

# Metro Ridership & Service Recovery

Regional Transit Committee  
May 21, 2025



# Agenda

- Metro Service Recovery Plan
- Ridership Recovery Updates
- Mobility Project Status Updates
  - Lynnwood Link Connections
  - Madison Street/RapidRide G
  - East Link Connections
  - South Link Connections
  - Seattle / Vashon Service Recovery
  - Remaining Suspensions
- Next Steps
- Closing and questions



# Metro Service Recovery Plan

# Why Metro has a Service Recovery Plan

- Approval from King County Council to maintain service suspensions that exceeded Metro's administrative authority
- Formalizes Metro's approach to growing service and reinvestment of resources suspended during the pandemic emergency period.
- Uses updated Metro policies for service recovery, including the Metro Connects and Service Guidelines related to investments, reductions, restructures, partnerships and community engagement – guided and shaped by the Equity Cabinet.



# How the Service Recovery Plan guides planning

- **Service hours are being restored over time via phased projects**
  - Metro is using a of mobility projects (service restructures), that look at a range of mobility services
  - Each project includes planning and engagement, and proposals for King County Council action
  - Service proposals are based on current need, vs just restoring what was suspended
  - Selected changes could be implemented in advance of project implementation
- **Service hours stay in project areas from which they were suspended**
  - Project budgets include current, suspended and partner-funded service

# Status of Mobility projects

## East Link



# Lynnwood Link



## South Link

## Seattle, Vashon Island

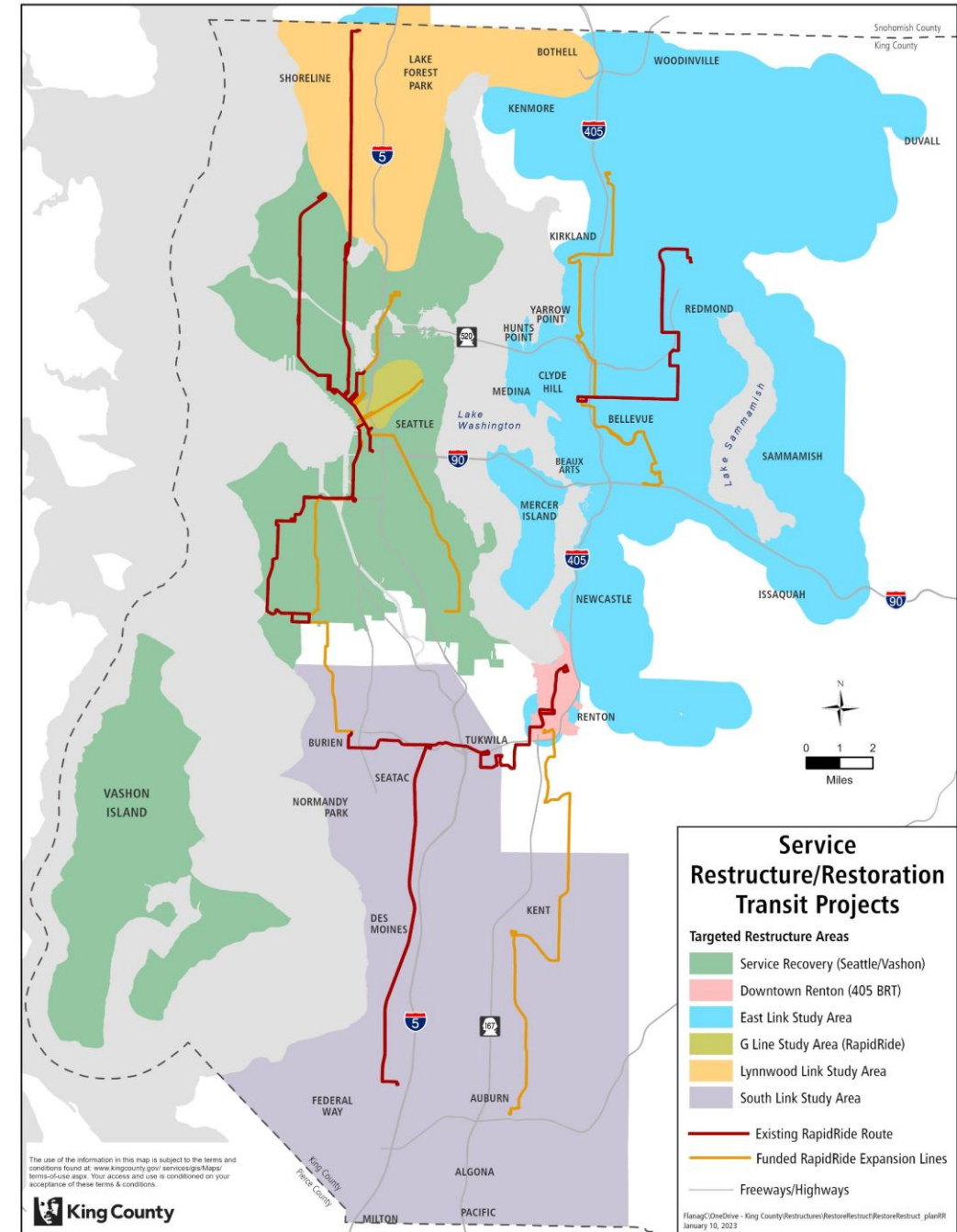
## Madison Street Area – Bus Service Change (G Line)



## Stride I-405 BRT Integration

King  
County  
Council

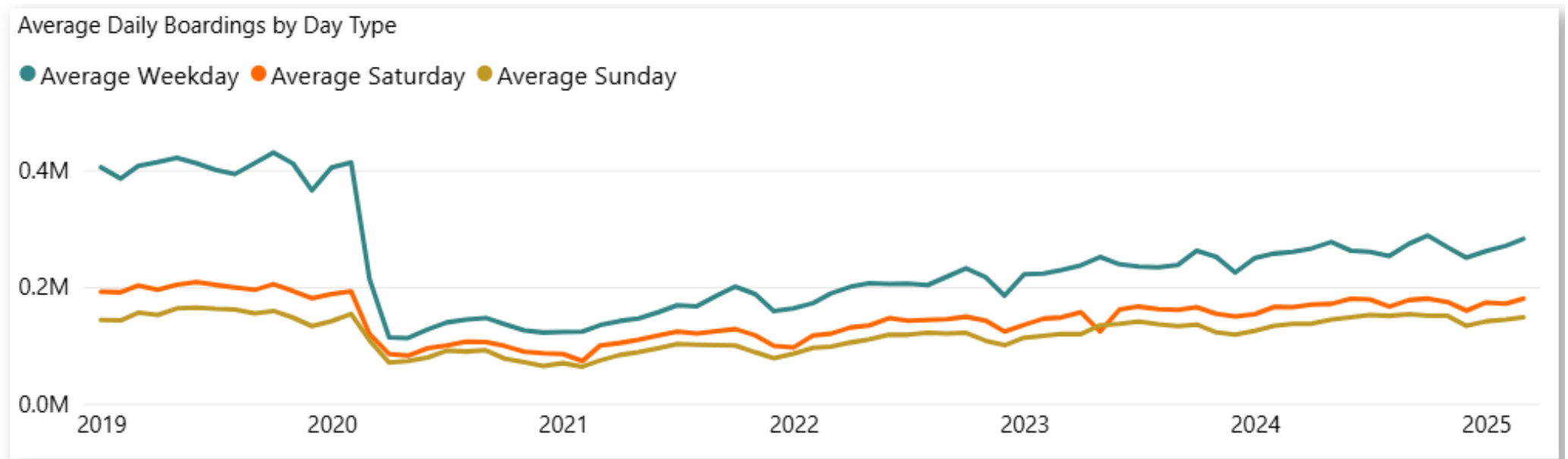
Partially  
or fully  
implemented



# Ridership Recovery Updates

# Ridership growth remains strong

- Average weekday boardings in March 2025 was 277,687; 8% increase over March 2024
- Ridership recovery:
  - Weekday – 69% of March 2019 level
  - Saturday – 89% of March 2019 level
  - Sunday – 95% of March 2019 level



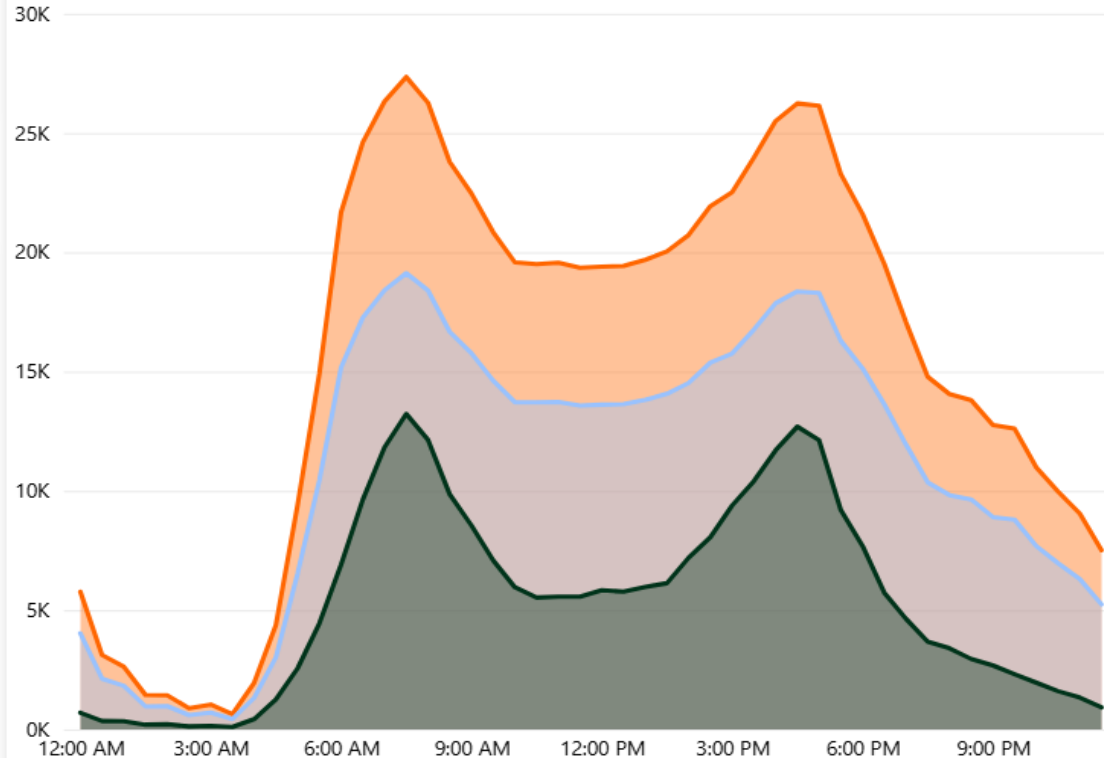


# Ridership and service are now more spread throughout the day

## Fall 2019

Sum of Average Max Load and Total Capacity by Hour

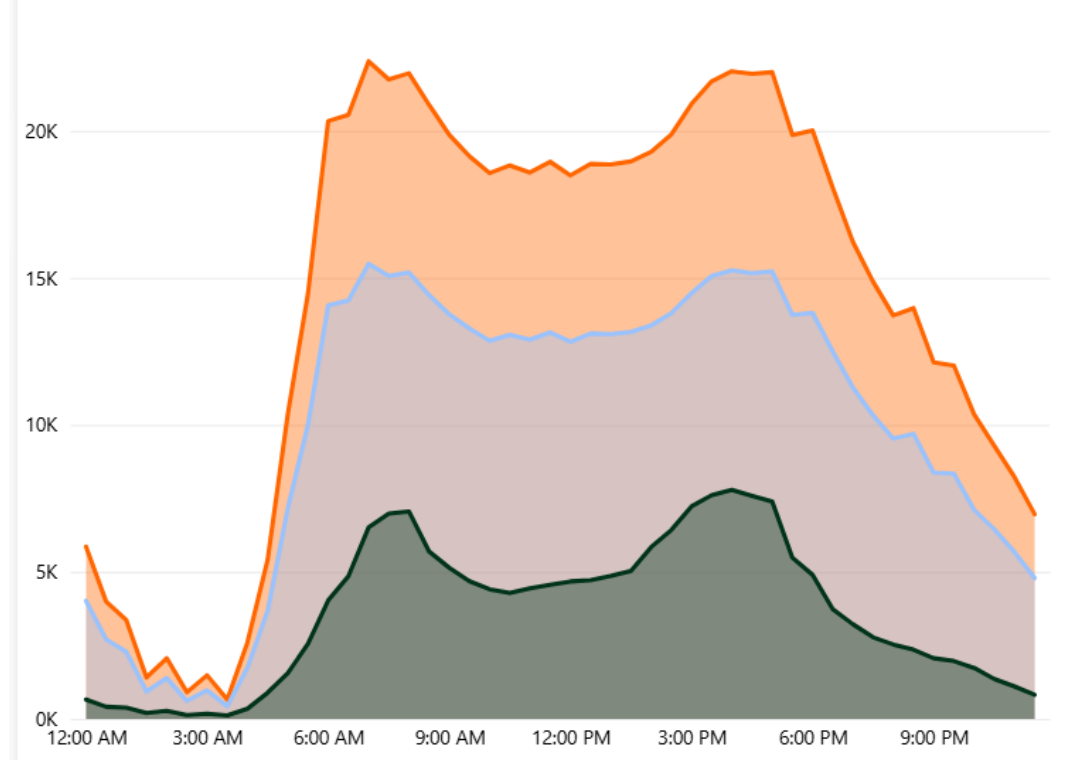
● Total Capacity ● Seated Capacity ● Sum of Avg Max Passenger Load



## Fall 2024

Sum of Average Max Load and Total Capacity by Hour

● Total Capacity ● Seated Capacity ● Sum of Avg Max Passenger Load



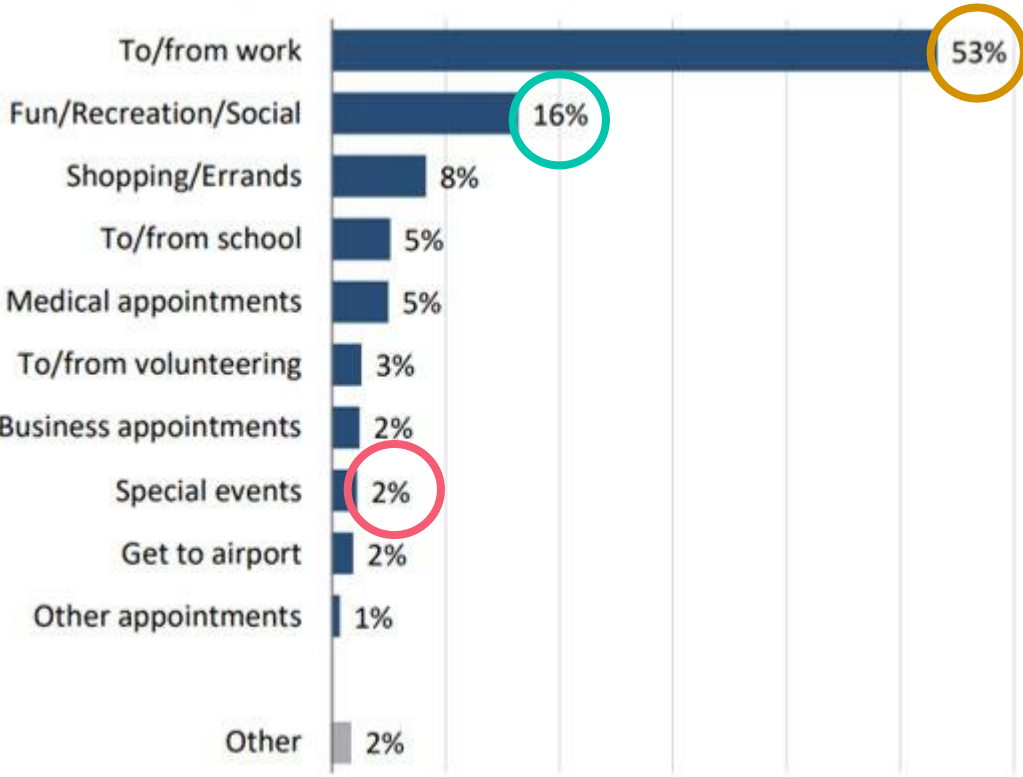
## Most routes are gaining riders

- High ridership routes with high monthly growth (from February 2025):
  - Route 60 (+16%), Route 106 (+12%), RapidRide B Line (+9%), Route 28 (+15%)
- Top 5 routes by Weekday Boardings (March 2025)

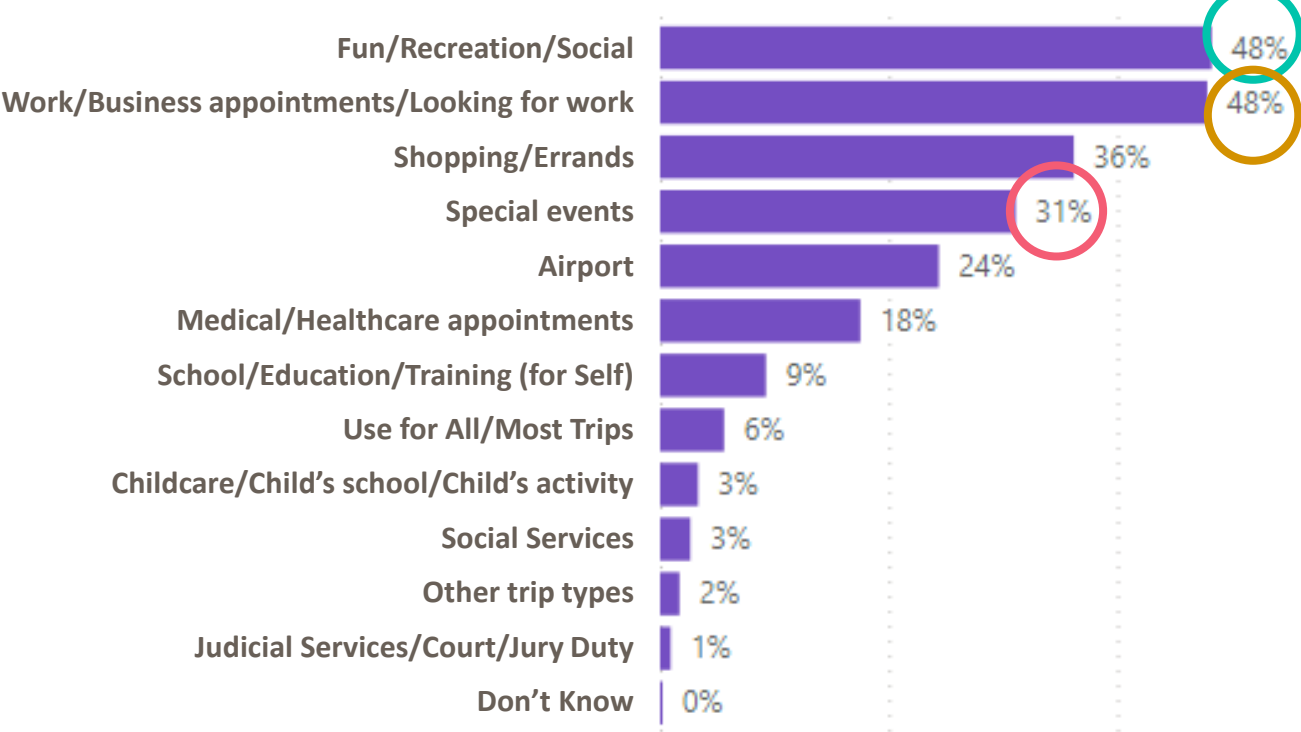
Route	Average Weekday Boardings	YoY % Change
E Line	13,620	5%
7	10,932	5%
D Line	9,895	6%
A Line	9,054	7%
40	8,867	10%

# Trip Purposes have shifted

2019 RIDER NON-RIDER REPORT



2022/2023 RIDER NON-RIDER REPORT



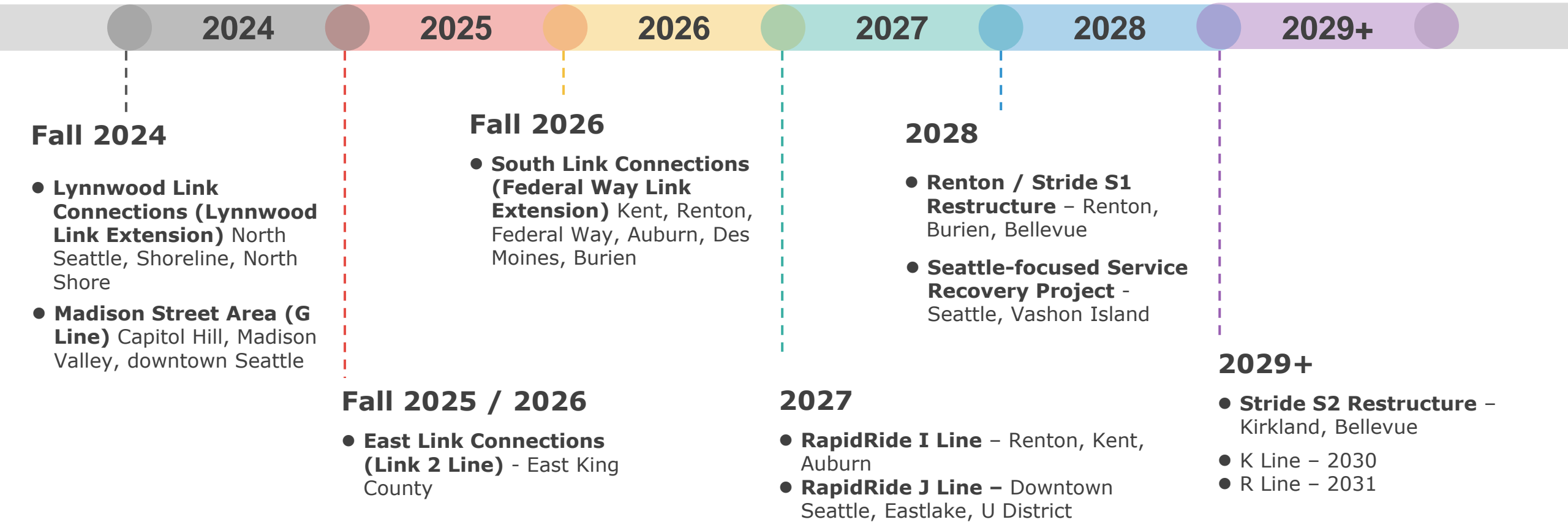
# Mobility Project Updates

# Multiple Influences on Ongoing Recovery

- Projects implemented in multiple phases to best match with workforce capacity and other network changes
- Workforce capacity
  - Bus operators
  - First-line supervisors
- Other network changes
  - Link light rail opening dates
  - Sound Transit Express bus change
  - WSDOT ferry schedules
  - Sound Transit Express bus



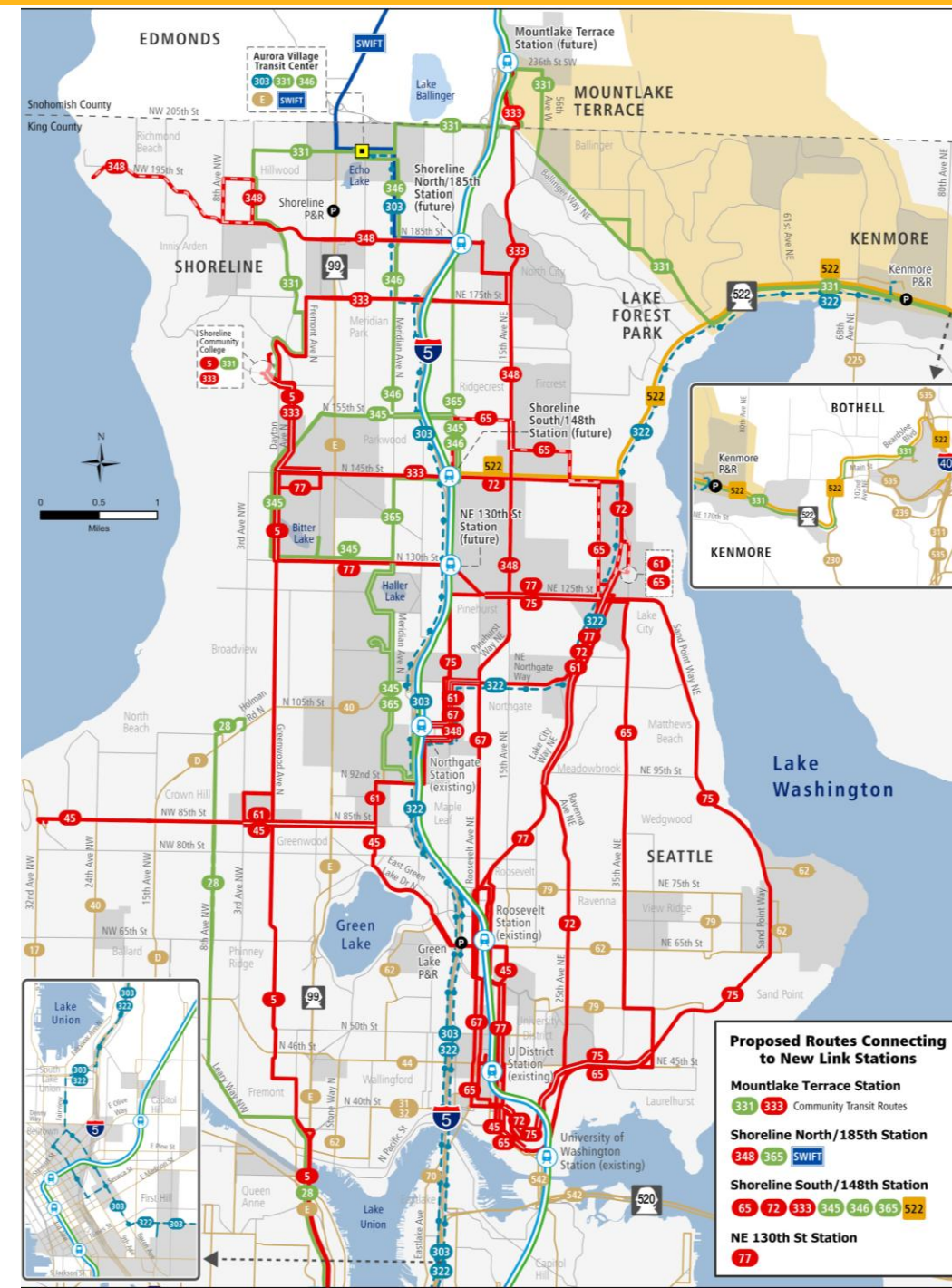
# Major System Changes





# Lynnwood Link Connections

- 27 Routes
- Multi-phase implementation starting 2024
- Phase 1 project highlights (Fall 2024)
  - Restored ~68K suspended service hours
  - Increased east-west connections
  - Improved night and weekend service
  - Provided more frequent service
  - Priority populations have more access to more places on transit



# Lynnwood Link Connections: Preliminary Results & Next Steps

- Overall daily boardings increased
- Coming in later phases:
  - ~61K hours left to be restored
  - New route to connect to the Pinehurst Station once open (2026)
  - Changes to Sound Transit 522 Express service on SR522 and 145<sup>th</sup> St
- ~16K hours of STM investment tied to associated changes above

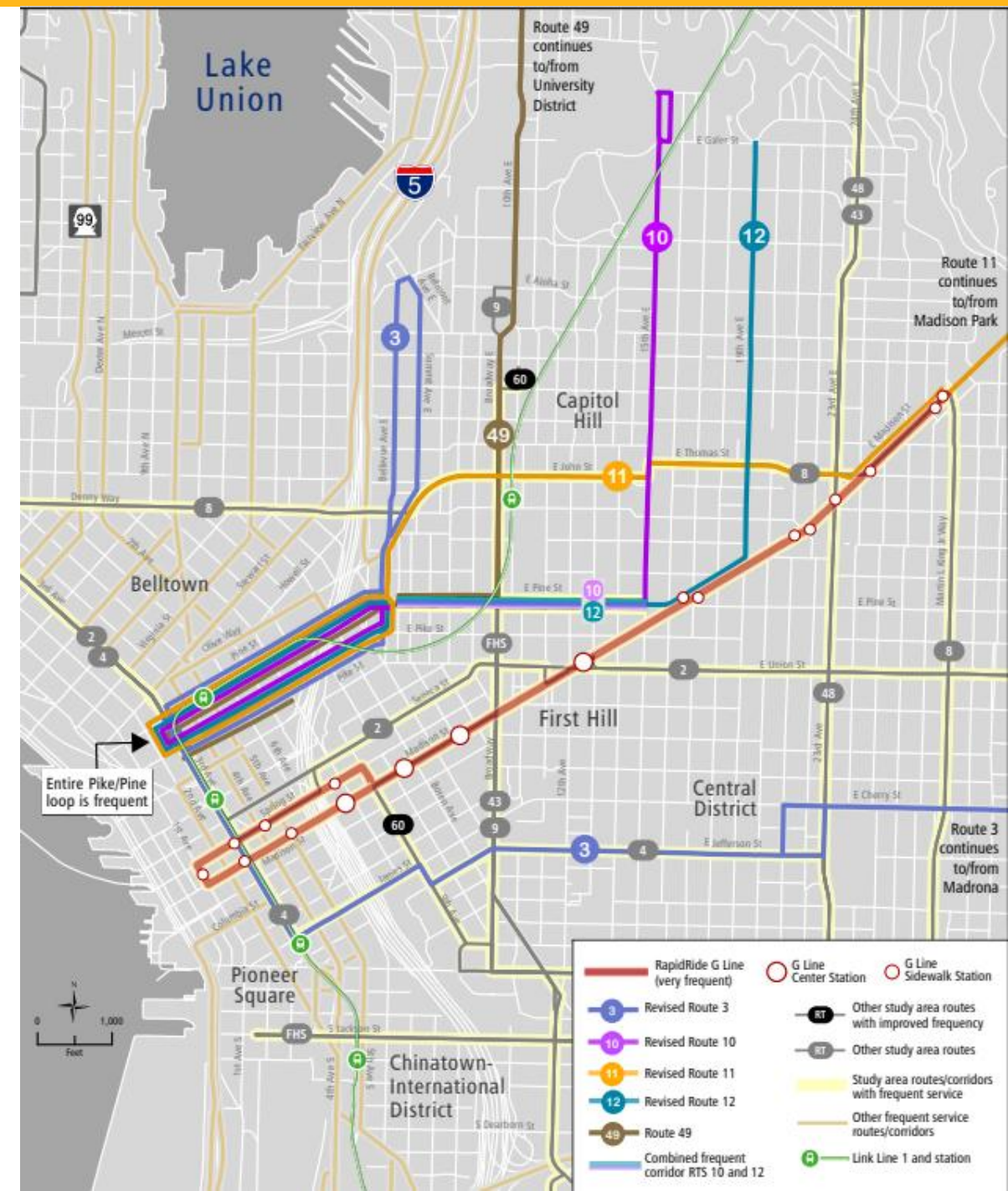
## Overall Change in Daily Boardings between Fall 2023 and Fall 2024

	Absolute change	% increase
Weekday	2,311	6%
Saturday	2,310	9%
Sunday	2,449	12%



# Madison Street/RapidRide G

- G Line and 9 routes
- Full implementation in Fall 2024
- Project highlights:
  - Opened RapidRide G line
  - Restored ~4K suspended service hours
  - Returned trolley bus service to Summit area
  - Based on community feedback, rebalanced service where demand and need is greatest



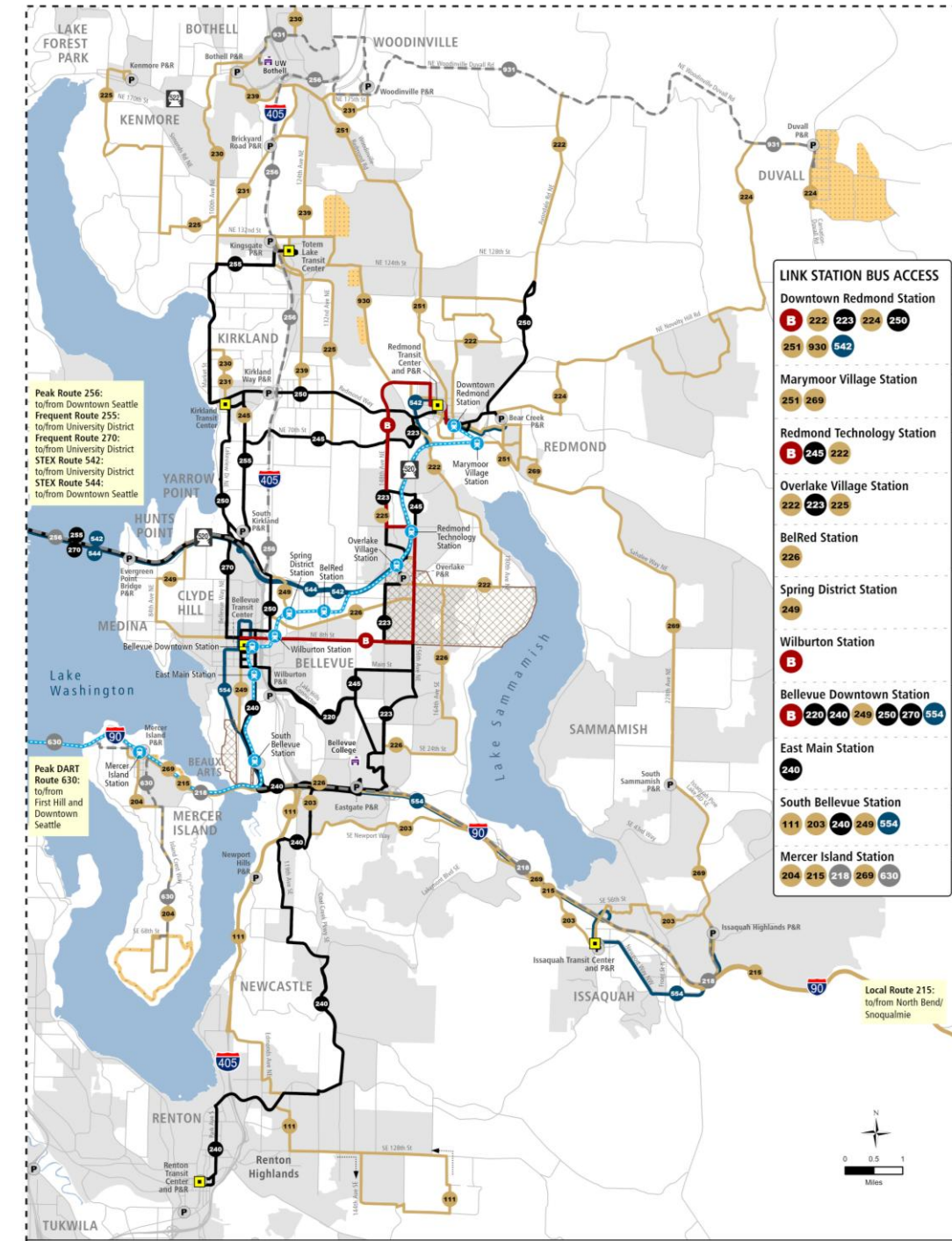
# Madison Street/RapidRide G: Preliminary Results & Next Steps

- Overall daily boardings increased for Madison St Area routes and G Line for all days of the week.
- Changes as of Spring 2025:
  - Advanced Service Management implemented on G Line
  - Seattle funded trips to increase frequency from 40 minutes to 30 minutes for all days of the week from midnight to 4 a.m.

Overall Change in Daily Boardings between Fall 2023 and Fall 2024		
	Absolute change	% increase
Weekday	4,657	18%
Saturday	4,310	26%
Sunday	3,227	23%

# East Link Connections

- 36 routes
- Phased implementation (2024-2026)
- Highlights of full proposal
  - Later night service and new weekend service
  - More frequent service
  - Faster regional connections for Bellevue, Redmond, Issaquah, and Renton
  - 14% increase in access to frequent transit for priority populations
  - Greater reliability, new connections between cities and to Link





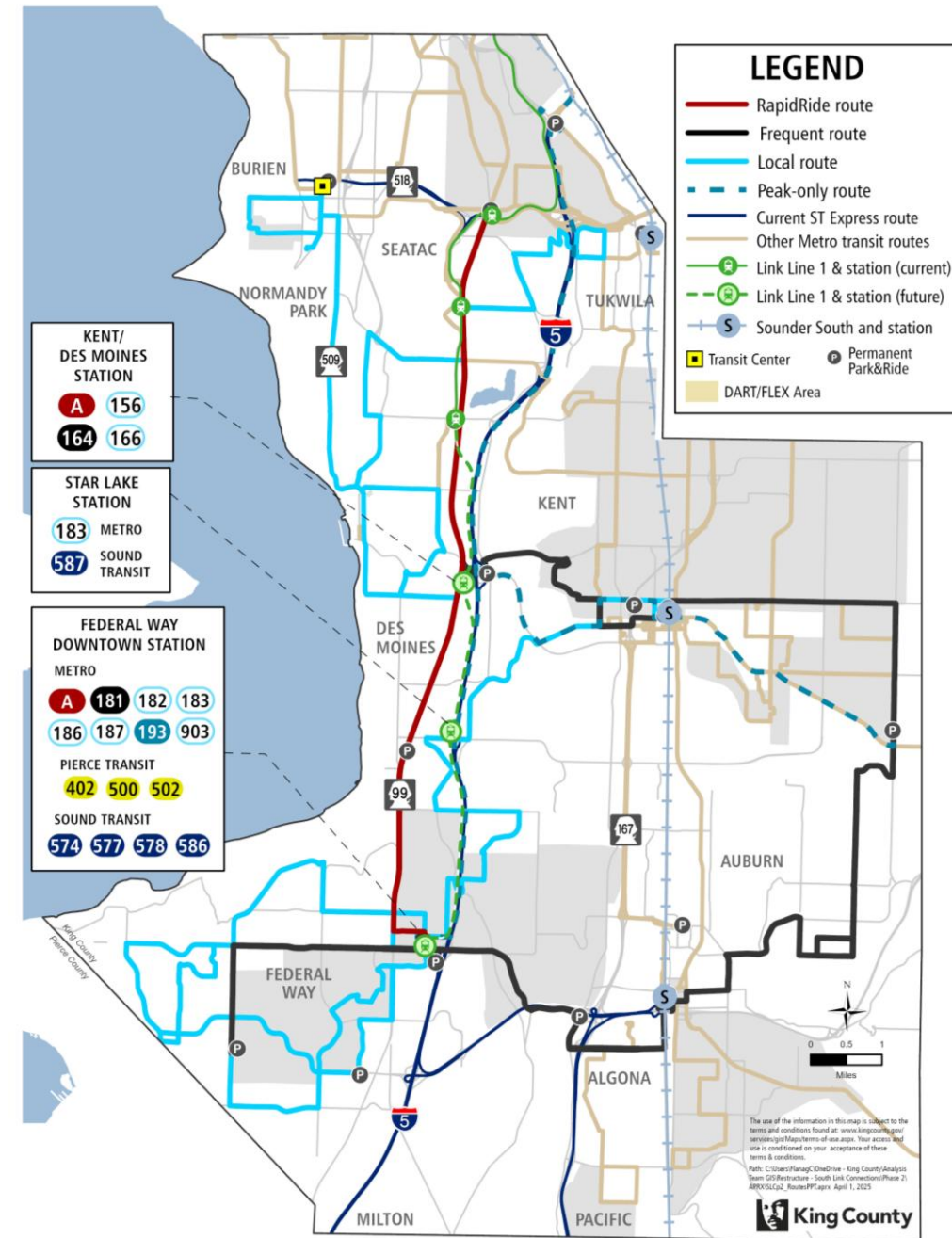
# East Link Connections: Next steps

- May 2025 - Connected to Redmond Stations
- Fall 2025 - Invest approximately 65,000 service hours toward changes not reliant on Link 2 Line crossing I-90
- 2026 - Implement remaining network with a total project restoration of approximately 160,000 service hours
- Routes 230, 231, 255 will also see restorations



# South Link Connections

- 22 routes
- Currently in public engagement
- In development, would Highlights of proposed Phase 2 Network:
  - Restores ~76K suspended service hours.
  - Improve local service using resources from removing low-performing and repetitive peak-only service.
  - Revise existing service to serve new Link light rail stations
  - Replace confusing and inefficient one-way routes with two-way transit service
  - Improve frequencies and spans on multiple project area routes.
  - Create new flexible service pilots in Auburn and Federal Way



# South Link Connections: Next steps

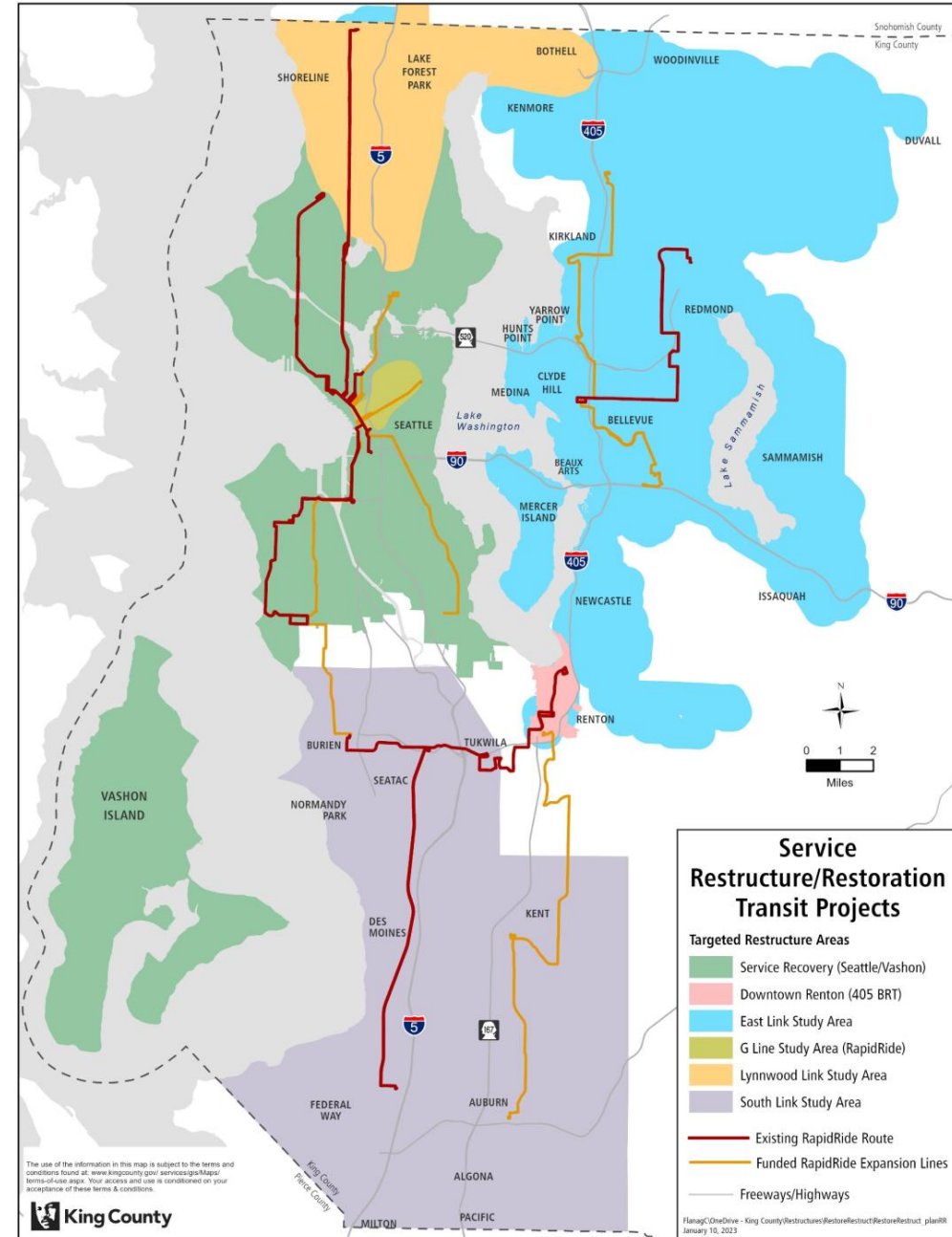
- Summer 2025 – Phase 3 Engagement
- Spring 2026 – Ordinance to King County Council
- Fall 2026 – Begin implementation





# Seattle/Vashon Service Recovery

- Project to focus on reinvesting suspended resources to respond to new and emerging mobility needs
- Partnership with SDOT for changes within Seattle, including for both service (STM) and capital needs
- Timing of project still in development



# Resolving Remaining Suspensions

- Opening of Stride S1 and S2 will include some changes to Metro bus service
- Changes will address remaining suspensions on Routes 101, 102, 143





# Growing with Metro

- Transit services in King County are rapidly growing and changing
- Metro and County goals continue to point to need for more service
- Community and jurisdiction engagement and support are critical to success
- Metro will continue to review ridership and engage with customer and community feedback to improve the system



# Closing and Questions