



King County

1200 King County
Courthouse
516 Third Avenue
Seattle, WA 98104

Meeting Agenda Regional Transit Committee

Councilmembers:

*Teresa Mosqueda, Chair
Jorge Barón, Dave Upthegrove
Alternate:*

Sound Cities Association:

*Joseph Cimaomo Jr., Vice Chair; Covington; Barbara de Michele, Issaquah;
Susan Honda, Federal Way; Ryan McIrvine, Renton; Betsy Robertson, Shoreline;
Katherine Ross, Snoqualmie, Toni Troutner, Kent; Janice Zahn, Bellevue
Alternates: Neal Black, Kirkland; Paul Charbonneau, Newcastle;
JC Harris, Des Moines; Karen Howe, Sammamish*

City of Seattle:

*Joy Hollingsworth, Rob Saka
Alternate: Robert Kettle*

*Lead Staff: Mary Bourguignon (206-263-3296)
Committee Clerk: Marka Steadman (206-477-0887)*

3:00 PM

Wednesday, November 20, 2024

Hybrid Meeting

Hybrid Meetings: Attend King County Council committee meetings in person in Council Chambers (Room 1001), 516 3rd Avenue in Seattle, or through remote access. Details on how to attend and/or provide comment remotely are listed below.

Pursuant to K.C.C. 1.24.035 A. and F., this meeting is also noticed as a meeting of the Metropolitan King County Council, whose agenda is limited to the committee business. In this meeting only the rules and procedures applicable to committees apply and not those applicable to full council meetings.

HOW TO PROVIDE PUBLIC COMMENT: The Regional Transit Committee values community input and looks forward to hearing from you on agenda items.

	<p>Sign language and interpreter services can be arranged given sufficient notice (206-848-0355). TTY Number - TTY 711.</p> <p>Council Chambers is equipped with a hearing loop, which provides a wireless signal that is picked up by a hearing aid when it is set to 'T' (Telecoil) setting.</p>	
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There are three ways to provide public comment:

1. In person: You may attend the meeting and provide comment in the Council Chambers.
2. By email: You may comment in writing on current agenda items by submitting your email comments to kcccomitt@kingcounty.gov. If your email is received by 1:00 p.m. on the day of the meeting, your email comments will be distributed to the committee members and appropriate staff prior to the meeting.
3. Remote attendance at the meeting by phone or computer (see "Connecting to the Webinar" below).

You may provide oral comment on current agenda items during the meeting’s public comment period. You are not required to sign up in advance. Comments are limited to current agenda items.

You have the right to language access services at no cost to you. To request these services, please contact Language Access Coordinator, Tera Chea at 206-477-9259 or email tera.chea2@kingcounty.gov by 8:00 a.m. three business days prior to the meeting.

CONNECTING TO THE WEBINAR:

Webinar ID: 824 1078 7866

By computer using the Zoom application at <https://zoom.us/join> and the webinar ID above.

Via phone by calling 1-253-215-8782 and using the webinar ID above.

HOW TO WATCH/LISTEN TO THE MEETING REMOTELY: There are several ways to watch or listen in to the meeting:



- 1) Stream online via this link: <http://www.kingcounty.gov/kctv>, or input the link web address into your web browser.
- 2) Watch King County TV on Comcast Channel 22 and 322(HD) and Astound Broadband Channels 22 and 711(HD)
- 3) Listen to the meeting by telephone – See “Connecting to the Webinar” above.

To help us manage the meeting, if you do not wish to be called upon for public comment please use the Livestream or King County TV options listed above, if possible, to watch or listen to the meeting.

1. Call to Order

To show a PDF of the written materials for an agenda item, click on the agenda item below.

2. Roll Call

	<p>Sign language and interpreter services can be arranged given sufficient notice (206-848-0355). TTY Number - TTY 711.</p> <p>Council Chambers is equipped with a hearing loop, which provides a wireless signal that is picked up by a hearing aid when it is set to 'T' (Telecoil) setting.</p>	
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3. **Approval of Minutes**

October 16, 2024 meeting **p. 4**

4. **Chair's Report**

5. **Public Comment**

6. **General Manager's Report**

Discussion and Possible Action

7. [Proposed Motion No. 2024-0367](#) **p. 6**

A MOTION relating to the King County Metro Transit Strategic Plan for Public Transportation 2021-2031 and King County Metro Transit Service Guidelines and accepting the King County Metro Transit 2024 System Evaluation.

Sponsors: Mosqueda

Mary Bourguignon, Council staff

Briefing



8. [Briefing No. 2024-B0106](#) **p. 24**

Metro Performance Measures Dashboard, 2024 Update

Sarah Margeson, Government Relations Administrator, Metro Transit Department

Other Business

Adjournment

	<p>Sign language and interpreter services can be arranged given sufficient notice (206-848-0355). TTY Number - TTY 711.</p> <p>Council Chambers is equipped with a hearing loop, which provides a wireless signal that is picked up by a hearing aid when it is set to 'T' (Telecoil) setting.</p>	
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Meeting Minutes Regional Transit Committee

Councilmembers:

*Teresa Mosqueda, Chair
Jorge Barón, Dave Upthegrove
Alternate:*

Sound Cities Association:

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Michele, Issaquah;
Susan Honda, Federal Way; Ryan McIrvine, Renton; Betsy
Robertson, Shoreline;
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*Lead Staff: Mary Bourguignon (206-263-3296)
Committee Clerk: Marka Steadman (206-477-0887)*

3:00 PM

Wednesday, October 16, 2024

Hybrid Meeting

DRAFT MINUTES

1. **Call to Order**

Chair Mosqueda called the meeting to order at 3:01 p.m.

2. **Roll Call**

Present: 11 - Cimaomo Jr., de Michele, Troutner, Robertson, Zahn, Honda, Mosqueda, Barón, Black, Harris and Howe
Excused: 5 - McIrvine, Ross, Upthegrove, Hollingsworth and Saka

3. **Approval of Minutes**

Vice Chair Cimaomo moved approval of the July 17, 2024, meeting minutes. There being no objections, the minutes were approved.

4. **Chair's Report**

Chair Mosqueda provided an overview of the meeting topics.

5. **Public Comment**

The following individuals provided public comment:

*Alex Tsimerman
Robin Briggs*

6. **General Manager's Report**

Michelle Allison, General Manager, Metro Transit Department, addressed recent service changes to include the addition of bus trips per week, adding the new RapidRide G line, and upgraded bus connections to four new Link light rail stations; public outreach in regard to these changes; safety upgrades; ridership; and the 2025 budget.

Briefing

7. **[Briefing No. 2024-B0117](#)**

Metro Service and Workforce Initiative Update

DeAnna Martin, Chief of Staff, Metro Transit Department; and Adam Parast, Enterprise and Strategic Initiatives Lead - Service and Workforce, Metro Transit Department; briefed the committee and answered questions from the members.

Other Business

The next meeting of the Regional Transit Committee is planned for November 20, 2024.

Adjournment

The meeting was adjourned at 4:15 p.m.

Approved this _____ day of _____

Clerk's Signature



King County

**Metropolitan King County Council
Regional Transit Committee**

STAFF REPORT

Agenda Item:	7	Name:	Mary Bourguignon
Proposed No.:	2024-0367	Date:	November 20, 2024

SUBJECT

Proposed Motion 2024-0367 would accept Metro’s 2024 System Evaluation report.

SUMMARY

Each year, King County Metro Transit prepares a **System Evaluation**¹ report to assess the status of fixed-route, Dial-A-Ride Transit (DART), RapidRide, flexible, and Marine services, and to identify investment needs. The 2024 System Evaluation, which is based on data from September 2023 through March 2024, has been prepared using the requirements in the King County Metro Service Guidelines.²

For fixed-route bus service, the 2024 System Evaluation evaluated all routes and identified investment needs based on the Service Guidelines’ priorities:

- **Priority 1-Reduce Crowding:** 0 annual service hours needed
- **Priority 2-Improve Reliability:** 26,850 annual service hours needed
- **Priority 3-Service Growth:** 1,733,000 service hours needed to restore service and implement the Interim Network (*100,000-120,000 hours per year for 15 years*)

During the evaluation period, Metro was operating approximately 85% of pre-pandemic service levels for approximately 63% of pre-pandemic weekday ridership. Metro’s adopted Service Recovery Plan³ identifies a plan to restore service based around service restructures, though these may not fully align with the System Evaluation.

The System Evaluation also evaluated Metro Flex service in nine communities, as well as two water taxi routes. As required, it also provided an update on RapidRide routes under development, as well as candidate routes for future transit networks.

The System Evaluation has been given a non-mandatory dual referral to the Regional Transit Committee (RTC) and the Transportation, Economy, and Environment (TrEE) Committee.

¹ Required by Ordinances 17143, 18413, as rescinded/amended by Ordinance 19367, and Motion 13736

² Ordinance 19367, Attachment B

³ Ordinance 19581 (Metro’s Service Recovery Plan was approved by the Council in March 2023)

BACKGROUND

Metro's actions are guided by three adopted policy documents:

- **The Strategic Plan for Public Transportation** outlines Metro's goals, strategies, and performance measures.
- **The King County Metro Service Guidelines** guide day-to-day delivery of transit service by providing criteria to develop, modify, and evaluate transit service.
- **Metro Connects**, Metro's long-range plan, envisions the transit network at two points in the future, an Interim Network⁴ (late-2030s) and a 2050 Network.

The RTC and Council adopted updates to these policy documents in late 2021⁵ and required Metro to provide regular reports on its progress in implementing them.

Service Guidelines. The Service Guidelines⁶ guide the day-to-day operations of the transit system through criteria to develop, modify, and evaluate transit service.

- **Developing transit service** is guided by a set of criteria to plan, space, and organize fixed-route and flexible services.
- **Modifying transit service** is guided by a set of criteria for service investments, reductions, and restructures. (See Attachment 4 for more information.)
 - **Service investments** are based on three priorities:
 - **Priority 1-Reduce Crowding** by adding service to overcrowded routes.
 - **Priority 2-Improve Reliability** by adding service to routes that run late.
 - **Priority 3-Grow Service** by filling the gap between existing and target service levels using three factors: equity, land use, and geographic value.
 - **Service reductions**, when needed, are based on productivity and equity, with the least productive and lowest-equity-score routes the first to be reduced.
 - **Service restructures** change transit service in a geographic area when there are changes to the transportation network (such as a new Link light rail line) or when there are development or land use changes. Service restructures are based on goals developed with the community.
- **Evaluating transit service** is accomplished through the annual System Evaluation report, which is transmitted each October.

⁴ The Interim Network is envisioned for when the West Seattle and Ballard Link light rail extensions are completed. For costing purposes when Metro Connects was developed, it was estimated at 2035.

⁵ Ordinance 19367

⁶ Ordinance 19367, Attachment B

System Evaluation. The annual System Evaluation report reviews the performance of the transit system, with information about fixed-route, Dial-A-Ride Transit (DART), RapidRide, flexible, and Marine services. The report, which is required by Ordinance 19367⁷ and based on the criteria in the adopted Service Guidelines,⁸ is used to identify the need for service investments on individual routes, to identify low-performing routes that could be candidates for reduction, if needed, and to evaluate the performance of flexible and Marine services.

For fixed-route services, the System Evaluation includes information on:

- **Route metrics.** The System Evaluation summarizes a set of performance measures for each route:
 - **Ridership:** average daily ridership
 - **Productivity:** rides per platform hour, passenger miles per platform mile
 - **Passenger loads:** average of maximum load per trip
 - **Reliability:** Trips arriving more than five minutes late at a time point, or headway consistency for RapidRide and very frequent routes
 - **Equity:** Equity Prioritization Score, Opportunity Index Score (See Attachment 4 for more information on the equity metrics)
- **Investment needs.** Based on each route's metrics, the Service Guidelines' three priorities for service investments, and the target service levels established in Metro Connects, the System Evaluation identifies the number of service hours needed for each route (see Attachment 4 for more information):
 - **Priority 1-Reduce Crowding** by adding service to overcrowded routes.⁹
 - **Priority 2-Improve Reliability** by adding service to routes that run late.¹⁰
 - **Priority 3-Grow Service** by filling the gap between existing and target service levels¹¹ using three factors: equity, land use, and geographic value.
- **Past service changes.** The System Evaluation summarizes transit service changes made since the last reporting period. (Note that because the 2024 System Evaluation covers service provided between March and June 2024, it

⁷ The System Evaluation is required by Ordinances 17143, 18413, as rescinded/amended by Ordinance 19367, and Motion 13736

⁸ Ordinance 19367, Attachment B

⁹ Crowding is defined as: the vehicle's average maximum load is more than the crowding threshold, the average passenger load is more than the number of seats for 20 or more minutes, and trips must be crowded consistently for several months to be identified for investment.

¹⁰ For Reliability, routes are candidates for investment when buses do not arrive on time (>1.5 minutes before or 5.5 minutes after the scheduled time) or fail to meet their scheduled headways (within two to three minutes of scheduled headway) more than 20% of the time all day.

¹¹ The target service level for each route is based on the higher of either the Metro Connects Interim Network value or the Service Guidelines' service growth methodology (which uses land use, equity, and geographic value factors to establish a target service level).

does not include the service changes implemented in September 2024 for the Lynnwood Link¹² or Madison Street/G Line¹³ transit service restructures.)

- **RapidRide update.** For routes identified in the RapidRide Prioritization Plan¹⁴ as prioritized for implementation in future transit networks, the System Evaluation summarizes the performance of the current equivalent routes. It also provides a status update on RapidRide lines that are currently in the development process.

For flexible services,¹⁵ the System Evaluation includes information on:

- **Evaluation metrics.** The Service Guidelines set performance metrics for flexible on-demand services and other mobility services:
 - **Productivity:** rides per vehicle hour (or other measure that evaluates total service use and growth to be compared to similar services).
 - **Efficiency:** cost per boarding (or other service cost measure that allows comparison with similar services).
 - **Equity:** percent of riders that are either picked up or dropped off in a designated Equity Priority Area, with locations for new services prioritized in part based on the presence of priority populations. (See Attachment 4 for more information on the equity metrics.)
- **Investments or pilot program status changes.** The Service Guidelines outline a process through which Metro determines whether new flexible services should be implemented, and whether pilot flexible services should be retained in pilot status for continued review, made permanent, or reduced.

For Marine services, the System Evaluation includes information on:

- **Evaluation metrics.** The Service Guidelines set performance metrics for the two water taxi routes to determine when and where to consider adding service, reallocating service, or adjusting schedules to improve performance:
 - **Ridership:** average daily ridership
 - **Productivity:** rides per round trip
 - **Passenger loads:** rides per trip
 - **Schedule reliability:** departure within five minutes of published schedule
- **Investments or pilot program status changes.** The Service Guidelines provide information about how water taxi service can be added, reallocated, or adjusted.

The System Evaluation also provides information about how Metro's service is integrated with Sound Transit.

¹² Ordinance 19751

¹³ Ordinance 19750

¹⁴ Motion 16659

¹⁵ In 2023, Metro's various flexible services were rebranded as Metro Flex.

ANALYSIS

The 2024 System Evaluation evaluated the transit system for the Fall 2023 service change (from mid-September 2023 through mid-March 2024), a time during which approximately 85% of pre-pandemic service was operating for approximately 63% of pre-pandemic ridership. Service levels during the evaluation period reflect service reductions that Metro made in September 2023 to provide more dependability for riders and avoid daily trip cancellations in response to ongoing staffing shortfalls.

Metro's Service Recovery Plan,¹⁶ which was approved by the Council in March 2023, identifies a multi-year plan to restore service that was suspended or reduced during the pandemic years based around a set of geographic service restructures, most of which correspond to Sound Transit service expansion. These geographic mobility projects could result in proposals to restructure bus service rather than restore service to pre-pandemic conditions. Such changes are subject to Council approval. The restructure plans identified in the Service Recovery Plan may not align fully with the investment needs identified in the 2024 System Evaluation.¹⁷

Investments identified for fixed-route service. For fixed-route service, the System Evaluation identifies investment needs based on the Service Guidelines' three priorities.

- **Priority 1-Reduce Crowding: 0 service hours needed.** The System Evaluation did not identify any investment needs to address crowding. The report notes that although ridership was increasing during this time period, it was still relatively low compared to pre-pandemic levels and no routes had chronically crowded trips.
- **Priority 2-Improve Reliability: 26,850 annual service hours needed on 59 routes.** The 2024 Reliability investment need is a decrease of 4,200 annual hours from 2023. Routes with identified investment needs include:
 - **South county routes:** 107, 161 (new to the list); 106, 111, 124, 125, 128, 131, 153, 162, 168, 177, 182, 183, 192, H
 - **East county routes:** 218, 221, 225, 230, 249, 250, 255, 269 (new to the list); 208, 212, 226, 240, 271
 - **North county routes:** 311, 372 (new to the list); 302, 348
 - **Seattle routes:** 12, 17, C (new to the list); 1, 5, 7, 8, 9, 11, 21, 24, 27, 28, 31, 32, 33, 40, 43, 49, 60, 62, 65, 67, E
- **Priority 3-Service Growth: 1,733,000 total service hours to achieve the Interim Network.** As part of the 2021 policy update, the Service Guidelines'

¹⁶ Ordinance 19581

¹⁷ Note that the first two service restructures identified in the Service Recovery Plan (for the Lynnwood Link extension, Ordinance 19751, and the opening of the RapidRide G Line, Ordinance 19750) were implemented in September 2024, after the timeframe covered by the 2024 System Evaluation.

Service Growth factors were coordinated with the Metro Connects Interim Network to set target service levels¹⁸ for the transit system.

Following additional analysis, the System Evaluation identifies a need for 100,000 to 120,000 service hours each year over the next 15 years to achieve the Interim Network and restore currently suspended service hours.

This includes adding 1.43 million hours on 103 existing routes and adding 300,000 service hours to 13 new routes that are not currently in service but have been identified for future service as part of Metro Connects.

Integration with Sound Transit. The System Evaluation discusses integration with Sound Transit. It notes that Metro implemented a service restructure in conjunction with the extension of Link light rail to Lynnwood (not covered in the 2024 System Evaluation, because this restructure was not implemented until September 2024) and is currently working with Sound Transit and local partners on the East Link Connections Mobility Project and the South Link (Federal Way) extension project. Each of these will involve restructures to Metro’s network. The System Evaluation includes information about the corridors that are primarily served by Sound Transit, as well as future system expansion partnerships.

RapidRide Progress Report. The System Evaluation provides information on the five RapidRide lines that are currently under planning or development (G, I, J, K, and R), noting that G, I, and J are in the design or construction phases, with planned openings between 2023 and 2027, while the K and R lines are planned for implementation by 2031. Table 1 summarizes the status of the five lines under development during the evaluation period.

Table 1. RapidRide Lines Under Development as of March 2024

Line	Pathway	Current Routes	Project Status	Planned Opening	Federal Funding
G	Madison Valley to Downtown Seattle	11, 12	Complete	2024	✓
I	Renton to Auburn	160	90%-100% Design	2027	✓
J	Downtown Seattle to U District	70	Final Design	2027	✓
K	Kirkland to Bellevue	250, 271	Planning	2030	TBD
R	Rainier Beach to Downtown Seattle	7	Planning	2031	TBD

Note: The City of Seattle is leading the design and construction of the G and J Lines.

The System Evaluation also summarizes the prioritization proposed for future RapidRide lines based on the RapidRide Prioritization Plan.¹⁹ Table 2 shows the current status of the routes proposed for conversion to RapidRide.

¹⁸ The target service level for each route is based on the higher of either the Metro Connects Interim Network value or the Service Guidelines’ service growth methodology (which uses land use, equity, and geographic value factors to establish a target service level).

¹⁹ Motion 16659

Table 2. Candidate RapidRide Lines

Corridor	Tier	Route(s)	Weekday Ridership	Weekday Reliability	Service Growth Priority	Pathway
1049	1	150	4,101	87%	42	Kent, Southcenter, Seattle CBD
1064	1	36	6,583	85%	4	Seattle CBD, Internat'l District, Beacon Hill, Othello
1012	2	44	5,799	85%	81	Ballard, Wallingford, U District
1993	2	40	7,910	79%	68	Northgate, Ballard, Seattle CBD
3101+ 1028	2	B	4,564	84%	18	Crossroads, Bellevue, U District
		271	2,891	83%	46	
1052	3	181	1,901	84%	26	Twin Lakes, Federal Way, Auburn, Green River CC
1056	3	165	3,144	82%	29	Highline CC, Kent, Green River CC
1999	3	B	4,564	84%	18	Redmond, Overlake, Crossroads, Eastgate
		226	1,172	82%	17	

Flexible services evaluation. During the 2024 evaluation period, Metro Flex, Metro's on-demand service, was operating in pilot status in two communities (Juanita and Issaquah) and as ongoing service in seven communities (Kent, Othello, Rainier Beach, Renton, Sammamish, Skyway, Tukwila).^{20,21}

The System Evaluation's summary of the evaluation metrics for Metro Flex services notes that rides per vehicle platform hour ranged from 1.7 to 3.9; cost per ride ranged from \$21.23 to \$49.05; and the percentage of trips in Equity Priority Area ranged from 10% to 92%. The System Evaluation also identifies geographic areas for potential future Metro Flex service.

Marine service evaluation. During the 2024 evaluation period, Metro's Marine Division provided passenger ferry service on two routes between Downtown Seattle and West Seattle and between Downtown Seattle and Vashon Island.

The System Evaluation's summary of the evaluation metrics for Marine services notes that average weekday boardings were 353 (Vashon) and 582 (West Seattle), average

²⁰ Note that because the Community Van program relies on volunteer drivers, its performance is not assessed in the 2024 System Evaluation.

²¹ The 2024 System Evaluation covers only the Metro Flex services that were operating during the evaluation period. Services that opened later in 2024 (Delridge, Northshore) are not included in the 2024 report.

rides per round trip were 59 (Vashon) and 41 (West Seattle), and late trips were 0.71% (Vashon) and 0.44% (West Seattle).

Next steps. Proposed Motion 2024-0367 would accept the King County Metro Transit 2024 System Evaluation. This legislation has been designated a non-mandatory dual referral and will be considered by the County Council's Transportation, Economy, and Environment Committee following action by the RTC.

INVITED

- Jacob Brett, Transportation Planner, Metro Transit Department

ATTACHMENTS

1. Proposed Motion 2024-0367 and its attachment
2. Transmittal Letter
3. Summary of 2024 System Evaluation
4. Equity Measures Handout



KING COUNTY
Signature Report

ATTACHMENT 1
1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

Motion

Proposed No. 2024-0367.1

Sponsors Mosqueda

1 A MOTION relating to the King County Metro Transit
2 Strategic Plan for Public Transportation 2021-2031 and
3 King County Metro Transit Service Guidelines and
4 accepting the King County Metro Transit 2024 System
5 Evaluation.

6 WHEREAS, the King County Metro Transit Strategic Plan for Public
7 Transportation 2021-2031 ("the strategic plan") and the King County Metro Transit
8 Service Guidelines ("the service guidelines") were adopted by Ordinance 17143 in July
9 2011, amended by Ordinance 17597 in June 2013, and amended by Ordinance 19367 in
10 December 2021, respectively, and

11 WHEREAS, the strategic plan and the service guidelines are to follow the
12 recommendations of the regional transit task force regarding the policy framework for the
13 Metro transit system, and

14 WHEREAS, the regional transit task force recommended that the strategic plan
15 and the service guidelines focus on transparency, clarity, cost control, and productivity,
16 and

17 WHEREAS, the regional transit task force further recommended that the policy
18 guidance for making service reductions and service growth decisions be based on the
19 following priorities:

20 1. Ensure social equity;

21 2. Emphasize land use due to its linkage to economic development, density,
22 financial stability, and environmental sustainability; and

23 3. Provide geographic value and connectivity throughout the county, and

24 WHEREAS, Ordinance 19367, Section 6.C., specifies that a system evaluation
25 report be transmitted by October 31 of each year to the regional transit committee for
26 consideration, and

27 WHEREAS, Ordinance 19367, Section 6.C., specifies that the annual system
28 evaluation report include:

29 1. For routes identified as RapidRide candidates, highlight and summarize the
30 performance of the current equivalent routes based on what is reported in the system
31 evaluation and provide a status update on planned RapidRide lines;

32 2. The routes analyzed to determine the target service levels with a summary of
33 resulting scores, including route-level equity metrics, and assigned service levels as
34 determined by the service guidelines;

35 3. The results of the analysis including a list of transit routes and the estimated
36 number of service hours necessary to meet each route's needs;

37 4. The performance of transit services by route and any changes in the service
38 guidelines thresholds since the previous reporting period; and

39 5. A list of transit service changes made to routes and corridors of the network
40 since the last reporting period, and

41 WHEREAS, the service guidelines task force called for in the 2015/2016 Biennial
42 Budget Ordinance, Ordinance 17941, Section 113, Proviso P1, provided

43 recommendations influencing updates to the strategic plan and service guidelines
44 regarding:

- 45 1. How transit service performance is measured as specified in the service
46 guidelines to reflect the varied purposes of different types of transit service;
- 47 2. Approaches to evaluating how the goal of geographic value is embedded in the
48 service guidelines, including minimum service levels;
- 49 3. Approaches to evaluating how the goal of social equity is included in the
50 service guidelines;
- 51 4. Financial policies for the purchase of additional services within a municipality
52 or among multiple municipalities; and
- 53 5. Guidelines for alternative services implementation, and

54 WHEREAS, Ordinance 18301 updated service guidelines policies and procedures
55 regarding the evaluation and allocation of Metro transit service based on the
56 recommendations of the service guidelines task force, and

57 WHEREAS, Motion 13736, Section D, directed that, beginning in 2013, an
58 annual report of alternative services be transmitted by the executive to the council, which
59 has been combined with the attached system evaluation to provide a comprehensive
60 overview of services and performance, and

61 WHEREAS, Ordinance 18449 adopted Metro's long-range transit service and
62 capital plan, titled Metro Connects, and the Metro transit department committed to the
63 regional transit committee to clearly track progress toward the implementation of Metro
64 Connects as part of the service guidelines report, and

65 WHEREAS, Ordinance 18413 requires the planning, implementing,
66 administering, and operating of passenger ferry service in King County to be integrated
67 with and subject to the methodology of the service guidelines, and

68 WHEREAS, the Metro transit department staff has compiled all other required
69 information in the King County Metro Transit 2024 System Evaluation and the executive
70 has transmitted this report, set forth as Attachment A to this motion, to the council and to
71 the regional transit committee;

72 NOW, THEREFORE, BE IT MOVED by the Council of King County:

73 The King County council hereby accepts the service guidelines report required

- 74 under Ordinance 17143, Section 5, as amended, the King County Metro Transit 2024
- 75 System Evaluation, which is Attachment A to this motion.

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

Dave Upthegrove, Chair

ATTEST:

Melani Pedroza, Clerk of the Council

APPROVED this ____ day of _____, _____.

Dow Constantine, County Executive

Attachments: None



King County

Dow Constantine

King County Executive

401 Fifth Avenue, Suite 800

Seattle, WA 98104-1818

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TTY Relay: 711

www.kingcounty.gov

October 29, 2024

The Honorable Dave Upthegrove
 Chair, King County Council
 Room 1200
 C O U R T H O U S E

Dear Councilmember Upthegrove:

As required by Ordinances 17143, 17597, and 19367, this letter transmits the King County Metro Transit 2024 System Evaluation (System Evaluation). The System Evaluation also includes details about Metro Flex services, responding to Motion 13736's requirement for an annual progress report on the King County Metro Transit Five-Year Implementation Plan for Alternatives to Traditional Transit Service Delivery. The report also evaluates King County Water Taxi services, in compliance with Ordinance 18413.

The System Evaluation helps Metro plan and manage the transit system. It allows for the public to see the basis of proposals to expand, reduce, or revise transit service. The System Evaluation is based on Fall 2023 service change data (September 2023 – March 2024). It analyzes potential systemwide need for investment across three priorities: crowding, reliability, and service growth. It calls for zero hours to relieve crowding, 26,850 hours to improve reliability, and 1,733,000 hours to support service growth and restore suspended service along major transit routes.

The enclosed report is based on Metro's Service Guidelines, which were updated in 2021. It includes a detailed analysis of Metro's fixed route system and a RapidRide Progress Report. The 2024 System Evaluation reports on the status of existing Metro Flex services and potential locations for new pilot programs and services. The 2024 System Evaluation also includes a section highlighting major system changes and impacts to service across the system.

The System Evaluation helps Metro prioritize and address these investment needs where public transportation needs are greatest. It also helps Metro advance mobility across the county while maintaining efficient and accountable government.

The Honorable Claudia Balducci

October 29, 2024

Page 2

Thank you for your consideration of this report and proposed Motion. If your staff have any questions, please contact Christina O'Claire, Mobility Division Director for King County Metro Transit, at 206-477-5801 or christina.oclaire@kingcounty.gov.

Sincerely,



for

Dow Constantine
King County Executive

Enclosure

cc: King County Councilmembers
ATTN: Stephanie Cirkovich, Chief of Staff, King County Council
Melani Pedroza, Clerk of the Council
Karan Gill, Chief of Staff, Office of the Executive
Penny Lipsou, Council Relations Director, Office of the Executive
Michelle Allison, General Manager, Metro Transit Department (MTD)
Christina O'Claire, Director, Mobility Division, MTD

2024 SYSTEM EVALUATION SUMMARY

Timeframe covered: mid-September 2023 through mid-March 2024

The September 2024 service change, which included the Lynnwood Link and RapidRide G Line restructures, is not included

During this timeframe, Metro was providing approximately 85% of pre-pandemic service for approximately 60% of riders

PRIORITY 1
Reduce Crowding

INVESTMENT NEED:

0 annual service hours

DESCRIPTION:

Ridership has been increasing, but is not yet to levels to cause crowding issues on any routes

PRIORITY 2
Improve Reliability

INVESTMENT NEED:

26,850 annual service hours

DESCRIPTION:

Reliability needs identified on 59 routes
Reliability need decreased by 4,200 hours

Reliability can be addressed through more transit service hours or by capital investments to improve bus speed and reliability

Note: Reliability does not count unplanned trip cancellations

PRIORITY 3
Service Growth

INVESTMENT NEED:

1.733M total service hours

DESCRIPTION:

100,000-120,000 hours each year for 15 years

The System Evaluation shows the hours needed for each route to achieve the Metro Connects Interim Network

This growth is not yet fully funded

Metro’s adopted Service Recovery Plan (March 2023) includes a multi-year plan to restore service based around geographic service restructures. These restructure plans may not necessarily align with the investment needs identified in the System Evaluation.

Flexible Services

Metro Flex was operating in 9 areas during the evaluation period

- **Rides/vehicle platform hour:** 1.7 to 3.9 (range)
- **Cost/ride:** \$21.23-\$49.05 (range)
- **Percent of trips in Equity Priority Areas:** 10%-92% (range)

Marine

2 water taxi routes were operating during the evaluation period

- **Avg weekday boardings:** 353 (Vashon) and 582 (West Seattle)
- **Avg rides per round trip:** 59 (Vashon) and 41 (West Seattle)
- **Percent late trips:** 0.71% (Vashon) and 0.44% (West Seattle)

How is Equity Calculated when Adding or Reducing Transit Service?

The adopted Service Guidelines (Ordinance 19367) use equity as a factor when prioritizing transit routes for additions or reductions. An equity score is calculated for each bus stop and each route using the metrics described on the left. A hypothetical example, for Imaginary Route #IR, is on the right. The Service Guidelines criteria for additions or reductions to service are described below.

Equity Metrics

EQUITY PRIORITY AREA SCORE (EPAS)

Scale: 1-5 points **Based on:** Census block group surrounding each bus stop

Used for: The EPAS forms the basis for the other two equity scores (the EPS and OIS). The EPAS is also used to prioritize areas for flexible services.

Calculated by: Each bus stop is assigned a score of 1-5 based on weighting the demographic data of the census block group it is in:

Population that is non-white or Hispanic	40%
Population living 200% below the federal poverty level	30%
Population that is foreign-born	10%
Limited-English speaking households	10%
Population living with a disability	10%

A higher EPAS means a higher equity need.

EQUITY PRIORITIZATION SCORE (EPS)

Scale: 0-10 points **Based on:** Each bus route

Used for: The EPS is used as a factor in identifying the service level target for each route, as well as its priority level for investment when adding service as part of the Service Guidelines' Priority #3 (Service Growth). The three factors used to prioritize service additions (equity, land use, and geographic value) are described below.

Calculated by: The EPS starts with the average EPAS for all stops on a bus route. This average is then ranked against all the averages from all other routes, and points of 0-10 are assigned to each route. The higher the EPS (average or points), the higher the equity need for that route.

OPPORTUNITY INDEX SCORE (OIS)

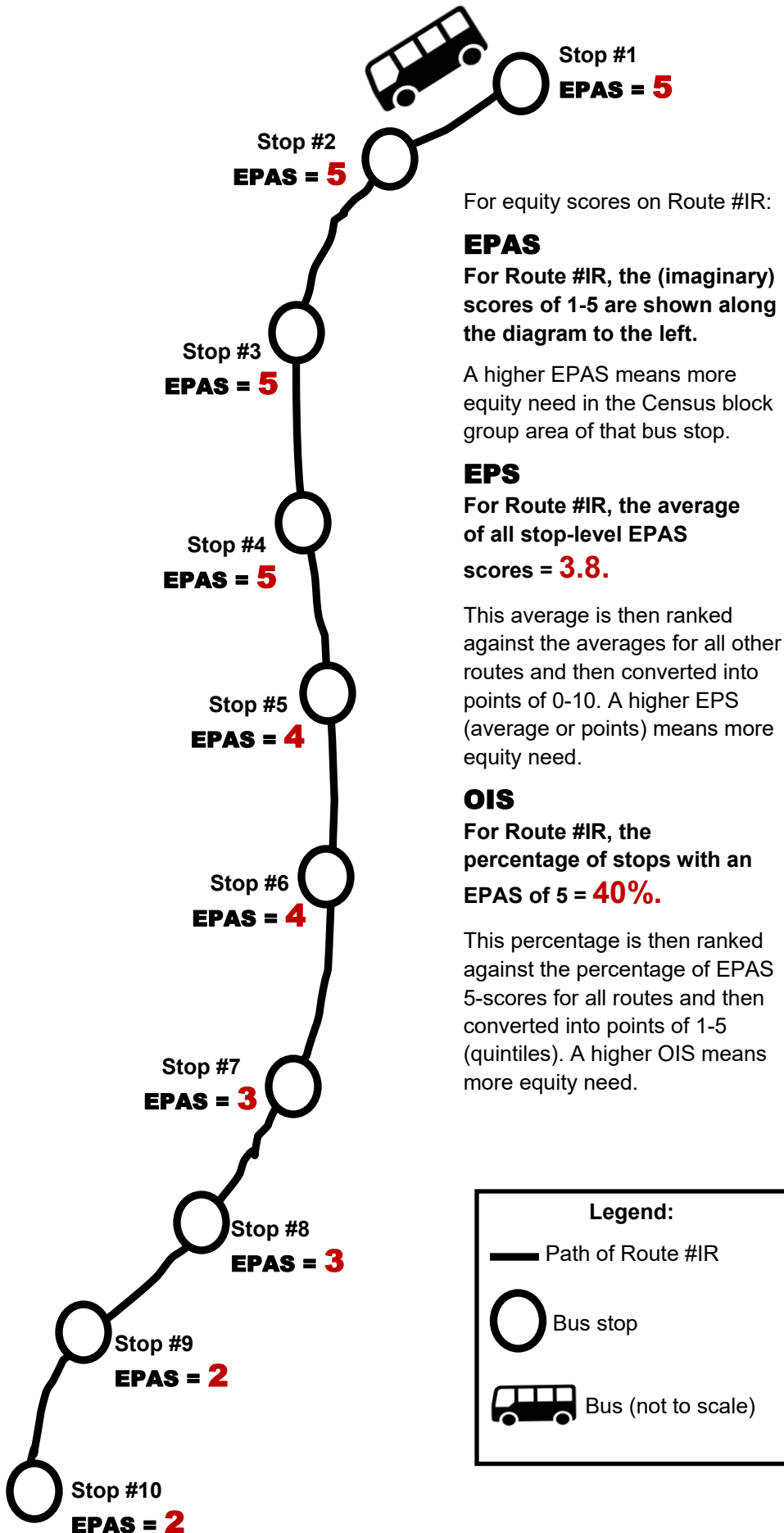
Scale: 1-5 points **Based on:** Each bus route

Used for: When transit service must be reduced, the OIS is used as the equity score when determining the reduction priority for a route. The factors used in prioritizing service reductions (productivity and equity) are described below.

Calculated by: The OIS starts as the percentage of all EPAS bus stop scores of 5 for a given route. This percentage is then ranked against the percentage of EPAS 5-scores for all other routes, and points of 1-5 are assigned, dividing routes into quintiles. The higher the OIS, the higher the equity need for that route.

Example: Imaginary Route #IR

This is a hypothetical of an imaginary route (#IR) with 10 stops, showing how the EPAS, EPS, and OIS scores are calculated.



For equity scores on Route #IR:

EPAS
For Route #IR, the (imaginary) scores of 1-5 are shown along the diagram to the left.

A higher EPAS means more equity need in the Census block group area of that bus stop.

EPS
For Route #IR, the average of all stop-level EPAS scores = **3.8**.

This average is then ranked against the averages for all other routes and then converted into points of 0-10. A higher EPS (average or points) means more equity need.

OIS
For Route #IR, the percentage of stops with an EPAS of 5 = **40%**.

This percentage is then ranked against the percentage of EPAS 5-scores for all routes and then converted into points of 1-5 (quintiles). A higher OIS means more equity need.

How is service added?

The adopted Service Guidelines include three priorities to add service:

- Priority #1 = Reduce Crowding:** add service to overcrowded routes
- Priority #2 = Improve Reliability:** add service to routes that run late
- Priority #3 = Grow Service:** add service to meet target service levels

When service is added under Priority #3, the Service Guidelines use three factors to rank routes to establish what is the target for future service and how additional service should be added over time:

Factor & Measures	Weighting (What is target)	Prioritization (How reach target)
Equity	25%	#1
EPS	(10 points)	
Land Use	50%	#2
* Households within 1/4 mile	(20 points)	
* P&R stalls within 1/4 mile		
* Jobs within 1/4 mile		
* Low-income jobs within 1/4 mile		
* Enrolled students at high school & college within 1/4 mile		
Geographic Value	25%	#3
* Connection between regional growth centers or activity centers or manufacturing/industrial centers	(10 points)	

How is service reduced?

The adopted Service Guidelines use productivity and equity to identify priorities for reduction when service must be reduced.

Equity uses the OIS. **Productivity** uses two measures:

- Rides/platform hour** measures the number of riders who board a bus relative to the total number of hours the vehicle operates.
- Passenger miles/platform mile** measures the total miles riders travel on a route relative to the total miles the vehicle operates.

There are six priorities for reduction (in order):

- Routes in bottom 25% on 2 productivity measures, OIS 3 or less
- Routes in bottom 25% on 2 productivity measures, OIS 4 or 5
- Routes in bottom 25% on 1 productivity measure, OIS 3 or less
- Routes in bottom 25% on 1 productivity measure, OIS 4 or 5
- Routes in bottom 50% on 1-2 productivity measures, OIS 3 or less
- Routes in bottom 50% on 1-2 productivity measures, OIS 4 or 5



King County

**Metropolitan King County Council
Regional Transit Committee**

STAFF REPORT

Agenda Item:	8	Name:	Mary Bourguignon
Proposed No.:	2024-B0106	Date:	November 20, 2024

SUBJECT

Today’s briefing will respond to the requirement in Ordinance 19367 that Metro provide an annual oral briefing on its performance measurement dashboard.

SUMMARY

The **Strategic Plan for Public Transportation, 2021-2031**,¹ outlines Metro’s goals, the strategies to achieve those goals, and the measures Metro uses to determine if it is succeeding. The Strategic Plan has 10 goals:

1. **Investments.** Invest upstream and where needs are greatest
2. **Sustainability.** Address the climate crisis and environmental justice
3. **Innovation.** Innovate to improve mobility, complement transit, and advance equity and sustainability
4. **Safety.** Keep passengers, employees, and communities safe
5. **Transit-Oriented Communities.** Support thriving, equitable, transit-oriented communities that foster economic development
6. **Access.** Improve access to mobility options
7. **Service Quality.** Provide fast, reliable, and integrated mobility services
8. **Workforce.** Partner with employees, unions, contractors, and communities to offer high-skill, high-wage careers that support a high quality of life
9. **Stewardship.** Be responsible stewards of financial resources and invest in line with values and goals
10. **Engagement.** Conduct deliberate and transparent community engagement

The Strategic Plan identifies strategies and performance measures for each goal. Performance measures are tracked through an [online dashboard](#). Today’s briefing will respond to the requirement in Ordinance 19367 that Metro provide an annual oral briefing on its performance measurement dashboard.

¹ Ordinance 19367

BACKGROUND

The **Strategic Plan for Public Transportation, 2021-2031**,² outlines Metro’s goals, the strategies to achieve those goals, and the measures Metro uses to determine if it is succeeding. The Strategic Plan has 10 goals, each of which has strategies and performance measures. In addition, the Strategic Plan includes performance measures to track progress toward achieving Metro Connects, Metro’s long-range plan.³ The Strategic Plan’s goals and performance measures are summarized in Table 1.

Table 1. Strategic Plan for Public Transportation Goals and Performance Measures

Strategic Plan Goals	Strategic Plan Performance Measures
<p>Investments Invest upstream and where needs are greatest</p>	<ul style="list-style-type: none"> • Commute Times: from Rider/Non-Rider survey, broken down by priority populations and all riders countywide • Accessibility: meaning a measure of travel times using transit to connect to jobs, opportunities, and physical community assets (schools, grocery stores, medical facilities, places of worship, food banks, etc.) • Reduced Fare Trips: Number by youth, RRFP, ORCA LIFT, subsidized annual pass, ADA paratransit <p><Highlight areas of priority populations></p>
<p>Sustainability Address the climate crisis and environmental justice</p>	<ul style="list-style-type: none"> • Transportation Emissions: Countywide transportation GHG emissions and avoided countywide transportation emissions from Metro’s contribution to mode shift, congestion relief, and land use change • Vehicles Miles Traveled: by passenger and light-duty vehicles • Metro Operational Emissions: GHG emissions and energy use, including: <ul style="list-style-type: none"> ○ Fleet (bus and non-bus) and water taxi ○ Facilities ○ Percentage of Metro and contracted fleets that are electric vehicles • Green & Equitable Infrastructure: Percentage of capital projects achieving Green Building Ordinance required standards
<p>Innovation Innovate to improve mobility, complement transit, and advance equity and sustainability</p>	<ul style="list-style-type: none"> • Pilot Program Ridership: Innovation pilot ridership by service name/product • Pilot Program Locations: Map (or other measure) of distribution of innovative services across King County, highlighting areas of unmet need (based on equity tracts and accessibility analysis)

² Ordinance 19367

³ Ordinance 19367

Strategic Plan Goals

Strategic Plan Performance Measures

Safety

Keep passengers, employees, and communities safe

- **Equity in On-Demand Service:** Percentage of on-demand service trips that starts or ends in an equity priority zone area (areas of need defined based on concentrations of priority populations)
- **In development – Accessibility and Sustainability Analysis:** As tracking evolves, it will include how innovations improve access to jobs, opportunities, and physical community assets (e.g., grocery stores) and reduce emissions

-
- **Customer Safety Satisfaction:** Personal safety satisfaction score from Rider/Non-Rider survey (broken down by demographics, including priority populations)
 - **Assaults and Disturbances:** Employee assaults and passenger physical disturbances (per million boardings)
 - **Preventable Collisions:** Preventable collisions and customer injuries per million miles
 - **Metro’s Emergency Preparedness:** Rider/Non-Rider survey data re rating of Metro’s response to COVID-19 (may evolve into a more general emergency question in future)

Transit-Oriented Communities

Support thriving, equitable, transit-oriented communities that foster economic development

-
- **Housing Units:** At Metro-owned properties used for transit-oriented development broken down by:
 - Completed
 - In development
 - In planning
 - Number of affordable housing units
 - **Commercial Space:** At Metro-owned properties used for transit-oriented development commercial space square feet by year
 - **Affordable Housing Near Transit:** Percent of all and new rental units within ½ mile of frequent transit service that are affordable by median income brackets (regional measure)
 - **Growth:** Measure the percentage of housing units and jobs in regionally or county-designated growth centers and the percentage of jobs within regionally or county-designated manufacturing/industrial centers that are within ½ mile of frequent transit service stops or stations.
 - **Planned Growth:** To be developed. Coordinate with the Puget Sound Regional Council to map the alignment of transit service with planned growth.⁴

Access

Improve access to mobility options

-
- **Transit Access Methods:** Mode share for how riders get to their bus stop (from Rider/Non-Rider survey)
 - **Proximity to Transit:** (frequent and infrequent service), for priority populations and other populations (likely including percentage of
-

⁴ The measures on growth and planned growth were added by amendment during the RTC’s deliberations on the proposed Strategic Plan in late 2021.

Strategic Plan Goals	Strategic Plan Performance Measures
<p>Service Quality Provide fast, reliable, and integrated mobility services</p>	<p>populations and map</p> <ul style="list-style-type: none"> • Customer Communication Satisfaction: Satisfaction with communication / information sharing from Rider/Non-Rider survey, broken down by demographics / priority populations • Park and Rides: Number of park and ride spaces by geographic location (form TBD, likely highlight areas of priority population on map) <hr/> <ul style="list-style-type: none"> • Ridership: Ridership/total number of boardings (rail, bus, water taxi, paratransit, rideshare) • Customer satisfaction: With Metro generally or specific service elements (TBD) from Rider/Non-Rider survey, broken down by demographics/ priority population • ORCA Transfers: by ORCA category, which includes low-income and disabled populations • Quality of Service Index: Service quality index (one score informed by on-time performance, pass ups, and missed trips)
<p>Workforce Partner with employees, unions, contractors, and communities to offer high-skill, high-wage careers that support a high quality of life</p>	<ul style="list-style-type: none"> • Job Satisfaction: Employee job satisfaction (from King County employee survey, broken down by race, gender, age) • Workforce Demographics: Demographics of new hires, re-hires, and promotions by: <ul style="list-style-type: none"> ○ Race ○ Gender ○ Age • Workforce Representativeness: Demographics of King County population compared to Metro workforce and leadership by: <ul style="list-style-type: none"> ○ Race ○ Gender ○ Age
<p>Stewardship Be responsible stewards of financial resources and invest in line with values and goals</p>	<ul style="list-style-type: none"> • Metro Connects Funding Gap: <ul style="list-style-type: none"> ○ Interim Network vs. baseline scenario ○ 2050 Network vs. baseline scenario • Cost: <ul style="list-style-type: none"> ○ Per boarding ○ Per passenger mile ○ Per service hour • State of Good Repair: Asset management summary, including percent of vehicles, facilities, and equipment that are currently maintained in a State of Good Repair as part of Metro’s plan for when assets should be repaired or replaced to demonstrate fiscal responsibility
<p>Engagement Conduct deliberate and transparent community engagement</p>	<ul style="list-style-type: none"> • Co-creation Engagement: percentage of engagement projects incorporating co-creation (normalized for the size of the project) • Equitable Contracting: As defined by percent of total engagement contracts/funds focused on direct engagement with priority populations and community-based organizations • Engagement Satisfaction: With the community engagement survey process

Strategic Plan Goals

Strategic Plan Performance Measures

Progress on Metro Connects

- **Ridership:** Ridership/total number of boardings (rail, bus, water taxi, paratransit, rideshare)
- **ORCA Transfers:** by ORCA category, which includes low-income and disabled populations
- **Pilot Program Ridership:** by service name/product
- **Customer Community Satisfaction:** Satisfaction with communication / information-sharing from Rider/Non-Rider survey, broken down by demographics / priority populations
- **Proximity to Transit:** (frequent and infrequent service) for priority populations and other populations (likely including percentage of populations and map)
- **Transportation Emissions:** Countywide transportation GHG emissions and avoided countywide transportation emissions from Metro's contribution to mode shift, congestion relief, and land use change
- **Vehicle Miles Traveled:** by passenger and light-duty vehicles
- **Customer Safety Satisfaction:** Personal safety satisfaction score from Rider/Non-Rider survey (broken down by demographics, including priority populations)
- **Assaults and Disturbances:** Employee assaults and passenger physical disturbances (per million boardings)
- **Metro Connects Funding Gap:**
 - Interim Network vs. baseline scenario
 - 2050 Network vs. baseline scenario

Performance is to be measured based on continuous improvement, comparison with peer transit agencies, route performance, and gaps between current and target states.

In the past, performance was tracked through a biennial Strategic Plan Progress Report, which Metro was required to transmit for review by the RTC and Council. The 2021 Strategic Plan,⁵ however, requires that performance measures be tracked through an online dashboard.

Metro has developed an online dashboard in response to the requirement in Ordinance 19367. Today's briefing, which fulfills the requirement for an annual oral briefing, will provide an update on Metro's work on the dashboard, as well as metrics and supporting program updates. The briefing will provide highlights of several goal areas.

LINKS

Strategic Plan Performance Measures Dashboard:
www.kingcounty.gov/metro/strategicplandashboard

⁵ Ordinance 19367

ATTACHMENTS

1. Metro Performance Measurement Dashboard presentation, 2024

INVITED

- Sarah Margeson, Government Relations Administrator, Metro Transit Department

Strategic Plan for Public Transportation

Annual Performance Report

Regional Transit Committee
November 20th, 2024



Agenda

- Strategic Plan Dashboard
 - Navigation Refresher
 - Continuous Improvement
 - Performance Review
 - Progress Toward Metro Connects

- Peer Agency Summary



Strategic Plan Dashboard

Navigation Refresher



Innovation Goal: Innovate to improve mobility, complement transit, and advance equity and sustainability.

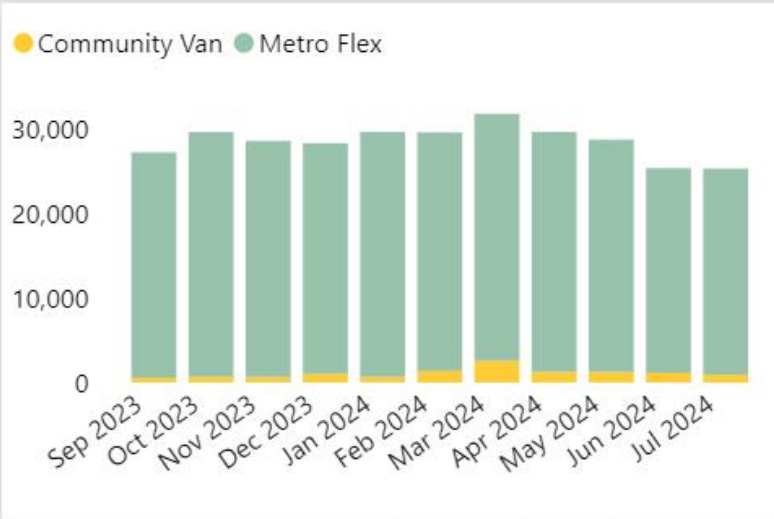


1st / Last Mile Innovation Ridership

25,384

Jul 2024

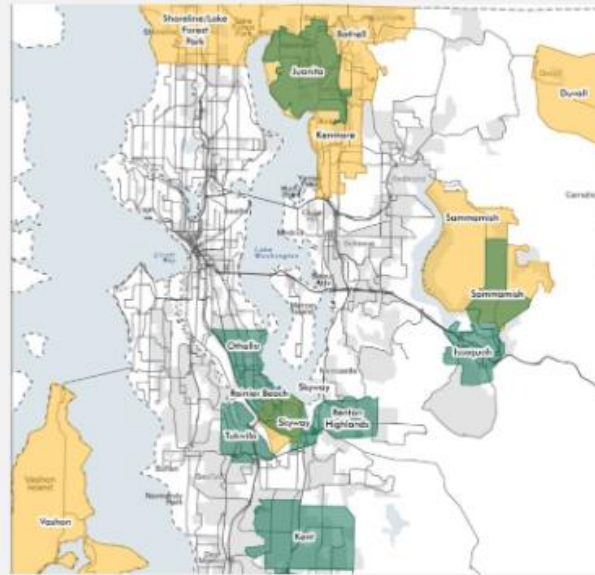
Monthly ridership for Metro Flex and Community Van.



Latest date: 7/1/2024 | Next update: 11/15/2024

1st / Last Mile Innovation Service Areas

Distribution of Metro Flex and Community Van



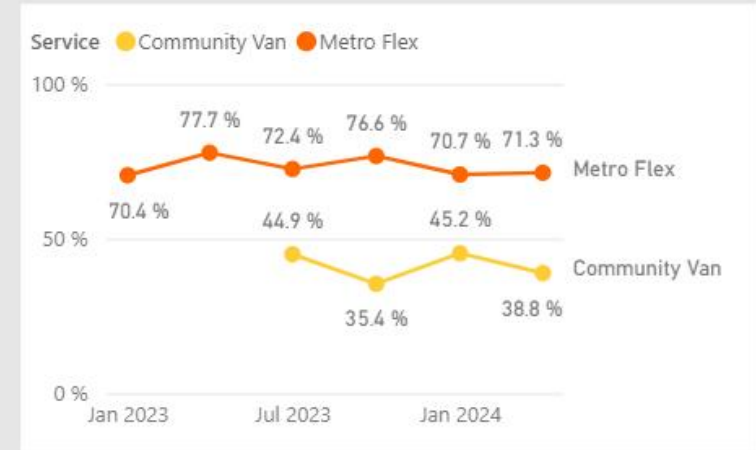
Next update: 3/1/2025

Equity in On-Demand Service

70 %

EPA %

Proportion of on-demand service beginning or ending in a priority population zone



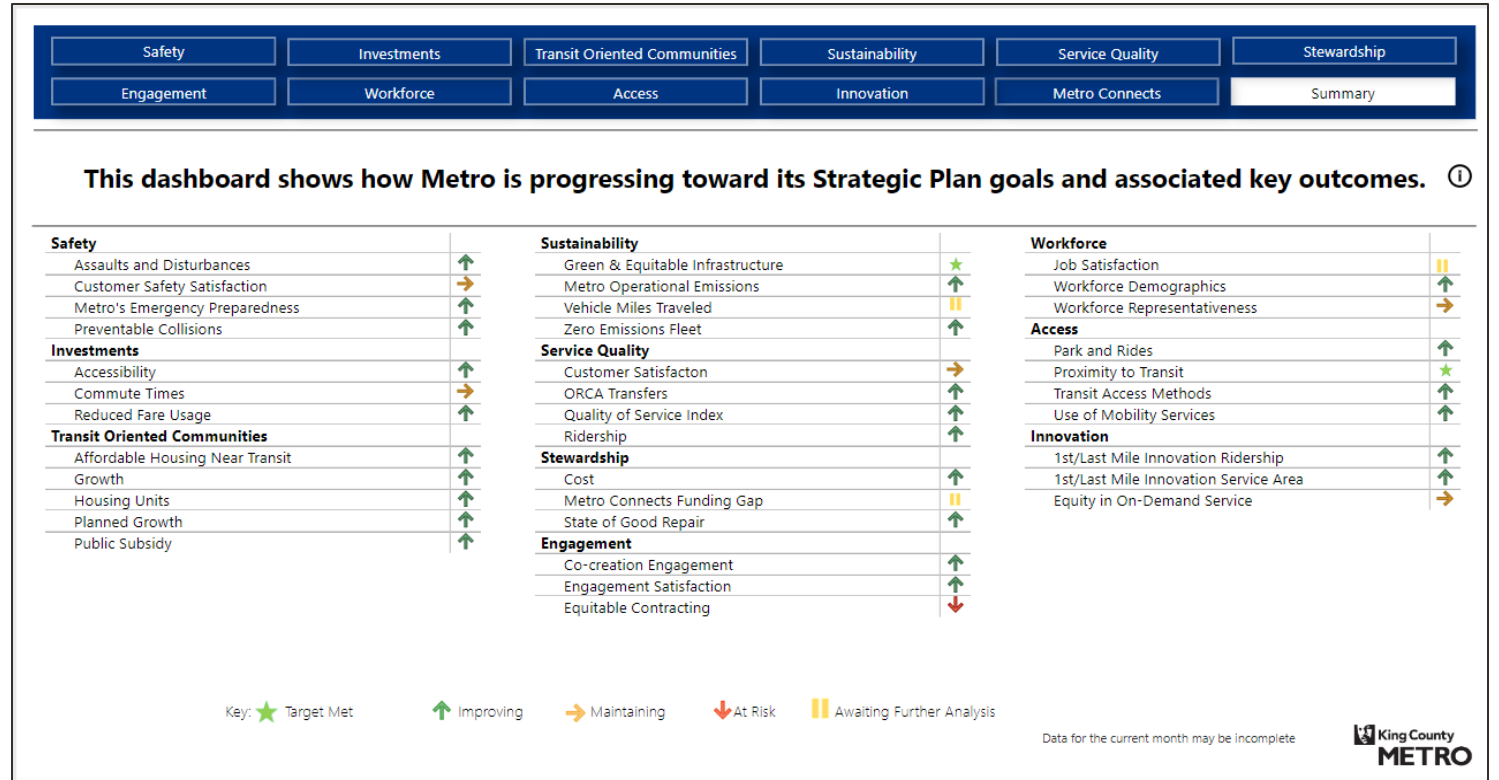
Latest date: 4/1/2024 | Next update: 10/15/2024

Strategic Plan Dashboard

Continuous Improvement

RTC Feedback 2023

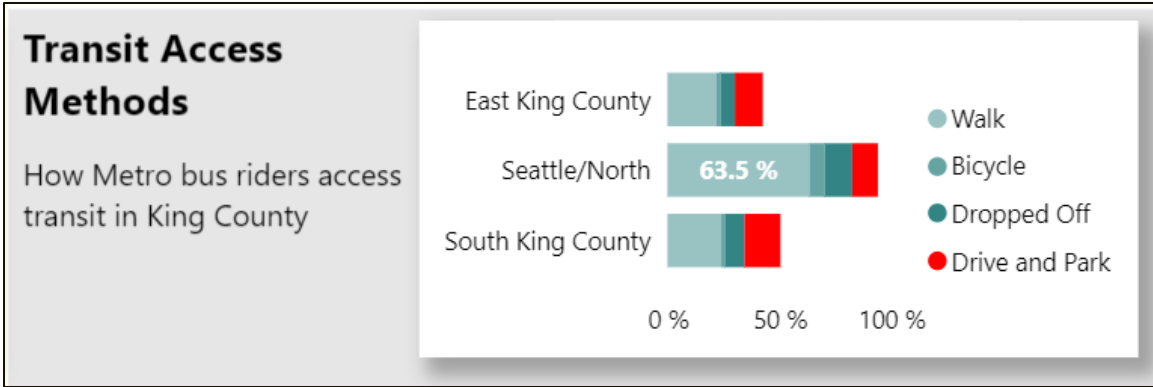
- Challenge to understand story
- Additional context requested
- Comparison to prior performance



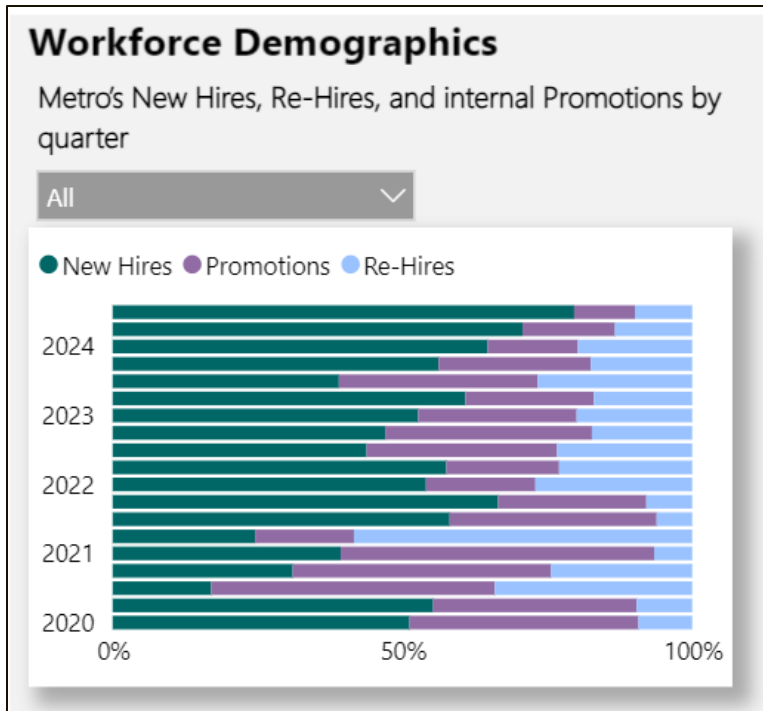
Metro Revisions 2024

- Added summary status
- Shifted from snapshot to performance over time
- Revised info tabs to provide additional context & nuances of metrics
- Refined metrics to add elements for comparability, clarity, and/or alignment

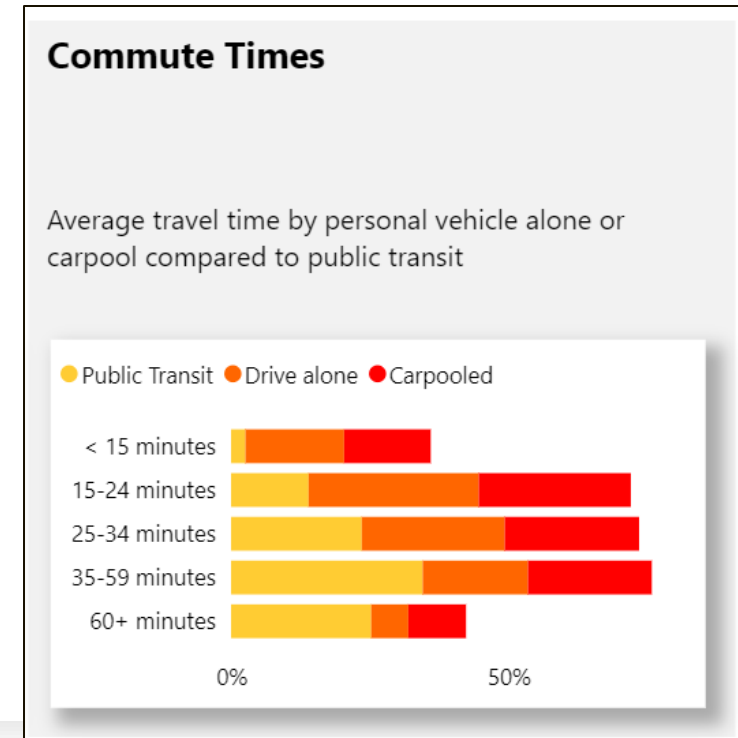
Access



Workforce



Investments



Sample dashboard revisions based on feedback received from RTC during last year's report

Charts

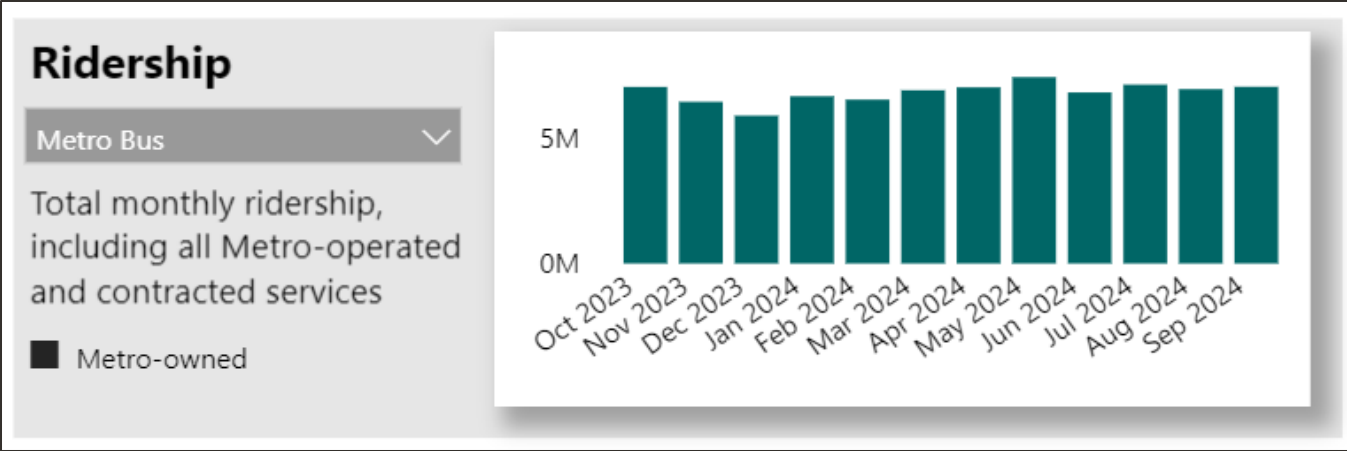
Tables

Performance Review & Progress Toward Metro Connects

Service Quality

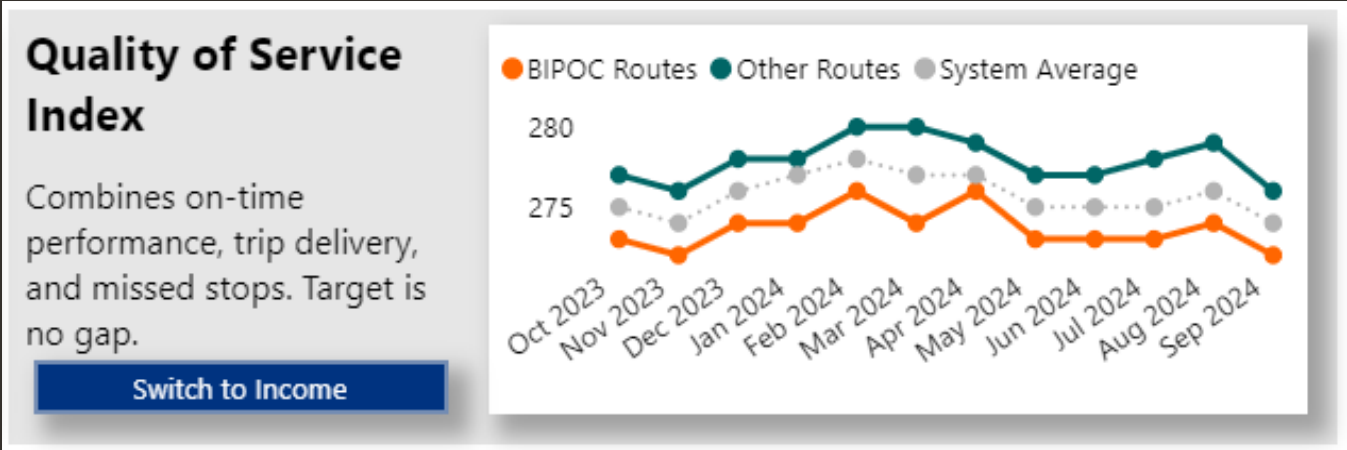
Ridership

- Average Weekday Ridership 16% increase since September 2023



Quality of Service Index

- Narrowing gaps between routes serving higher concentrations of BIPOC riders and other routes (20% gap reduction)



Safety

- Passenger Assaults/ Physical Disturbances
 - 61% decrease
- Customer Satisfaction
 - 10-12% increase during day (onboard - waiting)
 - 12-22% decrease at night (onboard - waiting)
- Behavioral Health Support Teams & Transit Security Officers launched Co-Responder pilot launched on Rapid Ride Lines C,D, & E

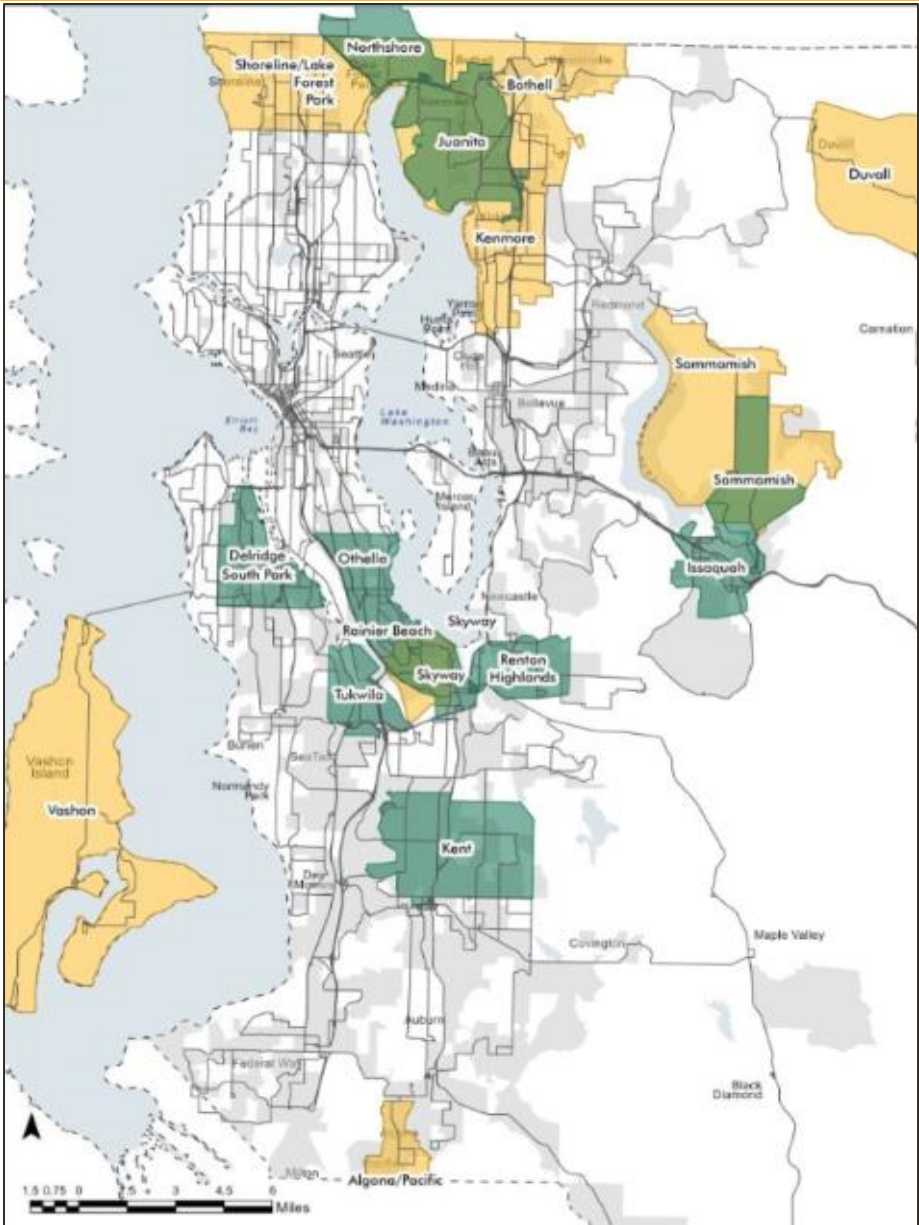
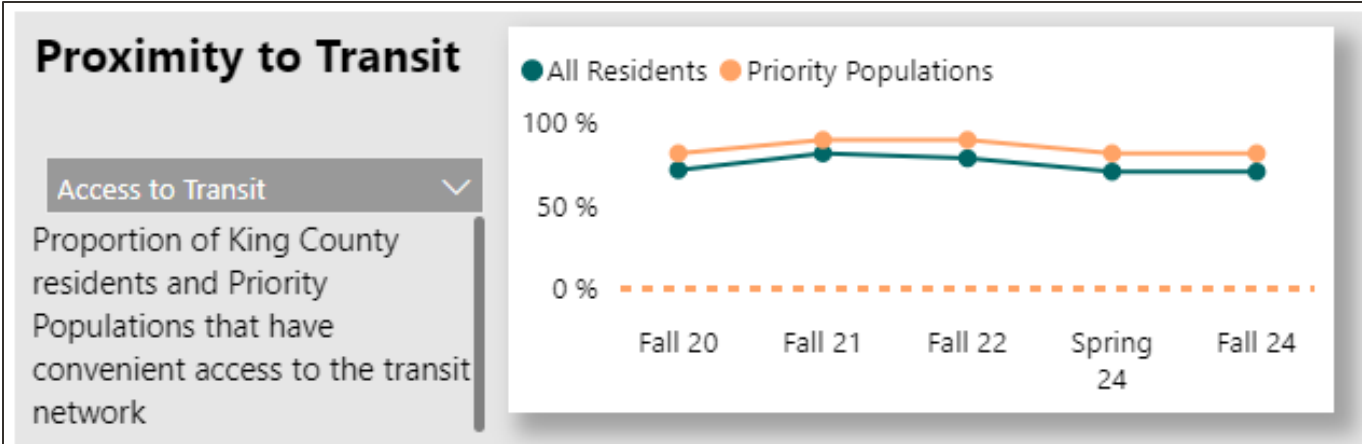


Progress Toward Metro Connects

Metric	Status
Ridership	
ORCA Transfers	
Pilot Program Ridership - 1 st /Last Mile Innovation	
Customer Satisfaction	
Proximity to Transit	
Transportation Emissions	
Vehicle Miles Travelled	Awaiting Analysis
Customer Safety Satisfaction	
Assaults & Disturbances	
Metro Connects Funding Gap	Awaiting Analysis

Innovation & Access

- Proximity to Transit
 - Within ¼ mile to a bus stop
 - 70% all residents
 - 81% priority populations
- First / Last Mile Innovation
 - Added 4 new service areas



Peer Agency Summary

Peer Agency Summary

Key Areas of Performance

Effectiveness	Efficiency	Cost Effectiveness
Percent Change in Boardings per capita	Percent Change in Cost per Vehicle Hour	Percent Change in Cost Per Boarding
Percent Change in Boardings (per vehicle hour)		
Percent Change in Passenger Miles (per vehicle mile)	Percent Change in Cost per Vehicle Mile	Percent Change in Cost per Passenger Mile

King County METRO Peer Comparison Dashboard



Select a Page

Main Dashboard

Year

2023

Boardings

King County Metro	% Change	Peer % Change	Peer Rank
74,960,701	17.9%	19.6%	10

Passenger Miles

King County Metro	% Change	Peer % Change	Peer Rank
267,165,225	15.7%	18.0%	10

Boardings per Vehicle Hour

King County Metro	% Change	Peer % Change	Peer Rank
20.9	19.6%	17.6%	13

Passenger Miles per Vehicle Mile

King County Metro	% Change	Peer % Change	Peer Rank
6.8	18.1%	16.4%	11

Cost per Boarding

King County Metro	% Change	Peer % Change	Peer Rank
\$10.91	-13.4%	-11.2%	25

Cost per Passenger Mile

King County Metro	% Change	Peer % Change	Peer Rank
\$3.06	-11.7%	-10.0%	23

Cost per Vehicle Hour

King County Metro	% Change	Peer % Change	Peer Rank
\$228	3.6%	4.4%	26

Cost per Vehicle Mile








King County Metro	% Change	Peer % Change	Peer Rank
\$20.94	4.3%	4.8%	25

Farebox Recovery

King County Metro	% Change	Peer % Change	Peer Rank
8.8%	-2.5%	-0.2%	16

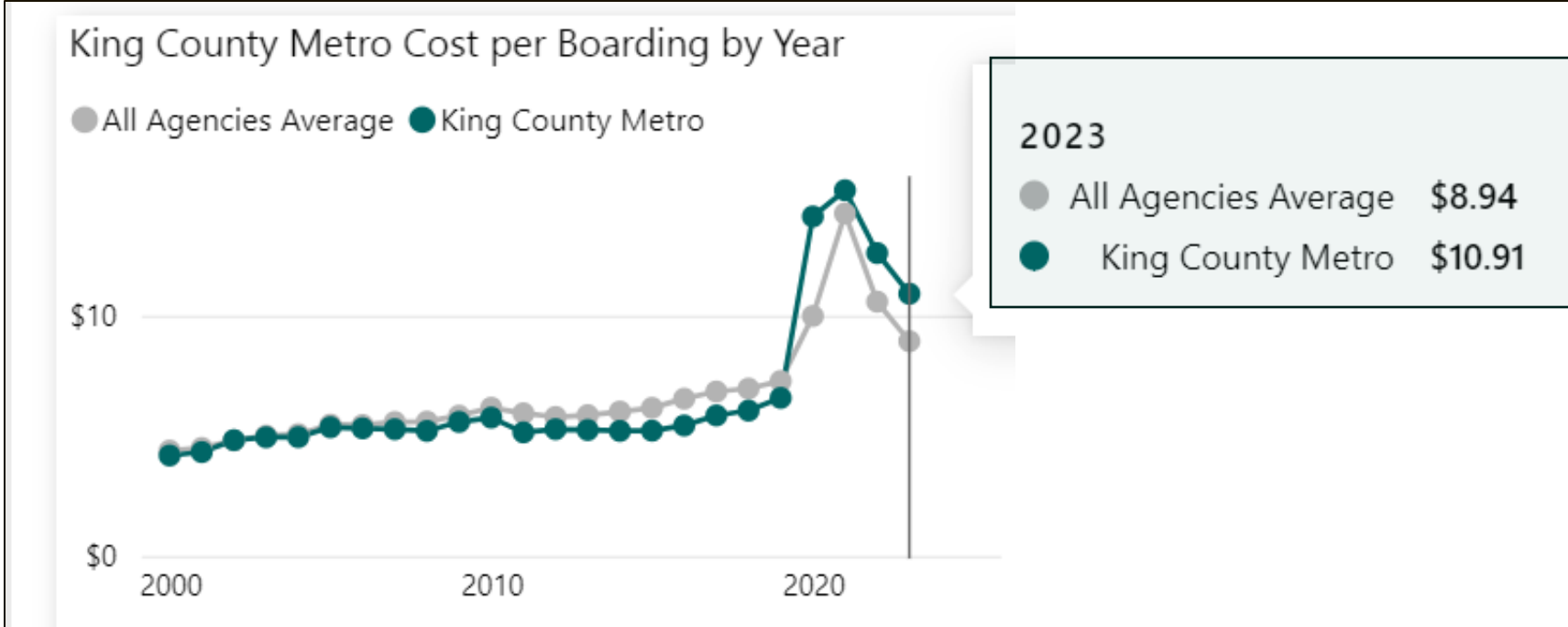
Peer Agency Summary

Key Areas of Performance

Measure		Metro Ranking (per 2023 NTD)
Effectiveness	Boardings	10 th 
	Boardings per Vehicle Hour	13 th 
	Passenger Miles per Vehicle Mile	11 th 
Efficiency	Cost per Boarding	26 th 
	Cost per Passenger Mile	25 th 
Cost Effectiveness	Cost per Vehicle Hour	26 th 
	Cost per Vehicle Mile	25 th 

Peer Agency Summary

Key Areas of Performance



Cost is the total operating expense for bus service. Only bus mode data is included to enable like comparisons across agencies in the National Transit Database. Figures are adjusted for inflation using current year as index.

King County METRO Peer Comparison Dashboard

Boardings

Peer Rank
10

Select a Page

Boardings



Year

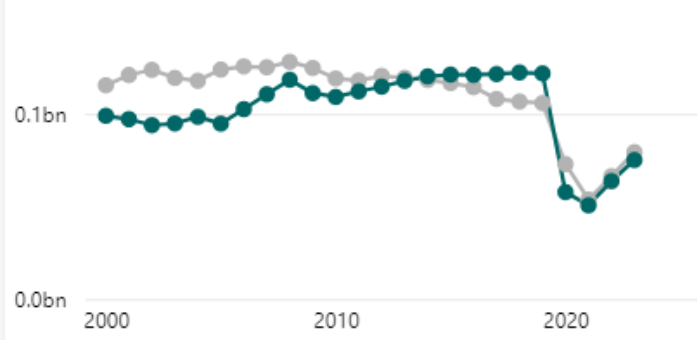
2023

A boarding is an unlinked (single) passenger trip. Passengers are counted each time they board a vehicle, no matter how many vehicles they use to travel from their origin to their destination.

What does this information mean?

King County Metro Boardings by Year

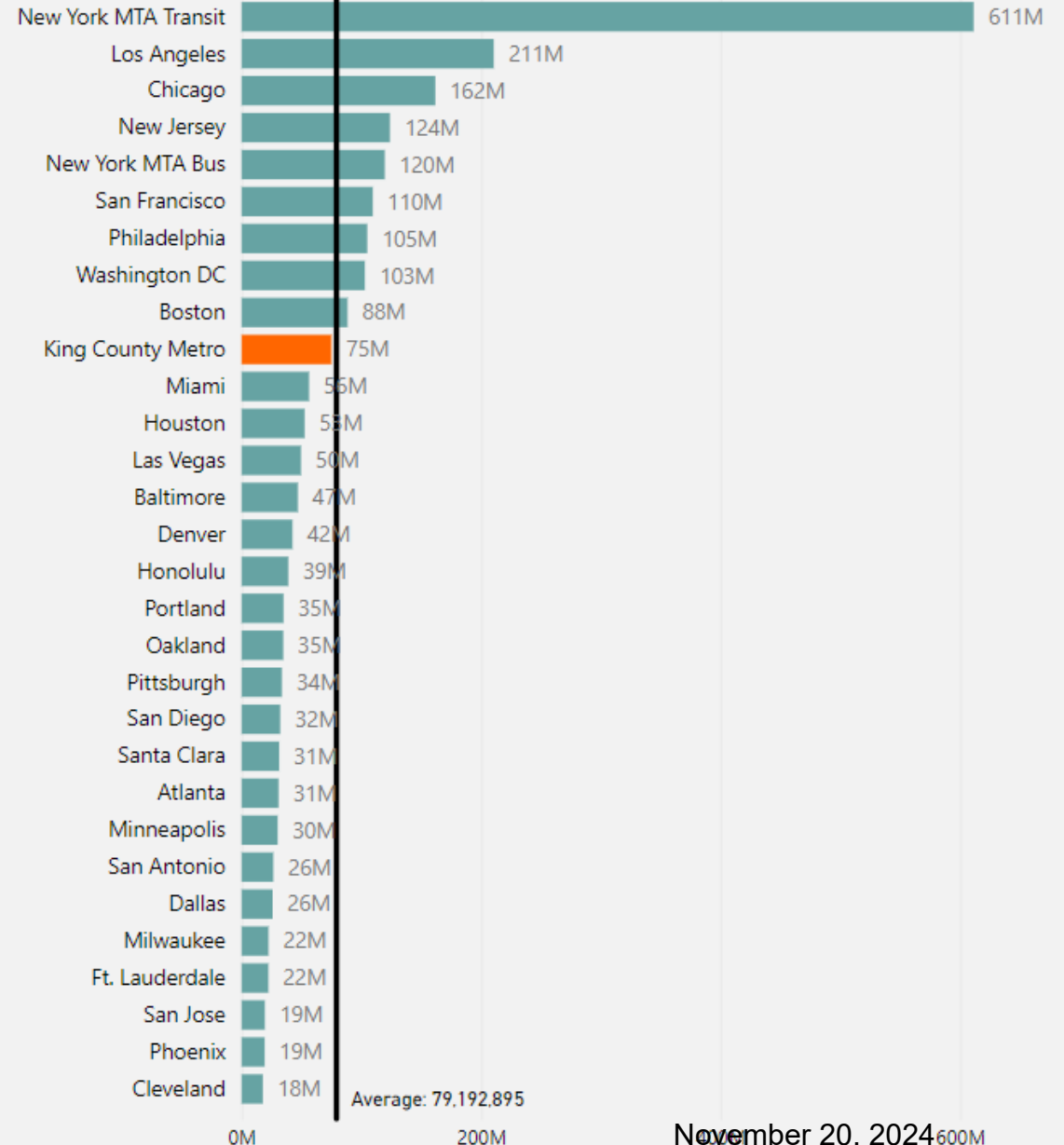
● All Agencies Average ● King County Metro



King County Metro Boardings by Year

Year	Boardings	Year-on-Year Change
2023	74,960,701	17.9%
2022	63,558,683	25.8%
2021	50,512,389	-12.4%
2020	57,642,906	-52.6%
2019	121,735,708	-0.4%
2018	122,212,367	0.7%
2017	121,252,204	0.4%

Boardings by Agency



Only bus mode data is included to enable like-to-like comparisons across agencies. The data reflected is as reported to the National Transit Database by each agency. King County does not warrant the accuracy of this data. Figures are adjusted for inflation using the current year as the index year.

Closing & Questions