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 McIrvin, 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, November 19, 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.

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

1. Call to Order

2. Roll Call

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3. **Approval of Minutes** p. 4

September 17, 2025 and October 15, 2025 meeting minutes

4. **Chair's Report**

5. **Public Comment**

6. **General Manager's Report**

DeAnna Martin, Chief of Staff, Metro Transit Department

Briefing

7. Briefing No. 2025-B0157 p. 9

Transit Safety Task Force Recommendations

Sacha Taylor, Transit Safety Task Force Facilitator
Ashley Street, Transit Safety Task Force Facilitator
DeAnna Martin, Chief of Staff, Metro Transit Department

Discussion and Possible Action

8. Proposed Motion No. 2025-0346 p. 89

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 2025 System Evaluation.

Sponsors: Barón

Mary Bouguignon, Council staff

Other Business

Adjournment

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Meeting Minutes

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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 - McIrvin, 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

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Meeting Minutes

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

3:00 PM | **Wednesday, October 15, 2025** | **Hybrid Meeting**

DRAFT MINUTES

1. Call to Order

Vice Chair de Michele, who chaired this meeting on behalf of Chair Barón, called the meeting to order at 3:00 PM.

2. Roll Call

Present: 9 - de Michele, McIrvin, Ross, Troutner, Honda, Howe, Black, Harris and Taylor

Excused: 5 - Cimaomo Jr., Barón, Hollingsworth, Saka and Quinn

3. Approval of Minutes

This item was not addressed.

4. Chair's Report

Vice Chair de Michele provided an overview of the agenda.

5. Public Comment

The following people provided public comment:

Alex Tsimerman

6. General Manager's Report

Michelle Allison, General Manager, Metro Transit Department, briefed the committee on the King County budget process as it pertains to Metro Transit Department, safety, and ridership.

Briefing

7. Briefing No. 2025-B0149

Metro Performance Measures Dashboard, 2025 Update

Sarah Margeson, Government Relations Administrator, 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 3:45 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-B0157	**Date:**	November 19, 2025

SUBJECT

Today's briefing will present the recommendations from the King County Regional Transit Safety Task Force, as requested by the Council in Motion 16783.

SUMMARY

In response to concerns about the safety and security of Metro employees and passengers, the Council earlier this year asked[1] the Executive to work with the Amalgamated Transit Union (ATU), Local 587 to convene a King County Regional Transit Safety Task Force.

The Task Force was asked to identify possible improvements to transit safety and security. Today's briefing will present the Task Force's recommendations.

BACKGROUND

Earlier this year, the Council passed Motion 16783, which asked the Executive to work with ATU Local 587 to establish a King County Regional Transit Safety Task Force that would develop a coordinated response to safety concerns about transit in King County.

Motion 16783 asked that the Task Force include:

- Representatives from ATU Local 587
- Metro front-line operators
- The King County Sheriff
- The King County Executive
- The Metro General Manager
- The director of the Department of Community and Human Services
- Elected representatives from jurisdictions in which Metro operates
- Law enforcement leaders from jurisdictions in which Metro operates
- The Sound Transit chief executive officer
- Members of organizations representing transit riders
- Any other members deemed necessary

[1] Motion 16783

Motion 16783 asked the Task Force to develop a work plan to address:

- Improvements to operator safety on Metro buses, including physical barriers;
- Strategies to hold bus passengers and those at transit stops accountable for following the transit code of conduct;
- Public safety policies, staffing, and strategies for intergovernmental coordination;
- Safety and security staffing for Metro Transit Police deputies and transit security officers; and
- Other issues as needed.

The Task Force and its working groups met during Spring and Summer 2025 and presented recommendations to the King County Council in October 2025. Today's briefing will share those recommendations with the Regional Transit Committee.

In addition to the presentation slides that the task force facilitators and Metro will share today, the materials in today's committee packet include:

- **Task Force Implementation Plan.** The Implementation Plan was developed by the Task Force facilitators to document the Task Force's recommendations. It organizes proposals for action into six areas:
  - Regional coordination and alignment
  - Regional responder and outreach staffing
  - Field staffing and support
  - Employee and rider reporting systems
  - Safe transit environments
  - Workforce training and support

- **Proposed County Investments.** As part of the October 2025 briefing to the Council, the Task Force facilitators presented a briefing document that included a subset of the recommendations from the Implementation Plan that had been proposed for County funding.

- **Budget Status (October 2025) of Proposed County Investments.** In October 2025, prior to Council action on the proposed 2026-2027 budget, Council and Metro staff prepared a matrix indicating the status of the proposed Council investments in the Executive's proposed budget.

  As proposed by the Executive, Metro's 2026-2027 budget included an additional $67 million in the operating budget and $22 million in the capital budget for:

  - **Security personnel.** Increase to 275 contracted Transit Security Officers and 89 Metro Transit Police deputies ($46M)
  - **Cleaning.** Additional bus and stop cleaning, bus base security ($10M)
  - **SaFE Reform.** Behavioral health teams, Metro Ambassadors ($11M)
  - **Capital investments.** Base perimeter security, passenger messaging ($22M)

As of the writing of this staff report, the Council has not yet adopted a final 2026-2027 budget. The striking amendment to the budget ordinance that was prepared for the Council's Budget & Fiscal Management Committee included requirements that Metro expend an additional $4.3 million during 2026-2027 for:

- **Restrooms** at the Burien and Aurora Village transit centers ($700,000)
- **Staff support** at Metro to coordinate regional projects, including Task Force implementation ($300,000)
- **Consultant support** for Task Force implementation ($500,000)
- **Prebooking diversion services** for Metro Transit Police referrals ($2.4M)
- **Support for the Regional Crisis Response (RCR) agency** for services at Metro bus stops in the RCR service area ($400,000)

INVITED

- Sacha Taylor, Transit Safety Task Force facilitator
- Ashley Street, Transit Safety Task Force facilitator
- DeAnna Martin, Chief of Staff, Metro Transit Department

ATTACHMENTS

1. Transit Safety Task Force Implementation Plan
2. Transit Safety Task Force Briefing Document on Proposed County Investments
3. Budget status (October 2025) of Proposed County Investments
4. Transit Safety Task Force Presentation
5. Metro Transit Safety Task Force Presentation

King County Regional Transit Safety Implementation Plan

Prepared October 2025
By Leone Solutions Group

As of October 2, 2025

KING COUNTY REGIONAL TRANSIT SAFETY TASK FORCE

LEONE SOLUTIONS GROUP

Table of Contents

Executive Summary

On December 18, 2024, Metro operator Shawn Yim lost his life while on duty. In response, the King County Council introduced Motion 16783 on January 21, 2025, citing not only this tragedy but also 33 reported assaults on operators in 2023, contamination from drug use aboard vehicles, and broader safety concerns shaped by homelessness, behavioral health crises, and fragmented jurisdictional responsibilities.

The motion directed the Executive to convene a Regional Transit Safety and Security Task Force inclusive of ATU Local 587, operators, agency leadership, law enforcement, cities, behavioral health providers, care responders, riders, and community organizations. From March through September 2025, the Task Force engaged hundreds of stakeholders through working sessions, surveys, public events, and targeted reviews. Operators shared firsthand experiences of risk, riders described conditions that shaped their sense of safety, and agency and community leaders contributed expertise to translate concerns into practical solutions.

The result is this Implementation Plan: a roadmap designed to guide agencies, transit employees, labor partners, jurisdictions, care providers, riders, and the Council in moving from recommendations to measurable action. It organizes solutions into six Core Initiatives under two focus areas:

Regional Alignment Focus
- » Regional Coordination & Alignment
- » Regional Responder & Outreach Staffing

Transit Agency Focus
- » Field Staffing & Operator Support
- » Workforce Training & Support
- » Safe Transit Environments
- » Employee & Rider Reporting Systems

Together, these initiatives provide the structure for immediate improvements and long-term system change and serve as the foundation for accountability, transparency, and collaboration in the years ahead.

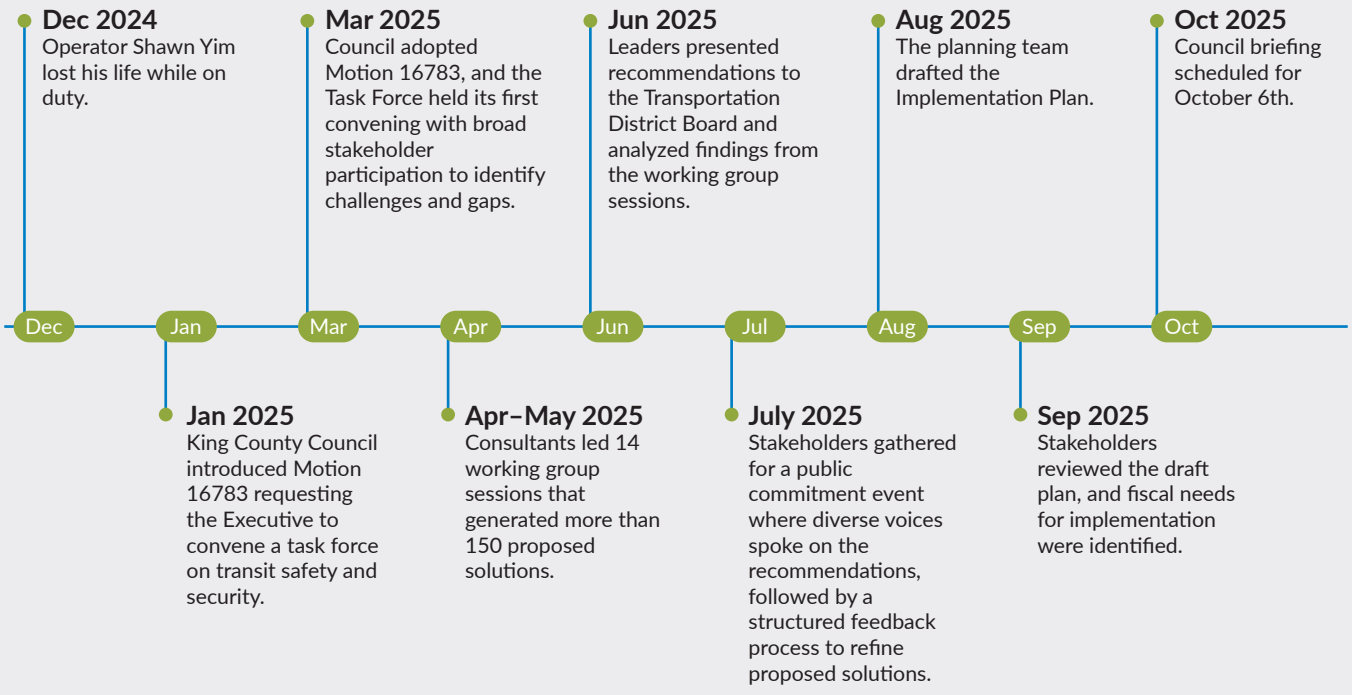
Background & Context

Motion 16783, introduced January 21, 2025 and passed March 4, 2025, was a direct response to escalating safety incidents: the fatal attack on operator Shawn Yim (Dec 18, 2024), increasing operator assaults, drug exposure risks, and broader public safety pressures—from homelessness to behavioral health challenges.

Key stakeholder groups were explicitly included in the motion or subsequent planning:

- ATU Local 587
- Transit operators and dispatchers
- Metro and Sound Transit leadership
- County, city, and law enforcement representatives
- Behavioral health and care-based organizations
- Community and advocacy partners

Milestones & Progress



This timeline demonstrates the speed, depth, and collaborative nature of the Task Force, driven by urgency, rooted in expertise, and guided by a diversity of stakeholders.

Vision

The vision of this Implementation Plan is to create a regional transit system where safety is not conditional or fragmented, but a defining feature of every rider and transit employee's experience. Safety must be built into the design of buses, stations, and facilities; embedded in the daily practices of staffing, training, and supervision; and guaranteed through consistent and coordinated response across all jurisdictions where Metro operates. This vision calls for a system that does more than react to crises, it proactively prevents them by aligning agencies under shared standards, investing in the people who operate and protect the system, and creating environments that are visibly safe and welcoming.

At its core, this vision reflects both the mandate of Motion 16783 and the commitment of the Task Force to center operator voice, equity, and community trust. By uniting physical safeguards, standardized conduct expectations, improved interagency coordination, care-based interventions, and transparent accountability, the region can deliver a transit system that is resilient, equitable, and trusted. This is the path toward a network where every operator has reliable backup, every rider experiences consistent safety regardless of location, and every community sees transit as a safe, dependable, and inclusive public good.

Goals

The goals of this Implementation Plan translate the Council's directives and the Task Force's extensive engagement into clear, actionable outcomes. They reflect both the urgent need for immediate protections and the structural changes required to make safety a permanent, defining feature of the regional transit system.

Improve Interagency Coordination and Emergency Response	Strengthen coordination through shared protocols and formal MOUs so local police, EMS, CARE teams, and behavioral health responders can provide timely support when Metro resources are stretched.
Expand Safety Staffing Across Roles and Functions	Increase sworn officers, contracted security, field supervisors, and outreach teams to close coverage gaps and ensure operators are never left unsupported.
Protect Operators with Physical and Systemic Safeguards	Install operator safety barriers across the Metro fleet and pair these protections with systemic safeguards such as timely backup from supervisors, reliable dispatch, and post-incident recovery support.

Establish and Enforce Clear Standards of Conduct	Adopt a region-wide Rider Code of Conduct with consistent enforcement across agencies, supported by standardized incident definitions and escalation protocols.
Enhance Training and Strengthen Operator Support	Provide immersive onboarding and scenario-based training to prepare operators for real-world risks. Guarantee recovery time, counseling, and peer support after incidents.
Create Safe and Welcoming Transit Environments	Upgrade lighting, visibility, and station design to deter unsafe activity, while activating transit spaces through stewardship, art, and community presence.
Build Accountability Through Reporting and Transparency	Deploy simple, multilingual reporting tools for riders and operators, and close the loop with confirmation, feedback, and regular data dashboards that show progress.
Remain Adaptive to Emerging Safety Needs	Stay flexible to address new safety concerns identified by operators, agencies, or communities, ensuring the system can respond as conditions evolve.

Guiding Principles

The guiding principles anchor implementation in values that extend beyond any single initiative. They ensure that this work remains inclusive, coordinated, and accountable over time, even as conditions change. By adhering to these principles, the region can deliver safety improvements that are not only immediate but also sustainable and trusted by operators, riders, and communities alike.

Equity and Transit Employee Voice
Prioritize the lived experience of operators, ATU leadership, and communities most impacted by safety risks.

Shared Accountability
Align agencies, jurisdictions, and care providers under a single framework, reinforced by the Implementation Review Group.

Balanced Response
Expand behavioral health and outreach responses as credible alternatives to enforcement, while maintaining swift enforcement for serious offenses.

Transparency and Durability
Demonstrate progress through regular Council updates, open data, and long-term investments that move beyond short-term pilots.

Core Initiatives

The Implementation Plan organizes more than 150 solutions into six **Core Initiatives**, each addressing critical safety gaps identified through Task Force engagement. These initiatives provide the strategic structure for implementation, supported by **workstreams** that group related solutions into coordinated areas of focus.

Through the Solutions Summit and subsequent review process, Task Force members, operators, transit agencies, and community stakeholders evaluated and refined solutions based on both impact and feasibility. Participants assessed which measures would most improve operator and rider safety, while also weighing the time, funding, and resources required for successful execution. This collective prioritization ensures that the Implementation Plan reflects not only the urgency of safety needs, but also the practical realities of delivery.

The initiatives described below set the strategic direction. Under each, the Implementation Plan will include detailed tables of the associated workstreams and solutions, providing a clear map from high-level vision to practical implementation.

Regional Coordination and Alignment

Create consistent rules, protocols, and agreements across jurisdictions so responses to safety incidents are seamless and predictable.

Regional Responder and Outreach Staffing

Expand and coordinate enforcement, security, and care-based teams to ensure timely support for transit employees and riders across the region.

Field Staffing & Support

Increase field supervisors and backend resources to provide operators with reliable, real-time assistance and proactive safety reviews.

Employee and Rider Reporting Systems

Implement simple, multilingual tools with clear feedback loops so reports from operators and riders drive timely action and accountability.

Safe Transit Environments

Invest in lighting, visibility, partitions, and community stewardship to make transit spaces safer, more welcoming, and actively cared for.

Workforce Training and Support

Provide continuous, scenario-based training and post-incident care so transit employees are prepared for real-world risks and supported in recovery.

Implementation Plan Key

- **Proposed Activity:** The activity stakeholders worked together to create to address identified gaps, drawing on their understanding of the issues and national/international best practices.

- **Priority:** High Priority tags are applied to the most urgent and impactful proposed solutions.

- **Implementation Timeframe:**
  - **Near-Term** – Can begin within 1 year using existing resources. (0–12 months)
  - **Mid-Term** – Requires some planning, funding, or coordination. (1–2 years)
  - **Long-Term** – Involves major policy, infrastructure, or systems change. (2+ years)

- **Type:** Identify what kind of solution this is (Infrastructure, Policy, Staffing, Communications, Outreach, Training, Technology, Program, Partnership, etc.).

- **Action Partners:** Agencies, organizations, or teams most responsible for leading or executing the activity.

- **Estimated Cost Tier:** Rough cost range using tier markers:
  - Tier 1 ($0–49,999) = $
  - Tier 2 ($50K–249K) = $$
  - Tier 3 ($250K–999K) = $$$
  - Tier 4 ($1M–4.9M) = $$$$
  - Tier 5 ($5M+) = $$$$$

1

Regional Coordination and Alignment

Participants consistently described the lack of alignment across jurisdictions as a fundamental barrier to safety. The same type of incident could be classified differently depending on where it occurred, escalation protocols varied, and operators were often uncertain which responder would arrive. This fragmentation undermined confidence in the system and made operators feel exposed when rules and expectations shifted from city to city.

To close these gaps, the region must create shared expectations and predictable response. This includes adopting a single Rider Code of Conduct that applies everywhere, developing common definitions of incidents so staff and responders speak the same language, and putting in place agreements that allow the nearest qualified responder to step in regardless of boundaries. It also means coordinating how calls are dispatched, how agencies share information, and how security contracts are managed, so operators and riders experience the same rules and protections wherever they travel.

Operators face safety incidents without timely backup, citing long response times, unclear reporting lines, and inconsistent support depending on location. Establishing regionwide coordination through shared protocols, joint decision-making structures, and aligned enforcement practices will help agencies respond more quickly, communicate more effectively, and provide consistent support across the transit system. Transit is on the frontlines of overlapping health, housing, and behavioral crises, yet operators are often left without alternatives to enforcement. A 24/7 alternative response infrastructure that includes mobile outreach teams, real-time field deployment, and supportive drop-off destinations shifts the system from reactive enforcement to proactive care.

Workstream 1

Regional Alignment of Incident Response - Priority

Establishing shared safety protocols, formal agreements, and integrated response systems provides a clear structure for how agencies coordinate during transit incidents. This solution area defines roles and responsibilities across jurisdictions, standardizes incident classifications and escalation procedures, connects 911 and transit dispatch systems, and creates a centralized operations function for real-time coordination.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Regional Awareness of Enforcement Roles	Create and distribute materials to clarify the roles and responsibilities of enforcement personnel across agencies (Transit Police, Fare Enforcement, Ambassadors).	Training, Messaging		Near-Term	Metro, Sound Transit, Law Enforcement	$
Coordination at Overlapping Transit Sites	Address cross boundary issues and coordinate Metro and Sound Transit response at overlapping transit sites to reduce gaps in coverage and accountability. (Including:Tukwila Int'l Blvd Station, Bellevue Transit Center, and 3rd and Pioneer Square Station).	Policy, Partnerships, Process, Data	High	Near-Term	Metro, Sound Tarnasit, Rail, Mayors; Law Enforcement	$$
Regional Response Infrastructure	Establish MOUs and clear protocols between Metro, Sound Transit, and law enforcement agencies to ensure consistent response regardless of jurisdiction and create better coordination of existing resources. Develop a unified, region-wide response protocol defining agency roles, responsibilities, and escalation standards for all incident types and classifications (including low-level, non-life-threatening incidents). Must include law enforcement, fire, EMS, and local jurisdictions.	Process, Services, Policy, Partnerships, Staffing, Funding	High	Mid-Term	Metro, Sound Transit, Mayors, Law Enforcement, Alternative Response Partners, Offices of Emergency Managements, Fire Departments, Dispatchers, EMS	$
Countywide 911 Collaboration	Create formal partnerships and response protocols with all 11 emergency dispatch centers to coordinate and share data on transit.	Policy, Partnerships, Process	High	Mid-Term	Metro, Sound Transit, Dispatchers	$$
Aligned Security Contracts and Agreements Across Systems	Align interagency agreements and contracted security scopes to clarify support roles and expectations during incidents.	Policy, Training, Messaging, Partnerships, Oversight, Process	High	Mid-Term	Metro, Sound Transit, Contracted Security	$$
Security Contract with Shared Protocols and Goals	Review and amend security contracts to require participation in coordinated site plans and adherence to shared safety goals and protocols. Ensure that values and goals are communicated, Standards and SOPS and outcomes are defined.	Policy, Data, Staffing, Partnerships, Services, Oversight, Product		Mid-Term	Metro, Sound Transit, Contracted Security	$$
Fire and Medical Response Entry Standards	Define clear regional standards, protocols and training for when fire/EMS may enter a transit scene, coordinated with King County Fire Chiefs and local fire agencies to avoid inconsistent decision-making and ensure timely medical care.	Policy, Training, Technology, Partnerships, Services		Mid-Term	King County Fire, Local Fire Agencies, Metro, Sound Transit	$$

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Transit Safety Data	Enhance data collection and real-time sharing across transit agencies to improve crime response and deployment of resources.	Data, Technology, Staffing, Partnerships		Long-Term	Metro, Sound Transit, Law Enforcement	$$
Centralized Safety Data Platform	Create a centralized web-based platform that integrates incident reports and 911 dispatch data across all transit agencies, enables standardized data entry and real-time access, and supports location-specific, cross-jurisdictional safety response.	Technology, Data, Partnerships, Staffing, Training	High	Long-Term	Metro, Sound Transit, Dispatchers, King County IT	$$$$
Unified Regional Operations Center	Build a single Unified Operations Center where Metro Transit Control Center, Sound Transit, and public safety dispatchers are co-located to improve coordination and reduce information delays during emergency and incident responses.	Program, Training, Technology, Data, Staffing, Partnerships, Services, Oversight		Long-Term	Metro, Sound Transit, Dispatchers	$$$$

Workstream 2

Interagency Governance and Coordination

Establishing formal coordination forums and regional leadership teams provides a structure for agencies to regularly communicate and share safety-related information. This solution workstream includes the expansion of the Metro Safety Emphasis Coordination Team and the use of the Executive Regional Coordination Team to support joint discussions and agency alignment.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Transit Operations Committee Safety Expansion	Establish a regular coordination meeting through the existing Transit Operations Committee, including Metro, Sound Transit, Community Transit, and Washington State Ferries to expand its focus beyond ridership trends and actively address regional safety and security data.	Partnerships, Policy, Data		Near-Term	Transit Operations Committee, Metro, Sound Transit	$
Regional Emergency Coordination Funding Model	Develop an interlocal agreement (ILA) for jurisdictions and agencies to jointly fund a Regional Emergency Communications Team dedicated to improving coordination and communications for transit-related incidents.	Policy, Messaging, Partnerships		Mid-Term	Metro, Sound Transit, Mayors	$$
Executive Regional Coordination Team Alignment	Executive Regional Coordination Team, launched in September and attended by chief safety officers, as a forum to regularly address transit safety and security, share information and best practices across agencies.	Partnerships, Policy, Data		Near-Term	Executive Regional Cooridnation Team	$
Standardized Regional Safety Data Collection	Standardize data collection across all transit agencies by adopting shared incident categories, definitions, and reporting fields to ensure consistency, comparability, and effective regional analysis.	Partnerships, Data		Near-Term	Metro, Sound Transit, King County 911 Center, Dispatchers	$$

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

Workstream 3

Regionwide Code of Conduct Alignment - Priority

Implementing a Regionwide Code of Conduct standard through visible placards on transit vehicles, a unified public campaign, and consistent staff training across agencies. This solution area focuses on setting clear behavioral expectations for riders, reinforcing them through multilingual messaging, and providing employees with aligned protocols for addressing violations.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Code of Conduct Placards in Vehicles	Post clear Code of Conduct placards on all transit vehicles with consistent language, translated versions, and visible consequences for violations.	Messaging, Design, Product, Policy, Program	High	Near-Term	Metro, Sound Transit	$
Regional Code of Conduct Campaign	Develop and launch a unified Code of Conduct campaign across all regional transit agencies, including standardized signage and public education.	Partnerships, Messaging, Policy	High	Mid-Term	Metro, Sound Transit, Local Jurisdictions	$$
Employee Protocol Training on Code Violations	Develop standardized training for frontline employees to understand Code of Conduct violations and define standardized response protocols.	Training, Policy	High	Mid-Term	Metro, Sound Transit	$-$$

Workstream 4

Site-specific Safety Strategies - Priority

Deploying safety pilots at high-incident transit locations using site-specific strategies and real-time incident data. This solution area includes expanding pilots, identifying additional priority corridors using heat maps and system data, and evaluating approaches for broader application.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Local Jurisdiction Safety Contact	Identify and formalize points of contact at the city level to ensure local coordination on high priority areas at and near transit centers. Ensure local jurisdictions have correct points of contact at transit agencies.	Policy, Program, Staffing, Partnerships		Near-Term	Sound Cities Association, King County Council - Regional Transit Committee	$
Targeted Security Deployment	Refine contracted security deployments to focus Safety Ride Officers on specific high-priority drug use areas. Increase transparency with operators about deployment strategies and rationale to rebuild trust in security presence and effectiveness.	Messaging, Process		Near-Term	Metro, Sound Transit	$
Site-Based Safety Pilot Expansion	Expand successful safety pilots like those at 3rd & Main and Burien Transit Center to other identified priority zones.	Staffing, Funding, Partnerships	High	Mid-Term	Metro, Sound Transit, King County Council	$$$$$

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Priority Area Identification	Use existing technologies and heat maps to proactively identify safety priority zones and target resources accordingly. Include all frontline workers (operators, supervisors, maintenance, facilities, operators) in the data reporting process.	Program, Staffing, Partnerships	High	Mid-Term	Metro, Sound Transit, King County Council - Regional Transit Committee	$$$
Location-Specific Incident Reporting	Improve data collection systems to capture incident details at specific stops, stations, and intersections rather than only along routes to enable more precise location-based analysis and response.	Technology, Data, Process, Staffing, Training		Mid-Term	Metro	$$
Metro Safety Emphasis Team	Formalize and expand the Safety Emphasis Coordination Team to improve interagency response at priority areas. Continue coordination between Metro divisions and community-based groups.	Policy, Partnerships, Messaging		Mid-Term	Metro	$

Workstream 5

Regional Exclusion Policy Alignment

Developing coordinated mechanisms for exclusion policy and data sharing across transit systems supports more consistent and transparent enforcement practices. This solution area includes identifying approaches for sharing exclusion-related information with frontline staff, while incorporating equity safeguards and legal review.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Metro Chronic Offender Removal Mechanism	Expand administrative exclusion mechanism for chronic offenders, with safeguards against misidentification and profiling.	Policy, Process		Mid-Term	Metro, Sound Transit	$$
Regional Exclusion Information Sharing Mechanism	Develop cross-system exclusion policies and share exclusion data with frontline employees (with equity safeguards).	Policy, Technology, Partnerships, Data		Long-Term	Metro, Sound Transit, Local Jurisdictions	$

Workstream 6

Cross-System Legal Accountability for Transit Incidents

Establishing formal coordination between transit agencies and prosecutorial offices creates clear structures for how transit-related offenses are handled within the legal system. This solution area includes agreements with prosecutors and city attorneys to address transit safety cases, along with post-arrest tracking systems that document outcomes such as prosecution, diversion, and resolution.

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Post-Arrest Tracking and Data Transparency System	Create a data system to track post-arrest outcomes, including prosecution, diversion, and resolution rates, and report results	Data, Technology, Messaging		Mid-Term	Metro, Sound Transit, Local Jurisdictions, Law Enforcement	$$
Coordination with Prosecutors and Courts	Establish agreements to prioritize transit-related offenses and create coordination mechanisms with prosecutors and city attorneys.	Policy, Partnerships		Long-Term	Metro, Sound Transit, Local Jurisdictions	$

Workstream 7

Legislative Alignment on Firearms and Worker Protections

Aligning firearm restrictions at transit facilities with those governing other public spaces such as schools and libraries requires action at the state level. This solution area focuses on pursuing legal changes that standardize where firearms are prohibited on transit property and support consistent enforcement across jurisdictions.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Transit Worker Assault Definition	Advance legislative efforts to expand the legal definition of transit worker assault to include all contracted and frontline transit workers.	Policy		Mid-Term	State Legislators, ATU 587, Metro, Sound Transit	$
Firearm Laws at Transit Facilities	Advocate for laws aligning firearm restrictions at transit facilities with other public spaces like schools and libraries.	Policy, Partnerships		Mid-Term	State Legislators, ATU 587, Metro, Sound Transit	$

Workstream 8

Alternative Response and Regional Response Infrastructure - Priority

Expanding and coordinating behavioral health and outreach services across the region supports more timely, care-based responses to safety incidents. This solution area includes overnight and weekend outreach deployment, cross-agency partnerships with LEAD and community organizations, regional drug response protocols, and unified data infrastructure for outreach activities and behavioral health incidents.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Outreach Team Hours and Coverage	Expand outreach services beyond daytime shifts (e.g Burien Transit Center) to include nights, weekends, and additional high-need locations. Operators and officers noted frequent incidents during overnight hours without available behavioral health support.	Staffing, Partnerships	High	Mid-Term	DCHS, Metro	$$$$

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Pre-Booking Diversions	Expand LEAD partnership to increase referrals and service connections for frequent offenders with behavioral health or substance issues.	Partnerships		Mid-Term	Purpose Dignity Action, Law Enforcement	$$
Regional Community Based Organization Partnerships	Create formal regional partnerships with behavioral health providers and CBOs to integrate into repeat offender response plans.	Policy, Program, Partnerships, Services		Mid-Term	Community Based Organizations, Metro, Sound Transit, Local Jurisdictions, DCHS	$$
Seattle CARE for Crisis Response	Establish a partnership between Metro and Seattle CARE to enable Seattle-based crisis responders to assist with behavioral health incidents on Metro buses. This model would mirror existing partnerships, such as the University of Washington Police coordination with Seattle CARE.	Partnerships		Mid-Term	Metro, Seattle Care, DCHS	$
Unified Drug Response Protocol	Develop a formal, region-wide drug use response protocol that outlines agency roles and step-by-step response procedures for transit operators, dispatchers, security, EMS, CARE teams, and police to ensure clear, consistent coordination during incidents.	Policy, Program, Partnerships		Mid-Term	Metro, Contracted Security	$$$
Regional Coalition	Establish a formal regional coordination framework through MOUs and regular convenings that align transit agencies, outreach providers, housing agencies, and behavioral health services.	Policy, Program, Partnerships		Mid-Term	Metro, Sound Transit, Emergency Management, DCHS, King County Regional Homelessness Authority	$$$
Co-Response Models	Increase deployments where behavioral health professionals accompany law enforcement or transit security to certain incidents. This supports de-escalation and better outcomes in high-risk situations.	Staffing, Partnerships		Mid-Term	DCHS, Metro, Law Enforcement	$$$$
Regional Outreach Data Infrastructure	Increase deployments where behavioral health professionals accompany law enforcement or transit security to certain incidents. This supports de-escalation and better outcomes in high-risk situations.	Data, Partnerships, Staffing, Technology		Mid-Term	Metro, Sound Transit, DCHS, Emergency Management	$$$
Cross-Agency Data Sharing	Develop a system to share behavioral health-related incident data across jurisdictions, including all police departments and transit agencies. This will help identify patterns and provide continuity of care.	Technology, Data		Mid-Term	King County IT, Local Jurisdictions, Local Law Enforcement, DCHS	$$$

Workstream 9

Outreach Mobility & Vehicle Support - Priority

Deploying mobile outreach teams and dedicated transport vehicles increases the ability to respond to behavioral health, substance use, and housing-related crises across the transit system. This solution area includes equipping outreach teams with vehicles to reach high-priority corridors and providing safe, designated transportation to shelters, housing sites, and other care-based destinations.

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Outreach Transport Vehicle Resources	Acquire and deploy designated vehicles (e.g., retrofitted buses or vans) for outreach and placement activities, providing safe, dedicated transport to shelters, housing sites, and safe spaces for riders in crisis.	Staffing, Partnerships, Funding, Product, Process		Long-Term	DCHS, Metro	$$$$$
Outreach Teams Mobility	Transition behavioral health outreach teams from being stationed only at hubs like Burien Transit Center to being mobile across the system. Equip them with vehicles to reach high priority locations and high-risk lines. expand hours & locations; vehicle	Staffing, Partnerships, Services		Long-Term	Metro, DCHS	$$$$

Workstream 10

Non-Enforcement Crisis Pathways - Priority

Building regionwide systems that divert riders in crisis away from emergency rooms, jails, and prolonged transit use into care and housing pathways. This solution area expands mobile crisis and detox teams, creates new drop-off options like crisis care centers, and strengthens legal diversion models like community court.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Community Court Solution	Develop a community court model for transit-related offenses, focused on accountability, diversion, and resource connection.	Partnerships, Program		Long-Term	Local Jurisdictions, Metro, Sound Transit	TBD
Dedicated Housing Solutions	Develop partnerships to create dedicated housing solutions on or near transit properties, such as tiny house villages or temporary shelters. Prioritize rapid access and after-hours placement to divert riders in crisis from remaining on transit.	Partnerships, Services		Long-Term	Metro, Sound Transit	$$$$
Connections for Riders to Crisis Care Centers	Facilitate direct access and referral pathways from transit incidents to King County's new crisis care centers. Operators and responders should be trained to understand these new options as alternatives to jail or emergency rooms.	Partnerships, Program, Process, Oversight		Long-Term	Crisis Centers, Metro, Sound Transit, Law Enforcement, Alternative Responders	TBD

Workstream 11

Youth-Focused Outreach at High-Incident Locations

Partnering with schools and community organizations to deploy trained outreach teams, expand free fare programs, and develop youthled stewardship, career pathways, and trauma-informed practices can reduce conflict, build trust, and help transform transit into a safer and more supportive systemImplementing community-rooted violence prevention strategies and trauma-informed youth engagement strengthens safety across the transit system. This solution area includes community-based outreach and expanding targeted programming to reach youth at higher risk of experiencing or contributing to violence in transit environments.

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Scalable Youth Violence Prevention Programming	Increase investment in scalable violence prevention programming that ensures consistent, on-the-ground presence tailored to the specific needs of each location.	Partnerships		Mid-Term	Community Passageways; Urban Family; YMCA of Greater Seattle; Progress Pushers; Freedom Project; Pro Se Potential; King County Council; Regional Office of Gun Violence Prevention	TBD
Community Based Youth Outreach	Deploy community engagement teams to conduct direct, in-person outreach with youth in and around transit spaces.	Messaging, Staffing		Mid-Term	Community Based Organizations	TBD
Direct Engagement with At-Risk Youth	Identify and actively reach young people most affected by or involved in safety issues in transit environments.	Process, Partnerships		Mid-Term	Community Passageways; Urban Family; YMCA of Greater Seattle; Progress Pushers; Freedom Project; Pro Se Potential; Regional Office of Gun Violence Prevention	TBD
Student Fare Access Partnership	Support schools in distributing student ID cards that are integrated with ORCA cards to ensure students have free access. This helps prevent fare-related confrontations and reduces negative interactions with youth. [In Progress]	Technology, Design, Partnership, Product, Process		Long-Term	Metro, School Districts, Orca Partners	$$
Youth Participation on Task Force	Invite youth representatives to participate directly in the Regional Transit Safety Task Force and contribute to solution-building.	Oversight		Mid-Term	Metro	TBD
Youth-Led Public Awareness Campaign	Co-create a youth-led public awareness campaign with operator involvement to build mutual respect and visibility.	Messaging		Mid-Term	Metro Youth Mobility Program; Regional Office of Gun Violence; Creative Justice; Arts Collectives	$$
Digital Engagement for Youth	Develop digital campaigns and content, such as TikTok or YouTube videos featuring operators, to connect with and educate youth in familiar platforms.	Program		Near-Term	Metro, Regional Office of Gun Violence Prevention; Community Based Organizations	$-$$
Mobility Education Through Driver's Programs	Expand driver's education programs to introduce broader mobility education and safe public transit usage for youth.	Program, Partnerships		Long-Term	Transportation Choices Coalition	TBD
Operator Engagement in Youth Spaces	Facilitate operator participation in youth-centered physical programming and leverage existing Metro youth education resources.	Program, Staffing, Partnerships		Near-Term	School Districts(19), Metro	$$
Youth Career Pipeline in Transit	Expand current youth internship and employment readiness programs that provide transit career exposure, such as Metro's 3-week summer internship for 15 youth.	Program		Mid-Term	Metro YMCA of Greater Seattle; Community Passageways, SDOT	$$-$$$

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2

Regional Responder and Outreach Staffing

Stakeholders highlighted persistent shortages of visible safety staff. Operators described long waits for assistance, while outreach and alternative response teams, though highly effective, were far too limited to meet the scale of need. These gaps left both operators and riders uncertain whether help would arrive, particularly during evenings and weekends when resources were stretched thin.

The initiative strengthens the region's safety presence by expanding both enforcement and care-based responses. It builds capacity across the spectrum by adding officers, contracted security, and supervisors while also scaling behavioral health teams and housing outreach workers. Just as importantly, it ensures these resources are coordinated across agencies and available at all hours, so support is timely, visible, and appropriate to the situation at hand.

Operators and frontline staff face urgent safety issues without timely backup. Expanding crisis outreach teams and transit-specific safety staff will close these response gaps, improve coverage during nonbusiness hours, and ensure frontline workers are no longer left to manage serious incidents alone.

Workstream 12

Transit Security Presence - Priority

Expanding field staffing across the transit system strengthens response capabilities, reduces incident wait times, and supports safer environments for operators and riders. This solution area includes mapping security and police coverage to fill critical gaps, expanding the Transit Resource Officer Unit, and transitioning Metro Transit Police to a full-service model with greater staffing and investigative capacity.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Metro Transit Police Transition to Full Service Model	Transition Metro Transit Police from an enhanced model to a full service police agency with increased staffing and investigative capabilities to reduce reliance on local jurisdictions for stabilization and response.	Staffing, Policy		TBD	Metro, King County Sheriff Office	TBD
Map Coverage Gaps and Prioritize Deployment	Conduct a mapping of current transit security and police response coverage to identify gaps in high-delay corridors. Prioritize additional staffing or mobile units (police or security) for those corridors to reduce long wait times.	Data, Program, Process, Staffing		Mid-Term	Metro	$$
Transit Resource Officer Unit	Expand Transit Resource Officer Unit - Metro Transit Police Outreach Unit and contracted service provider outreach teams to increase coverage, including after-hours and weekend response.	Staffing, Policy		TBD	TBD	TBD

Workstream 13

Non-Enforcement Crisis Staffing - Priority

Expanding outreach staffing improves non-enforcement response capacity and ensures more consistent support for riders in crisis. This solution area includes increasing coverage hours for CARE and LEAD teams, deploying co-response models with law enforcement, formalizing partnerships with community-based organizations, and building long-term case management to reduce repeat incidents.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Regional Community-Based Organization Partnerships	Create formal regional partnerships with behavioral health providers and CBOs to integrate into repeat offender response plans.	Partnerships, Staffing, Services, Program	High	Mid-Term	Metro; Law enforcement; Community Based Organizations	$$$
CARE Team Expansion	Expand coverage and hours of mobile CARE and detox teams with a long-term goal of 24/7 availability, ensuring rapid access to non-police crisis intervention during transit drug incidents across the entire service area.	Policy, Staffing		Long-Term	Seattle PD, Seattle CARE Team, Mental Health Teams	$$$

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Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
KC Outreach Groups	Expand County-led and partner outreach teams to provide broader non-enforcement coverage on transit, including after-hours. Focus on connecting unhoused riders to housing, behavioral health, and essential services with faster, more coordinated support.	Policy, Partnerships		Long-Term	King County DCHS, Regional Homelessness Authority	$$$$
Transit Resource Officer Unit	Expand Transit Resource Officer Unit - Metro Transit Police Outreach Unit and contracted service provider outreach teams to increase coverage, including after-hours and weekend response.	Staffing	High	Long-Term	Metro, King County Sherriff's Office	TBD
Long-Term Case Management	Secure funding and partnerships to expand long-term case management programs like LEAD. This ensures ongoing support after the initial crisis response to reduce repeat incidents on transit.	Program		Long-Term	Purpose Dignity Action, King County, Local Jurisdictions; CARE	$$$$$
Co-Response Models	Increase deployments where behavioral health professionals accompany law enforcement or transit security to certain incidents. This supports de-escalation and better outcomes in high-risk situations.	Program		Mid-Term	DCHS, Metro, King County Sherriff's Office	$$$

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

3

Field Staffing & Support

Limited supervisor coverage and stretched backend support left many feeling isolated in the moments when they most needed assistance. These gaps slowed response, created uncertainty for operators, and weakened the system's ability to stabilize incidents and conduct proactive safety monitoring.

This initiative strengthens the transit agency's internal capacity to support operators directly. Field supervisor staffing will be expanded to provide faster on-the-ground response, while backend resources and systems will be reinforced to ensure consistent real-time support. Dedicated staffing for field safety reviews will also be added, allowing for more proactive monitoring of the built environment and earlier identification of risks. Together, these measures close critical response gaps within Metro operations, reduce delays, and guarantee that frontline staff are no longer left to manage crises without organizational support.

Operators and frontline staff face urgent safety issues without timely backup. Expanding fieldbased supervisors, crisis outreach teams, and transit-specific safety staff will close these response gaps, improve coverage during nonbusiness hours, and ensure frontline workers are no longer left to manage serious incidents alone.

Workstream 14

Field Operations and Backend Resource - Priority

Expanding transit operations staffing ensures faster incident response and stronger support for frontline teams. This solution area increases field supervisor staffing and adds backend system capacity to stabilize incidents and reduce delays.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Field Safety Review Staffing	Assess current staffing dedicated to field safety reviews, design assessments, and security monitoring, and determine whether additional resources are needed to support a more proactive and sustained focus on built environment safety.	Staffing, Program, Process		Near-Term	Metro	$$$
First Line Supervisor Staffing Increase	Increase Metro field supervisor staffing to improve incident response capability, reduce response times, and avoid coverage gaps, especially during security incidents requiring multiple supervisors.	Staffing, Training	High	Mid-Term	Metro	TBD
Resource Support for Implementation and Technology	Allocate additional resources to support Safety & Security technology and analytics roles and prioritize backend system improvements, where support is most urgently needed to ensure successful implementation and functionality.	Technology, Staffing, Data		Mid-Term	Metro	$$$

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4

Transit Employee & Rider Reporting

Operators and riders reported that current reporting systems were fragmented, confusing, and often unresponsive. Many operators said they did not know what should be reported, riders had limited ways to raise concerns, and both groups rarely received feedback once a report was submitted. This discouraged reporting and left agencies without the data needed to identify patterns and close gaps.

This initiative transforms reporting into a trusted and transparent process. Simple, multilingual tools will make it easy for operators and riders to file reports in real time, every report will be acknowledged, and outcomes will be communicated back to those who raised the concern. Standardized categories will make data reliable across agencies, and regional dashboards will allow trends to be tracked and shared. Reporting becomes not just a formality, but a meaningful tool for accountability and continuous improvement.

Inconsistent reporting protocols and lack of follow-up have diminished trust and undercut safety improvements. Standardized, user-friendly tools paired with transparent feedback loops, create a reliable system where operators and riders can raise concerns with confidence and expect action.

Workstream 15

Operator Incident Reporting - Priority

Improving reporting tools and communication channels empowers frontline staff to share real-time feedback, escalate safety concerns, and contribute to system improvements. This solution area includes in-transit tools like the Driver Display Unit (DDU), simplified reporting for limited English proficiency (LEP) operators, alternative reporting methods for non-digital users, and mechanisms to involve supervisors and security chiefs in ongoing safety planning.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Frontline Staff Engagement in Safety Reporting	Include feedback from base supervisors, chiefs, and security staff to ensure safety plans reflect operator and frontline staff experiences. Include supervisors, vehicle maintenance, facilities, and operators and provide better tools for reporting.	Policy, Partnerships, Oversight, Training, Messaging, Data	High	Near-Term	Metro, Sound Transit	$
Resource Support for Implementation and Technology	Allocate additional resources to support data and tech infrastructure roles and prioritize backend system improvements, where support is most urgently needed to ensure successful implementation and functionality.	Technology, Staffing, Data		Near-Term	Metro	$$$
Barriers to Origami Access	Simplify access to the Origami reporting system, which currently requires email login and a key fob, creating barriers for operators to submit reports.	Technology, Process, Messaging	High	Mid-Term	Metro, King County IT	$$
Consistent Real-Time Updates for Operators	Improve TCC internal processes and coordination with local dispatch to provide consistent real-time updates back to Supervisors and Operators after incidents are reported, including notification when calls are deferred or reassigned to local police agencies.	Technology, Training, Partnerships	High	Mid-Term	Metro	$
On-Vehicle Operator Reporting Tools	Identify and deploy tools that enable operators to quickly and safely report incidents such as visible drug use while in service. Options include adding a pre-programmed button or new input on the Driver Display Unit (DDU), repurposing the DDU for broader reporting functionality, or piloting tablets on coaches to expand in-transit reporting capacity. In the future, mobile platforms such as the Origami app could be integrated for use on phones or tablets if approved.	Technology, Process, Policy, Training, Program		Mid-Term	Metro	$
Simplified Origami Language for LEP Operators	Simplify the language in Origami reports so operators with limited English proficiency, who make up 60 to 70 percent of the workforce, can understand and complete them more easily.	Training, Design, Messaging	High	Mid-Term	Metro	$
Real-Time Incident Input via DDU	Add a feature to the Driver Display Unit (DDU) that allows operators to immediately report major incidents while in service.	Policy, Training, Technology, Design, Staffing, Process, Product		Long-Term	Metro	$
Alternate Reporting Options for Non-Digital Users	Provide alternative reporting options for operators who are unable to complete detailed written reports; ex a paper form that could be entered into the system later.	Process, Design		Mid-Term	Metro	TBD

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

Workstream 16

Rider Reporting Access

Expanding and integrating rider reporting tools increases public access to safety channels and improves real-time response coordination. This solution area deploys a unified reporting method, systemwide signage, and public education campaigns while addressing connectivity gaps and simplifying operator-facing tools.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Non-Emergency Reporting Options	Enhance and streamline non-emergency reporting channels, including online forms, email, and phone options, to make them more visible and user-friendly. Develop clear public messaging to help riders understand when and how to use non-emergency channels vs. 911, and integrate these channels into existing customer service workflows for faster response.	Messaging, Process, Program, Policy, Design, Technology		Near-Term	Metro	$$
Signage on Transit Vehicles	Create and install consistent, easy-to-understand signage on all transit vehicles that outlines reporting methods, including QR codes linking to reporting tools and reminders about 911/text-to-911 for emergencies. Coordinate with design, vehicle operations, and customer communications teams to ensure placement is visible and informative.	Program, Design, Messaging		Mid-Term	Metro	$$
Signage at Stops/ Facilities	Deploy signage at key transit stops and facilities that promotes reporting options for emergencies and non-emergencies. Work with facilities, marketing, and communications teams to ensure signage is standardized, accessible, and maintained over time for ongoing rider visibility.	Program, Design, Messaging		Mid-Term	Metro	$$
WIFI Connectivity at Bases	Conduct a comprehensive assessment of cellular and Wi-Fi coverage across the transit system to identify gaps that may impact the ability of riders to use reporting tools. Develop and implement a plan to close coverage gaps in collaboration with IT, facilities, and external providers to ensure equitable access to real-time communication and reporting.	Technology, Services		Mid-Term	Metro	$$$
Unified Reporting App	Design, develop, and launch a unified regional app or digital tool that allows riders to report issues silently and in real time using photos, location data, and QR codes displayed on vehicles and in stations.	Technology, Product		Long-Term	Metro	$$$

Workstream 17

Reporting Access at Bases - Priority

Improving infrastructure for operator reporting increases reliability and access across all shifts. This solution area adds reporting computers at depots and ensures stable Wi-Fi connectivity systemwide, particularly during night shifts, so frontline staff can consistently submit incident reports.

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Additional Reporting Computers and Wi-Fi Access	Increase the number of reporting computers available to operators and ensure Wi-Fi access is functional in all depot areas, including bases, during night shifts.	Technology		Near-Term	Metro, King County IT	$$

Workstream 18

Incident Follow-Up Protocols

Improving transparency and communication after reports are submitted strengthens trust and encourages continued engagement in safety processes. This solution area enhances follow-up systems for both riders and operators, including confirmation messages, and case status updates.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Consistent Post-Incident Contact	Ensure all operators involved in incidents receive timely personal follow-up. Clarify who is responsible for calls, especially during nights/weekends.	Messaging, Staffing, Process		Near-Term	Metro	TBD
Post-Incident Feedback	Develop a consistent operator feedback mechanism to share how drug-related incident reports inform resource deployment and protocol updates. Provide cumulative and route-specific trends to reinforce the value of reporting.	Program		Mid-Term	Metro	TBD
Incident Reporting Follow-up Process	Develop an automated system that provides confirmation to riders who submit non-emergency reports, including case numbers and status updates. Build optional feedback mechanisms so riders can share their experience post-resolution, and integrate these features into existing customer service and incident management processes.	Technology, Process		Mid-Term	Metro	TBD
Acknowledg-ment and Tracking of Submitted Reports	System sends an acknowledgment when a report or safety suggestion is submitted. Employee dashboard allows operators to view recent reports, and someone from Safety provides follow-up emails explaining how safety suggestions were addressed. [In Progress]	Technology		Mid-Term	Metro, ATU 587	TBD
Clear Feedback Loop on Report Outcomes	Create better process to inform someone who reports an incident what the outcome of that report is	Training, Technology, Messaging		Mid-Term	Metro	TBD

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Workstream 19

Reporting Outcome Visibility

Publishing safety data and making reporting outcomes visible strengthens trust among riders and frontline staff. This solution area includes recurring public updates on safety trends, monitor displays that share reporting impacts at bases, and tools that demonstrate how operator- submitted data informs leadership decisions and system improvements.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Safety Data Transparency	Create and maintain a recurring reporting process that publicly shares key safety metrics, trends, and rider feedback outcomes in a transparent and easy-to-read format. Coordinate across safety, data, and communications teams to develop a "we heard you" report published monthly or quarterly to build public trust and accountability.	Process, Policy, Messaging, Data, Oversight		Near-Term	Metro	$
Visible Purpose and Impact of Reporting	Increase visibility and communication around the purpose of reporting by showing transit employees why it matters, how the information is used, and how it leads to changes that benefit them directly. Use tools like digital monitors at bases, internal dashboards, and briefings to share updates on trends, actions taken, and improvements made from operator reports. Add visual posters to remind operators to report at base. Security incident report blotter.	Messaging, Process, Policy		Near-Term	Metro	TBD
Displays for Reporting Outcomes	Proceed with current efforts underway to add reporting insights/ outcomes to digital monitors at bases	Training, Technology, Messaging		Near-Term	Metro	$$
Leadership Use of Operator Data	Leverage existing data already used by leadership to show operators how their reports inform decisions, highlighting specific examples of actions taken or improvements made based on operator-submitted data.	Messaging, Process, Training, Technology, Design		Near-Term	Metro	TBD

Workstream 20

Rider Reporting Education - Priority

Improving public safety reporting requires clear education, accessible tools, and visible signage. This solution area develops regional campaigns to raise awareness of how and when to report safety issues, expands signage across vehicles and stations, and promotes emergency options like 911 and text-to-911. It also ensures reporting tools are usable by all riders, including youth and non-English speakers.

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Real-Time Youth Reporting Tools	Provide riders, including youth, with real-time reporting options via text or app to share incidents or safety concerns. [Included in Real Time Rider Reporting Tools]	Technology	High	Mid-Term	Metro	$$$
Community-Focused Rider Messaging	Develop and implement a public awareness campaign to educate riders on how to report drug use safely and appropriately while riding transit. Materials should address health and safety concerns and be culturally responsive to avoid stigmatization.	Program, Training, Messaging, Design		Mid-Term	Metro, DCHS	$$
Messaging Campaign to promote 911 + Text Option	Develop and deliver a clear, consistent messaging campaign across all transit modes to reinforce that 911 and text-to-911 are the primary channels for emergencies and life-threatening incidents.	Messaging, Design		Mid-Term	Metro, Sound Transit	TBD
Rider Issue Reporting Education	Develop rider education materials and signage to encourage reporting of lighting, maintenance, and cleanliness issues through existing Metro reporting tools, improving response to rider concerns and maintaining safer station environments.	Messaging, Design		Mid-Term	Metro	TBD
Rider Reporting Education Campaign	Implement a coordinated education and marketing campaign to raise awareness of all rider reporting options. Use a mix of digital ads, social media, in-station signage, operator announcements, and on-vehicle materials to ensure riders know how to report emergencies and non-emergencies and what to expect after they do.	Messaging, Design, Partnerships		Mid-Term	Metro, Sound Transit	TBD
Signage on Transit Vehicles	Create and install consistent, easy-to-understand signage on all transit vehicles that outlines reporting methods, including QR codes linking to reporting tools and reminders about 911/text-to-911 for emergencies. Coordinate with design, vehicle operations, and customer communications teams to ensure placement is visible and informative.	Design, Product		Mid-Term	Metro, Sound Transit	TBD
Signage at Stops/ Facilities	Deploy signage at key transit stops and facilities that promotes reporting options for emergencies and non-emergencies. Work with facilities, marketing, and communications teams to ensure signage is standardized, accessible, and maintained over time for ongoing rider visibility.	Design, Product		Mid-Term	Metro, Sound Transit	TBD
Rider Education on Crisis Resources	Develop and distribute public-facing materials about behavioral health crisis lines and what riders can do when witnessing someone in need. Include information on 988 and non-police support options.	Partnerships, Messaging, Design		Mid-Term	DCHS, CARE, Metro	TBD

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5

Safe Transit Environments

Riders and operators described many stops and stations as unsafe or neglected, with poor lighting, obstructed sightlines, and limited visible presence. Boarding in dark or isolated areas heightened operator vulnerability, while riders noted that neglected environments eroded confidence and invited unsafe activity. These conditions weakened trust in transit as a safe public space.

The plan invests in making transit environments part of the safety solution. Lighting will be upgraded, blind spots removed, and high-risk stops redesigned to improve visibility. Protective partitions across the fleet will be accelerated, while stations will be activated through stewardship, art, and community programming that signal oversight and care. These changes make safety visible in the environment itself, reassuring operators and riders while deterring unsafe behavior.

Poor lighting, broken infrastructure, and unsafe layouts contribute directly to perceptions of risk and real vulnerability. Strategic infrastructure upgrades on and around transit improve visibility and community pride, transforming high-risk locations into safe, functional public spaces.

Workstream 21

Station & Stop Lighting and Visibility

Improving the physical environment of transit stations strengthens real and perceived safety for riders and staff. This solution area focuses on identifying and addressing infrastructure issues like poor lighting, overgrown vegetation, and visibility barriers, while creating clear channels for riders to report maintenance concerns.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Comprehensive CPTED Assessments and Station Checks	Conduct ongoing Crime Prevention Through Environmental Design (CPTED) and station safety assessments to identify safety risks (lighting, vegetation, visibility, etc.), and ensure issues are prioritized and addressed quickly through maintenance and design improvements.	Program, Data, Staffing, Partnerships, Design		Mid- Term	Metro, Sound Transit, Local Jurisdictions	$$
Rider Issue Reporting Education	Develop rider education materials and signage to encourage reporting of lighting, maintenance, and cleanliness issues through existing reporting tools, improving response to rider concerns and maintaining safer station environments.	Messaging, Design		Mid-Term	Metro, Sound Transit	TBD
Lighting Upgrade Prioritization Plan	Review previous lighting audits to identify and rank priority locations for upgrades, and implement a phased improvement plan targeting areas with the greatest safety risks to ensure well-lit and secure transit spaces.	Process		Mid-Term	Metro	TBD

Workstream 22

Station and Stop Issue Reporting - Priority

Integrating direct operator feedback into station and stop-level decision-making strengthens the link between frontline experience and infrastructure improvements. This solution area establishes recurring in-person base visits to gather actionable input from operators about lighting, visibility, access, and safety conditions at stops, ensuring their insights help shape design and maintenance priorities.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
In-person feedback from Operators	Establish a recurring process for visiting bases and gathering in-person feedback from operators on infrastructure and stop-level safety issues, ensuring frontline concerns are integrated into design and maintenance priorities.	Process		Mid-Term	Metro	$$

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Workstream 23

Community Activation and Stewardship

Fostering community-led stewardship and creative activation of transit spaces increases public engagement, reduces vandalism, and enhances feelings of safety. This solution area supports small grants for community clean-up and beautification efforts, along with partnerships to expand local art programs at shelters and stops.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Community-Led Transit Space Activation	Offer modest grants and partnerships to community groups to organize clean-up, beautification, and stewardship activities at stations and stops, fostering community ownership and improving perceived and actual safety.	Partnerships, Program		Mid-Term	Metro	TBD
Bus Shelter Art Program	Expand the existing bus shelter art program to increase visibility, deter vandalism, and make transit stops feel more welcoming and cared for through local artist partnerships and community-centered design.	Program		Mid-Term	Metro, Community Arts Organizations	TBD
Pop-Up Vendor Activation	Partner with local vendors and small businesses to activate major transit hubs with pop-up retail and service opportunities, creating vibrant public spaces that increase natural surveillance and improve overall safety	Partnerships, Program		Mid-Term	Local Business Partners, City Permit Offices, Metro	TBD

Workstream 24

Bus Partitions Installation - Priority

Enhancing operator protection through physical infrastructure reduces the risk of assaults and improves frontline safety. This solution area involves retrofitting buses with secure operator partitions and ensuring protective barriers are standard on all new vehicles, aligning with best practices across transit systems.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Operator Protection Infrastructure	Retrofit existing buses with operator partitions and complete installation of protective barriers on new buses to reduce operator exposure to assaults and threatening behaviors, based on rising assault trends and peer system best practices.	Partnerships, Product	High	Near-Term	Metro	$$$$$
Bus of the Future / Closed Driver Compartment	Develop and implement new design standards for future bus procurements that fully enclose operator compartments, ensuring maximum physical separation from passengers and improving operator safety over the long term.	Design, Technology, Partnerships	High	Long-Term	Metro	$$$

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

Workstream 25

Site-Specific Design Improvements for High-Incident Zones

Conducting proactive safety inspections and integrating environmental design strategies strengthens the physical security of transit stations and stops. This solution area includes structured CPTED reviews, recurring inspections, and a field safety staffing evaluation to address safety risks such as poor lighting, overgrown vegetation, and maintenance delays.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Recurring Station and Stop Safety Inspections	Implement structured, recurring station and stop safety inspections to proactively identify and resolve maintenance and security issues, ensuring consistent upkeep and rapid response to emerging risks.	Process, Staffing		Mid-Term	Metro	TBD
Field Safety Review Staffing	Assess current staffing dedicated to field safety reviews, design assessments, and security monitoring, and determine whether additional resources are needed to support a more proactive and sustained focus on built environment safety.	Process, Staffing		Mid-Term	Metro	TBD

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6

Operator Training and Support

Many operators noted that while onboarding prepared them to drive, it left them underprepared for the safety challenges they face daily. Harassment, behavioral health crises, and substance use were all areas where operators felt they lacked practical tools. Refresher training was inconsistent, and emerging risks like youth violence were not systematically addressed.

This initiative redefines training as an ongoing investment in safety. Operators will receive immersive, scenario-based preparation for real-world risks, regular refreshers on de-escalation and trauma-informed care, and access to peer mentorship that extends learning into daily practice. Training will also be inclusive and multilingual, reflecting the diversity of the workforce, and paired with post-incident recovery support. With stronger preparation and continuous reinforcement, operators will be better equipped and more confident in handling safety challenges.

Transit Employees are navigating increasingly complex safety situations and have emphasized the need for training that reflects real conditions, access to real-time tools, and dependable support when incidents occur. Strengthening the systems around frontline teams, from preparation to daily support, enhances their ability to respond confidently and maintain a safe transit environment.

Workstream 26

New Operator Training & Onboarding - Priority

Embedding safety, de-escalation, and trauma-informed care into new operator training equips frontline staff with tools to navigate real-world incidents and workplace demands. This solution area enhances Metro's 8-week onboarding program through expanded training content, guest-led sessions, and realistic job previews. Topics include trauma-informed de-escalation, understanding behavioral health, and preparing for scheduling realities, with peer-to-peer strategies offered by experienced operators.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Preparing Operators for Schedule Realities	Give new operators realistic expectations about scheduling, including frequent night shifts, longer weekly hours (40+), reduced flexibility for RDOs, and limited vacation options. Incorporate senior operators into onboarding sessions to share personal experiences and strategies for adjusting to early career demands.	Training	High	Mid- Term	Metro	$
De-escalation Integration in Operator Training	Incorporate de-escalation training into the 8-week new operator program for Bus. A third session may be added to reinforce skill retention and support real-world application. [In Progress]	Training	High	Near-Term	Metro	$$
Guest-Led Training Sessions	Incorporate "special guest" trainers into new hire curriculum to diversify perspectives and connect training content to lived experience.	Training		Near-Term	Metro	$
Trauma-Informed Training for New Hires	Increase the trauma-informed care training in new hire training	Training		Mid-Term	Metro	$

Workstream 27

Ongoing Training & Specialized Education - Priority

Providing continuous, scenario-based, and specialized training equips transit operators and frontline teams to respond effectively to evolving challenges. This solution area includes recurring de-escalation and behavioral health training, trauma-informed care, youth-focused strategies, and protocol refreshers. It leverages diverse formats, from videos, digital tools, and in-person engagement to ensure accessibility across a multilingual workforce. Training design also integrates operator feedback, legal updates, and field-based insights to maintain relevance and effectiveness.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Employee Protocol Training on Code Violations	Develop standardized training for frontline employees to understand Code of Conduct violations and define standardized response protocols.	Policy, Program, Training, Messaging	High	Near-Term	Metro	$
Youth-Focused Trauma-Informed Training	Develop and implement trauma-informed de-escalation training for frontline transit staff that is specifically focused on interacting with youth. (including ambassadors)	Training	High	Near-Term	Office of Gun Violence Prevention Director; Metro	$$

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Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Clear Legal Guidance for Enforcement Actions	Develop clear legal guidance and training for transit security staff on enforcement limitations, protections, and acceptable use of force.	Policy, Training, Messaging		Near-Term	Metro	$$$
Quality of De-escalation Instruction	Enhance the delivery of de-escalation training by ensuring trainers connect authentically with operator experiences. Use trainers with direct field experience to improve relatability.	Training		Near-Term	Metro	TBD
Biannual De-escalation Training Access	Offer mandatory de-escalation training biannual per year through in-person and online options. Expand capacity beyond current limitations in physical classrooms.	Training		Near-Term	Metro	TBD
De-escalation Video Refreshers	Use video monitors inside bases to regularly display de-escalation tips and brief refreshers to reinforce training in real time.	Messaging, Data		Near-Term	Metro	TBD
Origami Training	Add additional training for operators on how to use Origami, as the system is not currently user-friendly. Visual instructions (laminated display cards) displayed at stations on how to use Origami. [in progress: short videos and one pagers are being created to simplify Origami instructions, forms in Origami are being updated]	Training		Near-Term	Metro	TBD
Digital Training and Reference Tools	Produce protocol training videos and quick-reference guides for internal platforms. Install monitors/screens at bases that loop protocol refreshers and real-time updates to ensure protocols are always top of mind.	Training		Mid-Term	Metro	
Timing Review of De-escalation Training	Assess the current timing of Rail operator de-escalation training. Ensure critical skills are reinforced at the end of the 10–11 week training cycle when operators are preparing to go into the field.	Training		Mid-Term	Metro	TBD
Training Feedback Collection Process	Establish a standard process to collect participant feedback after every training session. Use responses to evaluate and refine future trainings.	Process		Mid-Term	Metro	TBD
Senior Operator Input on Training Content	Create a formal mechanism for senior operators to review and provide feedback on training materials before content is finalized and deployed.	Process		Mid-Term	Metro	TBD
Multi-Channel Training Access	Identify and utilize diverse training access points, such as QR codes, social media, printed materials, and the intranet, to ensure operators can easily receive and revisit training information.	Technology		Mid-Term	Metro	TBD
Operator Training Journey Map	Develop and clearly communicate a roadmap of the training journey for operators throughout their careers to improve understanding and motivation.	Process		Near-Term	Metro	TBD
Cross-Agency Incident Training	Implement recurring, scenario-based training for all relevant staff—including operators, dispatchers, security contractors, and CARE teams—on handling drug-related incidents, escalation pathways, and safety considerations, ensuring consistent cross-agency response.	Training, Partnerships		Mid-Term	Metro	TBD

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Operator and Staff Materials	Develop training and distribute printed and digital materials for operators and frontline staff to help them compassionately engage unhoused riders, explain available services, and connect riders to outreach teams.	Messaging, Design, Product		Near-Term	Metro	TBD
Behavioral Health Crises Training	Provide all transit operators—new and current—with training to identify and respond to behavioral health crises, using scenario-based examples and real-world de-escalation techniques. Operators requested practical tools and emphasized the importance of outside experts, not just in-house trainers.	Training		Mid-Term	Metro	TBD
Frontline Training on Rider Reporting Options	Train frontline staff and operators to redirect riders to these channels appropriately.	Training		Mid-Term	Metro	TBD

Workstream 28

Training Space Expansion - Priority

Expanding dedicated training spaces at transit bases supports consistent, accessible learning for all frontline staff. This solution area includes securing new classroom space at bus and rail bases to accommodate growing training needs across safety, de-escalation, and behavioral health topics. Onsite access allows more operators to participate in timely, relevant instruction and improves overall program delivery.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Training Space Expansion at Bases	Increase classroom space at bus and rail bases to meet growing training needs. Space is currently being leased to support in-progress expansion.	Infrastructure, Space	High	Mid-Term	King County Council	TBD

Workstream 29

Security Specific Training

Training contracted security teams to identify behavioral health needs and activate appropriate care-based responses strengthens non-escalation pathways across the system. This solution area develops curriculum to help security personnel recognize when outreach is more appropriate than enforcement and outlines clear protocols for direct communication with outreach teams.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Security Training on Outreach Team Protocols	Train contracted security personnel to recognize behavioral health needs and contact transit outreach teams directly when there is no immediate safety threat.	Training		Mid-Term	TBD	TBD

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

Workstream 30

Control Center Support - Priority

Strengthening systems and protocols within the Transit Control Center (TCC) improves coordination, response reliability, and operator support during and after incidents. This solution area includes standardized dispatcher scripts, streamlined reporting forms, clear triage guidelines for non-enforcement calls, and accountability protocols to ensure timely follow-up with operators.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Standardized Control Center Scripts	Develop and implement standard dispatcher and coordinator scripts for emergency and disruptive incident calls to ensure operators receive consistent and clear questions, instructions, and reassurances.	Process, Messaging	High	Near-Term	Metro	$
Protocol Compliance and Accountability	Reinforce adherence to critical incident response protocol so that operators consistently receive timely follow-up and check-ins. Build accountability for staff responsible for executing post-incident steps. Clarify accountability when TCC or base chiefs do not complete required follow-ups.	Messaging, Staffing, Training	High	Near-Term	Metro	$
Control Center and Base Follow-Up Coordination	Strengthen TCC's role in checking on operators after incidents. Address breakdowns in communication between TCC and base staff following an incident. Improve protocols so alerts are acknowledged and operators are contacted after events.(e.g. in base chief not following up or alert failing)	Process, Policy	High	Near-Term	Metro	$
Consistent Real-Time Updates for Operators	Improve TCC internal processes and coordination with local dispatch to provide consistent real-time updates back to Supervisors and Operators after incidents are reported, including notification when calls are deferred or reassigned to local police agencies.	Process, Technology	High	Near-Term	Metro	$
Protocol Compliance and Accountability	Reinforce adherence to critical incident response protocol so that operators consistently receive timely follow-up and check-ins. Build accountability for staff responsible for executing post-incident steps. Clarify accountability when TCC or base chiefs do not complete required follow-ups.	Policy, Messaging, Process	High	Mid-Term	Metro	$$
Streamlined TCC Forms for Quick Completion	Improve TCC reporting forms to make them easier for coordinators to complete quickly and accurately. [in progress]	Program, Training, Technology, Messaging, Data, Process	High	Mid-Term	Metro	$$
Unified Drug Response Protocol	Develop a formal, region-wide drug use response protocol that outlines agency roles and step-by-step response procedures for transit operators, dispatchers, security, EMS, CARE teams, and police to ensure clear, consistent coordination during incidents.	Program, Training, Messaging, Process		Mid-Term	Metro, Contracted Secruity	$$

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Dispatcher Protocol Guidelines	Implement simple, clear dispatcher protocols for triaging non-enforcement calls involving unhoused riders. Train dispatch staff to use these guidelines to ensure appropriate outreach or care team response rather than defaulting to law enforcement.	Process, Training		Mid-Term	Metro	$$

Workstream 31

Operator Briefings and Communication - Priority

Strengthening internal communications ensures frontline transit staff receive timely, accessible updates on safety protocols and system changes. This solution area includes redesigning the operations bulletin, piloting regular pre-shift safety briefings, expanding email and device-based communications, and implementing mobile-friendly platforms to increase access for operators and field-based staff.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Operations Bulletin Improvements	Redesign the weekly operations bulletin into a more visual and accessible format focused on protocol and safety updates. Increase visibility by distributing via posters at bases, emails, and short printed digests operators can take with them.	Design, Messaging		Mid-Term	Metro	TBD
Operator Device Integration & Email Usage	Implement a system to push protocol updates directly to operators via County email and future onboard tablets. Ensure real-time updates are accessible and integrated into daily operations workflows.	Process, Technology		Long-Term	Metro	TBD
Mobile-Friendly Communication Tools	Current communication tools like SharePoint are not easily accessible for all employees. Explore and implement digital tools that are mobile-friendly for field-based staff.	Process, Technology		Mid-Term	Metro	TBD
In-Person Protocol Education and Campaigning	Launch a recurring in-person outreach program at bases, led by Base Ops, Safety Team, and union/peer leaders, to walk operators through protocol updates, gather feedback, and reinforce expectations face-to-face.	Program, Training, Messaging, Process	High	Mid-Term	Metro	$$
Pre-Shift Briefings	Pilot a structured pre-shift safety and security briefing model that includes conversational check-ins. Ensure briefings are held weekly in rolling formats and supported by Base Ops and union/peer leaders to improve awareness and trust.	Process, Messaging		Mid-Term	Metro	TBD

Workstream 32

Critical Incident Protocol - Priority

Strengthening the rollout and enforcement of critical incident protocols ensures that operators receive timely, consistent, and trauma-informed support after serious events. This solution area clarifies post-incident steps, defines responsibilities across teams, and reinforces accountability measures to ensure follow-ups are completed.

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Critical Incident Protocol Rollout	Improve communication and implementation of the critical incident protocol with a trauma-informed lens. Clarify what happens after an incident and ensure consistent application across bases.	Process, Messaging		Mid-Term	TBD	TBD
Protocol Compliance and Accountability	Reinforce adherence to critical incident response protocol so that operators consistently receive timely follow-up and check-ins. Build accountability for staff responsible for executing post-incident steps. Clarify accountability when TCC or base chiefs do not complete required follow-ups.	Program, Training, Messaging, Process	High	Mid-Term	Metro	TBD

Workstream 33

Operations Policy Updates

Modernizing internal transit agency policies improves system responsiveness and frontline safety. This solution area focuses on aligning operational and health-related policies with current needs, such as ensuring damaged supervisor vehicles are replaced without delay and reviewing protocols to safely expand access to life-saving tools like Narcan.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Supervisor Vehicle Replacement Process	Update the supervisor vehicle replacement policy to ensure damaged or destroyed vehicles are replaced immediately rather than waiting for the next fleet replacement cycle.	Process		Mid-Term	TBD	TBD
Narcan Access Review	Review current policies and legal frameworks to assess feasibility of placing Narcan on transit vehicles for overdose emergencies. Establish clear guidelines to ensure Narcan is available without requiring operators to administer it themselves.		High	Mid-Term	Metro	TBD

Workstream 34

Post-Incident Operator Safeguards - Critical Priority

Establishing clear rights, protections, and accountability mechanisms ensures that operators feel safe, supported, and fairly treated when responding to transit incidents. This solution area includes developing an Operator Bill of Rights, enforcing policies against video misuse, and creating an after-action review board to assess serious incidents involving operator safety.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Operator Bill of Rights	Create an Operators Bill of Rights similar to New York City best practice	Policy		Long-Term	Metro, ATU 587, King County Council	TBD

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
After-Action Review Board for Operator Assaults	After-action review board for operator assaults	Program, Training, Data, Messaging, Partnerships, Process	High	Near-Term	Metro, Rail	$
Policy Enforcement Against Video Misuse	Reduction in video fishing triggered by incident reports, there is a policy in place but may not be consistently adhered to	Policy, Program, Training, Technology		Mid-Term	Metro, ATU 587	$$

Workstream 35

Job Aids, Guides & Operator-Facing Materials

Providing clear, accessible guidance empowers operators to respond to incidents confidently and consistently. This solution ensures frontline staff are equipped with up-to-date escalation materials, printed and digital job aids, visual decision trees, and updated internal policy tools. These materials clarify expectations, support protocol adherence, and reduce confusion during high-stress moments.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Operator Policy Book	Update internal Metro policies & align with TCC [Communications Protocols]	Messaging, Process,Policy		Near-Term	Metro	$
Origami Training	Add additional training for operators on how to use Origami, as the system is not currently user-friendly. Visual instructions (laminated display cards) displayed at stations on how to use Origami. [in progress: short videos and one pagers are being created to simplify Origami instructions, forms in Origami are being updated]	Training, Technology, Data		Near-Term	Metro	$$
Operator Reporting Training and Resources	Create standardized protocols and simple operator tools (e.g., quick reference placard or checklist at operator seat) to ensure operators know what information to report to TCC during emergencies and critical incidents. Provide targeted training for all operators, especially new hires, to improve incident reporting quality.	Messaging, Design, Product, Training	High	Mid-Term	Metro, Dispatchers	TBD
Printed and Visual Protocol Guides	Develop and distribute easy-to-reference protocol materials, including printed escalation cards, laminated flow charts, stickers on vehicles and operator areas, and QR codes linking to mobile-friendly versions. Ensure they are visual, standardized, and prominently posted in buses and at bases.	Messaging, Design, Product		Mid-Term	Metro	TBD
Digital Training and Reference Tools	Produce protocol training videos and quick-reference guides for internal platforms. Install monitors/screens at bases that loop protocol refreshers and real-time updates to ensure protocols are always top of mind.	Messaging, Design, Product		Mid-Term	Metro	TBD

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Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Operator Escalation Cards	Develop and distribute visual, easy-to-use operator escalation cards to guide responses to drug use and possible overdoses. Cards should include decision trees based on user behavior, risks to other riders, and available support resources, and align with regional drug response protocols.	Messaging, Training, Design, Product		Mid-Term	Metro	TBD
Operator and Staff Materials	Develop training and distribute printed and digital materials for operators and frontline staff to help them compassionately engage unhoused riders, explain available services, and connect riders to outreach teams.	Messaging, Training, Design, Product		Mid-Term	Metro	TBD

Workstream 36

Supervisor, Chief, & Superintendents Training & Support - Priority

Improving supervisor capacity and accountability strengthens internal trust and builds a more supportive workplace culture for operators and frontline staff. This solution area includes ensuring all supervisors receive trauma-informed training and establishing clear expectations for unbiased, fair investigations before any disciplinary action.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Trauma-Informed Supervisor Training	Have supervisors all trained in the trauma-informed training [in progress] - socialize that this is available to anyone who manages at least one person	Training		Mid-Term	Metro	$$
Bias-Free Investigations by Chiefs and Supervisors	Provide training on bias-free investigations for chiefs and superintendents, and ensure a full investigation is completed before any disciplinary decisions are made.	Training, Program, Data, Partnerships		Mid-Term	Metro	$

Workstream 37

Peer, Mentorship & Night Shift Support - Priority

Expanding operator mentorship programs builds critical peer-to-peer support, especially for new operators navigating early challenges like night shifts, isolation, and cultural or language barriers. This solution area formalizes the Mentors Moving Metro program, strengthens base-level peer connections, and re-establishes quarterly focus groups specifically for night shift staff.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Mentors Moving Metro Expansion	Expand and formalize the "Mentors Moving Metro" peer mentor program, which currently supports ~80 operators. Designed to bridge cultural and language barriers, this program serves both Bus and Rail. [in progress]	Training, Partnerships, Staffing, Messaging, Design, Program, Services	High	Near-Term	Metro	$$

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Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Base-Level Peer Mentorship	Expand peer mentorship opportunities directly at transit bases.	Program, Messaging, Staffing, Partnerships, Services	High	Near-Term	Metro	$$
Quarterly Night Shift Focus Groups	Reestablish quarterly "Night Focus" support groups tailored to the needs of new operators regularly assigned to night shifts.	Program, Training, Messaging, Data, Partnerships	High	Near-Term	Metro, ATU 587	$

Workstream 38

Support for Legal Proceedings

Providing legal process support for transit employees ensures frontline workers can participate in investigations or court proceedings without fear of job-related repercussions. This solution area creates systems to offer paid time off, legal education, and emotional care for operators and staff who are subpoenaed, serve as witnesses, or experience trauma related to on-the-job incidents.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Transit Employee Support for Legal Proceedings	Develop support systems (paid time off, education, care) to help transit workers participate in legal cases related to transit crimes.	Process		Mid-Term		TBD

Workstream 39

Wellness & Trauma Recovery Support - Priority

Expanding access to wellness services strengthens trauma recovery and mental health support for all transit staff, not just operators. This solution area improves communication about EAP services, increases visibility of CuraLinc benefits, ensures early outreach after incidents, and guarantees paid time access to wellness resources. It also includes expanding trauma-informed return-to-work policies, addressing stigma, and equitably extending services to supervisors and departments beyond Bus Ops.

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
Promotion of EAP Services	Communicate across all shifts and bases that the Employee Assistance Program (EAP) has trained mental health professionals available during business hours. Address the mistrust, stigma, and confusion about how to access EAP and whether employees will be paid when using these services.	Training, Messaging, Services	High	Mid-Term	Metro	$
Early Contact from Metro Wellness	Ensure Metro Wellness is contacted at the outset of a critical incident to activate available support services. Employees emphasized the need for early outreach rather than delayed contact days later.	Program, Training, Data, Process		Mid-Term	Metro	$$

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

Solution Title	Proposed Action	Solution Type	High Priority	Timeframe	Action Partners	Estimated Funding Needs*
CuraLinc Engagement	Utilization of CuraLinc mental health services remains low. Increase outreach and education about what CuraLinc offers and how to access it.	Program, Messaging, Training, Data		Mid-Term	Metro	$
Ongoing Resource Access Training	Employees need regular opportunities, not just during onboarding, to learn how to access wellness resources. Training time should be allocated throughout the year.	Program, Training, Messaging, Staffing, Process		Mid-Term	Metro	$$
Return to Work After Physical Assault	Create a clear, supported return-to-work pathway for operators who experience physical assault.	Policy		Mid-Term	Metro	TBD
Return-to-Work for Trauma or PTSD	Expand return-to-work procedures to include non-physical trauma (e.g., PTSD).	Policy		Mid-Term	Metro	TBD
Wellness Support for Supervisors and All Staff	Wraparound wellness services should be clearly extended to chiefs, first-line supervisors, and departments like Facilities and Vehicle Maintenance. Current support focuses on operators but is technically available to all; implementation should reflect that. (ex: facilities, Vehicle maintenance)	Process, Messaging		Mid-Term	Metro	TBD
Paid Access to Support Services	Employees need to be able to access mental health and wellness support during paid work hours. Uncertainty about compensation is a barrier to utilization.	Policy		Mid-Term	Metro	TBD
EAP Communication	Misinformation and stigma exist around EAP. There needs to be clear communication across shifts and bases about EAP services, including how to access them, what hours they are available, and whether use is paid.	Messaging		Mid-Term	Metro	TBD
Recruit Staff	Recruit staff for Organizational Health and Development.	Staffing		Mid-Term	Metro	TBD

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

Monitoring, Deliverables, and Reporting

Accountability in this Implementation Plan is anchored in delivery. Each initiative and workstream is tied to a set of concrete deliverables, ensuring that commitments translate into visible progress for operators, riders, and the Council. The monitoring process focuses on tracking these deliverables, providing clarity on what has been completed, what is underway, and what requires additional attention.

Deliverable Tracking

Every workstream includes required deliverables such as the adoption of a regional Rider Code of Conduct, execution of interagency agreements, deployment of additional supervisors, installation of protective partitions, or rollout of enhanced reporting tools. These deliverables form the basis for monitoring, allowing progress to be measured against clear, tangible outputs rather than abstract measures.

Workstream Oversight

Workstreams under each initiative will be tracked against milestones and deadlines. Progress will be reported in terms of deliverables achieved, with any delays or barriers identified early. Where additional resources, coordination, or policy support are required, these issues will be elevated to the Implementation Review Group for resolution.

Reporting Cadence

The Implementation Review Group will review progress monthly, with bi-annual reports provided to the Council. Reports will highlight:

- Deliverables completed and visible improvements achieved.
- Workstreams that are on track or require corrective action.
- Resource adjustments or policy decisions needed to maintain momentum.

Transparency for Stakeholders

A progress dashboard will make the status of deliverables accessible to operators, labor partners, and agency staff. By showing what has been achieved and what is underway, the dashboard reinforces transparency and strengthens trust across the system.

Adaptive Management

Monitoring will be flexible to reflect real-world challenges. If certain deliverables face barriers due to legal, funding, or operational constraints, the Implementation Review Group will recommend adjustments while preserving the intent of the original solution. This approach ensures the plan remains both accountable and achievable over time.

Governance and Oversight Structure

The success of this Implementation Plan depends on strong governance and clear accountability. To achieve this, the Task Force recommends establishing an Implementation Review Group (IRG), a cross-sector body that will monitor progress, resolve delivery challenges, and ensure fidelity to the Council's motion.

The IRG will be composed of 12–15 members representing transit agencies, labor, local jurisdictions, law enforcement, behavioral health providers, and community organizations. Membership will also include ATU leadership and operator representatives, ensuring that those most affected by safety decisions remain central to oversight. The group will meet monthly, with a mix of virtual and in-person sessions, and will be supported by Task Force consultants who will facilitate meetings, track progress, and prepare status updates.

The IRG's responsibilities will include:

- **Reviewing and approving implementation milestones** to confirm that each workstream is completed as intended.
- **Tracking performance metrics** across staffing, training, incident response, reporting, and environmental improvements.
- **Identifying and resolving cross-agency bottlenecks** that impede timely delivery.
- **Advising on resource allocation and budget priorities**, ensuring alignment with Council directives.
- **Providing monthly status reports** to the Council and other stakeholders, reinforcing transparency and accountability.

By formalizing this governance structure, King County will ensure that the Implementation Plan moves beyond recommendations to measurable, sustained results. The IRG creates a shared space for accountability and collaboration, while maintaining direct oversight from the Council through regular briefings. This balance of cross-agency coordination and public accountability reflects the intent of Motion 16783 and the Task Force's commitment to durable impact.

Next Steps

The adoption of this Implementation Plan marks the beginning of a coordinated effort to transform transit safety across King County. Moving forward, the focus shifts from design to disciplined execution.

Immediate Priorities

In the near term, agencies and partners will begin implementing the highest-impact deliverables that can be advanced within existing resources. This includes establishing standardized incident definitions, expanding field supervision to provide operators with visible backup, and accelerating environmental improvements such as lighting upgrades at high-risk locations. These early actions will demonstrate visible progress and set the foundation for broader systemic change.

Implementation Review Group

The Implementation Review Group (IRG) will be convened immediately following adoption. This body will oversee delivery of workstreams and solutions, track progress against milestones, resolve barriers, and ensure consistent reporting to the Council and the public. Monthly reviews and quarterly reporting will provide transparency and allow for adaptive adjustments as challenges emerge.

Medium- and Long-Term Actions

Beyond immediate measures, agencies will phase in solutions that require additional funding, interagency agreements, or new capacity. This includes scaling behavioral health and outreach staffing, building regional coordination infrastructure, and implementing technology-driven reporting and data dashboards. These longer-term actions will institutionalize safety as a core feature of the region's transit system.

Shared Responsibility

Sustained success will require the ongoing partnership of operators, ATU leadership, agency executives, local jurisdictions, law enforcement, care providers, and the Council. Each has a role to play in ensuring that commitments are honored, resources are aligned, and progress is visible to the public.

Commitment to Transparency

Finally, moving forward means not just delivering solutions, but demonstrating that delivery to operators, riders, and communities. Public-facing dashboards, regular Council updates, and clear feedback loops for operators and riders will build trust and reinforce accountability at every level.

hello@kingcountytransitsafetytaskforce.com

KING COUNTY REGIONAL TRANSIT SAFETY TASK FORCE

King County Regional Transit Safety Task Force

Briefing to King County Council – Committee of the Whole

The King County Regional Transit Safety Implementation Plan, developed by the Regional Transit Safety Task Force, delivers directly on the priorities outlined in King County Council Motion 16783, Section C. Kicked off in March 2025 in response to escalating operator assaults, visible drug use, and broader public safety pressures, the Task Force has engaged over 250 diverse stakeholders across the transit system of King County.

Over the course of five months the Task Force hosted a Kickoff Event to identify gaps & challenges, 14 working sessions to generate over 150 unique solutions to those challenges and a Solutions Summit now organized into an Implementation Plan that details initiatives and workstreams. The attached Implementation Plan provides details on the activities within the 6 identified initiatives.

Highlights from the Implementation Plan aligned to the requirements of Motion include:

- **To eliminate delays and confusion during emergencies,** regional interagency coordination is strengthened through establishing a regional response infrastructure with formal MOUs, unified response protocols, standardized incident definitions, and a proposed Unified Regional Operations Center that connects Metro, Sound Transit, law enforcement, dispatchers, and local jurisdictions.
- **To increase rider trust and accountability,** a regionwide Rider Code of Conduct campaign introduces standardized signage and aligned enforcement protocols under K.C.C. 28.96 and local laws.
- **To provide visible presence and quicker interventions at high-incident locations,** on-the-ground safety is enhanced with increased staffing of diverse responders, site-based pilots, expanded real-time data sharing, and outreach and reporting tools that shorten response times and improve perceptions of safety.
- **To reduce daily risks faced by frontline staff,** operator safety is reinforced through installation of physical barriers across the bus fleet, paired with new training, post-incident support, and supervisor backup.
- **To ensure vulnerable riders are met with alternative responses instead of enforcement-first approaches,** task force priorities expand to include behavioral health crisis response, youth-centered safety strategies, and support for unhoused riders.

Task Force Publications

Insights from the Kickoff: A synthesis of the challenges, proposed solutions, and promising practices identified during and after the March 20 event and survey.

Solutions in Review: A summary of the initial actionable priorities that emerged from the solution development process.

Proposed Funding from King County Council

Most workstreams can move forward with investments already included in budgets. However, several major commitments will require new, dedicated funding from Council. The items listed below highlight the activities where Council's investment will directly determine the pace and scale of implementation.

King County Proposed Investments

		Priority	Estimate	Recurring/ One-Time Costs
Regional Coordination & Alignment				
Regional Alignment of Incidence Response				
Interagency Response Infrastructure	Establish regional response infrastructure with MOUs and unified protocols across Metro, Sound Transit, police, fire, EMS, and local jurisdictions, defining roles and escalation standards for all incidents, including low-level events.	High Priority	$$$	One-Time
Centralized Safety Data Platform	Build a centralized platform that integrates incident reports and 911 data across all transit agencies, standardizes entry, provides real-time access, and enables cross-jurisdictional, location-specific safety response.	High Priority	$$$	One-Time
Regionwide Code of Conduct Alignment				
Regional Code of Conduct Campaign	Develop and launch a unified Code of Conduct campaign across all regional transit agencies, including standardized signage and public education.	High Priority	$$$	One-Time
Site-Specific Safety Strategies				
Priority Area Identification	Use existing technologies and heat maps to proactively identify safety priority zones and target resources accordingly. Include all frontline workers (operators, supervisors, maintenance, facilities, operators) in the data reporting process.	High Priority	$$$	One-Time
Site-Based Safety Pilot Expansion	Expand successful safety pilots like those at 3rd & Main and Burien Transit Center to other identified priority zones.	High Priority	$$$$$	Recurring
Location-Specific Incident Reporting	Improve data collection systems to capture incident details at specific stops, stations, and intersections rather than only along routes to enable more precise location-based analysis and response.		$$$$	One-Time
Alternative Response and Regional Response Infrastructure				
Outreach Team Hours and Coverage	Expand outreach services beyond daytime shifts (e.g Burien Transit Center) to include nights, weekends, and additional high-need locations. Operators and officers noted frequent incidents during overnight hours without available behavioral health support.	High Priority	$$$$	Recurring
Co-Response Models	Increase deployments where behavioral health professionals accompany law enforcement or transit security to certain incidents. This supports de-escalation and better outcomes in high-risk situations.		$$$$$	Recurring
Pre-Booking Diversions	Expand pre-booking diversions partnership to increase referrals and service connections for frequent offenders with behavioral health or substance issues.		$$	Recurring
Regional Outreach Data Infrastructure	Create a centralized regional database to track outreach interactions and outcomes, using data to secure resources, identify service gaps, and guide outreach and housing team deployment.		$$$$	Recurring
Regional Coalition	Establish a formal regional coordination framework through MOUs and regular convenings that align transit agencies, outreach providers, housing agencies, and behavioral health services.		$$$	One-Time
Alternative Response and Regional Response Infrastructure				
Outreach Transport Vehicle Resources	Acquire and deploy designated vehicles (e.g., retrofitted buses or vans) for outreach and placement activities, providing safe, dedicated transport to shelters, housing sites, and safe spaces for riders in crisis.		$$$$$	One-Time
Outreach Teams Mobility	Transition behavioral health outreach teams from being stationed only at hubs like Burien Transit Center to being mobile across the system. Equip them with vehicles to reach high priority locations and high-risk lines. expand hours & locations; vehicle		$$$$	Recurring
Regional Responder & Outreach Staffing				
Transit Security Staffing				
Transit Resource Officer Unit	Expand Transit Resource Officer Unit - Transit Police Outreach Unit and contracted security provider outreach teams to increase coverage, including after-hours and weekend response.		$$$$	Recurring

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

		Priority	Estimate	Recurring/ One-Time Costs
Non-Enforcement Crisis Staffing				
KC Outreach Groups	Expand County-led and partner outreach teams to provide broader non-enforcement coverage on transit, including after-hours. Focus on connecting unhoused riders to housing, behavioral health, and essential services with faster, more coordinated support.		$$$$	Recurring
Long-Term Case Management	Secure funding and partnerships to expand long-term case management program. This ensures ongoing support after the initial crisis response to reduce repeat incidents on transit.		$$$$$	Recurring
Co-Response Models	Increase deployments where behavioral health professionals accompany law enforcement or transit security to certain incidents.		$$$	Recurring
Field Staffing & Support				
Field Operations and Backend Resources				
First Line Supervisor Staffing Increase	Increase field supervisor staffing to improve incident response capability, reduce response times, and avoid coverage gaps, especially during security incidents requiring multiple supervisors.	High Priority	TBD	Recurring
Field Safety Review Staffing	Assess current staffing dedicated to field safety reviews, design assessments, and security monitoring, and determine whether additional resources are needed to support a more proactive and sustained focus on built environment safety.		$$$-$$$$$	Recurring
Resource Support for Implementation and Technology	Allocate additional resources to support Safety & Security technology and analytics roles and prioritize backend system improvements, where support is most urgently needed to ensure successful implementation and functionality.		$$$	Recurring
Transit Employee & Rider Reporting				
Operator Incident Reporting				
On-Vehicle Operator Reporting Tools	Deploy operator tools for quick, safe in-service incident reporting, including DDU buttons, tablets, and potential future integration of mobile apps		$$	One-Time
Rider Reporting Education				
Rider Reporting Education Campaign	Launch a coordinated campaign using digital ads, social media, signage, operator announcements, and vehicle materials to raise awareness of reporting options and what riders can expect after reporting."		$$$	One-Time
Rider Reporting Access				
Create Unified Reporting App	Design, develop, and launch a unified regional app or digital tool that allows riders to report issues silently and in real time using photos, location data, and QR codes displayed on vehicles and in stations.		$$$$	One-Time
Safe Transit Envrionments				
Community Activation & Stewardship				
Community-Led Transit Space Activation	Offer modest grants and partnerships to community groups to organize clean-up, beautification, and stewardship activities at stations and stops, fostering community ownership and improving perceived and actual safety.		$$$	Recurring
Bus Partitions Installation				
Operator Protection Infrastructure	Retrofit existing buses with operator partitions and complete installation of protective barriers on new buses to reduce operator exposure to assaults and threatening behaviors, based on rising assault trends and peer system best practices.	High Priority	$$$$$	One-Time
Site-Specific Design Improvements for High-Incident Zones				
Recurring Station and Stop Safety Inspections	Implement structured, recurring station and stop safety inspections to proactively identify and resolve maintenance and security issues, ensuring consistent upkeep and rapid response to emerging risks.		$$$-$$$$	Recurring

* Tier 1 ($0–49K): $, Tier 2 ($50K–249K): $$, Tier 3 ($250K–999K): $$$, Tier 4 ($1M–4.9M): $$$$, or Tier 5 ($5M+): $$$$$

Based on the King County Proposed Investments table from the Transit Safety Task Force (link)

Budget Status of Transit Safety Task Force's Proposed Investments for King County

October 9, 2025

Item Description		Budget Status	Budget Total	One-Time or Recurring	Notes
Regional Coordination & Alignment					
Regional Alignment of Incidence Response					
Interagency Response Infrastructure	Establish regional response infrastructure with MOUs and unified protocols across Metro, Sound Transit, police, fire, EMS, and local jurisdictions, defining roles and escalation standards for all incidents, including low-level events.	✓	**Part of baseline budget**	**One-Time**	Metro's baseline budget can support planning and execution. Requires buy-in and resources from regional partners.
Centralized Safety Data Platform	Build a centralized platform that integrates incident reports and 911 data across all transit agencies, standardizes entry, provides real-time access, and enables cross-jurisdictional, location-specific safety response.	→	**Not currently budgeted**	**One-Time**	Estimated cost: $1-10M Council should consider appropriate owner for this body of work.
Regionwide Code of Conduct Alignment					
Regional Code of Conduct Campaign	Develop and launch a unified Code of Conduct campaign across all regional transit agencies, including standardized signage and public education.	✓	**Part of baseline budget**	**One-Time**	Metro's baseline budget can support planning. Execution costs TBD.
Site-Specific Safety Strategies					
Priority Area Identification	Use existing technologies and heat maps to proactively identify safety priority zones and target resources accordingly. Include all frontline workers (operators, supervisors, maintenance, facilities, operators) in the data reporting process.	✓	**Part of baseline budget**	**Recurring**	Metro's baseline budget can support planning and execution. May require FTE to manage.
Site-Based Safety Pilot Expansion	Expand successful safety pilots like those at 3rd & Main and Burien Transit Center to other identified priority zones.	→	**Not currently budgeted**	**Recurring**	Planning and execution costs TBD.
Location-Specific Incident Reporting	Improve data collection systems to capture incident details at specific stops, stations, and intersections rather than only along routes to enable more precise location-based analysis and response.	✓	**Part of baseline budget**	**One-Time**	Metro's baseline budget can support planning and execution.
Alternative Response and Regional Response Infrastructure					
Outreach Team Hours and Coverage	Expand outreach services beyond daytime shifts (e.g Burien Transit Center) to include nights, weekends, and additional high-need locations. Operators and officers noted frequent incidents during overnight hours without available behavioral health support.	↑	**Part of $11M budget request**	**One-Time**	Metro's requested funding supports existing behavioral health support services but does not provide resources for expansion.

Budget Status: ✓ = currently funded | ↑ = proposed for 2026-2027 | → = future/to be determined

Based on the King County Proposed Investments table from the Transit Safety Task Force (link)

Item Description		Budget Status	Budget Total	One-Time or Recurring	Notes
Co-Response Models	Increase deployments where behavioral health professionals accompany law enforcement or transit security to certain incidents. This supports de-escalation and better outcomes in high-risk situations.	↑	**Part of $11M budget request**	**One-Time**	Metro's requested SaFE Reform budget can support planning. Execution costs TBD.
Pre-Booking Diversions	Expand pre-booking diversions partnership to increase referrals and service connections for frequent offenders with behavioral health or substance issues.	→	**Not currently budgeted**	**Recurring**	Planning and execution costs TBD. May require non-Metro owner and additional funding.
Regional Outreach Data Infrastructure	Create a centralized regional database to track outreach interactions and outcomes, using data to secure resources, identify service gaps, and guide outreach and housing team deployment.	→	**Not currently budgeted**	**Recurring**	Planning and execution costs TBD. Council should consider appropriate owner for this body of work.
Regional Coalition	Establish a formal regional coordination framework through MOUs and regular convenings that align transit agencies, outreach providers, housing agencies, and behavioral health services.	✓	**Part of baseline budget**	**One-Time**	Metro's baseline budget can support planning. Execution costs TBD. Requires buy-in and funding from regional partners.
Alternative Response and Regional Response Infrastructure					
Outreach Transport Vehicle Resources	Acquire and deploy designated vehicles (e.g., retrofitted buses or vans) for outreach and placement activities, providing safe, dedicated transport to shelters, housing sites, and safe spaces for riders in crisis.	↑	**Part of $11M budget request**	**One-Time**	Metro's requested SaFE Reform budget can support planning and execution.
Outreach Teams Mobility	Transition behavioral health outreach teams from being stationed only at hubs like Burien Transit Center to being mobile across the system. Equip them with vehicles to reach high priority locations and high-risk lines.	↑	**Part of $11M budget request**	**One-Time**	Metro's requested SaFE Reform budget can support planning and execution.
Regional Responder & Outreach Staffing					
Transit Security Staffing					
Transit Resource Officer Unit	Expand Transit Resource Officer Unit - Transit Police Outreach Unit and contracted security provider outreach teams to increase coverage, including after-hours and weekend response.	↑	**Part of $32M budget request**	**Recurring and One-Time**	Metro's proposed 2026-2027 budget will provide for 275 contracted TSOs
Non-Enforcement Crisis Staffing					
KC Outreach Groups	Expand County-led and partner outreach teams to provide broader non-enforcement coverage on transit, including after-hours. Focus on connecting unhoused riders to housing, behavioral health, and essential services with faster, more coordinated support.	→	**Not currently budgeted**	**Recurring**	Planning and execution costs TBD. Requires buy-in and funding from regional partners.
Long-Term Case Management	Secure funding and partnerships to expand long-term case management program. This ensures ongoing support after the initial crisis response to reduce repeat incidents on transit.	→	**Not currently budgeted**	**Recurring**	Planning and execution costs TBD. Requires buy-in and funding from regional partners.

Based on the King County Proposed Investments table from the Transit Safety Task Force (link)

Item Description		Budget Status	Budget Total	One-Time or Recurring	Notes
Co-Response Models	Increase deployments where behavioral health professionals accompany law enforcement or transit security to certain incidents.	➔	**Not currently budgeted**	**Recurring**	Estimated costs: $5-10M Requires buy-in and funding from regional partners.
Field Staffing & Support					
Field Operations and Backend Resources					
First Line Supervisor Staffing Increase	Increase field supervisor staffing to improve incident response capability, reduce response times, and avoid coverage gaps, especially during security incidents requiring multiple supervisors.	✓	**Included in baseline budget**	**Recurring**	Baseline budget allows for moderate increase. Additional budget resources could enhance impact.
Field Safety Review Staffing	Assess current staffing dedicated to field safety reviews, design assessments, and security monitoring, and determine whether additional resources are needed to support a more proactive and sustained focus on built environment safety.	➔	**Not currently budgeted**	**Recurring**	Planning and execution costs TBD.
Resource Support for Implementation and Technology	Allocate additional resources to support Safety & Security technology and analytics roles and prioritize backend system improvements, where support is most urgently needed to ensure successful implementation and functionality.	➔	**Not currently budgeted**	**Recurring**	Planning and execution costs TBD.
Transit Employee & Rider Reporting					
Operator Incident Reporting					
On-Vehicle Operator Reporting Tools	Deploy operator tools for quick, safe in-service incident reporting, including DDU buttons, tablets, and potential future integration of mobile apps	↑	**$7M**	**One-Time**	Metro's CoPilot upgrade proposed for all coaches (Project 1150692)
Rider Reporting Education					
Rider Reporting Education Campaign	Launch a coordinated campaign using digital ads, social media, signage, operator announcements, and vehicle materials to raise awareness of reporting options and what riders can expect after reporting."	✓	**Included in baseline budget**	**One-Time**	Metro's baseline budget can support planning. Execution costs TBD.
Rider Reporting Access					
Create Unified Reporting App	Design, develop, and launch a unified regional app or digital tool that allows riders to report issues silently and in real time using photos, location data, and QR codes displayed on vehicles and in stations.	↑	**$9M**	**One-Time**	Proposed by Metro for 2026-2027 (Project 1150686)

Budget Status: ✓ = currently funded | ↑ = proposed for 2026-2027 | ➔ = future/to be determined

Based on the King County Proposed Investments table from the Transit Safety Task Force (link)

Item Description		Budget Status	Budget Total	One-Time or Recurring	Notes
Safe Transit Environments					
Community Activation & Stewardship					
Community-Led Transit Space Activation	Offer modest grants and partnerships to community groups to organize clean-up, beautification, and stewardship activities at stations and stops, fostering community ownership and improving perceived and actual safety.	✓	**Part of $11M budget request**	**One-Time**	Metro's requested SaFE Reform budget can support planning and execution.
Bus Partitions Installation					
Operator Protection Infrastructure	Retrofit existing buses with operator partitions and complete installation of protective barriers on new buses to reduce operator exposure to assaults and threatening behaviors, based on rising assault trends and peer system best practices.	✓	**$20M**	**One-Time**	Funded in 2025 omnibus (Ord 19956); expected to be fully installed by Dec 2026
Site-Specific Design Improvements for High-Incident Zones					
Recurring Station and Stop Safety Inspections	Implement structured, recurring station and stop safety inspections to proactively identify and resolve maintenance and security issues, ensuring consistent upkeep and rapid response to emerging risks.	→	**Not currently budgeted**	**Recurring**	Planning and execution costs TBD.
Ongoing Implementation					
Consultant Support for Governance Body, Oversight, and Accountability					
Consultant Support	Ongoing consultant support to drive execution of the Implementation Plan across agencies and workstreams, staff the Implementation Review Group, assist in development and execution of deliverables, track milestones, develop reporting, and engage stakeholders	→	**Not currently budgeted**	**One-Time**	Consultant to develop proposed work scope and budget alternatives to present to Metro for procurement process

King County Regional Transit Safety Task Force

Briefing to Regional Transit Committee

November 19, 2025

KING COUNTY REGIONAL TRANSIT SAFETY TASK FORCE | LEONE SOLUTIONS GROUP

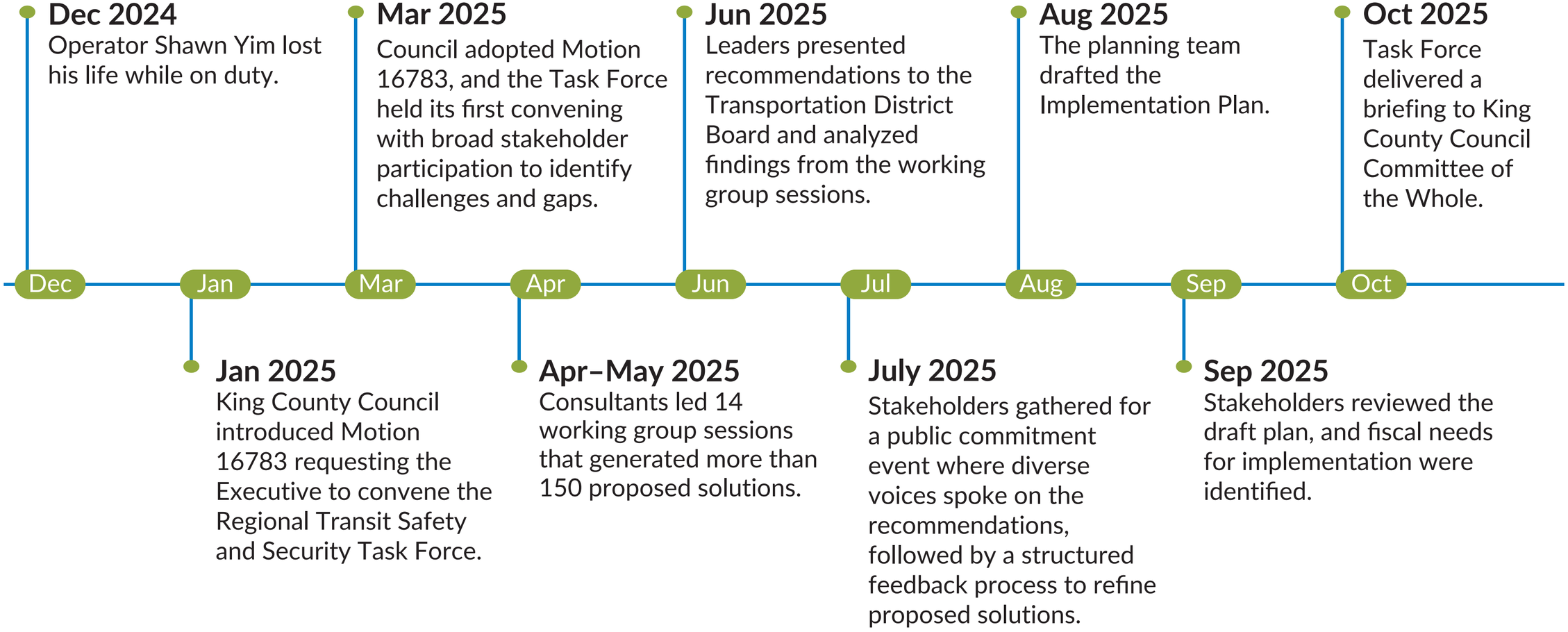
Briefing Overview

Overview & Task Force Recommendations
Ashley Street & Sacha Taylor, Leone Solutions Group

Metro Safety Priorities
DeAnna Martin, King County Metro

Operator and Transit Employees Perspectives
Greg Woodfill, Amalgamated Transit Union (ATU)

Task Force Progress



Task Force Overview

Motion 16783 required the Task Force to convene a broad membership, engage stakeholders, and develop a work plan addressing operator safety, accountability, interagency coordination, and response times.

Over the past nine months, this motion was fulfilled through regional collaboration and robust engagement. The recommendations presented today were driven by those closest to the issues, ensuring practical and actionable solutions.

2 stakeholder events with 250+ attendees

20+ meetings, base visits, and presentations

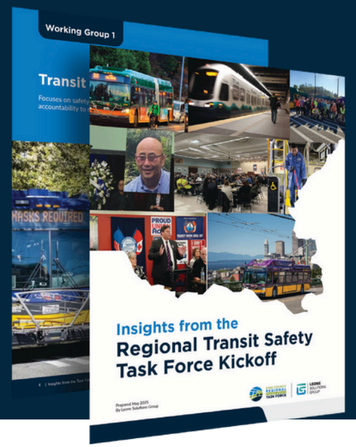
110+ organizations and agencies participated

14 working sessions

25 cities provided input

150 solutions organized into 30+ workstreams

Task Force Publications

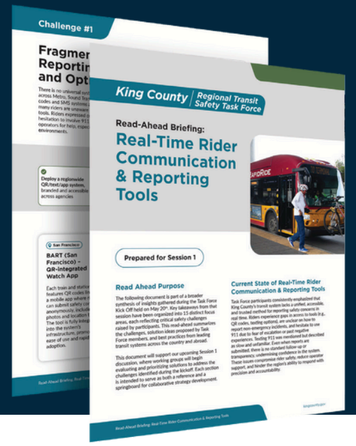


Insights from the Kickoff

Summarizes the gaps, challenges, and ideas raised by 120+ stakeholders at the Task Force launch.

Recommended Solutions in Review

Consolidates more than 150 proposed solutions into categories for evaluation and refinement.



Focus Session Guides

Fifteen detailed guides capturing small-group discussions, priorities, and solution brainstorming across key safety themes.

Implementation Plan

Translates solutions into initiatives, workstreams, and actions with timelines and responsibilities.

Finding & Recommendations

Critical Gaps

The Task Force identified critical challenges that must be addressed to restore safety, rebuild trust, and ensure consistent accountability across King County's transit system.

Fragmented Emergency Response Infrastructure

"Emergency response depends on what city you're in."

Inconsistent Enforcement & Lack of Clear Rider Rules

"It feels like there are no rules anymore on buses and trains."

Drug Use & Behavioral Health Crises on Transit

"Transit is where all other broken systems land… we expect people who don't have training to fill in the gaps."

Staffing Shortages Across Safety Roles

"We're stretched thin across the board. Everyone is stretched."

Unsafe and Neglected Transit Environments

"If it looks abandoned, people treat it that way."

Broken Communication & Reporting Systems

"You file a report and never hear about it again."

Fragmented and Inconsistent Safety Data

"Where is the cross collaborative data between jurisdictions and agencies? Transit is everywhere and crosses county and city lines."

Task Force Initiatives

In-depth stakeholder engagement has yielded 6 top priority areas that are addressed in the Regional Transit Safety Implementation Plan.

Regional Alignment Focus

- Regional Coordination & Alignment
- Regional Responder & Outreach Staffing

Transit Agency Focus

- Field Staffing & Operator Support
- Workforce Training & Support
- Safe Transit Environments
- Employee & Rider Reporting Systems

Implementation Plan

In line with Motion 16783, the Task Force developed a focused plan, organized into six initiative areas with supporting workstreams to guide regional safety solutions.

Regional Alignment Focused Initiatives

Regional Coordination & Alignment

Workstreams

- Regional Alignment of Incident Response ★
- Regionwide Code of Conduct Alignment ★
- Site-specific Safety Strategies ★
- Alternative Response and Regional Response Infrastructure ★
- Non-Enforcement Crisis Pathway ★
- Outreach Mobility & Vehicle Support ★
- Interagency Governance and Coordination
- Regional Exclusion Policy Alignment
- Cross-System Legal Accountability for Transit Incidents
- Legislative Alignment on Firearms and Worker Protections
- Youth-Focused Outreach at High-Incident Locations

Regional Responder & Outreach Staffing

Workstreams

- Transit Security Presence ★
- Non-Enforcement Crisis Staffing ★

Transit Safety Focused Initiatives

Transit Employee & Rider Reporting

Workstreams

- Operator Incident Reporting ★
- Operator Access at Bases ★
- Incident Follow-Up Protocols
- Reporting Outcome Visibility
- Rider Reporting Education
- Rider Reporting Access

Safe Transit Environments

Workstreams

- Bus Partitions Installation ★
- Station & Stop Lighting and Visibility
- Station and Stop Issue Reporting
- Community Activation and Stewardship
- Site-Specific Design Improvements for High-Incident Zones

Operator Training and Support

Workstreams

- Operator Briefings & Communication ★
- Ongoing Training & Specialized Education ★
- Training Space Expansion ★
- New Operator Training & Onboarding ★
- Critical Incident Protocol ★
- Peer, Mentorship & Night Shift Support ★
- Job Aids, Guides & Operator-Facing Materials ★
- Control Center Support ★
- Supervisor, Chief, & Superintendents Training & Support
- Wellness & Trauma Recovery Support
- Support for Legal Proceedings
- Security Specific Training
- Operations Policy Updates
- Post-Incident Operator Safeguards

Field Staffing & Support

Workstreams

- Field Operations and Backend Resource ★

PLAN ACTIVITIES - LOCAL JURISDICTIONS

Emergency Response & Public Safety Protocols

Cities are part of creating countywide infrastructure so that transit incidents are responded to quickly and appropriately. This means working together to put in place clear standards, defined roles, and consistent coordination so no matter where an incident happens, riders and operators can trust they will get the right response.

- Establish MOUs and protocols to ensure consistent responses across jurisdictions and transit agencies and create better coordination of resources.
- Adopt consistent fire/EMS entry standards so first responders can safely and quickly access transit scenes without delays or confusion.
- Designate a local safety contact so Metro, Sound Transit, and other partners have a clear city counterpart when safety issues arise.
- Implement and honor regional exclusion and information-sharing policies (with equity safeguards) so individuals causing repeated safety issues are consistently managed across jurisdictions.

PLAN ACTIVITIES - LOCAL JURISDICTIONS

Accountability & Community Partnerships

Cities are part of building systems that combine accountability with care. Their role is to align courts, prosecutors, youth programs, and community providers so repeat issues on transit are reduced through consistent enforcement and supportive alternatives.

- Participate in a regional Code of Conduct campaign with consistent enforcement across cities.
- Coordinate prosecutors and courts to prioritize transit-related offenses and track post-arrest outcomes.
- Support creation of community court models that emphasize accountability, diversion, and resource connection.
- Partner with long-term case management programs such as LEAD to reduce repeat incidents.
- Formalize partnerships with behavioral health providers, CBOs, and youth outreach teams working near transit.

PLAN ACTIVITIES - LOCAL JURISDICTIONS

Transit Environment & Community Activation

Cities take part in shaping transit spaces by improving the public areas they control, such as streets, sidewalks, lighting, zoning, and community programs. Their role is to work alongside transit agencies to make the spaces around stops and stations safer, more welcoming, and more actively used.

- Coordinate with transit agencies and WSDOT on CPTED assessments to address issues like lighting, vegetation, and sidewalks in shared and city-owned spaces.
- Expand art and beautification programs in partnership with local artists, schools, and community groups.
- Support pop-up vendor activations by adjusting permitting or zoning to allow small businesses and local entrepreneurs at transit hubs.
- Invest in lighting, crosswalks, stairwells, and other design improvements under city ownership.
- Grow community stewardship programs such as adopt-a-stop or neighborhood watch partnerships.

PLAN ACTIVITIES - LOCAL JURISDICTIONS

Community Safety & Data

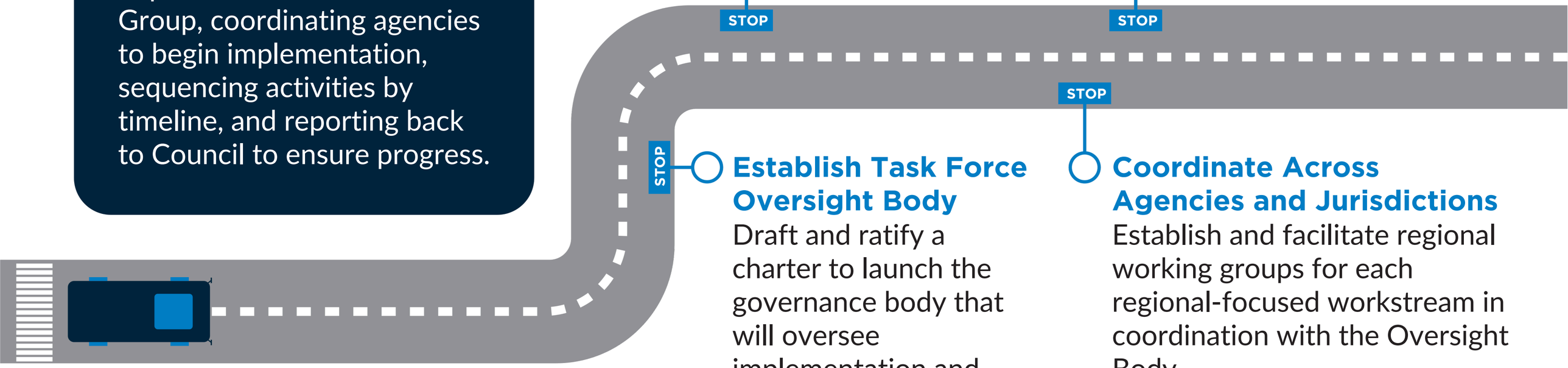
Cities are part of building a consistent, regionwide approach to safety data so agencies can respond in the same way, track outcomes reliably, and show the public that the system is working. Their role is to adopt shared standards, share local data, and commit to transparent reporting.

- Adopt standardized incident definitions so police, prosecutors, and dispatch classify incidents consistently across jurisdictions.
- Participate in cross-agency data sharing systems that connect city police, courts, and transit agencies.
- Provide outcome data on prosecutions, diversions, and resolutions to build a full regional picture.
- Use unified reporting tools alongside Metro and Sound Transit so incidents are captured the same way everywhere.
- Support transparency dashboards that allow residents and stakeholders to see safety and accountability results.

Task Force Next Steps

Next Steps

With Motion 16783 fulfilled and the Implementation Plan complete, the next steps focus on launching the Implementation Review Group, coordinating agencies to begin implementation, sequencing activities by timeline, and reporting back to Council to ensure progress.



Develop Detailed Transit Safety Action Plan

Ensure that identified gaps and challenges are being advanced through near-term actions, planned for future years, or documented as resolved.

Report Progress

Provide regular updates to Council and Task Force stakeholders.

Establish Task Force Oversight Body

Draft and ratify a charter to launch the governance body that will oversee implementation and ensure accountability.

Coordinate Across Agencies and Jurisdictions

Establish and facilitate regional working groups for each regional-focused workstream in coordination with the Oversight Body.

Regional Transit Safety Task Force Metro's Commitments

Regional Transit Committee

November 19, 2025

Improving Regional Transit Safety

Supporting Employees – Before Incidents

- Aligning and strengthening regional Code of Conduct standards and communications
- Strategically coordinating regional deployments of security, law enforcement, and behavioral health services
- Investing in infrastructure, expanded trainings, and additional safety communications

Supporting Employees – During Incidents

- Strategically coordinating regional deployments of security, law enforcement, and behavioral health services
- Reducing incident response times and deploying the appropriate resource
- Improving employee care during incidents by strengthening response protocols

Supporting Employees – After Incidents

- Improving employee care by expanding programs and resources to help staff's ongoing wellness needs, especially following incidents
- Increasing ease of and access to incident reporting

Supporting Riders

- Creating new ways for riders to report what's happening on our system
- Improving how we provide closure to riders after they report issues

Closing and Questions

King County

Metropolitan King County Council
Regional Transit Committee

STAFF REPORT

Agenda Item:	8	**Name:**	Mary Bourguignon
Proposed No.:	2025-0346	**Date:**	November 19, 2025

SUBJECT

Proposed Motion 2025-0346 would accept Metro's 2025 System Evaluation report.

SUMMARY

Each year, Metro prepares a **System Evaluation**[1] report to measure the performance of the transit system and to identify service investment needs. The 2025 System Evaluation is based on data from September 2024 through March 2025.

For fixed-route bus service, the 2025 System Evaluation evaluated all routes and identified investment needs based on the priorities set in the Service Guidelines:

- **Priority 1-Reduce Crowding:** 0 annual service hours needed
- **Priority 2-Improve Reliability:** 23,950 annual service hours needed
- **Priority 3-Service Growth:** 1,384,900 service hours to continue to restore service and implement the Interim Network *(95,000-100,000 hours per year for 14 years)*

Metro's 2026-2027 budget funds 24,000 additional annual service hours to address transit investment needs, specifically to invest in routes with Reliability needs.

New for 2025, the System Evaluation reviewed **trip delivery,** as part of Metro's effort to reduce the number of unplanned trip cancellations when a scheduled bus trip does not occur. In 2024, Metro had a 98.89% trip delivery rate, meaning that, on average, about 11,375 of the approximately 11,500 bus trips scheduled each weekday were delivered.

The System Evaluation evaluated Metro Flex service in 11 communities, as well as the two water taxi routes, and provided an update on RapidRide routes under development, including candidate routes identified for the future.

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] The System Evaluation is required by Ordinances 17143, 18413, as rescinded/amended by Ordinance 19367, and Motions 13736 and 16781, and is based on the Service Guidelines (Ordinance 19367)

BACKGROUND

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

- **The Strategic Plan for Public Transportation** sets Metro's goals, strategies, and performance measures.

- **The Service Guidelines** guide day-to-day delivery of transit service through 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 Network[2] (late-2030s) and a 2050 Network.

The RTC and Council adopted updates to these policy documents in late 2021[3] and required Metro to provide regular reports on its progress in implementing them.

Service Guidelines. The Service Guidelines[4] 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.

[2] 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.
[3] Ordinance 19367
[4] 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 19367[5] and is based on the criteria in the adopted Service Guidelines,[6] is used to identify the need for service investments on individual routes, to identify low-performing routes, 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)

  New for 2025, in response to a Council request that Metro address the issue of unplanned trip cancellations,[7] the System Evaluation also reviews **trip delivery** to report on the percentage of Metro's approximately 11,500 daily planned bus trips that take place and the percentage that are cancelled.

- **Investment needs.** Based on each route's metrics, the Service Guidelines' three priorities for service investments, and the targets for 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.[8]
    - **Priority 2-Improve Reliability** by adding service to routes that run late.[9]
    - **Priority 3-Grow Service** by filling the gap between existing and target service levels[10] using three factors: equity, land use, and geographic value.

[5] The System Evaluation is required by Ordinances 17143, 18413, as rescinded/amended by Ordinance 19367, and Motions 13736 and 16781
[6] Ordinance 19367, Attachment B
[7] Motion 16781
[8] 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.
[9] 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.
[10] 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).

- **Past service changes.** The System Evaluation summarizes transit service changes made since the last reporting period.

- **RapidRide update.** For routes identified in the RapidRide Prioritization Plan[11] as being prioritized for future development as RapidRide, the System Evaluation summarizes the performance of the current equivalent routes. It also provides a status update on RapidRide lines that are currently being developed.

For flexible services,[12] 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 to evaluate 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 on the integration of Metro and Sound Transit service.

[11] Motion 16659
[12] In 2023, Metro's various flexible services were rebranded as Metro Flex.

ANALYSIS

The 2025 System Evaluation evaluated the transit system for the Fall 2024 service change (from September 2024 through March 2025).

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, while ridership increased by 13% over 2024, no routes were chronically overcrowded. The report states Metro will monitor crowding as ridership grows.

- **Priority 2-Improve Reliability: 23,950 annual service hours needed on 55 routes.** The 2025 Reliability investment need is 2,900 fewer annual hours than in 2024. Routes with identified investment needs include:

    - **South county routes:** 148 and 165 (new to the list); 106, 107, 111, 124, 128, 131, 132, 153, 161, 168, 182, 183, and 193

    - **East county routes:** 239, 241, and 245 (new to the list); 208, 221, 225, 226, 240, 249, 250, 257, 269, and 271

    - **North county routes:** 365 (new to the list); 372

    - **Seattle routes:** 4, 14, 22, 61, D, and G (new to the list); 1, 5, 7, 8, 9, 11, 12, 21, 24, 27, 28, 33, 40, 43, 62, 65, C, E, and H

Metro's 2026-2027 budget allocates 24,000 annual service hours to address transit investment needs based on the priorities in the Service Guidelines, specifically for routes with Reliability needs.

Trip delivery. New for 2025, in response to a Council request that Metro address the issue of unplanned trip cancellations,[13] the System Evaluation also reviews **trip delivery** to monitor the percentage of Metro's approximately 11,500 daily planned bus trips that take place.

The report states that, in 2024, Metro had a 98.89% trip delivery rate, meaning that, on average, about 11,375 of the approximately 11,500 bus trips scheduled each weekday were delivered. This is an improvement from the 96% trip delivery rate in 2023.

The report states that the six routes with the highest trip cancellation rates in 2024 (Routes 212, 311, 21X, 218, 257, and111) were peak-only commuter services to Downtown Seattle that run during times of highest operational demand on the system.

[13] Motion 16781

- **Priority 3-Service Growth: 1,385,000 total service hours to continue to restore service and achieve the Interim Network.** As part of the 2021 policy update, the Service Guidelines' Service Growth factors were coordinated with the Metro Connects Interim Network to set target service levels[14] for the transit system.

  To meet these target service levels and to continue to restore service that was suspended during the pandemic, the System Evaluation identifies a need for 95,000 to 100,000 service hours each year over the next 14 years to achieve the Interim Network and restore currently suspended service hours.

  This includes adding 1.35 million hours on 106 existing routes and adding 294,900 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 the first phase of a service restructure in conjunction with the extension of Link light rail to Lynnwood in Fall 2024, has implemented the first portion of the East Link Connections Mobility Project, and is working to finalize the South Link (Federal Way) extension project. Each of these restructures makes changes to Metro's bus 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 four RapidRide lines that are currently under planning or development (I, J, K, and R), noting that the I Line is completing the design phase, J Line is under construction, and the K and R lines are in the planning phase. Table 1 summarizes the status of the four lines under development as of October 2025.

Table 1. RapidRide Lines Under Development as of October 2025

Line	Pathway	Current Routes	Project Status	Planned Opening	Federal Funding
I	Renton to Auburn	160	90%-100% Design	2027	✓
J	Downtown Seattle to U District	70	Construction	2027	✓
K	Kirkland to Bellevue	250, 271	Planning	2030	Possible
R	Rainier Beach to Downtown Seattle	7	Planning	2032	Possible

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

[14] 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).

The System Evaluation also summarizes the prioritization proposed for future RapidRide lines based on the RapidRide Prioritization Plan.[15] Table 2 shows the current status of the routes proposed for conversion to RapidRide.

Table 2. Candidate RapidRide Lines

Corridor	Tier	Route(s)	Weekday Ridership	Weekday Reliability	Service Growth Priority	Pathway
1049	**1**	**150**	4,355	87%	43	Kent, Southcenter, Seattle CBD
1064	**1**	**36**	6,723	85%	11	Seattle CBD, Internat'l District, Beacon Hill, Othello
1012	**2**	**44**	6,247	85%	109	Ballard, Wallingford, U District
1993	**2**	**40**	8,450	79%	72	Northgate, Ballard, Seattle CBD
3101+ 1028	**2**	**B**	4,754	84%	18	Crossroads, Bellevue, U District
		271	3,215	83%	49	
1052	**3**	**181**	2,165	84%	62	Twin Lakes, Federal Way, Auburn, Green River CC
1056	**3**	**165**	3,468	82%	66	Highline CC, Kent, Green River CC
1999	**3**	**B**	4,754	84%	18	Redmond, Overlake, Crossroads, Eastgate
		226	1,206	82%	17	

Flexible services evaluation. During the 2025 evaluation period, Metro Flex, Metro's on-demand service, was operating in pilot status in four communities (Delridge/South Park, Issaquah, Northsore, and Juanita) and as ongoing service in seven communities (Kent, Othello, Rainier Beach, Renton, Sammamish, Skyway, Tukwila).[16,17]

The System Evaluation's summary of the evaluation metrics for Metro Flex services notes that rides per vehicle platform hour ranged from 0.6 to 3.2; cost per ride ranged from $26.29 to $140.06; and the percentage of trips in Equity Priority Area ranged from 17% to 89%. The System Evaluation also identifies geographic areas for future Metro Flex service (Auburn and Federal Way will open in 2026).

Marine service evaluation. During the 2025 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.

[15] Motion 16659
[16] Note that because the Community Van program relies on volunteer drivers, its performance is not assessed in the 2025 System Evaluation.
[17] The 2025 System Evaluation covers only the Metro Flex services that were operating during the evaluation period. Services that opened later in 2024 or in 2025 (Northshore, Overlake) are not included in the 2025 report.

The System Evaluation's summary of the evaluation metrics for Marine services notes that average weekday boardings were 508 (Vashon) and 585 (West Seattle), average rides per round trip were 50 (Vashon) and 41 (West Seattle), and late trips were 0.96% (Vashon) and 0.41% (West Seattle).

Next steps. Proposed Motion 2025-0346 would accept the 2025 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

- Corey Holder, Transportation Planner, Metro Transit Department

ATTACHMENTS

1. Proposed Motion 2025-0346 and its attachment
2. Transmittal Letter
3. Summary of 2025 System Evaluation
4. Equity Measures Handout

1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

KING COUNTY

Signature Report

Motion

Proposed No. 2025-0346.1 **Sponsors** Barón

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 2025 System Evaluation.

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

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

WHEREAS, the regional transit committee recommended that the strategic plan and the service guidelines focus on transparency, clarity, cost control, and productivity, and

WHEREAS, the regional transit committee further recommended that the policy guidance for making service reductions and service growth decisions be based on the following priorities:

1. Ensure social equity;

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

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

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

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

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

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

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

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

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

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

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

1. How transit service performance is measured as specified in the service guidelines to reflect the varied purposes of different types of transit service;

2. Approaches to evaluating how the goal of geographic value is embedded in the service guidelines, including minimum service levels;

3. Approaches to evaluating how the goal of social equity is included in the service guidelines;

4. Financial policies for the purchase of additional services within a municipality or among multiple municipalities; and

5. Guidelines for alternative services implementation, and

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

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

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

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

WHEREAS, Motion 16781 requests that the Metro transit department report on unplanned trip cancellations and the impact on transit riders, with this information to be provided as an appendix in the 2025 system evaluation report, and

WHEREAS, Metro transit department staff have compiled all other required information in the King County Metro Transit 2025 System Evaluation and the executive has transmitted this report, set forth as Attachment A to this motion, to the metropolitan King County council and to the regional transit committee;

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

The metropolitan King County council hereby accepts the service guidelines

report required under Ordinance 17143, Section 5, as amended, in the form of the King County Metro Transit 2025 System Evaluation, which is Attachment A to this motion.

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

_____

Girmay Zahilay, Chair

ATTEST:

_____

Melani Pedroza, Clerk of the Council

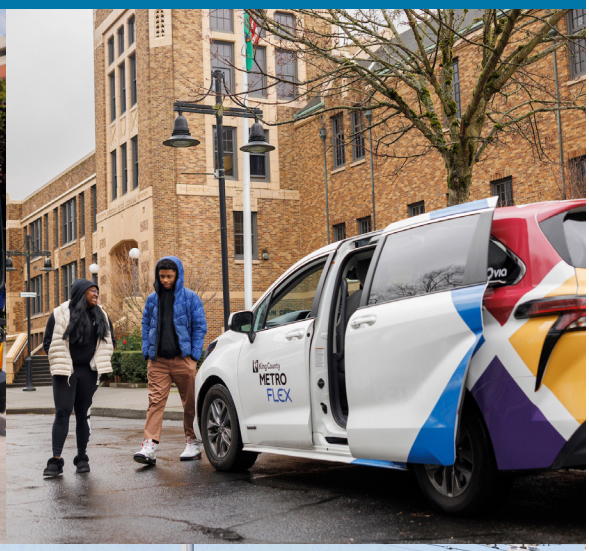
APPROVED this _____ day of _____, _____.

_____

Shannon Braddock, County Executive

Attachments: A. King County Metro Transit 2025 System Evaluation

2025 System Evaluation



King County METRO
Moving forward together

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Appendices

Executive Summary

This report presents King County Metro Transit's annual assessment of the transit network as required by King County Ordinances 17143, 18413, 19367, and Motions 13736 and 16781. This 2025 System Evaluation uses data from the fall 2024 service change, which covers September 2024 through March 2025. The report includes information about fixed-route bus service, Dial-A-Ride Transit (DART), RapidRide, Water Taxi, and Metro Flex services, all part of Metro's portfolio of mobility solutions.

The Service Guidelines serve as a policy framework that helps Metro evaluate different types of mobility services in a single report. In late 2021, the King County Council adopted updated Service Guidelines. These new guidelines were applied for the first time in the 2022 System Evaluation and continue to serve as the evaluation framework for the 2025 System Evaluation.

This evaluation uses the Metro Connects interim network as a target for service growth.

Our Findings

These findings are the result of the analytic assessment required by the service guidelines. The 2025 System Evaluation highlights the following investment needs in Metro's fixed-route bus system.

- Zero hours of service to relieve crowding (Priority 1)
- 23,950 hours of service to improve reliability (Priority 2)
- 1,385,000 total hours of service in service growth (or an average of approximately 95,000 to 100,000 hours per year over the next 14 years) to expand service to implement the Metro Connects interim network (Priority 3)
- 3.4 million service hours to implement the full Metro Connects 2050 network

Investing in the system with the methods identified in this report would improve reliability (Priority 2) and grow the service network (Priority 3). Metro does not currently need any additional investments to address chronic crowding issues (Priority 1) but will carefully monitor the data as ridership continues to grow.

Although Metro does not require any crowding investments, there are still reliability issues on several routes across the system. These reliability needs decreased from last year's figure by about 2,900 annual hours (11 percent). Since the last evaluation period (September 2023 to March 2024), Metro made scheduling adjustments and completed various infrastructure projects that improved transit speed and reliability. Metro also launched new Advanced Service Management pilots on RapidRide A and F lines which addressed reliability issues by proactively coordinating with operators in the field. In addition to tracking on-time performance, Metro is also tracking unplanned trip cancellations to supplement the reliability analysis from the Service Guidelines. This year's evaluation has new Appendix J which displays trip delivery rates and cancellations by route.

The service growth (Priority 3) methodology also highlights significant investment needs of over 1.3 million hours over the next 14 years. The total service growth needs decreased by about 348,000 hours from 2024's System Evaluation. This large decrease is due to multiple investments that Metro made to the transit system since the prior evaluation, including service restorations on suspended routes, improved frequency and span of service on current routes, adding new routes to the transit system, and service changes that brought the network closer to the Metro Connects interim network.

These investments that reduce crowding, improve reliability, and expand the transit network help Metro sustain recent increases in ridership, support regional growth in population and employment, and reduce congestion on King County roadways. To achieve the full Metro Connects 2050 long-range vision and meet the demands of the Puget Sound Regional Council's (PSRC) Vision 2050 plan, Metro will ultimately need to provide around 3.4 million more annual hours of service, an 85 percent increase from current service levels. Future service hour additions are also predicated on the expansion of Sound Transit Link Light rail and Stride Bus Rapid Transit, with network changes made that will compliment these frequent, high capacity services.

The 2025 System Evaluation highlights many positive trends across Metro's transit system. Both ridership and productivity show growth over the last year. **Notably, compared to the last reporting period, average weekday bus ridership has increased by approximately 13 percent.**

Productivity also increased in most categories, with urban routes showing over a 6 percent increase in passengers per hour during peak and off-peak periods, and 1 percent at night. Suburban routes show 1 to 2 percent growth in passengers per hour across peak and off-peak periods. Rural and DART service showed the strongest increases in productivity since the last evaluation period, likely in response to Metro fully restoring service on each DART route in the system. These added trips resulted in significant ridership growth and productivity increases of 28 percent during peak travel times, 15 percent in the off-peak period, and 83 percent at night. Metro will build off this success as the region—and transit system—continue to grow.

Metro's Prior Investment Activities

Since 2020, Metro has faced several challenges in delivering investments to the transit system. Sustained improvements in transit service quality will require additional service hours and infrastructure investments to mitigate the impacts of major construction and rising traffic congestion across the region. In fall 2023, in response to trip delivery rates of only 96 percent, Metro had to reduce service due to operator shortages. These service suspensions were made to reduce unplanned trip cancellations and ensure that customers could rely on Metro service. Following the notable losses of operators, mechanics, and other key staff, Metro formed the Service and Workforce Initiative in 2023 to stabilize service delivery and grow Metro's operational capacity. This initiative led to improvements in staffing levels, enabling Metro to consistently deliver and grow service.

During 2024, Metro launched full-time operator classes to add capacity to the operator workforce faster (compared to the previous practice of hiring drivers on a part-time only basis). Metro additionally launched an operator trainee curriculum modernization process to improve training pass rates. Metro's vehicle maintenance division is also nearly full staffed now. These hiring and training modernization strides have helped alleviate capacity constraints and enabled the delivery of nearly 99 percent of scheduled service during 2024 and early 2025. In addition, the initiative has positioned Metro for service growth since the 2023 reductions, including the launch of the RapidRide G Line and new service connecting to Link light rail expansions.

Seattle Investments

Metro and the City of Seattle work together to plan and implement service funded by the Seattle Transit Measure which was approved by voters in 2014 and renewed in 2020. The measure is set to expire in April 2027. As of Metro's fall service change in 2024, the Seattle Department of Transportation funded 144,223 annual hours of service, as well as the Delridge/South Park Metro Flex pilot. Metro works closely with the City of Seattle to deliver upon the measure's goals with various mobility strategies, including bus service and Metro Flex pilots.

RapidRide

Metro currently operates eight RapidRide lines throughout King County, all of which were operating during the evaluation period in this report. With the launch of the G Line in 2024, and four RapidRide lines under development, the RapidRide network continues to grow. The eight RapidRide lines in operation during the evaluation period all showed ridership growth and combined accounted for over 21 percent of total weekday system ridership. These lines are covered in the Bus Service Evaluation section of the report and additional data is included in the appendices. The future RapidRide lines are highlighted in the RapidRide Progress Report on page 26.

King County Council accepted Metro's RapidRide Prioritization Plan in 2024. This prioritization framework, which is built upon equity and sustainability measures, helped Metro organize RapidRide candidate routes into tiers based on their implementation priority.

Marine Services

The Water Taxi serves two routes that connect Pier 50 at Colman Dock in downtown Seattle with Vashon Island and West Seattle. Since the last evaluation, Metro, in partnership with WSDOT, added midday service to the Vashon route which led to a more than 40 percent increase in ridership. Metro plans to maintain and improve current service on the two existing routes while studying potential future routes. Information about Water Taxi service is included in the Marine Services section of this report, and details on the evaluation methodology are included in Appendix A.

Metro Flex

This report includes performance data for Metro Flex services operating between September 2024 and March 2025. Two new service areas were added since the last evaluation, Delridge/South Park and Northshore. Metro Flex is an on-demand transit service that provides rides within multiple King County neighborhoods. Metro continues to monitor existing pilots and consider new service areas across King County.

Information about these on-demand services is included in the Metro Flex section of this report. Additional details on the evaluation methodology for existing and potential flexible services are included in Appendix A.

What's next?

Metro is planning for several major mobility projects, redesigning services across King County as Link light rail extensions, RapidRide, and other significant investments are completed. Metro will include future service investments in King County's biennial budget process. Workforce shortages—although improving—continue to limit Metro's ability to invest and deliver additional service hours in the transit system. Metro remains committed to addressing these constraints, supporting service growth, delivering on Metro's long-term vision, and achieving the targets and vision outlined in Metro Connects.

By coordinating with other transit agencies and jurisdictions, Metro aims to identify additional opportunities for the delivery of even more transit service. By the end of 2025, Metro will implement the first part of the East Link Connections mobility project restructure related to the opening of the Link light rail 2 Line between downtown Redmond and South Bellevue. In 2026, additional East Link Connections mobility project changes will be implemented following the completion of the 2 Line between South Bellevue and Seattle. In addition, the South Link Connections mobility project will help deliver connections to the 1 Line's Federal Way Link light rail expansion. RapidRide will also continue to expand, with the addition of the I and J lines in the next two years. These projects will result in better community connections to frequent service and the larger network.

Introduction

What is the System Evaluation?

This report provides a snapshot of the performance of Metro's transit system for fixed-route buses, Dial-A-Ride Transit (DART), Water Taxi, and Metro Flex services. The System Evaluation provides the basis for decisions about adding, reducing, or changing service. It is based on Metro's Service Guidelines, which establish criteria and processes that inform changes to the transit system. The guidelines were updated and adopted by the King County Council in 2021 (Ordinances 18301,18413, 19367, and Motions 13736 and 16781). The 2025 report contains the following sections:

- Major System Changes and Impacts
- Bus Service Evaluation
- Integration with Sound Transit
- RapidRide Progress Report
- Metro Flex
- Marine Service (Water Taxi)
- Appendices (Methodology and Data)

Reducing crowding and improving reliability—Metro's primary service quality indicators—are the top two investment priorities, as they directly affect the quality of transit service. Improvements in these areas help Metro maintain service quality for current riders and attract new ones. Metro's third investment priority, service growth, emphasizes expanding the bus system by adding more frequency and span of service in the current network as well as adding new routes that serve serving new communities and neighborhoods. Service growth enhances Metro's ability to provide better mobility options to riders, meet existing demand for transit service across King County, reach climate action goals, and support the region's growing economy without expanding roadways.

How does Metro use the System Evaluation report?

Through the System Evaluation, Metro analyzes data to monitor how different services are performing, identify areas for improvement in the system, and to prioritize transit investments across King County. Staff combine this information with feedback from riders, operators, and partners to develop proposals for service changes. Before enacting significant changes, Metro presents these proposals to the public, gathers and incorporates feedback, and submits final plans for approval by the King County Council. After the approved service changes are implemented, the cycle begins again. This report provides a yearly snapshot of the transit system and Metro uses this data to inform future service change proposals.

How Can Riders Use the System Evaluation Report?

At a system level, riders can see highlights of the past year, areas for improvement, and learn more about the top priorities for future service growth. At the route level, riders can find their route(s) on the maps and appendices in this report and compare them to other routes within the Metro bus system. They can easily identify problems on a route (such as reliability) and learn more about how many additional service hours Metro needs to invest in order to fix those problems.

Major System Changes and Impacts

In 2023, Metro formed the Service and Workforce initiative to address workforce capacity challenges. This initiative has helped to stabilize operations and reduce unplanned trip cancellations, with nearly 99 percent of scheduled service being delivered during the evaluation period. With this stabilization, Metro was also able to grow service in the spring and fall service changes in 2024, with restorations of trips on existing routes, implementation of the G Line, and new routes connecting to the Link light rail extension to Lynnwood.

Reliability

In the System Evaluation, Metro evaluates bus reliability in terms of on-time performance, which measures how consistently a transit service adheres to its scheduled arrival times, and headway adherence, which measures how closely a route maintains its scheduled frequency to reduce wait times for riders. For each measure, Metro targets 80 percent reliability. These two reliability measures serve as industry-standard approaches to evaluate investment needs in fixed-route transit. As of March 2025, Metro's bus service was on time 78 percent of all trips over a 12-month rolling average, falling just short of the 80 percent target. In comparison, on-time performance around the same time last year totaled 79 percent.

Metro also closely monitors trip delivery rates to determine how much scheduled service is successfully deployed across the transit system. Unlike the other reliability measures which are typically responding to traffic congestion or major construction and highlight investment needs at the route-level, unplanned trip cancellations are typically caused by staffing or fleet shortages at seven individual Metro bus bases. Metro's current target for trip delivery is 99.7 percent, or fewer than 0.3 percent unplanned trip cancellations at each bus base.

Due to operating staff shortages, Metro experienced an increase in unplanned trip cancellations beginning in 2022. Trip cancellations are not captured in the on-time performance evaluation but still have a significant effect on the overall rider experience. In 2023, Metro launched a Service and Workforce initiative to increase operator training and hiring efforts to address the ongoing workforce shortages. The results show progress on meeting trip delivery targets.

- **2021:** Trip delivery hovered between 99.5-99.7 percent and remained mostly stable in the first three quarters of 2021, dropping in the last quarter of the year to 98.7 percent.
- **2022:** Trip delivery continued to decrease in the first half of 2022 by around 4.9 points to reach an annual low of 93.8 percent. Trip delivery continued to fluctuate throughout this examined year and increased to 94.6 percent by December.
- **2023:** Trip delivery dropped again to a historic low of 93.2 percent in July. To combat these problems, Metro implemented several solutions to increase operator training and expand hiring. Additionally, for the 2023 Fall Service Change, Metro reduced service to better align with operational capacity. These changes had a resounding impact on trip delivery, which rebounded to 97.7 percent by December, about two points below the target.
- **2024:** Trip delivery rates continued to increase in 2024, breaking 99 percent multiple times throughout the year. The overall trip delivery rate in 2024 fluctuated between a high of 99.1 percent and a low of 98.4 percent.

Additional details about system-wide and route-level trip delivery rates are included in Appendix J. Metro continues to closely monitor unplanned trip cancellations, fleet and staffing levels at each Metro base, and training programs to meet its 99.7% trip delivery target. Metro also maintains a text notification system that provides real-time alerts to riders about any issues or cancellations affecting their route.

Ridership

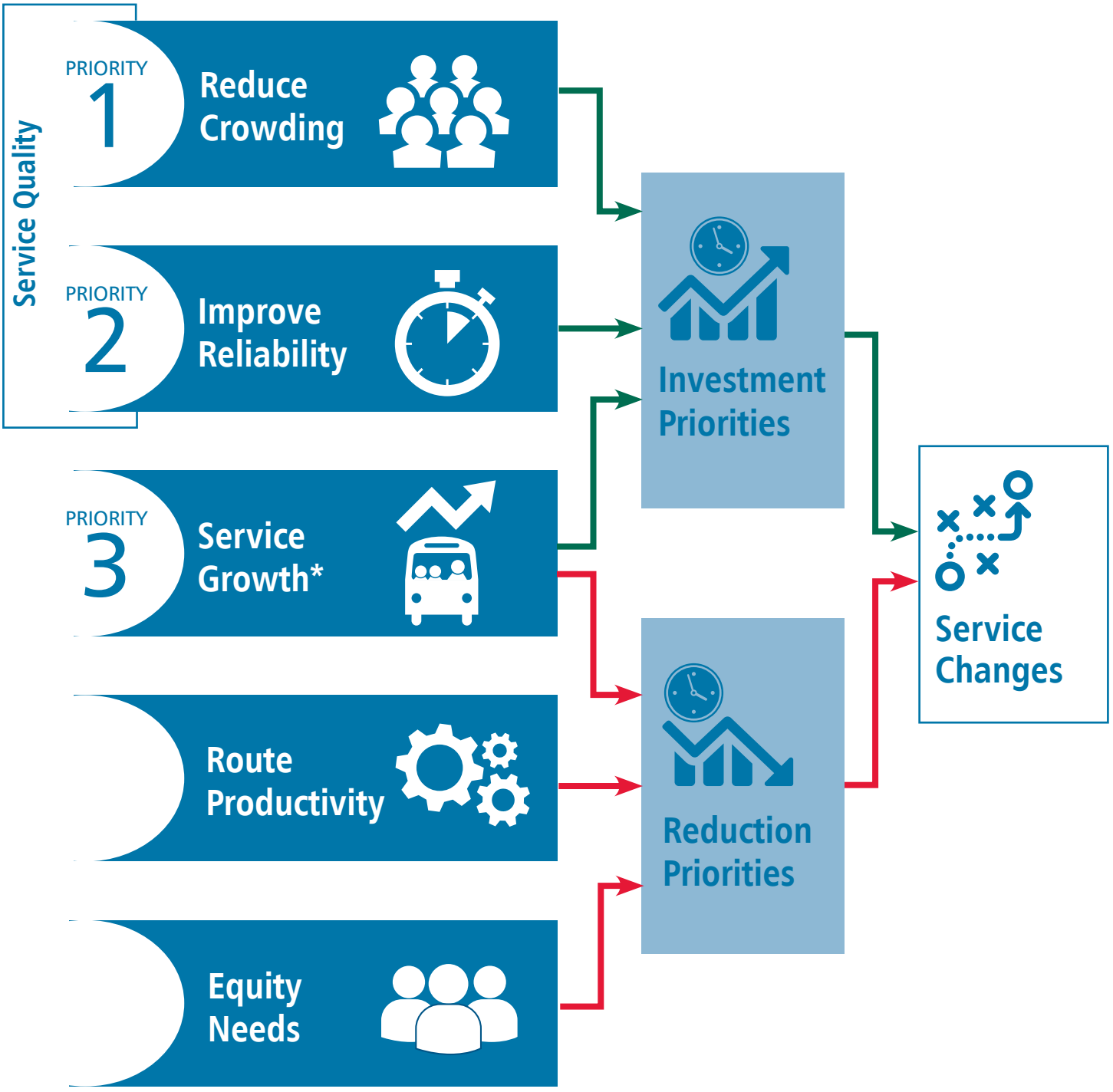
King County Metro continues to see significant year-over-year ridership growth across the bus system.

- **2023–2024:** Between March 2023 and March 2024, average weekday bus ridership increased by nearly 14 percent, a net increase of over 30,000 daily boardings.
- **2024–2025:** Between March 2024 and March 2025, average weekday bus ridership increased by nearly 13 percent, a net increase of over 33,000 daily boardings.

Ridership data provides valuable insights into where transit demand is growing in King County and who is using Metro services. The expansion of Link light rail north has provided ridership gains with riders transferring to and from light rail. Additionally, the new RapidRide G Line is showing ridership growth each month since its launch. Youth and university students continue to bolster Metro's ridership. Additionally, ridership continues to rise as more employers adopt hybrid and full-time in office schedules. However, these changes also result in more traffic congestion and delay, resulting in more challenges in terms of transit reliability. Metro frequently adjusts schedules on routes because of these changing travel and traffic patterns and continues to investigate other ways to improve the transit system.

How the annual system evaluation informs service changes

Figure 1. System Evaluation Flow Chart



* Service Growth methodology uses equity, land use, and geographic data to develop targets and prioritize investments. This methodology is used to inform both investment and reduction priorities.

Bus Service Evaluation

Crowding (Priority 1)

What is Crowding?

Metro defines crowding needs in the System Evaluation by the following factors:

» The vehicle's average maximum load is more than the crowding threshold for the type of vehicle, or

» The average passenger load is more than the number of seats for 20 or more minutes.

Based on this methodology, trips must be consistently crowded for several months to be identified for investment.

Findings

The 2025 System Evaluation found that zero bus hours are needed to reduce crowding. Although ridership is on the rise, no routes had chronically crowded trips during the evaluation period.

What's Been Done

No additional investments were needed to reduce crowding as defined in the Service Guidelines in the last several years.

What's Next?

As ridership continues to increase across the system, Metro will monitor ridership trends and evaluate crowding at the route level. This data helps Metro understand when and where to expect ridership growth and potential crowding.

Reliability (Priority 2)

What is Reliability?

For transit, reliability refers to the extent to which buses arrive on time or maintain their designated headway (time between buses) throughout the day. Routes are candidates for investment when buses do not arrive on time or fail to meet their scheduled headways more than 20 percent of the time. When a route is flagged with reliability issues, Metro considers adjusting schedules to better reflect existing conditions or adding more service to a route. Additionally, Metro frequently partners with cities within King County to deliver infrastructure improvements that reduce travel times and improve bus reliability for riders. The System Evaluation also includes trip delivery rates, which are not part of the service guidelines reliability definition. The Priority 2 investment needs are determined by the on-time performance measure.

Findings

The 2025 System Evaluation found that 23,950 additional bus hours are needed to improve reliability. The investment need decreased from last year's findings by approximately 2,900 annual hours. This report identifies reliability investment needs on 55 out of 109 routes; twelve of which are new to the list. Forty-two of the routes featured in 2024's list still need service investments or infrastructure improvements to improve bus reliability.

See Appendix D for more details on route-level reliability metrics.

- **South county routes:** Fifteen routes were identified as needing reliability investments. Routes 148 and 165 are new to the list. The other thirteen (106, 107, 111, 124, 128, 131, 132, 153, 161, 168, 182, 183, and 193) still have outstanding needs.
- **East county routes:** Thirteen routes were identified as needing reliability investments. Routes 239, 241, and 245 are new to the list. The other ten (208, 221, 225, 226, 240, 249, 250, 257, 269, and 271) still have outstanding needs.
- **North county routes:** Two routes were identified as needing reliability investments. Routes 365 is new to the list. Route 372 still has outstanding needs, but the investment need is small.
- **Seattle routes:** Twenty-five routes were identified as needing reliability investments. Routes 4, 14, 22, 61, D Line and G Line are new to the list. The other nineteen (1, 5, 7, 8, 9, 11, 12, 21, 24, 27, 28, 33, 40, 43, 62, 65, C Line, E Line, and H Line) still have outstanding needs.

These reliability metrics are specifically used to calculate service hour investment needs. Additional details on trip delivery rates and unplanned trip cancellations, which are typically unrelated to service hour investments, are included in Appendix J. Eighty four percent of routes had a trip delivery rate of 98 percent or higher, with the remainder having rates between 90 and 98 percent. The six routes with the highest trip cancellation rates were all peak-only commuter services to downtown Seattle, which run during the times of highest operational demand on the system.

What's Been Done

In last year's 2024 System Evaluation covering September 2023–March 2024, Metro highlighted an investment need of 26,850 additional service hours to improve on-time performance and headway adherence. While no service hours were invested in 2024 specifically towards these identified reliability needs, Metro completed 21 major speed and reliability spot improvement projects in 2024 that led to reliability improvements on 28 different routes. These infrastructure investments improved reliability without investing in more service hours. More details on these improvements are available in the 2024 Spot Improvement Annual Report (kingcounty.gov/en/dept/metro/about/data-and-reports/other-reports).

Prior to the 2024 evaluation, Metro experienced a high rate of trip cancellations due to staffing shortages. Although Metro targets 99.7 percent trip delivery, in July of 2023 riders were seeing only 93.2 percent of the scheduled service delivered across the county.

Since then, workforce initiatives have improved staffing levels, leading to a reduction in canceled trips. In 2024, Metro consistently delivered between 98.4 and 99.1 percent of all scheduled trips. While more work is still needed, the data shows an encouraging trend and progress on reaching the 99.7 trip delivery target.

Metro has been operating Advanced Service Management (ASM) pilots on select RapidRide routes. ASM comprises several strategies and tactics to improve both the rider and employee experience. One key strategy in the pilots is to shift from scheduled routes to a more dynamic, headway-based approach to maintain bus frequency by evenly spacing out buses along a route—this and other strategies prevent "bus bunching and gapping," long wait times for riders, and disruptions to operator schedules.

In late 2023, Metro launched an ASM pilot for the A and F lines that, among other tactics, increased real-time coordination between the Transit Control Center and operators in the field to address reliability issues related to operator speed. The pilot results showed improvements to headway adherence on both routes, and helped Metro to identify areas to clarify, grow, and learn.

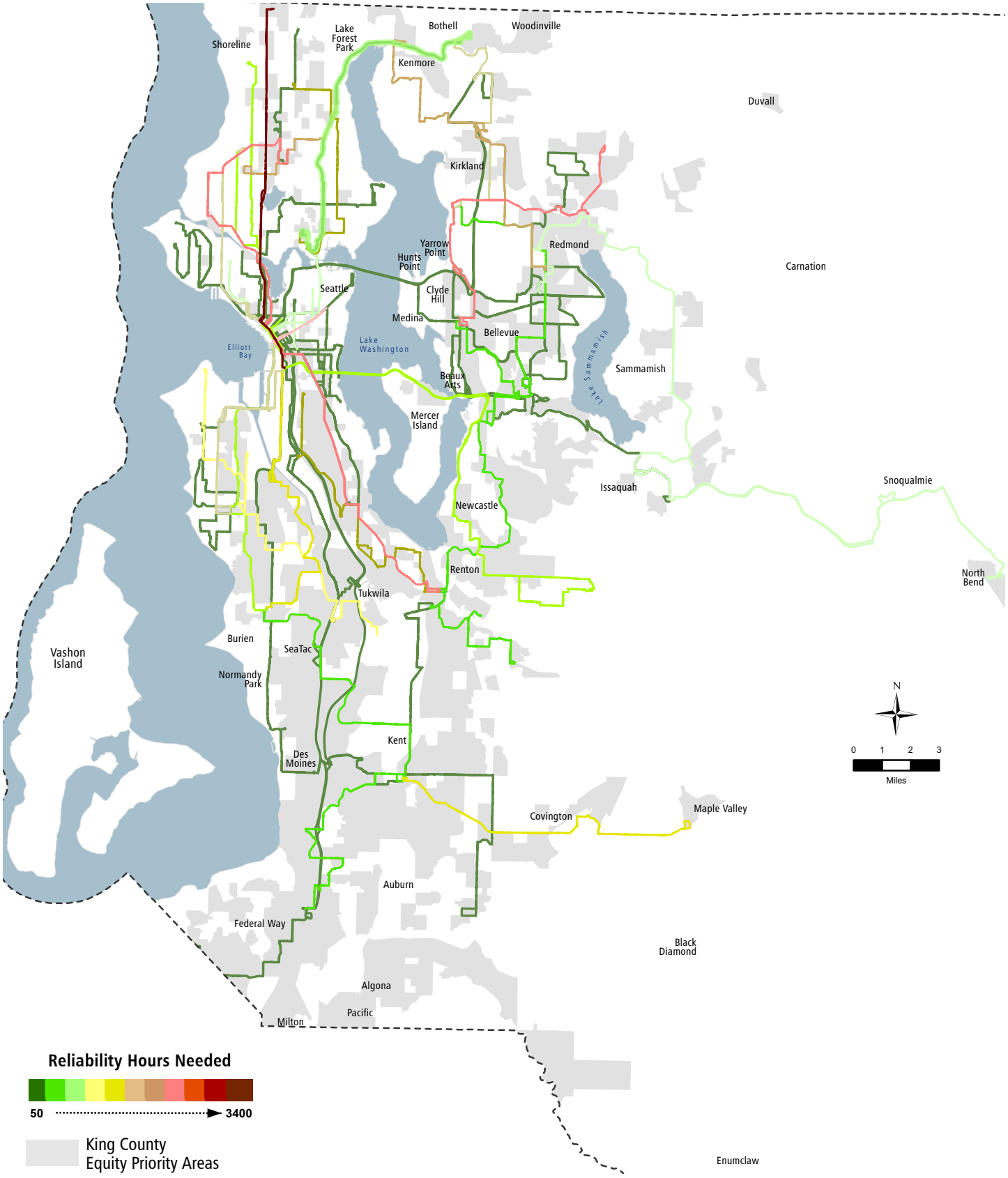
In early 2025 Metro applied many of these lessons learned and introduced a similar program for the newly-launched G Line. The G Line pilot introduced a terminal manager at the end of the route, actively managing trips in the field and adjusting schedules throughout the day based on real-time conditions to improve reliability. Early results are promising, and Metro will continue to monitor this G Line pilot throughout 2025. The Metro ASM team is looking forward to taking next steps to expand ASM tactics throughout additional frequent bus service routes.

What's Next?

Metro uses various strategies to improve reliability across the system. For example, Metro's speed and reliability infrastructure investments help facilitate large improvements in the rider experience and reduce the need to invest additional service hours. To ensure that each route can maintain its scheduled headways, Metro is investing in technology that will support active headway management, which helps monitor and prevent "bus bunching" across the transit system so that buses can adhere to their frequent schedules throughout the day. As the region and economy continue to grow, traffic congestion continues to reduce bus reliability and requires more intensive infrastructure improvements to prioritize transit in the roadway.

Metro will monitor routes and adjust schedules to reflect evolving conditions. Additionally, Metro continues to partner with jurisdictions and agencies to provide transit–supportive infrastructure that will deliver fast and reliable bus service.

Figure 2. Metro bus routes needing annual hours investment to improve reliability



Service Growth (Priority 3)

What is Service Growth?

Service growth is based on routes' target service levels (how often buses should arrive throughout the day) and the span of service (how early and late a route operates each day) envisioned for each route. The target service level for the System Evaluation is based on the Metro Connects Interim Network, or the criteria in the service guidelines. The highest service level of the two is used to determine Priority 3. The gap between how much Metro service currently operates and how much service is envisioned constitutes the investment needed to meet target service levels. Investment needs recommended in this section include service hour gaps from suspended services.

Table 1: Summary of typical service levels from Service Guidelines

Service	Service Level: Frequency (minutes between trips) and Time Period				Days of Service	Hours of Service
	AM Peak 5–9 am **PM Peak** 3–7 pm	**Off-Peak** 9 am–3 pm, 7–10 pm	**Night** 10 pm–5 am	**Weekend** Sat.–Sun.		
Very frequent/ RapidRide	<= 10 mins	<= 15 mins	<= 15 mins	<= 15 mins	7 days	16–24 hrs
Peak Frequent	<= 15 mins	<= 30 mins	<= 30 mins	<= 30 mins	7 days	16–24 hrs
Local	<= 30 mins	<= 30 mins	<= 60 mins	<= 60 mins	5–7 days	12–18 hrs
Hourly	<= 60 mins	<= 60 mins	--	--	5 days	8–12 hrs
Peak-only	8 trips/day minimum	--	--	--	5 days	Peak
Metro Flex	Determined by demand and community collaboration process					

Findings

To meet target service levels envisioned in the Metro Connects interim network or the service growth methodology, service needs to grow on 119 routes by approximately 1,385,000 service hours (an average of approximately 95,000-100,000 hours per year over the next 14 years).[1]

- **Current network:** 106 existing routes need around 1,354,900 additional service hours.
- **Proposed Metro Connects routes (no current service):** 13 new routes need around 294,900 service hours.

The 2025 estimated service growth needs decreased by about 348,000 total hours compared to the 2024 System Evaluation. This decrease in investment needs is related to service growth during the evaluation period, with trips added to existing routes as well as new routes added to the system. Additionally, two major service restructures in fall 2024 led to changes to the network that brought it closer to the Metro Connects interim network, reducing the gap between the current and future network.

What's Been Done

Both the spring and fall 2024 service changes restored some previously suspended trips. The fall 2024 service change contained two major restructures that added hours into the system. The Lynnwood Link Connections mobility project restructured service around the Link light rail expansion from Northgate to Lynnwood, creating new connections to Link light rail in North Seattle and Shoreline. Additionally, the Madison Street Area mobility project restructured service to complement the new RapidRide G Line on Madison. These projects both added service into the system and brought the system closer to the Metro Connects Interim Network, reducing the total investment need to implement that network.

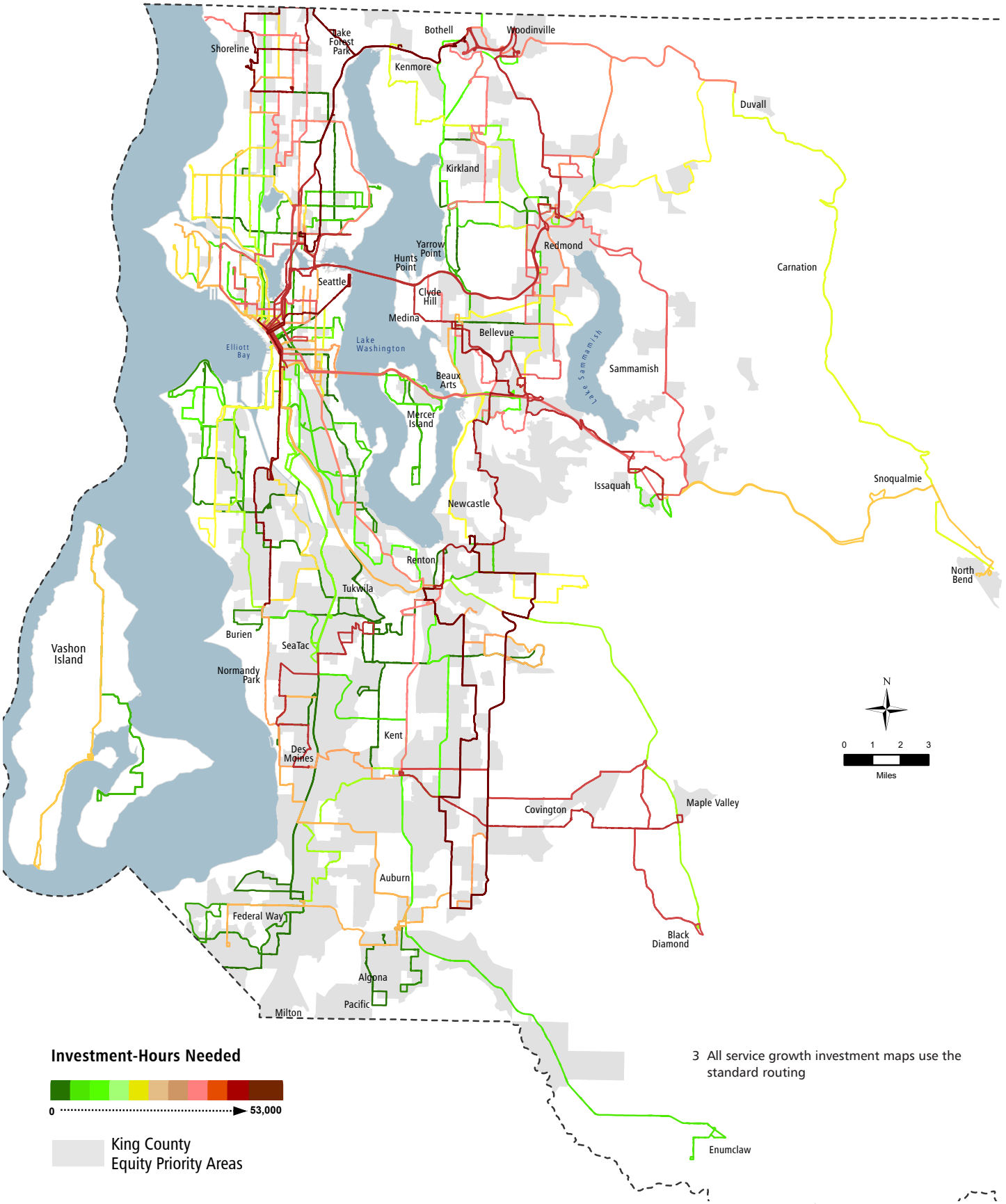
What's Next?

Metro will continue to seek opportunities to improve operational capacity and expand mobility options while centering on the needs of priority populations. As Metro considers future projects and investments, staff will use the Priority 3 analysis and prioritization to inform service proposals.[2] As Link light rail and RapidRide continue to expand mobility options in the region, Metro will continue to refer to this service growth data to help inform future restructures and service changes.

1 The current target year for the Metro Connects interim network is 2039, tied to the estimated opening date of Ballard Link

2 Metro identifies priority populations as people who are Black, Indigenous, or of color; have low or no income; are immigrants or refugees; have disabilities; or are linguistically diverse

Figure 3. Metro routes needing investment in service growth (Priority 3): total investment needed[3]



3 All service growth investment maps use the standard routing

Figure 4. Metro routes needing investment in service growth (Priority 3): AM Peak

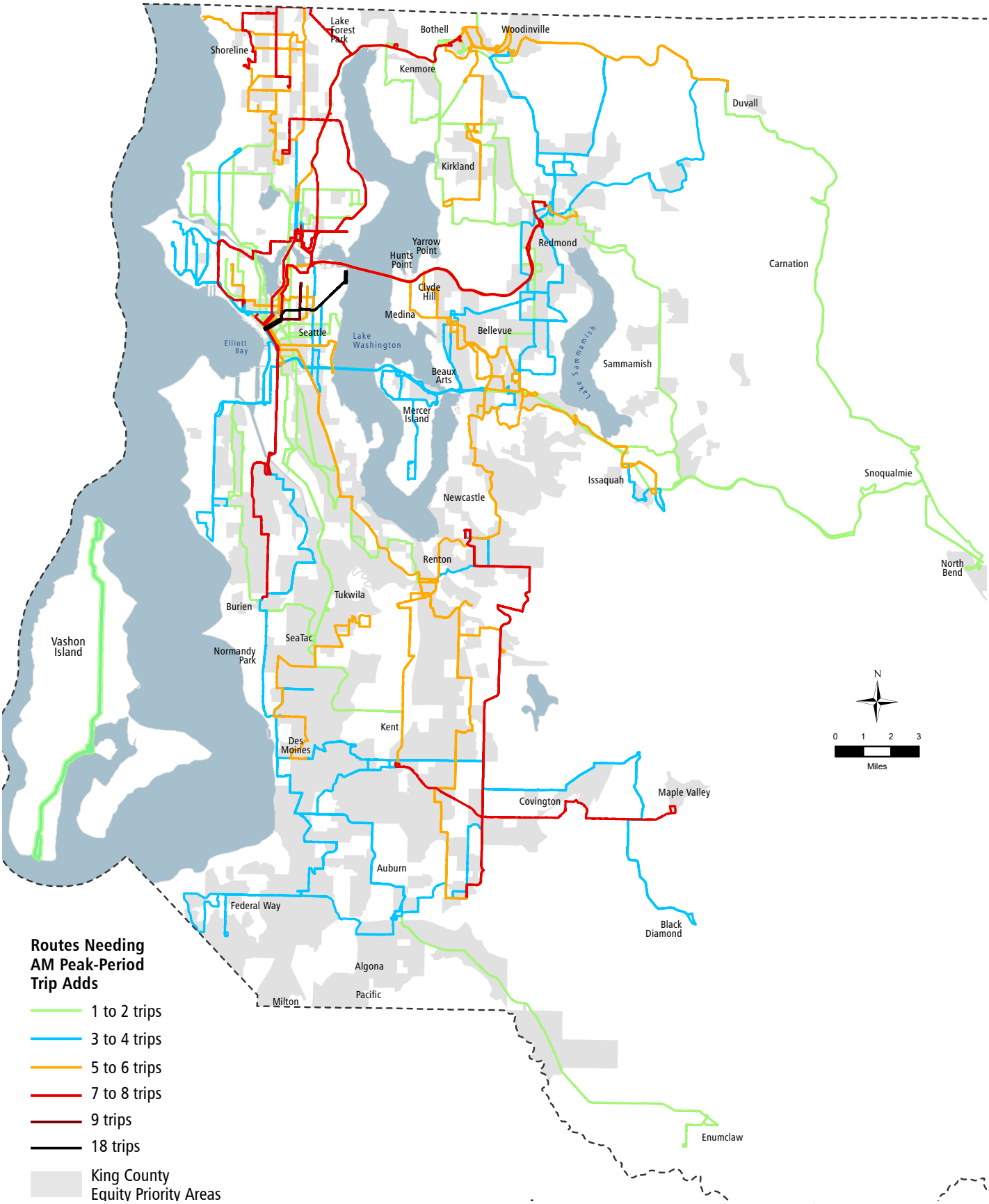


Figure 5. Metro routes needing investment in service growth (Priority 3): Midday

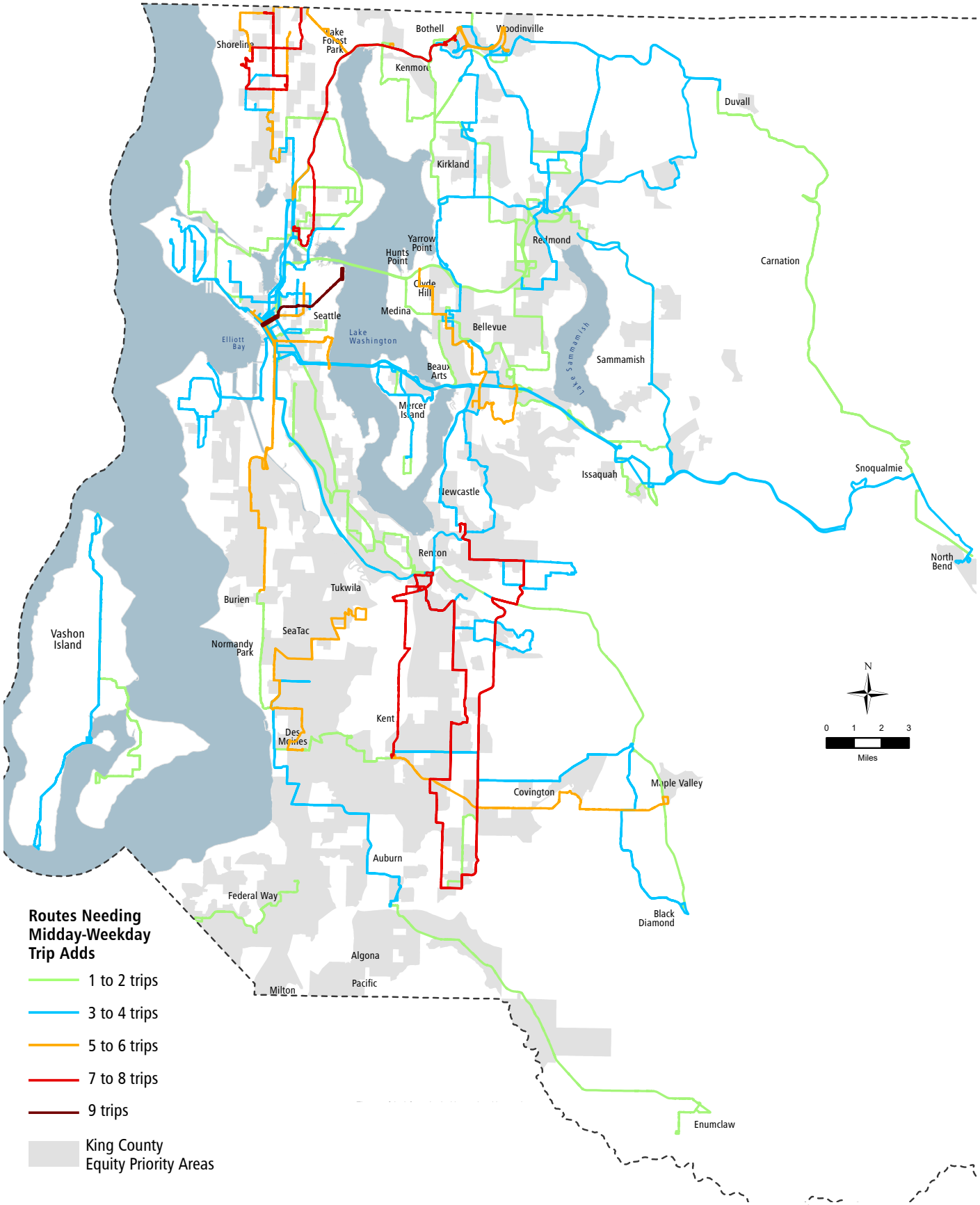


Figure 6. Metro routes needing investment in service growth (Priority 3): PM Peak

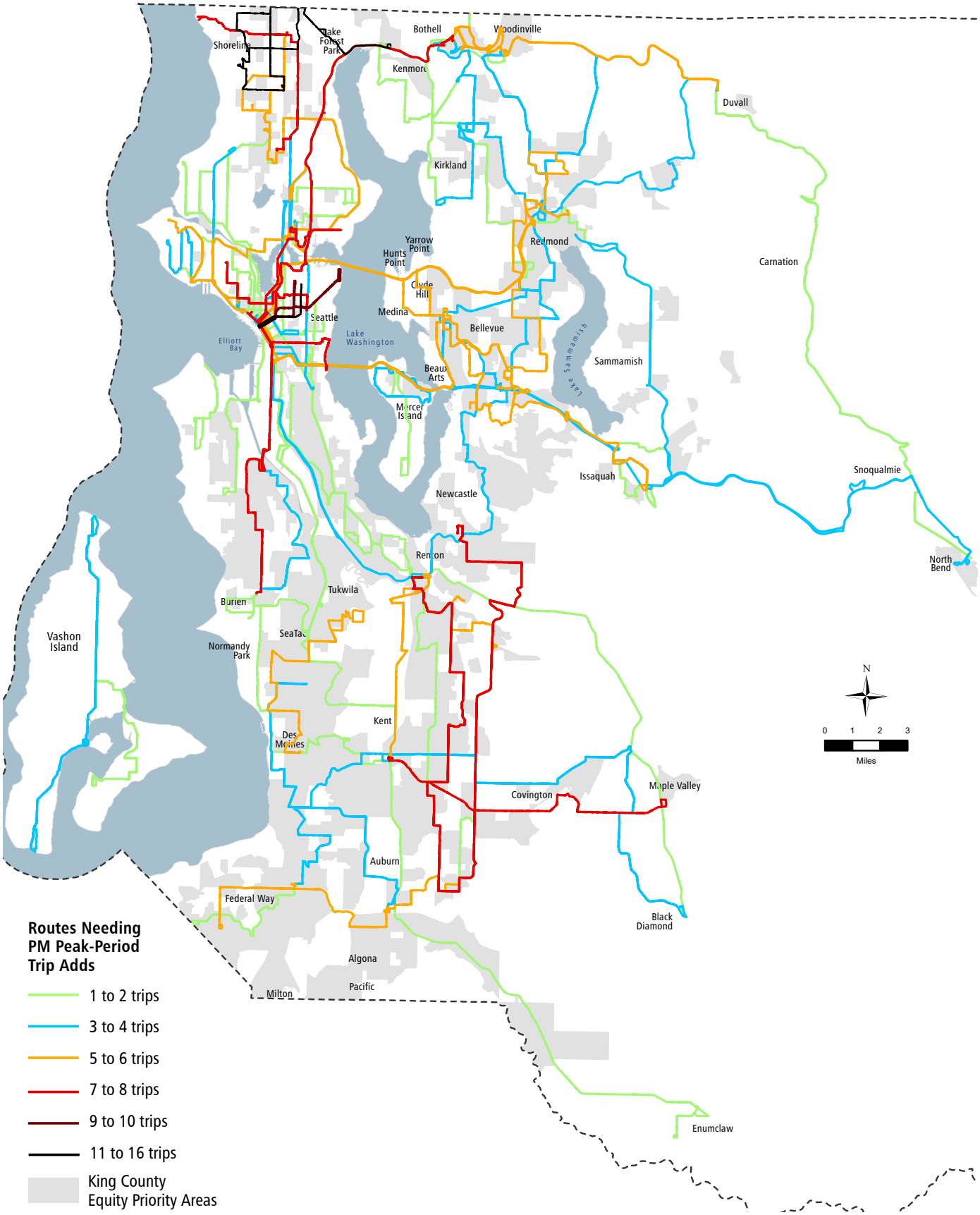


Figure 7. Metro routes needing investment in service growth (Priority 3): Evening

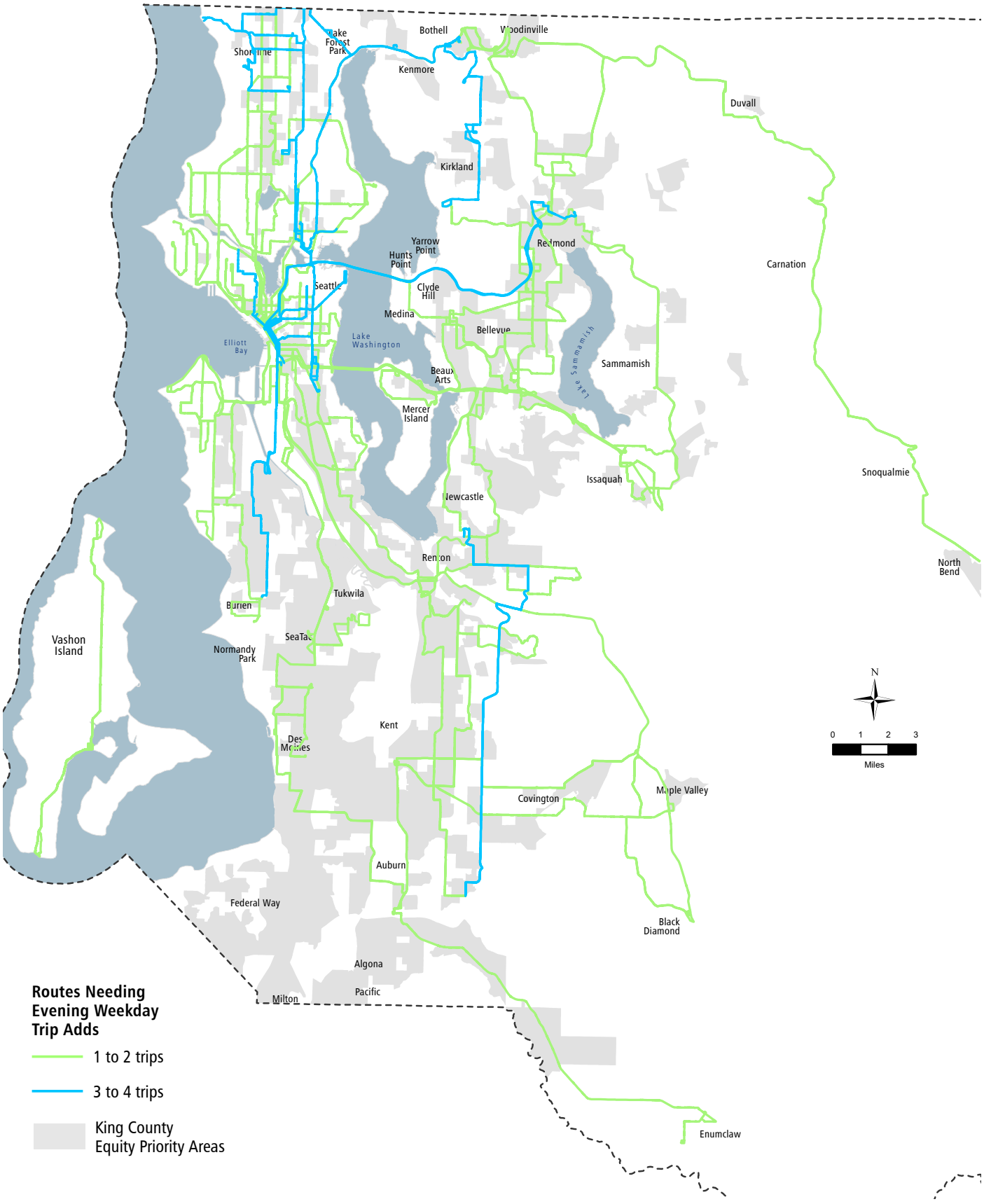


Figure 8. Metro routes needing investment in service growth (Priority 3): Saturday

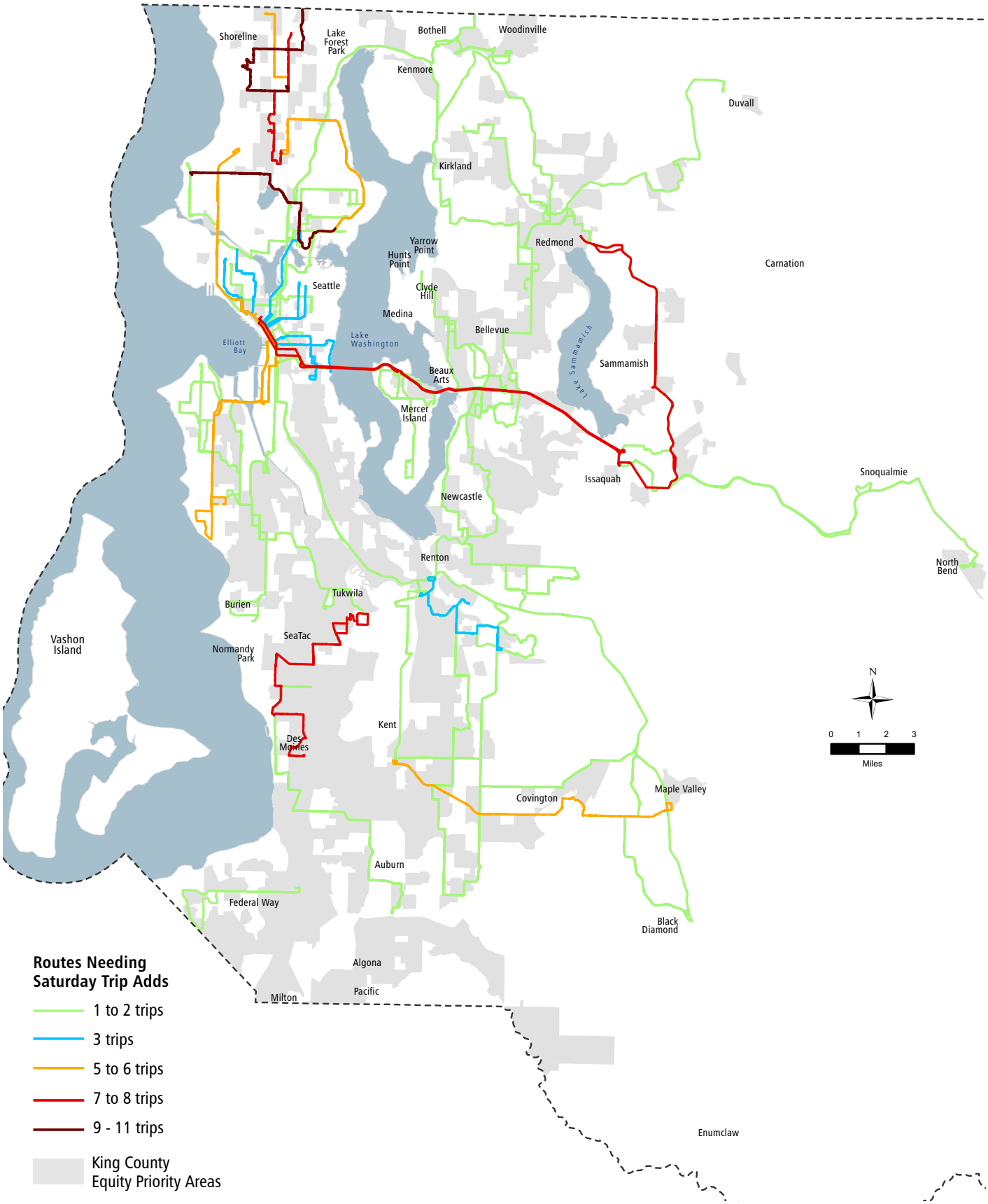
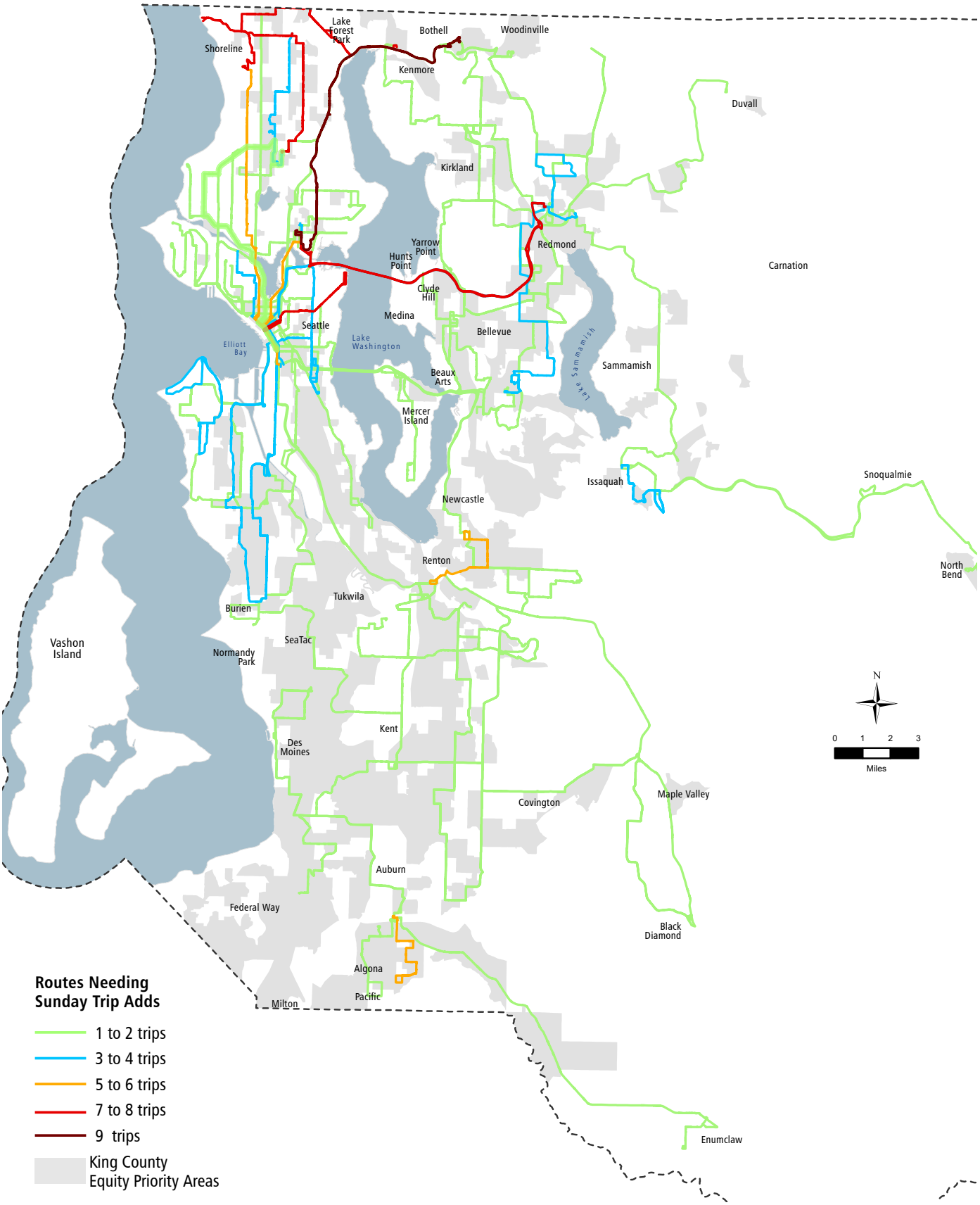


Figure 9. Metro routes needing investment in service growth (Priority 3): Sunday



The Complete Network: Integration with Sound Transit

Metro and Sound Transit continue to plan together and with jurisdictions to create an integrated network that gives customers the best possible transit experience. As Sound Transit's Link light rail and Stride bus rapid transit (BRT) services expand, this coordination will maximize the total regional investment in transit while aiming to provide seamless services for transit riders. This coordinated effort will create frequent and reliable connections to jobs, education, and other opportunities that advance social equity.

Metro continues to plan for Link light rail and Stride BRT expansion by way of mobility projects (major service changes with new and modified routes and stops), customer experience infrastructure projects (new bus stops at Link stations and new transit centers), and infrastructure projects that support bus operations in partnership with Sound Transit (new off-street layover facilities at Link stations and transit centers, and projects that prioritize transit).

Active Service Change and Mobility Projects

- Link 1 Line - Lynnwood Link Extension and Lynnwood Link Connections Mobility Project (Metro, Sound Transit, Community Transit): This extension opened in August 2024. An additional station, Pinehurst (130th Street), will open in 2026 and lead to a second phase of Lynnwood Link improvements.
- Link 2 Line - East Link Extension/Downtown Redmond Link Extension & East Link Connections Mobility Project (Metro, Sound Transit): The Downtown Redmond Link Extension opened on May 10, 2025. The full 2 Line is projected to open in 2026.
- Link 1 Line - Federal Way Link Extension & South Link Connections Mobility Project (Metro, Sound Transit, Pierce Transit): This extension is projected to open in 2026. With the spring 2025 service change, the Federal Way Downtown Station bus loop replaced the existing Federal Way Transit Center. Federal Way Downtown Station also includes a new off-street layover facility.

Future System Expansion Partnerships

- Stride S1/S2 lines (I-405 BRT): Major capital partnerships include Bellevue Transit Center, new Renton Transit Center, Tukwila International Boulevard Station, and Burien Transit Center. Service is expected to begin in 2028 (S1) and 2029 (S2).
- Stride S3 Line (SR 522/523 BRT): Sound Transit will build Stride stops along SR 522 and NE 145th Street where Metro also operates bus service. S3 is expected to begin service in 2028. To integrate with S3, Metro has planned bus service changes as part of Lynnwood Link Connections.
- West Seattle (3 Line) and Ballard (1 Line) Link Extensions: West Seattle Link is projected to open in 2032. Metro is participating in planning and design for transit integration including customer amenities and bus layover at stations. Design is ongoing and will continue through 2027, while construction is anticipated to start in 2027. Metro is also participating in planning and design for transit integration for the Ballard Link Extension, which is projected to open in 2039.
- Kent Sounder Station Off-Street Layover Facility: Metro is partnering with Sound Transit, to deliver this project with a new garage for Sounder customers. The project includes a 12-bay off-street layover facility with charging infrastructure for battery-electric buses. This project is currently in the design phase, with construction beginning in 2025. The project will be completed in 2026.
- Tacoma Dome Link Extension (1 Line): The Tacoma Dome Link extension is projected to open in 2035. Metro will serve one station along this extension, South Federal Way, and is in coordination with Sound Transit and Pierce Transit on transit center design.
- 1 Line future stations (130th, Graham Street, Boeing Access Road): Pinehurst (130th Street) Station is currently under construction and is expected to open in 2026. As part of the Lynnwood Link Connections Mobility Project, Metro has bus changes planned to connect to this station. Graham Street and Boeing Access Road Stations are projected to open in 2031. Metro is participating in planning and design for transit integration at these stations.

Table 2 lists key corridors in King County where Sound Transit is the primary provider of two-way, all-day transit service. Sound Transit will become the high-capacity transit provider in more corridors with Link light rail extensions and Stride BRT.

Table 2: Corridors served primarily by Sound Transit

Between	And	Via	Major Route
Woodinville Park-and-Ride	Roosevelt Station	Bothell, Kenmore, Lake Forest Park, Lake City	522
Lynnwood Transit Center	Bellevue Transit Center/ Downtown Bellevue Station	Totem Lake, UW Bothell	535
Bear Creek Park-and-Ride	Downtown Seattle	Downtown Redmond, Redmond Technology Station, Evergreen Point Park-and-Ride	545
Downtown Bellevue	Downtown Seattle	Mercer Island, South Bellevue Station, Bellevue Transit Center, Downtown Bellevue Station	550
Issaquah Highlands Park-and-Ride	Downtown Seattle	Issaquah Transit Center, Eastgate Park-and-Ride, Mercer Island	554
West Seattle/ Westwood Village	Bellevue Transit Center/ Downtown Bellevue Station	Burien, SeaTac, Renton, Bellevue Transit Center, Downtown Bellevue Station	560
Auburn Sounder Station	Redmond Technology Station	Kent, Renton, Bellevue, Bellevue Transit Center, Downtown Bellevue Station	566
SeaTac Airport	Lakewood TC	Tacoma Dome, Federal Way Transit Center. SeaTac	574
Federal Way Transit Center	Downtown Seattle	I-5	577
Puyallup	Downtown Seattle	Auburn, Federal Way Transit Center	578
Angle Lake Station	Northgate Station	SeaTac Airport, Rainier Valley, Downtown Seattle, Capitol Hill, U District, Northgate, Lynnwood	1 Line
South Bellevue Station[4]	Downtown Redmond	South Bellevue, Downtown Bellevue, Spring District, Overlake Village, Downtown Redmond	2 Line

4 The Link extension between Redmond Technology and Downtown Redmond stations opened in May 2025 and is not reflected in the data and appendix tables for the 2025 System Evaluation

RapidRide Progress Report

RapidRide is a network of easy-to-use, high-quality, and convenient bus rapid transit lines, and it is an integral part of the region's high-capacity transit network. Metro's RapidRide service includes many important features for customers.

- **Frequent and reliable service:** RapidRide buses are more frequent and stay on time more often thanks to infrastructure improvements that aid reliability.
- **Bus stop upgrades:** RapidRide stations include better lighting, signs with real-time arrival information, and more seating.
- **Better access:** Metro is working with local cities to improve sidewalks, street crossings, and other pathways to bus stations to ensure a safe and convenient experience.

Metro currently operates eight RapidRide lines throughout King County. The H Line opened in March 2023 and had 40 percent ridership growth in 2024 compared to 2023. The G Line opened in September 2024 and had increases in ridership each month during the evaluation period. Metro is also developing four new RapidRide lines. The I Line and the J Line both reached the end of the design phase by fall 2024. The J Line is currently under construction, and the I Line will begin construction in fall 2025. Both are currently expected to open in 2027. Planning for the K Line and the R Line started in 2019, but Metro paused both projects in 2020 due to funding concerns. Metro has resumed planning work for both lines. Additionally, Metro is beginning to plan for reinvestment in lines A through F.

Table 3: RapidRide expansion status update (as of October 2025)

Route name	From> Via> To	Comparable Route(s)	One-Way Miles	Project Status	Expected Opening	Federal Transit Administration Funding
I Line	Renton> Kent> Auburn	160	17.9	Design: 90-100% Auburn: 100% Kent: 90% Renton: 100%	2027	Small Starts Grant, Urbanized Area Section 5307 Formula funding, Congestion Mitigation & Air Quality funding, Surface Transportation Program funding
J Line*	U. District> Eastlake> Seattle CBD>	70	5.2	Construction	2027	Small Starts Grant, Congestion Mitigation and Air Quality funding, & Surface Transportation Program funding
K Line	Totem Lake> Kirkland> Bellevue> Eastgate	250, 271	14.6	Planning	2030	Small Starts Grant
R Line	Rainier Beach> Mt Baker Seattle CBD	7	9.4	Planning	2032	PSRC Equity Grant

* The City of Seattle is leading the design and construction of the J Line and is also a recipient of the grant funding listed above.

RapidRide Prioritization Plan

Metro adopted an updated Metro Connects long-range plan in December 2021, which envisions a significant expansion of the RapidRide network. The ordinance adopting Metro Connects required the creation of a RapidRide Prioritization Plan to determine how to prioritize candidate corridors from the interim network. RapidRide candidates for the interim network included routes with higher equity need, high ridership demand, and strong potential for RapidRIde infrastructure improvements, to result in improved travel time.

The RapidRide Prioritization Plan was accepted by King County Council in September 2024 through Motion 16659. This evaluation of candidate routes led with equity and sustainability. The prioritization framework organized RapidRide candidate lines into tiers by their implementation priority. The top tier RapidRide candidates will be Metro's highest priority for the interim network, while the second tier are lines to be developed if additional funding and delivery capacity becomes available. The third tier includes candidate routes not prioritized for development as part of the interim network but that remain as candidates within the 2050 network.

Below, Table 4 summarizes the performance of the closest equivalent routes for each candidate with respect to Metro's Service Guidelines. The candidates include both new RapidRide lines and updates to existing RapidRide lines.

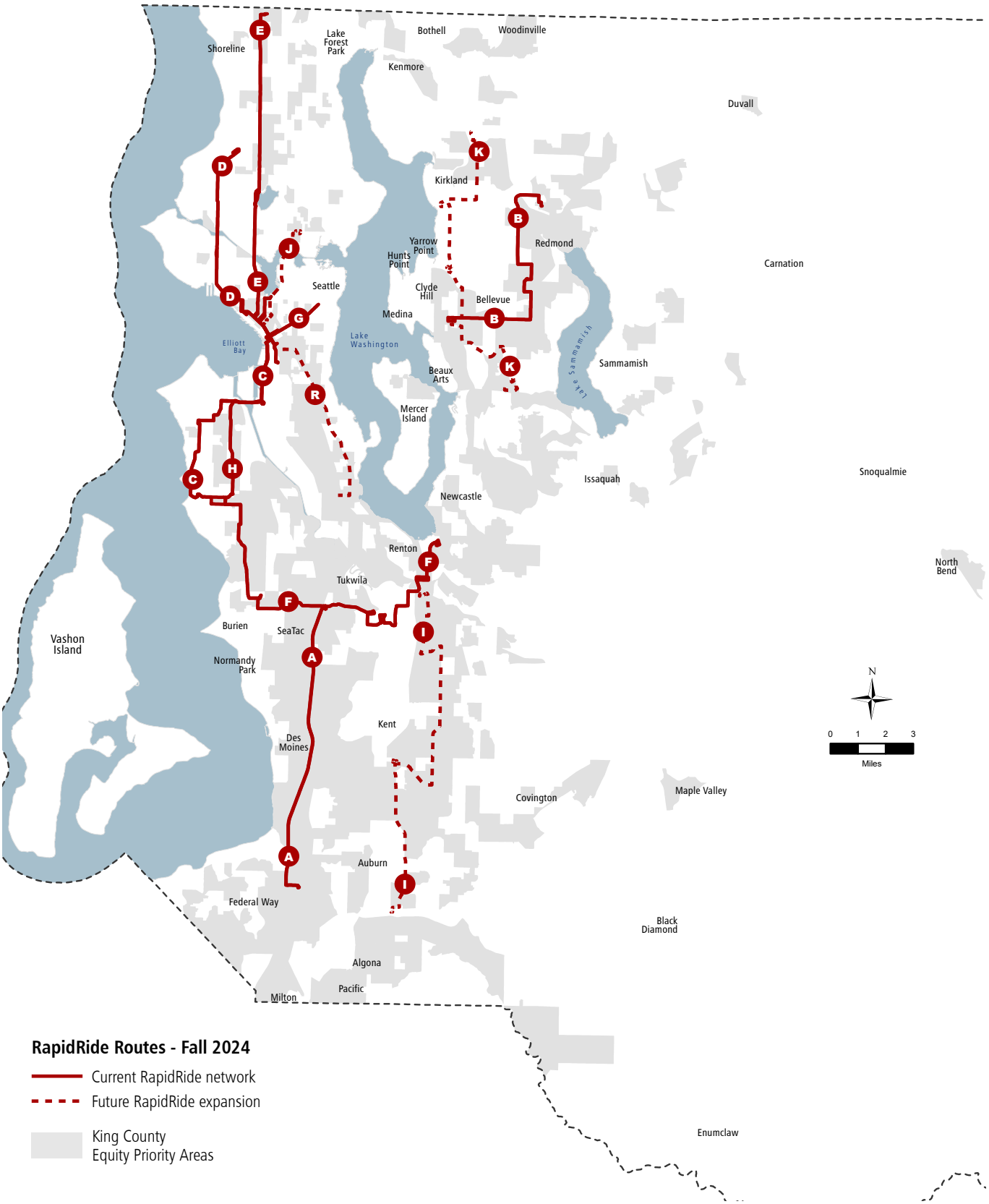
Table 4: RapidRide Prioritization Plan candidate lines and tiers[5]

RapidRide Candidate Corridor ID (Metro Connects)	Current Route Equivalent	Service Demand	Service Quality factors		Prioritization Plan Tier
		Ridership (weekday)	Crowding (weekday)	Reliability (weekday)	
1049	150	4,355	-	87%	Tier 1
1064	36	6,723	-	85%	Tier 1
1012	44	6,247	-	85%	Tier 2
1993	40	8,450	-	79%	Tier 2
3101 & 1028	B Line[6]	4,754	-	84%	Tier 2
	271	3,215	-	83%	
1052	181	2,165	-	84%	Tier 3
1056	165	3,468	-	82%	Tier 3
1999	B Line	4,754	-	84%	Tier 3
	226	1,206	-	82%	

5 Data consolidated from Appendix C, Appendix D, Appendix E, and Appendix G

6 Current B Line would be split in two at Crossroads, with extensions added to each half

Figure 10. RapidRide network (current and planned routes)



Metro Flex

Metro Flex is Metro's on-demand transit service. Metro Flex complements the bus system by providing service in areas where the land use and demand are not well-suited to larger buses. With Metro Flex, customers can book trips on-demand using a smartphone to take trips anywhere within a service area. Riders may be required to walk to a nearby corner to meet their vehicle, unless they have unique mobility needs. Additionally, riders with a good bus route alternative are directed to that option via the app.

The System Evaluation provides an annual performance evaluation of all active service areas and, when applicable, an evaluation of any pilot services at the end of their pilot period. For this evaluation, there were no pilots that this applied to. The Juanita service area pilot ended during the last evaluation, but was given a one year extension to determine its final status.

Metro Flex Performance

A defining feature of Metro Flex is the ability to launch, test, and refine innovative service solutions as pilots in partnership with communities. These services leverage Metro's long-standing success in both DART and ridesharing services in combination with emerging mobility technologies.

Table 5 below outlines the results of the standard annual evaluation for all active Metro Flex service areas based on productivity, efficiency, and equity. Appendix A provides more information about these metrics and their evaluation. Rainier Beach and Skyway remain top performing service areas. A new pilot launched in 2024, Northshore, is showing very low ridership since launching and Metro is considering changes to the service area.

Table 5: Metro Flex performance evaluation for active service areas (productivity, efficiency, and equity)

Metro Flex Service Area	Rides per Vehicle Platform Hour	Cost Per Ride ($)	Percent Trips in Equity Priority Areas	Launch Date	Service Area Status
Delridge/South Park	1.8	$45.34	74%	July 2024	Pilot
Issaquah	2.1	$40.71	25%	October 2023	
Northshore	0.6	$140.06	26%	September 2024	
Juanita	1.6	$52.62	24%	September 2020	
Kent	2.4	$35.48	60%	September 2021	Ongoing
Othello	2.7	$30.72	89%	April 2019	
Rainier Beach	3.0	$27.56	82%	April 2019	
Renton	2.4	$35.40	77%	August 2021	
Sammamish	2.3	$37.03	17%	June 2019	
Skyway	3.2	$26.29	70%	August 2021	
Tukwila	2.5	$33.57	85%	April 2019	

What's Been Done

Metro evaluates Metro Flex pilots to determine one of three options: a continuation of the pilot, the conversion into an ongoing service area, or a complete cancellation of service.

The 2024 System Evaluation showed analysis results confirming that seven long-running pilots could transition to "ongoing service." Metro will continue monitoring these areas, learning lessons on how to best use Metro Flex resources, and adjusting service over time. Metro converted these pilot areas into ongoing services because they met minimum performance standards in equity, accessibility, efficiency, and productivity.

Metro currently has four Metro Flex pilots in operation during this 2025 System Evaluation period. For pilot periods, Metro tests a new service area to determine if there is a long term need. Pilot services are evaluated during this period and are subject to change. A pilot will not transition to ongoing status if not meeting standards.

The Juanita service area did not meet evaluation standards required to become an ongoing service based on 2023-2024 analysis but continued as a pilot. Despite increased marketing at the beginning of 2024, Juanita was still not meeting pilot evaluation standards in March 2025. The Issaquah pilot is in its second year and will be evaluated in the 2026 System Evaluation. Issaquah Metro Flex is a partnership funded by City of Issaquah. Two new pilot service areas are new since the last evaluation period—Northshore and Delridge/South Park. Delridge/South Park is a partnership project funded by City of Seattle.

Appendix A includes the methodology Metro uses to evaluate all active Metro Flex service areas, how Metro determines which pilots become ongoing services, and how Metro prioritizes new prospective locations for Metro Flex pilots.

What's Next

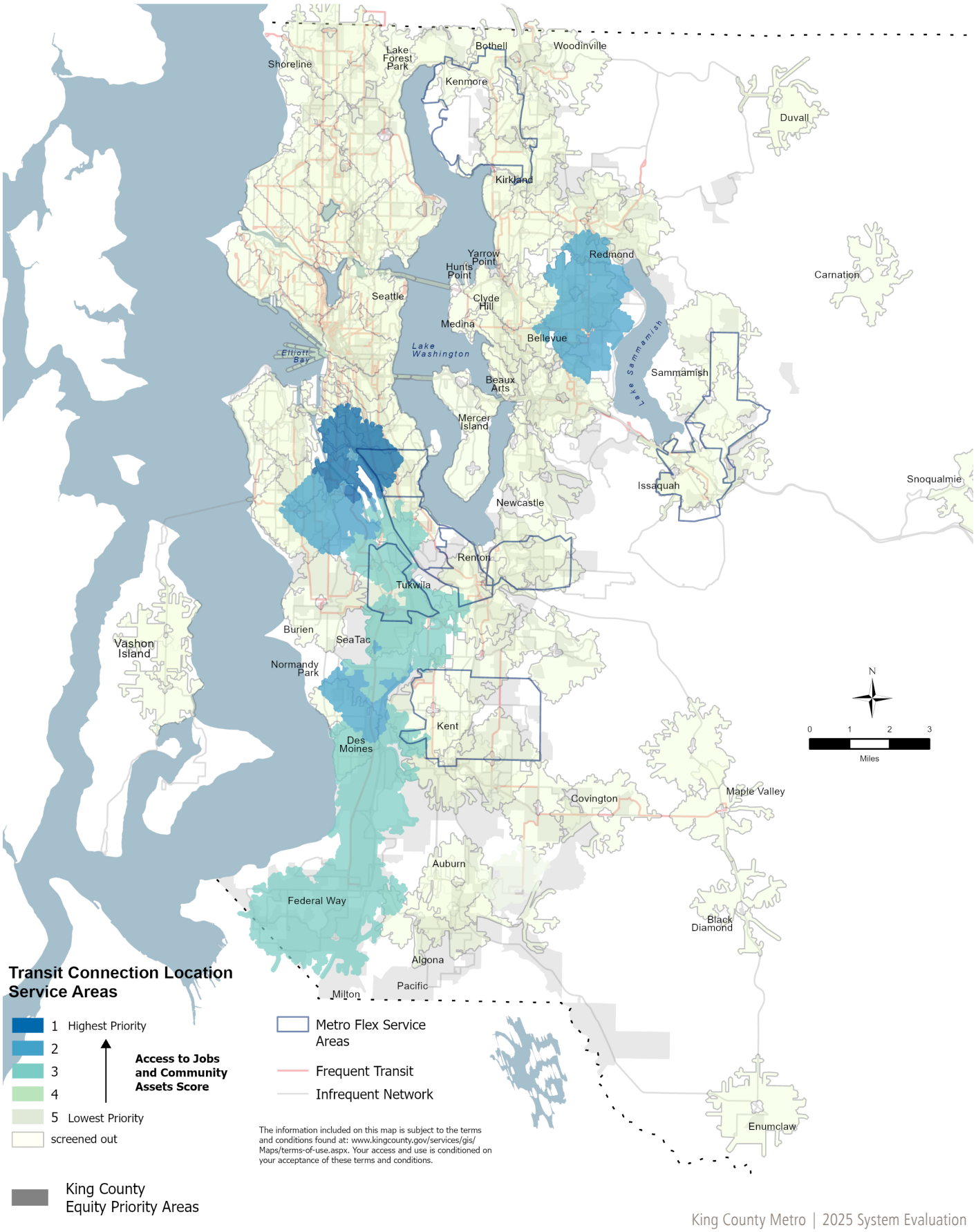
In fall 2025, Metro will launch a new Overlake Metro Flex pilot to complement light rail 2 Line service and the wider Eastside transit network. This pilot will be included in the 2026 System Evaluation. Metro is also planning to launch two new Metro Flex service areas in Auburn and Federal Way in 2026 in coordination with the opening of the Federal Way Link Extension of the 1 Line.

The Overlake, Auburn, and Federal Way pilots are funded by grants and will be monitored in future evaluations. After those three pilots launch, Metro is planning to pause new service area pilots and refine evaluation measures.

Prioritizing New Metro Flex Pilots

Metro conducts an annual evaluation that prioritizes locations with good conditions for future Metro Flex pilots. This evaluation methodology prioritizes potential areas best suited for future Metro Flex pilots based on equity, density, and how well the service would improve mobility. Appendix A provides more details on this specific methodology. This analysis serves as one of many tools to help identify potential locations for new Metro Flex pilot services. Network restructures, partnerships with jurisdictions, input from the community, grant funding, and other factors create opportunities to identify potential locations and implement new Metro Flex services. Implementation of new Metro Flex services is contingent on resources, including staff time and funding. The prioritization analysis shown in Figure 11 supports service area planning and adjustments. It is one important factor in considering expansion or adjustments to service. At this time Metro is not planning expansion of Metro Flex services beyond limited grant-committed pilot areas in 2026.

Figure 11: Metro Flex potential service prioritization



Marine Service

Metro's Marine Division operates two Water Taxi routes in King County. The Vashon Island/downtown Seattle route provides year-round service on weekdays. The West Seattle/downtown Seattle route provides seven-days-a-week all day service with late-night service on Fridays and Saturdays.

Water Taxi Performance

Metro monitors Water Taxi performance with four performance measures: ridership, productivity, passenger loads, and schedule reliability. See Appendix A for the method used to develop performance measures and Table 6 below for a summary of service performance from September 2024 to March 2025.

What's Been Done

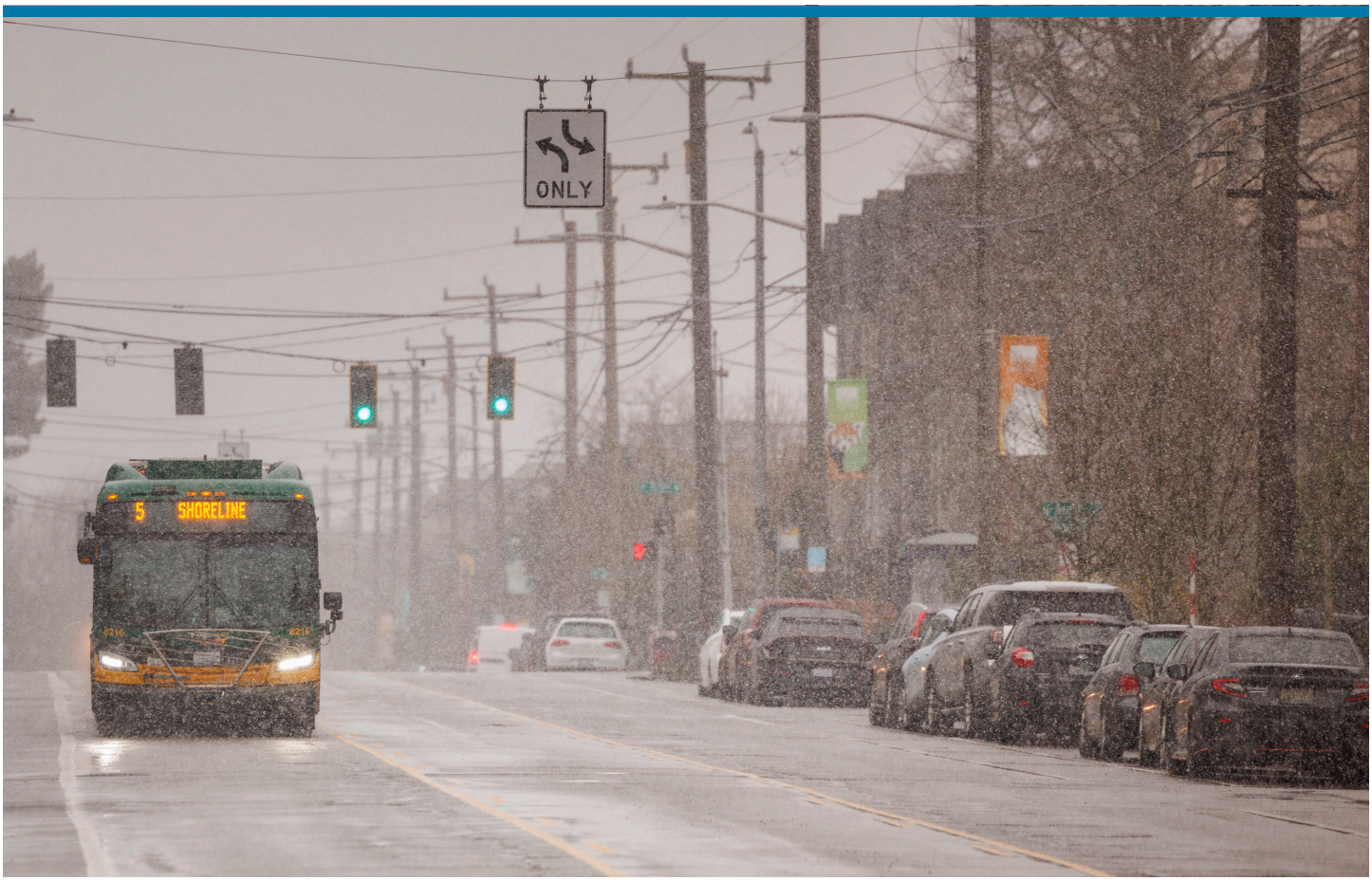
With the adopted 2025 budget, the West Seattle route has committed to maintaining year-round midday, weekday, and weekend service. Beginning in July 2024, Metro partnered with WSDOT to provide midday service on the Vashon Island route as a one-year pilot program. State funding has since been identified to extend this midday service through at least June 2027.

What's Next

Metro evaluates service schedules, ridership, and on-time performance regularly to ensure Water Taxi continues to meet community needs.

Table 6: Marine service data, September 2024–March 2025

Route	Average Weekday Boardings	Average Saturday Boardings	Average Sunday Boardings	Average Rides per Round Trip	Trips Operating at Over 95% of Capacity	Percent Late Trips
Vashon Island	508	-	-	50	0	0.96%
West Seattle	585	846	742	41	0	0.41%



Appendices

Appendix A: Methodologies and Process Descriptions

Bus Service Growth

Crowding (Priority 1)

Metro processes data for two metrics: crowding and 20-minute standing loads.

Crowding. Metro collects, validates, cleans and complies data from Automated Passenger Counters (APCs) for each unique trip in the system. Metro uses several months of data to determine the average maximum load on each trip and compares this average to the crowding threshold of the scheduled coach assignment. Each coach type has its own crowding threshold, which is determined by adding the number of seats on the coach to the number of standing passengers on the coach, to determine if it can accommodate at least 4 square feet of floor space per standing passenger.

For example, a coach with 50 seats and 100 square feet of floor space available for passengers to stand would have a crowding threshold of 50 + 100/4 = 75. If a trip's average maximum load is greater than its crowding threshold, it is then determined if other trips that arrive within 15 minutes have the capacity to take the excess load without being overcrowded themselves. If excess capacity does not exist, Metro flags the route as "needing investment". This process prevents Metro from adding too much capacity where it already exists.

Twenty-minute standing loads. Metro compiles data from APCs for each unique trip in the system and uses several months of data is used to determine the average departing load from each bus stop served by the trip. The data helps determine the average time when buses leave each stop (known as the "passing minute"). This data is then processed to determine whether the passenger load exceeded the number of seats on the scheduled coach assignment for a period of at least 20 consecutive minutes. Where this happens, Metro checks if other trips that arrive within 15 minutes have the capacity to take those standing passengers without having standing loads themselves. If excess capacity is unavailable, Metro flags an investment need on the route. Note that this measure does not determine if any individual passengers were standing for more than 20 minutes, as Metro is unable to collect such data.

Reliability (Priority 2)

Metro evaluates reliability over three time periods, including weekdays, Saturdays, and Sundays. For each route and time period, Metro calculates the percentage of late or early arrivals at stops. Routes that arrive outside of the designated grace period more than 20 percent of the time are identified for reliability investments. Metro estimates these investment needs by calculating how much additional service a route needs to meet the 80 percent reliability target.

For most routes, Metro evaluates bus reliability in terms of on-time performance, which measures how consistently a transit service adheres to its scheduled arrival times. On-time performance is measured by comparing actual arrival times at bus stops to scheduled arrival times. Buses that arrive at bus stops up to 1.5 minutes before the scheduled time and up to 5.5 minutes after the scheduled time are considered on time. This allows for random variations resulting from operating in mixed traffic without prompting an unnecessary allocation of resources. All arrivals at stops are recorded by systems on the bus. For the System Evaluation, late arrivals are analyzed by route and by time period.

RapidRide service reliability is determined by headway adherence for weekdays because the route runs more frequently than every 15-minutes. When **scheduled** headways are between 1- and 7-minutes, **actual** headways at stops within two minutes of scheduled headways are considered acceptable. When **scheduled** headways are between 8- and 15-minutes, **actual** headways at stops within three minutes of scheduled headways are considered acceptable.

Methodologies and Process Descriptions continued

Metro also evaluates trip delivery rates to determine if any operational issues are causing unplanned trip cancellations. These cancellations have a similar effect on riders in terms of reliability but often require different solutions because they are caused by different issues, like staff or fleet shortages. Metro tracks trip cancellations based on route blocks that often serve one or two different routes and for the entire system to determine if there is a larger issue. Metro targets a 99.7 percent trip delivery rate, or 0.3 percent or fewer trip cancellations.

Canceled trips are directly included in the headway adherence methodology, which calculates the time in between buses. If a canceled trip occurs on a route that uses headways to manage the schedule, the time in between the next bus grows and is included in the reliability analysis for the route. In contrast, on-time performance measures how late or early a bus arrives relative to the schedule and requires a real arrival time to calculate the minutes of delay. Since a canceled trip is technically an infinite amount of minutes delayed, it cannot be mathematically incorporated in the on-time performance analysis. In this case, Metro removes the trip from the dataset. Metro includes additional information on trip delivery rates and unplanned trip cancellations in Appendix J.

Service Growth (Priority 3)

Metro uses the higher of target service levels from the Metro Connects interim network[7] and a service growth methodology from the Service Guidelines to establish a route's target service level, calculate the necessary investment to meet that target, and determine the relative priority for each route. Additional details on the growth methodology are included in Table 7.

Table 7: Service growth methodology

Factor	Priority	Purpose	Measures
Equity	1	Serve communities where needs are greatest.	Route Equity Prioritization Score
Land Use	2	Support areas of higher employment and household density, areas with high student enrollment, and the function of park-and-rides in the transit network.	(a) Households within a quarter mile (b) Park-and-ride stalls within a quarter mile (a) Jobs within a quarter mile (b) Low-income jobs within a quarter mile (c) Enrolled students at high schools and colleges within a quarter mile
Geographic Value	3	Provide appropriate service levels throughout King County for connections between all centers.	(a) Connection between regional growth centers (b) Connection between activity centers (c) Connection between manufacturing/ industrial centers

7 The prioritization methodology allows Metro to increase service levels gradually as it implements the Metro Connects Interim network (pre-West Seattle and Ballard Link Extensions)

Methodologies and Process Descriptions continued

Metro evaluates different measures in equity, land use, and geographic value to develop a set of scores for each route. These scores help Metro identify where needs are greatest and develop service level targets for each route. Metro compares these Service Guideline targets to the Metro Connects interim network targets and uses the higher of the two values to calculate the investment gap for each route. These service hour investment needs are prioritized by route in the following order.

1. **Equity score:** determined by the proportion of priority populations within each census block with a bus stop.
2. **Land Use score:** determined by the number of households, park-and-ride stalls, jobs, low-income jobs, and enrolled students at high schools and colleges within a quarter mile of the route.
3. **Geographic Value score:** determined by how well the route connects regional growth centers, activity centers, and manufacturing and industrial centers in the county.

Bus Service Reductions Methodology

Priorities for reduction are listed in the table below. Productivity and equity measures are used to prioritize candidates for service reduction. Routes with low performance on the productivity measures, and specifically those that also have low equity scores, are generally the first to be prioritized for reduction. Within all priorities, Metro ensures that equity is a primary consideration in any reduction proposal, complying with all state and federal regulations. For service reductions, Metro uses an opportunity index score which is calculated based on the percentage of stops along a route that have the highest equity priority area score.

The priority list is intended to address reductions to multiple trips within a time period, cuts to all service in a time period, or deletion of routes. Individual low-performing trips may also be considered for reductions outside of the priority list.

Table 8: Priorities in bus service reductions from Service Guidelines

Priority	Factors
1	Routes within the bottom 25% on both productivity measures and with Opportunity Index Scores of 3 or less.
2	Routes within the bottom 25% on both productivity measures and with Opportunity Index Scores of 4 or 5.
3	Routes within the bottom 25% on one productivity measure and with Opportunity Index Scores of 3 or less.
4	Routes within the bottom 25% on one productivity measure and with Opportunity Index Scores of 4 or 5.
5	Routes within the bottom 50% on one or both productivity measures and with Opportunity Index Scores of 3 or less.
6	Routes within the bottom 50% on one or both productivity measures and with Opportunity Index Scores of 4 or 5.

Metro Flex

This section includes the methodology Metro uses to evaluate active Metro Flex service areas, how Metro determines which pilots become ongoing services, and how Metro prioritizes new prospective locations for flexible service pilots.

Evaluating Active Metro Flex Service Areas

Metro evaluates all pilots and ongoing Metro Flex services areas annually in the System Evaluation, using a consistent set of performance measures. This annual evaluation includes:

- **Productivity (rides per platform hour):** The number of total riders who board a vehicle relative to the total number of hours the vehicle operates.
- **Efficiency (cost per ride):** The cost per boarding relative to the cost of operating the service.
- **Equity (percent of trips that start/end in equity priority areas):** The proportion of trips that start or end in areas where needs are greatest.

Evaluating Metro Flex Pilots: Criteria and Targets

Separately, Metro evaluates Metro Flex pilots using additional criteria based on productivity, efficiency, equity, and accessibility. The targets help determine if a pilot is canceled, extended for a single one-year period, or approved as on-going, regular service. The targets only apply to pilots.[8] Table 9 includes the six criteria and the corresponding pilot service targets by category.

Table 9: Evaluating active Metro Flex pilots and service areas

Category	Criteria	Target
Equity: relative to service area	Percent of trips that start/end in 4 or 5 scoring equity priority areas (EPAs)	Percent of households living in Equity Priority Areas with a score of 4-5
Equity: relative to county	Percent of trips that start/end in 4 or 5 scoring equity priority areas (EPAs)	King County average: 40 percent
Productivity	Rides per platform hour: number of total riders who board a vehicle relative to the total number of hours that a vehicle operates	Flex productivity targets are set to achieve the same cost efficiency as the bottom 25th percentile of DART service.[9] The Flex productivity target is 2.12 rides/hr.
Efficiency	Cost per boarding: total cost of operating the service relative to the total number of individual passenger boardings	Flex efficiency targets are set to the bottom 25th percentile of DART service. 2024 DART bottom 25th percentile: $39.44 per boarding[10]
Accessibility: households (fixed-route strength)	Percent of households without access to fixed-route transit in service area (excludes households within ¼ mile of a bus stop and ½ mile of light rail or commuter rail)	King County average: 31%
Accessibility: community assets (fixed-route strength)	Percent of community assets without access to fixed-route transit in service area (excludes assets within ¼ mile of a bus stop and ½ mile of light rail or commuter rail)	King County average: 21%

8 Service areas that are well-served by traditional bus service are given lower scores because alternatives to flexible services are already available. Service areas that have fewer alternatives are better candidates for Metro Flex

9 Using DART's 25th percentile cost per ride, Metro derives a rides per platform figure needed to achieve the same cost effectiveness for Metro Flex

10 Hourly operating costs for Metro Flex and DART are derived from 2022 fully allocated cost figures

Metro evaluates each pilot service that has been in operation for over a year based on how well it meets the specified target for each criterion. The final pilot scores are an average of the individual criteria scores for that service area. The final score determines whether a pilot is canceled, extended for a single one-year period, or approved as on-going, regular service.

Each service area receives a point for each 20 percent of a target met. For example, if a service meets 20 percent of a target, it will receive a score of one point, and if a service meets 100 percent of the target, it receives 5 points. A pilot can receive bonus points if it exceeds a target by over 20 percent.

Table 10: Scoring criteria for Metro Flex pilot programs

Points	0	1	2	3	4	5	6	7, etc.
Percent of target	0%	20%	40%	60%	80%	100%	120%	140%

At the end of the pilot period, a final evaluation determines the pilot's future. Service areas with an average score of 5 and above become on-going services. Metro cancels these pilots if they receive an average score below 4. Services that score between 4 and 5 continue as pilots for an additional year of evaluation–if they fail to increase their score to 5 during the extended evaluation period, Metro will cancel the pilot.

This average scoring method provides a balanced approach to incorporating equity, productivity, efficiency, and transit access. In 2023, Metro conducted an evaluation for the Juanita, Kent, Othello, Rainier Beach, Renton, Sammamish, Skyway, and Tukwila service areas. The Kent, Othello, Rainier Beach, Renton, Sammamish, Skyway, and Tukwila service areas moved to ongoing status, while Juanita remained in pilot status awaiting additional evaluation. Updated pilot evaluation results for 2024 are included in Table 11.

Table 11: Pilot evaluation results from March-September 2024

Metro Flex Zone	Equity Compared to Zone	Equity Compared to County	Households w/o Transit	Community Assets w/o Transit	$/ride	RVH	Average Score	Status
Juanita	5	3	7.9	5.5	3.3	3.8	4.8	Pilot
Kent	4.5	7.5	10	8.1	5.5	5.7	6.9	Pilot
Othello	5	10	1.1	1	6.1	6.4	4.9	Pilot
Rainier Beach	4.5	10	2.6	0	6.5	7.1	5.1	Ongoing
Renton	5	9.6	5.6	2.6	5.5	5.7	5.7	Ongoing
Sammamish	5	2.1	10	8.1	5.3	5.5	6	Ongoing
Skyway	5	8.8	4.8	1	6.7	7.6	5.6	Ongoing
Tukwila	4.8	10	5.2	5.5	5.7	6	6.2	Ongoing
Delridge/South Park	5	9.3	1.9	2.1	4.3	4.3	4.5	Ongoing
Issaquah	2.5	3.1	10	10	4.8	5	5.9	Ongoing

Prioritizing New Metro Flex Pilots

To prioritize new Metro Flex pilots, Metro evaluates over 140 Transit Connection Locations (TCLs), which include transit activity centers, park-and-rides, Link light rail stations, transit centers, and other types of transit hubs. These TCLs (and their surrounding 2-mile walkshed) are first screened out based on density and equity measures. Next, they are scored based on their relative accessibility to jobs and community assets. This approach helps identify areas that lack sufficient access to the existing transit network and would benefit the most from a flexible service. The full process used to identify, screen, and score these locations is depicted below in Table 12.

Table 12: Steps for prioritizing new Metro Flex pilots

Steps	Description
1) Identify Transit Connection Location Service Areas	Includes a 2-mile walkshed (area reachable by foot) around the primary facility.
2) Apply Screening Criteria	Equity: average equity priority area score for the block groups in the service area is within the top 40 percent of all Transit Connection Locations.
	Density: service area has a moderate population density between 5–18 people per acre. Denser areas would be a stronger candidate for fixed-route service, and less dense areas would lack the demand to support a new flexible service.
3) Apply Scoring Criteria (accessibility)	Accessibility scores determine the extent that a new flexible service would improve the surrounding area's ability to get to jobs and other community assets. Scores are broken into quintiles. The greater the access to jobs and community assets, the higher the score. Service areas with the lowest access scores are prioritized for future Metro Flex service.
4) Implementation	Implementation of a new Metro Flex pilot is contingent on resources, including staff time and funding.

Marine Service

Metro monitors performance and manages Marine Services using a set of performance measures included in the Service Guidelines. The Marine Division uses these measures to determine when and where to consider adding service through an expanded service window or additional vessels serving the route, reallocating service from existing routes, or adjusting schedules to improve performance. Four performance measures are used to evaluate ferry service performance: ridership, service productivity, passenger loads, and schedule reliability.

Table 13: Evaluating Marine Services

Type of Measure	Measures Used
Ridership: Average daily boardings	Average daily ridership is measured and reported for each route for weekdays, Saturdays, and Sundays.
Productivity: Riders per round trip	Total passengers per round trip include the average number of riders on a vessel for both the initial departure and return trip.
Passenger loads (Crowding): Trips at or greater than 95% of capacity	Trips are crowded if they reach 95% or greater capacity as regulated by the U.S. Coast Guard, more than five times per month over a 12-month period.
Schedule reliability: Trips departing more than five minutes late	Trip departures within five minutes of the published schedule are on time. The overall goal is for 98% of all trips to be on time.

Appendix B: Equity Data and Scores

Metro uses a variety of equity measures to evaluate service. Equity priority area scores (EPAS), featured in Figure 11, assess the percentage of priority populations in a block group and are the basis for multiple equity factors in adding, reducing, and restructuring service. The route equity prioritization scores represent the average equity priority area score for every bus stop along a route—this score informs service increases and is featured in Table 14. The Opportunity Index Scores (OIS) represents the percentage of a route's stops in block groups with an equity priority area score of five, the highest score—this score informs service reductions and is featured in Figure 12.

Figure 12. Equity Priority Areas

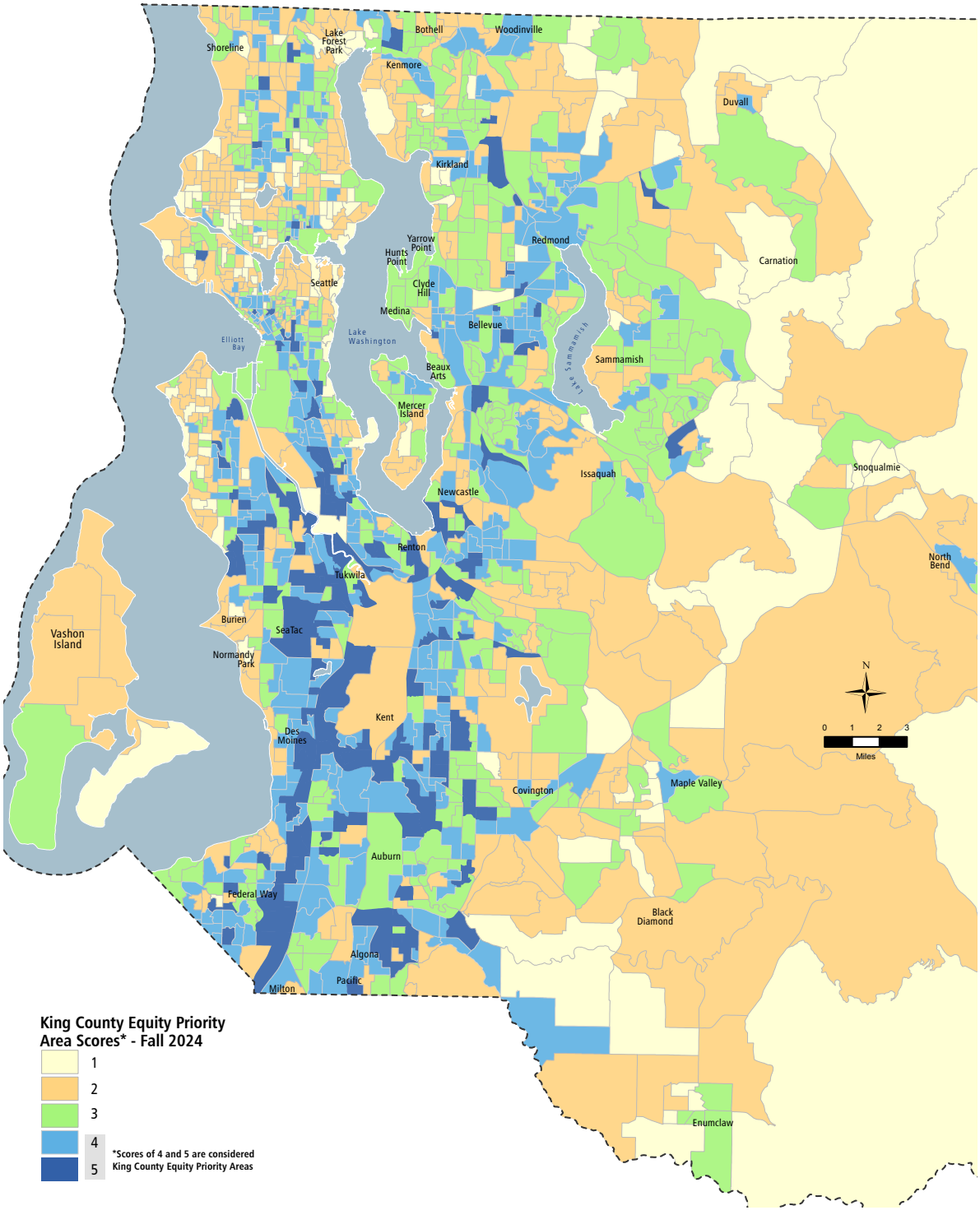
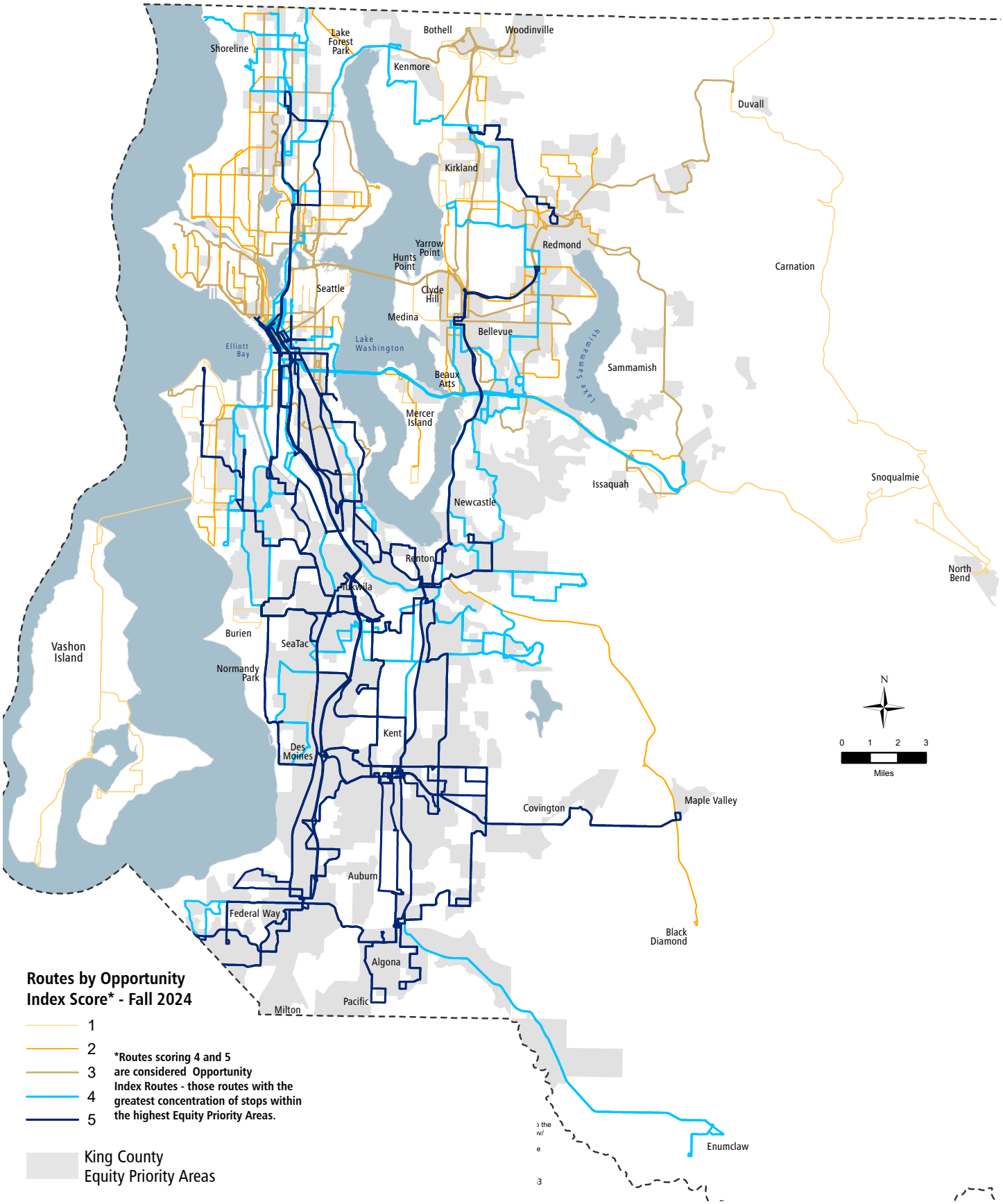


Table 14: Route Equity Prioritization Scores[11]

Route	Equity Prioritization Score
1	2.8
2	3.0
3	3.6
4	3.3
5	2.6
7	3.6
8	3.8
9	3.6
10	2.9
11	2.7
12	3.1
13	3.1
14	3.6
17	2.5
21	2.6
22	2.0
24	2.5
27	3.1
28	2.4
31	2.5
32	2.6
33	3.0
36	4.0
40	2.7
43	3.0
44	2.4
45	2.6
48	3.3
49	3.2
50	2.7
56	2.7
57	2.4
60	3.4
61	3.0
62	2.7
65	2.5
67	2.8
70	3.3
75	2.8
79	2.2
101	3.5
102	3.4
105	4.0
106	4.1
107	3.9
111	3.2
113	3.1
118	2.0
119	2.0
124	2.9
125	3.3
128	3.3
131	3.4
132	3.6
148	3.6
150	3.4
153	3.2
156	3.8
160	4.0
161	3.7
162	4.2
165	3.4
168	3.5
177	3.7
181	3.4
182	4.4
183	4.2
184	4.2
187	3.3
193	4.3
204	2.8
208	2.1
212	3.9
218	3.6
221	3.3
224	3.8
225	3.1
226	3.8
230	2.7
231	2.6
239	3.2
240	3.8
241	4.1
245	3.5
246	3.7
249	3.2
250	3.3
255	2.7
257	2.8
269	3.0
271	3.1
303	3.8
311	3.4
322	3.4
331	2.7
333	3.1
345	3.0
346	2.8
348	3.1
365	2.7
372	3.2
630	3.0
631	3.1
635	3.4
773	2.2
775	2.1
901	4.2
903	3.9
906	3.3
907	2.5
914	4.1
915	2.8
917	3.8
930	4.1
2204	2.9
2515	3.4
3028	2.7
3061	3.5
3062	3.0
3069	3.3
3085	2.9
3090	3.2
3091	3.0
3122	2.9
3162	3.7
3214	2.9
3220	2.0
A Line	4.5
B Line	3.6
C Line	2.9
D Line	2.9
E Line	3.2
F Line	3.7
G Line	3.2
H Line	3.7

11 Metro Connects interim network routes without an equivalent in the current network are depicted by a 4-digit number on this list. They are evaluated based on their proposed routing and service levels in the Metro Connects interim network

Figure 13: Route Opportunity Index Scores[12]



12 Opportunity Index Scores are listed for each route in the Appendix H table

Appendix C: Crowding (Priority 1)

There are no crowding investment needs for 2025.

Appendix D: Reliability (Priority 2)[13]

Table 15: Percent late by route

over the lateness threshold

Route	Weekday % Late	Saturday % Late	Sunday % Late
1	19%	36%	38%
2	12%	14%	18%
3	8%	10%	9%
4	15%	21%	18%
5	17%	35%	29%
7	17%	20%	12%
8	20%	14%	16%
9	21%		
10	18%	15%	18%
11	13%	27%	15%
12	23%	30%	16%
13	16%	16%	11%
14	12%	26%	22%
17	18%		
21	20%	33%	30%
21X	8%		
22	26%		
24	14%	24%	23%
27	9%	21%	11%
28	21%	32%	25%
31	14%	17%	12%
32	14%	17%	15%
33	12%	27%	21%
36	18%	13%	17%
40	22%	26%	24%
43	32%	35%	29%
44	12%	18%	16%
45	19%	20%	14%
48	9%	14%	7%
49	15%	13%	10%
50	11%	17%	19%

Route	Weekday % Late	Saturday % Late	Sunday % Late
56	3%		
57	4%		
60	18%	15%	15%
61	26%	25%	19%
62	18%	21%	18%
65	24%	18%	15%
67	17%	19%	14%
70	9%	16%	10%
75	17%	19%	14%
79	10%		
101	9%	14%	14%
102	13%		
105	7%	6%	3%
106	25%	19%	20%
107	23%	15%	13%
111	30%		
113	8%		
118	6%	3%	5%
119	9%		
124	18%	25%	22%
125	16%	12%	13%
128	21%	29%	14%
131	20%	26%	22%
132	23%	26%	22%
148	22%	22%	18%
150	13%	16%	13%
153	24%		
156	16%	10%	15%
160	13%	14%	16%
161	21%	21%	14%

13 RapidRide all-day weekday reliability is based on headway adherence analysis. DART data is excluded from this analysis because riders can request deviations in the route. Due to rounding, some routes at the 20% threshold may not require investments

over the lateness threshold

Route	Weekday % Late	Saturday % Late	Sunday % Late
162	14%		
165	20%	13%	20%
168	26%	23%	19%
177	16%		
181	14%	9%	11%
182	18%	15%	20%
183	24%	11%	
184	9%	3%	5%
187	11%	6%	7%
193	20%		
208	30%	27%	
212	12%		
218	12%		
221	17%	19%	28%
225	32%	12%	15%
226	18%	23%	25%
230	10%	8%	9%
231	9%	5%	6%
239	26%	28%	22%
240	21%	22%	17%
241	14%	17%	23%
245	21%	17%	23%
246	18%		
249	15%	14%	28%
250	25%	25%	25%
255	11%	11%	7%
257	25%		
269	24%		
271	16%	25%	20%

Route	Weekday % Late	Saturday % Late	Sunday % Late
303	11%		
311	19%		
322	19%		
331	2%	6%	4%
333	8%	3%	4%
345	10%	9%	6%
346	5%	4%	4%
348	10%	17%	13%
365	22%	9%	9%
372	16%	26%	15%
A Line	19%	18%	18%
B Line	15%	15%	15%
C Line	19%	21%	18%
D Line	20%	22%	24%
E Line	26%	28%	26%
F Line	19%	20%	18%
G Line	23%	21%	21%
H Line	20%	22%	20%

To improve reliability, Metro completed 21 speed and reliability infrastructure projects in 2024. More details on these projects is available in the 2024 Spot Improvement Report, available at kingcounty.gov/en/dept/metro/about/data-and-reports/other-reports

Appendix E: Service Growth (Priority 3)

Table 16: Service growth scoring and prioritization

Route	Additional Trips per Hour							Additional Annual Service Hours Needed						Total Service Growth Investment Needed	Priority Ranking
	AM Peak Trips	PM Peak Trips	Off-Peak Midday Trips	Night Trips	Saturday Trips	Sunday Trips	AM Peak Service Hours	PM Peak Service Hours	Off-Peak Midday Service Hours	Night Service Hours	Saturday Service Hours	Sunday Service Hours		
1	2	-	-	2	3	1	988	-	-	2,375	939	483	4,785	79
2	2	-	-	1	-	-	1,751	-	-	2,572	-	-	4,322	78
3	2	2	2	1	-	-	1,367	1,856	2,665	1,402	-	-	7,291	12
4	-	2	-	4	3	3	-	1,989	-	7,332	2,244	2,322	13,888	35
5	-	-	-	1	-	6	-	-	-	4,157	-	4,379	8,536	85
7	-	-	-	-	-	2	-	-	-	-	-	1,226	1,226	14
8	4	2	-	1	-	1	3,465	2,095	-	2,280	-	939	8,780	13
10	9	9	4	2	4	-	3,393	4,893	2,944	2,647	1,336	-	15,213	77
11	18	9	9	4	-	7	11,695	6,683	9,488	5,703	-	2,918	36,487	84
12	6	11	6	3	4	-	2,616	4,959	4,416	3,004	1,239	-	16,234	39
13	2	2	-	-	-	-	1,019	1,406	-	-	-	-	2,425	38
14	-	-	-	-	-	-	-	-	-	-	-	-	-	10
17	1	2	1	2	1	1	1,169	2,347	1,127	4,508	919	1,025	11,096	108
21	4	-	-	1	5	-	4,105	-	-	3,985	2,811	-	10,901	92
24	3	4	3	1	-	1	2,482	3,766	3,288	1,784	-	748	12,068	75
27	5	8	6	1	3	2	2,946	4,774	5,012	1,096	845	788	15,462	37
28	2	2	-	-	-	1	1,753	2,413	-	-	216	715	5,097	110
31	3	2	-	-	-	-	2,844	1,951	-	-	-	-	4,795	111
32	7	6	2	2	2	1	6,161	6,524	2,904	4,887	1,308	835	22,619	81
33	3	5	3	1	-	1	2,703	4,668	4,177	2,145	-	744	14,437	76
36	2	-	-	2	-	-	1,565	-	-	3,180	-	-	4,745	11
40	2	2	-	1	-	2	2,709	3,209	-	4,302	-	1,954	12,174	72
44	-	-	-	-	-	-	-	-	-	-	-	-	-	109
45	2	-	-	2	9	-	1,591	-	-	4,984	5,015	-	11,590	83
48	4	4	-	4	-	3	3,056	3,766	-	6,808	-	1,440	15,070	41
49	2	2	-	-	-	-	1,193	1,591	-	-	-	-	2,785	36
50	-	-	-	1	-	-	-	-	-	4,422	-	-	4,422	95
57	-	-	3	1	1	1	206	-	3,554	1,777	362	404	6,303	113
60	-	-	-	-	-	1	-	-	-	-	-	537	537	51
61	-	-	-	-	-	1	-	-	-	-	-	401	401	91

Route	Additional Trips per Hour						Additional Annual Service Hours Needed					Total Service Growth Investment Needed	Priority Ranking
	AM Peak Trips	PM Peak Trips	Off-Peak Midday Trips	Night Trips	Saturday Trips	Sunday Trips	AM Peak Service Hours	PM Peak Service Hours	Off-Peak Midday Service Hours	Night Service Hours	Saturday Service Hours	Sunday Service Hours	
62	-	-	-	1	-	-	-	-	-	3,544	-	-	3,544	82
65	-	-	-	-	-	-	-	-	-	-	-	-	-	89
67	3	4	4	3	-	-	2,460	3,076	4,614	6,169	-	-	16,320	87
70	7	7	4	2	3	6	5,534	6,219	4,933	3,297	1,487	2,872	24,342	34
75	7	5	2	1	5	-	5,782	4,641	2,586	2,291	2,617	-	17,916	88
79	1	1	1	-	1	1	966	1,202	1,697	-	330	368	4,563	112
101	-	4	2	2	-	-	-	4,986	3,501	4,804	-	-	13,290	48
102	-	-	3	1	1	1	-	-	8,354	4,177	852	950	14,333	50
105	3	-	-	1	-	6	1,432	-	-	772	-	1,581	3,785	5
106	6	2	2	2	-	-	7,081	2,625	3,700	5,284	-	-	18,690	3
107	2	2	2	-	-	-	1,495	1,750	2,586	-	-	-	5,831	31
111	-	-	3	1	1	1	-	-	6,100	3,050	622	694	10,465	61
118	3	3	3	1	-	-	2,357	3,271	4,707	2,707	-	-	13,041	119
119	-	2	1	-	-	-	-	1,294	1,042	963	-	-	3,299	118
124	2	2	-	1	-	-	1,825	2,387	-	2,847	-	-	7,059	90
125	2	2	-	-	1	1	1,118	1,379	-	-	624	507	3,628	46
128	-	-	-	-	1	-	-	-	-	-	698	-	698	60
131	7	8	5	3	2	3	8,037	9,123	9,176	8,102	1,282	2,087	37,806	42
132	4	4	-	-	-	1	4,785	5,940	-	-	-	1,291	12,016	15
148	5	6	4	1	3	2	3,212	4,376	4,137	2,228	1,337	755	16,045	30
150	-	-	-	-	-	-	-	-	-	-	-	-	-	43
153	6	6	8	-	1	1	4,655	4,774	8,911	641	573	639	20,193	47
156	5	6	6	2	8	-	4,616	5,808	8,354	3,668	4,359	-	26,805	25
160	-	2	-	1	-	-	-	3,315	-	3,042	-	-	6,357	24
161	2	2	-	-	-	2	1,747	2,016	-	-	-	1,401	5,164	22
165	4	2	2	-	-	-	6,630	3,792	5,410	-	-	-	15,832	66
168	8	8	6	2	5	-	6,166	8,062	8,234	3,481	2,466	-	28,409	29
181	4	6	-	-	-	-	4,470	7,956	-	1,340	-	-	13,766	62
182	-	-	-	-	-	-	-	-	-	334	-	-	334	7
183	3	4	-	-	-	1	2,672	3,766	-	721	-	732	7,891	9

Route	Additional Trips per Hour						Additional Annual Service Hours Needed					Total Service Growth Investment Needed	Priority Ranking
	AM Peak Trips	PM Peak Trips	Off-Peak Midday Trips	Night Trips	Saturday Trips	Sunday Trips	AM Peak Service Hours	PM Peak Service Hours	Off-Peak Midday Service Hours	Night Service Hours	Saturday Service Hours	Sunday Service Hours		
184	-	-	-	-	-	6	-	-	-	-	-	1,442	1,442	8
187	3	-	-	-	2	-	1,370	-	-	369	527	-	2,266	68
204	3	1	1	-	1	2	1,192	529	716	-	190	525	3,152	102
208	2	3	3	-	2	1	2,353	3,660	5,012	500	1,223	485	13,233	116
221	4	5	1	2	-	3	4,799	7,567	2,732	5,504	-	1,919	22,521	59
224	3	3	3	-	1	1	2,334	2,705	4,058	-	368	410	9,874	26
225	1	2	2	-	-	1	1,425	2,652	3,819	526	-	735	9,157	57
226	4	4	-	1	-	2	3,741	4,933	-	1,291	-	814	10,778	17
230	1	2	2	-	1	-	627	1,883	2,546	309	333	-	5,699	97
231	2	2	2	-	1	-	1,333	1,856	2,586	-	323	-	6,098	94
239	5	4	4	3	-	1	4,407	3,872	5,410	5,076	-	832	19,596	54
240	6	4	4	2	2	-	7,658	6,100	8,433	6,928	1,852	-	30,970	19
241	4	4	-	-	1	1	2,238	2,970	-	379	393	579	6,559	2
245	2	-	-	1	1	-	2,037	-	-	1,416	517	-	3,969	21
246	5	6	6	-	1	1	4,792	5,882	8,712	207	665	371	20,629	20
250	-	-	3	-	-	1	-	-	2,838	-	-	323	3,160	65
255	-	-	-	-	-	-	-	-	-	-	-	-	-	93
269	1	2	2	2	2	2	2,048	2,696	4,177	7,717	1,639	1,828	20,104	98
271	6	5	2	2	-	-	7,704	7,028	3,819	6,091	-	-	24,642	49
331	8	11	6	4	-	8	8,079	12,398	8,970	8,766	-	5,096	43,309	101
333	6	16	7	3	11	-	5,190	14,003	9,050	5,326	5,414	-	38,982	67
345	5	6	4	1	-	-	3,970	5,251	5,092	1,631	-	220	16,164	55
346	8	11	8	2	5	-	2,310	3,355	3,342	1,508	733	-	11,248	104
348	6	7	-	3	-	8	4,442	5,940	-	5,254	-	4,247	19,883	53
365	5	6	6	1	8	4	3,207	3,978	5,848	1,349	3,310	1,630	19,322	96
372	7	7	7	3	-	9	7,896	9,653	13,227	8,564	-	3,813	43,153	45
630	-	1	3	-	1	1	121	159	1,061	199	108	121	1,768	70
631	-	2	-	1	1	1	120	438	-	583	119	133	1,393	52
635	-	-	-	1	-	1	-	-	-	464	-	106	570	56
773	-	1	3	1	1	3	-	495	1,856	746	133	570	3,801	115

Route	Additional Trips per Hour						Additional Annual Service Hours Needed						Total Service Growth Investment Needed	Priority Ranking
	AM Peak Trips	PM Peak Trips	Off-Peak Midday Trips	Night Trips	Saturday Trips	Sunday Trips	AM Peak Service Hours	PM Peak Service Hours	Off-Peak Midday Service Hours	Night Service Hours	Saturday Service Hours	Sunday Service Hours		
775	-	-	-	2	-	3	-	-	-	1,313	-	430	1,743	114
901	-	-	-	-	-	-	-	-	-	-	-	-	-	6
903	-	1	1	-	-	-	-	690	981	-	-	-	1,671	28
906	-	-	-	-	-	1	-	-	-	-	-	294	294	58
907	-	1	1	1	1	1	-	1,108	2,838	2,838	579	645	8,007	100
915	1	1	1	1	-	1	451	762	1,830	1,830	-	416	5,289	107
917	-	-	-	-	-	1	-	-	-	-	-	225	225	27
930	2	4	-	-	1	1	1,852	3,448	-	-	703	784	6,787	4
2204	5	6	3	1	-	-	4,714	6,524	4,137	2,909	-	-	18,284	103
2515	1	4	3	-	1	1	2,257	8,380	8,473	1,591	1,633	1,822	24,156	44
3028	6	8	4	1	1	1	4,933	6,789	5,967	2,586	757	844	21,876	86
3061	7	8	8	3	1	1	9,050	11,881	18,935	11,621	654	730	52,871	71
3062	4	4	4	1	1	1	5,164	6,630	9,070	2,093	565	630	24,152	106
3069	3	4	4	1	1	1	2,665	3,713	5,728	2,069	406	452	15,033	64
3085	4	2	1	1	-	3	1,492	796	796	870	-	930	4,883	99
3090	3	4	4	1	1	1	5,758	7,532	11,695	3,504	487	732	29,708	63
3091	3	4	4	1	-	1	3,122	4,243	6,524	2,545	-	561	16,995	69
3122	7	8	4	2	2	1	6,464	7,320	6,524	3,607	667	792	25,374	80
3162	6	8	8	2	1	1	8,531	11,032	19,254	6,768	642	644	46,870	32
3214	4	4	4	1	2	-	1,042	1,220	1,591	399	681	-	4,934	105
3220	1	2	2	1	-	-	1,447	2,572	3,898	1,929	-	-	9,847	117
A Line	-	-	-	-	-	-	-	-	-	-	-	-	-	1
B Line	-	-	-	-	-	-	-	-	-	-	-	-	-	18
C Line	-	-	-	-	-	1	-	-	-	-	-	1,005	1,005	74
D Line	3	3	-	1	5	2	2,745	3,182	-	2,913	3,042	966	12,849	73
E Line	-	-	-	2	-	2	-	-	-	4,399	-	1,176	5,575	40
F Line	-	-	-	-	-	-	-	-	-	-	-	-	-	23
G Line	-	-	-	-	-	-	-	-	-	-	-	-	-	33
H Line	2	-	-	2	-	3	1,947	-	-	4,023	-	1,938	7,908	16

Appendix F: Summary of Bus Route Investment Needs[14]

Table 17: Summary of investment needs

Route	Investment Need		
	Priority 1: Crowding	Priority 2: Reliability	Priority 3: Service Growth
1	-	400	4,800
2	-	-	4,300
3	-	-	7,300
4	-	50	13,900
5	-	500	8,550
7	-	-	1,250
8	-	250	8,800
9	-	250	-
10	-	-	15,200
11	-	100	36,500
12	-	350	16,250
13	-	-	2,400
14	-	150	-
17	-	-	11,100
21	-	750	10,900
22	-	250	-
24	-	100	12,050
27	-	50	15,450
28	-	450	5,100
31	-	-	4,800
32	-	-	22,600
33	-	150	14,450
36	-	-	4,750
40	-	1,200	12,150
43	-	400	-
44	-	-	-
45	-	-	11,600
48	-	-	15,050
49	-	-	2,800
50	-	-	4,400
56	-	-	-
57	-	-	6,300
60	-	-	550
61	-	800	400

Route	Investment Need		
	Priority 1: Crowding	Priority 2: Reliability	Priority 3: Service Growth
62	-	50	3,550
65	-	700	-
67	-	-	16,300
70	-	-	24,350
75	-	-	17,900
79	-	-	4,550
101	-	-	13,300
102	-	-	14,350
105	-	-	3,800
106	-	1,100	18,700
107	-	700	5,850
111	-	500	10,450
113	-	-	-
118	-	-	13,050
119	-	-	3,300
124	-	150	7,050
125	-	-	3,650
128	-	550	700
131	-	150	37,800
132	-	600	12,000
148	-	300	16,050
150	-	-	-
153	-	250	20,200
156	-	-	26,800
160	-	-	6,350
161	-	300	5,150
162	-	-	-
165	-	250	15,850
168	-	600	28,400
177	-	-	-
181	-	-	13,750
182	-	50	350
183	-	300	7,900
184	-	-	1,450
187	-	-	2,250
193	-	250	-
204	-	-	3,150

14 Investment needs are not totaled for each route because the service growth investment needs would alleviate service quality investment needs for crowding and reliability

Summary of Bus Route Investment Needs continued

Route	Investment Need		
	Priority 1: Crowding	Priority 2: Reliability	Priority 3: Service Growth
208	-	350	13,250
212	-	-	-
218	-	-	-
221	-	100	22,500
224	-	-	9,850
225	-	800	9,150
226	-	100	10,800
230	-	-	5,700
231	-	-	6,100
239	-	750	19,600
240	-	300	30,950
241	-	50	6,550
245	-	300	3,950
246	-	-	20,650
249	-	100	-
250	-	1,100	3,150
255	-	-	-
257	-	250	-
269	-	400	20,100
271	-	100	24,650
303	-	-	-
311	-	-	-
322	-	-	-
331	-	-	43,300
333	-	-	39,000
345	-	-	16,150
346	-	-	11,250
348	-	-	19,900
365	-	250	19,300
372	-	100	43,150
630	-	-	1,750
631	-	-	1,400
635	-	-	550
773	-	-	3,800
775	-	-	1,750
901	-	-	-
903	-	-	1,650

Route	Investment Need		
	Priority 1: Crowding	Priority 2: Reliability	Priority 3: Service Growth
906	-	-	300
907	-	-	8,000
914	-	-	-
915	-	-	5,300
917	-	-	250
930	-	-	6,800
2204	-	-	18,300
2515	-	-	24,150
3028	-	-	21,900
3061	-	-	52,850
3062	-	-	24,150
3069	-	-	15,050
3085	-	-	4,900
3090	-	-	29,700
3091	-	-	17,000
3122	-	-	25,350
3162	-	-	46,850
3214	-	-	4,950
3220	-	-	9,850
A Line	-	-	-
B Line	-	-	-
C Line	-	250	1,000
D Line	-	750	12,850
E Line	-	3,400	5,600
F Line	-	-	-
G Line	-	1,000	-
H Line	-	500	7,900

*The Metro Connects routes in this list, depicted with a 4-digit number, have no current service or corresponding route in the existing transit network—as a result, they do not have any service quality data and are only evaluated for service growth investment needs.

Appendix G: Route-Level Ridership and Hours (2024–2025)

King County Metro tracks ridership and platform hours across the transit system. Some new routes (such as the G Line) were not a direct replacement of an existing line, previous rides, and hours are marked as N/A.

Table 18: Year-over-year changes in average weekday rides and platform hours

Route	Rides (Fall 2023)	Rides (Fall 2024)	Change in rides	Platform Hours (Fall 2023)	Platform Hours (Fall 2024)	Change in Platform Hours
1	1,848	1,917	69	78	78	0
2	4,115	3,946	-169	133	133	0
3	4,311	1,420	-2,891	172	74	-97
4	2,487	6,011	3,524	112	209	97
5	3,999	4,445	446	142	142	0
7	9,928	10,828	900	282	301	18
8	6,168	6,582	414	157	155	-1
9	229	240	11	18	19	1
10	1,790	1,243	-547	74	57	-17
11	2,115	1,839	-276	81	79	-2
12	1,516	1,230	-286	73	52	-20
13	1,490	1,684	194	61	61	0
14	2,521	2,680	159	91	104	13
17	244	259	15	12	12	0
21	2,407	2,591	184	139	139	0
22	162	156	-6	16	16	0
24	1,162	1,223	61	65	65	0
27	807	916	109	48	49	1
28	1,207	1,549	342	61	72	11
31	1,847	1,977	130	83	83	0
32	2,201	2,343	142	93	94	1
33	965	1,038	73	46	47	1
36	6,583	6,723	140	227	227	0
40	7,910	8,450	540	269	276	8
43	380	391	11	25	23	-2
44	5,799	6,247	448	172	177	5
45	5,036	5,242	206	147	145	-2
48	4,186	4,457	271	144	144	0
49	2,824	2,360	-464	126	119	-7
50	2,297	2,584	287	153	157	4
56	213	179	-34	15	12	-4
57	172	208	36	11	10	-1
60	5,024	5,396	372	225	239	14
61	N/A	1,742	1,742	N/A	97	97
62	6,349	6,952	603	226	234	8
65	3,343	3,768	425	117	133	16

Route-Level Ridership and Hours continued

Route	Rides (Fall 2023)	Rides (Fall 2024)	Change in rides	Platform Hours (Fall 2023)	Platform Hours (Fall 2024)	Change in Platform Hours
67	3,688	3,830	142	107	109	2
70	4,429	4,840	411	180	181	1
75	3,819	3,992	173	142	142	0
79	687	761	74	40	41	1
101	2,411	2,580	169	139	153	15
102	568	561	-7	29	31	2
105	893	1,029	136	53	53	0
106	4,652	4,828	176	178	178	0
107	1,931	2,326	395	119	153	34
111	277	311	34	35	37	2
113	59	82	23	10	10	0
118	168	242	74	25	30	5
119	99	108	9	13	9	-4
124	2,864	2,877	13	138	134	-5
125	696	759	63	60	68	8
128	3,753	3,999	246	182	177	-5
131	2,419	2,431	12	106	99	-7
132	2,414	2,489	75	104	106	2
148	511	529	18	43	43	0
150	4,101	4,355	254	200	218	18
153	599	616	17	42	42	0
156	951	1,137	186	71	71	0
160	5,125	5,433	308	200	200	0
161	1,876	2,115	239	101	101	0
162	290	326	36	36	37	1
165	3,144	3,468	324	142	142	0
168	1,614	1,722	108	70	70	0
177	152	164	12	18	18	1
181	1,901	2,165	264	106	106	0
182	439	426	-13	29	27	-2
183	1,122	1,197	75	52	53	1
184	855	923	68	45	45	0
187	409	436	27	20	24	4
193	292	280	-12	35	37	2
204	93	104	11	12	18	5
208	100	105	5	22	23	1
212	486	473	-13	30	31	1
218	302	288	-14	17	17	0
221	1,038	1,008	-30	77	79	2

Route-Level Ridership and Hours continued

Route	Rides (Fall 2023)	Rides (Fall 2024)	Change in rides	Platform Hours (Fall 2023)	Platform Hours (Fall 2024)	Change in Platform Hours
224	113	126	13	15	15	0
225	526	577	51	52	52	0
226	1,172	1,206	34	70	68	-2
230	225	240	15	33	33	0
231	191	201	10	34	34	0
239	646	674	28	68	68	0
240	1,873	2,108	235	120	120	0
241	430	504	74	48	46	-2
245	2,911	3,084	173	148	148	1
246	245	279	34	29	29	0
249	611	558	-53	50	50	0
250	2,197	2,322	125	154	154	0
255	2,789	3,018	229	176	176	0
257	229	249	20	16	15	-1
269	801	869	68	77	77	0
271	2,891	3,215	324	199	201	2
303	257	235	-22	18	22	4
311	294	319	25	17	18	1
322	409	457	48	32	34	2
331	672	776	104	59	101	41
333	N/A	1,144	1,144	N/A	118	118
345	920	1,086	166	59	86	27
346	1,001	194	-807	53	33	-20
348	1,207	1,989	782	64	128	65
365	N/A	867	867	N/A	69	69
372	5,781	5,920	139	212	216	4
630	22	49	26	5	8	4
631	48	67	19	8	13	5
635	86	99	14	13	13	0
773	114	108	-6	15	15	0
775	112	93	-19	11	11	0
901	152	246	94	16	20	4
903	215	311	96	13	20	6
906	678	888	210	44	62	18
907	78	78	-4	17	17	0
914	134	196	62	16	22	7

Route-Level Ridership and Hours continued

Route	Rides (Fall 2023)	Rides (Fall 2024)	Change in rides	Platform Hours (Fall 2023)	Platform Hours (Fall 2024)	Change in Platform Hours
915	229	277	48	30	33	3
917	221	242	21	29	29	0
930	236	231	-5	39	39	0
A Line	8,353	9,209	856	212	223	11
B Line	4,564	4,754	190	166	167	1
C Line	7,122	7,444	322	278	287	9
D Line	9,192	9,423	231	242	246	4
E Line	12,291	13,413	1,122	330	344	13
F Line	4,544	4,960	416	193	195	2
G Line	N/A	4,811	4,811	N/A	139	139
H Line	7,414	8,127	713	264	264	0

Appendix H: Route Productivity

Metro evaluates route productivity in two ways:

» **Rides per platform hour** helps Metro understand how many people are using a route relative to how many hours it is in operation.

» **Passenger miles per platform mile** helps Metro understand how far people are traveling on a route relative to how many miles the route serves.

Between fall 2023 and fall 2024, average productivity increased for both measures in most time periods. Urban rides per platform hour increased by over 6 percent in the peak and off-peak. Rural and DART service showed strong growth, with more than double digit growth in productivity in both measures across all time periods. This means that both ridership and travel distances are increasing across all DART and rural services relative to the amount of service Metro provides. Night suburban service had small drops in productivity in both measures, and night urban service saw a decline in passenger miles per platform mile.

This appendix table evaluates productivity for different route types and day periods.

Table 19: Productivity thresholds

Route Type	Time Period	Bottom 25% Threshold Rides per Platform Hour	Top 25% Threshold Rides per Platform Hour	Bottom 25% Threshold Passenger Miles per Platform Mile	Top 25% Threshold Passenger Miles per Platform Mile
Urban	Peak	18.1	32.4	6.0	10.2
	Off-Peak	20.6	33.8	5.5	10.2
	Night	11.3	17.9	3.1	5.1
	Saturday	19.1	26.4	4.7	8.0
	Sunday	17.1	25.7	4.2	7.4
Suburban	Peak	11.9	20.8	3.4	5.8
	Off-Peak	11.8	26.5	4.0	8.3
	Night	5.3	12.5	1.6	3.6
	Saturday	8.1	17.3	2.6	5.7
	Sunday	6.9	17.0	2.4	5.5
Rural and DART[15]	Peak	5.1	8.4	N/A	N/A
	Off-Peak	5.9	8.3	N/A	N/A
	Night	4.2	8.0	N/A	N/A
	Saturday	4.4	7.3	N/A	N/A
	Sunday	3.2	7.2	N/A	N/A

15 Although DART routes typically follow a fixed route, passengers can request deviations from the route—as a result, Metro platform miles are not standardized for these DART routes

Route Productivity continued

top 25% in terms of productivity bottom 25% in terms of productivity

Table 20: Productivity by routes

Route	Peak		Off-Peak		Night		Saturday		Sunday		Opportunity Index Score	Route Type
	Rides per Platform Hour	Passenger Miles per Platform Mile	Rides per Platform Hour	Passenger Miles per Platform Mile	Rides per Platform Hour	Passenger Miles per Platform Mile	Rides per Platform Hour	Passenger Miles per Platform Mile	Rides per Platform Hour	Passenger Miles per Platform Mile		
1	25.8	6	26.2	5.4	17	3.5	22.7	5.3	28.8	4.9	3	Urban
2	32.5	7.5	34.5	7.4	18.4	4.6	31.4	6.8	31	6.8	2	Urban
3	23.8	5	20.4	4.9	10.1	2	17.4	3.9	15.1	3.2	4	Urban
4	33.5	7.3	30.5	6.6	14.3	2.9	23.8	4.8	24.1	4.5	3	Urban
5	36.9	11.5	31.3	9.9	18	5.1	31.4	8.8	27.2	7.8	2	Urban
7	34.9	10.3	45.2	13	25.5	7.2	35.2	9.7	33.3	9.7	4	Urban
8	47.1	9.9	46.4	9.9	26.2	5.5	35.4	8.1	35.8	7.8	3	Urban
9	13.3	3.5	7.7	2.5	N/A	N/A	N/A	N/A	N/A	N/A	4	Urban
10	24	5.1	25.1	5.3	13.1	2.5	18.7	3.9	18.5	3.5	1	Urban
11	27.7	5.6	27.4	6.2	13.2	2.3	23.9	4.6	21.2	3.9	1	Urban
12	26.8	4.7	26.2	5.2	12.8	2.4	19.4	3.7	16.8	3.4	1	Urban
13	29.8	6.8	31.9	6.7	17.8	3.7	32.3	6.4	23.5	5.4	2	Urban
14	27.6	5.2	29	5.3	15.1	2.8	26.5	4.2	23.4	3.9	5	Urban
17	21.6	8.1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2	Urban
21	17.5	6.2	22.2	6.6	10.8	3.3	16.7	5	16.6	4.6	2	Urban
24	23.2	7.3	18	5.8	9.3	2.3	16.5	4.7	16.5	4.7	2	Urban
27	24.2	4.9	17.4	3.7	7.5	1.6	20.3	4.1	21.6	3.7	4	Urban
28	26.3	8.6	19.4	6.9	10.3	3.3	17.2	5.2	14.1	4.3	3	Urban
31	26.9	6.4	23.7	5.6	16	3.3	21.7	4.8	21.5	5.1	4	Urban
32	29.6	8	27.3	7.8	15.3	4.2	24.8	7.1	26	7.2	2	Urban
33	28.6	7.9	20.3	5.4	8.3	2.2	17.3	4.3	11	4.1	4	Urban
36	30.8	8.3	36.1	9.7	18	4.6	27	7.2	28.9	7.3	5	Urban
40	35.2	10.7	34.5	11.3	16.4	5.1	25.7	8.4	24.1	7.9	2	Urban

Route Productivity continued

top 25% in terms of productivity bottom 25% in terms of productivity

Route	Peak		Off-Peak		Night		Saturday		Sunday		Opportunity Index Score	Route Type
	Rides per Platform Hour	Passenger Miles per Platform Mile	Rides per Platform Hour	Passenger Miles per Platform Mile	Rides per Platform Hour	Passenger Miles per Platform Mile	Rides per Platform Hour	Passenger Miles per Platform Mile	Rides per Platform Hour	Passenger Miles per Platform Mile		
43	22	3.9	20.9	3.5	12	2.4	13.6	2.6	12.8	2.2	3	Urban
44	42.5	12.2	38.4	11	19	5.4	31.2	8.5	29.3	8	1	Urban
45	36.8	8	43.4	10	23.6	4.6	27.3	6.6	25.3	5.6	2	Urban
48	36.7	10.2	39.5	10.6	11.8	3.3	18.9	5.7	16.7	4.8	4	Urban
49	24.6	7.9	25.9	7.8	11.3	3.5	20.3	6.6	19.4	5.9	2	Urban
56	15.5	6.2	11.9	4.6	N/A	N/A	N/A	N/A	N/A	N/A	1	Urban
57	20.4	8.8	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Urban
60	24.3	6.8	25.3	7.4	13.5	3.8	19.6	5.8	17.9	5.1	4	Urban
62	35.4	8.7	30.2	7.9	14.6	4	25.5	7.5	22.9	6.9	2	Urban
65	36.7	7.9	29.6	6.7	13.8	3.4	22.1	4.6	19.6	4	1	Urban
67	40	7.9	41.3	8.3	20.5	3.5	26.4	5.5	24	4.8	3	Urban
70	34.7	11.1	30.2	10.7	12.1	4.2	20.7	7.8	19	7	3	Urban
75	29.9	7.1	33.9	7.3	15.9	3.9	20.4	4.8	17.6	4.1	3	Urban
79	22.6	3.6	17.5	3.4	7.1	1.2	N/A	N/A	N/A	N/A	2	Urban
101	18.5	12.2	16.5	11.5	12.4	8.9	19	12.9	18.6	12.6	4	Urban
102	18.1	11.1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3	Urban
106	27.6	6.8	32	8.4	16.3	4.5	22.9	6.9	20.9	6.2	5	Urban
111	8.4	5.2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4	Urban
113	8.4	3.5	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4	Urban
124	22.2	7.2	24.1	7.8	16	6.1	21.5	7.9	18.6	7.5	4	Urban
125	13.8	5.1	12.8	4.8	4.7	1.9	7.7	2.9	5.9	2.4	4	Urban
131	30.5	11.8	30.6	11.5	11.1	4.7	20.9	7.4	17.9	6.5	4	Urban
132	27.7	10.6	32.4	10.8	10.7	4.6	19.2	7.1	16.9	6.2	5	Urban
150	20.8	12.1	22.2	14.3	13.4	10.7	19.4	12.4	17.4	10.8	5	Urban
162	8.9	5.1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5	Urban
177	9	7	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4	Urban

Route Productivity continued

top 25% in terms of productivity bottom 25% in terms of productivity

Route	Peak		Off-Peak		Night		Saturday		Sunday		Opportunity Index Score	Route Type
	Rides per Platform Hour	Passenger Miles per Platform Mile	Rides per Platform Hour	Passenger Miles per Platform Mile	Rides per Platform Hour	Passenger Miles per Platform Mile	Rides per Platform Hour	Passenger Miles per Platform Mile	Rides per Platform Hour	Passenger Miles per Platform Mile		
193	7.5	5.9	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5	Urban
212	15.7	8.5	11.6	5.9	N/A	N/A	N/A	N/A	N/A	N/A	4	Urban
218	17	11.2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4	Urban
255	19.5	8.5	16.9	8.7	9.5	5.1	10.7	5.5	9.5	5	1	Urban
257	16.4	10.2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2	Urban
271	16.6	7.6	16.9	8.4	10.3	5	17.3	8.2	15.4	7.2	1	Urban
303	10.6	6.2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4	Urban
311	18	11.4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2	Urban
322	13.4	7.2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5	Urban
372	26.9	6	33.4	7.2	16.3	3.4	22.9	4.3	19.6	3.7	3	Urban
C Line	29.2	10.9	26.7	10.3	16.1	6.5	22.4	9.2	19.7	8	1	Urban
D Line	41.1	12.2	41.9	13.2	26.8	8.2	36.4	11.3	34.7	10.2	2	Urban
E Line	39.1	13.4	41.2	14	35.4	12.7	44.3	15.1	39.6	13	3	Urban
G Line	39.3	6	35	5.2	21.5	3.2	23.1	3.7	26	4.7	1	Urban
H Line	32.4	13.7	33.8	13.8	22.5	10	30.2	13.4	27	11.7	4	Urban
22	11.7	2.5	10.1	2.9	3.4	0.8	N/A	N/A	N/A	N/A	1	Suburban
50	19.1	5.4	17.8	6.1	8.5	3.1	15.4	5.1	14.6	4.6	3	Suburban
61	20.7	5.1	20.6	5.2	10.6	2.4	14.6	3.7	11.9	3.1	3	Suburban
105	18.5	4.2	26.7	6.6	11.8	2.7	16.4	4.5	14	4.2	5	Suburban
107	18.2	4.7	15.1	4.1	8.3	2.5	12.2	3.8	10.6	3.3	5	Suburban
128	23.3	6.1	27.9	8.4	11.9	3.7	21	5.9	17.7	5	5	Suburban
148	11.5	4	14.5	5.3	7.8	3.5	14.1	5.1	12	4.5	4	Suburban
153	14.2	5	15.6	5.8	N/A	N/A	N/A	N/A	N/A	N/A	3	Suburban
156	14.8	3.8	21	7.1	7.5	2.8	11.5	4.1	9.8	3.3	4	Suburban
160	25.8	8.8	30.8	10.9	21.9	7.1	29.4	10.6	24.9	8.9	5	Suburban
161	20.8	7.1	26.5	9.5	15.8	5.8	21.6	7.5	20.4	7.2	5	Suburban

Route Productivity continued

top 25% in terms of productivity bottom 25% in terms of productivity

Route	Peak		Off-Peak		Night		Saturday		Sunday		Opportunity Index Score	Route Type
	Rides per Platform Hour	Passenger Miles per Platform Mile	Rides per Platform Hour	Passenger Miles per Platform Mile	Rides per Platform Hour	Passenger Miles per Platform Mile	Rides per Platform Hour	Passenger Miles per Platform Mile	Rides per Platform Hour	Passenger Miles per Platform Mile		
165	23.2	6.7	33.6	10.9	13.5	3.6	17.2	5.4	20.4	7	5	Suburban
168	27.3	8.2	28	9.5	14.2	4.3	18.4	6.4	16.2	5.8	5	Suburban
181	18.3	5	28.3	10.4	13.9	3.6	19.4	6.6	18.5	6	5	Suburban
182	13.6	3.4	20.6	5	N/A	N/A	13.2	4.6	10.8	3.3	5	Suburban
183	23.7	6.8	25.7	8.7	11.3	3.4	12.3	4.1	N/A	N/A	5	Suburban
184	21.7	4.4	27.3	7.7	11.5	2.1	15.2	2.9	14.6	2.8	5	Suburban
187	17.8	4.1	24.8	6.8	10.1	2.1	17.1	4.3	15.4	3.3	4	Suburban
221	12.7	4	16.3	5.1	5	1.5	8.4	2.3	9.1	2.3	2	Suburban
225	12	5	13.4	5.6	4.7	1.8	5.9	2.6	5.1	2.6	4	Suburban
226	18.3	5.6	20.9	6.6	7.9	2.7	15	4.1	14.2	3.7	3	Suburban
230	8.6	2.7	8.5	2.8	3	0.9	5.5	1.4	5.5	1.7	1	Suburban
231	6.3	2.6	6.8	3.3	3.3	1.2	6.1	1.9	5	1.7	1	Suburban
239	11.2	3.3	10.9	3.6	5.4	1.7	7.9	2.5	6.6	2.4	1	Suburban
240	17.5	6.9	21.9	8.3	10.9	4.5	15.9	6.7	14.4	5.9	4	Suburban
241	12.1	3.6	10.9	3.5	6.8	2	8.1	2.9	6.8	2.4	4	Suburban
245	20.6	5.5	22.9	6.9	13.1	3.5	17.9	5.2	18.2	5	4	Suburban
246	10.2	2.5	8.7	2.9	N/A	N/A	N/A	N/A	N/A	N/A	4	Suburban
249	11.1	2.7	11.4	3.2	N/A	N/A	7.6	2.1	7	1.8	2	Suburban
250	16.7	5.6	15.5	5.6	9.7	3.2	16.9	5.7	15.3	5.2	2	Suburban
269	13.2	5.2	8.9	4.2	N/A	N/A	N/A	N/A	N/A	N/A	2	Suburban
331	8.1	2.7	9.9	4.3	3.6	1.3	6.8	2.3	5.8	2	3	Suburban
333	9.6	2.3	11.9	2.9	5.4	1.4	6.6	1.7	6.1	1.6	3	Suburban
345	14.1	3.6	15.4	5	5	1.5	9.4	2.7	7.8	2.3	2	Suburban
346	6.9	2.3	6.2	2.4	3.3	1.1	5.2	1.9	5.2	1.8	1	Suburban
348	17.7	4	15.5	4.1	9.1	2.3	14.6	3.7	12.4	3	4	Suburban
365	13.8	3.1	15.9	3.8	5.1	1.2	6.9	1.8	5.8	1.5	3	Suburban
A Line	43.3	13.6	47.8	15.4	30.4	9.8	37.3	11.9	34.7	11.4	5	Suburban

Route Productivity continued

top 25% in terms of productivity bottom 25% in terms of productivity

Route	Peak		Off-Peak		Night		Saturday		Sunday		Opportunity Index Score	Route Type
	Rides per Platform Hour	Passenger Miles per Platform Mile	Rides per Platform Hour	Passenger Miles per Platform Mile	Rides per Platform Hour	Passenger Miles per Platform Mile	Rides per Platform Hour	Passenger Miles per Platform Mile	Rides per Platform Hour	Passenger Miles per Platform Mile		
B Line	28.3	8.8	32	10.6	23.3	6.7	26.2	8.6	24.7	7.6	3	Suburban
F Line	24.6	7.5	32.5	11.4	16.9	5.7	27.4	8.8	24.7	8.1	5	Suburban
118	10.8	4.2	5.8	2.3	N/A	N/A	4.4	1.9	3.9	1.4	1	Rural and DART
119	14	5	7.6	2.1	N/A	N/A	N/A	N/A	N/A	N/A	1	Rural and DART
204	5.6	N/A	10	N/A	5.5	N/A	3.2	N/A	5.5	N/A	1	Rural and DART
208	4.1	2.2	6.7	4	2.2	1.2	4.3	2.7	N/A	N/A	1	Rural and DART
224	7.6	N/A	7.8	N/A	7.9	N/A	N/A	N/A	N/A	N/A	3	Rural and DART
630	6.4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3	Rural and DART
631	3.9	N/A	8.1	N/A	1.8	N/A	N/A	N/A	N/A	N/A	1	Rural and DART
635	8.1	N/A	7.9	N/A	N/A	N/A	4.5	N/A	N/A	N/A	3	Rural and DART
773	4.5	N/A	3.2	N/A	6.4	N/A	5.2	N/A	4.6	N/A	1	Rural and DART
775	4.5	N/A	3.4	N/A	N/A	N/A	3.2	N/A	3.3	N/A	1	Rural and DART
901	6.5	N/A	18.9	N/A	4.8	N/A	4.9	N/A	4.2	N/A	5	Rural and DART
903	8.6	N/A	9.6	N/A	N/A	N/A	4.4	N/A	4.5	N/A	5	Rural and DART
906	11.6	N/A	18.7	N/A	9	N/A	17.2	N/A	14.2	N/A	5	Rural and DART
907	5.4	N/A	3.2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3	Rural and DART
914	5	N/A	6.9	N/A	N/A	N/A	6	N/A	N/A	N/A	5	Rural and DART
915	8.5	N/A	8.3	N/A	N/A	N/A	11.8	N/A	N/A	N/A	3	Rural and DART
917	7.5	N/A	8.2	N/A	N/A	N/A	11.3	N/A	8.1	N/A	5	Rural and DART
930	7.1	N/A	5.9	N/A	8.3	N/A	N/A	N/A	N/A	N/A	5	Rural and DART

Appendix I: Service Changes

Table 21: Summary of 2024 service changes

Route(s)	Summary of Change	Type of Change
	Fall 2024	
3	Remove Queen Anne variant and extend to serve Summit neighborhood.	Route Revision
4	Add trips to replace Route 3 trips that served Queen Anne.	Added Trips
10	Revise pathway; reduce trips during peak and midday to achieve 20-minute headways.	Route Revision Removed Trips
11	Revise pathway; reduce trips during peak to achieve 20-minute headways.	Route Revision Removed Trips
12	Revise pathway; reduce trips during peak and midday to achieve 20-minute headways.	Route Revision Removed Trips
16	Delete route.	Route Removal
20	Delete route.	Route Removal
24, 27, 38, 124	Adjust headways to improve schedule legibility, efficiency, and reduce bus bunching.	Route Revision
28	Revise pathway to no longer serve the Broadview area.	Route Revision
43	Adjust trips that operate via Pike/Pine to use Broadway.	Route Revision
47	Delete route.	Route Removal
49	Reduction in frequencies on weekdays and weekends as part of the Seattle Transit Measure.	Removed Trips
50	Add one AM peak trip and one PM peak trip.	Added Trips
60	Add 15 weekday and 53 weekend trips as part of Seattle Transit Measure.	Added Trips
61	New route serving Lake City, Northgate, and Greenwood.	Add Route
62	Delete one AM peak trip and add one PM peak trip to address overcrowding at school PM bell times.	Route Revision
64	Delete route.	Route Removal
65	Revise pathway to extend service to the NE 148th St/Shoreline South station.	Route Revision
73	Delete route.	Route Removal
101, 102, 150	Shift routes from Pike and Union streets to Stewart, Olive and Howell streets to use Eastlake Layover facility.	Route Revision
107	Add four trips on weekdays to provide 15-minute headways.	Added Trips
125	Increase frequency during weekday night and on Saturday. Add new service on Sunday.	Added Trips
128	Move route from Ryerson to South base.	Base Change
131, 132	Adjust weekday frequencies to match ridership demand.	Removed Trips
301	Delete route.	Route Removal
302	Delete route.	Route Removal
303	Revise pathway to serve South Lake Union and First Hill.	Route Revision
304	Delete route.	Route Removal
320	Revise pathway to serve Northgate station and South Lake Union.	Route Revision
331	Revise pathway to serve Mountlake Terrace station and expand span of service.	Route Revision Added Trips

Service Changes continued

Route(s)	Summary of Change	Type of Change
333	New route serving Mountlake Terrace station, North City, Shoreline Community College, and Shoreline South/148th Station.	Add Route
345	Revise pathway to serve Shoreline South/148th St Station via Westminster and NE 155th St.	Route Revision
346	Revise pathway to serve Shoreline South/148th St station and no longer operate south of NE 148th St.	Route Revision
348	Revise pathway to serve Shoreline North/185th St station and include two variants. Half the trips will terminate at Richmond Beach while the other half at 8th Ave NW. Add trips to achieve 15-minute midday weekday headways.	Route Revision Added Trips
365	New route to serve Northgate, Haller Lake, and the Shoreline link stations.	Add Route
372	Add two weekday PM peak trips.	Added Trips
C Line	Add trips across the evening on weekdays and weekends to achieve 15-minute headways for both directions. Move route from Atlantic to Ryerson base.	Added Trips Base Change
D Line	Add four weekday evening trips and two evening trips on Saturday and Sunday. Move route from Central to Atlantic base.	Added Trips Base Change
E Line	Restore service to March 2022 levels.	Added Trips
G Line	Create new RapidRide line on Madison St connecting Downtown Seattle, First Hill, and Madison Valley.	Add Route
	Spring 2024	
5	Remove one p.m. trip to reduce Seattle Transit Measure investment in the route.	Removed Trips
7, 40	Route movement between operating bases (on weekends only) for routes 7 and 40 to support scheduling.	Base Change
10	Remove two p.m. trips in each direction to reduce Seattle Transit Measure investment in the route.	Removed Trips
21	Add one southbound p.m. trip to increase Seattle Transit Measure investment in the route.	Added Trips
28	Add six trips to increase Seattle Transit Measure investment in the route.	Added Trips
56, 57	Remove three trips in the route 56 and smooth headways with the route 57 to reduce Seattle Transit Measure investment in the route.	Removed Trips
75	Schedule adjustments designed to meet growing ridership outside of the traditional peak periods.	Added Trips
153	Restore to original pathway. The route 153 has been on a construction related re-route.	Route Revision
221	Pathway change to connect the route to the Overlake Village station.	Route Revision
A Line	Schedule adjustments designed to meet growing ridership outside of the traditional peak periods.	Route Revision
F Line	Restore to original pathway. The F Line (Route 676) has been on a construction related re-route.	Route Revision
H Line	Add four Saturday and six Sunday trips to increase Seattle Transit Measure investment in the route.	Added Trips

Appendix J: Trip Delivery & Unplanned Trip Cancellations

Table 22: Annual trip cancellations

Year	Trip Delivery Average	Trip Delivery Range	Target
2021	99.42%	98.73 – 99.66%	99.7%
2022	96.3%	93.85 – 97.96%	99.7%
2023	96%	93.38 – 98.73%	99.7%
2024	98.89%	98.42 – 99.18%	99.7%

Trip cancellations by route are approximated as best as possible. While most coaches operate on only one route at a time, some coaches may serve single trips on multiple routes while deployed, and cannot be broken down to the route level. For example, some pairs of routes regularly operate in an interline, meaning they continue on as a different route at one common terminal such as downtown Seattle or the University District. The canceling of a trip on one route cancels it on another. Because of that, routes that are interlined, like routes 65 and 67, will show identical trip delivery rates.

Table 23: Trip cancellations by route

Route	Unplanned Trip	Trip Delivery Rate
1	0.73%	99.27%
2	0.95%	99.05%
3	0.57%	99.43%
4	0.99%	99.01%
5	1.17%	98.83%
7	1.89%	98.11%
8	1.82%	98.18%
9	1.49%	98.51%
10	0.84%	99.16%
11	1.54%	98.46%
12	1.06%	98.94%
13	0.95%	99.05%
14	0.73%	99.27%
17	1.24%	98.76%
21	1.17%	98.83%
21X	5.33%	94.67%
22	0.25%	99.75%
24	1.01%	98.99%
27	0.88%	99.12%
28	1.51%	98.49%
31	2.62%	97.38%
32	2.62%	97.38%
33	1.01%	98.99%
36	1.07%	98.93%
40	1.76%	98.24%

Route	Unplanned Trip	Trip Delivery Rate
43	1.55%	98.45%
44	1.55%	98.45%
45	0.82%	99.18%
48	1.22%	98.78%
49	1.01%	98.99%
50	1.00%	99.00%
56	2.12%	97.88%
57	0.75%	99.25%
60	1.69%	98.31%
61	0.55%	99.45%
62	2.30%	97.70%
65	0.77%	99.23%
67	0.77%	99.23%
70	0.81%	99.19%
75	0.82%	99.18%
79	0.56%	99.44%
101	1.34%	98.66%
102	1.11%	98.89%
105	0.80%	99.20%
106	1.90%	98.10%
107	1.02%	98.98%
111	9.18%	90.82%
113	2.43%	97.57%
118	0.09%	99.91%
119	0.56%	99.44%

Trip Delivery & Unplanned Trip Cancellations continued

Route	Unplanned Trip	Trip Delivery Rate
124	1.01%	98.99%
125	0.85%	99.15%
128	1.22%	98.78%
131	1.51%	98.49%
132	1.51%	98.49%
148	1.02%	98.98%
150	1.75%	98.25%
153	0.95%	99.05%
156	1.12%	98.88%
160	1.25%	98.75%
161	1.07%	98.93%
162	1.25%	98.75%
165	1.16%	98.84%
168	1.07%	98.93%
177	0.56%	99.44%
181	1.20%	98.80%
182	1.22%	98.78%
183	0.95%	99.05%
184	0.59%	99.41%
187	0.68%	99.32%
193	1.25%	98.75%
208	1.70%	98.30%
212	3.59%	96.41%
218	6.12%	93.88%
221	1.91%	98.09%
225	0.65%	99.35%
226	1.28%	98.72%
230	1.09%	98.91%
231	0.37%	99.63%
239	3.09%	96.91%
241	1.28%	98.72%
240	3.11%	96.89%
245	2.32%	97.68%
246	0.55%	99.45%
249	3.52%	96.48%
250	1.42%	98.58%
255	2.13%	97.87%
257	6.17%	93.83%
269	1.00%	99.00%
271	1.49%	98.51%

Route	Unplanned Trip	Trip Delivery Rate
303	1.04%	98.96%
311	4.71%	95.29%
322	0.69%	99.31%
331	0.40%	99.60%
333	0.29%	99.71%
345	0.42%	99.58%
346	0.33%	99.67%
348	0.35%	99.65%
365	0.27%	99.73%
372	1.88%	98.12%
A Line	1.55%	98.45%
B Line	1.63%	98.37%
C Line	1.29%	98.71%
D Line	1.95%	98.05%
E Line	2.13%	97.87%
F Line	1.83%	98.17%
G Line	1.32%	98.68%
H Line	1.64%	98.36%

King County
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October 30, 2025

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

Dear Councilmember Zahilay:

As required by Ordinance 17143, Ordinance 17597, and Ordinance 19367, this letter transmits the King County Metro Transit 2025 System Evaluation and a proposed Motion that would, if approved, accept the System Evaluation.

The System Evaluation helps Metro plan and manage the transit system. It also gives the public an opportunity to review how Metro evaluates proposals to expand, reduce, or revise service. The 2025 System Evaluation is based on fall 2024 service change data (September 2024 – March 2025) and identifies system-wide needs for investment in three priorities: crowding, reliability, and service growth. It calls for zero hours to relieve crowding, 23,950 hours to improve reliability, and 1,385,000 hours to support service growth. These investments would be phased over time to help Metro reach the long-range service targets envisioned in the Metro Connects interim network. To achieve the full 2050 vision in Metro Connects, Metro would need to add approximately 3.4 million service hours into the transit system.

This report is based on Metro's Service Guidelines, which were updated in late 2021. It includes a detailed analysis of Metro's fixed-route system and a progress report on RapidRide service. The 2025 System Evaluation also includes information about Metro Flex services, responding to the Motion 13736 requirement for an annual progress report on the King County Metro Transit Five-Year Implementation Plan for Alternatives to Traditional Transit Service Delivery. The 2025 System Evaluation reports on the status of existing Metro Flex services and planned future Metro Flex services. The report also evaluates King County Water Taxi services, in compliance with Ordinance 18413. New to the 2025 System Evaluation is information on unplanned trip cancellations, in response to the Motion 16781 requirement.

The 2025 System Evaluation helps Metro prioritize and address investment needs where public transportation needs are greatest. Furthermore, the report also helps Metro advance mobility across the county while maintaining efficient and accountable government.

Thank you for your consideration of this 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

Shannon Braddock
King County Executive

Enclosure

cc: King County Councilmembers
ATTN: Stephanie Cirkovich, Chief of Staff, King County Council
Melani Hay, Clerk of the Council
Karan Gill, Deputy Executive, Chief of Staff, Office of the Executive
Dwight Dively, Director, Office of Performance, Strategy, and Budget
Stephanie Pure, Council Relations Director, Office of the Executive
Michelle Allison, General Manager, Metro Transit Department (MTD)
Christina O'Claire, Director, Mobility Division, MTD

2025 SYSTEM EVALUATION SUMMARY

Timeframe covered: Fall 2024 through Spring 2025

PRIORITY 1

Reduce Crowding

INVESTMENT NEED:

0 annual service hours

DESCRIPTION:

Ridership increased 13% over 2024, but is not yet to levels to cause crowding issues on any routes

PRIORITY 2

Improve Reliability

INVESTMENT NEED:

23,950 annual service hours

DESCRIPTION:

Reliability needs identified on 55 routes
Reliability need decreased by 2,900 hours from 2024

Metro's 2026-2027 budget includes 24,000 hours to address Reliability

Reliability can be addressed through more transit service hours or speed and reliability improvements

Trip delivery in 2024 was 98.89%

PRIORITY 3

Service Growth

INVESTMENT NEED:

1.38M total service hours

DESCRIPTION:

95,000-100,000 hours each year for 14 years

Need is less than in 2024 due to restoration of some of the service suspended during the pandemic

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

This growth is not yet fully funded

Flexible Services

Metro Flex was operating in 11 areas

- **Rides/vehicle platform hour:** 0.6 to 3.2 (range)
- **Cost/ride:** $26.29 to $140.06 (range)
- **Percent of trips in Equity Areas:** 17%-89% (range)

Marine

Water Taxi was operating two routes

- **Avg weekday boardings:** 508 (Vashon), 585 (WS)
- **Avg rides per round trip:** 50 (Vashon), 41 (WS)
- **Percent late trips:** 0.96% (Vashon), 0.41% (WS)

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 a 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.

How is service added?

The adopted Service Guidelines include three priorities to add service:

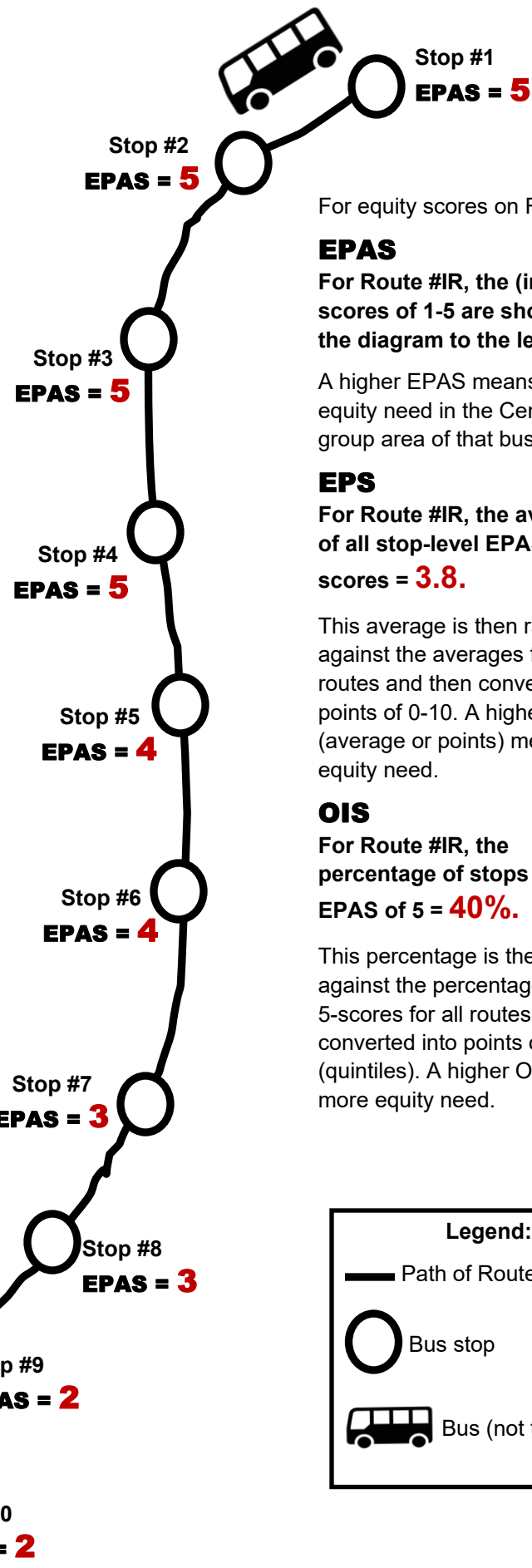
Priority #1 = Reduce Crowding: add service to overcrowded routes
Priority #2 = Improve Reliability: add service to routes that run late
Priority #3 = Grow Service: add service to meet target service levels

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 EPS	25% (10 points)	**#1**
Land Use * Households within 1/4 mile * 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	50% (20 points)	**#2**
Geographic Value * Connection between regional growth centers or activity centers or manufacturing/industrial centers	25% (10 points)	**#3**

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.

Legend:
- Path of Route #IR
- Bus stop
- Bus (not to scale)

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):

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