## 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	
Revenue Vehicle Miles Operated	11,590,267	11,676,119	11,608,813	11,575,000	
Frips Operated	452,191	451,258	452,023	455,000	ST Express did not meet the target
Platform Hours Operated	705,657	720,068	722,619	702,000	for on-time performance. OTP began showing a decline in June due to a
Boardings	16,605,299	17,661,976	18,313,617	17,580,000	new methodology based on real-time
Boardings per Revenue Hour	30.3	32.4	32.6	32.2	GPS readings, rather than random sampling of time points. ST added
Boardings per Trip	36.7	39.1	40.5	38.1	5,000 service hours at the end of Q3
Cost per Boarding	\$6.43	\$6.26	\$6.20	\$6.64	to offset ongoing traffic congestion and improve reliability along the
Percentage of Scheduled Trips Operated	99.8%	99.9%	99.9%	≥ 99.8%	northern I-5 corridor. Another 16,000
On Time Performance	87.3%	85.9%	82.2%	≥ 85.0%	hours will be added in March to
Customer Complaints per 100K Boardings	14.2	13.5	14.8	< 15	leverage greater improvement.
Prev. Accidents per 100K Platform Miles <sup>4</sup>	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	
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	<b>Sounder</b> did not meet the target for
Boardings per Revenue Vehicle Hour	61.0	66.7	71.5	62.7	the percentage of scheduled trips operated due to mudslide activity in
Boardings per Trip	456.1	470.9	532.0	422.0	February, March, November, and
Cost per Boarding	\$12.18	\$11.63	\$10.57	\$13.61	December. However, Sounder operated a greater percentage of
Percentage of Scheduled Trips Operated	97.9%	96.7%	98.9%	≥ 99.5%	scheduled trips in 2015 than in the
On Time Performance	97.2%	95.1%	96.2%	≥ 95.0%	previous four years.
Customer Complaints per 100K Boardings	8.9	7.6	6.3	< 15	
Jastonner Compianito per 100k Douralligo					
	0.00	0.00	0.00	≤1.00	
Prev. Accidents per 100K Platform Miles <sup>4</sup>	0.00	0.00	0.00	≤1.00	Notes
Prev. Accidents per 100K Platform Miles <sup>4</sup> Facoma Link Light Rail	0.00 YTD 2013	0.00 YTD 2014	0.00 YTD 2015	≤1.00 YTD Budget	Notes
Prev. Accidents per 100K Platform Miles <sup>4</sup> Facoma Link Light Rail  Service Hours Operated	0.00 YTD 2013 9,835	0.00 YTD 2014 9,837	0.00 YTD 2015 9,861	≤1.00 YTD Budget 9,770	Notes
Prev. Accidents per 100K Platform Miles <sup>4</sup> Facoma Link Light Rail  Service Hours Operated  Service Miles Operated	0.00 YTD 2013 9,835 75,996	0.00 YTD 2014 9,837 75,928	0.00 YTD 2015 9,861 76,191	≤1.00 YTD Budget 9,770 75,718	Notes
Prev. Accidents per 100K Platform Miles <sup>4</sup> Facoma Link Light Rail  Service Hours Operated  Service Miles Operated  Frips Operated	0.00 YTD 2013 9,835 75,996 49,568	0.00 YTD 2014 9,837 75,928 49,447	0.00 YTD 2015 9,861 76,191 48,991	≤1.00  YTD Budget  9,770  75,718  49,100	Notes
Prev. Accidents per 100K Platform Miles <sup>4</sup> Facoma Link Light Rail  Gervice Hours Operated  Gervice Miles Operated  Frips Operated  Boardings	0.00 YTD 2013 9,835 75,996 49,568 1,000,316	0.00 YTD 2014 9,837 75,928 49,447 963,694	0.00 YTD 2015 9,861 76,191 48,991 980,705	≤1.00  YTD Budget  9,770  75,718  49,100  960,000	Notes
Prev. Accidents per 100K Platform Miles <sup>4</sup> Facoma Link Light Rail  Fervice Hours Operated  Fervice Miles Operated  Frips Operated  Boardings  Boardings per Service Vehicle Hour	0.00 YTD 2013 9,835 75,996 49,568 1,000,316 101.7	0.00 YTD 2014 9,837 75,928 49,447 963,694 98.0	0.00 YTD 2015 9,861 76,191 48,991 980,705 99.5	≤1.00  YTD Budget  9,770  75,718  49,100  960,000  98.3	<b>Tacoma Link</b> met all 2015 service
Prev. Accidents per 100K Platform Miles <sup>4</sup> Facoma Link Light Rail Fervice Hours Operated Frips Operated Frips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip	0.00 YTD 2013 9,835 75,996 49,568 1,000,316 101.7 20.2	0.00 YTD 2014 9,837 75,928 49,447 963,694 98.0 19.5	0.00 YTD 2015 9,861 76,191 48,991 980,705 99.5 20.0	≤1.00  YTD Budget  9,770  75,718  49,100  960,000  98.3  19.6	
Prev. Accidents per 100K Platform Miles <sup>4</sup> Facoma Link Light Rail  Gervice Hours Operated  Frips Operated  Frips Operated  From Soardings  Fooardings per Service Vehicle Hour  Fooardings per Trip  Foost per Boarding	0.00 YTD 2013 9,835 75,996 49,568 1,000,316 101.7 20.2 \$3.86	0.00 YTD 2014 9,837 75,928 49,447 963,694 98.0 19.5 \$4.18	0.00 YTD 2015 9,861 76,191 48,991 980,705 99.5 20.0 \$4.33	≤1.00  YTD Budget  9,770  75,718  49,100  960,000  98.3  19.6  \$4.82	<b>Tacoma Link</b> met all 2015 service
Prev. Accidents per 100K Platform Miles <sup>4</sup> Facoma Link Light Rail  Gervice Hours Operated  Gervice Miles Operated  Frips Operated  Boardings  Boardings per Service Vehicle Hour  Boardings per Trip  Cost per Boarding  Percentage of Scheduled Trips Operated	0.00 YTD 2013 9,835 75,996 49,568 1,000,316 101.7 20.2 \$3.86 99.9%	0.00 YTD 2014 9,837 75,928 49,447 963,694 98.0 19.5 \$4.18 99.9%	0.00 YTD 2015 9,861 76,191 48,991 980,705 99.5 20.0 \$4.33 99.9%	≤1.00  YTD Budget  9,770  75,718  49,100  960,000  98.3  19.6  \$4.82  ≥ 98.5%	<b>Tacoma Link</b> met all 2015 service
Prev. Accidents per 100K Platform Miles <sup>4</sup> Facoma Link Light Rail  Gervice Hours Operated  Frips Operated  Frips Operated  Boardings  Boardings per Service Vehicle Hour  Boardings per Trip  Cost per Boarding  Percentage of Scheduled Trips Operated  On Time Performance	0.00  YTD 2013  9,835  75,996  49,568  1,000,316  101.7  20.2  \$3.86  99.9%  100%	0.00 YTD 2014 9,837 75,928 49,447 963,694 98.0 19.5 \$4.18 99.9% 99.9%	0.00  YTD 2015  9,861  76,191  48,991  980,705  99.5  20.0  \$4.33  99.9%	≤1.00  YTD Budget  9,770  75,718  49,100  960,000  98.3  19.6  \$4.82  ≥ 98.5%  ≥ 98.5%	<b>Tacoma Link</b> met all 2015 service
Prev. Accidents per 100K Platform Miles <sup>4</sup> Facoma Link Light Rail  Gervice Hours Operated  Frips Operated  Frips Operated  Frips Operated  From Soardings  Foordings per Service Vehicle Hour  Foordings per Trip  Foot per Boarding  Percentage of Scheduled Trips Operated  Fon Time Performance  Customer Complaints per 100K Boardings	0.00  YTD 2013  9,835  75,996  49,568  1,000,316  101.7  20.2  \$3.86  99.9%  100%  0.6	0.00 YTD 2014 9,837 75,928 49,447 963,694 98.0 19.5 \$4.18 99.9% 99.9%	0.00  YTD 2015  9,861  76,191  48,991  980,705  99.5  20.0  \$4.33  99.9%  99.9%  0.2	≤1.00  YTD Budget  9,770  75,718  49,100  960,000  98.3  19.6  \$4.82  ≥ 98.5%  ≥ 98.5%  < 15	<b>Tacoma Link</b> met all 2015 service
Prev. Accidents per 100K Platform Miles <sup>4</sup> Facoma Link Light Rail  Gervice Hours Operated  Frips Operated  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>	0.00  YTD 2013  9,835  75,996  49,568  1,000,316  101.7  20.2  \$3.86  99.9%  100%  0.6  1.32	0.00  YTD 2014  9,837  75,928  49,447  963,694  98.0  19.5  \$4.18  99.9%  90.9%  0.7  0.00	0.00  YTD 2015  9,861  76,191  48,991  980,705  99.5  20.0  \$4.33  99.9%  99.9%  0.2  0.00	≤1.00  YTD Budget  9,770  75,718  49,100  960,000  98.3  19.6  \$4.82  ≥ 98.5%  ≥ 98.5%  < 15  ≤ 1.66	<b>Tacoma Link</b> met all 2015 service performance targets.
Prev. Accidents per 100K Platform Miles <sup>4</sup> Facoma Link Light Rail Fervice Hours Operated Frips Operated For Time Performance For Time Performance Frev. Accidents per 100K Boardings Frev. Accidents per 100K Platform Miles Frev. Accidents Per 100K Platform Miles Frev. Accidents Per 100K Platform Miles	0.00  YTD 2013  9,835  75,996  49,568  1,000,316  101.7  20.2  \$3.86  99.9%  100%  0.6  1.32  YTD 2013	0.00  YTD 2014  9,837  75,928  49,447  963,694  98.0  19.5  \$4.18  99.9%  99.9%  0.7  0.00  YTD 2014	0.00  YTD 2015  9,861  76,191  48,991  980,705  99.5  20.0  \$4.33  99.9%  99.9%  0.2  0.00  YTD 2015	≤1.00  YTD Budget  9,770  75,718  49,100  960,000  98.3  19.6  \$4.82  ≥ 98.5%  ≥ 98.5%  < 15  ≤ 1.66  YTD Budget	<b>Tacoma Link</b> met all 2015 service
Prev. Accidents per 100K Platform Miles <sup>4</sup> Facoma Link Light Rail  Gervice Hours Operated  Frips Operated  Frips Operated  From Description of Scheduled Trips Operated  From Description of Scheduled Trips Operated  Foot per Boarding  Forcentage of Scheduled Trips Operated  Foot Time Performance  Foundation of Scheduled Trips Operated  Foot Description of Scheduled Trips Operated	0.00  YTD 2013  9,835  75,996  49,568  1,000,316  101.7  20.2  \$3.86  99.9%  100%  0.6  1.32  YTD 2013  140,974	0.00  YTD 2014  9,837  75,928  49,447  963,694  98.0  19.5  \$4.18  99.9%  90.9%  0.7  0.00  YTD 2014  144,239	0.00  YTD 2015  9,861  76,191  48,991  980,705  99.5  20.0  \$4.33  99.9%  99.9%  0.2  0.00  YTD 2015  147,861	≤1.00  YTD Budget  9,770  75,718  49,100  960,000  98.3  19.6  \$4.82  ≥ 98.5%  ≥ 98.5%  < 15  ≤ 1.66  YTD Budget  145,693	<b>Tacoma Link</b> met all 2015 service performance targets.
Prev. Accidents per 100K Platform Miles  Facoma Link Light Rail  Gervice Hours Operated  Frips Operated  Frips Operated  Frips Operated  Frips Operated  From Soardings  Fooardings per Service Vehicle Hour  Fooardings per Trip  Foost per Boarding  Fercentage of Scheduled Trips Operated  Fon Time Performance  Fustomer Complaints per 100K Boardings  Frev. Accidents per 100K Platform Miles  Fink Light Rail  Fevenue Vehicle Hours Operated  Fevenue Vehicle Miles Operated	0.00  YTD 2013  9,835  75,996  49,568  1,000,316  101.7  20.2  \$3.86  99.9%  100%  0.6  1.32  YTD 2013  140,974  2,642,763	0.00  YTD 2014  9,837  75,928  49,447  963,694  98.0  19.5  \$4.18  99.9%  0.7  0.00  YTD 2014  144,239  2,715,317	0.00  YTD 2015  9,861  76,191  48,991  980,705  99.5  20.0  \$4.33  99.9%  99.9%  0.2  0.00  YTD 2015  147,861  2,759,825	≤1.00  YTD Budget  9,770  75,718  49,100  960,000  98.3  19.6  \$4.82  ≥ 98.5%  ≥ 98.5%  < 15  ≤ 1.66  YTD Budget  145,693  2,675,000	<b>Tacoma Link</b> met all 2015 service performance targets.
Prev. Accidents per 100K Platform Miles  Facoma Link Light Rail  Gervice Hours Operated  Frips Operated	0.00  YTD 2013  9,835  75,996  49,568  1,000,316  101.7  20.2  \$3.86  99.9%  100%  0.6  1.32  YTD 2013  140,974  2,642,763  89,977	0.00  YTD 2014  9,837  75,928  49,447  963,694  98.0  19.5  \$4.18  99.9%  99.9%  0.7  0.00  YTD 2014  144,239  2,715,317  90,724	0.00  YTD 2015  9,861  76,191  48,991  980,705  99.5  20.0  \$4.33  99.9%  99.9%  0.2  0.00  YTD 2015  147,861  2,759,825  92,567	≤1.00  YTD Budget  9,770  75,718  49,100  960,000  98.3  19.6  \$4.82  ≥ 98.5%  ≥ 15  ≤ 1.66  YTD Budget  145,693  2,675,000  90,500	<b>Tacoma Link</b> met all 2015 service performance targets.
Prev. Accidents per 100K Platform Miles <sup>4</sup> Facoma Link Light Rail Fervice Hours Operated Frips Operated	0.00  YTD 2013  9,835  75,996  49,568  1,000,316  101.7  20.2  \$3.86  99.9%  100%  0.6  1.32  YTD 2013  140,974  2,642,763  89,977  9,681,432	0.00  YTD 2014  9,837  75,928  49,447  963,694  98.0  19.5  \$4.18  99.9%  90.7  0.00  YTD 2014  144,239  2,715,317  90,724  10,950,276	0.00  YTD 2015  9,861  76,191  48,991  980,705  99.5  20.0  \$4.33  99.9%  99.9%  0.2  0.00  YTD 2015  147,861  2,759,825  92,567  11,707,604	≤1.00  YTD Budget  9,770  75,718  49,100  960,000  98.3  19.6  \$4.82  ≥ 98.5%  ≥ 15  ≤ 1.66  YTD Budget  145,693  2,675,000  90,500  11,800,000	Tacoma Link met all 2015 service performance targets.  Notes  Link did not meet the YTD targets
Prev. Accidents per 100K Platform Miles  Facoma Link Light Rail  Fervice Hours Operated  Frips Operated  Foot per Boarding  Forcentage of Scheduled Trips Operated  Frips Operated	0.00  YTD 2013  9,835  75,996  49,568  1,000,316  101.7  20.2  \$3.86  99.9%  100%  0.6  1.32  YTD 2013  140,974  2,642,763  89,977  9,681,432  68.7	0.00  YTD 2014  9,837  75,928  49,447  963,694  98.0  19.5  \$4.18  99.9%  0.7  0.00  YTD 2014  144,239  2,715,317  90,724  10,950,276  75.9	0.00  YTD 2015  9,861  76,191  48,991  980,705  99.5  20.0  \$4.33  99.9%  99.9%  0.2  0.00  YTD 2015  147,861  2,759,825  92,567  11,707,604  79.2	≤1.00  YTD Budget  9,770  75,718  49,100  960,000  98.3  19.6  \$4.82  ≥ 98.5%  < 15  ≤ 1.66  YTD Budget  145,693  2,675,000  90,500  11,800,000  81.0	Tacoma Link met all 2015 service performance targets.  Notes  Link did not meet the YTD targets for boardings and boardings per trip
Prev. Accidents per 100K Platform Miles  Facoma Link Light Rail  Gervice Hours Operated  Frips Operated	0.00  YTD 2013  9,835  75,996  49,568  1,000,316  101.7  20.2  \$3.86  99.9%  100%  0.6  1.32  YTD 2013  140,974  2,642,763  89,977  9,681,432  68.7  107.6	0.00  YTD 2014  9,837  75,928  49,447  963,694  98.0  19.5  \$4.18  99.9%  97.0  90.00  YTD 2014  144,239  2,715,317  90,724  10,950,276  75.9  120.7	0.00  YTD 2015  9,861  76,191  48,991  980,705  99.5  20.0  \$4.33  99.9%  99.9%  0.2  0.00  YTD 2015  147,861  2,759,825  92,567  11,707,604  79.2  126.5	≤1.00  YTD Budget  9,770  75,718  49,100  960,000  98.3  19.6  \$4.82  ≥ 98.5%  < 15  ≤ 1.66  YTD Budget  145,693  2,675,000  90,500  11,800,000  81.0  126.0	Tacoma Link met all 2015 service performance targets.  Notes  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
Prev. Accidents per 100K Platform Miles  Facoma Link Light Rail  Service Hours Operated  Frips Operated	0.00  YTD 2013  9,835  75,996  49,568  1,000,316  101.7  20.2  \$3.86  99.9%  100%  0.6  1.32  YTD 2013  140,974  2,642,763  89,977  9,681,432  68.7  107.6  \$5.40	0.00  YTD 2014  9,837  75,928  49,447  963,694  98.0  19.5  \$4.18  99.9%  97.0  90.7  90.00  YTD 2014  144,239  2,715,317  90,724  10,950,276  75.9  120.7  \$5.36	0.00  YTD 2015  9,861  76,191  48,991  980,705  99.5  20.0  \$4.33  99.9%  99.9%  0.2  0.00  YTD 2015  147,861  2,759,825  92,567  11,707,604  79.2  126.5  \$5.05	≤1.00  YTD Budget  9,770  75,718  49,100  960,000  98.3  19.6  \$4.82  ≥ 98.5%  ≥ 15  ≤ 1.66  YTD Budget  145,693  2,675,000  90,500  11,800,000  81.0  126.0  \$5.23	Tacoma Link met all 2015 service performance targets.  Notes  Link did not meet the YTD targets for boardings and boardings per trip due to three planned partial service
Prev. Accidents per 100K Platform Miles  Facoma Link Light Rail  Gervice Hours Operated  Gervice Miles Operated  Frips Operated  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  Frips Operated  Boardings  Boardings per Revenue Vehicle Hour  Boardings per Trip  Cost per Boarding  Percentage of Scheduled Trips Operated	0.00  YTD 2013  9,835  75,996  49,568  1,000,316  101.7  20.2  \$3.86  99.9%  100%  0.6  1.32  YTD 2013  140,974  2,642,763  89,977  9,681,432  68.7  107.6  \$5.40  99.4%	0.00  YTD 2014  9,837  75,928  49,447  963,694  98.0  19.5  \$4.18  99.9%  99.9%  0.7  0.00  YTD 2014  144,239  2,715,317  90,724  10,950,276  75.9  120.7  \$5.36  99.5%	0.00  YTD 2015  9,861  76,191  48,991  980,705  99.5  20.0  \$4.33  99.9%  99.9%  0.2  0.00  YTD 2015  147,861  2,759,825  92,567  11,707,604  79.2  126.5  \$5.05  99.0%	≤1.00  YTD Budget  9,770  75,718  49,100  960,000  98.3  19.6  \$4.82  ≥ 98.5%  < 15  ≤ 1.66  YTD Budget  145,693  2,675,000  90,500  11,800,000  81.0  126.0  \$5.23  ≥ 98.5%	Tacoma Link met all 2015 service performance targets.  Notes  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
Prev. Accidents per 100K Platform Miles  Facoma Link Light Rail  Service Hours Operated  Frips Operated	0.00  YTD 2013  9,835  75,996  49,568  1,000,316  101.7  20.2  \$3.86  99.9%  100%  0.6  1.32  YTD 2013  140,974  2,642,763  89,977  9,681,432  68.7  107.6  \$5.40	0.00  YTD 2014  9,837  75,928  49,447  963,694  98.0  19.5  \$4.18  99.9%  97.0  90.7  90.00  YTD 2014  144,239  2,715,317  90,724  10,950,276  75.9  120.7  \$5.36	0.00  YTD 2015  9,861  76,191  48,991  980,705  99.5  20.0  \$4.33  99.9%  99.9%  0.2  0.00  YTD 2015  147,861  2,759,825  92,567  11,707,604  79.2  126.5  \$5.05	≤1.00  YTD Budget  9,770  75,718  49,100  960,000  98.3  19.6  \$4.82  ≥ 98.5%  ≥ 15  ≤ 1.66  YTD Budget  145,693  2,675,000  90,500  11,800,000  81.0  126.0  \$5.23	Tacoma Link met all 2015 service performance targets.  Notes  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

Lagging 2015 budget or standard.





# **Fourth Quarter 2015**

# Service Delivery Quarterly Performance Report

Q4 System-wide Boardings								
Boardings	Fourth Quarter			YTD through December			Annual SIP	
by Service Mode	2014	2015	%∆	2014	2015	%∆	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

<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.

<sup>2-</sup>Cost per boarding is calculated as the total actual operating costs (including Agency overhead) before depreciation divided by the total number of riders.

<sup>3-</sup>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.

#### **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	%∆	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 Supple- mental 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	<u>2%</u>	18,313,617	
	Avg Weekday Bdgs	60,844	61,902	2%	62,981	

Sounder Con	nmuter Rai	il Boardi <u>ng</u>	s by Corric	lor
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	%∆	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	<u>994,773</u>	<u>9%</u>	3,812,040
Avg Weekday Bdgs	13,456	14,993	11%	14,600
Tacon	na Link Ligl	nt Rail Boa	rdings	
	Q4 '14	Q4 '15	%∆	YTD
Tac Dome—Theatre Dist	249,482	247,525	-1%	980,705
Avg Weekday Bdgs	3,370	3,395	1%	3,345
Centr	al Link Ligh	nt Rail Boar	rdings	
	Q4 '14	Q4 '15	%∆	YTD
Seattle-SeaTac	2,614,049	2,933,834	12%	11,707,604
Avg Weekday Bdgs	31,370	36,015	15%	35,573
	Paratransit	Boardings	;	
	Q4 '14	Q4 '15	%∆	YTD
Central Link	13,677	10,697	-22%	46,033
Avg Daily Bdgs	149	116	-22%	129
Sound	d Transit Sy	ystem Boai	dings	
	Q4 '14	Q4 '15	%∆	YTD
Total Boardings	8,198,291	8,664,318	6%	34,859,999
Avg Weekday Bdgs	109,189	116,421	7%	116,839

### **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 <sup>4</sup>	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 <sup>4</sup>	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
Service Miles Operated Trips Operated	19,151 12,520	19,159 12,407	19,145 12,373	18,930 12,275
Service Miles Operated Trips Operated Boardings	19,151 12,520 252,926	19,159 12,407 249,482	19,145 12,373 247,525	18,930 12,275 267,495
Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour	19,151 12,520 252,926 102.1	19,159 12,407 249,482 93.4	19,145 12,373 247,525 99.9	18,930 12,275 267,495 109.5
Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip	19,151 12,520 252,926 102.1 20.2	19,159 12,407 249,482 93.4 18.7	19,145 12,373 247,525 99.9 20.0	18,930 12,275 267,495 109.5 21.8
Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding	19,151 12,520 252,926 102.1	19,159 12,407 249,482 93.4 18.7 \$4.10	19,145 12,373 247,525 99.9 20.0 \$4.37	18,930 12,275 267,495 109.5 21.8 \$4.82
Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated	19,151 12,520 252,926 102.1 20.2 \$3.84 99.80%	19,159 12,407 249,482 93.4 18.7 \$4.10 99.90%	19,145 12,373 247,525 99.9 20.0 \$4.37 99.9%	18,930 12,275 267,495 109.5 21.8 \$4.82 ≥ 98.5%
Service Miles Operated Trips Operated Boardings Boardings per Service Vehicle Hour Boardings per Trip Cost per Boarding Percentage of Scheduled Trips Operated On Time Performance	19,151 12,520 252,926 102.1 20.2 \$3.84	19,159 12,407 249,482 93.4 18.7 \$4.10	19,145 12,373 247,525 99.9 20.0 \$4.37 99.9%	18,930 12,275 267,495 109.5 21.8 \$4.82
Service Miles Operated Trips Operated 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	19,151 12,520 252,926 102.1 20.2 \$3.84 99.80% 99.80%	19,159 12,407 249,482 93.4 18.7 \$4.10 99.90%	19,145 12,373 247,525 99.9 20.0 \$4.37 99.9% 99.9%	18,930 12,275 267,495 109.5 21.8 \$4.82 ≥ 98.5% ≥ 98.5% < 15
Service Miles Operated Trips Operated 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>	19,151 12,520 252,926 102.1 20.2 \$3.84 99.80% 99.80% 1.5 1.32	19,159 12,407 249,482 93.4 18.7 \$4.10 99.90% 99.90%	19,145 12,373 247,525 99.9 20.0 \$4.37 99.9% 99.9% 0.0	18,930 12,275 267,495 109.5 21.8 \$4.82 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66
Service Miles Operated Trips Operated 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	19,151 12,520 252,926 102.1 20.2 \$3.84 99.80% 99.80% 1.5 1.32 Q4 2013	19,159 12,407 249,482 93.4 18.7 \$4.10 99.90% 99.90% 0	19,145 12,373 247,525 99.9 20.0 \$4.37 99.9% 99.9% 0.0 0.00	18,930 12,275 267,495 109.5 21.8 \$4.82 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q4 Budget
Service Miles Operated Trips Operated 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	19,151 12,520 252,926 102.1 20.2 \$3.84 99.80% 99.80% 1.5 1.32 Q4 2013 35,184	19,159 12,407 249,482 93.4 18.7 \$4.10 99.90% 0 0 Q4 2014 36,161	19,145 12,373 247,525 99.9 20.0 \$4.37 99.9% 99.9% 0.0 0.00 Q4 2015 39,397	18,930 12,275 267,495 109.5 21.8 \$4.82 ≥ 98.5% ≥ 1.66 Q4 Budget 36,423
Service Miles Operated Trips Operated 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	19,151 12,520 252,926 102.1 20.2 \$3.84 99.80% 99.80% 1.5 1.32 Q4 2013 35,184 662,107	19,159 12,407 249,482 93.4 18.7 \$4.10 99.90% 99.90% 0 0 Q4 2014 36,161 679,686	19,145 12,373 247,525 99.9 20.0 \$4.37 99.9% 99.9% 0.0 0.00 Q4 2015 39,397 741,047	18,930 12,275 267,495 109.5 21.8 \$4.82 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q4 Budget 36,423 668,750
Service Miles Operated Trips Operated 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	19,151 12,520 252,926 102.1 20.2 \$3.84 99.80% 99.80% 1.5 1.32 Q4 2013 35,184 662,107 22,803	19,159 12,407 249,482 93.4 18.7 \$4.10 99.90% 99.90% 0 0 Q4 2014 36,161 679,686 22,745	19,145 12,373 247,525 99.9 20.0 \$4.37 99.9% 99.9% 0.0 0.00 Q4 2015 39,397 741,047 25,203	18,930 12,275 267,495 109.5 21.8 \$4.82 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q4 Budget 36,423 668,750 22,625
Service Miles Operated Trips Operated 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	19,151 12,520 252,926 102.1 20.2 \$3.84 99.80% 99.80% 1.5 1.32 Q4 2013 35,184 662,107 22,803 2,469,971	19,159 12,407 249,482 93.4 18.7 \$4.10 99.90% 99.90% 0 0 Q4 2014 36,161 679,686 22,745 2,614,049	19,145 12,373 247,525 99.9 20.0 \$4.37 99.9% 99.9% 0.0 0.00 Q4 2015 39,397 741,047 25,203 2,933,834	18,930 12,275 267,495 109.5 21.8 \$4.82 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q4 Budget 36,423 668,750 22,625 2,967,658
Service Miles Operated Trips Operated 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	19,151 12,520 252,926 102.1 20.2 \$3.84 99.80% 99.80% 1.5 1.32 Q4 2013 35,184 662,107 22,803 2,469,971 70.2	19,159 12,407 249,482 93.4 18.7 \$4.10 99.90% 99.90% 0 0 Q4 2014 36,161 679,686 22,745 2,614,049 86.9	19,145 12,373 247,525 99.9 20.0 \$4.37 99.9% 99.9% 0.0 0.00 Q4 2015 39,397 741,047 25,203 2,933,834 74.5	18,930 12,275 267,495 109.5 21.8 \$4.82 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q4 Budget 36,423 668,750 22,625 2,967,658 81.5
Service Miles Operated Trips Operated 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	19,151 12,520 252,926 102.1 20.2 \$3.84 99.80% 99.80% 1.5 1.32 Q4 2013 35,184 662,107 22,803 2,469,971 70.2 108.3	19,159 12,407 249,482 93.4 18.7 \$4.10 99.90% 99.90% 0 0 Q4 2014 36,161 679,686 22,745 2,614,049 86.9 138.8	19,145 12,373 247,525 99.9 20.0 \$4.37 99.9% 99.9% 0.0 0.00 Q4 2015 39,397 741,047 25,203 2,933,834 74.5 116.4	18,930 12,275 267,495 109.5 21.8 \$4.82 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q4 Budget 36,423 668,750 22,625 2,967,658 81.5 131.2
Service Miles Operated Trips Operated 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	19,151 12,520 252,926 102.1 20.2 \$3.84 99.80% 99.80% 1.5 1.32 Q4 2013 35,184 662,107 22,803 2,469,971 70.2 108.3 \$5.44	19,159 12,407 249,482 93.4 18.7 \$4.10 99.90% 99.90% 0 0 Q4 2014 36,161 679,686 22,745 2,614,049 86.9 138.8 \$4.39	19,145 12,373 247,525 99.9 20.0 \$4.37 99.9% 99.9% 0.0 0.00 Q4 2015 39,397 741,047 25,203 2,933,834 74.5 116.4 \$5.19	18,930 12,275 267,495 109.5 21.8 \$4.82 ≥ 98.5% ≥ 1.66 Q4 Budget 36,423 668,750 22,625 2,967,658 81.5 131.2 \$5.23
Service Miles Operated Trips Operated 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	19,151 12,520 252,926 102.1 20.2 \$3.84 99.80% 99.80% 1.5 1.32 Q4 2013 35,184 662,107 22,803 2,469,971 70.2 108.3 \$5.44 99.80%	19,159 12,407 249,482 93.4 18.7 \$4.10 99.90% 99.90% 0 0 Q4 2014 36,161 679,686 22,745 2,614,049 86.9 138.8 \$4.39 99.20%	19,145 12,373 247,525 99.9 20.0 \$4.37 99.9% 99.9% 0.0 0.00 Q4 2015 39,397 741,047 25,203 2,933,834 74.5 116.4 \$5.19 98.6%	18,930 12,275 267,495 109.5 21.8 \$4.82 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q4 Budget 36,423 668,750 22,625 2,967,658 81.5 131.2 \$5.23 ≥ 98.5%
Service Miles Operated Trips Operated 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	19,151 12,520 252,926 102.1 20.2 \$3.84 99.80% 99.80% 1.5 1.32 Q4 2013 35,184 662,107 22,803 2,469,971 70.2 108.3 \$5.44 99.80% 95.90%	19,159 12,407 249,482 93.4 18.7 \$4.10 99.90% 99.90% 0 0 Q4 2014 36,161 679,686 22,745 2,614,049 86.9 138.8 \$4.39 99.20% 94.30%	19,145 12,373 247,525 99.9 20.0 \$4.37 99.9% 99.9% 0.0 0.00 Q4 2015 39,397 741,047 25,203 2,933,834 74.5 116.4 \$5.19 98.6% 98.9%	18,930 12,275 267,495 109.5 21.8 \$4.82 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66  Q4 Budget 36,423 668,750 22,625 2,967,658 81.5 131.2 \$5.23 ≥ 98.5% ≥ 90.0%
Service Miles Operated Trips Operated 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	19,151 12,520 252,926 102.1 20.2 \$3.84 99.80% 99.80% 1.5 1.32 Q4 2013 35,184 662,107 22,803 2,469,971 70.2 108.3 \$5.44 99.80%	19,159 12,407 249,482 93.4 18.7 \$4.10 99.90% 99.90% 0 0 Q4 2014 36,161 679,686 22,745 2,614,049 86.9 138.8 \$4.39 99.20%	19,145 12,373 247,525 99.9 20.0 \$4.37 99.9% 99.9% 0.0 0.00 Q4 2015 39,397 741,047 25,203 2,933,834 74.5 116.4 \$5.19 98.6%	18,930 12,275 267,495 109.5 21.8 \$4.82 ≥ 98.5% ≥ 98.5% < 15 ≤ 1.66 Q4 Budget 36,423 668,750 22,625 2,967,658 81.5 131.2 \$5.23 ≥ 98.5%

<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.

<sup>2-</sup>Cost per boarding is calculated as the total actual operating costs (including Agency overhead) before depreciation divided by the total number of riders.

<sup>3-</sup>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.