



King County

1200 King County
Courthouse
516 Third Avenue
Seattle, WA 98104

Meeting Agenda Regional Transit Committee

Councilmembers:

Jorge L. Barón, Chair

De'Sean Quinn

Alternate:

Sound Cities Association:

Vice Chair: Barbara de Michele, Issaquah; Neal Black, Kirkland;

Joseph Cimaomo, Jr., Covington; Susan Honda, Federal Way;

Karen Howe, Sammamish; Ryan McIrvine, Renton;

Katherine Ross, Snoqualmie; Toni Troutner, Kent;

Alternates:

Paul Charbonneau, Newcastle; JC Harris, Des Moines;

Tarlochan Mann, Pacific; Tracy Taylor, Auburn

City of Seattle:

Joy Hollingsworth, Rob Saka

Alternate: Robert Kettle

Lead Staff: Mary Bourguignon (206-263-3296)

Committee Clerk: Blake Wells (206-263-1617)

3:00 PM

Wednesday, October 15, 2025

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.



Sign language and interpreter services can be arranged given sufficient notice (206-848-0355).
TTY Number - TTY 711.
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.



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: 883 1320 7140

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**

2. **Roll Call**

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



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3. Approval of Minutes p. 4

September 17, 2025 meeting minutes

4. Chair's Report**5. Public Comment****6. General Manager's Report****Briefing****7. [Briefing No. 2025-B0149](#) p. 7**

Metro Performance Measures Dashboard, 2025 Update

Sarah Margeson, Government Relations Administrator, Metro Transit Department

Other Business**Adjournment**

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Meeting Minutes Regional Transit Committee

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3:00 PM

Wednesday, September 17, 2025

Hybrid Meeting

DRAFT MINUTES

1. **Call to Order**

Chair Barón called the meeting to order at 3:03 PM.

2. **Roll Call**

Present: 12 - Cimaomo Jr., de Michele, Ross, Troutner, Honda, Barón, Howe, Quinn,
Black, Mann, Harris and Taylor

Excused: 3 - McIrvine, Hollingsworth and Saka

3. **Approval of Minutes**

*Vice Chair de Michele moved approval of the July 16, 2025 meeting minutes. There
being no objections, the minutes were approved.*

4. Chair's Report

Chair Barón provided an overview of the agenda.

5. Public Comment

No one was present to provide public comment.

6. General Manager's Report

DeAnna Martin, Chief of Staff, Metro Transit Department, briefed the committee on fall service changes, fare increases, pre-construction on the I Line, ridership, and language equity and answered questions from the members.

Briefings**7. [Briefing No. 2025-B0135](#)**

Language Equity and Community Engagement

Maha Jahshan, Director of Partnerships & Engagement, Metro Transit Department, Tristan Cook, Community Engagement Supervisor, Metro Transit Department, and Tavo Rocha, Community Engagement Specialist, Metro Transit Department, briefed the committee via PowerPoint presentation and answered questions from the members.

This matter was Presented

8. [Briefing No. 2025-B0136](#)

Metro's Flexible Services

Chris O'Claire, Mobility Division Director, Metro Transit Department, Melisa Allan, Transportation Planner, Metro Transit Department, Brian Henry, Transportation Planner, Metro Transit Department, and Julie Paone, Transportation Planner, Metro Transit Department, briefed the committee via PowerPoint presentation and answered questions from the members.

This matter was Presented

Other Business

There was no other business to come before the committee.

Adjournment

The meeting was adjourned at 4:29 PM.

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.:	2025-B0149	Date:	October 15, 2025

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
Investments Invest upstream and where needs are greatest	• 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 <Highlight areas of priority populations>
Sustainability Address the climate crisis and environmental justice	• 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: ○ 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
Innovation Innovate to improve mobility, complement transit, and advance equity and sustainability	• 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
Service Quality Provide fast, reliable, and integrated mobility services	populations and map • 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) • 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)
Workforce Partner with employees, unions, contractors, and communities to offer high-skill, high-wage careers that support a high quality of life	• 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: ○ Race ○ Gender ○ Age • Workforce Representativeness: Demographics of King County population compared to Metro workforce and leadership by: ○ Race ○ Gender ○ Age
Stewardship Be responsible stewards of financial resources and invest in line with values and goals	• Metro Connects Funding Gap: ○ Interim Network vs. baseline scenario ○ 2050 Network vs. baseline scenario • Cost: ○ 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
Engagement Conduct deliberate and transparent community engagement	• 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

Progress on Metro Connects

Strategic Plan Performance Measures

- **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, 2025

INVITED

- Sarah Margeson, Government Relations Administrator, Metro Transit Department

Strategic Plan for Public Transportation

Annual Performance Report

Regional Transit Committee
October 15th, 2025



Agenda

- Strategic Plan Dashboard
 - Navigation Refresher
 - Performance Review
 - Progress Toward Metro Connects
- Peer Agency Comparison



Strategic Plan Dashboard

Navigation Refresher

<https://kingcounty.gov/metro/strategicplandashboard>



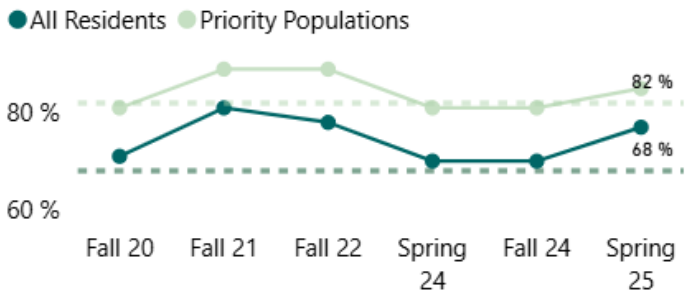
Access Goal: Improve access to mobility options.



Proximity to Transit

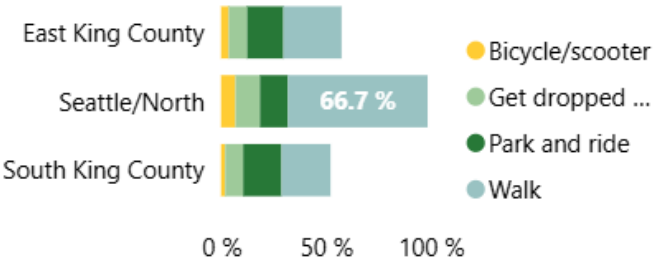
Access to Transit

Proportion of King County residents and Priority Populations that have convenient access to the transit network



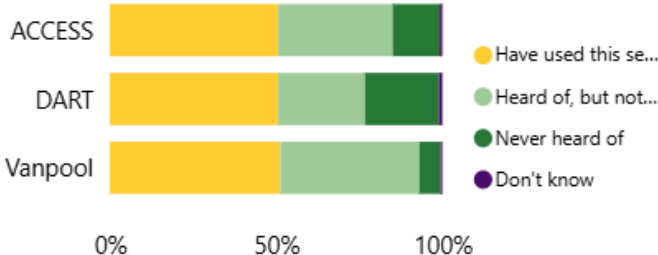
Transit Access Methods

How Metro bus riders access transit in King County



Use of Mobility Services

Resident use of non-fixed route bus mobility services.



Park and Rides

Distribution of Park & Ride facilities within King County



Charts

Tables

Data for the current month may be incomplete



Performance Review & Progress Toward Metro Connects

Service Quality

Ridership

- Total monthly ridership on fixed route bus has increased 8% since July of 2024

Customer Satisfaction

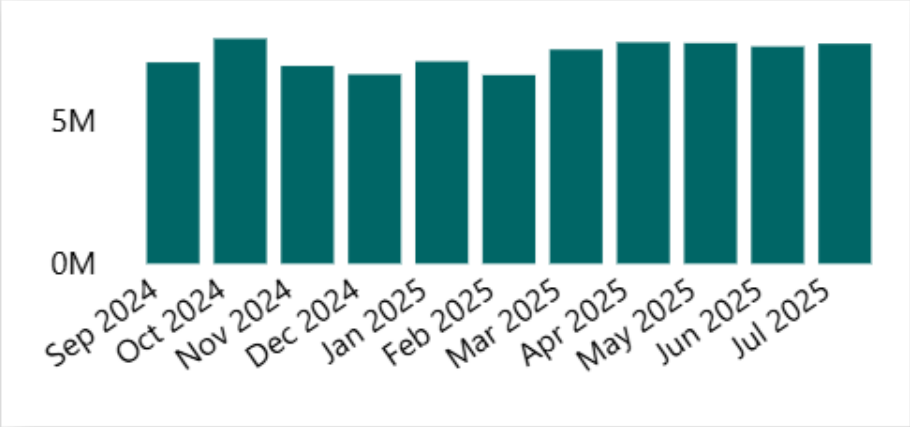
- 70% of all riders are somewhat or very satisfied
 - 5% increase from 2024
- 65% of riders of priority populations are somewhat or very satisfied
 - 4% increase from 2024
- Portion of riders indicating very satisfied increased 7% across all riders and 5% within priority populations compared to 2024

Ridership

Metro Bus

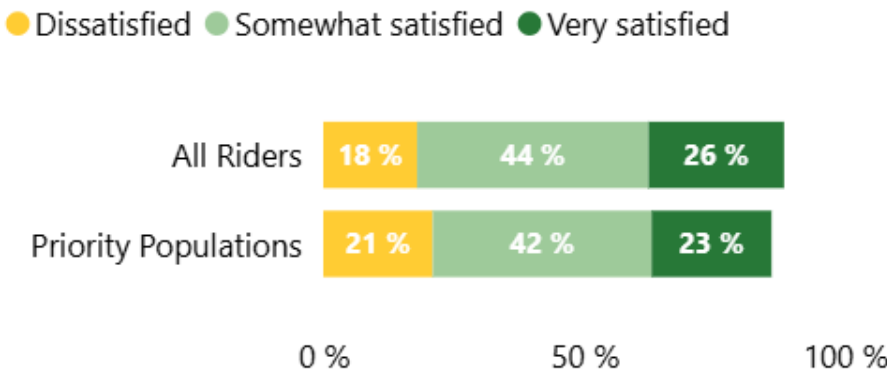
Total monthly ridership, including all Metro-operated and contracted services

☐ Metro-owned



Customer Satisfaction

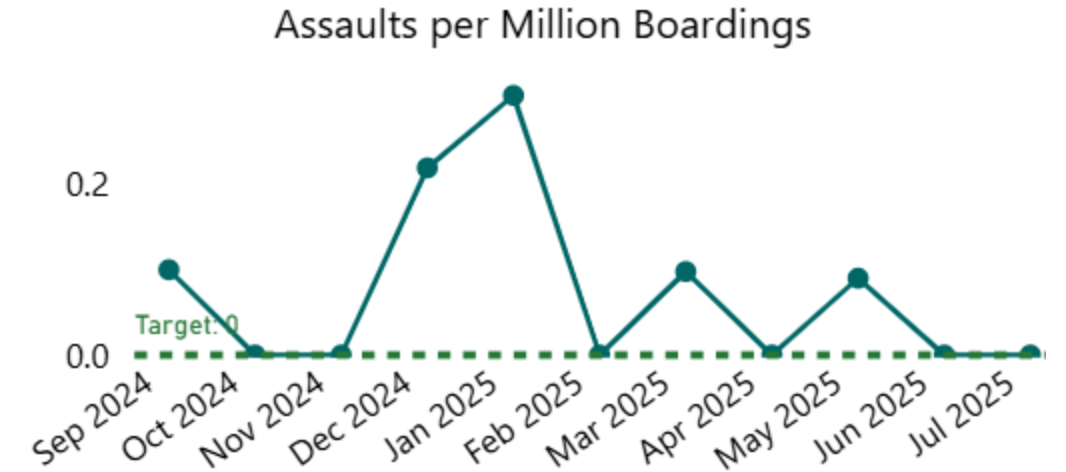
Level of riders' overall satisfaction with King County Metro; Target: Increase



Safety

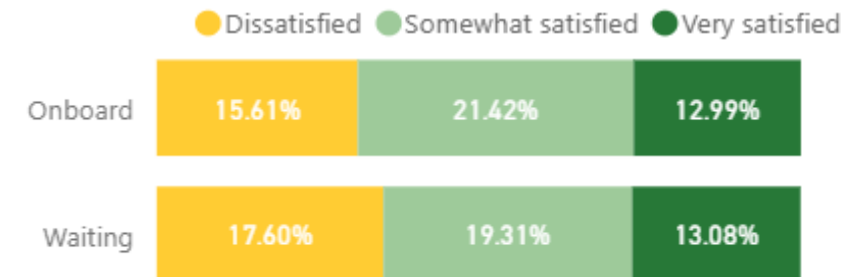
- Passenger Disturbances (Bus)
 - 28% reduction
- Transit Worker Assaults (Bus)
 - 53% reduction
- Customer Satisfaction (Bus)
 - Waiting at Night: 16% increase
 - Waiting during Day: 7% increase
 - Onboard at Night: 11% increase
 - Onboard during Day: 8% increase
- Transit Ambassadors deployed in Central District, Mount Baker, Renton, Rainier Valley, & University District
- Behavioral Health Support Teams expanded to Shoreline, Lake City Way, & Seattle Streetcar

Assaults



Customer Safety Satisfaction

Average level of customer satisfaction with their personal safety when accessing and using King County Metro;

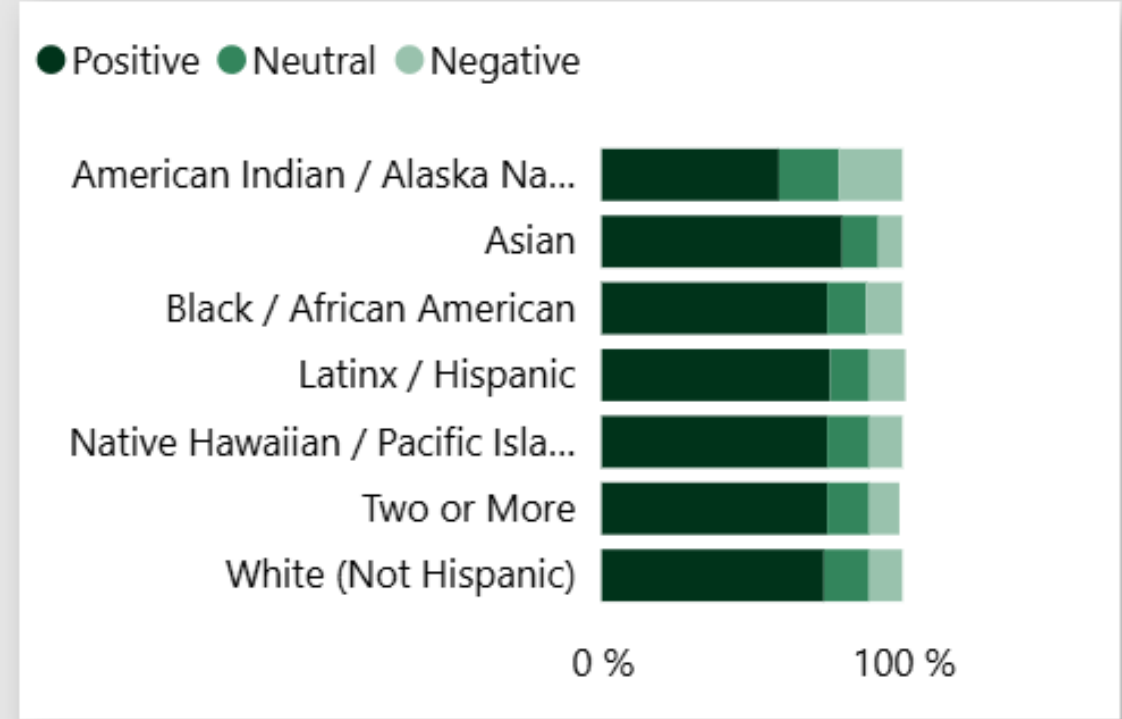


Workforce

- Employee Job Satisfaction
 - Overall: 75% extremely satisfied
- Compared to last Employee Engagement Survey administered in 2022
 - American Indian/Alaskan Native: 15% increase
 - Asian: 8% increase
 - Black / African American: 11% increase
 - Latinx/Hispanic: 12% increase
 - Native Hawaiian / Pacific Islander: 7% increase
 - White: 17% increase

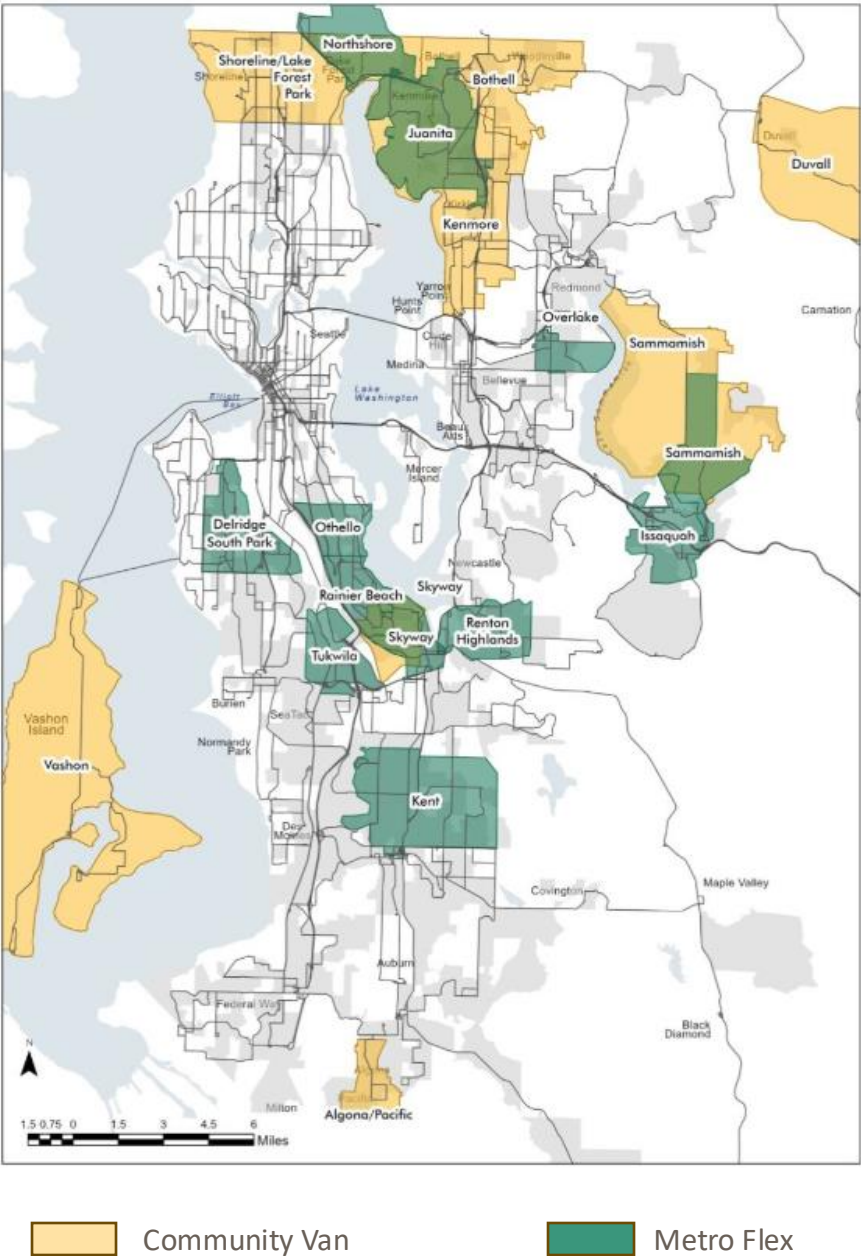
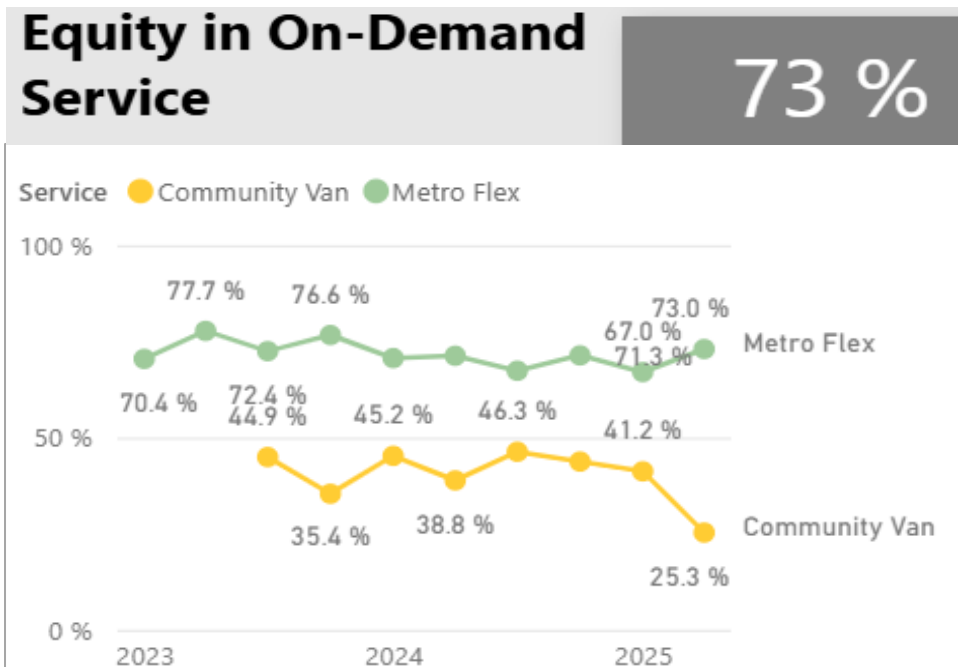
Job Satisfaction

Percent positive overall job satisfaction from King County's Employee Engagement Survey; Target: Increase



Innovation

- Metro Flex Ridership
 - 23% increase in total monthly ridership
 - Currently 5 service areas in pilot stage
- Equity on Demand
 - 2% increase in rides within an equity priority area



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

Peer Agency Comparison

Peer Agency Comparison

Metro’s annual operating budget is low relative to service area square mileage, volume of revenue vehicles, range of services provided, cost of living, and count of full-time operators.

2023 Data	King County Metro	Massachusetts Bay Transportation Authority	Southeastern Pennsylvania Transit Authority	Harris County (Houston)
Service Area Population	2.3M	3.1M	3.4M	4M
Cost of Living Compared to National Average	45%	46%	4%	-6%
Service Area Sq. Mileage	2,134	3,244	2,200	1,309
Revenue Vehicles Total	3,147	2,952	2,757	1,927
Bus	●	●	●	●
Bus Rapid Transit	●	●		●
Regional Bus				●
Heavy Rail		●	●	
Commuter Rail			●	
Light Rail		●		●
Vanpool	●			●
Trolley bus	●		●	
Water Taxi	●			
Streetcar Rail	●		●	
Flexible Services	●		●	●
Total Operating Expenses	\$928,694,623	\$1,890,926,712	\$1,442,624,575	\$795,077,056
Full Time Operators	2,173	2,243	2,000	1,302

Closing & Questions