

## King County Metro Transit

# 2012 Annual Management Report

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**[www.kingcounty.gov/metro](http://www.kingcounty.gov/metro)**

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## Letter from the Metro Transit General Manager



Welcome to the 2012 King County Metro Annual Management Report. In the following pages you will find key statistics on several aspects of Metro Transit, including service provided, safety, service quality, customer services and facilities.

Among the key findings:

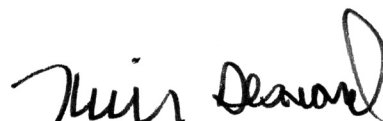
- Metro's transit ridership in 2012 was the second-highest year ever – 115 million – and is closing in on the record of 2008, before the employment losses of the Great Recession.
- Passenger use of ORCA cards has increased steadily since the fare card was introduced in 2009. By the end of 2012, nearly two-thirds of Metro's weekday boardings were paid for with ORCA.
- Farebox recovery – the share of operating costs paid by fares – is now at 29% and is well above our target of 25%.
- On-line customer contacts with Metro increased by more than 50% between 2011 and 2012, to over 24 million.
- Metro continues to move to cleaner-burning hybrid coaches as we retire older diesel coaches.

To be more transparent and objective, over the past few years Metro has developed several new tools for monitoring the performance of the system. This performance measurement information can be found at the Metro's Accountability Center (<http://metro.kingcounty.gov/am/accountability/>). Some of the most recent highlights on that site include:

- The **Strategic Plan Progress Report**, which shows how well Metro is performing and moving toward our strategic goals for public transportation.
- The **Service Guidelines Report**, which provides a framework to plan and manage our transit system and to enable the public to see the basis of our proposals to expand, reduce or revise service.
- The **Rider Survey** reports on feedback from a random sample of 1,200 riders on several topics related to Metro's service.
- The **Monthly Performance Measures** website is a "dashboard" of key statistics updated monthly (<http://metro.kingcounty.gov/am/accountability/performance.html>).

To streamline information provided to the public, the 2013 Annual Management Report focuses on the financial data and the detailed service statistics. The performance trend information that was in previous reports can be found in the other publications listed on the Accountability Center. Over the past few years, Metro has made significant progress in defining, analyzing and reporting on the performance of the organization. Over the next year, Metro will be working to develop a tiered approach to compiling performance measures to help make decisions on resources and investments based on the goals of the Strategic Plan.

Overall, Metro is moving toward a more efficient and productive system. We continue look for ways to provide efficiency improvements while maintaining customer satisfaction. This will be especially difficult given that Metro faces an ongoing annual revenue shortfall. Without a new, stable funding source, Metro is facing the need to cut up to 17 percent of our service, starting in fall 2014. We have therefore started the difficult task of planning service cuts, even though the state Legislature is still considering a transportation funding package that might allow King County voters a choice to preserve bus service through local funding.



Kevin Desmond, General Manager  
Metro Transit

## Public Transportation Fund Revenues

### Public Transportation Sub-Funds

Source	Operating	Capital	Revenue Fleet Replacement	Bond	Total
<b>Operations</b>					
Fares:					
Bus/DART <sup>1</sup>	\$141,272,025				\$141,272,025
South Lake Union Streetcar	\$504,978				\$504,978
Vanpool	\$6,957,050	\$3,363,000			\$10,320,050
Paratransit	\$1,005,687				\$1,005,687
Taxi scrip <sup>2</sup>	\$328,203				\$328,203
<i>Subtotal transit fares</i>	<i>\$150,067,943</i>	<i>\$3,363,000</i>			<i>\$153,430,943</i>
Other <sup>3</sup>	\$10,316,460				\$10,316,460
<i>Total transit operations</i>	<i>\$160,384,403</i>	<i>\$3,363,000</i>			<i>\$163,747,403</i>
<b>Non-operations</b>					
Sales tax (cash receipts)	\$336,076,022		\$55,562,003	\$16,530,811	\$408,168,836
Property tax	\$23,828,614				\$23,828,614
Congestion Reduction Charge	\$15,432,234				\$15,432,234
Grants <sup>4</sup>	\$57,876,177	\$59,845,596			\$117,721,773
Other King County Funds <sup>5</sup>	\$1,925,437				\$1,925,437
Sound Transit service contributions <sup>6</sup>	\$69,679,241	\$4,860,968			\$74,540,209
Other non-operations <sup>7</sup>	\$11,751,310	\$12,801,209	\$2,230,091	\$974,403	\$27,757,013
<i>Total non-operations</i>	<i>\$516,569,035</i>	<i>\$77,507,773</i>	<i>\$57,792,094</i>	<i>\$17,505,214</i>	<i>\$669,374,116</i>
<b>Total Revenue 2012</b>	<b>\$676,953,438</b>	<b>\$80,870,773</b>	<b>\$57,792,094</b>	<b>\$17,505,214</b>	<b>\$833,121,519</b>

<sup>1</sup>Includes DART cash fares retained by service contractor of \$266,612.

<sup>2</sup>Taxi scrip is purchased at \$0.50 on the dollar. Not currently reported as revenue.

<sup>3</sup>Contract services, ORCA card fee, transit advertising income and other accounts. Includes NTD adjustment for ACCESS of \$453,823.

<sup>4</sup>Grant reimbursements are subject to expenditures on eligible projects. Under-expenditures in these projects result in less revenue being recognized.

<sup>5</sup>Payment by Roads, Fleet and Airport funds for services directly supporting their functions rather than King County Metro public transportation.

<sup>6</sup>Payment by Sound Transit for services directly supporting their functions.

<sup>7</sup>Investment income and other miscellaneous, non-operations revenue.

## Public Transportation Capital Sub-Fund Expenditures

	2012 Expenditures	2012 Projected Expense <sup>1</sup>
Paratransit program	\$4,872,185	\$4,706,231
Asset maintenance	\$20,541,826	\$32,980,413
Transit fleet procurement	\$109,726,465	\$119,060,066
Operating facilities	\$995,186	\$2,767,718
Passenger facilities	\$3,060,019	\$3,955,093
RapidRide	\$16,536,143	\$24,304,461
Speed, safety and reliability	\$2,661,517	\$2,794,661
Electric trolley bus	\$373,934	\$599,673
Transit/business systems	\$12,593,390	\$18,527,490
Reimbursables, miscellaneous	\$4,824,802	\$8,082,795
Van program	\$6,514,754	\$6,635,000
Total Transportation Capital Sub-Fund expenditures	\$182,800,221	\$224,413,601
Less: Planned under-expenditures		(\$31,840,827)
Less: Planned under-expenditures		\$192,572,774

<sup>1</sup>Excludes leases.

# Public Transportation Operating Sub-Fund Expenditures

<b>Transit Division</b>	<b>2012 Expenditures</b>	<b>2012 Adopted Budget</b>
General Manager <sup>1</sup>	\$28,484,081	\$28,339,810
Transit Overhead + Reserves	\$49,225,660	\$49,948,658
Transit Operations	\$245,772,184	\$243,253,479
Paratransit	\$58,094,753	\$61,330,322
Rideshare	\$4,059,764	\$4,255,423
Vanpool Operations	\$6,222,457	\$6,703,976
Vehicle Maintenance	\$97,703,283	\$100,644,459
Power and Facilities	\$36,167,172	\$37,213,676
Service Development	\$13,093,898	\$14,058,857
DART	\$6,622,382	\$8,132,359
Sales and Customer Services	\$16,399,388	\$16,079,553
Design and Construction	\$2,858,071	\$1,689,970
Rail Operations	\$23,280,782	\$24,138,452
South Lake Union Streetcar	\$2,088,099	\$2,184,140
Diesel fuel	\$38,243,649	\$45,691,203
Trolley Power/Electricity	\$1,503,035	\$1,073,456
<b>Total Transit Division Budget</b>	<b>\$629,768,659</b>	<b>\$643,737,793</b>
<b>Department of Transportation Overhead</b>		
Transportation Administration Division	\$5,054,270	\$5,837,222
Adopted Transit Operating Sub-Fund Total	\$634,822,929	\$649,575,015
Less 1% Underexpenditure Target	—	\$(6,495,401)
Target Transit Operating Sub-Fund Total	\$634,822,929	\$643,079,614

<sup>1</sup>Includes Safety, Security, Transit Human Resources and Budget & Finance

<b>NTD 2012 Expenditures by Service Category</b>	
King County Motor Bus	\$422,304,220
Trolley Bus	\$57,312,083
DART	\$7,839,816
Access	\$60,039,963
Taxi <sup>1</sup>	\$829,933
Vanpool	\$10,639,894
Sound Transit Motor Bus	\$42,004,028
Sound Transit LINK Rail	\$26,775,159
King County Streetcar	\$2,794,211
<b>Subtotal</b>	<b>\$630,539,308</b>
Excluded from NTD <sup>2</sup>	\$5,332,259
Adjustments <sup>3</sup>	(\$1,048,638)
<b>Total</b>	<b>\$634,822,929</b>

<sup>1</sup>Discounted taxi service for eligible individuals.  
<sup>2</sup>Indirect costs related to non-transit activity.  
<sup>3</sup>Adjustments associated with DART, Taxi and Access services.

# Transit Statistics

Excludes VanPool, Paratransit and South Lake Union Streetcar

	2012	2011
<b>Metro Bus, DART and Sound Transit Bus<sup>1</sup></b>		
Passenger boardings	123,127,310	119,839,516
Vehicle hours <sup>2</sup>	3,881,021	3,831,419
Vehicle miles <sup>3</sup>	49,773,680	49,718,111
Transit miles between trouble calls	5,185	5,701
Passenger accidents/million vehicle miles	4.7	5.3
Total accidents/million vehicle miles	32.9	31.5
Preventable accidents as a percent of total accidents	28.6%	29.2%
Preventable accidents per million vehicle miles	9.4	9.2
Weekday on-time performance <sup>4</sup>	76.3%	75.7%
<b>Metro Bus Transit only</b>		
Passenger boardings	114,659,438	112,051,867
Passenger miles	492,657,222	479,295,487
Vehicle hours <sup>2</sup>	3,592,651	3,530,310
Vehicle miles <sup>3</sup>	44,870,846	44,641,033
Boardings/vehicle hour	31.9	31.7
Boardings/vehicle mile	2.56	2.52
Passenger miles per vehicle mile	11.0	10.7
Transit operations fares	\$141,272,025	\$128,629,655
Transit operations revenue/boarding	\$1.23	\$1.15
Transit operations revenue/vehicle hour	\$39.32	\$36.44
Transit operations revenue/vehicle mile	\$3.15	\$2.88
Transit operating cost <sup>5</sup>	\$487,456,119	\$457,207,387
Transit operating cost <sup>5</sup> /boarding	\$4.25	\$4.08
Transit operating cost <sup>5</sup> /vehicle hour	\$135.68	\$129.51
Transit operating cost <sup>5</sup> /vehicle mile	\$10.86	\$10.24
Farebox recovery ratio <sup>6</sup>	29.0%	28.1%

<sup>1</sup>Sound Transit bus routes operated by Metro.

<sup>2</sup>Includes all coach revenue (in service), deadhead and layover hours.

<sup>3</sup>Includes all coach revenue (in service) and deadhead miles.

<sup>4</sup>On-time performance data have been annualized using weighted service change data.

<sup>5</sup>NTD expenditures on King County Metro motor bus, trolley bus and DART.

<sup>6</sup>Based on NTD fares and operating costs. In past years this was calculated with a different methodology.

## Customer Services

	2012	2011
<b>Customer Relations<sup>1</sup></b>		
Metro Online visits	11,351,286	8,197,861
Online Trip Planner visits	3,816,115	3,722,738
Eye on Your Metro Commute visits	54,430	53,135
<b>Subtotal online visits</b>	<b>15,221,831</b>	<b>11,973,734</b>
Calls answered by CIO <sup>2</sup> specialists	446,162	580,906
Calls to Bus-Time	67,537	105,418
<b>Subtotal calls answered</b>	<b>513,699</b>	<b>686,324</b>
<b>Transit Alerts sent to subscribers<sup>3</sup></b>	<b>8,658,967</b>	<b>3,353,463</b>
<b>Email/U.S. Mail/fax/in-person contacts</b>	<b>15,082</b>	<b>11,605</b>
<b>Total customer contacts</b>	<b>24,409,579</b>	<b>16,025,126</b>
<b>Customer contact details</b>		
Total incoming calls made to IVR <sup>4</sup>	907,549	1,161,917
Total calls sent from IVR to CIO/ACD <sup>5</sup>	669,138	891,370
Total calls sent to Bus-Time	67,537	105,418
Calls received by CIO/ACD	593,409	698,162
Calls answered by CIO specialists	446,162	580,906
Calls answered within 2-1/3 minutes	251,176	433,602
Percent of calls answered within 2-1/3 minutes	37.5%	48.6%
Service requests <sup>6</sup> received	2,886	1,920
Complaints received	20,464	18,360
Commendations received	2,675	2,375
Complaints/million boardings	165.2	152.3
Commendations/million boardings	21.6	19.7
<b>Ridematch Services</b>		
Rideshare Online home page visits	275,125	290,088
New Ridematch customers	34,040	29,319
Ridematch search performed	56,300	46,561

<sup>1</sup>Includes contacts regarding Sound Transit service and South Lake Union Streetcar.

<sup>2</sup>Customer Information Office

<sup>3</sup>Transit Alert stats previously included alerts not sent to Metro customers (ORCA, News & Announcements, Metro Transit Operations, KC Roads Services & KC International Airport). In October 2012 we changed how we collected this data to provide a clearer picture of subscribers/subscriptions related to Metro service.

<sup>4</sup>IVR: Interactive Voice Response. Data from December 21-31, 2012 is not available due to the changeover to a new IVR system.

<sup>5</sup>ACD: Automated Call Distribution.

<sup>6</sup>Service request: The customer requested an adjustment or change in service.



## Commuter Van Service (VanPool and VanShare)

	2012	2011
<b>Service Provided</b>		
VanPool passenger boardings	3,134,016	2,834,475
VanShare boardings	308,573	288,267
Total commuter van boardings	3,442,589	3,122,742
Commuter vans in service as of 12/31/12	1,283	1,228
Vans available for groups	29	31
<b>Service Revenue</b>		
Operating revenue <sup>1</sup>	\$6,957,050	\$6,710,691
<b>Service Cost</b>		
Direct operating cost	\$6,222,457	\$5,643,579
Direct program management cost	\$2,023,187	\$1,932,867
Other program management cost	<u>\$2,424,516</u>	<u>\$2,380,323</u>
<b>Subtotal program management cost</b>	<b>\$4,447,703</b>	<b>\$4,313,190</b>
<b>Total direct operating cost<sup>2</sup></b>	<b>\$10,670,160</b>	<b>\$9,956,769</b>
<b>Commuter Van Statistics</b>		
Vehicle miles	13,884,402	12,546,348
Direct operating cost/mile	\$0.45	\$0.45
Direct operating cost/boarding	\$1.81	\$1.81
Operating revenue <sup>1</sup> /boarding	\$2.02	\$2.15

<sup>1</sup>Excludes revenue of \$3,363,000 in 2012 and \$2,749,000 in 2011 to support the VanPool Capital Improvement Program.

<sup>2</sup>Before minor one-time adjustments to NTD data.

## South Lake Union Streetcar

	2012	2011
Passenger boardings	750,866	714,461
On-board TVM revenue	\$56,311	\$55,532
Wayside TVM revenue	\$110,470	\$112,147
Estimated pass revenue	<u>\$338,258</u>	<u>\$263,202</u>
Total revenue	\$505,039	\$430,881

## DART Service

Dial-a-ride transit (DART) is demand-responsive service operated for the general public and operated by private contractors.

	2012	2011
Passenger boardings <sup>1</sup>	939,664	826,356
Vehicle hours	91,634	83,660
Vehicle miles	1,252,620	1,066,150
Revenue <sup>2</sup>	\$266,612	\$216,978
Cost <sup>3</sup>	\$7,839,817	\$7,809,151
Cost per boarding	\$8.34	\$9.45

<sup>1</sup>Estimated using daily head count; includes routes 773 and 775 which are operated to support the King County Water Taxi.

<sup>2</sup>Includes only cash fares.

<sup>3</sup>Costs shown are what were reported to the NTD and include overhead costs that have not previously been included in this report.

## Paratransit Services

Paratransit service is transportation for people with disabilities and for low-income seniors through either the ADA Paratransit Program or the Paratransit OPTIONS Program. Services include Access van service, a taxi subsidy using scrip and Community Access Transportation program (CAT). CAT is an effort to make use of an increasing number of high-quality retired Access and van-pool vehicles as well as creating new, innovative programs, such as the Hyde Shuttle.

Service Provided	2012	2011
Access passenger rides	1,164,935	1,221,392
Taxi passenger rides	31,228	32,352
Community Access Transit rides	312,795	303,428
<b>Total passenger rides</b>	<b>1,508,958</b>	<b>1,557,172</b>
<b>Service Revenue</b>		
Cash fares	\$237,225	\$436,994
ADA pass sales	\$768,462	\$437,040
Paratransit contracts	\$1,485,047	\$1,205,348
Other	\$37,706	\$865,522
<b>Total operations revenue<sup>1</sup></b>	<b>\$2,528,440</b>	<b>\$2,994,904</b>
<b>Service Cost</b>		
Access direct operating cost	\$52,088,591	\$50,894,499
Taxi scrip direct operating cost <sup>2</sup>	\$328,203	\$302,306
<b>Total direct operating cost</b>	<b>\$52,416,794</b>	<b>\$51,196,805</b>
Program management cost	\$5,667,243	\$5,517,318
<b>Total operating cost<sup>3</sup></b>	<b>\$58,084,037</b>	<b>\$56,714,123</b>
<b>Performance Statistics</b>		
Adjusted direct operating cost/access psgr ride	\$44.44	\$42.11
Adjusted direct operating cost/taxi psgr ride	\$9.92	\$10.20
Adjusted direct operating cost/CAT psgr ride	\$5.02	\$4.51
Rides/vehicle service hour	1.70	1.74
Number of calls handled	400,616	416,997
Percent answered within 3 minutes	92%	96%
Percent of demand met	100%	100%

<sup>1</sup>Total operations revenue does not include revenue from Regional Reduced Fare Passes, tickets, or passengers transferring to or from regular bus service.

<sup>2</sup>Metro share of total cost. Customer pays a like amount.

<sup>3</sup>Total operating costs are \$1,955,926 less than the costs reported in our National Transit Database (NTD) submittal because the AMR does not include an allocated share of overhead expenditures. Also, the NTD requires us to report the full cost of taxi scrip rather than the 50% that is currently reported on the AMR. In NTD, the additional expense is offset by the revenue from the taxi scrip riders. NTD reporting also excludes some accounts such as interest and lease expenses.

## Metro Transit Employee Information

	Number of Employees (Head Count) <sup>1</sup>	Budgeted Full-Time Equivalents (FTEs)
Transit Operations	214	
Operators (1,671 full-time; 1,007 part-time)	2,716	
<b>Total Operations</b>	<b>2,930</b>	<b>2,408</b>
Transit General Manager's Office <sup>2</sup>	57	77
Vehicle Maintenance	685	672
Power and Facilities	288	287
Service Development	73	87
Sales and Customer Services	101	99
Link Operations	190	200
South Lake Union Streetcar Operations	18	
Design and Construction	68	79
Paratransit and Rideshare	59	59
<b>Total</b>	<b>4,505</b>	<b>3,968</b>

<sup>1</sup>Includes regular and term-limited employees.

<sup>2</sup>Includes Safety, Security and Transit Human Resources.

NOTE: Does not include local police officers working intermittently as Transit Police.

# Transit Fleet

	2012	2011
<b>Motor Bus/Trolley Bus Service Fleet (Active)</b>		
Gas/Diesel .....	632	842
Trolley.....	158	158
Hybrid .....	713	505
Total Coaches .....	1,503	1,505
Routes <sup>1</sup> .....	240	262
<b>Streetcar Service Fleet (Active)</b>		
Streetcars.....	3	3
Routes .....	1	1
<b>Fleet Details</b>		
<b>Metro Transit</b>		
Diesel—standard coaches (30 foot, 35 foot, 40 foot).....	330	493
Diesel—articulated coaches (60 foot) .....	248	291
Trolley—standard coaches .....	100	100
Trolley—articulated coaches .....	58	58
Hybrid .....	660	452
<b>Sound Transit</b>		
Diesel—standard coaches (40 foot) .....	24	25
Diesel—articulated coaches (60 foot) .....	30	33
Hybrid .....	53	53
<b>Total active fleet</b> .....	<b>1,503</b>	<b>1,505</b>
South Lake Union Streetcars .....	3	3
Waterfront Streetcars (inactive).....	5	5
Other (training, inactive, preparing for service) .....	150	174
<b>Total revenue vehicles</b> .....	<b>1,653</b>	<b>1,684</b>
Estimated active fleet age (average in years) .....	8.6	9.1
<b>Coaches in service (includes subcontracted DART service)</b>		
Maximum weekday coaches .....	1,021	1,091
Noontime weekday coaches .....	521	557
Maximum Saturday coaches .....	419	441
Maximum Sunday coaches .....	298	317
Average system spare ratio.....	18.9%	23.5%
<b>Scheduled revenue, Deadhead and Layover hours as percentage of Vehicle Hours<sup>2</sup></b>		
Scheduled revenue hours/vehicle hours .....	70.4%	69.9%
Scheduled deadhead hours/vehicle hours .....	11.4%	11.7%
Scheduled layover hours/vehicle hours .....	18.2%	18.4%

<sup>1</sup>Includes DART service, custom bus and school routes but excludes Sound Transit Express.

<sup>2</sup>Includes DART service, custom bus and Sound Transit Express.

## Facilities

### Operating Facilities

Atlantic  
Bellevue  
Central  
East  
North  
Ryerson  
South  
Safety/Training Center  
Van Distribution Cntr.  
Communications Bldg.

### Bus Maintenance Facilities

Atlantic  
Bellevue  
Central  
East  
North  
Ryerson  
South  
Component Supply Center  
Non-Revenue Vehicle

### Maintenance Headquarters

Building Maintenance  
Transit Police/Facilities Maintenance  
Field Maintenance  
Power Distribution  
Custodial Maintenance

### Regional and Community Transit Centers

Auburn	Issaquah	Renton
Aurora Village	Kirkland	Totem Lake
Bellevue	Mount Baker	
Burien	Northgate	
Eastgate	Overlake	
Federal Way	Redmond	

Bus stops (zones).....	8,521
Lighting improvement locations.....	1,240
Stops with schedule holders (single, double or midsize).....	3,056
(Total schedule holder units in use = 4,192)	
Wheelchair fully accessible stops.....	6,594
Stops with permanent information signs.....	234
Stops with passenger shelters.....	1,607
Passenger shelters with murals/commissioned artwork.....	591
Metro owned and maintained passenger shelters.....	1,26
Timetables printed.....	6,575,500

### HOV Lane Miles Used by Metro

82.26	I-5
35.98	I-90
65.58	I-405
13.56	SR 520
20.00	SR 167
6.94	SR 99
5.72	SR 522
1.38	SR 509
0.49	SR 900
0.41	Hwy 18
19.79	Arterials
3.4	DSTP (Tunnel) NB and SB
255.51	Total restricted lanes for transit use

### Park-and-Ride Lot Program

	Number	Parking Capacity	% Used <sup>1,2</sup>
Permanent park-and-ride lots	65	22,554	78%
Metro leased lots	66	2,589	59%
Total	131	25,143	76%

<sup>1</sup>"Percent used" does not include lots for which counts were not available.

<sup>2</sup>Thirteen permanent lots and seven leased lots reported 100 percent or above capacity on average during fourth quarter 2012.

**Plug-and-ride spaces**—44 at four park-and-rides and one transit center.

**Metro footprint**—1,835 miles (If more than one route covers the same stretch of roadway, it is counted only once.)

**Trolley overhead**—More than 69 miles of street with two-way wire; 36 substations (excl. tunnel).

## Metro Fares

	Cash Fare Per Trip	One-Month Pass
One-and two-zone <sup>1</sup> off-peak	\$2.25	\$81.00
One-zone <sup>1</sup> peak	\$2.50	\$90.00
Two-Zone <sup>1</sup> peak	\$3.00	\$108.00
Access	\$1.25	\$45.00
Youth (5-17)	\$1.25	\$45.00
Senior/disabled	\$0.75	\$27.00

<sup>1</sup>Seattle is a zone; balance of King County is another zone. Zone division is the Seattle city limits.

## Five-Year Comparison of Key Data

	2012	2011	2010	2009	2008
Service area square miles	2,134	2,134	2,134	2,134	2,134
Service area population	1,957,000	1,942,600	1,931,249	1,909,300	1,884,200
<b>Metro Transit Revenue Vehicle Fleet</b>					
<b>Metro Bus, DART and Sound Transit Bus<sup>1</sup></b>					
Passenger boardings	123,127,310	119,839,516	117,001,651	119,485,069	126,528,257
Vehicle hours <sup>2</sup>	3,881,021	3,831,419	3,877,854	3,907,910	3,851,437
Vehicle miles <sup>3</sup>	49,773,680	49,718,111	50,247,765	50,534,766	49,951,696
Miles per trouble call	5,185	5,701	6,300	6,843	6,852
<b>Metro Transit only</b>					
Passenger boarding	114,659,438	112,051,867	109,062,722	111,265,949	118,411,542
Passenger miles	492,657,222	479,295,487	458,606,272	495,943,360	544,592,426
Vehicle hours <sup>2</sup>	3,592,651	3,530,310	3,531,378	3,557,088	3,511,157
Vehicle miles <sup>3</sup>	44,870,846	44,641,033	44,121,684	44,432,776	43,970,61
Boardings per vehicle hour	31.9	31.7	30.9	31.3	33.7
Passenger miles per vehicle mile	11.0	10.7	10.4	11.2	12.4
Diesel fuel used (gallons)	10,559,727	10,183,084	10,305,951	10,455,039	10,229,652
Trolley electricity used (kwh)	17,845,802	18,965,860	18,425,638	17,917,918	16,590,020
<b>Other Metro Transit service</b>					
VanPool ridership	3,134,016	2,834,475	2,553,091	2,808,552	2,753,156
VanShare ridership	308,573	288,267	296,494	364,126	385,631
Paratransit ridership	1,508,958	1,557,172	1,511,910	1,365,664	1,311,278
South Lake Union Streetcar ridership	750,886	714,461	520,932	451,203	413,253
<b>Metro Transit Revenue Vehicle Fleet</b>					
Diesel	578	784	844	906	907
Trolley	158	158	159	157	159
Hybrid	660	452	284	250	235
Other (training, inactive, preparing for service)	150	159	83	95	58
Commuter van groups in operation	1,283	1,228	1,075	1,088	1,207
Transit vans (diesel)	0	0	38	21	27
Paratransit vans	322	322	355	304	295
<b>Metro Transit Employee Information (Head Count)</b>					
Operators	2,716	2,678	2,737	2,717	2,789
Other	1,789	1,758	1,763	1,729	1,744
Total employees	4,505	4,436	4,500	4,446	4,533

<sup>1</sup>Sound Transit bus routes operated by Metro.

<sup>2</sup>Includes all coach revenue (in service), deadhead and layover hours.

<sup>3</sup>Includes all coach revenue (in service) and deadhead miles.