



## King County

### **Dow Constantine**

King County Executive

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June 28, 2024

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

Dear Councilmember Upthegrove:

Pursuant to King County Council Motion 15600, which created Metro's subsidized annual pass, please find enclosed the required 2023 Evaluation Report for Income-Based Fares. The enclosed report details enrollment, transit ridership, and the experience of customers, Metro, and partner agencies. It also describes Metro's multi-year study on program impact, key findings from qualitative engagement with participants, and strategies to increase participation.

Launched in 2020, the subsidized annual pass provides a full subsidy for Metro, Everett Transit, Sound Transit, Seattle Streetcar, and Seattle Monorail services for people who qualify. This program aims to increase mobility, access to determinants of equity, and health and well-being for people with no or very low incomes and is an important element of Metro's income-based fares approach.

In 2023, 12,642 people enrolled or renewed in the subsidized annual pass and these riders took 3.3 million trips across participating transit agency services. Most trips were taken on Metro (81 percent, mostly by bus) and represents three percent of King County Metro's boardings. As compared to the previous reporting year, metrics related to enrollment, ridership, and operational costs were stable. In 2023, Metro enrolled eligible customers; re-enrolled those whose passes expired; provided specialized, hands-on customer service, and enhanced resources for enrollment and referral partners. Metro also fielded a series of surveys with more than 1,500 participants and engaged 121 people in qualitative interviews to better understand the impact of the program on their mobility, access to services, health, well-being, and quality of life. Findings from the subsidized annual pass evaluation will inform Metro's Fares Enterprise Initiative, which seeks to further develop fares and programs that are equitable, easy to use, and administer.

The Honorable Dave Upthegrove

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Thank you for your consideration of this program evaluation report. If your staff have any questions, please contact Lindsey Greto, Reduced Fares Chief, Metro Transit Department, at 206-263-7886.

Sincerely,



for

Dow Constantine

King County Executive

Enclosure

cc: King County Councilmembers

ATTN: Stephanie Cirkovich, Chief of Staff

Melani Hay, Clerk of the Council

Karan Gill, Chief of Staff, Office of the Executive

Penny Lipsou, Council Relations Director, Office of the Executive

Michelle Allison, General Manager, Metro Transit Department

Christina O'Claire, Director, Mobility Division, Metro Transit Department