

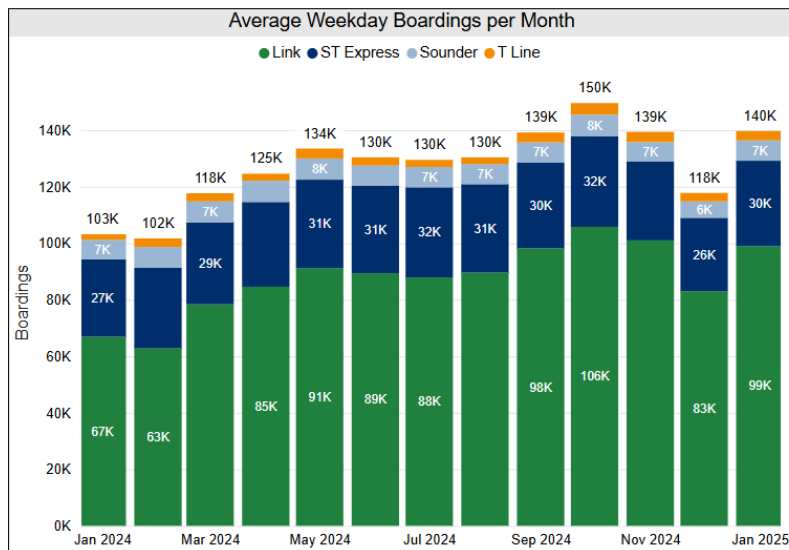
Monthly Performance Report

Service Delivery Department



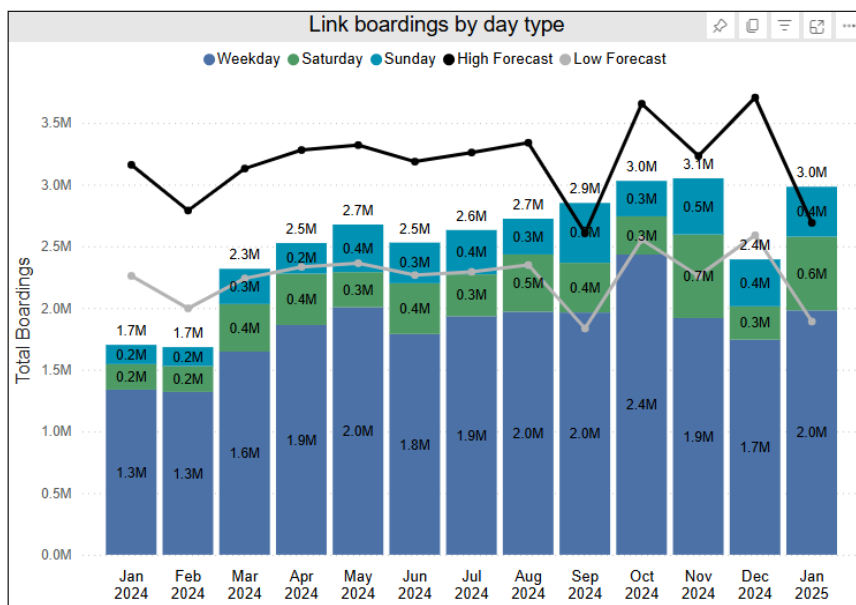
Ridership

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
Jan 2025	4,002,000	139,800	19%	-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%
Oct 2023	3,376,000	119,800	2%	-29%

- Overall boardings began to recover in January 2025 from two consecutive months of falling average weekday boardings across all modes. The recovery was felt across each mode, with each mode showing a higher number of average weekday boardings in January 2025 compared to December 2024. The 139,800 average weekday boardings in January 2025 represents a 35% increase over January 2024. Due to the growth in ridership across each mode, Sound Transit reached almost 90% of its pre-pandemic ridership.



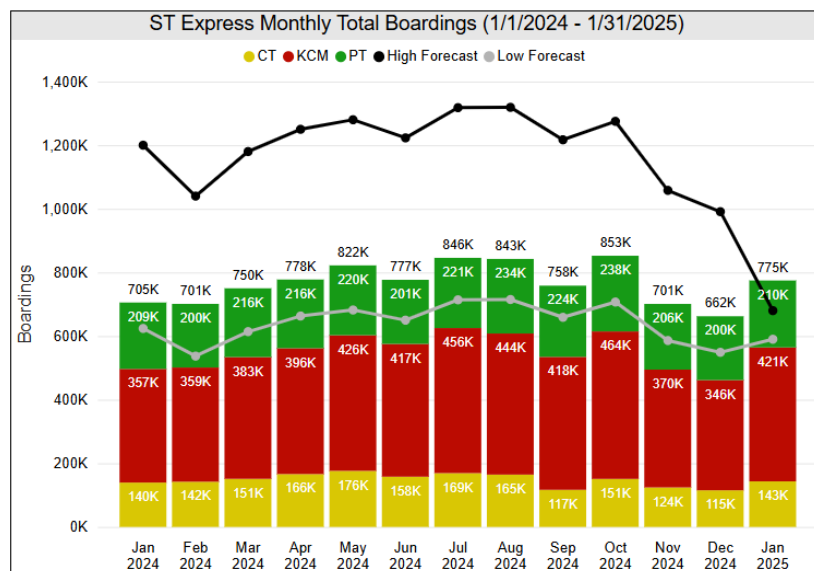
Link

- Overall, total boardings on Link grew to be the second highest monthly total in the history of the operation of this service. This occurred despite the impact on ridership of closing the Downtown Transit Tunnel mid-month in order to work on the 2 Line tie-in.
- These figures put Link significantly above even the high forecast for January 2025.
- Average weekday boardings increased by almost 20% from December 2024 to January 2025, and is a whopping 30% higher than January 2019, pre-pandemic.

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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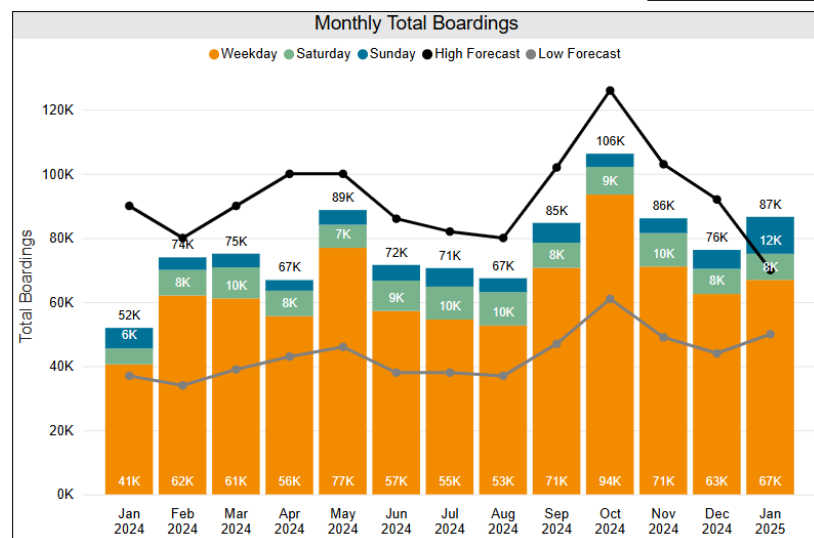
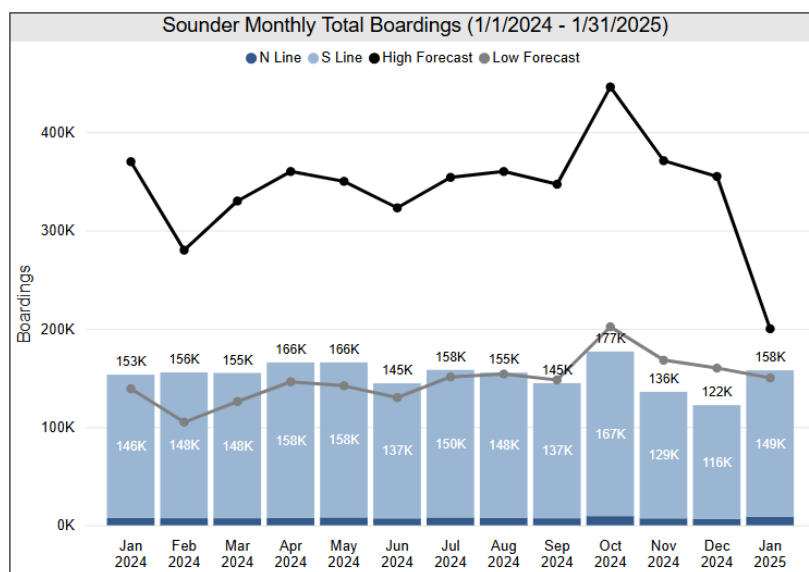


ST Express

- ST Express saw a marked increase in in average weekday boardings to post its sixth highest month since the advent of the pandemic.
- The increase in average weekday boardings from December 2024 to January 2025 topped 15%, with January 2025 being over 10% greater than January 2024.
- ST Express exceeded its high-end forecast in January 2025.

Sounder

- As with the other modes, Sounder experienced a seasonal increase in the number of total monthly boardings taken in January 2025.
- As noted in previous reports, Sounder ridership seems to have stabilized at about 45% of its pre-pandemic level.
- Average weekday boardings increased by 23% from December 2024 to January 2025.
- Sounder landed slightly above its low forecast for total boardings in January 2025.



T-Line

- As with the other modes, T-Line saw total ridership increase from December 2024 to January 2025 by a total of 14%. This growth is likely due to an increase in student boardings coming out of winter break.
- January 2025 ridership was a massive 67% greater than January 2024.
- Overall ridership on T-Line significantly outperformed even the high-end projection in January 2025.

Monthly Performance Report

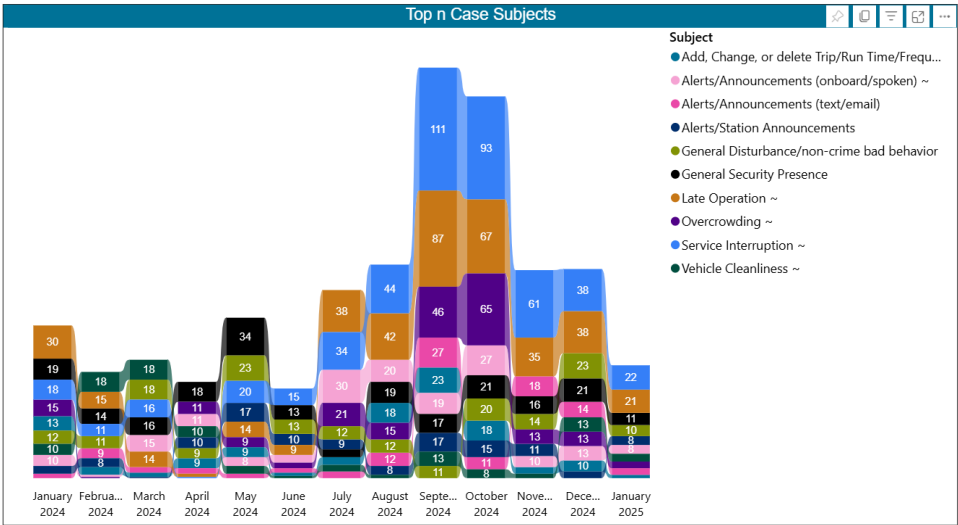
Service Delivery Department



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	79%	Line 1: 93% Line 2: N/A	Siemens: 79% Kinkisharyo: 54%	Siemens: 39,619 Kinkisharyo: 60,285	Vehicles: 100% Track: 99% Power: 86% Facilities Mech: 98% Facilities Elec: 56%	75%	11.3
Prior Month	81%	Line 1: 81% Line 2: 93%	Siemens: 71% Kinkisharyo: 64%	Siemens: 49,906 Kinkisharyo: 20,050	Vehicles: 95% Track: 100% Power: 89% Facilities Mech: 97% Facilities Elec: 99%	59%	10.8
Current	84%	Line 1: 92% Line 2: 98%	Siemens: 71% Kinkisharyo: 75%	Siemens: 32,857 Kinkisharyo: 19,817	Vehicles: 97% Track: 100% Power: 92% Facilities Mech: 93% Facilities Elec: 97%	85%	6.5
Trend	↗	Line 1: ↗ Line 2: ↗	Siemens: ➡ Kinkisharyo: ➡	Siemens: ↘ Kinkisharyo: ↘	Vehicles: ➡ Track: ➡ Power: ➡ Facilities Mech: ↘ Facilities Elec: ↘	↗	↗

- Link failed to meet its On Time Performance and Operated as Scheduled targets for the sixth month in a row, likely due to service disruptions the mode experienced in January 2025. Fleet availability again remained below target in January 2025 for both fleet types, however, Kinkisharyo improved by 11% over December 2024. Despite this, the Kinkisharyo's Mean Distance Between Failure fell just below targets. Link achieved its Preventative Maintenance compliance target for all asset types.



Link Customer Comments

- Link saw significantly fewer customer complaints in January 2025.
- Service-related issues, including service interruptions and late operations were again the top concerns of Sound Transit's Link customers, though the volume of these types of complaints fell yet again in January 2025.
- Complaints related to rider safety and security remained the next highest concern for Link riders.

Monthly Performance Report

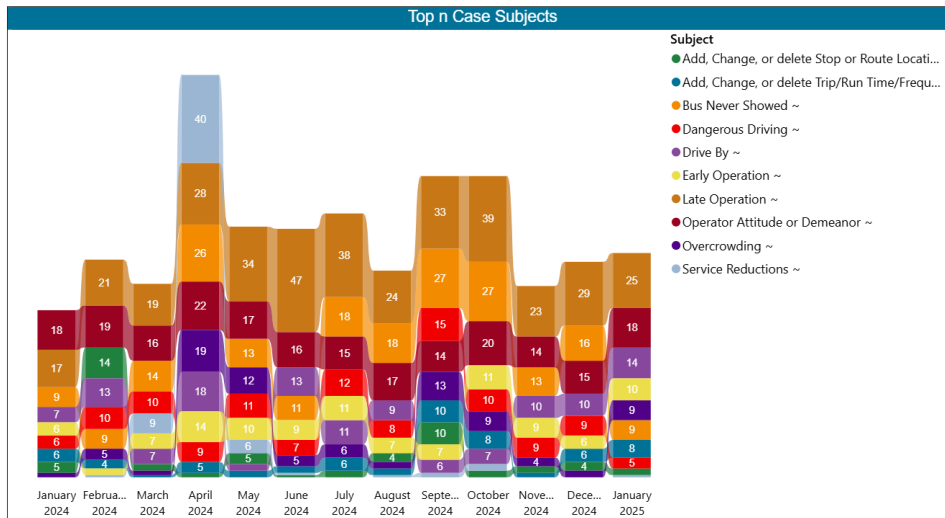
Service Delivery Department



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: 88%	CT: 98.4% PT: 99.3% KCM: 99.2%	CT: 100% PT: 99% KCM: 96%	CT: 5,655 PT: 18,704 KCM: 4,969	CT: 100% PT: 98% KCM: 100%	73%	12.6
Prior Month	CT: 98% PT: 74% KCM: 86%	CT: 99.4% PT: 99.6% KCM: 98.6%	CT: 78% PT: 100% KCM: 98%	CT: 8,540 PT: 26,509 KCM: 7,921	CT: 100% PT: 99% KCM: 100%	57%	18.6
Current	CT: 99% PT: 80% KCM: 89%	CT: 99.8% PT: 99.8% KCM: 98.6%	CT: 73% PT: 100% KCM: 98%	CT: 12,125 PT: 23,283 KCM: 9,512	CT: 100% PT: 100% KCM: 100%	72%	13.9
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.
- Community Transit also met all if its performance targets, but one. Fleet availability on Community Transit operated service remained below target in January 2025.
- King County Metro fell short of its Operated as Scheduled target in January 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 January 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).

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: 95.3% North: 93.2%	South: 97.2% North: 100%	N/A	3,571	N/A	62%	18.3
Prior Month	South: 94.5% North: 98.8%	South: 99.6% North: 99.4%	N/A	14,807	N/A	53%	18.8
Current	South: 96.1% North: 94.3%	South: 98.8% North: 99.4%	N/A	10,636	N/A	50%	17.1
Trend	South: ↗ North: ↘	South: ↗ North: →		↗		↘	↘

- Sounder On Time Performance was slightly below the 95% target for the N Line, due to slide fence indication and freight delays. The S Line was slightly below target for Operated as Scheduled due to impacts from a BNSF pedestrian strike on January 20 (3 delays, 6 annulments). Customer complaints per 100,000 boardings went down, with the biggest complaint categories being overcrowding, consist length, and train schedule.

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	98.9%	98.9%	87.9%	N/A	N/A	47%	1.9
Prior Month	99.5%	99.5%	94.8%	N/A	N/A	41%	2.6
Current	99.7%	99.7%	93.5%	N/A	N/A	45%	1.2
Trend	↗	↗	↘		→	↗	↗

- Despite a small drop in fleet availability, T-Line continued to meet all of its performance targets in January 2025. T-Line customer complaints per 100,000 boardings fell slightly leaving T-Line well within target.

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

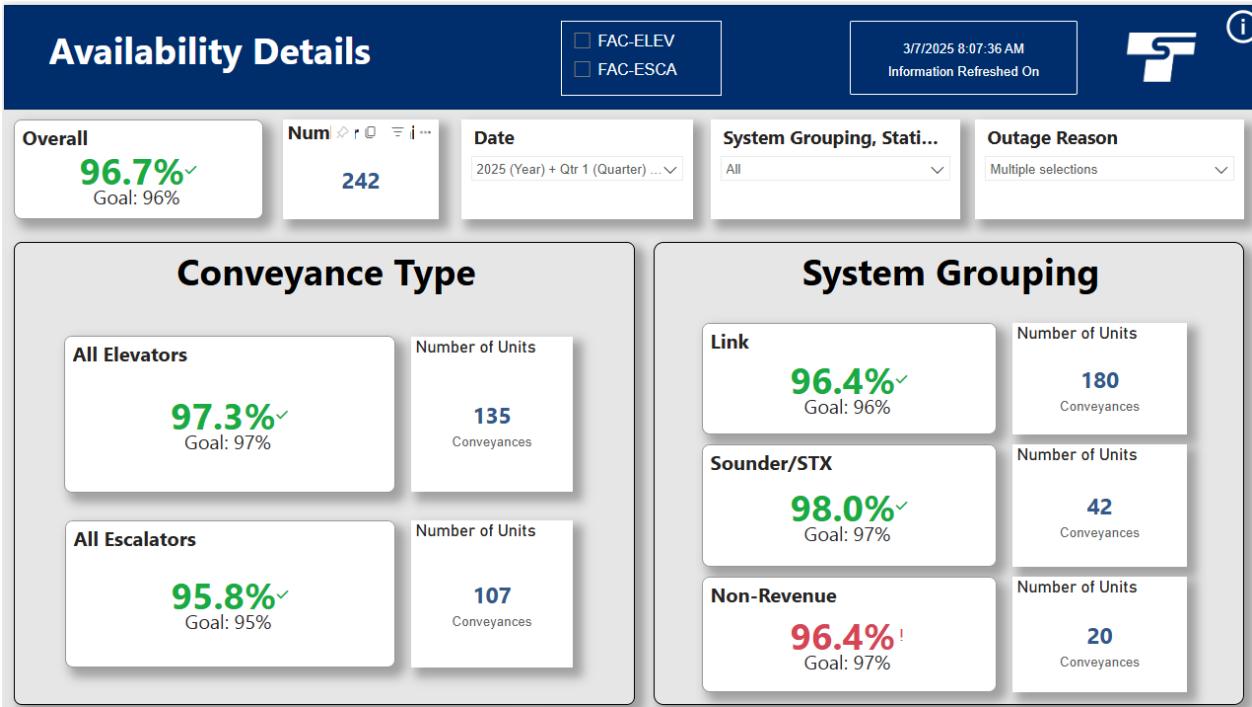
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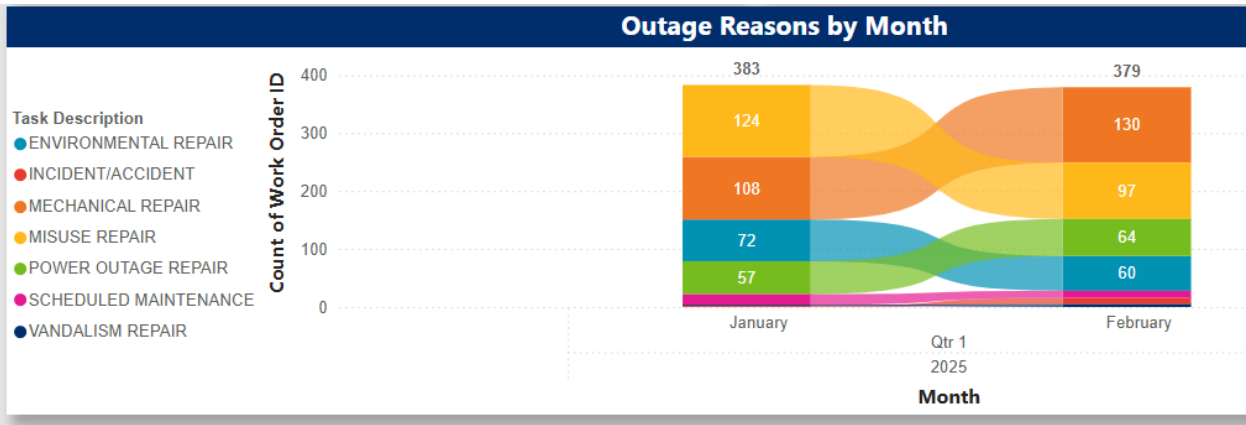


For an up-to-date, interactive and more detailed look at escalator and elevator performance, please see: <https://www.soundtransit.org/ride-with-us/system-performance-tracker/accessible>

**Availability shown below is for all categories of outage reasons.*



- **Non-Revenue** – This group fell below target due to Union Station Elevator #1. The unit experienced an outage due to damage to a rope related component. Unit was repaired and returned to service on 3/3/25



- Mechanical related outages were up 20% from the previous month. This was largely due to an increase of mechanical events with escalators at U district, Roosevelt and Symphony stations. Specifically, Symphony Station escalator #502, that experienced 8 mechanical outages in the month of February requiring multiple adjustments, troubleshooting and component replacement. Final repairs were completed on 2/28/25.
- Misuse events saw a decrease of 21 % from the previous month.

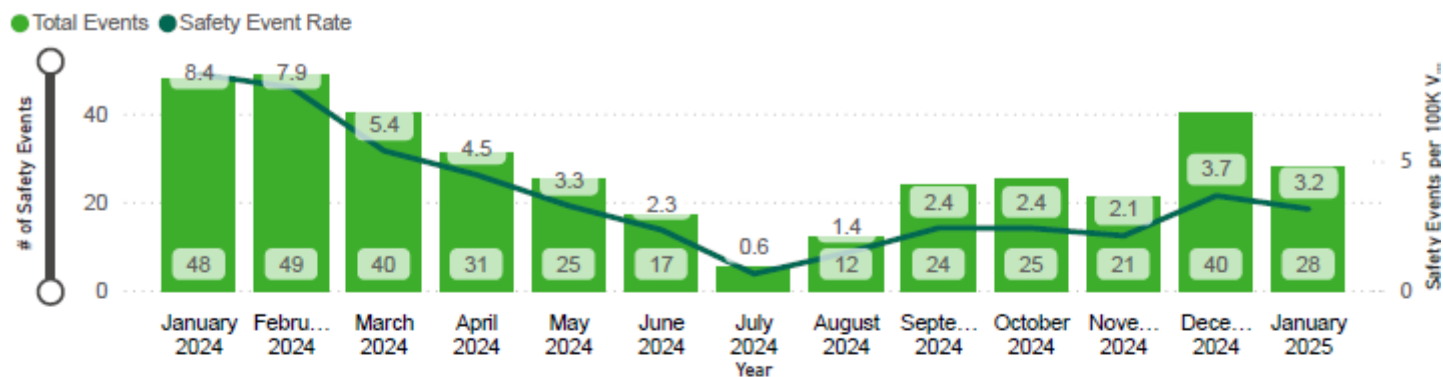
Monthly Performance Report

Safety January 2025



Monthly Reportable Events for Link January 2024 - January 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.

January 2025: Five (5) Major Reportable Events and Twenty-three (23) Non-Major Reportable Safety Events:

- Three (3) Major Evacuations
- One(1) Major Passenger Assault with Weapon
- One(1) Major Slip and Fall
- Eight (8) Non-Major Physical Transit Worker Assaults
- Nine (9) Non-Major Non-Physical Transit Worker Assault
- Two (2) Non-Major Non-Physical Transit Worker Assault-Weapon
- Four (4) Non-Major Slip & Fall

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.

January 2025: Three(3) Major and Four(4) Non Major Reportable Injuries

- One (1) Major Passenger Assault-Weapon
- Two(2) Major Pedestrian Slip and Fall
- Four(4) Non-Major Pedestrian Slip and Fall

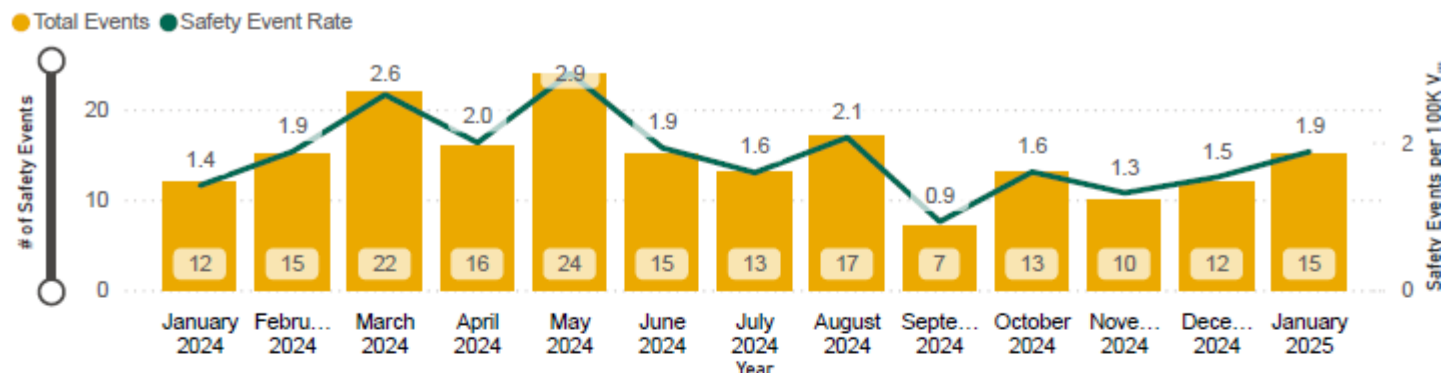
Monthly Performance Report

Safety January 2025



Monthly Reportable Events for ST Express January 2024 - January 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.

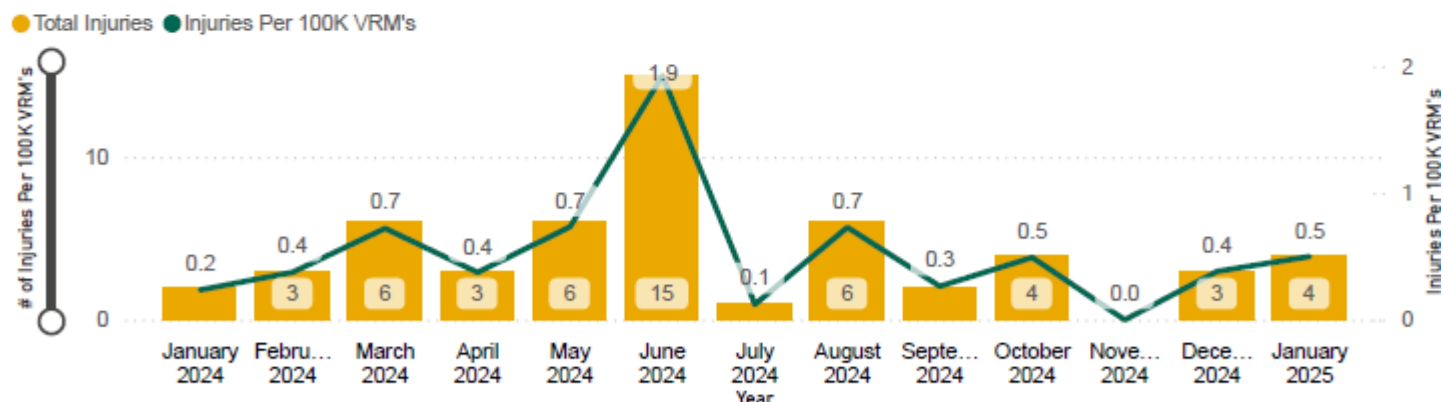
January 2025: Seven (7) Major Reportable Collisions-

- Five (5) Coach vs POV accidents of which resulted in a total of one (1) transit vehicle being towed, four (4) Private Vehicles being towed and three (3) Medical Transports
- One (1) Coach vs Coach accident, which did not result in a tow but resulted in one (1) medical transport
- One (1) Coach vs Object which resulted in tow of the coach was towed but no medical transport

January 2025: Eight (8) Non-Major Reportable Safety Events-

- Six (6) Non-Physical Assault Worker
- Two (2) Physical Assault Worker

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.

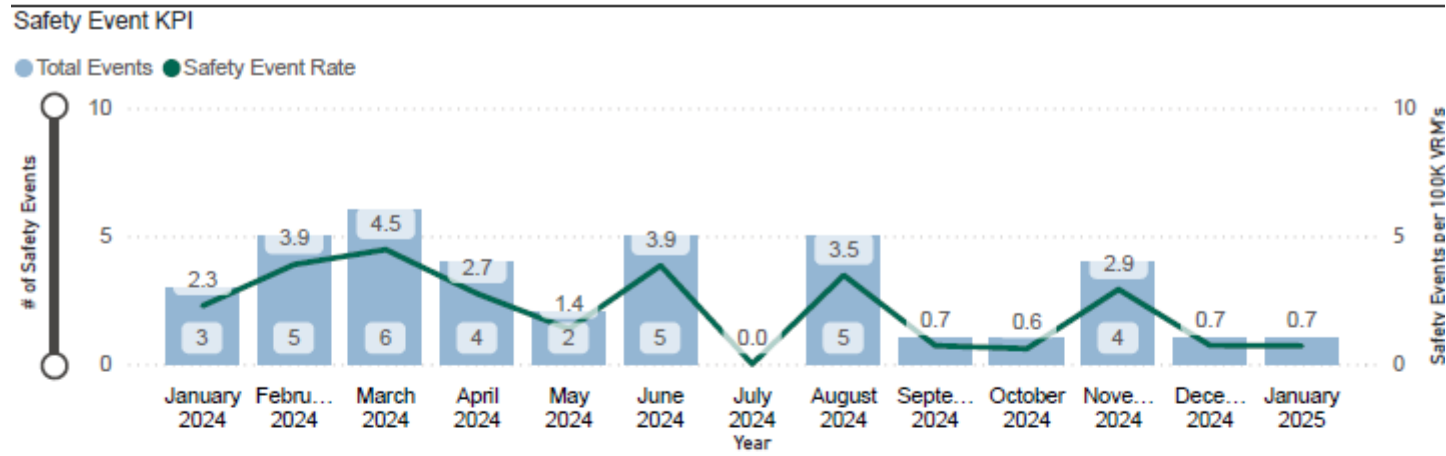
January 2025: Four (4) reportable injuries. All four (4) injuries were due to a collision (3 from a POV vs Coach & 1 from a Coach vs Coach) that required transportation away from the scene due to injuries sustained from the accident.

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Safety January 2025



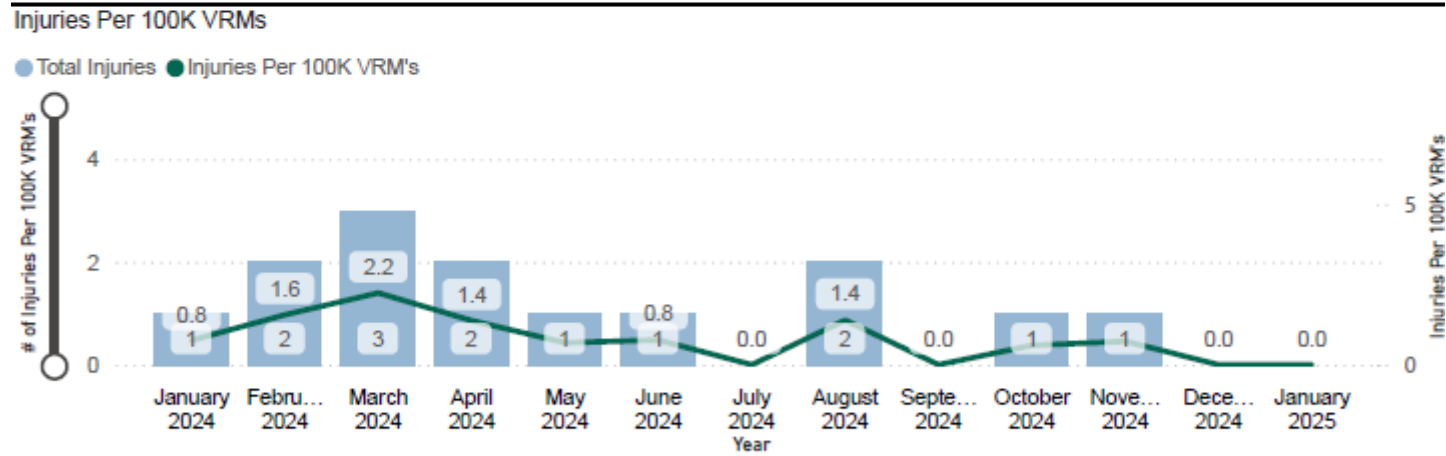
Monthly Reportable Events for Sounder January 2024 - January 2025



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.

January 2025: One (1) Reportable non-physical transit worker assault involving the display of a weapon.

While safety event numbers have been fairly volatile over the past year, 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 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.

January 2025: No (0) Reportable Injury Events.

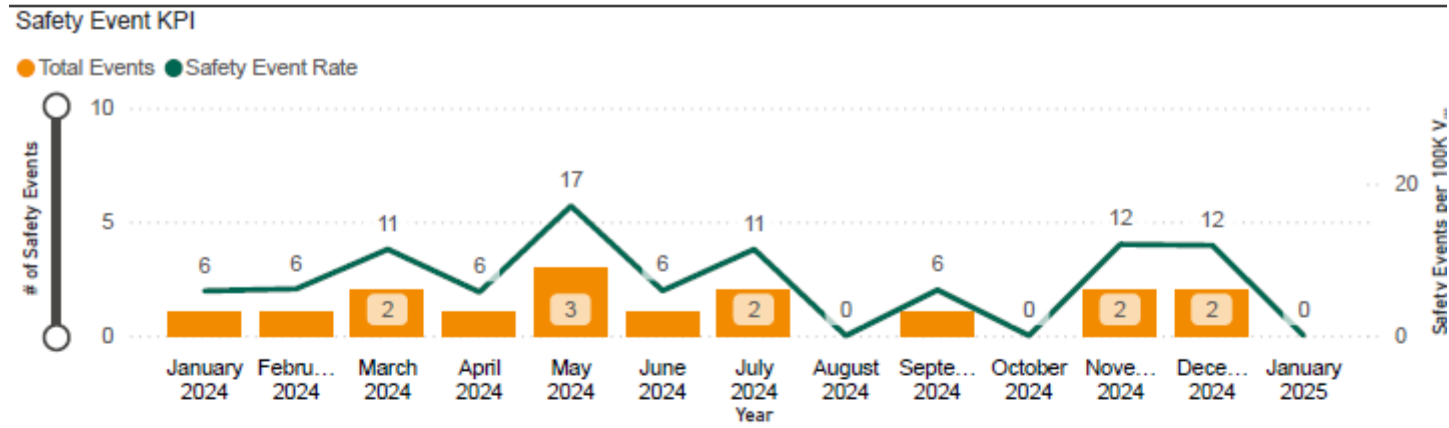
Injury rates appear to have bottomed out, dropping since Q1 and settling down at an average of approximately one (1) per month.

Monthly Performance Report

Safety January 2025

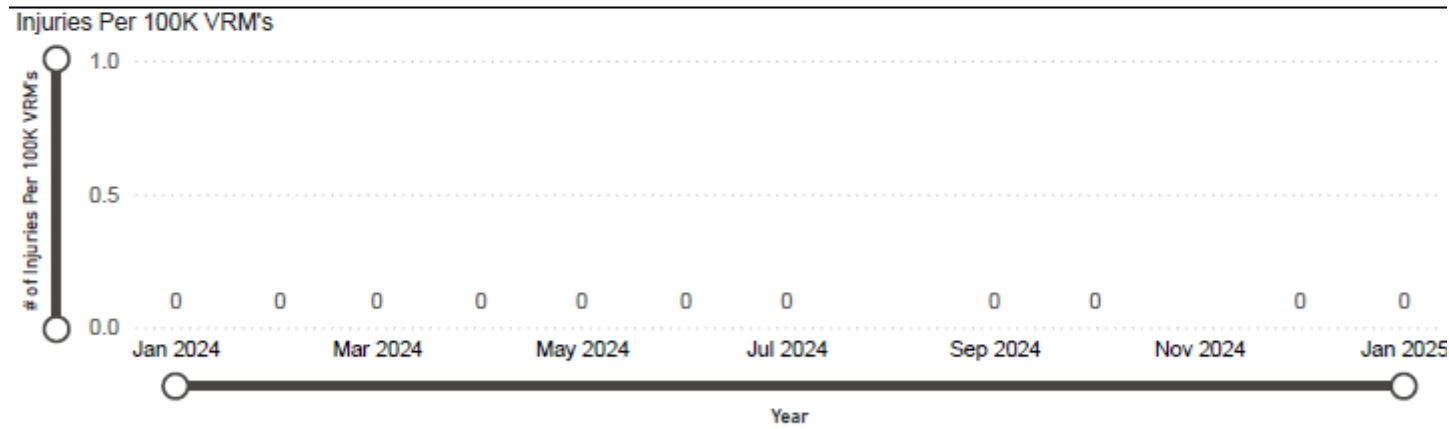


Monthly Reportable Events for T-Line January 2024 - January 2025



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.

January 2025: Zero (0) Reportable safety event

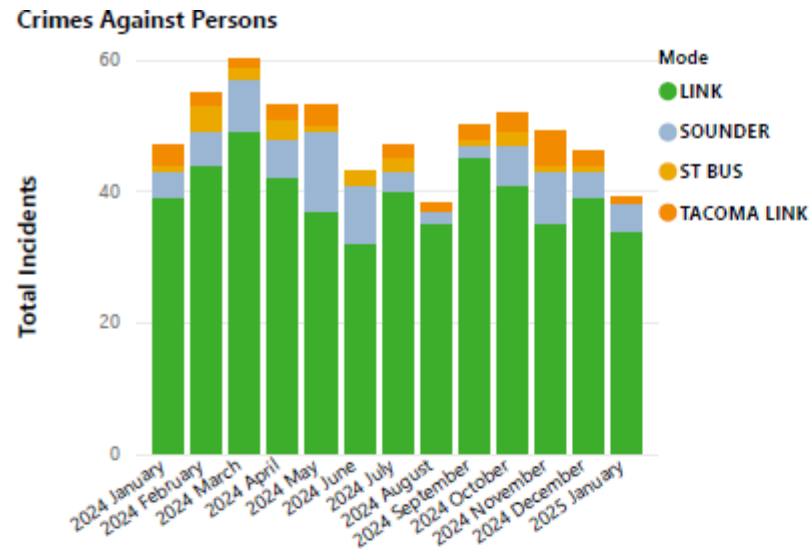


NTD definition of reportable injury: An injury requiring transportation away from the scene for medical attention for one of more persons.

January 2025: No (0) Reportable injury event

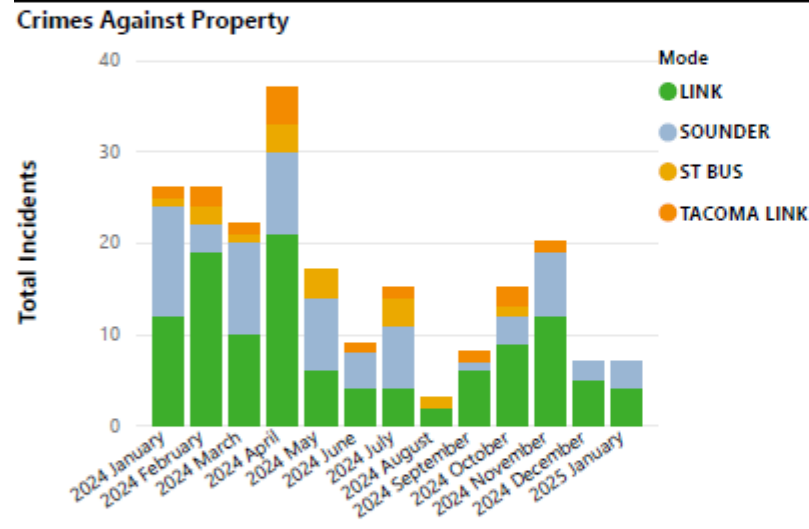
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Security January 2025



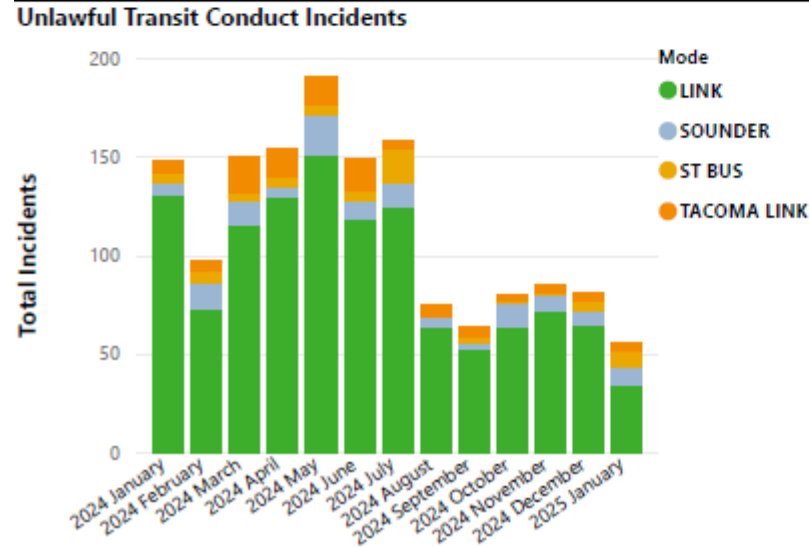
According to the National Incident-Based Reporting System (NIBRS), Crimes Against Persons are those crimes such as assault, whose victims are always individuals. The numbers include physical and verbal assaults, assaults with a weapon, and sexual offenses or both customers and transit workers.

In January 2025, 40 Crimes Against Persons were reported across all Sound Transit modes. The most-reported Crime Against Persons was physical assault against transit workers (11), followed by non-physical assault against transit workers (9) and physical assault against customers (6).



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 January 2025, 7 Crimes Against Property were reported across all Sound Transit modes. The reported Crimes Against Property were split between theft of unspecified personal property (3), and theft of vehicles (2), and vandalism (2).



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 January 2025, 56 UTC incidents were reported across all Sound Transit modes. The most frequently reported specific categories of UTC in January were smoking (21), defecating/urinating/spitting in public (18), and unreasonably disturbing others (8).