

# King County Metro Transit 2009 Year End Report

April 2010

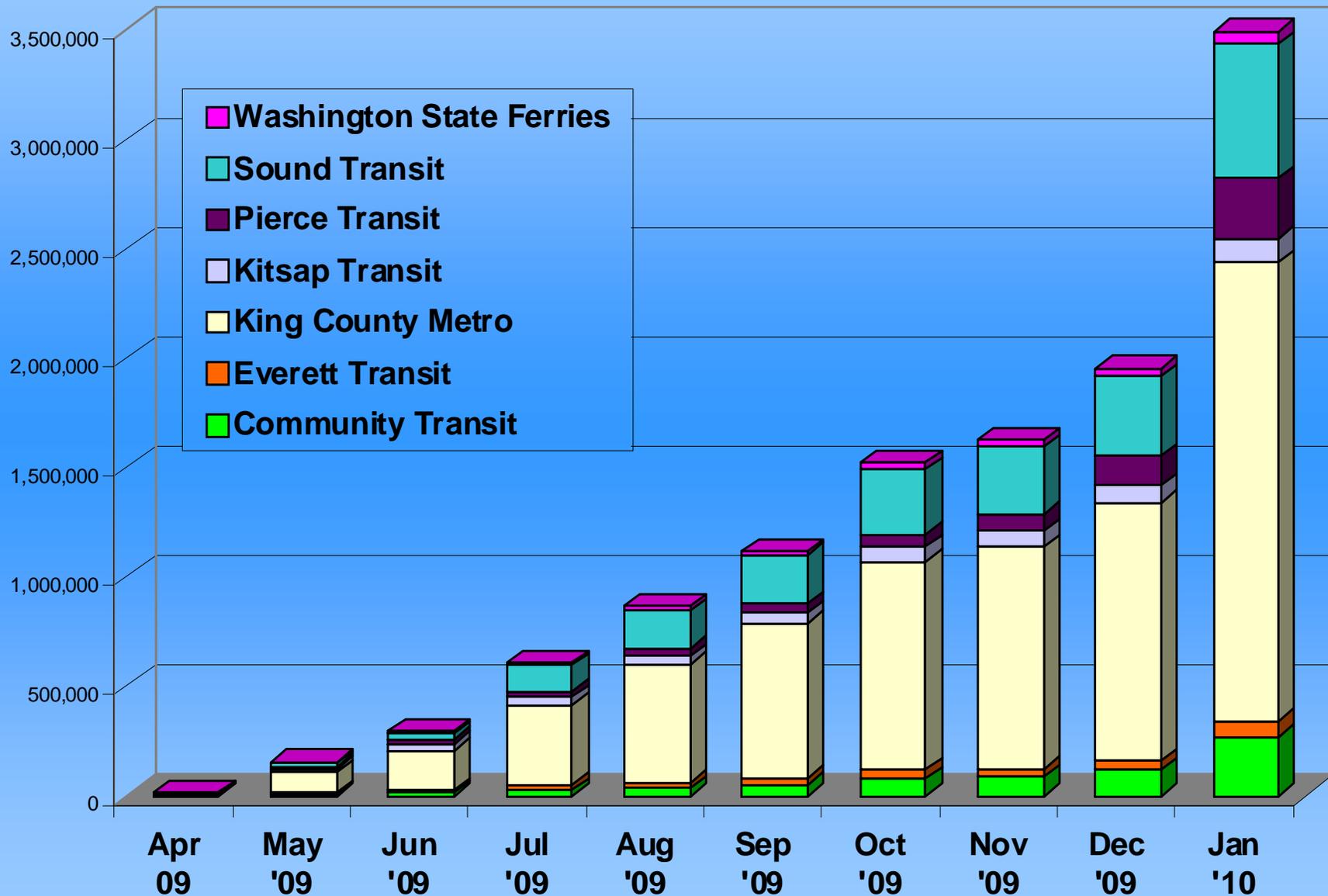
# 2009 Performance

# Launched ORCA

- ✓ 450K cards distributed
- ✓ 915 business accounts
- ✓ Now over 180,000 daily transactions



# Total Monthly Regional ORCA Boardings



# LINK Light Rail Start-up

- ✓ Started joint bus/rail operations in the Downtown Seattle Transit Tunnel
- ✓ Began light rail operations to SeaTac
- ✓ Completed LINK integration service involving 25 routes



# RapidRide

- ✓ Purchased 20 RapidRide buses
- ✓ Council adopted four RapidRide alignments
- ✓ Finished RapidRide facilities design
- ✓ Rapid Ride A Line set for October '10 launch



# Technology

- ✓ Hosted IT Developers Workshop
- ✓ Website improvement and Transit Alerts
- ✓ Upgraded RideshareOnline.com



# Construction Projects

- ✓ Ryerson Base remodel
- ✓ Revenue Processing Center remodel
- ✓ North Facilities building
- ✓ **Burien Transit Center** 
- ✓ Redmond Park-and-Ride Garage
- ✓ Brickyard Park-and-Ride (substantially complete – opened 2/10)

# Ready for Disasters

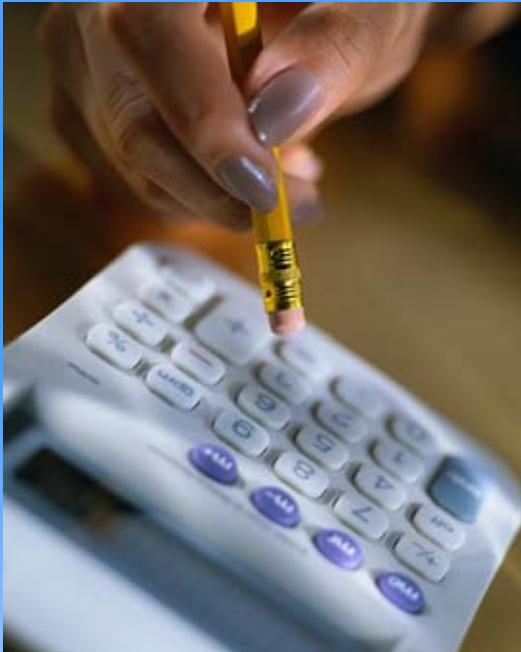
- ✓ Completed major revisions to our Adverse Weather plan
- ✓ Planned response to potential Green River flooding
- ✓ Survived the H1N1 flu pandemic



# Budget

✓ Passed our second biennial budget

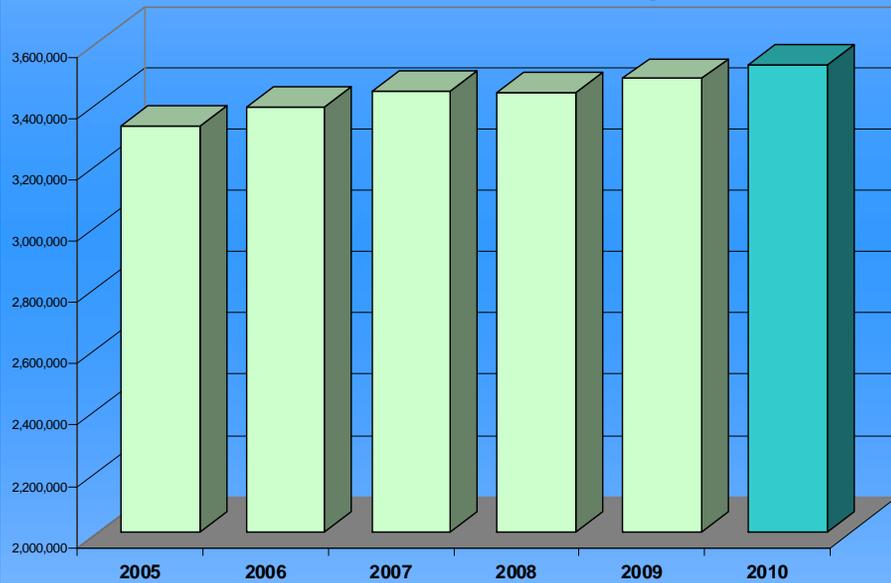
- Council adopted 9-point plan to close deficit and avoid any significant service reductions



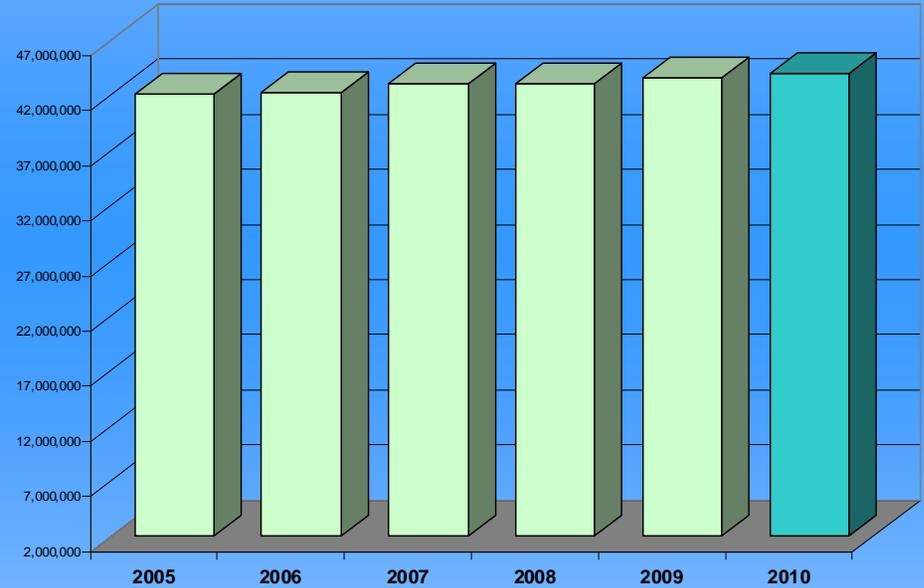
# Performance Measures

# Service Hours and Miles Operated

## Metro Annual Service Hours Operated



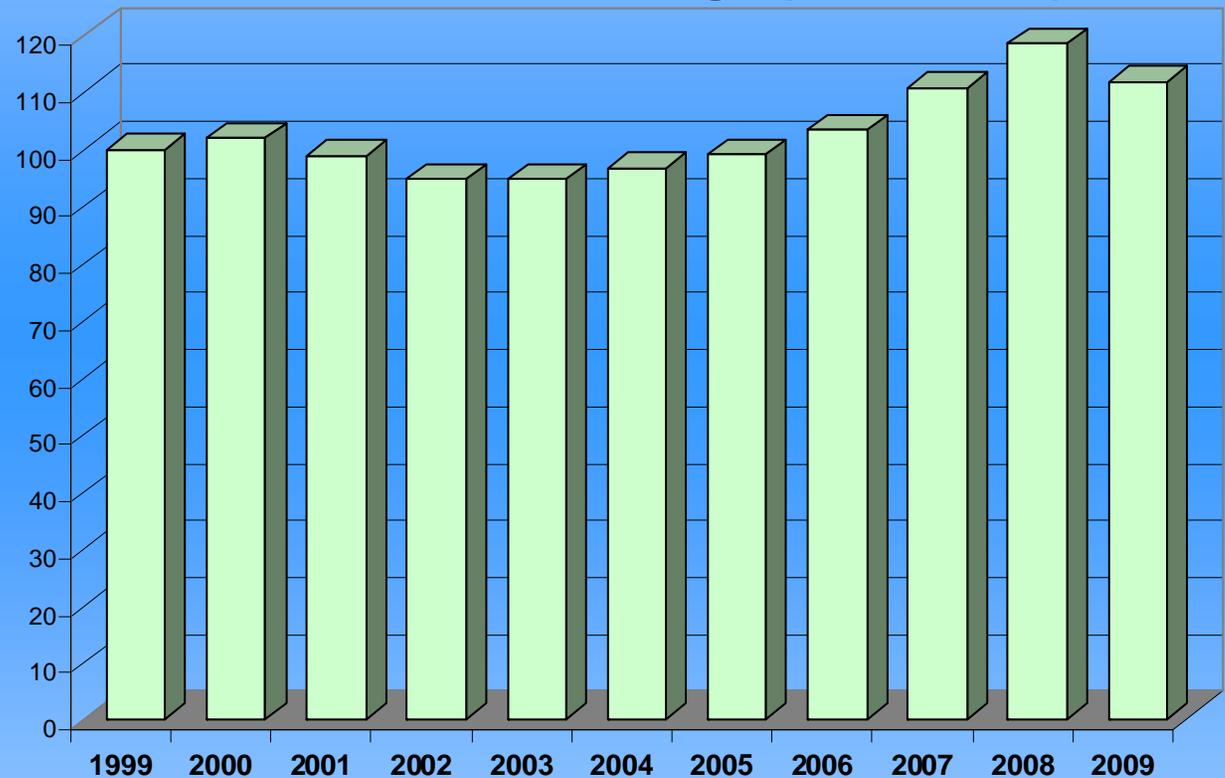
## Metro Annual Service Miles Operated



# Transit Ridership

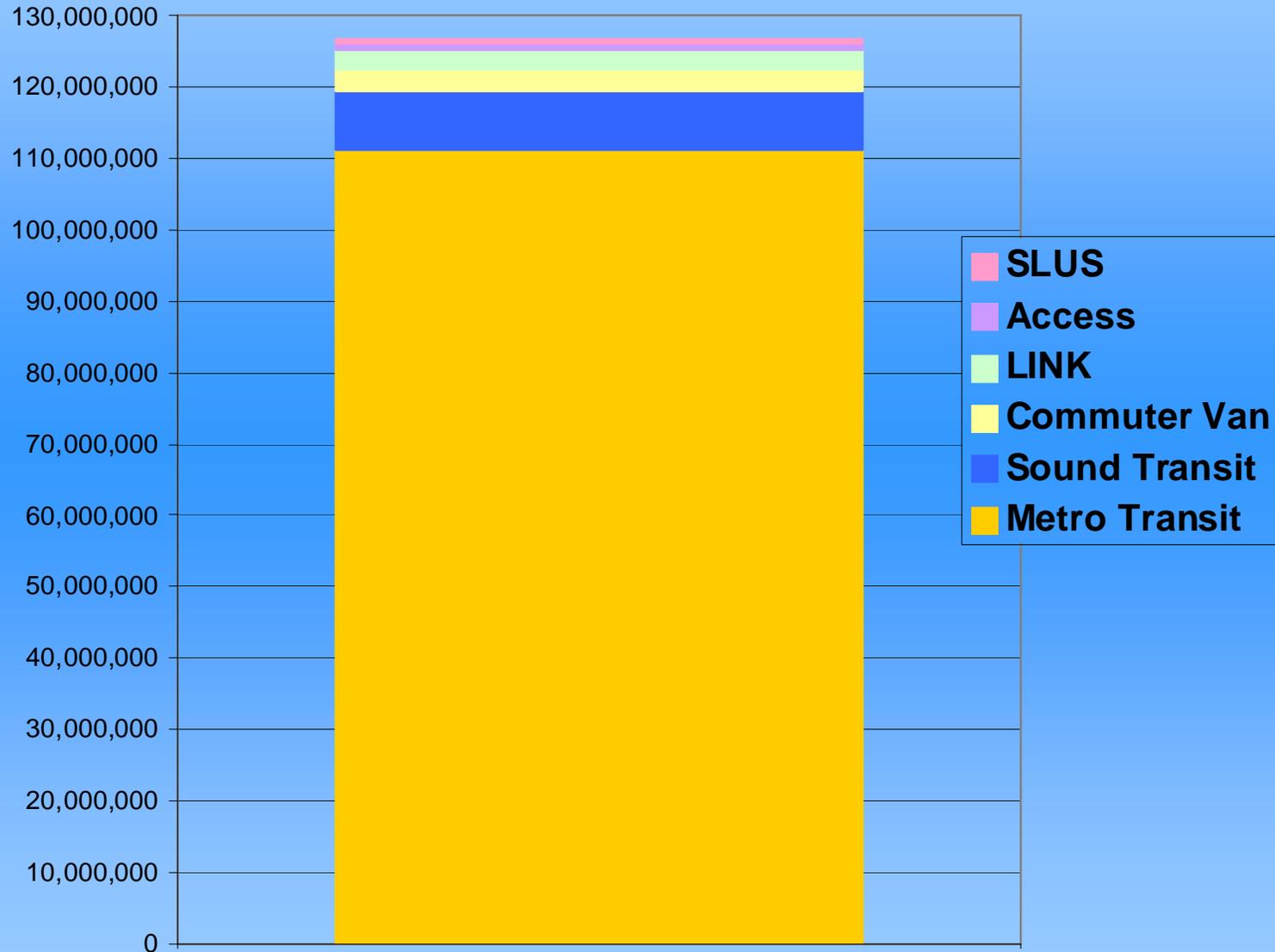
- Ridership on King County Metro's transit service was 111.7 million in 2009 – 6% fewer than 2008.
- Ridership in 2009 was second highest in Metro history.

## Metro Transit Boardings (in Millions)



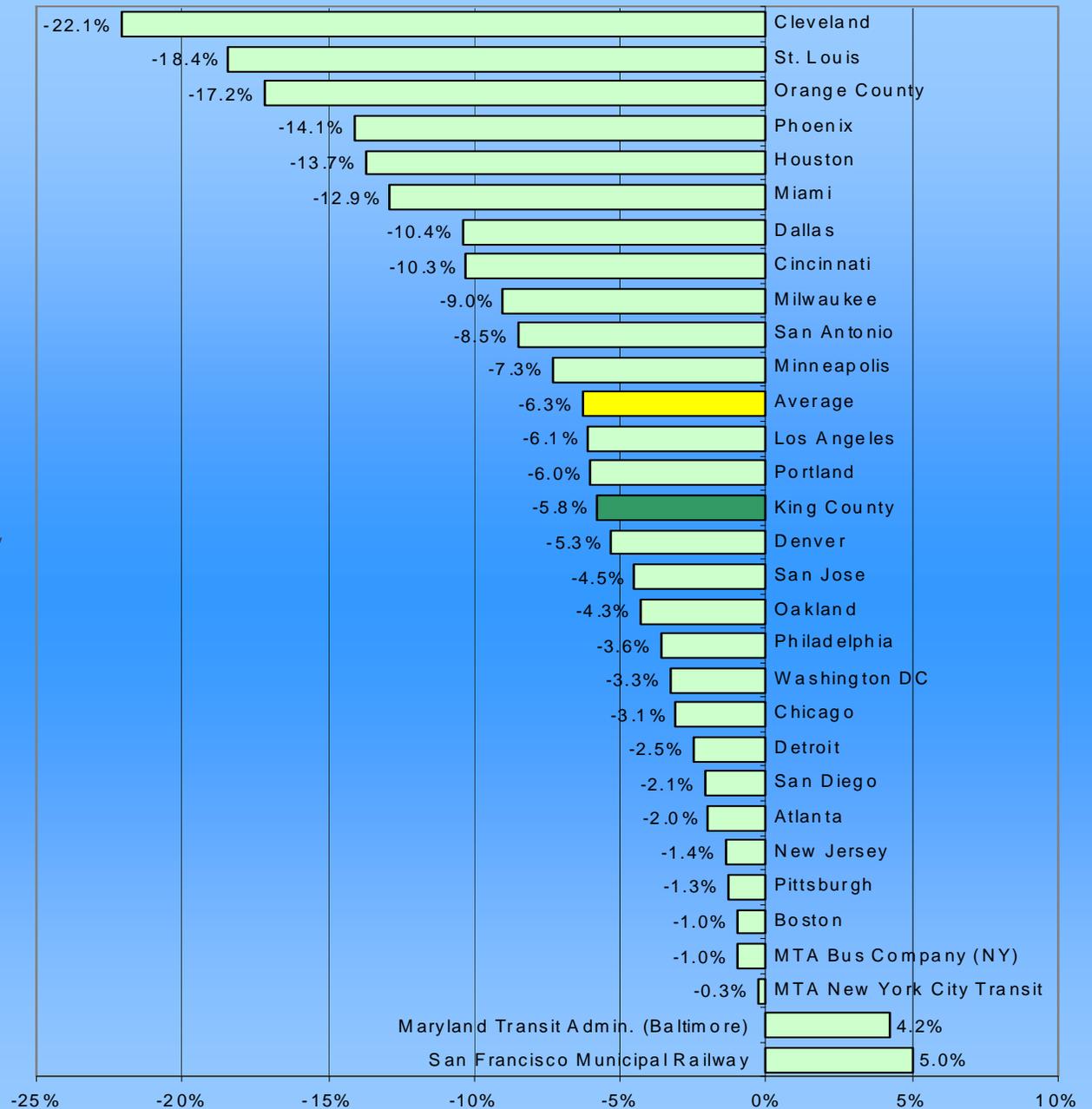
Boardings for all years calculated as though the 2006 methodology had been in place. 2008-09 include South Lake Union Streetcar boardings.

# 2009 Ridership, by Mode

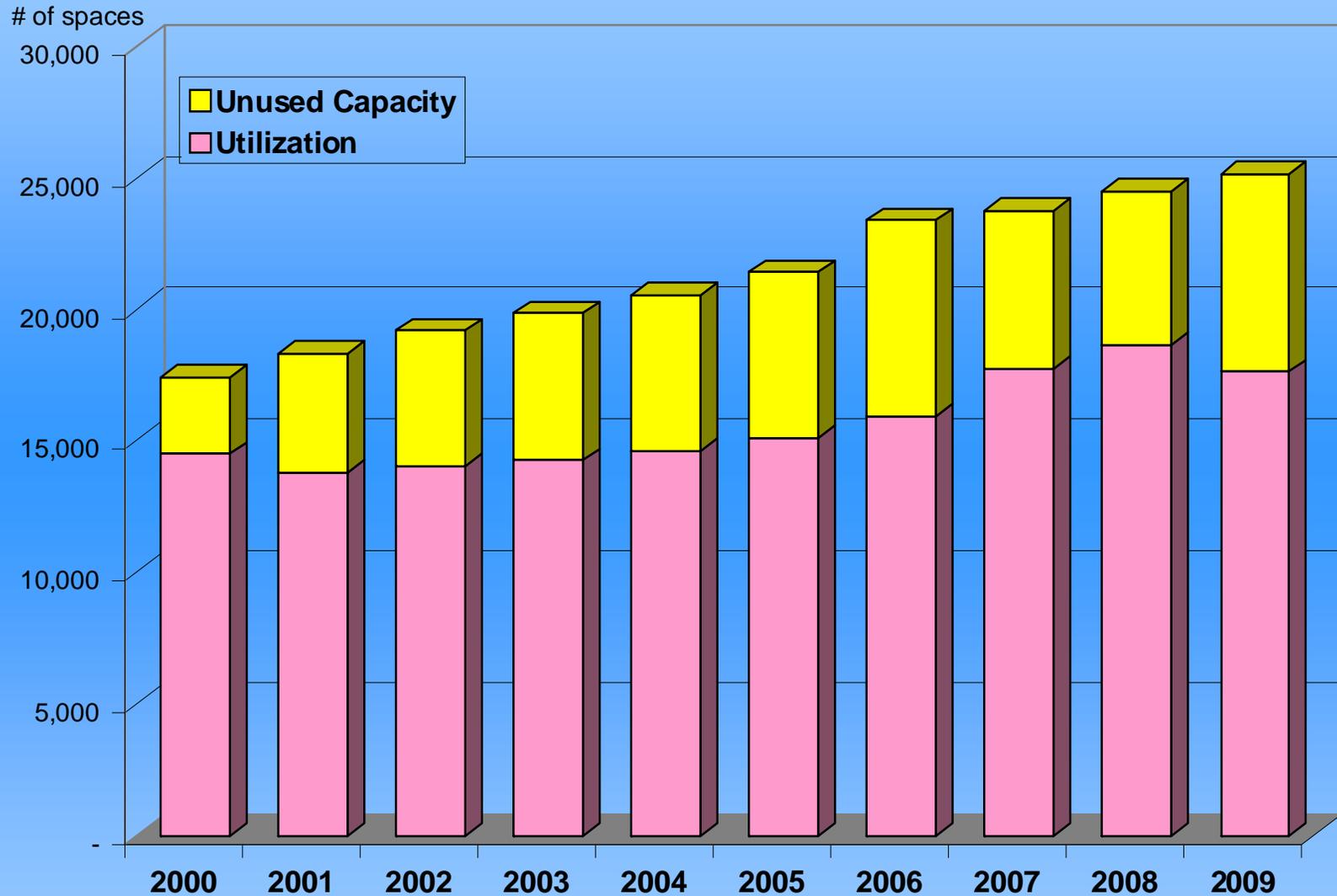


# Ridership Change

Percent Change in Ridership in 2009, Motorbus & Trolley Bus, NTD

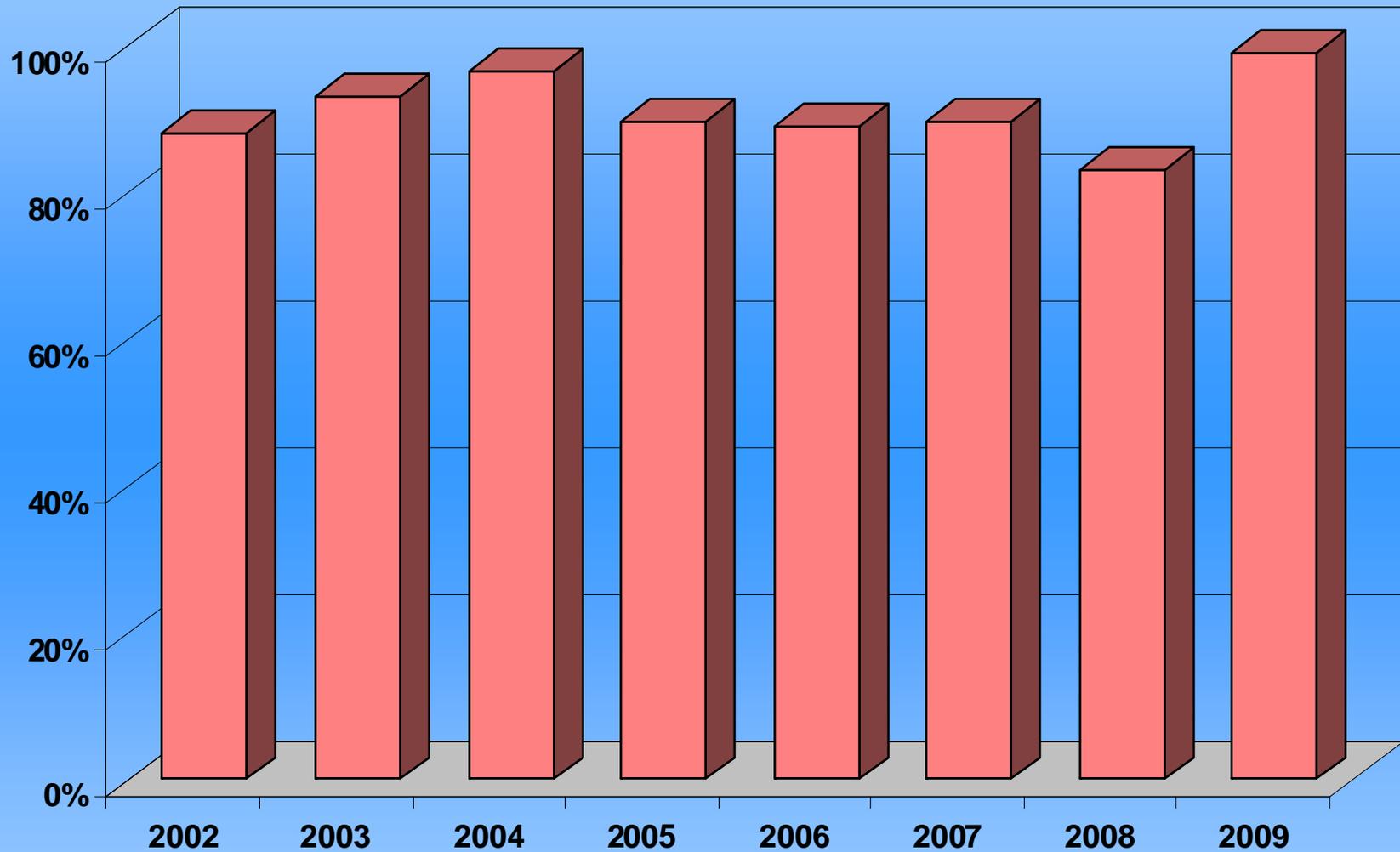


# Park-and-Ride Lot Use



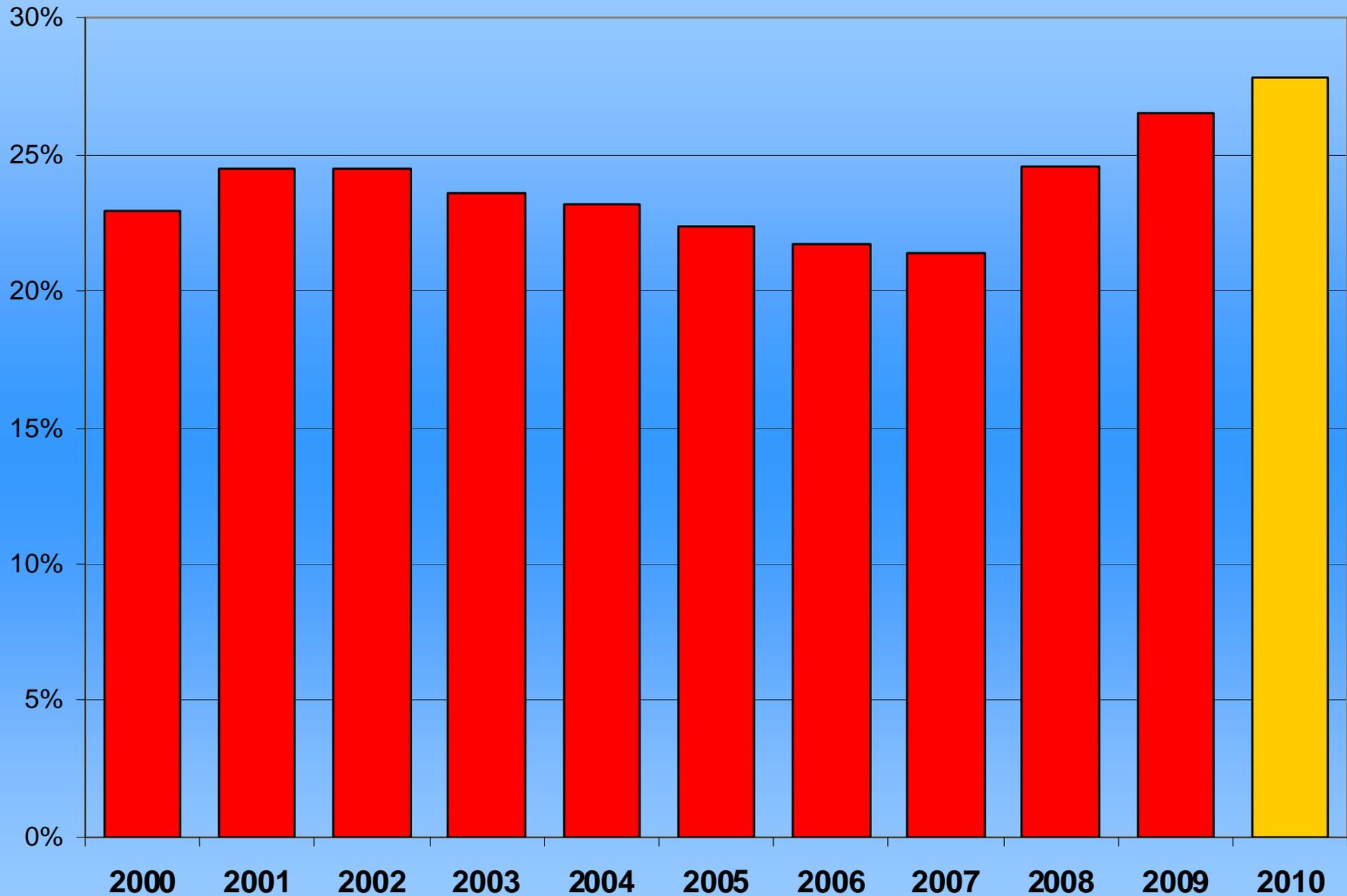
Usage is shown for the 4th quarter of each year

# Transit Capital Program Financial Accomplishment Rate

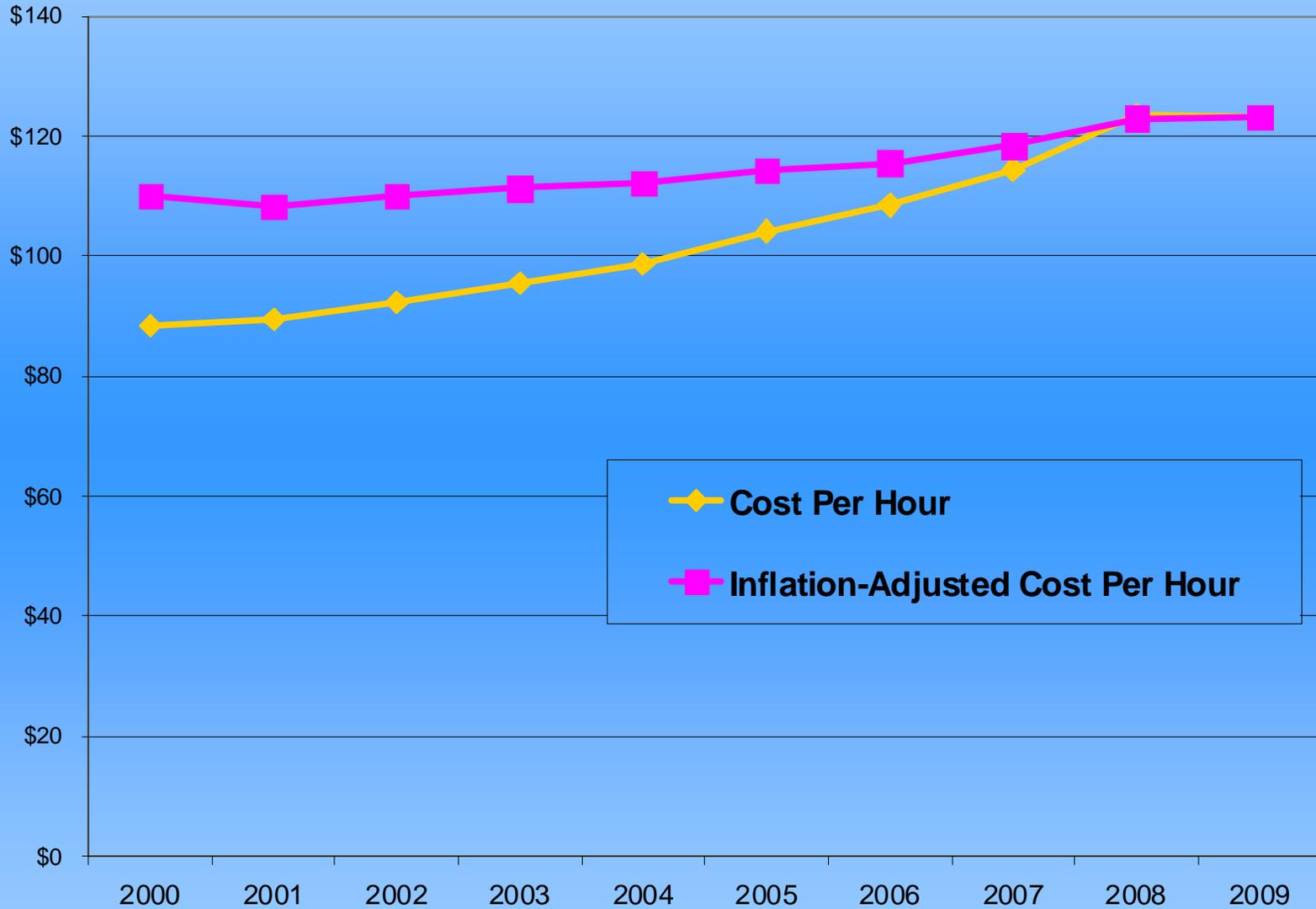


*Actual capital program expense compared to the most recent financial projections*

# Operations Revenue/Operating Expense

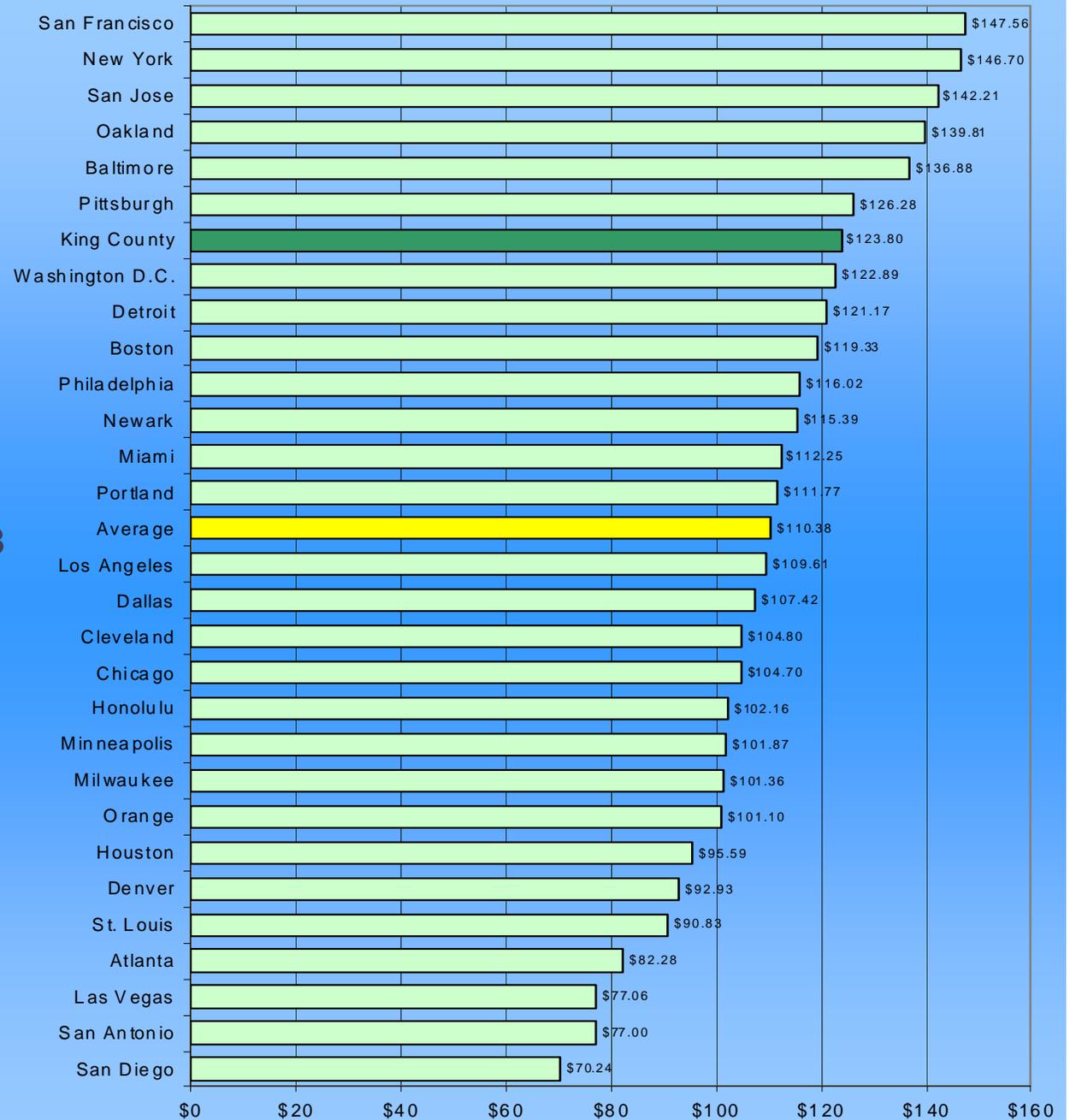


# Metro Transit Cost Per Hour



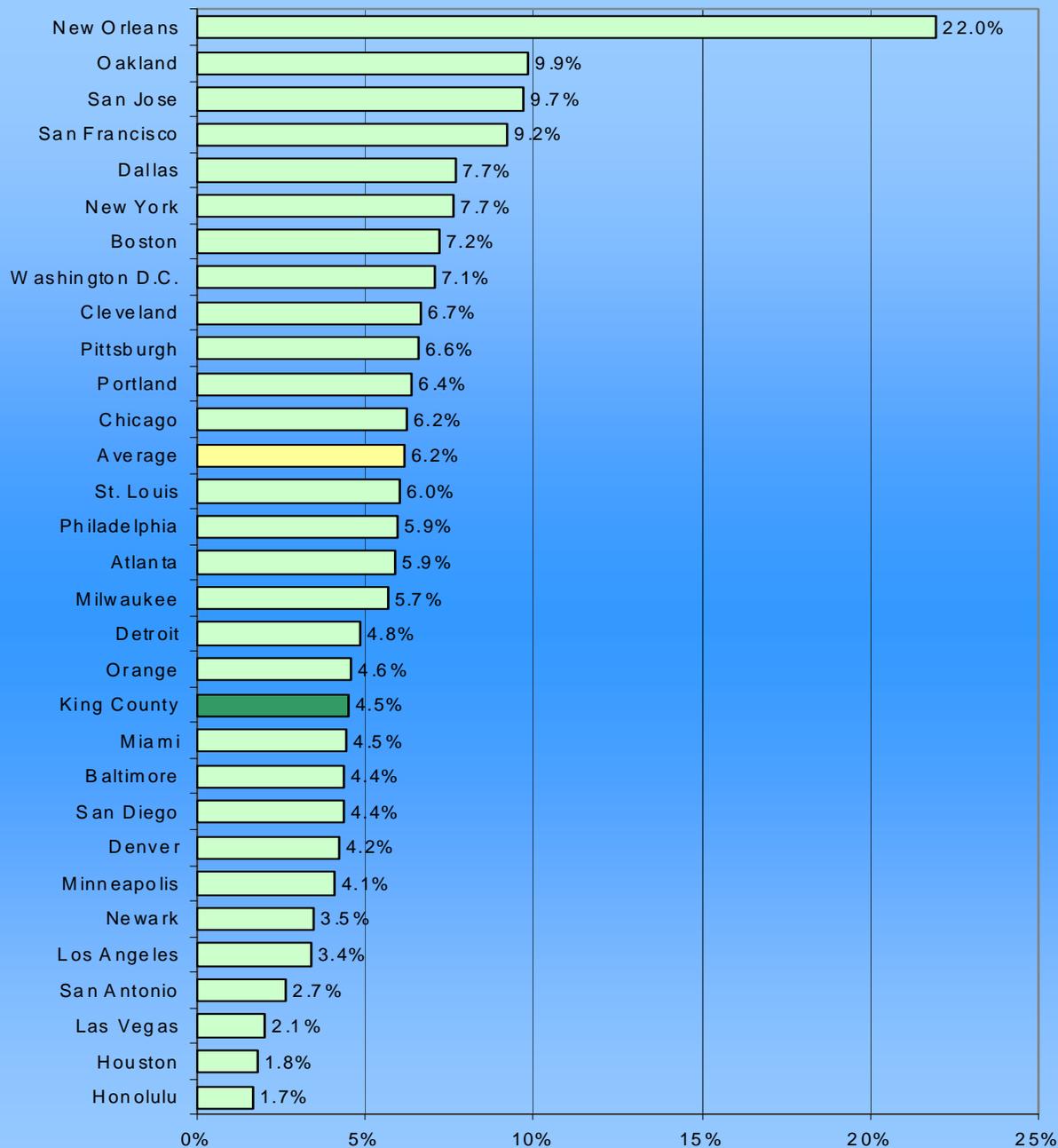
# Transit Efficiency

Operating Cost per Platform Hour  
Motorbus & Trolley Bus, 2008  
NTD



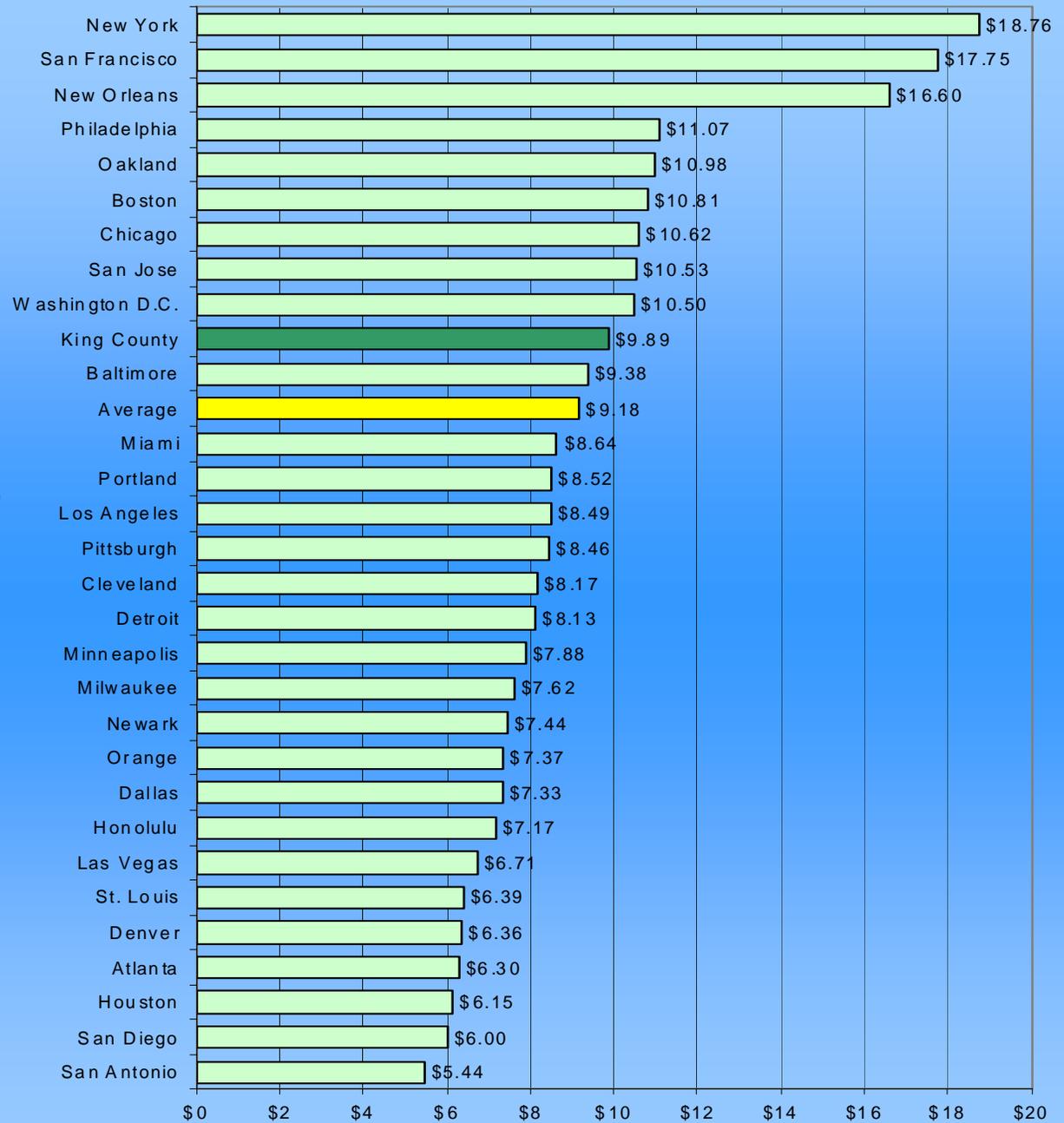
# Average Annual Percent Change in Operating Cost per Platform Hour, 2001 to 2007

Motorbus & Trolley Bus, 2008 NTD



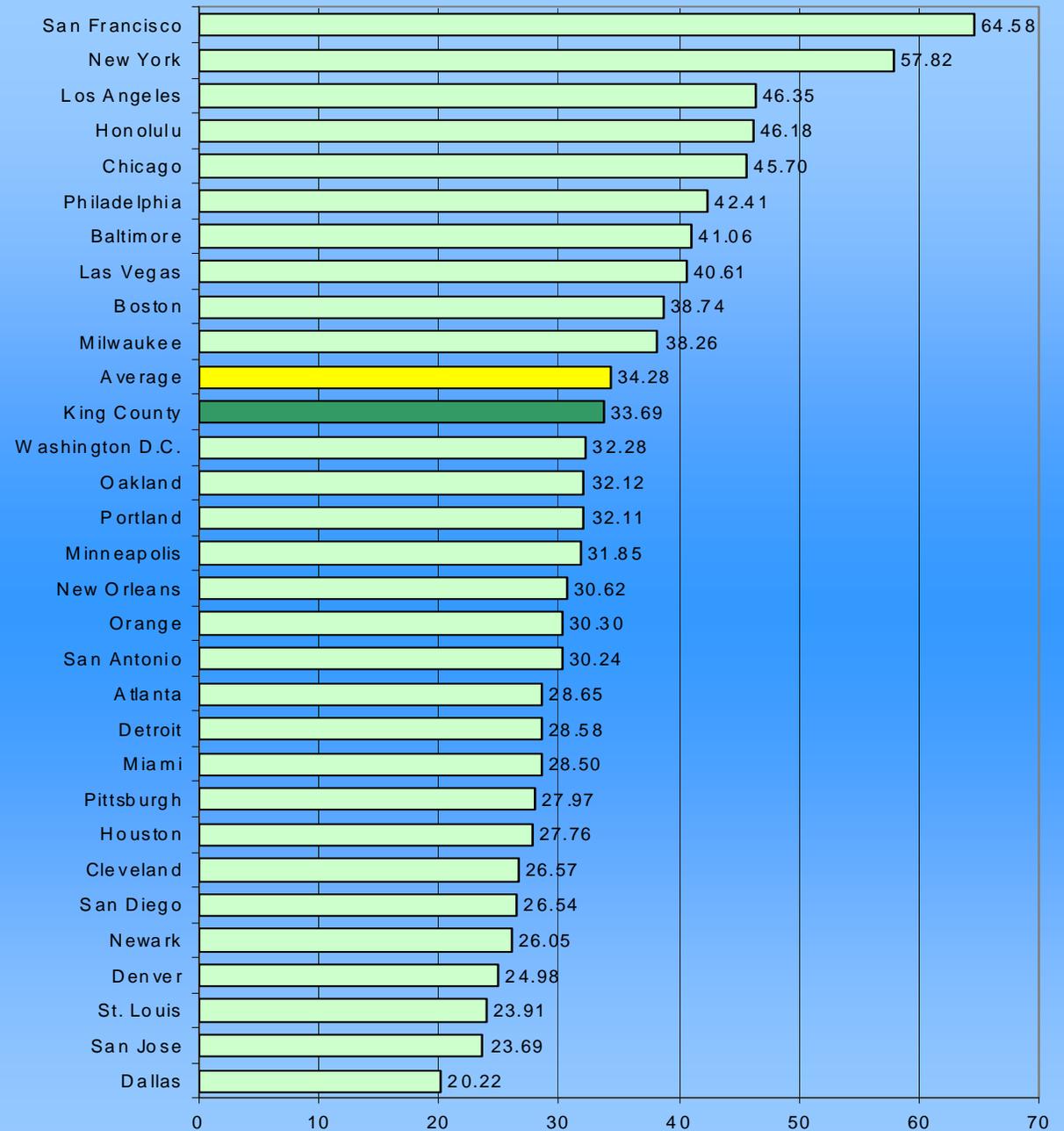
# Transit Efficiency

Operating Cost per Platform Mile  
Motorbus & Trolley Bus, 2008  
NTD



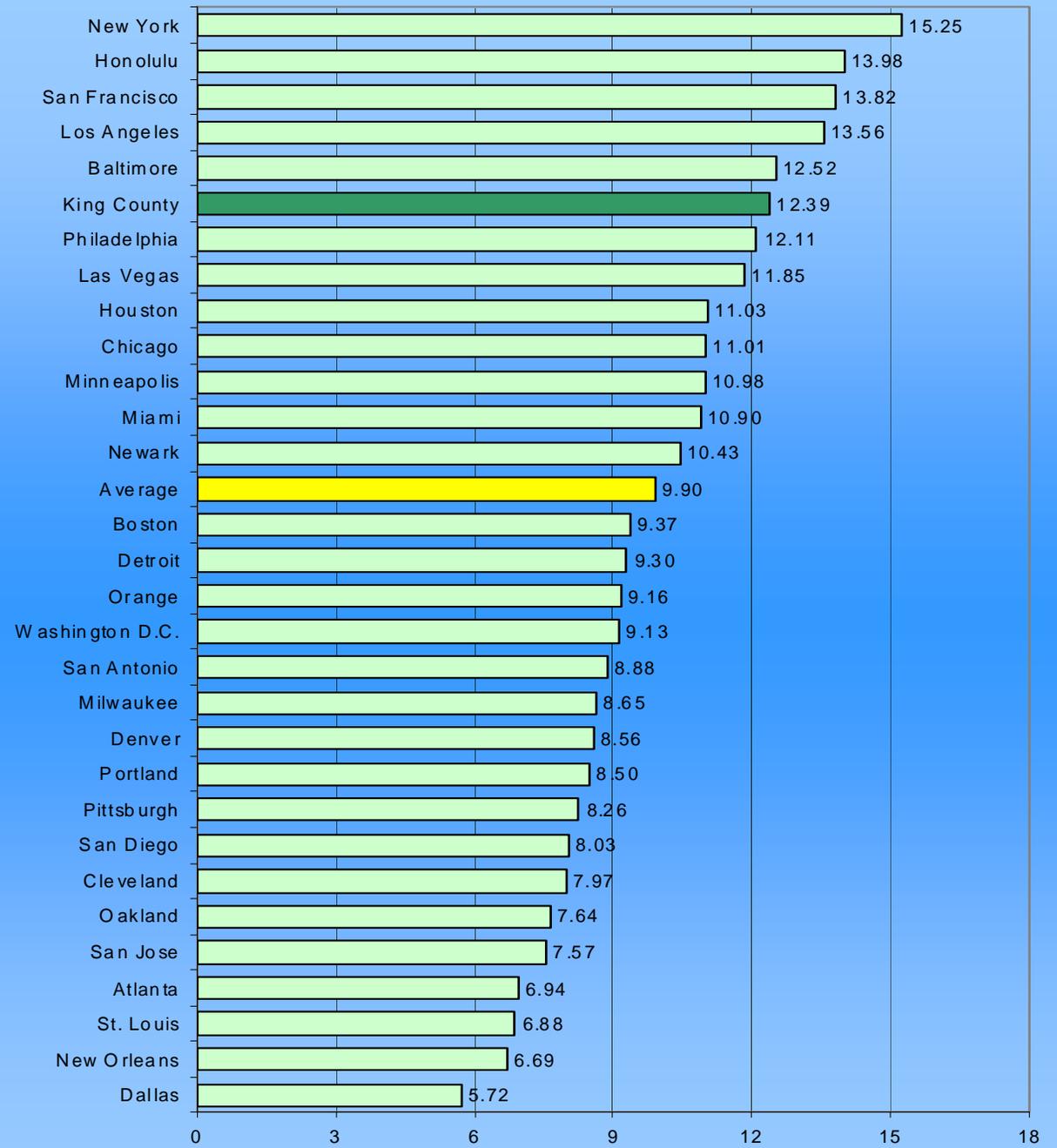
# Transit Productivity

Boardings per Platform Hour  
Motorbus & Trolley Bus, 2008  
NTD



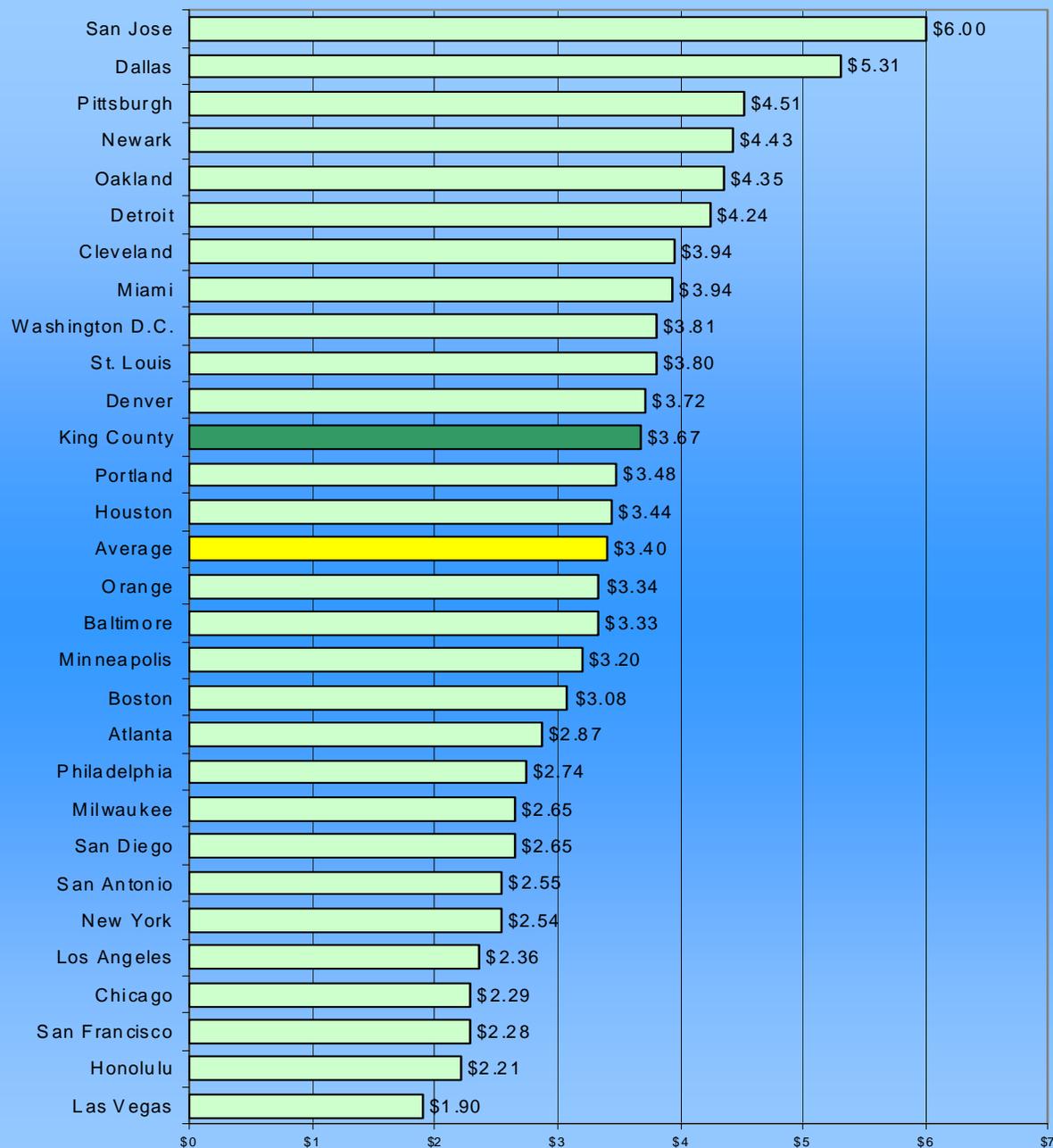
# Transit Productivity

Passenger Miles  
per Platform Mile  
Motorbus & Trolley Bus, 2008  
NTD



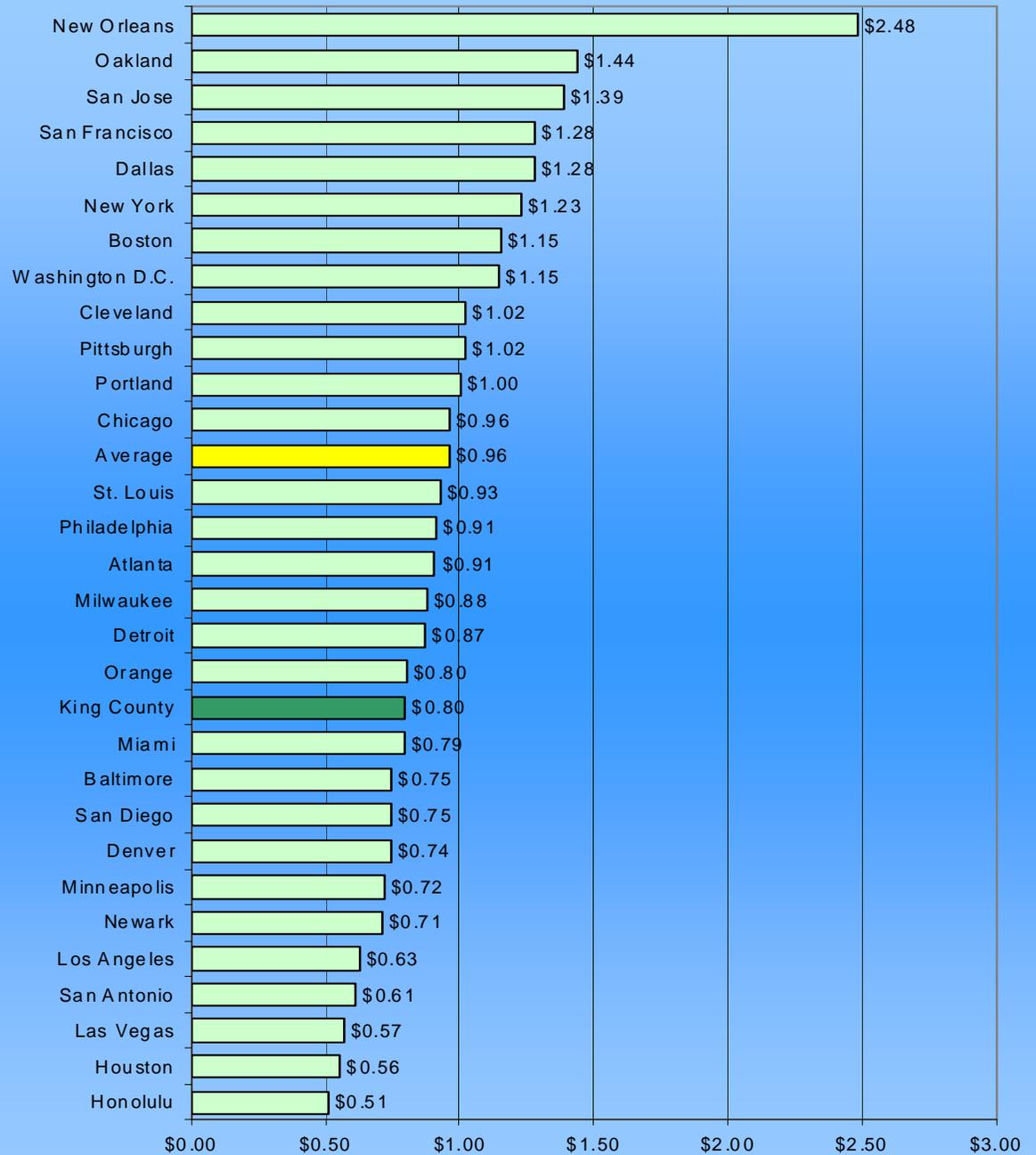
# Transit Cost Effectiveness

Operating Cost per Boarding  
Motorbus & Trolley Bus, 2008  
NTD



# Transit Cost Effectiveness

Operating Cost per Passenger Mile  
Motorbus & Trolley Bus, 2008  
NTD

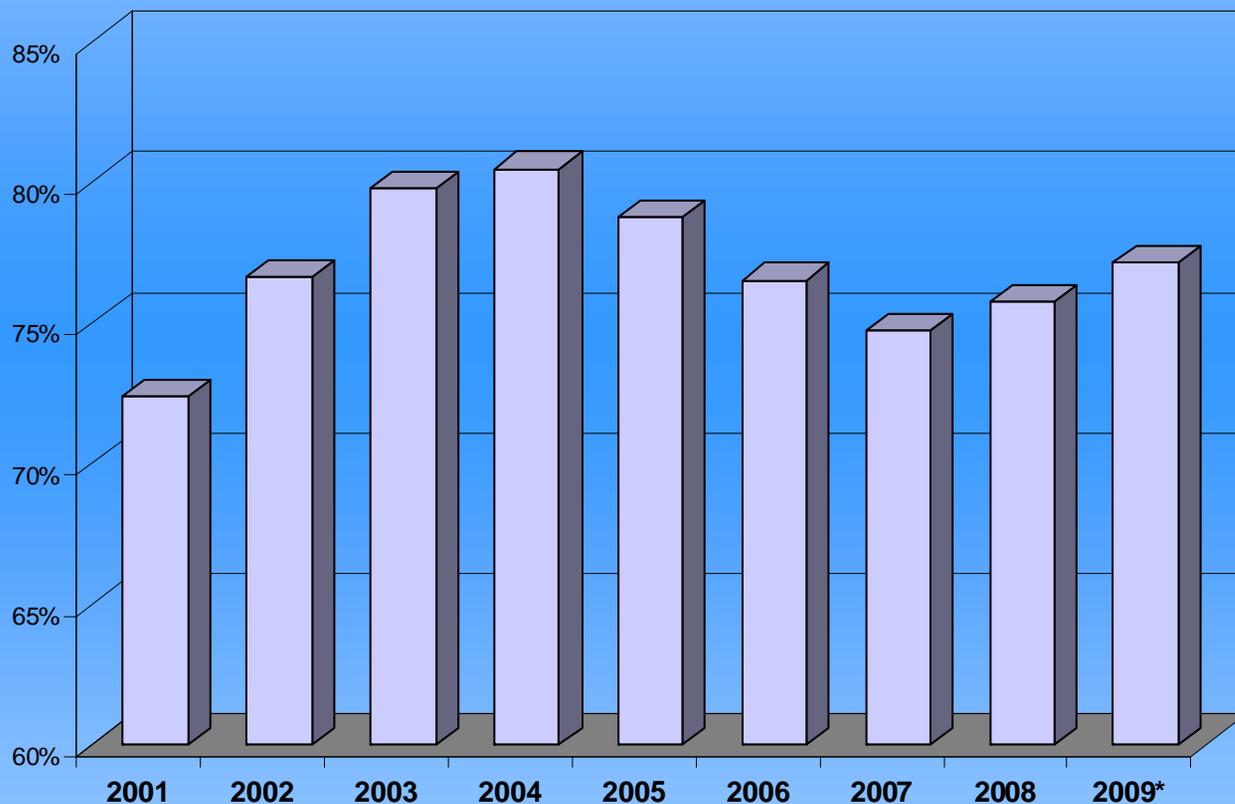


# Bus On-Time Performance

This measure of service reliability shows the percent of bus stop arrivals/departures that are on time.

- On-time performance increased 2.7% during 2009.

## Annualized On-Time Performance

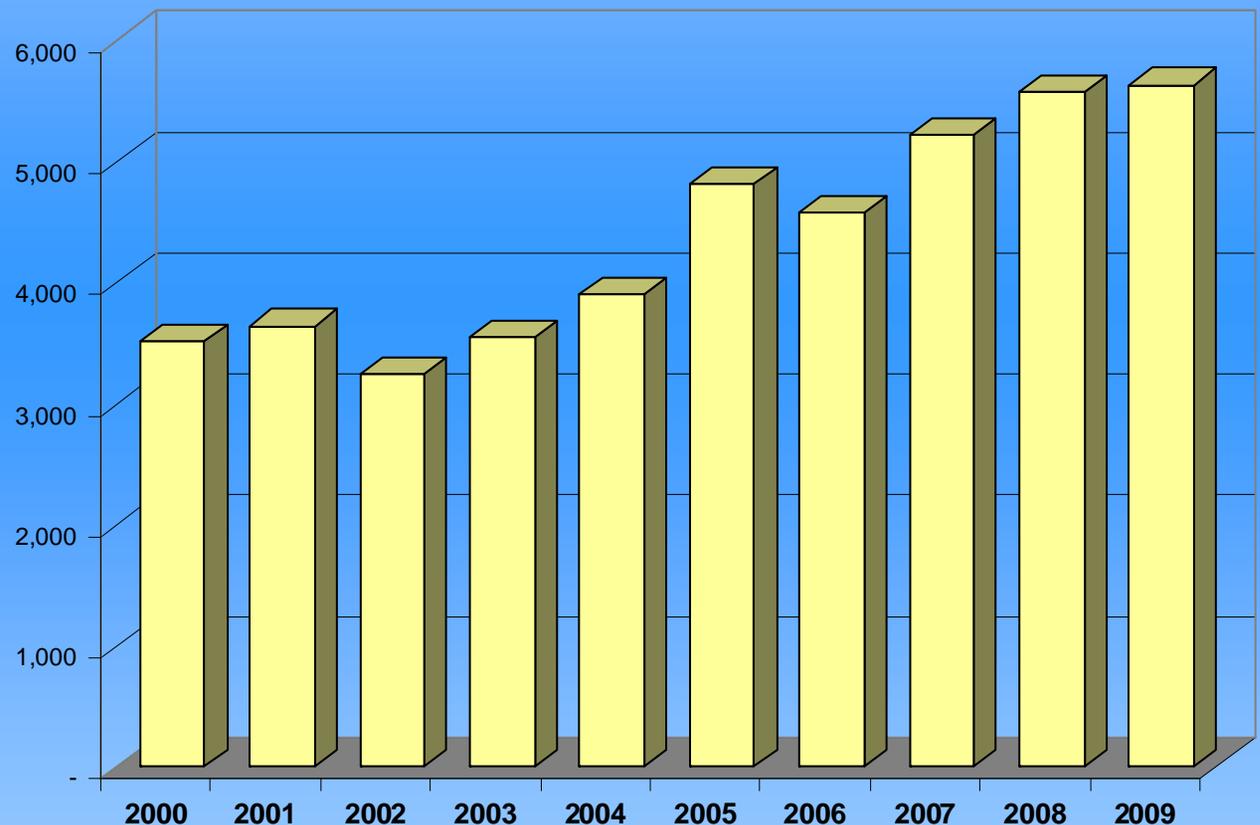


\*Includes preliminary fall 2009 data through 1/4/10

# Miles Between Trouble Calls

This is an important measure of service reliability -- more miles between trouble calls means fewer service delays for our customers.

## Miles Between Troublecalls



- KCM fleet performance in 2009 improved 1.1% over 2008.
- Average fleet age is 8.9 years.

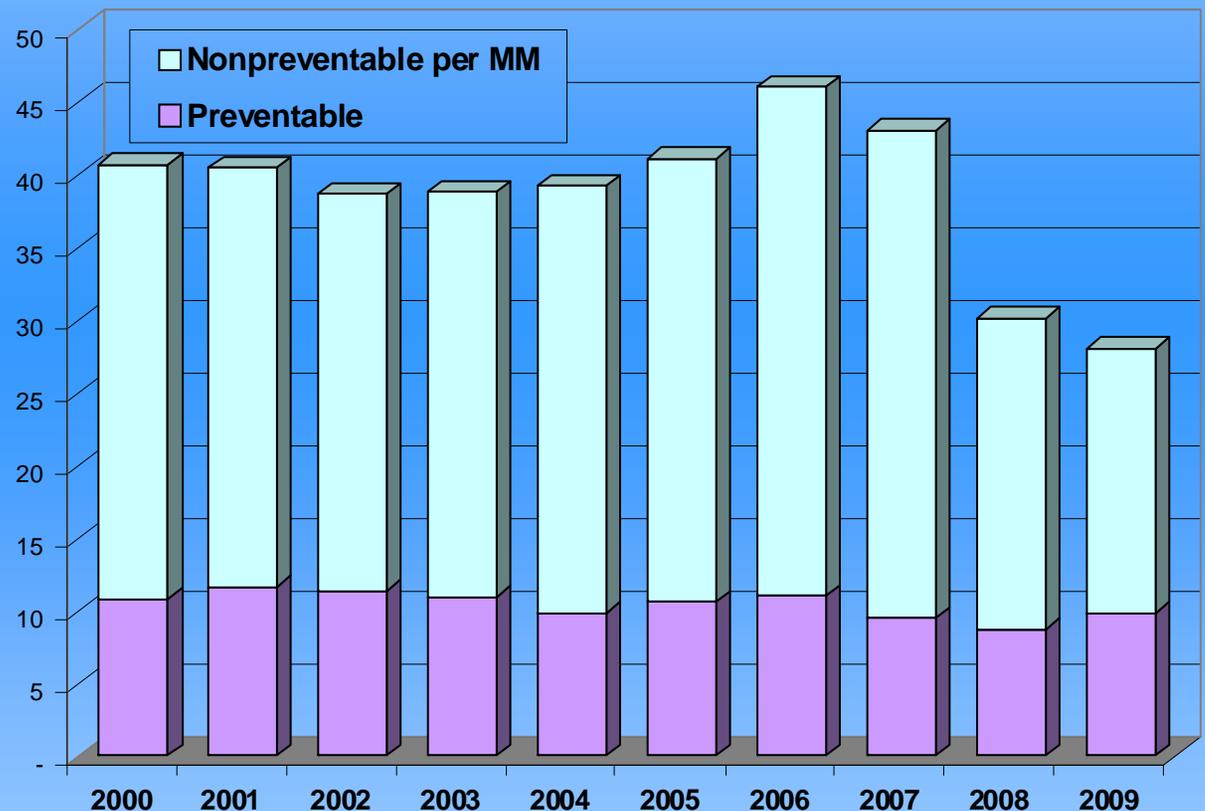
# Transit Security

# Accident Rates

This is a measure of how well Transit is doing in providing safe service.

- Accidents per million miles were down 11% in 2009.
- Received 2009 APTA Safety Award of Merit.
- The percentage of preventable accidents was higher in 2008 – 30.3% compared to 23.8% in 2008.

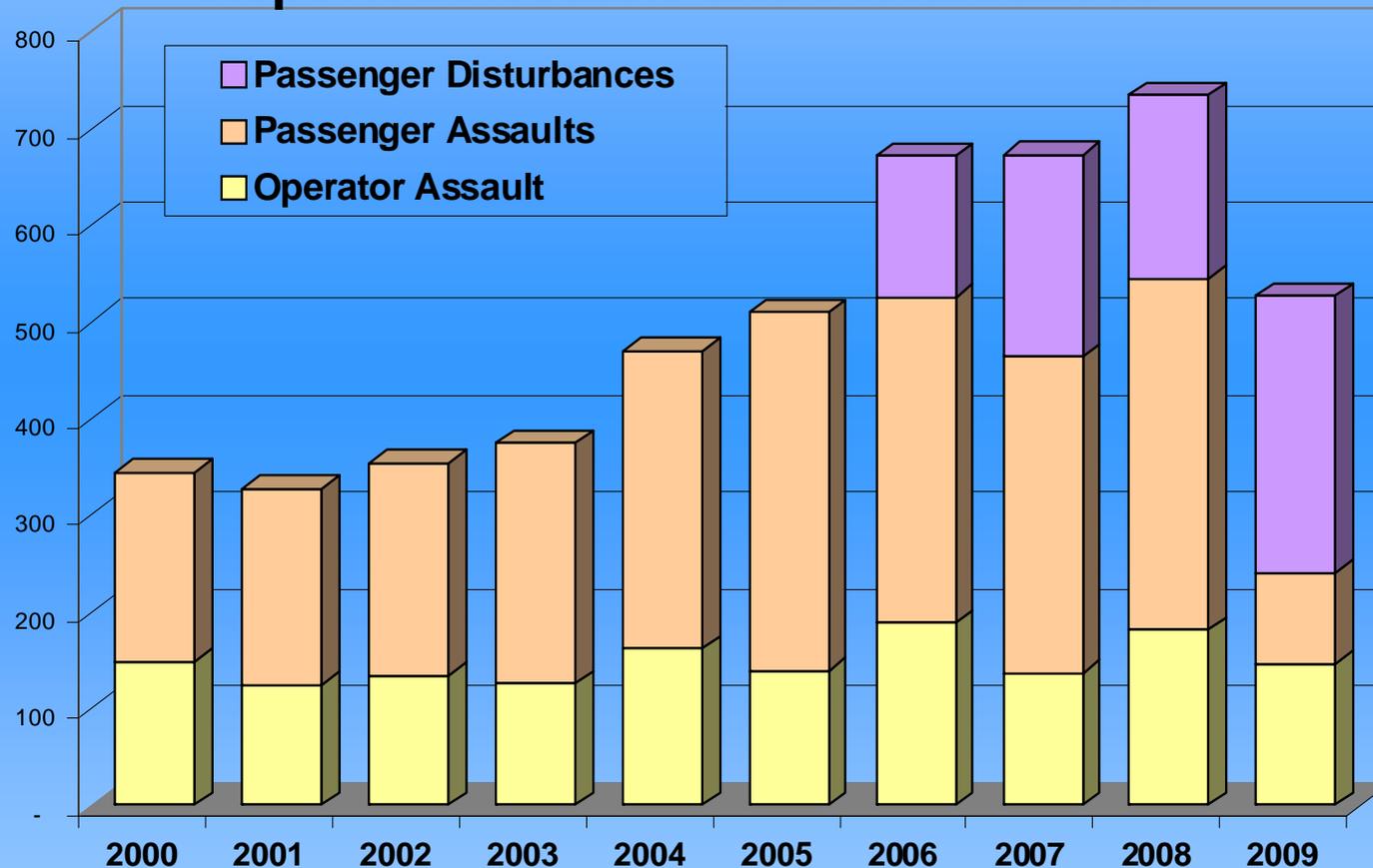
## Accidents Per Million Miles



# Assaults

This is an important measure of security for transit operators, as well as for customers.

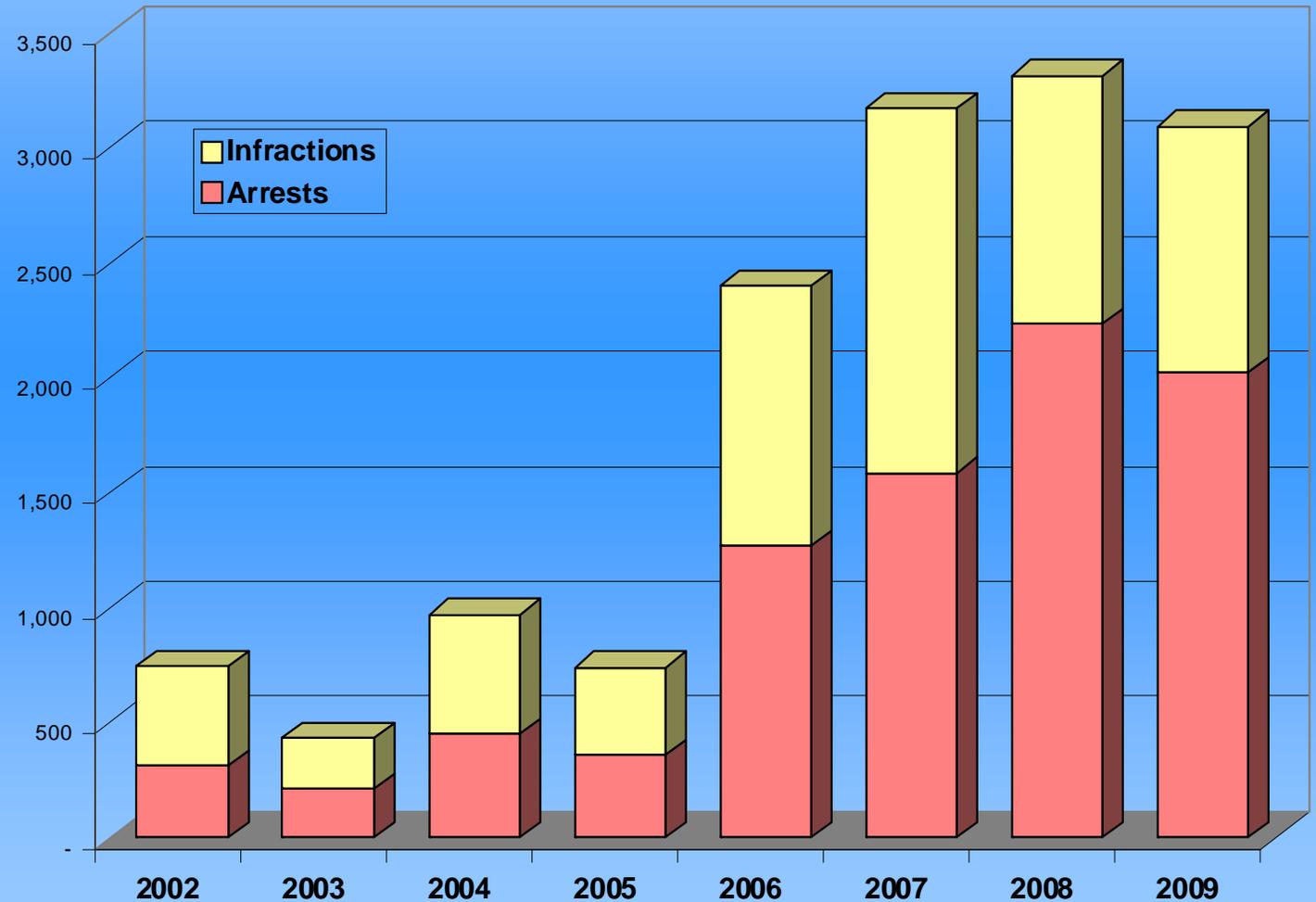
## Reported Assaults and Disturbances



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

- Arrests and infractions decreased 6.7% in 2009.



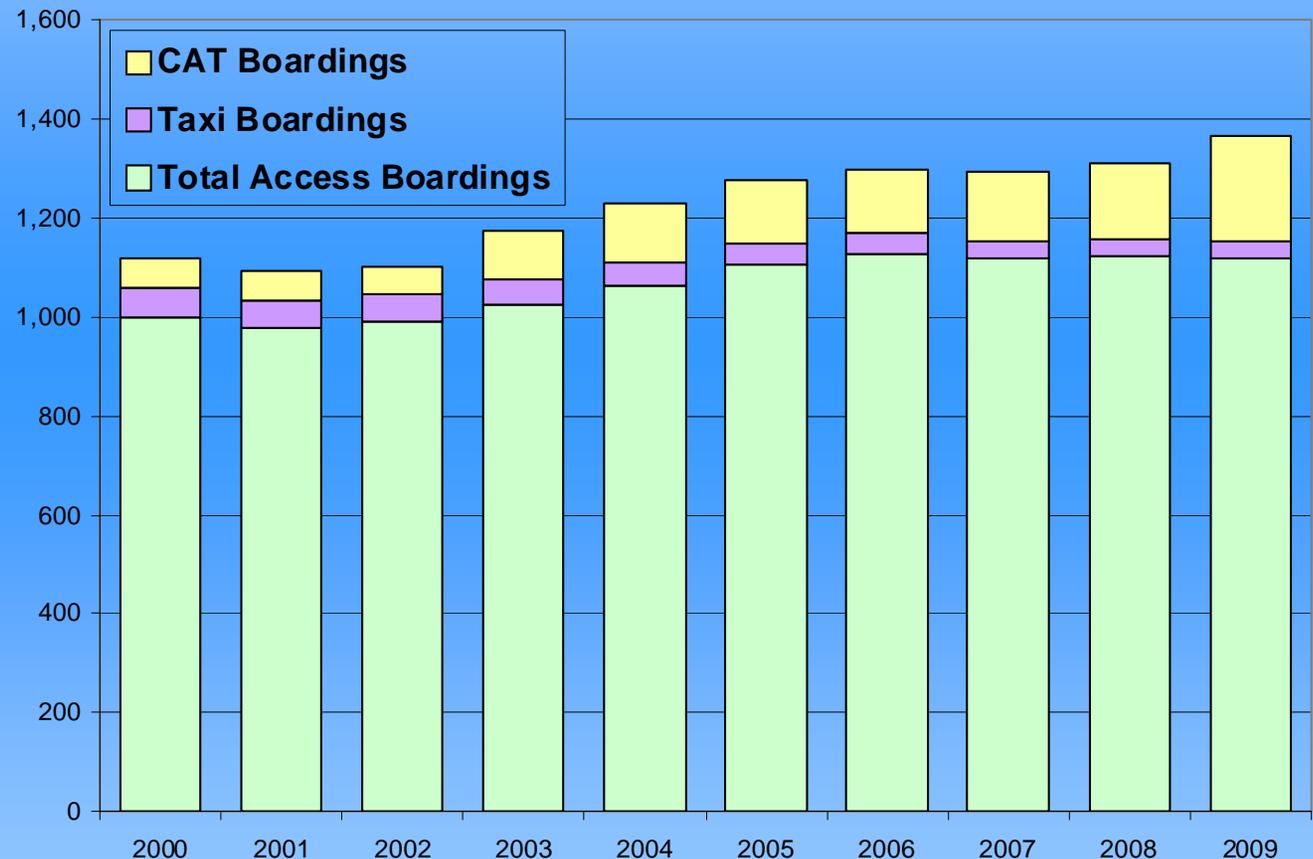
# Paratransit

# Access Program Ridership

This is an indicator of Transit's success in meeting the mobility needs of those who are unable to use regular transit service.

## Access Boardings (in 000s)

- Access van passenger rides decreased 0.2% in 2009.
- No ADA rides requested in 2009 were denied.

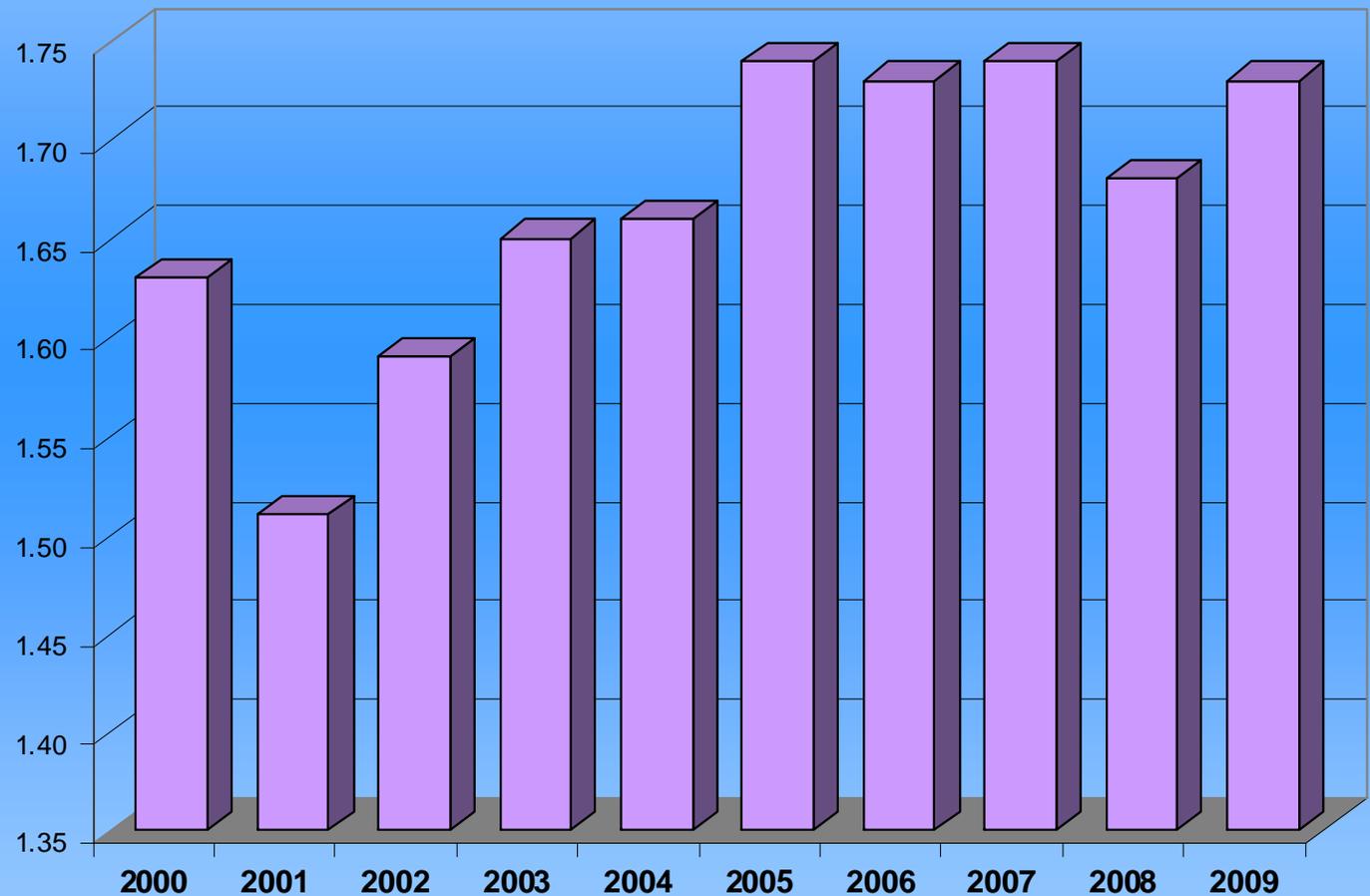


# Access Productivity

Passengers per hour is a key indicator of efficiency in meeting the demand for this service.

## Access Productivity—Rides Per Hour

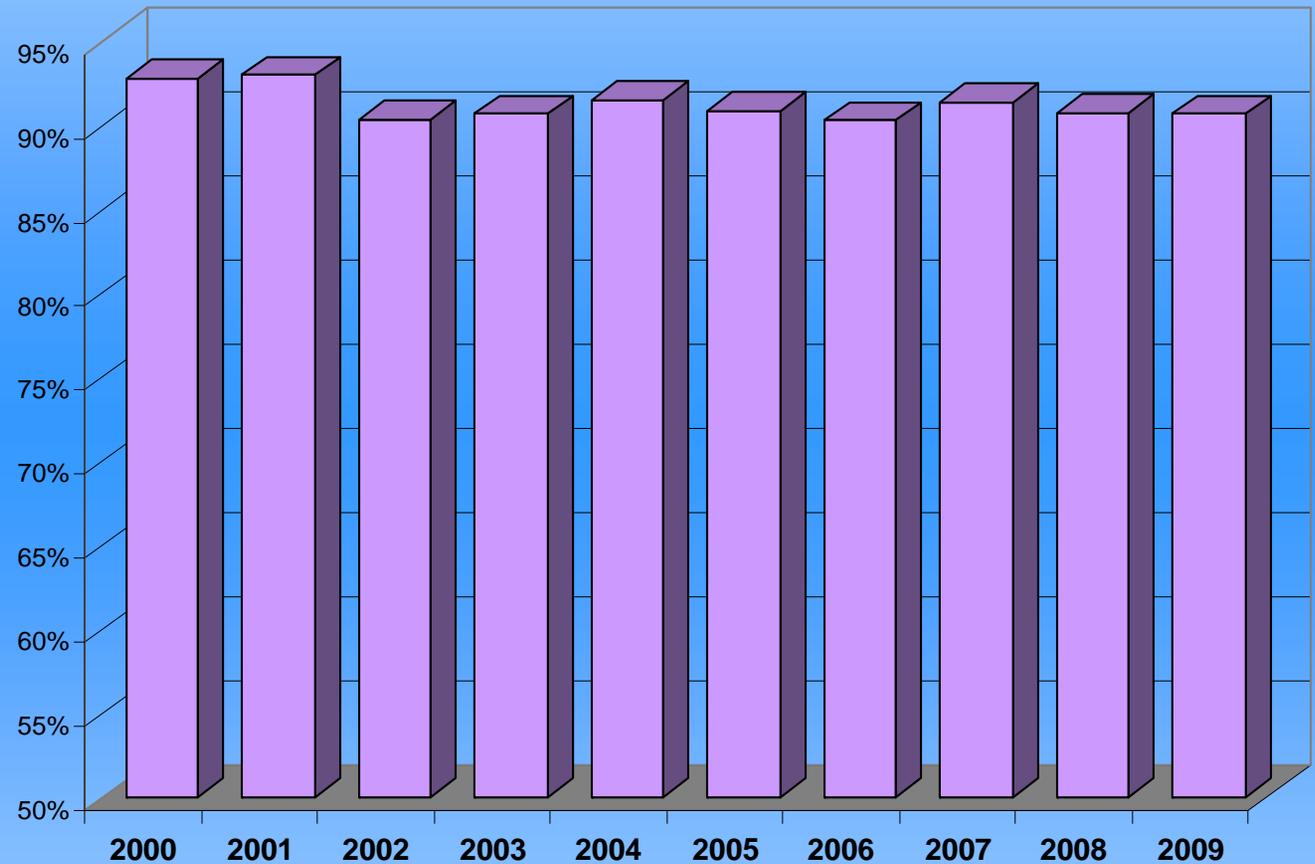
- 2009 productivity was up 3% from 2008.



# Access On-Time Performance

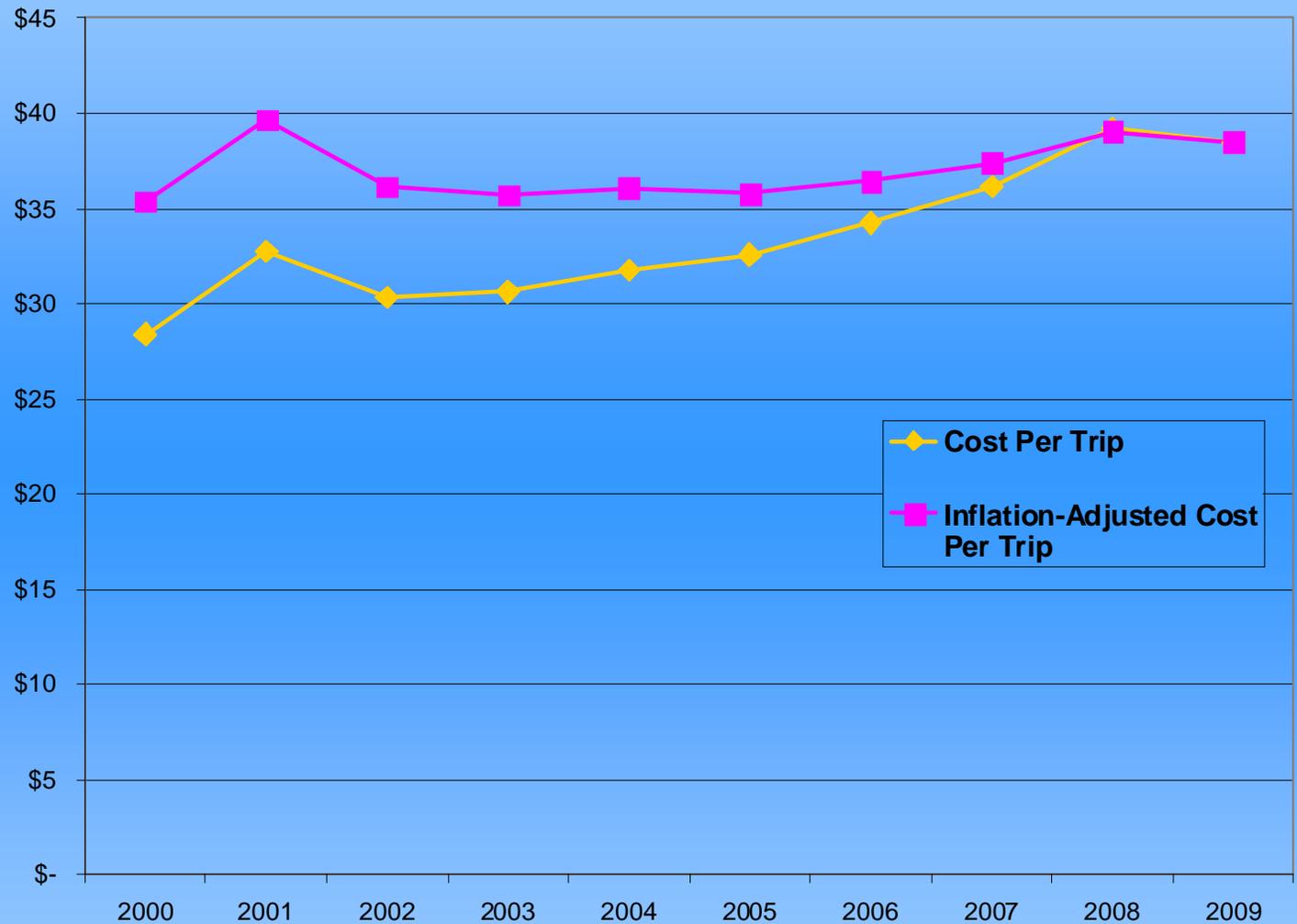
## Paratransit On-Time Performance

- There was a 0.1% decrease in on-time performance in 2009.



# Access Cost Per Trip

- Cost per Access trip in 2009 was \$38.48 – 1.8% lower than 2008.



# Rideshare



King County

**METRO**

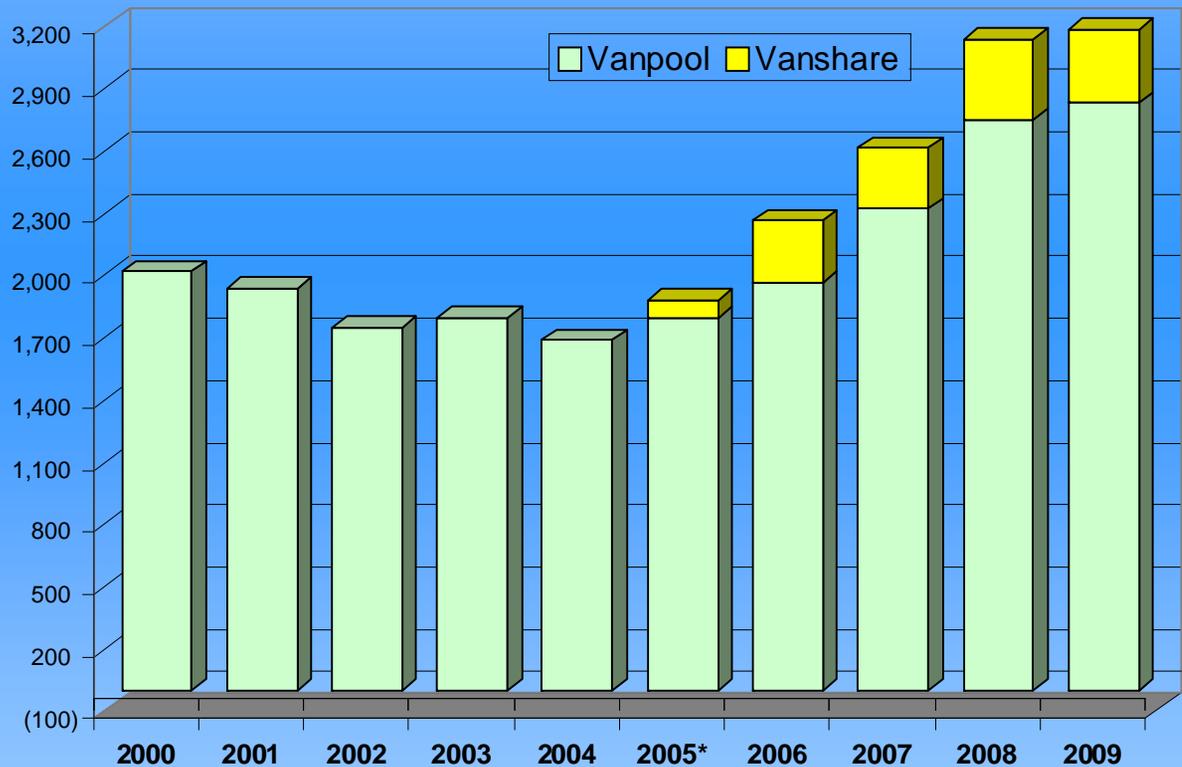
*We'll Get You There.*

# Commuter Van Ridership

This is a key indicator of Transit's success in reducing SOV trips through the Vanpool and Vanshare programs.

- Commuter Van ridership was up 1.6% in 2009, Vanpool ridership was up 2.8%.
- Staff's efforts in 2009 focused on "filling empty seats"

### Commuter Van Boardings (in 000s)



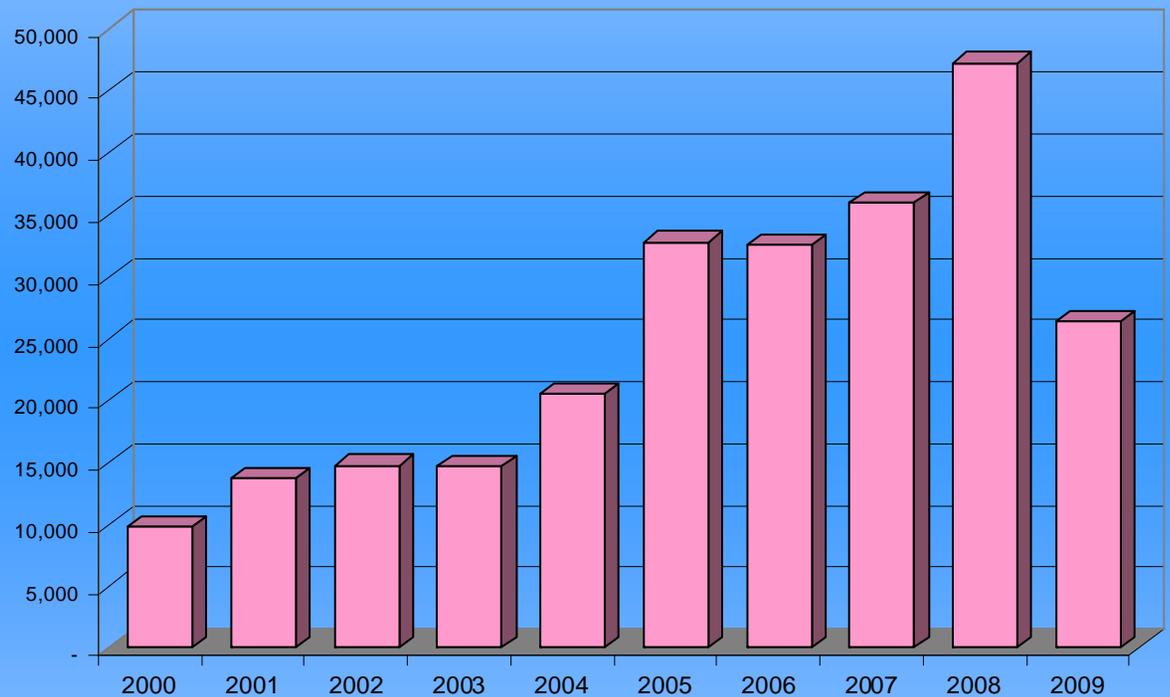
\*Vanshare ridership data collected from June through December only.

# Ridematch

This is an indicator of the public's interest in finding carpools or Vanpools to share the commute trip

- During 2009, matching information was processed for 26,429 customers, a drop of 44% from the 2008 level.
- Customers logged on to RideshareOnline.com 64,705 times during 2009, an decrease of 41% from 2008.

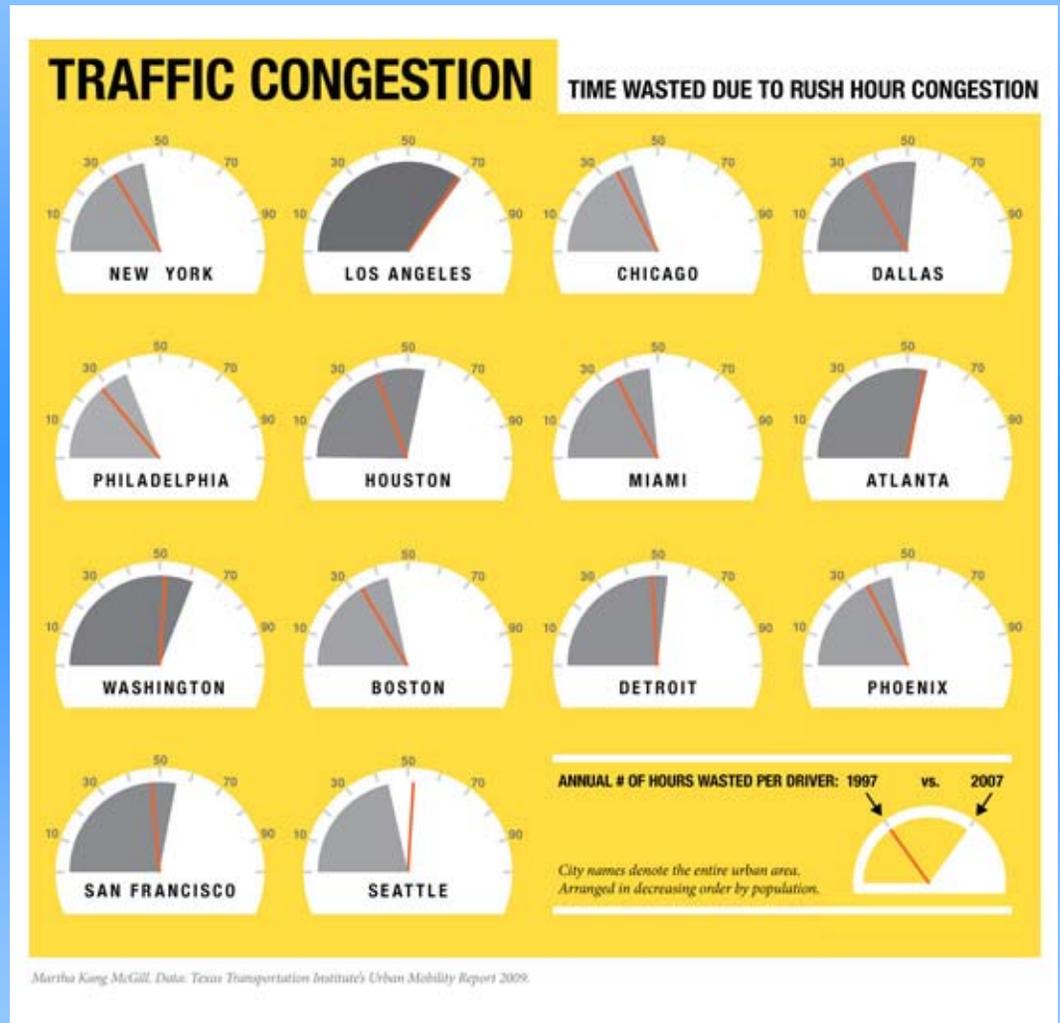
**New and Updated Ridematch Customers**



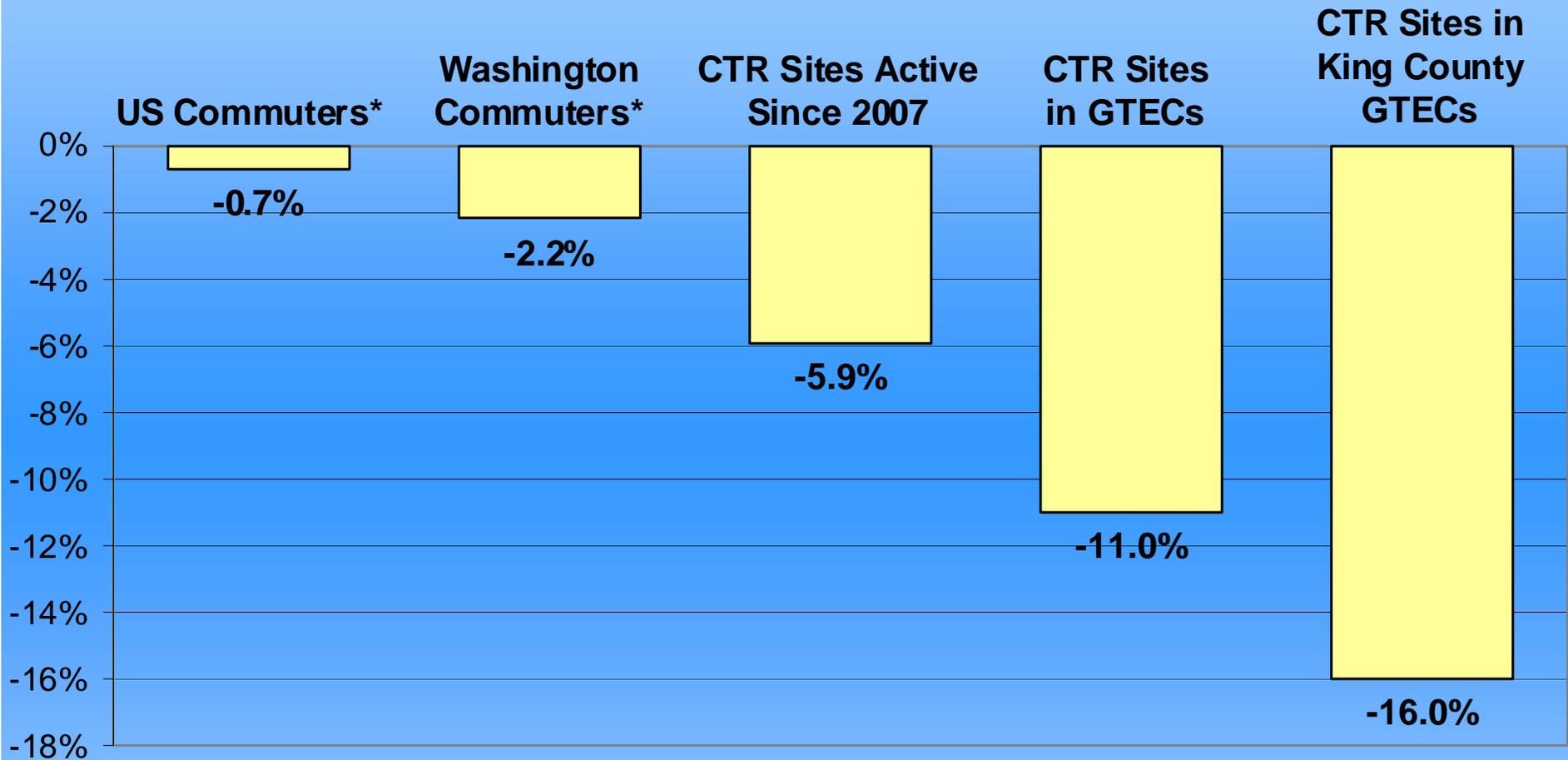
# Commuter Trip Reduction

# Metro's Efforts to Support State CTR Law

Seattle is the only major metropolitan area with a reduction in hours wasted in traffic from 1997 to 2007



# CTR Worksites, Percent Change in Drive Alone Rate From 2007 to 2009



\*Change from 2007 to 2008

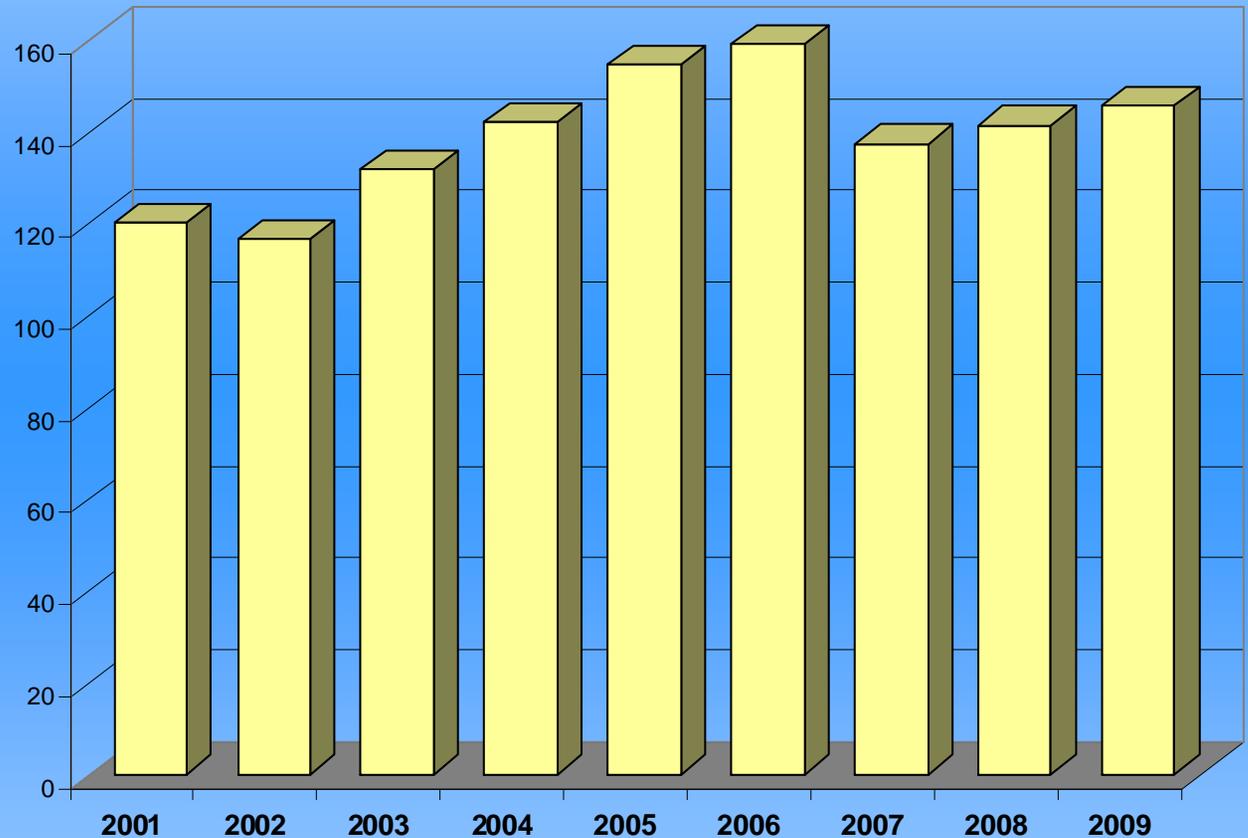
Source for US & Washington commuters - '07 & '09 American Community Surveys, US Census Bureau; Source for CTR commuters - '07 & '09 Washington State Commute Trip Reduction Surveys.

# Customer Service

# Complaints Per Million Boardings

## Complaints Per Million Boardings

- There were 146 complaints per million boardings in 2009, up 3.3% from 2008.



# Overall Rider Satisfaction

- Riders are generally satisfied with Metro; 93% are somewhat to very satisfied.

