516 Third Avenue, Council Chambers, 10th Floor, Seattle, WA 98104

King County

Meeting Agenda

Regional Transit Committee

Councilmembers:
Steffanie Fain, Chair
Sarah Perry, Pete von Reichbauer

Sound Cities Association:
Vice Chair: Ryan McIrvin, Renton; Neal Black, Kirkland; JC Harris, Des Moines;
Susan Honda, Federal Way; Jim Ribail, Carnation; Pamela Stuart, Sammamish;
Toni Troutner, Kent; Tracy Taylor, Auburn

Alternates:
Vishal Bhargava, Bellevue; Larry Goldman, Lake Forest Park;
Councilmember Julie Hsieh, Mercer Island; Mayor James Mayhew, Snoqualmie;

City of Seattle:
Alexis Mercedes Rinck, Rob Saka
Alternate: Dionne Foster

Lead Staff: Mary Bourguignon (206-263-3296)
Committee Clerk: Blake Wells (206-263-1617)

3:00 PM | **Wednesday, November 18, 2026** | **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.
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There are three ways to provide public comment:

1. In person: You may attend the meeting and provide comment in the Council Chambers.
2. By email: You may comment in writing on current agenda items by submitting your email comments to committees@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.

Language access services: Sign language and interpreter services are available at no cost to you. To request these services, contact King County Council's Equity and Social Justice Office at 206-477-9259 (TTY Relay 7-1-1) or kccesj@kingcounty.gov at your earliest opportunity. Please provide notice by 9 AM at least three (3) business days prior to the meeting to better secure availability.

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.

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1. **Call to Order**

2. **Roll Call**

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

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

October 21, 2026 meeting minutes

4. **Chair's Report**

5. **Public Comment**

6. **General Manager's Report**

Discussion and Possible Action

7. Proposed Motion No. 2026-0346 **p. 6**

A MOTION relating to the King County Metro Transit Strategic Plan for Public Transportation 2021-2031 and King County Metro Transit Service Guidelines and accepting the King County Metro Transit 2026 System Evaluation.

Sponsors: Fain

Mary Bourguignon, Council staff

Briefing

8. Briefing No. 2026-B0121 **p. 86**

Metro's Performance Measures Dashboard

Sarah Margeson, Strategy & Policy Lead, Metro Transit Department

Other Business

Adjournment

Sign language and interpreter services can be arranged given sufficient notice (206-848-0355).
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King County

516 Third Avenue, Council Chambers, 10th Floor, Seattle, WA 98104

Meeting Minutes

Regional Transit Committee

Councilmembers:
Steffanie Fain, Chair
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Sound Cities Association:
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Alternate: Dionne Foster

Lead Staff: Mary Bourguignon (206-263-3296)
Committee Clerk: Blake Wells (206-263-1617)

3:00 PM **Wednesday, October 21, 2026** **Hybrid Meeting**

SPECIAL MEETING - DRAFT MINUTES

1. Call to Order

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

2. Roll Call

Present: 10 - McIrvin, Troutner, Honda, Black, Fain, Turner, Harris, Stuart, Mayhew and Goldman

Excused: 5 - Saka, Perry, von Reichbauer, Rinck and Ribail

3. Approval of Minutes

Vice Chair McIrvin moved approval of the September 16, 2026 meeting minutes. There being no objections, the minutes were approved.

4. Chair's Report

Chair Fain provided an overview of the agenda. Eric Olmstead, CEO, Starfire Sports, briefed the committee on the operations of Starfire Sports.

5. General Manager's Report

Deanna Martin, Chief of Staff, Metro Transit Department, briefed the committee on rural transit investments, policy updates, the Zero Emissions Fleet, and ridership.

Briefing

6. **Briefing No. 2026-B0123**

World Cup Recap: Transit Use, Statistics, and Lessons Learned

This matter was presented.

Jonathan Rose, FIFA Program Director, Metro Transit Department; Grant Lahmann, Transit Operations Chief of Staff, Sound Transit; Travis Phelps, Director, Management of Mobility Division, Washington State Department of Transportation, and Elizabeth Sheldon, Deputy Director and chief Infrastructure Engineer, Seattle Department of Transportation, briefed the committee via PowerPoint presentation.

7. **Briefing No. 2026-B0124**

Metro's Severe Weather Response

This matter was presented.

Jabari Hampton, Assistant Manager - Bus Operations, Metro Transit Department; Jon Bez, Scheduling Superintendent, Metro Transit Department; Verita Johnson, Service Information Chief, Metro Transit Department; Collin Dunphy, Transit Control Center Superintendent, Metro Transit Department, briefed the committee via PowerPoint presentation.

Adjournment

The meeting was adjourned at 4:41 p.m.

Approved this _____ day of _____

Clerk's Signature

King County

Metropolitan King County Council
Staff Report

Committee:	Regional Transit Committee		
Agenda Item:	7	**Analyst(s):**	Mary Bourguignon
Proposed No.:	2026-0346	**Meeting Date:**	November 18, 2026

OVERVIEW

TOPIC: Proposed Motion 2026-0346 would accept Metro's 2026 System Evaluation report.

LEGISLATION SUMMARY

Each year, Metro prepares a **System Evaluation** report to measure the performance of the transit system and to identify service investment needs. The 2026 System Evaluation is based on data from September 2025 through March 2026.

Fixed-route bus service. For fixed-route bus service, the 2026 System Evaluation evaluated all routes and identified investment needs based on the priorities set in the adopted Service Guidelines:

- **Priority 1 – Reduce Crowding:** 0 annual service hours needed
- **Priority 2 – Improve Reliability:** 26,250 annual service hours needed
- **Priority 3 – Service Growth:** 3.1 million service hours to implement the Metro Connects 2050 Network *(1.3 million hours over the next 14 years for the Interim Network)*

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

The 2026 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 2025, Metro had a 99.3% trip delivery rate, meaning that, on average, about 11,980 of the approximately 12,065 bus trips scheduled each weekday were delivered.

Other services. The 2026 System Evaluation evaluated Metro Flex service in 12 communities, as well as the two water taxi routes, and provided updates on RapidRide routes under development, as well as coordination between Metro and Sound Transit.

KEY ISSUES FROM THE ANALYSIS

The System Evaluation appears to comply with all requirements. As Metro has noted previously, meeting the service investment needs identified in the 2026 System Evaluation will require additional revenue sources.

BACKGROUND & TIMING CONSIDERATIONS

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Metro policy documents. 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.
- The Metro Connects long-range plan envisions the transit network at two points in the future, an Interim Network[1] (late 2030s) and a 2050 Network.

The RTC and Council adopted these policy documents in late 2021[2] and required Metro to provide regular reports on its progress in implementing them.

Service Guidelines. Metro's Service Guidelines[3] 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. 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 planned service levels using three factors: equity, land use, and geographic value
- Evaluating transit service is accomplished through the annual System Evaluation report, which is transmitted each October.

System Evaluation. The System Evaluation[4] report reviews the performance of the transit system, with information about fixed-route, DART, RapidRide, flexible, and Marine services. The System Evaluation 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.

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[1] 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.
[2] Ordinance 19367
[3] Ordinance 19367, Attachment B
[4] The System Evaluation is required by Ordinances 17143, 18413, as rescinded/amended by Ordinance 19367, and Motions 13736 and 16781

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

- **Service performance,** based on:
    - 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 5 minutes late or out of planned timing for RapidRide and very frequent routes
    - Equity: Equity Prioritization Score, Opportunity Index Score (see Attachment 4 for more information about the equity metrics)
    - Trip delivery: percentage of daily planned bus trips that take place[5]

- **Investment needs,** which identify the number of annual service hours needed for each route to meet the criteria for Crowding,[6] Reliability,[7] and Service Growth.[8]

- **Past service changes,** to show how service has changed since the last report.

- **RapidRide update,** to provide more information on routes identified in the 2024 RapidRide Prioritization Plan[9] as being candidates for RapidRide development, as well as for RapidRide lines that are in the process of being developed.

For flexible services, the System Evaluation includes information on:

- **Service performance,** based on:
    - Productivity: rides per vehicle hour
    - Efficiency: cost per boarding
    - Equity: percent of riders picked up or dropped off in an Equity Priority Area (see Attachment 4 for more information about Metro's equity metrics)

- **Investment status** to indicate whether Metro plans to retain Metro Flex services in pilot status, make them permanent, or reduce them.

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[5] Trip delivery was added to the System Evaluation through Motion 16781

[6] 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.

[7] 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.

[8] For Service Growth, 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).

[9] Motion 16659

For Marine services, the System Evaluation includes information on:

- **Service performance,** based on:
  - Ridership: average daily ridership
  - Productivity: rides per round trip
  - Passenger loads: rides per trip
  - Schedule reliability: departure within five minutes of published schedule

- **Investment status** based on criteria 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.

ANALYSIS

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The 2026 System Evaluation evaluated the transit system during the Fall 2025 service change period (from September 2025 through March 2026).

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 3% over 2025, no routes were chronically overcrowded. The report states that Metro will monitor crowding as ridership grows.

- **Priority 2 – Improve Reliability:** 26,250 annual service hours needed on 53 routes. The 2026 Reliability investment need is 2,250 annual hours (9%) more than in 2025. Routes with identified investment needs include:

  - **South county routes:** 101, 150, A Line, F Line (new to the list); 106, 107, 111, 124, 128, 131, 132, 148, 153, 161, 168, and 182

  - **East County routes:** 208, 225, 226, 239, 250, and 271

  - **North county routes:** 365 and 372

  - **Seattle routes:** 2, 13, 36, 45, 49, 50, 60, 67, 75 (new to the list); 1, 4, 5, 12, 14, 21, 22, 24, 27, 28, 33, 40, 43, 61, 62, 65, C Line, D Line, E Line, G Line, and H Line

Metro's 2026-2027 budget allocated 2,400 annual service hours to address transit investment needs based on the priorities in the Service Guidelines, specifically for routes with Reliability needs. The report notes that in September 2025, Metro investment 3,100 annual service hours to improve Reliability on five routes, with 12,000 annual hours invested in 27 routes in Spring 2026 (after the end of the evaluation period). In addition, the report notes that Metro completed 14 speed and reliability improvement projects during 2025 that led to Reliability improvements on 25 routes. The report also notes that Metro has implemented Advanced Service Management pilots on the A, F, and G Lines to improve their Reliability.

- **Priority 3 – Service Growth:** 3.1 million total service hours to achieve the Metro Connects 2050 Network, a 73% increase from current service levels.

  To achieve the Interim Network, the System Evaluation identifies a need for 1.3 million service hours over the next 14 years. This identified need is about 94,000 service hours less than reported in the 2025 System Evaluation due to the investments made during the 2026 evaluation period.

  This includes adding 882,900 hours on 102 existing routes and adding 429,400 service hours to 14 new routes that are not currently in service but have been identified for future service as part of Metro Connects.

Trip delivery. In 2025, Metro had a 99.3% trip delivery rate, meaning that, on average, about 11,980 of the approximately 12,065 bus trips scheduled each weekday were delivered. This is an improvement from the 98.99% trip delivery rate reported for 2024.

The report states that the routes with the highest trip cancellation rates in 2025 were generally among the most frequent routes, meaning riders had less of a wait for the next bus if a trip was cancelled.

Integration with Sound Transit. The System Evaluation discusses integration with Sound Transit. It notes that, during the review period, Metro had implemented the early phases of the Lynnwood Link and East Link bus service restructures. The final phase of those two restructures, along with the Federal Way Link bus restructure were planned to launch in August 2026, after the timeframe for the 2026 System Evaluation. The System Evaluation also includes information about the corridors that are primarily served by Sound Transit, as well as future system expansion partnerships.

RapidRide progress. The System Evaluation provides information on the four RapidRide lines that are currently being planned or constructed (I, J, K, and R), noting that the I and J lines are under construction, and the K and R lines are in the planning phase.

The System Evaluation also summarizes the prioritization proposed for future RapidRide lines based on the RapidRide Prioritization Plan.[10]

Flexible services evaluation. During the 2026 evaluation period, Metro Flex (the name of Metro's flexible, on-demand service), was operating in 12 communities. As Table 1 shows, cost per ride[11] ranged from $25.54 to $144.14, with rides per vehicle platform hours ranging from 0.6 to 3.4.

Table 1. Metro Flex Performance Evaluation (September 2025-March 2026)

Service Area	Rides per Vehicle Platform Hr	Cost per Ride	Percent Trips in Equity Priority Areas	Launch Date	Status
Overlake	1.0	$83.81	50%	Sept 2025	Pilot
Delridge/S Park	2.4	$36.46	75%	July 2024	
Northshore	0.6	$144.14	22%	Sept 2024	
Juanita	1.7	$51.01	31%	Sept 2020	
Issaquah	2.4	$36.28	19%	Oct 2023	Ongoing
Kent	2.5	$34.55	56%	Sept 2021	
Othello	2.9	$30.06	81%	April 2019	
Rainier Beach	3.4	$26.00	86%	April 2019	
Renton	2.9	$30.75	88%	Aug 2021	
Sammamish	2.4	$35.95	28%	June 2019	
Skyway	3.4	$25.54	68%	Aug 2021	
Tukwila	3.2	$27.38	94%	April 2019	

The report notes that Metro launched Metro Flex services in Auburn and Federal Way in 2026, after the end of the evaluation period for the 2026 System Evaluation.

Marine service evaluation. During the 2026 evaluation period, Metro's Marine Division provided passenger ferry service on two routes between Downtown Seattle and West Seattle and between Downtown Seattle and Vashon Island.

The System Evaluation's summary of the evaluation metrics for Marine services notes that average weekday boardings were 556 (Vashon) and 727 (West Seattle), average rides per round trip were 54 (Vashon) and 51 (West Seattle), and late trips were 1.08% (Vashon) and 0.49% (West Seattle).

[10] Motion 16659
[11] For reference, the cost per boarding for Metro bus service overall was $10.23 in 2024. (Link)

Key issues. The System Evaluation appears to comply with all requirements. As Metro has noted previously, meeting the service needs identified in the 2026 System Evaluation may require additional revenue sources.

Next steps. Proposed Motion 2026-0346 would accept the 2026 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

- Katie Chalmers, Interim Mobility Division Director, Metro Transit Department
- Corey Holder, RapidRide Existing Line and Policy Manager, System Expansion and Integration, Metro Transit Department

ATTACHMENTS

1. Proposed Motion 2026-0346 and its attachments
2. Transmittal Letter
3. Summary of 2026 System Evaluation
4. Metro Equity Measures Handout

1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

KING COUNTY

Signature Report

Motion

Proposed No. 2026-0346.1 **Sponsors** Fain

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 2026 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 task force recommended that the strategic plan and the service guidelines focus on transparency, clarity, cost control, and productivity, and

WHEREAS, the regional transit task force 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, Metro transit department staff have compiled all other required information in the King County Metro Transit 2026 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 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 2026 System Evaluation, which is Attachment A to this motion.

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

_____

Girmay Zahilay, Chair

ATTEST:

_____

Melani Hay, Clerk of the Council

APPROVED this _____ day of _____, _____.

_____

Shannon Braddock, County Executive

Attachments: A. King County Metro Transit 2026 System Evaluation



2026 System Evaluation









Alternative formats available

206-263-3548 Relay: 711

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Executive Summary

Metro analyzes performance of the transit system to determine if changes should be made to meet community needs. The Service Guidelines establish metrics, criteria, and processes that direct how the system is evaluated, designed, and adjusted to meet changing needs. The annual System Evaluation report provides analysis of the transit system based on metrics and criteria outlined in the Guidelines. The Guidelines were originally adopted in 2011, updated in 2015, and again in 2021. All versions were adopted by Regional Transit Committee and King County Council. The 2021 version of the Guidelines were applied to the 2022 System Evaluation and each year after, including this 2026 report. The Service Guidelines and annual System Evaluation provide transparency and objectivity on the performance of our transit system and investment priorities.

This annual report is required by King County Ordinance 19367 and Motion 16781. The 2026 report uses data from the Fall 2025 Service Change, which covers August 30, 2025 through March 27, 2026. The report includes performance information of fixed route bus (including Rapid Ride & Dial-A-Ride Transit (DART), Water Taxi, and Metro Flex services. This evaluation compares existing service to the target levels identified in Metro Connects, Metro's long-range plan, specifically the interim network as the target for service growth.

Our Findings

The 2026 System Evaluation highlights the following investment needs in Metro's fixed-route bus system.

- Zero hours of service to relieve crowding (Priority 1)
- 26,250 hours of service to improve schedule reliability (Priority 2)
- 1,312,000 total hours of service in service growth (or an average of approximately 95,000 hours per year over the next 14 years) to expand service and implement the Metro Connects interim network (Priority 3)
- 3.1 million service hours to implement the full Metro Connects 2050 network

Investing in the system with the methods identified in this report would improve schedule 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 schedule reliability needs. These reliability needs increased from last year's figure by about 2,250 annual hours (9 percent). Since the last evaluation period (September 2024 to March 2025), Metro made service hour investments to improve schedule reliability on five routes and completed various infrastructure projects that improved transit speed and reliability.

Metro also launched a new Advanced Service Management[1] pilot on RapidRide G Line, improving reliability issues by proactively coordinating with operators in the field. During the evaluation period, these improvements supported over 36 percent ridership growth along the G Line. In addition to tracking on-time performance, Metro also tracks unplanned trip cancellations to supplement the reliability analysis from the Service Guidelines. Appendix J displays trip delivery rates and cancellations by route.

The service growth (Priority 3) methodology highlights investment needs of over 1.3 million hours over the next 14 years. The total service growth needs decreased by about 73,000 hours from 2025's System Evaluation. This decrease is due to multiple investments that Metro made in the transit system since the prior evaluation, including implementing the first phases of East Link Connections (Ordinance 19899) mobility project changes and reliability investments.

Investments that reduce crowding, improve reliability, and expand the transit network help Metro grow ridership, meet mobility needs, support regional growth, and reduce congestion on King County roadways.

To achieve the 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 close to 3.1 million more annual hours of service, a 73 percent increase from current service levels. Metro's vision of future growth also assumes that Sound Transit will provide expanded Link light rail and Stride bus rapid transit, and that Metro will make connections to complement these frequent, high-capacity services.

The 2026 System Evaluation highlights many positive trends across Metro's transit system. Both ridership and trip delivery continue to show improvement over the last year. Compared to the last reporting period, average weekday bus ridership has increased by approximately 3 percent. This 3% growth is significant in the context of the Link light rail expansion to Federal Way, which resulted in some Metro ridership shifting to Link. This growth illustrates that riders who shifted to light rail were replaced by a higher number of new riders. Trip delivery rates also improved from 98.9 percent to 99.3 percent. This growth in ridership and service delivery demonstrates that Metro is connecting more riders to an integrated regional transit system and expanding access to jobs, housing, recreation, and other opportunities in King County.

1 Visit kingcountymetro.blog/2025/03/28/king-county-metro-reduces-bus-bunching

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Productivity, which measures rides per hour and passenger miles per hour, also increased in some categories, with urban routes showing over a 3 percent increase in passengers per hour during peak and night periods, and a 1 percent increase midday. Rural and DART service showed significant productivity increases of 16 percent during peak travel times, and 7 percent in the off-peak period. Suburban productivity, however, dropped by about 7 percent in all periods. The recent expansions of Link light rail have had significant impacts on ridership patterns in suburban areas, with some trips previously taken on Metro routes shifting to Link.

Metro's Prior Investment Activities

Metro's service and workforce outlook has improved significantly due to investments and efforts to improve operator recruitment, training, and development. This focused effort has enabled Metro to add service in each of the last 5 service changes and increased the agency's capacity to grow, with more service growth planned in 2026, 2027, and 2028.

Service additions will be accomplished by keeping older buses, adding new ones to the fleet and sizing up future fleet procurements. The opening of the new Tukwila Base and additional battery bus fleet provides capacity to grow.

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 2025, the Seattle Department of Transportation funded 162,777 annual hours of service, as well as the Delridge/South Park Metro Flex pilot. This partnership added 18,554 hours to the transit system since the last evaluation period. Metro works closely with the City of Seattle to deliver upon the measure's goals with various mobility strategies, 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, I and J Lines in construction, and K and R Lines in planning, the RapidRide network continues to grow. Seven of the eight RapidRide lines in operation showed ridership growth in 2025 and combined accounted for 24 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 each appendix. The future RapidRide lines are highlighted in the RapidRide Progress Report section of this report. 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 for potential future expansion 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. Metro, in partnership with Washington Department of Transportation (WSDOT), continues to offer midday service on the Vashon route, and has also added a new Saturday service pilot through this partnership. Metro plans to maintain and improve current service on the two existing routes while studying potential future routes.

Both routes have experienced significant ridership growth since the last evaluation period. West Seattle ridership is up 24 percent on weekdays, 37 percent on Saturdays, and 11 percent on Sundays, while Vashon ridership is up 11 percent on weekdays.

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

Metro Flex is an on-demand transit service that provides rides within multiple King County neighborhoods. This report includes performance data for Metro Flex services operating between September 2025 and March 2026. Since the last evaluation, a new service area was added in Overlake, providing a connection to the 2 Line at Overlake Village Station. Metro continues to monitor existing pilots and consider new service areas across King County. Metro seeks partnerships with community and cities to improve performance of pilots, especially where low performance could result in pilot cancellation.

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?

By the end of 2026, Metro will implement the third and last major phase of the East Link Connections mobility project restructure, related to the completion of the Link light rail 2 Line between downtown Redmond and Seattle. In addition, the second and final phase of the South Link Connections mobility project will help deliver improved connections to the 1 Line's Federal Way Link light rail expansion. The third and final phase of the Lynnwood Link Connections mobility project will also be implemented, providing a connection to the new Pinehurst Station opening in 2026. 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 connections to frequent service and throughout the network, which makes transit faster and more convenient for riders. As the county continues to grow, these improvements eliminate barriers to mobility and also create opportunities for new and current transit riders to reach more community destinations across the region.

Metro is also planning for three future mobility projects—the Seattle Area Service Reinvestment, Renton Area, and K Line Area Mobility Projects. Metro determines future investments, sustains existing service levels, and service reductions through the biennial budget process and future growth is dependent on additional funding. Metro remains committed to supporting service growth, delivering on Metro's long-term vision, and achieving the targets and vision outlined in both Metro's Next Stop and Metro Connects.

By coordinating with other transit agencies and jurisdictions, Metro aims to continue progress towards Metro Connects, the long-range vision to deliver more service.



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 (Ordinance 19367 and Motion 13736).

The 2026 report contains the following sections:

- Major System Changes and Impacts
- Bus Service Evaluation
- Metro Flex
- Marine Service (Water Taxi)
- Integration with Sound Transit
- RapidRide Progress Report
- 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 more 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 implementing significant changes, Metro engages community members through a multi-phase process to understand mobility needs and priorities, and preferred ways to engage. Metro collaborates with communities through a variety of forums that center priority population communities to shape planning concepts, provide feedback, and inform decisions on proposals. Proposed plans are sent to King County Council for review and approval.

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 from 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 maps and appendices in this report and compare them to other routes within the Metro bus system. They can easily identify challenges on a route (such as reliability) and learn more about how many additional service hours Metro needs to invest in order to address those challenges.



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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 over 99 percent of scheduled service being delivered during the evaluation period. With this stabilization, Metro has been able to grow service over the last four service changes.

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. For RapidRide routes, Metro evaluates reliability in terms of headway adherence, which measures how closely a route maintains its scheduled frequency to reduce wait times for riders. For each measurement, Metro targets 80 percent reliability. These two reliability measures serve as industry-standard approaches for evaluating investment needs in fixed-route transit.

As of March 2026, Metro's bus service was on time 79 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 78 percent, largely due to a few targeted reliability investments and smaller reliability infrastructure improvements wrapping up before the evaluation period.

Metro also monitors trip delivery rates to determine how much scheduled service is successfully deployed across the transit system. Unlike the other reliability measures—which typically respond 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 the 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. In 2023, Metro launched the Service and Workforce Initiative to increase operator training and hiring efforts to address the ongoing workforce shortages. The initiative led to progress on meeting trip delivery targets.

In 2025 overall trip delivery reached a rate of 99.31 percent, approaching the target rate of 99.7 percent. This rate is an improvement over the 2024 rate of 98.89 percent.

Additional details about system-wide and route-level trip delivery rates are included in Appendix J.

Ridership

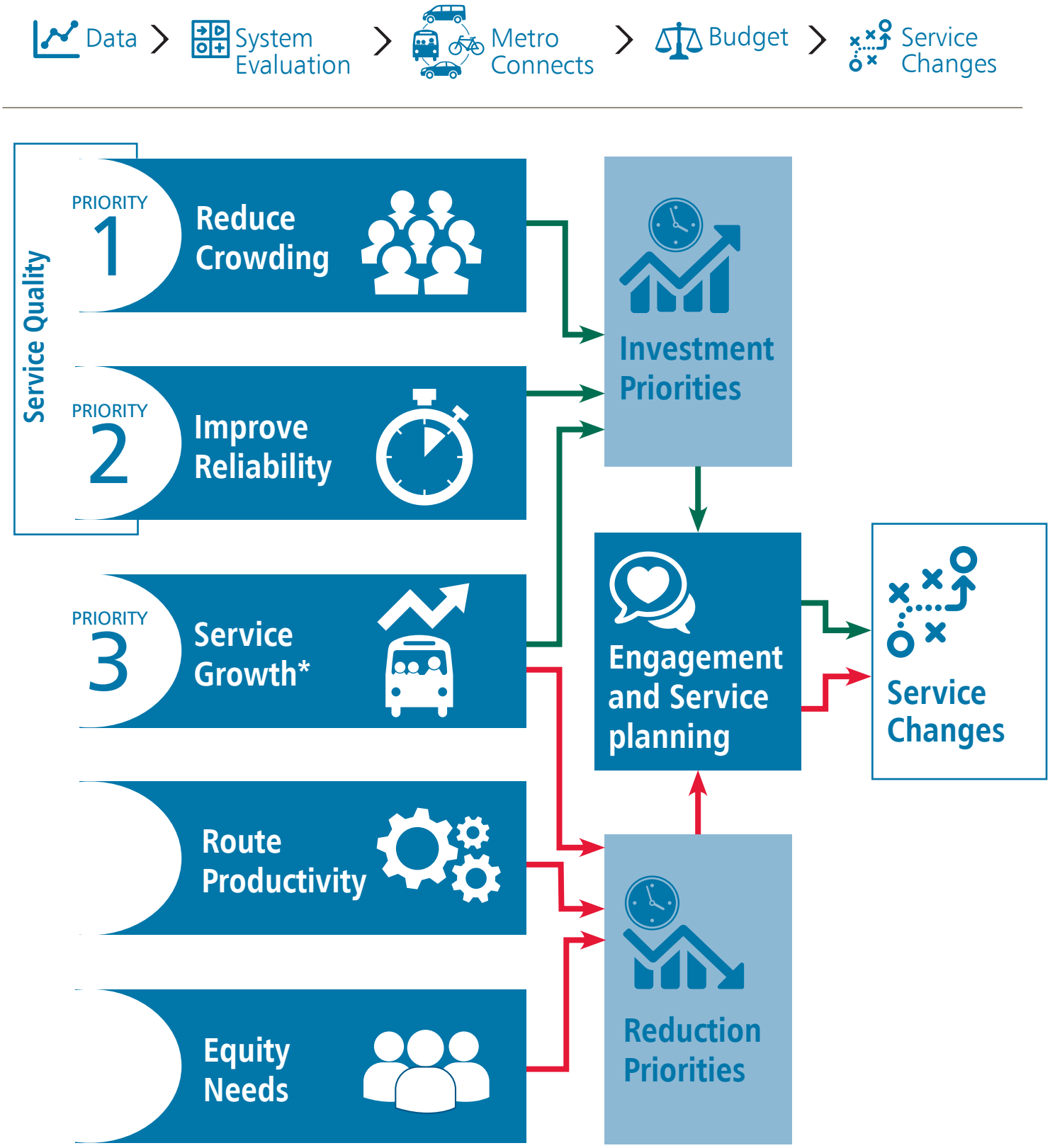
King County Metro continues to see significant year-over-year ridership growth across the bus system.

- **2022-2023**: Comparing the Fall 2022 Service Change to the Fall 2023 Service Change, average weekday bus ridership increased by over 14 percent, a net increase of over 32,000 daily boardings.
- **2023–2024**: Comparing the Fall 2023 Service Change to the Fall 2024 Service Change, average weekday bus ridership increased by over 8 percent, a net increase of over 21,000 daily boardings.
- **2024–2025**: Comparing the Fall 2024 Service Change to the Fall 2025 Service Change, average weekday bus ridership increased by 3 percent, a net increase of over 8,000 daily boardings.

Ridership growth has slowed compared to the last two reporting periods but is still growing. Expansion of Link light rail has led to some trips shifting from Metro service to Link, offsetting some of the gains from new service additions. For example, RapidRide A Line has experienced a significant ridership drop of around 20 percent since the opening of the Federal Way Link extension, with some rider's trips replaced by a faster travel option on Link. While some routes have seen ridership declines since Link expansion, others have seen significant growth. RapidRide G Line continues to grow ridership and is now a top 10 route in daily ridership. Overall transit ridership of bus and rail trips combined combined saw significant net growth. Metro will continue to monitor these trends as riders respond to new travel options. It typically takes several years for ridership patterns to normalize after these major changes and new trends to be fully understood.

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's Service Guidelines define crowding in the System Evaluation by the following factors:

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

» The trip's 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. Addressing chronic crowding is Metro's first priority as trips over the crowding threshold can result in riders being passed up and missing their trip. Consistent crowding also indicates additional trips are needed on a route to meet rider demand.

Findings

The 2026 System Evaluation found that zero bus hours are needed to reduce crowding. Although ridership continues to grow, no routes had chronically crowded trips during the evaluation period.

What's Been Done

No additional investments have been needed to reduce crowding as defined in the Service Guidelines in the last several years. While there has not been any ongoing crowding, Metro has proactively added service for major events such as the FIFA World Cup and the Seahawks victory parade to ensure that there is adequate capacity in the system. These short-term service additions are temporary and do not last for a full service change period, so are not included in the System Evaluation.

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 schedule reliability 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 funds capital projects and frequently partners with cities within King County to deliver roadway infrastructure improvements that prioritize transit, making trips faster and more consistent for riders. These capital investments reduce the need for schedule reliability investments identified in this report. The System Evaluation also includes trip delivery rates, which are not part of the Service Guidelines' reliability definition and are tracked separately in Appendix J.

Findings

The 2026 System Evaluation found that 26,200 additional bus hours are needed to improve schedule reliability. The investment need increased from last year's findings by approximately 2,250 annual hours. This report identifies reliability investment needs on 53 out of 105 routes.

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

- **South county routes:** Sixteen routes were identified as needing reliability investments. Routes 101, 150, A Line, and F Line are new to the list. The other twelve (106, 107, 111, 124, 128, 131, 132, 148, 153, 161, 168, and 182) still have outstanding needs.
- **East county routes:** Six routes were identified as needing reliability investments. No routes are new to the list; all six (208, 225, 226, 239, 250, and 271) still have outstanding needs.
- **North county routes:** Two routes (365 and 372) were identified as needing small reliability investments.
- **Seattle routes:** Twenty-eight routes were identified as needing reliability investments. Routes 2, 13, 36, 45, 49, 50, 60, 67, and 75 are new to the list. The other twenty-one (1, 4, 5, 12, 14, 21, 22, 24, 27, 28, 33, 40, 43, 61, 62, 65, C Line, D Line, E Line, G 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. Ninety-five routes had delivery rates of 99 percent or higher, with the remaining eleven routes having rates between 98.54 and 98.99 percent. The routes with highest cancellation rates were generally among the most frequent routes in the system, where cancelled trips result in less additional wait time for riders compared to cancellations on less frequent service.

What's Been Done

In last year's 2025 System Evaluation covering September 2024–March 2025, Metro highlighted an investment need of 23,950 additional service hours to improve on-time performance and headway adherence. In September 2025, Metro invested approximately 3,100 annual service hours to improve schedule reliability on five routes. In addition to reliability investments, Metro completed 14 speed and reliability spot improvement projects in 2025, in partnership with local cities, that led to reliability improvements on 25 different routes. These infrastructure investments help reduce the need for service hour investments in schedule reliability. More details on these improvements are available in the 2025 Spot Improvement Annual Report (kingcounty.gov/en/ dept/ metro/about/data-and-reports/other-reports).



To improve reliability, Metro has been operating Advanced Service Management (ASM) pilots on select RapidRide routes. ASM consists of 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 2023, Metro launched its first ASM pilots on the A and F Lines. 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 pilot for the G Line. The G Line pilot introduced a terminal manager at the end of the route, who actively managed trips in the field and adjusted schedules throughout the day based on real-time conditions. The program brought immediate improvements to G Line reliability, with headway adherence improving to near the 80 percent target since launch. In 2026, Metro will expand ASM to a pilot on the E Line, Metro's highest ridership route.

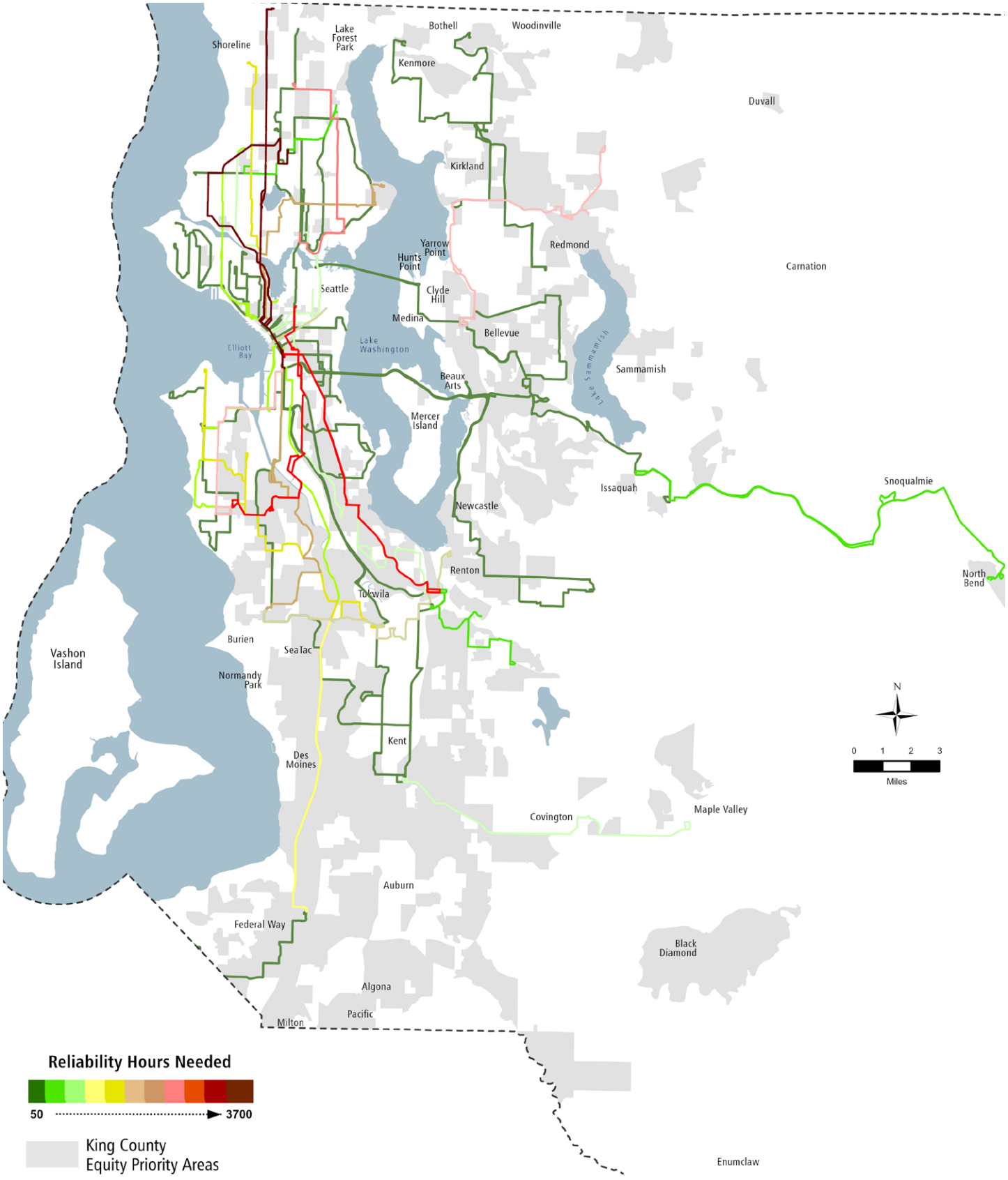
What's Next?

In the Spring 2026 Service Change Metro made schedule reliability investments in 27 routes, for a total of approximately 12,000 annual hours, addressing many of the reliability needs identified in this evaluation. This was Metro's largest investment in reliability hours in over 10 years.

In addition to investing hours directly, Metro uses various strategies to improve reliability across the system. For example, Metro's Frequent Corridor and RapidRide projects make speed and reliability roadway infrastructure investments that help facilitate large improvements in the rider experience and reduce the need to invest additional service hours. In partnership with the City of Seattle, substantial completion of a Corridor Project on Route 40 is expected in 2026. This project will provide improvements such as new bus priority lanes, transit signal priority, improved bus zones and pedestrian access to bus stops, improving reliability and experience for Route 40 riders. In addition to projects such as this, 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 will reduce bus reliability and require more intensive infrastructure improvements to prioritize transit in the roadway.

Metro will continue to monitor routes and adjust schedules to reflect evolving conditions. Additionally, Metro continues to advance planning, design, and delivery of capital projects, as well as partnering with jurisdictions and agencies. This helps provide roadway infrastructure that prioritizes transit to 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 the investment need. 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 1,312,000 service hours (an average of approximately 94,000 hours per year over the next 14 years).[2]

- **Current network:** 102 existing routes need around 882,900 additional service hours.
- **Proposed Metro Connects routes (no current service):** 14 new routes need around 429,400 service hours.

The 2026 estimated service growth need decreased by about 73,000 total hours compared to the 2025 System Evaluation. This decrease in investment need is related to service growth since the prior evaluation, with trips added to existing routes as well as some new routes added to the system as part of the East Link restructure.

What's Been Done

The Spring and Fall 2025 service changes contained the first two phases of the East Link Connections Mobility Project, restructuring service around the Link light rail 2 Line. This introduced new routes, and made revisions to a number of existing routes to better connect with Link.

What's Next?

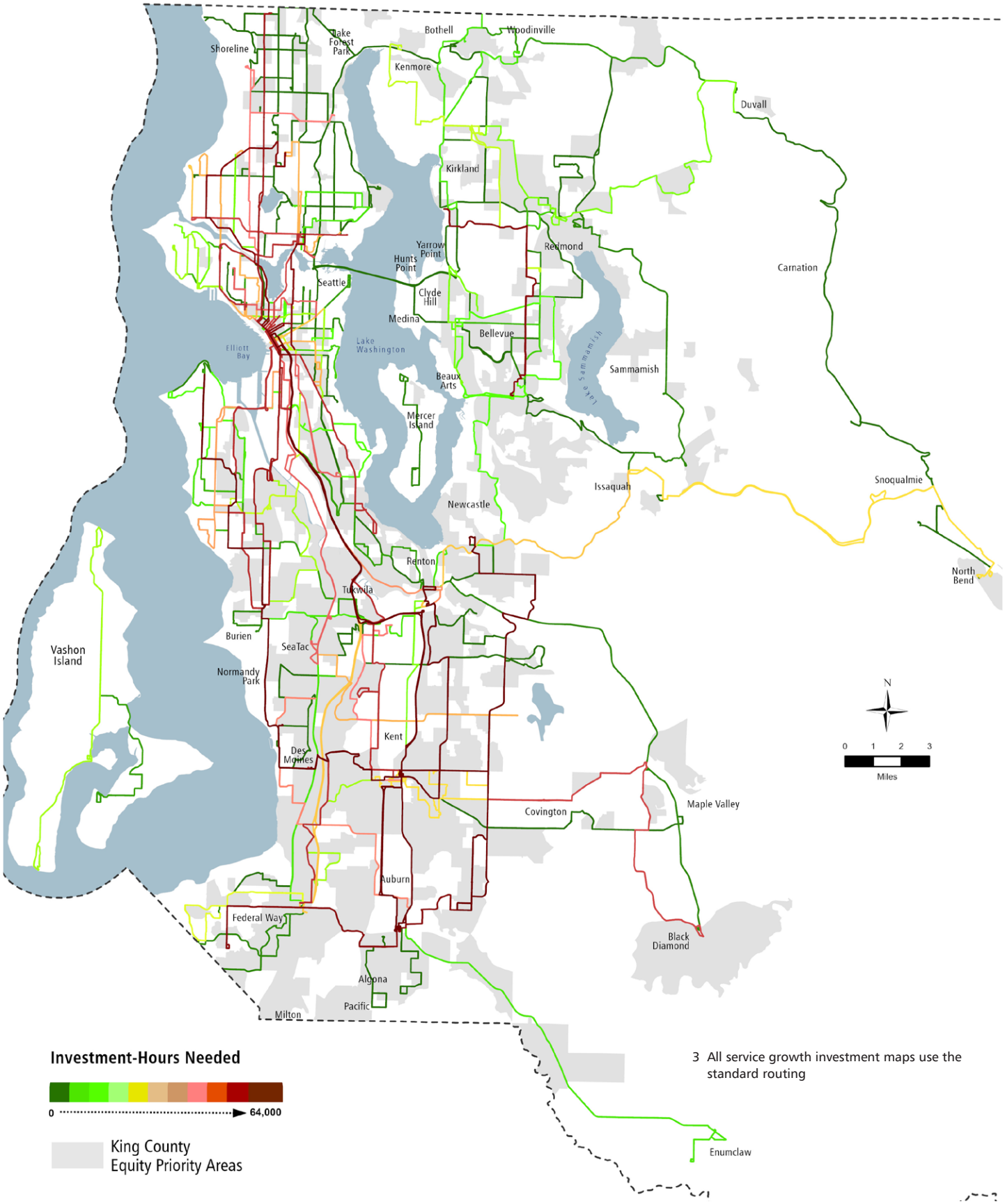
In 2026, Metro will complete the implementation of the East Link, Lynnwood Link, and South Link Mobility Projects, which will further grow service and reduce the service growth need. Beyond that, Metro will continue to seek opportunities to improve operational capacity and expand mobility options while centering the needs of priority populations.[3] Three upcoming Mobility Projects (Seattle Area Service Reinvestment, Renton Area, and K Line Area) will add more service into the system. As Metro considers these future projects, staff will use the Priority 3 analysis and prioritization to inform service proposals. 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.

2 The current target year for the Metro Connects interim network is 2039, which was based on Link expansion plans. Although these plans have changed Metro keeps the benchmark year for consistent tracking.

3 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

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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

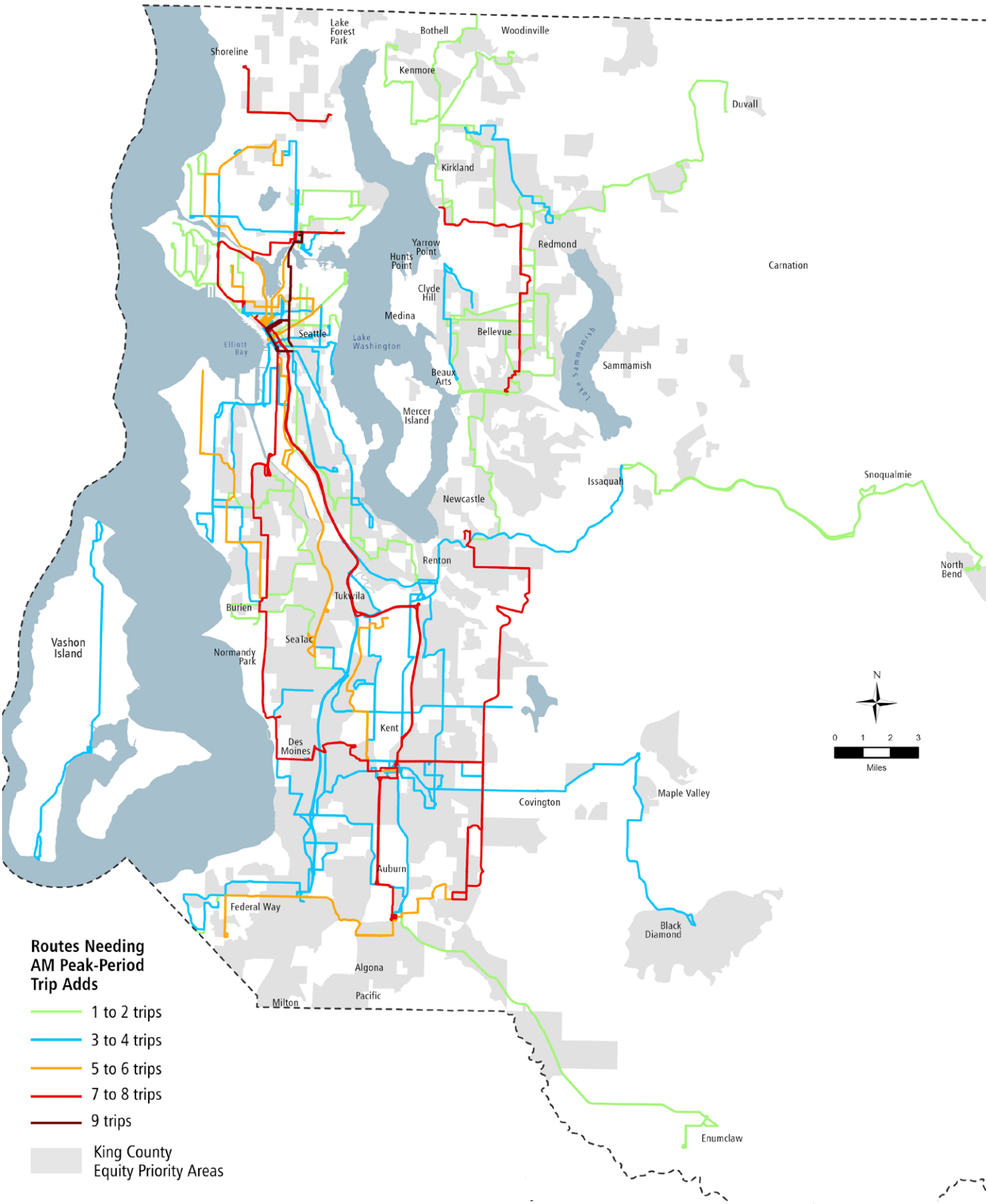


Figure 5. Metro routes needing investment in service growth (Priority 3): Midday

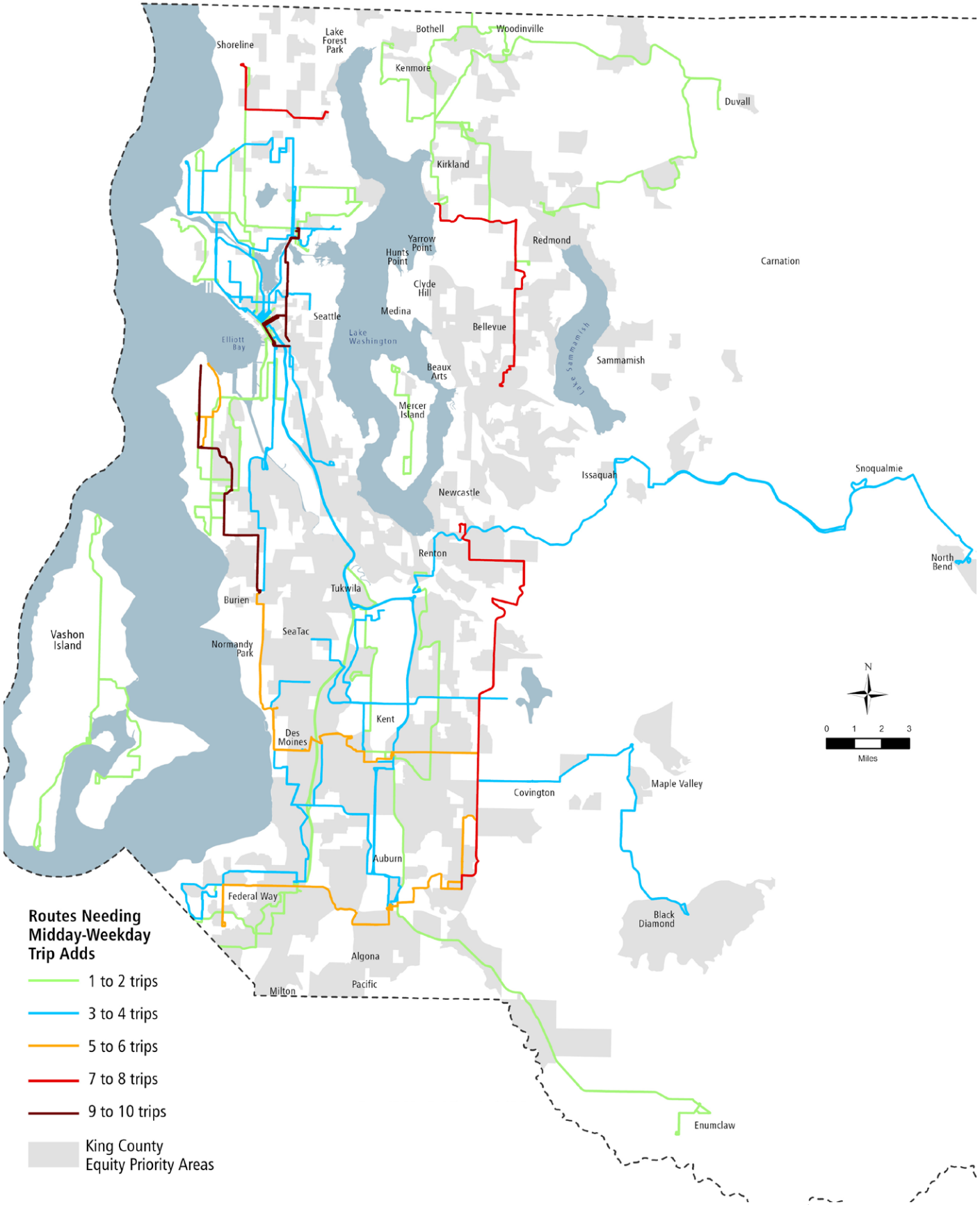


Figure 6. Metro routes needing investment in service growth (Priority 3): PM Peak

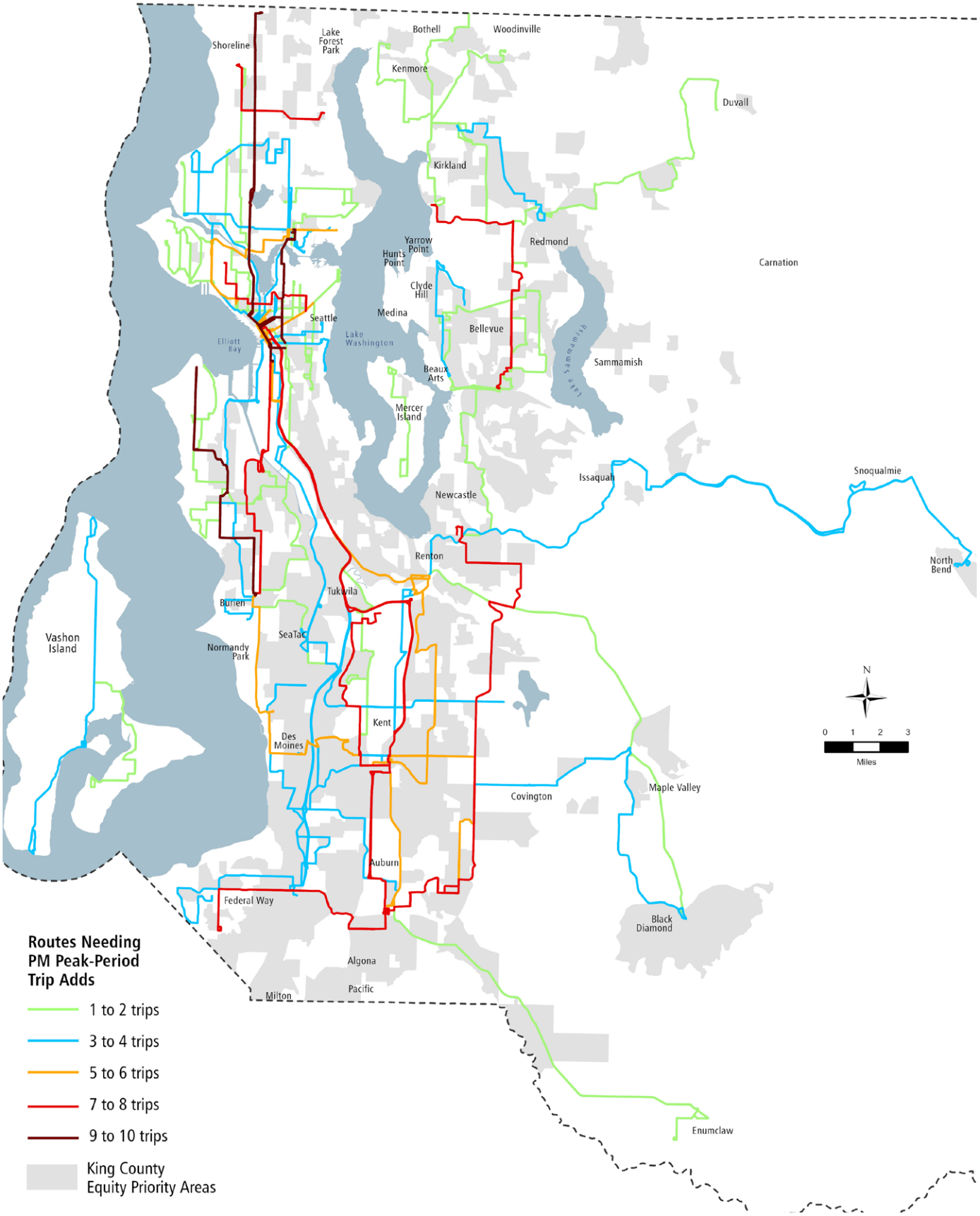


Figure 7. Metro routes needing investment in service growth (Priority 3): Evening

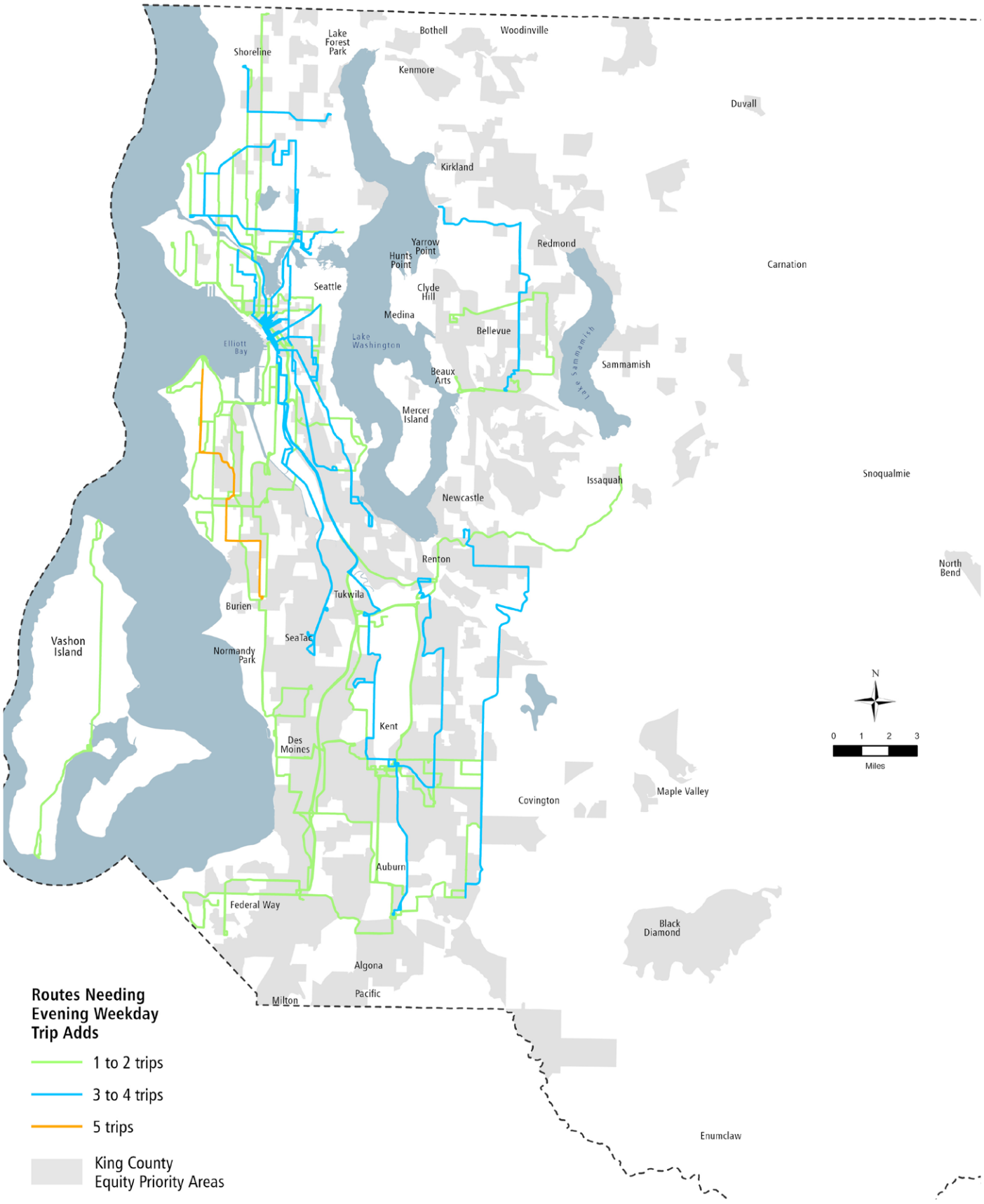


Figure 8. Metro routes needing investment in service growth (Priority 3): Saturday

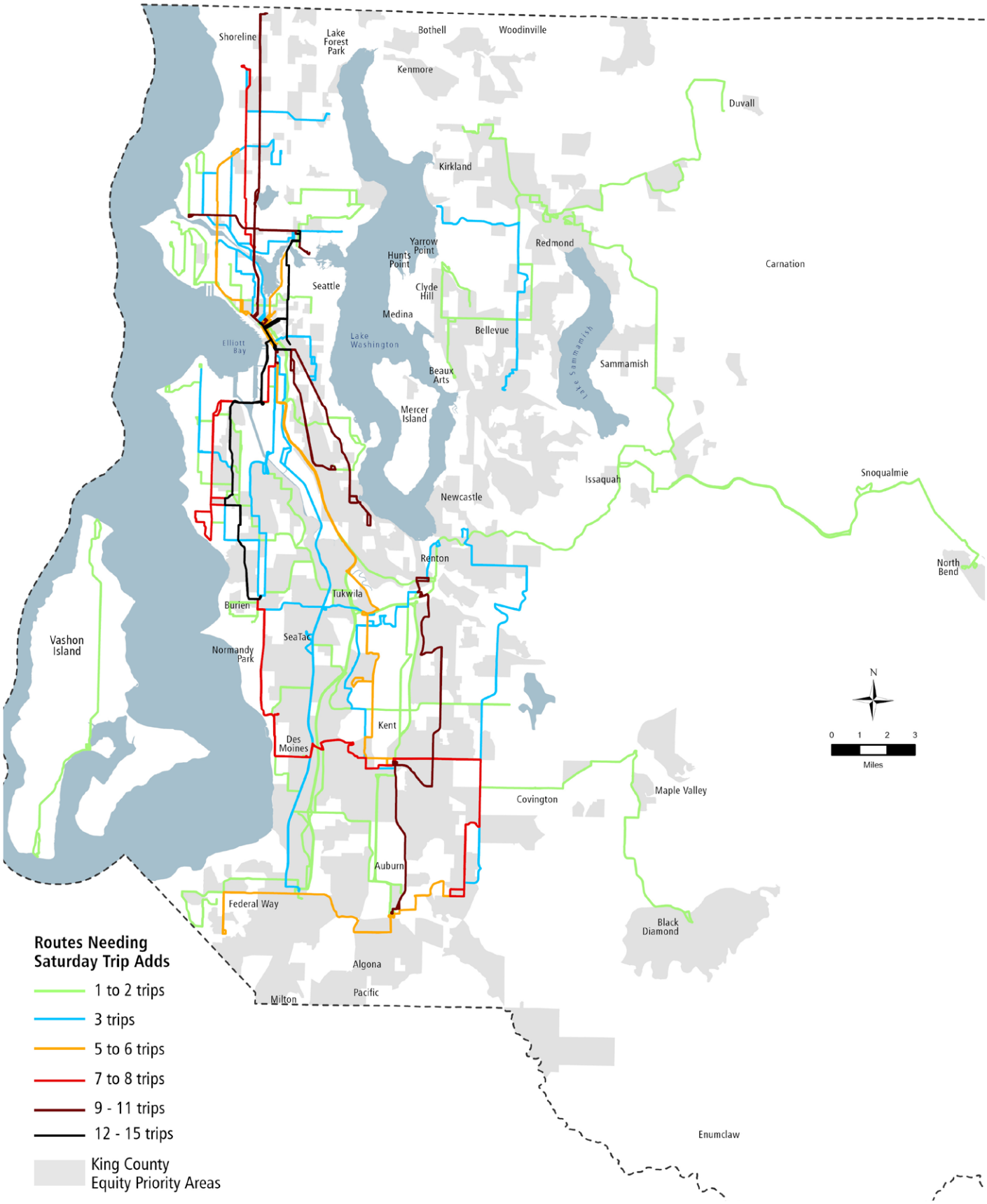
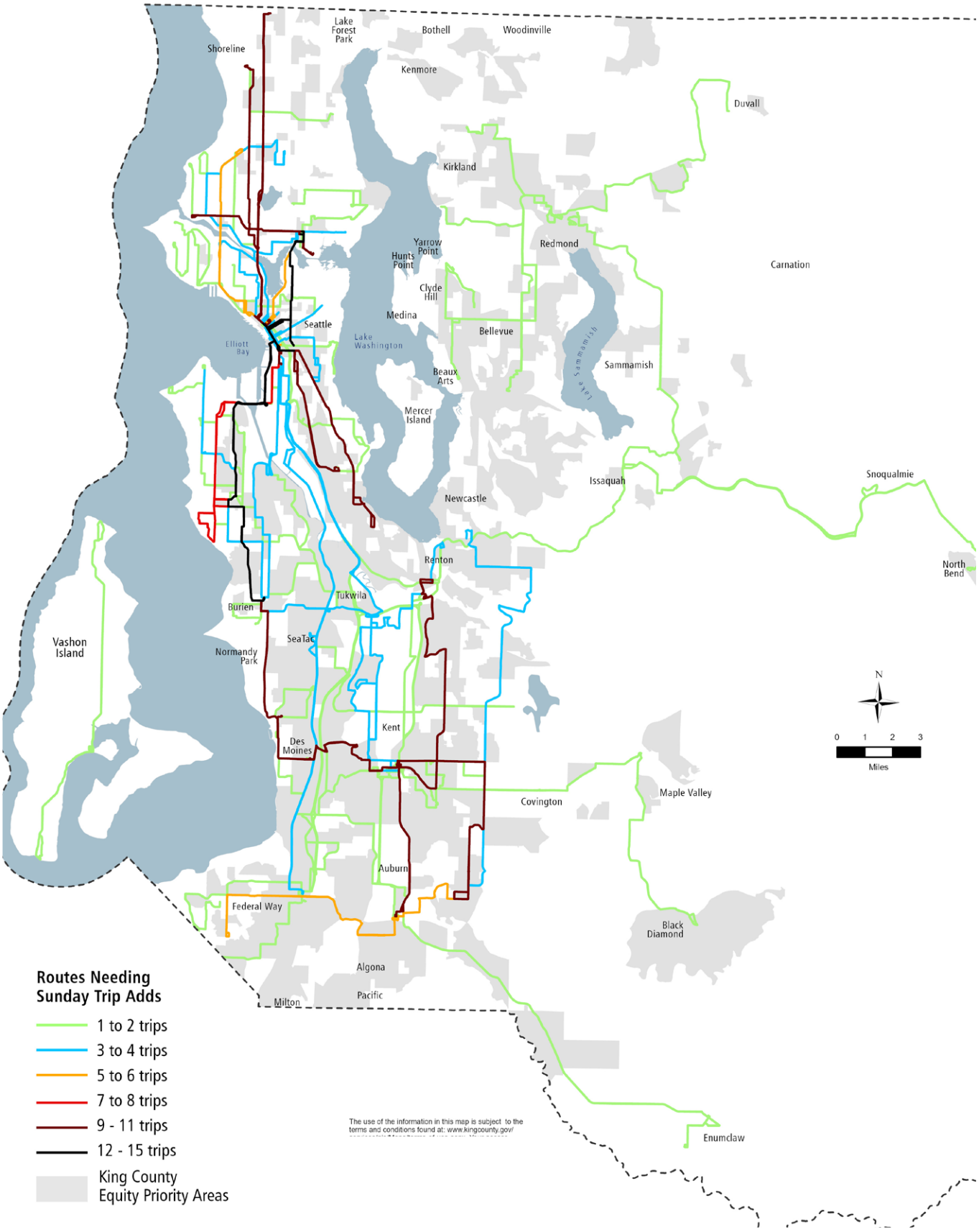


Figure 9. Metro routes needing investment in service growth (Priority 3): Sunday





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 use a smartphone to book on-demand 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 fixed-route bus option 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 two-year pilot period. For this evaluation, this only applied to the Issaquah service area. The Juanita service area pilot ended during the last evaluation, but was given an 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 the top performing service areas, with Tukwila also showing strong growth since the last reporting period. A new service area in Overlake also launched in September 2025.

Table 5: Metro Flex performance evaluation for active service areas (productivity, efficiency, and equity)—8/30/25–3/27/26

Metro Flex Service Area	Rides per Vehicle Platform Hour	Cost Per Ride ($)	Percent Trips in Equity Priority Areas	Launch Date	Service Area Status
Overlake	1.0	$83.81	50%	September 2025	Pilot
Delridge/South Park	2.4	$36.46	75%	July 2024	
Northshore	0.6	$144.14	22%	September 2024	
Juanita	1.7	$51.01	31%	September 2020	
Issaquah	2.4	$36.28	19%	October 2023	Ongoing
Kent	2.5	$34.55	56%	September 2021	
Othello	2.9	$30.06	81%	April 2019	
Rainier Beach	3.4	$26.00	86%	April 2019	
Renton	2.9	$30.75	88%	August 2021	
Sammamish	2.4	$35.95	28%	June 2019	
Skyway	3.4	$25.54	68%	August 2021	
Tukwila	3.2	$27.38	94%	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.

Metro had four Metro Flex pilots in operation at the end of this 2026 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 it fails to meet the defined standards. The results of the latest pilot evaluation are in Appendix A.

The Juanita service area did not meet evaluation standards required to become an ongoing service in the last evaluation period but was given a one-year extension. While some improvement was shown, it still did not meet standards to continue as ongoing service. The adjacent Northshore pilot was also performing below standard, especially in cost per ride, for the second evaluation in a row.

As a result of the low performance and after consultation with jurisdictions, these two service areas were revised in April 2026 and will continue to be evaluated as pilots in their new service areas.

The Issaquah service area finished its second year as a pilot and met the standard to become an ongoing service in the 2026 System Evaluation. Issaquah Metro Flex is a partnership funded by the City of Issaquah. For Metro Flex partnerships, Metro manages operations and administration of these services, while the city funds the operating hours. City partners also play a vital role in marketing these services to build awareness of new pilot programs within the community. Metro Flex is still a relatively new service delivery model in King County, so marketing campaigns are critical to improving ridership and ensuring that service areas meet performance standards.

Delridge/South Park is still in its pilot period. This pilot is a partnership funded by City of Seattle.

Since the last evaluation, Metro also launched a new pilot service area in Overlake funded by a federal grant.

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

Metro is also planning to launch two new Metro Flex service areas in Auburn and Federal Way in 2026 to complement the opening of the Federal Way Link Extension of the 1 Line. The Auburn and Federal Way pilots are funded by federal grants and will be monitored in future evaluations.

Current and future pilots that are supported by partner or grant funding do not have dedicated resources to continue operating if these funding sources end. If Metro does not have resources to continue all pilots or to sustain all services, it will use performance data and engagement to inform where reductions occur.

Prioritizing New Metro Flex Pilots

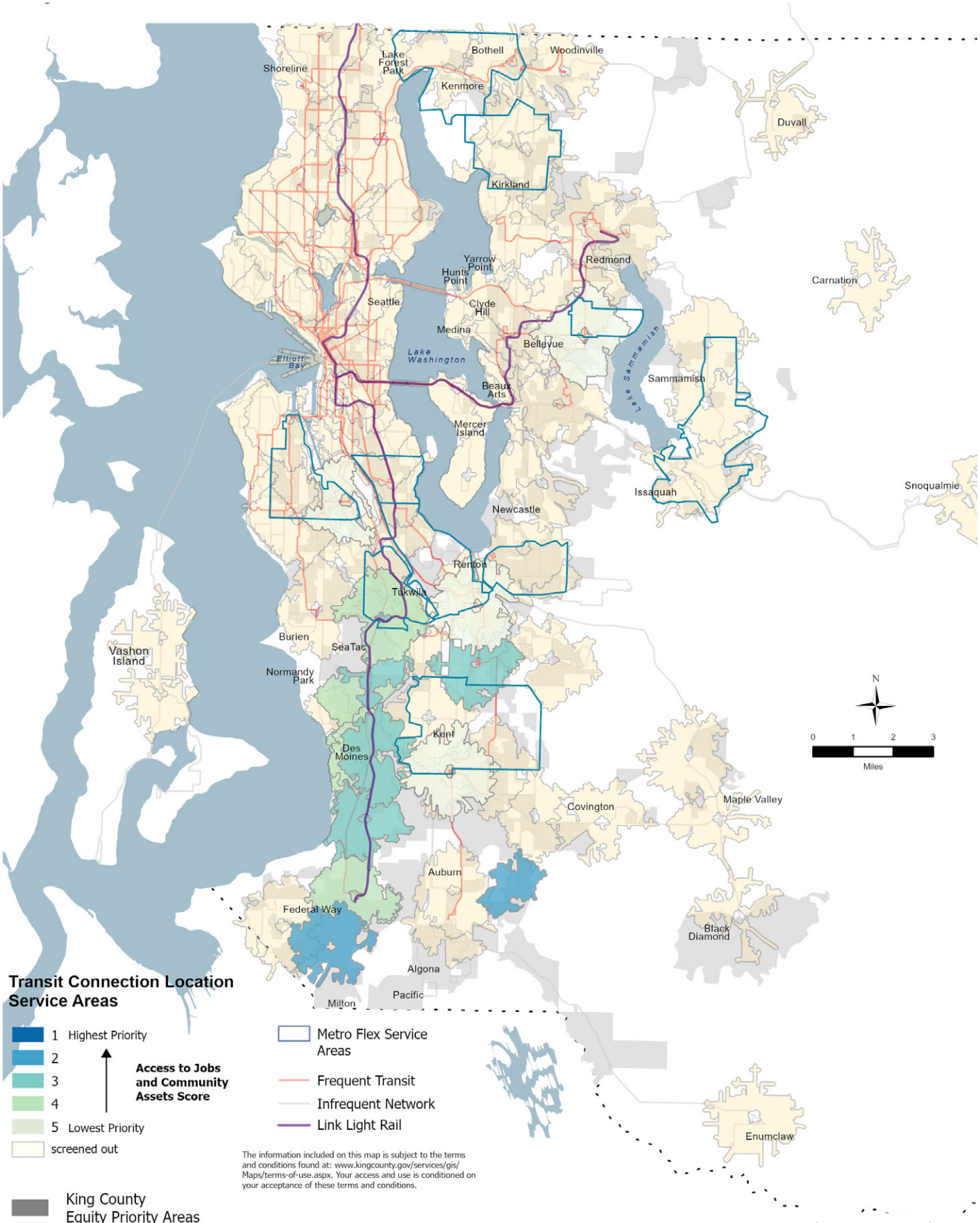
Metro conducts an annual evaluation to identify and prioritize locations with supportive conditions for future Metro Flex pilots. This evaluation methodology prioritizes potential areas best suited for future Metro Flex pilots based on equity, density, and how well the service would improve mobility. This evaluation is shown in Figure 11. 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 is an important factor in considering expansion or adjustments to service. At this time, Metro is not planning expansion of Metro Flex services beyond the two new grant-funded pilot areas launching in 2026.



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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 and Saturdays. 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 2025 to March 2026.

What's Been Done

Since 2025, the West Seattle route operates year-round midday, weekday, and weekend service. Metro expanded service on the Vashon Island route to include several new periods in recent years—to weekday midday in July 2024, and on Saturday in 2025, both in partnership with WSDOT.

What's Next

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

Beginning in April 2026, Metro added Sunday service to the Vashon route that will run through October 2026.

Table 6: Marine service data, September 2025–March 2026

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	566	260	N/A	54	1	1.08%
West Seattle	727	1159	826	51	12	0.49%

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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 at more times of the day, to jobs at more times of day, 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 (Ordinance 19751—Metro, Sound Transit, Community Transit): This extension opened in August 2024. Metro will implement a final of phase of Lynnwood Link improvements, which include bus service connecting to the new Pinehurst Station, in 2026.
- Link 2 Line - East Link Extension/Downtown Redmond Link Extension & East Link Connections Mobility Project (Metro, Sound Transit): The Downtown Redmond Link Extension opened in May 2025. The full 2 Line opened in March 2026. With the Spring 2026 Service Change, Metro will implement a second phase of East Link Connections Mobility Project improvements. With the Fall 2026 service change, the last major implementation phase of East Link Connections improvements will be implemented.
- Link 1 Line - Federal Way Link Extension & South Link Connections Mobility Project (Metro, Sound Transit, Pierce Transit): This extension opened in December 2025. With the Spring 2026 Service Change, a first phase of South Link Connections Mobility Project improvements was implemented. With the Fall 2026 Service Change, a final phase of improvements will be implemented.

Future System Expansion Partnerships

- Link Infill Stations: Pinehurst Station (1 & 2 Line) will open in 2026. As part of the Lynnwood Link Connections Mobility Project, Metro has bus changes planned to connect to this station starting August 2026. Graham Street Station is projected to open in 2031. Metro is participating in planning, design, and construction for transit integration at these stations.
- Kent Sounder Station Off-Street Layover Facility: Metro is partnering with Sound Transit to deliver this project together with a new garage for Sounder customers. The project includes a 12-bay off-street layover facility. This project is currently in construction and is projected to open in 2027.
- Stride S1 (I-405 BRT south) and Stride S2 (I-405 BRT north): Major capital project partnerships include Bellevue Transit Center, new Renton Transit Center, I-405/NE 85th Street Interchange in Kirkland, and Burien Transit Center. Service is expected to begin in 2028 (S1) and 2029 (S2). At Renton Transit Center, Sound Transit is including a 13-bay layover. The Renton Area Mobility Project will integrate services into this new facility.
- 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. In 2026, Sound Transit will revise Route 522 to operate along the future S3 pathway. To integrate with the revised Route 522 and future 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. Metro is also participating in planning and design for transit integration for the Ballard Link Extension.
- 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 and layover needs.

For more information about Sound Transit projects, see soundtransit.org



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	Shoreline South 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
West Seattle/ Westwood Village	Bellevue Transit Center/ Downtown Bellevue Sta-tion	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
Federal Way Downtown	Lakewood TC	Lakewood, Tacoma Dome, Federal Way Downtown Station	574
Federal Way Downtown	Downtown Seattle	I-5	577
Puyallup	Downtown Seattle	Auburn, Federal Way Transit Center	578
Federal Way Downtown	Lynnwood City Center Station	Federal Way, Kent/Des Moines, SeaTac Airport, Rainier Valley, Downtown Seattle, Capitol Hill, U District, Northgate, Shoreline, Lynnwood	1 Line
Downtown Seattle	Downtown Redmond	Seattle, Mercer Island, South Bellevue, Downtown Bellevue, Spring District, Overlake Village, Downtown Redmond	2 Line

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 works with local cities to improve sidewalks, street crossings, and other pathways to bus stations to ensure a safe and convenient experience.

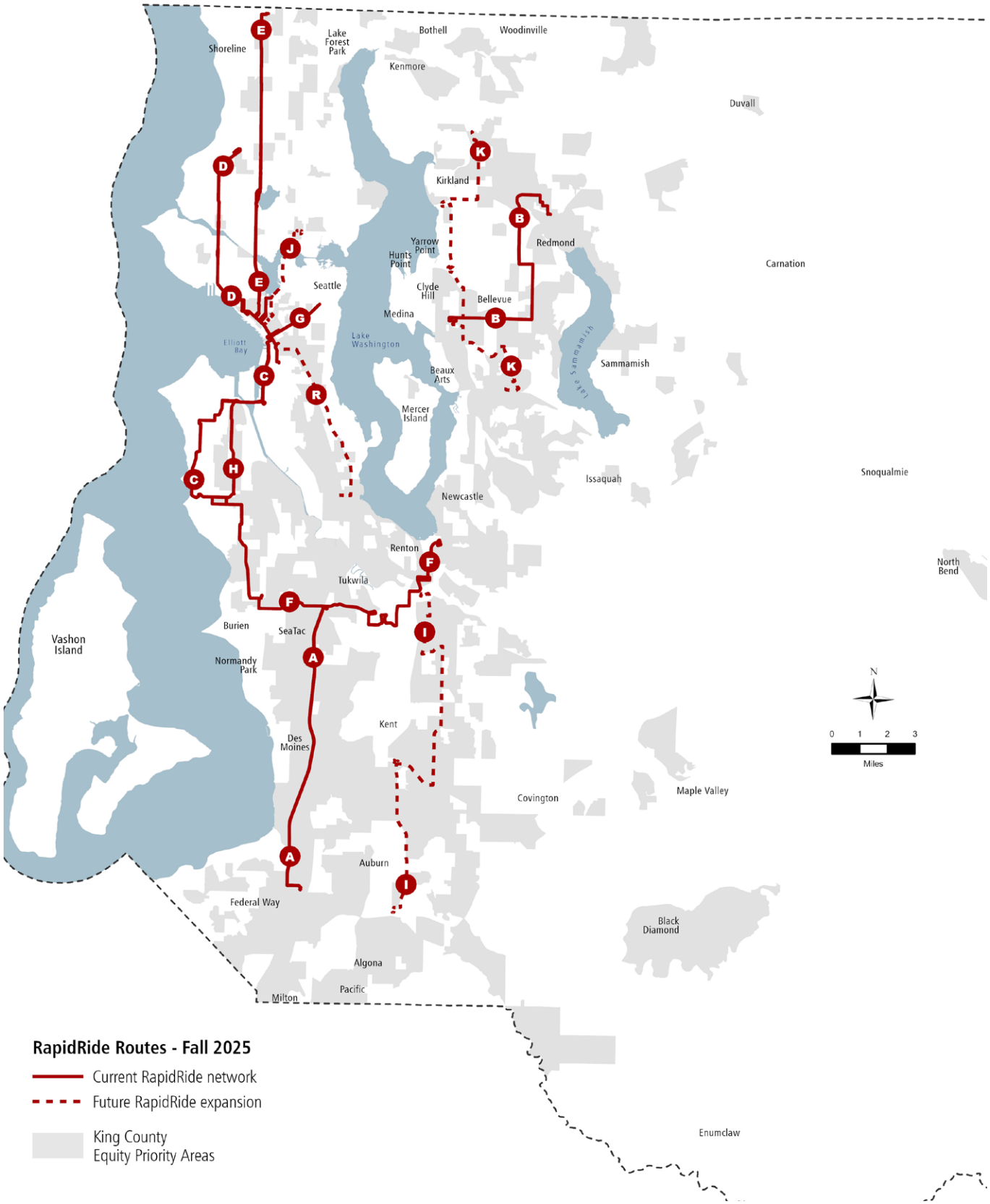
Metro currently operates eight RapidRide lines throughout King County. Metro is also developing four new RapidRide lines. Construction on the I Line began in March 2026 and construction on the J Line began in October 2024. Both are expected to open in 2027. Planning for the K Line and the R Line started in 2019, but Metro paused both projects in 2020 due to funding concerns. Metro has resumed planning work for both lines and is working with the community and cities to advance these projects.

Table 3: RapidRide expansion status update (as of July 2026)

Route name	Communities Served	Comparable Route(s)	One-Way Miles	Project Status	Expected Opening	Federal Transit Administration Funding
I Line	Renton Ken Auburn	160	17.9	Construction	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	No FTA funding currently planned

*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.

Figure 10. RapidRide network (current and planned routes)



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 that could improve 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 from the Metro Connects Interim Network into tiers by their implementation priority. Tier 1 RapidRide candidates are Metro's current highest priority for delivery as part of the interim network, while Tier 2 are lines to be developed if additional funding and delivery capacity becomes available after Tier 1 is complete. Tier 3 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[4]

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	-	83%	Tier 1
1064	36	6,723	-	81%	Tier 1
1012	44	6,247	-	88%	Tier 2
1993	40	8,450	-	74%	Tier 2
3101 & 1028	B Line[5]	4,754	-	85%	Tier 2
	271[6]	3,215	-	81%	
1052	181	2,165	-	89%	Tier 3
1056	165	3,468	-	81%	Tier 3
1999	B Line	4,754	-	85%	Tier 3
	226	1,206	-	85%	

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

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

6 Route 271 was active for the evaluation period but was replaced with route 270 during the fall 2026 service change, which was after the evaluation period.



Appendices

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Appendix A: Methodologies and Process Descriptions

Bus Service Growth

Crowding (Priority 1)

Addressing chronic crowding is Metro's first priority as full trips can result in riders being passed up and missing their trip. Consistent crowding also indicates additional trips are needed on a route to meet rider demand. Addressing chronic crowding helps ensure the current network is operating as intended for riders. 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. When 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)

Addressing schedule reliability helps ensure trips are arriving when riders expect to catch their bus. Along with crowding, addressing reliability helps ensure the current network is operating as intended for riders. 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 Automatic Vehicle Locator 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 (scheduled time between buses) for weekdays. 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.

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)

Addressing Priority 1 and 2 needs help keep the current network operating well for riders. After those, Priority 3 looks at growing the current network to better serve riders. Service growth can include more frequent service, service that operates more hours of the day, and new routes serving new areas. Metro uses the higher of target service levels from the Metro Connects interim network 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.[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-Link Extensions)

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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. Below, 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%
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. The Flex productivity target is 2.12 rides/hr.
Efficiency	Cost per boarding: total cost of operating the ser-vice relative to the total number of individual passen-ger boardings	Flex efficiency targets are set to the bottom 25th percentile of DART service. 2024 DART bottom 25th percentile[8]: $39.44 per boarding.[9]
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: 30%
Accessibility: community assets (fixed-route strength)[10]	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: 20%

8 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

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

10 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

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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 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. Following the evaluation results from September 2025 to March 2026, Metro has made the following changes to pilot services:

- The Issaquah service area scored above 5 (average score of 5.5) and is now an ongoing service.
- The Juanita service area scored below a 5 (4.6) for the second year in a row and the service area has been revised to a new Juanita/Totem Lake pilot service area.
- The Northshore service area has also been revised due to low performance (4.7).
- The Delridge/South Park and Overlake service areas are within the pilot period and will have a final evaluation in future system evaluations.

Updated evaluation results for 2025-2026 are included in Table 11.

Table 11: Evaluation results from September 2025-March 2026

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	5.0	3.9	7.9	5.5	2.3	3.2	4.6	Pilot
Kent	4.2	7.0	10.0	8.1	4.8	4.7	6.5	Ongoing
Othello	5.0	10.0	1.1	1.0	5.5	5.5	4.7	Ongoing
Rainier Beach	4.7	10.0	2.6	0.0	6.1	6.4	5.0	Ongoing
Renton	5.0	10.0	5.6	2.6	5.4	5.5	5.7	Ongoing
Sammamish	5.0	3.5	10.0	8.1	4.6	4.5	5.9	Ongoing
Skyway	5.0	8.5	4.8	1.0	6.1	6.4	5.3	Ongoing
Tukwila	5.0	10.0	5.2	5.5	5.9	6.0	6.3	Ongoing
Delridge/South Park	5.0	9.4	1.9	2.1	4.8	4.5	4.6	Ongoing
Issaquah	1.9	2.4	10.0	10.0	4.5	4.5	5.5	Ongoing
Overlake	4.2	6.3	3.7	3.6	0.0	1.9	3.3	Pilot
Northshore	4.4	2.8	10.0	9.8	0.0	1.1	4.7	Pilot

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. Some TCLs (and their surrounding 2-mile walkshed) are first screened out based on lower 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 are a stronger candidate for fixed-route service, and less dense areas 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) represent 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

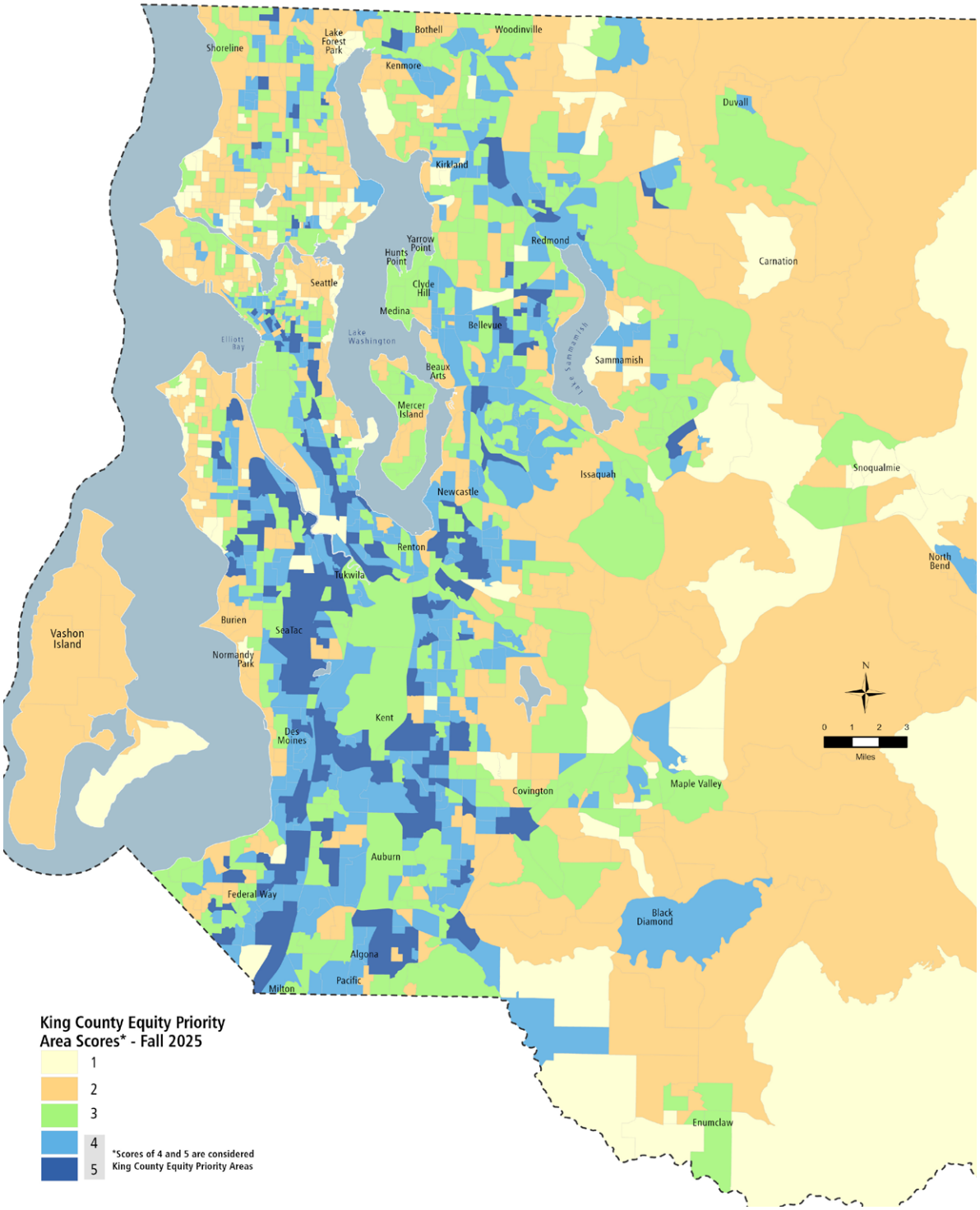


Table 14: Route Equity Prioritization Scores[11]

Route	Equity Prioritization Score
1	3.0
2	3.1
3	3.6
4	3.2
5	2.7
7	3.6
8	3.7
9	3.7
10	2.9
11	2.5
12	3.0
13	3.2
14	3.6
15	3.0
17	2.8
18	2.8
21	2.6
22	1.9
24	2.3
27	3.1
28	2.7
31	2.4
32	2.5
33	2.9
36	4.0
37	2.2
40	2.9
43	3.0
44	2.5
45	2.8

Route	Equity Prioritization Score
48	3.2
49	3.3
50	2.7
56	2.8
57	2.4
60	3.5
61	2.9
62	2.8
65	2.6
67	2.8
70	3.4
75	2.7
79	2.3
101	3.6
102	3.3
105	3.6
106	4.1
107	4.1
111	3.1
113	3.1
116	2.9
118	2.2
119	2.2
121	3.1
122	3.5
123	2.9
124	3.0
125	3.4
128	3.3
131	3.4

Route	Equity Prioritization Score
132	3.6
143	2.9
148	3.3
150	3.8
153	3.6
156	3.9
160	4.0
161	4.1
162	4.1
165	3.3
168	3.6
177	3.7
181	3.4
182	4.8
183	4.1
184	4.5
187	3.6
193	4.3
203	3.5
204	2.7
208	2.3
212	4.0
218	3.7
222	3.2
223	3.6
224	4.0
225	3.2
226	3.5
230	2.7
231	2.8

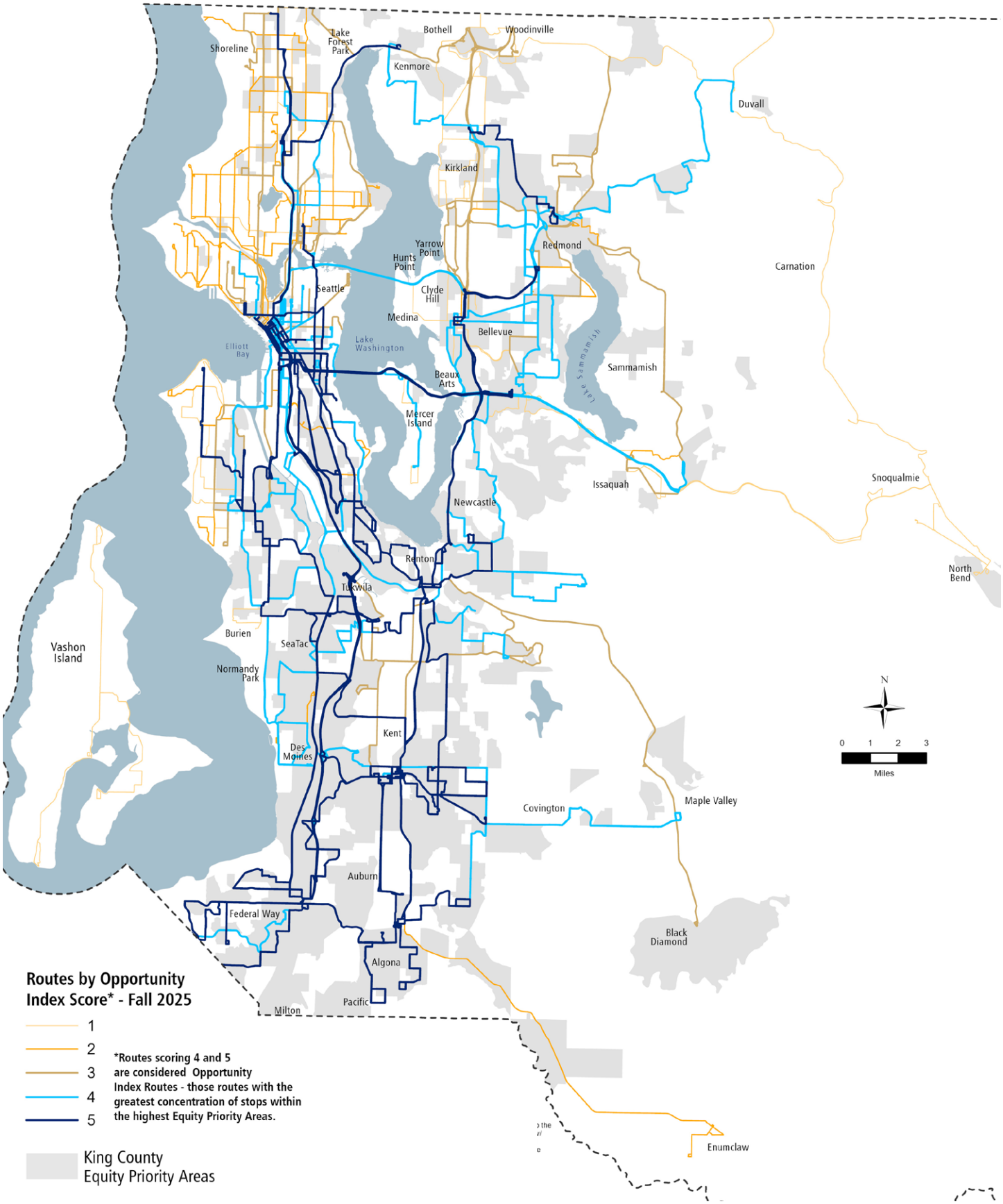
Route	Equity Prioritization Score
239	3.2
240	3.7
245	3.4
249	3.7
250	3.6
255	2.8
256	3.3
269	2.9
271	3.1
303	3.8
322	3.2
331	2.8
333	3.0
345	2.9
346	2.7
348	3.1
365	2.6
372	3.0
630	2.9
631	3.1
635	3.4
773	2.5
775	2.2
893	2.6
895	2.9
901	4.3
903	3.9
906	3.4
907	2.4
914	4.0

Route	Equity Prioritization Score
915	2.7
917	4.1
930	4.2
931	2.5
1037	3.1
1040	2.9
1515	3.9
1997	3.1
2022	3.5
2207	4.3
2402	4.2
3028	2.8
3054	3.8
3055	3.5
3061	3.4
3062	3.1
3064	4.2
3067	3.6
3069	3.2
A Line	4.5
B Line	3.6
C Line	3.1
D Line	3.0
E Line	3.2
F Line	3.5
G Line	3.4
H Line	3.7
Valley Shuttle	1.8

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

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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%	19%	28%
2	12%	24%	23%
3	7%	9%	7%
4	13%	25%	17%
5	21%	27%	31%
7	16%	13%	16%
8	17%	15%	15%
9	17%		
10	18%	15%	13%
11	12%	13%	13%
12	26%	10%	7%
13	16%	30%	19%
14	12%	14%	25%
17	16%		
21	24%	27%	31%
21X	9%		
22	24%		
24	16%	22%	25%
27	9%	15%	18%
28	22%	24%	23%
31	17%	19%	12%
32	14%	18%	17%
33	14%	18%	26%
36	19%	12%	20%
40	26%	25%	27%
43	30%	22%	20%
44	12%	13%	10%
45	18%	28%	16%
48	8%	13%	8%
49	13%	22%	19%
50	16%	16%	23%
56	5%		
57	9%		

Route	Weekday % Late	Saturday % Late	Sunday % Late
60	24%	15%	21%
61	21%	15%	20%
62	22%	23%	17%
65	25%	28%	20%
67	17%	24%	17%
70	9%	13%	13%
75	20%	26%	17%
79	11%		
101	12%	19%	24%
102	17%		
105	8%	4%	5%
106	28%	20%	19%
107	22%	9%	13%
111	25%		
113	11%		
118	5%	1%	11%
119	7%		
124	20%	27%	23%
125	10%	14%	8%
128	23%	14%	13%
131	17%	26%	20%
132	25%	25%	23%
148	22%	16%	24%
150	17%	19%	20%
153	21%		
156	11%	7%	5%
160	16%	15%	15%
161	17%	19%	21%
162	9%		
165	19%	16%	20%
168	22%	21%	23%
177	13%		
181	11%	16%	13%

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

Reliability continued

over the lateness threshold

Route	Weekday % Late	Saturday % Late	Sunday % Late
182	21%	12%	16%
183	19%	16%	
184	9%	14%	8%
187	12%	15%	8%
193	16%		
203	12%	8%	11%
208	22%	23%	
212	11%		
218	15%		
222	11%	11%	8%
223	10%	11%	8%
225	23%	13%	11%
226	15%	24%	24%
230	7%	10%	10%
231	12%	7%	9%
239	20%	16%	13%
240	18%	18%	16%
245	12%	14%	17%
250	25%	21%	19%
255	10%	13%	7%
256	13%		
269	13%		
271	19%	28%	19%
303	14%		

Route	Weekday % Late	Saturday % Late	Sunday % Late
322	15%		
331	4%	6%	8%
333	7%	4%	4%
345	11%	10%	7%
346	3%	5%	2%
348	9%	13%	14%
365	13%	15%	24%
372	16%	23%	19%
A Line	21%	20%	19%
B Line	15%	13%	13%
C Line	19%	21%	20%
D Line	19%	21%	23%
E Line	26%	28%	28%
F Line	20%	22%	16%
G Line	21%	24%	21%
H Line	20%	22%	21%

To improve travel time reliability, Metro completed 14 speed and reliability spot improvement projects which addressed delay and travel time reliability issues on 25 routes (2, 3, 4, 5, 7, 8, 9X, 14, 21X, 28X, 56, 57, 60, 106, 107, 113, 124, 125, 222, 223, C Line, E Line, F Line, G Line, H Line) projects in 2025. More details on these projects are available in the 2025 Spot Improvement Report, available at kingcounty.gov/en/dept/metro/about/data-and-reports/other-reports

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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 (Annual Hours)	Priority Ranking
	AM Peak Trips	PM Peak Trips	Off-Peak Midday Trips	Night Trips	Saturday Trips	Sunday Trips	AM Peak	PM Peak	Off-Peak Midday	Night	Saturday	Sunday		
1	-	-	-	-	-	-	-	-	-	-	-	-	-	46
2	2	-	-	-	-	-	1,725	-	-	-	-	-	1,725	51
3	4	4	-	-	-	-	2,735	3,766	-	-	-	-	6,501	16
4	-	2	-	4	3	3	-	1,989	-	7,332	2,271	2,443	14,035	50
5	-	2	2	1	7	9	-	2,387	3,262	2,667	4,846	6,356	19,518	85
7	3	-	-	4	10	11	3,222	-	-	8,959	7,197	8,476	27,854	18
8	4	2	-	1	-	-	3,580	2,175	-	2,313	-	-	8,067	17
10	2	2	-	-	-	-	935	1,114	-	-	-	-	2,049	82
11	2	2	-	-	-	-	1,220	1,485	-	-	-	-	2,705	81
12	2	2	-	-	-	-	822	1,034	-	-	-	-	1,857	53
13	2	2	-	-	-	-	1,019	1,432	-	-	-	-	2,451	45
14	-	-	-	-	-	-	-	-	-	-	-	-	-	15
17	2	2	3	2	1	1	1,599	1,896	3,845	3,845	784	875	12,845	79
18	2	4	2	1	1	1	1,850	4,614	3,779	1,611	952	1,062	13,868	84
21	4	-	2	1	7	8	3,362	-	2,546	2,249	3,483	4,541	16,181	92
22	-	1	1	-	1	1	294	442	1,018	614	476	531	3,375	112
24	2	2	-	2	2	1	1,608	1,830	-	2,875	753	804	7,869	107
27	3	4	-	-	-	1	1,979	2,387	-	-	-	316	4,681	47
28	-	2	2	1	3	2	-	1,724	2,148	1,542	1,085	684	7,183	87
31	2	2	-	-	-	-	1,443	2,148	-	-	-	-	3,591	109
32	7	6	4	2	3	3	6,161	6,524	5,808	4,887	1,796	1,790	26,966	88
33	2	2	2	-	1	2	1,256	1,512	2,108	766	556	1,028	7,226	83
36	3	-	3	4	10	10	2,307	-	3,879	6,361	5,029	5,038	22,614	2
40	5	3	4	3	4	4	6,898	5,092	9,388	8,872	3,544	3,640	37,433	80
44	3	3	2	4	11	11	1,999	2,586	2,427	5,972	5,163	5,534	23,681	89
45	-	-	-	-	-	-	-	-	-	-	-	-	-	91
48	-	-	-	-	-	-	-	-	-	-	-	-	-	57
49	9	9	9	4	15	15	5,370	7,041	8,951	5,617	5,813	5,832	38,624	52

Route	Additional Trips per Hour						Additional Annual Service Hours Needed						Total Service Growth Investment Needed (Annual Hours)	Priority Ranking
	AM Peak Trips	PM Peak Trips	Off-Peak Midday Trips	Night Trips	Saturday Trips	Sunday Trips	AM Peak	PM Peak	Off-Peak Midday	Night	Saturday	Sunday		
50	-	-	-	1	2	2	-	-	-	3,191	1,305	1,391	5,888	97
60	2	2	-	1	-	-	2,385	2,997	-	3,279	-	-	8,660	20
67	4	4	4	3	-	-	2,287	3,129	4,217	4,634	-	-	14,268	90
70	5	3	4	4	6	6	3,953	2,705	4,933	6,624	2,603	2,797	23,615	43
75	-	-	-	-	-	-	-	-	-	-	-	-	-	93
79	1	1	2	-	1	1	966	1,202	2,546	-	330	368	5,412	108
101	3	6	-	2	1	1	3,678	7,001	-	4,821	885	874	17,259	19
105	-	-	-	-	-	-	-	-	-	-	-	-	-	33
106	-	-	-	-	-	-	-	-	-	-	-	-	-	3
107	2	-	-	-	-	-	2,413	-	-	-	-	-	2,413	13
118	3	3	2	2	1	1	1,374	1,516	1,631	2,404	215	234	7,374	116
119	-	2	1	-	-	-	-	1,415	1,167	94	-	-	2,676	115
124	6	4	-	3	3	3	5,967	4,137	-	7,647	1,735	1,820	21,306	56
125	-	-	2	1	1	2	-	-	2,188	1,624	620	679	5,111	59
128	-	-	-	-	1	1	-	-	-	-	1,404	1,536	2,940	69
131	8	8	4	2	3	3	8,805	9,229	6,842	6,017	1,884	2,045	34,821	55
132	2	2	-	-	1	1	2,732	2,705	-	-	1,129	1,219	7,785	21
148	-	-	-	-	-	-	-	-	-	-	-	-	-	74
150	4	2	2	3	5	4	5,841	3,235	4,535	8,325	4,808	3,448	30,193	22
153	3	4	-	-	1	1	2,340	3,182	-	-	573	639	6,735	27
156	-	-	-	-	-	-	-	-	-	-	-	-	-	37
160	4	6	2	4	9	9	5,781	9,945	4,654	12,168	8,359	8,741	49,648	32
161	2	2	-	-	-	-	1,803	2,016	-	-	-	-	3,819	7
165	8	6	6	1	8	10	13,260	11,377	16,230	3,160	8,389	11,287	63,703	75
168	-	-	-	-	-	-	-	-	-	-	-	-	-	36
181	6	8	6	1	6	5	6,551	10,290	11,218	1,985	4,332	3,907	38,283	72
182	-	-	1	-	-	1	-	-	583	203	-	263	1,049	1
183	3	4	-	-	-	1	2,686	3,766	-	734	-	736	7,922	12
184	-	-	-	-	-	-	-	-	-	-	-	-	-	10

Route	Additional Trips per Hour						Additional Annual Service Hours Needed						Total Service Growth Investment Needed (Annual Hours)	Priority Ranking
	AM Peak Trips	PM Peak Trips	Off-Peak Midday Trips	Night Trips	Saturday Trips	Sunday Trips	AM Peak	PM Peak	Off-Peak Midday	Night	Saturday	Sunday		
187	1	-	2	-	-	-	548	-	1,392	-	-	-	1,940	40
203	-	-	-	-	-	-	-	-	-	-	-	-	-	68
204	-	1	2	-	-	-	-	529	1,074	-	-	-	1,603	105
208	2	3	3	-	1	1	2,353	3,739	5,012	-	356	487	11,947	113
222	-	-	-	-	-	-	-	-	-	-	-	-	-	71
223	2	2	-	-	-	-	1,815	2,228	-	-	-	-	4,043	26
224	2	2	2	-	1	1	1,651	1,989	2,864	-	389	434	7,328	34
225	1	2	2	-	-	-	1,475	2,758	4,018	-	-	-	8,251	66
226	2	2	-	1	-	-	2,212	2,679	-	1,439	-	-	6,329	28
230	1	2	2	-	-	-	586	1,750	2,427	389	-	-	5,152	100
231	2	2	2	-	-	-	1,140	1,591	2,228	-	-	-	4,958	96
239	-	-	-	-	-	-	-	-	-	-	-	-	-	64
240	2	2	-	-	-	-	2,553	3,129	-	-	-	-	5,682	29
245	2	-	-	-	-	-	1,989	-	-	-	-	-	1,989	60
249	3	4	-	-	1	1	2,074	3,076	-	621	458	511	6,741	24
250	-	-	-	-	-	-	-	-	-	-	-	-	-	58
255	-	-	-	-	-	-	-	-	-	-	-	-	-	95
269	-	-	-	-	1	1	-	-	-	-	430	480	909	103
271	-	-	-	-	-	-	-	-	-	-	-	-	-	63
331	-	-	-	-	-	-	-	-	-	-	-	-	-	104
333	-	-	-	-	-	-	-	-	-	-	-	-	-	76
345	-	-	-	-	-	-	-	-	-	-	-	-	-	99
346	-	-	-	-	-	-	-	-	-	-	-	-	-	106
348	-	-	-	-	-	-	-	-	-	-	-	-	-	65
365	-	-	-	-	-	-	-	-	-	-	-	-	-	98
372	-	-	-	-	-	-	-	-	-	-	-	-	-	94
773	-	1	6	2	-	-	-	389	3,938	1,423	-	-	5,750	110
775	-	-	-	2	-	-	-	-	-	1,384	-	-	1,384	111
901	-	-	-	-	-	-	-	-	-	-	-	-	-	9
903	-	-	2	-	-	-	-	-	1,472	-	-	-	1,472	35
906	-	-	-	-	-	-	-	-	-	-	-	-	-	70

Route	Additional Trips per Hour						Additional Annual Service Hours Needed						Total Service Growth Investment Needed (Annual Hours)	Priority Ranking
	AM Peak Trips	PM Peak Trips	Off-Peak Midday Trips	Night Trips	Saturday Trips	Sunday Trips	AM Peak	PM Peak	Off-Peak Midday	Night	Saturday	Sunday		
907	-	1	-	-	-	-	-	999	-	-	-	-	999	118
914	4	-	-	1	-	1	7,001	-	-	3,501	-	796	11,298	39
915	1	1	2	-	-	1	983	1,132	2,466	-	-	360	4,941	102
917	-	-	-	-	-	-	-	-	-	-	-	-	-	11
930	3	4	-	-	1	1	2,168	3,235	-	883	480	535	7,301	5
931	-	-	2	-	-	-	-	-	2,586	-	-	-	2,586	114
1037	7	8	8	3	3	2	6,810	6,683	14,480	8,458	1,923	1,430	39,783	61
1040	6	10	10	5	3	3	7,797	14,188	20,288	16,244	1,896	2,114	62,526	101
1515	7	8	8	2	8	8	6,922	7,850	11,298	4,943	5,415	6,040	42,466	38
1997	7	8	8	3	3	2	3,771	3,713	6,047	4,281	900	670	19,381	62
2022	4	4	4	1	1	1	2,782	3,660	4,217	1,211	289	323	12,481	67
2207	4	4	2	1	1	1	3,182	4,402	2,387	1,651	773	863	13,258	6
2402	7	8	4	2	1	1	11,785	15,488	10,263	9,561	1,390	1,550	50,038	4
3028	6	8	4	1	2	2	4,933	6,789	5,967	2,586	665	742	21,682	86
3054	5	8	4	2	3	3	3,550	5,092	4,455	2,864	1,655	1,846	19,462	31
3055	4	4	4	-	1	1	2,924	3,395	5,808	676	592	430	13,825	41
3061	7	8	8	3	3	3	9,050	11,881	18,935	11,621	3,285	3,664	58,437	78
3062	4	4	4	-	1	1	5,164	6,630	9,070	1,569	565	630	23,628	77
3064	3	4	4	1	1	1	5,145	6,418	9,865	2,393	698	664	25,183	14
3067	4	4	4	1	2	2	1,691	1,856	2,864	895	1,006	1,122	9,434	42
3069	3	4	4	1	2	2	2,665	3,713	5,728	2,069	1,736	1,936	17,847	73
A Line	-	-	-	-	4	4	-	-	-	-	2,366	2,526	4,892	8
B Line	2	-	-	-	2	1	1,667	-	-	-	791	785	3,243	25
C Line	-	-	-	2	-	-	-	-	-	4,690	-	-	4,690	49
D Line	3	-	-	2	6	6	2,824	-	-	4,039	3,549	3,853	14,265	48
E Line	-	9	-	2	10	10	-	11,576	-	4,809	7,382	7,691	31,458	54
F Line	-	-	-	-	4	4	-	-	-	-	2,576	2,808	5,384	30
G Line	5	5	-	3	-	3	3,282	3,819	-	5,016	-	1,583	13,700	44
H Line	3	3	-	2	13	13	3,021	3,501	-	3,995	8,977	9,410	28,903	23
Valley Shuttle	-	-	-	-	-	-	-	-	-	-	-	-	-	117

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	-	100	-
2	-	200	1,750
3	-	-	6,500
4	-	100	14,050
5	-	650	19,500
7	-	-	27,850
8	-	-	8,050
9	-	-	-
10	-	-	2,050
11	-	-	2,700
12	-	400	1,850
13	-	100	2,450
14	-	100	-
17	-	-	12,850
18	-	-	12,850
21	-	1000	13,850
21X	-	-	-
22	-	250	3,400
24	-	150	7,850
27	-	-	4,700
28	-	350	7,200
31	-	-	3,600
32	-	-	26,950
33	-	50	7,250
36	-	50	22,600
40	-	3000	37,450
43	-	350	-
44	-	-	23,700
45	-	200	-
48	-	-	-
49	-	100	38,600
50	-	100	5,900
56	-	-	-
57	-	-	-
60	-	1300	8,650

Route	Investment Need		
	Priority 1: Crowding	Priority 2: Reliability	Priority 3: Service Growth
61	-	300	-
62	-	800	-
65	-	1050	-
67	-	100	14,250
70	-	-	23,600
75	-	200	-
79	-	-	5,400
101	-	100	17,250
102	-	-	-
105	-	-	-
106	-	1850	-
107	-	400	2,400
111	-	250	-
113	-	-	-
118	-	-	7,350
119	-	-	2,700
124	-	450	21,300
125	-	-	5,100
128	-	600	2,950
131	-	150	34,800
132	-	800	7,800
148	-	300	-
150	-	50	30,200
153	-	250	6,750
156	-	-	-
160	-	-	49,650
161	-	50	3,800
162	-	-	-
165	-	-	63,700
168	-	400	-
177	-	-	-
181	-	-	38,300
182	-	250	1,050
183	-	-	7,900
184	-	-	-

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.

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Summary of Bus Route Investment Needs continued

Route	Investment Need		
	Priority 1: Crowding	Priority 2: Reliability	Priority 3: Service Growth
187	-	-	1,950
193	-	-	-
203	-	-	-
204	-	-	1,600
208	-	300	11,950
212	-	-	-
218	-	-	-
222	-	-	-
223	-	-	4,050
224	-	-	7,350
225	-	250	8,250
226	-	150	6,350
230	-	-	5,150
231	-	-	4,950
239	-	250	-
240	-	-	5,700
245	-	-	2,000
249	-	-	6,750
250	-	950	-
255	-	-	-
256	-	-	-
269	-	-	900
271	-	200	-
303	-	-	-
322	-	-	-
331	-	-	-
333	-	-	-
345	-	-	-
346	-	-	-
348	-	-	-
365	-	100	-
372	-	100	-
773	-	-	5,750
775	-	-	1,400
901	-	-	-
903	-	-	1,450
906	-	-	-

Route	Investment Need		
	Priority 1: Crowding	Priority 2: Reliability	Priority 3: Service Growth
907	-	-	1,000
914	-	-	11,300
915	-	-	4,950
917	-	-	-
930	-	-	7,300
931	-	-	2,600
1037	-	-	39,800
1040	-	-	62,550
1515	-	-	42,450
1997	-	-	19,400
2022	-	-	12,500
2207	-	-	13,250
2402	-	-	50,050
3028	-	-	21,700
3054	-	-	19,450
3055	-	-	13,800
3061	-	-	58,450
3062	-	-	23,650
3064	-	-	25,200
3067	-	-	9,450
3069	-	-	17,850
A Line	-	550	4,900
B Line	-	-	3,250
C Line	-	500	4,700
D Line	-	500	14,250
E Line	-	3700	31,450
F Line	-	250	5,400
G Line	-	750	13,700
H Line	-	750	28,900
Valley Shuttle	-	-	-

*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. Routes that were added or deleted between the two service changes have the period they did not operate in marked as "N/A."

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

Route	Rides (Fall 2024)	Rides (Fall 2025)	Change in Rides	Fall 2024 Daily Platform Hours	Fall 2025 Daily Platform Hours	Change in Platform Hours
1	1,917	2,028	111	78	78	0
2	3,946	4,024	78	133	133	0
3	1,420	1,546	126	74	75	1
4	6,011	6,355	344	209	209	0
5	4,445	4,549	104	142	142	0
7	10,828	11,037	209	301	301	0
8	6,578	6,709	131	155	156	1
9	240	260	20	19	19	0
10	1,243	1,340	97	57	57	0
11	1,839	1,970	131	79	80	1
12	1,230	1,354	124	52	52	0
13	1,684	1,770	86	61	61	0
14	2,680	2,815	135	104	104	0
17	259	317	58	12	12	0
21	2,591	2,833	242	139	137	-2
22	156	149	-7	16	16	0
24	1,223	1,252	29	65	65	0
27	916	1,019	103	49	49	0
28	1,542	1,891	349	72	73	1
31	1,977	1,967	-10	83	83	0
32	2,343	2,308	-35	94	94	0
33	1,038	1,049	11	47	47	0
36	6,723	6,956	233	227	227	0
40	8,450	8,227	-223	276	290	14
43	392	490	98	23	23	0
44	6,247	6,422	175	177	177	0
45	5,242	4,821	-421	145	146	1
48	4,457	4,676	219	144	145	1
49	2,360	2,397	37	119	119	0
50	2,584	2,654	70	157	157	0
56	179	167	-12	12	10	-2
57	208	245	37	10	10	0
60	5,396	6,124	728	239	239	0
61	1,742	2,007	265	97	99	2
62	6,952	6,922	-30	234	235	1
65	3,768	3,819	51	133	136	3
67	3,830	3,518	-312	109	110	1

Route-Level Ridership and Hours continued

Route	Rides (Fall 2024)	Rides (Fall 2025)	Change in Rides	Fall 2024 Daily Platform Hours	Fall 2025 Daily Platform Hours	Change in Platform Hours
70	4,840	5,024	184	181	181	0
75	3,992	4,153	161	142	142	0
79	761	758	-3	41	40	-1
101	2,580	2,641	61	153	151	-2
102	561	530	-31	31	32	1
105	1,029	987	-42	53	53	0
106	4,828	5,131	303	178	178	0
107	2,326	2,591	265	153	159	6
111	311	329	18	37	37	0
113	82	93	11	10	10	0
118	242	254	12	30	30	0
119	108	110	2	9	9	0
124	2,877	2,844	-33	134	134	0
125	759	847	88	68	68	0
128	3,999	3,878	-121	177	177	0
131	2,431	2,221	-210	99	99	0
132	2,489	2,640	151	106	105	-1
148	529	509	-20	43	43	0
150	4,355	4,336	-19	218	219	-1
153	616	592	-24	42	41	-1
156	1,137	1,006	-131	71	71	0
160	5,431	5,031	-400	200	201	1
161	2,114	2,085	-29	101	101	0
162	326	313	-13	37	37	0
165	3,468	3,144	-324	142	143	1
168	1,722	1,680	-42	70	70	0
177	164	146	-18	18	18	0
181	2,165	1,976	-189	106	103	-3
182	426	429	3	27	27	0
183	1,197	1,162	-35	53	57	4
184	923	880	-43	45	45	0
187	436	437	1	24	25	1
193	280	298	18	37	37	0
203	N/A	410	410	N/A	80	80
204	104	100	-4	18	18	0
208	105	105	0	23	22	-1
212	470	514	44	31	31	0
218	286	334	48	17	17	0
221	1,008	N/A	-1,008	79	N/A	-79
222	N/A	616	616	N/A	97	97
223	N/A	991	991	N/A	106	106

Route-Level Ridership and Hours continued

Route	Rides (Fall 2024)	Rides (Fall 2025)	Change in Rides	Fall 2024 Daily Platform Hours	Fall 2025 Daily Platform Hours	Change in Platform Hours
224	126	170	44	15	29	14
225	577	580	3	52	52	0
226	1,206	1,295	89	68	98	30
230	240	227	-13	33	33	0
231	201	212	11	34	34	0
239	674	696	22	68	69	1
240	2,108	2,533	425	120	159	39
241	504	N/A	-504	46	N/A	-46
245	3,078	2,769	-309	148	141	-7
246	279	N/A	-279	29	N/A	-29
249	558	193	-365	50	45	-5
250	2,322	2,235	-87	154	158	4
255	3,018	3,171	153	176	176	0
256	N/A	502	502	N/A	35	35
257	249	N/A	-249	15	N/A	-15
269	869	680	-189	77	64	-13
271	3,215	3,510	295	201	200	-1
303	235	249	14	22	22	0
311	319	N/A	-319	18	N/A	-18
322	457	559	102	34	35	1
331	776	838	62	101	95	-6
333	1,144	1,319	175	118	118	0
345	1,086	1,226	140	86	85	-1
346	194	201	7	33	33	0
348	1,989	2,030	41	128	123	-6
365	867	843	-24	69	75	6
372	5,920	6,291	371	216	216	0
630	49	55	6	8	8	0
631	67	57	-10	13	13	0
635	99	85	-14	13	13	0
773	108	73	-35	15	15	0
775	93	108	15	11	11	0
901	246	251	6	20	19	-1
903	311	314	3	20	21	1
906	888	767	-121	62	70	8
907	78	67	-11	17	17	0
914	196	181	-15	22	22	0
915	277	289	12	33	36	3
917	242	192	-50	29	29	0
930	231	307	76	39	46	7

Route-Level Ridership and Hours continued

Route	Rides (Fall 2024)	Rides (Fall 2025)	Change in Rides	Fall 2024 Daily Platform Hours	Fall 2025 Daily Platform Hours	Change in Platform Hours
931	N/A	62	62	N/A	26	26
A Line	9,209	7,982	-1,227	223	232	9
B Line	4,754	4,502	-252	167	169	2
C Line	7,444	7,546	102	287	271	-16
D Line	9,423	9,414	-9	246	247	1
E Line	13,413	12,464	-949	344	344	0
F Line	4,960	4,793	-167	195	195	0
G Line	4,810	6,574	1,764	139	145	6
H Line	8,125	7,440	-685	264	269	5

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 2024 and fall 2025, urban routes experienced a 3 percent increase in passengers per hour during peak and night periods, and a 1 percent increase midday. Rural and DART service showed significant productivity increases of 16 percent during peak travel times, and 7 percent in the off-peak period. Suburban passengers per hour, however, dropped by about 7 percent in all periods. The recent expansions of Link light rail have had significant impacts on ridership patterns in suburban areas, with some trips previously taken on Metro routes shifting to Link. For example, RapidRide A Line has experienced a drop in ridership since the opening of Federal Way Link extension.

Passengers per platform mile productivity decreased in all route types and time periods. The restructuring of service around the expansion of Link has led to average travel distance on Metro routes declining, with Link absorbing the longer travel portion of many trips through transfers. While these travel distances on Metro have decreased, overall transit ridership is up between the two providers. Lower passenger miles is an expected outcome by moving towards a network with more short and mid distance trips that connect to Link compared to having more long-distance routes connecting regional hubs to downtown Seattle, which is now served primarily by Link.

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

Table 19: Productivity thresholds

Route Type	Productivity Period	Bottom 25% Threshold Rides	Top 25% Threshold Rides	Bottom 25% Threshold Miles	Top 25% Threshold Miles
Urban	Peak	19.4	31.6	5.3	9.2
	Off-Peak	22.1	34.1	4.0	9.4
	Night	12.4	18.6	2.5	4.9
	Saturday	19.6	27.5	3.5	7.7
	Sunday	17.8	25.6	3.1	7.0
Suburban	Peak	11.7	20.9	2.9	5.5
	Off-Peak	12.9	25.5	3.5	6.7
	Night	5.1	12.4	1.4	3.4
	Saturday	7.7	17.5	2.1	5.2
	Sunday	7.0	16.7	2.0	5.1
Rural and DART[15]	Peak	5.6	9.4	N/A	N/A
	Off-Peak	5.6	9.1	N/A	N/A
	Night	2.5	8.6	N/A	N/A
	Saturday	4.2	7.7	N/A	N/A
	Sunday	2.5	6.3	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

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Route Productivity continued

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

Table 20: Productivity by routes

Route	Weekday Peak		Weekday Off-Peak		Weekday Night		Saturday		Sunday		Rte Opportunity Index Score	Route Type
	Rides per Platform Hour	Psngr Miles per Platform Mile	Rides per Platform Hour	Psngr Miles per Platform Mile	Rides per Platform Hour	Psngr Miles per Platform Mile	Rides per Platform Hour	Psngr Miles per Platform Mile	Rides per Platform Hour	Psngr Miles per Platform Mile		
1	27.3	4.2	28.0	3.4	17.2	2.8	24.3	3.9	29.0	3.1	3	Urban
2	33.9	6.8	34.3	6.8	18.6	4.0	33.5	6.4	31.5	7.1	3	Urban
3	26.0	5.6	22.1	5.4	11.5	2.2	18.1	4.2	16.7	3.4	4	Urban
4	35.0	7.6	32.3	7.0	16.1	3.0	27.4	5.6	25.1	4.7	4	Urban
5	37.5	8.3	32.0	6.8	19.0	4.1	31.8	6.5	26.8	5.7	2	Urban
7	35.7	10.1	45.4	12.7	26.7	7.1	34.2	9.4	33.5	9.4	5	Urban
8	47.9	9.9	47.0	9.6	27.2	5.4	36.1	7.7	33.7	6.9	5	Urban
9	14.4	3.6	7.7	2.4	N/A	N/A	N/A	N/A	N/A	N/A	4	Urban
10	25.3	4.2	28.4	4.5	13.3	2.0	22.3	3.5	21.4	3.3	4	Urban
11	28.8	4.5	27.6	4.6	15.7	2.2	23.1	3.5	19.9	3.0	3	Urban
12	29.3	3.9	28.1	4.1	15.4	2.2	19.7	2.9	15.8	2.2	3	Urban
13	31.5	5.4	32.4	3.8	19.5	2.8	35.8	4.4	26.8	6.2	2	Urban
14	29.3	3.5	29.8	3.7	16.6	2.2	29.1	2.8	24.1	2.7	5	Urban
17	26.0	9.8	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	2	Urban
21	19.3	5.3	24.4	4.0	12.0	2.3	18.3	3.1	18.6	3.1	3	Urban
24	23.6	5.3	18.3	3.8	10.2	1.8	18.9	3.1	17.8	3.0	2	Urban
27	27.3	5.2	18.8	3.7	8.7	1.8	23.7	2.9	25.3	2.6	4	Urban
28	31.5	6.4	24.6	4.4	12.4	2.6	19.3	3.2	16.6	2.9	2	Urban
31	26.4	5.9	24.2	5.3	15.7	3.2	22.6	4.9	21.2	4.8	2	Urban
32	30.0	7.8	25.7	6.9	14.9	4.3	25.9	7.1	25.9	7.0	2	Urban
33	28.0	5.4	21.2	3.7	9.3	2.1	19.0	3.3	11.2	2.9	2	Urban
36	31.3	7.9	37.1	9.3	20.1	4.5	28.0	6.5	26.4	5.9	5	Urban
40	31.5	9.1	33.4	11.3	15.4	4.7	24.8	8.0	23.7	7.6	2	Urban
43	25.2	3.0	29.4	2.3	15.4	2.0	13.7	1.8	14.0	1.7	2	Urban
44	43.5	12.1	39.4	11.0	19.9	5.5	33.9	9.4	31.7	8.6	1	Urban
45	33.1	5.2	40.0	6.1	21.9	3.4	26.4	4.6	25.3	4.3	2	Urban
48	38.5	10.3	39.7	10.7	13.4	3.6	21.8	6.3	18.1	5.1	5	Urban

Route Productivity continued

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

Route	Weekday Peak		Weekday Off-Peak		Weekday Night		Saturday		Sunday		Rte Opportunity Index Score	Route Type
	Rides per Platform Hour	Psngr Miles per Platform Mile	Rides per Platform Hour	Psngr Miles per Platform Mile	Rides per Platform Hour	Psngr Miles per Platform Mile	Rides per Platform Hour	Psngr Miles per Platform Mile	Rides per Platform Hour	Psngr Miles per Platform Mile		
49	24.6	7.6	25.3	7.5	12.4	3.6	20.4	6.3	18.0	4.9	3	Urban
56	16.1	6.4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Urban
57	23.4	10.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Urban
60	27.9	7.0	28.5	7.4	15.0	3.7	21.8	5.8	19.7	4.9	4	Urban
62	34.8	8.4	30.2	7.7	14.7	4.1	25.6	7.8	22.3	6.6	2	Urban
65	36.4	5.7	29.7	4.1	13.1	2.6	23.1	3.3	19.8	2.9	2	Urban
67	36.6	5.6	37.3	5.1	18.5	2.7	25.6	3.9	23.0	3.5	3	Urban
70	35.8	11.9	30.9	11.4	13.3	4.3	20.4	7.7	19.4	7.1	3	Urban
75	31.2	4.8	35.0	4.0	16.8	2.9	21.4	3.0	18.3	2.6	3	Urban
79	23.8	3.7	16.8	3.3	7.8	1.2	N/A	N/A	N/A	N/A	2	Urban
101	19.4	13.1	17.2	11.5	12.5	9.6	18.6	12.3	17.8	12.0	4	Urban
102	16.4	9.1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3	Urban
106	29.3	6.9	33.7	8.5	17.7	4.6	21.5	6.4	20.3	6.0	5	Urban
111	8.8	5.4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4	Urban
113	9.1	3.7	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3	Urban
124	23.3	3.9	22.1	3.9	15.8	5.4	20.3	5.0	17.6	4.8	4	Urban
125	15.4	3.9	14.3	3.5	5.1	1.7	8.8	2.3	6.4	1.8	3	Urban
131	28.1	7.8	26.6	7.4	10.9	4.1	19.4	6.0	16.9	5.3	5	Urban
132	29.5	8.3	33.9	8.7	11.8	4.2	20.8	6.3	17.6	5.2	4	Urban
150	21.1	11.4	21.5	13.0	13.4	10.2	19.2	11.8	17.8	10.2	3	Urban
162	8.5	4.6	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5	Urban
177	8.0	6.0	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4	Urban
193	8.0	6.1	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5	Urban
212	17.3	9.5	10.3	5.5	N/A	N/A	N/A	N/A	N/A	N/A	5	Urban
218	19.4	12.2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4	Urban
255	20.1	8.6	17.9	8.5	11.1	5.7	14.3	7.0	11.4	5.6	1	Urban
256	14.6	9.9	12.9	9.5	N/A	N/A	N/A	N/A	N/A	N/A	3	Urban
271	18.3	8.6	18.4	8.5	12.0	5.6	19.4	9.2	16.7	7.9	1	Urban

Route Productivity continued

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

Route	Weekday Peak		Weekday Off-Peak		Weekday Night		Saturday		Sunday		Rte Opportunity Index Score	Route Type
	Rides per Platform Hour	Psngr Miles per Platform Mile	Rides per Platform Hour	Psngr Miles per Platform Mile	Rides per Platform Hour	Psngr Miles per Platform Mile	Rides per Platform Hour	Psngr Miles per Platform Mile	Rides per Platform Hour	Psngr Miles per Platform Mile		
303	11.1	5.9	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5	Urban
322	16.0	8.4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5	Urban
372	28.0	6.0	35.8	7.4	18.1	3.7	24.9	4.0	20.9	3.5	3	Urban
C Line	31.9	12.3	28.2	10.9	17.5	7.3	24.3	10.2	21.8	8.8	1	Urban
D Line	40.9	12.7	40.8	12.9	27.6	8.6	35.3	11.1	33.2	9.9	2	Urban
E Line	36.6	12.6	37.5	12.6	33.3	11.8	38.3	14.2	34.4	12.3	3	Urban
G Line	54.6	8.1	47.1	7.0	23.0	3.9	30.3	4.7	36.2	6.3	4	Urban
H Line	29.8	12.3	30.1	11.9	19.5	8.3	27.6	11.5	23.8	9.9	4	Urban
22	11.1	1.9	9.4	1.9	3.2	0.5	N/A	N/A	N/A	N/A	1	Suburban
50	19.5	5.4	18.4	6.2	8.7	3.1	15.3	5.2	14.6	4.5	2	Suburban
61	23.2	4.7	22.3	4.7	13.0	2.4	18.0	3.5	14.6	2.8	3	Suburban
105	17.2	3.4	26.2	5.2	11.9	2.3	16.7	3.6	14.3	3.3	5	Suburban
107	18.9	4.4	17.2	4.2	8.7	2.3	9.5	2.6	8.4	2.2	5	Suburban
128	22.7	5.9	27.0	8.0	11.7	3.6	20.4	5.8	17.3	4.9	5	Suburban
148	11.2	3.6	13.7	4.8	7.5	2.8	12.2	3.6	10.4	3.5	4	Suburban
153	14.2	4.8	14.4	4.5	N/A	N/A	N/A	N/A	N/A	N/A	3	Suburban
156	13.2	3.6	18.0	6.2	7.8	2.7	10.7	3.9	9.6	3.3	4	Suburban
160	23.8	8.0	28.4	10.1	20.4	6.8	27.7	10.2	23.4	8.6	5	Suburban
161	20.9	5.6	25.5	6.8	15.4	4.8	19.8	5.4	19.2	5.4	5	Suburban
165	20.9	6.0	30.1	10.1	12.6	3.2	15.8	5.0	18.0	6.4	4	Suburban
168	25.9	7.0	27.4	8.2	14.9	3.9	17.8	5.4	16.6	5.1	4	Suburban
181	17.7	4.8	25.4	9.6	12.9	3.4	18.1	6.3	17.6	5.7	5	Suburban
182	14.0	3.4	19.9	4.8	N/A	N/A	14.0	3.6	12.0	3.0	5	Suburban
183	20.5	5.5	23.5	6.3	11.1	2.9	11.4	3.5	N/A	N/A	5	Suburban
184	21.1	4.1	25.5	6.7	11.2	1.8	14.9	2.6	13.7	2.6	5	Suburban
187	17.6	3.0	24.2	4.3	10.1	1.2	14.7	2.4	12.2	2.0	5	Suburban
203	5.7	1.5	5.2	1.7	2.9	0.9	5.8	1.6	4.9	1.4	4	Suburban
222	7.1	1.3	7.1	1.4	2.1	0.5	4.7	1.0	3.8	0.9	3	Suburban

Route Productivity continued

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

Route	Weekday Peak		Weekday Off-Peak		Weekday Night		Saturday		Sunday		Rte Opportunity Index Score	Route Type
	Rides per Platform Hour	Psngr Miles per Platform Mile	Rides per Platform Hour	Psngr Miles per Platform Mile	Rides per Platform Hour	Psngr Miles per Platform Mile	Rides per Platform Hour	Psngr Miles per Platform Mile	Rides per Platform Hour	Psngr Miles per Platform Mile		
223	9.0	2.9	12.5	4.3	5.3	1.6	9.2	2.7	7.5	2.2	4	Suburban
225	12.3	4.8	13.0	5.2	5.1	1.8	6.1	2.1	5.6	2.0	4	Suburban
226	13.2	4.1	16.2	5.7	6.0	1.9	11.4	3.5	9.8	3.4	4	Suburban
230	8.3	2.4	7.7	2.5	3.1	0.9	5.2	1.3	5.4	1.6	1	Suburban
231	6.5	2.4	7.3	3.2	3.6	1.3	6.9	1.9	5.4	1.5	1	Suburban
239	11.8	3.4	11.2	3.6	5.1	1.6	7.7	2.5	7.2	2.4	1	Suburban
240	16.7	6.8	19.3	8.1	8.9	3.6	16.2	6.8	14.5	6.0	4	Suburban
245	19.8	5.5	21.4	6.5	12.4	3.9	17.5	5.1	17.3	5.1	3	Suburban
250	15.6	5.0	14.7	5.0	8.8	2.7	16.0	5.2	13.9	4.8	3	Suburban
269	12.2	3.8	8.6	3.0	N/A	N/A	N/A	N/A	N/A	N/A	2	Suburban
331	8.7	2.7	12.3	3.8	4.3	1.5	7.0	2.1	6.4	1.9	3	Suburban
333	11.2	2.4	13.6	3.0	5.9	1.4	7.1	1.5	6.6	1.4	2	Suburban
345	15.9	3.9	17.7	5.0	5.9	1.6	10.4	2.9	8.4	2.3	2	Suburban
346	7.3	1.9	6.4	2.1	3.4	1.0	5.2	1.5	4.9	1.4	3	Suburban
348	19.6	4.0	16.3	3.8	9.2	2.0	15.6	2.9	13.1	2.5	2	Suburban
365	12.3	2.8	15.1	3.2	4.4	1.1	6.7	1.6	5.9	1.4	1	Suburban
A Line	35.5	9.7	39.2	10.5	27.2	7.5	30.9	8.7	29.1	8.4	5	Suburban
B Line	27.1	7.8	29.5	8.9	21.3	5.9	24.4	7.3	22.4	6.3	4	Suburban
F Line	23.6	6.7	31.3	10.2	16.8	5.2	26.4	7.9	24.0	7.2	5	Suburban
118	11.6	N/A	5.8	N/A	N/A	N/A	6.1	N/A	4.7	N/A	1	Rural/DART
119	14.5	N/A	7.2	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1	Rural/DART
204	5.6	N/A	6.8	N/A	5.0	N/A	2.9	N/A	2.1	N/A	1	Rural/DART
208	3.9	N/A	7.0	N/A	2.9	N/A	4.5	N/A	N/A	N/A	1	Rural/DART
224	6.7	N/A	5.6	N/A	5.2	N/A	N/A	N/A	N/A	N/A	4	Rural/DART
249	7.1	N/A	4.4	N/A	1.7	N/A	2.8	N/A	2.2	N/A	1	Rural/DART
630	7.4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	4	Rural/DART
631	3.3	N/A	6.7	N/A	1.4	N/A	N/A	N/A	N/A	N/A	1	Rural/DART
635	6.1	N/A	6.3	N/A	N/A	N/A	4.8	N/A	N/A	N/A	2	Rural/DART

Route Productivity continued

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

Route	Weekday Peak		Weekday Off-Peak		Weekday Night		Saturday		Sunday		Rte Opportunity Index Score	Route Type
	Rides per Platform Hour	Psngr Miles per Platform Mile	Rides per Platform Hour	Psngr Miles per Platform Mile	Rides per Platform Hour	Psngr Miles per Platform Mile	Rides per Platform Hour	Psngr Miles per Platform Mile	Rides per Platform Hour	Psngr Miles per Platform Mile		
773	3.7	N/A	2.4	N/A	6.6	N/A	7.1	N/A	5.2	N/A	1	Rural/DART
775	6.5	N/A	3.3	N/A	6.3	N/A	6.4	N/A	4.6	N/A	1	Rural/DART
901	8.1	N/A	12.8	N/A	7.8	N/A	6.5	N/A	5.0	N/A	5	Rural/DART
903	11.0	N/A	12.1	N/A	16.1	N/A	7.4	N/A	6.2	N/A	4	Rural/DART
906	11.2	N/A	14.8	N/A	7.7	N/A	16.9	N/A	12.1	N/A	3	Rural/DART
907	5.7	N/A	3.4	N/A	N/A	N/A	N/A	N/A	N/A	N/A	3	Rural/DART
914	N/A	N/A	9.1	N/A	N/A	N/A	6.3	N/A	N/A	N/A	5	Rural/DART
915	8.3	N/A	9.7	N/A	9.3	N/A	14.3	N/A	N/A	N/A	2	Rural/DART
917	6.5	N/A	7.6	N/A	15.8	N/A	8.5	N/A	6.5	N/A	5	Rural/DART
930	9.4	N/A	6.6	N/A	2.5	N/A	3.4	N/A	2.6	N/A	5	Rural/DART
931	2.3	N/A	6.2	N/A	2.5	N/A	N/A	N/A	N/A	N/A	1	Rural/DART

Appendix I: Service Changes

Table 21: Summary of 2024 service changes

Route	Summary of Change	Type of Change
Fall 2025		
114	Delete route.	Route Removal
167	Delete route.	Route Removal
200	Delete route.	Route Removal
203	New route serving Issaquah, Newport Way, Factoria, and South Bellvue Station.	Add Route
204	Add service on Sundays to match Saturday service levels.	Added Trips
214	Delete route.	Route Removal
216	Delete route.	Route Removal
217	Delete route.	Route Removal
219	Delete route.	Route Removal
221	Delete route.	Route Removal
222	New route serving Overlake, downtown Redmond, Education Hill, and Cottage Lake.	Add Route
223	New route Serving Eastgate, Lake Hills, Overlake, and downtown Redmond.	Add Route
226	Revise pathway to serve Lake Hills and South Bellevue Station. Increase frequency during weekday peak periods, increase weekend frequency and span of service.	Route Revision Added Trips
232	Delete route.	Route Removal
237	Delete route.	Route Removal
240	Revise pathway to serve South Bellevue Station.	Route Revision
241	Delete route.	Route Removal
245	Revise pathway to terminate at Eastgate Park and Ride. Adjust frequency to consistent 15 minute frequency during peak and midday, and extend span of service.	Route Revision Added Trips
246	Delete route.	Route Removal
249	Revise pathway between downtown Bellevue and South Bellevue Station into more direct line. Convert route to DART service and cover Beaux Arts with flexible service area.	Route Revision
252	Delete route.	Route Removal
256	New peak only route connecting Woodinville, Brickyard, Totem Lake, and Kingsgate to South Lake Union and downtown Seattle.	Add Route
257	Delete route.	Route Removal
268	Delete route.	Route Removal
269	Revise pathway to end at Marymoore Village Station instead of Overlake Park and Ride.	Route Revision
311	Delete route.	Route Removal
342	Delete route.	Route Removal
930	Increase span of service on weekdays and weekends.	Added Trips
931	New route serving Duvall, Cottage Lake, Woodinville, and Bothell.	Add Route
8, 40, 106, D Line, E Line	Additional service hours to help improve reliablity.	Schedule Revision
21	Revise pathway due to construction on SW Barton St.	Route Revision
106	Increase frequency on weekends.	Added Trips
187	Revise eastbound trips to serve Federal Way Downtown Station Bay 1	Route Revision

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Route	Summary of Change	Type of Change
224	Increase weekend frequency. Revise pathway from Avondale Rd to NE Union Hill and extend eastern terminal in Duvall.	Route Revision Added Trips
322	Bay change at Northgate Station.	Route Revision
333	Bay change at Shoreline South Station.	Route Revision
A Line	Add early monring northbound trip.	Added Trips
C Line	Revise pathway due to construction on SW Barton St.	Route Revision
D Line	Revise last downtown stop for late night trips.	Route Revision
E Line	Revise pathway for late night and early morning trips to not serve SODO Busway.	Route Revision
Spring 2025		
177, 181, 182, 183, 187, 193, 901, 903, A Line	Revise to serve Downtown Federal Way Station instead of Federal Way Transit Center.	Route Revision
226, 240, 241	Adjust trip time to better align with high school morning bell time.	Schedule Revision
8	Increase weekend frequency to 15 minutes during the day through Seattle Transit Measure investment.	Added Trips
36	Increase weekend frequency to 10 minutes during the day through Seattle Transit Measure investment.	Added Trips
40	Move to North Base for all days of the week.	Base Change
56	Remove Seattle Transit Measure funded trip from this route.	Removed Trips
70	Increase weekend frequency to 15 minutes during the day through Seattle Transit Measure investment.	Added Trips
106	Increase weekend frequency to 15 minutes during the day through Seattle Transit Measure investment.	Added Trips
107	Increase weekday and weekend frequency to 15 minutes during the day through Seattle Transit Measure investment.	Added Trips
124	Increase frequency on weekends.	Added Trips
224	Revise pathway to serve Downtown Redmond Station.	Route Revision
250	Revise pathway to serve Downtown Redmond Station.	Route Revision
269	Revise pathway to serve Marymoor Village Station.	Route Revision
372	Increase weekend frequency to 30 minutes during the day through Seattle Transit Measure Investment.	Added Trips
A Line	Revise two late night trips to facilitate transfers from Route 124 at Tukwila International Blvd Station.	Route Revision
B Line	Revise pathway to serve Downtown Redmond Station, and remove diversion to Overlake Village.	Route Revision
C Line	Remove some Seattle Transit Measure funded trips from this route.	Removed Trips
E Line	Move to North Base for all days of the week.	Base Change
G Line	Increase late night freuqency to 30 minutes through Seattle Transit Measure investment. Update schedule to treat inbound and outbound trip as a single live-loop trip.	Route Revision Added Trips
H Line	Add night trips on weekdays and weekends, increase Saturday frequency to 15 minutes during the day through Seattle Transit Measure invesetment.	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%	99.70%
2022	99.55%	93.78 – 97.96%	99.70%
2023	96%	93.19 – 98.73%	99.70%
2024	98.89%	98.42 – 99.18%	99.70%
2025	99.31%	98.63% – 99.39%	99.70%

Trip cancellations by route are approximated as accurately 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 always 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 cancellation of a trip on one route cancels it on another. Because of that, routes that are interlined, such as routes 65 and 67, will show identical trip delivery rates.

Table 23: Trip cancellations by route

Route	Unplanned Cancellation	Trip Delivery Rate
1	0.46%	99.54%
2	0.57%	99.43%
3	0.68%	99.32%
4	0.84%	99.16%
5	0.94%	99.06%
7	1.21%	98.79%
8	0.92%	99.08%
9	0.60%	99.40%
10	0.81%	99.19%
11	0.57%	99.43%
12	0.41%	99.59%
13	0.57%	99.43%
14	0.46%	99.54%
17	0.76%	99.24%
21	0.91%	99.06%
22	0.22%	99.78%
24	0.85%	99.46%
27	0.38%	99.62%
28	0.69%	99.31%
31	0.79%	99.21%
32	0.79%	99.21%
33	0.54%	99.46%

Route	Unplanned Cancellation	Trip Delivery Rate
36	0.87%	99.13%
40	0.89%	99.11%
43	1.01%	98.99%
44	1.01%	98.99%
45	0.41%	99.59%
48	0.58%	99.42%
49	0.80%	99.20%
50	0.90%	99.10%
56	0.15%	99.85%
57	0.30%	99.70%
60	1.05%	98.95%
61	0.41%	99.59%
62	0.85%	99.15%
65	0.48%	99.52%
67	0.48%	99.52%
70	0.51%	99.49%
75	0.41%	99.59%
79	0.29%	99.71%
101	0.64%	99.36%
102	0.72%	99.28%
105	0.69%	99.31%
106	0.89%	99.11%

Trip Delivery & Unplanned Trip Cancellations continued

Route	Unplanned Cancellation	Trip Delivery Rate
107	0.51%	99.49%
111	0.86%	99.14%
113	0.31%	99.69%
118	0.23%	99.77%
119	0.44%	99.56%
124	0.54%	99.46%
125	0.65%	99.35%
128	0.85%	99.15%
131	0.69%	99.31%
132	0.69%	99.31%
148	0.51%	99.49%
150	0.73%	99.27%
153	0.56%	99.44%
156	0.60%	99.40%
160	0.90%	99.10%
161	0.59%	99.41%
162	0.96%	99.04%
165	1.03%	98.97%
168	0.59%	99.41%
177	0.19%	99.81%
181	1.15%	98.85%
182	0.64%	99.36%
183	0.56%	99.44%
184	0.62%	99.38%
187	0.50%	99.50%
193	0.81%	99.19%
203	0.33%	99.67%
208	0.58%	99.42%
212	0.67%	99.33%
218	1.20%	98.80%
222	0.54%	99.46%
223	0.54%	99.46%
225	0.31%	99.69%
226	0.36%	99.64%
230	0.22%	99.78%
231	0.07%	99.93%
239	0.47%	99.53%
240	0.71%	99.29%
245	0.47%	99.53%

Route	Unplanned Cancellation	Trip Delivery Rate
250	0.59%	99.41%
255	0.70%	99.30%
256	0.91%	99.09%
269	0.35%	99.65%
271	0.74%	99.26%
303	0.19%	99.81%
322	0.65%	99.35%
331	0.29%	99.71%
333	0.24%	99.76%
345	0.36%	99.64%
346	0.09%	99.91%
348	0.30%	99.70%
365	0.29%	99.71%
372	0.71%	99.29%
A Line	1.15%	98.85%
B Line	0.83%	99.17%
C Line	0.83%	99.17%
D Line	0.93%	99.07%
E Line	1.46%	98.54%
F Line	1.06%	98.94%
G Line	0.90%	99.10%
H Line	1.09%	98.91%



King County
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King County | Office of the Executive

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401 Fifth Avenue, Suite 800
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October 30, 2026

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

Dear Councilmember Perry:

As required by Ordinance 17143 adopted in July 2011, amended by ordinance 17597 in June 2016, and amended by ordinance 19367 in December 2021, this letter transmits to the Metropolitan King County Council the King County Metro Transit 2026 System Evaluation.

The System Evaluation helps Metro plan and manage the transit system. It also gives the public and policymakers an opportunity to review how Metro evaluates proposals to expand, reduce, or revise service. The 2026 System Evaluation is based on Fall 2025 service change data (September 2025 – March 2026) and identifies system-wide needs for investment in three priorities: crowding, reliability, and service growth. It calls for zero hours to relieve crowding, 26,250 hours to improve reliability, and 1,312,000 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 3.1 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 2026 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 2026 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.

The 2026 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 Katie Chalmers, Interim Mobility Division Director for King County Metro Transit, at 206-477-5869 or katie.chalmers@kingcounty.gov

Sincerely,



for

Girmay Zahilay
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, Office of the Executive
Jasmin Weaver, Chief of Staff, Office of the Executive
Hyeok Kim, Chief Operating Officer, Office of the Executive
Sierra Howlett Browne, Director of Government Relations, Office of the Executive
Garrett Holbrook, Council Relations Manager, Office of the Executive
Michelle Allison, General Manager, Metro Transit Department (MTD)
Katie Chalmers, Interim Director, Mobility Division, MTD

2026 SYSTEM EVALUATION SUMMARY

Timeframe covered: Fall 2025 through Spring 2026

PRIORITY 1

Reduce Crowding

INVESTMENT NEED:

0 annual service hours

DESCRIPTION:

Ridership increased 3% over 2025, but is not yet to levels to cause crowding issues on any routes

PRIORITY 2

Improve Reliability

INVESTMENT NEED:

26,250 annual service hours

DESCRIPTION:

Reliability needs identified on 53 routes
Reliability need increased by 2,250 hours from 2025

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

Trip delivery in 2025 was 99.3%

PRIORITY 3

Service Growth

INVESTMENT NEED:

1.3M total service hours

DESCRIPTION:

94,000 hours/year for 14 years to achieve the Interim Network

Need is less than in 2025 due to investments made in expanded service

3.1 million hours are needed to achieve the 2050 Network

Service growth is not fully funded

Flexible Services

Metro Flex was operating in 12 areas

- **Rides/vehicle platform hour:** 0.6 to 3.4 (range)
- **Cost/ride:** $25.54 to $144.14 (range)
- **Percent of trips in Equity Areas:** 22%-94% (range)

Marine

Water Taxi was operating two routes

- **Avg weekday boardings:** 556 (Vashon), 727 (WS)
- **Avg rides per round trip:** 54 (Vashon), 51 (WS)
- **Percent late trips:** 1.08% (Vashon), 0.49% (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:

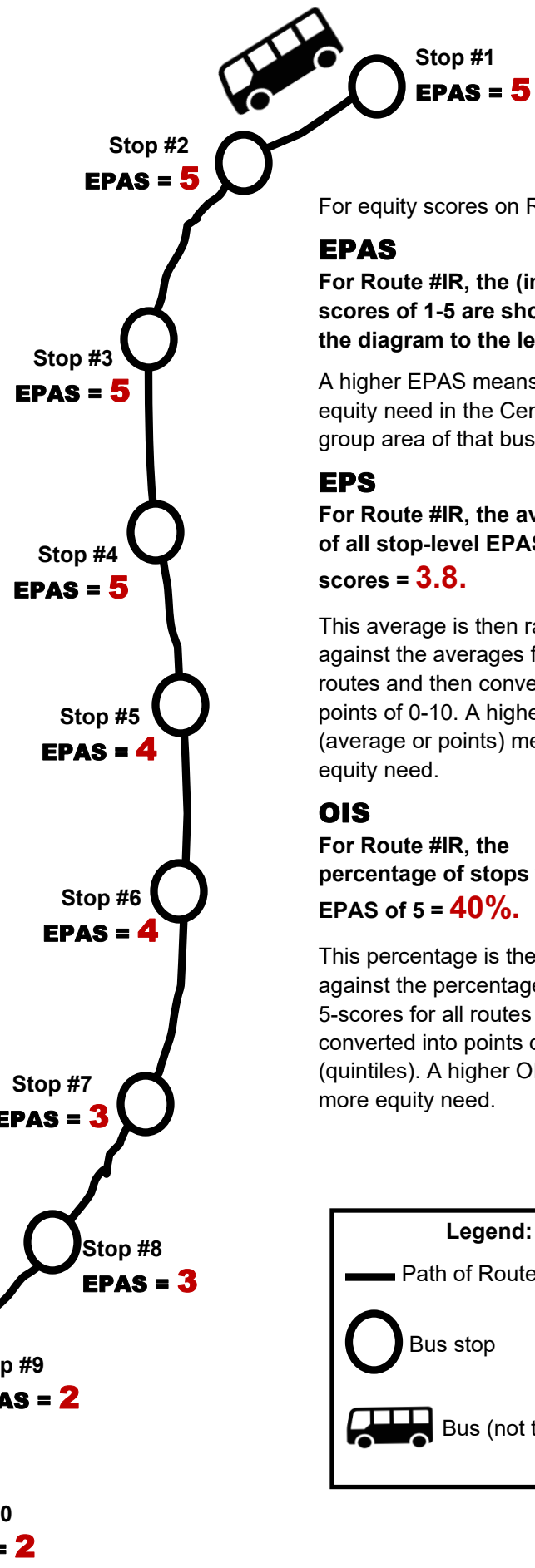
Priority #1 = Reduce Crowding: add service to overcrowded routes
Priority #2 = Improve Reliability: add service to routes that run late
Priority #3 = Grow Service: add service to meet target service levels

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

King County

Metropolitan King County Council
Staff Report

Committee:	Regional Transit Committee		
Agenda Item:	8	**Analyst(s):**	Mary Bourguignon
Proposed No.:	2026-B0121	**Meeting Date:**	November 18, 2026

OVERVIEW

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

SUMMARY

The Strategic Plan for Public Transportation, 2021-2031, outlines Metro's goals, strategies, and performance measures. The Strategic Plan has 10 goals:

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

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

BACKGROUND & TIMING CONSIDERATIONS

↑ BACK TO TOP

The **Strategic Plan for Public Transportation, 2021-2031,**[1] outlines Metro's goals, strategies, and performance measures. The Strategic Plan's goals and performance measures are summarized in Table 1.

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

Strategic Plan Goals	Strategic Plan Performance Measures
Investments Invest upstream and where needs are greatest	• **Commute Times:** from Rider/Non-Rider survey, broken down by priority populations and all riders countywide • **Accessibility:** meaning a measure of travel times using transit to connect to jobs, opportunities, and physical community assets (schools, grocery stores, medical facilities, places of worship, food banks, etc.) • **Reduced Fare Trips:** Number by youth, RRFP, ORCA LIFT, subsidized annual pass, ADA paratransit

Sustainability
Address the climate crisis and environmental justice
	• **Transportation Emissions:** Countywide transportation GHG emissions and avoided countywide transportation emissions from Metro's contribution to mode shift, congestion relief, and land use change
	• **Vehicles Miles** Traveled: by passenger and light-duty vehicles
	• **Metro Operational Emissions:** GHG emissions and energy use, including:
	  ○ Fleet (bus and non-bus) and water taxi
	  ○ Facilities
	  ○ Percentage of Metro and contracted fleets that are electric vehicles
	• **Green & Equitable Infrastructure:** Percentage of capital projects achieving Green Building Ordinance required standards

Innovation Innovate to improve mobility, complement transit, and advance equity and sustainability	• **Program Ridership:** Innovation service ridership by service name/product • **Program Locations:** Map of distribution of innovative services across King County, highlighting areas of unmet need (based on equity tracts and accessibility analysis) • **Equity in On-Demand Service:** Percentage of on-demand service trips that starts or ends in an equity priority zone[2]

[1] Ordinance 19367, Attachment A

Strategic Plan Goals	Strategic Plan Performance Measures
	• **Accessibility and Sustainability Analysis:** As tracking evolves, this measure will include how innovations improve access to jobs, opportunities, and physical community assets (e.g., grocery stores) and reduce emissions
Safety Keep passengers, employees, and communities safe	• **Customer Safety Satisfaction:** Personal safety satisfaction score from Rider/Non-Rider survey (broken down by demographics, including priority populations) • **Assaults and Disturbances:** Employee assaults and passenger physical disturbances (per million boardings) • **Preventable Collisions:** Preventable collisions and customer injuries per million miles • **Metro's Emergency Preparedness:** Rider/Non-Rider survey data re rating of Metro's response to pandemic (may evolve into a more general emergency question in future)

Transit-Oriented Communities
Support thriving, equitable, transit-oriented communities that foster economic development
	• **Housing Units:** At Metro-owned properties used for transit-oriented development broken down by:
	  ○ Completed
	  ○ In development
	  ○ In planning
	  ○ Number of affordable housing units
	• **Commercial Space:** At Metro-owned properties used for transit-oriented development, square feet by year
	• **Affordable Housing Near Transit:** Percent of all and new rental units within ½ mile of frequent transit service that are affordable by median income brackets (regional measure)
	• **Growth:** Measure the percentage of housing units and jobs in regionally or county-designated growth centers and the percentage of jobs within regionally or county-designated manufacturing/industrial centers that are within ½ mile of frequent transit service stops or stations
	• **Planned Growth:** Percent of housing and jobs within growth centers within ½ mile of frequent transit service

Access Improve access to mobility options	• **Transit Access Methods:** Mode share for how riders get to their bus stop (from Rider/Non-Rider survey)

[2] An Equity Priority Area is an area of need defined based on concentrations of priority populations (see King County Metro Service Guidelines, Ordinance 19367)

Strategic Plan Goals	Strategic Plan Performance Measures
	• **Proximity to Transit:** (frequent and infrequent service), for priority populations and other populations (likely including percentage of populations and map • **Customer Communication Satisfaction:** Satisfaction with communication / information sharing from Rider/Non-Rider survey, broken down by demographics / priority populations • **Park and Rides:** Number of park and ride spaces by geographic location
Service Quality Provide fast, reliable, and integrated mobility services	• **Ridership:** Ridership/total number of boardings (rail, bus, water taxi, paratransit, rideshare) • **Customer satisfaction:** Level of riders' overall satisfaction with Metro, broken down by demographics/ priority population • **ORCA Transfers:** by ORCA category, which includes low-income and disabled populations • **Quality of Service Index:** Service quality index (one score informed by on-time performance, pass ups, and missed trips)
Workforce Partner with employees, unions, contractors, and communities to offer high-skill, high-wage careers that support a high quality of life	• **Job Satisfaction:** Employee job satisfaction (from King County employee survey, broken down by race, gender, age) • **Workforce Demographics:** Demographics of new hires, re-hires, and promotions by: ○ Race ○ Gender ○ Age • **Workforce Representativeness:** Demographics of King County population compared to Metro workforce and leadership by: ○ Race ○ Gender ○ Age
Stewardship Be responsible stewards of financial resources and invest in line with values and goals	• **Metro Connects Funding Gap:** ○ Interim Network vs. baseline scenario ○ 2050 Network vs. baseline scenario • **Cost:** ○ Per boarding ○ Per passenger mile ○ Per service hour • **State of Good Repair:** Asset management summary, including percent of vehicles, facilities, and equipment that are currently

Strategic Plan Goals	Strategic Plan Performance Measures
	maintained in a State of Good Repair as part of Metro's plan for when assets should be repaired or replaced to demonstrate fiscal responsibility
Engagement Conduct deliberate and transparent community engagement	• **Co-creation Engagement:** percentage of engagement projects incorporating co-creation (normalized for the size of the project) • **Equitable Contracting:** As defined by percent of total engagement contracts/funds focused on direct engagement with priority populations and community-based organizations • **Engagement Satisfaction:** With the community engagement survey process

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

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

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

LINKS

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

INVITED

- Sarah Margeson, Strategy & Policy lead, Metro Transit Department

ATTACHMENTS

1. Metro performance measures dashboard presentation

Strategic Plan for Public Transportation

Annual Performance Report

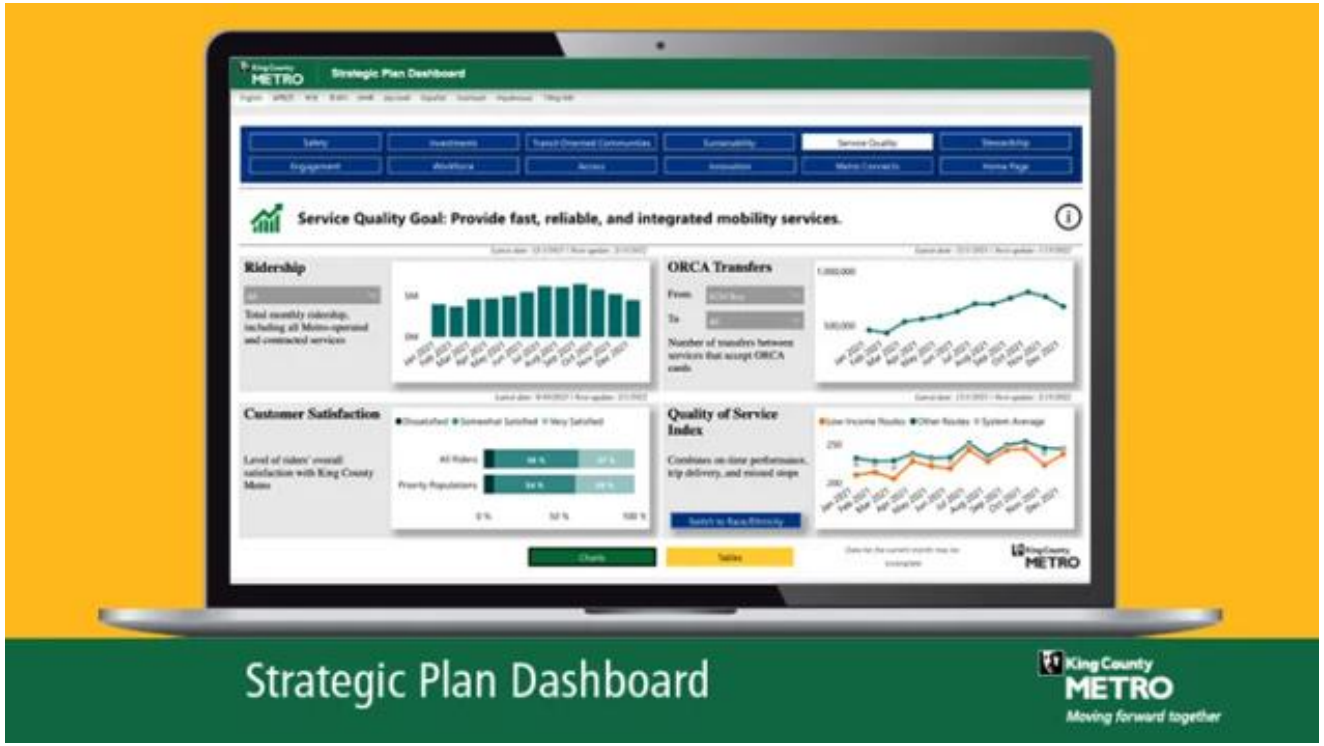


Regional Transit Committee
November 18th, 2026

Agenda

2026 Performance Report

- Dashboard Navigation Refresher
- Performance Review
- Progress Toward Metro Connects



Strategic Plan Dashboard

Navigation Refresher

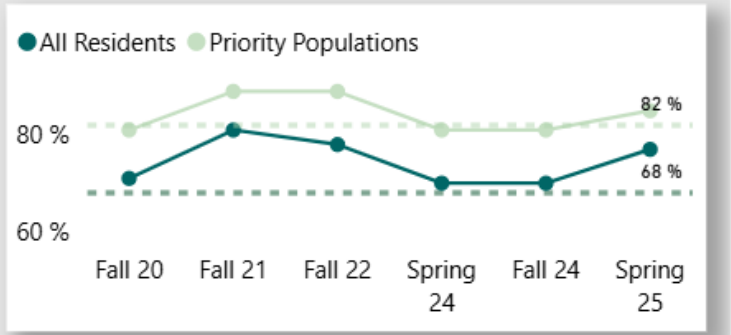
https://kingcounty.gov/metro/strategicplandashboard

Access Goal: Improve access to mobility options.

Proximity to Transit

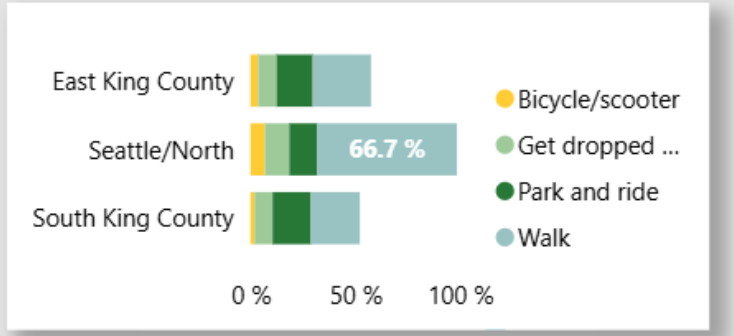
Access to Transit

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



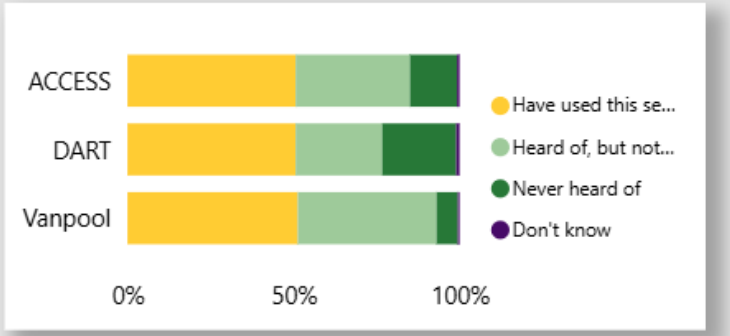
Transit Access Methods

How Metro bus riders access transit in King County



Use of Mobility Services

Resident use of non-fixed route bus mobility services.



Park and Rides

Distribution of Park & Ride facilities within King County



Charts | Tables

Data for the current month may be incomplete

Performance Review & Progress Toward Metro Connects

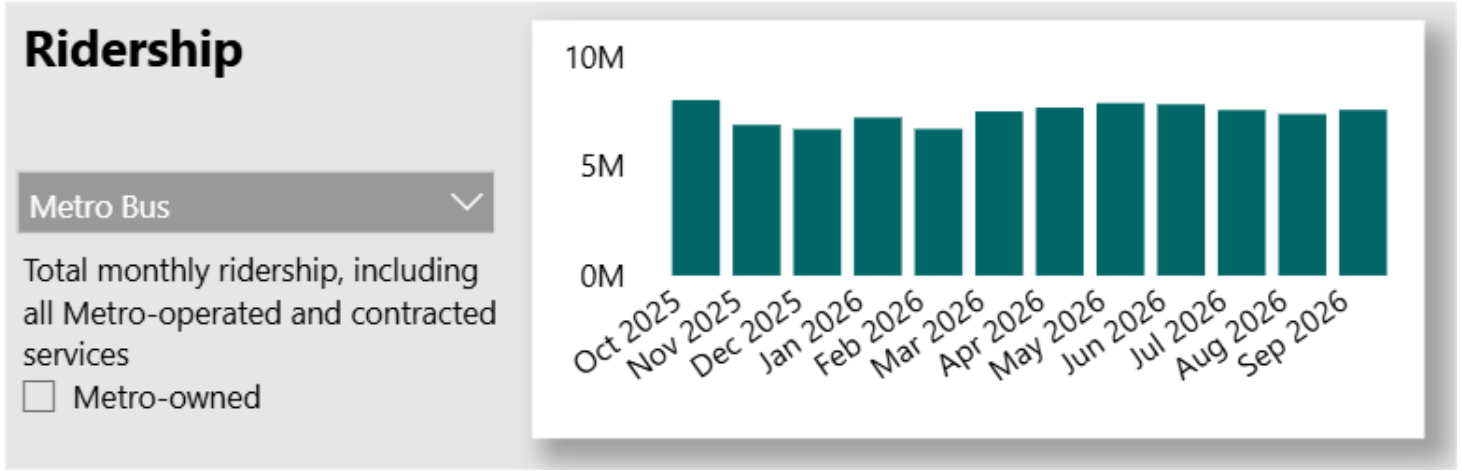
Service Quality

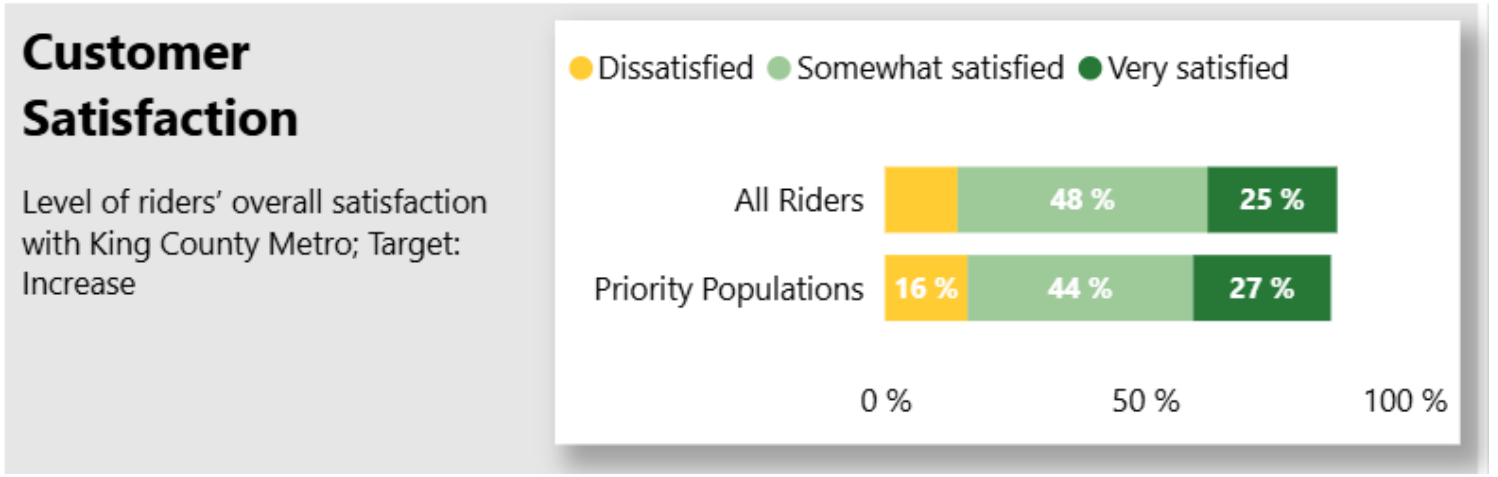
Ridership

- Growth highlights more people utilizing bus to connect to the regional transit network

Customer Satisfaction

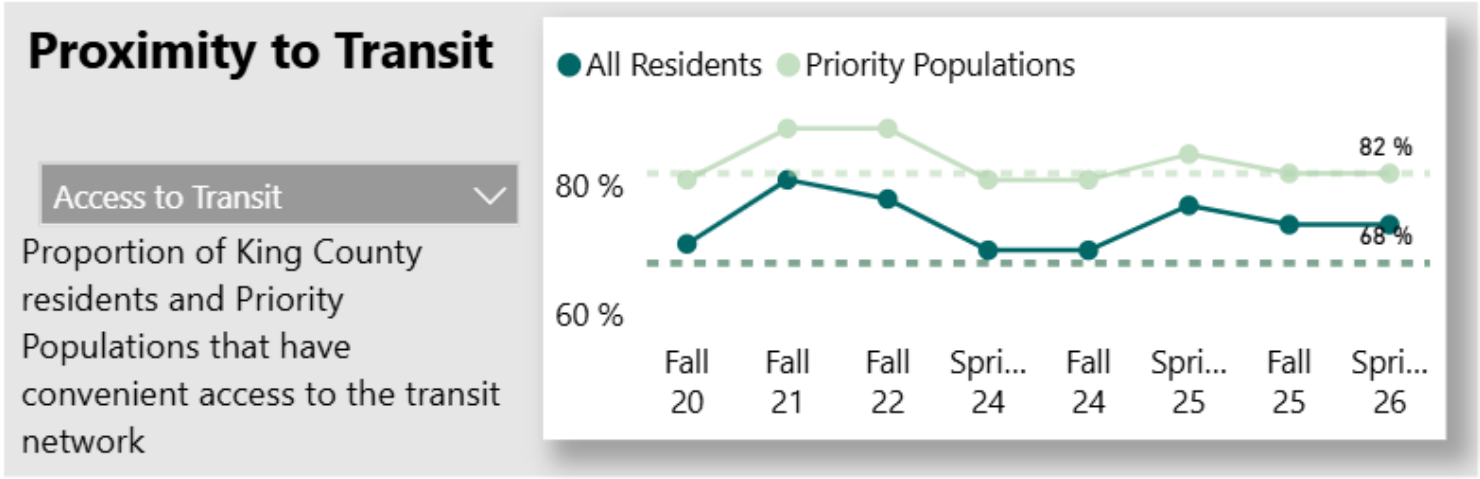
- 73% of all riders are somewhat or very satisfied
  - 3% increase from 2025
- 70% of riders of priority populations are somewhat or very satisfied
  - 5% increase from 2025
- Portion of riders from priority populations indicating very satisfied increased 4% compared to 2025



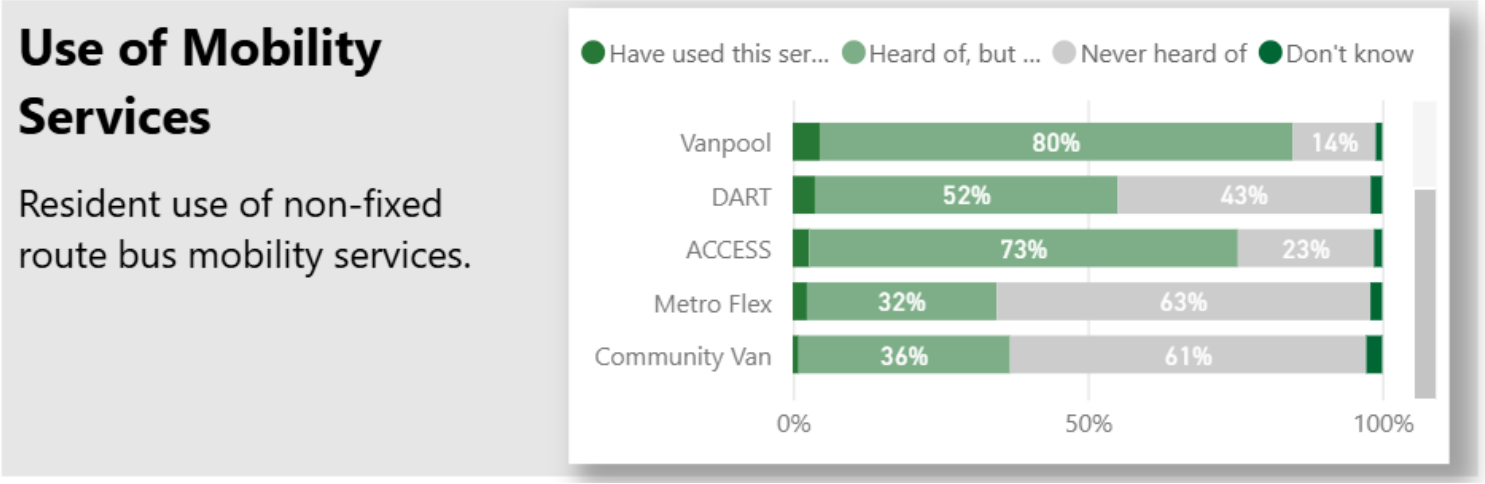


Access

- **Proximity to Transit**
  - Homes within ¼ mile distance to bus stop
  - Priority populations: 82%
  - All Residents: 74%

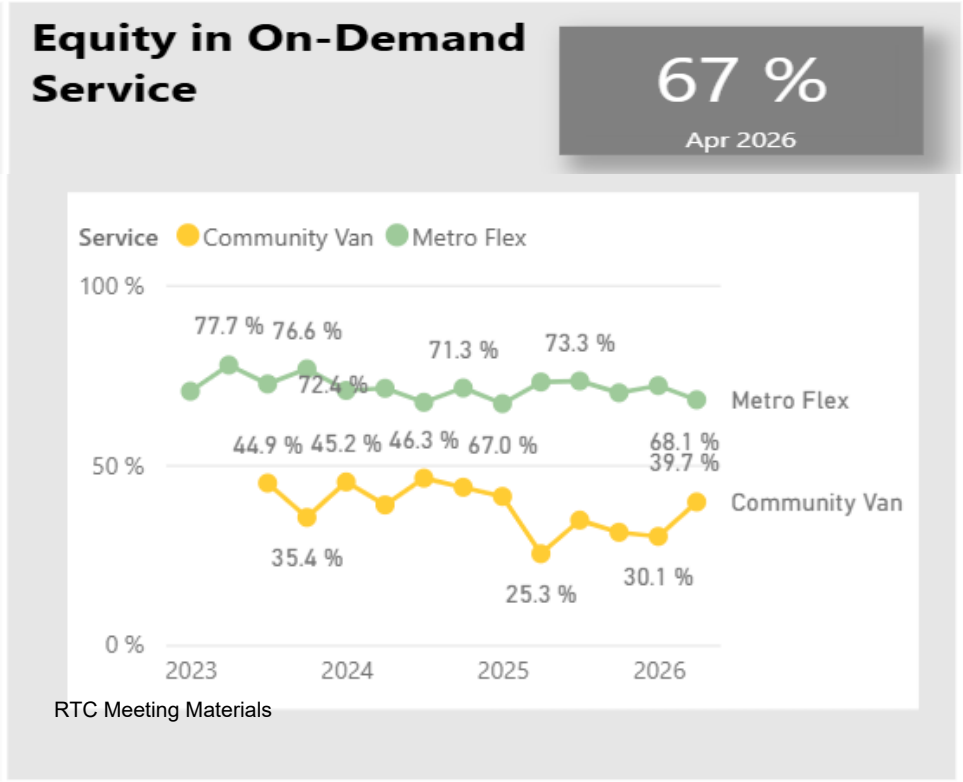


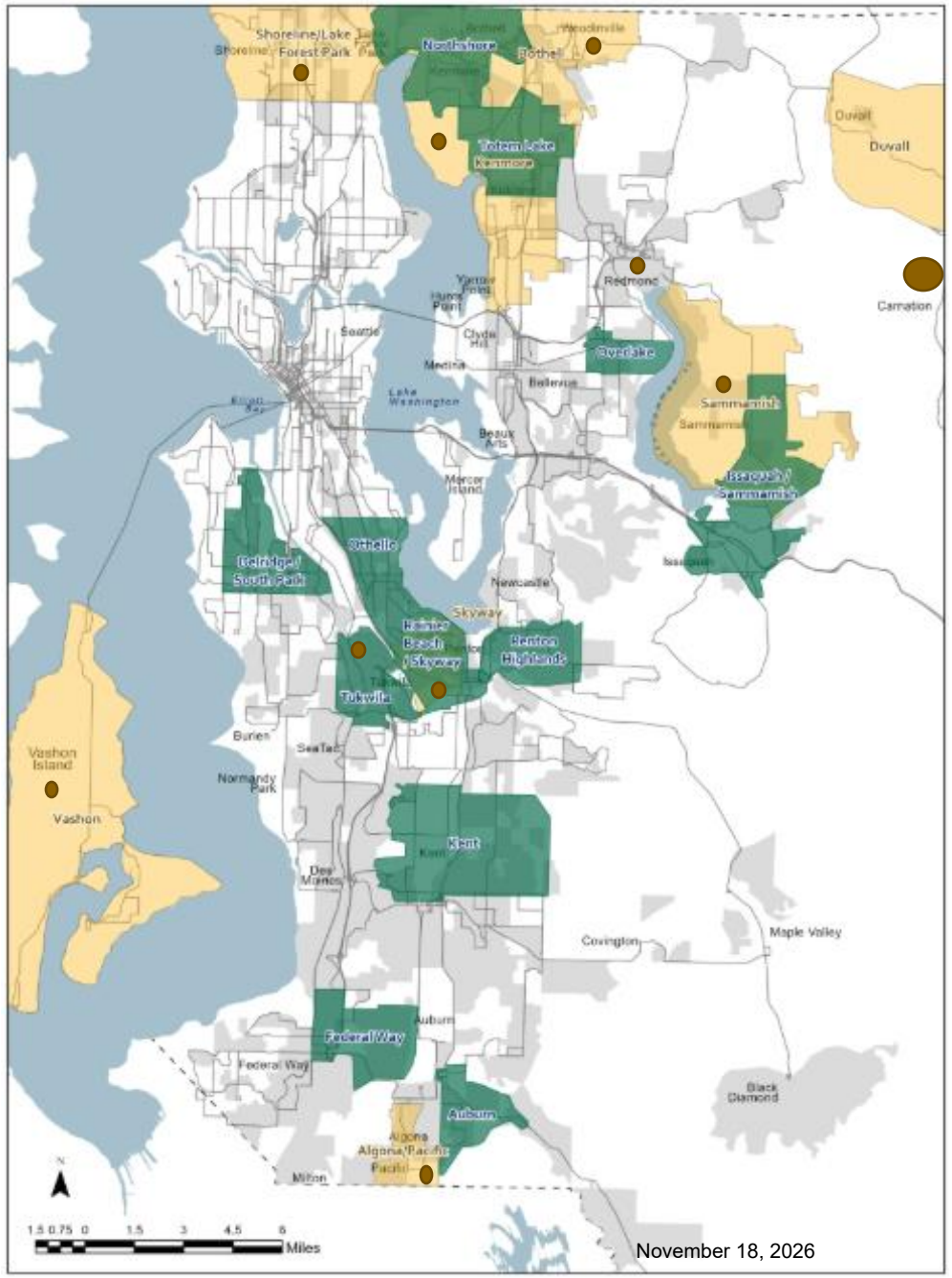
- **Awareness & Use of Flexible Services**
  - YOY change: 1-2% in portion of people who have never heard of the service
    - DART: 43%
    - Community Van: 61%
    - Van Pool: 17%



Innovation

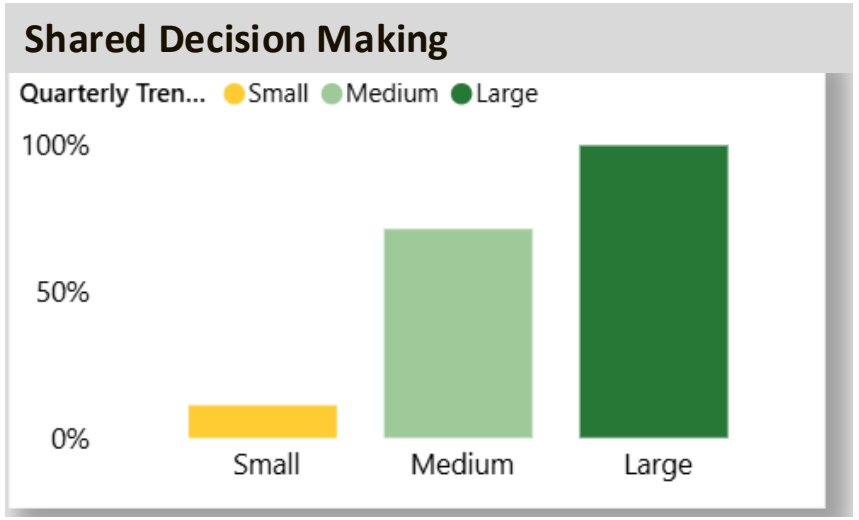
- Metro Flex Ridership
  - 5% decrease in total monthly ridership
  - Currently 6 service areas in pilot stage
- Equity on Demand Service
  - Portion of trips begin/end in equity priority area
  - Metro Flex: 5% decrease
  - Community Van: 15% increase

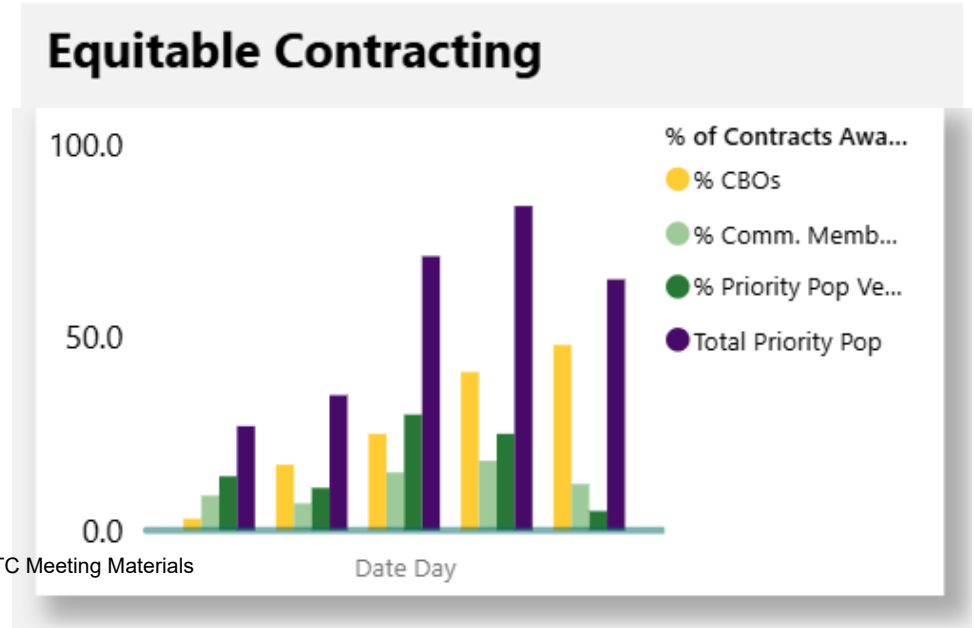


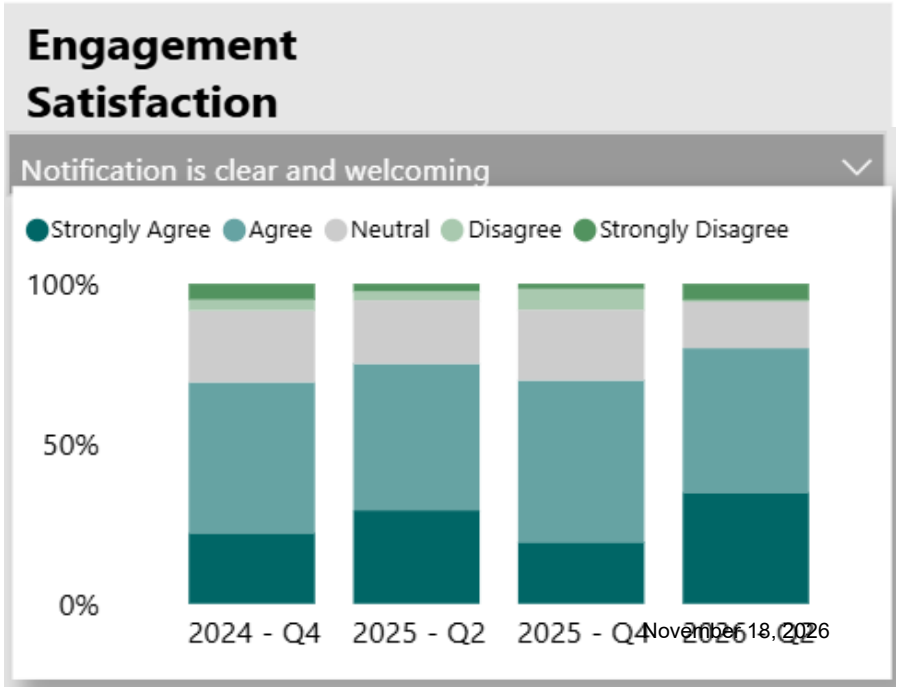


Engagement

- Shared Decision Making
  - 38% increase in medium sized projects
- Equitable Contracting
  - 65% of contracts awarded to vendors or CBOs led by priority populations
- Engagement Satisfaction
  - Notification is clear & welcoming: 80%
  - Sufficient time to participate: 82%
  - Clear how input shaped outcomes: 82%







Progress Toward Metro Connects

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

Thank you & Questions