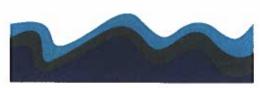


#### First Quarter 2016

# Service Delivery Quarterly Performance Report



System-wide Boardings						
Boardings by Service Type	Fi	2016 Annual SIF				
boardings by Service Type	2015	2016	%Δ	Target		
ST Express	4,443,007	4,465,939	1%	19.5 M		
Sounder	901,372	1,036,770	15%	3.7 M		
Tacoma Link	256,949	244,368	-5%	950 K		
Central Link	2,424,996	3,072,131	27%	17.2 M		
Paratransit	12,641	11,084	-12%	70 K		
Total Boardings	8,038,966	8,830,292	10%	42.1 M		
Average Weekday Boardings	110,859	120,649	9%	137,163		

**Total Sound Transit** ridership increased by 10% during the first quarter of 2016 compared to the same period in 2015. ST Express, Sounder, and Link saw increases during the quarter, with Tacoma Link and Paratransit registering declines. System-wide average weekday boardings increased 9% compared the first quarter in 2015.

ST Express bus ridership remained relatively constant compared to the first quarter in 2015, registering a 1% increase in ridership. Average weekday boardings came to 62,509, for a 3% increase over the first quarter of 2015.

**Sounder** commuter rail ridership was up 15%, registering over one million boardings in a quarter for the first time since service began. Similarly, average weekday boardings reached 16,292, for a 15% increase over the first quarter of 2015, and set an all-time quarterly record.

**Tacoma Link** ridership saw a decline of 5% compared to the same period last year. Average weekday boardings stood at 3,355 for the first quarter of 2016, a 6% decrease compared to the same period of 2015. At the same time, however, Tacoma Link ridership was 6% over the YTD budget target in the first quarter of 2016.

Link light rail ridership showed strong growth during the first quarter, with a 27% increase compared to the same period last year. The ridership growth was largely due to the opening of the University Link extension on March 19. In addition, the implementation of 6-minute peak frequencies on Link has helped drive ridership growth since last fall.

**Paratransit** ridership continued to decline, with a 12% drop for the first quarter of 2016. Paratransit service is provided along the Link corridor under contract with King County Metro. Changes in eligibility requirements have impacted paratransit ridership throughout the King County service area.

#### Quarterly Data (January to March 2016)

ST Express ridership increased by 1% during the first quarter. Ridership growth was strong on the cross Lake Washington routes, with three of those routes continuing to post significant increases in ridership. Route 540 (Kirkland-University District) increased 9%, Route 542 (Redmond-University District) increased 9%, and Route 550 (Bellevue-Seattle) increased 7%.

Route 586 showed a decline of 19% during the first quarter, due to a decrease in the number of daily trips operated on the route, which became effective with the September 2015 service change.

**Sounder** ridership increased significantly on both Sounder lines, with a 12% increase on the North Line and a 15% increase on the South Line. During the first quarter, the Sounder North Line averaged 1,561 weekday riders, or a 16% increase over the same period of 2015. This is significant, considering there were nine days of cancelled North Line service in the first quarter of 2016, compared to seven days of cancelled service in the same period of 2015.

Similarly, the Sounder South Line averaged 14,731 weekday boardings, a 15% increase over the first quarter of 2015. The decline in special event ridership during the first quarter is due to fewer sporting events, specifically, there were fewer Seahawks home games compared to the first quarter of 2015.

Tacoma Link ridership was down by 12K boardings, or 5%, during the first quarter.

**Link** average weekday boardings increased by 24% during the first quarter. This was a continued result of 6-minute peak frequencies implemented in September 2015. Two weeks of revenue service on the University Link extension also contributed to ridership growth in the first quarter of 2016.

	ST Expres	s Boardin	gs by Rout	e	
Route	Service	Q1 2015	Q1 2016	%∆	YTD
510-513	Everett-Lynnwood- Seattle	641,951	634,861	-1%	634,861
522	Woodinville-Seattle	385,873	371,687	-4%	371,687
532	Everett-Bellevue	123,033	133,456	8%	133,456
535	Lynnwood-Bellevue	129,947	130,464	0%	130,464
540	Kirkland-U District	41,116	44,966	9%	44,966
541	Overlake-U District	N/A	2,215	N/A	2,215
542	Redmond-U District	103,887	112,940	9%	112,940
545	Redmond-Seattle	654,070	648,169	-1%	648,169
550	Bellevue-Seattle	716,092	766,502	7%	766,502
554	Issaquah-Seattle	261,730	262,069	0%	262,069
555/556	Issaquah-Northgate	99,764	102,084	2%	102,084
560	West Seattle-SeaTac- Bellevue	133,915	130,714	-2%	130,714
566/567	Auburn-Kent- Overlake	137,511	139,309	1%	139,309
574	Lakewood-SeaTac	194,060	184,792	-5%	184,792
577/578	Seattle-Federal Way/ Puyallup	258,366	258,508	0%	258,508
580	Lakewood-Puyallup	N/A	31,053	N/A	31,053
586	Tacoma-U District	39,700	32,320	-19%	32,320
590-595	Lakewood/Tacoma- Seattle	455,566	444,262	-2%	444,262
596	Bonney Lk-Sumner	30,379	32,423	7%	32,423
	Sounder Suppl Bus	11,274	3,144	-72%	3,144
	Link Suppl Bus	24,773	N/A	N/A	N/A
T	otal ST Express	4,443,007	4,465,939	1%	4,465,939
Av	erage Weekday	60,844	62,509	3%	62,509

	Time cor real	l Boardings	by com	uoi
North Line	Q1 2015	Q1 2016	%∆	YTD
Commuter	76,890	90,521	18%	90,521
Special	4,998	1,467	-71%	1,467
Subtotal	81,887	91,988	12%	91,988
South Line	Q1 2015	Q1 2016	%Δ	YTD
Commuter	811,081	942,795	16%	942,795
Special	8,404	1,986	-76%	1,986
Subtotal	819,485	944,781	15%	944,781
Total Sounder	901,372	1,036,770	15%	1,036,770
Average Weekday	14,223	16,292	15%	16,292
Taco	ma Link Ligh	nt Rail Board	lings	
	Q1 2015	Q1 2016	%∆	YTD
ac Dome-Theatre Dist	256,949	244,368	-5%	244,368
Average Weekday	3,551	3,355	-6%	3,355
L	ink Light Ra	il Boardings		
	Q1 2015	Q1 2016	%Δ	YTD
SeaTac-UW	2,424,996	3,072,131	27%	3,072,131
Average Weekday	30,836	38,371	24%	38,371
	Paratransit	Boardings		
	Q1 2015	Q1 2016	%∆	YTD
Link Service Area	12,641	11,084	-12%	11,084
Average Daily	140	122	-13%	122
Sour	ıd Transit Sy	stem Board	ings	
	Q1 2015	Q1 2016	%∆	YTD
Total Boardings	8,038,966	8,830,292	10%	8,830,292
Average Weekday	110,859	120,649	9%	120,649

## **Quarterly Data (January to March 2016)**

ST Express Bus	Q1 2014	Q1 2015	Q1 2016	Q1 Budget
Revenue Vehicle Hours Operated	135,821	142,583	143,400	144,500
Revenue Vehicle Miles Operated	2,880,900	2,882,181	2,911,452	2,998,500
Trips Operated	111,902	112,004	116,229	116,500
Platform Hours Operated	176,584	177,677	182,887	186,435
Boardings	4,152,644	4,443,007	4,465,939	4,601,359
Boardings per Revenue Hour	30.6	31.2	31.1	31.8
Boardings per Trip	37.1	39.7	38.4	39.5
Cost per Boarding	\$6.45	\$6.27	\$6.14	\$6.73
Percentage of Scheduled Trips Operated	99.8%	99.9%	99.9%	≥ 99.8%
On Time Performance	86.8%	88.9%	83.3%	≥ 85.0%
Customer Complaints per 100K Boardings	11.6	12.5	15.8	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.66	0.82	0.89	≤ 0.80
Sounder Commuter Rail	Q1 2014	Q1 2015	Q1 2016	Q1 Budget
Revenue Vehicle Hours Operated	12,133	14,187	14,359	14,038
Revenue Vehicle Miles Operated	390,912	434,332	436,098	466,538
Trips Operated	1,670	1,727	1,740	1,841
Boardings	759,942	901,372	1,036,770	932,500
Boardings per Revenue Vehicle Hour	62.6	63.5	72.2	66.4
Boardings per Trip	455.1	521.9	595.8	506.7
Cost per Boarding	\$11.72	\$10.74	\$9.72	\$12.66
Percentage of Scheduled Trips Operated	93.0%	98.3%	96.8%	≥ 99.5%
On Time Performance	94.2%	97.9%	94.8%	≥ 95.0%
Customer Complaints per 100K Boardings	7.1	4.1	8.0	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.00	0.00	≤1.00
Tacoma Link Light Rail	Q1 2014	Q1 2015	Q1 2016	Q1 Budget
Service Hours Operated	2,403	2,395	2,424	2,461
Service Miles Operated	18,569	18,442	18,678	19,073
Trips Operated	12,205	11,975	12,130	12,370
Boardings	237,694	256,949	244,368	229,677
Boardings per Service Vehicle Hour	98.9	107.3	100.8	93.3
Boardings per Trip	19.5	21.5	20.1	18.6
Cost per Boarding	\$4.42			
	77.74	53.51	\$4.01	\$5.55
Percentage of Scheduled Trips Operated	99.9%	\$3.51 100.0%	\$4.01 99.7%	\$5.55 ≥ 98.5%
Percentage of Scheduled Trips Operated On Time Performance		\$3.51 100.0% 100%	99.7%	≥ 98.5%
	99.9%	100.0%	99.7% 99.7%	≥ 98.5% ≥ 98.5%
On Time Performance	99.9% 100% 1.7	100.0% 100% 0.4	99.7% 99.7% 0.4	≥ 98.5% ≥ 98.5% < 15
On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles <sup>4</sup>	99.9% 100% 1.7 0.00	100.0% 100% 0.4 0.00	99.7% 99.7% 0.4 0.00	≥ 98.5% ≥ 98.5% < 15 ≤ 1.66
On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles <sup>4</sup> Link Light Rail	99.9% 100% 1.7 0.00 Q1 2014	100.0% 100% 0.4 0.00 Q1 2015	99.7% 99.7% 0.4 0.00 Q1 2016	≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q1 Budget
On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles <sup>4</sup> Link Light Rail Revenue Vehicle Hours Operated	99.9% 100% 1.7 0.00 Q1 2014 35,389	100.0% 100% 0.4 0.00 Q1 2015 35,022	99.7% 99.7% 0.4 0.00 Q1 2016 41,702	≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q1 Budget 44,478
On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles <sup>4</sup> Link Light Rail Revenue Vehicle Hours Operated	99.9% 100% 1.7 0.00 Q1 2014 35,389 665,051	100.0% 100% 0.4 0.00 Q1 2015 35,022 646,128	99.7% 99.7% 0.4 0.00 Q1 2016 41,702 783,023	≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q1 Budget 44,478 882,048
On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles <sup>4</sup> Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated	99.9% 100% 1.7 0.00 Q1 2014 35,389 665,051 22,387	100.0% 100% 0.4 0.00 Q1 2015 35,022 646,128 22,159	99.7% 99.7% 0.4 0.00 Q1 2016 41,702 783,023 24,814	≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q1 Budget 44,478 882,048 25,166
On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles <sup>4</sup> Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings	99.9% 100% 1.7 0.00 Q1 2014 35,389 665,051 22,387 2,351,389	100.0% 100% 0.4 0.00 Q1 2015 35,022 646,128 22,159 2,424,996	99.7% 99.7% 0.4 0.00 Q1 2016 41,702 783,023 24,814 3,072,131	≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q1 Budget 44,478 882,048 25,166 2,845,000
On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles <sup>4</sup> Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour	99.9% 100% 1.7 0.00 Q1 2014 35,389 665,051 22,387 2,351,389 66.4	100.0% 100% 0.4 0.00 Q1 2015 35,022 646,128 22,159 2,424,996 69.2	99.7% 99.7% 0.4 0.00 Q1 2016 41,702 783,023 24,814 3,072,131 73.7	≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q1 Budget 44,478 882,048 25,166 2,845,000 64.0
On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles <sup>4</sup> Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip	99.9% 100% 1.7 0.00 Q1 2014 35,389 665,051 22,387 2,351,389 66.4 105.0	100.0% 100% 0.4 0.00 Q1 2015 35,022 646,128 22,159 2,424,996 69.2 109.4	99.7% 99.7% 0.4 0.00 Q1 2016 41,702 783,023 24,814 3,072,131 73.7 123.8	≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q1 Budget 44,478 882,048 25,166 2,845,000 64.0 113.0
On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles <sup>4</sup> 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	99.9% 100% 1.7 0.00 Q1 2014 35,389 665,051 22,387 2,351,389 66.4 105.0 \$5.90	100.0% 100% 0.4 0.00 Q1 2015 35,022 646,128 22,159 2,424,996 69.2 109.4 \$6.11	99.7% 99.7% 0.4 0.00 Q1 2016 41,702 783,023 24,814 3,072,131 73.7 123.8 \$5.48	≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q1 Budget 44,478 882,048 25,166 2,845,000 64.0 113.0 \$7.68
On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles <sup>4</sup> 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	99.9% 100% 1.7 0.00 Q1 2014 35,389 665,051 22,387 2,351,389 66.4 105.0 \$5.90 99.9%	100.0% 100% 0.4 0.00 Q1 2015 35,022 646,128 22,159 2,424,996 69.2 109.4 \$6.11 98.3%	99.7% 99.7% 0.4 0.00 Q1 2016 41,702 783,023 24,814 3,072,131 73.7 123.8 \$5.48 98.1%	≥ 98.5% ≥ 98.5% < 15 ≤ 1.66  Q1 Budget 44,478 882,048 25,166 2,845,000 64.0 113.0 \$7.68 ≥ 98.5%
On Time Performance Customer Complaints per 100K Boardings Prev. Accidents per 100K Platform Miles <sup>4</sup> Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip	99.9% 100% 1.7 0.00 Q1 2014 35,389 665,051 22,387 2,351,389 66.4 105.0 \$5.90	100.0% 100% 0.4 0.00 Q1 2015 35,022 646,128 22,159 2,424,996 69.2 109.4 \$6.11	99.7% 99.7% 0.4 0.00 Q1 2016 41,702 783,023 24,814 3,072,131 73.7 123.8 \$5.48	≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q1 Budget 44,478 882,048 25,166 2,845,000 64.0 113.0 \$7.68

<sup>1-</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.
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.

### Year to Date Data (January to March 2016)

ST Express Bus	YTD 2014	YTD 2015	YTD 2016	YTD Budget	Notes
Revenue Vehicle Hours Operated	135,821	142,583	143,400	144,500	
Revenue Vehicle Miles Operated	2,880,900	2,882,181	2,911,452	2,998,500	
Trips Operated	111,902	112,004	116,229	116,500	ST Express did not meet the targets for on-time performance and
Platform Hours Operated	176,584	177,677	182,887	186,435	customer complaints due to over-
Boardings	4,152,644	4,443,007	4,465,939	4,601,359	crowding and impacts of traffic congestion that caused buses to run
Boardings per Revenue Hour	30.6	31.2	31.1	31.8	late. ST Express also was outside of
Boardings per Trip	37.1	39.7	38.4	39.5	the targeted range for preventable
Cost per Boarding	\$6.45	\$6.27	\$6.14	\$6.73	accidents in Q1. While the majority of accidents are minor in nature, staff
Percentage of Scheduled Trips Operated	99.8%	99.9%	99.9%	≥ 99.8%	and partners are working to identify
On Time Performance	86.8%	88.9%	83.3%	≥ 85.0%	trends and implement changes to reduce preventable accidents, with a
Customer Complaints per 100K Boardings	11.6	12.5	15.8	< 15	focus on safety as the highest priority.
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.66	0.82	0.89	≤ 0.80	
Sounder Commuter Rail	YTD 2014	YTD 2015	The Real Property lies and the least		HIE CONTRACTOR OF THE PARTY OF
	- 1		YTD 2016	YTD Budget	Notes
Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated	12,133	14,187	14,359	14,038	
Trips Operated	390,912	434,332	436,098	466,538	Sounder did not meet the Q1 2016
	1,670	1,727	1,740	1,841	target for percentage of scheduled
Boardings	759,942	901,372	1,036,770	932,500	trips operated due to mudslide
Boardings per Revenue Vehicle Hour	62.6	63.5	72.2	66.4	disruptions. Sounder also fell slightly below the OTP target due to slow
Boardings per Trip	455.1	521.9	595.8	506.7	orders and track blockage due to
Cost per Boarding	\$11.72	\$10.74	\$9.72	\$12.66	mudslides and high winds, freight interference, track construction,
Percentage of Scheduled Trips Operated	93.0%	98.3%	96.8%	≥ 99.5%	mechanical issues, and other minor
On Time Performance	94.2%	97.9%	94.8%	≥ 95.0%	incidents.
Customer Complaints per 100K Boardings	7.1	4.1	8.0	< 15	,
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.00	0.00	≤1.00	
Tacoma Link Light Rail	YTD 2014	YTD 2015	YTD 2016	YTD Budget	Notes
Service Hours Operated	2,403	2,395	2,424	2,461	
Service Miles Operated	18,569	10 447			
Trips Operated	<del>                                     </del>	18,442	18,678	19,073	
	12,205	11,975	12,130	12,370	
Boardings	12,205 237,694	11,975 256,949	12,130 244,368	12,370 229,677	
Boardings Boardings per Service Vehicle Hour	12,205 237,694 98.9	11,975 256,949 107.3	12,130 244,368 100.8	12,370 229,677 93.3	Tacoma Link met all Q1 2016 service
Boardings Boardings per Service Vehicle Hour Boardings per Trip	12,205 237,694 98.9 19.5	11,975 256,949 107.3 21.5	12,130 244,368 100.8 20.1	12,370 229,677 93.3 18.6	Tacoma Link met all Q1 2016 service performance targets.
Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding	12,205 237,694 98.9 19.5 \$4.42	11,975 256,949 107.3 21.5 \$3.51	12,130 244,368 100.8 20.1 \$4.01	12,370 229,677 93.3 18.6 \$5.55	
Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated	12,205 237,694 98.9 19.5 \$4.42 99.9%	11,975 256,949 107.3 21.5 \$3.51 100.0%	12,130 244,368 100.8 20.1 \$4.01 99.7%	12,370 229,677 93.3 18.6 \$5.55 ≥ 98.5%	
Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance	12,205 237,694 98.9 19.5 \$4.42 99.9% 100%	11,975 256,949 107.3 21.5 \$3.51 100.0%	12,130 244,368 100.8 20.1 \$4.01 99.7%	12,370 229,677 93.3 18.6 \$5.55 ≥ 98.5% ≥ 98.5%	
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	12,205 237,694 98.9 19.5 \$4.42 99.9% 100% 1.7	11,975 256,949 107.3 21.5 \$3.51 100.0% 100% 0.4	12,130 244,368 100.8 20.1 \$4.01 99.7% 99.7%	12,370 229,677 93.3 18.6 \$5.55 ≥ 98.5% ≥ 98.5% < 15	
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	12,205 237,694 98.9 19.5 \$4.42 99.9% 100% 1.7 0.00	11,975 256,949 107.3 21.5 \$3.51 100.0% 0.4 0.00	12,130 244,368 100.8 20.1 \$4.01 99.7% 99.7% 0.4 0.00	12,370 229,677 93.3 18.6 \$5.55 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66	performance targets.
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 Link Light Rail	12,205 237,694 98.9 19.5 \$4.42 99.9% 100% 1.7 0.00 YTD 2014	11,975 256,949 107.3 21.5 \$3.51 100.0% 0.4 0.00 YTD 2015	12,130 244,368 100.8 20.1 \$4.01 99.7% 99.7% 0.4 0.00 YTD 2016	12,370 229,677 93.3 18.6 \$5.55 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 YTD Budget	
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 <sup>4</sup> Link Light Rail Revenue Vehicle Hours Operated	12,205 237,694 98.9 19.5 \$4.42 99.9% 100% 1.7 0.00 YTD 2014 35,389	11,975 256,949 107.3 21.5 \$3.51 100.0% 0.4 0.00 YTD 2015 35,022	12,130 244,368 100.8 20.1 \$4.01 99.7% 99.7% 0.4 0.00 YTD 2016 41,702	12,370 229,677 93.3 18.6 \$5.55 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 YTD Budget 44,478	performance targets.
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 Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated	12,205 237,694 98.9 19.5 \$4.42 99.9% 100% 1.7 0.00 YTD 2014 35,389 665,051	11,975 256,949 107.3 21.5 \$3.51 100.0% 0.4 0.00 YTD 2015 35,022 646,128	12,130 244,368 100.8 20.1 \$4.01 99.7% 99.7% 0.4 0.00 YTD 2016 41,702 783,023	12,370 229,677 93.3 18.6 \$5.55 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 YTD Budget 44,478 882,048	performance targets.
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 <sup>4</sup> Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated	12,205 237,694 98.9 19.5 \$4.42 99.9% 100% 1.7 0.00 YTD 2014 35,389 665,051 22,387	11,975 256,949 107.3 21.5 \$3.51 100.0% 100% 0.4 0.00 YTD 2015 35,022 646,128 22,159	12,130 244,368 100.8 20.1 \$4.01 99.7% 99.7% 0.4 0.00 YTD 2016 41,702 783,023 24,814	12,370 229,677 93.3 18.6 \$5.55 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 YTD Budget 44,478	performance targets.
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 Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings	12,205 237,694 98.9 19.5 \$4.42 99.9% 100% 1.7 0.00 YTD 2014 35,389 665,051 22,387 2,351,389	11,975 256,949 107.3 21.5 \$3.51 100.0% 0.4 0.00 YTD 2015 35,022 646,128 22,159 2,424,996	12,130 244,368 100.8 20.1 \$4.01 99.7% 99.7% 0.4 0.00 YTD 2016 41,702 783,023 24,814 3,072,131	12,370 229,677 93.3 18.6 \$5.55 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 YTD Budget 44,478 882,048 25,166 2,845,000	Notes  Link was slightly outside the target
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 Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour	12,205 237,694 98.9 19.5 \$4.42 99.9% 100% 1.7 0.00 YTD 2014 35,389 665,051 22,387	11,975 256,949 107.3 21.5 \$3.51 100.0% 0.4 0.00 YTD 2015 35,022 646,128 22,159 2,424,996 69.2	12,130 244,368 100.8 20.1 \$4.01 99.7% 99.7% 0.4 0.00 YTD 2016 41,702 783,023 24,814 3,072,131 73.7	12,370 229,677 93.3 18.6 \$5.55 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 YTD Budget 44,478 882,048 25,166	Notes  Notes  Link was slightly outside the target for percentage of scheduled trips
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 <sup>4</sup> Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip	12,205 237,694 98.9 19.5 \$4.42 99.9% 100% 1.7 0.00 YTD 2014 35,389 665,051 22,387 2,351,389 66.4 105.0	11,975 256,949 107.3 21.5 \$3.51 100.0% 0.4 0.00 YTD 2015 35,022 646,128 22,159 2,424,996	12,130 244,368 100.8 20.1 \$4.01 99.7% 99.7% 0.4 0.00 YTD 2016 41,702 783,023 24,814 3,072,131 73.7 123.8	12,370 229,677 93.3 18.6 \$5.55 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 YTD Budget 44,478 882,048 25,166 2,845,000	Notes  Notes  Link was slightly outside the target for percentage of scheduled trips operated in Q1 2016 due to numerous service disruptions, particularly
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 <sup>4</sup> 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	12,205 237,694 98.9 19.5 \$4.42 99.9% 100% 1.7 0.00 YTD 2014 35,389 665,051 22,387 2,351,389 66.4	11,975 256,949 107.3 21.5 \$3.51 100.0% 0.4 0.00 YTD 2015 35,022 646,128 22,159 2,424,996 69.2	12,130 244,368 100.8 20.1 \$4.01 99.7% 99.7% 0.4 0.00 YTD 2016 41,702 783,023 24,814 3,072,131 73.7	12,370 229,677 93.3 18.6 \$5.55 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 YTD Budget 44,478 882,048 25,166 2,845,000 64.0	Notes  Notes  Link was slightly outside the target for percentage of scheduled trips aperated in Q1 2016 due to numerous service disruptions, particularly related to track blockage from
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 <sup>4</sup> Link Light Rail Revenue Vehicle Hours Operated Revenue Vehicle Miles Operated Trips Operated Boardings Boardings per Revenue Vehicle Hour Boardings per Trip	12,205 237,694 98.9 19.5 \$4.42 99.9% 100% 1.7 0.00 YTD 2014 35,389 665,051 22,387 2,351,389 66.4 105.0	11,975 256,949 107.3 21.5 \$3.51 100.0% 100% 0.4 0.00 YTD 2015 35,022 646,128 22,159 2,424,996 69.2 109.4	12,130 244,368 100.8 20.1 \$4.01 99.7% 99.7% 0.4 0.00 YTD 2016 41,702 783,023 24,814 3,072,131 73.7 123.8	12,370 229,677 93.3 18.6 \$5.55 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 YTD Budget 44,478 882,048 25,166 2,845,000 64.0 113.0	Notes  Notes  Link was slightly outside the target for percentage of scheduled trips operated in Q1 2016 due to numerous service disruptions, particularly
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 <sup>4</sup> 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	12,205 237,694 98.9 19.5 \$4.42 99.9% 100% 1.7 0.00 YTD 2014 35,389 665,051 22,387 2,351,389 66.4 105.0 \$5.90	11,975 256,949 107.3 21.5 \$3.51 100.0% 0.4 0.00 YTD 2015 35,022 646,128 22,159 2,424,996 69.2 109.4 \$6.11	12,130 244,368 100.8 20.1 \$4.01 99.7% 99.7% 0.4 0.00 YTD 2016 41,702 783,023 24,814 3,072,131 73.7 123.8 \$5.48	12,370 229,677 93.3 18.6 \$5.55 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 YTD Budget 44,478 882,048 25,166 2,845,000 64.0 113.0 \$7.68	Notes  Notes  Link was slightly outside the target for percentage of scheduled trips operated in Q1 2016 due to numerous service disruptions, particularly related to track blockage from unrelated auto accidents, mechanical
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 <sup>4</sup> 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	12,205 237,694 98.9 19.5 \$4.42 99.9% 100% 1.7 0.00 YTD 2014 35,389 665,051 22,387 2,351,389 66.4 105.0 \$5.90 99.9%	11,975 256,949 107.3 21.5 \$3.51 100.0% 100% 0.4 0.00 YTD 2015 35,022 646,128 22,159 2,424,996 69.2 109.4 \$6.11 98.3%	12,130 244,368 100.8 20.1 \$4.01 99.7% 99.7% 0.4 0.00 YTD 2016 41,702 783,023 24,814 3,072,131 73.7 123.8 \$5.48 98.1%	12,370 229,677 93.3 18.6 \$5.55 ≥ 98.5% ≥ 98.5% <15 ≤ 1.66 YTD Budget 44,478 882,048 25,166 2,845,000 64.0 113.0 \$7.68 ≥ 98.5%	Notes  Notes  Link was slightly outside the target for percentage of scheduled trips operated in Q1 2016 due to numerous service disruptions, particularly related to track blockage from unrelated auto accidents, mechanical

<sup>1-</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.
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.

<sup>4-</sup>Preventable accident: An accident in which the operating employee failed to do everything reasonable to prevent the accident.