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1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

# KING COUNTY

## Signature Report

### Motion 16836

**Proposed No.** 2025-0168.1 **Sponsors** Quinn

A MOTION relating to public transportation, approving the 2025 King County Metro Transit Title VI Program Report.

WHEREAS, Federal Transit Administration ("FTA") regulations in 49 C.F.R. Section 21.9(b), require all direct and primary recipients of FTA funds to submit a Title VI program report every three years to the FTA regional office, and

WHEREAS, updated regulations in Circular FTA C 4702.1B require that "the Title VI program be approved by a recipient's board of directors or appropriate governing entity or official or officials responsible for policy decisions prior to submission to the FTA," and

WHEREAS, the King County Metro transit department, as a transit provider and direct recipient of FTA funds, developed the 2025 Title VI Program Report in compliance with applicable federal regulations;

NOW, THEREFORE, BE IT MOVED by the Council of King County:

The council hereby approves the 2025 King County Metro Transit Title VI Program Report, which is Attachment A to this motion. The council requests that the executive transmit a copy of Attachment A to this motion, with a copy of the final, signed

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Signature Report of this motion attached as Appendix J, to the Federal Transit Administration.

Motion 16836 was introduced on 6/10/2025 and passed by the Metropolitan King County Council on 7/1/2025, by the following vote:

Yes: 8 - Balducci, Barón, Dembowski, Dunn, Mosqueda, Quinn, von Reichbauer and Zahilay
Excused: 1 - Perry

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

Signed by:
Girmay Zahilay
1AEA3C5077F8485...
Girmay Zahilay, Chair

ATTEST:

DocuSigned by:
Melani Hay
8DE1BB375AD3422...
Melani Hay, Clerk of the Council

**Attachments:** A. 2025 King County Metro Transit Title VI Program Report

Attachment A

Motion 16536

# 2025 King County Metro Transit Title VI Program Report

July 2022–June 2025 Report to the Federal Transit Administration
in Accordance with FTA Circular 4702.1B, *Title VI Program Guidelines for Federal Transit Administration Recipients*

June 2025

Metro Transit Department
Office of the General Manager
201 S Jackson St
Seattle, WA 98104

Contact: Chris Bhang, cbhang@kingcounty.gov

Alternative Formats Available

**206-263-5277 TTY Relay: 711**

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# I. Introduction

King County Metro Transit (Metro) is proud to present this Title VI Program Report in its continued commitment to Title VI of the Civil Rights Act of 1964. Metro believes that mobility is a human right and that all persons and communities should have equal and equitable access to its services – regardless of race, color, or national origin.[1] This report is presented to the King County Council for approval and ultimate transmission to the Federal Transit Administration (FTA). The FTA requires that transit agencies receiving federal funds submit a Title VI program report every three years. This report covers the reporting period from July 2022 through June 2025.

The FTA's authority to require this program stems from the Civil Rights Act of 1964 and subsequent regulations. As stated in FTA Circular 4702.1B, which provides guidance and instructions for transportation agencies' compliance with Title VI regulations, the purposes of the Title VI program are:

1. Ensure that the level and quality of public transportation service is provided in a nondiscriminatory manner.
2. Promote full and fair participation in public transportation decision-making without regard to race, color, or national origin.
3. Ensure meaningful access to transit-related programs and activities by persons with limited English proficiency.

FTA Circular 4702.1B includes a checklist of required Title VI program elements. In general, this report is organized in the order of that checklist.

## About King County Metro Transit Department

King County Metro Transit is part of King County, Washington. Metro is the largest public transportation agency in the Puget Sound region. In 2024, Metro has delivered more than 88 million rides through a variety of mobility options, including:

- **Fixed-route services,** including bus, rail (operated under contract to Sound Transit), streetcar (operated under contract to the City of Seattle), and water taxi.
- **Contracted services** that are provided by contractor agencies on Metro's behalf, including Access paratransit.
- **Shared and connected services,** such as vanpool, vanshare, rideshare, community-based shuttles, and first-mile/last-mile services.

Metro remains committed to equity in alignment with its Strategic Plan for Public Transportation (2021-2031), Metro Connects, and Service Guidelines. In 2019, Metro co-created a Mobility Framework[2] (guiding principles and recommendations for centering equity in Metro's planning and operations) with the Metro Mobility Equity Cabinet (23 leaders representing people countywide who are Black,

[1] Metro provides its service for all people regardless of sex, age, religion, gender, gender identity or expression, sexual orientation, veteran or military status, or presence of a disability. Race, color, and national origin are mentioned here as the classes of people specifically protected under Title VI.

[2] Mobility Framework [LINK]

Indigenous, or of color, people with low or no-incomes, linguistically diverse people, immigrants and refugees, and people with disabilities).

When Metro considers social equity, it prioritizes populations of people who are Black, Indigenous, or of color, people with low or no-incomes, linguistically diverse people, immigrants and refugees, and people with disabilities. However, for this report, Metro uses the same terminology as the FTA: minority (instead of or in addition to Black, Indigenous, or people of color), low-income, and limited English-proficiency (instead of linguistically diverse).

## King County Population Growth and Demographics

According to data from the 2020 Census, King County gained about 165,000 people and 195,000 jobs (although employment fell in 2020 because of COVID-19) from 2015 to 2020. As of the April 2020 census data estimate, King County's population was 2,269,675.

King County's population has also become more diverse.[3] Nearly one quarter of King County residents were born outside the United States (foreign born), more than 10 percent have limited English proficiency, and 39 percent are minorities. From 2009 to 2017, King County gained 95,000 residents who are foreign born, which accounts for 40 percent of the county's total population growth during that period. During the same period, the total number of limited English-speaking residents in King County increased by 26,500, though remained constant at 11 percent of total population during this period.

The percent of the population that identifies as minorities increased from 34 percent in 2010 to 39 percent in 2017. Compared to non-Hispanic White workers, these populations use transit more for work. The percentage of White residents in King County decreased between 2000 and 2018. During this period, nearly every minority category saw gains, particularly Asian and Hispanic populations. Asian residents accounted for approximately 17 percent of the population of King County in 2018, up from 10.8 percent in 2000. The Hispanic population grew to nine percent of the King County population in 2018, up from 5.5 percent in 2000.

This increasing diversity in race and ethnicity, the increasing number of residents born outside the United States, some of whom may have limited English proficiency, as well as King County's commitment to the overall health and strength of the region, has led King County to develop and implement policies and programs based on ensuring equity and social justice for all residents of the county.

## King County Strategic Plan

The King County Strategic Plan[4] establishes "equitable and fair" as a guiding principle that is intended to address the root causes of inequities to provide equal access to opportunities for all. This principle is reflected in the draft mobility goal to, "Deliver a safe, reliable, and seamless network of transportation options to get people and goods where they need to go, when they need to get there." Mobility objectives are:

- Increase integration between transportation modes and all service providers.

[3] The demographics described in this section came from "Travel and Population Data, Trends, and Implications" of the Mobility Framework Report [LINK]

[4] King County Strategic Plan [LINK]

- Preserve and optimize the mobility system.
- Ensure the safety and security for customers and employees using the mobility network.
- Provide more equitable mobility access and reduce historic gaps.

## King County Comprehensive Plan

Another policy document Metro relies on for guidance is the King County Comprehensive Plan, which provides policy direction on growth management and land use, as well as regional services including transit. The 2016 Comprehensive Plan,[5] was amended in 2017, 2018, and 2024.

The transportation chapter of the plan states that King County should, "…seek to ensure that its system of transportation services and facilities equitably serves the mobility needs of communities with the greatest need, including historically underinvested groups, people with disabilities, seniors, and people with special transportation needs." (Policy T-102).

## Executive Order on Written Translation Process

King County provides all residents fair and equal access to services, opportunities, and protection. Noting that a substantial number of people in King County have limited English proficiency, then King County Executive Dow Constantine issued an executive order[6] on translation of public communication materials in October 2010. This executive order requires county agencies, including Metro, to translate public communication materials and vital documents into Spanish as soon as feasible within available resources, and into other commonly spoken non-English languages according to a tier map of languages that is updated regularly and is based on five different data sources of the languages spoken by limited-English-proficient people in the county. The executive order provides for the use of alternative forms of language assistance, such as interpretation services, when they are more effective or practical.

## King County Requirement for Language Assistance Plans

In 2018, the King County Council added a new section to the King County Code (K.C.C. 2.15.030, added by Ordinance 18665[7]), which requires King County and all its contractors to provide free and prompt interpretation and translation services to limited-English-proficient persons. This section of the Code also requires King County agencies and offices to develop language assistance plans[8] that identify which vital documents and public communication materials are to be translated for use by limited-English-proficient persons. The language assistance plans also include identification of agency or office provisions for translation of web pages, automated telephonic greetings, automated telephonic voice messages, and informational signage. The threshold for the translation of vital documents and public communication materials is based on the top six languages identified by the tier map of languages maintained by the King County Executive's Office.

[5] King County 2024 Comprehensive Plan [LINK]
[6] Written Language Translation Process Executive Order [LINK]
[7] Ordinance 18665 [LINK]
[8] The King County Code definition of a language assistance plan is broader from that defined by Title VI because Metro goes beyond the Title VI requirements.

## King County Metro Transit Strategic Plan for Public Transportation (2021-2031), Metro Connects (long-range plan), and Service Guidelines

Metro's Strategic Plan for Public Transportation (2021-2031), Metro Connects (long-range plan), and Service Guidelines assert Metro's mission, vision, and goals, include Metro's overarching policies, and guide long-term planning and daily operations. All three documents[9] were updated in 2020-21 with a goal of more strongly emphasizing equity, as directed by the King County Council-adopted Mobility Framework (described in "recent notable achievements"). The King County Council adopted these updated policies via Ordinance 19367[10] in December 2021.

[9] Metro's Strategic Plan for Public Transportation 2021-2031, Metro Connects, and the Service Guidelines are available on the "Metro's Policies" portion of Metro's website [LINK]

[10] Ordinance 19367 [LINK]

# II. General Reporting Requirements

## A. Title VI Notice to the Public

Metro uses a variety of means to notify the public that it complies with the requirements of Title VI and related statutes and regulations.

Notice placards and accompanying information about how to file a complaint if a person believes Metro has discriminated against them are posted inside all buses, modes of transportation, appropriate public places, as well as at Metro's Pass Sales Office. The notice is translated into Cambodian, Chinese, Korean, Russian, Somali, Spanish, Tagalog, Tigrinya, and Vietnamese and displayed within the Pass Sales Office. For reasons of space, the notices posted within individual bus coaches contain half of the languages, and these placards are displayed on Metro coaches. The wording of the notice follows:

> **King County Metro Transit does not discriminate in the provision of service**
> King County Metro Transit does not discriminate in the provision of service on the basis of race, color, and national origin. For more information on Metro's nondiscrimination obligations, or to file a discrimination complaint, you may call Metro's Customer Information Office at 206-553-3000. You may also contact Metro in writing at the address below.
>
> General Manager, King County Metro Transit
> 201 S. Jackson St. KSC-TR-0415, Seattle, WA 98104.

A similar notice of Title VI obligations and remedies is provided to customers of Metro's Access paratransit service.

Metro has also posted a Title VI notice in English and Spanish on Metro's website[11]:

**"Civil Rights – Title VI**

> Metro operates its programs without regard to race, color, national origin, religion, sex, sexual orientation, marital status, age or disability in accordance with applicable law.
>
> King County is committed to complying with the requirements of Title VI in all of its federally funded programs and activities. To request additional information on King County's Title VI nondiscrimination requirements, call us at 206-263-2446 (TTY 711)."

In addition, the following notifications are posted in English and Spanish on the King County website:

**"Title VI of the Civil Rights Act of 1964 states:**

> No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.

**King County Title VI Policy Statement**

> King County assures that no person shall on the grounds of race, color, national origin, or sex, as provided by Title VI of the Civil Rights Act of 1964 as amended, and the Civil Right Restoration

[11] Title VI notice on Metro's website [LINK]

Act of 1987 (P.L. 100.259) be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving federal financial assistance.

King County further assures every effort will be made to ensure nondiscrimination in all of its programs and activities, whether those programs and activities are federally funded or not.

In the event King County distributes federal aid funds to another governmental entity or other sub-recipient, King County will include Title VI language in all written agreements and will monitor for compliance.

King County's Office of the Title VI Coordinator is responsible for initiating and monitoring Title VI activities, preparing required reports and other King County responsibilities as required by 23 CFR 200 and 49 CFR 21.

Dow Constantine
King County Executive
May 28, 2010"

## B. Title VI Complaint Procedures and Form

Any person who believes she or he has been discriminated against on the basis of race, color, or national origin by Metro Transit may file a Title VI complaint by completing and submitting the official Title VI Complaint Form provided on Metro's website or the website of the King County Office of Civil Rights.[12]

To constitute an official Title VI complaint, the complainant must submit a written, signed complaint utilizing the official Title VI form alleging discrimination by an employee of Metro. A Title VI Complaint Form may be submitted by the complainant directly to the King County Office of Civil Rights or the FTA.

The King County Civil Rights Program's online complaint form is available on its website[13] and King County Metro has downloadable complaint forms in English and Spanish on its website.[14] A copy of the English version of the complaint can be found as Appendix A of this report.

When Metro receives a customer report (via phone, email, physical mail, or any other means of communication) alleging an act or failure to act that pertains to the customer's race, color, or national origin, the complaint is flagged as related to Title VI and forwarded to Metro's Civil Rights Team to make a record of the inquiry.[15] The matter is also routed to the appropriate operational spaces and/or Metro's Customer Information Office for appropriate processing. The King County Office of Equity, Racial and Social Justice's Office of Civil Rights may also investigate since they have the legal jurisdiction to

[12] This office is also called the "Civil Rights Program" within the King County Office of Equity, Racial and Social Justice.
[13] King County Civil Rights Program online complaint form [LINK]
[14] Part of Metro's website with downloadable complaint form [LINK]
[15] A "potential" Title VI complaint is a report, complaint, grievance, etc. that EEO tracks regardless of the merits of the allegations. A "formal" complaint is lodged when the complainant files a signed complaint alleging Title VI violations to the King County Office of Civil Rights (within the King County Office of Equity, Racial and Social Justice), per KCC 12.22.040.

investigate the claim. The matter is then processed and investigated under KCC 12.22, "Discrimination in Places of Public Accommodation."

As a department within a multi-purpose government, as well as a direct recipient and sub-recipient of federal funds, Metro coordinates closely with King County's Office of Civil Rights, as well as partner agencies, to ensure processes for receiving, tracking, and investigating Title VI complaints are aligned and fulfill all Title VI requirements.

### C. Title VI Investigations, Complaints, and Lawsuits

Metro was not subject to any Title VI-related lawsuits or Civil Rights investigations filed under KCC 12.22, "Discrimination in Places of Public Accommodation" during the reporting period. A full listing of internally addressed inquiries not constituting a formal Title VI complaint are included in as Appendix B.

### D. Public Participation Plan

King County, broadly, and Metro, specifically, have several policies and plans that establish expectations for how Metro engages minority and limited-English-proficient (LEP) populations in public engagement and outreach processes. These policies and plans reflect the principle that all those affected by a decision should be involved in shaping it.

- The **King County Strategic Plan**[16] seeks to ensure that King County government operates efficiently and effectively and is accountable to the public. Specifically, the Strategic Plan commits to, "deliver consistent, responsive, equitable, high-quality services to residents, cities, and districts."

- **Metro's Strategic Plan for Public Transportation 2021-2031**[17] includes a goal on public engagement and transparency that states, "Conduct deliberate and transparent community engagement." Some objectives and strategies within that goal area commit that Metro will:
    - Be open to shared decision-making and co-creation with community (objective).
    - Seek opportunities for co-creation and upstream engagement (strategy).
    - Engage with communities that have the greatest needs (strategy).
    - Use community-driven approaches to develop, program, and evaluate mobility services and infrastructure that serve priority populations (objective).
    - Demonstrate how community input influences decisions (strategy).

  Metro's Strategic Plan commits Metro to working to advance equity, especially for priority populations, and describes equity as one of Metro's core values (along with safety and sustainability). Metro's Strategic Plan also includes several objectives, outcomes, and strategies specifically about targeting services to historically underrepresented populations. Strategies include: "To support access to mobility, use a targeted universalism approach and lead with racial justice, prioritizing services, programs, policies, and products that tailored to the needs of priority populations" and "Continue complying with all legal requirements related to serving priority populations."

[16] King County Strategic Plan [LINK]
[17] Metro's Strategic Plan for Public Transportation, via Metro's "Policies" webpage [LINK]

- **King County's Equity and Social Justice (ESJ) Strategic Plan**[18] makes several commitments related to public participation. These include:
    - "Build community capacity as a strategy to foster full and equitable civic participation." (Community Partnerships goal area, invest upstream and where needs are greatest strategy area)
    - "Invest in community-based partnerships that will steadily inform the County's decision-making and foster full and equitable civic participation." (Theory of Change)
    - "Support increased capacity for engagement and participation of community partners, and target more grassroots agencies, networks and interested consumers in planning and implementation." (Pro-Equity Policy Agenda, Health and Human Services)
    - "County and department-level policies explicitly include equity and social justice as a principle and have community participation from the start." (Plans, Policies and Budgets goal area, minimum standards)

  As noted above, the Transportation and Mobility section of the ESJ Strategic Plan states that Metro Transit should, "create broader and more meaningful access to transportation through improved engagement with communities." (Pro-Equity Policy Agenda, Transportation and Mobility)

1. **The County's Executive Order on Translation** directs all agencies of the County, including Metro, to ensure that communications are culturally and linguistically appropriate to the target audiences, and provides guidance for translating public communication materials.
2. **The King County Code** (K.C.C. 2.15.030[19]) requires all County agencies and offices to develop language assistance plans that identify which vital documents and public communication materials need to be translated into languages for use by persons with LEP.

In the context of these policies, Metro's ongoing and project-based public engagement methods proactively seek to engage minority and LEP populations in conversations that shape decision making.

## E. Ongoing Engagement

**Transit Advisory Commission.** The Transit Advisory Commission (TAC) was established in January 2011 (Ordinance 17025[20]). It was created from the merger of two previous advisory groups (the Transit Advisory Committee and the Accessible Services Advisory Committee).

The TAC helps Metro improve transit services, planning, and programs by advising Metro's staff members and general manager, the King County Executive and Council, local jurisdictions, and subarea transportation boards on transit policy issues.

The commission's role is to:

- Advise Metro on the inception and development of long-range planning efforts.

[18] King County Equity and Social Justice Strategic Plan [LINK]
[19] K.C.C. 2.15.030 [LINK]
[20] Ordinance 17025 [LINK]

- Advise Metro, King County, local jurisdictions, and subarea transportation forums on issues essential to transit service in King County, including matters of concern to the elderly and persons with disabilities.
- Serve as a resource for transit promotion.

Commission members are appointed by the King County Executive and confirmed by the King County Council for two-year terms. The commission includes residents, business representatives, and other parties concerned about transit service in the county. Most are bus riders. All live in King County and, collectively, they reflect the county's diversity. At least half are people who have disabilities, are elderly, or work with these populations.

Table 1 below displays the current demographic makeup of the Transit Advisory Commission, including the members with disabilities. Consistent with King County's Equity and Social Justice Strategic Plan, race, language, age, disability, and gender are factors used during recruitment to assure the TAC is representative of the diversity of the county, which is Metro's service area. Information about the TAC is available on Metro's website[21] in English and Spanish.

The TAC is sometimes invited to brief the County Council or other regional elected officials on transit issues. The TAC designates a member to serve on each of Metro's Sounding Boards, described below.

**Access Paratransit Advisory Committee.** The Access Paratransit Advisory Committee was established in November 2018 (Ordinance 18838[22]). This committee is intended to advise Metro and King County on issues related to Metro's Access paratransit service.

The committee is to have at least nine members who are appointed by the King County Executive and confirmed by the King County Council for four-year terms. Members of the Access Paratransit Advisory Committee are to include Access paratransit riders, family members of Access paratransit riders, representatives of organizations that provide services to Access paratransit riders, and representatives of organizations that support LEP Access paratransit riders or potential riders.

The Access Paratransit Advisory Committee is required to provide an annual report for the King County Executive and Council that must include:

- A review of and comment on Metro's annual performance metrics and trends relevant to Access paratransit;
- A review of and comment on information from customer surveys distributed by Metro relevant to Access paratransit;
- A summary of areas of strength, deficiency, or priorities for improvement in the provision of Access paratransit services, and
- An overall assessment of Access paratransit service for the prior year.

The Access Paratransit Advisory Committee replaced the **Access Paratransit Task Force,** a group that was created by Metro in April 2018 to enhance the Access paratransit program by advising the agency on priorities and areas of mutual concern while developing a vision for ongoing improvements.

[21] More information about Metro's Transit Advisory Commission [LINK]
[22] Ordinance 18838 [LINK]

**Mobility Equity Cabinet.** Metro recruited members to create the Mobility Equity Cabinet in 2019 to embed an equity and sustainability centered approach to how Metro invests in mobility by co-creating Metro's Mobility Framework. The group later advised Metro on updating three key policies: Metro's Strategic Plan for Public Transportation, Metro Connects (long-range plan), and the Service Guidelines.

When first created, the cabinet included 23 community leaders representing low-income communities, minorities (Black, Indigenous, and communities of color), immigrants and refugees, limited-English speaking people, and people with disabilities. The group convened regularly from 2019-2021 to co-create the Mobility Framework and consult on the policy updates. In early 2022, Metro and Cabinet leaders recruited members for the 2022-2023 term with a focus on advising Metro in implementation of policies that center equity and sustainability. Cabinet advisement will continue including how Metro invests in public transit and related infrastructure; integrates new mobility choices, and engages communities in decision-making. Metro is actively recruiting for the 2025-2028 term, seeking members who represent priority population communities from across King County to engage in plans and ongoing policy updates for equitable upstream investments.

**Table 1: Ongoing Commission, Cabinet, and Committee Demographics**

| | Transit Advisory Comm | Mobility Equity Cabinet | Access Paratransit Advisory Committee |
|---|---|---|---|
| African American | 1 | 5 | 0 |
| Asian-Pacific Islander | 2 | 7 | 2 |
| Caucasian | 5 | 0 | 1 |
| Hispanic | 1 | 3 | 1 |
| Limited English proficiency | 0 | 1 | 0 |
| Person with disabilities | 4 | 2 | 3 |
| Low-income representative | No data | No data | 3 |

*While specific racial/ethnic identities are not known, five Access Paratransit Advisory Committee members identified as people of color (minorities).

## F. Project-Specific Engagement

In addition to involving the public through the Transit Advisory Commission and Access Paratransit Advisory Committee, and the Equity Cabinet, Metro initiates public engagement processes to invite the general riding and non-riding public to also help shape decisions. Engagement topics include new transit service, changes to existing service, reinvestments of existing service resources, and potential changes to fares and fees or policies in accordance with Metro's Strategic Plan and Service Guidelines.

When developing proposals for major service changes, Metro designs an engagement process that seeks to involve people affected by the change, including:

- Riders of affected routes, focusing on priority populations

- Residents of areas around affected routes, focusing on priority populations
- Community groups and neighborhood councils
- Organizations that serve underrepresented and transit-dependent populations
- Staff and elected officials from local jurisdictions
- Major institutions (colleges and universities, or health care)
- Employers
- Partner transit agencies (*e.g.*, Sound Transit)

Metro solicits input from the community through methods such as public meetings, surveys, stakeholder interviews, conversations with community groups, focus groups, and Mobility Board meetings (see below). Metro informs riders and community members about the opportunity to participate in community engagement through signs and in-person outreach on buses or at bus stops, flyers at community locations, social media often boosted to key communities and translated into multiple languages, community media ad buys, and outreach to community-based organizations.

Metro staff research the demographics of those who may be affected by the change being considered in every community engagement project. Depending on the scale and scope of the project, information from the U.S. Census, American Community Survey, local school districts, and/or targeted research with organizations serving transit-dependent populations is used to determine the best way to reach minority and LEP persons in the affected community. Metro designs outreach strategies to reach these populations, creatively seeking to engage those who would not otherwise learn about Metro's process via mainstream communication channels.

A primary approach Metro takes is to partner with community-based organizations to design the most appropriate ways to engage those they serve. Other outreach efforts include:

- Distributing translated, trans-created, and large-print materials through community-based organizations, open houses, and information tables.
- Hosting information tables at locations that serve minority and underrepresented populations, such as food banks, human service organizations, libraries, low-income housing, and cultural organizations.
- Working with community partners to host meetings for LEP populations that are designed in best formats and set at ideal locations and times.
- Going door-to-door or outreach at transit centers or other locations to reach people directly, using interpreters or translated materials as necessary.
- Providing information and purchasing advertising from community media and local publications.
- Posting information at key community locations serving minority and underrepresented populations.
- Using dedicated language phone lines, as needed, for people to comment or ask questions. Metro returns phone calls using a phone-based interpreter service that helps us answer questions and solicit feedback in the caller's native language.
- Having Metro's Accessible Services staff members available at open houses to answer questions and provide support for people with disabilities.
- Arranging for interpreters (including Deaf and Deaf/Blind) upon request or working with community-based organizations to facilitate conversation when appropriate.

Metro has also presented to or partnered with many organizations that serve different racial and ethnic groups, people with disabilities, or people with low incomes.

When considering major service changes, Metro often complements broad public engagement with a Sounding Board or Mobility Board. King County Code 2.124.010.A defines Sounding Boards as, "geographically, topically or community-based groups convened for a limited time to consider specific transit topics." Sounding Boards generally work with Metro staff members to develop proposals, review public feedback, and make advisory recommendations on transit service. A Sounding Board's membership equitably reflects the demographics of the area affected by the service change. Metro achieves this by using U.S. Census data to identify the minority groups in the service area, and then asks Sounding Board applicants to identify their demographic status on applications. Metro sometimes partners with community-based organizations to recruit potential Sounding Board or Mobility Board members.

## Summary of Project-Specific Engagement & Examples

From July 2022-March 2025, Metro has conducted public engagement processes for two major Link light rail integration service restructures in south and north King County, a RapidRide BRT integration service restructure, five new RapidRide BRT lines in various stages of planning and construction, COVID-related service reduction restorations, water taxi service, the ADA Transition Plan, Access Paratransit future service planning, Safety, Security and Fare Enforcement (SaFE) Reform, multiple flexible services projects, fare policy updates, Transit Oriented Development, multiple speed and reliability projects, base electrification planning and design, and a customer communications improvement initiative.

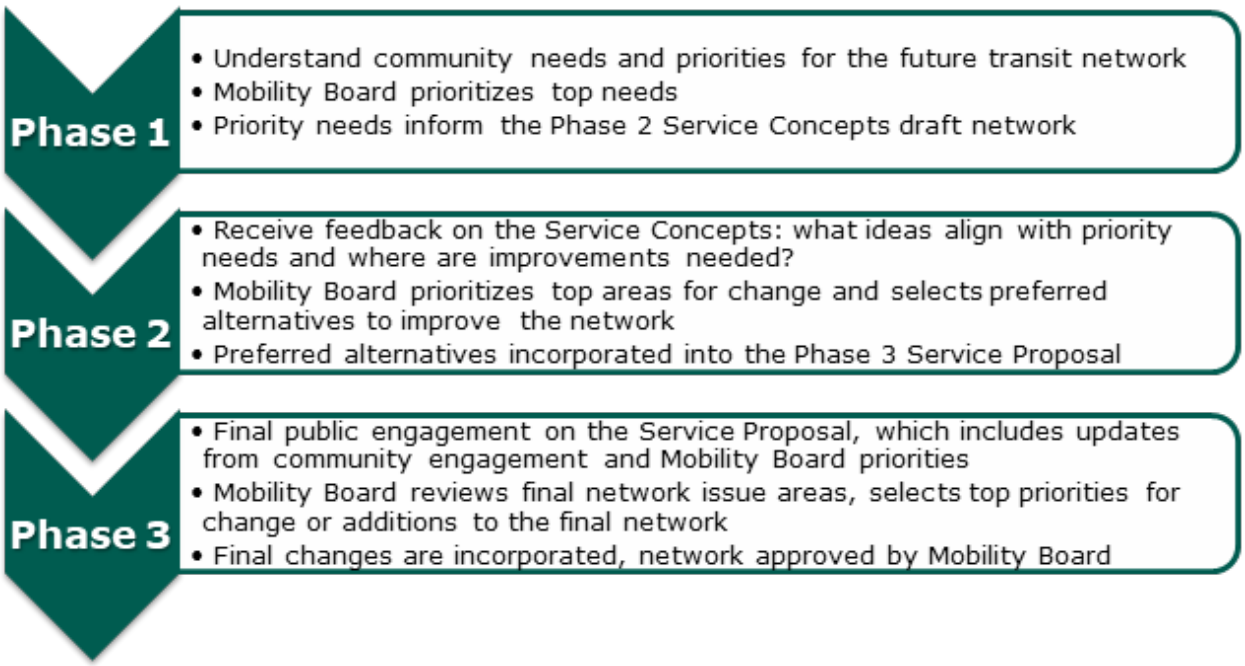
The following examples of community engagement efforts provide a more detailed examples of how Metro approached equitable engagement that centered the voices of communities impacted most by the decisions.

**Lynnwood Link Connections**

To prepare for the extension of Link light rail service to Lynnwood and potential changes to ST 522 Express service, Metro launched the Lynnwood Link Connections mobility project. The project aims to respond to changing mobility needs and improve mobility for all, centering on historically underserved populations. The project area includes communities in northwest King County, such as north Seattle, Shoreline, Lake Forest Park, Kenmore and Bothell, and Mountlake Terrace in southwest Snohomish County.

Through a three-phase engagement process, the project delivered an updated mobility network that connects with Sound Transit's Link light rail and other Sound Transit and Community Transit services, as well as creating new transportation options. The project was carried out in coordination with a community-focused Mobility Board, Sound Transit, the Seattle Department of Transportation (SDOT), each city within the project area, and many community organizations, educational institutions, and other service providers.

Metro's approach of utilizing multiple engagement phases allows the agency to first learn about the specific needs of communities within the project area, design a network aimed at addressing those needs, and then allows for two phases of engagement to refine and improve the network.




**Mobility Board**

Metro recruited community members who live, work, and travel within northwest King County and southwest Snohomish County to provide valuable input to develop an updated bus service proposal. The Mobility Board was essential in helping to develop and implement an equitable community engagement process.

Metro aimed to convene a Mobility Board that equitably represented groups of people who have historically been left out of decision-making conversations related to transit, and who are disproportionately affected by these decisions. These groups of people include Black, Indigenous, and people of color; people with physical and/or cognitive disabilities; people with low- to no-income; people experiencing homelessness or housing insecurity; immigrants and/or refugees; and people with linguistic diversity. Metro used in-language recruitment materials and promoted the opportunity via ethnic media ad buys and various community locations throughout the project area.

The criteria for board candidates included:

- Lives, works, or travels within northwest King County
- Transit rider (bus service, rail, Accessible Services, Community Van, Vanpool, Vanshare, etc.) or potential transit rider
- Brings a strong racial equity-focused perspective and is able to draw connections between racial equity, transportation issues, and access to opportunities
- Represents the diversity of the communities in the project area, especially those who have lived experience and perspective of historically marginalized communities as described above
- Able to bring their perspective as an individual, not representing the interests of a larger organization
- Not employed by Metro, Sound Transit, or other public agencies, such as cities engaged on the project

The Mobility Board met regularly between April 2022 and October 2023 at key project milestones.

**Partner Review Board**

In addition to the Mobility Board and Metro's individual engagement with project partners and communities, the Partner Review Board (PRB) served as a concept review board comprised of external entities. The PRB included representatives from jurisdictions and major institutions in the project area, leaders of community-based organizations (CBOs), and representatives from partner transit agencies. Their primary role was to review and provide comment on service concepts developed by the Mobility Board and Metro, as well as provide guidance on both engagement opportunities and implementation plans. The Partner Review Board provided an opportunity to engage with other project partners and take a more holistic view of the project as the sum of these many parts.

**Community Based Organization engagement**

Establishing strong partnerships with CBOs early in the project was essential for successful engagement throughout the project. These partnerships allowed for greater representation from Equity Priority Populations, more engagement opportunities, and a level of feedback detail harder to attain from general public engagement.

Metro partnered with four CBOs in Phases 2 and 3 to support targeted, community-specific engagement activities: Black Coffee Northwest, Eighteenseeds/Ethnic Chamber of Commerce Coalition, Compass Housing, and Lake City Collective. The scope of work for these partnerships included engagement and outreach in the timeframe of each phase. During these timeframes, CBOs were asked to:

- Amplify upcoming and time sensitive opportunities to influence service concepts to organization's participants, local communities, and those within the sphere of influence.
- Gather feedback from historically un(der)served King County residents about proposed changes to transit service.
- Work with Metro to identify and implement culturally responsive methods of engagement.
- Report back on engagement including feedback, number of individuals reached, demographics, and any related data.

**Broad community engagement**

Metro focuses on listening to the mobility needs, learning about barriers and opportunities, being informed by hyper local communities about changing conditions that pose mobility challenges, and exploring benefits and tradeoffs of future mobility options with community members and partners. We work to achieve equitable distribution of resources, and fair opportunity for all to influence decisions.

Engagement tactics changed and evolved throughout the course of the project based on community feedback about the best way for Metro to engage and work with them, as well as changing opportunities for in-person engagement following public health guidelines related to COVID-19. Outreach tools focused on distributing information to the public, while engagement tools focused on collecting input to influence decisions and outcomes. Table 2 outlines the tools for sharing and collecting information.

**Table 2: Information Sharing and Collecting Tools**

| Tools used for sharing information about the opportunity to participate | Tools used for collecting input |
|---|---|

| | |
|---|---|
| • Press releases before major opportunities for input (survey) (multilingual)<br>• Digital or printed communications materials, such as fact sheets, flyers, and folios (multilingual)<br>• Information or posters distributed to community-based organizations (multilingual)<br>• Attend community events virtually and in-person<br>• Hold virtual community information sessions (live multilingual interpretation)<br>• Metro blog posts (multilingual)<br>• Social media posts (multilingual)<br>• Paid media advertisements including ethnic media<br>• Rider alerts at bus stops (multilingual)<br>• Coach posters on board buses<br>• Transit Alerts (texts/emails) (multilingual)<br>• Regular emails to CBOs and individuals who sign up for project updates<br>• Dedicated Lynnwood Link webpage with proposed route maps (multilingual) | • Interviews and focus groups with community-based organizations, schools, businesses, and faith-based organizations<br>• Mobility Board, composed of community members in project area<br>• Partner Review Board, composed of jurisdictional agencies, employers, institutions and CBO leaders<br>• One-on-one surveying and discussions at neighborhood events, libraries, and at local community asset locations<br>• Online survey<br>• Conduct in-person engagement at high-volume transit locations<br>• Facilitated virtual community discussions |

**Language and equitable access**

Metro used the following tools in the following table to promote equitable access to our engagement processes.

**Table 3: Language and Cultural Tools for Sharing and Collecting Information**

| Language and cultural tools used for sharing information | Language and cultural tools used for collecting input |
|---|---|
| • Translating printed materials for all community engagement events at the recommendation of community partners<br>• Translating online materials and surveys<br>• CBOs sending out language relevant information to their constituents about online surveys and other opportunities to provide feedback<br>• In-language social media posts translated into appropriate languages<br>• Ethnic media ads in-language | • Focus groups, meetings, and other events designed and implemented by CBOs that are led by/for people of color, those with disabilities and other prioritized populations<br>• Engagement at local cultural community events, including in person surveying, and one-on-one discussions<br>• Mobility Board meetings held in accessible locations (virtual/hybrid meetings with optional in-person meeting locations within the project |

| | |
|---|---|
| | area) and meeting/materials accommodations when requested |

Table 4 below shows the list of languages into which Metro translated most written outreach and engagement materials. These languages were chosen based on data of commonly spoken languages in North King County from the American Community Survey. This data was accessed through King County's Census Viewer.

**Table 4: Lynnwood Link Connections Project Languages (in addition to English)**

| Languages | |
|---|---|
| Amharic | Russian |
| Chinese (Simplified) | Somali |
| Chinese (Traditional) | Spanish |
| Korean | Tagalog |
| Japanese | Vietnamese |

**Madison Bus Rapid Transit Engagement**

The Madison BRT engagement began in Spring of 2023 to plan for the August 2024 opening of the RapidRide G Line BRT line. The G Line operates every six minutes during peak times, provides all-door boarding, uses bus-only lanes with special traffic signals and included various street improvements for the Madison Street corridor. All G Line features will help people move more efficiently and safely to the many destinations along E Madison Street. This project is a partnership with the Seattle Department of Transportation (SDOT).

The new RapidRide G Line represents a major investment in the transit system. Therefore, Metro is proposing to make changes to bus routes in Capitol Hill, Central District, First Hill, and Madison Valley in order to:

- Reduce a repeat of transit service along the E Madison St corridor.
- Support street/roadway changes created through the RapidRide G Line Project.
- Improve transfer opportunities between transit services.
- Improve transit connections between important destinations.
- Partially fund service operations on the RapidRide G Line.

The Madison Street Area Bus Service Change project area consists of the First Hill, Capitol Hill, Central District, and Madison Valley neighborhoods. This high-density project area has a population total of 96,350 people. The population estimation total includes 39,721 (41.23 percent) people of color; 18,950 (19.67 percent) people that live below 200 percent of the federal poverty line; 2002 (2.08 percent) limited English speaking households; 7,153 (7.42 percent) people with a disability; and 20,406 (21.18 percent) people born outside of the U.S.

Metro focused on reaching Route 10, 11, 12, and 47 riders and community members that live, work, and travel within the Capitol Hill, Central District, First Hill, and Madison Valley neighborhoods. These routes and neighborhoods were vital to our engagement efforts.

Metro prioritized online and in-person engagement with priority populations and interacted with as many riders and community members as possible throughout the project area. The main goal was to spread awareness about the proposed routes changes and to learn how feedback could best be shared.

Communications and outreach included ad purchases in local online and print publications to promote the project and online survey throughout Phase One engagement. Metro also produced weekly social media posts on Facebook, Instagram, and Twitter, giving the public opportunities to offer feedback through the online survey and/or in-person engagement (i.e., open houses). In addition to English, project materials and information were provided in Chinese, Korean, Spanish, Somali, Russian, and Vietnamese.

Community feedback was incorporated with service and equity analysis, and the project's service hour budget to help develop the final service plan that was shared with the public in summer 2023 and approved by King County Council in Spring of 2024.

**Two-phase community engagement**

Engagement methods and goals stayed the same for both engagement phases, but updates were made to the online survey, website, and engagement events based on public feedback. Outreach tools focused on distributing information to the public while engagement tools focused on collecting input to influence decisions and outcomes.

**Table 5: Project Outreach Tools**

| Tools for sharing information | Tools for collecting input |
|---|---|
| • Metro blog posts released to kick off each engagement phase<br>• Social media posts were produced every week to promote the survey and in-person engagement events. Posts were translated into Spanish, Simplified Chinese, and Traditional Chinese<br>• Paid online and print advertisements<br>• Rider Alert posters were placed at 64 bus stop locations during engagement phases<br>• Multilingual website updates made for each phase of engagement<br>• Multilingual online survey<br>• Multilingual project flyer for each phase of engagement<br>• Email blasts at the beginning of each phase of engagement to riders, community members, CBOs, community boards and organizations, health providers, community hubs, places of worships, schools, colleges, etc.<br>• Pre-loaded ORCA card distribution | • Multilingual online survey<br>• Emails and phone calls received during each engagement phase<br>• Feedback given during in-person engagement events<br>• Provided incentives (pre-loaded ORCA cards) to Community Roots Housing residents for taking survey during phase two engagement |

**Table 6: Multilingual Outreach Tools**

| Multilingual tools for sharing information | Multilingual tools for collecting input |
|---|---|
| • Translated printed materials were provided at all engagement events in simplified Chinese, traditional Chinese, Korean, Spanish, Somali, Russian, and Vietnamese<br>• Provided website updates and online survey for each engagement phase in simplified Chinese, traditional Chinese, Korean, Spanish, Somali, Russian, and Vietnamese.<br>• Social media posts were translated into simplified Chinese, traditional Chinese, and Spanish.<br>• Paid online and printed advertisements were placed on local newspapers and media outlets in 7 languages. | • Identified local CBOs that are led by/for people of color, those with disabilities, and other prioritized populations.<br>• Organized in-person events at local community centers, hubs, places of worship, colleges and health care providers that work with and for priority populations.<br>• Provided bilingual staff members and addressed translation needs as requested at community events resulting in improved information accessibility by engaging with community in community.<br>• Provided interpretation and translation services upon request. |

**Community Based Organization Partnerships**
Metro identified and partnered with community centers, places of worship, hospitals, colleges, and community hubs within the project area to meaningfully engage, gather feedback and answer questions from riders and community members.

**Phase 1 online engagement:** Metro developed an online survey and received 2,027 responses from riders and community members during the first phase of engagement. Riders and community members were able to access the survey through the project website and QR codes that were provided on Metro's informational flyer. The project website also provided an overview of the project, detailing the importance of adjusting bus service for Routes 10, 11, 12, and 47. Additionally, the project website listed maps of the proposed routes, a project timeline, a schedule of in-person events, a digital informational flyer and Metro team contact information. The project website, online survey, project maps and informational flyers were all provided in Chinese, English, Korean, Spanish, Somali, Russian, and Vietnamese.

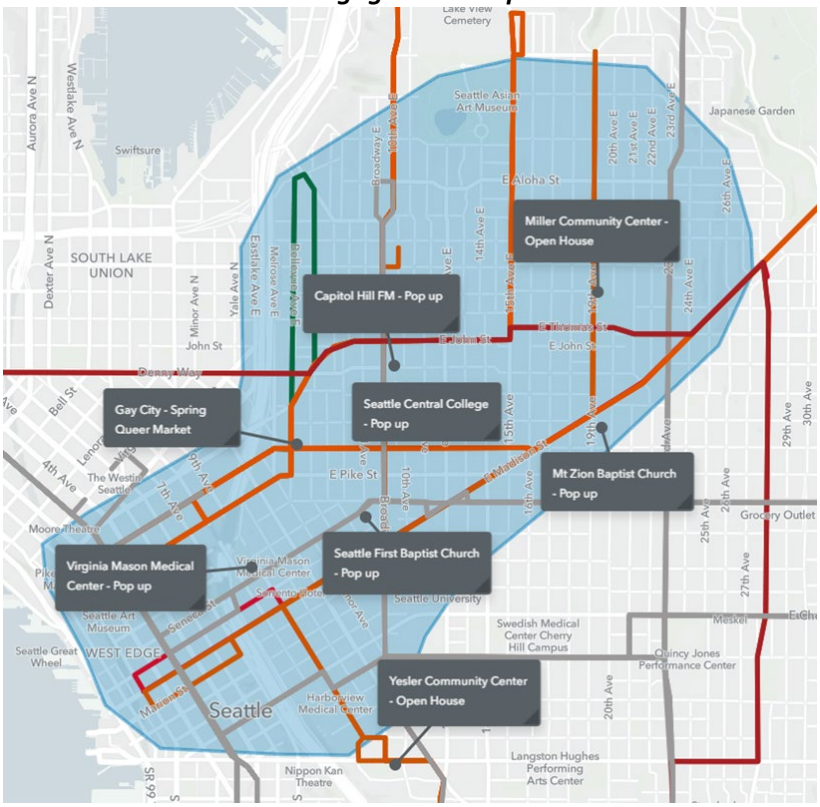
**Phase 1 project advertisement:** Metro identified various methods to advertise the project, spread awareness, and inform as many riders and community members as possible about to sharing feedback and questions with Metro. Ads included the following;

- A blog post and press release were posted the same day the project launched, including the online survey.
- Rider Alert signs were placed at 31 bus stops within the project area with the highest ridership.
- Through paid boosts, print and online ads promoted the online survey for the duration of Phase One engagement.
- Social media posts were posted on Facebook, Instagram, and Twitter on a weekly basis to advertise the online survey and in-person engagement events.
  - 432,906 impressions: The number of times the posts were on a screen.
  - 6,650 link clicks: The number of times a link was clicked.

- 1.54 percent click through rate (CTR): The percentage of people who visited the website via the ad link.

**Phase 1 in-person events:** Metro identified and reached out to community centers, places of worship, hospitals, colleges, and community hubs within the project area to meaningfully engage, gather feedback, and answer questions from riders and community members. Listed below is a breakdown of the types of events and locations in which Metro hosted in-person engagement. Metro engaged in-person with a total of 267 people within Phase One.

***Phase One outreach and engagement map***



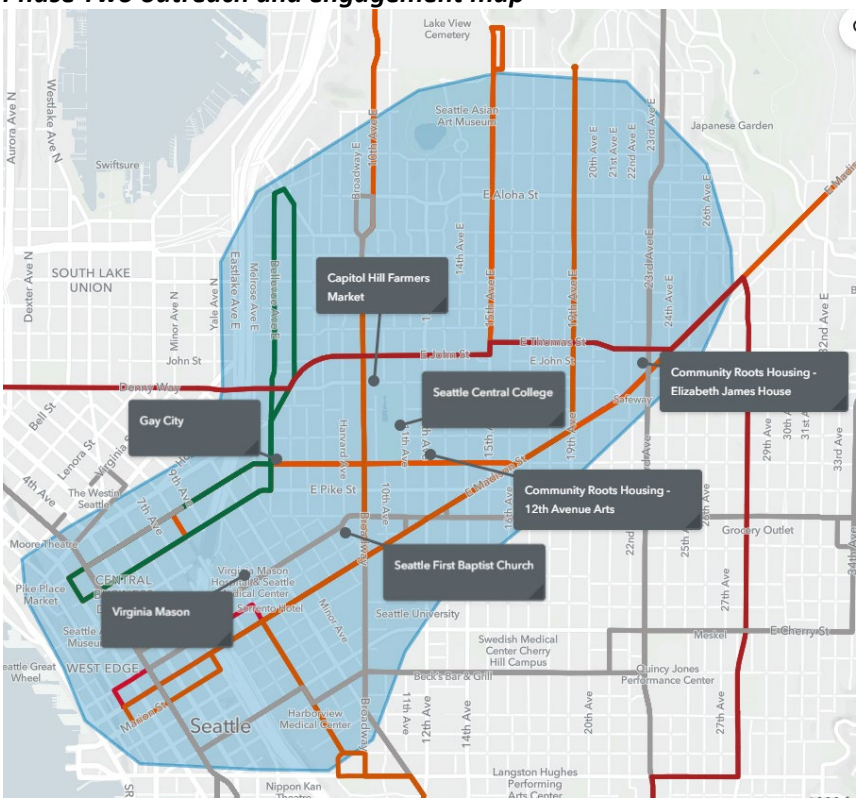

**Phase 2 online engagement:** Metro developed another online survey and received 1,682 responses from riders and community members for the second phase of engagement. Riders and community members were able to access the survey through the project website and QR codes that were provided on Metro's informational flyer and Rider Alerts. Metro also updated the project website to reflect the updates made to the route proposal Options A and B. The project website continued to provide information and maps on the proposed routes, a project timeline, list of in-person events, digital informational flyer, and contact information. The project website, online survey, project maps, and informational flyers were all provided in Chinese, English, Korean, Spanish, Somali, Russian, and Vietnamese.

**Phase 2 project advertisement:** Metro continued to advertise the project for Phase Two to inform riders and community members on the updated bus route proposal and how they could share their feedback and questions with Metro.

- Rider Alert signs were placed at 33 bus stops within the project area that had the highest ridership.
- Social media posts were posted on Facebook, Instagram, and Twitter on a weekly basis to advertise the online survey and in-person engagement events.
  - Social media posts were also provided in Spanish, Simplified Chinese, and Traditional Chinese.

**Phase 2 in-person events:** Metro partnered again with the CBO's, places of worship, hospitals, colleges, and community hubs from Phase One to circle back with community members and inform them about the bus route proposal options they could give input on. Listed below is a breakdown of the types of events and locations where Metro hosted in-person engagement. Metro engaged in-person with a total of 348 people at the end of Phase Two.

***Phase Two outreach and engagement map***



**Pop-up events**

- Gay City: Queer Summer Market
  - Metro interacted with 31 people that attended this event.
- Seattle First Baptist Church
  - 23 people interacted with the outreach and project team.
- Virginia Mason Hospital
  - 36 people interacted with the outreach and project team.
- Seattle Central College
  - 40 people interacted with the outreach and project team.
- Capitol Hill Farmers Market
  - Metro interacted with a total of 181 people that came to the farmers market. SDOT joined Metro to support and answers questions regarding construction for the RapidRide G Line.

**Focus Groups**

For the second phase of engagement, Metro partnered with Community Roots Housing, an organization that offers affordable homes in nearly 50 buildings across the Seattle area close to schools, jobs, and transit, so families and individuals can set down roots and thrive. Metro held two focus group sessions at two Community Roots affordable housing locations within the project area. Metro was able to directly engage with residents from each property and answer questions. This partnership really helped Metro engage with priority populations that live and ride within the project area.

**Locations of focus groups**

- Elizabeth James House
  - Metro engaged with eight residents
- 12th Avenue Arts
  1) Engaged with 32 residents and community members

## G. Language Assistance Plan

Improving and removing barriers to accessible communication, including for LEP individuals, is a priority, to ensure that services, programs, and activities are meaningfully accessible to all residents and visitors of King County. Metro has been updating its language equity policy practices, resourcing, and guidance in accordance with the King County Language Access Program.[23] Metro hired a Language Equity Program Specialist to help update and implement Metro's plans for language equity in accordance and has developed an implementation plan to take steps to meet and exceed requirements to ensure King County's linguistically diverse communities are able to fully access Metro's services and participate in programs.

The King County Executive's Office has identified the areas of the county where LEP persons speaking different languages reside, as well as the non-English languages most spoken in the county (Metro's service area). Metro relies on these findings, which are based on five data sources, in our language assistance program.

[23] The Language Access Program provides guidance and tools to departments, agencies, residents, and businesses.

Metro's current practice, per county policy, is to translate public communication materials and vital documents into Spanish — by far the most spoken non-English language in King County — and the other top five languages spoken in the county (Chinese, Korean, Russian, Somali, and Vietnamese). If Metro is launching a project or campaign in a specific county area, teams also look at the demographic and data resources to translate into additional languages as needed. Most materials include the interpreter symbol and the phone number for Metro's Customer Service, which also provides live interpretation in the top tier languages and many others with the assistance of a Language Line service. In addition, most materials posted on Metro's website can be translated into multiple languages. Metro ensures best practices for translation and uses Google Translate only when necessary.

Per the King County Executive's written order on translation,[24] materials are translated into other commonly spoken non-English languages when those are the primary language spoken by five percent or more of the target audience. Metro may use alternative forms of language assistance, such as partnering with community-based organizations for outreach or interpretation services, when these alternatives are more effective or practical. Metro also determines the most effective and preferred method of communication for different language populations (e.g., in-language social media, video webinars, radio ads, TV, etc.) and implements accordingly.

Available data and Metro's experience affirm that many refugees and immigrants who may have limited English proficiency rely on transit, and Metro offers several language resources to assist these customers. These include translated communication materials about services, interpretation by Customer Service staff through a Language Line, widely recognized pictograph symbols used on signage, and notices of Title VI obligations and remedies on the Metro website which can be available in multiple languages and complaint forms in English and Spanish.

When Metro conducts outreach and engagement concerning proposed service changes, Metro provides translated descriptions of the proposals and questionnaires for the most commonly spoken languages and others as requested, offer interpretation at public meetings, work with community-based organizations to assist us in communicating with LEP persons, uses Language Line voice and video interpretation services and provides telephone comment lines for non-English-speakers.

## H. Monitoring Subrecipient Compliance with Title VI

To ensure that all subrecipients comply with Title VI regulations, Metro's grants staff and program managers monitor the performance of subrecipients annually. The subrecipient monitoring process is summarized below. Metro collected Title VI plans from any new subrecipients in 2022, and any new subrecipients would have to submit a Title VI plan at the time of contracting. Note: If a subrecipient is already a direct recipient of FTA funds, King County is not responsible for monitoring the subrecipient's Title VI compliance. A list of subrecipients can be found below on page 25 of this report.

Grants staff:

- Requires that the prospective subrecipient complete a Risk Assessment prior to entering an agreement with them.
- Evaluate completed risk assessment to determine if the subrecipient is low, medium or high risk and plan monitoring activities accordingly.

[24] Written Language Translation Process Executive Order [LINK]

- Emails the primary contact for the subrecipient to inform them of the outcome of the risk assessment.
- Ensure that project agreements with subrecipients contain all required federal documents and clauses.
- Request that subrecipients provide to Metro information related to the Federal Funding Accountability and Transparency Act (FFATA) and a copy of the subrecipient's Title VI plan.
- Review the Title VI plan, if required. Review includes sample notices to the public informing them of their rights under Title VI, sample procedures on how to file a Title VI complaint, sample procedures for tracking and investigating Title VI complaints, and expectations for the subrecipient to notify King County when a Title VI complaint is received.
- Electronically save a copy of the risk assessment, subrecipient agreement/contract, FFATA form and Title VI plan.
- Submit FFATA information in the www.FSRS.gov website.
- Review a copy of their Federal Single Audit report on the State Auditor's Office website. If the subrecipient received less than $750,000 in federal funding from all sources, a letter will be sent requesting other official financial documentation to allow review of the entity's finances.
- Review financial paperwork and communicate information to project managers. If necessary, request that project managers closely monitor the subrecipient.

Project managers:

- Maintain ongoing communication with the subrecipient and manage the subrecipient agreement or contract, as well as review and approve subrecipient invoices and the supporting documentation.
- Report on the subrecipient's progress on FTA quarterly milestone progress reports.
- Gather documents from subrecipients to ensure they are complying with Title VI, if applicable.

**Project Example: City of Tukwila – Transportation Demand Management (TDM) Program**

The City of Tukwila's TDM Program promotes sustainable transportation alternatives to driving alone to improve access to mobility and reduce traffic congestion. Tukwila provides programming and services to residents, workers, employers, and students, focusing on priority populations and newcomers to South King County. The program addresses barriers to using transit and other alternative modes to driving alone through strategies of community outreach, community-based social marketing, education, incentive encouragement, distribution of safety gear, and installation of amenities such as bike racks. These efforts promote the use of transit, carpools, vanpools, biking, walking and other alternatives to SOV travel. The City of Tukwila is an exemplary subrecipient of funding support through Metro and continues to innovate their TDM program to improve community access to mobility options.

The City of Tukwila leads this effort, with King County Metro providing guidance and support, ensuring the program aligns with Metro's values and goals for TDM programming. This subrecipient relationship builds capacity for TDM programming countywide and Tukwila provides a local match to our subrecipient funding to ensure the City's commitment to growing their program. A project agreement clearly outlines the funded project elements and specifies the requirements the city must follow to

ensure compliance with FTA requirements. In addition, Metro worked with the City of Tukwila on a Title VI plan that was adopted by the Tukwila City Council that complies with FTA requirements.

**Subrecipients of Federal Funding**
The following is a list of Metro projects that receive federal funding (bold) followed by subrecipients.

- **FTA – Transportation Demand Management Program including Choosing Your Way Bellevue Program (CMAQ)**
  City of Bellevue

- **FTA – Transportation Demand Management Program including Kirkland Green Trips Program (CMAQ)**
  City of Kirkland

- **FTA – Transportation Demand Management Program including Go Redmond Program (CMAQ)**
  City of Redmond

- **FTA – Third Avenue Improvements**
  City of Seattle

- **FTA – Transportation Demand Management Program including South King County Trips Program (CMAQ)**
  City of Tukwila

- **FTA – Passenger Only Ferry Terminal**
  Washington State Ferries

## I. Review of Facilities Constructed

Between July 2022 and June 2025 Metro did not construct any new facilities. Metro will complete a Title VI analysis for future projects as they arise.

## J. Documentation of Governing Body Review and Approval of Title VI Program

The King County Council is required to approve this Title VI Program. Documentation of County Council action will be added as Appendix J when the approval process is completed and will be included in the transmittal that is submitted to the FTA. This section will also be updated before transmission to the FTA.

# III. Service Standards and Service Policies

Metro's service standards and service policies are guided by Metro's adopted Service Guidelines. The service changes that occurred in the time frame of this report (July 2022 through March 2024) were driven by the version of Metro's Service Guidelines that was adopted in 2021 through Ordinance 19367.[25] Thus, the analyses discussed below use the 2021 Service Guidelines and data from recent performance to compare minority routes and areas with non-minority routes and areas, and low-income routes and areas with non-low-income route and areas.

The figures reported in this section are from Metro's spring 2024 service change (March 2024 to September 2024), and the 2024 System Evaluation report (see Appendix C). The 2024 System Evaluation Report was informed by 2023 data and the 2021 Service Guidelines.

The methodology Metro developed to identify minority and low-income routes is based on boardings in minority and low-income census tracts. Metro sent this methodology to FTA for review on March 13, 2013, and it was adopted as part of Metro's Service Guidelines (Ordinance 18301[26]). The methodology for designating "minority routes" follows. The "low-income" designation is based on a similar methodology.

## Minority and Low-Income Route Methodology

Metro uses data from the U.S. Census and from automatic passenger counters (APC) to define bus routes that serve predominantly minority census tracts. Metro classifies a "census tract" as a minority tract if the percentage of non-white and Hispanic residents in that tract is higher than the percentage in King County as a whole.

Metro next identifies an "inbound" direction for each route. Boardings on inbound trips best reflect the residential location of riders on that route. The inbound direction is easily determined for routes serving Seattle's central business district (CBD). If a route does not serve the Seattle CBD, the inbound direction generally is chosen as the direction to a major employment center. Using data from the APCs, Metro counts inbound passenger boardings for each route by census tract.

Metro next compares the percentage of each route's inbound boardings that are in minority tracts with the percentage of all inbound boardings in minority tracts system wide. If a route's percentage of minority tract boardings is higher than the system average, that route is classified as a minority route. Based on the latest available APC data (from the fall 2023 service change), 60 percent or more of boardings on a route must be in a minority tract for that route to be classified as a minority route. For a route to be low-income, 63.2 percent or more of boardings must be in a low-income tract.

Metro does not have APC data for its Dial-A-Ride Transit (DART) service, so the number of stops in minority tracts is used to define minority DART routes. If the percentage of a DART route's stops that are in minority tracts is higher than the system average for all routes, that DART route is defined as a minority route. DART makes up less than three percent of Metro's service hours. In 2024, 48 percent of bus stops must be in a minority tract for a DART route to be classified as a minority route. For a DART route to be classified as low-income, 47.8 percent of bus stops must be in a low-income tract.

[25] Ordinance 19367 [LINK]
[26] Ordinance 18301 [LINK]

## Vehicle Load

Metro's load standard is also defined in the 2021 Service Guidelines.

Passenger loads are averaged on a per trip basis using counts from a service change period. Trips must have average maximum loads higher than the thresholds for the service change period to be identified as overcrowded. Two metrics are used to measure passenger loads: crowding and the amount of time the bus has a standing load (standing load time).

Overcrowding occurs when the average maximum load of a trip exceeds its passenger load threshold. A passenger load threshold is calculated for each trip, based on the characteristics of the bus type scheduled for the trip. This threshold is determined by:

1. The number of seats on the bus; plus
2. The number of standing people that can fit on the bus, in which each standing person is given no less than four square feet of floor space.

A trip's standing load time is determined by measuring the amount of time that the number of passengers on the bus exceeds the number of seats.

3. No trip on a route should have a standing load for 20 minutes or longer.

Routes with overcrowded trips or standing loads for more than 20 minutes are identified as candidates for investment. These candidates are analyzed in detail to determine appropriate actions to alleviate overcrowding, including:

4. Assigning a larger vehicle to the trip, if available,
5. Adjusting the spacing of trips within a 20-minute period, or
6. Adding trips.

### *System-Wide Vehicle Load Data*

Average loads within all time periods indicate significant available capacity in the Metro system, largely because ridership is still impacted by the COVID-19 pandemic. However, even with the decline in ridership during the pandemic, specific trips can be crowded even if there is capacity available on average. Based on Metro's 2024 System Evaluation (Motion 16733[27]), which used fall 2023 data, no routes were identified as needing additional trips to reduce crowding based on Metro's loading guidelines. The addition of trips to reduce overcrowding is the first investment priority in Metro's Service Guidelines. Because there was no identified crowding need in the System Evaluation, the classification of crowding investment need by low income and minority classification is not included in this report.

### *Load Information by Minority Classification*

The table below shows the average vehicle loads and load factors for Metro routes for each time period between minority and non-minority routes. Loads and load factors increased in the years following the COVID -19 pandemic. Loads and load factors are generally lower for minority routes than for non-minority routes. Loads and load factors during the midday period are slightly higher on routes predominantly serving minority communities.

[27] Motion 15802 [LINK]

**Table 7: Average Loads by Minority Classification, Spring 2024**

| | AM Peak Inbound | | Midday Inbound & Outbound | | PM Peak Outbound | |
|---|---|---|---|---|---|---|
| | Load/Seats | Avg Load | Load/Seats | Avg Load | Load/Seats | Avg Load |
| Minority route | 0.39 | 17.07 | 0.38 | 16.80 | 0.45 | 20.00 |
| Non-minority route | 0.43 | 19.90 | 0.37 | 16.40 | 0.53 | 23.93 |
| *System* | *0.42* | *18.45* | *0.38* | *16.61* | *0.49* | *21.91* |

### *Income Classification*

Table 8 shows the average vehicle loads and load factors for Metro routes for each period between low-income and non-low-income routes. Loads and load factors for low-income and for non-low-income routes are generally the same in AM peak inbound and PM peak outbound trips, but markedly higher for low-income routes during the midday period. Combining this data with the results of the race/ethnicity breakdown (Table 7), this reflects different ridership patterns for routes that predominantly serve low-income communities and/or communities of color.

**Table 8: Average Loads by Low-Income Classification, Spring 2024**

| | AM Peak Inbound | | Midday Inbound & Outbound | | PM Peak Outbound | |
|---|---|---|---|---|---|---|
| | Load/Seats | Avg Load | Load/Seats | Avg Load | Load/Seats | Avg Load |
| Low-Income route | 0.42 | 18.62 | 0.41 | 17.54 | 0.50 | 21.74 |
| Non-low-income | 0.41 | 18.25 | 0.35 | 15.50 | 0.50 | 22.10 |
| *System* | *0.42* | *18.45* | *0.38* | *16.61* | *0.49* | *21.91* |

## Vehicle Headways

Metro's 2024 Service Guidelines (in Appendix D) define service levels based on frequency of service. Though the service levels in the 2021[28] adopted Service Guidelines are slightly different, Table 9 shows the 2024 levels, because the 2021 **Service Guidelines** was adopted policy for much of the three-year period covered by this report.

**Table 9: Summary of Typical Service Levels by Family, Spring 2024**

| | Service Level: Frequency (minutes between trips) & Time Period | | | | |
|---|---|---|---|---|---|
| Service Level | Peak | Off-peak | Night | Days of Service | Hours of Service |
| Very frequent/Rapid Ride | <= 10 minutes | <= 15 minutes | <= 15 minutes | 7 days | 16-24 hours |

[28] See Appendix D.

| | | | | | |
|---|---|---|---|---|---|
| Peak Frequent | <= 15 minutes | <= 30 minutes | <= 30 minutes | 7 days | 16-24 hours |
| Local | 30 | 30-60 | --* | 5-7 days | 12-18 hours |
| Hourly | 60 | 60 | -- | 5 days | 8-12 hours |
| Peak-only | 8 trips/day minimum | -- | -- | 5 days | Peak |
| Alternative services | Determined by demand and community collaboration process | | | | |

*Night service on local corridors is determined by ridership and connections.

**The Service Level and Land Use Connection**

Demand for transit service is linked to the land uses near transit service. More homes, jobs, schools, and other activities (origins and destinations) with access to transit increase the number of potential riders. As a result, the number of transit trips increases. Aligning transit service levels with land use has many benefits for local communities and helps King County realize its economic, environmental, and equity goals. Four characteristics that support transit demand include:

- **Density**: More people and activities in an area increase the number of potential riders.
- **Mix of uses**: More types of uses in an area increase the number of potential origins and destinations, such as home, work, school, shopping, medical, and transit connections, at all times of day.
- **Connections**: More compact development with good multimodal connections for walking and biking increases access to nearby transit service.
- **Transit supportive policies and programs**: These might include zoning changes, affordable housing incentives, and removal of parking requirements. Policies and programs in a corridor or subarea can support the development of equitable transit-oriented communities, improve access for all people – particularly historically disadvantaged communities and people of color – and increase the number of potential riders. These would be consistent with Metro's Equitable Transit-oriented Communities policy.

Aligning service levels with land use helps ensure transit service is productive and supports the demand for service. Local jurisdictions can improve transit service levels and increase demand by using the four land-use characteristics above. Examples of actions they can take include:

- Rezoning land within walking distance of transit routes to allow for higher densities
- Rezoning land within walking distance of transit routes to allow more types of uses
- Establishing policies and programs to increase the amount of affordable housing and reduce the displacement of existing residents near transit service (e.g. affordable housing incentives)
- Removing or lowering parking minimums for new development near transit service

In spring 2024, average headways were lower (i.e., service was more frequent) for minority routes than for non-minority routes during most time periods on weekdays and weekends. The one exception is the Night period on weekdays and Saturdays. Weekday Night routes had a larger difference with minority routes having an average 2 more minutes between buses than non-minority routes. One reason for the large difference is that minority routes had longer spans on weekdays, one more hour than non-minority routes. As a result, those routes ran later at night, and service tends to be less frequent later in the night period. For example, service might be every 30 minutes until midnight and every hour after that; a route that extended until 2:00 a.m. would therefore have a worse average headway than one that ended service at midnight. Average trips were generally similar, with minority routes having seven more average trips on weekdays, one more trip on average on Saturdays and the same number of trips as non-minority routes on Sundays. Table 10 shows average headways by minority classification for the Spring 2024 period.

**Table 10: Average Headways by Minority Classification, Spring 2024**

| | Average Headway (Minutes between Buses) | | | | | Average Span (Hours) | Average # Trips[29] |
|---|---|---|---|---|---|---|---|
| **WEEKDAY** | **AM Peak** | **Midday** | **PM Peak** | **Evening** | **Night** | | |
| Minority route | 22 | 25 | 23 | 31 | 43 | 17.9 | 45 |
| Non-minority route | 29 | 32 | 29 | 34 | 41 | 16.4 | 38 |
| *System* | *26* | *28* | *26* | *33* | *42* | *16.8* | *40* |

| | Average Headway (Minutes between Buses) | | | Average Span (Hours) | Average # Trips |
|---|---|---|---|---|---|
| **SATURDAY** | **Daytime** | **Evening** | **Night** | | |
| Minority route | 30 | 33 | 41 | 18.6 | 42 |
| Non-minority route | 30 | 36 | 44 | 17.8 | 41 |
| *System* | *30* | *35* | *42* | *18.2* | *41* |

| | Average Headway (Minutes between Buses) | | | Average Span (Hours) | Average # Trips |
|---|---|---|---|---|---|
| **SUNDAY** | **Daytime** | **Evening** | **Night** | | |
| Minority route | 33 | 34 | 41 | 18.7 | 40 |
| Non-minority route | 31 | 36 | 43 | 17.9 | 40 |
| *System* | *32* | *35* | *42* | *18.2* | *40* |

[29] Inbound direction only

In spring 2024, low-income routes had lower headways than non-low-income routes across the board with the exception of weekday nights when average headways equaled their non-low-income counterparts. Low-income routes had longer average spans of service (one to two more hours on average) and more average trips per day on all day types. Table 11 shows average headways by income classification for the Spring 2024 period.

**Table 11: Average Headways by Low-Income Classification, Spring 2024**

| WEEKDAY | Average Headway (Minutes between Buses) | | | | | Average Span (Hours) | Average # Trips[30] |
|---|---|---|---|---|---|---|---|
| | AM Peak | Midday | PM Peak | Evening | Night | | |
| Low-income route | 22 | 25 | 21 | 30 | 42 | 18.1 | 47 |
| Non-Low-income | 30 | 32 | 31 | 35 | 42 | 16.2 | 35 |
| *System* | *26* | *28* | *26* | *33* | *42* | *16.8* | *40* |

| SATURDAY | Average Headway (Minutes between Buses) | | | Average Span (Hours) | Average # Trips |
|---|---|---|---|---|---|
| | Daytime | Evening | Night | | |
| Low-income route | 29 | 32 | 41 | 18.9 | 45 |
| Non-Low-income | 31 | 37 | 43 | 17.5 | 38 |
| *System* | *30* | *35* | *42* | *18.2* | *41* |

| SUNDAY | Average Headway (Minutes between Buses) | | | Average Span (Hours) | Average # Trips |
|---|---|---|---|---|---|
| | Daytime | Evening | Night | | |
| Low-income route | 30 | 33 | 41 | 19.1 | 44 |
| Non-Low-income | 34 | 38 | 43 | 17.4 | 37 |
| *System* | *32* | *35* | *42* | *18.2* | *40* |

[30] Inbound direction only

## On-Time Performance

Metro measures on-time performance for every route. “On-time” is defined as service passing a scheduled time point between one minute before and five minutes after scheduled time. Metro has a general goal of 80 percent on-time performance at the system level, with additional specific guidelines at the route level.

In spring 2024, there were slight differences in on-time performance between minority and non-minority routes (Table 12), and between low-income and non-low-income routes (Table 13). On-time performance for minority routes was slightly lower than non-minority routes on weekdays, Saturdays, and Sundays. Low-income routes were slightly more on-time than non-low-income routes. In the previous report, the difference in on-time performance derived from disparities in early arrivals, not late arrivals. However, Metro focused on reducing early arrivals in the past several years (a result of diminished pandemic-era traffic); as such, the disparities in on-time performance now derive more from late arrivals, reflecting a drop in both real and customer-perceived performance.

**Table 12: Average On-Time Performance by Minority Classification, Spring 2024**

| WEEKDAY | Percent On Time | Percent Late | Percent Early |
|---|---|---|---|
| Minority route | 77% | 18% | 5% |
| Non-minority route | 80% | 16% | 4% |
| *System* | *78%* | *17%* | *5%* |
| **SATURDAY** | **Percent On Time** | **Percent Late** | **Percent Early** |
| Minority route | 75% | 20% | 5% |
| Non-minority route | 76% | 20% | 4% |
| *System* | *75%* | *20%* | *5%* |
| **SUNDAY** | **Percent On Time** | **Percent Late** | **Percent Early** |
| Minority route | 77% | 19% | 4% |
| Non-minority route | 78% | 18% | 4% |
| *System* | *77%* | *19%* | *4%* |

**Table 13: Average On-Time Performance by Income Classification, Spring 2024**

| WEEKDAY | Percent On Time | Percent Late | Percent Early |
|---|---|---|---|
| Low-income route | 79% | 16% | 5% |
| Non-low-income route | 78% | 17% | 5% |
| *System* | *78%* | *17%* | *5%* |
| **SATURDAY** | **Percent On Time** | **Percent Late** | **Percent Early** |
| Low-income route | 76% | 19% | 5% |
| Non-low-income route | 74% | 22% | 4% |
| *System* | *75%* | *20%* | *5%* |
| **SUNDAY** | **Percent On Time** | **Percent Late** | **Percent Early** |
| Low-income route | 78% | 18% | 4% |

| | | | |
|---|---|---|---|
| Non-low-income route | 76% | 20% | 4% |
| *System* | *77%* | *19%* | *4%* |

Metro's second investment priority is to address services that are consistently unreliable, as described in the Evaluating Existing Fixed-Route Services section. Consistently late routes might cause passengers to stop using transit.

Routes that operate late more than 20 percent of the time are candidates for investment. Reliability improvements can take several forms, including adding time to schedules to match slower operating conditions, changing route design, or seeking physical or traffic operation improvements. Speed and reliability improvements can include investments such as business access and transit lanes, queue jumps, transit signal priority, and other transit priority treatments. These improvements are often preferable to adding time to schedules. They improve travel time for customers rather than matching schedules to slower travel times, and they increase the efficiency of service hours.

If funding is not available to address all reliability needs, investments that impact the most riders, address where lateness is most severe, and advance equity will be given priority.

At the route level, Metro's Service Guidelines define routes as having schedule reliability problems based on weekday and weekend averages, as shown in Table 14. This data helps us determine where service investments are needed.

**Table 14: Lateness Threshold by Time Period - 'Reliability' (Metro Service Guidelines)**

| **Time Period** | **Lateness threshold** (Excludes early trips) |
|---|---|
| Weekday average | > 20% |
| Weekend average | > 20% |

Table 15 shows the 61 routes that, based on Metro's 2024 System Evaluation,[31] were identified as needing service investments to improve their reliability. Investment in routes with reliability problems is the second priority in Metro's Service Guidelines, after investment in routes with overcrowding. Of these 61 routes, 33 are minority routes and 29 are low-income routes, with 22 being both minority and low-income. Among routes needing investment to improve reliability, the proportion of minority and low-income routes is roughly equal to the number of non-minority and non-low-income routes, respectively.

**Table 15: Routes Needing Investment to Improve Schedule Reliability, 2024 System Evaluation**

| **Route** | **Day Needing Investment** | **Low Income Route** | **Minority Route** |
|---|---|---|---|
| 1 | Saturday, Sunday | NO | YES |

[31] 2024 System Evaluation [LINK]

| | | | |
|---|---|---|---|
| 5 | Saturday, Sunday | NO | NO |
| 7 | Saturday | YES | YES |
| 8 | Weekday, Saturday, Sunday | NO | YES |
| 9X | Weekday | YES | YES |
| 11 | Weekday, Saturday, Sunday | NO | NO |
| 12 | Weekday | NO | NO |
| 17X | Weekday | NO | NO |
| 21 | Saturday, Sunday | NO | NO |
| 24 | Saturday | NO | NO |
| 27 | Saturday | YES | YES |
| 28X | Saturday, Sunday | NO | NO |
| 31 | Weekday | NO | NO |
| 32 | Weekday, Saturday | NO | NO |
| 33 | Sunday | NO | NO |
| 40 | Weekday, Saturday | NO | NO |
| 43 | Weekday, Saturday, Sunday | YES | YES |
| 49 | Saturday | YES | YES |
| 60 | Saturday | YES | YES |
| 62 | Weekday, Sunday | NO | NO |
| 65 | Weekday | NO | NO |
| 67 | Weekday | YES | NO |
| 106 | Weekday, Saturday, Sunday | YES | YES |
| 107 | Weekday | YES | YES |
| 111 | Weekday | YES | YES |
| 124 | Saturday, Sunday | YES | YES |
| 125 | Saturday | YES | YES |
| 128 | Weekday | YES | YES |
| 131 | Weekday | YES | YES |
| 132 | Sunday | YES | YES |
| 153 | Weekday | YES | YES |
| 161 | Saturday | YES | YES |
| 162 | Weekday | YES | YES |
| 168 | Weekday, Saturday | NO | NO |
| 177 | Weekday | YES | YES |
| 182 | Weekday | YES | YES |
| 183 | Weekday | YES | YES |
| 193X | Weekday | YES | YES |
| 208 | Weekday, Saturday | NO | NO |
| 212 | Weekday | YES | YES |
| 218 | Weekday | NO | YES |
| 221 | Sunday | NO | YES |
| 225 | Weekday | NO | NO |
| 226 | Saturday | NO | YES |

| | | | |
|---|---|---|---|
| 230 | Weekday, Saturday | NO | NO |
| 240 | Saturday | NO | YES |
| 249 | Sunday | NO | YES |
| 250 | Saturday | NO | NO |
| 255 | Saturday | NO | NO |
| 257 | Weekday | NO | YES |
| 269 | Weekday | NO | YES |
| 271 | Saturday, Sunday | NO | YES |
| 302 | Weekday | NO | NO |
| 311 | Weekday | NO | NO |
| 348 | Weekday | NO | NO |
| 372X | Saturday | YES | NO |
| C Line | Weekday | YES | NO |
| E Line | Weekday, Saturday | YES | NO |
| H Line | Weekday | YES | YES |

## Service Availability

Metro strives to make service available in accordance with its policies. Table 16 shows below show how accessible transit was in 2024 to the overall King County population, low-income households, and minority population. Almost half (48 percent) of the overall population lives within a half mile walk of frequent (15-minute or better) transit service. This figure is higher for both minority populations (49 percent) and low-income households (64 percent).

**Table 16: Proximity of Transit Stops to Where People Live Fall 2024[1]**

| | Total Population | Low-Income Households | Minority Population |
|---|---|---|---|
| Frequent Service 15-minute or better (1/2 mile) | 48% | 64% | 49% |
| All Service (1/4 mile) | 67% | 77% | 70% |

## Vehicle Assignment

Metro's fleet includes diesel, hybrid, battery-electric, and trolley buses ranging from 30-foot buses to 60-foot articulated buses. Vehicle assignment is based on a variety of factors such as ridership, route characteristics, maintenance, operating base capacity, and grouping of similar fleets by location.

Following the last report, which showed a significant negative disparity in the average ages of vehicles assigned to minority and low-income routes, Metro instituted an action and monitoring plan to improve.

[1] The methodology for the 2022 Title VI report could not be replicated for this table. Statistics in this table are significantly different from the past report due to a difference in calculation methodology. There were no significant changes in service level or population distribution between 2022 and the time of this report development.

In spring 2021, vehicles assigned to minority routes were on average about 1.1 years older than vehicles assigned to non-minority routes. By spring 2024, Metro had flipped the relationship; now, vehicles assigned to minority routes are on average 0.5 years newer than vehicle assigned to non-minority routes.

Table 17 shows the average age of buses based on the spring 2024 schedule period in relation to the minority route classification. On all days of the week, the vehicles used on minority routes were newer on average than those used on non-minority routes.

**Table 17: Average Assigned Vehicle Age by Minority Classification, Spring 2024**

| | Average Assigned Vehicle Age | | |
|---|---|---|---|
| **Minority Classification** | **Weekday** | **Saturday** | **Sunday** |
| Minority route | 8.6 | 9.1 | 9.1 |
| Non-minority route | 9.1 | 9.6 | 9.7 |
| *System* | *9.0* | *9.4* | *9.4* |

Table 18 shows the average age of buses in relation to the low-income route classification. On weekdays, the vehicles used on low-income routes were older on average than those used on non-low-income routes.

- On weekdays in spring 2021, vehicles assigned to low-income routes were 1.8 years older than those assigned to non-low-income routes. By spring 2024, that figure had decreased to only 0.4 years older.

- On Saturdays in spring 2021, vehicles assigned to low-income routes were 2.0 years older. By spring 2024, that figure had decreased to only 0.2 years older.

- On Sundays in spring 2021, vehicles assigned to low-income routes were 2.1 years older. By spring 2024, that figure had decreased to only 0.1 years older.

**Table 18: Average Assigned Vehicle Age by Income Classification, Spring 2024**

| | Average Assigned Vehicle Age | | |
|---|---|---|---|
| **Income Classification** | **Weekday** | **Saturday** | **Sunday** |
| Low-income route | 9.3 | 9.5 | 9.5 |
| Non-low-income route | 8.9 | 9.3 | 9.4 |
| *System* | *9.0* | *9.4* | *9.4* |

Bus stops should be spaced to balance the goals of facilitating transit access, enabling fast and reliable service, and concentrating Metro maintenance and capital resources. Siting stops closer together reduces the distance customers travel to reach transit service. Siting stops further apart increases the speed of service and improves the consistency of arrival times. Greater stop spacing also concentrates ridership at fewer stops, decreases the cost of improving stop amenities for more riders, and minimizes maintenance costs. Metro's desired stop spacing, shown in Table 19, balances these competing needs.

**Table 19: Bus Stop Spacing by Service Type**

| Service | Desired Spacing |
|---|---|
| RapidRide | 1/3 mile – 1 mile, depending on context |
| All other services | 1/4 mile |

Portions of routes that operate in areas where riders cannot access service, such as along freeways or limited-access roads, are excluded when calculating average stop spacing. Additional considerations for bus stop spacing include transfer points, traffic signals, pedestrian facilities, topography, passenger amenities, and major destinations.

The Service Guidelines also note that bus stop amenities should be installed based on ridership, to benefit the largest number of riders. Bus stop amenities include such things as bus shelters, seating, waste receptacles, lighting, information signs, maps, and schedules. Special consideration is given to areas where high numbers of transfers are expected, where waiting times for riders may be longer, or where stops are close to facilities such as schools, medical centers, or senior centers. Other considerations include the physical constraints of bus sites, preferences of adjacent property owners, and construction costs. Thresholds for shelters are shown in Table 20 .

**Table 20: Amenity Thresholds for Bus Shelters (Service Guidelines)**

| Type of Route | Weekday Boardings | Level of Amenity |
|---|---|---|
| RapidRide* | 350+ | Large raised Station |
| RapidRide* | 105-349 | Large station |
| RapidRide* | 50-149 | Medium station |
| RapidRide* | 50 | Small station |
| All Other Metro Routes | 25 | Standard shelter and bench |

*For RapidRide, stations have shelters, benches, real-time bus arrival signs and ORCA readers; enhanced stops have small shelters and benches; standard stops have blade markers.

The distribution of transit amenities by income and minority classification is summarized in Table 21. In all cases, census tracts classified as low-income or minority have higher percentages of an amenity or are within three percentage points of census tracts classified as non-low-income or non-minority.

**Table 21: Passenger Amenities at Bus Stops in Low-Income and Minority Tracts**

| | | Low-Income | Not Low-Income | BIPOC | Not BIPOC | All Zones |
|---|---|---|---|---|---|---|
| **Total Active Stops**[32] | 7058 | | | | | |
| ADA Compliant | 5776 | 82% | 79.9% | 83.1% | 80.3% | 82% |
| Benches | 696 | 9.1% | 10.4% | 9.4% | 10.5% | 10% |
| Information Signs | 201 | 4.1% | 1.8% | 4.4% | 1% | 3% |
| Schedule Holders | 2488 | 38% | 33.1% | 34.5% | 36.2% | 35% |
| RTIS | 150 | 2.6% | 1.8% | 2.7% | 1.5% | 2% |
| Shelters | 1649 | 28.4% | 19.4% | 25.7% | 20.5% | 23% |
| Lighting | 1227 | 21.3% | 14.3% | 19% | 15.4% | 17% |
| Number of Zones | | 3,314 | 3,817 | 3,669 | 3,462 | 7,189 |

[32] Active stops = Non-Layover, Active status as of 03/31/2025

## A. Demographics and Service Profile Maps and Charts

Figure 1 shows minority census tracts based on 2023 American Community Survey data. Metro routes are shown along with bus stops and key transit facilities. Sound Transit and Seattle Streetcar routes, which Metro operates, are also shown.

**Figure 1: Demographic and Service Profile Map 1**

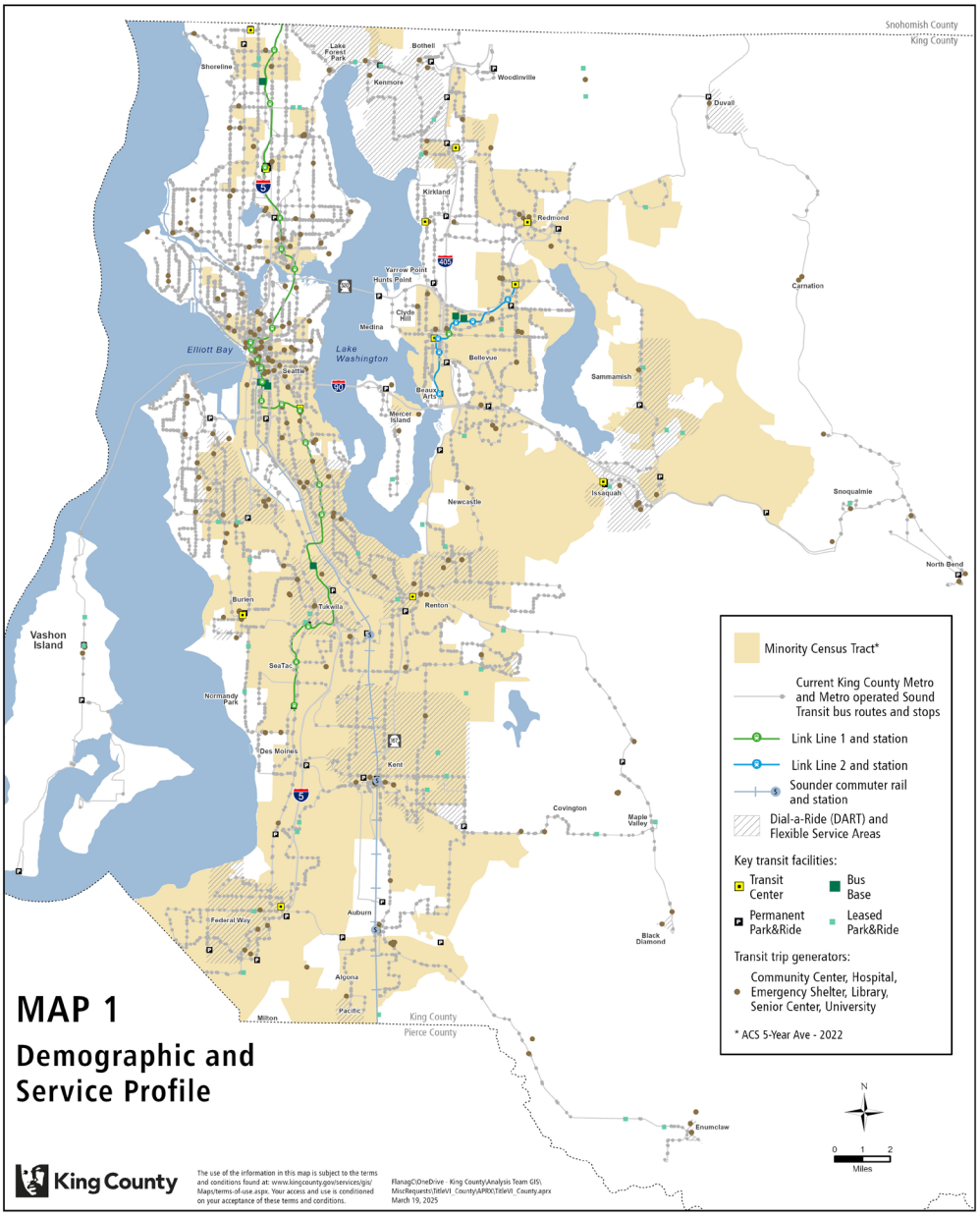


Figure 2 shows low-income census tracts based on 2023 American Community Survey data. It also shows all transit routes, stops, and stations and facilities such as bus bases, transit centers, Sounder and Link stations, and park-and-ride facilities.

**Figure 2: Demographic and Service Profile Map 2**

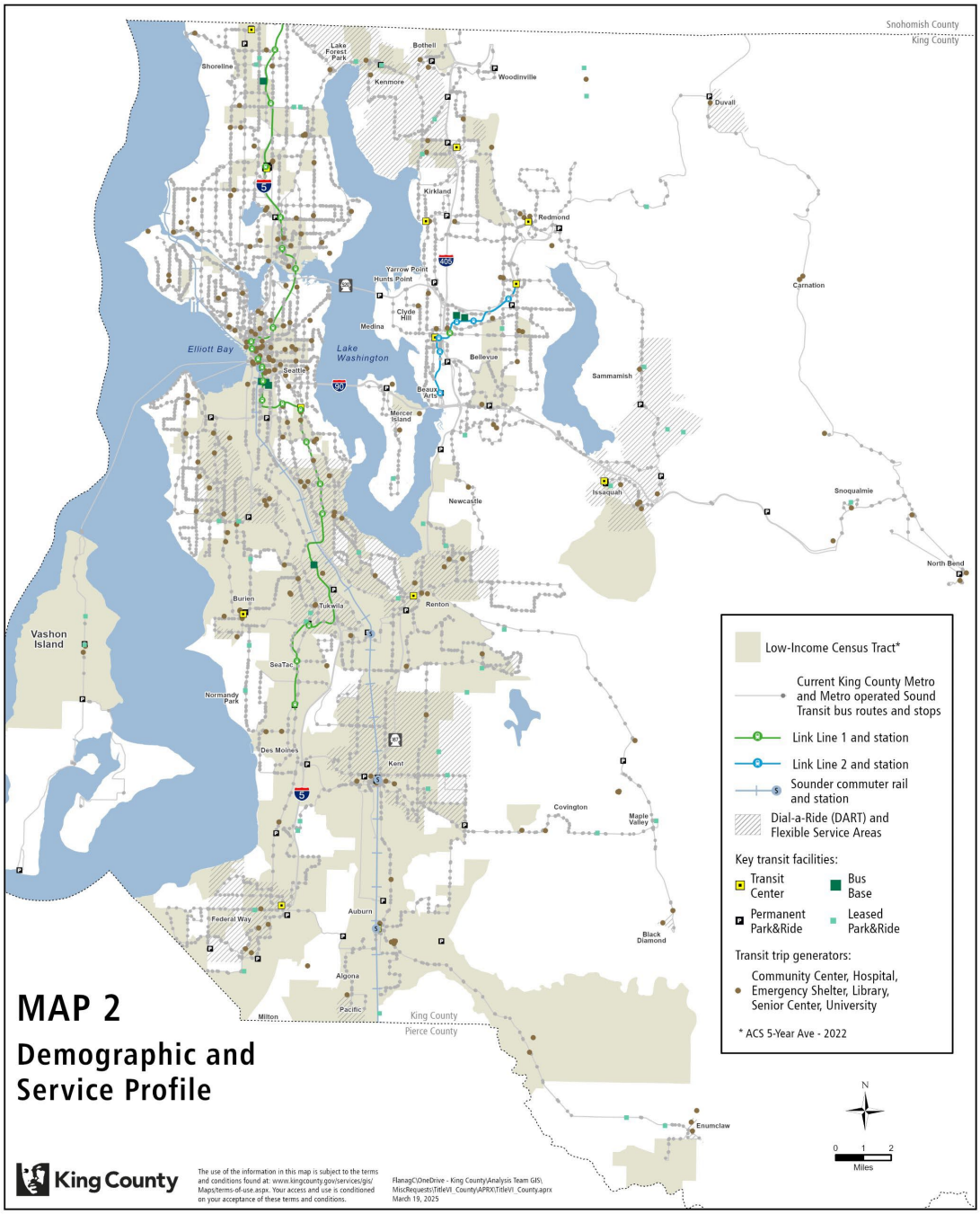


Figure 3 shows all transit routes and stations; transit facilities; and transit trip generators overlaid on top of census tracts that are minority, low-income, or both.

**Figure 3: Transit Facilities/Trip Generators/Demographics - Map 3**

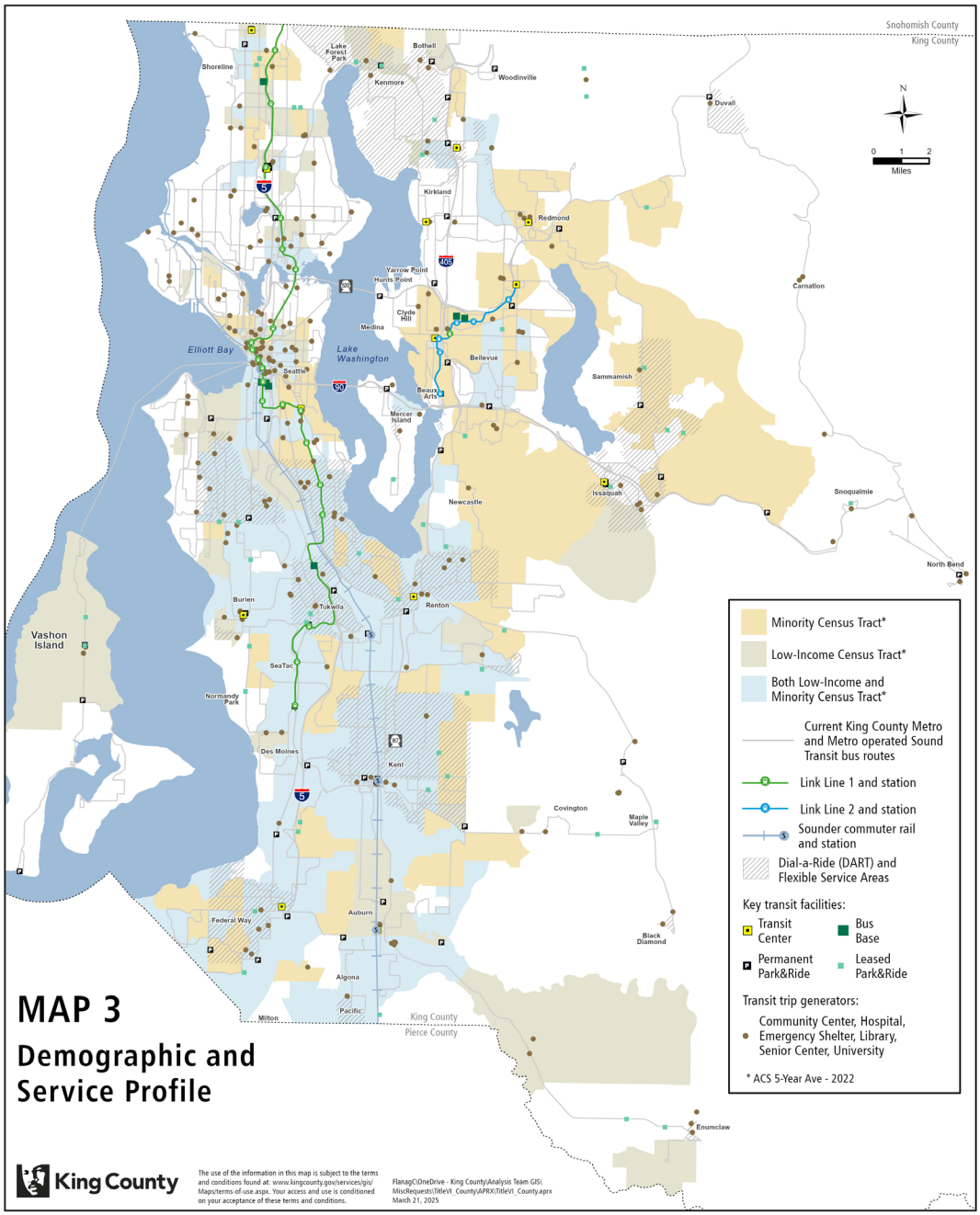
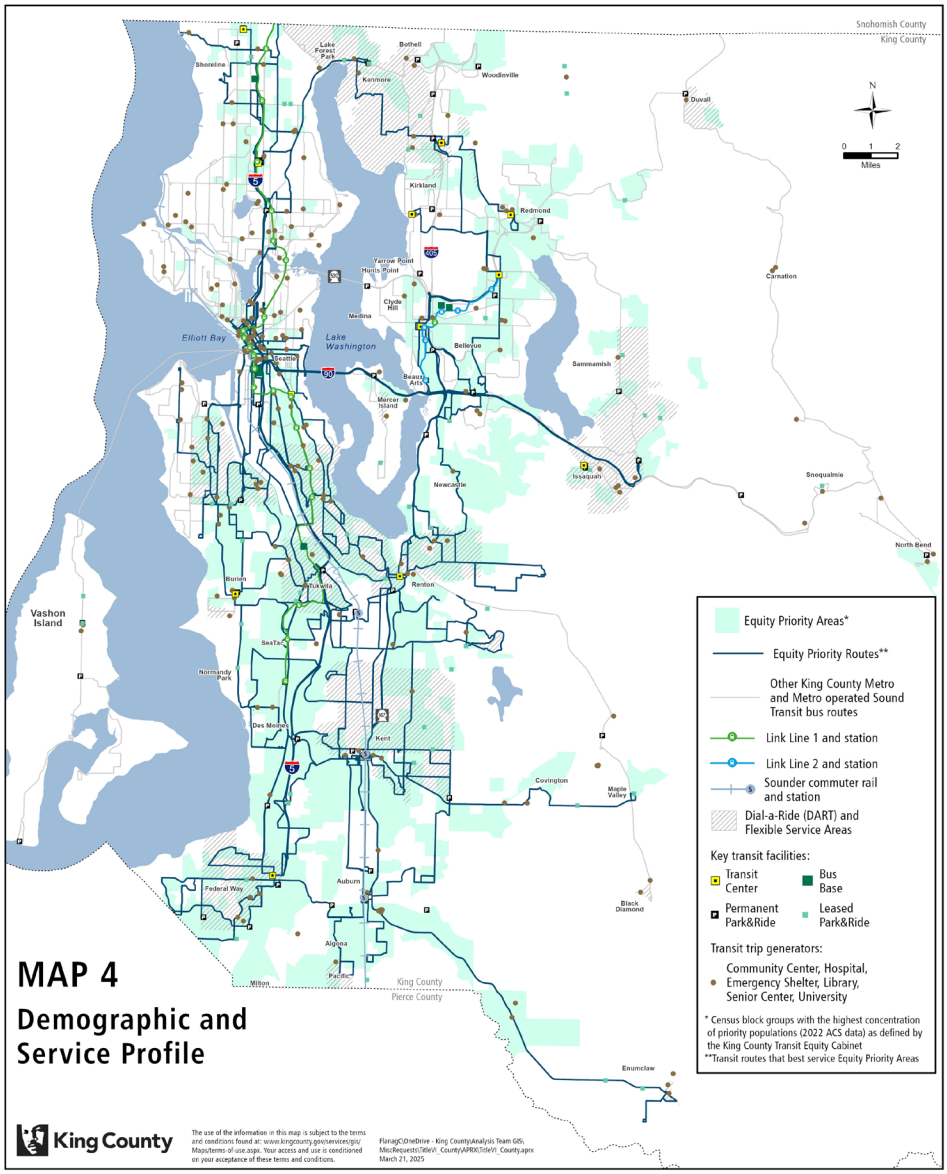


Figure 4 shows the locations of transit routes, stations, and facilities in relation to King County's Equity Priority Areas (areas with Equity Priority Area Scores[33] of four or five).

**Figure 4: Transit Facilities - New Equity Metrics - Map 4**




[33] This is a is a combined weighted score measuring five population characteristics identified as "priority populations" in Metro's policies – persons of color, poverty, limited English proficiency, disabled population, and foreign-born population. For each Census Block Group in King County, these five characteristics are measured and ranked 1 to 5 by quintiles (representing the total number of persons within each Census Block Group, within each category). Each score is combined using a weighting methodology (putting the most emphasis on race, then poverty) for a final score of 1 (low need) to 5 (high need).

## B. Demographic Ridership and Travel Patterns Collected by Surveys

King County and Metro conduct several types of customer surveys. With a few exceptions over the past 25 years, Metro has conducted an annual telephone survey of residents in King County to measure market share, gather information on special topics, transit usage, customer satisfaction, gauge ridership barriers, and identify demographic and commute characteristics of riders and non-riders. In 2018, Metro started surveying residents on an ongoing basis using address-based sampling. Respondents can participate online or by telephone. The survey is available in English, Spanish, Mandarin, Cantonese, Vietnamese, and Somali.

Table 22 summarizes a few responses from the 2024 Rider/Non-Rider Survey. The full survey results report included in Appendix E.

**Table 22: Comparison of Minority to Non-Minority Responses (2024 Rider/Non-Rider Survey) - *for those that use transit***

| Question | All Riders *1,726n* | Minority *497n* | Non-Minority *1023n* |
|---|---|---|---|
| **Number of one-way trips in the last 30 days** | | | |
| 1 to 2 trips | 32% | 36.8% | 74% |
| 3-5 trips | 22.8% | 19.7% | 24.0% |
| 6-10 trips | 15.4% | 15.3% | 16.2% |
| 10-29 trips | 16.7% | 16.3% | 17.2% |
| 30 or more trips | 8.2% | 7.0% | 9.2% |
| Don't know | 4.9% | 5.0% | 4.8% |
| **Primary trip purpose when using transit** | | | |
| Airport | 25.9% | 25.3% | 25.2% |
| Childcare | 3.8% | 5.7% | 2.4% |
| Errands, shopping | 35.3% | 39.8% | 32.8% |
| Fun, social, recreational | 52.6% | 51.2% | 54.2% |
| Judicial services | 1.6% | 1.9% | 1.1% |
| Medical services, appointments | 18.3% | 20.4% | 17.7% |
| Don't know | 38.0% | 47.9% | 0.3% |
| Other | 1.6% | 1.5% | 1.3% |
| School | 14.3% | 20.9% | 9.6% |
| Social services | 3.2% | 4.2% | 2.4% |
| Special events | 35.6% | 26.7% | 42.0% |
| Work, looking for work | 51.7% | 57.5% | 48.2% |

**Table 23: Satisfaction with Metro Transit - *for those that use transit***

| Satisfaction with Metro | All Riders *1,726n* | Minority *497n* | Non-Minority *1023n* |
|---|---|---|---|
| Very dissatisfied | 5.1% | 5.6% | 4.5% |
| Somewhat dissatisfied | 17.6% | 18.9% | 16.9% |
| Neutral or no opinion | 17.0% | 18.8% | 15.7% |
| Somewhat satisfied | 42.8% | 37.9% | 45.6% |

## C. Title VI Equity Analyses: Major Service and Fare Changes

The FTA requires transportation agencies to evaluate the effects of fare changes and major service change impacts on minority and low-income populations; the King County Strategic Plan and the County's Equity and Social Justice ordinance reflect similar commitments to addressing these impacts. In both cases, Metro analyzes the changes to see if there is a disparate impact on minority populations or a disproportionate burden on low-income populations.

The FTA also requires the agency's top executive and/or appropriate governing entity be briefed on the service or fare change and retain evidentiary documentation of that entity's consideration and approval of the analysis.[34] For Metro, this means briefing the General Manager (or their designee) and submission to the King County Council who usually must approve the analysis of the service or fare change by ordinance.[35] However, some narrow exceptions exists where the General Manager is authorized to make changes without Council vote.[36]

### *Public Engagement Process for Setting Disparate Impact and Disproportionate Burden Policies*

The following policies and thresholds were developed by Metro through a community engagement process. Metro's Service Guidelines, which were last updated in 2021, contain King County's policies concerning major service changes, disparate impact, and disproportionate burden. Metro developed these policies and submitted them to the King County Executive, who reviewed them and transmitted them to the King County Council for consideration and action. The Regional Transit Committee and the County Council's Mobility and Environment Committee reviewed the legislation and forwarded it to the full County Council. The Council followed a public notification and participation process, held a public hearing, and then adopted the updated Service Guidelines via Ordinance 19637. The Service Guidelines can be found in Appendix D.

[34] Circular Chapter 4 Part 7.

[35] See KCC 4A.700.

[36] See e.g., KCC 4A.700.610, Waiving or discounting fare or pass prices; or if Metro or the County is *not* the appropriate governing entity responsible for policy decisions regarding the fare change per the Circular.

### *Major Service Changes Policy & Equity Analysis*

Any time Metro makes changes to its service, it evaluates whether the changes constitute a "major service" change that requires a full Title VI Equity Analysis. A major service change is defined as a reduction of 25 percent or more of the transit trips serving a census tract or 25 percent or more of the service hours on a route. If the change meets this initial threshold, then the following analyses are conducted to ensure minority and low-income riders and customers are not disparately or disproportionately affected by the change.

A disparate impact occurs when a major service change results in adverse effects that are significantly greater for minority populations than for non-minority populations. Metro's threshold for determining adverse effects is when the percentage of routes or tracts adversely affected by a major service change and classified as minority is 10 or more percentage points higher than the percentage of routes or tracts classified as minority in the whole system. Should Metro find a disparate impact, consideration is given to modifying the proposed changes to avoid, minimize, or mitigate the disparate impacts of the proposed changes.

Similarly, a disproportionate burden occurs when a major service change results in adverse effects that are significantly greater for low-income populations than non-low-income populations. Metro's threshold for determining adverse effects is when the percentage of routes or tracts adversely affected by a major service change and classified as low-income is 10 or more percentage points higher than the percentage of routes or tracts classified as low-income in the whole system.

Metro also conducts Equity Impact Reviews (EIR) when it makes major service changes. Although not required by the FTA, EIR are an in-depth, project specific equity analysis using the most current data analysis tools and information. The EIR process merges empirical (quantitative) data and community engagement findings (qualitative) to inform planning, decision-making, and actions that affect equity. Each project will establish equity-focused goals to guide service planning, scenario development, and engagement – a process derived from the County's Equity and Social Justice Strategic Plan. The goals should target specific outcomes for the project, trade-offs, and accountability to equity and social justice in the planning and decision-making processes. The project team will analyze quantitative and qualitative data to measure the project's success in meeting the established goals. The Equity Impact Review is designed to be an iterative and evolving process; as new methods and data become available, the EIR process will find ways to consider new information.

During this reporting period, Metro conducted Title VI Equity Analyses for five (5) major service changes during this reporting period:

1) 2022 Service Change, Approved in Ordinance 19422
2) 2024 Service Change, Lynwood Link – Approved in Ordinance 19751
3) 2024 Service Change, Rapid Ride G Line & Madison – Approved by Ordinance 19750
4) 2024 Service Change, Suspensions – Approved by Metro General Manager
5) 2025 Service Change, East Link – Approved by Ordinance 19899

For all major service changes, the full Title VI Analysis are included as Appendix F and documentation of approval by the appropriate bodies are included as Appendix G.

### *Fare Change Policy & Equity Analysis*

Metro conducts a Title VI analysis anytime there is fare change, regardless of whether it is an increase or decrease, the kind of payment, mode of transportation, and regardless of the amount the fare is adjusted.[37] There are only three exceptions for reductions: (1) "spare the air days" or instances where all passengers may ride free; (2) temporary reductions that are mitigating measures for other actions, and (3) promotional or temporary reductions lasting less than six months.[38] Our analyses must be completed in advance of the start date of the proposed fare change, except in the limited circumstance where Metro changes its fares as a result of a New Start, Small Start, or other new fixed guideway capital project. In these cases, the analysis must be conducted at least six months prior to the beginning of revenue operations.[39]

A fare change has a disparate impact on minority riders or disproportionate burden on low-income riders/users based on five percent threshold, that is if there is an unfavorable impact on minority or low-income individuals more than 5 percentage points than non-minority or non-low-income individuals. Fare decreases are favorable impact and Fare increases are unfavorable impacts.

If no disparate impact or disproportionate burden is found, no further analysis is necessary. However, if a disparate impact or disproportionate burden exists, then Metro must take steps to avoid, minimize or mitigate impacts where practicable.[40]

But if a disparate impact is found, Metro has the responsibility to modify the proposal by examining alternatives. Metro must determine whether alternatives exist that would serve the same legitimate objectives but with less of a disparate effect on minority riders. These alternatives need to be analyzed with the same kind of data and threshold analysis above. If Metro finds and decides to move forward on a revised fare change that does not have a disparate impact, then no further analysis is necessary.

If there are no alternatives available or the alternatives still have a disparate impact on minority riders/users, Metro may only implement the fare change if it (1) has a substantial legitimate justification for the proposed fare change and (2) can show there are no alternatives that would have a less disparate impact on minority riders but would still accomplish its legitimate program goals.

During this reporting period, Metro conducted Title VI Equity Analyses for eight changes to its fares during this reporting period:

1) 2022 Zero Youth Fare – Approved by Ordinance 19474
2) 2022 $1 LIFT Fare Pilot – Approved by Ordinance 19532
3) 2023 $1 LIFT Fare Change – Approved by Ordinance 19705

[37] Circular Chapter 4 Part 7 at (b)(1).
[38] Circular Chapter 4 Part 7 at (b)(1)(a).
[39] Circular Chapter 4 Part 7 at (c).
[40] Circular Chapter 4 Part 7 at (b)(3)(c) and (e).

4) 2024 Low-Income Water Taxi Fare Reduction – Approved by Ordinance 19852
5) 2024 Adult Water Taxi Fare Reduction – Approved by Ordinance 19853
6) 2024 Adult Bus Fare Increase – Approved by Ordinance 19854
7) 2024 Low-Income Bus Fare Reduction – Approved by Ordinance 19858
8) 2025 Day Pass Fare Reduction – Currently in Approval Process. This section and corresponding Appendix will be updated before submission to the FTA.

For all fare changes, the full Title VI Analysis are included as Appendix H and documentation of approval by the King County Council are included as Appendix I.

King County

# King County Civil Rights Intake Form

**Returning this completed form does not mean you have filed a complaint.**
**We will review your form, then contact you to finalize the process.**

**What kind of complaint do you want to file with our office?**

- ☐ Housing
- ☐ Employment
- ☐ Public Accommodations (places of business)
- ☐ Contracting

**Person Filing Complaint** _____

Address _____

_____

Email _____

Phone _____

**Name and location of the place where the discrimination took place**

_____

_____

_____

**Date you became aware of the discrimination** _____

**Most recent date of discrimination** _____

**Is the discrimination continuing?** _____

**I want to file a complaint against:**
(List all people and companies, and as much contact information as you can.)

**#1 Name** _____

Address _____

_____

Phone _____

Email _____

**#2 Name** _____

Address _____

_____

Phone _____

Email _____

**#3 Name** _____

Address _____

_____

Phone _____

Email _____

**#4 Name** _____

Address _____

_____

Phone _____

Email _____

| **The discrimination was because of my protected class:** (Check all that apply) | |
|---|---|
| | Race (specify):<br>**Check all that apply**<br>☐ American Indian or Alaskan Native<br>☐ Asian, Asian American<br>☐ Black, African American, African<br>☐ Native Hawaiian or Pacific Islander<br>☐ White<br>☐ Multi-Racial (Two or more races)<br>☐ Other<br><br>Are you Hispanic or Latino/Latina/Latinx?<br>☐ Yes<br>☐ No |
| | Color (specify): |
| | Gender (circle) Male Female |
| | National Origin (which country): |
| | Ancestry (which country): |
| | Disability or use of a service/assistive animal (specify): |
| | Age (give birthdate): |
| | Religion<br>☐ Protestant<br>☐ Roman Catholic<br>☐ Mormon<br>☐ Orthodox (Greek or Russian)<br>☐ Christian (Non-denominational)<br>☐ Jewish<br>☐ Muslim<br>☐ Buddhist<br>☐ Hindu<br>☐ Sikh<br>☐ Something else: _____ |
| | Sexual Orientation<br>**Check one**<br>☐ Bisexual<br>☐ Gay<br>☐ Heterosexual/Straight<br>☐ Lesbian<br>☐ Queer<br>☐ Not Listed |
| | Gender identity<br>☐ Man<br>☐ Non-Binary<br>☐ Woman<br>☐ Not Listed<br>☐ Prefer not to disclose |

| | |
|---|---|
| | Are you transgender?<br>☐ Yes<br>☐ No |
| | Parental Status (children under 18 in the household) |
| | Marital Status:<br>☐ Married<br>☐ Separated<br>☐ Divorced<br>☐ Engaged<br>☐ Widowed<br>☐ Single<br>☐ Cohabiting<br>☐ Prefer not to disclose |
| | Participate in Section 8 Program (For housing only) |

**Briefly describe what action(s) were taken against you.**

Include specific dates and explain why you believe that the negative actions are related to your protected class. (use additional pages if necessary)

**I verify that this statement is true to the best of my knowledge.**

**Signature** _____ **Date** _____

**e-mail your signed Intake Inquiry to**

Civil-Rights.OCR@kingcounty.gov

# Title VI Complaints Call and Case Log, 2022-2024

## Prosecuting Attorney's Office confirms that there were no Title VI lawsuit filed against KC.

| Case Number | Classifications | Subject | Review Result Code |
|---|---|---|---|
| 00359268 | Service Delivery - Pick up or Drop off location | Pick up/drop off location | Invalid: Without Merit |
| 00359309 | Customer Relations - Driver attitude/conduct , Service Delivery - Rider felt rushed | Driver actions unprofessional | Addressed with staff/employee |
| 00359497 | Commendations - Driver Commendations, Service Delivery - Pick up or Drop off location, Safety and Security - Other safety issues | Late ride | Followed Policy |
| 00359793 | Customer Relations - Driver attitude/conduct | Driver conduct | Addressed with staff/employee |
| 00360191 | Service Delivery - Poor routing, Service Delivery - Trip too long | Trip Routing | Invalid: Without Merit |
| 00360195 | Service Delivery - Poor routing | Poor routing | |
| 00361283 | Customer Relations - Driver attitude/conduct , Service Delivery - Missed trip | Missed Access Trip/Driver Conduct | |
| 00361283 | Customer Relations - Driver attitude/conduct , Service Delivery - Missed trip | Missed Access Trip/Driver Conduct | Addressed with staff/employee |
| 00361458 | Customer Relations - Reservationist attitude/conduct, Policy and Program - Late Cancellations, Service Delivery - Late pick up | Access Two Late Pickups | Invalid: Without Merit |
| 00362040 | Service Delivery - Missed trip | Missed trip | CIO action |
| 00362040 | Service Delivery - Missed trip | Missed trip | Valid complaint |
| 00363668 | Call Center - Incorrect Booking, Service Delivery - Missed trip | Access Denied Companion | Addressed with staff/employee |
| 00363925 | Service Delivery - Late drop off, Service Delivery - Poor routing, Service Delivery - Trip too long | Access Missed Appointment | CIO action |
| 00363925 | Service Delivery - Late drop off, Service Delivery - Poor routing, Service Delivery - Trip too long | Access Missed Appointment | Addressed with staff/employee |
| 00363939 | Customer Relations - Dispatch attitude/conduct, Service Delivery - Late pick up | Dispatcher Communication Complaint | Addressed with staff/employee |
| 00365112 | Customer Relations - Driver attitude/conduct , Safety and Security - Disturbance | Driver Issue | Addressed with staff/employee |
| 00365313 | Customer Relations - Driver attitude/conduct , Service Delivery - NDS Issue (Non Dedicated Service - taxis, etc), Service Delivery - Pick up or Drop off location/site review | Access Discrimination | CIO action |
| 00365317 | Customer Relations - Driver attitude/conduct , Service Delivery - NDS Issue (Non Dedicated Service - taxis, etc), Service Delivery - Pick up or Drop off location/site review | Access Discrimination | |

# 2024 System Evaluation

## Alternative formats available

206-263-3548 Relay: 711

Para solicitar esta información en español, sírvase llamar al 206-263-9988 o envíe un mensaje de correo electrónico a community.relations@kingcounty.gov

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# Executive Summary

This report presents King County Metro Transit's annual assessment of its transit network as required by King County Ordinances 17143, 18413, 19367, and Motion 13736. This 2024 System Evaluation uses data from the fall 2023 service change, which covers September 2023 through March 2024. The report includes information about traditional fixed-route bus service, Dial-A-Ride Transit (DART), RapidRide, Water Taxi, and Metro Flex services, all part of Metro's expanding portfolio of mobility solutions.

The Service Guidelines serve as a policy framework that helps Metro evaluate different types of mobility services in a single report. In late 2021, the King County Council adopted updated Service Guidelines. These new guidelines were applied for the first time in the 2022 System Evaluation and continue to serve as the evaluation framework for the 2024 System Evaluation. This evaluation uses the Metro Connects interim network as a target for service growth.

## Our Findings

Investing in our system with the methods identified in this report would improve reliability (Priority 2) and grow the service network (Priority 3). Metro does not currently need any additional investments to address chronic crowding issues (Priority 1), but will carefully monitor the data as ridership continues to grow. The 2024 System Evaluation highlights the following investment needs in Metro's fixed-route bus system:

- Zero hours of service to relieve crowding (Priority 1)
- 26,850 hours of service to improve reliability (Priority 2)
- 1,733,000 total hours of service in service growth (or an average of approximately 100,000–120,000 hours per year over the next 15 years) to restore currently suspended service hours and implement the Metro Connects interim network (Priority 3)
- 3.6 million service hours to implement the full 2050 network

Although Metro does not require any crowding investments, there are still some reliability issues on several routes across the system. These reliability needs decreased from last year's figure by about 4,200 annual hours. During this evaluation period, Metro made scheduling adjustments and completed various infrastructure projects that improved transit speed and reliability. Metro also launched new Advanced Service Management pilots which addressed reliability issues by proactively coordinating with operators in the field. The service growth (Priority 3) methodology also highlights significant investment needs of over 1.7 million hours over the next 14 to 15 years. The total service growth needs increased by about 43,000 hours from 2023's System Evaluation. This increase in hours is largely due to service reductions made during this year's evaluation period. Investing in these priorities will help Metro sustain recent increases in ridership, support regional growth in population and employment, and reduce congestion on King County roadways. To achieve the full Metro Connects 2050 long-range vision and meet the demands of the Puget Sound Regional Council's Transportation 2050 plan, Metro will ultimately need to provide around 3.6 million more annual hours of service which is nearly double the current service levels.

The 2024 System Evaluation highlights many positive trends across Metro's transit system. Both ridership and productivity show double-digit growth over the last year. In other words, people in King County are using Metro services more often to travel further around the region. In the last year, ridership has increased by nearly 14 percent. Productivity is also up across the board, increasing by nearly 19 percent during peak and off-peak periods and by around 13 percent at night. Metro will build off this success as the region and transit system continue to grow.

## Metro's Prior Investment Activities

Since 2020, Metro faced several challenges in delivering investments to the transit system. Sustained improvements in transit service quality will require additional service hours and infrastructure investments to mitigate the impacts of major construction and rising traffic congestion across the region. In fall 2023, Metro had to reduce service due to operator shortages. These service suspensions were made to reduce unplanned trip cancellations and ensure that customers could rely on Metro service. In 2024 and the near future, Metro growth will depend upon the ability to recruit, train, and retain sufficient workforce. Despite the many challenges ahead, Metro's previous investments continue to deliver results—for example, ridership on the RapidRide H line is up by over 23 percent and productivity has increased by nearly 40 percent.

## Seattle Investments

Metro and the City of Seattle work together to plan and implement service funded by the Seattle Transit Measure which was approved by voters in 2014 and renewed in 2020. The measure is set to expire in April 2027. As of Metro's fall service change in 2023, the Seattle Department of Transportation funds 141,000 annual hours of service. Metro is working closely with the City of Seattle to deliver upon the measure's goals with various mobility strategies, including bus service and Metro Flex pilots.

## RapidRide

Metro currently operates eight RapidRide lines throughout King County, seven of which were operating during the evaluation period in this report. With the launch of the H Line in 2023, the G Line in 2024, and four other RapidRide lines under development, the RapidRide network continues to grow. The seven RapidRide lines that were operating during the evaluation period are covered in the Bus Service Evaluation section of the report and additional data is included in the appendices. The future RapidRide lines are highlighted in the RapidRide Progress Report on page 20.

County Council accepted Metro's RapidRide Prioritization Plan in 2024. This new prioritization framework, which is built upon equity and sustainability measures, helped Metro organize RapidRide candidate routes into tiers based on their implementation priority.

## Marine Services

The Water Taxi serves two routes that connect Pier 50 at Colman Dock in downtown Seattle with Vashon Island and West Seattle. Metro plans to maintain and improve current service on the two existing routes while studying potential future routes. Information about Water Taxi service is included in the Marine Services section of this report, and details on the evaluation methodology are included in Appendix A.

## Metro Flex

This report includes performance data for Metro Flex services that were operating between September 2023 and March 2024. In 2023, Metro's on-demand services were rebranded as Metro Flex. Through this program, Metro staff works with local governments and community partners to develop innovative and cost-efficient transportation solutions in areas of King County that do not have the infrastructure, density, street network, or land use to support traditional bus service. Metro continues to monitor existing pilots and consider new service areas across the county.

Information about these on-demand services is included in the Metro Flex section of this report. Additional details on the evaluation methodology for existing and potential flexible services are included in Appendix A.

## Our Future

Metro is in the midst of several major mobility projects, redesigning services across King County as Link light rail, RapidRide, and other significant investments are completed. Metro will include future service investments in King County's biennial budget process. Workforce shortages—which are not limited to King County—continue to constrain Metro's ability to invest and deliver additional service hours in the transit system. Metro remains committed to addressing these constraints, supporting service growth, delivering on the Long Game, and achieving the targets and vision outlined in Metro Connects. Finally, by coordinating with external agencies and jurisdictions, Metro aims to identify additional opportunities for the delivery of even more efficient and effective service.

By the end of 2024, Metro will deliver multiple new mobility projects relating to the North Link expansion to Lynnwood and the completion of the G Line. These projects will result in better community connections to Link light rail, a larger RapidRide network, and an additional 150,000 hours of Metro bus service in the transit system.

# Introduction

## What is the System Evaluation?

This report provides a snapshot of the performance of Metro's transit system for fixed-route buses, Dial-A-Ride Transit (DART), Water Taxi, and Metro Flex services. The System Evaluation provides the basis for decisions about adding, reducing, or changing service. It is based on Metro's Service Guidelines, which establish criteria and processes that inform changes to the transit system. The guidelines were updated and adopted by the King County Council in 2021 (Ordinances 18301,18413, 19367, and Motion 13736). The 2024 report contains the following sections:

- Major System Changes and Impacts
- Bus Service Evaluation
- Integration with Sound Transit
- RapidRide Progress Report
- Metro Flex
- Marine Service (Water Taxi)
- Appendices (Methodology and Data)

Reducing crowding and improving reliability—Metro's primary service quality indicators—are the top two investment priorities, as they directly affect the quality of transit service. Improvements in these areas help Metro maintain service quality for current riders and attract new ones. Metro's third investment priority, service growth, emphasizes expanding the bus system and serving new communities and neighborhoods. Service growth enhances Metro's ability to provide better mobility options to riders, meet existing demand for transit service across King County, reach climate action goals, and support the region's growing economy without expanding roadways.

## How does Metro use the System Evaluation report?

Metro analyzes data to learn how different services are performing, where problems exist in our system, and to prioritize transit investments across King County. Staff combine this information with feedback from customers, operators, and partners to develop proposals to change service. Before enacting significant changes, Metro presents these proposals to the public, incorporates feedback, and submits final plans for approval by the King County Council. After the approved service changes are implemented, the cycle begins again.

## How Can Transit Customers Use the System Evaluation Report?

Riders can find their route(s) on the maps and appendices in this report and compare them to other routes within the Metro bus system. They can easily identify problems on a route (such as reliability) and learn more about how many additional service hours Metro needs to invest in order to fix those problems. This report provides a yearly snapshot of the transit system—Metro uses this data to inform future service change proposals.

# Major System Changes and Impacts

Prior to the Fall 2023 Service Change, Metro continually experienced a high rate of trip cancellations due to workforce capacity challenges. During this service change, Metro reduced service levels to better-align bus schedules with existing operational capacity. This realignment helped significantly reduce unplanned trip cancellations and improve the rider experience. Although they are not directly factored into this report, Metro acknowledges that unplanned trip cancellations have a significant impact on transit riders. Metro continues to monitor trip cancellations across the system.

## On-Time Performance

Metro evaluates bus reliability in terms of on-time performance, which measures how consistently a transit service adheres to its scheduled arrival times. Over the last several years, Metro's average on-time performance has been relatively stable, typically ranging from 78 to 81 percent across the system. As of March 2024, Metro's bus service still fits within that range, with 78 percent on-time performance over a 12-month rolling average. In comparison, on-time performance around the same time last year was about 79 percent.

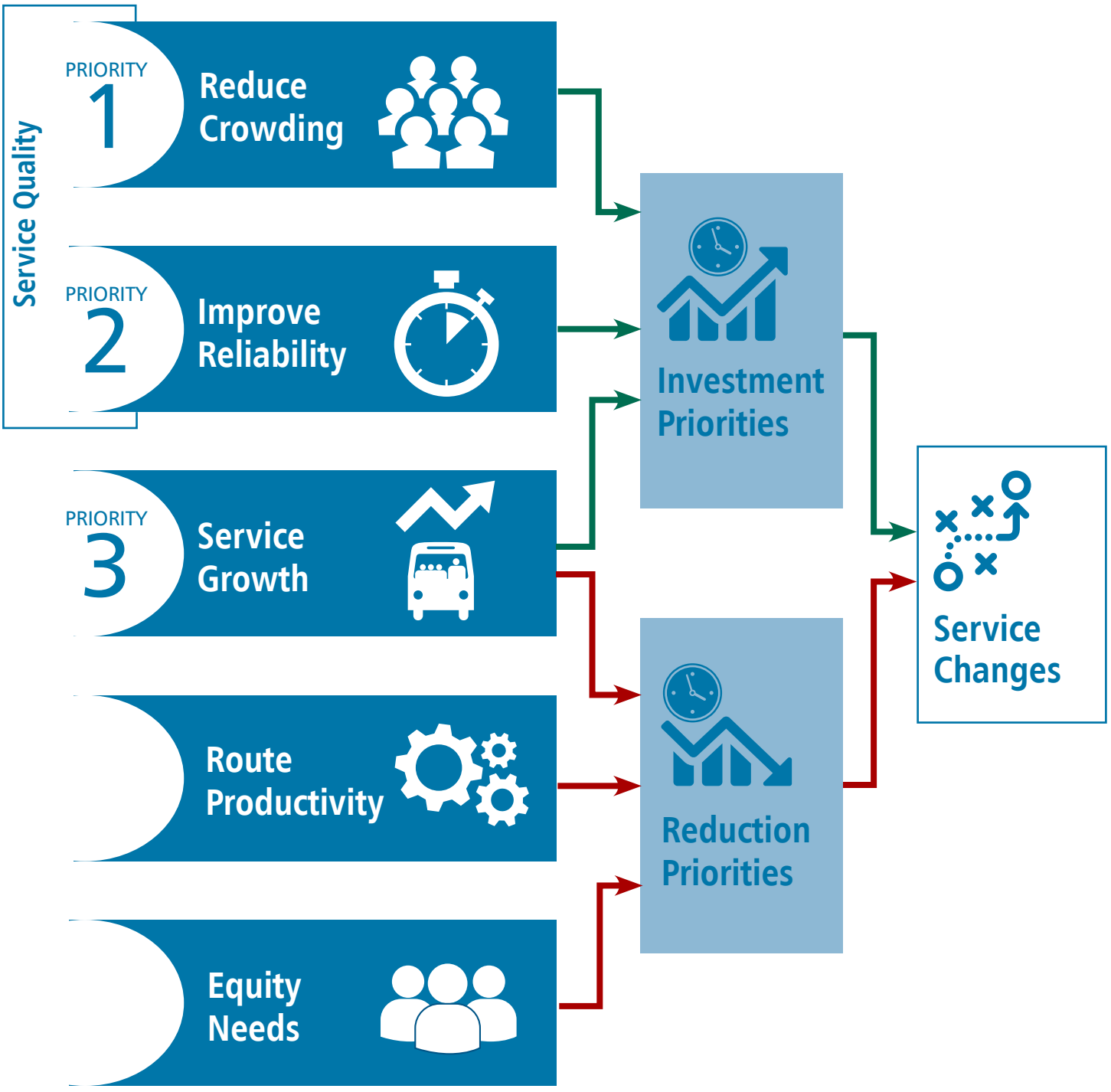
## Ridership

King County Metro continues to see significant year-over-year ridership growth across the bus system.

- **2022–2023:** Between March 2022 and March 2023, average weekday bus ridership increased by almost 24 percent, a net increase of over 43,000 daily boardings.
- **2023–2024:** Between March 2023 and March 2024, average weekday bus ridership increased by nearly 14 percent, a net increase of over 30,000 daily boardings.

Ridership data provides valuable insights into where transit demand is growing in King County and who is using Metro services. For example, school and university students continue to bolster Metro's ridership. Additionally, ridership continues to rise as more employers have adopted hybrid schedules with employees working in the office a few days each week. Metro frequently adjusts schedules on routes because of these changing travel patterns and continues to investigate other ways to improve King County's transit system.

# How the annual system evaluation informs service changes



# Bus Service Evaluation

## Crowding (Priority 1)

### What is Crowding?

Metro defines crowding needs in the System Evaluation by the following factors:

» The vehicle's average maximum load is more than the crowding threshold for the type of vehicle.

» The average passenger load is more than the number of seats for 20 or more minutes.

» Based on this methodology, trips must be consistently crowded for several months to be identified for investment.

### Findings

The 2024 System Evaluation found that zero bus hours are needed to reduce crowding. Although ridership is on the rise, no routes had chronically crowded trips during the evaluation period.

### What's Been Done

No additional investments were needed to reduce crowding as defined in the Service Guidelines in the last several years.

### What's Next?

As ridership continues to increase across the system, Metro will monitor ridership trends and evaluate crowding at the route level. This data helps Metro understand when and where to expect ridership growth and potential crowding.

# Reliability (Priority 2)

## What is Reliability?

For transit, reliability refers to the extent to which buses arrive on time or maintain their designated headway (time between buses) throughout the day. Routes are considered to be candidates for investment when their buses do not arrive on time or fail to meet their scheduled headways more than 20 percent of the time. When a route is flagged with reliability issues, Metro considers adjusting schedules to better reflect existing conditions or adding more service to a route. Additionally, Metro frequently partners with cities within King County to deliver infrastructure improvements that reduce travel times and improve bus reliability for riders.

## Findings

The 2024 System Evaluation found that 26,850 additional bus hours are needed to improve reliability. The investment need decreased from last year's findings by approximately 4,200 annual hours. This report identifies reliability investment needs on 59 out of 109 routes; sixteen of them are new to the list.

Forty-three routes featured in 2023's list still need service or capital investments. Ten of the routes that were flagged for reliability investments in the 2023 System Evaluation are now operating within standards due to a combination of infrastructure improvements and scheduling adjustments implemented by Metro over the last year. Three other routes identified for reliability investments in last year's report were suspended during the 2023 Fall Service Change.

See Appendix C for more details on route-level reliability metrics.

- **South county routes:** Seventeen routes were identified as needing reliability investments. Routes 107 and 161 are new to the list. The other fifteen (106, 111, 124, 125, 128, 131, 132, 153, 162, 168, 177, 182, 183, 193, and the H Line) still have outstanding needs.
- **East county routes:** Fourteen routes were identified as needing reliability investments. Routes 218, 221, 225, 230, 249, 250, 255, 257, and 269 are new to the list. The other five (208, 212, 226, 240, 271) still have outstanding needs.
- **North county routes:** Four routes were identified as needing reliability investments. Routes 311 and 372 are new to the list. The other two (302 and 348) still have outstanding needs, but the investments needs are relatively small.
- **Seattle routes:** Twenty-four routes were identified as needing reliability investments. Routes 12, 17 and the C Line are new to the list. The other twenty-one (1, 5, 7, 8, 9, 11, 21, 24, 27, 28, 31, 32, 33, 40, 43, 49, 60, 62, 65, 67, and the E Line) still have outstanding needs.

## What's Been Done

Although the 2023 System Evaluation highlighted a modest investment need of 31,050 additional service hours, the service change that came immediately after the evaluation period prioritized aligning service with existing workforce capacity. Due to these operational challenges, Metro often needed to implement unplanned trip cancellations—at one point roughly 8 percent of all trips were canceled. As a result, Metro reduced service in fall 2023 to address the high number of unplanned trip cancellations and provide more accurate schedule information to riders. The service reduction helped Metro reduce unplanned trip cancellations and get back to delivering 98 to 99 percent of all trips. Now that service levels are more sustainable, Metro can resume targeting specific investment needs at the route level.

Metro is also implementing Advanced Service Management pilots for RapidRide routes. These pilots take a headway-based approach that helps maintain bus frequency by evenly spacing out buses along a route—this approach reduces "bus bunching" and prevents long wait times at stops.

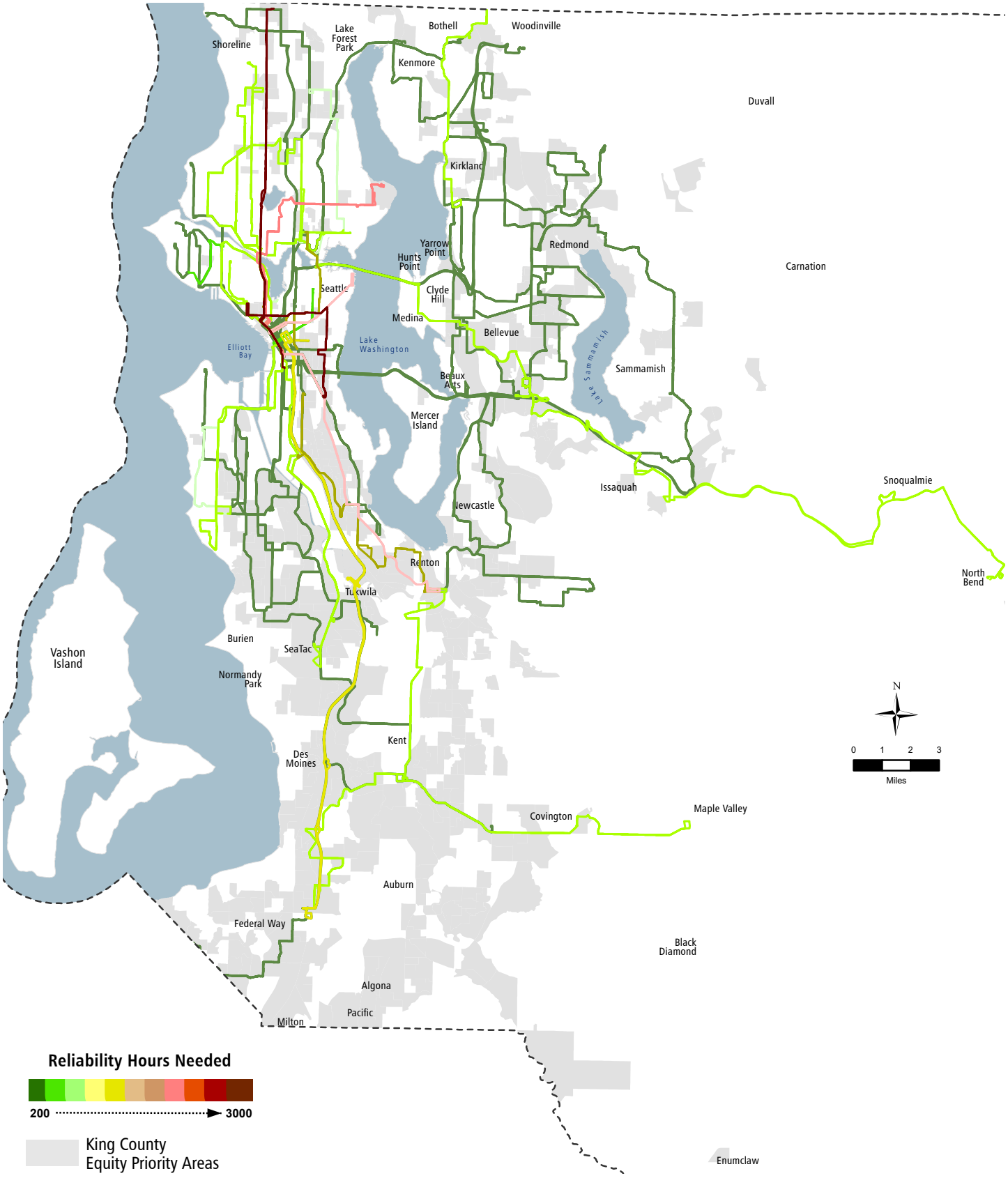
In late 2023, Metro launched an Advanced Service Management pilot for the A and F Lines, and is now proactively coordinating with operators in the field to address reliability issues. This coordination allows the buses to speed up or slow down to better maintain headways and prevent bunching. The initial results of the pilot have shown improvements to headway adherence on both routes compared to earlier in the evaluation period. Metro continues to monitor the system for any evidence of service reliability issues in either direction, late or early.

## What's Next?

Metro uses various strategies to improve reliability across the system. For example, Metro's speed and reliability infrastructure investments help facilitate large improvements in the rider experience and reduce the need to invest additional service hours. To ensure that each route can maintain its scheduled headways, Metro is investing in technology that will support active headway management, which will help monitor and prevent "bus bunching" across the transit system. These investments will help buses adhere to their frequent schedules throughout the day. However, traffic congestion is increasing as the region and economy continue to grow, which could negatively impact bus reliability if transit is not prioritized in right-of-ways.

Metro will monitor routes and adjust schedules to reflect evolving conditions. Additionally, Metro continues to partner with jurisdictions and agencies to provide transit–supportive infrastructure that will deliver fast and reliable bus service.

*Figure 1. Metro bus routes needing investment to improve reliability*



# Service Growth (Priority 3)

## What is Service Growth?

Service growth is based on routes' target service levels (how often buses should arrive throughout the day in Metro's existing system) and the span of service envisioned for each route. The Service Guidelines include criteria for determining target service levels. Each route's target service level is based on the higher of either the proposed Metro Connects interim network value or the service growth methodology. The gap between how much service Metro currently provides and how much service is envisioned constitutes the investment needed to meet target service levels. Investment needs recommended in this section include service hour gaps from suspended services.

*Table 1: Summary of typical service levels*

| Service | Service Level: Frequency (minutes between trips) and Time Period | | | | Days of Service | Hours of Service |
|---|---|---|---|---|---|---|
| | **AM Peak** 5–9 am<br>**PM Peak** 3–7 pm | **Off-Peak** 9 am–3 pm, 7–10 pm | **Night** 10 pm–5 am | **Weekend** Sat.–Sun. | | |
| Very frequent/ RapidRide | <= 10 mins | <= 15 mins | <= 15 mins | <= 15 mins | 7 days | 16–24 hrs |
| Peak Frequent | <= 15 mins | <= 30 mins | <= 30 mins | <= 30 mins | 7 days | 16–24 hrs |
| Local | <= 30 mins | <= 30 mins | <= 60 mins | <= 60 mins | 5–7 days | 12–18 hrs |
| Hourly | <= 60 mins | <= 60 mins | -- | -- | 5 days | 8–12 hrs |
| Peak-only | 8 trips/day minimum | -- | -- | -- | 5 days | Peak |
| Metro Flex | Determined by demand and community collaboration process | | | | | |

## Findings

To meet target service levels envisioned in the Metro Connects interim network or the service growth methodology, service needs to grow on 116 routes by approximately 1,733,000 service hours (an average of approximately 100,000–120,000 hours per year over the next 15 years).

- **Current network:** 103 existing routes need around 1,433,100 additional service hours.
- **Proposed Metro Connects routes (no current service):** 13 new routes need around 299,900 service hours.

The 2024 estimated service growth needs increased by about 43,100 total hours compared to the 2023 System Evaluation. This increase in investment needs is likely related to staffing shortages which resulted in service reductions during the evaluation period—these issues continue to constrain Metro's ability to expand service across the system. The maps on the following pages show service growth needs by route and time of day.

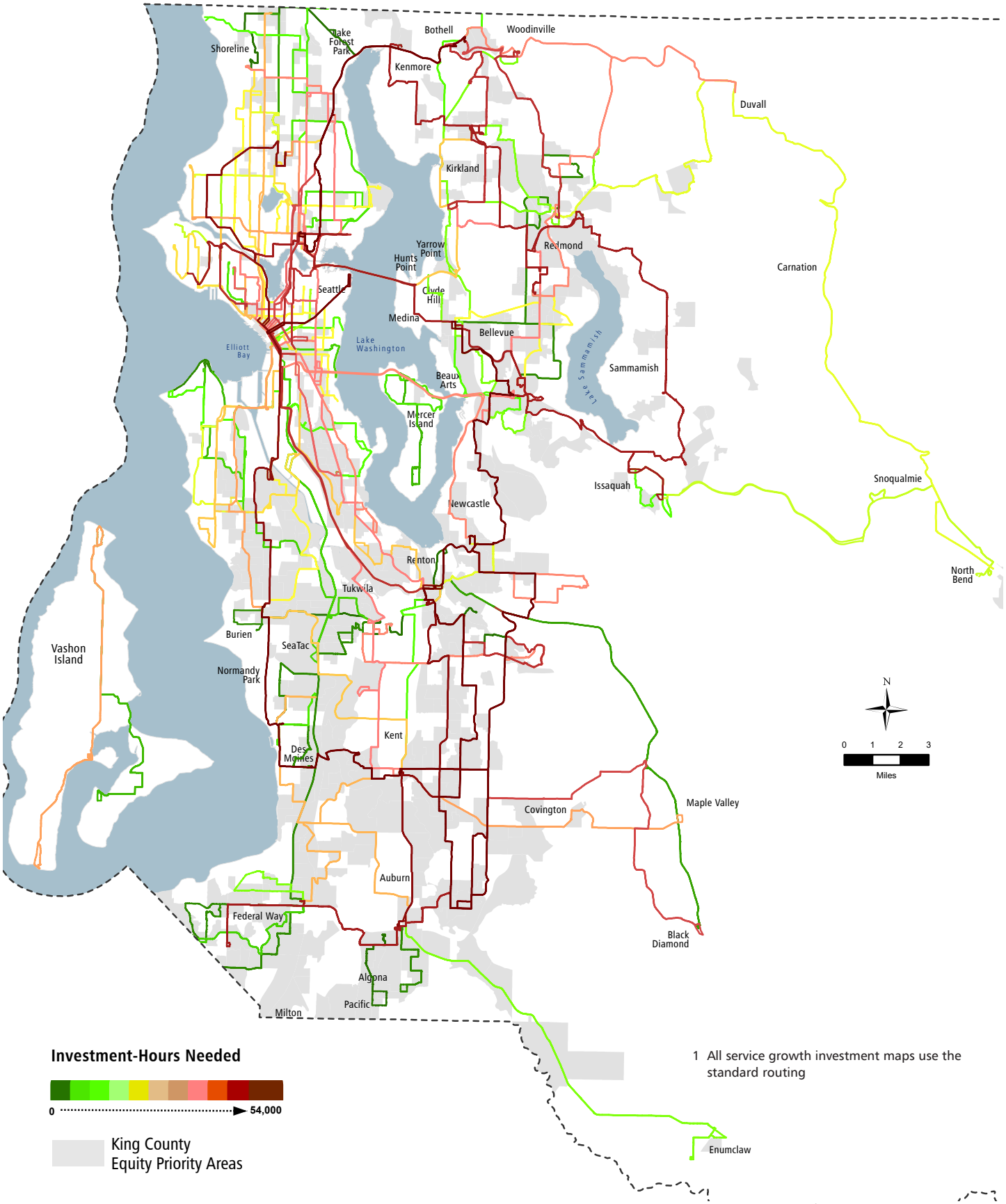
## What's Been Done

Due to operational constraints, Metro's system faced many unplanned trip cancellations and disruptions to passengers leading up to the Fall 2023 Service Change. By reducing service in the Fall 2023 Service Change, Metro stabilized service and reduced most unplanned trip cancellations. However, this reduction also set Metro back in terms of implementing the service levels depicted in the Metro Connects interim network. Metro considers these investment needs when planning mobility projects and service restoration.

## What's Next?

Metro will continue to seek opportunities to improve operational capacity and expand mobility options while centering on the needs of priority populations. As Metro considers future projects and investments, staff will use the Priority 3 analysis and prioritization to inform service proposals. As Link light rail and RapidRide continue to expand mobility options in the region, Metro will continue to refer to this service growth data to help inform future restructures and service changes.

*Figure 2. Metro routes needing investment in service growth (Priority 3): total investment needed*[1]




1 All service growth investment maps use the standard routing

*Figure 3. Metro routes needing investment in service growth (Priority 3): AM Peak*

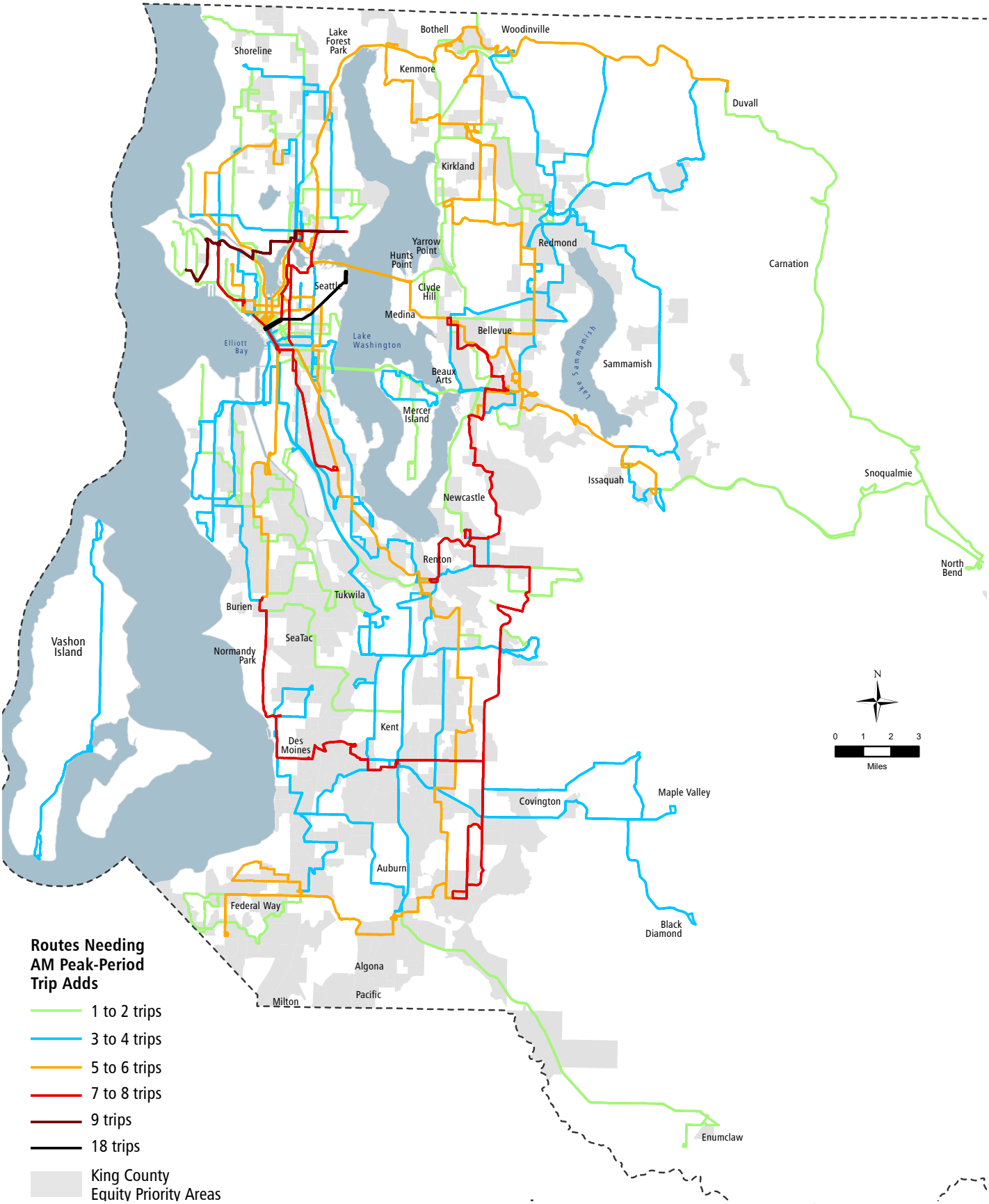


*Figure 4. Metro routes needing investment in service growth (Priority 3): Midday*

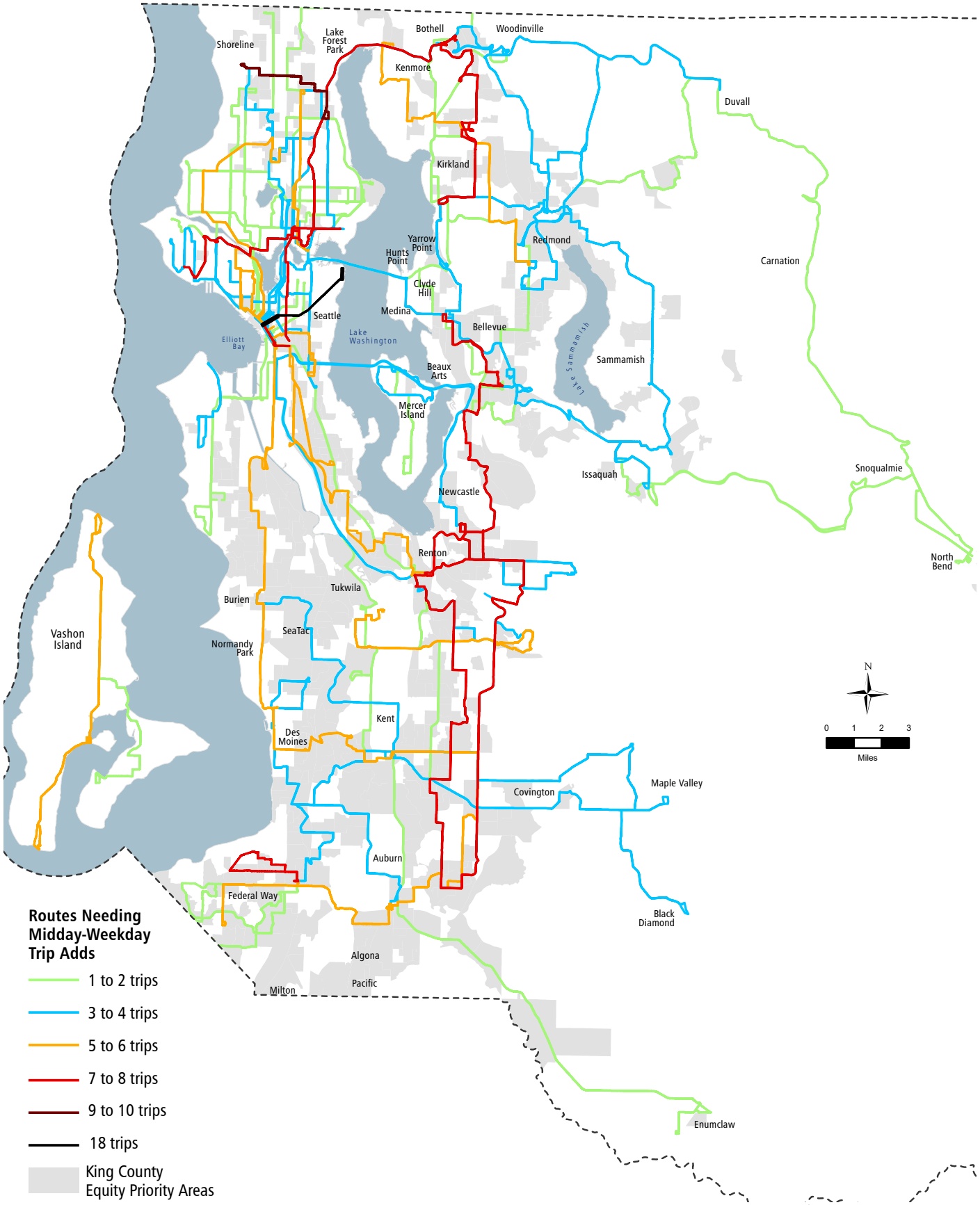


*Figure 5. Metro routes needing investment in service growth (Priority 3): PM Peak*

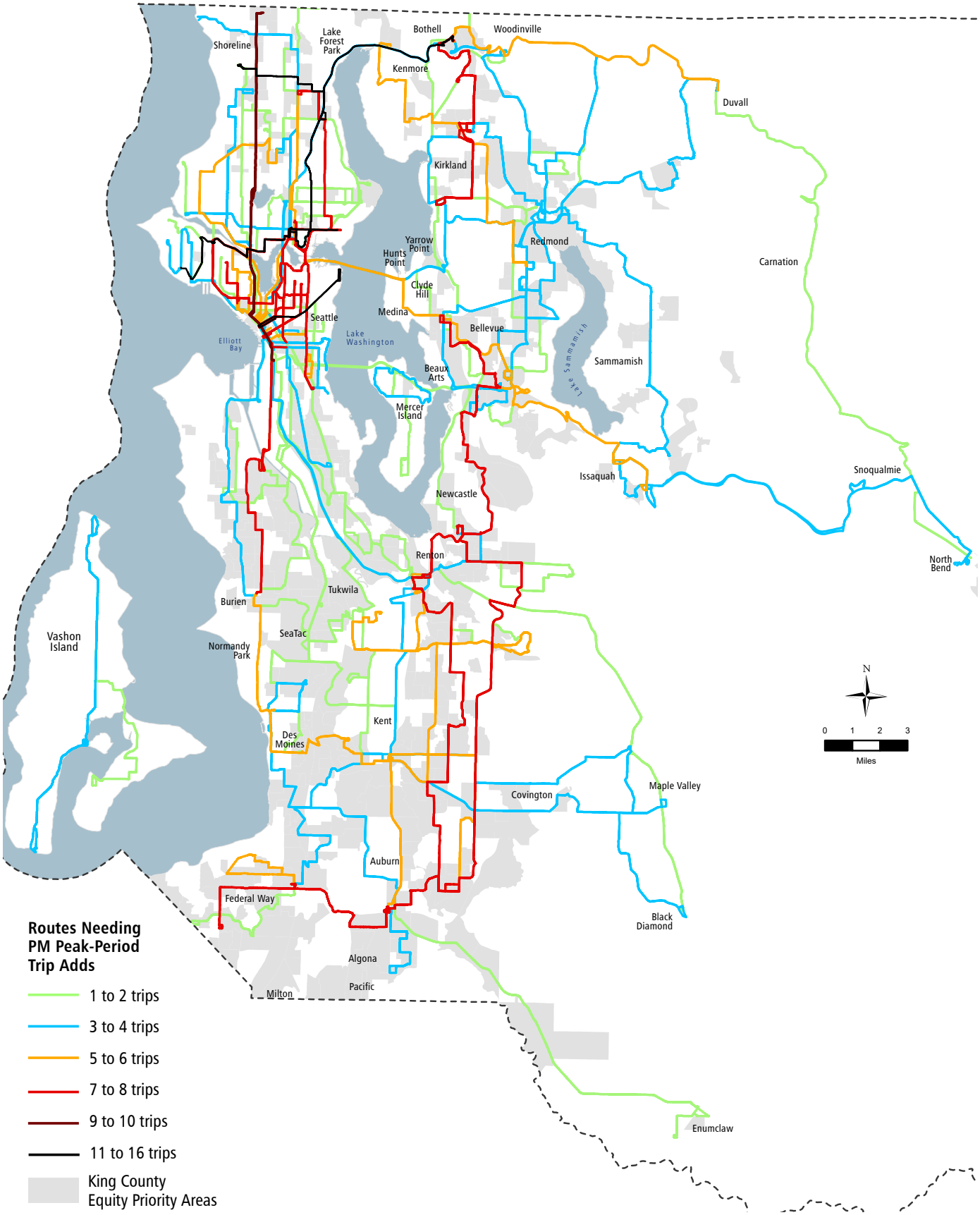


*Figure 6. Metro routes needing investment in service growth (Priority 3): Evening*

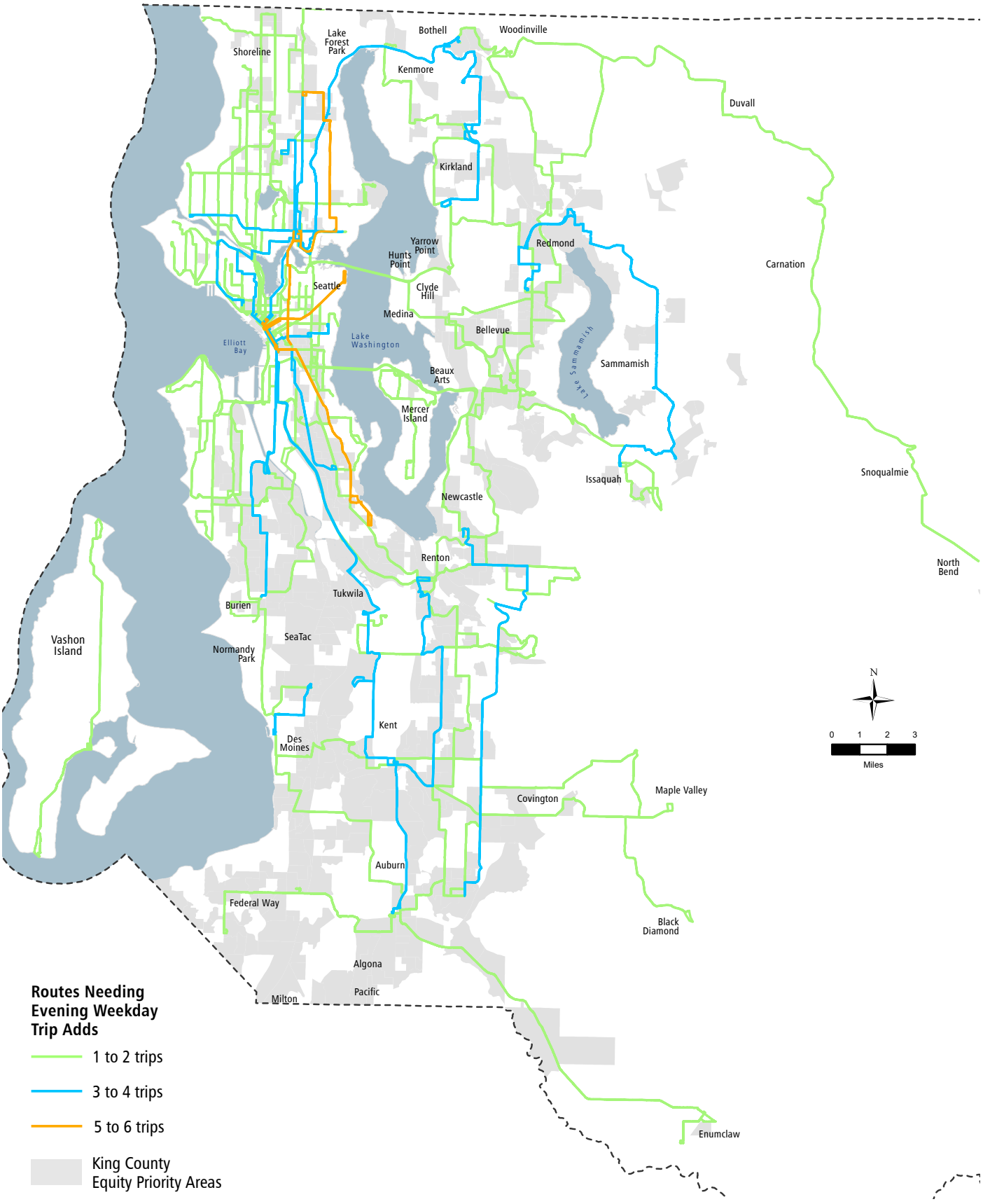


*Figure 7. Metro routes needing investment in service growth (Priority 3): Saturday*

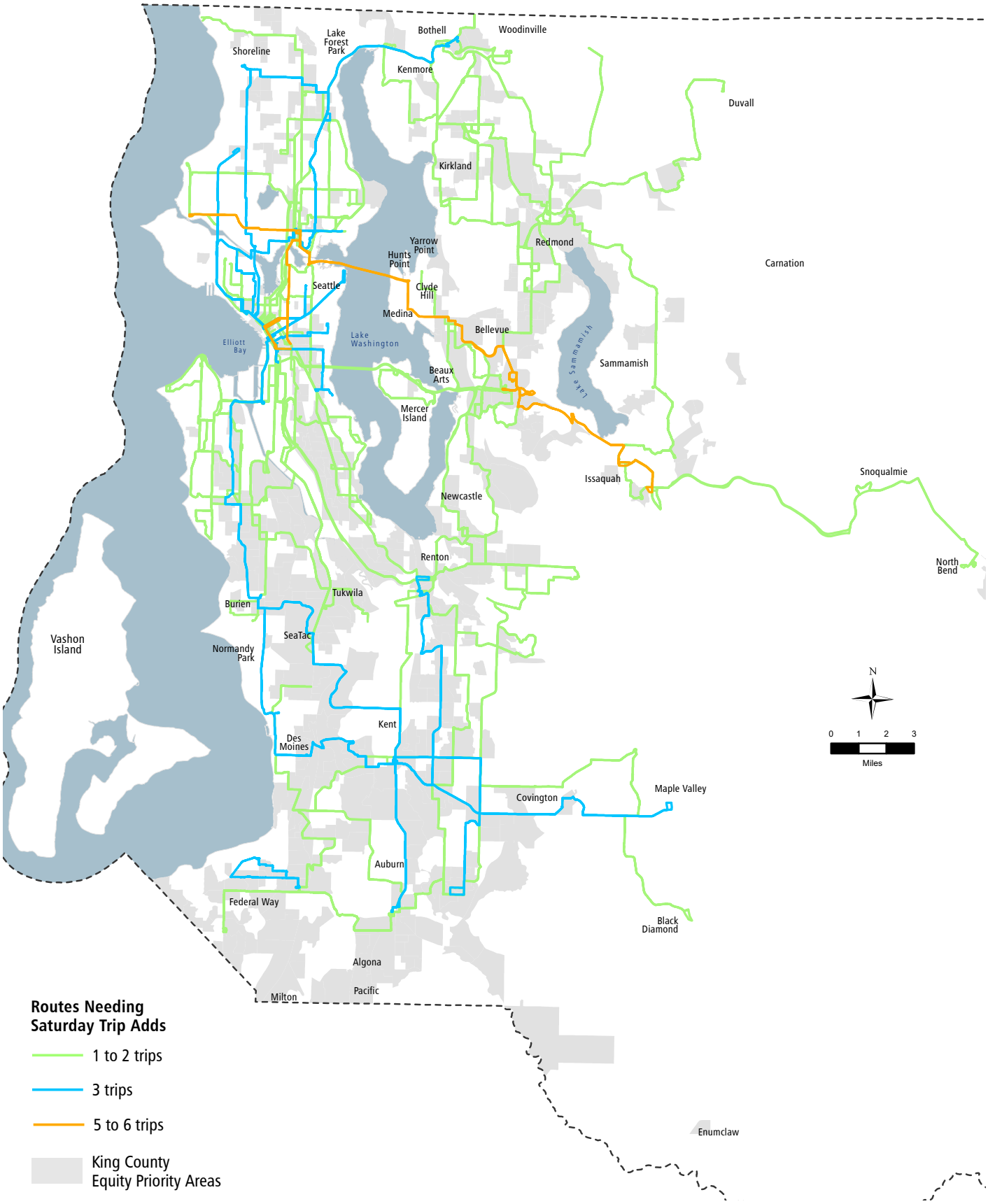
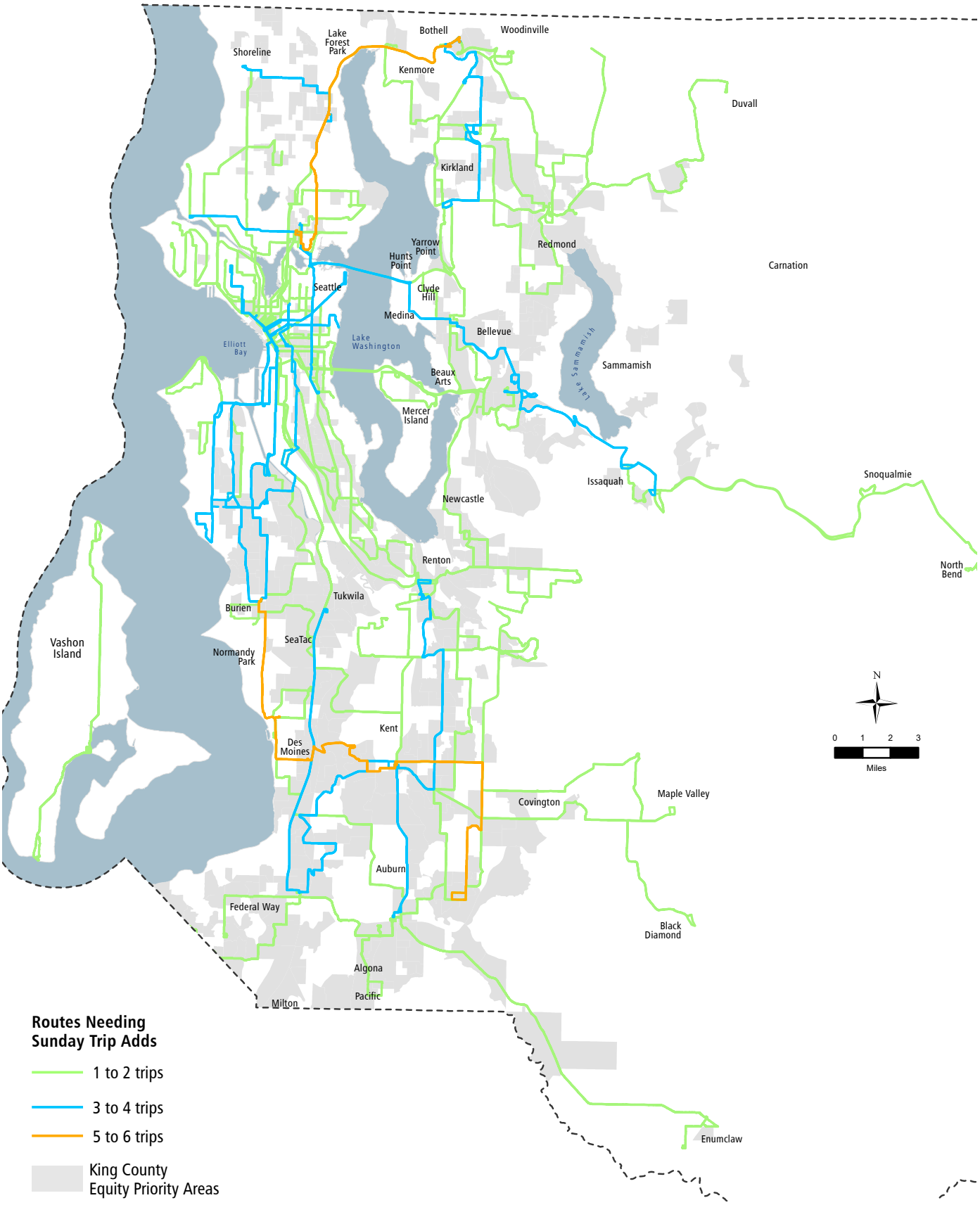


*Figure 8. Metro routes needing investment in service growth (Priority 3): Sunday*



# The Complete Network: Integration with Sound Transit

Metro and Sound Transit (ST) continue to plan together and with jurisdictions to create an integrated network that gives customers the best possible transit experience. As Sound Transit's Link light rail and Stride bus rapid transit (BRT) services expand, this coordination will maximize the total regional investment in transit while aiming to provide seamless services for transit riders. This coordinated effort will create frequent and reliable connections to jobs, education, and other opportunities that advance social equity.

Metro continues to plan for Link light rail and Stride BRT expansion by way of mobility projects (major service changes with new and modified routes and stops), customer experience capital projects (new bus stops at Link stations and new transit centers), and capital projects that support bus operations in partnership with Sound Transit (new off-street layover facilities at Link stations and transit centers, and projects that prioritize transit).

**Active Service Change and Mobility Projects**

- Link 1 Line - Lynnwood Link Extension and Lynnwood Link Connections Mobility Project (Metro, Sound Transit, Community Transit): This extension opened in August 2024. Metro capital work will conclude in 2025.
- Link 2 Line - East Link Extension/Downtown Redmond Link Extension & East Link Connections Mobility Project (Metro, Sound Transit): This extension is projected to open in 2025. Metro capital work will also conclude in 2025.
- Link 1 Line - Federal Way Link Extension & South Link Connections Mobility Project (Metro, Sound Transit, Pierce Transit): This extension is projected to open in 2026. Metro is coordinating with partners to open the Federal Way Transit Center, including an 11-bay transit loop and an off-street layover facility, by 2025. Metro capital work will conclude in 2026.

**Future System Expansion Partnerships**

- Stride S1/S2 lines (I-405 BRT): Major capital partnerships include Bellevue Transit Center, South Renton Transit Center, Tukwila International Boulevard Station, and Burien Transit Center. Service is expected to begin in 2028 (S1) and 2029 (S2).
- Stride S3 Line (SR 522/523 BRT): Sound Transit will build Stride stops along SR 522 and NE 145th Street where Metro also operates bus service. S3 is expected to begin service in 2028.
- West Seattle (ST 3 Line) and Ballard (ST 1 Line) Link Extensions: West Seattle Link is estimated to open in 2032. Metro is participating in planning and design for transit integration including customer amenities and bus layover at stations. Design will occur from 2024-2027 and construction is anticipated to start in 2027. Metro is also participating in planning and design for transit integration, bus stop amenities, and bus layover at the Ballard Link Extension, which is estimated to open in 2039.
- Kent Sounder Station Off-Street Layover Facility: Metro is partnering with Sound Transit, who will deliver this project together with a new garage for Sounder customers. The project includes a 12-bay off-street layover facility with charging infrastructure for battery-electric buses. This project is currently in design, with construction beginning in 2025. The project will be completed in 2026.
- ST 1 Line-Tacoma Dome Link Extension: The Tacoma Dome Link extension is estimated to open in 2035. Metro will serve one station along this extension, South Federal Way, and is in early coordination with Sound Transit and Pierce Transit on transit center design.
- ST 1 Line-Infill stations (130th, Graham Street, Boeing Access Road): 130th Street Station is currently under construction and is expected to open in 2026. Metro completed the design work on the bus stop pair serving the station, with construction to be carried out by Sound Transit. Graham Street and Boeing Access Road Stations are projected to open in 2031. Metro is participating in planning and design for transit integration at these stations.

Table 2 lists key corridors in King County where Sound Transit is the primary provider of two-way, all-day transit service. Sound Transit will become the high-capacity transit provider in more corridors with Link light rail extensions and Stride BRT.

*Table 2: Corridors served primarily by Sound Transit*

| Between | And | Via | Major Route |
|---|---|---|---|
| Woodinville Park-and-Ride | Roosevelt Station | Bothell, Kenmore, Lake Forest Park, Lake City | 522 |
| Lynnwood Transit Center | Bellevue Transit Center/ Downtown Bellevue Station | Totem Lake, UW Bothell | 535 |
| Bear Creek Park-and-Ride | Downtown Seattle | Downtown Redmond, Redmond Technology Station, Evergreen Point Park-and-Ride | 545 |
| Downtown Bellevue | Downtown Seattle | Mercer Island, South Bellevue Station, Bellevue Transit Center/Downtown Bellevue Station | 550 |
| Issaquah Highlands Park-and-Ride | Downtown Seattle | Issaquah Transit Center, Eastgate Park-and-Ride, Mercer Island | 554 |
| West Seattle/ Westwood Village | Bellevue Transit Center/ Downtown Bellevue Station | Burien, SeaTac, Renton, Bellevue Transit Center/ Downtown Bellevue Station | 560 |
| Auburn Sounder Station | Redmond Technology Station | Kent, Renton, Bellevue, Bellevue Transit Center/ Downtown Bellevue Station | 566 |
| SeaTac Airport | Lakewood TC | Tacoma Dome, Federal Way Transit Center. SeaTac | 574 |
| Federal Way Transit Center | Downtown Seattle | I-5 | 577 |
| Puyallup | Downtown Seattle | Auburn, Federal Way Transit Center | 578 |
| Angle Lake Station | Northgate Station | SeaTac Airport, Rainier Valley, downtown Seattle, Capitol Hill, U District | Link (1 Line) |
| South Bellevue Station[2] | Redmond Technology Station | Downtown Bellevue, Spring District, Overlake Village | Link (2 Line) |

2 The Link extension between South Bellevue and Redmond Technology stations opened in April 2024 and is not reflected in the data and appendix tables for the 2024 System Evaluation.

# RapidRide Progress Report

RapidRide is a network of easy-to-use, high-quality, and convenient bus rapid transit lines, and it is an integral part of the region's high-capacity transit network. Metro's RapidRide service includes many important features for customers.

- **Frequent and reliable service:** RapidRide buses are more frequent and stay on time more often.
- **Bus stop upgrades:** RapidRide stations include better lighting, signs with real-time arrival information, and more seating.
- **Better access:** Metro is working with local cities to improve sidewalks, street crossings, and other pathways to bus stations to ensure a safe and convenient experience.

Metro currently operates eight RapidRide lines throughout King County. The H line opened in March 2023 and shows over 20 percent ridership growth since its launch. The G line opened in September 2024 and was still under construction during the evaluation period for this year's report—this route will be covered in the 2025 System Evaluation. The I Line and the J Line are both nearing the end of the planning and design stage, and both are currently expected to open in 2027. Planning for the K Line and the R Line started in 2019, but Metro paused both projects in 2020 due to funding concerns. Metro recently resumed planning work for both lines. Additionally, Metro is beginning to plan for reinvestment in the A, E, and F lines.

*Table 3: RapidRide expansion status update (as of October 2024)*

| Route name | To><br>From><br>Via | Comparable Route(s) | One-Way Miles | Project Status | Expected Opening | Federal Funding (FTA) |
|---|---|---|---|---|---|---|
| G Line* | Madison Valley><br>Seattle CBD><br>E Madison St | 11, 12 | 2.4 | Complete | 2024 | Small Starts grant, American Rescue Plan funding, & Congestion Mitigation and Air Quality Improvement funding |
| I Line | Renton><br>Auburn><br>Kent | 160 | 17.9 | Design: 90-100%<br>Auburn: 100%<br>Kent: 90%<br>Renton: 100% | 2027 | Pending Small Starts Grant |
| J Line* | U. District><br>Seattle CBD><br>Eastlake | 70 | 5.2 | Construction | 2027 | Pending Small Starts Grant, Congestion Mitigation and Air Quality funding, & Surface Transportation Program funding |
| K Line | Totem Lake><br>Eastgate><br>Kirkland | 250, 271 | 14.6 | Planning | 2030 | TBD |
| R Line | Rainier Beach><br>Seattle CBD><br>Mt Baker | 7 | 9.4 | Planning | 2031 | TBD |

* City of Seattle is leading the design and construction of the G and J Lines

## RapidRide Prioritization Plan

Metro adopted an updated Metro Connects long-range plan in December 2021, which envisions a significant expansion of the RapidRide network. The ordinance adopting Metro Connects requires the creation of a RapidRide Prioritization Plan to determine which candidate corridors will be prioritized as part of the interim network.

The RapidRide Prioritization Plan was accepted by County Council in September 2024 through Motion 16659. In creating a new prioritization framework, this evaluation of candidate routes led with equity and sustainability. The prioritization framework organized RapidRide candidate lines into tiers by their implementation priority. The top tier RapidRide candidates will be Metro's highest priority for the interim network, while the second tier are lines to be developed if additional funding and delivery capacity becomes available. The third tier will include candidate routes not prioritized for development as part of the interim network but that remain as candidates within the 2050 network.

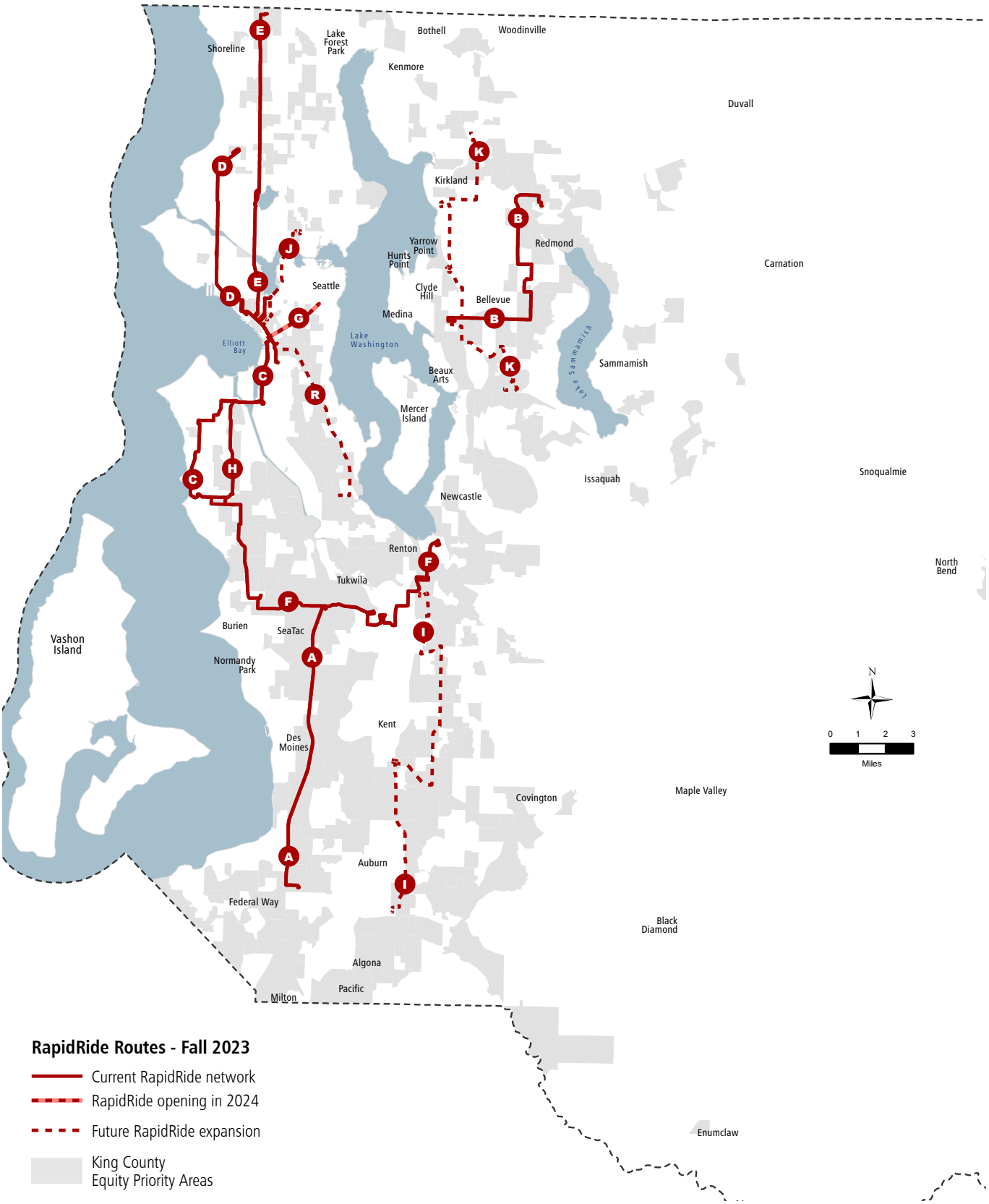
Below, Table 4 summarizes the performance of the closest equivalent routes for each candidate corridor with respect to Metro's Service Guidelines. Candidate corridors include both new corridors and updates to existing RapidRide lines. The service growth factors in the System Evaluation are not measures of performance but are included in Table 4 because they have similarities to certain evaluation factors included in the prioritization plan.

*Table 4: RapidRide Prioritization Plan candidate lines and tiers*[3]

| RapidRide Candidate Corridor ID (Metro Connects) | Current Route Equivalent | Service Demand | Service Quality factors | | Service Growth Prioritization | Prioritization Plan Tier |
|---|---|---|---|---|---|---|
| | | Ridership (weekday) | Crowding (weekday) | Reliability (weekday) | Rankings based on Equity, Land Use, and Geographic Value | |
| 1049 | 150 | 4,101 | - | 87% | 42 | Tier 1 |
| 1064 | 36 | 6,583 | - | 85% | 4 | Tier 1 |
| 1012 | 44 | 5,799 | - | 85% | 81 | Tier 2 |
| 1993 | 40 | 7,910 | - | 79% | 68 | Tier 2 |
| 3101 & 1028 | B Line | 4,564 | - | 84% | 18 | Tier 2 |
| | 271 | 2,891 | - | 83% | 46 | |
| 1052 | 181 | 1,901 | - | 84% | 26 | Tier 3 |
| 1056 | 165 | 3,144 | - | 82% | 29 | Tier 3 |
| 1999 | B Line | 4,564 | - | 84% | 18 | Tier 3 |
| | 226 | 1,172 | - | 82% | 17 | |

3 Data consolidated from Appendix C, Appendix D, Appendix E, and Appendix G

*Figure 9. RapidRide network (current and planned routes)*



# Metro Flex

Metro Flex is Metro's on-demand transit service. Metro Flex complements the bus system by providing service in areas where the land use and demand are not well-suited to larger buses. With Metro Flex, customers can book trips on-demand using a smartphone to take trips anywhere within the service area. Riders may be required to walk to a nearby corner to meet their vehicle unless they have unique mobility needs. Additionally, riders with a good bus route alternative are directed to that option via the app.

The System Evaluation now provides three types of assessments for Metro Flex: 1) an annual performance evaluation of all active service areas, 2) an evaluation of pilot services to determine the future of the pilot, and 3) prioritized, prospective locations for new pilots.

## Metro Flex Performance

A defining feature of Metro Flex is the ability to launch, test, and refine innovative service solutions as pilots in partnership with communities. These services leverage Metro's long-standing success in both DART and ridesharing services in combination with emerging mobility technologies. In addition to Metro Flex, Metro continues to develop new pilot products and ongoing services through ideas that emerge from community partnerships and emerging national and international best practices for mobility services.

Out of two Metro Flex pilots and seven ongoing service areas during this evaluation period (from September 2023 to March 2024), Metro observed the strongest productivity in the Othello, Rainier Beach, Skyway, and Tukwila service areas. These areas also had the largest proportion of trips in equity priority areas and a relatively lower cost per ride compared to others. Additional details are available in Table 5.

## What's Been Done

Metro evaluates Metro Flex pilots to determine one of three options: a continuation of the pilot, the conversion into an ongoing service area, or a complete cancellation of service.

In 2024, Metro had two Metro flex pilots in operation during the evaluation period: Juanita and Issaquah. The Juanita service area was renewed as a pilot in 2023 and will be evaluated again at the end of the year. The Issaquah pilot is still in its first year and will be evaluated at the end of the pilot phase.

Metro converted the other seven service areas from pilots into ongoing services because they met minimum performance standards in equity, accessibility, efficiency, and productivity. Additional details of the pilot evaluation are included in Appendix A, Table 12. All active service areas and their current status are noted in Table 5.

## What's Next

In July 2024, Metro launched a new Metro Flex pilot in Delridge/South Park in partnership with the City of Seattle. Metro is also launching a new Northshore pilot in 2024 to complement the new Link light rail expansion to Lynnwood. The Delridge/South Park and Northshore pilots will be included in the 2025 System Evaluation. Metro is also planning to launch three new Metro Flex service areas in Overlake, Auburn, and Federal Way in coordination with the opening of the Federal Way Link Extension of the 1 Line—these projects are funded by grants and will be monitored in future evaluations.

In addition to providing annual data in the System Evaluation, Metro will continue to evaluate and monitor all Metro Flex services, adjust service levels to meet demand, and promote services to boost awareness and grow ridership. In 2025, Metro will evaluate and determine whether to continue pilot service in Juanita and continue to monitor performance of the recently-launched Issaquah pilot.

*Table 5: Metro Flex performance evaluation for active service areas (productivity, efficiency, and equity)*

| Metro Flex Service Area | Rides per Vehicle Platform Hour | Cost Per Ride ($) | Percent Trips in Equity Priority Areas | Launch Date | Service Area Status |
|---|---|---|---|---|---|
| Issaquah[4] | 2.1 | $39.83 | 28% | October 2023 | Pilot |
| Juanita[5] | 1.7 | $49.05 | 25% | September 2020 | Continue as Pilot |
| Kent | 1.8 | $46.43 | 70% | September 2021 | Ongoing as of 2023 |
| Othello | 3.9 | $21.23 | 91% | April 2019 | |
| Rainier Beach | 3.4 | $24.70 | 92% | April 2019 | |
| Renton | 2.6 | $32.18 | 73% | August 2021 | |
| Sammamish | 2.6 | $32.48 | 10% | June 2019 | |
| Skyway | 3.2 | $25.72 | 75% | August 2021 | |
| Tukwila | 3.0 | $28.02 | 89% | April 2019 | |

## Prioritizing New Metro Flex Pilots

King County Metro works closely with jurisdiction partners to develop new Metro Flex services. Each year, Metro conducts an evaluation to prioritize locations with good conditions for successful Metro Flex pilots.

This evaluation methodology prioritizes potential areas best suited for future Metro Flex pilots based on equity, density, and how well the service would improve mobility. Appendix A provides more details on this specific methodology. Implementation of new Metro Flex services is contingent on resources, including staff time and funding.

Figure 10 shows potential locations for Metro Flex services across King County. Each potential area is centered around a Transit Connection Location and includes a 2-mile walkshed (area reachable by foot). Metro screens each location based on the equity and density criteria. In the map, each location that passes the screening criteria is shaded based on how well it meets the criteria from Table 13 in Appendix A.[6]

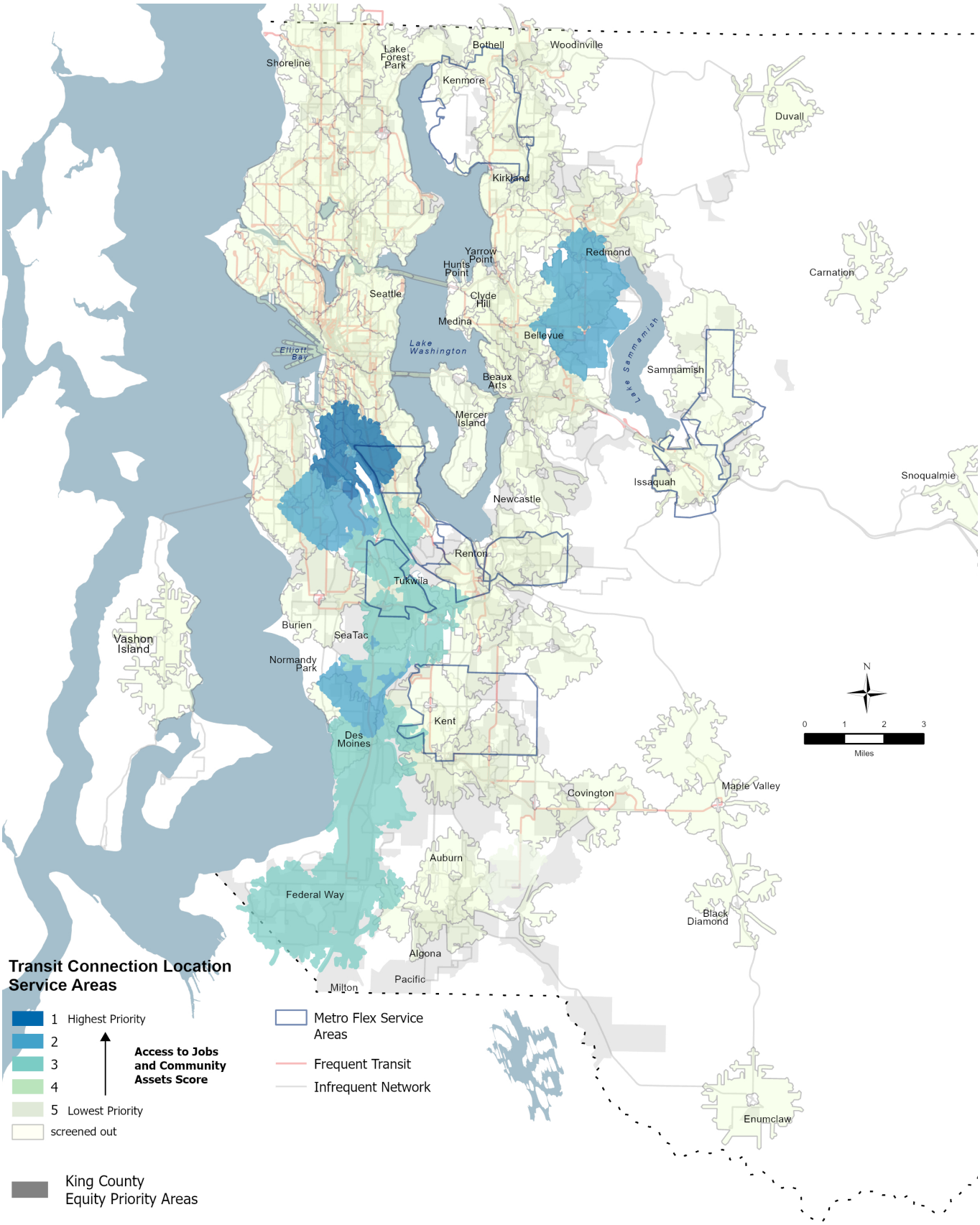
This analysis serves as one of many tools to help identify potential locations for new pilot services. Network restructures, partnerships with jurisdictions, input from the community, grant funding, and other factors create opportunities to identify potential locations and implement new Metro Flex services.

4 The Issaquah service area is currently an active pilot program.

5 The Juanita pilot will continue as a pilot for one additional year and will be reevaluated.

6 Prioritized locations for new Metro Flex services meet both density screening criteria (between 5 and 18 people per acre) and equity screening criteria (equity rank in the top 40 percent).

*Figure 10. Metro Flex potential service prioritization – accessibility of service areas as of the Fall 2023 Service Change*



# Marine Service

Metro's Marine Division operates two Water Taxi routes in King County. The Vashon Island/downtown Seattle route provides year-round service during weekday commute periods. The West Seattle/downtown Seattle route provides a similar weekday commuter ferry service year-round, along with an expanded summer schedule to include all-day service, seven-days-a-week and late-night service on Fridays and Saturdays.

## Water Taxi Performance

Metro monitors Water Taxi performance with four performance measures: ridership, productivity, passenger loads, and schedule reliability. Please see Appendix A for the method used to develop performance measures and Table 6 for a summary of service performance from September 2023 to March 2024.

## What's Been Done

With the adopted 2023-24 Biennial Budget, the West Seattle route has committed to maintaining year-round midday, weekday, and weekend service along with the existing commuter weekday service. Beginning in July 2024, Metro partnered with WSDOT to provide midday service on the Vashon Island route as a one-year pilot program.

## What's Next

Metro evaluates service schedules, ridership, and late trips regularly to ensure they continue to meet community needs.

*Table 6: Marine service data, September 2023–March 2024*

| 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 | 353 | - | - | 59 | 0 | 0.71% |
| West Seattle | 582 | 908 | 660 | 41 | 0 | 0.44% |

# Appendices

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# Appendix A: Methodologies and Process Descriptions

## Bus Service Growth

### Crowding (Priority 1)

Metro processes data for two metrics: crowding and 20-minute standing loads.

**Crowding.** Data from Automated Passenger Counters (APCs) are collected, validated, cleaned, and compiled for each unique trip in the system (for example, the Route 5 trip that leaves Shoreline Community College at 5:15 a.m. on weekdays). Metro uses several months of data to determine the average maximum load on each trip. This figure is compared to the crowding threshold of the scheduled coach assignment. Each coach type Metro operates has its own crowding threshold, which is determined by adding the number of seats on the coach to the number of standing passengers the coach can accommodate if each passenger has at least 4 square feet of floor space.

For example, a coach with 50 seats and 100 square feet of floor space available for passengers to stand would have a crowding threshold of 50 + 100/4 = 75. If a trip's average maximum load is greater than its crowding threshold, it is then determined if other trips that arrive within 15 minutes have the capacity to take the excess load without being overcrowded themselves. If excess capacity does not exist, the route is identified as needing investment. This process prevents Metro from adding too much capacity where it already exists. Estimated investment need is based on the number of hours it takes to provide a trip on the identified route during the designated timeframe.

**Twenty-minute standing loads.** Metro compiles data from APCs for each unique trip in the system. Several months of data is used to determine the average departing load from each bus stop served by the trip. The data is also used to determine the average time when buses leave each stop (known as the "passing minute"). This data is then processed to determine whether the passenger load exceeded the number of seats on the scheduled coach assignment for a period of at least 20 consecutive minutes. Where this happens, other trips that arrive within 15 minutes are checked to determine if they have the capacity to take those standing passengers without having standing loads themselves. If excess capacity is not found, the route is identified as needing investment. Note that this measure does not determine if any individual passengers were standing for more than 20 minutes, as Metro is unable to collect such data. Investment need is estimated as above.

### Reliability (Priority 2)

For most routes, Metro evaluates bus reliability in terms of on-time performance, which measures how consistently a transit service adheres to its scheduled arrival times. On-time performance is measured by comparing actual arrival times at bus stops to scheduled arrival times. Buses that arrive at bus stops up to 1.5 minutes before the scheduled time and up to 5.5 minutes after the scheduled time are considered on time. This allows for random variations resulting from operating in mixed traffic without prompting an unnecessary allocation of resources. All arrivals at stops are recorded by systems on the bus. For the System Evaluation, late arrivals are analyzed by route and by time period.

RapidRide service reliability is determined by headway adherence for weekdays because the route runs more frequently than every 15-minutes. When scheduled headways are between 1- and 7-minutes, actual headways at stops within two minutes of scheduled headways are considered acceptable. When scheduled headways are between 8- and 15-minutes, actual headways at stops within three minutes of scheduled headways are considered acceptable.

Metro evaluates reliability over three time periods, including weekdays, Saturdays, and Sundays. For each route and time period, Metro calculates the percentage of late arrivals at stops (more than 5.5 minutes after the scheduled arrival time). Routes that arrive late more than 20 percent of the time are identified for reliability investments. Metro estimates these investment needs by calculating how much additional service a route needs to meet the 20 percent goal.

## Methodologies and Process Descriptions continued

### Service Growth (Priority 3)

Metro uses the higher of target service levels from the Metro Connects interim network[7] and a service growth methodology from the Service Guidelines to establish a route's target service level, calculate the necessary investment to meet that target, and determine the relative priority for each route. Additional details on the growth methodology are included in Table 8.

*Table 8: Service growth methodology*

| Factor | Priority | Purpose | Measures |
|---|---|---|---|
| Equity | 1 | Serve communities where needs are greatest. | Route Equity Prioritization Score |
| Land Use | 2 | Support areas of higher employment and household density, areas with high student enrollment, and the function of park-and-rides in the transit network. | (a) Households within a quarter mile<br>(b) Park-and-ride stalls within a quarter mile<br>(a) Jobs within a quarter mile<br>(b) Low-income jobs within a quarter mile<br>(c) Enrolled students at high schools and colleges within a quarter mile |
| Geographic Value | 3 | Provide appropriate service levels throughout King County for connections between all centers. | (a) Connection between regional growth centers<br>(b) Connection between activity centers<br>(c) Connection between manufacturing/ industrial centers |

Metro evaluates different measures in equity, land use, and geographic value to develop a set of scores for each route. These scores help Metro identify where needs are greatest and develop service level targets for each route. Metro compares these Service Guideline targets to the Metro Connects interim network targets, and uses the higher of the two values to calculate the investment gap for each route. These service hour investment needs are prioritized by route in the following order.

1. **Equity score:** determined by the proportion of priority populations within each census block with a bus stop.
2. **Land Use score:** determined by the number of households, park-and-ride stalls, jobs, low-income jobs, and enrolled students at high schools and colleges within a quarter mile of the route.
3. **Geographic Value score:** determined by how well the route connects regional growth centers, activity centers, and manufacturing and industrial centers in the county.

7 The prioritization methodology allows Metro to increase service levels gradually as it implements the Metro Connects interim network (pre-West Seattle Ballard Link Extension).

## Methodologies and Process Descriptions continued

### Bus Service Reductions Methodology

Priorities for reduction are listed in the table below. Productivity and equity measures are used to prioritize candidates for service reduction. Routes with low performance on the productivity measures, and specifically those that also have low equity scores, are generally the first to be prioritized for reduction. Within all priorities, Metro ensures that equity is a primary consideration in any reduction proposal, complying with all state and federal regulations. For service reductions, Metro uses an opportunity index score which is calculated based on the percentage of stops along a route that have the highest equity priority area score.

The priority list is intended to address reductions to multiple trips within a time period, cuts to all service in a time period, or deletion of routes. Individual low-performing trips may also be considered for reductions outside of the priority list.

*Table 9: Priorities in bus service reductions*

| Priority | Factors |
|---|---|
| 1 | Routes within the bottom 25% on both productivity measures and with Opportunity Index Scores of 3 or less. |
| 2 | Routes within the bottom 25% on both productivity measures and with Opportunity Index Scores of 4 or 5. |
| 3 | Routes within the bottom 25% on one productivity measure and with Opportunity Index Scores of 3 or less. |
| 4 | Routes within the bottom 25% on one productivity measure and with Opportunity Index Scores of 4 or 5. |
| 5 | Routes within the bottom 50% on one or both productivity measures and with Opportunity Index Scores of 3 or less. |
| 6 | Routes within the bottom 50% on one or both productivity measures and with Opportunity Index Scores of 4 or 5. |

# Metro Flex

This section includes the methodology Metro uses to evaluate active Metro Flex service areas, how Metro determines which pilots become ongoing services, and how Metro prioritizes new prospective locations for flexible service pilots.

## Evaluating Active Metro Flex Service Areas

Metro evaluates all pilots and ongoing Metro Flex services areas annually in the System Evaluation, using a consistent set of performance measures. This annual evaluation includes:

- **Productivity (rides per platform hour):** The number of total riders who board a vehicle relative to the total number of hours the vehicle operates.
- **Efficiency (cost per ride):** The cost per boarding relative to the cost of operating the service.
- **Equity (percent of trips that start/end in equity priority areas):** The proportion of trips that start or end in areas where needs are greatest.

## Evaluating Metro Flex Pilots: Criteria and Targets

Separately, Metro evaluates Metro Flex pilots using additional criteria based on productivity, efficiency, equity, and accessibility. The targets help determine if a pilot is canceled, extended for a single one-year period, or approved as on-going, regular service. The targets only apply to pilots.[8] Table 10 includes the six criteria and the corresponding pilot service targets by category.

*Table 10: Evaluating active Metro Flex pilots and service areas*

| Category | Criteria | Target |
|---|---|---|
| Equity: relative to service area | Percent of trips that start/end in 4 or 5 scoring equity priority areas (EPAs) | Percent of households living in Equity Priority Areas with a score of 4-5 |
| Equity: relative to county | Percent of trips that start/end in 4 or 5 scoring equity priority areas (EPAs) | County average: 40 percent |
| Productivity | Rides per platform hour: number of total riders who board a vehicle relative to the total number of hours that a vehicle operates | Flex productivity targets are set to achieve the same cost efficiency as the bottom 25th percentile of DART service.<br><br>2024 DART bottom 25th percentile: 2.3 rides per platform hour |
| Efficiency | Cost per boarding: total cost of operating the service relative to the total number of individual passenger boardings | Flex efficiency targets are set to the bottom 25th percentile of DART service.<br><br>2024 DART bottom 25th percentile: $34.86 per boarding |
| Accessibility: households (fixed-route strength) | Percent of households without access to fixed-route transit in service area (excludes households within ¼ mile of a bus stop and ½ mile of light rail or commuter rail) | County average: 31 percent |
| Accessibility: community assets (fixed-route strength) | Percent of community assets without access to fixed-route transit in service area (excludes assets within ¼ mile of a bus stop and ½ mile of light rail or commuter rail) | County average: 21 percent |

8 Service areas that are well served by traditional bus service are given lower scores because alternatives to flexible services are already available. Service areas that have fewer alternatives are better candidates for Metro flex.

Metro evaluates each pilot service that has been in operation for over a year based on how well it meets the specified target for each criterion. The final pilot scores are an average of the individual criteria scores for that service area. The final score determines whether a pilot is canceled, extended for a single one-year period, or approved as on-going, regular service.

Each service area receives a point for each 20 percent of a target met. For example, if a service meets 20 percent of a target, it will receive a score of one point, and if a service meets 100 percent of the target, it receives 5 points. A pilot can receive bonus points if it exceeds a target by over 20 percent. Table 11 illustrates the score approach.

*Table 11: Scoring criteria for Metro Flex pilot programs*

| Points | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7, etc. |
|---|---|---|---|---|---|---|---|---|
| Percent of target | 0% | 20% | 40% | 60% | 80% | 100% | 120% | 140% |

At the end of the pilot period, a final evaluation determines the pilot's future. Service areas with an average score of 5 and above become on-going services. Metro cancels these pilots if they receive an average score below 4. Services that score between 4 and 5 continue as pilots for an additional year of evaluation–if they fail to increase their score to 5 during the extended evaluation period, Metro will cancel the pilot.

This average scoring method provides a balanced approach to incorporating equity, productivity, efficiency, and transit access.

In 2023, several pilots had been operating for at least 2 years, many for much longer. Metro conducted a final evaluation for these pilots in 2023 (prior to the 2024 System Evaluation period). The evaluation covered the Juanita, Kent, Othello, Rainier Beach, Renton, Sammamish, Skyway, and Tukwila service areas. This final evaluation determined the future stats of these pilots, using Metro Flex data from March to September in 2023 alongside the relevant equity data from Q2 2023. Metro set targets based on performance data from 2023 and the results are included in Table 12.

*Table 12: Pilot Evaluation Results from March–September 2023*

| Service Area | Equity: service area score | Equity: county score | Households without transit score | Assets without transit score | Efficiency score | Productivity score | Average score Spring 2023 |
|---|---|---|---|---|---|---|---|
| Juanita[9] | 5 | 2.5 | 6.5 | 6.2 | 2.1 | 3.2 | 4.2 |
| Kent | 4.6 | 7.6 | 10 | 7.9 | 2.9 | 3.5 | 6.1 |
| Othello | 5 | 10 | 1.1 | 1 | 6.8 | 7.9 | 5.3 |
| Rainier Beach | 4.2 | 9.6 | 2.6 | 0 | 6.9 | 8.2 | 5.3 |
| Renton | 5 | 9.4 | 4.4 | 2.9 | 6.9 | 8 | 6.1 |
| Sammamish | 5 | 3.4 | 10 | 8.3 | 5.1 | 5.2 | 6.2 |
| Skyway | 5 | 9.6 | 3.9 | 1 | 6.9 | 8.2 | 5.8 |
| Tukwila | 5 | 10 | 4.2 | 6.4 | 6.5 | 7.3 | 6.6 |

9 The Juanita service area was renewed as a pilot based on its average score in the 4-5 range.

## Prioritizing New Metro Flex Pilots

To prioritize new Metro Flex pilots, Metro evaluates over 140 Transit Connection Locations (TCLs), which include transit activity centers, park-and-rides, Link light rail stations, transit centers, and other types of transit hubs. These TCLs (and their surrounding 2-mile walkshed) are first screened out based on density and equity measures. Next, they are scored based on their relative accessibility to jobs and community assets. This approach helps identify areas that lack sufficient access to the existing transit network and would benefit the most from a flexible service. The full process used to identify, screen, and score these locations is depicted below in Table 13.

*Table 13: Steps for prioritizing new Metro Flex pilots*

| Steps | Description |
|---|---|
| 1) Identify Transit Connection Location Service Areas | Includes a 2-mile walkshed (area reachable by foot) around the primary facility. |
| 2) Apply Screening Criteria | Equity: average equity priority area score for the block groups in the service area is within the top 40 percent of all Transit Connection Locations. |
| | Density: service area has a moderate population density between 5–18 people per acre. Denser areas would be a stronger candidate for fixed-route service, and less dense areas would lack the demand to support a new flexible service. |
| 3) Apply Scoring Criteria (accessibility) | Accessibility scores determine the extent that a new flexible service would improve the surrounding area's ability to get to jobs and other community assets. Scores are broken into quintiles. The greater the access to jobs and community assets, the higher the score. Service areas with the lowest access scores are prioritized for future Metro Flex service. |
| 4) Implementation | Implementation of a new Metro Flex pilot is contingent on resources, including staff time and funding. |

## Marine Service

Metro monitors performance and manages Marine Services using a set of performance measures included in the Service Guidelines. The Marine Division uses these measures to determine when and where to consider adding service through an expanded service window or additional vessels serving the route, reallocating service from existing routes, or adjusting schedules to improve performance. Four performance measures are used to evaluate ferry service performance: ridership, service productivity, passenger loads, and schedule reliability.

*Table 14: Evaluating Marine Services*

| Type of Measure | Measures Used |
|---|---|
| **Ridership:** Average daily boardings | Average daily ridership is measured and reported for each route for weekdays, Saturdays, and Sundays. |
| **Productivity:** Riders per round trip | Total passengers per round trip include the average number of riders on a vessel for both the initial departure and return trip. |
| **Passenger loads (Crowding):** Trips at or greater than 95% of capacity | Trips are crowded if they reach 95% or greater capacity as regulated by the U.S. Coast Guard, more than five times per month over a 12-month period. |
| **Schedule reliability:** Trips departing more than five minutes late | Trip departures within five minutes of the published schedule are on time. The overall goal is for 98% of all trips to be on time. |

# Appendix B: Equity Data and Scores

Metro uses a variety of equity measures to evaluate service. Equity priority area scores (EPAS), featured in Figure 11, assess the percentage of priority populations in a block group and are the basis for multiple equity factors in adding, reducing, and restructuring service. The route equity prioritization scores represent the average equity priority area score for every bus stop along a route—this score informs service increases and is featured in Table 15. The Opportunity Index Scores (OIS) represents the percentage of a route's stops in block groups with an equity priority area score of five, the highest score—this score informs service reductions and is featured in Figure 15.

*Figure 11. Census block groups by equity priority area score*

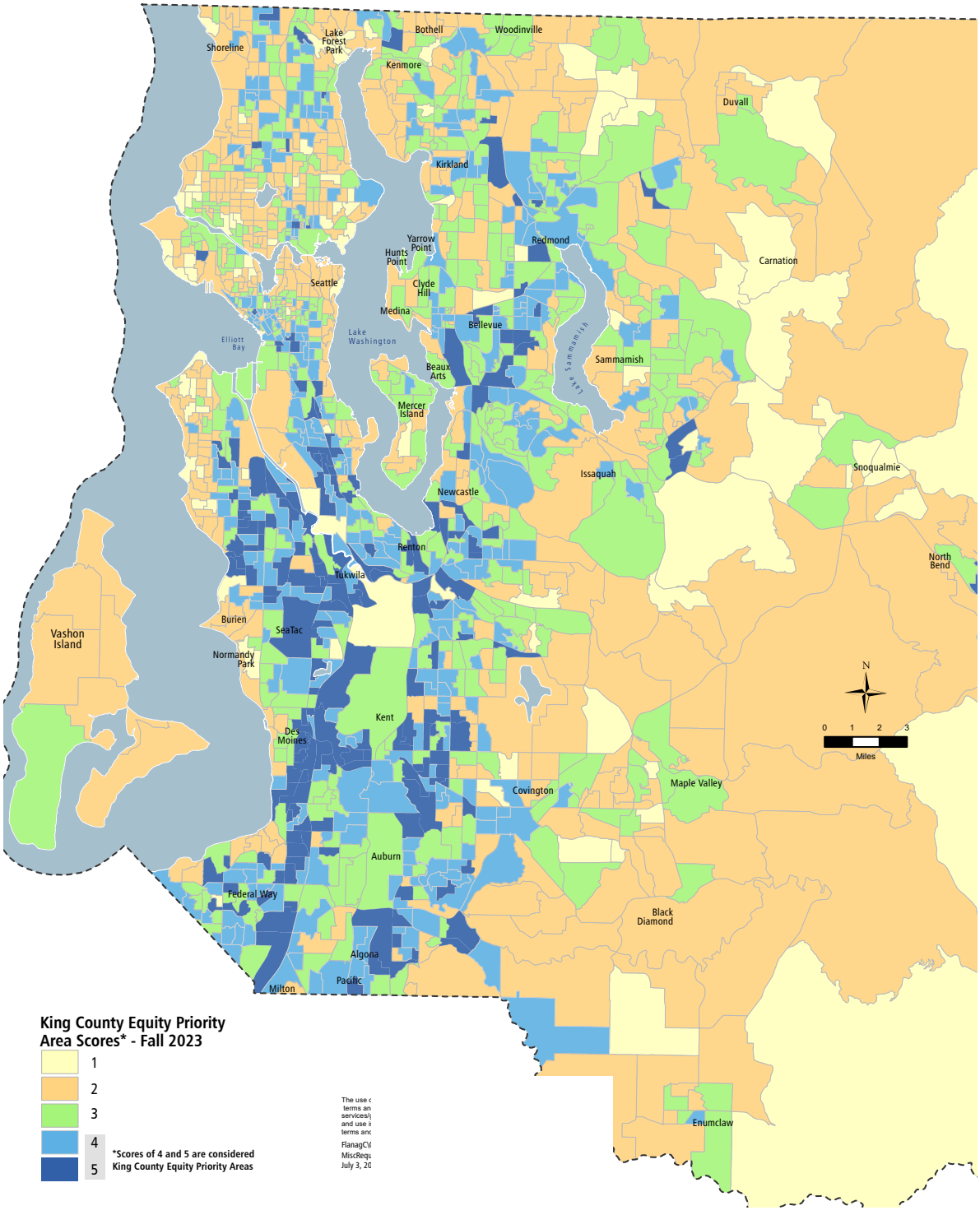
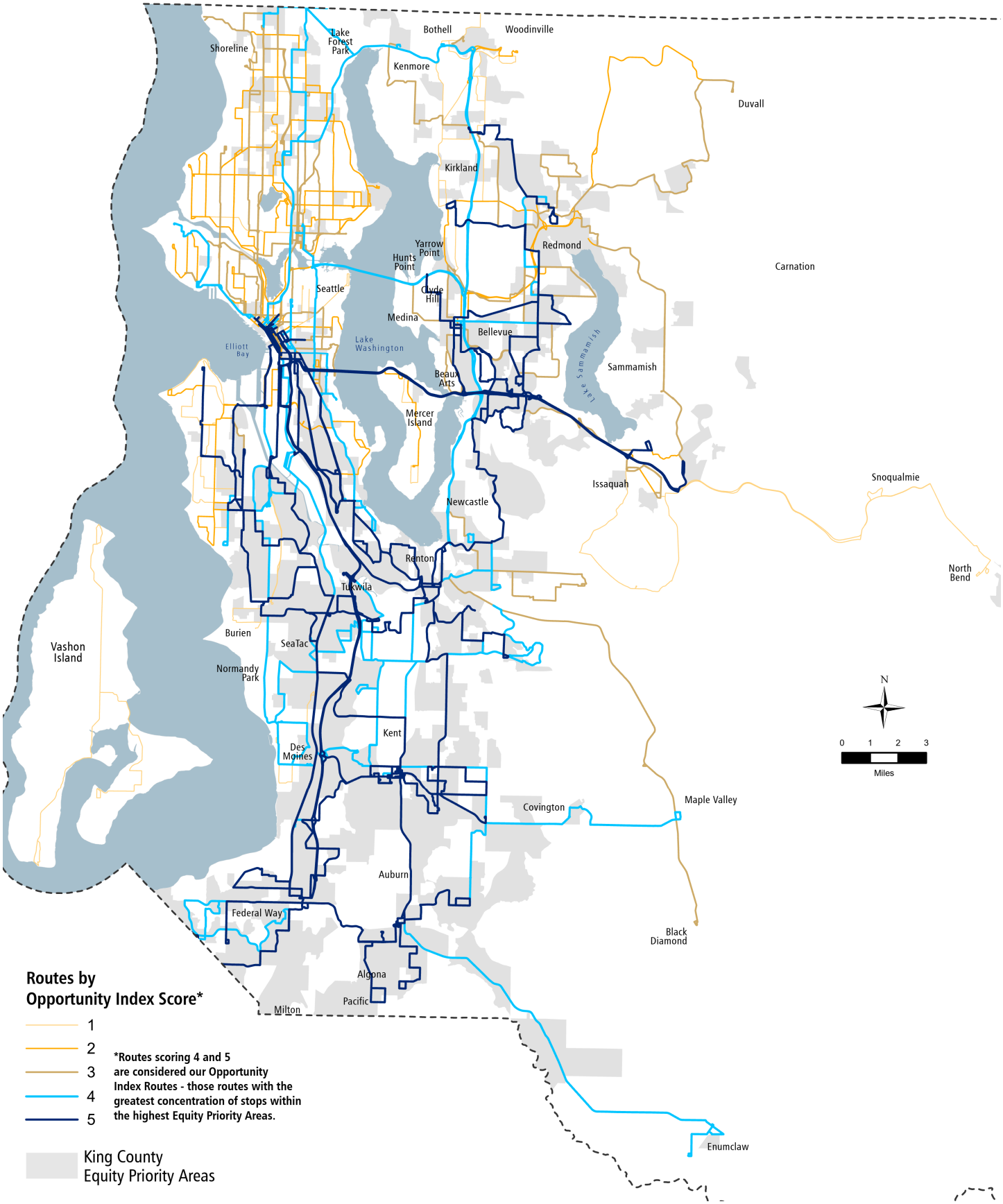


*Table 15: Route Equity Prioritization Scores*[10]

| Route Name | Equity Prioritization Score | Route Name | Equity Prioritization Score | Route Name | Equity Prioritization Score | Route Name | Equity Prioritization Score |
|---|---|---|---|---|---|---|---|
| 1 | 2.8 | 62 | 2.6 | 184 | 4.5 | 372 | 3.1 |
| 2 | 2.8 | 65 | 2.6 | 187 | 3.7 | 630 | 2.8 |
| 3 | 2.9 | 67 | 2.8 | 193 | 4.1 | 631 | 3.1 |
| 4 | 3.1 | 70 | 3.1 | 204 | 2.5 | 635 | 3.4 |
| 5 | 2.6 | 73 | 3.0 | 208 | 2.2 | 773 | 2.5 |
| 7 | 3.7 | 75 | 2.7 | 212 | 3.6 | 775 | 2.2 |
| 8 | 3.5 | 79 | 2.3 | 218 | 3.7 | 901 | 3.9 |
| 9 | 3.5 | 101 | 3.8 | 221 | 3.3 | 903 | 4.3 |
| 10 | 2.9 | 102 | 3.4 | 224 | 3.5 | 906 | 3.1 |
| 11 | 2.7 | 105 | 4.0 | 225 | 3.0 | 907 | 2.5 |
| 12 | 3.0 | 106 | 4.0 | 226 | 3.5 | 914 | 4.1 |
| 13 | 2.9 | 107 | 4.2 | 230 | 2.4 | 915 | 2.8 |
| 14 | 3.7 | 111 | 3.1 | 231 | 2.6 | 917 | 4.1 |
| 17 | 2.4 | 113 | 3.4 | 239 | 2.9 | 930 | 3.5 |
| 20 | 2.9 | 118 | 2.0 | 240 | 3.8 | 2204 | 2.8 |
| 21 | 2.7 | 119 | 2.0 | 241 | 3.8 | 2515 | 3.1 |
| 22 | 2.1 | 124 | 3.0 | 245 | 3.5 | 3028 | 2.7 |
| 24 | 2.4 | 125 | 3.4 | 246 | 3.6 | 3061 | 3.4 |
| 27 | 2.9 | 128 | 3.3 | 249 | 3.4 | 3062 | 3.0 |
| 28 | 2.6 | 131 | 3.3 | 250 | 3.2 | 3069 | 3.3 |
| 31 | 2.5 | 132 | 3.5 | 255 | 2.7 | 3085 | 3.0 |
| 32 | 2.6 | 148 | 3.7 | 257 | 2.8 | 3090 | 3.2 |
| 33 | 2.9 | 150 | 3.2 | 269 | 3.2 | 3091 | 2.9 |
| 36 | 4.1 | 153 | 2.7 | 271 | 3.0 | 3122 | 2.6 |
| 40 | 2.9 | 156 | 3.9 | 302 | 3.2 | 3162 | 3.7 |
| 43 | 2.9 | 160 | 4.2 | 303 | 3.6 | 3214 | 3.2 |
| 44 | 2.6 | 161 | 3.5 | 311 | 3.6 | 3220 | 2.1 |
| 45 | 2.7 | 162 | 4.3 | 322 | 3.2 | A Line | 4.6 |
| 48 | 3.0 | 165 | 3.5 | 330 | 2.9 | B Line | 3.5 |
| 49 | 3.3 | 168 | 3.5 | 331 | 2.6 | C Line | 2.8 |
| 50 | 2.9 | 177 | 3.6 | 345 | 3.2 | D Line | 2.9 |
| 56 | 2.6 | 181 | 3.6 | 346 | 2.9 | E Line | 3.3 |
| 57 | 2.2 | 182 | 4.6 | 347 | 3.3 | F Line | 3.5 |
| 60 | 3.5 | 183 | 4.0 | 348 | 3.1 | H Line | 3.8 |

10 Metro Connects interim network routes without an equivalent in the current network are depicted by a 4-digit number on this list. They are evaluated based on their proposed routing and service levels in the Metro Connects interim network.

*Figure 12. Route Opportunity Index Scores*[11]




11 Opportunity Index Scores are listed for each route in the Appendix H table.

# Appendix C: Crowding (Priority 1)

There are no crowding investment needs for 2024.

# Appendix D: Reliability (Priority 2)[12]

over the lateness threshold

| Route | Weekday % Late | Saturday % Late | Sunday % Late |
|---|---|---|---|
| 1 | 18% | 30% | 33% |
| 2 | 13% | 10% | 19% |
| 3 | 11% | 16% | 8% |
| 4 | 14% | 20% | 12% |
| 5 | 15% | 25% | 26% |
| 7 | 15% | 21% | 19% |
| 8 | 33% | 23% | 24% |
| 9 | 29% | | |
| 10 | 10% | 13% | 9% |
| 11 | 25% | 38% | 34% |
| 12 | 23% | 17% | 9% |
| 13 | 13% | 13% | 7% |
| 14 | 11% | 19% | 19% |
| 17 | 21% | | |
| 20 | 6% | 13% | 10% |
| 21X | 7% | | |
| 21 | 18% | 26% | 25% |
| 22 | 10% | | |
| 24 | 18% | 24% | 19% |
| 27 | 14% | 21% | 12% |
| 28 | 20% | 21% | 25% |
| 31 | 23% | 17% | 14% |
| 32 | 21% | 26% | 16% |
| 33 | 16% | 19% | 25% |
| 36 | 15% | 12% | 15% |
| 40 | 21% | 24% | 19% |
| 43 | 27% | 33% | 33% |
| 44 | 15% | 16% | 13% |
| 45 | 17% | 19% | 15% |
| 48 | 13% | 14% | 9% |
| 49 | 20% | 21% | 20% |
| 50 | 9% | 11% | 13% |

| Route | Weekday % Late | Saturday % Late | Sunday % Late |
|---|---|---|---|
| 56 | 3% | | |
| 57 | 3% | | |
| 60 | 19% | 23% | 18% |
| 62 | 23% | 19% | 22% |
| 65 | 23% | 15% | 8% |
| 67 | 24% | 15% | 8% |
| 70 | 11% | 14% | 14% |
| 73 | 6% | 8% | 4% |
| 75 | 15% | 17% | 15% |
| 79 | 11% | | |
| 101 | 11% | 14% | 11% |
| 102 | 15% | | |
| 105 | 8% | 4% | 1% |
| 106 | 22% | 24% | 21% |
| 107 | 24% | 13% | 13% |
| 111 | 25% | | |
| 113 | 12% | | |
| 118 | 13% | 5% | 5% |
| 119 | 8% | | |
| 124 | 16% | 21% | 20% |
| 125 | 20% | 22% | |
| 128 | 21% | 19% | 12% |
| 131 | 22% | 15% | 20% |
| 132 | 20% | 19% | 23% |
| 148 | 20% | 15% | 15% |
| 150 | 13% | 12% | 9% |
| 153 | 29% | | |
| 156 | 16% | 7% | 3% |
| 160 | 13% | 15% | 13% |
| 161 | 16% | 22% | 15% |
| 162 | 22% | | |
| 165 | 18% | 10% | 14% |

12 RapidRide all-day weekday reliability is based on headway adherence analysis. DART data is excluded from this analysis because riders can request deviations in the route. Due to rounding, some routes at the 20% threshold may not require investments.

## Reliability continued

over the lateness threshold

| Route | Weekday % Late | Saturday % Late | Sunday % Late |
|---|---|---|---|
| 168 | 21% | 24% | 19% |
| 177 | 23% | | |
| 181 | 16% | 16% | 16% |
| 182 | 21% | 15% | 7% |
| 183 | 27% | 5% | |
| 184 | 14% | 8% | 4% |
| 187 | 15% | 8% | 5% |
| 193 | 34% | | |
| 208 | 23% | 45% | |
| 212 | 23% | | |
| 218 | 26% | | |
| 221 | 15% | 11% | 21% |
| 225 | 23% | 8% | 12% |
| 226 | 18% | 24% | 14% |
| 230 | 24% | 23% | 7% |
| 231 | 14% | 15% | 5% |
| 239 | 18% | 10% | 11% |
| 240 | 18% | 21% | 13% |
| 241 | 15% | 18% | 11% |
| 245 | 18% | 18% | 16% |
| 246 | 20% | | |
| 249 | 10% | 13% | 27% |
| 250 | 17% | 28% | 16% |
| 255 | 10% | 24% | 18% |
| 257 | 20% | | |
| 269 | 21% | | |
| 271 | 17% | 29% | 26% |
| 302 | 24% | | |
| 303 | 19% | | |
| 311 | 22% | | |

| Route | Weekday % Late | Saturday % Late | Sunday % Late |
|---|---|---|---|
| 322 | 20% | | |
| 330 | 12% | | |
| 331 | 8% | 16% | 6% |
| 345 | 5% | 8% | 5% |
| 346 | 4% | 5% | 6% |
| 347 | 15% | 15% | 12% |
| 348 | 21% | 17% | 12% |
| 372 | 12% | 20% | 10% |
| A Line | 20% | 12% | 9% |
| B Line | 16% | 17% | 10% |
| C Line | 21% | 12% | 7% |
| D Line | 20% | 17% | 14% |
| E Line | 25% | 21% | 20% |
| F Line | 17% | 14% | 8% |
| H Line | 20% | 14% | 11% |

# Appendix E: Service Growth (Priority 3)

## Service Growth Scoring and Prioritization

| Routes | Additional Trips per Hour | | | | | | Additional Annual Service Hours Needed | | | | | | Total Service Growth Investment Needed (Annual Hours - rounded) | Priority Ranking |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | AM Peak Trips | PM Peak Trips | Off-Peak Midday Trips | Night Trips | Saturday Trips | Sunday Trips | AM Peak Service Hours | PM Peak Service Hours | Off-Peak Midday Service Hours | Night Service Hours | Saturday Service Hours | Sunday Service Hours | | |
| 1 | 2 | 2 | - | 2 | 2 | 2 | 988 | 1,273 | - | 2,375 | 469 | 413 | 5,500 | 72 |
| 2 | 2 | - | - | 1 | - | 3 | 1,758 | - | - | 2,568 | - | 1,854 | 6,200 | 74 |
| 3 | 2 | 2 | - | 4 | 3 | 2 | 1,406 | 2,069 | - | 4,539 | 1,570 | 1,329 | 10,900 | 67 |
| 4 | 3 | 6 | 6 | 1 | - | 2 | 2,988 | 6,524 | 6,444 | 2,832 | - | 1,142 | 19,900 | 35 |
| 5 | - | 2 | 1 | 1 | 3 | 2 | - | 2,360 | 1,492 | 4,157 | 1,810 | 1,592 | 11,400 | 83 |
| 7 | 3 | - | - | 6 | 2 | 2 | 3,143 | - | - | 11,870 | 1,123 | 1,197 | 17,300 | 12 |
| 8 | 6 | 2 | - | 1 | - | 1 | 4,986 | 2,042 | - | 2,309 | - | 768 | 10,100 | 13 |
| 10 | 4 | 7 | 2 | 2 | - | 1 | 1,779 | 3,991 | 1,472 | 2,517 | - | 336 | 10,100 | 85 |
| 11 | 18 | 16 | 18 | 5 | 3 | 4 | 10,263 | 10,820 | 16,827 | 5,669 | 1,058 | 1,177 | 45,800 | 70 |
| 12 | - | 7 | 2 | 2 | 3 | 1 | - | 3,527 | 1,392 | 1,772 | 762 | 368 | 7,800 | 66 |
| 13 | 3 | 6 | 6 | 2 | 2 | - | 2,039 | 4,296 | 4,774 | 3,282 | 498 | - | 14,900 | 73 |
| 14 | 2 | 4 | - | 2 | 3 | 2 | 1,221 | 3,182 | - | 3,700 | 1,216 | 571 | 9,900 | 11 |
| 17 | 1 | 2 | 2 | 2 | 1 | 1 | 1,169 | 2,347 | 3,381 | 4,508 | 919 | 1,025 | 13,300 | 111 |
| 20 | - | - | 4 | 2 | - | - | - | - | 6,842 | 5,148 | - | - | 12,000 | 80 |
| 21 | 4 | - | 1 | 1 | 1 | 3 | 4,105 | - | 1,711 | 3,985 | 625 | 2,011 | 12,400 | 90 |
| 24 | 2 | 4 | 3 | 1 | - | 1 | 1,241 | 3,766 | 3,288 | 2,676 | - | 748 | 11,700 | 110 |
| 27 | 3 | 4 | - | - | - | 1 | 1,711 | 2,387 | - | - | - | 472 | 4,600 | 75 |
| 28 | 2 | 4 | 1 | 1 | - | - | 1,753 | 4,827 | 1,691 | 2,455 | 216 | - | 10,900 | 86 |
| 31 | 9 | 11 | 8 | 2 | - | - | 7,594 | 12,252 | 11,298 | 3,911 | - | - | 35,100 | 89 |
| 32 | 7 | 8 | 4 | 3 | 3 | 2 | 5,952 | 8,486 | 5,649 | 6,195 | 1,483 | 1,234 | 29,000 | 78 |
| 33 | 2 | 2 | 2 | 1 | - | 1 | 1,351 | 1,750 | 2,506 | 2,145 | - | 744 | 8,500 | 76 |
| 36 | 7 | 3 | 5 | 4 | - | 2 | 5,569 | 2,586 | 6,464 | 6,361 | - | 853 | 21,800 | 4 |
| 40 | 5 | 5 | 6 | 2 | - | 2 | 6,695 | 7,823 | 13,247 | 7,759 | - | 1,456 | 37,000 | 68 |
| 44 | 3 | 3 | 2 | 4 | 5 | 3 | 1,882 | 2,466 | 2,307 | 5,484 | 2,213 | 1,581 | 15,900 | 81 |
| 45 | - | - | 2 | 2 | 2 | - | - | - | 2,984 | 4,984 | 901 | - | 8,900 | 82 |
| 48 | 4 | 7 | 4 | 2 | 2 | 3 | 3,056 | 6,590 | 5,171 | 3,467 | 811 | 1,330 | 20,400 | 37 |
| 49 | 7 | 7 | 7 | 6 | 6 | 2 | 4,437 | 5,476 | 6,822 | 10,007 | 2,519 | 613 | 29,900 | 34 |
| 50 | - | - | - | 1 | 1 | - | - | - | - | 4,422 | 1,219 | - | 5,600 | 100 |
| 57 | - | - | 3 | 1 | 1 | 1 | 206 | - | 3,554 | 1,777 | 362 | 404 | 6,300 | 112 |
| 60 | 2 | 2 | - | 1 | 1 | 3 | 2,108 | 2,572 | - | 3,953 | 727 | 2,147 | 11,500 | 14 |

| Routes | Additional Trips per Hour | | | | | | Additional Annual Service Hours Needed | | | | | | Total Service Growth Investment Needed (Annual Hours - rounded) | Priority Ranking |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | AM Peak Trips | PM Peak Trips | Off-Peak Midday Trips | Night Trips | Saturday Trips | Sunday Trips | AM Peak Service Hours | PM Peak Service Hours | Off-Peak Midday Service Hours | Night Service Hours | Saturday Service Hours | Sunday Service Hours | | |
| 62 | - | 2 | 2 | 1 | - | - | - | 3,023 | 4,336 | 3,433 | - | - | 10,800 | 84 |
| 65 | 4 | 7 | 4 | 5 | 2 | - | 2,758 | 5,848 | 4,614 | 6,954 | 936 | - | 21,100 | 93 |
| 67 | 3 | 4 | 4 | 3 | 2 | - | 2,460 | 3,076 | 4,614 | 6,169 | 683 | - | 17,000 | 79 |
| 70 | 5 | 5 | 4 | 4 | 2 | 1 | 4,310 | 4,575 | 5,171 | 6,349 | 973 | 706 | 22,100 | 33 |
| 73 | 3 | 5 | 5 | 3 | 1 | - | 2,333 | 4,385 | 6,047 | 5,476 | 430 | 144 | 18,800 | 38 |
| 75 | - | 2 | 2 | - | 2 | - | - | 1,883 | 2,625 | - | 872 | - | 5,400 | 92 |
| 79 | 1 | 1 | 2 | - | 1 | 1 | 966 | 1,202 | 2,506 | - | 327 | 365 | 5,400 | 113 |
| 101 | 2 | 4 | - | 2 | 1 | - | 2,187 | 4,986 | - | 4,804 | 955 | - | 12,900 | 15 |
| 102 | 1 | 1 | 3 | 2 | 1 | 1 | 2,735 | 2,079 | 8,354 | 8,354 | 1,704 | 1,900 | 25,100 | 47 |
| 105 | 3 | 4 | 8 | 1 | 1 | 1 | 1,387 | 1,803 | 5,092 | 772 | 360 | 351 | 9,800 | 24 |
| 106 | 6 | 2 | 2 | 2 | 2 | 1 | 6,842 | 2,572 | 3,620 | 5,959 | 1,082 | 679 | 20,800 | 5 |
| 107 | 4 | 2 | 5 | - | - | 1 | 2,990 | 1,750 | 6,895 | - | - | 716 | 12,400 | 10 |
| 111 | 1 | 1 | 3 | 2 | 1 | 1 | 1,741 | 1,525 | 6,100 | 6,100 | 1,244 | 1,387 | 18,100 | 45 |
| 118 | 4 | 4 | 5 | 1 | - | 1 | 2,828 | 3,925 | 6,826 | 1,353 | - | 386 | 15,300 | 119 |
| 119 | - | 1 | 1 | - | - | - | - | 986 | 1,114 | 963 | - | - | 3,100 | 120 |
| 124 | - | 2 | - | - | 2 | 1 | - | 2,387 | - | - | 1,115 | 431 | 3,900 | 88 |
| 125 | 2 | 2 | - | 1 | 1 | 2 | 1,118 | 1,379 | - | 1,154 | 624 | 1,013 | 5,300 | 48 |
| 128 | 2 | - | - | - | 1 | - | 2,725 | - | - | - | 1,395 | - | 4,100 | 56 |
| 131 | 5 | 8 | 5 | 3 | 2 | 3 | 6,028 | 9,123 | 9,176 | 8,102 | 1,282 | 2,087 | 35,800 | 39 |
| 132 | 2 | 2 | - | 1 | - | 1 | 2,392 | 2,970 | - | 3,610 | - | 1,291 | 10,300 | 40 |
| 148 | - | - | - | - | - | - | - | - | - | - | - | - | - | 27 |
| 150 | 4 | 2 | 2 | 3 | - | - | 5,418 | 2,997 | 4,296 | 7,905 | - | - | 20,600 | 42 |
| 153 | 3 | 4 | - | - | 1 | 1 | 2,328 | 3,129 | - | - | 573 | 639 | 6,700 | 96 |
| 156 | - | 1 | - | - | - | - | - | 1,255 | - | - | - | - | 1,300 | 28 |
| 160 | 4 | 6 | 2 | 4 | 3 | 3 | 5,781 | 9,945 | 4,694 | 12,021 | 3,040 | 3,149 | 38,600 | 6 |
| 161 | 2 | 2 | 4 | - | 3 | 2 | 1,803 | 1,989 | 5,649 | - | 1,718 | 1,270 | 12,400 | 22 |
| 165 | 8 | 6 | 6 | 1 | 3 | 5 | 13,366 | 11,298 | 15,992 | 5,229 | 3,075 | 5,260 | 54,200 | 29 |
| 168 | 4 | 4 | 4 | 1 | 3 | 1 | 3,033 | 3,978 | 5,251 | 1,343 | 1,646 | 298 | 15,500 | 30 |
| 181 | 6 | 8 | 6 | 1 | 1 | 2 | 6,705 | 10,502 | 11,337 | 3,349 | 1,002 | 1,842 | 34,700 | 26 |
| 182 | - | - | 2 | - | - | 1 | - | - | 1,591 | - | - | 241 | 1,800 | 2 |

| Routes | Additional Trips per Hour | | | | | | Additional Annual Service Hours Needed | | | | | | Total Service Growth Investment Needed (Annual Hours - rounded) | Priority Ranking |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | AM Peak Trips | PM Peak Trips | Off-Peak Midday Trips | Night Trips | Saturday Trips | Sunday Trips | AM Peak Service Hours | PM Peak Service Hours | Off-Peak Midday Service Hours | Night Service Hours | Saturday Service Hours | Sunday Service Hours | | |
| 183 | 3 | 4 | 4 | - | 1 | 3 | 2,631 | 3,607 | 5,012 | 721 | 453 | 1,464 | 13,900 | 9 |
| 184 | - | 4 | - | - | - | - | - | 1,591 | - | - | - | - | 1,600 | 3 |
| 187 | 1 | - | 2 | - | - | - | 512 | - | 1,273 | 359 | - | - | 2,100 | 32 |
| 204 | 1 | 1 | 2 | 2 | - | - | 397 | 571 | 1,074 | 1,459 | - | - | 3,500 | 116 |
| 208 | 2 | 3 | 1 | - | 1 | 1 | 2,322 | 3,580 | 1,671 | - | 352 | 487 | 8,400 | 117 |
| 221 | - | 1 | - | - | - | - | - | 1,856 | - | - | - | - | 1,900 | 57 |
| 224 | 3 | 3 | 2 | - | 1 | 1 | 2,334 | 2,705 | 3,246 | - | 368 | 410 | 9,100 | 60 |
| 225 | 5 | 6 | 6 | 2 | 1 | 1 | 5,702 | 7,956 | 11,457 | 4,734 | 604 | 1,102 | 31,600 | 102 |
| 226 | 4 | 4 | - | 1 | - | - | 3,741 | 4,933 | - | 1,291 | - | - | 10,000 | 17 |
| 230 | 1 | 2 | 2 | - | 1 | - | 627 | 1,883 | 2,546 | 309 | 333 | - | 5,700 | 114 |
| 231 | 2 | 2 | 2 | - | 1 | 1 | 1,333 | 1,856 | 2,586 | - | 323 | 647 | 6,700 | 97 |
| 239 | 5 | 8 | 7 | 3 | 1 | 3 | 4,342 | 7,744 | 9,918 | 5,076 | 332 | 1,663 | 29,100 | 98 |
| 240 | 7 | 8 | 7 | 2 | 2 | - | 10,210 | 12,093 | 15,607 | 6,928 | 1,852 | - | 46,700 | 21 |
| 241 | 4 | 4 | - | - | 1 | 1 | 2,238 | 2,970 | - | 379 | 296 | 579 | 6,500 | 19 |
| 245 | 5 | 4 | 2 | 2 | 1 | - | 6,047 | 5,622 | 3,978 | 4,195 | 538 | - | 20,400 | 50 |
| 246 | 2 | 2 | 2 | - | 1 | 1 | 1,597 | 1,961 | 2,904 | - | 333 | 371 | 7,200 | 23 |
| 250 | 2 | 2 | 3 | - | - | 1 | 1,383 | 2,042 | 2,838 | - | - | 645 | 6,900 | 44 |
| 255 | 2 | 4 | 2 | 1 | - | 2 | 1,980 | 4,614 | 3,143 | 2,272 | - | 1,146 | 13,200 | 94 |
| 269 | 3 | 4 | 4 | 4 | 1 | - | 4,096 | 5,297 | 8,274 | 12,862 | 1,087 | - | 31,600 | 55 |
| 271 | 6 | 5 | 4 | 1 | 5 | 4 | 7,704 | 6,962 | 7,558 | 3,984 | 5,371 | 3,960 | 35,500 | 46 |
| 330 | 4 | 13 | 10 | - | 3 | 3 | 2,172 | 6,723 | 7,359 | 265 | 746 | 832 | 18,100 | 101 |
| 331 | - | - | - | - | - | - | - | - | - | - | - | - | - | 104 |
| 345 | 1 | 2 | 4 | 2 | - | - | 933 | 1,512 | 4,455 | 2,923 | - | - | 9,800 | 53 |
| 346 | - | - | 2 | 1 | - | - | - | - | 1,830 | 1,162 | - | - | 3,000 | 99 |
| 347 | - | 2 | 2 | 1 | - | - | - | 1,750 | 2,466 | 1,056 | - | - | 5,300 | 59 |
| 348 | 2 | 4 | - | 1 | 1 | - | 1,184 | 3,395 | - | 1,369 | 608 | - | 6,600 | 49 |
| 372 | 5 | 16 | 7 | 3 | 3 | 6 | 5,704 | 22,489 | 13,505 | 8,740 | 1,111 | 2,830 | 54,400 | 43 |
| 630 | 2 | 3 | 3 | 1 | 1 | 1 | 543 | 764 | 1,061 | 398 | 216 | 241 | 3,200 | 91 |
| 631 | - | - | - | 1 | 1 | 1 | - | - | - | 583 | 119 | 133 | 800 | 51 |
| 635 | 4 | 4 | 4 | 3 | - | 1 | 855 | 955 | 1,432 | 1,856 | - | 211 | 5,300 | 54 |

| Routes | Additional Trips per Hour | | | | | | Additional Annual Service Hours Needed | | | | | | Total Service Growth Investment Needed (Annual Hours - rounded) | Priority Ranking |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | AM Peak Trips | PM Peak Trips | Off-Peak Midday Trips | Night Trips | Saturday Trips | Sunday Trips | AM Peak Service Hours | PM Peak Service Hours | Off-Peak Midday Service Hours | Night Service Hours | Saturday Service Hours | Sunday Service Hours | | |
| 773 | - | - | 4 | 1 | 1 | 2 | - | - | 2,228 | 746 | 267 | 380 | 3,600 | 95 |
| 775 | - | - | - | 2 | 1 | 1 | - | - | - | 1,313 | 222 | 143 | 1,700 | 115 |
| 901 | 6 | 6 | 7 | - | 3 | - | 1,670 | 1,989 | 2,854 | 225 | 485 | - | 7,200 | 25 |
| 903 | 2 | 2 | 2 | - | - | - | 871 | 1,241 | 1,766 | 102 | - | - | 4,000 | 7 |
| 906 | 3 | 5 | 5 | 2 | - | 1 | 2,765 | 5,516 | 5,198 | 3,423 | - | 583 | 17,500 | 58 |
| 907 | - | 2 | - | - | - | - | - | 2,770 | - | - | - | - | 9,400 | 108 |
| 915 | 1 | 1 | 2 | 1 | - | 1 | 676 | 1,144 | 2,745 | 1,830 | - | 416 | 6,800 | 103 |
| 917 | - | - | - | - | - | 1 | - | - | - | - | - | 225 | 200 | 8 |
| 930 | 2 | 4 | - | - | 1 | 1 | 1,852 | 3,448 | - | - | 703 | 784 | 6,800 | 20 |
| 2204 | 5 | 6 | 3 | 1 | - | - | 4,714 | 6,524 | 4,137 | 2,909 | - | - | 18,300 | 105 |
| 2515 | 1 | 4 | 3 | - | 1 | 1 | 2,257 | 8,380 | 8,473 | 1,591 | 1,633 | 1,822 | 24,200 | 41 |
| 3028 | 6 | 8 | 4 | 1 | 1 | 1 | 4,933 | 6,789 | 5,967 | 2,586 | 757 | 844 | 21,900 | 87 |
| 3061 | 7 | 8 | 8 | 3 | 1 | 1 | 9,050 | 11,881 | 18,935 | 11,621 | 1,309 | 1,460 | 54,300 | 64 |
| 3062 | 4 | 4 | 4 | 1 | 1 | 1 | 5,164 | 6,630 | 9,070 | 2,093 | 565 | 630 | 24,200 | 109 |
| 3069 | 3 | 4 | 4 | 1 | 1 | 1 | 2,665 | 3,713 | 5,728 | 2,069 | 406 | 452 | 15,000 | 63 |
| 3085 | 4 | 4 | 2 | 1 | 1 | 2 | 1,492 | 1,591 | 1,193 | 870 | 361 | 620 | 6,100 | 62 |
| 3090 | 3 | 4 | 4 | 1 | 1 | 1 | 5,758 | 7,532 | 11,695 | 3,504 | 243 | 732 | 29,500 | 61 |
| 3091 | 3 | 4 | 4 | 1 | 1 | 1 | 3,122 | 4,243 | 6,524 | 2,545 | 937 | 841 | 18,200 | 106 |
| 3122 | 7 | 8 | 4 | 2 | 2 | 1 | 6,464 | 7,320 | 6,524 | 3,607 | 667 | 792 | 25,400 | 77 |
| 3162 | 6 | 8 | 8 | 2 | 1 | 1 | 8,531 | 11,032 | 19,254 | 6,768 | 1,283 | 1,288 | 48,200 | 31 |
| 3214 | 4 | 4 | 4 | 1 | 1 | 1 | 1,042 | 1,220 | 1,591 | 399 | 341 | 165 | 4,800 | 65 |
| 3220 | 1 | 2 | 2 | 1 | - | - | 1,447 | 2,572 | 3,898 | 1,929 | - | - | 9,800 | 118 |
| A Line | - | - | - | - | - | 3 | - | - | - | - | - | 1,576 | 1,600 | 1 |
| B Line | 2 | - | - | - | - | - | 1,561 | - | - | - | - | - | 1,600 | 18 |
| C Line | 3 | - | - | 2 | 2 | - | 3,265 | - | - | 4,620 | 1,167 | - | 9,100 | 71 |
| D Line | 3 | - | - | 1 | 3 | - | 2,745 | - | - | 2,784 | 2,001 | - | 7,500 | 69 |
| E Line | - | 9 | - | 1 | - | - | - | 11,099 | - | 3,551 | - | - | 14,600 | 36 |
| F Line | - | - | - | - | - | - | - | - | - | - | - | - | - | 52 |
| H Line | 3 | 3 | - | 2 | 3 | 4 | 3,058 | 3,580 | - | 3,758 | 2,217 | 2,847 | 15,500 | 16 |

# Appendix F: Summary of Bus Route Investment Needs[13]

| Route | Investment Need | | |
|---|---|---|---|
| | Priority 1: Crowding | Priority 2: Reliability | Priority 3: Service Growth |
| 1 | - | 500 | 5,500 |
| 2 | - | - | 6,200 |
| 3 | - | - | 10,900 |
| 4 | - | - | 19,900 |
| 5 | - | 500 | 11,400 |
| 7 | - | 250 | 17,300 |
| 8 | - | 3,000 | 10,100 |
| 9 | - | 250 | - |
| 10 | - | - | 10,100 |
| 11 | - | 950 | 45,800 |
| 12 | - | 300 | 7,800 |
| 13 | - | - | 14,900 |
| 14 | - | - | 9,900 |
| 17 | - | 250 | 13,300 |
| 20 | - | - | 12,000 |
| 21 | - | 500 | 12,400 |
| 22 | - | - | - |
| 24 | - | 250 | 11,700 |
| 27 | - | 250 | 4,600 |
| 28 | - | 500 | 10,900 |
| 31 | - | 300 | 35,100 |
| 32 | - | 500 | 29,000 |
| 33 | - | 250 | 8,500 |
| 36 | - | - | 21,800 |
| 40 | - | 450 | 37,000 |
| 43 | - | 700 | - |
| 44 | - | - | 15,900 |
| 45 | - | - | 8,900 |
| 48 | - | - | 20,400 |
| 49 | - | 250 | 29,900 |
| 50 | - | - | 5,600 |
| 56 | - | - | - |
| 57 | - | - | 6,300 |
| 60 | - | 250 | 11,500 |

| Route | Investment Need | | |
|---|---|---|---|
| | Priority 1: Crowding | Priority 2: Reliability | Priority 3: Service Growth |
| 62 | - | 1,150 | 10,800 |
| 65 | - | 400 | 21,100 |
| 67 | - | 500 | 17,000 |
| 70 | - | - | 22,100 |
| 73 | - | - | 18,800 |
| 75 | - | - | 5,400 |
| 79 | - | - | 5,400 |
| 101 | | | 12,900 |
| 102 | | | 25,100 |
| 105 | - | - | 9,800 |
| 106 | - | 1,000 | 20,800 |
| 107 | - | 700 | 12,400 |
| 111 | - | 250 | 18,100 |
| 113 | - | - | - |
| 118 | - | - | 15,300 |
| 119 | - | - | 3,100 |
| 124 | - | 500 | 3,900 |
| 125 | - | 250 | 5,300 |
| 128 | - | 200 | 4,100 |
| 131 | - | 200 | 35,800 |
| 132 | - | 250 | 10,300 |
| 148 | - | - | - |
| 150 | - | - | 20,600 |
| 153 | - | 500 | 6,700 |
| 156 | - | - | 1,300 |
| 160 | - | - | 38,600 |
| 161 | - | 250 | 12,400 |
| 162 | - | 250 | - |
| 165 | - | - | 54,200 |
| 168 | - | 500 | 15,500 |
| 177 | - | 250 | - |
| 181 | - | - | 34,700 |
| 182 | - | 250 | 1,800 |
| 183 | - | 500 | 13,900 |
| 184 | - | - | 1,600 |
| 187 | - | - | 2,100 |
| 193 | - | 600 | - |

13 Investment needs are not totaled for each route because the service growth investment needs would alleviate service quality investment needs for crowding and reliability.

## Summary of Bus Route Investment Needs continued

| Route | Investment Need | | |
|---|---|---|---|
| | Priority 1: Crowding | Priority 2: Reliability | Priority 3: Service Growth |
| 204 | - | - | 3,500 |
| 208 | - | 500 | 8,400 |
| 212 | - | 250 | - |
| 218 | - | 250 | - |
| 221 | - | 250 | 1,900 |
| 224 | - | - | 9,100 |
| 225 | - | 250 | 31,600 |
| 226 | - | 250 | 10,000 |
| 230 | - | 500 | 5,700 |
| 231 | - | - | 6,700 |
| 239 | - | - | 29,100 |
| 240 | - | 250 | 46,700 |
| 241 | - | - | 6,500 |
| 245 | - | - | 20,400 |
| 246 | - | - | 7,200 |
| 249 | - | 250 | - |
| 250 | - | 250 | 6,900 |
| 255 | | 250 | 13,200 |
| 257 | - | 250 | - |
| 269 | - | 250 | 31,600 |
| 271 | - | 500 | 35,500 |
| 302 | - | 250 | - |
| 303 | - | - | - |
| 311 | - | 250 | - |
| 322 | - | - | - |
| 330 | - | - | 18,100 |
| 331 | - | - | - |
| 345 | - | - | 9,800 |
| 346 | - | - | 3,000 |
| 347 | - | - | 5,300 |
| 348 | - | 250 | 6,600 |
| 372 | - | 250 | 54,400 |
| 630 | - | - | 3,200 |
| 631 | - | - | 800 |
| 635 | - | - | 5,300 |
| 773 | - | - | 3,600 |
| 775 | - | - | 1,700 |

| Route | Investment Need | | |
|---|---|---|---|
| | Priority 1: Crowding | Priority 2: Reliability | Priority 3: Service Growth |
| 901 | - | - | 7,200 |
| 903 | - | - | 4,000 |
| 906 | - | - | 17,500 |
| 907 | - | - | 9,400 |
| 914 | - | - | - |
| 915 | - | - | 6,800 |
| 917 | - | - | 200 |
| 930 | - | - | 6,800 |
| 2204 | - | - | 18,300 |
| 2515 | - | - | 24,200 |
| 3028 | - | - | 21,900 |
| 3061 | - | - | 54,300 |
| 3062 | - | - | 24,200 |
| 3069 | - | - | 15,000 |
| 3085 | - | - | 6,100 |
| 3090 | - | - | 29,500 |
| 3091 | - | - | 18,200 |
| 3122 | - | - | 25,400 |
| 3162 | - | - | 48,200 |
| 3214 | - | - | 4,800 |
| 3220 | - | - | 9,800 |
| A Line | - | - | 1,600 |
| B Line | - | - | 1,600 |
| C Line | - | 400 | 9,100 |
| D Line | - | - | 7,500 |
| E Line | - | 2,250 | 14,600 |
| F Line | - | - | - |
| H Line | - | 250 | 15,500 |

*The Metro Connects routes in this list, depicted with a 4-digit number, have no current service or corresponding route in the existing transit network—as a result, they do not have any service quality data and are only evaluated for service growth investment needs.

# Appendix G: Route-Level Ridership and Hours (2023–2024)

King County Metro tracks ridership and platform hours across the transit system. New RapidRide lines (like the H Line) are compared to the legacy route they replaced.

| Route | Year-Over-Year Changes in Average Weekday Rides and Platform Hours | | | | | |
|---|---|---|---|---|---|---|
| | Rides (Fall 2022) | Rides (Fall 2023) | Change in rides | Platform Hours (Fall 2022) | Platform Hours (Fall 2023) | Change in Platform Hours |
| 1 | 1,653 | 1,848 | 195 | 78 | 78 | 0 |
| 2 | 3,476 | 4,115 | 639 | 133 | 133 | 0 |
| 3 | 3,733 | 4,311 | 578 | 168 | 172 | 4 |
| 4 | 2,211 | 2,487 | 276 | 105 | 112 | 7 |
| 5 | 3,319 | 3,999 | 680 | 142 | 142 | 0 |
| 7 | 9,155 | 9,928 | 773 | 307 | 282 | -25 |
| 8 | 5,367 | 6,168 | 801 | 156 | 157 | 1 |
| 9 | 192 | 229 | 37 | 18 | 18 | 1 |
| 10 | 1,639 | 1,790 | 151 | 76 | 74 | -2 |
| 11 | 1,821 | 2,115 | 294 | 81 | 81 | 0 |
| 12 | 1,618 | 1,516 | -102 | 73 | 73 | 0 |
| 13 | 1,286 | 1,490 | 204 | 61 | 61 | 0 |
| 14 | 2,157 | 2,521 | 364 | 91 | 91 | 0 |
| 17 | 140 | 244 | 104 | 11 | 12 | 1 |
| 20 | 1,964 | 1,848 | -116 | 161 | 125 | -36 |
| 21 | 2,287 | 2,407 | 120 | 139 | 139 | -1 |
| 22 | 123 | 162 | 39 | 16 | 16 | 0 |
| 24 | 1,024 | 1,162 | 138 | 65 | 65 | 0 |
| 27 | 612 | 807 | 195 | 47 | 48 | 1 |
| 28 | 1,139 | 1,207 | 68 | 75 | 61 | -14 |
| 31 | 1,742 | 1,847 | 105 | 80 | 83 | 2 |
| 32 | 2,030 | 2,201 | 171 | 95 | 93 | -2 |
| 33 | 811 | 965 | 154 | 46 | 46 | 1 |
| 36 | 6,150 | 6,583 | 433 | 241 | 227 | -14 |
| 40 | 6,695 | 7,910 | 1,215 | 285 | 269 | -17 |
| 43 | 306 | 380 | 74 | 23 | 25 | 2 |
| 44 | 5,297 | 5,799 | 502 | 171 | 172 | 1 |
| 45 | 4,680 | 5,036 | 356 | 147 | 147 | 0 |
| 48 | 3,598 | 4,186 | 588 | 143 | 144 | 1 |
| 49 | 2,482 | 2,824 | 342 | 125 | 126 | 2 |
| 50 | 2,219 | 2,297 | 78 | 153 | 153 | 1 |
| 56 | 175 | 213 | 38 | 16 | 15 | -1 |
| 57 | 170 | 172 | 2 | 11 | 11 | 0 |
| 60 | 4,833 | 5,024 | 191 | 225 | 225 | 0 |
| 62 | 5,310 | 6,349 | 1,039 | 225 | 226 | 1 |
| 65 | 3,190 | 3,343 | 153 | 116 | 117 | 1 |
| 67 | 3,389 | 3,688 | 299 | 105 | 107 | 1 |

## Route-Level Ridership and Hours continued

| Route | Year-Over-Year Changes in Average Weekday Rides and Platform Hours | | | | | |
|---|---|---|---|---|---|---|
| | Rides (Fall 2022) | Rides (Fall 2023) | Change in rides | Platform Hours (Fall 2022) | Platform Hours (Fall 2023) | Change in Platform Hours |
| 70 | 3,716 | 4,429 | 713 | 176 | 180 | 3 |
| 73 | 1,124 | 707 | -417 | 82 | 48 | -34 |
| 75 | 3,568 | 3,819 | 251 | 143 | 142 | -1 |
| 79 | 1,232 | 687 | -545 | 92 | 40 | -52 |
| 101 | 2,318 | 2,411 | 93 | 139 | 139 | 0 |
| 102 | 568 | 568 | 0 | 29 | 29 | 0 |
| 105 | 735 | 893 | 158 | 53 | 53 | 0 |
| 106 | 4,230 | 4,652 | 422 | 176 | 178 | 2 |
| 107 | 1,737 | 1,931 | 194 | 118 | 119 | 1 |
| 111 | 223 | 277 | 54 | 36 | 35 | -1 |
| 113 | 51 | 59 | 8 | 10 | 10 | 0 |
| 118 | 151 | 168 | 17 | 25 | 25 | 0 |
| 119 | 89 | 99 | 10 | 13 | 13 | 0 |
| 124 | 2,604 | 2,864 | 260 | 139 | 138 | -1 |
| 125 | 631 | 696 | 65 | 62 | 60 | -2 |
| 128 | 2,937 | 3,753 | 816 | 182 | 182 | 0 |
| 131 | 2,134 | 2,419 | 285 | 104 | 106 | 2 |
| 132 | 2,168 | 2,414 | 246 | 101 | 104 | 3 |
| 148 | 433 | 511 | 78 | 43 | 43 | 0 |
| 150 | 3,791 | 4,101 | 310 | 200 | 200 | 0 |
| 153 | 533 | 599 | 66 | 42 | 42 | 0 |
| 156 | 769 | 951 | 182 | 71 | 71 | 0 |
| 160 | 4,404 | 5,125 | 721 | 200 | 200 | 0 |
| 161 | 1,616 | 1,876 | 260 | 100 | 101 | 0 |
| 162 | 291 | 290 | -1 | 35 | 36 | 1 |
| 165 | 2,580 | 3,144 | 564 | 142 | 142 | 0 |
| 168 | 1,354 | 1,614 | 260 | 70 | 70 | 0 |
| 177 | 134 | 152 | 18 | 18 | 18 | 0 |
| 181 | 1,577 | 1,901 | 324 | 106 | 106 | 0 |
| 182 | 366 | 439 | 73 | 29 | 29 | 0 |
| 183 | 963 | 1,122 | 159 | 52 | 52 | 0 |
| 184 | 737 | 855 | 118 | 45 | 45 | 0 |
| 187 | 342 | 409 | 67 | 20 | 20 | 0 |
| 193 | 314 | 292 | -22 | 35 | 35 | 1 |
| 204 | 45 | 49 | 4 | 12 | 12 | 0 |
| 208 | 98 | 100 | 2 | 20 | 22 | 2 |
| 212 | 259 | 486 | 227 | 27 | 30 | 4 |
| 218 | 200 | 302 | 102 | 17 | 17 | 0 |

## Route-Level Ridership and Hours continued

| Route | Year-Over-Year Changes in Average Weekday Rides and Platform Hours | | | | | |
|---|---|---|---|---|---|---|
| | Rides (Fall 2022) | Rides (Fall 2023) | Change in rides | Platform Hours (Fall 2022) | Platform Hours (Fall 2023) | Change in Platform Hours |
| 221 | 904 | 1,038 | 134 | 77 | 77 | 0 |
| 224 | 71 | 67 | -4 | 15 | 15 | 0 |
| 225 | 662 | 526 | -136 | 84 | 52 | -33 |
| 226 | 1,015 | 1,172 | 157 | 70 | 70 | 0 |
| 230 | 287 | 225 | -62 | 53 | 33 | -20 |
| 231 | 250 | 191 | -59 | 52 | 34 | -18 |
| 239 | 508 | 646 | 138 | 68 | 68 | 0 |
| 240 | 1,617 | 1,873 | 256 | 120 | 120 | 0 |
| 241 | 372 | 430 | 58 | 48 | 48 | 0 |
| 245 | 2,386 | 2,911 | 525 | 148 | 148 | 0 |
| 246 | 196 | 245 | 49 | 29 | 29 | 0 |
| 249 | 476 | 611 | 135 | 50 | 50 | 0 |
| 250 | 1,903 | 2,197 | 294 | 154 | 154 | 0 |
| 255 | 2,465 | 2,789 | 324 | 188 | 176 | -12 |
| 257 | 180 | 229 | 49 | 16 | 16 | 0 |
| 269 | 625 | 801 | 176 | 77 | 77 | 0 |
| 271 | 2,807 | 2,891 | 84 | 199 | 199 | 0 |
| 302 | 247 | 254 | 7 | 14 | 14 | 0 |
| 303 | 244 | 257 | 13 | 18 | 18 | 0 |
| 311 | 242 | 294 | 52 | 18 | 17 | -1 |
| 322 | 343 | 409 | 66 | 31 | 32 | 1 |
| 330 | 192 | 217 | 25 | 14 | 14 | 0 |
| 331 | 496 | 672 | 176 | 58 | 59 | 1 |
| 345 | 860 | 920 | 60 | 64 | 59 | -5 |
| 346 | 878 | 1,001 | 123 | 53 | 53 | 0 |
| 347 | 992 | 1,134 | 142 | 62 | 62 | 0 |
| 348 | 1,028 | 1,207 | 179 | 64 | 64 | 0 |
| 372 | 5,677 | 5,781 | 104 | 207 | 212 | 5 |
| 630 | 11 | 13 | 2 | 5 | 5 | 0 |
| 631 | 31 | 25 | -6 | 8 | 8 | 0 |
| 635 | 16 | 43 | 27 | 13 | 13 | 0 |
| 773/775 | 132 | 112 | -20 | 16 | 15 | -1 |
| 901/903 | 258 | 177 | -81 | 16 | 16 | 0 |
| 906 | 278 | 326 | 48 | 44 | 44 | 0 |
| 907 | 35 | 46 | 11 | 17 | 17 | 0 |

## Route-Level Ridership and Hours continued

| Route | Year-Over-Year Changes in Average Weekday Rides and Platform Hours | | | | | |
|---|---|---|---|---|---|---|
| | Rides (Fall 2022) | Rides (Fall 2023) | Change in rides | Platform Hours (Fall 2022) | Platform Hours (Fall 2023) | Change in Platform Hours |
| 914 | 61 | 53 | -7 | 16 | 16 | 0 |
| 915 | 124 | 124 | 0 | 30 | 30 | 0 |
| 917 | 85 | 108 | 23 | 29 | 29 | 0 |
| 930 | 112 | 134 | 22 | 39 | 39 | 0 |
| A Line | 7,475 | 8,353 | 878 | 212 | 212 | 0 |
| B Line | 3,775 | 4,564 | 789 | 167 | 166 | -1 |
| C Line | 6,148 | 7,122 | 974 | 298 | 278 | -20 |
| D Line | 8,160 | 9,192 | 1,032 | 254 | 242 | -12 |
| E Line | 10,636 | 12,291 | 1,655 | 345 | 330 | -15 |
| F Line | 4,416 | 4,544 | 128 | 193 | 193 | 0 |
| H Line | 6,010 | 7,414 | 1,404 | 298 | 264 | -34 |

# Appendix H: Route Productivity

Metro evaluates route productivity in two ways. Rides per platform hour helps Metro understand how many people are using a route relative to how many hours it is in operation. Passenger miles per platform mile helps Metro understand how far people are traveling on a route relative to how many miles the route serves.

Between fall 2022 and fall 2023, average productivity for both measures increased by approximately 19 to 20 percent during the peak and off-peak periods. Productivity also increased by 13 percent at night. This means that both ridership and travel distances are increasing across the system relative to the amount of service Metro provides.

This appendix table evaluates productivity for different route types and day periods.

| Route Type | Time Period | Bottom 25% Threshold Rides per Platform Hour | Top 25% Threshold Rides per Platform Hour | Bottom 25% Threshold Passenger Miles per Platform Mile | Top 25% Threshold Passenger Miles per Platform Mile |
|---|---|---|---|---|---|
| Urban | Peak | 17.4 | 29.5 | 6.2 | 9.4 |
| | Off-Peak | 19.6 | 32.0 | 6.1 | 10.0 |
| | Night | 10.3 | 16.9 | 3.1 | 5.1 |
| | Saturday | 17.5 | 26.4 | 5.1 | 7.4 |
| | Sunday | 15.7 | 23.9 | 4.3 | 7.1 |
| Suburban | Peak | 12.4 | 20.7 | 3.7 | 6.0 |
| | Off-Peak | 13.9 | 24.2 | 4.9 | 8.1 |
| | Night | 6.7 | 12.7 | 2.2 | 3.7 |
| | Saturday | 10.4 | 17.4 | 3.4 | 5.7 |
| | Sunday | 9.3 | 16.4 | 2.9 | 5.2 |
| Rural and DART[14] | Peak | 5.4 | 9.1 | NA | NA |
| | Off-Peak | 6.7 | 9.8 | NA | NA |
| | Night | 2.1 | 5.5 | NA | NA |
| | Saturday | 6.0 | 11.0 | NA | NA |
| | Sunday | 8.0 | 9.4 | NA | NA |

14 Although DART routes typically follow a fixed route, passengers can request deviations from the route—as a result, Metro platform miles are not standardized for these DART routes.

## Route Productivity continued

top 25% in terms of productivity  bottom 25% in terms of productivity

| Route | Peak | | Off-Peak | | Night | | Saturday | | Sunday | | Opportunity Index Score | Route Type |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Rides per Platform Hour | Passenger Miles per Platform Mile | Rides per Platform Hour | Passenger Miles per Platform Mile | Rides per Platform Hour | Passenger Miles per Platform Mile | Rides per Platform Hour | Passenger Miles per Platform Mile | Rides per Platform Hour | Passenger Miles per Platform Mile | | |
| 1 | 24.8 | 6.4 | 25.1 | 5.6 | 17.0 | 3.7 | 33.9 | 6.3 | 28.2 | 5.2 | 3 | Urban |
| 2 | 34.6 | 8.1 | 35.8 | 7.9 | 18.1 | 4.5 | 33.5 | 7.0 | 36.4 | 8.0 | 2 | Urban |
| 3 | 28.6 | 6.3 | 26.7 | 6.2 | 10.8 | 2.2 | 24.4 | 5.9 | 21.4 | 5.1 | 3 | Urban |
| 4 | 29.7 | 6.7 | 22.9 | 6.1 | 11.7 | 3.2 | 22.7 | 5.0 | 20.4 | 4.6 | 3 | Urban |
| 5 | 33.3 | 12.2 | 27.5 | 10.6 | 17.1 | 5.4 | 32.0 | 10.2 | 28.8 | 10.3 | 2 | Urban |
| 7 | 34.5 | 10.4 | 43.2 | 12.7 | 23.4 | 6.9 | 37.3 | 10.6 | 36.7 | 9.9 | 4 | Urban |
| 8 | 43.4 | 9.4 | 42.3 | 9.2 | 26.0 | 5.3 | 36.9 | 8.1 | 40.9 | 8.6 | 3 | Urban |
| 9 | 13.1 | 3.5 | 7.7 | 2.5 | NA | NA | NA | NA | NA | NA | 4 | Urban |
| 10 | 25.5 | 5.2 | 28.3 | 5.7 | 15.7 | 2.9 | 26.3 | 5.1 | 27.2 | 5.1 | 1 | Urban |
| 11 | 28.4 | 6.5 | 30.1 | 7.4 | 14.5 | 3.1 | 32.1 | 7.6 | 28.3 | 6.1 | 1 | Urban |
| 12 | 26.7 | 5.2 | 20.0 | 4.5 | 7.7 | 1.7 | 17.7 | 4.2 | 13.5 | 3.3 | 1 | Urban |
| 13 | 26.5 | 6.5 | 27.7 | 7.2 | 16.2 | 3.8 | 30.0 | 6.6 | 24.1 | 5.4 | 2 | Urban |
| 14 | 29.4 | 5.6 | 31.7 | 5.4 | 15.6 | 3.1 | 24.8 | 4.5 | 22.2 | 4.0 | 5 | Urban |
| 17 | 20.4 | 7.6 | NA | NA | NA | NA | NA | NA | NA | NA | 2 | Urban |
| 20 | 15.2 | 3.8 | 16.9 | 6.6 | 7.6 | 2.4 | 11.7 | 3.9 | 9.3 | 3.2 | 3 | Urban |
| 21 | 18.3 | 7.0 | 20.1 | 7.8 | 10.0 | 3.8 | 16.6 | 6.6 | 18.5 | 6.5 | 2 | Urban |
| 24 | 20.1 | 6.7 | 17.3 | 6.0 | 9.4 | 2.8 | 16.8 | 5.4 | 16.1 | 4.9 | 2 | Urban |
| 27 | 20.2 | 4.0 | 14.8 | 3.4 | 9.1 | 2.1 | 18.7 | 4.3 | 22.0 | 4.2 | 4 | Urban |
| 28 | 21.9 | 6.9 | 22.4 | 8.7 | 8.7 | 2.9 | 17.3 | 5.6 | 15.5 | 4.8 | 2 | Urban |
| 31 | 24.6 | 5.9 | 22.5 | 5.3 | 15.9 | 3.6 | 21.1 | 5.0 | 19.8 | 4.8 | 3 | Urban |
| 32 | 28.8 | 8.2 | 25.6 | 7.6 | 14.0 | 3.9 | 26.6 | 7.7 | 27.2 | 7.7 | 2 | Urban |
| 33 | 23.9 | 7.0 | 21.1 | 6.1 | 9.1 | 3.1 | 17.6 | 4.9 | 10.8 | 4.6 | 4 | Urban |
| 36 | 31.2 | 8.7 | 34.7 | 9.6 | 16.6 | 4.4 | 29.4 | 7.6 | 30.4 | 7.6 | 5 | Urban |
| 40 | 33.5 | 10.2 | 33.0 | 10.6 | 16.9 | 5.5 | 27.3 | 8.8 | 25.4 | 8.3 | 2 | Urban |
| 43 | 19.8 | 4.0 | 18.6 | 3.7 | 10.3 | 2.4 | 10.7 | 1.9 | 11.8 | 2.0 | 3 | Urban |
| 44 | 40.2 | 11.7 | 35.5 | 10.5 | 19.5 | 5.2 | 32.1 | 8.5 | 29.8 | 8.1 | 1 | Urban |

## Route Productivity continued

top 25% in terms of productivity  bottom 25% in terms of productivity

| Route | Peak | | Off-Peak | | Night | | Saturday | | Sunday | | Opportunity Index Score | Route Type |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Rides per Platform Hour | Passenger Miles per Platform Mile | Rides per Platform Hour | Passenger Miles per Platform Mile | Rides per Platform Hour | Passenger Miles per Platform Mile | Rides per Platform Hour | Passenger Miles per Platform Mile | Rides per Platform Hour | Passenger Miles per Platform Mile | | |
| 45 | 33.6 | 8.2 | 42.8 | 11.6 | 23.1 | 4.9 | 27.2 | 8.0 | 25.5 | 7.1 | 2 | Urban |
| 48 | 34.3 | 9.6 | 37.4 | 9.9 | 11.1 | 3.3 | 20.2 | 6.0 | 16.8 | 4.8 | 4 | Urban |
| 49 | 24.7 | 7.4 | 23.3 | 7.0 | 17.1 | 4.9 | 22.2 | 5.9 | 19.5 | 5.9 | 3 | Urban |
| 56 | 14.5 | 5.6 | 8.8 | 5.1 | NA | NA | NA | NA | NA | NA | 1 | Urban |
| 57 | 15.4 | 6.7 | NA | NA | NA | NA | NA | NA | NA | NA | 1 | Urban |
| 60 | 23.8 | 7.0 | 24.4 | 7.4 | 13.1 | 3.7 | 24.9 | 7.7 | 22.9 | 6.3 | 4 | Urban |
| 62 | 33.7 | 8.8 | 28.3 | 7.6 | 14.1 | 3.9 | 26.2 | 8.1 | 22.3 | 6.7 | 2 | Urban |
| 65 | 35.8 | 9.3 | 30.7 | 8.9 | 13.5 | 3.7 | 23.3 | 6.2 | 19.6 | 5.4 | 1 | Urban |
| 67 | 39.2 | 8.8 | 40.1 | 9.5 | 21.0 | 3.8 | 27.0 | 6.7 | 23.1 | 5.9 | 3 | Urban |
| 70 | 32.0 | 10.1 | 27.6 | 9.3 | 11.0 | 3.7 | 21.1 | 7.2 | 19.7 | 6.5 | 3 | Urban |
| 73 | 17.9 | 5.8 | 14.7 | 4.5 | 7.8 | 2.1 | 9.2 | 3.6 | 8.8 | 3.3 | 3 | Urban |
| 75 | 28.4 | 7.7 | 32.8 | 8.6 | 15.4 | 4.1 | 21.7 | 6.2 | 18.6 | 5.4 | 3 | Urban |
| 79 | 21.4 | 3.8 | 15.1 | 3.3 | 6.9 | 1.2 | NA | NA | NA | NA | 3 | Urban |
| 101 | 19.2 | 13.0 | 16.6 | 11.2 | 14.0 | 9.7 | 21.3 | 14.4 | 18.5 | 13.1 | 4 | Urban |
| 102 | 19.3 | 11.8 | NA | NA | NA | NA | NA | NA | NA | NA | 4 | Urban |
| 106 | 26.5 | 6.8 | 30.6 | 8.1 | 16.0 | 4.7 | 24.8 | 6.8 | 21.7 | 6.1 | 5 | Urban |
| 111 | 7.9 | 5.2 | NA | NA | NA | NA | NA | NA | NA | NA | 4 | Urban |
| 113 | 6.0 | 2.5 | NA | NA | NA | NA | NA | NA | NA | NA | 3 | Urban |
| 124 | 21.2 | 8.1 | 23.0 | 7.8 | 15.7 | 6.2 | 26.3 | 10.0 | 20.4 | 8.4 | 4 | Urban |
| 125 | 12.9 | 5.1 | 12.2 | 5.0 | 5.1 | 2.1 | 8.4 | 3.5 | NA | NA | 4 | Urban |
| 131 | 22.5 | 9.3 | 29.5 | 10.6 | 12.5 | 5.1 | 19.2 | 7.9 | 17.4 | 6.8 | 4 | Urban |
| 132 | 24.3 | 8.6 | 28.5 | 10.2 | 13.4 | 5.1 | 21.1 | 7.9 | 18.3 | 6.8 | 5 | Urban |
| 150 | 21.4 | 12.1 | 21.2 | 13.3 | 16.4 | 10.8 | 18.6 | 12.4 | 16.3 | 10.6 | 5 | Urban |
| 162 | 8.1 | 4.5 | NA | NA | NA | NA | NA | NA | NA | NA | 5 | Urban |
| 177 | 8.6 | 6.5 | NA | NA | NA | NA | NA | NA | NA | NA | 4 | Urban |
| 193 | 8.2 | 6.2 | NA | NA | NA | NA | NA | NA | NA | NA | 5 | Urban |

## Route Productivity continued

top 25% in terms of productivity  bottom 25% in terms of productivity

| Route | Peak | | Off-Peak | | Night | | Saturday | | Sunday | | Opportunity Index Score | Route Type |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Rides per Platform Hour | Passenger Miles per Platform Mile | Rides per Platform Hour | Passenger Miles per Platform Mile | Rides per Platform Hour | Passenger Miles per Platform Mile | Rides per Platform Hour | Passenger Miles per Platform Mile | Rides per Platform Hour | Passenger Miles per Platform Mile | | |
| 212 | 16.4 | 8.9 | 12.3 | 6.7 | NA | NA | NA | NA | NA | NA | 4 | Urban |
| 218 | 18.0 | 10.8 | NA | NA | NA | NA | NA | NA | NA | NA | 4 | Urban |
| 255 | 18.0 | 8.1 | 15.5 | 8.1 | 9.2 | 5.1 | 11.9 | 6.3 | 9.0 | 5.2 | 1 | Urban |
| 257 | 14.8 | 9.1 | NA | NA | NA | NA | NA | NA | NA | NA | 2 | Urban |
| 271 | 15.5 | 7.3 | 15.0 | 7.5 | 9.1 | 4.4 | 16.4 | 7.7 | 14.1 | 6.4 | 1 | Urban |
| 302 | 18.4 | 10.2 | NA | NA | NA | NA | NA | NA | NA | NA | 3 | Urban |
| 303 | 14.4 | 7.5 | NA | NA | NA | NA | NA | NA | NA | NA | 4 | Urban |
| 311 | 16.9 | 10.7 | NA | NA | NA | NA | NA | NA | NA | NA | 2 | Urban |
| 322 | 12.9 | 6.5 | NA | NA | NA | NA | NA | NA | NA | NA | 4 | Urban |
| 372 | 26.9 | 7.1 | 33.2 | 7.6 | 16.0 | 3.5 | 25.7 | 5.8 | 20.3 | 4.6 | 3 | Urban |
| C Line | 28.8 | 10.7 | 25.5 | 10.1 | 16.7 | 6.8 | 22.5 | 10.5 | 20.2 | 9.3 | 1 | Urban |
| D Line | 40.2 | 11.7 | 41.7 | 12.5 | 27.0 | 7.8 | 39.5 | 12.0 | 40.6 | 11.6 | 2 | Urban |
| E Line | 38.3 | 15.0 | 39.0 | 14.4 | 31.8 | 11.7 | 42.5 | 15.4 | 37.2 | 12.7 | 3 | Urban |
| H Line | 29.9 | 12.6 | 29.6 | 12.0 | 21.6 | 9.3 | 33.8 | 14.4 | 27.8 | 12.2 | 4 | Urban |
| 22 | 12.1 | 2.8 | 10.4 | 3.4 | 3.8 | 0.9 | NA | NA | NA | NA | 1 | Suburban |
| 50 | 17.9 | 5.4 | 15.7 | 5.5 | 8.0 | 3.1 | 16.5 | 6.0 | 16.5 | 5.1 | 3 | Suburban |
| 105 | 16.1 | 3.9 | 22.8 | 6.2 | 10.7 | 2.4 | 17.0 | 5.1 | 13.5 | 4.2 | 5 | Suburban |
| 107 | 17.7 | 4.5 | 20.8 | 6.1 | 8.6 | 2.6 | 13.9 | 4.5 | 11.1 | 3.5 | 5 | Suburban |
| 128 | 21.7 | 5.9 | 24.4 | 6.9 | 11.4 | 3.6 | 22.9 | 6.8 | 19.0 | 5.5 | 5 | Suburban |
| 148 | 11.0 | 4.2 | 14.1 | 5.4 | 7.9 | 3.4 | 13.7 | 5.2 | 11.0 | 4.0 | 4 | Suburban |
| 153 | 14.8 | 5.3 | 13.8 | 5.3 | NA | NA | NA | NA | NA | NA | 3 | Suburban |
| 156 | 12.8 | 3.3 | 16.9 | 5.8 | 6.8 | 2.2 | 10.9 | 3.9 | 10.0 | 3.6 | 4 | Suburban |
| 160 | 24.7 | 8.3 | 28.6 | 10.2 | 21.1 | 6.9 | 31.3 | 11.5 | 25.9 | 9.2 | 5 | Suburban |
| 161 | 18.9 | 6.8 | 22.9 | 9.0 | 13.9 | 5.5 | 22.5 | 8.4 | 19.8 | 7.7 | 5 | Suburban |
| 165 | 21.1 | 6.2 | 30.1 | 9.9 | 12.7 | 3.5 | 17.4 | 5.3 | 18.9 | 6.6 | 5 | Suburban |
| 168 | 25.4 | 8.0 | 26.2 | 9.1 | 13.6 | 4.3 | 18.6 | 6.4 | 17.0 | 5.8 | 5 | Suburban |

## Route Productivity continued

top 25% in terms of productivity  bottom 25% in terms of productivity

| Route | Peak | | Off-Peak | | Night | | Saturday | | Sunday | | Opportunity Index Score | Route Type |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Rides per Platform Hour | Passenger Miles per Platform Mile | Rides per Platform Hour | Passenger Miles per Platform Mile | Rides per Platform Hour | Passenger Miles per Platform Mile | Rides per Platform Hour | Passenger Miles per Platform Mile | Rides per Platform Hour | Passenger Miles per Platform Mile | | |
| 181 | 16.1 | 4.3 | 24.9 | 9.3 | 12.4 | 3.1 | 19.9 | 7.1 | 17.6 | 6.2 | 5 | Suburban |
| 182 | 13.0 | 3.2 | 21.5 | 7.3 | NA | NA | 13.1 | 4.2 | 11.1 | 3.3 | 5 | Suburban |
| 183 | 22.7 | 6.6 | 24.3 | 8.4 | 10.1 | 3.6 | 11.5 | 3.9 | NA | NA | 5 | Suburban |
| 184 | 20.6 | 4.4 | 24.1 | 7.1 | 11.1 | 2.0 | 16.4 | 3.8 | 15.0 | 3.3 | 5 | Suburban |
| 187 | 20.8 | 5.1 | 30.3 | 8.5 | 11.5 | 2.4 | 19.0 | 5.0 | 15.8 | 4.1 | 4 | Suburban |
| 221 | 14.3 | 4.1 | 15.6 | 4.8 | 6.2 | 1.6 | 10.0 | 2.6 | 11.7 | 2.6 | 2 | Suburban |
| 225 | 11.6 | 4.9 | 11.7 | 4.7 | 3.6 | 1.4 | 5.8 | 2.7 | 4.8 | 2.2 | 4 | Suburban |
| 226 | 17.2 | 5.3 | 20.3 | 6.3 | 7.2 | 2.4 | 15.1 | 4.1 | 14.5 | 4.1 | 3 | Suburban |
| 230 | 8.2 | 2.7 | 7.5 | 2.8 | 3.2 | 0.9 | 5.4 | 1.5 | 5.3 | 1.7 | 2 | Suburban |
| 231 | 6.2 | 2.4 | 6.3 | 3.0 | 3.1 | 1.1 | 6.1 | 2.1 | 5.1 | 1.9 | 2 | Suburban |
| 239 | 10.9 | 3.1 | 10.1 | 3.4 | 5.5 | 1.7 | 7.8 | 2.6 | 6.4 | 2.3 | 2 | Suburban |
| 240 | 15.7 | 6.2 | 19.5 | 7.4 | 9.3 | 3.9 | 14.5 | 6.2 | 12.8 | 5.7 | 4 | Suburban |
| 241 | 10.0 | 3.1 | 8.8 | 2.9 | 5.4 | 1.9 | 7.7 | 2.9 | 6.1 | 2.6 | 4 | Suburban |
| 245 | 19.9 | 5.2 | 21.3 | 6.4 | 12.6 | 3.4 | 18.4 | 5.4 | 17.6 | 5.0 | 4 | Suburban |
| 246 | 9.4 | 2.2 | 7.2 | 2.0 | NA | NA | NA | NA | NA | NA | 4 | Suburban |
| 249 | 12.4 | 3.5 | 12.1 | 3.5 | NA | NA | 7.8 | 2.4 | 7.4 | 2.2 | 2 | Suburban |
| 250 | 15.7 | 5.3 | 14.7 | 5.2 | 9.1 | 2.9 | 17.8 | 5.9 | 15.3 | 5.4 | 2 | Suburban |
| 269 | 12.3 | 4.9 | 8.1 | 4.0 | NA | NA | NA | NA | NA | NA | 2 | Suburban |
| 330 | 13.9 | 4.0 | 18.5 | 5.3 | NA | NA | NA | NA | NA | NA | 2 | Suburban |
| 331 | 9.7 | 3.2 | 14.0 | 4.9 | NA | NA | 8.2 | 3.1 | 7.2 | 2.5 | 3 | Suburban |
| 345 | 17.0 | 5.4 | 18.1 | 7.0 | 6.3 | 2.7 | 12.8 | 5.0 | 9.0 | 4.0 | 1 | Suburban |
| 346 | 20.8 | 6.8 | 22.5 | 7.9 | 7.9 | 3.5 | 13.3 | 5.6 | 10.9 | 4.7 | 1 | Suburban |
| 347 | 20.1 | 5.4 | 18.8 | 5.4 | 11.7 | 3.6 | 18.4 | 5.2 | 15.2 | 4.2 | 4 | Suburban |
| 348 | 18.7 | 5.1 | 22.9 | 6.2 | 13.1 | 3.9 | 19.3 | 5.7 | 15.8 | 4.6 | 4 | Suburban |
| A Line | 42.6 | 13.1 | 42.7 | 13.4 | 30.4 | 9.5 | 34.1 | 11.3 | 31.6 | 10.1 | 5 | Suburban |
| B Line | 28.1 | 9.0 | 30.3 | 10.4 | 21.3 | 6.3 | 25.7 | 8.9 | 23.9 | 7.8 | 3 | Suburban |
| F Line | 22.7 | 7.1 | 29.4 | 10.7 | 16.9 | 5.5 | 28.0 | 9.2 | 25.4 | 8.5 | 5 | Suburban |

## Route Productivity continued

top 25% in terms of productivity  bottom 25% in terms of productivity

| Route | Peak | | Off-Peak | | Night | | Saturday | | Sunday | | Opportunity Index Score | Route Type |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Rides per Platform Hour | Passenger Miles per Platform Mile | Rides per Platform Hour | Passenger Miles per Platform Mile | Rides per Platform Hour | Passenger Miles per Platform Mile | Rides per Platform Hour | Passenger Miles per Platform Mile | Rides per Platform Hour | Passenger Miles per Platform Mile | | |
| 118 | 7.5 | 3.0 | 8.5 | 2.4 | 2.2 | 0.7 | 4.9 | 1.9 | 4.2 | 1.6 | 1 | Rural |
| 119 | 7.7 | 3.0 | 6.7 | 2.0 | NA | NA | NA | NA | NA | NA | 1 | Rural |
| 208 | 3.7 | 2.0 | 7.1 | 4.2 | 2.2 | 1.0 | 5.6 | 3.1 | NA | NA | 1 | Rural |
| 204 | 6.5 | NA | 10.8 | NA | 0.2 | NA | 5.0 | NA | NA | NA | 2 | DART |
| 224 | 11.2 | NA | 9.4 | NA | 9.6 | NA | NA | NA | NA | NA | 3 | DART |
| 630 | 4.0 | NA | NA | NA | NA | NA | NA | NA | NA | NA | 3 | DART |
| 631 | 4.2 | NA | 8.9 | NA | 2.7 | NA | NA | NA | NA | NA | 2 | DART |
| 635 | 7.0 | NA | 7.2 | NA | NA | NA | 6.7 | NA | NA | NA | 2 | DART |
| 773 | 5.0 | NA | 6.0 | NA | 0.5 | NA | 10.3 | NA | 9.4 | NA | 1 | DART |
| 775 | 6.5 | NA | 5.8 | NA | 0.4 | NA | 7.4 | NA | 9.5 | NA | 1 | DART |
| 901 | 9.9 | NA | 8.5 | NA | 4.7 | NA | 9.5 | NA | 7.2 | NA | 5 | DART |
| 903 | 9.0 | NA | 15.3 | NA | 5.5 | NA | 10.5 | NA | 8.9 | NA | 5 | DART |
| 906 | 11.9 | NA | 20.1 | NA | 6.6 | NA | 26.9 | NA | 22.3 | NA | 5 | DART |
| 907 | 7.4 | NA | 6.6 | NA | NA | NA | NA | NA | NA | NA | 3 | DART |
| 914 | 4.8 | NA | 7.3 | NA | NA | NA | 6.2 | NA | NA | NA | 5 | DART |
| 915 | 8.0 | NA | 9.9 | NA | 7.8 | NA | 12.6 | NA | NA | NA | 3 | DART |
| 917 | 9.2 | NA | 9.8 | NA | 2.1 | NA | 13.1 | NA | 8.7 | NA | 5 | DART |
| 930 | 9.3 | NA | 6.6 | NA | 4.3 | NA | NA | NA | NA | NA | 5 | DART |

# Appendix I: Service Changes

| Routes | Summary of Change | Type of Change |
|---|---|---|
| | Fall 2023 | |
| 3, 4 | Adjust headways throughout the day to provide more consistent trip spacing | Route Revision |
| 7 | Reduce to 7- to 8-minute service for the peak and 10-minute service for the off-peak periods on weekdays | Removed Trips |
| 7, 40 | Route movement (between bases) on weekends to support scheduling | Base Change |
| 8 | Adjust headways throughout the day to provide more consistent trip spacing | Route Revision |
| 10 | Reduce frequency on weekdays and weekends due to reduced Seattle Transit Measure funding | Removed Trips |
| 15 | Suspend all service | Route Suspended |
| 16 | Suspend all service | Route Suspended |
| 18 | Suspend all service | Route Suspended |
| 20 | Reduce to half hourly service for off-peak periods and hourly night service on weekdays; reduce to hourly service for night periods on weekends | Removed Trips |
| 22 | Pathway extension and new final stop for last trip variant | Route Revision |
| 28 | Reduce to hourly service for night and off-peak periods on weekdays and weekends | Removed Trips |
| 29 | Suspend all service | Route Suspended |
| 31, 32 | Adjust headways throughout the day to provide more consistent trip spacing | Route Revision |
| 36 | Operate 7 to 8-minute service for the PM peak and approximately 10-minute service for the off-peak periods on weekdays | Removed Trips |
| 44 | Adjust and smooth headways to better match frequencies on Sunday | Route Revision |
| 50 | Delete short-turn variant between Alki and SODO station | Route Revision |
| 55 | Suspend all service | Route Suspended |
| 64 | Suspend all service | Route Suspended |
| 73 | Operate approximately half-hourly service for peak periods and hourly service for off-peak periods on weekdays; operate hourly service on weekends | Removed Trips |
| 79 | Reduce to hourly service between 5:25 AM and 9:30 PM on weekdays | Removed Trips |
| 107 | Add one southbound and one northbound trip | Added Trips |
| 114 | Suspend all service | Route Suspended |
| 121 | Suspend all service | Route Suspended |
| 167 | Suspend all service | Route Suspended |
| 190 | Suspend all service | Route Suspended |
| 208 | Add one weekday inbound trip | Added Trips |
| 208 | Stop change and new eastern layover | Route Revision |
| 214 | Suspend all service | Route Suspended |

## Service Changes continued

| Routes | Summary of Change | Type of Change |
|---|---|---|
| 216 | Suspend all service | Route Suspended |
| 217 | Suspend all service | Route Suspended |
| 225 | Reduce to hourly service for peak and off-peak periods on weekdays; return to original pathway with the first/last stop at Redmond Technology Station Bay 4 | Removed Trips |
| 230 | Reduce to hourly service for peak and off-peak periods on weekdays | Removed Trips |
| 231 | Reduce to hourly service for peak and off-peak periods on weekdays | Removed Trips |
| 232 | Suspend all service | Route Suspended |
| 237 | Suspend all service | Route Suspended |
| 249 | Adjust weekday headways to improve consistency of trip spacing | Route Revision |
| 249 | Return to original pathway with the first/last stop at Redmond Technology Station Bay 4 | Route Revision |
| 255 | Reduce to half hourly service for night period on weekdays | Removed Trips |
| 268 | Suspend all service | Route Suspended |
| 301 | Suspend all service | Route Suspended |
| 304 | Suspend all service | Route Suspended |
| 320 | Suspend all service | Route Suspended |
| 342 | Suspend all service | Route Suspended |
| 345 | Delete three inbound and three outbound trips | Removed Trips |
| 893, 895 | Begin service for the Lake Washington School District routes for the 2023-2024 school year; adjust schedules to accommodate earlier bell time | Route Revision |
| H Line | Bay assignment change at the Burien Transit Center | Route Revision |

King County
METRO

King Street Center, KSC-TR-0415
201 S. Jackson St
Seattle, WA 98104

206-553-3000  Relay: 711
www.kingcounty.gov/metro

## King County Metro

# Service Guidelines

November 17, 2021

King County
METRO
*Moving forward together*

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# Introduction

Metro uses the Service Guidelines to evaluate, design, and modify transit services to meet changing needs and deliver efficient, high-quality service. The updated guidelines reflect key elements of the King County Strategic Plan, Equity and Social Justice Strategic Plan, and Strategic Climate Action Plan. These plans envision a community that gives all people equitable opportunities to thrive, that confronts climate change by cutting greenhouse gas emissions, and that engages priority populations in achieving climate justice and mobility for all. For Metro, that means building a regional, innovative, and integrated mobility network that is safe, equitable, and sustainable. This system will contribute to healthy communities, a thriving economy, and a sustainable environment.

Priority populations are people who are Black, Indigenous, or of color; have low or no income; are immigrants or refugees; have disabilities; or are linguistically diverse.

The guidelines help make sure that decision-making and recommendations to policy makers are objective, transparent, and aligned with King County's goals for public transportation. 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, its long-range plan.[1] Many terms used in this document are defined in Technical Report A: Glossary, separate from the Service Guidelines.

The Service Guidelines establish criteria and processes that Metro uses to analyze and plan changes to the transit system. The guidelines are divided into these three sections:

## Evaluating Existing Services

This section describes how Metro will evaluate and report on the performance of bus and DART[2] routes. For flexible services and water taxi, see Planning Flexible Services and Planning Marine Services in the Planning and Developing Service section.

## Adding, Reducing, and Restructuring Service

This section sets targets for system growth by assessing the market potential of existing and planned routes in Metro's bus network using factors of land use, equity, and geographic value.

[1] See details in Metro's Strategic Plan for Public Transportation 2021-2031.

[2] DART, or Dial-a-Ride Transit, routes provide fixed-route service and have the ability to deviate from their fixed routing in lower-density areas.

This section also establishes the priority order in which service will be added or reduced depending on available resources, and it includes guidelines for when and how Metro restructures service.

### Planning and Developing Service

This section provides qualitative and quantitative guidelines for designing transit services and the overall Metro system.

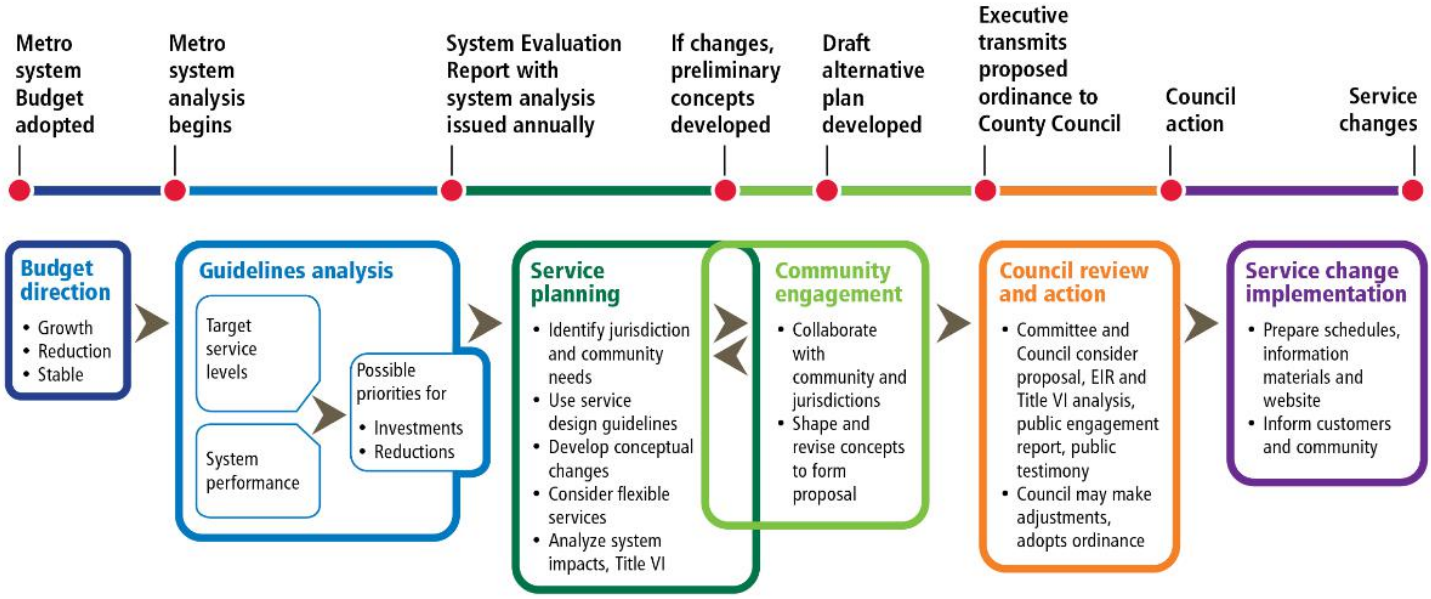
This section also describes how Metro works with the community and stakeholders to plan and to develop partnerships that improve and expand service.

## HOW THE GUIDELINES ARE USED

Metro uses the Service Guidelines continuously to review and develop changes to the transit system. Performance information and investment priorities are published in an annual System Evaluation Report that is transmitted to the King County Council and made available to the public.

Metro uses the results of this evaluation, as well as guidelines concerning service design and flexible services, to develop service change proposals. This is one step in a planning process that starts with the adoption of Metro's budget and results in changes to transit service, as shown in Figure 1.

**Figure 1 The Service Planning Process**



# HOW THE GUIDELINES WERE CREATED AND HOW THEY HAVE CHANGED

The King County Council first adopted the Service Guidelines in 2011,[3] following the work of the 2010 Regional Transit Task Force. In 2015, the County formed the Service Guidelines Task Force to develop recommendations on further changes to the Guidelines. Council adopted updated Service Guidelines in 2016.[4]

Metro has produced annual performance evaluations each year since the guidelines were adopted. The annual report, now called the System Evaluation Report, has grown from an initial focus on bus service performance to include reporting on flexible and marine services.

- In 2019, the King County Council directed Metro to develop a framework for the equitable and sustainable implementation of mobility services. Metro engaged with an Equity Cabinet, a group of 23 community leaders representing priority populations, to co-create the "Mobility Framework." The Framework included 10 guiding principles and recommendations for achieving a regional mobility network that is innovative, integrated, equitable, and sustainable. Engagement with community advocates, elected officials, jurisdictions, employers, and other regional partners also informed the Mobility Framework.
- The King County Council adopted a summary of the Mobility Framework's recommendations in March 2020. The summary indicated that Metro would update its policies to align with the Mobility Framework's guiding principles and recommendations.
- The 2021 update to Metro's Service Guidelines includes substantial changes to incorporate a stronger focus on advancing equity and addressing climate change, as outlined in the Mobility Framework's recommendations and guiding principles.

# FUTURE GUIDELINES

When policymakers and Metro created the Service Guidelines, they intended it to be a living document. Regular updates were required by the ordinance approving the guidelines. Updates to the guidelines will continue to be considered along with updates to the Strategic Plan for Public Transportation 2021-2031 and Metro Connects.

[3] Ordinance 17143

[4] Ordinance 18301

# Evaluating Existing Fixed Route Services

Metro regularly monitors and manages the performance of the transit system to determine if service changes should be made to meet community needs. Metro evaluates all fixed-route service (bus and DART) annually, measuring ridership, productivity, passenger loads, and reliability. The results are published in an annual System Evaluation Report. (Measures used to monitor performance of flexible and marine services are outlined in the Planning and Developing Services section of this report.)

**Table 1 Performance Measures for Fixed-Route Service**

| Type of Measure | Measures Used |
|---|---|
| **Ridership** | Average daily ridership |
| **Productivity** | Rides per platform hour |
| | Passenger miles per platform mile |
| **Passenger loads** | Average of maximum load per trip |
| **Reliability** | Trips arriving more than 5 minutes late at a time point |
| **Equity** | Equity Prioritization Score |
| | Opportunity Index Score |

## Measuring Ridership and Productivity

Metro measures ridership and productivity to identify services where performance is strong or weak, to determine if they are candidates for addition, reduction, or restructuring for each service family.

Ridership is measured by counting the average number of riders daily for each route on weekdays, Saturdays, and Sundays.

Productivity is measured by counting the average number of riders daily relative to the amount of service provided. Two measures are used:

- **Rides per platform hour** measures the number of riders who board a transit vehicle relative to the total number of hours that a vehicle operates (from leaving the base until it returns).
- **Passenger miles per platform mile** measures the total miles riders travel on a route relative to the total miles that a vehicle operates (from leaving the base until it returns).

The two productivity measures reflect the different values that services provide in the transit system. Routes with a higher number of riders getting on and off relative to the time the bus is in operation perform well on the rides-per-platform-hour measure. Routes with full and even loading along the route perform well on the passenger-miles-per-platform-mile measure.

Metro has classified routes into three service families based on the primary market served as well as other characteristics of service described below. These service families enable Metro to compare the performance of routes with similar services to reflect the different land uses and purposes of service throughout the county.

- **Urban** routes serve the regionally designated Regional Growth Centers of Seattle Downtown, First Hill/Capitol Hill, South Lake Union, the University District, and Uptown. These areas have the highest densities in the county, the highest historical transit use, and the highest market potential for transit.
- **Suburban** routes serve cities throughout King County or serve Seattle but do not connect to the centers listed above.
- **Rural and DART** routes serve lower-density areas. Rural routes serve as connectors between rural communities and between rural communities and larger cities. They are defined as having at least 35 percent of their route outside the urban growth boundary. DART routes provide fixed-route service and have the ability to deviate from their fixed routing in lower-density areas.

Performance thresholds have been established for peak, off-peak, and nighttime periods and for urban, suburban, and rural/DART service families for each of the two performance measures. Low performance is defined as route productivity that ranks in the bottom 25 percent of all routes within a service family and time period. High performance is defined as route productivity in the top 25 percent.

Fixed-route services in the bottom 25 percent on both route productivity measures are the first candidates for potential reduction if service must be reduced. However, reduction of these routes is not automatic; other factors are considered as well. More detailed information about reduction planning is available on page 15.

Fixed-route transit services that have very low productivity likely have an adverse impact on climate change. Metro found that fixed-route transit services with very low productivity, less than 10 rides per hour, likely emit more greenhouse gasses than if all of those passengers drove vehicles for their trips. These routes would be candidates for potential changes in service type. For example, fixed route bus service may transition to a DART route. Routes with this level of very low productivity are identified in the annual System Evaluation report as candidates for potential changes in service type.

# Measuring Passenger Loads

Metro uses two separate measures of passenger loads: number of passengers compared to space on the bus; and the amount of time the bus has a standing load (standing load time).

A passenger load threshold for overcrowding is calculated for each trip, based on the characteristics of the bus type scheduled for the trip. This threshold is determined by:

- The number of seats on the bus, plus
- The number of standing people that can fit on the bus, when each standing person is given no less than four square feet of floor space.

A trip's standing load time is determined by measuring the amount of time that the number of passengers on the bus exceeds the number of seats.

Poor performance is defined as when the average maximum load of a trip exceeds its passenger load threshold, or when a trip has a standing load for more than 20 minutes. Passenger loads are averaged on a per trip basis using counts from an entire service change period, usually a period of about six months. Trips will be identified as overcrowded if they have average maximum passenger loads higher than the passenger load threshold for the entire service change period. Routes with overcrowded trips are candidates for investment.

# Measuring Schedule Reliability

Service will adhere to published schedules, within reasonable variance. Metro defines "on time" as arrival at a designated point along a route that is no more than five minutes later or one minute earlier than the scheduled arrival time. A route is defined as unreliable if it operates late more than 20 percent of the time.

For some RapidRide and very frequent services, Metro measures reliability of service based on the consistency of headways—the time between buses—rather than the schedule. This way of measuring reliability better reflects how customers use these services and assess reliability. When headways are seven minutes or less, a bus is considered on time when it comes within two minutes of the intended headway. When headways are between eight to 15 minutes, a bus is considered on time when it comes within three minutes of the intended headway. These routes are defined as unreliable if they are fall outside the headway range more than 20 percent of the time. These performance measures, thresholds, and management techniques may be revised as part of ongoing projects.

Routes identified as unreliable are candidates for investments.

# Measuring Equity

Equity factors show how well a route serves equity priority areas, which are areas where historically underserved populations are concentrated, as identified in the Mobility Framework and Metro's 2021-2031 Strategic Plan. This ensures that transit service growth needs consider equity. Equity priority areas are identified using equity priority area scores (EPAS), which use demographic information for the census block groups in which each bus stop is located. These EPAS scores are described in more detail in the "Setting Target Service Levels" section of the Service Guidelines. EPAS scores will be made available to community members or jurisdiction staff or officials upon request.

Each bus route receives two route-level equity scores to measure how well the route serves equity priority areas: the equity prioritization score (EPS) is calculated based on the average of the route's equity prioritization area scores; and the opportunity index score (OIS) is calculated based on the percentage of stops along a route that have the highest equity priority area score. These route-level equity scores are used to help prioritize service investments and reductions and will be included in the annual System Evaluation report.

# Adding, Reducing, and Restructuring Service

## DEFINING SERVICE CHANGES

### Regular Service Changes

Metro revises fixed-route service twice a year, in spring and fall. In rare cases of emergency or time-critical construction projects, Metro may make changes at other times.

Proposed route changes are subject to approval by the King County Council except as follows (per King County code 28.94.020):

- Any single change or cumulative changes in a service schedule which affect the established weekly service hours for a route by 25 percent or less.
- Any change in route location which does not move the location of any route stop by more than 1/2 mile.
- Any changes in route numbers.

The annual System Evaluation Report includes a comprehensive list of the prior years' service changes. It identifies and discusses service changes that addressed performance-related issues.

Flexible and marine services are not guided by the same sections of code, and some changes on these modes may be implemented at times outside of Metro's twice-yearly changes. More information about flexible and marine service changes is available in the Planning and Designing Service section.

### Emergency Service Changes

In the rare instance of a countywide emergency, Metro will develop situation-specific policies and adjustments to transit services. Different emergencies require different responses, so flexibility is needed to immediately change service in response to emergencies. This is consistent with King County code 28.94.020 2.a. which reads:

> *…if, in the opinion of the director, an emergency exists that requires any change to established routes, schedules or classes of service, the director may implement such a change for such a period as may be necessary in the director's judgment or until such a time as the council shall establish by ordinance otherwise. Such changes that the director*

*intends to be permanent shall be reported in writing to the chair of the council.*

# ADDING SERVICE

Metro invests in fixed-route service in the following order using the Service Guidelines:

1. Crowding
2. Reliability
3. Service growth

## Priority 1: Crowding

Metro's first investment priority is to address consistent crowding identified using the passenger load measures described in the Evaluating Existing Fixed-Route Services section. Routes that are consistently overcrowded have a negative impact on riders and discourage them from using transit. Overcrowded buses may pass up riders waiting at stops, and often run late because it takes longer for riders to board and get off at stops.

Routes with overcrowded trips or standing loads for more than 20 minutes are candidates for investment. They are analyzed in detail to determine appropriate actions to alleviate overcrowding. Actions can include assigning a larger vehicle to the trip, adjusting the spacing of trips, and adding trips.

If funding is not available to address all crowding needs, investments that address where crowding is most severe and advance equity will be given priority.

## Priority 2: Reliability

Metro's second investment priority is to address services that are consistently unreliable, as described in the Evaluating Existing Fixed-Route Services section. Consistently late routes might cause passengers to stop using transit.

Routes that operate late more than 20 percent of the time are candidates for investment. Reliability improvements can take several forms, including adding time to schedules to match slower operating conditions, changing route design, or seeking physical or traffic operation improvements. Speed and reliability improvements can include investments such as business access and transit lanes, queue jumps, transit signal priority, and other transit priority treatments. These improvements are often preferable to adding time to schedules. They improve travel time for customers rather than matching schedules to slower travel times, and they increase the efficiency of service hours.

If funding is not available to address all reliability needs, investments that impact the most riders, address where lateness is most severe, and advance equity will be given priority.

# Priority 3: Service Growth

Metro's third investment priority is to grow transit countywide. Metro Connects envisions service growth throughout King County that is captured in a more near-term interim network and a 2050 network. The Service Guidelines identify candidate routes for investment in the interim network as well as the existing transit network. Metro will update the guidelines for investing in the 2050 network as it gets closer to that time or more fully implements the interim network.

Service that exists today does not always have an equivalent in the Metro Connects networks. Metro will evaluate the existing service until a service restructure triggers consideration of network adjustments to fully integrate the Metro Connects interim network. Where Metro Connects envisions service where none exists today, the routes from Metro Connects will be evaluated as a service growth need. Areas where Metro Connects shows all-day service where there is peak-only service today will also be evaluated as a service growth need. See page 16 for more information about restructuring service. For information in growing flexible services and water taxi, see Planning Flexible Services and Planning Marine Services.

## Identifying Service Growth Needs

Metro projects future service needs and sets target service levels in the annual System Evaluation Report. The target service levels are the highest levels suggested by either 1) the service guidelines growth methodology, which uses the factors of land use, equity and geographic value as described below or 2) the service levels envisioned in the Metro Connects interim network.

In rare instances, existing service levels may be higher than the target service levels determined using the service growth methodology or envisioned in Metro Connects. This could occur if extra trips were added to overcrowded routes or if a partner has funded more service on a route. In these instances, Metro sets the target service level at existing service levels. Metro will evaluate the impact of partner-funded service on investments for service growth to ensure that Metro investments are consistent with Service Guidelines policies.

## Setting Target Service Levels

Land use, equity, and geographic value are described below as part of the service growth methodology, which is used to develop target service levels in cases where this analysis envisions higher levels of the service than the Metro Connects interim network.

**Table 2 Factors Used to Determine Growth Needs**

| Factor | Weighting | Purpose | Measures |
|---|---|---|---|
| Land use | 50% (20 points) | Support areas of higher employment and household density<br>Support areas with high student enrollment<br>Support function of park-and-rides in the transit network | (1) Households within ¼ mile<br>(2) Park-and-ride stalls within ¼ mile |
| | | | (1) Jobs within ¼ mile<br>(2) Low income jobs within ¼ mile<br>(3) Enrolled students at high schools and colleges within ¼ mile |
| Equity | 25% (10 points) | Serve communities where needs are greatest | Equity prioritization score |
| Geographic value | 25% (10 points) | Provide appropriate service levels throughout King County for connections between all centers | (1) Connection between regional growth centers<br>(2) Connection between activity centers<br>(3) Connection between manufacturing/industrial centers |

- **Land use factors** demonstrate the potential demand for transit along a route using several measures. Metro uses these factors because areas where many people live, work, or go to school have high potential transit demand. This can help advance equity by moving more people, including priority populations. The addition of a low-income jobs metric to the land-use score increases the emphasis on routes that provide access to low-income employment centers. Points assigned range from four and 20. Households and park-and-rides receive between two and 10 points. Jobs, low-income jobs, and students receive between two and 10 points. Overall, land use makes up 50 percent of the total score in setting target service levels.
- **Equity factors** show how well a route serves areas where historically underserved populations are concentrated, as identified in the Mobility Framework and Metro's 2021-2031 Strategic Plan. This ensures that transit service growth needs consider equity. Each route is given an equity prioritization score, which measures how well a route serves equity priority areas.[5] Each stop is given the equity priority area score, from one through five, of the block group in which it is located. Equity priority areas are based on a composite of demographic criteria and variable weighting, shown in Table 3. The weighting is consistent with King County's equity strategy and assigns a higher variable weight to race and income.[6] The equity prioritization score is the average equity priority area score for all stops along a route. This score is used to assign points, which range from zero to 10, and account for 25 percent of the total score in setting target service levels. Routes that have

[5] Equity priority areas are the basis for multiple equity factors in adding, reducing, and restructuring service. The equity prioritization score uses the equity priority area score for all block groups served by a route, while the Opportunity Index Score is based on the percentage of a route's stops in block groups with an equity priority area score of five, the highest score. For more information, see the Reducing Service section.

[6] This methodology was produced in partnership with the King County Office of Equity and Social Justice.

higher equity prioritization scores receive more points than routes with lower equity prioritization scores.

"Equity priority area" is defined as an area with a high proportion of priority populations as defined in the Mobility Framework, which includes measures of communities of color, low or no income population, disabled population, foreign born population, and population with limited English proficiency.

**Table 3 Composite of Demographic Criteria and Weighting**[7]

| Priority Population Metric | 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% |

- **Geographic value factors** establish how well a route supports connections and service to transit activity centers, regional growth centers, and manufacturing/industrial centers throughout King County. All connections between centers are important and are given value in this process. King County centers are described in Technical Report A: Centers of King County. Points assigned range from two and 10 points and account for 25 percent of the total score in setting target service levels. Routes that have more service, lower travel times, and are the primary connection between centers will receive more points than routes with less service and longer travel times.

## Service Types

Metro's services are categorized by the level of service they provide. Different levels of service are targeted to different routes. Service levels are primarily defined by the frequency and span of service they provide. Table 4 shows the typical characteristics of each service level. Some services may fall outside the typical frequencies, depending on specific conditions in the route served.

The creation of transit-supportive land uses is critical for the long-term success of transit and for advancing equity and addressing climate change. To help jurisdictions plan for transit service, more information about land uses that support each service level is provided in Table 5.

[7] Equity priority area scores use a weighted method based on the population data provided in US Census Block Groups. A Census Block Group is a geographical unit used by the United States Census Bureau. It is the smallest geographical unit for which the bureau publishes sample data.

**Table 4 Summary of Typical Service Types**

| Service Growth Score | Service Level | Service Level: Frequency (minutes between trips) and Time Period | | | | Days of Service | Daily Hours of Service |
|---|---|---|---|---|---|---|---|
| | | Peak | Off-peak | Night | Weekend | | |
| 31-40 | Very frequent/ RapidRide | <= 10 minutes | <= 15 minutes | <= 15 minutes | <= 15 minutes | 7 days | 16-24 hours |
| 21-30 | Peak frequent | <= 15 minutes | <= 30 minutes | <= 30 minutes | <= 30 minutes | 7 days | 16-24 hours |
| 11-20 | Local | <= 30 minutes | <= 30 minutes | <= 60 minutes | <= 60 minutes | 5-7 days | 12-18 hours |
| <11 | Hourly | <= 60 minutes | <= 60 minutes | -- | -- | 5 days | 8-12 hours |
| -- | Peak-only | 8 trips/day minimum | -- | -- | -- | 5 days | Peak |
| -- | Flexible services | Determined by demand and collaborative community process | | | | | |

### *The Service Level and Land Use Connection*

Demand for transit service is linked to the land uses near transit service. More homes, jobs, schools, and other activities (origins and destinations) with access to transit increase the number of potential riders. As a result, the number of transit trips increases. Aligning transit service levels with land use has many benefits for local communities and helps King County realize its economic, environmental, and equity goals. Four characteristics that support transit demand include:

- **Density:** More people and activities in an area increase the number of potential riders.
- **Mix of uses:** More types of uses in an area increase the number of potential origins and destinations, such as home, work, school, shopping, medical, and transit connections, at all times of day.
- **Connections:** More compact development with good multimodal connections for walking and biking increases access to nearby transit service.
- **Transit supportive policies and programs:** These might include zoning changes, affordable housing incentives, and removal of parking requirements. Policies and programs in a corridor or subarea can support the development of equitable transit-oriented communities, improve access for all people—particularly historically disadvantaged communities and people of color—and increase the number of potential riders. These would be consistent with Metro's Equitable Transit-oriented Communities policy.

Aligning service levels with land use helps ensure transit service is productive and supports the demand for service. Local jurisdictions can improve transit service levels and increase demand by using the four land-use characteristics above. Examples of actions they can take include:

- Rezoning land within walking distance of transit routes to allow for higher densities
- Rezoning land within walking distance of transit routes to allow more types of uses
- Establishing policies and programs to increase the amount of affordable housing and reduce the displacement of existing residents near transit service (e.g. affordable housing incentives)
- Removing or lowering parking minimums for new development near transit service
- Improving street and sidewalk connections around bus stops and corridors.

Table 5 outlines how Metro's service types relate to the surrounding land use characteristics. While each route will have its own characteristics, areas served by these types of bus service should strive to meet the guidelines in Table 5.

**Table 5 Service Types Related to Land Use Characteristics**

| Service Type | Density | Mix of Uses | Connections | Policies and Programs |
|---|---|---|---|---|
| **RapidRide and very frequent** | >20 Pop + Jobs/Acre | Many land use types and destinations, including regional centers | High degree of multimodal connections, including major transportation connections | Transit supportive policies and programs in place |
| **Peak frequent** | >15 Pop + Jobs/Acre | Moderate mix of land use types and destinations, including countywide centers | Good multimodal infrastructure and connections | Transit supportive policies and programs in place |
| **Local** | <15 & >5 Pop + Jobs/Acre | Primarily one type of use, such as residential | Adequate multimodal infrastructure and connections | Some or no transit supportive policies or programs in place |
| **Hourly** | <10 Pop + Jobs/Acre | Primarily one type of use, such as residential | Adequate or limited multi-modal infrastructure and connections | Some or no transit supportive policies or programs in place |
| **Peak-only** | Peak-only service provides limited stop connections to regional centers, typically during peak periods. | | | |
| **Flexible services** | Flexible services provide local and feeder-to-fixed-route service in areas with low to moderate land use density or limited connectivity. | | | |

## Prioritizing Investments

The identified needs for service growth will far exceed Metro's ability to grow service in any given year or budget period. For this reason, Metro will set priorities among the future service needs using three factors in the following order:

1. Equity
2. Land use
3. Geographic value

Each route's score for the three factors is used to set the priority order for future investments. The scores for routes will be updated each year to reflect changes in demographics, land use, and connections. Metro may not fully invest in a route before moving on to the next prioritized route, but will plan to invest in the future as resources become available in each biennium. Metro developed this prioritization as the best way to advance its values of advancing equity and addressing climate change. The priorities respond to the Mobility Framework and feedback from the Equity Cabinet, regional elected officials, community stakeholders, and others.

# REDUCING SERVICE

When Metro must reduce service, the guidelines help identify the services to be reduced. However, the guidelines are only a starting point. Metro also considers other factors including community input, opportunities to achieve system efficiencies and to simplify the network through restructures, and the potential for offering flexible services. (Guidelines for reducing flexible and marine services are discussed separately in the Planning and Developing Service section.)

Some factors that Metro considers when reducing service include:

- **The relative impacts to all areas of the county to minimize or mitigate significant impacts in any one area.** Metro seeks to balance reductions throughout the county so that no one area experiences significant negative impacts beyond what other areas experience.
- **Ways to minimize impacts through restructuring service.** Metro considers restructuring service to make it more efficient and equitable. By consolidating service to eliminate duplication, and by closely matching service with demand, Metro may be able to provide needed trips at reduced cost and minimize impacts on riders. Metro also considers potential adjustments to fixed-route service in order to reduce the impact of service reductions on riders. If adjustments to fixed-route service will not likely result in productive service, Metro may consider flexible service as an alternative to low-productivity fixed-route service if it is likely to result in significant cost savings and be successful based on evaluation criteria and considerations outlined in the "Planning Flexible Services" section.
- **The identified investment need on routes.** While no route or area is exempt from change during a large-scale system reduction, Metro will try to avoid reducing service on routes that are high priorities for investment and included in the Metro Connects interim network.

- **Preservation of last connections.** Metro serves some urbanized areas of east and south King County that are surrounded by rural land. Elimination of all service in these areas would significantly reduce the coverage Metro provides. Preservation of last connections will ensure that Metro continues to address mobility needs throughout King County.
- **Route productivity.** Metro uses two measures to determine the productivity of each route: rides per platform hours measures the number of riders who board a transit vehicle relative to the total number of hours that a vehicle operates; and passenger miles per platform mile measures the total miles riders travel on a route relative to the total miles that a vehicle operates. Routes' productivity measures are organized into three service families (urban, suburban, and rural/DART) and three time periods (peak, off-peak, and nighttime). Low performance is defined as route productivity that ranks in the bottom 25 percent of all routes within a service family and time period.
- **Equity needs.** Metro will consider route-level Opportunity Index Scores as it sets priorities for potential service reduction. Opportunity Index Scores are a quintile ranking based on the percentage of stops along a route that serve block groups with an equity priority area[8] score of five. This will help ensure that Metro continues serving areas where needs are greatest. Routes that have the highest percentage of stops within the highest priority areas are given a score of five. Routes that have the lowest percentage of stops within the highest priority areas are given a score of one. Metro will also use information about physical community assets[9] to help ensure it provides service to important places throughout the county. More information on how Opportunity Index Scores are used is below.

# Reduction Priorities

Priorities for reduction are listed in Table 6. Productivity and equity measures are used to prioritize candidates for service reduction. Routes with low performance on the productivity measures, and specifically those that also have low equity scores, are generally the first to the prioritized for reduction. Within all priorities, Metro ensures that equity is a primary consideration in any reduction proposal, complying with all state and federal regulations.

The priority list is intended to address reductions to multiple trips within a time period, cuts to all service in a time period, or deletion of routes. Individual low-performing trips may also be considered for reductions outside of the priority list.

[8] For more information on how equity priority area scores are determined, see the Adding Service section.

[9] Community assets include places such as schools, grocery stores, and cultural centers.

**Table 6 Factors and Prioritization Used to Identify Service Reductions Candidates**

| Priority | Factors |
|---|---|
| 1 | Routes within the bottom 25% on both productivity measures and with Opportunity Index Scores of 3 or less |
| 2 | Routes within the bottom 25% on both productivity measures and with Opportunity Index Scores of 4 or 5 |
| 3 | Routes within the bottom 25% on one productivity measure and with Opportunity Index Scores of 3 or less |
| 4 | Routes within the bottom 25% on one productivity measure and with Opportunity Index Scores of 4 or 5 |
| 5 | Routes within the bottom 50% on one or both productivity measures and with Opportunity Index Scores of 3 or less |
| 6 | Routes within the bottom 50% on one or both productivity measures and with Opportunity Index Scores of 4 or 5 |

# RESTRUCTURING SERVICE

Service restructures or service redesigns are projects that make coordinated changes to multiple routes and services within a large area, consistent with the service design criteria in this document. A variety of circumstances may prompt restructures. In general, they are done to improve the efficiency and effectiveness of the transit system and to better integrate with the regional transit network, including light rail and bus rapid transit expansions. Restructures may result in the modification, addition, and deletion of services. Any changes that exceed Metro's administrative authority must be approved by the King County Council as part of a service change ordinance per King County Code Section 28.94.020.

Reasons Metro may restructure service include:

## Major Transportation Network Changes

- Partner agencies initiate extension or enhancement of services such as Link light rail, Stride bus rapid transit (BRT), Sounder commuter rail, and Regional Express bus services.
- Metro's RapidRide BRT network is expanded, partner or grant resources are available for investment, or Metro introduces a significant new service.
- Multiple transit services overlap or provide similar connections.
- Major projects such as highway construction or the opening of new transit centers, park-and-rides, or transit priority pathways affect Metro's service.

## Mismatch Between Service and Ridership

- There may be places where the transit network does not reflect current travel patterns.

- A route may serve multiple areas with significantly different demand characteristics.
- There are opportunities to consolidate or reorganize service so that higher rider demand can be met with improved service frequency and fewer route patterns.
- There are opportunities to serve new areas where development or land use has changed significantly.

# Major Development or Land Use Changes

- Construction of a large-scale development, new institutions such as colleges or medical centers, or significant changes in the overall development of an area may occur.

All project areas are different. Metro will develop area-specific goals and strategies for each restructure with affected jurisdictions, partner agencies, and community stakeholders. Common goals for all restructures include:

- Improve mobility for historically disadvantaged populations
- Inform, engage, and empower current and potential customers in decision-making
- Move toward Metro's long-range vision, Metro Connects
- Deliver integrated service that responds to changes community needs and the transit network, such as connections to high-capacity transit services
- When under stable or growing resource scenarios, provide service connections, frequencies, travel times, and span at least similar to existing Metro service unless community-defined priorities in the project area suggest different service characteristics that will better meet their needs
- Increase transit ridership and productivity to reduce greenhouse gas emissions in the county, and potentially reduce services where transit is not providing a net reduction of emissions over car travel
- Focus frequent service on the service segments with the highest ridership
- Improve transit access to opportunities and address unmet needs of priority populations
- Create convenient opportunities for customers to transfer between services

Metro may refine a restructure project area based on feedback from community stakeholders, affected jurisdictions, and partner agencies. Equity priority areas will be identified within each restructure project area.

### *Data Considered for Service Restructures*

When considering restructures, Metro evaluates data including but not limited to:

- Current and expected future travel patterns
- Service in equity priority areas, compared to the rest of the restructure area
- Existing housing, jobs, and other generators of ridership and the location and density of permitted future development
- Passenger capacity of routes relative to projected ridership
- The cost of added service to meet projected ridership demand relative to cost savings from reductions of other services.

As part of the process of developing a proposed service restructure, Metro will provide a description of all transit services in the project area, both before and after the proposed restructure. This will give jurisdictions, community members, riders, and other stakeholders a clear indication of the transit services that are currently available and that are proposed to be available after the restructure, whether those services are provided by Metro, Sound Transit, or another transit partner. In some instances, Sound Transit or another agency's service may fully or partially replace an existing Metro service and thereby potentially free up Metro service hours to be deployed elsewhere. For example, a Link light rail extension or a new Sound Transit or another agency's service that will offer an option that can replace all or a portion of a Metro route, meeting the standard of duplicative service as defined in the "Route Spacing and Duplication" subsection of the "Planning and Designing Service" section of this document, may make Metro service hours available for redeployment.

If Metro can meet the goals outlined above and have service hours left over, it may redeploy service hours from services replaced by other agencies. By doing so, Metro could meet countywide needs according to the service investment priorities outlined in this document. This approach aligns with guidance in Metro's Strategic Plan and will help the County advance equity, address climate change, and build toward the Metro Connects system.

Metro will describe how the restructure goals have been met and the progress toward achieving the long-range vision of Metro Connects. After a service restructure, Metro will regularly evaluate the resulting transit services as part of the ongoing management of Metro's transit system.

# EVALUATING EQUITY IMPACTS

When Metro is making major service changes, it conducts a Title VI analysis in compliance with federal regulations. Title VI of the Civil Rights Act of 1964 requires all transit agencies to evaluate major service change impacts on minority and low-income populations. This analysis determines whether changes have adverse effects, disparate impacts, or disproportionate burden, as defined below. Metro also conducts an Equity Impact Review, described further below.

# Federal Title VI Analysis

## Adverse Effect of a Major Service Change

For the Title VI analysis, an adverse effect of a major service change is defined as a reduction of 25 percent or more of the transit trips serving a census tract or 25 percent or more of the service hours on a route.

## Disparate Impact Threshold

For the Title VI analysis, a disparate impact occurs when a major service change results in adverse effects that are significantly greater for minority populations than for non-minority populations. Metro has set this threshold for determining a disparate impact: when the percentage of routes or tracts adversely affected by a major service change and classified as minority is 10 or more percentage points higher than the percentage of routes or tracts classified as minority in the system as a whole. If Metro finds a disparate impact, it will consider modifying the proposed changes to avoid, minimize, or mitigate the disparate impacts of the proposed changes.

Metro will measure disparate impacts by comparing changes in the number of trips serving minority or non-minority census tracts, or by comparing changes in the number of service hours on minority or non-minority routes. Metro defines a minority census tract as one in which the minority population percentage is greater than that of the county as a whole. For regular fixed-route service, Metro defines a minority route as one for which the percentage of inbound weekday boardings in minority census tracts is greater than the average percentage of inbound weekday boardings in minority census tracts for all Metro routes.

## Disproportionate Burden Threshold

For the Title VI analysis, a disproportionate burden occurs when a major service change results in adverse effects that are significantly greater for low-income populations than for non-low-income populations. Metro has set this threshold for determining a disproportionate burden: when the percentage of routes or tracts adversely affected by a major service change and classified as low-income is 10 or more percentage points higher than the percentage of routes or tracts classified as low-income in the system as a whole. If Metro finds a disproportionate burden, it will consider modifying the proposed changes to avoid, minimize or mitigate the disproportionate burden of the proposed changes.

Metro will measure disproportionate burden in two ways. One is by comparing changes in the number of trips serving low-income or non-low-income census tracts. The other is by comparing changes in the number of service hours on low-income or non-low-income routes. Metro defines a low-income census tract as one in which the percentage of a low-income population is greater than that of the county as a whole. For regular fixed-route service, Metro defines a low-income route as one for which the percentage of inbound weekday boardings in low-income census tracts is greater than the average percentage of inbound weekday boardings in low-income census tracts for all Metro routes.

# King County Equity Impact Review

When Metro makes major service changes, it will conduct an in-depth, project-specific equity analysis using the most current data analysis tools and information. The Equity Impact Review (EIR) process merges empirical (quantitative) data and community engagement findings (qualitative) to inform planning, decision-making, and actions that affect equity. Each project will establish equity-focused goals to guide service planning, scenario development, and engagement—a process derived from the County's Equity and Social Justice Strategic Plan. The goals should target specific outcomes for the project, trade-offs, and accountability to equity and social justice in the planning and decision-making processes. The project team will analyze quantitative and qualitative data to measure the project's success in meeting the established goals. The Equity Impact Review is designed to be an iterative and evolving process; as new methods and data become available, the EIR process will find ways to consider new information.

# Planning and Designing Service

## DEVELOPING SERVICE

Metro uses the following service design guidelines to develop transit routes and services. Based on industry best practices for designing service, these guidelines help Metro enhance transit operations and improve the rider experience. The guidelines include both qualitative considerations and quantitative standards for comparing and measuring specific factors.

### 1. Network Connections

Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail lines, commuter rail lines, and other modes. Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency. Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.

### 2. Multiple Purposes and Destinations

Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands. Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.

### 3. Easy to Understand

A simple transit network is easier for riders to understand and use than a complex network. Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served. Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.

### 4. Route Spacing and Duplication

Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile. Studies show that riders are often willing to walk up to 1/4 mile, or further for frequent service. Services may overlap or be more

closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.

Routes are defined as duplicative in the following circumstances:

- Two or more parallel routes operate less than 1/2 mile apart for at least one mile, excluding operations within a regional growth center or approaching a transit center where pathways are limited, or
- A rider can choose between multiple modes or routes connecting the same origin and destination at the same time of day.

Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service. For frequent service, locations within ½ mile of a stop or station should be considered as having access. For all other services, locations within ¼ mile of a stop or station should be considered as having access. These measures are important because they indicate what percent of King County residents could potentially reach transit service within a 5- to 10-minute walk.

# 5. Route Directness

A route that operates directly between two locations is faster and more attractive to riders than one that takes a circuitous path. Circulators or looping routes do not have competitive travel times compared to walking or other modes of travel, so they tend to have low ridership and poor performance. Some small loops may be necessary to turn the bus around at the end of routes and to provide supplemental coverage, but such extensions should not diminish the overall cost-effectiveness of the route. Directness should be considered in relation to the market for the service. Where a route deviates away from its major path to serve a specific destination, the delay to riders on board the bus should be considered in relation to the ridership gained on a deviation. Deviations may be used when the delay is less than 10 passenger minutes per person boarding or exiting the bus along the deviation.

$$\frac{Rider\ Traveling\ Through\ \times Minutes\ of\ Deviation}{Boardings\ and\ Alightings\ Along\ Deviation} \leq 10\ Minutes$$

# 6. Bus Stop Spacing

Bus stops should be spaced to balance the goals of facilitating transit access, enabling fast and reliable service, and concentrating Metro maintenance and capital resources. Siting stops closer together reduces the distance customers travel to reach transit service. Siting stops further apart increases the speed of service and improves the consistency of arrival times. Greater stop spacing also concentrates ridership at fewer stops, decreases the cost of improving stop amenities for more riders, and minimizes maintenance costs. Metro's desired stop spacing, shown in Table 7, balances these competing needs.

**Table 7 Bus Stop Spacing by Service Type**

| Type of Service | Desired Spacing |
|---|---|
| RapidRide | 1/3–1 mile, depending on context |
| All other services | 1/4 mile |

Portions of routes that operate in areas where riders cannot access service, such as along freeways or limited-access roads, are excluded when calculating average stop spacing. Additional considerations for bus stop spacing include transfer points, traffic signals, pedestrian facilities, topography, passenger amenities, and major destinations.

# 7. Route Length and Neighborhood Route Segments

A bus route should be long enough to provide useful connections for riders and to be more attractive than other travel modes. A route that is too short will not attract many riders, since the bus travel and wait time might not compete with the time it takes to walk. Longer routes offer the opportunity to make more trips without a transfer, resulting in increased ridership and efficiency. However, longer routes may also have poor reliability because travel time can vary significantly from day to day over a long distance.

In some places, routes extend beyond regional growth centers and transit activity centers to serve less dense residential neighborhoods. Where routes operate beyond centers, ridership should be weighed against the time spent serving neighborhood segments, to ensure that the service level is appropriate to the level of demand.

$$\frac{Percent\ of\ Time\ Spent\ Serving\ Neighborhood\ Segment}{Percent\ of\ Riders\ Boarding\ or\ Alighting\ on\ Neighborhood\ Segment} \leq 1.2$$

# 8. Operating Paths and Appropriate Vehicles

Buses are large, heavy vehicles and cannot operate safely on all streets. Buses should be routed primarily on arterial streets and freeways, except where routing on local or collector streets is necessary to reach layover areas or turn buses around. Bus routes should also be designed to avoid places where traffic congestion and delays regularly occur, if they can be avoided while still meeting riders' needs. Services should use vehicles that are an appropriate size to operate safely and accommodate demand.

# 9. Route Terminals

Metro carefully selects the locations where bus routes end and buses wait before starting the next trip (layover). Maintaining existing layover spaces at route terminals is a critical priority to support continued and future service, and expanding layover may be required to support service expansion. People who live or work next to a route end may regard parked buses as undesirable, so new route terminals should be placed where parked buses have the least impact on adjoining properties, if possible. Terminals should be located in areas where restroom facilities are available for operators, taking into account the times of day when the facilities would

be needed. Charging infrastructure may also be needed at terminals for routes served by battery electric buses. Off-street transit centers should be designed to incorporate adequate layover space, operator restrooms, and operations infrastructure, such as zero-emission bus infrastructure.

## 10. Fixed and Variable Routing

Metro operates fixed routes to provide predictable and reliable service for a wide range of potential riders. However, in low-density areas where demand is widely dispersed, demand-responsive service may provide more effective service than a fixed route could provide. Metro may consider demand-responsive service or flexible service where it is likely to be more successful than fixed-route service or can meet unique conditions more effectively and sustainably.

## 11. Bus Stop Amenities and Bus Shelters

The minimum ridership threshold for providing a standard shelter and bench at all stops in the county is 25 average daily boardings. Metro prioritizes the installation of eligible standard shelters on the basis of equity, King County policy and planning initiatives, proximity to community assets, service characteristics, and installation feasibility.

Additional stop amenities may include seating, waste receptacles, lighting, information signs, accessibility improvements, maps, and schedules. Metro prioritizes amenities using the same criteria it uses for shelters but does not subject them to the same ridership threshold of 25 daily boardings.

**Table 8 Ridership Guidelines for Bus Stop Amenities**

**RapidRide Routes**

| Level of Amenity | Weekday Boardings |
|---|---|
| Large raised station | 350+ |
| Large station | 105-349 |
| Medium station | 50-149 |
| Small station | Less than 50 |

**All Other Metro Routes**

| Level of Amenity | Weekday Boardings |
|---|---|
| Standard shelter and bench | 25 |

# PLANNING FLEXIBLE SERVICES

Travel demands vary throughout King County. While high-capacity fixed-route bus and light rail service are the backbone of regional mobility, some parts of King County do not have the infrastructure, population density, or land use to support those types of service. Metro provides a range of flexible services that can meet diverse demand more effectively. It seeks to expand on these services, taking

advantage of technological advances and new mobility models to meet diverse customer needs.

Flexible services serve a crucial role in connecting King County residents to where they need to go. The services can provide mobility from and within communities that have low-to-moderate density including rural communities, seed emerging markets, and provide time-of-day service or geographic coverage where there are gaps in the fixed-route system. Metro will work to enhance mobility options for residents while optimizing finite transit resources. Flexible services' priorities are to connect residents to high-capacity, fixed-route transit and to increase access to jobs and community assets.

# Adding Flexible Services

Metro will prioritize the expansion of flexible services in equity priority areas. These areas will be identified at the census block group level through an annual analysis using a variety of data sources.[10] Factors used in prioritization indicate where flexible services may be most successful and will be targeted for future flexible services. Prioritization scores will be based on:

- Equity priority area score: the proportion of priority population groups within each block group
- Transit access to jobs
- Transit access to community assets
- Population density, specifically low-to-moderately dense areas
- Available resources and partnerships.

This analysis will be updated and included annually in the System Evaluation Report. The results could be used as part of a comprehensive service restructure planning and engagement effort or as an independent project and process.

More details on community engagement practices can be found in the "Planning and Community Engagement" section on page 32.

# Evaluating Flexible Services

Metro will monitor the performance of flexible services on an ongoing basis. It will use the information gathered to make adjustments needed to meet the needs of communities as they change. Flexible services will be measured against similar types of services, as noted below. Metro's evaluations will measure productivity, efficiency, and equity and will consider data from other sources such as the ORCA system or community engagement activities.

[10] Equity priority areas are defined as areas with a high proportion of priority populations as defined in the Mobility Framework, which includes measures of communities of color, poverty, disabled population, foreign born population, and population with limited English proficiency.

## Flexible On-Demand

Flexible on-demand services operate without a fixed route; trips are scheduled in response to customer requests. Types of services include feeder-to-fixed route services such as Via to Transit that provide trips to transit hubs. Others are services such as Community Ride that connect riders between two points in a designated service area during service operating hours. These services are driven by a paid driver, either contracted or employed through Metro.

**Table 9 Flexible On-Demand Evaluation Criteria**

| Type of Measure | Measures Used | Description |
|---|---|---|
| **Productivity** | Rides per vehicle hour | Number of total riders who board a vehicle relative to the total number of hours that a vehicle operates |
| **Efficiency** | Cost per boarding | Cost per boarding relative to the cost of operating the service |
| **Equity** | Percent of riders that are either picked up or dropped off in a designated equity priority area | Total number of boardings or alightings which are in an equity priority area relative to the total number of boardings or alightings |

## Other Mobility Services

Emerging technologies and service partnerships create new opportunities to provide innovative mobility services to communities. These innovations enable Metro to test new services, establish evaluation metrics, and understand more about community mobility needs. As new services are developed and become available, they will be evaluated based on their performance in the categories listed in Table 10.

**Table 10 Other Mobility Service Evaluation Criteria**

| Type of Measure | Measures Used |
|---|---|
| **Productivity** | Service utilization will be measured in a way that allows for total service usage and growth in service usage to be compared to similar Metro services. |
| **Efficiency** | Service cost will be measured in a manner consistent with similar existing services and will allow for cross-service comparison. |
| **Equity** | When choosing locations for new mobility services, Metro will prioritize service for priority populations. Metro will prioritize external partnerships with organizations and enterprises that share Metro's values in advancing equity and serving priority populations. |

In most cases, Metro will also measure integration with the rest of the system. Metrics for these measures will be similar to those for existing services that have a similar purpose. It is possible that these newer services may be folded into an existing or new type of service in the future. Additional measures will be developed prior to the launch of a project, reevaluated once the project is implemented, and continually measured throughout operation.

## Pilot Trial Periods

Flexible services will begin with a pilot that enables Metro to learn about how the service operates and how a community uses it. Pilots provide opportunities for continuous improvement of these new, innovative services.

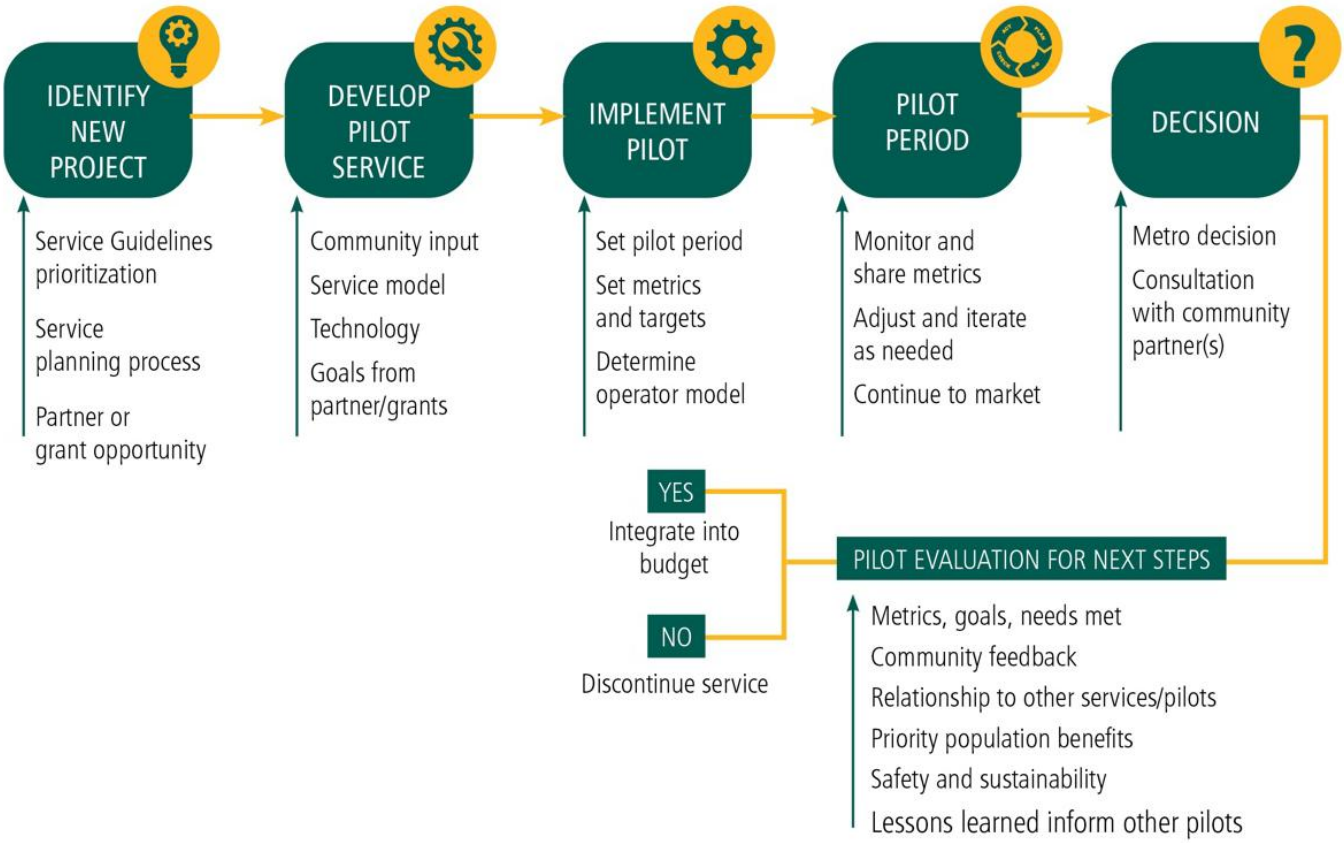
Metro will establish a trial period for each pilot. The trial period will include frequent monitoring, evaluation, and community engagement as well as an annual evaluation. This will allow Metro to adjust the service to better meet the community's mobility needs before a decision is made to discontinue or transition it to a permanent service. Evaluations will measure productivity, efficiency, and equity and may use additional data as well as information gathered from the community.

## Transition to Permanent Service

At established evaluation points, Metro will determine if a pilot should be continued, discontinued, or transitioned into a permanent service. In addition to using the evaluation measures described above, Metro will consider other mobility solutions in the area, available resources, and other factors. The evaluation should allow for comparisons among similar service families.

If it becomes permanent, the new flexible service will continue to be evaluated and included in the annual System Evaluation Report.

**Figure 2 Life Cycle of a Pilot Project**




# Reducing Service

When Metro must reduce service, flexible services will follow a process similar to that of fixed-route reductions as outlined in the Adding, Reducing, and Changing Service section. These guidelines help identify the services to be reduced, but they are only a starting point. Metro will also consider other factors including community input, opportunities to achieve system efficiencies and to simplify the network through restructures, and the potential for offering flexible services. It is possible that flexible services may be added in areas where the prioritization analysis has proposed the reduction or removal of fixed-route service.

Factors that Metro considers when reducing flexible services include:

- **The relative impacts to all areas of the county to minimize or mitigate significant impacts in any one area.** Metro seeks to balance reductions throughout the county so that no one area experiences significant negative impacts beyond what other areas experience.
- **Equity needs.** Metro will use the service's applicable equity metrics as a factor for consideration and prioritization of potential service reduction to ensure that Metro continues serving areas where needs are greatest. Metro

will also use information about physical community assets to help ensure service is provided to important places throughout the county.

# PLANNING MARINE SERVICES

Metro's Marine Division operates King County Water Taxi services. The division is funded by a dedicated property tax levy, passenger fares, and federal and state grants. Future marine services will be funded by these sources or other sources dedicated to marine travel. It is responsible for the operation and maintenance of the passenger ferry service and its vessels and terminals.

As of 2021, the water taxi service comprises two routes. It operates out of three terminals with two primary and one back-up vessel. The Vashon Island/downtown Seattle route provides year-round service during weekday commute periods. The West Seattle/downtown Seattle route provides similar weekday commuter ferry service year-round and service 11 to 16 hours daily between April and October.

## Evaluating Marine Services

Metro monitors performance and manages marine services using a set of performance measures included in the System Evaluation Report. The Marine Division uses these measures to determine when and where to consider adding service, reallocating service, or adjusting schedules to improve performance.

Three performance measures are used to evaluate ferry service performance: service productivity, passenger loads, and schedule reliability.

**Table 11 Marine Service Evaluation Criteria**

| Type of Measure | Measures Used |
|---|---|
| **Ridership** | Average daily ridership |
| **Productivity** | Rides per round trip |
| **Passenger loads** | Rides per trip |
| **Schedule reliability** | Departure within 5 minutes of published schedule |

### Productivity

Metro measures ridership and productivity to identify services that have strong or weak performance and are candidates for addition or reduction. Average daily ridership is measured and reported for each route for weekdays, Saturdays, and Sundays.

The measure for evaluating ferry service productivity is total passengers per round trip—the initial departure and the return trip. This measure captures average number of riders on a vessel for both trips.

Round trips with a high number of passengers in one direction (such as during peak commute hours) or round trips with passengers going in both directions will perform well on this measure relative to other round trips. Round trips with few people going in either direction will perform poorly on this measure.

## Passenger Loads

Passenger loads are a measure of crowding. Vessel passenger capacity for ferry service is regulated by the U.S. Coast Guard, and passenger counts for each trip are tracked and recorded. Trips are considered to be crowded if they reach 95 percent or greater capacity more than five times per month over a 12-month period.

Crowded trips reflect high demand at specific times when customers might be left waiting at the dock for the next trip. These crowded trips will be put on a watch list for potential service adjustments to meet the high demand.

## Reliability

The schedule reliability evaluation measures whether a ferry trip departure is within five minutes of the published schedule. These trips are considered to be on time. The overall goal is for 98 percent of all trips to be on time.

All departure times are tracked. If more than 25 percent of departures for a specific trip time are late over 12 months, that trip time will be placed on a watch list. A high number of late trips may mean that more time is needed for loading and unloading passengers, particularly if passenger loads are high for that trip time. Schedules for trips on the watch list may need to be adjusted to ensure trips can depart on time.

# Adding, Reducing, or Changing Marine Services

Changes to ferry service levels may be necessary to address changing conditions, improve system performance, and better serve customers. Any plans for adding or changing ferry service will consider Metro's core priorities, including safety, equity, and sustainability.

Factors that drive changes in ferry service levels include overall ridership growth on a route, at-capacity trips, changing travel patterns, competing services, changes in employment centers, and total travel time. The Marine Division may need to change ferry service when it is adding service, reallocating service, or adjusting schedules.

## Adding Service

Additional service may be needed to accommodate high demand. The passenger load measure will be the primary indicator for when and where to add service. The Marine Division will also conduct rider outreach via surveys and other outreach methods to inform decisions about service additions. Planning for any expansion of new marine service routes should also consider the cost-benefit comparison of water taxi service to land-based transit services, including fixed-route and flexible service options.

During weekday peak periods, ferry service between West Seattle/downtown Seattle and Vashon Island/downtown Seattle is already running as frequently as possible with one vessel on each route. Additional ferry service could be attained in two ways:

- Adding new ferry trips at the beginning or end of a current service period on an existing route, expanding the service period.
- Adding a second vessel to a route. This would primarily be done to meet demand during peak periods.

## Reallocating Service

Ferry services can be reallocated by redeploying existing ferry trips to other times of the day, other times of the year, or between existing ferry routes. The productivity measure will be the primary indicator for high- and low-performing trips eligible for reallocation. High- and low-performing round trips will be based on the top 10 percent and bottom 10 percent of average rides per round trip for all round trips scheduled throughout the year. The bottom 10 percent of trips will be identified annually and put on a watch list and will be eligible for reallocation. The top 10 percent of trips will indicate high-performing routes and time periods that should be considered when reallocating services. Each ferry route has a unique schedule, operating frequency, and seasonal differences, so routes will be evaluated separately.

## Adjusting Schedules

The Marine Division must adjust ferry service schedules when travel times change because of growth in ridership demand, increases in ferry terminal use, and other factors that negatively affect schedule reliability. The on-time performance measure will be the primary indicator that ferry schedules must be adjusted to maintain on-time performance. The division will consider making changes to the schedules based on the watch list of late trips that it creates annually.

## Implementation

The Marine Division makes service changes twice a year for summer and winter schedules. In rare cases of emergency or time-critical construction projects, the division may make changes at other times as well.

The twice-yearly schedule changes are programmed into the division's biennial budget and approved by the King County Council.

- **Adding service:** Additions of ferry routes are subject to approval by the King County Council. Ferry trips may be added on existing routes if they are within existing budgeted resources and are temporary. Long-term additions to existing routes are subject to approval by the King County Council.
- **Reallocating service:** Ferry trips may be reallocated to existing routes if they are within existing budgeted resources. These types of adjustments would occur at one of the twice-annual service schedule changes.
- **Adjusting service:** Ferry trip schedules on existing routes may be adjusted if they are within existing budgeted resources. These types of adjustments would occur at one of the twice-annual service schedule changes.

# WORKING WITH PARTNERS

Partnerships will help Metro move toward its goals and Metro Connects long-range vision.

Metro will form partnerships with a range of entities. These include transit providers, community-based groups, schools and universities, human service organizations,

property owners and managers, businesses, and local, regional, and state agencies, and jurisdictions.

By working with partners, Metro can leverage public and private resources and discover new opportunities. Metro can expand its accomplishments by collaborating with partners to design and deliver services, facilities, and access improvements, and to develop policies, programs, products, and incentives. Individual partnerships will support Metro's systemwide goals.

**Table 12 Example Partnerships**

| Partnership | Example |
|---|---|
| **Direct financial partnership** | Full or partial funding of:<br>▪ fixed-route transit service or flexible service<br>▪ right-of-way and signal infrastructure improvements<br>▪ passenger facilities and amenities, including leveraging existing capital projects that provide value to Metro<br>▪ outreach and education to encourage transit and walk and roll access to transit. |
| **Other partnerships** | ▪ Significant support from decision-makers and communities to equitably develop and deliver transit service<br>▪ Community-led and resourced engagement<br>▪ Zoning and other land-use measures that support increased density and mixed uses within Urban Growth Areas, consistent with the Land Use section of this document<br>▪ Investments in facilities for walking and rolling, and implementation of street design guidelines that enhance safe and convenient access to transit service<br>▪ Planning and development of street right-of-way to include transit preferential treatments. Could include bus lanes, signal improvements, bus bulbs, and channelization alternatives to support transit operations and increase access and ridership.<br>▪ Provision of transit layover facilities and curb space management strategies that support ridership, other mobility usage, or operations. |

# Engagement and Prioritization

When a proposed or changed partnership agreement addresses specific routes, services, or infrastructure, the partner should incorporate community engagement that is equity-centered, supports lasting community relationships, and builds awareness of and access to services among priority populations. Metro will give special consideration to partnerships that were developed with community and priority populations when it considers which candidate projects to implement. If Metro partners or contracts with private or public entities, these partners should reflect Metro's values of safety, sustainability, and equity.

# Service Partnerships

Metro seeks partners that would fully or partially fund mobility services, including fixed-route transit, marine, and flexible services. Services provided through a partnership should reflect the needs identified by the partner or the community.

Implementation may be based on partner priorities and community needs. All service partnerships are subject to Metro's capacity to develop and deliver services.

***Goals for Partnerships***

- Benefit both the partners and the customers
- Provide mobility services that align with Metro's equity goals, including investment in areas with unmet need
- Advance King County's climate goals to increase ridership, reduce car trips and vehicle emissions, and encourage dense affordable housing near transit
- Support implementation of Metro Connects

## Fixed-Route Service

Metro encourages partners to invest in services identified as priorities in the Service Guidelines "Adding, Reducing, and Changing Service" section. However, Metro recognizes that partners may have different priorities.

### What Metro Can Offer

Metro will make exceptions to the investment priorities outlined in the Service Guidelines to leverage partner funding as follows:

- Services that are fully funded by Metro's partners generally will be implemented at the next service change if the investment clearly and substantially benefits Metro's goals and if Metro has capacity to deliver added service. The goals include meeting unmet needs of priority populations, advancing King County's climate goal of reduced car trips, increasing ridership, and supporting Metro's long-range vision.
- Metro will ensure that service partnerships have acceptable contract terms, adequate operational infrastructure, and community engagement.
- Metro will prioritize the implementation of partner investments that advance Metro's goals. Metro's priorities are, in this order: services that serve equity priority areas, productive service, and reliable service. If a service partnership is partially funded, Metro will consider the level of contribution and level of support for Metro policy goals in the prioritization of implementation.

## Flexible Service

Metro encourages partners to invest in flexible services that work best for priority populations, that complement and bring people to existing and future fixed-route bus service, and that advance King County's climate and equity goals. Metro seeks to partner with cities, communities and private companies to develop these services.

### What Metro Can Offer

- Metro will prioritize implementation and investment in partnerships that, in this order: benefit equity priority areas and reduce single-occupant vehicle trips and increase transit ridership by improving connections to transit—especially high-capacity transit.

- Metro will ensure that service partnerships have acceptable contract terms, adequate operational infrastructure, and community engagement.

# Infrastructure Partnerships

Partnerships to develop infrastructure are critically important for the Metro Connects long-range vision. In many cases, infrastructure partnerships with jurisdictions and other agencies are necessary for routing changes, service and access improvements, and emissions-reducing service improvements.

Metro seeks to actively support partners in exploring financial or in-kind infrastructure investments that accomplish the following:

- Improve transit speed and reliability
- Leverage existing partner projects to provide Metro improvements at a reduced cost compared to stand-alone projects
- Support implementation of the King County Strategic Climate Action Plan goals and priority actions
- Support implementation of the Metro Connects long-range vision
- Create safe, attractive, and accessible customer facilities
- Support safe and convenient connections to public transportation options via walking, rolling, and other modes.

**Table 13 What Metro Seeks in Partnerships**

| Developing/Funding Projects | Prioritizing Transit | Improving Access |
|---|---|---|
| ▪ Contributions from grants or local funds for new RapidRide lines<br>▪ Corridor and spot improvements to improve transit speed and reliability | ▪ Preferential treatments for transit such as bus lanes and queue jumps<br>▪ Facilities for transit layover and curb space management strategies that support transit operations<br>▪ Streamlined design and construction approval processes for implementing partnership projects | ▪ Investment in facilities that enhance access to a variety of mobility services, such as walking and rolling facilities<br>▪ Street design guidelines that prioritize and set standards for transit and active transportation<br>▪ Improved street network connectivity |

### What Metro Can Offer

- Metro will prioritize implementation of infrastructure projects in equity priority areas or benefiting services focused in equity priority areas. Metro will also prioritize projects that aim to reduce greenhouse gas emissions through the use of alternative fuels, efficient operations, and electrification.
- Jurisdictions with partnerships on major efforts to implement Metro's long-range vision may be prioritized in Metro's implementation strategy.
- Metro will prioritize partnerships for walk and roll improvements with jurisdictions that have adopted policies and design standard best practices that enable safe use and mobility for all ages, abilities, and modes.

Metro's resourcing and investment in potential partnerships will be subject to its prioritization of projects and available resources.

# PLANNING AND COMMUNITY ENGAGEMENT

Metro will design and implement a planning and engagement process with the public and stakeholders, including jurisdictional partners, partner agencies, and community-based organizations. The purpose of engagement is to better understand community mobility needs, co-create proposals, and share in decision-making about service changes that could have significant impacts on communities.

## Goals for Engagement

In order to conduct deliberate and transparent community engagement, engagement processes should be the following:

- **Customized.** Phases, feedback methods, and opportunities for the public to shape the project outcome will be tailored to the size and scope of the change and the affected communities.
- **Equitable.** Metro strives to inform and hear from all communities that will be affected, centering its engagement and listening to the voices of historically unserved or underserved communities.
- **Informative.** Information and ways to participate will be clear, understandable, and accessible.
- **Transparent.** Metro will describe its input, planning, and decision-making processes.
- **Responsive.** At each step, Metro will show how public feedback has informed its decisions.
- **Focused on long-term relationship building.** Metro will approach communities with a commitment to mutual capacity building. All staff members will be ambassadors for all of Metro, not just their project. Being in a community will change how Metro's staff thinks about and designs with and for the community.

## Centering Equity in Planning and Engagement

The King County Equity and Social Justice Strategic Plan and Metro's Mobility Framework guide Metro to equitably engage communities to shape decisions about service in the following ways:

- **Focus on priority populations.** Metro will use demographic data and information from past engagement experiences and community partners to design engagement strategies and tactics that increase participation from priority populations.
- **Form mobility boards.** For large service restructures, Metro will recruit a mobility board made up of people who live, work, or travel in the area. The board will co-create and share in the decision-making about service changes and new mobility options. It will also advise on ways Metro can engage with

the larger community. Metro will convene a mobility board that equitably represents groups of people who have historically been left out of decision-making conversations related to transit and who are disproportionately affected by these decisions. When resources are available, Metro will compensate mobility board members for their time, input, and lived experience as community members.

- **Engage community as co-creators.** Metro will demonstrate that it values the expertise and time of community members and partners by doing the following:
  - Engaging communities as early as possible to shape initial concepts and to allow sufficient time to participate in the process
  - Working collaboratively and resourcing partners to help design and implement equitable community engagement
  - Being comprehensive and coordinated across Metro divisions, county departments, and partner agencies
  - Meeting people where they are in the community
  - Including time and resources in the engagement for long-term relationship building.

Metro will work with jurisdictions, community-based organizations, and other partners to promote and market the new service to potential riders, ensure that it is welcoming and accessible to riders in priority populations, and gather feedback to continually improve service to meet riders' needs.

# Reporting on Engagement

Metro will document and report on public engagement efforts to show how public and stakeholder input shaped plans and decisions along the way. That information will be shared with the involved community stakeholders and made available to the public. For proposals that require an ordinance, a public engagement report will be submitted along with the ordinance package to the King County Council. The Equity Impact Review (described on page 19) will use the public engagement report to document both quantitative and qualitative data and to support accountability for equity and social justice in project planning and decision-making processes.

King County METRO

PRR

# Rider/Non-Rider Survey

## 2024 Annual Report

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# Key Findings

## Public transit use

Over half of respondents (53%) reported using public transit in the past 30 days. King County Metro buses are the most popular choice, with 79% of riders relying on them, followed closely by the Link light rail (70%).

## Frequency of use

Transit is a regular part of life for many riders. Two-thirds took at least three trips in the last month, and weekday afternoons, between 3 pm and 7 pm, are the busiest times for travel.

## Access to transit and Barriers to use

- Most riders (82%) walk to their stops, and over half live less than half a mile away. Accessibility is a strong point, but the experience of using transit reveals mixed feelings.
- Travel time is a significant barrier to use transit, cited by 48% of respondents as a reason they don't ride more frequently.

## Satisfaction with service

- While 61% of riders are somewhat or very satisfied with King County Metro's overall service, there's room for improvement.
- Satisfaction with safety on the bus, at stops, and traveling to/from transit drops sharply after dark, ranging from 36% to 43%, compared to 73–80% during the day.
- Many riders are dissatisfied with the cleanliness of shelters and stops (42%) and bus seating availability (35%).
- Despite nearly two-thirds (61%) feeling transit is safe, about half (49%) report encountering negative comments about it online or in the media.

## Looking ahead

Despite these challenges, the future looks promising for public transit. An overwhelming 79% of respondents expressed interest in using transit more often in the future, signaling a strong potential for growth if key issues are addressed.

# Survey methods

# Study Overview

**King County Metro conducted a survey to understand who is and who isn't using Metro's services to get a county-wide perspective on transit needs and barriers to public transportation.**

## Purpose

The purpose of this study is to learn King County residents' experiences with using Metro's transit services. By gathering insights on ridership patterns, satisfaction, barriers, and demographics, the study will help guide Metro's efforts to provide equitable, safe, and sustainable mobility options for all residents.

## Approach

King County Metro hired PRR, an independent research firm, to conduct the 2024 semi-annual survey in English, Spanish, and Chinese, to:

- Understand who uses Metro transit, when, and for what purposes
- Identify travel and commute patterns across King County
- Identify the obstacles that prevent certain residents from using public transit to help uncover inequities in access to transit services.
- Evaluate residents' satisfaction with different aspects of Metro transit services, including safety, accessibility, and affordability.

### Research objectives

- Explore trends and factors that influence transit usage.
- Outline resident's satisfaction level, needs, and barriers to using Metro's transit services.
- Provide Metro decisionmakers with input from a representative cross-section of King County residents.

# Survey Recruitment

## Survey pilot

**Recruited 12 respondents to pilot the survey.**

- PRR conducted a pilot survey before the main survey launch to test the instruments, procedures, and protocols. A mailing was sent to 500 households, offering participants a chance to win a $100 gift card.
- The pilot received responses from 12 participants, yielding a 2.6% response rate. Insights from the pilot informed updates to recruitment materials, sampling strategies, and survey questions. Pilot respondents were later included in the main dataset.

## Address-based sampling

**Recruited 3,556 respondents from a mailed invitation. 3,410 individuals responded to the survey in English (96% of the total sample), 55 responded in Simplified Chinese (2%), 54 responded in Spanish (2%), and 25 responded in Traditional Chinese (1%).**

- The project team mailed survey invitations to 33,500 randomly selected addresses within King County per wave (for a total of 67,000 unique households). Two weeks later, the team mailed a reminder postcard to all previously identified selected addresses. The following processes ensured the sample represented the population in the region for cross-region comparison:
    1. Stratified, random sampling (based on the proportion of households in each census track) to select 67,500 residential addresses.
    2. Based on the adjusted distribution, the team applied Equity Priority Scores to oversample census tracts that are more racially diverse and have lower household incomes.
        - For the census tracts that score 4+ were oversampled by 30%.
        - For the census tracts that score 3.5-3.9+ were oversampled by 25%.
- To help increase participation rates, PRR sent multiple rounds of email reminders to participants for whom had available contact information in the sample file. Emails were sent directly to respondents via Alchemer, a professional online survey platform.

# Study Sample and Weighting

## Questionnaire design

- The semi-annual survey was available in Spanish, Chinese, and English. Respondents could complete the survey online or over the phone. Respondents were incentivized with an opportunity to win an e-gift card*. Please see Appendix A for recruitment materials.
- Data was collected through Alchemer, a professional online survey platform optimized for easy use on computers and mobile devices. See Appendix B for the survey instrument.

## Weighting

- PRR weighted the data by age, gender, housing tenure (rent/own) and region to match the population distribution in King County.

** Wave 1 respondents had a chance to win one of ten $100 gift cards, while Wave 2 respondents could win one of five $200 gift cards.*

## SURVEY PERIOD

**Wave 1**
**April 11**
to
**May 19, 2024**

**Wave 2**
**September 9**
to
**October 6, 2024**

## SURVEY COMPLETION

**3,556**
people completed the survey (unweighted, across waves)

**5.4%**
response rate

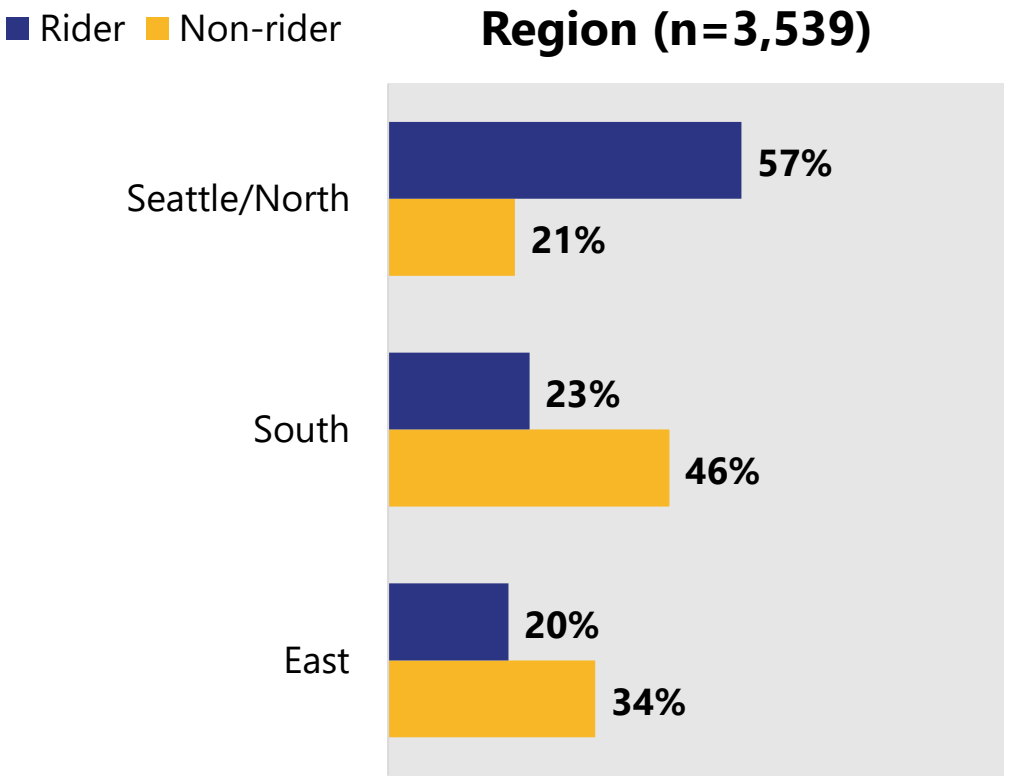
**+/- 1.4%**
margin of error

**67,500** randomly-selected households invited
**1,642** invites returned undeliverable
5.4% response rate = 3,556/(67,500-1,642)

**The survey was available in English, simplified and traditional Chinese, and Spanish.**

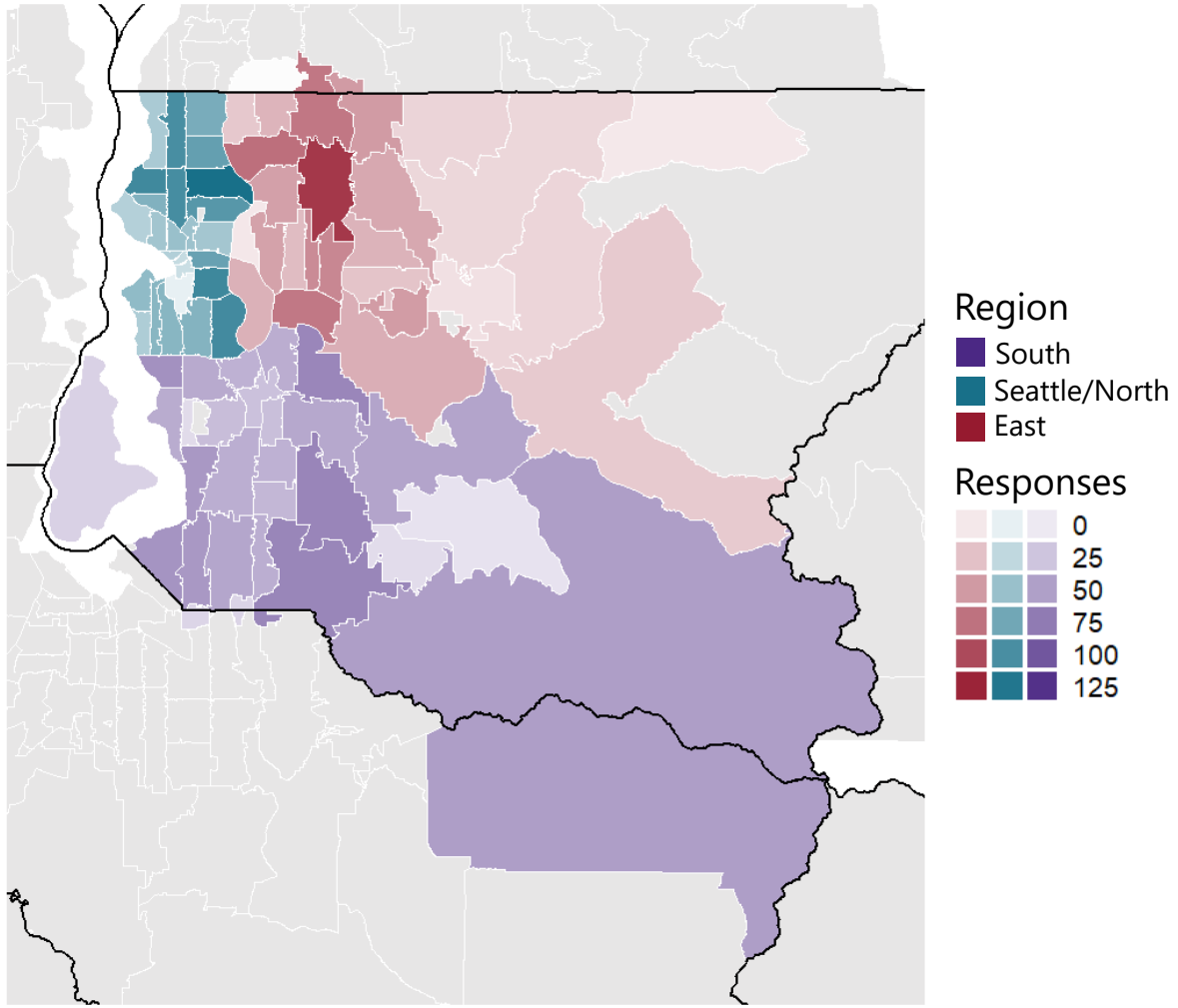
# Survey respondent demographics

# Seattle/North King County residents are more likely to be transit riders*




*Rider = someone who reports taking a transit trip in/around King County in the last 30 days

## Responses by ZIP code (n=3,554)
unweighted

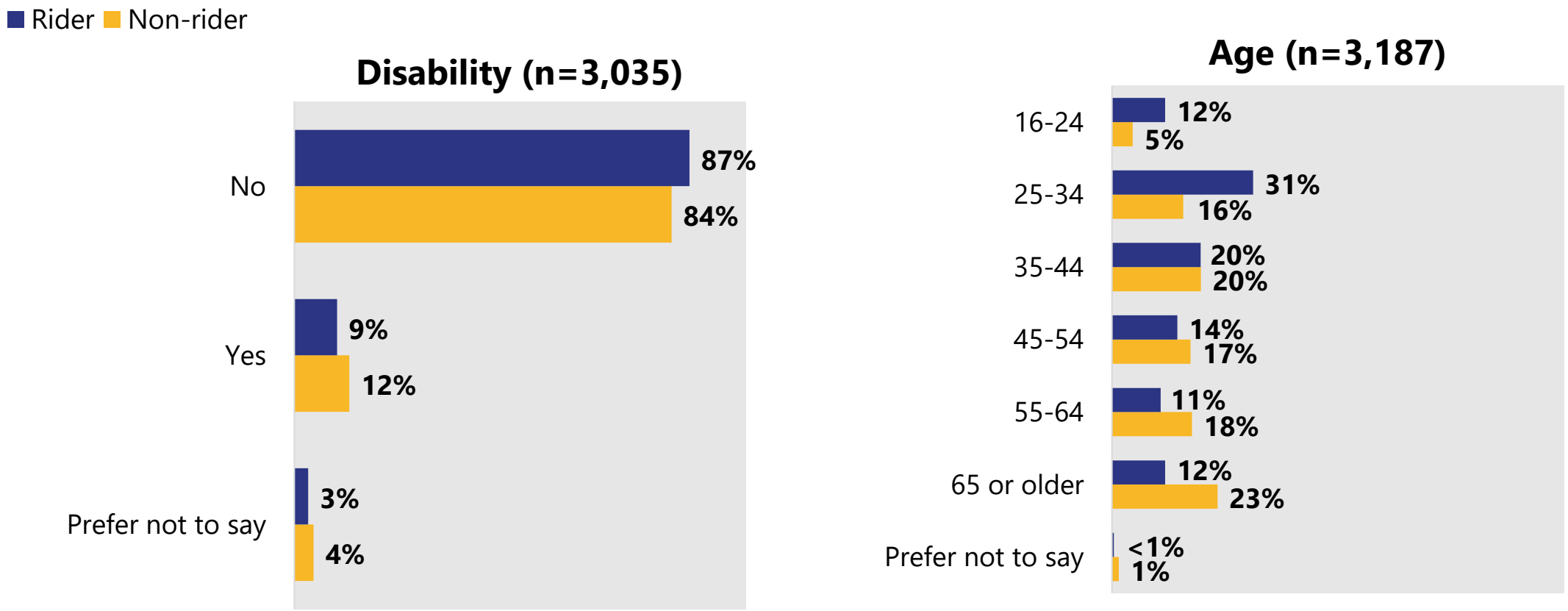





# Demographics: Geographic Distribution

King County METRO

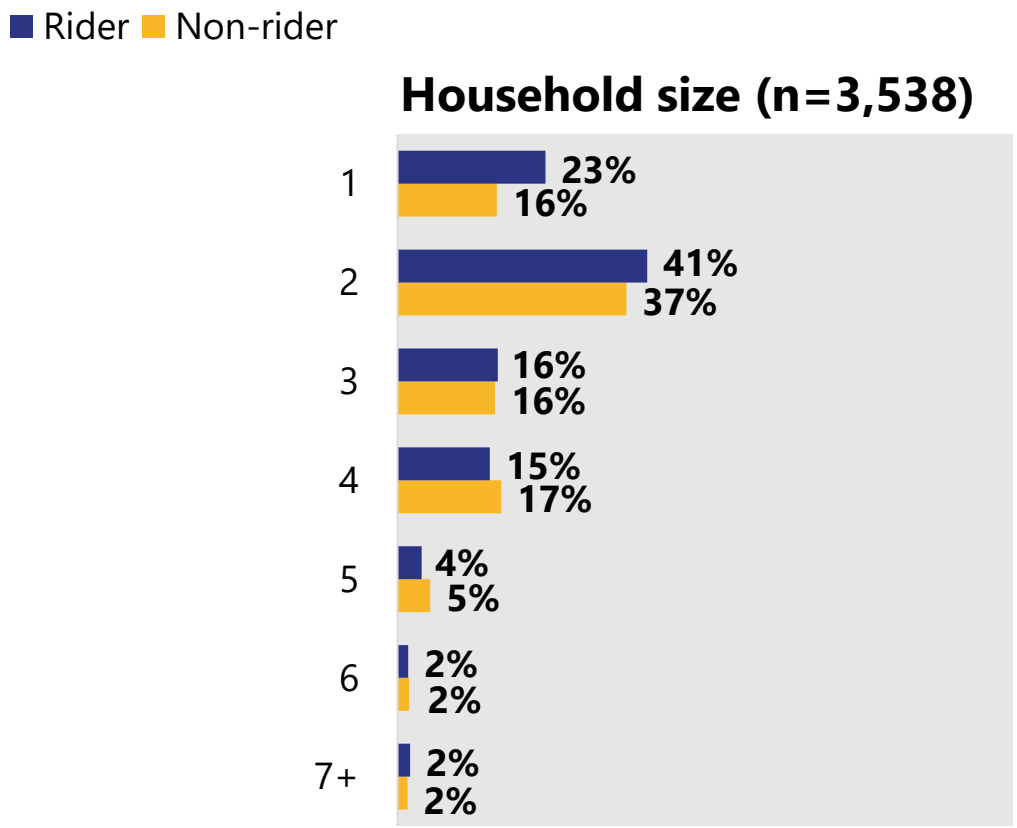
# Riders are more likely to be younger and are slightly more likely to report a disability

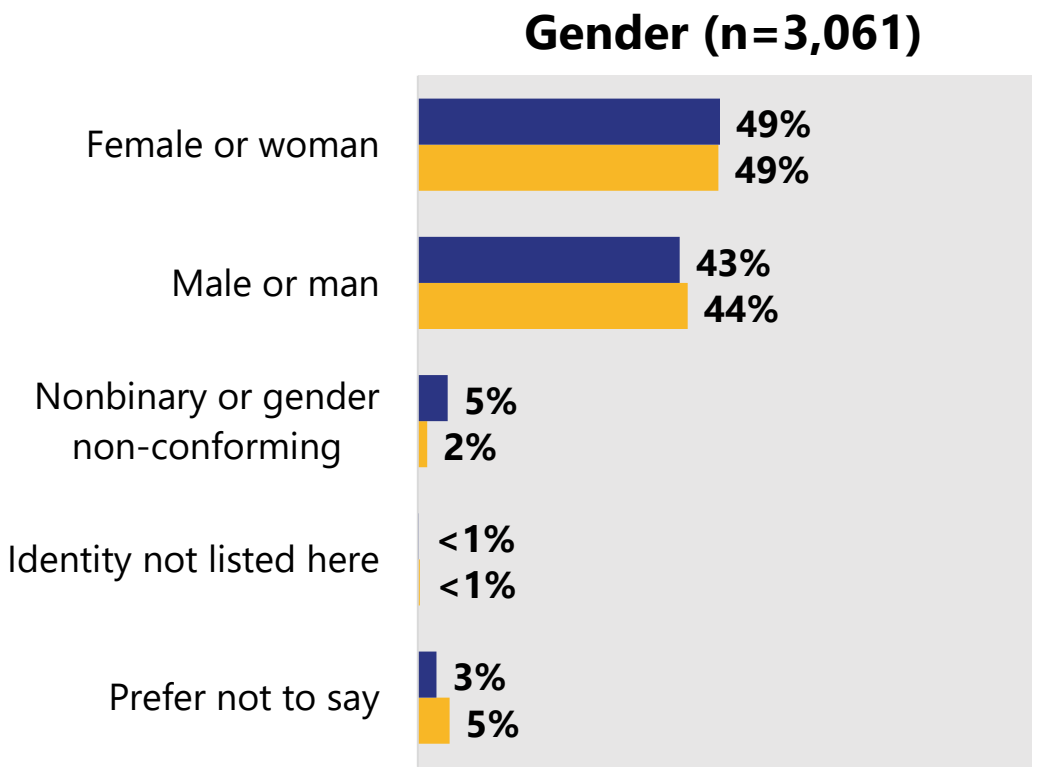





## Demographics: Disability and Age

# Riders are more likely to have smaller household sizes, but differences in ridership across gender identities is small

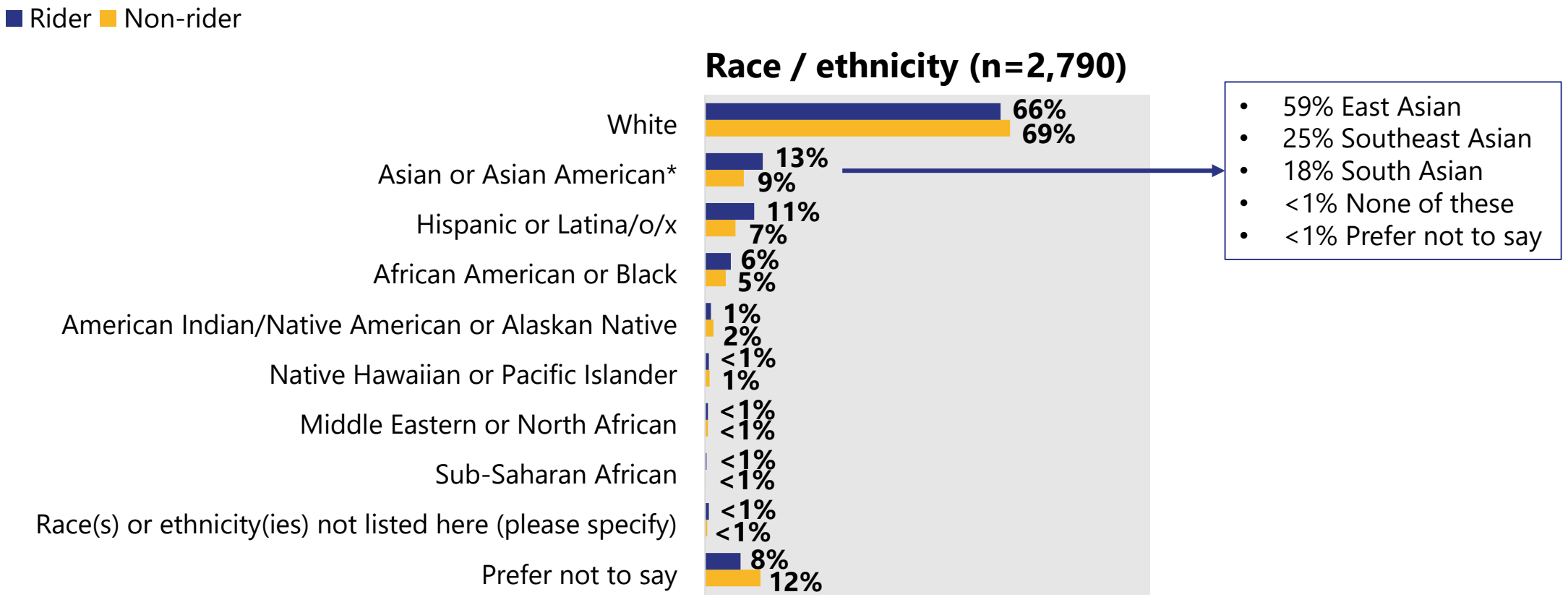


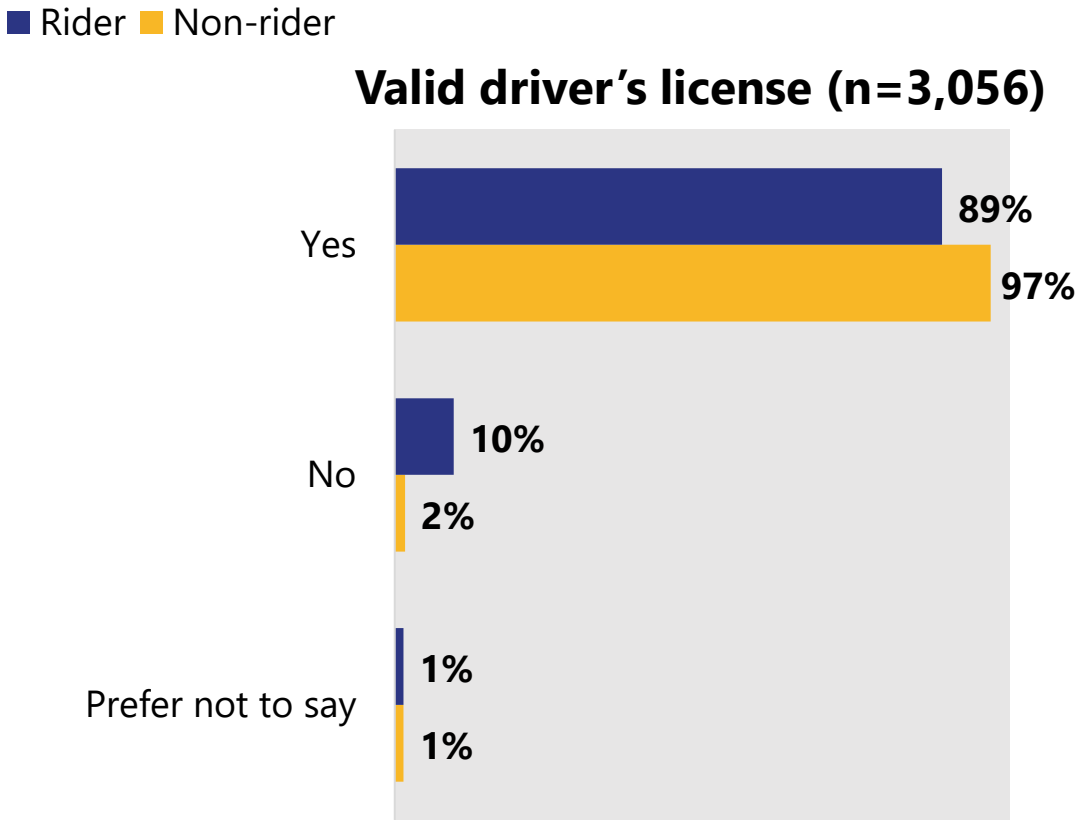


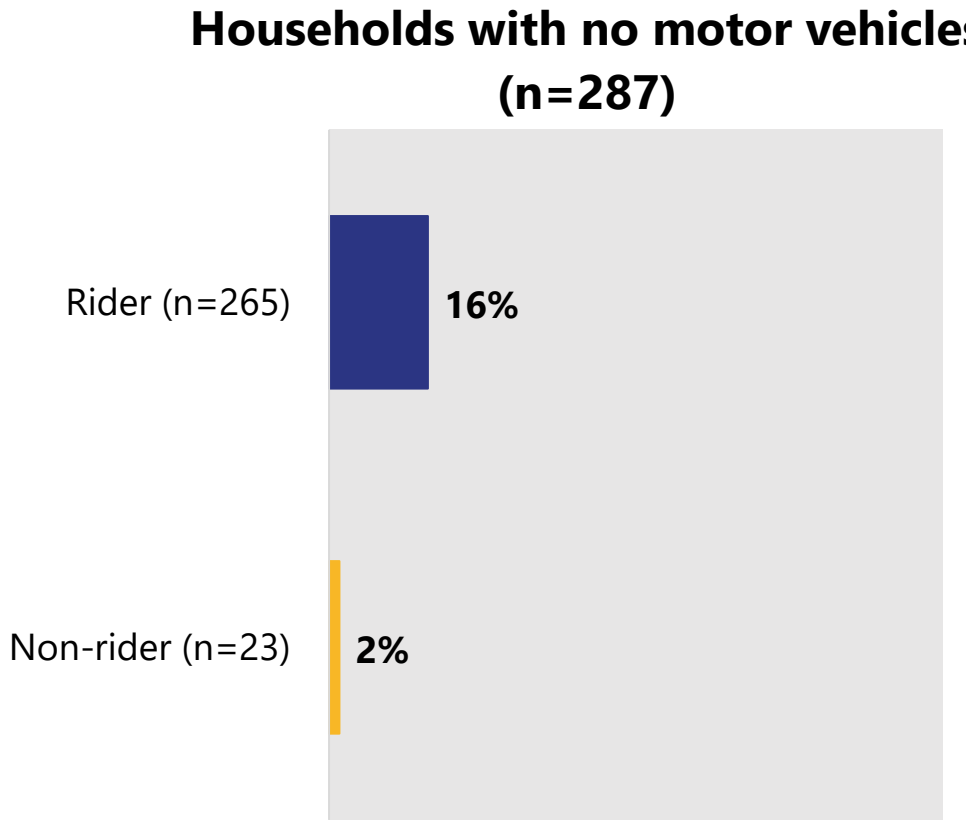

## Demographics: Household Size and Gender

# People who identify as Asian, Hispanic or Latino/a/x, or Black and African American are more likely to be riders

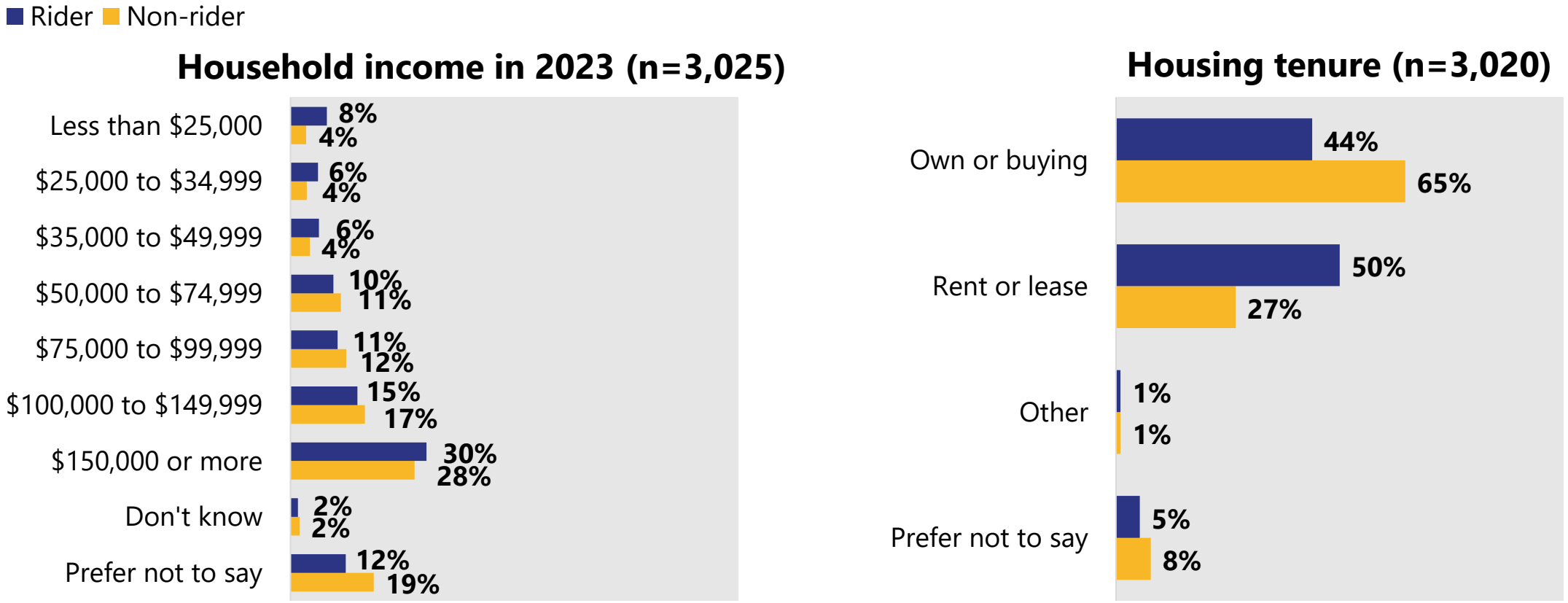


# Riders are less likely to have a driver's license and a vehicle in their household, though most still do have a working vehicle at home



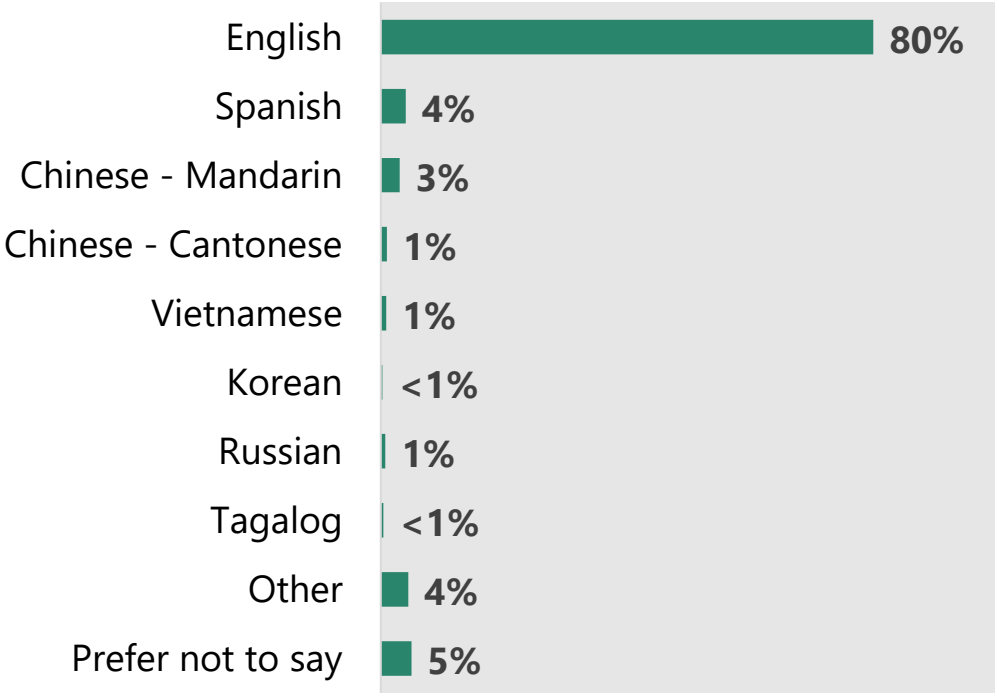



# Riders are more likely to have smaller household incomes, and they are significantly more likely to be renters

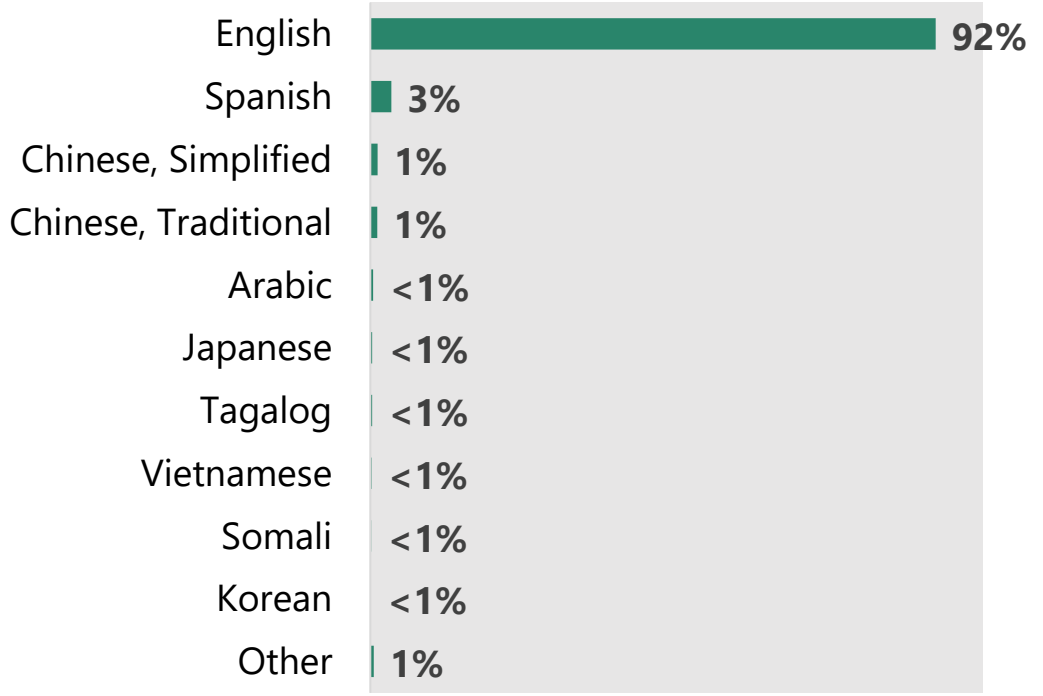


# Languages used at home and with Metro are diverse

## Wave 1: Primary language spoken at home (n=1,527)

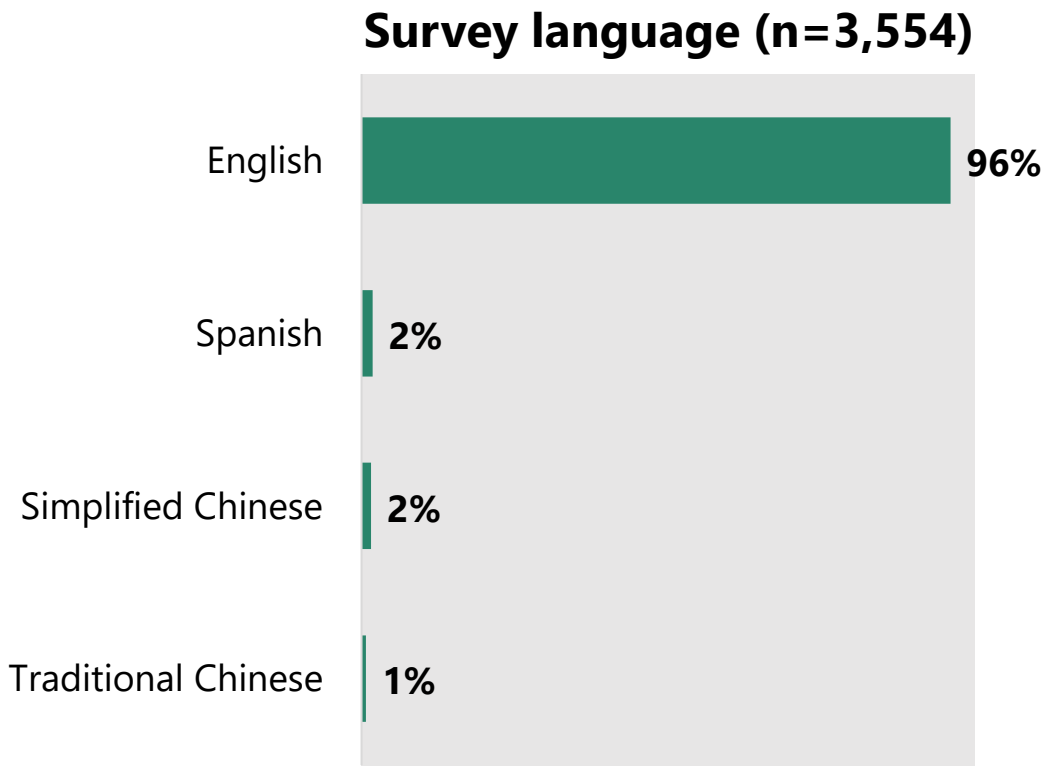



## Wave 2: Preferred language to receive written information from Metro (n=1,517)




Note: Metro revised wave 2 language question to better understand the need for in-language service.

# Most survey respondents took the survey in English



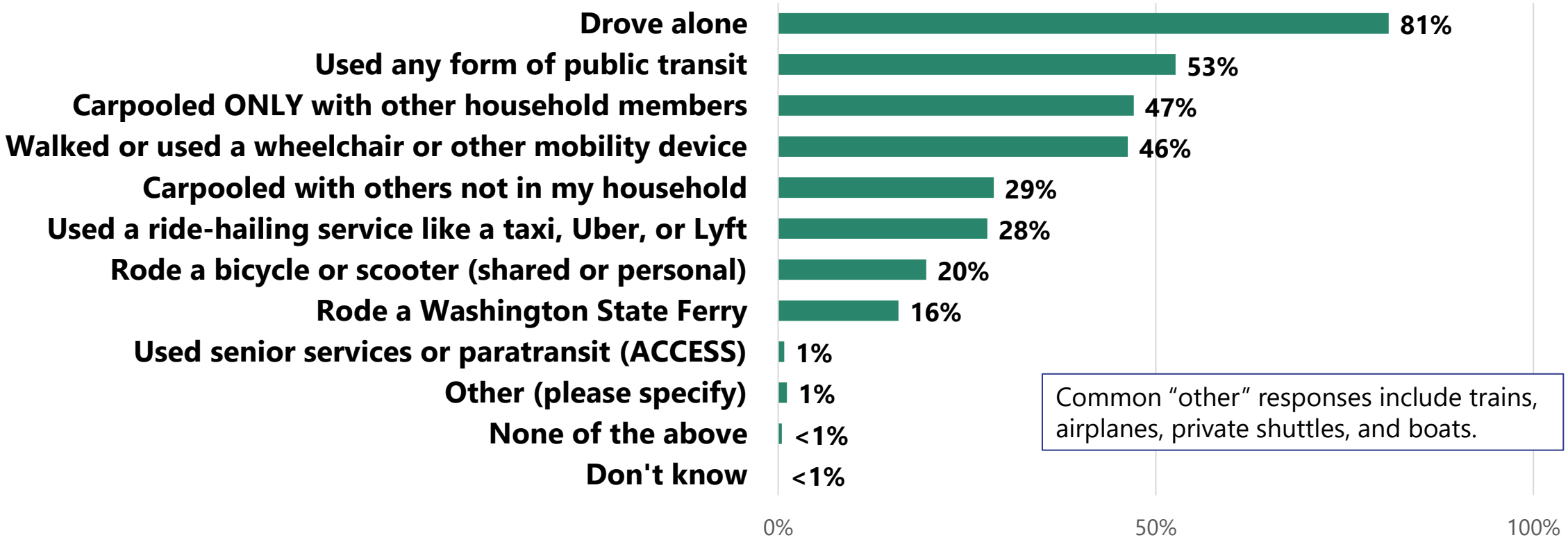
# Detailed Findings

# Transportation and commuting

# Most (81%) respondents have driven alone in the past 30 days while 53% have used any form of public transit.

**What methods of transportation have you used in the past 30 days?**

Base: all respondents (n=3,549)

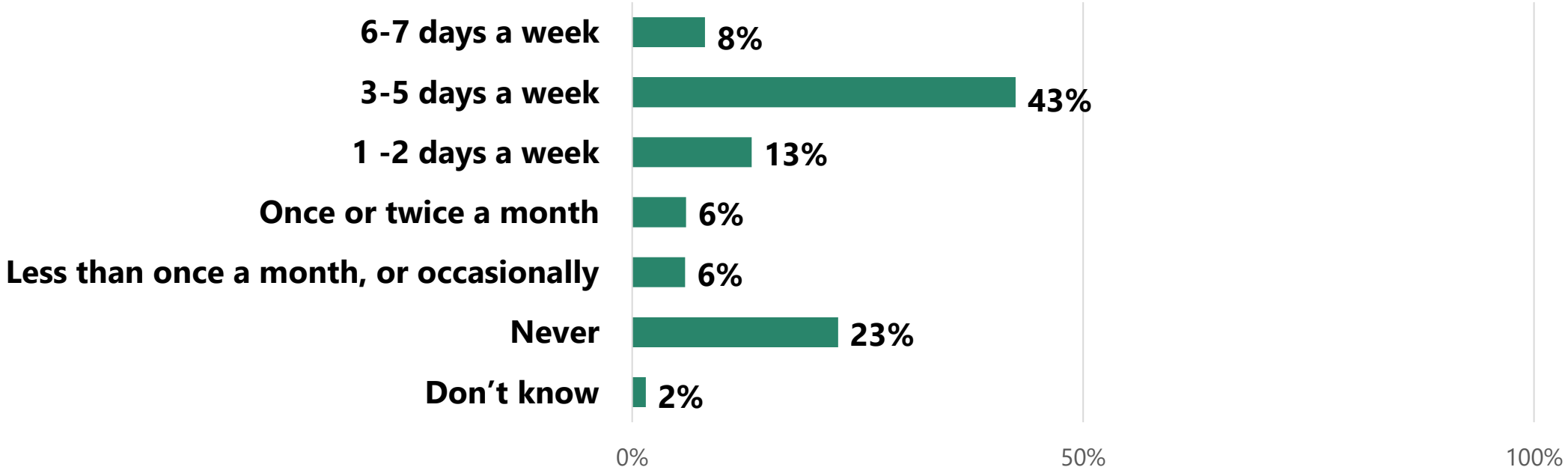



Common "other" responses include trains, airplanes, private shuttles, and boats.

# About two-thirds (64%) of respondents commuted to a worksite or school at least once a week.

**On average, how often do you travel to a fixed worksite or school?**

Base: all respondents (n=3,411)

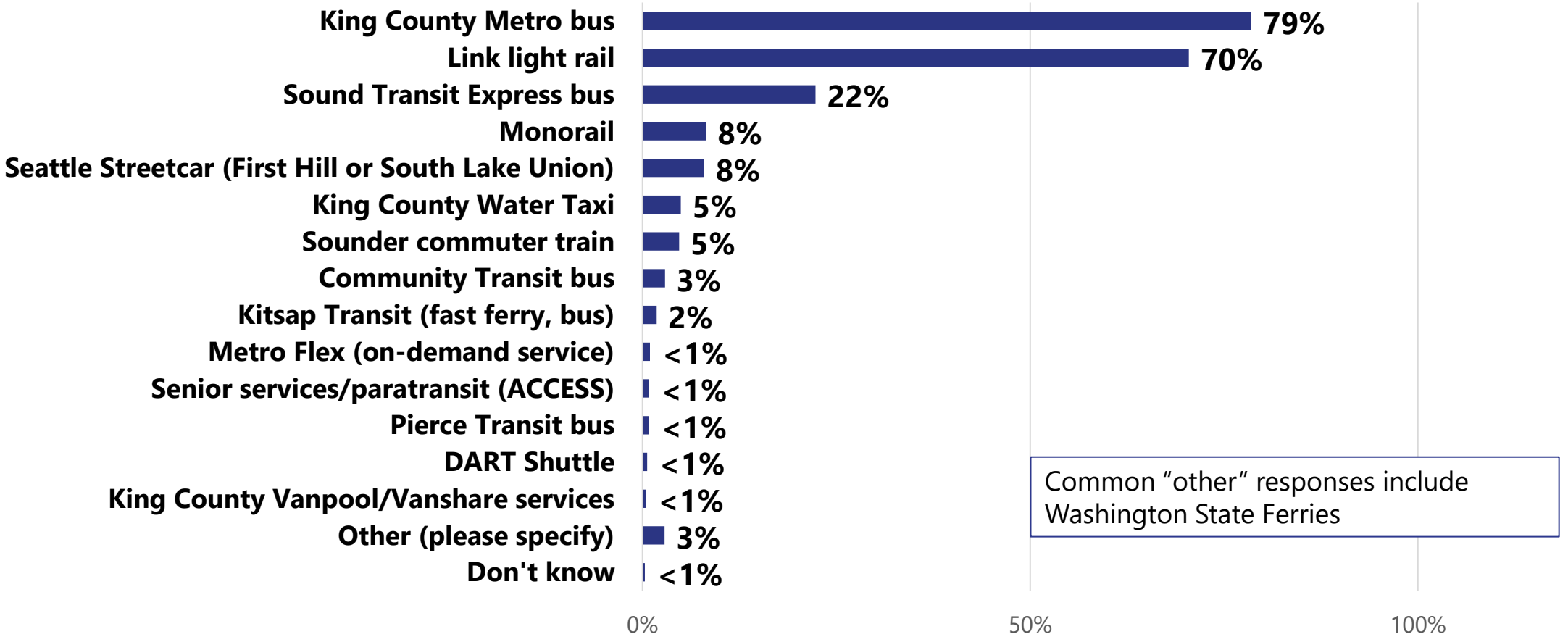


# Current transit use

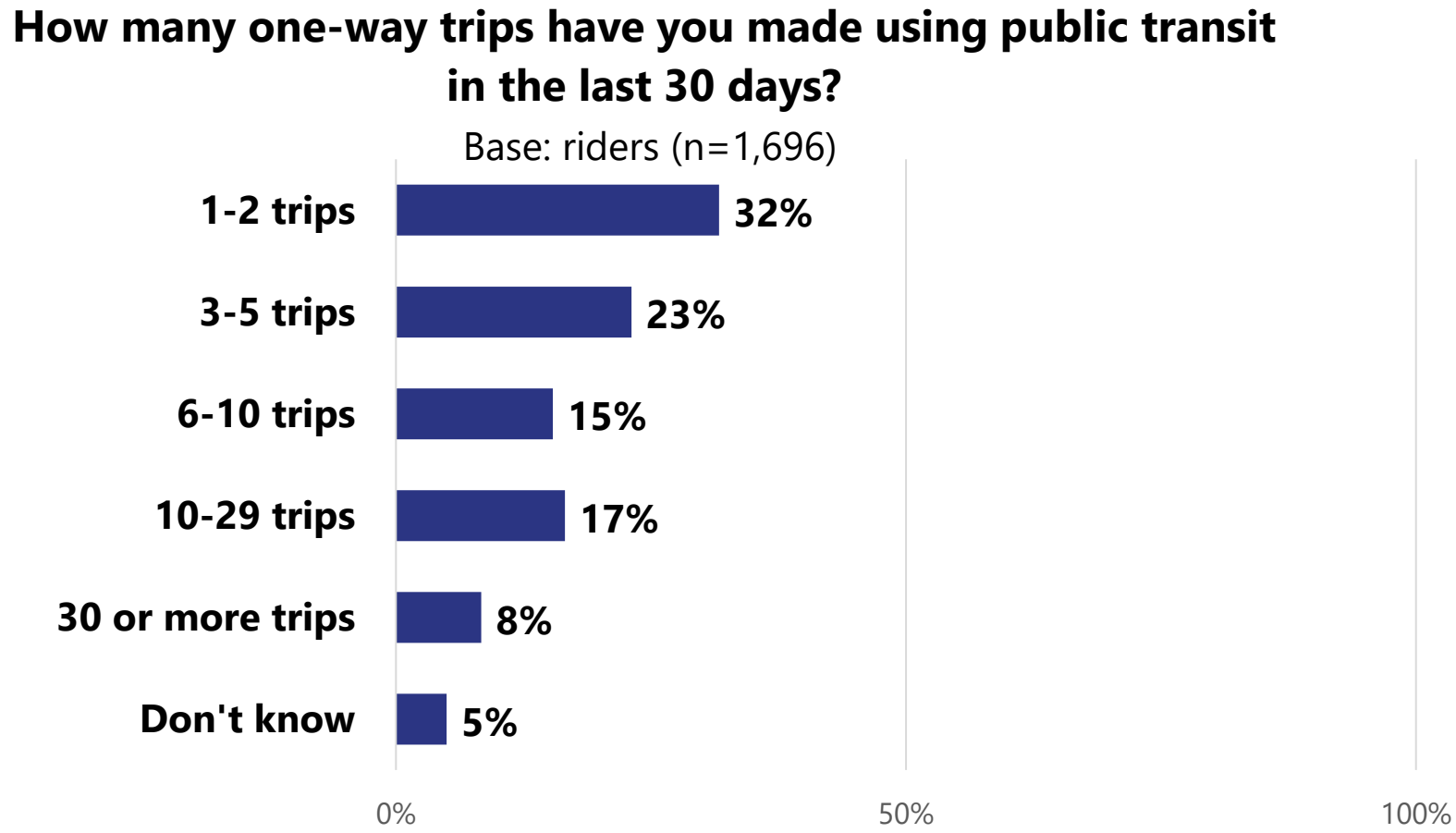
# King County Metro buses (79%) and Link light rail (70%) are the two most frequently used transit options.

**When you used public transit in the last 30 days, which of the following did you use?**

Base: riders (n=1,715)



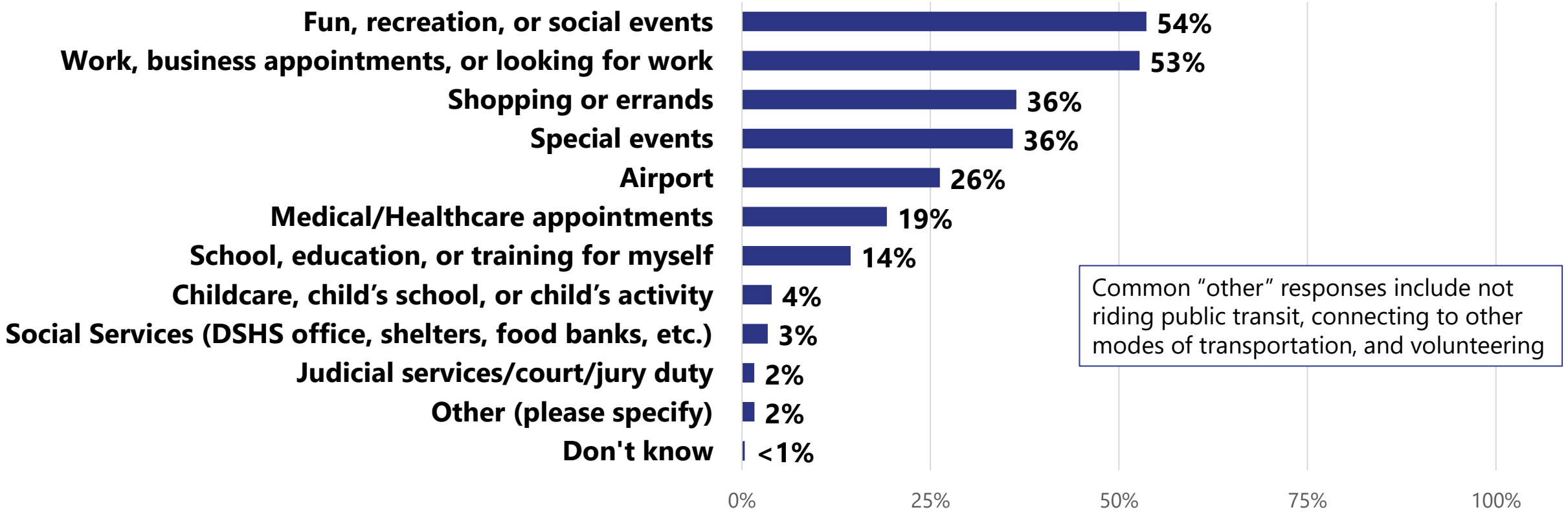
# Two-thirds (63%) of riders made at least three trips in the past 30 days.



# Over half of riders use public transit for fun, recreation, or social events (54%) and for work (53%).

**In the last 30 days, what kind of trip(s) did you make most often using public transit? Select all that apply.**

Base: riders (n=1,677)

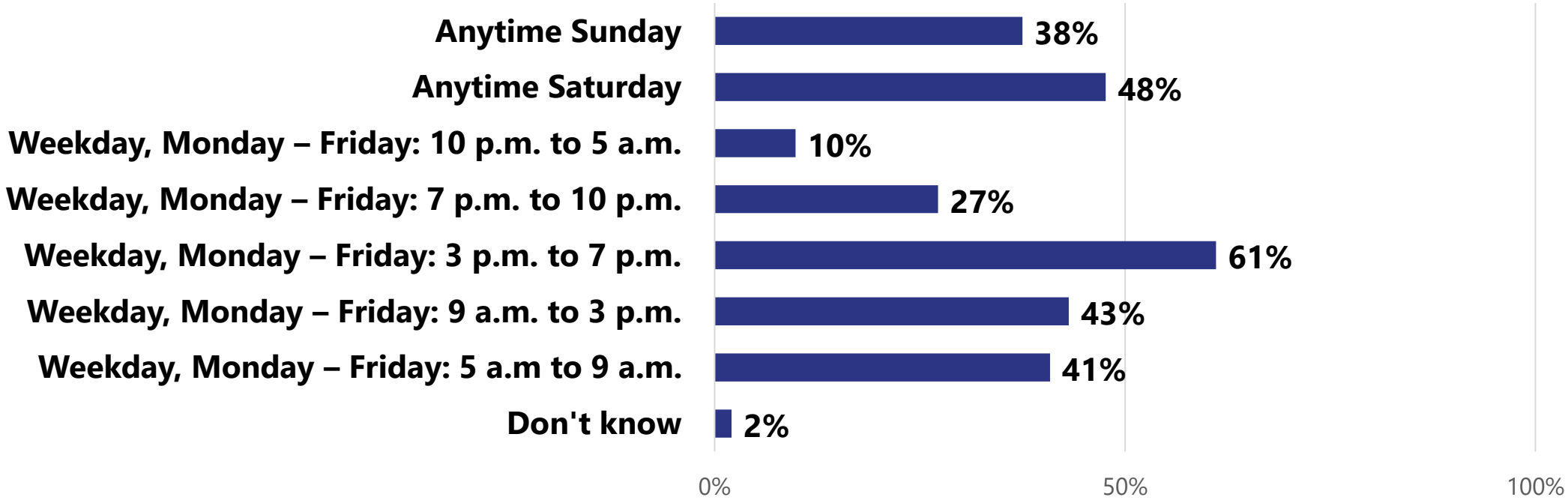



Common "other" responses include not riding public transit, connecting to other modes of transportation, and volunteering

# Two-thirds (61%) of riders usually use public transit between 3pm and 7pm on a weekday.

**In the last 30 days, when did you usually use public transit? Select all that apply.**

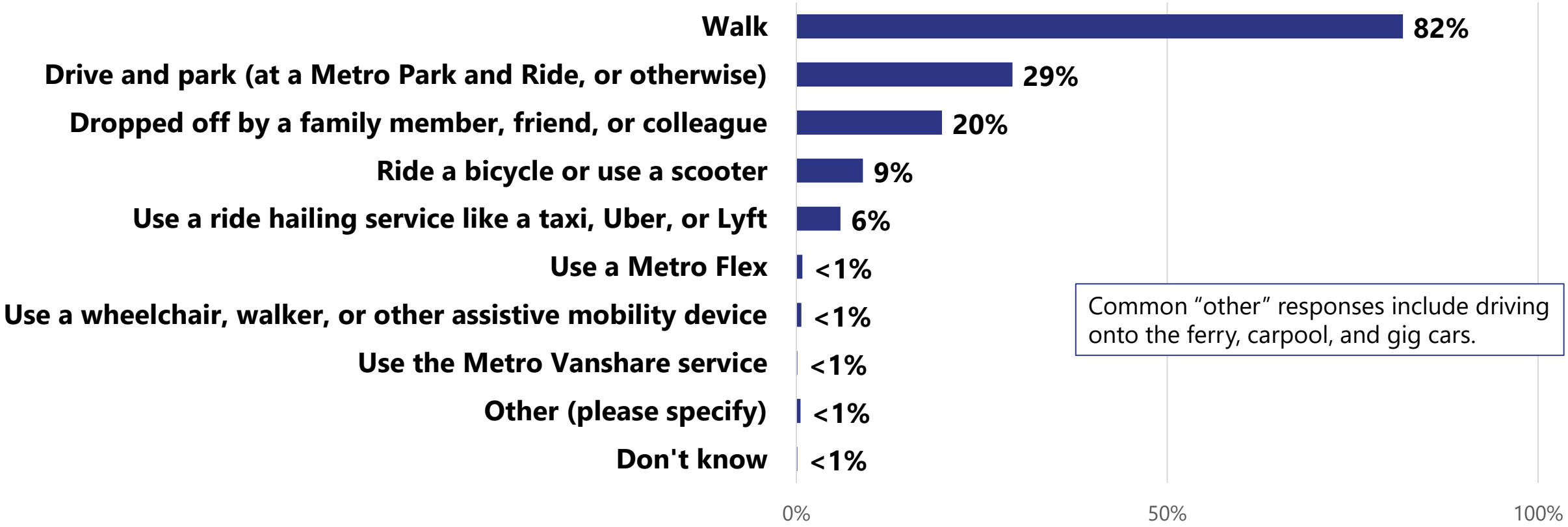
Base: riders (n=1,692)



# Most (82%) riders usually walk to public transportation.

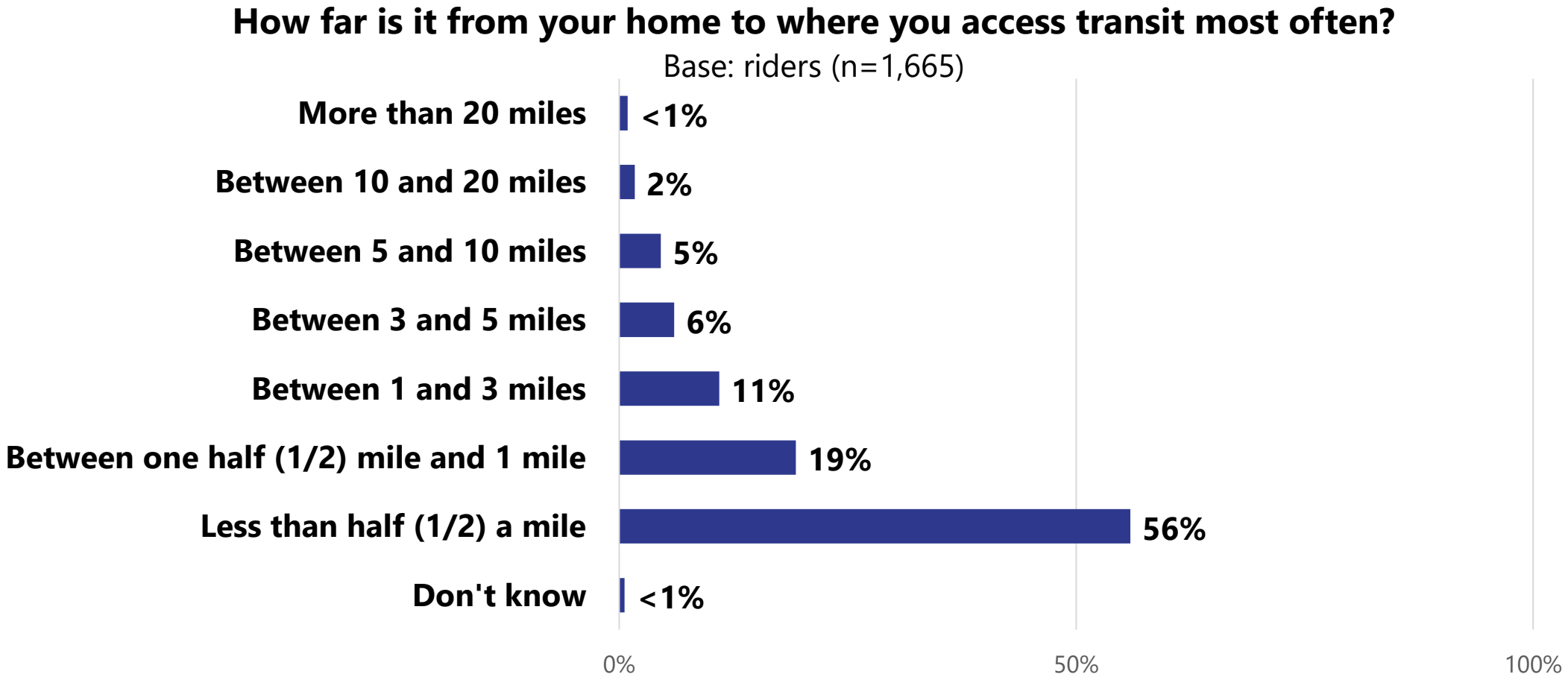
**How do you usually travel to public transportation? Select all that apply.**

Base: riders (n=1,690)




Common "other" responses include driving onto the ferry, carpool, and gig cars.

# Over half (56%) of riders live less than half a mile from where they access transit most often.

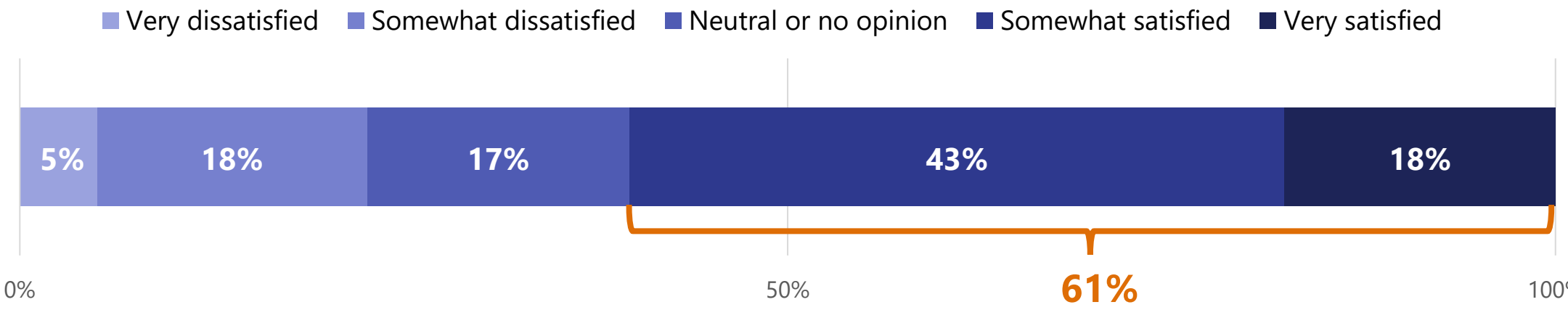


# Rider satisfaction with services

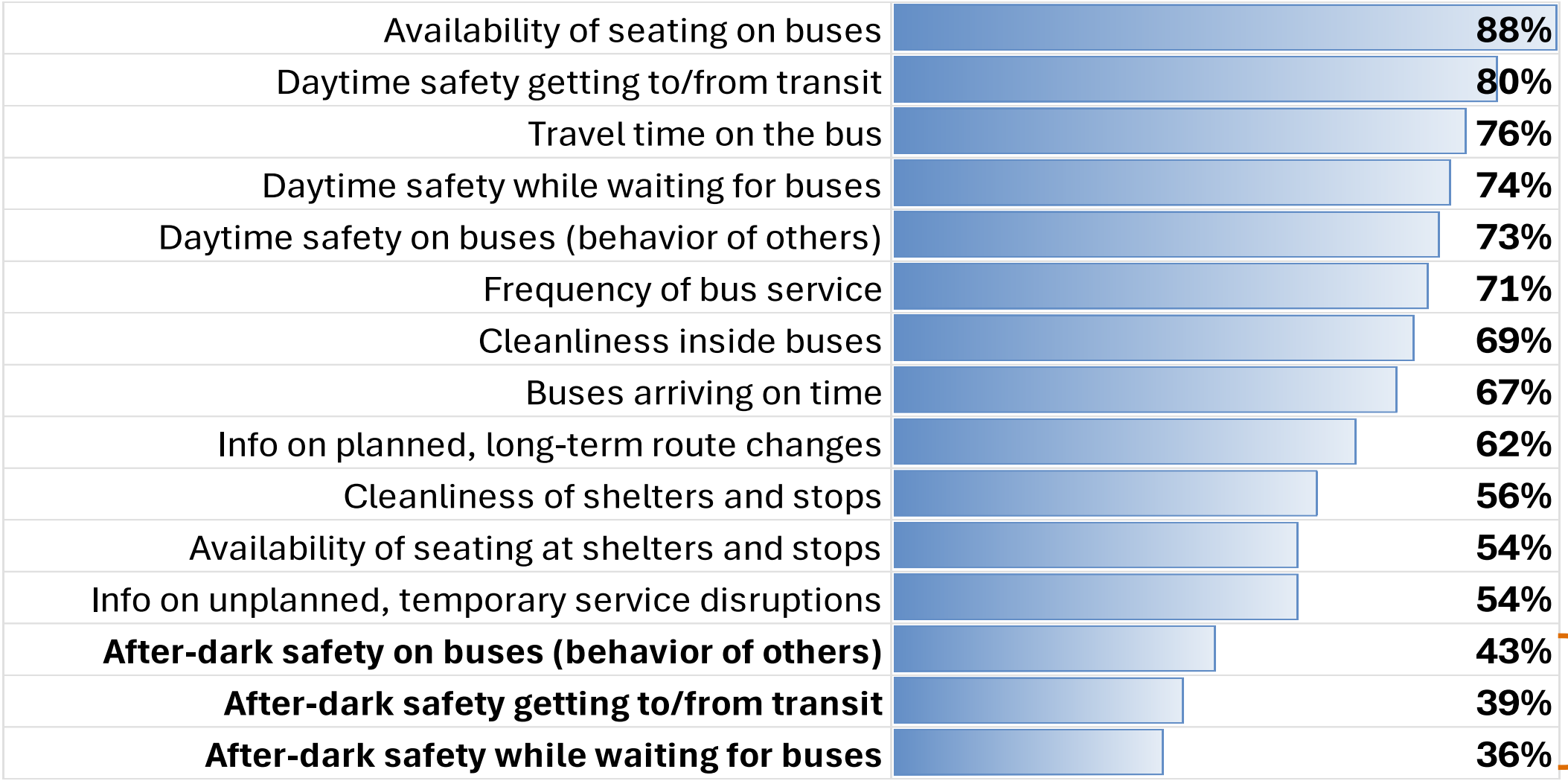
# Two-thirds (61%) of riders are somewhat or very satisfied with King County Metro's bus service overall.

**Overall, how satisfied are you with King County Metro's bus service?**

Base: riders (n=1,343)



# Riders' satisfaction with transit services (ranked)




The percentages indicate the sum of those who are somewhat satisfied and very satisfied.
(n=875 to1,074)

**Least satisfied services**

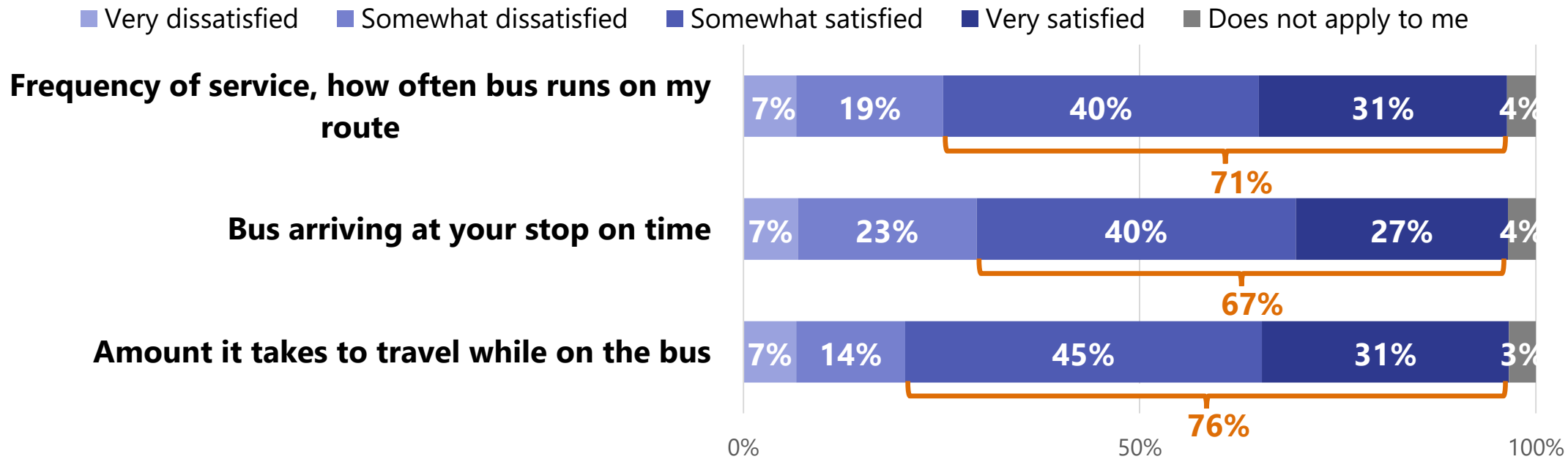


King County METRO

# Most riders were satisfied with travel time on the bus (76%), service frequency (71%), and on-time arrivals (67%).

**Please rate your satisfaction with different aspects of King County Metro's bus service.**

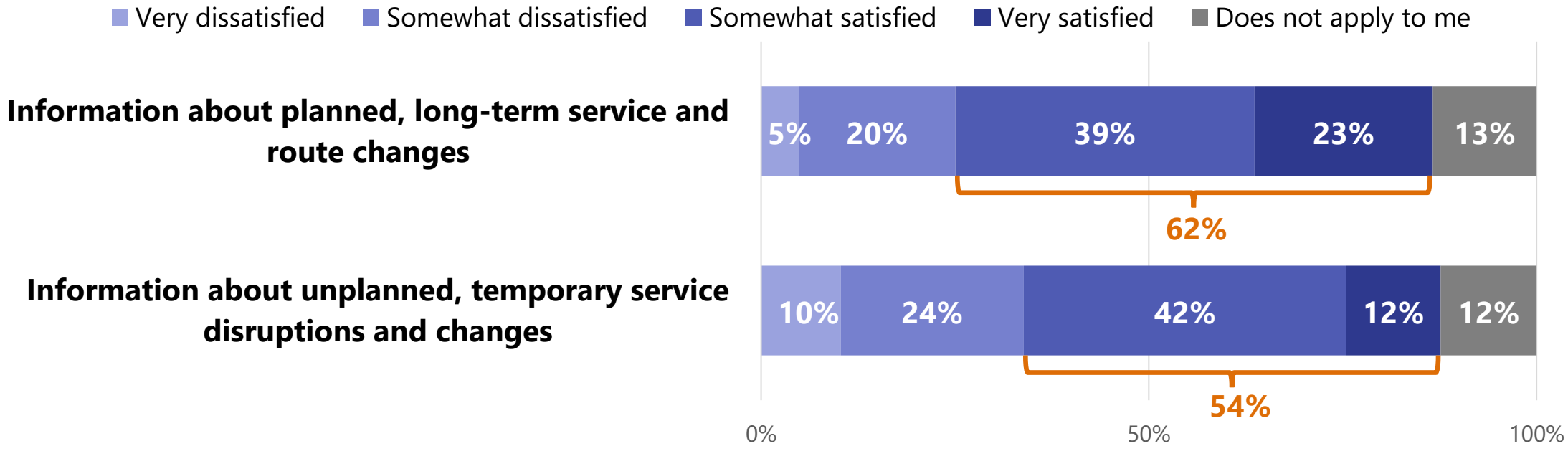
Base: riders (n=1,343)



# Many riders (62%) are satisfied with details on long-term changes, while 54% are satisfied with information about temporary service disruptions.

**Please rate your satisfaction with different aspects of King County Metro's bus service.**

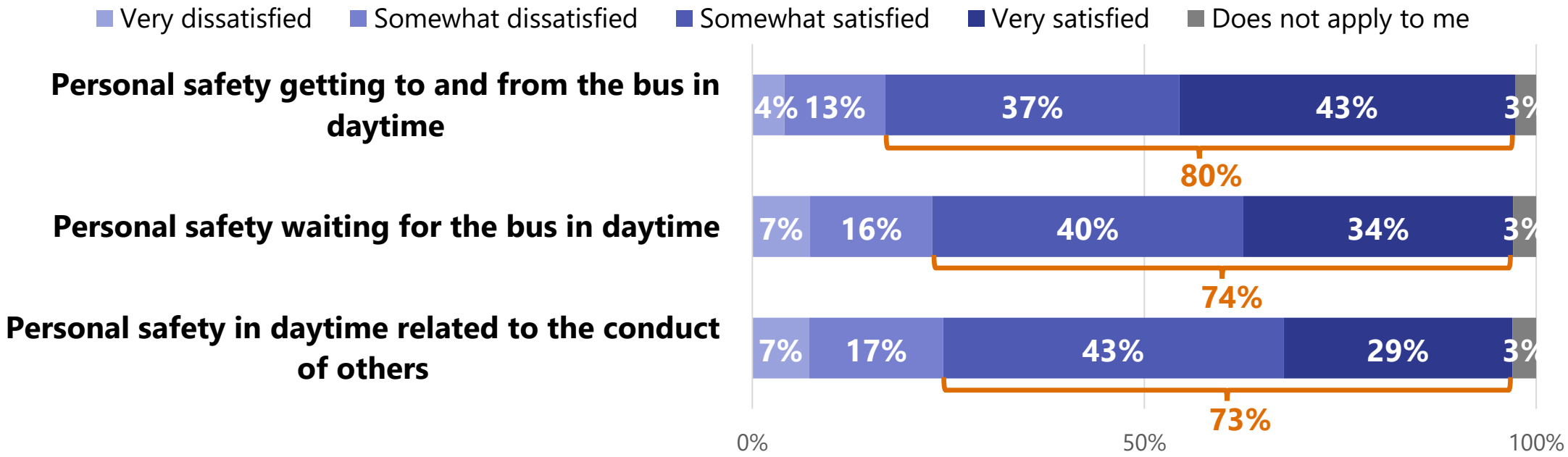
Base: riders (n=1,343)



# Overall, riders are satisfied with their personal safety accessing public transit during the day.

**Please rate your satisfaction with different aspects of King County Metro's bus service**

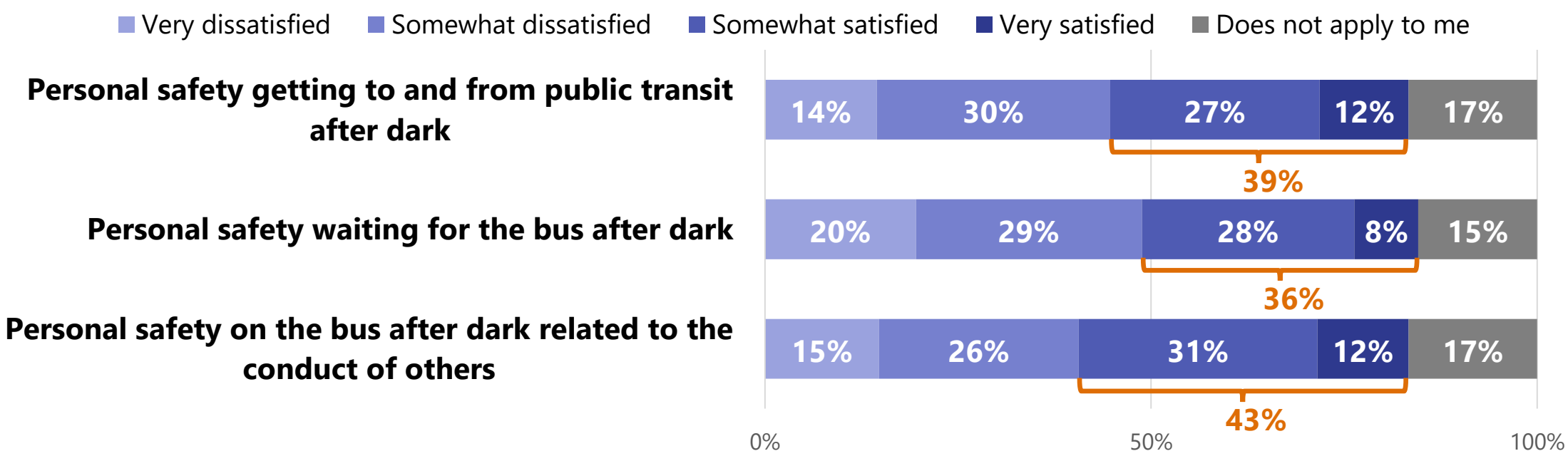
Base: riders (n=1,343)



# Satisfaction with personal safety when accessing public transit drops significantly after dark compared to during the day.

**Please rate your satisfaction with different aspects of King County Metro's bus service.**

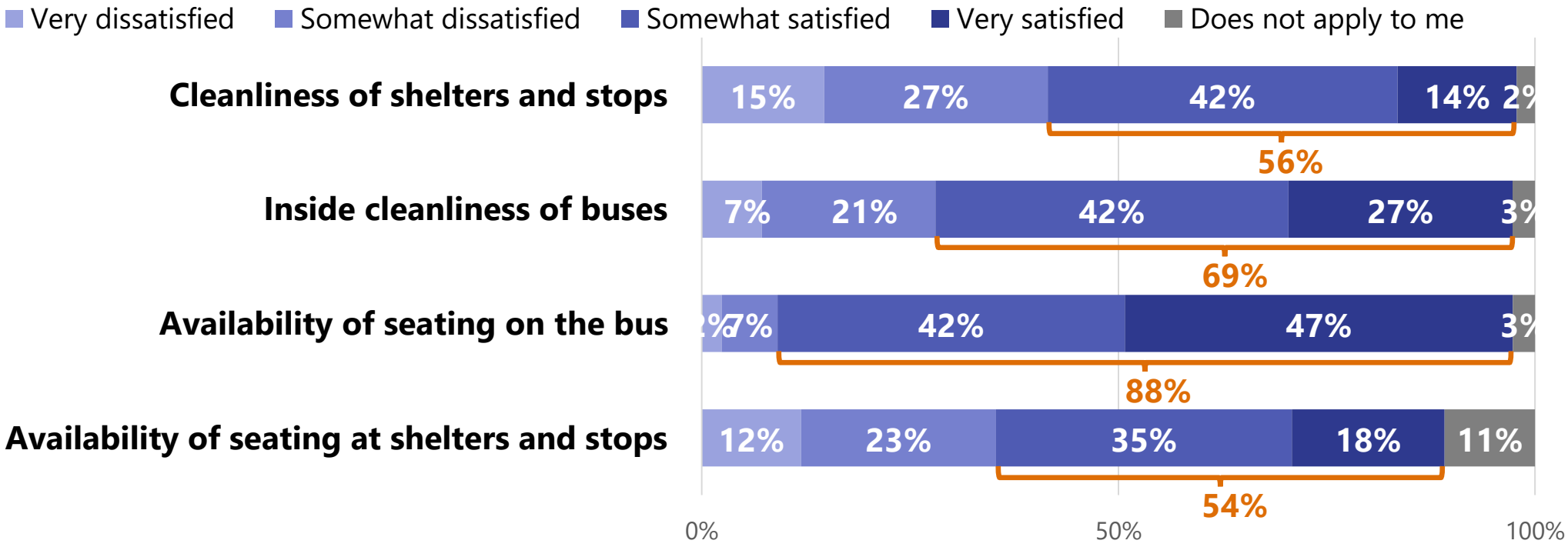
Base: riders (n=1,343)



# Many riders are dissatisfied with the cleanliness of shelters and stops (42%) and bus seating availability (35%).

**Please rate your satisfaction with different aspects of King County Metro's bus service.**

Base: riders (n=1,343)

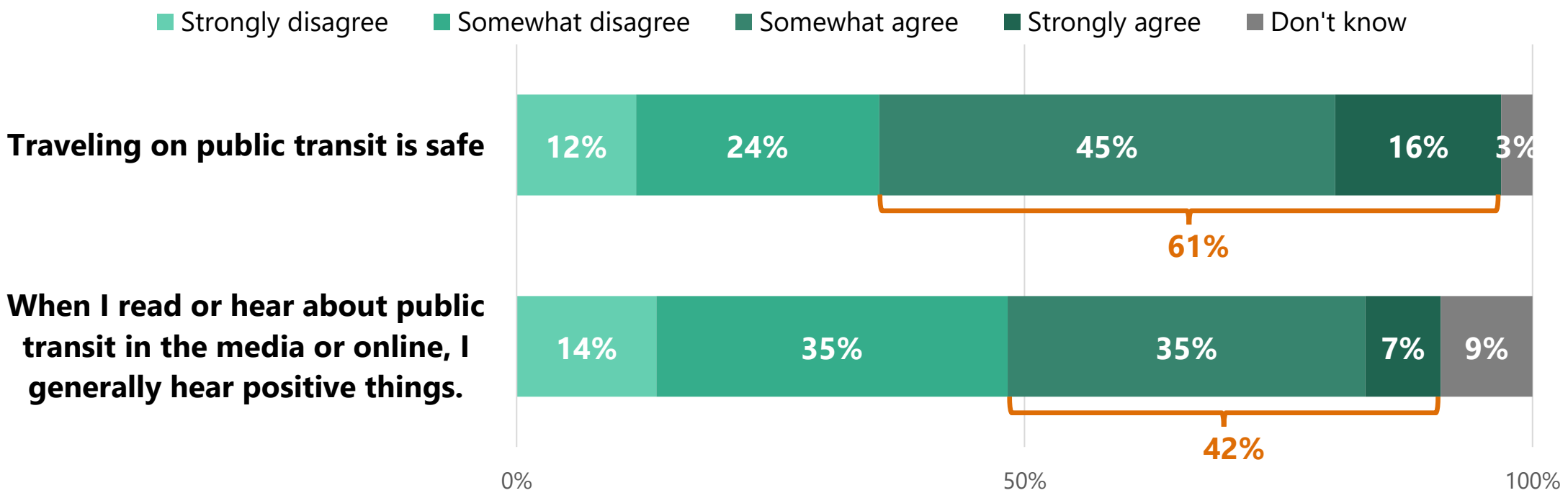


# Attitudes and barriers

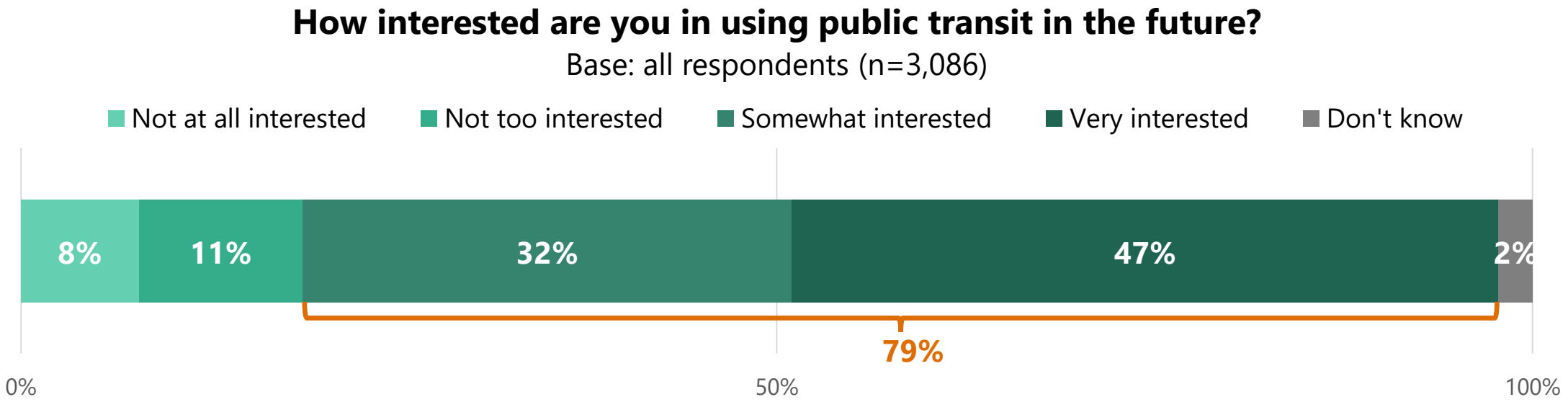
# Despite nearly two-thirds (61%) feeling transit is safe, about half (49%) report encountering negative comments about it online or in the media.

**Please indicate whether you agree or disagree with the following statements.**

Base: all respondents (n=2,253)



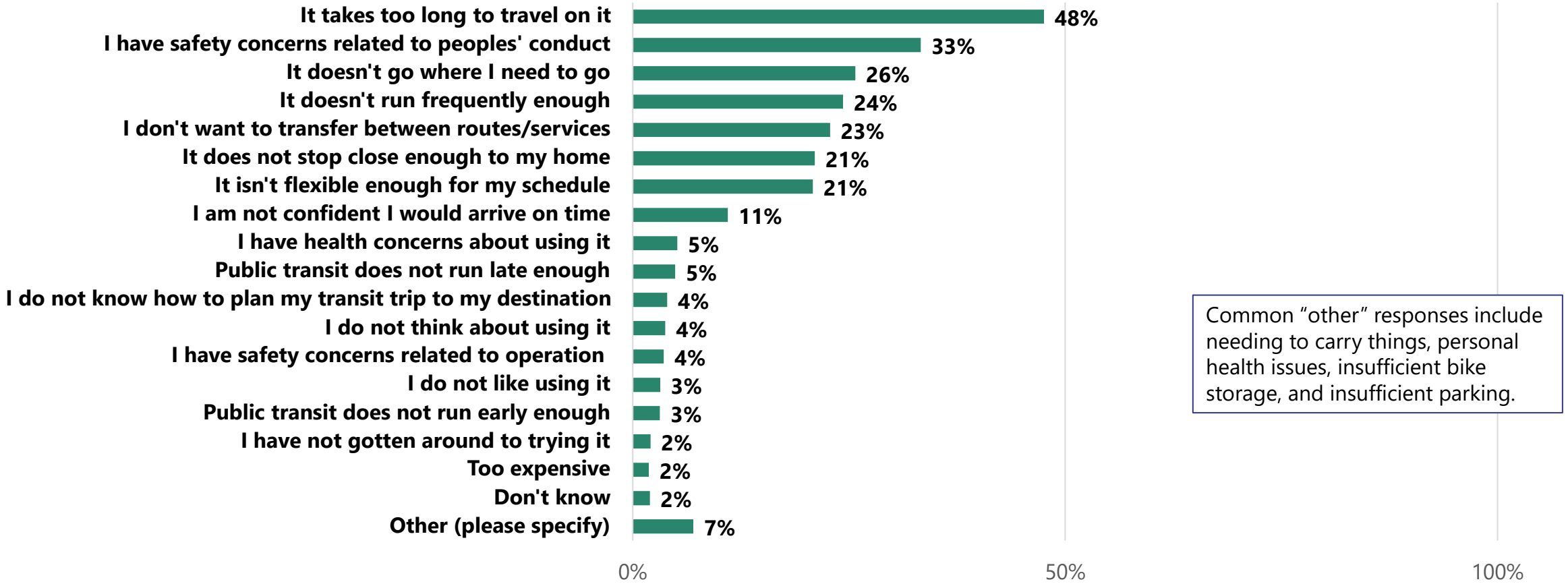
# Most (79%) of respondents are somewhat or very interested in using public transit in the future.



# Top barriers to public transit: Long travel time and personal safety concerns.

**What barriers prevent you from riding transit most frequently? Please select up to three (3).**

Base: all respondents (n=3,225).




Common "other" responses include needing to carry things, personal health issues, insufficient bike storage, and insufficient parking.

# Riders are more concerned with transit frequency, whereas non-riders focus on accessibility to transit stops.

## Current Transit Riders

1. **Takes too long to travel (48%)**
2. **Does not run frequently (34%)**
3. **Personal safety concerns related to other's conduct (32%)**
4. It doesn't go where I need to go (26%)
5. I don't want to transfer between routes/services (25%)
6. It doesn't give me enough flexibility (19%)

Top 3 barriers for riders only

## Non-Riders

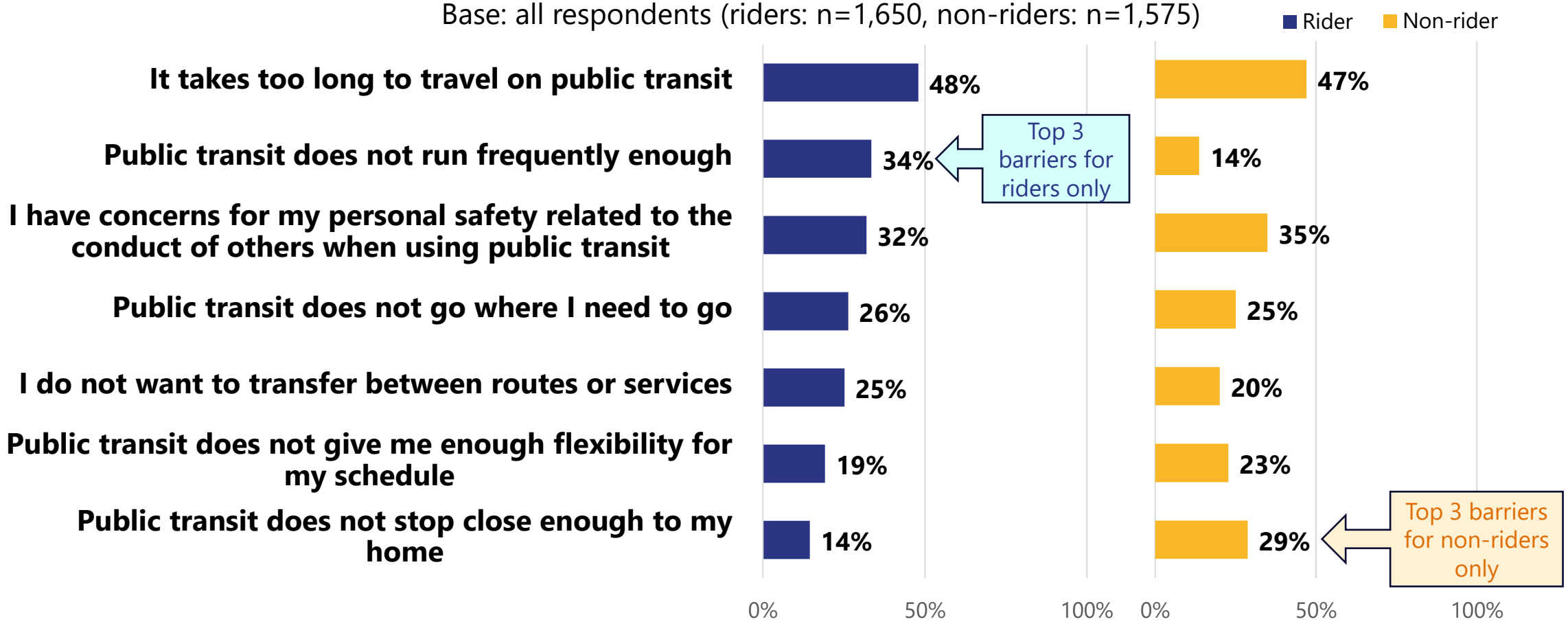
1. **Takes too long to travel (47%)**
2. **Personal safety concerns related to other's conduct (34%)**
3. **It doesn't stop close enough to home (29%)**
4. It doesn't go where I need to go (25%)
5. It doesn't give me enough flexibility (23%)
6. I don't want to transfer between routes/services (20%)

Top 3 barriers for non-riders only

# Riders are more concerned with transit frequency, whereas non-riders focus on accessibility to transit stops.

**What barriers prevent you from riding transit most frequently?**

Base: all respondents (riders: n=1,650, non-riders: n=1,575)



# Appendices

# Appendix A: Survey Invitation Postcards

King County wants to invite you to take a **15-minute survey** to help:

- **Improve King County services and**
- **Reduce transportation barriers.**

Your responses will be kept confidential. Adults 18+ can enter a drawing for **one of ten $100 online VISA cards.**

**Take the survey using any of the following methods by May 5th:**

- Scan the QR code
- Visit **kingcounty.gov/metro/survey-spring24** to take the survey
- Call **877-586-1133** to take the survey by phone

Use this ID to enter the survey:

Must be at least 16 to take the survey. Must be at least 18 to enter the drawing. Limit one drawing entry per household. To enter the drawing without taking the survey, please send a postcard with your name, mailing address, and survey access code to PRR, Inc., 1501 4th Ave, Suite 550, Seattle, WA 98101 by May 5th. We hired PRR, an independent research firm, to administer this survey. Please contact **kcmetroresearch@kingcounty.gov** if you have any questions.

El gobierno del condado de King quiere invitarle a realizar una **encuesta de 15 minutos** para ayudar a:

- **Mejorar los servicios del condado de King** y
- **Reducir las barreras en el transporte.**

Sus respuestas serán confidenciales. Las personas mayores de 18 años pueden participar en un sorteo y tener la oportunidad de ganar **una de diez tarjetas electrónicas VISA de $100.**

**Realice la encuesta de cualquiera de las siguientes maneras antes del 5 de mayo:**

- Escanee el código QR
- Visite **kingcounty.gov/metro/survey-spring24/es** o llame al **833-716-0236**

Utilice este número de identificación para entrar en la encuesta:

Para participar en la encuesta debe tener al menos 16 años. Debe tener al menos 18 años para participar en el sorteo. Límite de una participación por hogar. Para participar en el sorteo sin realizar la encuesta, envíe una postal con su nombre, dirección postal y código de acceso a la encuesta a PRR, Inc. 1501 4th Ave. Suite 550, Seattle, WA 98101 antes del 5 de mayo. Contratamos a PRR, una agencia independiente, para administrar esta encuesta. Escriba a **kcmetroresearch@kingcounty.gov** si tiene alguna pregunta.

金郡(King County)政府邀请您填写一份**15分钟的简短问卷**。您的回复将帮助

- **改善金郡服务**
- **减少交通运输障碍**

您的回答将会被保密。18岁以上的成年人可以参加抽奖活动，赢得**$100的在线VISA卡**(共十张)。

**请在5月5日之前根据以下任一方式完成问卷：**

- 扫描二维码
- 访问 **kingcounty.gov/metro/survey-spring24/zh-s**
- 致电**206-774-0870**参与电话问卷

请使用此ID进入问卷：

必须年满16岁才能参与问卷。必须年满18岁才能参加抽奖。每个家庭只能参加一次抽奖。想要参加抽奖而不参加问卷调查，请在5月5日之前将包含您姓名、邮寄地址和问卷调查访问代码的明信片发送至 PRR, Inc., 1501 4th Ave, Suite 550, Seattle, WA 98101。我们聘请了独立研究公司PRR来进行这项问卷调查，以管理此调查。如果您有任何疑问，请联系 **kcmetroresearch@kingcounty.gov**。

金郡(King County)政府邀請您填寫一份**15分鐘的簡短問卷**。您的回復將幫助

- **改善金郡服務**
- **減少交通運輸障礙**

您的回答將會被保密。18歲以上的成年人可以參加抽獎活動，贏得**$100的線上VISA卡**(共十張)。

**請在5月5日之前根據以下任一方式完成問卷：**

- 掃描二維碼
- 訪問 **kingcounty.gov/metro/survey-spring24/zh-t**
- 致電**206-774-0870**參與電話問卷

請使用此ID進入問卷：

必須年滿16歲才可參與調查。必須年滿18歲才能參加抽獎。每戶只限抽獎一次。如只參加抽獎但不參與調查，請在5月5日前將您的姓名、郵寄地址和含有調查訪問代碼的明信片寄往 PRR, Inc., 1501 4th Ave, Suite 550, Seattle, WA 98101。我們聘請了獨立研究公司PRR進行這項調查。假如您有任何問題，請發送電子郵件至**kcmetroresearch@kingcounty.gov**。

King County METRO
*Moving forward together*

**Thank you! 感谢您的参与**
**¡Gracias! 感謝您的參與**

**Research Team,**
**King County Metro Transit**
**kcmetroresearch@kingcounty.gov**

## Let's make travel easier in King County.

**Share your thoughts for a chance to win a $100 gift card!**

Flip this card over for details.

## Hagamos que viajar en el condado de King sea más fácil.

**¡Comparta su opinión y podrá ganar una tarjeta regalo de $100!**

Dé la vuelta a esta tarjeta para ver los detalles.

## 让King County的出行变得更轻松。

**分享您的想法还有机会获得$100 VISA礼卡！**

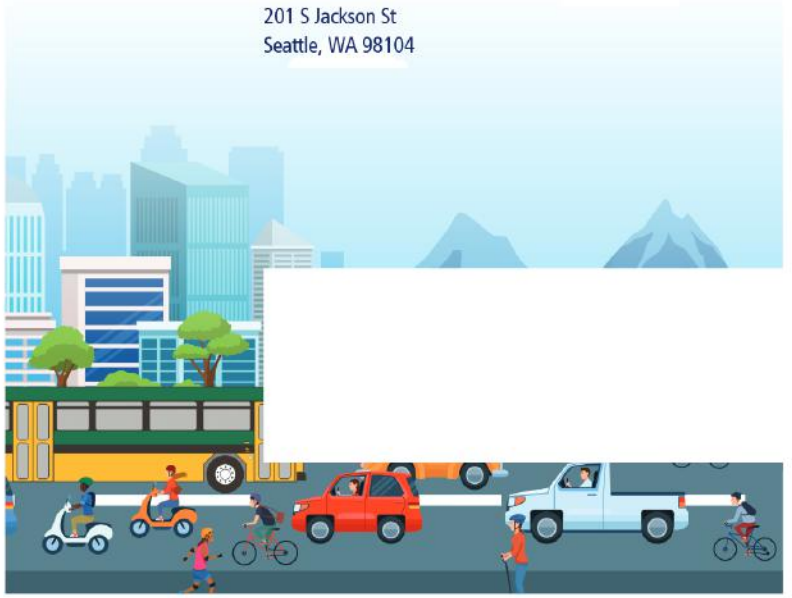
想了解更多详情，请翻看卡片背面。

## 讓King County的出行變得更輕鬆。

**分享您的想法還有機會獲得$100 VISA禮卡！**

想瞭解更多詳情，請翻看卡片背面。

King County
Market Innovation
KSC-TR-0411
201 S Jackson St
Seattle, WA 98104



# Appendix A: Reminder Postcards

El Condado de King lo invitó recientemente a realizar una encuesta de 15 minutos para ayudar a mejorar los servicios del condado de King y reducir las barreras en el transporte.

Si ya completó la encuesta, ¡gracias! Si no lo ha hecho, realice la encuesta de cualquiera de las siguientes maneras antes del **5 de mayo:**

- Visite **kingcounty.gov/metro/survey-spring24/es** o llame al **833-716-0236**
- Escanee el código QR

Las personas mayores de 18 años pueden participar en un sorteo y tener la oportunidad de ganar **una de diez tarjetas electrónicas VISA de $100.**

Utilice este número de identificación para entrar en la encuesta:

金郡(King County)政府前不久邀请您填写一份15分钟的简短问卷。

您的回复将帮助改善金郡服务和减少交通运输障碍。如果您已经完成了问卷，谢谢您！如果还没有，请在**5月5日**之前根据以下任一方式完成问卷：

- 访问**kingcounty.gov/metro/survey-spring24/zh-s**
- 致电**206-774-0870**参与电话问卷
- 扫描二维码

18岁以上的成年人可以参加抽奖活动，**赢得$100的在线VISA卡（共十张）。**

请使用此ID进入问卷：

金郡(King County)政府前不久邀請您填寫一份15分鐘的簡短問卷。

您的回復將說明改善金郡服務和減少交通運輸障礙。如果您已經完成了問卷，謝謝您！如果還沒有，請在**5月5日**之前根據以下任一方式完成問卷：

- 訪問**kingcounty.gov/metro/survey-spring24/zh-t**
- 致電**206-774-0870**參與電話問卷
- 掃描二維碼

18歲以上的成年人可以參加抽獎活動，**贏得$100的線上VISA卡（共十張）。**

請使用此ID進入問卷：

**Thank you! ¡Gracias! 感谢您的参与 感謝您的參與**

Research Team, King County Metro Transit
kcmetroresearch@kingcounty.gov

King County recently invited you to take a 15-minute survey to help improve King County services and reduce transportation barriers.

If you have already completed the survey, thank you! If not, take the survey using any of the following methods by **May 5th:**

- Scan the QR code
- Visit **kingcounty.gov/metro/survey-spring24**
- Call **877-586-1133** to take the survey by phone

Adults 18+ can enter a drawing for one of **ten $100 online VISA cards.**

Use this ID to enter the survey:

King County
Market Innovation
KSC-TR-0411
201 S Jackson St
Seattle, WA 98104

# Appendix B: Survey Instrument - Both Waves

- *To take the survey in your language, click on the globe button at the top right of the page.*
- *如您需使用您的常用語言來完成這份问卷，請點擊頁面右上角的地球按鈕。*
- *要使用您常用的语言参与问卷，请点击页面右上角的地球按钮。*
- *Para realizar la encuesta en español, haga clic en el botón con el símbolo del mundo en la parte superior de la pantalla a la derecha.*

Thank you for taking our survey!  King County will use the survey results to inform transportation decisions and planning in our region. The survey takes about [15; 20] minutes to complete. All your answers are confidential. Please complete the survey by [May 5th, 2024; September 29, 2024]. We truly appreciate your participation.

In recognition and appreciation of your time, adults 18+ will have a chance to enter a drawing for [one of ten $100 online VISA cards; one of five $200 online VISA cards] at the end of the survey.

Please enter the **access code** provided in your survey invitation.

To participate in the survey, you must be at least 16 years old. Are you 16 years of age or older?*

○ Yes

○ No

# Appendix B: Survey Instrument - Both Waves

Do you live in King County?

- ○ Yes
- ○ No
- ○ I don't know

What is your home 5-digit zip code?

Including yourself, please tell us how many people in your household fall within each age group. Please enter "0" where applicable.

- 18 or under
- 19-35
- 36-64
- 65 or older

# Appendix B: Survey Instrument - Both Waves

Have any of the children or youth in your household (ages 18 years or younger) used public transit in the last 30 days? Please do NOT include trips on a school bus.

- ○ Yes
- ○ No
- ○ Don't know

What methods of transportation have you used in the past 30 days? Please select all of the modes that you have used.

- ❑ Drove alone
- ❑ Used any form of public transit (bus, light rail, streetcar, commuter train, water taxi, vanpool, etc.)
- ❑ Carpooled ONLY with other household members
- ❑ Carpooled with others not in my household
- ❑ Rode a bicycle or scooter (shared or personal)
- ❑ Walked or used a wheelchair or other mobility device
- ❑ Used a ride-hailing service like a taxi, Uber, or Lyft
- ❑ Used senior services or paratransit (ACCESS)
- ❑ Rode a Washington State Ferry
- ❑ Other (please specify): _____
- ❑ None of the above
- ❑ Don't know

# Appendix B: Survey Instrument - Both Waves

You indicated that you have not used public transit in the last 30 days. When was the last time you used public transit, if ever? Your best estimate is fine.

- ○ Within the last 3 months
- ○ Between 3 and 5 months ago
- ○ Between 6 and 11 months ago
- ○ Between 12 and 23 months ago
- ○ Between 2 and 4 years ago
- ○ 5 or more years ago
- ○ I have never used public transit
- ○ Don't know

In the past 30 days, how often did you have to reschedule an appointment because of a problem with transportation?

- ○ Often
- ○ Sometimes
- ○ Never

In the past 30 days, how often did you skip going somewhere because of a problem with transportation?

- ○ Often
- ○ Sometimes
- ○ Never

In the past 30 days, how often were you not able to leave the house when you wanted to because of a problem with transportation?

- ○ Often
- ○ Sometimes
- ○ Never

In the past 30 days, how often did you feel bad because you did not have the transportation you needed?

- ○ Often
- ○ Sometimes
- ○ Never

In the past 30 days, how often did you worry about inconveniencing your friends, family, or neighbors because you needed help with transportation?

- ○ Often
- ○ Sometimes
- ○ Never

# Appendix B: Survey Instrument - Both Waves

In the past 30 days, how often did problems with transportation affect your relationships with others?

- ○ Often
- ○ Sometimes
- ○ Never

When you used public transit in the last 30 days, which of the following types of transit did you use? Please select all that apply.

- ❑ King County Metro bus
- ❑ Link light rail
- ❑ Sound Transit Express bus
- ❑ Sounder commuter train
- ❑ Seattle Streetcar (First Hill or South Lake Union)
- ❑ King County Water Taxi
- ❑ Monorail
- ❑ King County Vanpool/Vanshare services
- ❑ Pierce Transit bus
- ❑ Community Transit bus
- ❑ Kitsap Transit (fast ferry, bus)
- ❑ Senior services/paratransit (ACCESS)
- ❑ DART Shuttle
- ❑ Metro Flex (on-demand s
- ❑ Other (please specify):
- ❑ Don't know

# Appendix B: Survey Instrument - Both Waves

How many one-way trips have you made using public transit in the last 30 days?

A one-way trip where you made a transfer is just one trip, but a round-trip to and from a destination would be two trips. Your best estimate is fine.

- ○ 1-2 trips
- ○ 3-5 trips
- ○ 6-10 trips
- ○ 10-29 trips
- ○ 30 or more trips
- ○ Don't know

In the last 30 days, how often did you use public transit while it was dark outside?

- ○ Never
- ○ Rarely
- ○ Sometimes
- ○ Frequently
- ○ Always
- ○ Don't know

You indicated that you rode a King County Metro bus in the last 30 days. Which route(s) did you use? Please list routes in order of how frequently you used each route, starting with the route you used most often.

First route/service (most often):

Second route/service (if applicable)

Third route/service (if applicable):

Fourth route/service (if applicable):

Fifth route/service (if applicable):

Sixth route/service (if applicable):

# Appendix B: Survey Instrument - Both Waves

In the last 30 days, what kind of trip(s) did you make most often using public transit? Select all that apply.

- ❑ Work, business appointments, or looking for work
- ❑ School, education, or training for myself
- ❑ Childcare, child's school, or child's activity
- ❑ Shopping or errands
- ❑ Fun, recreation, or social events (meeting friends, visiting parks, going to church, etc.)
- ❑ Special events (including concerts, sporting events, festivals, etc.)
- ❑ Airport
- ❑ Medical/Healthcare appointments
- ❑ Social Services (DSHS office, shelters, food banks, etc.)
- ❑ Judicial services/court/jury duty
- ❑ Other (please specify): _____
- ❑ Don't know

27) In the last 30 days, when did you usually use public transit? Select all that apply.

- ❑ Weekday, Monday – Friday: 5 a.m. to 9 a.m.
- ❑ Weekday, Monday – Friday: 9 a.m. to 3 p.m.
- ❑ Weekday, Monday – Friday: 3 p.m. to 7 p.m.
- ❑ Weekday, Monday – Friday: 7 p.m. to 10 p.m.
- ❑ Weekday, Monday – Friday: 10 p.m. to 5 a.m.
- ❑ Anytime Saturday
- ❑ Anytime Sunday
- ❑ Don't know

# Appendix B: Survey Instrument - Both Waves

How do you usually get to where you access to public transportation? Select all that apply.

- ❑ Walk
- ❑ Use a wheelchair, walker, or other assistive mobility device
- ❑ Ride a bicycle or use a scooter
- ❑ Drive and park (at a Metro Park and Ride, or otherwise)
- ❑ Dropped off by a family member, friend, or colleague
- ❑ Use the Metro Vanshare service
- ❑ Use a Metro Flex
- ❑ Use a ride hailing service like a taxi, Uber, or Lyft
- ❑ Other (please specify):
- ❑ Don't know

How far is it from your home to where you access transit most often?

- ○ Typically, 10 blocks is equal to one half (1/2) mile.
- ○ Less than half (1/2) a mile
- ○ Between one half (1/2) mile and 1 mile
- ○ Between 1 and 3 miles
- ○ Between 3 and 5 miles
- ○ Between 5 and 10 miles
- ○ Between 10 and 20 miles
- ○ More than 20 miles
- ○ Don't know

In the last 30 days, how have you paid your fare on public transit? Select all that apply.

- ❑ With any type of ORCA or tap-to-ride transit card*
- ❑ With cash
- ❑ With paper tickets
- ❑ With an ACCESS Pass
- ❑ With the Transit GO Mobile App (Mobile ticketing)
- ❑ I did not pay a fare on my trip
- ❑ Other (please specify):
- ❑ Don't know

*Another question item was added in Wave 2, "With a mobile ORCA card on Google Pay"

# Appendix B: Survey Instrument - Both Waves

There are a few different types of ORCA or tap-to-ride cards. Which type(s) of cards did you use in the last 30 days? Please select all that apply.

- ❑ Regular/Adult ORCA card
- ❑ ORCA Youth Card (reduced fares for those 18 years old or younger)
- ❑ Regional Reduced Fare Permit, Senior
- ❑ Regional Reduced Fare Permit, Disabled
- ❑ ORCA LIFT Card (income-based reduced fare)
- ❑ ORCA card or ID badge/card **provided by school/employer**
- ❑ Other (please specify): _____
- ❑ I'm not sure which type of ORCA card I have
- ❑ Don't know

Traveling on public transit is a safe.

- ○ Strongly disagree
- ○ Somewhat disagree
- ○ Somewhat agree
- ○ Strongly agree
- ○ Don't know

On average, how often do you travel to a fixed worksite or school?

- ○ Never
- ○ Less than once a month, or occasionally
- ○ Once or twice a month
- ○ 1 -2 days a week
- ○ 3-5 days a week
- ○ 6-7 days a week
- ○ Don’t know

# Appendix B: Survey Instrument - Both Waves

When you make commute trips to work or school outside the home, how do you typically get to your commute destination? Select all that apply.

- ❑ Use a personal vehicle (driven by you or another household member)
- ❑ Use public transit (bus, light rail, commuter train, water taxi, etc.)
- ❑ Carpool with a person outside of your household
- ❑ Ride a bicycle or scooter (shared or personal)
- ❑ Walk or roll (use a wheelchair or other mobility device)
- ❑ Use a ride-hailing service like a taxi, Uber, or Lyft
- ❑ Use senior services/paratransit (ACCESS)
- ❑ Ride a Washington State Ferry
- ❑ Other (please specify): _____
- ❑ Don't know

Overall, how satisfied are you with Metro's bus service?

- ○ Very dissatisfied
- ○ Somewhat dissatisfied
- ○ Neutral or no opinion
- ○ Somewhat satisfied
- ○ Very satisfied

# Appendix B: Survey Instrument - Both Waves

Please rate your satisfaction with different aspects of Metro's bus service.

**Frequency of service, or how often the bus runs on my route.**

○ Very dissatisfied ○ Somewhat dissatisfied ○ Somewhat satisfied ○ Very satisfied ○ Does not apply to me

**Bus arriving at your stop on time.**

○ Very dissatisfied ○ Somewhat dissatisfied ○ Somewhat satisfied ○ Very satisfied ○ Does not apply to me

**Amount of time it takes to travel while on the bus.**

○ Very dissatisfied ○ Somewhat dissatisfied ○ Somewhat satisfied ○ Very satisfied ○ Does not apply to me

**Cleanliness of shelters and stops.**

○ Very dissatisfied ○ Somewhat dissatisfied ○ Somewhat satisfied ○ Very satisfied ○ Does not apply to me

**Inside cleanliness of buses.**

○ Very dissatisfied ○ Somewhat dissatisfied ○ Somewhat satisfied ○ Very satisfied ○ Does not apply to me

**Availability of seating on the bus.**

○ Very dissatisfied ○ Somewhat dissatisfied ○ Somewhat satisfied ○ Very satisfied ○ Does not apply to me

**Availability of seating at shelters and stops.**

○ Very dissatisfied ○ Somewhat dissatisfied ○ Somewhat satisfied ○ Very satisfied ○ Does not apply to me

**Personal safety on the bus in the daytime related to the conduct of others.**

○ Very dissatisfied ○ Somewhat dissatisfied ○ Somewhat satisfied ○ Very satisfied ○ Does not apply to me

# Appendix B: Survey Instrument - Both Waves

Please rate your satisfaction with different aspects of Metro's bus service.

**Personal safety waiting for the bus in the daytime.**

○ Very dissatisfied ○ Somewhat dissatisfied ○ Somewhat satisfied ○ Very satisfied ○ Does not apply to me

**Personal safety while getting to and from public transit in the daytime.**

○ Very dissatisfied ○ Somewhat dissatisfied ○ Somewhat satisfied ○ Very satisfied ○ Does not apply to me

**Personal safety on the bus after dark related to the conduct of others.**

○ Very dissatisfied ○ Somewhat dissatisfied ○ Somewhat satisfied ○ Very satisfied ○ Does not apply to me

**Personal safety waiting for the bus after dark.**

○ Very dissatisfied ○ Somewhat dissatisfied ○ Somewhat satisfied ○ Very satisfied ○ Does not apply to me

**Personal safety while getting to and from public transit after dark.**

○ Very dissatisfied ○ Somewhat dissatisfied ○ Somewhat satisfied ○ Very satisfied ○ Does not apply to me

**Information about planned, long-term service and route changes.**

○ Very dissatisfied ○ Somewhat dissatisfied ○ Somewhat satisfied ○ Very satisfied ○ Does not apply to me

**Information about unplanned, temporary service disruptions and changes.**

○ Very dissatisfied ○ Somewhat dissatisfied ○ Somewhat satisfied ○ Very satisfied ○ Does not apply to me

# Appendix B: Survey Instrument - Both Waves

How interested are you in using public transit more often in the future?

- ○ Not at all interested
- ○ Not too interested
- ○ Somewhat interested
- ○ Very interested
- ○ Don't know

When I hear my family, friends, and/or colleagues talking about public transit, I generally hear positive things.*

- ○ Strongly disagree
- ○ Somewhat disagree
- ○ Somewhat agree
- ○ Strongly agree
- ○ Don't know

*Slightly changed question in Wave 2 to "When I read or hear about public transit in the media or online, I generally hear positive things."

What barriers prevent you from using public transit more frequently? Please select up to three (3).

- ❑ It takes too long to travel on public transit
- ❑ Public transit does not give me enough flexibility for my schedule
- ❑ Public transit does not run frequently enough
- ❑ Public transit does not stop close enough to my home
- ❑ Public transit does not go where I need to go
- ❑ I do not want to transfer between routes or services
- ❑ I have concerns for my personal safety related to the conduct of others when using public transit
- ❑ I have concerns for my personal safety related to the operation of public transit vehicles
- ❑ Public transit does not run early enough for my schedule
- ❑ Public transit does not run late enough for my schedule
- ❑ I am not confident that I would arrive to my destination on time
- ❑ I have health concerns about using public transit (e.g., COVID-related)
- ❑ I do not know how to plan my public transit trip to that destination
- ❑ Taking public transit would be too expensive
- ❑ I have not gotten around to trying public transit
- ❑ I do not like using public transit
- ❑ I do not think about using public transit
- ❑ Other (please specify _____)
- ❑ Don't know

# Appendix B: Survey Instrument - Both Waves

How old are you?*

- ○ 16-17
- ○ 18-19
- ○ 20-24
- ○ 25-34
- ○ 35-44
- ○ 45-54
- ○ 55-64
- ○ 65 or older
- ○ Prefer not to say

How do you identify?

- ○ Male
- ○ Nonbinary
- ○ Female
- ○ Identity not listed here
- ○ Prefer not to say

*Wave 2 asked "In what year were you born?"

Do you have a valid driver's license?

- ○ Yes
- ○ No
- ○ Prefer not to say

How many motor vehicles in working condition are available in your household? (Vehicles include cars, trucks, motorcycles, etc.)

- ○ 0
- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ Other (please specify):
- ○ Prefer not to say

How do you identify? Please select all that apply.

- ❑ African American or Black
- ❑ American Indian/Native American or Alaskan Native
- ❑ Asian or East Asian
- ❑ Asian or Southeast Asian
- ❑ Asian or South Asian
- ❑ Hispanic or Latina/o/x
- ❑ Middle Eastern or North African
- ❑ Native Hawaiian or Pacific Islander
- ❑ Sub-Saharan African
- ❑ White
- ❑ Race(s) or ethnicity(ies) not listed here (please specify):
- ❑ Prefer not to say

# Appendix B: Survey Instrument - Both Waves

What is the primary language you speak at home?*

- ○ Chinese - Cantonese
- ○ Chinese - Mandarin
- ○ English
- ○ Korean
- ○ Russian
- ○ Somali
- ○ Spanish
- ○ Tagalog
- ○ Vietnamese
- ○ Other (please specify):
- ○ Prefer not to say

* The option "Arabic" was added in Wave 2

Do you have access to information from King County Metro in your preferred language?

- ○ Yes
- ○ No
- ○ Not sure
- ○ Prefer not to say

What was your total household income in 2023? Your best guess is fine.

- ○ Less than $25,000
- ○ $25,000 to $34,999
- ○ $35,000 to $49,999
- ○ $50,000 to $74,999
- ○ $75,000 to $99,999
- ○ $100,000 to $149,999
- ○ $150,000 or more
- ○ Don't know
- ○ Prefer not to say

Do you own or rent your home?

- ○ Own or buying
- ○ Rent or lease
- ○ Other arrangement (please tell us more):
- ○ Prefer not to say

Do you have a condition that limits your ability to do one or more major life activities, such as walking, climbing stairs, running errands, hearing announcements, using a computer, reading, or understanding signs?

- ○ Yes
- ○ No
- ○ Prefer not to say

Thank you for completing our survey! If there's anything we missed or if you have additional comments, please share them below.

# Appendix B: Survey Instrument – Wave 1

Including yourself, how many people live in your household?

- ○ 1
- ○ 2
- ○ 3
- ○ 4
- ○ 5
- ○ 6
- ○ 7
- ○ 8
- ○ 9 or more

Please specify how many people live in your household:

Regardless of whether you use public transit or not, how often do you consider public transit as a potential way to get where you need to go?

- ○ Never
- ○ Rarely
- ○ Sometimes
- ○ Often
- ○ Always

When you are deciding whether to make a trip on public transit or not, what factors are the most important in your choice? Please select up to two (2) options.

- ❑ The overall estimated trip time on public transit
- ❑ The estimated time it would take get to the stop or station
- ❑ The estimated time that would be spent on the public transit vehicle
- ❑ Whether the public transit trip requires a transfer between routes or services
- ❑ How confident I am in my ability to find the right stops, stations, routes, or services
- ❑ What time of day I am travelling
- ❑ How confident I am that public transit will show up as planned
- ❑ How frequently the route or service comes if I change my schedule or miss the bus/train
- ❑ The type of trip I am making (such as for a regular work day, an appointment, a social outing, a concert or special event, etc.)
- ❑ The traffic conditions along my trip
- ❑ The availability or cost of parking at my destination
- ❑ I do not enjoy using public transit, or I prefer other transportation modes
- ❑ Other (please tell us more):

# Appendix B: Survey Instrument – Wave 1

If a public transit service provides “frequent service” on a weekday, how frequently would you expect public transit to arrive during each of the following times?

Please provide your answer in minutes, between 5 and 30.

Early morning, 1am-4am:

Morning, 5am-9am:

Midday, 9am-3pm:

Afternoon, 3pm-7pm:

Evening, 7pm-10pm:

Late night, 10pm-1am:

If a public transit service provides "frequent service" on a weekend, how frequently would you expect public transit to arrive?

Please provide your answer in minutes, between 5 and 60.

In the last 30 days, on how many days did you make the following types of trips on public transit?

Work, business appointments, or looking for work

School, education, or training for myself

Childcare, child’s school, or child’s activity

Shopping or errands

Fun, recreation, or social events (meeting friends, visiting parks, going to church, etc.)

Special events (including concerts, sporting events, festivals, etc.)

Airport

Medical/Healthcare appointments

Social Services (DSHS office, shelters, food banks, etc.)

Judicial services/court/jury duty

Other (please specify):

# Appendix B: Survey Instrument – Wave 1

Which of the following tools do you usually use to plan your public transit trips? Select all that apply.

- ○ King County Trip Planner online
- ○ Posted/printed information at stops/stations
- ○ Google Maps
- ○ Apple Maps
- ○ One Bus Away app
- ○ Other transit app (please specify):
- ○ Word of mouth
- ○ Metro's customer service call center ((206) 553-3000)
- ○ Text for Departure service
- ○ Other (please specify):
- ○ I don't usually use any tools to plan my trips
- ○ Don't know

I like using public transit.

- ○ Strongly disagree
- ○ Somewhat disagree
- ○ Somewhat agree
- ○ Strongly agree
- ○ Don't know

Access to public transportation is important, even if I don't personally use it.

- ○ Strongly disagree
- ○ Somewhat disagree
- ○ Somewhat agree
- ○ Strongly agree
- ○ Don't know

I think about the environmental impacts of my travel choices.

- ○ Strongly disagree
- ○ Somewhat disagree
- ○ Somewhat agree
- ○ Strongly agree
- ○ Don't know

When I read or hear about public transit in the media or online, I generally hear positive things.

- ○ Strongly disagree
- ○ Somewhat disagree
- ○ Somewhat agree
- ○ Strongly agree
- ○ Don't know

# Appendix B: Survey Instrument – Wave 1

Thinking about your friends and family in King County, how often do you think most of them use public transit?

- ○ Never
- ○ Less than once a month, or occasionally
- ○ Once or twice a month
- ○ 1 -2 days a week
- ○ 3-5 days a week
- ○ 6-7 days a week
- ○ Don’t know

Overall, what is your opinion of Metro?

- ○ Strongly unfavorable
- ○ Somewhat unfavorable
- ○ Neutral or no opinion
- ○ Somewhat favorable
- ○ Strongly favorable

Regardless of your current public transit use, how many of your transportation needs do you think the current public transit system in King County could meet?

- ○ All of my transportation needs
- ○ Most of my transportation needs
- ○ Some of my transportation needs
- ○ Very few of my transportation needs
- ○ None of my transportation needs
- ○ Don't know

# Appendix B: Survey Instrument – Wave 2

Where do you usually get information or updates about public transit in King County? Select all that apply.

- ❑ King County Metro resources
- ❑ Other transit agencies' resources (Sound Transit, Pierce Transit, Community Transit, etc.)
- ❑ Friends and family, word of mouth
- ❑ Community-based organizations (e.g., community centers, resource center, places of worship, etc.)
- ❑ Local social media accounts, please provide example:
- ❑ Local blogs or subscription newsletters (West Seattle Blog, The Urbanist, etc.), please provide example:
- ❑ Local news or newspapers, please provide example:
- ❑ Other (please specify):

You previously mentioned that you usually get information or updates from King County Metro resources. Which King County Metro resources do you usually look at? Select all that apply.

- ❑ Metro's website (https://kingcounty.gov/en/dept/metro)
- ❑ Metro's Instagram (@kcmetrobus)
- ❑ Metro's Facebook account (@King County Metro Transit)
- ❑ Metro's X account (@KingCountyMetro)
- ❑ Metro text alerts
- ❑ Metro email alerts
- ❑ Metro Matters blog
- ❑ Printed/posted information at stops
- ❑ Other (please specify):

I know how to report an issue or incident when riding a King County Metro bus, at a stop, or at a transit center.

- ○ Yes
- ○ No
- ○ Don't know

How would you report an issue or incident on a bus or at a stop or transit center?

# Appendix B: Survey Instrument – Wave 2

When you are on or around transit, where would you prefer to find information for reporting issues, incidents, or positive experiences? Select all that apply.

- ❑ Posted at stops or transit centers
- ❑ Posted on board buses
- ❑ On King County Metro's website
- ❑ Posted on King County Metro's social media
- ❑ In another place (Please describe): _____

King County Metro has undertaken several actions to make transit safe, clean, and welcoming. Which of the following actions, if any, were you aware of? Select all that apply.

- ❑ Hiring specialists to provide social, psychological, and health services to community members
- ❑ Doubling the number of Transit Security Officers
- ❑ Deploying Safety Ambassadors at some stops and stations
- ❑ Increasing staff to address issues at stops and shelters
- ❑ Not aware of any of the actions

Since you are aware of one or more of the actions above, what do you think of the action(s) to keep transit safe, clean, and welcoming?

- ○ Very Ineffective
- ○ Ineffective
- ○ Effective
- ○ Very effective
- ○ Don't know

# Appendix B: Survey Instrument – Wave 2

We would like to better understand how people make decisions on how to travel in King County. Please review the following imaginary situation:

After meeting a friend at Pike Place Market in downtown Seattle in the afternoon, you are going home. Which of the following two options would you likely choose?

**Option A: Use ride-hailing or ride-sharing service (Lyft, Uber, etc.)**

- Travel Time: 25 minutes
- Wait Time: up to 5 minutes
- Cost: approximately $35

**Option B: Use public transit [on 3rd Ave.]**

- Travel time: 32 minutes
- Wait Time: up to 5 minutes
- Cost: $2.75
- Bus stop located less than 5 minutes away

Which travel option would you be most likely to choose?

- ○ Option A
- ○ Option B
- ○ Equally likely to choose both options
- ○ Don't know

Do you identify as any of the following?

- ❑ East Asian (including Chinese, Japanese, Korean, Mongolian, Tibetan, and Taiwanese)
- ❑ Southeast Asian (including Burmese, Cambodian, Filipino, Hmong, Indonesian, Laotian, Malaysian, Mien, Singaporean, Thai, and Vietnamese)
- ❑ South Asian (including Bangladeshi, Bhutanese, Indian, Nepali, Pakistani, and Sri Lankan)
- ❑ None of these
- ❑ Prefer not to say

# Fall 2022 Public Transportation Service Changes

## Title VI Service Analysis

January 2022

King County METRO

**Introduction**

The Federal Transit Administration (FTA) Circular 4702.1B, Chapter V, Section 7 requires transit agencies serving large, urbanized areas to evaluate major service changes and to determine whether proposed changes would have a discriminatory impact as defined in the United States Department of Transportation's Title VI regulations.

In accordance with these FTA regulations, this report summarizes Metro's service analysis of changes proposed for the September 2022 service change submitted to the King County Council for approval. In this ordinance, Metro is proposing to delete Route 120 and implement the RapidRide H Line. This new RapidRide line will largely replace Route 120 and provide faster, more reliable service between Burien, White Center, West Seattle, downtown Seattle, and South Lake Union. This report details the results of the Title VI analysis of this change.

The implementation of the RapidRide H Line was prioritized by Metro's long-range plan, Metro Connects, as well as the City of Seattle's Transit Master Plan on the basis of several factors including potential ridership, social equity measures, and network connectivity. In May 2019, the RapidRide H Line alignment was approved in King County Council Ordinance 18894.

**Service Guidelines Overview**

The 2015 update to King County Metro's *Strategic Plan for Public Transportation, 2011-2021* and related service guidelines outline the methodology Metro uses to evaluate service changes, consistent with FTA Title VI requirements (FTA Circular 4702.1B). The most relevant excerpts from the service guidelines are included below:

> **"Implementation**
>
> Metro revises service twice a year—in spring and fall. Major and minor service revisions occur during the spring and fall service changes. In rare cases of emergency or time-critical construction projects, Metro may make changes at times other than the two regularly scheduled service changes. However, such situations are kept to a minimum because of the high level of disruption and difficulty they create. Many alternative service projects can be implemented at any time and do not need to follow the same schedule as fixed-route service."
>
> **"Adverse Effect of a Major Service Change**
>
> An adverse effect of a major service change is defined as a reduction of 25 percent or more of the transit trips serving a census tract, in accordance with King County code 28.94.020. Title VI of the Civil Rights Act of 1964 requires all transit agencies to evaluate major service change impacts on minority and low-income populations.
>
> **Disparate Impact Threshold**
>
> A disparate impact occurs when a major service change results in adverse effects that are significantly greater for minority populations than for non-minority populations. Metro's threshold for determining adverse effects is when the percentage of routes or tracts adversely affected by a major service change and classified as minority is 10 or more percentage points higher than the percentage of routes or tracts classified as minority in the system as a whole. Should Metro

find a disparate impact, consideration will be given to modifying the proposed changes in order to avoid, minimize or mitigate the disparate impacts of the proposed changes.

Metro will measure disparate impacts by comparing changes in the number of trips serving minority or non-minority census tracts, or by comparing changes in the number of service hours on minority or non-minority routes. Metro defines a minority census tract as one in which the minority population percentage is greater than that of the county as a whole. For regular fixed-route service, Metro defines a minority route as one for which the percentage of inbound weekday boardings in minority census tracts is greater than the average percentage of inbound weekday boardings in minority census tracts for all Metro routes.

**Disproportionate Burden Threshold**

A disproportionate burden occurs when a major service change results in adverse effects that are significantly greater for low-income populations than for non-low-income populations. Metro's threshold for determining adverse effects is when the percentage of routes or tracts adversely affected by a major service change and classified as low-income is 10 or more percentage points higher than the percentage of routes or tracts classified as low-income in the system as a whole. Should Metro find a disproportionate burden, consideration will be given to modifying the proposed changes in order to avoid, minimize or mitigate the disproportionate burden of the proposed changes.

Metro will measure disproportionate burden by comparing changes in the number of trips serving low-income or non-low-income census tracts, or by comparing changes in the number of service hours on low-income or non-low-income routes. Metro defines a low-income census tract as one in which the percentage of low-income population is greater than that of the county as a whole. For regular fixed-route service, Metro defines a low-income route as one for which the percentage of inbound weekday boardings in low-income census tracts is greater than the average percentage of inbound weekday boardings in low-income census tracts for all Metro routes."

**I. Service Change Area and Routes**

***Affected Areas***

The proposed changes will affect 19 census tracts with a total population of 101,905 residents.

***Affected Routes***

The affected route in this change is Route 120, which would be replaced with the RapidRide H Line.

**II. Threshold 1: Is this a Major Service Change? YES**

For the purposes of complying with FTA Circular 4702.1B, Chapter IV, Metro defines any change in service as "major" if King County Council approval of the change is required pursuant to KCC 28.94.020.

The deletion of Route 120 and implementation of the RapidRide H Line meet all criteria for a major service change by Metro and FTA definitions.

**III. Threshold 2: Are Minority or Low-Income Census Tracts Affected? YES**

***Classifying minority and low-income census tracts***

For the Title VI analysis, Metro classifies census tracts as minority tracts if the percentage of the population that is minority within a tract is greater than the percentage for King County as a whole. Based on the American Community Survey five-year average for 2015 – 2019 data, 40.4 percent of the population is classified as minority within the county as a whole.

The determination as to whether the proposed changes resulting in a reduction in service would have a disparate impact on minority populations was made by comparing changes in the number of Metro bus trips serving minority or non-minority census tracts. Similarly, the determination as to whether the proposed changes resulting in a reduction in service would have a disproportionate burden on low-income populations was made by comparing changes in the number of Metro bus trips serving low-income and non-low-income census tracts. Consistent with Metro's Service Guidelines, the definition of "low-income" that is used to determine census tract designations is 200% of the federal poverty line, which aligns with the threshold of other programs, including ORCA LIFT. Based on the American Community Survey five-year average for 2015 - 2019, 23.1 percent of the population is classified as low-income within the county as a whole.

The proposed service changes addressed in this report will affect the level of service provided to 19 King County census tracts currently served by Metro. The low-income and minority characteristics of affected census tracts are provided in Table 1 below and Figure 1 on the following pages.

**Table 1.** Low-Income and Minority Characteristics of Affected Census Tracts

| Census Tract Classification | | | | |
|---|---|---|---|---|
| **Total Census Tracts Affected** | **Minority & Low-income** | **Minority ONLY** | **Low-income ONLY** | **Neither Minority nor Low-income** |
| 19 | 16 | 1 | 1 | 1 |

**IV. Threshold 3: Is there a Disproportionate Burden on Low-Income Populations? NO**
**Is there a Disparate Impact on Minority Populations? NO**

The October 2021 service change was used as the baseline for calculating the change in trips. The proposed changes together affect 19 census tracts, including one minority-only census tract, one low-income only census tract, and 16 tracts which are both minority and low-income. The analysis indicates that the proposed changes do not cause adverse effects on any census tracts affected by the service change. Therefore, the proposed changes do not place a disproportionate burden on low-income populations nor a disparate impact on minority populations.

Notes for Tables 2 and 3

1. An adverse effect is defined as a reduction of 25 percent or more in trips per week.
2. Tracts are classified as low-income or minority when the percentage of low-income or minority persons in the tract is greater than the percentage of low-income or minority persons in the county as a whole.
3. A disproportionate burden occurs when the percentage of low-income tracts with adverse effects is more than 10 percentage points greater than the county-wide percentage of low-income tracts.
4. A disparate impact occurs when the percentage of minority tracts with adverse effects is more than 10 percentage points greater than the county-wide percentage of minority tracts.

**Title VI Analysis Results for Proposed Changes for September 2022**

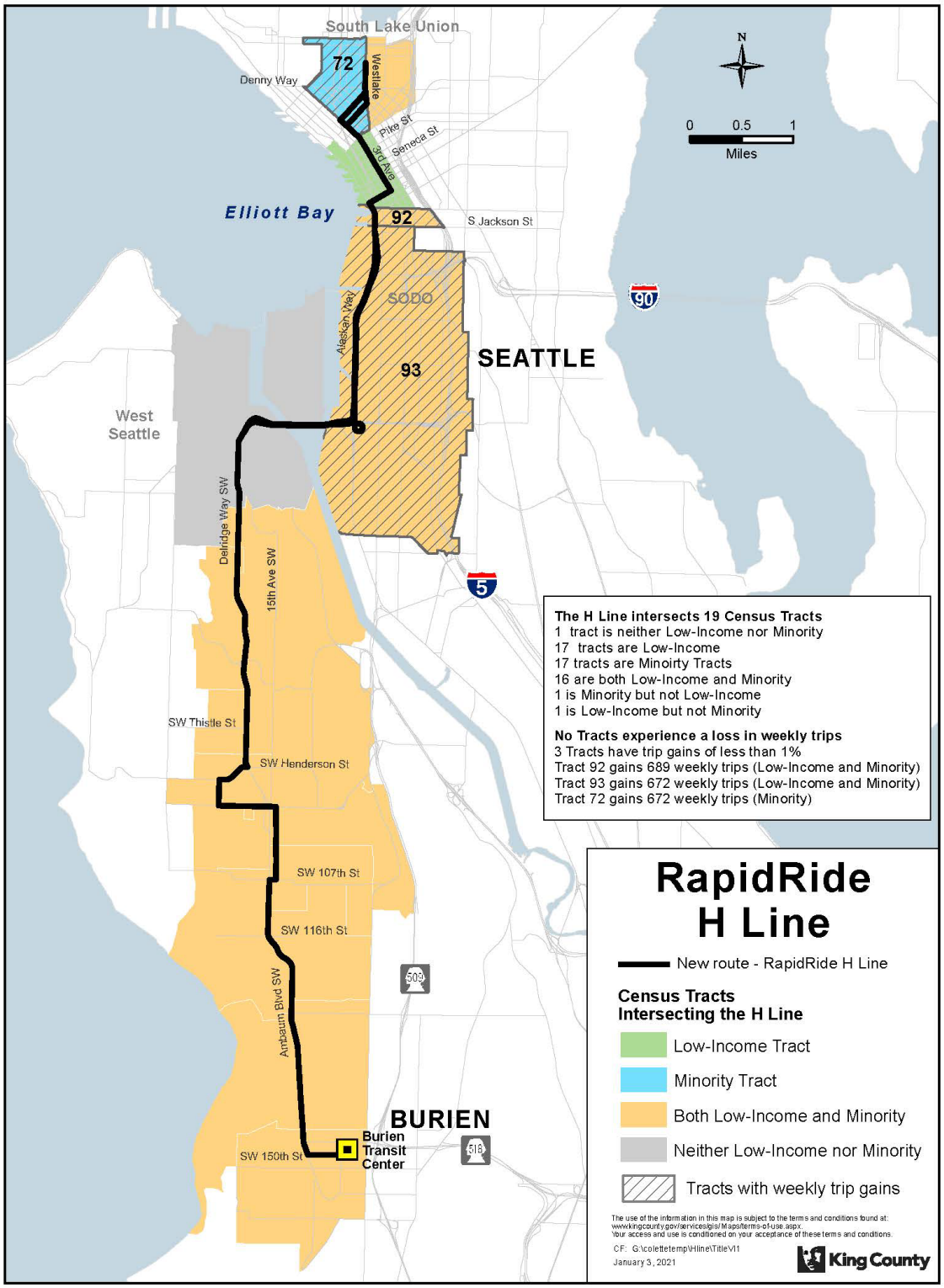
**Table 2.** September 2022 Service Change Title VI Analysis - Low-Income Populations

| Category[2] | Tracts with Adverse Effects[1] | % of tracts adversely affected | % of tracts system-wide | Difference | Disproportionate Burden[3]? |
|---|---|---|---|---|---|
| Low-Income | 0 | 0% | 41% | -41% | **NO** |
| Non-Low-Income | 0 | 0% | 59% | | |
| Total | 0 | 0% | 100% | | |

**Table 3.** September 2022 Service Change Title VI Analysis - Minority Populations

| Category[2] | Tracts with Adverse Effects[1] | % of tracts adversely affected | % of tracts system-wide | Difference | Disparate Impact[4]? |
|---|---|---|---|---|---|
| Minority | 0 | 0% | 46% | -46% | **NO** |
| Non-Minority | 0 | 0% | 54% | | |
| Total | 0 | 0% | 100% | | |

**Figure 1**. Impact of proposed changes on intersecting census tracts.



## V. Threshold 4: Alternatives and Mitigation

As stated in Section IV, there are no adverse effects as defined by the Title VI regulations in the 19 census tracts affected by the proposed September 2022 service change.

### *Benefits*

With the proposed service change none of the census tracts affected by this service change experience a loss in weekly trips, and three tracts gain a significant number of weekly trips: tract 92 (low-income and minority tract) gains 689 weekly trips, tract 93 (low-income and minority tract) gains 672 weekly trips, and tract 72 (minority-only tract) gains 672 weekly trips. Altogether, the recommended service change will provide better service for riders in Burien, White Center, West Seattle, downtown Seattle, and South Lake Union by replacing one of the busiest routes in Metro's system with a RapidRide line that will provide more frequent and reliable service than Route 120 currently provides, as well as improving connections to priority community destinations.

**King County Metro**

# Public Transportation Service Changes for King County Related to Lynnwood Link Connections Mobility Project

## Title VI Service Analysis

Prepared by King County Metro Service Planning

December 2023

King County METRO

*Moving forward together*

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# 1 Introduction

The Federal Transit Administration (FTA) Circular 4702.1B, Chapter V, Section 7 requires transit agencies serving large, urbanized areas to evaluate major service changes and to determine whether proposed changes would have a discriminatory impact as defined in the United States Department of Transportation's Title VI regulations.

In accordance with these FTA regulations, this report summarizes Metro's service analysis of changes proposed for the service change submitted to the King County Council for approval associated with the opening of the Link 1 Line extension to Lynnwood, the implementation of Sound Transit bus rapid transit service in the State Route 522 corridor, and the opening of the N 130th Street infill Station on the Link 1 Line. As part of the ordinance, Metro is proposing to revise routes that currently serve north King County, and Seattle. This report details the results of the Title VI analysis of these changes, known as the Lynnwood Link Connections Mobility Project, which impact Bothell, Kenmore, Lake Forest Park, Seattle, and Shoreline.

## SERVICE GUIDELINES OVERVIEW

Metro's Service Guidelines, which were last updated in 2021, contain King County's policies concerning major service changes, disparate impact, and disproportionate burden. Metro developed these policies and submitted them to the King County Executive, who reviewed them and transmitted them to the King County Council for consideration and action. The Regional Transit Committee and the County Council's Mobility and Environment Committee reviewed the legislation and forwarded it to the full County Council. The Council followed a public notification and participation process, held a public hearing, and then adopted the updated Service Guidelines via Ordinance 19637.

The 2021 update to King County Metro's *Strategic Plan for Public Transportation, 2021-2031* and related service guidelines outline the methodology Metro uses to evaluate service changes, consistent with FTA Title VI requirements (FTA Circular 4702.1B). The most relevant excerpts from the service guidelines are included below:

# Regular Service changes

Metro revises service twice a year—in spring and fall. Major and minor service revisions occur during the spring and fall service changes. In rare cases of emergency or time-critical construction projects, Metro may make changes at other times.

Proposed route changes are subject to approval by the Metropolitan King County Council except as follows (per King County code 28.94.020):

- Any single change or cumulative changes in a service schedule which affect the established weekly service hours for a route by 25 percent or less.
- Any change in route location which does not move the location of any route stop by more than ½ mile.
- Any changes in route numbers.

The annual System Evaluation Report includes a comprehensive list of the prior years' service changes. It identifies and discusses service changes that addressed performance-related issues.

# Adverse Effect of a Major Service Change

An adverse effect of a major service change is defined as a reduction of 25 percent or more of the transit trips serving a census tract, in accordance with King County code 28.94.020. Title VI of the Civil Rights Act of 1964 requires all transit agencies to evaluate major service change impacts on minority and low-income populations.

# Comparison Population Data

Metro uses population data for the county and for the service restructure project area because it enables Metro to evaluate the impact of the total changes of the service restructure. Using demographics allows Metro to identify Black, Indigenous, and people of color (BIPOC) and low-income communities and measure the impact of transit service restructures on the community regardless of whether or not that community takes transit. There are two primary reasons to not use ridership data for this type of analysis:

1. Route restructures that involve the creation of new routes would lack data on the impact of positive changes that new transit service will bring to a community. This might influence planners to be hesitant to delete low-performing routes, as deletion of service would negatively impact ridership-based equity analysis.
2. Ridership analysis that flags routes as BIPOC or low-income routes uses stop level data to determine where the majority of boardings happen on a route. Routes that have a majority of boardings in census tracts that are identified as BIPOC or low-income tracts are flagged as low-income or BIPOC routes. In certain instances, this can be an imperfect measure, as the presence of park and rides can dramatically skew ridership boarding numbers. Additionally, Metro does not conduct

system-wide on-board surveys so it does not have data on the actual demographics of specific routes. In other words, just because boardings occur in a BIPOC or low-income tract does not mean that the people who got on the bus in those places share those identities.

# Disparate Impact Threshold

A disparate impact occurs when a major service change results in adverse effects that are significantly greater for minority populations than for non-minority populations. Metro's threshold for determining adverse effects is when the percentage of routes or tracts adversely affected by a major service change and classified as minority is 10 or more percentage points higher than the percentage of routes or tracts classified as minority in the system as a whole. Should Metro find a disparate impact, consideration will be given to modifying the proposed changes in order to avoid, minimize or mitigate the disparate impacts of the proposed changes.

Metro will measure disparate impacts by comparing changes in the number of trips serving minority or non-minority census tracts, or by comparing changes in the number of service hours on minority or non-minority routes. Metro defines a minority census tract as one in which the minority population percentage is greater than that of the county as a whole. For regular fixed-route service, Metro defines a minority route as one for which the percentage of inbound weekday boardings in minority census tracts is greater than the average percentage of inbound weekday boardings in minority census tracts for all Metro routes.

# Disproportionate Burden Threshold

A disproportionate burden occurs when a major service change results in adverse effects that are significantly greater for low-income populations than for non-low-income populations. Metro's threshold for determining adverse effects is when the percentage of routes or tracts adversely affected by a major service change and classified as low-income is 10 or more percentage points higher than the percentage of routes or tracts classified as low-income in the system as a whole. Should Metro find a disproportionate burden, consideration will be given to modifying the proposed changes in order to avoid, minimize, or mitigate the disproportionate burden of the proposed changes.

Metro will measure disproportionate burden by comparing changes in the number of trips serving low-income or non-low-income census tracts, or by comparing changes in the number of service hours on low-income or non-low-income routes. Metro defines a low-income census tract as one in which the percentage of low-income population is greater than that of the county as a whole. For regular fixed-route service, Metro defines a low-income route as one for which the percentage of inbound weekday boardings in low-income census tracts is greater than the average

percentage of inbound weekday boardings in low-income census tracts for all Metro routes.

# 2 Service Change Area and Routes

## AFFECTED AREAS

The proposed changes will affect 61 census tracts with a total population of approximately 267,348 residents.

## AFFECTED ROUTES

The affected routes in this project include routes 5, 16, 20, 28, 45, 64, 65, 67, 73, 75, 301, 302, 303, 304, 320, 322, 330, 346, 347, 348, 372.

Affected routes 16, 20, 64, 73, 301, 302, 304, 330, 346, 347, 372 would be replaced with routes 61, 72, 77, 333, and 365 expanded service on routes 45, 65, 75, 303, 322, 331, 345, 346, and 348.

# 3 Threshold 1

## IS THIS A MAJOR SERVICE CHANGE?

### YES

For the purposes of complying with FTA Circular 4702.1B, Chapter IV, Metro defines any change in service as "major" if King County Council approval of the change is required pursuant to KCC 28.94.020.

The proposed changes meet all criteria for a major service change by Metro and FTA definitions. Appendix A lists the specific routes being changed in Fall 2024, Fall 2025, and Fall 2026 as part of the Lynnwood Link Connections Mobility Project.

# 4 Threshold 2

## ARE MINORITY OR LOW-INCOME CENSUS TRACTS AFFECTED?

### YES

## Classifying minority and low-income census tracts

For the Title VI analysis, Metro classifies census tracts as minority tracts if the percentage of the population that is minority within a tract is greater than the percentage for King County as a whole. Based on the American Community Survey five-year average for 2016-2020 data, 49.90 percent of the population is classified as minority within the county as a whole.

The determination as to whether the proposed changes resulting in a reduction in service would have a disparate impact on minority populations was made by comparing changes in the number of Metro bus trips serving minority or non-minority census tracts. Similarly, the determination as to whether the proposed changes resulting in a reduction in service would have a disproportionate burden on low-income populations was made by comparing changes in the number of Metro bus trips serving low-income and non-low-income census tracts.

In line with recommendations made by the Service Guidelines Task Force, Metro recently changed the definition of "low-income" that is used to determine census tract designations from 100 percent to 200 percent of the federal poverty line, which aligns with the threshold of other programs, including ORCA LIFT. Based on the American Community Survey five-year average for 2016-2020,[1] consistent with the dataset used in the project's Equity Impact Review conducted by Metro, 39.54 percent of the population is classified as low-income within the county as a whole.

[1] This report uses American Community Survey five-year average for 2016-2020 to maintain consistency with the Lynnwood Link Connections Equity Impact Review analyses, which used ACS data available at the start of the project in 2021.

The proposed service changes addressed in this report will affect the level of service provided to 61 King County census tracts currently served by Metro. The low-income and minority characteristics of affected census tracts are provided in Table 1 below and figures 1 and 2 on the following pages.

**Table 1. Low-Income and Minority Characteristics of Affected Census Tracts**

| Census Tract Classification | | | | |
|---|---|---|---|---|
| **Total Census Tracts Affected** | **Minority & Low-income** | **Minority ONLY** | **Low-income ONLY** | **Neither Minority nor Low-income** |
| 61 | 12 | 4 | 15 | 30 |

# 5 Threshold 3:

## IS THERE A DISPROPORTIONATE BURDEN ON LOW-INCOME POPULATIONS?

**NO**

## IS THERE A DISPARATE IMPACT ON MINORITY POPULATIONS?

**NO**

The September 2023 service change was used as the baseline for calculating the change in trips.

The proposed changes together affect 61 census tracts, including 4 minority-only census tracts, 15 low-income only census tracts, and 12 tracts which are both minority and low-income.

There are 8 tracts experiencing a reduction in trips greater than 25 percent, two are low-income only, and six are neither low-income nor minority tracts. The analysis indicates that the proposed changes would not place a disproportionate burden on low-income or minority populations.

A detailed description of the impacts to residents in these tracts experiencing adverse effects, is provided in Section V, along with the alternatives available to riders. There is a total of two low-income and/or minority tracts with adverse effects.

Notes for Tables 2 and 3

1. An adverse effect is defined as a reduction of 25 percent or more in trips per week.
2. Tracts are classified as low-income or minority when the percentage of low-income or minority persons in the tract is greater than the percentage of low-income or minority persons in the county as a whole.
3. A disproportionate burden occurs when the percentage of low-income tracts with adverse effects is more than 10 percentage points greater than the county-wide percentage of low-income tracts.
4. A disparate impact occurs when the percentage of minority tracts with adverse effects is more than 10 percentage points greater than the county-wide percentage of minority tracts.

# Title VI Analysis Results for Proposed Changes for Lynnwood Link Connections Service Change

**Table 2. Lynnwood Link Connections Service Change Title VI Analysis - Low-Income Populations**

| Category[2] | Tracts with Adverse Effects[1] | % of tracts adversely affected | % of tracts system-wide | Difference | Disproportionate Burden[3]? |
|---|---|---|---|---|---|
| Low-Income | 2 | 25% | 40% | -15% | **NO** |
| Non-Low-Income | 6 | 75% | 60% | | |
| Total | 8 | 100% | 100% | | |

**Table 3. Lynnwood Link Connections Service Change Title VI Analysis - Minority Populations**

| Category[2] | Tracts with Adverse Effects[1] | % of tracts adversely affected | % of tracts system-wide | Difference | Disparate Impact[4]? |
|---|---|---|---|---|---|
| Minority | 0 | 0% | 49% | -49% | **NO** |
| Non-Minority | 8 | 100% | 51% | | |

| Category[2] | Tracts with Adverse Effects[1] | % of tracts adversely affected | % of tracts system-wide | Difference | Disparate Impact[4]? |
|---|---|---|---|---|---|
| Total | 8 | 100% | 100% | | |

**Figure 1**. Impact of proposed changes on low-income census tracts.

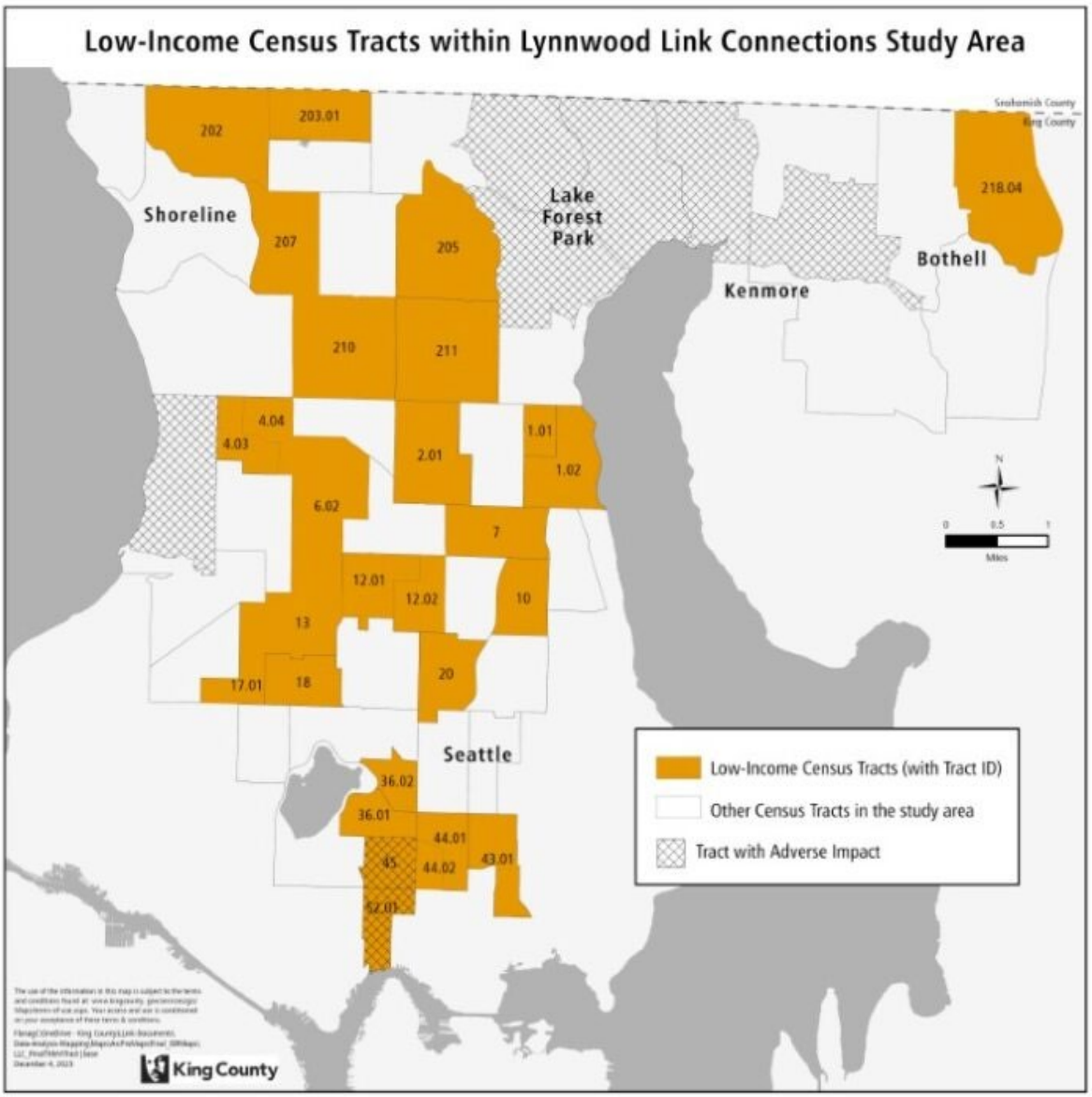


**Figure 2**. Impact of proposed changes on minority census tracts.

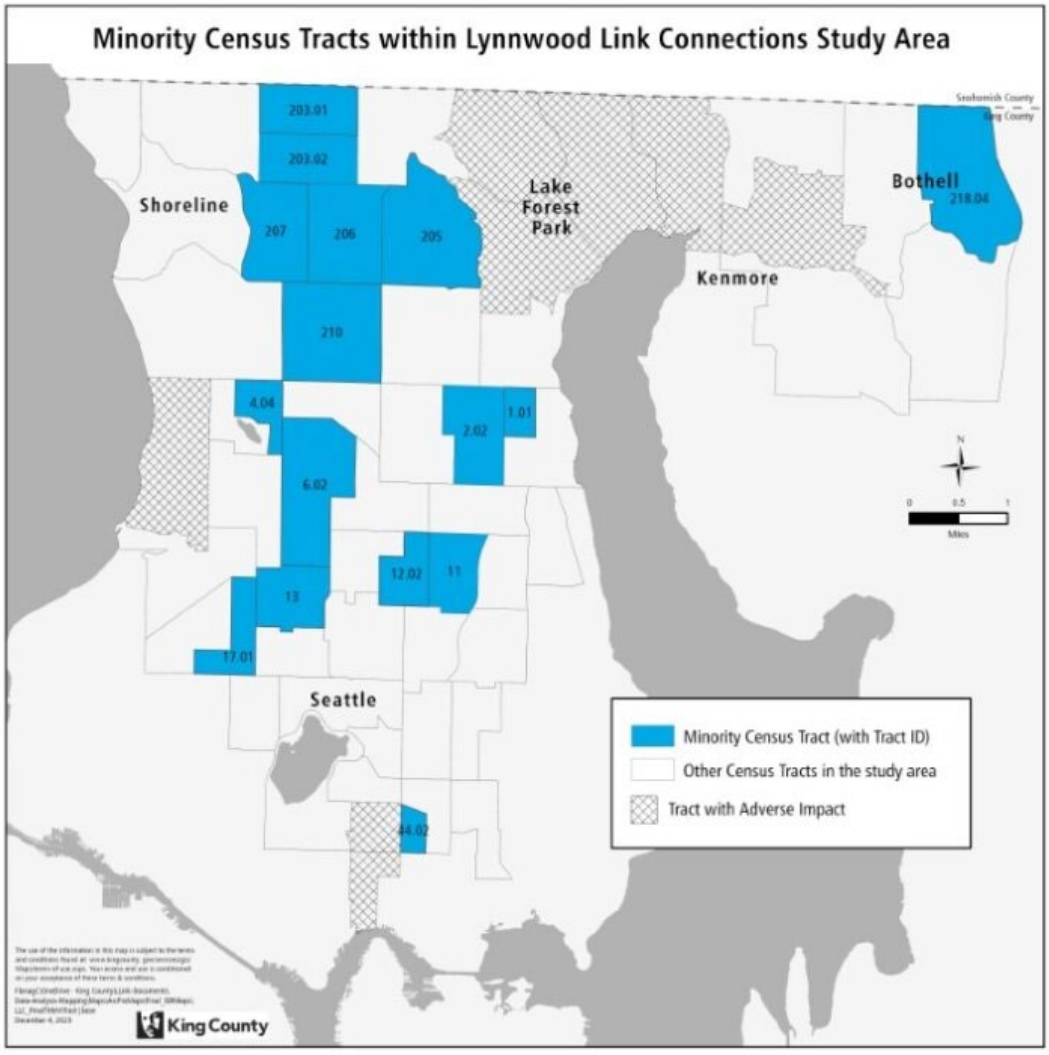
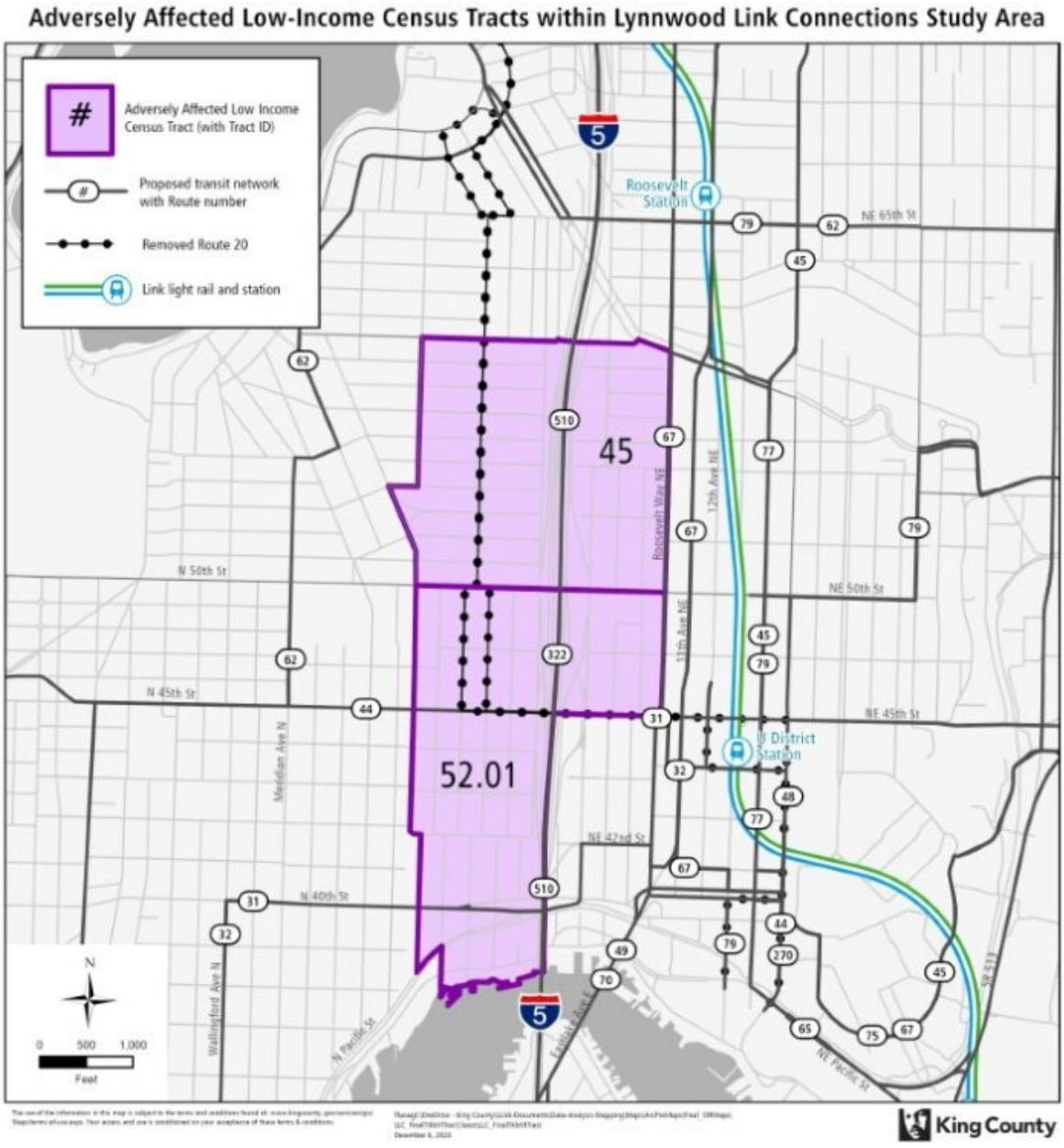


**Figure 3**. Adversely affected low-income tracts, detailed.



# 6 Threshold 4

## ALTERNATIVES AND MITIGATION

As stated in Section IV, there are adverse effects as defined by the Title VI regulations in 2 census tracts, for the proposed service changes in north and east King County, and Seattle associated with implementing the proposal. As shown in Figures 3 and 4, low-income Tracts 45, and 52.01 are impacted.

Tract 45 – Meridian

Currently, this tract is served by Route 20 and 67. Route 20 is proposed to be deleted due to both low-ridership and duplication with the nearby Route 62. This change will reduce trips in this tract by 60 percent. Route 67 will be unchanged in the proposed network.

This census tract is bisected through the middle of the tract by I-5, making the areas east of I-5 inaccessible to those areas to the west. At a block group level, most of this tract's minority population is in the eastern part of the census tract. This eastern part of the tract will see no change in service as the route serving these areas (Route 67) is unchanged.

Route 20 riders in the western part of the tract will be able to use Route 62 for north-south service and routes 44, and 45 for connections to the University District.

Tracts 52.01 – Eastern Wallingford

Tract 52.01 shows a 26 percent decline in trips. In the proposed network, the most significant change that leads to trip loss is the deletion of Routes 20, 64 (peak-only, currently suspended), and the revision of Route 322 (peak only). The deletion of Routes 64 and the revision of Route 322 have limited practical impact on this tract as they only served a single stop in the northbound direction in the PM peak. Southbound, these routes bypass this tract entirely by staying on I-5.

Connections to the north will be maintained by Route 67 which is unchanged and by Link light rail. Route 20's deletion is the main driver of reductions in this census tract. Riders on Latona Ave. wanting to travel northbound to Green Lake will need to walk to Route 62, but this impact is about 5 riders/day on average. Riders heading to/from the University District (the majority of the ridership on the route in this area) will see their trip maintained on Routes 31, 32, and frequent Route 44.

***Benefits***

Altogether, the proposed network offers many benefits to respond to community-identified needs, including creating new and improved east-west transit connections, including:

- Transit access increases overall for the project area, similar levels for both total population and EPAs (6 percent increase in study area population served by transit, 6 percent for EPAs), including new Metro Flex service.
- Frequent transit improves for the overall project area, similar levels for both total population and EPAs (19 percent increase for total study area population, 17 percent increase for EPAs)
- Number of subsidized housing units served by frequent transit increases by 17 percent for units within the total study area, and 20 percent for units in EPAs
- Number of community assets served by transit increases
- Frequent transit access to low and medium wage jobs increases by 12 percent for the whole project area, 8 percent for EPAs

**Travel Times**

- Aurora Village Transit Center sees improved travel times to several destinations in Shoreline, downtown Seattle, and new areas (Bellevue, Overlake)
- Most areas east of I-5 see improved travel times to Shoreline Community College due to several new east-west connections
- Bitter Lake to Lake City connection sees significant improvements in travel times (11+ minute gain)

**Other highlights**

- Lake City will see a decrease in midday and weekend service due to Routes 72 and 77 operating less frequently than Sound Transit Express Route 522
- New Route 77 will connect Bitter Lake and Lake City, serving several EPAs
- Northwest Hospital service maintained and sees increased service with new Route 365
- Aurora Village Transit Center sees some trip losses, but gains several new travel options with Community Transit's Swift BRT extension

**APPENDIX A: Affected Routes and Rider Alternatives**

| Route | Change from Baseline (no change, revised, replaced, or new) | Summary of Change | Alternatives |
|---|---|---|---|
| 61 | New | New East-West route providing frequent service between Lake City, Northgate, and Greenwood. | N/A |
| 72 | New | New route that operates between U-District and Lake City 7 days a week--providing very frequent service. | N/A |
| 77 | New | New East-West route providing frequent service between Bitter Lake, the 130th Station, Lake City, Roosevelt Station, and U District Station. | N/A |
| 333 | New | New route that serves MLT Station, North City via 15th Ave NE, NE 175th, Shoreline Community College, and the Shoreline South/148th Station via 145th St. | N/A |
| 365 | New | New route that serves Northgate Station, North Seattle College, Northwest Hospital, Haller Lake, the Shoreline South/148th Station via Meridian Ave and 145th St., and the Shoreline North/185th Station via 5th Ave NE. | N/A |
| 28 | Revised | The Broadview, peak-only, northern tail of the Route 28X is deleted. | Replacement service is provided by Route 5. |
| 45 | Revised | Revised route to extend south along University Way to NE Pacific St. and Boat St. layover. Peak period | N/A |

| Route | Change from Baseline (no change, revised, replaced, or new) | Summary of Change | Alternatives |
|---|---|---|---|
| | | frequency reduced slightly from 10-12min to 12min. | |
| 65 | Revised | Revised route that has weekday 15-min frequency south of Lake City and NE 125th, with alternating trips terminating at NE 130th St. and Lake City Way, and the other at the Shoreline South/148th Station via 30th Ave, NE 145th St., 25th Ave. NE, NE 150th St., 15th Ave. NE, and 155th NE. | N/A |
| 75 | Revised | No pathway change. Decrease in frequency on weekdays from 10-15 min during peak to 15min. | N/A |
| 303 | Revised | Pathway change to serve SLU via Mercer St before serving First Hill. One additional trip added to each of the AM and PM peak periods. | N/A |
| 322 | Revised | Reorient the Route 322 to serve the Northgate Station instead of Roosevelt Station, and serve SLU via Mercer St before serving First Hill. Route 322 and 303 would provide coordinated frequent service between Northgate, SLU, and First Hill. | N/A |
| 331 | Revised | Revised to serve Mountlake Terrace Station, and extended to UW Bothell. Extend span of service to end at 12am on weekdays and 11pm on weekends. | N/A |
| 345 | Revised | Revised route that serves the Shoreline South/148th Station instead of Shoreline Community College via Westminster and NE 155th St. Revise | N/A |

| Route | Change from Baseline (no change, revised, replaced, or new) | Summary of Change | Alternatives |
|---|---|---|---|
| | | pathway to serve DSHS office at North Seattle College. | |
| 346 | Revised | Revised version of the Route 346 that serves Meridian Ave between AVTC and the S Shoreline link station (via 155th) and provide 30-minute local service throughout the week. | N/A |
| 348 | Revised | Revise Route 348 to include a short-turn variant so that half of Route 348 trips terminate at Richmond Beach, and the other half terminate between 3rd Ave. NW and 8th Ave. NW. Revise so that the overlapping portion of the route variants has frequent all-day service, with extended span of service until 12AM. Revise to serve the Shoreline North/185th Station. | N/A |
| 5 | No Change | No change. | N/A |
| 67 | No Change | No change. | N/A |
| 16 | Deleted | Deleted route. | Replacement service is provided by Route 5. |
| 20 | Deleted | Deleted route. | Replacement service is provided by Routes 44, 45, 61, and 62. |
| 64 | Deleted | Deleted route. | Replacement service is provided by Routes 62, 65, 70, Link light rail, and the C Line. |
| 73 | Deleted | Deleted route. | Replacement service is provided by new Route 77 and revised Route 348. |

| Route | Change from Baseline (no change, revised, replaced, or new) | Summary of Change | Alternatives |
|---|---|---|---|
| 301 | Deleted | Deleted route. | Replacement service is provided by Link light rail, the Swift Blue Line, and Routes 303, 333, and 348. |
| 302 | Deleted | Deleted route. | Replacement service is provided by revised routes 303, 322, 331, 348, and Link light rail. |
| 304 | Deleted | Deleted route. | Replacement service is provided by Link light rail, and Routes 331, 333, 345, and 348. |
| 320 | Deleted | Deleted route. | Replacement service is provided by new Route 61, revised Route 322, Stride S3, and Link light rail. |
| 330 | Deleted | Deleted route. | Replacement service is provided by Routes 65, 72, 333, and 345. |
| 347 | Deleted | Deleted route. | Replacement service is provided by Link light rail, new Routes 333 and 365, and Revised Route 348. |
| 372 | Deleted | Deleted route. | Replacement service is provided by new routes 72 and 77, revised routes 322 and 331, and Stride 522. |

**King County Metro**

# Public Transportation Service Changes for King County Related to Madison Street Area Bus Service Change Project

## Title VI Service Analysis

Prepared by King County Metro Service Planning

December 2023

King County METRO
*Moving forward together*

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# 1 Introduction

The Federal Transit Administration (FTA) Circular 4702.1B, Chapter V, Section 7 requires transit agencies serving large, urbanized areas to evaluate major service changes and to determine whether proposed changes would have a discriminatory impact as defined in the United States Department of Transportation's Title VI regulations.

In accordance with these FTA regulations, this report summarizes Metro's service analysis of changes proposed for the service change submitted to the King County Council for approval associated with the implementation of the RapidRide G Line. As part of this ordinance, Metro is proposing to revise routes that currently serve Seattle. This report details the results of the Title VI analysis of these changes, known as the Madison Street Area Bus Service Change Project.

Metro's 2022 System Evaluation Report identifies corridors that are currently below their target transit service levels and identifies and prioritizes the additional hours needed on routes in these corridors to meet the service level targets based on Metro Service Guidelines (also referred to as Priority 3 service investment needs). Replacing inefficient routes with poor reliability and ridership with a more frequent, more direct network of service, the project reallocates some existing resources to increase span of service, improve frequency, and add important connectivity within the region.

## SERVICE GUIDELINES OVERVIEW

Metro's Service Guidelines, which were last updated in 2021, contain King County's policies concerning major service changes, disparate impact, and disproportionate burden. Metro developed these policies and submitted them to the King County Executive, who reviewed them and transmitted them to the King County Council for consideration and action. The Regional Transit Committee and the County Council's Mobility and Environment Committee reviewed the legislation and forwarded it to the full County Council. The Council followed a public notification and participation process, held a public hearing, and then adopted the updated Service Guidelines via Ordinance 19637.

The 2021 update to King County Metro's *Strategic Plan for Public Transportation, 2021-2031* and related service guidelines outline the methodology Metro uses to evaluate service changes, consistent with FTA

Title VI requirements (FTA Circular 4702.1B). The most relevant excerpts from the service guidelines are included below:

## Regular Service changes

Metro revises service twice a year—in spring and fall. Major and minor service revisions occur during the spring and fall service changes. In rare cases of emergency or time-critical construction projects, Metro may make changes at other times.

Proposed route changes are subject to approval by the Metropolitan King County Council except as follows (per King County code 28.94.020):

- Any single change or cumulative changes in a service schedule which affect the established weekly service hours for a route by 25 percent or less.
- Any change in route location which does not move the location of any route stop by more than ½ mile.
- Any changes in route numbers.

The annual System Evaluation Report includes a comprehensive list of the prior years' service changes. It identifies and discusses service changes that addressed performance-related issues.

## Adverse Effect of a Major Service Change

An adverse effect of a major service change is defined as a reduction of 25 percent or more of the transit trips serving a census tract, in accordance with King County code 28.94.020. Title VI of the Civil Rights Act of 1964 requires all transit agencies to evaluate major service change impacts on minority and low-income populations.

## Comparison Population Data

Metro uses population data for the county and for the service restructure project area because it enables us to evaluate the impact of the total changes of the service restructure. Using demographics allows Metro to identify Black, Indigenous, and people of color (BIPOC) and low-income communities and measure the impact of transit service restructures on the community regardless of whether or not that community takes transit. There are two primary reasons to not use ridership data for this type of analysis:

1. Route restructures that involve the creation of new routes would lack data on the impact of positive changes that new transit service will bring to a community. This might influence planners to be hesitant to delete low-performing routes, as deletion of service would negatively impact ridership-based equity analysis.

2. Ridership analysis that flags routes as BIPOC or low-income routes uses stop level data to determine where the majority of boardings happen on a route. Routes that have a majority of boardings in census tracts that are identified as BIPOC or low-income tracts are flagged as low-income or BIPOC routes. In certain instances, this can be an imperfect measure, as the presence of park and rides can dramatically skew ridership boarding numbers. Additionally, Metro does not conduct system-wide on-board surveys so it does not have data on the actual demographics of specific routes. In other words, just because boardings occur in a BIPOC or low-income tract does not mean that the people who got on the bus in those places share those identities.

# Disparate Impact Threshold

A disparate impact occurs when a major service change results in adverse effects that are significantly greater for minority populations than for non-minority populations. Metro's threshold for determining adverse effects is when the percentage of routes or tracts adversely affected by a major service change and classified as minority is 10 or more percentage points higher than the percentage of routes or tracts classified as minority in the system as a whole. Should Metro find a disparate impact, consideration will be given to modifying the proposed changes in order to avoid, minimize or mitigate the disparate impacts of the proposed changes.

Metro will measure disparate impacts by comparing changes in the number of trips serving minority or non-minority census tracts, or by comparing changes in the number of service hours on minority or non-minority routes. Metro defines a minority census tract as one in which the minority population percentage is greater than that of the county as a whole. For regular fixed-route service, Metro defines a minority route as one for which the percentage of inbound weekday boardings in minority census tracts is greater than the average percentage of inbound weekday boardings in minority census tracts for all Metro routes.

# Disproportionate Burden Threshold

A disproportionate burden occurs when a major service change results in adverse effects that are significantly greater for low-income populations than for non-low-income populations. Metro's threshold for determining adverse effects is when the percentage of routes or tracts adversely affected by a major service change and classified as low-income is 10 or more percentage points higher than the percentage of routes or tracts classified as low-income in the system as a whole. Should Metro find a disproportionate burden, consideration will be given to modifying the proposed changes in order to avoid, minimize or mitigate the disproportionate burden of the proposed changes.

Metro will measure disproportionate burden by comparing changes in the number of trips serving low-income or non-low-income census tracts, or by comparing changes in the number of service hours on low-income or non-low-income routes. Metro defines a low-income census tract as one in which the percentage of low-income population is greater than that of the county as a whole. For regular fixed-route service, Metro defines a low-income route as one for which the percentage of inbound weekday boardings in low-income census tracts is greater than the average percentage of inbound weekday boardings in low-income census tracts for all Metro routes."

# 2 Service Change Area and Routes

## AFFECTED AREAS

The proposed changes will affect 20 census tracts with a total population of approximately 74,706 residents.

## AFFECTED ROUTES

The affected routes in this project include Routes 10, 11, 12, 3, 4, 47, 49, 60, and the RapidRide G Line.

Affected Route 47 would be replaced with expanded service on Route 3.

# 3 Threshold 1

## IS THIS A MAJOR SERVICE CHANGE?

**YES**

For the purposes of complying with FTA Circular 4702.1B, Chapter IV, Metro defines any change in service as "major" if King County Council approval of the change is required pursuant to KCC 28.94.020.

The proposed changes meet all criteria for a major service change by Metro and FTA definitions. Appendix A lists the specific routes being changed in September 2024.

# 4 Threshold 2

## ARE MINORITY OR LOW-INCOME CENSUS TRACTS AFFECTED?

**YES**

## Classifying minority and low-income census tracts

For the Title VI analysis, Metro classifies census tracts as minority tracts if the percentage of the population that is minority within a tract is greater than the percentage for King County as a whole. Based on the American Community Survey five-year average for 2017-2021 data, 48.84 percent of the population is classified as minority within the county as a whole.

The determination as to whether the proposed changes resulting in a reduction in service would have a disparate impact on minority populations was made by comparing changes in the number of Metro bus trips serving minority or non-minority census tracts. Similarly, the determination as to whether the proposed changes resulting in a reduction in service would have a disproportionate burden on low-income populations was made by comparing changes in the number of Metro bus trips serving low-income and non-low-income census tracts.

Metro defines "low-income" that is used to determine census tract designations at 200 percent of the federal poverty line, which aligns with the threshold of other programs, including ORCA LIFT. Based on the American Community Survey five-year average for 2017-2021, 38.07 percent of the population is classified as low-income within the county as a whole.

The proposed service changes addressed in this report will affect the level of service provided to 20 King County census tracts currently served by Metro. The low-income and minority characteristics of affected census tracts are provided in Table 1 below and figures 1 and 2 on the following pages.

**Table 1. Low-Income and Minority Characteristics of Affected Census Tracts**

| Census Tract Classification | | | | |
|---|---|---|---|---|
| **Total Census Tracts Affected** | **Minority & Low-income** | **Minority ONLY** | **Low-income ONLY** | **Neither Minority nor Low-income** |
| 20 | 6 | 9 | 12 | 5 |

# 5 Threshold 3

## IS THERE A DISPROPORTIONATE BURDEN ON LOW-INCOME POPULATIONS?

**NO**

## IS THERE A DISPARATE IMPACT ON MINORITY POPULATIONS?

**NO**

The Fall 2022 service change was used as the baseline for calculating the change in trips.

The proposed changes together affect 20 census tracts, including 9 minority-only census tracts, 12 low-income only census tracts, and 6 tracts which are both minority and low-income.

There are 0 tracts experiencing a reduction in trips greater than 25 percent. The analysis indicates that the proposed changes would not place a disproportionate burden on low-income or minority populations.

Notes for Tables 2 and 3

1. An adverse effect is defined as a reduction of 25 percent or more in trips per week.
2. Tracts are classified as low-income or minority when the percentage of low-income or minority persons in the tract is greater than the percentage of low-income or minority persons in the county as a whole.
3. A disproportionate burden occurs when the percentage of low-income tracts with adverse effects is more than 10 percentage points greater than the county-wide percentage of low-income tracts.
4. A disparate impact occurs when the percentage of minority tracts with adverse effects is more than 10 percentage points greater than the county-wide percentage of minority tracts.

# Title VI Analysis Results for Proposed Changes for September 2024

**Table 2. September 2024 Service Change Title VI Analysis - Low-Income Populations**

| Category[2] | Tracts with Adverse Effects[1] | % of tracts adversely affected | % of tracts system-wide | Difference | Disproportionate Burden[3]? |
|---|---|---|---|---|---|
| Low-Income | 0 | 0% | 40% | 0% | **NO** |
| Non-Low-Income | 0 | 0% | 60% | | |
| Total | 0 | 0% | 100% | | |

**Table 3. September 2024 Service Change Title VI Analysis - Minority Populations**

| Category[2] | Tracts with Adverse Effects[1] | % of tracts adversely affected | % of tracts system-wide | Difference | Disparate Impact[4]? |
|---|---|---|---|---|---|
| Minority | 0 | 0% | 49% | 10% | **NO** |
| Non-Minority | 0 | 0% | 51% | | |
| Total | 0 | 0% | 100% | | |

# 6 Threshold 4

## ALTERNATIVES AND MITIGATION

As stated in Chapter 5, there are no adverse effects as defined by the Title VI regulations associated with implementing the proposal. As such, no alternatives or mitigation are needed.

**King County Metro**

# King County Metro Transit Temporary Service Suspensions

## Title VI Service Equity Analysis

August 2024

King County METRO

*Moving forward together*

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# 1 Introduction

The Federal Transit Administration (FTA) Circular 4702.1B, Chapter V, Section 7 requires transit agencies serving large, urbanized areas to evaluate major service changes and to determine whether proposed changes would have a discriminatory impact as defined in the United States Department of Transportation's Title VI regulations. As outlined in the Title VI Circular Chapter IV, Section 7, any major service change that lasts longer than 12 months is considered permanent and requires a service equity analysis.

In 2022 and 2023, Metro continued to face challenges in service delivery and workforce availability including a rise in daily cancellations at historically high levels. Through the exercise of King County and Metro's General Manager emergency authorities, Metro was authorized to temporarily suspend additional service without prior King County Council approval. This report details the results of the Title VI analysis of suspensions, implemented in 2022 and 2023, that will last more than 12 months and still be in effect as of the Fall 2024 Service Change. This report is an *addition* to prior Title VI analysis including:

- 2021 King County Metro Transit COVID-19 Response Title VI Service Equity Analysis report[1]
- Public Transportation Service Changes for King County Related to Madison Street Area Bus Service Change Project Title VI Service Analysis[2]
- Public Transportation Service Changes for King County Related to Lynnwood Link Connections Mobility Project Title VI Service Analysis[3]

Consistent with County Council-approved policy guidance in Metro's Service Guidelines, suspensions were identified based on equity, productivity, and geographic value factors. To identify these suspensions Metro considered the following factors:

- Maintaining overall service coverage across King County
- Minimizing impact on routes with high Equity Opportunity scores
- Minimizing impact on high-ridership routes
- Minimizing impacts to students
- Maintaining the frequent all-day network
- Maintaining length of operating hours (span of service)
- Minimizing/eliminating potential for crowding resulting from reductions
- Operational factors

Any suspensions in this report that are proposed to become permanent, as part of a future service change, are subject to County Council approval. To be considered, those suspensions must meet the guidelines for a major service change per King County policy

[1] King County, A MOTION relating to public transportation, approving the King County Metro Transit COVID-19 Response Title VI Service Equity Analysis report, File # 2021-0253, https://mkcclegisearch.kingcounty.gov/LegislationDetail.aspx?ID=5015373&GUID=637E721C-17B8-491E-9E38-C347AD401101&Options=Advanced&Search=

[2] King County Council, An Ordinance approving August 2024 public transportation service changes for King County related to G Line Rapid Ride and Madison Area Public Transportation Changes, Title VI Service Analysis, File 2024-0053, https://mkcclegisearch.kingcounty.gov/View.ashx?M=F&ID=12648980&GUID=0AFBD4F1-079A-4662-A7CC-E35A4AB3B981

[3] King County Council, An Ordinance approving Lynnwood Link Connections public transportation service changes for King County, Title VI Service Analysis, File 2024-0054, https://mkcclegisearch.kingcounty.gov/View.ashx?M=F&ID=12649152&GUID=B34DCB27-5A7C-483A-9A93-D707615B2D7A

and will be subject to Title VI analysis at that time. Service restorations and restructures will be informed by County Council-approved policies, the Service Recovery Plan[4], and community engagement processes and findings.

Table 1 shows the timeline of various suspensions and mobility projects to partially restore suspensions, as well as their associated Title VI analysis.

***Table 1.*** *Timeline of suspensions, restorations, and Title VI analysis (2021 – 2024)*

| Service Change(s) | Type of changes | Associated Title VI analysis |
|---|---|---|
| Between March 2020 – Fall 2021* | Service suspensions in response to COVID-19 pandemic | 2021 King County Metro Transit COVID-19 Response Title VI Service Equity Analysis report |
| Fall 2021 | Service restorations on select routes, and service restorations through the North Link Connections Mobility Project | September 2021 Public Transportation Service Changes Title VI Service Analysis[5] |
| **Fall 2022**, Fall 2023 | Service suspensions in response to service delivery and workforce challenges | This Title VI analysis will be used to analyze suspensions that's been in place for 12 month or more |
| Early 2024* | DART service restorations on routes 204, 630, 901, 903, 906, and 915 | Not applicable |
| Fall 2024 | Service restorations through the Lynnwood Link Connections Mobility Project and the Madison Street Area Bus Service Change Project | Public Transportation Service Changes for King County Related to Madison Street Area Bus Service Change Project Title VI Service Analysis<br><br>Public Transportation Service Changes for King County Related to Lynnwood Link Connections Mobility Project Title VI Service Analysis |

*Some suspensions and restorations are made outside of the bi-annual service changes

This Title VI Service Equity Analysis is submitted to and approved by Metro's General Manager as the appropriate official responsible for policy decisions regarding the service change and the equity impacts of the service change.

# SERVICE GUIDELINES OVERVIEW

Metro's Service Guidelines, which were last updated in 2021, contain King County's policies concerning major service changes, disparate impact, and disproportionate burden. Metro developed these policies and submitted them to the King County Executive, who reviewed them and transmitted them to the King County Council for consideration and action. The

[4] King County Council, An Ordinance approving the King County Metro Service Recovery Plan, File 2023-0035. https://mkcclegisearch.kingcounty.gov/LegislationDetail.aspx?ID=5990595&GUID=ECD9BFC2-4288-49C5-8205-6EC594B32A00&Options=Advanced&Search=

[5] King County Council, An Ordinance approving October 2021 public transportation service changes for King County, File 2021-0130. https://mkcclegisearch.kingcounty.gov/LegislationDetail.aspx?ID=4835287&GUID=927626FD-B897-4F19-9CB0-44894A069CE3&Options=Advanced&Search=

Regional Transit Committee and the King County Council's Transportation, Economy, and Environment Committee reviewed the legislation and forwarded it on to the County Council as a whole. A public notification and participation process, as well as a public hearing followed, and the updated Service Guidelines were ultimately adopted via Ordinance 19637.

The 2021 update to King County Metro's Strategic Plan for Public Transportation, 2021-2031, and related service guidelines outline the methodology Metro uses to evaluate service changes, consistent with FTA Title VI requirements (FTA Circular 4702.1B). The most relevant excerpts from the Service Guidelines are included below.

# REGULAR SERVICE CHANGES

Metro revises service twice a year, during spring and fall service changes. Both major and minor service revisions occur at these times. In rare cases of emergency or time-critical construction projects, Metro may also make changes at other times.

Proposed route changes are subject to approval by the County Council except as follows (per King County code 28.94.020):

- Any single change or cumulative changes in a service schedule which affect the established weekly service hours for a route by 25 percent or less.
- Any change in route location which does not move the location of any route stop by more than ½ mile.
- Any changes in route numbers.

These changes that does not require County Council approvals are considered minor changes, any changes that requires County Council approvals are considered major changes.

The annual System Evaluation Report includes a comprehensive list of the prior years' service changes. It identifies and discusses service changes that addressed performance-related issues.

# ADVERSE EFFECT OF A MAJOR SERVICE CHANGE

An adverse effect of a major service change is defined as a reduction of 25 percent or more of the transit trips serving a census tract, in accordance with King County code 28.94.020. Title VI of the Civil Rights Act of 1964 requires all transit agencies to evaluate major service change impacts on minority and low-income populations.

# COMPARISON POPULATION DATA

To best evaluate the total impact of a service restructure, Metro uses population data—versus ridership data—for King County and specifically for each service restructure project area. Using population data (demographics), Metro best identifies minority (or BIPOC—Black, Indigenous, and people of color) and low-income communities and measures the impact of transit service restructures on these populations, regardless of whether that community takes transit. There are two primary reasons to avoid using ridership data for this type of analysis:

1. Data from route restructures (that involve the creation of new routes) would not fully capture the positive impacts of new transit service on a community. With such

information gaps, planners might be hesitant to delete low-performing routes, as deletion of service would negatively impact ridership-based equity analysis.

2. Ridership analysis that flags routes as minority (BIPOC) or low-income uses stop-level data to determine where the majority of boardings occur. Routes that feature a majority of boardings in BIPOC/low-income census tracts are flagged as low-income or minority routes. In certain instances, stop level data constitutes an imperfect measure, as the presence of park-and-rides can dramatically skew ridership boarding numbers. Additionally, Metro does not conduct system-wide on-board surveys and thus does not have accurate information on the actual demographics of riders on specific routes. In other words, just because boardings occur in a minority or low-income tract does not mean that riders boarding within those boundaries share assumed identities.

## DISPARATE IMPACT THRESHOLD

A disparate impact occurs when a major service change results in adverse effects that are significantly greater for minority populations than for non-minority groups. Metro's threshold is met when minority-identified routes or census tracts are adversely affected by a major service change at a 10% or greater level than such routes included within the system as a whole. Should Metro find a disparate impact, consideration will be given to modifying the proposed changes to avoid, minimize, or mitigate the disparate impacts.

Metro measures disparate impacts by comparing changes in the number of trips serving minority or non-minority census tracts, or by comparing changes in the number of service hours on minority or non-minority routes. Metro defines a minority census tract as one in which the minority population percentage is greater than that of King County as a whole. For regular fixed-route service, Metro defines a minority route as one for which the percentage of inbound weekday boardings in minority census tracts is greater than the average percentage of inbound weekday boardings in minority census tracts for all Metro routes.

## DISPROPORTIONATE BURDEN THRESHOLD

A disproportionate burden occurs when a major service change results in adverse effects that are significantly greater for low-income populations than for non-low-income populations. Metro's Service Guidelines define "low-income" that is used to determine census tract designations as 200 percent of the federal poverty line, which aligns with the threshold of Metro's other income-based programs, including ORCA LIFT. Metro's threshold is met when low-income identified routes or census tracts are adversely affected by a major service change at a 10% or greater level than such routes included in system as a whole. Should Metro find a disproportionate burden, consideration will be given to modifying the proposed changes to avoid, minimize, or mitigate the disproportionate burden.

Metro measures disproportionate burden by comparing changes in the number of trips serving low-income or non-low-income census tracts, or by comparing changes in the number of service hours on low-income or non-low-income routes. Metro defines a low-income census tract as one in which the percentage of low-income population is greater than that of King County as a whole. For regular fixed-route service, Metro defines a low-income route as one for which the percentage of inbound weekday boardings in low-income

census tracts is greater than the average percentage of inbound weekday boardings within these census tracts for all Metro routes.

# 2 Service Change Area and Routes

## AFFECTED AREAS

The service suspensions affect 462 census tracts with a total population of approximately 2,097,025 residents.

## AFFECTED ROUTES

Because fall 2024 detailed schedule data was not available in time to complete this Title VI Service Equity analysis and report, spring 2024 detailed schedule data has been used for this analysis.

Routes with major service suspensions remaining as of spring 2024 and not included in prior Title VI analysis include:

- Fully suspended and not operating (# routes): 15X, 18X, 29, 55, 114, 120, 121, 167, 190, 214, 216, 217, 232, 237, 268, 342
- Operating at reduced service levels (# routes): 56, 79, 218, 257, 311, 630

While these routes are majorly impacted, the analysis of population impacts also included consideration of routes with partial suspensions that fits within the definition of minor changes, to ensure that the cumulative impact of suspensions was fully analyzed.

The service and equity analysis included additional partial suspensions that fits within the definition of minor changes on the following routes.

- 2, 4, 7, 9X, 10, 12, 14, 17X, 22, 24, 31, 32, 36, 40, 50, 62, 101, 102, 119X, 162, 177, 204, 212 221, 225, 226, 230, 231, 245, 246, 249, 250, 255, 271, 671, 673, 674, 675, 901, 903, 906, and 915.

By fall 2024, all routes listed above will have been fully or partially suspended for one year or longer, excluding the routes below which were restored in fall 2024 or before:

- 673, 674, 675 and the following DART (Dial-A-Ride Transit) Routes 204, 630, 901, 903, 906, and 915.

Additionally, select routes with service suspensions remaining as of spring 2024 are included as a part of the Lynnwood Link and Madison Street Area mobility projects, including:

- Fully suspended and not operating (# routes): 16X, 64X, 301, 304, 320
- Operating at reduced service levels with major impacts: 21X, 73
- Operating at reduced service levels with minor impacts: 5, 20, 28X, 45, 75, 131, 322, 345, 346, 347, 348, 372X

While these routes were suspended within the same time periods as the routes included in this Title VI analysis, these routes will not be included in the discussions below. As of Fall

2024, these routes have been deleted, replaced, or restored. For the Title VI analyses of those mobility projects, please refer to the corresponding reports in the Appendix.

# 3 Threshold 1

## IS THIS A MAJOR SERVICE CHANGE?

### YES

For the purposes of complying with FTA Circular 4702.1B, Chapter IV, Metro defines any change in service as "major" if King County Council approval of the change is required pursuant to KCC 28.94.020. In the case of capacity-related service changes, suspensions were implemented through emergency directives by the King County Executive and Metro General Manager.

# 4 Threshold 2

## ARE MINORITY OR LOW-INCOME CENSUS TRACTS AFFECTED?

### YES

#### *Classifying minority and low-income census tracts*

For the Title VI analysis, Metro classifies census tracts as minority tracts if the percentage of the population that is minority within a tract is greater than the percentage for King County as a whole. Based on the American Community Survey five-year average for 2017-2022 data, 50.98 percent of the population is classified as minority within King County as a whole.

The determination as to whether the proposed changes resulting in a reduction in service would have a disparate impact on minority populations was made by comparing changes in the number of Metro bus trips serving minority or non-minority census tracts. Similarly, the determination as to whether the proposed changes resulting in a reduction in service would have a disproportionate burden on low-income populations was made by comparing changes in the number of Metro bus trips serving low-income and non-low-income census tracts. Based on the American Community Survey five-year average for 2017-2022, 37.9 percent of the population is classified as low-income within King County.

The March 2022 Service Change was used as the baseline for calculating the change in trips. Because fall 2024 detailed schedule data was not available in time to complete this Title VI Service Equity analysis and report, March 2024 service change was used as the analysis year for calculating the change in trips. Additionally, census tracts that have been analyzed as part of the Madison Street Area Bus Service Change Project and the Lynnwood Link Connections Mobility Project Title VI Service Analyses are included in the analysis results but are discussed separately in the section labeled "Threshold 4: Alternatives and Mitigation." These census tracts are highlighted in Figures 1 through 3 below.

The proposed service changes addressed in this report will affect the level of service provided to 462 King County census tracts currently served by Metro. The low-income and minority characteristics of affected census tracts are provided in

Table 2 below and **Error! Reference source not found.** and 2 on the following pages. This Title VI analysis excludes the study areas of the Lynnwood Link and Madison Street Area mobility projects. Please refer to the corresponding reports in the Appendix for the Title VI analyses of those mobility projects.

***Table 2**. Low-income and minority characteristics of affected census tracts*

| Census Tract Classification | | | | |
|---|---|---|---|---|
| **Total Census Tracts Affected** | **Minority & Low-income** | **Minority ONLY** | **Low-income ONLY** | **Neither Minority nor Low-income** |
| 462 | 146 | 88 | 46 | 182 |

# 5 Threshold 3

## IS THERE A DISPROPORTIONATE BURDEN ON LOW-INCOME POPULATIONS?

**NO**

## IS THERE A DISPARATE IMPACT ON MINORITY POPULATIONS?

**NO**

The proposed changes affect 462 census tracts, including 88 minority-only census tracts, 46 low-income only census tracts, and 146 tracts that are both minority and low-income. There are 28 tracts experiencing adverse effects; 5 are low-income, 3 of those tracts are both low-income and minority tracts, and 23 are neither low-income nor minority tracts. The analysis indicates that the proposed changes would not place a disproportionate burden on low-income populations nor have a disparate impact on minority populations.

There are adverse effects on tracts that are both low-income and minority. A detailed description of the impacts to residents in the eight minority-only tracts experiencing adverse effects is provided in Section V, along with the alternatives available to riders.

***Title VI Analysis Results for Service Revisions Between Spring 2022–Spring 2024***

***Table 3.** Spring 2022–Spring 2024 Service Change Title VI Analysis - low-income populations*

| Category | Tracts with Adverse Effects | % of tracts adversely affected | % of tracts system-wide | Difference | Disproportionate Burden? |
|---|---|---|---|---|---|
| **Low-Income** | **5** | **18%** | **39%** | **-21%** | **NO** |

| | | | | | |
|---|---|---|---|---|---|
| **Non-Low-Income** | **23** | **82%** | **61%** | | |
| **Total** | **28** | **100%** | **100%** | | |

***Table 4.*** *Spring 2022–Spring 2024 Service Change Title VI Analysis - minority populations*

| Category | Tracts with Adverse Effects | % of tracts adversely affected | % of tracts system-wide | Difference | Disparate Impact? |
|---|---|---|---|---|---|
| **Minority** | **3** | **11%** | **49%** | **-38%** | **NO** |
| **Non-Minority** | **25** | **89%** | **51%** | | |
| **Total** | **28** | **100%** | **100%** | | |

***Figure 1.*** *Impact of proposed changes on low-income census tracts*

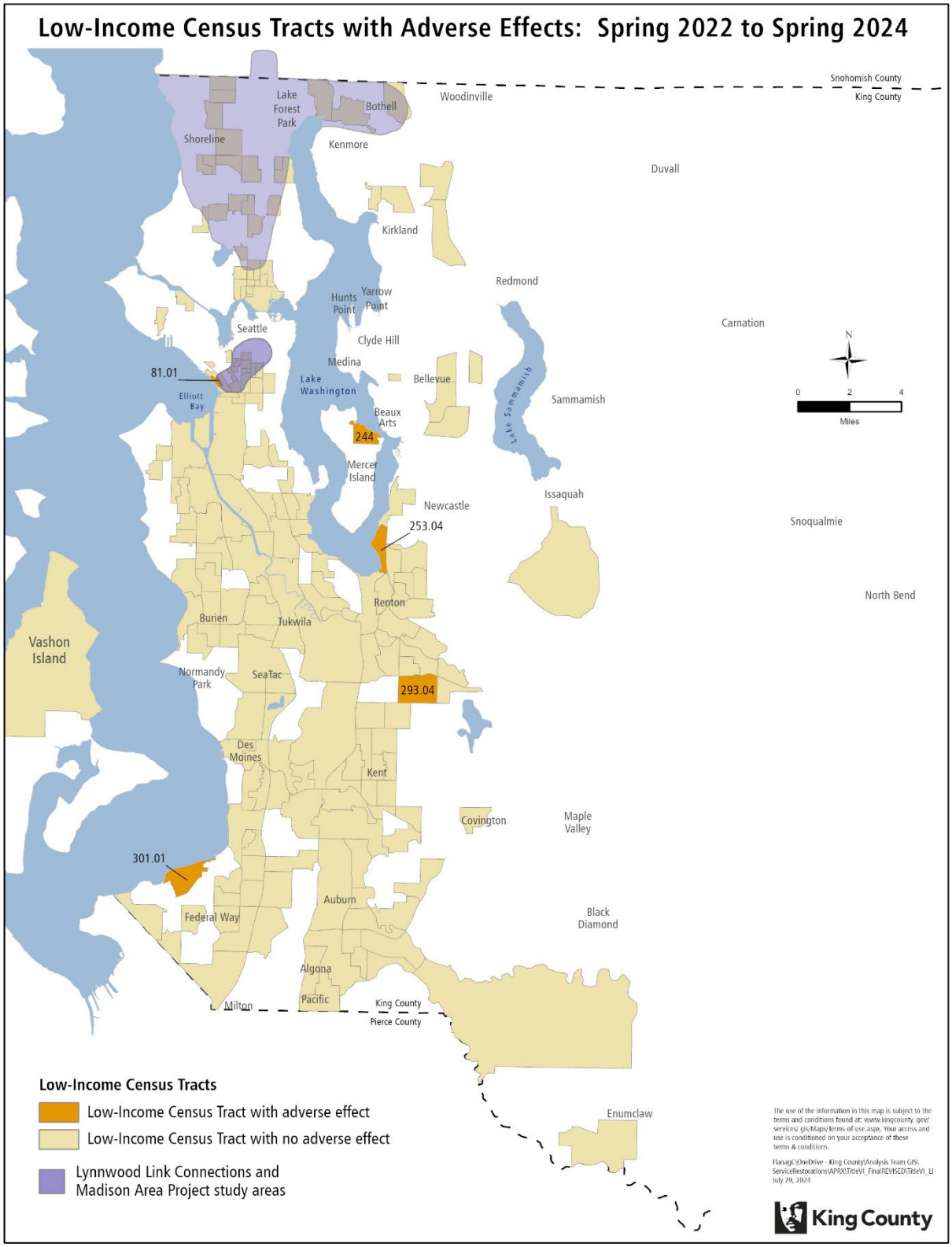
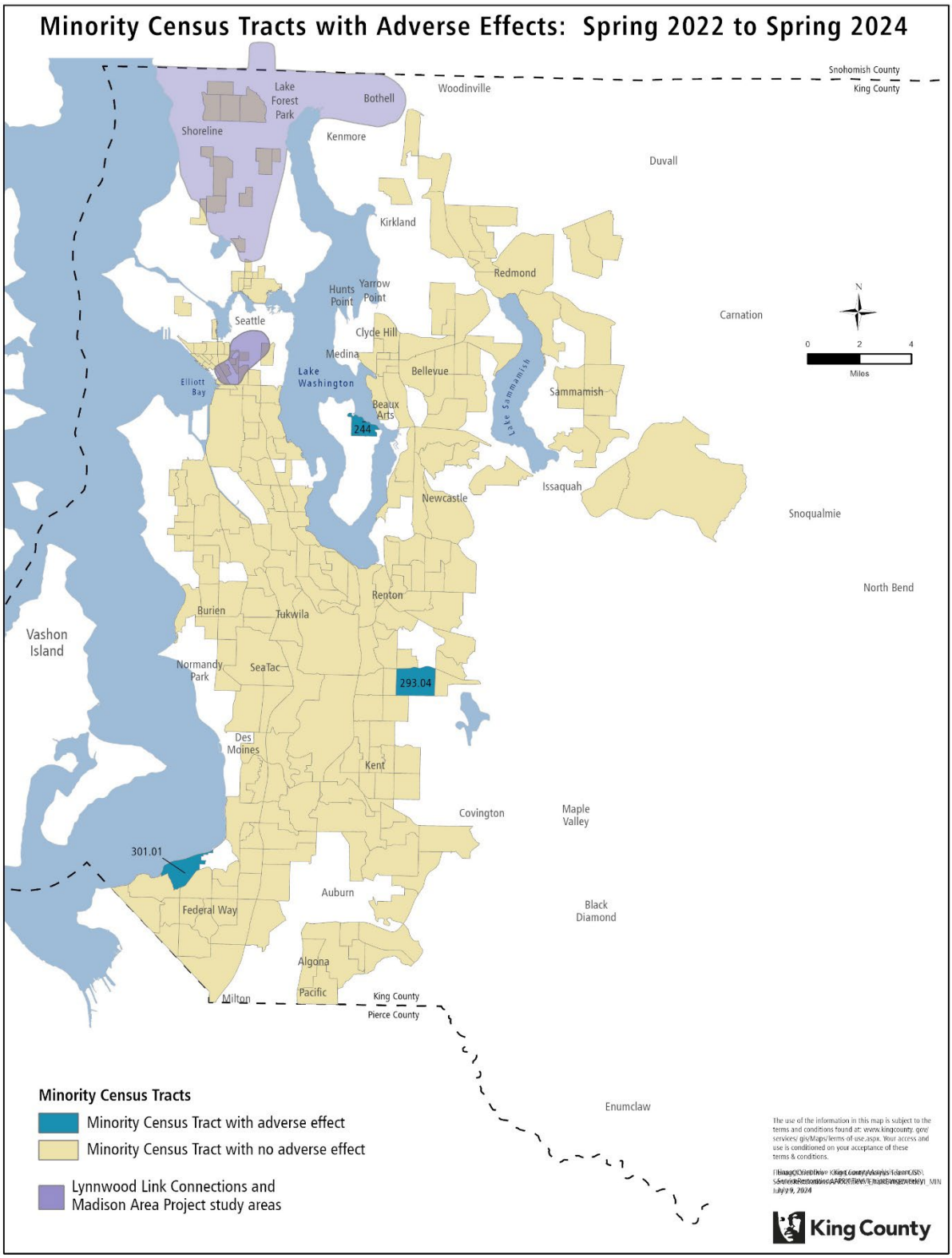


***Figure 2.*** *Impact of proposed changes on minority census tracts*



# 6 Threshold 4

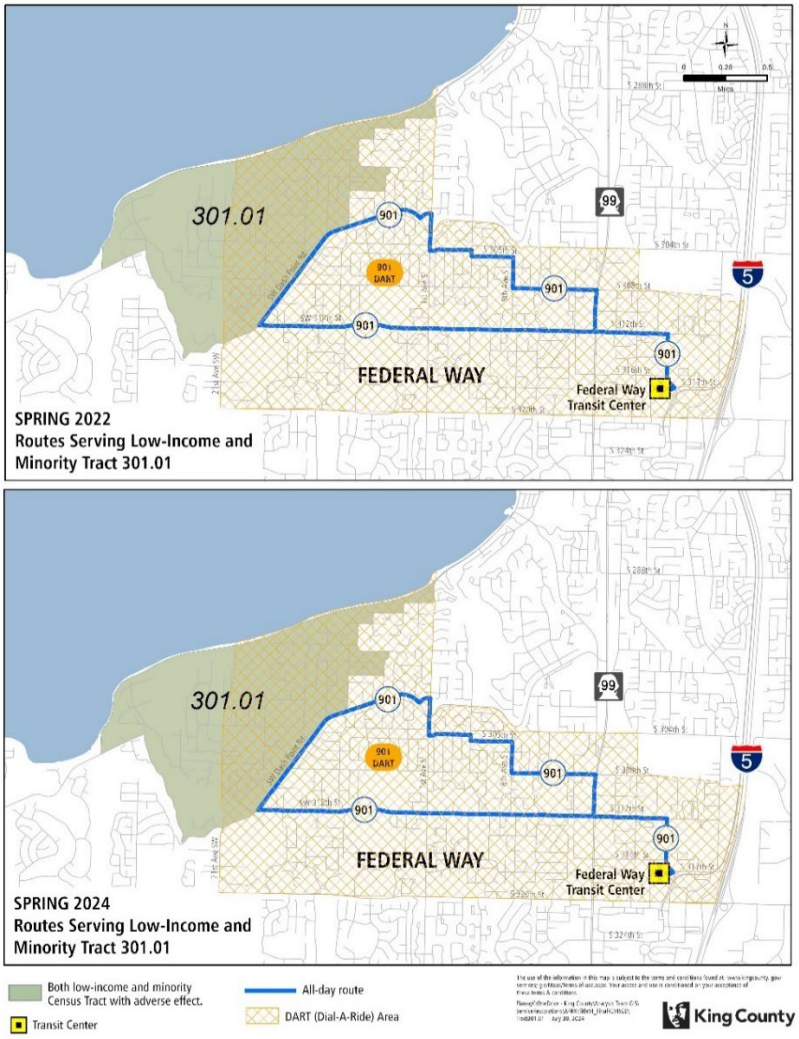
## ALTERNATIVES AND MITIGATION

As stated in Section IV, there are adverse effects as defined by the Title VI regulations in five census tracts. As shown in **Error! Reference source not found.**, two impacted tracts are classified as low-income only. As shown in **Error! Reference source not found.** and Figure 2, three impacted tracts are classified as both low-income and minority.

Tracts 301.01, Mirror Lake

As shown in Figure 3, tract 301.01 was served by Route 901 in spring 2022. Route 901, a DART route, operates primarily as a one-way loop route connecting Mirror Lake, Steel Lake, and Federal Way Transit Center. In spring 2022, service was partially suspended on Route 901 due to operator shortages. Suspended trips on Route 901 were fully restored in May 2024, thus mitigating the impact shown in the analysis.

***Figure 3.*** *Impact of changes on tract 301.01*

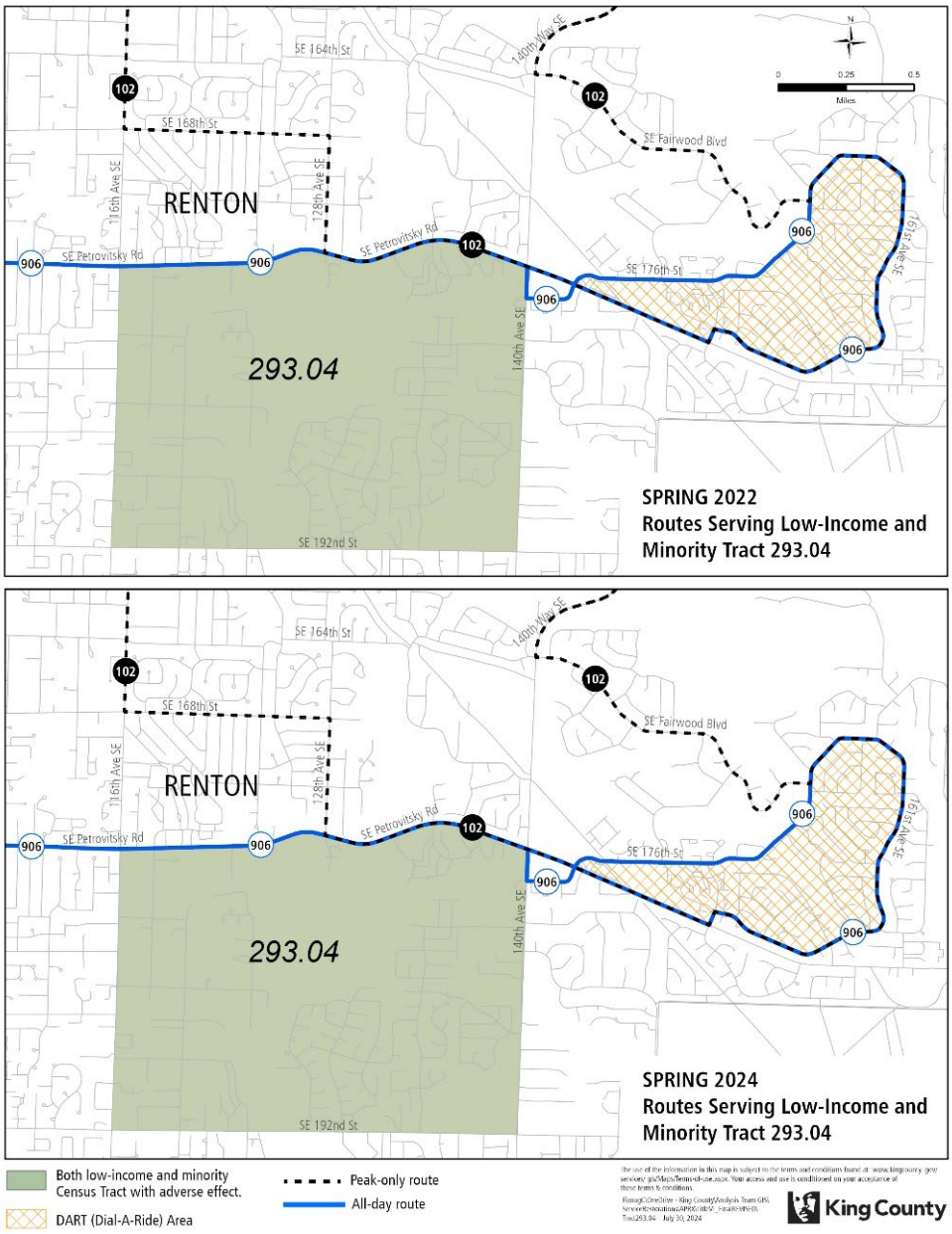


Tract 293.04, Fairwood and Benson Hill

As shown in Figure 4, tract 293.04 was served by routes 906 and 102. Route 906 was partially suspended in spring 2022 due to operator shortages. As of spring 2024, Route 102 is operating with no trips suspended at the same service level as spring 2022. Trips in this tract decreased by 29 percent due to Route 906 suspensions.

As of fall 2024, partial suspensions on Route 906 will continue to have five trips suspended due to continued operator shortages for DART services. Route 906 riders in these tracts can use Route 148, 102, 160, 907, and the F Line to connect to Renton and Tukwila.

***Figure 4.*** *Impact of changes on tract 293.04*

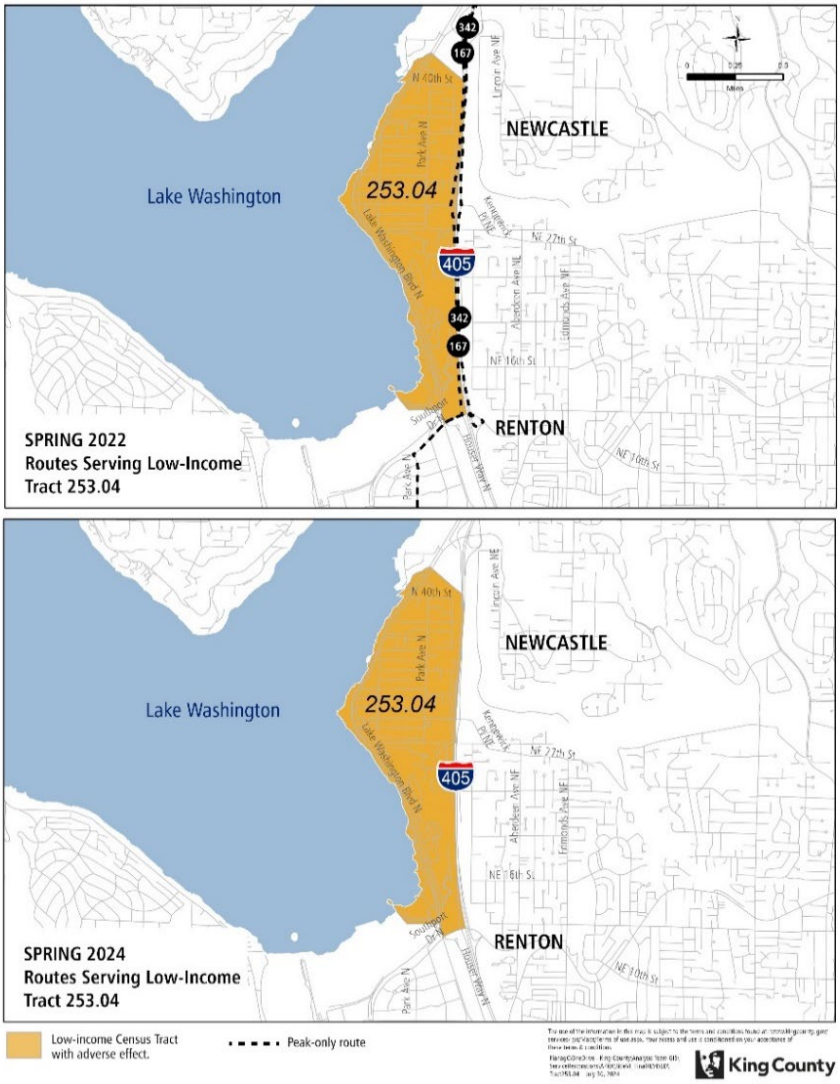


Tract 253.04, Kennydale

As shown in Figure 5, this tract was served by routes 167 and 342 in spring 2022. Currently, both routes are fully suspended due to operator shortages. Trips in this tract were reduced by 100 percent.

Route 167 is a peak-only route that provides service between Renton and the University District. Route 342 is a peak-only route that connects Renton, Bellevue, Kirkland, Kenmore, Lake Forest Park, and Shoreline. In the 2023 System Evaluation, routes 167 and 342 were in the bottom 25 percent on one productivity measure for all peak periods. Consistent with Metro's Service Guidelines, suspensions were made to prioritize reductions on routes and time periods where ridership is low, relative to comparable routes, while maintaining transit coverage and the all-day network as much as possible. Riders on Routes 167 and 342 in this tract do not have direct alternative service but can access services provided by Sound Transit routes 560 and 566 at Renton Transit Center, Kennydale Freeway Station, and Newport Hills Park-and-Ride that connect riders between Renton and Bellevue.

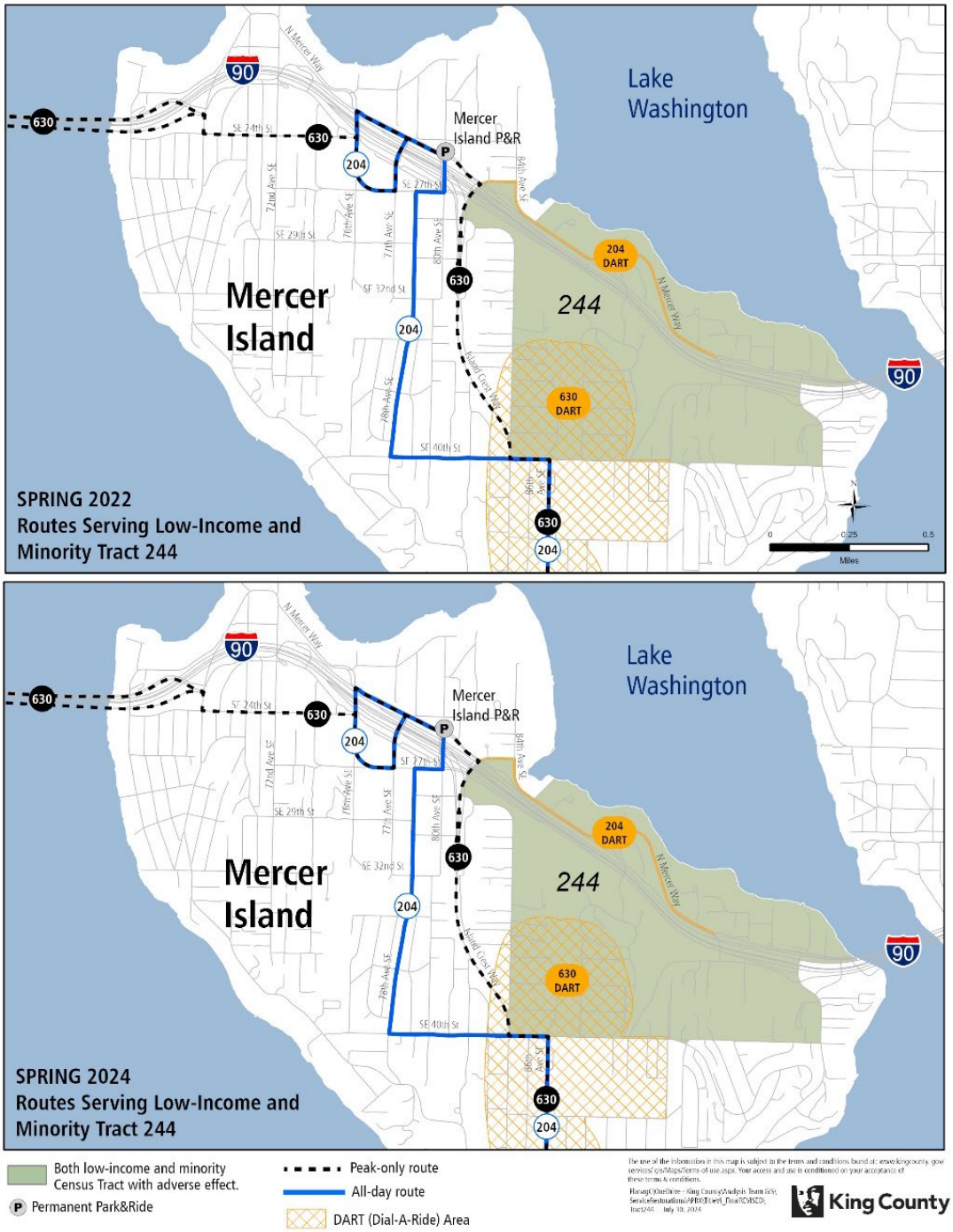
***Figure 5.*** *Impact of changes on tract 253.04*



Tract 244, Mercer Island

As shown in Figure 6, tract 244 is served by routes 204 and 630. DART Route 204 runs north and south through Mercer Island. DART Route 630 connects Downtown Seattle, First Hill, and Mercer Island. Both routes 204 and 630 were partially suspended in fall 2022 due to DART operator shortages. Suspended trips on routes 204 and 630 were fully restored in May 2024, thus mitigating the impact shown in the analysis.

***Figure 6.*** *Impact of changes on tract 244*



Tract 81.01, Downtown Seattle Central Business District

As shown in

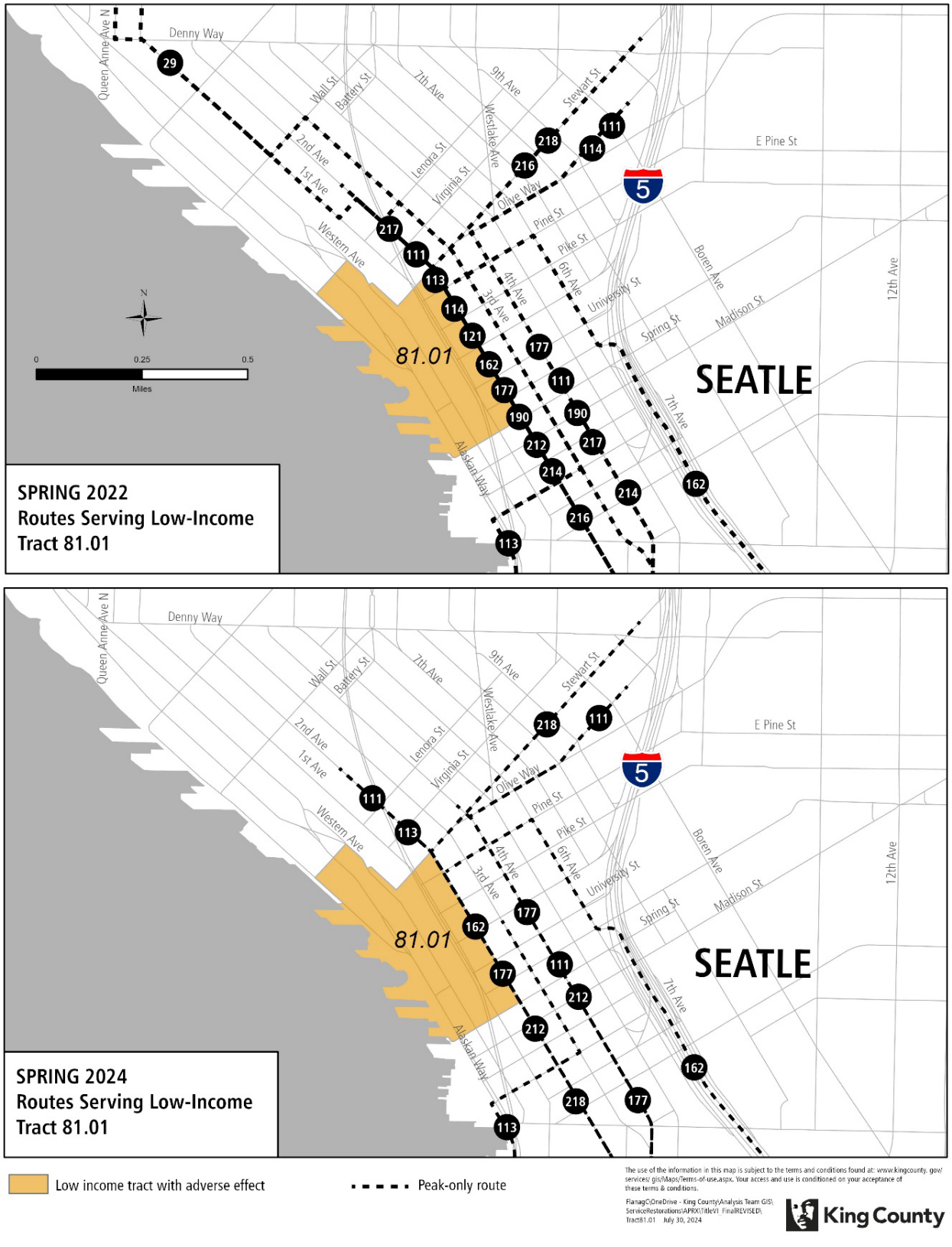
Figure **7**, tract 81.01 was served by routes 29, 111, 113, 114, 121, 162, 177, 190, 212, 214, 216, 217, and 218 in spring 2022. Routes 29, 114, 121, 190, 214, 216, and 217 were fully suspended in fall 2023. Routes 177, 162, 212, and 218 have minor partial suspensions. Trips in this tract were reduced by 51 percent.

In the 2023 System Evaluation, routes 29, 114, 121, 190, 214, and 217 landed in the bottom 25 percent on both productivity measures for all peak periods, which identifies them for as candidates for reductions per Metro's Service Guidelines. Consistent with the Service Guidelines, suspensions were made to prioritize reductions on routes and time periods where ridership is low relative to comparable routes, while maintaining transit coverage and the all-day network as much as possible. Table 5 below describes alternative service for each fully suspended route.

***Table 5.*** *Alternative service for all suspended routes in tract 81.01*

| Suspended Route | Alternative Service |
|---|---|
| 29 | Alternative service is provided by RapidRide D Line, routes 31, 32, and 40 from Ballard and Fremont or routes 1, 2, 3, 4, or 13 from Queen Anne or Uptown. |
| 114 | Alternative service is provided by routes 105 and 240 to Eastgate Park-and-Ride or downtown Renton, and Route 101 or Sound Transit Route 554 to downtown Seattle. |
| 121 | Alternative service is provided by routes 105 and 240 to Eastgate Park & Ride or downtown Renton, and Route 101 or Sound Transit Route 554 to downtown Seattle. |
| 190 | Alternative service is provided by RapidRide A Line to Link light rail, Route 165 to Route 162, or Route 183 to Route 150 or Sound Transit Sounder. |
| 214 | Alternative service is provided by ST Route 554. |
| 216 | Alternative service is provided by Route 269 between Beak Creek Park-and-Ride and the Issaquah Highlands Park-and-Ride. Sound Transit routes 550, 545, and 554 also provide alternative service. |
| 217 | Alternative service is provided by Sound Transit Route 554. |

***Figure 7.*** *Impact of changes on tract 81.01*



# 7 Service Restoration

King County Metro plans to restore service resources back into the system in the coming years. Service restoration will balance travel demands and workforce and budget constraints to deliver service where needs are greatest. Given the magnitude of suspensions that were made during the COVID-19 pandemic emergency and continued, limited operational capacity, it will likely take several years to restore all suspended service hours. Metro prepared a Service Recovery Plan to authorize continued suspensions and provide an outline of Metro's plans for service recovery going forward. The Service Recovery plan, approved by County Council in March 2023 through Ordinance 19581, included the following finding stated in Ordinance 19581:

> The King County council finds that it is essential that the Metro transit department develop achievable and dependable service levels and schedules as it works to rebuild ridership and restore rider confidence in the transit system. Although the Metro transit department is working to recruit, train, and retain the workforce required to implement the plan in Attachment A to this ordinance, the council encourages the Metro transit department to take all steps necessary to match service plans to achievable operational capacity, including, if needed, by making additional emergency service reductions, in accordance with K.C.C. 28.94.020.B.2.a, so that transit riders are able to depend on the Metro transit department to provide scheduled service on a daily basis without last-minute cancellations.

As outlined in the Service Recovery Plan, Metro prioritizes service restructure projects to reshape service and reinvest suspended hours back into the system. Each project will include in-depth planning and engagement to develop a proposal for how to bring back service hours in ways that meet emerging ridership needs and build towards Metro's long-range vision. King County Council approval will be required to approve permanent changes on any routes where service would not be fully restored to its pre-pandemic state. The major changes requiring County Council approval would be subject to future Title VI analyses.

## APPENDIX A: Affected Routes and Rider Alternatives

| Route | Action | Alternatives |
|---|---|---|
| 15X | Suspend Route 15X. | Alternative service is provided by RapidRide D Line between Ballard and downtown Seattle. |
| 18X | Suspend Route 18X. | Alternative service is provided by Route 40 between Crown Hill and downtown Seattle. |
| 29 | Suspend Route 29. | Alternative service is provided by RapidRide D Line, routes 31, 32, and 40 from Ballard and Fremont or routes 1, 2, 3, 4, or 13 from Queen Anne or Uptown. |
| 55 | Suspend Route 55. | Alternative service is provided by the RapidRide C Line, as well as routes 56 and 57 between the Admiral District and downtown Seattle. |
| 114 | Suspend Route 114. | Alternative service is provided by routes 105 and 240 to Eastgate Park-and-Ride or downtown Renton, and Route 101 or Sound Transit Route 554 to downtown Seattle. |
| 120 | Suspend Route 120. | Alternative service is provided by Routes 131, 132, and the RapidRide H Line between downtown Seattle and Burien Transit Center. |
| 121 | Suspend Route 121. | Alternative service is provided by routes 105 and 240 to Eastgate Park-and-Ride or downtown Renton, and Route 101 or Sound Transit Route 554 to downtown Seattle. |
| 167 | Suspend Route 167. | Alternative service is provided by Route 101 and Link light rail from Renton, or Route 255 or Sound Transit Route 542 from SR-520 to the University District. |
| 190 | Suspend Route 190. | Alternative service is provided by RapidRide A Line to Link light rail, Route 165 to Route 162, or Route 183 to Route 150 or the Sound Transit Sounder. |
| 214 | Suspend Route 214. | Alternative service is provided by Sound Transit Route 554. |
| 216 | Suspend Route 216. | Alternative service is provided by Route 269 between Beak Creek Park-and-Ride and the Issaquah Highlands Park-and-Ride. Sound Transit routes 550, 545, and 554 also provide alternative service. |

| Route | Action | Alternatives |
|---|---|---|
| 217 | Suspend Route 217. | Alternative service is provided by Sound Transit Route 554. |
| 232 | Suspend Route 232. | Between Duvall and the Redmond Transit Center, alternative service is provided by Route 224. Alternative service to Bellevue is provided by RapidRide B Line. |
| 237 | Suspend Route 237. | Alternative service is provided by routes 231, 250, 331, and Sound Transit routes 522 and 535 between Woodinville, Kirkland, and Bellevue. |
| 268 | Suspend Route 268. | Alternative service to Seattle is provided by Sound Transit Route 545. |
| 342 | Suspend Route 342. | Alternative service from Bellevue to Renton is provided by Sound Transit routes 560 and 566. For alternative service between Bothell and Bellevue, use Sound Transit Route 535. For alternative service between Shoreline and Bothell, use Route 331 and Sound Transit Route 522. |

**King County Metro**

# Public Transportation Service Changes for King County Related to East Link Connections Mobility Project

## Title VI Service Analysis

February 4, 2025

King County METRO

*Moving forward together*

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# 1 Introduction

The Federal Transit Administration (FTA) Circular 4702.1B, Chapter V, Section 7 requires transit agencies serving large, urbanized areas to evaluate major service changes and to determine whether proposed changes would have a discriminatory impact as defined in the United States Department of Transportation's Title VI regulations.

In accordance with these FTA regulations, this report summarizes Metro's service analysis of changes proposed for the service change submitted to the King County Council for approval associated with the completion of the Link 2 Line extension to the Eastside, referred to as the East Link Connections Mobility Project.

The Sound Transit Link 2 Line, connecting the eastside to central Seattle with high-capacity frequent light rail service, will be complete and fully implemented by the end of 2025. To prepare for the extension of Link light rail service, respond to changing mobility needs, and improve mobility and access for historically underserved populations, Metro and Sound Transit (ST) initiated the joint East Link Connections Mobility Project to redesign the Eastside transit network.

From winter 2021 to spring 2024, the project team applied an iterative four-phase process to establish needs, solicit community input, develop, and evaluate a draft network, and revise the proposed network to mitigate identified disparate impacts.

Sound Transit closely collaborated with Metro on the East Link Connections Mobility Project, including participation in public engagement and planning activities to develop a comprehensive proposed network with revisions to ST Express Routes that integrate with King County Metro Routes and the Link 2 Line. However, ST Express routes within the project scope are not final proposed changes, and ST will conduct additional public engagement and planning before proposing ST Express Route revisions to the ST Board of Directors for approval.

Transit service throughout King County is an integrated network; analyzing King County Metro routes in isolation would inaccurately reflect the service change impacts of the proposed network; therefore, assessment of the proposed network includes the proposed King County Metro network and the assumed Sound Transit network that are pending Sound Transit Board of Directors review.

## Service Guidelines Overview

Metro's Service Guidelines, last updated in 2021, contain King County's policies concerning major service changes, disparate impact, and disproportionate burden. Metro developed these policies and submitted them to the King County Executive, who reviewed them and transmitted them to the King County Council for consideration and action. The Regional Transit Committee and the King County Council's Mobility and Environment Committee reviewed the legislation and forwarded it to the County Council. The Council followed a public notification and

participation process, held a public hearing, and then adopted the updated Service Guidelines via Ordinance 19637.

The 2021 update to King County Metro's *Strategic Plan for Public Transportation, 2021-2031* and related Service Guidelines noted above outline the methodology Metro uses to evaluate service changes, consistent with FTA Title VI requirements (FTA Circular 4702.1B). The most relevant excerpts from the Service Guidelines are included below.

# Regular Service changes

Metro revises service twice a year—during spring and fall service changes. Major and minor service revisions occur at these times. In rare cases of emergency or time-critical construction projects, Metro may make changes at other times.

Proposed route changes are subject to approval by the Metropolitan King County Council except as follows (per King County code 28.94.020):

- Any single change or cumulative changes in a service schedule which affect the established weekly service hours for a route by 25 percent or less.

- Any change in route location which does not move the location of any route stop by more than ½ mile.
- Any changes in route numbers.

The annual System Evaluation Report includes a comprehensive list of the prior years' service changes. It identifies and discusses service changes that addressed performance-related issues.

# Adverse Effect of a Major Service Change

An adverse effect of a major service change is defined as a reduction of 25 percent or more of the transit trips serving a census tract, in accordance with King County code 28.94.020. Title VI of the Civil Rights Act of 1964 requires all transit agencies to evaluate major service change impacts on minority and low-income populations.

# Comparison Population Data

To evaluate the total impact of a service restructure, Metro uses population data for the county and for the service restructure project area. Using population data (demographics), Metro identifies minority (or BIPOC—Black, Indigenous, and people of color) and low-income populations and measures the impact of transit service restructures on these two demographic groups regardless of whether that community takes transit. There are two primary reasons to omit ridership data for this type of analysis:

1. Data from route restructures (that involve the creation of new routes) would not fully capture the positive impacts of new transit service on a

community. With such information gaps, planners might be hesitant to delete low-performing routes, as deletion of service would negatively impact ridership-based equity analysis.

2. Ridership analysis that identifies a route as minority (BIPOC) or low-income uses stop-level data to determine where the majority of boardings occur. Routes that retain a majority of boardings in BIPOC or low-income census tracts are flagged as low income or minority routes. In certain instances, stop level data can be an imperfect measure, as the presence of park and rides can dramatically skew ridership boarding numbers. Additionally, Metro does not conduct system-wide on-board surveys and thus does not have accurate information on the actual demographics of riders on specific routes; just because boardings occur in a minority or low-income tract does not mean that riders boarding within those boundaries share assumed identities.

# Disparate Impact Threshold

A disparate impact occurs when a major service change results in adverse effects that are significantly greater for minority populations than for non-minority populations. Metro's threshold is met when minority-identified routes or census tracts are adversely affected by a major service change at a 10 percent or greater level than routes included within the system as a whole. Should Metro find a disparate impact, consideration will be given to modifying the proposed changes to avoid, minimize, or mitigate the disparate impacts.

Metro measures disparate impacts by comparing changes in the number of trips serving minority or non-minority census tracts or by comparing changes in the number of service hours on minority or non-minority routes. Metro defines a minority census tract as one in which the minority population percentage is greater than that of King County as a whole. For regular fixed-route service, Metro defines a minority route as one for which the percentage of inbound weekday boardings in minority census tracts is greater than the average percentage of inbound weekday boardings in minority census tracts for all Metro routes.

# Disproportionate Burden Threshold

A disproportionate burden occurs when a major service change results in adverse effects that are significantly greater for low-income populations than for non-low-income populations. To determine census tract designations, Metro's Service Guidelines define "low-income" as 200 percent of the federal poverty line, which aligns with the threshold of Metro's other income-based programs, including the ORCA LIFT low-income fare program. Metro's threshold is met when low-income identified routes or census tracts are adversely affected by a major service change at a 10 percent or greater level than the routes included in the system as a whole. Should Metro find a disproportionate burden, consideration will be given to modifying the proposed changes to avoid, minimize, or mitigate the disproportionate burden of the proposed changes.

Metro measures disproportionate burden by comparing changes in the number of trips serving low-income or non-low-income census tracts, or by comparing changes in the number of service hours on low-income or non-low-income routes. Metro defines a low-income census tract as one in which the percentage of low-income population is greater than that of the King County as a whole. For regular fixed-route service, Metro defines a low-income route as one for which the percentage of inbound weekday boardings in low-income census tracts is greater than the average percentage of inbound weekday boardings in low-income census tracts for all Metro routes.

# 2 Service Change Area and Routes

## Affected Areas

The proposed changes will affect 237 census tracts with a total population of approximately 1,077,675 residents.

## Affected Routes

**The affected routes in this project include routes** 8, 111, 114, 167, 200, 203, 204, 208, 212, 214, 215, 216, 217, 218, 219, 220, 221, 222, 223, 224, 225, 226, 232, 237, 240, 241, 245, 246, 249, 250, 251, 252, 256, 257, 268, 269, 270, 271, 311, 342, 541, 542, 545, 550, 554, 555-556, 630, 930, 931, and the B Line.

**Affected routes** 114, 167, 200, 208, 212, 214, 216, 217, 219, 221, 232, 237, 241, 246, 252, 257, 268, 271, 311, 342, 541, 545, 550, and 555-556 **would be replaced with new routes** 203, 215, 222, 223, 251, 256, 220, 270 and 544, **and expanded or revised service on routes** 8, 111, 240, 245, 204, 218, 224, 225, 226, 250, 269, 249, 542, 554, 630, 930, 931, and the B Line.

# 3 Threshold 1

## Is this a Major Service Change?

### Yes

For the purposes of complying with FTA Circular 4702.1B, Chapter IV, Metro defines any change in service as “major” if King County Council approval of the change is required pursuant to KCC 28.94.020.

The proposed changes meet all criteria for a major service change by Metro and FTA definitions. Appendix A lists the specific routes being changed in Fall 2025, Spring 2026, and Fall 2026 as part of the East Link Connections Mobility Project.

# 4 Threshold 2

## Are Minority or Low-Income Census Tracts Affected?

### Yes

### Classifying minority and low-income census tracts

For the Title VI analysis, Metro classifies census tracts as minority tracts if the percentage of the population that is minority within a tract is greater than the percentage for King County as a whole. Based on the American Community Survey five-year average for 2018-2022 data, 44.70 percent of the population is classified as minority within the county as a whole.

The determination as to whether the proposed changes resulting in a reduction in service would have a disparate impact on minority populations was made by comparing changes in the number of Metro bus trips serving minority or non-minority census tracts. Similarly, the determination as to whether the proposed changes resulting in a reduction in service would have a disproportionate burden on low-income populations was made by comparing changes in the number of Metro bus trips serving low-income and non-low-income census tracts. Based on the American Community Survey five-year average for 2018-2022, 17.89 percent of the population is classified as low-income within King County.

The proposed service changes addressed in this report will affect the level of service provided to 237 King County census tracts currently served by Metro. The low-income and minority characteristics of affected census tracts are provided in Table 1 below and Figure 1 and Figure 2 on the following pages.

Table 1 Low-Income and minority characteristics of affected census tracts

| Census Tract Classification | | | | |
|---|---|---|---|---|
| **Total Census Tracts Affected** | **Minority & Low-income** | **Minority ONLY** | **Low-income ONLY** | **Neither Minority nor Low-income** |
| 237 | 53 | 66 | 22 | 96 |

# 5 Threshold 3

## Is there a Disproportionate Burden on Low-Income Populations?

### No

## Is there a Disparate Impact on Minority Populations?

### No

To align the baseline transit service levels with the service riders currently experience, the final proposed network analysis references the spring 2024 transit network, excluding suspended routes.

The proposed changes affect 237 census tracts, including 66 minority-only census tracts, 22 low-income only census tracts, and 53 tracts, which are both minority and low-income.

There are 9 tracts that have adverse effects; one is low-income, two are minority and six are neither low-income nor minority tracts. The analysis indicates that the proposed changes would not place a disproportionate burden on low-income populations nor have a disparate impact on minority populations.

A detailed description of the impacts to residents in these tracts experiencing adverse effects, is provided in Section 6, along with the alternatives available to riders. There is a total of three low-income and/or minority tracts with adverse effects.

Table 2 and 3 Definitions

1. An adverse effect is defined as a reduction of 25 percent or more in trips per week.

2. Tracts are classified as low-income or minority when the percentage of low-income or minority persons in the tract is greater than the percentage of low-income or minority persons in the county as a whole.

3. A disproportionate burden occurs when the percentage of low-income tracts with adverse effects is more than 10 percentage points greater than the county-wide percentage of low-income tracts.

4. A disparate impact occurs when the percentage of minority tracts with adverse effects is more than 10 percentage points greater than the county-wide percentage of minority tracts.

## Title VI Analysis Results for Proposed Changes for East Link Connections Service Change

**Table 2 East Link Connections service change Title VI analysis: Low-income populations**

| Category[2] | Tracts with Adverse Effects[1] | % of tracts adversely affected | % of tracts system-wide | Difference | Disproportionate Burden[3]? |
|---|---|---|---|---|---|
| Low-Income | 1 | 11% | 39% | -28% | **NO** |
| Non-Low-Income | 8 | 89% | 61% | | |
| Total | 9 | 100% | 100% | | |

**Table 3 East Link Connections service change Title VI analysis: Minority populations**

| Category[2] | Tracts with Adverse Effects[1] | % of tracts adversely affected | % of tracts system-wide | Difference | Disparate Impact[4]? |
|---|---|---|---|---|---|
| Minority | 2 | 22% | 49% | -27% | **NO** |
| Non-Minority | 7 | 78% | 51% | | |
| Total | 9 | 100% | 100% | | |

**Figure 1 Impact of proposed changes on low-income census tracts**

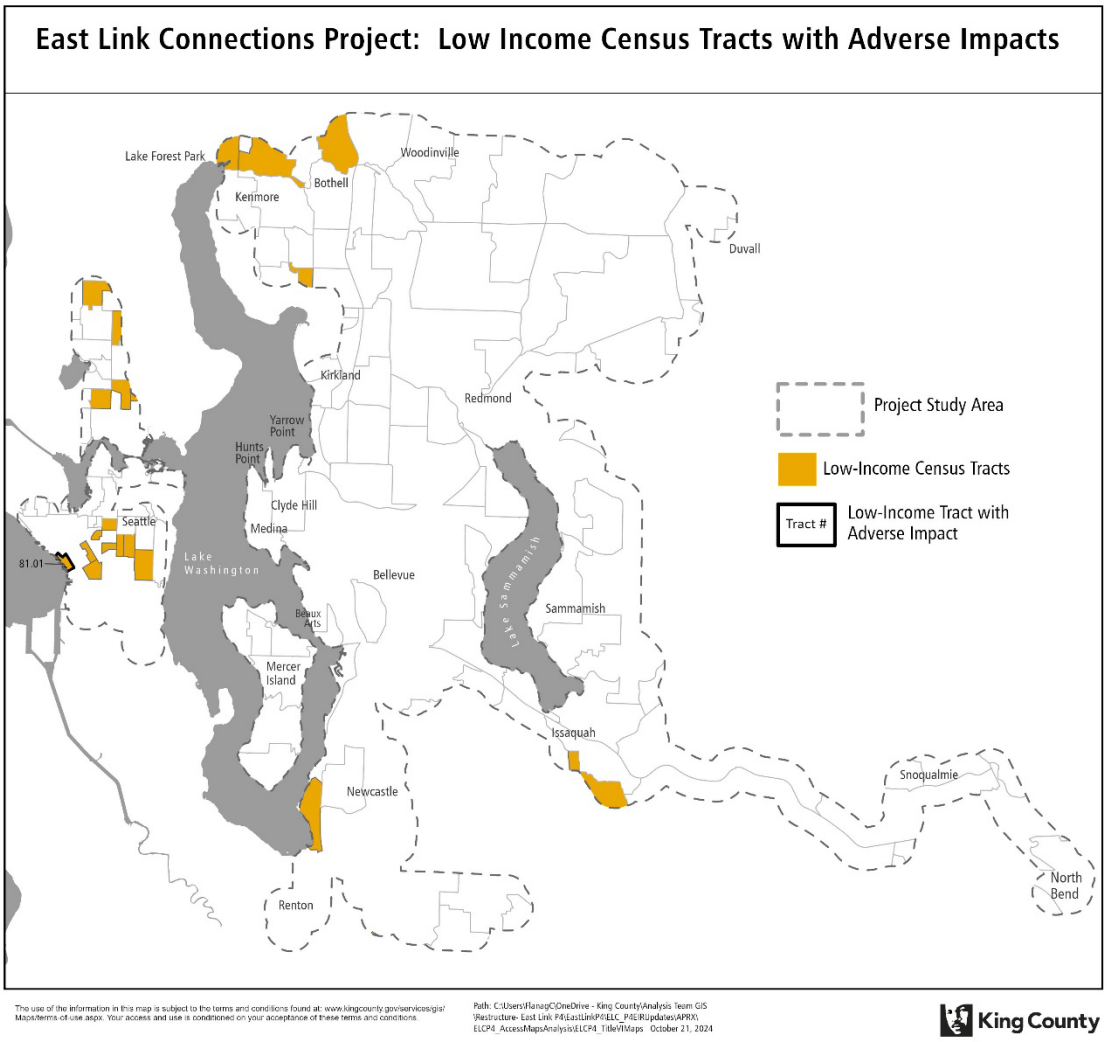


**Figure 2 Impact of proposed changes on minority census tracts**

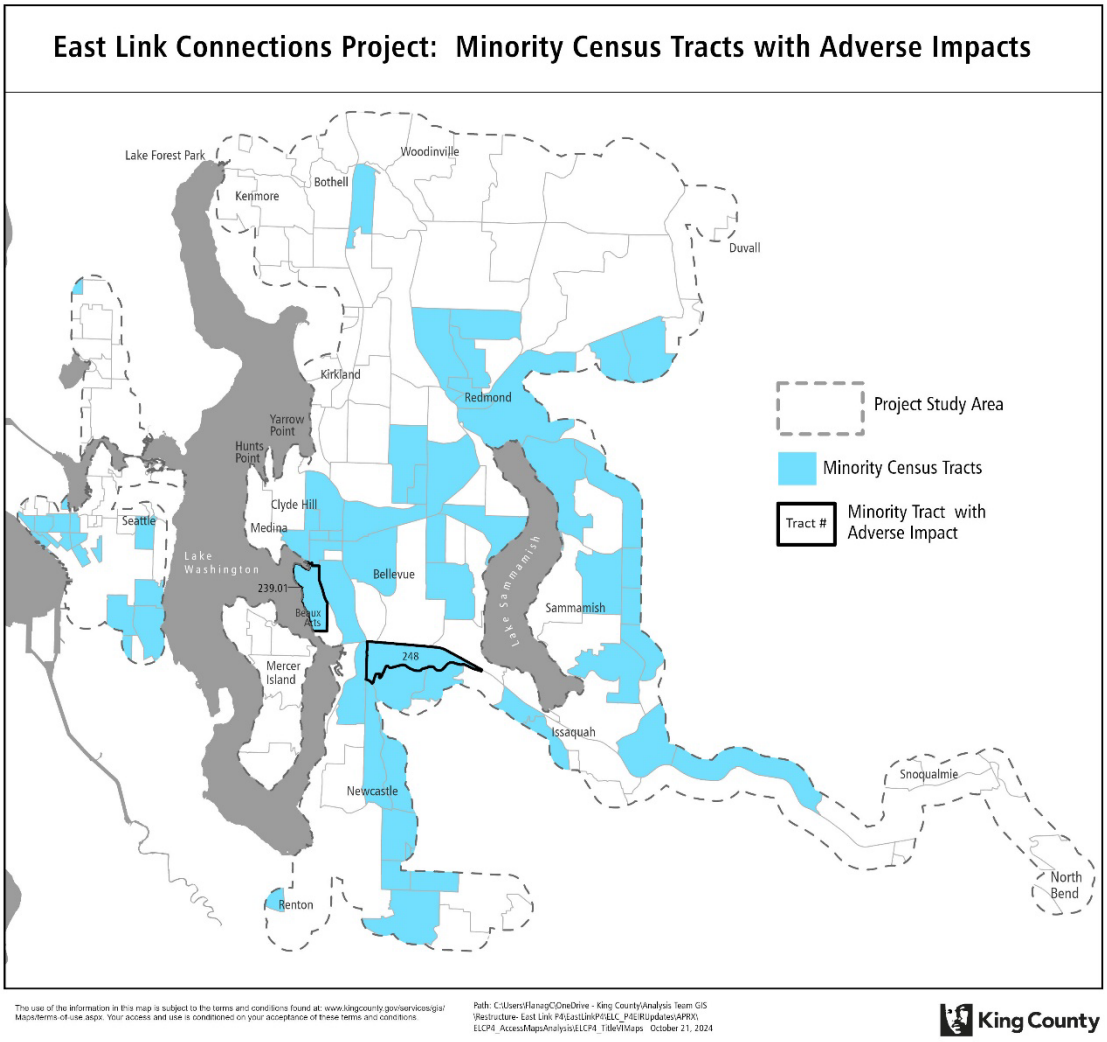
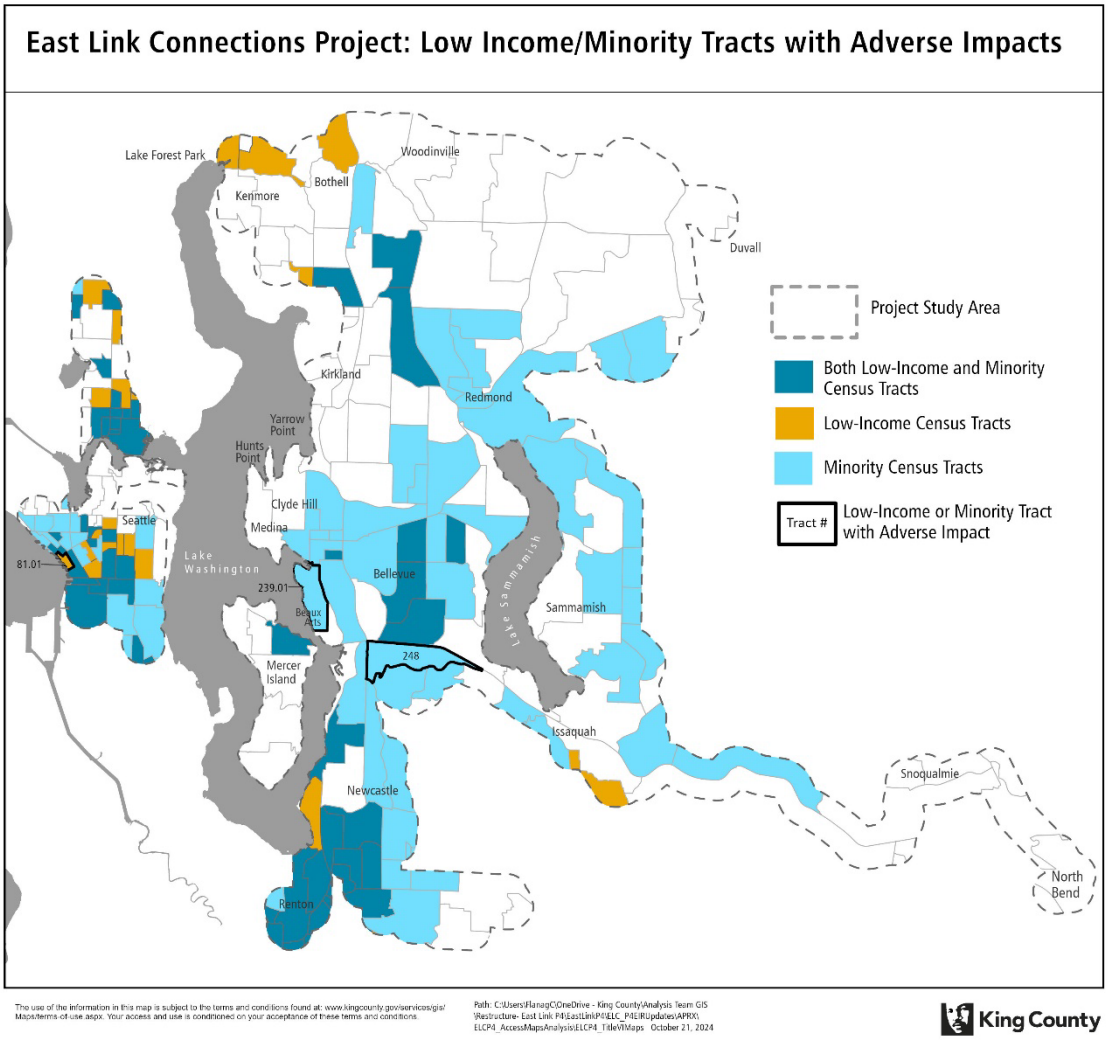


**Figure 3 Adversely affected low-income and minority census tracts**



# 6 Threshold 4

## Alternatives and Mitigation

As stated in Section 4, there are adverse effects, as defined by the Title VI regulations in three census tracts, for the proposed service changes in east King County and Seattle associated with implementing the proposed network. As shown in Figure 1, one impacted tract is classified as low-income only. As shown in Figure 2, two impacted tracts are classified as minority.

Tract 81.01 – Downtown Seattle Central Business District

As shown in Figure 4, low-income Tract 81.01 is served by Routes 111, 113, 162, 177, 212, 218, 550, 554, 577, 578, 590, 592, 594, and 595 in spring 2024. In the final proposed network, Routes 111, 212, 218, 550, and 554 will no longer serve Tract 81.01, and Routes 113, 162, 177, 311, 577, 578, 590, 592, and 594 will continue to serve Tract 81.01.

The objective of the East Link Connections project is to restructure the network to integrate service with the Link 2 Line by providing new connections to Link 2 Line stations, removing duplicative service, and redistributing hours to increase the frequency and provide more off-peak service, a priority established from community feedback.

In the final proposed network, there is a 50 percent reduction in trips in low-income Tract 81.01. This is a result of the replacement of bus service trips with higher capacity Link 2 Line trips in downtown Seattle. As seen in Figure 4, all of the routes that will no longer service the tract run along Second Avenue and, as outlined in Table 4, replacement service is provided by the Link 2 Line situated one block east along Third Avenue. Therefore, the disparate impacts are attributed to the geographic bounds of the census tract and replacement of bus trips with higher capacity Link 2 Line trips and are not due to a significant loss of service. The Link 2 Line provides frequent high-capacity service that connects to multiple routes in the Eastside and provides many transfer opportunities to reach regional destinations.

The most significant trip loss is caused by deleting frequent ST Express Route 550 and the revised frequent ST Express Route 554. ST Express Route 550 shares a duplicative pathway with the Link 2 Line connecting Bellevue to Downtown Seattle and is replaced entirely with the Link 2 Line. ST Express Route 554 duplicates the Link 2 Line between the Mercer Island Station and Downtown Seattle and is revised to terminate at the Link 2 Line South Bellevue Station. Three of the five routes that no longer serve Tract 81.01 are peak-only, Routes 111, 212, and 218, and have a limited impact on the trip loss of Tract 81.01. Hours acquired from deleting or revising these routes were reinvested into the network to provide improved service and connectivity to Link light rail.

Routes 113, 162, 177, 311, 577, 578, 590, 592, and 594 will maintain connections to other regional destinations within King County.

**Figure 4 Impacts of changes to Census Tract 81.01**

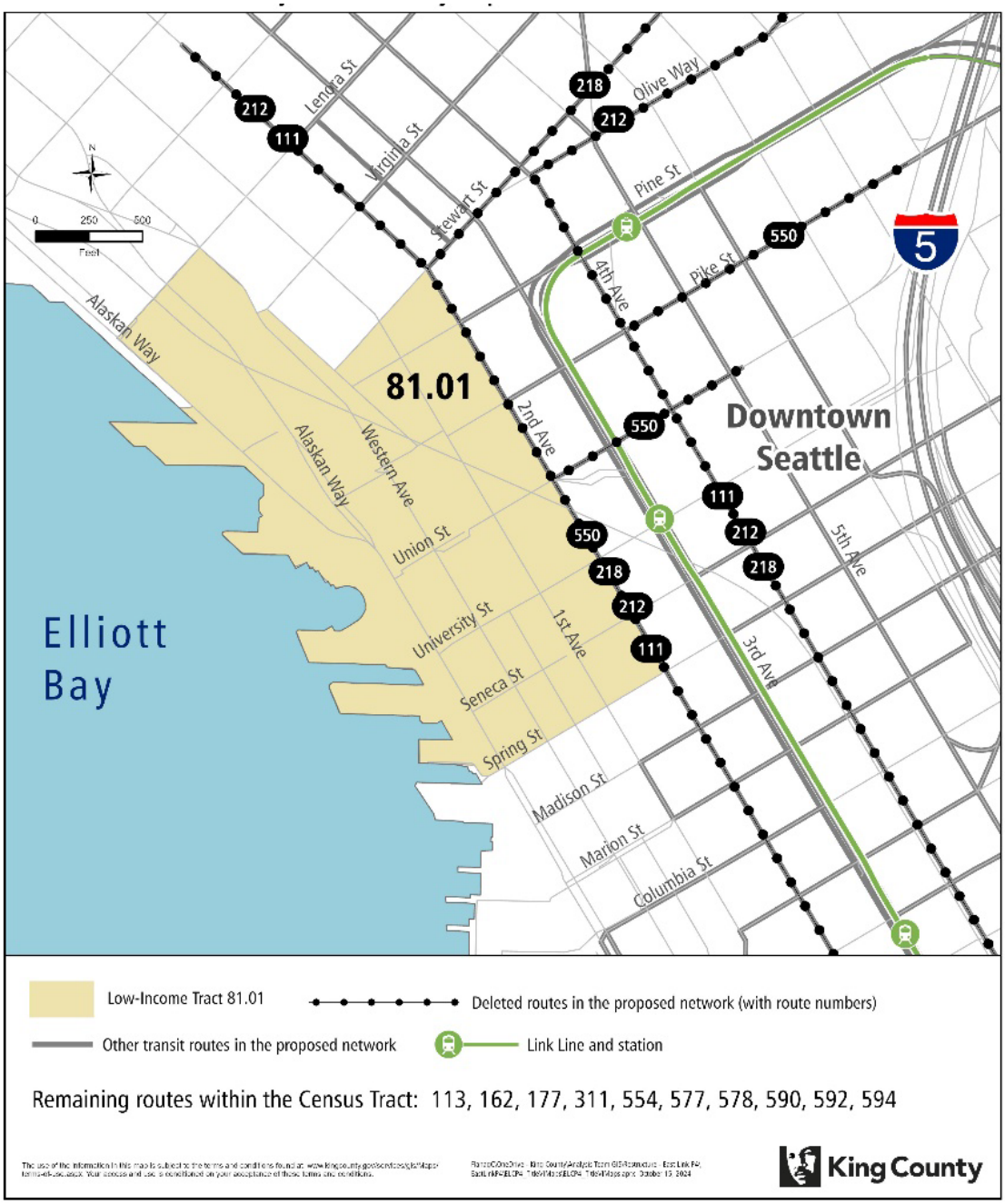


**Table 4 Alternative service for all removed routes in Census Tract 81.01**

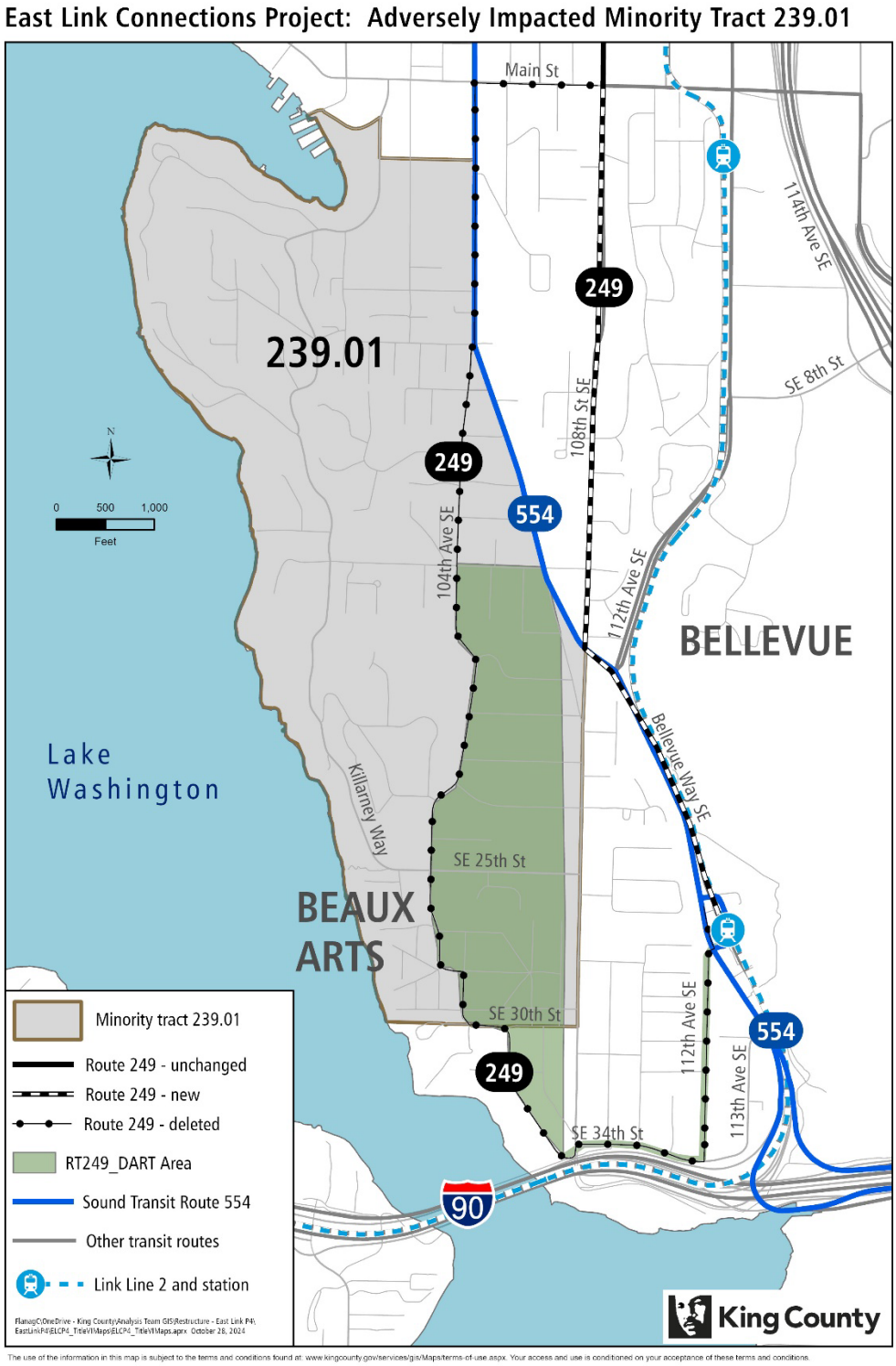
| Route | Action | Spring 2024 Service Level | Alternatives |
|---|---|---|---|
| 111 | Revised | Peak-only | Replacement service to tract 81.01 is provided by Link light rail.<br>Eastside service is maintained by revised Route 111. |
| 212 | Deleted | Peak-only | Replacement service to tract 81.01 is provided by Link light rail.<br>Eastside replacement service is provided by new Routes 215, revised Routes 218, 226, 269. |
| 218 | Revised | Peak-only | Replacement service to tract 81.01 is provided by Link light rail.<br>Revised Route 218 is reoriented to end at Mercer Island Station. |
| 550 | Deleted | Frequent | Replacement service to tract 81.01 is provided by Link light rail.<br>Eastside replacement service is provided by revised ST Express Route 554. |
| 554 | Revised | Frequent | Replacement service to tract 81.01 is provided by Link light rail.<br>Eastside service is maintained by revised ST Express Route 554. |

Tract 239.01 – Beaux Arts

As shown in Figure 5, minority Tract 239.01 is served by Route 249 and ST Express Route 554 in spring 2024. In the final proposed network, Route 249 will no longer serve Tract 239.01 as a fixed route service and will be converted to DART (Dial-A-Ride Transit) service, which provides on-demand service in the designated DART service boundary represented in green in Figure 5. ST Express Route 554 will continue to serve Tract 239.01.

Due to the reorientation of Route 249, there is a 26 percent reduction in trips in the Beaux Arts Tract 239.01. Network evaluation of Route 249 indicates relatively low ridership in the Beaux Arts neighborhood along the 104th Ave SE corridor, with an average of less than one boarding and alighting per stop per day; therefore, converting Route 249 to provide DART service in place of fixed-route service matches ridership demand while maintaining transit access throughout the tract. Additionally, the conversion of DART service provides riders more pick up location flexibility by enabling them to access service in the expanded DART deviation area that extends between 104th Ave SE and 108th Ave SE. The fixed route service of Route 249 is revised to provide a direct, more efficient connection to the South Bellevue Station along 108th Street SE and Bellevue Way SE.

**Figure 5 Impacts of changes to Census Tract 239.01**



Tract 248 – Eastgate and Factoria

As shown in Figure 6 below, minority Tract 248 is served by Routes 212, 240, 241, 245, 246, and 271 in spring 2024. In the final proposed network, Routes 212, 241, 245, 246, and 271 will no longer serve Tract 248, and new Route 203 and revised Route 240 will serve Tract 248.

There is a 37 percent decline in trips within Tract 248. A significant portion of the trip reduction is attributed to the revision of frequent Route 245 and the deletion of local Routes 241 and 246, which all primarily serve areas north of I-90. Additionally, several routes that replace service for Route 212 via I-90 are situated adjacent to the census tract; therefore, these results do not fully represent trip changes.

East Link Connections applied an iterative phased approach at restructuring the network and reviewed potential disparate impacts and alternatives. This combined with community feedback led to the development of a strategically designed network to mitigate disparate impacts. The strategic restructure of routes in and around Tract 248 ensures the maintenance of regional connectivity and reallocation of resources from redundant or low-performing routes. Due to the complexity of the revisions made within Tract 248, detailed route-specific network decisions are provided below:

Route 212

Route 212, proposed for deletion, provides service between Eastgate Park & Ride and downtown Seattle during peak hours and has ridership within the top quartile in the project network, indicating high demand for all-day, more frequent service.

In response to the high ridership and utilization of the Eastgate Park-and-Ride, multiple routes have been revised to improve service from Eastgate Park-and-Ride that are adjacent to but geographically do not intersect Census Tract 248 and are not represented in Figure 6 but provide proximate replacement service. These alternative routes connect to Link 2 Line, providing fast, frequent service to Seattle.

New all-day frequent Route 215, revised peak-only Route 218, and the reoriented Route 269 all connect Eastgate Park-and-Ride to the Mercer Island Station. Additionally, revised Route 226 and revised very frequent Route 240 connect directly to South Bellevue Station.

Route 245

Route 245, which extends between Factoria and Kirkland, is revised to terminate at the Eastgate Park & Ride and no longer provide service along Factoria Boulevard SE and the eastern loop along Coal Creek Parkway SE and 124th Ave SE.

Network evaluation indicated low ridership along 124th Ave SE, with between 0.5–4.0 passenger boardings and alightings on average per day. Additionally, the route requires northbound trips to layover at Eastgate Park-and-Ride before continuing north, which inconveniences passengers, and significantly increases travel time for many trips. North of the Eastgate Park-and-Ride of Route 245's pathway remains

unchanged. Passengers wishing to travel on Route 245 are able to transfer to it by traveling to the Eastgate Park-and-Ride via revised Route 240, which is upgraded to frequent service in the final proposed network.

Route 246

Route 246, proposed for deletion, operates local service during peak and midday hours with one-hour headways between Clyde Hill and Factoria.

Network evaluation indicates that the route's ridership is within the bottom 25 percent of the project routes, with most ridership occurring along Factoria Boulevard SE. Proposed revised Route 240 and proposed new Route 203 connect Factoria Boulevard SE with South Bellevue Station and downtown Bellevue respectively. Proposed revised Route 249 replaces service between Clyde Hill and downtown Bellevue, and proposed new Route 270 provides service near 100th Ave NE along Bellevue Way NE. The Route 246 Somerset loop will no longer have service to and from Newport Way SE on 148th Pl SE, Highland Drive, and Somerset Blvd SE. However, bus stops on this path are within 1 mile of the proposed new Route 203.

Route 241

Route 241, which connects Eastgate via Eastgate Park-and-Ride, SE Allen Rd, SE Newport Way and Factoria Boulevard SE to Bellevue Transit Center, is proposed for deletion and has relatively low ridership in the bottom 50 percent of average weekday boardings, with the majority of boardings and alighting happening between stops along Factoria Blvd SE and downtown Bellevue. Replacement service between Factoria Blvd SE and downtown Bellevue is provided by the revised frequent route 240 that connects to the South Bellevue Station and Downtown Bellevue Station.

The proposed new Route 203 on Newport Way is situated 0.5 miles away or less from Allen Rd, and with service on Newport Way, provides an alternative for riders while also creating connections to the South Bellevue Station and Issaquah.

Both Routes 203 and 240 operate at a higher frequency than Route 241, further improving service and reach to regional destinations.

Route 271

Route 271 operates frequent service north of the Eastgate Park & Ride and less frequent local service in the southern pathway between Eastgate Park-and-Ride and Issaquah. Therefore, the replacement service provided by Route 203 closely matches the service levels lost by the deletion of Route 271, resulting in minimal trip change impacts on Tract 248 associated with this revision.

**Figure 6 Impacts of changes to Census Tract 248**

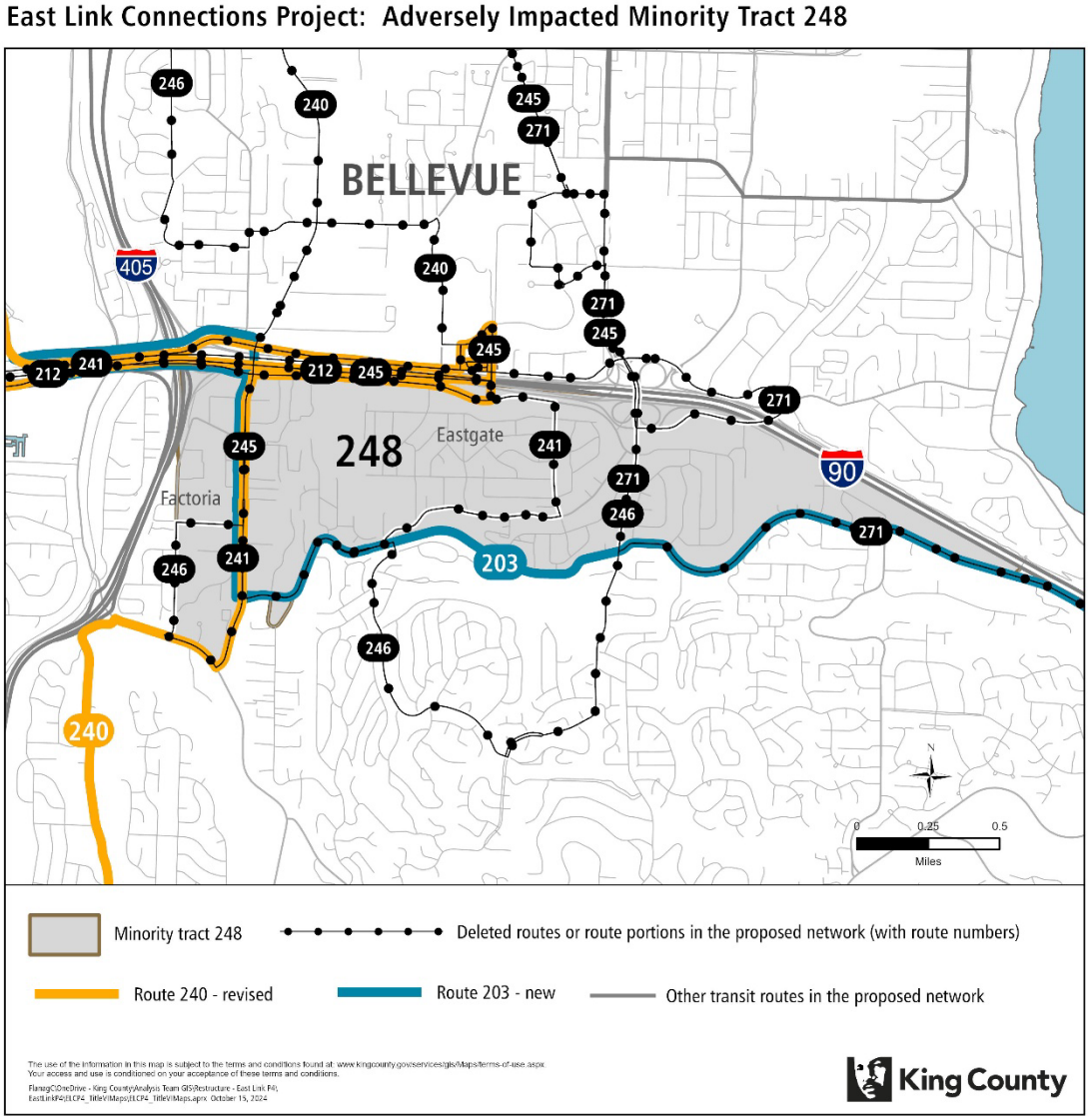


**Table 5 Alternative service for all removed routes in Census Tract 248**

| Route | Action | Spring 2024 Service Level | Alternatives to Tract 248 |
|---|---|---|---|
| 212 | Deleted | Peak-only | Replacement service is provided by new Route 215 and revised Routes 218, 269, and revised frequent Route 240. |
| 241 | Deleted | Local | Replacement service is provided by new Route 203 and revised frequent Route 240. |
| 245 | Revised | Frequent | Replacement service is provided by revised frequent Route 240. |
| 246 | Deleted | Local | Replacement service is provided by new Route 203 and revised frequent Route 240. |
| 271 | Deleted | Frequent | Replacement service is provided by new Route 203. |

## Benefits

Altogether, the proposed network offers many benefits to respond to community-identified needs, including:

### Transit Access

- Transit access within the study area increases slightly, with approximately 660 of the 861,750 residents gaining service, a 0.1 percent gain.
- Access to the frequent network improves; over 30,000 people within the study area gain access to frequent transit, 8 percent more than the baseline.
- Frequent access within high minority and low-income areas (Metro Equity Priority Areas [EPAs]) increases significantly; over 24,000 people within EPAs gain access to frequent transit, a 14 percent increase compared to the baseline.

### Trip counts

- Overall, the network gains 1,090 weekday trips, 209 Saturday trips, and 331 Sunday trips across all routes in the project scope.
- Compared to the baseline network, trip adds are more evenly distributed across midday, night, and weekend service, aligning with the priorities identified in outreach.

- Analysis indicates that 159 or 20 percent of block groups within the study area gain trips for weekday service, and approximately 60 percent of the block groups that gain trips are classified as EPAs.

**Travel Times**

- Seattle: Travel time improves in multiple areas during off-peak and weekends.
- Renton: Travel time and reach improve to and from many areas due to an increase in trips connecting Renton to Link at South Bellevue Station. Midday travel improves, aligning with the objective of distributing service evenly throughout the day.
- Issaquah: Travel time improves throughout the Eastside during morning, midday, and evening travel due to the additional frequency and span added to routes running along I-90 and through Sammamish.
- Overlake: Travel originating in the north improves significantly with Overlake as a destination with new access to parts of Woodinville, Bothell, Kenmore, and northern Seattle.
- Factoria: Travel time remains relatively the same on trips traveling to and from Factoria, with some time and reach improvements throughout Issaquah and Sammamish.
- Bellevue College: Several areas, including Renton Highlands and Redmond, improve slightly in reach in travel time when traveling to Bellevue College, while the majority of the results remain the same.
- Downtown Bellevue: The majority of the origins and destinations traveling to and from Downtown Bellevue during the morning and midday remain relatively the same. Travel times improve in eastern Seattle, Issaquah, Kenmore, and Mercer Island.

# 7 Appendix A: Affected Routes and Rider Alternatives

| Route | Change from Baseline (no change, revised, replaced, restored, or new) | Summary of Change from Baseline Network | Alternatives |
|---|---|---|---|
| 203 | New | New route to provide service between South Bellevue Station, Factoria, and Issaquah. | N/A |
| 215 | New | New route to provide service between Mercer Island Station and North Bend via Issaquah and Snoqualmie. | N/A |
| 220 | New | New route to provide service between Eastgate and Bellevue Transit Center via Lake Hills Connector. | N/A |
| 222 | New | New route to provide service between Redmond Tech Station and Cottage Lake via NE 24th Street, W Lake Sammamish Pkwy NE, downtown Redmond | N/A |
| 223 | New | New route to provide service between Eastgate and Downtown Redmond Station. | N/A |
| 251 | New | New route between Woodinville Park & Ride and Redmond via Woodinville Redmond Road/NE 145th Street. | N/A |

| | | | |
|---|---|---|---|
| 256 | New | New route between Woodinville Park-and- Ride and downtown Seattle via I-405 and SR 520. | N/A |
| 270 | New | New route between Bellevue Transit Center and U District Station. | N/A |
| 8 | Revised | Reorient to serve Judkins Park Station. | N/A |
| 111 | Revised | Reorient to end at South Bellevue Station, increase service to operate all day and all week, shorten Lake Kathleen loop, revise pathway in Renton Highlands. | N/A |
| 204 | Revised | Service added on Sunday to match Saturday service. | N/A |
| 218 | Revised | Reorient to end at Mercer Island Station. | N/A |
| 224 | Revised | Improve frequency to every 60 minutes, reorient pathway in Redmond to serve Downtown Redmond Station. | N/A |
| 225 | Revised | Reorient to serve Overlake Village Station. | N/A |
| 226 | Revised | Reorient pathway to serve South Bellevue Station and provide a more streamlined path between Crossroads and Eastgate. | N/A |
| 240 | Revised | The shift pathway from SE Eastgate Way to SE 36th St between Factoria Blvd SE and Eastgate Park-and- Ride provides a better connection to South Bellevue Station while maintaining service to Bellevue College. | N/A |

| | | | |
|---|---|---|---|
| 245 | Revised | End route at Eastgate Park-and- Ride. | N/A |
| 249 | Revised | End route at Spring District Station, shift pathway off of Bellevue Way NE to 84th Ave NE. | N/A |
| 250 | Revised | All trips will extend to serve Bear Creek Park-and-Ride and Avondale Road, shift pathway in Redmond to serve Downtown Redmond Station. | N/A |
| 269 | Revised | Extend service to I-90 to Mercer Island Station and reorient the northern terminal to SE Redmond Station. | N/A |
| 542 | Revised | Increase service levels and extend the eastern terminal to Bear Creek Park-and-Ride. | N/A |
| 554 | Revised | Revise pathway to travel between Issaquah and downtown Bellevue, connecting to South Bellevue Station, and adjust the pathway to serve Gilman Blvd. | N/A |
| 630 | Revised | Revise to serve Seattle via Rainier Ave, E Yesler, 9th Ave, and E Jefferson Street. | N/A |
| 930 | Revised | Add service on nights and weekends. | N/A |
| 931 | Revised | Reorient to provide a new connection from Duvall to Cottage Lake, Woodinville, and Bothell. | N/A |
| B Line | Revised | Extend to Downtown Redmond Station and reorient pathway in Overlake. | N/A |

| | | | |
|---|---|---|---|
| 544 | Restored | Restore route to serve Overlake to South Lake Union | N/A |
| 114 | Deleted | Delete Route | Replacement service is provided by revised Route 240 and Link light rail. |
| 167 | Deleted | Delete Route | Replacement service is provided by new Route 270 and revised Routes 111 and 240. |
| 200 | Deleted | Delete Route | Replacement service is provided by new Route 203 and revised ST Route 554. |
| 208 | Deleted | Delete Route | Replacement service is provided by new Route 215. |
| 212 | Deleted | Delete Route | Replacement service is provided by new Routes 215, revised Routes 218, 226, 269, and Link light rail. |
| 214 | Deleted | Delete Route | Replacement service is provided by new Route 203, revised ST Route 554, and Link light rail. |
| 216 | Deleted | Delete Route | Replacement service is provided by new Route 215, revised Routes 218, 269, and Link light rail. |
| 217 | Deleted | Delete Route | Replacement service is provided by new Route 203 and the Link light rail. |
| 219 | Deleted | Delete Route | Replacement service is provided by new Route 215, revised Routes 218, 269, and Link light rail. |
| 221 | Deleted | Delete Route | Replacement service is provided by new Routes 222, 223, 251, and revised Route 226. |
| 232 | Deleted | Delete Route | Replacement service is provided by new Route 222 and revised Route 931. |
| 237 | Deleted | Delete Route | Replacement service is provided by new Route 256. |
| 241 | Deleted | Delete Route | Replacement service is provided by new Route 203 and revised Route 240 |
| 246 | Deleted | Delete Route | Replacement service is provided by new Routes 203, 220 and 270 and revised Route 249. |
| 252 | Deleted | Delete Route | Replacement service is provided by new Route 256. |

| | | | |
|---|---|---|---|
| 257 | Deleted | Delete Route | Replacement service is provided by new Route 256. |
| 268 | Deleted | Delete Route | Replacement service is provided by revised Route 269, revised ST Route 542, and Link light rail. |
| 271 | Deleted | Delete Route | Replacement service is provided by new Routes 203, 220, and 270, revised Route 249, and revised ST Route 554. |
| 311 | Deleted | Delete Route | Replacement service is provided by new Route 256. |
| 342 | Deleted | Delete Route | Replacement service is provided by new Route 256, revised Route 111, and existing Routes 331 and ST Route 522. |
| 541 | Deleted | Delete Route | Replacement service is provided by new Route 270 and revised ST Route 542 and Link light rail. |
| 545 | Deleted | Delete Route | Replacement service is provided by revised ST Route 542, restored ST Route 554 and Link light rail. |
| 550 | Deleted | Delete Route | Replacement service is provided by revised ST Route 554 and Link light rail. |
| 555 | Deleted | Delete Route | Replacement service is provided by revised ST Routes 542 and 554 and Link light rail. |
| 556 | Deleted | Delete Route | Replacement service is provided by revised ST Routes 542 and 554 and Link light rail. |

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1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

# KING COUNTY

## Signature Report

### Ordinance 19422

**Proposed No.** 2022-0089.2 **Sponsors** McDermott

AN ORDINANCE approving public transportation service changes for King County.

STATEMENT OF FACTS:

1. The proposed changes to the Metro transit department's fixed-route transit network include changes that affect service in the cities of Seattle and Burien and portions of unincorporated King County.

2. The proposed changes are consistent with the alignment and station locations approved in Ordinance 18894, enacted May 24, 2019, via which the King County executive and council adopted the RapidRide H Line alignment and general station locations.

3. The proposed changes are consistent with the policy direction and priorities in Ordinance 19367, enacted December 15, 2021, via which the King County executive and council adopted the King County Metro Strategic Plan for Public Transportation 2021-2031, the King County Metro Service Guidelines, and Metro transit department’s long-range service and capital plan, Metro Connects.

4. Metro Connects includes goals to expand and improve the RapidRide network and work with partners to deliver mobility improvements.

5. The proposed changes will implement the first RapidRide line to be developed through the Metro transit department’s RapidRide Expansion

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Program, created by Ordinance 18409, enacted November 17, 2016, in partnership with the city of Seattle's Move Seattle transportation levy.

6. The proposed changes will eliminate and replace Route 120 with RapidRide H Line service.

BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:

SECTION 1. The public transportation service changes for King County,

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27 substantially as described in Attachment A to this ordinance, are hereby approved and

28 should be implemented effective March 18, 2023.

Ordinance 19422 was introduced on 3/8/2022 and passed as amended by the Metropolitan King County Council on 4/19/2022, by the following vote:

Yes: 9 - Balducci, Dembowski, Dunn, Kohl-Welles, Perry, McDermott, Upthegrove, von Reichbauer and Zahilay

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

DocuSigned by:
Claudia Balducci
7E1C273CE9994B6...
Claudia Balducci, Chair

ATTEST:

DocuSigned by:
Angel Foss
92FC09E4162E45A...
Melani Pedroza, Clerk of the Council

APPROVED this _____ day of 5/4/2022, _____.

DocuSigned by:
Dow Constantine
4FBCAB8196AE4C6...
Dow Constantine, County Executive

**Attachments:** A. Fall 2022 Public Transportation Service Changes for King County

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**March 1, 2022**

**Fall 2022 Public Transportation Service Changes for King County**

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Route: H Line

OBJECTIVES:

Implement RapidRide H Line service between South Lake Union, Downtown Seattle, Delridge, White Center, and Burien, using the alignment specified in Ordinance 2019-0133, consistent with the Strategic Plan for Public Transportation, 2021-2031, King County Metro's long-range plan (Metro Connects), and Metro's Service Guidelines.

King County Metro Strategic Plan for Public Transportation 2021-2031 Goals & Strategies

- Invest upstream and where needs are greatest
  - 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.
- Address the climate crisis and environmental justice
  - Strategy: Prioritize investments that reduce greenhouse gas emissions (GHG), to include providing more frequent service and expanding service areas, as funding allows.
- Support thriving, equitable, transit-oriented communities that foster economic development
  - Strategy: Support equitable economic development and improved regional mobility through Metro's mobility services, use of transportation infrastructure, and partnerships.
- Improve access to mobility options
  - Strategy: Partner with local jurisdictions to develop plans for transit corridors that provide safe opportunities to walk, roll, or bike safely to transit connections.
  - Strategy: Ensure customer-facing information systems and services are easy to use, accurate, and integrated.
- Provide fast, reliable, and integrated mobility services
  - 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: Improve speed and reliability consistent with Metro Connects.
  - Strategy: Encourage and support jurisdictions in making improvements in and near the right-of way that increase transit speed and reliability.
  - Strategy: Continue advocating for policies that support fast, reliable, and affordable integrated transit.
- Be responsible stewards of financial resources and invest in line with values and goals
  - Strategy: Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.
  - Strategy: Develop and deliver capital projects consistent with the guidance in Metro Connects.
  - Strategy: Expand RapidRide in accordance with Metro Connects.

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- Strategy: Develop and deliver services, capital projects, and programs on time, within budget, and in alignment with Metro's values.

IMPACTED SERVICE AREA:

Burien, White Center, Delridge, and Seattle.

SERVICE CHANGE:

Implement the new RapidRide H Line, which will provide service between Burien, White Center, Delridge, Downtown Seattle, and South Lake Union with upgraded and additional stations, rider amenities, and speed and reliability improvements. On weekdays, the H Line will operate every 15 - 20 minutes from 4:00 AM until 6:00 AM, every 7 - 12 minutes from 6:00 AM until 7:00 PM, every 15 minutes until 11:00 PM, and every 30 minutes until 1:00 AM. The H Line will operate hourly service between 1:00 AM and 4:00 AM. On weekends, the H Line will operate every 15 - 20 minutes from 5:30 AM until 12:00 AM and approximately every hour between 12:00 AM and 5:30 AM. The span of service will not change.

**Frequency**

| | **Weekday** | | | **Weekend** | | |
|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Saturday | Sunday | Night (both days) |
| **Current (Rt 120)** | 7 (peak travel direction only) | 12 | 15 – 60 | 15 – 20 | 15 – 20 | 20 – 60 |
| **Proposed (H Line)** | 7 (both directions) | 12 | 15 – 60 | 15 – 20 | 15 – 20 | 15 – 60 |

**Span of service**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **Current (Rt 120)** | 24 hours | 24 hours | 24 hours |
| **Proposed (H Line)** | 24 hours | 24 hours | 24 hours |

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Route: 120

OBJECTIVES:

Delete and replace Route 120 service with new RapidRide H Line service, providing faster, more reliable service between Burien, White Center, Delridge, and Seattle.

King County Metro Strategic Plan for Public Transportation 2021-2031 Goals & Strategies

- Address the climate crisis and environmental justice
  - Strategy: Prioritize investments that reduce greenhouse gas emissions (GHG), to include providing more frequent service and expanding service areas, as funding allows.
- Support thriving, equitable, transit-oriented communities that foster economic development
  - Strategy: Support equitable economic development and improved regional mobility through Metro's mobility services, use of transportation infrastructure, and partnerships.
- Improve access to mobility options
  - Strategy: Partner with local jurisdictions to develop plans for transit corridors that provide safe opportunities to walk, roll, or bike safely to transit connections.
  - Strategy: Increase communications about Metro's services, products, and programs so that people, especially priority populations, know about and how to use them.
  - Strategy: Ensure customer-facing information systems and services are easy to use, accurate, and integrated.
- Provide fast, reliable, and integrated mobility services
  - Strategy: Provide a range of mobility services that enable seamless connections among modes and destinations.
  - Strategy: Improve speed and reliability consistent with Metro Connects.
- Be responsible stewards of financial resources and invest in line with values and goals
  - Strategy: Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.
  - Strategy: Develop and deliver capital projects consistent with the guidance in Metro Connects.
  - Strategy: Expand RapidRide in accordance with Metro Connects.
  - Strategy: Develop and deliver services, capital projects, and programs on time, within budget, and in alignment with Metro's values.

IMPACTED SERVICE AREA:

Burien, White Center, Delridge, and Seattle.

SERVICE CHANGE:

Delete Route 120 and replace with RapidRide H Line service.

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## Certificate Of Completion

Envelope Id: 0F9DAFCCE7D74A5BAB6192C32C6D9C41
Status: Completed
Subject: Please DocuSign: Ordinance 19422.docx, Ordinance 19422 Attachment A.docx
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Document Pages: 3
Signatures: 3
Envelope Originator:
Supplemental Document Pages: 5
Initials: 0
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Certificate Pages: 5
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EnvelopeId Stamping: Enabled
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Seattle, WA 98104
Cherie.Camp@kingcounty.gov
IP Address: 198.49.222.20

## Record Tracking

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Cherie.Camp@kingcounty.gov
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| Claudia Balducci<br>claudia.balducci@kingcounty.gov<br>King County General (ITD)<br>Security Level: Email, Account Authentication (None) | DocuSigned by:<br>Claudia Balducci<br>7E1C273CE9994B6...<br>Signature Adoption: Pre-selected Style<br>Signed by link sent to claudia.balducci@kingcounty.gov<br>Using IP Address: 73.83.124.149 | Sent: 4/21/2022 1:48:04 PM<br>Viewed: 4/22/2022 1:31:55 PM<br>Signed: 4/22/2022 1:32:22 PM |
| **Electronic Record and Signature Disclosure:**<br>Not Offered via DocuSign | | |
| Supplemental Documents: | Ordinance 19422 Attachment A.docx | Viewed: 4/22/2022 1:32:18 PM<br>Read: Not Required<br>Accepted: Not Required |
| Angel Foss<br>angel.allende@kingcounty.gov<br>Security Level: Email, Account Authentication (None) | DocuSigned by:<br>Angel Foss<br>92FC09E4162E45A...<br>Signature Adoption: Pre-selected Style<br>Signed by link sent to angel.allende@kingcounty.gov<br>Using IP Address: 198.49.222.20 | Sent: 4/22/2022 1:32:24 PM<br>Viewed: 4/22/2022 5:25:34 PM<br>Signed: 4/22/2022 5:25:52 PM |
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| Supplemental Documents: | Ordinance 19422 Attachment A.docx | Viewed: 4/22/2022 5:25:45 PM<br>Read: Not Required<br>Accepted: Not Required |

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| Dow Constantine<br>Dow.Constantine@kingcounty.gov<br>Security Level: Email, Account Authentication (None) | DocuSigned by:<br>Dow Constantine<br>4FBCAB8196AE4C6...<br><br>Signature Adoption: Uploaded Signature Image<br>Signed by link sent to<br>Dow.Constantine@kingcounty.gov<br>Using IP Address: 198.49.222.20 | Sent: 4/22/2022 5:25:54 PM<br>Viewed: 5/4/2022 4:35:25 PM<br>Signed: 5/4/2022 4:35:38 PM |
| **Electronic Record and Signature Disclosure:**<br>Accepted: 5/4/2022 4:35:25 PM<br>ID: 9de075e8-5986-4c41-be31-74f453cabbfe | | |
| Supplemental Documents: | Ordinance 19422 Attachment A.docx | Viewed: 5/4/2022 4:35:36 PM<br>Read: Not Required<br>Accepted: Not Required |

| In Person Signer Events | Signature | Timestamp |
|---|---|---|

| Editor Delivery Events | Status | Timestamp |
|---|---|---|

| Agent Delivery Events | Status | Timestamp |
|---|---|---|

| Intermediary Delivery Events | Status | Timestamp |
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| Certified Delivery Events | Status | Timestamp |
|---|---|---|

| Carbon Copy Events | Status | Timestamp |
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| Kaitlyn Wiggins<br>kwiggins@kingcounty.gov<br>Executive Legislative Coordinator<br>King County Executive Office<br>Security Level: Email, Account Authentication (None) | COPIED | Sent: 4/22/2022 5:25:54 PM<br>Viewed: 4/25/2022 8:28:53 AM |
| **Electronic Record and Signature Disclosure:**<br>Not Offered via DocuSign | | |

| Witness Events | Signature | Timestamp |
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| Notary Events | Signature | Timestamp |
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### Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

### Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. To indicate to us that you are changing your mind, you must withdraw your consent using the DocuSign 'Withdraw Consent' form on the signing page of a DocuSign envelope instead of signing it. This will indicate to us that you have withdrawn your consent to receive required notices and disclosures electronically from us and you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

### All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

**How to contact Carahsoft OBO King County ITD:**

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:
To contact us by email send messages to: bob.johnson@kingcounty.gov

**To advise Carahsoft OBO King County ITD of your new e-mail address**

To let us know of a change in your e-mail address where we should send notices and disclosures electronically to you, you must send an email message to us at bob.johnson@kingcounty.gov and in the body of such request you must state: your previous e-mail address, your new e-mail address. We do not require any other information from you to change your email address..

In addition, you must notify DocuSign, Inc. to arrange for your new email address to be reflected in your DocuSign account by following the process for changing e-mail in the DocuSign system.

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To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an e-mail to bob.johnson@kingcounty.gov and in the body of such request you must state your e-mail address, full name, US Postal address, and telephone number. We will bill you for any fees at that time, if any.
**To withdraw your consent with Carahsoft OBO King County ITD**

To inform us that you no longer want to receive future notices and disclosures in electronic format you may:

i. decline to sign a document from within your DocuSign session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;

ii. send us an e-mail to bob.johnson@kingcounty.gov and in the body of such request you must state your e-mail, full name, US Postal Address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

**Required hardware and software**

| | |
|---|---|
| Operating Systems: | Windows® 2000, Windows® XP, Windows Vista®; Mac OS® X |
| Browsers: | Final release versions of Internet Explorer® 6.0 or above (Windows only); Mozilla Firefox 2.0 or above (Windows and Mac); Safari™ 3.0 or above (Mac only) |
| PDF Reader: | Acrobat® or similar software may be required to view and print PDF files |
| Screen Resolution: | 800 x 600 minimum |

| | |
|---|---|
| Enabled Security Settings: | Allow per session cookies |

** These minimum requirements are subject to change. If these requirements change, you will be asked to re-accept the disclosure. Pre-release (e.g. beta) versions of operating systems and browsers are not supported.

**Acknowledging your access and consent to receive materials electronically**

To confirm to us that you can access this information electronically, which will be similar to other electronic notices and disclosures that we will provide to you, please verify that you were able to read this electronic disclosure and that you also were able to print on paper or electronically save this page for your future reference and access or that you were able to e-mail this disclosure and consent to an address where you will be able to print on paper or save it for your future reference and access. Further, if you consent to receiving notices and disclosures exclusively in electronic format on the terms and conditions described above, please let us know by clicking the 'I agree' button below.

By checking the 'I agree' box, I confirm that:

- I can access and read this Electronic CONSENT TO ELECTRONIC RECEIPT OF ELECTRONIC RECORD AND SIGNATURE DISCLOSURES document; and
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- Until or unless I notify Carahsoft OBO King County ITD as described above, I consent to receive from exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to me by Carahsoft OBO King County ITD during the course of my relationship with you.

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1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

# KING COUNTY

## Signature Report

### Ordinance 19751

**Proposed No.** 2024-0054.3 **Sponsors** Dembowski

AN ORDINANCE approving Lynnwood Link Connections public transportation service changes for King County.

STATEMENT OF FACTS:

1. The proposed Lynnwood Link Connections changes to the Metro transit department's bus transit network include revisions to bus service in the cities of Bothell, Kenmore, Lake Forest Park, Seattle, and Shoreline.

2. The proposed changes are consistent with the policy direction and priorities adopted in Ordinance 19367, enacted December 15, 2021, via which the King County council adopted the 2021 update to the King County Metro Strategic Plan for Public Transportation 2021-2031 and Service Guidelines.

3. Incremental implementation of the proposed changes is consistent with the policy direction and policies approved in the Metro Service Recovery Plan by the adoption of Ordinance 19581.

4. The proposed changes reinstate or replace the fully or partially suspended service on Routes 16, 20, 28, 45, 64, 65, 67, 73, 75, 301, 303, 304, 320, 322, 345, 346, 347, 348, and 372 within the Lynnwood Link Connections project consistent with the approach identified in the Metro Service Recovery Plan.

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5. In 2022 and 2023, the Metro transit department conducted public outreach concerning proposed changes to service in the north Seattle, Shoreline, and North Shore areas of King County currently provided by Routes 5, 16, 20, 28, 45, 64, 65, 67, 73, 75, 301, 302, 303, 304, 320, 322, 330, 331, 345, 346, 347, 348, and 372.

6. The proposed service changes would eliminate and replace Routes 16, 20, 64, 73, 301, 302, 304, 320, 330, 347, and 372, and reinvest savings to create new Routes 61, 72, 77, 333, and 365, and expand service on Routes 65, 303, 331, 345, and 348.

7. The proposed changes would modify the routing of Routes 28, 45, 303, 322, 345, 346, and 348.

8. Sound Transit will initially open four new light rail stations on the Link 1 Line between Northgate and Lynnwood, with a fifth station at Northeast 130th Street in Seattle to open at a later date.

9. Sound Transit may consider changes to ST Express Route 522 at or after the opening of the Link 2 Line extension between Bellevue and downtown Seattle.

BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:

SECTION 1. The Lynnwood Link Connections service changes for King County, substantially as described in Attachment A to this ordinance, are hereby approved. The Metro transit department may implement the changes beginning with the Fall 2024 service change.

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SECTION 2. A. To ensure successful implementation of the Lynnwood Link Connections Mobility Project, the executive shall work with Sound Transit and other stakeholder organizations to carry out a joint public outreach and promotional campaign focused on customer education and assistance to help riders identify new travel options using the Lynnwood Link as part of the Metro transit department bus network and the greater regional public transit system. The public outreach and promotional campaign should include opportunities to encourage riders to take transit, including, but not limited to, vouchers for or offers of free rides for those boarding transit within the Lynnwood Link Connections Mobility Project area during the first week the service change is implemented. The public outreach and promotional campaign should also encourage and assist riders to enroll in appropriate ORCA fare products, including the ORCA LIFT card that provides discounted fares for low-income riders, the Regional Reduced Fare Permit ORCA card that provides discounted fares for senior and disabled riders, and the youth ORCA card that assists youth in taking advantage of the free fare for youth.

B. The executive shall provide a summary of the activities already implemented or planned to be implemented for the joint public outreach and promotional campaign for the Lynnwood Link Connections Mobility Project in a letter to the council, to be sent no later than the date of the Fall 2024 service change to the clerk of the council, who shall retain an electronic copy and provide an electronic copy to all councilmembers, the

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council chair of staff, and the lead staff for the transportation, economy, and environment committee or its successor.

Ordinance 19751 was introduced on 2/13/2024 and passed as amended by the Metropolitan King County Council on 3/26/2024, by the following vote:

Yes: 8 - Balducci, Barón, Dembowski, Dunn, Mosqueda, Upthegrove, von Reichbauer and Zahilay
Excused: 1 - Perry

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

DocuSigned by:
E76CE01F07B14EF...
Dave Upthegrove, Chair

ATTEST:

DocuSigned by:
8DE1BB375AD3422...
Melani Hay, Clerk of the Council

APPROVED this _____ day of 4/3/2024, _____.

DocuSigned by:
4FBCAB8196AE4C6...
Dow Constantine, County Executive

**Attachments:** A. Lynnwood Link Public Transportation Service Changes for King County, Updated March 19, 2024

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**Updated March 19, 2024**

# Lynnwood Link Public Transportation Service Changes for King County

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# Route: 16 (delete)

OBJECTIVES:

Replacement service for Route 16 will be provided by the Route 5. Restructure service to provide better all-day transit service levels in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
  - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *4. Route Spacing and Duplication*
  - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
  - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
  - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.

IMPACTED SERVICE AREA:
Shoreline, Greenwood, Phinney, Fremont, Downtown Seattle

SERVICE CHANGE:
Delete Route 16 to reallocate hours to all-day service. Alternative service will be provided by Route 5.

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**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | 15-20 min | - | - | - | - | - | - |
| **Current** | - | - | - | - | - | - | - |
| **Proposed** | - | - | - | - | - | - | - |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **March 2022** | 4:45 AM –7:30 AM,<br>4:00 PM– 6:30 PM | - | - |
| **Current** | - | - | - |
| **Proposed** | - | - | - |

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# Route: 20 (delete)

OBJECTIVES:
Replacement service for Route 20 will be provided by Routes 44, 45, 61, and 62.
Restructure service to leverage high-capacity transit investments, reduce duplication, and provide new east-west connections and better all-day transit service levels in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
  - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *4. Route Spacing and Duplication*
  - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
  - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
  - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.

IMPACTED SERVICE AREA:
Lake City, Northgate, Licton Springs, Green Lake, Wallingford, University District

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SERVICE CHANGE:
Delete Route 20 to reduce duplicative service. Alternative service will be provided by Routes 44, 45, and 61. The Route 44 will replace the service lost between the University District and Wallingford, The Route 45 will provide alternative north-south service between the UW station and Loyal Heights. The new route 61 will provide alternative service between Greenwood and Lake City via Northgate.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | 15-20 min | 30 min | 30 min | 30 min | 30 min | 30 min | 30 min |
| **Current** | 15 min | 30 min | 60 min | 30 min | 60 min | 30 min | 60 min |
| **Proposed** | - | - | - | - | - | - | - |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **March 2022** | 4:45 AM –7:30 AM,<br>4:00 PM– 6:30 PM | 6:00 AM – 12:00 AM | 6:00 AM – 12:00 AM |
| **Current** | 5:45 AM – 12:05 AM | 6:00 AM – 12:00 AM | 5:55 AM – 11:55 PM |
| **Proposed** | - | - | - |

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# Route: 28 (revise)

OBJECTIVES:
Revise service on Route 28 to no longer serve the peak-only northern tail of the route, in the Broadview area, in accordance with the Strategic Plan for Public Transportation, 2021-2031 and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
  - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *3. Easy to Understand*
  - A simple transit network is easier for riders to understand and use than a complex network.
  - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
  - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.
- *5. Route Directness*
  - A route that operates directly between two locations is faster and more attractive to riders than one that takes a circuitous path. Circulators or looping routes do not have competitive travel times compared to walking or other modes of travel, so they tend to have low ridership and poor performance.
  - Directness should be considered in relation to the market for the service. Where a route deviates away from its major path to serve a specific

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destination, the delay to riders on board the bus should be considered in relation to the ridership gained on a deviation.

IMPACTED SERVICE AREA:
Broadview, Carkeek Park, Ballard, Fremont, Downtown Seattle

SERVICE CHANGE:
Delete the peak-only portion of Route 28 between NW 103 St. and NW 145 St. due to low ridership and availability of nearby alternatives on Greenwood Ave N where riders can use Route 5.

**Frequency (segment between NW 103 St. and NW 145 St.):**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | 20-30 min | - | - | - | - | - | - |
| **Current** | 45 min | - | - | - | - | - | - |
| **Proposed** | - | - | - | - | - | - | - |

**Hours of Service (segment between NW 103 St. and NW 145 St.):**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **March 2022** | 6:00 AM – 8:30 AM,<br>5:00 PM – 7:00 | - | - |
| **Current** | 6:00 AM – 8:30 AM,<br>5:00 PM – 7:00 PM | - | - |
| **Proposed** | - | - | - |

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# Route: 45 (revise)

OBJECTIVES:

Revise service on Route 45 to improve route reliability, match service levels to ridership demand, and secure appropriate layover facilities in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Improve speed and reliability consistent with Metro Connects.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
- *3. Easy to Understand*
  - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
  - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.
- *9. Route Terminals*
  - Metro carefully selects the locations where bus routes end and buses wait before starting the next trip (layover). Maintaining existing layover spaces at route terminals is a critical priority to support continued and future service, and expanding layover may be required to support service expansion.
  - Terminals should be in areas where restroom facilities are available for operators, considering the times of day when the facilities would be needed.

IMPACTED SERVICE AREA:
Loyal Heights, Greenwood, Green Lake, Roosevelt, University District.

SERVICE CHANGE:
Revise Route 45 to extend south along University Way to NE Pacific St. and Boat St. layover upon implementation of Route 522 Express realignment from Roosevelt to 148th. Revise peak-period frequency from every 10-12 minutes to every 12-15 minutes.

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**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | 10-12 min | 15 min | 30 min | 15 min | 30 min | 15 min | 30 min |
| **Current** | 10-13 min | 15 min | 15 min | 15 min | 15 min | 15 min | 15 min |
| **Proposed** | 12-15 min | 15 min | 30 min | 15 min | 30 min | 15 min | 30 min |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **March 2022** | 5:00 AM – 1:00 AM | 5:15 AM – 1:00 AM | 5:15 AM – 1:00 AM |
| **Current** | 5:00 AM – 1:00 AM | 5:15 AM – 1:00 AM | 5:15 AM – 1:00 AM |
| **Proposed** | 5:00 AM – 1:00 AM | 5:15 AM – 1:00 AM | 5:15 AM – 1:00 AM |

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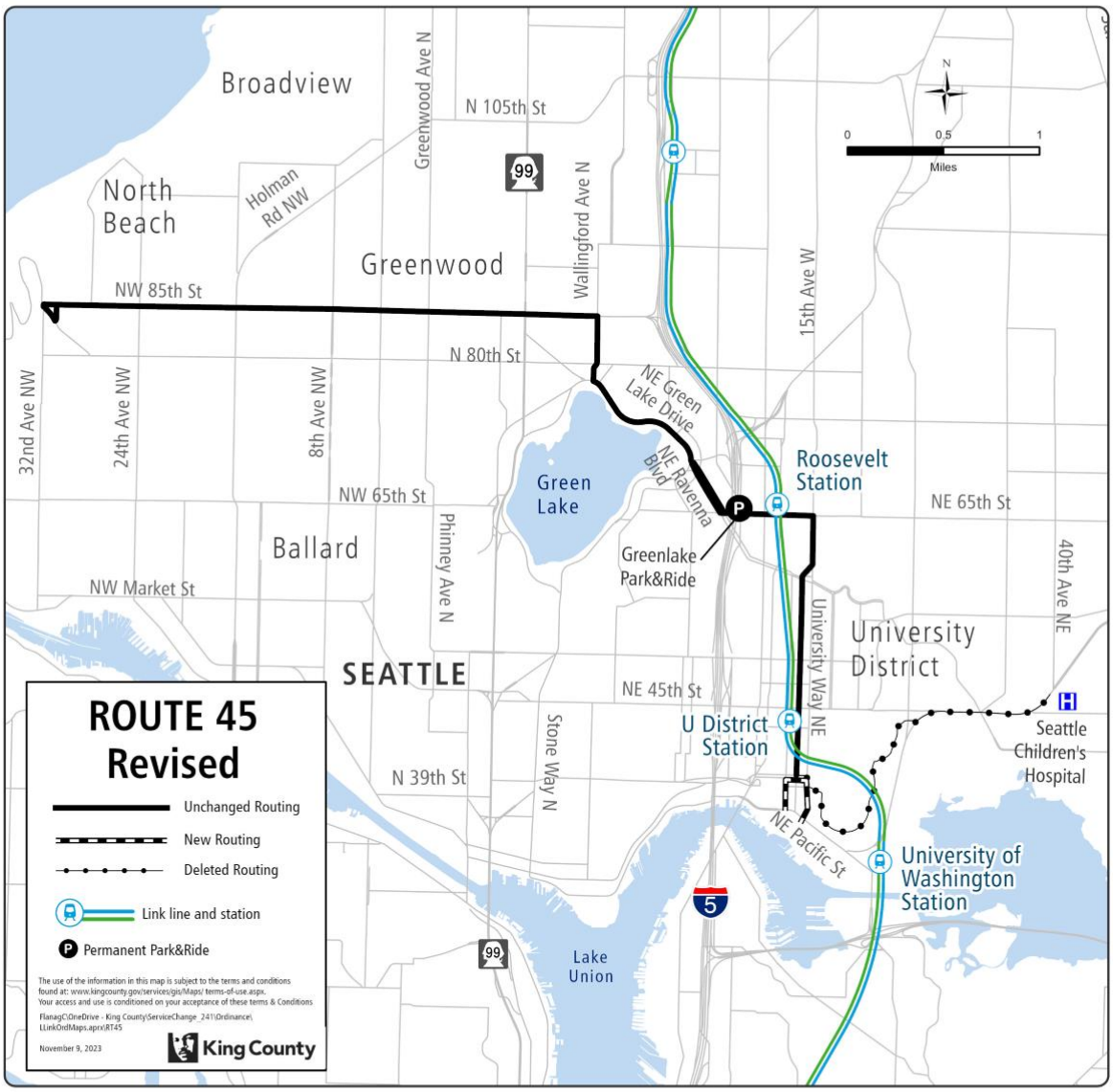

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# Route: 61 (new)

OBJECTIVES:

Create new route that serves Greenwood, Northgate, and Lake City Way in order to leverage high-capacity transit investments, improve network connectivity and create new east-west connections in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
- *3. Easy to Understand*
  - A simple transit network is easier for riders to understand and use than a complex network.
  - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
  - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.
- *4. Route Spacing and Duplication*
  - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.

IMPACTED SERVICE AREA:
Greenwood, Northgate and Lake City Way.

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SERVICE CHANGE:
Implement new Route 61, which will provide service between Greenwood, the Northgate Station, and Lake City Way. On weekdays and weekends Route 61 will operate every 15 minutes from 5:30 AM to 10:00 PM, and every 30 minutes from 10:00 PM to 1:30 AM.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | - | - | - | - | - | - | - |
| **Current** | - | - | - | - | - | - | - |
| **Proposed** | 15 min | 15 min | 30 min | 15 min | 30 min | 15 min | 30 min |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **March 2022** | - | - | - |
| **Current** | - | - | - |
| **Proposed** | 5:00 AM – 1:30 AM | 5:30 AM – 1:30 AM | 5:30 AM – 1:30 AM |

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# Route: 64 (delete)

OBJECTIVES:
Replacement service for Route 64 will be provided by Routes 62 and 65.
Restructure service to provide better all-day transit service levels in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
  - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *4. Route Spacing and Duplication*
  - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
  - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
  - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.

IMPACTED SERVICE AREA:
Wedgwood, Ravenna, Roosevelt, South Lake Union

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SERVICE CHANGE:
Delete Route 64 to reallocate hours to all-day service. Alternative service will be provided by Routes 62 and 65. The Route 62 will provide service between Downtown Seattle and Sand Point via Greenlake, while the Route 65 will provide service to the Shoreline South/148th Station and Lake City via 35th Ave. NE.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | 15-20 min | - | - | - | - | - | - |
| **Current** | - | - | - | - | - | - | - |
| **Proposed** | - | - | - | - | - | - | - |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **March 2022** | 4:45 AM – 7:30 AM,<br>4:00 PM – 6:30 PM | - | - |
| **Current** | - | - | - |
| **Proposed** | - | - | - |

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# Route: 65 (revise)

OBJECTIVES:
Revise service on Route 65 to serve the new Shoreline South/148th Street Station in accordance with the Strategic Plan for Public Transportation, 2021-2031 and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
  - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *3. Easy to Understand*
  - A simple transit network is easier for riders to understand and use than a complex network.
  - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
  - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.
- *5. Route Directness*
  - A route that operates directly between two locations is faster and more attractive to riders than one that takes a circuitous path. Circulators or looping routes do not have competitive travel times compared to walking or other modes of travel, so they tend to have low ridership and poor performance.
  - Directness should be considered in relation to the market for the service. Where a route deviates away from its major path to serve a specific destination, the delay to riders on board the bus should be considered in relation to the ridership gained on a deviation.

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IMPACTED SERVICE AREA:
Aurora Avenue, Lake City, University of Washington, Roosevelt

SERVICE CHANGE:
Revise service on Route 65 to serve the Shoreline South/148th Street Station via NE 150th Street and NE 155th Street after Sound Transit light rail trains can operate across Lake Washington and 1 Line frequency increases with full 2 Line opening. Sound Transit may also consider changes to Route 522 Express at this time. In the interim, before any proposed revisions to Route 522 are implemented, extend Route 65 to Shoreline South Station via N 145th St.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | 15-20 min | - | - | - | - | - | - |
| **Current** | 15 min | 15 min | 15 min | 17 min | 22 min | 17 min | 22 min |
| **Proposed** | 30 min | - | - | - | - | - | - |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **March 2022** | 6:00 AM – 9:30 AM,<br>4:00 PM – 6:30 PM | - | - |
| **Current** | 5:00 AM – 2:55 AM | 5:15 AM – 3:15 AM | 5:15 AM - 2:55 AM |
| **Proposed** | 5:30 AM – 9:00 AM,<br>3:50 PM – 7:00 PM | - | - |

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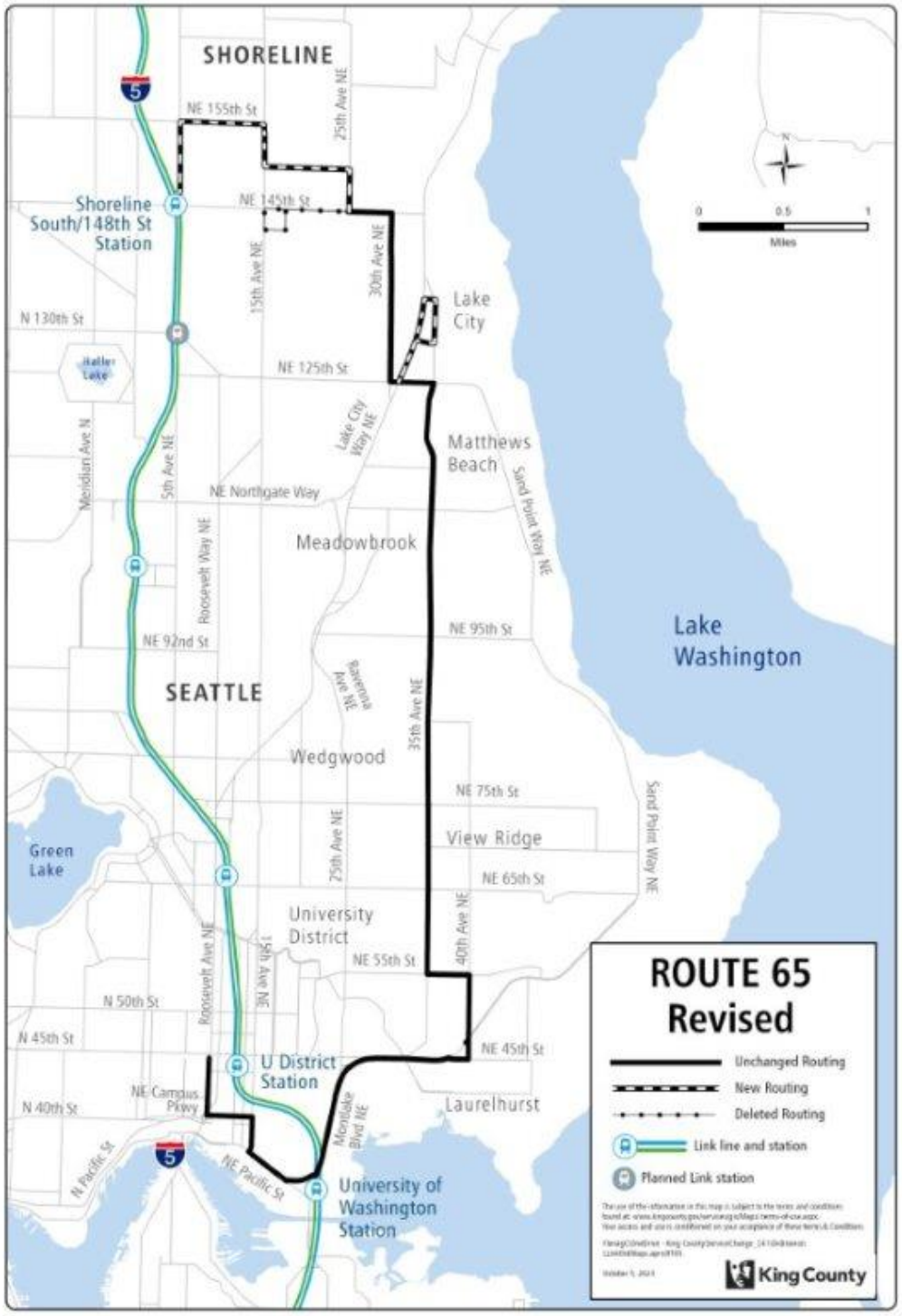

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# Route: 72 (new)

OBJECTIVES:

Create new route that serves Lake City, Wedgewood, Ravenna, and the University District in order to leverage high-capacity transit investments, improve service legibility, and match service to ridership demand in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
- *3. Easy to Understand*
  - A simple transit network is easier for riders to understand and use than a complex network.
  - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
  - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.
- *4. Route Spacing and Duplication*
  - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.

IMPACTED SERVICE AREA:
Lake City, Wedgwood, Ravenna, U-District.

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SERVICE CHANGE:
Implement new Route 72 after Link 2 Line in operation across Lake Washington between Downtown Seattle and Bellevue, and Sound Transit considers changes to ST Express Route 522, and construction along 145th St is substantially complete. Route 72 will provide service between Lake City, Wedgewood, Ravenna, and the University District via N 145th St., Lake City Way NE, and 25th Ave. NE.

On weekdays Route 72 will operate every 20 minutes from 4:30 AM to 6:00 AM, every 10 minutes from 6:00 AM to 7:00 PM, every 15 minutes from 7:00 PM to 10:00 PM, and every 30 minutes from 10:00 PM to 1:00 AM. On weekends Route 72 will operate every 15 minutes from 5:30 AM to 10:00 PM and every 30 minutes from 10:00 PM to 1:00 AM.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | - | - | - | - | - | - | - |
| **Current** | - | - | - | - | - | - | - |
| **Proposed** | 10 min | 10 min | 30 min | 15 min | 30 min | 15 min | 30 min |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **March 2022** | - | - | - |
| **Current** | - | - | - |
| **Proposed** | 4:30 AM – 1:00 AM | 5:30 AM – 1:00 AM | 5:30 AM – 1:00 AM |

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# Route: 73 (delete)

OBJECTIVES:

Replacement service for Route 73 will be provided by Routes 67 and 348.
Restructure service to reduce duplication, serve where needs are greatest, and provide better all-day transit service levels in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
- *4. Route Spacing and Duplication*
  - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
  - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.

IMPACTED SERVICE AREA:
Jackson Park, Pinehurst, Roosevelt, University District.

SERVICE CHANGE:
Delete Route 73 to reduce duplicative service. Alternative service will be provided by Route 67, which operates along Roosevelt Way NE between Northgate and U District, and Route 348, which operates on Route 73's pathway on 15th Ave. NE between NE 145th St. and NE 120th St.

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**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | 20 min | 30 min | - | 30 min | - | 30 min | - |
| **Current** | 30-37 min | 52 min | 60 min | 60 min | 60 min | 60 min | 60 min |
| **Proposed** | - | - | - | - | - | - | - |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **March 2022** | 5:30 AM – 9:45 PM | 7:30 AM – 7:30 PM | 7:30 AM – 7:30 PM |
| **Current** | 5:30 AM – 11:15 PM | 6:30 AM – 11:35 PM | 6:30 AM – 11:30 AM |
| **Proposed** | - | - | - |

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# Route: 77 (new)

OBJECTIVES:

Create new route that serves Roosevelt, the University District, Lake City Way, and Bitter Lake to leverage high-capacity transit investments, improve network connectivity and create new east-west connections in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
- *3. Easy to Understand*
  - A simple transit network is easier for riders to understand and use than a complex network.
  - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
  - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.
- *4. Route Spacing and Duplication*
  - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.

IMPACTED SERVICE AREA:
Roosevelt, the University District, Lake City Way, and Bitter Lake.

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SERVICE CHANGE:
Implement new Route 77 after Link 2 Line in operation across Lake Washington between Downtown Seattle and Bellevue, and Sound Transit considers changes to ST Express Route 522. Route 77 will initially provide service between Roosevelt, the University District, Lake City Way and would later extend between Bitter Lake via N 130th St, NE 125th St., and Lake City Way NE upon the opening of 130th St Station on the Link 1 Line and substantial completion of street improvement projects on N 130th St. and NE 125th St.

On weekdays Route 77 will operate every 30 minutes from 5:00 AM to 6:00 AM, every 15 minutes from 6:00 AM to 10:00 PM, and every 30 minutes from 10:00 PM to 1:00 AM. On weekends Route 77 will operate every 30 minutes from 5:30 AM to 6:00 AM, every 20 minutes from 6:00 AM to 9:00 AM, every 15 minutes from 9:00 AM to 10:00 PM, and every 30 minutes from 10:00 PM to 1:00 AM.

Route 77 will be interlined with revised Route 75, meaning riders using both routes will not be required to transfer in the University District.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | - | - | - | - | - | - | - |
| **Current** | - | - | - | - | - | - | - |
| **Proposed** | 15 min | 15 min | 30 min | 20-15 min | 30 min | 20-15 min | 30 min |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **March 2022** | - | - | - |
| **Current** | - | - | - |
| **Proposed** | 5:00 AM – 1:30 AM | 5:30 AM – 1:00 AM | 5:30 AM – 1:00 AM |

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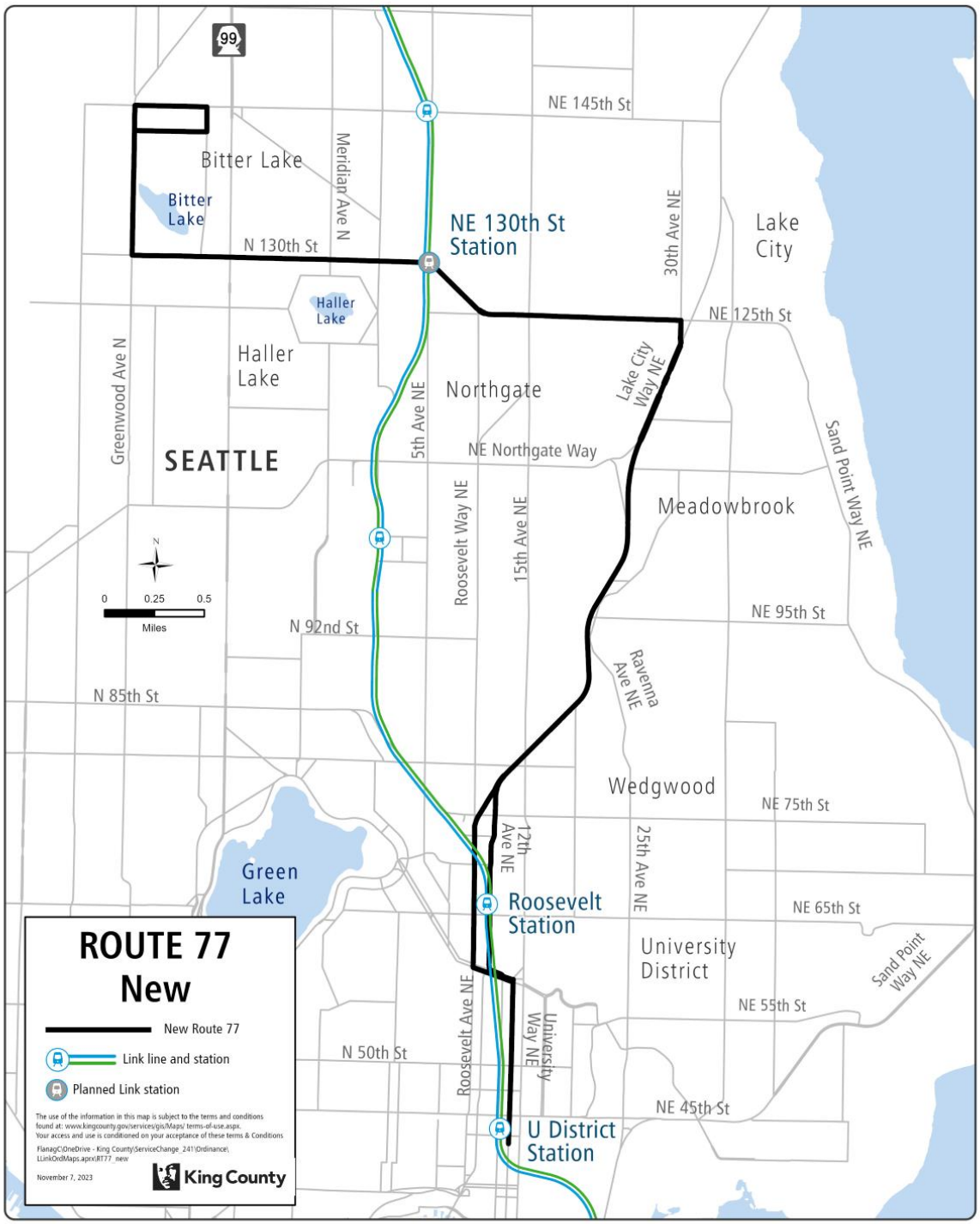

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# Route: 301 (delete)

OBJECTIVES:
Replacement service for Route 301 will be provided by Routes 303, 333, 348, E Line, and Link 1 Line. Restructure service to provide better all-day transit service levels in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
  - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *4. Route Spacing and Duplication*
  - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
  - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
  - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.

IMPACTED SERVICE AREA:
Aurora Village, Shoreline, Northgate.

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SERVICE CHANGE:
Delete Route 301 to reallocate hours to all-day service. Alternative service will be provided by Routes 303, 333, 348, E Line, and Link 1 Line. The E Line provides an alternative along Aurora Ave N between N 175th St. and Aurora Village Transit Center. Link 1 Line provide an alternative for riders between N 175th St. and Northgate. Route 331 will also connect Link 1 Line and Aurora Village Transit Center. Route 33 will provide along N 175th St.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | 15-20 min | - | - | - | - | - | - |
| **Current** | - | - | - | - | - | - | - |
| **Proposed** | - | - | - | - | - | - | - |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **March 2022** | 4:45 AM – 7:30 AM,<br>4:00 PM – 6:30 PM | - | - |
| **Current** | - | - | - |
| **Proposed** | - | - | - |

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# Route: 302 (delete)

OBJECTIVES:
Replacement service for Route 302 will be provided by Routes 303, 322, 331, 348, and Link 1 Line. Restructure service to provide better all-day transit service levels in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
  - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *4. Route Spacing and Duplication*
  - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
  - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
  - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.

IMPACTED SERVICE AREA:
Richmond Beach, Shoreline, Northgate, First Hill

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SERVICE CHANGE:
Delete Route 302 to reallocate hours to all-day service. Alternative service will be provided by Routes 303, 322, 331, 348, and Link 1 Line.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | 35-45 min | - | - | - | - | - | - |
| **Current** | 40-45 min | - | - | - | - | - | - |
| **Proposed** | - | - | - | - | - | - | - |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **March 2022** | 5:30 AM – 7:15 AM,<br>15:30 PM – 5:45 PM | - | - |
| **Current** | 5:35 AM – 5:45 PM | - | - |
| **Proposed** | - | - | - |

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# Route: 303 (revise)

OBJECTIVES:
Revise service on Route 303 to serve South Lake Union via Mercer Street before serving First Hill via 8th Ave. and Boren Ave., in accordance with the Strategic Plan for Public Transportation, 2021-2031 and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
  - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *3. Easy to Understand*
  - A simple transit network is easier for riders to understand and use than a complex network.
  - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
  - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.
- *5. Route Directness*
  - A route that operates directly between two locations is faster and more attractive to riders than one that takes a circuitous path. Circulators or looping routes do not have competitive travel times compared to walking or other modes of travel, so they tend to have low ridership and poor performance.
  - Directness should be considered in relation to the market for the service. Where a route deviates away from its major path to serve a specific destination, the delay to riders on board the bus should be considered in relation to the ridership gained on a deviation.

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IMPACTED SERVICE AREA:
Shoreline, Aurora Village, Northgate, South Lake Union, First Hill

SERVICE CHANGE:
Revise peak-only Route 303 to serve South Lake Union via Mercer Street before serving First Hill via 8th Ave. and Boren Ave., and add one additional trip to each of the AM and PM peak periods.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | 30-40 min | - | - | - | - | - | - |
| **Current** | 45-60 min | - | 30 min | - | - | - | - |
| **Proposed** | 30 min | - | - | - | - | - | - |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **March 2022** | 5:30 AM – 8:00 AM,<br>3:50 PM – 7:50 PM | - | - |
| **Current** | 5:30 AM – 7:50 PM | - | - |
| **Proposed** | 5:30 AM – 9:00 AM,<br>3:50 PM – 7:00 PM | - | - |

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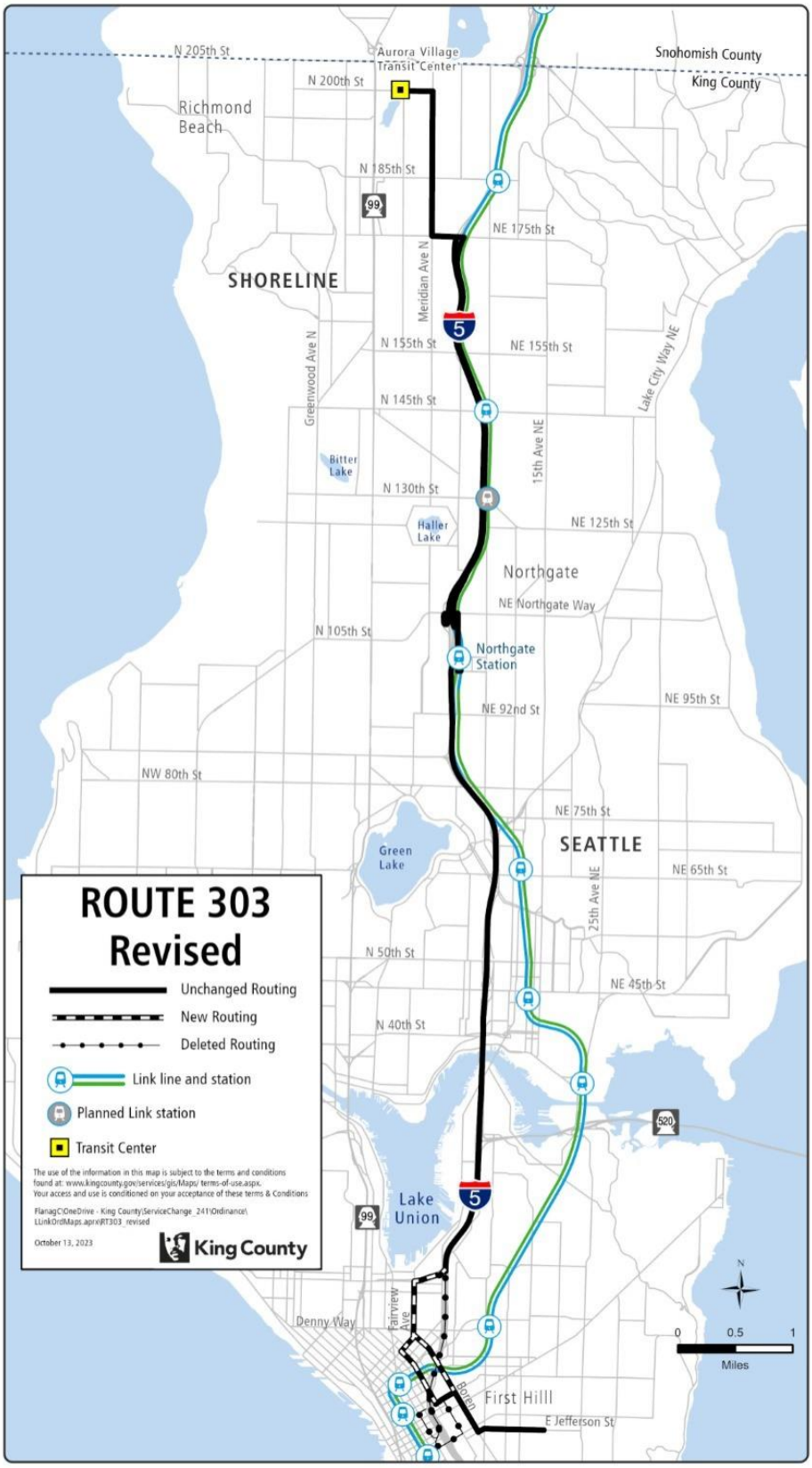

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# Route: 304 (delete)

OBJECTIVES:

Replacement service for Route 304 will be provided by Routes 331, 333, 348, and Link 1 Line. Restructure service to provide better all-day transit service levels in accordance with the Strategic Plan for Public Transportation, 2021-2031 and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
  - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.

IMPACTED SERVICE AREA:
Shoreline, Richmond Highlands, Bitter Lake, Northgate

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SERVICE CHANGE:
Delete Route 304 to reallocate hours to all-day service. Alternative service will be provided by Routes 331, 333, 348, and Link 1 Line

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | 30 min | - | - | - | - | - | - |
| **Current** | - | - | - | - | - | - | - |
| **Proposed** | - | - | - | - | - | - | - |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **March 2022** | 6:15 AM – 7:45 AM,<br>4:00 PM – 6:00 PM | - | - |
| **Current** | - | - | - |
| **Proposed** | - | - | - |

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# Route: 320 (delete)

OBJECTIVES:
Replacement service for Route 320 will be provided by Routes 322, 61, 522 BRT, and Link 1 Line. Restructure service to provide better all-day transit service levels in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
  - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *4. Route Spacing and Duplication*
  - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
  - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
  - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.
- *5. Route Directness*
  - A route that operates directly between two locations is faster and more attractive to riders than one that takes a circuitous path. Circulators or looping routes do not have competitive travel times compared to walking or other modes of travel, so they tend to have low ridership and poor performance.
  - Directness should be considered in relation to the market for the service. Where a route deviates away from its major path to serve a specific destination, the delay

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to riders on board the bus should be considered in relation to the ridership gained on a deviation.

IMPACTED SERVICE AREA:
Bothell, Kenmore, Lake Forest Park, Lake City, Northgate, South Lake Union

SERVICE CHANGE:
Delete Route 320 to reallocate hours to all-day service. Alternative service will be provided by Routes, 61, 322, 522 BRT, and Link 1 Line.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | 25-30 min | - | - | - | - | - | - |
| **Current** | - | - | - | - | - | - | - |
| **Proposed** | - | - | - | - | - | - | - |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **March 2022** | 5:30 AM – 9:30 AM,<br>4:00 PM – 7:40 PM | - | - |
| **Current** | - | - | - |
| **Proposed** | - | - | - |

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# Route: 322 (revise)

OBJECTIVES:
Revise service on Route 322 to serve Northgate Station and South Lake Union via Mercer Street before serving First Hill via 8th Ave. and Boren Ave. in accordance with the Strategic Plan for Public Transportation, 2021-2031 and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
  - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *3. Easy to Understand*
  - A simple transit network is easier for riders to understand and use than a complex network.
  - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
  - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.
- *5. Route Directness*
  - A route that operates directly between two locations is faster and more attractive to riders than one that takes a circuitous path. Circulators or looping routes do not have competitive travel times compared to walking or other modes of travel, so they tend to have low ridership and poor performance.
  - Directness should be considered in relation to the market for the service. Where a route deviates away from its major path to serve a specific destination, the delay to riders on board the bus should be considered in relation to the ridership gained on a deviation.

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IMPACTED SERVICE AREA:
Kenmore, Lake Forest Park, Lake City, Northgate, South Lake Union, First Hill

SERVICE CHANGE:
Revise peak-only Route 322 to serve Northgate Station and South Lake Union via Mercer Street before serving First Hill via 8th Ave. and Boren Ave.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | 20-30 min | - | - | - | - | - | - |
| **Current** | 26-30 min | - | 60 min | - | - | - | - |
| **Proposed** | 30 min | - | - | - | - | - | - |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **March 2022** | 5:45 AM – 8:50 AM,<br>4:00 PM – 7:40 PM | - | - |
| **Current** | 5:45 AM - 7:40 PM | - | - |
| **Proposed** | 5:45 AM – 8:45 AM,<br>4:00 PM – 7:00 PM | - | - |

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# Route: 330 (delete)

OBJECTIVES:
Replacement service for Route 330 will be provided by Routes 65, 72, 333, and 345.
Restructure service to leverage high-capacity transit investments, reduce duplication, and provide new east-west connections and better all-day transit service levels in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
  - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *4. Route Spacing and Duplication*
  - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
  - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
  - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.

IMPACTED SERVICE AREA:
Highland Terrace, Parkwood, Ridgecrest, Briarcrest, Lake City.

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SERVICE CHANGE:
Delete Route 330 to reduce duplicative service and provide better all-day transit service. Alternative service will be provided by Routes 65, 72, 333, and 345.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | 60min | 60min | - | - | - | - | - |
| **Current** | 60 min | 66 min | 60 min | - | - | - | - |
| **Proposed** | - | - | - | - | - | - | - |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **March 2022** | 7:30 AM – 7:45 PM | - | - |
| **Current** | 6:55 AM – 7:45 PM | - | - |
| **Proposed** | - | - | - |

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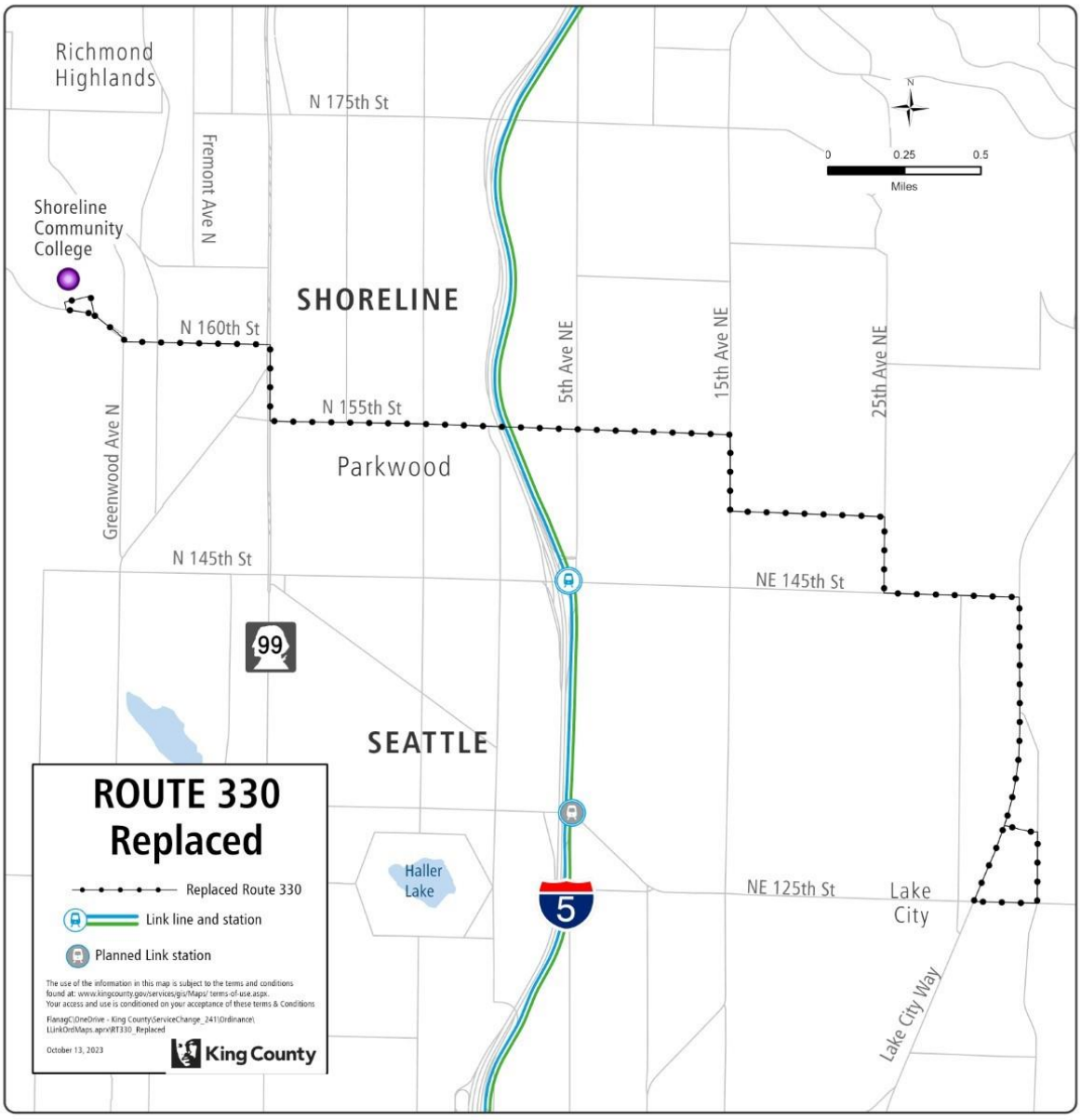

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# Route: 331 (revise)

OBJECTIVES:
Revise service on Route 331 to make new network connections and match service levels to ridership demand in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
- *3. Easy to Understand*
  - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
  - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.
- *9. Route Terminals*
  - Metro carefully selects the locations where bus routes end and buses wait before starting the next trip (layover). Maintaining existing layover spaces at route terminals is a critical priority to support continued and future service, and expanding layover may be required to support service expansion.
  - Terminals should be in areas where restroom facilities are available for operators, considering the times of day when the facilities would be needed.

IMPACTED SERVICE AREA:
Shoreline, Echo Lake, Lake Forest Park, Kenmore.

SERVICE CHANGE:
Revise Route 331 to serve Mountlake Terrace Station upon Link 1 Line extension to Lynnwood, and extend Route 331 to UW Bothell after Link 2 Line in operation across Lake Washington between Downtown Seattle and Bellevue, and Sound Transit considers changes to ST Express Route 522, and construction along 145th St is substantially complete. Extend span of service to end at 12am on weekdays and 11pm on weekends.

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**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | 20 min | 30 min | - | 30-60 min | - | 30-60 min | - |
| **Current** | 24 min | 28 min | 60 min | 43 min | 60 min | 43 min | 60 min |
| **Proposed** | 20 min | 30 min | 30-60 min | 30 min | 30 min | 30 min | 30 min |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **March 2022** | 6:15 AM – 7:00 PM | 7:00 AM – 7:00 PM | 7:00 AM – 7:00 PM |
| **Current** | 6:15 AM – 7:15 PM | 6:55 AM – 7:10 PM | 6:55 AM – 7:05 PM |
| **Proposed** | 5:30 AM – 12:00 AM | 6:30 AM – 11:00 PM | 6:30 AM – 11:00 PM |

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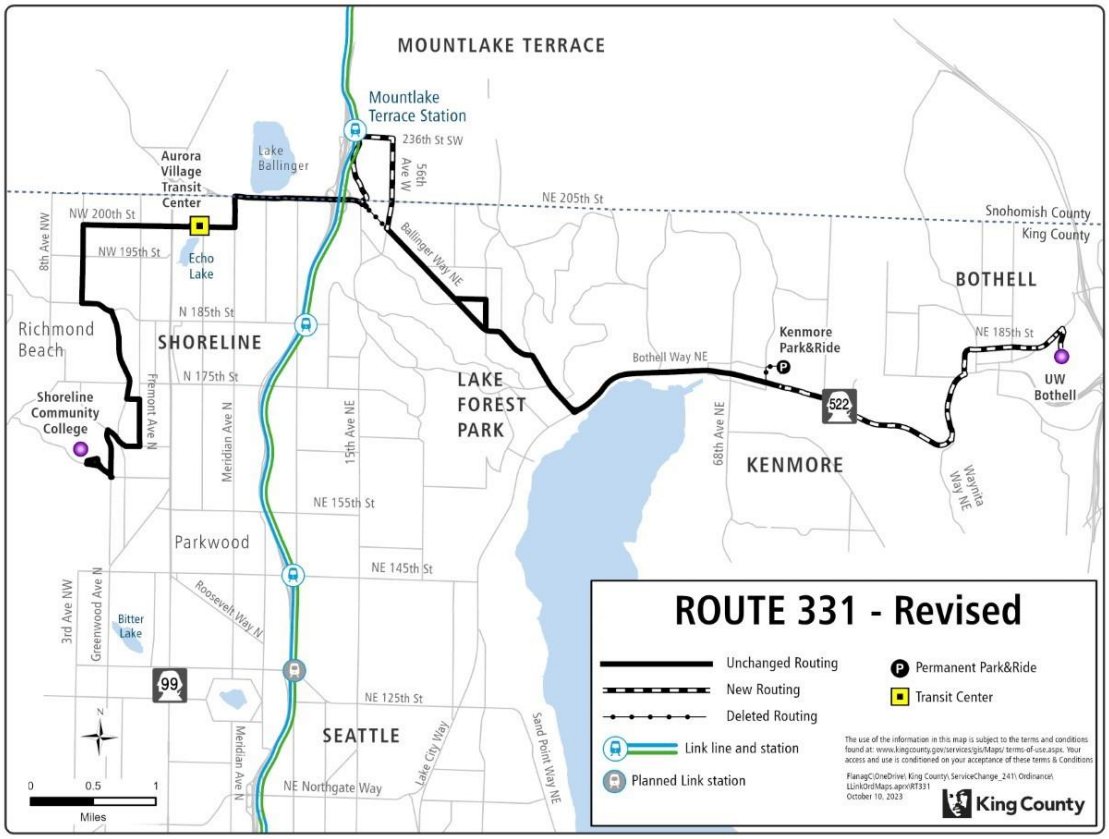

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# Route: 333 (new)

OBJECTIVES:

Create a new route that serves the Mountlake Terrace Station, North City via 15th Ave. NE and NE 175th St., Shoreline Community College, and Shoreline South/148th Station via Dayton Ave. N and N 145th St. in accordance with the Strategic Plan for Public Transportation, 2021-2031 and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
  - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *3. Easy to Understand*
  - A simple transit network is easier for riders to understand and use than a complex network.
  - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
  - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.

IMPACTED SERVICE AREA:
Mountlake Terrace, North City, Richmond Highlands, Parkwood

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SERVICE CHANGE:
Implement new Route 333, which provide service between the Mountlake Terrace Station, North City via 15th Ave. NE and NE 175th St., Shoreline Community College, and Shoreline South/148th Station via Dayton Ave. N and N 145th St.

Route 333 will operate every 15 minutes from approximately 6:00 AM until 7:00 PM on all seven days of the week. Route 333 will operate every 30 minutes between 5:30 AM and 6:00 AM, and between 7:00 PM to midnight on all seven days of the week.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | - | - | - | - | - | - | - |
| **Current** | - | - | - | - | - | - | - |
| **Proposed** | 15 | 15 | 30 | 15-30 | 30 | 15-30 | 30 |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **March 2022** | - | - | - |
| **Current** | - | - | - |
| **Proposed** | 5:30 AM – 12:00 AM | 5:30 AM – 12:00 AM | 5:30 AM – 12:00 AM |

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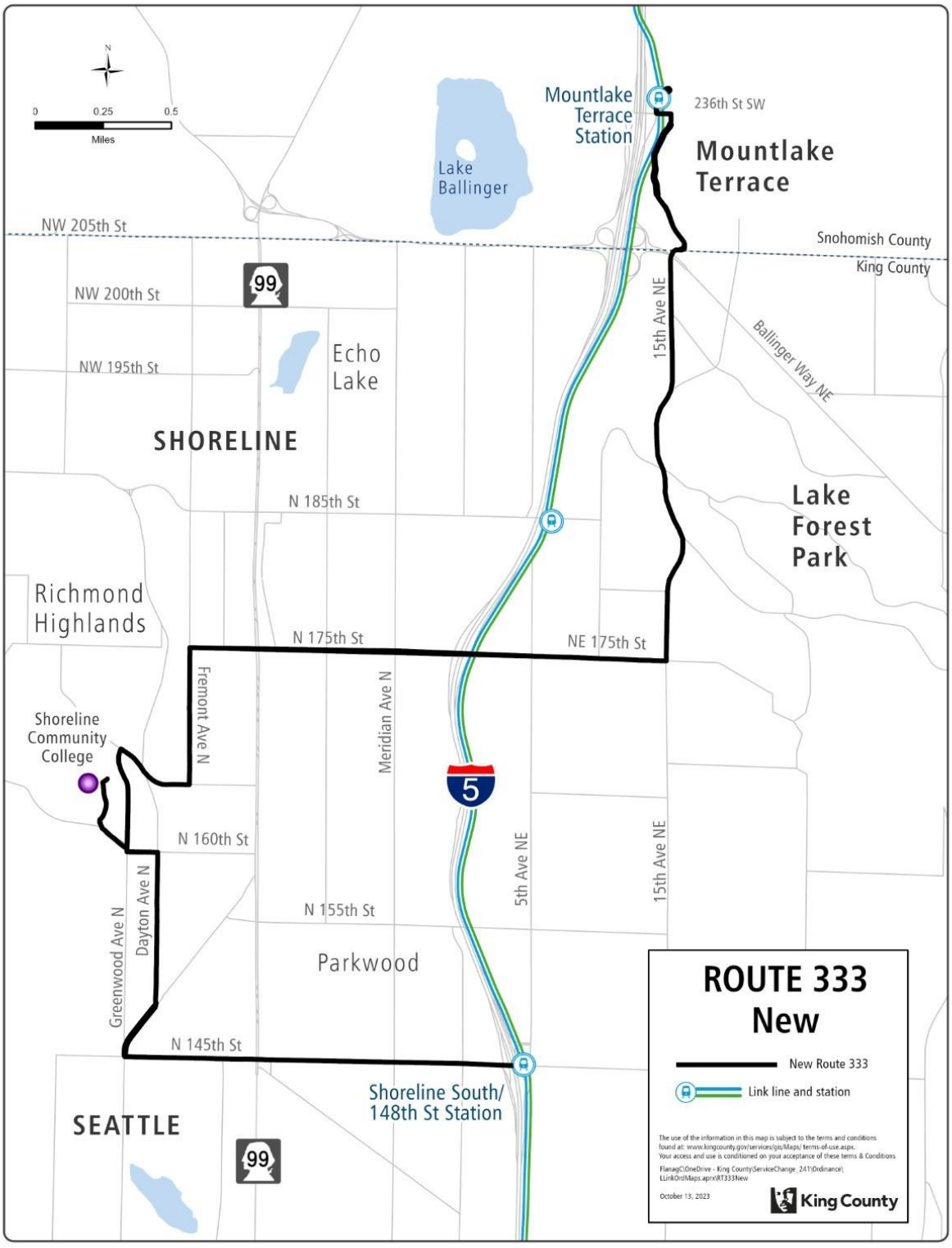

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# Route: 345 (revise)

OBJECTIVES:

Revise Route 345 to connect with high capacity transit and serve the Shoreline South/148th Station in accordance with the Strategic Plan for Public Transportation, 2021-2031 and King County Metro Service Guidelines.

*Strategic Plan Strategies*:

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
  - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.

IMPACTED SERVICE AREA:
Aurora Village, Shoreline, Bitter Lake, Northgate

SERVICE CHANGE:
Revise Route 345 from its current terminal at Shoreline Community College, to provide service between the Shoreline South/148th Station and Northgate Station via Greenwood Ave. N. and N. 130$^{th}$ St. in the Bitter Lake neighborhood.

Route 345 will operate every 30 minutes from approximately 6:00 AM until 11:30 PM on weekdays but will operate every 20 minutes during peak periods. On weekends, Route 346 will operate every 30 minutes from approximately 6:00 AM until 7 PM and hourly from 7 PM until 11:00 PM.

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**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | 20 min | 30 min | 30 min | 30 min | 60 min | 30 min | 60 min |
| **Current** | 20-22 min | 30 min | 60 min | 38 min | 60 min | 38 min | 60 min |
| **Proposed** | 20 min | 30 min | 30 min | 30 min | 60 min | 30 min | 60 min |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **March 2022** | 6:15 AM – 11:30 PM | 6:30 AM – 11:30 PM | 6:30 AM – 11:30 PM |
| **Current** | 6:15 AM – 11:40 PM | 6:30 AM – 11:30 PM | 6:30 AM – 11:30 PM |
| **Proposed** | 6:00 AM – 11:30 PM | 6:00 AM – 11:00 PM | 6:00 AM – 11:00 PM |

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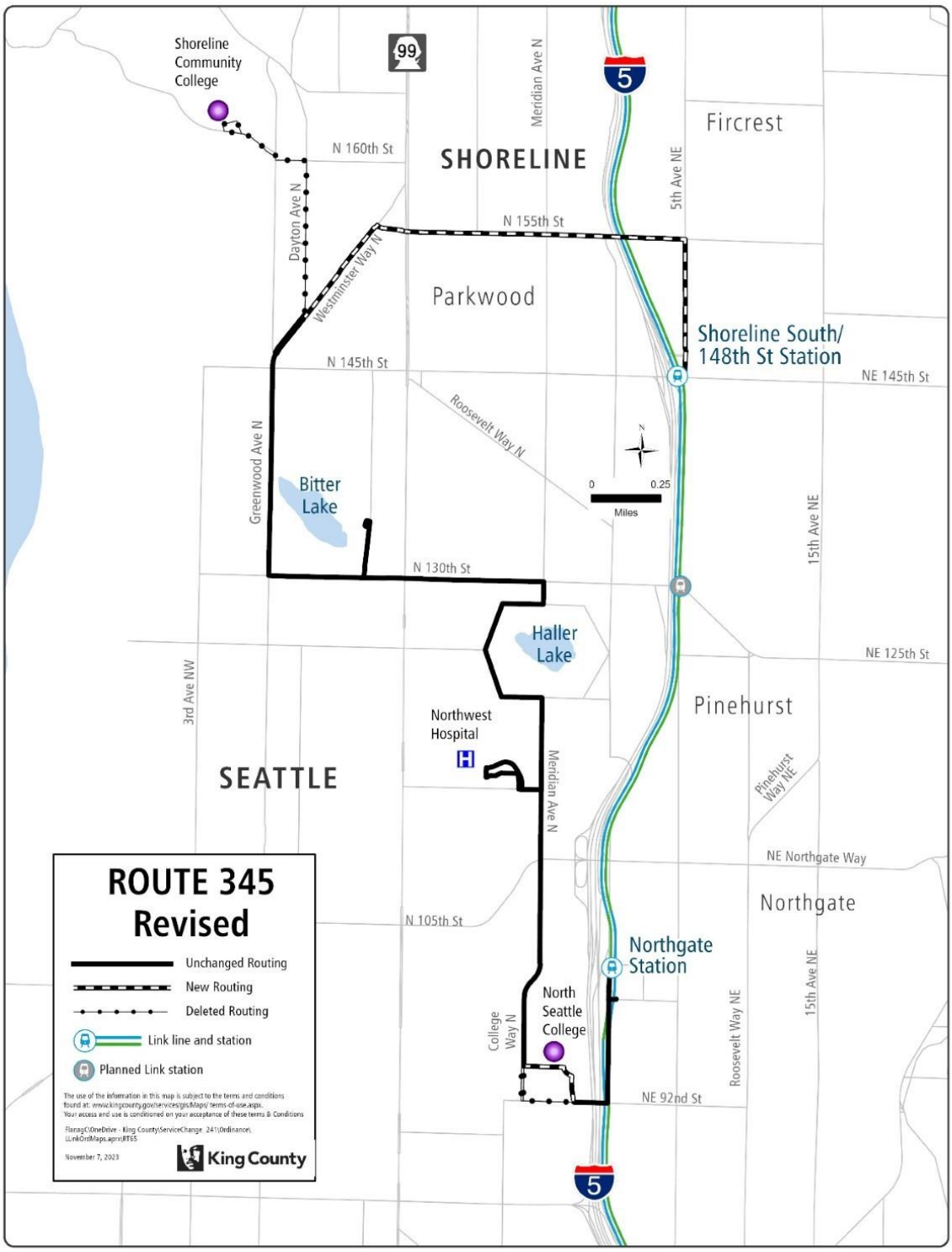

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# Route: 346 (revise)

OBJECTIVES:

Revise Route 346 to operate between the Aurora Village Transit Center and South Shoreline/148th St. Station via Meridian Ave. N, in accordance with the Strategic Plan for Public Transportation, 2021-2031 and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *3. Easy to Understand*
  - A simple transit network is easier for riders to understand and use than a complex network.
  - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
  - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.

IMPACTED SERVICE AREA:
Shoreline, Aurora Village Transit Center

SERVICE CHANGE:
Revise Route 346, which will provide service between Shoreline South/148th St. Station and Aurora Village Transit Center via Meridian Ave. N. Delete segment south of N. 155th St., which will be covered by new Route 365.

Route 346 will operate every 30 minutes from approximately 6:00 AM until midnight on weekdays. On weekends, Route 346 will operate every 30 minutes from approximately 6:00 AM until 7 PM and hourly from 7PM until 11:15 PM.

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**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| **March 2022** | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 20 min | 30 min | 30 min | 30 min | 60 min | 30 min | 60 min |
| **Proposed** | 30 min | 30 min | 30 min | 30 min | 60 min | 30 min | 60 min |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **March 2022** | 5:15 AM – 11:15 PM | 6:00 AM – 11:30 PM | 6:00 AM – 11:30 PM |
| **Current** | 5:15 AM – 11:15 PM | 6:00 AM – 11:30 PM | 6:00 AM – 11:30 PM |
| **Proposed** | 6:00 AM – 12:00 PM | 6:00 AM – 11:15 PM | 6:00 AM – 11:15 PM |

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# Route: 347 (delete)

OBJECTIVES:
Replacement service for Route 347 will be provided by Routes 333, 348, 365, and Link 1 Line. Restructure service to leverage high-capacity transit investments, reduce duplication, and provide new east-west connections and better all-day transit service levels in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
  - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *4. Route Spacing and Duplication*
  - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
  - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
  - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.

IMPACTED SERVICE AREA:
Northgate, North City, Mountlake Terrace.

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SERVICE CHANGE:
Delete Route 347 to reduce duplicative service and provide better all-day transit service. Alternative service will be provided by Routes 333, 348, 365, and Link 1 Line.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | 20 min | 30 min | 30-40 min | 30-60 min | 60 min | 30-60 min | 60 min |
| **Current** | 20-24 min | 30 min | 36 min | 37 min | 60 min | 37 min | 60 min |
| **Proposed** | - | - | - | - | - | - | - |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **March 2022** | 5:30 AM – 11:30 PM | 6:30 AM – 11:00 PM | 6:30 AM – 11:00 PM |
| **Current** | 5:25 AM – 11:35 PM | 6:25 AM – 11:00 PM | 6:25 AM – 11:00 PM |
| **Proposed** | - | - | - |

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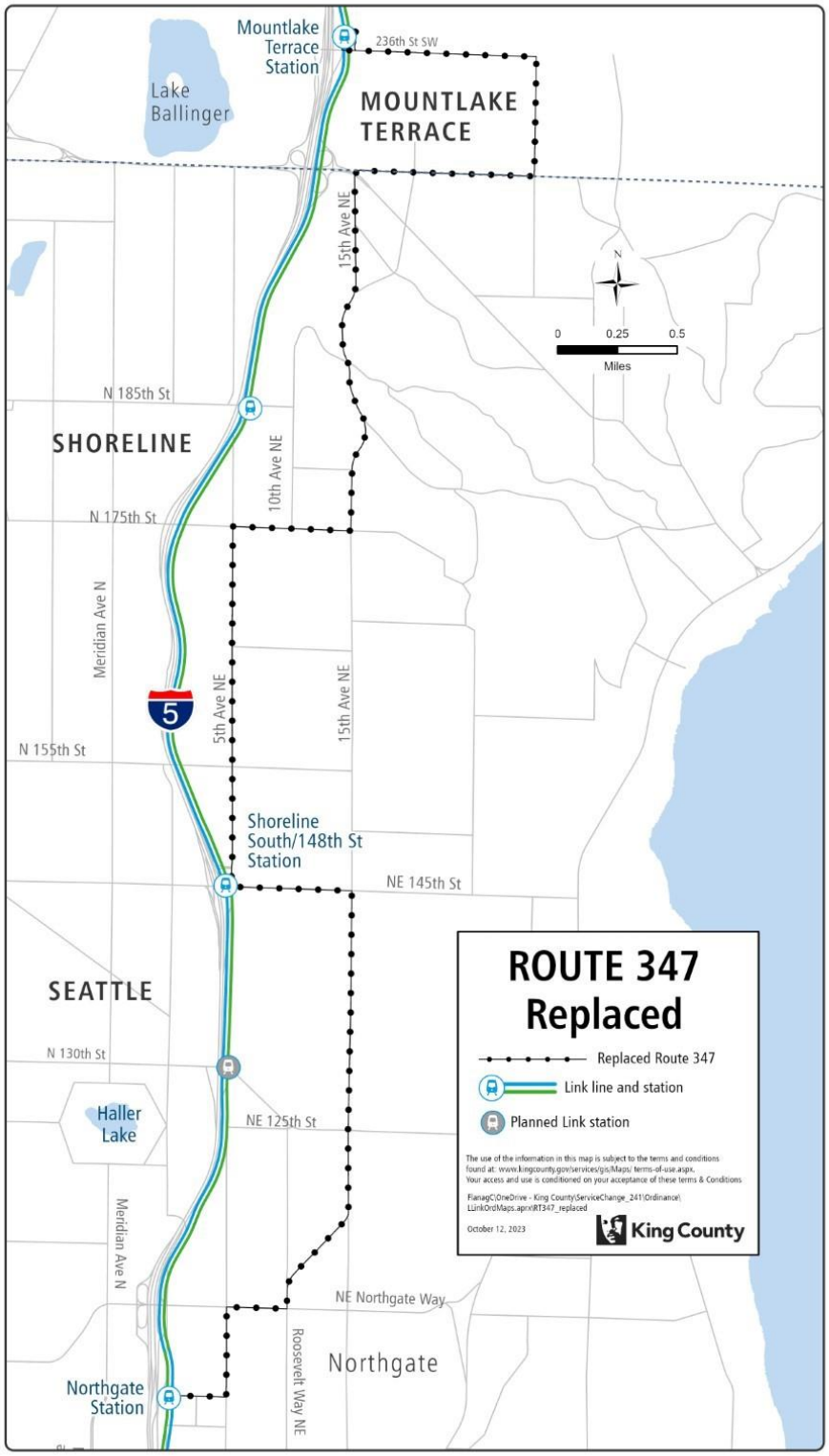

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# Route: 348 (revise)

OBJECTIVES:
Revise service on Route 348 to make new network connections, match service levels to ridership demand, and secure appropriate layover facilities in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
  - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *3. Easy to Understand*
  - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
  - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.
- *9. Route Terminals*
  - Metro carefully selects the locations where bus routes end and buses wait before starting the next trip (layover). Maintaining existing layover spaces at route terminals is a critical priority to support continued and future service, and expanding layover may be required to support service expansion.
  - Terminals should be in areas where restroom facilities are available for operators, considering the times of day when the facilities would be needed.

IMPACTED SERVICE AREA:
Richmond Beach, Shoreline, North City, Pinehurst, Northgate.

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SERVICE CHANGE:
Revise Route 348 to include a short-turn variant so that half of Route 348 trips terminate at Richmond Beach, and the other half terminate between 3rd Ave. NW and 8th Ave. NW. Revise so that the overlapping portion of the route variants has improved frequent all-day service, with extended span of service until 12 AM. Revise to serve the 185th Street Station.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | 20 min | 30 min | 30 min | 30-60 min | 60 min | 30-60 min | 60 min |
| **Current** | | | | | | | |
| **Proposed** | 15 min | 15 min | 30 min | 30 min | 30 min | 30 min | 30 min |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **March 2022** | 5:30 AM – 11:00 PM | 6:00 AM – 11:30 PM | 6:00 AM – 11:30 PM |
| **Current** | 5:40 AM – 11:05 PM | 5:55 AM – 11:30 PM | 5:55 AM – 11:30 PM |
| **Proposed** | 5:30 AM – 12:00 AM | 5:30 AM – 12:00 AM | 5:30 AM – 12:00 AM |

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# Route: 365 (new)

OBJECTIVES:

Create new route that serves Northgate Station, North Seattle College, NW Hospital, Haller Lake, Shoreline South/148th Station via Meridian Ave. N and N 145th St., and the North Shoreline/185th Station via 5th Ave. NE, in accordance with the Strategic Plan for Public Transportation, 2021-2031 and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
  - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.

IMPACTED SERVICE AREA:
North City, Haller Lake, Northgate

SERVICE CHANGE:
Implement new Route 365, which will provide service between Shoreline North/185th St Station and Northgate Station via 5th Ave. NE and Meridian Ave. N.

Route 365 will operate every 30 minutes from approximately 5:00 AM until 11:30 PM on weekdays.
Route 365 will operate every 30-60 minutes on weekends from 6:00 AM until 11:30 PM.

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**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | - | - | - | - | - | - | - |
| **Current** | - | - | - | - | - | - | - |
| **Proposed** | 20 | 30 | 30 | 30 | 60 | 30 | 60 |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **March 2022** | - | - | - |
| **Current** | - | - | - |
| **Proposed** | 6:00 AM – 11:30 PM | 6:00 AM – 11:30 PM | 6:00 AM – 11:30 PM |

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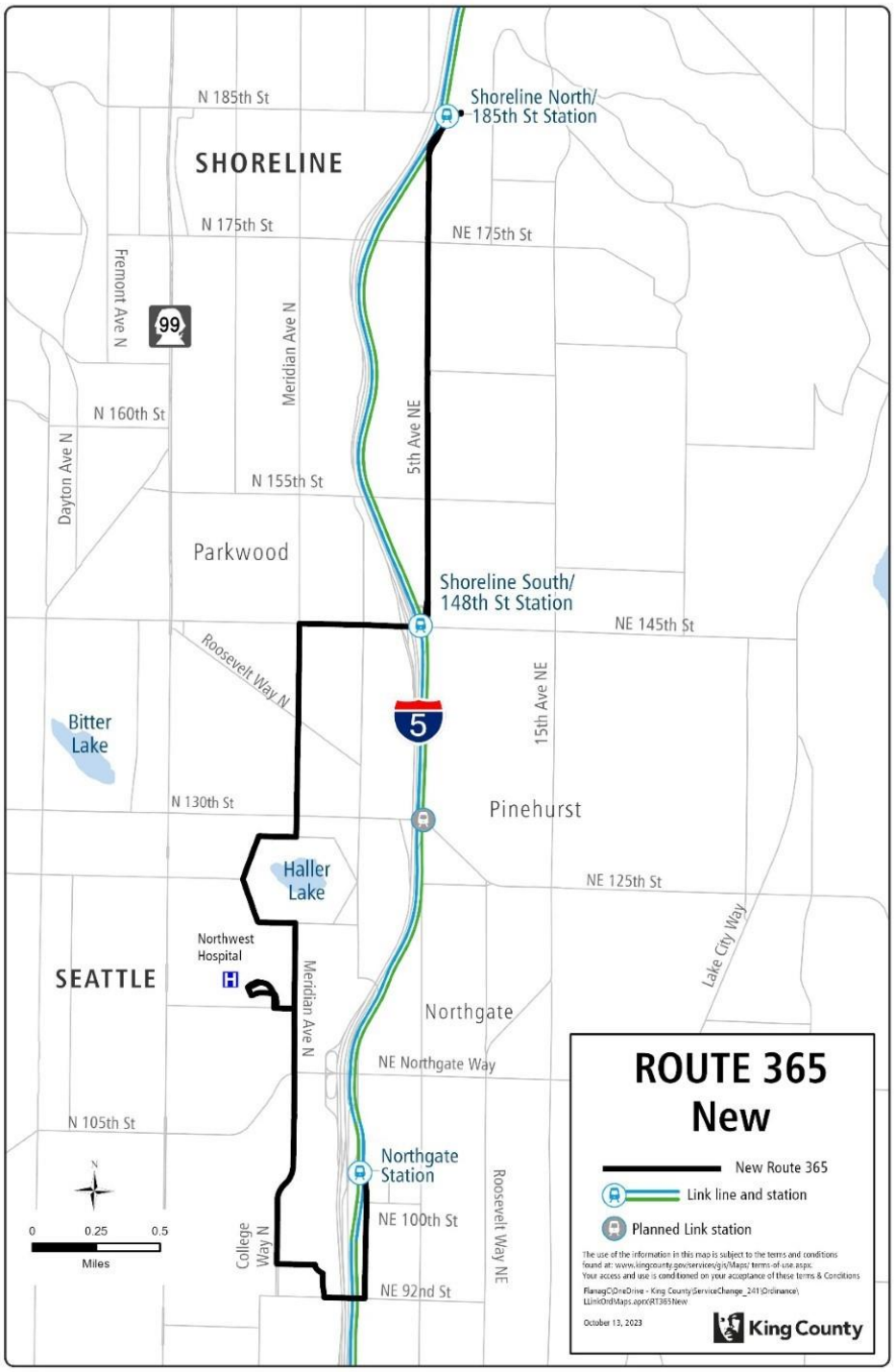

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# Route: 372 (delete)

OBJECTIVES:

Replacement service for Route 372 will be provided by Routes 72, 77, 322, 331, and Stride 522 BRT. Restructure service to leverage high-capacity transit investments, match service to ridership demand, improve service legibility and reliability, and provide better all-day transit service levels in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Provide a range of mobility services that enable seamless connections among modes and destinations.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
- *3. Easy to Understand*
  - A simple transit network is easier for riders to understand and use than a complex network.
  - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.

IMPACTED SERVICE AREA:
Bothell, Kenmore, Lake Forest Park, Lake City, University District.

SERVICE CHANGE:
Delete Route 372 after Link 2 Line in operation across Lake Washington between Downtown Seattle and Bellevue, and Sound Transit considers changes to ST Express Route 522, and construction along 145th St is substantially complete. Alternative service will be provided by Routes 72, 77, 322, 331, and Stride 522 BRT.

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**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **March 2022** | 10-15 min | 15 min | 30 min | 15 min | 30 min | 15 min | 30 min |
| **Current** | 12-13 min | 14 min | 25 min | 17 min | 30 min | 17 min | 30 min |
| **Proposed** | - | - | - | - | - | - | - |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **March 2022** | 5:00 AM – 1:00 AM | 6:15 AM – 12:30 AM | 6:15 AM – 12:30 AM |
| **Current** | 5:05 AM – 1:00 AM | 6:15 AM – 12:35 AM | 6:15 AM – 12:40 AM |
| **Proposed** | - | - | - |

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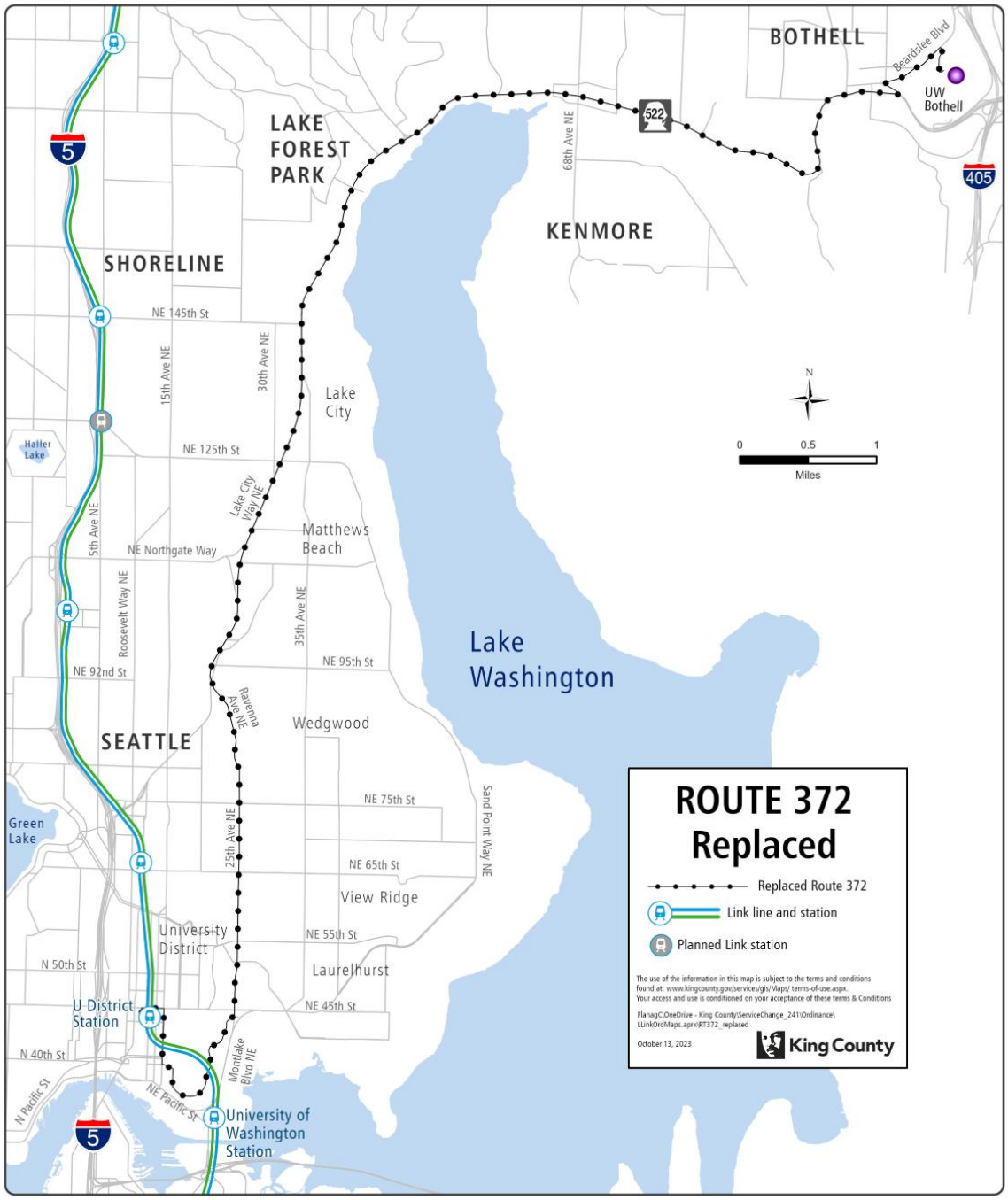

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## Certificate Of Completion

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Subject: Complete with DocuSign: Ordinance 19751.docx, Ordinance 19751 Attachment A.docx
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Document Pages: 4
Signatures: 3
Envelope Originator:
Supplemental Document Pages: 76
Initials: 0
Cherie Camp
Certificate Pages: 5
AutoNav: Enabled
401 5TH AVE
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Time Zone: (UTC-08:00) Pacific Time (US & Canada)
Cherie.Camp@kingcounty.gov
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## Record Tracking

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3/27/2024 10:52:26 AM
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| Dave Upthegrove<br>dave.upthegrove@kingcounty.gov<br>Chair<br>Security Level: Email, Account Authentication (None) | DocuSigned by:<br>E76CE01F07B14EF...<br>Signature Adoption: Uploaded Signature Image<br>Using IP Address: 174.21.68.222 | Sent: 3/27/2024 10:54:22 AM<br>Viewed: 3/27/2024 1:31:10 PM<br>Signed: 3/27/2024 1:31:24 PM |
| **Electronic Record and Signature Disclosure:**<br>Accepted: 3/27/2024 1:31:10 PM<br>ID: 6680ebdf-4298-42e7-8245-58a65a5b8a5a | | |
| Melani Hay<br>melani.hay@kingcounty.gov<br>Clerk of the Council<br>King County Council<br>Security Level: Email, Account Authentication (None) | DocuSigned by:<br>8DE1BB375AD3422...<br>Signature Adoption: Pre-selected Style<br>Using IP Address: 198.49.222.20 | Sent: 3/27/2024 1:31:25 PM<br>Viewed: 3/27/2024 2:09:56 PM<br>Signed: 3/27/2024 2:10:04 PM |
| **Electronic Record and Signature Disclosure:**<br>Accepted: 9/30/2022 11:27:12 AM<br>ID: 639a6b47-a4ff-458a-8ae8-c9251b7d1a1f | | |
| Dow Constantine<br>Dow.Constantine@kingcounty.gov<br>King County Executive<br>Security Level: Email, Account Authentication (None) | DocuSigned by:<br>4FBCAB8196AE4C6...<br>Signature Adoption: Uploaded Signature Image<br>Using IP Address: 146.129.84.117 | Sent: 3/27/2024 2:10:06 PM<br>Viewed: 4/3/2024 9:52:14 AM<br>Signed: 4/3/2024 9:52:29 AM |
| **Electronic Record and Signature Disclosure:**<br>Accepted: 4/3/2024 9:52:14 AM<br>ID: 533868c2-51eb-4848-afe2-442ff39c1a53 | | |

| In Person Signer Events | Signature | Timestamp |
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| Editor Delivery Events | Status | Timestamp |
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| Agent Delivery Events | Status | Timestamp |
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| Certified Delivery Events | Status | Timestamp |
|---|---|---|

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| Ames Kessler<br>akessler@kingcounty.gov<br>King County<br>Security Level: Email, Account Authentication (None)<br>**Electronic Record and Signature Disclosure:**<br>Not Offered via DocuSign | COPIED | Sent: 3/27/2024 2:10:06 PM<br>Viewed: 3/27/2024 4:09:15 PM |

| Witness Events | Signature | Timestamp |
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| Notary Events | Signature | Timestamp |
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| Envelope Summary Events | Status | Timestamps |
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| Envelope Sent | Hashed/Encrypted | 3/27/2024 10:54:22 AM |
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| Signing Complete | Security Checked | 4/3/2024 9:52:29 AM |
| Completed | Security Checked | 4/3/2024 9:52:29 AM |

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To contact us by email send messages to: cipriano.dacanay@kingcounty.gov

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ii. send us an email to cipriano.dacanay@kingcounty.gov and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

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1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

# KING COUNTY

## Signature Report

### Ordinance 19750

**Proposed No.** 2024-0053.3 **Sponsors** Dembowski

AN ORDINANCE approving August 2024 public transportation service changes for King County related to G Line Rapid Ride and Madison Area Public Transportation Changes.

STATEMENT OF FACTS:

1. The proposed changes to the Metro transit department's bus transit network include revisions to bus service in the city of Seattle.

2. The proposed changes are consistent with the policy direction and priorities adopted in Ordinance 19367, enacted December 15, 2021, which adopted the 2021 update to the King County Metro Strategic Plan for Public Transportation 2021-2031, the King County Metro Service Guidelines, and Metro transit department's long-range service and capital plan, Metro Connects.

3. The proposed changes will implement the second RapidRide line to be developed through the Metro transit department's RapidRide Expansion Program, created by Ordinance 18409, enacted November 17, 2016, in partnership with the city of Seattle's transportation Levy to Move Seattle, enacted July 7, 2015.

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4. The proposed changes will create new route RapidRide G Line, consistent with the alignment and station locations approved in Ordinance 19012.

5. In 2021 the City of Seattle was awarded a $59.9 million Federal Transit Administration (FTA) grant from FTA's Capital Investment Grant (CIG) Program. The proposed changes will establish service levels for the new route RapidRide G Line fulfilling requirements from the Federal Transit Administration. The service levels are required to be maintained for a minimum of five years per the agreement with the FTA.

6. The proposed changes and their incremental implementation are consistent with the policy direction and policies approved in the Metro Service Recovery Plan by the adoption of Ordinance 19581.

7. In 2023, the Metro transit department conducted public engagement concerning changes to service in the central Seattle areas of King County currently provided by Routes 3, 10, 11, 12, 47, 49, and 60.

8. Metro Connects includes goals to expand and improve the RapidRide network and work with partners to deliver mobility improvements.

9. The proposed service changes would eliminate Route 47.

10. The proposed service changes would modify the routing of Routes 3, 10, 11, and 12.

11. The proposed service changes would reduce service on Routes 10, 12, and 49, modify service on Routes 3 and 11, and expand service on Routes 4 and 60.

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12. The proposed service changes include reductions in Seattle Transit Measure funds to Routes 10, 11, and 12, and increases to Routes 49 and 60.

BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:

SECTION 1. The Madison Area public transportation service changes for King County, substantially as described in Attachment A to this ordinance, are hereby approved. The Metro transit department may implement the changes included in Attachment A to this ordinance beginning with the fall 2024 service change.

SECTION 2. A. To ensure successful implementation of the G Line RapidRide and Madison Area Public Transportation Changes, the executive is directed to work with the city of Seattle to carry out a joint public educational campaign focused on passenger safety in accessing the center island platform stations the new G Line RapidRide will use.

B. The executive shall provide a summary of the activities already implemented or planned to be implemented for the joint public educational campaign focused on passenger safety in accessing the G Line Rapid Ride center island platform stations in a letter to the council, to be sent no later than the date of the Fall 2024 service change to the clerk of the council, who shall retain an electronic copy and provide an electronic copy to

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all councilmembers, the council chair of staff, and the lead staff for the transportation, economy, and environment committee or its successor.

Ordinance 19750 was introduced on 2/13/2024 and passed as amended by the Metropolitan King County Council on 3/26/2024, by the following vote:

Yes: 8 - Balducci, Barón, Dembowski, Dunn, Mosqueda, Upthegrove, von Reichbauer and Zahilay
Excused: 1 - Perry

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

DocuSigned by:
David Upthegrove
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Dave Upthegrove, Chair

ATTEST:

DocuSigned by:
Melani Hay
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Melani Hay, Clerk of the Council

APPROVED this _____ day of 4/3/2024, _____.

DocuSigned by:
Dow Constantine
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Dow Constantine, County Executive

**Attachments:** A. Madison Street Area Public Transportation Service Changes for King County, Updated March 19, 2024

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**Updated March 19, 2024**

# Madison Street Area Public Transportation Service Changes for King County

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# Route: 3 (revise)

OBJECTIVES:

Restructure service to leverage new RapidRide G line and provide new connections in accordance with the Strategic Plan for Public Transportation, 2021-2031 and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.

- *2. Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.

- *3. Easy to Understand*
    - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.

IMPACTED SERVICE AREA:
Madrona, Central District, First Hill, Downtown Seattle, Capitol Hill

SERVICE CHANGE:
Extend some Route 3 trips to add new bus service on Bellevue Ave. E and Summit Ave. E, north of E Olive Way. Remove Route 3 variant that serves Queen Anne and replace service with Route 4 trips.

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**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current*** | n/a | n/a | n/a | n/a | n/a | n/a | n/a |
| **Proposed*** | 30 min | 30 min | 30 min | 30 min | - | 30 min | - |

*Frequency on newly extended service corridors on E. Pine St., E. Pike St., Bellevue Ave. E., and Summit Ave. E. only
*Service levels to current areas served by Route 3 will remain approximately the same as they are today with trips to Queen Anne served by Route 4

**Hours of Service**:

| | Weekdays | Saturday | Sunday |
|---|---|---|---|
| **Current** | n/a | n/a | n/a |
| **Proposed** | 5:00 AM – 7:30 PM | 6:00 AM – 7:00 PM | 6:00 AM – 7:00 PM |

*Hours of service on newly extended service corridors on E. Pine St., E. Pike St., Bellevue Ave. E., and Summit Ave. E. only
*Hours of service to current areas served by Route 3 will remain approximately the same as they are today with trips to Queen Anne served by Route 4

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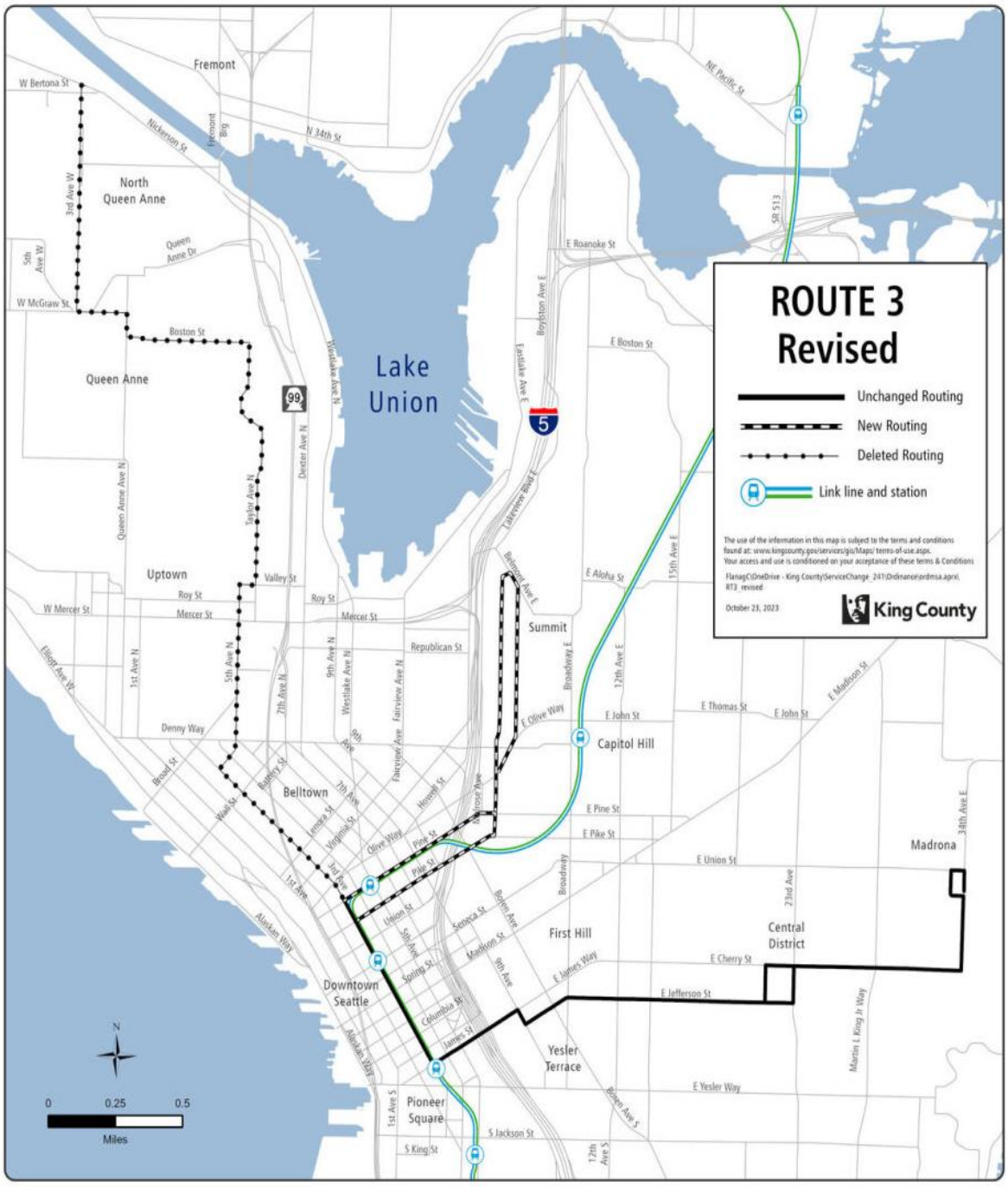

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# Route: 4 (revise)

OBJECTIVES:

Restructure service to leverage new RapidRide transit investments and provide new connections in accordance with the Strategic Plan for Public Transportation, 2021-2031 and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines:*

- *3. Easy to Understand*
    - Routes should have predicable and direct routings and should provide frequency and span appropriate to the market served.

IMPACTED SERVICE AREA:
Central District, Downtown Seattle, Queen Anne

SERVICE CHANGE:
Convert Route 3 trips that extend to Queen Anne to Route 4 trips.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 15 min | 15 min | 30 min | 30 min | 30-60 min | 30 min | 30-60 min |
| **Proposed*** | 6-30 min | 7-30 min | 30 min | 30 min | 30 min | 30 min | 30 min |

*Frequency on the shared service corridor of routes 3 and 4 between 23rd Ave. & Jefferson and 3rd Ave. & Pine St. will be 6-15 minutes
*Service levels to Queen Anne will be approximately the same as they are today, replacing Route 3 service.

**Hours of Service:**

| | **Weekdays** | **Saturday** | **Sunday** |
|---|---|---|---|
| **Current** | 5:00 AM – 3:30 AM | 4:30 AM – 3:30 AM | 4:30 AM – 3:30 AM |
| **Proposed** | 5:00 AM – 3:30 AM | 4:30 AM – 3:30 AM | 4:30 AM – 3:30 AM |

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# Route: 10 (revise)

OBEJCTIVES:

Restructure service to leverage new RapidRide G line and revise service to match service levels to ridership demand in accordance with the Strategic Plan for Public Transportation, 2021-2031 and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines:*

- *1. Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.

- *3. Easy to Understand*
    - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.

- *4. Route Spacing and Duplication*
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.

IMPACTED SERVICE AREA:
Capitol Hill, Downtown Seattle

SERVICE CHANGE:
Revise pathway to end operations along E John St., E Olive Way, and Bellevue Ave. and begin operating on 15$^{th}$ Ave. E south of E John St., and E Pine St.. Adjust frequency during the peak, midday, and night periods on weekdays and on weekends.

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**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 10-20 min | 10-20 min | 10-60 min | 15-30 min | 30-60 min | 15-30 min | 30-60 min |
| **Proposed** | 20 min | 20 min | 30-60 min | 20-30 min | 30-60 min | 20-30 min | 30-60 min |

**Hours of Service:**

| | **Weekdays** | **Saturday** | **Sunday** |
|---|---|---|---|
| **Current** | 5:00 AM – 1:00 AM | 6:00 AM – 1:00 AM | 6:00 AM – 1:00 AM |
| **Proposed** | 5:00 AM – 1:00 AM | 6:00 AM – 1:00 AM | 6:00 AM – 1:00 AM |

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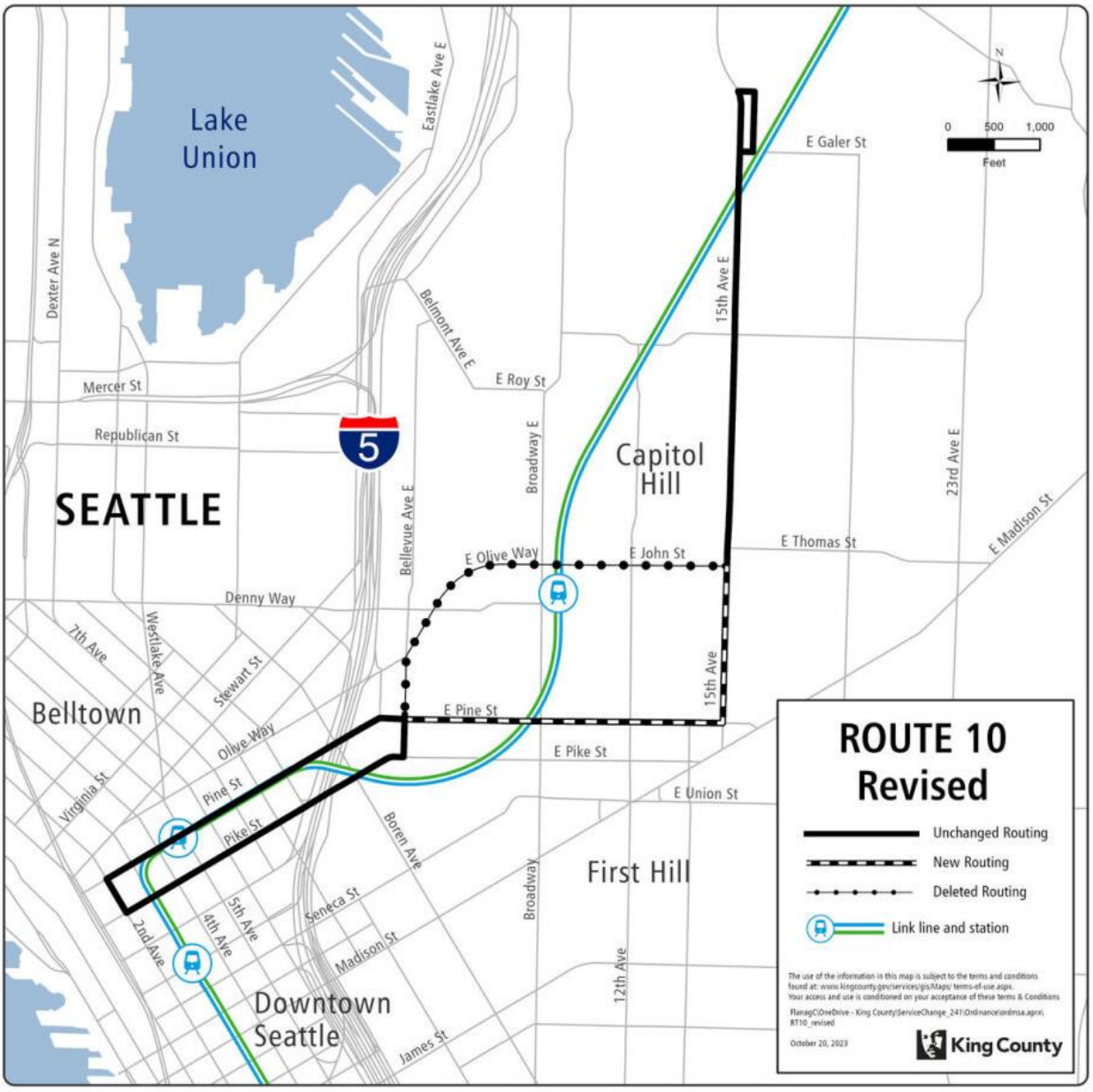

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# Route: 11 (revise)

OBJECTIVES:
Restructure service to leverage new RapidRide G line and revise service to match service levels to ridership demand, reduce duplication, and provide new network connections in accordance with the Strategic Plan for Public Transportation, 2021-2031 and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines:*

- *1. Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.

IMPACTED SERVICE AREA:
Madison Valley, Capitol Hill, Central District, Downtown Seattle

SERVICE CHANGE:
Revise pathway to end operations along E Madison St west of 24th Ave. E and begin operating along E Thomas St., E John St., E Olive Way, Bellevue Ave., Pine St., and Pike St. Adjust frequency during the peak and night periods on weekdays, and on weekends.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 15-20 min | 20 min | 15-60 min | 30 min | 30-60 min | 30 min | 30-60 min |
| **Proposed** | 20 min | 20 min | 20-60 min | 20-30 min | 30-60 min | 20-30 min | 30-60 min |

**Hours of Service:**

| | Weekdays | Saturday | Sunday |
|---|---|---|---|
| **Current** | 4:45AM – 1:00 AM | 6:00 AM – 1:00 AM | 6:00 AM – 1:00 AM |
| **Proposed** | 4:45AM – 1:00 AM | 6:00 AM – 1:00 AM | 6:00 AM – 1:00 AM |

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# Route: 12 (revise)

OBJECTIVES:

Restructure service to leverage new RapidRide G line and revise service to match service levels to ridership demand and reduce duplication in accordance with the Strategic Plan for Public Transportation, 2021-2031 and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *1. Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.

- *3. Easy to Understand*
    - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.

- *4. Route Spacing and Duplication*
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.

IMPACTED SERVICE AREA:
Capitol Hill, Central District, Downtown Seattle

SERVICE CHANGE:
Revise pathway to end operations along E Madison St. west of 16th Ave and begin operating along E Pine St., Pine St., and Pike St. Adjust weekday frequency during the peak, midday, and night periods.

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**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 10-15 min | 10-15 min | 20-40 min | 30 min | 30 min | 30 min | 30 min |
| **Proposed** | 20 min | 20 min | 30-60 min | 20-30 min | 30-60 min | 20-30 min | 30 min |

**Span:**

| | Weekdays | Saturday | Sunday |
|---|---|---|---|
| **Current** | 5:30 AM – 12:00 AM | 6:00 AM – 12:00 AM | 6:00 AM – 12:00 AM |
| **Proposed** | 5:30 AM – 12:00 AM | 6:00 AM – 12:00 AM | 6:00 AM – 12:00 AM |

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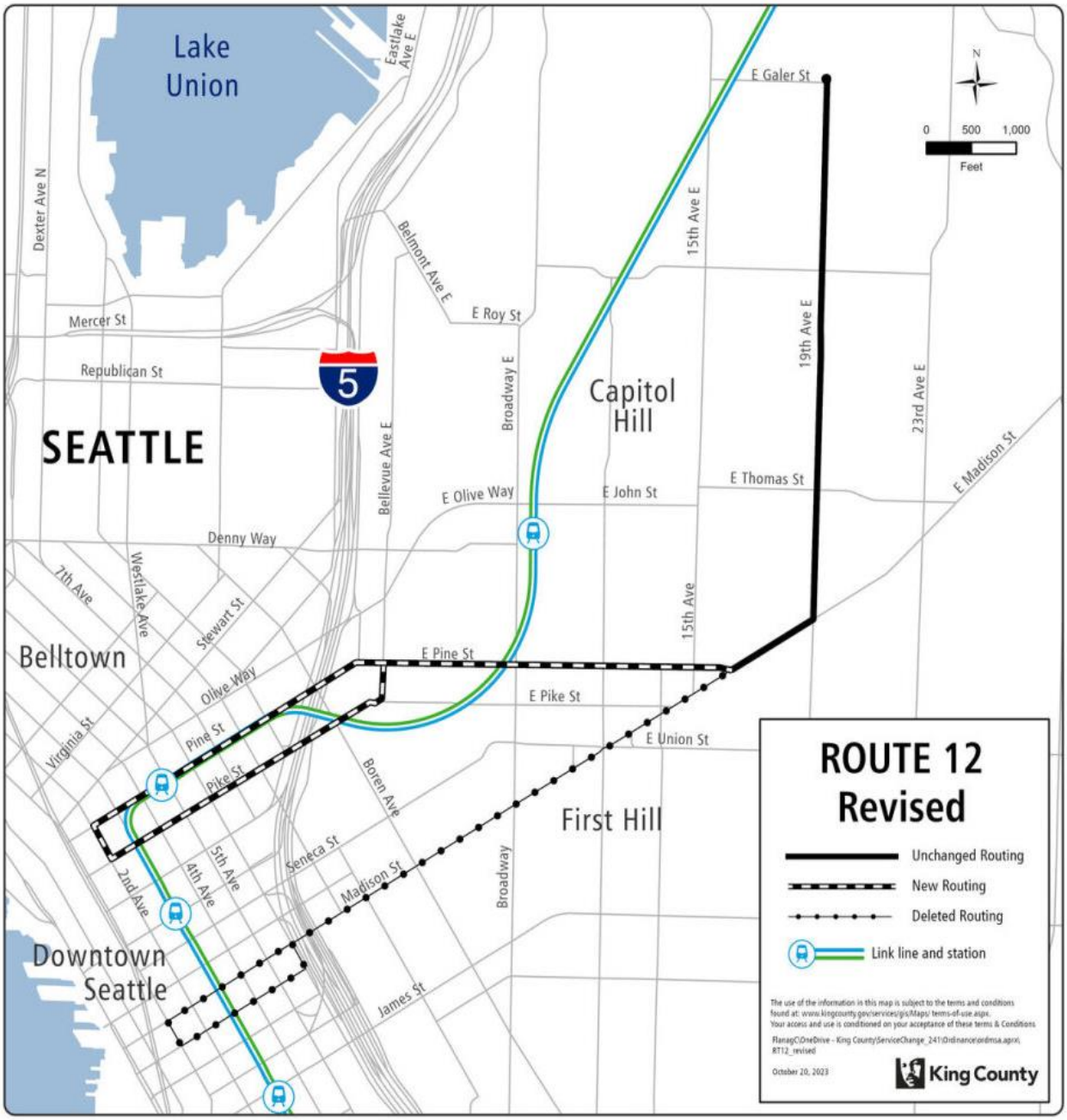

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# Route: 47 (replace)

OBJECTIVES:

Replacement service for Route 47 will be provided by Route 3. Restructure service to restore network connections in accordance with the Strategic Plan for Public Transportation, 2021-2031 and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines:*

- *2. Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.

- *3. Easy to Understand*
  - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.

IMPACTED SERVICE AREA:
Capitol Hill, Downtown Seattle

SERVICE CHANGE:
Delete Route 47. Restore service to Summit area via Route 3.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current*** | 18-25 min | 30-40 min | - | 30-40 min | - | 30-40 min | - |
| **Proposed** | - | - | - | - | - | - | - |

*Route is currently suspended

**Hours of Service:**

| | **Weekdays** | **Saturday** | **Sunday** |
|---|---|---|---|
| **Current*** | 4:45 AM – 7:00 PM | 6:00 AM – 7:00 PM | 6:00 AM – 7:00 PM |
| **Proposed** | - | - | - |

*Route is currently suspended

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DocuSign Envelope ID: AEFE2DA9-739D-48D9-8C3B-052AEE314E77



# Route: 49 (revise)

OBJECTIVES:

Restructure service to leverage new RapidRide transit investments and revise service to match service levels to ridership demand in accordance with the Strategic Plan for Public Transportation, 2021-2031 and King County Metro Service Guidelines.
*Strategic Plan Strategies:*

- To support access to mobility, use a targeted universalism approach and lead with racial justice, prioritizing services, programs, policies, and products that tailored to the needs of priority populations.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Metro Service Guidelines:*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.

- *3. Easy to Understand*
  - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.

IMPACTED SERVICE AREA:
University District, Capitol Hill, Downtown Seattle

SERVICE CHANGE:
Reduce weekday frequencies during peak, midday, and night periods, and on weekends.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 15 min | 15 min | 15-30 min | 15 min | 30 min | 15 min | 30 min |
| **Proposed** | 20 min | 20 min | 20-30 min | 20 min | 30 min | 20 min | 30 min |

**Span:**

| | **Weekdays** | **Saturday** | **Sunday** |
|---|---|---|---|
| **Current** | 4:30 AM – 4:30 AM | 5:30 AM – 4:30 AM | 5:30 AM – 4:30 AM |
| **Proposed** | 4:30 AM – 4:30 AM | 5:30 AM – 4:30 AM | 5:30 AM – 4:30 AM |

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# Route: 60 (revise)

OBJECTIVES:

Restructure service to leverage new RapidRide transit investments and revise service to match service levels to ridership demand in accordance with the Strategic Plan for Public Transportation, 2021-2031 and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- To support access to mobility, use a targeted universalism approach and lead with racial justice, prioritizing services, programs, policies, and products that tailored to the needs of priority populations.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines:*

- *1. Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 Line, commuter rail lines, and other modes.

- *3. Easy to Understand*
  - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.

IMPACTED SERVICE AREA:
Capitol Hill, First Hill, Seattle Chinatown International District, Beacon Hill, South Seattle, Georgetown, South Park, West Seattle

SERVICE CHANGE:
Increase frequency during weekday peak, midday, and night periods and on weekends.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 10-15 min | 12 min | 20-40 min | 20-30 min | 30 min | 20-30 min | 30 min |
| **Proposed** | 12 min | 12 min | 20 min | 15 min | 30 min | 15 min | 30 min |

**Hours of Service:**

| | **Weekdays** | **Saturday** | **Sunday** |
|---|---|---|---|
| **Current** | 4:15 AM – 12:15 AM | 5:15 AM – 12:00 AM | 5:15 AM – 12:00 AM |
| **Proposed** | 4:15 AM – 12:15 AM | 5:15 AM – 12:00 AM | 5:15 AM – 12:00 AM |

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# Route: 677 (new)

OBJECTIVES:

Restructure service to include RapidRide service connecting Downtown Seattle to First Hill and the Central District in accordance with the Strategic Plan for Public Transportation and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Improve speed and reliability consistent with Metro Connects
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines:*

- *1. Network Connections:*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 1 line, commuter rail lines, and other modes.

- *3. Easy to Understand:*
    - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.

- *5. Route Directness*
    - A route that operates directly between two locations is faster and more attractive to riders than one that takes a circuitous path. Circulators or looping routes do not have competitive travel times compared to walking or other modes of travel, so they tend to have low ridership and poor performance.

IMPACTED SERVICE AREA:
Downtown Seattle, First Hill, Central District

SERVICE CHANGE:
Implement new RapidRide G Line (Route 677), providing very frequent service on Madison Street connecting Downtown Seattle, First Hill, and into the Central District.

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**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | - | - | - | - | - | - | - |
| **Proposed** | 6 min | 6 min | 15 min | 6-15 min | 15-40 min | 15 min | 15-40 min |

**Hours of Service:**

| | **Weekdays** | **Saturday** | **Sunday** |
|---|---|---|---|
| **CURRENT** | N/A | N/A | N/A |
| **PROPOSED** | 5:00 AM – 4:00 AM (approximately 24 hrs.) | 5:00 AM – 4:00 AM (approximately 24 hrs.) | 5:00 AM – 4:00 AM (approximately 24 hrs.) |

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Subject: Complete with DocuSign: Ordinance 19750.docx, Ordinance 19750 Attachment A.docx
Source Envelope:
Document Pages: 4
Signatures: 3
Envelope Originator:
Supplemental Document Pages: 20
Initials: 0
Cherie Camp
Certificate Pages: 5
AutoNav: Enabled
401 5TH AVE
EnvelopeId Stamping: Enabled
SEATTLE, WA 98104
Time Zone: (UTC-08:00) Pacific Time (US & Canada)
Cherie.Camp@kingcounty.gov
IP Address: 198.49.222.20

## Record Tracking

Status: Original
3/27/2024 10:50:41 AM
Holder: Cherie Camp
Cherie.Camp@kingcounty.gov
Location: DocuSign
Security Appliance Status: Connected
Pool: FedRamp
Storage Appliance Status: Connected
Pool: King County-Council
Location: DocuSign

| Signer Events | Signature | Timestamp |
|---|---|---|
| Dave Upthegrove<br>dave.upthegrove@kingcounty.gov<br>Chair<br>Security Level: Email, Account Authentication (None) | DocuSigned by:<br>E76CE01F07B14EF...<br>Signature Adoption: Uploaded Signature Image<br>Using IP Address: 174.21.68.222 | Sent: 3/27/2024 10:52:01 AM<br>Viewed: 3/27/2024 1:31:45 PM<br>Signed: 3/27/2024 1:31:55 PM |
| **Electronic Record and Signature Disclosure:**<br>Accepted: 3/27/2024 1:31:45 PM<br>ID: efe331b3-5cdd-4b1f-b366-08de9a769571 | | |
| Melani Hay<br>melani.hay@kingcounty.gov<br>Clerk of the Council<br>King County Council<br>Security Level: Email, Account Authentication (None) | DocuSigned by:<br>8DE1BB375AD3422...<br>Signature Adoption: Pre-selected Style<br>Using IP Address: 198.49.222.20 | Sent: 3/27/2024 1:31:57 PM<br>Viewed: 3/27/2024 2:10:21 PM<br>Signed: 3/27/2024 2:10:29 PM |
| **Electronic Record and Signature Disclosure:**<br>Accepted: 9/30/2022 11:27:12 AM<br>ID: 639a6b47-a4ff-458a-8ae8-c9251b7d1a1f | | |
| Dow Constantine<br>Dow.Constantine@kingcounty.gov<br>King County Executive<br>Security Level: Email, Account Authentication (None) | DocuSigned by:<br>4FBCAB8196AE4C6...<br>Signature Adoption: Uploaded Signature Image<br>Using IP Address: 146.129.84.117 | Sent: 3/27/2024 2:10:30 PM<br>Viewed: 4/3/2024 9:51:03 AM<br>Signed: 4/3/2024 9:51:18 AM |
| **Electronic Record and Signature Disclosure:**<br>Accepted: 4/3/2024 9:51:03 AM<br>ID: 50d2c791-0413-4b7a-ba1e-33ad83fd5f80 | | |

| In Person Signer Events | Signature | Timestamp |
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| Editor Delivery Events | Status | Timestamp |
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| Agent Delivery Events | Status | Timestamp |
|---|---|---|

| Intermediary Delivery Events | Status | Timestamp |
|---|---|---|

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|---|---|---|

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| Ames Kessler<br>akessler@kingcounty.gov<br>King County<br>Security Level: Email, Account Authentication (None)<br>**Electronic Record and Signature Disclosure:**<br>Not Offered via DocuSign | COPIED | Sent: 3/27/2024 2:10:31 PM<br>Viewed: 3/27/2024 4:16:47 PM |

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| Notary Events | Signature | Timestamp |
|---|---|---|

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| Envelope Sent | Hashed/Encrypted | 3/27/2024 10:52:01 AM |
| Certified Delivered | Security Checked | 4/3/2024 9:51:03 AM |
| Signing Complete | Security Checked | 4/3/2024 9:51:18 AM |
| Completed | Security Checked | 4/3/2024 9:51:18 AM |

| Payment Events | Status | Timestamps |
|---|---|---|

| Electronic Record and Signature Disclosure |
|---|

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## Matsumoto, David

**From:** Allison, Michelle
**Sent:** Thursday, September 12, 2024 4:04 PM
**To:** Gonzalez, Kimberly
**Cc:** Matsumoto, David
**Subject:** RE: For GMO Review: Fall 2024 Temporary Service Suspensions Title VI Service Equity Analysis

Approved. Thanks

---

**From:** Gonzalez, Kimberly <kgonzalez@kingcounty.gov>
**Sent:** Thursday, September 12, 2024 2:52 PM
**To:** Allison, Michelle <Michelle.Allison@kingcounty.gov>
**Cc:** Matsumoto, David <dmatsumoto@kingcounty.gov>
**Subject:** FW: For GMO Review: Fall 2024 Temporary Service Suspensions Title VI Service Equity Analysis

Hi, Michelle –

Please find below a request for your review and approval by EOD 9/13. Let David and I know if you have any questions.

Thanks,
Kimberly

**Kimberly Gonzalez** *(She/Her)*
Executive Assistant, King County Metro Transit
(206) 263-1343 | kgonzalez@kingcounty.gov

---

**From:** Matsumoto, David <dmatsumoto@kingcounty.gov>
**Sent:** Thursday, September 12, 2024 9:48 AM
**To:** Martin, DeAnna <DeAnna.Martin@kingcounty.gov>; Gonzalez, Kimberly <kgonzalez@kingcounty.gov>
**Subject:** RE: For GMO Review: Fall 2024 Temporary Service Suspensions Title VI Service Equity Analysis

Hi DeAnna - The service planning team finished reviewing and addressing your comments in the analysis. If you'd like to review the updates, their edits were made in tracked changes, and the comment responses are still in the document. Chris Bhang had a chance to review and provide feedback as well.

It turns out we don't need to submit this to the FTA tomorrow, per Chris B. We just need to get Michelle's approval (via email is fine) by end of day tomorrow. The analysis will be saved for inclusion in our triennial report to the FTA and with our Title VI Program Report.

Hi Kimberly – The analysis is ready for Michelle's review and approval by end of day tomorrow 9/13.

- Fall2024Suspensions-Title VI Service Equity Analysis.docx
- Appendices

Thanks,
David

**David Matsumoto**
Executive Assistant

King County Metro
**P** 206-263-5913

**From:** Martin, DeAnna <DeAnna.Martin@kingcounty.gov>
**Sent:** Wednesday, September 11, 2024 7:45 AM
**To:** Gonzalez, Kimberly <kgonzalez@kingcounty.gov>
**Cc:** Matsumoto, David <dmatsumoto@kingcounty.gov>
**Subject:** Re: For GMO Review: Fall 2024 Temporary Service Suspensions Title VI Service Equity Analysis

Hi - I finished my review! And, made some comments.

I don't think we need a meeting about this. But, if any of my comments need more response or explanation/context from planners, I would welcome time to discuss.

My only other question - not included in my comments - was whether Chris Bhang's office was involved in review of this report. If not, they should probably take a look, too.

Michelle will need a cover letter drafted for when she sends this to the FTA.

Thanks,
DeAnna

---

**From:** Gonzalez, Kimberly <kgonzalez@kingcounty.gov>
**Sent:** Tuesday, September 10, 2024 4:24 PM
**To:** Martin, DeAnna <DeAnna.Martin@kingcounty.gov>
**Cc:** Matsumoto, David <dmatsumoto@kingcounty.gov>
**Subject:** RE: For GMO Review: Fall 2024 Temporary Service Suspensions Title VI Service Equity Analysis

Hi, DeAnna –

This is a friendly nudge to please review the documents below. Once you've completed, please let David and I know and we will share with Michelle for her final approval by EOD Thurs.

Relatedly, Mobility had set up a discussion on Sept. 4 which I understand did not occur as planned. Do you need us to reschedule this check-in? If so, Marni and I believe we can make time tomorrow afternoon – but of course, always interested to minimize meetings whenever possible 😊

Thanks,
Kimberly

**Kimberly Gonzalez** *(She/Her)*
Executive Assistant, King County Metro Transit
(206) 263-1343 | kgonzalez@kingcounty.gov

**From:** Gonzalez, Kimberly <kgonzalez@kingcounty.gov>
**Sent:** Wednesday, September 4, 2024 5:06 PM
**To:** Martin, DeAnna <DeAnna.Martin@kingcounty.gov>
**Subject:** FW: For GMO Review: Fall 2024 Temporary Service Suspensions Title VI Service Equity Analysis

Hi, DeAnna –

Please find a review request for your attention by EOD Friday, Sept. 6.

Thank you!
Kimberly

**Kimberly Gonzalez** *(She/Her)*
Executive Assistant, King County Metro Transit
(206) 263-1343 | kgonzalez@kingcounty.gov

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**From:** Matsumoto, David <dmatsumoto@kingcounty.gov>
**Sent:** Tuesday, September 3, 2024 1:51 PM
**To:** Gonzalez, Kimberly <kgonzalez@kingcounty.gov>
**Cc:** Huang Fernandes, Yingying <yhuangfernandes@kingcounty.gov>; Dao, Kim <kdao@kingcounty.gov>; Newman, Graydon <Graydon.Newman@kingcounty.gov>; Pure, Stephanie <Stephanie.Pure@kingcounty.gov>; Morrison, David <David.Morrison@kingcounty.gov>
**Subject:** For GMO Review: Fall 2024 Temporary Service Suspensions Title VI Service Equity Analysis

Hi Kimberly,

The King County Metro Transit Temporary Service Suspensions Title VI Service Equity Analysis is ready for DeAnna and Michelle's review and approval. The documents are linked below. May I have your help coordinating their reviews according to the proposed schedule? Please note this item does not require Council approval as confirmed by the team, and it is due to the Federal Transit Administration (FTA) on Friday, September 13.

Links:

- Fall2024Suspensions-Title VI Service Equity Analysis.docx
- Appendices

Proposed schedule:

1. **DeAnna** - now through end of day Friday 9/6
2. Review/incorporate feedback, if any - Monday 9/9
3. **Michelle** - Tuesday 9/10 through 12 pm Thursday 9/12
4. Deadline to FTA - Friday 9/13

Please let me know if there are any questions.

Thanks,
David

King County METRO
*Moving forward together*

**David Matsumoto**
Executive Assistant to
Ernest Kandilige, Deputy General Manager
David Eldred, Chief Administrative Officer
**P** 206-263-5913 WA Relay:711 | **C** 425-395-2588
dmatsumoto@kingcounty.gov

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1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

# KING COUNTY

## Signature Report

### Ordinance 19899

**Proposed No.** 2025-0056.3 **Sponsors** Balducci and Perry

AN ORDINANCE approving East Link and Downtown Redmond Link Extension Transportation Service Changes for King County.

STATEMENT OF FACTS:

1. The changes in this ordinance to the Metro transit department's bus transit network include revisions to bus service in the cities of Beaux Arts, Bellevue, Bothell, Clyde Hill, Duvall, Issaquah, Kenmore, Kirkland, Lake Forest Park, Medina, Mercer Island, Newcastle, North Bend, Redmond, Renton, Sammamish, Shoreline, Seattle, Snoqualmie, Woodinville, and Yarrow Point.

2. The changes in this ordinance are consistent with the policy direction and priorities adopted in Ordinance 19367, enacted December 15, 2021, which adopted the 2021 update to the King County Metro Strategic Plan for Public Transportation 2021-2031 and Service Guidelines.

3. Incremental implementation of the proposed changes is consistent with the policy direction and policies approved in the Metro Service Recovery Plan by the enactment of Ordinance 19581.

4. The changes in this ordinance reinstate or replace the fully or partially suspended service on Routes 8, 111, 114, 167, 200, 204, 208, 212, 214, 216, 217, 218, 219, 221, 224, 225, 226, 232, 237, 240, 241, 245, 246, 249,

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250, 252, 257, 268, 269, 271, 311, 342, 630, 930, 931, and RapidRide B Line within the East Link Connections project consistent with the approach identified in the Metro Service Recovery Plan.

5. In 2021, 2022, 2023 and 2024, the Metro transit department conducted public outreach concerning proposed changes to service in east and north areas of King County currently provided by Routes 8, 111, 114, 167, 200, 204, 208, 212, 214, 216, 217, 218, 219, 221, 224, 225, 226, 232, 237, 240, 241, 245, 246, 249, 250, 252, 257, 268, 269, 271, 311, 342, 630, 930, 931, and RapidRide B Line.

6. The service changes in this ordinance would eliminate and replace routes 114, 167, 200, 208, 212, 214, 216, 217, 219, 221, 232, 237, 241, 246, 252, 257, 268, 271, 311, and 342, and reinvest savings to create new routes 203, 215, 220, 222, 223, 251, 256, and 270, and expand service on routes 111, 204, 224, 226, 240, 249, 250, 269, 930, and 931.

7. The service changes in this ordinance would modify the routing of routes 8, 111, 218, 224, 225, 226, 240, 245, 249, 250, 269, 630, 931, and RapidRide B Line.

8. Sound Transit initially opened eight light rail stations on the Link 2 Line between Bellevue and Redmond in April 2024, with additional stations in downtown Redmond, Marymoor Village, Mercer Island, and Judkins Park in Seattle expected to open in 2025.

BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:

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SECTION 1. The East Link Connections service changes for King County, substantially as described in Attachment A to this ordinance, are hereby approved. The Metro transit department may implement the changes beginning with the Fall 2025 Service Change.

SECTION 2. A. To measure the success of the East Link Connections Mobility Project, the executive shall engage with Sound Transit, local jurisdictions, including the cities of Bellevue and Kirkland, and other stakeholder organizations to review the performance of the service changes approved to the transit network by this ordinance in terms of ridership trends.

B. The executive shall provide a summary of the review in a letter to the council, to be sent no later than the date of the Fall 2027 service change to the clerk of the council, who shall retain an electronic copy and provide an electronic copy to all councilmembers,

Docusign Envelope ID: 7D17FC0C-6422-4B67-9C63-FBAD8A90F073



the council chair of staff, and the lead staff for the transportation, economy, and environment committee or its successor.

Ordinance 19899 was introduced on 2/11/2025 and passed as amended by the Metropolitan King County Council on 3/4/2025, by the following vote:

Yes: 8 - Balducci, Barón, Dembowski, Dunn, Mosqueda, Quinn, von Reichbauer and Zahilay
Excused: 1 - Perry

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

Signed by:
Girmay Zahilay
1AEA3C5077F8485...
Girmay Zahilay, Chair

ATTEST:

DocuSigned by:
Melani Hay
8DE1BB375AD3422...
Melani Hay, Clerk of the Council

APPROVED this _____ day of 3/7/2025, _____.

Signed by:
Dow Constantine
4FBCAB8196AE4C6...
Dow Constantine, County Executive

**Attachments:** A. East Link and Downtown Redmond Link Extension Public Transportation Service Changes for King County, March 4, 2025

**March 4, 2025**

**East Link and Downtown Redmond Link Extension Public Transportation Service Changes for King County**

Route: 8 (revise)

OBJECTIVES:
Revise service on Route 8 to serve Judkins Park Station via 23rd Ave. S and to leverage high-capacity transit investments in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
- *Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.

IMPACTED SERVICE AREA:
Uptown, South Lake Union, Madison Valley, Capitol Hill, Central District, Judkins Park, Mount Baker

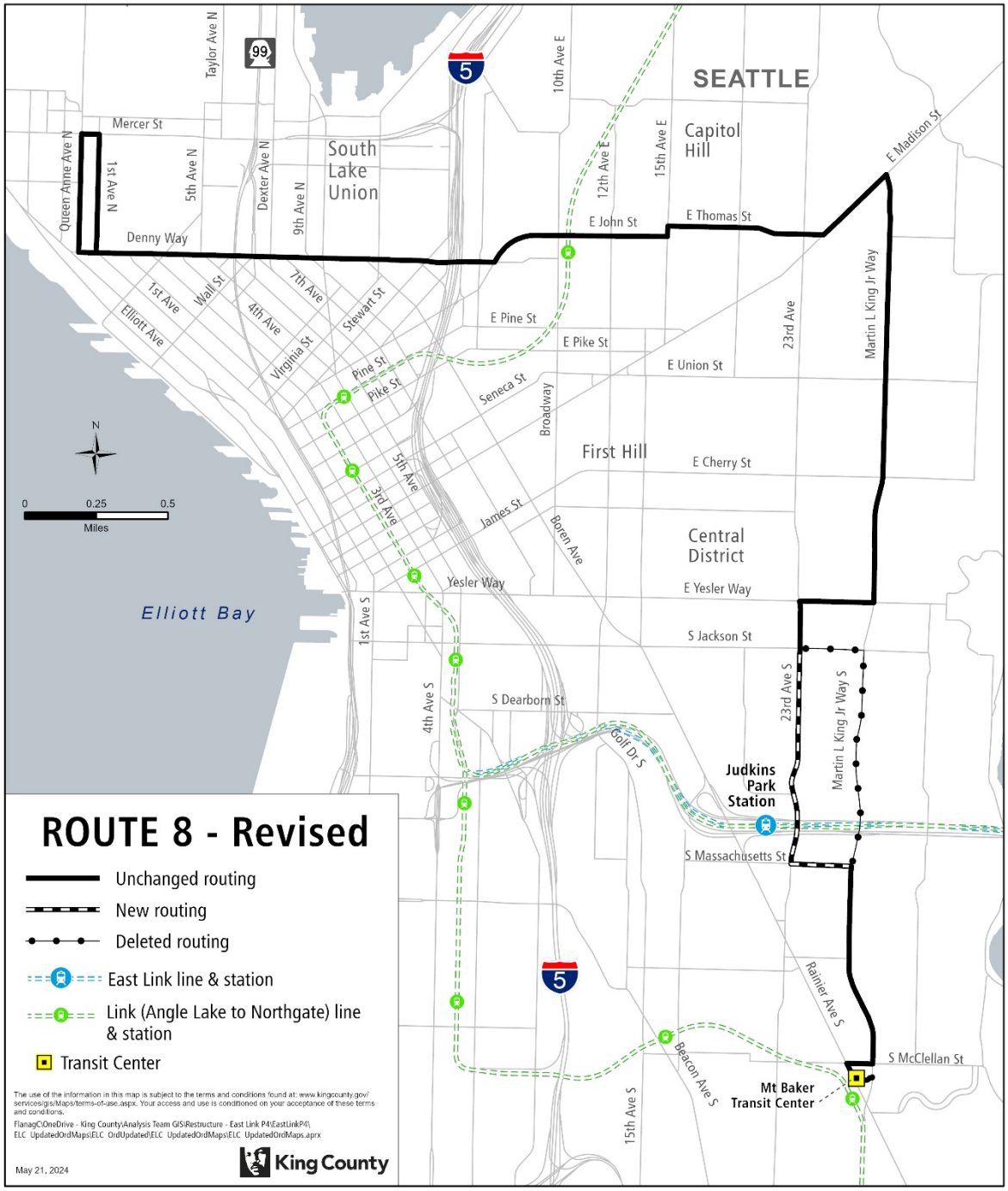
SERVICE CHANGE:
Revise Route 8 to connect with Judkins Hill Station via 23rd Avenue South.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 10-15 min | 15 min | 15 min | 15 min | 30 min | 20 min | 30 min |
| **Proposed** | 10-15 min | 15 min | 15 min | 15 min | 30 min | 20 min | 30 min |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **Current** | 5 AM–12:30 AM | 5:30 AM–12:30 AM | 6:00 AM–12:30 AM |
| **Proposed** | 5 AM–12:30 AM | 5:30 AM–12:30 AM | 5:30 AM–12:30 AM |


ROUTE 8 - Revised
Unchanged routing
New routing
Deleted routing
East Link line & station
Link (Angle Lake to Northgate) line & station
Transit Center
SEATTLE
Capitol Hill
South Lake Union
First Hill
Central District
Elliott Bay
Judkins Park Station
Mt Baker Transit Center
Mercer St
Denny Way
E John St
E Thomas St
E Madison St
E Pine St
E Pike St
E Union St
E Cherry St
E Yesler Way
S Jackson St
S Dearborn St
S Massachusetts St
S McClellan St
Yesler Way
James St
Seneca St
Pine St
Pike St
Broadway
Boren Ave
Golf Dr S
Rainier Ave S
Beacon Ave S
15th Ave S
Taylor Ave N
Queen Anne Ave N
1st Ave N
5th Ave N
Dexter Ave N
9th Ave N
10th Ave E
12th Ave E
15th Ave E
23rd Ave
Martin L King Jr Way
Martin L King Jr Way S
23rd Ave S
1st Ave
Wall St
Elliott Ave
4th Ave
7th Ave
Stewart St
Virginia St
5th Ave
3rd Ave
1st Ave S
4th Ave S
N
0 0.25 0.5
Miles
The use of the information in this map is subject to the terms and conditions found at: www.kingcounty.gov/services/gis/Maps/terms-of-use.aspx. Your access and use is conditioned on your acceptance of these terms and conditions.
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May 21, 2024
King County

Route: 111 (revise)

OBJECTIVES:
Revise service on Route 111 to terminate at the South Bellevue Link Station, no longer serve downtown Seattle, and operate all-day, all-week to provide new connections and better all-day transit service levels in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Easy to Understand*
    - A simple transit network is easier for riders to understand and use than a complex network.
    - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
    - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.

IMPACTED SERVICE AREA:
Lake Kathleen, Renton Highlands, Kennydale, Newport Hills, South Bellevue, downtown Seattle

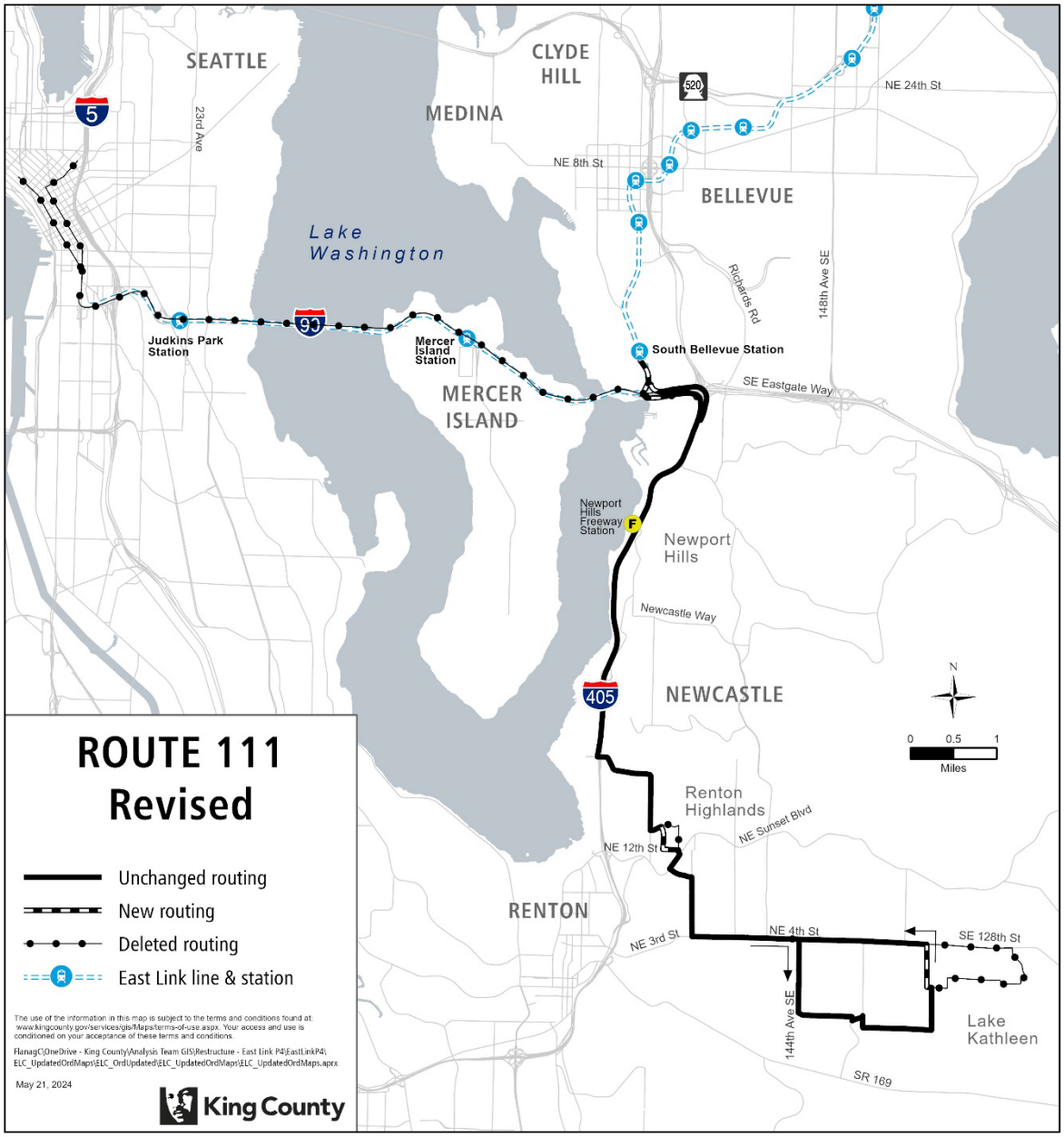
SERVICE CHANGE:
Revise Route 111 to serve South Bellevue Station.

**Frequency:**

| | | Weekday | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 20 min | - | - | - | - | - | - |
| **Proposed** | 15 min | 30 min | 30 min | 30 min | 30 min | 30 min | 30 min |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | 5:15 AM–7:30 AM, 3:30–6:00 PM | - | - |
| **Proposed** | 5:15 AM–9:00 PM | 7:00 AM–8:00 PM | 8:00 AM–7:00 PM |


SEATTLE
CLYDE HILL
MEDINA
BELLEVUE
Lake Washington
MERCER ISLAND
NEWCASTLE
Newport Hills
Renton Highlands
RENTON
Lake Kathleen
23rd Ave
NE 24th St
NE 8th St
Richards Rd
148th Ave SE
SE Eastgate Way
Newcastle Way
NE Sunset Blvd
NE 12th St
NE 3rd St
NE 4th St
SE 128th St
144th Ave SE
SR 169
Judkins Park Station
Mercer Island Station
South Bellevue Station
Newport Hills Freeway Station
5
90
520
405
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Miles
ROUTE 111
Revised
Unchanged routing
New routing
Deleted routing
East Link line & station
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May 21, 2024
King County

Route: 114 (delete)

OBJECTIVES:
Restructure service to provide better all-day transit service levels in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines. Replacement service for Route 114 will be provided by the Route 240 and Link light rail. This route is currently suspended.

*Strategic Plan Strategies*

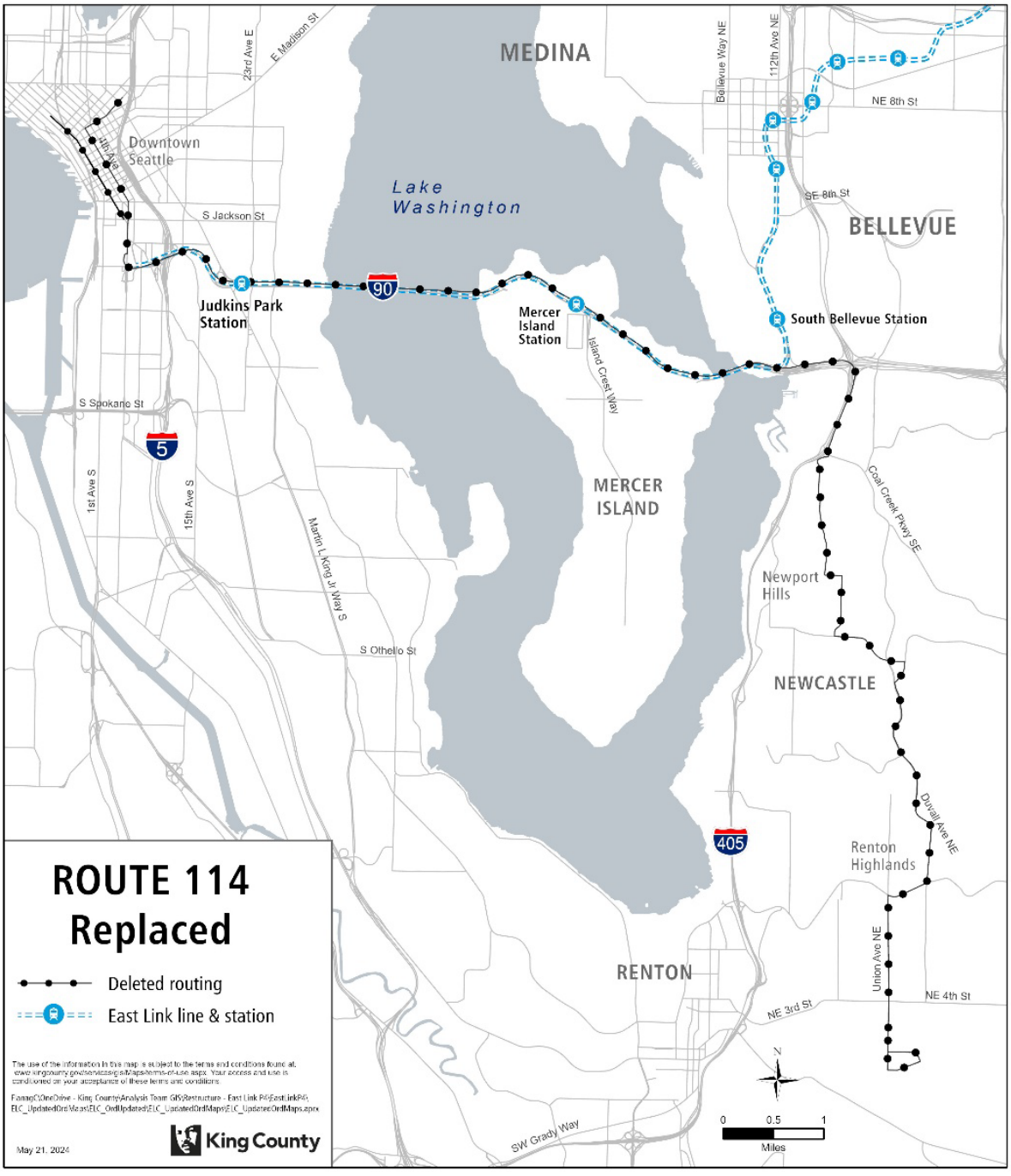
- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.

IMPACTED SERVICE AREA:
Renton, Newcastle, Newport Hills, Eastgate, and downtown Seattle

SERVICE CHANGE:
Delete Route 114. Alternative service will be provided by Route 240. Route 114 was suspended in 2020.


MEDINA
Lake Washington
Downtown Seattle
BELLEVUE
MERCER ISLAND
NEWCASTLE
RENTON
Renton Highlands
Newport Hills
Judkins Park Station
Mercer Island Station
South Bellevue Station
S Jackson St
S Spokane St
E Madison St
23rd Ave E
1st Ave S
15th Ave S
Martin L King Jr Way S
S Othello St
Island Crest Way
Bellevue Way NE
112th Ave NE
NE 8th St
SE 8th St
Coal Creek Pkwy SE
Duvall Ave NE
Union Ave NE
NE 4th St
NE 3rd St
SW Grady Way
5
90
405
ROUTE 114
Replaced
Deleted routing
East Link line & station
May 21, 2024
King County
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Miles

Route: 167 (delete)

OBJECTIVES:
Restructure service to reduce duplication in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines. Replacement service for Route 167 will be provided by Routes 111, 240 and 270. This route is currently suspended.

*Strategic Plan Strategies*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

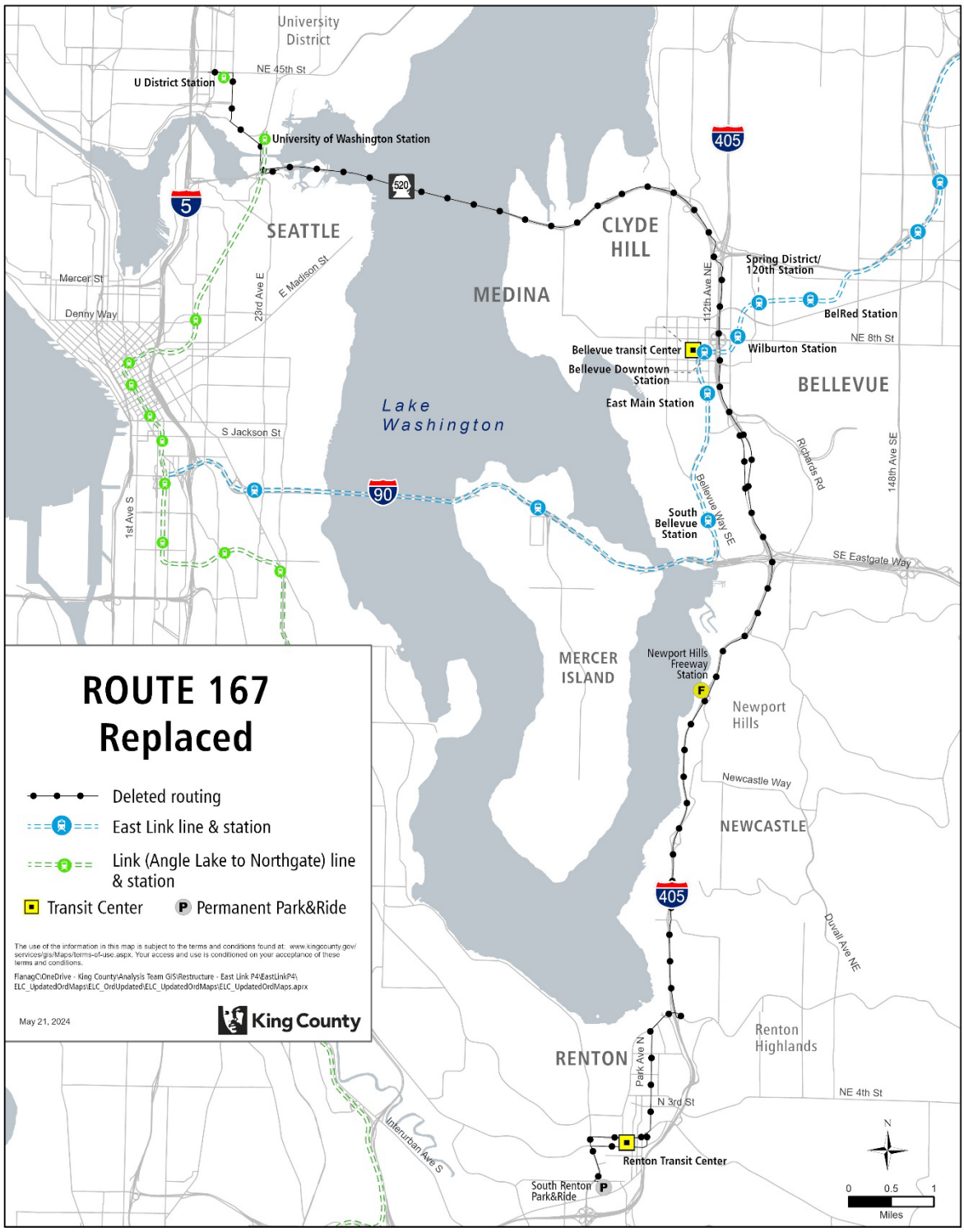
*Service Guidelines:*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
    - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.

IMPACTED SERVICE AREA:
Renton, Newcastle, Bellevue, Clyde Hill, and the University District

SERVICE CHANGE:
Delete Route 167. Alternative service will be provided by Routes 111, 240, 270, and Link light rail. Route 111 will replace the service lost between the Eastgate Park-and-Ride and Renton Highlands. Route 240 will replace service between Renton Highlands and the Renton Transit Center. Route 270 will

provide alternative services between the University District and downtown Bellevue. Route 167 was suspended in 2023.



Route: 200 (delete)

OBJECTIVES:
Restructure service to provide better all-day transit service levels in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines. Replacement service for Route 200 will be provided by the Route 203 and proposed revised ST 554. This route is currently suspended.

*Strategic Plan Strategies*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

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    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
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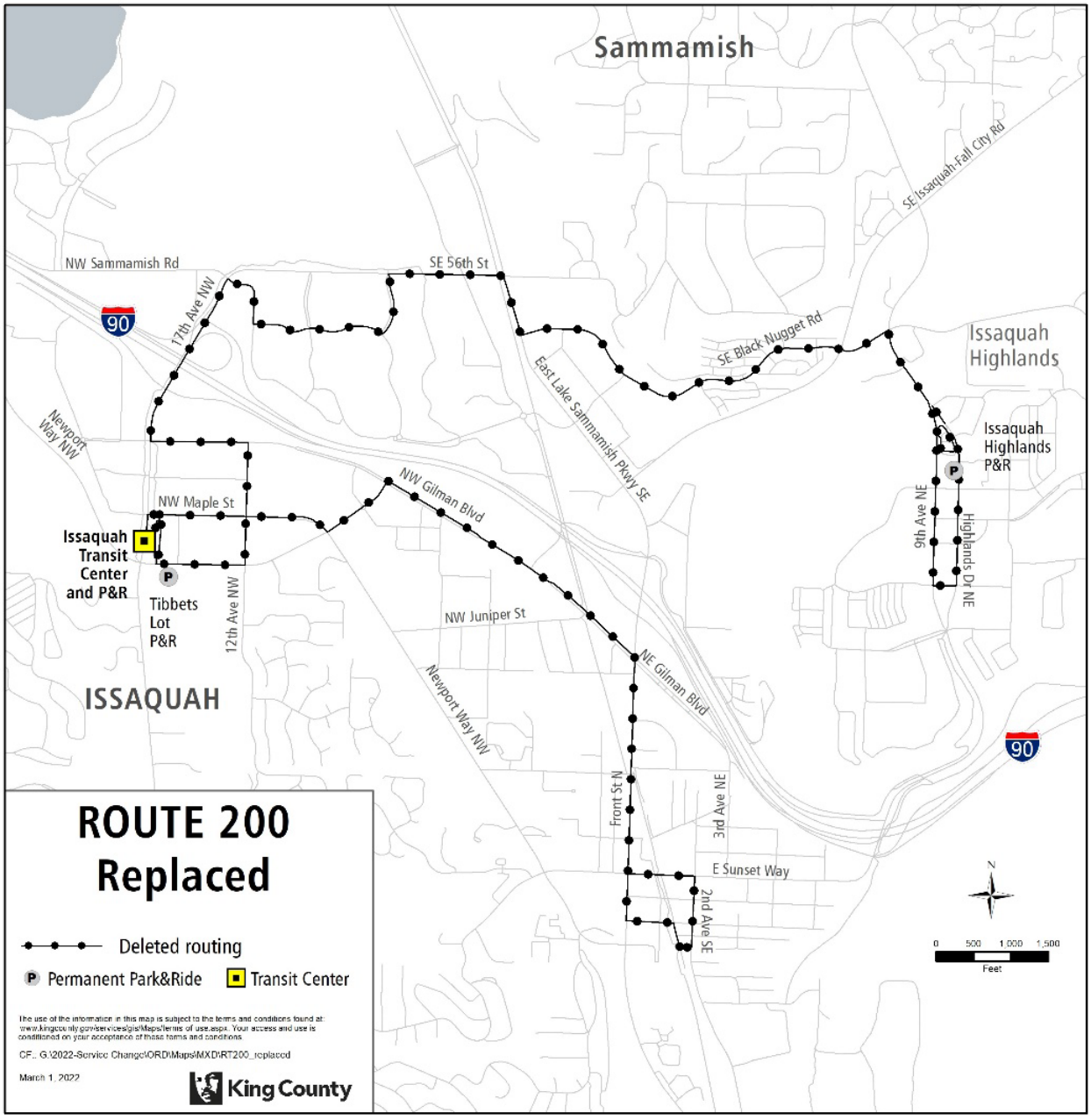
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.

IMPACTED SERVICE AREA:
Issaquah

SERVICE CHANGE:
Delete Route 200. Alternative service will be provided by the Routes 203 and proposed revised ST 554. Route 200 was suspended in 2020.


Sammamish
SE Issaquah Fall City Rd
NW Sammamish Rd
SE 56th St
17th Ave NW
90
SE Black Nugget Rd
Issaquah Highlands
East Lake Sammamish Pkwy SE
Issaquah Highlands P&R
Newport Way NW
NW Gilman Blvd
NW Maple St
9th Ave NE
Highlands Dr NE
Issaquah Transit Center and P&R
Tibbets Lot P&R
12th Ave NW
NW Juniper St
NE Gilman Blvd
Newport Way NW
ISSAQUAH
Front St N
3rd Ave NE
E Sunset Way
2nd Ave SE
90
ROUTE 200
Replaced
Deleted routing
Permanent Park&Ride
Transit Center
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CF:_G:\2022-Service Change\ORD\Maps\MXD\RT200_replaced
March 1, 2022
King County
N
0 500 1,000 1,500
Feet

Route: 203 (new)

OBJECTIVES:
Create new route that serves Issaquah Highlands, north Issaquah, Issaquah Transit Center, Newport Way, Factoria, and South Bellevue Station to leverage high-capacity transit investments and provide new connections in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
- *Easy to Understand*
    - A simple transit network is easier for riders to understand and use than a complex network.
    - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
    - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.

IMPACTED SERVICE AREA:
Issaquah Highlands, north Issaquah, Issaquah Transit Center, Newport Way, Factoria, South Bellevue Station

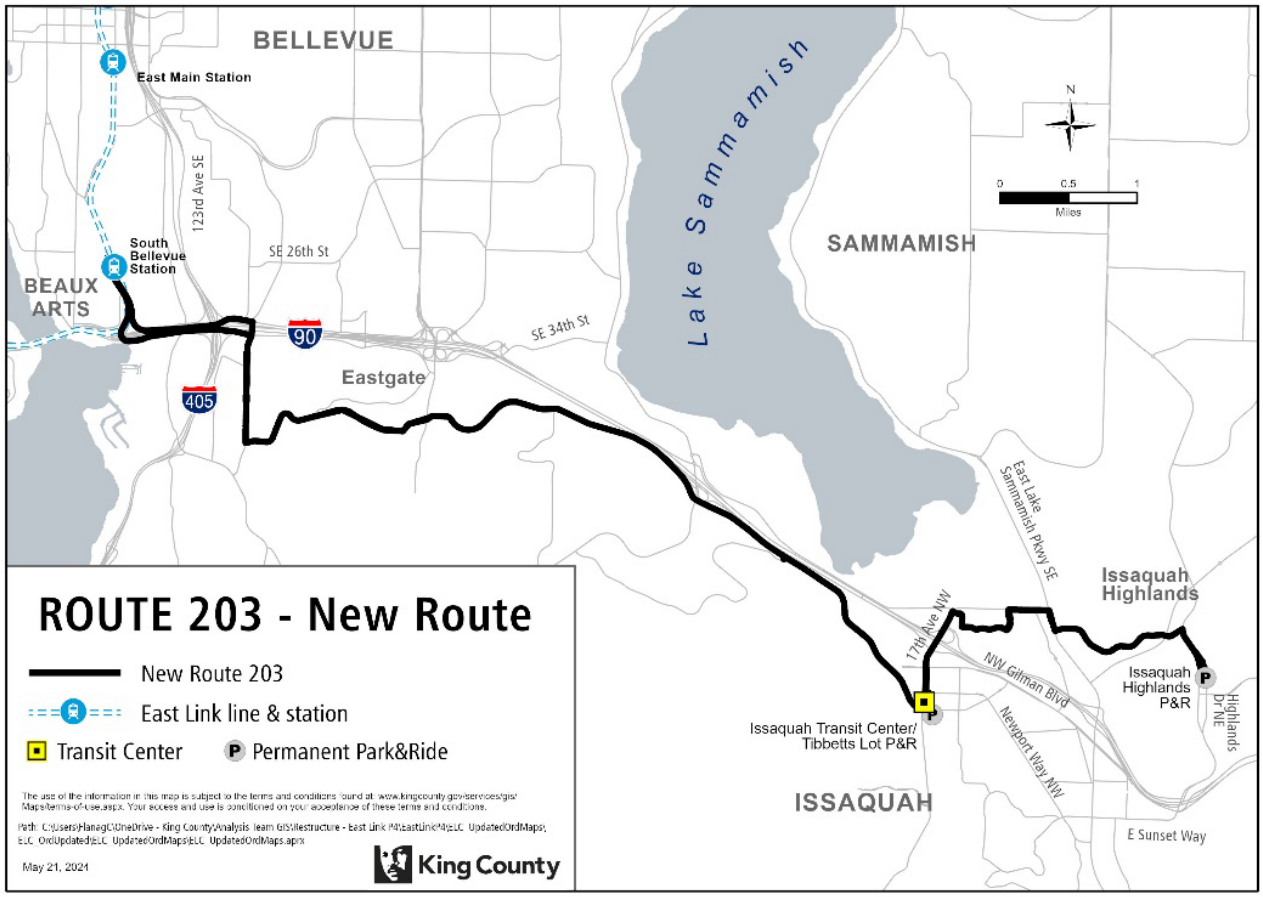
SERVICE CHANGE:
Implement new Route 203 which provides service between Issaquah Highlands and South Bellevue Station via Newport Way and Factoria.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | - | - | - | - | - | - | - |
| **Proposed** | 30 min | 30 min | 30-60 min | 30 min | 30 min | 30 min | 30 min |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | - | - | - |
| **Proposed** | 5:00 AM–11:45 PM | 7:45 AM–8:15 PM | 7:45 AM–8:15 PM |


BELLEVUE
East Main Station
123rd Ave SE
South Bellevue Station
SE 26th St
BEAUX ARTS
90
405
SE 34th St
Eastgate
Lake Sammamish
SAMMAMISH
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East Lake Sammamish Pkwy SE
Issaquah Highlands
17th Ave NW
NW Gilman Blvd
Issaquah Highlands P&R
Highlands Dr NE
Issaquah Transit Center/ Tibbetts Lot P&R
Newport Way NW
ISSAQUAH
E Sunset Way
ROUTE 203 - New Route
New Route 203
East Link line & station
Transit Center
Permanent Park&Ride
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Path: C:\Users\HanegC\OneDrive - King County\Analysis Team GIS\Restructure - East Link Pkt\EastLinkPkt\LC_UpdatedOrdMaps\LC_OrdUpdated\LC_UpdatedOrdMaps\LC_UpdatedOrdMaps.aprx
May 21, 2024
King County

Route: 204 (revise)

OBJECTIVES:
Revise service on Route 204 to operate on Sundays and to provide better all-day transit service levels, leverage high-capacity transit investments, and match service levels to ridership demand in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
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    - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
    - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.

IMPACTED SERVICE AREA:
Mercer Village, Mercer Island Station

SERVICE CHANGE:
Add Sunday service on Route 204.

**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 30 min | 60 min | - | 60 min | 60 min | - | - |
| **Proposed** | 30 min | 60 min | - | 60 min | 60 min | 60 min | 60 min |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | 6:00 AM–7:00 PM | 9:00 AM–6:30 PM | - |
| **Proposed** | 6:00 AM–7:00 PM | 9:00 AM–6:00 PM | 9:00 AM–6:00 PM |

Route: 208 (delete)

OBJECTIVES:
Restructure service to provide better all-day transit service levels, leverage high-capacity transit investments, and provide new connections in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines. Replacement service for Route 208 will be provided by the new Route 215.

*Strategic Plan Strategies:*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.

IMPACTED SERVICE AREA:
North Bend, Snoqualmie, and Issaquah

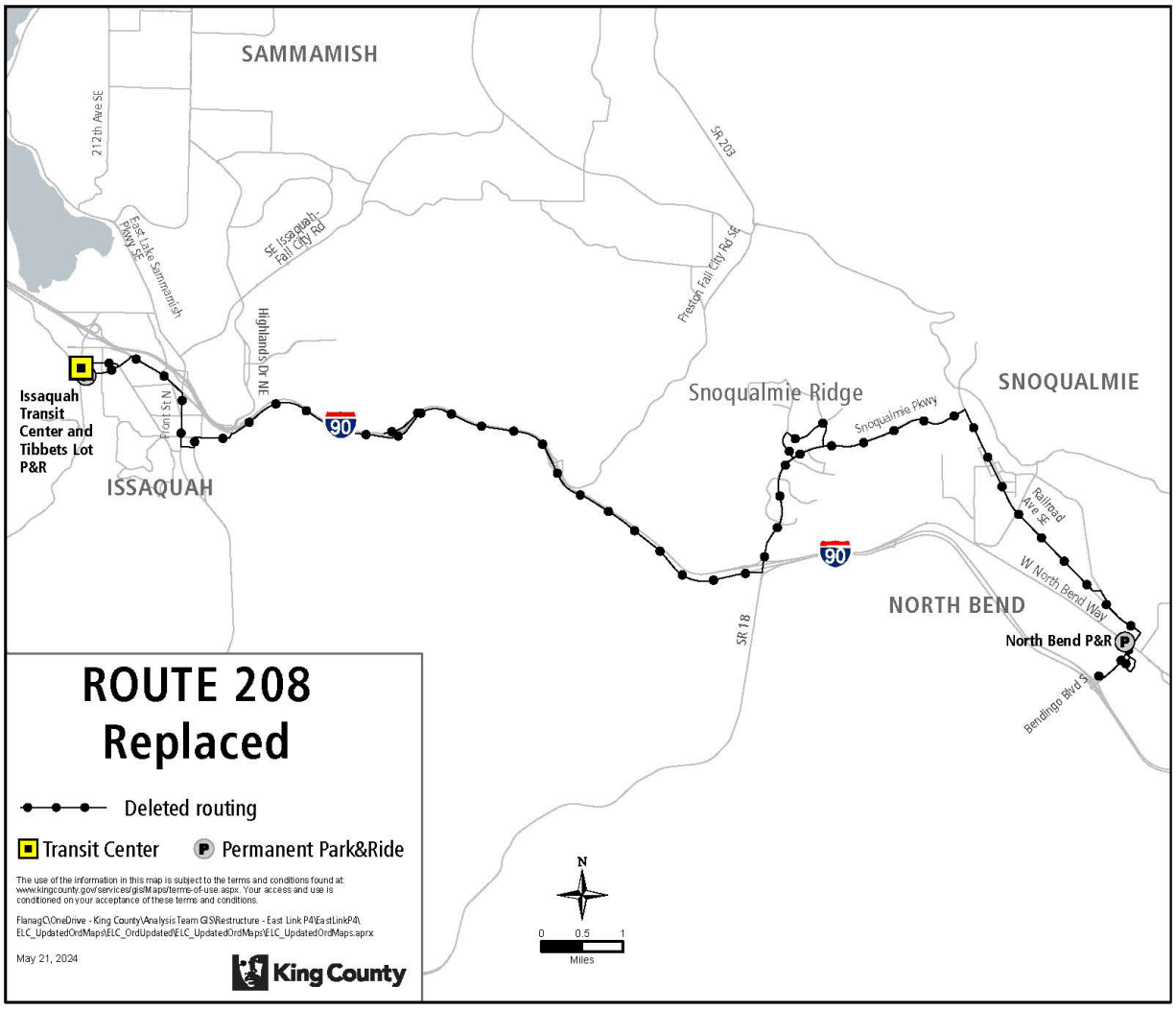
SERVICE CHANGE:
Delete Route 208. Alternative service will be provided by the new Route 215.

**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 90 min | 125 min | - | 130 min | - | - | - |
| **Proposed** | - | - | - | - | - | - | - |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | 5:00 AM–8:30 PM | 7:00 AM–9:45 PM | - |
| **Proposed** | - | - | - |


SAMMAMISH
212th Ave SE
East Lake Sammamish Pkwy SE
SE Issaquah-Fall City Rd
SR 203
Preston-Fall City Rd SE
Highlands Dr NE
Issaquah Transit Center and Tibbets Lot P&R
NW Gilman Blvd
ISSAQUAH
90
Snoqualmie Ridge
Snoqualmie Pkwy
SNOQUALMIE
Railroad Ave SE
W North Bend Way
NORTH BEND
North Bend P&R
SR 18
Bendigo Blvd S
ROUTE 208
Replaced
Deleted routing
Transit Center
Permanent Park&Ride
The use of the information in this map is subject to the terms and conditions found at: www.kingcounty.gov/services/gis/Maps/terms-of-use.aspx. Your access and use is conditioned on your acceptance of these terms and conditions.
FlanagC\OneDrive - King County\Analysis Team GIS\Restructure - East Link P4\EastLinkP4\ELC_UpdatedOrdMaps\ELC_OrdUpdated\ELC_UpdatedOrdMaps\ELC_UpdatedOrdMaps.aprx
May 21, 2024
King County
N
0 0.5 1
Miles

Route: 212 (delete)

OBJECTIVES:
Restructure service to provide better all-day service levels in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines. Replacement service for Route 212 will be provided by Routes 215, 218, 226, 269, and Link light rail.

*Strategic Plan Strategies*

- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
- *Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.

IMPACTED SERVICE AREA:
Eastgate, downtown Seattle

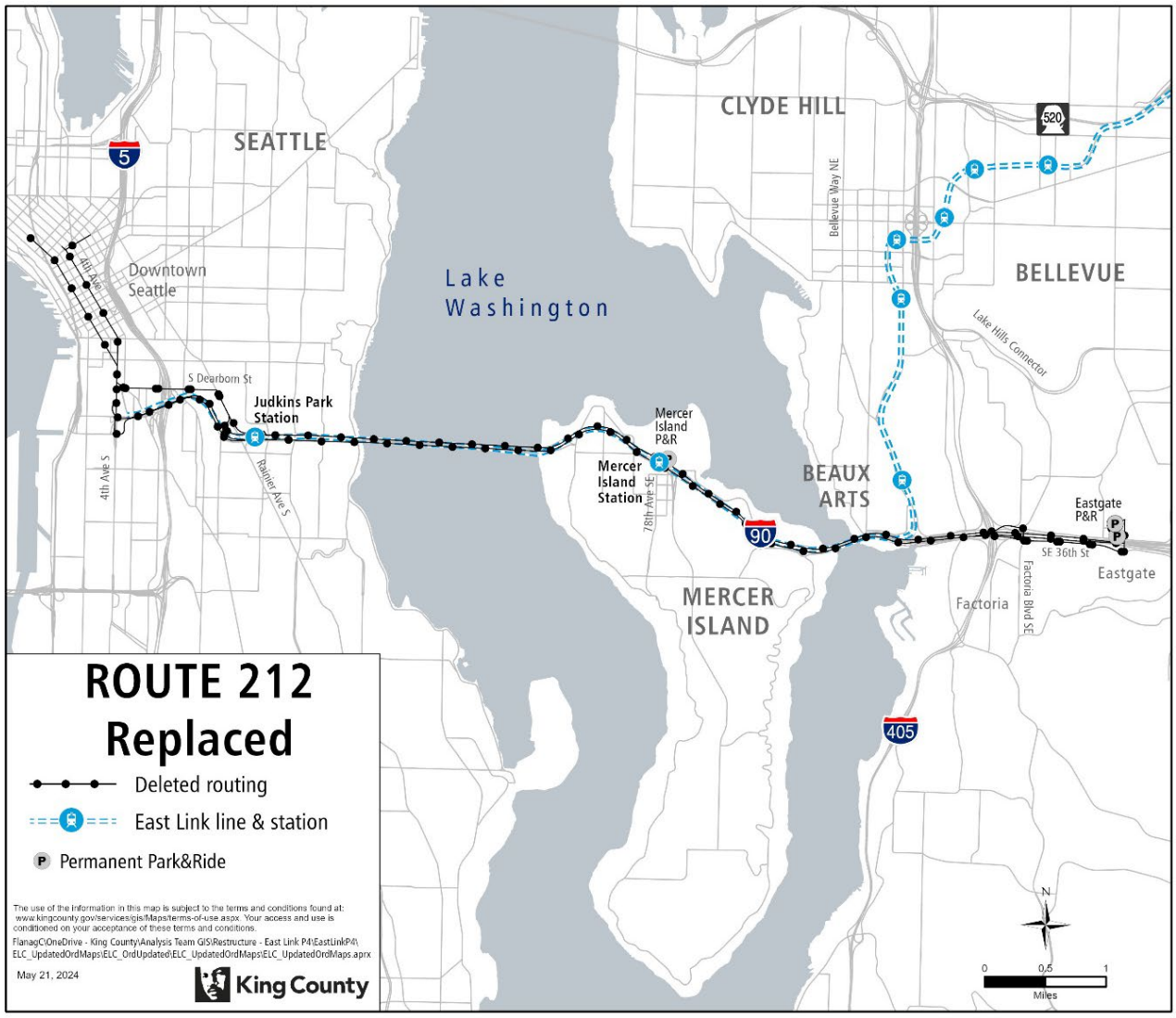
SERVICE CHANGE:
Delete Route 212. Alternative service will be provided by Routes 215, 218, 226, 269, and Link light rail.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 20-30 min | - | - | - | - | - | - |
| **Proposed** | - | - | - | - | - | - | - |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **Current** | 6:00 AM–10:00 AM,<br>3:20 PM–7:20 PM | - | - |
| **Proposed** | - | - | - |


SEATTLE
CLYDE HILL
BELLEVUE
Lake Washington
Downtown Seattle
4th Ave
Bellevue Way NE
Lake Hills Connector
S Dearborn St
Judkins Park Station
Rainier Ave S
4th Ave S
Mercer Island P&R
Mercer Island Station
78th Ave SE
BEAUX ARTS
MERCER ISLAND
Eastgate P&R
SE 36th St
Eastgate
Factoria
Factoria Blvd SE
5
520
90
405
ROUTE 212
Replaced
Deleted routing
East Link line & station
Permanent Park&Ride
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FlanagC\OneDrive - King County\Analysis Team GIS\Restructure - East Link P4\EastLinkP4\ELC_UpdatedOrdMaps\ELC_OrdUpdated\ELC_UpdatedOrdMaps\ELC_UpdatedOrdMaps.aprx
May 21, 2024
King County
N
0
0.5
1
Miles

Route: 214 (delete)

OBJECTIVES:
Restructure service to leverage high-capacity transit investments and reduce duplication in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines. Replacement service for Route 214 will be provided by Routes 203, proposed revised ST 554, and Link light rail. This route is currently suspended.

*Strategic Plan Strategies*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
    - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.

IMPACTED SERVICE AREA:
Issaquah Transit Center, downtown Issaquah, downtown Seattle

SERVICE CHANGE:
Delete Route 214. Route 214 was suspended in 2023. Alternative service will be provided by Routes 203, proposed revised ST 554, and Link light rail. Route 203 will provide service between the Issaquah Transit Center and South Bellevue Link Station. Proposed revised ST 554 will provide service between Issaquah and South Bellevue Link Station. Link light rail will provide service between South Bellevue Station and downtown Seattle.

ROUTE 214
Replaced
Deleted routing
East Link line & station
Transit Center
Permanent Park&Ride
May 21, 2024
King County
SEATTLE
Denny Way
Downtown Seattle
S Jackson St
Lake Washington
NE 8th St
BELLEVUE
Lake Sammamish
SAMMAMISH
Judkins Park Station
Mercer Island P&R
Mercer Island Station
BEAUX ARTS
South Bellevue Station
MERCER ISLAND
Issaquah Transit Center & Tibbets Lot P&R
ISSAQUAH
NW Sammamish Rd
Miles

Route: 215 (new)

OBJECTIVES:
Create new route that serves North Bend, Snoqualmie, Issaquah Highlands, Eastgate and Mercer Island Station to provide better all-day transit service levels, leverage high-capacity transit investments, and provide new connections in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
- *Easy to Understand*
    - A simple transit network is easier for riders to understand and use than a complex network.
    - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
    - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.

IMPACTED SERVICE AREA:
North Bend, Snoqualmie, Issaquah Highlands, Eastgate, Mercer Island

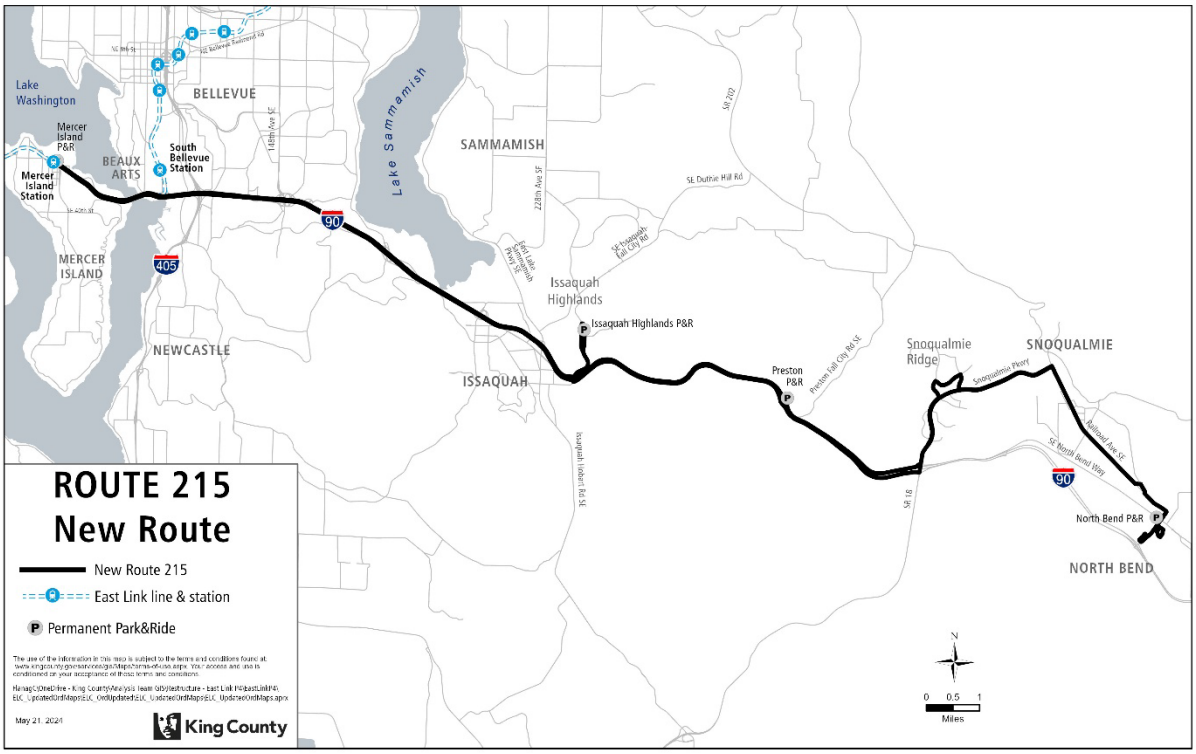
SERVICE CHANGE:
Implement new Route 215 which provides service between North Bend and Mercer Island Station. On weekdays, Route 215 will operate approximately every 30 minutes between Issaquah and Mercer Island and every 90 minutes between North Bend and Mercer Island. On weekends, Route 215 will operate approximately every 30 minutes between Issaquah and Mercer Island and every 90 minutes between North Bend and Mercer Island.

**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | - | - | - | - | - | - | - |
| **Proposed** | 30/90 min | 30/90 min | 30/90 min | 30/90 min | 30/90 min | 30/90 min | 30/90 min |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | - | - | - |
| **Proposed** | 5:30 AM–7:45 PM | 8:00 AM–7:30 PM | 8:00 AM–7:30 PM |


ROUTE 215
New Route
New Route 215
East Link line & station
Permanent Park&Ride
May 21, 2024
King County
Lake Washington
BELLEVUE
Mercer Island P&R
Mercer Island Station
South Bellevue Station
BEAUX ARTS
MERCER ISLAND
NEWCASTLE
Lake Sammamish
SAMMAMISH
Issaquah Highlands
Issaquah Highlands P&R
ISSAQUAH
Preston P&R
Snoqualmie Ridge
SNOQUALMIE
North Bend P&R
NORTH BEND
90
405
0 0.5 1
Miles

Route: 216 (delete)

OBJECTIVES:
Restructure service to provide better all-day transit service levels in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines. Replacement service for Route 216 will be provided by the new Route 215, Route 269, and the Link light rail. This route is currently suspended.

*Strategic Plan Strategies*

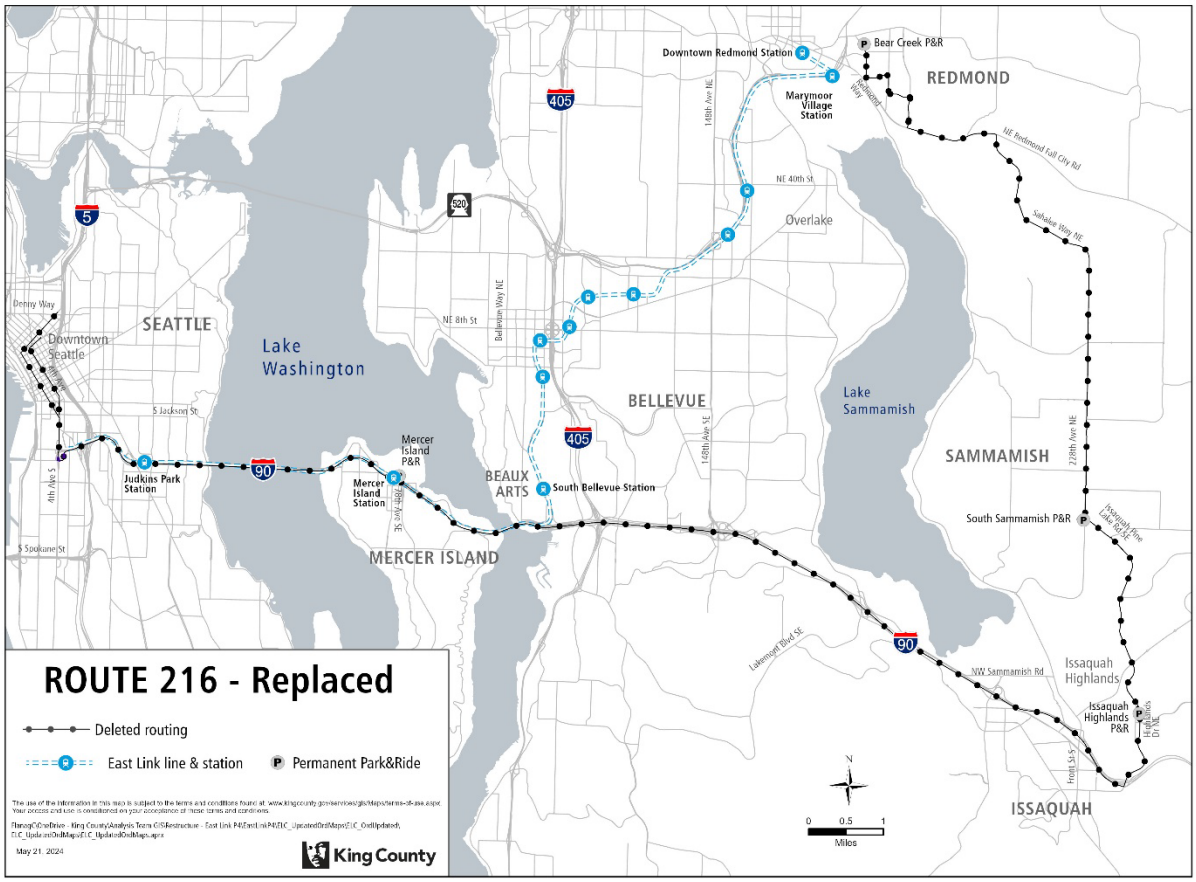
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
    - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.

IMPACTED SERVICE AREA:
Sammamish, Issaquah Highlands, Eastgate, Mercer Island and downtown Seattle

SERVICE CHANGE:
Delete Route 216. Alternative service will be provided by Routes 215, 269, and Link light rail. The Routes 215 and 269 will replace the service between Mercer Island Station and Sammamish. Link light rail will provide alternative service between Mercer Island Station and downtown Seattle. Route 216 was suspended in 2023.


ROUTE 216 - Replaced
Deleted routing
East Link line & station
Permanent Park&Ride
May 21, 2024
King County
Downtown Redmond Station
Bear Creek P&R
REDMOND
Marymoor Village Station
NE 40th St
Overlake
Lake Washington
SEATTLE
Downtown Seattle
Denny Way
NE 8th St
BELLEVUE
Lake Sammamish
SAMMAMISH
Judkins Park Station
Mercer Island P&R
Mercer Island Station
BEAUX ARTS
South Bellevue Station
South Sammamish P&R
MERCER ISLAND
Issaquah Highlands
Issaquah Highlands P&R
ISSAQUAH
NW Sammamish Rd
Lakemont Blvd SE
Front St S
0 0.5 1
Miles

Route: 217 (delete)

OBJECTIVES:
Restructure service to provide better all-day transit service levels in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines. Replacement service for Route 217 will be provided by the new Route 203 and the Link light rail. This route is currently suspended.

*Strategic Plan Strategies*

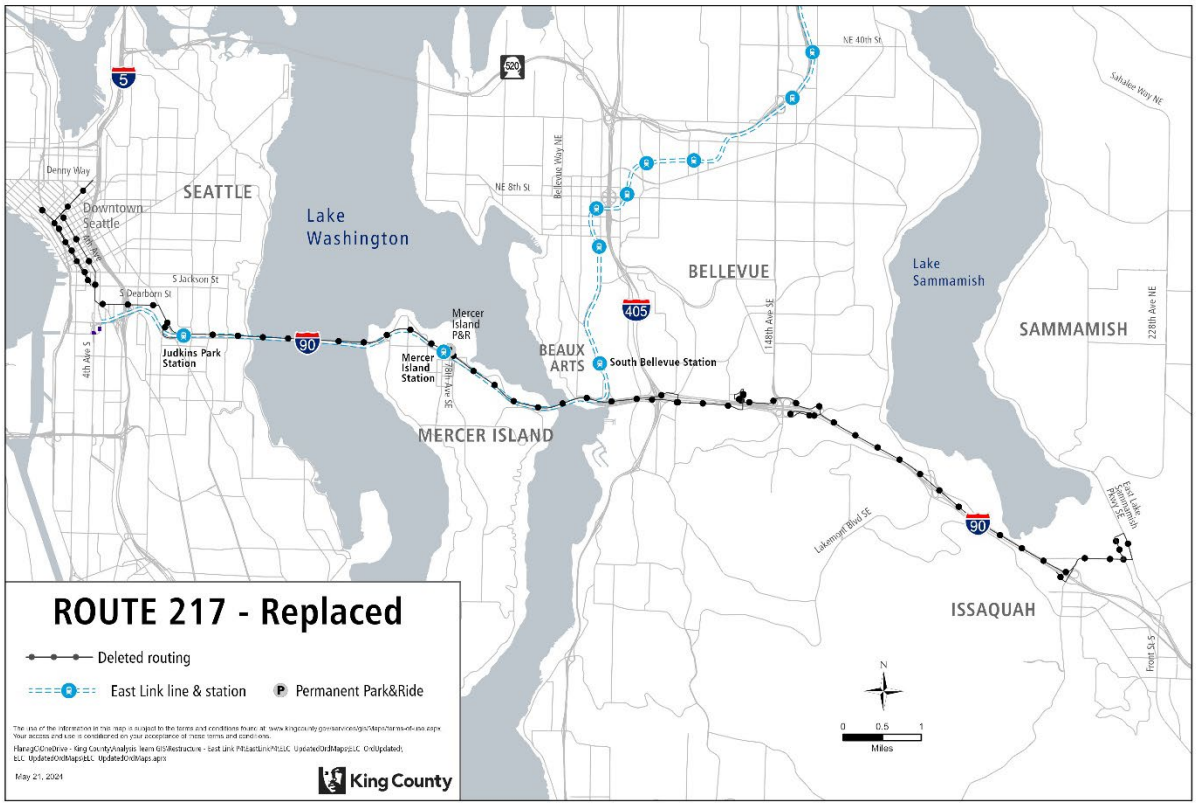
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
    - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.

IMPACTED SERVICE AREA:
North Issaquah, Eastgate, and downtown Seattle

SERVICE CHANGE:
Delete Route 217. Alternative service will be provided by the Route 203 and the Link light rail. Route 217 was suspended in 2023.


ROUTE 217 - Replaced
Deleted routing
East Link line & station
Permanent Park&Ride
May 21, 2021
King County
SEATTLE
Downtown Seattle
Lake Washington
BELLEVUE
Lake Sammamish
SAMMAMISH
MERCER ISLAND
BEAUX ARTS
ISSAQUAH
Judkins Park Station
Mercer Island Station
Mercer Island P&R
South Bellevue Station
Denny Way
S Jackson St
S Dearborn St
NE 8th St
NE 40th St
Sahalee Way NE
Bellevue Way NE
148th Ave SE
228th Ave NE
Lakemont Blvd SE
Front St S
Miles

Route: 218 (revise)

OBJECTIVES:
Revise service on Route 218 to serve Issaquah Highlands, Eastgate and Mercer Island Station and to leverage high-capacity transit investments, provide new connections, and match service levels to ridership demand in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*

- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Improve speed and reliability consistent with Metro Connects.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
  - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
- *Easy to Understand*
  - A simple transit network is easier for riders to understand and use than a complex network.
  - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
  - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.

IMPACTED SERVICE AREA:
Issaquah Highlands, Eastgate, Mercer Island Station and downtown Seattle

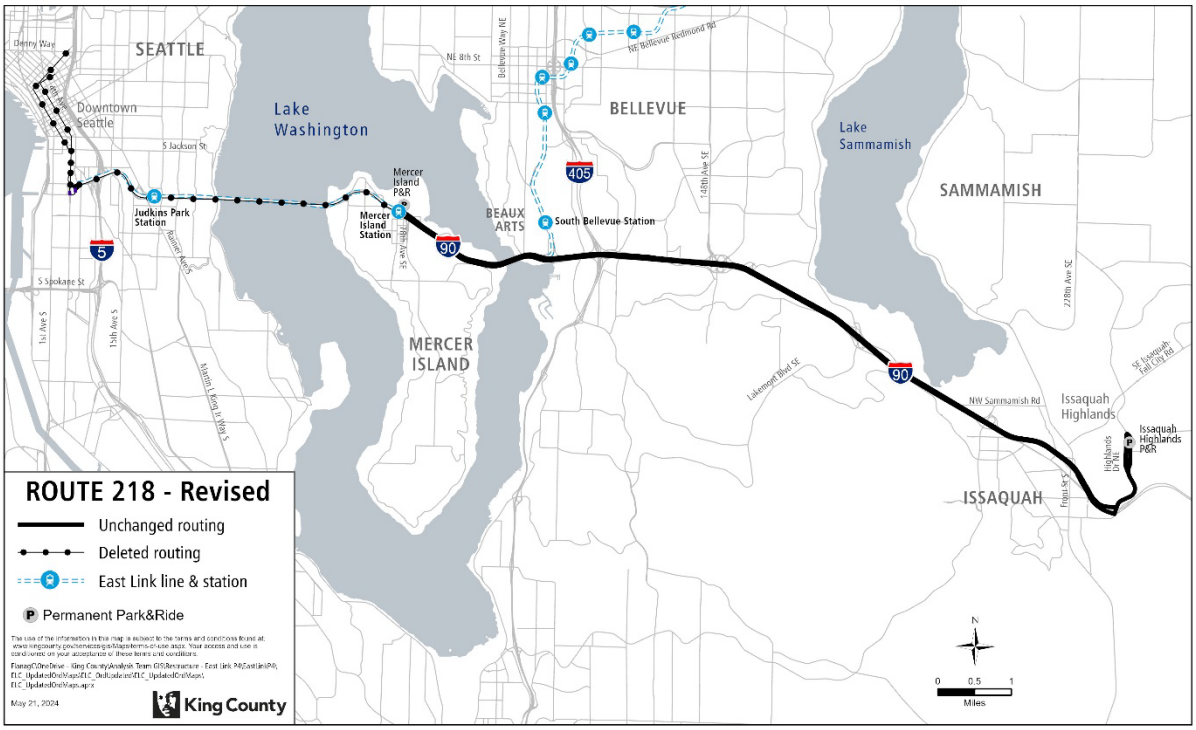
SERVICE CHANGE:
Revise Route 218 to serve Mercer Island Station. On weekdays, Route 218 will operate in the peak-direction.

**Frequency:**

| | | **Weekday** | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 20-50 min | - | - | - | - | - | - |
| **Proposed** | 30 min | - | - | - | - | - | - |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | 6:15-8:00 AM, 3:45-6:30 PM | - | - |
| **Proposed** | 5:30-9:00 AM, 4:15-7:15 PM | - | - |


SEATTLE
Downtown Seattle
Lake Washington
BELLEVUE
Lake Sammamish
SAMMAMISH
MERCER ISLAND
BEAUX ARTS
ISSAQUAH
Issaquah Highlands
Judkins Park Station
Mercer Island Station
Mercer Island P&R
South Bellevue Station
Issaquah Highlands P&R
ROUTE 218 - Revised
Unchanged routing
Deleted routing
East Link line & station
Permanent Park&Ride
May 21, 2024
King County
N
0 0.5 1
Miles

Route: 219 (delete)

OBJECTIVES:
Replacement service for Route 219 will be provided by the new Route 215, revised Route 269 and the Link light rail. Restructure service to provide better all-day transit service levels in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines. This route is currently suspended.

*Strategic Plan Strategies*

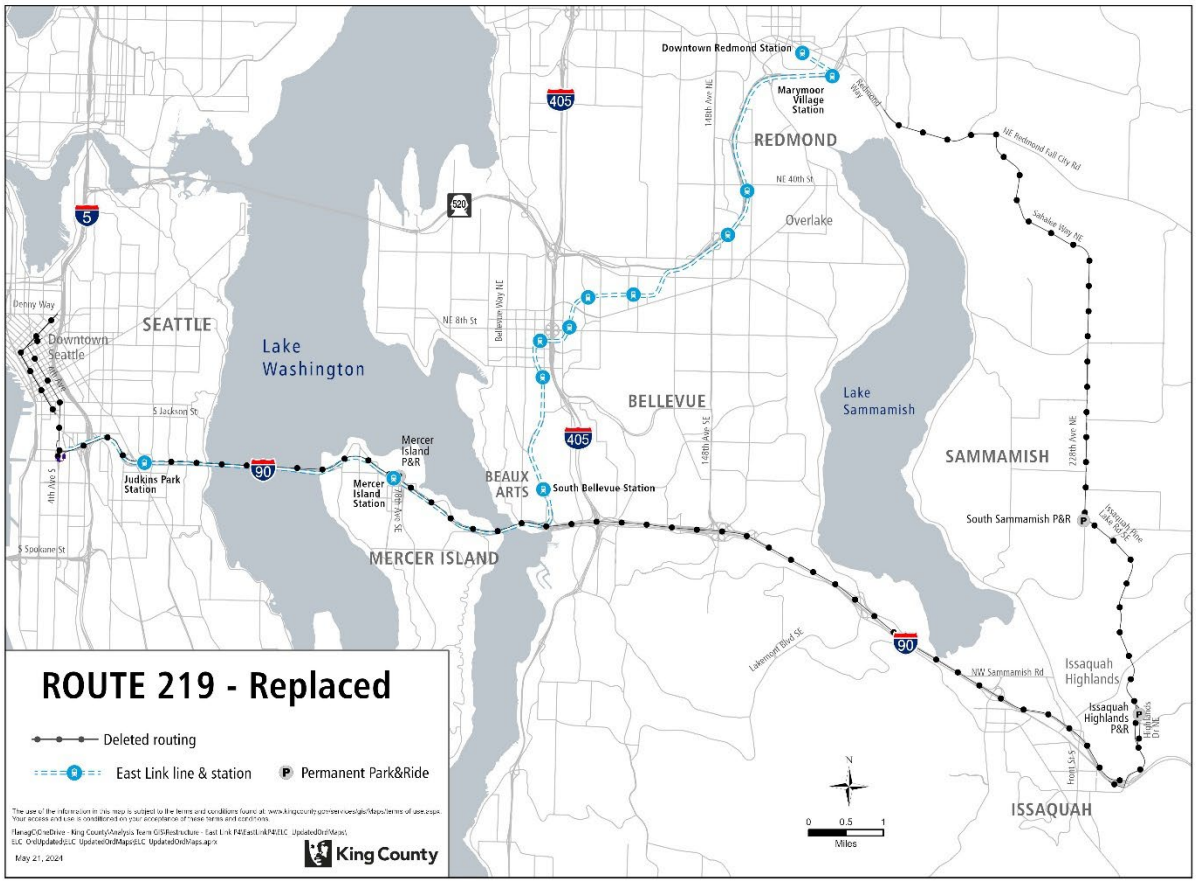
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
    - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.

IMPACTED SERVICE AREA:
Sammamish, Issaquah Highlands, Eastgate, Mercer Island, and downtown Seattle

SERVICE CHANGE:
Delete Route 219. Alternative service will be provided by new Route 215, revised Route 269 and Link light rail. The Routes 215 and 269 will replace the service between Mercer Island Station and Sammamish. Link light rail will provide alternative service between Mercer Island Station and downtown Seattle. Route 219 was suspended in 2020.


ROUTE 219 - Replaced
Deleted routing
East Link line & station
Permanent Park&Ride
May 21, 2024
King County
Downtown Redmond Station
Marymoor Village Station
REDMOND
Overlake
Lake Washington
SEATTLE
Downtown Seattle
BELLEVUE
Lake Sammamish
SAMMAMISH
South Sammamish P&R
Judkins Park Station
Mercer Island P&R
Mercer Island Station
BEAUX ARTS
South Bellevue Station
MERCER ISLAND
Issaquah Highlands
Issaquah Highlands P&R
ISSAQUAH
NE 40th St
NE 8th St
S Jackson St
S Spokane St
NW Sammamish Rd
Lakemont Blvd SE
Miles

Route: 220 (new)

OBJECTIVES:
Create new route that serves Eastgate, Lake Hills, and downtown Bellevue in order to leverage high-capacity transit investments in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
- *Easy to Understand*
    - A simple transit network is easier for riders to understand and use than a complex network.
    - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
    - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.

IMPACTED SERVICE AREA:
Eastgate, Lake Hills, downtown Bellevue

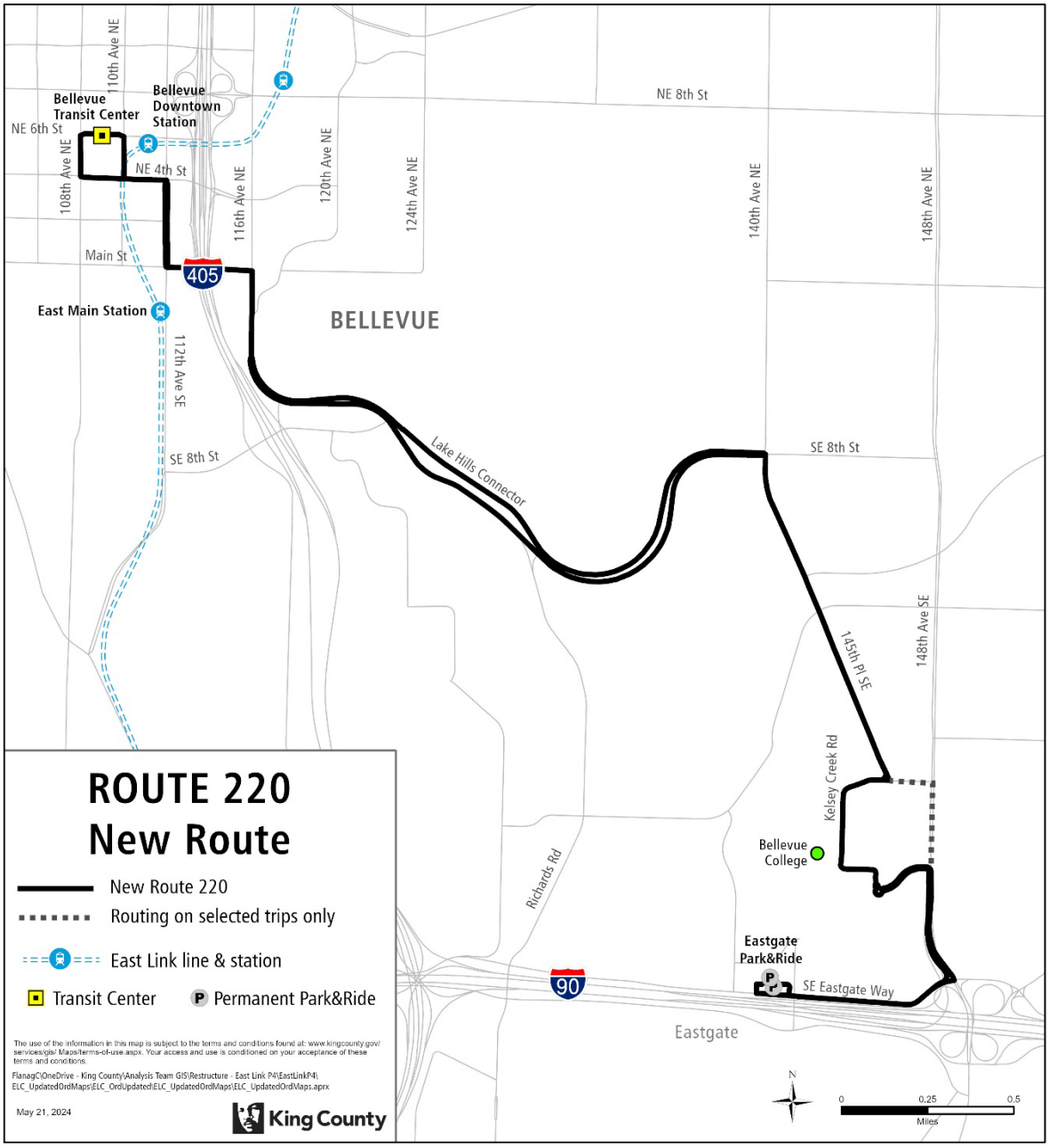
SERVICE CHANGE:
Implement new Route 220 which provides service between Eastgate, Lake Hills, and downtown Bellevue.

**Frequency:**

| | | **Weekday** | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | - | - | - | - | - | - | - |
| **Proposed** | 15 min | 15 min | 30 min | 30-60 min | 60 min | 30-60 min | 60 min |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | - | - | - |
| **Proposed** | 5:30 AM–12:00 AM | 7:00 AM–12:00 AM | 7:00 AM–12:00 AM |


ROUTE 220
New Route
New Route 220
Routing on selected trips only
East Link line & station
Transit Center
Permanent Park&Ride
The use of the information in this map is subject to the terms and conditions found at: www.kingcounty.gov/services/gis/Maps/terms-of-use.aspx. Your access and use is conditioned on your acceptance of these terms and conditions.
FlanagC\OneDrive - King County\Analysis Team GIS\Restructure - East Link P4\EastLinkP4\ELC_UpdatedOrdMaps\ELC_OrdUpdated\ELC_UpdatedOrdMaps\ELC_UpdatedOrdMaps.aprx
May 21, 2024
King County
Bellevue Transit Center
Bellevue Downtown Station
East Main Station
BELLEVUE
Eastgate
Bellevue College
Eastgate Park&Ride
NE 8th St
NE 6th St
NE 4th St
Main St
SE 8th St
SE Eastgate Way
Lake Hills Connector
Richards Rd
Kelsey Creek Rd
110th Ave NE
108th Ave NE
116th Ave NE
120th Ave NE
124th Ave NE
140th Ave NE
148th Ave NE
112th Ave SE
145th Pl SE
148th Ave SE
405
90
N
0
0.25
0.5
Miles

Route: 221 (delete)

OBJECTIVES:
Restructure service to provide better all-day transit service levels, leverage high-capacity transit investments, and provide new connections in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines. Replacement service for Route 221 will be provided by the new Routes 222 and 223, and revised Route 226.

*Strategic Plan Strategies*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
- *Easy to Understand*
    - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.
- *Route Spacing and Duplication*
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.

IMPACTED SERVICE AREA:
Education Hill, downtown Redmond, Overlake, Crossroads, Lake Hills, Bellevue College, Eastgate

SERVICE CHANGE:
Delete Route 221. Alternative service will be provided by Route 222 between Education Hill and downtown Redmond, and by Route 223 between downtown Redmond and Crossroads, and by Route 226 between Lake Hills and Eastgate.

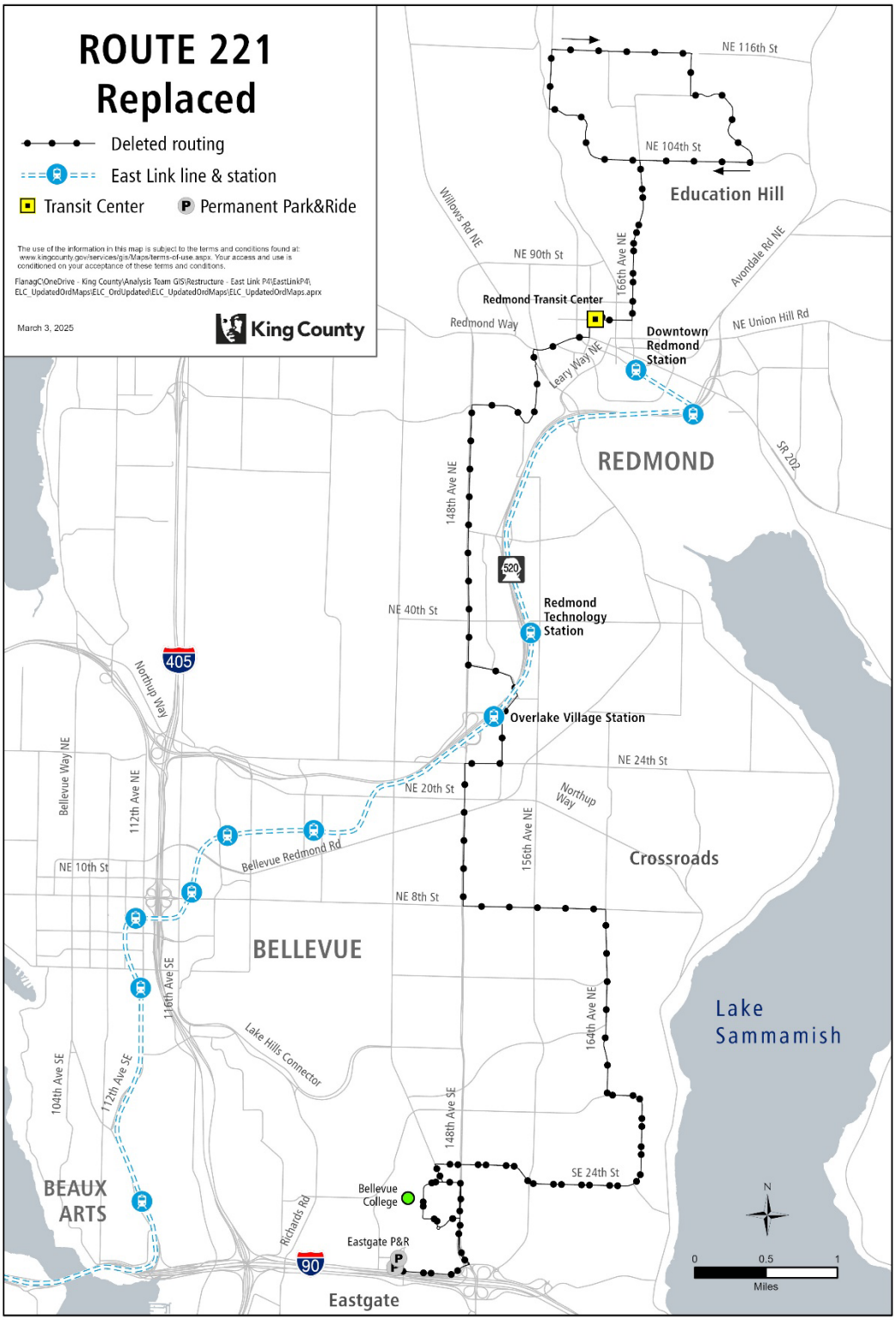
**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 30 min | 30 min | 60 min | 30 min | 60 min | 30 min | 60 min |
| **Proposed** | - | - | - | - | - | - | - |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | 5:00 AM – 11:30 PM | 6:15 AM – 9:00 PM | 7:00 AM –10:00 PM |
| **Proposed** | - | - | - |

Attachment A



Route: 222 (new)

OBJECTIVES:
Create a new route that serves Cottage Lake, Avondale, Education Hill, downtown Redmond, Marymoor Park, Idylwood, and Overlake to provide new connections in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
- *Easy to Understand*
    - A simple transit network is easier for riders to understand and use than a complex network.
    - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
    - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.
- *Route Spacing and Duplication*
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.

IMPACTED SERVICE AREA:
Cottage Lake, Avondale, Education Hill, downtown Redmond, Marymoor Park, Idylwood, and Overlake

SERVICE CHANGE:
Implement new Route 222, which provides service between Cottage Lake and Downtown Redmond Station via Avondale Road NE and 166th Ave NE, Downtown Redmond, and Overlake Station via West

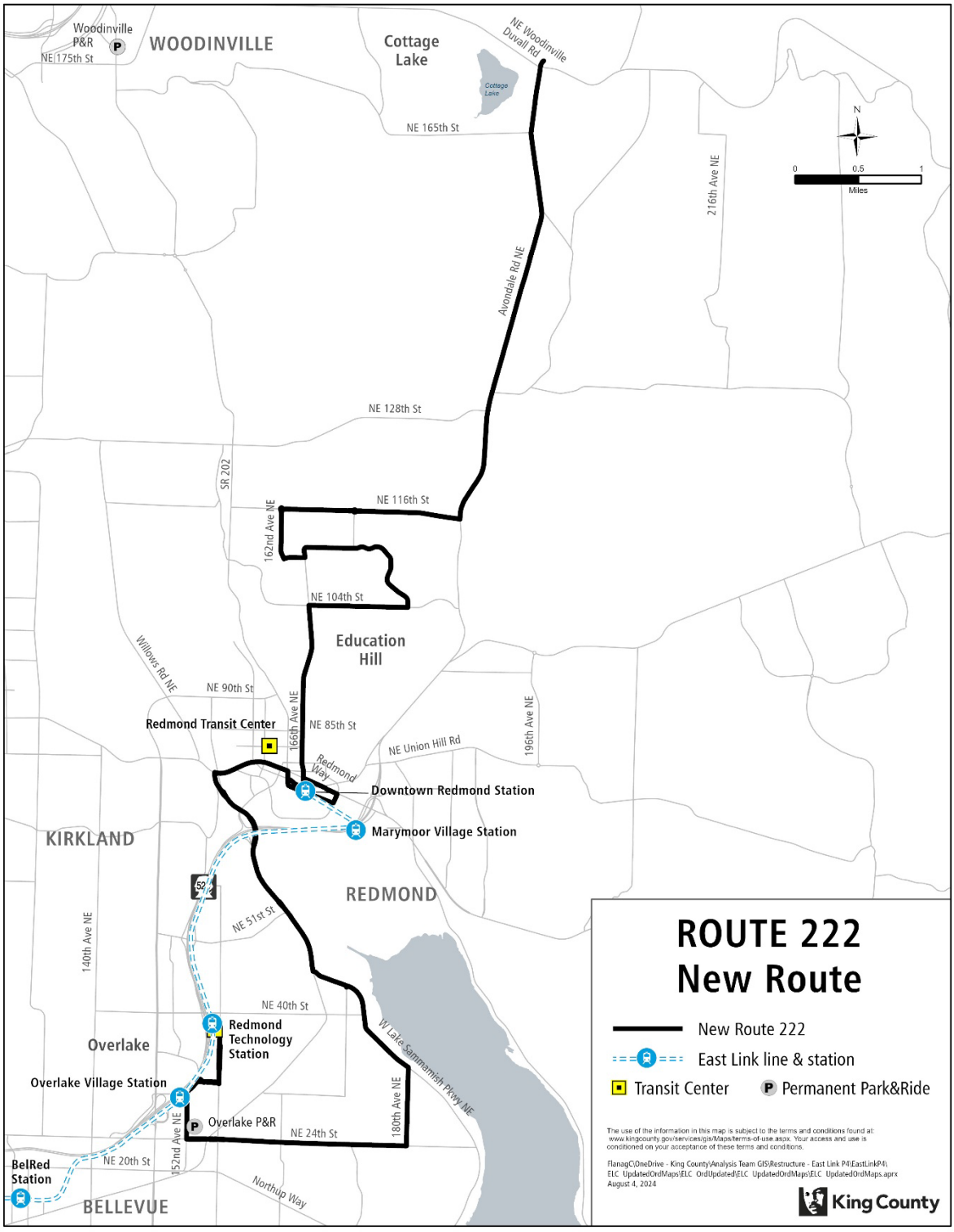
Lake Sammamish Parkway NE and NE 24th Street, and Overlake to Redmond Technology Station via 156th Ave NE.

**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | - | - | - | - | - | - | - |
| **Proposed** | 30 min | 30 min | 60 min | 60 min | 60 min | 60 min | 60 min |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | - | - | - |
| **Proposed** | 5:30 AM–12:00 AM | 7:30 AM–10:00 PM | 7:30 AM–10:00 PM |


Woodinville P&R
NE 175th St
WOODINVILLE
Cottage Lake
NE Woodinville Duvall Rd
NE 165th St
216th Ave NE
N
0
0.5
1
Miles
Avondale Rd NE
NE 128th St
SR 202
NE 116th St
162nd Ave NE
NE 104th St
Education Hill
Willows Rd NE
NE 90th St
Redmond Transit Center
166th Ave NE
NE 85th St
NE Union Hill Rd
196th Ave NE
Redmond Way
Downtown Redmond Station
Marymoor Village Station
KIRKLAND
REDMOND
520
NE 51st St
140th Ave NE
NE 40th St
Redmond Technology Station
Overlake
Overlake Village Station
W Lake Sammamish Pkwy NE
Overlake P&R
NE 24th St
180th Ave NE
152nd Ave NE
NE 20th St
BelRed Station
Northup Way
BELLEVUE
ROUTE 222
New Route
New Route 222
East Link line & station
Transit Center
Permanent Park&Ride
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FlanagC\OneDrive - King County\Analysis Team GIS\Restructure - East Link P4\EastLinkP4\ELC_UpdatedOrdMaps\ELC_OrdUpdated\ELC_UpdatedOrdMaps\ELC_UpdatedOrdMaps.aprx
August 4, 2024
King County

Route: 223 (new)

OBJECTIVES:
Create new route that serves downtown Redmond, Overlake, Lake Hills, and Eastgate in order to leverage high-capacity transit investments in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
- *Easy to Understand*
    - A simple transit network is easier for riders to understand and use than a complex network.
    - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
    - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.

IMPACTED SERVICE AREA:
Downtown Redmond, Overlake, Lake Hills, and Eastgate

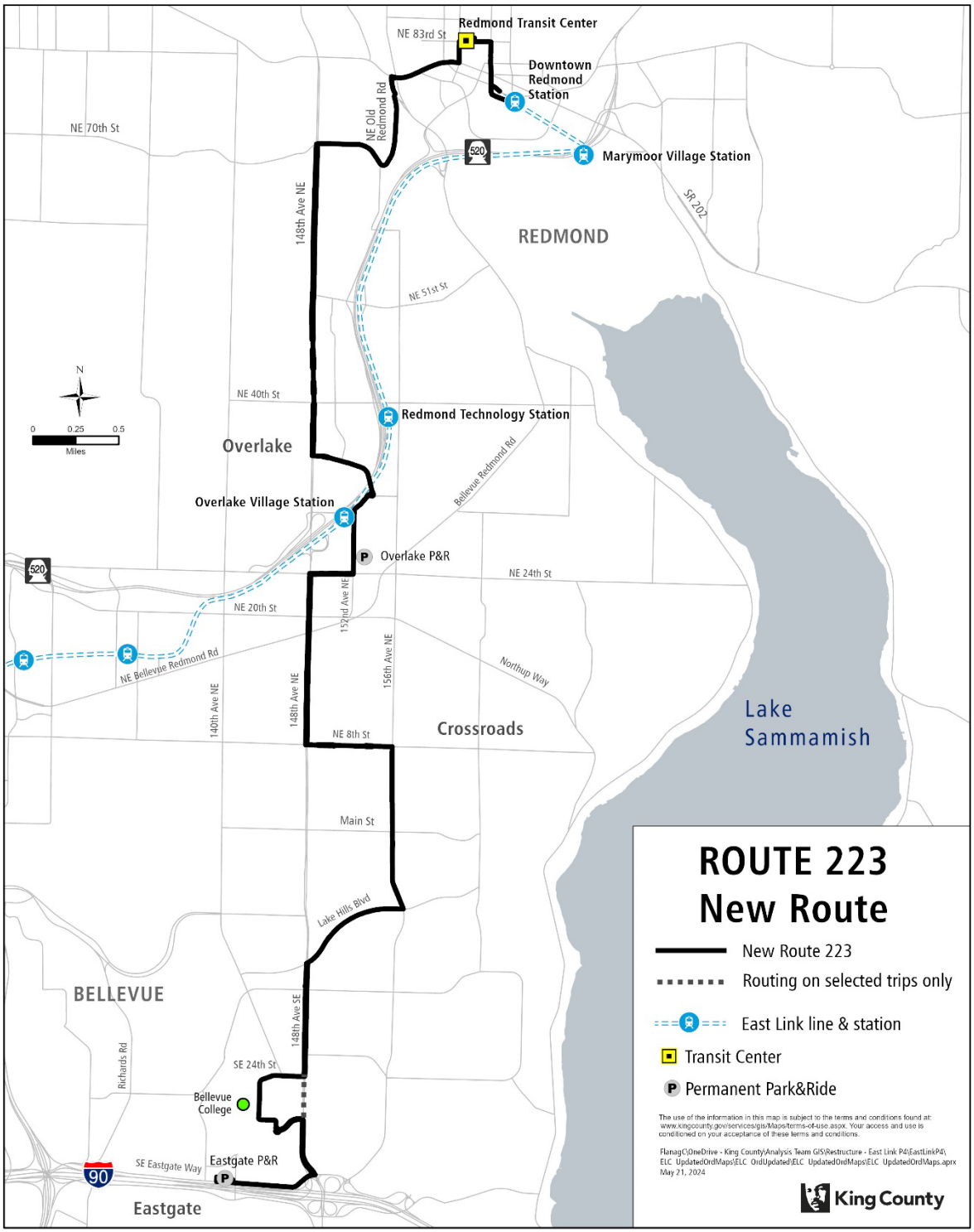
SERVICE CHANGE:
Implement new Route 223 which provides service between downtown Redmond and Eastgate.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | - | - | - | - | - | - | - |
| **Proposed** | 20 min | 20 min | 30 min | 30-60 min | 60 min | 30-60 min | 60 min |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | - | - | - |
| **Proposed** | 5:00 AM–12:00 AM | 6:00 AM–11:30 PM | 6:00 AM–11:30 PM |


Redmond Transit Center
NE 83rd St
Downtown Redmond Station
NE Old Redmond Rd
NE 70th St
520
Marymoor Village Station
SR 202
148th Ave NE
REDMOND
NE 51st St
N
0 0.25 0.5
Miles
NE 40th St
Redmond Technology Station
Overlake
Bellevue Redmond Rd
Overlake Village Station
P Overlake P&R
NE 24th St
520
NE 20th St
152nd Ave NE
NE Bellevue Redmond Rd
156th Ave NE
Northup Way
140th Ave NE
148th Ave NE
Crossroads
NE 8th St
Lake Sammamish
Main St
Lake Hills Blvd
BELLEVUE
148th Ave SE
Richards Rd
SE 24th St
Bellevue College
SE Eastgate Way
Eastgate P&R
(P)
90
Eastgate
ROUTE 223
New Route
New Route 223
Routing on selected trips only
East Link line & station
Transit Center
P Permanent Park&Ride
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May 21, 2024
King County

Route: 224 (revise)

OBJECTIVES:
Revise service on Route 224 to serve the Downtown Redmond Station, Southeast Redmond, Duvall, and Avondale, and increase frequency and provide new connections and better all-day transit service levels in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Easy to Understand*
    - A simple transit network is easier for riders to understand and use than a complex network.
    - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
    - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.

IMPACTED SERVICE AREA:
Duvall, Avondale, Redmond

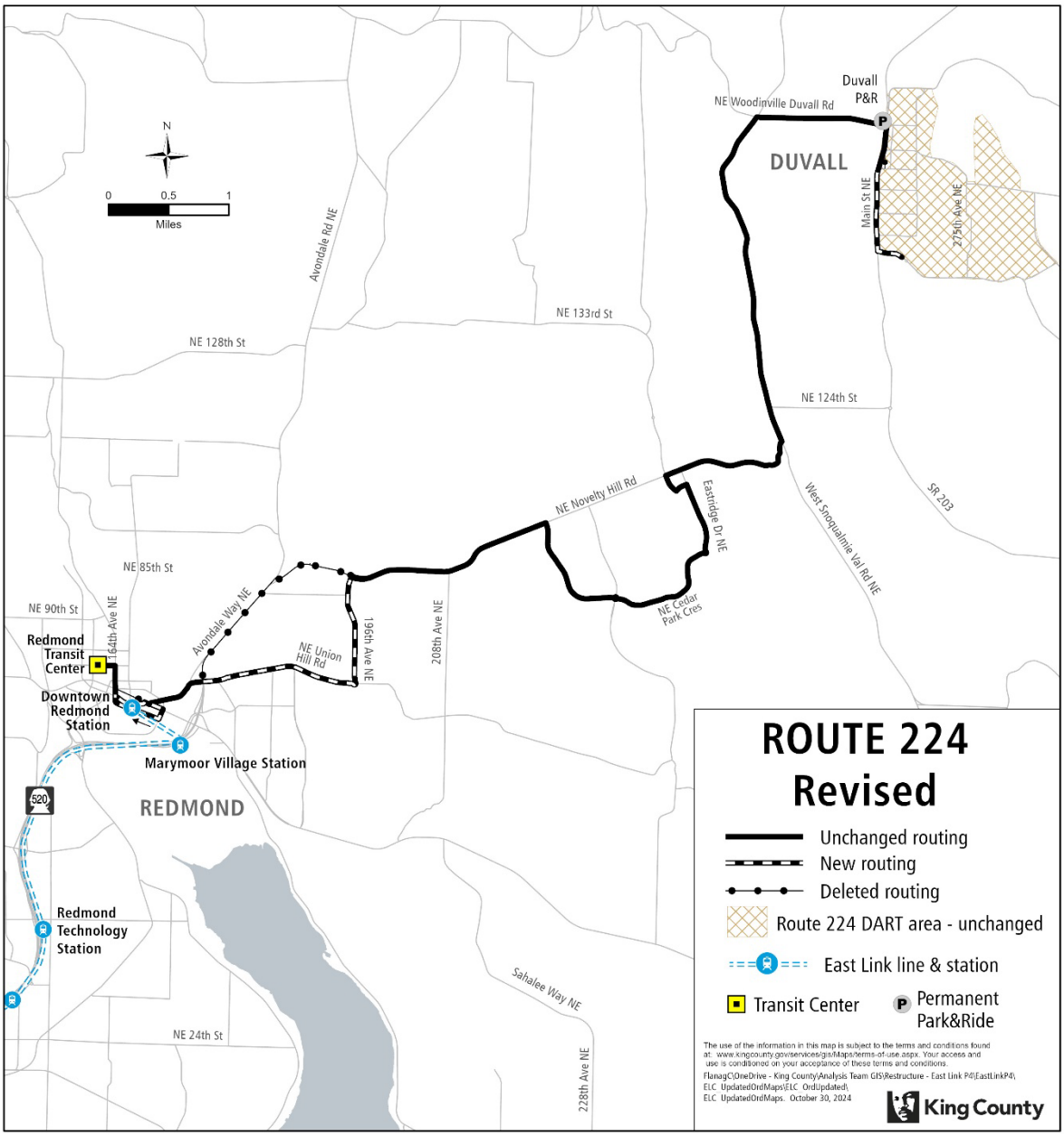
SERVICE CHANGE:
Revise Route 224 to move service from Redmond Way to NE 76th Street and Cleveland Street to serve Downtown Redmond Station and reorient service from Avondale Road to 196th Ave NE and NE Union Hill Road to provide new service to SE Redmond. Increase weekday frequency.

**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 90-100 min | 90-100 min | - | - | - | - | - |
| **Proposed** | 60 min | 60 min | - | - | - | - | - |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | 5:00 AM–8:00 PM | - | - |
| **Proposed** | 5:15 AM–8:15 PM | - | - |


N
0
0.5
1
Miles
Duvall
P&R
NE Woodinville Duvall Rd
DUVALL
Main St NE
275th Ave NE
Avondale Rd NE
NE 133rd St
NE 128th St
NE 124th St
NE Novelty Hill Rd
Eastridge Dr NE
West Snoqualmie Val Rd NE
SR 203
NE Cedar Park Cres
NE 85th St
NE 90th St
164th Ave NE
Avondale Way NE
NE Union Hill Rd
196th Ave NE
208th Ave NE
Redmond Transit Center
Downtown Redmond Station
Marymoor Village Station
520
REDMOND
Redmond Technology Station
Sahalee Way NE
NE 24th St
228th Ave NE
ROUTE 224
Revised
Unchanged routing
New routing
Deleted routing
Route 224 DART area - unchanged
East Link line & station
Transit Center
Permanent Park&Ride
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October 30, 2024
King County

Route: 225 (revise)

OBJECTIVES:
Revise service on Route 225 to serve Overlake Village Station and Overlake Park-and-Ride and to leverage high-capacity transit investments, provide new connections and reduce duplication in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*
- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*
- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
- *Easy to Understand*
    - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.
- *Route Directness*
    - A route that operates directly between two locations is faster and more attractive to riders than one that takes a circuitous path. Circulators or looping routes do not have competitive travel times compared to walking or other modes of travel, so they tend to have low ridership and poor performance.

IMPACTED SERVICE AREA:
Kenmore, Juanita, Totem Lake, Rose Hill, Redmond, Overlake

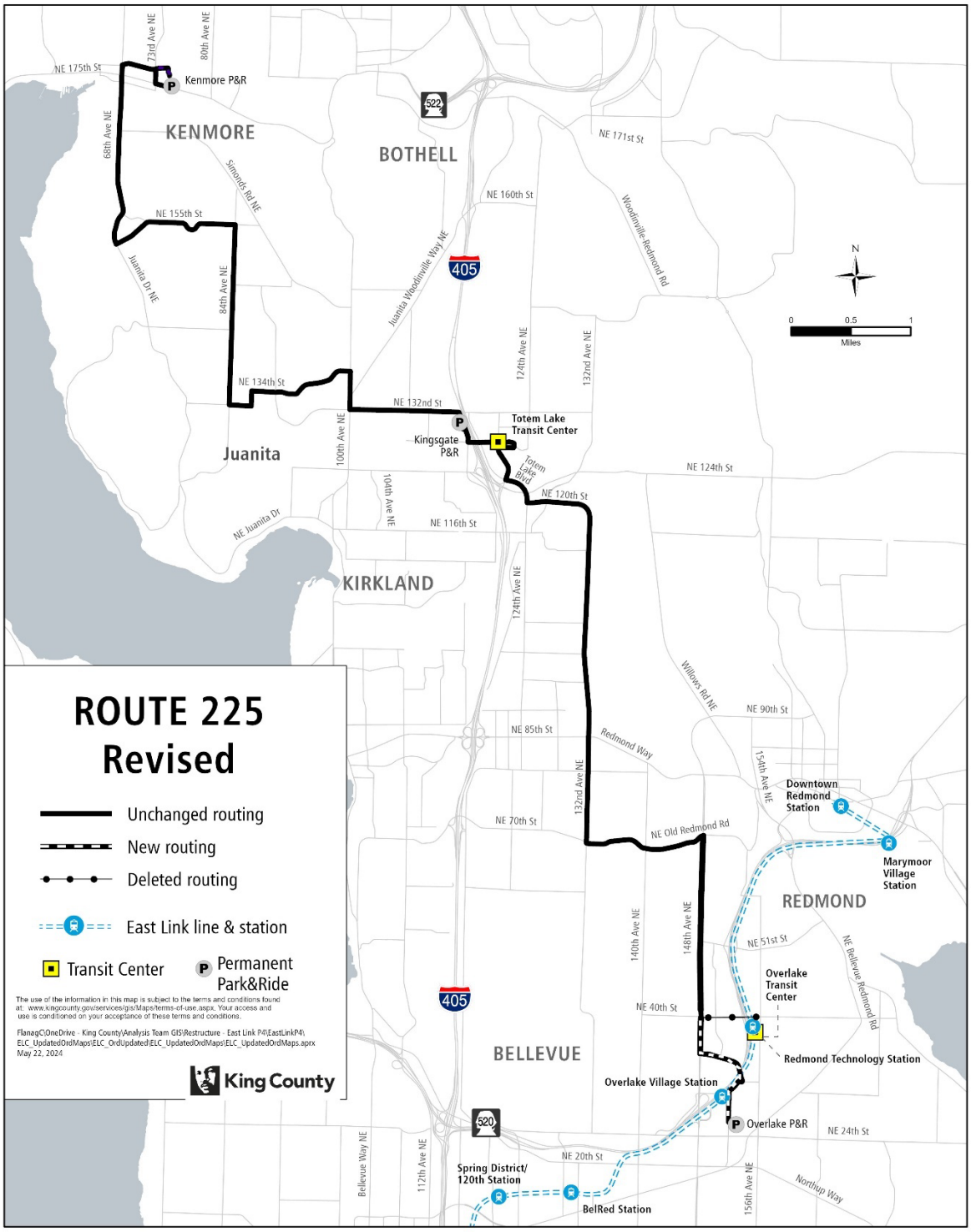
SERVICE CHANGE:
Revise route to directly serve Overlake Village Station and Overlake Park-and-Ride and increase frequency to 30 minutes all day on weekdays.

**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 60 min | 60 min | 80 min | 60 min | 60 min | 60 min | 60 min |
| **Proposed** | 30 min | 30 min | 60 min | 60 min | 60 min | 60 min | 60 min |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | 5:15 AM – 9:45 PM | 7:30 AM — 9:30 PM | 7:30 AM — 9:30 PM |
| **Proposed** | 5:15 AM – 9:45 PM | 7:15 AM – 10:00 PM | 7:15 AM –10:00 PM |


ROUTE 225
Revised
Unchanged routing
New routing
Deleted routing
East Link line & station
Transit Center
Permanent Park&Ride
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May 22, 2024
King County
Kenmore P&R
KENMORE
BOTHELL
Juanita
KIRKLAND
REDMOND
BELLEVUE
Totem Lake Transit Center
Kingsgate P&R
Downtown Redmond Station
Marymoor Village Station
Overlake Transit Center
Redmond Technology Station
Overlake Village Station
Overlake P&R
Spring District/ 120th Station
BelRed Station
NE 175th St
NE 155th St
NE 134th St
NE 132nd St
NE 124th St
NE 120th St
NE 116th St
NE 90th St
NE 85th St
NE 70th St
NE 51st St
NE 40th St
NE 24th St
NE 20th St
NE 171st St
NE 160th St
Simonds Rd NE
Juanita Dr NE
NE Juanita Dr
Juanita Woodinville Way NE
Woodinville-Redmond Rd
Totem Lake Blvd
Redmond Way
Willows Rd NE
NE Old Redmond Rd
NE Bellevue-Redmond Rd
Northup Way
Bellevue Way NE
68th Ave NE
73rd Ave NE
80th Ave NE
84th Ave NE
100th Ave NE
104th Ave NE
112th Ave NE
124th Ave NE
132nd Ave NE
140th Ave NE
148th Ave NE
154th Ave NE
156th Ave NE
405
522
520
N
0
0.5
1
Miles

Route: 226 (revise)

OBJECTIVES:
Revise service on Route 226 to serve Crossroads and Lake Hills via NE 24th Street and 164th Ave NE and extend to serve South Bellevue Station to leverage high-capacity transit investments and improve route reliability in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Easy to Understand*
    - A simple transit network is easier for riders to understand and use than a complex network.
    - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
    - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.

IMPACTED SERVICE AREA:
Downtown Bellevue, Overlake, Crossroads, Lake Hills, Eastgate, South Bellevue

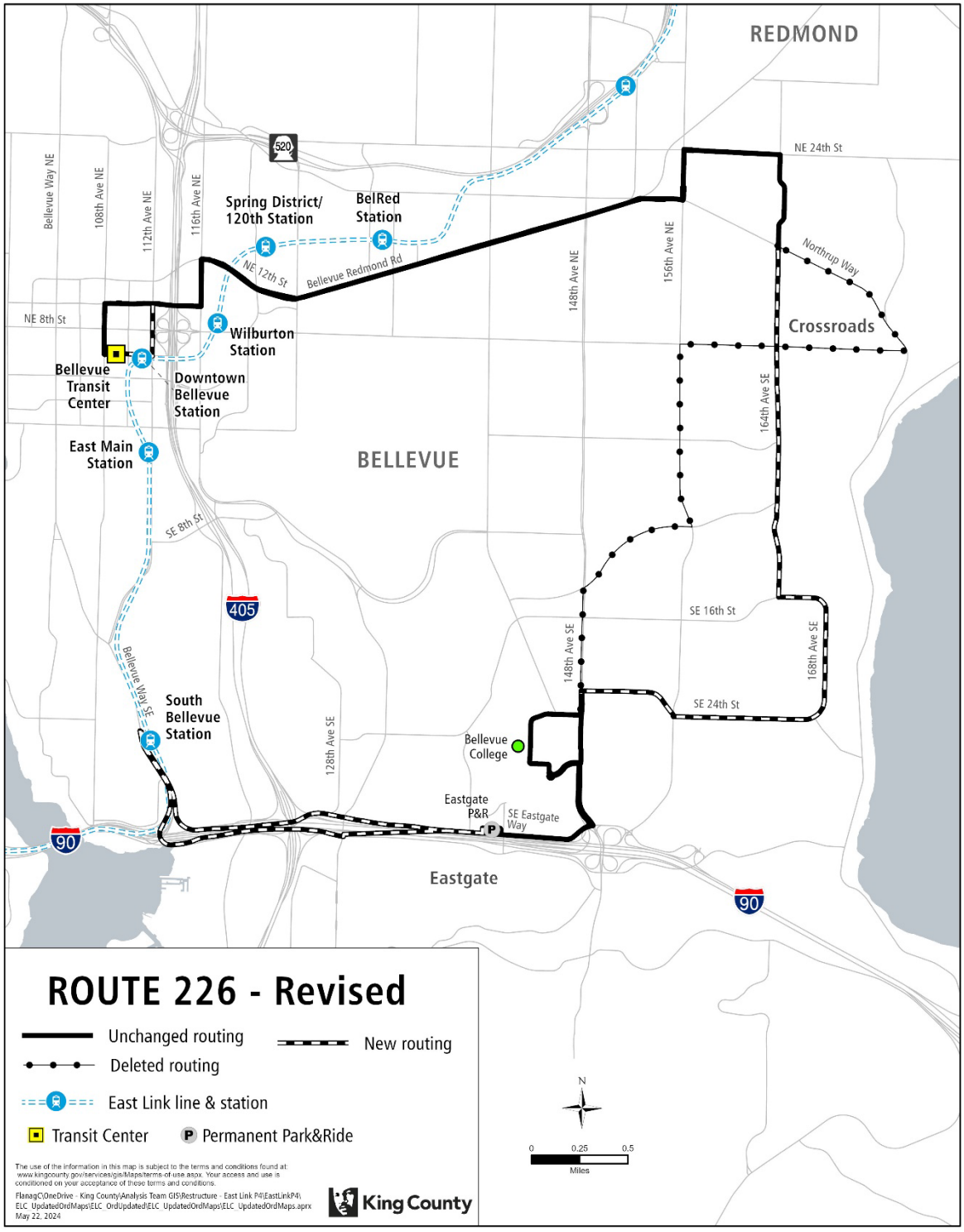
SERVICE CHANGE:
Revise Route 226 to serve Lake Hills, Crossroads via NE 24th Street and 164th Ave NE, and South Bellevue Station. Increase the frequency and span of service.

**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 30 min | 30 min | 60 min | 30-60 min | 60 min | 60 min | 60 min |
| **Proposed** | 20 min | 30 min | 30-60 min | 30-60 min | 60 min | 30-60 min | 60 min |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | 5:15 AM–12:00 AM | 6:00 AM–11:00 PM | 6:00 AM–11:00 PM |
| **Proposed** | 4:45 AM–12:00 AM | 5:45 AM–11:45 PM | 5:45 AM–11:45 PM |


REDMOND
BELLEVUE
Eastgate
520
405
90
NE 24th St
Northrup Way
Crossroads
NE 8th St
NE 12th St
Bellevue Redmond Rd
Spring District/
120th Station
BelRed
Station
Wilburton
Station
Bellevue
Transit
Center
Downtown
Bellevue
Station
East Main
Station
SE 8th St
South
Bellevue
Station
Bellevue Way SE
Bellevue Way NE
108th Ave NE
112th Ave NE
116th Ave NE
148th Ave NE
156th Ave NE
164th Ave SE
168th Ave SE
148th Ave SE
128th Ave SE
SE 16th St
SE 24th St
Bellevue
College
Eastgate
P&R
SE Eastgate
Way
ROUTE 226 - Revised
Unchanged routing
New routing
Deleted routing
East Link line & station
Transit Center
Permanent Park&Ride
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May 22, 2024
King County
N
0
0.25
0.5
Miles

Route: 232 (delete)

OBJECTIVES:
Restructure service to provide better all-day transit service levels, leverage high-capacity transit investments, provide new connections, and reduce duplication in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines. Replacement service for Route 232 will be provided by the new Route 222, revised Route 931, and Link 2 Line. This route is currently suspended.

*Strategic Plan Strategies*

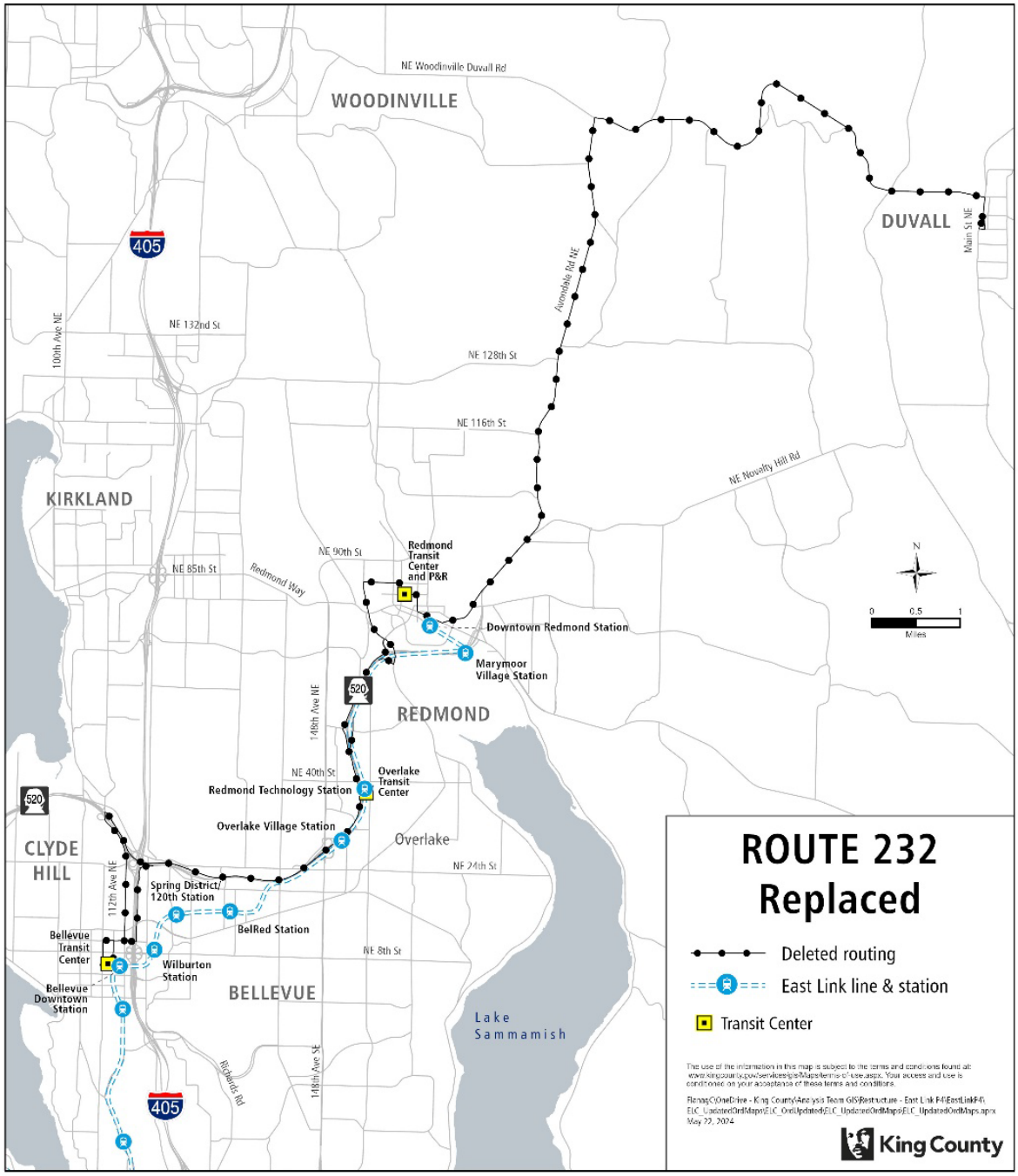
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
    - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.

IMPACTED SERVICE AREA:
Duvall, Cottage Lake, Redmond and downtown Bellevue

SERVICE CHANGE:
Delete Route 232. Alternative service will be provided by new Route 222, Route 931, and Link 2 Line. Route 232 was suspended in 2023.


NE Woodinville Duvall Rd
WOODINVILLE
DUVALL
Main St NE
405
Avondale Rd NE
100th Ave NE
NE 132nd St
NE 128th St
NE 116th St
NE Novelty Hill Rd
KIRKLAND
NE 90th St
NE 85th St
Redmond Way
Redmond Transit Center and P&R
Downtown Redmond Station
Marymoor Village Station
520
148th Ave NE
REDMOND
NE 40th St
Redmond Technology Station
Overlake Transit Center
Overlake Village Station
Overlake
NE 24th St
CLYDE HILL
112th Ave NE
Spring District/ 120th Station
BelRed Station
Bellevue Transit Center
Wilburton Station
NE 8th St
Bellevue Downtown Station
BELLEVUE
Lake Sammamish
Richards Rd
148th Ave SE
405
N
0 0.5 1
Miles
ROUTE 232
Replaced
Deleted routing
East Link line & station
Transit Center
King County

Route: 237 (delete)

OBJECTIVES:
Restructure service to provide new connections and reduce duplication in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines. Replacement service for Route 237 will be provided by Route 256. This route is currently suspended.

*Strategic Plan Strategies:*

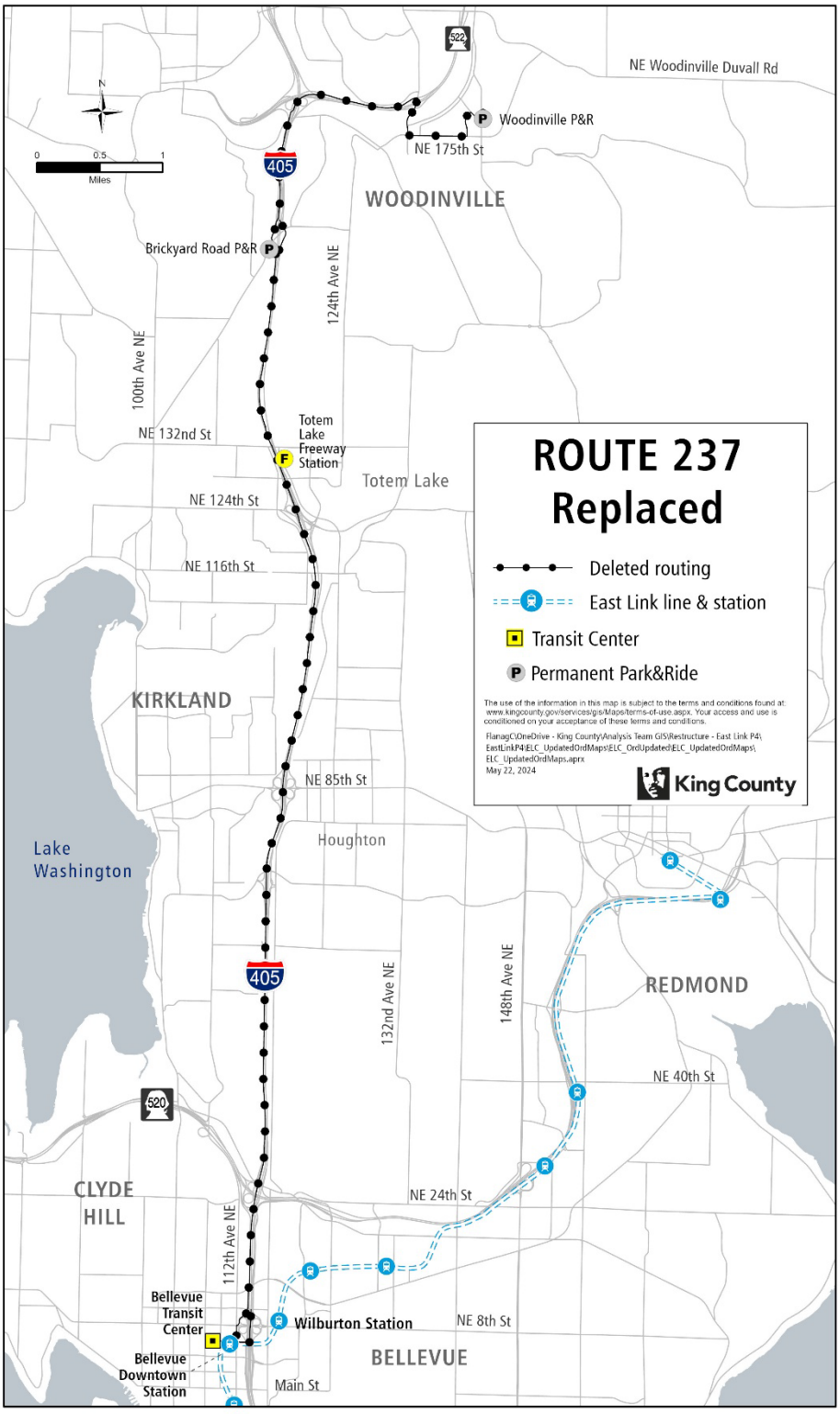
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
    - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.

IMPACTED SERVICE AREA:
Woodinville, Brickyard Park and Ride, Totem Lake Freeway Station, Houghton, Bellevue

SERVICE CHANGE:
Delete Route 237 to reduce duplicative service and provide new connections. Alternative service will be provided by new Route 256. The Route 256 will replace the service lost between the between Woodinville and Totem Lake Freeway Station. Route 237 was suspended in 2023.


ROUTE 237
Replaced
Deleted routing
East Link line & station
Transit Center
Permanent Park&Ride
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May 22, 2024
King County
N
0 0.5 1
Miles
NE Woodinville Duvall Rd
Woodinville P&R
NE 175th St
WOODINVILLE
Brickyard Road P&R
124th Ave NE
100th Ave NE
NE 132nd St
Totem Lake Freeway Station
Totem Lake
NE 124th St
NE 116th St
KIRKLAND
NE 85th St
Houghton
Lake Washington
132nd Ave NE
148th Ave NE
REDMOND
NE 40th St
CLYDE HILL
NE 24th St
112th Ave NE
Bellevue Transit Center
Wilburton Station
NE 8th St
Bellevue Downtown Station
BELLEVUE
Main St
405
520
522

Route: 240 (revise)

OBJECTIVES:
Revise service on Route 240 to serve Renton, Newcastle, Factoria, South Bellevue Station, Main Street Station and Bellevue Downtown Station to provide better all-day transit service levels and leverage high-capacity transit investments in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Easy to Understand*
    - A simple transit network is easier for riders to understand and use than a complex network.
    - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
    - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.

IMPACTED SERVICE AREA:
Renton, Newcastle, Factoria, South Bellevue Station, Main Street Station and Bellevue Downtown Station

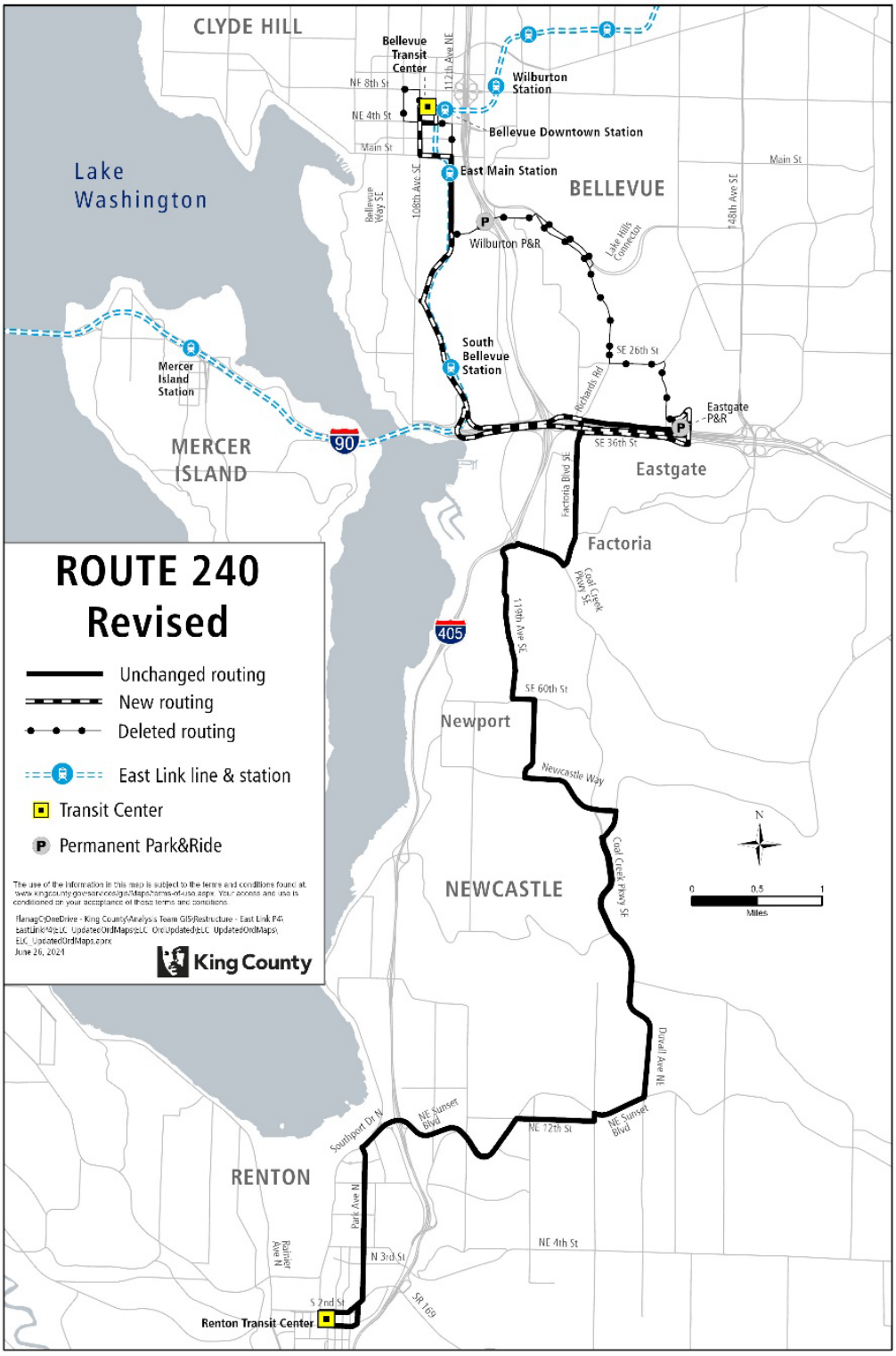
SERVICE CHANGE:
Revise Route 240 to serve South Bellevue Station, Main Street Station and Bellevue Downtown Station.

**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 20-30 min | 30 min | 30-60 min | 30 min | 30-60 min | 30 min | 30-60 min |
| **Proposed** | 15 min | 15 min | 30 min | 30 min | 60 min | 30 min | 60 min |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | 5:00 AM–11:30 PM | 7:00 AM–11:30 PM | 7:30 AM–11:30 PM |
| **Proposed** | 5:00 AM–11:15 PM | 7:00 AM–12:00 AM | 7:00 AM–12:00 AM |


ROUTE 240
Revised
Unchanged routing
New routing
Deleted routing
East Link line & station
Transit Center
Permanent Park&Ride
King County
CLYDE HILL
Bellevue Transit Center
Wilburton Station
Bellevue Downtown Station
East Main Station
BELLEVUE
Lake Washington
Wilburton P&R
South Bellevue Station
Mercer Island Station
MERCER ISLAND
Eastgate P&R
Eastgate
Factoria
Newport
NEWCASTLE
RENTON
Renton Transit Center
NE 8th St
NE 4th St
Main St
SE 26th St
SE 36th St
SE 60th St
NE 12th St
NE 4th St
N 3rd St
S 2nd St
112th Ave NE
108th Ave SE
148th Ave SE
Bellevue Way SE
Lake Hills Connector
Richards Rd
Factoria Blvd SE
Cougar Mountain Way SE
119th Ave SE
Newcastle Way
Coal Creek Pkwy SE
Duvall Ave NE
NE Sunset Blvd
Southport Dr N
Park Ave N
Rainier Ave N
SR 169
90
405
N
0
0.5
1
Miles

Route: 241 (delete)

OBJECTIVES:
Replacement service for Route 241 will be provided by new Route 203 and revised Route 240. Restructure service to match service levels to ridership demand in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.
- Be flexible and responsive to changes in demand for service and community engagement.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.

IMPACTED SERVICE AREA:
Eastgate, Factoria, South Bellevue, downtown Bellevue

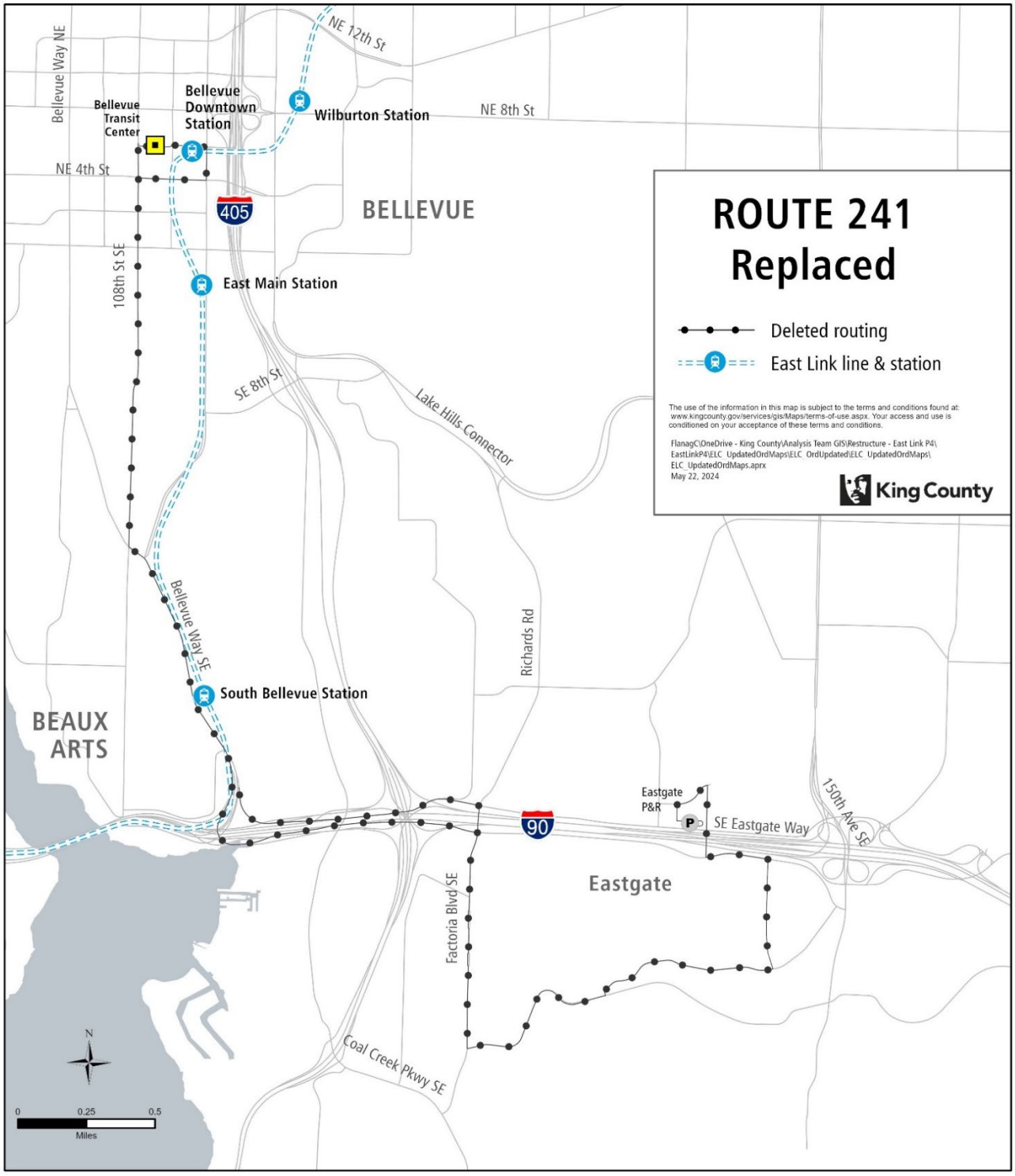
SERVICE CHANGE:
Delete Route 241. Alternative service will be provided by Routes 203 and 240. Revised Route 240 provides alternative service between Factoria and downtown Bellevue. New Route 203 provides alternative service in Factoria along Newport Way.

**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 30 min | 30 min | 60 min | 30 min | 60 min | 60 min | 60 min |
| **Proposed** | - | - | - | - | - | - | - |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | 5:15 AM–10:30 PM | 5:45 AM–11:30 PM | 5:45 AM–11:30 PM |
| **Proposed** | - | - | - |


ROUTE 241
Replaced
Deleted routing
East Link line & station
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May 22, 2024
King County
Bellevue Way NE
NE 12th St
Bellevue Transit Center
Bellevue Downtown Station
Wilburton Station
NE 8th St
NE 4th St
405
BELLEVUE
108th St SE
East Main Station
SE 8th St
Lake Hills Connector
Bellevue Way SE
South Bellevue Station
Richards Rd
BEAUX ARTS
Eastgate P&R
90
SE Eastgate Way
150th Ave SE
Eastgate
Factoria Blvd SE
Coal Creek Pkwy SE
N
0
0.25
0.5
Miles

Route: 245 (revise)

OBJECTIVES:
Revise service on Route 245 to terminate at Eastgate Park-and-Ride and to improve route reliability in accordance with the Strategic Plan for Public Transportation 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*
- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Improve speed and reliability consistent with Metro Connects.

*Service Guidelines*
- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Route Directness*
    - A route that operates directly between two locations is faster and more attractive to riders than one that takes a circuitous path. Circulators or looping routes do not have competitive travel times compared to walking or other modes of travel, so they tend to have low ridership and poor performance.
    - Directness should be considered in relation to the market for the service. Where a route deviates away from its major path to serve a specific destination, the delay to riders on board the bus should be considered in relation to the ridership gained on a deviation.

IMPACTED SERVICE AREA:
Kirkland, Overlake, Crossroads, Eastgate

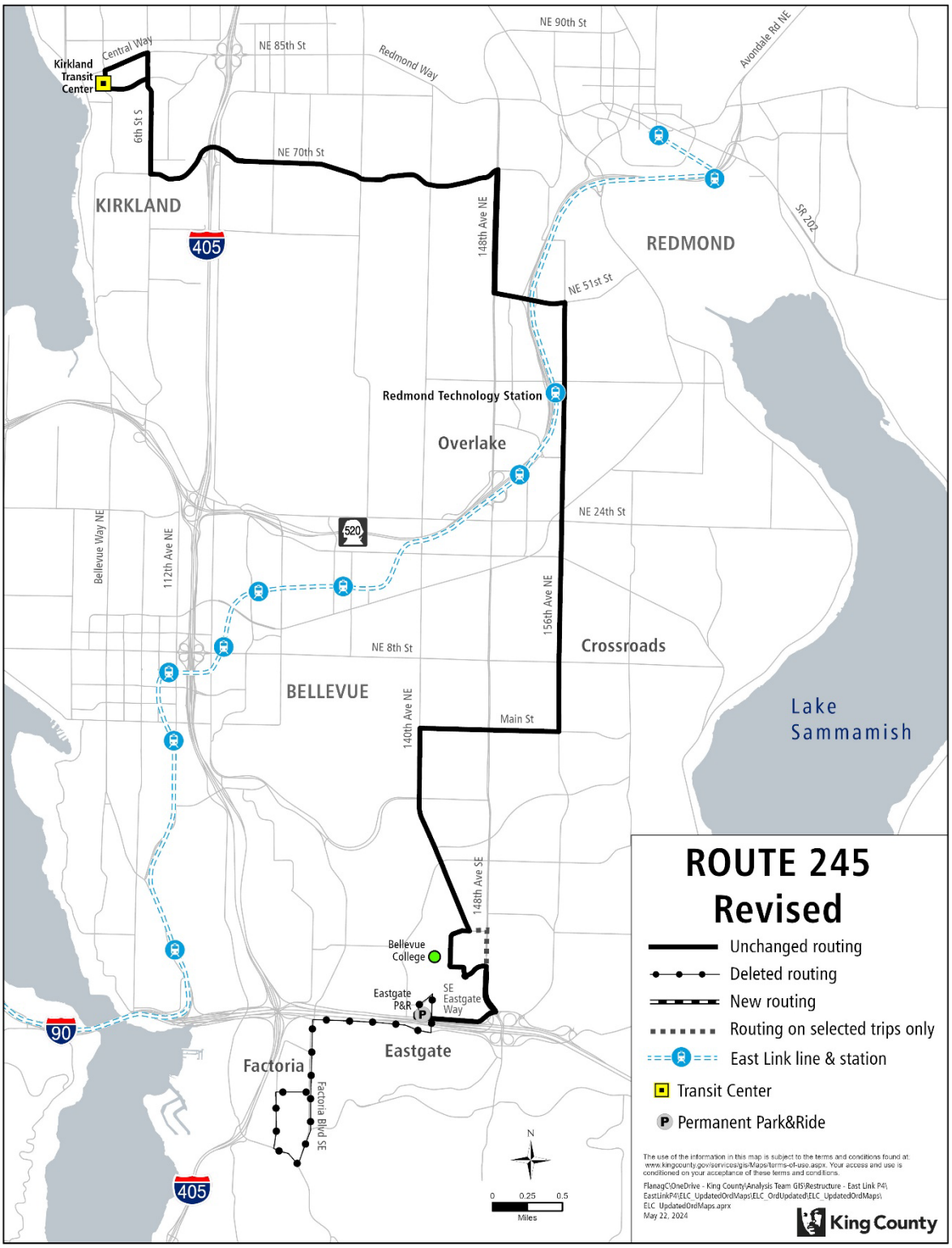
SERVICE CHANGE:
Revise route to terminate at Eastgate Park-and-Ride, extend span of service on weekdays, and improve Sunday frequency. Delete the one-way loop in Factoria to improve route reliability.

**Frequency:**

| | | **Weekday** | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 15 min | 15 min | 30-60 min | 30 min | 30-60 min | 60 min | 60 min |
| **Proposed** | 15 min | 15 min | 30-60 min | 30 min | 30-60 min | 30 min | 30-60 min |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **Current** | 5:45 AM–11:15 PM | 7:00 AM–11:00 PM | 7:00 AM–11:00 PM |
| **Proposed** | 5:00 AM–11:30 PM | 7:00 AM–10:45 PM | 7:00 AM–10:45 PM |


Kirkland Transit Center
Central Way
6th St S
NE 85th St
Redmond Way
NE 90th St
Avondale Rd NE
NE 70th St
KIRKLAND
405
148th Ave NE
REDMOND
SR 202
NE 51st St
Redmond Technology Station
Overlake
520
NE 24th St
Bellevue Way NE
112th Ave NE
156th Ave NE
NE 8th St
Crossroads
BELLEVUE
140th Ave NE
Main St
Lake Sammamish
148th Ave SE
Bellevue College
Eastgate P&R
SE Eastgate Way
90
Eastgate
Factoria
Factoria Blvd SE
405
N
0 0.25 0.5
Miles
ROUTE 245
Revised
Unchanged routing
Deleted routing
New routing
Routing on selected trips only
East Link line & station
Transit Center
Permanent Park&Ride
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May 22, 2024
King County

Route: 246 (delete)

OBJECTIVES:
Restructure service to leverage high-capacity transit investments and match service levels to ridership demand in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines. Replacement service for Route 246 will be provided by Routes 203, 220, 249, and 270.

*Strategic Plan Strategies*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.

IMPACTED SERVICE AREA:
Eastgate, Somerset, Factoria, Woodridge, Bellevue, and Clyde Hill

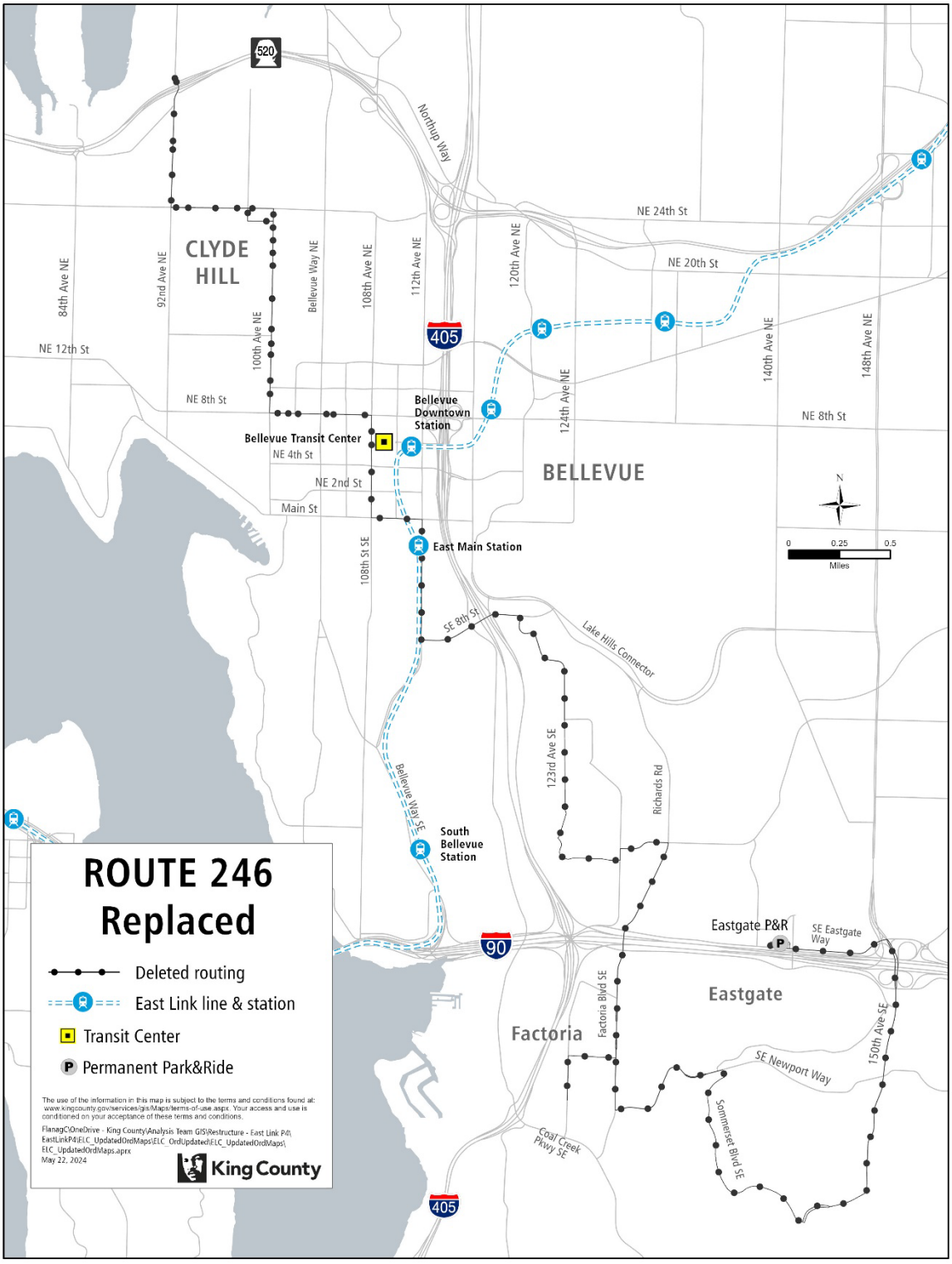
SERVICE CHANGE:
Delete Route 246. Alternative service will be provided by Routes 203, 220, 249, and 270. Revised Route 249 will provide alternative service between downtown Bellevue and Clyde Hill. New Route 203 will provide alternative service in Factoria and along Newport Way. New Routes 220 and 270 will provide alternative service in Bellevue. There will be no service through Woodridge or on the Somerset loop. Routes 226, 240, and 203 provide alternatives within 1 mile of lost coverage.

**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 60 min | 60 min | - | - | - | - | - |
| **Proposed** | - | - | - | - | - | - | - |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | 5:15 AM–7:45 PM | - | - |
| **Proposed** | - | - | - |


ROUTE 246
Replaced
Deleted routing
East Link line & station
Transit Center
Permanent Park&Ride
CLYDE HILL
BELLEVUE
Factoria
Eastgate
Bellevue Transit Center
Bellevue Downtown Station
East Main Station
South Bellevue Station
Eastgate P&R
NE 24th St
NE 20th St
NE 12th St
NE 8th St
NE 4th St
NE 2nd St
Main St
SE 8th St
Northup Way
Bellevue Way NE
Bellevue Way SE
84th Ave NE
92nd Ave NE
100th Ave NE
108th Ave NE
112th Ave NE
120th Ave NE
124th Ave NE
140th Ave NE
148th Ave NE
108th St SE
123rd Ave SE
Richards Rd
Lake Hills Connector
Factoria Blvd SE
SE Eastgate Way
SE Newport Way
150th Ave SE
Sommerset Blvd SE
Coal Creek Pkwy SE
520
405
90
0 0.25 0.5
Miles
N
King County

Route: 249 (revise)

OBJECTIVES:
Convert Route 249 to dial-a-ride-transit (DART) and revise route to serve Spring District, Medina, and Clyde Hill and serve Beaux Arts through a DART deviation area to provide new connections, reduce duplication, and improve route reliability in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Provide a range of mobility services that enable seamless connections among modes and destinations.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
- *Route Directness*
    - A route that operates directly between two locations is faster and more attractive to riders than one that takes a circuitous path. Circulators or looping routes do not have competitive travel times compared to walking or other modes of travel, so they tend to have low ridership and poor performance.
    - Directness should be considered in relation to the market for the service. Where a route deviates away from its major path to serve a specific destination, the delay to riders on board the bus should be considered in relation to the ridership gained on a deviation.
- *Operating Paths and Appropriate Vehicles*
    - Services should use vehicles that are an appropriate size to operate safely and accommodate demand.

IMPACTED SERVICE AREA:
Spring District, South Kirkland, Clyde Hill, Medina, downtown Bellevue, Beaux Arts, South Bellevue

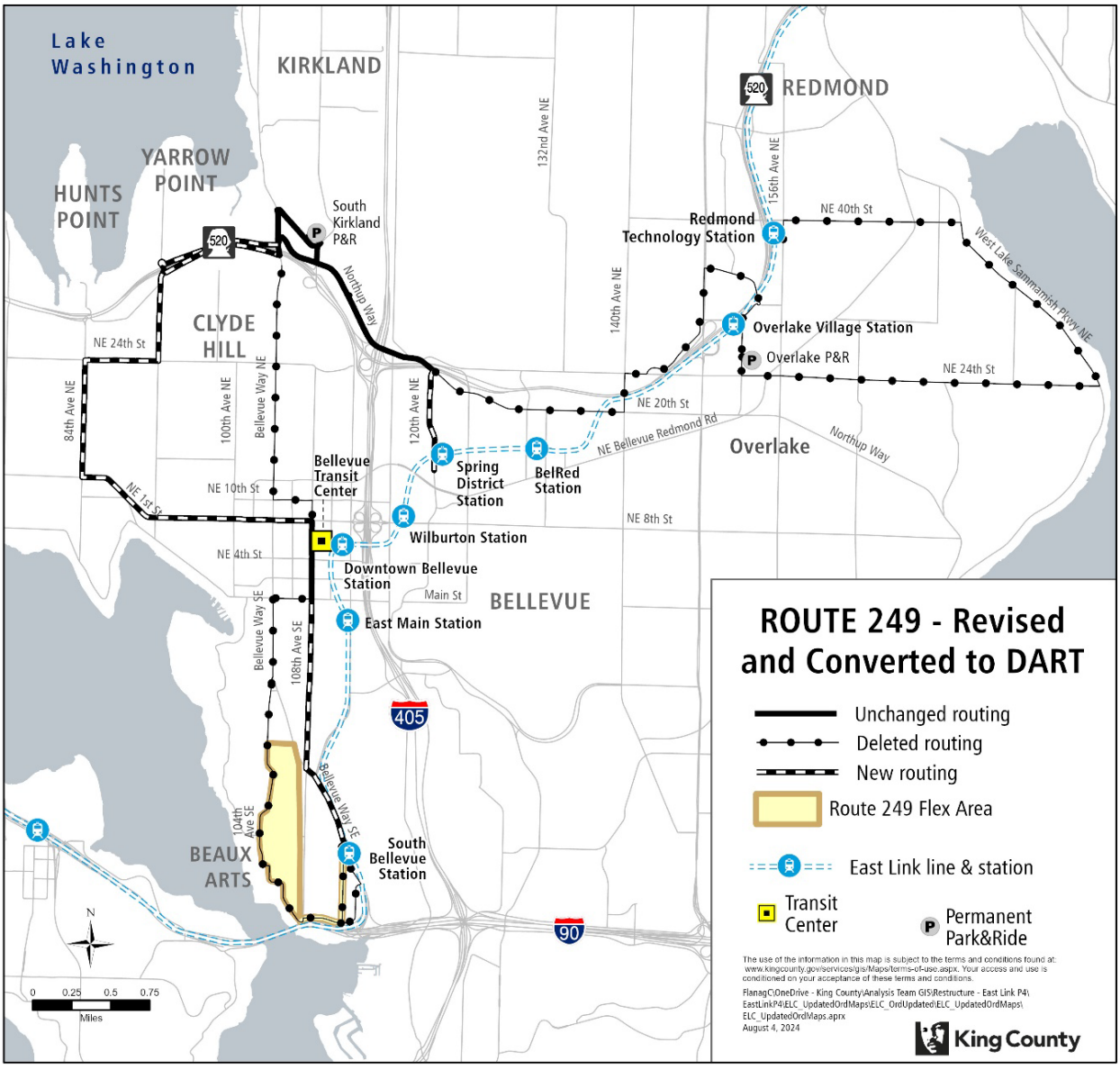
SERVICE CHANGE:
Convert Route 249 to DART and serve Beaux Arts with a deviation area. Terminate route at Spring District and South Bellevue Stations and adjust pathway to serve Medina and Clyde Hill. Increase weekday and weekend span and increase weekday peak, midday, and night frequency and weekend night frequency.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 30-45 min | 45-60 min | - | 45 min | - | 45 min | - |
| **Proposed** | 30 min | 30 min | 60 min | 45 min | 60 min | 45 min | 60 min |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **Current** | 5:45 AM–7:15 PM | 6:45 AM–7:15 PM | 7:00 AM–6:15 PM |
| **Proposed** | 5:30 AM–10:15 PM | 5:45 AM–10:00 PM | 5:45 AM–10:00 PM |


Lake Washington
KIRKLAND
REDMOND
520
YARROW POINT
HUNTS POINT
South Kirkland P&R
132nd Ave NE
156th Ave NE
NE 40th St
Redmond Technology Station
West Lake Sammamish Pkwy NE
140th Ave NE
Overlake Village Station
Overlake P&R
NE 24th St
CLYDE HILL
84th Ave NE
100th Ave NE
Bellevue Way NE
120th Ave NE
NE 20th St
NE Bellevue Redmond Rd
Overlake
Northup Way
Bellevue Transit Center
Spring District Station
BelRed Station
NE 10th St
NE 1st St
NE 8th St
Wilburton Station
NE 4th St
Downtown Bellevue Station
Main St
BELLEVUE
East Main Station
Bellevue Way SE
108th Ave SE
405
104th Ave SE
BEAUX ARTS
South Bellevue Station
90
N
0 0.25 0.5 0.75
Miles
ROUTE 249 - Revised and Converted to DART
Unchanged routing
Deleted routing
New routing
Route 249 Flex Area
East Link line & station
Transit Center
Permanent Park&Ride
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FlanagC\OneDrive - King County\Analysis Team GIS\Restructure - East Link P4\EastLinkP4\ELC_UpdatedOrdMaps\ELC_OrdUpdated\ELC_UpdatedOrdMaps\ELC_UpdatedOrdMaps.aprx
August 4, 2024
King County

Route: 250 (revise)

OBJECTIVES:
Revise service on Route 250 to serve Downtown Redmond Station and Avondale and to provide better all-day transit service levels and leverage high-capacity transit investments in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*

- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.

*Service Guidelines*

- *Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
- *Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
- *Easy to Understand*
  - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.

IMPACTED SERVICE AREA:
Downtown Bellevue, South Kirkland Park-and-Ride, Kirkland, Rose Hill, downtown Redmond, Bear Creek Park-and-Ride, Avondale

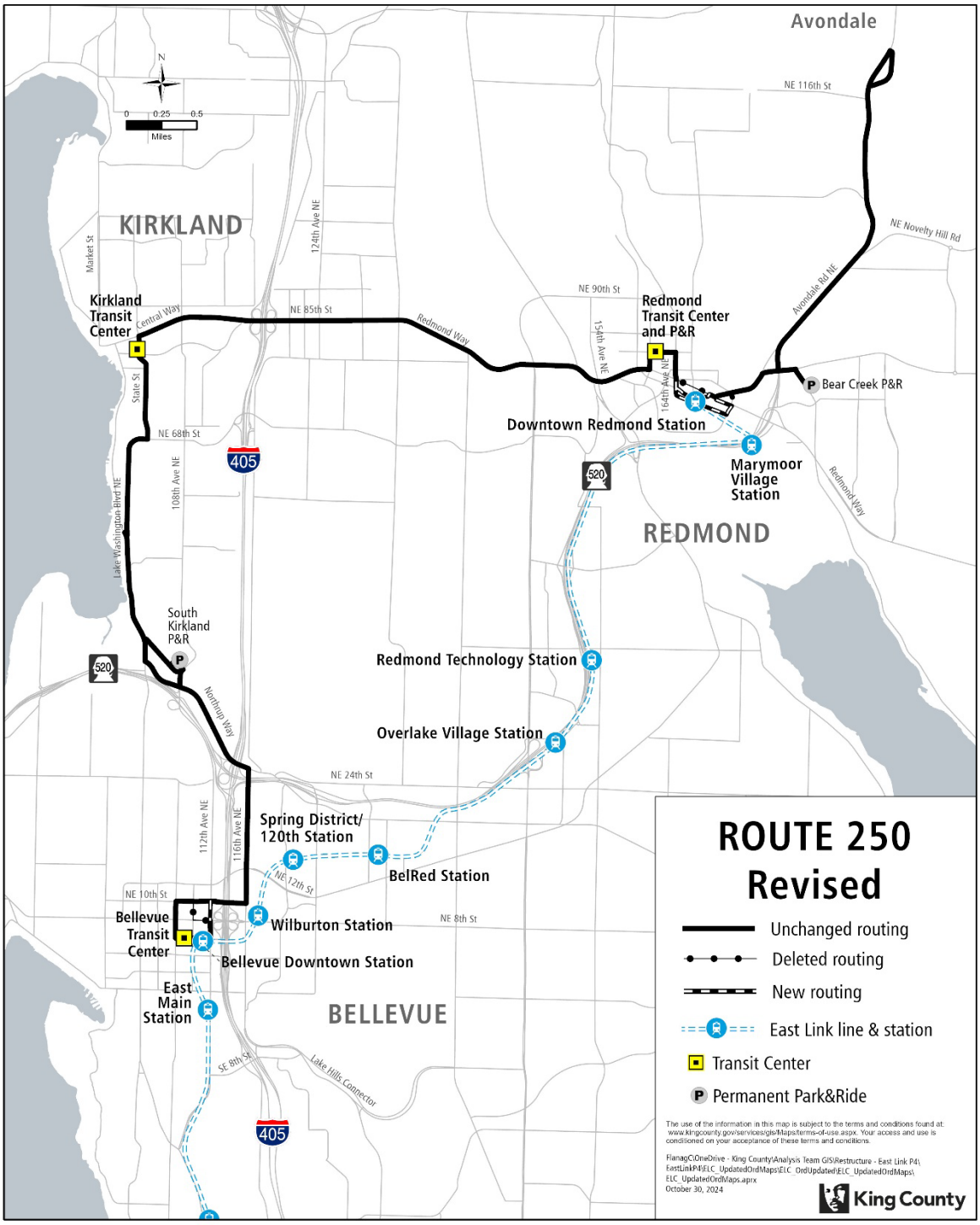
SERVICE CHANGE:
Revise route to serve Downtown Redmond Station and Avondale and Bear Creek Park-and-Ride by all trips serving both Avondale and Bear Creek maintaining existing frequency and span.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 15 min | 15 min | 30 min | 30 min | 30 min | 30 min | 30 min |
| **Proposed** | 15 min | 15 min | 30 min | 30 min | 30 min | 30 min | 30 min |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **Current** | 5:00 AM – 11:30 PM | 6:15 AM – 11:15 PM | 6:15 AM – 11:15 PM |
| **Proposed** | 5:00 AM – 11:30 AM | 6:15 AM – 11:15 PM | 6:15 AM – 11:15 PM |


Avondale
N
0 0.25 0.5
Miles
KIRKLAND
NE 116th St
NE Novelty Hill Rd
124th Ave NE
Market St
Kirkland Transit Center
Central Way
NE 85th St
Redmond Way
NE 90th St
Redmond Transit Center and P&R
154th Ave NE
164th Ave NE
Avondale Rd NE
Bear Creek P&R
State St
NE 68th St
405
108th Ave NE
Lake Washington Blvd NE
Downtown Redmond Station
520
Marymoor Village Station
Redmond Way
REDMOND
South Kirkland P&R
Redmond Technology Station
Overlake Village Station
Northup Way
NE 24th St
112th Ave NE
116th Ave NE
Spring District/ 120th Station
NE 12th St
BelRed Station
NE 10th St
Bellevue Transit Center
Wilburton Station
NE 8th St
Bellevue Downtown Station
East Main Station
BELLEVUE
SE 8th St
Lake Hills Connector
405
ROUTE 250
Revised
Unchanged routing
Deleted routing
New routing
East Link line & station
Transit Center
Permanent Park&Ride
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October 30, 2024
King County

Route: 251 (new)

OBJECTIVES:
Create new route that serves Woodinville, Education Hill, downtown Redmond, and SE Redmond in order to leverage high-capacity transit investments, improve service legibility, and match service to ridership demand in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
- *Easy to Understand*
    - A simple transit network is easier for riders to understand and use than a complex network.
    - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
    - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.

IMPACTED SERVICE AREA:
Woodinville, Education Hill, downtown Redmond, and southeast Redmond

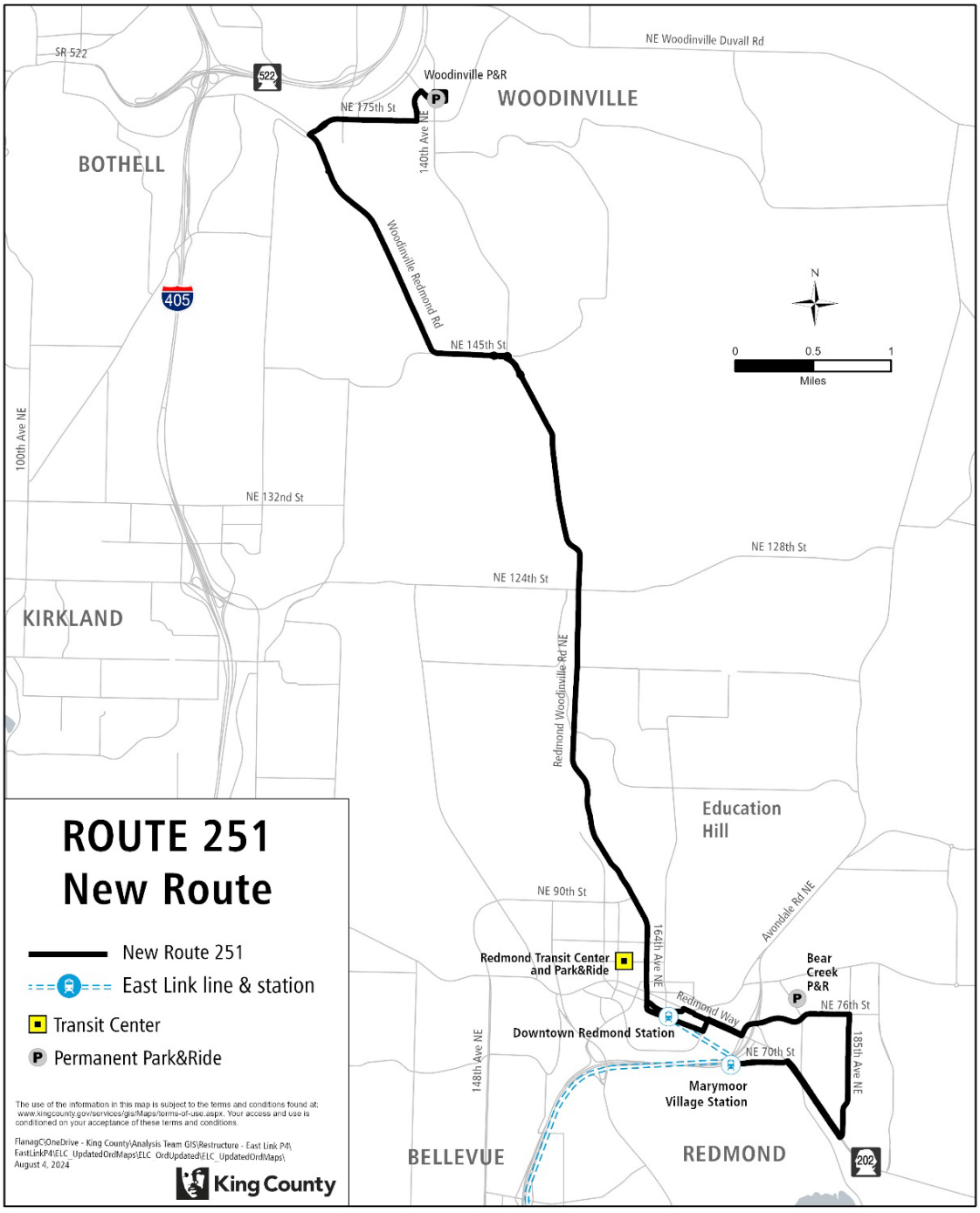
SERVICE CHANGE:
Implement new Route 251, to provide service between Woodinville Park-and-Ride and Downtown Redmond Station via Redmond Woodinville Rd NE and 164th Ave NE, and between Downtown Redmond and Marymoor Village Station via Redmond Way, NE 76$^{th}$ St, 185th Ave NE, Redmond Way, and NE 70th St.

**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | - | - | - | - | - | - | - |
| **Proposed** | 30 min | 60 min | 60 min | 60 min | 60 min | 60 min | 60 min |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | - | - | - |
| **Proposed** | 6:00 AM–8:45 PM | 7:00 AM–9:00 PM | 7:00 AM–9:00 PM |


ROUTE 251
New Route
New Route 251
East Link line & station
Transit Center
Permanent Park&Ride
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August 4, 2024
King County
SR 522
NE Woodinville Duvall Rd
Woodinville P&R
WOODINVILLE
NE 175th St
140th Ave NE
BOTHELL
Woodinville Redmond Rd
405
NE 145th St
N
0
0.5
1
Miles
100th Ave NE
NE 132nd St
NE 128th St
NE 124th St
KIRKLAND
Redmond Woodinville Rd NE
Education Hill
NE 90th St
Avondale Rd NE
Redmond Transit Center and Park&Ride
16th Ave NE
Bear Creek P&R
Redmond Way
NE 76th St
Downtown Redmond Station
148th Ave NE
NE 70th St
185th Ave NE
Marymoor Village Station
BELLEVUE
REDMOND
202

Route: 252 (delete)

OBJECTIVES:
Restructure service to provide new connections and reduce duplication in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines. Replacement service for Route 252 will be provided by Route 256. This route is currently suspended.

*Strategic Plan Strategies*

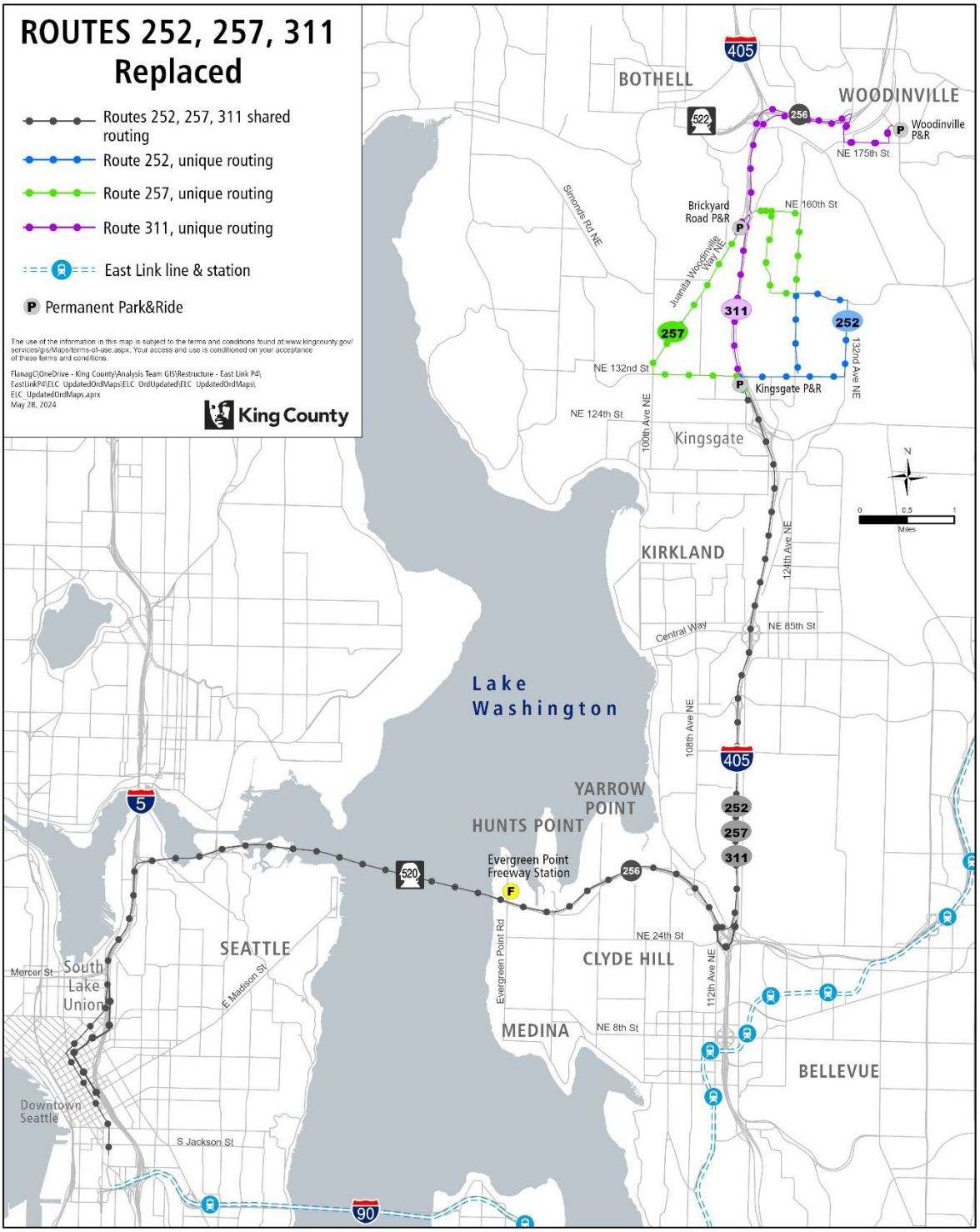
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
    - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.

IMPACTED SERVICE AREA:
Kingsgate, Evergreen Point, downtown Seattle

SERVICE CHANGE:
Delete Route 252. Alternative service will be provided by Route 256. Route 252 was suspended in 2020.


ROUTES 252, 257, 311
Replaced
Routes 252, 257, 311 shared routing
Route 252, unique routing
Route 257, unique routing
Route 311, unique routing
East Link line & station
Permanent Park&Ride
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May 28, 2024
King County
BOTHELL
WOODINVILLE
Woodinville P&R
NE 175th St
Simonds Rd NE
Brickyard Road P&R
NE 160th St
Juanita Woodinville Way NE
311
257
252
NE 132nd St
Kingsgate P&R
132nd Ave NE
NE 124th St
100th Ave NE
Kingsgate
KIRKLAND
124th Ave NE
Central Way
NE 85th St
Lake Washington
108th Ave NE
YARROW POINT
HUNTS POINT
Evergreen Point Freeway Station
NE 24th St
CLYDE HILL
Evergreen Point Rd
112th Ave NE
MEDINA
NE 8th St
BELLEVUE
SEATTLE
Mercer St
South Lake Union
E Madison St
Downtown Seattle
S Jackson St
0 0.5 1 Miles
N

Route: 256 (new)

OBJECTIVES:
Create new route that serves Woodinville, Brickyard Park-and-Ride, Totem Lake, Kingsgate Park-and-Ride, Yarrow Point Freeway Station, Evergreen Point Park-and-Ride, South Lake Union and downtown Seattle in order to reduce duplication, provide new connections, and match service levels to ridership demand in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
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    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
    - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.

IMPACTED SERVICE AREA:
Woodinville, Brickyard Park-and-Ride, Totem Lake, Kingsgate Park-and-Ride, Yarrow Point Freeway Station, Evergreen Point Park-and-Ride, South Lake Union, and downtown Seattle

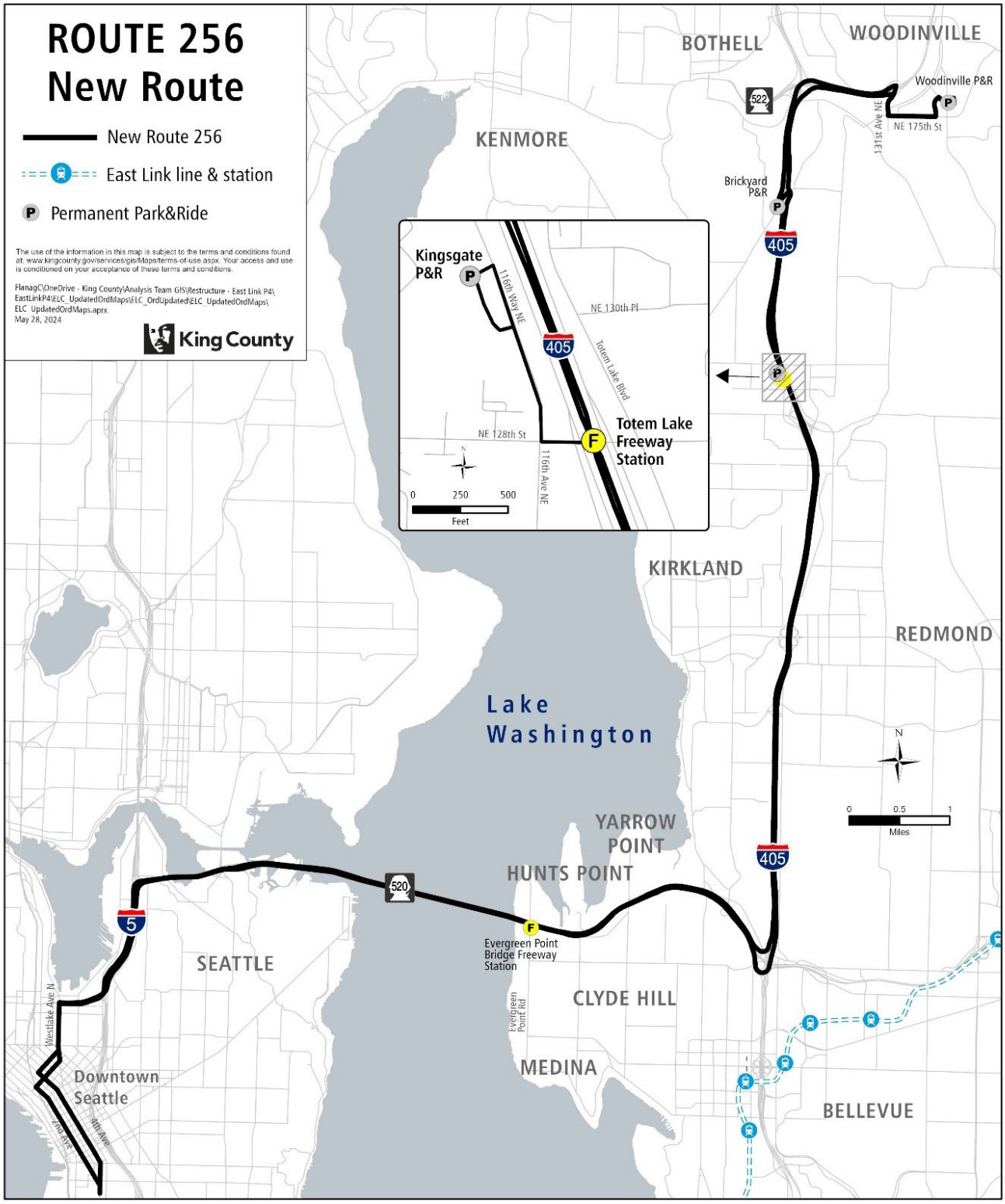
SERVICE CHANGE:
Implement new Route 256 which provides service between Woodinville and downtown Seattle weekdays traveling in the direction of peak commute flow south and west in the a.m. and east and north in the p.m.

**Frequency:**

| | | Weekday | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | - | - | - | - | - | - | - |
| **Proposed** | 30 min | - | - | - | - | - | - |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | - | - | - |
| **Proposed** | 5:15-9:00 AM<br>3:15-6:45 PM | - | - |


ROUTE 256
New Route
New Route 256
East Link line & station
Permanent Park&Ride
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May 28, 2024
King County
BOTHELL
WOODINVILLE
Woodinville P&R
NE 175th St
131st Ave NE
522
KENMORE
Brickyard P&R
405
Kingsgate P&R
116th Way NE
NE 130th Pl
Totem Lake Blvd
NE 128th St
Totem Lake Freeway Station
116th Ave NE
0 250 500
Feet
KIRKLAND
REDMOND
Lake Washington
N
0 0.5 1
Miles
YARROW POINT
HUNTS POINT
520
5
Evergreen Point Bridge Freeway Station
SEATTLE
CLYDE HILL
Evergreen Point Rd
Westlake Ave N
Downtown Seattle
2nd Ave
4th Ave
MEDINA
BELLEVUE

Route: 257 (delete)

OBJECTIVES:
Restructure service to provide new connections and reduce duplication in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines. Replacement service for Route 257 will be provided by Route 256.

*Strategic Plan Strategies:*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
    - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.

IMPACTED SERVICE AREA:
Brickyard Park and Ride, Kingsgate Park and Ride, Evergreen Point, downtown Seattle

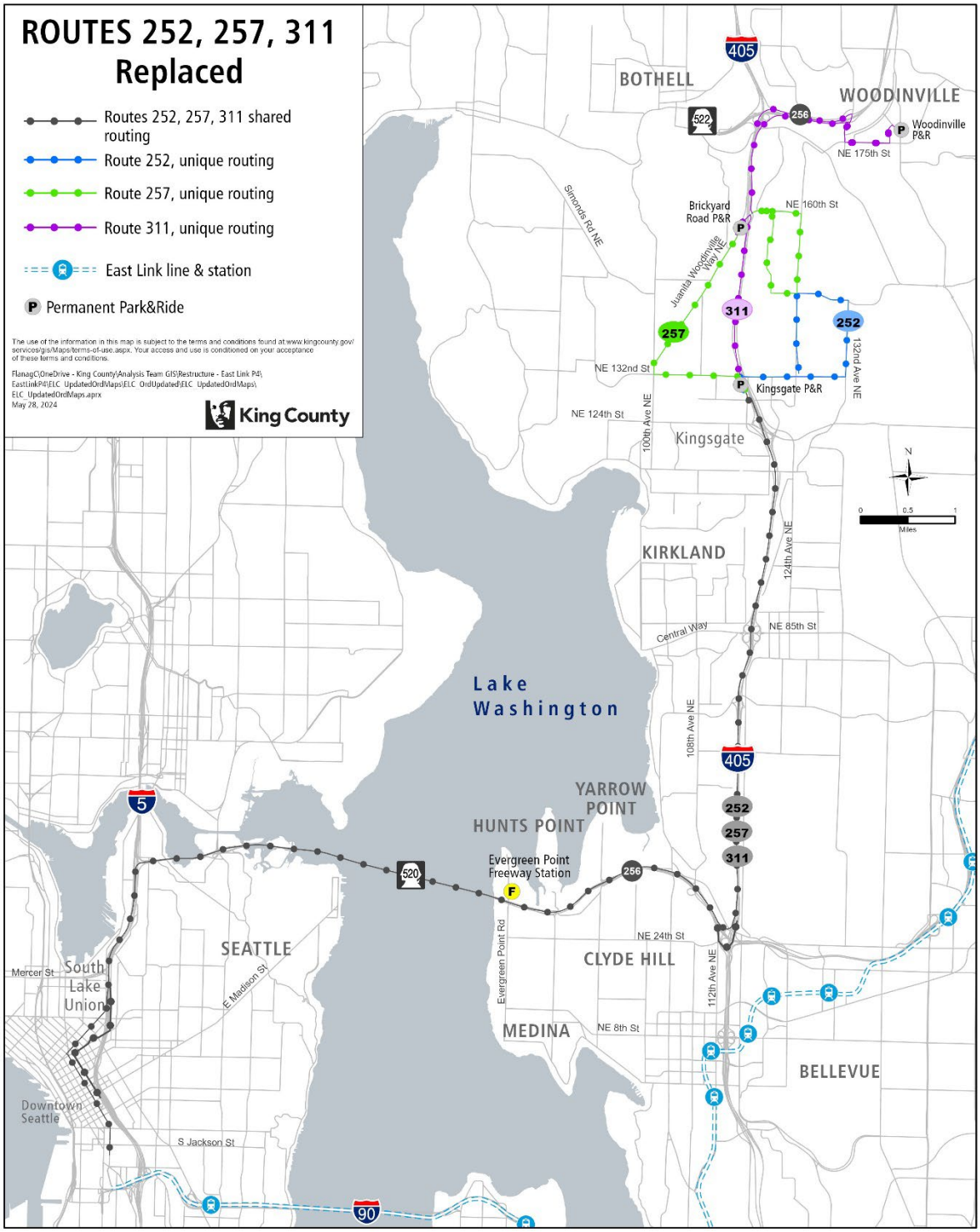
SERVICE CHANGE:
Delete Route 257. Alternative service will be provided by Route 256.

**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 50 min | - | - | - | - | - | - |
| **Proposed** | - | - | - | - | - | - | - |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | 5 AM–8:15 AM<br>3:45–6:15 PM | - | - |
| **Proposed** | - | - | - |


ROUTES 252, 257, 311
Replaced
Routes 252, 257, 311 shared routing
Route 252, unique routing
Route 257, unique routing
Route 311, unique routing
East Link line & station
Permanent Park&Ride
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King County
BOTHELL
WOODINVILLE
Woodinville P&R
NE 175th St
Simonds Rd NE
Brickyard Road P&R
NE 160th St
Juanita Woodinville Way NE
311
257
252
132nd Ave NE
NE 132nd St
Kingsgate P&R
NE 124th St
100th Ave NE
Kingsgate
KIRKLAND
124th Ave NE
Central Way
NE 85th St
Lake Washington
108th Ave NE
YARROW POINT
HUNTS POINT
Evergreen Point Freeway Station
SEATTLE
Mercer St
South Lake Union
E Madison St
Evergreen Point Rd
NE 24th St
CLYDE HILL
112th Ave NE
MEDINA
NE 8th St
BELLEVUE
Downtown Seattle
S Jackson St
Miles

Route: 268 (delete)

OBJECTIVES:
Restructure service to leverage high-capacity transit investments and reduce duplication in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines. Replacement service for Route 268 will be provided by Route 269, ST 542, and Link light rail. This route is currently suspended.

*Strategic Plan Strategies*

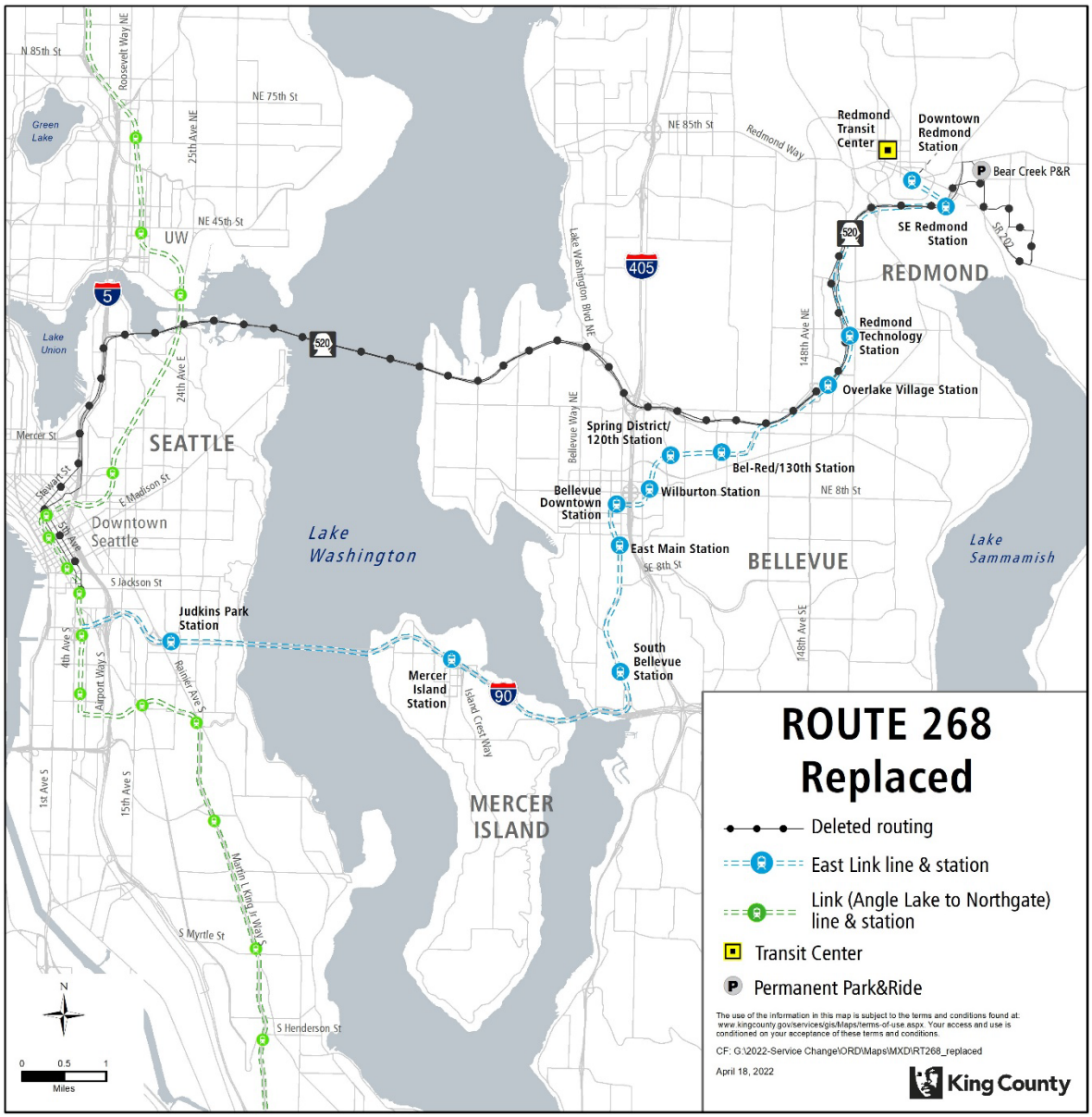
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.

IMPACTED SERVICE AREA:
Bear Creek, Redmond, Overlake, Yarrow Point, Clyde Hill, Evergreen Point, downtown Seattle

SERVICE CHANGE:
Delete Route 268. Alternative service will be provided by Routes 269, ST 542, and Link light rail. Revised Route 269 will provide alternative service between NE Redmond Way and 180th Ave NE. Revised ST Route 542 will provide alternative service between the Bear Creek Park- and-Ride and Montlake. Link 1 Line will provide alternative service to downtown Seattle. Route 268 was suspended in 2023.


N 85th St
Roosevelt Way NE
NE 75th St
Green Lake
25th Ave NE
NE 45th St
UW
Lake Union
24th Ave E
Mercer St
SEATTLE
Stewart St
E Madison St
Downtown Seattle
S Jackson St
Judkins Park Station
4th Ave S
Airport Way S
Rainier Ave S
1st Ave S
15th Ave S
Martin L King Jr Way S
S Myrtle St
S Henderson St
Lake Washington
Mercer Island Station
90
Island Crest Way
MERCER ISLAND
NE 85th St
Redmond Way
Redmond Transit Center
Downtown Redmond Station
Bear Creek P&R
SE Redmond Station
SR-202
520
405
Lake Washington Blvd NE
REDMOND
148th Ave NE
Redmond Technology Station
Overlake Village Station
Bellevue Way NE
Spring District/ 120th Station
Bel-Red/130th Station
Wilburton Station
NE 8th St
Bellevue Downtown Station
East Main Station
SE 8th St
BELLEVUE
148th Ave SE
South Bellevue Station
Lake Sammamish
ROUTE 268
Replaced
Deleted routing
East Link line & station
Link (Angle Lake to Northgate) line & station
Transit Center
Permanent Park&Ride
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CF: G:\2022-Service Change\ORD\Maps\MXD\RT268_replaced
April 18, 2022
King County
N
0 0.5 1
Miles

Route: 269 (revise)

OBJECTIVES:
Revise service on Route 269 to serve Mercer Island Station and Marymoor Village Station and to provide better all-day transit service levels, leverage high-capacity transit investments, reduce duplication, and provide new connections in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Easy to Understand*
    - A simple transit network is easier for riders to understand and use than a complex network.
    - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
    - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.

IMPACTED SERVICE AREA:
Overlake, Redmond, Bear Creek, Sammamish, Issaquah Highlands, Eastgate and Mercer Island Station

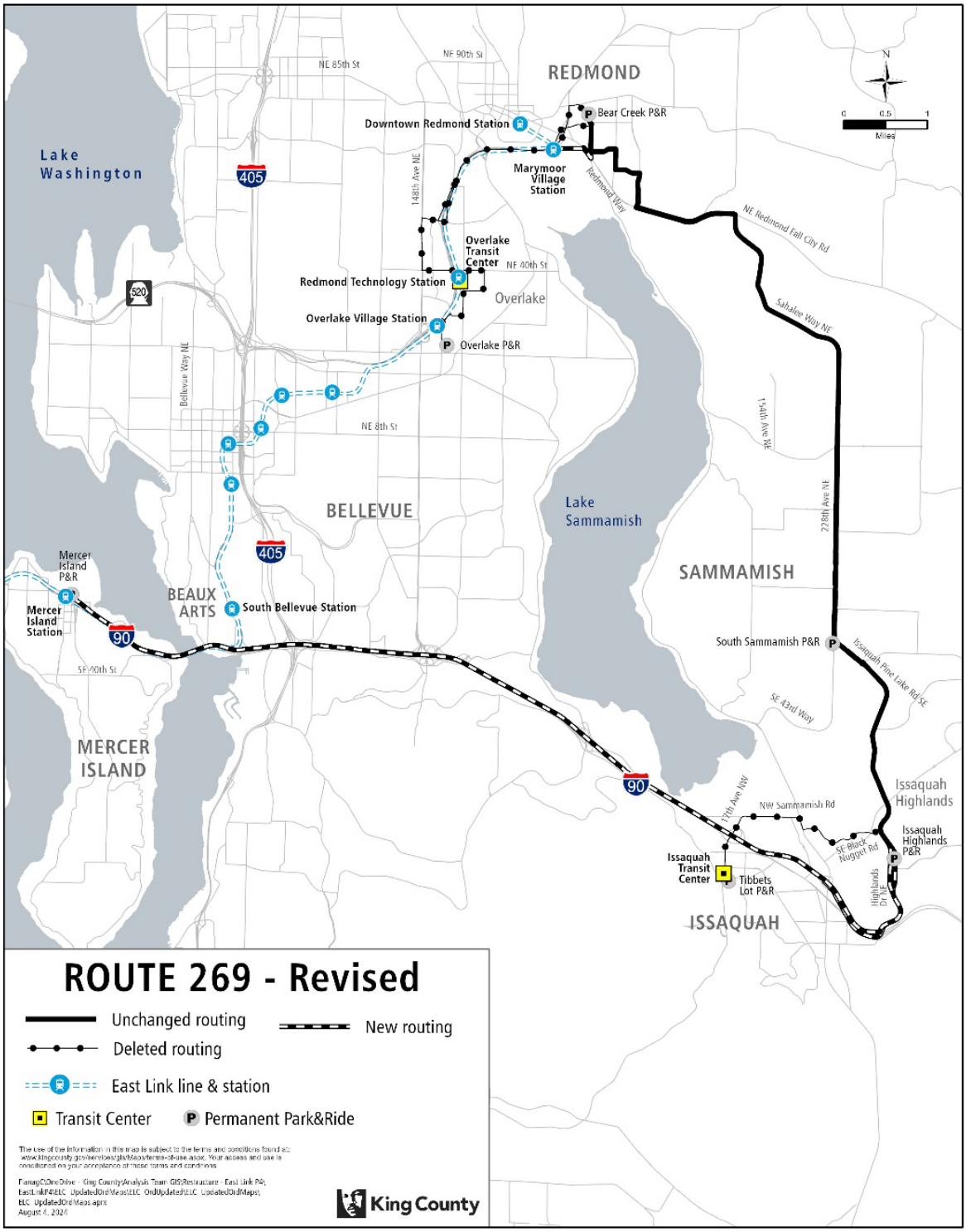
SERVICE CHANGE:
Revise Route 269 to serve Mercer Island Station and Marymoor Village Station. Increase frequency on weekdays and add service on weekday nights and weekends.

**Frequency:**

| | | **Weekday** | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 30 min | 30 min | - | - | - | - | - |
| **Proposed** | 15 min | 30 min | 30 min | 30 min | 30 min | 30 min | 30 min |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **Current** | 6:00 AM–7:00 PM | - | - |
| **Proposed** | 6:00 AM–7:45 PM | 8:30 AM–6:45 PM | 8:35 AM–6:45 PM |


REDMOND
Lake Washington
NE 85th St
NE 90th St
Downtown Redmond Station
Bear Creek P&R
Marymoor Village Station
148th Ave NE
Redmond Way
NE Redmond Fall City Rd
Overlake Transit Center
NE 40th St
Redmond Technology Station
Overlake
Overlake Village Station
Overlake P&R
520
405
Bellevue Way NE
NE 8th St
BELLEVUE
Lake Sammamish
154th Ave NE
228th Ave NE
Sahalee Way NE
SAMMAMISH
Mercer Island P&R
Mercer Island Station
BEAUX ARTS
South Bellevue Station
90
SE 40th St
South Sammamish P&R
Issaquah Pine Lake Rd SE
SE 43rd Way
MERCER ISLAND
17th Ave NW
NW Sammamish Rd
Issaquah Highlands
Issaquah Highlands P&R
SE Black Nugget Rd
Issaquah Transit Center
Tibbets Lot P&R
Highlands Dr NE
ISSAQUAH
N
0 0.5 1
Miles
ROUTE 269 - Revised
Unchanged routing
New routing
Deleted routing
East Link line & station
Transit Center
Permanent Park&Ride
King County

Route: 270 (new)

OBJECTIVES:
Create new route that serves downtown Bellevue, northwest Bellevue, and University District to provide new connections and improve route reliability in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Easy to Understand*
    - A simple transit network is easier for riders to understand and use than a complex network.
    - Routes should have predictable and direct routings and should provide frequency and span appropriate to the market served.
    - Routes should serve connection points where riders can connect with frequent services, opening the widest possible range of travel options.

IMPACTED SERVICE AREA:
Downtown Bellevue, Northwest Bellevue, University District

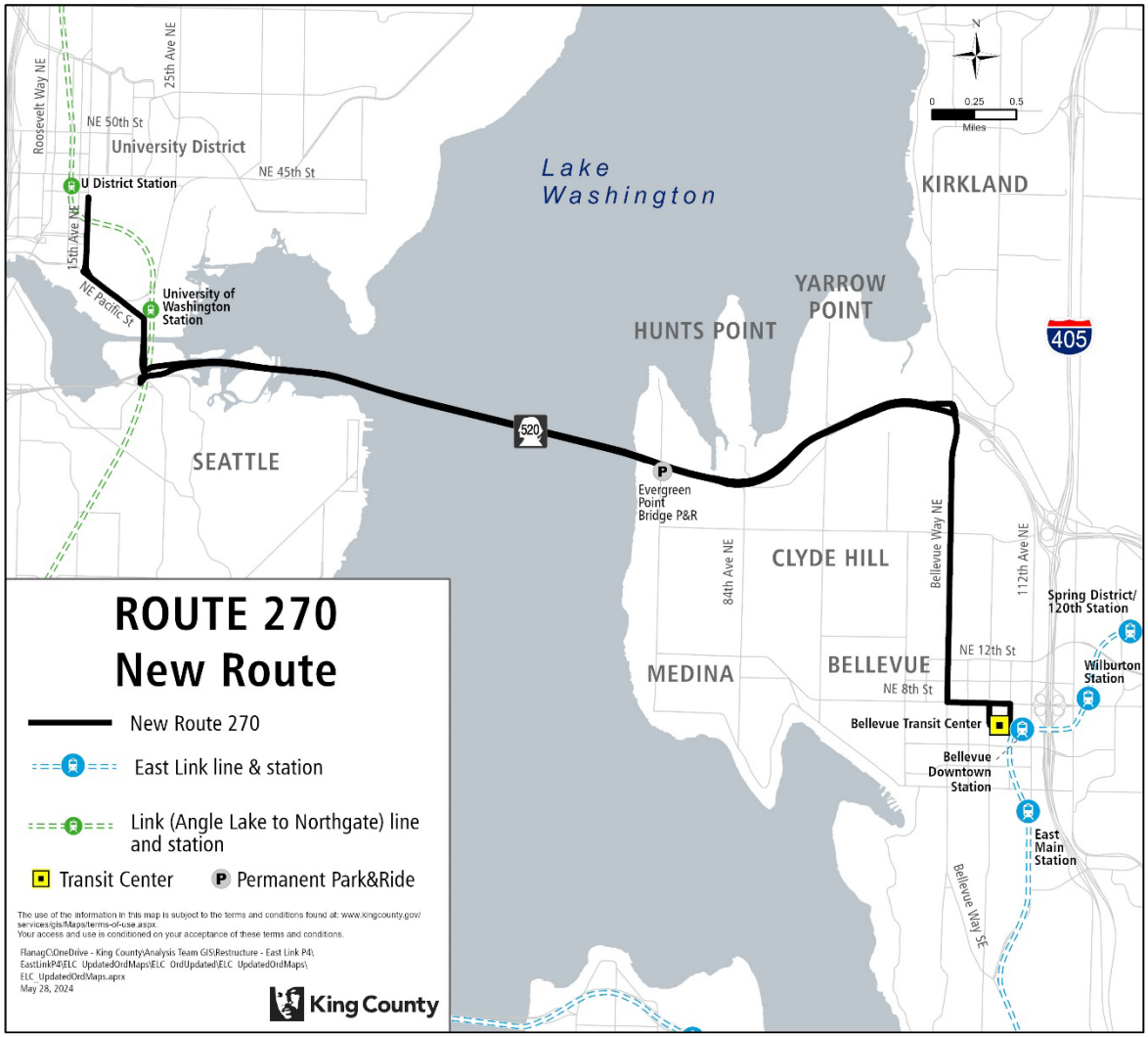
SERVICE CHANGE:
Implement new Route 270 which provides service between downtown Bellevue and the University District.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | - | - | - | - | - | - | - |
| **Proposed** | 15 min | 15 min | 30 min | 30-60 min | 60 min | 30-60 min | 60 min |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | - | - | - |
| **Proposed** | 5:30 AM–9:30 PM | 7:00 AM–10:00 PM | 7:00 AM–10:00 PM |


ROUTE 270
New Route
New Route 270
East Link line & station
Link (Angle Lake to Northgate) line and station
Transit Center
Permanent Park&Ride
King County
Lake Washington
University District
U District Station
University of Washington Station
SEATTLE
HUNTS POINT
YARROW POINT
KIRKLAND
CLYDE HILL
MEDINA
BELLEVUE
Evergreen Point Bridge P&R
Bellevue Transit Center
Bellevue Downtown Station
East Main Station
Wilburton Station
Spring District/ 120th Station
NE 50th St
NE 45th St
NE Pacific St
NE 12th St
NE 8th St
Roosevelt Way NE
25th Ave NE
15th Ave NE
84th Ave NE
Bellevue Way NE
112th Ave NE
Bellevue Way SE
520
405
0 0.25 0.5
Miles
N

Route: 271 (delete)

OBJECTIVES:
Restructure service to provide new connections and improve route reliability in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines. Replacement service for Route 271 will be provided by Routes 203, 220, 249, 270, and proposed revised ST 554.

*Strategic Plan Strategies*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.

IMPACTED SERVICE AREA:
University District, Medina, Bellevue, Eastgate, Issaquah

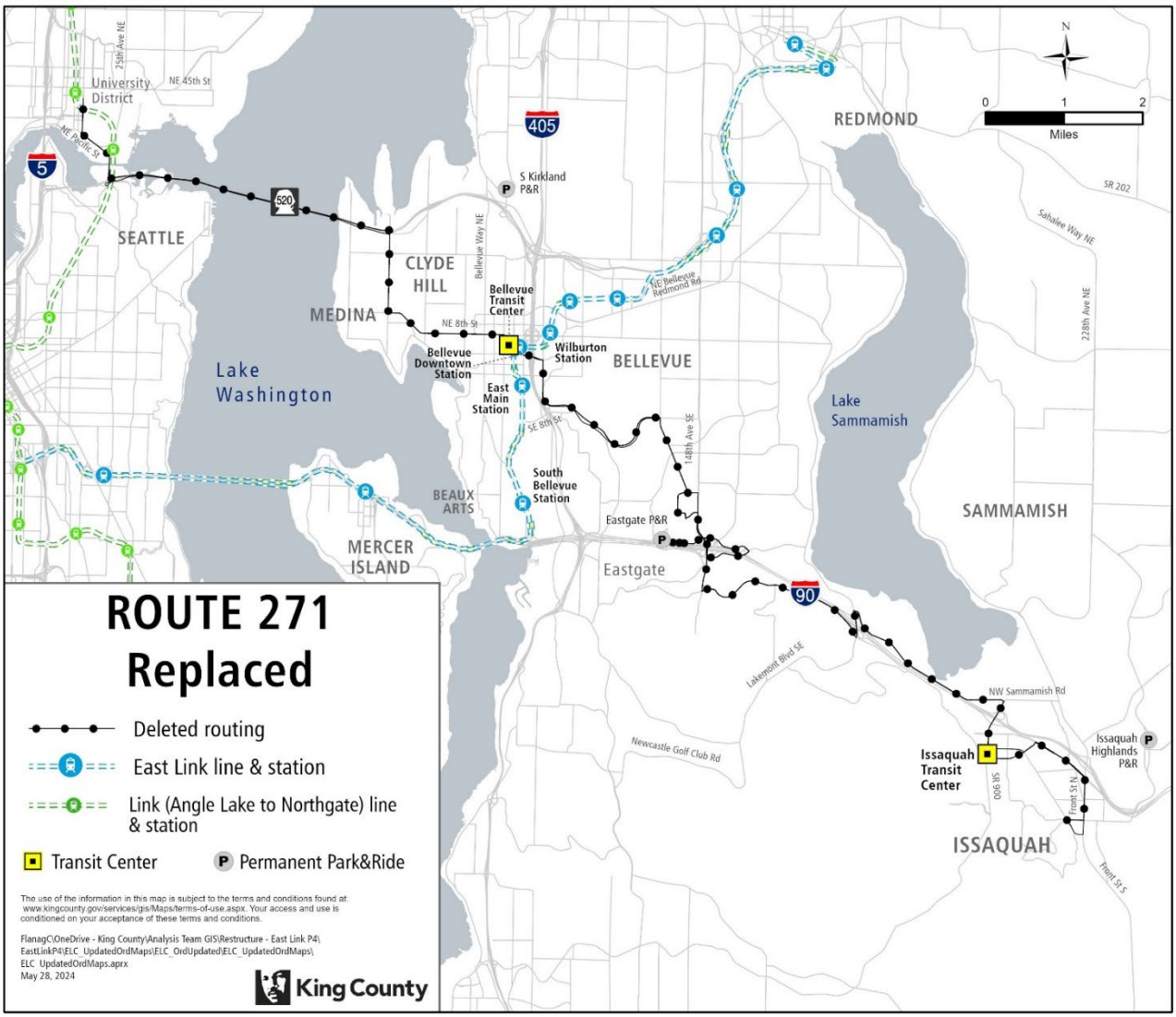
SERVICE CHANGE:
Delete Route 271. Alternative service will be provided by Routes 203, 220, 249, 270, and proposed revised ST 554. New Route 270 will provide alternative service between downtown Bellevue and the University District. New Route 220 will provide alternative service between Eastgate and downtown Bellevue. Proposed revised ST Route 554 will provide alternative service between Issaquah, Eastgate, and downtown Bellevue. New Route 203 and proposed revised ST Route 554 will provide alternative local service in Issaquah. Revised Route 249 will provide alternative service in Medina.

**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 10-20 min | 15 min | 30 min | 30 min | 60 min | 30 min | 60 min |
| **Proposed** | - | - | - | - | - | - | - |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | 5:30 AM–10:30 PM | 6:30 AM–10:30 PM | 7:30 AM–10:30 PM |
| **Proposed** | - | - | - |


ROUTE 271
Replaced
Deleted routing
East Link line & station
Link (Angle Lake to Northgate) line & station
Transit Center
Permanent Park&Ride
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May 28, 2024
King County
SEATTLE
University District
NE 45th St
25th Ave NE
NE Pacific St
MEDINA
CLYDE HILL
Bellevue Way NE
NE 8th St
Bellevue Transit Center
Bellevue Downtown Station
Wilburton Station
East Main Station
BELLEVUE
S Kirkland P&R
NE Bellevue Redmond Rd
REDMOND
SR 202
Sahalee Way NE
228th Ave NE
Lake Washington
Lake Sammamish
SE 8th St
148th Ave SE
South Bellevue Station
BEAUX ARTS
MERCER ISLAND
Eastgate P&R
Eastgate
SAMMAMISH
Lakemont Blvd SE
NW Sammamish Rd
Newcastle Golf Club Rd
Issaquah Transit Center
Issaquah Highlands P&R
SR 900
Front St N
ISSAQUAH
Front St S
N
0
1
2
Miles
5
520
405
90

Route: 311 (delete)

OBJECTIVES:
Restructure service to provide new connections and reduce duplication in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines. Replacement service for Route 311 will be provided by Route 256.

*Strategic Plan Strategies:*

- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
    - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.

IMPACTED SERVICE AREA:
Woodinville, Brickyard Park-and-Ride, Totem Lake Freeway Station, Yarrow Point, Evergreen Point, downtown Seattle

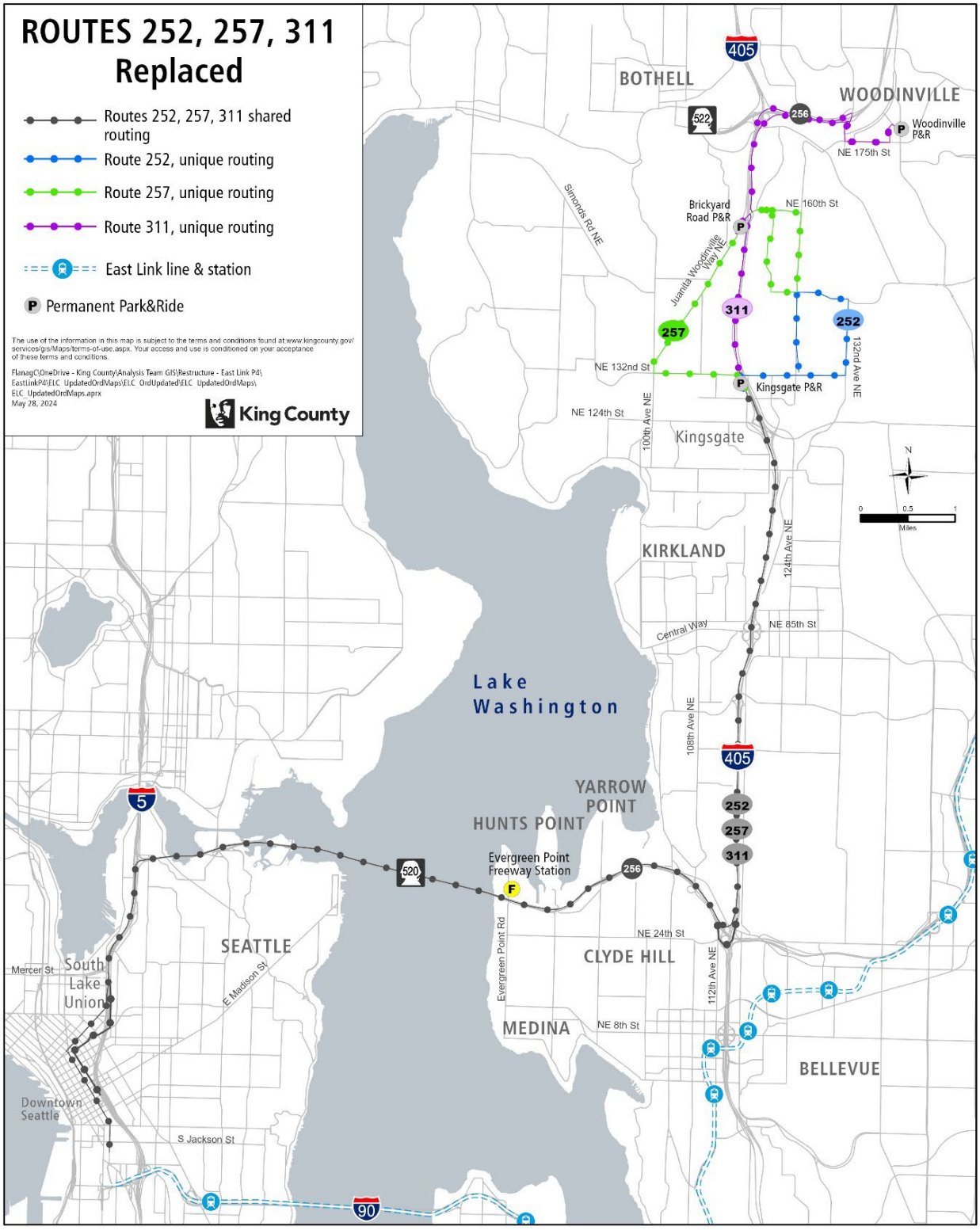
SERVICE CHANGE:
Delete Route 311. Alternative service will be provided by Route 256.

**Frequency:**

| | Weekday | | | Saturday | | Sunday | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 50-60 min | - | - | - | - | - | - |
| **Proposed** | - | - | - | - | - | - | - |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | 5:30 AM–9:00 AM<br>3:15 PM–6:45 PM | - | - |
| **Proposed** | - | - | - |


ROUTES 252, 257, 311
Replaced
Routes 252, 257, 311 shared routing
Route 252, unique routing
Route 257, unique routing
Route 311, unique routing
East Link line & station
Permanent Park&Ride
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FlanagC\OneDrive - King County\Analysis Team GIS\Restructure - East Link P4\EastLinkP4\ELC_UpdatedOrdMaps\ELC_OrdUpdated\ELC_UpdatedOrdMaps\ELC_UpdatedOrdMaps.aprx
May 28, 2024
King County
BOTHELL
WOODINVILLE
Woodinville P&R
NE 175th St
Simonds Rd NE
Brickyard Road P&R
NE 160th St
Juanita Woodinville Way NE
NE 132nd St
Kingsgate P&R
132nd Ave NE
NE 124th St
100th Ave NE
Kingsgate
KIRKLAND
124th Ave NE
Central Way
NE 85th St
Lake Washington
108th Ave NE
YARROW POINT
HUNTS POINT
Evergreen Point Freeway Station
SEATTLE
Mercer St
South Lake Union
E Madison St
Evergreen Point Rd
NE 24th St
CLYDE HILL
112th Ave NE
MEDINA
NE 8th St
BELLEVUE
Downtown Seattle
S Jackson St
405
522
256
311
252
257
520
5
90
N
0
0.5
1
Miles

Route: 342 (delete)

OBJECTIVES:
Restructure service to provide better all-day transit service levels, reduce duplication, and match service levels to ridership demand in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines. Replacement service for Route 342 will be provided by Routes 111, 240, 331, new Route 256 and ST 522 and 566. This route is currently suspended.

*Strategic Plan Strategies*

- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Be flexible and responsive to changes in demand for service and community engagement.

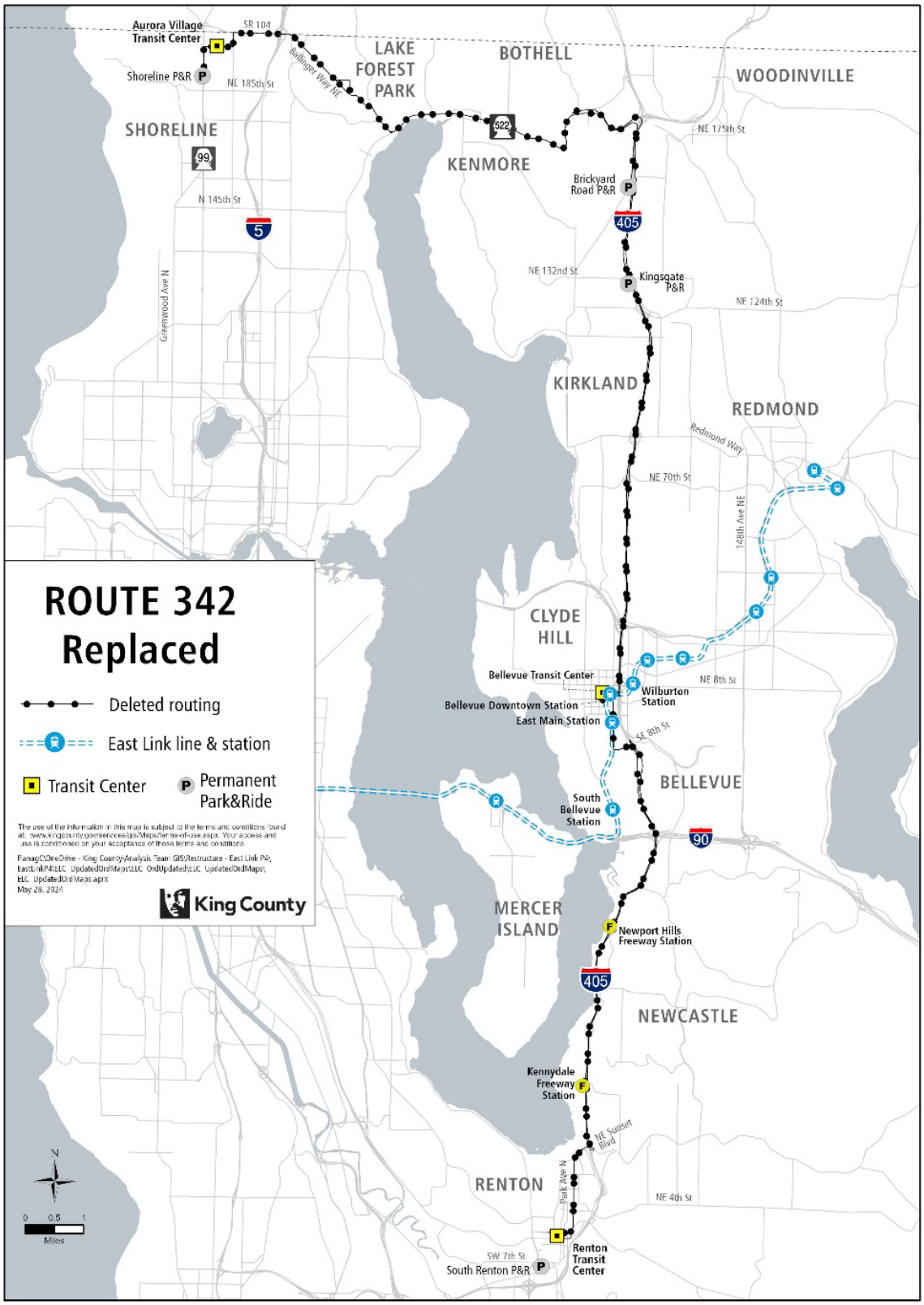
*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.
    - Metro should consider transit access in defining a route or route segment as duplicative. Access should be based on the frequency of service.

IMPACTED SERVICE AREA:
Shoreline, Lake Forest Park, Kenmore, Bothell, Kirkland, Bellevue, Newcastle, Renton

SERVICE CHANGE:
Delete Route 342 to reallocate hours to all-day service. Alternative service will be provided by Routes 111, 240, 256, 331, ST Routes 522 and 566. Route 331 will provide alternative service between the Aurora Transit Center and Lake Forest Park. The Route 331 and ST Route 522 will provide service between Lake Forest Park and Bothell. Between Bothell and the Bellevue Transit Center, the Routes 256

and ST 566 will provide alternative service. Between the Bellevue Transit Center and the Renton Transit Center, the Routes 111, 240, and ST Route 566 will be alternatives. Route 342 was suspended in 2023.


ROUTE 342
Replaced
Deleted routing
East Link line & station
Transit Center
Permanent Park&Ride
King County
Aurora Village Transit Center
SR 104
Shoreline P&R
NE 185th St
Ballinger Way NE
LAKE FOREST PARK
BOTHELL
WOODINVILLE
SHORELINE
99
522
NE 175th St
KENMORE
Brickyard Road P&R
N 145th St
5
405
NE 132nd St
Kingsgate P&R
NE 124th St
Greenwood Ave N
KIRKLAND
REDMOND
Redmond Way
NE 70th St
148th Ave NE
CLYDE HILL
Bellevue Transit Center
Wilburton Station
NE 8th St
Bellevue Downtown Station
East Main Station
SE 8th St
BELLEVUE
South Bellevue Station
90
MERCER ISLAND
Newport Hills Freeway Station
405
NEWCASTLE
Kennydale Freeway Station
NE Sunset Blvd
RENTON
Park Ave N
NE 4th St
SW 7th St
South Renton P&R
Renton Transit Center
N
0 0.5 1
Miles

Route: 630 (revise)

OBJECTIVES:
Revise service on Route 630 to serve First Hill more directly, increasing frequency and span to provide better transit service levels, reduce duplication, and match service levels to ridership demand in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link 2 Line, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
- Route Directness
    - A route that operates directly between two locations is faster and more attractive to riders than one that takes a circuitous path. Circulators or looping routes do not have competitive travel times compared to walking or other modes of travel, so they tend to have low ridership and poor performance.

IMPACTED SERVICE AREA:
First Hill, International District, Mercer Island Link Station, Mercer Village

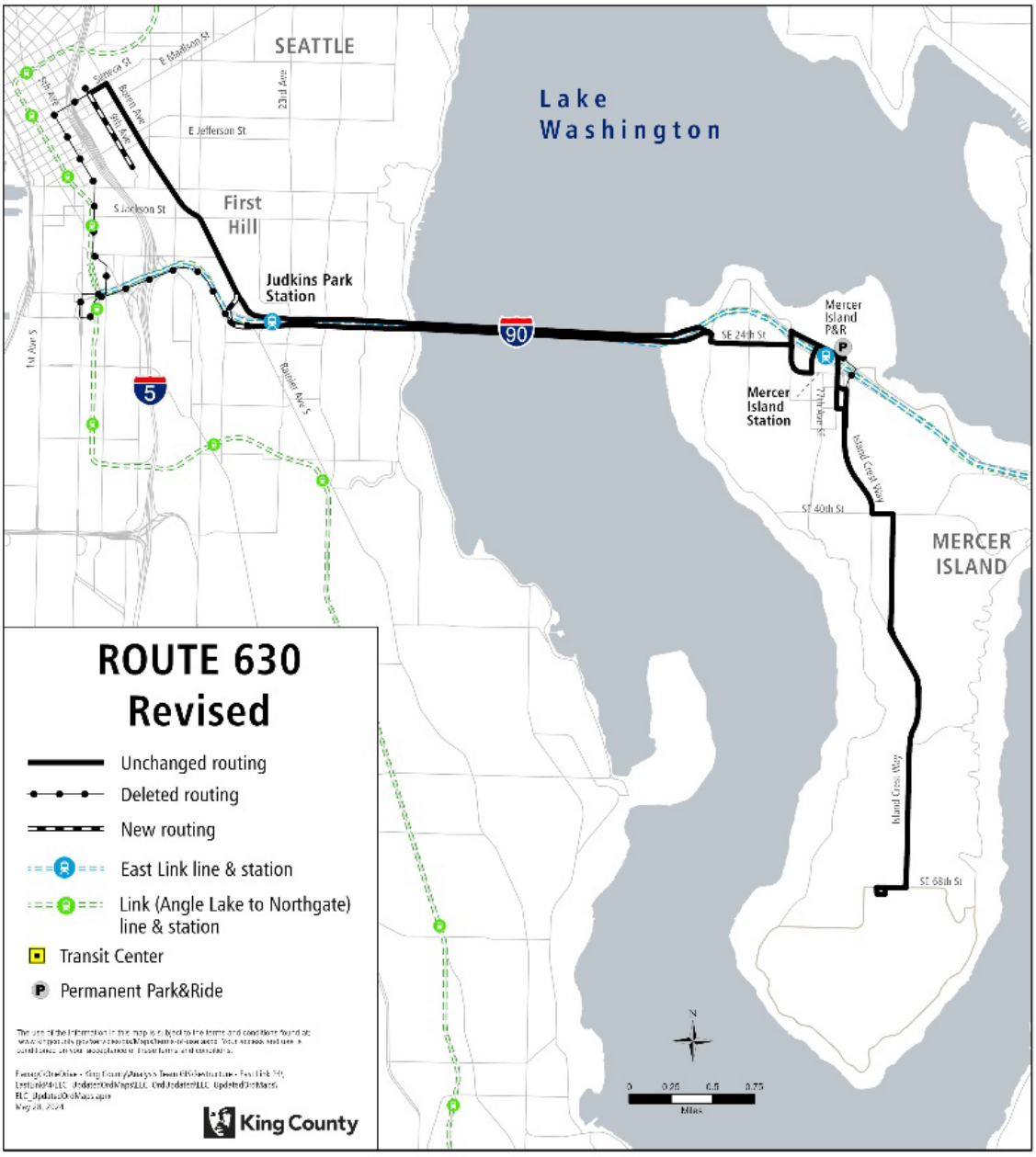
SERVICE CHANGE:
Revise Route 630 to serve Rainier Ave S, Boren Ave, and 9th Ave with a more direct path to First Hill.

**Frequency:**

| | | **Weekday** | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 35-40 min | - | - | - | - | - | - |
| **Proposed** | 30 min | - | - | - | - | - | - |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | 6:00-8:00 AM, 4:00-6:00 PM | - | - |
| **Proposed** | 6:00-8:00 AM, 4:00-6:30 PM | - | - |


SEATTLE
Lake Washington
First Hill
Judkins Park Station
Mercer Island P&R
Mercer Island Station
MERCER ISLAND
SE 24th St
ST 40th St
ST 68th St
E Madison St
E Jefferson St
S Jackson St
23rd Ave
Rainier Ave S
1st Ave S
Island Crest Way
90
5
ROUTE 630
Revised
Unchanged routing
Deleted routing
New routing
East Link line & station
Link (Angle Lake to Northgate) line & station
Transit Center
Permanent Park&Ride
King County

Route: 672 (revise)

OBJECTIVES:
Revise service on Route 672 to extend to Downtown Redmond Station and remove service to Overlake Village Station to improve route speed and reliability in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
- *Route Spacing and Duplication*
    - Routes should be designed to avoid competing for the same riders. In general, routes should be no closer than 1/2 mile.
    - Services may overlap or be more closely spaced where urban and physical geography makes it necessary, where services in a common segment serve different destinations, or where routes converge to serve regional growth centers. Where services do overlap, they should be scheduled together, if possible, to provide shorter waits along the common routing.

IMPACTED SERVICE AREA:
Downtown Redmond, Overlake, Crossroads, downtown Bellevue

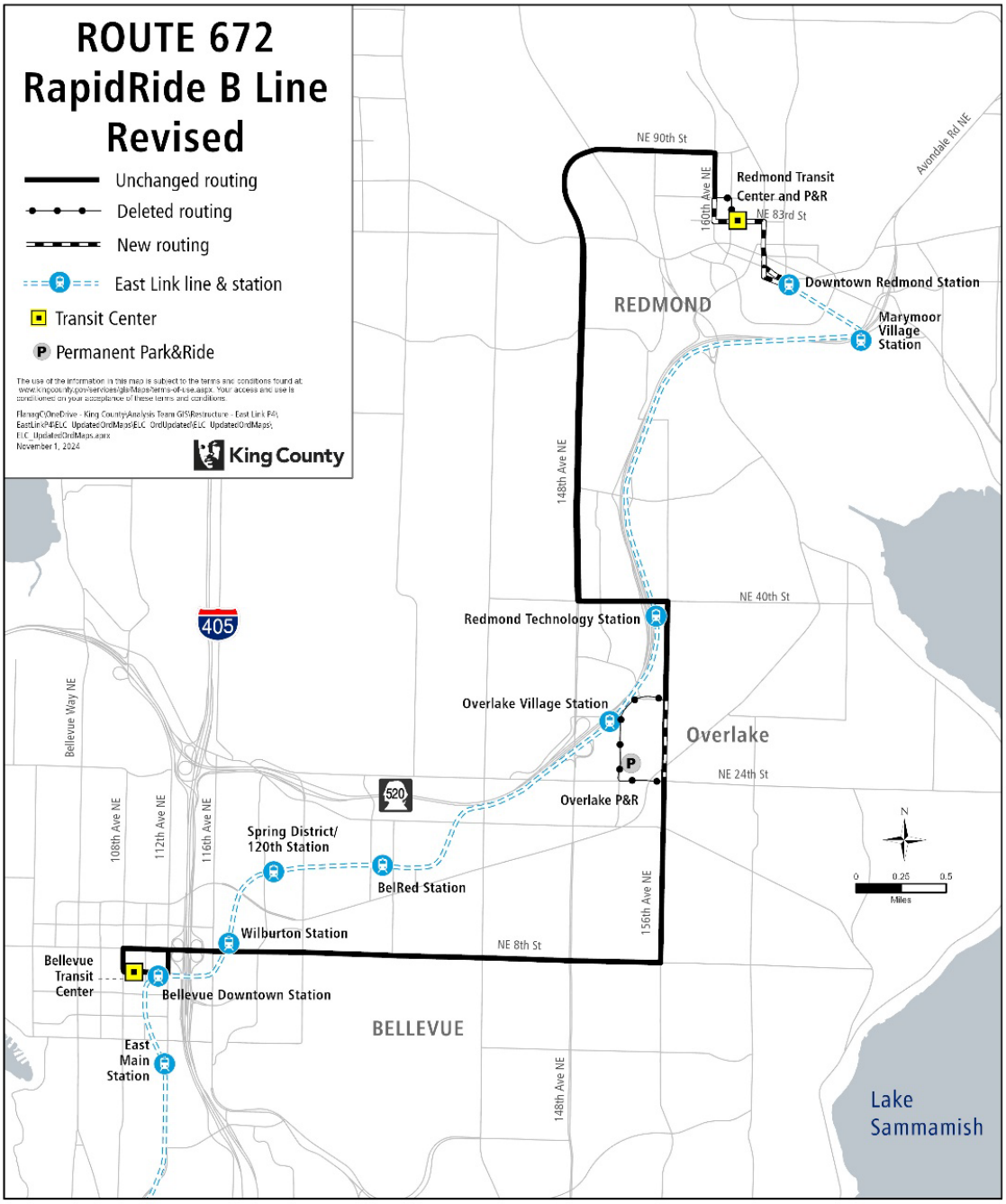
SERVICE CHANGE:
Revise route 672 (B Line) to serve Downtown Redmond Station and remove service to Overlake Village Station by remaining on 156th Ave NE between NE 24th St and NE 31st St.

**Frequency:**

| | | **Weekday** | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 10 min | 15 min | 15-30 min | 15 min | 15-30 min | 15 min | 15-30 min |
| **Proposed** | 10 min | 15 min | 15-30 min | 15 min | 15-30 min | 15 min | 15-30 min |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **Current** | 4:15 AM–11:45 PM | 5:45 AM–11:45 PM | 5:45 AM–11:45 PM |
| **Proposed** | 4:15 AM–11:45 PM | 5:45 AM–11:45 PM | 5:45 AM–11:45 PM |


ROUTE 672
RapidRide B Line
Revised
Unchanged routing
Deleted routing
New routing
East Link line & station
Transit Center
Permanent Park&Ride
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November 1, 2024
King County
NE 90th St
Redmond Transit Center and P&R
NE 83rd St
160th Ave NE
Avondale Rd NE
Downtown Redmond Station
REDMOND
Marymoor Village Station
148th Ave NE
NE 40th St
Redmond Technology Station
405
Overlake Village Station
Overlake
Bellevue Way NE
520
NE 24th St
Overlake P&R
108th Ave NE
112th Ave NE
116th Ave NE
Spring District/ 120th Station
BelRed Station
156th Ave NE
N
0 0.25 0.5
Miles
Wilburton Station
NE 8th St
Bellevue Transit Center
Bellevue Downtown Station
BELLEVUE
East Main Station
148th Ave NE
Lake Sammamish

Route: 930 (revise)

OBJECTIVES:
Revise service on Route 930 to increase frequency and span to provide better all-day transit service levels, and match service levels to ridership demand in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies*
- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*
- *Network Connections*
  - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
  - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
- *Multiple Purposes and Destinations*
  - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.

IMPACTED SERVICE AREA:
Kingsgate Park-and-Ride, Totem Lake Transit Center, Willows Road, Redmond Transit Center, and Redmond Town Center.

SERVICE CHANGE:
Extend span of Route 930 on weekdays and add Saturday and Sunday service.

**Frequency:**

| | **Weekday** | | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 30 min | 30 min | - | - | - | - | - |
| **Proposed** | 30 min | 30 min | 60 min | 60 min | - | 60 min | |

**Hours of Service:**

| | **Weekday** | **Saturday** | **Sunday** |
|---|---|---|---|
| **Current** | 6:00 AM–7:30 PM | - | - |
| **Proposed** | 6:00 AM–9:45 PM | 6:00 AM–7:00 PM | 6:00 AM–7:00 PM |

Route: 931 (revise)

OBJECTIVES:
Revise service on Route 931 to serve UW/Cascadia Bothell, Woodinville, Cottage Lake, and Duvall to provide new connections, and reduce duplication in accordance with the Strategic Plan for Public Transportation, 2021-2031, and King County Metro Service Guidelines.

*Strategic Plan Strategies:*

- Prioritize service in geographic areas that have highly dense, transit-supportive development; a high proportion of priority populations; and limited midday and evening service.
- Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.
- Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.
- Be flexible and responsive to changes in demand for service and community engagement.
- Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.

*Service Guidelines*

- *Network Connections*
    - Services should be designed in the context of the entire transit system, which includes local and regional bus routes, Link light rail, commuter rail lines, and other modes.
    - Metro strives to make transfers easy. Network design should consider locations where transfer opportunities could be provided to improve mobility and efficiency.
    - Where many transfers are expected between services of different frequencies, timed transfers should be maintained to reduce wait times.
- *Multiple Purposes and Destinations*
    - Routes are more efficient and successful when designed to serve multiple purposes and destinations rather than specialized travel demands.
    - Specialized service should be considered when there is sizeable and demonstrated demand that cannot be adequately met by more generalized service.

IMPACTED SERVICE AREA:
UW-Bothell/Cascadia College, Woodinville, Cottage Lake, Duvall, Avondale, Redmond

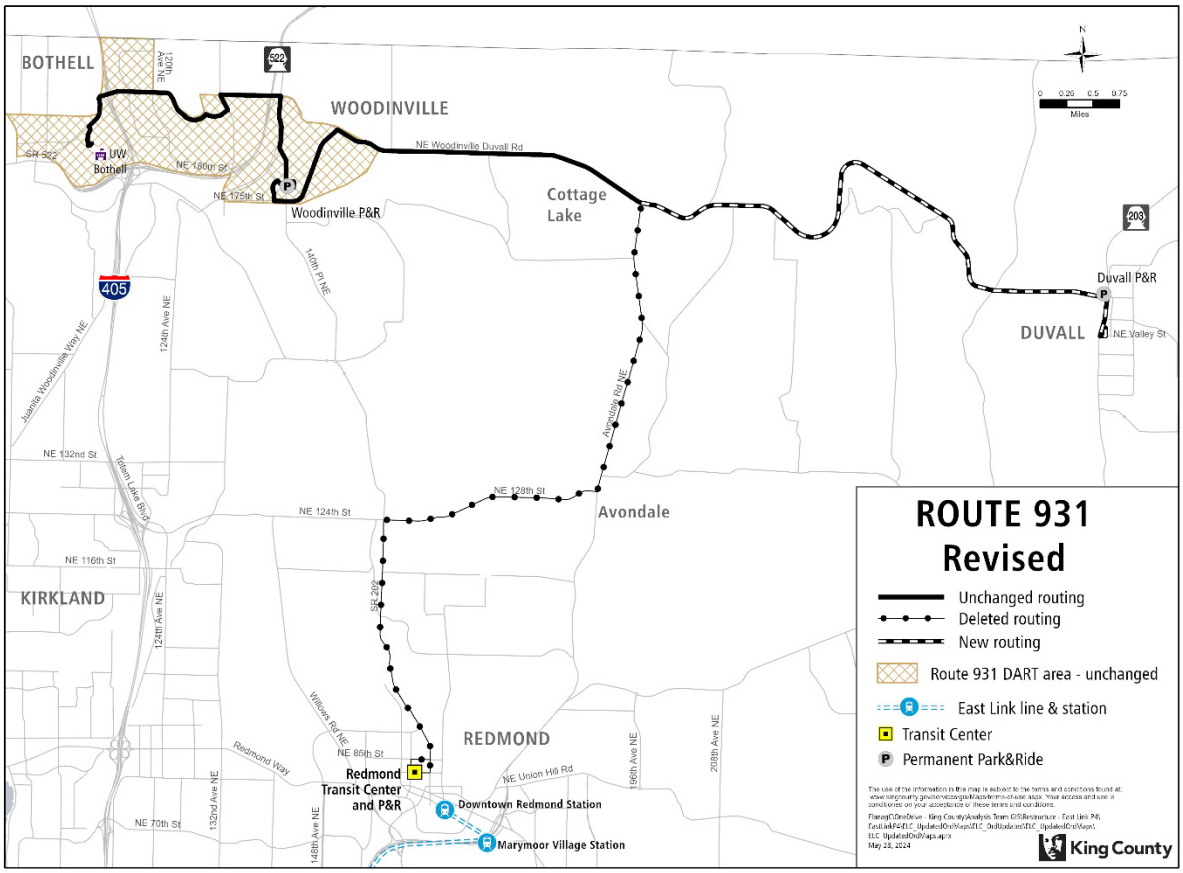
SERVICE CHANGE:
Revise Route 931 to operate between Bothell and Duvall via NE Woodinville Duval Road and remove service along Avondale Road NE. Replacement service between Cottage Lake and Redmond via Avondale Road NE is provided by new Route 222.

**Frequency:**

| | | **Weekday** | | **Saturday** | | **Sunday** | |
|---|---|---|---|---|---|---|---|
| | Peak | Midday | Night | Daytime | Night | Daytime | Night |
| **Current** | 30 min | - | - | - | - | - | - |
| **Proposed** | 30 min | - | - | - | - | - | - |

**Hours of Service:**

| | Weekday | Saturday | Sunday |
|---|---|---|---|
| **Current** | 6:00 AM–9:00 AM<br>3:00 PM–6:30 PM | - | - |
| **Proposed** | 6:00 AM–9:00 AM<br>3:00 PM–6:30 PM | - | - |


BOTHELL
WOODINVILLE
UW Bothell
NE 180th St
NE 175th St
Woodinville P&R
NE Woodinville Duvall Rd
Cottage Lake
Duvall P&R
DUVALL
NE Valley St
405
124th Ave NE
148th Pl NE
Juanita Woodinville Way NE
NE 132nd St
Totem Lake Blvd
Avondale Rd NE
NE 128th St
NE 124th St
Avondale
NE 116th St
KIRKLAND
SR 202
Willows Rd NE
NE 85th St
Redmond Transit Center and P&R
REDMOND
NE Union Hill Rd
Downtown Redmond Station
Marymoor Village Station
Redmond Way
NE 70th St
132nd Ave NE
148th Ave NE
196th Ave NE
208th Ave NE
ROUTE 931
Revised
Unchanged routing
Deleted routing
New routing
Route 931 DART area - unchanged
East Link line & station
Transit Center
Permanent Park&Ride
King County

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# Zero Youth Fare Proposal Title VI Fare Equity Analysis

May 2022

King County

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# I. Introduction

Metro is proposing a fare change that would reduce transit fares for youth aged 6-18 to $0. This report documents King County Metro's Title VI equity analysis of this proposal, pursuant to Federal Transit Administration (FTA) guidance set forth in FTA's Title VI circular FTA C 4702.1B.

## Requirements

FTA Circular 4702.1B, issued on October 1, 2012, identifies Title VI requirements and guidelines for recipients of federal grant funding from the FTA.[1] The following sections outline Title VI requirements that are applicable to the evaluation of proposed fare changes.

> 7. REQUIREMENT TO EVALUATE SERVICE AND FARE CHANGES. This requirement applies only to transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population or that otherwise meet the threshold in the Introduction section of this chapter. These transit providers are required to prepare and submit service and fare equity analyses as described below. Transit providers not subject to this requirement are responsible for complying with the DOT Title VI regulations which prohibit disparate impact discrimination, and therefore should review their policies and practices to ensure their service and fare changes do not result in disparate impacts on the basis of race, color, or national origin. (Page IV-11)
>
> Upon completion of a service or fare equity analysis, the transit provider shall brief its board of directors, top executive, or appropriate governing entity or official(s) responsible for policy decisions regarding the service and/or fare change(s) and the equity impacts of the service and/or fare change(s). The transit provider shall submit documentation such as a board resolution, copy of meeting minutes, or similar documentation with the Title VI Program as evidence of the board or governing entity or official's consideration, awareness, and approval of the analysis. (Page IV-12)
>
> b. Fare Equity Analysis
>
> (1) Fare Changes. The fare equity analysis requirement applies to all fare changes regardless of the amount of increase or decrease. As with the service equity analysis, FTA requires transit providers to evaluate the effects of fare changes on low-income populations in addition to Title VI-protected populations.
>
> (2) Data Analysis. For proposed changes that would increase or decrease fares on the entire system, or on certain transit modes, or by fare payment type or fare media, the transit provider shall analyze any available information generated from ridership surveys indicating whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type, or payment media that would be subject to the fare change. (Page IV-19)

[1] Link to FTA Circular 4702.1 B

The sections below describe the proposed change, and fare equity analysis carried out per FTA requirements.

## Context

King County Metro (Metro) is the Puget Sound region's largest public transportation agency, with over 123 million riders in 2019, before the COVID-19 pandemic. Fares represent an important source of revenue for Metro. Pursuant to the King County's Fund Management Policies for Public Transportation, Metro must recover at least 25 percent of passenger related operating costs from farebox revenues, comprising more than $164 million and accounting for more than 15 percent of Metro's total revenue in 2019.

In March 2022 the Washington State Legislature approved the Move Ahead Washington transportation investment program, which added a new section to chapter 47.66 RCW[2] establishing a transit support grant program for the purpose of providing financial support to transit agencies for operating and capital expenses. To be eligible to receive a grant, a transit agency is required to have adopted a zero-fare policy that allows passengers eighteen years of age and younger to ride free of charge on all modes.

Currently, children under the age of six ride free on all modes. Youth aged 6-18 are subject to a youth fare that varies by mode. Youth comprise around 11 percent of all Metro boardings. Reducing youth fares to $0 to become eligible for Move Ahead Washington grant funding would expand access to transit and allow Metro to address revenue needs within the transportation system. Consequently, Metro is proposing to reduce transit fares for youth aged 6-18 to $0.00 on all modes.

The table below shows 2019 annual boardings.

*Table 1: Annual Boardings (2019)*

| Boarding type | Number of boardings* | % of total boardings |
|---|---|---|
| Youth boardings | 13 million | 11% |
| All other boardings | 103 million | 89% |
| Total boardings | 116 million | 100% |

* Boarding figures include transfers.

## Proposal

The table below shows current and proposed youth transit fares. The proposal would reduce general youth transit fares (charged for buses, trolleys, transit vans, dial-a-ride vehicles and streetcars), youth Access paratransit fares, and youth fares charged on Metro's two water taxi routes by 100 percent.

[2] Link to chapter 47.66 RCW

*Table 2: Current and Proposed Youth Fares*

| Mode | Category | Current fare | Proposed fare | % Change |
|---|---|---|---|---|
| Bus, trolley, van, dial-a-ride, streetcar | Youth | $1.50 | $0.00 | -100% |
| Access Paratransit | Youth | $1.75 | $0.00 | -100% |
| Water Taxi W. Seattle Route | Youth | $3.75 | $0.00 | -100% |
| Water Taxi Vashon Route | Youth | $4.50 | $0.00 | -100% |

## II. Methodology

The FTA requires transit agencies to submit a Title VI Program Report every three years, which includes methodology and thresholds the agency will use to evaluate disparate impacts on minority riders[3] and disproportionate burdens on people with low incomes. When a triennial report is accepted by FTA, the methodology described in the report become the approach an agency must follow for the subsequent triennium. The 2019 King County Metro Transit Title VI Program Report[4] was approved by the King County Council via Motion 15491.[5] It was submitted to and accepted by the Federal Transit Administration.

Metro uses the methodology described in that report to conduct fare equity analyses includes the steps listed below.

1. **Determine whether a fare equity analysis is required**
   In depth analysis is required when a fare change would result in a differential percentage change of 10 percent or more by customer fare category or fare payment type.

   The FTA requires Metro to conduct an equity analysis using the methodology described in the 2019 King County Metro Title VI Program Report anytime a fare change is proposed. The Title VI Program Report requires Metro to compare differential percentage changes proposed across customer fare categories and payment types to determine whether further analysis is needed.

   Any proposal that would result in a differential percentage change of less than 10 percent by customer fare category or fare payment type falls below Metro's threshold for causing disparate impacts or disproportionate burdens and requires no further analysis. Proposals that would result in a differential percentage change of 10 percent or more by customer fare category or fare payment

[3] Per the Federal Transit Administration (Link to FTA Circular 4702.1 B) minority persons are persons with any of the following origins: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander. Where the word minority appears in this report, it refers to this federal definition.
[4] Link to 2019 King County Metro Transit Title VI Program Report
[5] Link to Motion 15491

type must undergo further analysis to determine whether they would result in disparate impacts or disproportionate burdens.

For example, a proposal to increase transit fares by 5 percent if paid by card, and 8 percent if paid by cash would involve a 3 percent differential percentage change and thus require no further analysis. A proposal to increase transit fares by 5 percent if paid by card, and 25 percent if paid by cash would involve a 20 percent differential percentage change and therefore require further analysis.

2. **Evaluate whether the proposal would cause disparate adverse impacts on minority riders**
   A disparate impact is present when the minority share of the affected rider group exceeds the minority share of all riders by 10 percentage points or more. An adverse impact occurs when the result would have a negative impact on affected riders.

   Metro uses rider data to conduct this analysis. To evaluate, Metro subtracts the minority percentage of all riders from the minority percentage of affected riders. If the difference exceeds a 10 percent threshold established in Metro's 2019 Title VI Program Report, then minority riders would experience disparate impacts from a proposed change.

   Metro then examines whether impacts of the proposed change would be adverse or favorable to those affected. For example, a change resulting in a fare increase would have an adverse impact on affected riders by making it more expensive to ride, while a fare elimination or reduction would have a favorable impact on affected riders by making it less expensive to ride.

   If a proposal would both disproportionately affect minority riders, and have an adverse impact on those affected, then the proposal would result in disparate adverse impacts on minority riders.

3. **Evaluate whether the proposal would impose a disproportionate burden on low-income riders**
   A disproportionate burden is present when both the low-income share of the affected rider group exceeds the low-income share of all riders by 10 percentage points or more, and when the proposal would be experienced as a burden by affected riders. For the purposes of Title VI analyses, household incomes below 200 percent of the federal poverty level are considered low-income.

   Metro uses rider data to complete this analysis. To evaluate, Metro subtracts the percentage of all riders who are low-income from the percentage of affected riders who are low-income. If the difference exceeds the 10 percent threshold established in Metro's 2019 Title VI Program Report, low-income riders would be disproportionately affected by the proposed change.

   Metro then evaluates whether the impact of the proposed change would benefit or burden those affected. For example, a fare increase would burden affected riders by making it more expensive to ride, whereas a fare elimination or reduction would benefit affected riders by making it less expensive to ride.

   If a proposal would both disproportionately affect low-income riders, and would burden affected riders, then the proposal would be found to impose disproportionate burdens on low-income riders.

**4. Determine whether modification or mitigation is needed**

If a disparate adverse impact on minority riders, or a disproportionate burden on low-income riders is identified, the FTA requires consideration of alternative approaches, modification of the proposal and/or development of mitigation strategies to reduce the negative impacts.

# III. Analysis

## Step 1: Is Metro required to complete a fare equity analysis for this proposal?

In depth analysis is required when a proposal would result in a differential percentage change of 10 percent or more by customer fare category or fare payment type.

All fare categories are listed in the table below, along with current fare levels, proposed fare levels, and the percent change from current to proposed. Under the proposal, youth fares would be eliminated and thus reduced by 100 percent, while fares for all other fare categories would remain the same.

If adopted, the differential percentage change by fare category would exceed the 10 percent threshold established in Metro's 2019 Title VI Program Report. Therefore, Metro concluded that further analysis to determine whether the proposal would have disparate adverse impacts on minority riders or place a disproportionate burden on low-income riders is required.

*Table 3: Current and Proposed Fares Across All Categories and Modes*

| Fares for bus, trolley, transit van, dial-a-ride, and streetcar | | | |
|---|---|---|---|
| **Category** | **Current fare** | **Proposed fare** | **Percent change** |
| Regular | $2.75 | $2.75 | 0% |
| Child | No charge | No charge | 0% |
| Youth | $1.50 | $0.00 | -100% |
| Seniors and persons with disabilities | $1.00 | $1.00 | 0% |
| Low-income | $1.50 | $1.50 | 0% |
| **Fares for Access Paratransit** | | | |
| **Category** | **Current fare** | **Proposed fare** | **Percent change** |
| Adult | | | |
| Child | No charge | No charge | 0% |
| Youth | $1.75 | $0.00 | -100% |
| Personal care attendant | No charge | No charge | 0% |
| Service animal | No charge | No charge | 0% |
| **Fares for Water Taxi – West Seattle Route** | | | |
| **Category** | **Current fare** | **Proposed fare** | **Percent change** |
| Cash | $5.75 | $5.75 | 0% |
| Regular prepaid | $5.00 | $5.00 | 0% |
| Child fare | No charge | No charge | 0% |
| Youth fare | $3.75 | $0.00 | -100% |
| Senior and persons with disabilities | $2.50 | $2.50 | 0% |
| Low-income | $3.75 | $3.75 | 0% |
| **Fares for Water Taxi – Vashon Route** | | | |
| **Category** | **Current fare** | **Proposed fare** | **Percent change** |
| Cash | $6.75 | $6.75 | 0% |
| Regular prepaid | $5.75 | $5.75 | 0% |
| Child fare | No charge | No charge | 0% |
| Youth fare | $4.50 | $0.00 | -100% |
| Seniors and persons with disabilities | $3.00 | $3.00 | 0% |
| Low-income | $4.50 | $4.50 | 0% |

## Step 2: Would the proposal impose disproportionate adverse impacts on minority riders?

A disproportionate impact would occur when the minority share of the affected rider group exceeds the minority share of all riders by 10 percentage points or more. Disproportionate *adverse* impact occurs when the result would have a negative impact on affected riders.

To evaluate impacts on minority riders, Metro analyzed local data on transit riders. Youth sample sizes were too small to evaluate using Metro's Rider/Non-Rider survey data, so to evaluate impacts on

minority youth transit riders Metro used the Puget Sound Regional Council (PSRC) 2017 and 2019 Household Travel Surveys[6] to complete this analysis. The table below compares the minority percentage of affected riders (youth ages 6-18) with the minority percentage of all riders. The table also defines what type of impact affected riders would experience as a result of the proposal.

Under the proposal, the minority share of youth riders would be smaller than the minority share of all riders. The negative 10.5 percent difference falls below the positive 10 percent threshold for disproportionate impacts established in Metro's 2019 Title VI Program Report, meaning that minority riders are not disproportionately impacted by the proposed change.

The proposed fare change would reduce transit fares to $0 for youth. This reduction in the cost to ride transit would have a favorable, rather than an adverse impact, on affected riders.

The proposed change would not disproportionately affect minority riders and would have a favorable impact on affected riders. Therefore, this proposal would not impose a disparate adverse impact on minority riders.

*Table 4: Percent Minority and Proposal Impact Type*

| Group | % Minority | |
|---|---|---|
| Riders 6-18 | 25.2% | |
| Riders 19 and older | 35.7% | |
| Affected riders % minority – All riders % minority | -10.5% | |
| **Impact Type** | | |
| Type of impact riders would experience: | ☐ Adverse impact | ☒ Favorable impact |

## Step 3: Would the proposal impose disparate burdens on low-income riders?

A disparate burden occurs when the low-income share of a negatively affected rider group exceeds the low-income share of all riders by 10 percentage points or more.

To evaluate impacts on low-income riders, Metro analyzed local data on transit riders. Youth sample sizes were too small to compare household income using Metro's Rider/Non-Rider survey data, so to evaluate impacts on low-income youth transit riders, Metro used the Puget Sound Regional Council (PSRC) 2017 and 2019 Household Travel Surveys[7] to complete this analysis. The table below compares

[7] Link to Puget Sound Regional Council Household Travel Surveys

the percentage of affected riders (youth) with low household incomes, with the percentage of all riders with low household incomes. For the purposes of this analysis, Metro defines low-income as households with incomes at or below 200 percent of the federal poverty level. The table also defines what type of impact riders would experience as a result of this proposal.

*Table 5: Percent Low-Income and Impact Type*

| Group | % Low-Income |
|---|---|
| Affected riders (youth) | 5.7% |
| All riders | 13.9% |
| Affected riders % low-income – All riders % low-income | -8.2% |
| **Impact Type** | |
| Type of impact riders would experience: | ☐ Burden ☒ Benefit |

Under the proposal, the low-income share of affected riders would be smaller than the low-income share of all riders. The negative 8.2 percent difference is less than the positive 10 percent threshold for disparate burdens.

The proposed fare change would reduce transit fares to $0 for youth. This reduction in the cost to ride transit would be experienced as a benefit, rather than a burden, by affected riders.

The proposed change would not disproportionately affect low-income riders and would be experienced as a benefit by affected riders. Therefore, this proposal would not impose a disproportionate burden on low-income riders.

### Step 4: Does the analysis indicate a need for modification or mitigations?

Modification and mitigation are not required because neither a disparate adverse impact on minority riders nor a disproportionate burden on low-income riders would result from implementation of the proposed fare change.

## IV. Conclusion

Because the proposed reduction of youth fares to $0 would involve a change to fare structure and would have a differential impact of more than 10 percent by fare category, Metro was required to complete a fare equity analysis. Metro has determined that the proposal would not result in disproportionate adverse impacts on minority riders. Similarly, the percentage of affected riders who

are low-income is less than the percentage of all riders who are low income and affected riders will also experience the result as a benefit (i.e., reduced transit fare) rather than a burden.

Metro has identified no disparate adverse impacts on minority riders, and no disproportionate burdens on low-income riders as a consequence of the proposed fare change.

# $1 LIFT Fare Pilot Proposal Title VI Fare Equity Analysis

July 2022

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# I. Introduction

King County will reduce transit fares for a twelve month period on all services that currently have a $1.50 fare for qualifying low-income riders to $1.00. This report documents King County Metro's Title VI equity analysis of this proposal, pursuant to Federal Transit Administration (FTA) guidance set forth in FTA's Title VI Circular 4702.1B.

## Requirements

FTA Circular 4702.1B, issued on October 1, 2012, identifies Title VI requirements and guidelines for recipients of federal grant funding from the FTA.[1] The following sections outline Title VI requirements that are applicable to the evaluation of proposed fare changes:

> 7. REQUIREMENT TO EVALUATE SERVICE AND FARE CHANGES. This requirement applies only to transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population or that otherwise meet the threshold in the Introduction section of this chapter. These transit providers are required to prepare and submit service and fare equity analyses as described below. Transit providers not subject to this requirement are responsible for complying with the DOT Title VI regulations which prohibit disparate impact discrimination, and therefore should review their policies and practices to ensure their service and fare changes do not result in disparate impacts on the basis of race, color, or national origin. (Page IV-11)
>
> Upon completion of a service or fare equity analysis, the transit provider shall brief its board of directors, top executive, or appropriate governing entity or official(s) responsible for policy decisions regarding the service and/or fare change(s) and the equity impacts of the service and/or fare change(s). The transit provider shall submit documentation such as a board resolution, copy of meeting minutes, or similar documentation with the Title VI Program as evidence of the board or governing entity or official's consideration, awareness, and approval of the analysis. (Page IV-12)
>
> b. Fare Equity Analysis
>
> (1) Fare Changes. The fare equity analysis requirement applies to all fare changes regardless of the amount of increase or decrease. As with the service equity analysis, FTA requires transit providers to evaluate the effects of fare changes on low-income populations in addition to Title VI-protected populations.
>
> (2) Data Analysis. For proposed changes that would increase or decrease fares on the entire system, or on certain transit modes, or by fare payment type or fare media, the transit provider shall analyze any available information generated from ridership surveys indicating whether minority and/or low-income riders are disproportionately more likely to use the mode of

[1] Link to FTA Circular 4702.1 B

service, payment type, or payment media that would be subject to the fare change. (Page IV-19)

The sections below describe the proposed change, and fare equity analysis carried out per FTA requirements.

## Context

King County Metro (Metro) is the Puget Sound region's largest public transportation agency, with over 123 million riders in 2019, before the COVID-19 pandemic. Fares represent an important source of revenue for Metro. Pursuant to the King County's Fund Management Policies for Public Transportation, Metro must recover at least 25 percent of passenger related operating costs from farebox revenues, comprising more than $164 million and accounting for more than 15 percent of Metro's total revenue in 2019.

To best serve its most vulnerable riders and ensure a seamless transfer experience with its partner transit agencies, King County is proposing to reduce its low-income fare on services that currently have a $1.50 fare to $1.00 for twelve months. Metro's low-income fare, also known as ORCA LIFT, is available to qualifying adults whose incomes are verified to be at or below two hundred percent of the federal poverty level. As of July 2022, more than 40,000 people are enrolled in the program.

The table below shows 2019 annual ORCA LIFT boardings.

*Table 1: Annual Boardings (2019)*

| Boarding type | Number of boardings* | % of total boardings |
|---|---|---|
| ORCA LIFT boardings | 5 million | 4% |
| All other boardings | 116 million | 96% |
| Total boardings | 121 million | 100% |

* Boarding figures include transfers.

## Proposal

The table below shows current and proposed low-income transit fares. The proposal would reduce low-income fares on services with a $1.50 low-income fare by 33 percent for a twelve month period.[2]

[2] King County Water is not included in this low-income fare pilot; Access paratransit does not have a low-income fare.

*Table 2: Current and Proposed Low-Income Fares*[3]

| Mode | Category | Current fare | Fare for twelve month period | % Change |
|---|---|---|---|---|
| Bus, trolley, van, dial-a-ride | Low-income | $1.50 | $1.00 | -33% |

## II. Methodology

The FTA requires transit agencies to submit a Title VI Program Report every three years, which includes methodology and thresholds the agency will use to evaluate disparate impacts on minority riders[4] and disproportionate burdens on people with low incomes. When a triennial report is accepted by FTA, the methodology described in the report becomes the approach an agency must follow for the subsequent triennium. The 2019 King County Metro Transit Title VI Program Report[5] was approved by the King County Council via Motion 15491.[6] It was submitted to and accepted by the Federal Transit Administration. Metro's 2022 Title VI Program Report[7] was approved by the King County Council on July 26, 2022.[8]

Metro uses the methodology described in that report to conduct fare equity analyses includes the steps listed below.

1. **Determine whether a fare equity analysis is required**
   In depth analysis is required when a fare change would result in a differential percentage change of 10 percent or more by customer fare category or fare payment type.

   The FTA requires Metro to conduct an equity analysis using the methodology described in its latest King County Metro Title VI Program Report any time a fare change is proposed. The Title VI Program Report requires Metro to compare differential percentage changes proposed across customer fare categories and payment types to determine whether further analysis is needed.

   Any proposal that would result in a differential percentage change of less than 10 percent by customer fare category or fare payment type falls below Metro's threshold for causing disparate impacts or disproportionate burdens and requires no further analysis. Proposals that would result in a differential percentage change of 10 percent or more by customer fare category or fare payment type must undergo further analysis to determine whether they would result in disparate impacts or disproportionate burdens.

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[3] King County Code 4A.700.010

[4] Per the Federal Transit Administration (Link to FTA Circular 4702.1 B) minority persons are persons with any of the following origins: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander. Where the word minority appears in this report, it refers to this federal definition.

5 Link to 2019 King County Metro Transit Title VI Program Report

6 Link to Motion 15491

[7] Link to 2022 King County Metro Transit Title VI Program Report

[8] Link to Motion 16179

For example, a proposal to increase transit fares by 5 percent if paid by card, and 8 percent if paid by cash would involve a 3 percent differential percentage change and thus require no further analysis. A proposal to increase transit fares by 5 percent if paid by card, and 25 percent if paid by cash would involve a 20 percent differential percentage change and therefore require further analysis.

2. **Evaluate whether the proposal would cause disparate adverse impacts on minority riders**
   A disparate impact is present when the minority share of the affected rider group exceeds the minority share of all riders by 10 percentage points or more. An adverse impact occurs when the result would have a negative impact on affected riders.

   Metro uses rider data to conduct this analysis. To evaluate, Metro subtracts the minority percentage of all riders from the minority percentage of affected riders. If the difference exceeds a 10 percent threshold established in Metro's 2019 Title VI Program Report, then minority riders would experience disparate impacts from a proposed change.

   Metro then examines whether impacts of the proposed change would be adverse or favorable to those affected. For example, a change resulting in a fare increase would have an adverse impact on affected riders by making it more expensive to ride, while a fare elimination or reduction would have a favorable impact on affected riders by making it less expensive to ride.

   If a proposal would both disproportionately affect minority riders, and have an adverse impact on those affected, then the proposal would result in disparate adverse impacts on minority riders.

3. **Evaluate whether the proposal would impose a disproportionate burden on low-income riders**
   A disproportionate burden is present when both the low-income share of the affected rider group exceeds the low-income share of all riders by 10 percentage points or more, and when the proposal would be experienced as a burden by affected riders. For the purposes of Title VI analyses, household incomes below 200 percent of the federal poverty level are considered low-income.

   Metro uses rider data to complete this analysis. To evaluate, Metro subtracts the percentage of all riders who are low-income from the percentage of affected riders who are low-income. If the difference exceeds the 10 percent threshold established in Metro's 2019 Title VI Program Report, low-income riders would be disproportionately affected by the proposed change.

   Metro then evaluates whether the impact of the proposed change would benefit or burden those affected. For example, a fare increase would burden affected riders by making it more expensive to ride, whereas a fare elimination or reduction would benefit affected riders by making it less expensive to ride.

   If a proposal would both disproportionately affect low-income riders, and would burden affected riders, then the proposal would be found to impose disproportionate burdens on low-income riders.

4. **Determine whether modification or mitigation is needed**

If a disparate adverse impact on minority riders, or a disproportionate burden on low-income riders is identified, the FTA requires consideration of alternative approaches, modification of the proposal and/or development of mitigation strategies to reduce the negative impacts.

## III. Analysis

### Step 1: Is Metro required to complete a fare equity analysis for this proposal?

In depth analysis is required when a proposal would result in a differential percentage change of 10 percent or more by customer fare category or fare payment type.

All fare categories are listed in the table below, along with current fare levels, proposed fare levels, and the percent change from current to proposed. Under the proposal, low-income fares would be reduced by 33 percent on services with a $1.50 low-income fare, while fares for all other categories would remain the same.

If adopted, the differential percentage change by fare category would exceed the 10 percent threshold established in Metro's 2019 Title VI Program Report. Therefore, Metro concluded that further analysis to determine whether the proposal would have disparate adverse impacts on minority riders or place a disproportionate burden on low-income riders is required.

*Table 3: Current and Proposed Fares Across All Categories and Modes*

| Fares for bus, trolley, transit van, dial-a-ride, and streetcar | | | |
|---|---|---|---|
| **Category** | **Current fare** | **Fare for twelve month period** | **Percent change** |
| Regular | $2.75 | $2.75 | 0% |
| Child | No charge | No charge | 0% |
| Youth | No charge | No charge | 0% |
| Seniors and persons with disabilities | $1.00 | $1.00 | 0% |
| Low-income (ORCA LIFT) | $1.50 | $1.00 | -33% |

## Step 2: Would the proposal impose disproportionate adverse impacts on minority riders?

For a proposal with favorable impacts, as is the case with a fare reduction, a disproportionate impact would occur when the minority share of non-affected riders exceeds the minority share affected by 10 percentage points or more, as established in Metro's 2019 Title VI Program Report.

To evaluate impacts on minority riders, Metro analyzed data from its Rider/Non-Rider Survey and ORCA LIFT registry data on low-income riders. The table below compares the minority percentage of non-ORCA LIFT riders with the minority percentage of affected riders (ORCA LIFT riders). The table also defines what type of impact affected riders would experience as a result of the proposal.

Under the proposal, the minority share of affected riders would be significantly higher than the minority share of non-affected riders. The negative 38.7 percent difference is less than the positive 10 percent threshold for disparate burdens.

The proposed fare change would reduce low-income transit fares by 33 percent for twelve months on services that currently have a $1.50 low-income fare. This reduction in the cost to ride transit would have a favorable impact on affected riders.

The proposed change would not disproportionately affect minority riders and would have a favorable impact on affected riders. Therefore, this proposal would not impose a disproportionate burden on minority riders.

*Table 4: Percent Minority and Proposal Impact Type*

| Group | % Minority |
|---|---|
| Non-ORCA LIFT riders | 34.6% |
| Affected riders (ORCA LIFT) | 73.3% |
| All riders % minority – Affected riders % minority | -38.7% |
| **Impact Type** | |
| Type of impact riders would experience: | ☐ Adverse impact ☒ Favorable impact |

## Step 3: Would the proposal impose disparate burdens on low-income riders?

In the case of a fare reduction, a disproportionate impact would occur when the low-income share of non-affected riders exceeds the low-income share of affected riders by 10 percentage points or more.

To evaluate impacts on low-income riders, Metro analyzed data from its Rider/Non-Rider Survey. The table below compares the percentage of non-affected riders (non-ORCA LIFT) with low household incomes, with the percentage of affected riders (ORCA LIFT) with low household incomes. For the purposes of this analysis, Metro defines low-income as households with incomes at or below 200 percent of the federal poverty level. The table also defines what type of impact riders would experience as a result of this proposal.

*Table 5: Percent Low-Income and Impact Type*

| Group | % Low-Income |
|---|---|
| Non-ORCA LIFT riders | 12.9% |
| Affected riders (ORCA LIFT) | 100% |
| Affected riders % low-income – All riders % low-income | -87.1% |
| **Impact Type** | |
| Type of impact riders would experience: | ☐ Adverse impact ☒ Favorable impact |

Under the proposal, the low-income share of affected riders would be significantly higher than the low-income share of non-affected riders. The negative 87.1 percentage point difference is less than the positive 10 percentage point threshold for disparate burdens.

The proposal would reduce low-income transit fares for twelve months by 33 percent for on services that currently have a $1.50 low-income fare. This reduction in the cost to ride transit would have a favorable impact on affected riders.

The proposed change would not disproportionately affect low-income riders and would have a favorable impact on affected riders. Therefore, this proposal would not impose a disproportionate burden on low-income riders.

### Step 4: Does the analysis indicate a need for modification or mitigations?

Modification and mitigation are not required because neither a disparate adverse impact on minority riders nor a disproportionate burden on low-income riders would result from implementation of the fare change.

## IV. Conclusion

Because the proposal to reduce the low-income fare for twelve months on services that currently have a $1.50 low-income fare by 33 percent to $1.00 would involve a change to fare structure and would have a differential impact of more than 10 percent by fare category, Metro was required to complete a fare equity analysis. Metro has determined that the proposal would not result in disproportionate adverse impacts on minority riders. Similarly, the percentage of affected riders who are low-income is less than the percentage of all riders who are low income and affected riders will also experience the result as a benefit (i.e., reduced transit fare) rather than a burden.

Metro has identified no disparate adverse impacts on minority riders, and no disproportionate burdens on low-income riders as a consequence of the fare change.

# $1 LIFT Fare Pilot Proposal Title VI Fare Equity Analysis

July 2023

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# I. Introduction

King County is proposing to extend a pilot program reducing low-income transit fares from $1.50 to $1.00. Under the General Manager's emergency authority, Metro reduced low-income fares in fall 2022 to align with Sound Transit. The King County Council later approved continuation of the reduced fares for a twelve month pilot period that began in January 2023 and is set to expire in January 2024. A proposal to extend the pilot to January 2025 is under consideration. This report documents King County Metro's Title VI equity analysis of this proposal, pursuant to Federal Transit Administration (FTA) guidance set forth in FTA's Title VI Circular 4702.1B.

## Requirements

FTA Circular 4702.1B, issued on October 1, 2012, identifies Title VI requirements and guidelines for recipients of federal grant funding from the FTA.[1] The following sections outline Title VI requirements that are applicable to the evaluation of proposed fare changes:

> 7. REQUIREMENT TO EVALUATE SERVICE AND FARE CHANGES. This requirement applies only to transit providers that operate 50 or more fixed route vehicles in peak service and are located in a UZA of 200,000 or more in population or that otherwise meet the threshold in the Introduction section of this chapter. These transit providers are required to prepare and submit service and fare equity analyses as described below. Transit providers not subject to this requirement are responsible for complying with the DOT Title VI regulations which prohibit disparate impact discrimination, and therefore should review their policies and practices to ensure their service and fare changes do not result in disparate impacts on the basis of race, color, or national origin. (Page IV-11)
>
> Upon completion of a service or fare equity analysis, the transit provider shall brief its board of directors, top executive, or appropriate governing entity or official(s) responsible for policy decisions regarding the service and/or fare change(s) and the equity impacts of the service and/or fare change(s). The transit provider shall submit documentation such as a board resolution, copy of meeting minutes, or similar documentation with the Title VI Program as evidence of the board or governing entity or official's consideration, awareness, and approval of the analysis. (Page IV-12)
>
> b. Fare Equity Analysis
>
> (1) Fare Changes. The fare equity analysis requirement applies to all fare changes regardless of the amount of increase or decrease. As with the service equity analysis, FTA requires transit providers to evaluate the effects of fare changes on low-income populations in addition to Title VI-protected populations.
>
> (2) Data Analysis. For proposed changes that would increase or decrease fares on the entire system, or on certain transit modes, or by fare payment type or fare media, the transit provider

[1] Link to FTA Circular 4702.1 B

> shall analyze any available information generated from ridership surveys indicating whether minority and/or low-income riders are disproportionately more likely to use the mode of service, payment type, or payment media that would be subject to the fare change. (Page IV-19)

The sections below describe the proposed change and fare equity analysis carried out per FTA requirements.

## Context

King County Metro (Metro) is the Puget Sound region's largest public transportation agency, with over 123 million riders in 2019, before the COVID-19 pandemic. Fares are an important source of revenue for Metro, and fare payment is one of the most tangible ways riders interact with the agency. King County's Fund Management Policies for Public Transportation (Ordinance 18321[2]) require that Metro recover at least 25 percent of passenger-related operating costs from farebox revenues. Metro's guiding policies(Metro Connects Long Range Plan[3], and Metro's Strategic Plan for Public Transportation[4]) also require that Metro employ an income-based approach to fares, to ensure that cost is not a barrier to accessing transit.

Metro's fare revenue currently falls short of the threshold established in the Fund Management Policies. In 2022 Metro collected $66.7M in bus fare revenue, which is equivalent to nine percent of operating costs. This component of the Fund Management Policies is suspended through 2024, per Ordinance 19531[5]. In anticipation of this suspension expiring, Metro is working to increase ridership and exploring ways to revise existing policies to better align with post-Covid travel patterns.

Metro is also working to expand access to riders who have barriers to transit. Since its launch in 2014, Metro's ORCA LIFT program has offered low-income riders access to reduced transit fares. Prior to 2022, riders who earn less than 200 percent of the Federal Poverty Level could ride Metro services, including buses, DART, etc., for $1.50 per ride using the ORCA LIFT program. This fare was reduced from $1.50 to $1.00 under Metro's General Manager's emergency authority in fall 2022 and was approved by the King County Council on a pilot basis, beginning January 1, 2023. As of July 2023, there are currently more than 60,000 riders enrolled in ORCA LIFT, including participants in the Subsidized Annual Pass program.

The table below shows annual ORCA LIFT boardings for 2022 (the most recent year for which Metro has complete data).

[2] Ordinance 18321 [LINK]
[3] Metro Connects Long Range Plan [LINK]
[4] Strategic Plan for Public Transportation [LINK]
[5] Ordinance 19531 [LINK]

*Table 1: Annual Boardings (2022)*

| Boarding type | Number of boardings* | % of total boardings |
|---|---|---|
| ORCA LIFT boardings | 5 million | 8% |
| All other boardings | 59 million | 92% |
| Total boardings | 64 million | 100% |

* Boarding figures include transfers.

### Proposal

In 2022, the King County Council adopted Ordinance 19532[6], allowing Metro to pilot reducing the ORCA LIFT fare from $1.50 to $1.00 per ride. The Ordinance went into effect on January 1, 2023, and will expire on January 1, 2024. Metro is proposing an extension of the $1.00 pilot fare until January 1, 2025 to allow for more rigorous evaluation and community engagement.

The table below shows low-income transit fares before and during the pilot. The proposal would maintain the reduced fare by extending the current pilot period from twelve to twenty four months. The pilot fare represents a 33 percent price reduction from the non-pilot low-income fare.

*Table 2: Current and Proposed Low-Income Fares[7]*

| Mode | Category | Pre-pilot fare | Pilot fare | % Change |
|---|---|---|---|---|
| Bus, trolley, van, dial-a-ride | Low-income | $1.50 | $1.00 | -33% |

## II. Methodology

The FTA requires transit agencies to submit a Title VI Program Report every three years, which includes the methodology and thresholds the agency will use to evaluate disparate impacts on minority riders[8] and disproportionate burdens on people with low incomes. When the triennial report is accepted by FTA, the methodology described in the report becomes the approach an agency must follow for the

[6] Link to Ordinance 19532 [LINK]
[7] King County Code 4A.700.010 [LINK]
[8] Per the Federal Transit Administration (Link to FTA Circular 4702.1 B) minority persons are persons with any of the following origins: American Indian and Alaska Native, Asian, Black or African American, Hispanic or Latino, and Native Hawaiian or Other Pacific Islander. Where the word minority appears in this report, it refers to this federal definition.

subsequent triennium. Metro's 2022 Title VI Program Report[9] was approved by the King County Council on July 26, 2022.[10]

Metro uses the methodology described in that report to conduct fare equity analyses using the steps listed below.

1. **Determine whether a fare equity analysis is required**
   In depth analysis is required when a fare change would result in a differential percentage change of 10 percent or more by customer fare category or fare payment type.

   The FTA requires Metro to conduct an equity analysis using the methodology described in its latest King County Metro Title VI Program Report any time a fare change is proposed. The Title VI Program Report requires Metro to compare differential percentage changes proposed across customer fare categories and payment types to determine whether further analysis is needed.

   Any proposal that would result in a differential percentage change of less than 10 percent by customer fare category or fare payment type falls below Metro's threshold for causing disparate impacts or disproportionate burdens and requires no further analysis. Proposals that would result in a differential percentage change of 10 percent or more by customer fare category or fare payment type must undergo further analysis to determine whether they would result in disparate impacts or disproportionate burdens.

   For example, a proposal to increase transit fares by five percent if paid by card, and eight percent if paid by cash would involve a three percent differential percentage change and thus require no further analysis. A proposal to increase transit fares by five percent if paid by card, and 25 percent if paid by cash would involve a 20 percent differential percentage change and therefore require further analysis.

2. **Evaluate whether the proposal would cause disparate adverse impacts on minority riders**
   A disparate impact is present when the minority share of the affected rider group exceeds the minority share of all riders by 10 percentage points or more. An adverse impact occurs when the result would have a negative impact on affected riders.

   Metro uses rider data to conduct this analysis. To evaluate, Metro subtracts the minority percentage of all riders from the minority percentage of affected riders. If the difference exceeds a 10 percent threshold established in Metro's 2022 Title VI Program Report, then minority riders would experience disparate impacts from a proposed change.

   Metro then examines whether impacts of the proposed change would be adverse or favorable to those affected. For example, a change resulting in a fare increase would have an adverse impact on affected riders by making it more expensive to ride, while a fare elimination or reduction would have a favorable impact on affected riders by making it less expensive to ride.

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[9] 2022 King County Metro Transit Title VI Program Report [LINK]
[10] Motion 16179 [LINK]

If a proposal would both disproportionately affect minority riders, and have an adverse impact on those affected, then the proposal would result in disparate adverse impacts on minority riders.

3. **Evaluate whether the proposal would impose a disproportionate burden on low-income riders**
   A disproportionate burden is present when both the low-income share of the affected rider group exceeds the low-income share of all riders by 10 percentage points or more, and when the proposal would be experienced as a burden by affected riders. For the purposes of Title VI analyses, household incomes below 200 percent of the federal poverty level are considered low-income.

   Metro uses rider data to complete this analysis. To evaluate, Metro subtracts the percentage of all riders who are low-income from the percentage of affected riders who are low-income. If the difference exceeds the 10 percent threshold established in Metro's 2022 Title VI Program Report, low-income riders would be disproportionately affected by the proposed change.

   Metro then evaluates whether the impact of the proposed change would benefit or burden those affected. For example, a fare increase would burden affected riders by making it more expensive to ride, whereas a fare elimination or reduction would benefit affected riders by making it less expensive to ride.

   If a proposal would both disproportionately affect low-income riders, and would burden affected riders, then the proposal would be found to impose disproportionate burdens on low-income riders.

4. **Determine whether modification or mitigation is needed**

If a disparate adverse impact on minority riders or a disproportionate burden on low-income riders is identified, the FTA requires consideration of alternative approaches, modification of the proposal, and/or development of mitigation strategies to reduce the negative impacts.

# III. Analysis

## Step 1: Is Metro required to complete a fare equity analysis for this proposal?

In depth analysis is required when a proposal would result in a differential percentage change of 10 percent or more by customer fare category or fare payment type.

All fare categories are listed in the table below, along with current fare levels, proposed fare levels, and the percent change from current to proposed. Under the proposal, low-income fares would be temporarily reduced by 33 percent on services with a $1.50 non-pilot low-income fare, while fares for all other categories would remain the same.

If adopted, the differential percentage change by fare category would exceed the 10 percent threshold established in Metro's 2022 Title VI Program Report. Therefore, Metro concluded that further analysis to determine whether the proposal would have disparate adverse impacts on minority riders or place a disproportionate burden on low-income riders is required.

*Table 3: Current and Proposed Fares Across All Categories and Modes*

| Fares for bus, trolley, transit van, dial-a-ride, and streetcar | | | |
|---|---|---|---|
| **Category** | **Non-pilot fare** | **Fare during pilot** | **Percent change** |
| Regular | $2.75 | $2.75 | 0% |
| Child | No charge | No charge | 0% |
| Youth | No charge | No charge | 0% |
| Seniors and persons with disabilities | $1.00 | $1.00 | 0% |
| Low-income (ORCA LIFT) | $1.50 | $1.00 | -33% |

## Step 2: Would the proposal impose disproportionate adverse impacts on minority riders?

For a proposal with favorable impacts, as is the case with a fare reduction, a disproportionate impact would occur when the minority share of non-affected riders exceeds the minority share affected by 10 percentage points or more, as established in Metro's 2022 Title VI Program Report.

To evaluate impacts on minority riders, Metro analyzed data from its Rider/Non-Rider Survey and ORCA LIFT registry data on low-income riders. The table below compares the minority percentage of non-ORCA LIFT riders with the minority percentage of affected riders (ORCA LIFT riders). The table also defines what type of impact affected riders would experience as a result of the proposal.

Under the proposal, the minority share of affected riders would be significantly higher than the minority share of non-affected riders. The negative 38.7 percent difference is less than the positive 10 percent threshold for disparate burdens.

The proposed fare change would reduce low-income transit fares by 33 percent for twelve months on services that currently have a $1.50 low-income fare. This reduction in the cost to ride transit would have a favorable impact on affected riders.

The proposed change would not disproportionately affect minority riders and would have a favorable impact on affected riders. Therefore, this proposal would not impose a disproportionate burden on minority riders.

*Table 4: Percent Minority and Proposal Impact Type*

| Group | % Minority |
|---|---|
| Non-ORCA LIFT riders | 31% |
| Affected riders (ORCA LIFT) | 65.6% |
| All riders % minority – Affected riders % minority | -34.6% |
| **Impact Type** | |
| Type of impact riders would experience: | ☐ Adverse impact ☒ Favorable impact |

## Step 3: Would the proposal impose disparate burdens on low-income riders?

In the case of a fare reduction, a disproportionate impact would occur when the low-income share of non-affected riders exceeds the low-income share of affected riders by 10 percentage points or more.

To evaluate impacts on low-income riders, Metro analyzed data from its Rider/Non-Rider Survey. The table below compares the percentage of non-affected riders (non-ORCA LIFT) with low household incomes, with the percentage of affected riders (ORCA LIFT) with low household incomes. For the purposes of this analysis, Metro defines low-income as households with incomes at or below 200 percent of the federal poverty level. The table also defines what type of impact riders would experience as a result of this proposal.

*Table 5: Percent Low-Income and Impact Type*

| Group | % Low-Income |
|---|---|
| Non-ORCA LIFT riders | 13% |
| Affected riders (ORCA LIFT) | 100% |
| Affected riders % low-income – All riders % low-income | -87% |
| **Impact Type** | |
| Type of impact riders would experience: | ☐ Adverse impact ☒ Favorable impact |

Under the proposal, the low-income share of affected riders would be significantly higher than the low-income share of non-affected riders. The negative 87.1 percentage point difference is less than the positive 10 percentage point threshold for disparate burdens.

The proposal would reduce low-income transit fares for twelve months by 33 percent for on services that currently have a $1.50 low-income fare. This reduction in the cost to ride transit would have a favorable impact on affected riders.

The proposed change would not disproportionately affect low-income riders and would have a favorable impact on affected riders. Therefore, this proposal would not impose a disproportionate burden on low-income riders.

### Step 4: Does the analysis indicate a need for modification or mitigations?

Modification and mitigation are not required because neither a disparate adverse impact on minority riders nor a disproportionate burden on low-income riders would result from implementation of the fare change.

## IV. Conclusion

Because the proposal would involve a change to fare structure and would have a differential impact of more than 10 percent by fare category, Metro was required to complete a fare equity analysis. Metro has determined that the proposal would not result in disproportionate adverse impacts on minority riders. Similarly, while the percentage of affected riders who are low-income is greater than the percentage of all riders who are low income, affected riders would also experience the result as a benefit (i.e., reduced transit fare) rather than a burden. Therefore, no disparate impact is anticipated.

Metro has identified no disparate adverse impacts on minority riders, and no disproportionate burdens on low-income riders as a consequence of the proposed fare change. This means that no additional mitigations are required for extension of this pilot. However, Metro recognizes that additional customer engagement would be required under Title VI if the pilot fare reduction were to become permanent.

# Title VI Fare Change Equity Analysis: Low-Income Water Taxi Fare Reduction

September 23, 2024

King County

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## II. Executive Summary

To best serve its most vulnerable riders and ensure a seamless transfer experience with its partner transit agencies, King County is proposing to reduce its low-income fare on the West Seattle Water Taxi from $3.75 to $1.00 and on the Vashon Island Water Taxi from $4.50 to $1.00.

As a large transportation agency and the recipient of federal funds, King County Metro Transit Department (Metro) must conduct a Title VI Fare Equity Analysis whenever it makes changes to its fares to determine whether the fare changes will have a disparate impact on minority riders or place a disproportionate burden on low-income riders in accordance with FTA Circular Chapter 4, Part VII(b).

Metro did not find that the proposed fare change will have a disparate impact on minority populations, nor a disproportionate burden on low-income populations, and therefore submits the proposed Ordinance to reduce the low-income Water Taxi fare to $1.00 to the King County Council for approval.

## III. Background

**Department Overview:** King County Metro Transit Department (Metro) is the Puget Sound region's largest public transportation agency. Metro provides bus, paratransit, vanpool, and water taxi services, and operates Seattle Streetcar, Sound Transit Link light rail, and Sound Transit Express bus service. Metro is committed to providing safe, equitable, and sustainable mobility, and prioritizing service where needs are greatest.

**Key Historical Conditions (or Historical Context):** Metro's low-income fare, also known as ORCA LIFT, is available to qualifying adults whose incomes are verified to be at or below two hundred percent of the federal poverty level. As of June 2024, more than 70,000 people are enrolled in the program.

**Key Current Conditions (or Current Context):** To best serve its most vulnerable riders and ensure a seamless transfer experience with its partner transit agencies, Metro is proposing to reduce its low-income fare on the West Seattle Water Taxi from $3.75 to $1.00 and on the Vashon Island Water Taxi from $4.50 to $1.00.

**Report Methodology:** Metro's policies concerning disparate impact and disproportionate burden for Title VI equity analysis are found in its 2021 Service Guidelines and its 2022 FTA Title VI Program Report. To determine if there is a disparate impact on minority riders or disproportionate burden on low-income riders/users based there must be an unfavorable impact of greater than five percent threshold; that is, if a fare increase impacts minority or low-income individuals by over five percentage points more than non-minority or non-low-income individuals, the fare would be determined to have a disparate impact or disproportionate burden.

Metro employs the following formula to determine if there is a disparate impact on minority individuals:

**IF** % Affected Minority Riders/Users – % Affected Non-Minority Riders/Users **> 5%**
**AND** the impact is unfavorable,
**THEN** there is a disparate impact

Similarly, Metro employs the following formula to determine if there is a disproportionate burden placed on low-income individuals.

**IF** % Affected Low-Income Riders/Users – % Affected Non-Low-Income Riders/Users **> 5%**
**AND** the impact is unfavorable,
**THEN** there is a disproportionate burden

This five percent threshold was developed by Metro through a public engagement process and was approved by both the King County Council and the FTA in Metro's 2022 Title VI Program Report. The Regional Transit Committee and the County Council's Mobility and Environment Committee reviewed this policy and forwarded it to the full County Council. The Council followed a public notification and participation process, held a public hearing, and then adopted the updated Service Guidelines via Ordinance 19637. This threshold and policy is applied uniformly to all fare changes.

If a disparate impact or disproportionate burden is found in the FEA, Metro will consider steps to avoid, minimize, or mitigate potential adverse impacts.

## IV. Report Requirements

Metro is committed to providing mobility and transportation services in an equitable, nondiscriminatory, and fair manner in compliance with the requirements set forth by the Federal Transit Administration (FTA) Circular 4702.1B ("FTA Circular"). Metro affirms its commitment Title VI of the Civil Rights Act of 1964.

Among its responsibilities as a large transportation agency and the recipient of federal funds, Metro must conduct a Title VI Fare Equity Analysis (FEA) whenever it makes changes to its fares to determine whether the fare change will have a disparate impact on minority riders or place a disproportionate burden on low-income riders in accordance with FTA Circular Chapter 4, Part VII(b). This FEA will apply the rules and polices set forth in the FTA Circular and Metro's Service Guidelines to this proposal.

Metro is proud to uphold the civil rights protections championed by its county's namesake, Dr. Martin Luther King Jr. Questions about this analysis or Metro's commitment to civil rights and Title VI should go to MetroTitleVI@kingcounty.gov.

### A. Proposal

Metro is proposing to reduce its low-income fare on the West Seattle Water Taxi from $3.75 to $1.00 and on the Vashon Island Water Taxi from $4.50 to $1.00.

*Table 1. Proposed Fare Change*

| Fare Type | Current Cost | Proposed Cost | Absolute Change | Percent Change |
|---|---|---|---|---|
| West Seattle Water Taxi Low-Income Fare | $3.75 | $1.00 | -$2.75 | -73% |
| Vashon Island Water Taxi Low-Income Fare | $4.50 | $1.00 | -$3.50 | -78% |

### B. Fare Equity Analysis

To conduct this FEA, Metro analyzed data from its low-income fare program registration database. The tables below compare the percentage of minority riders versus non-minority riders, and low-income riders versus non-low-income riders that will be affected by the proposed fare change.

*Table 2. Disparate Impact Analysis for Minority Riders*

| Percent Minority | Percent Non-Minority | Difference |
|---|---|---|
| 66% | 34% | +32% |
| **What is the impact on riders/users?**<br>Favorable<br><br>**Is there a disparate impact on minority riders/customers?**<br>No | | |

Applying Metro's methodology described in Part III, the proposed fare change does not have a disparate impact on minority riders because the fare increase is unfavorable and the percent difference is below the five percent threshold.

*Table 3. Disproportionate Burden Analysis for Low-Income Riders*

| Percent Low-Income | Percent Non-Low-Income | Difference |
|---|---|---|
| 100% | 0% | +100% |
| **What is the impact on riders/users?**<br>Favorable<br><br>**Is there a disproportionate burden on low-income riders/customers?**<br>No | | |

Applying Metro's methodology described in Part III, the proposed fare change does not have a disparate impact on low-income riders because the fare increase is unfavorable and the percent difference is below the five percent threshold.

### C. Modification or Mitigation

Using the methodology described in Part III, the proposed fare change will not have a disparate impact on minority populations nor disproportionate burden on low-income riders. Therefore, no further analysis or discussion on modification or mitigation efforts is required.

## V. Conclusion/Next Steps

Metro did not find that the proposed fare change will have a disparate impact on minority populations, nor a disproportionate burden on low-income populations, and therefore submits the proposed Ordinance to reduce the low-income Water Taxi fare to $1.00 to the King County Council for approval.

# Title VI Fare Change Equity Analysis: Adult Water Taxi Fare Increase

September 23, 2024

King County

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## II. Executive Summary

Fares represent an important source of revenue for King County Metro Transit Department (Metro) and are a key component to riders' experience of and access to the public transit system. To bring farebox recovery more in line with policy goals and ensure that Metro can adequately fund planned service investments, King County is proposing to increase adult Water Taxi fares by $0.25 to $0.50.

As a large transportation agency and the recipient of federal funds, Metro must conduct a Title VI Fare Equity Analysis whenever it makes changes to its fares to determine whether the fare changes will have a disparate impact on minority riders or place a disproportionate burden on low-income riders in accordance with FTA Circular Chapter 4, Part VII(b).

Metro did not find that the proposed fare change will have a disparate impact on minority populations, nor a disproportionate burden on low-income populations, and therefore submits the proposed Ordinance to increase adult Water Taxi fares to the King County Council for approval.

## III. Background

**Department Overview:** The King County Metro Transit Department (Metro) is the Puget Sound region's largest public transportation agency. Metro provides bus, paratransit, vanpool, and water taxi services, and operates Seattle Streetcar, Sound Transit Link light rail, and Sound Transit Express bus service. Metro is committed to providing safe, equitable, and sustainable mobility, and prioritizing service where needs are greatest.

**Key Historical Conditions (or Historical Context):** Fare revenue is an important source of funding to cover Water Taxi operating costs. The King County Metro Strategic Plan for Public Transportation, 2021-2031, as adopted by Ordinance 19367, includes a strategy to "Align fares with other service providers, meet revenue targets, and advance equity through Metro's income-based approach to fares."

**Key Current Conditions (or Current Context):** The Water Taxi financial plan assumes periodic increases in Water Taxi fares to ensure revenue keeps pace with costs over time. King County last increased adult Water Taxi fares in 2018. King County is proposing to increase its adult Water Taxi fares by $0.25 to $0.50.

**Report Methodology:** Metro's policies concerning disparate impact and disproportionate burden for Title VI equity analysis are found in its 2021 Service Guidelines and its 2022 FTA Title VI Program Report. To determine if there is a disparate impact on minority riders or disproportionate burden on low-income riders/users based there must be an unfavorable impact of greater than five percent threshold; that is, if a fare increase impacts minority or low-income individuals by over five percentage points more than non-minority or non-low-income individuals, the fare would be determined to have a disparate impact or disproportionate burden.

Metro employs the following formula to determine if there is a disparate impact on minority individuals:

**IF** % Affected Minority Riders/Users – % Affected Non-Minority Riders/Users **> 5%**
**AND** the impact is unfavorable,
**THEN** there is a disparate impact

Similarly Metro employs the following formula to determine if there is a disproportionate burden placed on low-income individuals.

**IF** % Affected Low-Income Riders/Users – % Affected Non-Low-Income Riders/Users **> 5%**
**AND** the impact is unfavorable,
**THEN** there is a disproportionate burden

This five percent threshold was developed by Metro through a public engagement process and was approved by both the King County Council and the FTA in Metro's 2022 Title VI Program Report. The Regional Transit Committee and the County Council's Mobility and Environment Committee reviewed this policy and forwarded it to the full County Council. The Council followed a public notification and participation process, held a public hearing, and then adopted the updated Service Guidelines via Ordinance 19637. This threshold and policy is applied uniformly to all fare changes.

If a disparate impact or disproportionate burden is found in the FEA, Metro will consider steps to avoid, minimize, or mitigate potential adverse impacts.

# IV. Report Requirements

Metro is committed to providing mobility and transportation services in an equitable, nondiscriminatory, and fair manner in compliance with the requirements set forth by the Federal Transit Administration (FTA) Circular 4702.1B ("FTA Circular"). Metro affirms its commitment Title VI of the Civil Rights Act of 1964.

Among its responsibilities as a large transportation agency and the recipient of federal funds, Metro must conduct a Title VI Fare Equity Analysis (FEA) whenever it makes changes to its fares to determine whether the fare change will have a disparate impact on minority riders or place a disproportionate burden on low-income riders in accordance with FTA Circular Chapter 4, Part VII(b). This FEA will apply the rules and polices set forth in the FTA Circular and Metro's Service Guidelines to this proposal.

Metro is proud to uphold the civil rights protections championed by its county's namesake, Dr. Martin Luther King Jr. Questions about this analysis or Metro's commitment to civil rights and Title VI should go to MetroTitleVI@kingcounty.gov.

## A. Proposal

Metro is proposing to increase its adult Water Taxi fares by $0.25 to $0.50.

*Table 1. Proposed Fare Change*

| Fare Type | Current Cost | Proposed Cost | Absolute Change | Percent Change |
|---|---|---|---|---|
| West Seattle Water Taxi Adult Cash Fare | $5.75 | $6.25 | $0.50 | 9% |
| West Seattle Water Taxi Adult ORCA Fare | $5.00 | $5.25 | $0.25 | 5% |
| Vashon Island Water Taxi Adult Cash Fare | $6.75 | $7.00 | $0.25 | 4% |
| Vashon Island Water Taxi Adult ORCA Fare | $5.75 | $6.00 | $0.25 | 4% |

## B. Fare Equity Analysis

To conduct this FEA, Metro analyzed Water Taxi rider data from its 2023 Rider/Non-Rider Survey. The tables below compare the percentage of minority riders versus non-minority riders, and low-income riders versus non-low-income riders that will be affected by the proposed fare change.

*Table 2. Disparate Impact Analysis for Minority Riders*

| Percent Minority | Percent Non-Minority | Difference |
|---|---|---|
| 23% | 77% | -54% |

**What is the impact on riders/users?**
Unfavorable

**Is there a disparate impact on minority riders/customers?**
No

Applying Metro's methodology described in Part III, the proposed fare change does not have a disparate impact on minority riders because the fare increase is unfavorable and the percent difference is below the five percent threshold.

*Table 3. Disproportionate Burden Analysis for Low-Income Riders*

| Percent Low-Income | Percent Non-Low-Income | Difference |
|---|---|---|
| 9% | 91% | -82% |

**What is the impact on riders/users?**
Unfavorable

**Is there a disproportionate burden on low-income riders/customers?**
No

Applying Metro's methodology described in Part III, the proposed fare change does not have a disparate impact on low-income riders because the fare increase is unfavorable and the percent difference is below the five percent threshold.

### C. Modification or Mitigation

Using the methodology described in Part III, the proposed fare change will not have a disparate impact on minority populations nor disproportionate burden on low-income riders. Therefore, no further analysis or discussion on modification or mitigation efforts is required.

## V. Conclusion/Next Steps

Metro did not find that the proposed fare change will have a disparate impact on minority populations, nor a disproportionate burden on low-income populations, and therefore submits the proposed Ordinance to increase adult Water Taxi fares to the King County Council for approval.

# Title VI Fare Change Equity Analysis: Adult Bus Fare Increase

September 23, 2024

King County

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## II. Executive Summary

Fares represent an important source of revenue for the King County Metro Transit Department (Metro) and are a key component to riders' experience of and access to the public transit system. To bring farebox recovery more in line with policy goals and ensure that Metro can adequately fund planned service investments, King County is proposing to increase its adult bus fare from $2.75 to $3.00.

As a large transportation agency and the recipient of federal funds, Metro must conduct a Title VI Fare Equity Analysis whenever it makes changes to its fares to determine whether the fare changes will have a disparate impact on minority riders or place a disproportionate burden on low-income riders in accordance with FTA Circular Chapter 4, Part VII(b).

Metro did not find that the proposed fare change will have a disparate impact on minority populations, nor a disproportionate burden on low-income populations, and therefore submits the proposed Ordinance to increase the adult bus fare by $0.25 to the King County Council for approval.

## III. Background

**Department Overview:** The King County Metro Transit Department (Metro) is the Puget Sound region's largest public transportation agency. Metro provides bus, paratransit, vanpool, and water taxi services, and operates Seattle Streetcar, Sound Transit Link light rail, and Sound Transit Express bus service. Metro is committed to providing safe, equitable, and sustainable mobility, and prioritizing service where needs are greatest.

**Key Historical Conditions (or Historical Context):** Fares represent an important source of revenue for Metro and are a key component to riders' experience of and access to the public transit system. The King County Metro Strategic Plan for Public Transportation, 2021-2031, as adopted by Ordinance 19367, includes a strategy to "Align fares with other service providers, meet revenue targets, and advance equity through Metro's income-based approach to fares." In 2023, Metro collected nearly $71 million in bus fare revenue for a farebox recovery ratio of 9 percent.

**Key Current Conditions (or Current Context):** Pursuant to the King County's Fund Management Policies for Public Transportation, Metro must recover at least 25 percent of passenger-related operating costs from fare revenue. To bring farebox recovery more in line with policy goals and ensure that Metro can adequately fund planned service investments, King County is proposing to increase its adult bus fare from $2.75 to $3.00.

**Report Methodology:** Metro's policies concerning disparate impact and disproportionate burden for Title VI equity analysis are found in its 2021 Service Guidelines and its 2022 FTA Title VI Program Report. To determine if there is a disparate impact on minority riders or disproportionate burden on low-income riders/users based there must be an unfavorable impact of greater than five percent threshold; that is, if a fare increase impacts minority or low-income individuals by over five percentage points more than non-minority or non-low-income individuals, the fare would be determined to have a disparate impact or disproportionate burden.

Metro employs the following formula to determine if there is a disparate impact on minority individuals:

**IF** % Affected Minority Riders/Users – % Affected Non-Minority Riders/Users **> 5%**
**AND** the impact is unfavorable,
**THEN** there is a disparate impact

Similarly Metro employs the following formula to determine if there is a disproportionate burden placed on low-income individuals.

**IF** % Affected Low-Income Riders/Users – % Affected Non-Low-Income Riders/Users **> 5%**
**AND** the impact is unfavorable,
**THEN** there is a disproportionate burden

This five percent threshold was developed by Metro through a public engagement process and was approved by both the King County Council and the FTA in Metro's 2022 Title VI Program Report. The Regional Transit Committee and the County Council's Mobility and Environment Committee reviewed this policy and forwarded it to the full County Council. The Council followed a public notification and

participation process, held a public hearing, and then adopted the updated Service Guidelines via Ordinance 19637. This threshold and policy is applied uniformly to all fare changes.

If a disparate impact or disproportionate burden is found in the FEA, Metro will consider steps to avoid, minimize, or mitigate potential adverse impacts.

# IV. Report Requirements

Metro is committed to providing mobility and transportation services in an equitable, nondiscriminatory, and fair manner in compliance with the requirements set forth by the Federal Transit Administration (FTA) Circular 4702.1B ("FTA Circular"). Metro affirms its commitment Title VI of the Civil Rights Act of 1964.

Among its responsibilities as a large transportation agency and the recipient of federal funds, Metro must conduct a Title VI Fare Equity Analysis (FEA) whenever it makes changes to its fares to determine whether the fare change will have a disparate impact on minority riders or place a disproportionate burden on low-income riders in accordance with FTA Circular Chapter 4, Part VII(b). This FEA will apply the rules and polices set forth in the FTA Circular and Metro's Service Guidelines to this proposal.

Metro is proud to uphold the civil rights protections championed by its county's namesake, Dr. Martin Luther King Jr. Questions about this analysis or Metro's commitment to civil rights and Title VI should go to MetroTitleVI@kingcounty.gov.

## A. Proposal

Metro is proposing to increase the adult bus fare by $0.25, from $2.75 to $3.00.

*Table 1. Proposed Fare Change*

| Fare Type | Current Cost | Proposed Cost | Absolute Change | Percent Change |
|---|---|---|---|---|
| Adult Bus Fare | $2.75 | $3.00 | $0.25 | 9% |

## B. Fare Equity Analysis

To conduct this FEA, Metro analyzed bus rider data from its 2023 Rider/Non-Rider Survey. The tables below compare the percentage of minority riders versus non-minority riders, and low-income riders versus non-low-income riders that will be affected by the proposed fare change.

*Table 2. Disparate Impact Analysis for Minority Riders*

| Percent Minority | Percent Non-Minority | Difference |
|---|---|---|
| 34% | 66% | -32% |
| **What is the impact on riders/users?**<br>Unfavorable<br><br>**Is there a disparate impact on minority riders/customers?**<br>No | | |

Applying Metro's methodology described in Part III, the proposed fare change does not have a disparate impact on minority riders because the fare increase is unfavorable and the percent difference is below the five percent threshold.

*Table 3. Disproportionate Burden Analysis for Low-Income Riders*

| Percent Low-Income | Percent Non-Low-Income | Difference |
|---|---|---|
| 19% | 81% | -62% |

**What is the impact on riders/users?**
Unfavorable

**Is there a disproportionate burden on low-income riders/customers?**
No

Applying Metro's methodology described in Part III, the proposed fare change does not have a disparate impact on low-income riders because the fare increase is unfavorable and the percent difference is below the five percent threshold.

### C. Modification or Mitigation

Using the methodology described in Part III, the proposed fare change will not have a disparate impact on minority populations nor disproportionate burden on low-income riders. Therefore, no further analysis or discussion on modification or mitigation efforts is required.

## V. Conclusion/Next Steps

Metro did not find that the proposed fare change will have a disparate impact on minority populations, nor a disproportionate burden on low-income populations, and therefore submits the proposed Ordinance to increase the adult bus fare by $0.25 to the King County Council for approval.

# Title VI Fare Change Equity Analysis: Low-Income Bus Fare Reduction

September 23, 2024

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## II. Executive Summary

To best serve its most vulnerable riders and ensure a seamless transfer experience with its partner transit agencies, King County Metro Transit Department (Metro) piloted a reduction in its low-income bus fare from $1.50 to $1.00 in September 2022. King County is now proposing to permanently maintain the $1.00 fare for low-income riders rather than allowing it to revert back to $1.50.

As a large transportation agency and the recipient of federal funds, Metro must conduct a Title VI Fare Equity Analysis whenever it makes changes to its fares to determine whether the fare changes will have a disparate impact on minority riders or place a disproportionate burden on low-income riders in accordance with FTA Circular Chapter 4, Part VII(b).

Metro did not find that the proposed fare change will have a disparate impact on minority populations, nor a disproportionate burden on low-income populations, and therefore submits the proposed Ordinance to permanently maintain the $1.00 low-income bus fare to the King County Council for approval.

## III. Background

**Department Overview:** The King County Metro Transit Department (Metro) is the Puget Sound region's largest public transportation agency. Metro provides bus, paratransit, vanpool, and water taxi services, and operates Seattle Streetcar, Sound Transit Link light rail, and Sound Transit Express bus service. Metro is committed to providing safe, equitable, and sustainable mobility, and prioritizing service where needs are greatest.

**Key Historical Conditions (or Historical Context):** Metro's low-income fare, also known as ORCA LIFT, is available to qualifying adults whose incomes are verified to be at or below two hundred percent of the federal poverty level. As of June 2024, more than 70,000 people are enrolled in the program.

**Key Current Conditions (or Current Context):** To best serve its most vulnerable riders and ensure a seamless transfer experience with its partner transit agencies, Metro piloted a reduction in its low-income bus fare from $1.50 to $1.00 in September 2022. Metro is now proposing to permanently maintain the $1.00 fare for low-income riders rather than allowing it to revert back to $1.50.

**Report Methodology:** Metro's policies concerning disparate impact and disproportionate burden for Title VI equity analysis are found in its 2021 Service Guidelines and its 2022 FTA Title VI Program Report. To determine if there is a disparate impact on minority riders or disproportionate burden on low-income riders/users based there must be an unfavorable impact of greater than five percent threshold; that is, if a fare increase impacts minority or low-income individuals by over five percentage points more than non-minority or non-low-income individuals, the fare would be determined to have a disparate impact or disproportionate burden.

Metro employs the following formula to determine if there is a disparate impact on minority individuals:

**IF** % Affected Minority Riders/Users – % Affected Non-Minority Riders/Users **> 5%**
**AND** the impact is unfavorable,
**THEN** there is a disparate impact

Similarly Metro employs the following formula to determine if there is a disproportionate burden placed on low-income individuals.

**IF** % Affected Low-Income Riders/Users – % Affected Non-Low-Income Riders/Users **> 5%**
**AND** the impact is unfavorable,
**THEN** there is a disproportionate burden

This five percent threshold was developed by Metro through a public engagement process and was approved by both the King County Council and the FTA in Metro's 2022 Title VI Program Report. The Regional Transit Committee and the County Council's Mobility and Environment Committee reviewed this policy and forwarded it to the full County Council. The Council followed a public notification and participation process, held a public hearing, and then adopted the updated Service Guidelines via Ordinance 19637. This threshold and policy is applied uniformly to all fare changes.

If a disparate impact or disproportionate burden is found in the FEA, Metro will consider steps to avoid, minimize, or mitigate potential adverse impacts.

## IV. Report Requirements

Metro is committed to providing mobility and transportation services in an equitable, nondiscriminatory, and fair manner in compliance with the requirements set forth by the Federal Transit Administration (FTA) Circular 4702.1B ("FTA Circular"). Metro affirms its commitment Title VI of the Civil Rights Act of 1964.

Among its responsibilities as a large transportation agency and the recipient of federal funds, Metro must conduct a Title VI Fare Equity Analysis (FEA) whenever it makes changes to its fares to determine whether the fare change will have a disparate impact on minority riders or place a disproportionate burden on low-income riders in accordance with FTA Circular Chapter 4, Part VII(b). This FEA will apply the rules and polices set forth in the FTA Circular and Metro's Service Guidelines to this proposal.

Metro is proud to uphold the civil rights protections championed by its county's namesake, Dr. Martin Luther King Jr. Questions about this analysis or Metro's commitment to civil rights and Title VI should go to MetroTitleVI@kingcounty.gov.

### A. Proposal

Metro is proposing to permanently maintain the $1.00 fare for low-income bus riders rather than allowing it to revert back to $1.50.

*Table 1. Proposed Fare Change*

| Fare Type | Cost if No Action Taken | Proposed Cost | Absolute Change | Percent Change |
|---|---|---|---|---|
| Low-Income Bus Fare | $1.50 | $1.00 | -$0.50 | -33% |

### B. Fare Equity Analysis

To conduct this FEA, Metro analyzed data from its low-income fare program registration database. The tables below compare the percentage of minority riders versus non-minority riders, and low-income riders versus non-low-income riders that will be affected by the proposed fare change.

*Table 2. Disparate Impact Analysis for Minority Riders*

| Percent Minority | Percent Non-Minority | Difference |
|---|---|---|
| 66% | 34% | +32% |
| **What is the impact on riders/users?**<br>Favorable<br><br>**Is there a disparate impact on minority riders/customers?**<br>No | | |

Applying Metro's methodology described in Part III, the proposed fare change does not have a disparate impact on minority riders because the fare increase is unfavorable and the percent difference is below the five percent threshold.

*Table 3. Disproportionate Burden Analysis for Low-Income Riders*

| Percent Low-Income | Percent Non-Low-Income | Difference |
|---|---|---|
| 100% | 0% | +100% |
| **What is the impact on riders/users?**<br>Favorable<br><br>**Is there a disproportionate burden on low-income riders/customers?**<br>No | | |

Applying Metro's methodology described in Part III, the proposed fare change does not have a disparate impact on low-income riders because the fare increase is unfavorable and the percent difference is below the five percent threshold.

### C. Modification or Mitigation

Using the methodology described in Part III, the proposed fare change will not have a disparate impact on minority populations nor disproportionate burden on low-income riders. Therefore, no further analysis or discussion on modification or mitigation efforts is required.

## V. Conclusion/Next Steps

Metro did not find that the proposed fare change will have a disparate impact on minority populations, nor a disproportionate burden on low-income populations, and therefore submits the proposed Ordinance to permanently maintain the $1.00 low-income bus fare to the King County Council for approval.

# Title VI Fare Change Equity Analysis: Day Pass Fare Reduction

January 24, 2025

King County

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## II. Executive Summary

Metro is currently participating in a 6-month promotional reduction in the price of the day pass from $8.00 to $6.00 for adult riders and from $4.00 to $2.00 for reduced fare riders. Metro, along with its ORCA agency regional partners, are now proposing to permanently maintain these lower rates. The fare change would also apply to Metro's Transit GO Ticket mobile day pass product.

As a large transportation agency and the recipient of federal funds, Metro must conduct a Title VI fare equity analysis whenever it makes changes to its fares to determine whether the fare changes will have a disparate impact on minority riders or place a disproportionate burden on low-income riders in accordance with FTA Circular Chapter 4, Part VII(b).

Based on the findings of the fare equity analysis, Metro did not find that the proposed fare change will have a disparate impact on minority populations, nor a disproportionate burden on low-income populations, and therefore proposes to permanently reduce the cost of the day pass.

## III. Background

**Department Overview:** King County Metro is the Puget Sound region's largest public transportation agency. Metro provides bus, paratransit, vanpool, and water taxi services, and operates Seattle Streetcar, Sound Transit Link light rail, and Sound Transit Express bus service. Metro is committed to providing safe, equitable, and sustainable mobility, and prioritizing service where needs are greatest.

**Key Historical Conditions (or Historical Context):** The ORCA regional day pass can be loaded onto ORCA fare cards and provides unlimited rides on a calendar day (ending at 3:00 am on the following day) on Metro services and other ORCA transit agencies up to a fare value of $3.50 for adult cardholders and $1.75 for reduced fare cardholders.

**Key Current Conditions (or Current Context):** Metro is participating in a 6-month promotional reduction in the price of the day pass from $8.00 to $6.00 for adult riders and from $4.00 to $2.00 for reduced fare riders (effective as of August 30, 2024). Metro and the other ORCA agencies are now proposing to permanently maintain these lower rates. The fare change would also apply to Metro's Transit GO Ticket mobile day pass.

**Report Methodology:** Metro's policies concerning disparate impact and disproportionate burden for Title VI equity analysis are found in its 2021 Service Guidelines and its 2022 FTA Title VI Program Report. To determine if there is a disparate impact on minority riders or disproportionate burden on low-income riders/users based there must be an unfavorable impact of greater than five percent threshold; that is, if a fare increase impacts minority or low-income individuals by over five percentage points more than non-minority or non-low-income individuals, the fare would be determined to have a disparate impact or disproportionate burden.

Metro employs the following formula to determine if there is a disparate impact on minority individuals:

**IF** % Affected Minority Riders/Users – % Affected Non-Minority Riders/Users **> 5%**
**AND** the impact is unfavorable,
**THEN** there is a disparate impact

Similarly Metro employs the following formula to determine if there is a disproportionate burden placed on low-income individuals.

**IF** % Affected Low-Income Riders/Users – % Affected Non-Low-Income Riders/Users **> 5%**
**AND** the impact is unfavorable,
**THEN** there is a disproportionate burden

This 5% threshold was developed by Metro through a public engagement process and was approved by both the King County Council and the FTA in Metro's 2022 Title VI Program Report. The Regional Transit Committee and the County Council's Mobility and Environment Committee reviewed this policy and forwarded it to the full County Council. The Council followed a public notification and participation process, held a public hearing, and then adopted the updated Service Guidelines via Ordinance 19637. This threshold and policy is applied uniformly to all fare changes.

If a disparate impact or disproportionate burden is found in the FEA, Metro will consider steps to avoid, minimize, or mitigate potential adverse impacts.

## IV. Report Requirements

King County Metro Transit (Metro) is committed to providing mobility and transportation services in an equitable, nondiscriminatory, and fair manner in compliance with the requirements set forth by the Federal Transit Administration (FTA) Circular 4702.1B ("FTA Circular"). Metro affirms its commitment Title VI of the Civil Rights Act of 1964.

Among its responsibilities as a large transportation agency and the recipient of federal funds, Metro must conduct a Title VI Fare Equity Analysis (FEA) whenever it makes changes to its fares to determine whether the fare change will have a disparate impact on minority riders or place a disproportionate burden on low-income riders in accordance with FTA Circular Chapter 4, Part VII(b). This FEA will apply the rules and polices set forth in the FTA Circular and Metro's Service Guidelines to this proposal.

Metro is proud to uphold the civil rights protections championed by its county's namesake, Dr. Martin Luther King Jr. Questions about this analysis or Metro's commitment to civil rights and Title VI should go to MetroTitleVI@kingcounty.gov.

### A. Proposal

Metro is proposing to reduce the cost of the regional day pass from $8.00 to $6.00 for adult riders and from $4.00 to $2.00 for reduced fare riders. At the same time, the maximum fare value covered by the adult day pass would change from $3.50 to $3.00 and for the reduced fare day pass from $1.75 to $1.00. Since the cost of the pass would decrease while the proportion of the cost that can be used on transit fares increases, this would be a favorable fare change for riders.

*Table 1. Proposed Fare Change*

| Fare Type | Cost/Max Value if No Action Taken | Proposed Cost/Max Value | Max Value to Cost Ratio if No Action Taken | Proposed Max Value to Cost Ratio | Absolute Change | Percent Change |
|---|---|---|---|---|---|---|
| Adult Regional Day Pass | $8.00/$3.50 | $6.00/$3.00 | 0.44 | 0.5 | -$2.00 | -25% |
| Reduced Fare Regional Day Pass | $4.00/$1.75 | $2.00/$1.00 | 0.44 | 0.5 | -$2.00 | -50% |

### B. Fare Equity Analysis

To conduct this FEA, Metro analyzed demographic data from its 2024 Rider/Non-Rider Survey. The tables below compare the percentage of minority riders and low-income riders for adult and reduced-fare riders that will be affected by the proposed fare change.

*Table 2. Disparate Impact Analysis for Minority Riders*

| Percent Minority | Percent Non-Minority | Difference |
|---|---|---|
| Adult Riders: 41%<br>Reduced Fare Riders: 35% | Adult Riders: 59%<br>Reduced Fare Riders: 65% | -18%<br>-30% |
| **What is the impact on riders/users?**<br>Favorable<br><br>**Is there a disparate impact on minority riders/customers?**<br>No | | |

Applying Metro's methodology described in Part III, the proposed fare change does not have a disparate impact on minority riders because the fare increase is unfavorable and the percent difference is below the 5% threshold.

*Table 3. Disproportionate Burden Analysis for Low-Income Riders*

| Percent Low-Income | Percent Non-Low-Income | Difference |
|---|---|---|
| Adult Riders: 1%<br>Reduced Fare Riders: 16% | Adult Riders: 99%<br>Reduced Fare Riders: 84% | -98%<br>-68% |
| **What is the impact on riders/users?**<br>Favorable<br><br>**Is there a disproportionate burden on low-income riders/customers?**<br>No | | |

Applying Metro's methodology described in Part III, the proposed fare change does not have a disparate impact on low-income riders because the fare increase is unfavorable and the percent difference is below the 5% threshold.

### C. Modification or Mitigation

Using the methodology described in Part III, the proposed fare change will not have a disparate impact on minority populations nor disproportionate burden on low-income riders. Therefore, no further analysis or discussion on modification or mitigation efforts is required.

## V. Conclusion/Next Steps

Metro did not find that the proposed fare change will have a disparate impact on minority populations, nor a disproportionate burden on low-income populations, and therefore proposes to permanently reduce the cost of the day pass.

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1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

# KING COUNTY

## Signature Report

### Ordinance 19474

**Proposed No.** 2022-0205.2 **Sponsors** Upthegrove, Zahilay, Balducci, Dembowski, Perry and Kohl-Welles

AN ORDINANCE relating to public transportation, revising rates of youth fare to zero; and amending Ordinance 13480, Section 2, as amended, and K.C.C. 4A.700.010, Ordinance 12643, Section 12, as amended, and K.C.C. 4A.700.450 and Ordinance 17935, Section 6, as amended, and K.C.C. 4A.700.820.

STATEMENT OF FACTS:

1. K.C.C. 4A.700.010 provides for fares for regularly scheduled county public transportation service on buses, trolleys, transit vans, dial-a-ride vehicles and streetcars, including fares for adults, children, youth, seniors and persons with disabilities and low-income riders.

2. K.C.C. 4A.700.450 provides for the execution of agreements with public school districts to supply students with passes in connection with special school programs and ties the rates for such passes to the youth fare.

3. K.C.C. 4A.700.820 provides for fares for regularly scheduled county passenger ferry service, including fares for adults paying in cash or with a prepaid fare product, children, youth, seniors and persons with disabilities, and low-income riders.

4. The King County Metro Strategic Plan for Public Transportation, 2021-

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2031, as adopted by Ordinance 19367, includes a strategy to "Align fares with other service providers, meet revenue targets, and advance equity through Metro's income-based approach to fares."

5. The current youth fare is $1.50 for buses, trolleys, transit vans, dial-a-ride vehicles and streetcars, $3.75 for the West Seattle water taxi route, $4.50 for the Vashon Island water taxi route and $1.75 for paratransit service. The youth fare is available to persons from six through eighteen years old and person over eighteen years old who receive student passes under K.C.C. 4A.700.450.

6. In March 2022, the Washington state Legislature passed a $17 billion transportation funding bill known as Move Ahead Washington. This transportation investment legislation added a new section to chapter 47.66 RCW establishing a transit support grant program for the purpose of providing financial support to transit agencies for operating and capital expenses and requiring that to be eligible to receive grant funding from this program a transit agency must have adopted a zero-fare policy that allows passengers eighteen years of age and younger to ride free of charge on all modes provided by the agency and must submit documentation of this zero-fare policy by October 1, 2022.

7. King County area public schools begin the 2022-23 school year in September of 2022. In order to facilitate disbursement of student passes, any fare changes applicable to students must be effective by September 1, 2022.

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8. The Metro transit department's fund management policies for the public transportation fund, as adopted by Ordinance 18321, provide that the Metro transit department will recover at least twenty-five percent and will maintain a target of recovering thirty percent of passenger related operating costs from farebox revenues for bus service. Youth fares account for approximately six percent of total farebox revenues.

9. The increased revenue provided from the Move Ahead Washington transit support grant program would offset the reduction in fare revenue from adopting a no-charge youth fare policy.

10. In recognition of the equity and social justice benefits of a zero-fare policy for youth and to maintain the eligibility of the Metro transit department to apply for transit support grants under the Move Ahead Washington transportation investment program, the King County executive and council support a zero-fare policy for youth.

BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:

SECTION 1. Ordinance 13480, Section 2, as amended, and K.C.C. 4A.700.010 are hereby amended to read as follows:

A. Except as may otherwise be provided by ordinance, the following fare categories and rates are established for regularly scheduled county public transportation service on buses, trolleys, transit vans, dial-a-ride vehicles and streetcars:

| | |
|---|---|
| Regular fare | $2.75 |
| Child fare | No charge |

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| | |
|---|---|
| Youth fare | ((~~$1.50~~))<br><br><u>No charge</u> |
| Seniors and persons with disabilities fare | $1.00 |
| Low-income fare | $1.50 |

The fare categories and rates are subject to, and defined by, the following:

1. The child fare is available to persons up to six years old when accompanied by a responsible person paying the proper fare as set forth in this chapter. Up to four children may ride with each responsible person;

2. The youth fare is available to persons from six through eighteen years old and persons over eighteen years old who receive student passes under K.C.C. 4A.700.450;

3. The senior and persons with disabilities fare is available to persons who apply for and receive a regional reduced fare permit. The permits are available to persons at least sixty-five years old and persons with disabilities as provided in the regional reduced fare permit program authorized under K.C.C. 28.94.255;

4. A person with a disability who has been issued an "attendant ride free" permit by the department may be accompanied by an attendant, who is not required to pay a fare; and

5. The low-income fare is available to persons who apply for and are determined to meet the threshold eligibility requirements for the low-income transit fare program authorized under K.C.C. 4A.700.490 and receive a valid low-income transit fare product.

B. A fare in subsection A. of this section is paid when a person pays the appropriate amount in cash or presents an appropriate pass, transfer or other fare payment media established under and used in accordance with this chapter.

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C.1. Regional and institutional passes, in various single-trip value denominations and for various effective periods, may be issued and sold in accordance with the terms of an agreement approved by the council and entered into with other public transportation providers in the region. Institutions include employers, groups of employers, educational institutions, transportation management associations and other organizations. The effective periods, single-trip values and prices for the regional and institutional passes shall be established by the agreement. A valid regional or institutional pass may be presented an unlimited number of times during its effective period as full or partial payment of the applicable fare. To the extent the single trip value of the regional pass is not sufficient to cover the applicable fare, the rider shall pay the difference in cash or from an electronic stored value product, such as e purse.

2. For institutions entering into an annual institutional pass agreement, the following schedule of calculations shall determine the cost of the annual agreement for ((~~King County Metro's~~)) the Metro transit department's portion of the agreement:

| | |
|---|---|
| First twelve months: | TR x baseline trips |
| Second twelve months: | (TR x baseline trips) + [(TR x added trips) x 1/3] |
| Third twelve months: | (TR x baseline trips) + [(TR x added trips) x 2/3] |
| Fourth twelve months (and subsequent ((~~12~~)) twelve-month periods): | (TR x baseline trips) + (TR x added trips) |

For purposes of this formula, "added trips" means those trips taken during the prior twelve months, determined either from surveys or electronic counting of actual institutional pass use, that exceed the number of baseline trips established at the execution of the

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institutional pass agreement. Electronic counts of one month or more will be annualized and used in lieu of survey results if available.

For purposes of this formula, "baseline trips" means the estimated number of transit trips taken by the contracting party's covered population of students, employees or others, or any combination thereof, in the twelve months preceding execution of the institutional pass agreement. Baseline trips may be adjusted on an annual basis to account for changes in the number of eligible employees.

For purposes of this formula, in the event a party terminates or does not renew an institutional pass agreement, any subsequent institutional pass agreement entered into with that party shall be priced as if in the "fourth twelve months and thereafter" category.

For purposes of this formula, "trip revenue" or "TR" means the weighted average fare per trip determined by the department.

D. The rate of fare for paratransit service shall be $1.75 per trip and $63.00 for a monthly pass, except that a no-charge youth fare shall be available to persons from six through eighteen years old and persons over eighteen years old who receive student passes under K.C.C. 4A.700.450.

E. The rate of fare for customized bus service to residents of Center Park, a facility of the Seattle Housing Authority located at 2121 - 26th Avenue South, Seattle, is equal to the paratransit fares specified in subsection D. of this section.

SECTION 2. Ordinance 12643, Section 12, as amended, and K.C.C. 4A.700.450 are hereby amended to read as follows:

The executive is authorized to execute agreements with public school districts to supply students with passes in connection with special school programs ((~~, but the price~~

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~~for passes under the agreements shall be established at a rate of thirty-six times the youth fare in K.C.C. 4A.700.010 for each month in which these passes are valid, and the passes shall be regional passes as defined in K.C.C. 4A.700.010~~)).

SECTION 3. Ordinance 17935, Section 6, as amended, and K.C.C. 4A.700.820 are hereby amended to read as follows:

A.1. Except as may otherwise be provided by ordinance, the following fare categories and rates are established for regularly scheduled passenger ferry service:

| **One-Way Water Taxi Fares** | **West Seattle Water Taxi Route** | **Vashon Island Water Taxi Route** |
|---|---|---|
| Cash fare | $5.75 | $6.75 |
| Regular prepaid fare | $5.00 | $5.75 |
| Child fare | No Charge | No Charge |
| Youth ((~~prepaid~~)) fare | ((~~$3.75~~)) No Charge | ((~~$4.50~~)) No Charge |
| Senior and persons with disabilities fare | $2.50 | $3.00 |
| Bicycle fare | No Charge | No Charge |
| Low-income fare | $3.75 | $4.50 |

2. The fare categories and rates are subject to, and defined by, the following:

a. All fares shall be established only for a one-way trip;

b. All fares shall be rounded up to the next whole twenty-five cent increment;

c. The cash fare is determined by adding a fifteen-percent surcharge to the regular prepaid fare and applies to cash and ticket purchases;

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d. The regular prepaid fare is established as the base rate for persons nineteen years old and older using ORCA prepaid fare media;

e. The child fare is available to persons five years and under when accompanied by a parent, guardian or other person aged sixteen or older and paying the proper fare as set forth in this chapter;

f. The youth ((~~prepaid~~)) fare is available to persons from six through eighteen years old and persons over eighteen years old who receive valid student pass transit-fare products under K.C.C. 4A.700.450((~~. The youth prepaid fare shall be twenty-five percent less than the regular prepaid fare~~));

g. The senior and persons with disabilities fare is available to persons who apply for and receive a regional reduced fare permit. The permits are available to persons at least sixty-five years old and persons with disabilities as provided in the regional reduced fare permit program authorized under K.C.C. 28.94.255;

h. A person with a disability who has been issued an "attendant ride free" permit as authorized under K.C.C. 4A.700.010 may be accompanied by an attendant, who is not required to pay a fare;

i. A person who has paid fare may bring a bicycle onto a water taxi at no additional charge, up to the water taxi's bicycle capacity; and

j. The low-income fare is available to persons who apply for and are determined to meet the threshold eligibility requirements for the low-income transit fare program authorized under K.C.C. 4A.700.490, when effective, and receive a valid low-income transit fare product. The low-income fare shall be twenty-five percent less than the regular fare.

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B. A fare in subsection A. of this section is paid when a person pays the appropriate amount in cash or presents an appropriate pass, transfer or other fare payment media established under and used in accordance with this chapter.

SECTION 4. This ordinance takes effect September 1, 2022.

Ordinance 19474 was introduced on 6/7/2022 and passed by the Metropolitan King County Council on 7/26/2022, by the following vote:

Yes: 9 - Balducci, Dembowski, Dunn, Kohl-Welles, Perry, McDermott, Upthegrove, von Reichbauer and Zahilay

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

DocuSigned by:
Claudia Balducci
7E1C273CE9994B6...
Claudia Balducci, Chair

ATTEST:

DocuSigned by:
Melani Pedroza
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Melani Pedroza, Clerk of the Council

APPROVED this _____ day of 8/4/2022, _____.

DocuSigned by:
Dow Constantine
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Dow Constantine, County Executive

**Attachments:** None

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## Certificate Of Completion

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| | |
|---|---|
| Operating Systems: | Windows® 2000, Windows® XP, Windows Vista®; Mac OS® X |
| Browsers: | Final release versions of Internet Explorer® 6.0 or above (Windows only); Mozilla Firefox 2.0 or above (Windows and Mac); Safari™ 3.0 or above (Mac only) |
| PDF Reader: | Acrobat® or similar software may be required to view and print PDF files |
| Screen Resolution: | 800 x 600 minimum |

| | |
|---|---|
| Enabled Security Settings: | Allow per session cookies |

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1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

# KING COUNTY

## Signature Report

### Ordinance 19532

**Proposed No.** 2022-0392.1 **Sponsors** Upthegrove

AN ORDINANCE relating to public transportation, revising rates of low-income fare on buses, trolleys, transit vans, dial-a-ride vehicles and streetcars to $1.00 for twelve months beginning on January 1, 2023; amending Ordinance 13480, Section 2, as amended, and K.C.C. 4A.700.010, establishing an effective date and establishing an expiration date.

STATEMENT OF FACTS:

1. K.C.C. 4A.700.010 provides for fares for regularly scheduled county public transportation service on buses, trolleys, transit vans, dial-a-ride vehicles and streetcars, including fares for adults, children, youth, seniors and persons with disabilities and low-income riders.

2. The King County Metro Strategic Plan for Public Transportation, 2021-2031, as adopted by Ordinance 19367, includes a strategy to "Align fares with other service providers, meet revenue targets, and advance equity through Metro's income-based approach to fares."

3. The King County council has worked with the King County executive and the Metro transit department ("Metro") to implement a number of programs to make public transit more affordable and accessible to people in need.

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4. The current low-income fare is $1.50 for buses, trolleys, transit vans, dial-a-ride vehicles and streetcars, $3.75 for the West Seattle water taxi route and $4.50 for the Vashon Island water taxi route. The low-income fare is available to persons who apply for and are determined to meet the eligibility threshold of two hundred percent of the federal poverty level.

5. Metro's fund management policies for the public transportation fund, as adopted by Ordinance 18321, provide that Metro will recover at least twenty-five percent and will maintain a target of recovering thirty percent of passenger related operating costs from farebox revenues for bus service.

6. Sound Transit will implement a $1.00 low-income fare for a six-month period beginning September 1, 2022. More than half of riders enrolled in ORCA LIFT who begin a trip on Sound Transit transfer to Metro services, highlighting the importance of fare alignment for the two agencies. That is particularly important for ORCA LIFT enrollees, who are some of the region's most-vulnerable riders.

7. Metro is engaged in a broad conversation about its fare policy and will use the twelve-month pilot period to engage with stakeholders to develop a comprehensive approach to reduced fare and other fare policy areas.

8. In recognition of the equity and social justice benefits of a lowering the low-income fare, the King County executive and council support authorizing a twelve-month pilot to implement $1.00 low-income fare on buses, trolleys, transit vans, dial-a-ride vehicles and streetcar.

BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:

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SECTION 1. Ordinance 13480, Section 2, as amended, and K.C.C. 4A.700.010 are hereby amended to read as follows:

Except as may otherwise be provided by ordinance, the following fare categories and rates are established for regularly scheduled county public transportation service on buses, trolleys, transit vans, dial-a-ride vehicles and streetcars:

| | |
|---|---|
| Regular fare | $2.75 |
| Child fare | No charge |
| Youth fare | No charge |
| Seniors and persons with disabilities fare | $1.00 |
| Low-income fare | ((~~$1.50~~)) <br> $1.00 |

The fare categories and rates are subject to, and defined by, the following:

1. The child fare is available to persons up to six years old when accompanied by a responsible person paying the proper fare as set forth in this chapter. Up to four children may ride with each responsible person;

2. The youth fare is available to persons from six through eighteen years old and persons over eighteen years old who receive student passes under K.C.C. 4A.700.450;

3. The senior and persons with disabilities fare is available to persons who apply for and receive a regional reduced fare permit. The permits are available to persons at least sixty-five years old and persons with disabilities as provided in the regional reduced fare permit program authorized under K.C.C. 28.94.255;

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4. A person with a disability who has been issued an "attendant ride free" permit by the department may be accompanied by an attendant, who is not required to pay a fare; and

5. The low-income fare is available to persons who apply for and are determined to meet the threshold eligibility requirements for the low-income transit fare program authorized under K.C.C. 4A.700.490 and receive a valid low-income transit fare product.

B. A fare in subsection A. of this section is paid when a person pays the appropriate amount in cash or presents an appropriate pass, transfer or other fare payment media established under and used in accordance with this chapter.

C.1. Regional and institutional passes, in various single-trip value denominations and for various effective periods, may be issued and sold in accordance with the terms of an agreement approved by the council and entered into with other public transportation providers in the region. Institutions include employers, groups of employers, educational institutions, transportation management associations and other organizations. The effective periods, single-trip values and prices for the regional and institutional passes shall be established by the agreement. A valid regional or institutional pass may be presented an unlimited number of times during its effective period as full or partial payment of the applicable fare. To the extent the single trip value of the regional pass is not sufficient to cover the applicable fare, the rider shall pay the difference in cash or from an electronic stored value product, such as e purse.

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2. For institutions entering into an annual institutional pass agreement, the following schedule of calculations shall determine the cost of the annual agreement for the Metro transit department's portion of the agreement:

| | |
|---|---|
| First twelve months: | TR x baseline trips |
| Second twelve months: | (TR x baseline trips) + [(TR x added trips) x 1/3] |
| Third twelve months: | (TR x baseline trips) + [(TR x added trips) x 2/3] |
| Fourth twelve months (and subsequent twelve-month periods): | (TR x baseline trips) + (TR x added trips) |

For purposes of this formula, "added trips" means those trips taken during the prior twelve months, determined either from surveys or electronic counting of actual institutional pass use, that exceed the number of baseline trips established at the execution of the institutional pass agreement. Electronic counts of one month or more will be annualized and used in lieu of survey results if available.

For purposes of this formula, "baseline trips" means the estimated number of transit trips taken by the contracting party's covered population of students, employees or others, or any combination thereof, in the twelve months preceding execution of the institutional pass agreement. Baseline trips may be adjusted on an annual basis to account for changes in the number of eligible employees.

For purposes of this formula, in the event a party terminates or does not renew an institutional pass agreement, any subsequent institutional pass agreement entered into with that party shall be priced as if in the "fourth twelve months and thereafter" category.

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For purposes of this formula, "trip revenue" or "TR" means the weighted average fare per trip determined by the department.

D. The rate of fare for paratransit service shall be $1.75 per trip and $63.00 for a monthly pass, except that a no-charge youth fare shall be available to persons from six through eighteen years old and persons over eighteen years old who receive student passes under K.C.C. 4A.700.450.

E. The rate of fare for customized bus service to residents of Center Park, a facility of the Seattle Housing Authority located at 2121 - 26th Avenue South, Seattle, is equal to the paratransit fares specified in subsection D. of this section.

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SECTION 2. This ordinance takes effect on January 1, 2023.

SECTION 3. Section 1 of this ordinance expires January 1, 2024.

Ordinance 19532 was introduced on 10/4/2022 and passed by the Metropolitan King County Council on 11/15/2022, by the following vote:

Yes: 9 - Balducci, Dembowski, Dunn, Kohl-Welles, Perry, McDermott, Upthegrove, von Reichbauer and Zahilay

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

DocuSigned by:
Claudia Balducci
F8830816F1C4427...
Claudia Balducci, Chair

ATTEST:

DocuSigned by:
Angel Foss
C267B914088E4A0...
Melani Pedroza, Clerk of the Council

APPROVED this _____ day of 11/29/2022, _____.

DocuSigned by:
Dow Constantine
4FBCAB8196AE4C6...
Dow Constantine, County Executive

**Attachments:** None

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ii. send us an email to cipriano.dacanay@kingcounty.gov and in the body of such request you must state your email, full name, mailing address, and telephone number. We do not need any other information from you to withdraw consent.. The consequences of your withdrawing consent for online documents will be that transactions may take a longer time to process..

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1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

# KING COUNTY

## Signature Report

### Ordinance 19705

**Proposed No.** 2023-0367.1 **Sponsors** Dembowski

AN ORDINANCE relating to public transportation, extending the one-dollar rate for low-income fare on buses, trolleys, transit vans, dial-a-ride vehicles, and streetcars from twelve months to twenty-four months; amending Ordinance 19532, Section 3, and establishing an expiration date.

STATEMENT OF FACTS:

1. K.C.C 4A. 700.010 provides fares for regularly scheduled county public transportation service on buses, trolleys, transit vans, dial-a-ride vehicles, including fares for adults, children, youth, seniors and persons with disabilities and low-income riders.

2. Metro transit department's ("Metro") fund management policies for the public transportation fund, as adopted by Ordinance 18321, provide that Metro will recover at least twenty-five percent and will maintain a target of recovering thirty percent of passenger related operating costs from farebox revenues for bus service.

3. The King County Metro Strategic Plan for Public Transportation, 2021-2031, as adopted by Ordinance 19367, includes a strategy to "Align fares with other service providers, meet revenue targets, and advance equity through Metro's income-based approach to fares."

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4. The King County council has worked with the King County executive and Metro to implement a number of programs to advance an income-based approach to fares and ensure that public transit is affordable and accessible to people in need.

5. The current low-income fare of $1.00 for buses, trolleys, transit vans, dial-a-ride vehicles and streetcars, was adopted on a pilot basis by Ordinance 19532. This pilot fare took effect on January 1, 2023, and expires on January 1, 2024. The low-income fare is available to persons who apply for and are determined to meet the eligibility threshold of two hundred percent of the federal poverty level.

6. Sound Transit implemented a permanent $1.00 low-income fare on March 1, 2023, following their six-month pilot that began September 1, 2022. More than half of riders enrolled in ORCA LIFT who begin a trip on Sound Transit transfer to Metro services, highlighting the importance of fare alignment for the two agencies. That is particularly important for ORCA LIFT enrollees, who are among the region's most-vulnerable riders.

7. Metro is engaged in a department-wide process to make fares more affordable and accessible to riders. Community engagement is planned for 2024 and will help inform evaluation of the $1.00 low-income fare pilot.

BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:

SECTION 1. Ordinance 19532, Section 3, is hereby amended to read as follows:

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Ordinance 19532, Section 1 ((~~of this ordinance~~)), expires January 1, ((~~2024~~)) 2025.

Ordinance 19705 was introduced on 10/17/2023 and passed by the Metropolitan King County Council on 11/28/2023, by the following vote:

Yes: 9 - Balducci, Dembowski, Dunn, Kohl-Welles, Perry, McDermott, Upthegrove, von Reichbauer and Zahilay

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

DocuSigned by:
David Upthegrove
E76CE01F07B14EF...
Dave Upthegrove, Chair

ATTEST:

DocuSigned by:
Melani Hay
8DE1BB375AD3422...
Melani Hay, Clerk of the Council

APPROVED this _____ day of 12/6/2023, _____.

DocuSigned by:
Dow Constantine
4FBCAB8196AE4C6...
Dow Constantine, County Executive

**Attachments:** None

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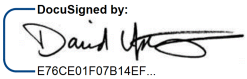
| Dave Upthegrove<br>dave.upthegrove@kingcounty.gov<br>Chair<br>Security Level: Email, Account Authentication (None) | DocuSigned by:<br>  <br>E76CE01F07B14EF...<br>Signature Adoption: Uploaded Signature Image<br>Using IP Address: 67.160.80.216 | Sent: 11/30/2023 1:00:07 PM<br>Viewed: 11/30/2023 2:11:48 PM<br>Signed: 11/30/2023 2:12:02 PM |
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1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

# KING COUNTY

## Signature Report

### Ordinance 19852

**Proposed No.** 2024-0308.1 **Sponsors** Zahilay

AN ORDINANCE relating to public transportation, revising water taxi rates of fare; amending Ordinance 18411, Section 2, as amended, and K.C.C. 4A.700.820 and establishing an effective date.

STATEMENT OF FACTS:

1. K.C.C. 4A.700.820 provides for fares for regularly scheduled county passenger ferry service, including fares for adults paying in cash or with a prepaid fare product, children, youth, seniors and persons with disabilities, and low-income riders.

2. The current low-income fare rate on the West Seattle water taxi route for adult cash fares is $3.75. The current low-income fare rate on the Vashon Island water taxi route is $4.50.

3. The King County Metro Strategic Plan for Public Transportation, 2021-2031, as adopted by Ordinance 19367, includes a strategy to "Align fares with other service providers, meet revenue targets, and advance equity through Metro's income-based approach to fares."

4. Peer transit agencies, including Everett Transit, Kitsap Transit, Seattle Department of Transportation, Sound Transit, and Pierce Transit, have set a flat $1.00 rate of fare for low-income riders.

BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:

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SECTION 1. and amending Ordinance 18411, Section 2, as amended, and K.C.C. 4A.700.820 are hereby amended to read as follows:

A.1. Except as may otherwise be provided by ordinance, the following fare categories and rates are established for regularly scheduled passenger ferry service:

| **One-Way Water Taxi Fares** | **West Seattle Water Taxi Route** | **Vashon Island Water Taxi Route** |
|---|---|---|
| Cash fare | $5.75 | $6.75 |
| Regular prepaid fare | $5.00 | $5.75 |
| Child fare | No Charge | No Charge |
| Youth fare | No Charge | No Charge |
| Senior and persons with disabilities fare | $2.50 | $3.00 |
| Bicycle fare | No Charge | No Charge |
| Low-income fare | ((~~$3.75~~)) $1.00 | ((~~$4.50~~)) $1.00 |

2. The fare categories and rates are subject to, and defined by, the following:

a. All fares shall be established only for a one-way trip;

b. All fares shall be rounded up to the next whole twenty-five cent increment;

c. The cash fare is determined by adding a fifteen-percent surcharge to the regular prepaid fare and applies to cash and ticket purchases;

d. The regular prepaid fare is established as the base rate for persons nineteen years old and older using ORCA prepaid fare media;

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e. The child fare is available to persons five years and under when accompanied by a parent, guardian, or other person aged sixteen or older and paying the proper fare as set forth in this chapter;

f. The youth fare is available to persons from six through eighteen years old and persons over eighteen years old who receive valid student pass transit-fare products under K.C.C. 4A.700.450;

g. The senior and persons with disabilities fare is available to persons who apply for and receive a regional reduced fare permit. The permits are available to persons at least sixty-five years old and persons with disabilities as provided in the regional reduced fare permit program authorized under K.C.C. 28.94.255;

h. A person with a disability who has been issued an "attendant ride free" permit as authorized under K.C.C. 4A.700.010 may be accompanied by an attendant, who is not required to pay a fare;

i. A person who has paid fare may bring a bicycle onto a water taxi at no additional charge, up to the water taxi's bicycle capacity; and

j. The low-income fare is available to persons who apply for and are determined to meet the threshold eligibility requirements for the low-income transit fare program authorized under K.C.C. 4A.700.490, when effective, and receive a valid low-income transit fare product. ((~~The low-income fare shall be twenty-five percent less than the regular fare.~~))

B. A fare in subsection A. of this section is paid when a person pays the appropriate amount in cash or presents an appropriate pass, transfer, or other fare

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payment media established under and used in accordance with this chapter.

SECTION 2. This ordinance takes effect September 1, 2025.

Ordinance 19852 was introduced on 10/1/2024 and passed by the Metropolitan King County Council on 11/19/2024, by the following vote:

Yes: 9 - Balducci, Barón, Dembowski, Dunn, Mosqueda, Perry, Upthegrove, von Reichbauer and Zahilay

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

Signed by:
E76CE01F07B14EF...
Dave Upthegrove, Chair

ATTEST:

DocuSigned by:
8DE1BB375AD3422...
Melani Hay, Clerk of the Council

APPROVED this _____ day of 12/2/2024, _____.

Signed by:
4FBCAB8196AE4C6...
Dow Constantine, County Executive

**Attachments:** A. Title VI Fare Change Equity Analysis Low-Income Water Taxi Fare Reduction

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# Title VI Fare Change Equity Analysis: Low-Income Water Taxi Fare Reduction

September 23, 2024

King County

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## II. Executive Summary

To best serve its most vulnerable riders and ensure a seamless transfer experience with its partner transit agencies, King County is proposing to reduce its low-income fare on the West Seattle Water Taxi from $3.75 to $1.00 and on the Vashon Island Water Taxi from $4.50 to $1.00.

As a large transportation agency and the recipient of federal funds, King County Metro Transit Department (Metro) must conduct a Title VI Fare Equity Analysis whenever it makes changes to its fares to determine whether the fare changes will have a disparate impact on minority riders or place a disproportionate burden on low-income riders in accordance with FTA Circular Chapter 4, Part VII(b).

Metro did not find that the proposed fare change will have a disparate impact on minority populations, nor a disproportionate burden on low-income populations, and therefore submits the proposed Ordinance to reduce the low-income Water Taxi fare to $1.00 to the King County Council for approval.

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## III. Background

**Department Overview:** King County Metro Transit Department (Metro) is the Puget Sound region's largest public transportation agency. Metro provides bus, paratransit, vanpool, and water taxi services, and operates Seattle Streetcar, Sound Transit Link light rail, and Sound Transit Express bus service. Metro is committed to providing safe, equitable, and sustainable mobility, and prioritizing service where needs are greatest.

**Key Historical Conditions (or Historical Context):** Metro's low-income fare, also known as ORCA LIFT, is available to qualifying adults whose incomes are verified to be at or below two hundred percent of the federal poverty level. As of June 2024, more than 70,000 people are enrolled in the program.

**Key Current Conditions (or Current Context):** To best serve its most vulnerable riders and ensure a seamless transfer experience with its partner transit agencies, Metro is proposing to reduce its low-income fare on the West Seattle Water Taxi from $3.75 to $1.00 and on the Vashon Island Water Taxi from $4.50 to $1.00.

**Report Methodology:** Metro's policies concerning disparate impact and disproportionate burden for Title VI equity analysis are found in its 2021 Service Guidelines and its 2022 FTA Title VI Program Report. To determine if there is a disparate impact on minority riders or disproportionate burden on low-income riders/users based there must be an unfavorable impact of greater than five percent threshold; that is, if a fare increase impacts minority or low-income individuals by over five percentage points more than non-minority or non-low-income individuals, the fare would be determined to have a disparate impact or disproportionate burden.

Metro employs the following formula to determine if there is a disparate impact on minority individuals:

**IF** % Affected Minority Riders/Users – % Affected Non-Minority Riders/Users **> 5%**
**AND** the impact is unfavorable,
**THEN** there is a disparate impact

Similarly, Metro employs the following formula to determine if there is a disproportionate burden placed on low-income individuals.

**IF** % Affected Low-Income Riders/Users – % Affected Non-Low-Income Riders/Users **> 5%**
**AND** the impact is unfavorable,
**THEN** there is a disproportionate burden

This five percent threshold was developed by Metro through a public engagement process and was approved by both the King County Council and the FTA in Metro's 2022 Title VI Program Report. The Regional Transit Committee and the County Council's Mobility and Environment Committee reviewed this policy and forwarded it to the full County Council. The Council followed a public notification and participation process, held a public hearing, and then adopted the updated Service Guidelines via Ordinance 19637. This threshold and policy is applied uniformly to all fare changes.

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If a disparate impact or disproportionate burden is found in the FEA, Metro will consider steps to avoid, minimize, or mitigate potential adverse impacts.

## IV. Report Requirements

Metro is committed to providing mobility and transportation services in an equitable, nondiscriminatory, and fair manner in compliance with the requirements set forth by the Federal Transit Administration (FTA) Circular 4702.1B ("FTA Circular"). Metro affirms its commitment Title VI of the Civil Rights Act of 1964.

Among its responsibilities as a large transportation agency and the recipient of federal funds, Metro must conduct a Title VI Fare Equity Analysis (FEA) whenever it makes changes to its fares to determine whether the fare change will have a disparate impact on minority riders or place a disproportionate burden on low-income riders in accordance with FTA Circular Chapter 4, Part VII(b). This FEA will apply the rules and polices set forth in the FTA Circular and Metro's Service Guidelines to this proposal.

Metro is proud to uphold the civil rights protections championed by its county's namesake, Dr. Martin Luther King Jr. Questions about this analysis or Metro's commitment to civil rights and Title VI should go to MetroTitleVI@kingcounty.gov.

### A. Proposal

Metro is proposing to reduce its low-income fare on the West Seattle Water Taxi from $3.75 to $1.00 and on the Vashon Island Water Taxi from $4.50 to $1.00.

*Table 1. Proposed Fare Change*

| Fare Type | Current Cost | Proposed Cost | Absolute Change | Percent Change |
|---|---|---|---|---|
| West Seattle Water Taxi Low-Income Fare | $3.75 | $1.00 | -$2.75 | -73% |
| Vashon Island Water Taxi Low-Income Fare | $4.50 | $1.00 | -$3.50 | -78% |

### B. Fare Equity Analysis

To conduct this FEA, Metro analyzed data from its low-income fare program registration database. The tables below compare the percentage of minority riders versus non-minority riders, and low-income riders versus non-low-income riders that will be affected by the proposed fare change.

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*Table 2. Disparate Impact Analysis for Minority Riders*

| Percent Minority | Percent Non-Minority | Difference |
|---|---|---|
| 66% | 34% | +32% |

**What is the impact on riders/users?**
Favorable

**Is there a disparate impact on minority riders/customers?**
No

Applying Metro's methodology described in Part III, the proposed fare change does not have a disparate impact on minority riders because the fare increase is unfavorable and the percent difference is below the five percent threshold.

*Table 3. Disproportionate Burden Analysis for Low-Income Riders*

| Percent Low-Income | Percent Non-Low-Income | Difference |
|---|---|---|
| 100% | 0% | +100% |

**What is the impact on riders/users?**
Favorable

**Is there a disproportionate burden on low-income riders/customers?**
No

Applying Metro's methodology described in Part III, the proposed fare change does not have a disparate impact on low-income riders because the fare increase is unfavorable and the percent difference is below the five percent threshold.

### C. Modification or Mitigation

Using the methodology described in Part III, the proposed fare change will not have a disparate impact on minority populations nor disproportionate burden on low-income riders. Therefore, no further analysis or discussion on modification or mitigation efforts is required.

## V. Conclusion/Next Steps

Metro did not find that the proposed fare change will have a disparate impact on minority populations, nor a disproportionate burden on low-income populations, and therefore submits the proposed Ordinance to reduce the low-income Water Taxi fare to $1.00 to the King County Council for approval.

## Certificate Of Completion

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1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

# KING COUNTY

## Signature Report

### Ordinance 19853

**Proposed No.** 2024-0309.1 **Sponsors** Zahilay

AN ORDINANCE relating to public transportation, revising Water Taxi rates of fare; amending Ordinance 18411, Section 2, as amended, and K.C.C. 4A.700.820 and establishing an effective date.

STATEMENT OF FACTS:

1. K.C.C. 4A.700.820 provides for fares for regularly scheduled county passenger ferry service, including fares for adults paying in cash or with a prepaid fare product, children, youth, seniors and persons with disabilities, and low-income riders.

2. The current fare rate on the West Seattle Water taxi route for adult cash fares is $5.75, and for adult regular prepaid fares is $5.00. The current fare rate on the Vashon Island water taxi route for adult cash fares is $6.75, for adult regular prepaid fares is $5.75.

3. K.C.C. 4A.700.820 establishes that " fare categories and rates are subject to, and defined by" several factors, including that "[a]ll fares shall be established only for a one-way trip," "[a]ll fares shall be rounded up to the next whole twenty-five cent increment," "[t]he cash fare is determined by adding a fifteen-percent surcharge to the regular prepaid fare and applies to cash and ticket purchases," and "[t]he low-income fare shall be twenty-five percent less than the regular fare."."

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4. The King County Metro Strategic Plan for Public Transportation, 2021-2031, as adopted by Ordinance 19367, includes a strategy to "Align fares with other service providers, meet revenue targets, and advance equity through Metro's income-based approach to fares."

5. Washington state Ferries will implement a 4.25 percent increase to adult fares in October 2024.

6. Plans for water taxi service and capital investments assume periodic fare increases to adult fares.

BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:

SECTION 1. 18411, Section 2, as amended, and K.C.C. 4A.700.820 are hereby amended to read as follows:

A.1. Except as may otherwise be provided by ordinance, the following fare categories and rates are established for regularly scheduled passenger ferry service:

| **One-Way Water Taxi Fares** | **West Seattle Water Taxi Route** | **Vashon Island Water Taxi Route** |
|---|---|---|
| Cash fare | ((~~$5.75~~)) $6.25 | ((~~$6.75~~)) $7.00 |
| Regular prepaid fare | ((~~$5.00~~)) $5.25 | ((~~$5.75~~)) $6.00 |
| Child fare | No Charge | No Charge |
| Youth fare | No Charge | No Charge |
| Senior and persons with | $2.50 | $3.00 |

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| | | |
|---|---|---|
| disabilities fare | | |
| Bicycle fare | No Charge | No Charge |
| Low-income fare | $3.75 | $4.50 |

2. The fare categories and rates are subject to, and defined by, the following:

a. All fares shall be established only for a one-way trip;

b. All fares shall be rounded up to the next whole twenty-five cent increment;

c. The cash fare is determined by adding a fifteen-percent surcharge to the regular prepaid fare and applies to cash and ticket purchases;

d. The regular prepaid fare is established as the base rate for persons nineteen years old and older using ORCA prepaid fare media;

e. The child fare is available to persons five years and under when accompanied by a parent, guardian, or other person aged sixteen or older and paying the proper fare as set forth in this chapter;

f. The youth fare is available to persons from six through eighteen years old and persons over eighteen years old who receive valid student pass transit-fare products under K.C.C. 4A.700.450;

g. The senior and persons with disabilities fare is available to persons who apply for and receive a regional reduced fare permit. The permits are available to persons at least sixty-five years old and persons with disabilities as provided in the regional reduced fare permit program authorized under K.C.C. 28.94.255;

h. A person with a disability who has been issued an "attendant ride free" permit as authorized under K.C.C. 4A.700.010 may be accompanied by an attendant, who is not required to pay a fare;

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i. A person who has paid fare may bring a bicycle onto a water taxi at no additional charge, up to the water taxi's bicycle capacity; and

j. The low-income fare is available to persons who apply for and are determined to meet the threshold eligibility requirements for the low-income transit fare program authorized under K.C.C. 4A.700.490, when effective, and receive a valid low-income transit fare product. ((~~The low-income fare shall be twenty-five percent less than the regular fare.~~))

B. A fare in subsection A. of this section is paid when a person pays the appropriate amount in cash or presents an appropriate pass, transfer, or other fare

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payment media established under and used in accordance with this chapter.

SECTION 2. This ordinance takes effect September 1, 2025.

Ordinance 19853 was introduced on 10/1/2024 and passed by the Metropolitan King County Council on 11/19/2024, by the following vote:

Yes: 9 - Balducci, Barón, Dembowski, Dunn, Mosqueda, Perry, Upthegrove, von Reichbauer and Zahilay

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

Signed by:
E76CE01F07B14EF...
Dave Upthegrove, Chair

ATTEST:

DocuSigned by:
8DE1BB375AD3422...
Melani Hay, Clerk of the Council

APPROVED this _____ day of 12/2/2024, _____.

Signed by:
4FBCAB8196AE4C6...
Dow Constantine, County Executive

**Attachments:** None

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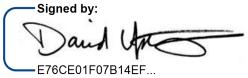
| Dave Upthegrove<br>dave.upthegrove@kingcounty.gov<br>Chair<br>Security Level: Email, Account Authentication (None) | Signed by:<br>  <br>E76CE01F07B14EF...<br>Signature Adoption: Uploaded Signature Image<br>Using IP Address: 98.247.170.195 | Sent: 11/21/2024 4:19:17 PM<br>Viewed: 11/22/2024 8:40:29 AM<br>Signed: 11/22/2024 8:40:38 AM |
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| Melani Hay<br>melani.hay@kingcounty.gov<br>Clerk of the Council<br>King County Council<br>Security Level: Email, Account Authentication (None) | DocuSigned by:<br> <br>8DE1BB375AD3422...<br>Signature Adoption: Pre-selected Style<br>Using IP Address: 198.49.222.20 | Sent: 11/22/2024 8:40:39 AM<br>Viewed: 11/22/2024 8:53:16 AM<br>Signed: 11/22/2024 8:53:21 AM |
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1200 King County Courthouse
516 Third Avenue
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# KING COUNTY

## Signature Report

### Ordinance 19854

**Proposed No.** 2024-0310.1 **Sponsors** Zahilay

AN ORDINANCE relating to public transportation, revising the rate for regular fare; amending Ordinance 19474, Section 1, as amended, and K.C.C. 4A.700.010 and establishing an effective date.

STATEMENT OF FACTS:

1. K.C.C. 4A.700.010 provides for fares for regularly scheduled county public transportation service on buses, trolleys, transit vans, dial-a-ride vehicles, and streetcars, including fares for adults, children, youth, seniors and persons with disabilities and low-income riders.

2. The current regular fare is $2.75 for buses, trolleys, transit vans, dial-a-ride vehicles, and streetcars.

3. The King County Metro Strategic Plan for Public Transportation, 2021-2031, as adopted by Ordinance 19367, includes a strategy to "Align fares with other service providers, meet revenue targets, and advance equity through Metro's income-based approach to fares."

4. Beginning in August 2024, Sound Transit’s regular flat fare will be $3.00 for Link light rail.

5. The Metro transit department's fund management policies for the public transportation fund, as adopted by Ordinance 18321, provide that the Metro

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transit department will recover a share of operating costs from farebox revenues for bus service. Fare revenue currently falls below this recovery target.

6. As part of an income-based approach to fares, the Metro transit department offers a reduced low-income fare available to persons who apply for and are determined to meet the threshold eligibility requirements for the low-income transit program authorized under K.C.C. 4A.700.490 and receive a valid low-income transit fare product.

BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:

SECTION 1. Ordinance 19474, Section 1, as amended, and K.C.C. 4A.700.010 are hereby amended to read as follows:

A. Except as may otherwise be provided by ordinance, the following fare categories and rates are established for regularly scheduled county public transportation services on buses, trolleys, transit vans, dial-a-ride vehicles, and streetcars:

| | |
|---|---|
| Regular fare | ((~~$2.75~~)) $3.00 |
| Child fare | No charge |
| Youth fare | No charge |
| Seniors and persons with disabilities fare | $1.00 |
| Low-income fare | $1.00 |

The fare categories and rates are subject to, and defined by, the following:

1. The child fare is available to persons up to six years old when accompanied by a responsible person paying the proper fare as set forth in this chapter. Up to four children may ride with each responsible person;

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2. The youth fare is available to persons from six through eighteen years old and persons over eighteen years old who receive student passes under K.C.C. 4A.700.450;

3. The senior and persons with disabilities fare is available to persons who apply for and receive a regional reduced fare permit. The permits are available to persons at least sixty-five years old and persons with disabilities as provided in the regional reduced fare permit program authorized under K.C.C. 28.94.255;

4. A person with a disability who has been issued an "attendant ride free" permit by the department may be accompanied by an attendant, who is not required to pay a fare; and

5. The low-income fare is available to persons who apply for and are determined to meet the threshold eligibility requirements for the low-income transit fare program authorized under K.C.C. 4A.700.490 and receive a valid low-income transit fare product.

B. A fare in subsection A. of this section is paid when a person pays the appropriate amount in cash or presents an appropriate pass, transfer, or other fare payment media established under and used in accordance with this chapter.

C.1. Regional and institutional passes, in various single-trip value denominations and for various effective periods, may be issued and sold in accordance with the terms of an agreement approved by the council and entered into with other public transportation providers in the region. Institutions include employers, groups of employers, educational institutions, transportation management associations, and other organizations. The effective periods, single-trip values, and prices for the regional and institutional passes shall be established by the agreement. A valid regional or institutional pass may be presented an unlimited number of times during its effective period as full or partial payment of the

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applicable fare. To the extent the single trip value of the regional pass is not sufficient to cover the applicable fare, the rider shall pay the difference in cash or from an electronic stored value product, such as e purse.

2. For institutions entering into an annual institutional pass agreement, the following schedule of calculations shall determine the cost of the annual agreement for the Metro transit department's portion of the agreement:

| | |
|---|---|
| First twelve months: | TR x baseline trips |
| Second twelve months: | (TR x baseline trips) + [(TR x added trips) x 1/3] |
| Third twelve months: | (TR x baseline trips) + [(TR x added trips) x 2/3] |
| Fourth twelve months (and subsequent twelve-month periods): | (TR x baseline trips) + (TR x added trips) |

For purposes of this formula, "added trips" means those trips taken during the prior twelve months, determined either from surveys or electronic counting of actual institutional pass use, that exceed the number of baseline trips established at the execution of the institutional pass agreement. Electronic counts of one month or more will be annualized and used in lieu of survey results if available.

For purposes of this formula, "baseline trips" means the estimated number of transit trips taken by the contracting party's covered population of students, employees or others, or any combination thereof, in the twelve months preceding execution of the institutional pass agreement. Baseline trips may be adjusted on an annual basis to account for changes in the number of eligible employees.

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For purposes of this formula, in the event a party terminates or does not renew an institutional pass agreement, any subsequent institutional pass agreement entered into with that party shall be priced as if in the "fourth twelve months and thereafter" category.

For purposes of this formula, "trip revenue" or "TR" means the weighted average fare per trip determined by the department.

D. The rate of fare for paratransit service shall be $1.75 per trip and $63.00 for a monthly pass, except that a no-charge youth fare shall be available to persons from six through eighteen years old and persons over eighteen years old who receive student passes under K.C.C. 4A.700.450.

E. The rate of fare for customized bus service to residents of Center Park, a facility of the Seattle Housing Authority located at 2121 - 26th Avenue South, Seattle, is equal to

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the paratransit fares specified in subsection D. of this section.

SECTION 2. This ordinance takes effect September 1, 2025.

Ordinance 19854 was introduced on 10/1/2024 and passed by the Metropolitan King County Council on 11/19/2024, by the following vote:

Yes: 9 - Balducci, Barón, Dembowski, Dunn, Mosqueda, Perry, Upthegrove, von Reichbauer and Zahilay

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

Signed by:
E76CE01F07B14EF...
Dave Upthegrove, Chair

ATTEST:

DocuSigned by:
8DE1BB375AD3422...
Melani Hay, Clerk of the Council

APPROVED this _____ day of 12/2/2024, _____.

Signed by:
4FBCAB8196AE4C6...
Dow Constantine, County Executive

**Attachments:** None

## Certificate Of Completion

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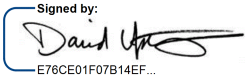
| Dave Upthegrove<br>dave.upthegrove@kingcounty.gov<br>Chair<br>Security Level: Email, Account Authentication (None) | Signed by:<br>  <br>E76CE01F07B14EF...<br>Signature Adoption: Uploaded Signature Image<br>Using IP Address: 98.247.170.195 | Sent: 11/21/2024 4:20:18 PM<br>Viewed: 11/22/2024 8:40:07 AM<br>Signed: 11/22/2024 8:40:16 AM |
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| Melani Hay<br>melani.hay@kingcounty.gov<br>Clerk of the Council<br>King County Council<br>Security Level: Email, Account Authentication (None) | DocuSigned by:<br> <br>8DE1BB375AD3422...<br>Signature Adoption: Pre-selected Style<br>Using IP Address: 198.49.222.20 | Sent: 11/22/2024 8:40:17 AM<br>Viewed: 11/22/2024 8:52:49 AM<br>Signed: 11/22/2024 8:52:55 AM |
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| Editor Delivery Events | Status | Timestamp |
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| Agent Delivery Events | Status | Timestamp |
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| Intermediary Delivery Events | Status | Timestamp |
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| Envelope Summary Events | Status | Timestamps |
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| Certified Delivered | Security Checked | 12/2/2024 12:49:00 PM |
| Signing Complete | Security Checked | 12/2/2024 12:49:15 PM |
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1200 King County Courthouse
516 Third Avenue
Seattle, WA 98104

# KING COUNTY

## Signature Report

### Ordinance 19858

**Proposed No.** 2024-0317.1 **Sponsors** Zahilay

AN ORDINANCE relating to public transportation, revising the low-income fare rate; amending Ordinance 19705, Section 1, as amended, and K.C.C. 4A.700.010 and establishing an effective date.

STATEMENT OF FACTS:

1. K.C.C. 4A.700.010 provides for fares for regularly scheduled county public transportation service on buses, trolleys, transit vans, dial-a-ride vehicles, and streetcars, including fares for adults, children, youth, seniors and persons with disabilities and low-income riders.

2. The King County Metro Strategic Plan for Public Transportation, 2021-2031, as adopted by Ordinance 19367, includes a strategy to "Align fares with other service providers, meet revenue targets, and advance equity through Metro's income-based approach to fares."

3. As part of an income-based approach to fares, the Metro transit department offers a reduced low-income fare available to persons who apply for and are determined to meet the threshold eligibility requirements for the low-income transit program authorized under K.C.C. 4A.700.490 and

receive a valid low-income transit fare product.

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4. At the beginning of 2022, both the Metro transit department and Sound Transit charged a $1.50 low-income fare for passengers riding buses and Link light rail.

5. In 2022 the Sound Transit Board approved a six-month pilot to lower ORCA LIFT fares for Link light rail, Sound Transit express buses, and Sounder commuter rail from $1.50 to $1.00, effective September 1, 2022.

6. To ensure alignment between services, the Metro transit department's general manager issued an emergency directive on August 22, 2022, lowering the Metro transit departments ORCA LIFT fare for buses, trolleys, transit vans, dial-a-ride vehicles, and streetcars from $1.50 to $1.00 for the period from September 1, 2022, to December 31, 2022.

7. Ordinance 19532 then approved a $1.00 ORCA LIFT fare as a temporary pilot for the duration of 2023. The temporary reduction was extended for the duration of 2024 in Ordinance 19705.

8. Since 2022, regional partner transit agencies, including Everett Transit, Kitsap Transit, Seattle Streetcar, Sound Transit, and Pierce Transit have set a flat $1.00 rate of fare for low-income riders.

BE IT ORDAINED BY THE COUNCIL OF KING COUNTY:

SECTION 1. Ordinance 19705, Section 1, as amended, and K.C.C. 4A.700.010 are hereby amended to read as follows:

A. Except as may otherwise be provided by ordinance, the following fare categories and rates are established for regularly scheduled county public transportation service on buses, trolleys, transit vans, dial-a-ride vehicles, and streetcars:

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| | |
|---|---|
| **Regular fare** | **$2.75** |
| **Child fare** | **No charge** |
| **Youth fare** | **No charge** |
| **Seniors and persons with disabilities fare** | **$1.00** |
| **Low-income fare** | **~~(($1.50))~~ $1.00** |

The fare categories and rates are subject to, and defined by, the following:

1. The child fare is available to persons up to six years old when accompanied by a responsible person paying the proper fare as set forth in this chapter. Up to four children may ride with each responsible person;

2. The youth fare is available to persons from six through eighteen years old and persons over eighteen years old who receive student passes under K.C.C. 4A.700.450;

3. The senior and persons with disabilities fare is available to persons who apply for and receive a regional reduced fare permit. The permits are available to persons at least sixty-five years old and persons with disabilities as provided in the regional reduced fare permit program authorized under K.C.C. 28.94.255;

4. A person with a disability who has been issued an "attendant ride free" permit by the department may be accompanied by an attendant, who is not required to pay a fare; and

5. The low-income fare is available to persons who apply for and are determined to meet the threshold eligibility requirements for the low-income transit fare program authorized under K.C.C. 4A.700.490 and receive a valid low-income transit fare product.

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B. A fare in subsection A. of this section is paid when a person pays the appropriate amount in cash or presents an appropriate pass, transfer, or other fare payment media established under and used in accordance with this chapter.

C.1. Regional and institutional passes, in various single-trip value denominations and for various effective periods, may be issued and sold in accordance with the terms of an agreement approved by the council and entered into with other public transportation providers in the region. Institutions include employers, groups of employers, educational institutions, transportation management associations, and other organizations. The effective periods, single-trip values, and prices for the regional and institutional passes shall be established by the agreement. A valid regional or institutional pass may be presented an unlimited number of times during its effective period as full or partial payment of the applicable fare. To the extent the single trip value of the regional pass is not sufficient to cover the applicable fare, the rider shall pay the difference in cash or from an electronic stored value product, such as e purse.

2. For institutions entering into an annual institutional pass agreement, the following schedule of calculations shall determine the cost of the annual agreement for the Metro transit department's portion of the agreement:

| | |
|---|---|
| First twelve months: | TR x baseline trips |
| Second twelve months: | (TR x baseline trips) + [(TR x added trips) x 1/3] |
| Third twelve months: | (TR x baseline trips) + [(TR x added trips) x 2/3] |
| Fourth twelve months (and subsequent twelve-month | (TR x baseline trips) + (TR x added trips) |

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periods):

For purposes of this formula, "added trips" means those trips taken during the prior twelve months, determined either from surveys or electronic counting of actual institutional pass use, that exceed the number of baseline trips established at the execution of the institutional pass agreement. Electronic counts of one month or more will be annualized and used in lieu of survey results if available.

For purposes of this formula, "baseline trips" means the estimated number of transit trips taken by the contracting party's covered population of students, employees or others, or any combination thereof, in the twelve months preceding execution of the institutional pass agreement. Baseline trips may be adjusted on an annual basis to account for changes in the number of eligible employees.

For purposes of this formula, in the event a party terminates or does not renew an institutional pass agreement, any subsequent institutional pass agreement entered into with that party shall be priced as if in the "fourth twelve months and thereafter" category.

For purposes of this formula, "trip revenue" or "TR" means the weighted average fare per trip determined by the department.

D. The rate of fare for paratransit service shall be $1.75 per trip and $63.00 for a monthly pass, except that a no-charge youth fare shall be available to persons from six through eighteen years old and persons over eighteen years old who receive student passes under K.C.C. 4A.700.450.

E. The rate of fare for customized bus service to residents of Center Park, a facility of the Seattle Housing Authority located at 2121 - 26th Avenue South, Seattle, is equal to

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the paratransit fares specified in subsection D. of this section.

SECTION 2. This ordinance takes effect January 1, 2025.

Ordinance 19858 was introduced on 10/1/2024 and passed by the Metropolitan King County Council on 11/19/2024, by the following vote:

Yes: 9 - Balducci, Barón, Dembowski, Dunn, Mosqueda, Perry, Upthegrove, von Reichbauer and Zahilay

KING COUNTY COUNCIL
KING COUNTY, WASHINGTON

Signed by:
E76CE01F07B14EF...
Dave Upthegrove, Chair

ATTEST:

DocuSigned by:
8DE1BB375AD3422...
Melani Hay, Clerk of the Council

APPROVED this _____ day of 12/2/2024, _____.

Signed by:
4FBCAB8196AE4C6...
Dow Constantine, County Executive

**Attachments:** None

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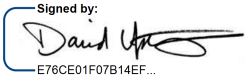
| Dave Upthegrove<br>dave.upthegrove@kingcounty.gov<br>Chair<br>Security Level: Email, Account Authentication (None) | Signed by:<br>  <br>E76CE01F07B14EF...<br>Signature Adoption: Uploaded Signature Image<br>Using IP Address: 98.247.170.195 | Sent: 11/21/2024 4:24:09 PM<br>Viewed: 11/22/2024 8:38:28 AM<br>Signed: 11/22/2024 8:38:37 AM |
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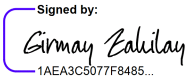
Location: Docusign

| Signer Events | Signature | Timestamp |
|---|---|---|
| Girmay Zahilay<br>girmay.zahilay@kingcounty.gov<br>Council Chair<br>Security Level: Email, Account Authentication (None) | Signed by:<br>  <br>1AEA3C5077F8485...<br>Signature Adoption: Pre-selected Style<br>Using IP Address: 71.227.166.164 | Sent: 7/2/2025 3:30:16 PM<br>Viewed: 7/2/2025 4:09:34 PM<br>Signed: 7/2/2025 4:09:48 PM |
| **Electronic Record and Signature Disclosure:**<br>Accepted: 7/2/2025 4:09:34 PM<br>ID: 028f7149-0de8-4028-9ce2-ac390ba4e856 | | |
| Melani Hay<br>melani.hay@kingcounty.gov<br>Clerk of the Council<br>King County Council<br>Security Level: Email, Account Authentication (None) | DocuSigned by:<br> <br>8DE1BB375AD3422...<br>Signature Adoption: Pre-selected Style<br>Using IP Address: 198.49.222.20 | Sent: 7/2/2025 4:09:49 PM<br>Viewed: 7/3/2025 7:10:08 AM<br>Signed: 7/3/2025 7:10:16 AM |
| **Electronic Record and Signature Disclosure:**<br>Accepted: 9/30/2022 11:27:12 AM<br>ID: 639a6b47-a4ff-458a-8ae8-c9251b7d1a1f | | |

| In Person Signer Events | Signature | Timestamp |
|---|---|---|

| Editor Delivery Events | Status | Timestamp |
|---|---|---|

| Agent Delivery Events | Status | Timestamp |
|---|---|---|

| Intermediary Delivery Events | Status | Timestamp |
|---|---|---|

| Certified Delivery Events | Status | Timestamp |
|---|---|---|

| Carbon Copy Events | Status | Timestamp |
|---|---|---|

| Witness Events | Signature | Timestamp |
|---|---|---|

| Notary Events | Signature | Timestamp |
|---|---|---|

| Envelope Summary Events | Status | Timestamps |
|---|---|---|

| Envelope Summary Events | Status | Timestamps |
| --- | --- | --- |
| Envelope Sent | Hashed/Encrypted | 7/2/2025 3:30:16 PM |
| Certified Delivered | Security Checked | 7/3/2025 7:10:08 AM |
| Signing Complete | Security Checked | 7/3/2025 7:10:16 AM |
| Completed | Security Checked | 7/3/2025 7:10:16 AM |

| Payment Events | Status | Timestamps |
| --- | --- | --- |

| Electronic Record and Signature Disclosure |
| --- |

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