

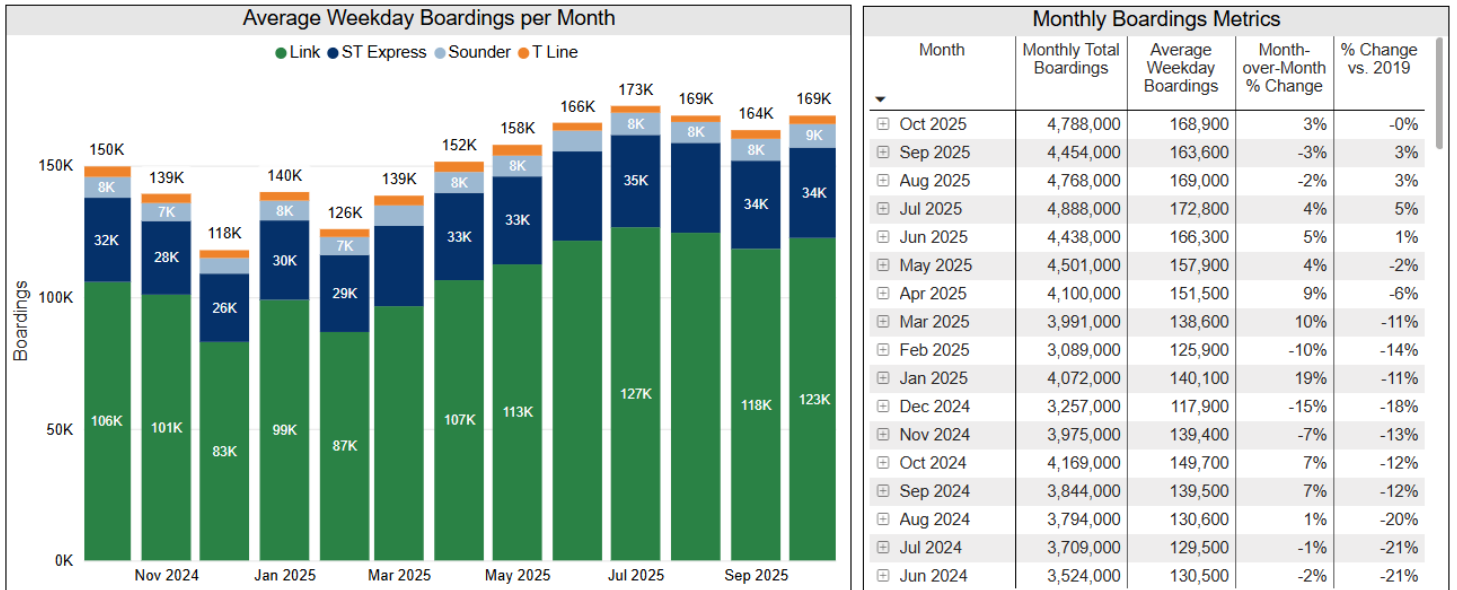
# Monthly Performance Report

October 2025

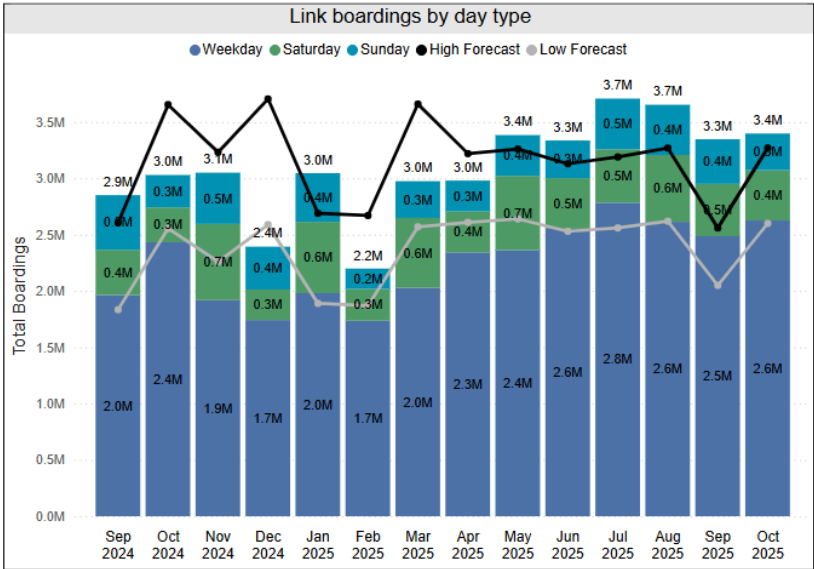


## Ridership

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>.



- Ridership across all of Sound Transit's modes rebounded in October, climbing 3% over September's totals. Total ridership in October 2025 was roughly similar to the October 2019 (pre-pandemic) total. Compared to October 2024, however, October 2025 average weekday boardings achieved a 13% increase. Link accounts for about 73% of the total ridership, while ST Express contributes about 20% of the total.



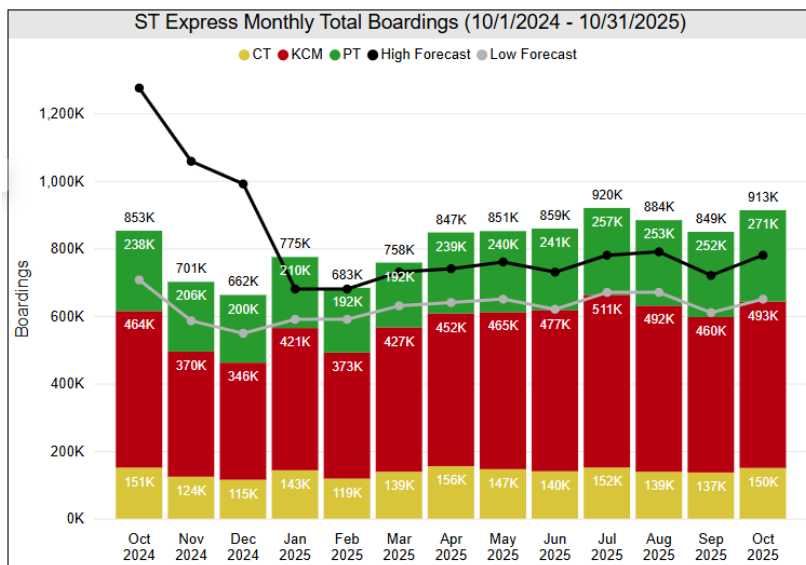
### Link

- Total Link ridership increased 2% from September to October 2025, with a decrease in daily boardings being offset by October having more service days than September.
- Ridership surpassed the high forecast for October 2025, as it has for the prior five months.
- Average weekday boardings of about 114,000 in October 2025 represent an 8% increase since September 2024.

<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

October 2025

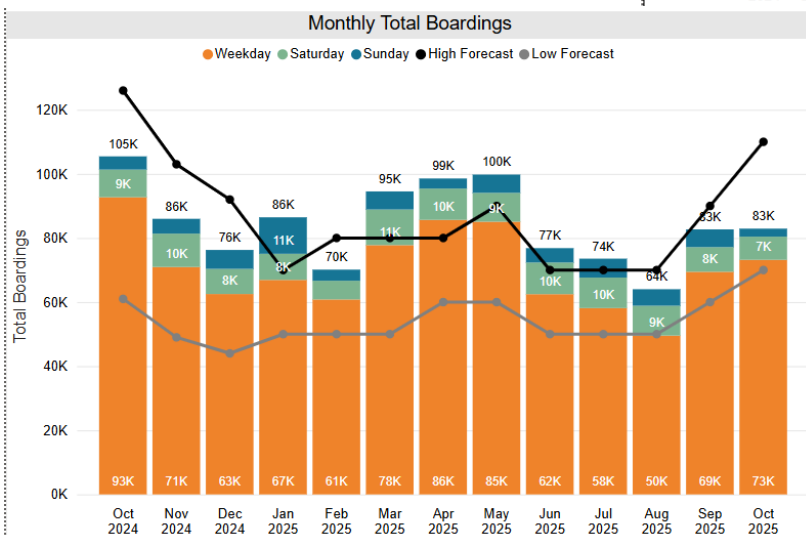
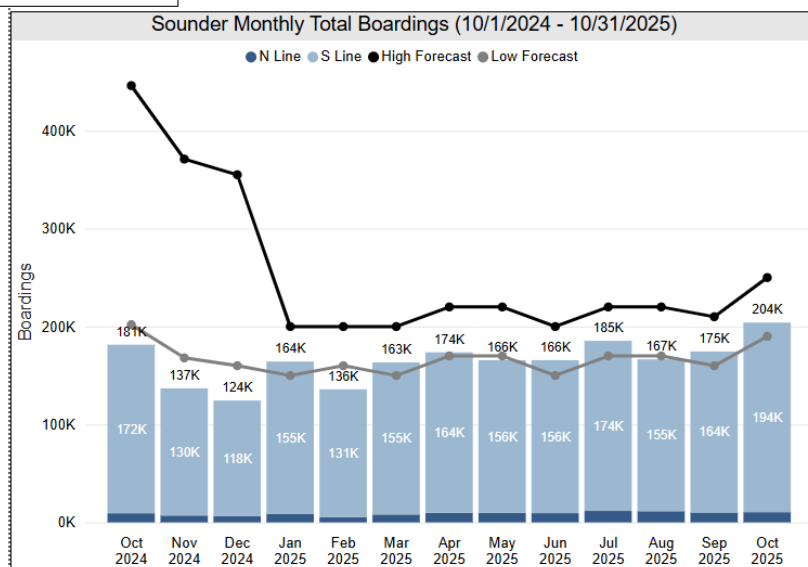


## ST Express

- Average weekday boardings for ST Express grew slightly from September to October.
- Overall ridership is on a modest upward trend from the beginning of the year.
- ST Express total boardings continue to outpace the overall high-end forecast for 2025.

## Sounder

- Average weekday ridership increased from September to October 2025, to 8,871 riders per day. This is 12% higher than October 2024 overall; 12% higher for the N Line and 12% higher for the S Line.
- Sounder ridership seems to have stabilized at about 50% of its pre-pandemic level.
- Sounder monthly boardings were above the low forecast for October 2025.



## T-Line

- Total monthly boardings on T-Line increased slightly from September to October 2025 with an increase in weekday ridership offset by a reduction in ridership on Sundays.
- T-Line average weekday boardings in October 2025 fell by about 8% compared to September 2025.

# Monthly Performance Report

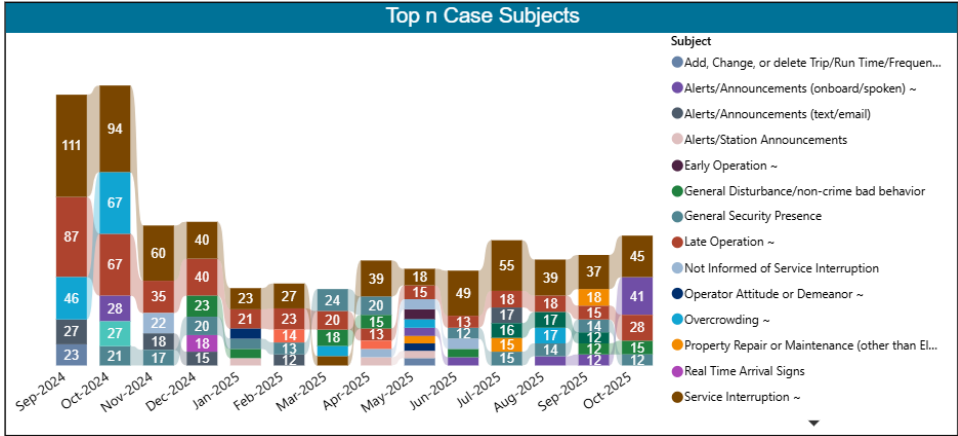
October 2025



## 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  | 85%                 | Line 1: 92%<br>Line 2: 95% | Siemens: 71%<br>Kinkisharyo: 70% | Siemens: 38,878<br>Kinkisharyo: 51,928 | Vehicles: 97%<br>Track: 100%<br>Power: 100%<br>Facilities Mech: 98%<br>Facilities Elec: 96% | 45%           | 13.5                      |
| Prior Month | 81%                 | Line 1: 87%<br>Line 2: 95% | Siemens: 82%<br>Kinkisharyo: 57% | Siemens: 45,038<br>Kinkisharyo: 17,444 | Vehicles: 99%<br>Track: 100%<br>Power: 98%<br>Facilities Mech: 96%<br>Facilities Elec: 95%  | 91%           | 6.7                       |
| Current     | 83%                 | Line 1: 86%<br>Line 2: 95% | Siemens: 81%<br>Kinkisharyo: 61% | Siemens: 67,100<br>Kinkisharyo: 33,165 | Vehicles: 98%<br>Track: 100%<br>Power: 89%<br>Facilities Mech: 98%<br>Facilities Elec: 85%  | 93%           | 6.1                       |

- Link Light Rail On-Time Performance was 81%, remaining below the 90% target, while Operated as Scheduled results were 87% on Line 1 and 95% on Line 2, both under the 98.5% goal. Performance was influenced by a combination of planned service activities and unplanned operational impacts. Planned work, including rail replacement activities and Pinehurst single-tracking, required service adjustments that reduced operational flexibility and affected schedule adherence. Elevated ridership associated with Mariners and Kraken events further contributed to increased dwell times and variability in service. Additionally, infrastructure-related issues such as power outages and LRV mechanical failures, along with external factors including vehicle incursions on the trackway, door-holding incidents, unauthorized individuals entering the bore area, and other security-related events, contributed to delays. Despite these challenges, the overall service remained stable, and operational reliability across both lines continues to perform at a high level.
- Continued emphasis on fleet reliability, infrastructure resiliency, and event coordination will be critical in improving schedule adherence and restoring performance to target levels. Mean Distance Between Failures for both types of vehicles was above 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.



### Link Customer Comments

- Link experienced a small decrease in complaints per 100,000 boardings in October 2025 and continues to remain within the targeted range.
- There was a surge in complaints related to a new “please hold on” announcement, which were addressed by November. Service-related issues including service interruptions remained top concerns of Link customers.

# Monthly Performance Report

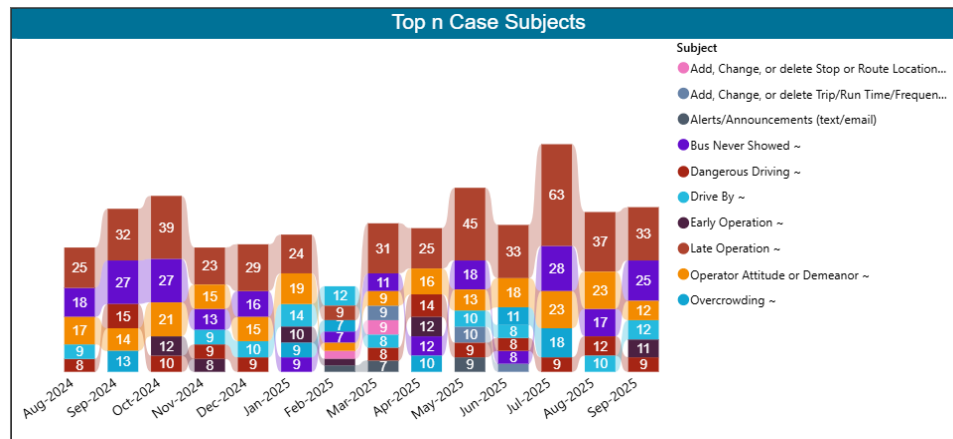
October 2025



## 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: 99%<br>PT: 74%<br>KCM: 86%               | CT: 99.7%<br>PT: 99.8%<br>KCM: 98.0%                      | CT: 100%<br>PT: 99%<br>KCM: 97%                     | CT: 9,394<br>PT: 16,796<br>KCM: 9,179                      | CT: 100%<br>PT: 99%<br>KCM: 100%                       | N/A           | 19.1                      |
| Prior Month | CT: 98%<br>PT: 72%<br>KCM: 84%               | CT: 94.1%<br>PT: 99.5%<br>KCM: 99.4%                      | CT: 53%<br>PT: 97%<br>KCM: 98%                      | CT: 10,277<br>PT: 19,861<br>KCM: 4,315                     | CT: 100%<br>PT: 100%<br>KCM: 100%                      | 77%           | 17.7                      |
| Current     | CT: <b>97%</b><br>PT: <b>97%</b><br>KCM: N/A | CT: <b>93.8%</b><br>PT: <b>99.7%</b><br>KCM: <b>99.1%</b> | CT: <b>56%</b><br>PT: <b>98%</b><br>KCM: <b>99%</b> | CT: <b>6,852</b><br>PT: <b>22,599</b><br>KCM: <b>4,498</b> | CT: <b>100%</b><br>PT: <b>100%</b><br>KCM: <b>100%</b> | <b>82%</b>    | <b>20.3</b>               |

- Pierce Transit has started to address previous On Time Performance issues in spite of consistent barriers related to inconsistent traffic patterns on the I-5 corridor south of Seattle. 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 only slightly short of its Operated Trips as Scheduled target in October 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 climbed above the acceptable target for September 2025.
- The majority of complaints are related to late operation, which is consistent with our OTP metric, Bus Never Showed, which is consistent with the Operated as Scheduled metric.
- The number of Operator Attitude and Demeanor complaints fell significantly this month.

# Monthly Performance Report

October 2025



## 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: 96.3%<br>North: 96.7%               | South: 98.2%<br>North: 98.4%               | N/A                | 17,139                        | N/A           | N/A           | 18.7                      |
| Prior Month | South: 96.8%<br>North: 95.2%               | South: 98.2%<br>North: 100%                | N/A                | 4,874                         | N/A           | 62%           | 17.2                      |
| Current     | South: <b>97.0%</b><br>North: <b>96.7%</b> | South: <b>99.5%</b><br>North: <b>98.9%</b> | <b>N/A</b>         | <b>8,530</b>                  | <b>N/A</b>    | <b>73%</b>    | <b>12.7</b>               |

- Souder On Time Performance was above target for both S Line and N Line in October 2025, with the top categories of delays being Mechanical and Emergency Services. There were 2 cancelled trips for the month on the N Line, leading to a below-target Operated as Scheduled percentage of 98.9%; these annulments were due to Mechanical (1) and Emergency Services (1). Mechanical incidents decreased from 12 impacted trains in September to 8 impacted trains in October; these 8 delays traced to 4 mechanical issues, all on different cars. Customer complaints per 100,000 boardings decreased from September, the top categories being cancelled trips and requests for increased service on both the N Line and S Line.

## 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  | 98.9%               | 98.9%                 | 94.0%              | N/A                           | 96%           | N/A                        | 5.7                       |
| Prior Month | 99.1%               | 99.1%                 | 91.8%              | N/A                           | 98%           | 41%                        | 4.8                       |
| Current     | <b>99.6%</b>        | <b>99.6%</b>          | <b>93.5%</b>       | <b>N/A</b>                    | <b>95%</b>    | <b>49%</b>                 | <b>0</b>                  |

- In October, T-Line saw improvements in On Time Performance and the percentage of trips Operated as Scheduled compared to its September performance. Both of these metrics also show significant improvement over October 2024. T-Line also improved its fleet availability from September to October. The mode's Preventative Maintenance Compliance figure fell slightly in October but remained well above the target. T-Line recorded no customer complaints for October.

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

# Monthly Performance Report

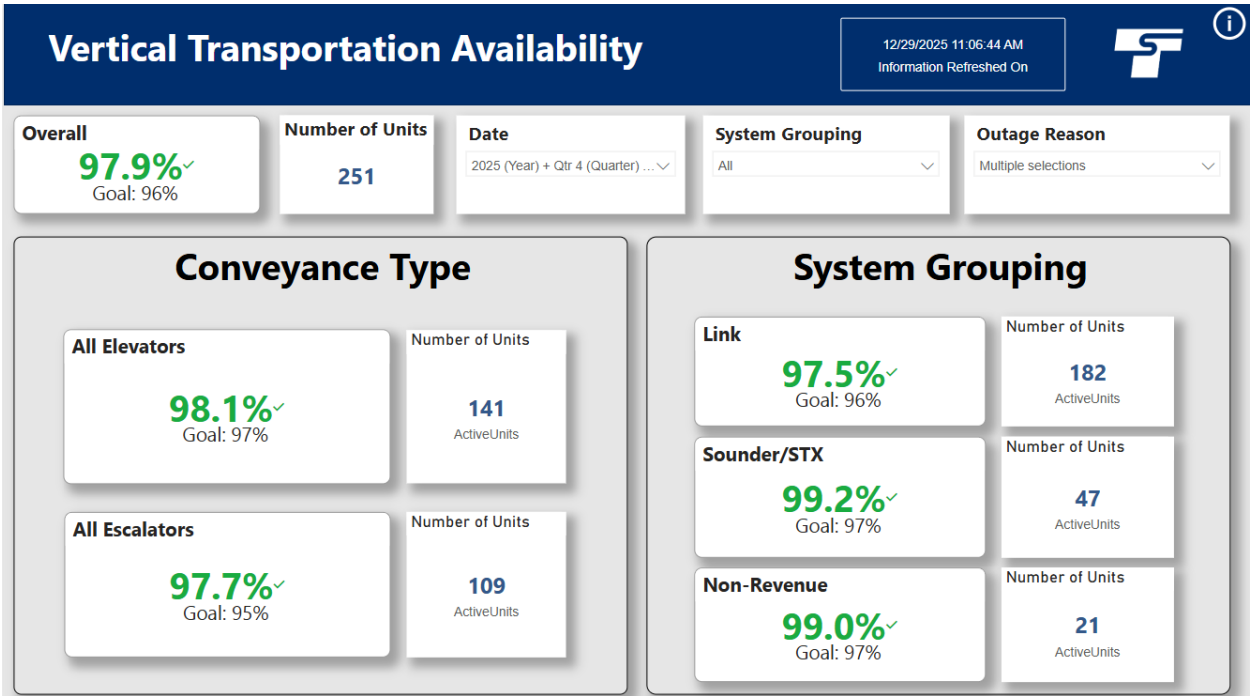
October 2025



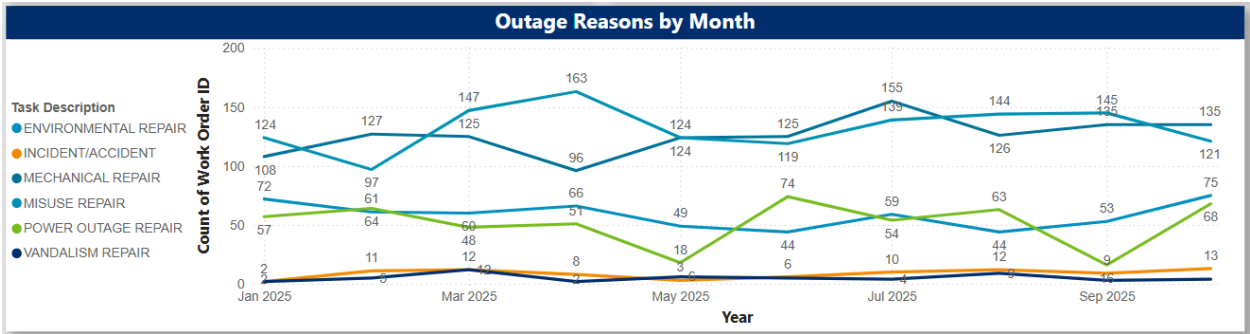
## Vertical Transportation

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 groups met their respected target availability.



- There was no increase in overall mechanical outages.
- Misuse outages saw a 19% decrease from the previous month.
- Power-related outages experienced a substantial month-over-month increase as a result of widespread agency-wide station power disruptions.



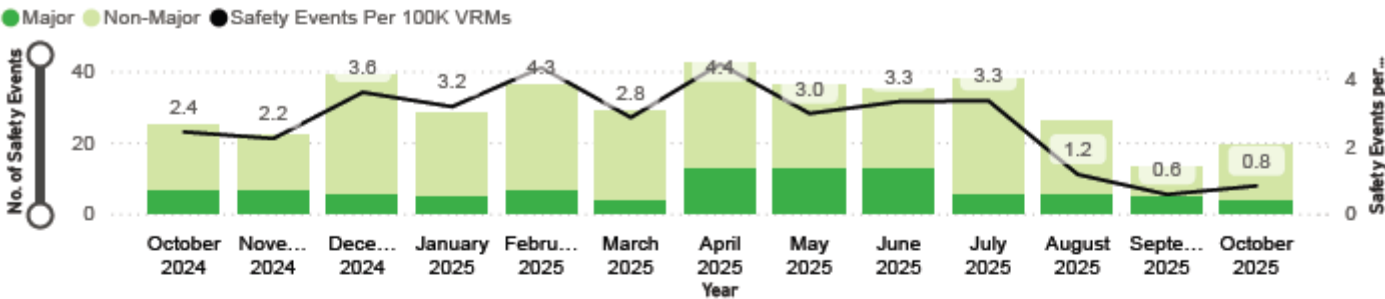
# Monthly Performance Report

October 2025



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

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

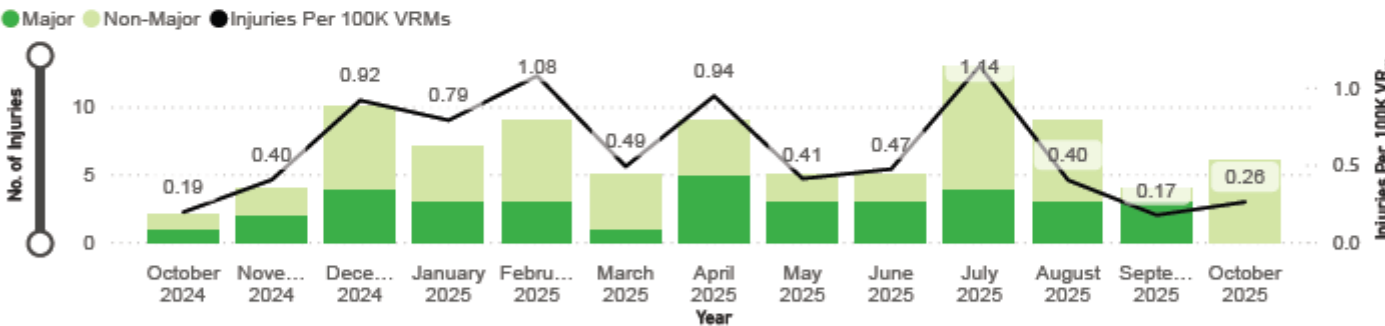


Definitions: The National Transit Database (NTD) defines a reportable event as a safety or security event that occurs on transit right-of-way, transit revenue/maintenance facilities, or involves a transit vehicle and meets the NTD's major reporting thresholds. Examples include collisions, fires, derailments,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

Although October 2025 shows a slight increase, the reportable safety event rate from January through October 2025 remains lower than the same period last year. This overall decrease is largely driven by fewer physical and non-physical assaults against transit workers, fewer collisions, and a reduction in evacuations.

Comparing YTD 2025 with 2024, the total number and rate of non-physical worker assaults are higher, while physical assaults against workers are lower and have steadily declined since July 2025. The locations with the highest number of worker assaults continue to be Lynnwood Station, International District Station, and Westlake Station. Angle Lake Station, previously identified as one of the top three locations for assaults, has reported no worker assaults since Q2 2025.

### 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.

Between January and October 2025, the overall injury rate per 100K vehicle revenue miles (VRM) declined by 13% compared to 2024 and is 24% below the three-year average.

Six (6) non-major injuries were reported in October, including five (5) slip and fall injuries, and one (1) injury resulting from a worker assault. While the total number of slip and fall injuries has increased compared to previous years, YTD injury rate for slips and falls aligns with the average rate for the previous three years. The top five station locations for slip and fall injuries are Lynnwood, International District, Stadium, University District, and Westlake and SeaTac stations. These six stations account for the majority of slip and fall incidents across the Link light rail system in 2025.

Although the total number of YTD assault-related injuries has increased compared to the previous year (24 injuries YTD in 2025 compared to 13 in 2024, representing an 84% increase), the injuries rate per 100K VRM has only increased by 14% (0.19 vs. 0.17) reflecting service expansions and the associated growth in VRM. The top three locations for assault injuries in 2025 are Tukwila International Boulevard, Northgate and SeaTac Stations. Most Link light rail stations only report 1-2 injuries due to assaults annually.

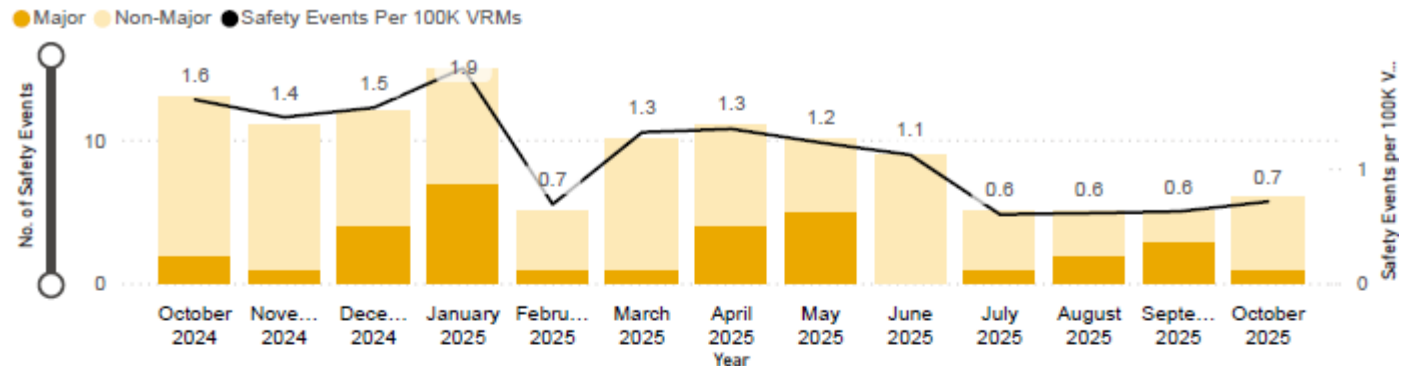
# Monthly Performance Report

October 2025



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

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

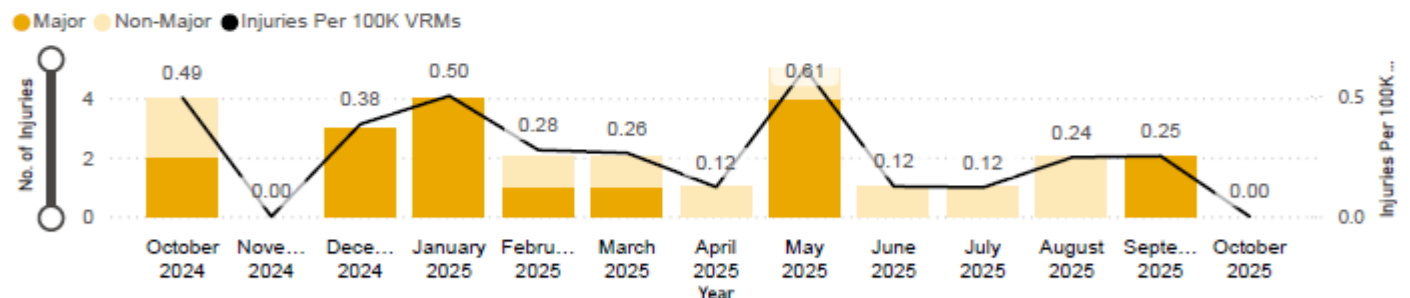


Definitions: The National Transit Database (NTD) defines a reportable event as a safety or security event that occurs on transit right-of-way, transit revenue/maintenance facilities, or involves a transit vehicle and meets the NTD's major reporting thresholds. Examples include collisions, fires, derailments,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

The safety event rate decreased by 47% when compared with last year and is 16% lower than the three-year average primarily due to declines in transit worker assaults. From January to October 2025, both the volume and rate of transit worker assaults per 100K riders decreased by approximately 54% compared to last year.

In October 2025 there were four (4) non-physical assaults against transit workers, one (1) collision, and one (1) physical assault against a transit worker. None of these events resulted in injuries.

### 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.

Overall, injuries have decreased due to declines in transit worker assaults and reportable collisions.

Both the volume and rate of collision-related injuries between January and October 2025 are 40% lower than the three-year average for the same period.



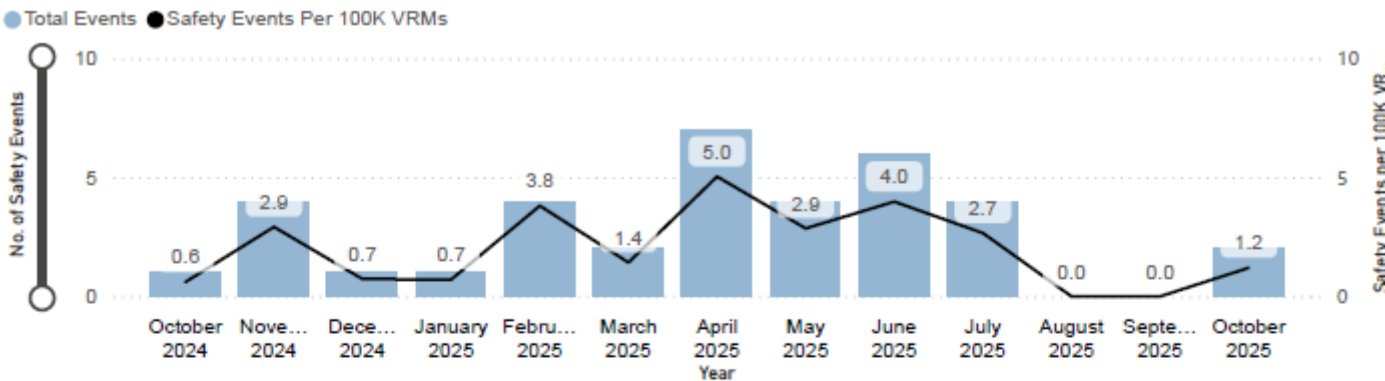
# Monthly Performance Report

October 2025



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

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

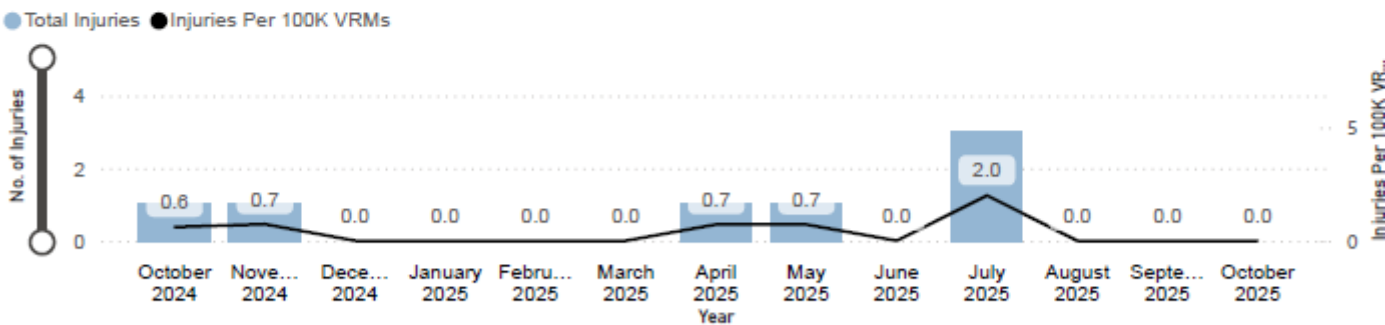


Sounder Commuter Rail events are reported under multiple definitions. Federal Railroad Administration (FRA) reporting requirements generally cover safety events, while National Transit Database (NTD) reporting requirements for commuter rail cover major security events and non-major assaults against transit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

Between January and October 2025, both the volume and rate of reportable safety events decreased by 10% and 11% respectively, compared to the same period in 2024 primarily driven by a decline in passenger assaults. The rate of passenger assaults dropped by 75% compared to last year.

In October, there were two (2) reportable Safety events for Sounder: a wire theft incident near Lakewood Station that temporarily disrupted service, and a small fire at the East B Street Trestle in Tacoma. Wire theft incidents are uncommon for Sounder infrastructure, with no other reportable wire theft incidents prior to 2025. Fires are also uncommon for Sounder; only one other fire has been reported in 2025, and the last reportable fire before that occurred in 2023.

### 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.

Between January and October 2025, the injury rate decreased by 58% compared to last year and is 9% below the three-year average for the same period. With no reportable injuries since July and relatively few in 2025 overall, the injury rate for Sounder YTD remains lower than recent years.

Out of five (5) total injuries this year, three (3) are slip and fall-related injuries, and two (2) are passenger assault-related injuries.

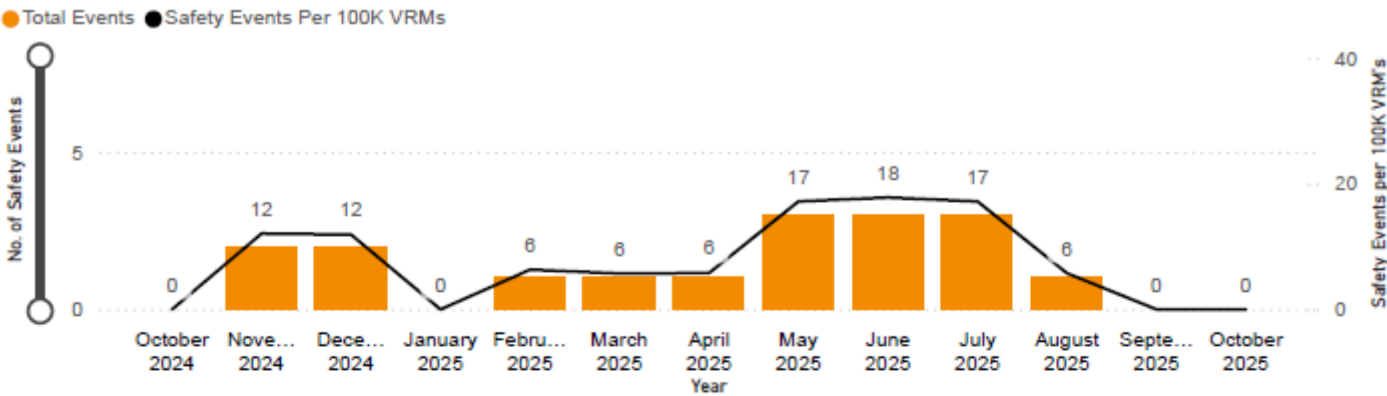
# Monthly Performance Report

October 2025



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

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

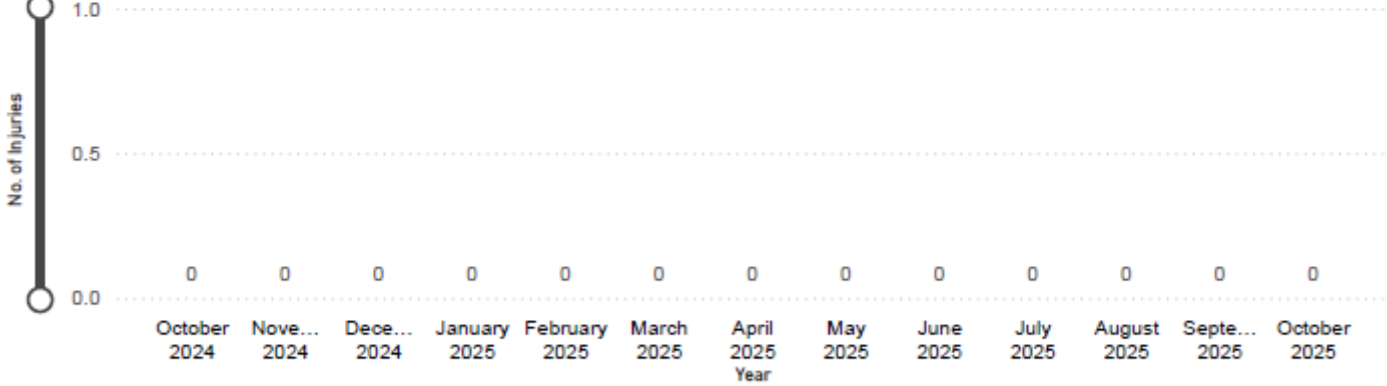


Definitions: The National Transit Database (NTD) defines a reportable event as a safety or security event that occurs on transit right-of-way, transit revenue/maintenance facilities, or involves a transit vehicle and meets the NTD's major reporting thresholds. Examples include collisions, fires, derailments,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

Although overall safety event volumes and rates per 100K VRM from January through October 2025 are consistent with the same period last year, transit worker assaults per 100K VRM increased by 100% (from 0.86 in 2024 to 1.81 in 2025), with the number of events rising from 7 in 2024 to 12 in 2025. Of the total reportable safety events this year, ten (10) involved physical assaults against workers, and two (2) involved non-physical assaults.

There were no reportable safety events on the T-Line in October.

### 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.

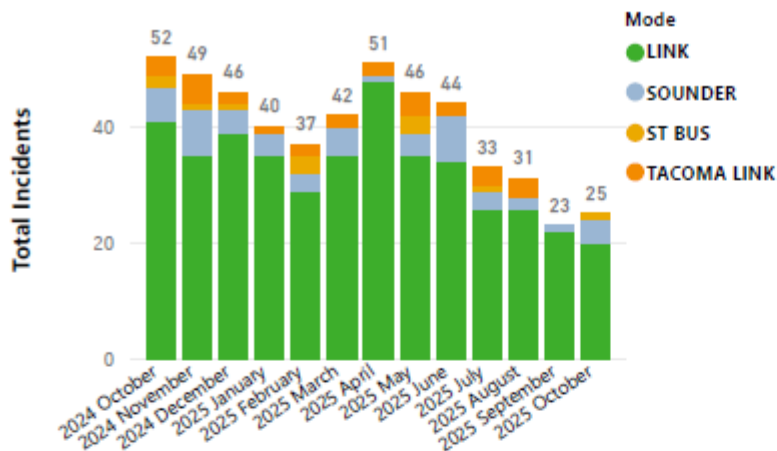
There have been zero (0) reportable injury events on the T-Line since March 2023.

# Monthly Performance Report

Security October 2025



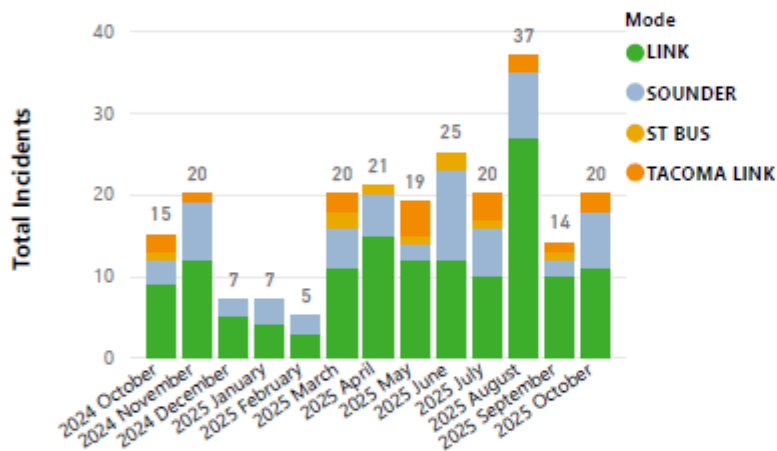
## Crimes Against Persons



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 October 2025, half of reported crimes against persons across all modes were assaults against customers, with a doubling in physical assaults against customers on Link. 36% of reports involved assaults against transit workers

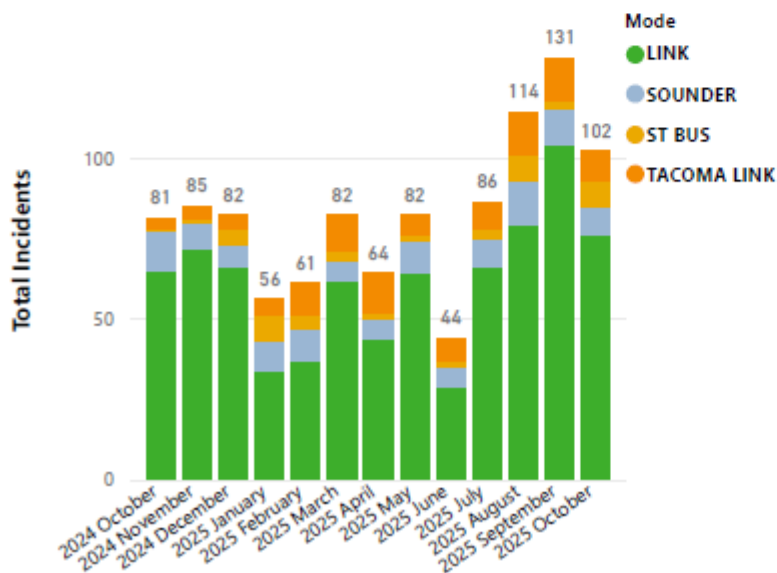
## Crimes Against Property



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 October 2025, total reports involving crimes against property increased by 33%, but remained below the six-month average. Vandalism remains the most common report type, making up 38% of reports, followed by vehicle and bicycle theft reports

## 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 October 2025, UTC reports dropped by 22%, approaching the six-month average. The drop was driven largely by a decrease in smoking incidents, which make up over half of UTC reports. Defecation/urination/spitting and consumption of alcohol remain the next most common report types