

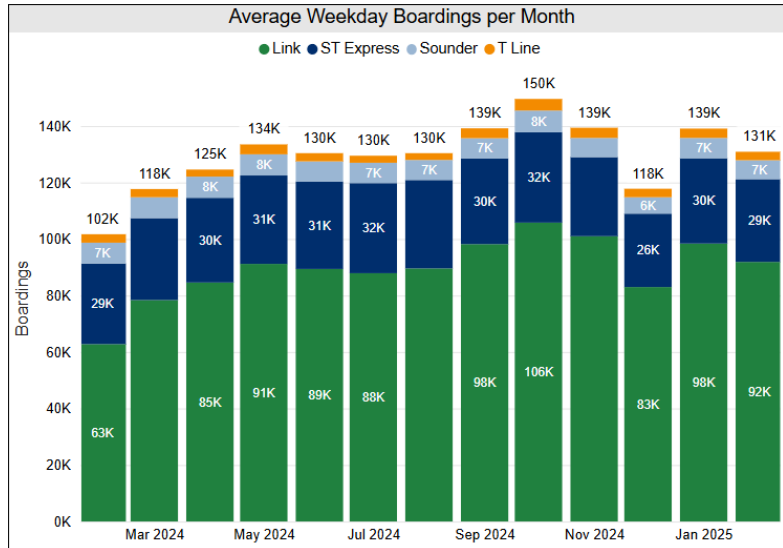
Monthly Performance Report

Service Delivery Department



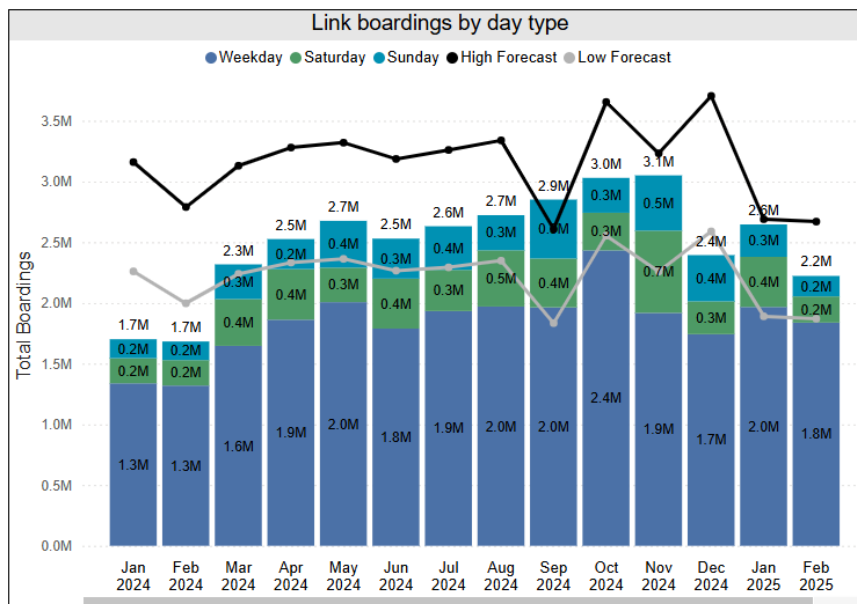
Ridership

For an up-to-date¹, interactive and more detailed look at ridership, please see: <https://www.soundtransit.org/ride-with-us/system-performance-tracker/ridership>



Monthly Boardings Metrics				
Month	Monthly Total Boardings	Average Weekday Boardings	Month-over-Month % Change	% Change vs. 2019
Feb 2025	3,111,000	131,000	-6%	-10%
Jan 2025	3,666,000	139,100	18%	-11%
Dec 2024	3,255,000	117,800	-15%	-18%
Nov 2024	3,974,000	139,300	-7%	-13%
Oct 2024	4,166,000	149,500	7%	-11%
Sep 2024	3,839,000	139,300	7%	-12%
Aug 2024	3,788,000	130,300	1%	-20%
Jul 2024	3,706,000	129,400	-1%	-21%
Jun 2024	3,523,000	130,400	-2%	-21%
May 2024	3,753,000	133,600	7%	-17%
Apr 2024	3,536,000	124,700	6%	-23%
Mar 2024	3,298,000	117,700	16%	-25%
Feb 2024	2,613,000	101,700	-2%	-30%
Jan 2024	2,612,000	103,300	-3%	-34%
Dec 2023	2,873,000	106,900	-8%	-25%
Nov 2023	3,087,000	115,900	-3%	-28%

- Average weekday boardings took a slight dip in February 2025, dropping 6% from January with each mode showing a decrease. However, February 2025 was almost 30% greater than February 2024 and is the highest ridership for that month since before the pandemic. Current totals put Sound Transit at 90% of its pre-pandemic boardings. Link continues to carry the highest proportion of passengers, nearly 70% of total ridership on Sound Transit services.



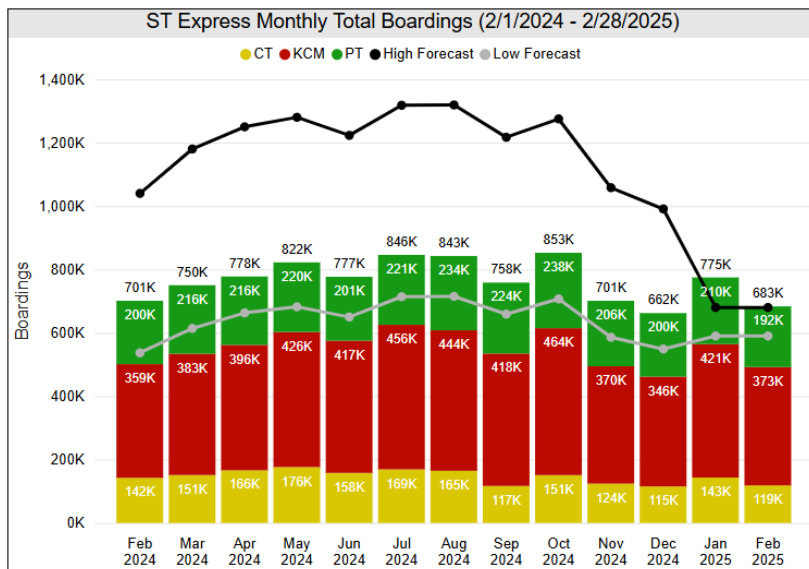
Link

- Overall, total boardings on Link fell by a little over 15%. This includes a reduction in average weekday boardings of 7% and reductions of just over 20% on Saturday and Sunday.
- However, February 2025 average weekday totals are over 45% greater than February 2024.
- These figures put Link squarely between the high and low forecasts for February 2025.
- The nearly 92,000 average weekday boardings is the makes February 2025 the fifth highest month ever.

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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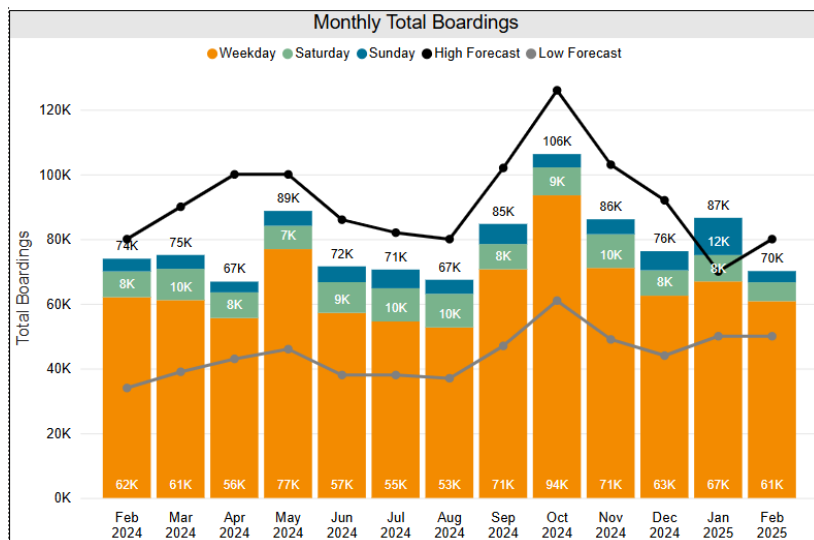
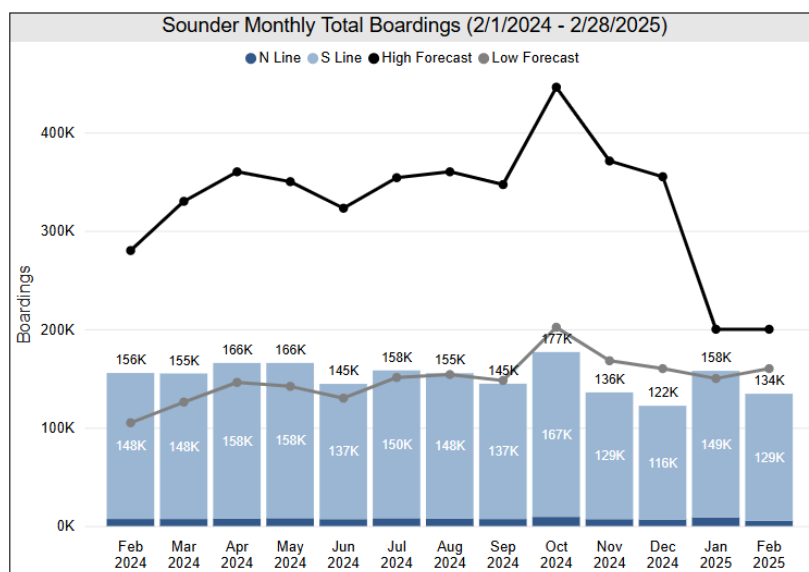


ST Express

- ST Express saw a decrease in average weekday boardings as compared to January. However, February had some weather issues which likely affected ridership.
- The decrease in average weekday boardings from January 2025 to February 2025 fell 12%, with February 2025 being 3% less than February 2024.
- ST Express met its high-end forecast in February 2025.

Sounder

- Due to a higher than usual number of cancellations on Sounder in February 2025, ridership fell from January to February by 6%.
- As noted in previous reports, Sounder ridership seems to have stabilized at about 45% of its pre-pandemic level.
- Sounder landed below its low forecast for total boardings in February 2025.



T-Line

- T-Line saw total ridership decrease in February. This February had one less day than last year.
- Overall ridership on T-Line performed well above the low forecast.

Monthly Performance Report

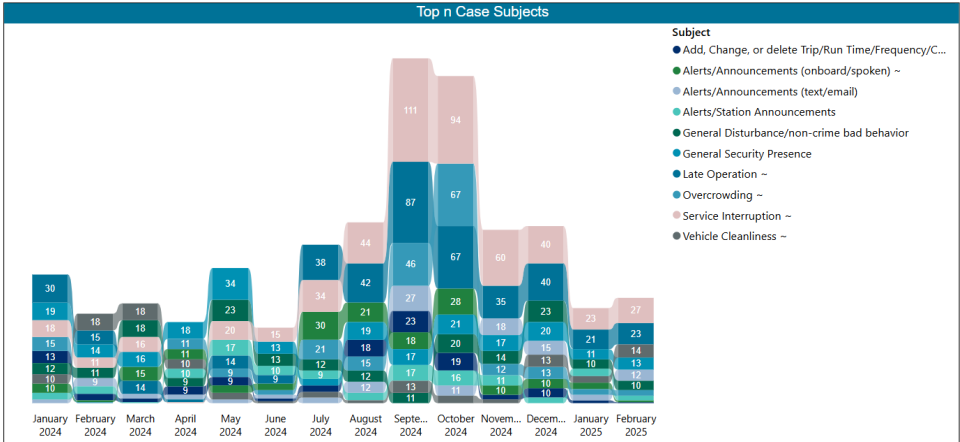
Service Delivery Department



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	91%	Line 1: 97% Line 2: N/A	Siemens: 72% Kinkisharyo: 86%	Siemens: 60,600 Kinkisharyo: 41,900	Vehicles: 99% Track: 99% Power: 89% Facilities Mech: 95% Facilities Elec: 61%	59%	8.6
Prior Month	82%	Line 1: 93% Line 2: 98%	Siemens: 71% Kinkisharyo: 75%	Siemens: 31,683 Kinkisharyo: 17,615	Vehicles: 98% Track: 100% Power: 92% Facilities Mech: 93% Facilities Elec: 97%	85%	5.1
Current	80%	Line 1: 91% Line 2: 97%	Siemens: 75% Kinkisharyo: 68%	Siemens: 45,603 Kinkisharyo: 13,950	Vehicles: 97% Track: 100% Power: 91% Facilities Mech: 89% Facilities Elec: 96%	88%	6.4
Trend	↘	Line 1: ↘ Line 2: ↘	Siemens: ↗ Kinkisharyo: ↘	Siemens: ↗ Kinkisharyo: ↘	Vehicles: ↘ Track: → Power: ↘ Facilities Mech: ↘ Facilities Elec: ↘	↗	↘

- Link remains below target for its On Time Performance and Operated as Scheduled metrics for the seventh month in a row. As with previous months, performance towards these metrics was due to a number of planned and unplanned service disruptions in February. Link continues to struggle with the two signifiers of fleet health, including fleet availability which is below target for both fleets, and Mean Distance Between Failure with is below target for the Kinkisharyo fleet. Linked achieved it's preventative maintenance targets for all asset types except facilities mechanical where it was below target by 1%. Parking utilization at Link facilities remains high.



Link Customer Comments

- Link saw a slight increase in customer complaints per 100,000 boardings in February 2025 but remains well within the target range.
- Service-related issues, including service interruptions and late operations, topped concerns of Sound Transit's Link customers again in February, though they continue to trend downward.
- Complaints related to rider safety and security also fell, along with complaints about operator attitude and demeanor.

Monthly Performance Report

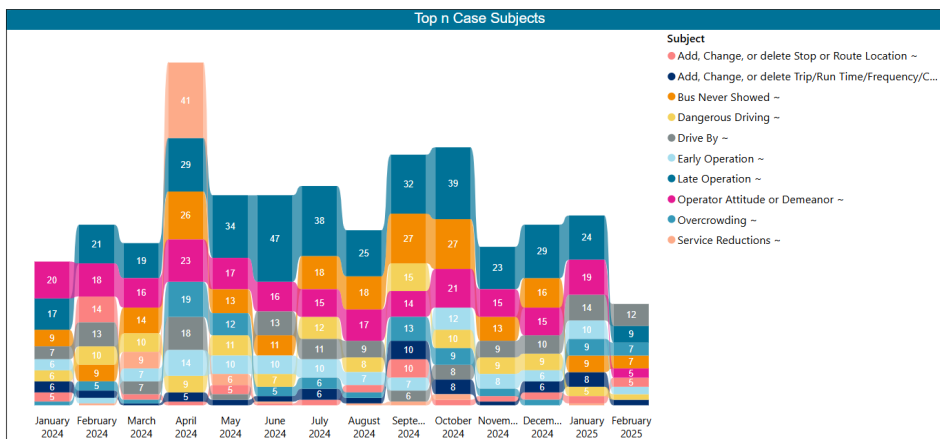
Service Delivery Department



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: 97% PT: 81% KCM: 87%	CT: 98.3% PT: 99.4% KCM: 99.6%	CT: 100% PT: 100% KCM: 99%	CT: 12,306 PT: 15,076 KCM: 6,915	CT: 100% PT: 100% KCM: 100%	57%	16.2
Prior Month	CT: 99% PT: 80% KCM: 89%	CT: 99.8% PT: 99.8% KCM: 98.6%	CT: 73% PT: 100% KCM: 98%	CT: 8,540 PT: 26,509 KCM: 7,921	CT: 100% PT: 100% KCM: 100%	72%	14.2
Current	CT: 98% PT: 80% KCM: 88%	CT: 99.2% PT: 99.7% KCM: 98.9%	CT: 79% PT: 100% KCM: 99%	CT: 12,125 PT: 23,283 KCM: 9,512	CT: 100% PT: 100% KCM: 100%	57%	10.1
Trend	CT: ↘ PT: → KCM: ↘	CT: ↘ PT: ↘ KCM: ↗	CT: ↗ PT: → KCM: ↗	CT: ↗ PT: ↘ KCM: ↗	CT: → PT: → KCM: →	↘	↘

- Pierce Transit continues to struggle to meet its On Time Performance target, due to 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, with the exception of just being under trips Operated as Scheduled, missing that mark by 0.1%.
- 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 as Scheduled target in February 2025. The increase in mean distance between road failures may be a result of King County's Metro's increase in maintenance personnel.



ST Express Customer Comments

- Overall, customer complaints fell significantly in February 2025 to the point where ST Express met its performance target.
- The complaints received fell into many of the normal categories such as Late Operation and Operator Demeanor.
- However, complaints about bus no-shows dropped as low as they have been over the past year.
- Instead, customers seem more concerned about overcrowded trips and buses driving by their stop without picking anyone up (which is often a sign that the bus was too crowded to add passengers).

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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: 96.1% North: 96.4%	South: 98.9% North: 100%	N/A	3,571	N/A	53%	14.1
Prior Month	South: 94.3% North: 96.1%	South: 98.8% North: 99.4%	N/A	10,636	N/A	55%	17.1
Current	South: 94.0% North: 98.2%	South: 89.4% North: 68.1%	N/A	293	N/A	43%	36.4
Trend	South: ↘ North: ↗	South: ↘ North: ↘		↗		↘	↗

- Souder Operated as Scheduled was far below target for February due Amtrak falling behind on required preventative maintenance (PM) of equipment. A large portion of the fleet had to be removed from service to catch up on PMs, so Souder was not able to provide the full-service schedule for several weeks. Ultimately 84 trains were cancelled for this reason. Additionally, a landslide on the N Line track resulted in a required 2-day moratorium for passenger trains through the area, causing 16 further cancellations on the N Line. Customer complaints per 100,000 boardings doubled over the previous month as customers were understandably frustrated with the significant cuts to service.

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	91.4%	91.4%	87.9%	N/A	N/A	41%	1.3
Prior Month	99.7%	99.7%	93.5%	N/A	N/A	45%	1.1
Current	99.8%	99.8%	96.9%	N/A	N/A	41%	1.4
Trend	↗	↗	↗		→	↘	↗

- Fleet availability raised this month. T-Line continues to meet all of its performance targets in February 2025. T-Line customer complaints per 100,000 boardings raised slightly but T-Line is well within target.

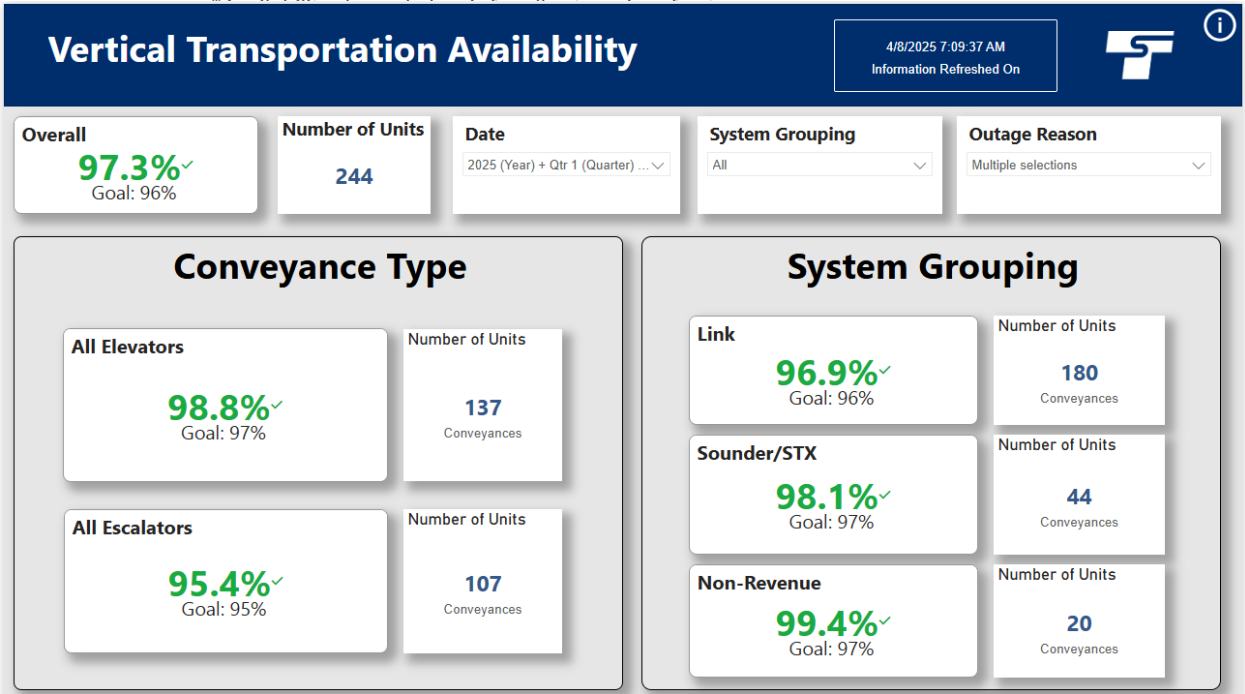
² Based on Tacoma Dome Station, which is shared with Souder.

Monthly Performance Report

Service Delivery Department



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>



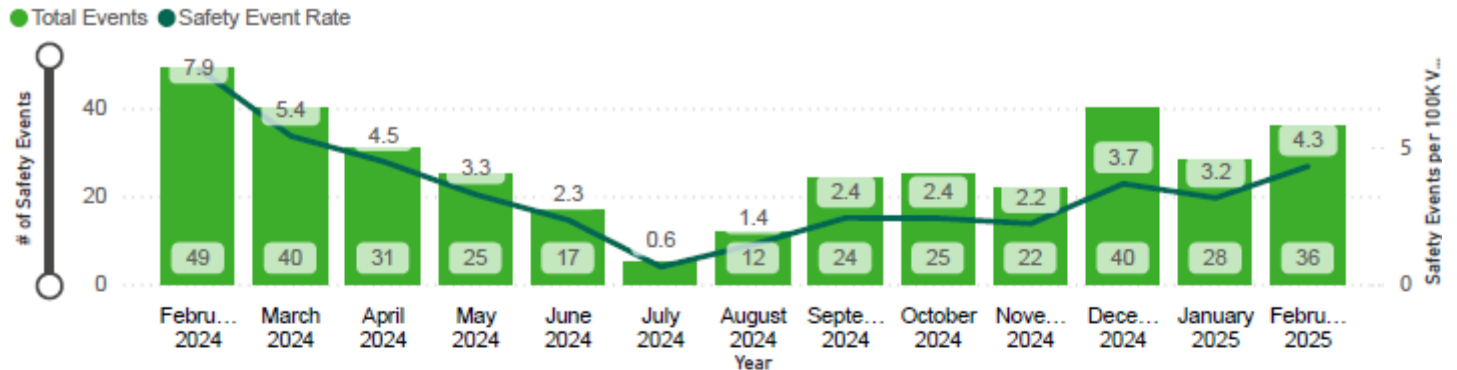
Monthly Performance Report

Safety February 2025



Monthly Reportable Events for Link February 2024 - February 2025

Safety Event KPI

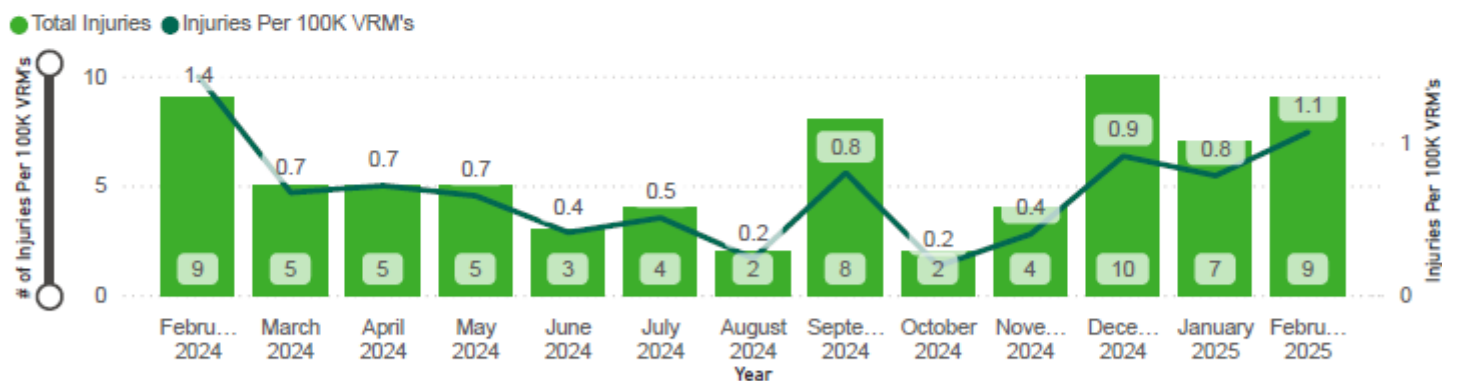


Definitions: National Transit Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Examples include collisions, fires, derailments, evacuations, etc.

February 2025: Seven (7) Major Reportable Events and Twenty-nine(29) Non-Major Reportable Safety Events:

- Five (5) Non-Major Slip and Falls
- Ten (10) Non-Major Assaults Transit Worker
- One (1) Non-Major Assault Transit Worker - Weapon
- Seven (7) Non-Major Non-Physical Transit Worker Assault
- Six (6) Non Major Non-Physical Assault Worker- Weapon
- Three(3) Major Reportable Collisions
- Two(2) Major Reportable Evacuations
- Two(2) Major Reportable Pedestrian Assaults

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.

February 2025: Two (3) Major Reportable and Six (6) Non-Major Reportable Injuries:

- One(1) Major Collision
- Two (2) Major Pedestrian Assaults
- Five(5) Non-Major Slip and Fall
- One(1) Non- Major Assault Worker

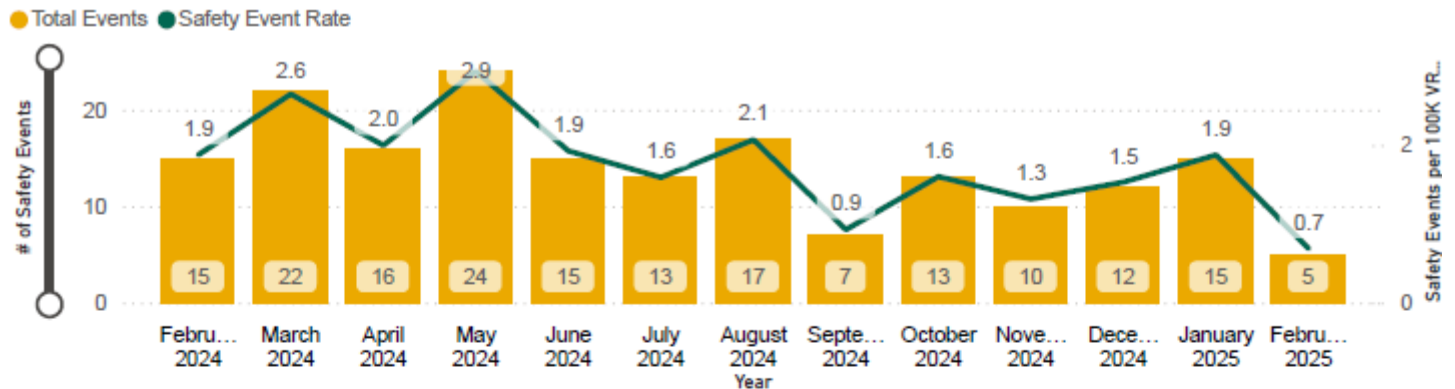
Monthly Performance Report

Safety February 2025



Monthly Reportable Events for ST Express February 2024 - February 2025

Safety Event KPI

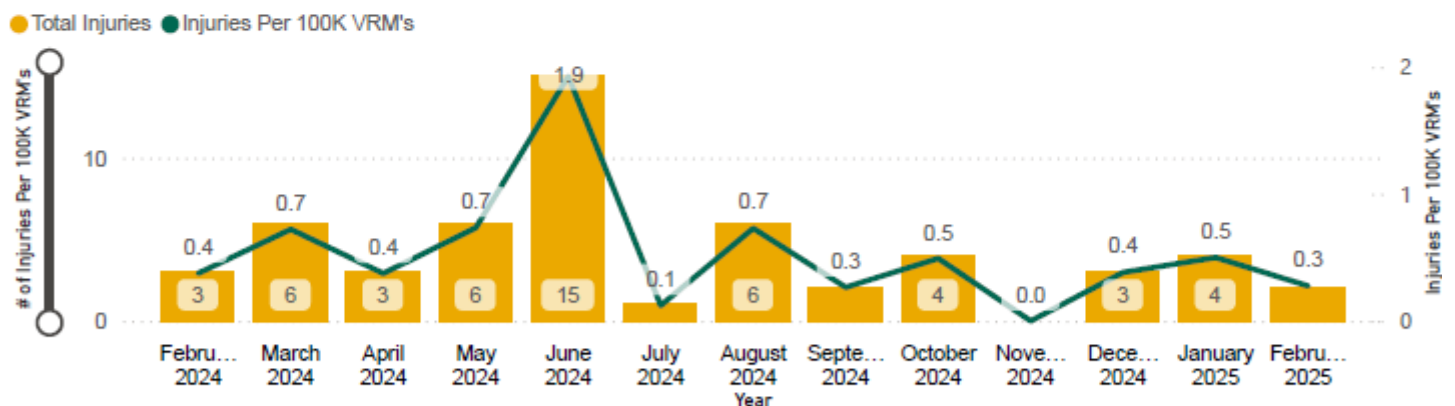


Definitions: National Transit Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Examples include collisions, fires, derailments, evacuations, etc.

February 2025: Four(4) Non-Major Reportable and One(1) Major Reportable Safety Event

- Three (3) Non-Major Non-Physical Assault Worker
- One(1) Non-Major Slip and Fall
- One (1) Major Passenger assault

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.

February 2025: One (1) Major Reportable and One(1) Non-Major Reportable Injury

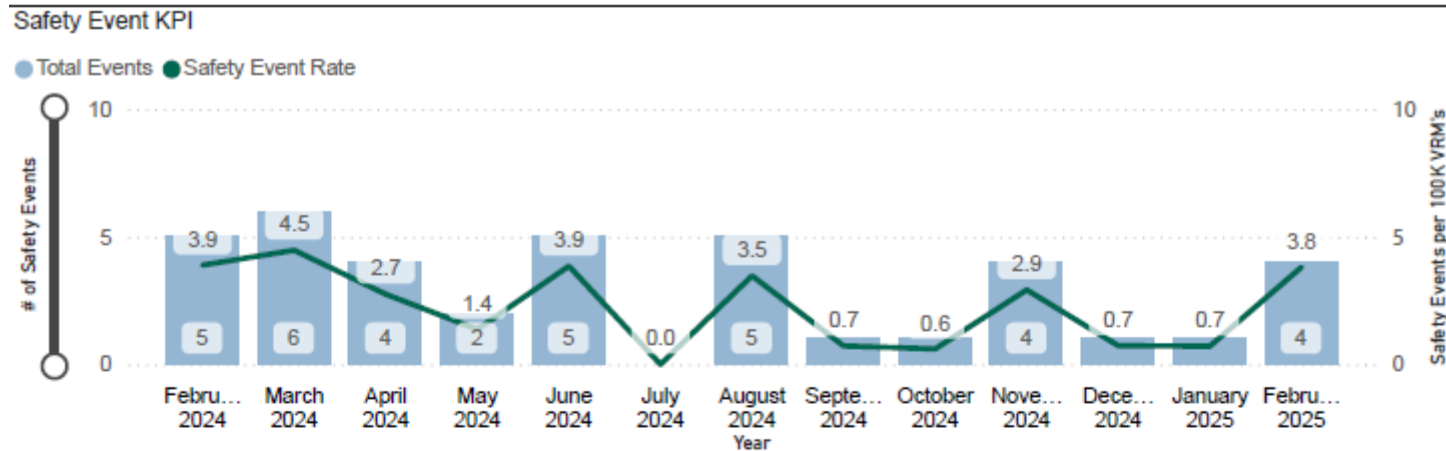
- One(1) Major Passenger Assault
- One (1) Non-Major Slip and Fall

Monthly Performance Report

Safety February 2025



Monthly Reportable Events for Sounder February 2024 - February 2025

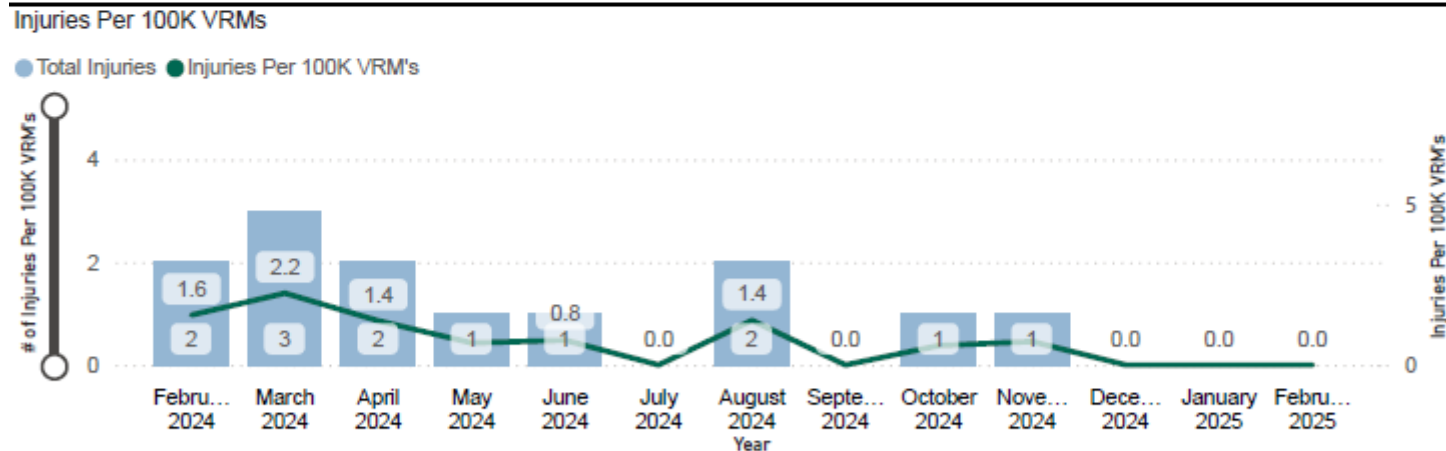


Sounder Commuter Rail events are reported under multiple definitions. Federal Railroad Administration (FRA) reporting requirements generally cover safety events, while National Transit Database (NTD) reporting requirements for commuter rail cover major security events and non-major assaults against transit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

February 2025: Four (4) Reportable safety events:

- One (1) physical transit worker assault at Everett Station.
- Two (2) non-physical transit worker assaults, one (1) at Auburn Station and one (1) at Everett Station.
- One (1) gasoline spill at Kent Station Parking Garage.

While safety event numbers have been fairly volatile month to month, they appear to have dropped overall since Q1 and Q2 of 2024. This has been led primarily by a decline in assault activity at Kent Station, which has historically been a major source of reportable safety events for Sounder.



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.

February 2025: No (0) Reportable Injury Events.

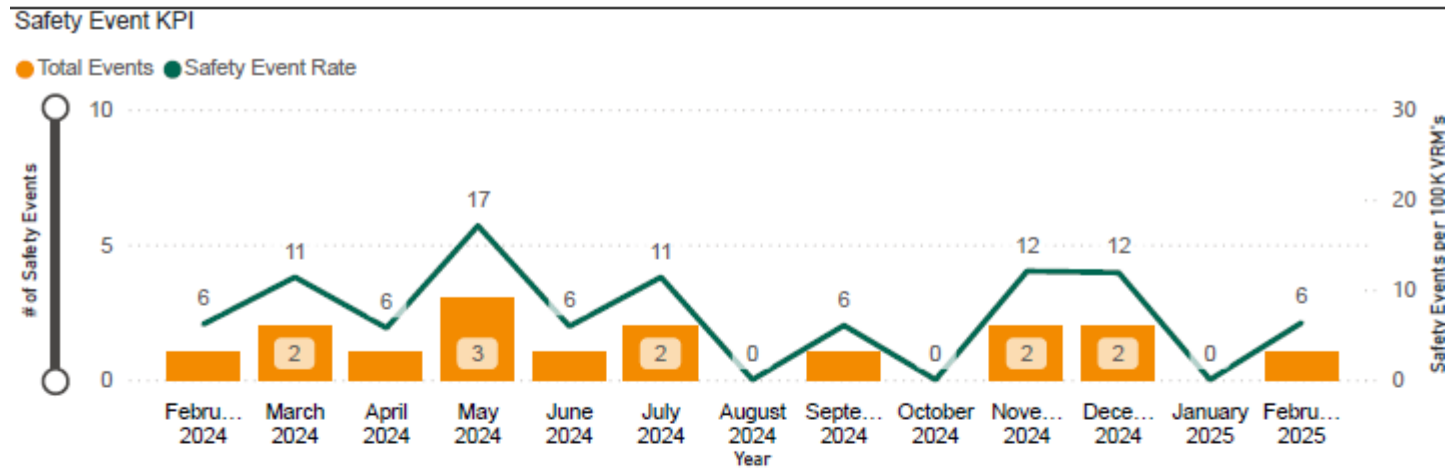
Injury rates appear to have bottomed out, settling down at an average of one (1) per month or less since May 2024.

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Safety February 2025



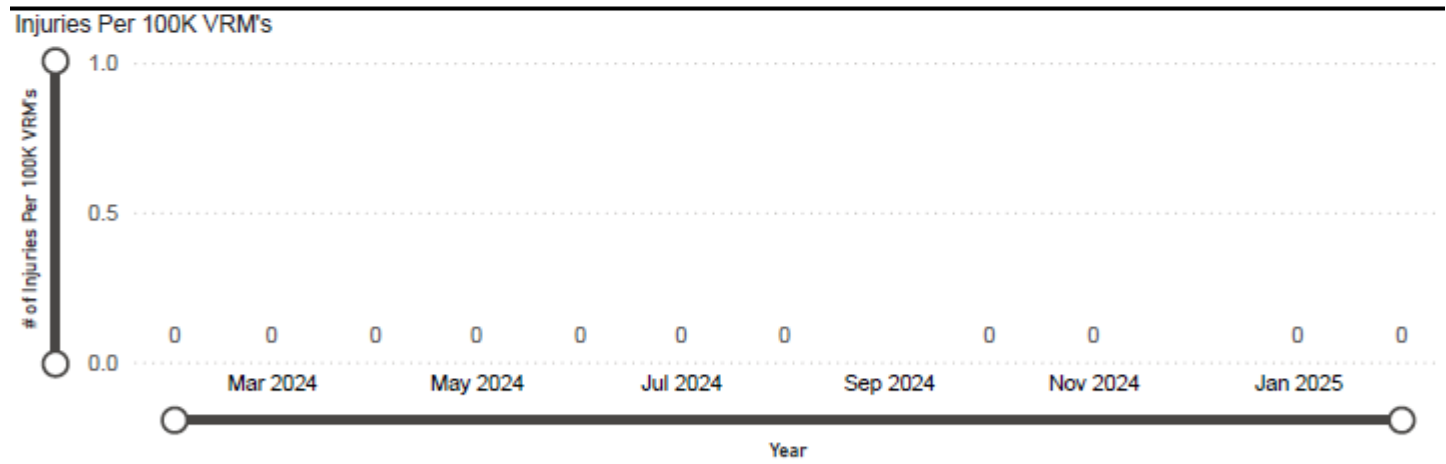
Monthly Reportable Events for T-Line February 2024 - February 2025



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.

February 2025: One (1) Reportable safety event

- One (1) Assault - Worker (No injuries)



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

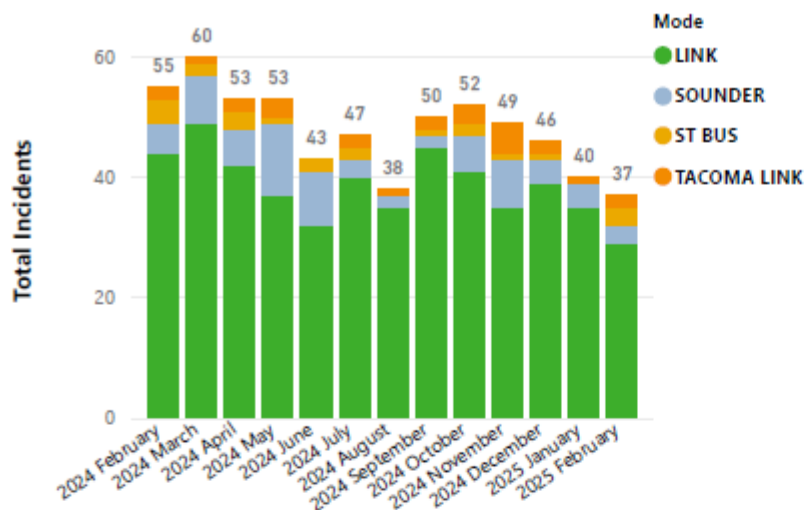
February 2025: No (0) Reportable injury event

Monthly Performance Report

Security February 2025



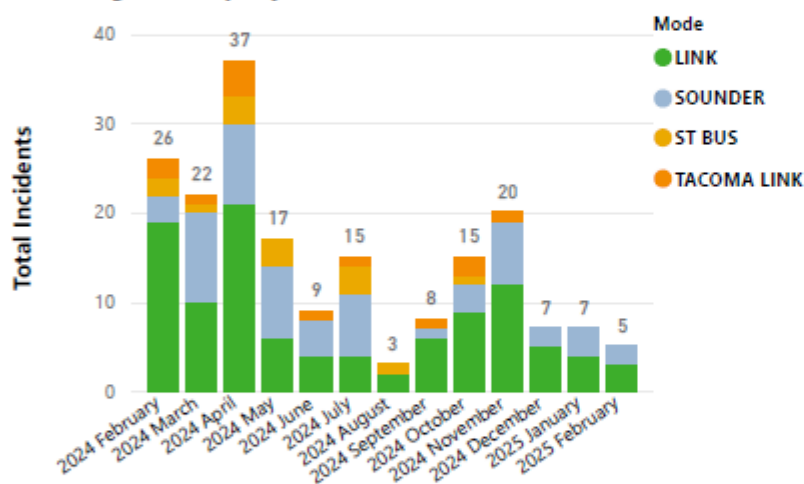
Crimes Against Persons



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 February 2025, 37 Crimes Against Persons were reported across all Sound Transit modes. The most-reported Crime Against Persons was physical assault against transit workers (13), followed by physical assault against transit workers (9) and physical assault against customers (7).

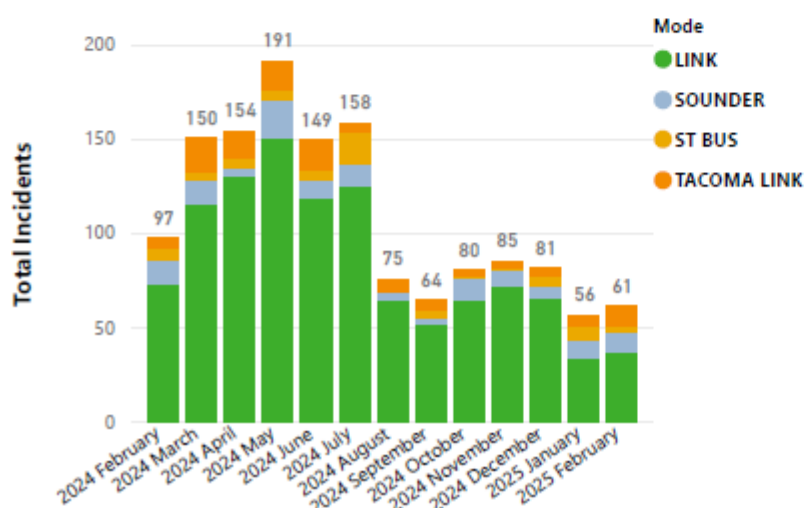
Crimes Against Property



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 February 2025, 5 Crimes Against Property were reported across all Sound Transit modes. The reported Crimes Against Property were split between vandalism (3) and theft of vehicles (2).

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 February 2025, 61 UTC incidents were reported across all Sound Transit modes. The most frequently reported specific categories of UTC in February were smoking (19), defecating/urinating/spitting in public (11), and unreasonably disturbing others (10).