

Service Delivery Quarterly Performance Report



System-wide Boardings

| Boardings by Service Mode | Q1 2020 | Q1 2021 | %Δ | YTD 2020 | YTD 2021 | %Δ | YTD Budget | %YTD |
|----------------------------------|-------------------|------------------|---------------|-------------------|------------------|---------------|------------------|--------------|
| ST Express | 3,371,243 | 902,037 | -73.2% | 3,371,243 | 902,037 | -73.2% | 910,000 | 99.1% |
| Souder | 919,928 | 135,174 | -85.3% | 919,928 | 135,174 | -85.3% | 528,500 | 25.6% |
| Tacoma Link | 211,384 | 71,663 | -66.1% | 211,384 | 71,663 | -66.1% | 93,000 | 77.1% |
| Link | 5,548,924 | 1,256,675 | -77.4% | 5,548,924 | 1,256,675 | -77.4% | 1,194,000 | 105.2% |
| Paratransit | 15,656 | 7,137 | -54.4% | 15,656 | 7,137 | -54.4% | 5,000 | 142.7% |
| Total Boardings | 10,067,135 | 2,372,686 | -76.4% | 10,067,135 | 2,372,686 | -76.4% | 2,730,500 | 86.9% |
| Average Weekday Boardings | 135,657 | 31,536 | -76.8% | 135,657 | 31,536 | -76.8% | | |

Total Sound Transit system-wide ridership in first quarter of 2021 dropped by over 7 million, or 76.8%, compared to the same quarter of 2020, and the average weekday boardings were also down by 76.8%. Ridership continues to be impacted by the COVID-19 pandemic.

ST Express ridership and average weekday boardings declined by 73.2% compared to the first quarter of last year.

Souder ridership decreased by 85.3% compared to the first quarter of 2020.

Tacoma Link ridership dropped by 66.1%, compared to the first quarter of last year.

Link light rail ridership declined by 4.2 million, or 77.4%, compared to the first quarter of 2020.

Paratransit ridership services decreased by 54.0% for the first quarter of 2021.

Future Service Delivery Quarterly Performance Reporting will be delivered through an interactive dashboard that will be found on soundtransit.org

Service Delivery Performance Report Q1 2021

ST Express

| | Q1 2020 | Q1 2021 | Q1 Budget | YTD 2020 | YTD 2021 | YTD Budget |
|--|-----------|-----------|-----------|-----------|-----------|------------|
| Revenue Vehicle Hours Operated ¹ | 154,560 | 133,495 | 138,023 | 154,560 | 133,495 | 138,023 |
| Revenue Vehicle Miles Operated | 2,976,498 | 2,565,869 | 2,668,533 | 2,976,498 | 2,565,869 | 2,668,533 |
| Trips Operated | 122,306 | 102,800 | 106,657 | 122,306 | 102,800 | 106,657 |
| Platform Hours Operated | 204,752 | 171,880 | 177,024 | 204,752 | 171,880 | 177,024 |
| Boardings | 3,352,386 | 976,957 | 2,417,250 | 3,352,386 | 976,957 | 910,000 |
| Boardings per Revenue Vehicle Hour | 22 | 7 | 18 | 22 | 7 | 7 |
| Boardings per Trip | 27 | 10 | 23 | 27 | 10 | 9 |
| Cost per Boarding ² | \$9.20 | \$33.45 | \$9.09 | \$8.37 | \$21.74 | \$8.33 |
| Percentage of Scheduled Trips Operated | 99.7% | 99.9% | 99.8% | 99.7% | 99.9% | 99.8% |
| On-Time Performance ³ | 89.4% | 90.4% | 85.0% | 89.4% | 90.4% | 85.0% |
| Customer Complaints per 100K Boardings | 20.5 | 24.3 | < 15.0 | 18.6 | 20.8 | < 15.0 |
| Prev. Accidents per 100K Platform Miles ⁵ | 0.83 | 0.35 | < 0.80 | 0.83 | 0.35 | < 0.80 |

ST Express Average Weekday Boardings by Route

| | | Q1 2020 | Q1 2021 | %Δ | YTD |
|--|------------------------------|---------------|---------------|---------------|---------------|
| 508 | Mountlake Terrace - Seattle | - | - | 0.0% | - |
| 510-513 | Everett-Seattle | 6,795 | 1,916 | -71.8% | 1,916 |
| 522 | Woodinville-Seattle | 3,935 | 1,127 | -71.4% | 1,127 |
| 532 | Everett-Bellevue | 1,348 | 228 | -83.1% | 228 |
| 535 | Lynnwood-Bellevue | 1,496 | 384 | -74.3% | 384 |
| 540* | Kirkland-U. District | 429 | - | 0.0% | - |
| 541* | Overlake-U. District | 1,253 | - | 0.0% | - |
| 542 | Redmond-U. District | 2,063 | 334 | -83.8% | 334 |
| 544* | Overlake - SLU | 14 | - | 0.0% | - |
| 545 | Redmond-Seattle | 6,154 | 1,208 | -80.4% | 1,208 |
| 550 | Bellevue-Seattle | 5,388 | 1,415 | -73.7% | 1,415 |
| 554 | Issaquah-Seattle | 2,714 | 773 | -71.5% | 773 |
| 555/556* | Issaquah-Northgate | 935 | - | 0.0% | - |
| 560 | West Seattle-SeaTac-Bellevue | 1,471 | 645 | -56.1% | 645 |
| 566/567 | Auburn-Kent-Overlake | 1,566 | 364 | -76.8% | 364 |
| 574 | Lakewood-SeaTac | 1,996 | 984 | -50.7% | 984 |
| 577/578 | Seattle-Federal Way/Puyallup | 3,141 | 1,461 | -53.5% | 1,461 |
| 580 | Lakewood-Puyallup | 702 | 72 | -89.7% | 72 |
| 586 | Tacoma-U. District | 373 | 115 | -69.2% | 115 |
| 590-595 | Lakewood/Tacoma-Seattle | 4,725 | 1,705 | -63.9% | 1,705 |
| 596 | Bonney Lake-Sumner | 463 | 59 | -87.2% | 59 |
| Total Average Weekday Boardings | | 46,959 | 12,790 | -72.8% | 12,790 |

*A number of routes were temporarily suspended due to COVID-19 in the end of March.

Service Delivery Performance Report Q1 2021

Sounder Commuter Rail

| | Q1 2020 | Q1 2021 | Q1 Budget | YTD 2020 | YTD 2021 | YTD Budget |
|--|---------|----------|-----------|----------|----------|------------|
| Revenue Vehicle Hours Operated ¹ | 18,507 | 12,342 | 12,800 | 18,507 | 12,342 | 12,800 |
| Revenue Vehicle Miles Operated | 547,732 | 379,233 | 393,950 | 547,732 | 379,233 | 393,950 |
| Trips Operated | 2,109 | 1,315 | 1,450 | 2,109 | 1,315 | 1,450 |
| Boardings | 839,752 | 139,459 | 528,500 | 839,752 | 139,459 | 528,500 |
| Boardings per Revenue Vehicle Hour | 45 | 11 | 41 | 45 | 11 | 41 |
| Boardings per Trip | 398 | 106 | 365 | 398 | 106 | 365 |
| Cost per Boarding ² | \$13.30 | \$101.03 | \$12.41 | \$11.94 | \$40.73 | \$12.55 |
| Percentage of Scheduled Trips Operated | 98.8% | 97.1% | 99.5% | 98.8% | 97.1% | 99.5% |
| On-Time Performance ³ | 97.1% | 97.4% | 95.0% | 97.1% | 97.4% | 95.0% |
| Customer Complaints per 100K Boardings | 7.8 | 15.4 | < 15.0 | 6.8 | 7.9 | < 15.0 |
| Prev. Accidents per 100K Platform Miles ⁵ | 0.00 | 0.40 | ≤ 1.00 | 0.00 | 0.40 | ≤ 1.00 |

Sounder Commuter Rail Average Weekday Boardings by Corridor

| | Q1 2020 | Q1 2021 | %Δ | YTD |
|--|---------------|--------------|---------------|--------------|
| North Line, Everett - Seattle | 1,239 | 737 | -40.5% | 360 |
| South Line, Tacoma - Seattle | 13,121 | 776 | -94.1% | 4,606 |
| Total Average Weekday Boardings | 14,361 | 1,513 | -89.5% | 4,966 |

Tacoma Link Light Rail

| | Q1 2020 | Q1 2021 | Q1 Budget | YTD 2020 | YTD 2021 | YTD Budget |
|--|---------|---------|-----------|----------|----------|------------|
| Service Hours Operated | 2,430 | 2,426 | 2,450 | 2,430 | 2,426 | 2,450 |
| Service Miles Operated | 18,707 | 18,677 | 18,825 | 18,707 | 18,677 | 18,825 |
| Trips Operated | 12,146 | 12,128 | 12,265 | 12,146 | 12,128 | 12,265 |
| Boardings | 203,931 | 71,663 | 159,000 | 203,931 | 71,663 | 93,000 |
| Boardings per Service Vehicle Hour | 84 | 30 | 65 | 84 | 30 | 38 |
| Boardings per Trip | 17 | 6 | 13 | 17 | 6 | 8 |
| Cost per Boarding ² | \$6.62 | \$13.33 | \$7.42 | \$5.81 | \$12.12 | \$6.54 |
| Percentage of Scheduled Trips Operated | 99.7% | 99.7% | 98.5% | 99.7% | 99.7% | 98.5% |
| On-Time Performance ³ | 99.9% | 99.9% | 98.5% | 99.9% | 99.9% | 98.5% |
| Customer Complaints per 100K Boardings | 0.4 | 1.3 | < 15.0 | 0.3 | 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 2020 | Q1 2021 | %Δ | YTD |
|--|--------------|------------|---------------|--------------|
| Total Average Weekday Boardings | 2,900 | 909 | -68.7% | 1,438 |

Service Delivery Performance Report Q1 2021

Link Light Rail

| | Q1 2020 | Q1 2021 | Q1 Budget | YTD 2020 | YTD 2021 | YTD Budget |
|--|-----------|-----------|-----------|-----------|-----------|------------|
| Revenue Vehicle Hours Operated ¹ | 71,636 | 15,324 | 67,825 | 71,636 | 15,324 | 67,825 |
| Revenue Vehicle Miles Operated | 1,312,001 | 305,266 | 1,428,300 | 1,312,001 | 305,266 | 1,428,300 |
| Trips Operated | 30,876 | 16,644 | 22,325 | 30,876 | 16,644 | 22,325 |
| Boardings | 4,408,790 | 1,382,467 | 3,693,750 | 4,408,790 | 1,382,467 | 1,194,000 |
| Boardings per Revenue Vehicle Hour | 62 | 90 | 54 | 62 | 90 | 18 |
| Boardings per Trip | 143 | 83 | 165 | 143 | 83 | 53 |
| Cost per Boarding ² | \$5.82 | \$26.12 | \$5.56 | \$5.16 | \$14.18 | \$5.06 |
| Percentage of Scheduled Trips Operated | 87.6% | 94.4% | 98.5% | 87.6% | 94.4% | 98.5% |
| Headway Performance ⁴ | 94.5% | 97.4% | 90.0% | 94.5% | 97.4% | 90.0% |
| Customer Complaints per 100K Boardings | 2.3 | 2.3 | < 15.0 | 2.2 | 3.8 | < 15.0 |
| Prev. Accidents per 100K Platform Miles ⁵ | 0.24 | na | < 0.30 | 0.24 | na | < 0.30 |

Link Light Rail Average Weekday Boardings by Station

| | Q1 2020 | Q1 2021 | %Δ | YTD |
|--|---------------|---------------|---------------|---------------|
| University of Washington | 6,431 | 2,879 | -55.2% | 2,879 |
| Capitol Hill | 4,182 | 1,710 | -59.1% | 1,710 |
| Westlake | 5,480 | 2,330 | -57.5% | 2,330 |
| University Street | 2,704 | 950 | -64.9% | 950 |
| Pioneer Square | 8,881 | 683 | -92.3% | 683 |
| International District / Chinatown | 3,403 | 1,383 | -59.4% | 1,383 |
| Stadium | 640 | 551 | -13.9% | 551 |
| SODO | 1,487 | 921 | -38.1% | 921 |
| Beacon Hill | 1,468 | 759 | -48.3% | 759 |
| Mount Baker | 1,368 | 807 | -41.0% | 807 |
| Columbia City | 1,540 | 656 | -57.4% | 656 |
| Othello | 1,638 | 852 | -48.0% | 852 |
| Rainier Beach | 1,241 | 556 | -55.2% | 556 |
| Tukwila International Boulevard | 1,663 | 1,174 | -29.4% | 1,174 |
| SeaTac / Airport | 3,456 | 2,194 | -36.5% | 2,194 |
| Angle Lake | 2,867 | 1,581 | -44.9% | 1,581 |
| Total Average Weekday Boardings | 48,449 | 19,986 | -58.7% | 19,986 |

Paratransit Boardings

| | Q1 2020 | Q1 2021 | %Δ | YTD |
|---|---------|---------|--------|-----|
| Link Service Area Average Daily Boardings | 235 | 79 | -66.3% | 79 |

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.