

Year to Date Data (January through June 2012)

ST Express Bus	YTD 2010	YTD 2011	YTD 2012	YTD Budget	Notes	
Revenue Vehicle Hours Operated ¹	271,366	281,529	272,581	282,500	ST Express did not meet its target for Percentage of Scheduled Trips Operated. Snow storms during the first quarter led to performance below the target as dozens of trips had to be cancelled. The performance improved during the second quarter, but not enough to get back to targeted levels.	
Revenue Vehicle Miles Operated	5,613,807	5,843,112	5,719,904	5,800,000		
Trips Operated	218,693	230,897	223,985	222,500		
Platform Hours Operated	344,704	351,837	340,991	350,748		
Boardings	6,164,679	6,712,651	7,539,021	6,743,012		
Boardings per Revenue Hour	22.72	23.84	27.66	23.87		
Boardings per Trip	28.19	29.07	33.66	30.31		
Cost per Boarding ²	\$7.02	\$7.35	\$6.59	\$7.41		
Percentage of Scheduled Trips Operated	99.9%	99.7%	99.2%	≥ 99.80%		
On Time Performance ³	88.3%	89.9%	89.9%	≥ 85.00%		
Customer Complaints per 100K Boardings	15.3	12.8	13.8	< 15		
Prev. Accidents per 100K Platform Miles ⁴	1.1	0.7	0.7	≤ 0.80		
Sounder Commuter Rail	YTD 2010	YTD 2011	YTD 2012	YTD Budget		Notes
Revenue Vehicle Hours Operated ¹	18,927	19,159	18,919	19,198	Sounder did not meet the target for Percentage of Scheduled Trips Operated through the June YTD due to a number of cancelled trips in the first quarter caused by mudslides on the North line.	
Revenue Vehicle Miles Operated	740,657	745,138	730,554	703,186		
Trips Operated	3,321	3,321	3,267	3,392		
Boardings	1,205,255	1,200,413	1,353,877	1,213,711		
Boardings per Revenue Vehicle Hour	63.68	62.66	71.56	63.22		
Boardings per Trip	362.92	361.46	414.41	357.82		
Cost per Boarding ²	\$11.79	\$13.77	\$11.44	\$14.51		
Percentage of Scheduled Trips Operated	99.0%	98.0%	98.3%	≥ 99.50%		
On Time Performance ³	97.9%	97.0%	95.2%	≥ 95.00%		
Customer Complaints per 100K Boardings	10.4	11.6	7.7	< 15		
Prev. Accidents per 100K Platform Miles ⁴	0.00	0.00	0.00	≤ 1.00		
Central Link Light Rail	YTD 2010	YTD 2011	YTD 2012	YTD Budget		Notes
Revenue Vehicle Hours Operated ¹	70,332	62,401	65,597	63,750		Central Link cost per boarding is down 6 percent from the previous year-to-date, but is still 1 percent over the budget target. Note that the budget target is an annual number, and Central Link ridership is expected to peak during the third quarter.
Revenue Vehicle Miles Operated	1,324,092	1,172,382	1,230,398	1,187,500		
Trips Operated	44,739	44,960	45,214	46,264		
Boardings	3,195,454	3,635,522	4,016,399	3,840,304		
Boardings per Revenue Vehicle Hour	45.43	58.26	61.23	60.24		
Boardings per Trip	71.42	80.86	88.83	83.01		
Cost per Boarding ²	\$7.13	\$6.88	\$6.38	\$6.21		
Percentage of Scheduled Trips Operated	99.9%	100.0%	99.9%	≥ 98.50%		
On Time Performance ³	76.7%	83.8%	92.0%	≥ 90.00%		
Customer Complaints per 100K Boardings	8.3	4.5	2.9	< 15		
Prev. Accidents per 100K Platform Miles ⁴	0.00	0.03	0.00	≤ 0.30		
Tacoma Link Light Rail	YTD 2010	YTD 2011	YTD 2012	YTD Budget	Notes	
Revenue Vehicle Hours Operated ¹	4,838	4,851	4,908	4,809	Tacoma Link suffered only the second preventable accident in its history during the second quarter, resulting in not meeting the target. No one was hurt in the accident, nor was there any significant damage to the vehicle or facilities.	
Service Miles Operated	44,860	44,191	37,927	37,950		
Trips Operated	29,027	28,594	24,317	23,929		
Boardings	427,397	481,621	525,257	447,927		
Boardings per Service Vehicle Hour	88.34	99.28	107.02	93.15		
Boardings per Trip	14.7	16.8	21.60	18.72		
Cost per Boarding ²	\$3.60	\$3.49	\$3.23	\$4.57		
Percentage of Scheduled Trips Operated	100%	100%	99.5%	≥ 98.50%		
On Time Performance ³	99.2%	100%	100%	≥ 98.50%		
Customer Complaints per 100K Boardings	0.7	0.8	0.2	< 15		
Prev. Accidents per 100K Platform Miles ⁴	0.00	0.00	2.64	≤ 1.66		

¹ Lagging 2011 budget or standard.

² 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.

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

⁴ On-time performance standards are described in the budget.

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

Second Quarter 2012



Service Delivery
Quarterly Performance Report

Q2 Systemwide Boardings							
Boardings by Service Type	Second Quarter			Year-to-Date through June			Approved 2012 Annual SIP Projections ¹
	2012	2011	%Δ	2012	2011	%Δ	
ST Express Bus	3,923,279	3,528,929	11%	7,539,021	6,712,651	12%	13.8 mil
Sounder Commuter Rail	717,465	626,117	15%	1,353,877	1,200,413	13%	2.6 mil
Tacoma Link	265,736	246,520	8%	525,257	481,621	9%	0.9 mil
Central Link	2,193,780	1,982,388	11%	4,016,399	3,635,522	10%	8.4 mil
Paratransit	16,022	22,654	-29%	32,162	44,409	-28%	0.1 mil
Total Boardings	7,116,282	6,406,608	11%	13,466,716	12,074,615	12%	25.8 mil
Average Weekday Boardings	94,835	85,281	11%	90,563	81,175	12%	86,605

Sound Transit ridership for the Second Quarter of 2012 continued a strong upward trend, with both total boardings and average weekday boardings up by 11 percent. All modes except Paratransit showed increases. There were no major service disruptions during the quarter.

ST Express bus boardings increased by 11 percent. Average weekday boardings also increased by 11 percent to almost 54,000. All bus routes showed increases except routes where service reductions were implemented in June 2011.

Sounder trains had the largest percentage ridership increase, with both total boardings and average weekday boardings up by 15 percent. Both the North and South Lines showed significant increases in commuter boardings that offset a decline in event train boardings.

Tacoma Link ridership increased by 8 percent, with a 7 percent increase in average weekday boardings. Tacoma Link continues to be on track to achieve over 1 million boardings in 2012.

Central Link ridership increased by 11 percent for the quarter. Weekday boardings averaged 26,268, a 10 percent increase over the same period in 2011.

Paratransit showed a major ridership decline during the quarter, dropping by 29 percent from 249 to 176 average daily boardings. The drop is largely due to a change in the way paratransit boardings are allocated to the Link corridor compared with other King County Metro-operated paratransit trips.

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

Second Quarter Ridership Highlights

ST Express bus boardings increased significantly on most routes serving Snohomish County and East King County, while South King County and Pierce County routes showed somewhat lower rates of growth. Ridership declines on Route 540 Kirkland-U District and Route 560 Bellevue-West Seattle are largely attributable to the major service reductions implemented on these routes in June 2011. Beginning June 4, Sound Transit assumed responsibility for Pierce Transit's Route 496, which connects Bonney Lake Park-and-Ride with Sumner Station during Sounder operating hours. Re-numbered 596, the route is instrumental in providing East Pierce county residents with access to Sounder service since the availability of park-and-ride space in downtown Sumner is severely limited. Route 596 will now be included in Sound Transit's ridership reports as part of the ST Express network.

Sounder Commuter Rail experienced significant growth, with average weekday ridership increasing from about 9,500 average weekday boardings in Second Quarter 2011 to just under 11,000 average weekday boardings in Second Quarter 2012 (both lines combined). North Line commuter ridership was up 19 percent, while South Line commuter boardings increased by 15 percent. Event train ridership was down on the North Line and unchanged on the South Line. A slowly recovering local economy and higher gasoline prices appear to be the main factors contributing to the increase in commuter boardings.

Central Link continued to have steady growth in ridership, with average weekday boardings up 10 percent and total boardings up 11 percent. Most of the increased ridership is occurring during weekday peak periods and on those weekends when major events are scheduled.

Tacoma Link average weekday boardings were up 7 percent, with overall boardings up 8 percent. Growth may slow towards the Third Quarter as the one year anniversary of downtown Tacoma on-street parking charges occurred in May 2011.

Paratransit boardings were down 29 percent, largely due to a change in the methodology for allocating paratransit boardings between the Link corridor and other areas of Southeast Seattle. The change represents a small change in absolute numbers at about 73 fewer boardings per day.

ST Express Boardings by Route						Sounder Commuter Rail Boardings by Corridor				
		Q2 '11	Q2 '12	%Δ	YTD	North Line	Q2 '11	Q2 '12	%Δ	YTD
510/512	Everett-Seattle	255,562	295,120	15%	559,322	Commuter	59,775	71,121	19%	135,803
511	Lynnwood-Seattle	324,608	343,838	6%	656,677	Special	9,252	7,402	-20%	7,402
513	Everett-Seattle	22,676	26,528	17%	50,780	Subtotal	69,027	78,523	14%	143,205
522	Woodinville-Seattle	269,415	319,484	19%	615,889	Sounder Commuter Rail Boardings by Corridor				
532	Everett-Bellevue	100,484	116,259	16%	221,202	South Line	Q2 '11	Q2 '12	%Δ	YTD
535	Lynnwood-Bellevue	120,048	122,196	2%	239,192	Commuter	546,981	628,845	15%	1,200,576
540	Kirkland-U. District	72,133	42,644	-41%	85,971	Special	10,110	10,096	0%	10,096
542	Overlake-U. District	73,452	93,394	27%	173,885	Subtotal	557,091	638,941	15%	1,210,672
545	Redmond-Seattle	443,904	530,094	19%	1,043,649	Sounder Total	626,117	717,465	15%	1,353,877
550	Bellevue-Seattle	498,046	590,341	19%	1,137,345	Avg Weekday Bdgs	9,481	10,937	15%	10,440
554	Issaquah-Seattle	192,388	228,012	19%	424,503	Tacoma Link Light Rail Boardings				
555/556	Issaquah-Northgate	71,865	84,111	17%	158,307	Total	246,520	265,736	8%	525,257
560	West Seattle-SeaTac-Bellevue	147,507	121,068	-18%	247,738	Avg Weekday Bdgs	3,337	3,579	7%	3,561
566	Auburn-Overlake	133,124	148,687	12%	283,192	Central Link Light Rail Boardings				
574	Lakewood-SeaTac	168,862	176,269	4%	338,760	Total	1,982,388	2,193,780	11%	4,016,399
577/578	Seattle-Federal Way/Puyallup	179,730	204,707	14%	385,309	Avg Weekday Bdgs	23,791	26,268	10%	24,426
586	Tacoma-U. District	36,687	39,843	9%	79,249	Paratransit Boardings				
590-595	Lakewood/Tacoma-Seattle	415,118	430,840	4%	823,633	Total	22,654	16,022	-29%	32,162
596	Bonney Lake-Sumner	0	5,010	N/A	5,010	Avg Daily Bdgs	249	176	-29%	177
599	Lakewood-Tacoma	3,092	0	-100%	0	Sound Transit System Boardings				
	Sounder Supplemental Bus	228	4,834	2020%	9,408	All Modes	Q2 '11	Q2 '12	%Δ	YTD
	Total	3,528,929	3,923,279	11%	7,539,021	Total Boardings	6,406,608	7,116,282	11%	13,466,716
	Avg Weekday Bdgs	48,424	53,876	11%	52,015	Avg Weekday Bdgs	85,281	94,835	11%	90,563

1-Does not include Downtown Seattle ride free boardings

Quarterly Data (April to June 2012)

ST Express Bus	Q2 2010	Q2 2011	Q2 2012	Q2 Budget
Revenue Vehicle Hours Operated	137,352	141,870	137,489	141,250
Revenue Vehicle Miles Operated	2,835,339	2,945,604	2,870,812	2,900,000
Trips Operated	111,043	116,165	112,981	111,250
Platform Hours Operated	174,605	177,181	171,957	175,374
Boardings	3,175,935	3,528,929	3,923,279	3,423,840
Boardings per Revenue Hour	23.12	24.87	28.54	24.24
Boardings per Trip	28.60	30.38	34.73	30.78
Cost per Boarding	\$8.05	\$7.49	\$6.04	\$7.41
Percentage of Scheduled Trips Operated	99.9%	99.8%	99.4%	≥ 99.80%
On Time Performance	86.7%	89.5%	89.9%	≥ 85.00%
Customer Complaints per 100K Boardings	13.4	13.8	15.7	< 15
Prev. Accidents per 100K Platform Miles ⁴	0.5	0.7	0.1	≤ 0.80
Sounder Commuter Rail	Q2 2010	Q2 2011	Q2 2012	Q2 Budget
Revenue Vehicle Hours Operated	9,676	9,713	9,625	9,599
Revenue Vehicle Miles Operated	378,251	377,820	375,010	351,593
Trips Operated	1,699	1,703	1,680	1,696
Boardings	624,182	626,117	717,465	615,907
Boardings per Revenue Vehicle Hour	64.51	64.46	74.54	64.16
Boardings per Trip	367.38	367.66	427.06	363.15
Cost per Boarding	\$10.78	\$13.53	\$10.54	\$14.51
Percentage of Scheduled Trips Operated	99.5%	99.9%	99.1%	≥ 99.50%
On Time Performance	97.9%	98.1%	98.2%	≥ 95.00%
Customer Complaints per 100K Boardings	9.3	10.5	5.9	< 15
Prev. Accidents per 100K Platform Miles ⁴	0.0	0.0	0.0	≤ 1.00
Central Link Light Rail	Q2 2010	Q2 2011	Q2 2012	Q2 Budget
Revenue Vehicle Hours Operated	35,119	33,076	33,815	31,875
Revenue Vehicle Miles Operated	660,669	621,707	633,238	593,750
Trips Operated	22,281	22,608	22,641	23,132
Boardings	1,806,167	1,982,388	2,193,780	2,094,052
Boardings per Revenue Vehicle Hour	51.43	59.93	64.88	65.70
Boardings per Trip	81.06	87.69	96.89	90.53
Cost per Boarding	\$6.75	\$6.41	\$6.28	\$6.21
Percentage of Scheduled Trips Operated	99.9%	99.9%	100.3%	≥ 98.50%
On Time Performance	84.3%	84.7%	91.9%	≥ 90.00%
Customer Complaints per 100K Boardings	6.7	5.0	2.8	< 15
Prev. Accidents per 100K Platform Miles ⁴	0.0	0.0	0.0	≤ 0.30
Tacoma Link Light Rail	Q2 2010	Q2 2011	Q2 2012	Q2 Budget
Service Hours Operated	2,439	2,446	2,462	2,404
Service Miles Operated	22,612	21,887	19,028	18,975
Trips Operated	14,631	14,162	12,312	11,964
Boardings	212,996	246,520	265,736	225,079
Boardings per Service Vehicle Hour	87.3	100.8	107.9	93.62
Boardings per Trip	14.6	17.4	21.6	18.81
Cost per Boarding	\$3.99	\$3.56	\$3.10	\$4.57
Percentage of Scheduled Trips Operated	99.92%	100%	99.8%	≥ 98.50%
On Time Performance	99.94%	100%	100%	≥ 98.50%
Customer Complaints per 100K Boardings	0.00	0.41	0	< 15
Prev. Accidents per 100K Platform Miles ⁴	0.0	0.0	0.0	≤ 1.66

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.