



Service Delivery Quarterly Performance Report

System-wide Boardings

Boardings by Service Mode	Q3 2019	Q3 2020	%Δ	YTD 2019	YTD 2020	%Δ	YTD Budget	%YTD
ST Express	4,519,775	1,031,783	-77.2%	13,210,534	5,258,734	-60.2%	13,235,100	39.7%
Sounder	1,173,616	123,620	-89.5%	3,451,085	1,138,265	-67.0%	3,593,300	31.7%
Tacoma Link	212,244	80,337	-62.1%	682,072	354,000	-48.1%	644,750	54.9%
Link	5,998,784	1,454,776	-75.7%	18,892,654	8,226,356	-56.5%	21,388,500	38.5%
Paratransit	17,257	7,775	-54.9%	51,171	28,316	-44.7%	49,600	57.1%
Total Boardings	11,921,676	2,698,291	-77.4%	36,287,516	15,005,670	-58.6%	38,911,250	38.6%
Average Weekday Boardings	163,816	33,871	-79.3%	161,320	65,889	-59.2%		

Total Sound Transit system-wide ridership in third quarter of 2020 dropped by 9.2 million, or 77.4%, compared to the same quarter of 2019, and the average weekday boardings were also down by 79.3%. Ridership decline was mostly due to the COVID-19, pandemic impact.

ST Express ridership and average weekday boardings declined by 77.2% and 78.7%, respectively, compared to the third quarter of last year.

Sounder ridership decreased by 1.1 million, or 89.5%, and average weekday boardings were down by 89.2% compared to the third quarter of 2019.

Tacoma Link ridership dropped by 132K, or 62.1%, compared to the third quarter of last year and average weekday boardings were also down by 58.5%.

Link light rail ridership declined by 4.5 million, or 75.7%, compared to the third quarter of 2019 and average weekday boardings were also dropped by 78.6%.

Paratransit ridership services decreased by 54.9% for the third quarter of 2020.

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ST Express

	Q3 2019	Q3 2020	Q3 Budget	YTD 2019	YTD 2020	YTD Budget
Revenue Vehicle Hours Operated ¹	159,940	139,109	156,420	471,387	418,983	469,261
Revenue Vehicle Miles Operated	3,006,969	2,877,583	3,005,301	8,944,132	8,482,302	9,015,903
Trips Operated	123,690	114,558	122,260	365,222	345,493	366,781
Platform Hours Operated	207,024	180,446	207,342	609,740	548,623	622,027
Boardings	4,519,775	1,031,783	4,448,200	13,210,534	5,258,734	13,235,100
Boardings per Revenue Vehicle Hour	28	7	28	28	13	28
Boardings per Trip	37	9	36	36	15	36
Cost per Boarding ²	\$7.68	\$34.69	\$8.49	\$8.11	\$19.58	\$8.56
Percentage of Scheduled Trips Operated	99.9%	99.5%	≥ 99.8%	99.3%	99.7%	≥ 99.8%
On-Time Performance ³	82.3%	90.3%	≥ 85.0%	84.5%	89.8%	≥ 85.0%
Customer Complaints per 100K Boardings	19.0	27.9	< 15.0	18.0	20.2	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.80	0.57	< 0.80	0.80	0.57	< 0.80

ST Express Average Weekday Boardings by Route

		Q3 2019	Q3 2020	%Δ	YTD
508	Mountlake Terrace - Seattle	-	192	0.0%	64
510-513	Everett-Seattle	9,138	1,959	-78.6%	3,511
522	Woodinville-Seattle	5,088	1,068	-79.0%	2,010
532	Everett-Bellevue	1,990	303	-84.8%	625
535	Lynnwood-Bellevue	1,853	430	-76.8%	763
540	Kirkland-U. District	61	-	-100.0%	143
541	Overlake-U. District	974	-	-100.0%	209
542	Redmond-U. District	2,930	301	-89.7%	867
544	Overlake - SLU	-	-	0.0%	5
545	Redmond-Seattle	8,873	1,081	-87.8%	2,745
550	Bellevue-Seattle	7,375	1,360	-81.6%	2,643
554	Issaquah-Seattle	3,672	804	-78.1%	1,427
555/556	Issaquah-Northgate	1,396	4	-99.7%	326
560	West Seattle-SeaTac-Bellevue	1,928	710	-63.2%	909
566/567	Auburn-Kent-Overlake	2,075	359	-82.7%	719
574	Lakewood-SeaTac	2,311	981	-57.6%	1,273
577/578	Seattle-Federal Way/Puyallup	3,925	1,498	-61.8%	1,896
580	Lakewood-Puyallup	865	54	-93.8%	258
586	Tacoma-U. District	380	103	-72.9%	169
590-595	Lakewood/Tacoma-Seattle	5,800	1,761	-69.6%	2,652
596	Bonney Lake-Sumner	575	59	-89.7%	180
Total Average Weekday Boardings		61,207	13,026	-78.7%	23,396

ST Express achieved the on-time performance target at 90.3% for the third quarter. Customer complaints per 100K boardings were higher than target for the third quarter, mostly due to mask enforcement, early departure and overcrowded as a result of social distancing requirement. The average weekday boardings down by 78.7%, compared to Q3 2019 mainly impacted COVID-19.

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Sounder Commuter Rail

	Q3 2019	Q3 2020	Q3 Budget	YTD 2019	YTD 2020	YTD Budget
Revenue Vehicle Hours Operated ¹	19,299	10,163	18,623	57,226	38,661	55,869
Revenue Vehicle Miles Operated	573,752	309,138	559,150	1,697,857	1,158,596	1,677,451
Trips Operated	2,226	1,180	2,169	6,585	4,451	6,506
Boardings	1,173,616	123,620	1,192,300	3,451,085	1,138,265	3,593,300
Boardings per Revenue Vehicle Hour	61	12	64	60	29	64
Boardings per Trip	527	105	550	524	256	552
Cost per Boarding ²	\$10.94	\$95.23	\$14.01	\$11.48	\$33.53	\$12.63
Percentage of Scheduled Trips Operated	99.2%	99.4%	≥ 99.5%	99.3%	99.3%	≥ 99.5%
On-Time Performance ³	95.9%	98.4%	≥ 95.0%	95.8%	97.5%	≥ 95.0%
Customer Complaints per 100K Boardings	8.0	13.8	< 15.0	6.4	7.0	< 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 2019	Q3 2020	%Δ	YTD
North Line, Everett - Seattle	1,561	84	-94.6%	463
South Line, Tacoma - Seattle	16,388	1,847	-88.7%	5,498
Total Average Weekday Boardings	17,949	1,932	-89.2%	5,961

Sounder on-time performance was above target at 98.4% for the third quarter. Percentage of scheduled trips operated was above last year but slightly below target at 99.4%. Total average weekday boardings dropped by 89.2%, compared to Q3 2019 primarily impacted by COVID-19.

Tacoma Link Light Rail

	Q3 2019	Q3 2020	Q3 Budget	YTD 2019	YTD 2020	YTD Budget
Service Hours Operated	2,351	2,517	2,450	7,097	7,411	7,350
Service Miles Operated	18,103	19,375	12,265	54,670	57,050	36,795
Trips Operated	12,570	12,581	12,265	36,992	36,867	36,795
Boardings	212,244	80,337	184,850	682,072	354,000	644,750
Boardings per Service Vehicle Hour	90	32	75	96	48	88
Boardings per Trip	17	6	15	18	10	18
Cost per Boarding ²	\$4.49	\$14.57	\$7.40	\$5.52	\$11.85	\$6.26
Percentage of Scheduled Trips Operated	99.9%	99.7%	≥ 98.5%	99.9%	99.2%	≥ 98.5%
On-Time Performance ³	99.9%	99.7%	≥ 98.5%	99.8%	99.3%	≥ 98.5%
Customer Complaints per 100K Boardings	0.9	1.2	< 15.0	0.3	0.8	< 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

	Q3 2019	Q3 2020	%Δ	YTD
Total Average Weekday Boardings	2,437	1,012	-58.5%	1,572

Tacoma Link on-time performance was above target at 99.7% for the third quarter. Boardings per trip dropped by 65% compared to Q3 2019 mainly due to decreased boardings impacted by COVID-19.

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Link Light Rail

	Q3 2019	Q3 2020	Q3 Budget	YTD 2019	YTD 2020	YTD Budget
Revenue Vehicle Hours Operated ¹	66,785	71,087	68,575	198,393	203,587	205,725
Revenue Vehicle Miles Operated	1,360,483	589,942	1,446,700	4,053,647	2,382,591	4,340,100
Trips Operated	25,790	na	27,925	76,437	na	83,775
Boardings	5,998,784	1,454,776	7,847,600	18,892,654	8,226,356	21,388,500
Boardings per Revenue Vehicle Hour	90	20	114	95	40	104
Boardings per Trip	233	na	281	247	na	255
Cost per Boarding ²	\$5.31	\$21.76	\$4.70	\$4.95	\$12.10	\$5.15
Percentage of Scheduled Trips Operated	95.7%	0.0%	≥ 98.5%	97.3%	0.0%	≥ 98.5%
Headway Performance ⁴	91.4%	0.0%	≥ 90.0%	90.2%	0.0%	≥ 90.0%
Customer Complaints per 100K Boardings	2.2	4.3	< 15.0	2.2	4.0	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.19	na	< 0.30	0.19	na	< 0.30

Link Light Rail Average Weekday Boardings by Station

	Q3 2019	Q3 2020	%Δ	YTD
University of Washington	10,289	2,552	-75.2%	-
Capitol Hill	7,630	1,342	-82.4%	-
Westlake	13,626	1,822	-86.6%	-
University Street	6,230	864	-86.1%	-
Pioneer Square	4,883	707	-85.5%	-
International District / Chinatown	7,495	1,215	-83.8%	-
Stadium	2,006	380	-81.1%	-
SODO	2,581	821	-68.2%	-
Beacon Hill	3,059	699	-77.1%	-
Mount Baker	2,442	710	-70.9%	-
Columbia City	2,980	632	-78.8%	-
Othello	2,860	845	-70.5%	-
Rainier Beach	2,145	596	-72.2%	-
Tukwila International Boulevard	2,975	1,028	-65.4%	-
SeaTac / Airport	6,397	1,513	-76.3%	-
Angle Lake	3,912	1,706	-56.4%	-
Total Average Weekday Boardings	81,510	17,432	-78.6%	-

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

	Q3 2019	Q3 2020	%Δ	YTD
Link Service Area Average Daily Boardings	188	85	-54.9%	103

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.