

Strategic Plan for Public Transportation

Annual Performance Report

Regional Transit Committee
October 15th, 2025



Agenda

- Strategic Plan Dashboard
 - Navigation Refresher
 - Performance Review
 - Progress Toward Metro Connects
- Peer Agency Comparison



Strategic Plan Dashboard

Navigation Refresher

<https://kingcounty.gov/metro/strategicplandashboard>



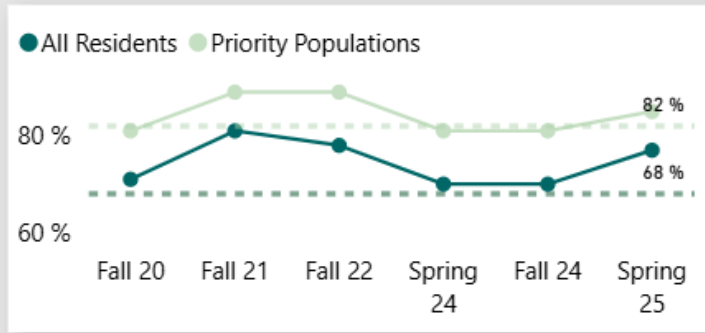
Access Goal: Improve access to mobility options.



Proximity to Transit

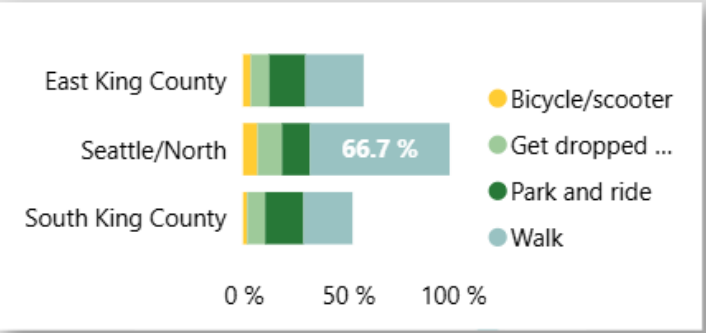
Access to Transit

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



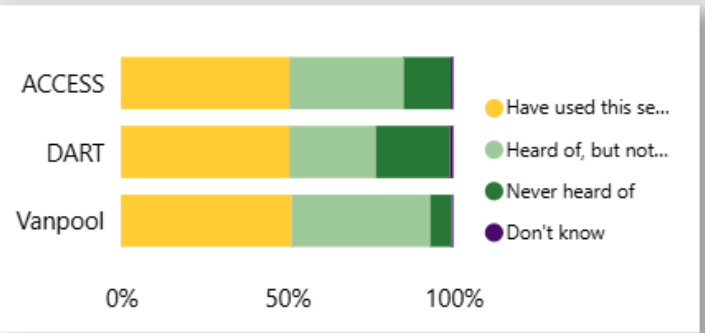
Transit Access Methods

How Metro bus riders access transit in King County



Use of Mobility Services

Resident use of non-fixed route bus mobility services.



Park and Rides

Distribution of Park & Ride facilities within King County



Charts

Tables

Data for the current month may be incomplete

Performance Review & Progress Toward Metro Connects

Service Quality

Ridership

- Total monthly ridership on fixed route bus has increased 7% since September of 2024

Customer Satisfaction

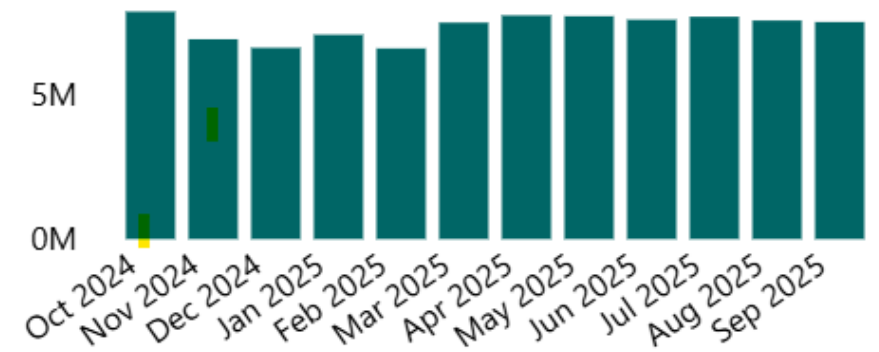
- 70% of all riders are somewhat or very satisfied
 - 5% increase from 2024
- 65% of riders of priority populations are somewhat or very satisfied
 - 4% increase from 2024
- Portion of riders indicating very satisfied increased 7% across all riders and 5% within priority populations compared to 2024

Ridership

Metro Bus

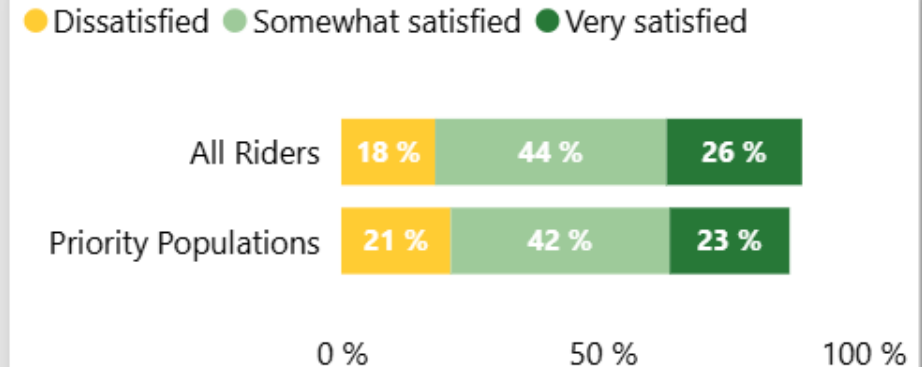
Total monthly ridership, including all Metro-operated and contracted services

☐ Metro-owned



Customer Satisfaction

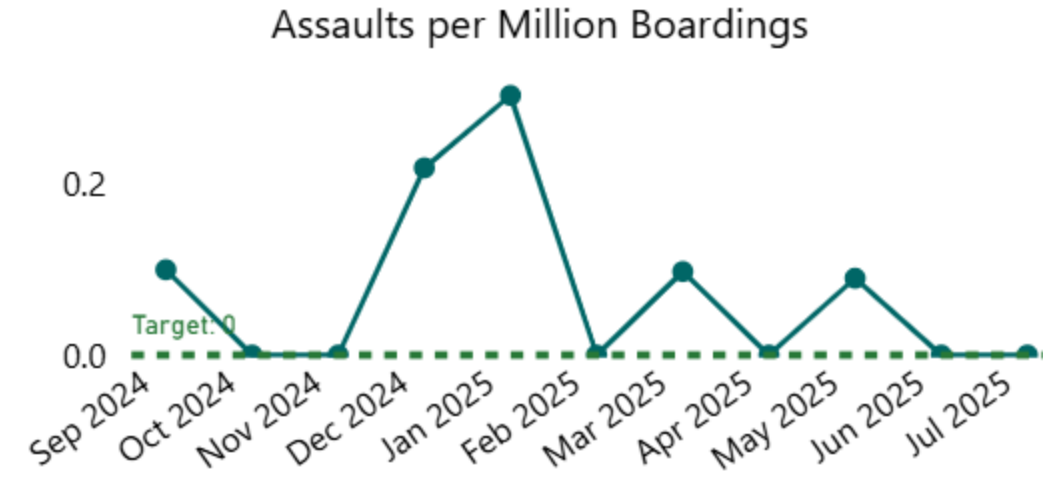
Level of riders' overall satisfaction with King County Metro; Target: Increase



Safety

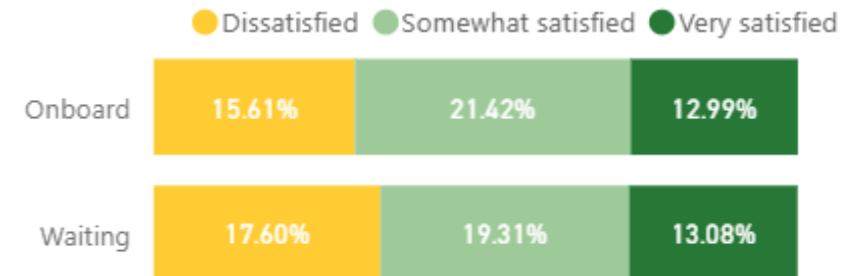
- Passenger Disturbances (Bus)
 - 28% reduction
- Transit Worker Assaults (Bus)
 - 53% reduction
- Customer Satisfaction (Bus)
 - Waiting at Night: 16% increase
 - Waiting during Day: 7% increase
 - Onboard at Night: 11% increase
 - Onboard during Day: 8% increase
- Transit Ambassadors deployed in Central District, Mount Baker, Renton, Rainier Valley, & University District
- Behavioral Health Support Teams expanded to Shoreline, Lake City Way, & Seattle Streetcar

Assaults



Customer Safety Satisfaction

Average level of customer satisfaction with their personal safety when accessing and using King County Metro;

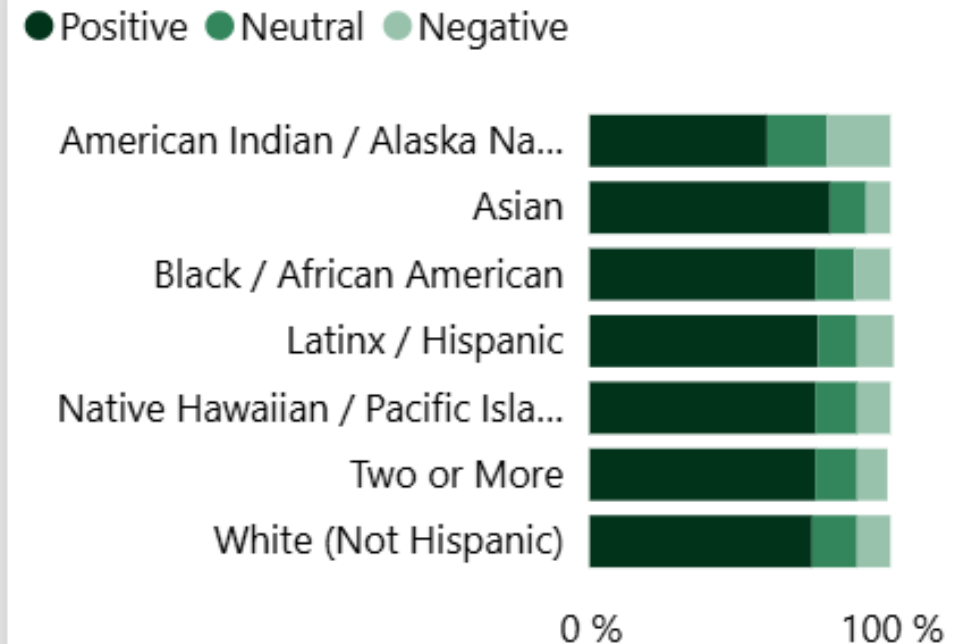


Workforce

- Employee Job Satisfaction
 - Overall: 75% extremely satisfied
- Compared to last Employee Engagement Survey administered in 2022
 - American Indian/Alaskan Native: 15% increase
 - Asian: 8% increase
 - Black / African American: 11% increase
 - Latinx/Hispanic: 12% increase
 - Native Hawaiian / Pacific Islander: 7% increase
 - White: 17% increase

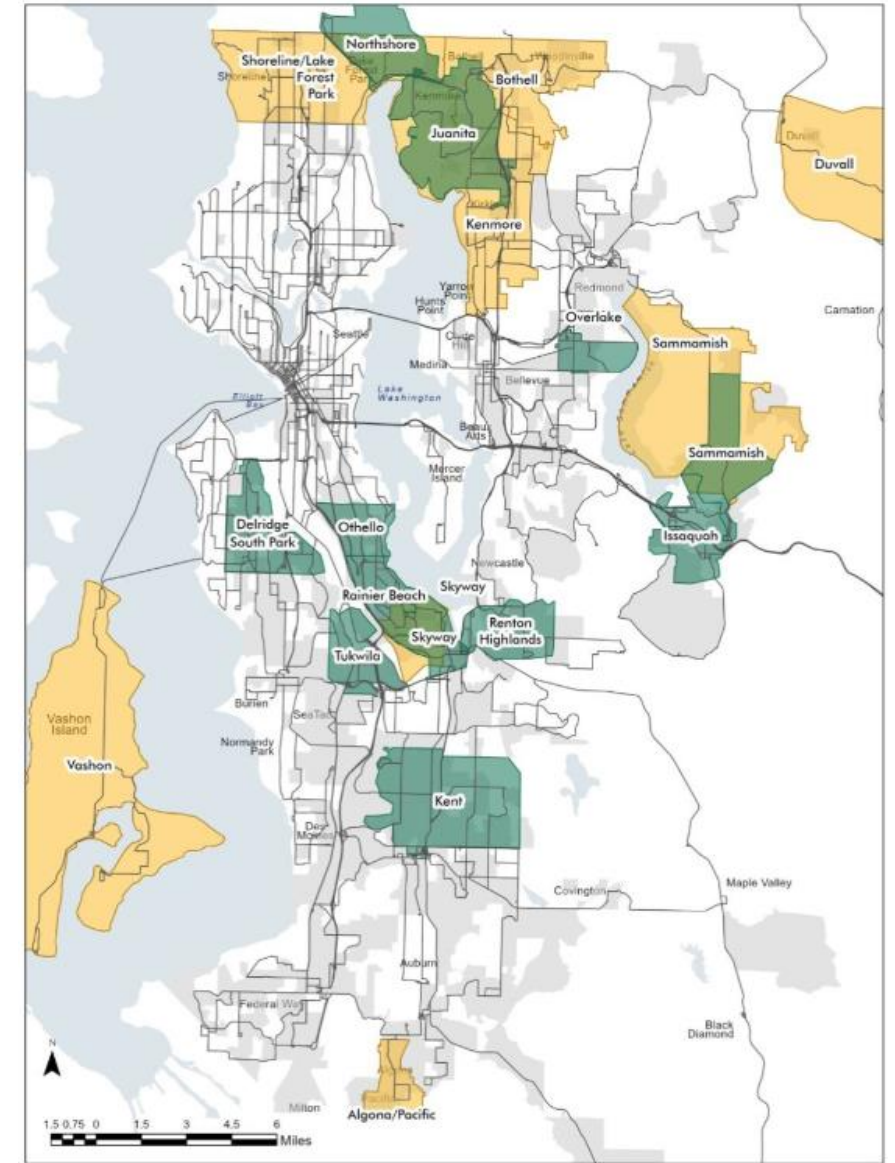
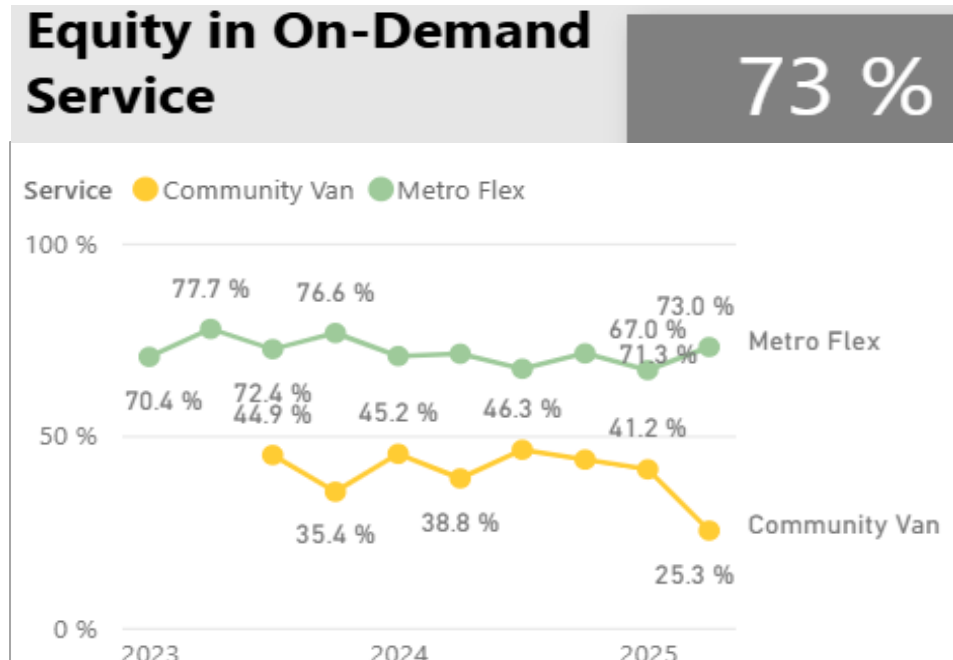
Job Satisfaction

Percent positive overall job satisfaction from King County's Employee Engagement Survey; Target: Increase



Innovation

- Metro Flex Ridership
 - 23% increase in total monthly ridership
 - Currently 5 service areas in pilot stage
- Equity on Demand
 - 2% increase in rides within an equity priority area



Community Van Metro Flex

Progress Toward Metro Connects

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

Peer Agency Comparison

Peer Agency Comparison

Metro’s annual operating expenses are low relative to service area square mileage, volume of revenue vehicles, range of services provided, cost of living, and count of full-time operators.

2023 Data	King County Metro	Massachusetts Bay Transportation Authority	Southeastern Pennsylvania Transit Authority	Harris County Transit
Service Area Population	2.3M	3.1M	3.4M	4M
Cost of Living Compared to National Average	45%	46%	4%	-6%
Service Area Sq. Mileage	2,134	1,656	2,200	1,309
Revenue Vehicles Total	3,147	2,952	2,757	1,927
Bus	●	●	●	●
Bus Rapid Transit	●	●		●
Regional Bus				●
Heavy Rail		●	●	
Commuter Rail			●	
Light Rail		●		●
Vanpool	●			●
Trolley bus	●		●	
Water Taxi	●			
Streetcar Rail	●		●	
Flexible Services	●		●	●
Total Annual Operating Expenses	\$928,694,623	\$1,890,926,712	\$1,442,624,575	\$795,077,056
Full Time Operators	2,173	2,243	2,000	1,302

Closing & Questions