

Service Delivery Quarterly Performance Report



System-wide Boardings

Boardings by Service Mode	Q1 2019	Q1 2020	%Δ	YTD 2019	YTD 2020	%Δ	YTD Budget	%YTD
ST Express	4,236,732	3,371,243	-20.4%	4,236,732	3,371,243	-20.4%	4,336,500	77.7%
Sounder	1,113,049	919,928	-17.4%	1,113,049	919,928	-17.4%	1,188,000	77.4%
Tacoma Link	228,474	211,384	-7.5%	228,474	211,384	-7.5%	231,050	91.5%
Link	6,379,583	5,548,924	-13.0%	6,379,583	5,548,924	-13.0%	6,047,600	91.8%
Paratransit	16,193	15,656	-3.3%	16,193	15,656	-3.3%	14,400	108.7%
Total Boardings	11,974,031	10,067,134	-15.9%	11,974,031	10,067,134	-15.9%	11,817,550	85.2%
Average Weekday Boardings	156,907	135,657	-13.5%	156,907	135,657	-13.5%		

Total Sound Transit ridership dropped by 1,907K, or 15.9%, compared to the first quarter of 2019, and system-wide average weekday boardings were also down by 13.5%. Ridership decline was mostly due to the reduced services in March as a result of COVID-19.

ST Express ridership and average weekday boardings declined by 20.4% and 23.9%, respectively, compared to the first quarter of last year.

Sounder ridership decreased by 193K, or 17.4%, and average weekday boardings were down by 18.6% compared to the first quarter of 2019.

Tacoma Link ridership dropped by 17K, or 7.5%, compared to the first quarter of last year and average weekday boardings were also down by 7.0%.

Link light rail ridership declined by 831K, or 13.0%, compared to the first quarter of 2019 and average weekday boardings were also dropped by 4.3%.

Paratransit ridership services decreased by 3.3% for the first quarter of 2020.

Service Delivery Performance Report Q1 2020

ST Express

	Q1 2019	Q1 2020	Q1 Budget	YTD 2019	YTD 2020	YTD Budget
Revenue Vehicle Hours Operated ¹	157,093	176,906	156,420	157,093	176,906	156,420
Revenue Vehicle Miles Operated	2,926,298	3,456,253	3,005,301	2,926,298	3,456,253	3,005,301
Trips Operated	118,161	136,845	122,260	118,161	136,845	122,260
Platform Hours Operated	196,603	234,868	207,342	196,603	234,868	207,342
Boardings	4,236,732	3,371,243	4,336,500	4,236,732	3,371,243	4,336,500
Boardings per Revenue Vehicle Hour	27	19	28	27	19	28
Boardings per Trip	36	25	35	36	25	35
Cost per Boarding ²	\$8.18	\$10.79	\$8.69	\$8.18	\$10.79	\$8.69
Percentage of Scheduled Trips Operated	98.0%	99.5%	≥ 99.8%	98.0%	99.5%	≥ 99.8%
On-Time Performance ³	86.9%	89.4%	≥ 85.0%	86.9%	89.4%	≥ 85.0%
Customer Complaints per 100K Boardings	15.2	16.8	< 15.0	15.2	16.8	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.75	0.72	< 0.80	0.75	0.72	< 0.80

ST Express Average Weekday Boardings by Route

		Q1 2019	Q1 2020	%Δ	YTD
510-513	Everett-Seattle	9,370	6,795	-27.5%	6,795
522	Woodinville-Seattle	5,079	3,935	-22.5%	3,935
532	Everett-Bellevue	1,997	1,348	-32.5%	1,348
535	Lynnwood-Bellevue	1,970	1,496	-24.1%	1,496
540	Kirkland-U. District	572	429	-25.1%	429
541	Overlake-U. District	860	627	-27.2%	627
542	Redmond-U. District	2,185	2,063	-5.6%	2,063
544	Overlake - SLU	-	14	0.0%	14
545	Redmond-Seattle	8,379	6,154	-26.5%	6,154
550	Bellevue-Seattle	8,825	5,388	-39.0%	5,388
554	Issaquah-Seattle	3,283	2,714	-17.4%	2,714
555/556	Issaquah-Northgate	1,347	935	-30.6%	935
560	West Seattle-SeaTac-Bellevue	1,674	1,471	-12.1%	1,471
566/567	Auburn-Kent-Overlake	1,891	1,566	-17.2%	1,566
574	Lakewood-SeaTac	2,177	1,996	-8.3%	1,996
577/578	Seattle-Federal Way/Puyallup	3,717	3,141	-15.5%	3,141
580	Lakewood-Puyallup	879	702	-20.2%	702
586	Tacoma-U. District	432	373	-13.7%	373
590-595	Lakewood/Tacoma-Seattle	5,669	4,725	-16.7%	4,725
596	Bonney Lake-Sumner	579	463	-20.1%	463
Total Average Weekday Boardings		60,886	46,332	-23.9%	46,332

ST Express achieved the on-time performance target at 89.4% for the first quarter. Customer complaints per 100K boardings were higher than target for the first quarter mostly due to traffic congestion and delays. Total average weekday boardings down by 23.9%, compared to Q1 2019 mainly impacted by the reduced services in March as a result of COVID-19.

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Sounder Commuter Rail

	Q1 2019	Q1 2020	Q1 Budget	YTD 2019	YTD 2020	YTD Budget
Revenue Vehicle Hours Operated ¹	18,644	18,507	18,623	18,644	18,507	18,623
Revenue Vehicle Miles Operated	549,259	547,732	559,150	549,259	547,732	559,150
Trips Operated	2,131	2,109	2,169	2,131	2,109	2,169
Boardings	1,113,049	919,928	1,188,000	1,113,049	919,928	1,188,000
Boardings per Revenue Vehicle Hour	60	50	64	60	50	64
Boardings per Trip	522	436	548	522	436	548
Cost per Boarding ²	\$12.22	\$14.28	\$11.93	\$12.22	\$14.28	\$11.93
Percentage of Scheduled Trips Operated	99.2%	98.8%	≥ 99.5%	99.2%	98.8%	≥ 99.5%
On-Time Performance ³	95.2%	97.1%	≥ 95.0%	95.2%	97.1%	≥ 95.0%
Customer Complaints per 100K Boardings	5.8	5.7	< 15.0	5.8	5.7	< 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 2019	Q1 2020	%Δ	YTD
North Line, Everett - Seattle	1,621	1,239	-23.5%	1,239
South Line, Tacoma - Seattle	16,014	13,121	-18.1%	13,121
Total Average Weekday Boardings	17,635	14,361	-18.6%	14,361

Sounder on-time performance was above target at 97.1% for the first quarter. Percentage of scheduled trips operated was lower than last year and target at 98.8% mainly due to landslide in early February. Total average weekday boardings dropped by 18.6%, compared to Q1 2019 primarily impacted by the reduced services in March as a result of COVID-19.

Tacoma Link Light Rail

	Q1 2019	Q1 2020	Q1 Budget	YTD 2019	YTD 2020	YTD Budget
Service Hours Operated	2,403	2,430	2,450	2,403	2,430	2,450
Service Miles Operated	18,516	18,707	12,265	18,516	18,707	12,265
Trips Operated	12,067	12,146	12,265	12,067	12,146	12,265
Boardings	228,474	211,384	231,050	228,474	211,384	231,050
Boardings per Service Vehicle Hour	95	87	94	95	87	94
Boardings per Trip	19	17	19	19	17	19
Cost per Boarding ²	\$5.05	\$6.50	\$5.00	\$5.05	\$6.50	\$5.00
Percentage of Scheduled Trips Operated	99.8%	99.7%	≥ 98.5%	99.8%	99.7%	≥ 98.5%
On-Time Performance ³	99.8%	99.9%	≥ 98.5%	99.8%	99.9%	≥ 98.5%
Customer Complaints per 100K Boardings	0.0	0.9	< 15.0	0.0	0.9	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.00	0.00	≤ 1.70	0.00	0.00	≤ 1.70

Sounder Commuter Rail Average Weekday Boardings by Corridor

	Q1 2019	Q1 2020	%Δ	YTD
Total Average Weekday Boardings	3,118	2,900	-7.0%	2,900

Tacoma Link on-time performance was above target at 99.9% for the first quarter of 2020. Boardings per trip was slightly lower than target and last year at 17.

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Link Light Rail

	Q1 2019	Q1 2020	Q1 Budget	YTD 2019	YTD 2020	YTD Budget
Revenue Vehicle Hours Operated ¹	65,278	71,636	68,575	65,278	71,636	68,575
Revenue Vehicle Miles Operated	1,338,933	1,291,722	1,446,700	1,338,933	1,291,722	1,446,700
Trips Operated	25,107	32,005	27,925	25,107	32,005	27,925
Boardings	6,379,583	5,548,924	6,047,600	6,379,583	5,548,924	6,047,600
Boardings per Revenue Vehicle Hour	98	77	88	98	77	88
Boardings per Trip	254	173	217	254	173	217
Cost per Boarding ²	\$4.57	\$6.36	\$6.12	\$4.57	\$6.36	\$6.12
Percentage of Scheduled Trips Operated	98.7%	0.0%	≥ 98.5%	98.7%	0.0%	≥ 98.5%
Headway Performance ⁴	89.1%	0.0%	≥ 90.0%	89.1%	0.0%	≥ 90.0%
Customer Complaints per 100K Boardings	1.8	3.9	< 15.0	1.8	3.9	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.10	0.38	< 0.30	0.10	0.38	< 0.30

Link Light Rail Average Weekday Boardings by Station

	Q1 2019	Q1 2020	%Δ	YTD
University of Washington	10,349	-	-100.0%	-
Capitol Hill	8,118	-	-100.0%	-
Westlake	11,457	-	-100.0%	-
University Street	5,884	-	-100.0%	-
Pioneer Square	4,362	-	-100.0%	-
International District / Chinatown	6,252	-	-100.0%	-
Stadium	1,282	-	-100.0%	-
SODO	2,359	-	-100.0%	-
Beacon Hill	3,029	-	-100.0%	-
Mount Baker	2,481	-	-100.0%	-
Columbia City	2,684	-	-100.0%	-
Othello	2,762	-	-100.0%	-
Rainier Beach	2,132	-	-100.0%	-
Tukwila International Boulevard	2,806	-	-100.0%	-
SeaTac / Airport	5,360	-	-100.0%	-
Angle Lake	3,723	-	-100.0%	-
Total Average Weekday Boardings	75,040	71,829	-4.3%	71,829

In Quarter 1 of 2020, Sound Transit noticed discrepancies in the Link Reporting Tool that was used to capture data on “Percentage of Scheduled Trips Operated” and “Headway Performance” during the Connect 2020 event. Sound Transit has employed a consultant to assist the agency in overseeing a project to create a more comprehensive Operations Performance Reporting tool that will produce more accurate data in the coming quarters.

Paratransit Boardings

	Q1 2019	Q1 2020	%Δ	YTD
Link Service Area Average Daily Boardings	228	235	3.2%	235

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.