

## Summary Data of Three Modes of Service

ST Express Bus	Year-to-date 2007 Actuals	Year-to-date 2008 Actuals	Year-to-date Budget
Revenue vehicle hours operated <sup>1</sup>	367,650	374,907	378,214
Revenue vehicle miles operated	7,517,357	7,667,834	7,678,087
Trips operated	279,571	290,138	301,493
Platform hours operated <sup>2</sup>	456,711	466,948	455,147
Boardings per revenue hour	21.66	24.77	22.20
Boardings per trip	28.48	32.00	28.90
Cost-per-boarding <sup>3</sup>	\$6.40	\$6.38	\$6.96
Percentage of scheduled trips operated	99.95%	100.15%	≥99.80% <sup>4</sup>
On-time performance <sup>5</sup>	94.78%	94.42%	≥90.00% <sup>4</sup>
Customer complaints <sup>6</sup>	0.02%	0.02%	<0.05% <sup>4</sup>
Preventable accidents per revenue mile <sup>7</sup>	0.92	0.60	≤0.80 per 100,000 miles
<b>Sounder Commuter Rail</b>			
Revenue vehicle hours operated <sup>1</sup>	13,193	18,720	18,678
Revenue vehicle miles operated	503,437	719,833	718,220
Trips operated	2,421	3,572	3,564
Boardings per revenue vehicle hour	117.69	105.16	85.09
Boardings per trip	641.34	551.12	445.98
Cost-per-boarding <sup>3</sup>	\$11.18	\$11.11	\$13.68
Percentage of scheduled trips operated	100.00%	99.89%	≥99.50% <sup>4</sup>
On-time performance <sup>5</sup>	98.06%	99.85%	≥95.00% <sup>4</sup>
Customer complaints <sup>6</sup>	0.02%	0.02%	<0.05% <sup>4</sup>
Preventable accidents per revenue mile <sup>7</sup>	0.00	0.00	≤1.00 per 1,000,000 miles
<b>Tacoma Link Light Rail</b>			
Revenue hours operated <sup>1</sup>	7,508	7,289	7,526
Revenue miles operated	72,602	70,726	72,863
Trips operated	45,264	44,148	45,346
Boardings per revenue vehicle hour	91.05	94.22	95.73
Boardings per trip	15.10	15.56	15.89
Cost-per-boarding <sup>3</sup>	\$3.43	\$3.34	\$3.81
Percentage of scheduled trips operated	99.80%	99.80%	≥98.50% <sup>4</sup>
On-time performance <sup>5</sup>	99.48%	99.73%	≥98.50% <sup>4</sup>
Customer complaints <sup>6</sup>	0.00%	0.01%	<0.05% <sup>4</sup>
Preventable accidents per revenue mile <sup>7</sup>	0.41	0.00	≤1.00 per 100,000 miles

- 1-Revenue hours: The total amount of time during which service is available to carry passengers. Tacoma Link reports as service hours because at this time it does not collect fares. The 2008 budget for revenue vehicle hours operated and revenue vehicle miles operated was an estimated amount as of September 2008. The actual schedule was based on the 2008 Service Implementation Plan, adopted in December 2007. The revenue vehicle hour and mile measures are provided for information purposes only; ST Express is billed on the basis of platform hours operated, which are within 2 percent of budgeted levels.
- 2-Platform hours: The total hours a transit vehicle operates, including layover and deadhead time.
- 3-Cost-per-boarding is calculated as the total actual operating costs (including Agency overhead allocations) before depreciation divided by the total number of riders during the period.
- 4-Quarterly and annual target number.
- 5-On-time performance standards are defined as:  
 ST Express: ≥90 percent, no later than 10 minutes of scheduled departure time.  
 Sounder: ≥95 percent, the average of all trains in a month arriving at a terminus within seven minutes of schedule.  
 Tacoma Link: ≥ 98.5 percent, is late if it either departs a terminal station more than one minute late or arrives at a terminal station three or more minutes late and is unable to make its departure time.
- 6-Customer complaint standards are < 0.05 percent based on the performance standards set in the ST Express service agreements. The standard is calculated as a percent of total boardings for each mode.
- 7-Preventable accident: An accident in which the operating employee(s) failed to do everything reasonable to prevent the accident.

Third Quarter 2008

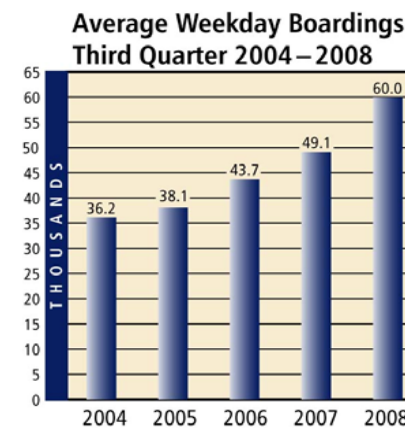
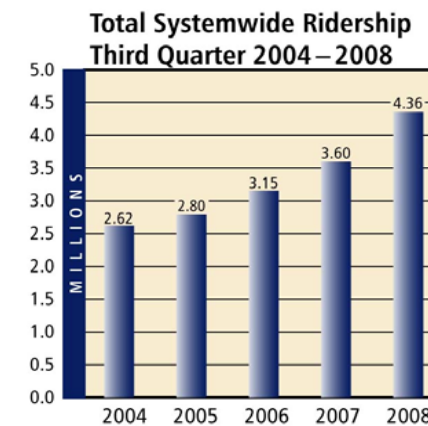


## Service Delivery Quarterly Performance Report to the CEO

### Q3 Systemwide Ridership

Boardings by Service Type	Third Quarter			Year-to-Date			2008 Annual SIP Projections <sup>1</sup>
	2007	2008	%Δ	2007	2008	%Δ	
ST Express Bus	2,783,800	3,402,521	22%	7,963,287	9,285,496	17%	11.4 mil.
Sounder Commuter Rail	579,109	708,479	22%	1,552,691	1,968,589	27%	2.2 mil.
Tacoma Link	234,257	245,362	5%	683,662	686,744	1%	.955 mil.
<b>Total Boardings</b>	<b>3,597,166</b>	<b>4,356,362</b>	<b>21%</b>	<b>10,199,640</b>	<b>11,940,829</b>	<b>17%</b>	<b>14.6 mil.</b>
<b>Avg Weekday Bdgs</b>	<b>49,052</b>	<b>59,960</b>	<b>22%</b>	<b>46,456</b>	<b>55,362</b>	<b>19%</b>	<b>49,867</b>

1-Annual projections established in the 2008 Service Implementation Plan (SIP)



Sound Transit bus and train ridership continued to climb during the third quarter, with total boardings increasing by 21 percent compared with the same period last year. Normally, transit boardings decline during the summer compared with the other seasons, but the highest year-to-date monthly ridership was recorded in July, when average weekday boardings exceeded 60,000. Mid-summer gasoline prices that averaged over \$4 per gallon clearly contributed towards this surge. Since that time, average weekday boardings have dipped slightly but are still much higher than one year ago. All service modes are experiencing growth, including Tacoma Link.

Thus far, the economic downturn has not significantly affected Sound Transit ridership growth, and recent monthly boarding totals are holding up well, especially considering the large drop in gasoline prices that started in late September. Bus overcrowding continues to be a serious issue, but there is evidence that the severity of the problem has eased somewhat during the months of September and October with fewer reports of crush loading and pass-up conditions.

The Sept. 22 service change provided new Sounder train trips and expanded express bus service to Everett, Tacoma and Lakewood. Since these improvements were implemented just 10 days before the end of the quarter they had relatively little affect on the boarding totals. Results of the fourth quarter 2008 report will start to reflect the impact of this new service.

Specific mode and individual route trends are discussed on page 2.

#### Inside this report

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- Page 3 Performance snapshot
- Page 4 Glossary and summary data

## Third Quarter Ridership Highlights

**ST Express** ridership increased by 22 percent during the third quarter, compared with 11 percent growth during the same period in 2007. Routes with particularly large increases included Route 532 Everett-Bellevue, up by 54 percent; Route 535 Lynnwood-Bellevue, up by 55 percent, and Route 545 Redmond-Seattle, up by 29 percent. The increases on Route 532 are particularly challenging since this is a peak-only commuter route with little near-term capacity for additional growth. The 76 percent increase shown for Route 577 Federal Way-Seattle is high because the third quarter 2007 totals for this route were undercounted. As with the second quarter report, the only routes posting declines were Route 540 Kirkland-UW and Route 582 Bonney Lake-Tacoma, where most riders shifted to other transit routes as part of a general restructuring of service.

Weekday bus ridership was substantially ahead of 2008 Service Implementation Plan (SIP) projections, with 46,491 average weekday boardings during the quarter compared with 38,517 projected in the SIP.

**Sounder** commuter rail ridership was up 22 percent during the third quarter, compared with 33 percent growth during the same period in 2007. The percentage growth would have been more comparable to last year but for the ridership surge that took place in August 2007 as a result of the Interstate 5 repair project. In addition, event train ridership dipped slightly during the third quarter 2008 compared with last year.

Weekday Sounder ridership was substantially ahead of 2008 Service Implementation Plan (SIP) projections, with 10,428 average weekday boardings during the quarter compared with 8,197 projected in the SIP.

**Tacoma Link** ridership was up 5 percent for the quarter, reversing a decline that appeared during the second quarter. The Tall Ships Festival during the July 4 weekend generated many additional riders, although not as many as the record-breaking 2005 Tall Ships event.

Weekday Tacoma Link ridership was just below 2008 Service Implementation Plan (SIP) projections, with 3,041 average weekday boardings during the quarter compared with 3,153 projected in the SIP.

ST Express Boardings by Route				Sounder Commuter Rail Boardings by Corridor				
Route	Q3 2007	Q3 2008	%Δ		Q3 2007	Q3 2008	%Δ	
510/513	Everett-Seattle	191,905	235,306	23%	Everett-Commuter	52,351	72,416	38%
511	Lynnwood-Seattle	214,975	253,637	18%	Seattle-Special	16,573	14,149	-15%
530/532	Everett-Bellevue	53,864	82,683	54%	Corridor Subtotal	68,924	86,565	26%
535	Lynnwood-Bellevue	76,467	118,547	55%	Tacoma-Commuter	480,952	594,972	24%
522	Woodinville-Seattle	242,438	280,122	16%	Seattle-Special	29,233	26,942	-8%
540	Redmond-U. District	98,332	58,341	-41%	Corridor Subtotal	510,185	621,914	22%
545	Redmond-Seattle	362,414	465,918	29%	Total	579,109	708,479	22%
550	Bellevue-Seattle	387,282	463,378	20%	Avg Weekday Bdgs	8,333	10,428	25%
554	Issaquah-Seattle	164,610	196,136	19%	2008 SIP Projection <sup>1</sup> Total		2,200,000	
555/556	Issaquah-Northgate	50,286	66,112	31%	Avg Weekday		8,197	
560	WSeattle-Sea-Tac-Bellvue	172,723	213,460	24%	<b>Tacoma Link Light Rail Boardings</b>			
564	Auburn-Overlake	80,444	104,301	30%		Q3 2007	Q3 2008	%Δ
565	Federal Way-Overlake	99,046	122,352	24%	Total	234,257	245,362	5%
574	Lakewood-Sea-Tac	129,228	166,469	29%	Avg Weekday Bdgs	3,030	3,041	0%
577	Federal Way-Seattle	48,585	85,532	76%	2008 SIP Projection <sup>1</sup> Total		955,000	
582	Bonney Lake-Tacoma	23,550	21,402	-9%	Avg Weekday		3,153	
586	Tacoma-U. District	24,135	27,017	12%				
590-592, 594-595	Lakewood-Seattle/Tacoma-Seattle	363,516	441,499	21%				
599	Lakewood-Tacoma	0	309	N/A				
Total <sup>2</sup>		2,783,800	3,402,521	22%				
Avg Weekday Bdgs <sup>2</sup>		37,689	46,491	23%				
2008 SIP Projection <sup>1</sup> Total			11,400,000					
Avg Weekday			38,517					

1-Annual projections established in the 2008 Service Implementation Plan (SIP)

2-Does not include Downtown Seattle ride free boardings

## Transportation Services Performance Snapshot















The table below provides a snapshot of key performance indicators and measures by mode of service. It compares this quarter's performance with the same quarter the previous year and to the standards set in the 2008 budget. The budget standards are developed on an annual basis and may include seasonal fluctuations. In particular, the first quarter report is too early to make sweeping conclusions about performance, but it is informative to compare the performance from this quarter to the same quarter in the prior year. The data used to prepare the table is on page 4 of this report.




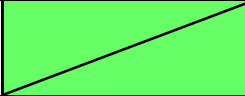
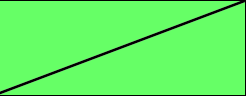
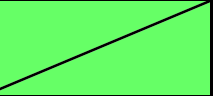

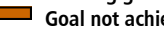


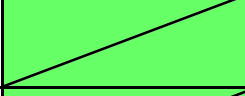
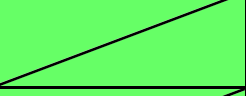
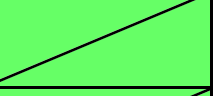
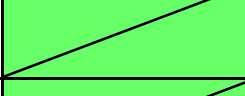
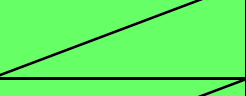
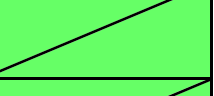
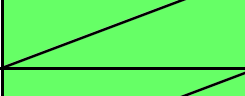
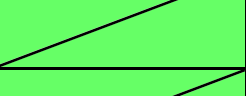




**Key Performance Indicators:** As discussed on previous pages, Sound Transit ridership continues to increase at very strong rates. Through the third quarter, **ST Express** is showing an improvement on all three Key Performance Indicators compared to the same period in 2007.

**Sounder** boardings are nearly 30 percent higher than the same period last year. However, as was budgeted, Sounder boardings per trip and per hour are down compared to the same period last year as the additional service added late in 2007 and in September 2008 includes lower productivity reverse commute and off-peak trips. While reverse commute per trip ridership is lower than the system average, the reverse commute trains allow more service in the peak direction.

**Tacoma Link** ridership overall is slightly higher than for the same period last year. A shift toward more evening weekday service was balanced out by a reduction in some weekend service, but the net effect has been positive in boardings per hour and per trip as well.

**Key Performance Measures:** For all three modes, all Key Performance Measures for YTD 2008 are exceeding their standards. In terms of cost per boarding, all three modes have bettered their target for the 2008 YTD. In fact, for all three modes the cost per boarding for 2008 is actually lower than in the previous year. This is a result of both the record ridership described elsewhere in this report, as well as strong budget controls that have limited cost growth to below budgeted levels. In addition, some discretionary maintenance was deferred in the face of the severe price spikes in fuel prices that occurred during the middle part of the year. The trend since August has been favorable for costs, but spending is still being restrained.

	ST Express Bus 	Sounder Commuter Rail 	Tacoma Link Light Rail 	Key Performance Indicators YTD Actuals Q3 2007 vs Q3 2008
Total boardings				 Up for YTD  Down for YTD
Boardings per revenue vehicle hour				
Boardings per trip				

	ST Express Bus 	Sounder Commuter Rail 	Tacoma Link Light Rail 	Key Performance Measures <sup>1</sup> YTD 2007/ YTD 2008 Actuals vs 2007 Standards
Percentage of scheduled trips operated				 Meeting goal  Goal not achieved  YTD 2007  YTD 2008
Cost-per-boarding				
On-time performance				
Customer complaints				
Preventable accidents per revenue mile				

1-2007 data is compared against 2008 standards.