

**King County Metro**

# **Transit Development Plan 2025-2030**

August 2025



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## Introduction

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King County Metro Transit (Metro) created the 2025-2030 “Transit Development Plan” in compliance with Washington State Department of Transportation (WSDOT) guidance as required by RCW 35.58.2795.

This “Transit Development Plan,” includes information extracted from or consistent with King County Metro Transit’s Strategic Plan for Public Transportation, 2021-2031; the 10-year Capital Improvement Plan; and the 2025 Budget. It also includes information from Metro’s long-range plan (Metro Connects), the King County Metro Service Guidelines and the most recently published 2024 System Evaluation.

The Strategic Plan, Metro’s long-range plan (Metro Connects), and the Service Guidelines are all available on King County Metro's website.<sup>1</sup> Metro also measures its progress towards implementing the Strategic Plan on an annual basis on Metro’s Accountability Center website.<sup>2</sup>

There are seven sections in Metro’s Transit Development Plan, described below:

- I. **System Overview.** This section describes the organization, facilities, service characteristics, service connections and fare structure of King County Metro.
- II. **Current Activities and Programs.** This section highlights recent activities at Metro.
- III. **State and Agency Goals, Objectives, and Strategies.** This section describes Metro’s strategies for the next five years, and how the strategies align with WSDOT goals.
- IV. **Performance Measurement and Targets.** This section describes King County Metro performance measures and how the agency evaluates service on an annual basis.
- V. **Capital Improvement Program, 2025-2030.** This section summarizes Metro’s Capital Improvement Program as budgeted for the current year and next five years.
- VI. **2024 Operating Data and 2025-2030 Projections.** This section includes operating data for 2024 and projections for 2025-2030.
- VII. **Projects of Regional Significance.** This section includes Metro’s regional project schedule for major mobility and capital projects.

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<sup>1</sup> King County Metro, Metro's Policies (<https://kingcounty.gov/depts/transportation/metro/about/policies.aspx>).

<sup>2</sup> King County Metro, Strategic Plan for Public Transportation 2021-2030, Strategic Plan Dashboard (<https://kingcounty.gov/depts/transportation/metro/about/accountability-center/strategic-plan-dashboard.aspx>).

# I. System Overview

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The following chapter summarizes King County Metro Transit’s organizational structure, facilities, service characteristics, service connections, and fare structure.

## I-a. Organization

King County Metro Transit, or Metro, is a department of King County government. The Metropolitan King County Council adopts plans, policies, and budgets for Metro and the King County Executive oversees the implementation of these legislative actions. The Regional Transit Committee, a group of local elected officials from cities within King County, provides recommendations to the King County Council on policy and plans for Metro.

As of June 2025, King County Government and the Department of Metro Transit are structured as follows:

- Shannon Braddock, interim King County Executive
- Michelle Allison, General Manager, Metro Transit Department

King County Metro serves the incorporated and unincorporated communities within King County. The King County Council currently includes the following nine members representing the geographic areas shown in Figure 1:

- Rod Dembowski, District 1
- Girmay Zahilay, District 2
- Sarah Perry, District 3
- Jorge Barón, District 4
- De’Sean Quinn, District 5
- Claudia Balducci, District 6
- Pete von Reichbauer, District 7
- Teresa Mosqueda, District 8
- Reagan Dunn, District 9

Metro—the Municipality of Metropolitan Seattle—was created from a 1958 ballot measure to provide wastewater treatment to clean Lake Washington. The transit function was added to the existing Metro through a ballot measure in 1972, consolidating Seattle Transit and suburban bus operators into a single countywide operator. Metro began providing bus service in January 1973. After voter approval in 1992, Metro’s authority and functions (transit and wastewater treatment) were transferred to King County government on January 1, 1994, and since that time, King County Metro Transit has been governed by the executive and legislative branches of King County. Figure 2 shows the Metro Transit Department’s organizational structure as of March 2025.

Metro schedules and maps for all active routes, including bus stops, are posted online.<sup>3</sup>

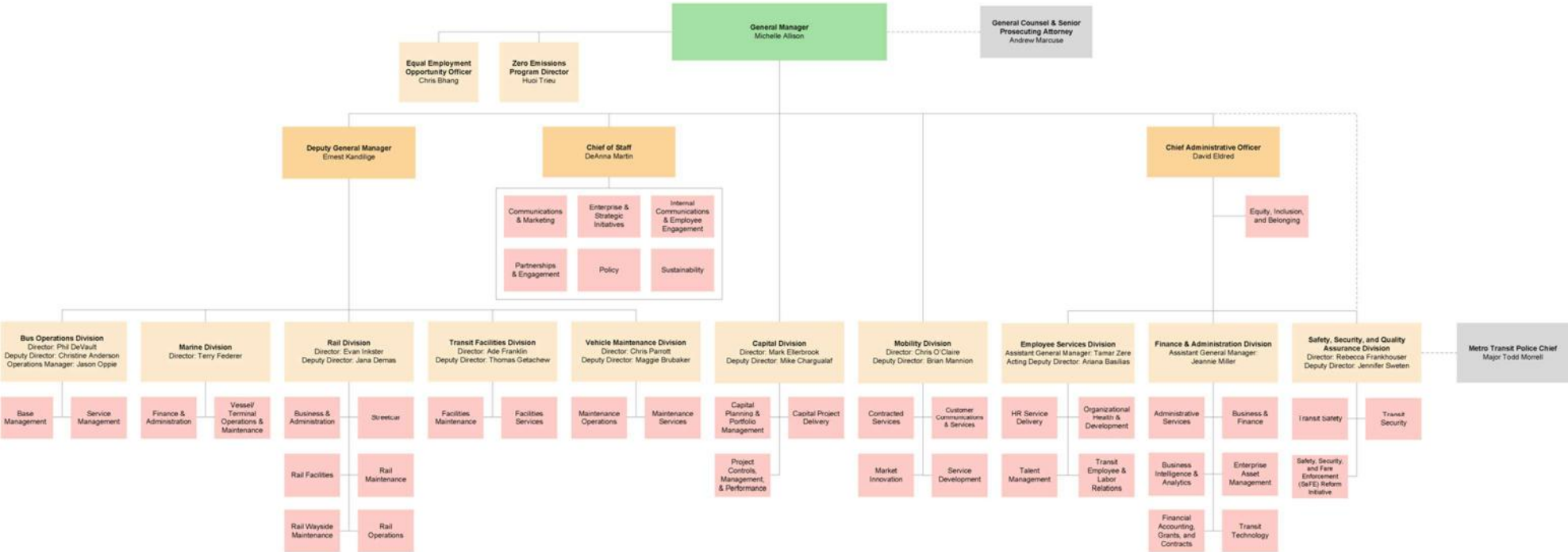
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<sup>3</sup> King County Metro, Schedules and Maps (<https://kingcounty.gov/en/dept/metro/routes-and-service/schedules-and-maps>).

Figure 1: King County Council Districts Map as of 2025



Figure 2: Metro Transit Department organizational structure (June 2025)



## I-b. Facilities

Metro's administrative offices are located at 201 South Jackson Street in downtown Seattle. Metro has seven operating bases and a variety of other facilities to support the provision of transit and mobility service. Fourteen Metro bus routes use electric trolley buses. To support the electric trolley bus network, Metro operates and maintains a network of overhead power infrastructure and electrical substations to power the system. Major facilities include:

### ***Central Campus (Seattle)***

- Atlantic/Central Operations Building, 1270 6th Ave S, Seattle
- Atlantic Maintenance Building, 1555 Airport Way S, Seattle
- Atlantic-Central Base Tire and Millwright Shop, 1555 Airport Way S, Seattle
- Central Maintenance Building, 640 S Massachusetts St, Seattle
- Ryerson Base, 1220 4th Ave S, Seattle
- Transit Control Center, 1263 6th Ave S, Seattle
- Central Employee Parking Garage, 1505 6th Ave S, Seattle
- Information Distribution Center, 1523 6th Ave S, Seattle
- Power Distribution, 2255 4th Ave S, Seattle
- Non-Revenue Vehicle Maintenance Building<sup>4</sup>
- Revenue Processing Center<sup>5</sup>
- Transit Police Center (10-year lease on the property), 5303 1st Ave S, Seattle
- Holgate Warehouse: Storage of Transit Assets (leased property), 8th and Holgate St, Seattle
- ORCA Mail Center and in-person customer service (Pass Sales Office) 201 S Jackson St, Seattle

### ***East Campus (Bellevue)***

- Bellevue Base, 1790 124th Ave NE, Bellevue
- East Base, 1975 124th Ave NE, Bellevue

### ***South Campus (Tukwila)***

- South Base, 12100 E Marginal Way S, Tukwila
- Tukwila Base, 12400 E Marginal Way S, Tukwila
- Safety and Training Center, 11911 E Marginal Way S, Tukwila
- South Facilities Maintenance, 11911 E Marginal Way S, Tukwila
- Component Supply Center, 12200 E Marginal Way S, Tukwila
- South Campus Office and Storage Annex, 12677 E Marginal Way S, Tukwila
- South Base VM Annex: New Coach Prep and Fleet Engineering (Metro leased) - 12119 E Marginal Way S, Tukwila
- Safety & Training Center, 3401 S Norfolk St, Seattle<sup>6</sup>

### ***North Campus (Shoreline)***

- North Base, 2160 N 163rd St, Shoreline

### ***Seattle Streetcar (Seattle)***

- South Lake Union Streetcar OMF, 318 Fairview Ave N, Seattle

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<sup>4</sup> Not a core-base function, it is located within the AC Base property.

<sup>5</sup> Not a core-base function, it is located within the AC Base property.

<sup>6</sup> This building is located nearest to the South Campus.

- Charles Street Streetcar OMF, 848 7th Ave S, Seattle

#### ***Access Transportation***

- South Park Operations Base, 8100 8th Ave S, Seattle
- Access Control Center, (Contractor leased) 675 S Lane St #400, Seattle
- Kent Operations Base, (Contractor leased) 8657 S 190th St, Kent
- Bellevue Operation Base, (Contractor leased) 2000 118th Ave SE, Bellevue
- Shoreline Operations Base, (Metro leased) 16325 5th Ave NE, Shoreline
- Vashon Island Operations Depot, (Metro leased) 17141 Vashon Hwy SW, Vashon

#### ***Rideshare and Flexible Services***

- Van Distribution Center, 18655 NE Union Hill Rd, Redmond

#### ***Water Taxi Services***

- Seattle Pier 50, Colman Dock, 801 Alaska Way South, Seattle
- Vashon Island North-End Ferry Terminal (Metro leased), 10800 Vashon Hwy SW, Vashon
- West Seattle Water Taxi Pier (Metro leased), Seacrest Ferry Dock, 1660 Harbor Avenue SW, Seattle

### **I-c. Service Characteristics**

#### ***Fixed-route & DART***

As of January 2025, Metro operates 143 fixed-route services, including DART, and Link light rail. These fixed-route services include:

- 85 All-Day Routes
- 23 Peak Period Routes
- 9 Peak Period School or Custom Routes
- 15 Dial-a-Ride Transit (DART) Routes & Water Taxi shuttles
- 2 Seattle Streetcar lines
- 7 Sound Transit Bus Routes
- 2 Link light rail lines

Through these routes, Metro provides service using 1,417 vehicles, including 35', 40', and 60' hybrid buses; 40' and 60' electric trolley buses; 40' and 60' battery-electric buses (BEBs), and non-revenue vehicles to support operations. Metro also operates 90 vehicles for Sound Transit. All Metro buses are ADA-accessible (lift-equipped), have bike racks for three bikes, and are low-floor. Vehicles used for DART service are managed by contractors. Table 1 displays details of Metro's bus fleet.



**Table 1: Metro Bus Fleet, January 2025**

Vehicle Type	Number of Vehicles
35' Hybrid	60
40' Hybrid	438
60' Hybrid	285
60' Diesel & Hybrid (ST)	90
40' Trolley	110
60' Trolley	65
40' Battery	21
60' Battery	20

Many of these fixed route and DART services have unique characteristics in terms of how and where they operate. Additional details are included below:

- **DART:** Metro Dial-a-Ride Transit (DART) routes operate on pathways with scheduled stops but offer the flexibility to deviate from regular routes within specified service areas. All DART vehicles are lift-equipped. Metro provides DART service through a private contractor.
- **Special Bus Services:** Metro provides limited special event service as a subcontractor to a private transportation firm in compliance with the Federal Transit Authority (FTA) charter guidance. Metro also supplements regular routes with added trips for major events.
- **Contract:** Metro serves as the scheduler and operator for other transit services in Seattle and King County. Currently, Metro operates Regional Express bus routes, Link light rail, and ADA paratransit for Sound Transit and the City of Seattle. Similarly, Metro operates both of the Seattle Streetcar lines in South Lake Union and First Hill for the City of Seattle. In addition to operating the streetcar, Metro and the City of Seattle work together to plan and implement service funded by the Seattle Transit Measure (STM; approved by voters in November 2014 and renewed in November 2020). This contracted service supplements the fixed-route transit service operating primarily within the city limits as well as seasonal Trailhead Direct Service. As of the 2025 Spring Service Change, the City of Seattle is supporting approximately 161,000 annual hours of service.
- **RapidRide (Bus Rapid Transit):** 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. Riders use a proof-of-payment system on RapidRide, enabling off-board fare payment via ORCA and all-door loading to speed operations. Metro charges the same fares for RapidRide as it does for standard fixed-route service. Important features of RapidRide service include fast and reliable service, bus stop upgrades, and accessibility improvements. Metro currently operates eight RapidRide lines throughout King County. The RapidRide G Line, the newest RapidRide line in the expanding network, officially launched revenue service in September 2024. Four additional expansion lines are currently in various stages of planning, design and construction: I Line, J Line, K Line, and R Line. Partnerships play a key role in RapidRide expansion. The J Line is a partnership project led by Seattle Department of Transportation

(SDOT). Metro RapidRide growth plans are available online, including future construction schedules, stop locations, and routing.<sup>7</sup>

### ***Flexible Services Program***

The Flexible Services program complements the fixed-route bus network in King County and helps fill transportation gaps, especially in areas where the fixed-route network alone can't meet community needs. These services leverage Metro's long-standing success in both ridesharing and DART services in combination with emerging mobility technologies. In addition to the current service areas described below, Metro continues to develop new products and services through ideas that emerge from community partnerships and needs, as well as emerging national and international best practices for mobility services. Current services include:

- **Metro Flex:** This program is an on-demand public transit service that allows anyone to request rides anywhere within a service area at the tap of a button. Current service areas include Othello, Rainier Beach/Skyway, Tukwila, Renton, Kent, Sammamish/Issaquah (pilot), Delridge/South Park (pilot), Northshore (pilot), and Juanita (pilot). In fall 2025, Metro will launch a new Overlake Metro Flex pilot to complement Sound Transit light rail 2 Line service and the wider Eastside transit network. Metro also plans to launch two new Metro Flex service areas in Auburn and Federal Way in coordination with the opening of the Federal Way Link Extension of the 1 Line.
- **Community Access Transportation:** This program expands mobility options for people with disabilities, older adults, and people with low incomes through partnerships with community agencies and jurisdictions in King County. A Community Access Transportation program may serve a specific location (such as a senior center) or operate as a community shuttle taking older adults and people with disabilities to appointments, shopping destinations, and other activities within the community. Agencies benefit since they can customize their transportation services to meet their clients' needs.
- **Community Van:** This program is a volunteer-driven van service for local group trips scheduled by a community transportation coordinator to meet local needs. Metro provides vans through community partnerships with select local jurisdictions. Current service areas include Algona-Pacific, Bothell-Woodinville, Shoreline-Lake Forest Park, Kenmore-Kirkland, Redmond, Skyway, Sammamish, Snoqualmie Valley, Tukwila, and Vashon.
- **Trailhead Direct:** This seasonal service provides transit to hiking destinations along I-90 from downtown Seattle, Mt. Baker Station, Capitol Hill, Bellevue, Issaquah, and North Bend. The service helps Metro to ease vehicle congestion, increase safety, and expand access to recreation opportunities.

### ***Access Paratransit***

Access Paratransit is a pre-scheduled, demand-responsive, shared-ride transportation service. Metro's paratransit services complement Metro's fixed-route bus system, the Seattle Streetcar, and Sound

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<sup>7</sup> King County Metro, RapidRide (<https://kingcounty.gov/en/dept/metro/travel-options/bus/rapidride>).

Transit rail services. Metro exceeds the Americans with Disabilities Act (ADA) requirements for individuals whose disabilities prevent the use of accessible, non-commuter, fixed-route transit services.

As required by the ADA, Access service is provided within  $\frac{3}{4}$  of a mile on either side of non-commuter fixed-route bus and rail service on the days and during the times those routes operate. In addition to the ADA minimum requirement, Access extends service to ADA eligible individuals in some areas not served by non-commuter fixed-route bus or rail service between 9 a.m. and 6 p.m. and fills gaps in the Metro service area beyond  $\frac{3}{4}$  of a mile. Individuals must be evaluated and deemed eligible prior to using Access services. Access eligibility is based on whether a disability prevents a person from performing the tasks needed to ride regular bus and/or rail service some or all the time.

Metro provides Access service through a private contractor that uses dedicated drivers as well as taxi and other transportation companies. As of July 2025, the contractor directly operates 380 Metro-owned, wheelchair-accessible, paratransit vans.

In March 2024, Metro launched Metro Flex Access On-Demand, a pilot program designed to provide Access customers with an affordable, accessible, and reliable option for taking spontaneous rides or rides that require flexibility. Access On-Demand uses the Metro Flex network to allow customers to book on-demand rides on the same day within the designated service area.

### ***Marine Services (Water Taxi)***

Metro's Marine Division operates water taxi service in King County. As of January 2025, Metro operates two water taxi routes. The Vashon Island/downtown Seattle route provides year-round service on weekdays. Beginning in July 2024, Metro partnered with WSDOT to provide midday service on the Vashon Island route as a one-year pilot program. State funding has since been identified to extend this midday service through at least June 2027. The West Seattle/downtown Seattle route provides seven-days-a-week all day service with late-night service on Fridays and Saturday.

### ***Seattle Streetcar***

The Seattle Streetcar is comprised of the South Lake Union line and the First Hill line. The South Lake Union line opened in 2007 and the First Hill line opened in 2016. Four vehicles operate on the South Lake Line while six are deployed on the First Hill line. Service operates 365 days a year with additional peak service on weekdays during the AM and PM commute period.

**Table 2: Streetcar Fleet, January 2025**

Vehicle Type	Number of Vehicles
Inekon Trio 12	3
Inekon Trio 121	7

### ***Rideshare Services, Commute Trip Reduction, and Partnership Programs***

Metro provides multiple programs, products, and tools to help people share rides to work, school, community events, and connect to fixed-route service. Major Metro programs include Vanpool, Vanshare, RideshareOnline.com, SchoolPool/Safe Routes to School Home Free Guarantee, Job Access Transportation, ORCA Business Products, multiple Transportation Demand Management (TDM), and Commute Trip Reduction efforts. These programs help Metro serve a diverse cross-section of riders in

King County, including commuters, students, older adults, people with disabilities, populations with low-incomes, employers, community agencies, and other customers and partners.

- **Rideshare Services:** Metro manages one of the largest, longest-running public commuter van programs in the nation. The Vanpool program allows commuters to rideshare from their homes or pick-up location to work with co-workers or neighbors for a monthly fare in a Metro-provided vehicle. One fare covers it all: van, fuel, insurance, maintenance, and more. Metro also provides rideshare vehicles that allow commuters to rideshare from their neighborhood to a transit hub, or the last few miles from a transit hub to their worksite. Metro offers several different vehicle sizes for vanpooling, including minivans, 12 and 15 seat passenger vans, ADA-compliant vans, and smaller 100%-electric vehicles that fit five people.
- **RideshareOnline.com:** Metro administers and manages RideshareOnline.com, a statewide ride-matching service with thousands of participants. RideshareOnline.com provides commuters with vanpool and carpool searches and trip tracking. It also includes tools for communities and businesses to help start, administer, and incentivize their commute trip reduction programs.
- **SchoolPool/Safe Routes to School:** Metro offers support, tools, activities, and resources for schools to plan and promote ridesharing, walking, and cycling. In addition to helping people get to and from school safely, these programs help decrease traffic congestion, improve air quality, and reduce emissions around schools and their surrounding neighborhoods.
- **Home Free Guarantee/Guaranteed Ride Home/Emergency Ride Home:** Various Metro programs provide cost-free or reimbursable emergency trips home for registered commuters who rideshare, take transit, or walk/bicycle to work. Additionally, employers can offer similar commute programs directly to their employees, users, and clients as benefits or incentives programs.
- **The ORCA Passport:** One Regional Card for All (ORCA) is the regional branding for the combined agency transit pass. This program allows employers, universities, and other institutions to provide their employees, students, or residents access to a variety of transportation services. Fees for the ORCA Passport program are based on the use of the program services. ORCA covers various transit services in King County including the bus, streetcar, Link light rail, Sounder commuter rail, Monorail, Vanpool, the King County Water Taxi, and emergency rides home. Participating businesses are required to provide a minimum 50% subsidy of the per-person cost.
- **Retail Passes for Transit Users (Choice):** Employers, universities, and other institutions purchase retail passes and/or e-purse (electronic purse) provided via ORCA cards for employees, clients, and others to access public transportation services. These institutions may or may not subsidize these products.

### ***Ridership Summary***

In 2024, Metro services had approximately 87.1 million boardings across various types of transit:

- Fixed-route bus ridership: 83.3 million boardings
- Vanpool ridership: 1.4 million boardings
- Access and Metro Flex paratransit ridership: 1.2 million boardings

- DART ridership: 0.8 million boardings
- Water Taxi ridership: 0.4 million boardings

Metro also operates other services in the county, including Sound Transit bus, rail, and paratransit services and the streetcar in the City of Seattle. Ridership details for these Metro-operated services in 2024 are included below:

- Metro-operated Sound Transit bus service: 4.8 million boardings
- Metro-operated Sound Transit rail services: 27.1 million boardings
- Metro-operated Sound Transit paratransit services: over 65,000 boardings
- Metro-operated South Lake Union Streetcar and First Hill Streetcar: over 1.5 million boardings

One major obstacle in restoring service and rebuilding ridership across the county is ongoing workforce shortages, particularly shortages of operators and mechanics. Hiring and retaining a qualified workforce is essential in improving transit service and restoring suspended transit service across the county. Metro is employing several strategies to ensure there is sufficient capacity to continue restoring service, including enhancing recruitment, streamlining training courses, and increasing the number of operator trainings.

#### I-d. Service Connections

Metro service connects to a wide range of other transportation services in King County, including hubs for bus, rail, ferry, and air travel. Metro provides intermodal connections with Sound Transit Link light rail and Sounder commuter rail service, Amtrak rail service, Washington State Ferries, Kitsap Transit Fast Ferries, and Sea-Tac International Airport. Metro also connects with other bus services including Sound Transit Express, Community Transit, Pierce Transit, and the paratransit services of Community Transit and Pierce Transit.

Metro serves 14 designated transit centers and several other transit hubs where multiple routes connect to facilitate transfers, such as light rail stations. Transit centers generally have facilities beyond those provided at regular bus stops, such as larger shelters, real time arrival information, multiple bays, bicycle racks and lockers, public art, park-and-ride lots, and extra layover space to park buses when operators need to take breaks or switch shifts.

Transit centers include:

- |                                 |  |
|---------------------------------|--|
| • Auburn Station                | • Kirkland Transit Center                  |
| • Aurora Village Transit Center | • Mount Baker Transit Center               |
| • Bellevue Transit Center       | • Redmond Technology Station               |
| • Burien Transit Center         | • Redmond Transit Center                   |
| • Federal Way Downtown Station  | • Renton Transit Center                    |
| • Issaquah Transit Center       | • Totem Lake Transit Center                |
| • Kent Station Transit Center   | • Tukwila Transit Center, Southcenter Mall |

Metro also serves other transit hubs including 30 Link light rail stations in Seattle, Tukwila, SeaTac, Shoreline, Bellevue, Redmond, and Montlake Terrace. It also serves four Sounder commuter rail stations in Seattle, Tukwila, Kent, and Auburn. Metro connects with Amtrak at King Street Station in downtown Seattle and Tukwila Station. Metro connects to Washington State Ferries services at Colman Dock in downtown Seattle, Fauntleroy Ferry Terminal in West Seattle, and both the Tahlequah Terminal and Vashon Island North-end Ferry Terminal on Vashon Island. Metro connects to Kitsap Fast Ferry service at

Colman Dock in downtown Seattle and also provides passenger-only ferry service on the Water Taxi, a passenger-only ferry service operated by the Marine Division in King County Metro.

To the north, Metro connects to Community Transit services in Shoreline, Montlake Terrace, and Bothell. To the south, Metro connects to Pierce Transit services in Federal Way and Auburn. Metro also connects to Sound Transit Express bus services at multiple transit centers and hubs throughout King County and coordinates with the other agencies to facilitate inter-county transfers between paratransit operations.

King County Metro manages 78 permanent and leased park-and-ride lots with a total of 18,593 vehicle spaces. Of the 54 permanent lots, 22 are owned by King County (over 8,300 spaces); 17 are owned by WSDOT (about 7,600 spaces); and 15 additional permanent lots, collectively providing more than 1,400 spaces, are owned by cities or private entities. Metro also leases 24 lots with more than 1,200 spaces from churches and other landowners for transit customer use.

### I-e. Fare Structure

Effective September 1, 2025, Metro's flat-rate adult fare is \$3.00 for Metro buses and flexible services. A range of reduced fare options exist to meet the needs of various priority populations. Under the goal of improving access to mobility options, the 2021-2031 Strategic Plan for Public Transportation directs Metro to employ an income-based approach to fares, ensuring that discounts are provided to those who cannot afford to pay the full fare. Metro's reduced fare options include:

- **Regional Reduced Fare Permit (RRFP):** Medicare cardholders, seniors, and people with disabilities are eligible for reduced fares through the RRFP. The RRFP fare is \$1.00 on most services and \$2.50 - \$3.00 on Water Taxi. Riders can show their RRFP card to the Metro driver to prove eligibility for a lower fare and pay their fare in cash. Additionally, riders can add value to ORCA-enabled RRFP cards with e-purse, monthly Metro Pass, or monthly Puget Pass values to pay for their trips at the reduced rate. This cash payment feature is not available to ORCA LIFT enrollees. Riders enroll at transit agency customer service offices.
- **Youth:** Youth ages 18 and under ride for free on Metro services. Youth are encouraged, but not required, to tap a youth ORCA card or show a student ID or other identification upon boarding.
- **ORCA LIFT:** People with incomes at or below 200% of federal poverty level are eligible for a reduced fare through ORCA LIFT. The ORCA LIFT fare is \$1.00 on bus, flexible services, and Water Taxi (as of September 1, 2025). The ORCA LIFT fare is only available on an ORCA card and customers enroll at partnering human service agencies that can easily verify income eligibility.
- **Subsidized annual pass:** Metro subsidizes the cost of an annual pass for some ORCA LIFT customers who are enrolled in specific state benefit programs and whose income falls at or below 80% of the federal poverty level. Enrollment takes place at partner agencies and the pass covers rides on King County Metro, Sound Transit, Community Transit, Everett Transit, and the City of Seattle's Monorail and Streetcar services.
- **Human Service Bus Ticket Program:** Metro sells one-way paper tickets to human service agencies at a 90% discount of the retail ticket price. These human service agencies can give tickets to their clients with incomes at or below 138% of the federal poverty level, free of charge, so they can travel to medical appointments and other services. Riders receive a paper transfer that can be used to transfer to other Metro buses but not to other transit agencies' services.

- **Access Paratransit:** Access Paratransit adult fares are \$1.75 per ride, payable by cash, the Transit GO Ticket app, or a monthly ORCA PugetPass or Access pass.

Metro offers the ORCA card in partnership with Puget Sound area transit agencies: Community Transit, Everett Transit, Kitsap Transit, Pierce Transit, Sound Transit, and Washington State Ferries. Riders who use an ORCA card receive a transfer credit for two hours between transit agencies (with the exception of Washington State Ferries and paratransit customers). For cash-paying customers, Metro offers paper transfers that are valid only on Metro buses. ORCA monthly PugetPasses are priced at 36 times the one-ride fare (e.g., a one-month pass valid for \$2.75 fares costs \$99) while regional day passes are priced at \$6.00/\$2.00 (adult/reduced fare).

The fare for the Seattle Streetcar is \$3.00 for adults (as of September 1, 2025), \$1.00 for ORCA LIFT and RRFP, and free for youth under 19. The average monthly fare for vanpools is approximately \$130 for a 50-mile round trip commute with 6 participants (assuming a 7-passenger van, operating a 5-day schedule).

**Table 3: King County Metro Fares as of September 1, 2025<sup>8</sup>**

Fare Category	One-way fare	Fare media
Regular fare	\$3.00	Cash, transfer, ORCA (with e-purse, monthly Metro or Puget Pass), Transit GO Ticket, paper fare tickets, Human Service Bus Ticket
Child & youth fare (0-18, 18+ with student pass)	No charge	--
Senior (65+) and person with disabilities fare	\$1.00	RRFP card, <sup>9</sup> cash
Low-income fare (200% of federal poverty level)	\$1.00	ORCA LIFT card
Access paratransit (ages 19+)	\$1.75	Cash, paper ticket, Transit GO ticket, monthly PugetPass or Access pass <sup>10</sup>
Very low income (enrollment in state benefit programs)	No charge	Subsidized Annual Pass on an ORCA LIFT or RRFP card

<sup>8</sup> Includes Metro buses, trolleys, transit vans, dial-a-ride vehicles, and paratransit.

<sup>9</sup> The RRFP (Regional Reduced Fare Permit) is an ORCA card for seniors and people with disabilities.

<sup>10</sup> The monthly Access pass is a unique fare media option for Access riders. It currently costs \$63 per month and entitles riders to unlimited rides on Access for the month of the pass. Riders must contact Metro customer service to apply their pass to Access rides.

**Table 4: King County Metro Water Taxi Fares as of September 1, 2025**

Fare Category	West Seattle	Vashon	Fare media
Cash fare	\$6.25	\$7.00	Cash
Regular prepaid fare	\$5.25	\$6.00	ORCA
Child & youth fare (0-18, 18+ with student pass)	No charge	No charge	--
Senior (65+) and person with disabilities fare	\$2.50	\$3.00	RRFP
Low-income fare (200% of federal poverty level)	\$1.00	\$1.00	ORCA LIFT card
Very low income (enrollment in state benefit programs)	No charge	No charge	Subsidized Annual Pass on an ORCA LIFT or RRFP card
Bicycle fare	No charge	No charge	--



## II. Current Activities and Programs

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In 2024 and 2025, Metro engaged in several key activities and programs that improve transit service for customers and support and advance Metro's policies and goals.

### II-a. Service Investments

Metro prioritizes service investments in order to address crowding, reliability, and service growth needs. In the last year, Metro has not observed any chronic crowding issues that require additional investments. Metro's draft of the 2025 System Evaluation notes around 23,950 total service hours of reliability investment needs across 55 routes.<sup>11</sup> Although Metro has been limited in making service-related investments in recent years, Metro continues to monitor reliability and crowding issues at the route level as congestion, ridership, and travel times increase and plans to make reliability investments in 2026. The 2025 System Evaluation will include updated figures and is scheduled to be transmitted to council for review later in Fall, 2025.

Most service investments today revolve around restoring service hours that were suspended on between 2020 – 2023. In early 2023, Metro developed a *Service Recovery Plan*<sup>12</sup> to guide the agency's service restoration efforts and prepare for upcoming restructures associated with partner projects. In fall 2024, Metro restored service hours along with changes associated with two major service redesigns and will implement a third in fall 2025, as follows:

- **Lynnwood Link Connections:** This project delivered integrated transit service that responds to Sound Transit Link light rail (Link) expansion to Snohomish County. When fully implemented, this proposal will add approximately 132,000 annual service hours to the system compared to fall 2023.
- **RapidRide G Line & Madison Street Area:** This project in the Madison valley put approximately 47,000 hours of service investment into the RapidRide G Line, while maintaining the same budget on project area routes.
- **East Link Connections:** This work is planned in coordination with Sound Transit's new 2 Line, which will deliver an updated Metro bus and mobility network that improves connections to Mercer Island, Bellevue, and Redmond. Implementation on active stations on the Eastside begins in fall 2025 and final changes will follow the opening of the full 2 Line.

In spring 2024, Metro restored service on eight subcontracted Dial-a-Ride Transit (DART) routes.

Metro formed the Service and Workforce Initiative in 2023 to stabilize service delivery and grow Metro's operational capacity following notable losses of operators, mechanics, and other key staff. This initiative takes an organization-wide approach to delivering core service, which positions Metro to launch new RapidRide lines, support the expansion of Link Light rail, and enhance mobility options across King County. In 2024, Metro launched full-time operator classes to add capacity to our operator workforce faster. Metro also launched an operator trainee curriculum modernization process and strides in hiring and training modernization have helped alleviate capacity constraints since the onset of the pandemic.

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<sup>11</sup> King County Metro, Performance Reports: Route Performance (<https://kingcounty.gov/en/dept/metro/about/data-and-reports/performance-reports>).

<sup>12</sup> King County Metro Service Recovery Plan, 2023 (King County - File #: 2023-0035).

## II-b. Transit Integration

Metro and Sound Transit are coordinating with their many agency and jurisdictional partners to meet the region's diverse mobility needs, including integration with Link. Building on successful integration of services around Central Link (launched 2009-10), University Link (2016), and Northgate Link (2021), Metro continues to plan for multiple upcoming Link light rail expansion and Stride BRT projects. The 1 Line extension between Northgate and Lynnwood City Center opened August 30, 2024. This project included the Lynnwood Link Connections Mobility Project bus restructure as part of Metro's 2024 Fall Service Change.

Metro continues to partner with Sound Transit on implementing East Link Connections Mobility Project (which includes the East Link and downtown Redmond Link extensions) and with Sound Transit and Community Transit on the next phases of implementation for the Lynnwood Link Connections Mobility Project. In April 2024, the "East Link Starter Line," opened, providing service between South Bellevue Station and Redmond Technology Station. The implementation of East Link Connections Mobility Project will begin in fall 2025 and final changes will follow the opening of the full 2 Line, which is currently estimated for an early 2026 opening.

In 2024, Metro started engagement with Sound Transit and Pierce Transit on the Federal Way Link Extension project for a major restructure of bus routes in south King County (South Link Connections Mobility Project). Metro is also participating in the planning, design, and environmental review for the West Seattle and Ballard Link Extensions, Tacoma Dome Link Extension, 130th Street Infill Station, Graham Street Infill Station, Boeing Access Road Infill Station, Stride S1/S2 (I-405 BRT), Stride S3 (SR 522/NE 145th BRT), and Kent Station Parking and Access Improvements projects.

Table 5 lists key corridors in King County where Sound Transit is the primary provider of two-way, all-day transit service. As Sound Transit expands Link light rail and Bus Rapid Transit, they will become the high-capacity transit provider in more corridors.

**Table 5: Corridors Served Primarily by Sound Transit**

Between	and	Via	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 Transit Center	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

Between	and	Via	Route
Angle Lake Station	Lynnwood City Center	SeaTac Airport, Rainier Valley, downtown Seattle, Capitol Hill, U District, Northgate, Shoreline, Mountlake Terrace	Link (1 Line)
South Bellevue Station	Downtown Redmond Station	Downtown Bellevue, Spring District, Overlake Village	Link (2 Line)

## II-c. Flexible Services

Metro Flex is Metro’s on-demand transit service. Metro Flex complements fixed-route bus service and provides service in areas where the land use and demand are not well-suited to larger buses. With Metro Flex, customers can use a smartphone to book trips on-demand 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 fixed-route alternative are directed to that option via the app.

The development and maturation of Metro Flex leveraged Metro’s long-standing success in both DART and ridesharing services in combination with emerging mobility technologies. In addition to Metro Flex, Metro is continuing to develop new pilot products and services through ideas that emerge from community partnerships and needs, as well as emerging national and international best practices for mobility services. The current Metro Flex service areas as of May 2025 include:

- Kent – launched in September 2021
- Othello – launched in April 2019
- Rainier Beach – launched in April 2019
- Renton – launched in August 2021
- Sammamish – launched in June 2019
- Skyway – launched in August 2021
- Tukwila – launched in April 2019
- Issaquah pilot – launched in October 2023
- Juanita pilot – launched in September 2020
- South Park and Delridge pilot – launched in July 2024
- Northshore pilot – launched in September 2024
- Overlake pilot – *planned for fall 2025*
- Auburn pilot – *planned for 2026*
- Federal Way pilot – *planned for 2026*

Metro evaluates Metro Flex service areas to determine which pilots become ongoing, regular services, and which are discontinued. It also looks at various transit connection locations around the county to prioritize new prospective service areas that might be a strong fit for Metro Flex. The results of this analysis are included in the upcoming 2025 System Evaluation. Metro is also working on an Integrated Service Planning effort to better integrate the various flexible services and mobility programs available to people in the county. In addition to Metro Flex, Metro continues to operate the Community Van and Trailhead Direct programs, as well as innovate new features and approaches across mobility services.

## II-d. Zero-Emissions Transition

Metro is committed to moving to a 100% zero-emissions fleet, focusing on procurement of battery buses to replace diesel hybrids that make up a majority of Metro's fleet at present. This transition is building on decades of experience operating electric trolley buses and several years of experience operating both short-range and extended range battery-electric buses. Metro continues to plan for the transition and organizational changes required to support a fully zero emissions fleet, including changes in training, operations, maintenance, construction of charging infrastructure, and coordination with electric utilities and jurisdictions. Starting in 2022, Metro deployed next-generation, battery-electric bus coaches into service. Metro received its 40th battery-electric bus in January of 2024. These buses are operating out of Metro's South Base and are providing Metro an opportunity to test and familiarize itself with new charging infrastructure in the bus yard while also delivering zero-emissions revenue service for the public.

In 2026, Metro plans to add 89 more 40' electric buses as it opens Tukwila Base, the first 100% zero emissions base in King County. This transition supports Metro's Strategic Plan objectives and strategies for meeting the county's climate goals and promoting climate justice by electrifying Metro's fleet. Additional details about Metro's efforts to support emissions reductions are included in Section III.

## II-e. Facilities Master Plan: Operational Capacity Growth Strategy

Metro currently has ample base capacity today because peak service levels and fleet requirements were reduced in response to the pandemic and expanded capacity will come online with the new Tukwila Base in 2026. Metro is working on recovering and growing to former service levels by 2028, but with a different service profile that is less peak intensive, thereby reducing peak coach requirements compared to previous highs. Metro is also at the beginning of a major transition from primarily operating diesel-hybrid (hybrid) fleet to using battery-electric buses. As charging infrastructure is added to base and electric buses potentially lose some operating efficiencies due to range limitations, Metro may again see peak fleet requirements grow beyond future base capacity. Metro is still developing an implementation timeline and regularly updating fleet and base capacity projections as it integrates future service assumptions relating to zero emissions facility needs.

## II-f. Safety Management System

Metro continues to progress implementation of its Safety Management System (SMS), in alignment with the federally mandated Public Transportation Agency Safety Plan (PTASP). The SMS is operational and actively supports safety decision-making across the agency. SMS is a formal, top-down, organization-wide approach to managing safety risks and ensuring the effectiveness of safety risk mitigations. It includes systematic procedures, practices, and policies for identifying, assessing, and controlling hazards.

While the SMS is in use and yielding value, Metro's SMS Implementation Strategy is still in progress. This implementation plan focuses on the four SMS components: Safety Policy, Safety Risk Management, Safety Assurance, and Safety Promotion. Tasks from the SMS are listed below. Completing these tasks will advance the maturity of Metro's SMS and support continuous improvement efforts.

### ***Component 1: Safety Policy***

- Create a process to update and sign the safety policy [complete]
- Create a Bipartisan Infrastructure (BIL) Committee (formerly the Public Transportation Safety Plan Review Committee) with Labor partners [complete]

- Create an SMS Liaison role for SMS implementation support for each division [complete]
- Conduct a review of existing safety programs at Metro compared to new federal and state regulations [complete]
- Conduct a gap analysis to determine activities necessary to implement SMS successfully [complete]
- Ensure the Metro PTASP meets regulatory requirements under federal regulations [complete]
- Establish a system that tracks and documents all tasks from Safety Assurance
- Establish a system that tracks and documents all tasks from Safety Risk Management
- Create a policy on making updates to the PTASP
- Create a web-based platform to house and share SMS documentation
- Create a report processing program [complete]

***Component 2: Safety Risk Management***

- Identify SMS accountabilities of Metro management [complete]
- Improve criteria and guidance for hazard identification/analysis tools and activities [complete]
- Finalize the Safety Risk Management Section of the PTASP [complete]

***Component 3: Safety Assurance***

- Identify Safety Assurance inputs
- Implement a report processing program [complete]
- Review and enhance the process to ensure that no service delivery operations are initiated before changes have been evaluated for safety impact
- Develop Corrective Action Plan (CAP) documentation to capture all corrective actions from Safety Assurance [complete]
- Develop and execute training on Safety Assurance CAPs
- Develop a strategy to compile, analyze and find trends in data coming from the system [complete]
- Determine how to review and track the trends at a division level (safety meeting structure)
- Develop a process to identify Safety Risk Management triggers and CAPs at the division level [complete]
- Determine how the information will be disseminated from the divisions to accountable executive and senior leaders
- Refine safety performance indicators and targets for continuous improvement [complete]

***Component 4: Safety Promotion***

- Create, deliver, and document Initial SMS Basic Training
- Create, deliver, and document training for people accepting risk
- Create, deliver, and document training for people performing risk assessments
- Create, deliver, and document training on CAPs
- Create a process for housing all SMS records in a Learning Management System [complete]
- Develop the infrastructure for safety performance communication throughout Metro
- Establish an SMS Steering Committee and SMS Transition Team for the implementation of SMS [complete]
- Promote the employee safety reporting program to frontline employees [complete]
- Set up communication platforms for the successful distribution of Safety Risk Management processes from division leaders to frontline staff.

- Measure employee perceptions of safety and culture at Metro, communicate the results, and take actions related to safety culture improvement

As Metro advances through the SMS Implementation Strategy, the focus will remain on continuous improvements, which are an essential element of a well-functioning SMS. Ongoing monitoring, measurement, and evaluation will be used to identify and address hazards, assess safety performance, and refine policies and processes to ensure a high functioning system.

## III. Plan Consistency

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King County Metro coordinates on planning with both the state and local jurisdictions. Coordinating between jurisdictions at all levels of government helps Metro ensure the successful delivery of service and capital investments across the county.

### III-a. State and Agency Goals

The current activities and programs listed in Section II and other Metro actions over the last year met the WSDOT transportation goals set out by the Washington State legislature ([RCW 47.04.280](#)). Other Metro actions that advanced WSDOT goals are identified below.

#### Preservation

***Maintain, preserve, and extend the life and utility of prior investments in transportation systems and services.***

Metro's asset management plan for fixed assets meets "State of Good Repair" principles in compliance with FTA guidelines and its strategic plan for capital reinvestments called MAP-21. Fixed assets are defined as buildings and structures, building systems, sites, infrastructure, and equipment. The objectives for keeping fixed assets in states of good repair are to:

- Implement routine maintenance and repair to optimize asset performance.
- Operate asset systems and equipment cost effectively.
- Reinvest assets according to defined indicators for timely renewals.
- Financially plan to reduce backlogs of unmet capital needs.

Metro's state of good repair efforts include bus shelter refurbishments, trolley pole replacements, refurbishments to elevators, roofs, paving, as well as major and minor equipment replacements that include portable vehicle lifts, hydraulic press, and air dryers. The maintenance and replacement program is based on industry-standard lifecycles as well as the assessed condition of the equipment.

Additional strategies include:

- Providing and maintaining capital assets to support efficient and effective service delivery.
- Working with transit partners, WSDOT, and others to manage park-and-ride capacity needs.

#### Safety and Security

***Provide for and improve the safety and security of the transportation system and customers.***

Metro's continuous improvements to the Safety Management System include annual updates to the PTASP, which focuses on increasing employee and system safety and security through competency-based training, accountability, hazard identification and mitigation, increased employee engagement, and strategic application of resources to achieve maximum impact. The most recent update, approved by King County Council in June 2024, includes new safety policy, additional details on the PTASP Review Committee, updated safety, security and quality assurance responsibilities, updated safety targets, and a new safety risk management matrix.<sup>13</sup>

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<sup>13</sup> King County Metro, Public Transportation Agency Safety Plan, 2024 ([King County - File #: 2024-0192](#)).



In addition to the Safety Management System, Metro leads other safety efforts across the agency. Metro is involved in a long-term anti-harassment program designed to increase the safety and security of passengers and provide for a welcoming environment on the system. This program combines public messaging that is varied, engaging, and encourages passengers to report bad behavior. Riders can report incidents by alerting the bus operator, calling a number to connect directly with Metro security, or submitting a non-emergency incident report through an online form.

Metro continues to implement community-based recommendations developed through the Safety, Security, and Fare Enforcement (SaFE) Reform Initiative. The initiative completed several rounds of engagement and is currently in the implementation phase, having launched and expanded several programs, which are detailed below.

- **Behavioral Health Support Teams:** Behavioral Health Support teams consist of a team of mental health professionals and peers with lived experience, offering outreach services to people experiencing crisis. The teams are trained in de-escalation and prevention to reduce the need for police or security. Teams cover Aurora Village Transit Center, Lake City Way, and Burien Transit Center.
- **Transit Ambassador Program:** The Transit Ambassador Program deploys light-duty operators and former operator trainees to engage with customers and the general public to offer transit, fares, and service information to increase Metro's presence at high-traffic transit locations in the County<sup>14</sup>. Initial public response to the ambassador program has been positive<sup>15</sup>.
- **Fare Enforcement Relaunch:** In March 2025, SaFE Reform relaunched Fare Enforcement after five years of hiatus. Metro launched a countywide communication effort in January 2025 to alert riders to fare enforcement's resumption<sup>16</sup>. Fare Enforcement resumed in March 2025 with a focus on fare education and verbal reminders. In May 2025, Fare Enforcement Officers resumed full enforcement, issuing written warnings and citations.
- **Updated Code of Conduct Guidelines:** In March 2024, SaFE Reform worked with internal employee, operator, and community members to reimagine the "Ride Right" Code of Conduct guidelines. The new "Ride Right" campaign was printed in English and Spanish on interior cards, installed onto buses in 2025.

The new King County Regional Transit Safety Task Force, established by King County Council and called for by Amalgamated Transit Union (ATU) Local 587, held its inaugural meeting in early 2025.<sup>17</sup> Various regional leaders, including transit agencies, community organizations, frontline workers, law enforcement, and advocates gathered to take a regional approach to resolve safety and security challenges that can negatively affect transit. Recommendations coming out of a task force Solutions Summit are undergoing review for feasibility, prioritization, and budget alignment by task force participants and regional leaders. An implementation plan later this year will include how to monitor

<sup>14</sup> King County Metro, SaFE Reform Initiative (<https://kingcounty.gov/en/dept/metro/about/policies/safe-reform-initiative>)

<sup>15</sup> Metro Matters Blog: "'People need us out there' Metro Ambassadors engage and inform." 2 May 2023 (<https://kingcountymetro.blog/2023/05/02/people-need-us-out-there-metro-ambassadors-engage-and-inform/>).

<sup>16</sup> Metro Matters Blog. "King County Metro to resume fare inspection in March 2025" 6 January 2025 (<https://kingcountymetro.blog/2025/01/06/king-county-metro-to-resume-fare-inspection-in-march-2025/>).

<sup>17</sup> Metro Matters Blog. "King County Metro supports regional approach to safety." 19 March 2025 (<https://kingcountymetro.blog/2025/03/19/king-county-metro-supports-regional-approach-to-safety/>).



progress and track completion. The shared goal is measurable and sustained safety improvements that will make a difference in the lives of Metro employees and riders.

Additional safety and security strategies include:

- Promoting safety and security in public transit operations and facilities.
- Working with community members, including youth members, to better understand how Metro can improve safety, security and fare enforcement functions.
- Language translations to ensure broad community participation and access to engagement materials.
- Coordinating across jurisdictions to ensure aligned prioritization of areas with greatest need.
- Coordinating with Puget Sound Regional Council on Metro's ongoing FTA-established Safety Performance Targets for each mode.

## Mobility

***Improve the predictable movement of goods and people throughout Washington State.***

Metro's mission is to provide the best possible public transportation services and improve regional mobility and quality of life in King County. To support this mission, Metro is working to provide high-capacity fixed-route public transit and integrate new travel options to meet growing demand and customers' changing mobility needs. In doing so, Metro can lead the way in improving people's ability to get to work, school, services, and more. Metro will continually evaluate and adjust transit service while working with regional partners to expand and improve the high-capacity fixed-route bus and rail network. Metro is incorporating land use and equity considerations in planning for high-frequency transit routes.

King County's Health Through Housing (HTH) Initiative is expanding access to transit for residents facing some of the most significant barriers to mobility. Metro has delivered free transit passes, piloted peer-to-peer support models, launched a Universal Basic Mobility program, and improved access near HTH sites.

Additional strategies include:

- Incorporating land use and equity considerations in planning for high-frequency transit routes
- Designing and offering a variety of public transportation products and services appropriate to different markets and mobility needs.
- Expanding services to accommodate the region's growing population and serve new transit markets.
- Partnering with employers to make public transportation products and services more affordable and convenient for employees.
- Coordinating and developing services and facilities with other providers to create an integrated and efficient regional transportation system.
- Integrating equity and social justice principles highlighted in King County's Strategic Plan during the development and implementation of products and services.
- Facilitating convenient and safe access to transit by all modes of transportation, including for people walking, biking, and rolling.

## Environment

***Enhance Washington's quality of life through transportation investments that promote energy conservation, enhance healthy communities, and protect the environment.***

Metro operates a transportation system that is nationally recognized for its performance, lowering the region's transportation emissions substantially. As a founding signatory to the American Public Transportation Association's Sustainability Commitment, Metro achieved gold recognition.

Metro's services play a direct role in sustainability across the region. As of 2024, Metro provided approximately 270,000 rides per average weekday and ridership continues to show strong and consistent growth. Furthermore, Metro continues to expand its secure bike parking network, adding on-demand electronic bike lockers using the BikeLink system. Sound Transit is upgrading its secure bike parking to the BikeLink system as well, thus growing a regionally compatible network for our shared customers. Metro offers over 250 bike locker spaces at 28 locations, 16 of which provide on-demand bike storage. All bike locker locations as of mid-2025 are listed online and mapped.<sup>18</sup>

Metro is committed to confronting climate change and continues to operate a nationally recognized, environmentally friendly fleet. Metro retired its last diesel bus in 2020, and now all Metro coaches are either fully-hybrid (diesel-electric) or zero-emission coaches (electric trolleys and battery-electric buses). Transitioning from diesel buses to hybrid buses generates 17% fewer greenhouse gases and 97% fewer particulate air pollution emissions per bus. Additionally, Metro is planning to transition its entire fleet to zero-emission vehicles as soon as 2035 per the 2020 King County Strategic Climate Action Plan.<sup>19</sup> Moving to an entirely zero-emission fleet will help eliminate all emissions while keeping our county moving forward. Once this transition is complete fleetwide, it will reduce greenhouse gas emissions equivalent to taking another 30,000 cars off the road. King County is currently updating the Strategic Climate Action Plan and will include relevant details in the next iteration of this plan following adoption of the 2025 Strategic Climate Action Plan.

Metro continues efforts to transition all its fleets (including light-, medium-, and heavy-duty fleets; the Rideshare fleet; and ADA paratransit fleet) to zero emissions and to install additional vehicle charging infrastructure at its bases and other facilities to support that transition.

Metro is committed to reducing energy use at its facilities through continued investments in resource conservation, such as LED lighting upgrades, air compressor upgrades, and optimizing the operation of our HVAC systems to further reduce Metro's utility costs and resource consumption. As part of Metro's commitment to energy efficient building operation, Metro began energy audits at our five largest buildings in 2024. Information gathered during this ASHRAE Level 2 auditing process will help identify cost-effective energy efficiency measures that will be implemented over the coming years. Building systems being evaluated include HVAC systems, compressed air systems, building automation equipment, lighting, hot water heaters, building envelope, and other energy-using equipment needed to operate our buildings. Metro also continues efforts to convert fossil-fuel-powered equipment at our facilities to electricity-powered equipment to reduce associated greenhouse gas emissions.

Additional strategies in the adopted 2020 Strategic Climate Action Plan include:

- Optimizing the zero-emission trolley bus fleet by exploring efficiencies, enhancements, and expansion opportunities for Metro's electric trolley bus system. Metro has set targets for increasing utilization of the electric trolleys on weekends and is continuing to pursue its goal of increasing weekend utilization to 90%. In 2022, Metro completed a Trolley Expansion Strategic Plan to identify and prioritize opportunities to expand and enhance the trolley system. Metro will

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<sup>18</sup> King County Metro, Bike parking locations (<https://kingcounty.gov/depts/transportation/metro/travel-options/bike/parking/locations.aspx>).

<sup>19</sup> King County, 2020 Strategic Climate Action Plan (<https://your.kingcounty.gov/dnrp/climate/documents/scap-2020-approved/2020-king-county-strategic-climate-action-plan.pdf>).

complete and implement priority recommendations from the Trolley Optimizaion study, including increasing utilization of trolley buses on weekends, and upgrade the trolley fleet with new batteries for longer off-wire capability by 2027.

- Receiving Envision Platinum certification of the new RapidRide H line to ensure the capital infrastructure project achieves the highest level of green and equitable infrastructure. This certification was announced in April 2024.
- Advocating for and engaging in regional conversations to evaluate and implement options for equitable vehicle pricing and management policies. Activities include expansion of Metro’s park-and-ride pricing program, development of King County’s position on pricing tools, and identification of near-term opportunities to build incentives for pricing into transit planning and policy agreements.
- Increasing communication about Metro’s services, including innovative mobility services, public services, and fare products, such as ORCA LIFT, to ensure that people from all communities know about these services and how to use them.
- Launching at least one transportation demand management campaign per year.
- Improving equity and social justice efforts by supporting capacity building with small contractors, consultants, and community leaders to effectively meet County’s equity and social justice priorities.
- Developing and implementing new policies to reduce emissions from Metro’s facilities via capital improvements:
  - » Install no new natural gas or fossil fuel powered equipment, with exceptions for generators and specialized equipment where an all-electric version is not feasible. An all-electric option must be included in an alternative analysis and include the cost of carbon in lifecycle cost assessments.
  - » Pursue all energy efficiency measures for each system type that pay back over the total life of the equipment.
  - » Maximize onsite solar energy installation (or other renewables) when cost-effective over the warranted life of the system, generally 25 years, and install to the greatest extent that it pays back over the life of the project/equipment.
  - » Make a facility solar-ready for future generations if renewable energy production is not feasible at construction.
  - » Source carbon neutral electricity from utility providers when all electricity needs not met through on-site generation.
  - » Assess all facilities over 5,000 sq. ft. for feasibility toward high-efficiency/low-carbon performance.
- Using the Embodied Carbon in Construction Calculator (EC3) tool to identify low embodied emissions materials that meet construction specifications, and to inform decisions in materials selections in accordance with King County’s Sustainable Purchasing Guide.
- Incorporating climate preparedness into policies, plans, processes, and practices that influence day-to-day decision making and outcomes at King County. Update operating protocols and plans to account for wildfire smoke and other extreme events.
- Investing in and using the best available science and other technical information to inform climate preparedness work at King County. Metro conducted a climate change vulnerability assessment in 2022 and identified actions that can be taken to address those impacts – implementation is ongoing.
- Designing bus stops to account for more extreme weather events, particularly at stops serving communities disproportionately impacted by those events.

## Stewardship

### ***Continuously improve the quality, effectiveness, and efficiency of the transportation system.***

Metro continued to improve upon its agencywide performance management system in 2024. The agency continues to hold Monthly Business Reviews where senior management and staff scrutinize performance information, asks questions, identify problems, and initiate problem-solving efforts. These meetings review 16-18 key performance indicators. Metro continues to review and update division-level action-oriented metrics as part of a new performance dashboard and process branded “Metro Pulse.” In addition, Metro is pursuing a series of major mobility projects to implement the Metro Connects network. Mobility projects are route and system restructures focused on different regions of the county to improve service, increase reliability, and integrate flexible service options through Metro’s various pilot programs and new mobility services.

Additional strategies include:

- Maintaining the transit system in accordance with Metro’s service guidelines and other performance measures.
- Encouraging land uses, policies, and development in communities that transit can serve efficiently and effectively.
- Continually exploring and implementing cost efficiencies including operational and administrative improvements.
- Securing long-term sustainable funding.
- Establishing fund management policies that ensure stability through a variety of economic conditions.
- Managing fixed assets, rolling stock, and information technology assets as part of a comprehensive asset management system and monitor the performance and state of good repair of those assets.
- Tracking progress on strategic planning goals, actions, and strategies through a publicly available online dashboard.<sup>20</sup>

## **III-b. Strategic Plan: Consistency with WSDOT Goals, Objectives, and Strategies**

King County Metro’s adopted Strategic Plan for Public Transportation 2021-2031 reflects the priorities of King County residents, businesses, and leaders within the context of specific opportunities and challenges in our region. The Strategic Plan establishes 10 goals, supporting objectives and strategies to achieve them along with measures to track progress. The plan responds to significant regional challenges including population growth, displacement of low-income households, the climate crisis, new mobility services, and the need for new funding sources. Objectives and strategies included in the plan guide Metro’s actions in the following goal areas:

- Invest upstream and where needs are greatest.
- Address the climate crisis and environmental justice.
- Innovate to improve mobility, complement transit, and advance equity and sustainability.
- Keep passengers, employees, and communities safe.
- Support thriving, equitable, transit-oriented communities that foster economic development.
- Improve access to mobility options.
- Provide fast, reliable, and integrated mobility services.

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<sup>20</sup> King County Metro, Strategic Plan for Public Transportation 2021-2031, Strategic Plan Dashboard, (<https://kingcounty.gov/depts/transportation/metro/about/accountability-center/strategic-plan-dashboard.aspx>).

- Build a skilled, diverse, and well-supported workforce that has opportunities to grow.
- Be responsible stewards of financial resources and invest in line with values and goals.
- Conduct deliberate and transparent community engagement.

Table 6 on the next page summarizes how these strategies promote the WSDOT State Transportation Goals. Full details of Metro's strategies through 2031 can be found in Metro's Strategic Plan for Public Transportation, 2021-2031 starting on page 39.<sup>21</sup>

Metro updated its Strategic Plan in 2021. The Strategic Plan aligns with Metro's Mobility Framework<sup>22</sup>, which the King County Council adopted in March 2020, and better reflects Metro's current values and direction. The Mobility Framework directs Metro to center equity and sustainability in its policies, services, and operations. It includes guiding principles and recommendations for how Metro can support a regional mobility network that is innovative, integrated, equitable, and sustainable. Many of the strategies outlined in the Strategic Plan and Mobility Framework will continue to support the WSDOT state transportation goal areas as featured in Table 6.

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<sup>21</sup> King County Metro Strategic Plan for Public Transportation 2021-2031 (<https://kingcountymetro.blog/wp-content/uploads/2021/09/King-County-Metro-Strategic-Plan-for-Public-Transportation-2021-2023-July-2021.pdf>).

<sup>22</sup> King County Metro Mobility Framework Report ([https://cdn.kingcounty.gov/-/media/king-county/depts/metro/documents/about/policies/2019-10-metro-mobility-framework-report.pdf?rev=9bd6d385c6464994b389648732d82f16&sc\\_lang=en&hash=E25FCC72105038FE0473FDBBC62D50C5](https://cdn.kingcounty.gov/-/media/king-county/depts/metro/documents/about/policies/2019-10-metro-mobility-framework-report.pdf?rev=9bd6d385c6464994b389648732d82f16&sc_lang=en&hash=E25FCC72105038FE0473FDBBC62D50C5)).

Table 6: Strategic Plan 2021-2031 and Alignment with WSDOT Goals

Goals, Objectives, and Strategies	State Goal Areas					
	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
<b>Goal: Invest Upstream Where Needs are Greatest</b>						
Objective: Invest in and measure the outcomes of services, programs, and improvements in geographic areas, at times of day, and within priority populations where there are unmet needs. Lead with racial justice. <i>Strategy: To support access to mobility, use a targeted universalism approach and lead with racial justice, prioritizing services, programs, policies, and products that are tailored to the needs of priority populations.</i> <i>Strategy: Continue complying with all legal requirements related to serving priority populations.</i> <i>Strategy: Regularly evaluate the unmet needs of priority populations and how populations shift across King County.</i> <i>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.</i>				X		
Objective: Create and promote products, services, programs, and partnerships that are accessible and easy to use and understand. <i>Strategy: Engage with communities to understand barriers to transit ridership.</i> <i>Strategy: Develop, evaluate, and adjust products, services, and programs that address barriers and increase mobility, especially among priority populations.</i>				X		X
<b>Goal: Address the Climate Crisis and Environmental Justice</b>						
Objective: Reduce demand for single-occupant and high emissions transportation modes and increase transit ridership. <i>Strategy: Prioritize investments that reduce greenhouse gas emissions, including providing more frequent service and expanding service areas, as funding allows.</i> <i>Strategy: Support equitable policies and programs for pricing vehicle usage to disincentivize driving alone.</i>				X	X	
Objective: Help King County achieve its greenhouse gas emissions reduction and other climate goals through Metro's operations. <i>Strategy: Reduce vehicle emissions in all of Metro's fleets through transition to zero-emissions, efficient operations, and other strategies.</i> <i>Strategy: Reduce energy use in Metro facilities, make investments to reduce fossil fuel use in buildings, and produce more renewable energy.</i> <i>Strategy: Build, maintain and operate Metro facilities consistent with the highest practices for green building and equitable development.</i> <i>Strategy: Minimize use of resources in operations, maximize reuse and recycling, and choose products and services with low environmental and carbon impacts.</i>		X			X	
Objective: Partner with communities to prepare for the impacts of climate change and support resilience in disproportionately affected communities. <i>Strategy: Consider and reduce climate justice impacts of Metro's actions on communities disproportionately affected by climate change.</i> <i>Strategy: Incorporate climate preparedness into policies, plans, processes, and practices that influence decision making and outcomes at Metro.</i>					X	X
<b>Goal: Innovate to Improve Mobility, Complement Transit, and Advance Equity and Sustainability</b>						
Objective: Metro and partners adopt innovative services and products that complement and support transit and make efficient, equitable use of public spaces. <i>Strategy: Develop criteria for innovative mobility pilot projects that address community needs, help deliver key outcomes, and align with policy goals.</i>				X		X

Goals, Objectives, and Strategies	State Goal Areas					
	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
<u>Strategy:</u> Use guidance in Metro's Service Guidelines to design, work with community and partners, and evaluate pilot programs. <u>Strategy:</u> Enhance communications and outreach to raise awareness about innovations. <u>Strategy:</u> Support jurisdictions in developing innovation partnerships that center around Metro's values.						
<b>Objective:</b> Innovative services follow fair labor practices, share data or other accountability measures, and serve priority populations. <u>Strategy:</u> Develop guidelines and invest in innovative solutions that promote private providers to offer services and products that align with Metro's values, labor agreements, and ensure accessibility for people with disabilities. <u>Strategy:</u> Help partners develop mechanisms for customers to plan and pay for integrated transportation services, including mechanisms that people without bank accounts or smartphones can use.				X		X
<b>Goal: Keep Passengers, Employees, and Communities Safe</b>						
<b>Objective:</b> Coordinate safety and enforcement programs in ways that are equitable, culturally appropriate, and focused on the customer experience. <u>Strategy:</u> Partner to reimagine Metro's approach to transit police, security functions, and fare enforcement to center equity, the customer experience, and safety. <u>Strategy:</u> With community, co-create a universal definition of safety with targeted approaches to create safety for priority populations.			X			
<b>Objective:</b> Provide a safe and secure experience for passengers, communities, and Metro employees. <u>Strategy:</u> Promote safety and security equitably in operations and facilities. <u>Strategy:</u> Provide safety-enhancing features that are accessible and responsive to community input on buses, at transit stops, and at transfer locations. <u>Strategy:</u> Continue exploring technologies that provide safe and convenient ways for passengers to communicate safety information or concerns.			X			
<b>Objective:</b> Be prepared to respond to emergencies and support community resilience in coordination with partners and the public. <u>Strategy:</u> Review transit emergency plans to ensure Metro is prepared to provide safe and ongoing transportation during all hazards or crises.			X			
<b>Goal: Support Thriving, Equitable, Transit-Oriented Communities that Foster Economic Development</b>						
<b>Objective:</b> Support healthy communities, a thriving economy, and a sustainable environment. <u>Strategy:</u> Support Metro's equitable transit-oriented communities' policy, using Metro's authority and influence as a transit provider and property owner. <u>Strategy:</u> Support jurisdictions and planning organizations in implementing the regional growth Strategy that envisions an integrated transportation system linking cities and centers. <u>Strategy:</u> Support equitable economic development and improved regional mobility through Metro's mobility services, use of transportation infrastructure, and partnerships. <u>Strategy:</u> Encourage transit-supportive land use.	X					
<b>Objective:</b> Partner with local jurisdictions and other organizations to minimize displacement and increase affordable housing in urban areas near transit. <u>Strategy:</u> Enable development of affordable housing on suitable Metro owned property. <u>Strategy:</u> Advocate for and support jurisdictions in adopting policies and land uses to minimize displacement near transit.	X					



Goals, Objectives, and Strategies	State Goal Areas					
	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
<b>Goal: Improve Access to Mobility Options</b>						
Objective: Support access to mobility in public spaces and with private partners. <i>Strategy: Develop station area guidelines that prioritize passenger access and support access for people with disabilities and discourage single occupant vehicle access at transit stops and stations.</i> <i>Strategy: Partner with local jurisdictions to develop plans for transit corridors that provide safe opportunities to walk, roll, or bike safely to transit connections.</i> <i>Strategy: Use traditional, innovative, and emerging mobility modes to connect people to services.</i>				X		
Objective: Increase awareness, use, and accessibility of mobility options, emphasizing priority populations. <i>Strategy: Increase communications about Metro's services, products, and programs so that people, especially priority populations, know about and how to use them.</i> <i>Strategy: Ensure marketing campaigns, signs, wayfinding, and other communications are culturally appropriate, provided in multiple languages and formats, accessible to community members, provided in coordination with community-based organizations, and evaluated and upgraded regularly.</i> <i>Strategy: Ensure customer-facing information systems and services are easy to use, accurate, and integrated.</i> <i>Strategy: Employ an income-based approach to Metro's fare structure, ensuring discounts are provided to those who cannot afford to pay full fare.</i>				X		
Objective: Provide equitable access to parking and other assets that connect people to transit. <i>Strategy: Actively manage parking to maximize capacity for transit riders and ensure equitable access for priority populations and off-peak travelers.</i> <i>Strategy: Provide parking programs that are nimble, cost-effective, and in accord with Metro Connects.</i> <i>Strategy: Integrate parking and other access infrastructure and options with transportation demand management technologies, tools, and incentives.</i>				X		
<b>Goal: Provide Fast, Reliable, and Integrated Mobility Services</b>						
Objective: Grow a regional, innovative, and integrated mobility network of traditional and new mobility services that is safe, equitable, and sustainable. <i>Strategy: Provide a range of mobility services that enable seamless connections among modes and destinations.</i> <i>Strategy: Invest in flexible services that address community-identified needs and connect people to high-capacity transit.</i> <i>Strategy: Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.</i> <i>Strategy: Be flexible and responsive to changes in demand for service and community engagement.</i>	X			X		
Objective: Make improvements to enhance transit speed and reliability, and support jurisdictions in doing so. <i>Strategy: Improve speed and reliability consistent with Metro Connects.</i> <i>Strategy: Encourage and support jurisdictions in making improvements in and near the right-of way that increase transit speed and reliability.</i> <i>Strategy: Continue advocating for policies that support fast, reliable, affordable, and integrated transit.</i>				X		X



Goals, Objectives, and Strategies	State Goal Areas					
	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
<b>Goal: Build a Skilled, Diverse, Well Supported Workforce that has Growth Opportunities</b>						
Objective: Partner with employees, unions, contractors, and communities to offer high-skill, high-wage careers that support a high quality of life. <u>Strategy:</u> Utilize equitable employment practices and encourage partners to do the same. <u>Strategy:</u> Help employees benefit from the opportunities offered by new mobility technologies. <u>Strategy:</u> Implement organizational health framework and develop measures.	x					
Objective: Use innovation and new pathways to jobs to attract, recruit, and retain quality employees. <u>Strategy:</u> Cultivate a diverse, highly skilled applicant pool Hire and onboard in ways that bring the best talent and promote equity and transparency. <u>Strategy:</u> Develop a consistent, equitable approach for supporting professional development. <u>Strategy:</u> Support employees in maximizing their potential through equitable performance management. <u>Strategy:</u> Support employees' health and well-being.	x					
Objective: Recruit and hire from populations facing the greatest barriers to transit employment <u>Strategy:</u> Use targeted approaches and partnerships to recruit priority populations for Metro jobs. <u>Strategy:</u> Leverage and partner with other King County departments and programs to hire employees from diverse backgrounds. <u>Strategy:</u> Partner with state agencies, colleges, and community-based organizations to support pre-employment career training or innovative programs to connect people with mobility jobs.	x					
<b>Goal: Be Responsible Stewards of Financial Resources and Invest in Line with Values and Goals</b>						
Objective: Budget and invest in ways that deliver Metro Connects safely, equitably, and sustainably. <u>Strategy:</u> Seek additional funding sources that are equitable and financially sustainable. <u>Strategy:</u> Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects. <u>Strategy:</u> Develop and deliver capital projects consistent with the guidance in Metro Connects. <u>Strategy:</u> Expand RapidRide in accordance with Metro Connects. <u>Strategy:</u> Plan for Metro's mid-range future by updating its business and other plans.		x		x		x
Objective: Exercise sound financial management and ensure Metro's long-term financial sustainability. <u>Strategy:</u> Develop and deliver services, capital projects, and programs on time, within budget, and in alignment with Metro's values. <u>Strategy:</u> Adhere to Metro's adopted fund management policies. <u>Strategy:</u> Continually explore and implement operational and administrative cost efficiencies. <u>Strategy:</u> Align fares with other service providers, meet revenue targets, and advance equity through Metro's income-based approach to fares.						x

Goals, Objectives, and Strategies	State Goal Areas					
	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
<p>Objective: Align investments with values and measure and communicate progress.</p> <p><u>Strategy:</u> Continue evidence-informed and data-driven decision-making.</p> <p><u>Strategy:</u> Track, measure, and communicate progress publicly toward this Strategic Plan for Public Transportation.</p> <p><u>Strategy:</u> Track, measure, and communicate progress within Metro to support value driven data-informed decision-making and continuous improvement.</p>						X
<b>Goal: Conduct Deliberate and Transparent Community Engagement</b>						
<p>Objective: Be open to shared decision-making and co-creation with community.</p> <p><u>Strategy:</u> Seek opportunities for co-creation and upstream engagement.</p> <p><u>Strategy:</u> Coordinate with other King County departments and public agencies on engagement processes and communication with communities.</p> <p><u>Strategy:</u> Engage with communities that have the greatest needs.</p> <p><u>Strategy:</u> Continue commitment to partner with and compensate community-based organizations to mutually build each other's capacity in engagement efforts.</p> <p><u>Strategy:</u> Value qualitative information, such as community feedback, in addition to quantitative data.</p>						X
<p>Objective: Use community-driven approaches to develop, program, and evaluate mobility services and infrastructure that serve priority populations.</p> <p><u>Strategy:</u> Take a long-term approach to engagement, rather than a project by-project approach.</p> <p><u>Strategy:</u> Use best practices for making engagement inclusive, accessible, and community driven.</p> <p><u>Strategy:</u> Demonstrate how community input influences decisions.</p> <p><u>Strategy:</u> Develop a community liaison program that hires community members to design effective engagement and facilitate engagement of local communities.</p>				X		X

### III-c. Coordination with Local Jurisdictions

Metro supports local jurisdictions in several ways, including reviewing comprehensive plan drafts, ongoing project coordination, and planning work to align capital investments with proposed service levels. This coordination helps ensure that Metro can gradually implement the vision outlined in Metro Connects.

Metro regularly coordinates with local jurisdictions through the Regional Transit Committee in King County.<sup>23</sup> The Regional Transit Committee reviews and makes recommendations to the King County Council on countywide policies and plans for public transportation services operated by the County. The committee's responsibilities include the Strategic Plan for Public Transportation, which sets objectives, goals and strategies for King County Metro; the King County Metro Service Guidelines, the blueprint for allocation of transit service and measuring performance; and the Metro Connects long-range plan.

#### *Transit Supportive Comprehensive Plan Checklist*

In 2023, King County Metro developed a Transit Supportive Comprehensive Plan Checklist<sup>24</sup> to help ensure that local jurisdictions' comprehensive plans are consistent with Metro's policies and plans for system-wide growth. This checklist serves as a communication tool that helps align transit service expectations across the county. It includes various planning tools and resources so that local jurisdictions can ensure that local and county planning efforts are in alignment, information on how to work with Metro on project partnerships, including technical assistance, letters of support, partnerships in grant funding proposals, and capital project coordination. Metro provides additional resources that help ensure plan consistency across different agencies and jurisdictions:

- **Metro Connects:** Metro's long-range plan for service growth and capital investment shows Metro's vision for service at a route level across the county. This long-range plan also includes specific phases of development for the fixed-route transit network across the county. The Metro Connects interim network depicts the vision for fixed route transit prior to the launch of the West Seattle Ballard Link Extension, which is anticipated for 2037-2039. The Metro Connects 2050 network depicts the county-wide vision for transit service in 2050.<sup>25</sup>
- **Metro's Service Guidelines:** This policy document describes how Metro evaluates, designs, and modifies service, and gives specific guidance on land uses that support different types of service. It includes details on fixed route transit, flexible services, and marine services.<sup>26</sup>
- **Metro's Speed and Reliability Guidelines and Strategies:** This document outlines strategies that Metro and local jurisdictions can implement and use to make transit faster and more reliable.<sup>27</sup>

<sup>23</sup> King County, Regional Transit Committee, (<https://kingcounty.gov/en/dept/council/governance-leadership/council/committees/regional-transit-committee>).

<sup>24</sup> King County, Transit Supportive Comprehensive Plan checklist (<https://cdn.kingcounty.gov/-/media/king-county/depts/metro/documents/about/policies/comprehensive-plan-checklist.pdf> )

<sup>25</sup> King County Metro, Metro's Policies, Metro Connects, 2021 (<https://kingcounty.gov/depts/transportation/metro/about/policies.aspx>).

<sup>26</sup> King County Metro, Metro's Policies, Service Guidelines, 2021 (<https://kingcounty.gov/depts/transportation/metro/about/policies.aspx>).

<sup>27</sup> King County Metro, Transit Speed & Reliability, Guidelines & Strategies, 2021 (<https://cdn.kingcounty.gov/-/media/king-county/depts/metro/documents/about/data-and-reports/2021/2021-speed-and-reliability-guidelines.pdf> ).

- **Metro's Transit Route Facilities Guidelines:** These guidelines provide a framework for the design, permitting, and construction of transit facilities.<sup>28</sup>

### ***Comprehensive Plan 2044 Updates***

Washington's Growth Management Act requires King County cities to develop and update comprehensive plans every 10 years, with cities updating their plans in late 2024 and early 2025. Metro thoroughly reviewed the plans for key jurisdictional partners (Bellevue, Burien, Federal Way, Issaquah, Kent, Kirkland, Redmond, Renton, and Shoreline) to summarize findings that can inform Metro's long-range planning. Metro found that all plans reviewed stated an intention to reduce vehicle miles traveled and promote active transportation. Cities anticipating new light rail stations (Bellevue, Federal Way, Kent, Kirkland, and Redmond) are planning for significant density and population increases, with Bellevue and Redmond expecting population increases of 84K and 35K respectively.

Each comprehensive plan was also checked against Metro's Transit Supportive Comprehensive Plan Checklist, with most cities meeting Metro's goals to prioritize transit improvements on street classifications, prioritize safe walking, biking, and rolling infrastructure to connect to transit, coordinate across jurisdictions on transit service, increase density within a quarter mile of RapidRide or frequent service stops, support Transit Oriented Development, and adopting anti-displacement policies. However, Metro will need to coordinate more closely with multiple city partners to meet other goals including relevant transit projects from regional transit plans and accommodating electric charging needs for electrifying the bus fleet.

### ***Countywide Planning Policies***

King County adopted a set of Countywide Planning Policies in 2021 (Ordinance 19384)<sup>29</sup>, which were ratified in April 2022. These policies create a shared and consistent framework for growth management planning for all jurisdictions in King County, including Metro. The document is published on the King County website and covers a wide range of topics, including a vision and framework for growth, the environment, development patterns, housing, the economy, transportation, and public facilities and services. There are over 30 transportation-specific policies designed to support growth, improve mobility, and ensure efficient transportation system operations across the county. A few examples of the transportation policies related to Metro services are included below:

- **T-3:** Increase the share of trips made countywide by modes other than driving alone through coordinated land use planning, public and private investment, and programs focused on centers and connecting corridors, consistent with locally adopted mode split goals.
- **T-5:** Prioritize transportation investments that provide and encourage alternatives to single-occupancy vehicle travel and increase travel options, particularly to and within centers and along corridors connecting centers.
- **T-6:** Develop station area plans for high-capacity transit stations and mobility hubs based on community engagement. Plans should reflect the unique characteristics, local vision for each station area including transit-supportive land uses, transit rights-of-way, stations and related

<sup>28</sup> King County Metro, King County Metro Transit Route Facilities Guidelines, 2018 ([https://kingcounty.gov/~media/depts/metro/design-construction-standards/passenger-facilities/construction/TRF\\_Guidelines\\_Final\\_2020.pdf](https://kingcounty.gov/~media/depts/metro/design-construction-standards/passenger-facilities/construction/TRF_Guidelines_Final_2020.pdf)).

<sup>29</sup> King County Metro, King County Countywide Planning Policies, 2021 [https://cdn.kingcounty.gov/-/media/king-county/depts/executive/performance-strategy-budget/regional-planning/cpps/2021\\_cpps-adopted\\_and\\_ratified.pdf](https://cdn.kingcounty.gov/-/media/king-county/depts/executive/performance-strategy-budget/regional-planning/cpps/2021_cpps-adopted_and_ratified.pdf)).

facilities, multimodal linkages, safety improvements, place-making elements and minimize displacement.

- **T-7:** Support countywide growth management and climate objectives by prioritizing transit service and pedestrian safety in areas where existing housing and employment densities support transit ridership and to designated regional and countywide centers and other areas planned for housing and employment densities that will support transit ridership.
- **T-10:** Integrate transit facilities, services, and active transportation infrastructure with public spaces and private developments to create safe and inviting waiting and transfer environments to encourage transit ridership countywide.
- **T-19:** Address the needs of people who do not drive, either by choice or circumstances (e.g., elderly, teens, low-income, and persons with disabilities), in the development and management of local and regional transportation systems.
- **T-31:** Provide equitable opportunities for an active, healthy lifestyle by integrating the needs of pedestrians and bicyclists in local transit, countywide, and regional transportation plans and systems.
- **T-34:** Promote the expanded use of alternative fuel and zero emission vehicles by the general public with measures such as converting transit, public, and private fleets; applying incentive programs; and providing for electric vehicle charging stations.

## IV. Performance Measurement and Targets

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Performance measurement is a core part of Metro's work for continuous improvements. Metro has several performance measurement activities that help the agency to identify issues, evaluate progress on key metrics, and inform policies and decisions.

### IV-a. Monthly Business Reviews

Metro continues to improve upon agency-wide performance management through monthly business reviews. In these meetings, senior management scrutinizes performance information, asks questions, identifies problems, assign action items, and initiates problem-solving efforts. These meetings review 16-18 key performance indicators focused on service quality and other operational metrics. Metro continues to evaluate information about trip delivery and ridership recovery for each mobility service. Metro also facilitates division-level reviews, which monitor specific action-oriented metrics that help identify challenges and potential solutions across each part of the transit system.

### IV-b. Reporting and Benchmarking

#### *King County Metro's Accountability Center and Rider Dashboard*

Metro maintains an online accountability center, which includes electronic versions of the various reporting and benchmarking information.<sup>30</sup> The accountability center contains quarterly performance highlights, as well as annual and monthly performance dashboards. It houses electronic copies of Metro's customer research surveys and tracks park-and-ride usage. The accountability center also includes a rider dashboard, which shows summary service and performance data for the system and individual routes.<sup>31</sup>

Additionally, Metro built a Strategic Plan Dashboard in 2021 to show the agency's progress on 35 metrics associated with the 10 goal areas of Metro's Strategic Plan. Performance is routinely updated on the web based platform that displays trends over time and is accessible to the public. The public-facing dashboard contains additional information on each metric to provide background and methodology.<sup>32</sup>

#### *International Bus Benchmarking Group*

Metro is a member of the International Bus Benchmarking Group (IBBG), which includes 16 international transit agencies. IBBG agencies submit specific financial and operating data annually. The data are compiled and summarized in an annual report which is available at a more detailed level for peer comparison purposes. In addition, the IBBG agencies participate in broad case studies looking in-depth at specific transit topics affecting all agencies. IBBG agencies also have access to an online forum that members can use to ask specific transit-related questions of peer agencies. This benchmarking approach helps Metro compare performance, exchange information with other transit agencies, and identify and implement emerging best practices from across the world.

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<sup>30</sup> King County Metro, Performance Reporting, Accountability Center (<https://kingcounty.gov/depts/transportation/metro/about/accountability-center/performance.aspx>).

<sup>31</sup> King County Metro, Rider Dashboard, Accountability Center (<https://kingcounty.gov/depts/transportation/metro/about/accountability-center/rider-dashboard.aspx>).

<sup>32</sup> King County Metro, Strategic Plan Dashboard (<https://app.powerbigov.us/view?r=eyJrIjoibW5ZGVmYzEtNzQxZC00ZTQyLTkzNDQ0ZGY2ZDc5MjQzNTVmliwidCI6ImJhZTUwNTIhLTc2ZjAtNDI0NjY0OTk2LTcyZGZlOTVhNjIjNyJ9>).

### *Transit asset management performance measures and targets*

Metro tracks performance measures and sets targets within four categories to quantify the condition of its assets and support local funding prioritization. These four asset categories include rolling stock, equipment, facilities, and infrastructure. Metro complies with the FTA TAM Final Rule<sup>33</sup> and annual NTD reporting which requires transit agencies to submit an asset inventory, condition assessments, performance targets, and a narrative report to the NTD annually in addition to developing a Transit Asset Management (TAM) plan. Under the TAM Final Rule, FTA established four performance measures to approximate the State of Good Repair for four categories of capital assets. Data from 2024 and targets for 2025 are included in Table 7.

**Table 7: Transit Asset Management Performance Data and Targets (2024 - 2025)**

Rolling Stock (2024 actuals)				2024 Actuals	2024 Targets	2025 Targets
392	out of	1323	buses exceed their normal Useful Life Benchmark (ULB)	29.6%	28.7%	33.0%
508	out of	1495	vans/minivans exceed their normal Useful Life Benchmark (ULB)	34.0%	51.1%	48.8%
0	out of	3	ferries exceed their normal Useful Life Benchmark (ULB)	0.0%	0.0%	0.0%
Equipment (2024 actuals)				2024 Actuals	2024 Targets	2025 Targets
200	out of	770	non-revenue service vehicles exceed their normal Useful Life Benchmark (ULB)	26.0%	21.8%	29.1%
Facilities (2024 actuals)				2024 Actuals	2024 Targets	2025 Targets
1	out of	70	support facilities (maintenance, administrative) have a condition rating of less than 3	1.4%	15.7%	1.4%
0	out of	10	passenger facilities (rail terminals, bus transfer stations) have a condition rating under 3	0.0%	0.0%	0.0%
0	out of	46	parking facilities (parking garages, park-and-ride lots) have a condition rating under 3	0.0%	6.5%	0.0%
Infrastructure - King County Metro Trolley Bus Overhead wire, pole, valut/duct & sub-stations (2024 Actuals)				2024 Actuals	2024 Targets	2025 Targets
0	out of	70	fixed guideway miles of 2-way overhead wire are under a performance restriction	0.0%	0.0%	0.0%
0	out of	10	power segments of underground feeders wire that are under a performance restriction	0.0%	0.0%	0.0%
0	out of	38	structures are under a performance restriction	0.0%	0.0%	0.0%
0	out of	0	systems are under a performance restriction	n/a	n/a	n/a

### *Safety performance measures and targets*

King County Metro tracks safety measures for the PTASP and regularly reports safety performance data to the NTD. The safety data for 2024 and current targets for 2025 are included in Table 8. Once the 2025 PTASP is finalized, the current safety performance targets will be superseded by the targets established in the revised plan.

<sup>33</sup> Department of Transportation Federal Transit Administration, 49 CFR Parts 625 and 630 [Docket No. FTA-2014-0020] (<https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/Transit%20Asset%20Management%20Final%20Rule.pdf>)

**Table 8: Safety Data and Performance Targets (2024 - 2025)**

Safety Metric	2024 Actuals		2024 Targets		2025 Targets	
	Fixed Route Bus	Non-Fixed Route Bus	Fixed Route Bus	Non-Fixed Route Bus	Fixed Route Bus	Non-Fixed Route Bus
Fatalities	0	0	0	0	0	0
Fatalities Rate (per 100K VRM)	0	0	0	0	0	0
Injuries	216	0	133	0	133	0
Injuries Rate (per 100K VRM)	0.51	0	3.88	0	3.88	0
Safety Events	140	10	192	0	192	0
Safety Events Rate (per 100K VRM)	0.33	0.067	5.88	0	5.58	0
System Reliability	4,529	0	Greater than or equal to 6000 miles between trouble calls	Less than or equal to 1 breakdown per 100,000 miles	>6000 miles between trouble calls	<1 breakdown per 100,000 miles
Vehicle Revenue Miles (VRM)	42,401,565	14,845,971	n/a	n/a	n/a	n/a

### IV-c. Rider/Non-Rider Survey

For over 25 years, Metro has regularly surveyed both riders and non-riders to understand how people use and perceive the transit system in King County. This semi-annual survey collects information about transit market share and tracks customer characteristics, awareness, travel habits, demographics, and satisfaction with various transit elements and services. It also tracks attitudinal data to better understand riders' and non-riders' perceptions of Metro and barriers to ridership. This survey contains a core set of questions Metro uses every survey cycle, and a changing module of questions to answer questions about new issues or specific services in King County. The survey targets a representative group of county residents using a stratified, random, address-based sample. Selected residents receive a postcard inviting them to complete the survey online or by phone. The results are shared internally throughout the year and help inform Metro's projects, programs, plans, and priorities.

### IV-d. Service Guidelines and Annual System Evaluation Report

As required by King County Ordinances, Metro uses official Service Guidelines to conduct an annual assessment of its transit network, known as the System Evaluation. The annual System Evaluation identifies Metro's service hour investment needs across the system, primarily focusing on crowding, reliability, and service growth. Beyond fixed-route bus service, the Service Guidelines include evaluation measures for flexible on-demand services and marine services.

The 2025 System Evaluation applied the methodology established in the 2021 Service Guidelines to evaluate performance from September 2024 – March 2025 and track progress towards the agency's growth targets.<sup>34</sup> Although the draft 2025 report did not identify any crowding investment needs, the data showed a slight year-over-year decrease in reliability-focused investment needs reflecting scheduling adjustments and various completed infrastructure projects that improved speed and reliability. Additionally, Metro documented over 1.3 million hours of fixed route transit investments necessary to implement the Metro Connects interim network over the next 14 years. This is fewer hours

<sup>34</sup> King County Metro, 2023 System Evaluation, 2023 (<https://kingcounty.gov/-/media/king-county/depts/metro/documents/about/data-and-reports/2023/system-evaluation.pdf>).



than the previous evaluation and improvements are due to multiple restructure projects that prioritized service restoration.

A full version of the Service Guidelines is available online and additional details on methodology are included in Table 9.<sup>35</sup> Metro typically posts each System Evaluation Report online after it is formally adopted by the King County Council.<sup>36</sup>

**Table 9: Service Guidelines investment priorities, performance measures, and targets**

Investment Priority	Performance Measures	Target(s)
Priority 1: Crowding	Overcrowding and standing loads	Routes with overcrowded trips or standing loads for more than 20 minutes are candidates for investments
Priority 2: Reliability	On-time performance and headway adherence (for very frequent service)	Routes that operate late more than 20 percent of the time are candidates for investments
Priority 3: Service Growth	Equity, land use, and connectivity	The larger of the two: <ul style="list-style-type: none"> <li>- Target service levels established in the Metro Connects Interim Network</li> <li>- Target service levels determined by route type</li> </ul>

<sup>35</sup> King County Metro, Service Guidelines, 2021 (<https://cdn.kingcounty.gov/-/media/king-county/depts/metro/documents/about/policies/2021-11-17-metro-service-guidelines.pdf> ).

<sup>36</sup> King County Metro, Performance Reporting – Route Performance, Accountability Center (<https://kingcounty.gov/depts/transportation/metro/about/accountability-center/performance.aspx> ).

## V. Capital Improvement Program, 2025-2030

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King County Metro’s Public Transportation Fund Capital Improvement Program (CIP) provides for the ongoing replacement of aging infrastructure and supports service delivery and expansion. The focus of the CIP is expanding and maintaining existing infrastructure and systems, partnering with other regional transportation agencies, and providing the physical capacity needed to support projected service. King County’s 2025 adopted budget and additional information about the public review process is available online.<sup>37</sup> Budget-specific details on Metro's capital program from the department’s 10-year CIP is included in table 10. Major capital efforts for Metro in 2025-2030 include:

- **Fleet procurement**, which consists of a range of vehicles including battery-electric buses, electric trolleys, and a limited purchase of hybrid buses. The procurement of battery-electric buses will be a significant element to support Metro’s first fully electric Interim Base scheduled to begin revenue service in 2026 with up to 120 new battery electric buses (BEB) and to meet Metro’s goal for a zero-emission fleet as soon as 2035. Metro also has vanpool, Access paratransit, and non-revenue fleet vehicles.
- **Coordinated integration planning with Sound Transit** for Link light rail, BRT, and Sounder commuter rail projects, including the construction of East Link, Federal Way Link Extension, West Seattle Link Extension, and Ballard Link Extension projects.
- **Speed and reliability improvements to support RapidRide expansion.** Major RapidRide investments include the I Line (Renton-Kent-Auburn), J Line (Downtown Seattle-Eastlake-U District), K Line (Totem Lake-Bellevue-Eastgate), and R Line (Downtown Seattle-Mt. Baker-Rainier Beach).
- **Major facility and asset maintenance** efforts include refurbishment of the Atlantic Base yard, replacement of South Base HVAC, South Facilities HVAC, refurbishment of underground storage tanks, and replacement of bus lifts at multiple locations.
- **Ongoing work** for the replacement of non-revenue vehicles, modifications to the trolley overhead structure, and the replacement of trolley poles, bus shelter refurbishment, and improvements to bus zones and shelters. Other projects include updating Metro’s data infrastructure, upgrading the scheduling and operations support system, systems to support ORCA fare card replacement, and implementing a capital management and reporting system.
- **Operational capacity growth planning and development**, including the creation of an interim base in Tukwila.
- **Electrification infrastructure**, including base charging facilities, to support the transition to zero emissions bus and paratransit fleets.
- **Electrification of Access Transportation’s operations on Vashon Island.** This effort includes the purchase of four new battery-electric Access paratransit vans along with supporting charging infrastructure.

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<sup>37</sup> King County, King County’s 2025 Budget, 2025 Adopted Budget Book ([2025-adopted-budget-book.pdf](#)).

Table 10: 2025-2030 Capital Expenses (adapted from Metro's 2025 adopted 10-year CIP)<sup>38</sup>

Portfolio/Subportfolio/Program/Parent Project/Project	2025	2026	2027	2028	2029	2030
<b>CIP Admin</b>						
CIP Admin	4,136,715	4,136,715	4,136,715	4,147,665	3,996,715	3,996,715
CIP Admin Total	4,136,715	4,136,715	4,136,715	4,147,665	3,996,715	3,996,715
<b>Fixed Assets</b>						
Facility Improvements						
Off Street Layovers	7,230,762	7,806,486	128,388	3,071	-	-
Comfort Stations	378,891	1,645,162	700,000	300,000	700,000	300,000
Marine Facilities	1,667,489	2,148,904	15,153,957	9,965,448	-	-
Operational Capacity Growth	92,387,983	69,268,343	106,526,005	129,088,838	101,929,966	3,549,057
Opt. Fac. Improvements	7,916,130	10,168,477	10,618,789	14,598,767	12,080,133	9,761,162
Facility Improvements Total	109,581,254	91,037,372	133,127,139	153,956,123	114,710,099	13,610,219
Passenger Infrastructure						
Access to Transit	2,480,364	2,183,896	1,805,156	1,516,412	1,511,843	1,592,334
Bus Stops	18,446,720	10,573,924	1,912,003	1,494,883	1,503,119	1,371,129
Transit Hubs	21,035,707	35,066,240	34,273,500	8,078,741	1,881,820	1,861,626
Passenger Infrastructure Total	41,962,792	47,824,060	37,990,660	11,090,036	4,896,781	4,825,089
Regional Transit Integration						
Transit Oriented Communities	1,210,345	1,285,997	1,169,696	689,770	338,406	200,000
Transit Partnerships	2,010,710	2,275,662	1,680,127	1,708,821	1,484,761	1,290,433
Regional Transit Integration Total	3,221,055	3,561,659	2,849,822	2,398,591	1,823,167	1,490,433
Speed and Reliability Improvements						
Corridor/Spot Improvements	13,701,579	15,509,131	9,694,437	2,835,985	2,882,167	2,882,167
RapidRide	52,552,249	70,151,664	64,021,927	49,491,464	48,639,797	42,605,661
Speed and Reliability Improvements Total	66,253,828	85,660,794	73,716,365	52,327,449	51,521,964	45,487,828

<sup>38</sup> Replacement and preservation projects are noted under the State of Good Repair heading.

Portfolio/Subportfolio/Program/Parent Project/Project	2025	2026	2027	2028	2029	2030
State of Good Repair						
SGR Admin	4,682,545	4,002,980	1,978,568	3,553,212	2,634,706	3,791,460
Building Envelope	3,486,770	511,290				
Building Systems	16,778,069	51,233,152	26,752,948	37,653,413	19,803,147	2,128,919
Equipment	6,485,130	6,582,678	6,081,780	4,506,150	3,092,028	4,025,994
Infrastructure	20,256,147	25,203,334	28,493,895	26,904,228	8,129,395	16,576,702
Site and Paving	28,006,477	27,183,116	6,507,007	1,486,673	2,180,518	1,906,969
State of Good Repair Total	79,695,137	114,716,549	69,814,198	74,103,675	35,839,794	28,430,044
Zero Emissions Infrastructure						
Trolley	7,805,261	8,120,361	11,304,902	6,442,444	3,515,982	2,267,710
Vehicle Charging	89,323,899	63,181,849	83,933,925	197,526,486	225,542,999	47,357,143
Zero Emissions Infrastructure Total	97,129,160	71,302,210	95,238,827	203,968,930	229,058,981	49,624,853
Fixed Assets Total	397,843,225	414,102,645	412,737,011	497,844,804	437,850,786	143,468,467
<b>Fleet</b>						
Fixed Route Vehicles						
Battery Electric Buses	168,356,041	991,600	991,600	440,991,600	225,981,433	168,531,924
Hybrid Buses	125,473	125,473	125,473	125,816	125,473	121,691
Trolley Buses	6,455,326	-	53,016,750	-	-	-
Marine Vessels	600,000	2,700,000	14,702,994	1,497,006		
Onboard Equipment						
Fixed Route Vehicles Total	175,536,840	3,817,072	68,836,816	442,614,422	226,106,906	168,653,615
Non Fixed Route Vehicles						
Accessible Services Vehicles	10,799,859	18,426,131	26,548,158	21,036,466	17,316,745	22,808,605
Alternative Services	172,005	2,159,237	1,664,201	254,078	4,838,298	428,419
Vanpool	13,149,380	16,254,980	15,270,320	17,986,120	12,154,680	201,500
Non Revenue Vehicles	11,122,329	5,001,948	4,950,830	5,052,719	5,010,569	5,135,569
Non Fixed Route Vehicles Total	35,243,573	41,842,296	48,433,510	44,329,383	39,320,293	28,574,094
Fleet Total	210,780,413	45,659,369	117,270,326	486,943,805	265,427,198	197,227,708

Portfolio/Subportfolio/Program/Parent Project/Project	2025	2026	2027	2028	2029	2030
Technology						
Technology						
Asset Management	6,486,849	1,215,342	680,521	3,181,290	3,180,521	680,521
Customer Info Management	6,378,026	3,590,403	3,412,165	4,063,671	2,912,165	2,162,165
Data Analytics and Reporting	1,095,125	977,890	1,871,802	450,924	449,692	449,692
Networks, Tools and Communications	2,789,504	6,732,609	16,149,126	17,766,045	7,684,183	3,747,091
Safety and Security	12,222,042	8,089,812	1,099,331	1,102,343	1,099,331	1,099,331
Service Delivery	4,026,931	16,013,628	19,736,100	15,636,119	12,470,088	7,495,915
Technology Total	32,998,478	36,619,685	42,949,045	42,200,392	27,795,980	15,634,716
Technology Total	32,998,478	36,619,685	42,949,045	42,200,392	27,795,980	15,634,716
Grand Total	645,758,831	500,518,413	577,093,096	1,031,136,666	735,070,679	360,327,606

Table 11: Summary of Capital Expenses: Rolling Stock, Equipment, Facilities, and Infrastructure<sup>39</sup>

Year Received/ Expensed	Expense Type	Preservation/ Replacement	Expansion/ Improvement
Rolling Stock			
2025	Fixed route heavy duty buses (BEBs)	0	0
	Alternative services	4	0
	Vanpool vehicle purchase	171	50
	ADA van procurement	44	0
	CAT vehicles procurement	9	0
2026	Fixed route heavy duty buses (BEBs)	89	0
	Alternative services	37	0
	Vanpool vehicle purchase	266	0
	ADA van procurement	45	0
	CAT vehicles procurement	26	0
2027	Fixed route heavy duty buses (Electric trolleys)	20	0
	Alternative services	15	0
	Vanpool vehicle purchase	244	0
	ADA van procurement	60	0
	CAT vehicles procurement	53	0
2028	Fixed route heavy duty buses (BEBs)	200	0
	Alternative services	4	0
	Vanpool vehicle purchase	283	0
	ADA van procurement	58	0
	CAT vehicles procurement	5	0
2029	Fixed route heavy duty buses (BEBs)	65	0
	Alternative services	14	0
	Vanpool vehicle purchase	181	0
	ADA van procurement	31	0
	CAT vehicles procurement	44	0
2030	Fixed route heavy duty buses (BEBs)	110	0
	Alternative services	4	0
	Vanpool vehicle purchase	0	0
	ADA van procurement	59	0
	CAT vehicles procurement	20	0
Equipment			
2025	Replacement of HVAC Systems, Bus Vacuum System, Routine Paving, Routine Equipment & Infrastructure, Underground Storage Tank Refurbishment	24	0
2026	Replacement of HVAC Systems, Routine Paving, Routine Equipment & Infrastructure, Underground Storage Tank Refurbishment	18	0
2027	Replacement of HVAC Systems, Routine Paving, Routine Equipment & Infrastructure, Underground Storage Tank Refurbishment	23	0
2028	Replacement of Routine Equipment & Infrastructure, Underground Storage Tank Refurbishment	20	0
2029	Replacement of HVAC Systems, Bus Vacuum System, Routine Paving, Routine Equipment & Infrastructure, Underground Storage Tank Refurbishment	10	0
2030	Replacement of HVAC Systems, Bus Vacuum System, Routine Paving, Routine Equipment & Infrastructure, Underground Storage Tank Refurbishment	12	0
Facilities and infrastructure <sup>40</sup>			
2025	Base Expansion, Comfort Station, Routine Facility Improvements	1	16
	RapidRide G Line Stations	21	0
	Bike locker upgrades at P&Rs/TCs (replacement = leased lockers removed; improvement = new on-demand locker added). Quantity is locations.	9	2
	Bike parking racks (# of locations planned for improvements)	0	0
	Bus shelter	160	20
	Bus stop seating	5	30

<sup>39</sup> This table represents Metro-led projects and does not include capital contributions towards projects led by other jurisdictions or agencies.

<sup>40</sup> Routine Facility Improvements are displayed as a single unit under the Expansion/Improvement category.

Year Received/ Expensed	Expense Type	Preservation/ Replacement	Expansion/ Improvement
2026	Base Expansion, Comfort Station, Routine Facility Improvements	1	14
	RapidRide I Line Stations	0	36
	Bike locker upgrades at P&Rs/TCs (replacement = leased lockers removed; improvement = new on-demand locker added). Quantity is locations.	0	2
	Bike parking racks (# of locations planned for improvements)	2	2
	Bus shelter	165	25
2027	Base Expansion, Comfort Station, Routine Facility Improvements	1	13
	RapidRide I Line Stations	0	36
	Bike locker upgrades at P&Rs/TCs (replacement = leased lockers removed; improvement = new on-demand locker added). Quantity is locations.	0	2
	Bike parking racks (# of locations planned for improvements)	2	2
	Bus shelter (no approved budget)	170	25
	Bus stop seating (no approved budget)	5	35
2028	Base Expansion, Comfort Station, Routine Facility Improvements	0	11
	RapidRide A Line Stations	6	0
	Bike locker upgrades at P&Rs/TCs (replacement = leased lockers removed; improvement = new on-demand locker added). Quantity is locations.	0	2
	Bike parking racks (# of locations planned for improvements)	2	2
	Bus shelter (no approved budget)	170	25
	Bus stop seating (no approved budget)	5	35
2029	Base Expansion, Comfort Station, Routine Facility Improvements	0	7
	RapidRide K Line Stations	0	67
	Bike locker upgrades at P&Rs/TCs (replacement = leased lockers removed; improvement = new on-demand locker added). Quantity is locations.	0	2
	Bike parking racks (# of locations planned for improvements)	2	2
	Bus shelter	170	25
	Bus stop seating	5	35
2030	Base Expansion, Comfort Station, Routine Facility Improvements	0	6
	RapidRide R Line Stations	6	45
	Bike locker upgrades at P&Rs/TCs (replacement = leased lockers removed; improvement = new on-demand locker added). Quantity is locations.	0	2
	Bike parking racks (# of locations planned for improvements)	2	2
	Bus shelter	170	25
	Bus stop seating	5	35

VI. 2024 Operating Data and 2025-2030 Projections

The financial plan provided in this document is based on Metro’s 2025 adopted budget. The financial plan was updated early 2025 to reflect 2024 actuals. It includes King County economic and financial planning assumptions for 2025-2030, and projected revenue and service levels. Like many transit agencies across the country, Metro is facing financial pressures driven by rising costs and flat revenue growth. Metro is working to address these financial challenges while still focusing on providing safe, clean, and reliable service for our customers, including continuing to restore suspended bus service, as well as delivering a capital program that prioritizes the State of Good Repair program while balancing new capital investments.

VI-a. Annual Operating Data and Projections

Table 12: Annual Operating Data (2024 actuals, 2025 – 2030 projections)

ANNUAL OPERATING INFORMATION	2024	2025	2026	2027	2028	2029	2030
Fixed Route Services							
Revenue Vehicle Hours	3,341,417	3,340,000	3,820,000	3,860,000	3,860,000	3,920,000	3,920,000
Total Vehicle Hours	3,687,865	3,700,000	4,235,000	4,282,000	4,277,000	4,347,000	4,348,000
Revenue Vehicle Miles	33,219,133	34,610,000	37,050,000	39,380,000	40,390,000	40,670,000	40,860,000
Total Vehicle Miles	38,776,603	40,754,000	43,628,000	46,372,000	47,562,000	47,893,000	48,117,000
Passenger Trips	83,330,423	87,450,000	92,370,000	99,990,000	105,240,000	107,620,000	109,010,000
Diesel Fuel Consumed (gallons)	8,691,200	8,410,000	N/A	N/A	N/A	N/A	N/A
Electricity Consumed (Kwh)	14,502,400	20,820,000	N/A	N/A	N/A	N/A	N/A
Employees FTEs	4,004	4,385	N/A	N/A	N/A	N/A	N/A
Operating Expenses	\$852,451,201	\$942,660,000	\$1,021,900,000	\$1,107,130,000	\$1,156,780,000	\$1,204,760,000	\$1,254,540,000
Farebox Revenues	\$73,116,953	\$86,390,000	\$95,610,000	\$103,500,000	\$112,830,000	\$119,380,000	\$120,920,000
Contracted Fixed Route Services (Sound Transit Regional Express)							
Revenue Vehicle Hours	240,201	274,000	238,000	202,000	125,000	125,000	125,000
Total Vehicle Hours	281,621	304,000	264,000	224,000	139,000	139,000	139,000
Revenue Vehicle Miles	3,456,792	4,235,000	4,352,000	4,169,000	3,946,000	3,082,000	2,190,000
Total Vehicle Miles	4,364,870	4,987,000	5,125,000	4,909,000	4,647,000	3,629,000	2,579,000



ANNUAL OPERATING INFORMATION	2024	2025	2026	2027	2028	2029	2030
Employees FTEs	274	334	N/A	N/A	N/A	N/A	N/A
Operating Expenses	\$60,116,461	\$70,470,000	\$78,780,000	\$77,520,000	\$75,120,000	\$60,790,000	\$44,840,000
Farebox Revenues	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Streetcar Rail Services (South Lake Union and First Hill)							
Revenue Vehicle Hours	36,694	38,000	38,000	38,000	38,000	38,000	38,000
Total Vehicle Hours	38,131	40,000	40,000	40,000	40,000	40,000	40,000
Revenue Vehicle Miles	174,111	186,000	186,000	186,000	186,000	186,000	186,000
Total Vehicle Miles	179,869	192,000	192,000	192,000	192,000	192,000	192,000
Passenger Trips	1,492,360	1,460,000	1,460,000	1,460,000	1,460,000	1,460,000	1,460,000
Electricity Consumed (Kwh)	2,041,272	N/A	N/A	N/A	N/A	N/A	N/A
Employees FTEs	77	75	N/A	N/A	N/A	N/A	N/A
Operating Expenses	\$14,848,388	\$15,410,000	\$14,900,000	\$15,490,000	\$15,900,000	\$16,390,000	\$16,900,000
Farebox Revenues	\$690,874	\$826,000	\$850,000	\$873,000	\$898,000	\$921,000	\$944,000
Contracted Light Rail Services (Sound Transit LINK)							
Employees FTEs	957	1,306	N/A	N/A	N/A	N/A	N/A
Operating Expenses	\$151,135,438	\$213,990,000	\$229,880,000	\$238,540,000	\$245,010,000	\$252,580,000	\$260,390,000
Farebox Revenues	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Demand Response Services							
Revenue Vehicle Hours	656,203	520,000	597,000	615,000	633,000	652,000	672,000
Total Vehicle Hours	882,387	682,000	783,000	807,000	831,000	856,000	882,000
Revenue Vehicle Miles	7,835,166	6,321,000	7,257,000	7,476,000	7,695,000	7,926,000	8,169,000
Total Vehicle Miles	10,200,083	8,312,000	9,543,000	9,831,000	10,119,000	10,423,000	10,743,000
Passenger Trips	1,045,365	888,000	907,000	934,000	962,000	991,000	1,021,000

ANNUAL OPERATING INFORMATION	2024	2025	2026	2027	2028	2029	2030
Diesel Fuel Consumed (gallons)	9,346	N/A	N/A	N/A	N/A	N/A	N/A
Gasoline Fuel Consumed (gallons)	984,678	N/A	N/A	N/A	N/A	N/A	N/A
LPG Fuel Consumed (Therms)	358,463	N/A	N/A	N/A	N/A	N/A	N/A
Employees FTEs	24	26	N/A	N/A	N/A	N/A	N/A
Operating Expenses	\$96,222,646	\$107,800,000	\$112,010,000	\$124,700,000	\$129,130,000	\$133,690,000	\$138,400,000
Farebox Revenues	\$895,814	\$890,000	\$1,160,000	\$1,170,000	\$1,450,000	\$1,460,000	\$1,480,000
Contracted Services (DART)							
Revenue Vehicle Hours	94,143	196,000	232,000	238,000	238,000	238,000	238,000
Total Vehicle Hours	107,327	218,000	258,000	265,000	265,000	265,000	265,000
Revenue Vehicle Miles	1,163,529	2,310,000	2,740,000	2,810,000	2,810,000	2,810,000	2,810,000
Total Vehicle Miles	1,493,128	2,870,000	3,400,000	3,490,000	3,490,000	3,490,000	3,490,000
Passenger Trips	814,412	873,000	1,107,000	1,098,000	1,106,000	1,108,000	1,109,000
Diesel Fuel Consumed (gallons)	48,248	N/A	N/A	N/A	N/A	N/A	N/A
Gasoline Fuel Consumed (gallons)	146,579	N/A	N/A	N/A	N/A	N/A	N/A
Employees FTEs	11	19	N/A	N/A	N/A	N/A	N/A
Operating Expenses	\$19,334,281	\$20,530,000	\$21,560,000	\$22,130,000	\$22,770,000	\$23,370,000	\$23,960,000
Farebox Revenues	\$405,216	\$460,000	\$562,000	\$576,000	\$593,000	\$608,000	\$623,000
Vanpool Services							
Total Vehicle Hours	256,334	408,000	414,000	414,000	414,000	414,000	414,000
Total Vehicle Miles	6,705,162	10,190,000	10,380,000	10,380,000	10,380,000	10,380,000	10,380,000
Passenger Trips	1,397,763	2,010,000	2,040,000	2,040,000	2,040,000	2,040,000	2,040,000
Vanpool Fleet Size	1,243	1,300	1,300	1,300	1,300	1,300	1,300
Vans in Operation	991	1,210	1,210	1,210	1,210	1,210	1,210
Gasoline Fuel Consumed (gallons)	426,523	N/A	N/A	N/A	N/A	N/A	N/A
Employees FTEs	35	34	N/A	N/A	N/A	N/A	N/A

ANNUAL OPERATING INFORMATION	2024	2025	2026	2027	2028	2029	2030
Operating Expenses	\$10,810,784	\$13,400,000	\$14,150,000	\$14,550,000	\$14,950,000	\$15,390,000	\$15,840,000
Vanpooling Revenue	\$8,479,048	\$5,670,000	\$7,480,000	\$5,860,000	\$6,570,000	\$6,560,000	\$9,490,000

VI-b. Multi-year Financial Plan

Table 13. 2025 Revised Adopted Financial Plan<sup>41</sup>

Category	2023-2024 Actuals	2025 Estimated	2026-2027 Projected	2028-2029 Projected
Beginning Fund Balance	2,058,727,319	2,103,716,503	2,000,719,966	1,314,909,219
Revenues				
Sales Tax	1,678,678,030	851,665,240	1,760,546,282	1,855,053,08
Property Tax	79,071,396	41,332,946	85,294,937	88,739,965
Fares (All Modes)	165,554,568	85,165,542	194,917,333	252,256,057
Other Operations	37,550,463	10,017,582	19,694,577	20,775,874
Sound Transit Payments	382,821,636	294,581,887	607,398,843	625,947,397
Seattle Service	63,339,514	49,523,114	105,171,639	111,461,697
Grants	234,631,710	201,021,259	564,355,431	494,460,768
Interest Income	129,897,017	62,198,777	82,420,348	38,763,833
Miscellaneous	17,712,770	12,103,661	30,547,898	30,002,489
Total Revenues	\$2,789,257,104	\$1,607,610,007	\$3,450,347,288	\$3,517,461,160
Expenditures				
King County Bus Operations	1,599,469,215	911,403,221	2,075,089,853	2,302,243,628
DART & Alt Services Operations	71,044,772	45,509,681	87,598,253	92,730,658
ACCESS Operations	165,766,951	95,221,877	204,344,502	228,656,822
Sound Transit Link Operations	264,978,717	228,986,551	468,613,767	497,980,530
Sound Transit REX Operations	116,520,586	70,471,419	135,281,543	124,269,799
Seattle Bus Operations	59,808,039	41,130,459	80,211,333	84,856,193
Streetcar Operations	28,459,466	15,406,153	30,440,640	32,409,835
Vanpool Operations	21,271,487	13,404,475	28,730,922	30,407,171
Marine Operations	22,625,671	16,463,304	29,937,801	31,670,057
Transit Operating Total	2,349,944,906	1,437,997,140	3,140,248,613	3,425,224,693
Infrastructure Capital	300,614,166	242,240,094	1,066,181,712	1,165,548,933
Revenue Fleet Capital	67,362,994	142,025,301	197,436,633	786,767,089
Debt Service	12,926,163	6,485,323	18,951,298	104,007,823
Total Expenditures	\$2,730,848,229	\$1,828,747,857	\$4,422,818,256	\$5,481,548,537
Estimated Underexpenditures	-	(117,235,314)	(151,201,576)	(95,946,146)
Other Fund Transactions				
Debt Proceeds	-		134,552,644	572,313,323
Misc Balance Adj. & Other Transfers	(13,419,691)	906,000	906,000	906,000
Total Other Fund Transactions	(\$13,419,691)	\$906,000	\$135,458,644	\$573,219,323
Ending Fund Balance	\$2,103,716,503	\$2,000,719,966	\$1,314,909,219	\$19,987,311
Reserves				
Revenue Stabilization Reserve	321,054,968	325,761,954	338,735,979	361,311,065
Operating Ending Target Requirement	56,656,759	57,487,404	59,776,937	63,760,776
Revenue Fleet Replacement Reserve	146,769,266	156,695,307	374,539,890	196,879,968
Electrification Infrastructure Reserve	475,743,832	395,565,138	342,095,697	212,521,809
Marine Balance Designation	25,768,486	22,554,691	(7,604,795)	(25,472,914)
Bond Fund Reserve	20,839,718	52,627,383	58,104,841	34,528,360
Capital Carryover Reserve	500,278,357	541,309,391	197,618,275	85,089
Total Reserves	\$1,554,367,658	\$1,559,257,541	\$1,370,523,097	\$850,870,425
Reserve Shortfall	-	-	55,613,878	830,883,114
Ending Undesignated Fund Balance	\$549,348,845	\$441,462,425	\$-	\$-

<sup>41</sup> This multi-year financial plan reflects the 2025 revised adopted budget, updated for 2024 actuals and King County economic and financial planning assumptions for 2025-2029. King County Ordinance 19956 adopted the 2<sup>nd</sup> omnibus supplemental for the 2025 biennial budget for the Public Transportation Fund . King County is shifting its biennial budget to even-years and developed a 1-year transition budget for 2025.

VII. Projects of Regional Significance

King County Metro leads and supports various projects of regional significance in the Puget Sound. These projects of regional significance are tracked in both the statewide transportation improvement program and the county’s regional project schedule.

VII-a. King County Metro Statewide Transportation Improvement Program

The Metro Statewide Transportation Improvement Program projects in Table 14 highlight the various grant sources Metro uses to implement projects of regional significance in King County. It also includes project tracking numbers, funding amounts, and project descriptions.

Table 14: Metro Statewide Transportation Improvement Program Projects (as of 7/22/2025)

Tracking No.	Project Description	Grant	Funding
MET-215	Atlantic Base Maintenance Building HVAC Replacement	5337 HIFG	\$ 3,100,000
MET-216	Atlantic Base Pavement Replacement	5337 HIFG	\$ 8,084,329
MET-217	Broad Street Substation Transformer Repl	5337 HIFG	\$ 1,169,514
MET-218	KCM Service Expansion Battery Electric Bus Service	5307	\$ 5,840,000
MET-222	Bus Replacements 2021-2022	5307	\$ 3,285,339
		5339	\$ 2,142,893
		subtotal	\$ 5,428,232
MET-223	Atlantic Base Trolley Infrastructure Replacement	5337 HIFG	\$ 2,000,000
MET-232	Atlantic Base Vehicle Maintenance Bus Lifts	5337 HIFG	\$ 11,471,207
MET-238	King County Metro Bus Acquisition 2023-2024	5307	\$ 45,429,381
		5339	\$ 50,202,539
		5337 HIMB	\$ 10,890,290
		5339	\$ 2,495,642
		subtotal	\$ 109,017,852
MET-243	Trolley System Transit Asset Management 2023-2024	5337 HIFG	\$ 3,261,942
MET-250	Interim Base Battery Electric Bus Charging Depot	5307	\$ 7,950,000
MET-251	KCM Sound Transit Link Passenger Improvements	5307	\$ 2,300,000
		5307	\$ 8,900,000
		5307	\$ 2,940,751
		subtotal	\$ 14,140,751
MET-252	Metro Base Facilities HVAC Replacements	5307	\$ 7,300,000
		5307	\$ 3,500,000
		subtotal	\$ 10,800,000
MET-253	Vehicle, Equipment and Facilities Maintenance	5307	\$ 63,465,143
		5337 HIMB	\$ 11,495,596
		subtotal	\$ 74,960,739
MET-255	Route 36 Speed and Reliability Corridor Improvements	5307	\$ 2,449,000
MET-257	King County Post Pandemic TDM	CMAQ	\$ 2,000,000
MET-258	South Annex Base Expansion and Electrification	CMAQ	\$ 8,225,000
MET-259	Trolley Energy Storage System Replacement	5337 HIFG	\$ 1,665,000
MET-260	Rapid Ride I Line	5307	\$ 1,382,264
		5309	\$ 79,691,985
		subtotal	\$ 81,074,249
MET-261	500 KW Traction Power Substations State of Good Repair	5337 HIFG	\$ 24,080,955
MET-262	Bus Acquisitions 2025-2026	5307	\$ 24,705,502
		5339	\$ 10,610,192
		5337 HIMB	\$ 22,922,614
		subtotal	\$ 58,238,308
MET-263	RapidRide K Line	5309	\$ 8,134,600
		CMAQ	\$ 8,200,000
		subtotal	\$ 16,334,600
MET-264	Marine Vessel Engine Overhaul	5337 HIFG	\$ 1,842,602
MET-265	MD Vessel Maintenance	5337 HIFG	\$ 2,000,000
MET-266	Rapid Ride R Line	5307	\$ 65,898,283
MET-267	TPSS Switch Gear Replacements	5337 HIFG	\$ 1,977,251

Tracking No.	Project Description	Grant	Funding
MET-268	Vehicle, Equipment and Facilities Maintenance (2025-26)	5307	\$ 51,501,593
MET-269	Trolley Bus	5307	\$ 24,260,163
MET-270	Atlantic Base Substation Replacement	5337 HIFG	\$ 14,402,038
MET-271	Trolley System Transit Asset Maintenance	5337 HIFG	\$ 10,000,000
MET-272	Pier 48 Gangway Replacement	5337 HIFG	\$ 4,805,000
MET-273	Marine Zero Emission Vessels	CMAQ	\$ 1,730,000
MET-274	Regional Campaigns & Partner/Community TDM Capacity Building	CMAQ	\$ 5,000,000
MET-275	Trolley Bus	5307	\$ 11,176,309
MET-276	Broad Street Traction Power Substation Switchgear	5337 HIFG	\$ 595,902
MET-277	Battery Electric Buses 2027-28	5307	\$ 37,017,934
	Battery Electric Buses 2028-32	5307	\$ 25,841,625
		5339	\$ 6,863,102
		5337 HIMB	\$ 19,398,220
		subtotal	\$ 89,120,881
MET-278	Marine Vessel Maintenance	5337 HIFG	\$ 2,400,000
MET-279	Trolley Overhead Switches 2027-28	5337 HIFG	\$ 500,000
MET-280	Trolley Pole Replacement 2027 2028	5337 HIFG	\$ 804,000
M35-281	Trolley System Transit Asset Maintenance 2027 2028	5337 HIFG	\$ 10,000,000
MET-282	Trolley Vehicle Maintenance	5337 HIFG	\$ 18,556,454
MET-283	Vehicle Maintenance	5307	\$ 16,000,000
SEA-199	Route 48 South Electrification	5307	\$ 4,400,000