

Link Light Rail

	Q2 2017	Q2 2018	Q2 Budget	YTD 2017	YTD 2018	YTD Budget
Revenue Vehicle Hours Operated ¹	61,130	66,178	65,766	118,342	131,293	131,532
Revenue Vehicle Miles Operated	1,256,478	1,357,363	1,317,259	2,427,291	2,688,633	2,634,517
Trips Operated	25,600	25,702	25,654	50,876	50,983	51,308
Boardings	5,978,531	6,347,080	6,517,743	11,124,766	11,822,394	12,137,882
Boardings per Revenue Vehicle Hour	98	96	99	94	90	92
Boardings per Trip	234	247	254	219	232	237
Cost per Boarding ²	\$4.14	\$4.37	\$4.53	\$4.15	\$4.55	\$4.86
Percentage of Scheduled Trips Operated	99.3%	98.5%	≥ 98.5%	98.5%	98.7%	≥ 98.5%
Headway Performance ⁴	88.8%	89.7%	≥ 90.0%	89.0%	89.9%	≥ 90.0%
Customer Complaints per 100K Boardings	2.1	1.7	< 15.0	2.4	1.9	< 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

	Q2 2017	Q2 2018	%Δ	YTD 2018
University of Washington	9,942	10,517	5.8%	10,263
Capitol Hill	7,365	7,837	6.4%	7,655
Westlake	11,410	12,179	6.7%	11,827
University Street	5,638	5,872	4.2%	5,784
Pioneer Square	4,306	4,317	0.3%	4,297
International District / Chinatown	5,780	6,308	9.1%	6,161
Stadium	2,113	2,136	1.1%	1,950
SODO	2,250	2,354	4.6%	2,328
Beacon Hill	2,830	2,890	2.1%	2,827
Mount Baker	2,471	2,482	0.4%	2,405
Columbia City	2,631	2,654	0.9%	2,618
Othello	2,544	2,665	4.8%	2,588
Rainier Beach	1,975	2,263	14.6%	2,171
Tukwila International Boulevard	2,934	3,104	5.8%	3,002
SeaTac / Airport	5,872	6,031	2.7%	5,673
Angle Lake	3,566	3,967	11.2%	3,882
Total Average Weekday Boardings	73,627	77,576	5.4%	75,431

Link was slightly outside the quarterly target for boarding performance goals but grew positively versus last year. Headway performance improved versus last year and was near target.

The minimal growth 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 farther south at Angle Lake. However, that trend is expected to slow down as parking at Angle Lake is at capacity.

Paratransit Boardings

	Q2 2017	Q2 2018	%Δ	YTD 2018
Link Service Area Average Daily Boardings	168	181	7.5%	178

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: 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	Q2 2017	Q2 2018	%Δ	YTD 2017	YTD 2018	%Δ	YTD Budget	% YTD
ST Express	4,732,537	4,676,022	-1.2%	9,231,947	9,104,535	-1.4%	9,475,405	96.1%
Sounder	1,112,780	1,169,363	5.1%	2,187,736	2,333,123	6.6%	2,345,269	99.5%
Tacoma Link	257,068	233,926	-9.0%	497,186	470,158	-5.4%	480,596	97.8%
Link	5,978,531	6,347,080	6.2%	11,124,766	11,822,394	6.3%	12,137,882	97.4%
Paratransit	15,300	16,449	7.5%	29,803	32,279	8.3%	30,000	107.6%
Total Boardings	12,096,216	12,442,840	2.9%	23,071,438	23,762,489	3.0%	24,469,152	97.1%
Average Weekday Boardings	159,902	163,681	2.4%	154,536	158,872	2.8%		

Total Sound Transit ridership increased by 2.9% during the second quarter of 2018 compared to the same period in 2017. ST Express and Tacoma Link boardings decreased versus last year, while Sounder and Link saw healthy ridership growth. System-wide average weekday boardings increased by 2.4% compared to the second quarter of 2017.

ST Express bus ridership decreased slightly by 1.2% compared to the second quarter of 2017. Average weekday boardings came to 64,600, which was a 1.5% decrease versus the same quarter of 2017. Average weekday boardings of Sound Transit's busiest routes, Route 545 (Redmond-Seattle) and Route 550 (Bellevue-Seattle), decreased compared to last year. This decline was partially due to park-and-ride closures for East Link construction.

Sounder ridership and average weekday boardings increased by 5.1% and 5.0%, respectively. Average weekday boardings on the South line increased by 5.8%, mainly due to the two new round trips added in the September 2017 service change.

Tacoma Link ridership decreased by 9.0%, compared to the second quarter of 2017. Average weekday boardings decreased by 7.8% compared to the same quarter last year. The total ridership decline was related to fewer special events and the temporary closure of 200 parking stalls at Tacoma Dome Station for renovation work started in June.

Link light rail ridership grew 6.2% compared to the second quarter of 2017. Average weekday boardings were 77,576, a 5.4% increase compared to the same period last year. As the region continues to grow, Link is perceived to be a good choice for commuting.

Paratransit ridership services increased by 7.5% for the second quarter of 2018. Paratransit service is provided along the Link corridor under contract with King County Metro.

ST Express

	Q2 2017	Q2 2018	Q2 Budget	YTD 2017	YTD 2018	YTD Budget
Revenue Vehicle Hours Operated ¹	156,537	154,435	154,428	311,459	307,973	308,855
Revenue Vehicle Miles Operated	3,021,567	2,996,987	3,029,607	6,019,708	5,971,771	6,059,215
Trips Operated	120,584	121,112	120,720	241,322	241,493	241,440
Platform Hours Operated	196,252	198,932	198,695	390,743	395,737	397,390
Boardings	4,732,537	4,676,022	4,857,515	9,231,947	9,104,535	9,475,405
Boardings per Revenue Vehicle Hour	30	30	31	30	30	31
Boardings per Trip	39	39	40	38	38	39
Cost per Boarding ²	\$6.84	\$7.45	\$7.30	\$6.85	\$7.60	\$7.47
Percentage of Scheduled Trips Operated	99.9%	99.9%	≥ 99.8%	99.9%	99.9%	≥ 99.8%
On-Time Performance ³	82.4%	84.8%	≥ 85.0%	83.5%	85.7%	≥ 85.0%
Customer Complaints per 100K Boardings	17.4	18.8	< 15.0	16.7	18.2	< 15.0
Prev. Accidents per 100K Platform Miles ⁵	0.82	0.57	< 0.80	0.82	0.57	< 0.80

ST Express Average Weekday Boardings by Route

	Q2 2017	Q2 2018	%Δ	YTD
510-513 Everett-Seattle	8,825	8,957	1.5%	8,709
522 Woodinville-Seattle	5,176	5,058	-2.3%	4,981
532 Everett-Bellevue	2,070	2,100	1.4%	2,057
535 Lynnwood-Bellevue	1,938	2,013	3.9%	1,977
540 Kirkland-U. District	604	594	-1.7%	592
541 Overlake-U. District	823	835	1.5%	808
542 Redmond-U. District	2,297	2,270	-1.2%	2,228
545 Redmond-Seattle	9,632	8,909	-7.5%	8,636
550 Bellevue-Seattle	10,754	10,124	-5.9%	9,893
554 Issaquah-Seattle	4,211	4,170	-1.0%	4,059
555/556 Issaquah-Northgate	1,620	1,461	-9.8%	1,465
560 West Seattle-SeaTac-Bellevue	1,729	1,845	6.7%	1,794
566/567 Auburn-Kent-Overlake	2,066	2,126	2.9%	2,089
574 Lakewood-SeaTac	2,243	2,227	-0.7%	2,207
577/578 Seattle-Federal Way/Puyallup	3,668	3,836	4.6%	3,799
580 Lakewood-Puyallup	563	751	33.4%	760
586 Tacoma-U. District	456	466	2.1%	475
590-595 Lakewood/Tacoma-Seattle	6,444	6,253	-3.0%	6,164
596 Bonney Lake-Sumner	464	605	30.4%	595
Total Average Weekday Boardings	65,584	64,600	-1.5%	63,288

ST Express on-time performance was slightly below target mainly due to delays impacted by seasonal summer traffic. Overcrowding and traffic congestion continue to negatively impact customer experience. However, percentage of scheduled trips operated was above target level. ST Express met the target for preventable accidents per 100K platform miles. The metrics show significant improvement compared to the prior year. 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 in 2017 for East Link construction. The two closures have contributed to the drop in ST Express ridership compared to last year. Despite the closures, routes 550 (Bellevue-Seattle) and 545 (Redmond-Seattle) remain Sound Transit's busiest routes.

Sounder Commuter Rail

	Q2 2017	Q2 2018	Q2 Budget	YTD 2017	YTD 2018	YTD Budget
Revenue Vehicle Hours Operated ¹	15,136	19,046	18,697	30,029	37,895	37,395
Revenue Vehicle Miles Operated	458,058	567,824	581,953	900,651	1,125,573	1,163,906
Trips Operated	1,936	2,194	2,211	3,801	4,324	4,352
Boardings	1,112,780	1,169,363	1,187,314	2,187,736	2,333,123	2,345,269
Boardings per Revenue Vehicle Hour	74	61	64	73	62	63
Boardings per Trip	575	533	537	576	540	539
Cost per Boarding ²	\$10.55	\$11.53	\$11.49	\$10.17	\$10.52	\$11.51
Percentage of Scheduled Trips Operated	98.9%	99.0%	≥ 99.5%	97.6%	98.3%	≥ 99.5%
On-Time Performance ³	92.9%	90.9%	≥ 95.0%	87.0%	91.6%	≥ 95.0%
Customer Complaints per 100K Boardings	10.9	13.3	< 15.0	12.8	10.6	< 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

	Q2 2017	Q2 2018	%Δ	YTD
North Line, Everett - Seattle	1,682	1,647	-2.1%	1,707
South Line, Tacoma - Seattle	15,473	16,367	5.8%	16,443
Total Average Weekday Boardings	17,155	18,014	5.0%	18,150

Sounder on-time performance in the second quarter of 2018 was impacted by the tie replacement program performed by BNSF between Tukwila and Seattle. Percentage of scheduled trips operated in the quarter was below target due to the landslide event near Mukilteo on the North line in April, which required the cancellation of seventeen trips.

Tacoma Link Light Rail

	Q2 2017	Q2 2018	Q2 Budget	YTD 2017	YTD 2018	YTD Budget
Service Hours Operated	2,455	2,476	2,475	4,872	4,894	4,950
Service Miles Operated	18,905	19,058	19,000	37,517	37,680	38,000
Trips Operated	12,378	12,367	12,299	24,464	24,456	24,597
Boardings	257,068	233,926	248,502	497,186	470,158	480,596
Boardings per Service Vehicle Hour	105	94	100	102	96	97
Boardings per Trip	21	19	20	20	19	20
Cost per Boarding ²	\$4.63	\$6.93	\$5.71	\$4.34	\$5.71	\$5.56
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%	99.9%	≥ 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

	Q2 2017	Q2 2018	%Δ	YTD
Total Average Weekday Boardings	3,369	3,106	-7.8%	3,174

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 for renovation work that started in June and is expected to last through October.