

Year to Date Data (January to December 2013)



ST Express Bus	YTD 2011	YTD 2012	YTD 2013	2013 Budget	Notes	
Revenue Vehicle Hours Operated ¹	553,178	549,860	548,156	564,000	<i>ST Express met all targets for YTD 2013.</i>	
Revenue Vehicle Miles Operated	11,627,380	11,519,025	11,590,267	11,580,000		
Trips Operated	454,619	453,004	452,191	444,000		
Platform Hours Operated	691,281	689,591	705,657	698,000		
Boardings	13,664,664	15,430,571	16,600,500	15,300,000		
Boardings per Revenue Hour	24.7	28.1	30.3	27.1		
Boardings per Trip	30.1	34.1	36.7	34.5		
Cost per Boarding ²	\$7.04	\$6.51	\$6.43	\$7.17		
Percentage of Scheduled Trips Operated	100.0%	99.7%	99.8%	≥ 99.8%		
On Time Performance ³	88.7%	88.3%	87.3%	≥ 85.0%		
Customer Complaints per 100K Boardings	14.0	15.0	14.2	< 15		
Prev. Accidents per 100K Platform Miles ⁴	0.67	0.77	0.64	≤ 0.80		
Souder Commuter Rail	YTD 2011	YTD 2012	YTD 2013	2013 Budget		Notes
Revenue Vehicle Hours Operated ¹	38,588	38,951	49,755	46,500		<i>Souder did not meet the target for the percentage of trips operated for YTD 2013, due to mudslides in Q1. Work has been done throughout the year to mitigate mudslide activity and educate the public and area residents.</i>
Revenue Vehicle Miles Operated	1,498,423	1,507,757	1,652,237	1,690,776		
Trips Operated	6,695	6,542	6,656	6,782		
Boardings	2,543,955	2,811,890	3,035,735	2,700,000		
Boardings per Revenue Vehicle Hour	65.9	72.2	61.0	58.1		
Boardings per Trip	380.0	429.8	456.1	413.0		
Cost per Boarding ²	\$12.71	\$12.24	\$12.18	\$14.87		
Percentage of Scheduled Trips Operated	98.8%	97.4%	97.9%	≥ 99.5%		
On Time Performance ³	97.3%	96.4%	97.2%	≥ 95.0%		
Customer Complaints per 100K Boardings	13.7	6.7	0.9	< 15		
Prev. Accidents per 100K Platform Miles ⁴	0.00	0.00	0.00	≤ 1.00		
Tacoma Link Light Rail	YTD 2011	YTD 2012	YTD 2013	2013 Budget	Notes	
Revenue Vehicle Hours Operated ¹	9,817	9,822	9,835	9,617	<i>Tacoma Link did not meet the targets for Boardings per Service Vehicle Hour and Boardings per Trip for YTD 2013, possibly due to lower ridership throughout the year.</i>	
Service Miles Operated	82,563	75,897	75,996	76,037		
Trips Operated	53,209	48,886	49,568	47,857		
Boardings	972,429	1,024,053	1,000,316	1,000,000		
Boardings per Service Vehicle Hour	99.1	104.3	101.7	104.0		
Boardings per Trip	18.3	20.9	20.2	20.9		
Cost per Boarding ²	\$3.59	\$3.94	\$3.86	\$4.29		
Percentage of Scheduled Trips Operated	99.9%	99.5%	99.9%	≥ 98.5%		
On Time Performance ³	99.9%	100.0%	99.9%	≥ 98.5%		
Customer Complaints per 100K Boardings	0.9	0.1	0.6	< 15		
Prev. Accidents per 100K Platform Miles ⁴	0.00	1.32	1.32	≤ 1.66		
Central Link Light Rail	YTD 2011	YTD 2012	YTD 2013	2013 Budget	Notes	
Revenue Vehicle Hours Operated ¹	130,175	136,167	140,974	132,000	<i>Central Link did not meet the annual target for Boardings per Revenue Vehicle Hour for YTD 2013.</i>	
Revenue Vehicle Miles Operated	2,448,346	2,552,647	2,642,763	2,455,000		
Trips Operated	90,575	90,834	89,977	92,527		
Boardings	7,812,433	8,699,821	9,681,432	9,200,000		
Boardings per Revenue Vehicle Hour	60.0	63.9	68.7	69.7		
Boardings per Trip	86.3	95.8	107.6	99.4		
Cost per Boarding ²	\$6.29	\$6.07	\$5.40	\$6.08		
Percentage of Scheduled Trips Operated	99.9%	99.7%	99.4%	≥ 98.5%		
On Time Performance ³	86.8%	91.3%	93.6%	≥ 90.0%		
Customer Complaints per 100K Boardings	4.0	1.9	1.2	< 15		
Prev. Accidents per 100K Platform Miles ⁴	0.07	0.00	0.07	≤ 0.30		

Fourth Quarter 2013

Service Delivery
Quarterly Performance Report

Q4 System-wide Boardings							
Boardings by Service Type	Fourth Quarter			YTD through December			2013 Annual SIP
	2012	2013	%Δ	2012	2013	%Δ	
ST Express	3,964,648	4,142,489	4%	15,430,663	16,600,500	8%	15.3 mil
Souder	763,136	797,848	5%	2,811,891	3,035,735	8%	2.7 mil
Tacoma Link	264,098	252,926	-4%	1,024,053	1,000,316	-2%	1.0 mil
Central Link	2,172,849	2,469,971	14%	8,699,821	9,681,432	11%	9.2 mil
Paratransit	15,257	14,824	-3%	62,920	61,730	-2%	0.1 mil
Total Boardings	7,179,987	7,678,058	7%	28,029,348	30,379,713	8%	28.3 mil
Average Weekday Boardings	95,171	101,661	7%	93,265	101,259	8%	94,780

Total Sound Transit boardings increased by 7 percent during the fourth quarter of 2013 compared to the same period of 2012. Boardings increased on ST Express, Souder and Central Link, but declined on Tacoma Link and Paratransit. Year-end Sound Transit boardings totaled 30.4 million, an increase of 8 percent compared to 2012. The year-end totals exceeded the 2013 Budget and Service Implementation Plan ridership targets by over 2 million boardings. Apart from slide-related train cancellations on the Souder North Line, there were no major service disruptions during the quarter.

ST Express buses had 4 percent more boardings in Q4 compared to the same period of 2012. Total 2013 ridership reached 16.6 million, an 8 percent increase over 2012.

Souder commuter rail boardings in Q4 2013 were up 5 percent compared to Q4 2012. Year-end ridership totaled over 3 million boardings, an 8 percent increase compared to 2012.

Tacoma Link light rail boardings declined 4 percent from Q4 2012 to Q4 2013, and year-end totals were down 2 percent from 2012. Total boardings for 2013 were just over 1 million.

Central Link light rail boardings were up by an impressive 14 percent during the fourth quarter, continuing a year-long trend of double-digit increases. Total boardings for 2013 reached 9.7 million, an 11 percent increase compared to 2012.

Paratransit experienced a 3 percent decline during the fourth quarter, and year-end totals were also down by 2 percent compared to 2012.

February 27, 2014

¹Lagging 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.

Quarterly Data (October to December 2013)

ST Express boardings continued to increase, but the rate of growth slowed to 4 percent during the fourth quarter compared with the 8 to 10 percent growth experienced during the first three quarters of the year. Major changes in ridership on individual routes reflect the service restructuring that was implemented in June and September. In Snohomish County, for example, off-peak service on Routes 510 and 511 was replaced by Route 512, resulting in a large increase in 512 ridership but a decline in 510 and 511 boardings. Service levels on Route 566 were reduced due to low productivity; however, many Route 566 riders switched to Route 560 and the new Route 567, so overall, ridership in the SR 167/Interstate 405 corridor increased. Strong ridership growth continued on most East King County routes and routes connecting Seattle with Pierce County.

Sounder commuter rail boardings increased by 5 percent. Both lines showed significant growth in commuter ridership, as average weekday boardings for the quarter stood at 11,702, a 7 percent increase compared to 2012. Declines in weekend event train boardings, however, lessened the overall percentage of growth.

Tacoma Link light rail boardings decreased by 4 percent for the fourth quarter, and year-end ridership was down by 2 percent compared to 2012. However, the 2013 totals still exceeded 1 million and thus were consistent with the 2013 Budget and SIP estimates. The service continues to be impacted by changes taking place along the alignment, including reduced downtown Tacoma employment and fewer major events scheduled at the Tacoma Dome and convention center.

Central Link light rail ridership continued a strong growth trend, with a 14 percent increase in boardings for the fourth quarter. Average weekday boardings for the quarter stood at 29,360, a new record, while major sports events consistently generated heavy demand on Saturdays and Sundays. In general, Central Link ridership remained strong during the fourth quarter and did not decline from the summertime highs nearly as much as in previous years.

ST Express Boardings by Route					
		Q4 '12	Q4 '13	%Δ	YTD
510/512	Everett-Seattle	274,199	406,548	48%	1,156,886
511	Lynnwood-Seattle	318,289	116,903	-63%	1,026,131
513	Everett-Seattle	25,340	35,719	41%	115,297
522	Woodinville-Seattle	348,102	345,268	-1%	1,399,410
532	Everett-Bellevue	113,578	115,040	1%	469,990
535	Lynnwood-Bellevue	122,541	121,281	-1%	457,738
540	Kirkland-U. District	41,622	32,649	-22%	144,626
542	Overlake-U. District	88,168	97,251	10%	386,885
545	Redmond-Seattle	545,994	599,265	10%	2,417,557
550	Bellevue-Seattle	632,173	685,242	8%	2,713,527
554	Issaquah-Seattle	234,536	256,124	9%	1,003,454
555/556	Issaquah-Northgate	88,414	90,501	2%	362,344
560	West Seattle-SeaTac-Bellevue	119,411	138,940	16%	523,749
566/567	Auburn-Kent-Overlake	147,502	134,307	-9%	591,636
574	Lakewood-SeaTac	176,708	192,139	9%	751,549
577/578	Seattle-Federal Way/Puyallup	221,504	250,633	13%	990,282
586	Tacoma-U. District	38,405	39,095	2%	148,298
590-595	Lakewood/Tacoma-Seattle	402,855	458,045	14%	1,829,266
596	Bonney Lake-Summer	20,934	23,087	10%	91,321
	Sounder Supplemental Bus	4,373	4,452	2%	20,554
	Total	3,964,648	4,142,489	4%	16,600,500
	<i>Avg Weekday Bdgs</i>	<i>54,345</i>	<i>56,963</i>	<i>5%</i>	<i>57,132</i>

1-Does not include Downtown Seattle ride free boardings

Sounder Commuter Rail Boardings by Corridor					
North Line	Q4 '12	Q4 '13	%Δ	YTD	
Commuter	63,219	77,068	22%	276,560	
Special	14,598	14,153	-3%	32,459	
Subtotal	77,817	91,221	17%	91,221	
South Line	Q4 '12	Q4 '13	%Δ	YTD	
Commuter	636,114	671,891	6%	2,666,641	
Special	49,204	34,736	-29%	60,075	
Subtotal	685,318	706,627	3%	2,726,716	
Total	763,136	797,848	5%	3,035,735	
<i>Avg Weekday Bdgs</i>	<i>10,927</i>	<i>11,702</i>	<i>7%</i>	<i>11,587</i>	
Tacoma Link Light Rail Boardings					
	Q4 '12	Q4 '13	%Δ	YTD	
Tacoma Dome—Theatre District	264,098	252,926	-4%	1,000,316	
<i>Avg Weekday Bdgs</i>	<i>3,502</i>	<i>3,474</i>	<i>-1%</i>	<i>3,418</i>	
Central Link Light Rail Boardings					
	Q4 '12	Q4 '13	%Δ	YTD	
Seattle-SeaTac	2,172,849	2,469,971	14%	9,681,432	
<i>Avg Weekday Bdgs</i>	<i>26,232</i>	<i>29,360</i>	<i>12%</i>	<i>28,953</i>	
Paratransit Boardings					
	Q4 '12	Q4 '13	%Δ	YTD	
Central Link	15,257	14,824	-3%	61,730	
<i>Avg Daily Bdgs</i>	<i>166</i>	<i>161</i>	<i>-3%</i>	<i>169</i>	
Sound Transit System Boardings					
	Q4 '12	Q4 '13	%Δ	YTD	
Total Boardings	7,179,987	7,678,058	7%	30,379,713	
<i>Avg Weekday Bdgs</i>	<i>95,171</i>	<i>101,661</i>	<i>7%</i>	<i>101,259</i>	

Quarterly Data (October to December 2013)

ST Express Bus	Q4 2011	Q4 2012	Q4 2013	Q4 Budget
Revenue Vehicle Hours Operated	135,287	139,359	138,103	141,000
Revenue Vehicle Miles Operated	2,865,304	2,928,120	2,927,738	2,895,000
Trips Operated	111,568	115,163	110,120	111,000
Platform Hours Operated	168,952	175,979	179,032	174,500
Boardings	3,456,884	3,965,278	4,142,489	3,690,948
Boardings per Revenue Hour	25.6	28.5	30.0	27.1
Boardings per Trip	31.0	34.4	37.6	34.5
Cost per Boarding	\$6.90	\$6.30	\$6.70	\$7.17
Percentage of Scheduled Trips Operated	100.0%	99.8%	99.8%	≥ 99.8%
On Time Performance	88.7%	85.6%	84.8%	≥ 85.0%
Customer Complaints per 100K Boardings	16.6	19.8	16.9	< 15
Prev. Accidents per 100K Platform Miles ⁴	0.67	0.84	0.64	≤ 0.80
Sounder Commuter Rail	Q4 2011	Q4 2012	Q4 2013	Q4 Budget
Revenue Vehicle Hours Operated	9,579	10,318	12,933	11,625
Revenue Vehicle Miles Operated	371,622	401,038	410,747	422,694
Trips Operated	1,655	1,585	1,826	1,728
Boardings	684,766	763,135	797,848	726,768
Boardings per Revenue Vehicle Hour	71.5	74.0	61.7	58.0
Boardings per Trip	413.8	481.5	436.9	413.0
Cost per Boarding	\$11.62	\$14.13	\$12.34	\$14.87
Percentage of Scheduled Trips Operated	99.3%	92.8%	99.9%	≥ 99.50%
On Time Performance	98.6%	98.0%	96.3%	≥ 95.00%
Customer Complaints per 100K Boardings	8.6	6.8	9.9	< 15
Prev. Accidents per 100K Revenue Miles ⁴	0.00	0.00	0.00	≤ 1.00
Tacoma Link Light Rail	Q4 2011	Q4 2012	Q4 2013	Q4 Budget
Revenue Vehicle Hours Operated	2,475	2,462	2,478	2,405
Revenue Vehicle Miles Operated	19,123	19,025	19,151	19,010
Trips Operated	12,160	12,310	12,520	11,965
Boardings	270,958	264,098	252,926	278,640
Boardings per Revenue Vehicle Hour	109.5	107.3	102.1	104.0
Boardings per Trip	22.3	21.5	20.2	20.9
Cost per Boarding	\$3.48	\$5.21	\$3.84	\$4.29
Percentage of Scheduled Trips Operated	99.9%	99.2%	99.8%	≥ 98.5%
On Time Performance	100%	100%	99.8%	≥ 98.5%
Customer Complaints per 100K Boardings	1.1	0.0	1.5	< 15
Prev. Accidents per 100K Revenue Miles ⁴	0.00	0.00	1.32	≤ 1.66
Central Link Light Rail	Q4 2011	Q4 2012	Q4 2013	Q4 Budget
Service Hours Operated	32,911	35,252	35,184	33,000
Service Miles Operated	619,686	660,268	662,107	613,750
Trips Operated	22,761	22,641	22,803	23,132
Boardings	1,958,315	2,172,849	2,469,971	2,306,132
Boardings per Service Vehicle Hour	59.5	61.6	70.2	69.7
Boardings per Trip	86.0	96.0	108.3	99.4
Cost per Boarding	\$6.46	\$6.83	\$5.44	\$6.08
Percentage of Scheduled Trips Operated	99.9%	99.4%	99.8%	≥ 98.5%
On Time Performance	90.8%	90.2%	95.9%	≥ 90.0%
Customer Complaints per 100K Boardings	3.6	1.5	1.5	< 15
Prev. Accidents per 100K Platform Miles ⁴	0.00	0.00	0.07	≤ 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. Calculated on a rolling 12-month period.