

# 2025 SYSTEM EVALUATION SUMMARY

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Timeframe covered: Fall 2024 through Spring 2025

## PRIORITY 1

### Reduce Crowding

#### INVESTMENT NEED:

**0 annual service hours**

#### DESCRIPTION:

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

## PRIORITY 2

### Improve Reliability

#### INVESTMENT NEED:

**23,950 annual service hours**

#### DESCRIPTION:

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

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

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

**Trip delivery** in 2024 was 98.89%

## PRIORITY 3

### Service Growth

#### INVESTMENT NEED:

**1.38M total service hours**

#### DESCRIPTION:

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

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

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

This growth is not yet fully funded

## Flexible Services

Metro Flex was operating in 11 areas

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

## Marine

Water Taxi was operating two routes

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