



Service Delivery

Quarterly Performance Report

System-wide Boardings

| Boardings by Service Mode | Q1 2018 | Q1 2019 | %Δ | YTD 2018 | YTD 2019 | %Δ | YTD Budget | % YTD |
|----------------------------------|-------------------|-------------------|-------------|-------------------|-------------------|-------------|-------------------|--------------|
| ST Express | 4,438,809 | 4,220,584 | -4.9% | 4,438,809 | 4,220,584 | -4.9% | 4,317,837 | 97.7% |
| Sounder | 1,162,589 | 1,126,553 | -3.1% | 1,162,589 | 1,126,553 | -3.1% | 1,171,755 | 96.1% |
| Tacoma Link | 236,426 | 228,474 | -3.4% | 236,426 | 228,474 | -3.4% | 243,782 | 93.7% |
| Link | 5,475,375 | 5,780,297 | 5.6% | 5,475,375 | 5,780,297 | 5.6% | 6,258,267 | 92.4% |
| Paratransit | 15,830 | 16,193 | 2.3% | 15,830 | 16,193 | 2.3% | 17,500 | 92.5% |
| Total Boardings | 11,329,029 | 11,372,101 | 0.4% | 11,329,029 | 11,372,101 | 0.4% | 12,009,141 | 94.7% |
| Average Weekday Boardings | 154,119 | 155,986 | 1.2% | 154,119 | 155,986 | 1.2% | | |

Total Sound Transit ridership slightly increased by 43K, or 0.4%, compared to the first quarter of 2018; system-wide average weekday boardings increased by 1.2% .

ST Express ridership and average weekday boardings decreased by 4.9% and 3.8%, respectively, compared to the first quarter of last year mainly attributed to the snow events and the closure of the Rainier Freeway Station in September 2018 due to East Link construction. Nearly half of the decline in average weekday boardings occurred on routes 554 (Issaquah-Seattle) and 550 (Bellevue-Seattle) that were impacted by the closure.

Sounder ridership decreased by 36K, or 3.1% compared to the first quarter of 2018 and average weekday boardings decreased overall by 2.1% mainly driven by the inclement weather in February.

Tacoma Link ridership decreased by 8K, or 3.4%, compared to the first quarter of last year. Average weekday boardings decreased by 3.9% compared to the same period last year.

Link light rail ridership grew 305K, or 5.6%, compared to the first quarter of 2018; average weekday boardings increased by 6.8% .

Paratransit ridership services increased by 2.3% for the first quarter of 2019.

Service Delivery Performance Report Q1 2019

ST Express

| | Q1 2018 | Q1 2019 | Q1 Budget | YTD 2018 | YTD 2019 | YTD Budget |
|--|-----------|-----------|-----------|-----------|-----------|------------|
| Revenue Vehicle Hours Operated ¹ | 157,954 | 150,746 | 159,503 | 157,954 | 150,746 | 159,503 |
| Revenue Vehicle Miles Operated | 2,978,955 | 2,909,500 | 3,035,011 | 2,978,955 | 2,909,500 | 3,035,011 |
| Trips Operated | 120,087 | 117,493 | 116,754 | 120,087 | 117,493 | 116,754 |
| Platform Hours Operated | 197,317 | 195,299 | 204,931 | 197,317 | 195,299 | 204,931 |
| Boardings | 4,438,809 | 4,220,584 | 4,317,837 | 4,438,809 | 4,220,584 | 4,317,837 |
| Boardings per Revenue Vehicle Hour | 28 | 28 | 27 | 28 | 28 | 27 |
| Boardings per Trip | 37 | 36 | 37 | 37 | 36 | 37 |
| Cost per Boarding ² | \$7.59 | \$8.21 | \$8.59 | \$7.59 | \$8.21 | \$8.59 |
| Percentage of Scheduled Trips Operated | 99.9% | 98.0% | ≥ 99.8% | 99.9% | 98.0% | ≥ 99.8% |
| On-Time Performance ³ | 86.6% | 86.9% | ≥ 85.0% | 86.6% | 86.9% | ≥ 85.0% |
| Customer Complaints per 100K Boardings | 17.5 | 15.3 | < 15.0 | 17.5 | 15.3 | < 15.0 |
| Prev. Accidents per 100K Platform Miles ⁵ | 0.59 | 0.75 | < 0.80 | 0.59 | 0.75 | < 0.80 |

ST Express Average Weekday Boardings by Route

| | | Q1 2018 | Q1 2019 | %Δ | YTD |
|---------------------------------|------------------------------|---------|---------|--------|--------|
| 510-513 | Everett-Seattle | 8,575 | 8,331 | -2.8% | 8,331 |
| 522 | Woodinville-Seattle | 4,905 | 4,992 | 1.8% | 4,992 |
| 532 | Everett-Bellevue | 2,047 | 1,786 | -12.8% | 1,786 |
| 535 | Lynnwood-Bellevue | 1,968 | 1,941 | -1.4% | 1,941 |
| 540 | Kirkland-U. District | 590 | 567 | -3.9% | 567 |
| 541 | Overlake-U. District | 780 | 813 | 4.3% | 813 |
| 542 | Redmond-U. District | 2,185 | 2,123 | -2.9% | 2,123 |
| 545 | Redmond-Seattle | 8,363 | 8,363 | 0.0% | 8,363 |
| 550 | Bellevue-Seattle | 9,663 | 8,959 | -7.3% | 8,959 |
| 554 | Issaquah-Seattle | 3,948 | 3,491 | -11.6% | 3,491 |
| 555/556 | Issaquah-Northgate | 1,470 | 1,385 | -5.7% | 1,385 |
| 560 | West Seattle-SeaTac-Bellevue | 1,744 | 1,674 | -4.0% | 1,674 |
| 566/567 | Auburn-Kent-Overlake | 2,052 | 1,891 | -7.8% | 1,891 |
| 574 | Lakewood-SeaTac | 2,187 | 2,177 | -0.5% | 2,177 |
| 577/578 | Seattle-Federal Way/Puyallup | 3,762 | 3,717 | -1.2% | 3,717 |
| 580 | Lakewood-Puyallup | 768 | 879 | 14.4% | 879 |
| 586 | Tacoma-U. District | 484 | 432 | -10.8% | 432 |
| 590-595 | Lakewood/Tacoma-Seattle | 6,074 | 5,669 | -6.7% | 5,669 |
| 596 | Bonney Lake-Sumner | 585 | 579 | -1.1% | 579 |
| Total Average Weekday Boardings | | 62,150 | 59,771 | -3.8% | 59,771 |

ST Express on-time performance was above the target at 86.9% for the first quarter. Boardings per trip was slightly below the target and below last year. Percentage of scheduled trips operated was lower than target and lower than last year on year-to-date basis mainly due to the snow events.

Sounder Commuter Rail

| | Q1 2018 | Q1 2019 | Q1 Budget | YTD 2018 | YTD 2019 | YTD Budget |
|--|-----------|-----------|-----------|-----------|-----------|------------|
| Revenue Vehicle Hours Operated ¹ | 18,854 | 18,935 | 18,650 | 18,854 | 18,935 | 18,650 |
| Revenue Vehicle Miles Operated | 557,920 | 558,032 | 2,189 | 557,920 | 558,032 | 2,189 |
| Trips Operated | 2,130 | 2,165 | 2,144 | 2,130 | 2,165 | 2,144 |
| Boardings | 1,162,589 | 1,126,553 | 1,171,755 | 1,162,589 | 1,126,553 | 1,171,755 |
| Boardings per Revenue Vehicle Hour | 62 | 59 | 63 | 62 | 59 | 63 |
| Boardings per Trip | 546 | 520 | 547 | 546 | 520 | 547 |
| Cost per Boarding ² | \$9.40 | \$12.07 | \$11.48 | \$9.40 | \$12.07 | \$11.48 |
| Percentage of Scheduled Trips Operated | 97.6% | 99.2% | ≥ 99.5% | 97.6% | 99.2% | ≥ 99.5% |
| On-Time Performance ³ | 92.3% | 95.2% | ≥ 95.0% | 92.3% | 95.2% | ≥ 95.0% |
| Customer Complaints per 100K Boardings | 7.9 | 5.8 | < 15.0 | 7.9 | 5.8 | < 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 2018 | Q1 2019 | %Δ | YTD |
|--|---------------|---------------|--------------|---------------|
| North Line, Everett - Seattle | 1,751 | 1,644 | -6.1% | 1,644 |
| South Line, Tacoma - Seattle | 16,519 | 16,238 | -1.7% | 16,238 |
| Total Average Weekday Boardings | 18,270 | 17,882 | -2.1% | 17,882 |

Sounder achieved the on-time performance target (95.2%) in the first quarter of 2019, an improvement compared to the same period last year. Boardings per trip dropped by 4.8% compared to the first quarter of 2018. Percentage of scheduled trips operated was better than last year on year-to-date basis and nearly met target at 99.2%.

Tacoma Link Light Rail

| | Q1 2018 | Q1 2019 | Q1 Budget | YTD 2018 | YTD 2019 | YTD Budget |
|--|---------|---------|-----------|----------|----------|------------|
| Service Hours Operated | 2,416 | 2,343 | 2,450 | 2,416 | 2,343 | 2,450 |
| Service Miles Operated | 18,605 | 18,057 | 12,243 | 18,605 | 18,057 | 12,243 |
| Trips Operated | 12,074 | 12,027 | 11,938 | 12,074 | 12,027 | 11,938 |
| Boardings | 236,426 | 228,474 | 243,782 | 236,426 | 228,474 | 243,782 |
| Boardings per Service Vehicle Hour | 98 | 98 | 100 | 98 | 98 | 100 |
| Boardings per Trip | 20 | 19 | 20 | 20 | 19 | 20 |
| Cost per Boarding ² | \$4.47 | \$5.05 | \$5.45 | \$4.47 | \$5.05 | \$5.45 |
| Percentage of Scheduled Trips Operated | 99.9% | 99.8% | ≥ 98.5% | 99.9% | 99.8% | ≥ 98.5% |
| On-Time Performance ³ | 99.9% | 99.8% | ≥ 98.5% | 99.9% | 99.8% | ≥ 98.5% |
| Customer Complaints per 100K Boardings | 0.0 | 0.0 | < 15.0 | 0.0 | 0.0 | < 15.0 |
| Prev. Accidents per 100K Platform Miles ⁵ | 1.32 | 0.00 | ≤ 1.7 | 1.32 | 0.00 | ≤ 1.7 |

Tacoma Link Light Rail Average Weekday Boardings

| | Q1 2018 | Q1 2019 | %Δ | YTD |
|--|--------------|--------------|--------------|--------------|
| Total Average Weekday Boardings | 3,244 | 3,118 | -3.9% | 3,118 |

Tacoma Link on-time performance was above target at 99.8% for the first quarter of 2019. Preventable accidents per 100K miles is based on a 12-month rolling average. There has been no preventable accident since June 2017. Boardings per trip was slightly lower than the target and last year.

Link Light Rail

| | Q1 2018 | Q1 2019 | Q1 Budget | YTD 2018 | YTD 2019 | YTD Budget |
|--|-----------|-----------|-----------|-----------|-----------|------------|
| Revenue Vehicle Hours Operated ¹ | 64,932 | 65,278 | 66,550 | 64,932 | 65,278 | 66,550 |
| Revenue Vehicle Miles Operated | 1,336,878 | 1,338,933 | 1,365,775 | 1,336,878 | 1,338,933 | 1,365,775 |
| Trips Operated | 25,236 | 25,107 | 25,311 | 25,236 | 25,107 | 25,311 |
| Boardings | 5,475,375 | 5,780,297 | 6,258,267 | 5,475,375 | 5,780,297 | 6,258,267 |
| Boardings per Revenue Vehicle Hour | 84 | 89 | 94 | 84 | 89 | 94 |
| Boardings per Trip | 217 | 230 | 247 | 217 | 230 | 247 |
| Cost per Boarding ² | \$4.50 | \$5.04 | \$5.48 | \$4.50 | \$5.04 | \$5.48 |
| Percentage of Scheduled Trips Operated | 98.8% | 98.7% | ≥ 98.5% | 98.8% | 98.7% | ≥ 98.5% |
| Headway Performance ⁴ | 90.2% | 89.1% | ≥ 90.0% | 90.2% | 89.1% | ≥ 90.0% |
| Customer Complaints per 100K Boardings | 2.0 | 2.0 | < 15.0 | 2.0 | 2.0 | < 15.0 |
| Prev. Accidents per 100K Platform Miles ⁵ | 0.00 | 0.05 | < 0.30 | 0.00 | 0.05 | < 0.30 |

Link Light Rail Average Weekday Boardings by Station

| | Q1 2018 | Q1 2019 | %Δ | YTD 2019 |
|--|---------------|---------------|-------------|---------------|
| University of Washington | 9,840 | 10,349 | 5.2% | 10,349 |
| Capitol Hill | 7,567 | 8,118 | 7.3% | 8,118 |
| Westlake | 10,813 | 11,457 | 6.0% | 11,457 |
| University Street | 5,516 | 5,884 | 6.7% | 5,884 |
| Pioneer Square | 4,048 | 4,362 | 7.8% | 4,362 |
| International District / Chinatown | 5,813 | 6,252 | 7.6% | 6,252 |
| Stadium | 1,226 | 1,282 | 4.6% | 1,282 |
| SODO | 2,238 | 2,359 | 5.4% | 2,359 |
| Beacon Hill | 2,785 | 3,029 | 8.8% | 3,029 |
| Mount Baker | 2,416 | 2,481 | 2.7% | 2,481 |
| Columbia City | 2,510 | 2,684 | 6.9% | 2,684 |
| Othello | 2,465 | 2,762 | 12.0% | 2,762 |
| Rainier Beach | 1,993 | 2,132 | 7.0% | 2,132 |
| Tukwila International Boulevard | 2,720 | 2,806 | 3.2% | 2,806 |
| SeaTac / Airport | 4,772 | 5,360 | 12.3% | 5,360 |
| Angle Lake | 3,557 | 3,723 | 4.7% | 3,723 |
| Total Average Weekday Boardings | 70,279 | 75,040 | 6.8% | 75,040 |

Link boarding performance increased by 5.6% compared to the first quarter of 2018 and was 92.4% of the target on year-to-date basis. Percentage of scheduled trips operated was above target at 98.7% for Q1 2019. Preventable accidents per 100K platform miles was 0.05 for year to date as Link light rail determined that there was a preventable accident in June 2018 at the intersection of Martin Luther King Jr. Way S. and S. Myrtle Street. No injuries were reported as a result of the incident.

Paratransit Boardings

| | Q1 2018 | Q1 2019 | %Δ | YTD 2019 |
|---|---------|---------|------|----------|
| Link Service Area Average Daily Boardings | 176 | 180 | 2.3% | 180 |

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 standards are described in the budget.

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.