

Ridership Recovery, Trends, and Service Planning

May 15, 2024

Regional Transit Committee



What is ridership? What is recovery?

Our Terminology

- Ridership
- Recovery
- Service Planning
- Service Quality



How does Metro plan service?

Service Changes Are Driven by Policy



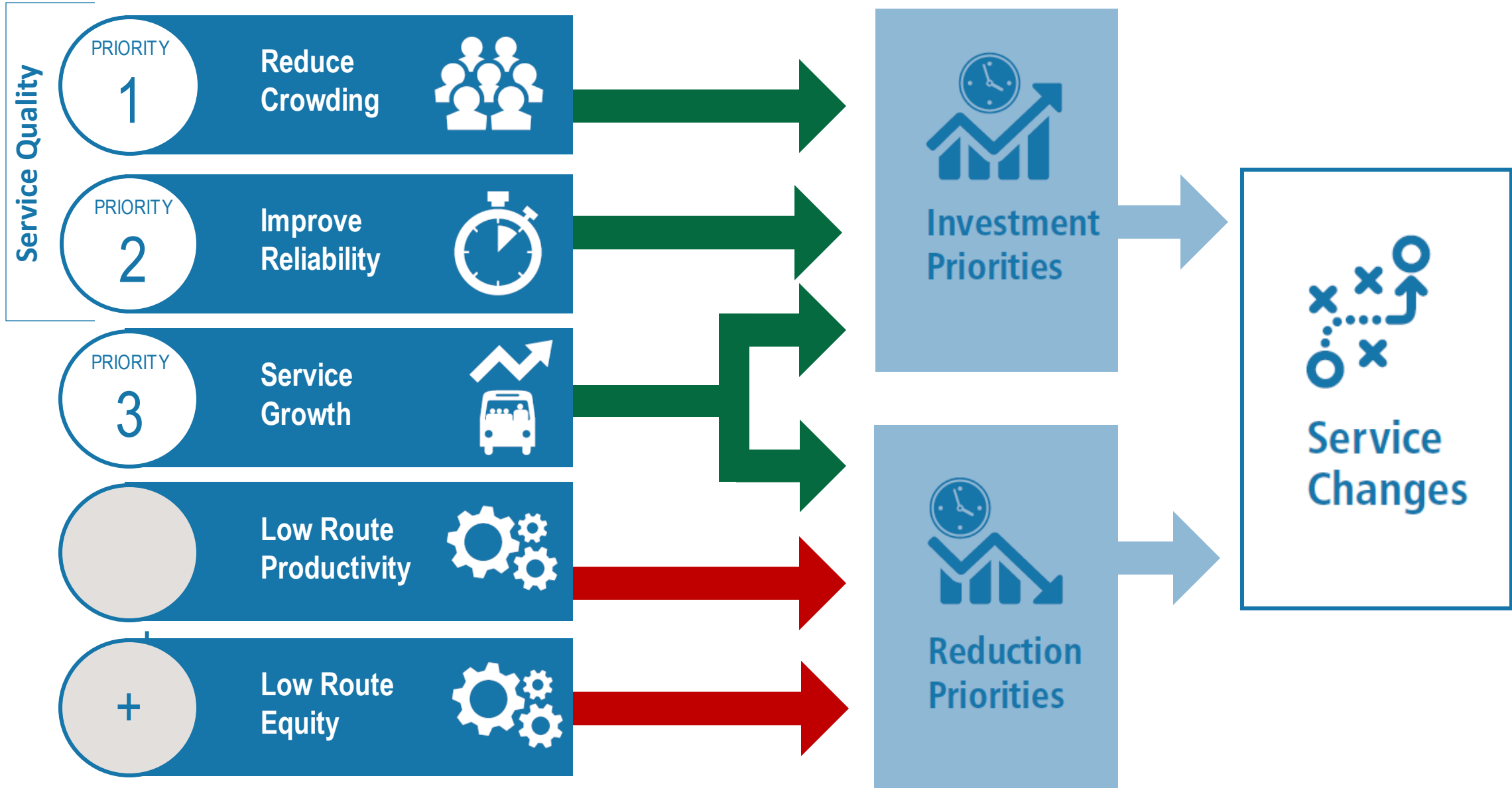
Ensures our decision-making and recommendations to policy makers are objective, transparent, and aligned with King County's overall goals for public transportation.



Articulates Metro's mission and vision, establishes 10 goals, objectives and strategies to achieve them, and includes performance measures to track our progress.



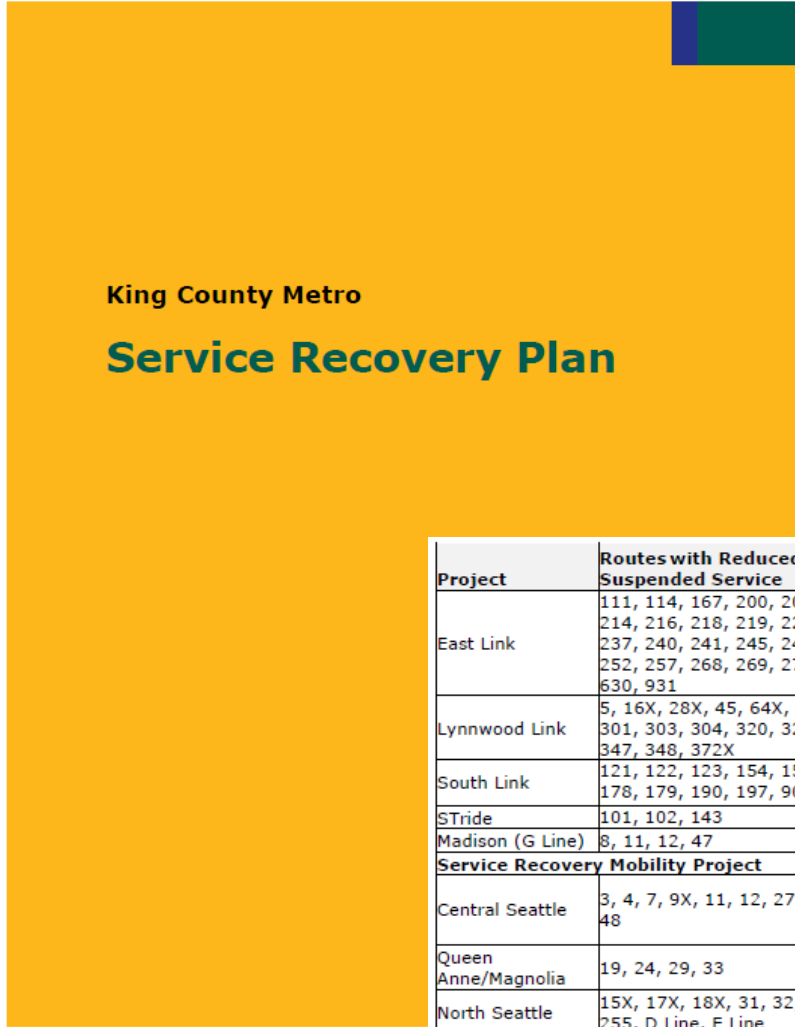
Outlines Metro's vision for bringing more improved mobility services to King County over the next 30 years.



What is Metro's plan for service recovery?

Service Recovery Plan

- Currently over 500K service hours (4%) temporarily suspended due to pandemic and operational capacity challenges
- Metro’s Service Recovery Plan adopted in early 2023 as strategy for how Metro will bring service hours back into the system
- **Plan highlights:**
 - Hours restored into the system through planned mobility projects
 - Pace of recovery subject to agency capacity



King County Metro
Service Recovery Plan

Project	Routes with Reduced or Suspended Service
East Link	111, 114, 167, 200, 204, 208, 212, 214, 216, 218, 219, 221, 226, 232, 237, 240, 241, 245, 246, 249, 250, 252, 257, 268, 269, 271, 311, 342, 630, 931
Lynnwood Link	5, 16X, 28X, 45, 64X, 65, 67, 75, 301, 303, 304, 320, 322, 345, 346, 347, 348, 372X
South Link	121, 122, 123, 154, 157, 162, 177, 178, 179, 190, 197, 901, 903
STride	101, 102, 143
Madison (G Line)	8, 11, 12, 47
Service Recovery Mobility Project	
Central Seattle	3, 4, 7, 9X, 11, 12, 27, 40, 43, 47, 48
Queen Anne/Magnolia	19, 24, 29, 33
North Seattle	15X, 17X, 18X, 31, 32, 45, 62, 79, 255, D Line, E Line
West Seattle & Vashon Island	21X, 22, 37, 55, 56, 113, 116X, 118X, 118, 119X, 119, 120, 131, C Line
Other	231, 631, 906, 914, 915

How has ridership changed?

2023 Ridership Is Increasing Across Modes



Bus
Up
18%



DART
Up
29%



Vanpool
Up
48%



Comm. Van
Up
14%



Access
Up
12%



Link
Up
14%



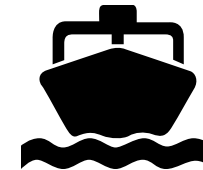
Sounder
Up
43%



Streetcar
Up
21%



Metro Flex
Up
30%



Water Taxi
Stable

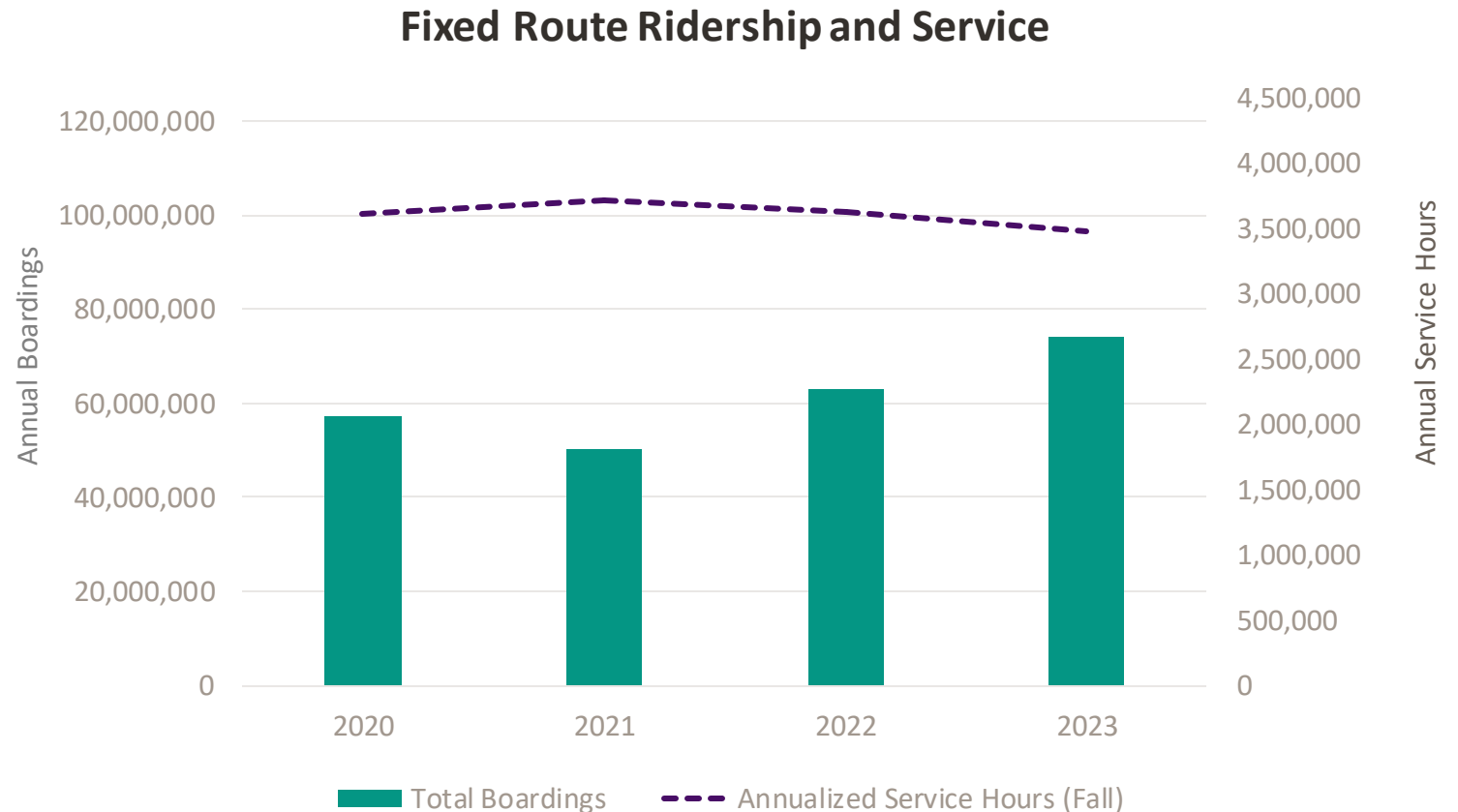
Fixed-route Bus Boardings and Service Trends

Ridership

- 2023 ridership 62% of 2019 ridership
- Ridership increased 18% from 2022 to 2023

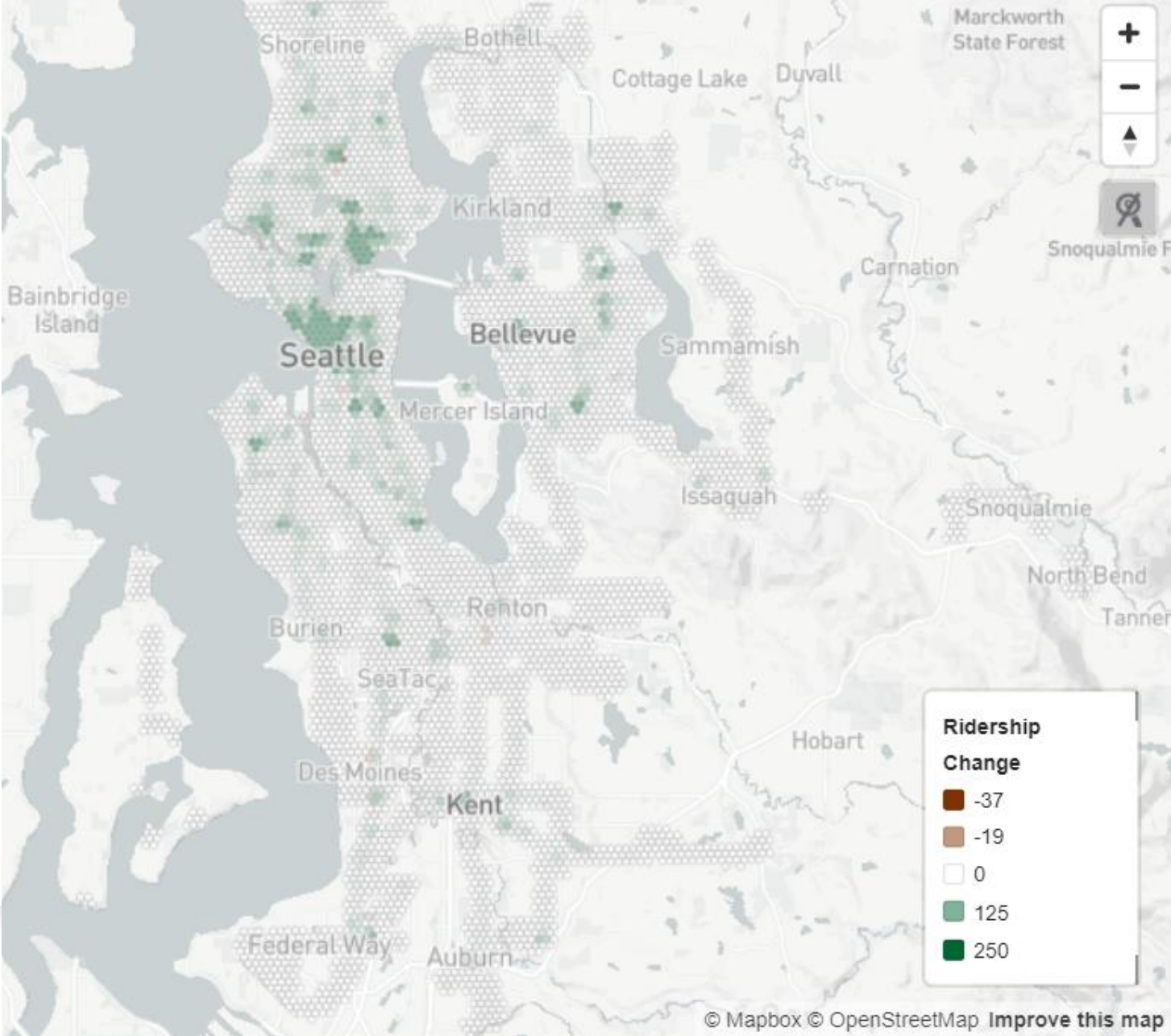
Service

- 2023 service 83% of 2019 service
- Service decreased 4% from 2022 to 2023



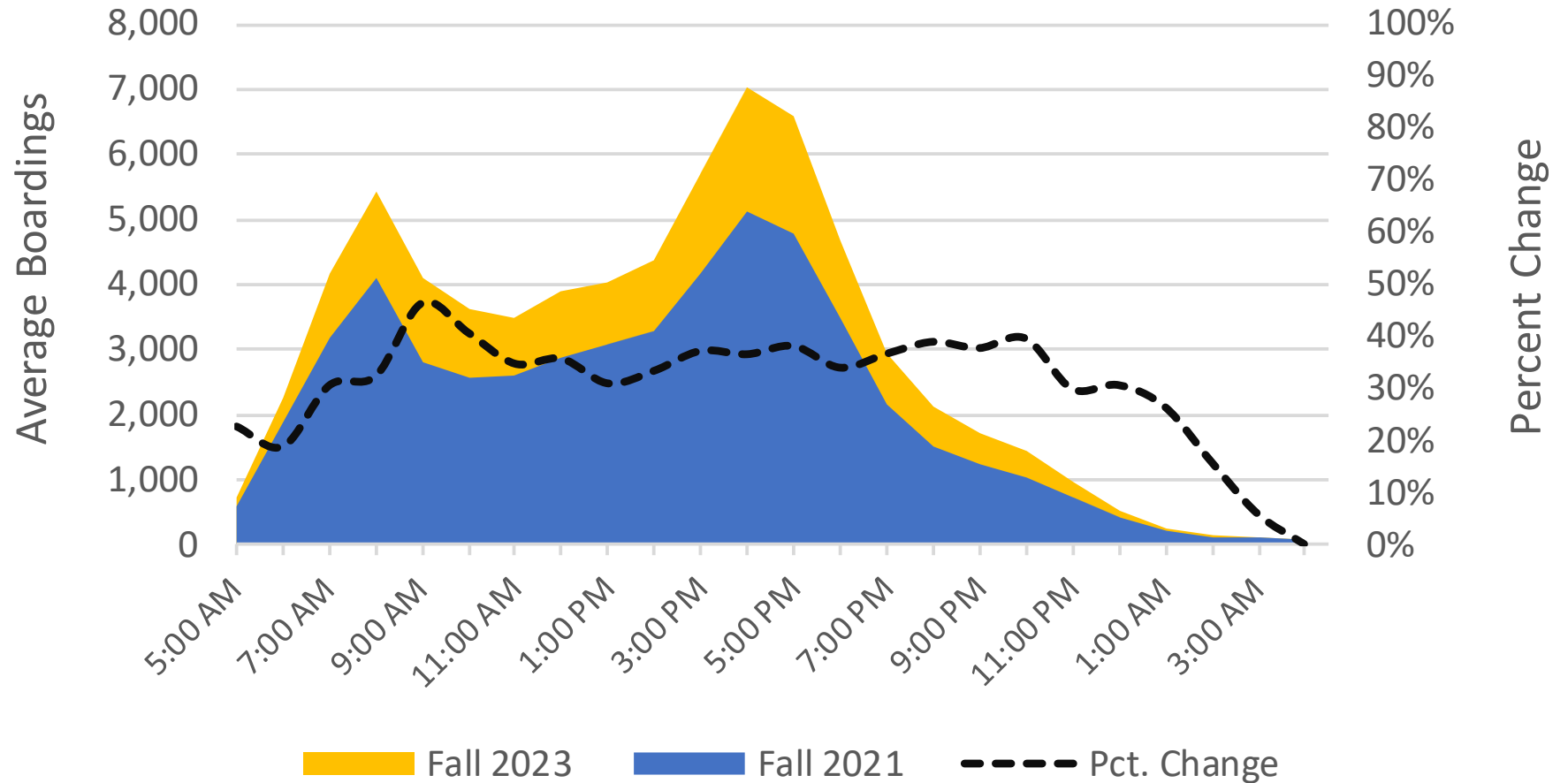
Change in Avg. Weekday Boardings, Fall 2021- Fall 2023

Bus Ridership Growth by Area



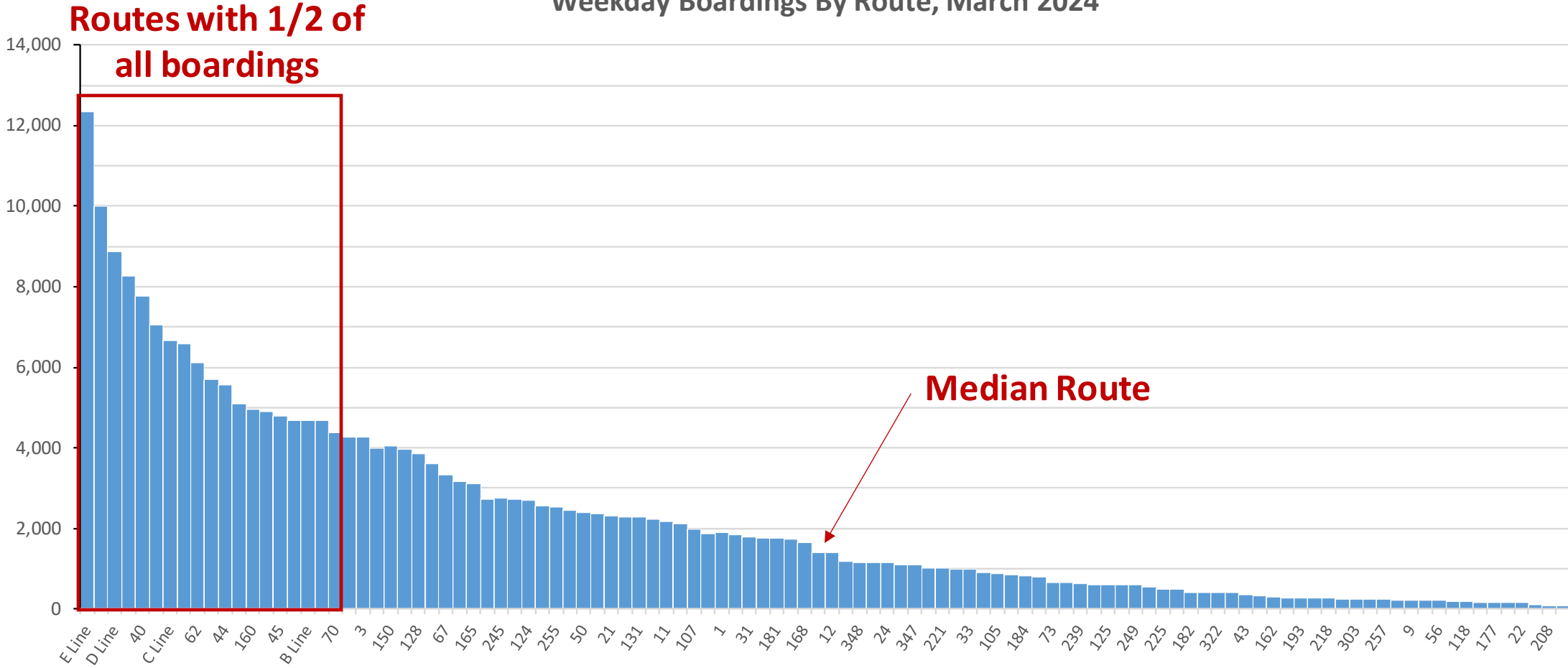
Bus Ridership Growth by Time of Day

Change in Daily Weekday Bus Ridership, Fall 2021 - Fall 2023

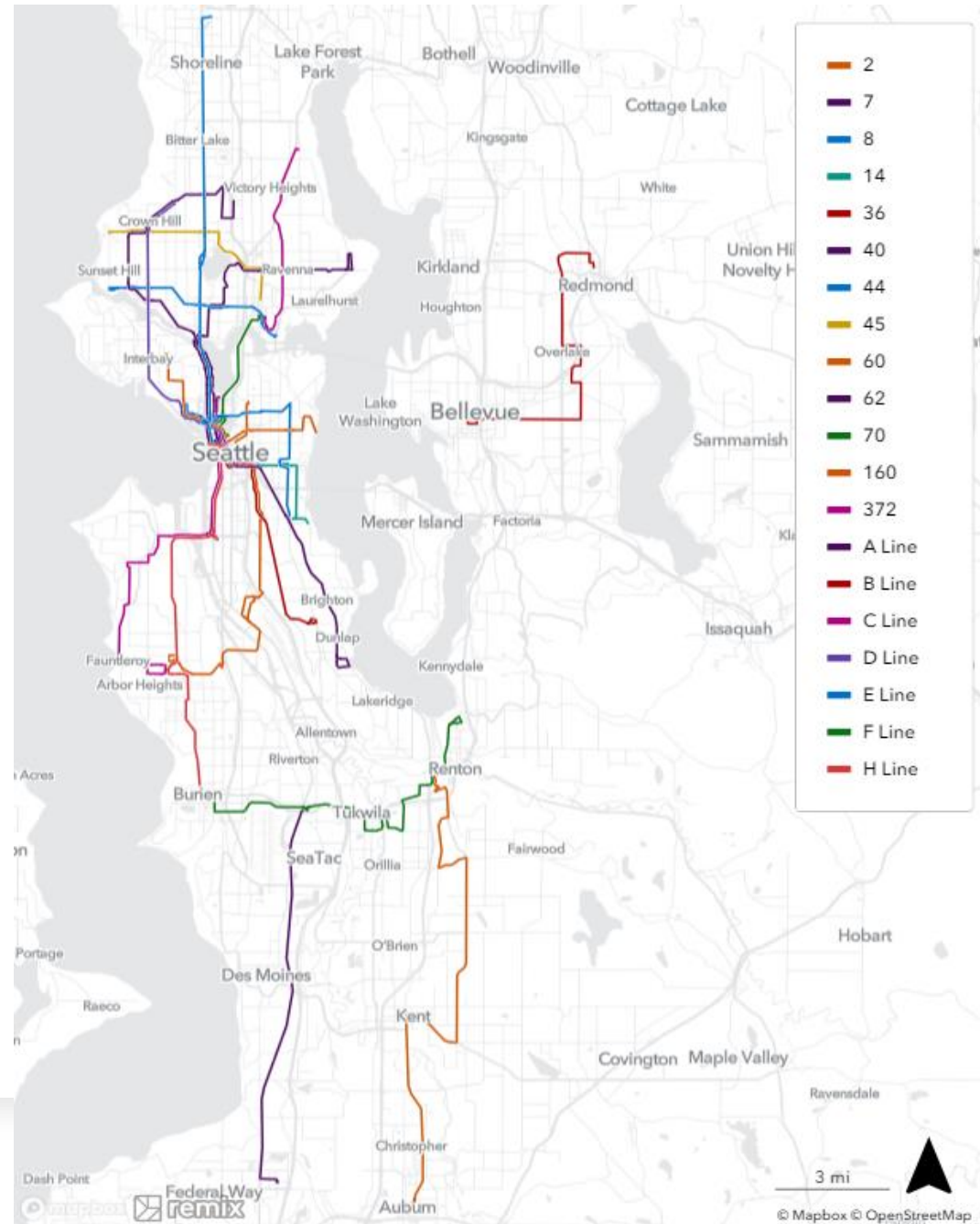


Average Weekday Boardings by Route

Weekday Boardings By Route, March 2024

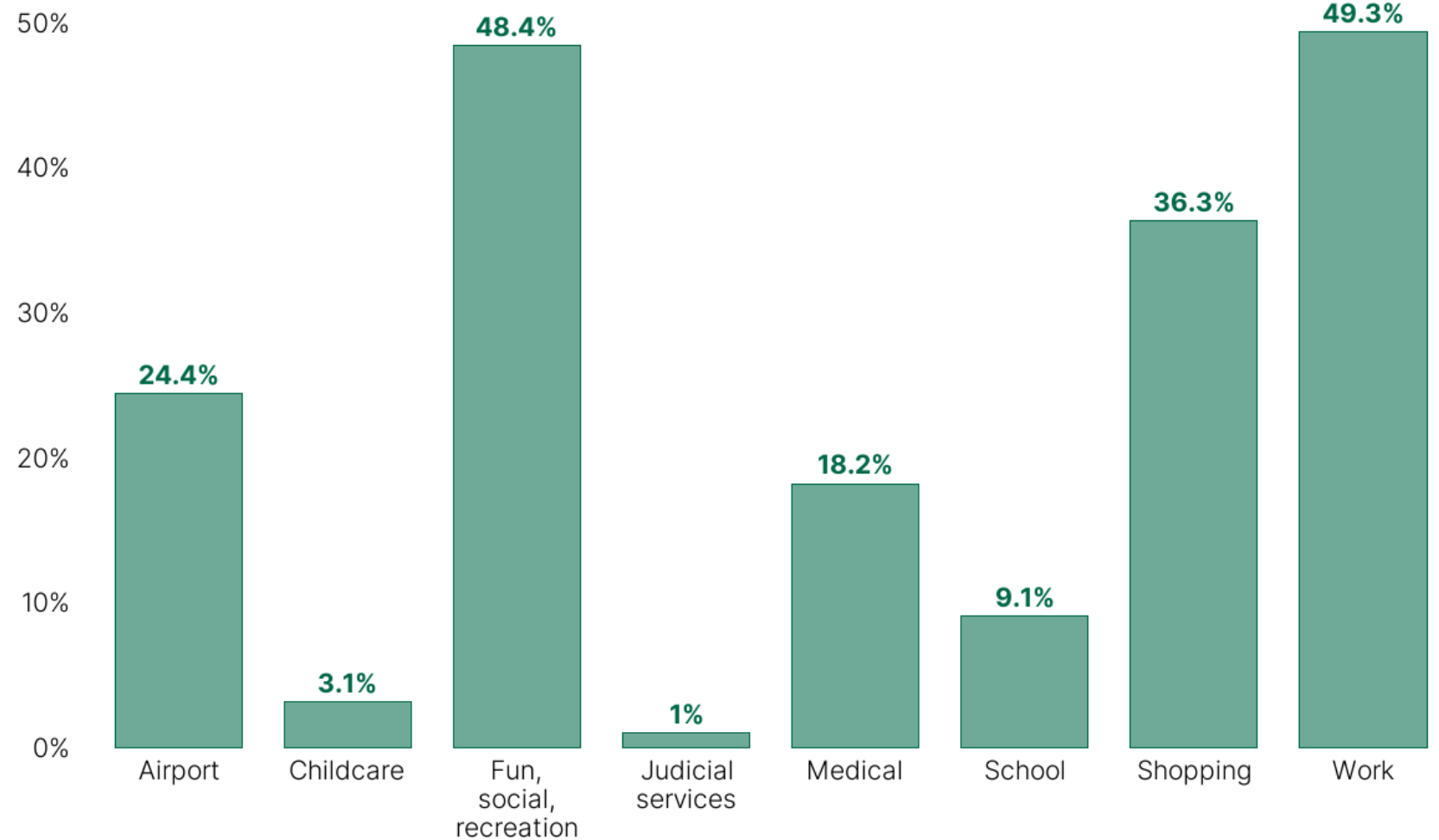


Metro's Busiest 20 Routes



Social and work trips are top trip purposes

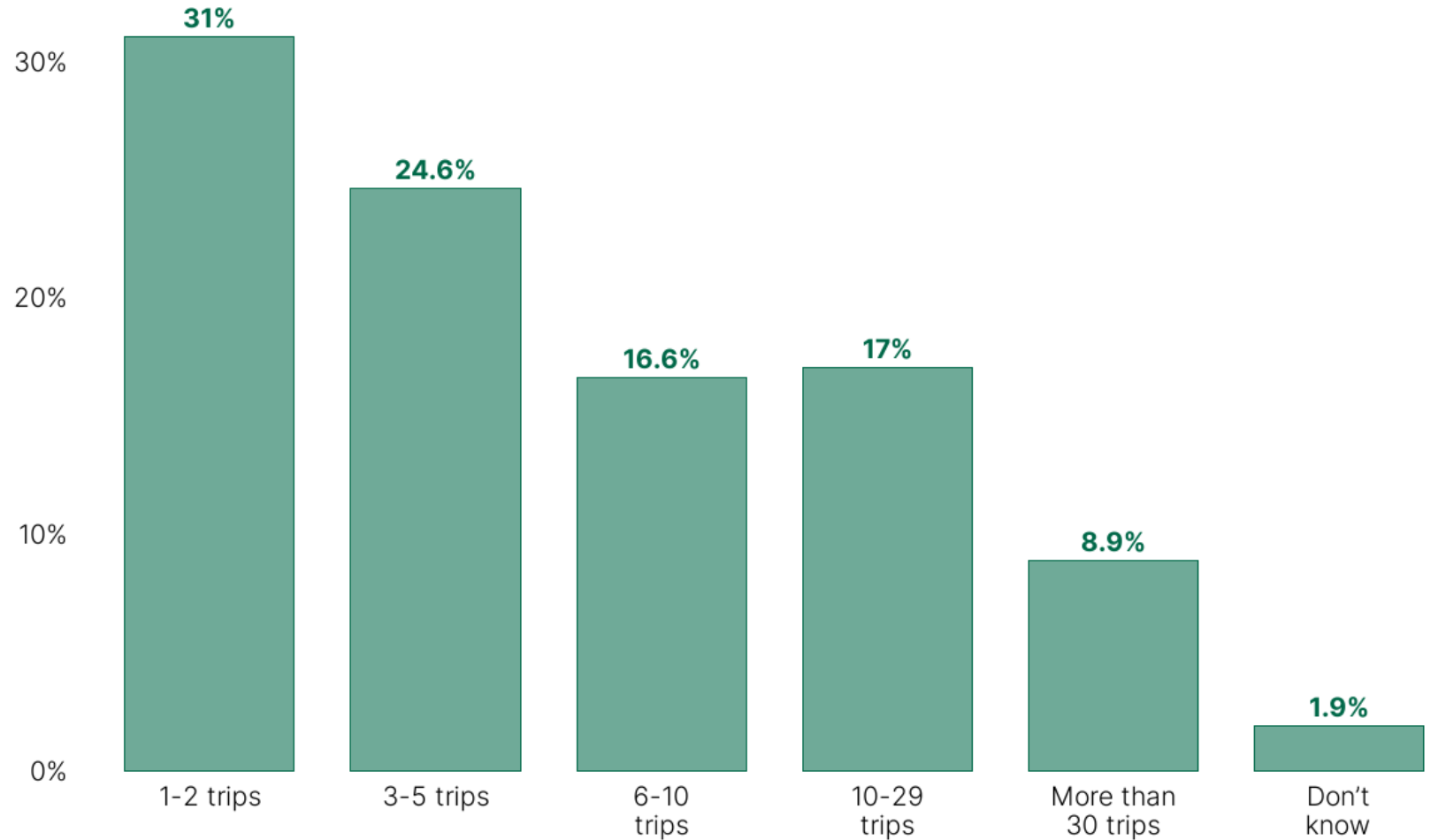
Primary Transit Trip Purpose



Rider/Non-Rider, 2023

Most riders use transit a few times per month

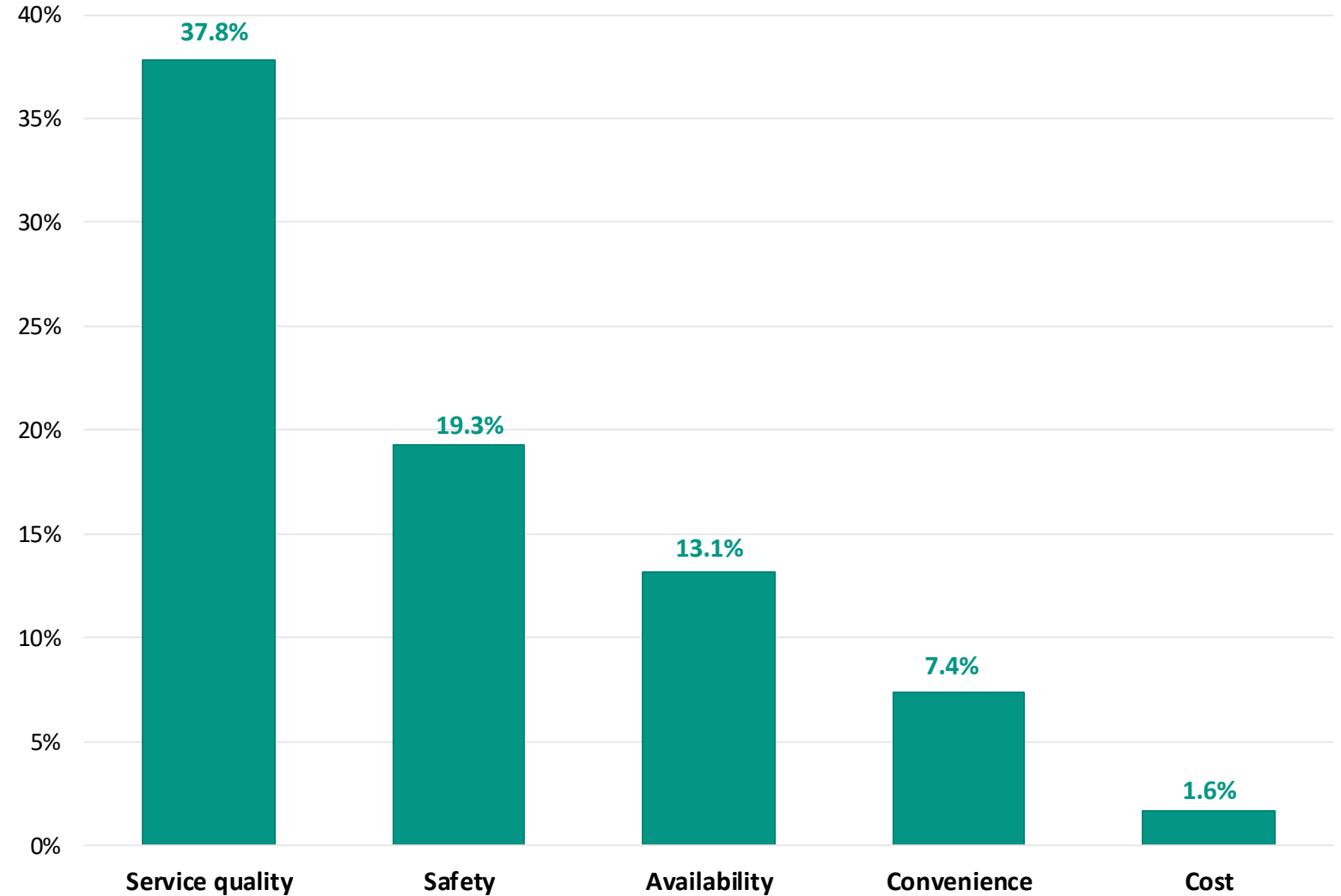
Frequency of Transit Trips Taken per Month



Rider/Non-Rider, 2023

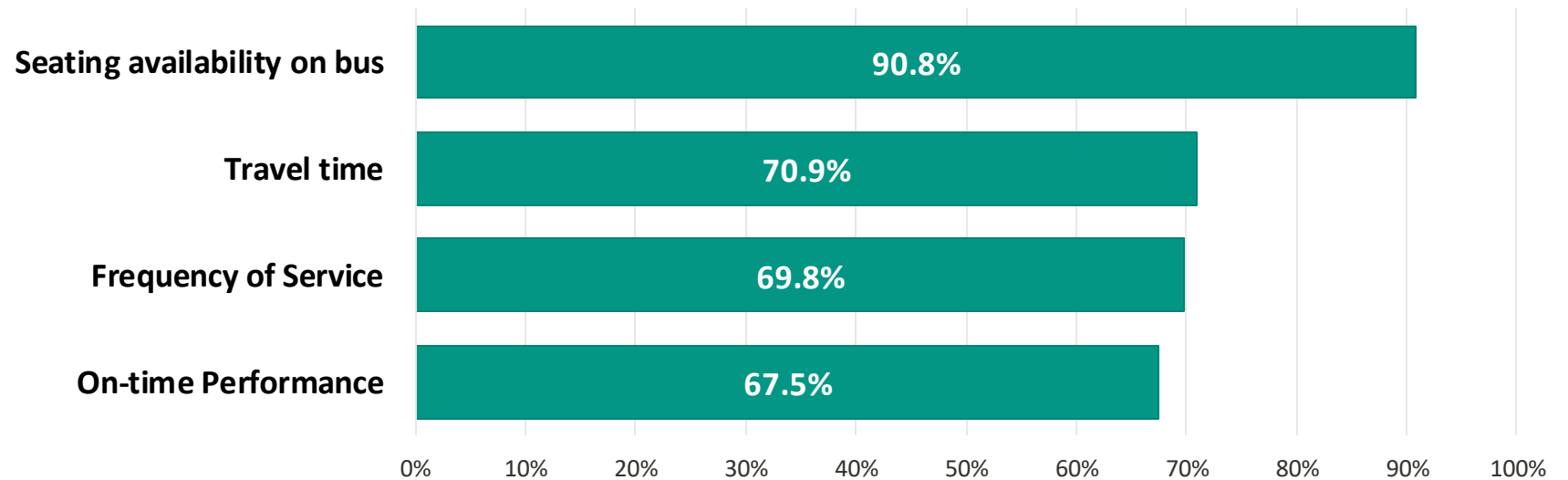
**Service quality
is the largest
barrier to
taking transit
more often**

Barriers to Transit



**People are
least satisfied
with on-time
performance**

Satisfaction with Metro's Service Quality Elements



Rider Non-Rider Survey (Q2-Q3, 2022)

What Riders Want

- **Quality service:** reliable, frequent, and fast
- **Safety:** clean, safe stops, shelters, lighting, sidewalks, including night-time
- **Availability:** More service, more places

Please run these routes all day!

Changes being made to continue providing service to seniors and medical facilities is very important.

I love more East-West access in the system. This has been missing for a long time.

I appreciate the willingness of your teams to not duck issues, and drive at solving these problems head on.

What is ahead for service and ridership?

Metro's Focus

- **Stabilize and grow services**
- **Improve the busiest routes**
 - RapidRide and frequent route expansion
 - Speed and reliability corridor improvements (routes 5, 36, 40, 44, 48, 165, 181)
- **Revise service to meet current needs**
 - Redesign service levels, schedules and routing to meet customer needs (ongoing)
- **Integrate rail lines into transit system**
 - Lynnwood, East, and Federal Way Link expansion
 - Complementary bus and other service changes
- **Service and workforce**



Fall Service Change

- **Planning and outcomes informed by current needs and ridership trends**
 - Current needs identified through analysis and engagement (survey, in-person, CBO partnerships, jurisdictions, stakeholders etc.)
- **Needs/demand is resulting in different outcomes**
 - Less focus on weekday peak commute service
 - More focus on frequent service
 - More service during nights and weekends
 - Creating new/updated connections
- **Major system changes**
 - Lynnwood Link Connections
 - Madison St Area (RapidRide G Line)



Responding to Current Needs this Fall

- **Lynnwood Link Connections**

- Increased east-west connections: three new, three improved east-west routes
- Improved night service: 130 (43%) more trips at night (after 10pm), span increases
- More frequent service: net increase of three frequent routes within the study area; four existing routes with frequency improvements

- **Madison Street Area**

- Expansion of very frequent service with RapidRide G Line
- Returning all-day service to Summit neighborhood (Route 3)
- Rebalancing service frequencies to meet current needs within budgets



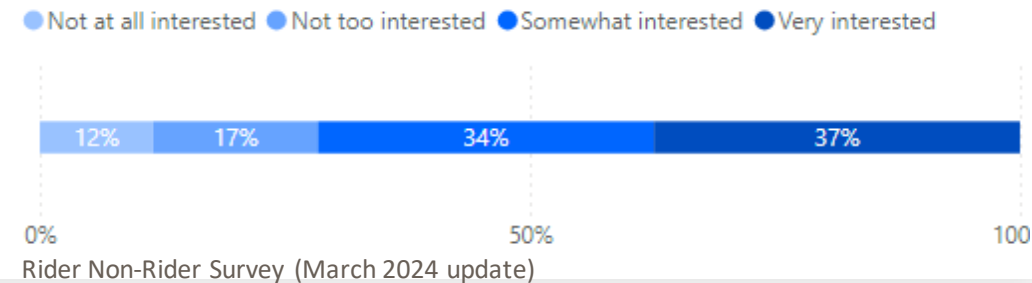
How do jurisdictions fit into these plans?

Residents Want Safe, Clean, Reliable Service

- Over 70% of King County residents are interested in using transit more
- Metro has invested in community engagement and rider feedback tools to understand what people want and where they want to go
- Now, Metro and jurisdictions have shared responsibility in delivering for residents



Interest in Future Transit Use



How Jurisdictions Can Help Metro Deliver

- **Prioritize transit in rights-of-way**
 - Adopt transit priority, such as bus lanes and signal priority for transit
 - Support new transit routings through paving, channelization, layover, etc.
- **Create dense, transit-supportive land use and accessible connections**
 - Coordinate comprehensive planning with current and future transit
 - Support development that integrates with transit service and facilities
 - Promote and develop accessible connections to transit (sidewalks, bikeways)
- **Work with Metro on capital and development projects**
 - Collaborate on infrastructure improvements, such as expediting permits for transit-related construction
 - Partner on speed and reliability, and RapidRide investments



Closing and Questions