

Year to Date Data (January to June 2013)

ST Express Bus	YTD 2011	YTD 2012	YTD 2013	2013 Budget	Notes	
Revenue Vehicle Hours Operated ¹	281,529	272,581	272,797	282,000	<i>ST Express met all targets through YTD 2013.</i>	
Revenue Vehicle Miles Operated	5,843,112	5,719,904	5,773,500	5,790,000		
Trips Operated	230,897	223,985	227,953	222,000		
Platform Hours Operated	351,837	340,991	349,982	349,000		
Boardings	6,712,651	7,539,021	8,129,052	7,456,577		
Boardings per Revenue Hour	23.84	27.66	29.80	26.44		
Boardings per Trip	29.07	33.66	35.66	33.59		
Cost per Boarding ²	\$ 7.35	\$ 6.59	\$ 6.50	\$ 7.17		
Percentage of Scheduled Trips Operated	99.7%	99.2%	99.8%	≥ 99.8%		
On Time Performance ³	89.9%	89.9%	89.2%	≥ 85.0%		
Customer Complaints per 100K Boardings	12.8	13.8	13.3	≤ 15.0		
Prev. Accidents per 100K Platform Miles ⁴	0.73	0.66	0.62	≤ 0.80		
Souder Commuter Rail	YTD 2011	YTD 2012	YTD 2013	2013 Budget		Notes
Revenue Vehicle Hours Operated ¹	19,159	18,919	23,098	23,250		<i>Souder did not meet the target for Percentage of Scheduled Trips Operated. Although performance improved during the second quarter, the lost trips from Q1 (due primarily to mudslides on the North line) will mean that Souder will fall short of this target for the year. All other targets were met or exceeded.</i>
Revenue Vehicle Miles Operated	745,138	730,554	806,478	845,388		
Trips Operated	3,321	3,267	3,223	3,455		
Boardings	1,200,413	1,353,877	1,470,923	1,274,045		
Boardings per Revenue Vehicle Hour	62.66	71.56	63.68	54.80		
Boardings per Trip	361.46	414.41	456.38	368.75		
Cost per Boarding ²	\$ 13.77	\$ 11.44	\$ 12.44	\$ 14.87		
Percentage of Scheduled Trips Operated	98.0%	98.3%	96.7%	≥ 99.5%		
On Time Performance ³	97.0%	95.2%	98.3%	≥ 95.0%		
Customer Complaints per 100K Boardings	11.6	7.7	7.0	≤ 15.0		
Prev. Accidents per 100K Platform Miles ⁴	0.00	0.00	0.00	≤ 0.80		
Central Link Light Rail	YTD 2011	YTD 2012	YTD 2013	2013 Budget	Notes	
Revenue Vehicle Hours Operated ¹	62,401	65,597	69,741	66,000	<i>Central Link did not meet the target for Boardings per Revenue Vehicle Hour through YTD 2013. The target assumed some single-car trains during off-peak service. However, we have continued two-car trains, yielding more revenue vehicle hours operated and a lower result on boardings per revenue vehicle hour. We expect to meet this metric by year end.</i>	
Revenue Vehicle Miles Operated	1,172,382	1,230,398	1,304,738	1,227,500		
Trips Operated	44,960	45,214	44,209	46,264		
Boardings	3,635,522	4,016,399	4,453,386	4,281,227		
Boardings per Revenue Vehicle Hour	58.26	61.23	63.86	64.87		
Boardings per Trip	80.86	88.83	100.73	92.54		
Cost per Boarding ²	\$ 6.88	\$ 6.38	\$ 5.83	\$ 6.08		
Percentage of Scheduled Trips Operated	99.97%	99.9%	99.0%	≥ 98.5%		
On Time Performance ³	83.8%	92.0%	92.4%	≥ 90.0%		
Customer Complaints per 100K Boardings	4.5	2.9	0.8	≤ 15.0		
Prev. Accidents per 100K Platform Miles ⁴	0.03	0.00	0.04	≤ 0.30		
Tacoma Link Light Rail	YTD 2011	YTD 2012	YTD 2013	2013 Budget		Notes
Revenue Vehicle Hours Operated ¹	4,851	4,908	4,882	4,809		<i>Tacoma Link met all targets through YTD 2013.</i>
Service Miles Operated	44,191	37,927	37,728	38,019		
Trips Operated	28,594	24,317	24,369	23,929		
Boardings	481,621	525,257	515,566	495,276		
Boardings per Service Vehicle Hour	99.28	107.02	105.60	102.99		
Boardings per Trip	16.84	21.60	21.16	20.70		
Cost per Boarding ²	\$ 3.49	\$ 3.23	\$ 3.63	\$ 4.29		
Percentage of Scheduled Trips Operated	99.9%	99.5%	99.9%	≥ 98.5%		
On Time Performance ³	99.9%	100%	99.9%	≥ 98.5%		
Customer Complaints per 100K Boardings	0.8	0.2	0.2	≤ 15.0		
Prev. Accidents per 100K Platform Miles ⁴	0.00	1.32	1.32	≤ 1.66		

 Lagging 2013 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. Calculated on a rolling 12-month period.



Second Quarter 2013

Service Delivery
Quarterly Performance Report

Q2 System-wide Boardings							
Boardings by Service Type	Second Quarter			YTD through June			2013 Annual SIP
	2012	2013	%Δ	2012	2013	%Δ	
ST Express	3,923,279	4,210,081	7%	7,539,021	8,129,052	8%	15.3 mil
Souder	717,465	760,865	6%	1,353,877	1,470,923	8%	2.7 mil
Tacoma Link	265,736	256,263	-4%	525,257	515,566	-2%	1.0 mil
Central Link	2,193,780	2,412,808	10%	4,016,399	4,453,386	11%	9.2 mil
Paratransit	16,022	16,074	0.3%	32,162	31,506	-2%	0.1 mil
Total Boardings	7,116,282	7,656,091	8%	13,466,716	14,600,433	8%	28.3 mil
Average Weekday Boardings	94,835	101,895	7%	90,563	99,578	8%	94,780

Total Sound Transit passenger boardings increased by 8% during the second quarter of 2013 compared with the same quarter of 2012. Weekday system boardings averaged 101,895, an increase of 7%, and the first time weekday boardings have exceeded 100,000 for a full quarter. Ridership was stable or showed growth on all modes except for Tacoma Link.

ST Express bus boardings increased by 7% during the second quarter. Average weekday boardings were just under 58,000, showing an increase of 8% over Q2 2012. The new Route 567 service started in June, operating non-stop trips between Kent Souder Station and the two largest Eastside employment centers, Bellevue and Overlake. The new route has been an immediate success and many buses are full.

Souder commuter rail boardings were up 6%, overall, for Q2 2013. Growth in South Line boardings offset declines on the North Line; and combined weekday boardings for both lines averaged 11,597, a 6% increase over the same period of 2012.

Tacoma Link light rail ridership was down 4% compared to Q2 2012; and average weekday boardings declined by 3%.

Central Link light rail ridership continued a strong upward trend. Total boardings were up 10% from Q2 2012, while average weekday boardings increased by 9% to 28,702. Special events resulted in particularly heavy weekend ridership in June, reaching an all-time high of over 32,000 boardings on June 8.

Paratransit boardings were virtually unchanged from 2012.

Route level ridership discussion is located on page 2. Quarterly and YTD performance data is provided on pages 3 and 4.

August 22, 2013

Quarterly Data (April to June 2013)

ST Express had a strong second quarter, with total boardings increasing by 7%, and average weekday boardings rising by 8%. Some routes operated by Community Transit (CT) continued to show a downward trend, and staff believes this is related to a change in the way CT began counting boardings in January 2013. Elsewhere in the ST Express network, most routes posted strong ridership gains, including routes serving the SR 520, I-90, and I-5 South corridors. Route 596 showed a 340% increase because the route became part of the Sound Transit's network in June 2012; thus the Q2 2013 totals reflect a full quarter of passenger boardings compared with less than one month of operation during Q2 2012. Similarly, new Route 567 began operation in early June 2013, and the totals shown represent less than a month of service. The "Sounder Supplemental Service" includes ridership on replacement buses when Sounder service is disrupted, as well as ridership on connector buses between the Puyallup Red Lot and Puyallup Sounder Station.

Sounder commuter rail boardings were up 6% overall. Strong ridership growth on the South Line offset declines on the North Line, where boardings were down by 5%. One encouraging trend on the North Line was a 13% increase in event train ridership compared with the same quarter in 2012. Service disruptions occurred on both lines during the quarter, resulting in the cancellation or partial operation of 29 train trips.

Central Link continued to gain new riders during Q2 2013, with a 10% increase in total boardings for the quarter. Weekday boardings averaged 28,702. June was a particularly strong month with several days of record ridership.

Tacoma Link ridership was down by 4%, with declines in both weekday and weekend ridership. Several factors likely contributed to the decrease. A major downtown Tacoma employer transferred most of its staff to a new location in Federal Way; there were fewer large-scale events in downtown Tacoma compared with Q2 2012, and the UW Tacoma Spring Quarter ended earlier than in 2012.

Paratransit ridership was virtually unchanged from Q2 2012.

ST Express Boardings by Route				
Route	Q2 '12	Q2 '13	%Δ	YTD
510/512 Everett-Seattle	295,120	249,429	-15%	490,760
511 Lynnwood-Seattle	343,838	305,402	-11%	599,216
513 Everett-Seattle	26,528	29,122	10%	54,028
522 Woodinville-Seattle	319,484	357,513	12%	700,684
532 Everett-Bellevue	116,259	122,133	5%	232,464
535 Lynnwood-Bellevue	122,196	118,763	-3%	230,246
540 Kirkland-U. District	42,644	39,442	-8%	77,656
542 Overlake-U. District	93,394	101,149	8%	196,434
545 Redmond-Seattle	530,094	610,828	15%	1,173,781
550 Bellevue-Seattle	590,341	677,970	15%	1,310,861
554 Issaquah-Seattle	228,012	256,226	12%	491,274
555/556 Issaquah-Northgate	84,111	93,482	11%	182,009
560 West Seattle-SeaTac-Bellevue	121,068	124,375	3%	240,906
566 Auburn-Overlake	148,687	150,078	1%	299,578
567 Kent-Overlake	0	7,200	N/A	7,200
574 Lakewood-SeaTac	176,269	189,295	7%	362,591
577/578 Seattle-Federal Way/Puyallup	204,707	245,458	20%	468,945
586 Tacoma-U. District	39,843	40,350	1%	78,564
590-595 Lakewood/Tacoma-Seattle	430,840	464,488	8%	875,285
596 Bonney Lake-Sumner	5,010	22,028	340%	44,070
Sounder Supplemental Bus	4,834	5,350	11%	12,500
Total Boardings	3,923,279	4,210,081	7%	8,129,052
<i>Avg Weekday Bdgs</i>	<i>53,876</i>	<i>57,934</i>	<i>8%</i>	<i>56,942</i>

1-Does not include Downtown Seattle ride free boardings

Sounder Commuter Rail Boardings by Corridor				
North Line	Q2 '12	Q2 '13	%Δ	YTD
Commuter	71,121	66,190	-7%	123,156
Special	7,402	8,370	13%	8,370
Subtotal	78,523	74,560	-5%	131,526
Sounder Commuter Rail Boardings by Corridor				
South Line	Q2 '12	Q2 '13	%Δ	YTD
Commuter	628,845	676,001	7%	1,329,093
Special	10,096	10,304	2%	10,304
Subtotal	638,941	686,305	7%	1,339,397
Total	717,465	760,865	6%	1,470,923
<i>Avg Weekday Bdgs</i>	<i>10,937</i>	<i>11,597</i>	<i>6%</i>	<i>11,526</i>
Tacoma Link Light Rail Boardings				
	Q2 '12	Q2 '13	%Δ	YTD
Tacoma Dome—Theatre District	265,736	256,263	-4%	515,566
<i>Avg Weekday Bdgs</i>	<i>3,579</i>	<i>3,486</i>	<i>-3%</i>	<i>3,562</i>
Central Link Light Rail Boardings				
	Q2 '12	Q2 '13	%Δ	YTD
Seattle-SeaTac	2,193,780	2,412,808	10%	4,453,386
<i>Avg Weekday Bdgs</i>	<i>26,268</i>	<i>28,702</i>	<i>9%</i>	<i>27,374</i>
Paratransit Boardings				
	Q2 '12	Q2 '13	%Δ	YTD
Central Link	16,022	16,074	0%	31,506
<i>Avg Daily Bdgs</i>	<i>176</i>	<i>177</i>	<i>0%</i>	<i>174</i>
Sound Transit System Boardings				
	Q2 '12	Q2 '13	%Δ	YTD
Total Boardings	7,116,282	7,656,091	8%	14,600,433
<i>Avg Weekday Bdgs</i>	<i>94,835</i>	<i>101,895</i>	<i>7%</i>	<i>99,578</i>

Quarterly Data (April to June 2013)

ST Express Bus	Q2 2011	Q2 2012	Q2 2013	Q2 Budget
Revenue Vehicle Hours Operated	141,870	137,489	136,734	141,000
Revenue Vehicle Miles Operated	2,945,604	2,870,812	2,900,503	2,895,000
Trips Operated	116,165	112,981	114,535	111,000
Platform Hours Operated	177,181	171,957	176,772	174,500
Boardings	3,528,929	3,923,279	4,210,081	3,920,021
Boardings per Revenue Hour	24.87	28.54	30.79	27.1
Boardings per Trip	30.38	34.73	36.76	34.50
Cost per Boarding	\$ 7.49	\$ 6.04	\$ 6.08	\$ 7.17
Percentage of Scheduled Trips Operated	99.8%	99.7%	99.8%	≥ 99.8%
On Time Performance	89.5%	89.9%	89.1%	≥ 85.0%
Customer Complaints per 100K Boardings	13.8	15.7	13.3	≤ 15.0
Prev. Accidents per 100K Platform Miles ⁴	0.7	0.1	0.61	≤ 0.80
Sounder Commuter Rail	Q2 2011	Q2 2012	Q2 2013	Q2 Budget
Revenue Vehicle Hours Operated	9,713	9,625	13,059	11,625
Revenue Vehicle Miles Operated	377,820	375,010	414,609	422,694
Trips Operated	1,703	1,680	1,662	1,728
Boardings	626,117	717,465	760,865	664,523
Boardings per Revenue Vehicle Hour	64.46	74.54	58.26	58
Boardings per Trip	367.66	427.06	457.80	413.00
Cost per Boarding	\$ 13.53	\$ 10.54	\$ 12.05	\$ 14.87
Percentage of Scheduled Trips Operated	99.9%	99.1%	98.5%	≥ 99.5%
On Time Performance	98.1%	98.2%	98.3%	≥ 95.0%
Customer Complaints per 100K Boardings	10.5	5.9	5.0	≤ 15.0
Prev. Accidents per 100K Revenue Miles ⁴	0.0	0.0	0.00	≤ 1.00
Central Link Light Rail	Q2 2011	Q2 2012	Q2 2013	Q2 Budget
Revenue Vehicle Hours Operated	33,076	33,815	35,036	33,000
Revenue Vehicle Miles Operated	621,707	633,238	651,646	613,750
Trips Operated	22,608	22,641	22,070	23,132
Boardings	1,982,388	2,193,780	2,412,808	2,334,480
Boardings per Revenue Vehicle Hour	59.93	64.88	68.87	70
Boardings per Trip	87.69	96.89	109.33	99.4
Cost per Boarding	\$ 6.41	\$ 6.28	\$ 5.06	\$ 6.08
Percentage of Scheduled Trips Operated	99.9%	100.3%	99.9%	≥ 98.5%
On Time Performance	84.7%	91.9%	92.4%	≥ 90.0%
Customer Complaints per 100K Boardings	5.0	2.8	0.8	≤ 15.0
Prev. Accidents per 100K Revenue Miles ⁴	0.0	0.0	0.04	≤ 0.30
Tacoma Link Light Rail	Q2 2011	Q2 2012	Q2 2013	Q2 Budget
Service Hours Operated	2,446	2,462	2,465	2,405
Service Miles Operated	21,887	19,028	19,048	19,010
Trips Operated	14,162	12,312	12,330	11,965
Boardings	246,520	265,736	256,263	253,510
Boardings per Service Vehicle Hour	100.8	107.9	103.96	104
Boardings per Trip	17.4	21.6	20.78	20.90
Cost per Boarding	\$ 3.56	\$ 3.10	\$ 3.66	\$ 4.29
Percentage of Scheduled Trips Operated	100%	99.8%	99.9%	≥ 98.5%
On Time Performance	100%	100%	99.9%	≥ 98.5%
Customer Complaints per 100K Boardings	0.4	0.0	0.2	≤ 15.0
Prev. Accidents per 100K Platform Miles ⁴	0.0	1.32	1.32	≤ 1.66

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