010,507	2,006,250		
Trips Operated	67,174	67,979	67,364	67,875		
Boardings	7,211,461	8,336,227	8,773,770	8,832,342		
Boardings per Revenue Vehicle Hour	68.1	77.0	80.9	81.0		
Boardings per Trip	107.4	122.6	130.2	130.0		
Cost per Boarding	\$5.51	\$5.28	\$5.00	\$5.38		
Percentage of Scheduled Trips Operated	99.2%	99.5%	99.2%	≥ 98.5%		
On Time Performance	92.2%	94.7%	91.9%	≥ 90.0%		
Customer Complaints per 100K Boardings	1.0	1.1	1.2	< 15		
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.07	0.00	0.00	≤ 0.30		

Q3 System-wide Boardings								
Boardings by Service Mode	Third Quarter			YTD through September			Annual SIP	
	2014	2015	%Δ	2014	2015	%Δ	Target	% Target
ST Express	4,610,624	4,654,445	1%	13,254,615	13,835,339	4%	17.6 M	107%
Souder	870,528	995,258	14%	2,447,598	2,800,818	14%	3.2 M	117%
Tacoma Link	228,385	220,830	-3%	714,213	738,874	3%	960 K	109%
Link	3,179,856	3,323,479	5%	8,336,227	8,773,770	5%	11.8 M	99%
Paratransit	13,784	10,810	-22%	42,520	35,336	-17%	67 K	74%
<b>Total Boardings</b>	<b>8,903,177</b>	<b>9,204,822</b>	<b>4%</b>	<b>24,798,090</b>	<b>26,184,137</b>	<b>6%</b>	<b>33.6 M</b>	<b>106%</b>
<b>Average Weekday Boardings</b>	<b>116,059</b>	<b>121,044</b>	<b>4%</b>	<b>110,256</b>	<b>116,839</b>	<b>5%</b>	<b>111,548</b>	<b>105%</b>

Quarterly and year-to-date ridership figures in this report are preliminary and subject to revision at year end.

**Total Sound Transit** boardings increased by 4% during the third quarter of 2015 compared to the same period in 2014. Boardings increased on all modes except Tacoma Link and Paratransit. Year-to-date boardings totaled almost 26.2 million, on pace to exceed the SIP forecast of 33.6 million boardings for calendar year 2015.

**ST Express** buses registered 1% more boardings in Q3 2015 compared to the same period in 2014. Average weekday boardings reached 63,625 for a 2% increase compared to the third quarter of 2014.

**Souder** commuter rail boardings were up an impressive 14%, reaching a new quarterly record for both total boardings (995,258) and average weekday boardings (15,077). Ridership increased significantly on both Souder lines, with a 21% increase on the North Line and a 15% increase on the South Line. During quarter three, Souder served its 30 millionth passenger since service began in 2000.

**Tacoma Link** light rail ridership declined during the quarter, registering a 3% decline compared to the same period of 2014. Year-to-date boardings for Tacoma Link are above the Annual SIP target by about 9%.

**Link** light rail boardings showed steady growth, with a 5% increase during the quarter. Year-to-date ridership is up 5% compared to the same time last year. During quarter three, Link served its 55 millionth passenger since service began in 2009.

**Paratransit** ridership continued to decline, with a 22% drop for the third quarter. 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.

November 19, 2015

<sup>1</sup>Lagging 2015 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 (July to September 2015)

**ST Express** ridership increased by 1% for the third quarter. Ridership growth was strong on the King County routes. Two of those routes showed significant increases in ridership during the third quarter. Route 540 (Kirkland-University District) increased 29% and Route 542 (Overlake-University District) increased 14%. The Bonney Lake-Summer connector route also saw ridership increase by 8%.

ST Express Route 580 (Lakewood-Puyallup) was implemented during the September 2015 Service Change, near the end of Q3, to connect Lakewood Sounder riders with the train when the schedule does not include stops at Lakewood Station. This was the first time a new route has been added to the ST Express system since 2013. Also during the September service change, Snohomish County routes 510-513 saw investments in improved reliability and on-time performance in response to growing traffic congestion on the I-5 North corridor from Everett to Seattle.

**Sounder** commuter rail had a very busy third quarter with increased ridership of 14%, combined. Sounder North Line averaged over 1,500 weekday riders for the first time ever, a 21% increase compared to 2014. Special event trains included service to the Washington State Fair in Puyallup on September 19 and 26; however, a decline in special event ridership during quarter three is likely due to fewer sporting events compared with the third quarter of 2014.

**Tacoma Link** boardings were down 3% during the third quarter. The decline in ridership for Tacoma Link during quarter three is likely a result of fewer special events in Tacoma compared to 2014.

**Link** average weekday boardings increased by 5% during quarter three. Summer is Link's busiest time of the year, and 2015 continued that seasonal trend with an all-time high in quarterly ridership (3,323,479) and an all-time high in quarterly average weekday boardings (39,239).

ST Express Boardings by Route					
		Q3 '14	Q3 '15	%Δ	YTD
510-513	Everett-Lynnwood-Seattle	696,104	674,619	-3%	1,989,541
522	Woodinville-Seattle	376,281	383,441	2%	1,176,024
532	Everett-Bellevue	129,083	128,646	0%	380,498
535	Lynnwood-Bellevue	122,326	114,027	-7%	375,139
540	Kirkland-U. District	32,304	41,679	29%	125,953
542	Overlake-U. District	96,269	109,315	14%	324,429
545	Redmond-Seattle	683,509	714,949	5%	2,074,546
550	Bellevue-Seattle	750,885	794,957	6%	2,287,063
554	Issaquah-Seattle	286,531	287,710	0%	837,512
555/556	Issaquah-Northgate	91,745	100,330	9%	305,963
560	West Seattle-SeaTac-Bellevue	148,005	143,429	-3%	418,658
566/567	Auburn-Kent-Overlake	145,289	145,633	0%	432,403
574	Lakewood-SeaTac	206,774	202,264	-2%	596,002
577/578	Seattle-Federal Way/Puyallup	277,189	272,772	-2%	798,434
580	Lakewood-Puyallup	N/A	893	N/A	893
586	Tacoma-U. District	32,794	29,676	-10%	109,354
590-595	Lakewood/Tacoma-Seattle	503,893	475,948	-6%	1,421,007
596	Bonney Lake-Summer	26,588	28,588	8%	87,756
	Sounder Supplemental Bus	5,056	5,569	10%	22,863
	Link Supplemental Bus	N/A	N/A	N/A	71,299
	<b>Total Boardings</b>	<b>4,610,625</b>	<b>4,654,445</b>	<b>1%</b>	<b>13,835,338</b>
	<i>Avg Weekday Bdgs</i>	<i>62,549</i>	<i>63,625</i>	<i>2%</i>	<i>63,506</i>

Sounder Commuter Rail Boardings by Corridor					
	Q3 '14	Q3 '15	%Δ	YTD	
<b>North Line</b>					
Commuter	79,955	96,605	21%	253,742	
Special	13,892	11,791	-15%	30,182	
Subtotal	93,847	108,396	16%	283,924	
<b>South Line</b>					
Commuter	756,916	868,328	15%	2,474,875	
Special	19,765	18,534	-6%	42,019	
Subtotal	776,681	886,862	14%	2,516,894	
<b>Total</b>	<b>870,528</b>	<b>995,258</b>	<b>14%</b>	<b>2,800,818</b>	
<i>Avg Weekday Bdgs</i>	<i>13,076</i>	<i>15,077</i>	<i>15%</i>	<i>14,286</i>	
<b>Tacoma Link Light Rail Boardings</b>					
	Q3 '14	Q3 '15	%Δ	YTD	
Tac Dome—Theatre Dist	228,385	220,830	-3%	738,874	
<i>Avg Weekday Bdgs</i>	<i>3,042</i>	<i>2,989</i>	<i>-2%</i>	<i>3,345</i>	
<b>Link Light Rail Boardings</b>					
	Q3 '14	Q3 '15	%Δ	YTD	
Seattle-SeaTac	3,179,856	3,323,479	5%	8,773,770	
<i>Avg Weekday Bdgs</i>	<i>37,242</i>	<i>39,239</i>	<i>5%</i>	<i>35,573</i>	
<b>Paratransit Boardings</b>					
	Q3 '14	Q3 '15	%Δ	YTD	
Central Link	13,784	10,810	-22%	35,336	
<i>Avg Daily Bdgs</i>	<i>150</i>	<i>118</i>	<i>-22%</i>	<i>129</i>	
<b>Sound Transit System Boardings</b>					
	Q3 '14	Q3 '15	%Δ	YTD	
<b>Total Boardings</b>	<b>8,906,114</b>	<b>9,204,822</b>	<b>3%</b>	<b>26,184,136</b>	
<i>Avg Weekday Bdgs</i>	<i>116,059</i>	<i>121,044</i>	<i>3%</i>	<i>116,839</i>	

Quarterly Data (July to September 2015)

ST Express Bus	Q3 2013	Q3 2014	Q3 2015	Q3 Budget
Revenue Vehicle Hours Operated	137,255	139,817	141,278	136,375
Revenue Vehicle Miles Operated	2,889,029	2,939,211	2,903,472	2,893,750
Trips Operated	114,676	113,324	112,740	113,000
Platform Hours Operated	176,642	181,879	180,924	175,500
Boardings	4,328,959	4,610,624	4,654,446	4,507,038
Boardings per Revenue Hour	31.5	33.0	32.9	32.5
Boardings per Trip	37.7	40.7	41.3	39.9
Cost per Boarding	\$6.10	\$6.22	\$6.22	\$6.70
Percentage of Scheduled Trips Operated	99.8%	99.9%	99.9%	99.9%
On Time Performance	85.8%	85.4%	77.6%	≥ 85.0%
Customer Complaints per 100K Boardings	13.3	13.0	13.8	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.65	0.75	0.79	≤ 0.80
Sounder Commuter Rail	Q3 2013	Q3 2014	Q3 2015	Q3 Budget
Revenue Vehicle Hours Operated	13,724	13,346	13,429	12,750
Revenue Vehicle Miles Operated	435,012	428,081	422,829	423,750
Trips Operated	1,711	1,852	1,846	1,835
Boardings	766,964	872,784	995,258	803,201
Boardings per Revenue Vehicle Hour	55.9	65.4	74.1	63.00
Boardings per Trip	448.2	456.0	539.1	437.7
Cost per Boarding	\$11.52	\$11.32	\$11.04	\$13.92
Percentage of Scheduled Trips Operated	98.9%	99.9%	99.8%	≥ 99.5%
On Time Performance	95.8%	96.6%	97.6%	≥ 95.0%
Customer Complaints per 100K Boardings	11.5	5.4	3.9	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.00	0.00	≤ 1.00
Tacoma Link Light Rail	Q3 2013	Q3 2014	Q3 2015	Q3 Budget
Service Hours Operated	2,474	2,482	2,476	2,443
Service Miles Operated	19,117	19,157	19,132	18,930
Trips Operated	12,400	12,409	12,390	12,275
Boardings	231,824	228,385	220,830	217,041
Boardings per Service Vehicle Hour	94.0	93.4	89.2	98.3
Boardings per Trip	18.7	18.4	17.8	17.7
Cost per Boarding	\$4.35	\$4.10	\$4.72	\$4.93
Percentage of Scheduled Trips Operated	99.9%	99.9%	99.9%	≥ 98.5%
On Time Performance	99.9%	99.9%	99.9%	≥ 98.5%
Customer Complaints per 100K Boardings	0.4	0.0	0.0	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	1.32	0.00	0.00	≤ 1.66
Link Light Rail	Q3 2013	Q3 2014	Q3 2015	Q3 Budget
Revenue Vehicle Hours Operated	36,049	36,579	36,609	36,423
Revenue Vehicle Miles Operated	675,918	682,686	682,675	668,750
Trips Operated	22,899	22,897	22,907	18,751
Boardings	2,758,075	3,179,856	3,323,479	3,400,691
Boardings per Revenue Vehicle Hour	76.5	86.9	90.8	81.0
Boardings per Trip	120.4	138.8	145.1	181.3
Cost per Boarding	\$4.68	\$4.39	\$3.82	\$5.38
Percentage of Scheduled Trips Operated	99.6%	99.2%	99.0%	≥ 98.5%
On Time Performance	91.7%	94.3%	94.1%	≥ 90.0%
Customer Complaints per 100K Boardings	1.4	1.0	1.1	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.07	0.00	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.