

Year to Date Data (January through September 2012)

ST Express Bus	YTD 2010	YTD 2011	YTD 2012	YTD Budget	Notes	
Revenue Vehicle Hours Operated <sup>1</sup>	410,535	417,891	410,501	423,750	ST Express did not meet the target for Percentage of Scheduled Trips Operated through Sept YTD. Sound Transit service operated by both Pierce Transit and King County Metro did not meet the standard during the YTD. ST staff are currently investigating the root causes.	
Revenue Vehicle Miles Operated	8,475,541	8,762,076	8,590,905	8,700,000		
Trips Operated	330,480	343,051	337,841	342,650		
Platform Hours Operated	518,179	522,329	513,612	526,121		
Boardings	9,342,816	10,207,780	11,465,385	10,257,289		
Boardings per Revenue Hour	22.76	24.43	27.93	24.21		
Boardings per Trip	28.27	29.76	33.94	29.94		
Cost per Boarding <sup>2</sup>	\$7.27	\$7.09	\$6.59	\$7.41		
Percentage of Scheduled Trips Operated	99.9%	99.9%	99.7%	≥ 99.80%		
On Time Performance <sup>3</sup>	88.5%	89.1%	89.1%	≥ 85.00%		
Customer Complaints per 100K Boardings	14.0	13.2	13.3	< 15		
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.5	0.6	0.7	≤ 0.80		
Sounder Commuter Rail	YTD 2010	YTD 2011	YTD 2012	YTD Budget		Notes
Revenue Vehicle Hours Operated <sup>1</sup>	28,629	29,010	28,633	28,797		Sounder did not meet the target for Percentage of Scheduled Trips Operated through Sept YTD due to a number of cancelled trips in the first quarter caused by mudslides on the North line.
Revenue Vehicle Miles Operated	1,120,061	1,126,800	1,106,719	1,054,779		
Trips Operated	5,030	5,040	4,957	5,088		
Boardings	1,794,473	1,859,190	2,048,755	1,838,761		
Boardings per Revenue Vehicle Hour	62.68	64.09	71.55	63.85		
Boardings per Trip	356.75	368.89	413.31	361.39		
Cost per Boarding <sup>2</sup>	\$12.65	\$13.15	\$11.56	\$14.51		
Percentage of Scheduled Trips Operated	99.2%	98.4%	98.9%	≥ 99.50%		
On Time Performance <sup>3</sup>	97.6%	97.0%	95.9%	≥ 95.00%		
Customer Complaints per 100K Boardings	12.0	14.2	6.7	< 15		
Prev. Accidents per 100K Platform Miles <sup>4</sup>	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 <sup>1</sup>	106,853	97,264	100,915	97,538	All Central Link performance measures and metrics are met through Q3 2012.	
Revenue Vehicle Miles Operated	2,010,216	1,828,660	1,892,379	1,781,250		
Trips Operated	67,987	67,814	67,855	69,395		
Boardings	5,237,792	5,854,118	6,526,972	6,294,791		
Boardings per Revenue Vehicle Hour	49.02	60.19	64.68	64.54		
Boardings per Trip	77.04	86.33	96.19	90.71		
Cost per Boarding <sup>2</sup>	\$6.71	\$6.23	\$5.89	\$6.21		
Percentage of Scheduled Trips Operated	99.5%	99.6%	99.9%	≥ 98.50%		
On Time Performance <sup>3</sup>	78.5%	86.0%	91.8%	≥ 90.00%		
Customer Complaints per 100K Boardings	7.5	4.3	2.1	< 15		
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.02	0.00	≤ 0.30		
Tacoma Link Light Rail	YTD 2010	YTD 2011	YTD 2012	YTD Budget	Notes	
Revenue Vehicle Hours Operated <sup>1</sup>	7,279	7,342	7,360	7,213	Tacoma Link had one preventable accident in Q1 2012. This was the second preventable accident in Tacoma Link's history. With no accidents in Q4 2012, Tacoma Link would meet the annual standard.	
Service Miles Operated	67,495	63,439	56,873	56,925		
Trips Operated	43,673	41,049	36,576	35,893		
Boardings	645,237	701,471	759,956	674,354		
Boardings per Service Vehicle Hour	88.65	95.54	103.25	93.49		
Boardings per Trip	14.8	17.1	20.78	18.79		
Cost per Boarding <sup>2</sup>	\$3.69	\$3.49	\$3.50	\$4.57		
Percentage of Scheduled Trips Operated	100%	100%	99.5%	≥ 98.50%		
On Time Performance <sup>3</sup>	99.4%	100%	100%	≥ 98.50%		
Customer Complaints per 100K Boardings	0.5	0.9	0.1	< 15		
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.00	1.76	≤ 1.66		

■ Lagging 2011 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.

Third Quarter 2012

Service Delivery  
Quarterly Performance Report



Q3 Systemwide Boardings							
Boardings by Service Type	Third Quarter			Year-to-Date through Sept.			Approved 2012 Annual SIP Projections <sup>1</sup>
	2012	2011	%Δ	2012	2011	%Δ	
ST Express Bus	3,926,365	3,495,129	12%	11,465,385	10,207,780	12%	13.8 mil
Sounder Commuter Rail	694,878	658,777	5%	2,048,755	1,859,190	10%	2.6 mil
Tacoma Link	234,698	219,850	7%	759,956	701,471	8%	0.9 mil
Central Link	2,510,573	2,218,596	13%	6,526,972	5,854,118	11%	8.4 mil
Paratransit	15,501	21,633	-28%	47,663	66,042	-28%	0.1 mil
<b>Total Boardings</b>	<b>7,382,015</b>	<b>6,613,985</b>	<b>12%</b>	<b>20,848,731</b>	<b>18,688,601</b>	<b>12%</b>	<b>25.8 mil</b>
<b>Average Weekday Boardings</b>	<b>96,818</b>	<b>86,366</b>	<b>12%</b>	<b>92,626</b>	<b>82,905</b>	<b>12%</b>	<b>86,605</b>

Sound Transit ridership continued to increase significantly during the Third Quarter of 2012. Total passenger boardings and average weekday boardings both increased by 12 percent. All modes showed growth except for Paratransit.

**ST Express** bus boardings increased by 12 percent. All travel corridors experienced growth, and the only routes with declines were those where service reductions were implemented in 2011. Some routes are nearing capacity during peak periods. No major service disruptions took place during the quarter.

**Sounder** total boardings increased by 5 percent. However, commuter boardings were up 18 percent on the North Line. Lower event train ridership on the weekends limited the Sounder percentage increase compared with 2011. No major service disruptions took place during the quarter.

**Tacoma Link** total boardings and average weekday boardings both increased by 7 percent, continuing the strong growth trend that started with the opening of the Commerce Street Station in September 2011. No major service disruptions took place during the quarter.

**Central Link** total boardings and average weekday boardings both increased by 13 percent. Average weekday boardings stood at almost 29,000 for the quarter, a new record. Apart from a pedestrian crossing accident on Sept. 28, there were no major service disruptions during the quarter.

**Paratransit** continued to show declining ridership, largely due to a change in the way paratransit boardings are allocated to the Link corridor compared with other King County Metro-operated paratransit service.

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

### Third Quarter Ridership Highlights

**ST Express** bus boardings continued to increase significantly, marking the sixth consecutive quarter of double-digit ridership increases. Total boardings were up by 12 percent, with average weekday boardings up by 13 percent. Several commuter bus routes serving downtown Seattle are experiencing overcrowding and have little capacity remaining to accommodate future growth, including Route 510 Everett, Route 545 Redmond, Route 550 Bellevue and Route 577 Federal Way. Staff is concerned about the potential for serious overcrowding, and the Draft 2013 Service Implementation Plan (SIP) proposes several strategies to address this growth and provide more peak period capacity using existing service resources.

**Sounder** experienced strong weekday commuter ridership growth, but there were fewer special event trains operated during Third Quarter 2012 compared with last year, and these trips carried fewer riders than in 2011. This limited the overall Sounder ridership increase to 5 percent. However, total commuter boardings were up an impressive 18 percent on the North Line. Both lines combined carried an average of 10,528 average weekday boardings during the quarter. The long-awaited Sounder extension to Lakewood and South Tacoma did not start until Oct. 8, so the initial ridership results are not reflected in the Third Quarter totals.

**Central Link** had a record-breaking quarter with 2,510,573 total boardings, an increase of 13 percent compared with Third Quarter 2011. Average weekday boardings also increased by 13 percent. In contrast with Sounder, special event ridership continued to increase as Link is available as a travel option all day, every day. Major sports events, festivals, parades, and similar activities helped to establish new ridership records for both weekdays and weekends. Growth in Sea-Tac Airport passenger traffic also contributed to Central Link ridership during the quarter.

**Tacoma Link** boardings increased by 7 percent compared with Third Quarter 2011. Tacoma Dome events, the opening of the Commerce Street Station and increased student ridership all contributed to the increase. Expected ridership for the year is to come in at just under 1 million boardings.

**Paratransit** boardings decreased by 28 percent during the quarter, mostly because of a change in the methodology for allocating boardings between the Central Link corridor and other kinds of transit trips in Southeast Seattle and South King County. The change represents a small decrease in absolute numbers of about 67 boardings per day.

ST Express Boardings by Route					Sounder Commuter Rail Boardings by Corridor				
	Q3 '11	Q3 '12	%Δ	YTD	North Line	Q3 '11	Q3 '12	%Δ	YTD
510/512 Everett-Seattle	266,524	298,088	12%	857,410	Commuter	62,882	73,996	18%	209,800
511 Lynnwood-Seattle	319,152	338,830	6%	995,507	Special	14,345	13,591	-5%	20,993
513 Everett-Seattle	21,551	25,385	18%	76,165	Subtotal	77,227	87,587	13%	230,793
522 Woodinville-Seattle	274,689	320,233	17%	936,123	Sounder Commuter Rail Boardings by Corridor				
532 Everett-Bellevue	97,813	109,722	12%	330,924	South Line	Q3 '11	Q3 '12	%Δ	YTD
535 Lynnwood-Bellevue	100,660	114,219	13%	353,411	Commuter	562,588	589,257	5%	1,789,832
540 Kirkland-U. District	45,509	38,051	-16%	124,022	Special	18,962	18,034	-5%	28,130
542 Overlake-U. District	76,067	83,476	10%	257,361	Subtotal	581,550	607,291	4%	1,817,962
545 Redmond-Seattle	463,119	554,350	20%	1,597,998	Sounder Total	658,777	694,878	5%	2,048,755
550 Bellevue-Seattle	523,387	594,810	14%	1,732,155	Avg Weekday Bdgs	9,773	10,528	8%	10,469
554 Issaquah-Seattle	189,273	223,816	18%	648,319	Tacoma Link Light Rail Boardings				
555/556 Issaquah-Northgate	73,064	77,709	6%	236,016	Total	Q3 '11	Q3 '12	%Δ	YTD
560 West Seattle-Sea-Tac Bellevue	134,734	116,893	-13%	364,631	Total	219,850	234,698	7%	759,956
566 Auburn-Overlake	129,850	145,277	12%	428,469	Avg Weekday Bdgs	2,955	3,168	7%	3,430
574 Lakewood-Sea-Tac	163,862	171,505	5%	510,265	Central Link Light Rail Boardings				
577/578 Seattle-Federal Way/Puyallup	183,585	224,837	22%	610,146	Total	Q3 '11	Q3 '12	%Δ	YTD
586 Tacoma-U. District	25,527	32,141	26%	111,390	Total	2,218,596	2,510,573	13%	6,526,972
590-595 Lakewood/Tacoma-Seattle	406,763	436,360	7%	1,259,993	Avg Weekday Bdgs	25,626	28,921	13%	25,909
596 Bonney Lake-Sumner	0	17,105	N/A	22,115	Paratransit Boardings				
Sounder Supplemental Bus	0	3,558	N/A	12,966	Total	Q3 '11	Q3 '12	%Δ	YTD
<b>Total</b>	<b>3,495,129</b>	<b>3,926,365</b>	<b>12%</b>	<b>11,465,385</b>	Total	21,633	15,501	-28%	47,663
<i>Avg Weekday Bdgs</i>	<i>47,777</i>	<i>54,032</i>	<i>13%</i>	<i>52,680</i>	Avg Daily Bdgs	235	168	-28%	174
					Sound Transit System Boardings				
					All Modes	Q3 '11	Q3 '12	%Δ	YTD
					Total Boardings	6,613,985	7,382,015	12%	20,848,731
					Avg Weekday Bdgs	86,366	96,818	12%	92,626

### Quarterly Data (July to September 2012)

ST Express Bus	Q3 2010	Q3 2011	Q3 2012	Q3 Budget
Revenue Vehicle Hours Operated	137,590	136,363	137,921	141,250
Revenue Vehicle Miles Operated	2,861,734	2,918,964	2,871,000	2,900,000
Trips Operated	111,787	112,154	113,856	112,250
Platform Hours Operated	173,475	170,492	172,621	175,374
Boardings	3,178,138	3,495,129	3,926,365	3,514,277
Boardings per Revenue Hour	23.10	25.63	28.47	24.88
Boardings per Trip	28.43	31.16	34.49	31.31
Cost per Boarding	\$7.47	\$6.78	\$6.58	\$7.41
Percentage of Scheduled Trips Operated	99.9%	99.9%	99.9%	≥ 99.80%
On Time Performance	88.5%	87.4%	87.5%	≥ 85.00%
Customer Complaints per 100K Boardings	11.8	13.9	12.5	< 15
Prev. Accidents per 100K Revenue Miles <sup>4</sup>	0.4	0.8	0.2	≤ 0.80
Sounder Commuter Rail	Q3 2010	Q3 2011	Q3 2012	Q3 Budget
Revenue Vehicle Hours Operated	9,702	9,851	9,714	9,599
Revenue Vehicle Miles Operated	379,404	381,662	376,165	351,593
Trips Operated	1,709	1,719	1,690	1,696
Boardings	589,218	658,777	694,878	625,051
Boardings per Revenue Vehicle Hour	60.73	66.88	71.53	65.12
Boardings per Trip	344.77	383.23	411.17	368.54
Cost per Boarding	\$14.41	\$11.91	\$11.79	\$14.51
Percentage of Scheduled Trips Operated	99.6%	99.8%	99.9%	≥ 99.50%
On Time Performance	97.1%	96.9%	97.3%	≥ 95.00%
Customer Complaints per 100K Boardings	15.4	18.8	4.7	< 15
Prev. Accidents per 100K Revenue Miles <sup>4</sup>	0.0	0.0	0.0	≤ 1.00
Central Link Light Rail	Q3 2010	Q3 2011	Q3 2012	Q3 Budget
Revenue Vehicle Hours Operated	36,521	34,863	35,318	34,875
Revenue Vehicle Miles Operated	686,124	656,278	661,981	613,750
Trips Operated	23,248	22,854	22,641	23,132
Boardings	2,042,338	2,218,596	2,510,573	2,454,486
Boardings per Revenue Vehicle Hour	55.92	63.64	71.08	70.38
Boardings per Trip	87.85	97.08	110.89	106.11
Cost per Boarding	\$6.53	\$5.87	\$4.94	\$6.21
Percentage of Scheduled Trips Operated	99.2%	99.9%	99.4%	≥ 98.50%
On Time Performance	82.2%	90.4%	90.9%	≥ 90.00%
Customer Complaints per 100K Boardings	6.2	4.0	0.7	< 15
Prev. Accidents per 100K Revenue Miles <sup>4</sup>	0.0	0.0	0.0	≤ 0.30
Tacoma Link Light Rail	Q3 2010	Q3 2011	Q3 2012	Q3 Budget
Service Hours Operated	2,441	2,491	2,452	2,404
Service Miles Operated	22,635	19,249	18,946	18,975
Trips Operated	14,646	12,455	12,259	11,964
Boardings	217,840	219,850	234,698	226,428
Boardings per Service Vehicle Hour	89.2	88.3	95.7	94.18
Boardings per Trip	14.9	17.7	19.1	18.93
Cost per Boarding	\$3.83	\$4.02	\$4.09	\$4.57
Percentage of Scheduled Trips Operated	99.9%	100%	99.7%	≥ 98.50%
On Time Performance	99.9%	100%	100%	≥ 98.50%
Customer Complaints per 100K Boardings	0.00	0.91	0	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	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.