



Link Light Rail

	Q3 2018	Q3 2019	Q3 Budget	YTD 2018	YTD 2019	YTD Budget
Revenue Vehicle Hours Operated ¹	66,615	66,785	66,550	197,627	198,393	199,650
Revenue Vehicle Miles Operated	1,371,709	1,360,483	1,365,775	4,067,337	4,053,647	4,097,325
Trips Operated	25,855	25,790	25,986	76,741	76,437	77,067
Boardings	6,691,135	6,648,867	7,815,473	18,502,045	18,913,391	21,451,170
Boardings per Revenue Vehicle Hour	100	100	117	94	95	107
Boardings per Trip	259	258	301	241	247	278
Cost per Boarding ²	\$4.19	\$4.80	\$4.28	\$4.27	\$4.95	\$4.73
Percentage of Scheduled Trips Operated	98.9%	96.0%	≥ 98.5%	98.8%	97.4%	≥ 98.5%
Headway Performance ⁴	89.7%	91.3%	≥ 90.0%	89.9%	90.2%	≥ 90.0%
Customer Complaints per 100K Boardings	1.5	2.0	< 15.0	1.7	2.2	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.05	0.19	< 0.30	0.05	0.19	< 0.30

Link Light Rail Average Weekday Boardings by Station

	Q3 2018	Q3 2019	%Δ	YTD 2019
University of Washington	10,256	10,157	-1.0%	10,510
Capitol Hill	7,608	7,571	-0.5%	7,975
Westlake	13,574	13,025	-4.0%	12,667
University Street	6,210	6,068	-2.3%	6,127
Pioneer Square	4,867	4,602	-5.5%	4,636
International District / Chinatown	7,470	6,650	-11.0%	7,008
Stadium	1,996	2,698	35.2%	1,706
SODO	2,572	2,447	-4.9%	2,508
Beacon Hill	3,051	2,887	-5.4%	3,076
Mount Baker	2,438	2,382	-2.3%	2,561
Columbia City	2,972	2,817	-5.2%	2,857
Othello	2,852	2,766	-3.0%	2,854
Rainier Beach	2,139	2,241	4.7%	2,143
Tukwila International Boulevard	2,964	3,380	14.0%	2,903
SeaTac / Airport	6,374	6,872	7.8%	5,830
Angle Lake	3,899	4,339	11.3%	3,753
Total Average Weekday Boardings	81,243	80,902	-0.4%	79,113

Link ridership was down by 11.8% compared to the YTD budget as the anticipated increases in ridership associated with rail only DSTT were lower. Percentage of scheduled trips operated was below target at 96.0% for Q3 2019 mainly due to mechanical failures resulting in train swaps and lost trips as a result of a vehicle accident in September. There were four preventable accidents in the past 12 months. No injuries were reported as a result of the incidents.

Paratransit Boardings				
	Q3 2018	Q3 2019	%Δ	YTD 2019
Link Service Area Average Daily Boardings	173	188	8.5%	194

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.

Service Delivery Quarterly Performance Report

System-wide Boardings

Boardings by Service Mode	Q3 2018	Q3 2019	%Δ	YTD 2018	YTD 2019	%Δ	YTD Budget	% YTD
ST Express	4,678,790	4,519,775	-3.4%	13,783,529	13,210,534	-4.2%	13,590,865	97.2%
Sounder	1,150,018	1,172,795	2.0%	3,481,509	3,465,394	-0.5%	3,603,354	96.2%
Tacoma Link	189,314	212,244	12.1%	659,553	682,072	3.4%	747,641	91.2%
Link	6,691,135	6,648,867	-0.6%	18,502,045	18,913,391	2.2%	21,451,170	88.2%
Paratransit	15,905	17,257	8.5%	48,184	51,171	6.2%	52,500	97.5%
Total Boardings	12,725,162	12,570,938	-1.2%	36,474,820	36,322,562	-0.4%	39,445,530	92.1%
Average Weekday Boardings	166,036	163,763	-1.4%	161,235	161,497	0.2%		

Total Sound Transit ridership were down by 154K, or 1.2%, compared to the third quarter of 2018, and system-wide average weekday boardings were also down by 1.4%.

ST Express ridership and average weekday boardings decreased by 3.4% and 4.5%, respectively, compared to the third quarter of last year mainly driven by the ridership declines on the I-90 routes. Route 550 (Bellevue-Seattle) has experienced significant ridership declines since coming out of the Downtown Seattle Transit Tunnel (DSTT).

Sounder ridership increased by 23K, or 2.0% compared to the third quarter of 2018 and average weekday boardings were slightly over last year by 0.7%. Year-to-date ridership on Sounder commuter rail has remained relatively flat compared to prior year.

Tacoma Link ridership was up by 23K, or 12.1%, compared to the third quarter of last year and average weekday boardings were also up by 4.2%. 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 slightly dropped by 42K, or 0.6%, compared to the third quarter of 2018 and average weekday boardings were also down by 0.4%. Year-to-date ridership was 88.2% of the target primarily driven by the anticipated increases in ridership from the conversion of DSTT to rail-only were lower than planned.

Paratransit ridership services increased by 8.5% for the third quarter of 2019.

ST Express

	Q3 2018	Q3 2019	Q3 Budget	YTD 2018	YTD 2019	YTD Budget
Revenue Vehicle Hours Operated ¹	164,520	159,940	159,503	481,557	471,387	478,510
Revenue Vehicle Miles Operated	2,990,259	3,006,969	3,035,011	8,973,866	8,944,132	9,105,032
Trips Operated	121,122	123,690	121,860	362,424	365,222	359,870
Platform Hours Operated	202,838	207,024	204,931	599,855	609,740	614,792
Boardings	4,678,790	4,519,775	4,647,246	13,783,529	13,210,534	13,590,865
Boardings per Revenue Vehicle Hour	28	28	29	29	28	28
Boardings per Trip	39	37	38	38	36	38
Cost per Boarding ²	\$6.83	\$7.68	\$7.98	\$7.26	\$8.11	\$8.18
Percentage of Scheduled Trips Operated	99.9%	99.9%	≥ 99.8%	99.9%	99.3%	≥ 99.8%
On-Time Performance ³	84.0%	82.3%	≥ 85.0%	85.1%	84.5%	≥ 85.0%
Customer Complaints per 100K Boardings	21.7	19.0	< 15.0	19.4	18.0	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.62	0.80	< 0.80	0.62	0.80	< 0.80

ST Express Average Weekday Boardings by Route

	Q3 2018	Q3 2019	%Δ	YTD
510-513 Everett-Seattle	9,350	9,138	-2.3%	9,036
522 Woodinville-Seattle	5,004	5,088	1.7%	5,108
532 Everett-Bellevue	2,068	1,990	-3.8%	1,998
535 Lynnwood-Bellevue	1,729	1,853	7.2%	1,961
540 Kirkland-U. District	563	550	-2.3%	562
541 Overlake-U. District	875	890	1.7%	870
542 Redmond-U. District	2,196	2,930	33.4%	2,533
545 Redmond-Seattle	9,146	8,873	-3.0%	8,706
550 Bellevue-Seattle	10,038	7,375	-26.5%	7,817
554 Issaquah-Seattle	4,156	3,672	-11.6%	3,531
555/556 Issaquah-Northgate	1,390	1,396	0.4%	1,351
560 West Seattle-SeaTac-Bellevue	1,847	1,928	4.4%	1,827
566/567 Auburn-Kent-Overlake	2,042	2,075	1.6%	2,007
574 Lakewood-SeaTac	2,308	2,311	0.1%	2,254
577/578 Seattle-Federal Way/Puyallup	3,988	3,925	-1.6%	3,857
580 Lakewood-Puyallup	756	865	14.4%	871
586 Tacoma-U. District	427	380	-11.1%	421
590-595 Lakewood/Tacoma-Seattle	6,032	5,800	-3.8%	5,834
596 Bonney Lake-Sumner	581	575	-1.0%	585
Total Average Weekday Boardings	64,497	61,613	-4.5%	61,129

ST Express on-time performance was below the target at 82.3% for the third quarter. Percentage of scheduled trips operated was above target at 99.9%. Customer complaints per 100K boardings were higher than target for the third quarter mostly due to poor on-time performance and overcrowding.

Sounder Commuter Rail

	Q3 2018	Q3 2019	Q3 Budget	YTD 2018	YTD 2019	YTD Budget
Revenue Vehicle Hours Operated ¹	18,960	19,299	18,650	57,153	57,226	55,950
Revenue Vehicle Miles Operated	560,143	573,752	2,189	1,682,279	1,697,857	6,566
Trips Operated	2,175	2,226	2,202	6,498	6,585	6,536
Boardings	1,150,018	1,172,795	1,224,350	3,481,509	3,465,394	3,603,354
Boardings per Revenue Vehicle Hour	61	61	66	61	61	64
Boardings per Trip	529	527	556	536	526	551
Cost per Boarding ²	\$10.64	\$10.95	\$11.63	\$10.49	\$11.43	\$11.65
Percentage of Scheduled Trips Operated	99.4%	99.2%	≥ 99.5%	98.7%	99.3%	≥ 99.5%
On-Time Performance ³	94.9%	95.9%	≥ 95.0%	92.7%	95.8%	≥ 95.0%
Customer Complaints per 100K Boardings	11.8	8.0	< 15.0	11.0	6.4	< 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 2018	Q3 2019	%Δ	YTD
North Line, Everett - Seattle	1,751	1,565	-10.6%	1,591
South Line, Tacoma - Seattle	16,059	16,375	2.0%	16,352
Total Average Weekday Boardings	17,810	17,940	0.7%	17,943

Sounder achieved the on-time performance target at 95.9% in the third quarter of 2019, an improvement compared to the same period last year. Boardings per trip were nearly the same as last year. Percentage of scheduled trips operated was slightly lower than last year and target at 99.2%.

Tacoma Link Light Rail

	Q3 2018	Q3 2019	Q3 Budget	YTD 2018	YTD 2019	YTD Budget
Service Hours Operated	2,448	2,351	2,450	7,335	7,097	7,350
Service Miles Operated	18,852	18,103	12,243	56,492	54,670	36,728
Trips Operated	12,242	12,570	12,358	36,677	36,992	36,612
Boardings	189,314	212,244	252,359	659,553	682,072	747,641
Boardings per Service Vehicle Hour	77	90	103	90	96	102
Boardings per Trip	15	17	20	18	18	20
Cost per Boarding ²	\$6.05	\$4.49	\$4.29	\$5.79	\$5.52	\$4.85
Percentage of Scheduled Trips Operated	99.9%	99.9%	≥ 98.5%	99.9%	99.9%	≥ 98.5%
On-Time Performance ³	99.9%	99.9%	≥ 98.5%	99.9%	99.8%	≥ 98.5%
Customer Complaints per 100K Boardings	0.0	0.9	< 15.0	0.0	0.3	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.00	0.00	≤ 1.7	0.00	0.00	≤ 1.7

Tacoma Link Light Rail Average Weekday Boardings

	Q3 2018	Q3 2019	%Δ	YTD
Total Average Weekday Boardings	2,524	2,630	4.2%	2,990

Tacoma Link on-time performance was above target at 99.9% for the third quarter of 2019. Boardings per trip was higher than last year at 17 but lower than the target.