King County Metro 2025 System Evaluation

Seattle Transit Advisory Board

January 2026


BECOMING A MOBILITY AGENCY

Overview of the 2025 System Evaluation

- Policy & Methodology: Service Guidelines and the System Evaluation
- Fixed Route Service Investment Needs
  - Priority 1: Crowding
  - Priority 2: Reliability
  - Priority 3: Service Growth
- Metro Flex & Water Taxi performance
- Frequently Asked Questions

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Policy and Methodology

King County Metro Service Guidelines

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Service Guidelines

Attachment B

November 17, 2021

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Moving forward together
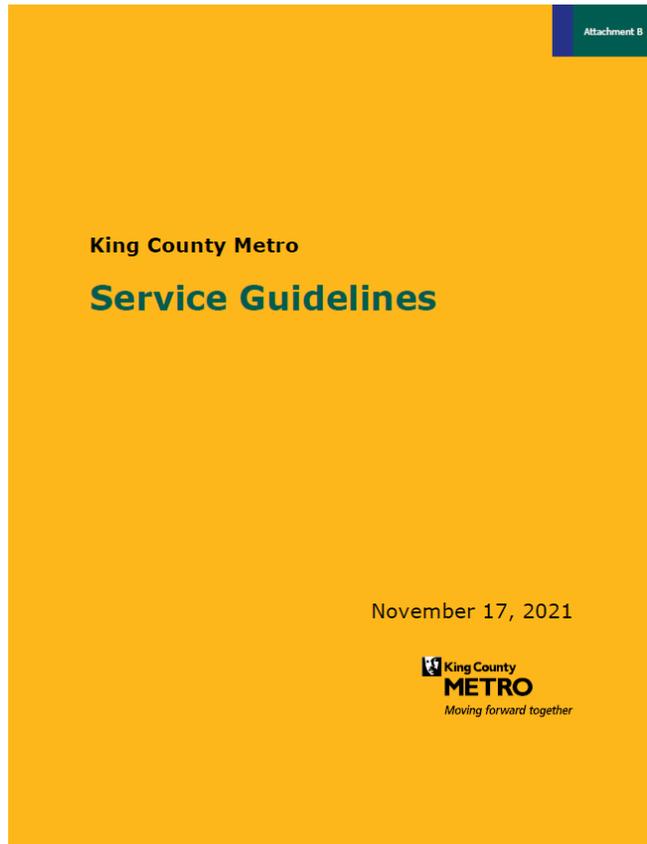
What are the Service Guidelines?

- Policy document that outlines our evaluation process
- Calls out Metro's top 3 priorities for service investments

What's covered?

- Standards for evaluating routes under each priority
- Standards for how Metro plans and designs new service

Service Guidelines update process

- Updated every 6-7 years
- Approved by County Council (most recently in 2021)

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2025 System Evaluation: Overview

2025 System Evaluation
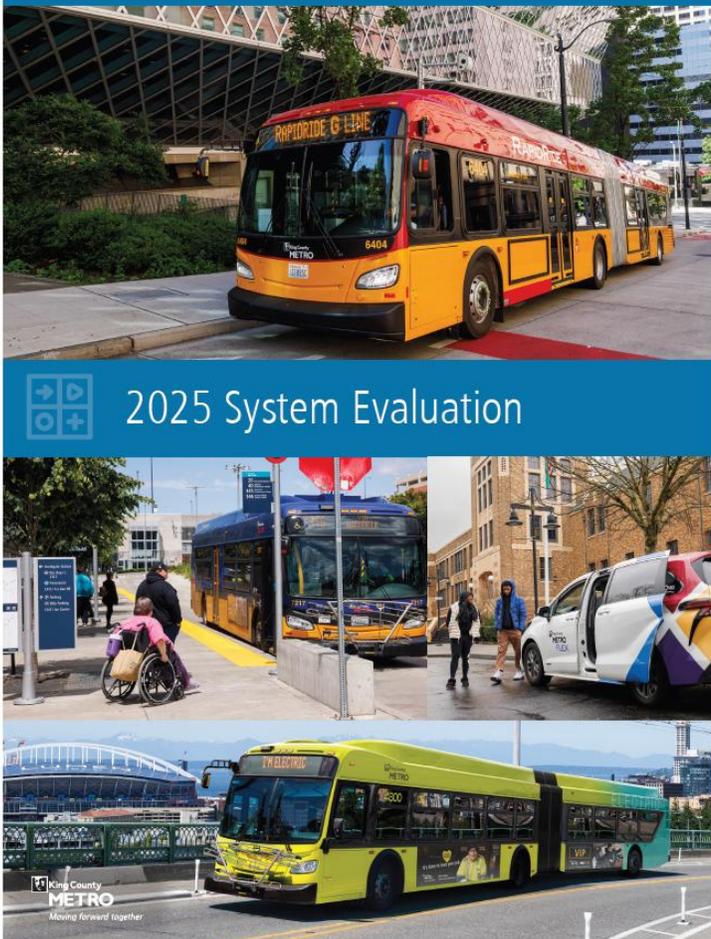
What is the Annual System Evaluation?

- Evaluation report on the current transit system
- Implementation of the Service Guidelines
- 2025 Evaluation period: September '24 – March '25

What's covered?

- Data on Fixed Route, Water Taxi, Metro Flex
- Investment need areas per Service Guidelines

System Evaluation update process

- Updated and submitted to Council annually

2025 System Evaluation: Services & Methodologies

Fixed Route Services	Flexible Services	Marine (Water Taxi)
• Crowding • Reliability • Service Growth • Service Reductions	• Existing Services • New Pilots • Pilot → Ongoing Service	• Ridership • Productivity • Passenger loads • Reliability

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Fixed-Route Transit

Fixed Route Service Evaluation
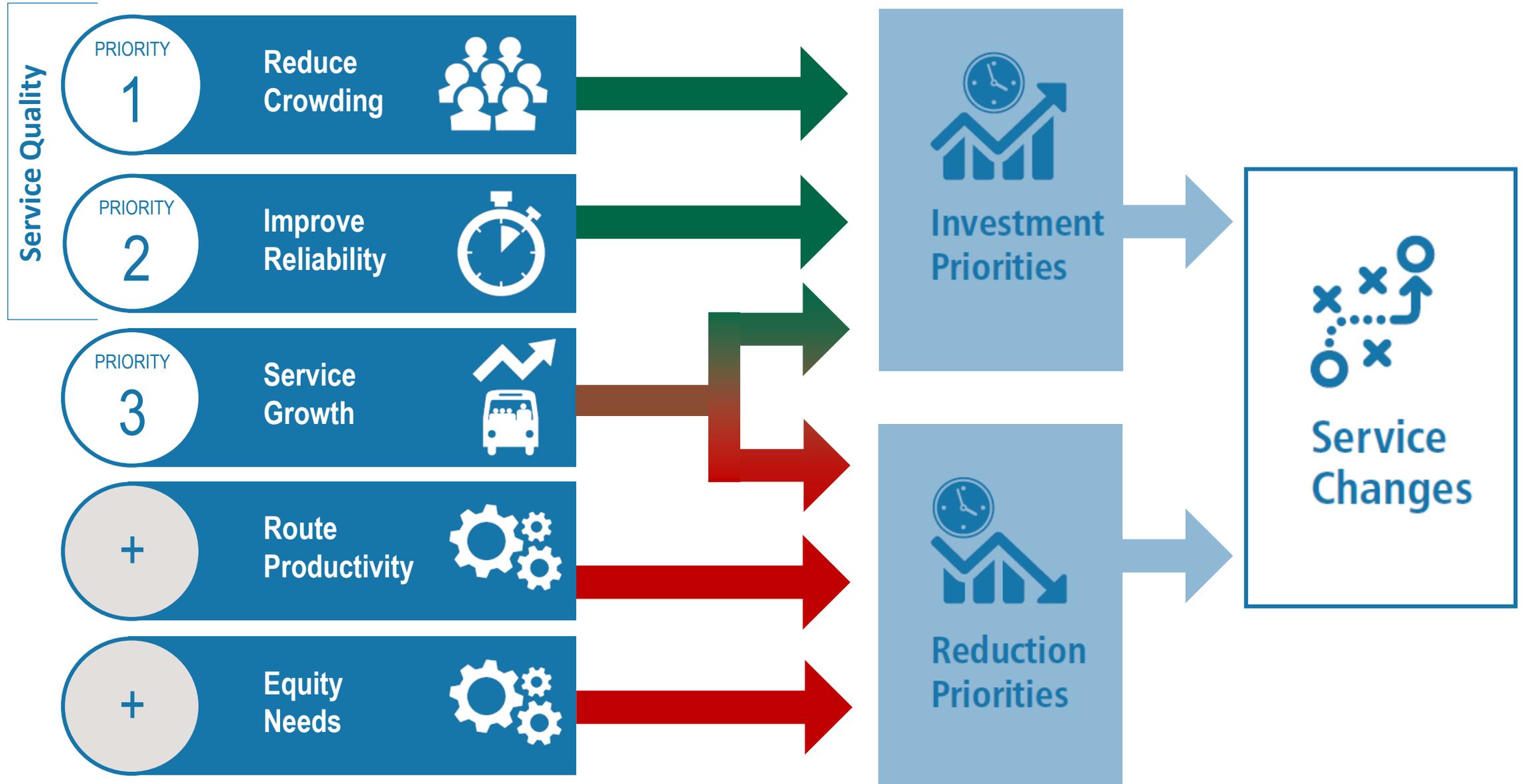
Priority 1: Crowding

Defining "crowding" investment needs

- Overcrowded trips OR standing loads for more than 20 minutes.
- Routes must be consistently crowded for multiple months

Evaluation measure

- Overcrowding: The trip's average maximum load exceeds the crowding threshold of the vehicle AND there is not a trip on the route (or a companion route) within 15 minutes that has excess capacity.

- Standing Load: The vehicle's average maximum load exceeds the vehicle's seated capacity threshold for over 20 minutes.

Priority 1: Crowding

2025 Crowding investment needs

- No major crowding needs were observed during the 2024 Fall Service Change

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Priority 2: Reliability

Defining "reliability" investment needs
- Routes that operate late more than 20% of the time

Evaluation measures:
- <u>On time performance</u>: Route arrives late >20% of the time
- <u>Headway adherence</u>: Route misses scheduled headways >20% of the time (RapidRide only)

2025 Reliability investment needs
- Total investment need of 23,950 service hours across 55 routes (down 2,900 from 2024)

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2025 Evaluation: Priority 2 results
Routes with the largest reliability investment needs

Route Number	Reliability Investment Need
E Line	3,400
40	1,200
106	1,100
250	1,100
G Line	1,000
61	800
225	800
21	750
239	750
D Line	750
65	700
107	700
132	600
168	600
128	550
5	500
111	500
H Line	500

Reliability Hours Needed

50 ----------------------> 3400

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Equity Priority Areas

Reliability – Trip Cancellations

- **New** Appendix J covers unplanned trip cancellations by route, in response to Motion 16781

- Trip cancellations supplement existing reliability measure of on-time performance

- Trip delivery is improving, 84% of routes had a trip delivery rate of 98% or higher

Year	Trip Delivery Average
2021	99.42%
2022	96.3%
2023	96%
2024	98.89%

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Priority 3: Service Growth

Defining "service growth" investments needs:

- Ensuring that service growth investments are consistent with targets from Metro Connects & the growth methodology (below)

Service growth evaluation methodology:

- <u>Social Equity</u> – priority populations near a particular route
- <u>Land Use</u> – density of jobs, education, housing, and park and rides
- <u>Geographic Value</u> – connections between major activity centers

Priority 3: Service Growth

Setting targets:

- The target service level is set by either Metro Connects OR the Service Guidelines, whichever is higher

- Service Guidelines process allocates points that correspond to how a route scores on equity, land use and geographic value components

- Targets are set at a per-route level, not corridor

- If a Metro Connects route does not have a match in the current network, it can be flagged for investment

Ranking routes:

- Order of investment is determined by scores for each individual score component, ranked in the order of 1) equity, 2) land use, 3) geographic value

- Size of investment will reflect total hours estimate needed to get to service target

Data Sources: Census Data, PSRC Jobs Data, LEHD jobs data, Schedule data (routing, stops, schedule), enrollment data, park and ride capacity, Activity Center data (MICs, RGCs, TACs)

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King County 2025 Equity Priority Area Scores

Priority Population weighting (for EPAS)	Variable Weight
Population that is non-white or Hispanic	40%
Population living 200% below the federal poverty line	30%
Population that is foreign-born	10%
Limited-English speaking households	10%
Population living with a disability	10%
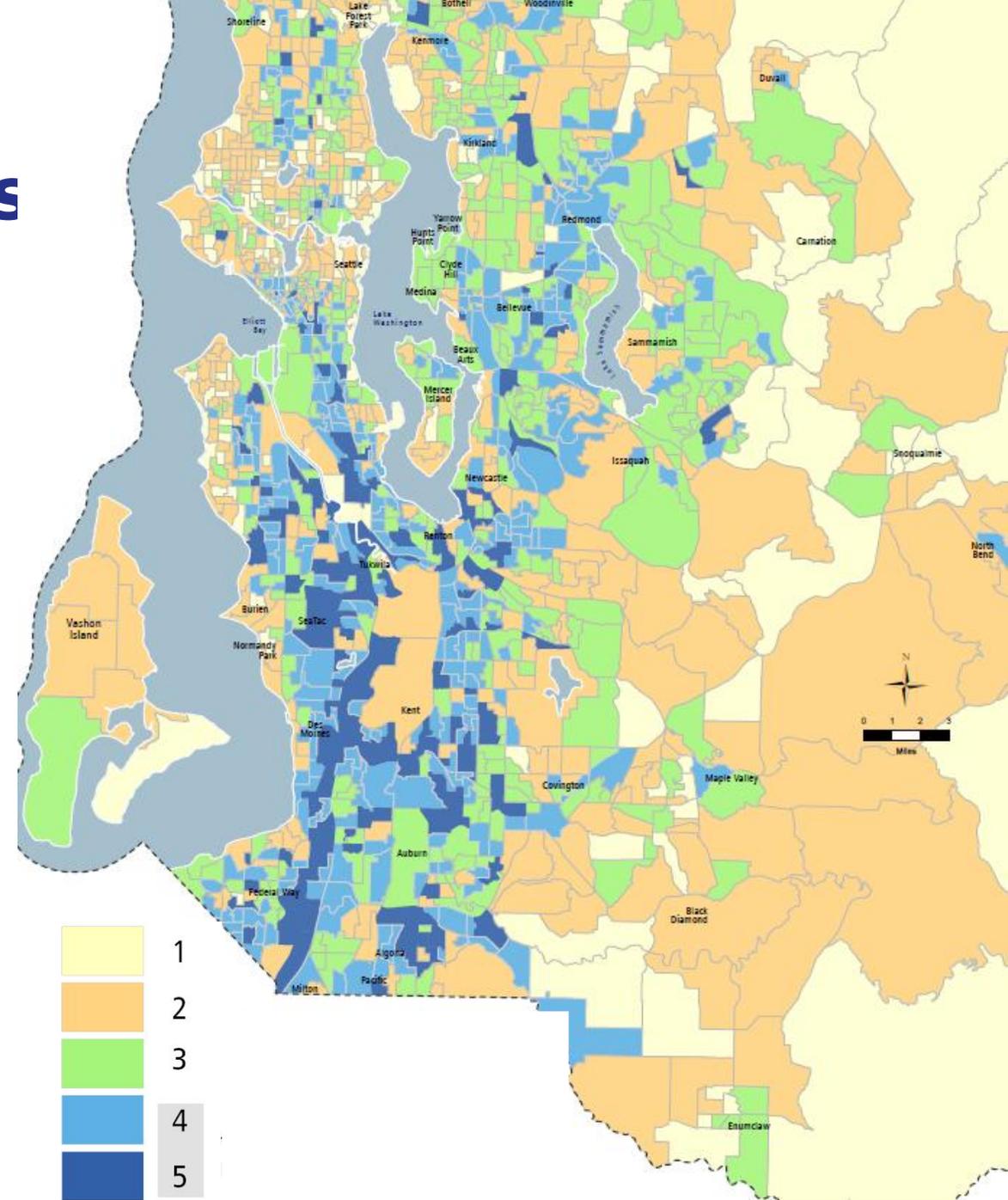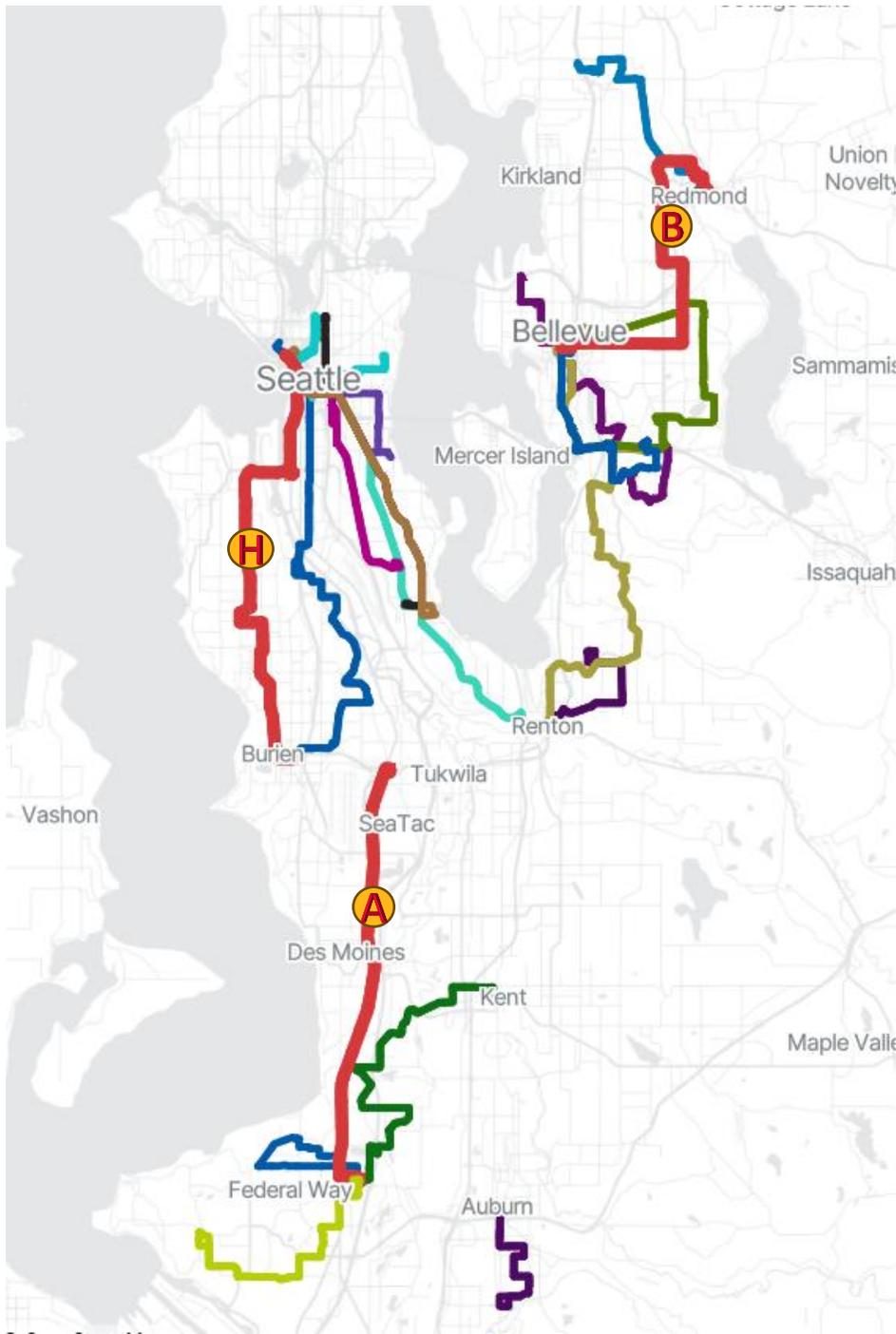
2025 Evaluation: Priority 3 results
Top 20 priority routes Service Growth investment need

Priority	Route Number	Investment Needs (Service Hrs)
1	A Line	-
2	241	6,559
3	106	28,690
4	930	6,787
5	105	3,785
6	901	-
7	182	334
8	184	1,442
9	183	7,891
10	14	-
11	36	4,745
12	3	7,291
13	8	8,780
14	7	1,226
15	132	12,016
16	H Line	7,908
17	226	10,778
18	B Line	-
19	240	30,970
20	246	20,629

Metro Flex & Water Taxi

Evaluating Metro Flex Service Areas

Efficiency	• Cost per boarding
Productivity	• Rides per vehicle hour
Equity	• Percent of riders picked up or dropped off in a designated equity priority area

Metro Flex: 2025 Performance of Active Service Areas

Metro Flex Service Area	Rides per Vehicle Platform Hour	Cost Per Ride ($)	Percent Trips in Equity Priority Areas	Launch Date	Service Area Status
Delridge/South Park	1.8	$45.34	74%	July 2024	Pilot
Issaquah	2.1	$40.71	25%	October 2023	
Northshore	0.6	$140.06	26%	September 2024	
Juanita	1.6	$52.62	24%	September 2020	
Kent	2.4	$35.48	60%	September 2021	Ongoing
Othello	2.7	$30.72	89%	April 2019	
Rainier Beach	3.0	$27.56	82%	April 2019	
Renton	2.4	$35.40	77%	August 2021	
Sammamish	2.3	$37.03	17%	June 2019	
Skyway	3.2	$26.29	70%	August 2021	
Tukwila	2.5	$33.57	85%	April 2019	

Evaluating Marine Services (Water Taxi)

Ridership	Average daily ridership
Productivity	Rides per round trip
Passenger Loads	Passenger loads/rides per trip • **Threshold:** Exceeds 95% capacity 5+ times in 12 months
Schedule Reliability	Departure within 5 minutes of published schedule • **Goal:** 98% on time • **Threshold:** 25% late trips in 12 months

Evaluating Marine Services (Water Taxi)

Route	Average Weekday Boardings	Average Saturday Boardings	Average Sunday Boardings	Average Rides per Round Trip	Trips operating at over 95% of Capacity	Percent Late Trips
Vashon Island	508	-	-	50	0	0.96%
West Seattle	585	846	742	41	0	0.41%

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Questions?

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