

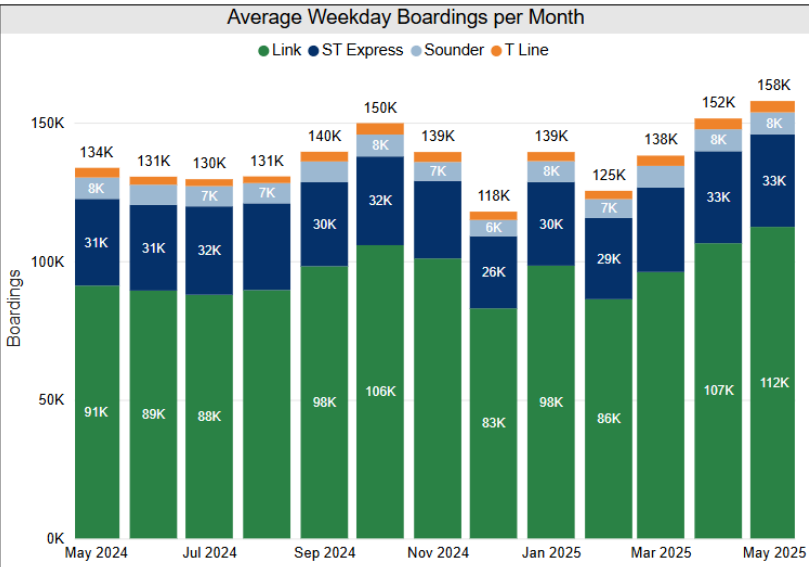
# Monthly Performance Report

Service Delivery Department



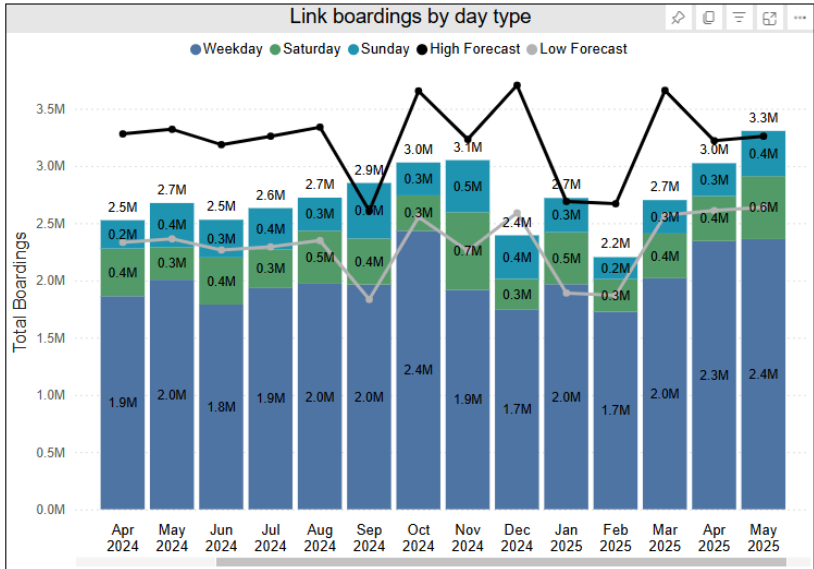
## Ridership

For an up-to-date<sup>1</sup>, interactive and more detailed look at ridership, please see: <https://www.soundtransit.org/ride-with-us/system-performance-tracker/ridership>



Monthly Boardings Metrics				
Month	Monthly Total Boardings	Average Weekday Boardings	Month-over-Month % Change	% Change vs. 2019
May 2025	4,423,000	157,800	4%	-2%
Apr 2025	4,143,000	151,500	10%	-6%
Mar 2025	3,718,000	138,200	10%	-12%
Feb 2025	3,093,000	125,400	-10%	-14%
Jan 2025	3,746,000	139,400	18%	-11%
Dec 2024	3,257,000	117,900	-15%	-18%
Nov 2024	3,975,000	139,400	-7%	-13%
Oct 2024	4,170,000	149,700	7%	-12%
Sep 2024	3,843,000	139,500	7%	-12%
Aug 2024	3,794,000	130,600	1%	-20%
Jul 2024	3,709,000	129,500	-1%	-21%
Jun 2024	3,524,000	130,500	-2%	-21%
May 2024	3,757,000	133,700	7%	-17%
Apr 2024	3,541,000	124,900	6%	-23%
Mar 2024	3,300,000	117,800	16%	-25%
Feb 2024	2,619,000	101,900	-2%	-30%

- Sound Transit experienced its third consecutive month of growth in total monthly boardings across all modes and its highest monthly total since the start of the pandemic. Total monthly boardings in May 2025 were about 7% greater than in April 2025 and 13% greater than May 2024. Current totals put Sound Transit within 2% of its pre-pandemic total monthly boardings.



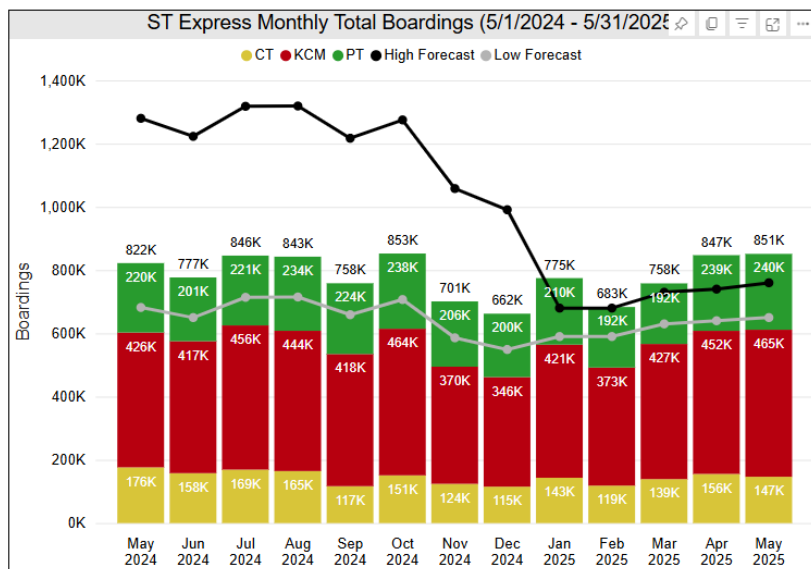
### Link

- Link ridership continued to trend upward in May to its highest boardings in 2025. Saturday and Sunday average daily ridership increased by 12% and 10% over the prior month, respectively, while weekday average daily ridership increased by 6%. The increase in weekend ridership was influenced by several high-attendance special events throughout the month.
- Ridership forecasts for Link had predicted a smaller increase, leaving actual ridership at the high end of the forecast for May 2025.
- Average weekday boardings of over 112,000 in May 2025 represents a 23% increase since May 2024 and the highest weekday count year-to-date.

<sup>1</sup> ST Express data only becomes available when Sound Transit's operating partners provide it on the 25<sup>th</sup> of the month following that which is being reported. For this reason, there is often a delay in the months for which data is available.

# Monthly Performance Report

Service Delivery Department

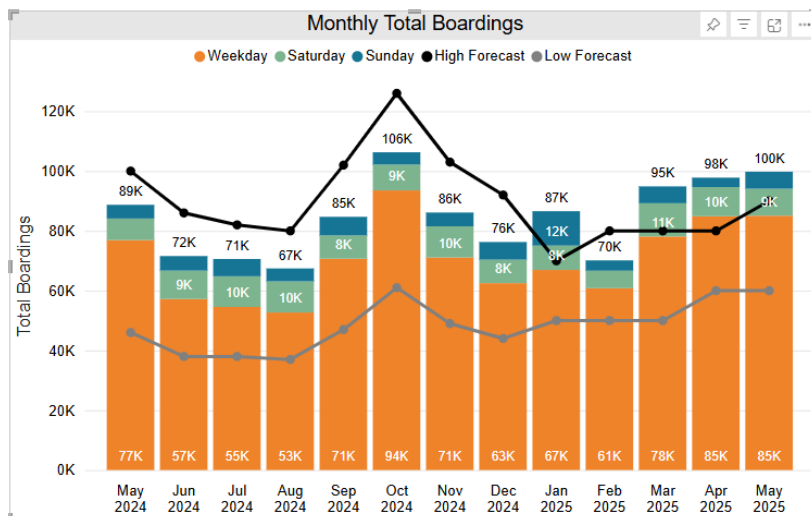
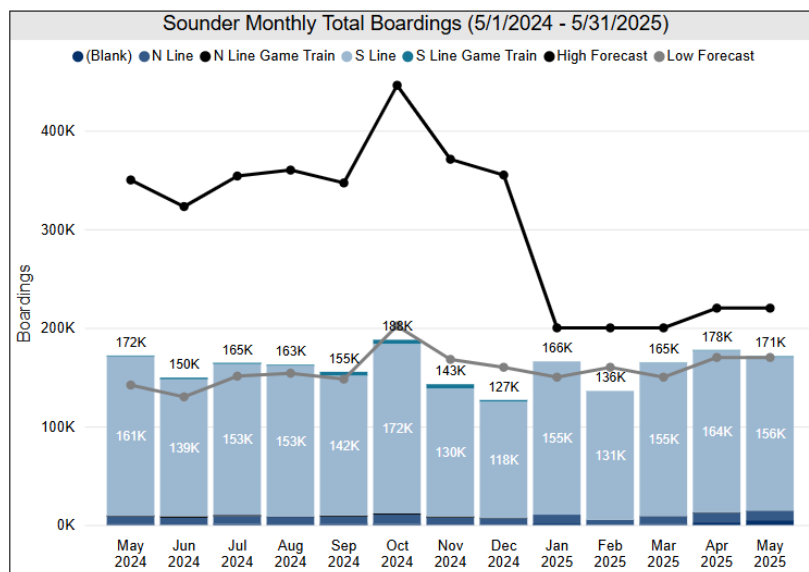


## ST Express

- ST Express saw relatively flat level of ridership between April and May with a slight, overall upward trend.
- Overall, ridership is trending upward and we expect to see upward growth consistent with 2024 rates.
- ST Express exceeded its high-end forecast in May 2025.

## Sounder

- Average weekday ridership remained stable from April to May 2025, at 7,889 riders per day. This is 2% higher than May 2024 overall; 26% higher for the N Line due to the addition of new trips in the fall 2024 service change, and 1% higher for the S Line.
- As noted in previous reports, Sounder ridership seems to have stabilized at about 45% of its pre-pandemic level.
- Sounder monthly boardings were in line with the low forecast for May 2025.



## T-Line

- T-Line experienced continued ridership growth in May 2025, the fourth consecutive month of increased total boardings.
- T-Line average weekday boardings in May 2025 were over 20% higher than the same month pre-pandemic.
- This continued growth keeps T-Line significantly above the even the high forecast for May 2025.

# Monthly Performance Report

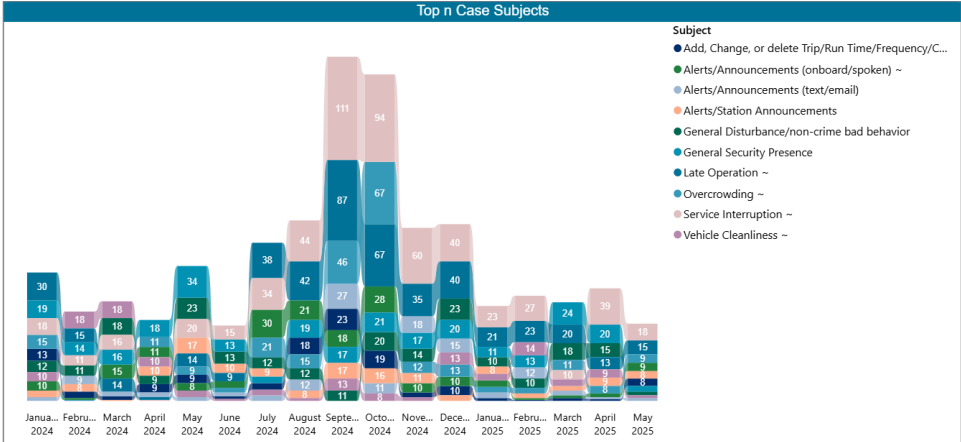
Service Delivery Department



## Link

	On Time Performance	Operated as Scheduled	Fleet Availability	Mean Distance Between Failure	PM Compliance	Parking Usage	Customer Complaints
Target	> 90%	>98.5%	>80%	>20,000	>90%	>40%	<15 per 100,000 boardings
Prior Year	93%	Line 1: 95% Line 2: 96%	Siemens: 79% Kinkisharyo: 80%	Siemens: 46,653 Kinkisharyo: 37,359	Vehicles: 99% Track: 100% Power: 98% Facilities Mech: 97% Facilities Elec: 96%	61%	8.4
Prior Month	82%	Line 1: 93% Line 2: 98%	Siemens: 70% Kinkisharyo: 70%	Siemens: 83,169 Kinkisharyo: 13,350	Vehicles: 98% Track: 100% Power: 95% Facilities Mech: 96% Facilities Elec: 99%	95%	5.1
Current	78%	Line 1: 90% Line 2: 98%	Siemens: 77% Kinkisharyo: 71%	Siemens: 112,069 Kinkisharyo: 16,137	Vehicles: 98% Track: 100% Power: 99% Facilities Mech: 96% Facilities Elec: 96%	94%	4.9
Trend	➡	Line 1: ➡ Line 2: ➡	Siemens: ➡ Kinkisharyo: ➡	Siemens: ➡ Kinkisharyo: ➡	Vehicles: ➡ Track: ➡ Power: ➡ Facilities Mech: ➡ Facilities Elec: ➡	➡	➡

- Link on-time performance fell short of agency targets for On Time Performance and Operated as Scheduled metrics for May. This trend was influenced by a combination of planned service adjustments and unplanned disruptions throughout the month. Capital work at Angle Lake Station required schedule modifications to accommodate FWLE tie-in work; contrasted with unplanned disruptions on the 2 Line requiring adjusted service operations. Both 1 Line and 2 Line continued to see strong performance in trips Operated as Scheduled at 90% and 98% respectively. Siemens vehicle fleet continued its upward trend in Mean Distance Between Failures, with improved performance for the Kinkisharyo fleet vs prior month as well. Total Fleet Availability remains below target driven by demands of cyclic maintenance/updates and systems testing requirements; with PM compliance continuing to outperform goal for all asset types. Parking utilization at Link facilities continues to grow.



### Link Customer Comments

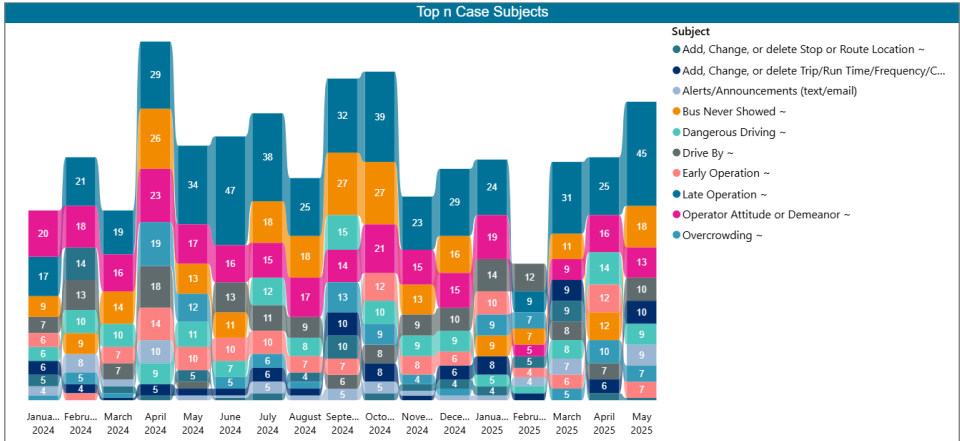
- Link experienced a small decrease in customer complaints per 100,000 boardings in May 2025 and continues to remain within the targeted range.
- Service-related issues, including service interruptions and late operations, were top concerns of Link customers again in May, though service interruption concerns trended downward. Complaints related to rider safety and security also fell.



ST Express

	On Time Performance	Operated as Scheduled	Fleet Availability	Mean Distance Between Failure	PM Compliance	Parking Usage	Customer Complaints
Target	> 85%	99.8%	>90%	>7,000	>90%	>40%	<15 per 100,000 boardings
Prior Year	CT: 96% PT: 79% KCM: 87%	CT: 99.5% PT: 99.5% KCM: 99.3%	CT: 100% PT: 100% KCM: 100%	CT: 8,699 PT: 23,991 KCM: 8,652	CT: 100% PT: 100% KCM: 100%	63%	16.4
Prior Month	CT: 98% PT: 78% KCM: 87%	CT: 99.9% PT: 99.8% KCM: 99.2%	CT: 85% PT: 99% KCM: 96%	CT: 6,542 PT: 42,367 KCM: 6,205	CT: 100% PT: 100% KCM: 100%	78%	16.8
Current	CT: 98% PT: 78% KCM: 85%	CT: 99.8% PT: 99.8% KCM: 99.5%	CT: 81% PT: 98% KCM: 99%	CT: 9,047 PT: 22,762 KCM: 6,252	CT: 100% PT: 100% KCM: 98%	75%	18.4
Trend	CT: ➡ PT: ↗ KCM: ➡	CT: ➡ PT: ↗ KCM: ➡	CT: ➡ PT: ➡ KCM: ↗	CT: ➡ PT: ↗ KCM: ↗	CT: ➡ PT: ➡ KCM: ➡	➡	↗

- As is typical, Pierce Transit continues to struggle to meet its On Time Performance target, due primarily to many of the issues raised previously related to inconsistent traffic patterns on the I-5 corridor south of Seattle. Aside from that, Pierce Transit met each of its other performance targets.
- Community Transit met all if its performance targets, save Fleet Availability. These failures are due to personnel availability issues and an aging fleet.
- King County Metro fell short of its Operated Trips as Scheduled target in May 2025. The decrease in mean distance between road failures is likely a result of KCM's policy of replacing a vehicle in the field regardless of the scope of a failure.



ST Express Customer Comments

- Overall, customer complaints were up between April and May 2025; ST Express failed to meet its performance target.
- The majority of complaints continue to be related to service changes issues mostly directed at service revisions and service reductions on some routes as well missed trips.

# Monthly Performance Report

Service Delivery Department



## Sounder

	On Time Performance	Operated as Scheduled	Fleet Availability	Mean Distance Between Failure	PM Compliance	Parking Usage	Customer Complaints
Target	> 95%	99.0%	TBD	>20,000	>90%	>28.8%	<15 per 100,000 boardings
Prior Year	South: 95.8% North: 97.7%	South: 94.9% North: 97.7%	N/A	9,757	N/A	59%	18.9
Prior Month	South: 96.1% North: 96.6%	South: 94.8% North: 95.5%	N/A	6,435	N/A	57%	10.9
Current	South: <b>98.2%</b> North: <b>97.0%</b>	South: <b>99.3%</b> North: <b>100%</b>	N/A	<b>10,374</b>	N/A	<b>61%</b>	<b>7.8</b>
Trend	South: ↗ North: ↗	South: ↗ North: ↗		↗		↗	↗

- Sounder On Time Performance and Operated as Scheduled were above target for both the S Line and N Line in May 2025, with the highest monthly OTP year-to-date. This improvement is due to a reduction in mechanical and freight delays compared to the previous month. There were 5 trains impacted by 3 mechanical issues in May (1 HEP and 2 doors). Customer complaints per 100,000 boardings decreased even further from April, with the top category of service interruption decreasing from 5 complaints to 2. This is consistent with the high OTP and Operated as Scheduled percentages for the month.

## Tacoma Link

	On Time Performance	Operated as Scheduled	Fleet Availability	Mean Distance Between Failure	PM Compliance	Parking Usage <sup>2</sup>	Customer Complaints
Target	> 98.5%	98.5%	TBD	TBD	>90%	TBD	<15 per 100,000 boardings
Prior Year	99.7%	99.7%	85.9%	N/A	N/A	47%	4.5
Prior Month	99.7%	99.7%	95.8%	N/A	N/A	46%	4.1
Current	<b>99.7%</b>	<b>99.7%</b>	<b>97.9%</b>	N/A	N/A	<b>50%</b>	<b>5.0</b>
Trend	➡	➡	↗		➡	↗	↘

- On Time Performance and Operated as Scheduled were maintained from the previous month. Fleet availability slightly increased for May. T-Line customer complaints per 100,000 boardings increased slightly compared to May but T-Line is well within target. New BI report for PM compliance for T-Line is now active!

<sup>2</sup> Based on Tacoma Dome Station, which is shared with Sounder.

# Monthly Performance Report

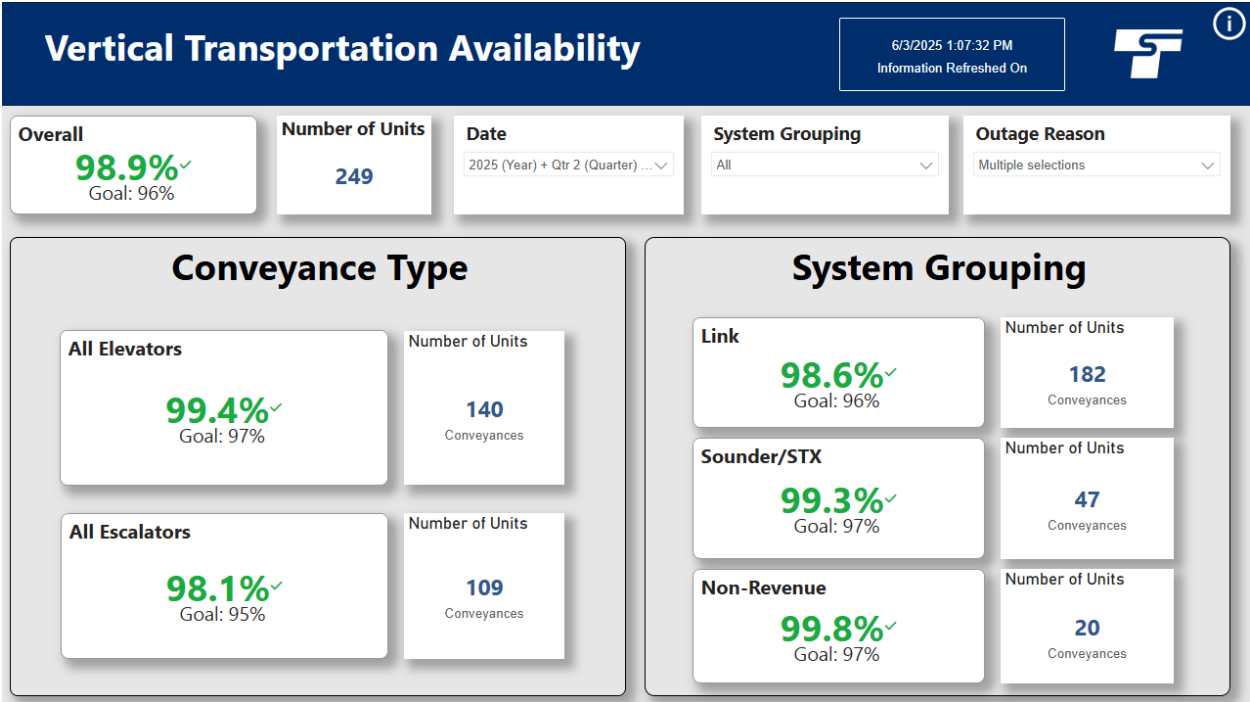
Service Delivery Department



## Vertical Transportation

For an up-to-date, interactive and more detailed look at escalator and elevator performance, please see: <https://www.soundtransit.org/ride-with-us/system-performance-tracker/accessible>

*\*Availability shown below is for all categories of outage reasons.*





# Monthly Performance Report

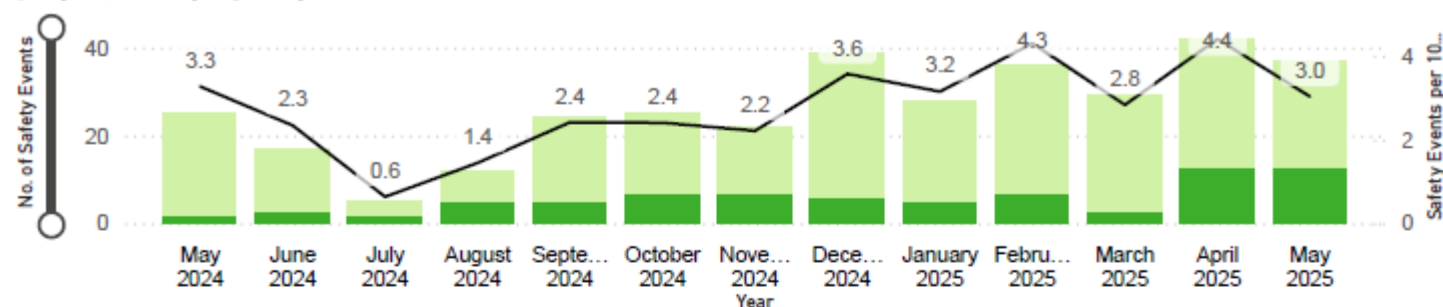
Safety May 2025



## Monthly Reportable Events for Link May 2024 - May 2025

### Reportable Safety Events: Total Volume and Rate Per 100K Vehicle Revenue Miles

● Major ● Non-Major ● Safety Events Per 100K VRMs



Definitions: The National Transit Database (NTD) defines a reportable event as a safety or security event that occurs on transit right-of-way, transit revenue/maintenance facilities, or involves a transit vehicle and meets the NTD's major reporting thresholds. Examples include collisions, fires, derailments, evacuations, injuries, or substantial property damage.

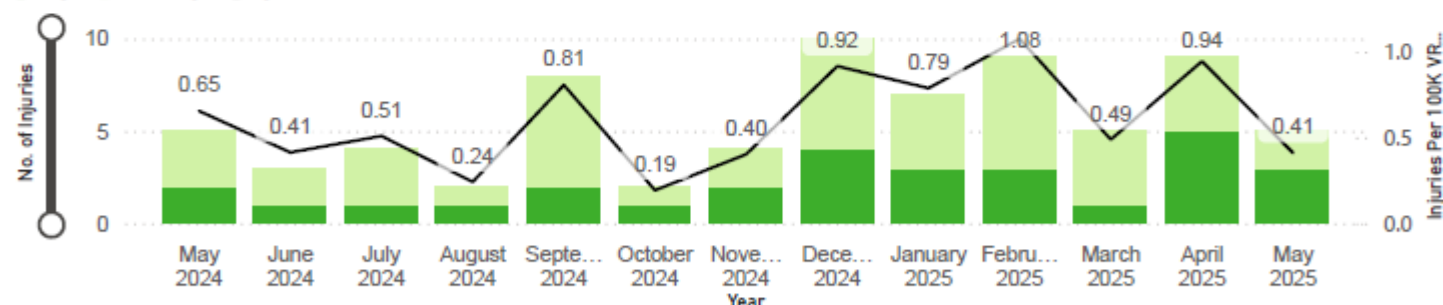
#### May 2025 - Thirty-seven (37) Reportable Safety Events:

- One (1) Major Car Prowl Resulting in Substantial Damage to a Parked Automobile
- Nine (9) Major Evacuation Events
- Three (3) Major Passenger Assaults
- Four (4) Non-Major Physical Transit Worker Assaults
- One (1) Non-Major Fire Event
- Fourteen (14) Non-Major Non-Physical Transit Worker Assaults
- Three (3) Non-Major Non-Physical Transit Worker Assaults Involving the Use of a Weapon
- Two (2) Non-Major Slip and Fall Events

The overall volume and rate of 2025 reportable safety events (Major and Non-Major) show fluctuations from January through May. However, major reportable events show a more consistent trend with a slight increase in volume observed in April and May. The rise in major events during these months can be attributed to emergency door evacuations from light rail vehicles into the right-of-way. There were nine (9) evacuation events that occurred in May 2025, eight (8) that were emergency door pull evacuations. Seven (7) of those emergency door pull evacuations occurred in various places along Martin Luther King Jr Way S in Seattle.

### Reportable Injuries: Total Volume and Rate Per 100K Vehicle Revenue Miles

● Major ● Non-Major ● Injuries Per 100K VRMs



NTD definition of reportable injury: An injury requiring transportation away from the scene for medical attention for one of more persons.

#### May 2025 - Five (5) Reportable Injury Events:

- Two (2) Major Passenger Assault
- One (1) Major Passenger Assault Involving the Use of a Weapon
- Two (2) Non-Major Passenger Slip and Fall

From January to May 2025, the volume and rate of reportable injury events have been inconsistent.

# Monthly Performance Report

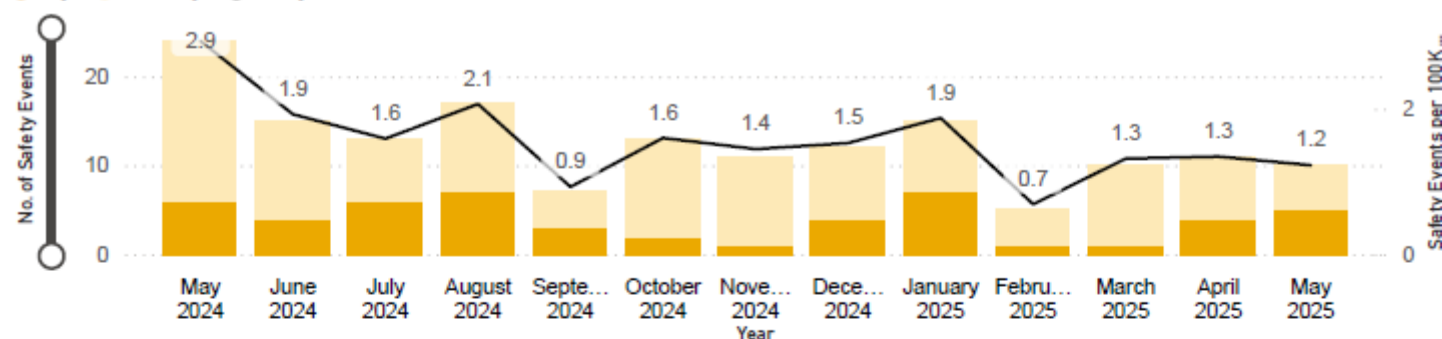
Safety May 2025



## Monthly Reportable Events for ST Express May 2024 - May 2025

### Reportable Safety Events: Total Volume and Rate Per 100K Vehicle Revenue Miles

● Major ● Non-Major ● Safety Events Per 100K VRMs



Definitions: The National Transit Database (NTD) defines a reportable event as a safety or security event that occurs on transit right-of-way, transit revenue/maintenance facilities, or involves a transit vehicle and meets the NTD's major reporting thresholds. Examples include collisions, fires, derailments, evacuations, injuries, or substantial property damage.

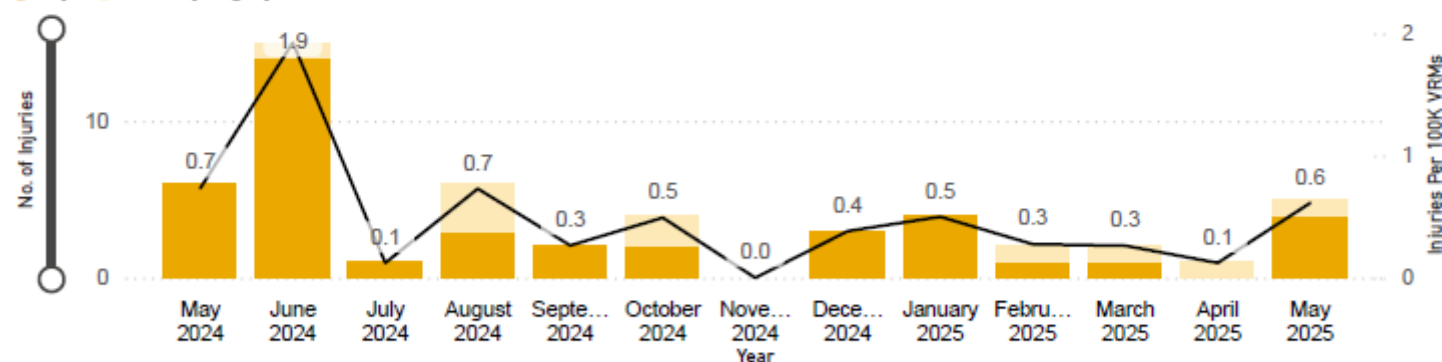
May 2025 - Ten (10) Reportable Safety Events:

- Five (5) Major Reportable Vehicle Collisions
- Three (3) Non-Major Physical Transit Worker Assaults
- One (1) Non-Major Non-Physical Transit Worker Assault
- One (1) Non-Major Slip and Fall Event

The rate and volume of reportable safety events have shown a declining trend from January to May 2025. Among the reported transit worker assaults, two (2) incidents involved King County Metro coach operators in Issaquah and Bellevue, one (1) incident involved a Pierce Transit coach operator in Seattle, and one (1) incident involved a Pierce Transit public safety officer at Tacoma Dome Station.

### Reportable Injuries: Total Volume and Rate Per 100K Vehicle Revenue Miles

● Major ● Non-Major ● Injuries Per 100K VRMs



NTD definition of reportable injury: An injury requiring transportation away from the scene for medical attention for one of more persons.

May 2025: Five (5) Reportable Injury Events:

- One (1) Non-Major Slip and Fall Injury
- Four (4) Major Collision Related Injury

Reportable injuries rate and volume trend have been consistently low January through May 2025. The spike in May is in line with other peaks over the past year and still supports the past year's overall decline in injury events. In May 2025, Pierce Transit reported two (2) collisions resulting in two (2) reportable injuries, while King County Metro had one (1) collision resulting in two (2) major injuries.



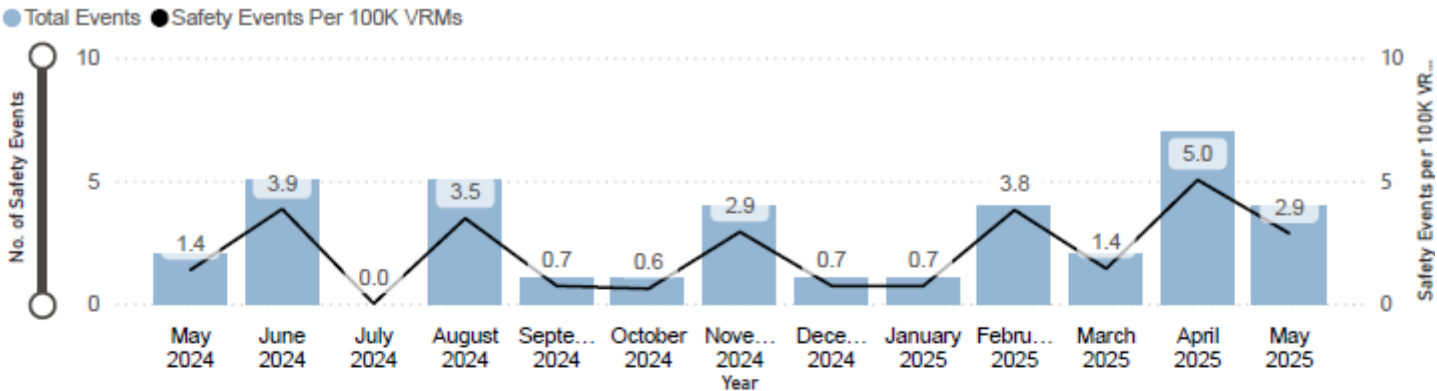
# Monthly Performance Report

Safety May 2025



## Monthly Reportable Events for Sounder May 2024 - May 2025

### Reportable Safety Events: Total Volume and Rate Per 100K Vehicle Revenue Miles



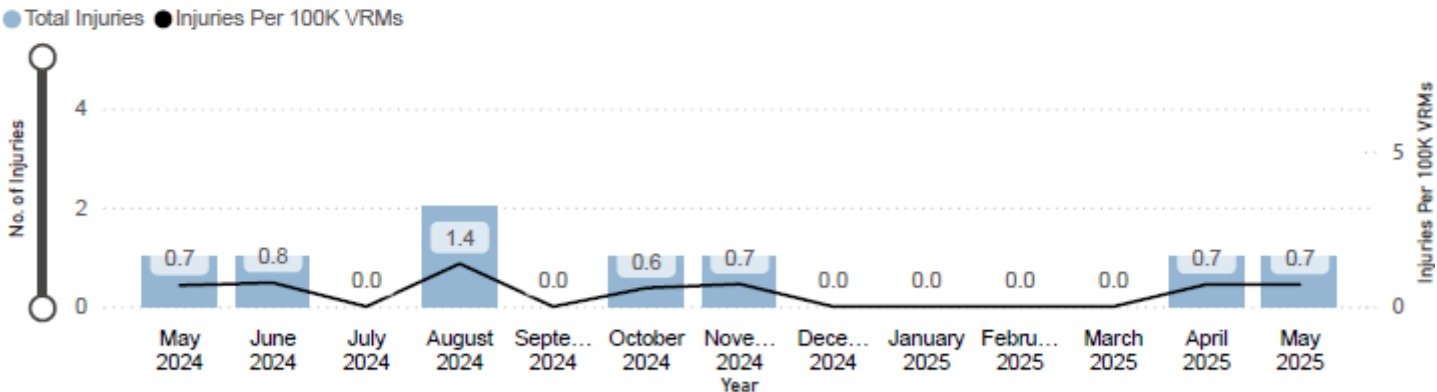
Sounder Commuter Rail events are reported under multiple definitions. Federal Railroad Administration (FRA) reporting requirements generally cover safety events, while National Transit Database (NTD) reporting requirements for commuter rail cover major security events and non-major assaults against transit workers. Environmental spills are reported per Washington Administrative Code (WAC) 173-303-145 and federal Environmental Protection Agency (EPA) requirements.

#### May 2025 - Four (4) Reportable Safety Events:

- Three (3) Non-Major Non-Physical Transit Worker Assaults against ST Contractors.
- One (1) Major Passenger Assault

In May 2025, out of the three (3) reported transit worker assaults, one (1) occurred on the platform at King Street Station against transit security officers, one (1) occurred aboard a train at Auburn Station against a train conductor, and one (1) occurred on the platform at Tacoma Dome Station against a station agent. The passenger assault that was reported in May occurred at Lakewood Station. It was a physical altercation between two passengers, during which one person sustained injuries. However, no weapons were involved in the altercation.

### Reportable Injuries: Total Volume and Rate Per 100K Vehicle Revenue Miles



The FRA and NTD also have different definitions governing the reportability of injuries. FRA injury reporting covers injuries resulting in medical treatment, significant injury diagnosed by a licensed health care professional, or loss of consciousness. NTD injury reporting only covers major security-related events in which certain defined serious injuries are sustained, or where medical transport is given to the involved person.

#### May 2025: One (1) Reportable Injury Event:

- One (1) NTD-Reportable Passenger Assault

Injury rates appear to have stabilized at an average of one (1) per month or less since May 2024. The assault in May 2025 occurred at Lakewood Station resulting in Medical Transport for the Victim.

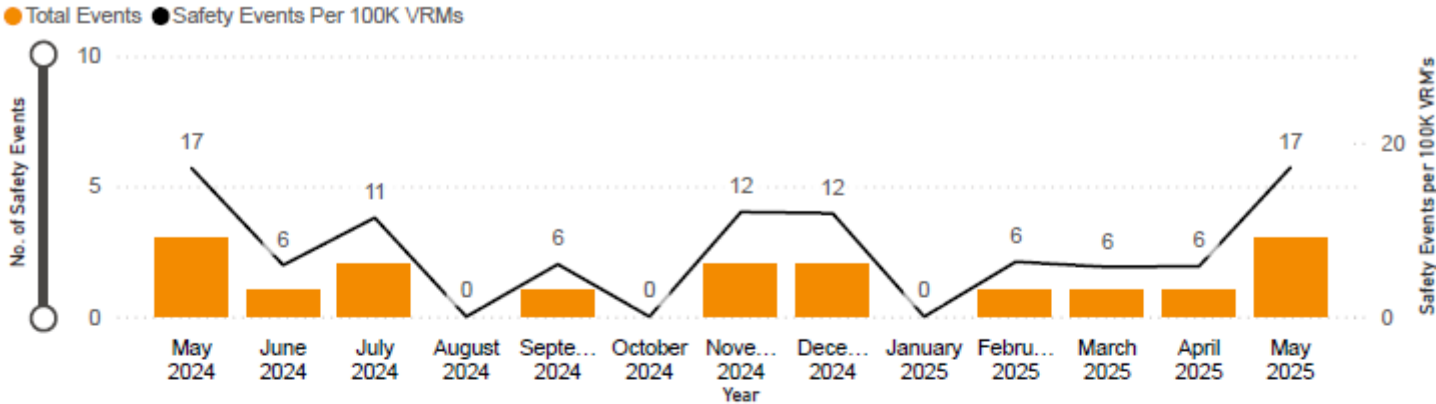
# Monthly Performance Report

Safety May 2025



## Monthly Reportable Events for T-Line May 2024 - May 2025

### Reportable Safety Events: Total Volume and Rate Per 100K Vehicle Revenue Miles



Definitions: The National Transit Database (NTD) defines a reportable event as a safety or security event that occurs on transit right-of-way, transit revenue/maintenance facilities, or involves a transit vehicle and meets the NTD's major reporting thresholds. Examples include collisions, fires, derailments, evacuations, injuries, or substantial property damage.

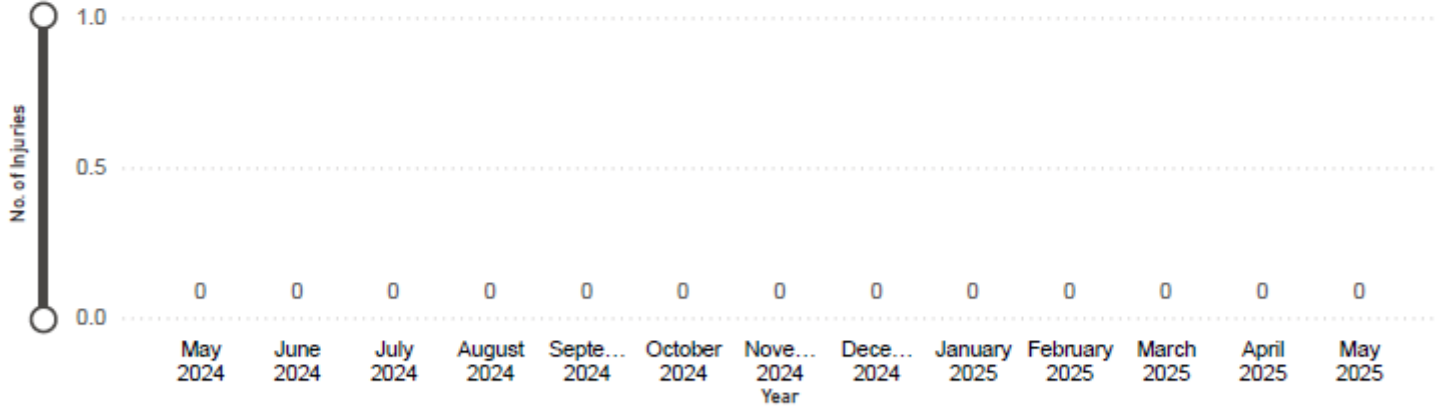
May 2025 - Three (3) Reportable Safety Events, none of which involved reportable injuries:

- Three (3) Non-Major Transit Worker Assaults

Among the reported assaults against transit workers, two (2) were non-physical assaults that occurred against contracted transit security officers and one (1) was a physical assault against a T-Line supervisor.

Note: We usually see a higher rate per 100k vehicle revenue miles for T-Line due to its' lower operated vehicle revenue miles (compared to other modes).

### Reportable Injuries: Total Volume and Rate Per 100K Vehicle Revenue Miles



NTD definition of reportable injury: An injury requiring transportation away from the scene for medical attention for one of more persons.

May 2025 - Zero (0) Injury Events.

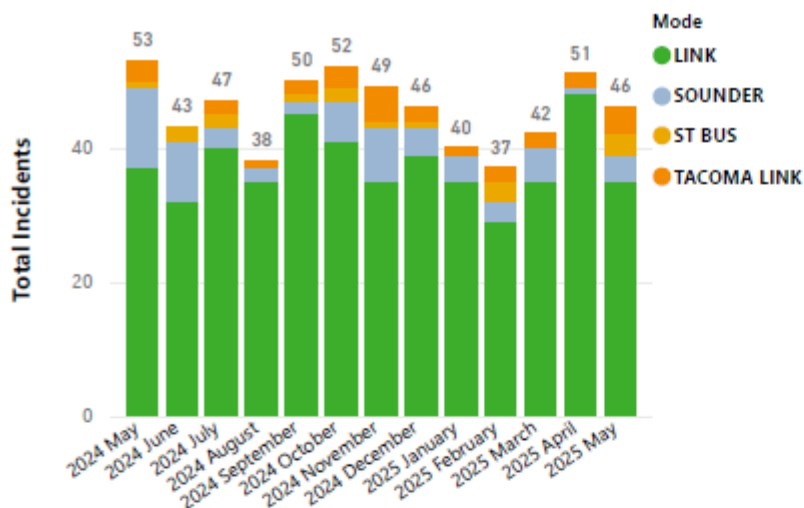
No reportable injury event involving passengers have occurred within the last year on the T-Line.

# Monthly Performance Report

Security May 2025



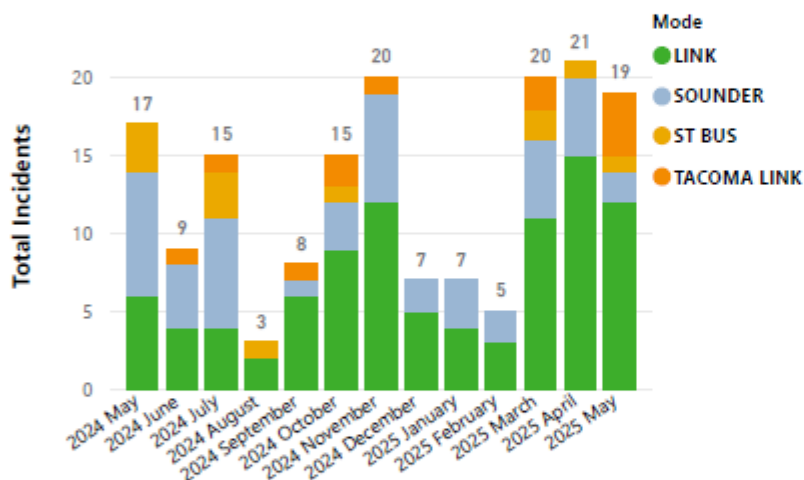
## Crimes Against Persons



According to the National Incident-Based Reporting System (NIBRS), Crimes Against Persons are those crimes such as assault, whose victims are always individuals. The numbers include physical and verbal assaults, assaults with a weapon, and sexual offenses on both customers and transit workers.

In May 2025, 46 Crimes Against Persons were reported across all Sound Transit modes. The most-reported Crime Against Persons in May was physical assault against transit workers (16), followed by indecent acts/sex offense (9) and physical assault against customers (7).

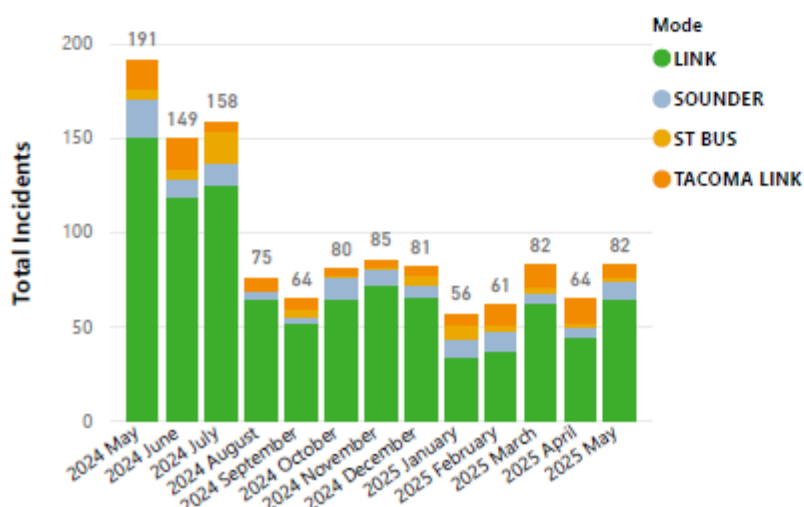
## Crimes Against Property



According to the National Incident-Based Reporting System (NIBRS), Crimes Against Property are those crimes such as burglary, robbery, etc. to obtain money, property, or some other benefit. These incidents are categorized into crimes such as fire (arson), graffiti, robbery, theft (vehicle, property, or bicycle) and vandalism.

In May 2025, 19 Crimes Against Property were reported across all Sound Transit modes. The most-reported Crime Against Property in May was vandalism (6), followed by graffiti (4) and theft of vehicles (3).

## Unlawful Transit Conduct Incidents



Unlawful Transit Conduct (UTC) includes incidents such as playing loud music, smoking, littering, alcohol consumption, unreasonably disturbing others, and defecating/urinating/spitting, etc. as defined by the Revised Code of Washington 9.91.025.

In May 2025, 82 UTC incidents were reported across all Sound Transit modes. The most frequently reported categories of UTC in May were smoking (37), defecating/urinating/spitting in public (15), and consuming or having an open container of alcohol in public (8).