

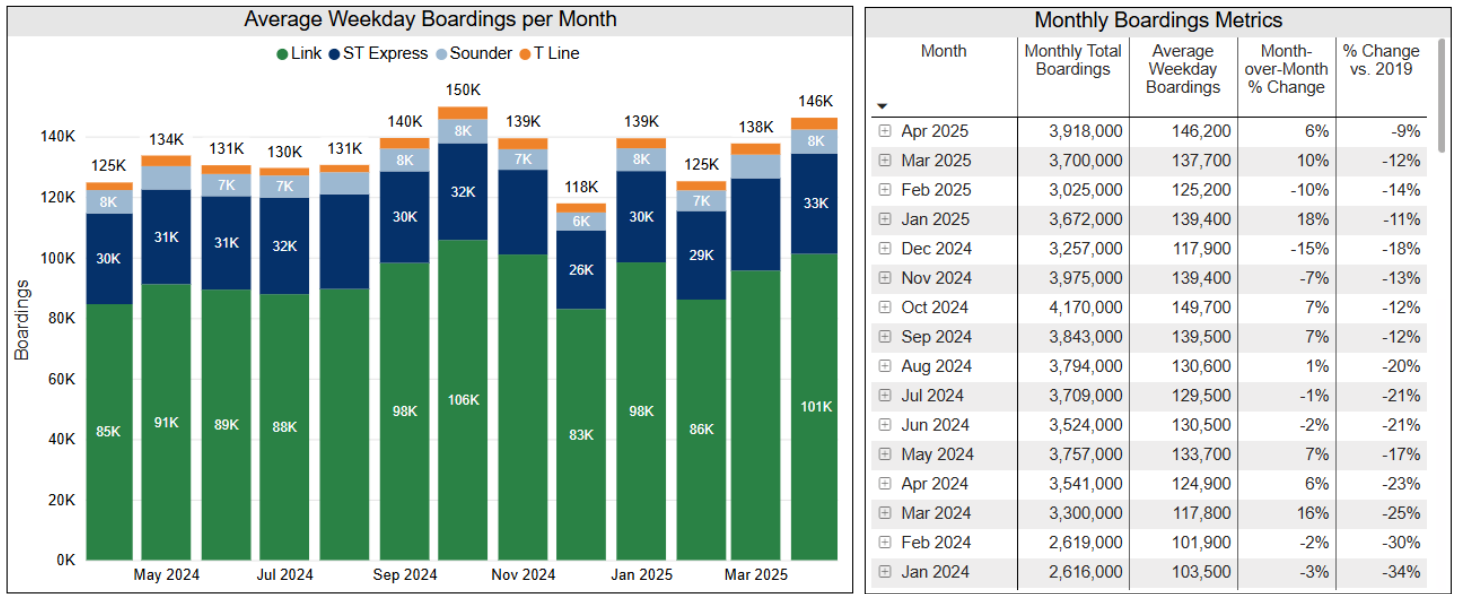
# Monthly Performance Report

Service Delivery Department

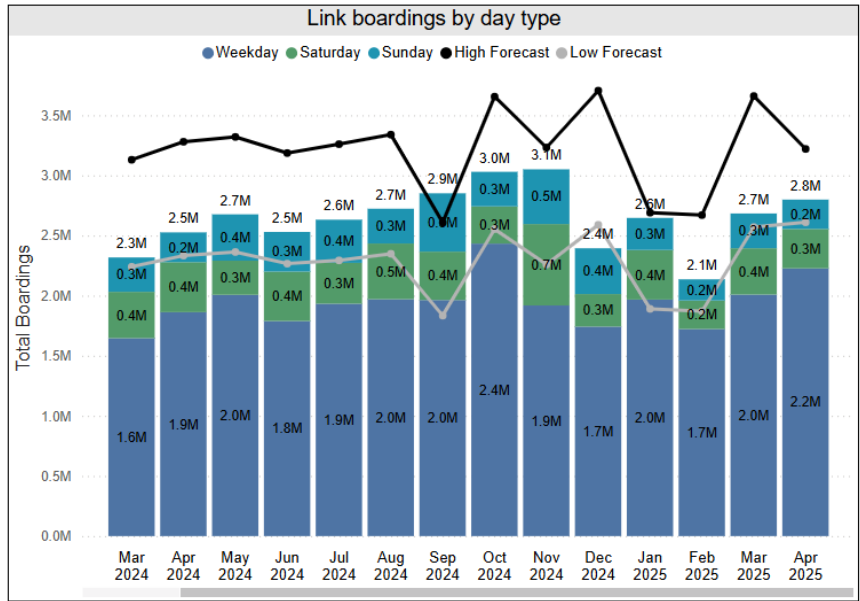


## Ridership

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>



- Sound Transit experienced its third consecutive month of growth in total monthly boardings across all modes and its second highest monthly total since the start of the pandemic. Total monthly boardings in March 2025 were almost 11% greater than in April 2024. Current totals put Sound Transit at over 90% of its pre-pandemic boardings. Link accounts for about 71% of total boardings, with ST Express comprising about 22%.



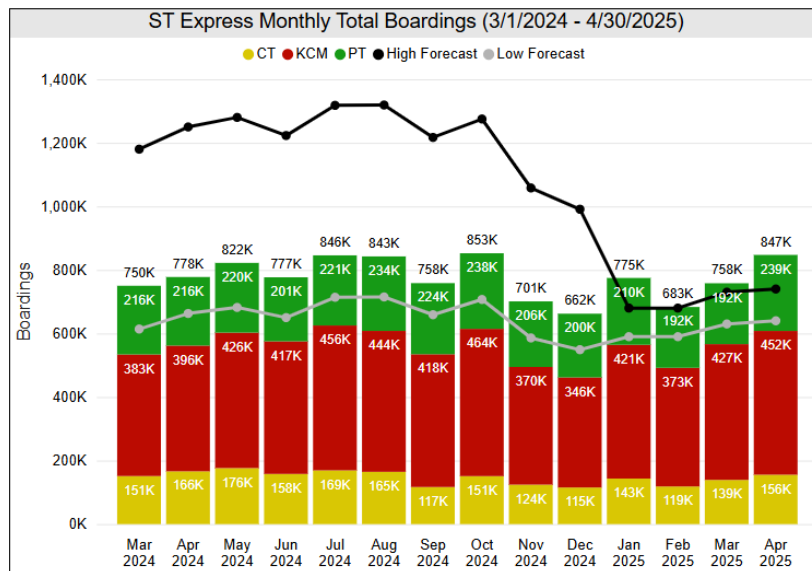
### Link

- Link ridership continued to trend upward in April to its highest boardings in 2025 with both total and average weekday boardings showing gains of 4% and 10%, respectively since prior month.
- Ridership forecasts for Link anticipated this increase leaving Link closer to mid-range of the forecast in April 2025.
- Average weekday boardings of over 101,000 in April 2025 represents a 20% increase since April 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

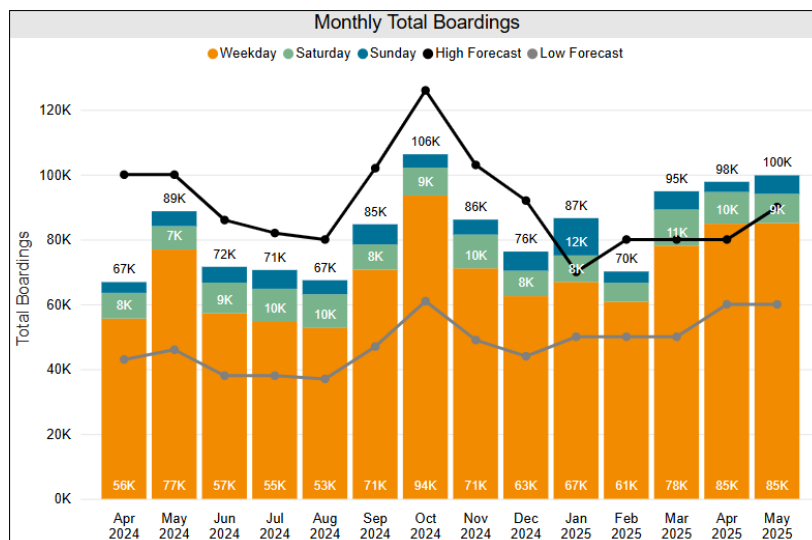
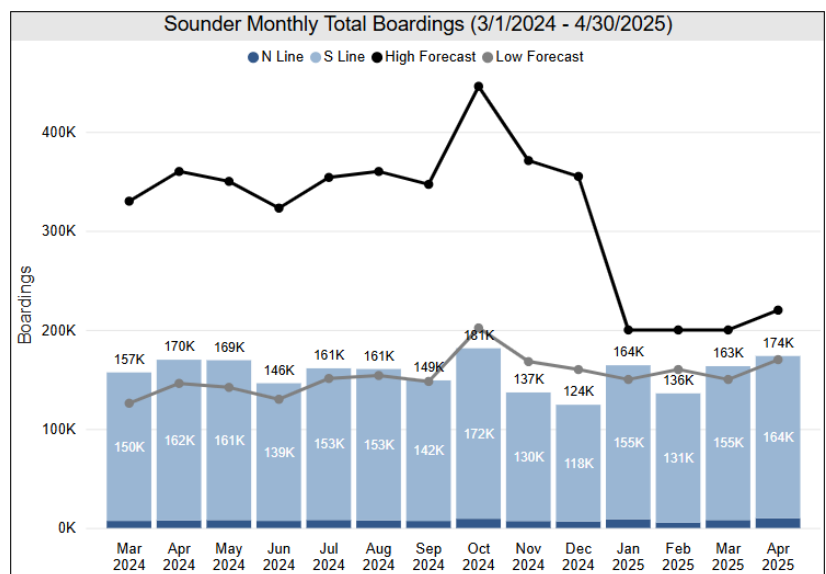


## ST Express

- ST Express saw another increase in total monthly boardings from March to April 2025. This is the second consecutive month of ridership growth for this mode.
- Overall, ridership is trending upward and we expect to see upward growth consistent with 2024 rates.
- ST Express exceeded its high-end forecast in April 2025.

## Sounder

- Average weekday ridership increased by 1% from March to April 2025.
- 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 April 2025.



## T-Line

- T-Line experienced continued ridership growth in April 2025, the third consecutive month of increased total boardings.
- T-Line average weekday boardings in April 2025 were over 30% higher than the same month pre-pandemic.
- This continued growth keeps T-Line significantly above the even the high forecast for April 2025.

# Monthly Performance Report

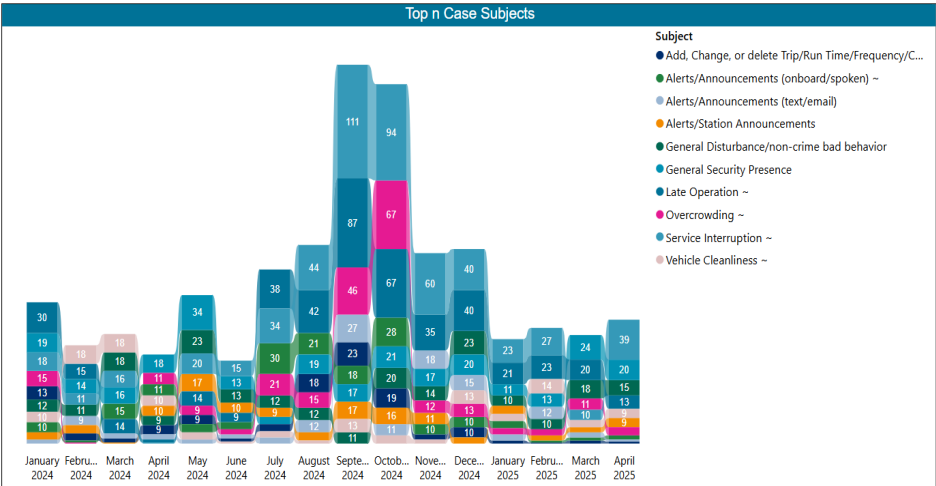
Service Delivery Department



## 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	92%	Line 1: 95% Line 2: 92%	Siemens: 77% Kinkisharyo: 63%	Siemens: 46,500 Kinkisharyo: 86,878	Vehicles: 97% Track: 100% Power: 97% Facilities Mech: 92% Facilities Elec: 98%	67%	6.0
Prior Month	82%	Line 1: 90% Line 2: 82%	Siemens: 75% Kinkisharyo: 70%	Siemens: 61,409 Kinkisharyo: 46,011	Vehicles: 90% Track: 99% Power: 90% Facilities Mech: 93% Facilities Elec: 97%	92%	6.0
Current	82%	Line 1: 93% Line 2: 98%	Siemens: 72% Kinkisharyo: 70%	Siemens: 83,169 Kinkisharyo: 13,350	Vehicles: 99% Track: 100% Power: 94% Facilities Mech: 94% Facilities Elec: 99%	95%	5.5
Trend	➡	Line 1: ↗ Line 2: ↗	Siemens: ↗ Kinkisharyo: ➡	Siemens: ↗ Kinkisharyo: ➡	Vehicles: ↗ Track: ➡ Power: ↗ Facilities Mech: ➡ Facilities Elec: ↗	↗	↘

- Link on-time performance continued to underperform in April regarding On Time Performance and Operated as Scheduled targets. This is the ninth month in a row that Link has fallen short of goal. With preparation for the opening (i.e. extended pre-revenue service trips) having impacted the ability to run Line 2 consistent with schedule. However, both 1 Line and 2 Line continued to see improved performance regarding trips Operated as Scheduled at 93% and 98% respectively. Link saw significant improvement in Mean Distance Between Failure, particularly on the Siemens fleet, though fleet availability continues to remain below target. Link achieved its preventative maintenance targets 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 April 2025 and continues to remain within the targeted range.
- Service-related issues, including service interruptions and late operations, continue to top concerns of Sound Transit's Link customers again in April, though late operations concerns trended downward.
- Complaints related to rider safety and security also fell.

# Monthly Performance Report

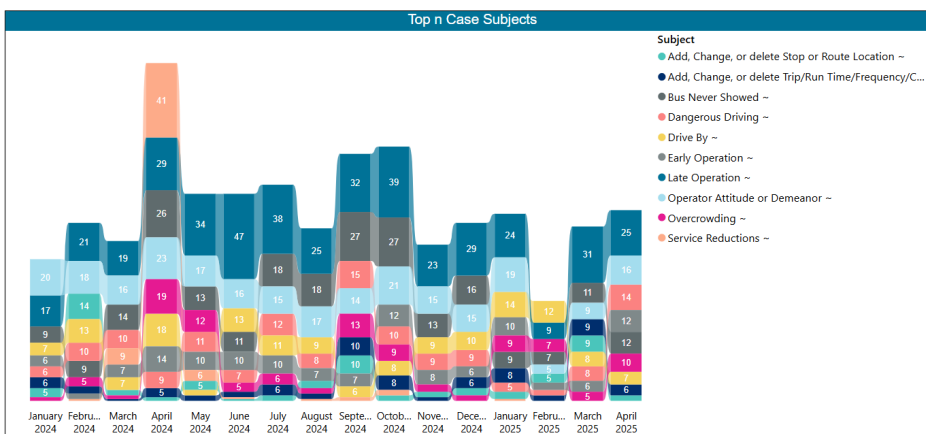
Service Delivery Department



## 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: 96% PT: 79% KCM: 88%	CT: 99.0% PT: 99.4% KCM: 99.4%	CT: 100% PT: 100% KCM: 99%	CT: 8,441 PT: 19,500 KCM: 5,786	CT: 100% PT: 100% KCM: 100%	63%	25.6
Prior Month	CT: 98% PT: 76% KCM: 88%	CT: 100% PT: 99.6% KCM: 99.3%	CT: 83% PT: 100% KCM: 100%	CT: 7,907 PT: 14,094 KCM: 5,670	CT: 100% PT: 100% KCM: 100%	73%	16.1
Current	CT: <b>98%</b> PT: <b>78%</b> KCM: <b>87%</b>	CT: <b>99.9%</b> PT: <b>99.8%</b> KCM: <b>99.2%</b>	CT: <b>85%</b> PT: <b>99%</b> KCM: <b>96%</b>	CT: <b>6,542</b> PT: <b>42,367</b> KCM: <b>6,205</b>	CT: <b>100%</b> PT: <b>100%</b> KCM: <b>100%</b>	<b>78%</b>	<b>16.9</b>
Trend	CT: ➡ PT: ➡ KCM: ➡	CT: ➡ PT: ➡ KCM: ➡	CT: ➡ PT: ➡ KCM: ➡	CT: ➡ PT: ➡ KCM: ➡	CT: ➡ PT: ➡ KCM: ➡	➡	➡

- As expected, 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 Trips Operated and Fleet Availability. These failures are due to personnel availability issues.
- King County Metro fell short of its Operated Trips as Scheduled target in April 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 consistent between March and April 2025, However 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 reductions on some routes.

# 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: 97.4% North: 88.9%	South: 96.3% North: 98.9%	N/A	9,751	N/A	55%	16.5
Prior Month	South: 96.1% North: 89.7%	South: 94.0% North: 88.1%	N/A	3,385	N/A	60%	19.6
Current	South: <b>96.1%</b> North: <b>96.6%</b>	South: <b>98.6%</b> North: <b>98.6%</b>	N/A	<b>6,435</b>	N/A	<b>57%</b>	<b>10.9</b>
Trend	South: ➡ North: ➡	South: ↗ North: ↗		↘		↘	↘

- Sounder On Time Performance was above target for both the S Line and N Line in April 2025. This improvement is due to a reduction in mechanical delays compared to the previous month. Operated as Scheduled increased over March but remained slightly below target due to 5 cancellations from 4 mechanical issues (mostly engine-related) and 5 cancellations from 2 pedestrian strikes (1 by a BNSF freight train and 1 by a Sounder train). Customer complaints per 100,000 boardings decreased from March, with the top category of service interruption decreasing from 8 complaints to 5. This reflects a return to more normal service levels following the mechanical disruptions in February and March.

## 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	99.2%	99.2%	86.3%	N/A		N/A	51%	7.4
Prior Month	99.9%	99.9%	97.2%	N/A		N/A	39%	1.0
Current	<b>99.7%</b>	<b>99.7%</b>	<b>95.8%</b>	N/A		N/A	<b>46%</b>	<b>4.1</b>
Trend	↘	↘		↘		➡	↗	↗

- On Time Performance and Operated as Scheduled decreased slightly in April due to unexpected occurrences but remained well above target. Fleet availability slightly decreased for April due to scheduled maintenance activities. T-Line customer complaints per 100,000 boardings increased slightly compared to March but T-Line is well within target.

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

# Monthly Performance Report

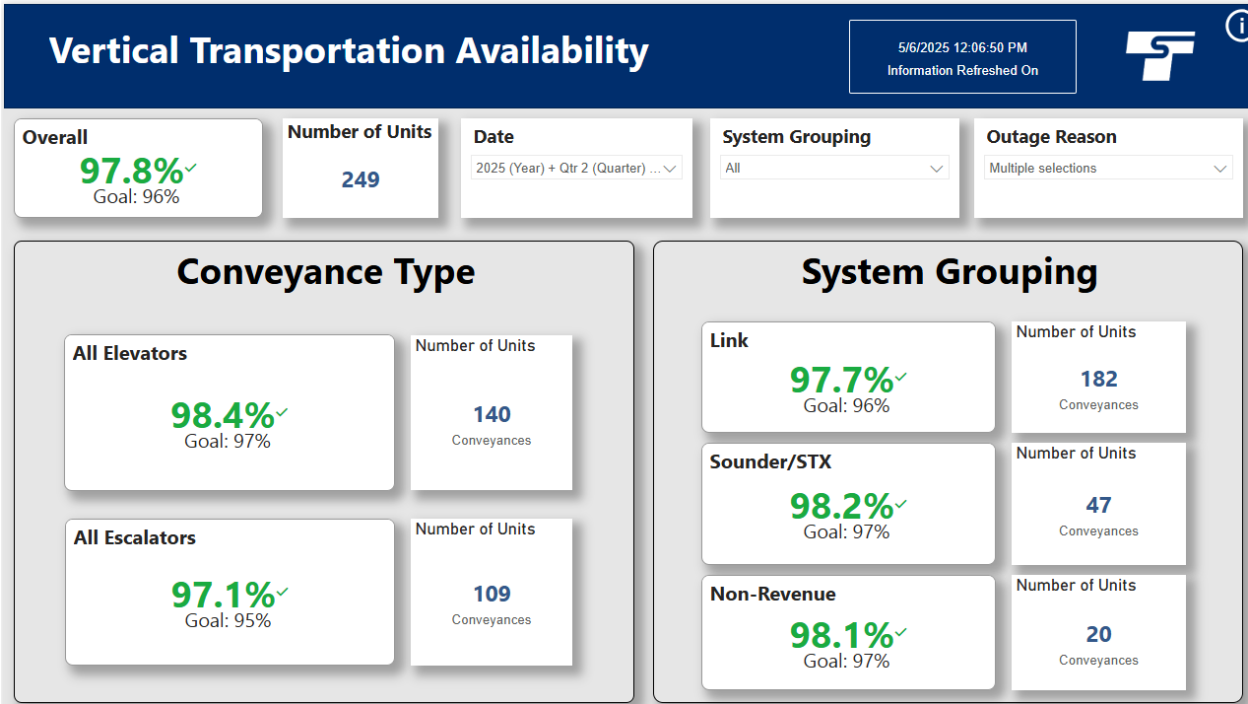
Service Delivery Department



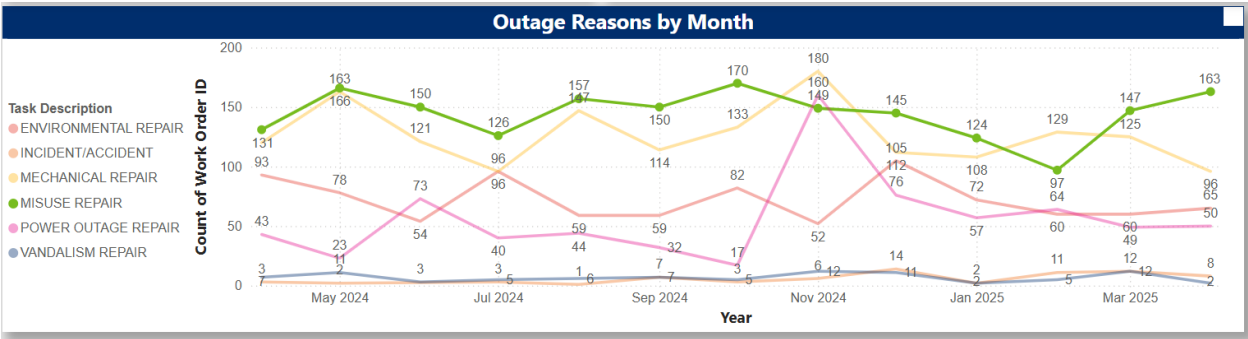
## Vertical Transportation

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.*



- All system grouping met or exceeded target availability for the month of April 2025.



- We saw an increase in misuse outages specifically at Northgate and Lynnwood Stations due to bicycle / scooters.



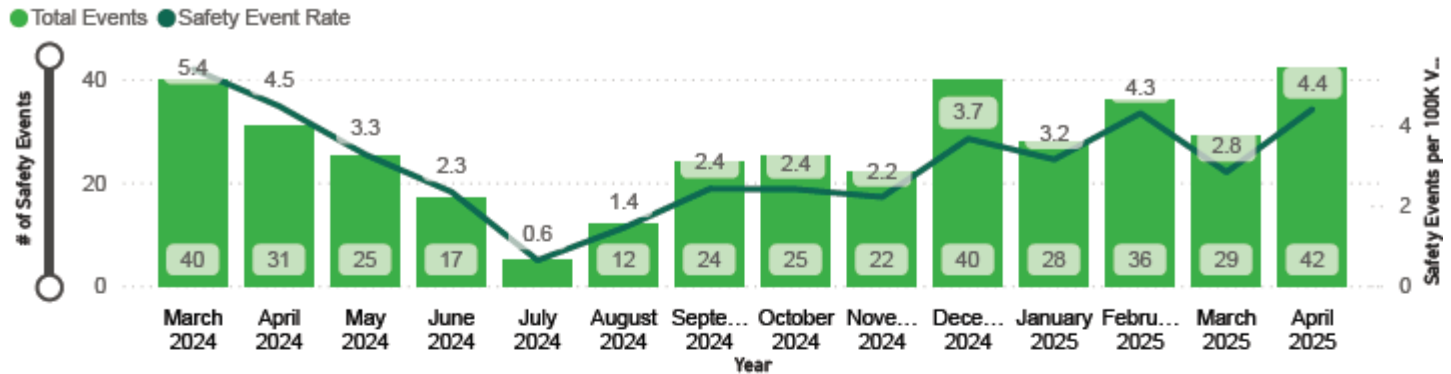
# Monthly Performance Report

Safety April 2025



## Monthly Reportable Events for Link March 2024 - April 2025

### Safety Event KPI



Definitions: National Transit Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Examples include collisions, fires, derailments, evacuations, etc.

April 2025: Thirteen (13) Major and Twenty-Nine (29) Non-Major Reportable Safety Events:

- Nine (9) Non-Major Transit Worker Assaults
- One (1) Major Transit Worker Assaults
- One (1) Major Collision (MLK & Norfolk)
- Seven (7) Major Evacuation Events
- Fifteen (15) Non-Major Non-Physical Transit Worker Assaults
- One (1) Non-Major Non-Physical Transit Worker Assault - Weapon
- Two (2) Major Passenger Assaults
- Two (2) Major Pedestrian Assaults
- Three (3) Non-Major Slip & Falls
- One (1) Non-Major Unsafe Act / Condition

### Injuries Per 100K VRM's



Definitions: National Transit Database (NTD) definition of reportable injury: An injury requiring transport away from the scene for medical attention for one or more persons.

April 2025: Nine (9) Reportable Injury Events:

- One (1) Major Assault on Transit Worker (Transported)
- Two (2) Major Passenger Assaults (Transported)
- Two (2) Major Pedestrian Assaults (Transported)
- Three (3) Non-Major Slip & Falls (Transported)
- One (1) Non-Major Unsafe Acts / Conditions (Passenger Transported)

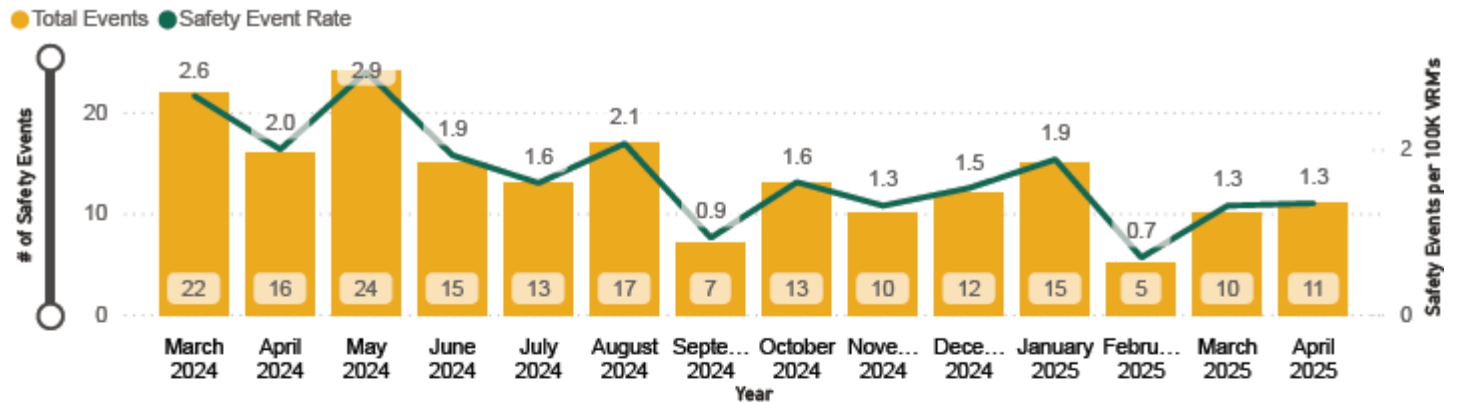
# Monthly Performance Report

Safety April 2025



## Monthly Reportable Events for ST Express March 2024 - April 2025

### Safety Event KPI

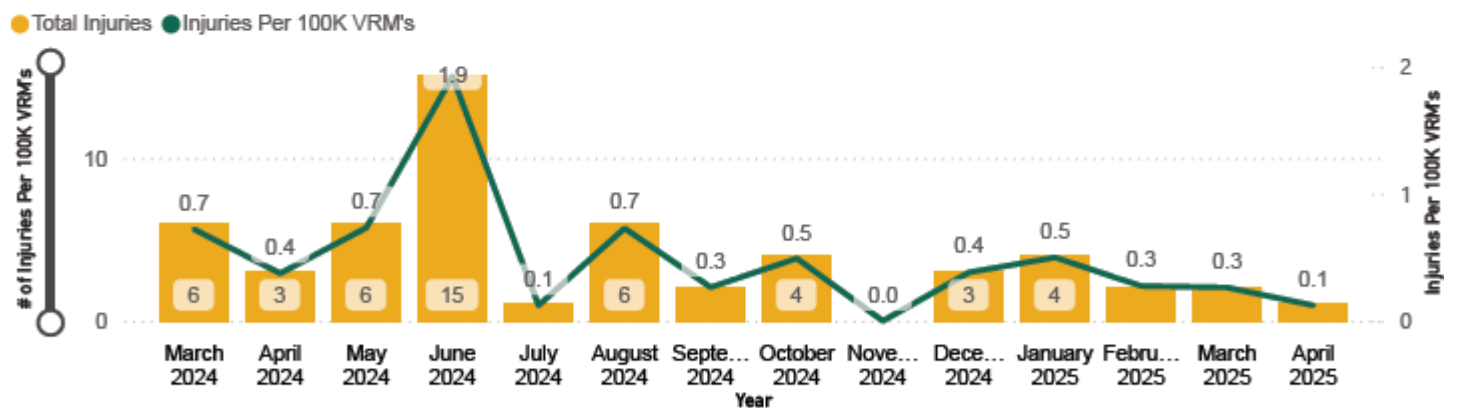


Definitions: National Transit Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Examples include collisions, fires, derailments, evacuations, etc.

### April 2025 - Eleven (11) Reportable Safety Events:

- Six (6) Non-Major Non-Physical Transit Worker Assaults
- One (1) Non-Major Slip and Fall
- Three (3) Major Reportable Vehicle Collision(s)
- One (1) Major Reportable Fire on Coach (Engine Compartment)

### Injuries Per 100K VRM's



Definitions: National Transit Database (NTD) definition of reportable injury: An injury requiring transport away from the scene for medical attention for one or more persons.

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

- One (1) Non-Major Slip and Fall



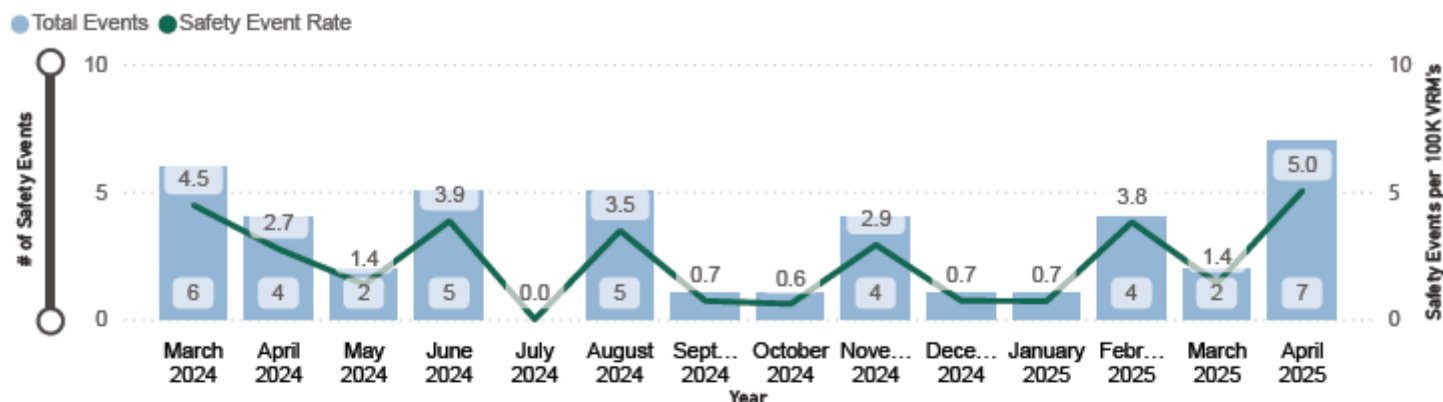
# Monthly Performance Report

Safety April 2025



## Monthly Reportable Events for Sounder March 2024 - April 2025

### Safety Event KPI



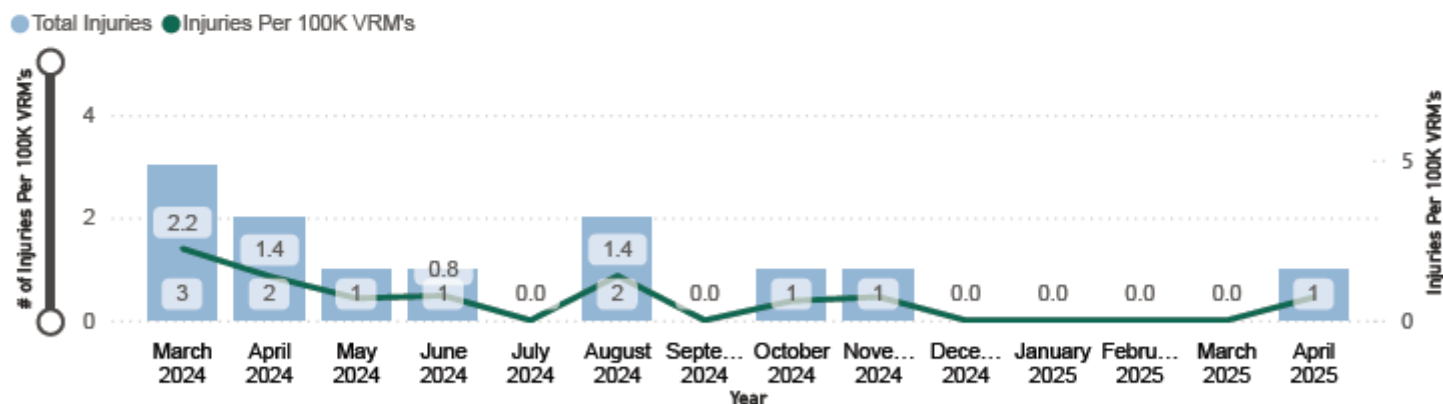
Sounder Commuter Rail events are reported under multiple definitions. Federal Railroad Administration (FRA) reporting requirements generally cover safety events, while National Transit Database (NTD) reporting requirements for commuter rail cover major security events and non-major assaults against transit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

### April 2025 - Seven (7) Reportable Safety Events:

- One (1) FRA-reportable pedestrian collision near the Tacoma Rescue Mission resulting in a fatality.
- Four (4) NTD-reportable non-major transit worker assaults against contracted transit security officers, three (3) physical and one (1) non-physical.
- One (1) FRA-reportable fare ambassador slip and fall aboard a Sounder train resulting in medical transport.
- One (1) NTD-reportable arson event at Lakewood Station resulting in disabling damage to a private vehicle.

April 2025 had the highest number of safety events of any month in the past year. Of the reported transit worker assaults, two occurred in different parts of Tacoma and two occurred at Puyallup Station.

### Injuries Per 100K VRMs



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.

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

- One (1) FRA-reportable fare ambassador slip and fall aboard a Sounder train resulting in medical transport.

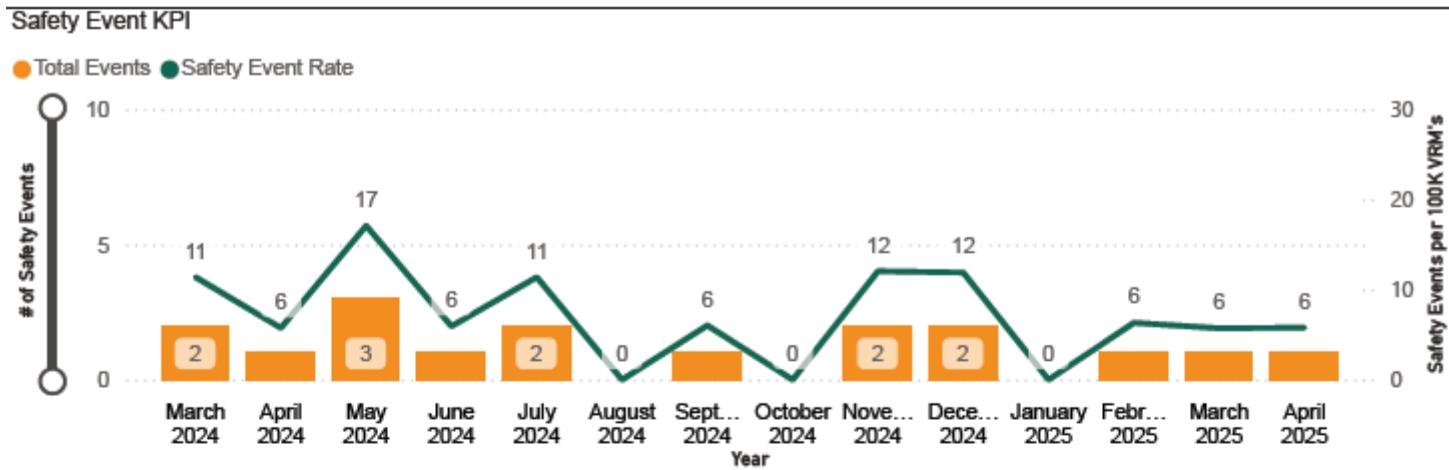
Injury rates appear to have bottomed out, settling down at an average of one (1) per month or less since May 2024.

# Monthly Performance Report

Safety April 2025



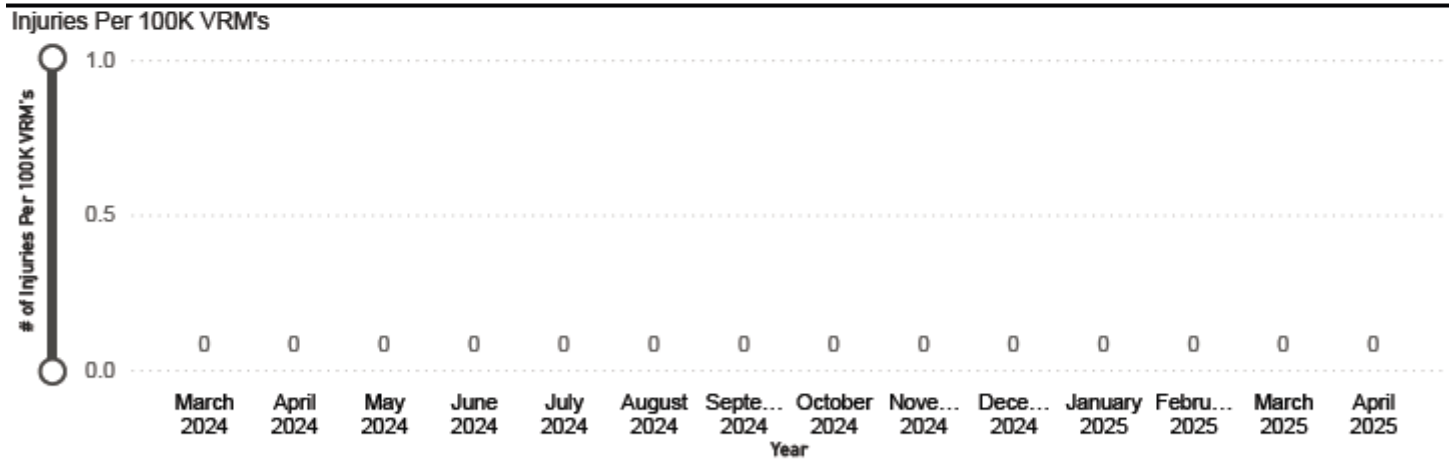
## Monthly Reportable Events for T-Line March 2024 - April 2025



Definitions: National Transit Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Examples include collisions, fires, derailments, evacuations, etc.

April 2025 - One (1) Reportable Safety Event:

- One (1) Non-Major Assault-Worker



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

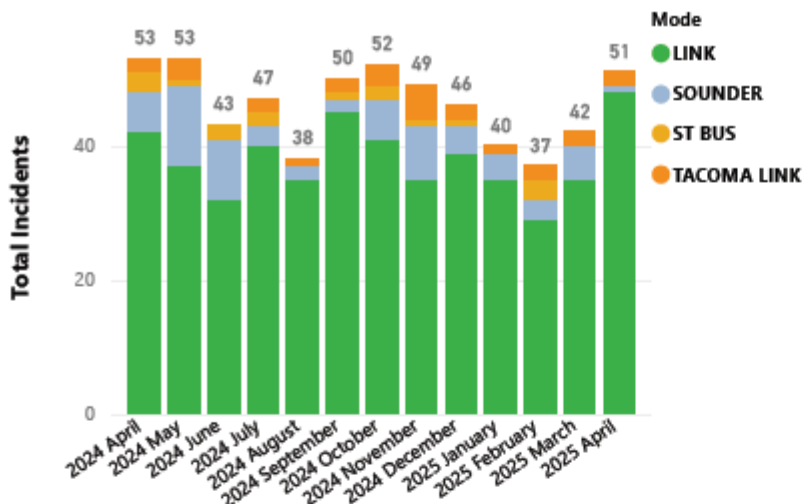
April 2025: Zero (0) Injury Events.

# Monthly Performance Report

Security April 2025



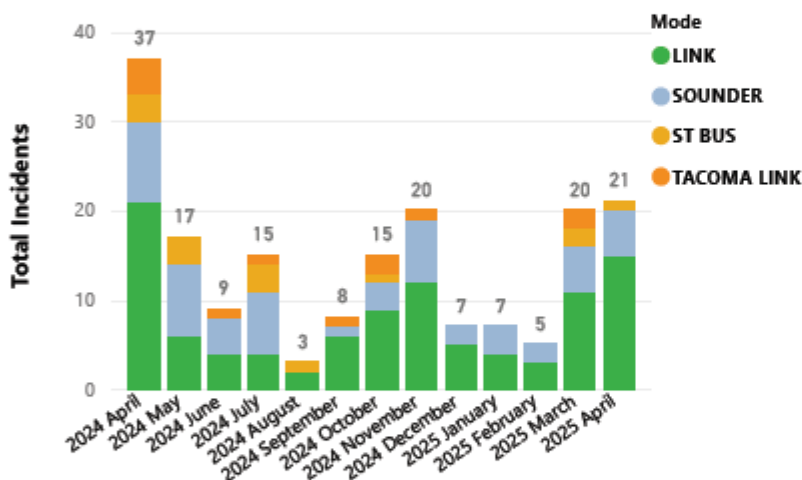
## Crimes Against Persons



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 April 2025, 102 Crimes Against Persons were reported across all Sound Transit modes. The most-reported Crime Against Persons in April was physical assault against transit workers (16), followed by non-physical (verbal) assault against transit workers (15) and physical assault against customers (8).

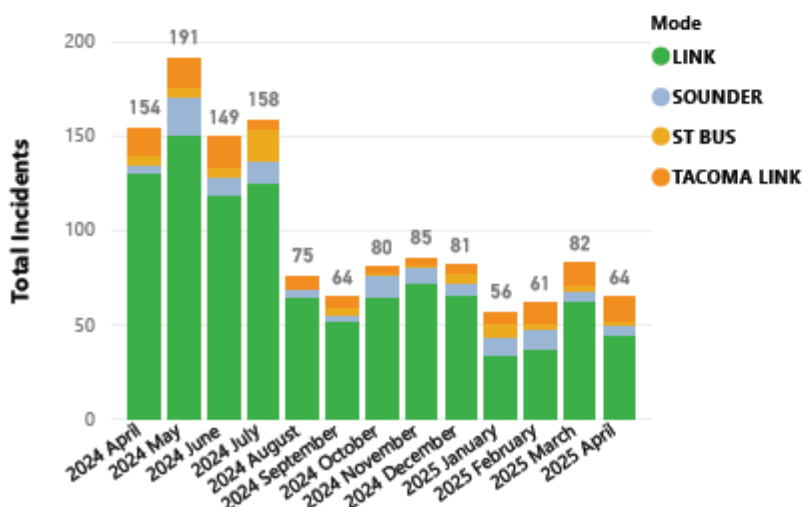
## Crimes Against Property



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 April 2025, 21 Crimes Against Property were reported across all Sound Transit modes. The most-reported Crime Against Property in April was vandalism (7), followed by theft of vehicles (4) and theft of miscellaneous personal property (4).

## 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 April 2025, 64 UTC incidents were reported across all Sound Transit modes. The most frequently reported categories of UTC in April were smoking (29), unreasonably disturbing others (9), and defecating/urinating/spitting in public (9).