

Year to Date Data (January to March 2015)



First Quarter 2015
Service Delivery
Quarterly Performance Report

ST Express Bus	YTD 2013	YTD 2014	YTD 2015	YTD Budget	Notes	
Revenue Vehicle Hours Operated	136,064	135,821	136,712	136,375	<i>ST Express did not meet the target for preventable accidents per 100K miles in Q1. However, after experiencing an upswing in preventable accidents in 2014, staff and partners have begun to see results from cooperative efforts to reduce preventable accidents.</i>	
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	YTD 2013	YTD 2014	YTD 2015	YTD Budget		Notes
Revenue Vehicle Hours Operated	10,039	12,133	12,405	12,750		<i>Sounder did not meet the 2015 target for percentage of scheduled trips operated due to numerous mudslide disruptions in Q1. All other service performance targets were met.</i>
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	YTD 2013	YTD 2014	YTD 2015	YTD Budget	Notes	
Service Hours Operated	2,433	2,403	2,440	2,443	<i>Tacoma Link met all 2015 service performance targets.</i>	
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	99.0	108.4	98.3		
Boardings per Trip	21.1	19.5	22.1	19.6		
Cost per Boarding	\$3.61	\$4.42	\$3.51	\$4.76		
Percentage of Scheduled Trips Operated	99.8%	99.9%	100.0%	≥ 98.5%		
On Time Performance	100%	99.9%	100.0%	≥ 98.5%		
Customer Complaints per 100K Boardings	0.0	1.7	0.4	< 15		
Prev. Accidents per 100K Platform Miles ⁴	2.60	0.00	0.00	≤ 1.66		
Central Link Light Rail	YTD 2013	YTD 2014	YTD 2015	YTD Budget	Notes	
Revenue Vehicle Hours Operated	34,705	35,389	35,374	36,423	<i>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 startup preparations.</i>	
Revenue Vehicle Miles Operated	653,093	665,051	658,397	668,750		
Trips Operated	22,139	22,387	22,263	18,751		
Boardings	2,040,578	2,351,389	2,476,940	2,455,104		
Boardings per Revenue Vehicle Hour	58.8	66.4	70.0	81.0		
Boardings per Trip	92.2	105.0	111.3	130.0		
Cost per Boarding	\$6.77	\$5.90	\$6.11	\$6.43		
Percentage of Scheduled Trips Operated	98.9%	99.9%	98.3%	≥ 98.5%		
On Time Performance	94.2%	94.9%	90.8%	≥ 90.0%		
Customer Complaints per 100K Boardings	0.9	1.5	1.4	< 15		
Prev. Accidents per 100K Platform Miles ⁴	0.00	0.07	0.00	≤ 0.30		

System-wide Boardings				
Boardings by Service Type	First Quarter			2015 Annual SIP
	2014	2015	%Δ	
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

Lagging 2015 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.

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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	%Δ	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-Summer	25,791	30,379	18%	30,379
	Sounder Supplemental Bus	10,922	11,274	3%	11,274
	Total	4,152,644	4,418,328	6%	4,418,328
	<i>Avg Weekday Bdgs</i>	<i>58,309</i>	<i>62,285</i>	<i>7%</i>	<i>62,285</i>

Sounder Commuter Rail Boardings by Corridor					
North Line	Q1 '14	Q1 '15	%Δ	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	%Δ	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	892,262	17%	892,262	
<i>Avg Weekday Bdgs</i>	<i>11,762</i>	<i>13,845</i>	<i>18%</i>	<i>13,845</i>	
Tacoma Link Light Rail Boardings					
	Q1 '14	Q1 '15	%Δ	YTD	
Tac Dome-Theatre Dist	237,694	264,546	11%	264,546	
<i>Avg Weekday Bdgs</i>	<i>3,271</i>	<i>3,655</i>	<i>12%</i>	<i>3,655</i>	
Central Link Light Rail Boardings					
	Q1 '14	Q1 '15	%Δ	YTD	
Seattle-SeaTac	2,351,389	2,476,940	5%	2,476,940	
<i>Avg Weekday Bdgs</i>	<i>29,337</i>	<i>31,293</i>	<i>7%</i>	<i>31,293</i>	
Paratransit Boardings					
	Q1 '14	Q1 '15	%Δ	YTD	
Central Link	14,255	12,641	-11%	12,641	
<i>Avg Daily Bdgs</i>	<i>158</i>	<i>140</i>	<i>-11%</i>	<i>140</i>	
Sound Transit System Boardings					
	Q1 '14	Q1 '15	%Δ	YTD	
Total Boardings	7,515,924	8,064,717	7%	8,064,717	
<i>Avg Weekday Bdgs</i>	<i>102,837</i>	<i>111,218</i>	<i>8%</i>	<i>111,218</i>	

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Boardings per Trip	92.2	105.0	111.3	130.0
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Percentage of Scheduled Trips Operated	98.9%	99.9%	98.3%	≥ 98.5%
On Time Performance	94.2%	94.9%	90.8%	≥ 90.0%
Customer Complaints per 100K Boardings	0.9	1.5	1.4	< 15
Prev. Accidents per 100K Platform Miles ⁴	0.00	0.07	0.00	≤ 0.30

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