

Performance Measures Glossary

Average Daily Boardings - Number of one-way passenger movements (trips) between two points on a single vehicle on all routes on an average weekday, Saturday, or Sunday.

Complaints per 100K Boardings - The performance metric (calculated for each mode) that measures the number of service complaints per 100,000 passenger boardings. $\text{Complaints per 100K Boardings} = [(\text{Service Complaints Received} / \text{Modal Passenger Boardings}) * 100,000]$.

Farebox Recovery - Calculated for each mode collecting fares, this metric represents the percentage of operating cost of each mode that is paid by transit riders presented on a 12-month rolling average. $\text{Farebox Recovery} = (\text{Modal Passenger Fare Revenue} / \text{Modal Operating Expenses})$. *To better align with Federal Transit Administration – National Transit Database (NTD) reporting, Operating Leases costs are no longer included in Operating Expenses for the purpose of the Sound Transit Farebox Recovery calculations. Starting with the 2017 Fare Revenue Annual Report, the agency has restated 2015 and 2016 Operating Expenses to reflect this change.*

Fleet Availability - Percentage of vehicles available to operate in revenue service during a given time period, which includes spare vehicles and vehicles temporarily out of service due to routine maintenance or minor repairs. $\text{Fleet Availability} = \text{Vehicles Available} / \text{Total Fleet} * 100$.

On-Time Performance (OTP) - A performance ratio that measures how often a transit service is on time (i.e., at a designated pick-up spot within a predetermined timeframe). The timeframe differs based on mode and frequency of service. $\text{OTP} = (\text{\# of Scheduled Trips} - \text{\# Trips Early or Late}) / \text{Total \# of Scheduled Trips}$.

Passengers per Trip - The number of passengers boarding each scheduled one-way trip.

Percentage of Scheduled Trips Operated - A performance ratio that measures the number of times a Sound Transit vehicle or mode of service completes its scheduled route/trip.

Preventable Accidents per 100K Miles - For any mode, the number of preventable accidents reported per 100,000 miles of actual revenue vehicle mileage presented on a 12-month rolling average. A preventable accident is one in which the driver failed to do everything that reasonably could have been done to avoid the crash. $\text{Preventable Accidents per 100K Miles} = (\text{Preventable Accidents} / \text{Actual Revenue Mileage}) * 100,000$.

Scheduled PMIs Completed on Time - The percent of preventive maintenance inspections completed within the recommended timeframe.

Total Ridership - The total number of one-way boardings which occurred during a given time period.

Trips Operated - Total trips operated, both scheduled and unscheduled, during a given time period.