



Link Light Rail

	Q3 2016	Q3 2017	Q3 Budget	YTD 2016	YTD 2017	YTD Budget
Revenue Vehicle Hours Operated ¹	56,682	68,649	53,725	144,170	188,120	161,175
Revenue Vehicle Miles Operated	1,142,516	1,403,570	1,019,854	2,864,090	3,840,824	3,059,561
Trips Operated	25,987	27,097	25,654	76,057	78,298	76,962
Boardings	5,596,453	6,352,260	6,591,656	13,892,937	17,520,380	17,186,056
Boardings per Revenue Vehicle Hour	99	93	123	96	93	107
Boardings per Trip	215	234	257	183	224	223
Cost per Boarding ²	\$3.46	\$3.17	\$3.87	\$4.28	\$3.78	\$4.47
Percentage of Scheduled Trips Operated	99.0%	98.6%	≥ 98.5%	98.5%	98.5%	≥ 98.5%
Headway Performance ⁴	90.1%	88.8%	≥ 90.0%	89.7%	88.9%	≥ 90.0%
Customer Complaints per 100K Boardings	1.7	1.6	< 15.0	2.2	2.1	< 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

	Q3 2016	Q3 2017	%Δ	YTD 2017
University of Washington	9,024	9,622	6.6%	9,613
Capitol Hill	6,130	6,953	13.4%	7,171
Westlake	11,145	12,689	13.9%	11,430
University Street	5,161	5,864	13.6%	5,612
Pioneer Square	4,024	4,481	11.4%	4,278
International District / Chinatown	5,414	6,265	15.7%	5,779
Stadium	2,178	2,176	-0.1%	1,816
SODO	2,064	2,312	12.0%	2,180
Beacon Hill	2,498	2,818	12.8%	2,783
Mount Baker	2,150	2,289	6.5%	2,340
Columbia City	2,534	2,751	8.6%	2,587
Othello	2,351	2,571	9.4%	2,481
Rainier Beach	1,795	2,117	17.9%	1,992
Tukwila International Boulevard	3,440	3,225	-6.3%	2,930
SeaTac / Airport	7,802	6,775	-13.2%	5,824
Angle Lake	* 183	3,913	N/A	3,531
Total Average Weekday Boardings	67,710	76,821	13.5%	72,346

Paratransit Boardings

	Q3 2016	Q3 2017	%Δ	YTD 2017
Link Service Area Average Daily Boardings	137	164	19.7%	247

Link was slightly outside the quarterly target for boarding performance goals but met the YTD target. Headway performance fell slightly below target during the quarter due to several delays in the DSTT and on MLK.

The decline in average weekday boardings at SeaTac Airport station is attributed to the station no longer being the southern terminus. Many boardings that were previously seen at TIBS and SeaTac are now occurring further south at Angle Lake.

*Angle Lake station opened the last weekend of the third quarter in 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.

Q3 2017

Service Delivery Quarterly Performance Report

System-wide Boardings

Boardings by Service Mode	Q3 2016	Q3 2017	%Δ	YTD 2016	YTD 2017	%Δ	YTD Budget	% YTD
ST Express	4,784,236	4,755,094	-0.6%	14,013,515	13,985,543	-0.2%	13,929,293	100.4%
Souder	1,093,804	1,123,055	2.7%	3,243,564	3,306,193	1.9%	3,286,717	100.6%
Tacoma Link	216,425	223,275	3.2%	697,821	720,438	3.2%	771,080	93.4%
Link	5,596,453	6,352,260	13.5%	13,892,937	17,520,380	26.1%	17,186,056	101.9%
Paratransit	12,598	14,922	18.4%	35,505	44,725	26.0%	53,333	83.9%
Total Boardings	11,703,516	12,468,606	6.5%	31,883,342	35,577,279	11.6%	35,226,479	101.0%
Average Weekday Boardings	153,029	162,897	6.4%	141,326	157,599	11.5%		

Total Sound Transit ridership increased by 6.5% during the third quarter of 2017 compared to the same period in 2016. All modes, with the exception of ST Express, saw increases during the quarter. System-wide average weekday boardings increased by 6.4% compared to the third quarter of 2016. The third quarter of 2017 had one less weekday than 2016.

ST Express bus ridership decreased slightly by 0.6% compared to the third quarter of 2016. Average weekday boardings came to 65,549, which was a slight decrease over the same quarter of 2016. Ridership growth has been tempered by low fuel prices, which tends to depress bus ridership.

Souder ridership and average weekday boardings increased slightly compared to the same time last year by 2.7% and 5.7%, respectively. Average weekday boardings on the South line increased by 6.4% and ridership on the North line decreased marginally by 0.2%. Ridership growth on the South line is attributed to the new Souder mid-day trains that were implemented in the September 2016 service change.

Tacoma Link ridership increased 3.2%, or 7K, compared to the third quarter of 2016. Average weekday boardings increased by 0.2% compared to the same quarter last year. Ridership growth is attributed to an increase in special event service.

Link light rail ridership continued its strong growth during the third quarter, with a 13.5% increase compared to the same period last year. Average weekday boardings were 76,821, a 13.5% increase compared to the third quarter of 2016. The Angle Lake extension opened the last weekend of the third quarter in 2016. The continued increase in ridership and average weekday boardings is attributed to the two service expansions in 2016 as well as the addition of the Angle Lake Garage with more than 1,100 parking stalls. The region has enthusiastically adopted Link as a convenient transportation choice.

Paratransit ridership services increased by 18.4% for the third 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 in 2016 and additional customers requesting access to the Link system.

ST Express

	Q3 2016	Q3 2017	Q3 Budget	YTD 2016	YTD 2017	YTD Budget
Revenue Vehicle Hours Operated ¹	153,659	151,039	150,625	453,854	454,429	451,875
Revenue Vehicle Miles Operated	3,009,311	2,997,368	2,999,650	8,910,865	9,013,845	8,998,950
Trips Operated	119,483	119,430	120,400	354,286	360,837	361,199
Platform Hours Operated	193,964	193,921	194,362	569,955	582,776	583,086
Boardings	4,784,236	4,755,094	4,804,073	14,013,515	13,985,543	13,929,293
Boardings per Revenue Vehicle Hour	31	31	32	31	31	31
Boardings per Trip	40	40	40	40	39	39
Cost per Boarding ²	\$6.16	\$6.57	\$6.95	\$6.29	\$6.76	\$7.19
Percentage of Scheduled Trips Operated	99.7%	99.8%	≥ 99.8%	99.8%	99.9%	≥ 99.8%
On-Time Performance ³	81.5%	82.2%	≥ 85.0%	82.6%	83.0%	≥ 85.0%
Customer Complaints per 100K Boardings	19.0	17.0	< 15.0	17.1	16.8	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.88	0.73	< 0.80	0.88	0.73	< 0.80

ST Express Average Weekday Boardings by Route

		Q3 2016	Q3 2017	%Δ	YTD
510-513	Everett-Seattle	8,871	9,025	1.7%	8,778
522	Woodinville-Seattle	5,206	5,109	-1.9%	5,101
532	Everett-Bellevue	2,117	2,096	-1.0%	2,068
535	Lynnwood-Bellevue	1,743	1,749	0.3%	1,880
540	Kirkland-U. District	567	589	3.9%	604
541	Overlake-U. District	723	817	13.1%	791
542	Redmond-U. District	2,277	2,239	-1.7%	2,244
545	Redmond-Seattle	9,614	9,928	3.3%	9,521
550	Bellevue-Seattle	11,256	10,343	-8.1%	10,539
554	Issaquah-Seattle	4,279	4,289	0.2%	4,156
555/556	Issaquah-Northgate	1,549	1,559	0.7%	1,582
560	West Seattle-SeaTac-Bellevue	1,733	1,817	4.9%	1,724
566/567	Auburn-Kent-Overlake	2,095	2,067	-1.3%	2,040
574	Lakewood-SeaTac	2,361	2,241	-5.1%	2,225
577/578	Seattle-Federal Way/Puyallup	3,604	3,794	5.3%	3,602
580	Lakewood-Puyallup	464	584	25.8%	579
586	Tacoma-U. District	387	420	8.4%	451
590-595	Lakewood/Tacoma-Seattle	6,277	6,383	1.7%	6,348
596	Bonney Lake-Sumner	455	498	9.4%	481
Total Average Weekday Boardings		65,578	65,549	0.0%	64,715

ST Express was just shy of the quarterly and YTD targets for on-time performance and customer complaints per 100K boardings. Performance has improved compared to the same time last year, but overcrowding and traffic congestion continue to negatively impact performance and the customer experience. ST Express met the quarterly and YTD targets for preventable accidents per 100K platform miles. The metrics show significant improvement compared to the prior year. 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.

The Overlake Park and Ride (ST) and the South Bellevue Park and Ride (KCM) closed in May for East Link construction. Despite the closures, routes 550 (Bellevue-Seattle) and 545 (Redmond-Seattle) remain Sound Transit's busiest routes.

Sounder Commuter Rail

	Q3 2016	Q3 2017	Q3 Budget	YTD 2016	YTD 2017	YTD Budget
Revenue Vehicle Hours Operated ¹	15,116	15,178	16,644	44,423	45,120	49,932
Revenue Vehicle Miles Operated	459,550	462,644	471,475	1,349,322	1,361,141	1,414,425
Trips Operated	1,896	1,958	2,025	5,474	5,759	5,853
Boardings	1,093,804	1,123,055	1,130,746	3,243,564	3,306,193	3,286,717
Boardings per Revenue Vehicle Hour	72	74	68	73	73	66
Boardings per Trip	577	574	558	593	574	562
Cost per Boarding ²	\$10.18	\$9.72	\$12.66	\$9.98	\$10.03	\$12.77
Percentage of Scheduled Trips Operated	99.5%	99.5%	≥ 99.5%	98.7%	98.3%	≥ 99.5%
On-Time Performance ³	94.5%	95.1%	≥ 95.0%	94.7%	89.7%	≥ 95.0%
Customer Complaints per 100K Boardings	9.0	16.2	< 15.0	7.7	14.0	< 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

		Q3 2016	Q3 2017	%Δ	YTD
North Line, Everett - Seattle		1,754	1,750	-0.2%	1,750
South Line, Tacoma - Seattle		14,756	15,696	6.4%	15,696
Total Average Weekday Boardings		16,509	17,446	5.7%	17,446

Sounder operational performance has improved compared to previous quarters as construction wraps up and slow speed orders are lifted; however, percentage of scheduled trips operated and on-time performance continue to be impacted by freight interference and track blockage events at ROW crossings. The majority of customer complaints during the third quarter were related to service delays and schedule reliability.

Tacoma Link Light Rail

	Q3 2016	Q3 2017	Q3 Budget	YTD 2016	YTD 2017	YTD Budget
Service Hours Operated	2,474	2,501	2,475	7,366	7,394	7,425
Service Miles Operated	19,052	19,274	19,000	56,716	56,950	57,000
Trips Operated	12,372	12,424	12,299	36,831	36,888	36,896
Boardings	216,425	223,275	245,120	697,821	720,438	771,080
Boardings per Service Vehicle Hour	87	89	99	95	97	104
Boardings per Trip	17	18	20	19	20	21
Cost per Boarding ²	\$5.12	\$4.32	\$4.84	\$4.56	\$4.33	\$4.67
Percentage of Scheduled Trips Operated	99.9%	99.7%	≥ 98.5%	99.9%	99.8%	≥ 98.5%
On-Time Performance ³	99.9%	99.7%	≥ 98.5%	99.9%	99.8%	≥ 98.5%
Customer Complaints per 100K Boardings	0.5	0.0	< 15.0	0.7	0.0	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.00	2.61	≤ 1.66	0.00	2.61	≤ 1.66

Tacoma Link Light Rail Average Weekday Boardings

		Q3 2016	Q3 2017	%Δ	YTD
Total Average Weekday Boardings		2,911	2,916	0.2%	3,176

Tacoma Link ridership during Q3 2017 increased compared to the previous year but fell short of the quarterly and YTD target. Ridership gains are attributed to additional special event service in the third quarter. Preventable accidents per 100K miles was above target for the quarter due to one preventable accident that occurred in the yard during non-revenue hours in December 2016 and one preventable accident that occurred during service in June.