

## Service Delivery Quarterly Performance Report



### System-wide Boardings

Boardings by Service Mode	Q2 2016	Q2 2017	%Δ	YTD 2016	YTD 2017	%Δ	YTD Budget	% YTD
ST Express	4,761,776	4,731,660	-0.6%	9,229,279	9,230,449	0.0%	9,125,220	101.2%
Sounder	1,087,293	1,104,493	1.6%	2,149,760	2,179,183	1.4%	2,155,971	101.1%
Tacoma Link	237,028	256,914	8.4%	481,396	495,552	2.9%	525,960	94.2%
Link	5,236,427	5,997,005	14.5%	8,308,558	11,168,120	34.4%	10,594,400	105.4%
Paratransit	11,823	15,300	29.4%	22,907	29,803	30.1%	35,833	83.2%
<b>Total Boardings</b>	<b>11,334,347</b>	<b>12,105,372</b>	<b>6.8%</b>	<b>20,191,900</b>	<b>23,103,107</b>	<b>14.4%</b>	<b>22,437,384</b>	<b>103%</b>
<b>Average Weekday Boardings</b>	<b>149,466</b>	<b>160,050</b>	<b>7.1%</b>	<b>135,466</b>	<b>154,799</b>	<b>14.3%</b>		

**Total Sound Transit** ridership increased by 6.8% during the second quarter of 2017 compared to the same period in 2016. All modes, with the exception of ST Express saw increases during the quarter. System-wide average weekday boardings increased 7.1% compared to the second quarter of 2016. The second quarter of 2016 and 2017 had the same number of weekdays.

**ST Express** bus ridership decreased slightly by 0.6% compared to the second quarter of 2016. Average weekday boardings came to 65,583 which was a 0.3% decrease over the second quarter of 2016. Ridership growth has been tempered by low fuel prices, which tend to depress bus ridership.

**Sounder** ridership and average weekday boardings increased slightly compared to the same time last year by 1.6% and 2.7%, respectively. Ridership on the South line increased by 2.7%, or 26K, and ridership on the North line decreased by 7.4%, or 9K. Ridership growth on the South line is attributed to the new Sounder mid-day trains which were implemented in the September 2016 service change.

**Tacoma Link** ridership increased 8.4%, or 20K, compared to the second quarter of 2016. Average weekday boardings increased by 4.4% compared to the same quarter last year. Ridership growth is attributed to an increase in special event service.

**Link** light rail ridership continued its strong growth during the second quarter, with a 14.5% increase compared to the same period last year. Average weekday boardings were 73,907, a 16% increase compared to the second quarter of 2016. It's important to note that Q2 2016 is the first full quarter that includes University Link ridership data. The continued increase in ridership and average weekday boardings is attributed to the two service expansions in 2016 and the surrounding communities acclimating to the system.

**Paratransit** ridership services increased by 29.4% for the second quarter of 2017. Paratransit service is provided along the Link corridor under contract with King County Metro. The increase in Paratransit ridership is attributed to the opening of the Link extensions and additional customers requesting access to the Link system.

## Service Delivery Performance Report Q2 2017

### ST Express

	Q2 2016	Q2 2017	Q2 Budget	YTD 2016	YTD 2017	YTD Budget
Revenue Vehicle Hours Operated <sup>1</sup>	152,769	152,317	150,625	300,195	303,394	301,250
Revenue Vehicle Miles Operated	2,988,703	3,018,347	2,999,650	5,901,554	6,016,477	5,999,300
Trips Operated	118,559	120,542	120,400	234,804	241,407	240,799
Platform Hours Operated	191,969	195,293	194,362	375,991	388,855	388,724
Boardings	4,761,776	4,731,660	4,717,354	9,229,279	9,230,449	9,125,220
Boardings per Revenue Vehicle Hour	31	31	31	31	30	30
Boardings per Trip	40	39	39	39	38	38
Cost per Boarding <sup>2</sup>	\$6.37	\$6.84	\$7.10	\$6.35	\$6.85	\$7.32
Percentage of Scheduled Trips Operated	99.8%	99.9%	≥ 99.8%	99.8%	99.9%	≥ 99.8%
On-Time Performance <sup>3</sup>	83.1%	82.4%	≥ 85.0%	83.2%	83.5%	≥ 85.0%
Customer Complaints per 100K Boardings	16.3	17.4	< 15.0	16.0	16.7	< 15.0
Prev. Accidents per 100K Platform Miles <sup>5</sup>	0.87	0.82	< 0.80	0.87	0.82	< 0.80

#### ST Express Average Weekday Boardings by Route

		Q2 2016	Q2 2017	%Δ	YTD
510-513	Everett-Seattle	8,856	8,823	-0.4%	8,823
522	Woodinville Seattle	5,298	5,176	-2.3%	5,176
532	Everett-Bellevue	2,120	2,070	-2.3%	2,070
535	Lynnwood-Bellevue	1,978	1,938	-2.0%	1,938
540	Kirkland-U. District	647	604	-6.6%	604
541	Overlake-U. District	638	823	29.1%	823
542	Redmond-U. District	2,267	2,297	1.3%	2,297
545	Redmond-Seattle	9,508	9,632	1.3%	9,632
550	Bellevue-Seattle	10,900	10,754	-1.3%	10,754
554	Issaquah-Seattle	4,207	4,211	0.1%	4,211
555/556	Issaquah-Northgate	1,620	1,620	0.0%	1,620
560	West Seattle-SeaTac-Bellevue	1,747	1,729	-1.0%	1,729
566/567	Auburn-Kent-Overlake	2,183	2,066	-5.4%	2,066
574	Lakewood-SeaTac	2,324	2,243	-3.5%	2,243
577/578	Seattle-Federal Way/Puyallup	3,570	3,668	2.7%	3,668
580	Lakewood-Puyallup	445	563	26.7%	563
586	Tacoma-U. District	447	456	1.9%	456
590-595	Lakewood/Tacoma-Seattle	6,570	6,444	-1.9%	6,444
596	Bonney Lake-Sumner	484	464	-4.2%	464
<b>Total Average Weekday Boardings</b>		<b>65,809</b>	<b>65,583</b>	<b>-0.3%</b>	<b>65,583</b>

**ST Express** was just shy of the quarterly and YTD targets for on-time performance and customer complaints per 100K boardings. Overcrowding and traffic congestion continue to negatively impact performance and the customer's experience. ST Express was also outside of the targeted range for preventable accidents per 100K platform miles in the second quarter and YTD. While the majority of accidents are minor in nature, staff and partners continue to work together to identify trends and implement changes to reduce preventable accidents, with a focus on safety as the highest priority.

The Overlake Park and Ride (ST) and the South Bellevue Park and Ride (KCM) closed in May for East Link construction. Despite the closures, routes 550 (Bellevue-Seattle) and 545 (Redmond-Seattle) remain Sound Transit's busiest routes.

## Service Delivery Performance Report Q2 2017

### Sounder Commuter Rail

	Q2 2016	Q2 2017	Q2 Budget	YTD 2016	YTD 2017	YTD Budget
Revenue Vehicle Hours Operated <sup>1</sup>	14,954	15,131	16,125	29,307	29,937	32,250
Revenue Vehicle Miles Operated	454,086	457,921	471,475	889,772	898,360	942,950
Trips Operated	1,838	1,936	1,921	3,578	3,801	3,828
Boardings	1,087,293	1,104,493	1,112,160	2,149,760	2,179,183	2,155,971
Boardings per Revenue Vehicle Hour	73	73	69	73	73	67
Boardings per Trip	592	571	579	601	573	563
Cost per Boarding <sup>2</sup>	\$10.27	\$10.63	\$12.69	\$9.88	\$10.21	\$12.84
Percentage of Scheduled Trips Operated	99.9%	98.9%	≥ 99.5%	98.4%	97.6%	≥ 99.5%
On-Time Performance <sup>3</sup>	94.7%	92.9%	≥ 95.0%	94.8%	87.0%	≥ 95.0%
Customer Complaints per 100K Boardings	6.4	11.0	< 15.0	7.1	12.8	< 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 2016	Q2 2017	%Δ	YTD
North Line, Everett - Seattle	1,714	1,676	-2.2%	1,676
South Line, Tacoma - Seattle	14,854	15,346	3.3%	15,346
<b>Total Average Weekday Boardings</b>	<b>16,568</b>	<b>17,022</b>	<b>2.7%</b>	<b>17,022</b>

**Sounder** operational performance in the second quarter of 2017 improved compared to the first quarter, although performance continued to be negatively impacted by increased freight interference and by track work that required slow train speeds.

### Tacoma Link Light Rail

	Q2 2016	Q2 2017	Q2 Budget	YTD 2016	YTD 2017	YTD Budget
Service Hours Operated	2,466	2,475	2,475	4,892	4,892	4,950
Service Miles Operated	18,986	19,062	19,000	37,664	37,672	38,000
Trips Operated	12,329	12,378	12,299	24,459	24,463	24,597
Boardings	237,028	256,914	265,925	481,396	495,552	525,960
Boardings per Service Vehicle Hour	96	104	107	98	101	106
Boardings per Trip	19	21	22	20	20	21
Cost per Boarding <sup>2</sup>	\$4.62	\$4.63	\$4.82	\$4.31	\$4.35	\$4.59
Percentage of Scheduled Trips Operated	100.0%	99.9%	≥ 98.5%	99.8%	99.9%	≥ 98.5%
On-Time Performance <sup>3</sup>	100.0%	99.9%	≥ 98.5%	99.8%	99.9%	≥ 98.5%
Customer Complaints per 100K Boardings	1.3	0.0	< 15.0	0.8	0.0	< 15.0
Prev. Accidents per 100K Platform Miles <sup>5</sup>	0.00	2.62	≤ 1.66	0.00	2.62	≤ 1.66

#### Tacoma Link Light Rail Average Weekday Boardings

	Q2 2016	Q2 2017	%Δ	YTD
<b>Total Average Weekday Boardings</b>	<b>3,227</b>	<b>3,369</b>	<b>4.4%</b>	<b>3,301</b>

**Tacoma Link** ridership during Q2 2017 increased compared to the previous year but still fell short of the quarterly and YTD target. Ridership gains are attributed to additional special event service in the second quarter.

## Service Delivery Performance Report Q2 2017

### Link Light Rail

	Q2 2016	Q2 2017	Q2 Budget	YTD 2016	YTD 2017	YTD Budget
Revenue Vehicle Hours Operated <sup>1</sup>	45,912	61,586	50,275	87,614	119,471	100,550
Revenue Vehicle Miles Operated	941,205	1,260,631	1,019,854	1,724,229	2,437,253	2,039,707
Trips Operated	25,300	25,760	25,654	50,114	51,201	51,308
Boardings	5,236,427	5,997,005	5,795,459	8,308,558	11,168,120	10,594,400
Boardings per Revenue Vehicle Hour	114	97	115	95	93	105
Boardings per Trip	207	233	226	166	218	206
Cost per Boarding <sup>2</sup>	\$4.19	\$4.13	\$4.42	\$4.83	\$4.13	\$4.84
Percentage of Scheduled Trips Operated	98.4%	99.3%	≥ 98.5%	98.2%	98.5%	≥ 98.5%
Headway Performance <sup>4</sup>	89.0%	88.8%	≥ 90.0%	89.6%	89.0%	≥ 90.0%
Customer Complaints per 100K Boardings	2.3	2.1	< 15.0	2.5	2.4	< 15.0
Prev. Accidents per 100K Platform Miles <sup>5</sup>	0.00	0.05	< 0.30	0.00	0.05	< 0.30

#### Link Light Rail Average Weekday Boardings by Station

	Q2 2016	Q2 2017	%Δ	YTD 2017
University of Washington	9,454	9,980	5.6%	9,670
Capitol Hill	5,986	7,393	23.5%	7,261
Westlake	9,914	11,454	15.5%	10,784
University Street	4,837	5,660	17.0%	5,477
Pioneer Square	3,631	4,322	19.0%	4,171
International District / Chinatown	5,117	5,802	13.4%	5,522
Stadium	1,922	2,121	10.4%	1,636
SODO	1,919	2,258	17.7%	2,110
Beacon Hill	2,395	2,841	18.6%	2,758
Mount Baker	2,197	2,480	12.9%	2,360
Columbia City	2,331	2,641	13.3%	2,501
Othello	2,245	2,554	13.8%	2,432
Rainier Beach	1,763	1,983	12.5%	1,922
Tukwila International Boulevard	3,110	2,945	-5.3%	2,777
SeaTac / Airport	6,911	5,894	-14.7%	5,338
Angle Lake	N/A	3,579	N/A	3,390
<b>Total Average Weekday Boardings</b>	<b>63,732</b>	<b>73,907</b>	<b>16.0%</b>	<b>70,109</b>

#### Paratransit Boardings

	Q2 2016	Q2 2017	%Δ	YTD 2017
Link Service Area Average Daily Boardings	130	168	29.4%	165

**Link** was slightly outside the quarterly and YTD target for boardings per revenue vehicle hour and headway performance. Performance fell slightly below target during the second quarter of 2017 due to several delays in the DSTT and on MLK. Trips operated exceeded the quarterly target but fell short of the YTD target.

The decline in average weekday boardings at SeaTac Airport station is attributed to the station no longer being the southern terminus. Many boardings that were previously seen at TIBS and SeaTac are now occurring further south at Angle Lake.

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 divided by the total number of riders.

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

4-Headway Performance: 2015 and 2016 are reported using a tolerance of +/- 2 minutes (a tolerance of +/- 3 minutes was used for 2014).

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.