

Link Light Rail

	Q1 2016	Q1 2017	Q1 Budget	YTD 2016	YTD 2017	YTD Budget
Revenue Vehicle Hours Operated ¹	41,799	57,885	50,275	41,799	57,885	50,275
Revenue Vehicle Miles Operated	805,670	1,176,623	1,019,854	805,670	1,176,623	1,019,854
Trips Operated	24,893	25,441	25,654	24,893	25,441	25,654
Boardings	3,005,884	5,171,115	4,798,941	3,005,884	5,171,115	4,798,941
Boardings per Revenue Vehicle Hour	72	89	95	72	89	95
Boardings per Trip	121	203	187	121	203	187
Cost per Boarding ²	\$5.93	\$4.13	\$5.35	\$5.93	\$4.13	\$5.35
Percentage of Scheduled Trips Operated	98.1%	97.7%	≥ 98.5%	98.1%	97.7%	≥ 98.5%
Headway Performance ⁴	90.2%	89.1%	≥ 90.0%	90.2%	89.1%	≥ 90.0%
Customer Complaints per 100K Boardings	2.6	2.7	< 15.0	2.6	2.7	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.00	0.05	< 0.30	0.00	0.05	< 0.30

Link Light Rail Average Weekday Boardings by Station

	Q1 2016	Q1 2017	%Δ	YTD 2017
University of Washington	1,159	9,340	705.9% *	9,340
Capitol Hill	749	7,116	850.1% *	7,116
Westlake	7,394	10,096	36.5%	10,096
University Street	2,985	5,284	77.0%	5,284
Pioneer Square	2,231	4,015	80.0%	4,015
International District / Chinatown	3,403	5,233	53.8%	5,233
Stadium	855	1,135	32.7%	1,135
SODO	1,465	1,959	33.7%	1,959
Beacon Hill	2,121	2,675	26.1%	2,675
Mount Baker	2,118	2,237	5.6%	2,237
Columbia City	1,932	2,358	22.0%	2,358
Othello	2,008	2,307	14.9%	2,307
Rainier Beach	1,502	1,858	23.7%	1,858
Tukwila International Boulevard	2,738	2,603	-4.9%	2,603
SeaTac / Airport	5,710	4,777	-16.3%	4,777
Angle Lake	N/A	3,194	N/A	3,194
Total Average Weekday Boardings	38,370	66,187	72.5%	66,187

Paratransit Boardings

	Q1 2016	Q1 2017	%Δ	YTD 2017
Link Service Area Average Daily Boardings	122	161	32.3%	161

Link was slightly outside the target for trips operated, boardings per revenue vehicle hour, percentage of scheduled trips operated, and headway performance. Performance fell slightly below target during the first quarter of 2017 due to several snow days, track blockage events, and delays in the DSTT and on MLK.

*University of Washington and Capitol Hill stations opened March 19, 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-Headway Performance: 2015 and 2016 are reported using a tolerance of +/- 2 minutes (a tolerance of +/- 3 minutes was used for 2014).
 5-Preventable accident: An accident in which the operating employee failed to do everything reasonable to prevent the accident.
 6-Link Total Ridership by Station is calculated using a different methodology than total system level boardings.



Service Delivery Quarterly Performance Report

System-wide Boardings

Boardings by Service Mode	Q1 2016	Q1 2017	%Δ	YTD 2016	YTD 2017	%Δ	YTD Budget	% YTD
ST Express	4,467,503	4,498,789	0.7%	4,467,503	4,498,789	0.7%	4,407,866	102.1%
Sounder	1,062,467	1,074,690	1.2%	1,062,467	1,074,690	1.2%	1,043,811	102.9%
Tacoma Link	244,368	238,638	-2.3%	244,368	238,638	-2.3%	260,035	91.8%
Link	3,005,884	5,171,115	72.0%	3,005,884	5,171,115	72.0%	4,798,941	107.8%
Paratransit	11,084	14,503	30.8%	11,084	14,503	30.8%	18,333	79.1%
Total Boardings	8,791,306	10,997,735	25.1%	8,791,306	10,997,735	25.1%	10,528,986	104%
Average Weekday Boardings	120,177	149,427	24.3%	120,177	149,427	24.3%		

Total Sound Transit ridership increased by 25.1% during the first quarter of 2017 compared to the same period in 2016. All modes, with the exception of Tacoma Link saw increases during the quarter. System-wide average weekday boardings increased 24.3% compared to the first quarter of 2016. The first quarter of 2016 and 2017 had the same number of weekdays.

ST Express bus ridership increased by 0.7% compared to the first quarter of 2016. Average weekday boardings came to 63,027 which was a 0.8% increase over the first quarter of 2016. This ridership growth was tempered by low fuel prices, which tend to depress bus ridership.

Sounder ridership increased by 1.2% and average weekday boardings increased slightly by 0.7% compared to the same time last year. Ridership on the South line increased by 0.7%, or 7K, and ridership on the North line increased by 5.6%, or 5K. Ridership growth on the South line is attributed to the new Sounder mid-day trains which were implemented in the September 2016 service change.

Tacoma Link ridership decreased 2.3% compared to the first quarter of 2016. Ridership was impacted by several snow days and coincides with declines also seen by Pierce Transit. Average weekday boardings stood at 3,232 for the first quarter of 2017, a decrease of 2.3% compared to the same period of 2016.

Link light rail ridership continued its strong growth during the first quarter, with a 72% increase compared to the same period last year. Average weekday boardings were 66,187, a 72.5% increase compared to the first quarter of 2016. The continued increase in ridership and average weekday boardings is largely attributed to the two service expansions in 2016.

Paratransit ridership services increased by 30.8% for the first quarter of 2017. Paratransit service is provided along the Link corridor under contract with King County Metro. The increase in Paratransit ridership is attributed to the opening of the Link extensions and additional customers requesting access to the Link system.

ST Express

	Q1 2016	Q1 2017	Q1 Budget	YTD 2016	YTD 2017	YTD Budget
Revenue Vehicle Hours Operated ¹	147,425	151,077	150,625	147,425	151,077	150,625
Revenue Vehicle Miles Operated	2,912,851	2,998,129	2,999,650	2,912,851	2,998,129	2,999,650
Trips Operated	116,245	120,865	120,400	116,245	120,865	120,400
Platform Hours Operated	184,022	193,562	194,362	184,022	193,562	194,362
Boardings	4,467,503	4,498,789	4,407,866	4,467,503	4,498,789	4,407,866
Boardings per Revenue Hour	30	30	29	30	30	29
Boardings per Trip	38	37	37	38	37	37
Cost per Boarding ²	\$6.33	\$6.87	\$7.57	\$6.33	\$6.87	\$7.57
Percentage of Scheduled Trips Operated	99.9%	99.9%	≥ 99.8%	99.9%	99.9%	≥ 99.8%
On-Time Performance ³	83.3%	84.6%	≥ 85.0%	83.3%	84.6%	≥ 85.0%
Customer Complaints per 100K Boardings	15.8	16.0	< 15.0	15.8	16.0	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.89	0.82	< 0.80	0.89	0.82	< 0.80

ST Express Average Weekday Boardings by Route

	Q1 2016	Q1 2017	%Δ	YTD
510-513 Everett-Seattle	8,598	8,489	-1.3%	8,489
522 Woodinville-Seattle	4,991	5,018	0.5%	5,018
532 Everett-Bellevue	2,085	2,037	-2.3%	2,037
535 Lynnwood-Bellevue	1,932	1,952	1.0%	1,952
540 Kirkland-U. District	703	618	-12.0%	618
541 Overlake-U. District	35	734	2021.7% *	734
542 Redmond-U. District	1,765	2,196	24.5%	2,196
545 Redmond-Seattle	9,382	9,010	-4.0%	9,010
550 Bellevue-Seattle	10,596	10,517	-0.7%	10,517
554 Issaquah-Seattle	3,614	3,970	9.9%	3,970
555/556 Issaquah-Northgate	1,595	1,567	-1.8%	1,567
560 West Seattle-SeaTac-Bellevue	1,739	1,626	-6.5%	1,626
566/567 Auburn-Kent-Overlake	2,177	1,989	-8.6%	1,989
574 Lakewood-SeaTac	2,233	2,191	-1.9%	2,191
577/578 Seattle-Federal Way/Puyallup	3,411	3,347	-1.9%	3,347
580 Lakewood-Puyallup	485	589	21.5%	589
586 Tacoma-U. District	505	475	-5.9%	475
590-595 Lakewood/Tacoma-Seattle	6,159	6,219	1.0%	6,219
596 Bonney Lake-Sumner	507	481	-5.0%	481
Total Average Weekday Boardings	62,512	63,027	0.8%	63,027

ST Express was just shy of the quarterly targets for on-time performance and customer complaints per 100K boardings. Overcrowding and traffic congestion continue to negatively impact performance and the customer's experience. ST Express was also outside of the targeted range for preventable accidents per 100K platform miles in Q1. While the majority of accidents are minor in nature, staff and partners continue to work together to identify trends and implement changes to reduce preventable accidents, with a focus on safety as the highest priority.

*Route 541 Overlake to the University District was introduced with the March 2016 service change.

Sounder Commuter Rail

	Q1 2016	Q1 2017	Q1 Budget	YTD 2016	YTD 2017	YTD Budget
Revenue Vehicle Hours Operated ¹	14,353	14,806	16,125	14,353	14,806	16,125
Revenue Vehicle Miles Operated	435,686	440,439	471,475	435,686	440,439	471,475
Trips Operated	1,740	1,865	1,907	1,740	1,865	1,907
Boardings	1,062,467	1,074,690	1,043,811	1,062,467	1,074,690	1,043,811
Boardings per Revenue Vehicle Hour	74	73	65	74	73	65
Boardings per Trip	611	576	547	611	576	547
Cost per Boarding ²	\$9.49	\$9.79	\$12.94	\$9.49	\$9.79	\$12.94
Percentage of Scheduled Trips Operated	96.8%	96.3%	≥ 99.5%	96.8%	96.3%	≥ 99.5%
On-Time Performance ³	94.8%	81.2%	≥ 95.0%	94.8%	81.2%	≥ 95.0%
Customer Complaints per 100K Boardings	7.8	14.8	< 15.0	7.8	14.8	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.00	0.00	≤ 1.00	0.00	0.00	≤ 1.00

Sounder Commuter Rail Average Weekday Boardings by Corridor

	Q1 2016	Q1 2017	%Δ	YTD
North Line, Everett - Seattle	1,659	1,739	4.8%	1,739
South Line, Tacoma - Seattle	15,044	15,081	0.2%	15,081
Total Average Weekday Boardings	16,703	16,820	0.7%	16,820

Sounder operational performance in the first quarter of 2017 was negatively impacted by construction delays, train slow orders after construction, service interruptions due to landslide blockage events, and increased freight interference. Construction activities impacting performance during the quarter included BNSF construction in Auburn on a third mainline track and platform modifications which concluded at the end of January as well as Tacoma Trestle project work in February.

Tacoma Link Light Rail

	Q1 2016	Q1 2017	Q1 Budget	YTD 2016	YTD 2017	YTD Budget
Service Hours Operated	2,426	2,417	2,475	2,426	2,417	2,475
Service Miles Operated	18,678	18,610	19,000	18,678	18,610	19,000
Trips Operated	12,130	12,085	12,299	12,130	12,085	12,299
Boardings	244,368	238,638	260,035	244,368	238,638	260,035
Boardings per Service Vehicle Hour	101	99	105	101	99	105
Boardings per Trip	20	20	21	20	20	21
Cost per Boarding ²	\$4.01	\$4.05	\$4.72	\$4.01	\$4.05	\$4.72
Percentage of Scheduled Trips Operated	99.7%	99.8%	≥ 98.5%	99.7%	99.8%	≥ 98.5%
On-Time Performance ³	99.7%	99.8%	≥ 98.5%	99.7%	99.8%	≥ 98.5%
Customer Complaints per 100K Boardings	0.4	0.0	< 15.0	0.4	0.0	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.00	1.31	≤ 1.66	0.00	1.31	≤ 1.66

Tacoma Link Light Rail Boardings

	Q1 2016	Q1 2017	%Δ	YTD
Total Average Weekday Boardings	3,355	3,232	-2.3%	3,232

Tacoma Link ridership during Q1 2017 decreased slightly compared to the prior year with 6K less boardings or a difference of 2.3%. Overall service and ridership was negatively impacted this quarter by several snow days and Tacoma Trestle project construction.