Year to Date Data (January to March 2015)

ST Express Bus	YTD 2013	YTD 2014	YTD 2015	YTD Budget	Notes		
Revenue Vehicle Hours Operated	136,064	135,821	136,712	136,375			
Revenue Vehicle Miles Operated	2,873,037	2,880,900	2,875,799	2,893,750			
Trips Operated	113,418	111,902	111,345	113,000			
Platform Hours Operated	173,211	176,584	177,007	175,500	ST Express did not meet the target for		
Boardings	3,918,971	4,152,644	4,418,328	4,151,405	preventable accidents per 100K miles		
Boardings per Revenue Hour	28.8	30.6	32.3	32.2	in Q1. However, after experiencing an		
Boardings per Trip	34.7	37.2	39.7	38.9	upswing in preventable accidents in 2014, staff and partners have begun		
Cost per Boarding	\$6.64	\$6.45	\$6.27	\$7.06	to see results from cooperative efforts		
Percentage of Scheduled Trips Operated	99.9%	99.8%	99.9%	≥ 99.8%	to reduce preventable accidents.		
On Time Performance	89.4%	86.8%	88.9%	≥ 85.0%			
Customer Complaints per 100K Boardings	13.3	11.6	12.5	< 15			
Prev. Accidents per 100K Platform Miles ⁴	0.61	0.66	0.82	≤ 0.80			
Sounder Commuter Rail	YTD 2013	YTD 2014	YTD 2015	YTD Budget	Notes		
Revenue Vehicle Hours Operated	10,039	12,133	12,405	12,750			
Revenue Vehicle Miles Operated	391,869	390,912	392,470	423,750			
Trips Operated	1,561	1,670	1,680	1,835			
Boardings	710,057	759,942	892,262	750,274	Counday did not most the 2015 target		
Boardings per Revenue Vehicle Hour	70.7	62.7	71.9	63.00	Sounder did not meet the 2015 target for percentage of scheduled trips		
Boardings per Trip	454.9	455.1	502.1	436.0	operated due to numerous mudslide		
Cost per Boarding	\$12.85	\$11.72	\$10.74	\$14.11	disruptions in Q1. All other service performance targets were met.		
Percentage of Scheduled Trips Operated	95.6%	93.0%	98.3%	≥ 99.5%	, , , , , , , , , , , , , , , , , , ,		
On Time Performance	98.3%	94.2%	97.9%	≥ 95.0%			
Customer Complaints per 100K Boardings	9.2	7.1	4.1	< 15			
Prev. Accidents per 100K Platform Miles ⁴	0.00	0.00	0.00	≤1.00			
Tacoma Link Light Rail	0.00 YTD 2013	YTD 2014	0.00 YTD 2015	≤1.00 YTD Budget	Notes		
·					Notes		
Tacoma Link Light Rail Service Hours Operated Service Miles Operated	YTD 2013	YTD 2014	YTD 2015	2,443 18,930	Notes		
Tacoma Link Light Rail Service Hours Operated	YTD 2013 2,433 18,800 12,291	YTD 2014 2,403 18,569 12,205	YTD 2015 2,440	YTD Budget 2,443	Notes		
Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings	2,433 18,800 12,291 259,303	2,403 18,569 12,205 237,694	2,440 18,853 11,975 264,546	2,443 18,930 12,275 232,095	Notes		
Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour	2,433 18,800 12,291 259,303 106.6	YTD 2014 2,403 18,569 12,205 237,694 99.0	YTD 2015 2,440 18,853 11,975 264,546 108.4	2,443 18,930 12,275 232,095 98.3			
Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip	2,433 18,800 12,291 259,303 106.6 21.1	2,403 18,569 12,205 237,694 99.0 19.5	2,440 18,853 11,975 264,546 108.4 22.1	2,443 18,930 12,275 232,095 98.3 19.6	Notes Tacoma Link met all 2015 service performance targets.		
Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding	2,433 18,800 12,291 259,303 106.6 21.1 \$3.61	2,403 18,569 12,205 237,694 99.0 19.5 \$4.42	2,440 18,853 11,975 264,546 108.4 22.1 \$3.51	2,443 18,930 12,275 232,095 98.3 19.6 \$4.76	Tacoma Link met all 2015 service		
Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated	2,433 18,800 12,291 259,303 106.6 21.1 \$3.61 99.8%	2,403 18,569 12,205 237,694 99.0 19.5 \$4.42 99.9%	2,440 18,853 11,975 264,546 108.4 22.1 \$3.51 100.0%	YTD Budget 2,443 18,930 12,275 232,095 98.3 19.6 \$4.76 ≥ 98.5%	Tacoma Link met all 2015 service		
Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance	2,433 18,800 12,291 259,303 106.6 21.1 \$3.61 99.8% 100%	2,403 18,569 12,205 237,694 99.0 19.5 \$4.42 99.9%	YTD 2015 2,440 18,853 11,975 264,546 108.4 22.1 \$3.51 100.0%	YTD Budget 2,443 18,930 12,275 232,095 98.3 19.6 \$4.76 ≥ 98.5% ≥ 98.5%	Tacoma Link met all 2015 service		
Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings	2,433 18,800 12,291 259,303 106.6 21.1 \$3.61 99.8% 100% 0.0	YTD 2014 2,403 18,569 12,205 237,694 99.0 19.5 \$4.42 99.9% 99.9% 1.7	YTD 2015 2,440 18,853 11,975 264,546 108.4 22.1 \$3.51 100.0% 100.0% 0.4	YTD Budget 2,443 18,930 12,275 232,095 98.3 19.6 \$4.76 ≥ 98.5% ≥ 98.5% < 15	Tacoma Link met all 2015 service		
Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴	2,433 18,800 12,291 259,303 106.6 21.1 \$3.61 99.8% 100% 0.0 2.60	2,403 18,569 12,205 237,694 99.0 19.5 \$4.42 99.9% 99.9% 1.7 0.00	2,440 18,853 11,975 264,546 108.4 22.1 \$3.51 100.0% 0.4 0.00	YTD Budget 2,443 18,930 12,275 232,095 98.3 19.6 \$4.76 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66	Tacoma Link met all 2015 service performance targets.		
Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Central Link Light Rail	2,433 18,800 12,291 259,303 106.6 21.1 \$3.61 99.8% 100% 0.0 2.60 YTD 2013	YTD 2014 2,403 18,569 12,205 237,694 99.0 19.5 \$4.42 99.9% 99.9% 1.7 0.00 YTD 2014	YTD 2015 2,440 18,853 11,975 264,546 108.4 22.1 \$3.51 100.0% 100.0% 0.4 0.00 YTD 2015	YTD Budget 2,443 18,930 12,275 232,095 98.3 19.6 \$4.76 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 YTD Budget	Tacoma Link met all 2015 service		
Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Central Link Light Rail Revenue Vehicle Hours Operated	2,433 18,800 12,291 259,303 106.6 21.1 \$3.61 99.8% 100% 0.0 2.60 YTD 2013 34,705	YTD 2014 2,403 18,569 12,205 237,694 99.0 19.5 \$4.42 99.9% 99.9% 1.7 0.00 YTD 2014 35,389	YTD 2015 2,440 18,853 11,975 264,546 108.4 22.1 \$3.51 100.0% 100.0% 0.4 0.00 YTD 2015 35,374	YTD Budget 2,443 18,930 12,275 232,095 98.3 19.6 \$4.76 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 YTD Budget 36,423	Tacoma Link met all 2015 service performance targets.		
Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles Central Link Light Rail Revenue Vehicle Hours Operated	2,433 18,800 12,291 259,303 106.6 21.1 \$3.61 99.8% 100% 0.0 2.60 YTD 2013 34,705 653,093	2,403 18,569 12,205 237,694 99.0 19.5 \$4.42 99.9% 99.9% 1.7 0.00 YTD 2014 35,389 665,051	2,440 18,853 11,975 264,546 108.4 22.1 \$3.51 100.0% 0.4 0.00 YTD 2015 35,374 658,397	YTD Budget 2,443 18,930 12,275 232,095 98.3 19.6 \$4.76 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 YTD Budget 36,423 668,750	Tacoma Link met all 2015 service performance targets. Notes Central Link did not meet the targets		
Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Central Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated	2,433 18,800 12,291 259,303 106.6 21.1 \$3.61 99.8% 100% 0.0 2.60 YTD 2013 34,705 653,093 22,139	YTD 2014 2,403 18,569 12,205 237,694 99.0 19.5 \$4.42 99.9% 99.9% 1.7 0.00 YTD 2014 35,389 665,051 22,387	YTD 2015 2,440 18,853 11,975 264,546 108.4 22.1 \$3.51 100.0% 100.0% 0.4 0.00 YTD 2015 35,374 658,397 22,263	YTD Budget 2,443 18,930 12,275 232,095 98.3 19.6 \$4.76 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 YTD Budget 36,423 668,750 18,751	Tacoma Link met all 2015 service performance targets. Notes		
Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles Central Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings	2,433 18,800 12,291 259,303 106.6 21.1 \$3.61 99.8% 100% 0.0 2.60 YTD 2013 34,705 653,093 22,139 2,040,578	2,403 2,403 18,569 12,205 237,694 99.0 19.5 \$4.42 99.9% 99.9% 1.7 0.00 YTD 2014 35,389 665,051 22,387 2,351,389	2,440 18,853 11,975 264,546 108.4 22.1 \$3.51 100.0% 0.4 0.00 YTD 2015 35,374 658,397 22,263 2,476,940	YTD Budget 2,443 18,930 12,275 232,095 98.3 19.6 \$4.76 ≥ 98.5% ≥ 98.5% <15 ≤ 1.66 YTD Budget 36,423 668,750 18,751 2,455,104	Notes Notes Central Link did not meet the targets for boardings per trip and boardings per hour due to the seasonal ridership trend, but we should begin to see		
Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles Central Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour	2,433 18,800 12,291 259,303 106.6 21.1 \$3.61 99.8% 100% 0.0 2.60 YTD 2013 34,705 653,093 22,139 2,040,578 58.8	2,403 18,569 12,205 237,694 99.0 19.5 \$4.42 99.9% 99.9% 1.7 0.00 YTD 2014 35,389 665,051 22,387 2,351,389 66.4	2,440 18,853 11,975 264,546 108.4 22.1 \$3.51 100.0% 100.0% 0.4 0.00 YTD 2015 35,374 658,397 22,263 2,476,940 70.0	YTD Budget 2,443 18,930 12,275 232,095 98.3 19.6 \$4.76 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 YTD Budget 36,423 668,750 18,751 2,455,104 81.0	Notes Notes Central Link did not meet the targets for boardings per trip and boardings per hour due to the seasonal ridership trend, but we should begin to see improvement as we move into the		
Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Central Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip	YTD 2013 2,433 18,800 12,291 259,303 106.6 21.1 \$3.61 99.8% 100% 0.0 2.60 YTD 2013 34,705 653,093 22,139 2,040,578 58.8 92.2	YTD 2014 2,403 18,569 12,205 237,694 99.0 19.5 \$4.42 99.9% 99.9% 1.7 0.00 YTD 2014 35,389 665,051 22,387 2,351,389 66.4 105.0	YTD 2015 2,440 18,853 11,975 264,546 108.4 22.1 \$3.51 100.0% 100.0% 0.4 0.00 YTD 2015 35,374 658,397 22,263 2,476,940 70.0 111.3	YTD Budget 2,443 18,930 12,275 232,095 98.3 19.6 \$4.76 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 YTD Budget 36,423 668,750 18,751 2,455,104 81.0 130.0	Notes Notes Central Link did not meet the targets for boardings per trip and boardings per hour due to the seasonal ridership trend, but we should begin to see improvement as we move into the late spring/early summer months. In addition, Link was slightly outside the		
Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Central Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding	2,433 18,800 12,291 259,303 106.6 21.1 \$3.61 99.8% 100% 0.0 2.60 YTD 2013 34,705 653,093 22,139 2,040,578 58.8 92.2 \$6.77	YTD 2014 2,403 18,569 12,205 237,694 99.0 19.5 \$4.42 99.9% 99.9% 1.7 0.00 YTD 2014 35,389 665,051 22,387 2,351,389 66.4 105.0 \$5.90	2,440 18,853 11,975 264,546 108.4 22.1 \$3.51 100.0% 100.0% 0.4 0.00 YTD 2015 35,374 658,397 22,263 2,476,940 70.0 111.3 \$6.11	YTD Budget 2,443 18,930 12,275 232,095 98.3 19.6 \$4.76 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 YTD Budget 36,423 668,750 18,751 2,455,104 81.0 130.0 \$6.43	Notes Notes Central Link did not meet the targets for boardings per trip and boardings per hour due to the seasonal ridership trend, but we should begin to see improvement as we move into the late spring/early summer months. In addition, Link was slightly outside the target for percentage of scheduled		
Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Central Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated	2,433 18,800 12,291 259,303 106.6 21.1 \$3.61 99.8% 100% 0.0 2.60 YTD 2013 34,705 653,093 22,139 2,040,578 58.8 92.2 \$6.77 98.9%	YTD 2014 2,403 18,569 12,205 237,694 99.0 19.5 \$4.42 99.9% 99.9% 1.7 0.00 YTD 2014 35,389 665,051 22,387 2,351,389 66.4 105.0 \$5.90 99.9%	2,440 18,853 11,975 264,546 108.4 22.1 \$3.51 100.0% 100.0% 0.4 0.00 YTD 2015 35,374 658,397 22,263 2,476,940 70.0 111.3 \$6.11 98.3%	YTD Budget 2,443 18,930 12,275 232,095 98.3 19.6 \$4.76 ≥ 98.5% < 15 ≤ 1.66 YTD Budget 36,423 668,750 18,751 2,455,104 81.0 130.0 \$6.43 ≥ 98.5%	Notes Notes Central Link did not meet the targets for boardings per trip and boardings per hour due to the seasonal ridership trend, but we should begin to see improvement as we move into the late spring/early summer months. In addition, Link was slightly outside the		
Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Central Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance	2,433 18,800 12,291 259,303 106.6 21.1 \$3.61 99.8% 100% 0.0 2.60 YTD 2013 34,705 653,093 22,139 2,040,578 58.8 92.2 \$6.77 98.9% 94.2%	YTD 2014 2,403 18,569 12,205 237,694 99.0 19.5 \$4.42 99.9% 99.9% 1.7 0.00 YTD 2014 35,389 665,051 22,387 2,351,389 66.4 105.0 \$5.90 99.9% 94.9%	YTD 2015 2,440 18,853 11,975 264,546 108.4 22.1 \$3.51 100.0% 100.0% 0.4 0.00 YTD 2015 35,374 658,397 22,263 2,476,940 70.0 111.3 \$6.11 98.3% 90.8%	YTD Budget 2,443 18,930 12,275 232,095 98.3 19.6 \$4.76 ≥ 98.5% ≥ 98.5% <15 ≤1.66 YTD Budget 36,423 668,750 18,751 2,455,104 81.0 130.0 \$6.43 ≥ 98.5% ≥ 90.0%	Tacoma Link met all 2015 service performance targets. Notes Central Link did not meet the targets for boardings per trip and boardings per hour due to the seasonal ridership trend, but we should begin to see improvement as we move into the late spring/early summer months. In addition, Link was slightly outside the target for percentage of scheduled trips operated due to numerous service disruptions, as well as a system shutdown in March for U Link		
Tacoma Link Light Rail Service Hours Operated Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Central Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated	2,433 18,800 12,291 259,303 106.6 21.1 \$3.61 99.8% 100% 0.0 2.60 YTD 2013 34,705 653,093 22,139 2,040,578 58.8 92.2 \$6.77 98.9%	YTD 2014 2,403 18,569 12,205 237,694 99.0 19.5 \$4.42 99.9% 99.9% 1.7 0.00 YTD 2014 35,389 665,051 22,387 2,351,389 66.4 105.0 \$5.90 99.9%	2,440 18,853 11,975 264,546 108.4 22.1 \$3.51 100.0% 100.0% 0.4 0.00 YTD 2015 35,374 658,397 22,263 2,476,940 70.0 111.3 \$6.11 98.3%	YTD Budget 2,443 18,930 12,275 232,095 98.3 19.6 \$4.76 ≥ 98.5% < 15 ≤ 1.66 YTD Budget 36,423 668,750 18,751 2,455,104 81.0 130.0 \$6.43 ≥ 98.5%	Tacoma Link met all 2015 service performance targets. Notes Central Link did not meet the targets for boardings per trip and boardings per hour due to the seasonal ridership trend, but we should begin to see improvement as we move into the late spring/early summer months. In addition, Link was slightly outside the target for percentage of scheduled trips operated due to numerous service disruptions, as well as a		

Lagging 2015 budget or standard.



Service Delivery Quarterly Performance Report



System-wide Boardings						
Boardings by Service Type	Fi	rst Quarter	2045 Americal CID			
	2014	2015	%∆	2015 Annual SIP		
ST Express	4,152,644	4,418,328	6%	17.6 M		
Sounder	759,942	892,262	17%	3.2 M		
Tacoma Link	237,694	264,546	11%	960 K		
Central Link	2,351,389	2,476,940	5%	11.8 M		
Paratransit	14,255	12,641	-11%	67 K		
Total Boardings	7,515,924	8,064,717	7%	33.6 M		
Average Weekday Boardings	102,837	111,218	8%	111,548		

Total Sound Transit boardings increased by 7% during the first quarter of 2015 compared to the same period in 2014. Boardings increased on all modes except Paratransit. System growth is trending about 6% over the annual budget and SIP forecasts. Aside from 56 slide-related train cancellations on Sounder North Line, there were no major service disruptions during the quarter.

ST Express buses had 6% more boardings in Q1 2015 compared to the same period in 2014. Average weekday boardings reached 62,285 for a 7% increase. No major changes in service took place during the quarter.

Sounder commuter rail boardings were up an impressive 17%, with an 18% increase in average weekday boardings. Ridership increased significantly on both Sounder lines. Mudslide conditions resulted in 56 cancelled North Line trains, compared to 91 annulments in the first quarter of 2014.

Tacoma Link light rail ridership also showed impressive growth with total boardings up 11%, and a 12% increase in average weekday boardings. This stands in sharp contrast with 2014, when ridership declined during each quarter.

Central Link light rail boardings were up 5%, with a 7% increase in average weekday boardings. A planned service closure related to University Link preparations and a drop in the number of major sports events this year contributed to lower growth compared to escalation rates seen in 2014.

Paratransit ridership continued to decline, with an 11% drop for the first quarter. Paratransit service is provided along the Central Link corridor under contract with King County Metro. Changes in eligibility requirements have impacted paratransit ridership throughout the King County service area.

Q1 2015 route-level and corridor ridership information can be found on page 2, followed by Q1 and YTD 2015 service performance on pages 3 and 4, respectively.

May 28, 2015

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.

ST Express boardings increased on every route except Route 586 between Tacoma and the University District, which showed a small decrease. Routes with the highest growth rates included Route 522 between Woodinville and Seattle, Route 540 between Kirkland and the University District, and Route 596 between Bonney Lake and the Sumner Sounder Station.

The Route 540 growth is particularly significant since this route had been losing riders throughout 2013 and most of 2014, and was near the bottom in productivity compared with other ST Express routes. We will continue to closely monitor productivity on this route, particularly when University Link begins operating.

Sounder boardings increased by 17%, despite slide-related train cancellations on the North Line during February and March. It was the highest quarterly growth rate since Q4 2011. Weekday boardings (both lines combined) averaged 13,845 for a new quarterly record.

Tacoma Link ridership continued to make a comeback, with total boardings increasing 11% compared with Q1 2014. Both weekday and weekend service showed increases. A significant increase in activity at UW Tacoma, the Tacoma Convention Center and the Tacoma Dome are likely causal factors.

Central Link ridership continued to increase but at a lower growth rate than the same period in 2014. Total boardings were up 5% and average weekday boardings increased by 7%. During Q1 2014, however, total boardings increased by 15% and average weekday boardings increased by 13% compared with the same period in 2013.

During the weekend of March 28-29, Link service operated between SeaTac Airport and Mt. Baker Station only, to allow system upgrades in the Downtown Seattle and Beacon Hill tunnels; a bus bridge was provided to and from downtown.

ST Express Boardings by Route					
		Q1 '14	Q1 '15	%∆	YTD
510-513	Everett-Lynnwood- Seattle	623,193	642,428	3%	642,428
522	Woodinville-Seattle	327,778	385,873	18%	385,873
532	Everett-Bellevue	121,123	123,033	2%	123,033
535	Lynnwood-Bellevue	122,335	129,947	6%	129,947
540	Kirkland-U. District	31,004	41,116	33%	41,116
542	Overlake-U. District	98,242	103,887	6%	103,887
545	Redmond-Seattle	598,864	654,070	9%	654,070
550	Bellevue-Seattle	674,603	715,708	6%	715,708
554	Issaquah-Seattle	248,461	261,731	5%	261,731
555/556	Issaquah-Northgate	92,076	99,764	8%	99,764
560	West Seattle-SeaTac- Bellevue	133,478	133,915	0%	133,915
566/567	Auburn-Kent- Overlake	130,603	137,511	5%	137,511
574	Lakewood-SeaTac	185,192	194,060	5%	194,060
577/578	Seattle-Federal Way- Puyallup	245,437	258,366	5%	258,366
586	Tacoma-U. District	40,032	39,700	-1%	39,700
590-595	Lakewood/Tacoma- Seattle	443,509	455,566	3%	455,566
596	Bonney Lake- Sumner	25,791	30,379	18%	30,379
	Sounder Supple- mental Bus	10,922	11,274	3%	11,274
	<u>Total</u>	4,152,644	4,418,328	<u>6%</u>	4,418,328
	Avg Weekday Bdgs	58,309	62,285	7%	62,285

Sounder Co	mmuter <u>Rai</u>	I Boardings I	by Cor <u>ri</u>	dor
North Line	Q1 '14	Q1 '15	%∆	YTD
Commuter	63,460	74,271	17%	74,271
Special	5,723	8,452	48%	8,452
Subtotal	69,183	82,723	20%	82,723
South Line	Q1 '14	Q1 '15	%∆	YTD
Commuter	677,543	797,974	18%	797,974
Special	13,216	11,565	-12%	11,565
Subtotal	690,759	809,539	17%	809,539
Total	759,942	<u>892,262</u>	<u>17%</u>	892,262
Avg Weekday Bdgs	11,762	13,845	18%	13,845
Тасо	ma Link Ligh	nt Rail Board	ings	
	Q1 '14	Q1 '15	%∆	YTD
Tac Dome-Theatre Dist	237,694	264,546	11%	264,546
Avg Weekday Bdgs	3,271	3,655	12%	3,655
Cent	ral Link Ligh	t Rail Board	ings	
	Q1 '14	Q1 '15	%∆	YTD
Seattle-SeaTac	2,351,389	2,476,940	5%	2,476,940
Avg Weekday Bdgs	29,337	31,293	7%	31,293
	Paratransit	Boardings		
	Q1 '14	Q1 '15	%∆	YTD
Central Link	14,255	12,641	-11%	12,641
Avg Daily Bdgs	158	140	-11%	140
Sour	nd Transit Sy	stem Board	ings	
	Q1 '14	Q1 '15	%∆	YTD
Total Boardings	7,515,924	8,064,717	7%	8,064,717
Avg Weekday Bdgs	102,837	111,218	8%	111,218

Quarterly Data (January to March 2015)

ST Express Bus	Q1 2013	Q1 2014	Q1 2015	Q1 Budget
Revenue Vehicle Hours Operated	136,064	135,821	136,712	136,375
Revenue Vehicle Miles Operated	2,873,037	2,880,900	2,875,799	2,893,750
Trips Operated	113,418	111,902	111,345	113,000
Platform Hours Operated	173,211	176,584	177,007	175,500
Boardings	3,918,971	4,152,644	4,418,328	4,151,405
Boardings per Revenue Hour	28.8	30.6	32.3	32.2
Boardings per Trip	34.7	37.2	39.7	38.9
Cost per Boarding	\$6.64	\$6.45	\$6.27	\$7.06
Percentage of Scheduled Trips Operated	99.9%	99.8%	99.9%	≥ 99.8%
On Time Performance	89.4%	86.8%	88.9%	≥ 85.0%
Customer Complaints per 100K Boardings	13.3	11.6	12.5	< 15
Prev. Accidents per 100K Platform Miles ⁴	0.61	0.66	0.82	≤ 0.80
Sounder Commuter Rail	Q1 2013	Q1 2014	Q1 2015	Q1 Budget
Revenue Vehicle Hours Operated	10,039	12,133	12,405	12,750
Revenue Vehicle Miles Operated	391,869	390,912	392,470	423,750
Trips Operated	1,561	1,670	1,680	1,835
Boardings	710,057	759,942	892,262	750,274
Boardings per Revenue Vehicle Hour	70.7	62.7	71.9	63.00
Boardings per Trip	454.9	455.1	502.1	436.0
Cost per Boarding	\$12.85	\$11.72	\$10.74	\$14.11
Percentage of Scheduled Trips Operated	95.6%	93.0%	98.3%	≥ 99.5%
On Time Performance	98.3%	94.2%	97.9%	≥ 95.0%
Customer Complaints per 100K Boardings	9.2	7.1	4.1	< 15
Prev. Accidents per 100K Platform Miles ⁴	0.00	0.00	0.00	≤1.00
Tacoma Link Light Rail	Q1 2013	Q1 2014	Q1 2015	Q1 Budget
Service Hours Operated	2,433	2,403	2,440	2,443
Service Miles Operated	18,800	18,569	18,853	18,930
Trips Operated	12,291	12,205	11,975	12,275
Boardings	259,303	237,694	264,546	232,095
Boardings per Service Vehicle Hour	106.6		400.4	
<u> </u>	100.0	99.0	108.4	98.3
Boardings per Trip	21.1	99.0 19.5	108.4 22.1	98.3 19.6
	-			
Boardings per Trip	21.1	19.5	22.1	19.6
Boardings per Trip Cost per Boarding	21.1 \$3.61	19.5 \$4.42	22.1 \$3.51	19.6 \$4.76
Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings	21.1 \$3.61 99.8%	19.5 \$4.42 99.9%	22.1 \$3.51 100.0%	19.6 \$4.76 ≥ 98.5%
Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance	21.1 \$3.61 99.8% 100%	19.5 \$4.42 99.9% 99.9%	22.1 \$3.51 100.0% 100.0%	19.6 \$4.76 ≥ 98.5% ≥ 98.5%
Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings	21.1 \$3.61 99.8% 100% 0.0	19.5 \$4.42 99.9% 99.9% 1.7	22.1 \$3.51 100.0% 100.0% 0.4	19.6 \$4.76 ≥ 98.5% ≥ 98.5% < 15
Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴	21.1 \$3.61 99.8% 100% 0.0 2.60	19.5 \$4.42 99.9% 99.9% 1.7 0.00	22.1 \$3.51 100.0% 100.0% 0.4 0.00	19.6 \$4.76 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66
Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Central Link Light Rail	21.1 \$3.61 99.8% 100% 0.0 2.60 Q1 2013	19.5 \$4.42 99.9% 99.9% 1.7 0.00 Q1 2014	22.1 \$3.51 100.0% 100.0% 0.4 0.00 Q1 2015	19.6 \$4.76 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q1 Budget
Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Central Link Light Rail Revenue Vehicle Hours Operated	21.1 \$3.61 99.8% 100% 0.0 2.60 Q1 2013 34,705	19.5 \$4.42 99.9% 99.9% 1.7 0.00 Q1 2014 35,389	22.1 \$3.51 100.0% 100.0% 0.4 0.00 Q1 2015 35,374	19.6 \$4.76 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q1 Budget 36,423
Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Central Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated	21.1 \$3.61 99.8% 100% 0.0 2.60 Q1 2013 34,705 653,093	19.5 \$4.42 99.9% 99.9% 1.7 0.00 Q1 2014 35,389 665,051	22.1 \$3.51 100.0% 100.0% 0.4 0.00 Q1 2015 35,374 658,397	19.6 \$4.76 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q1 Budget 36,423 668,750
Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Central Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated	21.1 \$3.61 99.8% 100% 0.0 2.60 Q1 2013 34,705 653,093 22,139	19.5 \$4.42 99.9% 99.9% 1.7 0.00 Q1 2014 35,389 665,051 22,387	22.1 \$3.51 100.0% 100.0% 0.4 0.00 Q1 2015 35,374 658,397 22,263	19.6 \$4.76 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q1 Budget 36,423 668,750 18,751
Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Central Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings	21.1 \$3.61 99.8% 100% 0.0 2.60 Q1 2013 34,705 653,093 22,139 2,040,578	19.5 \$4.42 99.9% 99.9% 1.7 0.00 Q1 2014 35,389 665,051 22,387 2,351,389	22.1 \$3.51 100.0% 100.0% 0.4 0.00 Q1 2015 35,374 658,397 22,263 2,476,940	19.6 \$4.76 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q1 Budget 36,423 668,750 18,751 2,455,104
Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Central Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour	21.1 \$3.61 99.8% 100% 0.0 2.60 Q1 2013 34,705 653,093 22,139 2,040,578 58.8	19.5 \$4.42 99.9% 99.9% 1.7 0.00 Q1 2014 35,389 665,051 22,387 2,351,389 66.4	22.1 \$3.51 100.0% 100.0% 0.4 0.00 Q1 2015 35,374 658,397 22,263 2,476,940 70.0	19.6 \$4.76 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q1 Budget 36,423 668,750 18,751 2,455,104 81.0
Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Central Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip	21.1 \$3.61 99.8% 100% 0.0 2.60 Q1 2013 34,705 653,093 22,139 2,040,578 58.8 92.2	19.5 \$4.42 99.9% 99.9% 1.7 0.00 Q1 2014 35,389 665,051 22,387 2,351,389 66.4 105.0	22.1 \$3.51 100.0% 100.0% 0.4 0.00 Q1 2015 35,374 658,397 22,263 2,476,940 70.0 111.3	19.6 \$4.76 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q1 Budget 36,423 668,750 18,751 2,455,104 81.0 130.0
Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Central Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding	21.1 \$3.61 99.8% 100% 0.0 2.60 Q1 2013 34,705 653,093 22,139 2,040,578 58.8 92.2 \$6.77	19.5 \$4.42 99.9% 99.9% 1.7 0.00 Q1 2014 35,389 665,051 22,387 2,351,389 66.4 105.0 \$5.90	22.1 \$3.51 100.0% 100.0% 0.4 0.00 Q1 2015 35,374 658,397 22,263 2,476,940 70.0 111.3 \$6.11	19.6 \$4.76 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q1 Budget 36,423 668,750 18,751 2,455,104 81.0 130.0 \$6.43
Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles ⁴ Central Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings Boardings per Revenue Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated	21.1 \$3.61 99.8% 100% 0.0 2.60 Q1 2013 34,705 653,093 22,139 2,040,578 58.8 92.2 \$6.77 98.9%	19.5 \$4.42 99.9% 99.9% 1.7 0.00 Q1 2014 35,389 665,051 22,387 2,351,389 66.4 105.0 \$5.90 99.9%	22.1 \$3.51 100.0% 100.0% 0.4 0.00 Q1 2015 35,374 658,397 22,263 2,476,940 70.0 111.3 \$6.11 98.3%	19.6 \$4.76 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q1 Budget 36,423 668,750 18,751 2,455,104 81.0 130.0 \$6.43 ≥ 98.5%

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.

 $[\]hbox{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.