

Year to Date Data (January to March 2016)



First Quarter 2016

Service Delivery  
Quarterly Performance Report

ST Express Bus	YTD 2014	YTD 2015	YTD 2016	YTD Budget	Notes	
Revenue Vehicle Hours Operated	135,821	142,583	143,400	144,500	<i>ST Express did not meet the targets for on-time performance and customer complaints due to overcrowding and impacts of traffic congestion that caused buses to run late. ST Express also was outside of the targeted range for preventable accidents in Q1. While the majority of accidents are minor in nature, staff and partners are working to identify trends and implement changes to reduce preventable accidents, with a focus on safety as the highest priority.</i>	
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	YTD 2014	YTD 2015	YTD 2016	YTD Budget		Notes
Revenue Vehicle Hours Operated	12,133	14,187	14,359	14,038		<i>Sounder did not meet the Q1 2016 target for percentage of scheduled trips operated due to mudslide disruptions. Sounder also fell slightly below the OTP target due to slow orders and track blockage due to mudslides and high winds, freight interference, track construction, mechanical issues, and other minor incidents.</i>
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	YTD 2014	YTD 2015	YTD 2016	YTD Budget	Notes	
Service Hours Operated	2,403	2,395	2,424	2,461	<i>Tacoma Link met all Q1 2016 service performance targets.</i>	
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	\$3.51	\$4.01	\$5.55		
Percentage of Scheduled Trips Operated	99.9%	100.0%	99.7%	≥ 98.5%		
On Time Performance	100%	100%	99.7%	≥ 98.5%		
Customer Complaints per 100K Boardings	1.7	0.4	0.4	< 15		
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.00	0.00	≤ 1.66		
Link Light Rail	YTD 2014	YTD 2015	YTD 2016	YTD Budget	Notes	
Revenue Vehicle Hours Operated	35,389	35,022	41,702	44,478	<i>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 issues, and other minor delays.</i>	
Revenue Vehicle Miles Operated	665,051	646,128	783,023	882,048		
Trips Operated	22,387	22,159	24,814	25,166		
Boardings	2,351,389	2,424,996	3,072,131	2,845,000		
Boardings per Revenue Vehicle Hour	66.4	69.2	73.7	64.0		
Boardings per Trip	105.0	109.4	123.8	113.0		
Cost per Boarding	\$5.90	\$6.11	\$5.48	\$7.68		
Percentage of Scheduled Trips Operated	99.9%	98.3%	98.1%	≥ 98.5%		
On Time Performance	94.9%	90.8%	98.5%	≥ 90.0%		
Customer Complaints per 100K Boardings	1.5	1.4	2.6	< 15		
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.07	0.00	0.00	≤ 0.30		

System-wide Boardings				
Boardings by Service Type	First Quarter 2016			2016 Annual SIP
	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
<b>Total Boardings</b>	<b>8,038,966</b>	<b>8,830,292</b>	<b>10%</b>	<b>42.1 M</b>
<i>Average Weekday Boardings</i>	<i>110,859</i>	<i>120,649</i>	<i>9%</i>	<i>137,163</i>

**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.

May 26, 2016

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.

**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 Express Boardings by Route					
Route	Service	Q1 2015	Q1 2016	%Δ	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
	<b>Total ST Express</b>	<b>4,443,007</b>	<b>4,465,939</b>	<b>1%</b>	<b>4,465,939</b>
	<i>Average Weekday</i>	<i>60,844</i>	<i>62,509</i>	<i>3%</i>	<i>62,509</i>

Sounder Commuter Rail Boardings by Corridor					
North Line	Q1 2015	Q1 2016	%Δ	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	
<b>Total Sounder</b>	<b>901,372</b>	<b>1,036,770</b>	<b>15%</b>	<b>1,036,770</b>	
<i>Average Weekday</i>	<i>14,223</i>	<i>16,292</i>	<i>15%</i>	<i>16,292</i>	
Tacoma Link Light Rail Boardings					
	Q1 2015	Q1 2016	%Δ	YTD	
Tac Dome-Theatre Dist	256,949	244,368	-5%	244,368	
<i>Average Weekday</i>	<i>3,551</i>	<i>3,355</i>	<i>-6%</i>	<i>3,355</i>	
Link Light Rail Boardings					
	Q1 2015	Q1 2016	%Δ	YTD	
SeaTac-UW	2,424,996	3,072,131	27%	3,072,131	
<i>Average Weekday</i>	<i>30,836</i>	<i>38,371</i>	<i>24%</i>	<i>38,371</i>	
Paratransit Boardings					
	Q1 2015	Q1 2016	%Δ	YTD	
Link Service Area	12,641	11,084	-12%	11,084	
<i>Average Daily</i>	<i>140</i>	<i>122</i>	<i>-13%</i>	<i>122</i>	
Sound Transit System Boardings					
	Q1 2015	Q1 2016	%Δ	YTD	
<b>Total Boardings</b>	<b>8,038,966</b>	<b>8,830,292</b>	<b>10%</b>	<b>8,830,292</b>	
<i>Average Weekday</i>	<i>110,859</i>	<i>120,649</i>	<i>9%</i>	<i>120,649</i>	

**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	\$3.51	\$4.01	\$5.55
Percentage of Scheduled Trips Operated	99.9%	100.0%	99.7%	≥ 98.5%
On Time Performance	100%	100%	99.7%	≥ 98.5%
Customer Complaints per 100K Boardings	1.7	0.4	0.4	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.00	0.00	≤ 1.66
Link Light Rail	Q1 2014	Q1 2015	Q1 2016	Q1 Budget
Revenue Vehicle Hours Operated	35,389	35,022	41,702	44,478
Revenue Vehicle Miles Operated	665,051	646,128	783,023	882,048
Trips Operated	22,387	22,159	24,814	25,166
Boardings	2,351,389	2,424,996	3,072,131	2,845,000
Boardings per Revenue Vehicle Hour	66.4	69.2	73.7	64.0
Boardings per Trip	105.0	109.4	123.8	113.0
Cost per Boarding	\$5.90	\$6.11	\$5.48	\$7.68
Percentage of Scheduled Trips Operated	99.9%	98.3%	98.1%	≥ 98.5%
On Time Performance	94.9%	90.8%	98.5%	≥ 90.0%
Customer Complaints per 100K Boardings	1.5	1.4	2.6	< 15
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.07	0.00	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.