

Metro Ridership & Service Recovery

Regional Transit Committee
May 21, 2025



Agenda

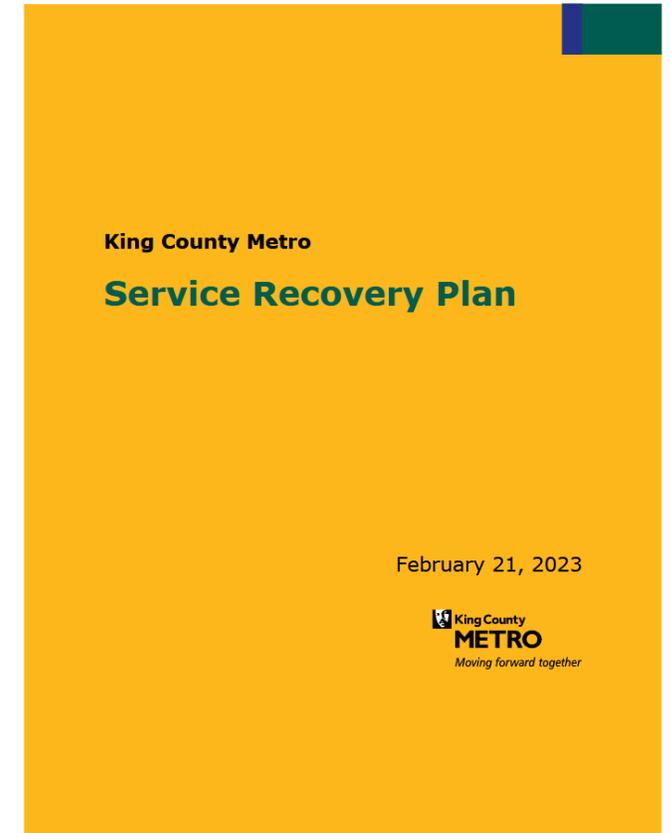
- Metro Service Recovery Plan
- Ridership Recovery Updates
- Mobility Project Status Updates
 - Lynnwood Link Connections
 - Madison Street/RapidRide G
 - East Link Connections
 - South Link Connections
 - Seattle / Vashon Service Recovery
 - Remaining Suspensions
- Next Steps
- Closing and questions



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

King County Council

Partially or fully implemented

East Link



Lynnwood Link



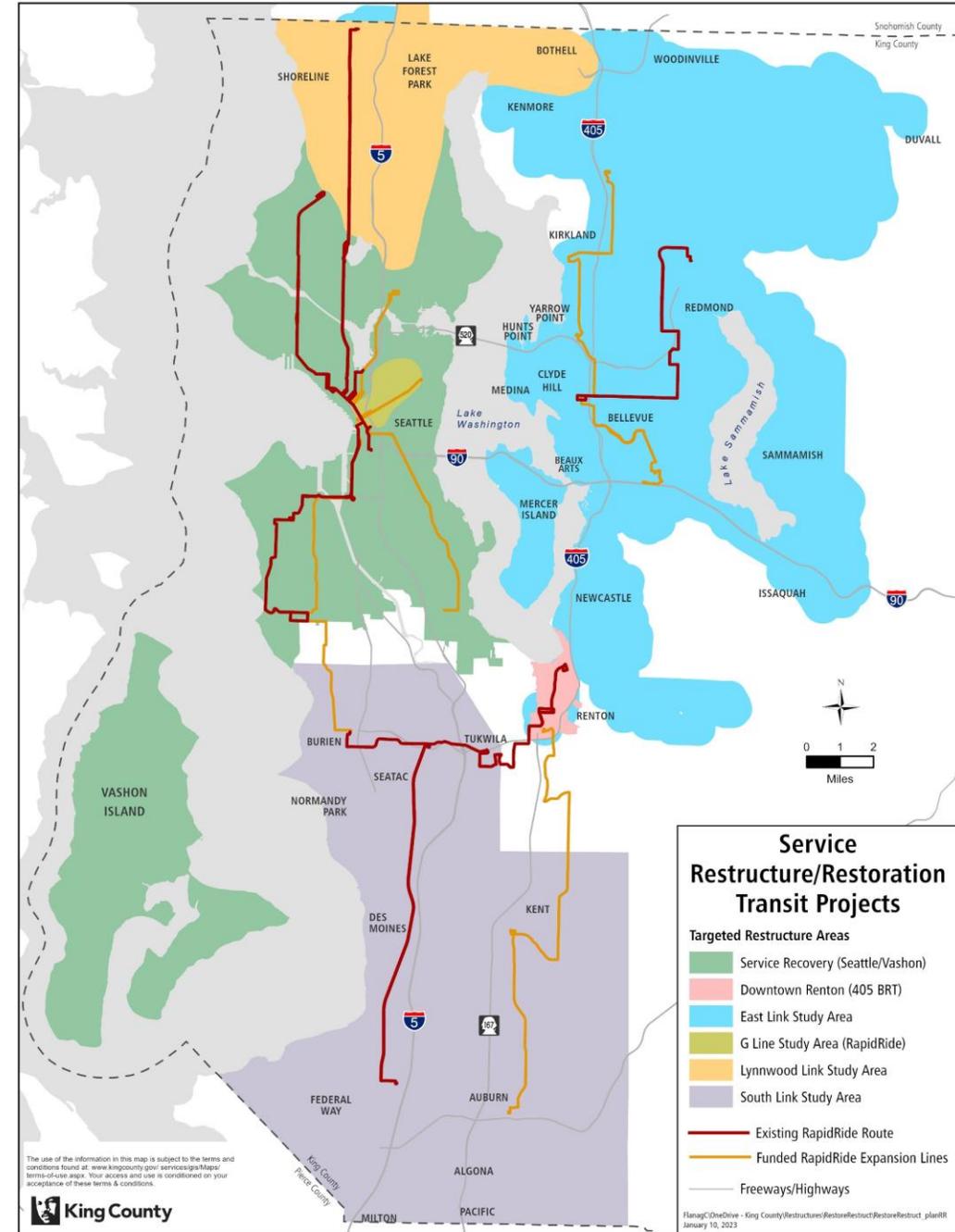
South Link

Seattle, Vashon Island

Madison Street Area – Bus Service Change (G Line)



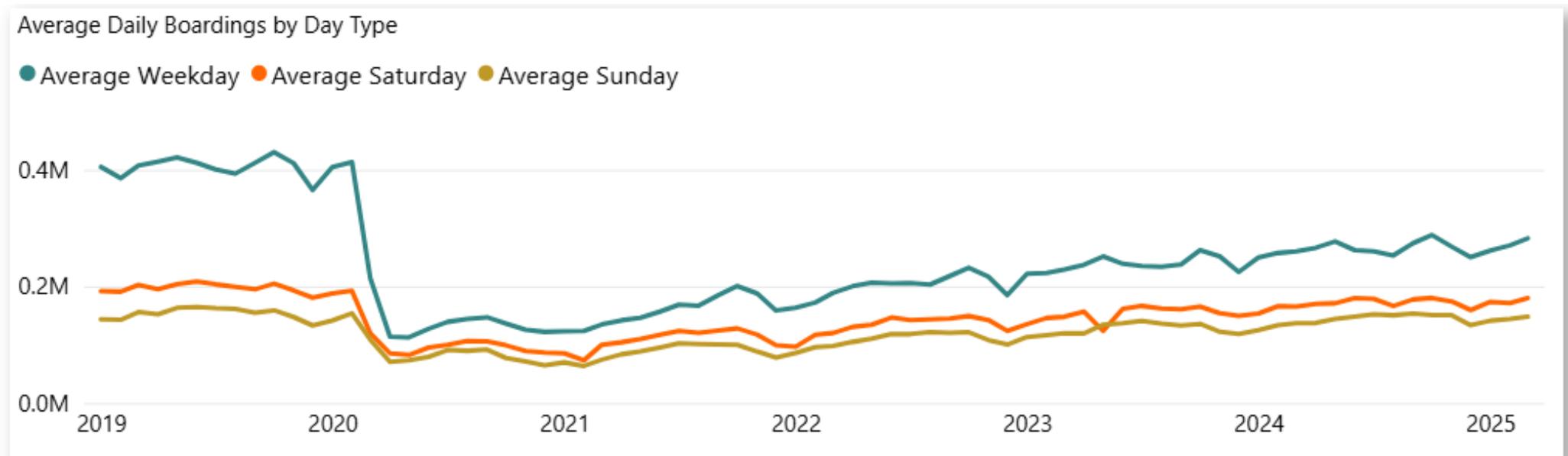
Stride I-405 BRT Integration



Ridership Recovery Updates

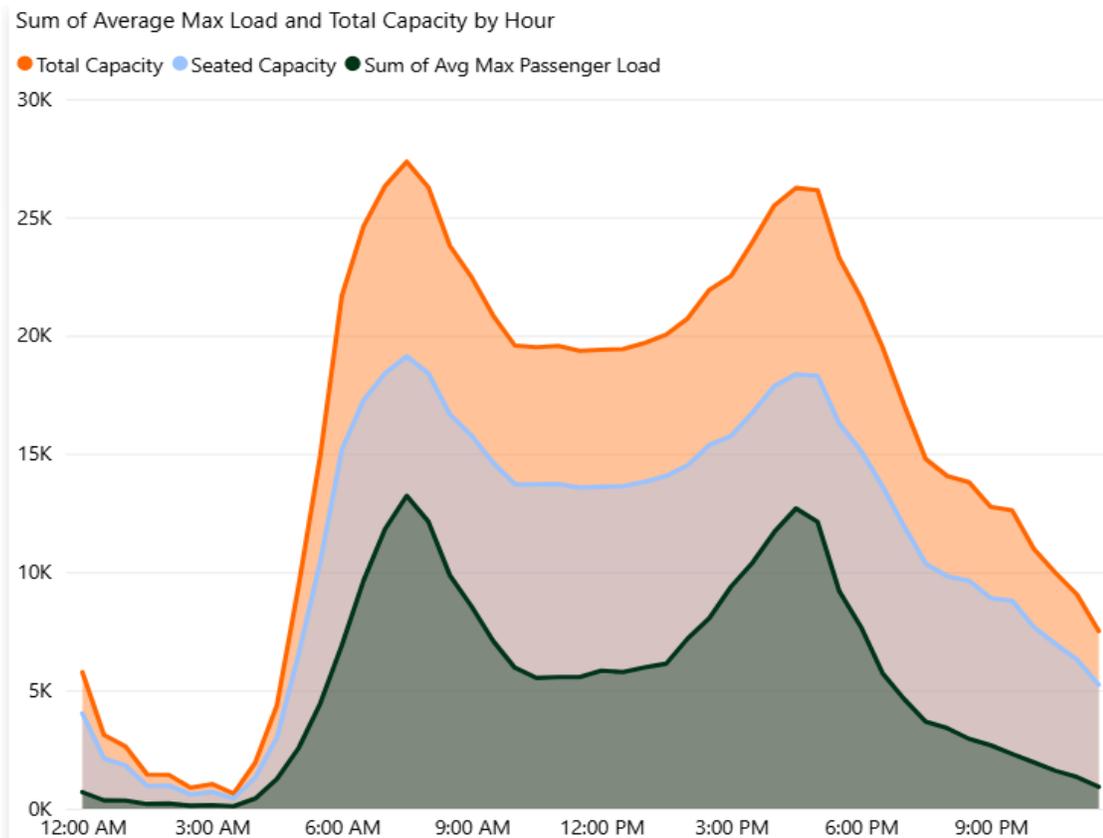
Ridership growth remains strong

- 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

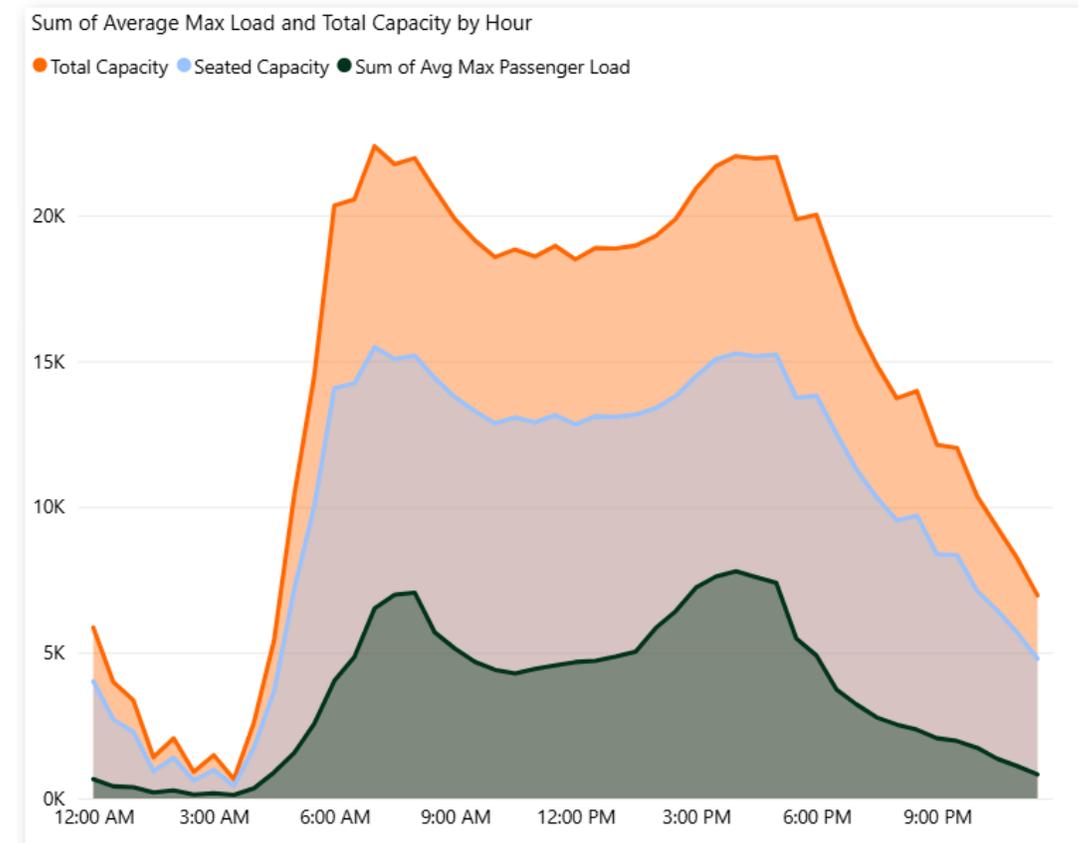


Ridership and service are now more spread throughout the day

Fall 2019



Fall 2024



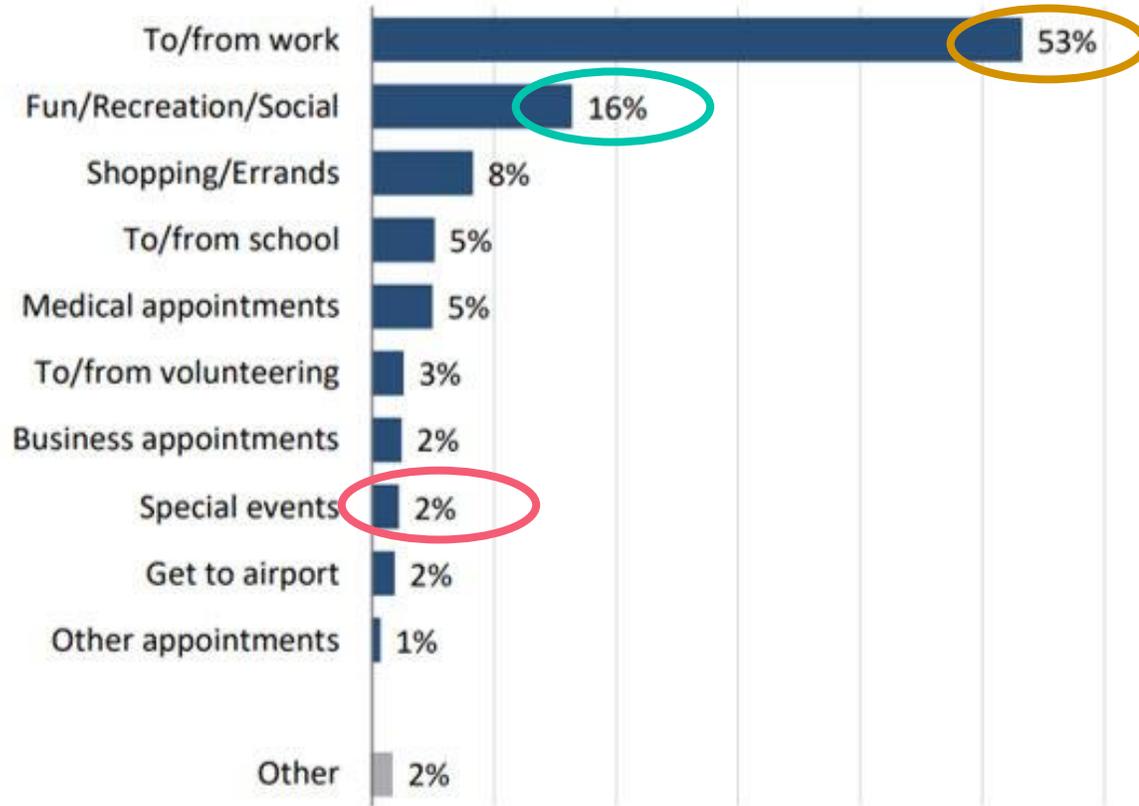
Most routes are gaining riders

- 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)

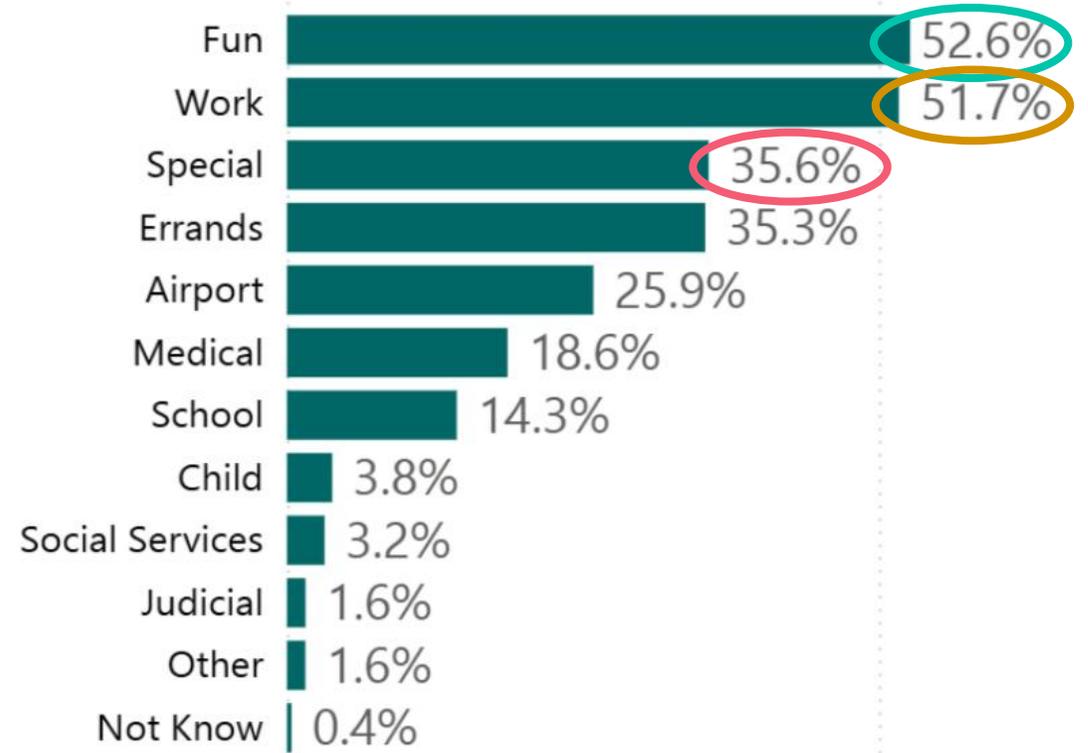
Route	Average Weekday Boardings	YoY % Change
E Line	13,620	5%
7	10,932	5%
D Line	9,895	6%
A Line	9,054	7%
40	8,867	10%

Trip purposes have shifted

2019 RIDER NON-RIDER REPORT



2024 RIDER NON-RIDER REPORT



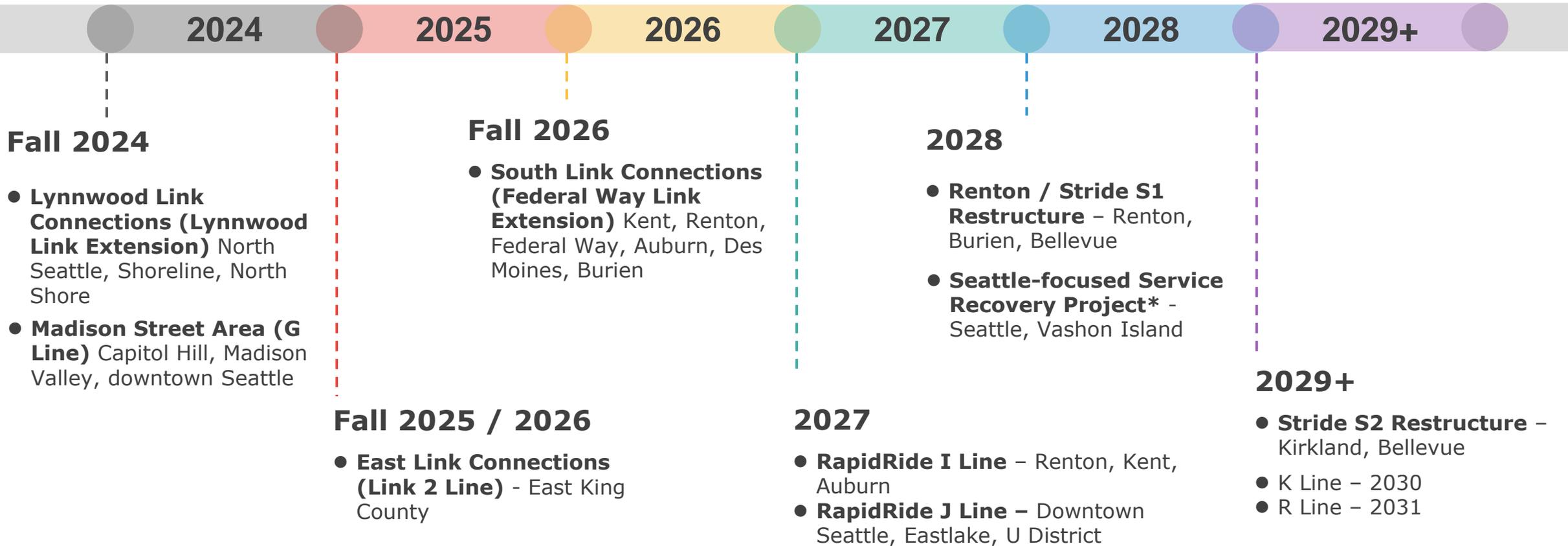
Mobility Project Updates

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
 - City of Seattle partnership



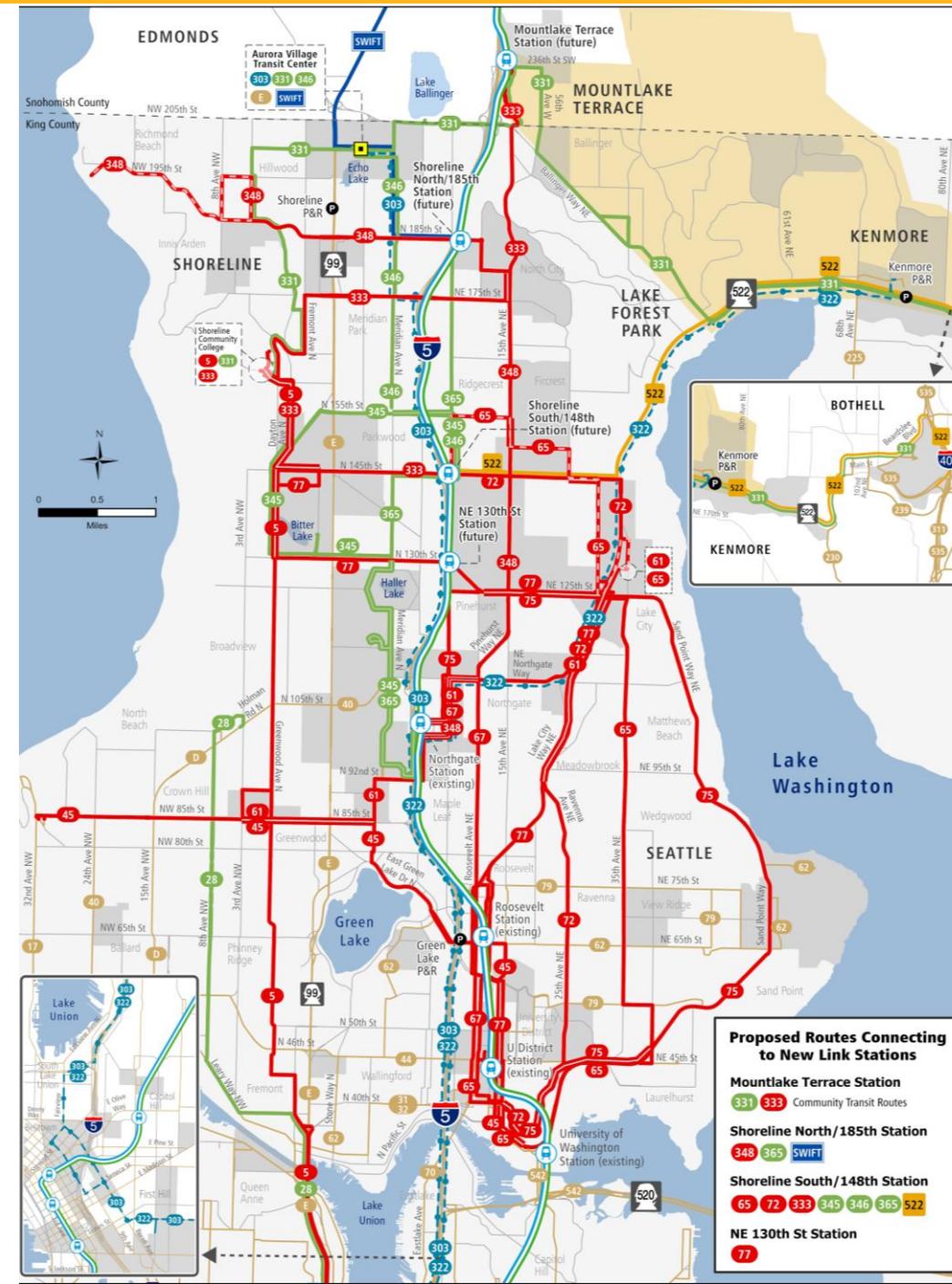
Major System Changes



* Timing of Seattle-focused Service Recovery project is still in development

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

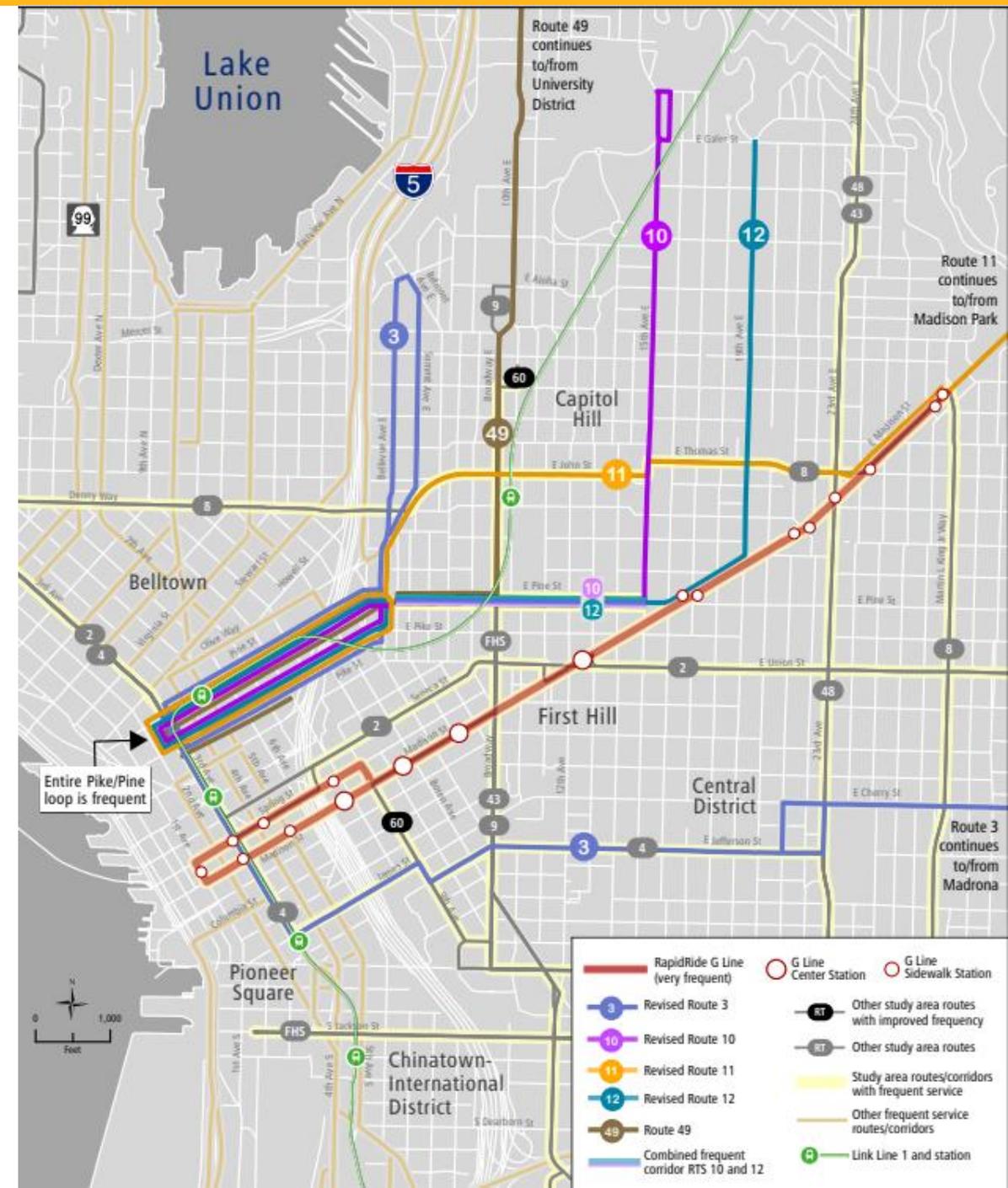
- Overall daily boardings increased
- Coming in later phases:
 - ~61K hours left to be restored
 - New route to connect to the Pinehurst Station once open (2026)
 - Changes to Sound Transit 522 Express service on SR522 and 145th St
- ~16K hours of STM investment tied to associated changes above

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



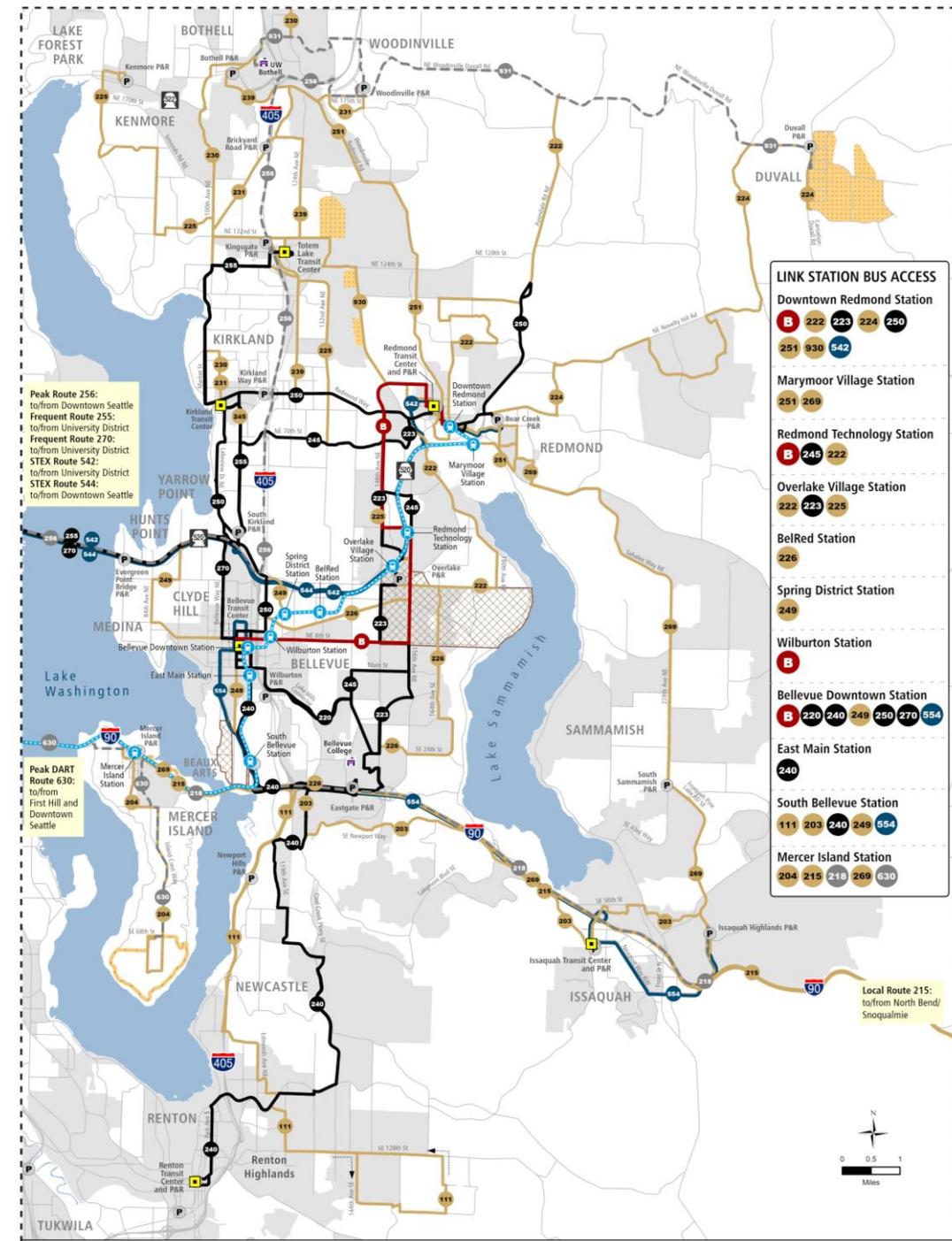
Madison Street/RapidRide G: Preliminary Results & Next Steps

- 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: Next steps

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



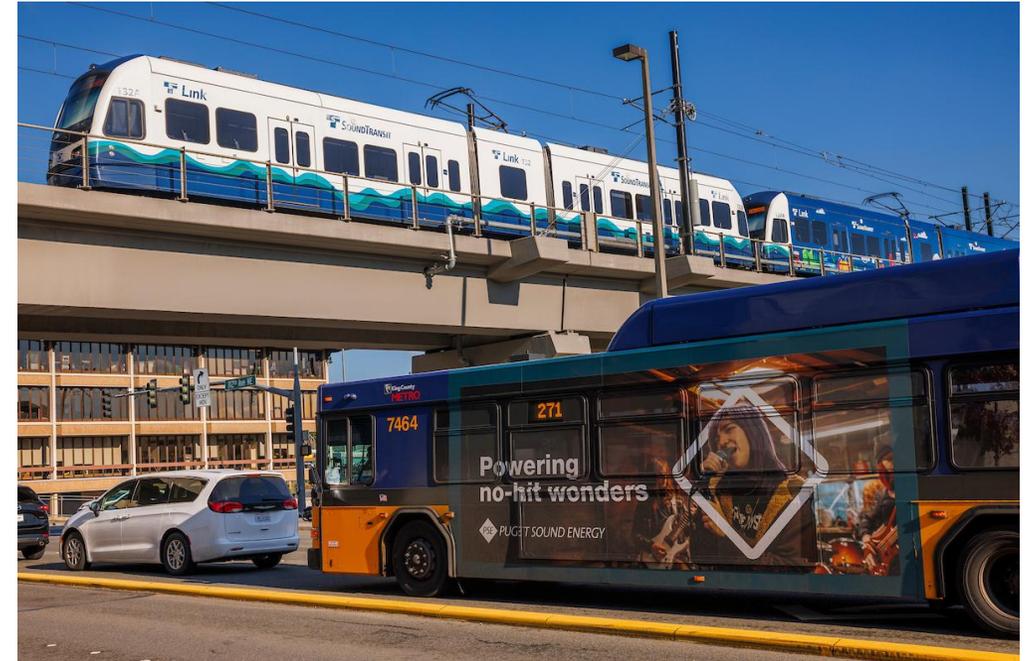
Resolving Remaining Suspensions

- 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