

## Service Delivery Quarterly Performance Report



### System-wide Boardings

Boardings by Service Mode	Q4 2019	Q4 2020	%Δ	YTD 2019	YTD 2020	%Δ	YTD Budget	%YTD
ST Express	4,249,890	969,992	-77.2%	17,460,424	6,228,726	-64.3%	17,435,200	35.7%
Souder	1,161,159	135,954	-88.3%	4,612,244	1,274,219	-72.4%	4,801,100	26.5%
Tacoma Link	252,652	79,247	-68.6%	934,724	433,247	-53.6%	878,800	49.3%
Link	5,869,031	1,434,380	-75.6%	24,761,685	9,660,736	-61.0%	28,409,300	34.0%
Paratransit	18,050	7,401	-59.0%	69,221	35,717	-48.4%	68,100	52.4%
<b>Total Boardings</b>	<b>11,550,781</b>	<b>2,626,974</b>	<b>-77.3%</b>	<b>47,838,298</b>	<b>17,632,644</b>	<b>-63.1%</b>	<b>51,592,500</b>	<b>34.2%</b>
<b>Average Weekday Boardings</b>	<b>159,892</b>	<b>33,558</b>	<b>-79.0%</b>	<b>160,960</b>	<b>57,738</b>	<b>-64.1%</b>		

Total Sound Transit system-wide ridership in fourth quarter of 2020 dropped by 8.9 million, or 77.3%, compared to the same quarter of 2019, and the average weekday boardings were also down by 79.0%. Ridership decline was mostly due to the COVID-19, pandemic impact.

ST Express ridership and average weekday boardings declined by 77.2% and 78.1%, respectively, compared to the fourth quarter of last year.

Souder ridership decreased by 1.0 million, or 88.3%, and average weekday boardings were down by 88.3% compared to the fourth quarter of 2019.

Tacoma Link ridership dropped by 173K, or 68.6%, compared to the fourth quarter of last year and average weekday boardings were also down by 66.2%.

Link light rail ridership declined by 4.4 million, or 75.6%, compared to the fourth quarter of 2019 and average weekday boardings were also dropped by 78.5%.

Paratransit ridership services decreased by 59.0% for the fourth quarter of 2020.

## Service Delivery Performance Report Q4 2020

# ST Express

	Q4 2019	Q4 2020	Q4 Budget	YTD 2019	YTD 2020	YTD Budget
Revenue Vehicle Hours Operated <sup>1</sup>	157,034	133,002	156,420	628,421	551,985	625,681
Revenue Vehicle Miles Operated	3,014,295	2,583,025	3,005,301	11,958,427	11,065,327	12,021,204
Trips Operated	123,976	103,739	122,260	489,198	449,034	489,041
Platform Hours Operated	207,140	172,019	207,342	816,880	720,642	829,369
Boardings	4,249,890	969,992	4,200,100	17,460,424	6,228,726	17,435,200
Boardings per Revenue Vehicle Hour	27	7	27	28	11	28
Boardings per Trip	34	9	34	36	14	36
Cost per Boarding <sup>2</sup>	\$9.20	\$33.45	\$9.09	\$8.37	\$21.74	\$8.33
Percentage of Scheduled Trips Operated	99.8%	97.8%	≥ 99.8%	99.4%	99.2%	≥ 99.8%
On-Time Performance <sup>3</sup>	85.2%	91.3%	≥ 85.0%	84.7%	90.2%	≥ 85.0%
Customer Complaints per 100K Boardings	20.5	24.3	< 15.0	18.6	20.8	< 15.0
Prev. Accidents per 100K Platform Miles <sup>5</sup>	0.83	0.35	< 0.80	0.83	0.35	< 0.80

### ST Express Average Weekday Boardings by Route

		Q4 2019	Q4 2020	%Δ	YTD
508	Mountlake Terrace - Seattle	-	118	0.0%	77
510-513	Everett-Seattle	8,625	1,836	-78.7%	3,092
522	Woodinville-Seattle	4,959	1,131	-77.2%	1,791
532	Everett-Bellevue	1,807	223	-87.7%	525
535	Lynnwood-Bellevue	2,004	393	-80.4%	671
540*	Kirkland-U. District	626	-	0.0%	107
541*	Overlake-U. District	844	-	0.0%	313
542	Redmond-U. District	2,739	317	-88.4%	729
544*	Overlake - SLU	-	-	0.0%	4
545	Redmond-Seattle	8,036	1,174	-85.4%	2,353
550	Bellevue-Seattle	6,953	1,434	-79.4%	2,341
554	Issaquah-Seattle	3,490	772	-77.9%	1,263
555/556*	Issaquah-Northgate	1,241	-	0.0%	244
560	West Seattle-SeaTac-Bellevue	1,752	714	-59.2%	860
566/567	Auburn-Kent-Overlake	1,974	342	-82.7%	625
574	Lakewood-SeaTac	2,309	993	-57.0%	1,203
577/578	Seattle-Federal Way/Puyallup	3,619	1,421	-60.7%	1,777
580	Lakewood-Puyallup	826	61	-92.6%	209
586	Tacoma-U. District	424	112	-73.6%	155
590-595	Lakewood/Tacoma-Seattle	5,439	1,626	-70.1%	2,396
596	Bonney Lake-Sumner	565	63	-88.8%	151
<b>Total Average Weekday Boardings</b>		<b>58,232</b>	<b>12,730</b>	<b>-78.1%</b>	<b>20,886</b>

\*A number of routes were temporarily suspended due to COVID-19 in the end of March.

**ST Express** achieved the on-time performance target at 91.3% for the fourth quarter. Customer complaints per 100K boardings were higher than target for the fourth quarter, mostly due to mask enforcement and early departure. The average weekday boardings down by 78.1%, compared to Q4 2019 mainly impacted COVID-19.

## Service Delivery Performance Report Q4 2020

### Sounder Commuter Rail

	Q4 2019	Q4 2020	Q4 Budget	YTD 2019	YTD 2020	YTD Budget
Revenue Vehicle Hours Operated <sup>1</sup>	18,867	12,339	18,623	76,093	51,000	74,492
Revenue Vehicle Miles Operated	564,205	377,532	559,150	2,262,062	1,536,128	2,236,601
Trips Operated	2,188	1,348	2,169	8,773	5,799	8,674
Boardings	1,161,159	135,954	1,207,800	4,612,244	1,274,219	4,801,100
Boardings per Revenue Vehicle Hour	62	11	65	61	25	64
Boardings per Trip	531	101	557	526	220	554
Cost per Boarding <sup>2</sup>	\$13.30	\$101.03	\$12.41	\$11.94	\$40.73	\$12.55
Percentage of Scheduled Trips Operated	99.0%	98.9%	≥ 99.5%	99.2%	99.2%	≥ 99.5%
On-Time Performance <sup>3</sup>	95.5%	95.4%	≥ 95.0%	95.7%	97.0%	≥ 95.0%
Customer Complaints per 100K Boardings	7.8	15.4	< 15.0	6.8	7.9	< 15.0
Prev. Accidents per 100K Platform Miles <sup>5</sup>	0.00	0.40	≤ 1.00	0.00	0.40	≤ 1.00

#### Sounder Commuter Rail Average Weekday Boardings by Corridor

	Q4 2019	Q4 2020	%Δ	YTD
North Line, Everett - Seattle	1,521	79	-94.8%	360
South Line, Tacoma - Seattle	16,626	2,048	-87.7%	4,606
<b>Total Average Weekday Boardings</b>	<b>18,148</b>	<b>2,127</b>	<b>-88.3%</b>	<b>4,966</b>

**Sounder** on-time performance was above target at 95.4% for the fourth quarter. Percentage of scheduled trips operated was slightly below target at 98.9%. Total average weekday boardings dropped by 88.3%, compared to Q4 2019 primarily impacted by COVID-19.

### Tacoma Link Light Rail

	Q4 2019	Q4 2020	Q4 Budget	YTD 2019	YTD 2020	YTD Budget
Service Hours Operated	2,352	2,493	2,450	9,449	9,904	9,800
Service Miles Operated	18,128	19,198	12,265	72,798	76,248	49,060
Trips Operated	12,359	12,323	12,265	49,351	49,190	49,060
Boardings	252,652	79,247	234,050	934,724	433,247	878,800
Boardings per Service Vehicle Hour	107	32	96	99	44	90
Boardings per Trip	20	6	19	19	9	18
Cost per Boarding <sup>2</sup>	\$6.62	\$13.33	\$7.42	\$5.81	\$12.12	\$6.54
Percentage of Scheduled Trips Operated	99.8%	99.9%	≥ 98.5%	99.9%	99.4%	≥ 98.5%
On-Time Performance <sup>3</sup>	99.8%	99.9%	≥ 98.5%	99.8%	99.5%	≥ 98.5%
Customer Complaints per 100K Boardings	0.4	1.3	< 15.0	0.3	0.9	< 15.0
Prev. Accidents per 100K Platform Miles <sup>5</sup>	0.00	0.00	≤ 1.70	0.00	0.00	≤ 1.70

#### Sounder Commuter Rail Average Weekday Boardings by Corridor

	Q4 2019	Q4 2020	%Δ	YTD
<b>Total Average Weekday Boardings</b>	<b>3,044</b>	<b>1,030</b>	<b>-66.2%</b>	<b>1,438</b>

**Tacoma Link** on-time performance was above target at 99.9% for the fourth quarter. Boardings per trip dropped by 70% compared to Q4 2019 mainly due to decreased boardings impacted by COVID-19.

## Service Delivery Performance Report Q4 2020

### Link Light Rail

	Q4 2019	Q4 2020	Q4 Budget	YTD 2019	YTD 2020	YTD Budget
Revenue Vehicle Hours Operated <sup>1</sup>	66,766	69,571	68,575	265,159	273,158	274,300
Revenue Vehicle Miles Operated	1,343,010	621,382	1,446,700	5,396,657	3,003,973	5,786,800
Trips Operated	25,223	na	27,925	101,660	na	111,700
Boardings	5,869,031	1,434,380	7,020,800	24,761,685	9,660,736	28,409,300
Boardings per Revenue Vehicle Hour	88	21	102	93	35	104
Boardings per Trip	233	na	251	244	na	254
Cost per Boarding <sup>2</sup>	\$5.82	\$26.12	\$5.56	\$5.16	\$14.18	\$5.06
Percentage of Scheduled Trips Operated	96.7%	0.0%	≥ 98.5%	97.2%	0.0%	≥ 98.5%
Headway Performance <sup>4</sup>	89.5%	0.0%	≥ 90.0%	90.0%	0.0%	≥ 90.0%
Customer Complaints per 100K Boardings	2.3	2.3	< 15.0	2.2	3.8	< 15.0
Prev. Accidents per 100K Platform Miles <sup>5</sup>	0.24	na	< 0.30	0.24	na	< 0.30

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

	Q4 2019	Q4 2020	%Δ	YTD
University of Washington	11,200	2,587	-76.9%	-
Capitol Hill	8,408	1,413	-83.2%	-
Westlake	12,594	1,909	-84.8%	-
University Street	6,241	879	-85.9%	-
Pioneer Square	4,764	681	-85.7%	-
International District / Chinatown	7,461	1,257	-83.2%	-
Stadium	1,287	377	-70.7%	-
SODO	2,552	753	-70.5%	-
Beacon Hill	3,151	695	-77.9%	-
Mount Baker	2,718	654	-75.9%	-
Columbia City	2,961	582	-80.3%	-
Othello	2,940	792	-73.1%	-
Rainier Beach	2,235	557	-75.1%	-
Tukwila International Boulevard	2,819	984	-65.1%	-
SeaTac / Airport	5,640	1,477	-73.8%	-
Angle Lake	3,809	1,772	-53.5%	-
<b>Total Average Weekday Boardings</b>	<b>80,780</b>	<b>17,369</b>	<b>-78.5%</b>	<b>-</b>

Sound Transit is in the process of migrating to a new technology which it uses to track many of its Link performance statistics. The equipment being replaced has not been able to provide reliable performance statistics since the start of 2020. However, once the new technology is deployed, Sound Transit will be able to report monthly performance statistics going back to January 2020.

#### Paratransit Boardings

	Q4 2019	Q4 2020	%Δ	YTD
Link Service Area Average Daily Boardings	196	80	-59.0%	98

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.