

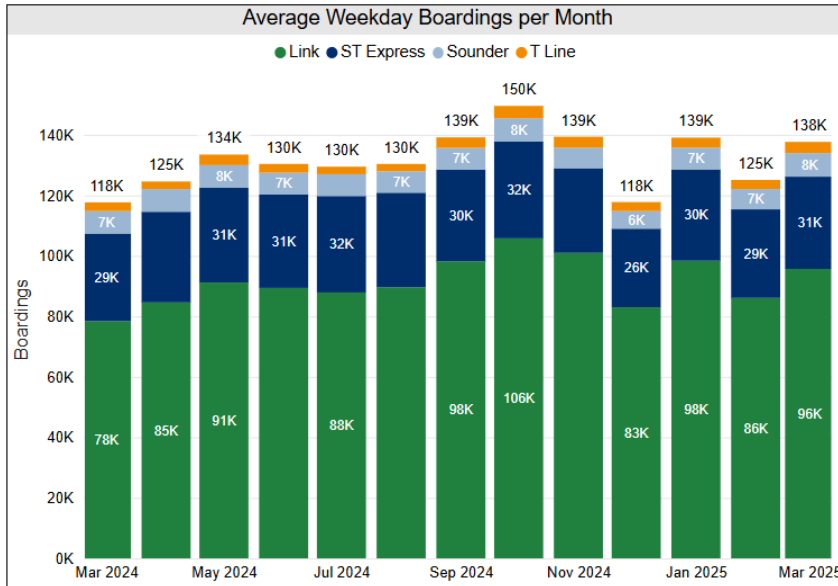
# Monthly Performance Report

Service Delivery Department



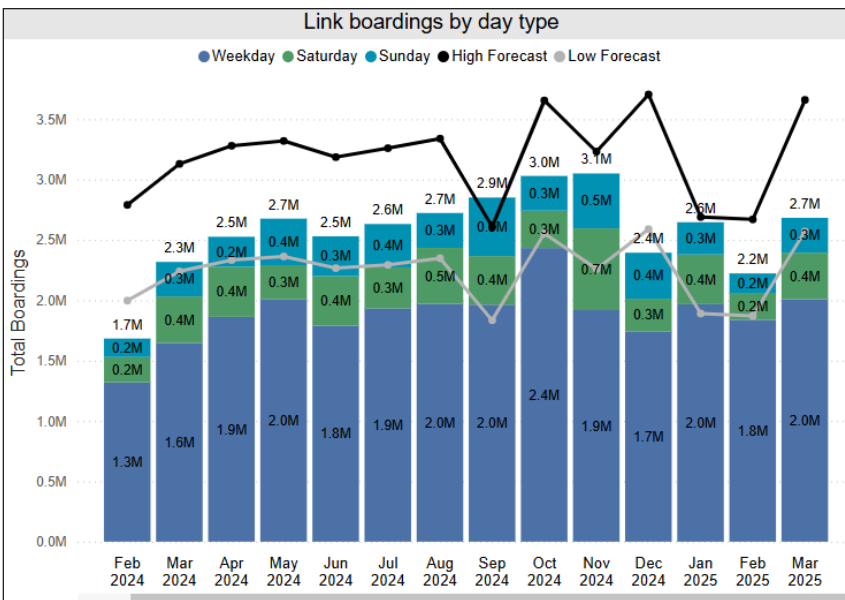
## Ridership

For an up-to-date<sup>1</sup>, interactive and more detailed look at ridership, please see: <https://www.soundtransit.org/ride-with-us/system-performance-tracker/ridership>



Monthly Boardings Metrics				
Month	Monthly Total Boardings	Average Weekday Boardings	Month-over-Month % Change	% Change vs. 2019
Mar 2025	3,700,000	137,700	10%	-12%
Feb 2025	3,024,000	125,200	-10%	-14%
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%

- March 2025 average weekday boardings responded well after the slight dip in February 2025, increasing by 5% with each mode showing significant ridership gains. March 2025 was about 17% greater than March 2024 and is the highest ridership for that month since before the pandemic. Current totals put Sound Transit at about 90% of its pre-pandemic boardings.



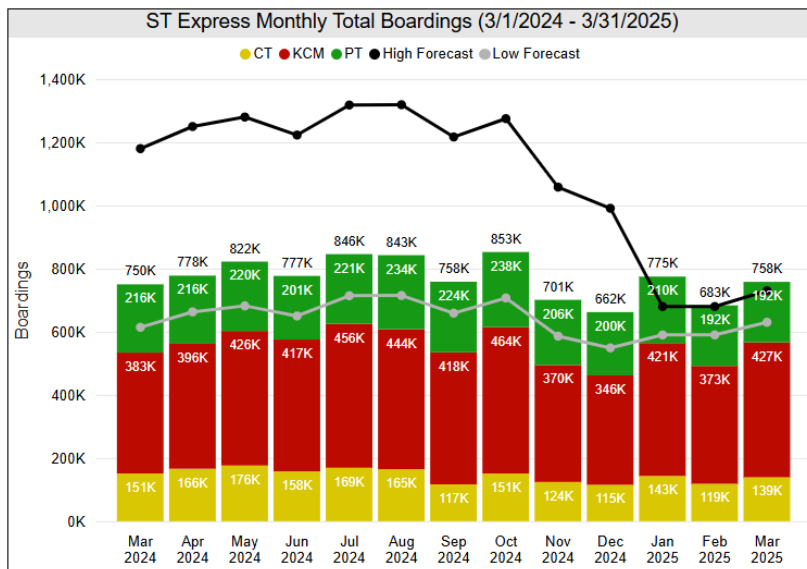
### Link

- Link ridership increased dramatically in March 2025 with both total and average weekday boardings showing gains of 26% and 11%, respectively.
- Ridership forecasts for Link anticipated this increase leaving Link closer to the low forecast in March 2025.
- The nearly almost 96,000 average weekday boardings makes March 2025 the fifth highest month ever.

<sup>1</sup> ST Express data only becomes available when Sound Transit's operating partners provide it on the 25<sup>th</sup> of the month following that which is being reported. For this reason, there is often a delay in the months for which data is available.

# Monthly Performance Report

Service Delivery Department

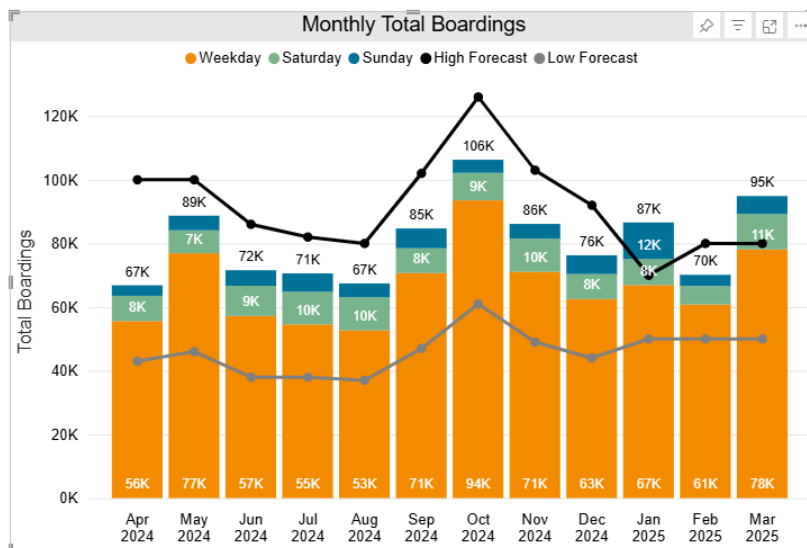
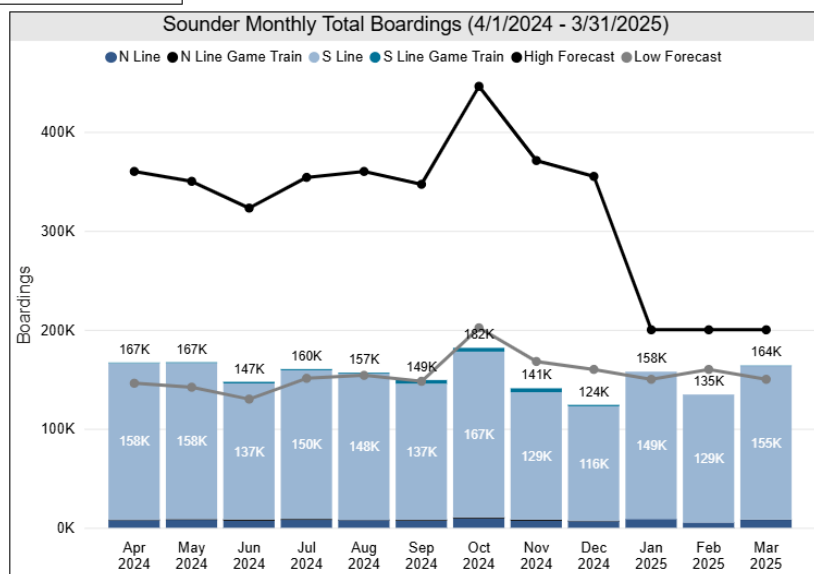


## ST Express

- ST Express saw an increase in average weekday boardings as compared to February in a manner consistent with March of 2024 and slightly exceeding that year's number.
- Overall, ridership is trending upward and we expect to see upward growth consistent with 2024 rates.
- ST Express exceeded its high-end forecast in March 2025.

## Sounder

- Average weekday ridership increased by 16% from February to March 2025, aligning with typical seasonal trends and also in response to restoration of service from reduced levels in February.
- As noted in previous reports, Sounder ridership seems to have stabilized at about 45% of its pre-pandemic level.
- Sounder monthly boardings landed above the low forecast for March 2025.



## T-Line

- T-Line saw ridership respond positively in March 2025 with both total and average weekday boardings increasing by almost 30%.
- This growth moves T-Line significantly above the even the high forecast for March 2025.

# Monthly Performance Report

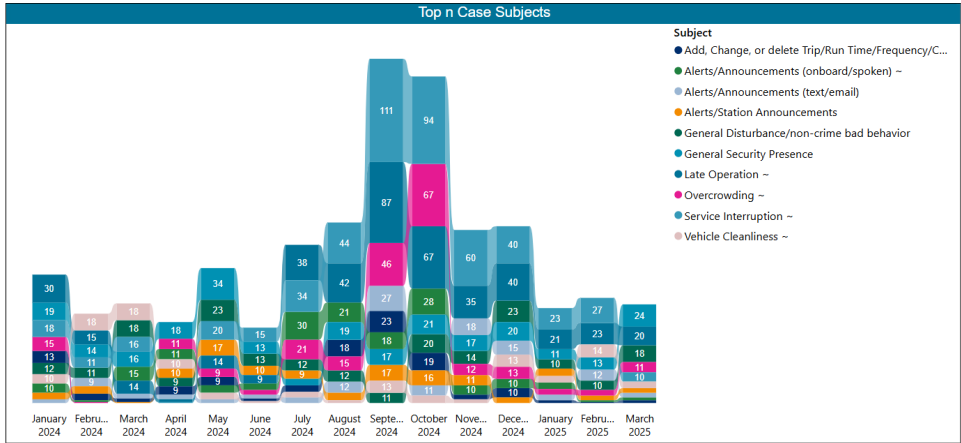
Service Delivery Department



## 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	90%	Line 1: 96% Line 2: N/A	Siemens: 77% Kinkisharyo: 59%	Siemens: 61,394 Kinkisharyo: 59,852	Vehicles: 100% Track: 100% Power: 89% Facilities Mech: 91% Facilities Elec: 90%	55%	6.4
Prior Month	80%	Line 1: 91% Line 2: 97%	Siemens: 75% Kinkisharyo: 68%	Siemens: 45,603 Kinkisharyo: 13,950	Vehicles: 98% Track: 100% Power: 91% Facilities Mech: 89% Facilities Elec: 92%	88%	6.7
Current	82%	Line 1: 90% Line 2: 82%	Siemens: 75% Kinkisharyo: 70%	Siemens: 61,409 Kinkisharyo: 46,011	Vehicles: 97% Track: 99% Power: 92% Facilities Mech: 93% Facilities Elec: 96%	95%	6.0
Trend	↗	Line 1: ↘ Line 2: ↘	Siemens: ↗ Kinkisharyo: ↘	Siemens: ↗ Kinkisharyo: ↗	Vehicles: → Track: → Power: → Facilities Mech: ↗ Facilities Elec: ↗	↗	↘

- Link continues to struggle in meeting its On Time Performance and Operated as Scheduled targets. This is the eighth month in a row Link has fallen short. Preparation for the opening (i.e. extended pre-revenue service trips) impacted the ability to run Line 2 consistent with schedule. Link saw significant improvement in Mean Distance Between Failure, particularly on the Kinkisharyo fleet, though fleet availability continues to remain below target. Linked achieved it's preventative maintenance targets for all asset types. Parking utilization at Link facilities continues to grow.



### Link Customer Comments

- Link experienced a small decrease in customer complaints per 100,000 boardings in March 2025 and continues to remain within the targeted range.
- Service-related issues, including service interruptions and late operations, topped concerns of Sound Transit's Link customers again in March, 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

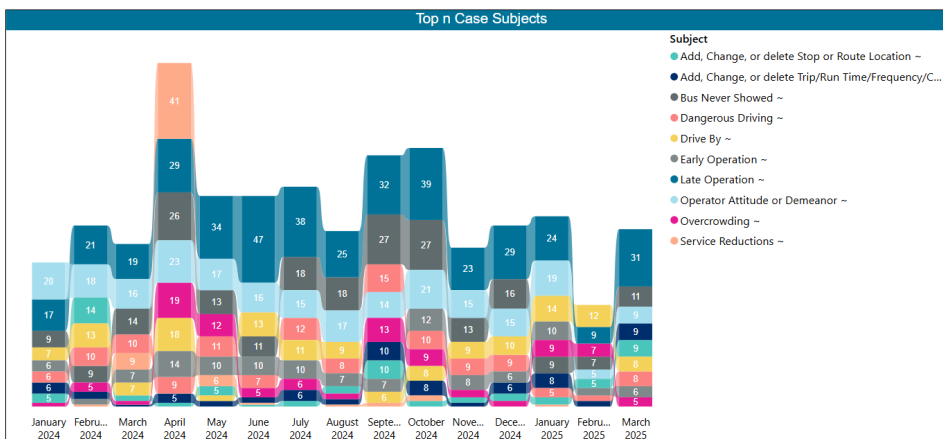
Service Delivery Department



## 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: 96% PT: 75% KCM: 87%	CT: 98.8% PT: 99.2% KCM: 99.5%	CT: 100% PT: 99% KCM: 98%	CT: 8,326 PT: 17,924 KCM: 6,672	CT: 100% PT: 100% KCM: 100%	65%	13.3
Prior Month	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
Current	CT: <b>98%</b> PT: <b>76%</b> KCM: <b>88%</b>	CT: <b>100%</b> PT: <b>99.6%</b> KCM: <b>99.3%</b>	CT: <b>83%</b> PT: <b>100%</b> KCM: <b>100%</b>	CT: <b>7,907</b> PT: <b>14,094</b> KCM: <b>5,670</b>	CT: <b>100%</b> PT: <b>100%</b> KCM: <b>100%</b>	<b>73%</b>	<b>16.1</b>
Trend	CT: ➡ PT: ➡ KCM: ➡	CT: ➡ PT: ➡ KCM: ➡	CT: ➡ PT: ➡ KCM: ➡	CT: ➡ PT: ➡ KCM: ➡	CT: ➡ PT: ➡ KCM: ➡	➡	➡

- As expected, Pierce Transit continues to struggle to meet its On Time Performance target, due primarily to many of the issues raised previously related to inconsistent traffic patterns on the I-5 corridor south of Seattle. Aside from that, Pierce Transit met each of its other performance targets, with the exception of just being under trips Operated as Scheduled, missing that mark by 0.2%.
- 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 March 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 rose significantly in March 2025 to the point where ST Express failed to meet its performance target.
- The majority of complaints are related to service changes issues mostly directed at service revisions and reductions on some routes.
- 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: 96.7% North: 89.3%	South: 95.8% North: 89.3%	N/A	4,687	N/A	55%	10.3
Prior Month	South: 94.0% North: 98.2%	South: 84.0% North: 66.9%	N/A	293	N/A	43%	36.4
Current	South: <b>96.1%</b> North: <b>89.7%</b>	South: <b>94.0%</b> North: <b>88.1%</b>	N/A	<b>3,385</b>	N/A	<b>60%</b>	<b>19.6</b>
Trend	South: ↗ North: ↘	South: ↗ North: ↗		↘		↗	↘

- Sounder On Time Performance was above target for the S Line but below target for the N Line. N Line delays were primarily due to signal issues (7 delays) and slide fence indication (3 delays). Operated as Scheduled increased over February but remained below target due to 11 cancellations related to mechanical issues with the emergency announcement system on the PIMS trainset, as well as 2 cancellations at the beginning of the month on the last day of the equipment shortage from February. Customer complaints per 100,000 boardings decreased from February to more typical levels, with the top category being service interruption.

## 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	99.9%	99.9%	85.5%	N/A	N/A	53%	2.6
Prior Month	99.8%	99.8%	96.9%	N/A	N/A	41%	1.4
Current	<b>99.9%</b>	<b>99.9%</b>	<b>97.2%</b>	N/A	N/A	<b>39%</b>	<b>1.0</b>
Trend	↗	↗	↗		→	↘	↘

- On Time Performance and Operated as Scheduled increased slightly in March and remain well above target. Fleet availability climbed again from February to March 2025. T-Line customer complaints per 100,000 boardings fell slightly but T-Line is well within target.

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

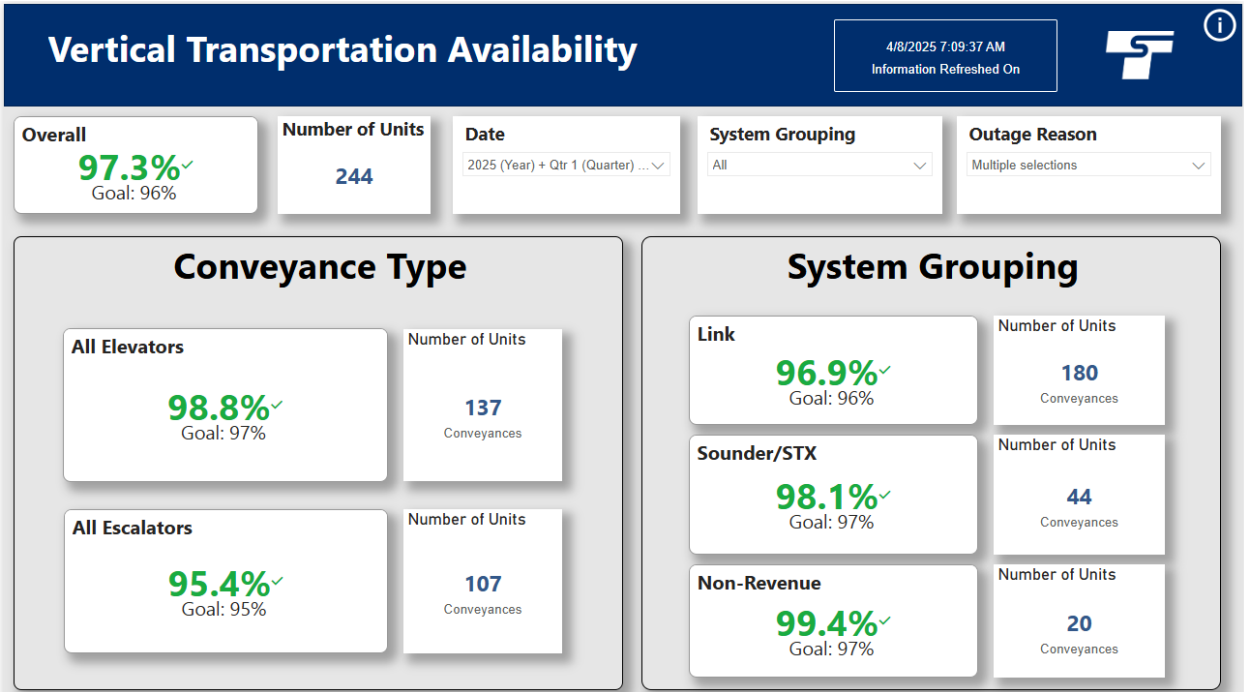
# Monthly Performance Report

Service Delivery Department



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.*



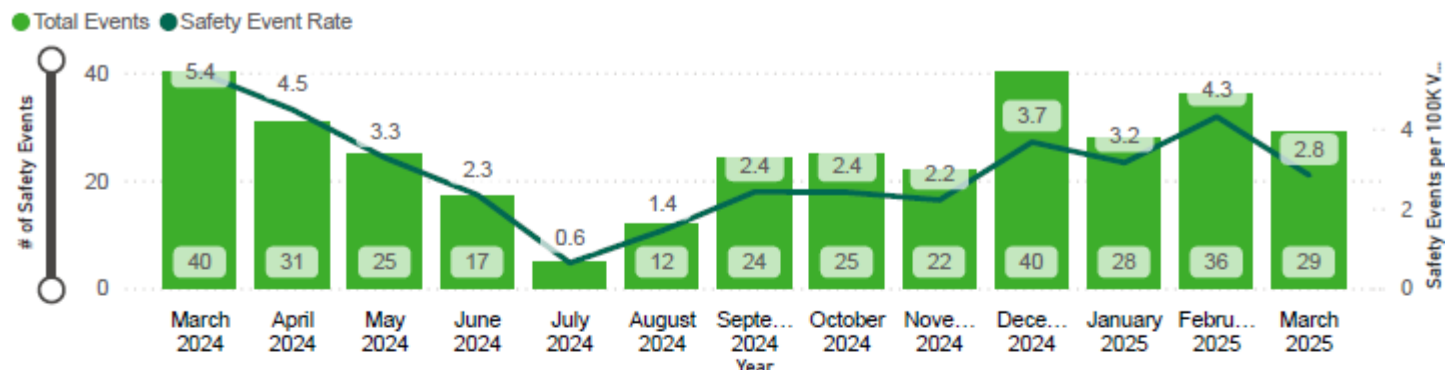
# Monthly Performance Report

Safety March 2025



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

### Safety Event KPI

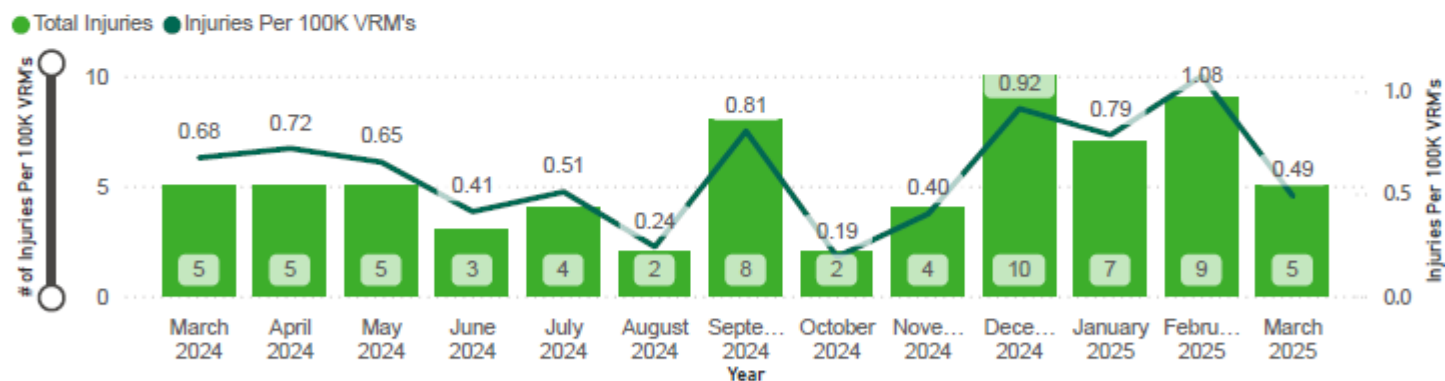


Definitions: National Transit Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Examples include collisions, fires, derailments, evacuations, etc.

March 2025: Three (3) Major and Twenty-Six (26) Non-Major Reportable Safety Events:

- Four (4) Non-Major Slip and Falls
- Fourteen (14) Non-Major Assaults Transit Worker
- One (1) Non-Major Assault Transit Worker - Weapon
- Four (4) Non-Major Non-Physical Transit Worker Assault
- Two (2) Non Major Non-Physical Assault Worker - Weapon
- One (1) Fire
- One (1) Major Collision (MLK & Othello Street)
- One (1) Major Derailment (Central OMF)
- One (1) Major Pedestrian Assault w / weapon (Transported)

### 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.

March 2025: One (1) Major and Four (4) Non-Major Reportable Injury Events:

- Four (4) Non-Major Slip and Falls
- One (1) Major Pedestrian Assault w / weapon (Transported)



# Monthly Performance Report

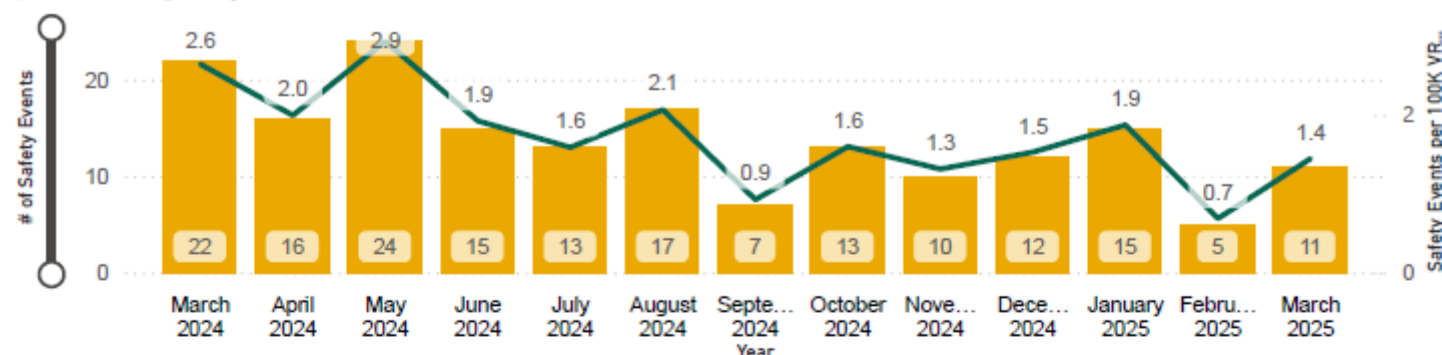
Safety March 2025



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

### Safety Event KPI

● Total Events ● Safety Event Rate



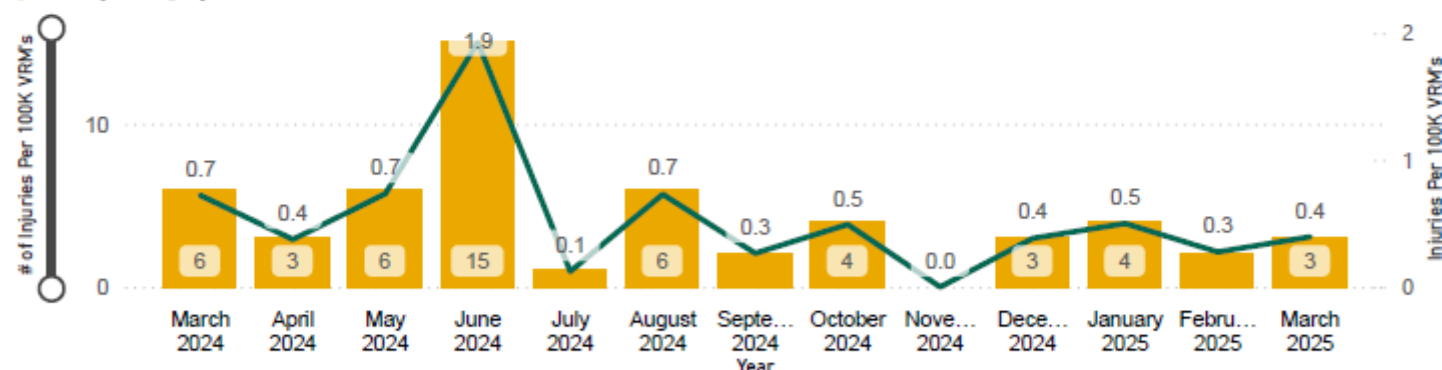
Definitions: National Transit Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Examples include collisions, fires, derailments, evacuations, etc.

### March 2025: Eleven (11) Reportable Safety Events:

- Seven (7) Non-Major Non-Physical Assaults against Transit Worker
- One (1) Non-Major Non-Physical Assault-Weapon against a Transit Worker
- One (1) Non-Major Slip and Fall
- One (1) Non-Major Pedestrian Dog Bite Injury
- One (1) Major Reportable Pedestrian Collision

### Injuries Per 100K VRM's

● Total Injuries ● 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.

### March 2025: One (1) Major and Two (2) Non-Major Reportable Injury Events:

- One (1) Major Pedestrian Collision
- One (1) Non-Major Pedestrian Dog Bite Injury
- One (1) Non-Major Slip and Fall



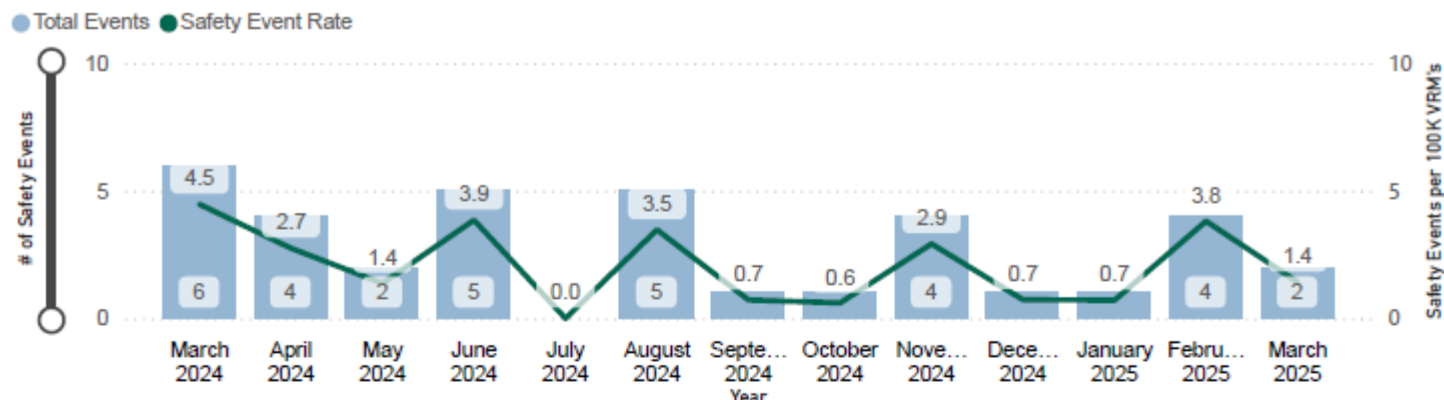
# Monthly Performance Report

Safety March 2025



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

### Safety Event KPI



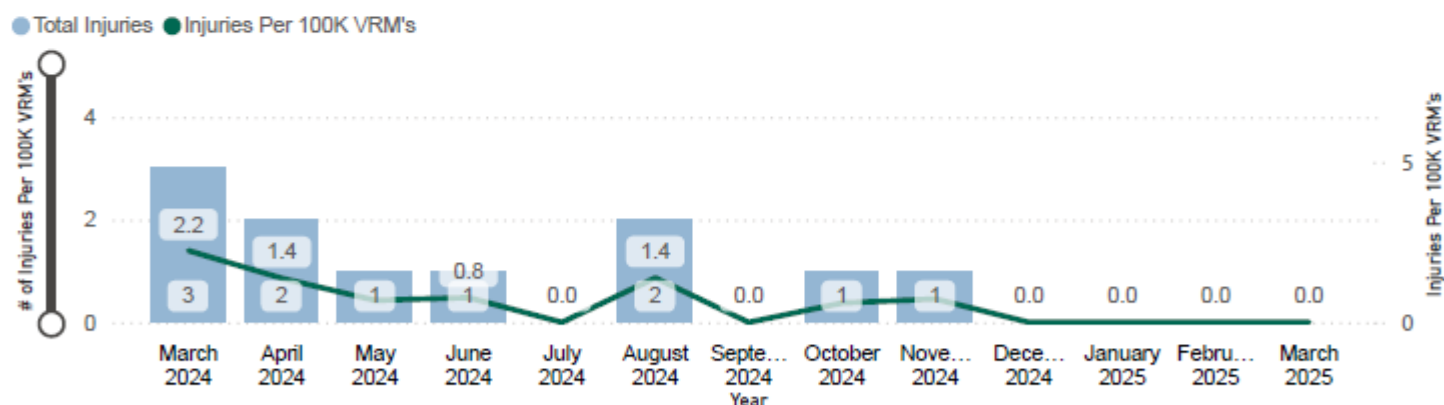
Sounder Commuter Rail events are reported under multiple definitions. Federal Railroad Administration (FRA) reporting requirements generally cover safety events, while National Transit Database (NTD) reporting requirements for commuter rail cover major security events and non-major assaults against transit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

March 2025: Two (2) Reportable Safety Events:

- One (1) FRA-reportable pedestrian collision near Carkeek Park resulting in a fatality, ruled by the King County Medical Examiner as a suicide.
- One (1) NTD-reportable non-physical transit worker assault at Auburn Station.

While reportable 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 NTD-reportable safety events for Sounder.

### Injuries Per 100K VRMs



The FRA and NTD also have different definitions governing the reportability of injuries. FRA injury reporting covers injuries resulting in medical treatment, significant injury diagnosed by a licensed health care professional, or loss of consciousness. NTD injury reporting only covers major security-related events in which certain defined serious injuries are sustained, or where medical transport is given to the involved person.

March 2025: No (0) Reportable Injury Events.

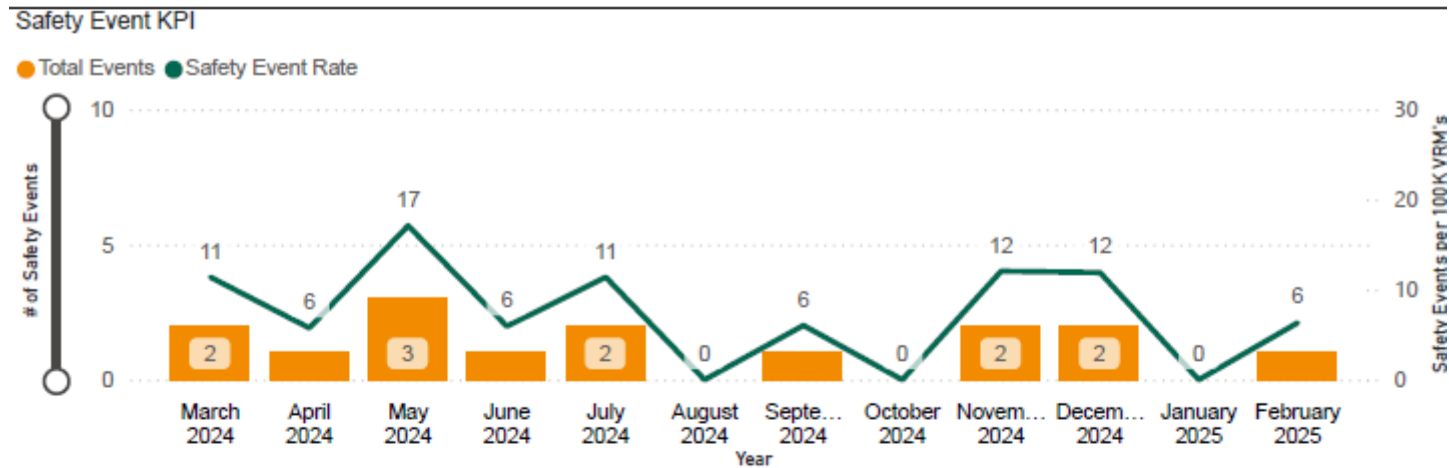
Injury rates appear to have bottomed out, settling down at an average of one (1) per month or less since May 2024.

# Monthly Performance Report

Safety March 2025



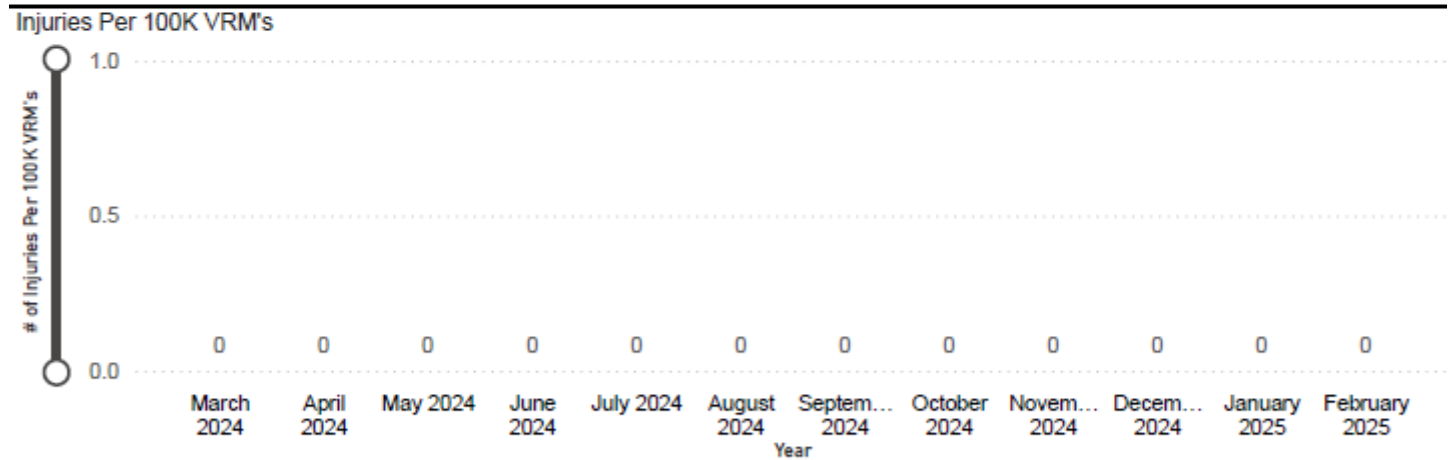
## Monthly Reportable Events for T-Line March 2024 - March 2025



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.

March 2025: One (1) Non-Major Reportable Safety Event:

- One (1) Non-Major Assault-Worker (no injuries)



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

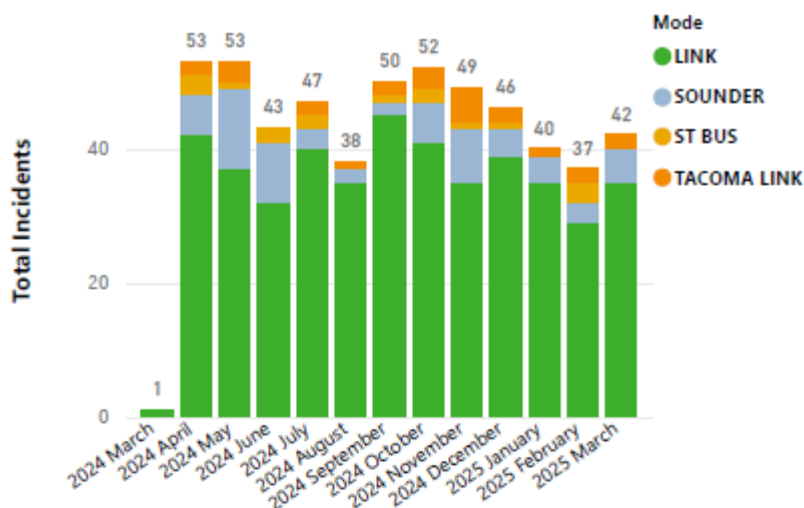
March 2025: No (0) Reportable Injury Events.

# Monthly Performance Report

Security March 2025



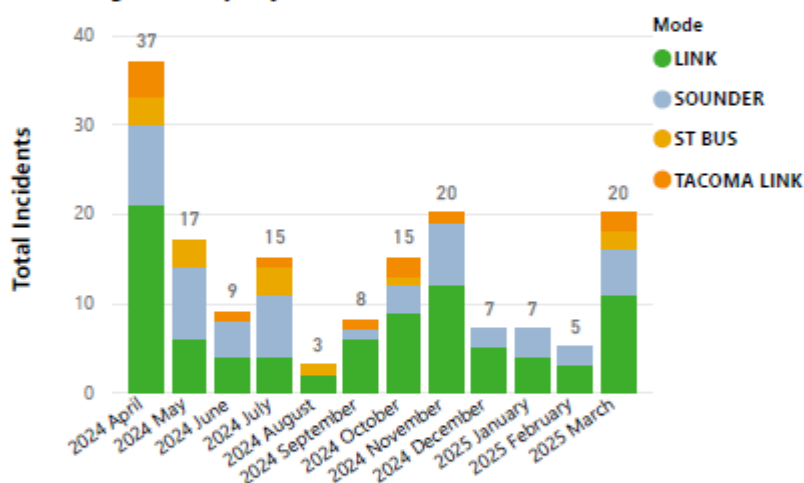
## Crimes Against Persons



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 March 2025, 42 Crimes Against Persons were reported across all Sound Transit modes. The most-reported Crime Against Persons in March was physical assault against transit workers (15), followed by physical assault against customers (7) and non-physical (verbal) assault against transit workers (7).

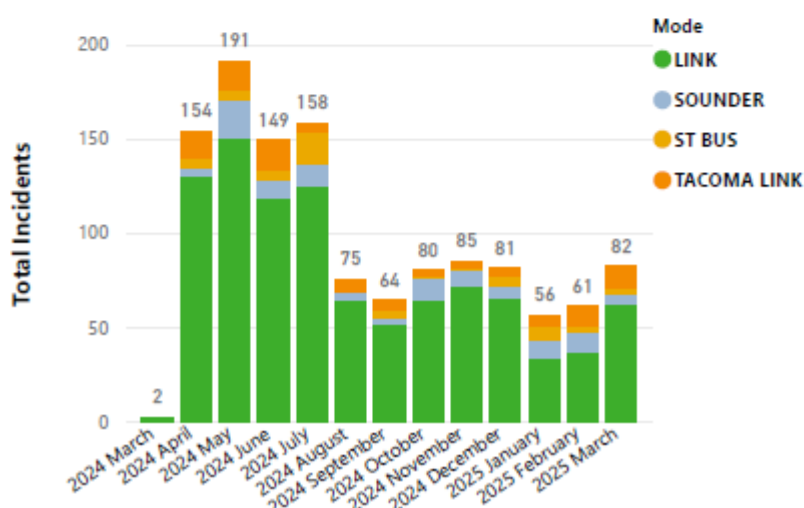
## Crimes Against Property



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 March 2025, 20 Crimes Against Property were reported across all Sound Transit modes. The most-reported Crimes Against Property in March were split between vandalism (5), graffiti (4), theft of vehicles (4), and theft of miscellaneous personal property (4).

## Unlawful Transit Conduct Incidents



Unlawful Transit Conduct (UTC) includes incidents such as playing loud music, smoking, littering, alcohol consumption, unreasonably disturbing others, and defecating/urinating/spitting, etc. as defined by the Revised Code of Washington 9.91.025.

In March 2025, 82 UTC incidents were reported across all Sound Transit modes. The most frequently reported categories of UTC in March were smoking (43), consuming alcohol or carrying an open container (13), and defecating/urinating/spitting in public (12).