

Year to Date Data (April to June 2014)

ST Express Bus	YTD 2012	YTD 2013	YTD 2014	YTD Budget	Notes	
Revenue Vehicle Hours Operated	272,581	272,797	273,493	272,881	<i>ST Express met all service performance targets for YTD 2014.</i>	
Revenue Vehicle Miles Operated	5,719,904	5,773,500	5,799,699	5,787,500		
Trips Operated	223,985	227,953	224,574	227,500		
Platform Hours Operated	340,991	349,982	356,918	351,000		
Boardings	7,539,021	8,129,052	8,643,990	8,354,616		
Boardings per Revenue Hour	27.7	29.8	31.6	31.3		
Boardings per Trip	33.7	35.7	38.5	37.6		
Cost per Boarding	\$6.59	\$6.50	\$6.21	\$6.68		
Percentage of Scheduled Trips Operated	99.2%	99.8%	99.9%	≥ 99.8%		
On Time Performance	89.9%	89.2%	86.1%	≥ 85.0%		
Customer Complaints per 100K Boardings	13.8	13.3	12.0	< 15		
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.66	0.62	0.72	≤ 0.80		
Souder Commuter Rail	YTD 2012	YTD 2013	YTD 2014	YTD Budget		Notes
Revenue Vehicle Hours Operated	18,919	23,098	24,940	28,192		<i>Souder did not meet the service performance target for percentage of scheduled trips operated due to numerous mudslide disruptions in Q1 2014. OTP also fell short of the target due to Tukwila Station construction, which has resulted in 45 associated delays through YTD 2014. All other performance targets were met.</i>
Revenue Vehicle Miles Operated	730,554	806,478	793,409	896,520		
Trips Operated	3,267	3,223	3,520	3,670		
Boardings	1,353,877	1,470,923	1,577,069	1,444,449		
Boardings per Revenue Vehicle Hour	71.6	63.7	64.5	53.00		
Boardings per Trip	414.4	456.4	448.0	409.0		
Cost per Boarding	\$11.44	\$ 12.44	\$11.72	\$13.99		
Percentage of Scheduled Trips Operated	98.3%	96.7%	95.5%	≥ 99.5%		
On Time Performance	95.2%	98.3%	93.8%	≥ 95.0%		
Customer Complaints per 100K Boardings	7.7	7.0	8.4	< 15		
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.00	0.00	≤1.00		
Tacoma Link Light Rail	YTD 2012	YTD 2013	YTD 2014	YTD Budget	Notes	
Service Hours Operated	4,908	4,882	4,866	4,886	<i>Tacoma Link did not meet the targets for boardings and, therefore, fell short of the budgeted boardings per hour and boardings per trip. Tacoma Link ridership has decreased due to fewer Tacoma events and relocation of two major Downtown Tacoma employers to King County.</i>	
Service Miles Operated	37,927	37,728	37,604	37,860		
Trips Operated	24,317	24,369	24,066	24,550		
Boardings	525,257	515,566	485,827	517,563		
Boardings per Service Vehicle Hour	107.0	105.6	99.6	101.6		
Boardings per Trip	21.6	21.2	19.7	20.2		
Cost per Boarding	\$3.23	\$ 3.63	\$4.14	\$4.46		
Percentage of Scheduled Trips Operated	99.5%	99.9%	99.8%	≥ 98.5%		
On Time Performance	100%	99.9%	99.9%	≥ 98.5%		
Customer Complaints per 100K Boardings	0.2	0.2	1.1	< 15		
Prev. Accidents per 100K Platform Miles <sup>4</sup>	1.32	1.32	0.00	≤ 1.66		
Central Link Light Rail	YTD 2012	YTD 2013	YTD 2014	YTD Budget	Notes	
Revenue Vehicle Hours Operated	65,597	69,741	71,499	70,500	<i>Central Link met all service performance targets for YTD 2014.</i>	
Revenue Vehicle Miles Operated	1,230,398	1,304,738	1,341,899	1,311,300		
Trips Operated	45,214	44,209	45,082	45,250		
Boardings	4,016,399	4,453,386	5,156,371	4,616,646		
Boardings per Revenue Vehicle Hour	61.2	63.9	72.1	70.9		
Boardings per Trip	88.8	100.7	114.3	110.0		
Cost per Boarding	\$6.38	\$ 5.83	\$5.73	\$5.86		
Percentage of Scheduled Trips Operated	99.9%	99.0%	99.7%	≥ 98.5%		
On Time Performance	92.0%	92.4%	94.9%	≥ 90.0%		
Customer Complaints per 100K Boardings	2.9	0.8	0.7	< 15		
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.04	0.04	≤ 0.30		



Second Quarter 2014

Service Delivery  
Quarterly Performance Report

Q2 System-wide Boardings							
Boardings by Service Type	Second Quarter			YTD through June			2014 Annual SIP
	2013	2014	%Δ	2013	2014	%Δ	
ST Express	4,210,081	4,491,346	6.7%	8,129,052	8,643,990	6.3%	17.1 M
Souder	760,865	817,127	7.4%	1,470,923	1,577,069	7.2%	3.0 M
Tacoma Link	256,263	248,133	-3.2%	515,566	485,827	-5.8%	993 K
Central Link	2,412,808	2,804,982	16.3%	4,453,386	5,156,371	15.8%	10.0 M
Paratransit	16,074	14,463	-10.0%	31,544	28,718	-9.0%	65 K
<b>Total Boardings</b>	<b>7,656,091</b>	<b>8,376,051</b>	<b>9.4%</b>	<b>14,600,471</b>	<b>15,891,975</b>	<b>8.8%</b>	<b>31.1 M</b>
<b>Average Weekday Boardings</b>	<b>101,895</b>	<b>111,497</b>	<b>9.4%</b>	<b>99,578</b>	<b>109,308</b>	<b>9.8%</b>	<b>103,899</b>

**Total Sound Transit** boardings increased more than 9% during Q2 2014, compared to an 8% increase during the same period in 2013. Boardings increased on all modes except Tacoma Link and Paratransit. Ridership growth is trending well ahead of the annual SIP and budget forecasts. Gradually improving local economic conditions, population growth, and relatively low unemployment have contributed to ridership increases throughout most of the Sound Transit service area.

**ST Express** buses had almost 7% more boardings in the second quarter compared with the same period of 2013. Average weekday boardings reached almost 62,000, a new quarterly record. No major service changes took place during the quarter.

**Souder** commuter rail boardings increased more than 7%, and both commuter and special event trains showed ridership increases compared to the same period of 2013.

**Tacoma Link** light rail boardings were down by 3% for the quarter. While discouraging, the rate of decline has slowed compared with recent quarters.

**Central Link** light rail had the highest growth of any Sound Transit mode, increasing by over 16% for the quarter and surpassing 1 million boardings in the month of June for the first time since service began.

Q2 2014 route-level and corridor ridership information can be found on page 2; along with Q2 2014 and YTD 2014 service performance on pages 3 and 4, respectively.

August 28, 2014

<sup>1</sup>Lagging 2014 budget or standard.

<sup>2</sup>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.

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

<sup>4</sup>On-time performance standards are described in the budget.

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

Quarterly Data (April to June 2014)

**ST Express** bus boardings increased by 7%, and average weekday boardings were also up by 7% in Q2. As in Q1, the major shifts in ridership on Snohomish County—Seattle routes (510-513) reflected the restructuring that added more peak service in September 2013. Similarly, a route restructure along the I-405 corridor in June 2013 reduced ridership on Route 566, but added more riders on Route 560. Routes with particularly high growth included Routes 577/578 serving Puyallup, Federal Way, and Seattle, as well as Route 596 connecting Bonney Lake and Sumner Station.

**Sounder** commuter rail boardings increased by 7% in Q2, with an 8% increase in average weekday boardings. Commuter ridership growth was strong on both lines, with total North Line boardings up 11%. Combined average weekday boardings for both lines were 12,469, and set a quarterly record. Operations on both lines were disrupted on the afternoon of June 18 by a break in the communications link with the BNSF dispatch center, which resulted in the cancellation of some trains.

**Tacoma Link** boardings were down by 3% in Q2, with a 4% decrease in average weekday boardings. The decline started at the beginning of Q1 and continued through the first two months of Q2. June showed signs of a turnaround, with a 1% increase in total boardings for the month.

**Central Link** boardings were up an impressive 16% in Q2, with a 17% increase in average weekday boardings. Major sports events and SeaTac Airport continued to be the major growth markets, based on the days of highest boarding totals, but peak period commuter ridership also showed strong growth. Weekdays with home games often averaged over 40,000 boardings, compared with about 33,000 boardings on an average weekday.

ST Express Boardings by Route					
		Q2 '13	Q2 '14	%Δ	YTD
510/512	Everett-Seattle	249,429	505,298	103%	960,636
511	Lynnwood-Seattle	305,402	132,302	-57%	258,963
513	Everett-Seattle	29,122	43,527	49%	84,721
522	Woodinville-Seattle	357,513	358,765	0%	686,543
532	Everett-Bellevue	122,133	129,195	6%	250,318
535	Lynnwood-Bellevue	118,763	128,868	9%	251,203
540	Kirkland-U. District	39,442	34,233	-13%	65,237
542	Overlake-U. District	101,149	101,466	0%	199,708
545	Redmond-Seattle	610,828	646,473	6%	1,245,337
550	Bellevue-Seattle	677,970	725,616	7%	1,400,219
554	Issaquah-Seattle	256,226	275,764	8%	524,225
555/556	Issaquah-Northgate	93,482	95,771	2%	187,847
560	West Seattle-SeaTac-Bellevue	124,375	144,837	16%	278,315
566/567	Auburn-Kent-Overlake	157,278	144,757	-8%	275,361
574	Lakewood-SeaTac	189,295	198,577	5%	383,769
577/578	Seattle-Federal Way/Puyallup	245,458	266,377	9%	511,814
586	Tacoma-U. District	40,350	41,605	3%	81,637
590-595	Lakewood/Tacoma-Seattle	464,488	484,076	4%	927,585
596	Bonney Lake-Sumner	22,028	27,393	24%	53,184
	Sounder Supplemental Bus	5,350	6,446	20%	17,368
	<b>Total</b>	<b>4,210,081</b>	<b>4,491,346</b>	<b>7%</b>	<b>8,643,990</b>
	<i>Avg Weekday Bdgs</i>	<i>57,934</i>	<i>61,818</i>	<i>7%</i>	<i>63,780</i>

1-Does not include Downtown Seattle ride free boardings

Sounder Commuter Rail Boardings by Corridor					
North Line	Q2 '13	Q2 '14	%Δ	YTD	
Commuter	66,190	73,575	11%	137,035	
Special	8,370	8,420	1%	14,143	
Subtotal	74,560	81,995	10%	151,178	
South Line	Q2 '13	Q2 '14	%Δ	YTD	
Commuter	676,001	724,412	7%	1,401,955	
Special	10,304	10,720	4%	23,936	
Subtotal	686,305	735,132	7%	1,425,891	
<b>Total</b>	<b>760,865</b>	<b>817,127</b>	<b>7%</b>	<b>1,577,069</b>	
<i>Avg Weekday Bdgs</i>	<i>11,597</i>	<i>12,469</i>	<i>8%</i>	<i>12,118</i>	
Tacoma Link Light Rail Boardings					
	Q2 '13	Q2 '14	%Δ	YTD	
Tacoma Dome—Theatre District	256,263	248,133	-3%	485,828	
<i>Avg Weekday Bdgs</i>	<i>3,486</i>	<i>3,359</i>	<i>-4%</i>	<i>1,720</i>	
Central Link Light Rail Boardings					
	Q2 '13	Q2 '14	%Δ	YTD	
Seattle-SeaTac	2,412,808	2,804,982	16%	5,156,371	
<i>Avg Weekday Bdgs</i>	<i>28,702</i>	<i>33,692</i>	<i>17%</i>	<i>31,532</i>	
Paratransit Boardings					
	Q2 '13	Q2 '14	%Δ	YTD	
Central Link	16,074	14,463	-10%	28,718	
<i>Avg Daily Bdgs</i>	<i>177</i>	<i>159</i>	<i>-10%</i>	<i>159</i>	
Sound Transit System Boardings					
	Q2 '13	Q2 '14	%Δ	YTD	
<b>Total Boardings</b>	<b>7,656,091</b>	<b>8,376,051</b>	<b>9%</b>	<b>15,891,976</b>	
<i>Avg Weekday Bdgs</i>	<i>101,895</i>	<i>111,497</i>	<i>9%</i>	<i>109,308</i>	

Quarterly Data (April to June 2014)

ST Express Bus	Q2 2012	Q2 2013	Q2 2014	Q2 Budget
Revenue Vehicle Hours Operated	137,489	136,734	137,666	136,441
Revenue Vehicle Miles Operated	2,870,812	2,900,503	2,918,595	2,893,750
Trips Operated	112,981	114,535	112,672	113,750
Platform Hours Operated	171,957	176,772	179,735	175,500
Boardings	3,923,279	4,210,081	4,491,346	4,347,711
Boardings per Revenue Hour	28.5	30.8	32.6	31.3
Boardings per Trip	34.7	36.8	39.9	37.6
Cost per Boarding	\$6.04	\$6.08	\$5.98	\$6.68
Percentage of Scheduled Trips Operated	99.7%	99.8%	99.9%	≥ 99.8%
On Time Performance	89.9%	89.1%	85.4%	≥ 85.0%
Customer Complaints per 100K Boardings	15.7	13.3	12.3	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.10	0.61	0.72	≤ 0.80
Sounder Commuter Rail	Q2 2012	Q2 2013	Q2 2014	Q2 Budget
Revenue Vehicle Hours Operated	9,625	13,059	12,656	14,096
Revenue Vehicle Miles Operated	375,010	414,609	402,497	448,260
Trips Operated	1,680	1,662	1,850	1,835
Boardings	717,465	760,865	817,127	765,462
Boardings per Revenue Vehicle Hour	74.5	58.3	66.4	53.00
Boardings per Trip	427.1	457.8	441.7	409.0
Cost per Boarding	\$10.54	\$12.05	\$12.06	\$13.99
Percentage of Scheduled Trips Operated	99.1%	98.5%	97.9%	≥ 99.5%
On Time Performance	98.2%	98.3%	93.5%	≥ 95.0%
Customer Complaints per 100K Boardings	5.9	5.0	9.7	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.00	0.00	≤ 1.00
Tacoma Link Light Rail	Q2 2012	Q2 2013	Q2 2014	Q2 Budget
Service Hours Operated	2,462	2,465	2,463	2,443
Service Miles Operated	19,028	19,048	19,035	18,930
Trips Operated	12,312	12,330	12,426	12,275
Boardings	265,736	256,263	248,133	264,918
Boardings per Service Vehicle Hour	107.9	104.0	100.2	101.6
Boardings per Trip	21.6	20.8	20.0	20.2
Cost per Boarding	\$3.10	\$3.66	\$3.88	\$4.46
Percentage of Scheduled Trips Operated	99.8%	99.9%	99.6%	≥ 98.5%
On Time Performance	100%	100%	99.9%	≥ 98.5%
Customer Complaints per 100K Boardings	0.0	0.2	0.8	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	1.32	1.32	0.00	≤ 1.66
Central Link Light Rail	Q2 2012	Q2 2013	Q2 2014	Q2 Budget
Revenue Vehicle Hours Operated	33,815	35,036	36,110	35,250
Revenue Vehicle Miles Operated	633,238	651,646	676,848	655,650
Trips Operated	22,641	22,070	22,695	22,625
Boardings	2,193,780	2,412,808	2,804,982	2,521,638
Boardings per Revenue Vehicle Hour	64.9	68.9	77.7	70.9
Boardings per Trip	96.9	109.3	123.6	110.0
Cost per Boarding	\$6.28	\$5.06	\$5.54	\$5.86
Percentage of Scheduled Trips Operated	100.3%	99.9%	99.7%	≥ 98.5%
On Time Performance	91.9%	92.4%	95.0%	≥ 90.0%
Customer Complaints per 100K Boardings	2.8	0.8	0.7	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.04	0.04	≤ 0.30

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.