

## 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>	489,957	504,709	510,000
Revenue vehicle miles operated	10,042,843	10,290,367	10,450,000
Trips operated	374,607	391,199	390,447
Platform hours operated <sup>2</sup>	609,509	630,621	608,327
Boardings per revenue hour	21.82	24.82	22.20
Boardings per trip	28.53	32.03	28.90
Cost-per-boarding <sup>3</sup>	\$6.52	\$6.31	\$6.96
Percentage of scheduled trips operated	99.97%	100.00%	≥99.80% <sup>4</sup>
On-time performance <sup>5</sup>	94.29%	94.13%	≥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>	1.00	0.87	≤0.80 per 100,000 miles
<b>Souder Commuter Rail</b>			
Revenue vehicle hours operated <sup>1</sup>	19,279	27,006	28,169
Revenue vehicle miles operated	737,582	1,039,433	1,098,571
Trips operated	3,571	5,114	5,206
Boardings per revenue vehicle hour	111.87	98.82	82.00
Boardings per trip	603.94	521.83	442.00
Cost-per-boarding <sup>3</sup>	\$11.52	\$11.16	\$13.68
Percentage of scheduled trips operated	99.44%	99.88%	≥99.50% <sup>4</sup>
On-time performance <sup>5</sup>	98.28%	98.13%	≥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>	10,034	9,708	10,035
Revenue miles operated	97,115	94,189	97,150
Trips operated	60,473	58,812	60,462
Boardings per revenue vehicle hour	91.59	95.86	95.00
Boardings per trip	15.20	15.82	15.89
Cost-per-boarding <sup>3</sup>	\$3.43	\$3.38	\$3.81
Percentage of scheduled trips operated	99.81%	99.80%	≥98.50% <sup>4</sup>
On-time performance <sup>5</sup>	99.57%	99.75%	≥98.50% <sup>4</sup>
Customer complaints <sup>6</sup>	0.00%	0.00%	<0.05% <sup>4</sup>
Preventable accidents per revenue mile <sup>7</sup>	0.31	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.  
 Souder: ≥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.

Fourth Quarter 2008

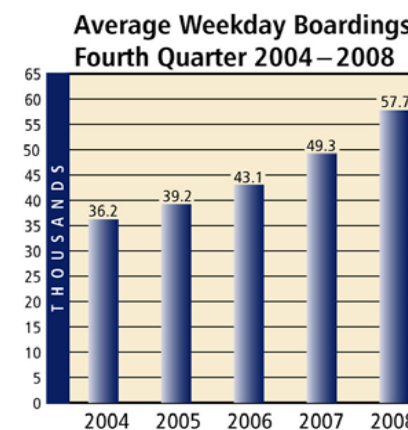
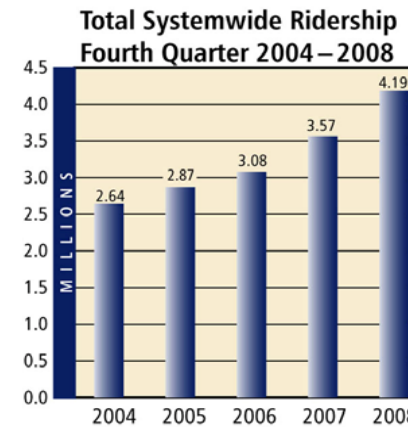


## Service Delivery Quarterly Performance Report to the CEO

### Q4 Systemwide Ridership

Boardings by Service Type	Fourth Quarter			Year-to-Date			2008 Annual SIP Projections <sup>1</sup>
	2007	2008	%Δ	2007	2008	%Δ	
ST Express Bus	2,725,759	3,243,391	19%	10,689,046	12,528,887	17%	11.4 mil.
Souder Commuter Rail	603,961	700,034	16%	2,156,652	2,668,623	24%	2.2 mil.
Tacoma Link	235,351	243,888	4%	919,013	930,632	1%	.955 mil.
<b>Total Boardings</b>	<b>3,565,071</b>	<b>4,187,313</b>	<b>17%</b>	<b>13,764,711</b>	<b>16,128,142</b>	<b>17%</b>	<b>14.6 mil.</b>
<b>Avg Weekday Bdgs</b>	<b>49,325</b>	<b>57,725</b>	<b>17%</b>	<b>47,927</b>	<b>55,953</b>	<b>17%</b>	<b>49,867</b>

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



Fourth quarter ridership at Sound Transit was up 17 percent compared with the same period last year, increasing from 3.6 to 4.2 million boardings. This significant growth occurred despite the worsening economic situation and severe winter weather during the last weeks of the quarter. Snow and ice curtailed service and restricted the operation of both ST Express buses and Souder trains in late December. Total ridership undoubtedly would have been higher but for these extreme weather conditions.

During the severe winter weather in December, ST Express buses continued to operate but at reduced service levels. Some routes were truncated to avoid operation on hills. During the week of December 21, severe winter weather caused frozen switches and other problems on the south Souder line. An abbreviated "partial holiday" schedule operated with limited ridership. The Souder north line and Tacoma Link maintained full service levels throughout December's severe winter weather.

New transit facilities and service improvements implemented in late September helped increase ridership for the quarter. These changes included additional Souder trains on both corridors and the opening of new park-and-rides at South Everett and Lakewood. Systemwide ridership totaled 16.1 million boardings at year end, exceeding the ridership estimate in the 2008 Service Implementation Plan (SIP) by more than one million boardings.

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

#### Inside this report

- Page 2 Passenger boarding analysis
- Page 3 Performance snapshot
- Page 4 Glossary and summary data

## Fourth Quarter Ridership Highlights

**ST Express** bus ridership increased by 19 percent during the fourth quarter. In September, the delivery of additional buses and the opening of the South Everett Park-and-Ride, allowed much-needed service improvements on routes connecting Snohomish County with Seattle and East King County. This is reflected in the large increases recorded on Routes 510/513 Everett-Seattle, up 21 percent, Route 532 Everett-Bellevue, up 45 percent, and Route 535 Lynnwood-Bellevue, up 42 percent. Other services recording increases between 20-30 percent included Route 545 Redmond-Seattle, up 27 percent, Route 554 Issaquah-Seattle, up 21 percent and Routes 555/556 Issaquah-Northgate, up 24 percent. Several mature, long-established routes also posted major gains, such as Route 550 Bellevue-Seattle, up 19 percent, and Routes 590-595 Seattle-Tacoma-Lakewood, up 14 percent. Ridership on Routes 592 and 594 benefited from the opening of the 600 stall Lakewood Station Park-and-Ride in September along the I-5 corridor.

Weekday bus ridership was ahead of Service Implementation Plan (SIP) projections, with 44,543 average weekday boardings during the quarter compared with 38,517 projected in the SIP.

**Sounder** commuter rail ridership was up 16 percent during the quarter, helped by the addition of two new round trips on the south line and one on the north line that started in September and major increases in special event ridership on both lines. In addition to service to Mariners and Seahawks games, Sounder provided special event service to events at the Tacoma Dome.

Weekday Sounder ridership was very close to SIP projections, with 9,979 average weekday boardings compared with 10,215 projected in the SIP.

**Tacoma Link** ridership was up 4 percent for the quarter, continuing an upward trend that began during the third quarter. Most of the ridership increase was on weekends as average weekday boardings increased by only 1 percent.

Weekday Tacoma Link ridership was ahead of SIP projections, with 3,203 average weekday boardings compared with 2,925 projected in the SIP.

ST Express Boardings by Route				
Route	Q4 2007	Q4 2008	%Δ	
510/513	Everett-Seattle	181,269	219,738	21%
511	Lynnwood-Seattle	201,526	227,204	13%
532	Everett-Bellevue	53,925	78,297	45%
535	Lynnwood-Bellevue	77,856	110,622	42%
522	Woodinville-Seattle	240,265	277,834	16%
540	Kirkland-U. District	106,499	76,024	-29%
545	Redmond-Seattle	338,200	429,454	27%
550	Bellevue-Seattle	374,927	444,324	19%
554	Issaquah-Seattle	162,252	196,822	21%
555/556	Issaquah-Northgate	55,752	69,366	24%
560	WSeattle-Sea-Tac-Bellvue	170,199	209,244	23%
564	SouthHill-Overlake	81,771	97,785	20%
565	Federal Way-Overlake	100,908	114,798	14%
574	Lakewood-Sea-Tac	131,028	153,501	17%
577	Federal Way-Seattle	49,005	80,421	64%
582	Bonney Lake-Tacoma	14,930	18,483	24%
586	Tacoma-U. District	29,810	31,216	5%
590-592, 594-595	Lakewood-Seattle/Tacoma-Seattle	355,637	404,115	14%
599	Lakewood-Tacoma	0	4,143	N/A
Total <sup>2</sup>		2,725,759	3,243,391	19%
Avg Weekday Bdgs <sup>2</sup>		37,334	44,543	19%
2008 SIP Average Weekday Projection <sup>1</sup>		38,517		

Sounder Commuter Rail Boardings by Corridor				
		Q4 2007	Q4 2008	%Δ
Everett-Seattle	Commuter	57,001	70,846	24%
Everett-Seattle	Special	12,636	17,079	35%
Corridor	Subtotal	69,637	87,925	26%
Tacoma-Seattle	Commuter	507,487	567,805	12%
Tacoma-Seattle	Special	26,837	44,304	65%
Corridor	Subtotal	534,324	612,109	15%
Total		603,961	700,034	16%
Avg Weekday Bdgs		8,820	9,979	13%
2008 SIP Average Weekday Projection <sup>1</sup>		8,197		

Tacoma Link Light Rail Boardings				
		Q4 2007	Q4 2008	%Δ
Total		235,351	243,888	4%
Avg Weekday Bdgs		3,171	3,203	1%
2008 SIP Avg Weekday Projection <sup>1</sup>		3,153		

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

2-Does not include Downtown Seattle ride free boardings

## Transportation Services Performance Snapshot















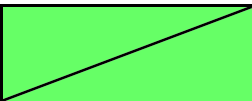
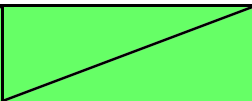
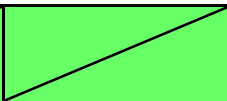
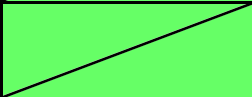
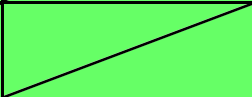
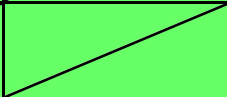
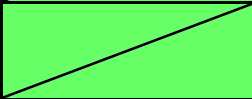
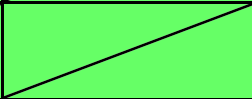
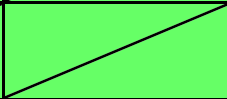
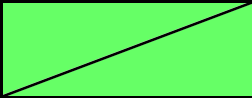
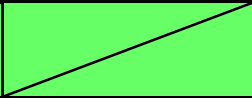
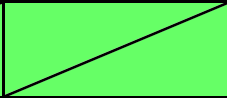
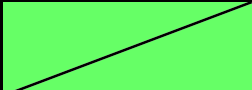

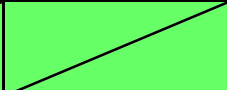
The table below provides a snapshot of key performance indicators and measures by mode of service. It compares this quarter's performance with the same quarter the previous year and to the standards set in the 2008 budget. The budget standards are developed on an annual basis and may include seasonal fluctuations. 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. For the year, ST Express showed an improvement on all three Key Performance Indicators compared to 2007.

As in previous quarters, Sounder boardings have grown considerably compared to 2007. However, as was budgeted, Sounder boardings per trip and per hour are down compared to 2007 as the additional service added late in 2007 and in September 2008 includes lower productivity reverse commute and off-peak trips. With the additional reverse commute trips in September, the boardings per trip and per hour measure for Sounder declined. While reverse commute per trip ridership is lower than the system average, the reverse commute trains allow more service in the peak direction and more efficient operations. Performance on these measures is also stronger than had been budgeted for the year.

Tacoma Link ridership overall is higher than 2007. A shift toward more evening weekday service was balanced out by a reduction in some weekend service. The net effect has been positive both in terms of boardings per hour as well as boardings per trip.

**Key Performance Measures:** All three modes exceeded their standards for all Key Performance Measures in 2008. All three modes bettered their cost per boarding target for the year. In fact, the cost per boarding for all three modes in 2008 was actually lower than the previous year. This is a result of both the record ridership described elsewhere in this report, as well as strong budget controls that limited cost growth to below budgeted levels. In addition, some discretionary maintenance was deferred in the face of the severe spikes in fuel prices that occurred during the middle part of the year. These fuel price spikes were countered with marked declines in fuel prices over the last quarter of the year, although for the year fuel costs were still over budgeted levels.

	ST Express Bus 	Sounder Commuter Rail 	Tacoma Link Light Rail 	Key Performance Indicators YTD Actuals Q4 2007 vs Q4 2008
Total boardings				 Up for YTD
Boardings per revenue vehicle hour				 Down for YTD
Boardings per trip				
Percentage of scheduled trips operated				Key Performance Measures <sup>1</sup> YTD 2007/ YTD 2008 Actuals vs 2007 Standards
Cost-per-boarding				
On-time performance				
Customer complaints				
Preventable accidents per revenue mile				

YTD 2007	YTD 2008
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1-2007 data is compared against 2008 standards.