

*General
Manager's
Quarterly
Management
Report*

Year End 2001

King County Department of Transportation – Metro Transit Division

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**General Manager's
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This report presents a summary of transit operating information and financial data for 2001; a summary of ridership and factors that affect ridership; and other information important to gauging how well the King County Transit Division is doing in providing safe, reliable, cost-efficient transportation services to the King County region. This issue also includes 2001 highlights.

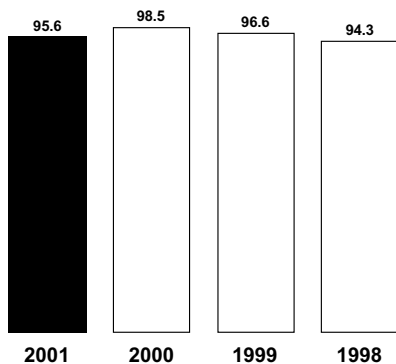


Rick Walsh, General Manager
Metro Transit Division

2001 PUBLIC TRANSPORTATION SERVICES

Transit Ridership

Number of Passenger Boardings
(in Millions)



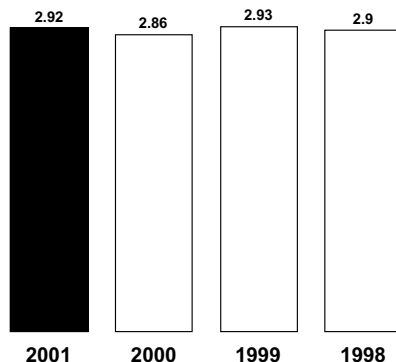
RIDERSHIP

Transit Ridership. Passengers boarded coaches an estimated 95.6 million times in 2001, a decrease of 3 percent compared to 2000. The recession that began in 2001 and was compounded by impacts of September 11 resulted in significant job losses locally. Employment is a key factor influencing transit ridership. For the year, King County employment suffered the first overall decline since 1993. Other factors contributing to the 2001 ridership decline include a sharp drop in the price of gasoline and the July fare increase.

Service operated by Metro for Sound Transit had 3.3 million passenger boardings, a 42 percent increase compared to 2000, reflecting significant growth in service hours.

Vanpool Ridership

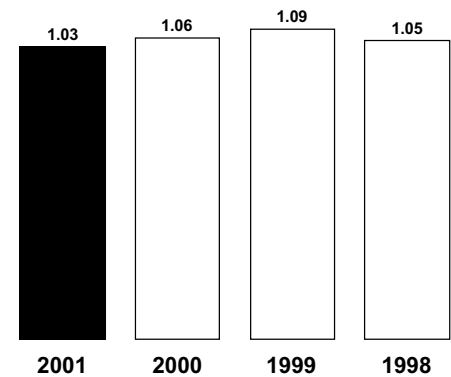
Number of Revenue Passenger Boardings (in Millions)



Vanpool Ridership. Vanpool ridership estimated from vanpool revenue was 2.9 million trips in 2001, 2.1 percent greater than in 2000. The 694 vanpool vans in service as of December 31, 2001 represented an increase of 1.9 percent compared to December 31, 2000. The survey-based estimate of trips taken by vanpool riders in 2001 was 1.9 million, reflecting the fact that not every vanpool rider makes a round trip in their vanpool every work day. In 2002, Metro will move to reporting the survey-based estimate of vanpool ridership in the QMR, to be consistent with the way in which this is reported to the Federal Transit Administration.

Paratransit Ridership. Services include ACCESS transportation van service for people with disabilities and some low-income seniors, and a subsidized taxi scrip program. For 2001, ACCESS van passenger trips decreased 2 percent to 976,707 compared to 998,624 in 2000. Over the same period of time, taxi scrip trips decreased 3.3 percent to 58,147. Paratransit ridership has declined slightly in the last two years, due to the reduction of the ACCESS service area and elimination of van service for OPTIONS riders in compliance with policies adopted by the Council in 1999. In addition, a more rigorous ADA eligibility process has been implemented reducing the number of people qualifying for paratransit services, and ACCESS fares were increased in 2001. The Paratransit Program is in full compliance with the Americans with Disabilities Act.

Paratransit Ridership
Number of Passenger Boardings
(in Millions)



CUSTOMER SERVICES – year-to-date through December

Customer inquiries are answered through the Customer Assistance Office (CAO) and the Rider Information Office (RIO). Ridematch Services provides support for the formation and maintenance of carpools and vanpools.

Customer Assistance Office. The Customer Assistance Office responds to customers calling and mailing with commendations, complaints and service requests. Total incoming comments decreased – customer calls decreased 0.6 percent to 73,843 while mail and in-person contacts increased 10 percent to 8,814. Eighty-one percent of all incoming customer calls were answered in 2001, 4 percentage points less than in 2000. The percent of calls answered in 2001 is lower than in 2000 because of normal attrition which reduced staff levels for much of 2001, and some reallocation of CAO staff resources to provide more time to research and file reports on customer concerns. Total service requests were up 17 percent, complaints and commendations per million miles were up 15 percent and down 2 percent respectively compared with 2000.

Rider Information Office. The Rider Information Office responds to customer inquiries received via direct telephone calls, automated Bus-Time telephone calls and Metro Online sessions. RIO staff also provide Sound Transit and special events service information. There were 4.4 million responses to customer telephone and Internet inquiries in 2001 compared to 3.9 million in 2000, a 15 percent increase. While total telephone calls answered decreased 13 percent, Internet sessions increased 31 percent. The percent of calls answered in 2001 is lower because the RIO service hours and staff were reduced as part of the I-695-related budget cuts. Estimated Metro Online sessions accounted for over 70 percent of customer responses in 2001.

Ridematch Services. Metro Transit provides regional, computerized matching services for individuals wishing to form or join a carpool or vanpool. In 2001, matching information was processed for 13,631 new and current customers, an increase of 39 percent over 2000. The February launch of RidematchOnline.com contributed to that increase. Metro Transit also provides customized matching services called DataMatch to King County employers. Employers made DataMatch requests for 8,455 employees in 2001, an increase of 60 percent.

FINANCIAL SUMMARY – year-to-date through December

Public Transportation Fund revenue from operation of bus, vanpool and paratransit service for 2001 was \$82.2 million compared with \$74.8 million for 2000, a 10 percent increase. This was only \$1 million above the 2001 adopted budget. The increase over 2000 was due primarily to the July increase in bus fares.

Public Transportation Fund operating costs net of contributions from Sound Transit and other King County funds were \$334.5 million for 2001 compared with \$324.2 million for 2000. Operating expenditures were 3.5 percent under the 2001 spending plan. Capital expenditures of \$39.3 million were primarily for asset maintenance and passenger facilities.

The operations revenue to operating expense (OR/OE) ratio for bus services was 27.3 percent for 2001. This compares to 25.1 percent and 25 percent for 2000 and 1999, respectively. OR/OE excludes rideshare, paratransit, water taxi and some operating grants.

SAFETY AND SECURITY – year-to-date through December

Passenger accidents per million miles of 6.3 is 9.7 percent lower than the 7.0 reported for 2000. Traffic accidents per million miles of 34.1 is 1 percent higher than 2000. Industrial accidents declined 4 percent to 568 from 591 in 2000.

Compared with 2000, passenger injury assaults are down significantly this year, while there was one more operator injury assault. An injury assault is any assault where a person goes to the hospital or is treated on the scene by an emergency medical technician. One reason operator injury assaults are higher is that more operators who are spat upon are going to a hospital for hepatitis shots, changing the classification from "spitting incident" to "injury assault."

Incident Reports from Transit Security Database

	Operators		Passengers	
	2001	2000	2001	2000
Injury Assaults	18	17	10	24
Non-Injury Assaults	61	74	189	165
Spitting Incidents	45	58	4	6
Total Assaults	124	149	203	195

OPERATING HIGHLIGHTS

New and Enhanced Services

- Created Transit Security System Enhancements program to increase customer, employee and property safety. Initial accomplishments include implementing Transit-wide employee ID policy.
- Developed, implemented and marketed the new Visitor Pass which was established by the Council as part of the 2001 fare increase.
- Delivered 156,000 additional service hours to Metro customers as part of the September service change. These service additions constituted the second largest in Metro's history. Established 120 new bus stops, deleted 116 zones and modified signs at 1,721 stops to implement 2001 service changes.
- Introduced VanShare, a demonstration program that expands vanpooling by addressing the needs of the multi-modal commuter. VanShare provides vans to commuter groups who then use them to link home or work sites with train, bus and ferry terminals.
- Reduced the number of accessible service providers from five to three, streamlining communication and bringing all providers into compliance with new contract standards for safety and service, reducing the cost of contractor overhead and improving communication between call centers and providers. Transferred all ACCESS riders who had been previously served by the eastside broker to a new reservation, scheduling and dispatch system.
- Implemented new bus stop and layover plan to support the new downtown Bellevue distributive service plan as well as Bellevue Transit Center reconstruction.
- Provided round trip special event service to 187,155 Husky fans, 328,140 Seahawk fans and 127,299 Mariner fans to games during their 2001 seasons.

Improved Equipment, Facilities and Systems

- Installed eight 700-volt trolley overhead system grounding disconnect switches at International District and Convention Place stations in the downtown bus tunnel to substantially reduce the cost of maintenance and repairs in the tunnel.
- Installed a wireless spread spectrum data and LAN communications system at Transit Power Distribution headquarters. This system will increase the speed and reliability of the tunnel and surface traction substation Supervisory Control and Data Acquisition system.
- Changed to 50,000 mile extended drain transmission oil in all Metro coaches. This change provides a fluid that is better matched to the needs of the new generation transmission and will result in savings by reducing labor and materials needed to maintain coaches.
- Performed earthquake repairs at various Transit and county facilities. In addition, removed or relocated several blocks of trolley overhead and related hardware attached to, or adjacent to damaged buildings.
- Installed a new overhead system for dispensing diesel fuel at Ryerson Base, making the work environment safer, cleaner and more efficient.

Passenger Information and Amenities

- Installed *Rideline*, an interactive voice response system, at the west side paratransit call center. ACCESS riders in the 206 area code may access recorded information to verify pick-up times for scheduled ACCESS trips and to cancel any trips.
- Installed "limited access" signs at approximately 1,100 locations throughout the transit system.

- Provided vital service to customers in the aftermath of the February earthquake in spite of numerous reroutes, bridge and viaduct closures, damaged buildings, and utility disruptions. In addition to regular service, Metro provided special services such as buses for sheltering people evacuated from nursing homes and extra midday service to alleviate high traffic volumes.
- Designed bus advertising signs to promote bike lockers, Bike Buddy Program, and the first of 100 nonpolluting electric trolley buses.

Partnerships

- Negotiated with regional transit partners, and obtained Council approval of an extension of the regional fare agreement providing Puget Passes, a system of cash transfers and regional revenue reconciliation. The regional fare agreement has helped make it easier for riders to make trips involving more than one transit agency; intersystem trips are about double what was anticipated. During 2001, about 2.4 million trips on Metro involved a transfer to or from Sound Transit.
- Established the Washington State Ferry Cross-Sound Rideshare Project in partnership with WSF and Kitsap Transit to promote ridesharing through increased use of RideshareOnline.com, priority loading for vanpools and carpools, and to introduce the VanShare option in this corridor.
- Created a regional "Paratransit Van Stop" sign that will be produced by Sound Transit for the transit partners and all Sound Transit facilities. This will identify pick-up and drop-off locations for paratransit riders in transit centers and at public and private destination facilities.
- Re-deployed Job Access Program vans to serve clients of the WorkForce Development Council, the Department of Social and Health Services, the Employment Security Department, Seattle Jobs Initiative, King County Jobs Initiative and Welfare to Work in south King County, north Seattle, south Seattle and the central area. These agencies provided van trips to more than 13,800 low-income and welfare persons entering the workforce.
- Entered into an agreement with the City of Bellevue to assist in the mitigation of impacts associated with major roadway and building construction projects in the downtown area. The jointly funded (Metro/City) project will double both the number of AreaPass employer contracts and number of vanpools in downtown Bellevue.
- Provided surplus vanpool van loans to Seattle Police Department, King County Library System and King County Council staff, Habitat for Humanity, County departments and One Reel, a public event coordination firm, to meet their program transportation needs.
- Partnered with KCDOT, KCDCHS, the Coalition Against Domestic Violence and the YWCA to provide an emergency ride home program to domestic violence agencies in King County.
- RidesharePlus was introduced into the Kirkland 405 Corporate Center, which had minimal rideshare promotion in the past, and resulted in an increase in ridematch applicants from 6 to 49.
- Metro continued its partnership with Flexcar in successfully incorporating Flexcar with many of Metro's Transportation Demand Management programs. Flexcar partners Metro, the City of Seattle and the University of Washington all received the Puget Sound Regional Council's Vision 20/20 award. King County Metro was awarded an EPA Clean Air Transportation Communities grant to introduce hybrid vehicles to the Flexcar fleet.

CAPITAL PROGRAM HIGHLIGHTS

In 2001, the capital program was rebounding from the funding uncertainties that had existed since 1999. This rebound was possible due to the additional 0.2 percent sales tax that the voters of King County authorized in the fall of 2001. While restarting some projects that had been put on hold was slower than anticipated, the program was back on track and significant progress was made on several important projects by the end of the year.

During the year, \$39.3 million was spent on capital projects. Compared against the estimated expenditure level of \$68.6 million, this resulted in an expenditure accomplishment rate of 57 percent. Twenty million (\$20 million) of the unexpended funds were in projects that were "revenue backed" with federal grants. Compared to the budget, expenditures plus commitments at year-end totaled \$104 million or 54 percent of the CIP appropriation. As with the annual expenditures, a significant portion of the remaining 46 percent is associated with grant funded projects.

Transit Fleet Procurement. During 2001, the first of 100 new 40-foot trolley buses were put into service. King County Metro Transit used an innovative, cost-effective approach to replace these over-age trolleys. New bodies were purchased from one vendor while another rebuilt the propulsion units. In addition, a contract was awarded to replace 35 25-foot transit vans. These small buses will be delivered in 2002 and will continue to be used for community and circulator services. Requests for procurement were advertised for 100 40-foot low floor buses and one hybrid articulated bus. The diesel electric hybrid is a test vehicle for replacement of the dual powered buses used in the tunnel.

Asset Maintenance. The asset maintenance program ensures the continuing functionality of facilities and equipment by programming and funding maintenance, upgrades, replacements and renovations. In the past year, the ventilation systems at several facilities were upgraded to replace old, less efficient equipment and to meet OSHA requirement for air quality. This included replacing the heating/ventilating and air-conditioning system at the Atlantic Base maintenance facility. Asphalt resurfacing was accomplished at South Base. Replacement of the fuel management system was essentially completed, allowing vehicle maintenance staff to electronically track the fueling needs and history of revenue and nonrevenue vehicles. Life cycle replacement of personal computers, servers, bus shelters and trolley poles was also accomplished. A \$3 million contract was signed in December to replace bus hoists.

Operating and Passenger Facilities. The Renton Transit Center opened in September. This project represents the first Transit Oriented Development site constructed via a public/private partnership. Improvements include two replacement parking lots, bus shelters, roadway and sidewalk pavements, utilities, street lighting, a passenger information center and public art. The Aurora Village Transit Center construction was essentially completed and is on schedule for reopening in first quarter 2002. A preliminary parking garage concept was completed for Burien Transit Center/Transit Oriented Development project.

Steady progress was made on the three large park-and-ride expansion projects during the year.

- At the Pacific Highway park-and-ride (Federal Way), efforts were underway to relocate existing tenants from the property that was purchased late in 2000. In addition, the site evaluation was completed and any environmental issues were resolved. Design work was sufficiently completed by year end to begin the permitting process in early 2002.
- At the Eastgate park-and-ride, design of the interim lot was completed and a significant amount of time was spent working with the community, Sound Transit and Solid Waste to resolve issues related to accessing both the interim and expanded lots. Work continued with Washington State Department of Transportation (WSDOT) to complete an equity transfer that would consolidate existing WSDOT equity from other sites into Eastgate. As part of this work,

the federal grants that had previously been associated with the Eastgate park-and-ride are being reassigned to the Issaquah Highlands park-and-ride lot. The design of the expanded park-and-ride was essentially completed and work was begun on acquiring the property necessary to reorient the lot access.

- For the Issaquah Highlands park-and-ride lot, a decision was reached on the location for the lot. Property acquisition was begun with Roads Services taking the lead as the lot is to be located on the property being acquired for the North SPAR road. Negotiations continued with the developer and the affected communities on the size of the proposed lot as well as potential methods for cost-sharing. By the end of the year, Sound Transit was also involved in discussions about this lot.

In addition to the major park-and-ride projects, lighting for increased security and ADA improvements were completed at the South Federal Way and Kent-Des Moines park-and-ride lots. Shelters and a comfort station were installed at the new Twin Lakes park-and-ride lot.

The environmental work associated with the Central/ Atlantic Base Expansion project was completed and submitted to the Federal Transit Administration for approval. Approval to proceed is anticipated to be granted in early 2002 at which point land acquisition can begin. The materials required for the Master Use Permit were completed with submission scheduled for first quarter 2002. An application was submitted to City of Seattle for the vacation of Atlantic Street.

Eighteen transit signal priority installations were completed along Aurora Avenue. Readers at all intersections are operational and meeting the 99 percent reliability standard stipulated in the contract.

Transit Information Systems. Two customer information services were placed on the Internet this year, allowing direct customer access. RideshareOnline.com was launched in March. This carpool and vanpool matching service covers nine Puget Sound area counties. Users log in using an email address and password, then register to receive a list of others with a similar commute. On-Line Trip Planning was launched in December, allowing customized, geographically based, door-to-door bus trip planning, as well as bus schedules, routes and stops.

King County Metro Transit and Sound Transit began a four-month demonstration of on-board bus electronics and data systems equipment in October. FTA contractors provided technical assistance for developing system specifications to utilize emerging federal communications standards in future procurements. Both efforts are part of the On Board Systems project, which will replace, enhance and integrate existing infrastructure and systems on the buses. The Regional Fare Coordination project completed the request for best and final vendor offers and has been negotiating with the preferred proposer on price, technical and service issues. Products delivered by the Operations Support System's vendor were tested during the latter half of 2001; interfaces to existing systems and reports were also developed.

Other Capital Projects

- The Paratransit program purchased 40 replacement vehicles during 2001; the vanpool program purchased 25.
- The Route 36 trolley extension was completed, adding 1.3 miles of trolley wire along Beacon Avenue South. This extension provides transfer free bus service to a greater number of customers in South Beacon Hill.
- During 2001, the design for the Central Substation Replacement project was completed and the construction bids were received late in 2001.

Detailed Financial and Operating Data

PUBLIC TRANSPORTATION FUND REVENUES — year-to-date through December

Source	Public Transportation Sub-Funds					2001 Annual Budget
	Operating	Capital ¹	Revenue Fleet Replacement	Cross Border Lease	2001 TOTAL	
Operations						
Cash and Tickets	\$29,160,553				\$29,160,553	
Passes	\$39,924,007				\$39,924,007	
Other ²	\$10,115,415				\$10,115,415	
<i>Subtotal Transit Operations</i>	\$79,199,975				\$79,199,975	\$75,928,000
Vanpool Operations	\$2,679,588	\$2,524,539			\$5,204,127	\$4,955,000
Paratransit Operations	\$295,314				\$295,314	\$323,000
<i>Total Operations</i>	\$82,174,877	\$2,524,539	\$0	\$0	\$84,699,416	\$81,206,000
Non-Operations						
Sales Tax	\$208,347,241	\$69,449,079	\$0	\$0	\$277,796,320	\$279,854,000
MVET	(\$8,341)	0	\$0	\$0	(\$8,341)	
Grants	\$3,464,387	\$27,605,678	\$12,600,000	\$0	\$43,670,065	\$52,648,000
Roads, Fleet and Water Quality ³	\$832,365	\$0	\$0	\$0	\$832,365	\$1,184,000
Sound Transit Service Contributions ⁴	\$16,530,282	\$164,439	\$0	\$0	\$16,694,721	\$15,603,000
Other Non-Operations ⁵	\$6,782,166	\$9,124,058	\$3,162,432	\$1,122,724	\$20,191,380	\$12,976,000
<i>Total Non-Operations</i>	\$235,948,100	\$106,343,254	\$15,762,432	\$1,122,724	\$359,176,510	\$362,265,000
TOTAL 2001 YEAR END REVENUE	\$318,122,977	\$108,867,793	\$15,762,432	\$1,122,724	\$443,875,926	\$443,471,000
TOTAL 2000 YEAR END REVENUE ⁶					\$494,051,598	

¹Capital Fund and Bond Fund are included.
²Contract service, Ride Free Area and transit advertising income.
³Payment by other King County funds for services directly supporting their functions rather than King County Metro public transportation.
⁴Payment by Sound Transit for services directly supporting their functions.
⁵Investment income and other miscellaneous, non-operations revenue.
⁶2000 Operating Sub-Fund includes \$46.7 million MVET funding eliminated by passage of Initiative 695.

PUBLIC TRANSPORTATION OPERATING SUB-FUND EXPENDITURES – YTD through Dec.

	2001 Expenditures	2001 Annual Budget
Transit Division		
General Manager	\$9,855,140	
Transit Overhead/Direct Charges	\$33,996,181	
Transit Operations	\$143,120,254	
Paratransit/Rideshare	\$38,221,828	
Vanpool Operations	\$2,596,516	
Vehicle Maintenance	\$57,348,283	
Power and Facilities	\$22,487,287	
Service Development	\$10,748,581	
Management Information and Transit Technology	\$5,979,469	
Sales and Customer Services	\$12,067,108	
Design and Construction	\$2,587,448	
Diesel Fuel/Trolley Power	<u>\$9,238,877</u>	
<i>Total Transit Division¹</i>	\$348,246,972	\$359,522,521
Other Department of Transportation		
Transportation Administration Division ¹	\$3,593,277	\$3,725,920
2001 Transportation Operating Sub-Fund Total	\$351,840,249	\$363,248,441
Less: 2001 Sound Transit Contracted Services	(\$16,530,282)	(\$15,604,000)
2001 Support of Other King County Funds	(\$832,365)	(\$1,184,000)
2001 Transportation Operating Sub-Fund Total Expense, Net of Expenditures in Support of Other Funds	\$334,477,602	\$346,460,441
2000 Transportation Operating Sub-Fund Total Expense, Net of Expenditures in Support of Other Funds	\$324,243,125	

¹Roads, Fleet, Water Quality and Sound Transit contributions reimburse a portion of these expenditures.

PUBLIC TRANSPORTATION CAPITAL SUB-FUND EXPENDITURES – YTD through Dec.

	2001 Expenditures	2001 Annual Projected Expense ¹
Paratransit Program	\$2,195,506	\$3,152,813
Asset Maintenance	\$9,587,525	\$14,768,859
Transit Fleet Procurement	\$3,932,265	\$5,032,259
Operating Facilities	\$3,587,466	\$5,981,005
Passenger Facilities	\$7,749,546	\$20,326,318
Speed, Safety and Reliability	\$1,815,875	\$2,769,795
Electric Trolley Bus	\$2,819,646	\$2,921,275
Transit/Business Systems	\$1,504,589	\$3,036,733
Reimbursables, Miscellaneous	\$5,497,376	\$9,891,009
Van Program	<u>\$624,479</u>	<u>\$635,415</u>
Total Transportation Capital Sub-Fund Expenditures	\$39,314,273	\$68,515,481

¹2001 cash flow; excludes leases.

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TRANSIT STATISTICS—year-to-date through December

Excludes Vanpool and Paratransit	2001	2000
<i>Transit System Including Metro and Sound Transit</i>		
Passenger Boardings ¹	98,867,969	100,814,820
Platform Hours ²	3,354,110	3,280,276
Subcontracted Service Hours	<u>64,686</u>	<u>64,161</u>
<i>Total Service Hours</i>	3,418,796	3,344,437
Platform Miles ³	44,192,847	43,635,750
Boardings/Service Hour	28.9	30.1
Boardings ⁴ /Platform Mile	2.22	2.30
Transit Miles Between Troublecalls	3,639	3,513
Passenger Accidents/Million Revenue Miles	6.3	7.0
Traffic Accidents/Million Revenue Miles	34.1	33.7
<i>Metro Transit Only</i>		
Passenger Boardings ¹	95,602,341	98,508,330
Platform Hours ²	3,183,558	3,180,169
Subcontracted Service Hours	<u>64,686</u>	<u>64,161</u>
<i>Total Service Hours</i>	3,248,244	3,244,330
Platform Miles ³	41,434,807	42,065,696
Boardings/Service Hour	29.4	30.4
Boardings ⁴ /Platform Mile	2.29	2.33
Bus Operations Revenue ⁵	\$79,199,975	\$71,857,483
Bus Operations Revenue ⁵ /Boarding	\$0.83	\$0.73
Bus Operations Revenue ⁵ /Service Hour	\$24.38	\$22.15
Bus Operations Revenue ^{4,5} /Platform Mile	\$1.91	\$1.70
Bus Operating Cost ⁶	\$290,594,318	\$286,725,774
Bus Operating Cost ⁶ /Boarding	\$3.04	\$2.91
Bus Operating Cost ⁶ /Service Hour	\$89.46	\$88.38
Bus Operating Cost ^{4,6} /Platform Mile	\$6.95	\$6.75

¹ Includes all subcontracted service, Waterfront Streetcar and special event services.

² Includes all coach revenue (in service), deadhead and layover hours; excludes subcontracted service.

³ Includes all coach revenue (in service) and deadhead miles; excludes subcontracted service.

⁴ Excludes subcontracted service.

⁵ Includes all Public Transportation Fund Operating Sub-Fund Operations Revenue, less Vanpool and Paratransit.

⁶ Includes all Public Transportation Fund Operating Sub-Fund Expense less contributions from Roads, Fleet, Water Quality and Sound Transit. Excludes Water Taxi, Vanpool, Rideshare Services and Paratransit operating costs and some operating grants.

CUSTOMER SERVICES—year-to-date through December

Customer Relations	2001	2000
Customer Assistance Office¹ — The Customer Assistance Office responds to customers calling with commendations, complaints or service requests.		
Incoming Customer Calls	73,843	74,263
Customer Calls Answered	60,150	63,253
% Answered	81%	85%
Email/U. S. Mail/In-Person Contacts	8,814	8,000
Total Customer Responses	68,964	71,253
Contacts Recorded in the Customer Assistance Tracking System¹		
Service Requests Received	5,671	4,856
Complaints/Million Boardings	82	72
Commendations/Million Boardings	16	17
Rider (RIO)/Bus Time Information¹ — The Rider Information Office responds to customer inquiries received via direct telephone calls, automated Bus-Time telephone calls and Metro Online sessions.		
Incoming Customer Calls	1,687,774	1,642,303
Customer Calls Answered (w/o Bus-Time)	956,540	1,187,380
Bus-Time Calls Answered	300,140	252,299
<i>Total Calls Answered</i>	1,256,680	1,439,679
<i>% Total Answered</i>	74%	88%
Estimated Metro Online Sessions	3,184,857	2,429,357
Total Customer Responses	4,441,537	3,869,036
Ridematch Services — Metro Transit provides regional computerized matching services for individuals wishing to form or join a carpool or vanpool. Metro Transit also provides customized matching services called DataMatch to King County employers.		
Carpool and Vanpool Service Calls	9,802	12,325
New Ridematch Customers	7,713	6,214
Update Ridematch Customers	5,918	3,595
Datamatch Services Processed	8,455	5,271
HERO Violation Calls Handled ²	33,568	33,613
HERO Violations Reported	41,072	43,879

¹ Includes contacts regarding Sound Transit service.

² HERO violations are reports of information regarding vehicles observed violating the usage requirements of the high occupancy vehicle (HOV) lanes. Reports are processed by the HERO program and registered vehicle owners are contacted, primarily by mail.

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PARATRANSIT SERVICES – year-to-date through December

Transportation for people with disabilities and some seniors through either the ADA Paratransit Program or the Paratransit OPTIONS Program. Services include a taxi subsidy using scrip and the ACCESS Transportation Van Service.

	2001	2000
Service Provided		
ACCESS Passenger Trips	976,707	998,624
Taxi Passenger Trips	<u>58,147</u>	<u>60,150</u>
Total Passenger Trips	1,034,854	1,058,774
Service Revenue		
Fares	\$149,719	\$99,853
ADA Pass Sales	\$143,074	\$102,855
Paratransit Contracts	<u>\$2,521</u>	<u>\$4,179</u>
Total Operations Revenue ¹	\$295,314	\$206,887
Service Cost		
ACCESS Direct Operating Cost	\$30,898,229	\$27,430,159
Taxi Scrip Direct Operating Cost ²	<u>\$418,899</u>	<u>\$405,085</u>
Total Direct Operating Cost	\$31,317,128	\$27,835,244
Program Management Cost	<u>\$3,627,905</u>	<u>\$2,256,623</u>
Total Operating Cost	\$34,945,033	\$30,091,867
Paratransit Statistics		
Adjusted Direct Operating Cost/ ACCESS Psgr Trip ^{1,4} ...	\$32.75	\$28.40
Adjusted Direct Operating Cost/Taxi Psgr Trip ³	\$6.76	\$6.67
Rides/Vehicle Service Hour	1.51	1.63
Number of Calls Handled ⁵	640,916	823,886
% Answered Within 3 Minutes	91%	90%
Percent of Demand Met	98.3%	98.4%

¹ Total Operations Revenue does not include revenue from Regional Reduced Fare Passes, tickets or passengers transferring to or from regular bus service.

² Metro share of total cost. Customer pays a like amount.

³ Figures are based on Paratransit expenses incurred but not reflected in financial reports because of billing delays.

⁴ Costs increased due to annual CPI adjustments and inclusion of expenses for new reservation, scheduling and dispatching software.

⁵ The new telephone call-in system allows ACCESS customers to confirm and/or cancel reservations and obtain general information without the help of call center staff.

SUBCONTRACTED SERVICES – year-to-date through December

	2001	2000
Passenger Boardings ¹	651,938	655,125
Vehicle Hours	64,686	64,161
Revenue ²	\$154,488	\$152,767
Cost	\$2,742,043	\$2,606,917

¹ Estimate using daily head counts.

² Includes only cash fares.

VANPOOL SERVICES—year-to-date through December

	2001	2000
Service Provided		
Passenger Trips (Revenue Based)	2,918,377	2,857,588
Vanpool Vans in Service as of 12/31	694	681
Service Revenue		
Operating Revenue ¹	\$2,679,588	\$2,726,908
Service Cost		
Direct Operating Cost	\$2,596,512	\$2,427,856
Direct Program Management Cost	<u>\$1,485,517</u>	<u>\$1,230,059</u>
Total Operating Cost	\$4,082,029	\$3,657,915
Vanpool Statistics		
Vehicle Miles	9,891,829	9,633,901
Direct Operating Cost/Mile	\$0.26	\$0.25
Direct Operating Cost/Passenger Trip	\$0.89	\$0.85
Operating Revenue/Passenger Trip	\$0.92	\$0.95

¹ Excludes revenue of \$2,524,539 in 2001 and \$2,165,000 in 2000 to support the Vanpool Capital Improvement Program. Includes effect of fare increase April 1, 2000.

WATERFRONT STREETCAR—year-to-date through December*

	2001	2000
Hours	12,862	12,657
Passenger Boardings	374,298	447,141

* Waterfront Streetcar (WFSC) service was interrupted in April and May 2001 during repairs to the Alaskan Way viaduct following the February earthquake. For 2001, WFSC hours include hours during which shuttle buses were operated in lieu of streetcars, but passenger boardings does not include boardings on those shuttle buses.

General Manager's Quarterly Management Report

WATER TAXI — year-to-date through December

	2001	2000
Operating Period	May 26 - December 31	Water Taxi Did
Passenger Trips	132,058	Not Operate
Hours Operated	2,012	in 2000
Revenue	\$98,555	
Cost	\$584,020	

OPERATING ENVIRONMENT — year-to-date through December

	2001	2000
Avg. Consumer Price Index (CPI) ¹	186.1	179.1
Avg. Regular, Unleaded Gas Price ²	\$1.55	\$1.70
Total Employment ³	1,189,600	1,191,100

¹ The Consumer Price Index for the Seattle-Tacoma area

² Seasonally adjusted in January 2001 dollars

³ Preliminary Washington State Employment Security Department, seasonally adjusted (King County employment only)

METRO TRANSIT EMPLOYEE INFORMATION — as of December 31, 2001

	Number of Employees (Head Count) ¹	Budgeted Full-Time Equivalents (FTEs)
Transit General Manager ²	34	40.00
Transit Operations	216	219.11
Operators	2,568	1,973.29
Full Time 1,644 (head count)		
Part Time 924 (head count)		
Vehicle Maintenance	660	666.44
Power and Facilities	248	258.00
Service Development	79	81.45
Management Information and Transit Technology	62	71.54
Sales and Customer Services	137	131.75
Design and Construction	68	83.00
Rideshare and Paratransit	63	64.27
<i>Total</i>	<u>4,148</u>	<u>3,588.85</u>

¹ Includes regular and term-limited employees

² Includes Safety, Security, Transit Human Resources and Community Relations

NOTE: Does not include local police officers working intermittently as Transit police, and temporary employees.

TRANSIT FLEET INFORMATION—as of December 31, 2001

Accessible Service Fleet (Active)

Accessible Coaches (lift-equipped)	1,306	(100% of active fleet)
(1,173 gas/diesel, 133 trolley)		
Accessible Streetcars	5	
Accessible Routes (includes Custom Bus)	243	(100% of routes)
Accessible Coach Trips	100%	(of all system trips)

Bus Fleet

Metro Transit

Diesel—Standard Coaches (30', 35', 40')	572
Diesel—Articulated Coaches (60')	274
Trolley—Standard Coaches	87
Trolley—Articulated Coaches	46
Dual Power	215
Transit Vans (diesel engine)	34

Sound Transit

Diesel—Standard Coaches (40')	45
Dual Power	20
Diesel—Articulated Coaches (60')	13
<i>Total Active Fleet</i>	1,306

Reserve	16
Training	0
Inactive	34
<i>Total Revenue Vehicles</i>	1,356

Estimated Active Fleet Age (Average In Years) 6.93

Coaches In Service (includes subcontracted DART service)

Maximum Weekday Coaches	1,137
Noontime Weekday Coaches	549
Maximum Saturday Coaches	430
Maximum Sunday Coaches	296
Average System Spare Ratio	16.8%

Scheduled Revenue, Deadhead, Layover Hours as Percentage of Platform Hours¹

Scheduled Revenue Hours/Platform Hours	66.29%
Scheduled Deadhead Hours/Platform Hours	12.48%
Scheduled Layover Hours/Platform Hours	21.23%

¹Includes Subcontracted Service, Waterfront Streetcar and Owl Routes (but not Custom Bus Routes).

General Manager's Quarterly Management Report

FACILITIES INFORMATION – as of December 31, 2001

Operating Facilities:

Atlantic	East	South
Bellevue	North	Safety/Training Center
Central	Ryerson	Van Distribution Center

Maintenance Facilities:

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

Facilities Maintenance:

Building Maintenance Headquarters	Field and Custodial Services Headquarters
Power Distribution Headquarters	

Regional and Community Transit Centers:

Auburn*	Eastgate*	Northgate
Aurora Village	Federal Way*	Overlake*
Bellevue	Issaquah*	Renton
Burien*	Kirkland	Seattle Bus Tunnel (DSTP)

*in park-and-ride lot

Bus Stops	9,557
Lighting Improvement Locations	443
Stops with Schedule Holders (single, double or midsize)	3,960
<i>(Total Schedule Holder Units in Use = 5,048)</i>	
Wheelchair-Accessible Stops	7,058
Stops with Permanent Information Signs	299
Stops With Passenger Shelters	1,453
<i>Passenger Shelters with Murals</i>	773
<i>Metro Owned and Maintained Passenger Shelters</i>	1,442
Timetables Printed Year-to-Date	11,833,300

Park-and-Ride Lot Program	Number	Parking Capacity¹	% Used²
Permanent (Major) Park-and-Ride Lots ³	56	15,644	81%
Metro Leased Lots	<u>57</u>	<u>2,639</u>	44%
<i>Total</i>	113	18,283	75%

¹ Capacity does not include lots with counts that are not available or which were new in the last month of the quarter.

² Sixteen permanent lots and five leased lots reported 100 percent or above capacity on average for fourth quarter 2001.

³ Fifty lots are maintained by Metro Transit Facilities.

Trolley Overhead – 67.5 Miles of Street with Two-Way Wire (excluding tunnel)

HOV Lanes*

81.84 miles	Interstate 5
24.83 miles	Interstate 90
61.40 miles	Interstate 405
13.47 miles	SR 520
19.48 miles	SR 167
2.63 miles	SR 99
4.24 miles	SR 522
1.11 miles	SR 509
<u>5.52 miles</u>	Arterials
214.52 HOV Miles	
<u>2.60 miles</u>	DSTP (Tunnel) Northbound and Southbound
217.12	Total Restricted Lanes for Transit Use

* Total miles are those used by transit (including HOV ramps), not total HOV roadway miles in King County.

REGIONAL and KING COUNTY METRO TRANSIT FARES – December 31, 2001

Metro Fare Type	Cash Fare Per Trip	One Month PugetPass	Three Month PugetPass	Twelve Month PugetPass
One- and Two-zone ¹ Off-peak	\$1.25	\$45.00		\$495.00
One-zone ¹ Peak	\$1.50	\$54.00	\$162.00	\$594.00
Two-zone ¹ Peak	\$2.00	\$72.00	\$216.00	\$792.00

Other Monthly Passes and Face Values	Monthly Pass Price	Face Value
ACCESS (Metro Only) Transportation Pass	\$13.50	\$0.75
Central Sound/PugetPass	\$110.70	\$1.50
Fauntleroy-Southworth/PugetPass	\$104.40	\$1.50
Kitsap-Central Sound/PugetPass	\$135.70	\$1.50
Kitsap-Passenger Only/PugetPass	\$177.70	\$1.50
Mukilteo-Clinton/PugetPass Youth	\$61.10	\$0.75
Mukilteo-Clinton/PugetPass	\$142.10	\$3.00
Passenger Only/PugetPass	\$152.70	\$1.50
Vashon/PugetPass One-Zone	\$90.60	\$1.50
Vashon/PugetPass Two-Zone	\$108.60	\$2.00

Other Passes	Pass Price	
All Day Pass (Sat., Sun. and holidays)	\$2.50	
Visitor's Pass	\$5.00	
GoPass Per Quarter for Students	\$110.00-\$116.00	(8 week academic quarter)
GoPass Per Quarter for Faculty/Staff	\$32.48	(8 week academic quarter)
Student (Public School District)	\$18.00	
U-PASS Per Quarter for Students	\$33.00	
U-PASS Per Quarter for Faculty/Staff	\$46.50	

Other Fares	Off-Peak Fare	Peak Fare
Senior Citizen and Disabled (with permit)	\$0.25	\$0.50

Permits and Stickers	Price
Annual Reduced Fare Sticker	\$66.00
Attendant Ride Free Permit	\$3.00
Monthly Reduced Fare Sticker	\$5.50
Regional Reduced Fare Permit	\$3.00

Ticketbooks	Price
16 - \$0.25 tickets	\$4.00
20 - \$0.50 tickets	\$10.00
10 - \$1.25 tickets	\$12.50
20 - \$1.50 tickets	\$30.00
20 - \$2.00 tickets	\$40.00

Regional Reduced Fare Permit for senior/disabled riders is valid on Washington State Ferries, Community Transit, Everett, Kitsap, Pierce, Jefferson, Intercity and King County Metro Transit, as well as the Monorail.

Regional Cash Transfer: A transfer issued with cash fare payment on any of the transit systems participating in the Puget Pass system (CT, ET, KCM, PT or ST) is valid for a one-zone or local trip on any of the other systems.

Subcontract Service (Routes 291, 901/903, 908/909, 914/916, 917, 922, 923, 925, 927, 935): Cash fares are the same as transit fares. Both monthly and annual passes are valid for subcontract service.

Vanpool/Custom Bus Fares: Vanpool fares vary by distance, number of riders, and van size (8, 12 or 15 passenger vans). For example, an average round trip of 55 miles per day in a 15-passenger van with 12 riders costs \$55.42 per month for each commuter. The driver rides for free and is responsible for picking up and delivering passengers, fueling and fare collection. Custom Bus fares are established by route.

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

ANNUAL SUMMARY 1997 - 2001

	2001	2000	1999	1998	1997
Service Area Square Miles	2,134	2,134	2,134	2,134	2,134
Service Area Population	1,737,034	1,685,000	1,677,000	1,665,800	1,646,200
Annual Operating Statistics					
<i>Metro Transit and Sound Transit Bus Service</i>					
Passenger Boardings	98,867,969	100,814,120	97,127,920	Sound Transit service started in 1999	
Platform Hours ¹	3,418,796	3,344,437	3,410,901		
Platform Miles ¹	44,192,847	43,635,750	45,007,262		
Boardings per Service Hour	28.9	30.1	28.5		
Miles per Troublecall	3,639	3,513	3,290		
Diesel Fuel Used (Gallons)	9,889,382	9,535,663	8,744,644		
<i>Metro Transit Only Bus Service</i>					
Passenger Boardings	95,602,341	98,508,330	96,605,575	94,256,548	
Linked Passenger Trips	n/a	n/a	n/a	80,269,178	79,054,727
Platform Hours ¹	3,248,244	3,244,330	3,389,085	3,201,319	3,039,110
Platform Miles ¹	41,434,807	42,022,173	44,674,405	43,118,079	41,412,451
Boardings per Service Hour	29.4	30.4	28.5	28.9	
Passengers per Service Hour	n/a	n/a	n/a	24.6	25.6
Electricity Used (kwh)	19,382,340	18,471,348	19,994,161	18,454,486	18,817
Gasoline Used (Transit Vans)	0	0	0	1,237	18,026,239
<i>Other Metro Transit Service</i>					
Vanpool Ridership	2,918,377	2,857,588	2,930,400	2,898,387	2,840,892
Paratransit Ridership	1,034,854	1,058,774	1,085,980	1,051,689	939,641
King County Public Transportation Fund Financial Data					
Operating Expense ²	\$334,477,602	\$324,243,125	\$322,757,866	\$300,250,520	\$273,451,394
Operations Revenue ³	\$82,174,184	\$74,791,278	\$73,873,302	\$69,864,135	\$62,536,803
Metro Transit Bus Financial Data⁴					
Bus Operating Cost per Boarding ⁵	\$3.04	\$2.91	\$2.96	\$2.85	
Bus Operating Cost per Passenger ⁵	n/a	n/a	n/a	\$3.35	\$3.11
Bus Operations Revenue per Boarding ⁶	\$0.83	\$0.73	\$0.74	\$0.72	
Bus Operations Revenue per Passenger ⁶	n/a	n/a	n/a	\$0.76	\$0.78
Metro Transit Revenue Vehicle Fleet					
Diesel	846	832	819	811	791
Trolley	133	148	148	148	148
Dual Mode	215	236	236	236	236
Other Buses (Inactive)	34	153	161	35	122
Vanpool Vans (Groups in Operation)	694	681	705	661	613
Vanpool Vans (Available for Groups)	54	69	7	11	22
Transit Vans (Gasoline)	0	0	0	0	9
Transit Vans (Diesel)	34	35	89	89	86
Paratransit Vans	283	279	282	279	259
Metro Transit Employee Information (Head Count)					
Operators	2,568	2,506	2,416	2,322	2,318
Other	1,580	1,556	1,636	1,606	1,536
Total Employees	4,148	4,062	4,052	3,928	3,854

¹ Includes transit deadhead, layover and revenue hours/miles. Includes subcontracted service hours.

² Includes all Public Transportation Fund Operating Sub-Fund expense less contributions from Roads, Fleet, Water Quality and Sound Transit.

³ Includes vanpool and paratransit revenues, which are excluded from the OR/OE calculation (see page 3).

⁴ Beginning in 1999, based on total passenger boardings.

⁵ Same as footnote #2, but excludes Vanpool, Rideshare Services, Paratransit operating costs, Water Taxi and some operating grants.

⁶ Includes all Public Transportation Fund Operating Sub-Fund Operations Revenue, less Vanpool and Paratransit.