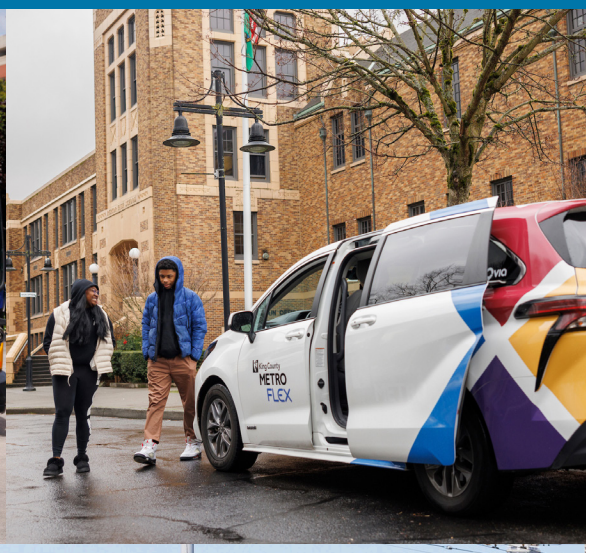
2025 System Evaluation



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Executive Summary

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

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

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

Our Findings

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

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

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

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

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

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

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

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

Metro's Prior Investment Activities

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

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

Seattle Investments

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

RapidRide

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

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

Marine Services

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

Metro Flex

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

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

What's next?

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

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

Introduction

What is the System Evaluation?

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

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

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

How does Metro use the System Evaluation report?

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

How Can Riders Use the System Evaluation Report?

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

Major System Changes and Impacts

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

Reliability

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

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

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

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

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

Ridership

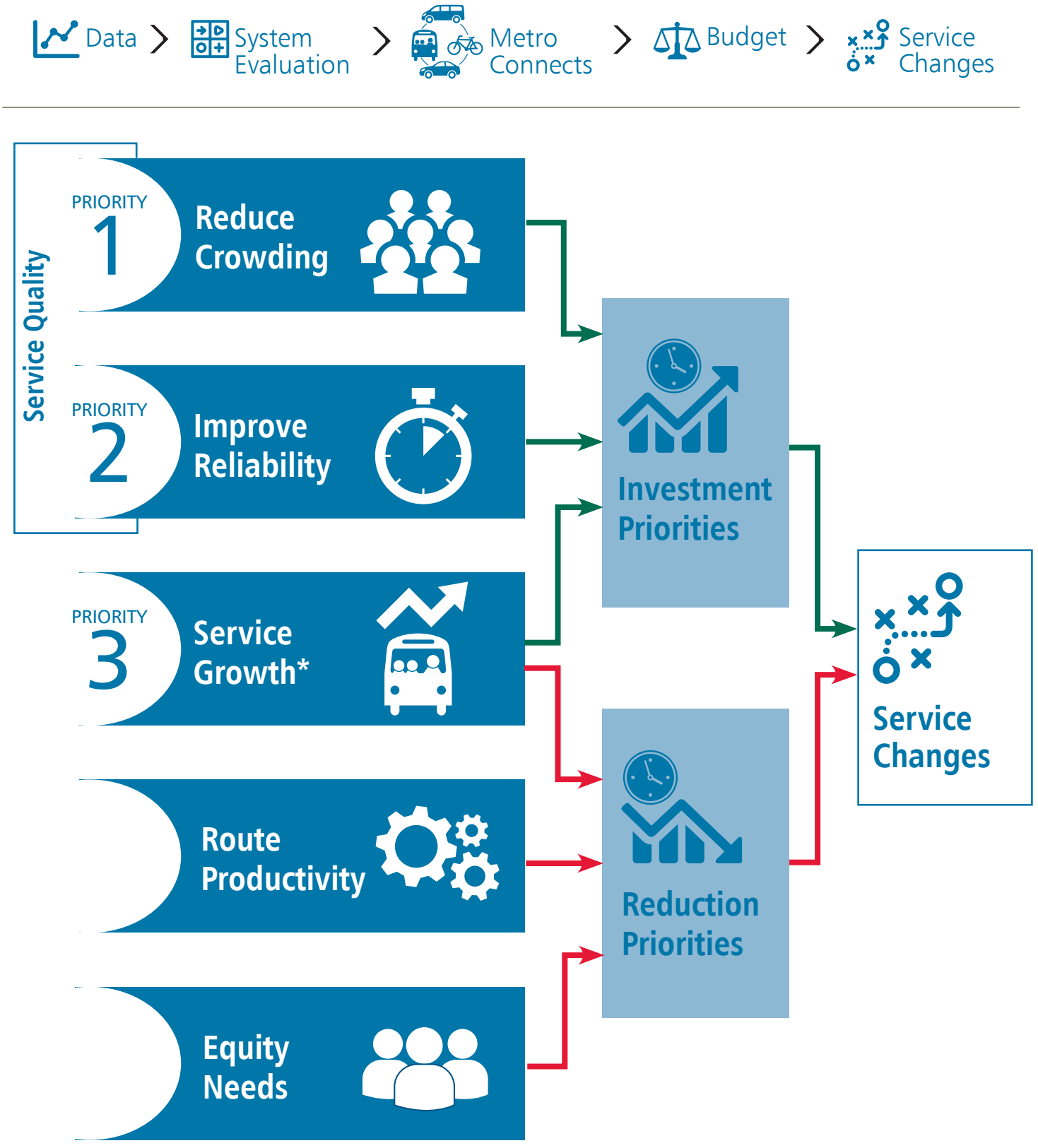
King County Metro continues to see significant year-over-year ridership growth across the bus system.

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

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

How the annual system evaluation informs service changes

Figure 1. System Evaluation Flow Chart



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

Bus Service Evaluation

Crowding (Priority 1)

What is Crowding?

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

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

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

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

Findings

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

What's Been Done

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

What's Next?

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

Reliability (Priority 2)

What is Reliability?

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

Findings

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

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

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

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

What's Been Done

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

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

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

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

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

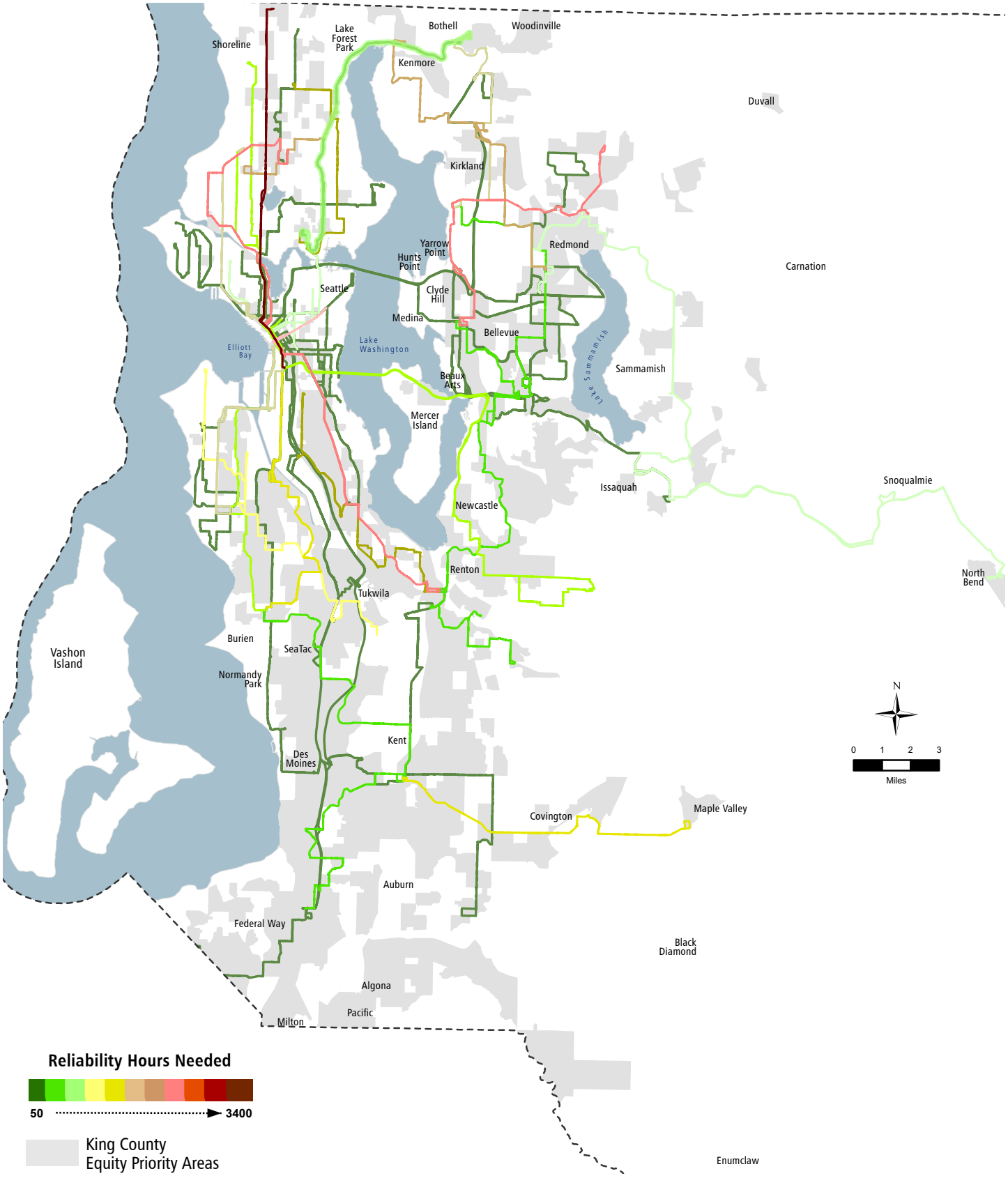
In early 2025 Metro applied many of these lessons learned and introduced a similar program for the newly-launched G Line. The G Line pilot introduced a terminal manager at the end of the route, actively managing trips in the field and adjusting schedules throughout the day based on real-time conditions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

What's Next?

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

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

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



Service Growth (Priority 3)

What is Service Growth?

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

Table 1: Summary of typical service levels from Service Guidelines

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

Findings

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

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

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

What's Been Done

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

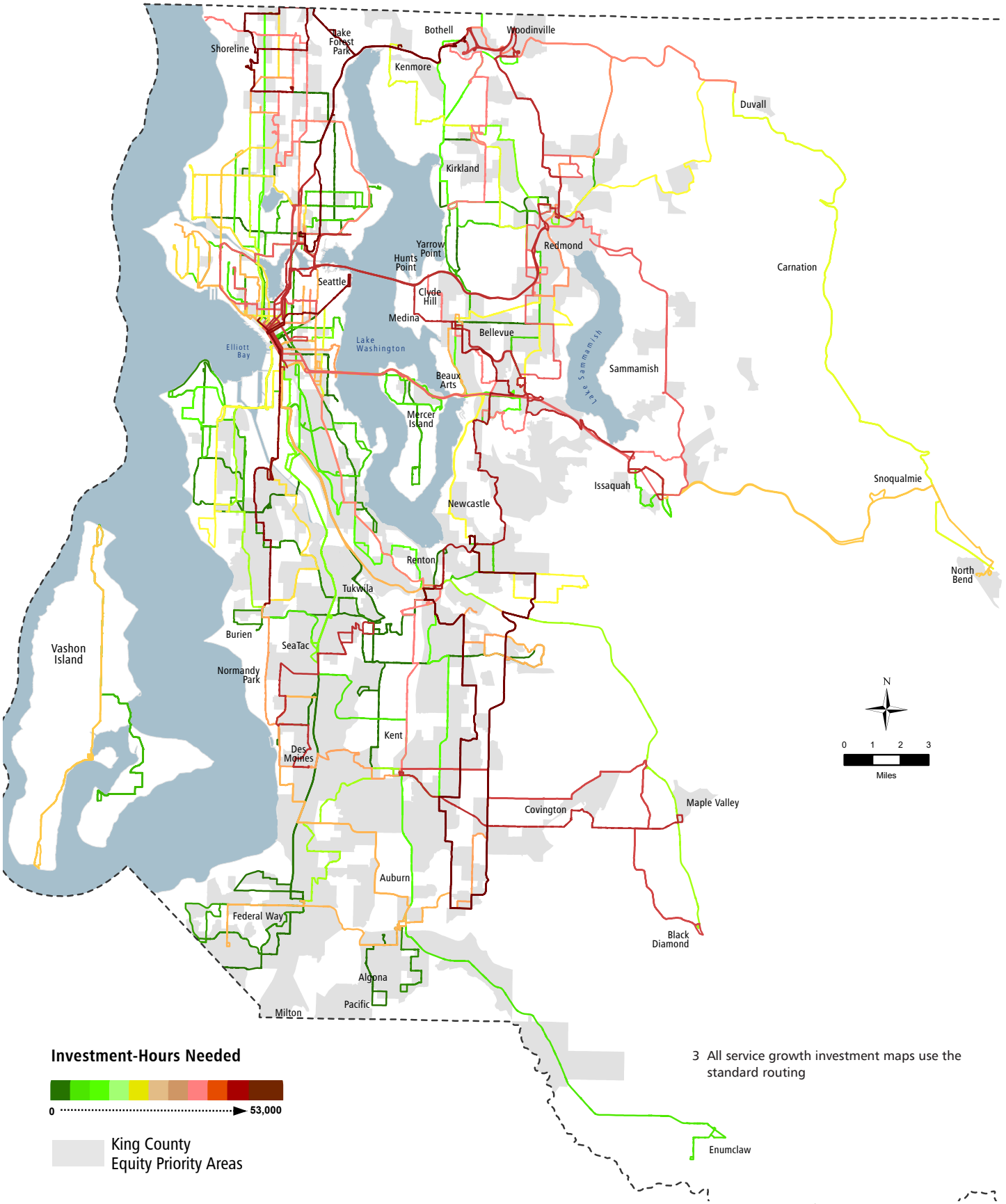
What's Next?

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

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

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

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



3 All service growth investment maps use the standard routing

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

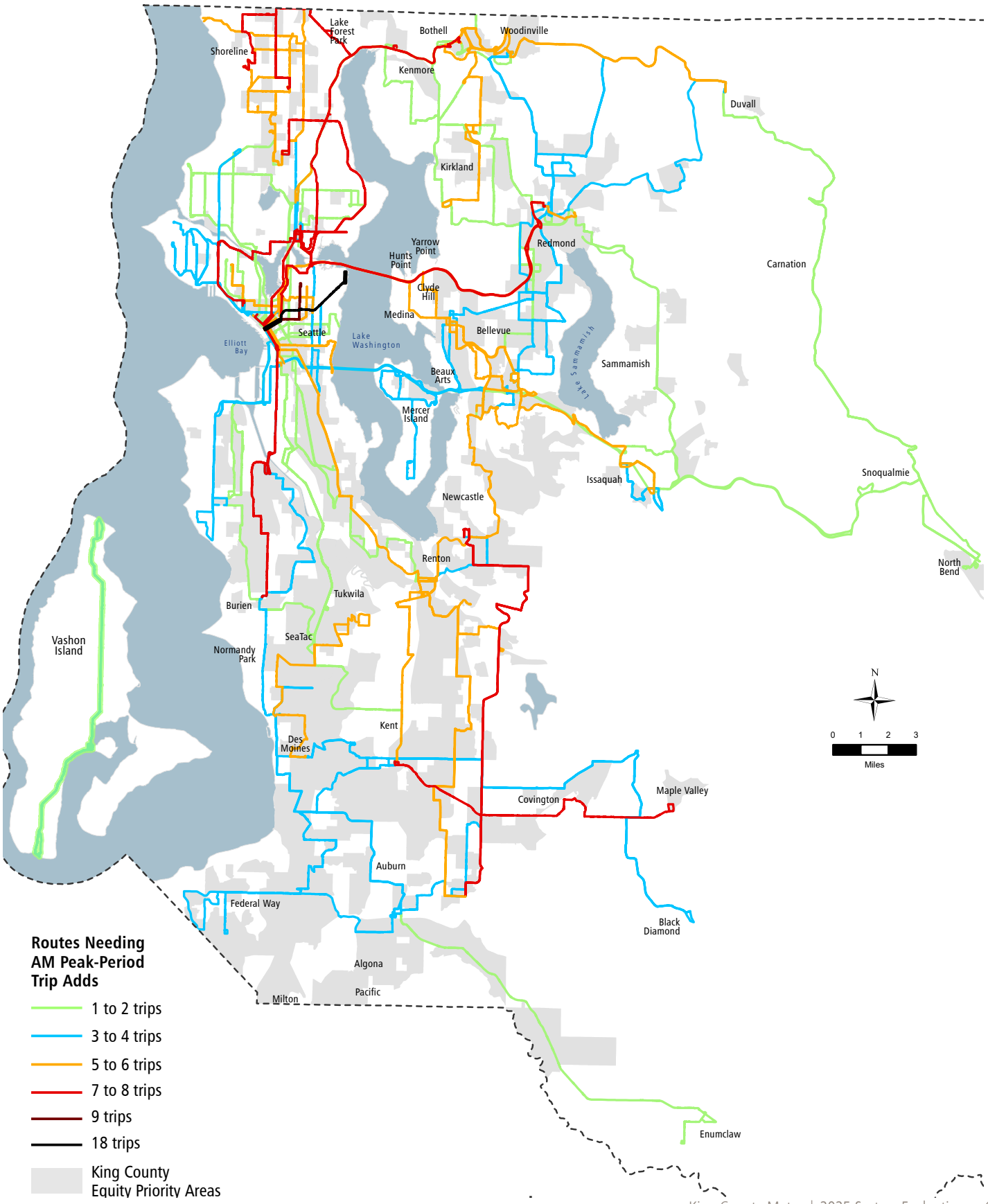


Figure 5. Metro routes needing investment in service growth (Priority 3): Midday

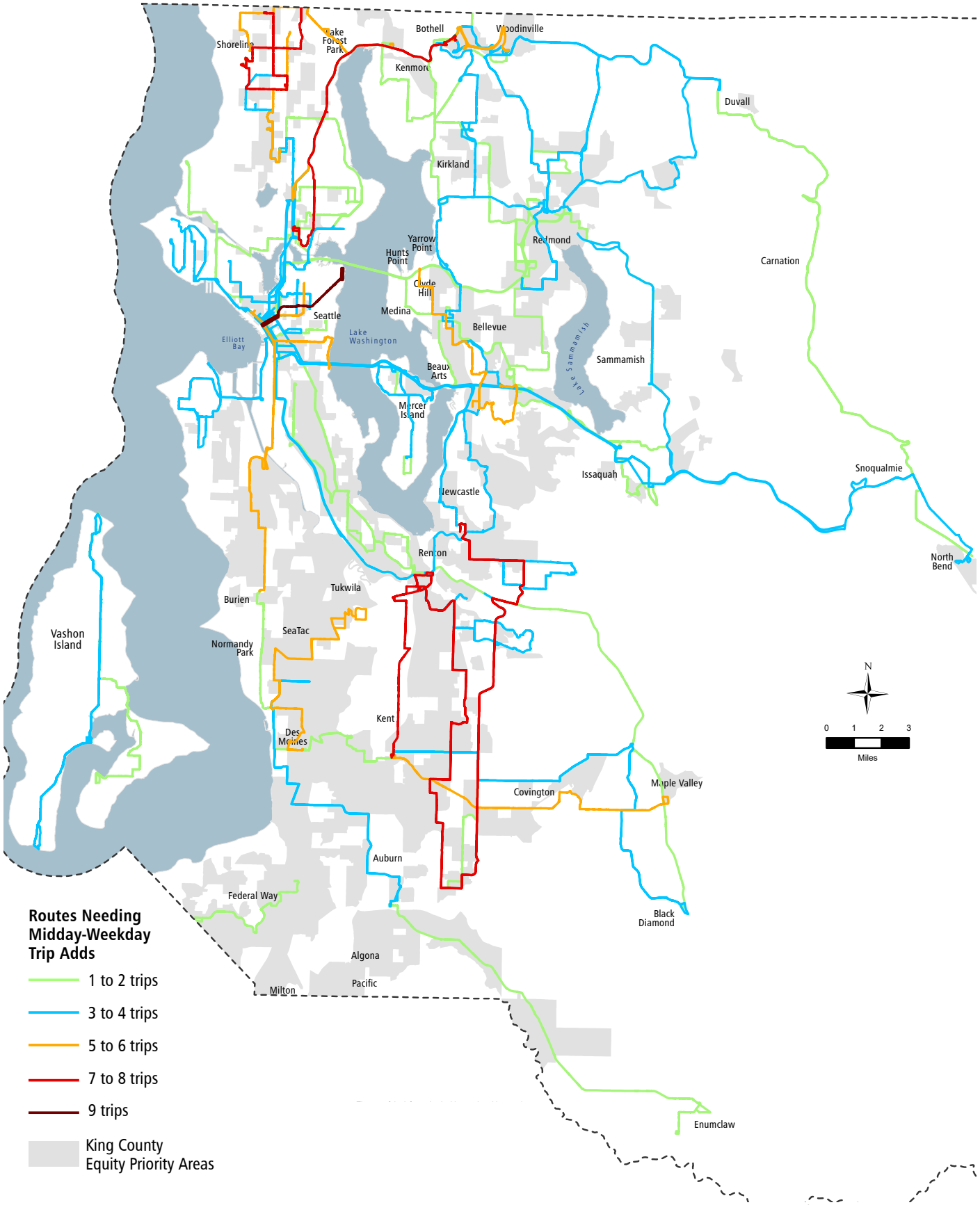


Figure 6. Metro routes needing investment in service growth (Priority 3): PM Peak

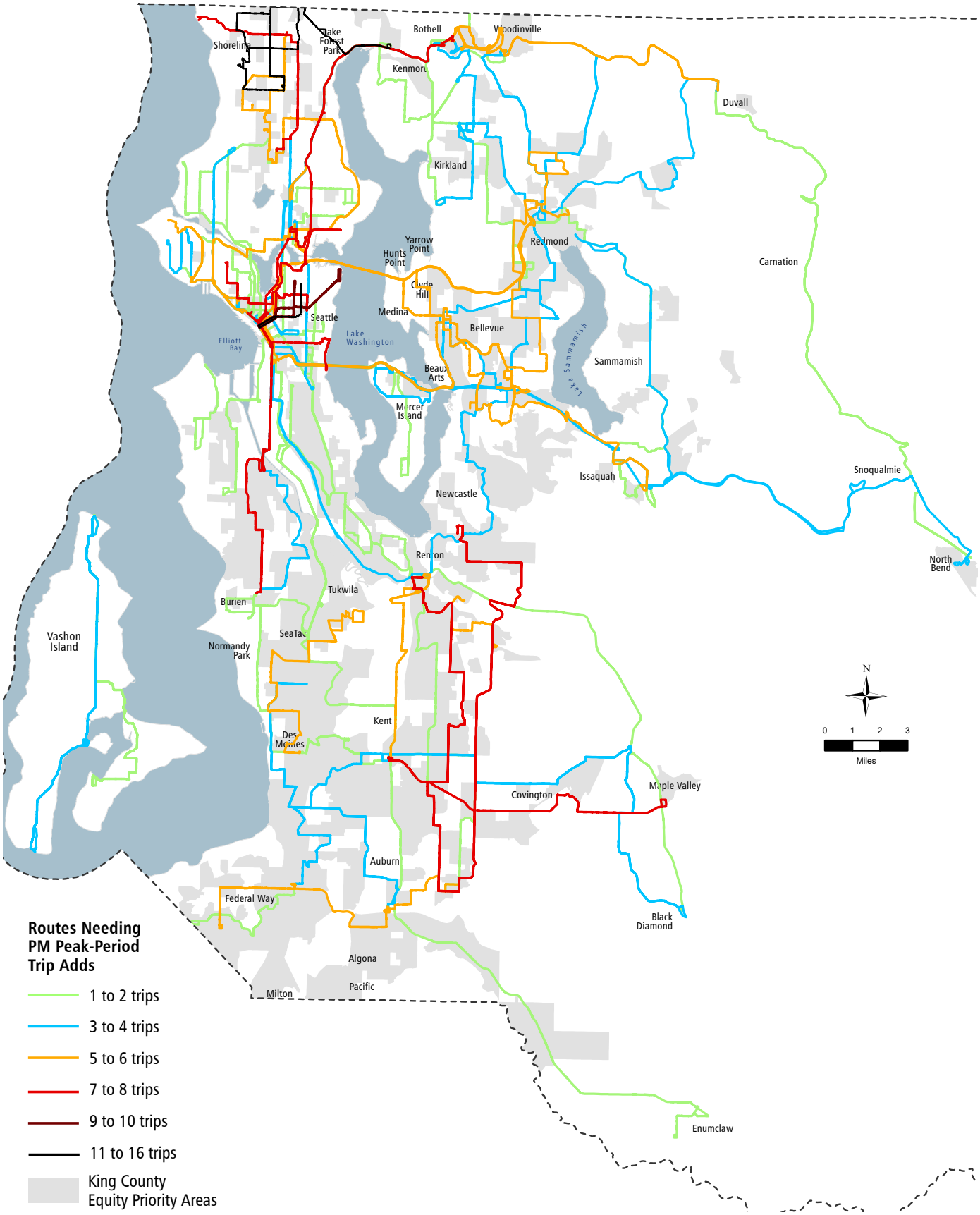


Figure 7. Metro routes needing investment in service growth (Priority 3): Evening

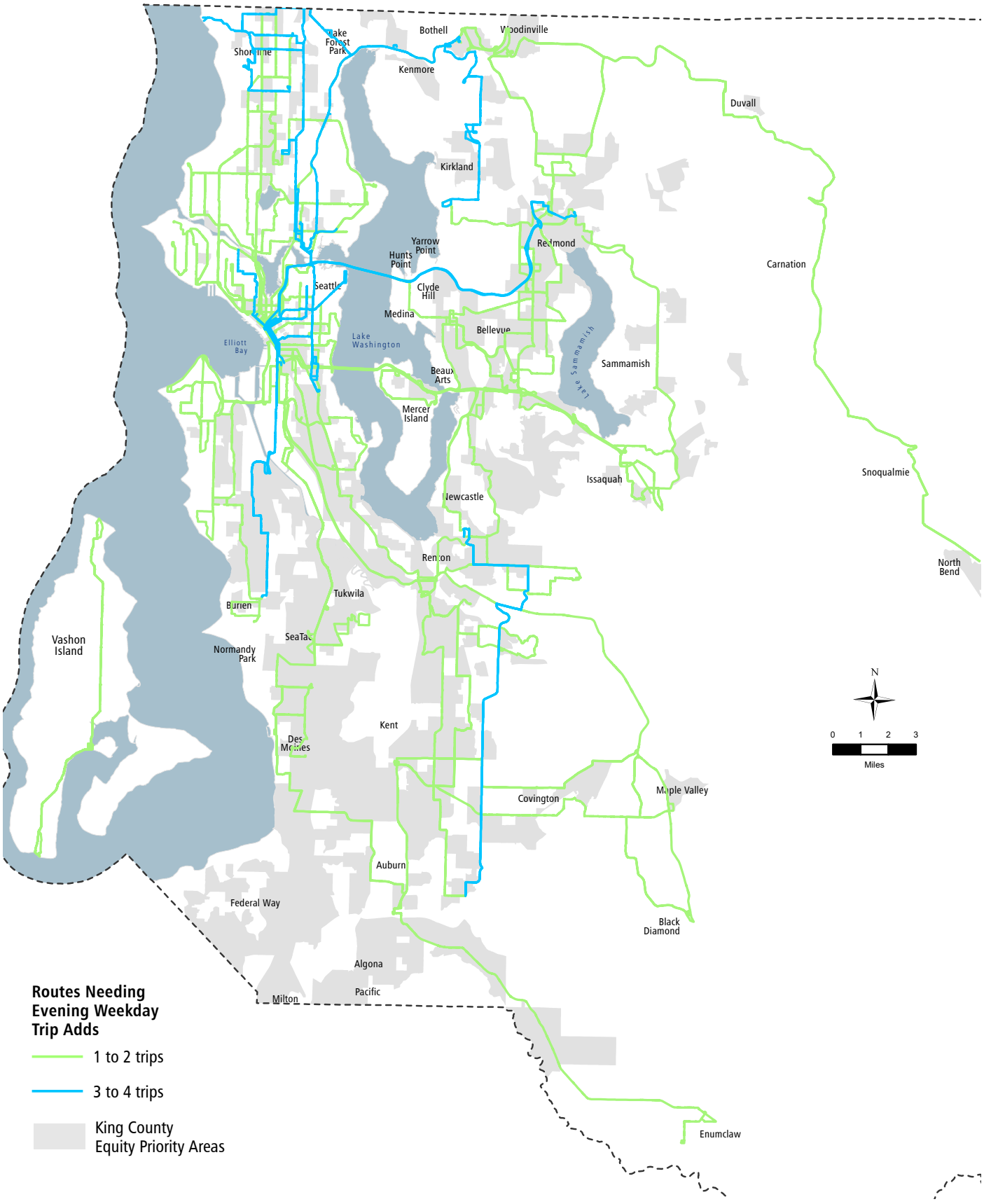


Figure 8. Metro routes needing investment in service growth (Priority 3): Saturday

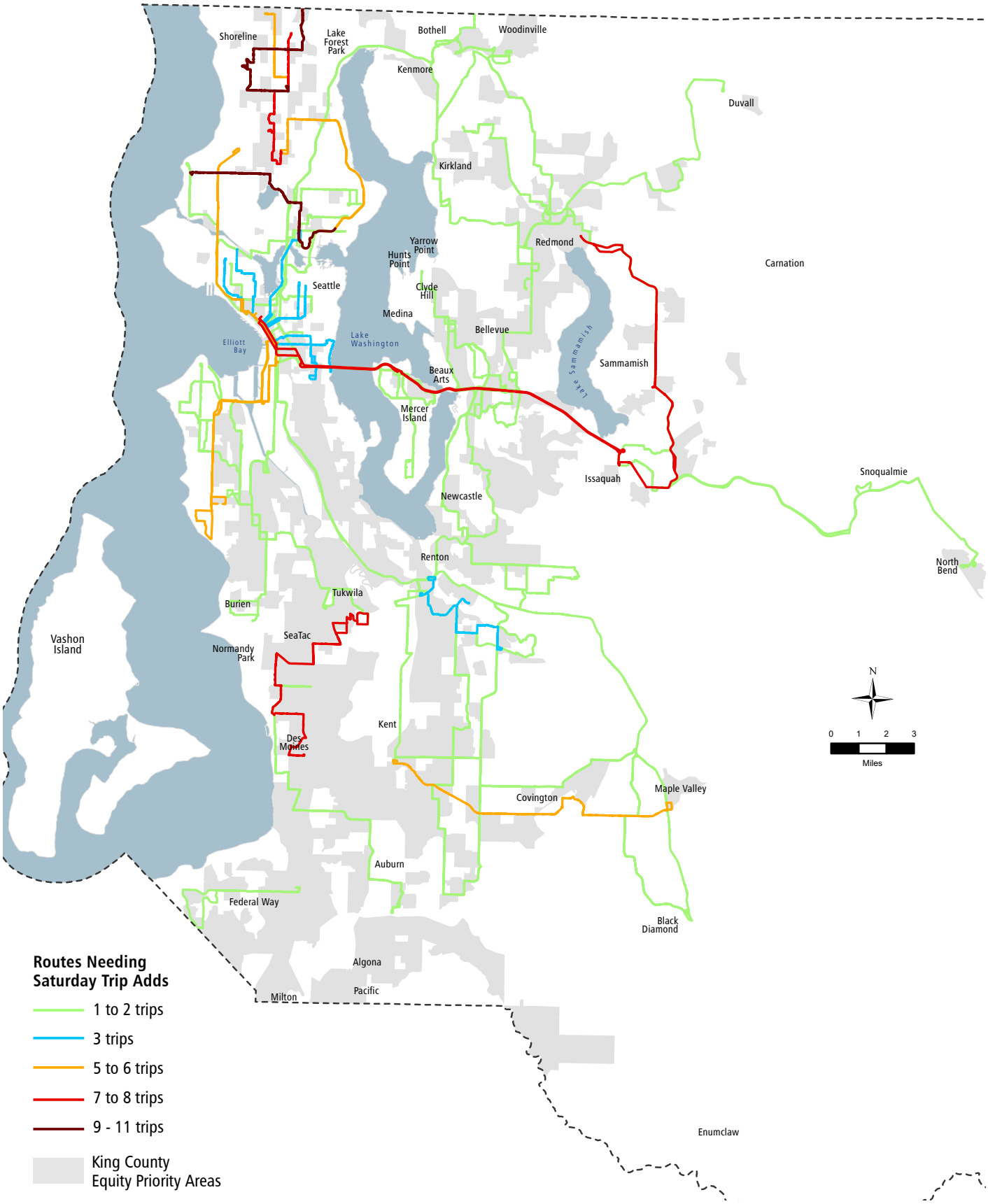
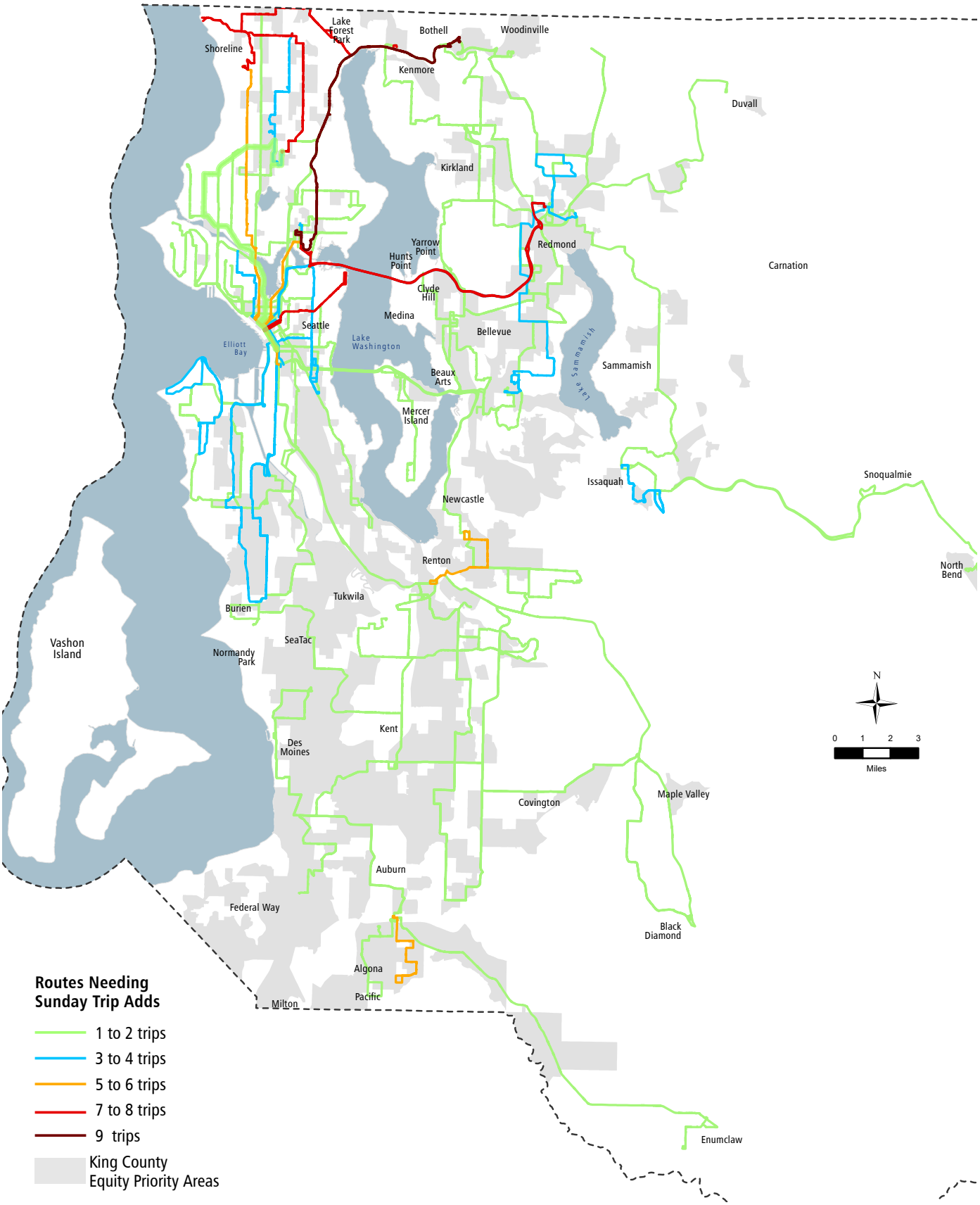


Figure 9. Metro routes needing investment in service growth (Priority 3): Sunday



The Complete Network: Integration with Sound Transit

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

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

Active Service Change and Mobility Projects

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

Future System Expansion Partnerships

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

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

Table 2: Corridors served primarily by Sound Transit

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

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

RapidRide Progress Report

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

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

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

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

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

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

RapidRide Prioritization Plan

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

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

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

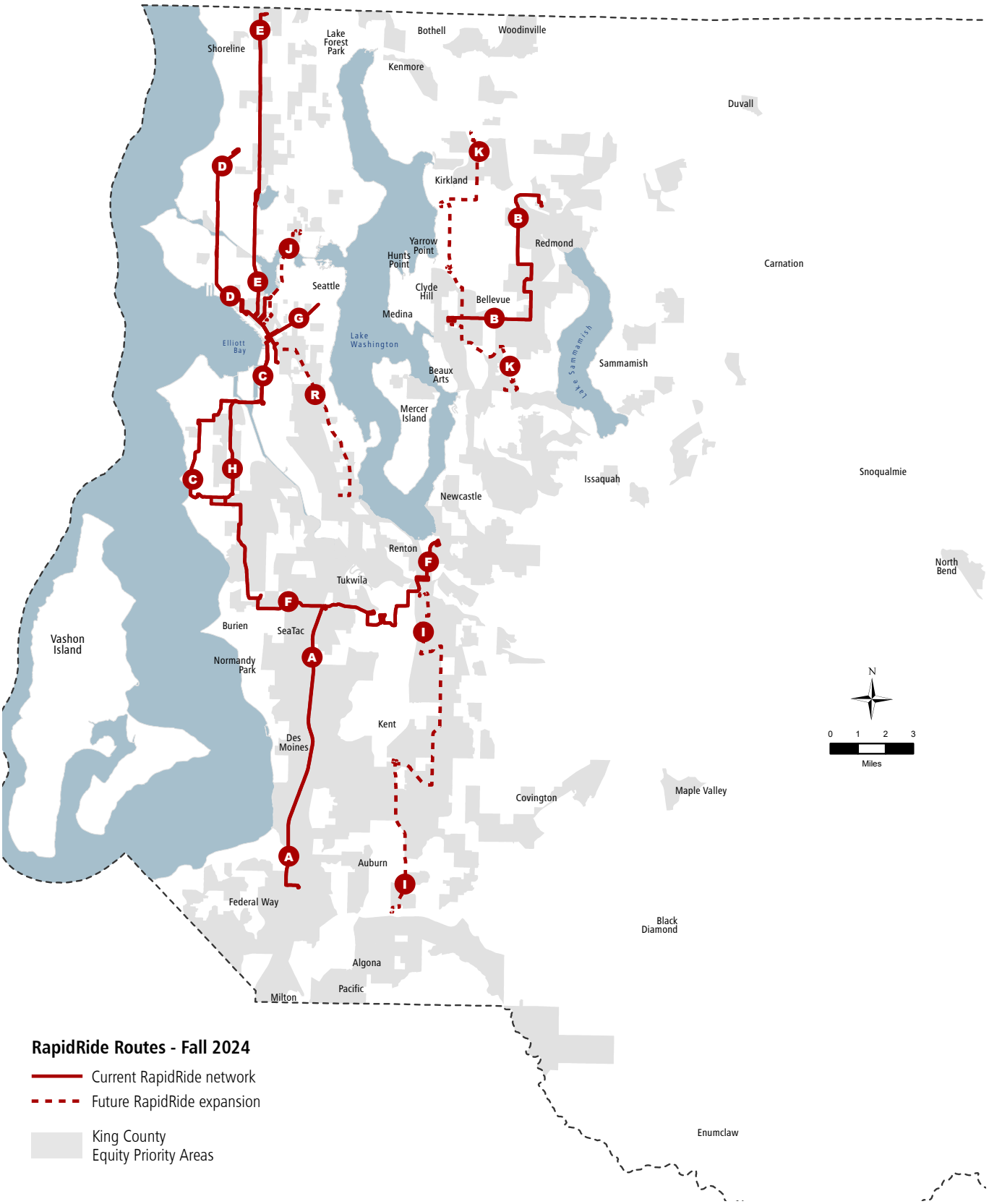
Table 4: RapidRide Prioritization Plan candidate lines and tiers[5]

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

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

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

Figure 10. RapidRide network (current and planned routes)



Metro Flex

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

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

Metro Flex Performance

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

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

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

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

What's Been Done

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

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

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

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

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

What's Next

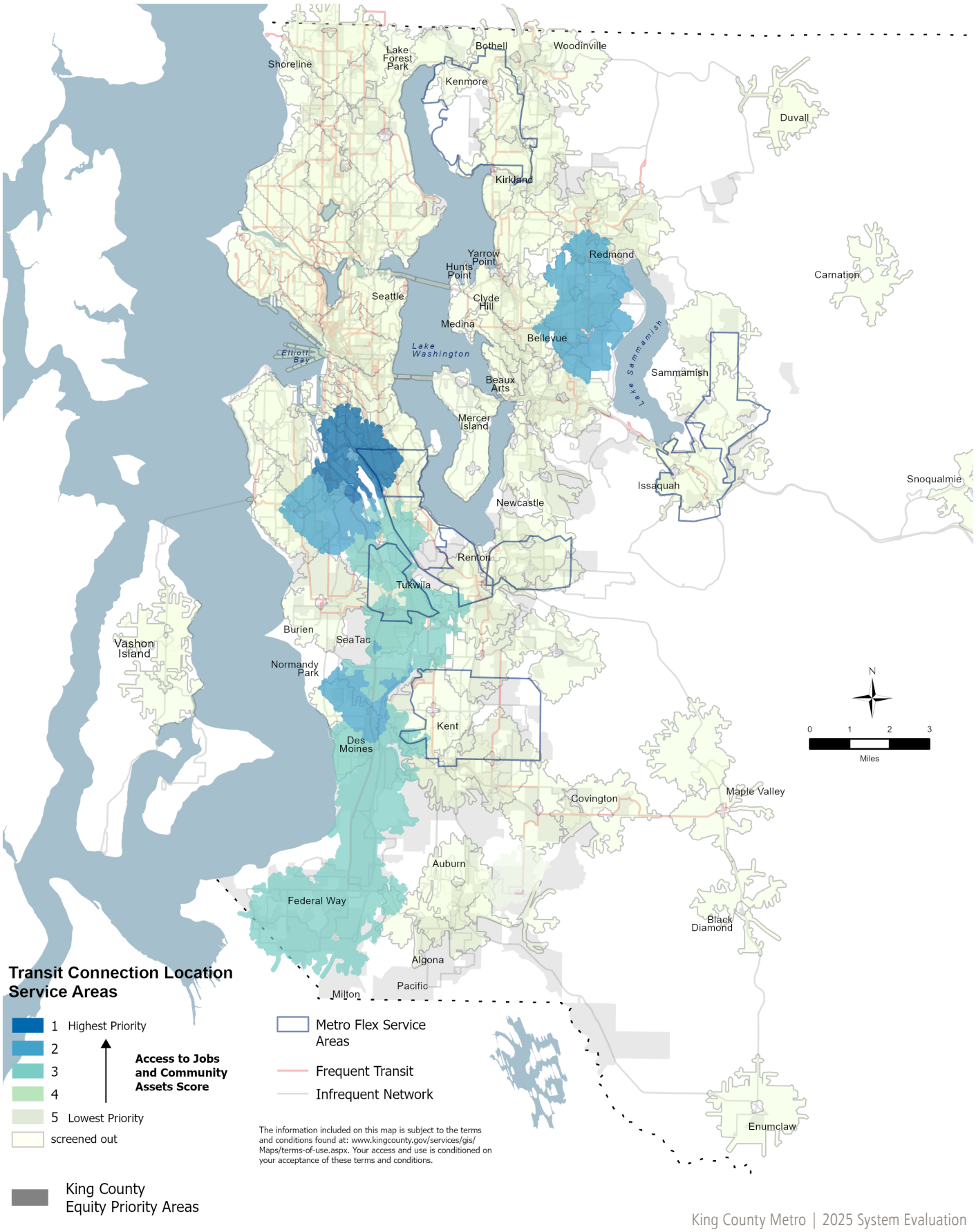
In fall 2025, Metro will launch a new Overlake Metro Flex pilot to complement light rail 2 Line service and the wider Eastside transit network. This pilot will be included in the 2026 System Evaluation. Metro is also planning to launch two new Metro Flex service areas in Auburn and Federal Way in 2026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

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

Prioritizing New Metro Flex Pilots

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

Figure 11: Metro Flex potential service prioritization



Marine Service

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

Water Taxi Performance

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

What's Been Done

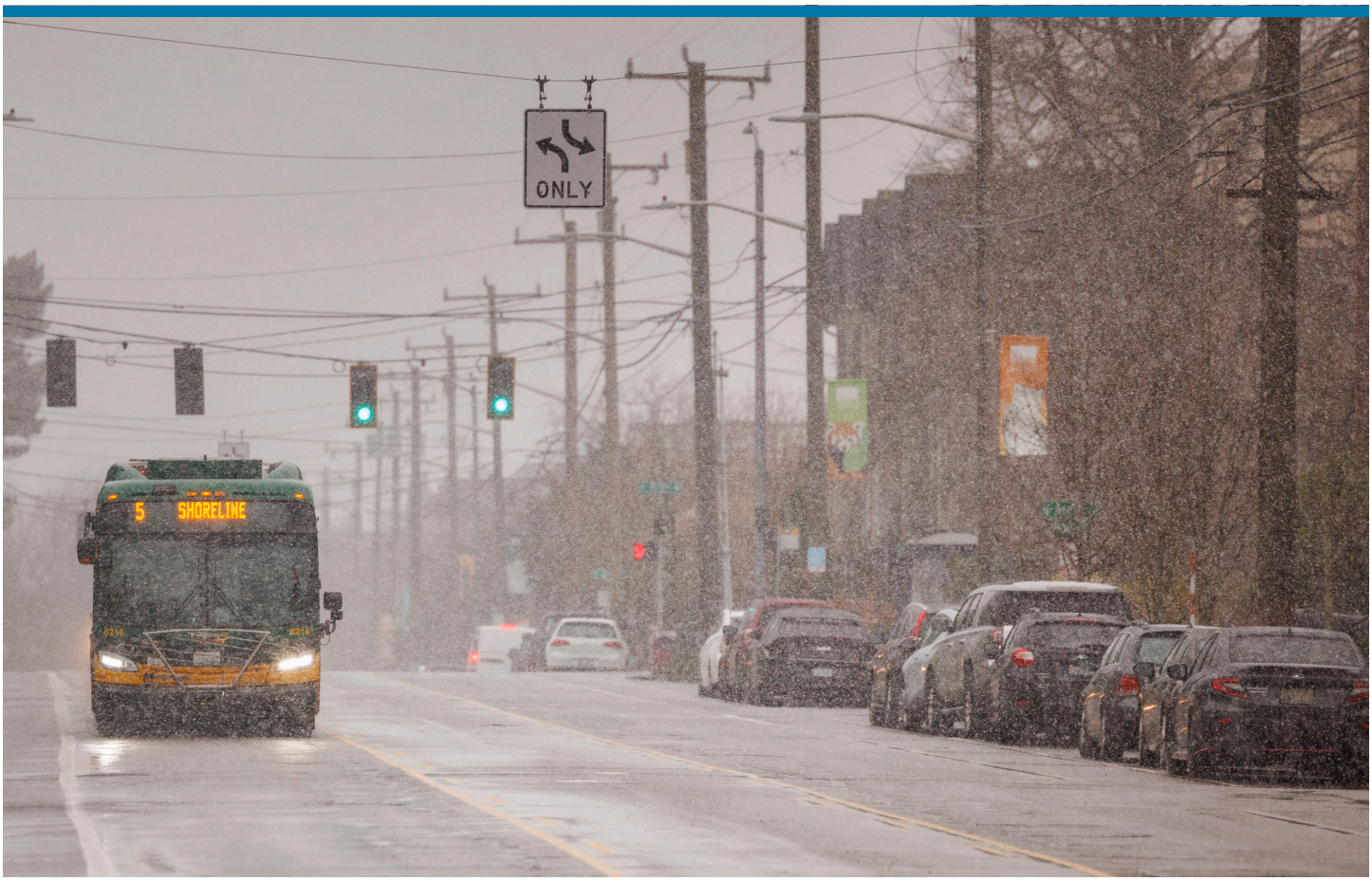
With the adopted 2025 budget, the West Seattle route has committed to maintaining year-round midday, weekday, and weekend service. Beginning in July 2024, Metro partnered with WSDOT to provide midday service on the Vashon Island route as a one-year pilot program. State funding has since been identified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

What's Next

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

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

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



Appendices

Appendix A: Methodologies and Process Descriptions

Bus Service Growth

Crowding (Priority 1)

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

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

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

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

Reliability (Priority 2)

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

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

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

Methodologies and Process Descriptions continued

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

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

Service Growth (Priority 3)

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

Table 7: Service growth methodology

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

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

Methodologies and Process Descriptions continued

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

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

Bus Service Reductions Methodology

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

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

Table 8: Priorities in bus service reductions from Service Guidelines

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

Metro Flex

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

Evaluating Active Metro Flex Service Areas

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

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

Evaluating Metro Flex Pilots: Criteria and Targets

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

Table 9: Evaluating active Metro Flex pilots and service areas

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

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

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

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

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

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

Table 10: Scoring criteria for Metro Flex pilot programs

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

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

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

Table 11: Pilot evaluation results from March-September 2024

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

Prioritizing New Metro Flex Pilots

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

Table 12: Steps for prioritizing new Metro Flex pilots

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

Marine Service

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

Table 13: Evaluating Marine Services

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

Appendix B: Equity Data and Scores

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

Figure 12. Equity Priority Areas

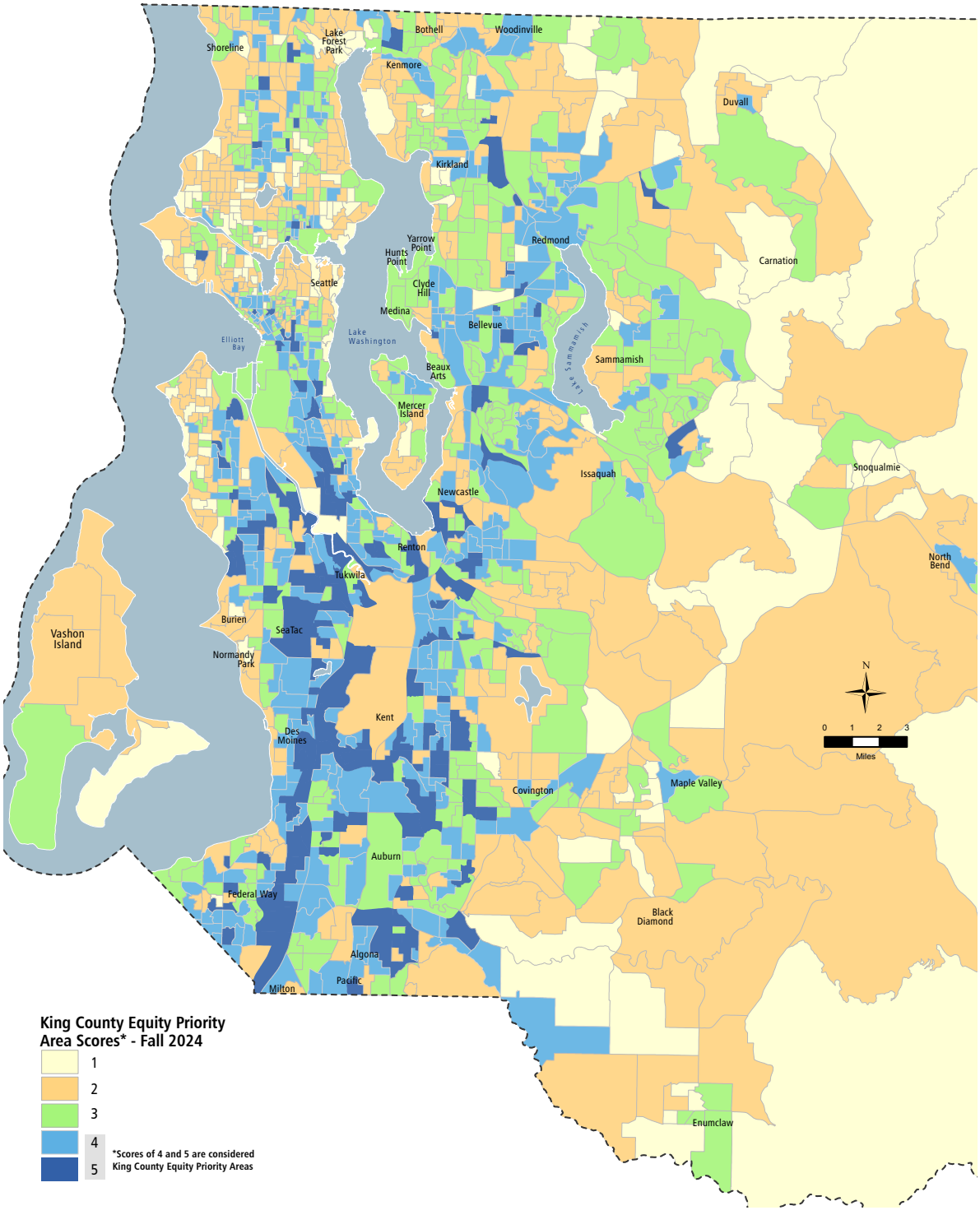
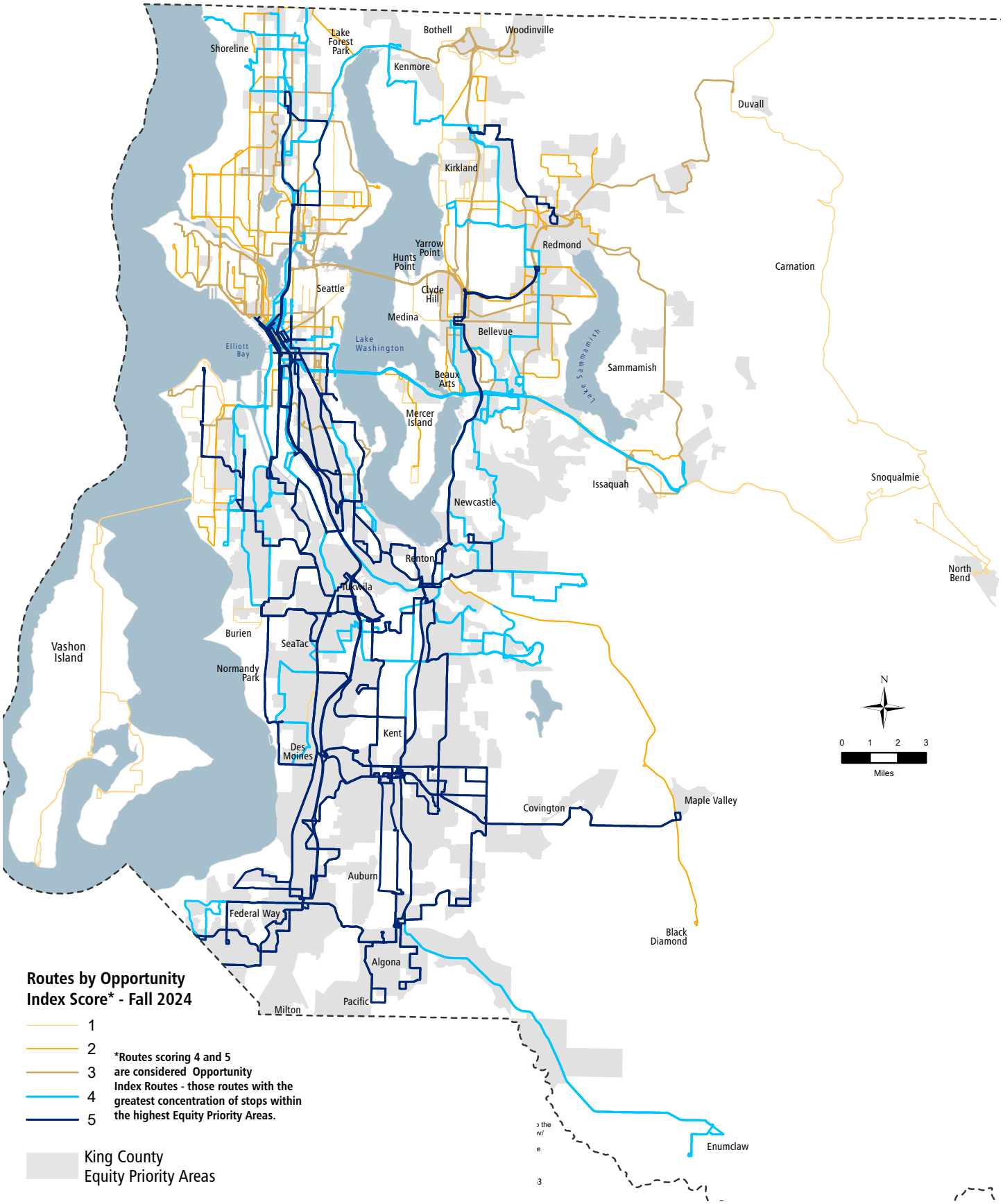


Table 14: Route Equity Prioritization Scores[11]

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

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

Figure 13: Route Opportunity Index Scores[12]



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

Appendix C: Crowding (Priority 1)

There are no crowding investment needs for 2025.

Appendix D: Reliability (Priority 2)[13]

Table 15: Percent late by route

over the lateness threshold

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

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

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

Reliability continued

over the lateness threshold

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

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

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

Appendix E: Service Growth (Priority 3)

Table 16: Service growth scoring and prioritization

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

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

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

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

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

Table 17: Summary of investment needs

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

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

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

Summary of Bus Route Investment Needs continued

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

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

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

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

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

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

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

Route-Level Ridership and Hours continued

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

Route-Level Ridership and Hours continued

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

Route-Level Ridership and Hours continued

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

Appendix H: Route Productivity

Metro evaluates route productivity in two ways:

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

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

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

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

Table 19: Productivity thresholds

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

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

Route Productivity continued

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

Table 20: Productivity by routes

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

Route Productivity continued

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

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

Route Productivity continued

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

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

Route Productivity continued

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

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

Route Productivity continued

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

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

Appendix I: Service Changes

Table 21: Summary of 2024 service changes

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

Service Changes continued

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

Appendix J: Trip Delivery & Unplanned Trip Cancellations

Table 22: Annual trip cancellations

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

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

Table 23: Trip cancellations by route

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

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

Trip Delivery & Unplanned Trip Cancellations continued

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

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

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