

2 0 2 1 S Y S T E M E V A L U A T I O N S U M M A R Y

Timeframe covered: September 2020 – mid-March 2021

Adjusted from typical March-June timeframe, data collected during the COVID-19 pandemic

During this timeframe, Metro was operating approximately **85%** of the **4.2M annual service hours** of pre-COVID bus and DART service
 Needed investment: **N/A**

PRIORITY 1	PRIORITY 2	PRIORITY 3	PRIORITY 4
Reduce Crowding	Improve Reliability	Service Growth	Route Productivity
INVESTMENT NEED:	INVESTMENT NEED:	INVESTMENT NEED:	
0 annual service hours	6,500 annual service hours on 20 routes	N/A analysis not completed due to COVID impacts	<ul style="list-style-type: none"> Top and bottom 25% of routes not identified due to COVID impacts Off-peak and South King County routes retained more ridership during the pandemic than other routes
PREVIOUS INVESTMENT:	PREVIOUS INVESTMENT:	PREVIOUS INVESTMENT:	
24,000 service hours restored in Sept 2020 to A, D, & E lines due to social distancing load limits	0 hours added during 2020 due to pandemic impacts	3,900 hours added in Fall 2020 to implement the Renton-Kent-Auburn Area Mobility Project (initiated prior to pandemic)	

Peak Analysis: Not completed as most peak-only routes were suspended for extended periods during the pandemic

Flexible Services: 8 services remained in operation during the pandemic (compared to 24 pre-pandemic) | daily ridership ranged from 2-80 | cost/boarding ranged from \$39-\$151 (compared with fixed-route cost per boarding of \$12.30 during 2020 – triple that of pre-COVID)

Metro Connects Progress: Not completed due to the impacts of the pandemic