

Rider Dashboard

Regional Transit Committee
March 18, 2026

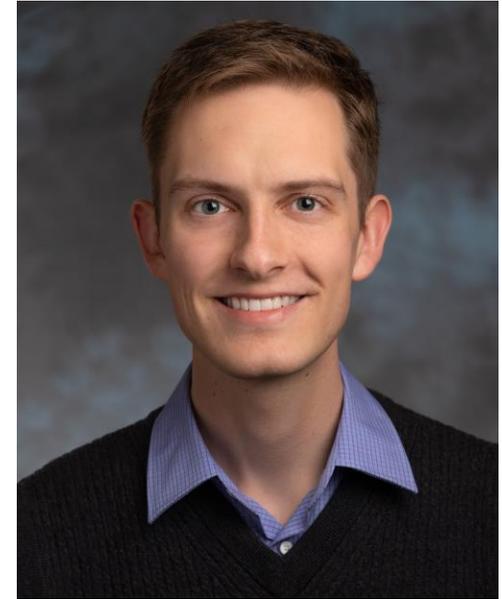


Introductions



Lori Mimms (she/her)
Business Intelligence and Analytics Manager

Lori began her career with Metro as a Data Management Coordinator. She brings over 25 years of experience in business intelligence, research, strategy, and project management.



Aidan Farr (he/him)
Business Analyst - Sr.

Aidan joined Metro in 2018 as a Transit Operator. He is now the product owner for the Transit Business Intelligence and Reporting Data platform.

A Tool for Transparency

- Meet "The Dash" - a public-facing dashboard showing real service conditions on Metro routes
- Built for riders, partners, and elected officials without a technical or transit background
- A source for self-service investigation and curiosity
- Available at kingcounty.gov, no login or account required
- Mobile- and desktop-friendly; Updated daily in 10 languages



Purpose & History

NEWS

King County Metro debuts its Rider Dashboard

By Torie Rynning, King County Metro • December 14, 2020

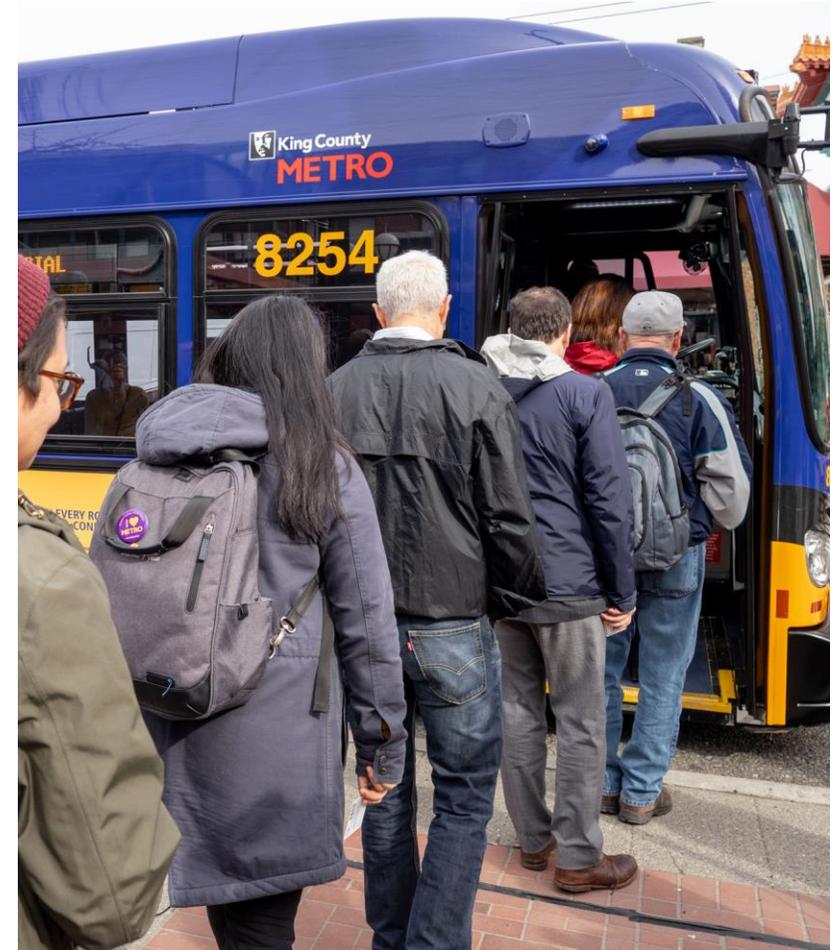


- Originated during COVID-19 at RTC's request
- Tracked ridership impacts and service conditions during the pandemic
- Evolved into a permanent transparency and accountability tool for the public
- Public focus groups shaped content, usability, and accessibility
- Empower the public through information and transparency

What does the dashboard show?

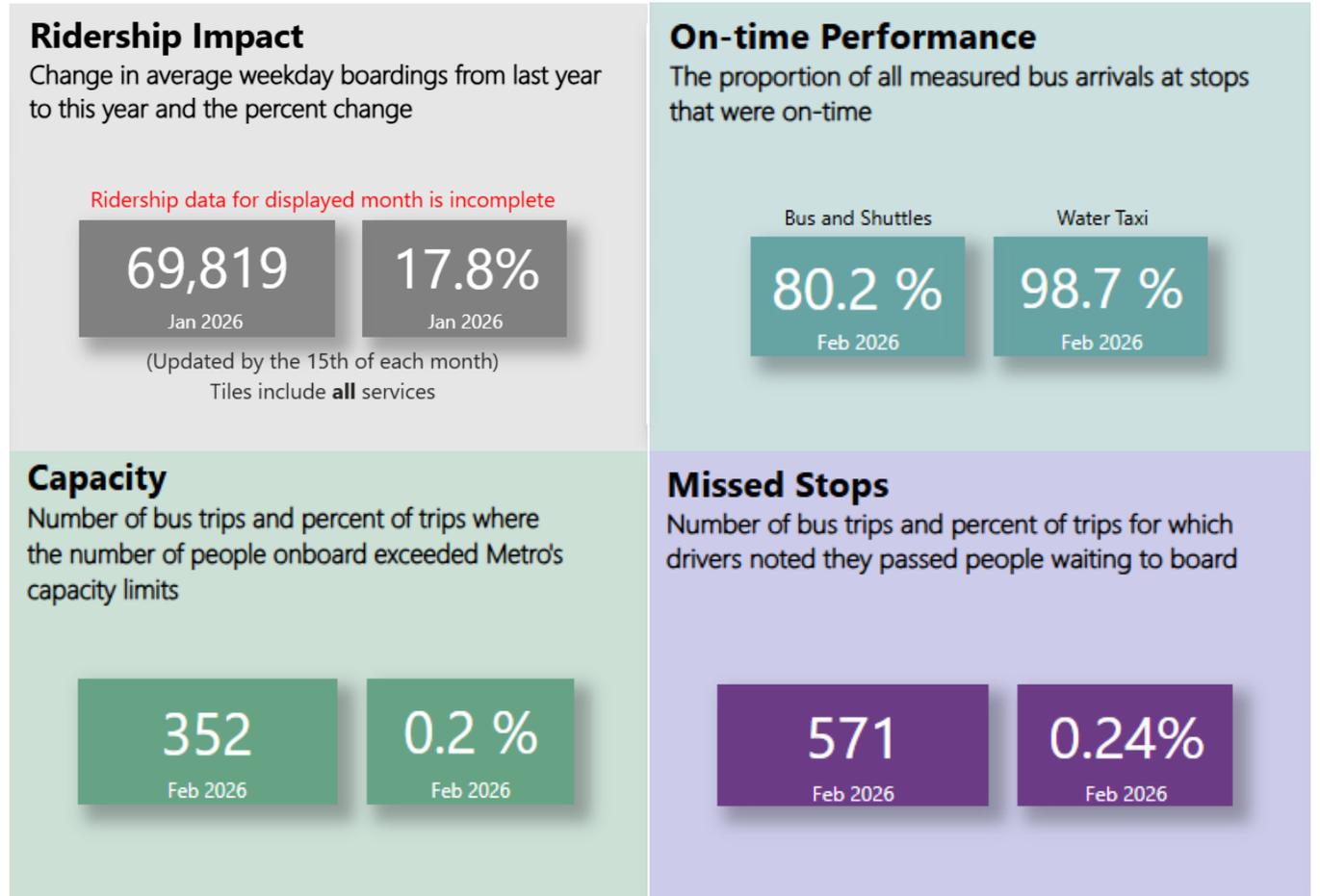
What The Dash Tells Us

- **Ridership:** How does current ridership compare to the same month last year?
- **On-Time Performance:** How often do buses depart stops on schedule?
- **Crowding:** How frequently are buses at or near capacity?
- **Missed Stops:** How often are passengers left behind because a bus is full?



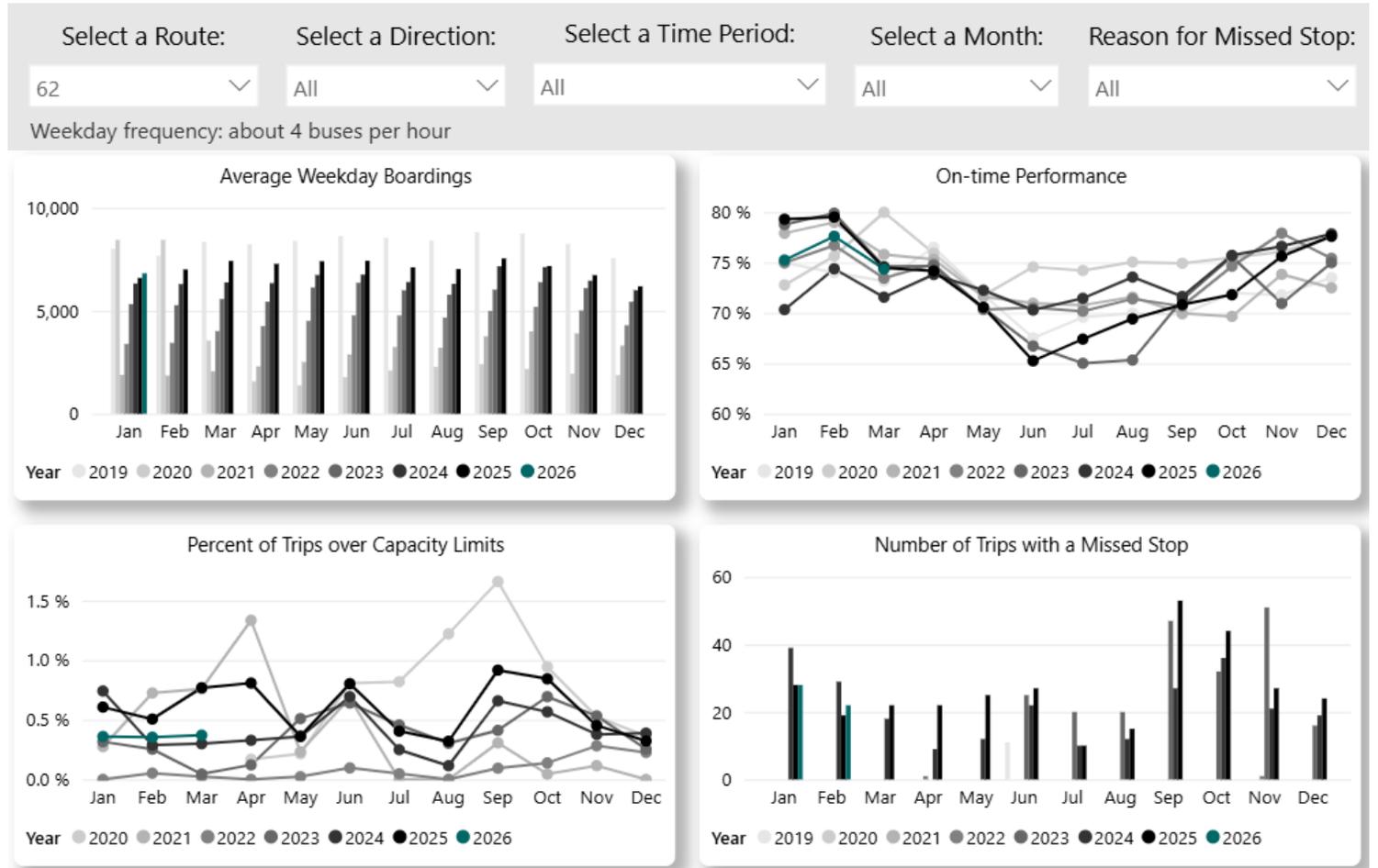
The Front Page: System at a Glance

- Landing page shows Metro-wide performance across all four metrics
- One-stop summary of the entire Metro network
- Systemwide baseline against which to understand the performance of individual routes
- Shows current month and time trends



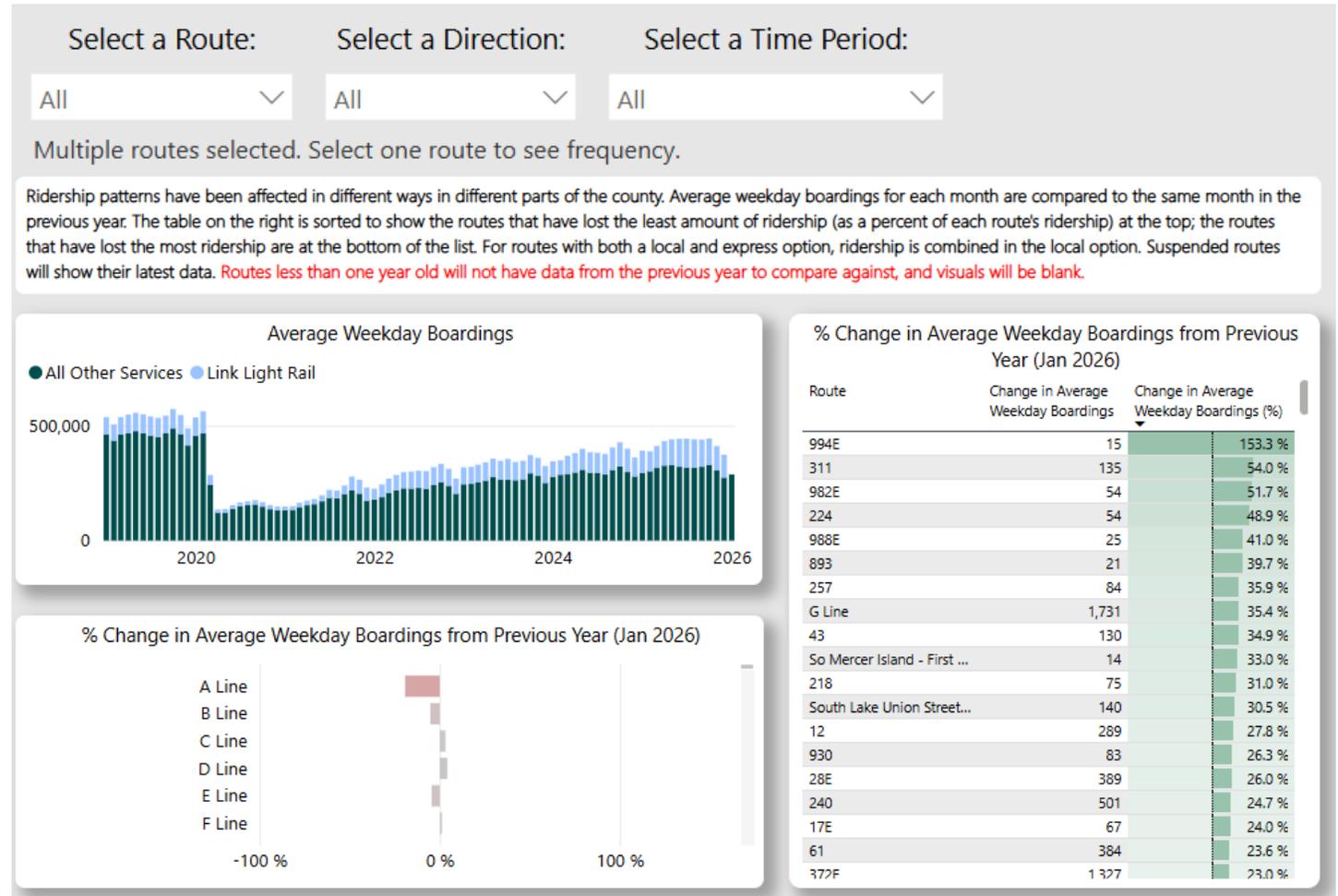
My Route: Route-Level Performance Over Time

- Select any Metro route to see its individual performance history
- View trends across all four metrics for that specific route
- Filterable by time of day, direction, and weekday / weekend
- Useful for answering questions about a specific route



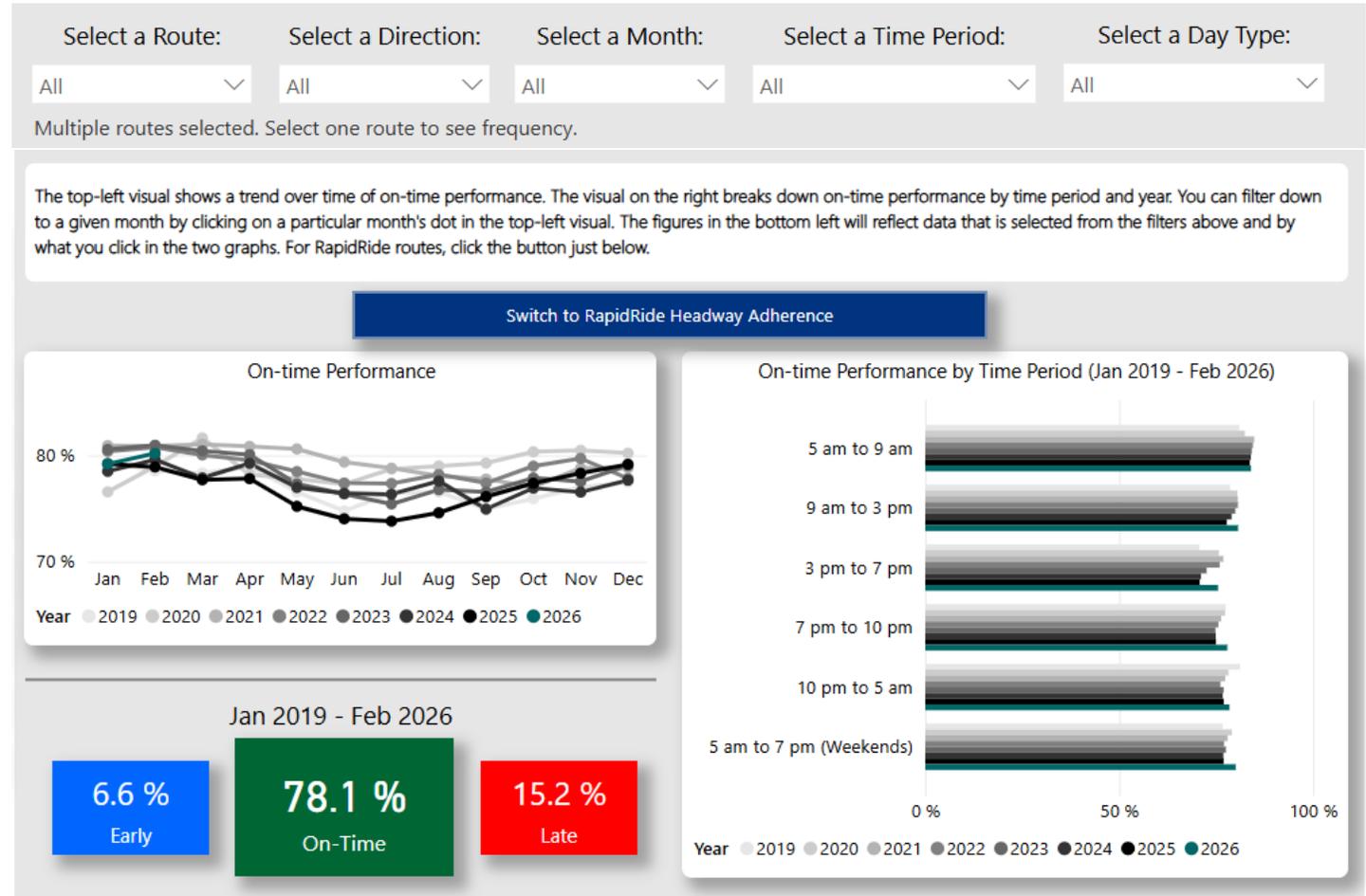
Ridership: Tracking Recovery and Change Over Time

- Compares current ridership to the same month of the prior year
- Available at the system level or filtered to specific routes or groups of routes
- Reflects Metro-operated services + Link Light Rail



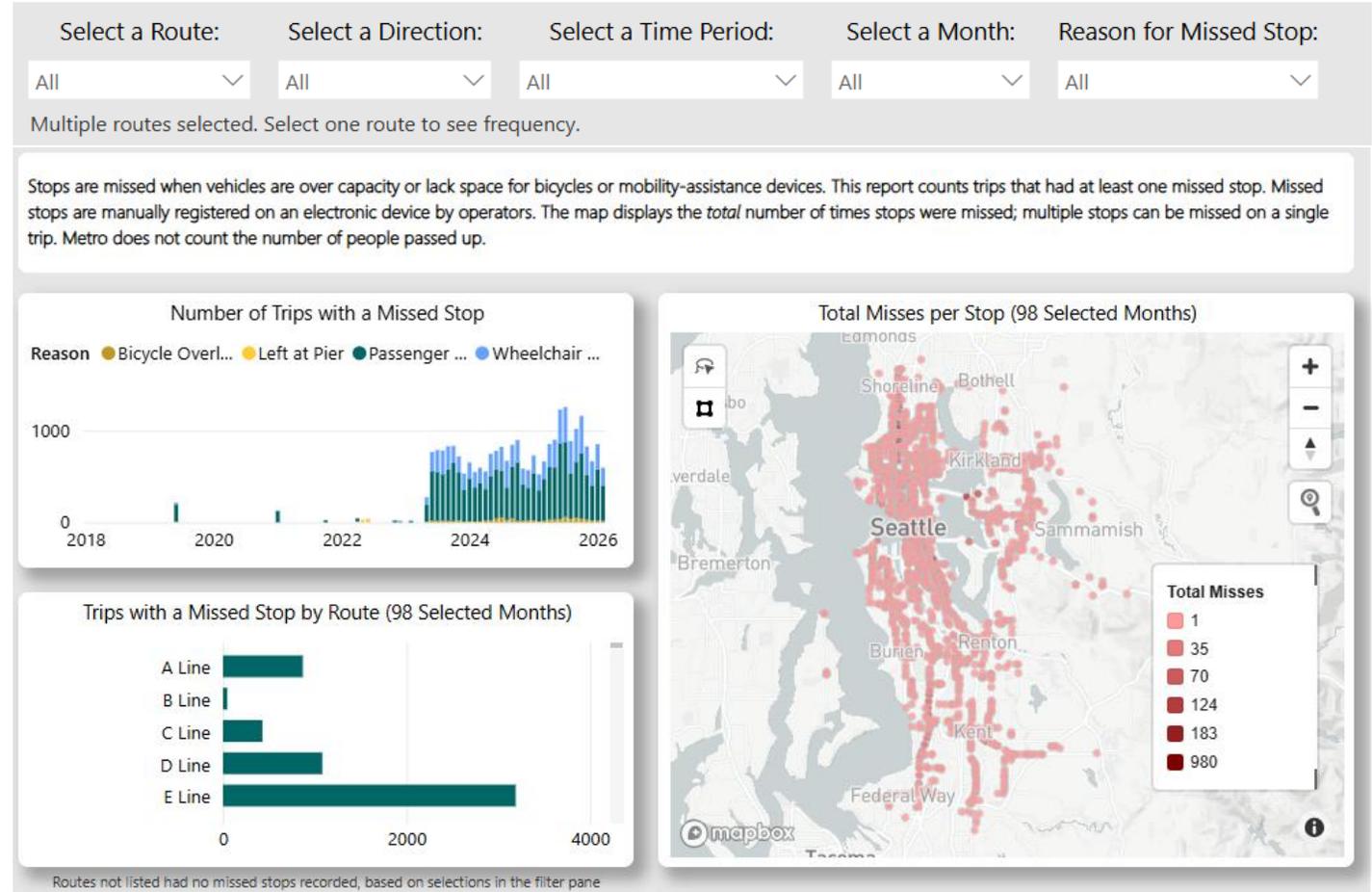
On-Time Performance: Are Buses Running on Schedule?

- Measures how frequently a trip departs a stop at its scheduled time
- Distribution by time of day
- Share of trips that are early, on time, or late



Missed Stops: When Passengers Are Left Behind

- Logged by Metro operators when passengers cannot board because:
 - Bus is too full to safely board additional passengers
 - Bike rack is full
 - Both wheelchair securement areas are occupied



Appropriate Uses and Limitations

What The Dash Is, and Isn't



IS

- A high-level transparency tool for public awareness.
- A reference point for tracking trends over time.
- A starting point for conversations about service quality.

ISN'T

- A real-time tool.
- A replacement for Metro's internal planning and performance tools.
- Designed to rank or prioritize issues for Metro to resolve.
- Designed to present or track Metro's internal targets.

Use Cases

1. A regular route 48 rider is wondering if buses are coming on time or missing stops.
 2. An elected official is wondering if a route that serves their district has the same level of ridership as it did prior to the pandemic.
 3. A county or city staff person is hearing constituent concerns about crowding and wants more information before reaching out to Metro.
- The Dash is in addition to the Strategic Plan Dashboard and System Evaluation Report that provide a full picture of system performance.
 - Always appreciate elected offices reaching out to Metro Government Relations directly with questions.



Live Demo

Closing and Questions