

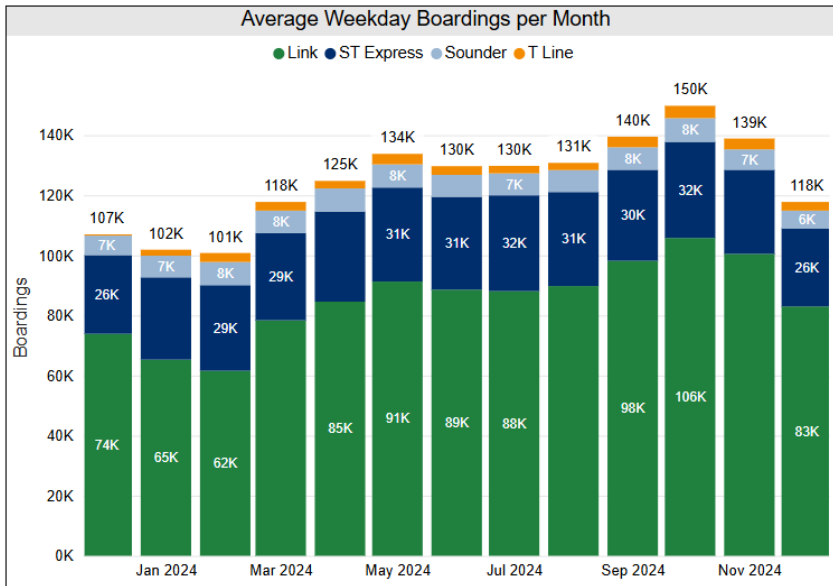
Monthly Performance Report

Service Delivery Department



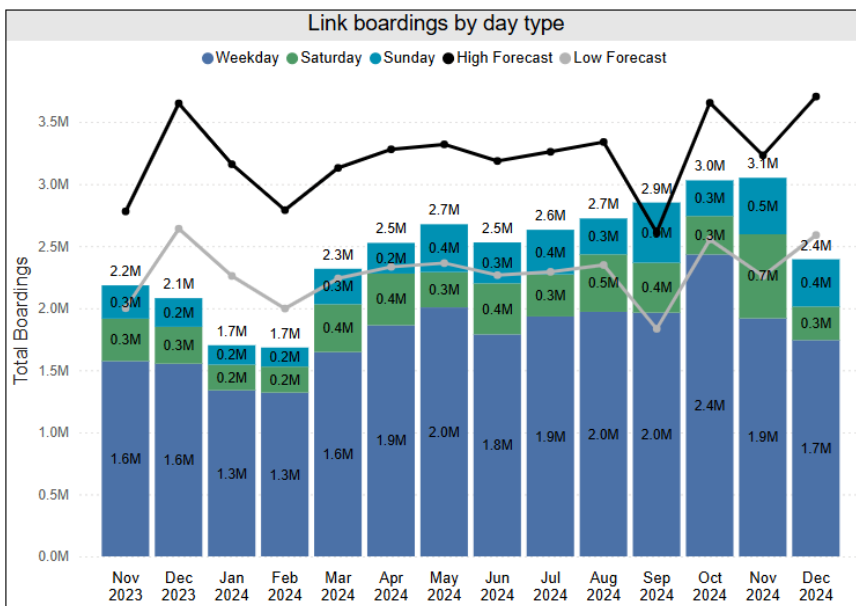
Ridership

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>



Month	Monthly Total Boardings	Average Weekday Boardings	Month-over-Month % Change	% Change vs. 2019
Dec 2024	3,231,000	117,800	-15%	-18%
Nov 2024	3,571,000	138,900	-7%	-13%
Oct 2024	4,219,000	149,700	7%	-12%
Sep 2024	3,850,000	139,500	7%	-12%
Aug 2024	3,837,000	130,800	1%	-20%
Jul 2024	3,742,000	129,700	0%	-21%
Jun 2024	3,471,000	129,600	-3%	-21%
May 2024	3,690,000	133,800	7%	-17%
Apr 2024	3,419,000	124,800	6%	-23%
Mar 2024	3,298,000	117,800	17%	-25%
Feb 2024	2,597,000	100,600	-1%	-31%
Jan 2024	2,584,000	101,900	-5%	-35%
Dec 2023	2,876,000	107,000	-8%	-25%
Nov 2023	3,090,000	116,100	-3%	-28%
Oct 2023	3,381,000	120,000	2%	-29%
Sep 2023	3,156,000	118,200	1%	-25%

- The change in average weekday boardings across all modes in December reflects a seasonality shown in past years as well as being consistent with ridership changes locally and nationally. Each mode experienced fewer boardings in December than in November and overall boardings fell to just over 80% of what they were pre-pandemic.



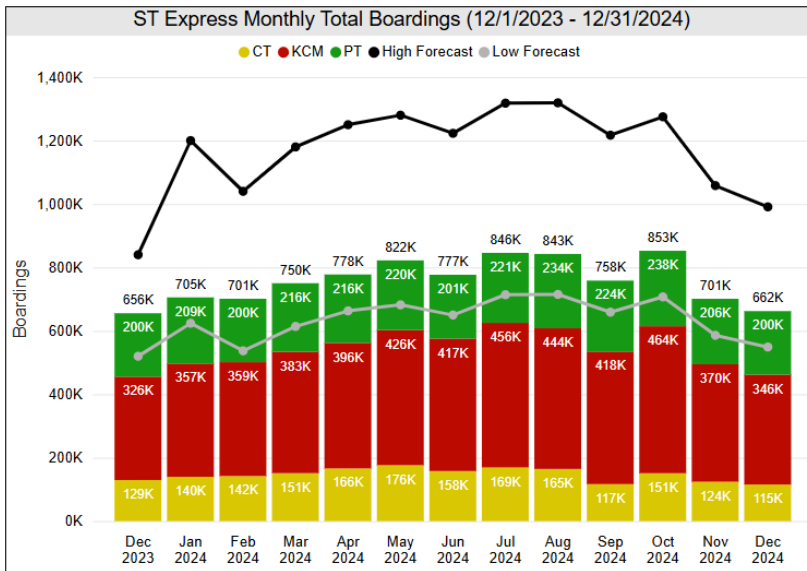
Link

- As with past years, Link ridership fell in December. The drop was more dramatic than past years owing to high weekend ridership in November and a number of service disruptions in December that depressed boardings.
- These service disruptions also meant that total monthly ridership fell below its forecasted range in December 2024.
- Average weekday boardings fell by 18% from November to December 2024. However, ridership remains 12% higher than it was in December 2024, pre-pandemic.
- After many months in which Link experienced a high number of single days exceeding 100,000 boardings, it happened only once this month, on December 3rd.

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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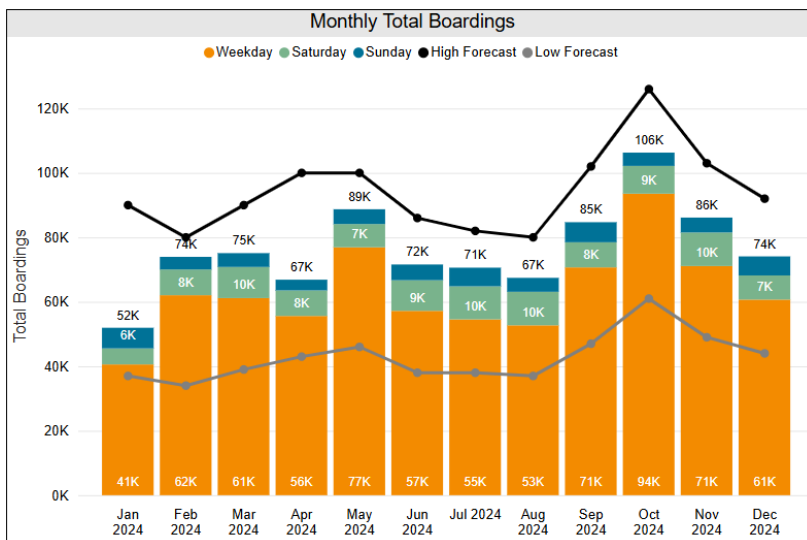
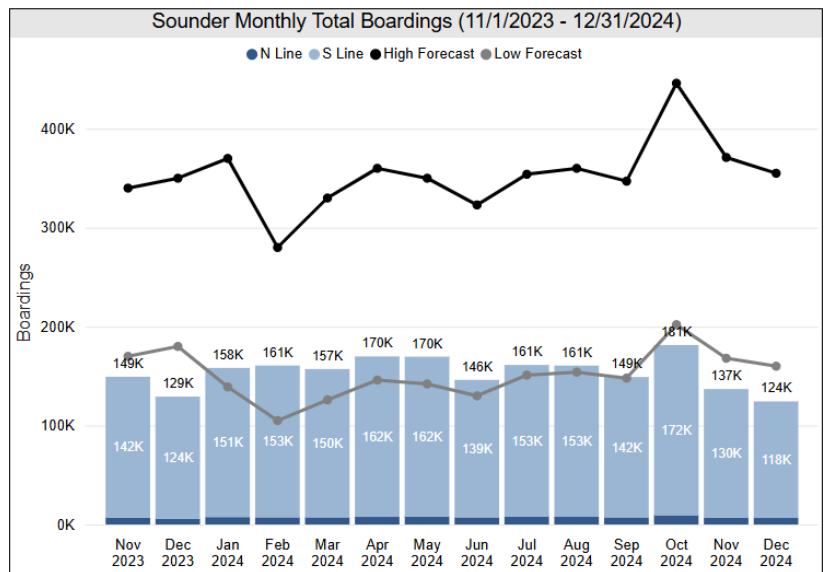


ST Express

- ST Express experienced a reduction in average weekday boardings for the second month in a row, which is in line with the month-to-month ridership changes from past years and consistent with seasonal variations.
- The fall in average weekday boardings in December was 7% compared to 12% in November 2024. The decrease in boardings on weekends was even greater, topping 10% on both Saturdays and Sundays.
- ST Express continues to fall within, but on the lower end of, the ridership forecast for this mode.

Souder

- As with the other modes, Souder experienced a seasonal drop in the number of total monthly boardings taken in December 2024.
- As noted previously, Souder ridership seems to have stabilized at about 45% of its pre-pandemic level.
- Average weekday boardings fell by 13% from November to December, falling to its lowest total since March 2023.
- Souder remained below its low forecast for total boardings in December 2024.



T-Line

- Like each of the other modes, T-Line saw a drop in ridership from November to December 2024. This seasonal effect is particularly pronounced with T-Line due to the proximity to University of Washington Tacoma and other schools in the area.
- December 2024 ridership was still 5% greater than December 2019, pre-pandemic. This result is primarily a function of the opening of the Hilltop extension.

Monthly Performance Report

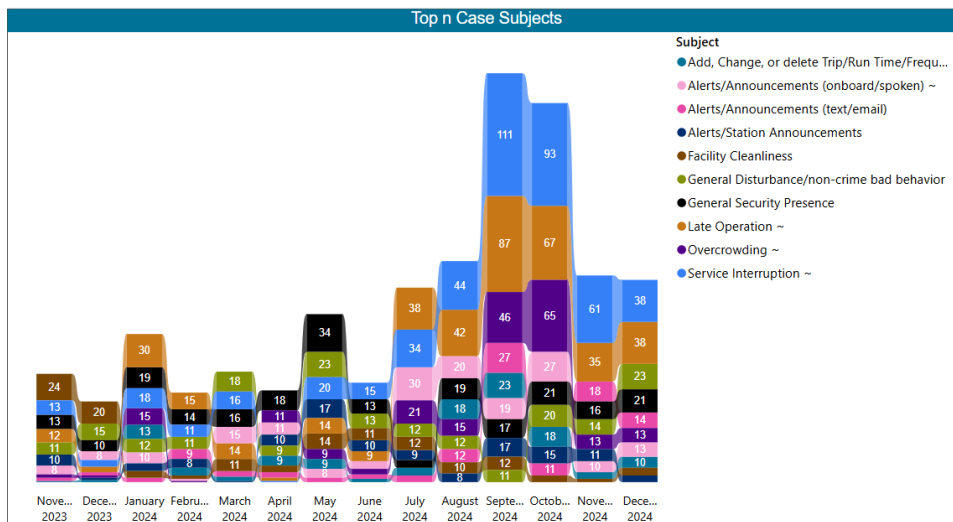
Service Delivery Department



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	93%	Line 1: 96% Line 2: N/A	Siemens: 78% Kinkisharyo: 48%	Siemens: 36,515 Kinkisharyo: 19,484	Vehicles: 96% Track: 100% Power: 67% Facilities Mech: 80% Facilities Elec: 70%	92%	6.2
Prior Month	87%	Line 1: 93% Line 2: 94%	Siemens: 71% Kinkisharyo: 74%	Siemens: 39,258 Kinkisharyo: 30,770	Vehicles: 97% Track: 100% Power: 86% Facilities Mech: 96% Facilities Elec: 83%	80%	8.9
Current	81%	Line 1: 81% Line 2: 93%	Siemens: 71% Kinkisharyo: 64%	Siemens: 49,906 Kinkisharyo: 20,050	Vehicles: 95% Track: 100% Power: 91% Facilities Mech: 97% Facilities Elec: 99%	59%	10.9
Trend	↘	Line 1: ↘ Line 2: ↘	Siemens: → Kinkisharyo: ↘	Siemens: ↗ Kinkisharyo: ↘	Vehicles: ↘ Track: → Power: ↗ Facilities Mech: ↗ Facilities Elec: ↗	↘	↘

- Link remained below its On Time Performance and Operated as Scheduled targets for the fifth month in a row, reflecting some of the struggles Link had with service disruptions in December 2024. Fleet availability also remained below target again in November for both fleet types with Kinkisharyo dropping by 10%. Both fleets, however, met their Mean Distance Between Failure targets, albeit just barely for the Kinkisharyo fleet. Link achieved its Preventative Maintenance compliance target for all asset types.



Link Customer Comments

- The number of customer complaints per 100,000 boardings figure increased slightly in December 2024, though Link remains within the established target range.
- For the seventh month in a row, service-related issues including service interruptions and late operations were the top concerns of Sound Transit customers, though the volume of complaints fell again in December 2024.
- Complaints related to rider safety and security followed closely.

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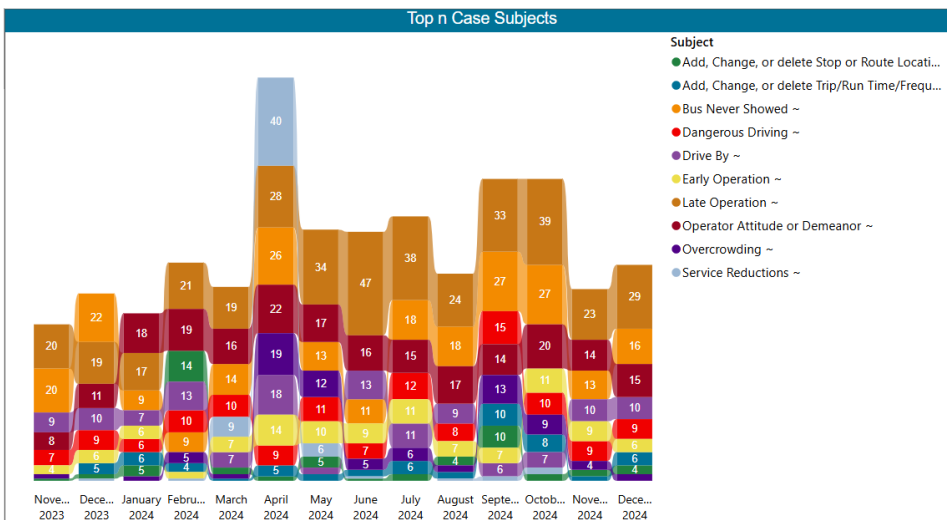
Service Delivery Department



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: 78% KCM: 87%	CT: 99.5% PT: 99.3% KCM: 98.9%	CT: 100% PT: 100% KCM: 97%	CT: 8,563 PT: 18,796 KCM: 4,102	CT: 100% PT: 100% KCM: 100%	58%	16.6
Prior Month	CT: 98% PT: 74% KCM: 86%	CT: 99.5% PT: 99.8% KCM: 99.9%	CT: 100% PT: 100% KCM: 98%	CT: 6,814 PT: 27,544 KCM: 5,849	CT: 100% PT: 100% KCM: 100%	65%	14.5
Current	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
Trend	CT: ➡ PT: ➡ KCM: ➡	CT: ⬇️ PT: ⬇️ KCM: ⬇️	CT: ⬇️ PT: ➡ KCM: ➡	CT: ⬆️ PT: ⬇️ KCM: ⬆️	CT: ➡ PT: ➡ KCM: ➡	⬇️	⬇️

- The same conditions as previously reported remain unchanged: The road network between Seattle and Tacoma tends to promote high traffic volumes and multiple incidents which slow traffic unpredictably leading to poor OTP from Pierce Transit.
- CT experienced a slight dip in operating scheduled trips due to on-going personnel shortages at Transdev. This represents a shortage of both operators and maintainers.
- KCM's decrease in mean distance between road failures is consistent with the partner's lack of maintenance personnel. Staff is monitoring the situation there and is addressing the issue. It should be pointed out that journey level mechanics are getting more difficult to find throughout our service area and our partners are experiencing this reality.



ST Express Customer Comments

- Overall complaints were slightly elevated for December.
- December complaints mostly fell into the following categories:
 - Complaints about Late Operations. These types of complaints are consistent with the on-time performance figures above. Note, late or early buses are often identified either late or as no-shows.

- Complaints about a bus never showing are attributable to numerous detours and re-routes during the month that were confusing to passengers.
- Operator Attitude or Demeanor is often subjective, and each case is investigated thoroughly. Detailed analysis shows that many complaints simply did not happen as described or were simple misunderstandings.

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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: 91.5% North: 93.7%	South: 99.0% North: 98.8%	N/A	6,631	N/A	56%	15.5
Prior Month	South: 98% North: 100%	South: 98.8% North: 98.8%	N/A	14,807	N/A	49%	21.2
Current	South: 94.5% North: 98.8%	South: 99.6% North: 99.4%	N/A	15,489	N/A	53%	18.5
Trend	South: ↘ North: ↘	South: ↗ North: ↗		↘		↗	↗

- Souder On Time Performance was slightly below the 95% target for the S Line, due to mechanical and weather-related delays. 2 Mechanical incidents ended up delaying 9 trains. On December 18, a high wind warning delayed 11 trains, which were ordered to operate at reduced speed for safety reasons. Both the N Line and S Line met target for Operated as Scheduled. Customer complaints per 100,000 boardings went down, with the biggest complaint categories being late operation and general security presence.

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	99.2%	99.2%	97.4%	N/A	N/A	46%	47.0
Prior Month	99.4%	99.4%	94.0%	N/A	N/A	45%	2.3
Current	99.5%	99.5%	94.8%	N/A	N/A	41%	2.7
Trend	↗	↗	↗		→	↘	↘

- As it has for a number of months now, T-Line met all of its performance targets in December 2024. T-Line customer complaints remain well within target.

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

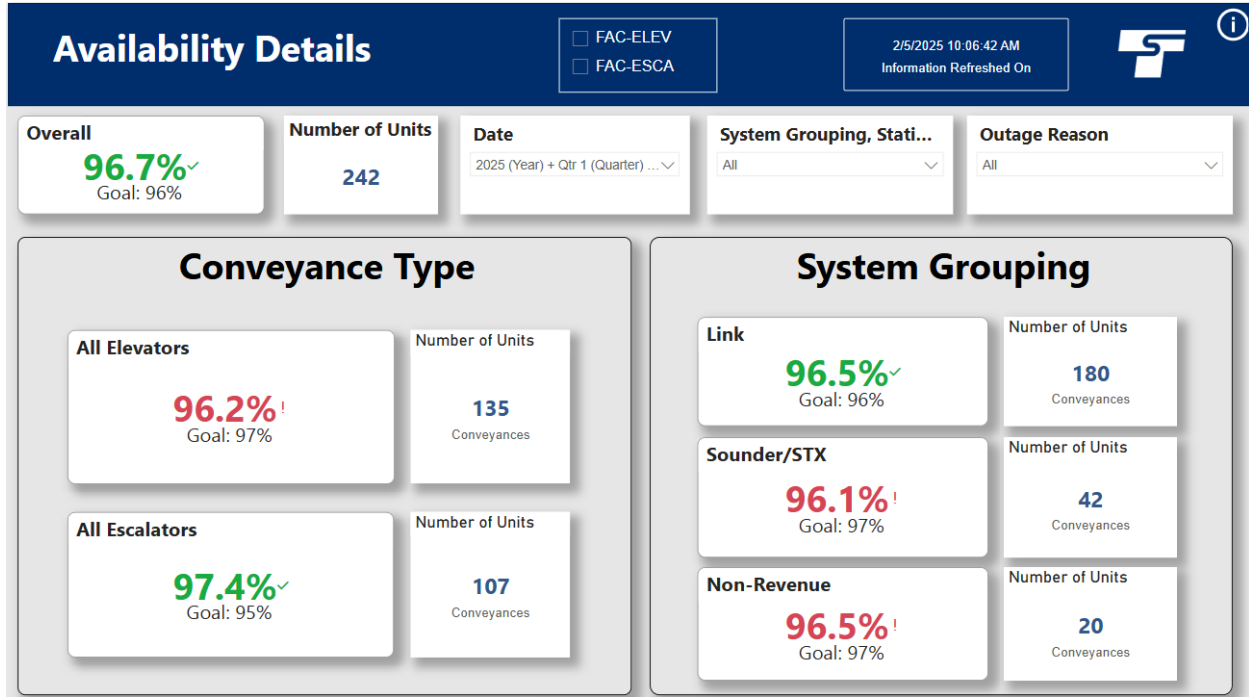
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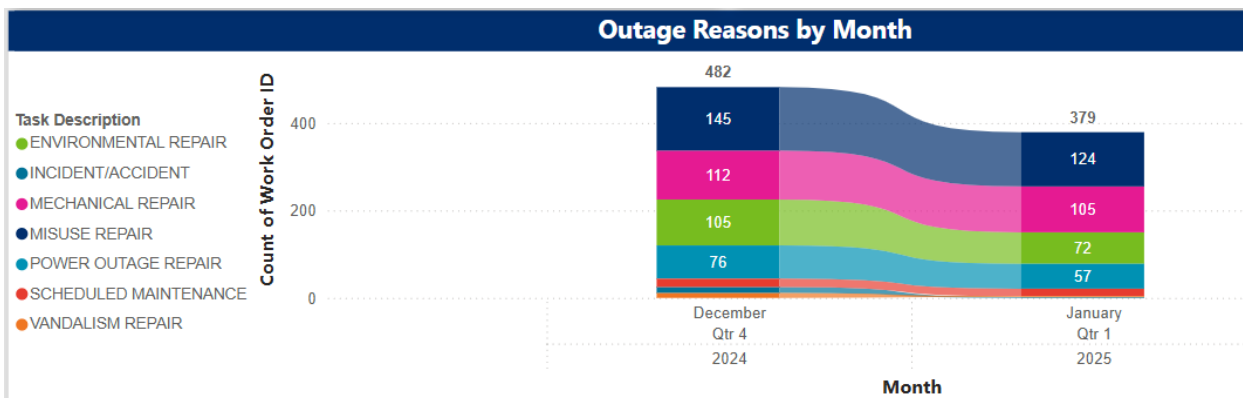


For an up-to-date, interactive and more detailed look at escalator and elevator performance, please see:

<https://www.soundtransit.org/ride-with-us/system-performance-tracker/accessible>



- **Sounder/STX** – This group missed target by less and 1% due to Scheduled Maintenance at Issaquah Garage for a door package upgrade(s) on both units as they are scheduled to be completed by mid-February. Additionally, Kent Garage Elevator #3 had 2 extended environmental outages related to water intrusion which has been resolved.
- **Non-Revenue** – This group missed target by less and 1% of the target availability due to a mechanical repair on the OMFE material lift. The repair was delayed as it required KCLR access support for completion. Repairs were completed and unit was returned to service.



- We saw a 21% decrease in overall outages from previous month.
- Mechanical related outages were down 6% from the previous month.
- We are seeing a steady decrease in power related outages from our high in November due to regional weather events.

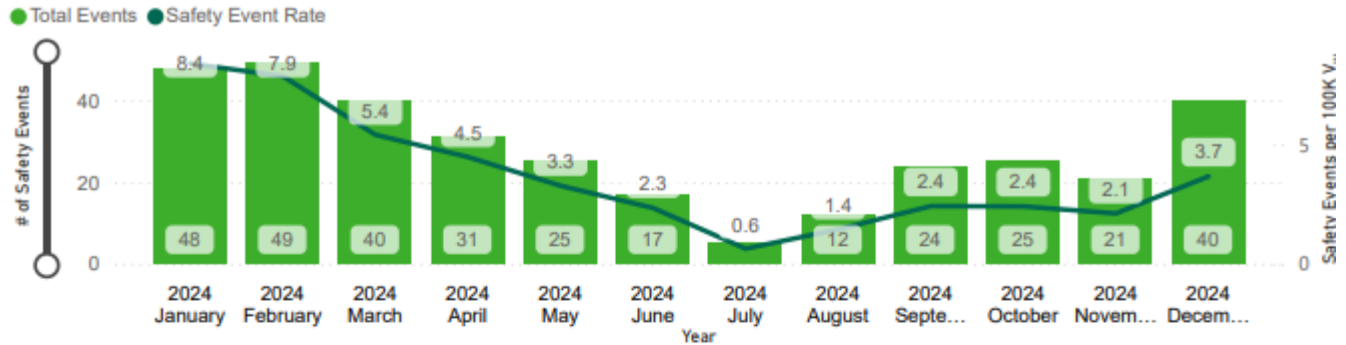
Monthly Performance Report

Safety December 2024



Monthly Reportable Events for Link January - December 2024

Safety Event KPI

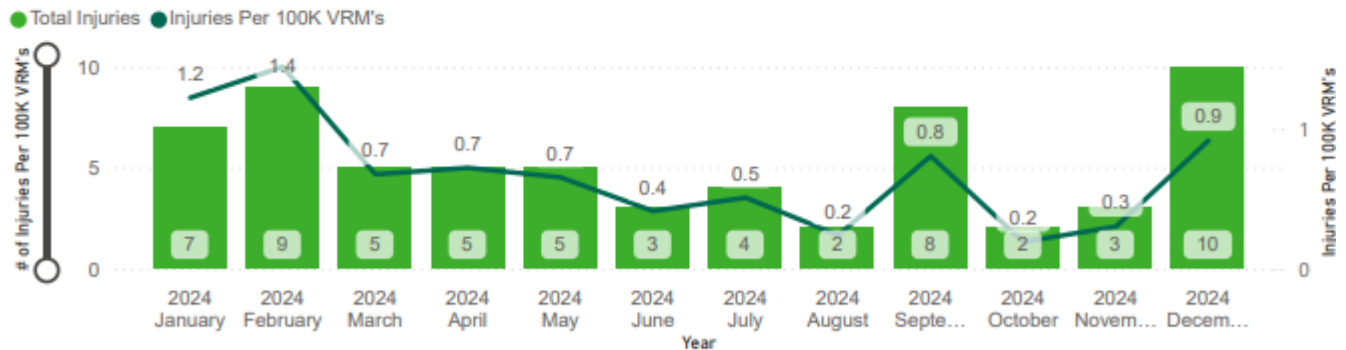


Definitions: National Transit Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Examples include collisions, fires, derailments, evacuations, etc.

December 2024: Six(6) Major Reportable Events and Thirty Four(34) Non Major Reportable Safety Events-

- Seven (7) Non-Major Transit Worker Assaults
- One(1) Non-Major Transit Worker Assault-Weapon
- Six (6) Non-Major Fire
- Eleven (11) Non-Major Non-Physical Assault Worker
- Three (3) Non-Major Non-Physical Assault Worker -Weapon
- Six (6) Non-Major Slip & Fall
- Two (2) Major Train Collision with Vehicle
- One (1) Major Medical Mental Health Crisis
- One (1) Major Passenger Assault
- Two (2) Major Passenger Assault - Weapon

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.

December 2024: Four (4) Major Reportable Injuries and Six(6) Non Major Reportable Injuries-

- Two (2) Major Passenger Assaults-Weapon
- One (1) Major Passenger Assault
- One (1) Major Medical Mental Health Crisis
- Six(6) Non-Major Slip and Fall

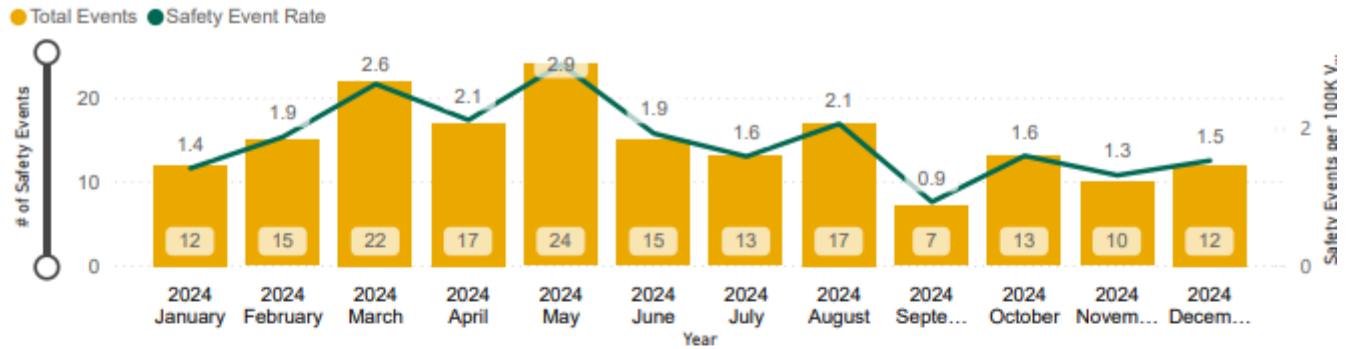
Monthly Performance Report

Safety December 2024



Monthly Reportable Events for ST Express January - December 2024

Safety Event KPI

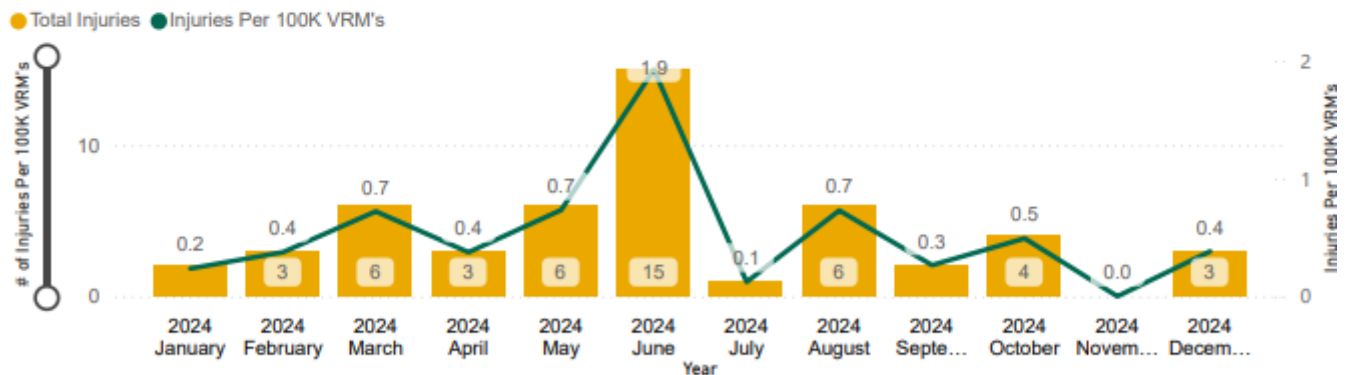


Definitions: National Transit Database (NTD) definition of reportable event: an incident that meets the NTD's major reporting thresholds for transit rail, bus and paratransit. Examples include collisions, fires, derailments, evacuations, etc.

December 2024: Four (4) Major Reportable Collisions-
 Coach vs POV accident. POV resulted in a tow away. No medical transport;
 Coach vs POV accident. POV & Coach towed, 3 medical transports;
 Coach vs Object. Coach was towed, no medical transport;
 Coach vs Object. Coach towed, no medical transport.

December 2024: Eight (8) Minor Reportable Safety Events-
 Six(6) Non-Physical Assault Worker
 One (1) Non-Physical Assault Worker-Weapon
 One (1) Slip and Fall at FWTC. Individual miscalculated where the curb was and tripped. No injury reported or transport.

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.

December 2024: Three (3) reportable injuries. Due to a collision, 2 passengers and an operator were transported to a medical facility.

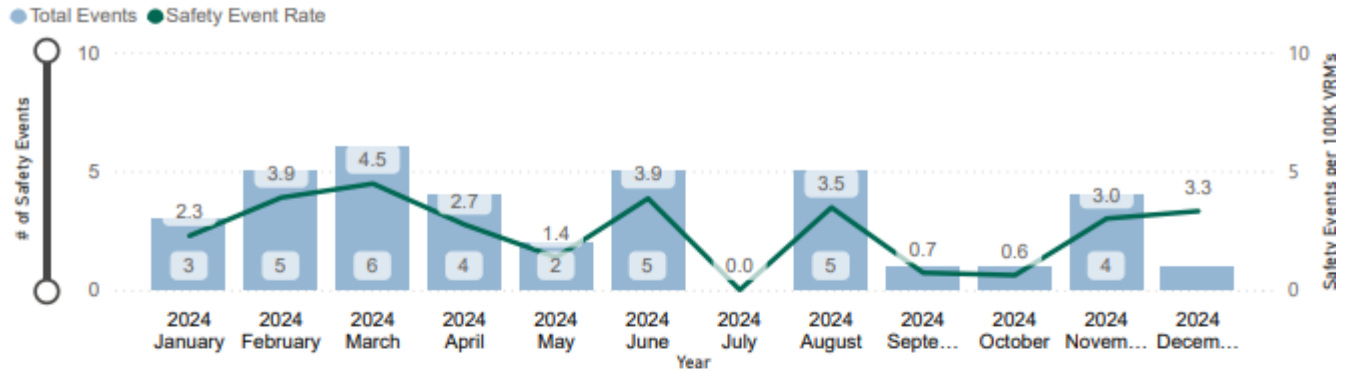
Monthly Performance Report

Safety December 2024



Monthly Reportable Events for Sounder January - December 2024

Safety Event KPI

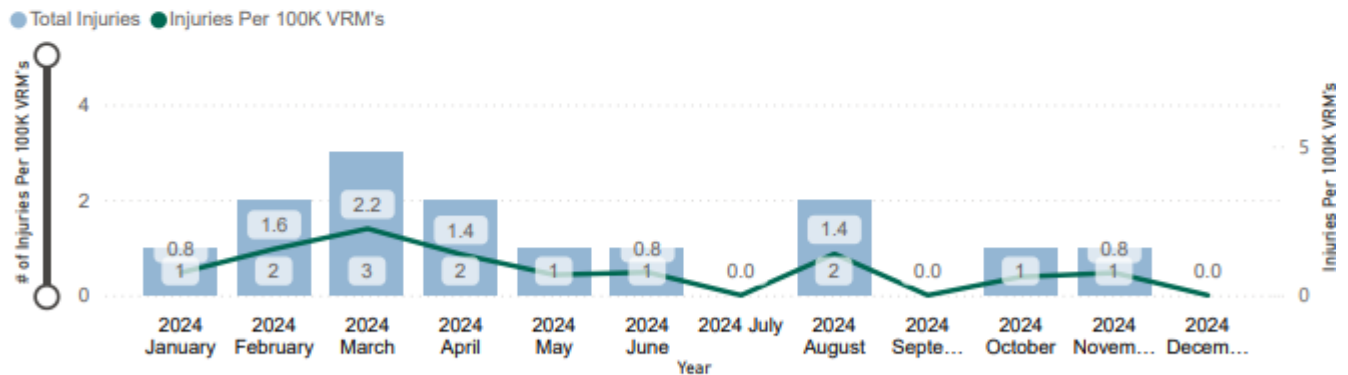


Sounder Commuter Rail events are reported under multiple definitions. Federal Railroad Administration (FRA) reporting requirements generally cover safety events, while National Transit Database (NTD) reporting requirements for commuter rail cover major security events and non-major assaults against transit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

December 2024: One(1) Reportable Derailment of an out-of-service train

While safety event numbers have been fairly volatile throughout the year, they appear to have dropped overall since Q1 and Q2.

Injuries Per 100K VRM's



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.

December 2024: No (0) Reportable Injury Events.

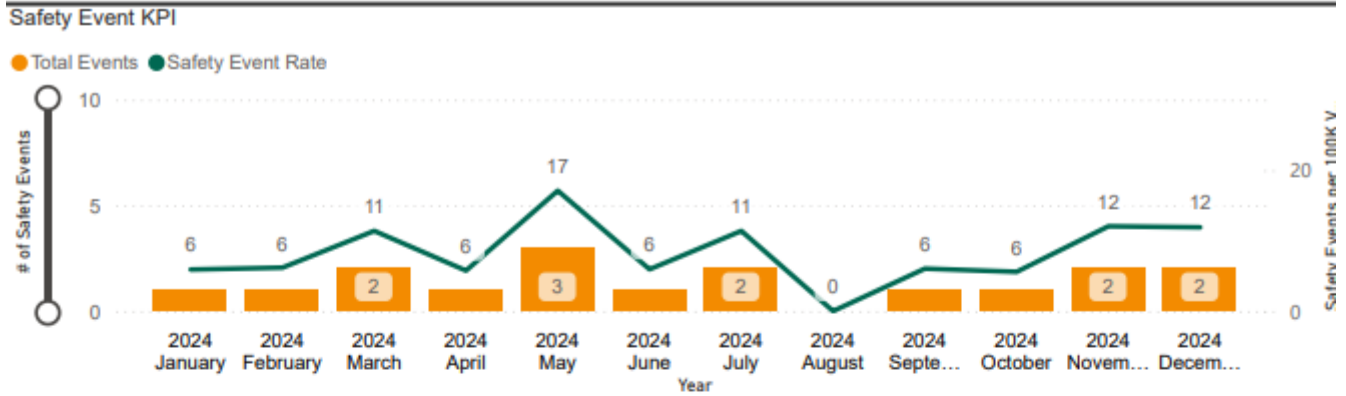
Injury rates appear to have bottomed out, dropping since Q1 and settling down at an average of approximately one (1) per month.

Monthly Performance Report

Safety December 2024

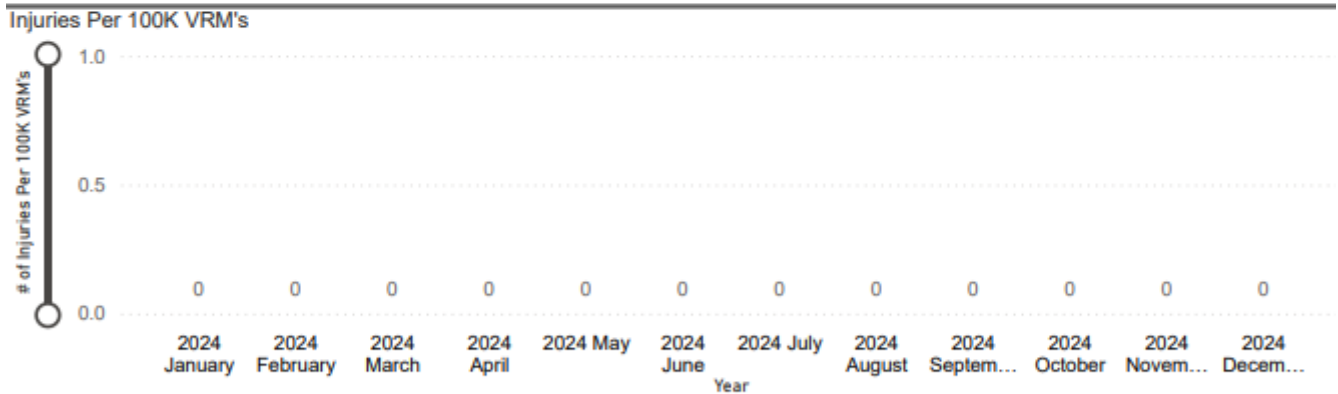


Monthly Reportable Events for T-Line January - December 2024



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.

December 2024: Two (2) Reportable Non-Major Transit Worker Assault on a Transit Security Officer.



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

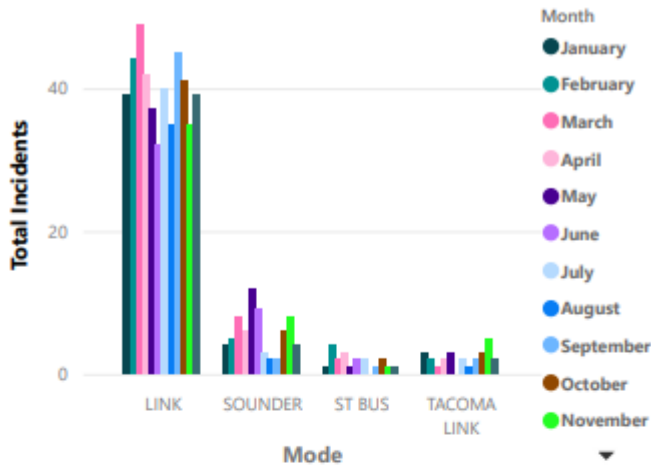
December 2024: No (0) reportable injury events.

Monthly Performance Report

Security December 2024



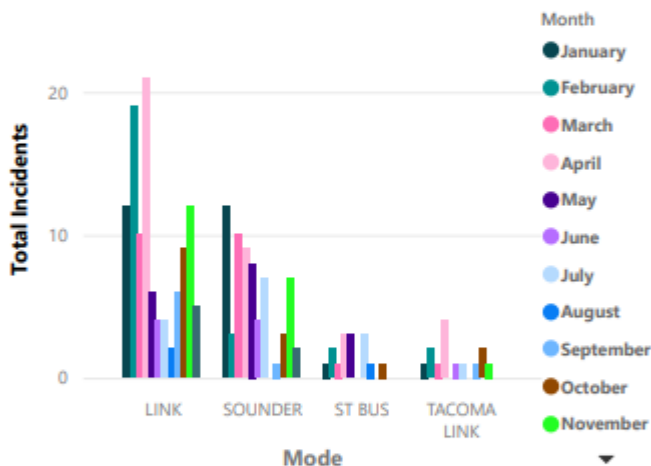
Crimes Against Persons



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 December 2024, 46 Crimes Against Persons were reported across all Sound Transit modes. The most-reported Crime Against Persons was non-physical assault against transit workers (16), followed by physical assault against transit workers (9) and physical assault against customers (8).

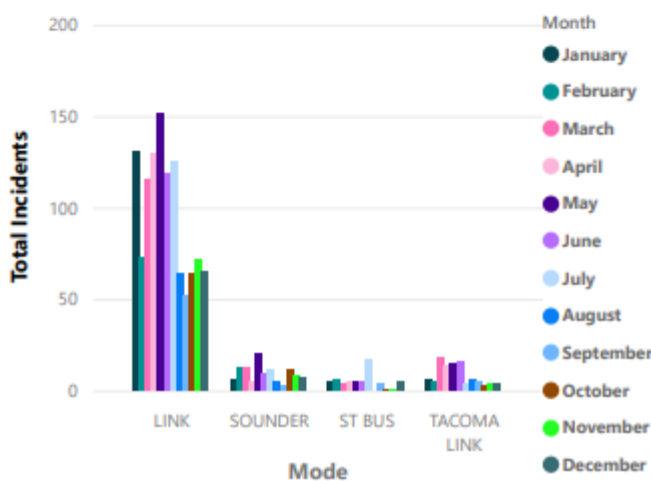
Crimes Against Property



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 December 2024, 7 Crimes Against Property were reported across all Sound Transit modes. The most-reported Crimes Against Property were theft of vehicles (2) and vandalism (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 December 2024, 82 UTC incidents were reported across all Sound Transit modes. The most frequently reported specific categories of UTC in October were smoking (38), defecate/urinating/spitting in public (9) and unreasonably disturbing others (8).