

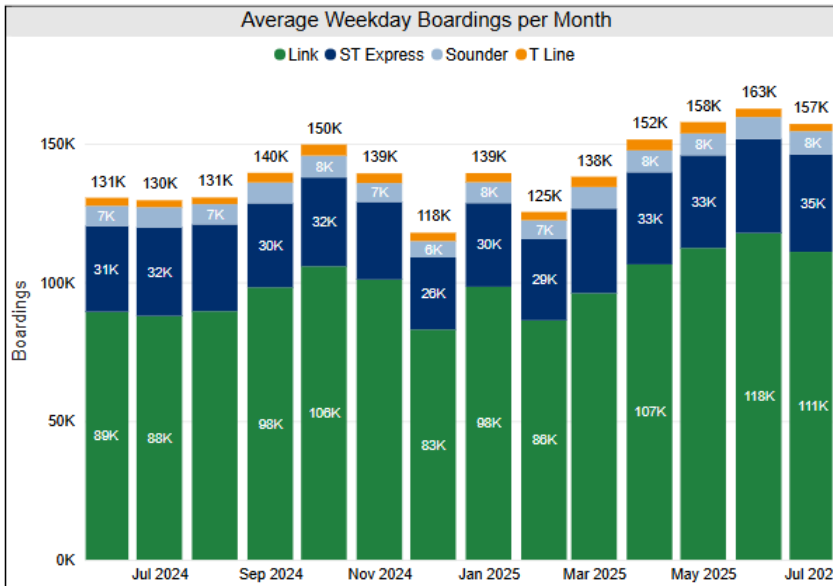
Monthly Performance Report

Service Delivery Department



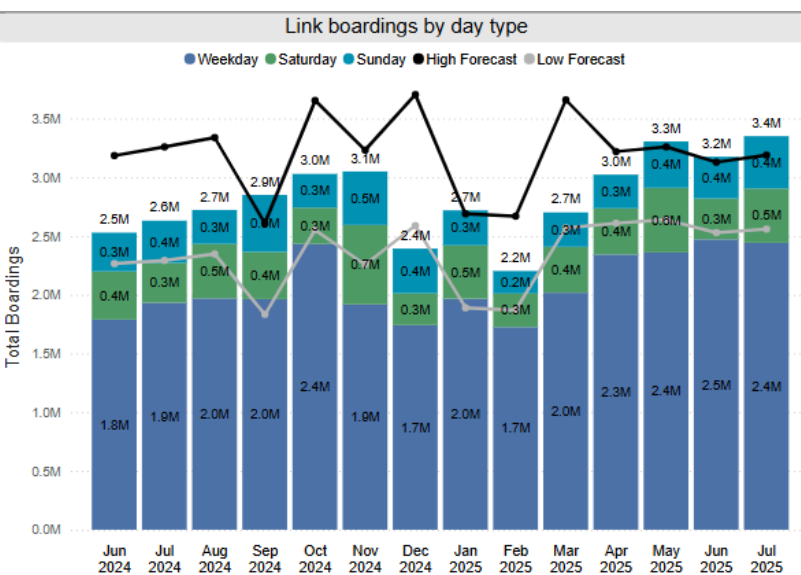
Ridership

For an up-to-date¹, 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
Jul 2025	4,530,000	157,300	-3%	-4%
Jun 2025	4,278,000	162,500	3%	-1%
May 2025	4,423,000	157,800	4%	-2%
Apr 2025	4,143,000	151,500	10%	-6%
Mar 2025	3,718,000	138,100	10%	-12%
Feb 2025	3,093,000	125,400	-10%	-14%
Jan 2025	3,745,000	139,400	18%	-11%
Dec 2024	3,257,000	117,900	-15%	-18%
Nov 2024	3,975,000	139,400	-7%	-13%
Oct 2024	4,169,000	149,700	7%	-12%
Sep 2024	3,844,000	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%

- After four consecutive months of ridership increases, Sound Transit saw a small decrease in average weekday boardings in July. However, average weekday boardings in July 2025 were over 20% higher than in July 2024 showing continued substantial year-to-year growth. There is a notable data anomaly for boardings on Link for the last five days of July. This should be rectified in time for the August report, but it is likely July numbers will increase.



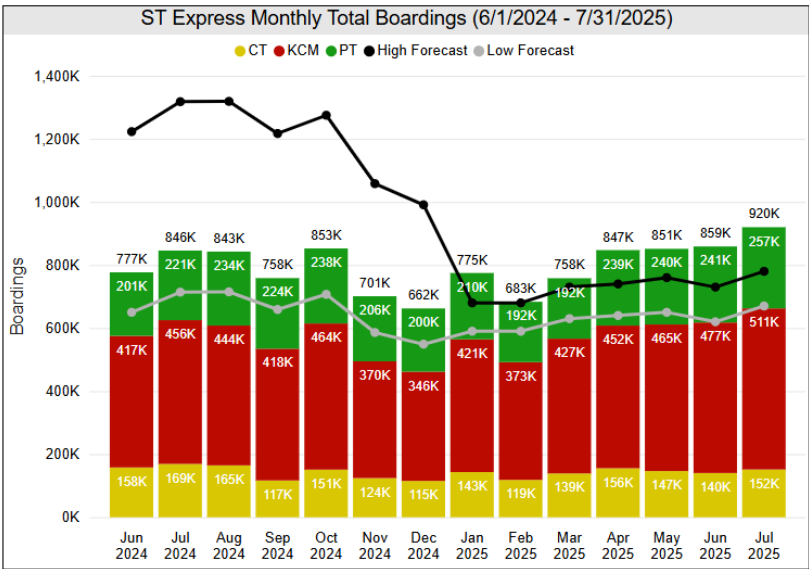
Link

- Total Link ridership increased 6% from June to July 2025, driven by an increase in weekend ridership and surpassing weekend ridership levels in May. Weekday ridership went down slightly (1%).
- Ridership surpassed the high forecast for July 2025.
- Average weekday boardings of about 110,000 in July 2025 represent a 26% increase since July 2024.

¹ ST Express data only becomes available when Sound Transit's operating partners provide it on the 25th 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

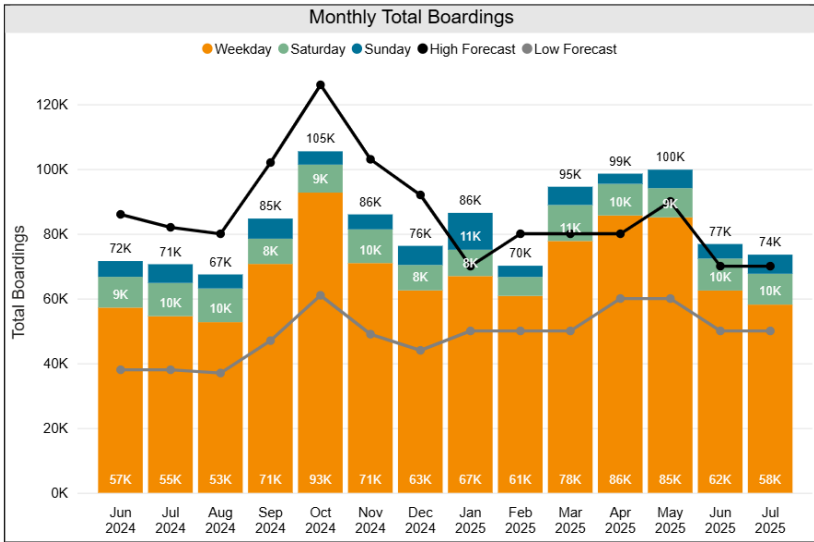
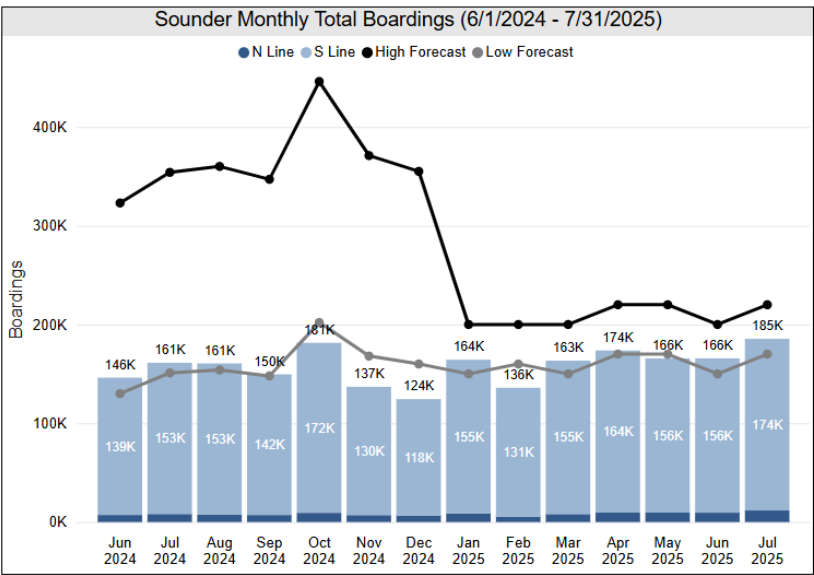


ST Express

- ST Express saw slight bump up in ridership between June and July, representing a fifth consecutive month of growth and maintaining a modest, 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 July 2025.

Sounder

- Average weekday ridership increased from June to July 2025, to 8,430 riders per day. This is 15% higher than July 2024 overall; 44% higher for the N Line due to the addition of new trips in the fall 2024 service change, and 13% higher for the S Line.
- Sounder ridership seems to have stabilized at about 50% of its pre-pandemic level.
- Sounder monthly boardings remained between the high and low forecasts for July 2025.



T-Line

- T-Line experienced another small drop in ridership for July 2025, consistent with seasonality, but remains above the High Forecast.
- T-Line average weekday boardings in July 2025 were 9% lower than in June.
- The decline in ridership is likely due to a combination of fewer events in downtown Tacoma, coupled with University of Washington, Tacoma being in summer session.

Monthly Performance Report

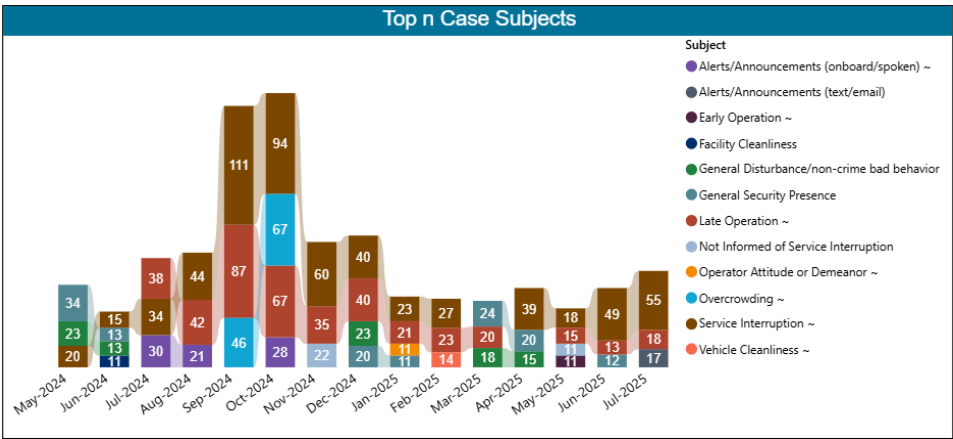
Service Delivery Department



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	88%	Line 1: 92% Line 2: 95%	Siemens: 79% Kinkisharyo: 80%	Siemens: 42,469 Kinkisharyo: 27,449	Vehicles: 94% Track: 100% Power: 94% Facilities Mech: 98% Facilities Elec: 100%	67%	9.3
Prior Month	78%	Line 1: 89% Line 2: 98%	Siemens: 80% Kinkisharyo: 62%	Siemens: 75,805 Kinkisharyo: 20,452	Vehicles: 99% Track: 100% Power: 100% Facilities Mech: 95% Facilities Elec: 98%	94%	5.5
Current	82%	Line 1: 92% Line 2: 98%	Siemens: 76% Kinkisharyo: 67%	Siemens: 54,404 Kinkisharyo: 18,633	Vehicles: 99% Track: 99% Power: 95% Facilities Mech: 98% Facilities Elec: 99%	94%	7.8
Trend	↗	Line 1: ↗ Line 2: →	Siemens: ↘ Kinkisharyo: ↗	Siemens: ↘ Kinkisharyo: ↘	Vehicles: → Track: ↘ Power: ↘ Facilities Mech: ↗ Facilities Elec: ↗	→	↗

- During the current period, On-Time Performance improved slightly to 82%, up from 78% the prior month, though still below the agency target of >90%. Operated as Scheduled remained strong, with Line 1 at 92% and Line 2 at 98%, similar to last month’s performance (89% and 98% respectively). There were no planned service disruptions, but service delivery was impacted by a mix of special events (Mariners, Sounders, and concerts) and unplanned disruptions. These included LRV mechanical failures, infrastructure issues, an electrical fire on the system, as well as external factors such as police activity, medical responses, road accidents blocking LRVs, and bore intrusion incidents. Overall, the steady “operated as scheduled” results reflect strong schedule adherence, while the OTP challenges highlight the ongoing impact of unplanned events and external factors outside of direct operational control. Siemens vehicles remained above target for Mean Distance Between Failures while Kinkisharyo fell slightly below target. 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 held steady.



Link Customer Comments

- Link experienced a small increase in complaints per 100,000 boardings in July 2025 and continues to remain within the targeted range.
- Service-related issues, including service interruptions and late operations, remained top concerns of Link customers in June, with service interruption concerns trending upward. Complaints related to rider safety and security also increased.

Monthly Performance Report

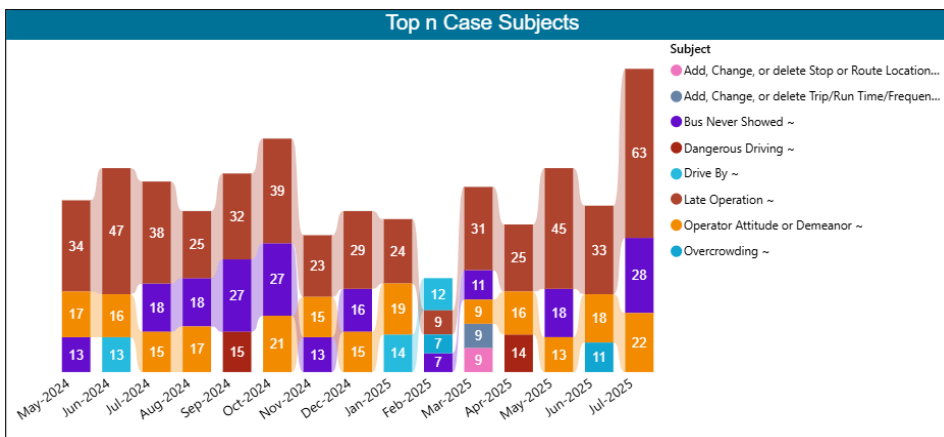
Service Delivery Department



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: 95% PT: 71% KCM: 86%	CT: 99.6% PT: 99.2% KCM: 99.2%	CT: 100% PT: 99% KCM: 99%	CT: 6,705 PT: 14,387 KCM: 6,212	CT: 100% PT: 100% KCM: 100%	68%	16.6
Prior Month	CT: 96% PT: 73% KCM: 83%	CT: 99.5% PT: 99.7% KCM: 99.2%	CT: 57% PT: 99% KCM: 100%	CT: 9,771 PT: 17,451 KCM: 5,047	CT: 100% PT: 100% KCM: 98%	75%	18.4
Current	CT: 96% PT: 72% KCM: 82%	CT: 97.1% PT: 99.5% KCM: 99.5%	CT: 22% PT: 97% KCM: 97%	CT: 12,531 PT: 18,506 KCM: 5,706	CT: 100% PT: 100% KCM: 96%	78%	13.3
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 most of their other performance targets except that trips operated as scheduled is marginally under standard.
- Community Transit is struggling with Fleet Availability and operating scheduled trips. These failures continue to be due to personnel availability issues and an aging fleet.
- King County Metro fell short of its Operated Trips as Scheduled target in July 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 June and July 2025; however, ST Express did meet its performance target.
- The majority of complaints are related to late operation which is consistent with our OTP metric.

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: 98.1% North: 96.6%	South: 98.4% North: 96.6%	N/A	4,935	N/A	35%	11.1
Prior Month	South: 94.9% North: 95.8%	South: 94.9% North: 95.8%	N/A	10,374	N/A	61%	14.4
Current	South: 95.3% North: 96.0%	South: 99.5% North: 100%	N/A	15,736	N/A	60%	16.1
Trend	South: ↗ North: ↗	South: ↗ North: ↗		↘		↗	↗

- Sounder On Time Performance was above target for both S Line and N Line in July 2025, an improvement over June which is attributable to a decrease in emergency incidents such as wire theft. There were 3 cancelled trips for the month on the S Line, all due to a train consist separating on attempted departure from King Street (this incident was not classified as mechanical due to no mechanical defect being found after the fact). Mechanical incidents increased from 2 impacted trains in June to 8 impacted trains in July. Customer complaints per 100,000 boardings increased from June, with the top category being vehicle cleanliness.

Tacoma Link

	On Time Performance	Operated as Scheduled	Fleet Availability	Mean Distance Between Failure	PM Compliance	Parking Usage ²	Customer Complaints
Target	> 98.5%	98.5%	TBD	TBD	>90%	TBD	<15 per 100,000 boardings
Prior Year	99.4%	99.4%	89.5%	N/A	N/A	36%	4.25
Prior Month	99.4%	99.4%	97.5%	N/A	N/A	50%	5.0
Current	99.5%	99.5%	93.9%	N/A	N/A	44%	4.0
Trend	↗	↗	↘		→	↘	↘

- On Time Performance and Operated as Scheduled were maintained from the previous month. Fleet availability slightly decreased for July due to an LRV accident. T-Line customer complaints per 100,000 boardings decreased slightly compared to July, T-Line is well within target.

² Based on Tacoma Dome Station, which is shared with Sounder.

Monthly Performance Report

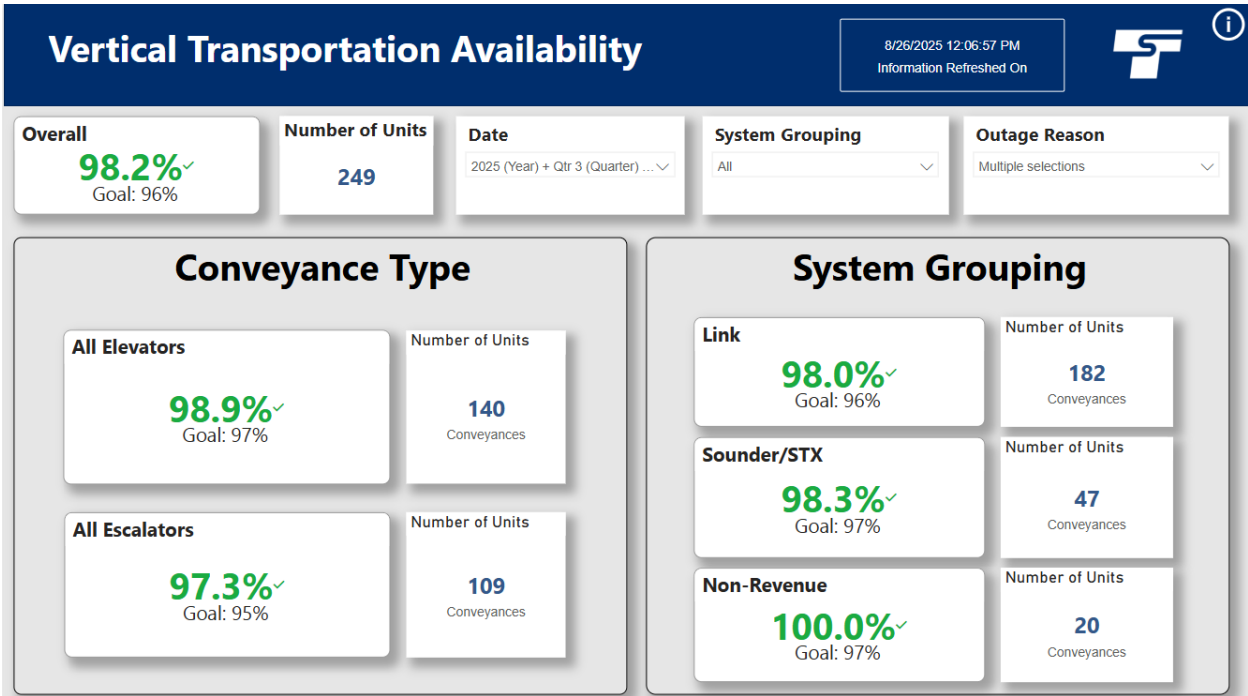
Service Delivery Department



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.*



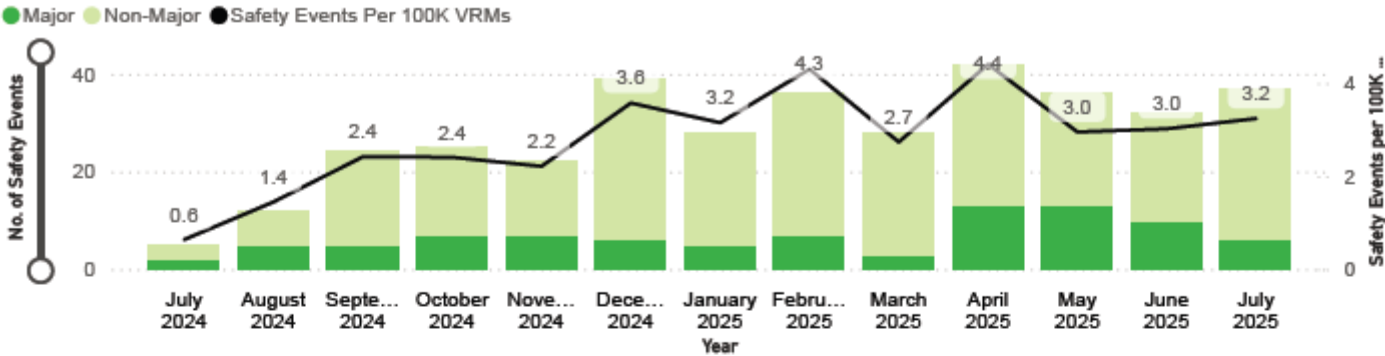
Monthly Performance Report

Safety July 2025



Monthly Reportable Events for Link July 2024 - July 2025

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

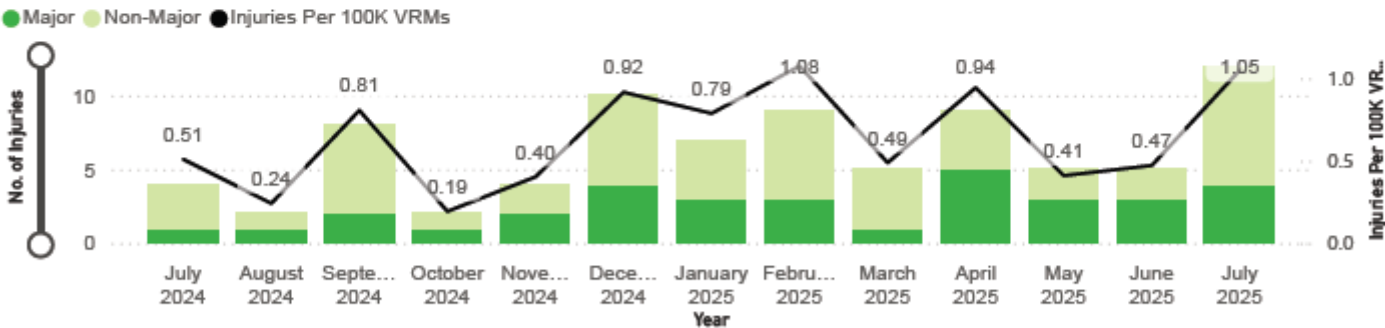


Definitions: The National Transit Database (NTD) defines a reportable event as a safety or security event that occurs on transit right-of-way, transit revenue/maintenance facilities, or involves a transit vehicle and meets the NTD's major reporting thresholds. Examples include collisions, fires, derailments,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

From January through July 2025, the rate of reportable safety events remains 11% lower compared to the same period in the previous year. Collisions and emergency door pulls continue to decline; however, assaults against transit workers have slightly increased and now represent the most frequent type of reportable event across the system, followed by slip and fall incidents.

This trend of higher concentrations at terminus stations has continued into 2025 with Lynwood now recording the highest number of reported assaults against workers (including security personnel, fare ambassadors, and contractors) followed by Angle Lake.

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 or more persons.

In alignment with last month's report, nearly 60% of reportable injuries in July 2025 were attributed to passenger and pedestrian slip and fall incidents. Between January and July 2025, the highest number of these incidents occurred at International District Station, followed by Lynnwood City Center and University District Stations. Notably, Q2 2025 recorded the highest number of slip and fall events in the past few years.

To address these risks at select station locations, the Safety Division is exploring a range of mitigation strategies and pilot projects. These efforts include evaluating the coefficient of friction on walking surfaces, standardizing signage across the system, and updating design standards.

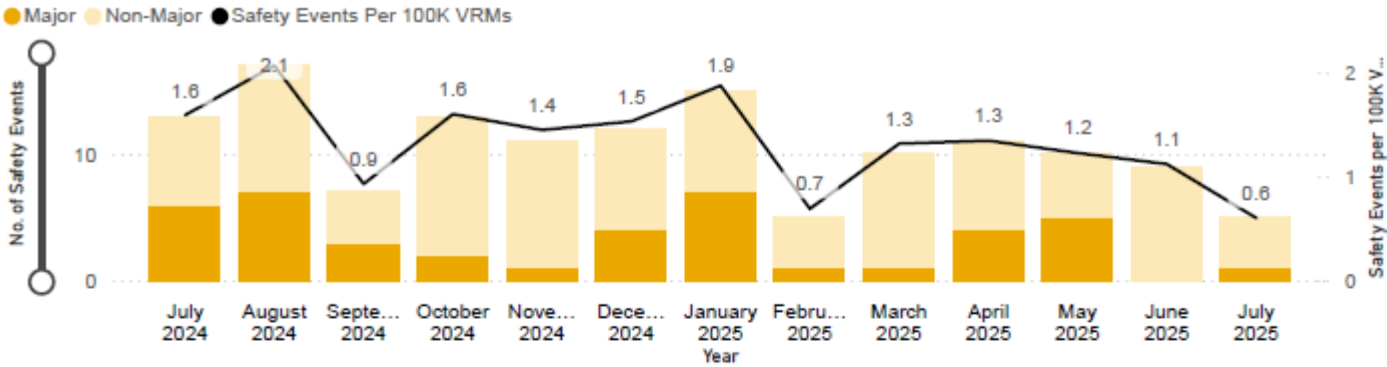
Monthly Performance Report

Safety July 2025



Monthly Reportable Events for ST Express July 2024 - July 2025

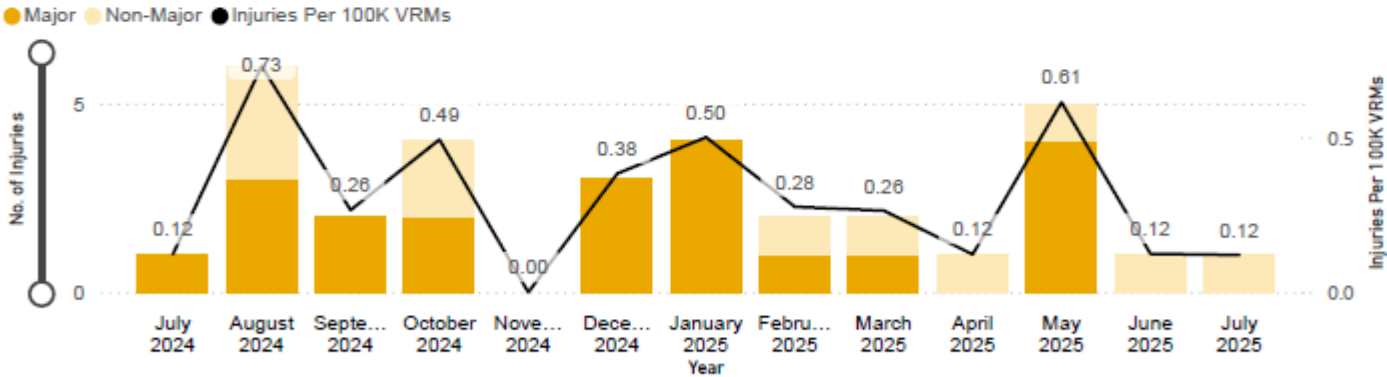
Reportable Safety Events: Total Volume and Rate Per 100K Vehicle Revenue Miles



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.

Between January and July 2025, reportable transit worker assaults dropped by 40% compared to the same period in 2024, largely due to fewer incidents at Federal Way Transit Center.

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 or more persons.

Between January and July 2025, reportable injuries remained relatively stable, with a slight decrease compared to the same period in 2024. In July, there was one (1) reportable slip and fall related injury that required medical transport.

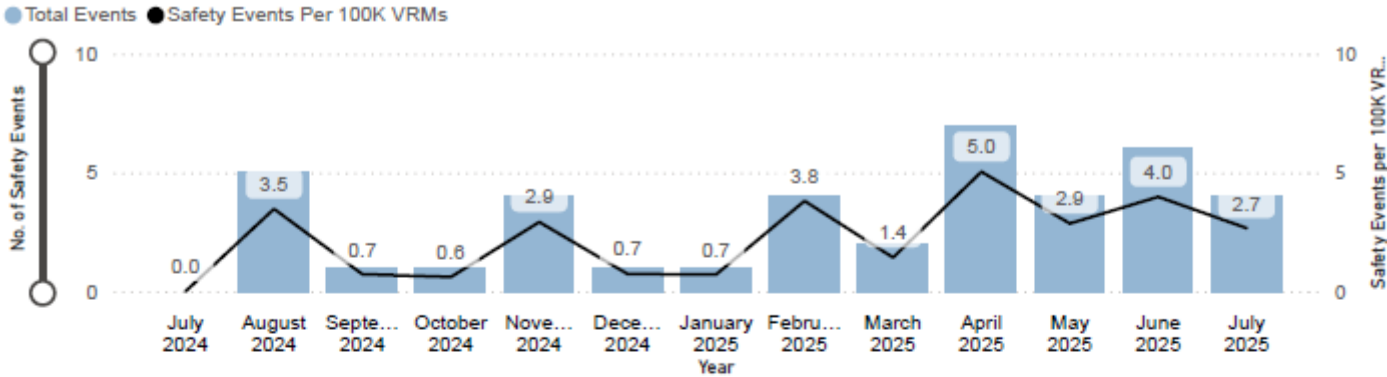
Monthly Performance Report

Safety July 2025



Monthly Reportable Events for Sounder July 2024 - July 2025

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

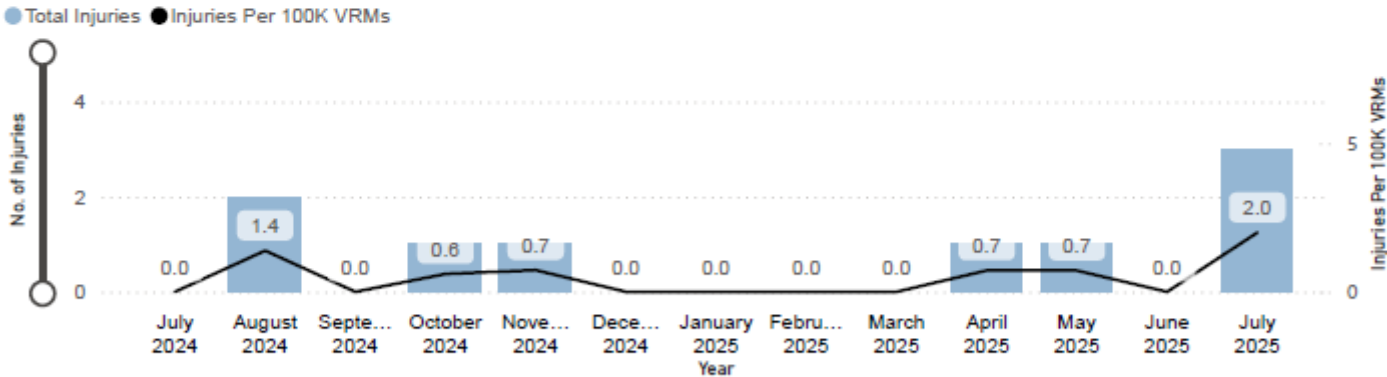


Sounder Commuter Rail events are reported under multiple definitions. Federal Railroad Administration (FRA) reporting requirements generally cover safety events, while National Transit Database (NTD) reporting requirements for commuter rail cover major security events and non-major assaults against transit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

As noted in last month's report, year-to-date passenger assaults have declined compared to the same period in 2024. In July 2025, Sounder's reportable safety event rate dropped by 52% compared to June. Of the three (3) reportable safety events in July, two (2) were slip and fall incidents and one (1) was a passenger assault.

Kent Station, which recorded the highest number of assaults last year with nine (9) reportable incidents in 2024, has reported only one (1) passenger assault from January to July 2025. In response the agency initiated the following agency-led interventions, including a security emphasis at the station and in June 2025 completed a mitigation project promoting sight lines at the station. Although there are early indications of improvement, further monitoring is required to gauge mitigation effectiveness.

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.

In July 2025, there were three (3) reportable injuries: two (2) were slip and fall incidents -- one (1) occurred at King Street Station and one (1) at Auburn Station -- and one (1) passenger assault at Kent Station. All three incidents required medical transport.

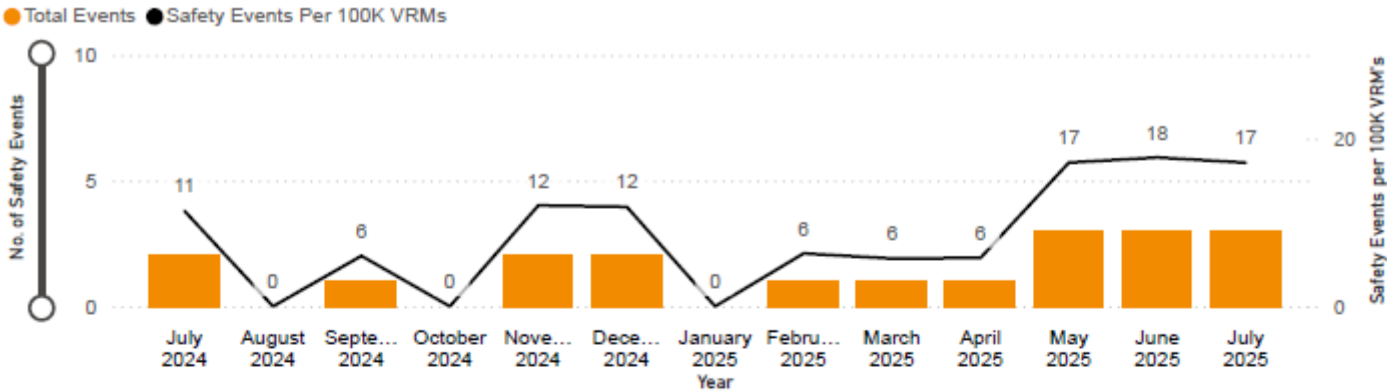
Monthly Performance Report

Safety July 2025



Monthly Reportable Events for T-Line July 2024 - July 2025

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

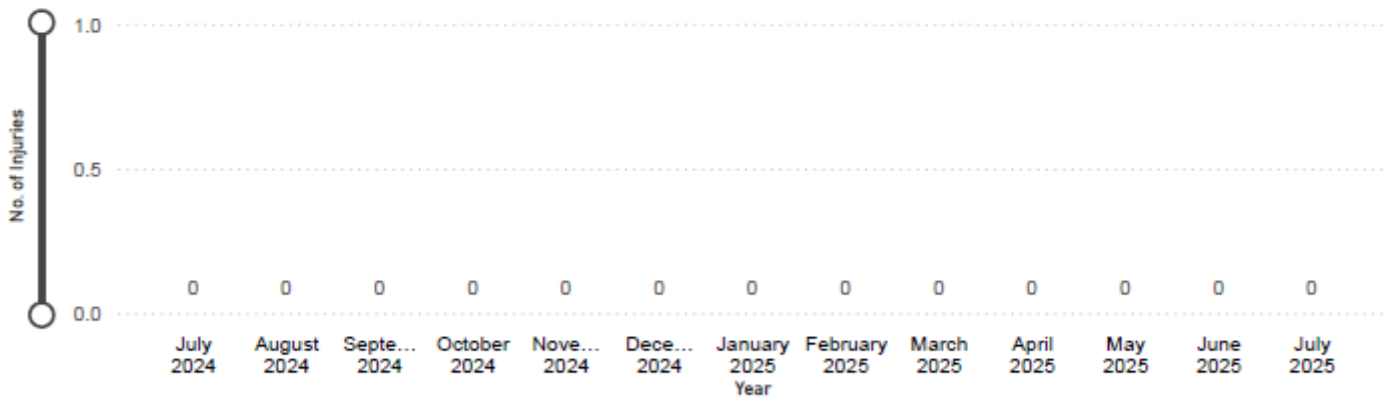


Definitions: The National Transit Database (NTD) defines a reportable event as a safety or security event that occurs on transit right-of-way, transit revenue/maintenance facilities, or involves a transit vehicle and meets the NTD's major reporting thresholds. Examples include collisions, fires, derailments,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

In July, three (3) assaults against transit workers were reported: two (2) were non-physical and one (1) was a physical assault. While the overall number of safety events remains relatively consistent with last year, total transit worker assaults have increased—most of which are non-physical assaults. In response, the agency continues to prioritize de-escalation training and techniques for both security and operations staff.

Note: The rate per 100,000 revenue miles for T-Line appears higher than other modes due to its lower monthly service miles, which can skew the rate upward.

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 or more persons.

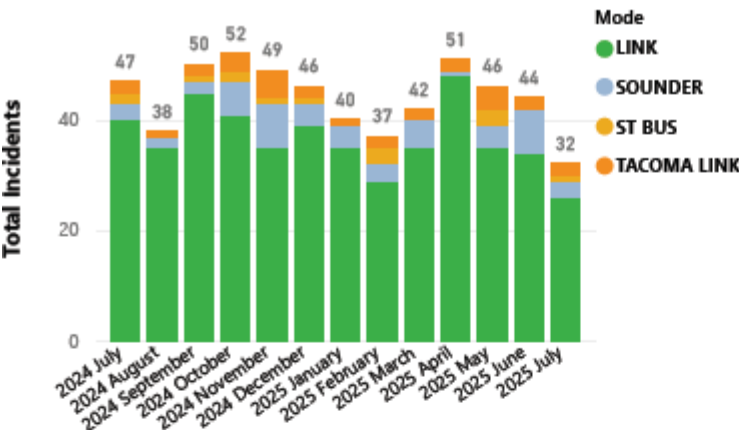
There have been zero (0) reportable injury events on the T-Line since March 2023.

Monthly Performance Report

Security July 2025



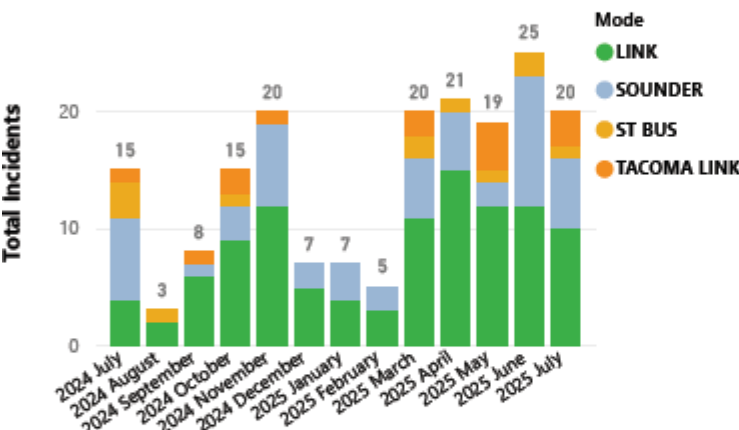
Crimes Against Persons



According to the National Incident-Based Reporting System (NIBRS), Crimes Against Persons are those crimes such as assault, whose victims are always individuals. These numbers include reports of physical and verbal assaults, assault with a weapon, and sexual offenses on both customers and transit workers. These numbers will differ from confirmed crimes against persons data.

In July 2025, nearly 75% of all reported crimes against persons across all modes combined were assaults against transit workers, while 15% involved assaults against passengers. As noted in last month's report, the agency continues to implement ongoing improvements in contracted security personnel training, with a strong emphasis on de-escalation skill. Additionally, security presence and visibility is being strengthened system-wide in collaboration with law enforcement partners.

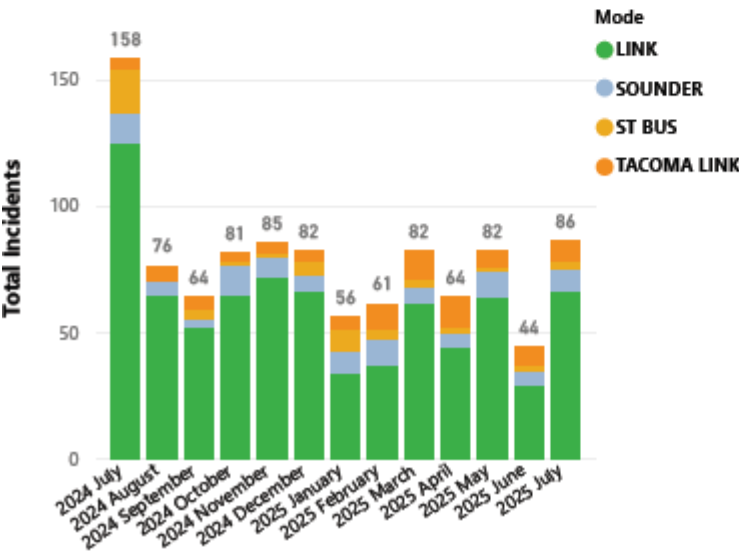
Crimes Against Property



According to the National Incident-Based Reporting System (NIBRS), Crimes Against Property include offenses like burglary, robbery, and other acts committed for financial or material gain. Reported incidents are categorized as arson, graffiti, robbery, theft (vehicle, property, or bicycle), and vandalism. These numbers may differ from confirmed crime data.

In July 2025, vandalism made up 55% of all reported incidents, the most common offense, followed by property and vehicle theft at 35%. Tukwila International Boulevard Station has remained a hotspot for property crimes since 2023. In response, security has been reinforced with static and mobile patrols, while landscaping is being evaluated using Crime Prevention Through Environmental Design (CPTED) principles. Sound Transit is also partnering with the King County Sheriff's Office (ST Division) on active case investigations.

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 July 2025, nearly half of Unlawful Transit Conduct incidents involved smoking, 20% were related to public urination, defecation, or spitting, and 15% involved alcohol consumption. These incidents occurred across all transit modes.

While overall Link light rail incidents have declined since August 2024, Westlake and Pioneer Square stations continue to show the highest levels of activity. To address this, Sound Transit has increased security staffing over the past two quarters and is partnering with the University of Washington on the *Disorder on Light Rail* research project, which examines behaviors and conditions on Lines 1 and 2. The findings will help shape future safety strategies and interventions.