

Year to Date Data (January to June 2015)



Second Quarter 2015

Service Delivery
Quarterly Performance Report

ST Express Bus	YTD 2013	YTD 2014	YTD 2015	YTD Budget	Notes	
Revenue Vehicle Hours Operated	272,797	273,493	277,303	272,750	<i>ST Express did not meet the target for preventable accidents per 100K miles. However, staff and partners have been working closely to reverse an upswing that began in early 2014, and have been able to stabilize the preventable accident rate. Since the preventable accident rate is based on a rolling 12-month period, we will not see the impact of fewer accidents until the higher accident months from 2014 fall out of the rolling period.</i>	
Revenue Vehicle Miles Operated	5,773,500	5,799,699	5,787,180	5,787,500		
Trips Operated	227,953	225,057	224,659	226,000		
Platform Hours Operated	349,982	356,918	357,736	351,000		
Boardings	8,129,052	8,643,990	9,180,151	8,584,543		
Boardings per Revenue Hour	29.8	31.6	33.1	32.2		
Boardings per Trip	35.7	38.5	40.9	38.9		
Cost per Boarding	\$6.50	\$6.21	\$6.11	\$6.82		
Percentage of Scheduled Trips Operated	99.8%	99.9%	99.9%	≥ 99.8%		
On Time Performance	89.2%	86.1%	85.8%	≥ 85.0%		
Customer Complaints per 100K Boardings	13.3	12.0	12.8	< 15		
Prev. Accidents per 100K Platform Miles ⁴	0.62	0.72	0.82	≤ 0.80		
Sounder Commuter Rail	YTD 2013	YTD 2014	YTD 2015	YTD Budget		Notes
Revenue Vehicle Hours Operated	23,098	24,940	25,662	25,500	<i>Sounder met all 2015 service performance targets.</i>	
Revenue Vehicle Miles Operated	806,478	793,409	809,004	847,500		
Trips Operated	3,223	3,458	3,381	3,670		
Boardings	1,470,923	1,577,069	1,805,561	1,548,175		
Boardings per Revenue Vehicle Hour	63.7	64.5	70.4	63.00		
Boardings per Trip	456.4	448.0	534.0	436.0		
Cost per Boarding	\$ 12.44	\$11.72	\$10.94	\$13.94		
Percentage of Scheduled Trips Operated	96.7%	95.5%	99.8%	≥ 99.5%		
On Time Performance	98.3%	93.8%	97.0%	≥ 95.0%		
Customer Complaints per 100K Boardings	7.0	8.4	4.8	< 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	4,882	4,874	4,906	4,885		<i>Tacoma Link met all 2015 service performance targets.</i>
Service Miles Operated	37,728	37,664	37,913	37,859		
Trips Operated	24,369	24,105	24,228	24,550		
Boardings	515,566	485,827	518,043	475,465		
Boardings per Service Vehicle Hour	105.6	99.8	105.6	98.3		
Boardings per Trip	21.2	19.7	21.4	19.6		
Cost per Boarding	\$ 3.63	\$4.14	\$4.09	\$4.74		
Percentage of Scheduled Trips Operated	99.9%	99.8%	99.9%	≥ 98.5%		
On Time Performance	99.9%	100%	99.9%	≥ 98.5%		
Customer Complaints per 100K Boardings	0.2	1.1	0.4	< 15		
Prev. Accidents per 100K Platform Miles ⁴	1.32	0.00	0.00	≤ 1.66		
Central Link Light Rail	YTD 2013	YTD 2014	YTD 2015	YTD Budget	Notes	
Revenue Vehicle Hours Operated	69,741	71,499	71,855	72,847	<i>Central Link did not meet the YTD targets for boardings per trip and boardings per hour due to a seasonal ridership trend, but we are seeing improvement and expect to be on target in the next reporting cycle.</i>	
Revenue Vehicle Miles Operated	1,304,738	1,341,899	1,336,103	1,337,500		
Trips Operated	44,209	45,082	44,891	45,250		
Boardings	4,453,386	5,156,371	5,450,290	5,431,651		
Boardings per Revenue Vehicle Hour	63.9	72.1	75.9	81.0		
Boardings per Trip	100.7	114.3	122.5	130.0		
Cost per Boarding	\$ 5.83	\$5.73	\$5.72	\$5.82		
Percentage of Scheduled Trips Operated	99.0%	99.7%	99.3%	≥ 98.5%		
On Time Performance	92.4%	94.9%	90.8%	≥ 90.0%		
Customer Complaints per 100K Boardings	0.8	0.7	1.3	< 15		
Prev. Accidents per 100K Platform Miles ⁴	0.04	0.04	0.00	≤ 0.30		

Q2 System-wide Boardings								
Boardings by Service Mode	Second Quarter			YTD through June			Annual SIP	
	2014	2015	%Δ	2014	2015	%Δ	Target	% Target
ST Express	4,491,346	4,737,053	5%	8,643,990	9,180,151	6%	17.6 M	107%
Sounder	817,127	913,299	12%	1,577,069	1,805,561	14%	3.2 M	117%
Tacoma Link	248,133	253,497	2%	485,827	518,043	7%	960 K	109%
Central Link	2,804,982	2,973,350	6%	5,156,371	5,450,290	6%	11.8 M	100%
Paratransit	14,463	11,885	-18%	28,718	24,526	-15%	67 K	74%
Total Boardings	8,376,051	8,889,084	6%	15,891,975	16,978,571	7%	33.6 M	106%
Average Weekday Boardings	111,497	118,042	6%	109,806	114,693	4%	111,548	106%

Total Sound Transit boardings increased by 6% during Q2 2015 compared to the same period in 2014. Ridership increased on all modes except Paratransit. Average weekday boardings also increased by 6%, and system-wide growth trended above the annual budget and SIP ridership forecasts.

ST Express buses had 5% more boardings in Q2 2015 compared to the same period in 2014. Average weekday boardings reached 64,589 for a 4% increase. No major service changes took place during the quarter.

Sounder commuter rail ridership continued to increase significantly, and boardings were up 12% during the quarter on both the North and South lines, combined. Average weekday boardings also increased by 12%.

Tacoma Link light rail ridership growth slowed during Q2 2015, with a modest 2% increase compared with an 11% jump during Q1. Average weekday boardings increased by 1%.

Central Link light rail boardings were up 6% during Q2 2015, with a 7% increase in average weekday boardings. Growth trended slightly above the level predicted in the annual budget and SIP ridership forecasts. Preparations continued for the start of University Link service, including communications upgrades in the DSTT that partially shut down service on two consecutive weekends.

Paratransit service is provided by King County Metro along the Central Link alignment. Boardings continued to decline in Q2 2015, with an 18% drop compared with the same period in 2014. Tighter eligibility requirements and riders transitioning to fixed-route service were contributory factors.

Q2 2015 route-level and corridor ridership information can be found on page 2, followed by Q2 and YTD 2015 service performance on pages 3 and 4, respectively.

August 27, 2015

Sound Transit Union Station 401 S. Jackson St., Seattle, WA 98104

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 (April to June 2015)

ST Express boardings increased by 5% during Q2 2015. However, the trend was variable by route, with a large jump on routes serving East King County (522, 540, 542, 545, and 555/556), but little change on routes serving Snohomish County, South King County and Pierce County.

Increased traffic congestion along the I-5 North corridor has adversely affected travel time and reliability between Seattle and Snohomish County and may have impacted ridership growth on Routes 510-513. Sound Transit is working closely with Community Transit to add more recovery time and make schedules more reflective of actual conditions on these routes. Similar efforts are underway with Pierce Transit-operated routes serving the I-5 South corridor (577/578, 586, 590-595).

Sounder had a significant increase in boardings during Q2 2015, with 12% growth across both the North and South lines combined. Average weekday boardings on the two lines were just under 14,000 and set a new record. Unlike the previous two years, there were no mudslide-related train cancellations in Q2 2015.

Tacoma Link ridership remained stable, with a modest 2% increase compared with Q2 2014, though there were fewer scheduled events in Downtown Tacoma. However, year-to-date boardings trended well above the annual budget and SIP ridership forecasts.

Central Link showed steady growth, with a 6% jump during the quarter. Average weekday boardings were just under 36,000, a 7% increase compared with Q2 2014. During the weekends of May 30-31 and June 7-8, Link service operated between SeaTac Airport and Stadium Station, only, to allow for improvements to the Downtown Seattle Transit Tunnel necessary for the University Link opening. Bus shuttles connected Stadium Station with downtown Seattle destinations, and carried a total of 46,529 Link passengers.

ST Express Boardings by Route					
		Q2 '14	Q2 '15	%Δ	YTD
510-513	Everett-Lynnwood-Seattle	681,127	671,752	-1%	1,314,181
522	Woodinville-Seattle	358,765	406,710	13%	792,583
532	Everett-Bellevue	129,195	128,819	0%	251,852
535	Lynnwood-Bellevue	128,868	131,165	2%	261,112
540	Kirkland-U. District	34,233	43,157	26%	84,274
542	Overlake-U. District	101,466	111,227	10%	215,114
545	Redmond-Seattle	646,473	705,527	9%	1,359,597
550	Bellevue-Seattle	725,616	776,399	7%	1,492,106
554	Issaquah-Seattle	275,764	288,071	4%	549,802
555/556	Issaquah-Northgate	95,771	105,869	11%	205,633
560	West Seattle-SeaTac-Bellevue	144,837	141,314	-2%	275,229
566/567	Auburn-Kent-Overlake	144,758	149,258	3%	286,770
574	Lakewood-SeaTac	198,577	199,678	1%	393,738
577/578	Seattle-Federal Way/Puyallup	266,377	267,296	0%	525,662
586	Tacoma-U. District	41,605	39,978	-4%	79,678
590-595	Lakewood/Tacoma-Seattle	484,076	489,494	1%	945,059
596	Bonney Lake-Summer	27,393	28,789	5%	59,168
	Sounder Supplemental Bus	6,446	6,020	-7%	17,294
	Central Link Supplemental Bus	N/A	46,529	N/A	71,299
	Total	4,491,346	4,737,053	5%	9,180,151
	<i>Avg Weekday Bdgs</i>	<i>61,818</i>	<i>64,589</i>	<i>4%</i>	<i>63,446</i>

Sounder Commuter Rail Boardings by Corridor					
		Q2 '14	Q2 '15	%Δ	YTD
North Line					
	Commuter	73,575	82,866	13%	157,137
	Special	8,420	9,939	18%	18,391
	Subtotal	81,995	92,805	13%	175,528
South Line					
	Commuter	724,412	808,573	12%	1,606,547
	Special	10,720	11,920	11%	23,485
	Subtotal	735,132	820,493	12%	1,630,032
	Total	817,127	913,299	12%	1,805,561
	<i>Avg Weekday Bdgs</i>	<i>12,469</i>	<i>13,929</i>	<i>12%</i>	<i>13,887</i>
Tacoma Link Light Rail Boardings					
		Q2 '14	Q2 '15	%Δ	YTD
	Tacoma Dome-Theatre Dist	247,599	253,497	2%	518,043
	<i>Avg Weekday Bdgs</i>	<i>3,359</i>	<i>3,405</i>	<i>1%</i>	<i>3,527</i>
Central Link Light Rail Boardings					
		Q2 '14	Q2 '15	%Δ	YTD
	Seattle-SeaTac	2,804,982	2,973,350	6%	5,450,290
	<i>Avg Weekday Bdgs</i>	<i>33,692</i>	<i>35,989</i>	<i>7%</i>	<i>33,697</i>
Paratransit Boardings					
		Q2 '14	Q2 '15	%Δ	YTD
	Central Link	14,463	11,885	-18%	24,526
	<i>Avg Daily Bdgs</i>	<i>159</i>	<i>131</i>	<i>-18%</i>	<i>136</i>
Sound Transit System Boardings					
		Q2 '14	Q2 '15	%Δ	YTD
	Total Boardings	8,375,518	8,889,084	6%	16,978,571
	<i>Avg Weekday Bdgs</i>	<i>111,497</i>	<i>118,042</i>	<i>6%</i>	<i>114,693</i>

Quarterly Data (April to June 2015)

ST Express Bus	Q2 2013	Q2 2014	Q2 2015	Q2 Budget
Revenue Vehicle Hours Operated	136,734	137,666	140,168	136,375
Revenue Vehicle Miles Operated	2,900,503	2,918,595	2,906,041	2,893,750
Trips Operated	114,535	113,048	113,314	113,000
Platform Hours Operated	176,772	179,735	180,306	175,500
Boardings	4,210,081	4,491,346	4,737,053	4,433,138
Boardings per Revenue Hour	30.8	32.6	33.8	32.2
Boardings per Trip	36.8	39.9	41.8	38.9
Cost per Boarding	\$6.08	\$5.98	\$5.99	\$6.82
Percentage of Scheduled Trips Operated	99.8%	99.9%	99.9%	≥ 99.8%
On Time Performance	89.1%	85.4%	82.8%	≥ 85.0%
Customer Complaints per 100K Boardings	13.3	12.3	13.2	< 15
Prev. Accidents per 100K Platform Miles ⁴	0.61	0.72	0.82	≤ 0.80
Sounder Commuter Rail				
	Q2 2013	Q2 2014	Q2 2015	Q2 Budget
Revenue Vehicle Hours Operated	13,059	12,656	13,257	12,750
Revenue Vehicle Miles Operated	414,609	402,497	416,533	423,750
Trips Operated	1,662	1,786	1,701	1,835
Boardings	760,865	817,127	913,299	750,274
Boardings per Revenue Vehicle Hour	58.3	64.6	68.9	63.00
Boardings per Trip	457.8	441.7	536.9	436.0
Cost per Boarding	\$12.05	\$12.06	\$11.13	\$13.94
Percentage of Scheduled Trips Operated	98.5%	97.9%	99.8%	≥ 99.5%
On Time Performance	98.3%	93.5%	96.0%	≥ 95.0%
Customer Complaints per 100K Boardings	5.0	9.7	5.3	< 15
Prev. Accidents per 100K Platform Miles ⁴	0.00	0.00	0.00	≤ 1.00
Tacoma Link Light Rail				
	Q2 2013	Q2 2014	Q2 2015	Q2 Budget
Service Hours Operated	2,465	2,461	2,467	2,443
Service Miles Operated	19,048	19,018	19,061	18,930
Trips Operated	12,330	12,306	12,253	12,275
Boardings	256,263	248,133	253,497	232,095
Boardings per Service Vehicle Hour	104.0	100.7	102.8	98.3
Boardings per Trip	20.8	20.0	20.7	19.6
Cost per Boarding	\$3.66	\$3.88	\$4.68	\$4.74
Percentage of Scheduled Trips Operated	99.9%	99.6%	99.9%	≥ 98.5%
On Time Performance	100%	100%	99.9%	≥ 98.5%
Customer Complaints per 100K Boardings	0.2	0.8	0.4	< 15
Prev. Accidents per 100K Platform Miles ⁴	1.32	0.00	0.00	≤ 1.66
Central Link Light Rail				
	Q2 2013	Q2 2014	Q2 2015	Q2 Budget
Revenue Vehicle Hours Operated	35,036	36,110	36,312	36,423
Revenue Vehicle Miles Operated	651,646	676,848	674,559	668,750
Trips Operated	22,070	22,695	22,628	18,751
Boardings	2,412,808	2,804,982	2,973,350	2,455,104
Boardings per Revenue Vehicle Hour	68.9	77.7	81.9	81.0
Boardings per Trip	109.3	123.6	131.4	130.0
Cost per Boarding	\$5.06	\$5.54	\$5.39	\$5.82
Percentage of Scheduled Trips Operated	99.9%	99.7%	99.3%	≥ 98.5%
On Time Performance	92.4%	95.0%	90.9%	≥ 90.0%
Customer Complaints per 100K Boardings	0.8	0.7	1.3	< 15
Prev. Accidents per 100K Platform Miles ⁴	0.04	0.04	0.00	≤ 0.30

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