

King County Metro

Service Recovery Plan

February 21, 2023



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Introduction

The COVID-19 pandemic significantly impacted transit in King County and the region, and beyond. Metro implemented service reductions and suspensions¹ in 2020, 2021, and 2022 under the emergency authority granted by King County Code (KCC) 28.94.020.B.2a to respond to rapidly changing ridership and workforce availability. The King County Executive issued a series of directives related to transit, affirming the existence of an emergency necessitating transit service changes. The existing emergency directive, ACO-8-23-8-EO, will expire at the beginning of the March 2023 service change.

Given the magnitude of current service reductions and suspensions, limited operational capacity, and the need to conduct planning and engagement to inform future service changes, it will not be possible for Metro to restore service to pre-COVID levels before the Executive's emergency directive expires. The purpose of this Service Recovery Plan is to authorize continued service reductions and suspensions, as well as Metro's plans for service recovery going forward.

Metro recognizes that public transit is at the heart of a successful recovery from the health and economic crises. Ridership continues to grow and the long-term need for sustainable, equitable, and safe transit service has not changed. This Service Recovery Plan outlines Metro's plans for rethinking the transit network in partnership with communities, while restoring and growing service in the next several years; and authorizes continuation of some service reductions and suspensions during this limited time period.

This Service Recovery Plan does not authorize permanent service changes. It is intended to acknowledge Metro's current service status and outline a general approach to restoring service as riders return and Metro stabilizes operational capacity.

¹ For this Service Recovery Plan, a service "reduction" is defined as a decrease in the number of service hours provided on a route. This is also referred to as a partial suspension. A service "suspension" is defined as the complete ceasing of all service on the route.

Background

King County Metro is the largest public transportation agency in the Puget Sound region, providing a variety of mobility options, including fixed-route services (bus, rail, streetcar, and water taxi), contracted services (Dial-A-Ride Transit and Access paratransit service), and shared and connected services (Vanpool, Vanshare, Rideshare, and Community Access Transportation). This report focuses on Metro's fixed-route bus and Dial-A-Ride Transit (DART) service, which carry the majority of Metro riders.

It is Metro's view that the pandemic created shifts in travel demands and ridership that are likely to persist for many years. The transportation landscape has changed, and Metro is looking to improve services and better match the transit needs of the future, rather than focusing on pre-pandemic needs. This means bringing service back differently; leveraging the tremendous regional-scale light rail and bus rapid transit (BRT) expansion occurring in the next few years; and building a system in partnership with community.

Service

In response to changes in ridership and operational capacity and to ensure safety for riders and operators, in March and April 2020 Metro made service reductions and suspensions throughout the system, while adding service on routes serving essential workers to provide needed capacity for social distancing early in the pandemic. The composition of service reductions and suspensions changed throughout the pandemic as Metro reduced service in Fall 2020 due to the loss of revenue from the Seattle Transit Measure; implemented significant service restorations in Fall 2021; and implemented three major service restructures: North Eastside in Spring 2020, Renton-Kent-Auburn in Fall 2020, and North Link Connections in Fall 2021.² Service restorations and restructures were informed by Council-approved policies³ and community engagement processes and findings, including surveys that helped inform service restoration in Fall 2021. Restorations and changes also prioritized service using equity and sustainability considerations, focusing on restoring service where needs are greatest and where ridership remained high.

Due to capacity constraints, numerous routes across the system continue to operate with service reductions or suspensions in place. Metro made additional service reductions and suspensions in 2022 due to ongoing workforce challenges. Additional details on recent service changes are available in the 2020, 2021, and 2022 System

² North Eastside Mobility Project (Ordinance 18944); Renton-Kent-Auburn Mobility Project (Ordinance 19097); and North Link Connections Mobility Project (Ordinance 19280)

³ Updates to the Service Guidelines, Strategic Plan for Public Transportation and Metro Connects were approved by Ordinance 19367.

Evaluation Reports.⁴ Attachment 1 provides the status of each route as of the September 2022 service change.

Ridership

The onset of the pandemic in March 2020 had immediate, profound, and ongoing impacts on King County Metro. Just prior, in January and February 2020, Metro riders made over 400,000 daily trips every weekday. The early period of the pandemic saw a dramatic decline in ridership across all modes provided by King County Metro. More information about the Metro response to the pandemic in 2020-21 is available in Metro’s COVID-19 Response and Recovery Report⁵ and 2021 report update.⁶ Yet even at the pandemic’s highest points, Metro riders made over 100,000 trips every weekday. Throughout the pandemic, people relied on Metro services to get them to work and meet their daily needs. Metro’s data shows that pandemic riders disproportionately came from south King County, where communities are lower-income and more racially diverse as compared to King County as a whole. Many all-day Metro routes, including most routes in south Seattle and south King County, continued to provide full service throughout 2020 to support these communities.

Ridership continues to recover and grow steadily across the system. Between the Spring 2021 and Spring 2022 service changes, average weekday ridership increased by 42 percent, a net increase of 64,000 daily boardings. Although ridership continues to rise, it has not yet recovered to pre-pandemic highs. As of November 2022, weekday ridership on Metro bus service was 52 percent of ridership in November 2019. November 2022 weekday ridership averaged over 220,000 boardings per weekday. Average boardings by service change are shown in Table 1. Metro will continue to closely monitor ridership trends and encourage increased ridership.

Table 1: Average Boardings by Service Change

	Spring 2019	Spring 2020	Spring 2021	Spring 2022
Avg Weekday Boardings	441,593	123,098	149,918	214,102
Avg. Saturday Boardings	201,445	89,374	109,519	136,289
Avg. Sunday Boardings	159,100	73,615	87,468	111,705

The ridership patterns throughout the day have varied since the start of the pandemic. Ridership declined in the AM peak period from 121,000 in Spring 2019 to 23,000 in Spring 2020, and in the PM peak period from 147,000 in Spring 2019 to 35,000 in Spring 2020, larger percent declines than in off-peak periods, including weekends. Ridership changes by route also differed considerably by the type and location of the route. Routes with the smallest declines are generally frequent, all-day routes; routes serving south Seattle and south King County; and RapidRide

⁴ Motions 15802 and 16049, Proposed Motion 2022-0437

⁵ King County Metro Transit, COVID-19 Response and Recovery Report, <https://kingcounty.gov/~media/depts/metro/schedules/ready-when-you-are/metro-covid-recovery-report.pdf>

⁶ King County Metro Transit, COVID-19 Response and Recovery Report Progress Update – March 2021, <https://kingcounty.gov/~media/depts/metro/schedules/ready-when-you-are/metro-covid-recovery-report-update-march-2021.pdf>

routes⁷. Routes with the largest declines in ridership are peak-only and infrequent routes, and ridership remains low on peak-only routes that were restored in 2021. The level and types of ridership change suggests a need for Metro to engage with communities and stakeholders to rethink how Metro provides service in some areas and the balance of service provided across the day in many areas.

Looking at the number of rides per hour (productivity) shows a stronger recovery than total ridership because Metro is operating less service in Fall 2022 (about 90 percent) compared to 2019. For the Spring 2022 service change, rides per hour was 58 percent of 2019 levels compared to 50 percent for total ridership. Productivity in off-peak periods is higher relative to 2019 (62 percent for the mid-day period and 80 percent for night period) compared to peak period productivity (50 percent for AM peak period and 57 percent for PM peak period). However, many of the same routes that had high productivity before the pandemic continue to be the top performers. Most of the routes with the top 10 highest productivity in Spring 2022 were also in the top 10 in Spring 2019. Appendix H in the 2022 System Evaluation report lists the productivity for each route in Spring 2022.

Operational Capacity

As a result of increased attrition, retirement, and reassignment during the pandemic, the number of operators has declined significantly and remains about 20 percent lower than before the pandemic (2,517 operators in December 2022 versus 3,195 in February 2020). The proportion of hours paid as overtime in bus operations has also exceeded pre-pandemic levels (31 percent in 2022 versus 21 percent in 2019). As indicated in the Approach to Service Recovery section below, Metro needs to hire, train, and retain more operators before service restoration or new service growth can occur. Metro's plans for addressing capacity shortages are also described below.

Trip Delivery

Trip delivery refers to the number of trips operated on any given day relative to the number identified in customer-facing timetables. Metro's internally-established target for trip delivery is 99.7 percent. The service restoration made in October 2021, combined with the continued decline in operator counts resulted in the percentage of trips delivered dropping below Metro's target in March 2022 and remaining below target, despite additional service reductions and suspensions implemented in 2022. While trip delivery started to improve in September 2022, trip delivery remains below target at 97.8 percent as of October 2022, with 324,300 of 331,700 trips being delivered that month. In the near term, operator counts will need to increase in order to bring trip delivery rates closer to target prior to growing service.

⁷ Content in this section is largely derived from the 2022 System Evaluation Report, which includes additional details. [King County - File # 2022-0437](#)

Policies

Service recovery will be guided by current policies, including Metro Connects⁸, the Strategic Plan for Public Transportation⁹ and Service Guidelines¹⁰. Relevant components of each are described below. These policies were updated in 2021 to better align with King County equity and sustainability goals. Aspects of these policies most relevant to service recovery and growth going forward are described below.

Current trends support the need for frequent, reliable, and all-day service as a near-term focus in service recovery, consistent with the long-term vision outlined in Metro Connects. While ridership remains lower than pre-pandemic, regional growth is continuing and the need for more transit service to support the region and provide sustainable transportation remains important. Metro will rely heavily on its values outlined in policy and engage with the community to shape service recovery proposals for the Council's consideration and adoption.

Metro Connects

Metro Connects is Metro's long-range plan and vision for bringing improved mobility services to King County over the next 30 years. Metro Connects envisions additional, frequent, reliable, and fast service—all day, every day—through an innovative regional and integrated mobility network. Metro Connects includes two networks: an interim network (targeted for delivery before Sound Transit's Ballard Link extension) and a long-range 2050 network. These networks include the following types of service:

- RapidRide
- Frequent service
- Express service
- Local service
- Accessible transportation options
- Marine service (water taxi)

While the future networks are ambitious and not fully funded, they can and will serve as a guide for Metro's service recovery.

⁸ King County Metro Transit, King County Metro Long-Range Plan: Metro Connects, November 17, 2021, <https://kingcounty.gov/depts/transportation/metro/about/policies.aspx>.

⁹ King County Metro Transit, King County Metro Strategic Plan for Public Transportation, 2021-2031, November 17, 2021, <https://kingcounty.gov/depts/transportation/metro/about/policies.aspx>.

¹⁰ King County Metro Transit, King County Metro Service Guidelines, November 17, 2021, <https://kingcounty.gov/depts/transportation/metro/about/policies.aspx>.

Strategic Plan for Public Transportation

Metro's 2021-2031 Strategic Plan for Public Transportation, adopted by Ordinance 19367 articulates Metro's mission and vision. It established 10 goals, along with objectives, outcomes, and strategies to achieve them; those most relevant to service recovery are described below.

- ❖ Goal: Invest upstream and where needs are greatest (INVESTMENTS)
 - Objective: Invest in and measure the outcomes of services, programs, and improvements in geographic areas, at times of day, and within priority populations where there are unmet needs. Lead with racial justice.
 - Strategy: To support access to mobility, use a targeted universalism approach and lead with racial justice, prioritizing services, programs, policies, and products that are tailored to the needs of priority populations.
 - Strategy: Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
 - Objective: Create and promote products, services, programs, and partnerships that are accessible and easy to use and understand
 - Strategy: Engage with communities to understand barriers to transit ridership.
 - Strategy: Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- ❖ Goal: Address the climate crisis and environmental justice (SUSTAINABILITY)
 - Objective: Reduce demand for single-occupant and high-emissions transportation modes and increase transit ridership.
 - Strategy: Prioritize investments that reduce greenhouse gas emissions (GHG), to include providing more frequent service and expanding service areas, as funding allows.
- ❖ Goal: Provide fast, reliable, and integrated mobility services (SERVICE QUALITY)
 - Objective: Grow a regional, innovative, and integrated mobility network of traditional and new mobility services that is safe, equitable, and sustainable.
 - Strategy: Provide a range of mobility services that enable seamless connections among modes and destinations.
 - Strategy: Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
 - Strategy: Be flexible and responsive to changes in demand for service and community engagement.
- ❖ Goal: Be responsible stewards of financial resources and invest in line with values and goals.
 - Objective: Budget and invest in ways that deliver Metro Connects safely, equitably, and sustainably.
 - Strategy: Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

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- ❖ Goal: Conduct deliberate and transparent community engagement (ENGAGEMENT)
 - Objective: Be open to shared decision-making and co-creation with community.
 - Strategy: Seek opportunities for co-creation and upstream engagement.
 - Strategy: Engage with communities that have the greatest needs.
 - Strategy: Value qualitative information, such as community feedback, in addition to quantitative data.
 - Objective: Use community-driven approaches to develop, program, and evaluate mobility services and infrastructure that serve priority populations.
 - Strategy: Use best practices for making engagement inclusive, accessible, and community driven.
 - Strategy: Demonstrate how community input influences decisions.

Service Guidelines

Adopted by Ordinance 19367, Metro's Service Guidelines establish criteria and processes that Metro uses to analyze and plan changes to the transit system. The guidelines align with Metro's mission, vision, and goals, as outlined in its Strategic Plan, and help Metro grow toward the networks in Metro Connects. The guidelines are divided into three sections: evaluating existing services; adding, reducing, and restructuring service; and planning and developing service. Guidelines most relevant to service recovery are described below.

- ❖ **Evaluating Existing Service**
 - Metro measures ridership and productivity to identify services where performance is strong or weak, and to determine if routes are candidates for addition, reduction, or restructuring for each service family.
- ❖ **Adding, reducing, and restructuring service**
 - Metro identifies target service levels for individual routes based on land use, equity, and geographic value factors. Investments in service growth are prioritized based on these same factors.
 - Service reduction candidates are identified primarily based on productivity and equity factors.
 - Service restructures, or service redesigns, are projects that make coordinated changes to multiple routes and services within a large area and may result in the modification, addition, and deletion of services.
- ❖ **Planning and Designing Service**
 - Metro uses identified service design guidelines to develop transit routes and services.
 - Metro may participate in a variety of different partnerships, including service partnerships, which are subject to Metro's capacity to develop and deliver services.
 - Metro designs and implements planning and engagement processes with the public and stakeholders, including jurisdictional partners, partner agencies, and community-based organizations.

Approach to Service Recovery

This Service Recovery Plan does not authorize permanent service changes. While future service changes that fall under the administrative threshold in KCC 29.94.020.B.1¹¹ will continue to be made by Metro’s General Manager, future service changes that require Council approval will be made through the regular service change process.¹² For service changes proposed to the Council during 2023 and 2024, the process outlined in the 2023-2024 Biennial Budget Ordinance¹³ (the Transit Riders Now budget proviso process) will be used.

Metro will use service restructure projects as the primary means for reshaping service and reinvesting reduced or suspended hours back into the system. Metro does not plan to restore all reduced or suspended hours to the system in the same routes and times that they were removed. Instead, Metro will work with community and use its adopted policies to bring back service hours in ways that meet emerging ridership needs and build towards the Metro Connects vision. To the extent that restoration of reduced or suspended service in the same routes and times is consistent with community feedback and polices, Metro may do so as part of a restructure or separately.

Service restructures, also referred to as service redesigns or mobility projects, result in coordinated changes to multiple routes and services within a large area. These restructures include significant community engagement and are consistent with service design criteria identified in Metro’s Service Guidelines and other policies noted in the Policies section of this document. The Service Guidelines identify reasons why Metro may restructure service, including expansion of light rail and bus rapid transit service. With significant expansion of light rail and bus rapid transit planned in the coming years, King County Metro will have an opportunity to reshape the system thoughtfully and with new information learned during the pandemic.

As noted in the Background section, Metro implemented three restructures during the COVID-19 pandemic, including:

- North Eastside Mobility Project – March 2020
- Renton, Kent Auburn Area Mobility Project – September 2020

¹¹ KCC 28.94.020.B.1 allows the Metro General Manager to administratively make service changes that affect weekly service hours for a route by 25% or less; that do not move the location of any route stop by more than ½ mile; or that only change route numbers.

¹² KCC 28.94.020.B requires that service changes be subject to approval by the Council except for changes that fall under the administrative threshold outlined in K.C.C. 28.94.020.B.1, as described in the previous footnote, and those made in an emergency.

¹³ Ordinance 19546, Section 114, Proviso P5

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- North Link Connections Mobility Project – October 2021

Metro will be pursuing five additional restructures in the coming years associated with the expansion of Link Light Rail, Metro RapidRide and Sound Transit STride, as listed below.

- Lynnwood Link Connections project
- RapidRide G Line
- East Link Connections project
- South Link Connections project
- I-405 STride Integration project

Metro will also pursue a new mobility project to consider service recovery options in portions of Seattle and Vashon Island not included within the scope of the other projects noted above.

Metro has and will continue to leverage these projects as the primary means to inform service recovery within the associated areas shown in Attachment 3. Metro will work with the community and stakeholders to determine how suspended resources will be invested within applicable project areas as part of these mobility projects. A map showing project areas is included as Attachment 3.

Each mobility project budget will include currently operating service, reduced or suspended service, and partner-funded service associated with that geographic area. Each project will include in-depth planning and engagement to develop a proposal for how to invest these resources going forward. Proposals may include full or partial restoration of suspended service but may also include discontinuation of suspended or reduced service and reinvestment of associated resources. Proposals will be subject to adoption by the Council through a service change ordinance as required by KCC 29.94.020.B.

All reduced or suspended routes that would require Council approval for a service change are included within the scope of one of these future mobility projects. Lists of these routes and the mobility projects through which they are proposed to be addressed can be found in Attachments 1 and 2. As noted above, service changes to implement these mobility projects will require Council approval through the service change process. If any of these future mobility projects are not ultimately implemented, Council approval would be required to approve permanent reductions or suspensions of any routes for which service would not be fully restored to its pre-pandemic state.

The timeline for implementing changes will be limited by two key factors: operational capacity, and the timing of associated partner projects. Each of these factors is discussed below.

Operational capacity

As noted above, Metro's operational capacity has diminished in recent years due to staff shortages and other limitations. Metro is employing a multi-part strategy to address these issues, including:

- **Maintaining continuous hiring and training.** Metro is running part-time bus operator classes nearly every two weeks and so far is having success filling all classes. Metro has run several full-time operator classes since Spring 2022, which also supports more service. Metro is promoting hiring with social media and advertising.
- **Conducting external full-time hiring.** Full-time operators are typically hired from the part-time operator ranks, but Metro will soon begin hiring qualified applicants from outside. External full-time hiring of applicants who already have a commercial driver license (CDL) requires a shorter training period and will also be more attractive to applicants.
- **Improving graduation rates.** Operator trainee graduation rates have been lower in recent years, and Metro is looking at ways to increase success in graduating operators from training. This includes adding time to get familiar with the buses; adding extra classroom time to go over portions of training with higher failure rates; adding time focused on state licensing; having trainers available seven days a week; using video for pre-trip training; and piloting a virtual reality training module for the CDL test.
- **Examining leave management.** Metro has generous leave provisions, and at any one time, 10 percent of staff may be out on leave. Day-to-day unplanned absences impact Metro's ability to deliver service.
- **Partnering with Labor.** Metro and its labor partners are working on potential changes to better match existing and future workforce with the transit service that riders need.

While the strategies listed above are expected to have a positive impact, how quickly these steps will impact Metro's ability to stabilize and grow service is not known. Metro will be preparing for mobility projects to be implemented in phases if needed, as operational capacity increases gradually over time.

If further service reductions or suspensions are needed, they will be identified and implemented based on equity and productivity factors, consistent with the reduction prioritization criteria identified on in the Service Guidelines.¹⁴

Timing of Partner Projects

Many of the upcoming mobility projects are associated with expansion of Sound Transit Link light rail or STride Bus Rapid Transit service. King County Metro works in partnership with Sound Transit to plan and deliver a regional network of mobility services and will be making changes to connect Metro service with Link and STride service as it expands throughout King County.

Metro plans to implement bus network changes following the openings of each new Sound Transit project. This includes proposing changes to the Council and preparing

¹⁴ Pages 16-18

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service change legislation well in advance of planned openings. As timelines for opening of new expansions become clear, Metro may adjust the scale of changes based on available workforce and may phase changes in over multiple service changes if needed to address operational capacity limitations.

Conclusion

Metro implemented service suspensions during the COVID-19 pandemic in response to rapidly changing ridership and workforce availability. While some service was restored, some service remains reduced or suspended. This Service Recovery Plan does not authorize permanent service changes, but it does approve the continued service reductions and suspensions, as well as Metro’s plans for service recovery going forward using service restructure projects as the primary means for reshaping service and reinvesting reduced or suspended hours back into the system. These service restructure projects will be informed by adopted policies, community and stakeholder engagement, and emerging ridership needs. During the 2023-2024 biennium, all service changes that are proposed will follow the reporting requirements set out in the biennial budget ordinance¹⁵ (the Transit Riders Now budget proviso).

¹⁵ Ordinance 19546, Section 114, Proviso P5

Attachment 1. September 2022 Route Status Summary

Notes:

Opportunity Scores are a quintile ranking based on the percentage of stops along a route that serve block groups with an equity priority area score of five. Equity priority area scores use demographic information for the census block groups in which each bus stop is located. Equity priority areas are defined as areas with a high proportion of priority populations as defined in the Mobility Framework, which include measures of communities of color, low or no income population, disabled population, foreign born population, and population with limited English proficiency.

Approximately 226,000 hours were reduced in coordination with the City of Seattle to reflect lower funding for ongoing service. These hours, which are shown in the SEATTLE-funded suspensions and reductions column, are not available for reinvestment.

The table notes that Council action would be required for routes where the absolute change in hours exceeds 25% compared to pre-pandemic or approved service levels. KCC 28.94.020 authorizes Metro to implement changes in service that affect the service hours for a route by twenty-five percent or less.

Route	Frequency	Location	Peak All-Day	Sept 22 Status	Opportunity Score	ALL remaining suspensions and reductions	SEATTLE-funded suspension and reductions	COUNTY-funded remaining suspensions and reductions	Future Mobility Project	Council Action Required?
1	Frequent	QA - Seattle Ctr - Downtown Seattle	All Day	Active	3	-1,104	-1,104			No
2	Combined Frequent	QA - Seattle Ctr - Downtown Seattle - First Hill - Madrona	All Day	Active	2	-3,084	-3,084			No
3	Combined Frequent	SPU - QA - Seattle Ctr - Downtown - First Hill - Madrona	All Day	Active	3	-4,743	-4,219	-524	Ctrl Seattle	No
4	Combined Frequent	SPU - QA - Seattle Ctr - Downtown Seattle - First Hill - Judkins	All Day	Active	2	-3,098	-1,896	-1,202	Ctrl Seattle	No
5	Frequent	Shoreline CC - Greenwood - Fremont - Downtown Seattle	All Day	Active	3	-17,826	-17,826		Lynnwood	YES
7	Frequent	Rainier Beach - Columbia City - Downtown Seattle	All Day	Active	4	-1,437	-965	-472	Ctrl Seattle	No
8	Frequent	Seattle Ctr - Capitol Hill - Central District - Mt Baker	All Day	Active	2	-7,336	-6,762	-574	G Line	No
9	Not Frequent	Rainier Beach - Columbia City - Seattle U - Broadway	Peak Only	Active	4	-5,049	-5,049	-5,049	Ctrl Seattle	YES
10	Frequent	Capitol Hill - Downtown Seattle	All Day	Active	1	-8,416	-8,416			No
11	Not Frequent	Madison Park - Capitol Hill - Downtown Seattle	All Day	Active	1	-5,810	-5,253	-557	G Line Ctrl Seattle	No
12	Frequent	Interlaken Pk - Seattle U - First Hill - Downtown Seattle	All Day	Active	1	-4,899	-4,202	-697	G Line Ctrl Seattle	No
13	Not Frequent	SPU - QA - Seattle Ctr - Downtown Seattle	All Day	Active	2	-562	-562			No
14	Frequent	Mt Baker - Downtown Seattle	All Day	Active	4	-1,354	-1,354			No
15	Not Frequent	Blue Ridge - Ballard - Seattle Ctr - Downtown Seattle	Peak Only	Active	2	-4,054		-4,054	N Seattle	YES
16	Not Frequent	Broadview - Greenwood - Downtown Seattle	Peak Only	New	3	-7,667		-7,667	Lynnwood	YES
17	Not Frequent	Loyal Hts - Ballard - Seattle Ctr - Downtown Seattle	Peak Only	Active	2	-2,579	-831	-1,748	N Seattle	YES
18	Not Frequent	North Beach - Ballard - Seattle Ctr - Downtown Seattle	Peak Only	Active	2	-2,172	-477	-1,695	N Seattle	YES
19	Not Frequent	West Magnolia - Downtown Seattle (Peak only)	Peak Only	Suspended	0	-3,399	-2,727	-672	QA/Mag	YES
20	Frequent	Lake City - Northgate - Green Lake - U District	All Day	New	3	0				No
21	Not Frequent	Arbor Hts - West Seattle - Downtown Seattle	All Day	Active	3	-9,459	-3,773	-5,686	WS/Vashon	No
22	Not Frequent	Arbor Hts - Westwood Village - W Seattle - Downtown Seattle	All Day	Active	1	-120		-120	WS/Vashon	YES
24	Combined Frequent	Magnolia - Seattle Ctr - Downtown Seattle	All Day	Active	2	-2,726	-2,288	-438	QA/Mag	No
27	Not Frequent	Colman Park - Leschi Park - Downtown Seattle	All Day	Active	3	-2,018	-1,678	-340	Ctrl Seattle	No
28	Not Frequent	Broadview - Ballard - Fremont - Downtown Seattle	All Day	Active	2	-9,097	-4,821	-4,276	Lynnwood	YES
29	Not Frequent	Ballard - SPU - QA - Seattle Ctr - Downtown Seattle	Peak Only	Active	2	-6,770		-6,770	QA/Mag	YES

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Route	Frequency	Location	Peak All-Day	Sept 22 Status	Opportunity Score	ALL remaining suspensions and reductions	SEATTLE-funded suspension and reductions	COUNTY-funded remaining suspensions and reductions	Future Mobility Project	Council Action Required?
31	Combined Frequent	Children's - U District - Wallingford - Fremont - SPU - Magnolia	All Day	Active	2	-1,723	-220	-1,503	N Seattle	No
32	Combined Frequent	Children's - U District - Wallingford - Fremont - SPU - SeaCtr	All Day	Active	2	-2,809	-1,313	-1,496	N Seattle	No
33	Combined Frequent	Discovery Pk - Magnolia - Seattle Ctr - Downtown Seattle	All Day	Active	2	-4,538	-4,232	-306	QA/Mag	No
36	Frequent	Othello - Beacon Hill - CID - Downtown Seattle	All Day	Active	5	-250	-250			No
37	Not Frequent	Alaska Junction - Alki - Downtown Seattle	Peak Only	Suspended	0	-1,053		-1,053	WS/Vashon	YES
40	Frequent	Northgate - Crown Hill - Ballard - Fremont - Downtown	All Day	Active	2	-34,097	-27,787	-6,310	Ctrl Seattle	No
43	Not Frequent	U District - Montlake - Capitol Hill - Downtown Seattle	All Day	Active	3	-2,135	-2,135		Ctrl Seattle	YES
44	Frequent	Ballard - Wallingford - U District - UW Station	All Day	Active	3	-9,711	-9,711			No
45	Frequent	Ballard - Greenwood - Roosevelt - U District - Children's	All Day	Active	4	-4,601	-4,163	-438	Lynnwood N Seattle	No
47	Not Frequent	Capitol Hill - Downtown Seattle	All Day	Suspended	0	-7,367	-7,367		G Line Ctrl Seattle	YES
48	Frequent	U District - Montlake - Central District - Mt Baker	All Day	Active	4	-16,054	-16,054		Ctrl Seattle	YES
49	Frequent	U District - Broadway - Downtown Seattle	All Day	Active	4	-13,682	-13,682			No
50	Combined Frequent	Alki - Admiral - West Seattle - SODO - Beacon Hill - Othello	All Day	Active	3	-8,869	-8,869			No
55	Not Frequent	Admiral - West Seattle - Downtown Seattle	Peak Only	Active	2	-5,465	-2,881	-2,584	WS/Vashon	YES
56	Not Frequent	Alki - Admiral - Downtown Seattle	Peak Only	Active	1	-2,491	-591	-1,900	WS/Vashon	YES
57	Not Frequent	Alaska Junction - Admiral - Downtown Seattle	Peak Only	Active	1	-727	-727			No
60	Frequent	Westwd Village - White Center - Beacon Hill - First Hill - Bway	All Day	Active	5	-651	-651			No
62	Frequent	Sand Pt - Roosevelt - Wallingford - Fremont - Downtown	All Day	Active	2	-2,264	-2,264		N Seattle	No
64	Not Frequent	Lake City - Wedgwood - Roosevelt - SLU	Peak Only	Active	1	-5,026		-5,026	Lynnwood	YES
65	Frequent	Jackson Pk - Lake City - Children's - U District	All Day	Active	1	-12,350	-9,157	-3,193	Lynnwood	No
67	Frequent	Northgate - Roosevelt - U District - Children's	All Day	Active	3	-11,538	-8,198	-3,340	Lynnwood	YES
70	Frequent	U District - Eastlake - Downtown Seattle	All Day	Active	3	-6,779	-6,779			No
73	Not Frequent	Jackson Pk - Maple Leaf - Roosevelt - U District	All Day	Active	4	-1,533	-1,533			No
75	Frequent	Northgate - Lake City - Children's - U District	All Day	Active	3	-517		-517	Lynnwood	No
79	Not Frequent	Green Lake - Roosevelt - U District	All Day	New	3	-1,981		-1,981	N Seattle	No
101	Frequent	Renton - Renton - Downtown Seattle	All Day	Active	3	-3,672		-3,672	Stride	No
102	Not Frequent	Fairwood - Renton - Downtown Seattle	Peak Only	Active	3	-2,337		-2,337	Stride	YES
105	Not Frequent	Renton Highlands - Renton	All Day	Active	5	0				No
106	Frequent	Renton - Skyway - Rainier Beach - CID	All Day	Active	5	-2,210	-2,210			No
107	Not Frequent	Beacon Hill - Georgetown - Rainier Beach - Renton	All Day	Active	5	-1,828	-1,828			No
111	Not Frequent	Lk Kathleen - Maplewood - Kennedydale - Downtown Seattle	Peak Only	Active	4	-2,040		-2,040	East Link	YES
113	Not Frequent	Shorewood - White Ctr - Downtown Seattle	Peak Only	Active	4	-493		-493	WS/Vashon	No
114	Not Frequent	Maplewood - Newcastle - Renton Highlands - Downtown	Peak Only	Active	5	-3,255		-3,255	East Link	YES

Service Recovery Plan

Route	Frequency	Location	Peak All-Day	Sept 22 Status	Opportunity Score	ALL remaining suspensions and reductions	SEATTLE-funded suspension and reductions	COUNTY-funded remaining suspensions and reductions	Future Mobility Project	Council Action Required?
116	Not Frequent	Fauntleroy Ferry - Downtown Seattle	Peak Only	Suspended	0	-5,775		-5,775	WS/Vashon	YES
118	Not Frequent	Vashon Island - Tahlequah	All Day	Suspended	1	-4,284		-4,284	WS/Vashon	YES
119	Not Frequent	Vashon Island - Dockton	All Day	Active	1	-2,040		-2,040	WS/Vashon	YES
120 (H)	Frequent	Burien - White Ctr - Delridge - Downtown Seattle	All Day	Active	5	-4,790	-2,592	-2,198	WS/Vashon	No
121	Not Frequent	Burien TC - Downtown Seattle	Peak Only	Active	1	-10,094		-10,094	South Link	YES
122	Not Frequent	Federal Way - Burien TC - Normandy Pk - Des Moines	Peak Only	Suspended	0	-7,522		-7,522	South Link	YES
123	Not Frequent	SODO - Burien TC	Peak Only	Suspended	0	-3,387		-3,387	South Link	YES
124	Not Frequent	Tukwila - Boeing - Georgetown - Downtown Seattle	All Day	Active	4	0				No
125	Not Frequent	Westwood Village - W Seattle - SS College - Downtown Seattle	All Day	Active	3	-2,885	-2,885			No
128	Not Frequent	Southctr - Tukwila - White Ctr - Alaska Jctn - Admiral	All Day	Active	5	0				No
131	Combined Frequent	Burien - Highland Pk - South Pk - Downtown Seattle	All Day	Active	4	-1,815		-1,815	WS/Vashon	No
132	Combined Frequent	Burien - Riverton - South Pk - Downtown Seattle	All Day	Active	5	0				No
143	Not Frequent	Renton - Downtown Seattle	Peak Only	Suspended	0	-9,044		-9,044	Stride	YES
148	Not Frequent	Fairwood - Renton	All Day	Active	4	0				No
150	Frequent	Kent - Southcenter - Tukwila - Downtown Seattle	All Day	Active	4	0				No
153	Not Frequent	Kent - S Renton P&R - Renton TC	All Day	Active	3	0				No
154	Not Frequent	Auburn Station - Tukwila Station - Federal Ctr R	Peak Only	Suspended	0	-2,184		-2,184	South Link	YES
156	Not Frequent	Highline College - Des Moines - SeaTac - Southctr	All Day	Active	5	0				No
157	Not Frequent	Lk Meridian - Downtown Seattle	Peak Only	Suspended	0	-4,237		-4,237	South Link	YES
160	Frequent	Auburn - Kent - Renton	All Day	Active	5	0				No
161	Not Frequent	Kent - SEA Airport - Burien	All Day	Active	5	0				No
162	Not Frequent	Lk Meridian - Kent - Downtown Seattle	Peak Only	Active	5	-2,350		-2,350	South Link	YES
165	Not Frequent	GR College - Auburn - Kent - Des Moines - Normdy Pk - Burien	All Day	Active	5	0				No
167	Not Frequent	Renton - Boeing - Newport Hills - Evergreen Pt - U District	Peak Only	Active	3	-102		-102	East Link	No
168	Combined Frequent	Maple Valley - Timberlane - Kent Station	All Day	Active	5	0				No
177	Not Frequent	Federal Way - Downtown Seattle	Peak Only	Active	3	-5,130		-5,130	South Link	YES
178	Not Frequent	S Federal Way P&R - Federal Way TC	Peak Only	Suspended	0	-8,751		-8,751	South Link	YES
179	Not Frequent	Twin Lakes - Downtown Seattle	Peak Only	Suspended	0	-11,190		-11,190	South Link	YES
181	Not Frequent	Federal Way - Auburn - GR College	All Day	Active	5	0				No
182	Not Frequent	NE Tacoma, S Federal Way, Federal Way TC	All Day	Active	5	0				No
183	Not Frequent	Federal Way - Star Lake - Kent	All Day	Active	5	0				No
184	Not Frequent	SE Auburn - Auburn Station	All Day	Active	5	0				No
187	Not Frequent	Twin Lakes - Federal Way TC	All Day	Active	3	0				No
190	Not Frequent	Redondo Hts - Kent-Des Moines P&R - Downtown Seattle	Peak Only	Active	5	-4,288		-4,288	South Link	YES
193	Not Frequent	Federal Way - Kent - Tukwila - First Hill	Peak Only	Active	5	0				No
197	Not Frequent	Twin Lakes - U District	Peak Only	Suspended	0	-10,310		-10,310	South Link	YES

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Route	Frequency	Location	Peak All-Day	Sept 22 Status	Opportunity Score	ALL remaining suspensions and reductions	SEATTLE-funded suspension and reductions	COUNTY-funded remaining suspensions and reductions	Future Mobility Project	Council Action Required?
200	Not Frequent	Issaquah CC - Swedish Medical Ctr	All Day	Suspended	0	-3,463		-3,463	East Link	YES
204	Not Frequent	DART: Mercer Island	All Day	Active	1	-1,237		-1,237	East Link	YES
208	Not Frequent	North Bend - Snoqualmie - Issaquah	All Day	Active	1	-825		-825	East Link	No
212	Not Frequent	Eastgate P&R - Downtown Seattle	Peak Only	Active	4	-12,248		-12,248	East Link	YES
214	Not Frequent	Issaquah - Eastgate - Downtown Seattle	Peak Only	Active	2	-8,640		-8,640	East Link	YES
216	Not Frequent	Bear Creek - Sammamish - Issaquah - MI - Downtown Seattle	Peak Only	Active	2	-3,540		-3,540	East Link	YES
217	Not Frequent	Downtown Seattle - Factoria - Eastgate P&R - N Issaquah	Peak Only	Active	3	0		0		No
218	Not Frequent	Issaquah - Eastgate - Downtown Seattle	Peak Only	Active	4	-7,327		-7,327	East Link	YES
219	Not Frequent	SE Redmond - Mercer Island	Peak Only	Suspended	0	-9,108		-9,108	East Link	YES
221	Not Frequent	Redmond - Overlake - Crossroads - B College - Eastgate P&R	All Day	Active	3	-1,776		-1,776	East Link	No
224	Not Frequent	DART: Redmond - Duvall	All Day	Active	3	0		0		No
225	Not Frequent	Kenmore - Kingsgate - Totem Lk - Redmond - Overlake	All Day	Active	4	0		0		No
226	Not Frequent	Bellevue - Overlake - Crossroads - Eastgate P&R	All Day	Active	4	-1,096		-1,096	East Link	No
230	Combined Frequent	Kirkland - Juanita - Brickyard - Bothell	All Day	Active	2	0		0		No
231	Combined Frequent	Kirkland - Juanita - Brickyard - Woodinville	All Day	Active	2	-574		-574	Other	No
232	Not Frequent	Bellevue - Overlake - Redmond - Avondale - Duvall	Peak Only	Active	2	-2,027		-2,027	East Link	YES
237	Not Frequent	Woodinville - Brickyard - Totem Lk - Houghton - Bellevue	Peak Only	Active	1	-106		-106	East Link	No
239	Not Frequent	UW/Cascadia - Totem Lk TC - Kirkland TC	All Day	Active	4	0		0		No
240	Not Frequent	Bellevue - Eastgate - Newcastle - Renton	All Day	Active	5	-3,846		-3,846	East Link	No
241	Not Frequent	Bellevue - Factoria - Eastgate	All Day	Active	5	-37		-37	East Link	No
245	Frequent	Kirkland - Overlake - Crossroads - B College - Factoria	All Day	Active	4	-3,035		-3,035	East Link	No
246	Not Frequent	Clyde Hill - Bellevue - Factoria - Eastgate P&R	All Day	Active	4	-230		-230	East Link	No
249	Not Frequent	Overlake - S Kirkland - Bellevue	All Day	Active	2	-1,070		-1,070	East Link	No
250	Frequent	Avondale - Bear Creek - Redmond - Kirkland - Bellevue	All Day	Active	2	-1,479		-1,479	East Link	No
252	Not Frequent	Woodinville - Downtown Seattle	Peak Only	Suspended	0	-7,569		-7,569	East Link	YES
255	Frequent	Totem Lk - Kirkland - U District	All Day	Active	1	-5,104		-5,104	N Seattle	No
257	Not Frequent	Kingsgate - Evergreen Point - Downtown Seattle	Peak Only	Active	2	-1,734		-1,734	East Link	YES
268	Not Frequent	Bear Creek - Downtown Seattle	Peak Only	Active	2	-778		-778	East Link	YES
269	Not Frequent	Issaquah - Pine Lake - Bear Creek - Overlake	All Day	Active	2	-4,399		-4,399	East Link	No
271	Combined Frequent	Issaquah - Eastgate - Bellevue TC - Medina - U District	All Day	Active	1	-8,436		-8,436	East Link	No
301	Not Frequent	Aurora Village TC - Shoreline P&R - Northgate	Peak Only	Active	5	-4,896		-4,896	Lynnwood	YES
302	Not Frequent	Richmond - Aurora Village TC - Northgate - First Hill	Peak Only	New	3	0		0		No
303	Not Frequent	Shoreline - Northgate TC - First Hill	Peak Only	Active	4	-4,135		-4,135	Lynnwood	YES
304	Not Frequent	Shoreline - Northgate	Peak Only	Active	2	-1,713		-1,713	Lynnwood	YES
311	Not Frequent	Woodinville - Totem Lake - Yarrow Pt - Downtown Seattle	Peak Only	Active	2	-7,952		-7,952	East Link	YES
320	Not Frequent	Kenmore - LFP - Northgate - SLU	Peak Only	New	4	-10,317		-10,317	Lynnwood	YES
322	Not Frequent	Kenmore - LFP - Lake City - Roosevelt - First Hill	All Day	New	3	-9,939		-9,939	Lynnwood	YES

Service Recovery Plan

Route	Frequency	Location	Peak All-Day	Sept 22 Status	Opportunity Score	ALL remaining suspensions and reductions	SEATTLE-funded suspension and reductions	COUNTY-funded remaining suspensions and reductions	Future Mobility Project	Council Action Required?
330	Not Frequent	Lake City - Fircrest - Parkwood - Shoreline College	All Day	Active	1	0				No
331	Not Frequent	Kenmore - LFP - Aurora Village - Shoreline	All Day	Active	3	0				No
342	Not Frequent	Shoreline - LFP - Kenmore - Bothell - Bellevue - Renton	Peak Only	Active	4	-170		-170	East Link	No
345	Combined Frequent	Shoreline - NW Hospital - NS College - Northgate	All Day	Active	1	-745	-745		Lynnwood	YES
346	Combined Frequent	Aurora Village - Shoreline - NS College - Northgate	All Day	Active	2	-382		-382	Lynnwood	No
347	Combined Frequent	Mountlake Terrace - North City - Northgate	All Day	Active	3	-417		-417	Lynnwood	No
348	Combined Frequent	Richmond Beach - Jackson Pk - Northgate	All Day	Active	3	-727		-727	Lynnwood	No
372	Frequent	Bothell - Kenmore - LFP - Lake City - U District	All Day	Active	4	-2,518	-2,063	-455	Lynnwood	No
630	Not Frequent	DART : Mercer Island - First Hill - Downtown Seattle	Peak Only	Active	2	-1,700		-1,700	East Link	YES
631	Not Frequent	DART: Burient TC - Highline Medical Ctr - Gregory Hts	All Day	Active	1	0			Other	No
635	Not Frequent	Shuttle: Angle Lake Station - Des Moines Marina District	All Day	Active	1	0				YES
671 (A)	Frequent	Tukwila - Federal Way	All Day	Active	5	0				No
672 (B)	Frequent	Redmond - Overlake	All Day	Active	4	0				No
673 (C)	Frequent	SLU - Downtown Seattle - West Seattle	All Day	Active	1	-16,235	-7,531	-8,704	WS/Vashon	No
674 (D)	Frequent	Ballard - Interbay - Uptown - Downtown Seattle	All Day	Active	2	-5,466	-3,137	-2,329	N Seattle	No
675 (E)	Frequent	Aurora Village TC - Shoreline - Bitter Lk - Downtown Seattle	All Day	Active	4	-7,237	-4,840	-2,397	N Seattle	No
676 (F)	Frequent	Burien TC - SeaTac - Tukwila - Renton TC - Renton Landing	All Day	Active	5	0				No
901	Not Frequent	DART: Federal Way - Mirror Lk	All Day	Active	5	-2,295		-2,295	South Link	No
903	Not Frequent	DART: Federal Way - Mirror Lk	All Day	Active	4	-2,295		-2,295	South Link	No
906	Not Frequent	DART: Fairwood - Valley Medical Center - Southctr - Tukwila St	All Day	Active	3	-5,776		-5,776	Other	No
907	Not Frequent	DART: Black Diamond - Maple Valley - Renton	All Day	Active	2	0				No
914	Not Frequent	DART: Kent - East Hill	All Day	Active	5	-1,675		-1,675	Other	YES
915	Not Frequent	DART: Auburn - Enumclaw	All Day	Active	1	-307		-307	Other	YES
917	Not Frequent	DART: Auburn - Algona - Pacific	All Day	Active	5	0				No
930	Not Frequent	DART: Kingsgate - Totem Lk TC - Willows Rd - Redmond TC	Peak Only	Active	5	0				No
931	Not Frequent	DART: Bothell - Redmond (peak only)	Peak Only	Suspended	0	-7,182		-7,182	East Link	YES
TOTALS							-572,766	-228,632	-344,133	

Attachment 2. Routes with Reduced or Suspended Service Hours by Mobility Project Area

Reduced or suspended hours from these routes would be reinvested within project areas, according to Metro policies and engagement feedback.

Project	Routes with Reduced or Suspended Service	Engagement Status	Suspended Hours
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	Metro process complete; Council approval pending	106,000
Lynnwood Link	5, 16X, 28X, 45, 64X, 65, 67, 75, 301, 303, 304, 320, 322, 345, 346, 347, 348, 372X	In Progress	57,000
South Link	121, 122, 123, 154, 157, 162, 177, 178, 179, 190, 197, 901, 903	Not started	74,000
STride	101, 102, 143	Not started	15,000
Madison (G Line)	8, 11, 12, 47	Not Started	2,000
Service Recovery Mobility Project		Not started	91,000
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		
TOTAL			

Attachment 3. Map of Mobility Project Areas

