

Fourth Quarter 2015

Service Delivery
Quarterly Performance Report



Q4 System-wide Boardings								
Boardings by Service Mode	Fourth Quarter			YTD through December			Annual SIP	
	2014	2015	%Δ	2014	2015	%Δ	Target	% Target
ST Express	4,407,362	4,477,488	2%	17,661,976	18,313,617	4%	17.6 M	104%
Sounder	913,720	994,773	9%	3,361,317	3,812,040	13%	3.2 M	119%
Tacoma Link	249,483	247,525	-1%	963,161	980,705	2%	960 K	102%
Central Link	2,614,049	2,933,834	12%	10,950,276	11,707,604	7%	11.8 M	99%
Paratransit	13,677	10,697	-22%	56,179	46,033	-18%	67 K	70%
Total Boardings	8,198,291	8,664,318	6%	32,992,909	34,859,999	6%	33.6 M	104%
Average Weekday Boardings	109,189	116,421	7%	109,806	116,839	6%	111,548	105%

Quarterly and year-to-date ridership figures in this report are preliminary and subject to reconciliation/revision during the annual NTD reporting process.

Total Sound Transit boardings increased by 6% for the fourth quarter and for the year. Ridership increased on all modes except Paratransit. Annual boardings totaled almost 34.9 million, and surpassed the SIP target of 33.6 million boardings by 4% for calendar year 2015.

ST Express buses registered an increase of 2% compared to Q4 2014, and 4% for YTD. Average weekday boardings increased 2% compared to Q4 2014, and 3% for YTD.

Sounder commuter rail boardings were up 9% compared to Q4 2014, and 13% for YTD. Average weekday boardings increased 11% compared to Q4 2014, and 15% for YTD. Ridership increased significantly on both Sounder lines, with a 26% increase on the North Line compared to Q4 2014, and a 7% increase on the South Line compared to the same period of 2014.

Tacoma Link light rail ridership showed a 1% decrease compared to Q4 2014, but was up 2% for YTD. Average weekday boardings were up 1% compared to Q4 2014, and 3% for YTD.

Link light rail boardings showed a 12% increase compared to Q4 2014, and a 7% increase for YTD. Average weekday boardings increased 15% compared to Q4 2014, and 8% for YTD.

Paratransit ridership declined by 22% compared to Q4 2014, and declined 18% for the year. Paratransit service is provided along the Link corridor under contract with King County Metro. Changes in eligibility requirements have impacted paratransit boardings throughout King County.

February 25, 2015

Quarterly Data (October to December 2015)

ST Express ridership increased by 2% during the fourth quarter of 2015. Ridership growth was strong on the King County routes, with three routes continuing to show significant increases in ridership. Route 540 (Kirkland-University District) increased 25%; Route 542 (Overlake-University District) increased 13%; and Route 550 (Bellevue-Seattle) increased 7% on weekdays and 6% overall.

Route 586 (Tacoma-University District) showed a decline of 18% during the fourth quarter, likely due to a decrease in the number of daily trips operated on the route, which began with the September service change.

Sounder commuter rail carried just under one million riders across both lines in Q4 2015, an increase of 9% compared to Q4 2014. Sounder North Line experienced a 26% increase in total boardings compared to Q4 2014, and average weekday riders were up 22% to 1,450.

Sounder South Line boardings were up 7% in the fourth quarter, and average weekday boardings were up 11% to 14,993. Weekend event ridership declined due to fewer sporting events in Q4 2015.

Tacoma Link boardings were down 1% during the fourth quarter, a likely result of fewer special events in downtown Tacoma.

Link average weekday boardings increased by 12% in the fourth quarter, resulting partly from the change from 7.5 to 6 minute peak headways at the end of the third quarter.

ST Express Boardings by Route					
		Q4 '14	Q4 '15	%Δ	YTD
510-513	Everett-Lynnwood-Seattle	654,953	637,037	-3%	2,626,945
522	Woodinville-Seattle	376,755	379,488	1%	1,555,512
532	Everett-Bellevue	125,382	131,184	5%	511,682
535	Lynnwood-Bellevue	133,652	132,849	-1%	507,988
540	Kirkland-U. District	33,698	42,262	25%	168,214
542	Overlake-U. District	97,156	110,040	13%	434,469
545	Redmond-Seattle	630,904	636,763	1%	2,711,310
550	Bellevue-Seattle	713,383	756,800	6%	3,044,063
554	Issaquah-Seattle	265,467	267,390	1%	1,105,086
555/556	Issaquah-Northgate	94,088	99,236	5%	405,199
560	West Seattle-SeaTac-Bellevue	144,288	138,747	-4%	557,406
566/567	Auburn-Kent-Overlake	137,609	138,558	1%	570,961
574	Lakewood-SeaTac	202,497	195,418	-3%	791,421
577/578	Seattle-Federal Way/Puyallup	261,975	260,785	0%	1,059,219
580	Lakewood-Puyallup	N/A	28,992	N/A	29,885
586	Tacoma-U. District	40,382	33,270	-18%	142,624
590-595	Lakewood/Tacoma-Seattle	458,161	456,172	0%	1,877,180
596	Bonney Lake-Sumner	28,265	29,536	4%	117,291
	Sounder Supplemental Bus	8,747	2,963	-66%	25,863
	Link Supplemental Bus	N/A	0	N/A	71,302
	Total Boardings	4,407,362	4,477,488	2%	18,313,617
	<i>Avg Weekday Bdgs</i>	<i>60,844</i>	<i>61,902</i>	<i>2%</i>	<i>62,981</i>

Sounder Commuter Rail Boardings by Corridor				
North Line	Q4 '14	Q4 '15	%Δ	YTD
Commuter	75,167	91,899	22%	341,114
Special	10,839	16,422	52%	42,152
Subtotal	86,006	108,320	26%	383,209
South Line	Q4 '14	Q4 '15	%Δ	YTD
Commuter	786,025	852,646	8%	3,358,995
Special	41,690	33,807	-19%	69,836
Subtotal	827,715	886,453	7%	3,428,832
Total	913,721	994,773	9%	3,812,040
<i>Avg Weekday Bdgs</i>	<i>13,456</i>	<i>14,993</i>	<i>11%</i>	<i>14,600</i>
Tacoma Link Light Rail Boardings				
	Q4 '14	Q4 '15	%Δ	YTD
Tac Dome—Theatre Dist	249,482	247,525	-1%	980,705
<i>Avg Weekday Bdgs</i>	<i>3,370</i>	<i>3,395</i>	<i>1%</i>	<i>3,345</i>
Central Link Light Rail Boardings				
	Q4 '14	Q4 '15	%Δ	YTD
Seattle-SeaTac	2,614,049	2,933,834	12%	11,707,604
<i>Avg Weekday Bdgs</i>	<i>31,370</i>	<i>36,015</i>	<i>15%</i>	<i>35,573</i>
Paratransit Boardings				
	Q4 '14	Q4 '15	%Δ	YTD
Central Link	13,677	10,697	-22%	46,033
<i>Avg Daily Bdgs</i>	<i>149</i>	<i>116</i>	<i>-22%</i>	<i>129</i>
Sound Transit System Boardings				
	Q4 '14	Q4 '15	%Δ	YTD
Total Boardings	8,198,291	8,664,318	6%	34,859,999
<i>Avg Weekday Bdgs</i>	<i>109,189</i>	<i>116,421</i>	<i>7%</i>	<i>116,839</i>

Quarterly Data (October to December 2015)

ST Express Bus	Q4 2013	Q4 2014	Q4 2015	Q4 Budget
Revenue Vehicle Hours Operated	138,103	139,853	144,163	136,375
Revenue Vehicle Miles Operated	2,927,738	2,930,609	2,922,174	2,893,750
Trips Operated	110,120	113,360	114,626	113,000
Platform Hours Operated	179,032	181,968	184,241	175,500
Boardings	4,147,288	4,407,362	4,477,488	4,488,419
Boardings per Revenue Hour	30	31.5	31.1	32.9
Boardings per Trip	37.6	38.9	39.1	39.7
Cost per Boarding	\$6.70	\$6.39	\$6.40	\$6.64
Percentage of Scheduled Trips Operated	99.80%	99.90%	99.9%	99.8%
On Time Performance	84.80%	85.90%	79.5%	≥ 85.0%
Customer Complaints per 100K Boardings	16.9	13.5	19.6	< 15
Prev. Accidents per 100K Platform Miles ⁴	0.64	0.84	0.80	≤ 0.80
Sounder Commuter Rail	Q4 2013	Q4 2014	Q4 2015	Q4 Budget
Revenue Vehicle Hours Operated	12,933	12,478	14,039	12,750
Revenue Vehicle Miles Operated	410,747	399,105	429,501	423,750
Trips Operated	1,826	1,766	1,788	1,835
Boardings	797,848	913,720	994,773	848,623
Boardings per Revenue Vehicle Hour	61.7	73.2	70.9	66.56
Boardings per Trip	436.9	456	556.4	462.5
Cost per Boarding	\$12.34	\$11.32	\$9.57	\$13.61
Percentage of Scheduled Trips Operated	99.90%	99.90%	97.8%	≥ 99.5%
On Time Performance	96.30%	96.60%	93.2%	≥ 95.0%
Customer Complaints per 100K Boardings	9.9	5.4	11.6	< 15
Prev. Accidents per 100K Platform Miles ⁴	0	0	0.00	≤ 1.00
Tacoma Link Light Rail	Q4 2013	Q4 2014	Q4 2015	Q4 Budget
Service Hours Operated	2,478	2,479	2,478	2,443
Service Miles Operated	19,151	19,159	19,145	18,930
Trips Operated	12,520	12,407	12,373	12,275
Boardings	252,926	249,482	247,525	267,495
Boardings per Service Vehicle Hour	102.1	93.4	99.9	109.5
Boardings per Trip	20.2	18.7	20.0	21.8
Cost per Boarding	\$3.84	\$4.10	\$4.37	\$4.82
Percentage of Scheduled Trips Operated	99.80%	99.90%	99.9%	≥ 98.5%
On Time Performance	99.80%	99.90%	99.9%	≥ 98.5%
Customer Complaints per 100K Boardings	1.5	0	0.0	< 15
Prev. Accidents per 100K Platform Miles ⁴	1.32	0	0.00	≤ 1.66
Link Light Rail	Q4 2013	Q4 2014	Q4 2015	Q4 Budget
Revenue Vehicle Hours Operated	35,184	36,161	39,397	36,423
Revenue Vehicle Miles Operated	662,107	679,686	741,047	668,750
Trips Operated	22,803	22,745	25,203	22,625
Boardings	2,469,971	2,614,049	2,933,834	2,967,658
Boardings per Revenue Vehicle Hour	70.2	86.9	74.5	81.5
Boardings per Trip	108.3	138.8	116.4	131.2
Cost per Boarding	\$5.44	\$4.39	\$5.19	\$5.23
Percentage of Scheduled Trips Operated	99.80%	99.20%	98.6%	≥ 98.5%
On Time Performance	95.90%	94.30%	98.9%	≥ 90.0%
Customer Complaints per 100K Boardings	1.5	1	1.1	< 15
Prev. Accidents per 100K Platform Miles ⁴	0.07	0	0.00	≤ 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.

Year to Date Data (January to December 2015)

ST Express Bus	YTD 2013	YTD 2014	YTD 2015	YTD Budget	Notes
Revenue Vehicle Hours Operated	548,156	553,299	562,364	545,500	<i>ST Express did not meet the target for on-time performance. OTP began showing a decline in June due to a new methodology based on real-time GPS readings, rather than random sampling of time points. ST added 5,000 service hours at the end of Q3 to offset ongoing traffic congestion and improve reliability along the northern I-5 corridor. Another 16,000 hours will be added in March to leverage greater improvement.</i>
Revenue Vehicle Miles Operated	11,590,267	11,676,119	11,608,813	11,575,000	
Trips Operated	452,191	451,258	452,023	455,000	
Platform Hours Operated	705,657	720,068	722,619	702,000	
Boardings	16,605,299	17,661,976	18,313,617	17,580,000	
Boardings per Revenue Hour	30.3	32.4	32.6	32.2	
Boardings per Trip	36.7	39.1	40.5	38.1	
Cost per Boarding	\$6.43	\$6.26	\$6.20	\$6.64	
Percentage of Scheduled Trips Operated	99.8%	99.9%	99.9%	≥ 99.8%	
On Time Performance	87.3%	85.9%	82.2%	≥ 85.0%	
Customer Complaints per 100K Boardings	14.2	13.5	14.8	< 15	
Prev. Accidents per 100K Platform Miles ⁴	0.64	0.84	0.80	≤ 0.80	
Sounder Commuter Rail	YTD 2013	YTD 2014	YTD 2015	YTD Budget	Notes
Revenue Vehicle Hours Operated	49,755	50,375	53,301	51,000	<i>Sounder did not meet the target for the percentage of scheduled trips operated due to mudslide activity in February, March, November, and December. However, Sounder operated a greater percentage of scheduled trips in 2015 than in the previous four years.</i>
Revenue Vehicle Miles Operated	1,652,237	1,603,802	1,662,963	1,695,000	
Trips Operated	6,656	7,138	7,165	7,340	
Boardings	3,035,735	3,361,317	3,812,040	3,200,000	
Boardings per Revenue Vehicle Hour	61.0	66.7	71.5	62.7	
Boardings per Trip	456.1	470.9	532.0	422.0	
Cost per Boarding	\$12.18	\$11.63	\$10.57	\$13.61	
Percentage of Scheduled Trips Operated	97.9%	96.7%	98.9%	≥ 99.5%	
On Time Performance	97.2%	95.1%	96.2%	≥ 95.0%	
Customer Complaints per 100K Boardings	8.9	7.6	6.3	< 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	9,835	9,837	9,861	9,770	<i>Tacoma Link met all 2015 service performance targets.</i>
Service Miles Operated	75,996	75,928	76,191	75,718	
Trips Operated	49,568	49,447	48,991	49,100	
Boardings	1,000,316	963,694	980,705	960,000	
Boardings per Service Vehicle Hour	101.7	98.0	99.5	98.3	
Boardings per Trip	20.2	19.5	20.0	19.6	
Cost per Boarding	\$3.86	\$4.18	\$4.33	\$4.82	
Percentage of Scheduled Trips Operated	99.9%	99.9%	99.9%	≥ 98.5%	
On Time Performance	100%	99.9%	99.9%	≥ 98.5%	
Customer Complaints per 100K Boardings	0.6	0.7	0.2	< 15	
Prev. Accidents per 100K Platform Miles ⁴	1.32	0.00	0.00	≤ 1.66	
Link Light Rail	YTD 2013	YTD 2014	YTD 2015	YTD Budget	Notes
Revenue Vehicle Hours Operated	140,974	144,239	147,861	145,693	<i>Link did not meet the YTD targets for boardings and boardings per trip due to three planned partial service closures in March, May, and June for University Link service preparations.</i>
Revenue Vehicle Miles Operated	2,642,763	2,715,317	2,759,825	2,675,000	
Trips Operated	89,977	90,724	92,567	90,500	
Boardings	9,681,432	10,950,276	11,707,604	11,800,000	
Boardings per Revenue Vehicle Hour	68.7	75.9	79.2	81.0	
Boardings per Trip	107.6	120.7	126.5	126.0	
Cost per Boarding	\$5.40	\$5.36	\$5.05	\$5.23	
Percentage of Scheduled Trips Operated	99.4%	99.5%	99.0%	≥ 98.5%	
On Time Performance	93.6%	94.2%	93.7%	≥ 90.0%	
Customer Complaints per 100K Boardings	1.2	1.2	1.2	< 15	
Prev. Accidents per 100K Platform Miles ⁴	0.07	0.00	0.00	≤ 0.30	

 Legend 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.