

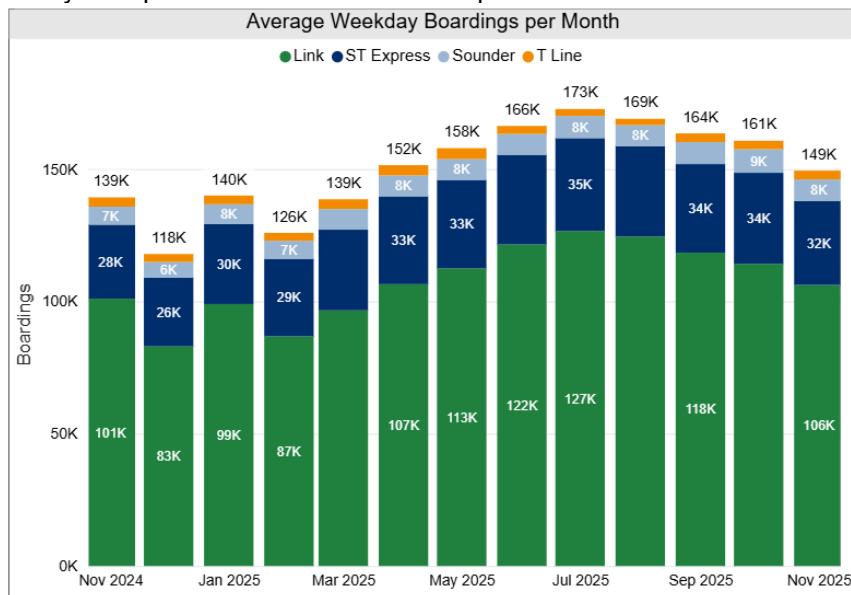
# Monthly Performance Report

November 2025



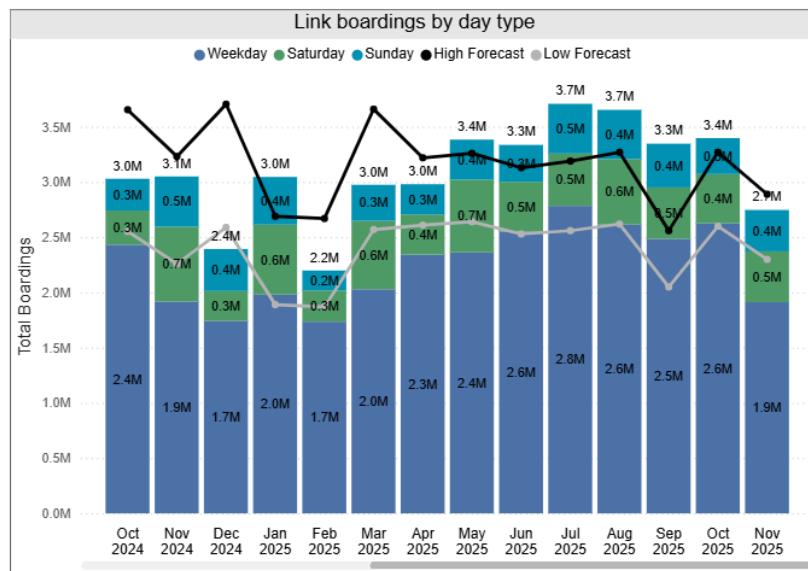
## Ridership

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>.



| Month    | Monthly Total Boardings | Average Weekday Boardings | Month-over-Month % Change | % Change vs. 2019 |
|----------|-------------------------|---------------------------|---------------------------|-------------------|
| Nov 2025 | 3,729,000               | 149,300                   | -7%                       | -7%               |
| Oct 2025 | 4,599,000               | 160,600                   | -2%                       | -5%               |
| Sep 2025 | 4,454,000               | 163,600                   | -3%                       | 3%                |
| Aug 2025 | 4,768,000               | 169,000                   | -2%                       | 3%                |
| Jul 2025 | 4,888,000               | 172,800                   | 4%                        | 5%                |
| Jun 2025 | 4,438,000               | 166,300                   | 5%                        | 1%                |
| May 2025 | 4,501,000               | 157,900                   | 4%                        | -2%               |
| Apr 2025 | 4,100,000               | 151,500                   | 9%                        | -6%               |
| Mar 2025 | 3,991,000               | 138,600                   | 10%                       | -11%              |
| Feb 2025 | 3,089,000               | 125,900                   | -10%                      | -14%              |
| Jan 2025 | 4,072,000               | 140,100                   | 19%                       | -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               | 139,600                   | 1%                        | -20%              |

- October and November ridership on Link should be considered as a draft at this time due to known issues related to pre-revenue testing for the Federal Way Link Extension. November normally sees a reduction in the number of boardings compared to October as a result of seasonality and in particular three holidays within the month, the figures in this chart show an unrealistically large drop in ridership that does not reflect actual rider behavior. We are working on updating the methodology we use to calculate Link boardings and hope to have this remedied quickly.



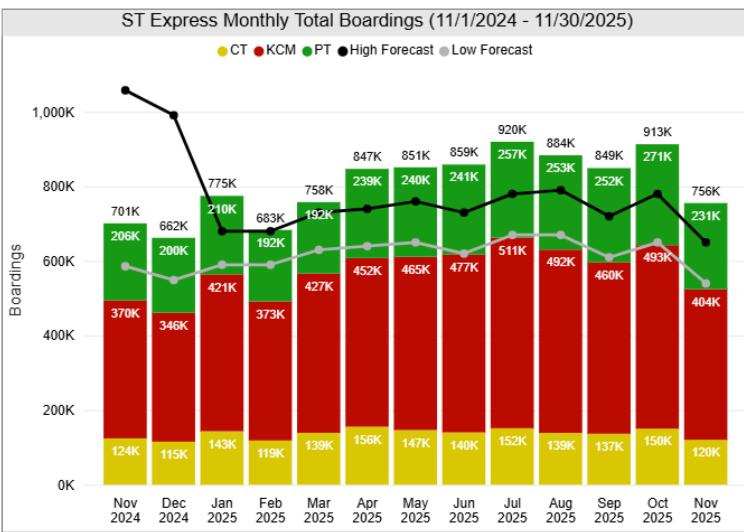
## Link

- As noted above, there are known methodological data issues associated with November ridership on Link.
- At this time, we cannot draw any conclusions about changes in the number of boardings and ridership demand.

<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

November 2025

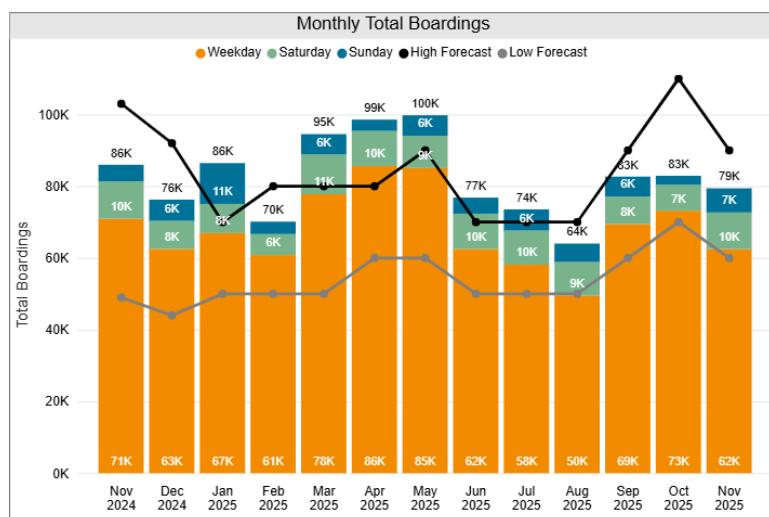
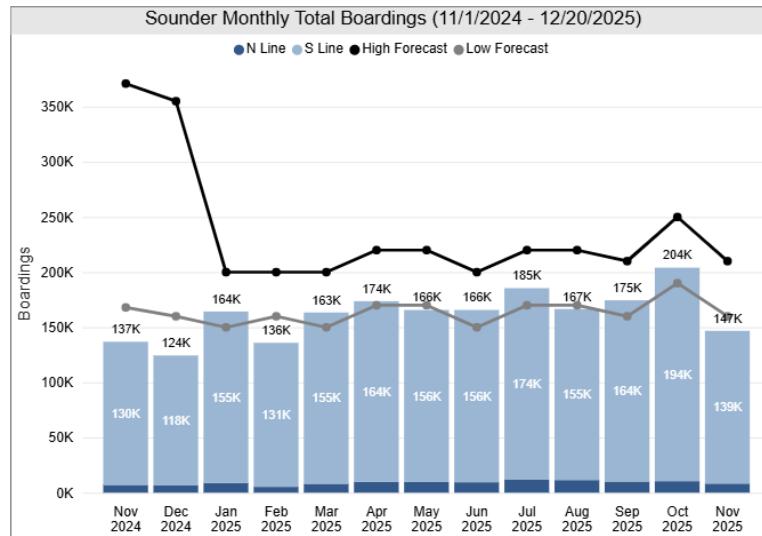


## ST Express

- Average weekday boardings for ST Express dipped slightly from October to November. This is a normal seasonal pattern.
- 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 decreased from October to November 2025, to 8,171 riders per day. This is 13% higher than November 2024 overall; 16% higher for the N Line and 13% higher for the S Line.
- Sounder ridership seems to have stabilized at about 50% of its pre-pandemic level.
- Sounder monthly boardings were below the low forecast for November 2025.



## T-Line

- Total monthly boardings on T-Line decreased slightly from October to November 2025 with an increase in Weekend ridership offset by a reduction in ridership on Weekdays.
- T-Line average boardings in November 2025 fell by about 4.8% compared to October 2025.

# Monthly Performance Report

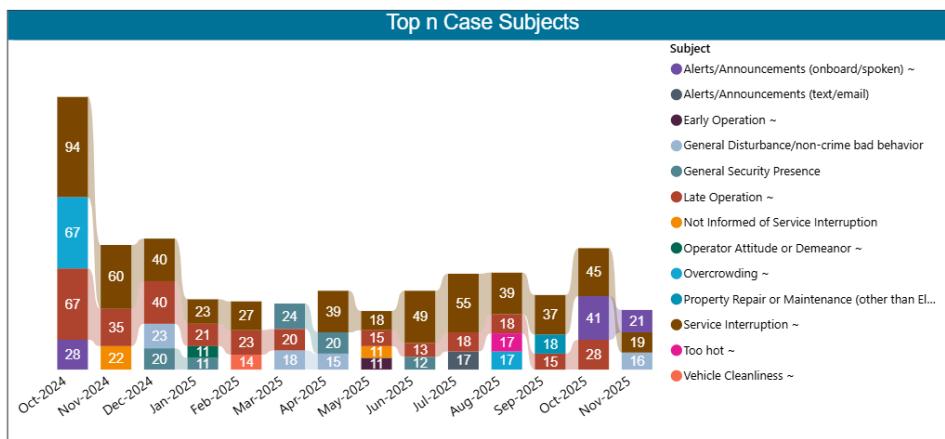
November 2025



## 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  | 86%                 | N/A                                      | Siemens: 71%<br>Kinkisharyo: 74%               | Siemens: 39,258<br>Kinkisharyo: 30,771               | Vehicles: 97%<br>Track: 100%<br>Power: 93%<br>Facilities Mech: 97%<br>Facilities Elec: 86%                                    | 45%           | 7.7                       |
| Prior Month | 83%                 | Line 1: 86%<br>Line 2: 95%               | Siemens: 81%<br>Kinkisharyo: 61%               | Siemens: 67,100<br>Kinkisharyo: 33,165               | Vehicles: 97%<br>Track: 96%<br>Power: 96%<br>Facilities Mech: 96%<br>Facilities Elec: 84%                                     | 93%           | 6.5                       |
| Current     | <b>83%</b>          | Line 1: <b>87%</b><br>Line 2: <b>95%</b> | Siemens: <b>81%</b><br>Kinkisharyo: <b>67%</b> | Siemens: <b>73,048</b><br>Kinkisharyo: <b>70,536</b> | Vehicles: <b>94%</b><br>Track: <b>100%</b><br>Power: <b>99%</b><br>Facilities Mech: <b>97%</b><br>Facilities Elec: <b>86%</b> | <b>86%</b>    | <b>6.0</b>                |

- Link Light Rail's current **On-Time Performance (83%)** and **Operated as Scheduled performance (Line 1: 87%, Line 2: 95%)** remained below system targets as service reliability was impacted by a mix of unplanned operational events and planned service adjustments. Various incidents across the system required temporary service modifications and recovery actions, contributing to delays and reduced schedule adherence. In addition, scheduled activities related to special events and system testing necessitated service changes that further influenced overall performance while supporting operational readiness and customer demand.
- 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 was above target for the Siemens fleet while the Kinkisharyo was 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 November 2025 and continues to remain within the targeted range.
- Complaints continued to come in regarding the volume of the "please hold on" announcement, which was addressed by mid-month. Service-related issues including service interruptions remained top concerns of Link customers.

# Monthly Performance Report

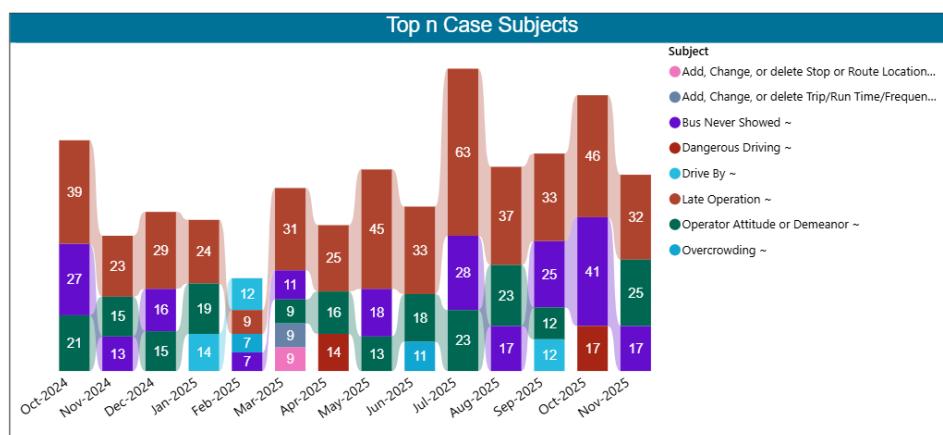
November 2025



## 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: 98%<br>PT: 74%<br>KCM: 86% | CT: 97.8%<br>PT: 74.3%<br>KCM: 86.0% | CT: 100%<br>PT: 100%<br>KCM: 98% | CT: 6,814<br>PT: 27,544<br>KCM: 5,849 | CT: 100%<br>PT: 100%<br>KCM: 100% | 58%           | 14.6                      |
| Prior Month | CT: 97%<br>PT: 75%<br>KCM: N/A | CT: 97.3%<br>PT: 96.8%<br>KCM: N/A   | CT: 56%<br>PT: 98%<br>KCM: 99%   | CT: 6,852<br>PT: 22,599<br>KCM: 4,498 | CT: 100%<br>PT: 100%<br>KCM: 100% | 75%           | 20.2                      |
| Current     | CT: 98%<br>PT: 77%<br>KCM: N/A | CT: 97.7%<br>PT: 76.8%<br>KCM: N/A   | CT: 58%<br>PT: 97%<br>KCM: 99%   | CT: 9,673<br>PT: 17,841<br>KCM: 3,980 | CT: 100%<br>PT: 100%<br>KCM: 100% | 45%           | 15.6                      |

- Pierce Transit has started to address previous On Time Performance issues despite 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 significantly under standard due to personnel and traffic issues delaying trips significantly.
- 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. However, their missed trip metric is only marginally below standards due to their use of CT buses on STX services.
- 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 slightly above the acceptable target for November 2025.
- Many complaints are related to late operations, bus no shows and overcrowding which are consistent with our OTP metric,

# Monthly Performance Report

November 2025



## Sounder

|             | On Time Performance             | Operated as Scheduled                     | Fleet Availability | Mean Distance Between Failure | PM Compliance | Parking Usage | Customer Complaints       |
|-------------|---------------------------------|---|--------------------|-------------------------------|---------------|---------------|---------------------------|
| Target      | > 95%                           | 99.0%                                     | TBD                | >20,000                       | >90%          | >28.8%        | <15 per 100,000 boardings |
| Prior Year  | South: 95%<br>North: 99%        | South: 98.8%<br>North: 988.8%             | N/A                | 14,298                        | N/A           | 49%           | 21.2                      |
| Prior Month | South: 97%<br>North: 96%        | South: 99.5%<br>North: 98.9%              | N/A                | 8,268                         | N/A           | 73%           | 12.7                      |
| Current     | South: <b>92%</b><br>North: 95% | South: <b>98.7%</b><br>North: <b>100%</b> | <b>N/A</b>         | <b>5,154</b>                  | <b>N/A</b>    | <b>45%</b>    | <b>13.3</b>               |

- Sounder On Time Performance dipped below target on the S Line in November 2025, with the top categories of delays being Emergency Services, Mechanical, and Freight Interference. There were 6 cancelled trips for the month on the S Line, leading to a below-target Operated as Scheduled percentage of 98.7%; these annulments were due to Mechanical (4) and Signal Issues (2). Mechanical incidents increased from 8 impacted trains in October to 10 impacted trains in November; these 10 delays/annulments traced to 5 unrelated mechanical issues. Customer complaints per 100,000 boardings increased slightly from October, the top categories being service interruption, late operation, 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  | 99%                 | 99.4%                 | 95.0%              | N/A                           | 99%           | 45%                        | 2.3                       |
| Prior Month | 100%                | 99.6%                 | 93.5%              | N/A                           | 95%           | 49%                        | 0.0                       |
| Current     | <b>100%</b>         | <b>99.7%</b>          | <b>94%</b>         | <b>N/A</b>                    | <b>93%</b>    | <b>36%</b>                 | <b>3.8</b>                |

- In October, T-Line saw improvements in On Time Performance and the percentage of trips Operated as Scheduled compared to its October performance. T-Line also improved its fleet availability from October to November. The mode's Preventative Maintenance Compliance figure rose slightly in November and remains well above the target.

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

# Monthly Performance Report

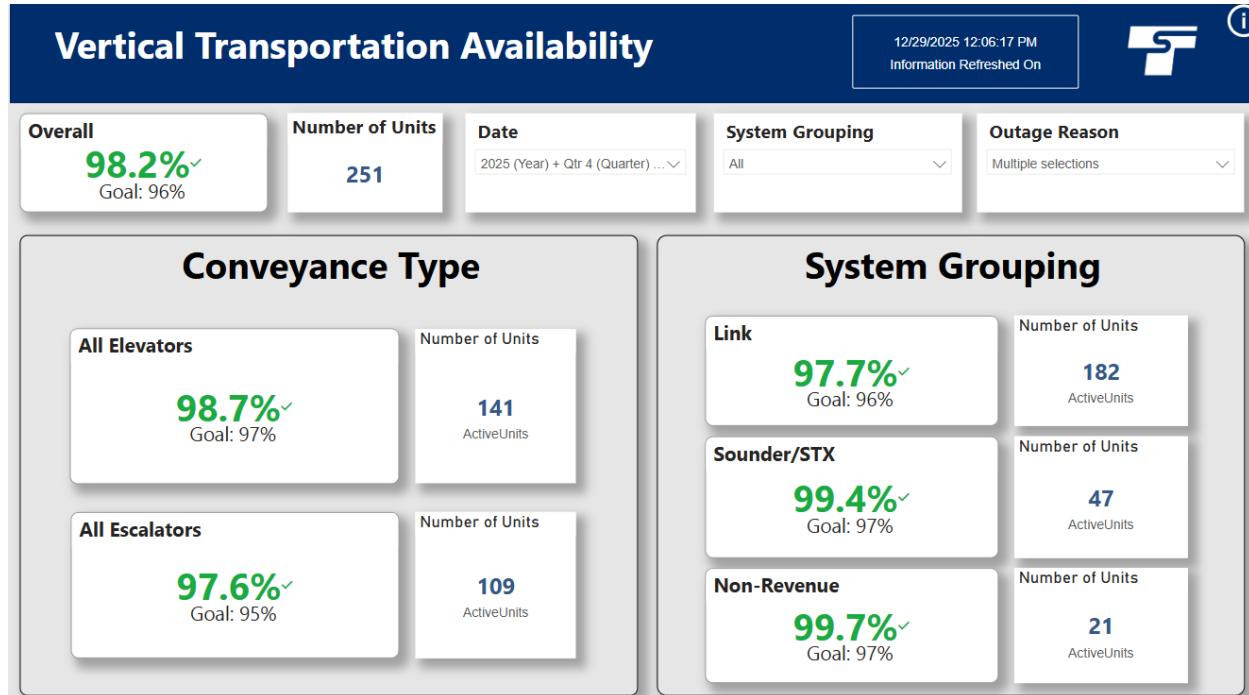
November 2025



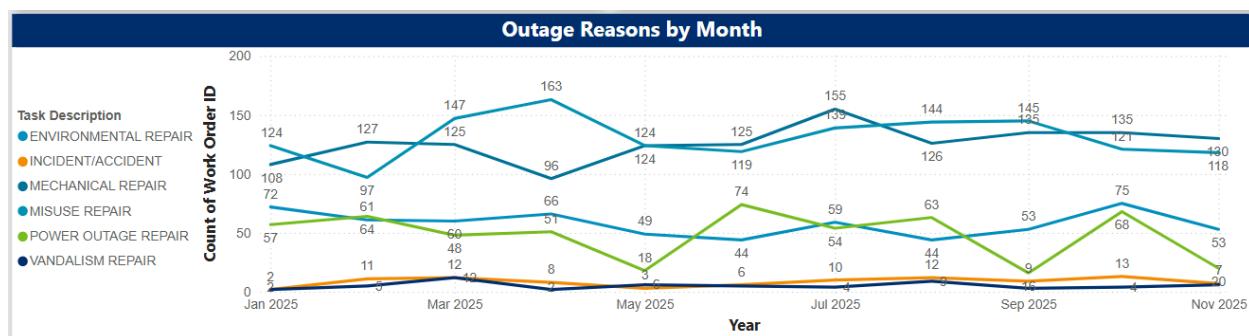
## Vertical Transportation

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.



- Environmental outages saw a 29% decrease from October to November.
- Misuse outages saw another decrease in overall outages vs 2 months prior.
- Power-related outages experienced a significant 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

November 2025



## REO Safety Report

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

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



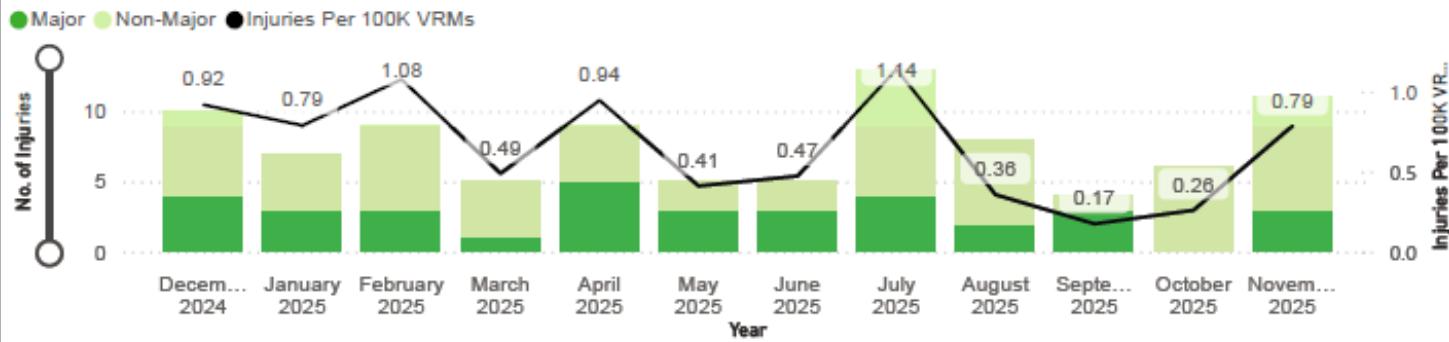
Definitions: The National Transit Database (NTD) defines a reportable event as a safety or security event that occurs on transit right-of-way, transit revenue/maintenance facilities, or involves a transit vehicle and meets the NTD's major reporting thresholds. Examples include collisions, fires, derailments,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

Although reportable events increased in October and November compared to prior months, the reportable safety event rate remains lower YTD compared to 2024 YTD (3.4 events per 100K vehicle revenue miles (VRM) in 2024 vs 2.2 events per 100K VRM in 2025, 35% lower). The overall decrease in reportable safety events is largely driven by fewer assaults against transit workers (1.9 vs 1.3, 31% reduction), fewer collisions (.19 vs .06, 68% reduction), and a reduction in evacuations (.42 vs .25, 40% reduction).

There has been a slight spike in emergency door evacuations in November. The majority of evacuations in 2025 have occurred at Walden Street, mostly between 00:00-02:00 and 09:00-11:00.

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



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

While the overall injury rate YTD per 100K VRM declined by 15% compared to 2024 and is 22% below the three-year average, total injury counts increased compared to prior year. The lower overall rate is primarily driven by increased service levels as a result of system expansions over the past 18 months.

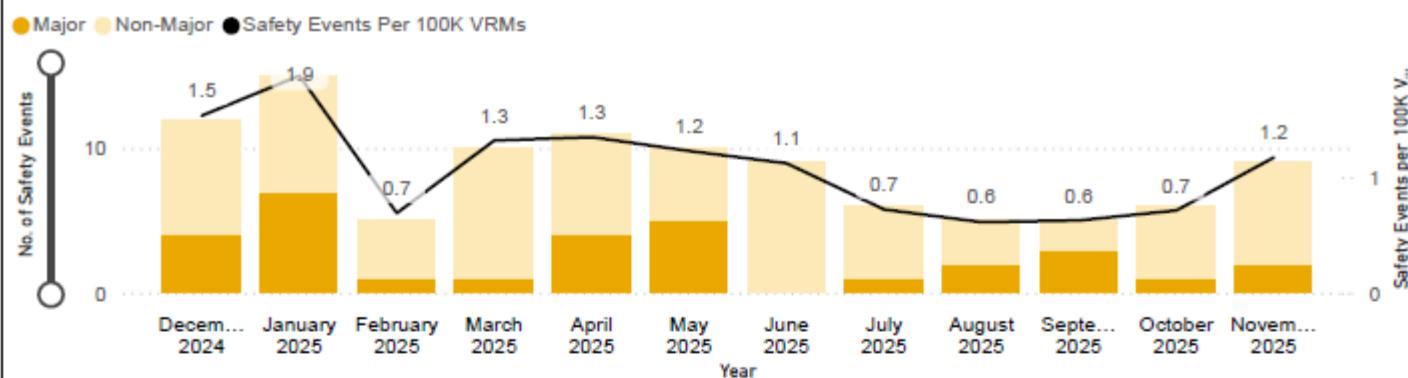
In November 2025, there were ten (10) total injuries, six (6) slip and fall injuries, three (3) collision injuries, one (1) assault against worker injury.

# Monthly Performance Report

November 2025



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



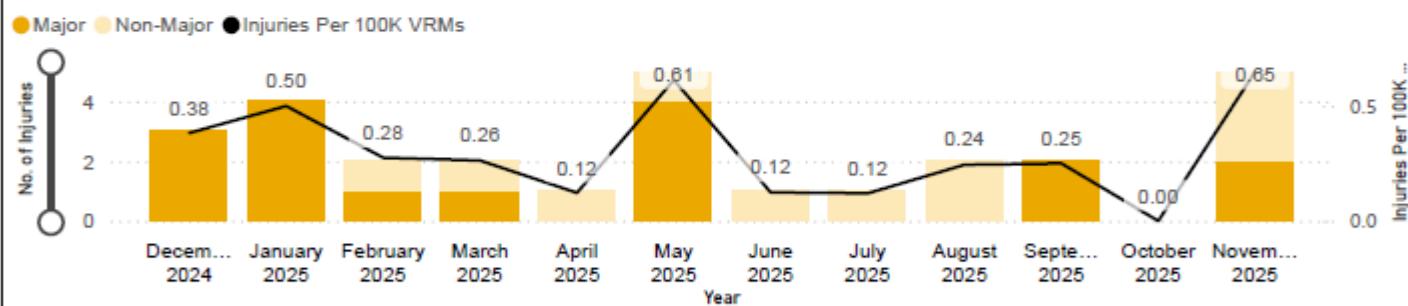
Definitions: The National Transit Database (NTD) defines a reportable event as a safety or security event that occurs on transit right-of-way, transit revenue/maintenance facilities, or involves a transit vehicle and meets the NTD's major reporting thresholds. Examples include collisions, fires, derailments,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

The safety event rate decreased by 47% compared to last year and is 16% lower than the three-year average.

From January through November 2025, non-physical assaults against workers represented the largest share of ST Express reportable events at 42% and collisions accounted for 26%. Slip and fall incidents and physical assaults against workers each accounted for 10% of reported incidents.

Compared to the prior year, ST Express continued to see declines in assault rates and collisions, including a 55% reduction in transit-worker physical assaults, a 50% reduction in non-physical assaults, and a 20% decrease in the collision rate.

## 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 compared to last year due to declines in transit worker assaults and reportable collisions. Collision-related injuries rate decreased by 53% compared to last year. Reportable assault-related injuries decreased from three (3) in 2024 to zero (0) in 2025.

November stands out as one of the months with the highest number of injuries this year, including two collision-related injuries and two slip and fall injuries. Looking at the period from January through November, slip and fall incidents accounted for 35% (10 in 2025 vs 8 in 2024) of all injuries, while collisions (13 in 2025 vs 28 in 2024) were responsible for 50%, a pattern similar to prior years.

# Monthly Performance Report

November 2025



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



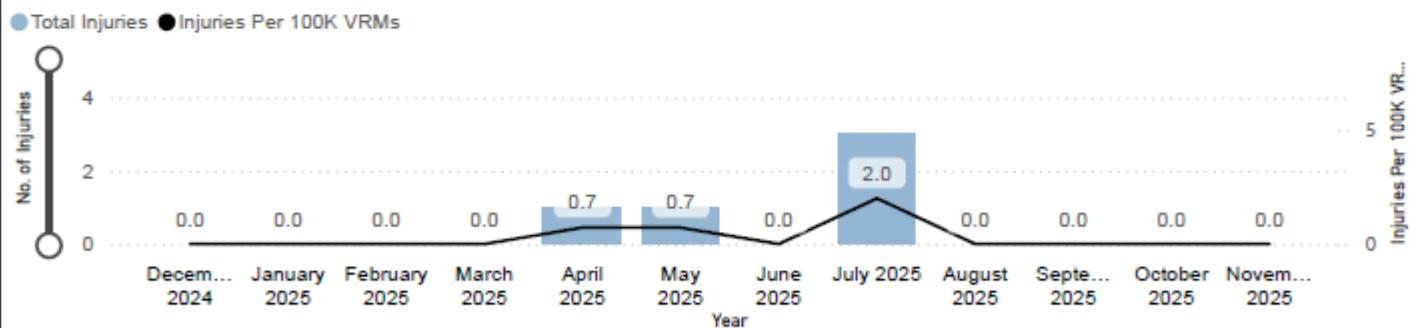
Sounder Commuter Rail events are reported under multiple definitions. Federal Railroad Administration (FRA) reporting requirements generally cover safety events, while National Transit Database (NTD) reporting requirements for commuter rail cover major security events and non-major assaults against transit workers.

Environmental spills are reported per Washington Administrative Code (WAC) 173-303-145 and federal Environmental Protection Agency (EPA) requirements.

YTD both volume and rate of reportable safety events decreased by 9% and 10% respectively compared to last year, primarily driven by a reduction in passenger assaults. The rate of assaults declined by 75% compared to the prior year, reflecting a continued reduction of safety events at Kent Station. YTD in 2025 Kent Station has recorded only two (2) reportable events, compared to twenty (20) in 2024. While Auburn experienced a slight increase, with five (5) reportable events in 2025 compared to two (2) in 2024, all other locations reported two (2) or fewer events so far this year.

In November, there was one (1) assault against a transit worker at King Street station.

## 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 November 2025, the injury rate decreased by 58% compared to last year and is 9% below the three-year average for the same period. The decline compared to 2024 is largely attributable to fewer assault related injuries at Kent Station. For all Sounder service, there have been two (2) reportable injuries due to assaults YTD in 2025, compared to nine (9) in 2024.

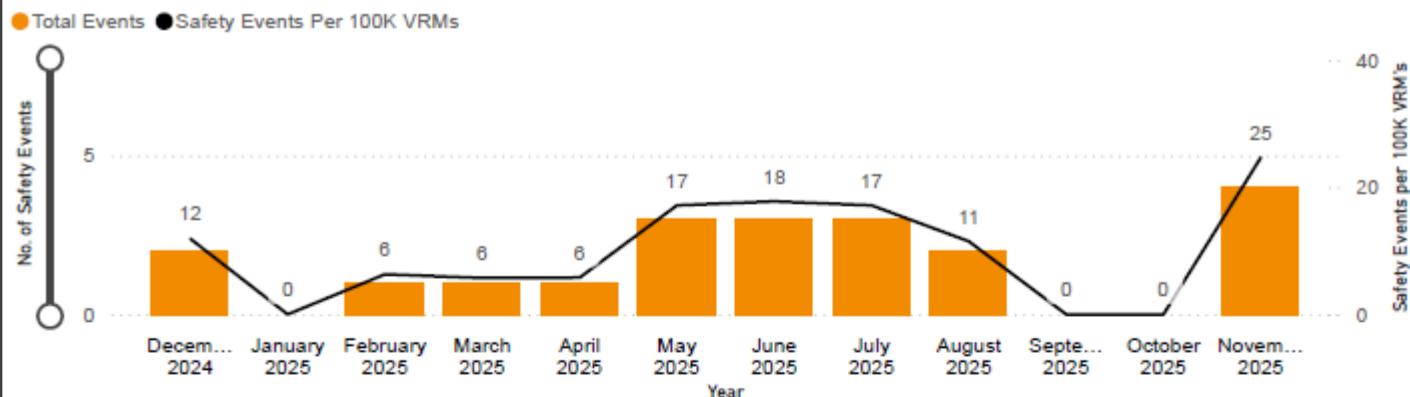
Out of five (5) total injuries this year, three (3) are slip and fall-related injuries, and two (2) are passenger assault-related injuries.

# Monthly Performance Report

November 2025



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



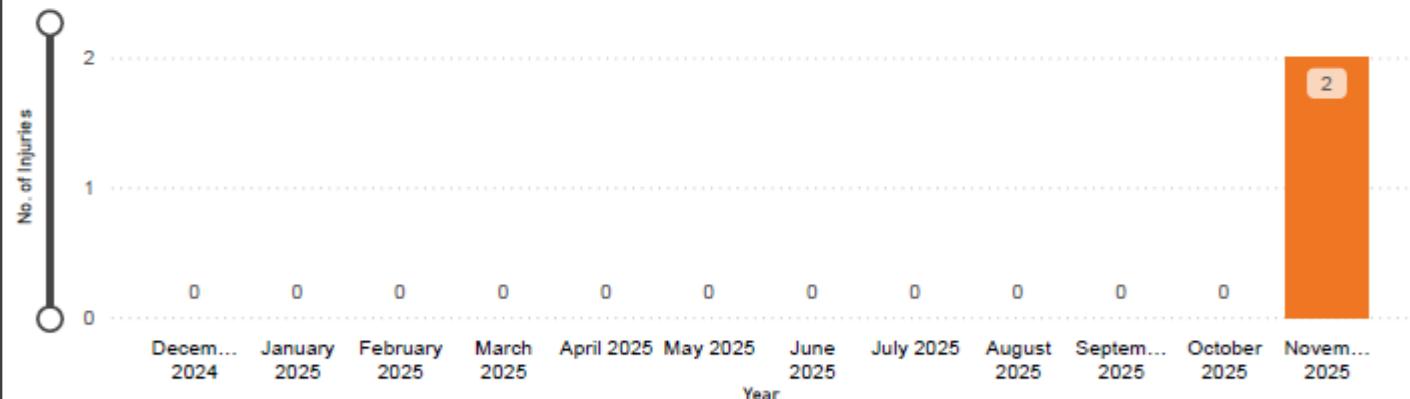
Definitions: The National Transit Database (NTD) defines a reportable event as a safety or security event that occurs on transit right-of-way, transit revenue/maintenance facilities, or involves a transit vehicle and meets the NTD's major reporting thresholds. Examples include collisions, fires, derailments,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

Overall YTD safety event volumes and rates per 100K VRM increased compared to the same period last year. Notably, transit worker assaults per 100K VRM increased overall with non-physical assaults dropping from four (4) in 2024 to two (2) in 2025 and physical assaults increasing from five (5) to twelve (12).

In both 2024 and 2025, the majority of transit worker assaults occurred at Tacoma Dome Station, primarily between 6:00 a.m. and noon.

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.

In November 2025, there were two reportable injuries- one (1) resulting from a LRV collision with a vehicle and one (1) from passenger slip and fall.

As noted in previous reports, the last reportable injury for the T-Line prior to November 2025 occurred in April 2023.

# Monthly Performance Report

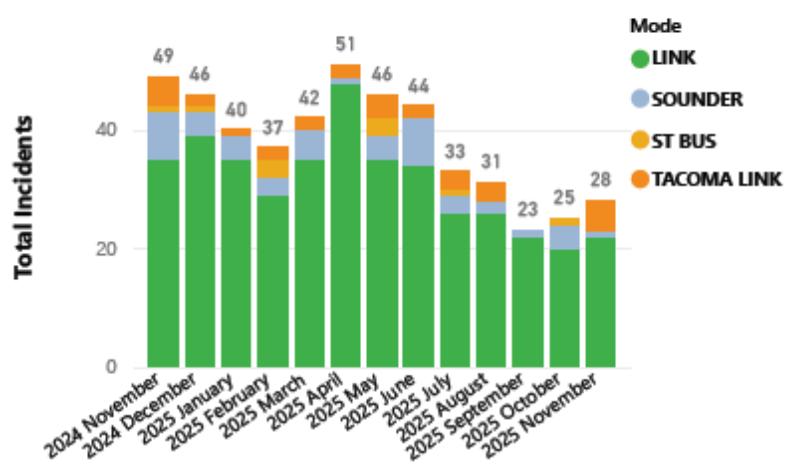
November 2025



## REO Security Report

November 2024 - November 2025

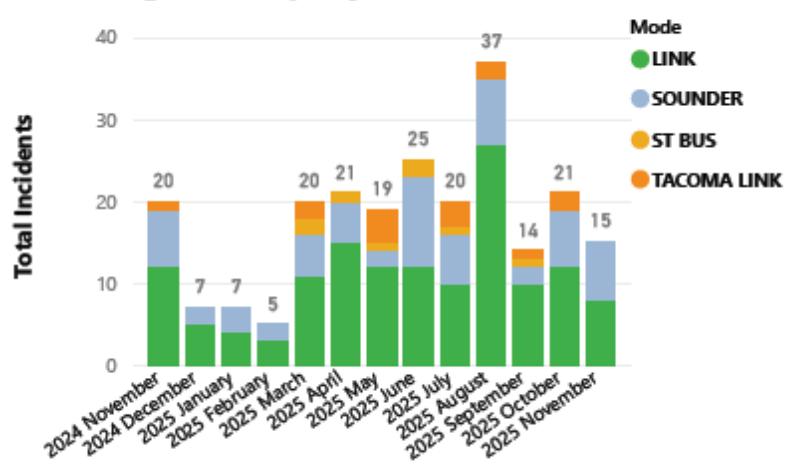
### Crimes Against Persons



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 November 2025, incidents involving reported crimes against persons slightly increased, with a decline in assaults on customers countered by an uptick in assaults on transit workers. Assaults on transit workers made up 60% of incidents involving crimes against persons. Police have engaged in an enforcement campaign focused on the alignment and trains.

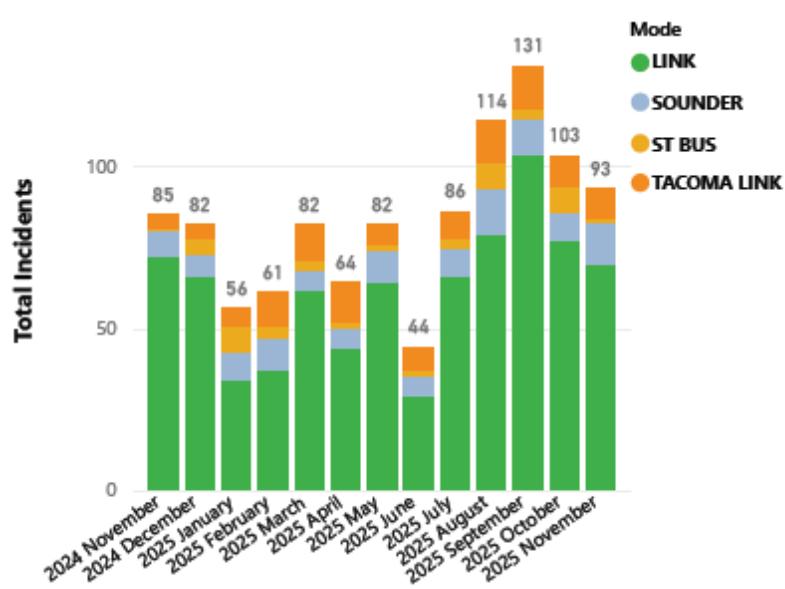
### Crimes Against Property



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 November 2025, total reports involving crimes against property decreased by 30%, largely driven by decreases in vehicle-related theft and vandalism. Vandalism dropped to its lowest level in 9 months, down almost 85% from a high in August 2025. The most common report types were bicycle theft, theft of ST property, and vandalism, each accounting for 20% of the total.

### 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 November 2025, total UTC reports decreased by 10%, approaching the six-month average. The drop was driven largely by a decrease in smoking incidents, which account for over half of UTC reports. Defecation/urination/spitting, consumption of alcohol, and impediment of movement remain the next most common report types.