



Link Light Rail

	Q3 2017	Q3 2018	Q3 Budget	YTD 2017	YTD 2018	YTD Budget
Revenue Vehicle Hours Operated ¹	66,804	66,289	65,766	185,146	197,582	197,298
Revenue Vehicle Miles Operated	1,367,149	1,363,467	1,317,259	3,794,439	4,052,100	3,951,776
Trips Operated	25,742	25,713	25,654	76,618	76,696	76,962
Boardings	6,215,304	6,647,164	6,903,846	17,340,070	18,469,558	19,041,729
Boardings per Revenue Vehicle Hour	93	100	105	94	93	97
Boardings per Trip	241	259	269	226	241	247
Cost per Boarding ²	\$2.95	\$4.22	\$4.01	\$3.59	\$4.28	\$4.40
Percentage of Scheduled Trips Operated	98.6%	98.9%	≥ 98.5%	98.5%	98.8%	≥ 98.5%
Headway Performance ⁴	88.8%	89.7%	≥ 90.0%	88.9%	89.9%	≥ 90.0%
Customer Complaints per 100K Boardings	1.6	1.5	< 15.0	2.1	1.7	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.05	0.00	< 0.30	0.05	0.00	< 0.30

Link Light Rail Average Weekday Boardings by Station

	Q3 2017	Q3 2018	%Δ	YTD 2018
University of Washington	9,382	10,163	8.3%	10,196
Capitol Hill	6,780	7,567	11.6%	7,677
Westlake	12,373	13,069	5.6%	12,019
University Street	5,718	6,075	6.2%	5,828
Pioneer Square	4,369	4,613	5.6%	4,329
International District / Chinatown	6,109	6,658	9.0%	6,264
Stadium	2,122	2,737	29.0%	2,017
SODO	2,254	2,452	8.8%	2,351
Beacon Hill	2,748	2,881	4.8%	2,858
Mount Baker	2,232	2,358	5.6%	2,426
Columbia City	2,683	2,813	4.8%	2,662
Othello	2,507	2,763	10.2%	2,634
Rainier Beach	2,064	2,238	8.4%	2,167
Tukwila International Boulevard	3,145	3,400	8.1%	3,073
SeaTac / Airport	6,606	6,900	4.5%	5,886
Angle Lake	3,816	4,335	13.6%	3,952
Total Average Weekday Boardings	74,908	81,022	8.2%	76,339

Link boarding performance was below both the quarterly and year-to-date targets but grew positively versus last year. Boardings per trip was lower than the target mostly driven by the increase of trips operated for the ridership growth. Headway performance was slightly under target at 89.7% in Q3 2018 due to a higher number of mechanical issues than usual. Cost per boarding was higher in Q3 2018 due to quarterly expenses being reconciled.

Paratransit Boardings				
	Q3 2017	Q3 2018	%Δ	YTD 2018
Link Service Area Average Daily Boardings	162	173	6.6%	176

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.

Service Delivery Quarterly Performance Report

System-wide Boardings

Boardings by Service Mode	Q3 2017	Q3 2018	%Δ	YTD 2017	YTD 2018	%Δ	YTD Budget	% YTD
ST Express	4,755,034	4,673,639	-1.7%	13,986,981	13,778,174	-1.5%	14,356,384	96.0%
Sounder	1,121,197	1,149,280	2.5%	3,308,933	3,482,403	5.2%	3,527,124	98.7%
Tacoma Link	223,790	189,350	-15.4%	720,975	659,507	-8.5%	696,429	94.7%
Link	6,215,304	6,647,164	6.9%	17,340,070	18,469,558	6.5%	19,041,729	97.0%
Paratransit	14,922	15,905	6.6%	44,725	48,184	7.7%	45,000	107.1%
Total Boardings	12,330,246	12,675,338	2.8%	35,401,684	36,437,827	2.9%	37,666,666	96.7%
Average Weekday Boardings	160,986	165,248	2.6%	156,685	160,986	2.7%		

Total Sound Transit ridership increased by 345K, or 2.8%, compared to the third quarter of last year. ST Express and Tacoma Link boardings decreased versus last year, while Sounder and Link saw ridership growth. System-wide average weekday boardings increased by 2.6% compared to the third quarter of 2017.

ST Express ridership and average weekday boardings slightly decreased by 1.7% compared to the third quarter of 2017. The ridership increases on route 580 (Lakewood-Puyallup) indicate demand to access Sounder South line stations and on route 512 (Everett-Seattle), demand for off-peak service. Conversely, Route 545 (Redmond-Seattle) and Route 550 (Bellevue-Seattle), declined in year-over-year ridership by 7.9% and 3.0%, respectively, mostly due to increased congestion and construction activity along the corridor.

Sounder ridership increased by 2.5% compared to the third quarter of 2017. Average weekday boardings increased overall by 2.3% mainly driven by increases on the South line due in large part to the two new round trips added in the 2017 service change.

Tacoma Link ridership decreased by 15.4%, compared to the third quarter of 2017. Average weekday boardings decreased by 12.3% compared to the same period last year. The decline in ridership is attributed to fewer special events in downtown Tacoma and the temporary closure of 200 parking stalls at Tacoma Dome Station for renovation work started in June.

Link light rail ridership grew 6.9% compared to the third quarter of 2017. Average weekday boardings were 81,022, an increase of 8.2% compared to the same period last year. Ridership growth is attributed to an increased number of special events in downtown Seattle.

Paratransit ridership services increased by 6.6% for the third quarter of 2018. The increase is attributed to the increased ridership on Link and additional customers requesting access to the Link system. Paratransit service is provided along the Link corridor under contract with King County Metro.

ST Express

	Q3 2017	Q3 2018	Q3 Budget	YTD 2017	YTD 2018	YTD Budget
Revenue Vehicle Hours Operated ¹	155,730	168,092	154,428	467,189	476,064	463,283
Revenue Vehicle Miles Operated	2,999,949	2,985,299	3,029,607	9,019,657	8,957,069	9,088,822
Trips Operated	119,482	121,137	120,720	360,804	362,630	362,159
Platform Hours Operated	195,151	202,292	198,695	585,894	598,029	596,085
Boardings	4,755,034	4,673,639	4,880,979	13,986,981	13,778,174	14,356,384
Boardings per Revenue Vehicle Hour	31	28	32	30	29	31
Boardings per Trip	40	39	40	39	38	40
Cost per Boarding ²	\$6.46	\$6.84	\$7.13	\$6.63	\$7.27	\$7.28
Percentage of Scheduled Trips Operated	99.8%	99.9%	≥ 99.8%	99.9%	99.9%	≥ 99.8%
On-Time Performance ³	82.2%	84.0%	≥ 85.0%	83.0%	85.1%	≥ 85.0%
Customer Complaints per 100K Boardings	17.0	21.7	< 15.0	16.8	19.4	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.73	0.62	< 0.80	0.73	0.62	< 0.80

ST Express Average Weekday Boardings by Route

	Q3 2017	Q3 2018	%Δ	YTD
510-513 Everett-Seattle	9,020	9,270	2.8%	8,894
522 Woodinville-Seattle	5,109	5,004	-2.1%	4,989
532 Everett-Bellevue	2,096	2,066	-1.4%	2,060
535 Lynnwood-Bellevue	1,749	1,728	-1.2%	1,895
540 Kirkland-U. District	589	563	-4.4%	582
541 Overlake-U. District	817	875	7.1%	830
542 Redmond-U. District	2,239	2,196	-1.9%	2,217
545 Redmond-Seattle	9,928	9,146	-7.9%	8,804
550 Bellevue-Seattle	10,343	10,038	-3.0%	9,941
554 Issaquah-Seattle	4,289	4,156	-3.1%	4,091
555/556 Issaquah-Northgate	1,559	1,390	-10.8%	1,441
560 West Seattle-SeaTac-Bellevue	1,817	1,847	1.7%	1,812
566/567 Auburn-Kent-Overlake	2,067	2,042	-1.2%	2,074
574 Lakewood-SeaTac	2,241	2,308	3.0%	2,240
577/578 Seattle-Federal Way/Puyallup	3,794	3,988	5.1%	3,861
580 Lakewood-Puyallup	584	756	29.5%	759
586 Tacoma-U. District	420	427	1.7%	459
590-595 Lakewood/Tacoma-Seattle	6,383	6,032	-5.5%	6,120
596 Bonney Lake-Sumner	498	581	16.7%	590
Total Average Weekday Boardings	65,543	64,414	-1.7%	63,660

ST Express on-time performance was slightly below target mainly due to delays caused by increased regional congestion. Overcrowding and late buses continue to negatively impact customer experience. ST Express met the target for preventable accidents per 100K platform miles. The metric shows significant improvement compared to the prior year as staff and partners continue to work together to identify trends and implement changes to reduce preventable accidents.

Sounder Commuter Rail

	Q3 2017	Q3 2018	Q3 Budget	YTD 2017	YTD 2018	YTD Budget
Revenue Vehicle Hours Operated ¹	15,132	18,961	18,697	45,161	56,856	56,092
Revenue Vehicle Miles Operated	461,112	560,143	581,953	1,361,763	1,685,716	1,745,859
Trips Operated	1,942	2,175	2,176	5,743	6,499	6,528
Boardings	1,121,197	1,149,280	1,181,855	3,308,933	3,482,403	3,527,124
Boardings per Revenue Vehicle Hour	74	61	63	73	61	63
Boardings per Trip	577	528	543	576	536	540
Cost per Boarding ²	\$9.60	\$10.64	\$11.30	\$9.90	\$10.48	\$11.36
Percentage of Scheduled Trips Operated	99.5%	99.6%	≥ 99.5%	98.3%	98.8%	≥ 99.5%
On-Time Performance ³	95.3%	94.9%	≥ 95.0%	89.8%	92.7%	≥ 95.0%
Customer Complaints per 100K Boardings	16.2	11.8	< 15.0	14.0	11.0	< 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 2017	Q3 2018	%Δ	YTD
North Line, Everett - Seattle	1,761	1,751	-0.5%	1,722
South Line, Tacoma - Seattle	15,657	16,059	2.6%	16,311
Total Average Weekday Boardings	17,418	17,810	2.3%	18,033

Sounder on-time performance in the third quarter of 2018 was nearly target at 94.9%, but year-to-date performance has been impacted by a BNSF South line tie replacement and undercutting program between Tukwila and Seattle. Boardings per trip was lower versus the same period last year due to the two new South line round trips added in September 2017.

Tacoma Link Light Rail

	Q3 2017	Q3 2018	Q3 Budget	YTD 2017	YTD 2018	YTD Budget
Service Hours Operated	2,451	2,448	2,475	7,323	7,342	7,425
Service Miles Operated	18,886	18,853	19,000	56,403	56,533	57,000
Trips Operated	12,454	12,242	12,299	36,918	36,698	36,896
Boardings	223,790	189,350	215,834	720,975	659,507	696,429
Boardings per Service Vehicle Hour	91	77	87	98	90	94
Boardings per Trip	18	15	18	20	18	19
Cost per Boarding ²	\$4.25	\$6.05	\$6.03	\$4.29	\$5.79	\$5.69
Percentage of Scheduled Trips Operated	99.7%	99.9%	≥ 98.5%	99.8%	99.9%	≥ 98.5%
On-Time Performance ³	99.7%	99.9%	≥ 98.5%	99.8%	99.9%	≥ 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	2.63	0.00	≤ 1.7	2.63	0.00	≤ 1.7

Tacoma Link Light Rail Average Weekday Boardings

	Q3 2017	Q3 2018	%Δ	YTD
Total Average Weekday Boardings	2,877	2,524	-12.3%	2,954

Tacoma Link on-time performance was consistently well above target. Ridership growth was impacted by fewer special events in downtown Tacoma, as well as the temporary closure of 200 parking stalls at Tacoma Dome Station, the parking stalls are expected to reopen in mid-November. The rolling average for preventable accidents is back to zero as there have been none since last June.