



## King County

### Regional Transit Committee

#### STAFF REPORT

**AGENDA ITEM:** 12

**DATE:** June 27, 2012

**BRIEFING NO.** 2012-B0102

**PREPARED BY:** Paul Carlson

#### SUBJECT

THE 2011 ANNUAL MANAGEMENT REPORT.

#### SUMMARY

General Manager Kevin Desmond will present highlights of Metro Transit's operating and financial statistics for 2011, and other information important for gauging how well the Transit Division is doing in providing safe, reliable, cost-efficient transportation services to the King County region. In late August, a final report with more information will be posted on-line; hard copies will be available for Committee members.

#### ATTENDING:

Kevin Desmond, General Manager, King County Transit Division  
Christina O'Claire, Supervisor of Strategic Planning and Analysis, King County Transit Division

#### ATTACHMENT:

1. Annual Management Report presentation – Transit Division PowerPoint

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# King County Metro Transit 2011 Year End Report

Presented to the Regional Transit Committee  
June 27, 2012



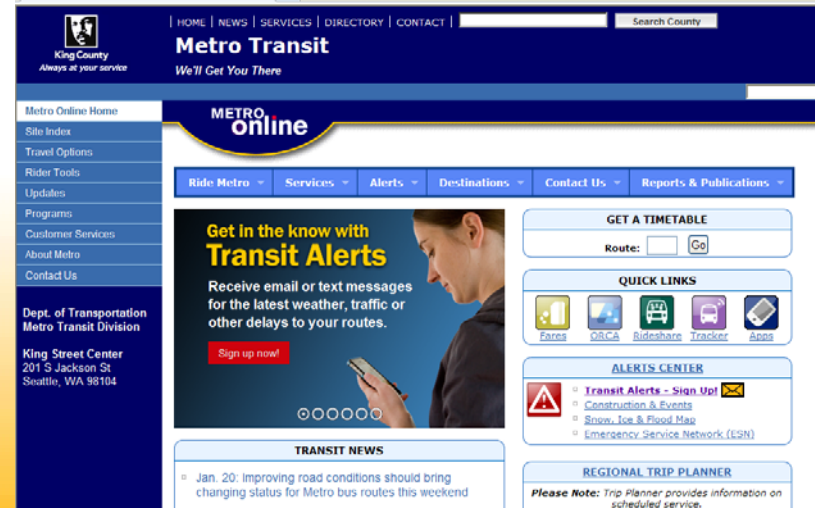
# 2011 Accomplishments

- 2<sup>nd</sup> highest bus ridership in agency history (over 112 million riders)
- Adopted Strategic Plan and Guidelines
- Congestion Reduction Charge – adopted a budget with stable finances
- RapidRide B Line launched
- Implemented Performance Audit – trolleys; fare simplification
- Farebox recovery at about 27.5%; above target of 25%
- Scheduling Efficiencies – 119,000 annual hours saved



# 2011 Accomplishments

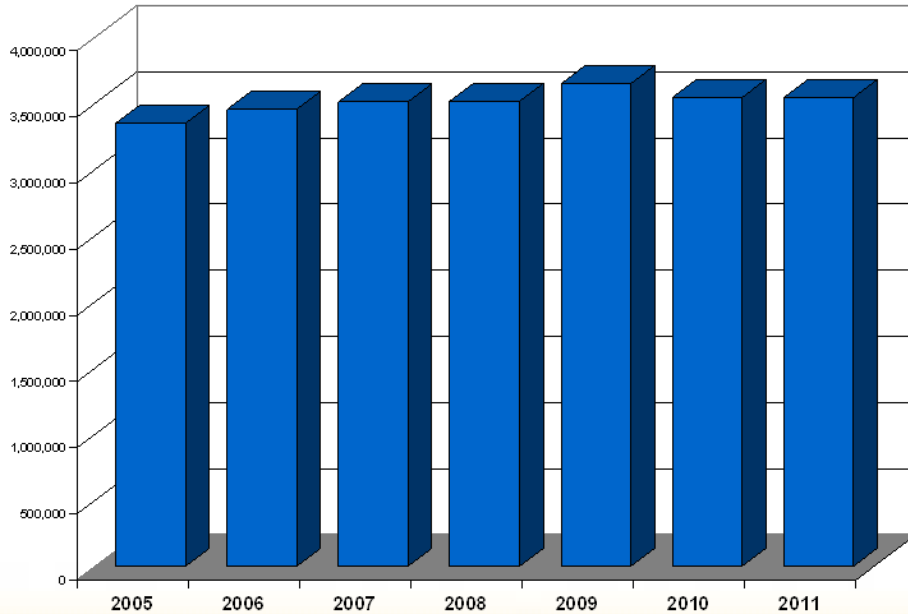
- Electric vehicles added to Vanpool fleet
- Over 17 million customer information contacts
- 42,000 customers subscribed to Transit Alerts
- New Metro Online website
- Agreement with UW to continue OneBusAway
- Accident rate near record low
- LEED Silver – Ryerson Base
- LEED Gold – Atlantic/Central Base
- On-Board Systems transition



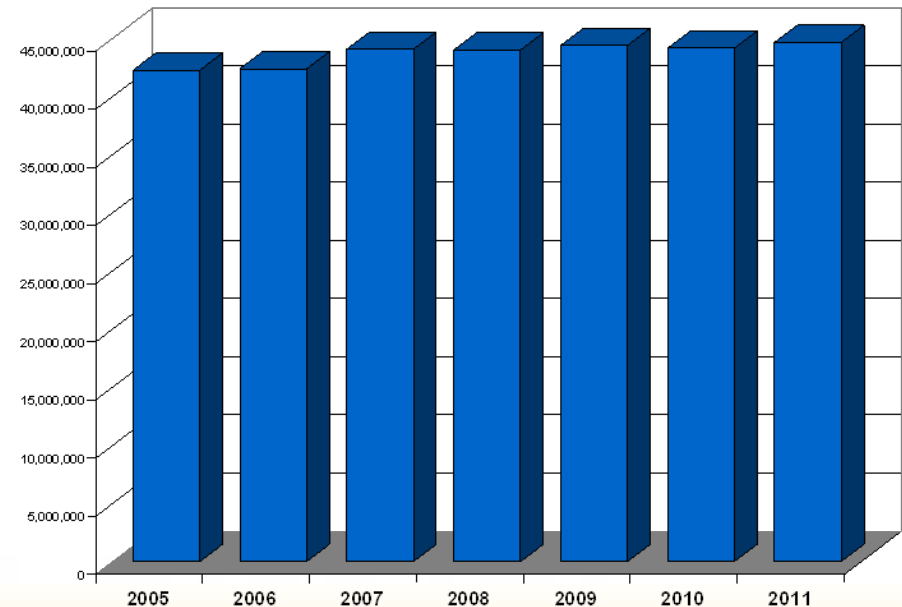
# Performance Measures

# Vehicle Hours and Miles Operated

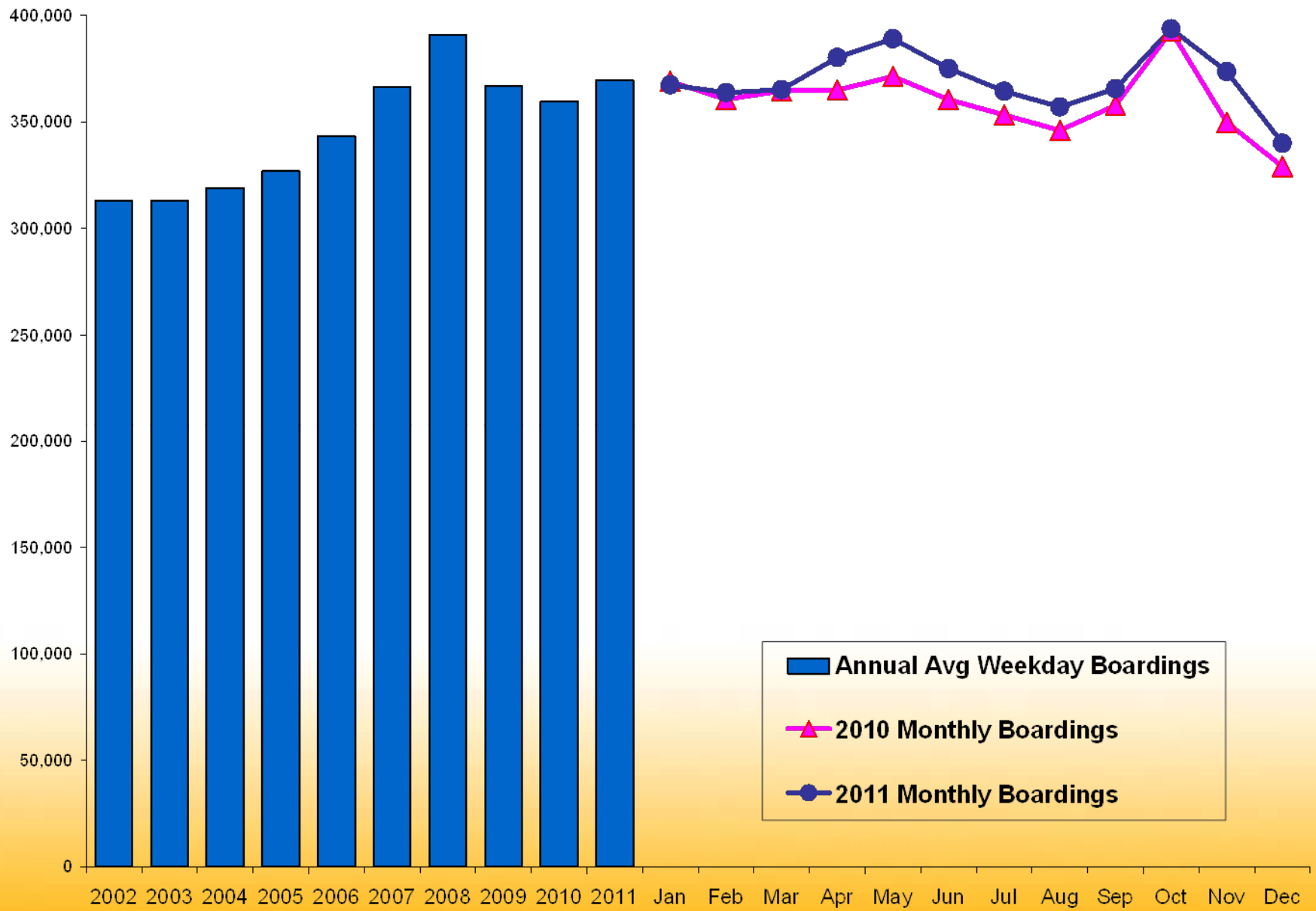
## Metro Annual Vehicle Hours Operated



## Metro Annual Vehicle Miles Operated

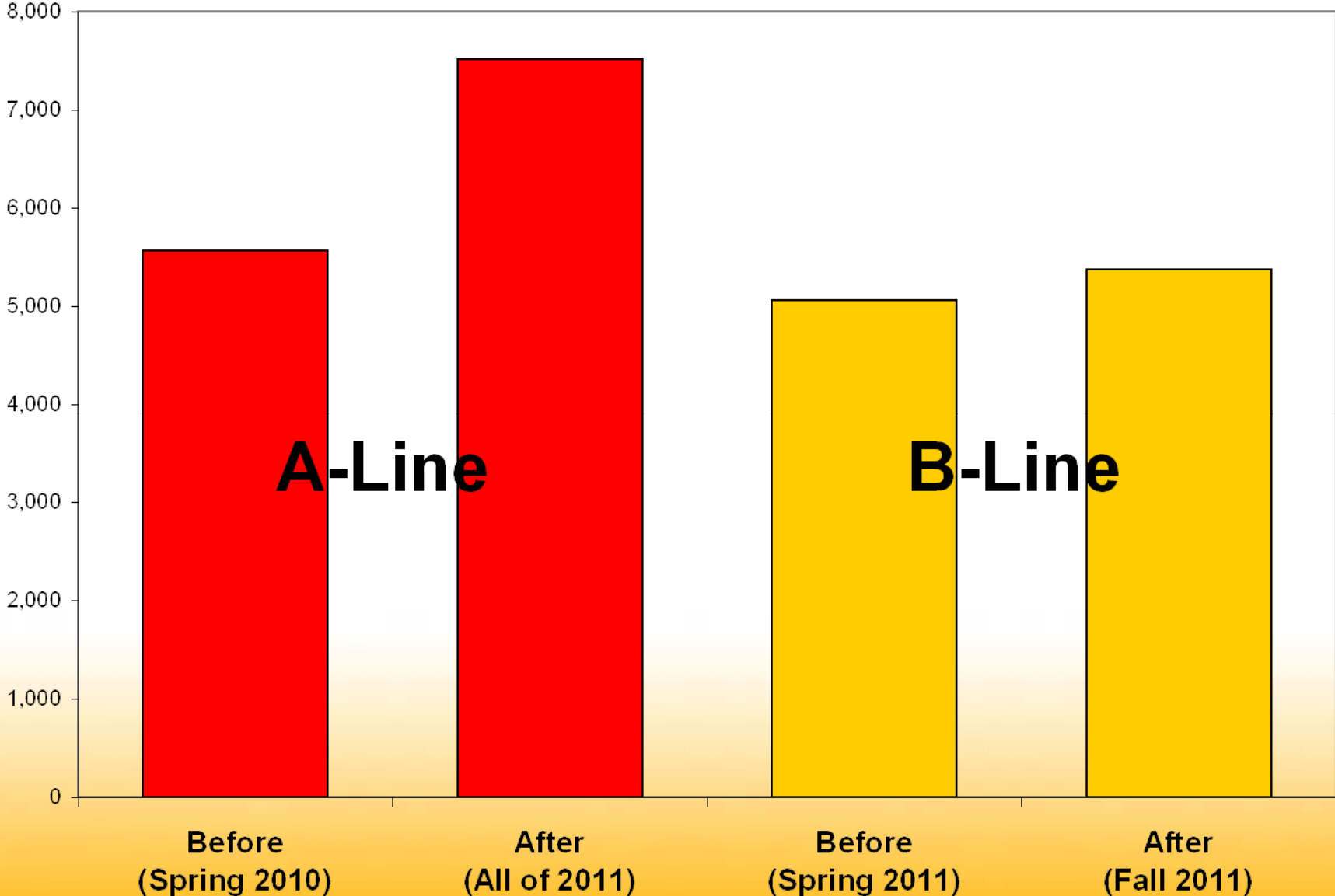


# Average Weekday Ridership on Metro's Buses and Trolleys

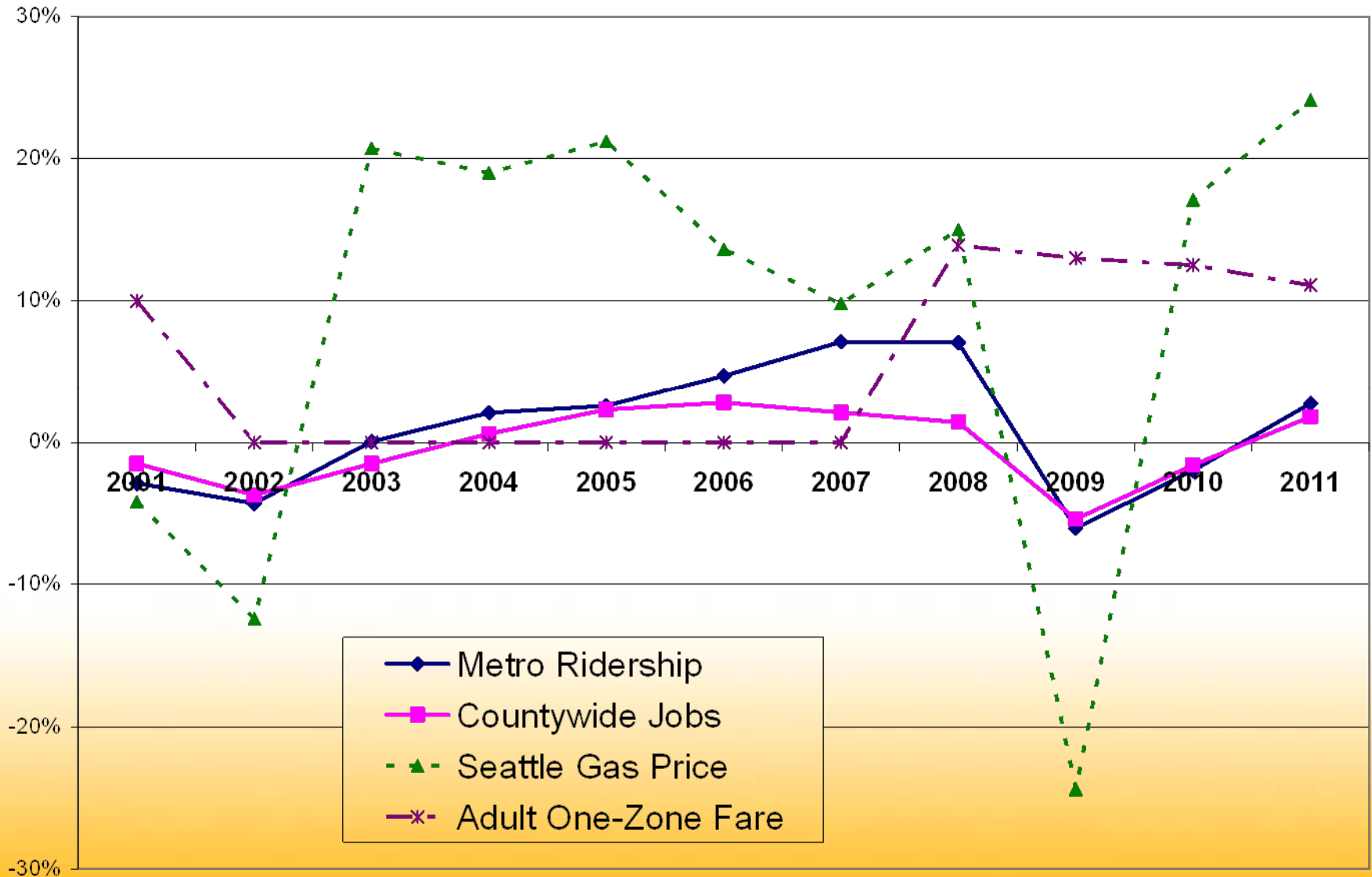




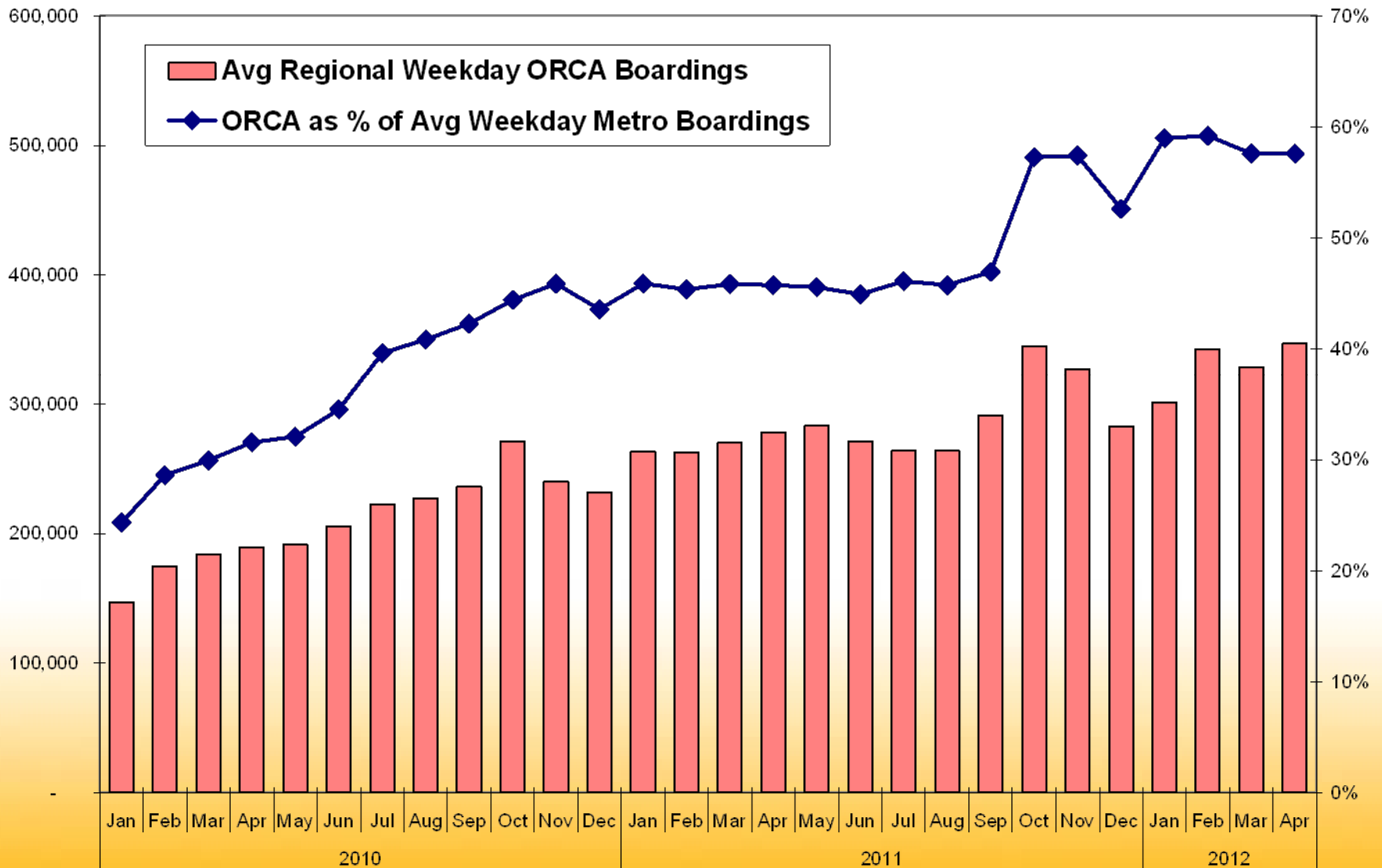
# Ridership Before and After RapidRide Implementation



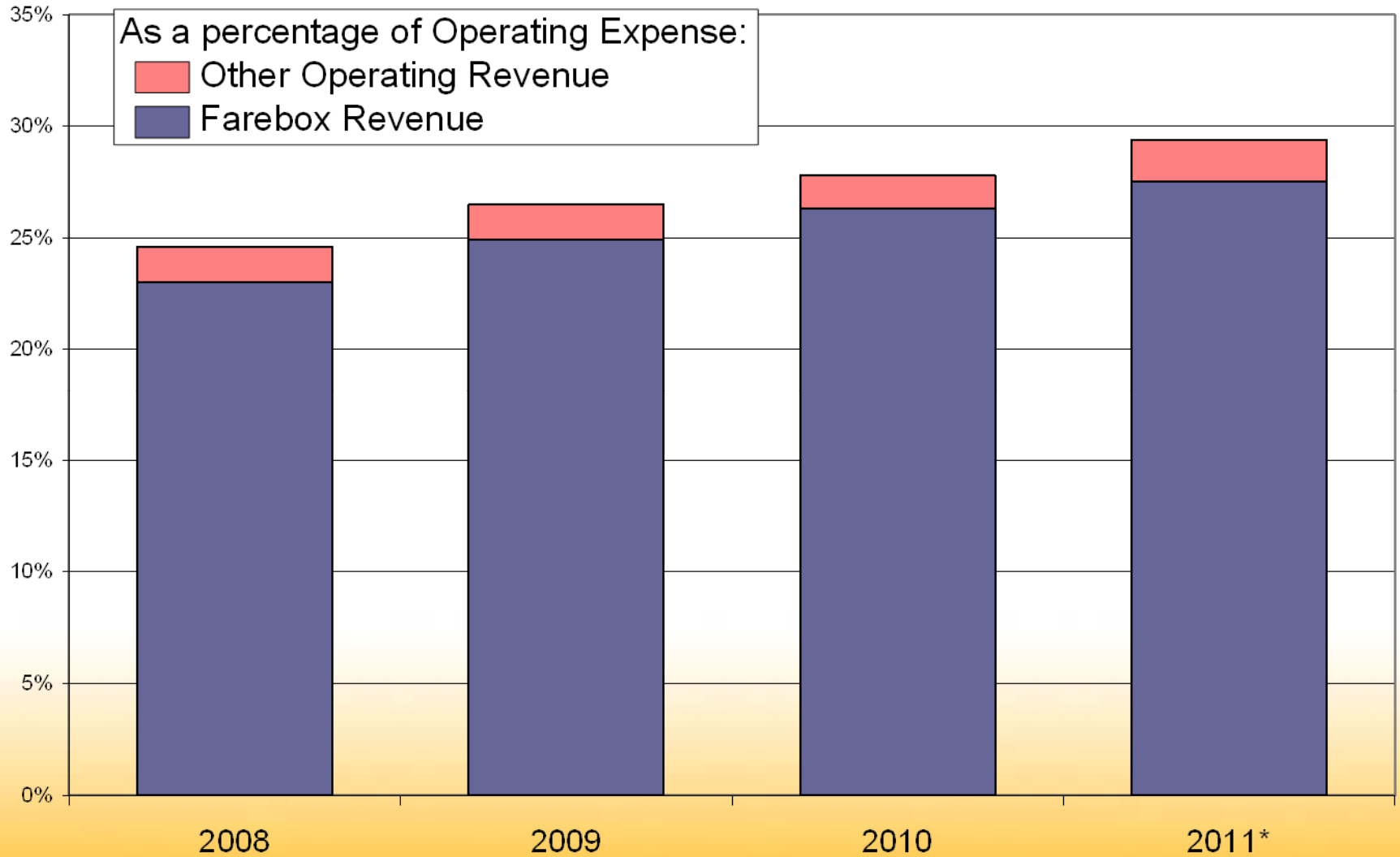
# Annual Percent Changes in Ridership, Employment, Gas Prices and Fares



# Average Regional Weekday ORCA Boardings and ORCA Boardings as a Percent of Average Weekday Metro Boardings

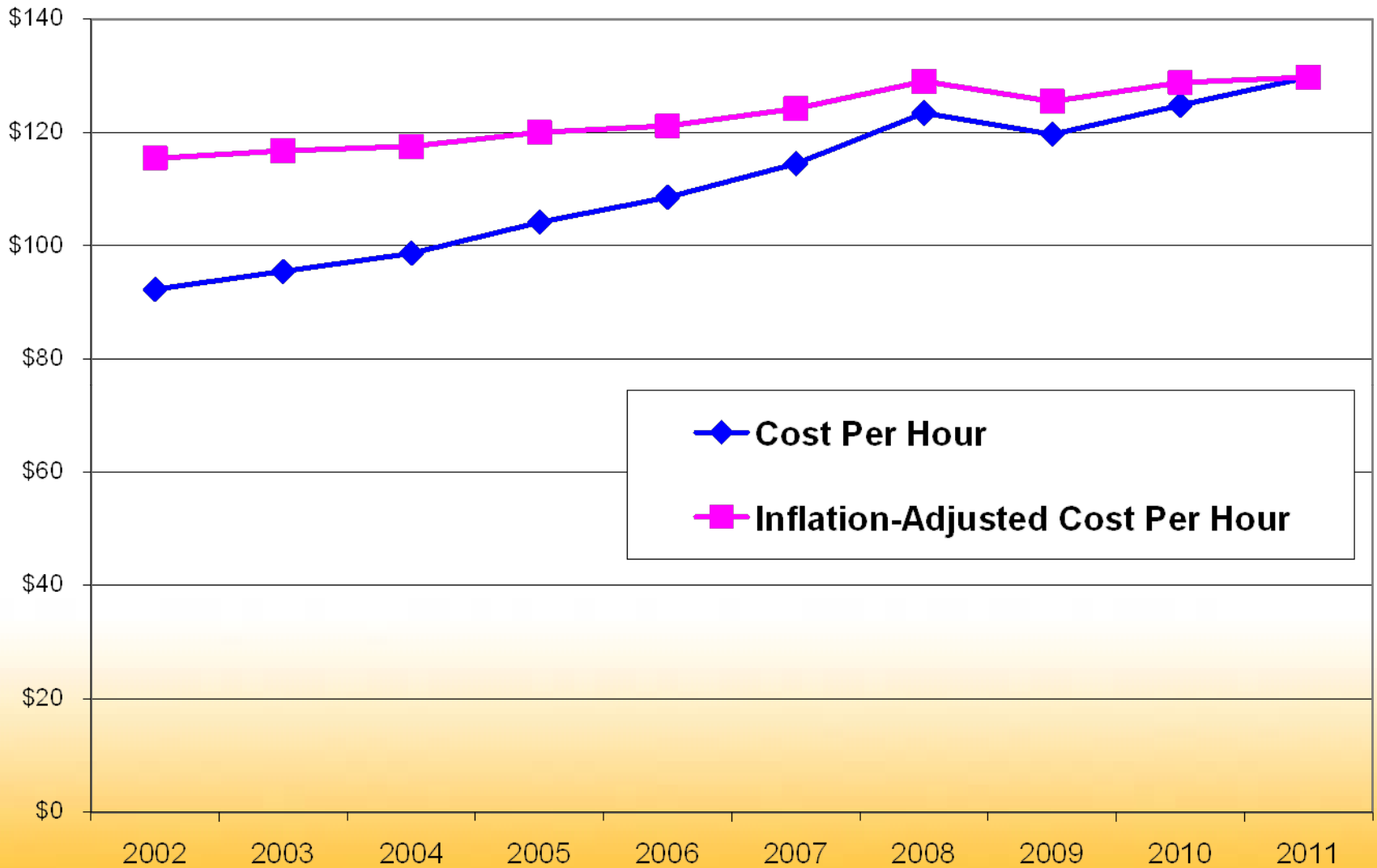


# Revenue/Operating Expense

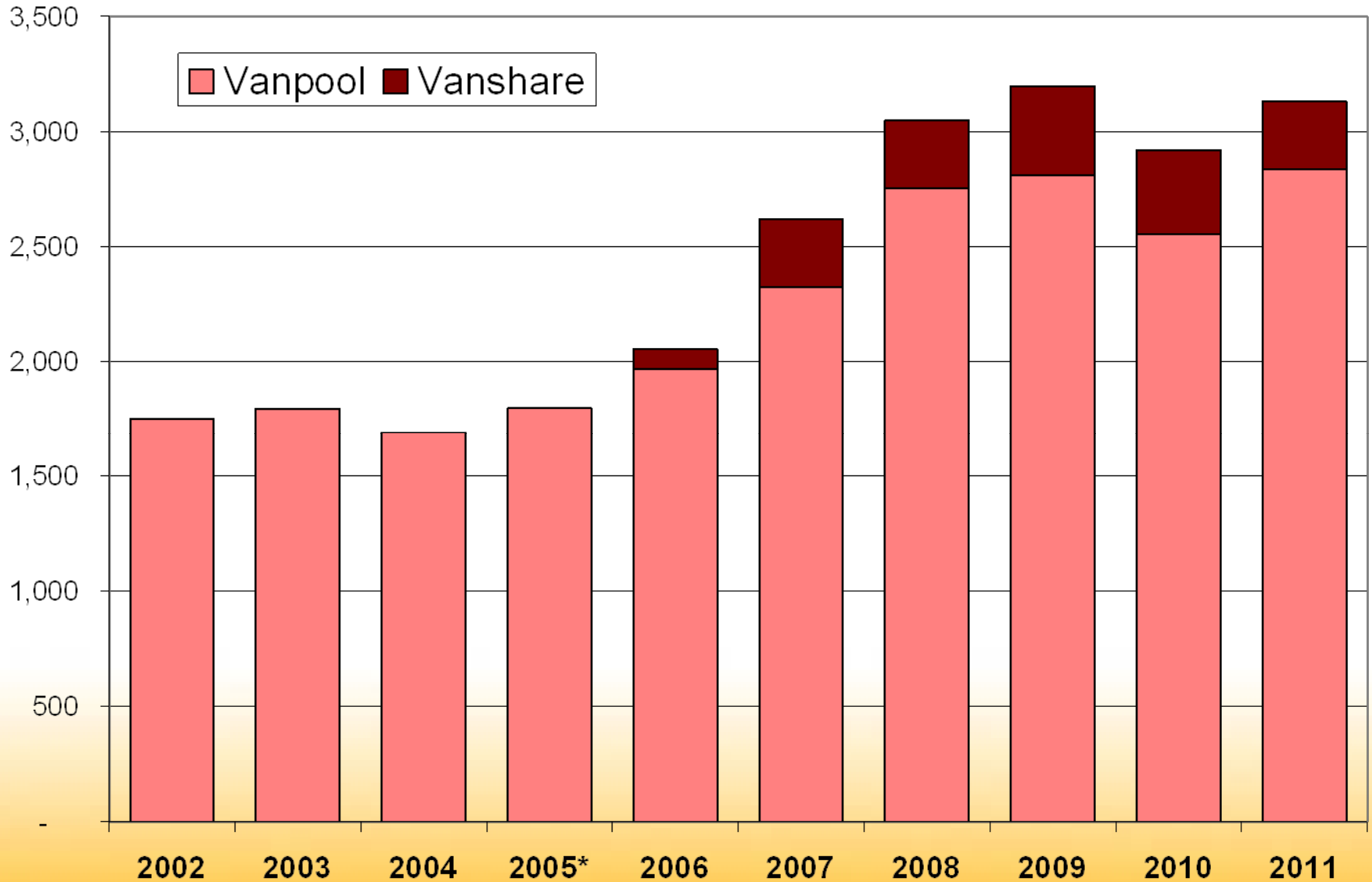


\*Preliminary

# Metro Transit Cost Per Hour

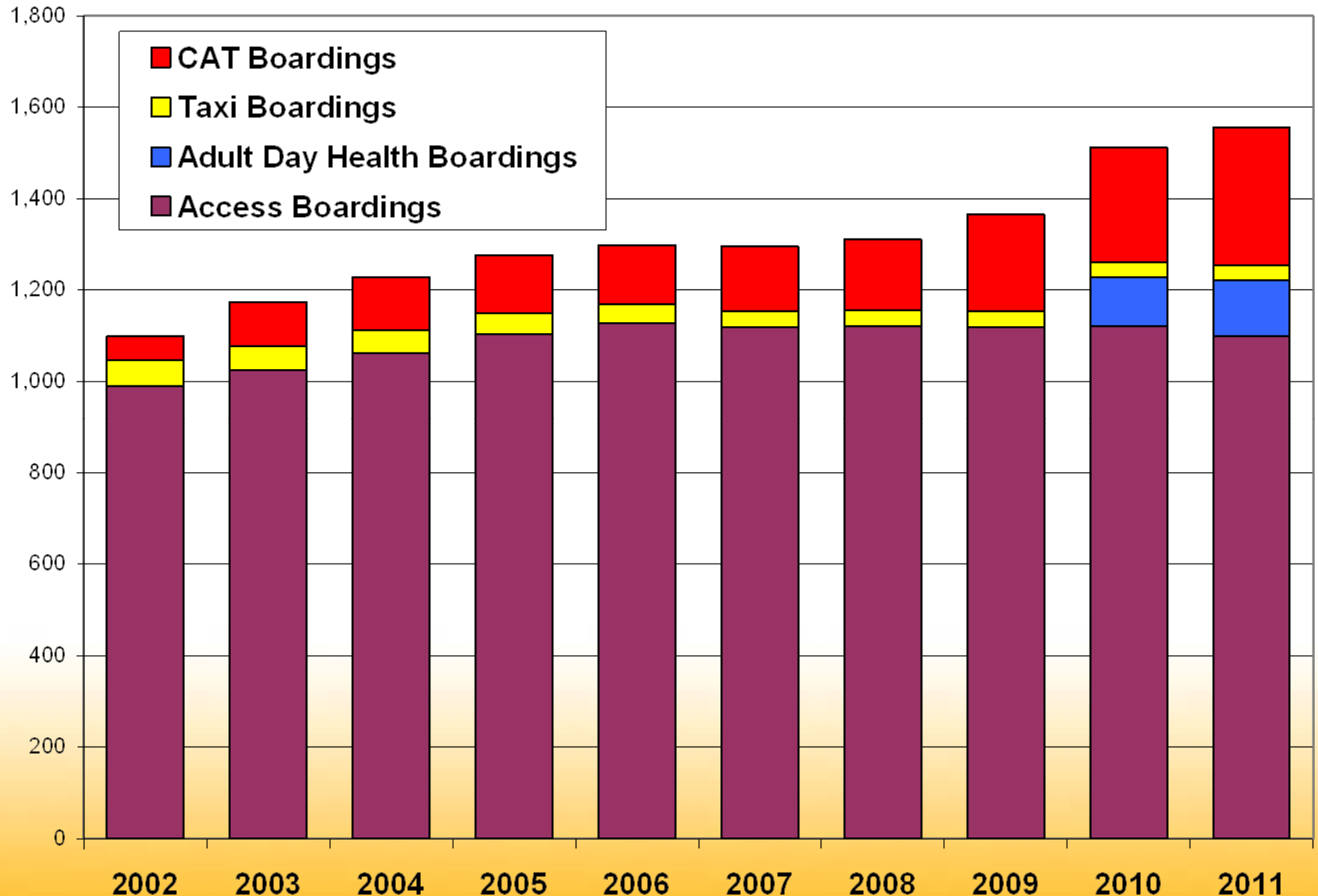


# Commuter Van Boardings (in 000s)



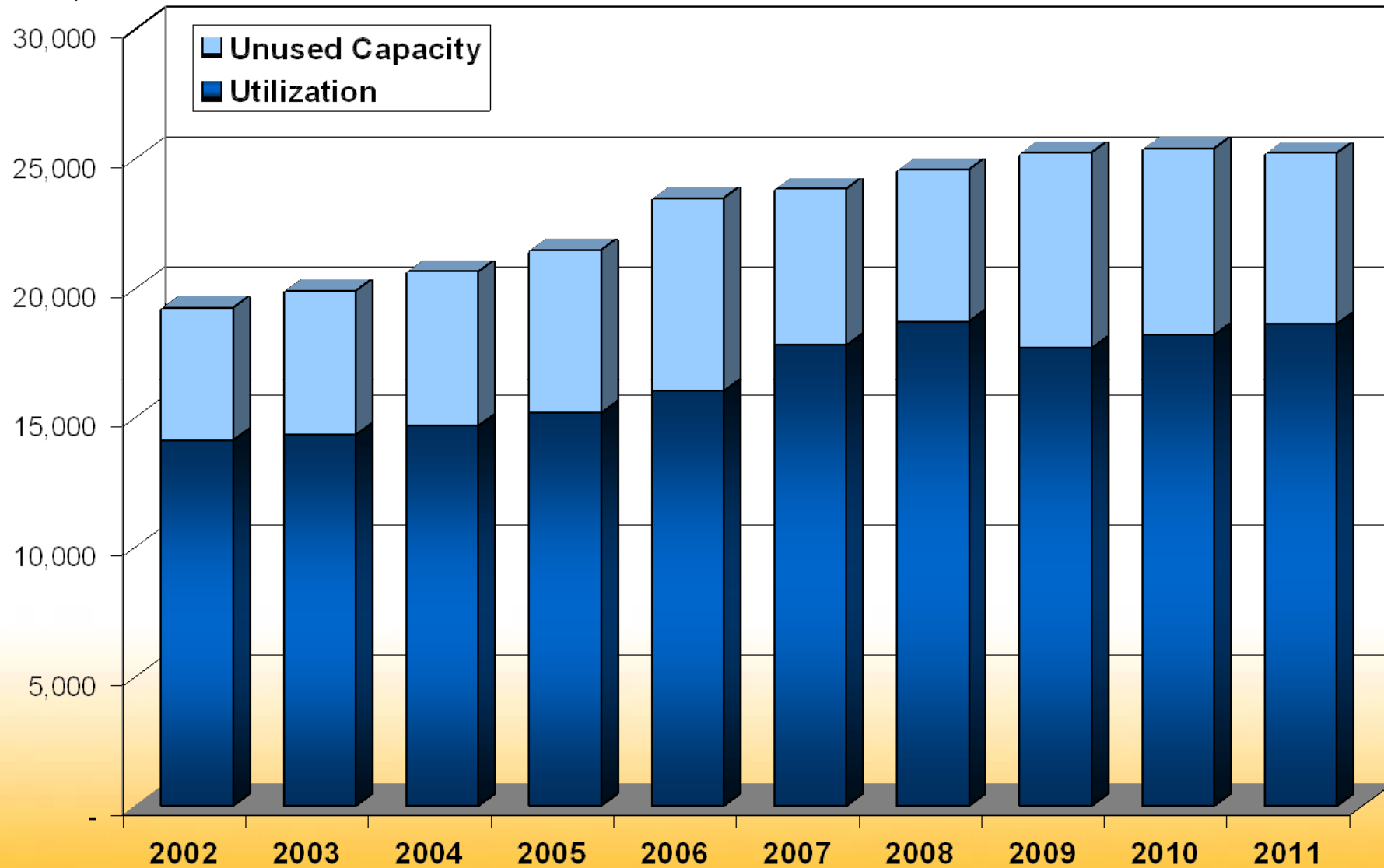
\*Vanshare ridership data collected from June through December only in 2005.

# Access Boardings (in 000s)



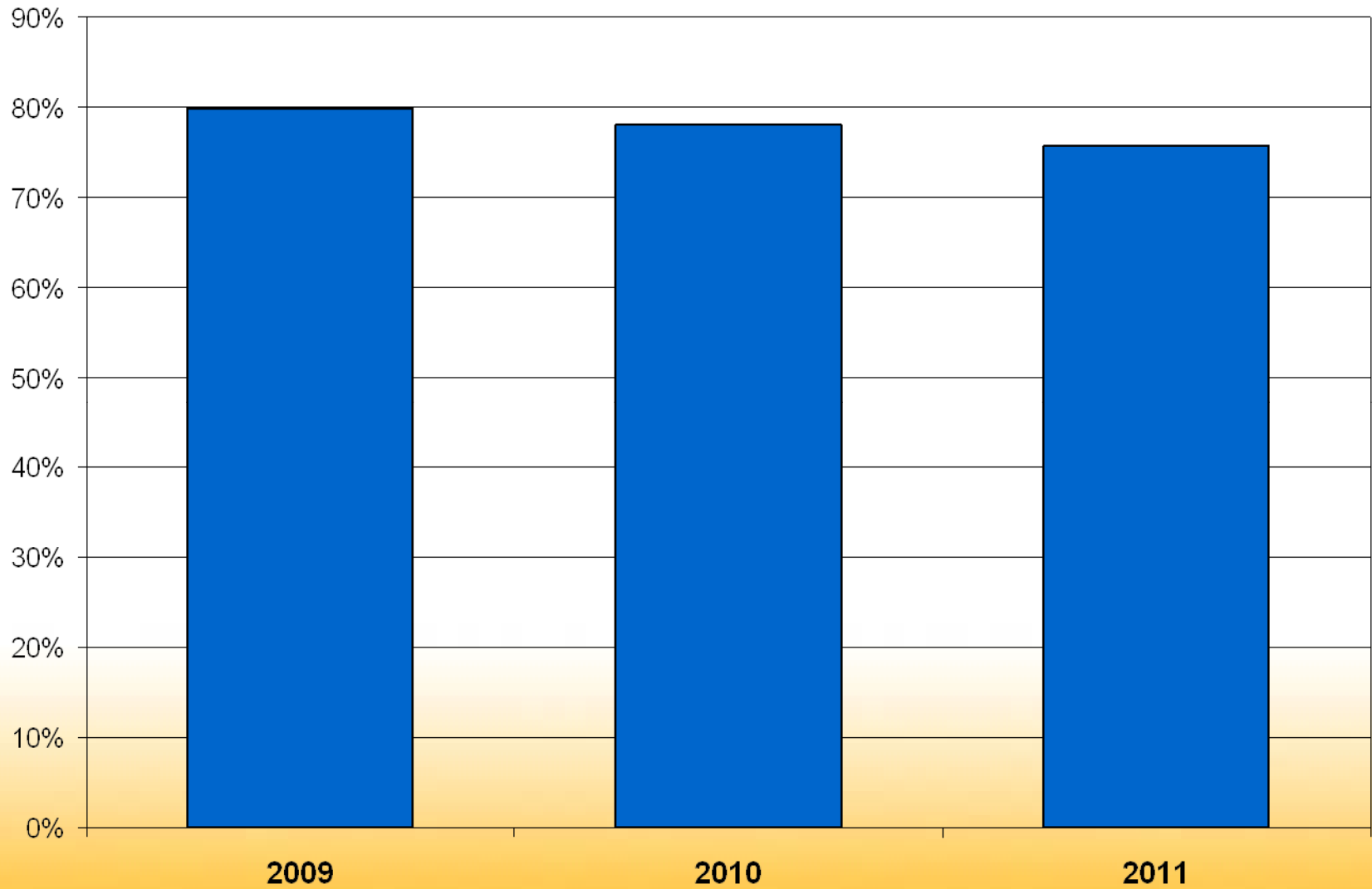
# Park-and-Ride Lot Use, 4th Quarter

# of spaces

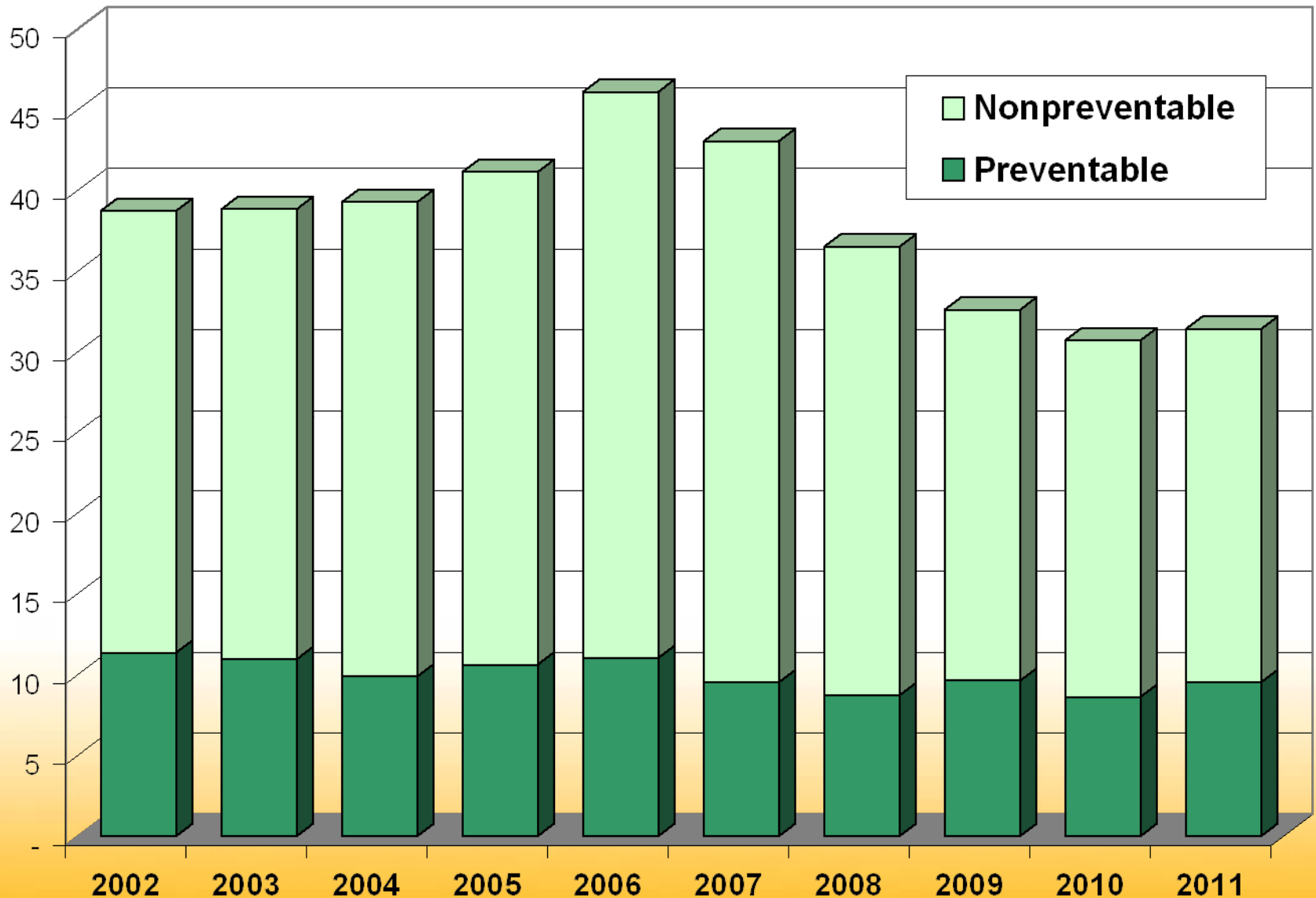




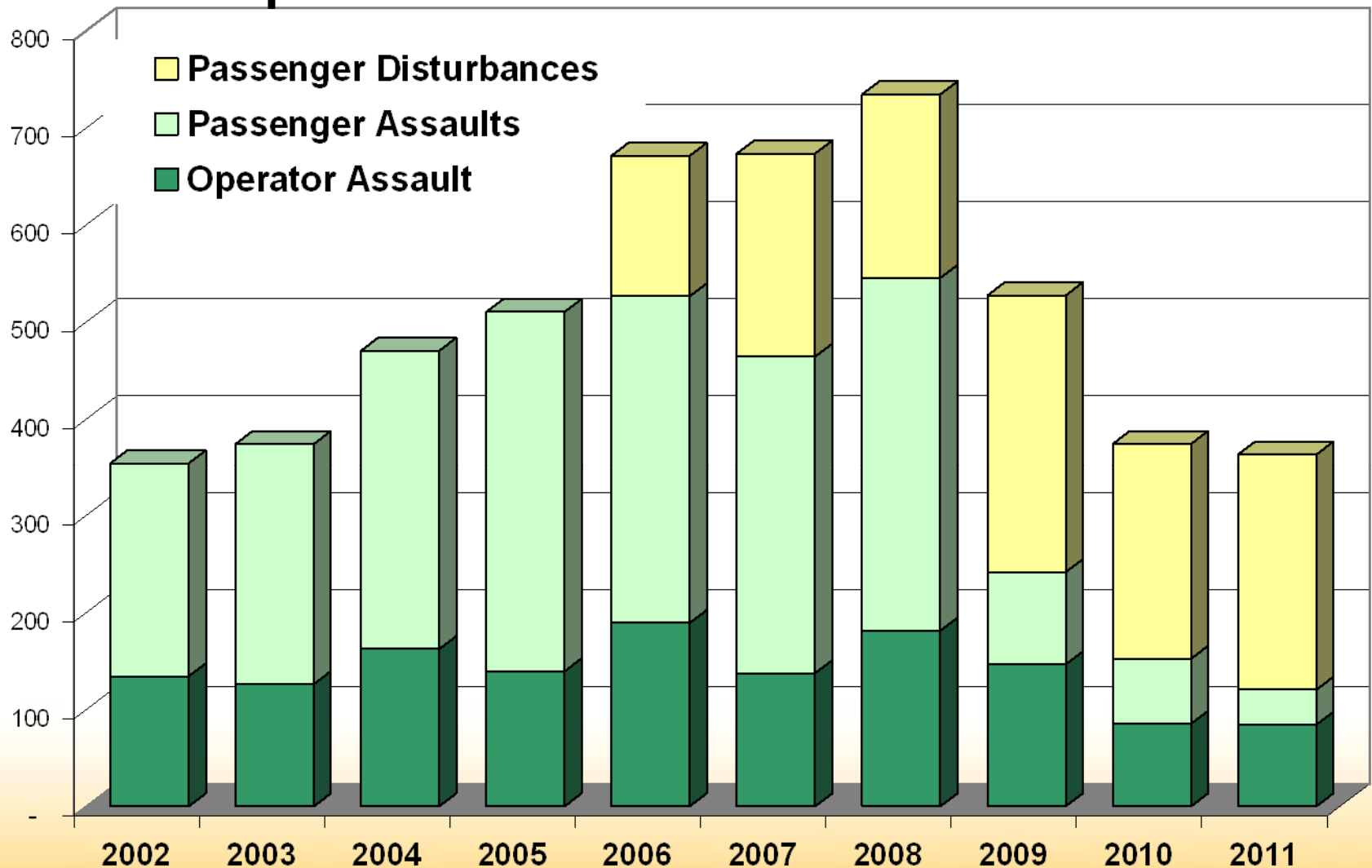
# Bus On-Time Performance



# Transit Accidents Per Million Miles

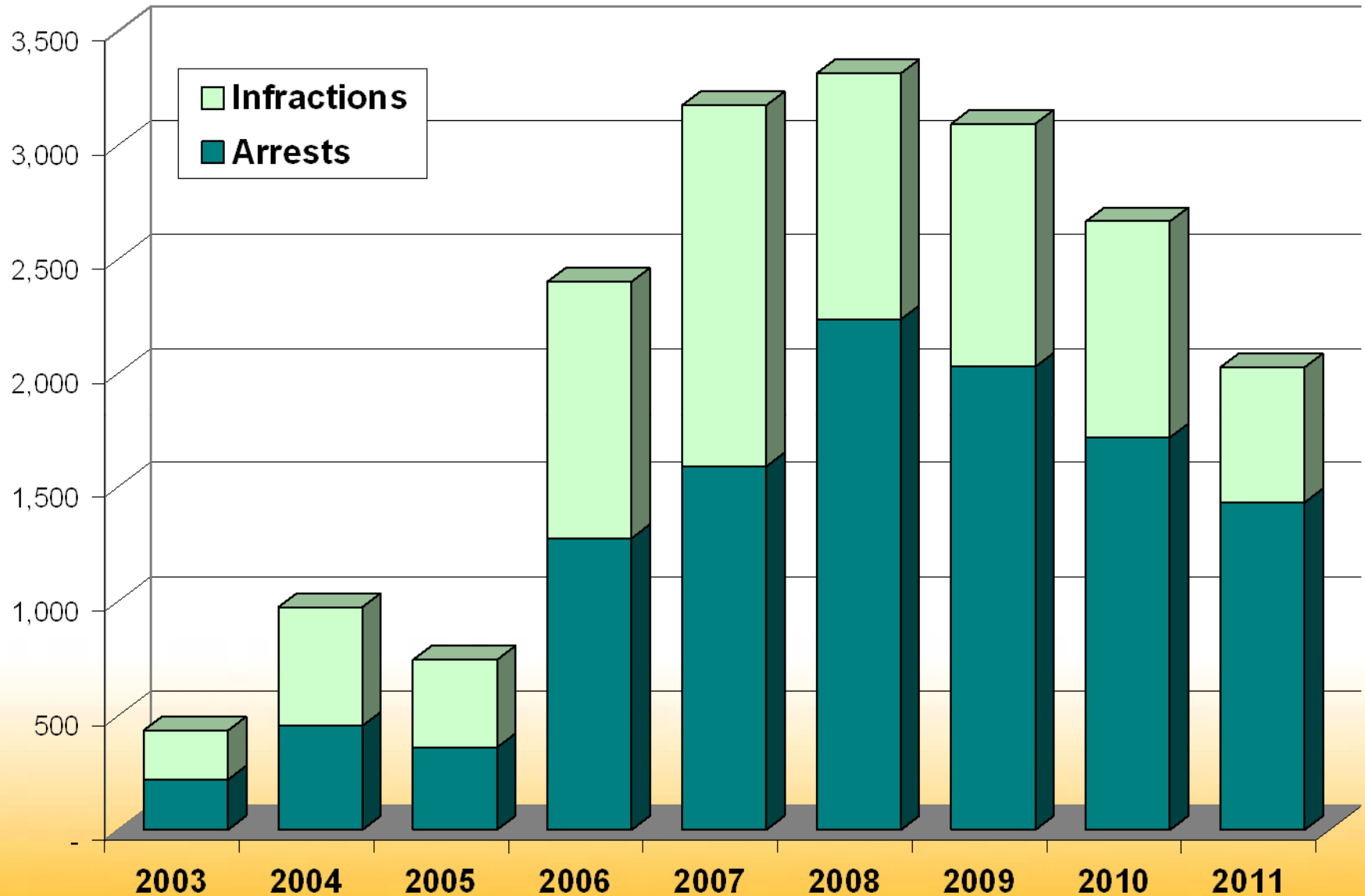


# Reported Assaults and Disturbances

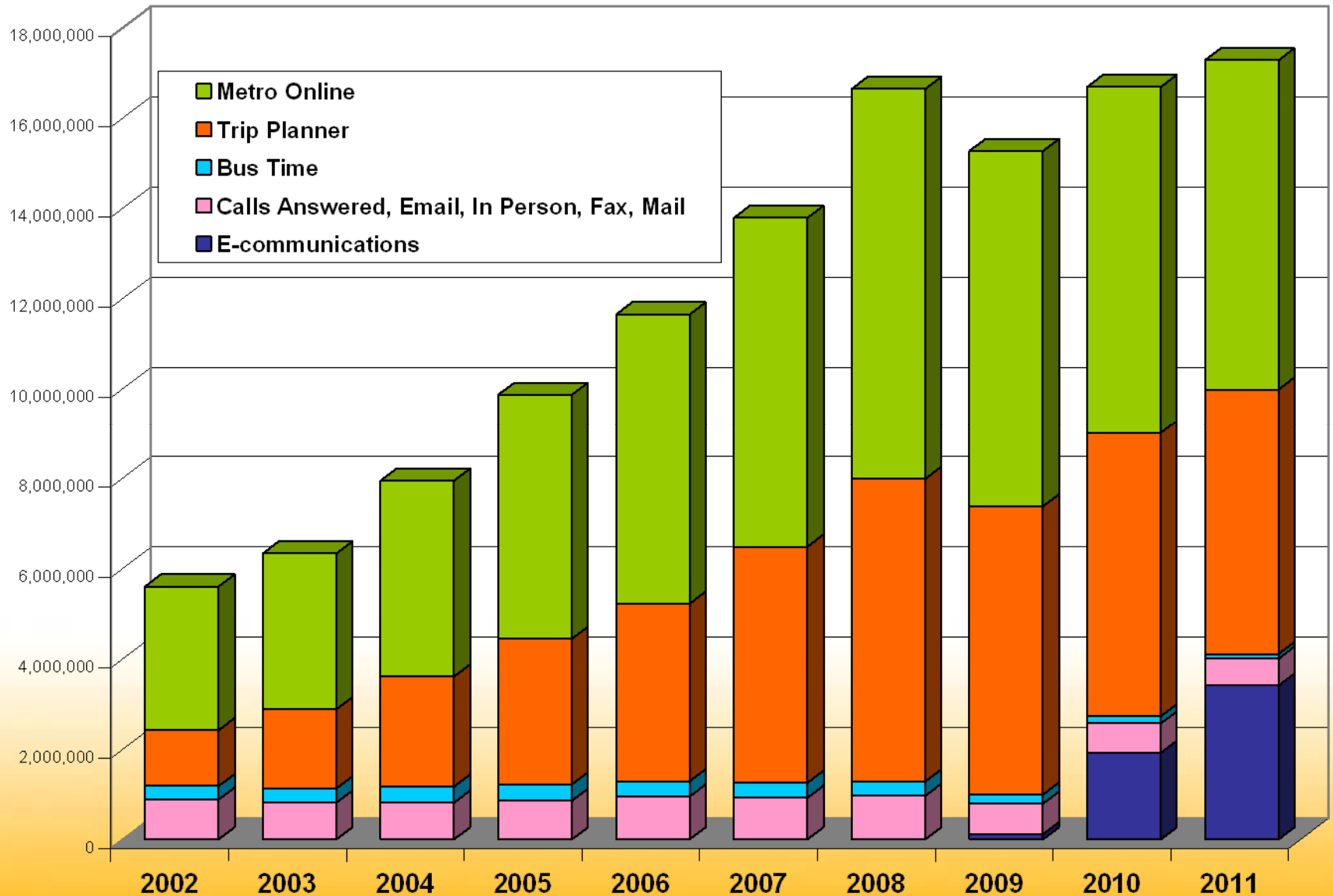


Passenger vs. Passenger Assaults reflect a change in the counting beginning in 2006. Any assault which is defined as a fight between passengers (no clear victim) will be counted as a Passenger Physical Disturbance rather than a Passenger Assault.

# Arrests and Infractions on Transit Coaches and Property



# Customer Information Contacts



# Overall Rider Satisfaction

Very Satisfied    Somewhat Satisfied    Dissatisfied

