



## Service Delivery

### Quarterly Performance Report

#### System-wide Boardings

Boardings by Service Mode	Q2 2018	Q2 2019	%Δ	YTD 2018	YTD 2019	%Δ	YTD Budget	% YTD
ST Express	4,665,930	4,468,117	-4.2%	9,104,739	8,690,760	-4.5%	8,943,618	97.2%
Sounder	1,168,902	1,163,995	-0.4%	2,331,491	2,292,598	-1.7%	2,379,004	96.4%
Tacoma Link	233,812	241,354	3.2%	470,239	469,828	-0.1%	495,283	94.9%
Link	6,335,535	6,484,227	2.3%	11,810,910	12,264,524	3.8%	13,635,698	89.9%
Paratransit	16,449	17,721	7.7%	32,279	33,914	5.1%	35,000	96.9%
<b>Total Boardings</b>	<b>12,420,629</b>	<b>12,375,414</b>	<b>-0.4%</b>	<b>23,749,658</b>	<b>23,751,624</b>	<b>0.0%</b>	<b>25,488,602</b>	<b>93.2%</b>
<b>Average Weekday Boardings</b>	<b>163,456</b>	<b>164,069</b>	<b>0.4%</b>	<b>158,844</b>	<b>163,146</b>	<b>2.7%</b>		

**Total Sound Transit** ridership slightly decreased by 45K, or 0.4%, compared to the second quarter of 2018; while system-wide average weekday boardings increased by 0.4% .

**ST Express** ridership and average weekday boardings decreased by 4.2% and 4.7%, respectively, compared to the second quarter of last year mainly due to ridership declines in the I-90 corridor. Slight ridership declines have been occurring along this corridor since the closure of two major parking facilities in the second quarter of 2017; however, ridership declines have compounded in recent months due to the Rainier Freeway Station closure in September 2018 and the conversion of the transit tunnel to rail-only in March 2019.

**Sounder** ridership decreased by 5K, or 0.4% compared to the second quarter of 2018 and average weekday boardings were overall the same as last year. Year-to-date ridership on Sounder commuter rail has remained relatively flat compared to the prior year.

**Tacoma Link** ridership increased by 8K, or 3.2%, compared to the second quarter of last year. Average weekday boardings also increased by 3.0% compared to the same period last year. The year-over-year gains seen on Tacoma Link are due to an atypical 2018. Last year, the Tacoma Dome event center and a portion of the Tacoma Dome parking garage were closed for several months for renovations negatively impacting ridership in 2018.

**Link** light rail ridership grew 149K, or 2.3%, compared to the second quarter of 2018; average weekday boardings increased by 4.6%. The increase in average weekday boardings was driven primarily by ridership growth at International District and Westlake stations which partially offset ridership declines at Tukwila International Boulevard and Angle Lake stations

**Paratransit** ridership services increased by 7.7% for the second quarter of 2019.

# Service Delivery Performance Report Q2 2019

## ST Express

	Q2 2018	Q2 2019	Q2 Budget	YTD 2018	YTD 2019	YTD Budget
Revenue Vehicle Hours Operated <sup>1</sup>	159,083	160,593	159,503	317,037	311,447	319,007
Revenue Vehicle Miles Operated	3,004,651	3,025,786	3,035,011	5,983,607	5,937,163	6,070,022
Trips Operated	121,215	123,861	121,256	241,302	241,532	238,010
Platform Hours Operated	199,700	207,230	204,931	397,017	402,716	409,861
Boardings	4,665,930	4,468,117	4,625,782	9,104,739	8,690,760	8,943,618
Boardings per Revenue Vehicle Hour	29	28	29	29	28	28
Boardings per Trip	38	36	38	38	36	38
Cost per Boarding <sup>2</sup>	\$7.39	\$8.44	\$8.01	\$7.49	\$8.33	\$8.29
Percentage of Scheduled Trips Operated	99.9%	99.9%	≥ 99.8%	99.9%	99.0%	≥ 99.8%
On-Time Performance <sup>3</sup>	84.8%	84.4%	≥ 85.0%	85.7%	85.7%	≥ 85.0%
Customer Complaints per 100K Boardings	18.8	19.6	< 15.0	18.2	17.5	< 15.0
Prev. Accidents per 100K Platform Miles <sup>5</sup>	0.57	0.78	< 0.80	0.57	0.78	< 0.80

### ST Express Average Weekday Boardings by Route

		Q2 2018	Q2 2019	%Δ	YTD
510-513	Everett-Seattle	8,953	9,177	2.5%	9,192
522	Woodinville-Seattle	5,058	5,158	2.0%	5,076
532	Everett-Bellevue	2,101	2,029	-3.4%	2,003
535	Lynnwood-Bellevue	2,013	2,089	3.8%	2,016
540	Kirkland-U. District	594	539	-9.3%	569
541	Overlake-U. District	835	883	5.8%	849
542	Redmond-U. District	2,270	2,546	12.1%	2,336
545	Redmond-Seattle	8,909	8,859	-0.6%	8,613
550	Bellevue-Seattle	10,124	7,267	-28.2%	8,106
554	Issaquah-Seattle	4,170	3,635	-12.8%	3,564
555/556	Issaquah-Northgate	1,461	1,309	-10.4%	1,347
560	West Seattle-SeaTac-Bellevue	1,845	1,876	1.7%	1,776
566/567	Auburn-Kent-Overlake	2,126	2,053	-3.4%	1,973
574	Lakewood-SeaTac	2,227	2,274	2.1%	2,226
577/578	Seattle-Federal Way/Puyallup	3,836	3,927	2.4%	3,823
580	Lakewood-Puyallup	751	867	15.5%	873
586	Tacoma-U. District	466	451	-3.3%	441
590-595	Lakewood/Tacoma-Seattle	6,253	6,031	-3.6%	5,851
596	Bonney Lake-Sumner	605	601	-0.7%	590
Total Average Weekday Boardings		64,596	61,571	-4.7%	61,223

**ST Express** on-time performance nearly met target at 84.4% for the second quarter. Percentage of scheduled trips operated was above target at 99.9%. Customer Complaints per 100K Boardings were higher than target and last year for the second quarter mostly due to late and service change.

## Sounder Commuter Rail

	Q2 2018	Q2 2019	Q2 Budget	YTD 2018	YTD 2019	YTD Budget
Revenue Vehicle Hours Operated <sup>1</sup>	19,339	18,992	18,650	38,193	37,927	37,300
Revenue Vehicle Miles Operated	564,216	566,073	2,189	1,122,136	1,124,105	4,377
Trips Operated	2,193	2,194	2,190	4,323	4,359	4,334
Boardings	1,168,902	1,163,995	1,207,249	2,331,491	2,292,598	2,379,004
Boardings per Revenue Vehicle Hour	60	61	65	61	60	64
Boardings per Trip	533	531	551	539	526	549
Cost per Boarding <sup>2</sup>	\$11.42	\$11.33	\$11.83	\$10.41	\$11.68	\$11.66
Percentage of Scheduled Trips Operated	99.0%	99.5%	≥ 99.5%	98.3%	99.4%	≥ 99.5%
On-Time Performance <sup>3</sup>	90.9%	96.3%	≥ 95.0%	91.6%	95.7%	≥ 95.0%
Customer Complaints per 100K Boardings	13.3	5.4	< 15.0	10.6	5.6	< 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 2018	Q2 2019	%Δ	YTD
North Line, Everett - Seattle	1,666	1,564	-6.1%	1,604
South Line, Tacoma - Seattle	16,351	16,442	0.6%	16,341
<b>Total Average Weekday Boardings</b>	<b>18,017</b>	<b>18,006</b>	<b>-0.1%</b>	<b>17,944</b>

**Sounder** achieved the on-time performance target at 96.3% in the second quarter of 2019, an improvement compared to the same period last year. Boardings per trip slightly dropped by 0.4% compared to the second quarter of 2018. Percentage of scheduled trips operated was better than last year and met target at 99.5%.

## Tacoma Link Light Rail

	Q2 2018	Q2 2019	Q2 Budget	YTD 2018	YTD 2019	YTD Budget
Service Hours Operated	2,471	2,403	2,450	4,887	4,746	4,900
Service Miles Operated	19,035	18,510	12,243	37,640	36,567	24,485
Trips Operated	12,361	12,395	12,316	24,435	24,422	24,254
Boardings	233,812	241,354	251,501	470,239	469,828	495,283
Boardings per Service Vehicle Hour	95	100	103	96	99	101
Boardings per Trip	19	19	20	19	19	20
Cost per Boarding <sup>2</sup>	\$6.90	\$6.86	\$4.84	\$5.68	\$5.98	\$5.14
Percentage of Scheduled Trips Operated	99.9%	99.9%	≥ 98.5%	99.9%	99.9%	≥ 98.5%
On-Time Performance <sup>3</sup>	99.9%	99.7%	≥ 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 <sup>5</sup>	0.00	0.00	≤ 1.7	0.00	0.00	≤ 1.7

### Tacoma Link Light Rail Average Weekday Boardings

	Q2 2018	Q2 2019	%Δ	YTD
<b>Total Average Weekday Boardings</b>	<b>3,107</b>	<b>3,198</b>	<b>3.0%</b>	<b>3,159</b>

**Tacoma Link** on-time performance was above target at 99.7% for the second quarter of 2019. Boardings per trip was the same as last year at 19 but slightly lower than the target.

## Link Light Rail

	Q2 2018	Q2 2019	Q2 Budget	YTD 2018	YTD 2019	YTD Budget
Revenue Vehicle Hours Operated <sup>1</sup>	66,081	66,330	66,550	131,012	131,608	133,100
Revenue Vehicle Miles Operated	1,358,750	1,354,232	1,365,775	2,695,628	2,693,164	2,731,550
Trips Operated	25,650	25,540	25,770	50,886	50,647	51,081
Boardings	6,335,535	6,484,227	7,377,430	11,810,910	12,264,524	13,635,698
Boardings per Revenue Vehicle Hour	96	98	111	90	93	102
Boardings per Trip	247	254	286	232	242	267
Cost per Boarding <sup>2</sup>	\$4.16	\$5.02	\$4.55	\$4.32	\$5.03	\$4.98
Percentage of Scheduled Trips Operated	98.5%	97.6%	≥ 98.5%	98.7%	98.1%	≥ 98.5%
Headway Performance <sup>4</sup>	89.7%	90.2%	≥ 90.0%	89.9%	89.6%	≥ 90.0%
Customer Complaints per 100K Boardings	1.7	2.6	< 15.0	1.9	2.3	< 15.0
Prev. Accidents per 100K Platform Miles <sup>5</sup>	0.05	0.00	< 0.30	0.05	0.00	< 0.30

### Link Light Rail Average Weekday Boardings by Station

	Q2 2018	Q2 2019	%Δ	YTD 2019
University of Washington	10,509	10,948	4.2%	10,585
Capitol Hill	7,830	8,216	4.9%	8,033
Westlake	12,169	12,957	6.5%	12,385
University Street	5,867	6,295	7.3%	6,089
Pioneer Square	4,314	4,680	8.5%	4,563
International District / Chinatown	6,303	7,301	15.8%	6,840
Stadium	2,134	1,842	-13.7%	1,623
SODO	2,352	2,593	10.2%	2,475
Beacon Hill	2,888	3,148	9.0%	3,050
Mount Baker	2,480	2,763	11.4%	2,555
Columbia City	2,652	2,914	9.9%	2,791
Othello	2,663	2,948	10.7%	2,832
Rainier Beach	2,261	2,157	-4.6%	2,136
Tukwila International Boulevard	3,102	2,940	-5.2%	2,879
SeaTac / Airport	6,026	5,748	-4.6%	5,679
Angle Lake	3,963	3,637	-8.2%	3,686
<b>Total Average Weekday Boardings</b>	<b>77,513</b>	<b>81,087</b>	<b>4.6%</b>	<b>78,201</b>

**Link** ridership increased by 2.3% compared to the second quarter of 2018 and was 89.9% of the target on year-to-date basis. Percentage of scheduled trips operated was slightly below target at 97.6% for Q2 2019 mainly due to extended service disruptions led by major light rail vehicles (LRV) defects. There has been no preventable accident since June 2018.

### Paratransit Boardings

	Q2 2018	Q2 2019	%Δ	YTD 2019
Link Service Area Average Daily Boardings	181	195	7.7%	197

1-Ridership numbers are subject to change.

2-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.

3-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.

4-On-time performance standards are described in the budget.

5-Headway Performance: Using a tolerance of +/- 2 minutes.

6-Preventable accident: An accident in which the operating employee failed to do everything reasonable to prevent the accident.

7-Link Total Ridership by Station is calculated using a different methodology than total system level boardings.