



## Link Light Rail

	Q4 2018	Q4 2019	Q4 Budget	YTD 2018	YTD 2019	YTD Budget
Revenue Vehicle Hours Operated <sup>1</sup>	66,757	66,766	66,550	264,385	265,159	266,200
Revenue Vehicle Miles Operated	1,362,427	1,343,010	1,365,775	5,429,764	5,396,657	5,463,100
Trips Operated	25,816	25,223	25,909	102,557	101,660	102,976
Boardings	5,968,212	6,162,531	6,948,830	24,470,257	25,075,922	28,400,000
Boardings per Revenue Vehicle Hour	89	92	104	93	95	107
Boardings per Trip	231	244	268	239	247	276
Cost per Boarding <sup>2</sup>	\$4.98	\$5.55	\$4.88	\$4.44	\$5.09	\$4.76
Percentage of Scheduled Trips Operated	96.7%	96.7%	≥ 98.5%	98.3%	97.2%	≥ 98.5%
Headway Performance <sup>4</sup>	88.9%	89.5%	≥ 90.0%	89.6%	90.0%	≥ 90.0%
Customer Complaints per 100K Boardings	1.9	2.2	< 15.0	1.8	2.2	< 15.0
Prev. Accidents per 100K Platform Miles <sup>5</sup>	0.05	0.34	< 0.30	0.05	0.34	< 0.30

### Link Light Rail Average Weekday Boardings by Station

	Q4 2018	Q4 2019	%Δ	YTD 2019
University of Washington	10,000	11,200	12.0%	10,697
Capitol Hill	7,752	8,408	8.5%	8,090
Westlake	11,222	12,594	12.2%	12,680
University Street	5,805	6,241	7.5%	6,167
Pioneer Square	4,214	4,764	13.1%	4,677
International District / Chinatown	6,193	7,461	20.5%	7,137
Stadium	1,579	1,287	-18.5%	1,613
SODO	2,511	2,552	1.6%	2,524
Beacon Hill	3,063	3,151	2.9%	3,098
Mount Baker	2,724	2,718	-0.2%	2,601
Columbia City	2,806	2,961	5.5%	2,888
Othello	2,879	2,940	2.1%	2,879
Rainier Beach	2,184	2,235	2.4%	2,168
Tukwila International Boulevard	3,013	2,819	-6.4%	2,888
SeaTac / Airport	5,450	5,640	3.5%	5,796
Angle Lake	3,711	3,809	2.6%	3,772
<b>Total Average Weekday Boardings</b>	<b>75,105</b>	<b>80,780</b>	<b>7.6%</b>	<b>79,674</b>

**Link** ridership missed target compared to the YTD budget. Anticipated increases in ridership from the conversion of DSTT to rail-only were lower than planned. Percentage of scheduled trips operated was below target at 96.7% for Q4 2019. Preventable accidents per 100K miles is based on a 12-month rolling average. There were seven preventable accidents in the past 12 months.

Paratransit Boardings				
	Q4 2018	Q4 2019	%Δ	YTD 2019
Link Service Area Average Daily Boardings	185	196	6.3%	205

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: A performance ratio that measures how often a transit service is on time. The timeframe differs based on mode and frequency of service.  
 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.  
 7-Ridership numbers are subject to change.

## Service Delivery Quarterly Performance Report

### System-wide Boardings

Boardings by Service Mode	Q4 2018	Q4 2019	%Δ	YTD 2018	YTD 2019	%Δ	YTD Budget	% YTD
ST Express	4,405,734	4,249,890	-3.5%	18,189,263	17,460,424	-4.0%	17,980,000	97.1%
Sounder	1,150,016	1,151,262	0.1%	4,631,525	4,616,656	-0.3%	4,810,000	96.0%
Tacoma Link	238,089	252,652	6.1%	897,642	934,724	4.1%	1,000,000	93.5%
Link	5,968,212	6,162,531	3.3%	24,470,257	25,075,922	2.5%	28,400,000	88.3%
Paratransit	16,988	18,050	6.3%	65,172	69,221	6.2%	70,000	98.9%
<b>Total Boardings</b>	<b>11,779,040</b>	<b>11,834,384</b>	<b>0.5%</b>	<b>48,253,859</b>	<b>48,156,947</b>	<b>-0.2%</b>	<b>52,260,000</b>	<b>92.1%</b>
<b>Average Weekday Boardings</b>	<b>158,150</b>	<b>160,249</b>	<b>1.3%</b>	<b>160,454</b>	<b>161,238</b>	<b>0.5%</b>		

**Total Sound Transit** ridership was up by 55K, or 0.5%, compared to the fourth quarter of 2018, and system-wide average weekday boardings were also up by 1.3%. Year-to-date system-wide ridership down by 0.2% compared to the same time last year. Growing ridership on Link and Tacoma Link was offset by larger ridership declines on ST Express and Sounder.

**ST Express** ridership and average weekday boardings declined by 3.5% and 4.1%, respectively, compared to the fourth quarter of last year primarily on routes impacted by the shift of buses from the Downtown Seattle Transit Tunnel (DSTT) to surface streets and East Link construction.

**Sounder** ridership remained relatively flat compared to the fourth quarter of 2018 while average weekday boardings were down by 1.2%. Year-to-date ridership declined slightly by 0.3% compared to prior year.

**Tacoma Link** ridership was up by 15K, or 6.1%, compared to the fourth quarter of last year and average weekday boardings were also up by 4.6%. The year-over-year gains seen on Tacoma Link are due to an atypical 2018. Last year, the Tacoma Dome event center and a portion of the Tacoma Dome parking garage were closed for several months for renovations negatively impacting ridership in 2018.

**Link** light rail ridership up by 194K, or 3.3%, compared to the fourth quarter of 2018 and average weekday boardings were also up by 7.6%. Year-to-date ridership was 88.3% of the target. Anticipated increases in ridership from the conversion of DSTT to rail-only were lower than planned.

**Paratransit** ridership services increased by 6.3% for the fourth quarter of 2019.

### ST Express

	Q4 2018	Q4 2019	Q4 Budget	YTD 2018	YTD 2019	YTD Budget
Revenue Vehicle Hours Operated <sup>1</sup>	162,600	157,034	159,503	644,157	628,421	638,013
Revenue Vehicle Miles Operated	2,991,513	3,014,295	3,035,011	11,965,379	11,958,427	12,140,043
Trips Operated	120,783	123,976	121,860	483,207	489,198	481,730
Platform Hours Operated	202,447	207,140	204,931	802,302	816,880	819,722
Boardings	4,405,734	4,249,890	4,389,135	18,189,263	17,460,424	17,980,000
Boardings per Revenue Vehicle Hour	27	27	28	28	28	28
Boardings per Trip	36	34	36	38	36	37
Cost per Boarding <sup>2</sup>	\$8.00	\$9.20	\$8.38	\$7.44	\$8.37	\$8.23
Percentage of Scheduled Trips Operated	99.9%	99.8%	≥ 99.8%	99.9%	99.4%	≥ 99.8%
On-Time Performance <sup>3</sup>	85.9%	85.2%	≥ 85.0%	85.3%	84.7%	≥ 85.0%
Customer Complaints per 100K Boardings	22.8	20.5	< 15.0	20.2	18.6	< 15.0
Prev. Accidents per 100K Platform Miles <sup>5</sup>	0.66	0.83	< 0.80	0.66	0.83	< 0.80

#### ST Express Average Weekday Boardings by Route

	Q4 2018	Q4 2019	%Δ	YTD
510-513 Everett-Seattle	8,777	8,625	-1.7%	8,932
522 Woodinville-Seattle	4,984	4,959	-0.5%	5,071
532 Everett-Bellevue	1,921	1,807	-5.9%	1,949
535 Lynnwood-Bellevue	2,052	2,004	-2.3%	1,972
540 Kirkland-U. District	586	626	6.7%	572
541 Overlake-U. District	844	1,040	23.2%	940
542 Redmond-U. District	2,117	2,739	29.4%	2,605
545 Redmond-Seattle	8,397	8,036	-4.3%	8,537
550 Bellevue-Seattle	9,220	6,953	-24.6%	7,600
554 Issaquah-Seattle	3,370	3,490	3.6%	3,521
555/556 Issaquah-Northgate	1,383	1,241	-10.3%	1,323
560 West Seattle-SeaTac-Bellevue	1,731	1,752	1.2%	1,808
566/567 Auburn-Kent-Overlake	1,934	2,109	9.0%	2,033
574 Lakewood-SeaTac	2,283	2,309	1.2%	2,268
577/578 Seattle-Federal Way/Puyallup	3,777	3,619	-4.2%	3,797
580 Lakewood-Puyallup	832	843	1.3%	864
586 Tacoma-U. District	467	424	-9.2%	422
590-595 Lakewood/Tacoma-Seattle	5,845	5,472	-6.4%	5,743
596 Bonney Lake-Sumner	575	565	-1.7%	580
<b>Total Average Weekday Boardings</b>	<b>61,093</b>	<b>58,612</b>	<b>-4.1%</b>	<b>60,536</b>

**ST Express** achieved on-time performance target of 85.2% for the fourth quarter. Customer complaints per 100K boardings were higher than target for the fourth quarter mostly due to traffic congestion and overcrowding. Total average weekday boardings down by 4.1%, compared to Q4 2018 mainly driven by the ridership losses on Route 550 (Bellevue-Seattle) as a result of the buses moved from the DSTT to the surface streets.

### Sounder Commuter Rail

	Q4 2018	Q4 2019	Q4 Budget	YTD 2018	YTD 2019	YTD Budget
Revenue Vehicle Hours Operated <sup>1</sup>	18,654	18,867	18,650	75,807	76,093	74,600
Revenue Vehicle Miles Operated	551,053	564,205	2,189	2,233,332	2,262,062	8,754
Trips Operated	2,140	2,188	2,218	8,638	8,773	8,754
Boardings	1,150,016	1,151,262	1,206,646	4,631,525	4,616,656	4,810,000
Boardings per Revenue Vehicle Hour	62	61	65	61	61	64
Boardings per Trip	537	526	544	536	526	549
Cost per Boarding <sup>2</sup>	\$12.37	\$13.41	\$11.63	\$10.95	\$11.93	\$11.65
Percentage of Scheduled Trips Operated	99.7%	99.0%	≥ 99.5%	98.9%	99.2%	≥ 99.5%
On-Time Performance <sup>3</sup>	94.3%	95.5%	≥ 95.0%	93.1%	95.7%	≥ 95.0%
Customer Complaints per 100K Boardings	9.4	7.9	< 15.0	10.6	6.8	< 15.0
Prev. Accidents per 100K Platform Miles <sup>5</sup>	0.00	0.00	≤ 1.00	0.00	0.00	≤ 1.00

#### Sounder Commuter Rail Average Weekday Boardings by Corridor

	Q4 2018	Q4 2019	%Δ	YTD
North Line, Everett - Seattle	1,616	1,523	-5.8%	1,574
South Line, Tacoma - Seattle	16,754	16,625	-0.8%	16,419
<b>Total Average Weekday Boardings</b>	<b>18,370</b>	<b>18,148</b>	<b>-1.2%</b>	<b>17,993</b>

**Sounder** on-time performance was slightly above target at 95.5% for the fourth quarter, an improvement compared to the same period last year. Percentage of scheduled trips operated was lower than last year and target at 99.0%.

### Tacoma Link Light Rail

	Q4 2018	Q4 2019	Q4 Budget	YTD 2018	YTD 2019	YTD Budget
Service Hours Operated	2,494	2,352	2,450	9,829	9,449	9,800
Service Miles Operated	19,206	18,128	12,243	75,698	72,798	48,970
Trips Operated	12,305	12,359	12,358	48,982	49,351	48,970
Boardings	238,089	252,652	252,359	897,642	934,724	1,000,000
Boardings per Service Vehicle Hour	95	107	103	91	99	102
Boardings per Trip	19	20	20	18	19	20
Cost per Boarding <sup>2</sup>	\$6.79	\$6.62	\$5.01	\$6.05	\$5.81	\$4.89
Percentage of Scheduled Trips Operated	99.9%	99.8%	≥ 98.5%	99.9%	99.9%	≥ 98.5%
On-Time Performance <sup>3</sup>	99.9%	99.8%	≥ 98.5%	99.9%	99.8%	≥ 98.5%
Customer Complaints per 100K Boardings	0.0	0.4	< 15.0	0.0	0.3	< 15.0
Prev. Accidents per 100K Platform Miles <sup>5</sup>	0.00	0.00	≤ 1.7	0.00	0.00	≤ 1.7

#### Tacoma Link Light Rail Average Weekday Boardings

	Q4 2018	Q4 2019	%Δ	YTD
<b>Total Average Weekday Boardings</b>	<b>3,311</b>	<b>3,464</b>	<b>4.6%</b>	<b>3,109</b>

**Tacoma Link** on-time performance was above target at 99.8% for the fourth quarter of 2019. Boardings per trip was on target at 20 and higher than the same period last year.