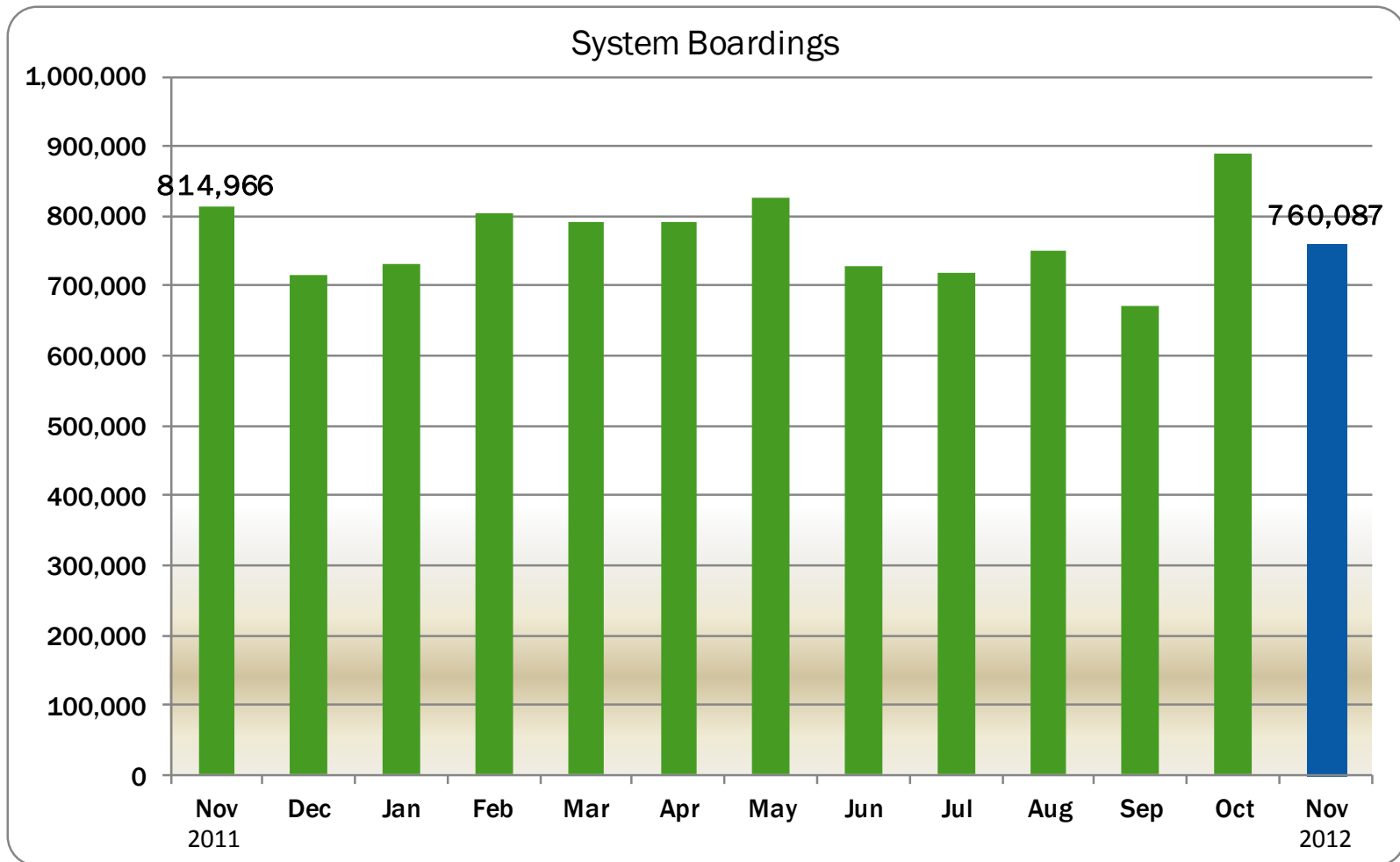


System Performance Report

November 2012



NOTE: System Boardings is the sum of Fixed-Route, DART Paratransit and Vanpool boardings.

SERVICE TYPE DEFINITIONS

FIXED ROUTE

Regularly-scheduled bus service to origins and destinations in Snohomish and King Counties, including:

- **Core Service:** Frequent service on transit emphasis corridors
 - **Bus Rapid Transit:** Swift-branded service on transit emphasis corridors
 - **Corridor-Based:** Other frequent service on transit emphasis corridors
- **Community-Based Service:** Feeds core service and connects suburban communities
 - **Local Feeder:** Feeds core service in urbanized areas
 - **Suburban/Rural Lifeline:** Connects suburban and rural communities
- **Commuter Service:** Peak-period, peak-direction service for trips destined to and from major activity centers

DIAL-A-RIDE (DART) PARATRANSIT

Curb-to-curb, shared-ride service operating in strict compliance with federally mandated Americans with Disabilities Act (ADA) requirements

VANPOOL

Groups of commuters who ride together in a van provided by Community Transit

NOTES:

Data Sources:

Data contained in this report are compiled from various sources, including Community Transit's Strategic Planning & Grants, Service & Facilities Development, Customer Relations, and Contracted Services Divisions, Senior Services of Snohomish County, Community Transit's fixed-route service contractor, the ORCA SmartCard Reporting System and Swift Ticket Vending Machine Reports.

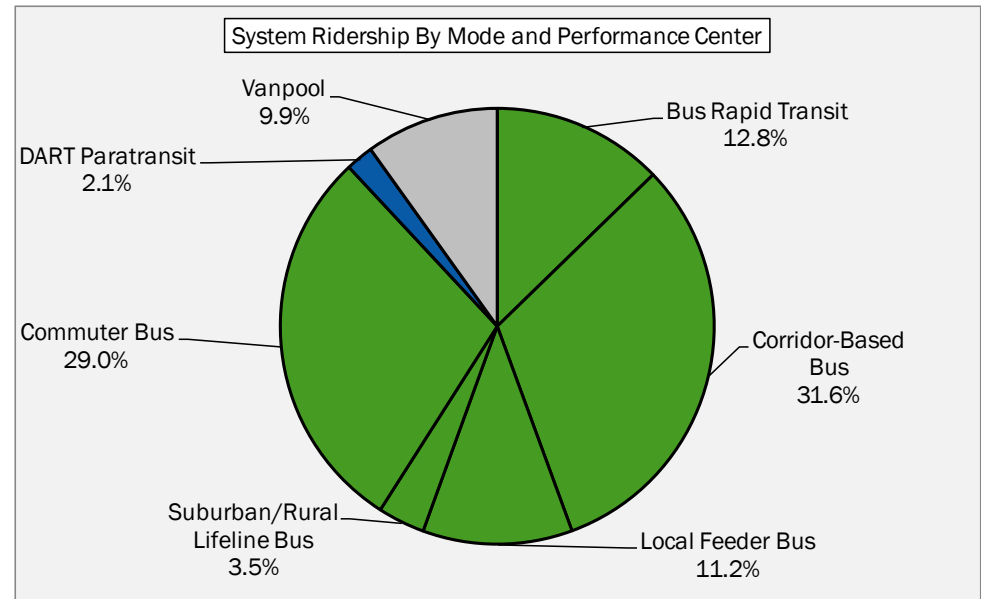
Data Disclaimer:

Data contained in this report are subject to change. To verify specific data elements, please contact Dan Root – Data Program Manager: Dan.Root@commtrans.org.

EXECUTIVE SUMMARY

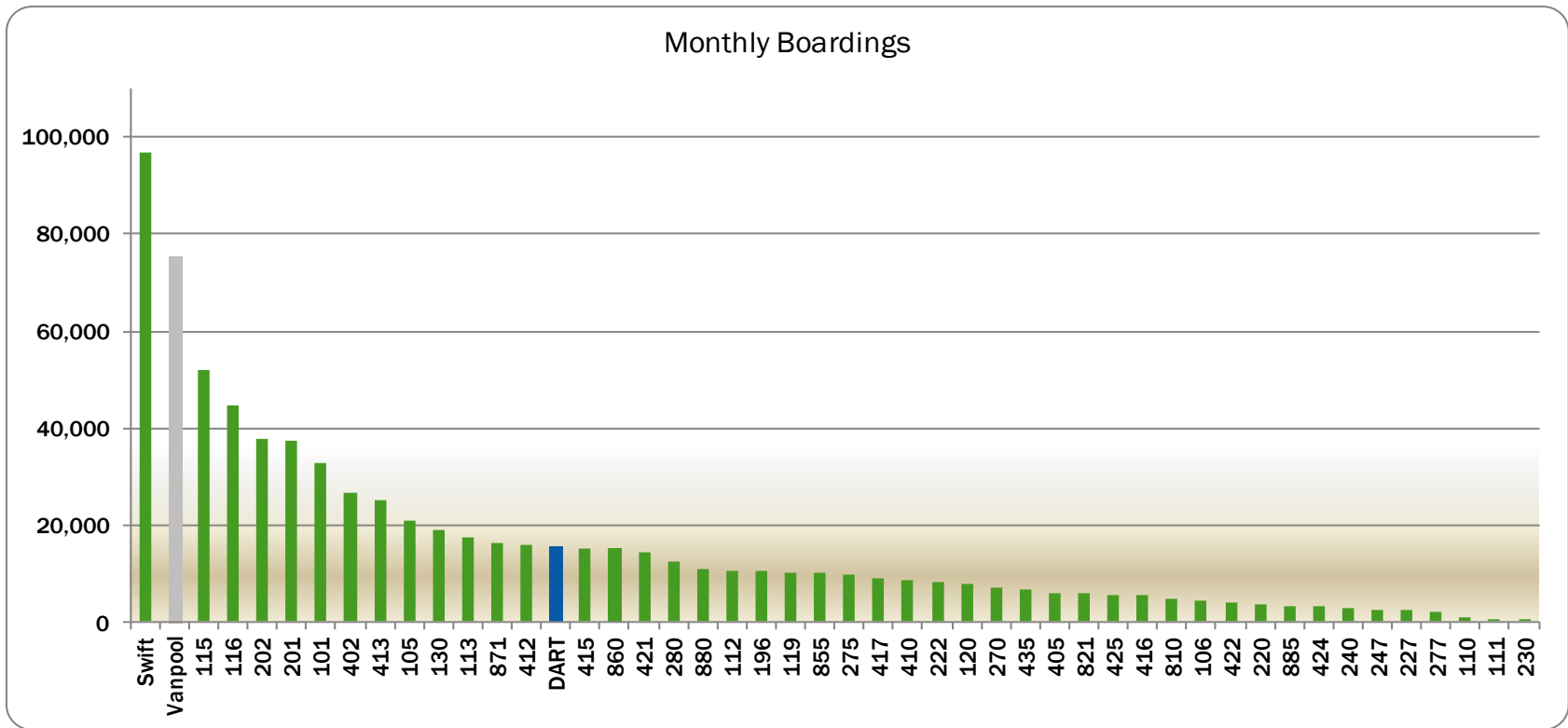
Year-over-Year (YOY) & Year-to-Date (YTD) Assessment

- **Service Days (YOY)**
 - There were the same number of Weekdays this year
 - There were the same number of Saturdays this year
- **System (Sum of Fixed-Route, DART Paratransit & Vanpool)**
 - YOY Average Weekday Boardings were down 7.1 percent
 - YOY Average Saturday Boardings were down 16.1 percent
 - YTD Boardings were down 5.3 percent
 - YTD Revenue Hours were down 11.1 percent
 - YTD Boardings per Revenue Hour were up 6.6 percent
- **Fixed-Route (YOY)**
 - Boardings were down 7.6 percent
 - Revenue Hours were down 21.6 percent
 - Boardings per Revenue Hour were up 17.8 percent
 - Bus Rapid Transit Boardings per Revenue Hour were up 13.2 percent
 - Local Boardings per Revenue Hour were up 18.6 percent
 - In-County Commuter Boardings per Revenue Hour were down 0.3 percent
 - Inter-County Commuter Boardings per Revenue Hour were up 16.7 percent
 - University District Boardings per Revenue Hour were up 5.4 percent
- **DART Paratransit (YOY)**
 - Boardings were down 4.7 percent
 - Revenue Hours were down 1.6 percent
 - Boardings per Revenue Hour were down 3.2 percent
- **Vanpool (YOY)**
 - Boardings were up 1.1 percent
 - Revenue Hours were down 0.2 percent
 - Boardings per Revenue Hour were up 1.4 percent

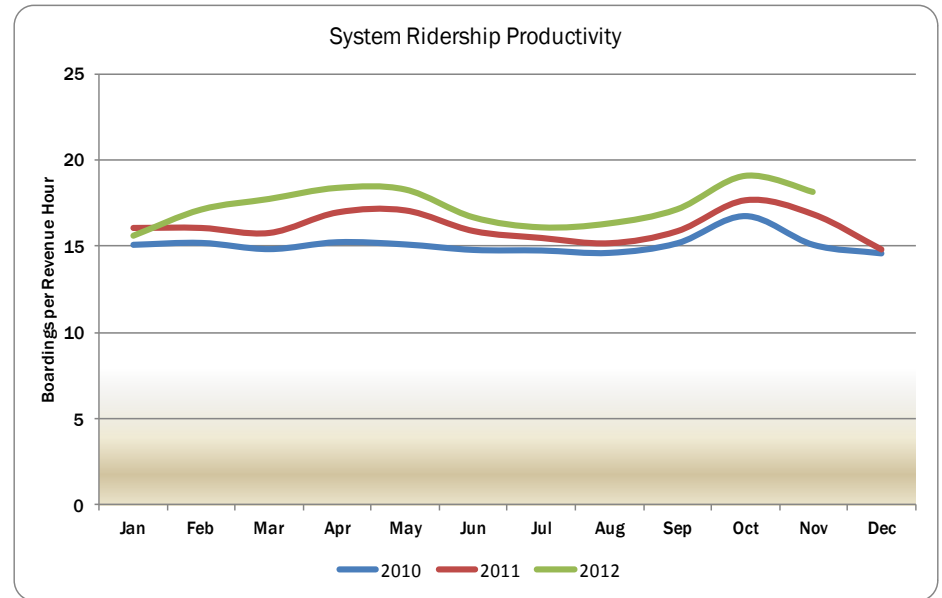
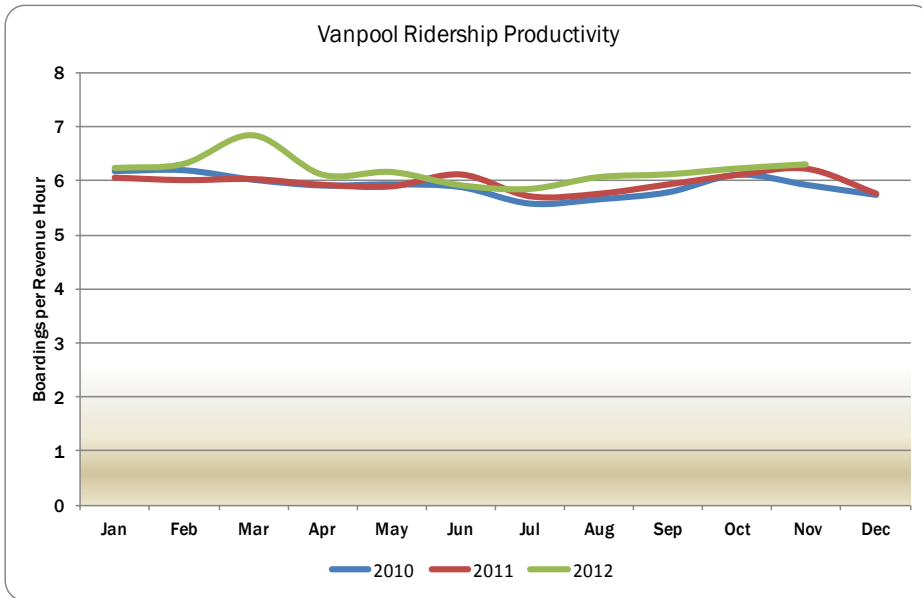
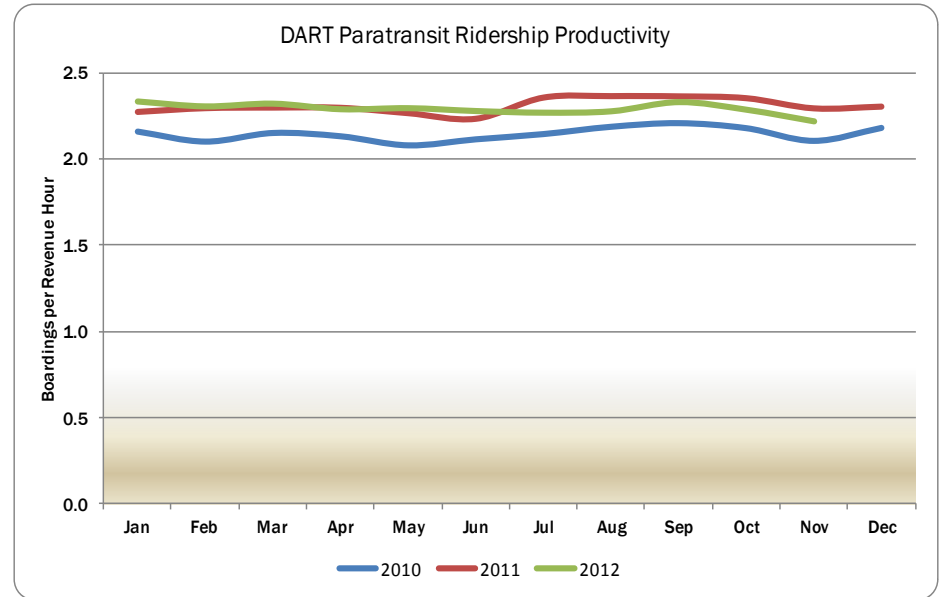
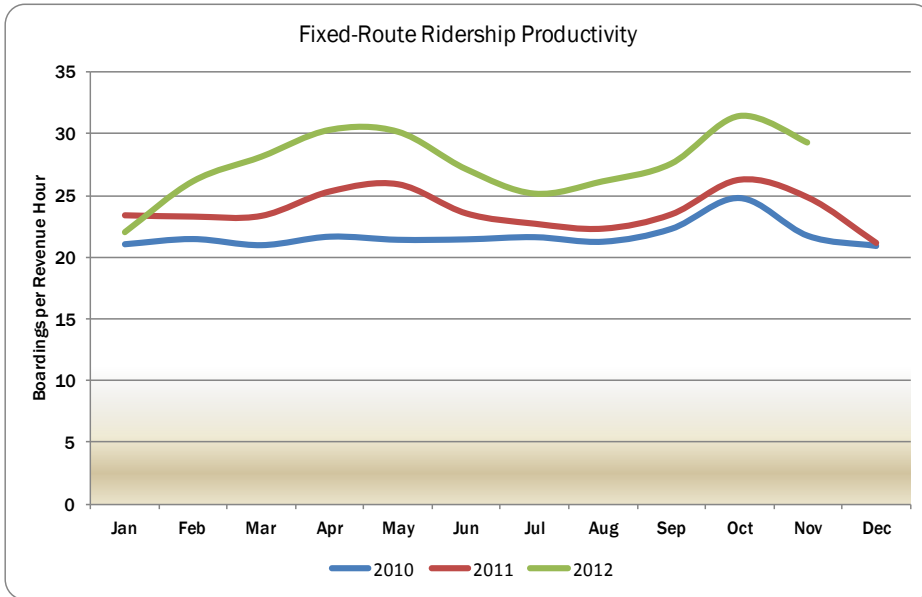


SYSTEM RIDERSHIP, SERVICE LEVELS & PRODUCTIVITY

November-2012	Fixed-Route								
Ridership, Service Levels & Productivity Measures	Bus Rapid Transit	Corridor-Based	Local Feeder	Suburban/Rural Lifeline	Commuter	Total	DART Paratransit	Vanpool	System
Ridership									
Total Boardings	96,965	240,504	84,778	26,664	220,109	669,020	15,641	75,426	760,087
Average Weekday Boardings	4,144	10,529	3,727	1,176	10,481	30,058	688	3,592	34,337
Average Saturday Boardings	2,486	4,851	1,626	491		9,453	298		9,751
Service Levels									
Days of Service	25	25	25	25	21	25	25	21	25
Revenue Hours	2,859	8,800	4,463	1,893	4,873	22,887	7,050	11,962	41,899
Revenue Miles	60,516	161,808	85,580	47,308	120,278	475,490	129,851	381,311	986,652
Productivity									
Boardings per Revenue Hour	33.9	27.3	19.0	14.1	45.2	29.2	2.2	6.3	18.1
Boardings per Revenue Mile	1.6	1.5	1.0	0.6	1.8	1.4	0.1	0.2	0.8



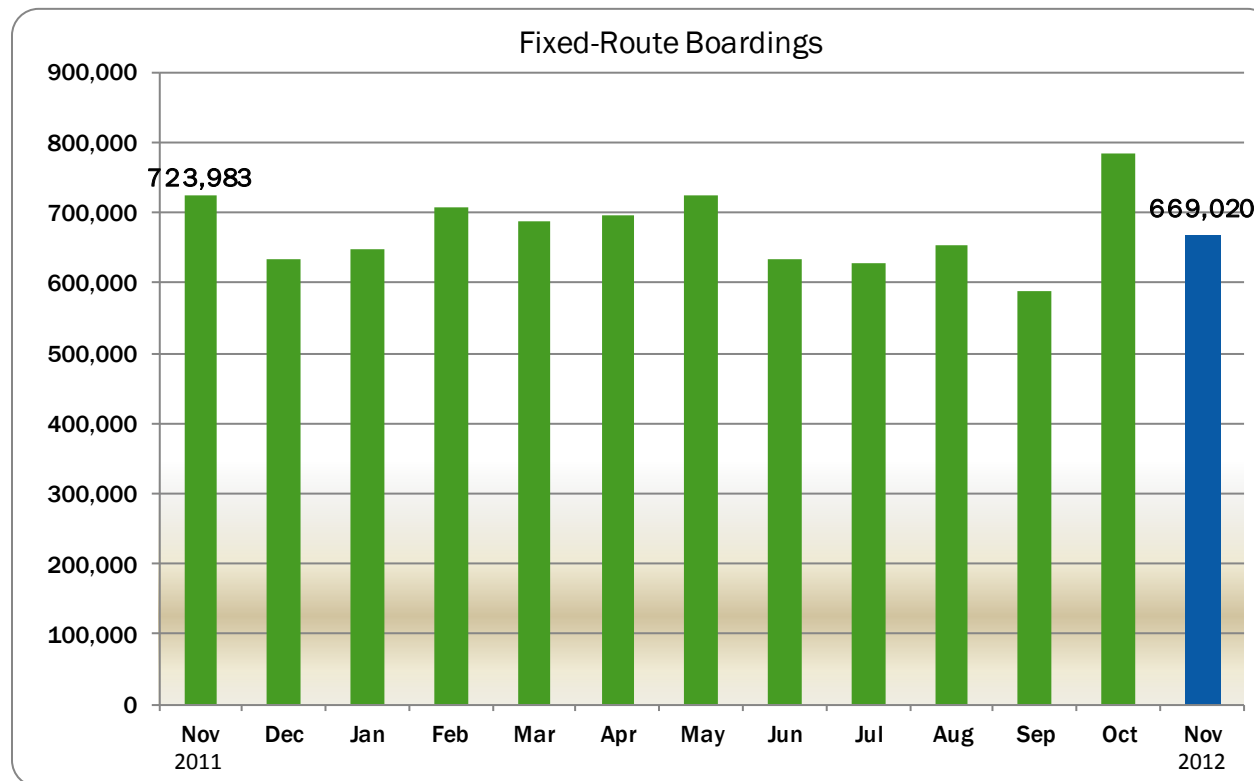
RIDERSHIP PRODUCTIVITY BY MODE: BOARDINGS PER REVENUE HOUR



FIXED-ROUTE SERVICE

What is Fixed-Route Service?

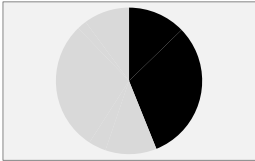
Fixed-route transit provides regularly-scheduled bus service to origins and destinations in Snohomish and King Counties. Community Transit operates various types of fixed-route service, including Core Service (Bus Rapid Transit and Corridor-Based Service), Community-Based Service (Local Feeder and Suburban/Rural Lifeline Service) and Commuter Service (In-County, Inter-County and University District). All types of service are operated on weekdays, with limited Saturday service on certain Core and Community-Based Service routes.



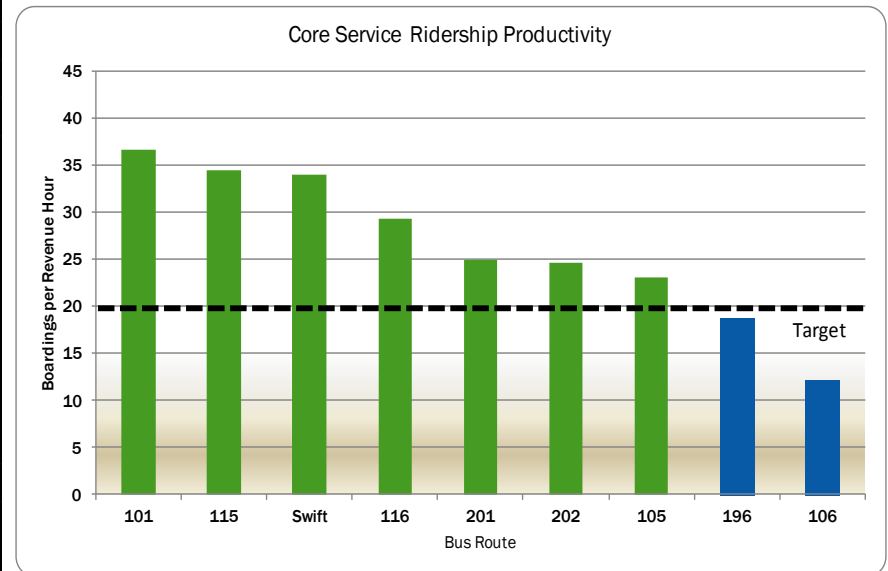
FIXED-ROUTE RIDERSHIP & PRODUCTIVITY: CORE SERVICE

Core Service is frequent service on transit emphasis corridors.

Core Service Share of System Ridership = 44.4%



Route	Monthly	Average Weekday	Average Saturday	Monthly	Average Weekday	Average Saturday
Core Fixed-Route Service						
Bus Rapid Transit						
Swift	96,965	4,144	2,486	33.9	33.7	36.0
Corridor-Based Service						
101	32,618	1,429	654	36.6	36.5	38.1
105	21,005	931	365	23.0	23.1	21.8
106	4,322	206		12.1	12.1	
115	52,049	2,285	1,015	34.4	35.1	28.1
116	44,534	1,968	804	29.4	30.2	21.7
196	10,529	451	266	18.7	18.5	20.6
201	37,491	1,627	832	24.9	25.1	22.6
202	37,956	1,633	915	24.7	24.8	23.5
Subtotal	240,504	10,529	4,851	27.3		
All Core Services						
Total	337,469	14,673	7,336	28.9		



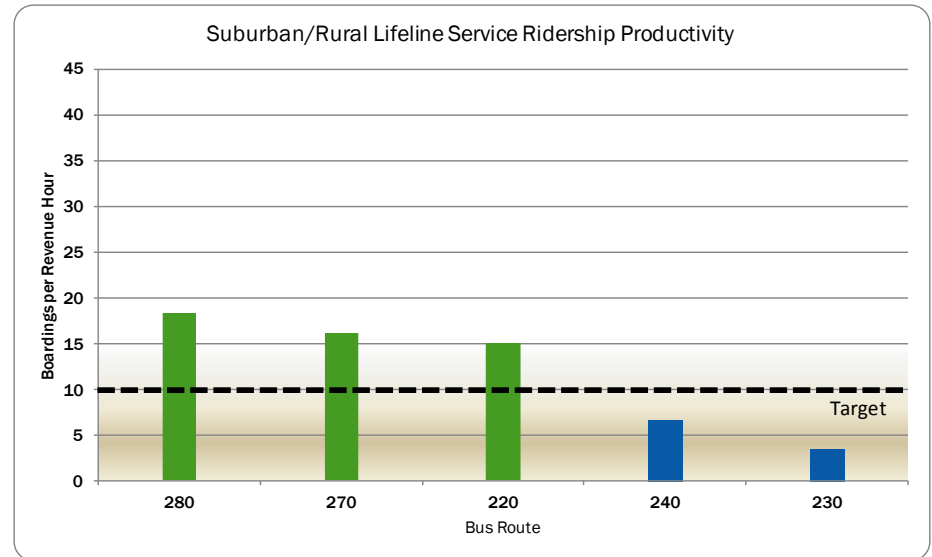
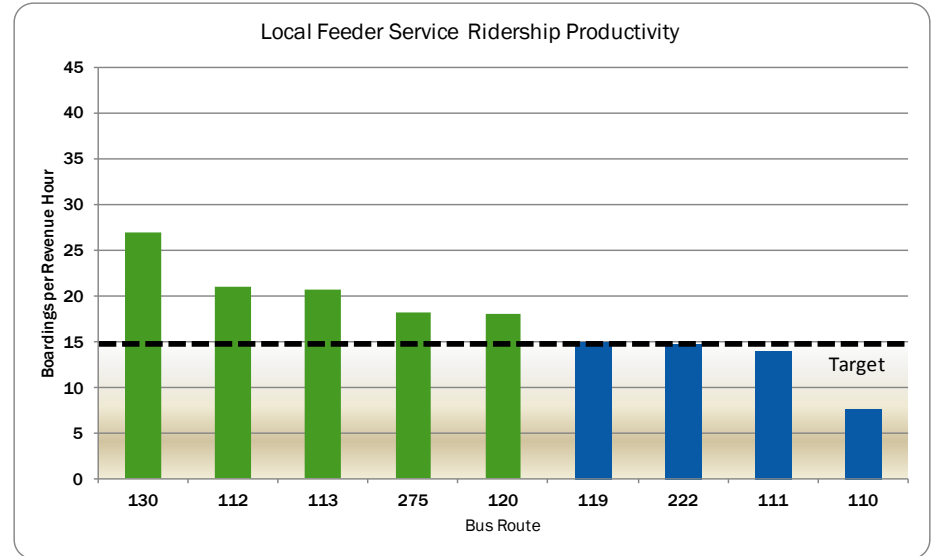
FIXED-ROUTE RIDERSHIP & PRODUCTIVITY: COMMUNITY-BASED SERVICE

Community-Based Service feeds core service and connects suburban communities.

Community-Based Service Share of System Ridership = 14.7%

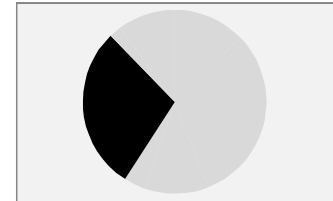


Route	Boardings			Boardings per Revenue Hour		
	Monthly	Average Weekday	Average Saturday	Monthly	Average Weekday	Average Saturday
Community-Based Fixed-Route Service						
Local Feeder Service						
110	1,130	54		7.5	7.5	
111	661	31		14.0	14.0	
112	10,582	470	177	20.9	21.8	13.3
113	17,440	767	332	20.6	20.7	19.2
119	10,044	445	175	14.9	15.8	8.6
120	7,800	345	137	18.1	19.5	9.1
130	19,056	838	364	26.9	27.8	19.5
222	8,277	357	193	14.7	14.5	17.0
275	9,788	419	249	18.2	18.7	14.5
Subtotal	84,778	3,727	1,626	19.0		
Suburban/Rural Lifeline Service						
220	3,684	157	95	15.0	15.9	10.1
230	206	10		3.5	3.5	
240	3,042	131	72	6.6	6.7	6.3
270	7,245	321	124	16.1	16.0	17.8
280	12,487	557	200	18.3	18.2	19.3
Subtotal	26,664	1,176	491	14.1		
All Community-Based Services						
Total	111,442	4,904	2,117	17.5		



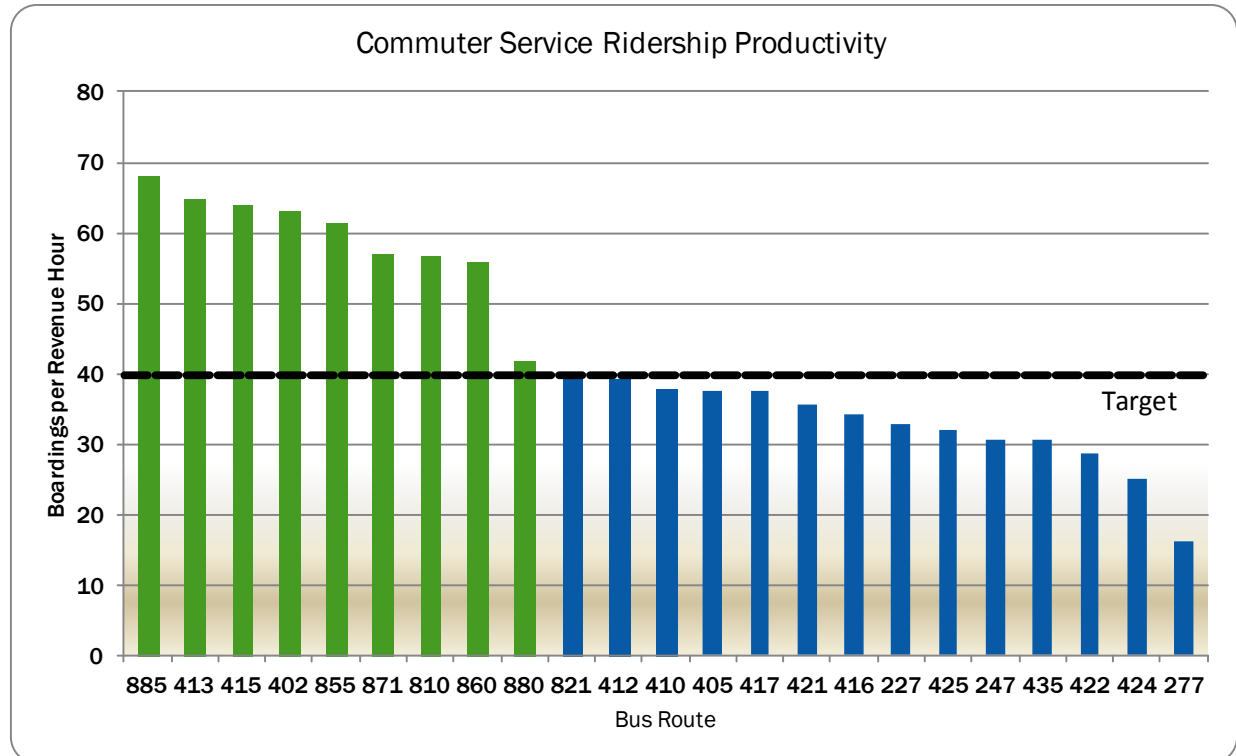
FIXED-ROUTE RIDERSHIP & PRODUCTIVITY: COMMUTER SERVICE

Commuter Share of System Ridership = 29.0%

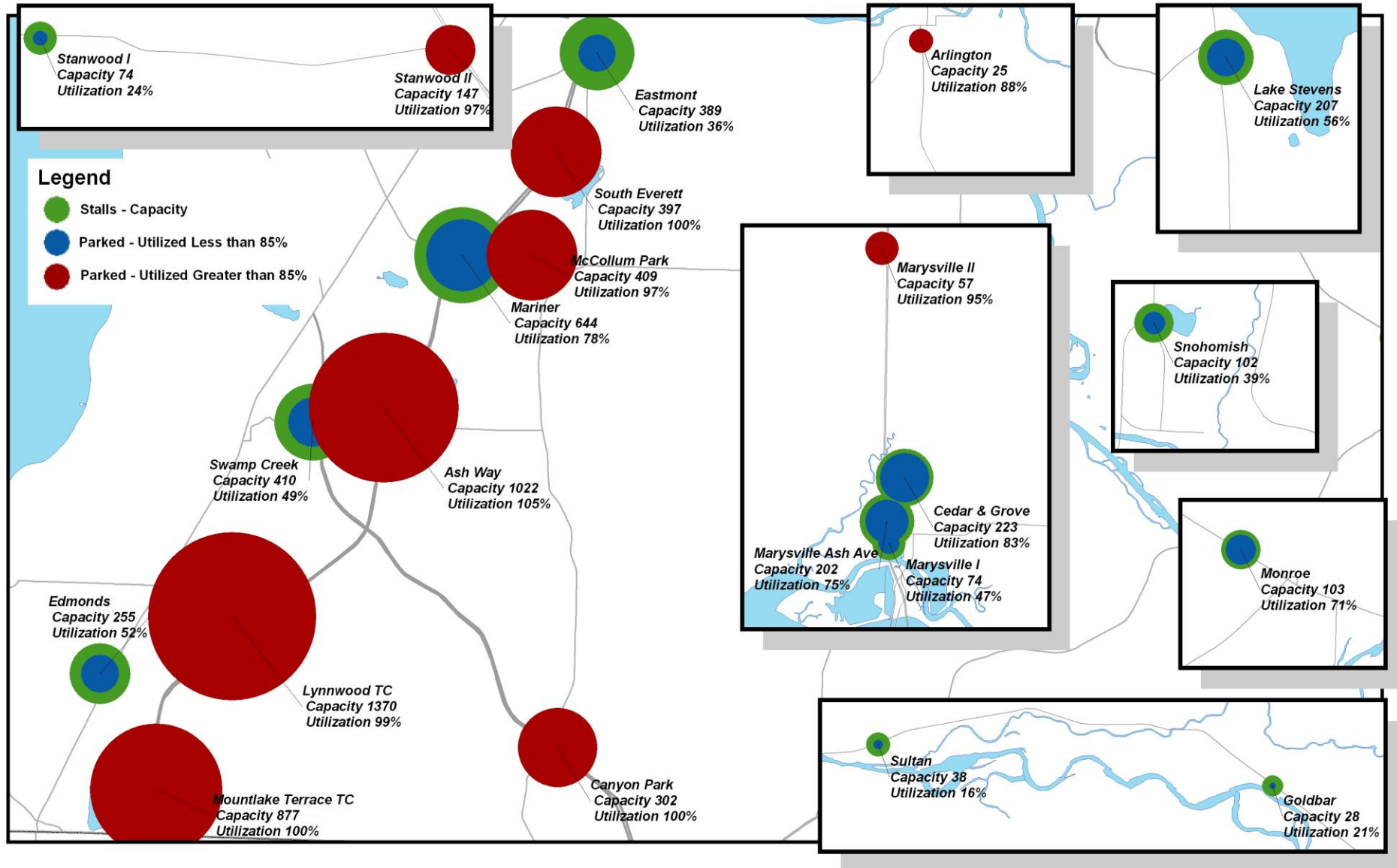


Commuter Service provides peak-period, peak-direction service for trips destined to and from major activity centers.

Route	Boardings		Boardings per Revenue Hour	
	Monthly	Average Weekday	Monthly	Average Weekday
Commuter Fixed-Route Service				
In-County Commuter				
227	2,425	115	32.7	32.7
247	2,681	128	30.6	30.6
277	1,928	92	16.2	16.2
Subtotal	7,034	335	25.1	
Inter-County Commuter				
402	26,718	1,272	63.0	63.0
405	5,961	284	37.6	37.6
410	8,728	416	37.9	37.9
412	16,015	763	39.1	39.1
413	25,282	1,204	64.7	64.7
415	15,303	729	63.8	63.8
416	5,400	257	34.2	34.2
417	9,157	436	37.5	37.5
421	14,374	684	35.6	35.6
422	4,095	195	28.6	28.6
424	3,178	151	25.1	25.1
425	5,745	274	32.0	32.0
435	6,773	323	30.6	30.6
Subtotal	146,729	6,987	44.1	
University District Commuter				
810	4,779	228	56.7	56.7
821	5,903	281	39.8	39.8
855	9,998	476	61.3	61.3
860	14,998	714	55.8	55.8
871	16,458	784	56.9	56.9
880	10,904	519	41.6	41.6
885	3,306	157	67.9	67.9
Subtotal	66,346	3,159	52.5	
All Commuter Services				
Total	220,109	10,481	45.2	



PARK & RIDE LOT UTILIZATION MAP



NOTE: Facilities with at least 85% utilization are considered to be "at capacity" for planning purposes.

PARK & RIDE LOT UTILIZATION DATA

Major Park & Ride Lots (At least 250 parking stalls)			
Facility	Location	Stalls	% Used
Ash Way	164th St SW/Ash Way	1,022	105%
Canyon Park	22400 17th Ave SE, Bothell	302	100%
Eastmont	9029 El Capitan Way, Everett	389	36%
Edmonds	21300 72 nd Ave W, Edmonds	255	52%
Lynnwood	20101 48 th Ave W, Lynnwood	1,370	99%
Mariner	13102 4 th Ave W, Everett	644	78%
McCollum Park	620 128 th St SE, Everett	409	97%
Mountlake Terrace	6001 236 th St SW, Mountlake Terrace	877	100%
South Everett	I-5/112th St. SE., Everett	397	100%
Swamp Creek	164 th St SW/SR 525, Lynnwood	410	49%
Average Utilization			89%
Minor Park & Ride Lots (Less than 250 parking stalls)			
Facility	Location	Stalls	% Used
Arlington	SR9/SR530, Arlington	25	88%
Goldbar	SR2/2 nd St, Goldbar	28	21%
Lake Stevens	9414 4 th St NE, Lake Stevens	207	56%
Marysville Ash Ave	6 th St/Ash Ave, Marysville	202	75%
Marysville Cedar & Grove	1310 Grove St, Marysville	223	83%
Marysville I	2 nd St/Ash Ave, Marysville	74	47%
Marysville II	116 th St NE/I-5, Marysville	57	95%
Monroe	17433 SR2, Monroe	103	71%
Snohomish	SR9/Bickford Ave, Snohomish	102	39%
Stanwood I	Marine Dr/SR532, Stanwood	74	24%
Stanwood II	SR532/Old Hwy 99, Stanwood	147	97%
Sultan	SR2, East of Sultan	38	16%
Average Utilization			67%

*NOTES: Major and Minor Park & Ride Lot Surveys were conducted on 11/8/12.
Eastmont and South Everett are served by Sound Transit Express Bus only.*

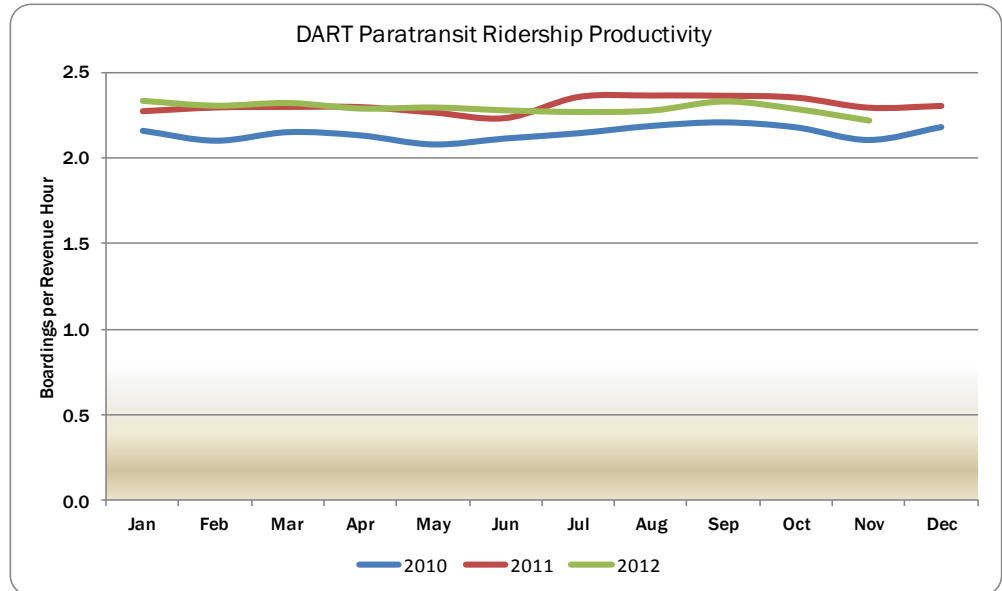
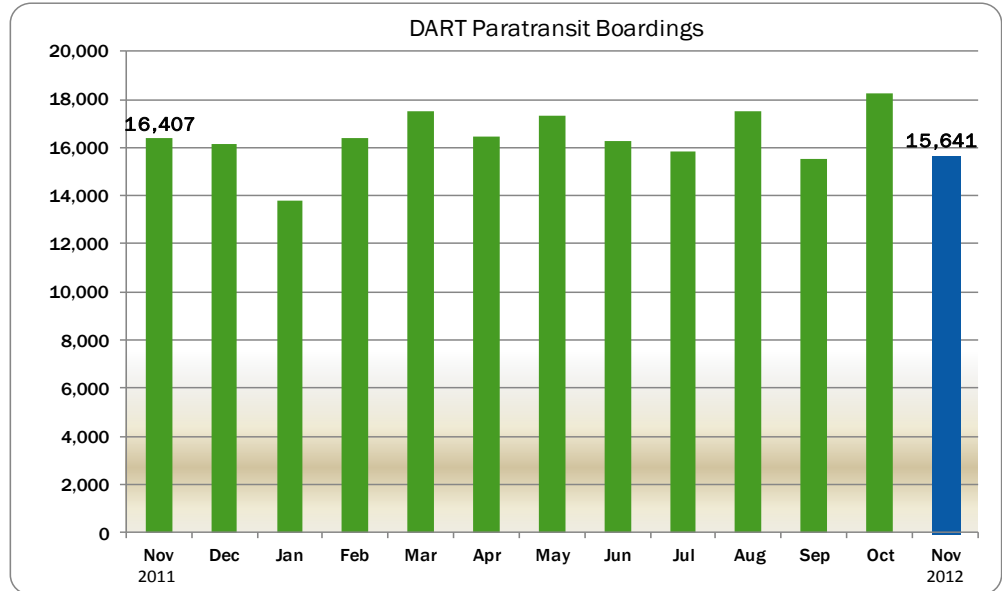
DART PARATRANSIT

DART Paratransit Share of System Ridership = 2.1%



What is DART (Dial-a-Ride-Transportation) Paratransit Service?

DART is a curb-to-curb shared-ride service operating in strict compliance with federally mandated Americans with Disabilities Act (ADA) requirements. DART provides transportation for qualified customers whose disability or condition prevents them from using Community Transit's regular fixed route buses. The paratransit service area is within 3/4 mile of local fixed routes.

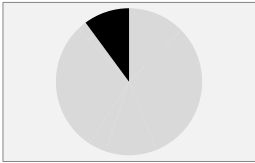


Paratransit Service Profile	Current Month	Year-to-Date
Monthly Boardings	15,641	180,480
Average Weekday Boardings	688	705
Average Saturday Boardings	298	313
Revenue Hours	7,050	78,770
Revenue Miles	129,851	1,465,142
Boardings per Revenue Hour	2.22	2.29
Boardings per Revenue Mile	0.12	0.12
Registered Riders	5,011	
Active Riders	1,557	
Percent Active Riders	31.1%	
Percent Cancelled Trips	17.8%	
Percent No-Show Trips	1.5%	
Percent Cancelled/No-Show	19.3%	

NOTE: The standard for DART Paratransit is 2.25 boardings per revenue hour.

VANPOOL

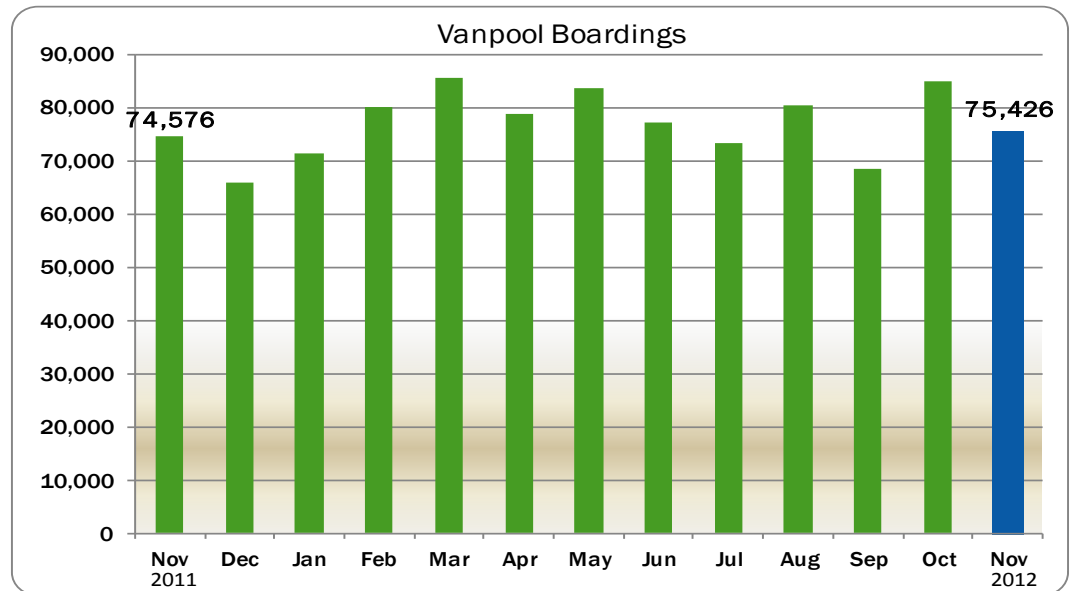
Vanpool Share of System Ridership = 9.9%



What is Vanpool Service?

A vanpool is a group of commuters who ride together in a van provided by Community Transit. Vanpools generally follow a set schedule and route but unlike a bus, these are set by the riders themselves. Fares are based on the size of the van and the daily round-trip mileage. Vanpools must begin or end in Snohomish County.

Vanpool Service Profile	Current Month	Year-to-Date
Monthly Boardings	75,426	859,160
Average Weekday Boardings	3,592	3,656
Revenue Hours	11,962	138,613
Revenue Miles	381,311	4,416,705
Boardings per Revenue Hour	6.31	6.20
Boardings per Revenue Mile	0.20	0.19
Active Riders	2,799	
Total Fleet Vehicles	396	
Active Fleet Vehicles	359	
Percent Active Fleet Vehicles	91%	
Employers Served	71	

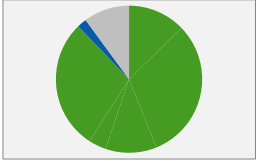


Vanpool Fleet Utilization				
Van Type	Total Vehicles	Active Vehicles	Avg. Ridership	Avg. Occupancy
7-Passenger	260	253	4.5	64%
8-Passenger	9	0	0.0	0%
12-Passenger	76	65	7.1	59%
15-Passenger	51	41	8.8	59%
All Vans	396	359	5.5	62%

YEAR 2011 COST PER RIDER

Cost per rider is the total operating cost (less fare revenue) divided by the total number of boardings.

Modal Share of System Ridership



Year 2011 System Cost per Rider = \$7.46
Year 2010 System Cost per Rider = \$7.68

2011 Fixed-Route Cost per Rider = \$7.33
2010 Fixed Route Cost per Rider = \$7.53

2011 DART Paratransit Cost per Rider = \$40.21
2010 DART Paratransit Cost per Rider = \$38.20

2011 Vanpool Cost per Rider = \$1.18
2010 Vanpool Cost per Rider = \$1.38

Year 2011 Cost Per Rider By Mode and Route

