



ST Express Bus	YTD 2014	YTD 2015	YTD 2016	YTD Budget	Notes	
Revenue Vehicle Hours Operated ¹	413,137	435,659	440,928	433,500	<i>ST Express did not meet the targets for on-time performance and customer complaints per boarding due to overcrowding and traffic congestion that caused buses to run late. ST Express also was outside of the targeted range for preventable accidents in Q3. While the majority of accidents are minor in nature, staff and partners are working to identify trends and implement changes to reduce preventable accidents, with a focus on safety as the highest priority.</i>	
Revenue Vehicle Miles Operated	8,732,847	8,686,402	8,906,744	8,995,500		
Trips Operated	338,504	338,402	354,232	349,500		
Platform Hours Operated	538,797	542,489	566,458	558,750		
Boardings	13,254,615	13,836,287	14,012,318	14,540,750		
Boardings per Revenue Hour	32.1	31.8	31.8	33.5		
Boardings per Trip	39.2	40.9	39.6	41.6		
Cost per Boarding ²	\$6.22	\$6.14	\$6.29	\$6.41		
Percentage of Scheduled Trips Operated	99.9%	99.9%	99.8%	≥ 99.8%		
On Time Performance ³	85.9%	83.1%	82.6%	≥ 85.0%		
Customer Complaints per 100K Boardings	12.3	13.2	17.1	< 15.0		
Prev. Accidents per 100K Platform Miles ⁵	0.75	0.79	0.88	< 0.80		
Sounder Commuter Rail	YTD 2014	YTD 2015	YTD 2016	YTD Budget		Notes
Revenue Vehicle Hours Operated ¹	37,897	43,997	44,457	42,113	<i>Sounder largely met all their targets with the exception of YTD percentage of scheduled trips operated and on time performance. Delays and interruptions were mostly due to construction of the third mainline by BNSF (an ST2 project to expand railroad capacity) near Auburn that forced a single track railroad for a number of weeks. Additional freight interference delays were also largely related to that work.</i>	
Revenue Vehicle Miles Operated	1,204,698	1,338,495	1,350,970	1,399,613		
Trips Operated	5,309	5,412	5,462	5,522		
Boardings	2,447,598	2,844,907	3,157,992	2,736,486		
Boardings per Revenue Vehicle Hour	64.6	64.7	71.0	65.0		
Boardings per Trip	461.0	525.7	578.2	495.6		
Cost per Boarding ²	\$11.70	\$10.82	\$10.25	\$12.41		
Percentage of Scheduled Trips Operated	97.0%	99.3%	98.7%	≥ 99.5%		
On Time Performance ³	94.7%	97.2%	94.7%	≥ 95.0%		
Customer Complaints per 100K Boardings	7.3	4.4	7.9	< 15.0		
Prev. Accidents per 100K Platform Miles ⁵	0.00	0.00	0.00	≤ 1.00		
Tacoma Link Light Rail	YTD 2014	YTD 2015	YTD 2016	YTD Budget		Notes
Service Hours Operated	7,356	7,339	7,362	7,383		<i>Tacoma Link met all service performance targets in Q3 YTD.</i>
Service Miles Operated	56,842	56,514	56,701	57,218		
Trips Operated	36,514	36,698	36,821	37,111		
Boardings	713,679	727,567	697,822	685,292		
Boardings per Service Vehicle Hour	97.0	99.1	94.8	92.8		
Boardings per Trip	19.5	19.8	19.0	18.5		
Cost per Boarding ²	\$4.15	\$4.34	\$4.56	\$5.63		
Percentage of Scheduled Trips Operated	99.9%	99.9%	99.9%	≥ 98.5%		
On Time Performance ³	99.9%	99.9%	99.9%	≥ 98.5%		
Customer Complaints per 100K Boardings	0.8	0.3	0.7	< 15.0		
Prev. Accidents per 100K Platform Miles ⁵	0.00	0.00	0.00	≤ 1.66		
Link Light Rail	YTD 2014	YTD 2015	YTD 2016	YTD Budget	Notes	
Revenue Vehicle Hours Operated ¹	108,078	106,950	144,170	133,433	<i>Link largely met all targets but was slightly outside the target for Headway Performance in Q3 YTD 2016. Performance has deteriorated since the start of University Link due to increased passenger traffic on buses and trains in the DSTT.</i>	
Revenue Vehicle Miles Operated	2,024,584	1,976,928	2,864,090	2,646,143		
Trips Operated	67,979	67,642	76,057	75,498		
Boardings	8,336,227	8,685,778	13,892,937	11,925,000		
Boardings per Revenue Vehicle Hour	77.1	81.2	96.4	89.4		
Boardings per Trip	122.6	128.4	182.7	158.0		
Cost per Boarding ²	\$5.28	\$5.05	\$4.26	\$5.38		
Percentage of Scheduled Trips Operated	99.5%	99.2%	98.5%	≥ 98.5%		
Headway Performance ⁴	94.7%	89.9%	89.7%	≥ 90.0%		
Customer Complaints per 100K Boardings	1.1	1.3	2.1	< 15.0		
Prev. Accidents per 100K Platform Miles ⁵	0.00	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-Headway Performance: 2015 and 2016 are reported using a tolerance of +/- 2 minutes (a tolerance of +/- 3 minutes was used for 2014).
 5-Preventable accident: An accident in which the operating employee failed to do everything reasonable to prevent the accident.

Third Quarter 2016

Service Delivery Quarterly Performance Report

System-wide Boardings								
Boardings by Service Mode	Third Quarter			YTD Through September			Annual SIP	
	2015	2016	%Δ	2015	2016	%Δ	Target	% YTD Target
ST Express	4,651,580	4,784,107	2.8%	13,836,287	14,012,318	1.3%	19.5 M	96%
Sounder	1,000,994	1,058,168	5.7%	2,844,964	3,157,992	11.0%	3.73 M	115%
Tacoma Link	219,122	216,425	-1.2%	727,567	697,822	-4.1%	0.95 M	102%
Link	3,305,349	5,596,453	69.3%	8,685,778	13,892,937	60.0%	17.2 M	117%
Paratransit	10,810	12,598	16.5%	35,336	35,505	0.5%	0.07 M	68%
Total Boardings	9,187,856	11,667,751	27.0%	26,129,876	31,796,574	21.7%	41.45 M	106%
Average Weekday Boardings	121,382	152,494	25.6%	116,971	140,880	20.4%		

Total Sound Transit ridership increased by 27% during the third quarter of 2016 compared to the same period in 2015. All modes with the exception of Tacoma Link saw increases during the quarter. System-wide average weekday boardings increased 26% compared to the third quarter in 2015.

ST Express bus ridership increased by 133K, or 2.8% compared to the third quarter in 2015. Average weekday boardings came to 65,578 which was a 3% increase over the third quarter of 2015. This ridership growth was tempered by low fuel prices, which tend to depress bus ridership.

Sounder commuter rail ridership was up 5.7%, continuing its upward ridership trend. Similarly, average weekday boardings were 15,975, reflecting a 5% increase over the third quarter of 2015. Commute ridership on the North line increased by 8%, outpacing growth overall.

Tacoma Link ridership has managed to hold flat despite declines in Pierce Transit service in Pierce County. Average weekday boardings stood at 2,911 for the third quarter of 2016, with no change compared to the same period of 2015.

Link light rail ridership continued its strong growth during the third quarter, with a 69.3% increase compared to the same period of last year. Ridership growth compared to the prior year is largely attributed to the opening of new stations to Capitol Hill, University of Washington, and Angle Lake, which opened in September. Weekend ridership has also increased due to UW Husky football games that were not served by Link in 2015.

Paratransit ridership services increased by 16.5% for the third quarter of 2016. Paratransit service is provided along the Link corridor under contract with King County Metro. The increase in Paratransit ridership is attributed to the increased Paratransit responsibility with the opening of the Link extensions and additional customers requesting access to the Link system.

Quarterly Data (July to September 2016)

ST Express ridership increased by 133K boardings or 3% during Q3 2016. Average weekday boardings also increased by 3% to 65,578. The largest ridership gains were seen on the cross Lake Washington routes, with three of those routes continuing to post significant increases in ridership. Route 542 (Redmond-University District) increased 33%, Route 550 (Bellevue-Seattle) increased 5%, and Route 554 (Issaquah-Seattle) increased 12%. Increased ridership is also partly due to new routes added to service such as Route 541 (Overlake-University District) and Route 580 (Lakewood-Puyallup). Route 541 was implemented with the March 2016 service change. Route 580 began service the last week of September 2015; therefore, Q3 2015 only includes one week of data for the route.

Route 586 showed a decline of 16% during Q3 due to a decrease in the number of daily trips operated on the route, which became effective with the September 2015 service change.

Sounder ridership continued its growth in Q3, with an increase of 5.7% compared to same period of last year. Both Sounder lines showed growth, with a 7.3% increase on the North Line and a 5.5% increase on the South Line.

Tacoma Link ridership during Q3 2016 decreased marginally compared to the prior year with 3K less boardings or a difference of 1%.

Link ridership increased by 69% in Q3 versus the same period of last year, mainly driven by the Link extensions, weekend sporting events, and the implementation of 6-minute peak frequencies in Q4 2015. Average weekday boardings increased to 67,893.

ST Express Boardings by Route					
		Q3 2015	Q3 2016	%Δ	YTD
510-513	Everett-Seattle	671,720	675,459	1%	1,977,784
522	Woodinville-Seattle	383,441	404,005	5%	1,182,820
532	Everett-Bellevue	128,679	135,505	5%	404,639
535	Lynnwood-Bellevue	114,027	118,399	4%	383,180
540	Kirkland-U. District	41,679	36,318	-13%	122,680
541	Overlake-U. District	0	46,248	N/A	89,281
542	Redmond-U. District	109,315	145,734	33%	403,767
545	Redmond-Seattle	714,949	681,095	-5%	1,998,210
550	Bellevue-Seattle	794,957	831,002	5%	2,397,617
554	Issaquah-Seattle	287,710	321,219	12%	893,523
555/556	Issaquah-Northgate	100,330	99,119	-1%	304,913
560	West Seattle-SeaTac-Bellevue	143,429	131,855	-8%	394,920
566/567	Auburn-Kent-Overlake	145,633	134,069	-8%	413,080
574	Lakewood-SeaTac	202,264	197,888	-2%	573,823
577/578	Seattle-Federal Way/Puyallup	272,772	275,691	1%	805,619
580	Lakewood-Puyallup	893	29,710	N/A	89,225
586	Tacoma-U. District	29,676	24,781	-16%	85,740
590-595	Lakewood/Tacoma-Seattle	475,948	466,825	-2%	1,394,405
596	Bonney Lake-Sumner	28,588	29,122	2%	92,528
	Sounder Supplemental Bus	5,569	63	-99%	3,474
	Link Supplemental Bus	0	0	N/A	1,090
	ST Express Total	4,651,580	4,784,107	3%	14,012,318
	Average Weekday	63,515	65,578	3%	64,630

Sounder Commuter Rail Boardings by Corridor					
North Line	Q3 2015	Q3 2016	%Δ	YTD	
Commuter	95,618	103,476	8%	297,422	
Special	12,668	12,674	0%	27,176	
Subtotal	108,286	116,149	7%	324,598	
South Line	Q3 2015	Q3 2016	%Δ	YTD	
Commuter	876,663	918,913	5%	2,794,210	
Special	16,045	23,105	44%	39,184	
Subtotal	892,708	942,019	6%	2,833,394	
Total Sounder	1,000,994	1,058,168	6%	3,157,992	
Average Weekday	15,192	15,975	5%	16,152	
Tacoma Link Light Rail Boardings					
	Q3 2015	Q3 2016	%Δ	YTD	
Tac Dome-Theatre Dist	219,122	216,425	-1%	697,822	
Average Weekday	2,921	2,911	0%	3,162	
Link Light Rail Boardings					
	Q3 2015	Q3 2016	%Δ	YTD	
UW-Angle Lake	3,305,349	5,596,453	69%	13,892,937	
Average Weekday	39,637	67,893	71%	56,806	
Paratransit Boardings					
	Q3 2015	Q3 2016	%Δ	YTD	
Link Service Area	10,810	12,598	17%	35,505	
Average Daily	118	137	17%	130	
Sound Transit System Boardings					
	Q3 2015	Q3 2016	%Δ	YTD	
Total Boardings	9,187,856	11,667,751	27%	31,796,574	
Average Weekday	121,382	152,494	26%	140,880	

Quarterly Data (July to September 2016)

ST Express Bus	Q3 2014	Q3 2015	Q3 2016	Q3 Budget
Revenue Vehicle Hours Operated ¹	139,644	146,988	148,973	144,500
Revenue Vehicle Miles Operated	2,933,148	2,896,917	3,008,256	2,998,500
Trips Operated	113,447	112,940	119,462	116,500
Platform Hours Operated	181,879	182,754	192,558	186,250
Boardings	4,610,625	4,651,580	4,784,107	5,014,958
Boardings per Revenue Hour	33.0	31.6	32.1	34.7
Boardings per Trip	40.6	41.2	40.0	43.0
Cost per Boarding ²	\$6.22	\$6.22	\$6.16	\$6.21
Percentage of Scheduled Trips Operated	99.9%	99.9%	99.7%	≥ 99.8%
On Time Performance ³	85.4%	77.6%	81.5%	≥ 85.0%
Customer Complaints per 100K Boardings	13.0	13.9	19.0	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.75	0.79	0.88	< 0.80
Sounder Commuter Rail	Q3 2014	Q3 2015	Q3 2016	Q3 Budget
Revenue Vehicle Hours Operated ¹	12,957	14,900	15,156	14,038
Revenue Vehicle Miles Operated	411,289	454,146	461,198	466,538
Trips Operated	1,851	1,858	1,884	1,841
Boardings	870,528	1,000,994	1,058,168	941,447
Boardings per Revenue Vehicle Hour	67.2	67.2	69.8	67.1
Boardings per Trip	470.3	538.7	561.7	511.5
Cost per Boarding ²	\$11.32	\$10.97	\$10.53	\$12.38
Percentage of Scheduled Trips Operated	99.9%	99.8%	99.5%	≥ 99.5%
On Time Performance ³	96.6%	97.6%	94.5%	≥ 95.0%
Customer Complaints per 100K Boardings	5.4	3.9	9.3	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.00	0.00	0.00	≤ 1.00
Tacoma Link Light Rail	Q3 2014	Q3 2015	Q3 2016	Q3 Budget
Service Hours Operated	2,482	2,478	2,472	2,461
Service Miles Operated	19,178	19,080	19,037	19,073
Trips Operated	12,409	12,390	12,362	12,370
Boardings	228,385	219,122	216,425	214,780
Boardings per Service Vehicle Hour	92.0	88.4	87.5	87.3
Boardings per Trip	18.4	17.7	17.5	17.4
Cost per Boarding ²	\$4.10	\$4.76	\$5.12	\$6.04
Percentage of Scheduled Trips Operated	99.9%	99.9%	99.9%	≥ 98.5%
On Time Performance ³	99.9%	99.9%	99.9%	≥ 98.5%
Customer Complaints per 100K Boardings	0.0	0.0	0.5	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.00	0.00	0.00	≤ 1.66
Link Light Rail	Q3 2014	Q3 2015	Q3 2016	Q3 Budget
Revenue Vehicle Hours Operated ¹	36,579	36,239	56,682	44,478
Revenue Vehicle Miles Operated	682,685	673,446	1,142,516	882,048
Trips Operated	22,897	22,920	25,987	25,166
Boardings	3,179,856	3,305,349	5,596,453	4,875,000
Boardings per Revenue Vehicle Hour	86.9	91.2	98.7	109.6
Boardings per Trip	138.9	144.2	215.4	193.7
Cost per Boarding ²	\$4.39	\$3.85	\$3.45	\$4.38
Percentage of Scheduled Trips Operated	99.2%	99.0%	99.0%	≥ 98.5%
Headway Performance ⁴	94.3%	90.5%	90.1%	≥ 90.0%
Customer Complaints per 100K Boardings	1.0	1.1	1.7	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.00	0.00	0.00	< 0.30

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