Year to Date Data (January through March 2012)

ST Express Bus	Q1 2010	Q1 2011	YTD 2012	Q1 Budget	Notes
Revenue Vehicle Hours Operated ¹	134,014	139,659	135,092	141,250	
Revenue Vehicle Miles Operated	2,778,468	2,897,508	2,849,092	2,900,000	
Trips Operated	107,650	114,732	110,609	111,250	
Platform Hours Operated	170,099	174,656	169,034	175,374	All standards were met with
Boardings	2,988,744	3,183,722	3,615,741	3,319,172	the exception of Customer Complaints per 100,000
Boardings per Revenue Hour	22.30	22.80	26.77	24.42	boardings. We are seeing
Boardings per Trip	27.76	27.75	32.69	31.10	increasing complaints due to overcrowded conditions and
Cost per Boarding ²	\$5.95	\$6.97	\$7.19	\$7.41	skipped stops due to buses
Percentage of Scheduled Trips Operated	99.9%	99.9%	99.9%	≥ 99.80%	which cannot carry addition- al passengers.
On Time Performance ³	83.1%	90.2%	89.9%	≥ 85.00%	ai passerigers.
Customer Complaints per 100K Boardings	17.4	11.6	15.2	< 15	
Prev. Accidents per 100K Platform Miles ⁴	0.6	0.5	0.3	≤ 0.80	
Sounder Commuter Rail	Q1 2010	Q1 2011	YTD 2012	Q1 Budget	Notes
Revenue Vehicle Hours Operated ¹	9,251	9,446	9,294	9,599	
Revenue Vehicle Miles Operated	362,406	367,319	355,544	351,593	
Trips Operated	1,622	1,618	1,587	1,696	[
Boardings	581,072	574,295	636,412	597,804	Sounder commuter rail did not meet its standard for
Boardings per Revenue Vehicle Hour	62.81	60.80	68.48	65.11	percentage of scheduled
Boardings per Trip	358.24	354.94	401.02	368.51	trips operated. There were
Cost per Boarding ²	\$17.24	\$14.05	\$12.45	\$14.51	two days interrupted by mudslides along the Seattle-
Percentage of Scheduled Trips Operated	98.4%	95.4%	97.5%	≥99.50%	Everett line, causing regula-
On Time Performance ³	97.8%	95.9%	98.6%	≥95.00%	tory stoppages in service.
Customer Complaints per 100K Boardings	11.5	12.4	8.6	< 15	
Prev. Accidents per 100K Platform Miles ⁴	0.00	0.00	0.00	≤ 1.00	
Central Link Light Rail	Q1 2010	Q1 2011	YTD 2012	Q1 Budget	Notes
Revenue Vehicle Hours Operated ¹	35,213	29,325	31,782	34,572	
Revenue Vehicle Miles Operated	663,423	550,675	597,159	706,191	
Trips Operated	22,458	22,352	22,573	23,261	Central Link fell short on several quarterly standards,
Boardings	1,389,287	1,653,134	1,822,619	1,746,252	as those are based on aver-
Boardings per Revenue Vehicle Hour	39.45	56.37	57.35	65.88	age productivity for a full year. Central Link has
Boardings per Trip	61.86	73.96	80.74	90.78	demonstrated seasonal varia-
Cost per Boarding ²	\$9.30	\$7.45	\$6.98	\$6.21	tions in ridership that will
Percentage of Scheduled Trips Operated	99.9%	99.5%	99.7%	≥98.50%	cause performance to vary during the year. All measures
On Time Performance ³	99.5%	93.6%	93.0%	≥90.00%	improved in Q1 2012 com-
Customer Complaints per 100K Boardings	10.4	3.9	2.9	< 15	pared to prior years.
Prev. Accidents per 100K Platform Miles ⁴	0.00	0.06	0.00	≤ 0.30	
Tacoma Link Light Pail	Q1 2010	Q1 2011	YTD 2012	Q1 Budget	Notes
Tacoma Link Light Rail	Q1 Z010	QIZOII	110 2012	Q i baaget	140663
Revenue Vehicle Hours Operated ¹	2,399	2,405	2,446	2,404	Notes
	-	_		• 5	. Notes
Revenue Vehicle Hours Operated ¹	2,399	2,405	2,446	2,404	
Revenue Vehicle Hours Operated ¹ Service Miles Operated	2,399 22,248	2,405 22,304	2,446 18,899	2,404 18,975	
Revenue Vehicle Hours Operated ¹ Service Miles Operated Trips Operated	2,399 22,248 14,396	2,405 22,304 14,432	2,446 18,899 12,005	2,404 18,975 11,964	
Revenue Vehicle Hours Operated ¹ Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip	2,399 22,248 14,396 214,400 89.36 14.9	2,405 22,304 14,432 235,101	2,446 18,899 12,005 259,521	2,404 18,975 11,964 222,847 93.59 18.81	All standards were met dur-
Revenue Vehicle Hours Operated ¹ Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour	2,399 22,248 14,396 214,400 89.36	2,405 22,304 14,432 235,101 97.74	2,446 18,899 12,005 259,521 106.11	2,404 18,975 11,964 222,847 93.59	
Revenue Vehicle Hours Operated ¹ Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip	2,399 22,248 14,396 214,400 89.36 14.9	2,405 22,304 14,432 235,101 97.74 16.3	2,446 18,899 12,005 259,521 106.11 21.6	2,404 18,975 11,964 222,847 93.59 18.81	All standards were met dur-
Revenue Vehicle Hours Operated ¹ Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding ²	2,399 22,248 14,396 214,400 89.36 14.9 \$4.08	2,405 22,304 14,432 235,101 97.74 16.3 \$3.33	2,446 18,899 12,005 259,521 106.11 21.6 \$3.36	2,404 18,975 11,964 222,847 93.59 18.81 \$4.57	All standards were met dur-
Revenue Vehicle Hours Operated ¹ Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding ² Percentage of Scheduled Trips Operated	2,399 22,248 14,396 214,400 89.36 14.9 \$4.08 100%	2,405 22,304 14,432 235,101 97.74 16.3 \$3.33 100%	2,446 18,899 12,005 259,521 106.11 21.6 \$3.36 99.3%	2,404 18,975 11,964 222,847 93.59 18.81 \$4.57 ≥98.50%	All standards were met dur-

Lagging 2012 budget or standard.

3-On-time performance standards are described in the budget.





Service Delivery **Quarterly Performance Report**



Q1 Systemwide Boardings								
Boardings by Service Type	Fi	rst Quarter	Approved 2012 Annual SIP					
	2011	2012	%∆	Projections				
ST Express Bus	3,183,722	3,615,742	14%	13.8 mil				
Sounder Commuter Rail	574,295	636,413	11%	2.6 mil				
Tacoma Link	235,101	259,521	10%	0.9 mil				
Central Link	1,653,134	1,822,619	10%	8.4 mil				
Paratransit	21,755	16,140	-26%	0.1 mil				
Total Boardings	5,668,007	6,350,434	12%	25.8 mil				
Average Weekday Boardings	77,069	86,291	12%	86,605				

All Sound Transit modes except Paratransit showed significant increases in ridership for the First Quarter of 2012. Both total boardings and average weekday boardings were up 12 percent compared with First Quarter 2011. Apart from two days of mudslide-related train cancellations on the Sounder North Line, there were no major service disruptions during the quarter.

ST Express had the largest ridership increase, up 14 percent for the quarter. Average weekday boardings reached a new quarterly high of 50,154. Boardings increased on all bus routes except routes where service reductions were implemented last year.

Sounder commuter rail ridership continued to rebound, with an 11 percent increase in total boardings. Average weekday boardings were up 15 percent, and both the North and South Lines showed major increases.

Tacoma Link ridership increased by 10 percent. Average weekday boardings stood at 3,431, an 8 percent increase over 2011. If current trends continue, calendar year 2012 boardings may exceed 1 million for the first time.

Central Link light rail boardings increased by 10 percent, with an 8 percent increase in average weekday boardings. Weekend ridership continued to post a strong upward surge.

Paratransit showed a major decline during the quarter, dropping from 242 to 177 average weekday boardings (-26%).

Specific mode and individual route trends are discussed on page 2.

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.

⁴⁻Preventable accident: An accident in which the operating employee failed to do everything reasonable to prevent the accident.

Quarterly Data (January through March 2012)

ST Express bus ridership experienced major increases in most corridors. For the first time, average weekday ridership exceeded 50,000 boardings for an entire quarter. Routes with particularly strong growth included services between downtown Seattle and Everett/Lynnwood and routes crossing Lake Washington. Routes 540 and 560 showed declines as expected, reflecting the service reductions implemented on these routes in June 2011. Route 566 (Auburn-Overlake) showed a 2 percent increase, an encouraging sign since the route had been losing riders for the past three quarters.

Sounder commuter rail boardings increased significantly for the third consecutive quarter, exceeding the First Quarter 2011 totals by 11 percent. The North Line experienced a 34 percent increase in weekday commuter boardings, indicating a recovery from mudslide-related service disruptions that impacted service for seven days during February and March of last year. South Line commuter boardings were up a healthy 14 percent. The increases in commuter ridership were even more impressive in that they offset the fact that no event trains were operated during First Quarter 2012.

Tacoma Link boardings increased by 10 percent, continuing the upward trend that started in Second Quarter 2011. If current trends continue through the rest of the year, total ridership will exceed 1 million boardings, well above the SIP projection of 900,000 boardings for 2012.

Central Link boardings increased by 10 percent. Weekend ridership increased at a higher rate than weekday, reflecting what appears to be a large market for occasional riders. If First Quarter trends continue through the remainder of the year, total ridership will reach or exceed the SIP projection of 8.4 million total boardings for 2012.

Paratransit boardings decreased by 26 percent, in part due to a change in the methodology for allocating paratransit trips to the Central Link corridor. The change represents a reduction in absolute numbers of 65 fewer boardings per day.

ST Express Boardings by Route				Sounder Commuter Rail Boardings by Corridor						
		Q1 '11	Q1 '12	%∆	YTD	North Line	Q1 '11	Q1 '12	%∆	YTD
510/512	Francis Cartila	226.752	264 202	17%	264,202	Commuter	48,201	64,682	34%	64,682
510/512	Everett-Seattle	226,753	264,202	17%	264,202	Special	6,808	0	N/A	0
511	Lynnwood- Seattle	251,062	312,839	25%	312,839	Subtotal	55,009	64,682	18%	64,682
513	Everett-Seattle	17,440	24,252	39%	24,252	Sounder Commuter Rail Boardings by Corridor				or
522	Woodinville- Seattle	249,581	296,405	19%	296,405	South Line	Q1 '11	Q1 '12	%∆	YTD
532	Everett-Bellevue	92,735	104,943	13%	104,943	Commuter	503,249	571,730	14%	571,730
535	Lynnwood-	112,161	116,996	4%	116,996	Special	16,037	0	-100%	0
222	Bellevue	,	,	470	•	Subtotal	519,286	571,730	10%	571,730
540	Kirkland-U. Dis- trict	79,345	43,327	-45%	43,327	<u>Sounder Total</u>	<u>574,295</u>	<u>636,412</u>	<u>11%</u>	<u>636,412</u>
542	Overlake-U. District	62,772	80,491	28%	80,491	Avg Weekday Bdgs	8,616	9,944	15%	9,944
545	Redmond-Seattle	407,748	513,554	26%	513,554	Tac	oma Link Lig	ht Rail Boardi	ngs	
550	Bellevue-Seattle	463,176	547,003	18%	547,003		Q1 '11	Q1 '12	%∆	YTD
554	Issaguah-Seattle	182,792	196.491	7%	196,491	Total	235,101	259,521	10%	259,521
334	·	102,732	,	7 70	•	Avg Weekday Bdgs	3,188	3,431	8%	3,431
555/556	Issaquah- Northgate	58,815	74,196	26%	74,196	Cer	ntral Link Ligi	nt Rail Boardi	ngs	
560	West Seattle-	139,875	126,670	-9%	126,670		Q1 '11	Q1 '12	%∆	YTD
566	SeaTac-Bellevue Auburn-Overlake	132,241	134,505	2%	134,505	Total	1,653,134	1,822,619	10%	1,822,619
574	Lakewood-	148,294	162,491	10%	162,491	Avg Weekday Bdgs	<i>20,987</i>	22,585	8%	22,585
	SeaTac	,	,				Paratransit	: Boardings		
577/578	Seattle-Federal Way/Puyallup	168,913	180,602	7%	180,602		Q1 '11	Q1 '12	%∆	YTD
586	Tacoma-U. Dis-	34,497	39,406	14%	39,406	Total	21,755	16,140	-26%	16,140
590-595	trict Lakewood/	349,928	392,793	12%	392,793	Avg Daily Bdgs	242	177	-27%	177
599	Tacoma-Seattle Lakewood-	4,889	0	-N/A	0	Sou	und Transit S	ystem Boardii	ngs	
	Tacoma	•				All Modes	Q1 '11	Q1 '12	%∆	YTD
	Sounder Supple- mental Bus	705	4,574	549%	4,574	Total Boardings	5,668,007	6,350,434	12%	6,350,434
	<u>Total</u>	3,183,722	<u>3,615,741</u>	<u>14%</u>	<u>3,615,741</u>	Avg Weekday Bdgs	77,069	86,291	12%	86,291
	Avg Weekday	44,035	50,154	14%	50,154	1-Does not include Do	wntown Seattle	ride free boardin	as	

Quarterly Data (January through March 2012)

ST Express Bus	Q1 2010	Q1 2011	Q1 2012	Q1 Budget
Revenue Vehicle Hours Operated	134,014	139,659	135,092	141,250
Revenue Vehicle Miles Operated	2,778,468	2,897,508	2,849,092	2,900,000
Trips Operated	107,650	114,732	110,609	111,250
Platform Hours Operated	170,099	174,656	169,034	175,374
Boardings	2,988,744	3,183,722	3,615,741	3,319,172
Boardings per Revenue Hour	22.30	22.80	26.77	24.42
Boardings per Trip	27.76	27.75	32.69	31.10
Cost per Boarding	\$5.95	\$6.97	\$7.19	\$7.41
Percentage of Scheduled Trips Operated	99.9%	99.9%	99.9%	≥ 99.80%
On Time Performance	83.1%	90.2%	89.9%	≥ 85.00%
Customer Complaints per 100K Boardings	17.4	11.6	15.2	< 15
Prev. Accidents per 100K Platform Miles ⁴	0.6	0.5	0.3	≤ 0.80
Sounder Commuter Rail	Q1 2010	Q1 2011	Q1 2012	Q1 Budget
Revenue Vehicle Hours Operated	9,251	9,446	9,294	9,599
Revenue Vehicle Miles Operated	362,406	367,319	355,544	351,593
Trips Operated	1,622	1,618	1,587	1,696
Boardings	581,072	574,295	636,412	597,804
Boardings per Revenue Vehicle Hour	62.81	60.80	68.48	65.11
Boardings per Trip	358.24	354.94	401.02	368.51
Cost per Boarding	\$17.24	\$14.05	\$12.45	\$14.51
Percentage of Scheduled Trips Operated	98.4%	95.4%	97.5%	≥99.50%
On Time Performance	97.8%	95.9%	98.6%	≥95.00%
Customer Complaints per 100K Boardings	11.5	12.4	8.6	< 15
Prev. Accidents per 100K Platform Miles ⁴	0.0	0.0	0.0	≤1.00
·				
Central Link Light Rail	Q1 2010	Q1 2011	Q1 2012	Q1 Budget
Central Link Light Rail Revenue Vehicle Hours Operated	Q1 2010 35,213	Q1 2011 29,325	Q1 2012 31,782	Q1 Budget 31,875
	_		_	
Revenue Vehicle Hours Operated	35,213	29,325	31,782	31,875
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated	35,213 663,423	29,325 550,675	31,782 597,159	31,875 593,750
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated	35,213 663,423 22,458	29,325 550,675 22,352	31,782 597,159 22,573	31,875 593,750 23,132
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings	35,213 663,423 22,458 1,389,287	29,325 550,675 22,352 1,653,134	31,782 597,159 22,573 1,822,619	31,875 593,750 23,132 1,746,252
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour	35,213 663,423 22,458 1,389,287 39.45	29,325 550,675 22,352 1,653,134 56.37	31,782 597,159 22,573 1,822,619 57.35	31,875 593,750 23,132 1,746,252 65.88
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip	35,213 663,423 22,458 1,389,287 39.45 61.86	29,325 550,675 22,352 1,653,134 56.37 73.96	31,782 597,159 22,573 1,822,619 57.35 80.74	31,875 593,750 23,132 1,746,252 65.88 90.78
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding	35,213 663,423 22,458 1,389,287 39.45 61.86 \$9.30	29,325 550,675 22,352 1,653,134 56.37 73.96 \$7.45	31,782 597,159 22,573 1,822,619 57.35 80.74 \$6.98	31,875 593,750 23,132 1,746,252 65.88 90.78 \$6.21
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated	35,213 663,423 22,458 1,389,287 39.45 61.86 \$9.30 99.9%	29,325 550,675 22,352 1,653,134 56.37 73.96 \$7.45 99.5%	31,782 597,159 22,573 1,822,619 57.35 80.74 \$6.98 99.7%	31,875 593,750 23,132 1,746,252 65.88 90.78 \$6.21 ≥98.50%
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance	35,213 663,423 22,458 1,389,287 39.45 61.86 \$9.30 99.9% 99.5%	29,325 550,675 22,352 1,653,134 56.37 73.96 \$7.45 99.5% 93.6%	31,782 597,159 22,573 1,822,619 57.35 80.74 \$6.98 99.7% 93.0%	31,875 593,750 23,132 1,746,252 65.88 90.78 \$6.21 ≥98.50% ≥90.00%
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings	35,213 663,423 22,458 1,389,287 39.45 61.86 \$9.30 99.9% 99.5% 10.4	29,325 550,675 22,352 1,653,134 56.37 73.96 \$7.45 99.5% 93.6% 3.9	31,782 597,159 22,573 1,822,619 57.35 80.74 \$6.98 99.7% 93.0% 2.9	31,875 593,750 23,132 1,746,252 65.88 90.78 \$6.21 ≥98.50% ≥90.00% < 15
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴	35,213 663,423 22,458 1,389,287 39.45 61.86 \$9.30 99.9% 99.5% 10.4 0.0	29,325 550,675 22,352 1,653,134 56.37 73.96 \$7.45 99.5% 93.6% 3.9 0.1	31,782 597,159 22,573 1,822,619 57.35 80.74 \$6.98 99.7% 93.0% 2.9 0.0	31,875 593,750 23,132 1,746,252 65.88 90.78 \$6.21 ≥98.50% ≥90.00% < 15 ≤ 0.30
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Tacoma Link Light Rail	35,213 663,423 22,458 1,389,287 39.45 61.86 \$9.30 99.9% 99.5% 10.4 0.0 Q1 2010	29,325 550,675 22,352 1,653,134 56.37 73.96 \$7.45 99.5% 93.6% 3.9 0.1 Q1 2011	31,782 597,159 22,573 1,822,619 57.35 80.74 \$6.98 99.7% 93.0% 2.9 0.0 Q1 2012	31,875 593,750 23,132 1,746,252 65.88 90.78 \$6.21 ≥98.50% ≥90.00% < 15 ≤ 0.30 Q1 Budget
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Tacoma Link Light Rail Service Hours Operated	35,213 663,423 22,458 1,389,287 39.45 61.86 \$9.30 99.9% 99.5% 10.4 0.0 Q1 2010 2,399	29,325 550,675 22,352 1,653,134 56.37 73.96 \$7.45 99.5% 93.6% 3.9 0.1 Q1 2011 2,405	31,782 597,159 22,573 1,822,619 57.35 80.74 \$6.98 99.7% 93.0% 2.9 0.0 Q1 2012 2,446	31,875 593,750 23,132 1,746,252 65.88 90.78 \$6.21 ≥98.50% ≥90.00% < 15 ≤ 0.30 Q1 Budget 2,404
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Tacoma Link Light Rail Service Hours Operated Service Miles Operated	35,213 663,423 22,458 1,389,287 39.45 61.86 \$9.30 99.9% 99.5% 10.4 0.0 Q1 2010 2,399 22,248	29,325 550,675 22,352 1,653,134 56.37 73.96 \$7.45 99.5% 93.6% 3.9 0.1 Q1 2011 2,405 22,304	31,782 597,159 22,573 1,822,619 57.35 80.74 \$6.98 99.7% 93.0% 2.9 0.0 Q1 2012 2,446 18,899	31,875 593,750 23,132 1,746,252 65.88 90.78 \$6.21 ≥98.50% ≥90.00% < 15 ≤ 0.30 Q1 Budget 2,404 18,975
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated	35,213 663,423 22,458 1,389,287 39.45 61.86 \$9.30 99.9% 99.5% 10.4 0.0 Q1 2010 2,399 22,248 14,396	29,325 550,675 22,352 1,653,134 56.37 73.96 \$7.45 99.5% 93.6% 3.9 0.1 Q1 2011 2,405 22,304 14,432	31,782 597,159 22,573 1,822,619 57.35 80.74 \$6.98 99.7% 93.0% 2.9 0.0 Q1 2012 2,446 18,899 12,005	31,875 593,750 23,132 1,746,252 65.88 90.78 \$6.21 ≥98.50% ≥90.00% < 15 ≤ 0.30 Q1 Budget 2,404 18,975 11,964
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings	35,213 663,423 22,458 1,389,287 39.45 61.86 \$9.30 99.9% 99.5% 10.4 0.0 Q1 2010 2,399 22,248 14,396 214,400	29,325 550,675 22,352 1,653,134 56.37 73.96 \$7.45 99.5% 93.6% 3.9 0.1 Q1 2011 2,405 22,304 14,432 235,101	31,782 597,159 22,573 1,822,619 57.35 80.74 \$6.98 99.7% 93.0% 2.9 0.0 Q1 2012 2,446 18,899 12,005 259,521	31,875 593,750 23,132 1,746,252 65.88 90.78 \$6.21 ≥98.50% ≥90.00% <15 ≤ 0.30 Q1 Budget 2,404 18,975 11,964 222,847
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour	35,213 663,423 22,458 1,389,287 39.45 61.86 \$9.30 99.9% 99.5% 10.4 0.0 Q1 2010 2,399 22,248 14,396 214,400 89.4	29,325 550,675 22,352 1,653,134 56.37 73.96 \$7.45 99.5% 93.6% 3.9 0.1 Q1 2011 2,405 22,304 14,432 235,101 97.7	31,782 597,159 22,573 1,822,619 57.35 80.74 \$6.98 99.7% 93.0% 2.9 0.0 Q1 2012 2,446 18,899 12,005 259,521 106.1	31,875 593,750 23,132 1,746,252 65.88 90.78 \$6.21 ≥98.50% ≥90.00% <15 ≤ 0.30 Q1 Budget 2,404 18,975 11,964 222,847 93.59
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip	35,213 663,423 22,458 1,389,287 39.45 61.86 \$9.30 99.9% 99.5% 10.4 0.0 Q1 2010 2,399 22,248 14,396 214,400 89.4 14.9	29,325 550,675 22,352 1,653,134 56.37 73.96 \$7.45 99.5% 93.6% 3.9 0.1 Q1 2011 2,405 22,304 14,432 235,101 97.7 16.3	31,782 597,159 22,573 1,822,619 57.35 80.74 \$6.98 99.7% 93.0% 2.9 0.0 Q1 2012 2,446 18,899 12,005 259,521 106.1 21.6	31,875 593,750 23,132 1,746,252 65.88 90.78 \$6.21 ≥98.50% ≥90.00% <15 ≤ 0.30 Q1 Budget 2,404 18,975 11,964 222,847 93.59 18.81
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding	35,213 663,423 22,458 1,389,287 39.45 61.86 \$9.30 99.9% 99.5% 10.4 0.0 Q1 2010 2,399 22,248 14,396 214,400 89.4 14.9 \$4.08	29,325 550,675 22,352 1,653,134 56.37 73.96 \$7.45 99.5% 93.6% 3.9 0.1 Q1 2011 2,405 22,304 14,432 235,101 97.7 16.3 \$3.33	31,782 597,159 22,573 1,822,619 57.35 80.74 \$6.98 99.7% 93.0% 2.9 0.0 Q1 2012 2,446 18,899 12,005 259,521 106.1 21.6 \$3.36	31,875 593,750 23,132 1,746,252 65.88 90.78 \$6.21 ≥ 98.50% ≥ 90.00% < 15 ≤ 0.30 Q1 Budget 2,404 18,975 11,964 222,847 93.59 18.81 \$4.57
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated	35,213 663,423 22,458 1,389,287 39.45 61.86 \$9.30 99.9% 99.5% 10.4 0.0 Q1 2010 2,399 22,248 14,396 214,400 89.4 14.9 \$4.08 99.85%	29,325 550,675 22,352 1,653,134 56.37 73.96 \$7.45 99.5% 93.6% 3.9 0.1 Q1 2011 2,405 22,304 14,432 235,101 97.7 16.3 \$3.33 100%	31,782 597,159 22,573 1,822,619 57.35 80.74 \$6.98 99.7% 93.0% 2.9 0.0 Q1 2012 2,446 18,899 12,005 259,521 106.1 21.6 \$3.36 99.3%	31,875 593,750 23,132 1,746,252 65.88 90.78 \$6.21 ≥98.50% ≥90.00% <15 ≤ 0.30 Q1 Budget 2,404 18,975 11,964 222,847 93.59 18.81 \$4.57 ≥98.50%
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance	35,213 663,423 22,458 1,389,287 39.45 61.86 \$9.30 99.9% 99.5% 10.4 0.0 Q1 2010 2,399 22,248 14,396 214,400 89.4 14.9 \$4.08 99.85% 98.46%	29,325 550,675 22,352 1,653,134 56.37 73.96 \$7.45 99.5% 93.6% 3.9 0.1 Q1 2011 2,405 22,304 14,432 235,101 97.7 16.3 \$3.33 100% 100%	31,782 597,159 22,573 1,822,619 57.35 80.74 \$6.98 99.7% 93.0% 2.9 0.0 Q1 2012 2,446 18,899 12,005 259,521 106.1 21.6 \$3.36 99.3% 100%	31,875 593,750 23,132 1,746,252 65.88 90.78 \$6.21 ≥98.50% ≥90.00% <15 ≤ 0.30 Q1 Budget 2,404 18,975 11,964 222,847 93.59 18.81 \$4.57 ≥98.50% ≥98.50%

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.