

Year to Date Data (January through December 2012)



ST Express Bus	YTD 2010	YTD 2011	YTD 2012	YTD Budget	Notes	
Revenue Vehicle Hours Operated ¹	551,778	553,178	549,860	565,000	All standards were met with the exception of Customer Complaints per 100,000 boardings. We are seeing increasing complaints due to overcrowded conditions and pass ups due to buses which are full.	
Revenue Vehicle Miles Operated	11,393,320	11,627,380	11,519,025	11,600,000		
Trips Operated	445,839	454,619	453,004	445,000		
Platform Hours Operated	693,682	691,281	689,591	701,495		
Boardings	12,494,546	13,664,664	15,430,571	13,800,000		
Boardings per Revenue Hour	22.64	24.70	28.06	24.42		
Boardings per Trip	28.02	30.06	34.06	31.01		
Cost per Boarding ²	\$7.48	\$7.04	\$6.51	\$7.41		
Percentage of Scheduled Trips Operated	99.7%	100.0%	99.8%	≥ 99.80%		
On Time Performance ³	87.3%	88.7%	88.3%	≥ 85.00%		
Customer Complaints per 100K Boardings	12.0	14.0	15.0	< 15		
Prev. Accidents per 100K Platform Miles ⁴	0.49	0.67	0.77	≤ 0.80		
Souder Commuter Rail	YTD 2010	YTD 2011	YTD 2012	YTD Budget		Notes
Revenue Vehicle Hours Operated ¹	38,518	38,588	38,951	45,066	Souder commuter rail did not meet its standard for percentage of scheduled trips operated. There were significant interruptions from mudslides during the fourth quarter. —nearly 100 trips were canceled during the quarter.	
Revenue Vehicle Miles Operated	1,506,922	1,498,423	1,507,757	1,650,670		
Trips Operated	6,763	6,695	6,542	6,784		
Boardings	2,364,290	2,543,955	2,811,890	2,600,000		
Boardings per Revenue Vehicle Hour	61.38	65.93	72.19	57.69		
Boardings per Trip	349.59	379.98	429.82	383.25		
Cost per Boarding ²	\$13.74	\$12.71	\$12.24	\$14.51		
Percentage of Scheduled Trips Operated	99.2%	98.8%	97.4%	≥99.50%		
On Time Performance ³	97.3%	97.3%	96.4%	≥95.00%		
Customer Complaints per 100K Boardings	12.5	13.7	6.7	< 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	138,372	130,175	136,167	127,500		Central Link did not meet the standard for boardings per revenue vehicle hour, as the budget was based on a lower number of hours than was operated. All measures improved in 2012 compared to prior years.
Revenue Vehicle Miles Operated	2,602,138	2,448,346	2,552,647	2,375,000		
Trips Operated	90,760	90,575	90,834	92,527		
Boardings	6,989,504	7,812,433	8,699,821	8,400,000		
Boardings per Revenue Vehicle Hour	50.51	60.01	63.89	65.88		
Boardings per Trip	77.01	86.25	95.78	90.78		
Cost per Boarding ²	\$6.78	\$6.29	\$6.07	\$6.21		
Percentage of Scheduled Trips Operated	99.1%	99.9%	99.7%	≥98.50%		
On Time Performance ³	80.9%	86.8%	91.3%	≥90.00%		
Customer Complaints per 100K Boardings	6.3	4.0	1.9	< 15		
Prev. Accidents per 100K Platform Miles ⁴	0.00	0.07	0.00	≤ 0.30		
Tacoma Link Light Rail	YTD 2010	YTD 2011	YTD 2012	YTD Budget	Notes	
Revenue Vehicle Hours Operated ¹	9,724	9,817	9,822	9,617	All targets were met for the year	
Service Miles Operated	90,168	82,563	75,897	75,900		
Trips Operated	58,344	53,209	48,886	47,857		
Boardings	871,793	972,429	1,024,053	900,000		
Boardings per Service Vehicle Hour	89.65	99.06	104.26	93.58		
Boardings per Trip	14.9	18.3	20.95	18.81		
Cost per Boarding ²	\$3.93	\$3.59	\$3.94	\$4.57		
Percentage of Scheduled Trips Operated	100%	100%	99.5%	≥98.50%		
On Time Performance ³	99.9%	100%	100%	≥98.50%		
Customer Complaints per 100K Boardings	0.2	0.9	0.1	< 15		
Prev. Accidents per 100K Platform Miles ⁴	0.00	0.00	1.32	≤ 1.66		

Fourth Quarter 2012

Service Delivery
Quarterly Performance Report

Q4 Systemwide Boardings							
Boardings by Service Type	Fourth Quarter			Year-to-Date through Dec			2012 Annual SIP
	2011	2012	%Δ	2011	2012	%Δ	
ST Express Bus	3,456,884	3,964,648	15%	13,664,664	15,430,663	13%	13.8 mil
Souder	684,766	763,136	11%	2,543,955	2,811,891	11%	2.6 mil
Tacoma Link	270,958	264,098	-3%	972,429	1,024,053	5%	0.9 mil
Central Link	1,958,315	2,172,849	11%	7,812,433	8,699,821	11%	8.4 mil
Paratransit	20,269	15,257	-25%	66,042	62,920	-5%	0.1 mil
Total Boardings	6,391,191	7,179,987	12%	25,059,523	28,029,349	12%	25.8 mil
Average Weekday Boardings	86,001	95,171	11%	82,905	93,265	12%	86,605

Sound Transit passenger boardings increased by 12 percent during the Fourth Quarter of 2012. Boardings increased significantly on ST Express bus, Souder commuter rail and Central Link light rail, but decreased slightly on Tacoma Link. Paratransit ridership was down due to a change in the way Sound Transit boardings were allocated. Total Sound Transit boardings for the year increased by 12 percent, from 25.1 million to just over 28 million. The combined year-end totals easily exceeded the budget and Service Implementation Plan ridership targets for 2012. Apart from mudslide-related train cancellations on the Souder North Line in December, there were no major service disruptions during the quarter.

ST Express buses experienced the largest ridership increase, with boardings up 15 percent for the quarter. Total 2012 ridership reached 15.4 million boardings.

Souder commuter rail boardings were up 11 percent for the quarter, despite service disruptions on the North Line during December. Total 2012 Souder ridership reached 2.8 million boardings, an 11 percent increase over 2011.

Tacoma Link light rail boardings declined by 3 percent, the first quarterly decline since Second Quarter 2010. However, total 2012 ridership increased by 5 percent, to over 1 million boardings. The Fourth Quarter decline is attributable to several factors which are discussed on page 2.

Central Link light rail boardings increased by 11 percent during the Fourth Quarter, continuing the strong upward trend on this line since service began in 2009. Total ridership for 2012 was also up 11 percent, from 7.8 million to 8.7 million boardings.

Paratransit boardings declined 25 percent. The decline is largely attributable to a change in way paratransit ridership is allocated between King County Metro and Sound Transit in the Central Link corridor. The allocation change was implemented at the beginning of 2012, so January 2013 boardings should show less variance with the same month a year earlier.

Lagging 2012 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.

Quarterly Data (October through December 2012)

ST Express ridership continued to set records, with increases recorded on 17 of Sound Transit's 19 express bus corridors. Some of the growth on routes serving downtown Seattle is attributable to the elimination of the downtown ride-free area on Sept. 29, since non-revenue bus boardings were not included in past ridership reports. In early October, service levels were adjusted on routes connecting Pierce County with Seattle in coordination with the start-up of the Lakewood Sounder extension. Commuter ridership continues to climb on Sound Transit's busiest bus routes, including Routes 510, 511, 545, 550 and 577. Providing enough capacity to meet peak period demand on these routes has been an ongoing challenge.

Sounder commuter rail boardings increased by 11 percent overall, despite slide-related disruptions that affected North Line service in December. The slides affected both commuter and event service trains, resulting in an overall North Line decrease of 3 percent. The disruptions were particularly unfortunate since the North Line experienced strong growth during the first two months of the quarter, including a 33% increase during October. On the South Line, no service disruptions were reported and ridership growth was strong, increasing by 13 percent for the quarter.

Tacoma Link light rail boardings decreased by 3 percent. Several localized factors likely contributed to the decline. There were fewer Tacoma Dome events during Q4 2012 compared with the same quarter in 2011; Pierce Transit service reductions have reduced bus connection opportunities; employment in the downtown area has been stable or declining; and a major downtown promotion campaign in Fourth Quarter 2011 was not repeated in 2012. Finally, due to the way holidays fell in the 2012 calendar, weekday schedules were operated on fewer days in 2012 than in 2011, reducing overall boarding totals.

Central Link light rail experienced a strong ridership quarter, with boardings increasing by 11 percent. Weekend ridership continued to be very strong and the line handled heavy ridership during Seahawks games and other special events. Afternoon peak period service was slowed by the elimination of the downtown free-area starting Sept. 29 because buses in the downtown transit tunnel take longer to load; however, this appears to have had relatively little impact on overall on-time performance.

ST Express Boardings by Route					
		Q4 '11 ¹	Q4 '12	%Δ	YTD
510/512	Everett-Seattle	256,859	274,199	7%	1,131,609
511	Lynnwood-Seattle	309,895	318,289	3%	1,313,796
513	Everett-Seattle	21,469	25,340	18%	101,505
522	Woodinville-Seattle	287,662	348,102	21%	1,284,225
532	Everett-Bellevue	103,288	113,578	10%	444,502
535	Lynnwood-Bellevue	115,424	122,541	6%	475,952
540	Kirkland-U. District	45,164	41,622	-8%	165,644
542	Overlake-U. District	82,192	88,168	7%	345,529
545	Redmond-Seattle	460,236	545,994	19%	2,143,992
550	Bellevue-Seattle	504,974	632,173	25%	2,364,328
554	Issaquah-Seattle	193,257	234,536	21%	882,855
555/556	Issaquah-Northgate	67,707	88,414	31%	324,430
560	West Seattle-SeaTac-Bellevue	128,629	119,411	-7%	484,042
566	Auburn-Overlake	125,853	147,502	17%	575,971
574	Lakewood-SeaTac	164,358	176,708	8%	686,973
577/578	Seattle-Federal Way/Puyallup	176,972	221,504	25%	831,650
586	Tacoma-U. District	35,217	38,405	9%	149,795
590-595	Lakewood/Tacoma-Seattle	377,728	402,855	7%	1,663,478
596	Bonney Lake-Summer	0	20,934	N/A	43,049
	Sounder Supplemental Bus	0	4,373	N/A	17,339
	Total	3,456,884	3,964,648	15%	15,430,663
	<i>Avg Weekday Bdgs</i>	<i>48,094</i>	<i>54,345</i>	<i>13%</i>	<i>53,098</i>

1-Does not include Downtown Seattle ride free boardings

Sounder Commuter Rail Boardings by Corridor				
North Line	Q4 '11	Q4 '12	%Δ	YTD
Commuter	62,815	63,219	1%	273,019
Special	17,534	14,598	-17%	35,591
Subtotal	80,349	77,817	-3%	308,610
Sounder Commuter Rail Boardings by Corridor				
South Line	Q4 '11	Q4 '12	%Δ	YTD
Commuter	565,312	636,114	13%	2,425,947
Special	39,104	49,204	26%	77,334
Subtotal	604,416	685,318	13%	2,503,281
Sounder Total	684,766	763,136	11%	2,811,891
<i>Avg Weekday Bdgs</i>	<i>10,131</i>	<i>10,927</i>	<i>8%</i>	<i>10,584</i>
Tacoma Link Light Rail Boardings				
Total	Q4 '11	Q4 '12	%Δ	YTD
Total	270,958	264,098	-3%	1,024,053
<i>Avg Weekday Bdgs</i>	<i>3,706</i>	<i>3,502</i>	<i>-5%</i>	<i>4,616</i>
Central Link Light Rail Boardings				
Total	Q4 '11	Q4 '12	%Δ	YTD
Total	1,958,315	2,172,849	11%	8,699,821
<i>Avg Weekday Bdgs</i>	<i>24,070</i>	<i>26,232</i>	<i>9%</i>	<i>25,990</i>
Paratransit Boardings				
Total	Q4 '11	Q4 '12	%Δ	YTD
Total	20,269	15,257	-25%	62,920
<i>Avg Daily Bdgs</i>	<i>220</i>	<i>166</i>	<i>-25%</i>	<i>172</i>
Sound Transit System Boardings				
All Modes	Q4 '11	Q4 '12	%Δ	YTD
Total Boardings	6,391,191	7,179,987	12%	28,029,349
<i>Avg Weekday Bdgs</i>	<i>86,001</i>	<i>95,171</i>	<i>11%</i>	<i>93,265</i>

Quarterly Data (October to December 2012)

ST Express Bus	Q4 2010	Q4 2011	Q4 2012	Q4 Budget
Revenue Vehicle Hours Operated	141,243	135,287	139,359	141,250
Revenue Vehicle Miles Operated	2,917,779	2,865,304	2,928,120	2,900,000
Trips Operated	115,359	111,568	115,163	112,250
Platform Hours Operated	175,503	168,952	175,979	175,374
Boardings	3,151,730	3,456,884	3,965,278	3,542,711
Boardings per Revenue Hour	22.31	25.55	28.45	25.08
Boardings per Trip	27.32	30.98	34.43	31.56
Cost per Boarding	\$8.15	\$6.90	\$6.30	\$7.41
Percentage of Scheduled Trips Operated	99.2%	100.0%	99.8%	≥ 99.80%
On Time Performance	89.1%	88.7%	85.6%	≥ 85.00%
Customer Complaints per 100K Boardings	11.8	16.6	19.8	< 15
Prev. Accidents per 100K Platform Miles ⁴	0.37	0.67	0.84	≤ 0.80
Sounder Commuter Rail	Q4 2010	Q4 2011	Q4 2012	Q4 Budget
Revenue Vehicle Hours Operated	9,889	9,579	10,318	9,599
Revenue Vehicle Miles Operated	386,861	371,622	401,038	351,593
Trips Operated	1,733	1,655	1,585	1,696
Boardings	569,817	684,766	763,135	761,238
Boardings per Revenue Vehicle Hour	57.62	71.49	73.96	79.30
Boardings per Trip	328.80	413.76	481.47	448.84
Cost per Boarding	\$16.77	\$11.62	\$14.13	\$14.51
Percentage of Scheduled Trips Operated	99.0%	99.3%	92.8%	≥99.50%
On Time Performance	95.9%	98.6%	98.0%	≥95.00%
Customer Complaints per 100K Boardings	15.1	8.6	6.8	< 15
Prev. Accidents per 100K Platform Miles ⁴	0.0	0.0	0.0	≤1.00
Central Link Light Rail	Q4 2010	Q4 2011	Q4 2012	Q4 Budget
Revenue Vehicle Hours Operated	31,519	32,911	35,252	34,875
Revenue Vehicle Miles Operated	591,922	619,686	660,268	613,750
Trips Operated	22,773	22,761	22,641	23,132
Boardings	1,751,712	1,958,315	2,172,849	2,105,209
Boardings per Revenue Vehicle Hour	55.58	59.50	61.64	60.36
Boardings per Trip	76.92	86.04	95.97	91.01
Cost per Boarding	\$6.44	\$6.46	\$6.83	\$6.21
Percentage of Scheduled Trips Operated	98.7%	99.9%	99.4%	≥98.50%
On Time Performance	86.6%	90.8%	90.2%	≥90.00%
Customer Complaints per 100K Boardings	4.7	3.6	1.5	< 15
Prev. Accidents per 100K Platform Miles ⁴	0.0	0.0	0.0	≤ 0.30
Tacoma Link Light Rail	Q4 2010	Q4 2011	Q4 2012	Q4 Budget
Service Hours Operated	2,445	2,475	2,462	2,404
Service Miles Operated	22,673	19,123	19,025	18,975
Trips Operated	14,671	12,160	12,310	11,964
Boardings	226,556	270,958	264,098	225,646
Boardings per Service Vehicle Hour	92.7	109.5	107.3	93.85
Boardings per Trip	15.4	22.3	21.5	18.86
Cost per Boarding	\$4.58	\$3.48	\$5.21	\$4.57
Percentage of Scheduled Trips Operated	99.6%	100%	99.2%	≥98.50%
On Time Performance	99.8%	100%	100%	≥98.50%
Customer Complaints per 100K Boardings	0.44	1.10	0	< 15
Prev. Accidents per 100K Platform Miles ⁴	0.0	0.0	0.0	≤ 1.66

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