

## Service Delivery Quarterly Performance Report



### System-wide Boardings

Boardings by Service Mode	Q1 2017	Q1 2018	%Δ	YTD 2017	YTD 2018	%Δ	YTD Budget	% YTD
ST Express	4,499,798	4,428,514	-1.6%	4,499,798	4,428,514	-1.6%	4,617,890	95.9%
Sounder	1,074,956	1,163,760	8.3%	1,074,956	1,163,760	8.3%	1,157,955	100.5%
Tacoma Link	240,118	236,232	-1.6%	240,118	236,232	-1.6%	232,094	101.8%
Link	5,146,235	5,475,314	6.4%	5,146,235	5,475,314	6.4%	5,620,139	97.4%
Paratransit	14,503	15,830	9.1%	14,503	15,830	9.1%	15,000	105.5%
<b>Total Boardings</b>	<b>10,975,610</b>	<b>11,319,649</b>	<b>3.1%</b>	<b>10,975,610</b>	<b>11,319,649</b>	<b>3.1%</b>	<b>11,643,078</b>	<b>97.2%</b>
<b>Average Weekday Boardings</b>	<b>149,047</b>	<b>153,947</b>	<b>3.3%</b>	<b>149,047</b>	<b>153,947</b>	<b>3.3%</b>		

**Total Sound Transit** ridership increased by 3.1% during the first quarter of 2018 compared to the same period in 2017. ST Express and Tacoma Link boardings decreased slightly versus last year, while Sounder and Link saw healthy ridership growth. System-wide average weekday boardings increased by 3.3% compared to the first quarter of 2017.

**ST Express** bus ridership decreased slightly by 1.6% compared to the first quarter of 2017. Average weekday boardings came to 61,976, which was a slight 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 likely related to park-and-ride closures due to East Link construction, and accounts for the entire decline in ST Express ridership.

**Sounder** ridership and average weekday boardings increased by 8.3% and 8.7%, respectively. Average weekday boardings on the South line increased by 9.4% and ridership on the North line increased by 2.6%. Ridership growth on the South line was attributed to the two new round trips added in the September 2017 service change.

**Tacoma Link** ridership decreased slightly by 1.6%, or 4K, compared to the first quarter of 2017. Average weekday boardings increased marginally by 0.1% compared to the same quarter last year. The total ridership decline was related to lower weekend ridership during special events.

**Link** light rail ridership grew 6.4% compared to the first quarter of 2017. Average weekday boardings were 70,306, a 6.9% increase compared to the same period last year. As the region continues to grow, Link is perceived to be a better choice for commuting.

**Paratransit** ridership services increased by 9.1% for the first quarter of 2018. Paratransit service is provided along the Link corridor under contract with King County Metro.

## ST Express

	Q1 2017	Q1 2018	Q1 Budget	YTD 2017	YTD 2018	YTD Budget
Revenue Vehicle Hours Operated <sup>1</sup>	154,922	153,537	154,428	154,922	153,537	154,428
Revenue Vehicle Miles Operated	2,998,141	2,974,784	3,029,607	2,998,141	2,974,784	3,029,607
Trips Operated	120,738	120,381	120,720	120,738	120,381	120,720
Platform Hours Operated	194,491	196,805	198,695	194,491	196,805	198,695
Boardings	4,499,798	4,428,514	4,617,890	4,499,798	4,428,514	4,617,890
Boardings per Revenue Vehicle Hour	29	29	30	29	29	30
Boardings per Trip	37	37	38	37	37	38
Cost per Boarding <sup>2</sup>	\$6.87	\$7.76	\$7.65	\$6.87	\$7.76	\$7.65
Percentage of Scheduled Trips Operated	99.9%	99.9%	≥ 99.8%	99.9%	99.9%	≥ 99.8%
On-Time Performance <sup>3</sup>	84.6%	86.6%	≥ 85.0%	84.6%	86.6%	≥ 85.0%
Customer Complaints per 100K Boardings	16.0	17.5	< 15.0	16.0	17.5	< 15.0
Prev. Accidents per 100K Platform Miles <sup>5</sup>	0.83	0.59	< 0.80	0.83	0.59	< 0.80

### ST Express Average Weekday Boardings by Route

	Q1 2017	Q1 2018	%Δ	YTD
510-513 Everett-Seattle	8,499	8,461	-0.4%	8,461
522 Woodinville-Seattle	5,018	4,905	-2.3%	4,905
532 Everett-Bellevue	2,037	2,015	-1.1%	2,015
535 Lynnwood-Bellevue	1,952	1,941	-0.5%	1,941
540 Kirkland-U. District	618	590	-4.6%	590
541 Overlake-U. District	734	780	6.2%	780
542 Redmond-U. District	2,196	2,185	-0.5%	2,185
545 Redmond-Seattle	9,010	8,363	-7.2%	8,363
550 Bellevue-Seattle	10,517	9,663	-8.1%	9,663
554 Issaquah-Seattle	3,970	3,948	-0.6%	3,948
555/556 Issaquah-Northgate	1,567	1,470	-6.2%	1,470
560 West Seattle-SeaTac-Bellevue	1,626	1,744	7.2%	1,744
566/567 Auburn-Kent-Overlake	1,989	2,052	3.2%	2,052
574 Lakewood-SeaTac	2,191	2,187	-0.2%	2,187
577/578 Seattle-Federal Way/Puyallup	3,347	3,762	12.4%	3,762
580 Lakewood-Puyallup	589	768	30.4%	768
586 Tacoma-U. District	475	484	1.8%	484
590-595 Lakewood/Tacoma-Seattle	6,219	6,074	-2.3%	6,074
596 Bonney Lake-Sumner	481	585	21.6%	585
<b>Total Average Weekday Boardings</b>	<b>63,036</b>	<b>61,976</b>	<b>-1.7%</b>	<b>61,976</b>

**ST Express** on-time performance and percentage of scheduled trips operated were above target levels. However, overcrowding and traffic congestion continue to negatively impact customer experience. 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 account for the entire 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

	Q1 2017	Q1 2018	Q1 Budget	YTD 2017	YTD 2018	YTD Budget
Revenue Vehicle Hours Operated <sup>1</sup>	14,893	18,849	18,697	14,893	18,849	18,697
Revenue Vehicle Miles Operated	442,593	557,749	581,953	442,593	557,749	581,953
Trips Operated	1,865	2,130	2,141	1,865	2,130	2,141
Boardings	1,074,956	1,163,760	1,157,955	1,074,956	1,163,760	1,157,955
Boardings per Revenue Vehicle Hour	72	62	62	72	62	62
Boardings per Trip	576	546	541	576	546	541
Cost per Boarding <sup>2</sup>	\$9.78	\$9.50	\$11.53	\$9.78	\$9.50	\$11.53
Percentage of Scheduled Trips Operated	96.3%	97.6%	≥ 99.5%	96.3%	97.6%	≥ 99.5%
On-Time Performance <sup>3</sup>	81.2%	92.3%	≥ 95.0%	81.2%	92.3%	≥ 95.0%
Customer Complaints per 100K Boardings	14.8	7.9	< 15.0	14.8	7.9	< 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

	Q1 2017	Q1 2018	%Δ	YTD
North Line, Everett - Seattle	1,726	1,771	2.6%	1,771
South Line, Tacoma - Seattle	15,096	16,519	9.4%	16,519
<b>Total Average Weekday Boardings</b>	<b>16,822</b>	<b>18,289</b>	<b>8.7%</b>	<b>18,289</b>

**Sounder** on-time performance in the first quarter of 2018 was impacted by a BNSF south-line tie replacement and undercutting program in February. Also in that same month, freight interference exceeded average as freight volumes were at record levels. Percentage of scheduled trips operated in the quarter was below target due to blocking landslides that cancelled 36 trips in February.

## Tacoma Link Light Rail

	Q1 2017	Q1 2018	Q1 Budget	YTD 2017	YTD 2018	YTD Budget
Service Hours Operated	2,417	2,418	2,475	2,417	2,418	2,475
Service Miles Operated	18,612	18,622	19,000	18,612	18,622	19,000
Trips Operated	12,086	12,089	12,299	12,086	12,089	12,299
Boardings	240,118	236,232	232,094	240,118	236,232	232,094
Boardings per Service Vehicle Hour	99	98	94	99	98	94
Boardings per Trip	20	20	19	20	20	19
Cost per Boarding <sup>2</sup>	\$4.02	\$4.50	\$5.40	\$4.02	\$4.50	\$5.40
Percentage of Scheduled Trips Operated	99.8%	99.9%	≥ 98.5%	99.8%	99.9%	≥ 98.5%
On-Time Performance <sup>3</sup>	99.8%	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 <sup>5</sup>	1.31	1.32	≤ 1.7	1.31	1.32	≤ 1.7

### Tacoma Link Light Rail Average Weekday Boardings

	Q1 2017	Q1 2018	%Δ	YTD
<b>Total Average Weekday Boardings</b>	<b>3,241</b>	<b>3,242</b>	<b>0.1%</b>	<b>3,242</b>

**Tacoma Link** on-time performance was consistently well above target. The 12-month rolling average of preventable accidents per 100K miles was 1.32 due to one preventable accident that occurred during service in June 2017.

## Link Light Rail

	Q1 2017	Q1 2018	Q1 Budget	YTD 2017	YTD 2018	YTD Budget
Revenue Vehicle Hours Operated <sup>1</sup>	57,213	65,115	65,766	57,213	65,115	65,766
Revenue Vehicle Miles Operated	1,170,813	1,331,270	1,317,259	1,170,813	1,331,270	1,317,259
Trips Operated	25,276	25,281	25,654	25,276	25,281	25,654
Boardings	5,146,235	5,475,314	5,620,139	5,146,235	5,475,314	5,620,139
Boardings per Revenue Vehicle Hour	90	84	85	90	84	85
Boardings per Trip	204	217	219	204	217	219
Cost per Boarding <sup>2</sup>	\$4.15	\$4.76	\$5.25	\$4.15	\$4.76	\$5.25
Percentage of Scheduled Trips Operated	97.7%	98.8%	≥ 98.5%	97.7%	98.8%	≥ 98.5%
Headway Performance <sup>4</sup>	89.1%	90.2%	≥ 90.0%	89.1%	90.2%	≥ 90.0%
Customer Complaints per 100K Boardings	2.7	2.0	< 15.0	2.7	2.0	< 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

	Q1 2017	Q1 2018	%Δ	YTD 2018
University of Washington	9,283	9,844	6.0%	9,844
Capitol Hill	7,073	7,570	7.0%	7,570
Westlake	10,035	10,817	7.8%	10,817
University Street	5,251	5,518	5.1%	5,518
Pioneer Square	3,991	4,050	1.5%	4,050
International District / Chinatown	5,201	5,815	11.8%	5,815
Stadium	1,128	1,226	8.7%	1,226
SODO	1,946	2,238	15.0%	2,238
Beacon Hill	2,659	2,786	4.8%	2,786
Mount Baker	2,224	2,417	8.7%	2,417
Columbia City	2,345	2,511	7.1%	2,511
Othello	2,293	2,466	7.5%	2,466
Rainier Beach	1,846	1,994	8.0%	1,994
Tukwila International Boulevard	2,588	2,721	5.1%	2,721
SeaTac / Airport	4,748	4,774	0.5%	4,774
Angle Lake	3,175	3,559	12.1%	3,559
<b>Total Average Weekday Boardings</b>	<b>65,786</b>	<b>70,306</b>	<b>6.9%</b>	<b>70,306</b>

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

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

	Q1 2017	Q1 2018	%Δ	YTD 2018
Link Service Area Average Daily Boardings	161	176	9.1%	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 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.