

2024 SYSTEM EVALUATION SUMMARY

Timeframe covered: mid-September 2023 through mid-March 2024

The September 2024 service change, which included the Lynnwood Link and RapidRide G Line restructures, is not included

During this timeframe, Metro was providing approximately 85% of pre-pandemic service for approximately 60% of riders

PRIORITY 1

Reduce Crowding

INVESTMENT NEED:

0 annual service hours

DESCRIPTION:

Ridership has been increasing, but is not yet to levels to cause crowding issues on any routes

PRIORITY 2

Improve Reliability

INVESTMENT NEED:

26,850 annual service hours

DESCRIPTION:

Reliability needs identified on 59 routes
Reliability need decreased by 4,200 hours

Reliability can be addressed through more transit service hours or by capital investments to improve bus speed and reliability

Note: Reliability does not count unplanned trip cancellations

PRIORITY 3

Service Growth

INVESTMENT NEED:

1.733M total service hours

DESCRIPTION:

100,000-120,000 hours each year for 15 years

The System Evaluation shows the hours needed for each route to achieve the Metro Connects Interim Network

This growth is not yet fully funded

Metro's adopted Service Recovery Plan (March 2023) includes a multi-year plan to restore service based around geographic service restructures. These restructure plans may not necessarily align with the investment needs identified in the System Evaluation.

Flexible Services

Metro Flex was operating in 9 areas during the evaluation period

- **Rides/vehicle platform hour:** 1.7 to 3.9 (range)
- **Cost/ride:** \$21.23-\$49.05 (range)
- **Percent of trips in Equity Priority Areas:** 10%-92% (range)

Marine

2 water taxi routes were operating during the evaluation period

- **Avg weekday boardings:** 353 (Vashon) and 582 (West Seattle)
- **Avg rides per round trip:** 59 (Vashon) and 41 (West Seattle)
- **Percent late trips:** 0.71% (Vashon) and 0.44% (West Seattle)

