

Highlights of Progress on 2009 Performance Audit Recommendations

The King County Auditor's Office conducted a Performance Audit of Metro Transit in 2009 and recommended a number of actions for Metro to pursue over the subsequent three years. The following are highlights of Metro's progress on the recommendations as of May 2011.

Trolley Fleet Replacement

- Metro has completed the recommended study comparing the impacts of replacing the trolley bus fleet with either hybrid buses or new trolley buses. The study found that new trolley buses would cost \$3.7 million less per year than hybrid buses.

Fares

- Base fares were increased by \$0.25 in January 2010 and again in January 2011, bringing the total base fare increase over the past four years to \$1 (an 80 percent increase). These two fare increases will yield an additional \$20 million in revenue per year in 2011 and subsequent years.
- Senior/disabled fares were adjusted in 2010, eliminating "Metro only" passes and bringing senior/disabled discounted fares into alignment with Sound Transit fares. An ordinance adjusting the youth fare to bring it into alignment with Sound Transit fares was transmitted to the King County Council in May 2011.

Scheduling

- A systematic rescheduling of Metro's bus service has resulted in annual savings of \$10 million. Metro's scheduling efficiency measure of "recovery to in-service ratio" now meets the target recommended by the auditor.

Operations

- A total of 125 "back-up" operator positions have been eliminated. Part-time drivers or drivers working overtime are now used to fill more of the planned and unplanned absences. Savings are estimated at \$1.45 million annually.

Paratransit

- Metro improved the productivity of its Access paratransit service from 1.68 passengers per hour in 2008 to 1.76 passengers per hour in 2010. Ongoing savings are estimated at \$1.5 million per year.
- Metro expanded its Community Access Transportation (CAT) program by 25 percent in 2009, saving \$3.6 million per year that would have been needed had those trips been provided through the Access program.

Vehicle Maintenance

- The inspection interval for buses has been extended, saving \$450,000 per year.