

## Service Delivery Quarterly Performance Report



### System-wide Boardings

Boardings by Service Mode	Q2 2019	Q2 2020	%Δ	YTD 2019	YTD 2020	%Δ	YTD Budget	%YTD
ST Express	4,468,117	874,564	-80.4%	8,690,760	4,226,951	-51.4%	8,786,900	48.1%
Sounder	1,164,420	94,717	-91.9%	2,277,468	1,014,645	-55.4%	2,401,000	42.3%
Tacoma Link	241,354	69,732	-71.1%	469,828	273,663	-41.8%	459,900	59.5%
Link	6,514,287	1,222,656	-81.2%	12,893,870	6,771,580	-47.5%	13,540,900	50.0%
Paratransit	17,721	4,885	-72.4%	33,914	20,541	-39.4%	32,400	63.4%
<b>Total Boardings</b>	<b>12,405,899</b>	<b>2,266,554</b>	<b>-81.7%</b>	<b>24,365,840</b>	<b>12,307,379</b>	<b>-49.5%</b>	<b>25,221,100</b>	<b>48.8%</b>
<b>Average Weekday Boardings</b>	<b>164,201</b>	<b>28,316</b>	<b>-82.8%</b>	<b>160,034</b>	<b>81,918</b>	<b>-48.8%</b>		

**Total Sound Transit** system-wide ridership in second quarter of 2020 dropped by 10.1 million, or 81.7%, compared to the same quarter of 2019, and the average weekday boardings were also down by 82.8%. Ridership decline was mostly due to the COVID-19, pandemic impact.

**ST Express** ridership and average weekday boardings declined by 80.4% and 79.0%, respectively, compared to the second quarter of last year.

**Sounder** ridership decreased by 1,070K, or 91.9%, and average weekday boardings were down by 91.8% compared to the second quarter of 2019.

**Tacoma Link** ridership dropped by 172K, or 71.1%, compared to the second quarter of last year and average weekday boardings were also down by 67.2%.

**Link** light rail ridership declined by 5,292K, or 81.2%, compared to the second quarter of 2019 and average weekday boardings were also dropped by 88.6%.

**Paratransit** ridership services decreased by 72.4% for the second quarter of 2020.

## Service Delivery Performance Report Q2 2020

# ST Express

	Q2 2019	Q2 2020	Q2 Budget	YTD 2019	YTD 2020	YTD Budget
Revenue Vehicle Hours Operated <sup>1</sup>	160,593	125,305	156,420	311,447	279,874	312,841
Revenue Vehicle Miles Operated	3,025,786	2,628,085	3,005,301	5,937,163	5,604,719	6,010,602
Trips Operated	123,861	108,621	122,260	241,532	230,935	244,521
Platform Hours Operated	207,230	163,405	207,342	402,716	368,177	414,685
Boardings	4,468,117	874,564	4,450,400	8,690,760	4,226,951	8,786,900
Boardings per Revenue Vehicle Hour	28	7	28	28	15	28
Boardings per Trip	36	8	36	36	18	36
Cost per Boarding <sup>2</sup>	\$8.44	\$35.20	\$8.51	\$8.33	\$15.89	\$8.60
Percentage of Scheduled Trips Operated	99.9%	99.8%	≥ 99.8%	99.0%	99.7%	≥ 99.8%
On-Time Performance <sup>3</sup>	84.4%	89.9%	≥ 85.0%	85.7%	89.6%	≥ 85.0%
Customer Complaints per 100K Boardings	19.6	23.8	< 15.0	17.5	18.3	< 15.0
Prev. Accidents per 100K Platform Miles <sup>5</sup>	0.78	0.67	< 0.80	0.78	0.67	< 0.80

### ST Express Average Weekday Boardings by Route

		Q2 2019	Q2 2020	%Δ	YTD
510-513	Everett-Seattle	9,177	2,123	-76.9%	4,459
522	Woodinville-Seattle	5,158	1,240	-76.0%	2,588
532	Everett-Bellevue	2,029	226	-88.9%	787
535	Lynnwood-Bellevue	2,089	388	-81.4%	942
540	Kirkland-U. District	-	-	0.0%	214
541	Overlake-U. District	883	-	-100.0%	313
542	Redmond-U. District	2,546	270	-89.4%	1,167
544	Overlake - SLU	-	2	0.0%	8
545	Redmond-Seattle	8,859	1,144	-87.1%	3,649
550	Bellevue-Seattle	7,267	1,386	-80.9%	3,387
554	Issaquah-Seattle	3,635	873	-76.0%	1,793
555/556	Issaquah-Northgate	1,309	38	-97.1%	487
560	West Seattle-SeaTac-Bellevue	1,876	658	-64.9%	1,064
566/567	Auburn-Kent-Overlake	2,053	329	-84.0%	947
574	Lakewood-SeaTac	2,274	1,032	-54.6%	1,514
577/578	Seattle-Federal Way/Puyallup	3,927	1,309	-66.7%	2,225
580	Lakewood-Puyallup	867	207	-76.1%	454
586	Tacoma-U. District	451	302	-33.0%	338
590-595	Lakewood/Tacoma-Seattle	6,031	1,244	-79.4%	2,984
596	Bonney Lake-Sumner	601	19	-96.8%	241
<b>Total Average Weekday Boardings</b>		<b>61,032</b>	<b>12,790</b>	<b>-79.0%</b>	<b>29,561</b>

**ST Express** achieved the on-time performance target at 89.9% for the second quarter. Customer complaints per 100K boardings were higher than target for the second quarter, mostly due to early departure and overcrowded as a result of social distancing requirement. The average weekday boardings down by 79.0%, compared to Q2 2019 mainly impacted COVID-19.

## Service Delivery Performance Report Q2 2020

### Sounder Commuter Rail

	Q2 2019	Q2 2020	Q2 Budget	YTD 2019	YTD 2020	YTD Budget
Revenue Vehicle Hours Operated <sup>1</sup>	18,992	9,991	18,623	37,927	28,498	37,246
Revenue Vehicle Miles Operated	566,073	301,726	559,150	1,124,105	849,458	1,118,301
Trips Operated	2,194	1,162	2,169	4,359	3,271	4,337
Boardings	1,164,420	94,717	1,213,000	2,277,468	1,014,645	2,401,000
Boardings per Revenue Vehicle Hour	61	9	65	60	36	64
Boardings per Trip	531	82	559	522	310	554
Cost per Boarding <sup>2</sup>	\$11.32	\$139.95	\$11.96	\$11.76	\$26.01	\$11.95
Percentage of Scheduled Trips Operated	99.5%	99.6%	≥ 99.5%	99.4%	99.2%	≥ 99.5%
On-Time Performance <sup>3</sup>	96.3%	97.1%	≥ 95.0%	95.7%	97.1%	≥ 95.0%
Customer Complaints per 100K Boardings	5.4	11.6	< 15.0	5.6	6.2	< 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

	Q2 2019	Q2 2020	%Δ	YTD
North Line, Everett - Seattle	1,564	71	-95.5%	641
South Line, Tacoma - Seattle	16,449	1,409	-91.4%	7,265
<b>Total Average Weekday Boardings</b>	<b>18,013</b>	<b>1,480</b>	<b>-91.8%</b>	<b>7,906</b>

**Sounder** on-time performance was above target at 97.1% for the second quarter. Percentage of scheduled trips operated was above last year and target at 99.6%. Total average weekday boardings dropped by 91.8%, compared to Q2 2019 primarily impacted by COVID-19.

### Tacoma Link Light Rail

	Q2 2019	Q2 2020	Q2 Budget	YTD 2019	YTD 2020	YTD Budget
Service Hours Operated	2,403	2,464	2,450	4,746	4,894	4,900
Service Miles Operated	18,510	18,968	12,265	36,567	37,675	24,530
Trips Operated	12,395	12,140	12,265	24,422	24,286	24,530
Boardings	241,354	69,732	228,850	469,828	273,663	459,900
Boardings per Service Vehicle Hour	100	28	93	99	56	94
Boardings per Trip	19	6	19	19	11	19
Cost per Boarding <sup>2</sup>	\$6.86	\$23.67	\$6.63	\$5.98	\$11.05	\$5.81
Percentage of Scheduled Trips Operated	99.9%	98.4%	≥ 98.5%	99.9%	99.0%	≥ 98.5%
On-Time Performance <sup>3</sup>	99.7%	98.5%	≥ 98.5%	99.8%	99.2%	≥ 98.5%
Customer Complaints per 100K Boardings	0.0	0.0	< 15.0	0.0	0.7	< 15.0
Prev. Accidents per 100K Platform Miles <sup>5</sup>	0.00	0.00	≤ 1.70	0.00	0.00	≤ 1.70

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

	Q2 2019	Q2 2020	%Δ	YTD
<b>Total Average Weekday Boardings</b>	<b>2,697</b>	<b>885</b>	<b>-67.2%</b>	<b>1,868</b>

**Tacoma Link** on-time performance was on target at 98.5% for the second quarter. Boardings per trip dropped by 32% compared to Q2 2019 mainly due to decreased boardings impacted by COVID-19.

## Service Delivery Performance Report Q2 2020

### Link Light Rail

	Q2 2019	Q2 2020	Q2 Budget	YTD 2019	YTD 2020	YTD Budget
Revenue Vehicle Hours Operated <sup>1</sup>	66,330	60,864	68,575	131,608	132,500	137,150
Revenue Vehicle Miles Operated	1,354,232	480,648	1,446,700	2,693,164	1,792,649	2,893,400
Trips Operated	25,540	na	27,925	50,647	na	55,850
Boardings	6,514,287	1,222,656	7,493,300	12,893,870	6,771,580	13,540,900
Boardings per Revenue Vehicle Hour	98	20	109	98	51	99
Boardings per Trip	255	na	268	255	na	242
Cost per Boarding <sup>2</sup>	\$4.99	\$26.63	\$4.85	\$4.78	\$10.02	\$5.42
Percentage of Scheduled Trips Operated	97.6%	0.0%	≥ 98.5%	98.1%	0.0%	≥ 98.5%
Headway Performance <sup>4</sup>	90.2%	0.0%	≥ 90.0%	89.6%	0.0%	≥ 90.0%
Customer Complaints per 100K Boardings	2.6	4.4	< 15.0	2.2	4.0	< 15.0
Prev. Accidents per 100K Platform Miles <sup>5</sup>	0.14	na	< 0.30	0.14	na	< 0.30

#### Link Light Rail Average Weekday Boardings by Station

	Q2 2019	Q2 2020	%Δ	YTD
University of Washington	10,948	291	-97.3%	-
Capitol Hill	8,216	607	-92.6%	-
Westlake	12,957	609	-95.3%	-
University Street	6,295	609	-90.3%	-
Pioneer Square	4,680	609	-87.0%	-
International District / Chinatown	7,301	609	-91.7%	-
Stadium	1,842	613	-66.7%	-
SODO	2,593	615	-76.3%	-
Beacon Hill	3,148	619	-80.3%	-
Mount Baker	2,763	625	-77.4%	-
Columbia City	2,914	626	-78.5%	-
Othello	2,948	627	-78.7%	-
Rainier Beach	2,157	626	-71.0%	-
Tukwila International Boulevard	2,940	626	-78.7%	-
SeaTac / Airport	5,748	624	-89.1%	-
Angle Lake	3,637	292	-92.0%	-
<b>Total Average Weekday Boardings</b>	<b>81,087</b>	<b>9,227</b>	<b>-88.6%</b>	<b>-</b>

Sound Transit is in the process of migrating to a new technology which it uses to track many of its Link performance statistics. The equipment being replaced has not been able to provide reliable performance statistics since the start of 2020. However, once the new technology is deployed, Sound Transit will be able to report monthly performance statistics going back to January 2020.

#### Paratransit Boardings

	Q2 2019	Q2 2020	%Δ	YTD
Link Service Area Average Daily Boardings	214	54	-74.9%	113

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.