

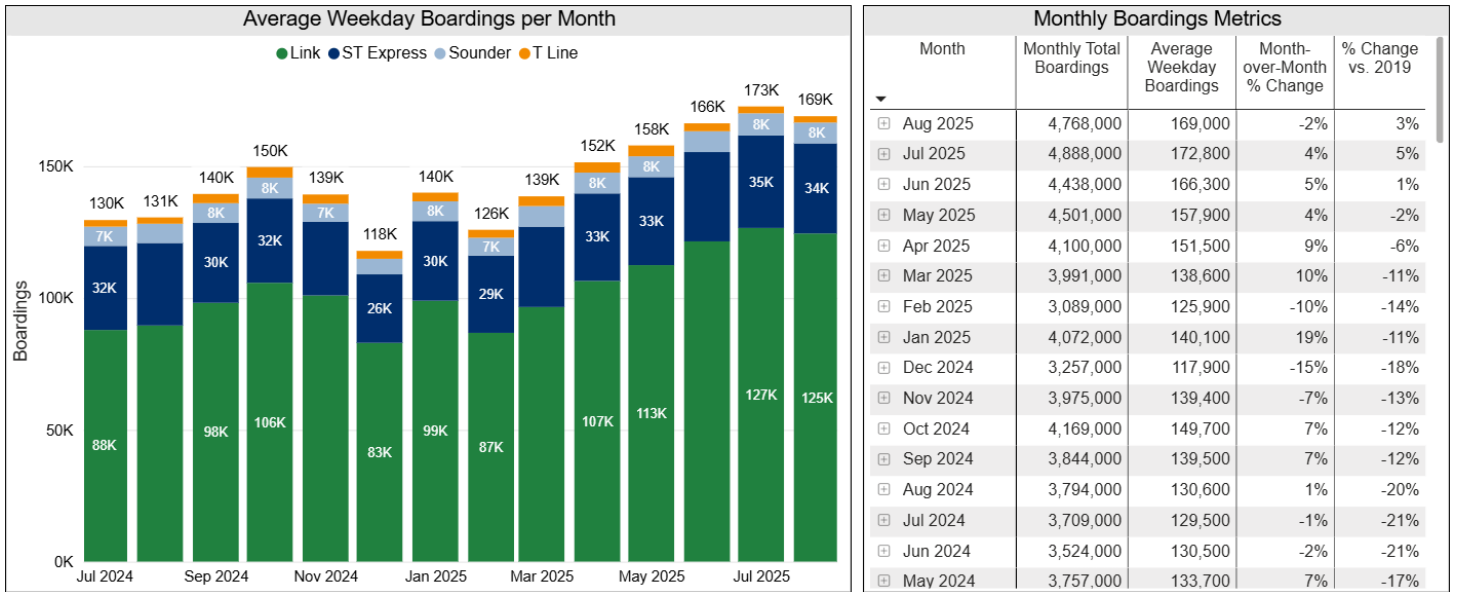
Monthly Performance Report

Service Delivery Department

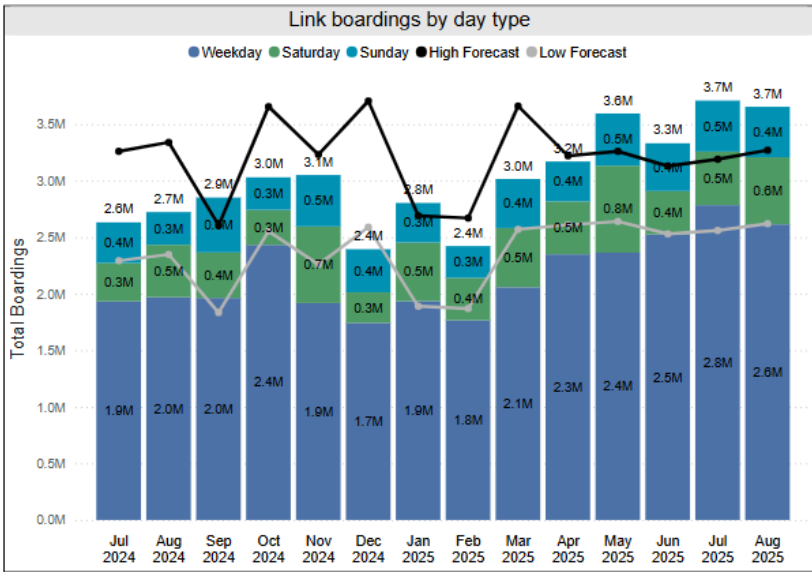


Ridership

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>



- Following five consecutive months of ridership increases, Sound Transit saw a small decrease in average weekday boardings in August. However, August represents the third consecutive month that average weekday boardings system-wide eclipsed pre-pandemic totals. Further, average weekday boardings in August 2025 were almost 30% greater than in August 2024 showing continued substantial year-to-year growth.



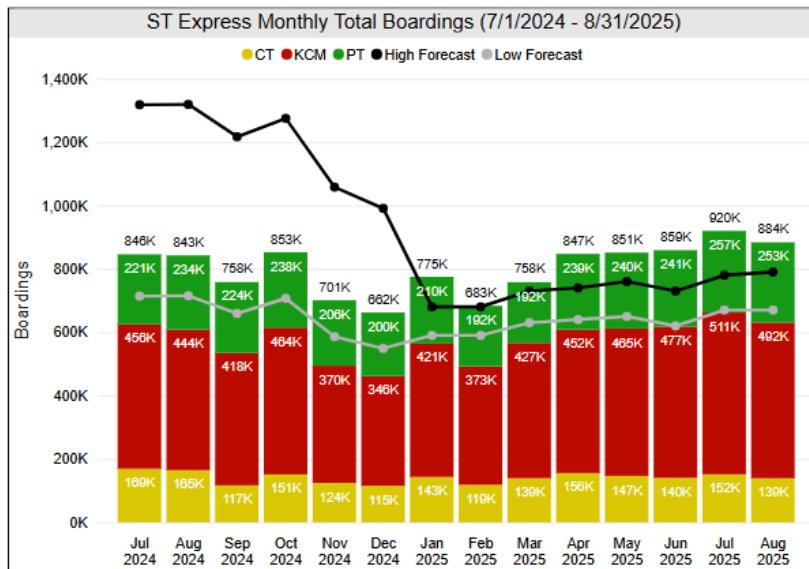
Link

- Total Link ridership decreased 1% from July to August 2025, driven by a slight decrease in average weekday and Sunday ridership, while Saturday average boardings held steady.
- Ridership surpassed the high forecast for August 2025, as it has for the prior three months.
- Average weekday boardings of about 125,000 in August 2025 represent a 46% increase since August 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.

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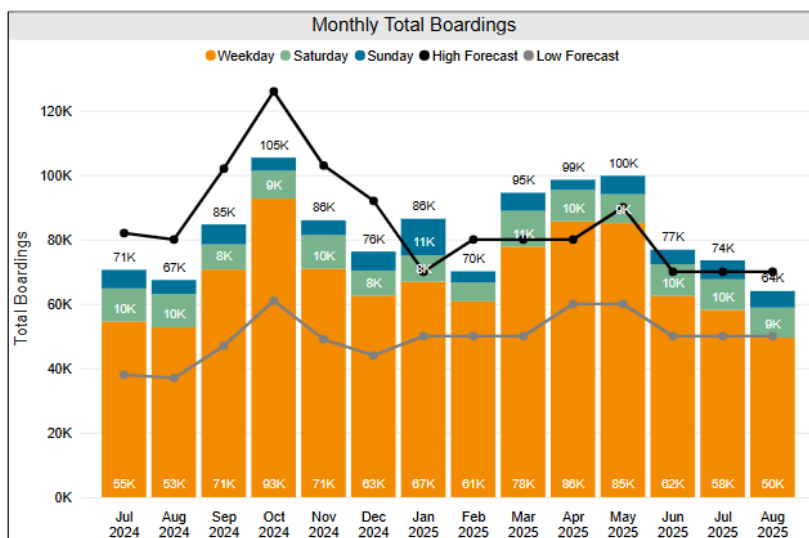
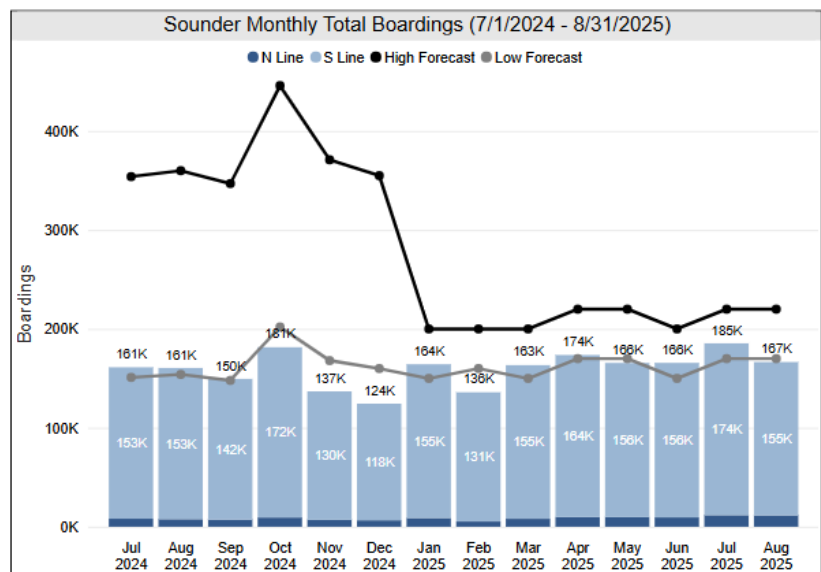


ST Express

- ST Express saw slight slump in ridership between July and August, representing a break in the previous five months of growth. Even factoring in this modest decline, overall ridership is on an upward trend from 2024.
- ST Express continues to exceed its overall high-end forecast 2025.

Sounder

- Average weekday ridership decreased from July to August 2025, to 7,931 riders per day. This is 9% higher than August 2024 overall; 56% higher for the N Line due to the addition of new trips in the fall 2024 service change, and 6% higher for the S Line.
- Sounder ridership seems to have stabilized at about 50% of its pre-pandemic level.
- Sounder monthly boardings dipped slightly below the low forecast for August 2025.



T-Line

- T-Line experienced another drop in ridership for Aug 2025, consistent with seasonality, well above the low forecast but fell below the High.
- T-Line average weekday boardings in Aug 2025 were 16% lower than in July.
- The decline in ridership is likely due to a combination of fewer events in downtown Tacoma, coupled with Public schools, University of Washington, Tacoma being in summer session.

Monthly Performance Report

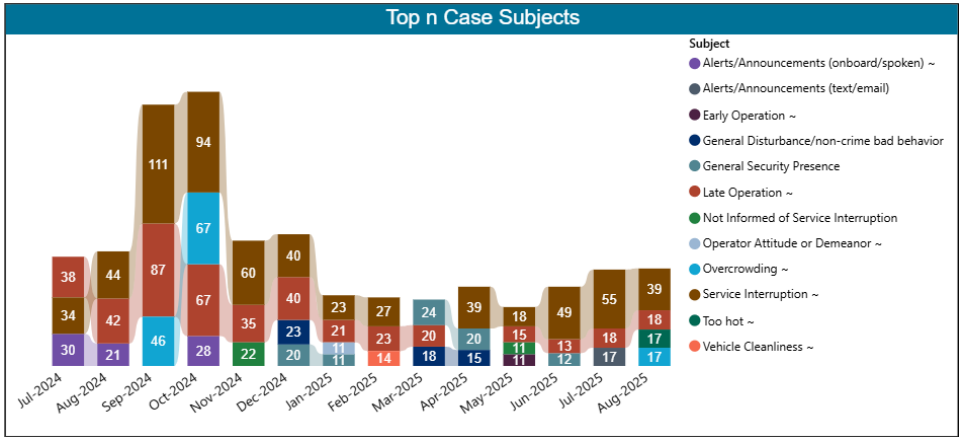
Service Delivery Department



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: 78% Kinkisharyo: 71%	Siemens: 100,030 Kinkisharyo: 21,496	Vehicles: 94% Track: 100% Power: 94% Facilities Mech: 98% Facilities Elec: 100%	67%	9.3
Prior Month	82%	Line 1: 92% Line 2: 98%	Siemens: 76% Kinkisharyo: 67%	Siemens: 54,404 Kinkisharyo: 18,633	Vehicles: 99% Track: 100% Power: 100% Facilities Mech: 95% Facilities Elec: 98%	94%	5.5
Current	82%	Line 1: 90% Line 2: 97%	Siemens: 79% Kinkisharyo: 60%	Siemens: 103,462 Kinkisharyo: 10,146	Vehicles: 99% Track: 99% Power: 95% Facilities Mech: 98% Facilities Elec: 99%	94%	5.9

- The current On-Time Performance (OTP) held steady at 82%, remaining below the >90% target and reflecting a mix of planned and unplanned operational challenges. Planned service disruptions, including the DSTT closure and Pinehurst Station construction, required schedule adjustments and reduced throughput through impacted segments. In addition, special events such as Mariners and UW Husky home games contributed to heavier passenger loads and longer dwell times, leading to intermittent delays. Unplanned incidents—including LRV mechanical failures, infrastructure issues like power outages, as well as collisions, emergency door switch activations, and medical responses—further affected system performance.
- Under the Operated as Scheduled metric, Line 1 achieved 90% and Line 2 achieved 97%, both slightly lower than the previous month, indicating minor dips in operational consistency.
- Continued emphasis on fleet reliability, infrastructure resiliency, and event coordination will be critical in improving schedule adherence and restoring performance to target levels. 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, corrective repairs and systems testing requirements, with PM compliance continuing to outperform goal for all asset types.
- Parking utilization at Link facilities was the same month over month.



Link Customer Comments

- Link experienced a small decrease in complaints per 100,000 boardings in August 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 August. Complaints related to overcrowding went up, as did complaints about the temperature on board LRVs.

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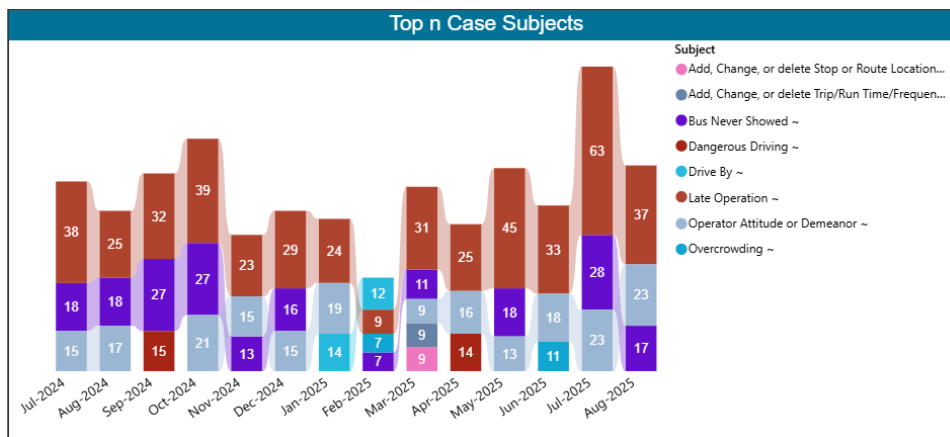
Service Delivery Department



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: 97% PT: 75% KCM: 86%	CT: 99.2% PT: 99.7% KCM: 98.8%	CT: 100% PT: 100% KCM: 99%	CT: 9,165 PT: 34,392 KCM: 6,939	CT: 100% PT: 100% KCM: 100%	68%	16.6
Prior Month	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: 98%	75%	18.4
Current	CT: 97% PT: 72% KCM: 83%	CT: 96.5% PT: 99.5% KCM: 99.4%	CT: 53% PT: 97% KCM: 98%	CT: 7,424 PT: 34,876 KCM: 6,946	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 are marginally under standard.
- Community Transit is struggling with Fleet Availability and operating scheduled trips. These failures continue to be due to personnel availability issues, an aging fleet and Community Transit's moving vehicles into direct operation and away from their contracted service provider.
- King County Metro fell short of its Operated Trips as Scheduled target in August 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 within standards for August 2025.
- The majority of complaints are related to late operation which is consistent with our OTP metric.

Monthly Performance Report

Service Delivery Department



Souder

	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: 94.8% North: 94.3%	South: 98.3% North: 100%	N/A	4,935	N/A	35%	11.1
Prior Month	South: 95.3% North: 96.0%	South: 95.8% North: 96.0%	N/A	10,374	N/A	61%	14.4
Current	South: 97.4% North: 97.0%	South: 99.6% North: 99.4%	N/A	15,736	N/A	60%	16.1
Trend	South: ↗ North: ↗	South: ↗ North: ↗		↘		↗	↗

- Souder On Time Performance was above target for both S Line and N Line in August 2025, with the top category of delays being Freight Interference. There were 2 cancelled trips for the month on the S Line and 1 on the N Line; the S line annulments were due to a mechanical issue and the N Line annulment was due to a bridge fire. Mechanical incidents decreased from 8 impacted trains in July to 4 impacted trains in August. Customer complaints per 100,000 boardings increased from July, with vehicle cleanliness continuing to be the top category, specifically driven by complains about odor.

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	99.3%	99.3%	94.4%	N/A	N/A	36%	4.25
Prior Month	99.5%	99.5%	93.9%	N/A	95%	50%	5.0
Current	99.3%	99.3%	91.5%	N/A	98%	44%	4.0
Trend	↘	↘	↘		↗	↘	↘

- On Time Performance and Operated as Scheduled were only fractionally down from the previous month. T-Line PM compliance went up and continues to be well above target. Fleet availability slightly decreased for August due to preventative maintenance. 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 Souder.

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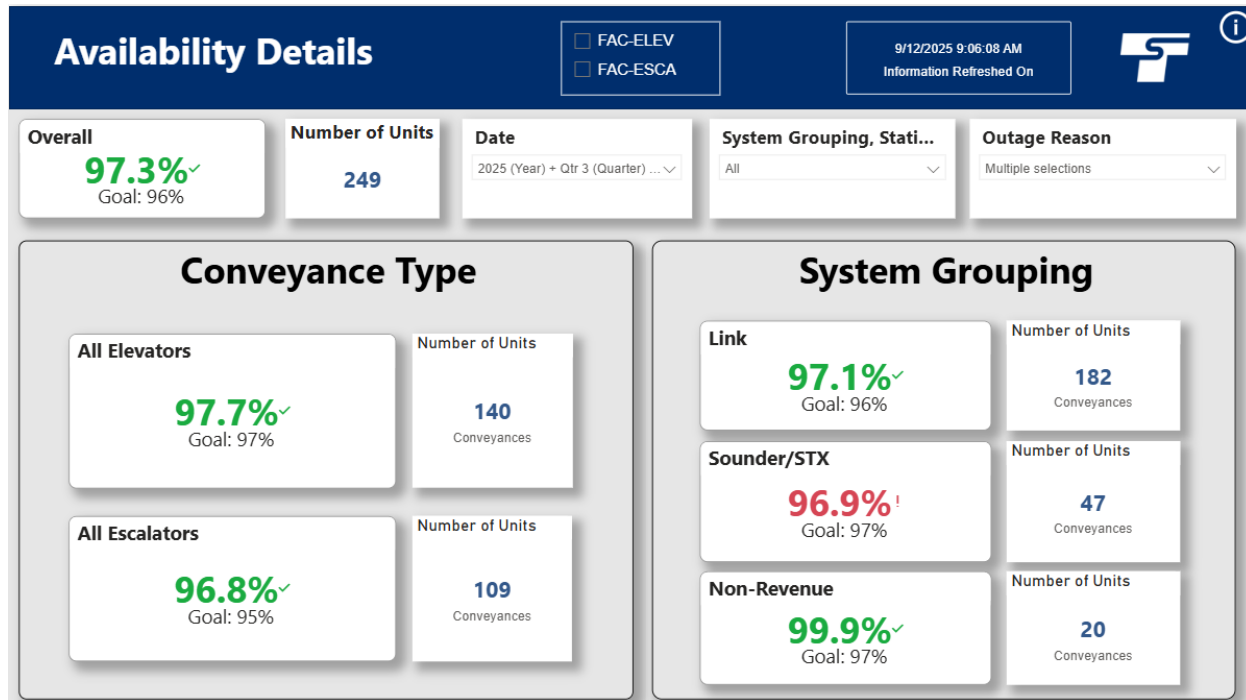
Service Delivery Department



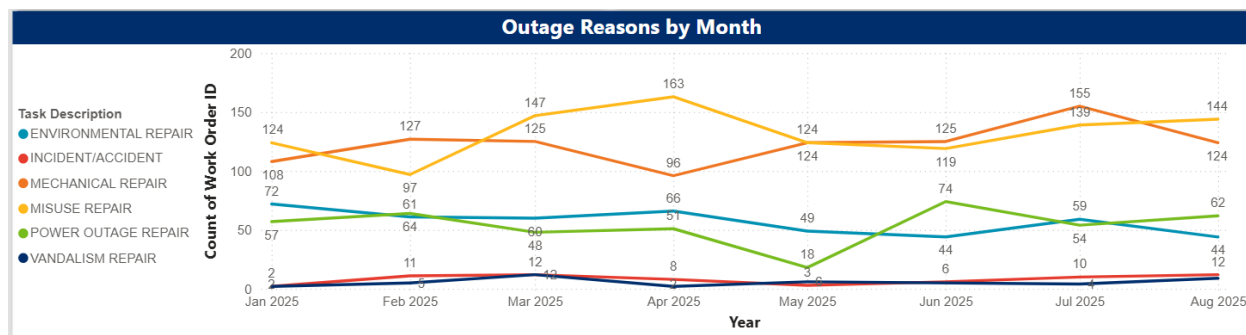
Vertical Transportation

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.*



- Souder/STX group slightly missed target due to intermittent communication faults on Mukilteo elevator #2. Issues were corrected and the unit is now back in service.



- Mechanical outages decreased by 20% compared to the previous month.
- There was a slight uptick in misuse-related outages, with Northgate Escalator #5 experiencing the highest number of outages caused by scooters and bicycles.
- All other outage categories remained relatively consistent.

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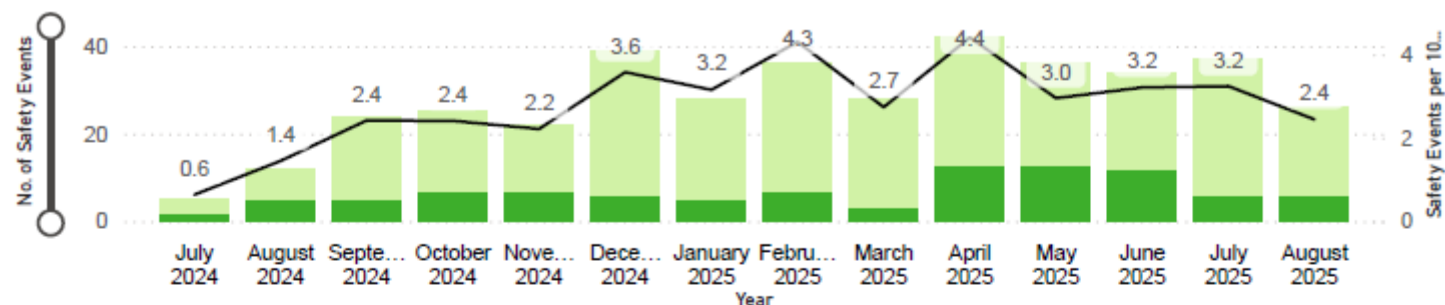
Safety August 2025



Monthly Reportable Events for Link August 2024 - August 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.

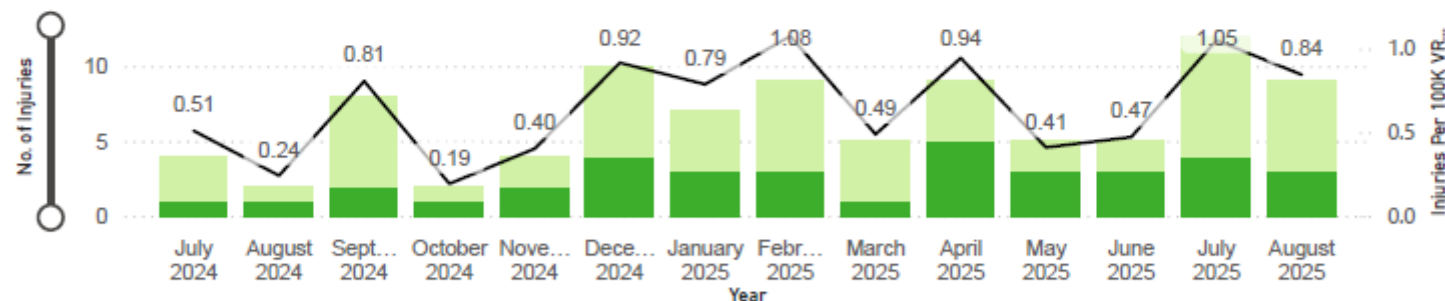
Between January and August 2025, the total number of safety events rose by about 16% compared with the same period in 2024. However, the event rate per 100K miles decreased roughly by 18% indicating that events are occurring less frequently relative to the increasing revenue miles.

Similarly, when compared with the same January-August period average over the past three years, 2025 shows a 50% lower average in the total volume of collisions and about a 67% lower average rate. As mentioned in earlier reports, long-term monitoring is required to determine whether the changes in collision data represent a sustained trend.

The rate of emergency door activations dropped by 35% compared to the same period last year largely due to increased mileage. The total volume of emergency door evacuations remained consistent despite the increase in miles this year. The project to redesign emergency door button covers and update programming so that the emergency door button only operates when the train is stopped has been approved to begin in 2026 and is expected to be completed by 2030. As an interim measure, the agency is continuing to track emergency door activations by location, day of the week, and time of day to identify patterns and adjust security staffing accordingly.

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.

Between January and August 2025, the total volume of injuries increased by nearly 50% compared with the same period in 2024, while the rate rose slightly by 3%. Although the rate increased slightly from 2024, it is still 9% lower than the same period's 3-year average, indicating that the frequency of injuries per mile remains below the historical average.

In August 2025, there were six (6) slip and fall injuries involving passengers and two (2) physical assaults involving transit workers. As noted in previous reports, the majority of injuries for Link continue to result from passenger or pedestrian slip and fall incidents. The year-to-date slip and fall injury rate aligns with the same period 3-year average, indicating a consistent frequency of such injuries per mile.

A coefficient of friction study has been underway since July 2025, focusing on high pedestrian traffic areas to test new products at selected locations across the system. Additionally, the Safety Division is exploring other mitigation strategies like standardizing signage and updating design standards.

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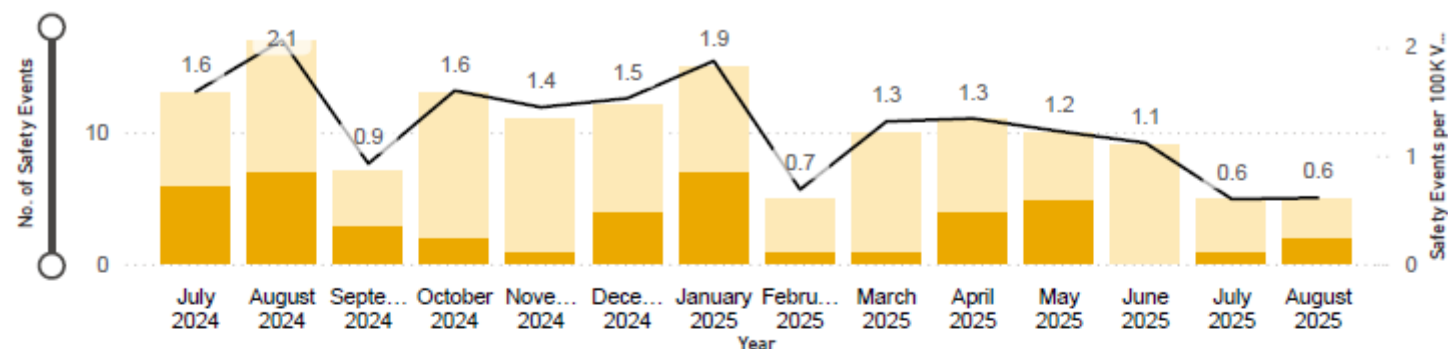
Safety August 2025



Monthly Reportable Events for ST Express August 2024 - August 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.

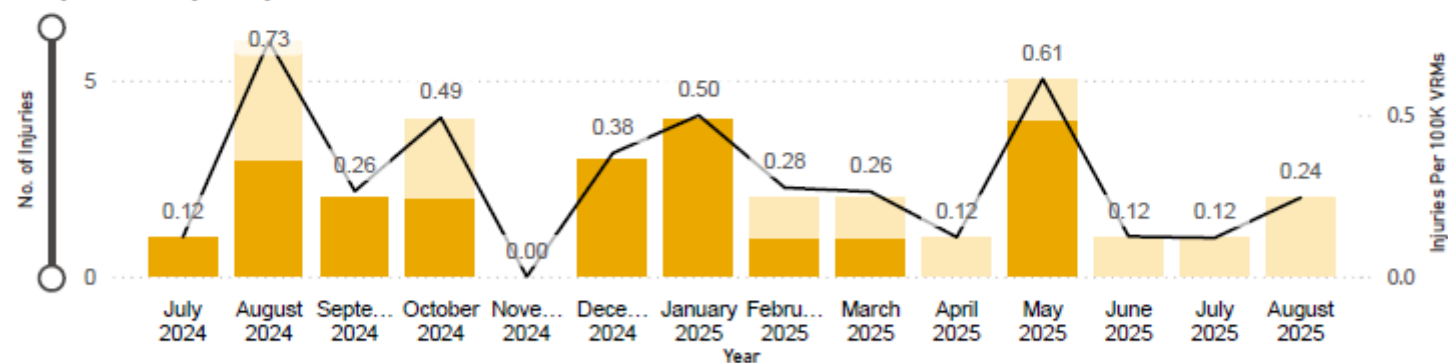
From January to August 2025, both total safety events and the event rate per 100K miles declined sharply from 2024 and remained below the 3-year average, indicating a positive trend where incidents have become less frequent overall and per mile.

In 2025, the total number of collisions and the collision rate per 100K miles were consistent with the 3-year average.

In August 2025, five (5) reportable safety events were recorded: two (2) passenger slip and fall incidents, one (1) passenger assault, one (1) assault against a transit worker, and one (1) collision.

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 or more persons.

Between January and August 2025, the total number of injuries dropped by 57% and the rate of injuries per 100K miles declined by 56%, both remaining about one-third lower than the 3-year average. This indicates a reduction in the overall incidents and the frequency of events per mile.

In 2025, the total number of collisions-related injuries and the rate have dropped by about 64% compared with 2024 and have dropped by about 40% compared with the 3-year average. This aligns with a broader downward trend rather than just a single-year anomaly.

While collisions-related injuries rate declined, slip and fall-related injuries rate increased by 44% from 2024. When compared with the 3-year average, 2025 shows a 33% increase in volume and 44% rise in rate of the slip and fall events, indicating a slight increase in frequency per mile compared with the historical average.

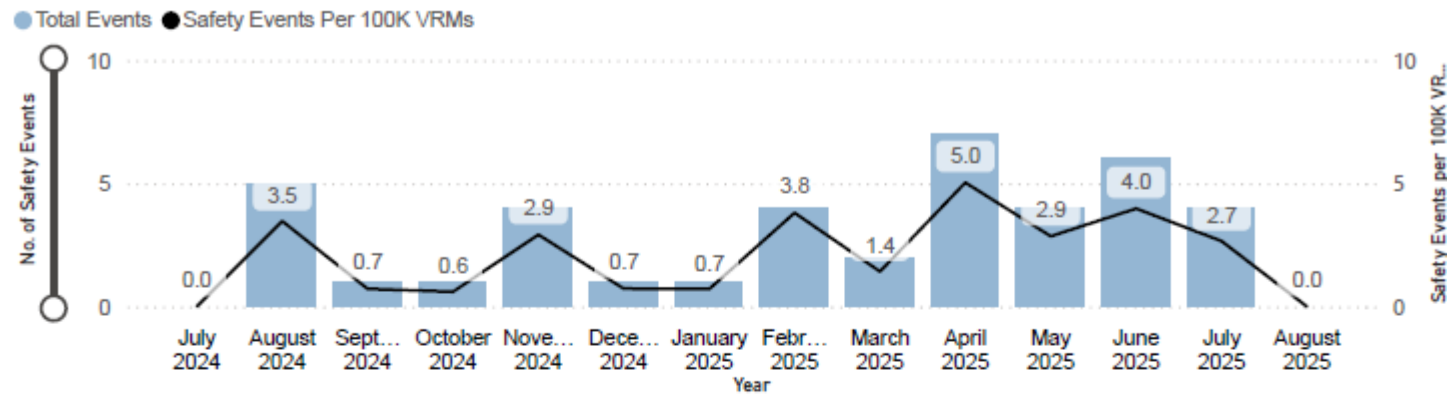
Monthly Performance Report

Safety August 2025



Monthly Reportable Events for Sounder August 2024 - August 2025

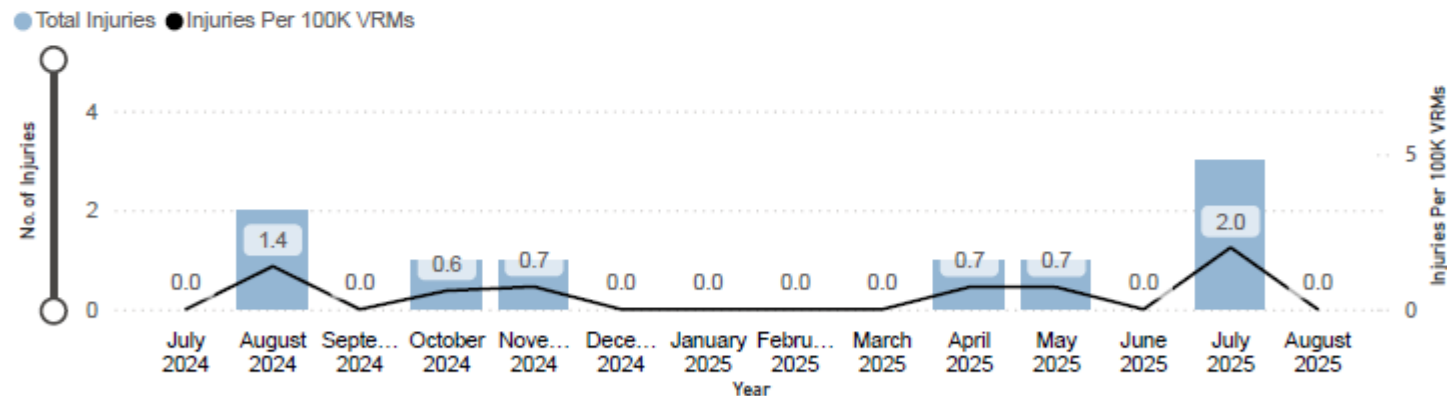
Reportable Safety Events: Total Volume and Rate Per 100K Vehicle Revenue Miles



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.

In August 2025, no reportable safety events were recorded for Sounder. From January to August 2025, total reportable safety events and rate per 100K miles dropped by nearly 7% from the same period last year. However, the total number of events and rate remained higher than the 3-year average, about 40% higher in volume and 47% higher in rate indicating that frequency of events have remained elevated compared to the historical average.

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 2025, between January and August, the total number of injuries and rate fell by about 58% compared to the same time last year. Although the overall safety events rate in 2025 is higher than the 3-year average, the rate of injuries and volume have been slightly lower than the 3-year baseline. Out of the total five (5) injuries this year, three (3) are slip and fall related injuries, and two (2) are passenger assault-related injuries.

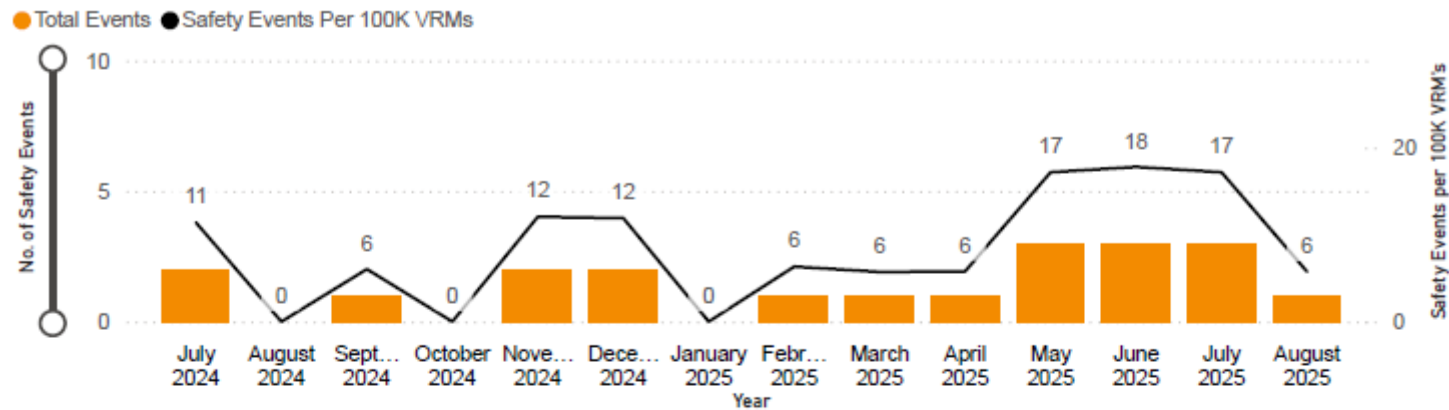
Monthly Performance Report

Safety August 2025



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

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



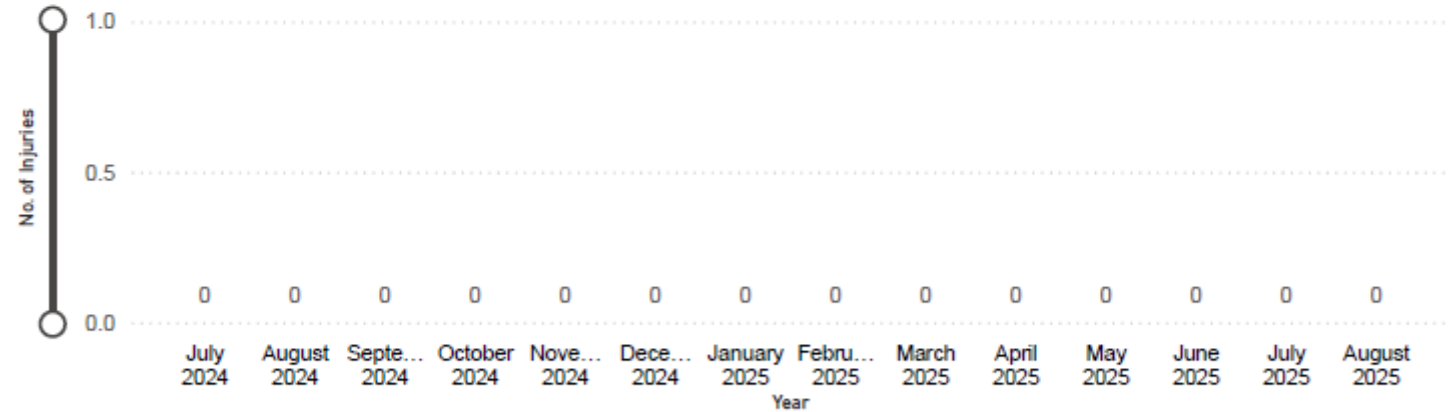
Definitions: The National Transit Database (NTD) defines a reportable event as a safety or security event that occurs on transit right-of-way, transit revenue/maintenance facilities, or involves a transit vehicle and meets the NTD's major reporting thresholds. Examples include collisions, fires, derailments,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

In August 2025, one reportable assault against a transit worker was recorded.

Between January and August 2025, the total number of reportable safety events increased by nearly 140% compared to the same period in 2024. This rise is primarily due to an increase in physical assaults against transit workers since last year. 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.

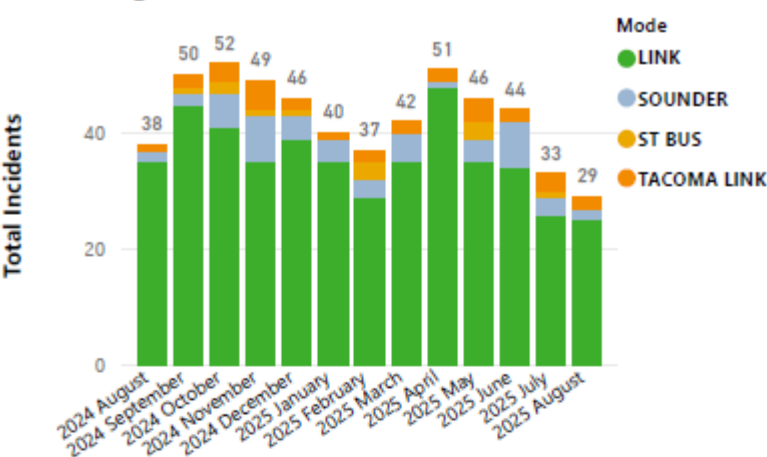
There have been zero (0) reportable injury events on the T-Line since March 2023.

Monthly Performance Report

Security August 2025



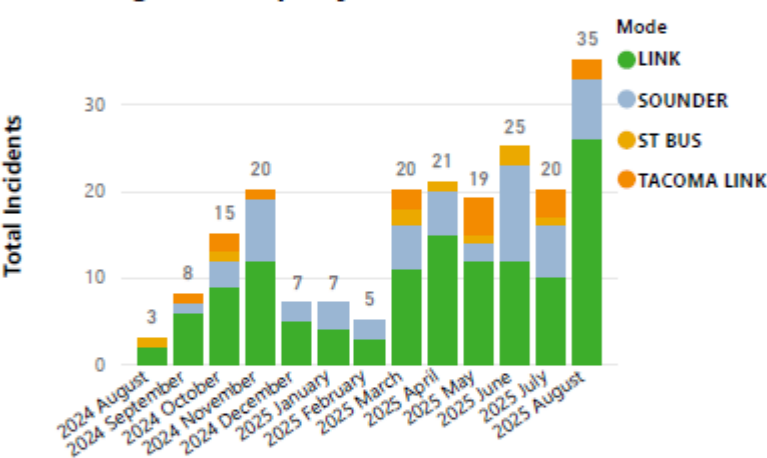
Crimes Against Persons



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, assaults with a weapon, and sexual offenses on both customers and transit workers. These numbers will differ from confirmed crimes against persons data.

In August 2025, nearly half of reported crimes against persons across all modes combined were assaults against transit workers, while 34% involved assaults against passengers. Total assaults have steadily declined since April 2025.

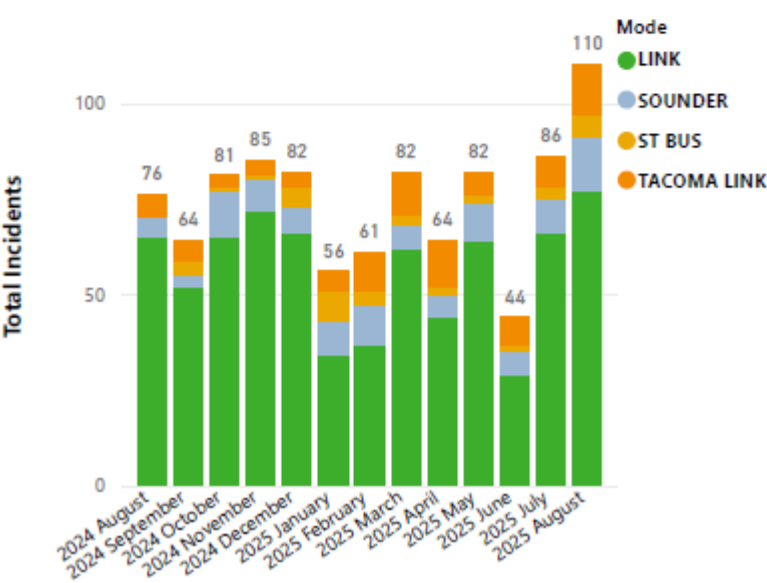
Crimes Against Property



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 August 2025, vandalism was the most common offense, making up just over half of all reported incidents, followed by property and vehicle theft at 28%. Tukwila International Boulevard Station has remained a hotspot for property crimes since 2023.

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 August 2025, vandalism was the most common offense, making up just over half of all reported incidents, followed by property and vehicle theft at 28%. Tukwila International Boulevard Station has remained a hotspot for property crimes since 2023. While overall Link light rail incidents have declined since August 2024, Westlake and Capitol Hill stations continue to show the highest levels of activity.