



Link Light Rail

	Q4 2017	Q4 2018	Q4 Budget	YTD 2017	YTD 2018	YTD Budget
Revenue Vehicle Hours Operated ¹	66,229	66,792	65,766	251,375	264,373	263,064
Revenue Vehicle Miles Operated	1,359,434	1,358,181	1,317,259	5,153,873	5,410,281	5,269,034
Trips Operated	25,632	25,767	25,654	102,250	102,463	102,616
Boardings	5,662,193	5,946,853	6,158,271	23,002,263	24,416,411	25,200,000
Boardings per Revenue Vehicle Hour	85	89	94	92	92	96
Boardings per Trip	221	231	240	225	238	246
Cost per Boarding ²	\$4.57	\$4.89	\$4.63	\$3.83	\$4.43	\$4.45
Percentage of Scheduled Trips Operated	98.7%	96.7%	≥ 98.5%	98.6%	98.3%	≥ 98.5%
Headway Performance ⁴	89.9%	88.9%	≥ 90.0%	89.2%	89.6%	≥ 90.0%
Customer Complaints per 100K Boardings	1.6	1.9	< 15.0	2.0	1.8	< 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

	Q4 2017	Q4 2018	%Δ	YTD 2018
University of Washington	9,778	10,012	2.4%	10,149
Capitol Hill	7,687	7,761	1.0%	7,698
Westlake	11,401	11,236	-1.4%	11,819
University Street	5,438	5,812	6.9%	5,824
Pioneer Square	4,029	4,219	4.7%	4,301
International District / Chinatown	5,766	6,200	7.5%	6,247
Stadium	1,125	1,581	40.5%	1,905
SODO	2,186	2,514	15.0%	2,392
Beacon Hill	2,782	3,067	10.2%	2,911
Mount Baker	2,457	2,727	11.0%	2,503
Columbia City	2,551	2,810	10.2%	2,699
Othello	2,527	2,882	14.0%	2,697
Rainier Beach	1,862	2,186	17.4%	2,172
Tukwila International Boulevard	2,815	3,016	7.1%	3,058
SeaTac / Airport	5,063	5,457	7.8%	5,776
Angle Lake	3,501	3,715	6.1%	3,891
Total Average Weekday Boardings	70,968	75,195	6.0%	76,042

Link boarding performance was below both the quarterly and year-to-date targets but grew positively versus last year. Percentage of scheduled trips operated was under target at 96.7% for Q4 2018 mainly driven by the temporary service suspension between UW and Capitol Hill stations caused by a power outage on October 2 and track replacement work that occurred in early October. Preventable accidents per 100K platform miles was 0.05 for year to date as Link light rail determined that there was a preventable accident in June at the intersection of Martin Luther King Jr. Way S. and S. Myrtle Street. No injuries were reported as a result of the incident.

Paratransit Boardings				
	Q4 2017	Q4 2018	%Δ	YTD 2018
Link Service Area Average Daily Boardings	168	185	10.2%	179

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 and operating leases divided by the total number of riders.
 3-On-time performance standards are described in the budget.
 4-Headway Performance: Using a tolerance of +/- 2 minutes.
 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	Q4 2017	Q4 2018	%Δ	YTD 2017	YTD 2018	%Δ	YTD Budget	% YTD
ST Express	4,387,467	4,413,006	0.6%	18,374,447	18,191,180	-1.0%	18,860,000	96.5%
Sounder	1,136,635	1,164,292	2.4%	4,445,568	4,646,271	4.5%	4,650,000	99.9%
Tacoma Link	252,022	239,147	-5.1%	972,998	898,614	-7.6%	940,000	95.6%
Link	5,662,193	5,946,853	5.0%	23,002,263	24,416,411	6.1%	25,200,000	96.9%
Paratransit	15,411	16,988	10.2%	60,136	65,172	8.4%	60,000	108.6%
Total Boardings	11,453,728	11,780,286	2.9%	46,855,412	48,217,648	2.9%	49,710,000	97.0%
Average Weekday Boardings	153,743	157,640	2.5%	155,954	160,143	2.7%		

Total Sound Transit ridership increased by 326.6K, or 2.9%, compared to the fourth quarter of last year. System-wide average weekday boardings increased by 2.5% with Sounder, Link and Paratransit registering increases.

ST Express ridership increased slightly by 25.5K, or 0.6%, while average weekday boardings decreased by 1.0% compared to the fourth quarter of 2017. Routes that have lost average weekday riders were mostly impacted by increased congestion and construction activity along the corridor.

Sounder ridership increased by 27.7K, or 2.4% compared to the fourth quarter of 2017. Average weekday boardings increased overall by 3.9% mainly driven by growth on the South line.

Tacoma Link ridership decreased by 12.9K, or 5.1%, compared to the fourth quarter of 2017. Average weekday boardings were down by 3.0%. The decline in ridership is mainly attributed to the closure of the Tacoma Dome for renovations over the summer. The Tacoma Dome reopened in mid-October.

Link ridership increased by 284.7K, or 5.0% compared to the fourth quarter of 2017. Average weekday boardings grew by 6.0% compared to the same period last year.

Paratransit ridership services increased by 1.6K, or 10.2% for the fourth quarter of 2018. The increase is attributed to the increased demand to access the Link system.

ST Express

	Q4 2017	Q4 2018	Q4 Budget	YTD 2017	YTD 2018	YTD Budget
Revenue Vehicle Hours Operated ¹	159,158	156,987	154,428	626,347	626,589	617,710
Revenue Vehicle Miles Operated	2,979,777	2,986,601	3,029,607	11,999,434	11,943,671	12,118,429
Trips Operated	120,427	120,783	120,720	481,231	483,413	482,879
Platform Hours Operated	198,847	202,507	198,695	784,741	800,538	794,780
Boardings	4,387,467	4,413,006	4,503,616	18,374,447	18,191,180	18,860,000
Boardings per Revenue Vehicle Hour	28	28	29	29	29	31
Boardings per Trip	36	37	37	38	38	39
Cost per Boarding ²	\$6.84	\$7.86	\$7.75	\$6.68	\$7.41	\$7.39
Percentage of Scheduled Trips Operated	99.9%	99.9%	≥ 99.8%	99.9%	99.9%	≥ 99.8%
On-Time Performance ³	83.4%	85.9%	≥ 85.0%	83.1%	85.3%	≥ 85.0%
Customer Complaints per 100K Boardings	18.4	22.8	< 15.0	17.2	20.2	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.70	0.66	< 0.80	0.70	0.66	< 0.80

ST Express Average Weekday Boardings by Route

	Q4 2017	Q4 2018	%Δ	YTD
510-513 Everett-Seattle	8,464	8,611	1.7%	8,823
522 Woodinville-Seattle	4,933	4,984	1.0%	4,988
532 Everett-Bellevue	2,006	1,923	-4.2%	2,026
535 Lynnwood-Bellevue	2,044	2,052	0.4%	1,935
540 Kirkland-U. District	579	586	1.2%	583
541 Overlake-U. District	739	844	14.2%	833
542 Redmond-U. District	2,091	2,117	1.3%	2,192
545 Redmond-Seattle	8,361	8,397	0.4%	8,702
550 Bellevue-Seattle	9,451	9,220	-2.4%	9,760
554 Issaquah-Seattle	3,994	3,370	-15.6%	3,910
555/556 Issaquah-Northgate	1,449	1,383	-4.6%	1,426
560 West Seattle-SeaTac-Bellevue	1,725	1,731	0.3%	1,791
566/567 Auburn-Kent-Overlake	1,976	1,934	-2.2%	2,038
574 Lakewood-SeaTac	2,270	2,283	0.6%	2,251
577/578 Seattle-Federal Way/Puyallup	3,631	3,777	4.0%	3,840
580 Lakewood-Puyallup	750	832	10.9%	777
586 Tacoma-U. District	479	467	-2.6%	461
590-595 Lakewood/Tacoma-Seattle	6,044	5,845	-3.3%	6,051
596 Bonney Lake-Sumner	530	575	8.4%	586
Total Average Weekday Boardings	61,517	60,929	-1.0%	62,974

ST Express on-time performance was above the target at 85.9% for the fourth quarter and at 85.3% for year to date. Boardings increased slightly by 0.6% compared to the fourth quarter 2017 but were down by 1.0% on year-to-date basis. Routes that have lost average weekday boardings are along corridors that have been impacted by construction activity and increased congestion. ST Express met the target at 0.66 for preventable accidents per 100K platform on a 12-month rolling average.

Sounder Commuter Rail

	Q4 2017	Q4 2018	Q4 Budget	YTD 2017	YTD 2018	YTD Budget
Revenue Vehicle Hours Operated ¹	18,774	18,654	18,697	63,935	75,695	74,789
Revenue Vehicle Miles Operated	557,897	551,053	581,953	1,919,660	2,236,604	2,327,812
Trips Operated	2,168	2,140	2,108	7,911	8,638	8,636
Boardings	1,136,635	1,164,292	1,122,876	4,445,568	4,646,271	4,650,000
Boardings per Revenue Vehicle Hour	61	62	60	70	61	62
Boardings per Trip	524	544	533	562	538	538
Cost per Boarding ²	\$10.96	\$12.12	\$12.00	\$10.17	\$10.89	\$11.52
Percentage of Scheduled Trips Operated	99.6%	99.7%	≥ 99.5%	98.6%	99.0%	≥ 99.5%
On-Time Performance ³	95.3%	94.3%	≥ 95.0%	91.2%	93.1%	≥ 95.0%
Customer Complaints per 100K Boardings	11.8	9.3	< 15.0	13.4	10.6	< 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

	Q4 2017	Q4 2018	%Δ	YTD
North Line, Everett - Seattle	1,746	1,616	-7.4%	1,696
South Line, Tacoma - Seattle	15,934	16,754	5.1%	16,418
Total Average Weekday Boardings	17,679	18,370	3.9%	18,114

Sounder on-time performance in the fourth quarter of 2018 nearly met target at 94.3%, but year-to-date performance has been impacted by a BNSF South line tie replacement and undercutting program between Tukwila and Seattle. Boardings per trip increased overall by 3.8% compared to the same period last year driven by modest growth on the South line.

Tacoma Link Light Rail

	Q4 2017	Q4 2018	Q4 Budget	YTD 2017	YTD 2018	YTD Budget
Service Hours Operated	2,493	2,525	2,475	9,816	9,867	9,900
Service Miles Operated	19,201	19,442	19,000	75,604	75,975	76,000
Trips Operated	12,440	12,508	12,299	49,358	49,202	49,194
Boardings	252,022	239,147	243,571	972,998	898,614	940,000
Boardings per Service Vehicle Hour	101	95	98	99	91	95
Boardings per Trip	20	19	20	20	18	19
Cost per Boarding ²	\$5.53	\$6.67	\$6.01	\$4.62	\$6.02	\$5.77
Percentage of Scheduled Trips Operated	99.9%	99.9%	≥ 98.5%	99.8%	99.9%	≥ 98.5%
On-Time Performance ³	99.9%	99.9%	≥ 98.5%	99.8%	99.9%	≥ 98.5%
Customer Complaints per 100K Boardings	0.0	0.0	< 15.0	0.0	0.0	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	1.32	0.00	≤ 1.7	1.32	0.00	≤ 1.7

Tacoma Link Light Rail Average Weekday Boardings

	Q4 2017	Q4 2018	%Δ	YTD
Total Average Weekday Boardings	3,412	3,311	-3.0%	3,042

Tacoma Link on-time performance was well above target. Boardings decreased by 5.5% during the fourth quarter of 2018 and average weekday boardings were down by 3.0%. Although ridership was still below last year, it has improved since October with the reopening of the Tacoma Dome in mid-October, which had been undergoing renovations over the summer. The rolling average for preventable accidents is back to zero as there have been none since last June.