King County Metro

Transit Development Plan 2026-2031

August 2026

King County METRO

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Introduction

King County Metro Transit (Metro) created the 2026-2031 "Transit Development Plan" in compliance with Washington State Department of Transportation (WSDOT) guidance as required by Revised Code of Washington (RCW) 35.58.2795.

This "Transit Development Plan" includes information from or consistent with the following Metro or King County documents:

- Strategic Plan for Public Transportation, 2021-2031
- 10-year Capital Improvement Plan (2026-2027 Budget)
- 2026-2027 Biennial Budget
- Metro Connects (Metro's long-range plan)
- Service Guidelines
- 2025 System Evaluation (published)
- 2026 System Evaluation (draft)

The Strategic Plan, Metro Connects, the Service Guidelines, and System Evaluations are all available on Metro's website.[1] Metro also measures its progress towards implementing the Strategic Plan on Metro's Accountability Center website.[2] Metro posts schedules and maps for all routes and bus stops online.[3]

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 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 Metro's performance measures and how the agency evaluates service on an annual basis.

V. **Capital Improvement Program, 2026-2031**. This section summarizes Metro's Capital Improvement Program as budgeted for the current year and next five years.

VI. **2025 Operating Data and 2026-2031 Projections**. This section includes operating data for 2025 and projections for 2026-2031.

VII. **Projects of Regional Significance.** This section includes Metro's Statewide Transportation Improvement Program projects and Regional Capacity projects.

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[1] King County Metro, Metro's Policies (https://kingcounty.gov/depts/transportation/metro/about/policies.aspx); King County Metro, Performance Reports (https://kingcounty.gov/en/dept/metro/about/data-and-reports/performance-reports)
[2] 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).
[3] King County Metro, Schedules and Maps (https://kingcounty.gov/en/dept/metro/routes-and-service/schedules-and-maps).

I. System Overview

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

I-a. Organization

Metro is a department of King County government. The Metropolitan King County Council adopts plans, policies, and budgets for Metro. 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 2026, King County Government and the Department of Metro Transit are structured as follows:

- Girmay Zahilay, King County Executive
- Michelle Allison, General Manager, Metro Transit Department

Metro serves both 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
- Rhonda Lewis, District 2
- Sarah Perry, District 3
- Jorge L. Barón, District 4
- Steffanie Fain, District 5
- Claudia Balducci, District 6
- Pete von Reichbauer, District 7
- Teresa Mosqueda, District 8
- Reagan Dunn, District 9

A 1958 ballot measure created the Municipality of Metropolitan Seattle to provide wastewater treatment to clean Lake Washington. A 1972 ballot measure added the transit function, consolidating Seattle Transit and suburban bus operators into a single countywide operator. Metro began providing bus service in January 1973. In 1992, voters approved transference of Metro's authority and functions to King County Government effective January 1, 1994. Since that time, the executive and legislative branches of King County govern Metro. Figure 2 shows Metro's organizational structure as of June 2026.

Figure 1: King County Council Districts Map as of 2026

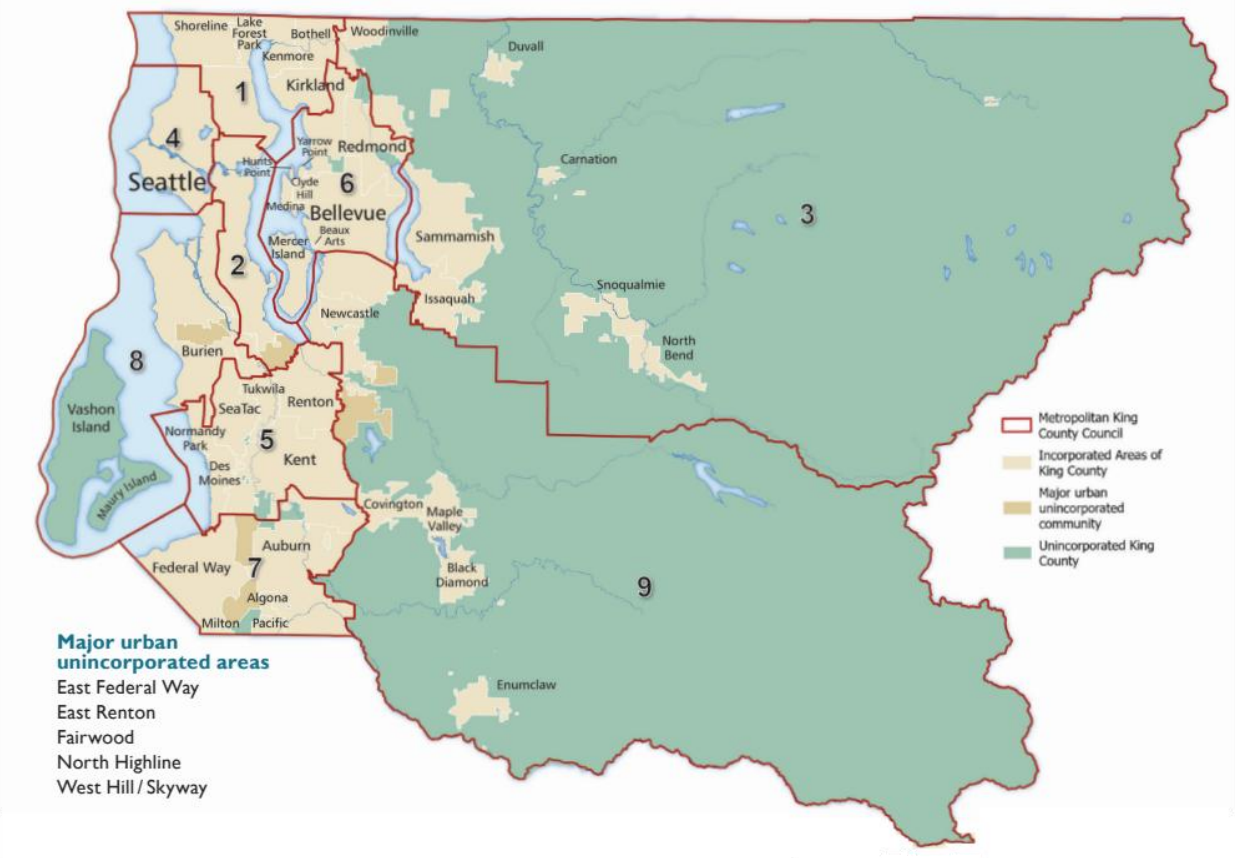
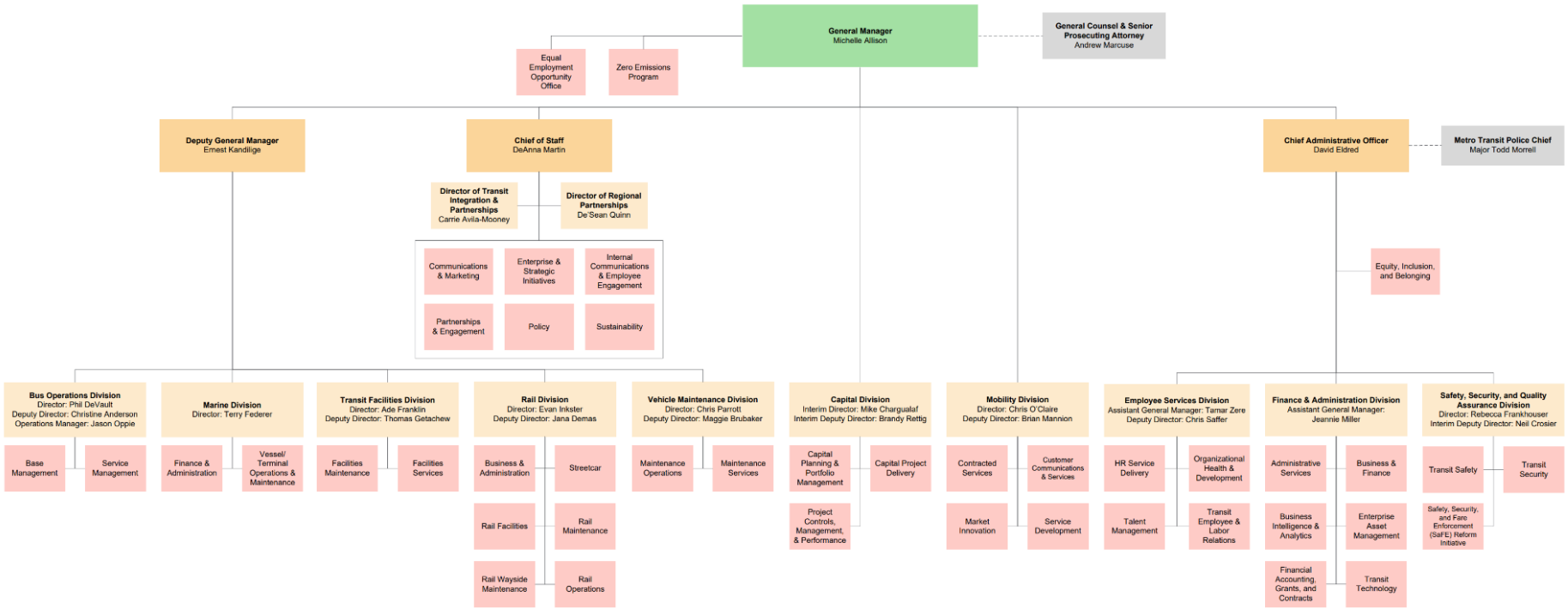


Figure 2: Metro Transit Department organizational structure (June 2026)



I-b. Facilities

Metro's main administrative offices are located at 201 South Jackson Street in downtown Seattle. Metro owns eight operating bus bases, one paratransit base, and a variety of other facilities to support the provision of transit and mobility service. Metro provides Access (Paratransit), Metro Flex (On-demand Microtransit) and "Dial-a-Ride-Transit" (DART) services through contracted operators at ten leased sites and one Metro-owned site across the county. Metro owns three passenger facilities for passenger-only ferry service and a maintenance barge at a leased location. Vanpool operates from a van distribution facility in Redmond. Metro also owns, leases, or operates passenger-facing facilities throughout the County including park-and-ride lots, transit centers, and parking garages.

To power the electric trolley bus network, Metro operates and maintains a network of overhead power infrastructure and electrical substations in the city of Seattle. Metro also owns and operates a series of small operator comfort stations and layover facilities throughout the system. Metro leases space at strategic locations to maintain a radio network necessary for bus communications. While operating Link light rail and Seattle streetcar service on behalf of partner agencies, Metro works from facilities owned by Sound Transit and the City of Seattle.

All facilities are reported annually to the Federal Transit Administration (FTA) National Transit Database (NTD), which provides an official snapshot of Metro's facility inventory.

Table 1: 2024[4] NTD Reported Facilities with Any Percentage of Metro Capital Responsibility[5]

Category	Type	Number
Operations	Administrative Office / Sales Office	8
Operations	General Purpose Maintenance Facility/Depot	4
Operations	Heavy Maintenance & Overhaul (Backshop)	1
Operations	Maintenance Facility (Service and Inspection)	12
Operations	Other, Administrative & Maintenance	35
Operations	Revenue Collection Facility	1
Operations	Vehicle Fueling Facility	8
Operations	Vehicle Washing Facility	2
Passenger	Bus Transfer Center	6
Passenger	Passenger Ferry Terminal	3
Passenger	Parking Structure	7
Passenger	Surface Parking Lot	39
Total		**126**

[4] 2024 is the most current year available of NTD-reported facility data as of June 2026.

[5] National Transit Database, 2024 Facility Inventory https://www.transit.dot.gov/ntd/data-product/2024-annual-database-facility-inventory, *Retrieved 2026-05-27. Filters Applied: NTD ID = 000001, Percent Agency Capital Responsibility <> 0%, Excludes Tukwila ST Station. "Capital Responsibility" indicates Metro responsibility for some facility capital component but does not necessarily indicate ownership.*

Major Facilities

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[6]
- Revenue Processing Center[7]
- Transit Police Center (10-year lease), 5303 1st Ave S, Seattle
- ORCA Mail Center and in-person customer service (Pass Sales Office); Lost & Found 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
- Component Supply Center, 12200 E Marginal Way S, Tukwila
- South Base Vehicle Maintenance Annex - Fleet Engineering (Metro leased), 12119 E Marginal Way S, Tukwila
- South Facilities Maintenance, 11911 E Marginal Way S, Tukwila
- South Campus Office and Storage Annex, 12677 E Marginal Way S, Tukwila
- Safety & Training Center, 3401 S Norfolk St, Seattle[8]

North Campus (Shoreline)

- North Base, 2160 N 163rd St, Shoreline

Seattle Streetcar (Seattle)

- South Lake Union Streetcar OMF (Owned by City of Seattle), 318 Fairview Ave N, Seattle
- First Hill Streetcar OMF (Owned by City of Seattle), 848 7th Ave S, Seattle

Rideshare and Flexible Services (Multiple Cities)

- Van Distribution Center, 18655 NE Union Hill Rd, Redmond
- DART Kent Base (Contractor leased), 8011 S 222nd St, Kent
- DART Redmond Base (Contractor leased), 9045 Willows Rd NE, Redmond
- Metro Flex Southeast Seattle Base (Contractor leased), 4113 S Boeing Access Rd, Tukwila

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[6] Not a core-base function, located within the Atlantic/Central Base property.
[7] Not a core-base function, located within the Atlantic/Central Base property.
[8] This building is in proximity to South Campus but is not on the campus.

- Metro Flex Bellevue Base (Contractor leased), 2100 124th Ave NE, Bellevue
- Metro Flex Issaquah Base (Contractor leased), 1850 NW Gilman Blvd, Issaquah

Access Transportation (Multiple Cities)

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

Water Taxi Services (Multiple Cities)

- Seattle Pier 50, Colman Dock, 801 Alaskan Way S, Seattle
- Maintenance Barge (Barge owned, Location leased), Pier 48, Alaskan Way S, Seattle
- West Seattle Water Taxi Pier (Metro leased), Seacrest Ferry Dock, 1660 Harbor Ave SW, Seattle
- Vashon Island North-End Ferry Terminal (Metro leased), 10800 Vashon Hwy SW, Vashon

I-c. Service Characteristics

Fixed-route & Dial-a-Ride-Transit (DART)

As of January 2026, Metro operates 142 fixed-route services. These fixed-route services include:

- 87 All-Day Routes
- 21 Peak Period Routes
- 8 Peak Period School Routes
- 15 DART Routes & Water Taxi shuttles
- 2 Seattle Streetcar lines
- 7 Sound Transit Bus Routes
- 2 Link light rail lines

Metro provides service along these routes using 1,342 vehicles, including 35', 40', and 60' hybrid buses; 40' and 60' electric trolley buses; 40' and 60' battery-electric buses, and non-revenue vehicles that support operations. Metro also operates 89 buses for Sound Transit. All Metro buses are ADA-accessible (lift-equipped), have bike racks for three bikes, and are low-floor for easier boarding. Vehicles used for DART service are owned by Metro but managed by contractors. Table 2 displays details of Metro's bus fleet, excluding DART vehicles.

Table 2: Metro Bus Fleet, January 2026

Vehicle Type	Number of Vehicles
35' Hybrid	60
40' Hybrid	417
60' Hybrid	540
60' Diesel & Hybrid (Sound Transit)	89
40' Trolley	110
60' Trolley	64
40' Battery	42

Vehicle Type	Number of Vehicles
60’ Battery	20
Total	**1,342**

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 DART routes have set pathways and stops but offer the flexibility to deviate from regular routes within specified service areas upon request. 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 FTA charter guidance. Metro supplements regular routes with added trips for major events.

- **Contract:** Metro schedules and operates other transit services in Seattle and King County. Currently, Metro operates many bus routes, Link light rail, and ADA paratransit services for Sound Transit. Similarly, Metro operates both Seattle Streetcar lines and related ADA paratransit for the City of Seattle. Metro and the City of Seattle also plan and deliver service funded by the Seattle Transit Measure (approved by voters in November 2014 and renewed in November 2020). This contracted service supplements Seattle’s fixed-route network and funds seasonal Trailhead Direct service and a Metro Flex zone in Delridge. As of the 2026 Spring Service Change, the City of Seattle supports approximately 163,000 annual hours of service through the Seattle Transit Measure. The current measure expires at the end of 2026, but the City of Seattle is advancing a replacement transit funding measure in the November 2026 general election.

- **RapidRide (Bus Rapid Transit):** The RapidRide network offers easy-to-use, high-quality, and convenient bus rapid transit lines that expand the region’s high-capacity transit network. Metro charges the same fares for RapidRide as 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. RapidRide G Line, the newest RapidRide line in the expanding network, launched revenue service in September 2024. Metro currently has four additional lines in different stages of planning, design and construction: I Line, J Line, K Line, and R Line. The RapidRide J Line, a partnership project led by Seattle Department of Transportation (SDOT), entered construction in 2024 and the I Line is also under construction. RapidRide growth plans are available online, including future construction schedules, stop locations, and routing.[9]

Flexible Services Program

The Flexible Services program complements the fixed-route bus network in King County and fills transportation gaps where the fixed-route network alone cannot meet community needs. These services combine Metro’s long-standing success in rideshare and DART services with emerging mobility technologies. In addition to the services described below, Metro develops new products and services

[9] King County Metro, RapidRide (https://kingcounty.gov/en/dept/metro/travel-options/bus/rapidride).

with ideas from community partners and both national and international best practices. Current flexible services include:

- **Metro Flex:** Metro Flex provides on-demand public transit service allowing customers to request rides anywhere within a service area at the tap of a button. See Section 11-c for current and planned Metro Flex service areas.

- **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. Agencies can customize their transportation services to meet their clients' needs.

- **Community Van:** This program offers volunteer-driven van service for local group trips scheduled by a community transportation coordinator. 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 ease vehicle congestion, increase safety, and expand access to recreation.

- **Golden Gardens Direct (pilot):** This seasonal service provides transit to Golden Gardens Beach in Seattle. Golden Gardens Direct stops along Market Street in Ballard and Seaview Ave NW, connecting with major routes like the 40, 44, and D Line. This pilot runs from June 27 through August 30 with daily service every 30 minutes from 11am to 9pm.

Access Paratransit

Access Paratransit provides pre-scheduled, demand-responsive, shared-ride transportation service for people who cannot use the fixed-route network due to functional ability limitations. 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 provides service within ¾ 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 requirements, 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 ¾ of a mile. Individuals must receive an evaluation prior to using Access services to determine eligibility. Individuals who cannot perform the tasks needed to ride regular bus and/or rail service are eligible for Access services.

Metro provides Access service through a private contractor that uses dedicated drivers as well as taxi and other transportation companies. As of July 2026, the contractor directly operates 379 Metro-owned, wheelchair-accessible, paratransit vans.

In March 2024, Metro launched 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 leverages 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 passenger ferry service in King County, known as the Water Taxi. As of January 2026, Metro operates two water taxi routes. The West Seattle/downtown Seattle route provides year-round, seven-days-a-week, all-day service with additional late-night service on Fridays and Saturdays between April – October. The Vashon Island/downtown Seattle route provides year-round service on weekdays, with recent pilots adding weekend service. Midday service began in July 2024 with support from WSDOT for a one-year pilot program, which Metro has since extended through at least June 2027 with additional state funding. Additional weekend service began mid-October 2025, through partnership with WSDOT on a one-year pilot program to add weekend service to Vashon Island: Saturday service began in October 2025 and Sunday service was added in April 2026.

Seattle Streetcar

The Seattle Streetcar includes 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 Union Line while six are deployed on the First Hill line. Service operates 365 days a year with additional peak service on weekdays during the morning and evening commute period.

Table 3: Streetcar Fleet, January 2026

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 to the fixed-route transit network. Major Metro programs include Vanpool, RideshareOnline.com, SchoolPool/Safe Routes to School, Home Free Guarantee, Job Access Transportation, ORCA Business Products, multiple Transportation Demand Management programs, and Commute Trip Reduction efforts. These programs help Metro serve a diverse cross-section of riders and partners in King County, including commuters, students, older adults, people with disabilities, people with low-incomes, employers, community agencies, and other customers.

- **Rideshare Services:** Metro manages one of the largest, longest-running public commuter van programs in the nation. The Vanpool program allows coworkers or neighbors to rideshare to work in a Metro-provided vehicle. One monthly fare covers it all: van, fuel, insurance, and maintenance. 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 100%-electric 7-passenger SUVs and 5-passenger compacts.

- **RideshareOnline.com:** Metro administers and manages RideshareOnline.com, the WSDOT ride-matching service with thousands of participants. RideshareOnline.com provides commuters with vanpool and carpool searches. 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 resources for schools to plan and promote ridesharing, walking, and cycling to school. In addition to helping people get safely to and from school, 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:** These Metro programs provide cost-free or reimbursable emergency trips home for registered commuters who rideshare, take transit, walk, or bicycle to work. Additionally, employers can offer similar commute programs directly to their employees and clients as benefits or incentives programs.

- **The ORCA Passport:** ORCA cards (One Regional Card for All) cover transportation for Community Transit, Everett Transit, King County Metro, Kitsap Transit, Pierce Transit, Sound Transit, Seattle Monorail, and Washington State Ferries. The ORCA Business Passport program allows employers, universities, and other institutions to provide their employees, students, and residents unlimited access to regional transportation services (with some exceptions for Seattle Monorail and Washington State Ferries). ORCA Passport Fees depend on the use of the program services. Fees for the ORCA Passport program are based on the use of the program services. Participating businesses must subsidize at least 50% 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 2025, Metro services had approximately 94.4 million boardings across various types of transit:

- Fixed-route bus ridership: 88.4 million boardings
- Vanpool ridership: 1.6 million boardings
- Access paratransit ridership: 0.75 million boardings
- Metro Flex ridership: 0.37 million boardings
- DART ridership: 1.0 million boardings
- Water Taxi ridership: 0.5 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. 2025 ridership details for these Metro-operated services are included below:

- Metro-operated Sound Transit bus service: 5.4 million boardings
- Metro-operated Sound Transit rail services: 37.2 million boardings
- Metro-operated Sound Transit paratransit services: 85,880 boardings
- Metro-operated South Lake Union Streetcar and First Hill Streetcar: over 1.6 million boardings

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, Sounder commuter rail service, Amtrak rail service, Washington State Ferries, Kitsap Transit Fast Ferries, and Sea-Tac International Airport. Metro service connects with park-and-rides across the county as well as other bus networks including Sound Transit Express, Community Transit, Pierce Transit, and the paratransit services of Community Transit and Pierce Transit.

Metro serves over 25 transit centers and several other transit hubs where multiple routes connect to facilitate transfers, such as urban light rail stations. Transit centers are generally off-street and have facilities beyond those provided at regular bus stops, such as intermodal connections, dedicated customer waiting areas with custom awnings or larger shelters, real time arrival information, multiple bus bays, bicycle racks and lockers, public art, park-and-ride lots, and adjacent layover space to park buses when operators need to take breaks or switch shifts.

Bus-Only Transit Centers

- Aurora Village Transit Center
- Bellevue Transit Center
- Burien Transit Center
- Kirkland Transit Center
- Issaquah Transit Center
- Mount Baker Transit Center
- Redmond Transit Center
- Renton Transit Center
- Totem Lake Transit Center
- Tukwila Transit Center, Southcenter Mall

Bus-Light Rail Transit Centers

- Downtown Redmond Station
- Federal Way Downtown Station
- Kent-Des Moines Station
- Marymoor Village Station
- Mercer Island Station
- Mountlake Terrace Station
- Northgate Station
- Redmond Technology Station
- Shoreline Station South
- Shoreline Station North
- South Bellevue Station
- Star Lake Station
- Tukwila International Boulevard Station

Bus-Commuter Rail Transit Centers

- Auburn Station
- Kent Station
- Tukwila Sounder Station

Metro also serves the King Street Sounder commuter rail stations in Seattle. 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 the King County Water Taxi and Kitsap Fast Ferry service at Pier 50 in downtown Seattle.

To the north, Metro connects to Community Transit services in Shoreline, Mountlake 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.

Metro manages 67 permanent and leased park-and-ride lots with a total of 16,653 vehicle spaces. Of the 56 permanent lots, King County owns 22 (over 8,300 spaces); WSDOT owns 16 (over 6,100 spaces); and cities or private entities own 18 additional permanent lots (1,300 spaces). Metro also leases 11 lots with more than 800 spaces from churches and other landowners for transit customer use.

I-e. Fare Structure

Effective September 1, 2025, Metro charges a flat-rate adult fare of $3.00 for Metro buses and flexible services. Metro and regional partners offer a range of reduced fare options to meet the needs of various priority populations. The 2021-2031 Strategic Plan for Public Transportation directs Metro to employ an income-based approach to fares under the goal of improving access to mobility options. Metro's reduced fare options include:

- **Regional Reduced Fare Permit (RRFP):** The RRFP offers reduced fares to Medicare cardholders, seniors, and people with disabilities. RRFP cardholders can show their card to the Metro driver to prove eligibility and pay their reduced fare in cash: $1.00 on most services and $2.50 - $3.00 on Water Taxi. Riders can alternately 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. Riders enroll at transit agency customer service offices.
- **Youth:** Youth ages 18 and under ride for free on Metro services. Metro encourages but does not require youth to tap a youth ORCA card or show a student ID or other identification upon boarding.
- **ORCA LIFT:** ORCA LIFT offers reduced fares to people with incomes at or below 200% of federal poverty level. ORCA LIFT charges $1.00 for bus, flexible services, and Water Taxi. ORCA LIFT participants must enroll at partnering human service agencies that can verify income eligibility by phone at 800-756-5437, or online.[10] Participants pay ORCA LIFT fares with an ORCA card.
- **Subsidized annual pass:** Metro further 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. Partner agencies enroll participants 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 on the retail ticket price. These human service agencies 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.
- **Health through Housing:** King County's Health Through Housing Initiative expands access to transit for residents facing some of the most significant barriers to mobility. Through free transit passes, peer-to-peer support models, and a Universal Basic Mobility program, Metro improved transit access near Health Through Housing sites.

[10] King County Metro, Reduced Fare Portal (reducedfare.kingcounty.gov)

Metro offers the ORCA card in partnership with regional transit agencies. Riders who use an ORCA card receive a transfer credit for two hours between transit agencies (except for Washington State Ferries, Kitsap Transit Fast Ferries, paratransit customers, and Seattle Monorail riders paying with e-purse). 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 $3 fares costs $108) 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, $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 4: Bus Fares[11]

Fare Category	Fare	Fare payment options
Regular fare	$3.00	Cash, transfer, ORCA (with e-purse, monthly Metro or Puget Pass), Transit GO Ticket, paper ticket
Child & youth fare (0-18, 18+ with student ID)	No charge	--
Senior (65+) and person with disabilities fare	$1.00	Regional Reduced Fare Permit card, cash
Low-income fare (200% of federal poverty level)	$1.00	ORCA LIFT card
Access paratransit (ages 19+)	$1.75	Cash, Transit GO ticket, monthly PugetPass or Access pass[12]

Table 5: Water Taxi Fares

Fare Category	West Seattle	Vashon
Cash fare	$6.25	$7.00
Regular prepaid fare (ORCA)	$5.25	$6.00
Child & youth fare (ages 0-18)	No charge	No charge
Senior (65+) and person with disabilities fare (RRFP)	$2.50	$3.00
Low-income fare (ORCA LIFT)	$1.00	$1.00
Bicycle fare	No charge	No charge

[11] Includes Metro buses, trolleys, transit vans, dial-a-ride vehicles, and paratransit.
[12] 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.

II. Current Activities and Programs

In 2025 and 2026, Metro engaged in several key activities and programs that improved transit service for customers and advanced Metro's policies and goals.

II-a. Service Investments

Investment Priorities
Metro prioritizes service investments to address crowding, reliability, and service growth needs. Metro did not observe any chronic crowding issues in the last year that require additional investments. Metro continues to monitor reliability and crowding issues at the route level as congestion, ridership, and travel times are expected to increase.

System Evaluation
Metro tracks and reports on the transit network in the annual System Evaluation. The System Evaluation uses data from the prior year's fall service change, which covers September through March and includes information about fixed-route bus service, Dial-A-Ride Transit (DART), RapidRide, Water Taxi, and Metro Flex services. The System Evaluation identifies the number of service hours needed to relieve crowding, improve reliability, and to expand service to implement the Metro Connects Interim and 2050 Networks. Metro's draft of the 2026 System Evaluation, which uses data from September 2025 – March 2026, notes around 26,250 total service hours of reliability investment needs across 53 routes.[13] Metro plans to make additional reliability investments in 2026 and 2027. Metro will transmit the 2026 System Evaluation to council for review in fall 2026.

History of Investments
Most service investments today focus on redesigning transit services to connect with new light rail stations and restoring suspended service hours from 2020–2023. In early 2023, Metro developed a Service Recovery Plan[14] to guide the agency's service restoration efforts and prepare for upcoming restructures associated with partner projects. In 2024 and 2025, Metro restored service hours along with changes associated with three major service redesigns as follows:

- **East Link Connections:** Both the spring and fall 2025 service changes contained the first phases of the East Link Connections Mobility Project, restructuring service around the Link light rail 2 line and adding four new routes to the area. This work improves connections to Mercer Island, Bellevue, and Redmond. By the end of 2026, Metro will implement the third and final phase of the East Link Connections mobility project.

- **Lynnwood Link Connections:** This project responds to Sound Transit Link light rail expansion to Snohomish County in 2024. Following final implementation in 2026 with the opening of the Pinehurst Station, this project adds approximately 132,000 annual service hours to the system compared to fall 2023.

- **South Link Connections:** This project delivers connections to Sound Transit Link light rail expansion to Federal Way. The Federal Way Downtown Link station opened in December 2025,

[13] King County Metro, Performance Reports: Route Performance (https://kingcounty.gov/en/dept/metro/about/data-and-reports/performance-reports).
[14] King County Metro Service Recovery Plan, 2023 (King County - File #: 2023-0035).

and Metro grew bus service connecting to the station in two phases with the spring and fall 2026 service changes.

- **Service Quality Investments:** The fall 2025 service change contained investments in reliability, which added hours to the system and narrowed the gap between the current and interim network. Improved routes include 8, 36, 107, 124, 226, 240, G Line, and H Line.

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 services, which positions Metro to grow service levels and enhance mobility options across King County. Within one year, the Service and Workforce Initiative reduced trip cancellations by 80% and within two years, operator training had doubled. By addressing these capacity constraints, Metro is well positioned to support service growth in the next few years.

II-b. Transit Integration

Metro and Sound Transit continue to plan together and with jurisdictions to create an integrated network that gives customers the best possible transit experience. As Sound Transit's Link light rail expands and Stride bus rapid transit services open, this coordination will maximize the total regional transit investment while aiming to provide seamless service for transit riders.

Metro collaborated with Sound Transit and Community Transit on Lynnwood Link Connections Mobility Project, which launched with the 1 Line extension between Northgate and Lynnwood City Center in August 2024. Metro and Sound Transit worked together to plan the East Link Connections Mobility Project to respond to the opening of the Downtown Redmond Link Extension in May 2025 and the full 2 Line opening in March 2026. Metro will implement the second phase of this service restructure with its spring 2026 service change and a last major implementation phase in fall 2026. Metro collaborated with Sound Transit and Pierce Transit to implement the first phase of the South Link Connections Mobility Project in spring 2026, which responded to the Federal Way Link Extension opening in December 2025. Metro will implement a final phase of improvements in Fall 2026.

Future System Expansion Partnerships:

- **Link Infill Stations:** Pinehurst Station (1 & 2 Line) will open in 2026. As part of the Lynnwood Link Connections Mobility Project, Metro has bus changes planned to connect to this station starting August 2026. Graham Street Station is projected to open in 2031. Metro is participating in planning, design, and construction for transit integration at these stations.

- **Kent Sounder Station Off-Street Layover Facility**: Metro is partnering with Sound Transit to deliver this project together with a new garage for Sounder customers. The project includes a 12-bay off-street layover facility. This project is currently in construction and is projected to open in 2027.

- **Stride S1 (I-405 south) and Stride S2 (I-405 north):** Major capital project partnerships include Bellevue Transit Center, new Renton Transit Center, I-405/NE 85th Street Interchange in Kirkland, and Burien Transit Center. Service is expected to begin in 2028 (S1) and 2029 (S2). At Renton Transit Center, Sound Transit is including a 13-bay layover. The Renton Area Mobility

Project will integrate services into this new facility.

- **Stride S3 Line:** Stride S3 Line (SR 522/523): Sound Transit will build Stride stops along SR 522 and NE 145th Street where Metro also operates bus service. S3 is expected to begin service in 2028. In 2026, Sound Transit will revise Route 522 to operate along the future S3 pathway. To integrate with the revised Route 522 and future S3, Metro has planned bus service changes as part of Lynnwood Link Connections.

- **West Seattle and Ballard Link Extensions:** Metro is working with Sound Transit to plan and design customer amenities and bus layover at stations for both the West Seattle and Ballard Link Extensions.

- **Tacoma Dome Link Extension:** The Tacoma Dome Link Extension is projected to open in 2035. Metro will serve one station along this extension, South Federal Way, and is in coordination with Sound Transit and Pierce Transit on transit center design and layover needs.

Table 6 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 Stride Bus Rapid Transit, they will become the high-capacity transit provider in more corridors.

Table 6: Corridors Served Primarily by Sound Transit as of June 2026

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
Redmond	University District Seattle	Clyde Hill, Overlake	542
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
Issaquah Highlands Park and Ride	University District Seattle	Issaquah Transit Center, Eastgate Park and Ride, Bellevue	556
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 (nights only)	Downtown Seattle (nights only)	Tukwila International Boulevard, SODO, International District	570

Between	and	Via	Route
SeaTac Airport	Lakewood Transit Center	Tacoma Dome, Federal Way Transit Center, SeaTac Airport	574
Federal Way Transit Center	Downtown Seattle	I-5	577
Puyallup	Downtown Seattle	Auburn, Federal Way Transit Center	578
Federal Way Downtown	Lynnwood City Center	SeaTac Airport, Rainier Valley, downtown Seattle, Capitol Hill, U District, Northgate, Shoreline, Mountlake Terrace	1 Line (Link)
Lynnwood City Center	Downtown Redmond Station	Downtown Redmond, Downtown Bellevue, South Bellevue, Mercer Island, downtown Seattle, Shoreline, Mountlake Terrace	2 Line (Link)

II-c. On-Demand Flexible Services

Metro provides on-demand transit service through Metro Flex. Table 7 shows current Metro Flex service areas.

Table 7: Metro Flex Zones

Zone	Launch Month/Year
Othello	April 2019
Rainier Beach	April 2019
Tukwila	April 2019
Sammamish	June 2019
Juanita/Totem Lake (pilot)	September 2020
Skyway	August 2021
Renton	August 2021
Kent	September 2021
Issaquah (pilot)	October 2023
South Park/Delridge (pilot)	July 2024
Northshore (pilot)	September 2024
Overlake (pilot)	Fall 2025

Metro evaluates Metro Flex service areas to determine which pilots become ongoing services and looks at various transit connection locations around the County to prioritize prospective service areas that might be a strong fit for Metro Flex. The results of this analysis are included in each annual System Evaluation. Metro plans to launch two additional pilot zones in Auburn and Federal Way in fall 2026.

In addition to Metro Flex, Metro continues to operate the Community Van and Vanpool programs while innovating new features and approaches across mobility services. Metro also plans to better integrate the various flexible services and available mobility programs to provide a streamlined customer experience.

II-d. Zero-Emissions Transition

Metro is committed to moving to zero-emissions fleets to decrease the climate and public health impacts of transit operations through responsible investments. King County's Strategic Climate Action Plan[15] and adopted King County Ordinance 19986 outline specific goals. The transition builds on Metro's decades of experience operating electric trolley buses and several years of experience operating battery-electric buses. Metro plans for the organizational changes required to support a fully zero-emissions fleet by updating training, operations, and maintenance procedures, building charging infrastructure, and coordinating with electric utilities and cities.

While planning long-term investments in electric vehicles and infrastructure, Metro applies near-term solutions to reduce greenhouse gas emissions. Metro began using renewable diesel when available as a one-to-one replacement for traditional diesel in hybrid-diesel bus and Water Taxi fleets in 2025. Metro expects this replacement to reduce greenhouse gases by up to 60%. Transition strategies by fleet type include:

- **Fixed-route bus:** Metro has operated 40 long-range battery-electric buses out of South Base since 2022. These buses allow Metro to test and adapt to new charging infrastructure while delivering zero-emissions service. In 2026, Metro added 89 more 40' electric buses and opened its first 100% battery electric base, Tukwila Base, for operation. At full operations, Tukwila Base can accommodate 120 battery-electric buses. Metro has begun initial planning for a partial bus base conversion at its Central Campus.

- **Trolley:** As described further in Section III, the trolley fleet is an important foundation of Metro's Zero-Emissions transition. Metro plans to leverage existing overhead wire, install new batteries to allow for more off-wire travel, and increase weekend trolley use. Metro is also implementing the first RapidRide using trolley buses with the J Line, as well as future R Line.

- **Vanpool/Access/Flexible Services:** Metro initiated a phased deployment of electric vehicles through the Vanpool program. This includes piloting home charging reimbursements for Vanpool customers using electric vehicles. The Access program continues expanding the use of renewable propane with plans to transition an additional 25% of the Access fleet to this alternative fuel. Metro also plans for charging infrastructure development and long-term facility planning to transition the entire Access fleet to zero-emission vehicles.

- **Water Taxi:** Metro began piloting renewable diesel on the Water Taxi in fall 2025 and expanded fleet-wide in April 2026. Metro plans to continue using renewable diesel to the extent supply is available. Metro also plans for shoreside infrastructure investments to support further decarbonization at Pier 50 in downtown Seattle.

These fleet transition efforts support Metro's Strategic Plan objectives and strategies for meeting the County's climate goals and promoting climate justice. Additional details about Metro's efforts to support emissions reductions are included in Section III.

[15] King County, 2025 Strategic Climate Action Plan (https://kingcounty.gov/en/dept/dnrp/nature-recreation/environment-ecology-conservation/climate-change/strategic-climate-action-plan).

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

Metro has sufficient base capacity for current operations because of the new Tukwila base and reduced peak-service demand. With more all-day service and less peak-oriented service, Metro needs fewer coaches during the busiest parts of the day compared to 2019, which helps maximize base capacity. Metro regularly updates fleet and base capacity projections as it integrates future service assumptions relating to service growth and zero emissions facility needs and continuously aims to improve operational efficiency.

Beyond base capacity, Metro needs additional support facilities to meet growing service needs. Training facilities, maintenance facilities, and administrative facilities all play critical roles in service delivery. Many of these support facilities are past their useful lives, functionally obsolete, or use facilities with leases that expire in the next 5 to 15 years. Metro will need to make additional investments in non-passenger-facing support facilities to successfully deliver future service and transition to new fuel technologies.

II-f. Safety Management System

Metro continues implementing its Safety Management System in alignment with the federally mandated Public Transportation Agency Safety Plan (PTASP).[16] The Safety Management System, a formal organization-wide approach to managing safety risks and ensuring effectiveness of mitigations, actively supports safety decision-making across the agency. It includes systematic procedures, practices, and policies for identifying, assessing, and controlling hazards.

Metro continues developing the Safety Management System Implementation Strategy. The Implementation Strategy incorporates safety policy, risk management, assurance, and promotion tailored to the size, complexity, and scope of the public transportation environment. The plan below lists Metro's progress against implementation goals and objectives. Completing these tasks will advance the maturity of Metro’s Safety Management System and support continuous improvement.

Component 1: Safety Policy

- COMPLETE
  - Create a process to update and sign the safety policy
  - Create a Bipartisian Infrastructure Committee with Labor partners
  - Create an Safety Management Sysstem Liaison role for devision-specific implementation
  - Review existing safety programs compared to new federal and state regulations
  - Conduct a gap analysis to determine activities necessary to implement SMS successfully
  - Ensure the Metro PTASP meets regulatory requirements under federal regulations
  - Create a report processing program
- IN PROGRESS
  - 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

[16] King County Metro, Public Transportation Agency Safety Plan, 2026 (https://mkcclegisearch.kingcounty.gov/View.ashx?M=F&ID=15390321&GUID=073321AE-2208-402C-8923-A99650943D93).

  - Create a web-based platform to house and share Safety Management System documentation

Component 2: Safety Risk Management

- COMPLETE
  - Identify Safety Management System accountabilities of Metro management
  - Improve criteria and guidance for hazard identification/analysis tools and activities
  - Finalize the Safety Risk Management Section

Component 3: Safety Assurance

- COMPLETE
  - Create a report processing program
  - Develop Corrective Action Plan documentation to capture all corrective actions
  - Develop a strategy to compile, analyze and find trends in data coming from the system
  - Develop a process to identify Safety Risk Management triggers and Corrective Action Plans at the division level
  - Refine safety performance indicators and targets for continuous improvement
- IN PROGRESS
  - Identify Safety Assurance inputs
  - Review and enhance the process to ensure that no service delivery operations are initiated before changes have been evaluated for safety impact
  - Develop and execute training in Safety Assurance Corrective Action Plans
  - Determine how to review and track the trends at a division level
  - Determine how to disseminate information from divisions to accountable leaders

Component 4: Safety Promotion

- COMPLETE
  - Create a process for housing all Safety Management System records in a Learning Management System
  - Establish a Safety Management System Steering Committee and Transition Team
- IN PROGRESS
  - Develop strategies to promote the frontline employee safety reporting program

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

Metro plans and operates transit service consistent with county, regional, state, & federal policies. Coordinating between jurisdictions at all levels of government helps Metro ensure successful service delivery and capital investments across the County.

III-a. State and Agency Goals

Metro performs the "metropolitan public transportation function" authorized in the RCW 35.58. The 1990 Washington State Growth Management Act requires the state's fastest-growing cities and counties to develop comprehensive land use plans. These plans aim to manage population growth in compact "urban growth areas" and to protect natural resources and environmentally critical areas. The Growth Management Act requires King County to consider these plans and corresponding population and employment growth projections when determining the future transit network. In compliance with the Growth Management Act, Metro focuses on public transportation that serves urban growth areas.

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.[17] Additional 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 defines fixed assets as buildings, structures, building systems, sites, infrastructure, and equipment. Metro's asset management plan for fixed assets meets "State of Good Repair" principles in compliance with FTA guidelines and FTA's strategic plan for capital reinvestments called the Moving Ahead for Progress in the 21st Century Act. 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 refurbishing bus shelters, elevators, roofs, paving, and replacing trolley poles, portable vehicle lifts, hydraulic press, and air dryers. The maintenance and replacement program bases assumptions on industry-standard lifecycles and assessed equipment condition.

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.

[17] Washington State Legislature, RCW 47.04.280 (https://apps.leg.wa.gov/RCW/default.aspx?cite=47.04.280).

Safety and Security

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

Metro's improvements to the Safety Management System include annual updates to the PTSAP, 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 April 2025, includes new safety policy, additional details on the PTASP Review Committee, streamlined language, and updated safety performance targets.

In addition to the Safety Management System, Metro leads other safety efforts across the agency. These efforts include a long-term anti-harassment program designed to increase passenger safety and security and provide for a welcoming environment on the system. This program uses varied public messaging to encourage passengers to report unsafe 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[18].

Metro continues to implement community-based recommendations developed through the Safety, Security, and Fare Enforcement (SaFE) Reform Initiative which launched in 2021. Following several rounds of engagement, Metro has moved the initiative into the implementation phase, which includes the launch and expansion of several programs:

- **Behavioral Health Support Teams**: Behavioral Health Support Teams consist of a team of mental health professionals and peers with relevant lived experience, offering outreach services to people experiencing a crisis. The teams are trained in de-escalation and prevention to reduce the need for police or security. Behavioral Health Support Teams are deployed to the following locations at the following times:
    - Burien Transit Center
      Monday, Wednesday, Friday – Sunday
      7AM – 10:30PM
    - Aurora Village Transit Center and Aurora/143rd
      Tuesday, Thursday, and Friday
      7AM – 10:30PM
    - Eastgate Park & Ride
      Monday – Friday
      9AM – 5PM
- **Transit Ambassador Program**: The Transit Ambassador Program deploys light-duty operators and former operator trainees to engage with riders and the general public to offer transit, fares, and service information to increase Metro's presence at high-traffic transit locations in the County.[19]
- **Fare Enforcement Relaunch**: In March 2025, Metro relaunched fare enforcement after a five-year hiatus with reforms driven by the SaFE Reform Initiative. Metro launched a countywide

[18] King County Metro, Contact Us (https://kingcounty.gov/en/dept/metro/contact-us#toc-send-us-a-comment)
[19] King County Metro, SaFE Reform Initiative (https://kingcounty.gov/en/dept/metro/about/policies/safe-reform-initiative).

communication effort in January 2025 to alert riders to fare enforcement's resumption. Fare enforcement resumed in part 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. Metro's re-launched fare enforcement prioritizes fairness, allowing riders to resolve citations by enrolling in a reduced fare program if eligible, loading $20 onto an ORCA card or $10 onto a reduced fare program card, performing two hours of community service, or requesting a customized resolution.

- **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 King County Regional Transit Safety Task Force,[20] called for by Amalgamated Transit Union Local 587 and established by King County Council, held its inaugural meeting in early 2025 with the purpose to develop measurable and sustained safety improvements that will improve the lives of Metro employees and riders. Regional leaders, transit agencies, community organizations, frontline workers, law enforcement, and advocates gathered to take a regional approach to resolve safety and security challenges that negatively affect transit. The Task Force participants and regional leaders are currently reviewing recommendations for feasibility, prioritization, and budget alignment. An implementation plan later this year will include details on how Metro plans to monitor progress and track completion.

Safety and security strategies include:

- Promoting safety and security in public transit operations and facilities.
- Working with community members, including youth, 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 aims to provide the best possible public transportation services and improve regional mobility and quality of life in King County. To support this mission, Metro provides high-capacity fixed-route public transit and integrates new travel options to meet growing demand and customers' changing mobility needs. Metro continually evaluates and adjusts transit service in partnership with cities and other transit agencies to expand and improve the high-capacity fixed-route bus and rail network. Metro incorporates land use and equity considerations in planning for high-frequency transit routes.

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.

[20] King County, Regional Transit Safety Task Force (https://www.kingcountytransitsafetytaskforce.com/).

- 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 reduce climate pollution, enhance healthy communities, and protect the environment.

Metro operates a nationally recognized transportation system that substantially lowers the region's transportation emissions. As a founding signatory to the American Public Transportation Association's Sustainability Commitment, Metro achieved gold recognition. Metro's transit network reduces regional emissions by providing an attractive alternative to single-occupant vehicle use and by reducing emissions from Metro's own fleet.

Throughout 2025, Metro provided approximately 284,000 rides per average weekday – equivalent to taking approximately 114,000 cars off the road each weekday – and ridership shows strong and consistent growth. Metro continues expanding its secure, on-demand bike parking network through the BikeLink system, offering over 202 bike locker spaces at 26 locations. 21 of these locations provide on-demand bike storage. All bike locker locations as of mid-2026 are listed online and mapped.[21] Sound Transit will also upgrade its secure bike parking to the BikeLink system, building a regionally compatible bike parking network for customers.

Metro operates a nationally recognized, environmentally sustainable fleet in part of its commitment to confronting climate change. Metro plans to transition its entire coach fleet to zero-emission vehicles, per the King County Strategic Climate Action Plan.[22] (See Section II-d for fleet-specific transition information).

Metro continues efforts to convert fossil-fuel-powered equipment to electricity-powered equipment, including electrifying of HVAC systems when they reach end-of-life. Metro reduces energy use at facilities through continued investments in LED lighting upgrades, air compressor upgrades, and HVAC system optimizations. Metro began energy audits at the agency's five largest buildings in 2024 to guide energy-saving strategies. Audits considered HVAC systems, compressed air systems, building automation equipment, lighting, hot water heaters, building envelope, and other energy-using equipment needed to operate buildings.

Additional strategies in the adopted 2025 Strategic Climate Action Plan include:

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[21] King County Metro, Bike parking locations (https://kingcounty.gov/depts/transportation/metro/travel-options/bike/parking/locations.aspx).

[22] King County, 2025 Strategic Climate Action Plan (https://kingcounty.gov/en/dept/executive/governance-leadership/climate-office/strategic-climate-action-plan).

- Optimizing the zero-emission trolley bus fleet by exploring efficiencies, enhancements, and expansion opportunities for the trolley system.
- Enhancing transit rider education and incentive programs via various transportation demand management campaigns.
- Enhancing access to fare products and programs by partnering with community-based organizations to distribute ORCA cards and fare education.
- Advancing the development of Equitable Transit Oriented Communities by advocating for state, regional, and local land use zoning that supports the creation of Transit Oriented Communities
- Improving equity and social justice efforts and outcomes in capital projects by prioritizing development and implementation of an Equity and Social Justice Project Plan.
- Receiving Envision Platinum certification for all RapidRide and bus base electrification charging infrastructure projects and achieving Platinum using the King County Sustainable Infrastructure Scorecard for all other infrastructure projects.
- Developing and implementing new policies, and continuing to implement existing policies, to reduce emissions from Metro's facilities via capital improvements:
    - Install no new natural gas or fossil fuel powered equipment, unless no alternatives exist. An all-electric option must be included in an alternative analysis and include the cost of carbon in lifecycle cost assessments.
    - Apply for utility rebates for all capital projects with energy components, when available.
    - Meet the most progressive energy code regardless of jurisdiction.
    - Design systems for new facilities and major renovations such that all non-critical energy using systems are shut off during unoccupied times, with safety overrides available.
    - Ensure new construction and renovation projects meet the minimum design requirements and prioritize energy efficiency as outlined in Appendix B of the 2025 Strategic Climate Action Plan.
    - Purchase Energy Star qualified appliances if available for the type of appliance.
- Designing solar electricity generation on all new construction of King County buildings. Installing solar power that meets or exceeds the County's most progressive commercial solar code.
- Reducing the embodied carbon of materials used in capital projects by evaluating capital projects and contract specifications.
- Incorporating climate preparedness into the capital planning and budgeting processes to build climate resilience into Metro infrastructure improvements.
- Integrating tree planting into ongoing efforts to adapt bus stops for extreme heat, prioritizing at stops serving communities impacted by extreme heat with low tree canopy cover.
- Advocating for and engaging in regional conversations to evaluate and implement options for equitable road and vehicle pricing to help support transit and other multimodal investments.

Stewardship

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

Metro continued to improve upon its agencywide performance management system in 2025. Metro continues to hold Monthly Business Reviews where senior management and staff scrutinize performance information, ask questions, identify problems, and initiate problem-solving efforts. (See section IV-a for more information on Monthly Business Reviews.)

Metro develops route and system adjustments with each service change to implement the Metro Connects network. These changes include new routes, frequency and reliability increases, and

integrated flexible services. (See sections II-a and II-b for more information on current and recent mobility projects).

Additional strategies include:

- Maintaining the transit system in accordance with Metro's service guidelines and other performance measures.
- Encouraging land uses and development in communities that transit can effectively serve.
- Exploring and implementing cost efficiencies in operations and administration.
- Securing long-term sustainable funding.
- Establishing fund management policies that ensure stability through varied economic conditions.
- Managing fixed assets, rolling stock, and information technology assets as part of a comprehensive asset management system and monitoring the performance and state of good repair of those assets.
- Tracking progress on strategic planning goals, actions, and strategies through public dashboard.

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

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 the 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.
- 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 8 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 in Section IV. The Strategic Plan aligns with Metro's Mobility Framework[23] and will be updated in 2028. 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 8.

[23] King County Metro, Mobility Framework Report, 2019 (https://cdn.kingcounty.gov/-/media/king-county/depts/metro/documents/about/policies/2019-10-metro-mobility-framework-report.pdf).

Table 8: Strategic Plan 2021-2031 and Alignment with WSDOT Goals

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

Goals, Objectives, and Strategies	State Goal Areas					
	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
Strategy: Use guidance in Metro's Service Guidelines to design, work with community and partners, and evaluate pilot programs.						
Strategy: Enhance communications and outreach to raise awareness about innovations.						
Strategy: Support jurisdictions in developing innovation partnerships that center around Metro's values.						
Objective: Innovative services follow fair labor practices, share data or other accountability measures, and serve priority populations.						
Strategy: 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.				x		x
Strategy: 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.						
Goal: Keep Passengers, Employees, and Communities Safe						
Objective: Coordinate safety and enforcement programs in ways that are equitable, culturally appropriate, and focused on the customer experience.						
Strategy: Partner to reimagine Metro's approach to transit police, security functions, and fare enforcement to center equity, the customer experience, and safety.			x			
Strategy: With community, co-create a universal definition of safety with targeted approaches to create safety for priority populations.						
Objective: Provide a safe and secure experience for passengers, communities, and Metro employees.						
Strategy: Promote safety and security equitably in operations and facilities.						
Strategy: Provide safety-enhancing features that are accessible and responsive to community input on buses, at transit stops, and at transfer locations.			x			
Strategy: Continue exploring technologies that provide safe and convenient ways for passengers to communicate safety information or concerns.						
Objective: Be prepared to respond to emergencies and support community resilience in coordination with partners and the public.						
Strategy: Review transit emergency plans to ensure Metro is prepared to provide safe and ongoing transportation during all hazards or crises.			x			
Goal: Support Thriving, Equitable, Transit-Oriented Communities that Foster Economic Development						
Objective: Support healthy communities, a thriving economy, and a sustainable environment.						
Strategy: Support Metro's equitable transit-oriented communities' policy, using Metro's authority and influence as a transit provider and property owner.						
Strategy: Support jurisdictions and planning organizations in implementing the regional growth Strategy that envisions an integrated transportation system linking cites and centers.	x					
Strategy: Support equitable economic development and improved regional mobility through Metro's mobility services, use of transportation infrastructure, and partnerships.						
Strategy: Encourage transit-supportive land use.						
Objective: Partner with local jurisdictions and other organizations to minimize displacement and increase affordable housing in urban areas near transit.						
Strategy: Enable development of affordable housing on suitable Metro owned property.	x					
Strategy: Advocate for and support jurisdictions in adopting policies and land uses to minimize displacement near transit.						

Goals, Objectives, and Strategies	State Goal Areas					
	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
Goal: Improve Access to Mobility Options						
Objective: Support access to mobility in public spaces and with private partners.						
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.				x		
Strategy: Partner with local jurisdictions to develop plans for transit corridors that provide safe opportunities to walk, roll, or bike safely to transit connections.						
Strategy: Use traditional, innovative, and emerging mobility modes to connect people to services.						
Objective: Increase awareness, use, and accessibility of mobility options, emphasizing priority populations.						
Strategy: Increase communications about Metro's services, products, and programs so that people, especially priority populations, know about and how to use them.				x		
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.						
Strategy: Ensure customer-facing information systems and services are easy to use, accurate, and integrated.						
Strategy: Employ an income-based approach to Metro's fare structure, ensuring discounts are provided to those who cannot afford to pay full fare.						
Objective: Provide equitable access to parking and other assets that connect people to transit.						
Strategy: Actively manage parking to maximize capacity for transit riders and ensure equitable access for priority populations and off-peak travelers.				x		
Strategy: Provide parking programs that are nimble, cost-effective, and in accord with Metro Connects.						
Strategy: Integrate parking and other access infrastructure and options with transportation demand management technologies, tools, and incentives.						
Goal: Provide Fast, Reliable, and Integrated Mobility Services						
Objective: Grow a regional, innovative, and integrated mobility network of traditional and new mobility services that is safe, equitable, and sustainable.						
Strategy: Provide a range of mobility services that enable seamless connections among modes and destinations.	x			x		
Strategy: Invest in flexible services that address community-identified needs and connect people to high-capacity transit.						
Strategy: Deliver mobility services that connect people to jobs and job centers, opportunities, and activities of daily living. Improve service during non-peak periods.						
Strategy: Be flexible and responsive to changes in demand for service and community engagement.						
Objective: Make improvements to enhance transit speed and reliability, and support jurisdictions in doing so.						
Strategy: Improve speed and reliability consistent with Metro Connects.				x		x
Strategy: Encourage and support jurisdictions in making improvements in and near the right-of way that increase transit speed and reliability.						
Strategy: Continue advocating for policies that support fast, reliable, affordable, and integrated transit.						
Goal: Build a Skilled, Diverse, Well Supported Workforce that has Growth Opportunities						
Objective: Partner with employees, unions, contractors, and communities to offer high-skill, high-wage careers that support a high quality of life.	x					

Goals, Objectives, and Strategies	State Goal Areas					
	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
Strategy: Utilize equitable employment practices and encourage partners to do the same.						
Strategy: Help employees benefit from the opportunities offered by new mobility technologies.						
Strategy: Implement organizational health framework and develop measures.						
Objective: Use innovation and new pathways to jobs to attract, recruit, and retain quality employees.						
Strategy: Cultivate a diverse, highly skilled applicant pool hire and onboard in ways that bring the best talent and promote equity and transparency.						
Strategy: Develop a consistent, equitable approach for supporting professional development.	x					
Strategy: Support employees in maximizing their potential through equitable performance management.						
Strategy: Support employees' health and well-being.						
Objective: Recruit and hire from populations facing the greatest barriers to transit employment						
Strategy: Use targeted approaches and partnerships to recruit priority populations for Metro jobs.						
Strategy: Leverage and partner with other King County departments and programs to hire employees from diverse backgrounds.	x					
Strategy: Partner with state agencies, colleges, and community-based organizations to support pre-employment career training or innovative programs to connect people with mobility jobs.						
Goal: Be Responsible Stewards of Financial Resources and Invest in Line with Values and Goals						
Objective: Budget and invest in ways that deliver Metro Connects safely, equitably, and sustainably.						
Strategy: Seek additional funding sources that are equitable and financially sustainable.						
Strategy: Use Metro's Service Guidelines and performance measures to ensure service investments align with needs and values and build toward Metro Connects.		x		x		x
Strategy: Develop and deliver capital projects consistent with the guidance in Metro Connects.						
Strategy: Expand RapidRide in accordance with Metro Connects.						
Strategy: Plan for Metro's mid-range future by updating its business and other plans.						
Objective: Exercise sound financial management and ensure Metro's long-term financial sustainability.						
Strategy: Develop and deliver services, capital projects, and programs on time, within budget, and in alignment with Metro's values.						
Strategy: Adhere to Metro's adopted fund management policies.						x
Strategy: Continually explore and implement operational and administrative cost efficiencies.						
Strategy: Align fares with other service providers, meet revenue targets, and advance equity through Metro's income-based approach to fares.						
Objective: Align investments with values and measure and communicate progress.						
Strategy: Continue evidence-informed and data-driven decision-making.						
Strategy: Track, measure, and communicate progress publicly toward this Strategic Plan for Public Transportation.						x
Strategy: Track, measure, and communicate progress within Metro to support value driven data-informed decision-making and continuous improvement.						
Goal: Conduct Deliberate and Transparent Community Engagement						
Objective: Be open to shared decision-making and co-creation with community.						x

Goals, Objectives, and Strategies	State Goal Areas					
	Economic Vitality	Preservation	Safety	Mobility	Environment	Stewardship
Strategy: Seek opportunities for co-creation and upstream engagement.						
Strategy: Coordinate with other King County departments and public agencies on engagement processes and communication with communities.						
Strategy: Engage with communities that have the greatest needs.						
Strategy: Continue commitment to partner with and compensate community-based organizations to mutually build each other's capacity in engagement efforts.						
Strategy: Value qualitative information, such as community feedback, in addition to quantitative data.						
Objective: Use community-driven approaches to develop, program, and evaluate mobility services and infrastructure that serve priority populations.				x		x
Strategy: Take a long-term approach to engagement, rather than a project by-project approach.						
Strategy: Use best practices for making engagement inclusive, accessible, and community driven.						
Strategy: Demonstrate how community input influences decisions.						
Strategy: Develop a community liaison program that hires community members to design effective engagement and facilitate engagement of local communities.						

III-c. Coordination with Local Jurisdictions

Metro works closely with King County's 39 cities and towns and its unincorporated areas to provide transit service tailored to each area's unique needs. These partnerships help keep the region connected while supporting local growth, mobility, and climate goals. Metro supports local jurisdictions by reviewing comprehensive plan drafts, coordinating on ongoing projects, and planning work to align capital investments with proposed service levels. Metro relies on cities to maintain the roads and other infrastructure needed for transit operations, issue permits for projects, coordinate safety and human service resources, support service planning, and help deliver transit projects and improvements.

Metro also regularly coordinates with local jurisdictions through the Regional Transit Committee in King County.[24] The Regional Transit Committee reviews and makes recommendations to the King County Council on policies and plans for County-operated public transportation services. The committee's responsibilities include reviewing the Strategic Plan for Public Transportation, which sets objectives, goals and strategies for Metro; the Service Guidelines, which guides transit service allocation and performance measurement; and Metro Connects, the long-range plan.

Transit Supportive Comprehensive Plan Checklist

In 2023, Metro developed a Transit Supportive Comprehensive Plan Checklist[25] 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 alignment in local and county planning efforts. The checklist provides 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 with development phases. The Metro Connects interim network depicts the vision for fixed route transit prior to the launch of the West Seattle Ballard Link Extension. The Metro Connects 2050 network depicts the County-wide vision for transit service in 2050.[26]
- **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.[27]
- **Metro's Transit 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.[28]

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[24] King County, Regional Transit Committee, (https://kingcounty.gov/en/dept/council/governance-leadership/county-council/committees/regional-transit-committee).
[25] King County, Transit Supportive Comprehensive Plan checklist (https://cdn.kingcounty.gov/-/media/king-county/depts/metro/documents/about/policies/comprehensive-plan-checklist.pdf).
[26] King County Metro, Metro Connects, 2021 (https://metrotransit.net/en/connects/).
[27] 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).
[28] 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.[29]

Puget Sound Regional Council

King, Kitsap, Pierce, and Snohomish counties and the 82 cities and towns within them form the central Puget Sound region, the largest metropolitan region in the Pacific Northwest. The region collaborates via Puget Sound Regional Council to make decisions about transportation, growth management, and economic development. Puget Sound Regional Council outlines the region's long-range growth strategy through VISION 2050 and its implementation plan for VISION 2050 through the Regional Transportation Plan. The plan describes a variety of investments and services that make up the transportation system.

Comprehensive Plan 2044 Updates

Washington's Growth Management Act requires King County cities to develop and update comprehensive plans every 10 years, with cities most recently updating their plans between late 2024 and early 2026. Metro thoroughly reviewed the plans for the following jurisdictional partners to inform Metro's long-range planning: Bellevue, Burien, Federal Way, Issaquah, Kent, Kirkland, Redmond, Renton, Seattle, and Shoreline. 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 adopt anti-displacement policies.

In 2025, Metro developed and distributed a survey for cities to complement the information gathered from some jurisdictions' Comprehensive Plans with updates about growth and zoning changes, perspectives on barriers to transit and satisfaction with Metro services, and insight on how they use Metro's Strategic Plan, Service Guidelines, and Metro Connects to inform planning. The survey was sent to Public Works Directors, city managers, and frequently consulted city staff for all 39 cities in King County and Metro received responses from half the cities in King County. Survey results highlighted the importance of transit speed, frequency, and first/last mile connections to the fixed route network.

Countywide Planning Policies

King County adopted a set of Countywide Planning Policies in 2021 (Ordinance 19384), which were ratified in April 2022.[30] The policies cover 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. These policies create a shared and consistent

[29] King County Metro, King County Metro Transit Route Facilities Guidelines, 2018 (https://cdn.kingcounty.gov/-/media/king-county/depts/metro/documents/about/data-and-reports/2018/trf_guidelines_final_2020.pdf).
[30] King County, Countywide Planning Policies (https://kingcounty.gov/en/dept/local-services/buildings-property/development-planning-regulations/regional-planning/cpps).

framework for growth management planning for all jurisdictions in King County, including Metro in accordance with RCW 36.70A.210. King County and the 39 cities within use the framework to develop their 20-year comprehensive plans. King County updates its Comprehensive Plan every ten years, with the 2024 Comprehensive Plan anticipating growth over a 20-year horizon through 2044.[31] The Growth Management Planning Council develops and recommends countywide planning policies to King County Council. The Growth Management Planning Council includes elected officials from King County, the Sound Cities Association, school and special purpose districts, and the Port of Seattle.

71 transportation-specific policies aim 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-202:** King County should support, encourage, and implement high-capacity transit facilities and services that are consistent with, and supportive of, the Comprehensive Plan, Metro's Strategic Plan for Public Transportation, Metro's Service Guidelines, and Metro Connects, or successor plans.
- **T-203:** King County should provide reliable, safe, convenient, equitable, and accessible public transportation services that are responsive to the needs of people, businesses, and communities in King County – especially where needs are greatest.
- **T-204:** King County should be a leader in regional mobility by providing service that benefits the community, helps reduce road congestion, can assist in emergency management needs, and supports the economic development and growth management needs of King County.
- **T-205:** King County should provide service that is efficient, safe, accessible, and reliable, in addition to providing excellent customer service while being responsive and accountable to the public.
- **T-211:** In urban areas, active transportation improvements should increase access to transit and urban centers while enhancing community connections to parks, local trails, shopping, libraries, healthcare, and other public and private services and facilities.
- **T-223:** King County shall implement policies and programs that support Transportation Demand Management, active transportation, transit service improvements, and expansion of high-occupancy vehicle travel to increase the share of trips made by modes other than driving alone, and should partner with the Washington State Department of Transportation, Puget Sound Regional Council, local jurisdictions, employers, major institutions, and developers to implement programs that support, encourage, and raise awareness of alternatives to driving alone.
- **T-230:** King County shall provide culturally appropriate opportunities to inform and participate in programs that increase access to effective alternatives to driving alone for households at or below 80 percent of area median income; Black, Indigenous, and other People of Color; people speaking languages other than English; immigrants; and refugees.

[31] King County, 2024 Comprehensive Plan (https://cdn.kingcounty.gov/-/media/king-county/depts/local-services/permits/regional-planning/2024-kccp-update/2024-adopted/2024-comprehensive-plan.pdf).

IV. Performance Measurement and Targets

Metro tracks and measures performance to guide continuous improvement. Several performance measurement processes help Metro identify issues, evaluate progress, and inform decisions.

IV-a. Monthly Business Reviews

Metro monitors performance through monthly business reviews within each division and at the department level. These meetings review a range of key performance indicators including ridership, on-time performance, and department-specific indicators like coach cleaning, greenhouse gas emissions, and quality of service. Metro continues evaluating trip delivery and ridership recovery information for each mobility service and conducts division-level reviews, which monitor action-oriented metrics that identify challenges and potential solutions in specific parts of the transit system.

IV-b. Reporting and Benchmarking

Metro's Accountability Center and Rider Dashboard

Metro publicly shares progress on key performance indicators via two digital dashboards. The Rider Dashboard[32] provides route level data while the Strategic Plan Dashboard[33] includes system level data across the goal areas as well as benchmarks progress toward Metro Connects. Both dashboards are routinely updated reflecting recent data and trends over time.

Metro maintains a landing page for data and reports online, including The Rates of Fare and Spot Improvement Reports along with other planning documents such as Metro's Public Transit Agency Safety Plan and findings from the annual Rider/Non-Rider Survey.[34]

International Bus Benchmarking Group

16 bus agencies across the globe, including Metro, make up the International Bus Benchmarking Group (IBBG). IBBG agencies submit specific financial and operating data annually, which IBBG compiles and summarizes in an annual report for peer comparison purposes. In addition, the IBBG agencies participate in broad case studies looking in-depth at specific transit topics affecting all 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. IBBG agencies also have access to an online forum on which members ask specific transit-related questions of peer agencies.

[32] King County Metro, Rider Dashboard, Accountability Center (https://app.powerbigov.us/view?r=eyJrIjoiOTRmZGRhZjAtMzFmMy00NzU2LTg3MzctZWJkZjE3YjdlMWI4IiwidCI6ImJhZTUwNTlhLTc2ZjAtNDlkNy05OTk2LTcyZGZlOTVkNjljNyJ9).
[33] King County Metro, Strategic Plan Dashboard, Accountability Center (https://app.powerbigov.us/view?r=eyJrIjoiNjM5ZGVmYzEtNzQxZC00ZTQyLTkzNDQtZGY2ZDc5MjQzNTVmIiwidCI6ImJhZTUwNTlhLTc2ZjAtNDlkNy05OTk2LTcyZGZlOTVkNjljNyJ9).
[34] King County Metro, Data and Reports (https://kingcounty.gov/en/dept/metro/about/data-and-reports).

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 Transit Asset Management Final Rule[35] 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 plan. Under the Transit Asset Management Final Rule, FTA established four performance measures to approximate the State of Good Repair for four categories of capital assets. Data from 2025 and targets for 2026 are included in Table 9.

Table 9: Transit Asset Management Performance Data and Targets (2025 - 2026)

Rolling Stock (2025 actuals)				2025 Actuals	2025 Targets	2026 Targets
396	out of	1323	**buses** exceed their normal Useful Life Benchmark	29.9%	33.0%	26.4%
584	out of	1461	**vans/minivans** exceed their normal Useful Life Benchmark	40.0%	48.8%	38.4%
0	out of	3	**ferries** exceed their normal Useful Life Benchmark	0.0%	0.0%	0.0%

Equipment (2025 actuals)				2025 Actuals	2025 Targets	2026 Targets
189	out of	770	**non-revenue service vehicles** exceed their normal Useful Life Benchmark	24.5%	29.1%	16.9%

Facilities (2025 actuals)				2025 Actuals	2025 Targets	2026 Targets
1	out of	70	**support facilities (maintenance, administrative)** have a condition rating of less than 3	1.4%	1.4%	0.0%
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%	0.0%	0.0%

Infrastructure - King County Metro Trolley Bus Overhead wire, pole, vault/duct & sub-stations (2025 Actuals)				2025 Actuals	2025 Targets	2026 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	0	**power** segments of underground feeder wire that are under a performance restriction	n/a	n/a	n/a
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

Metro tracks safety measures for the PTASP and regularly reports safety performance data to the NTD. The safety data for 2025 and current targets for 2026 are included in Table 10.

[35] 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 10: Safety Data and Performance Targets (2025-2026)

Safety Metric	2025 Targets		2025 Actuals		2026 Targets	
	Fixed Route	Non-Fixed Route	Fixed Route	Non-Fixed Route	Fixed Route	Non-Fixed Route
Fatalities	2	0	8	0	3	0
Fatalities Rate (per 100K VRM)	0.04	0.00	0.02	0.00	0.90	0.00
Transit Worker Fatalities	0	0	0	0	0	0
Transit Worker Fatalities Rate (per 100K VRM)	0.00	0.00	0.00	0.00	0.00	0.00
Injuries	196	0	256	4	271	28
Injuries Rate (per 100K VRM)	4.60	0.00	0.77	0.02	62.00	0.38
Transit Worker Injuries	N/A	N/A	553	None	N/A	N/A
Transit Worker Injuries Rate (per 100K VRM)	14.31	N/A	1.65	None	124.50	N/A
Assaults on Transit Workers	73	N/A	62	None	68	N/A
Assaults on Transit Workers Rate (per 100K VRM)	1.73	N/A	0.19	None	5.10	N/A
Safety Events	149	0	127	21	112	37
Safety Events Rate (per 100K VRM)	3.52	0.00	0.38	0.12	25.00	0.50
Total Collisions	1,721	329	1,918	12	1,548	8
Total Collisions Rate (per 100K VRM)	37.05	0.33	5.73	0.07	362.00	0.12
Pedestrian Collision	N/A	N/A	38	0	N/A	N/A
Pedestrian Collision Rate (per 100K VRM)	0.72	0.00	0.11	0.00	8.70	0.87
Vehicular Collisions	N/A	N/A	1,287	12	N/A	N/A
Vehicular Collisions Rate (per 100K VRM)	23.76	0.37	3.85	0.07	243.10	0.18
System Reliability	6,000	10,460	5,013	14,323	600	9267
Vehicle Revenue Miles (VRM)	42,401,565	14,845,971	33,456,866	18,190,752	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. The survey contains a core set of questions Metro uses every survey cycle and a changing module of questions about new or specific issues. 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. Metro shares results internally throughout the year to help inform projects, programs, plans, and priorities and a public-facing summary report is shared annually via Metro's website.[36]

While Metro does not have specific customer experience targets, notable findings from the 2025 Rider/Non-Rider survey include:

[36] King County Metro, 2025 Rider/NonRider Annual Report (https://kingcounty.gov/en/dept/metro/about/data-and-reports/customer-research).

- Over half of King County residents reported using transit within the last 30 days.
- 70% of riders reported taking at least three transit trips within the last 30 days.
- 59% of riders reported taking transit for fun and recreational activities and 50% reported taking trips for work.
- Satisfaction with all Metro service elements increased from 2024 to 2025.
- Satisfaction with cleanliness at bus stops and shelters and after dark safety increased the most (up to 21-26%) from 2024 to 2025.
- Riders reported the highest satisfaction levels with available seating onboard the bus and daytime safety.
- Unplanned service disruptions and nighttime safety service elements remain a point of dissatisfaction for riders.
- Transit taking too long remains the biggest barrier that residents report to taking transit more frequently.
- Respondents overwhelmingly agreed that transit access is important**,** whether they use it or not.

IV-d. Service Guidelines and Annual System Evaluation Report

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

The 2026 System Evaluation applied methodology established in the Service Guidelines to evaluate performance from September 2025 – March 2026 and track progress towards the agency's growth targets.[37] Although the draft 2026 report did not identify any crowding investment needs, the data showed a year-over-year increase in reliability-focused investment needs due to increasing congestion. Since the last evaluation period, Metro made scheduling adjustments and completed various projects that improved transit 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 12 years. Due to recent service restoration investments, the 2026 System Evaluation found that fewer hours were needed to implement the Metro Connects interim network than the 2025 System Evaluation.

Metro publishes the Service Guidelines online and Table 11 includes additional methodology details.[38] Metro typically posts each System Evaluation Report online after the King County Council formally adopts the report.[39]

[37] King County Metro, 2025 System Evaluation, 2025 (https://cdn.kingcounty.gov/-/media/king-county/depts/metro/documents/about/data-and-reports/2025/2025-system-evaluation.pdf).
[38] 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).
[39] King County Metro, Performance Reporting – Route Performance, Accountability Center (https://kingcounty.gov/depts/transportation/metro/about/accountability-center/performance.aspx).

Table 11: 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: - Target service levels established in the Metro Connects Interim Network - Target service levels determined by route type

V. Capital Improvement Program, 2026-2031

Metro's Public Transportation Fund Capital Improvement Program provides for the ongoing replacement of aging infrastructure and supports service delivery and expansion. The Capital Improvement Program (CIP) focuses on 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 2026-2027 adopted budget and additional information about the public review process is available online.[40] Table 12 includes budget-specific details on Metro's capital program from the department's 10-year CIP. Major capital efforts for Metro in 2026-2031 include:

- **Fleet procurement:** Metro's fleet consists of a range of vehicles including battery-electric buses, electric trolleys, and a limited purchase of hybrid buses. The procurement of more battery-electric buses will contribute to Metro's goal for a zero-emission fleet.
- **RapidRide expansion:** Construction began on the RapidRide J Line (between Pioneer Square, Belltown and the University District) and the RapidRide I Line (between Auburn, Kent, and Renton) in 2024 and 2026 respectively. Metro continues planning for the RapidRide R Line (serving Seattle's Chinatown-International District, Mount Baker, Columbia City, Hillman City, Brighton and Dunlap) and the RapidRide K Line (serving Bellevue and Kirkland).
- **State of Good Repair:** Metro invests in equipment and facilities to keep them safe and functional and to prevent service disruptions.
- **Coordinated capital planning with Sound Transit:** Metro plans with Sound Transit for capital projects related to Link light rail, Stride, 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:** Speed and reliability investments are essential to RapidRide projects. In addition to the RapidRide expansion projects, Metro is prioritizing speed and reliability improvements along Routes 5, 36, 165, and 181.
- **Facility and asset maintenance efforts:** Projects like 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 keep Metro's operations moving.
- **Trolley and operations maintenance:** 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 will support smooth functioning of Metro's operations and positive customer experiences. 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.
- **Electrification infrastructure:** Metro invests in infrastructure like base charging facilities to support the transition to zero emissions bus and paratransit fleets.

[40] King County 2026-2027 Adopted Budget Book (2026-2027-adopted-budget-book.pdf).

Table 12: 2026-2031 Capital Expenses (adapted from Metro's 2026-27 adopted 10-year Capital Improvement Program)[41]

Portfolio/Subportfolio/Program/Parent Project/Project	2026	2027	2028	2029	2030	2031
Admin						
CIP Admin	2,230,302	2,230,303	2,175,000	2,175,000	2,175,000	2,175,000
CIP Admin Total	2,230,302	2,230,303	2,175,000	2,175,000	2,175,000	2,175,000
Fixed Assets						
Facility Improvements						
Comfort Stations	988,446	1,329,288	1,490,609	663,183	81,385	324,691
Contracted Services Facilities	4,274,915	5,558,937	0	0	7,150,000	3,500,000
Marine Facilities	646,705	8,445,013	10,458,576	10,211,727	52,685	0
Off Street Layovers	9,497,533	4,001,975	2,729	0	0	0
Operational Capacity Growth	20,859,397	20,632,601	11,954,007	11,613,802	19,552,325	3,120,000
Opt. Fac. Improvements	11,688,051	7,614,029	11,860,510	15,069,733	11,440,359	7,982,604
Facility Improvements Total	47,955,049	47,581,843	35,766,431	37,558,444	38,276,753	14,927,295
Passenger Infrastructure						
Access to Transit	2,547,511	2,174,781	1,016,432	1,022,714	1,029,186	1,035,853
Bus Stops	8,604,142	5,609,927	1,527,505	2,855,282	2,855,282	2,855,282
Transit Hubs	27,201,329	3,531,797	18,298,395	4,854,227	3,695,106	5,304,084
Passenger Infrastructure Total	38,352,982	11,316,506	20,842,332	8,732,223	7,579,575	9,195,218
Regional Transit Integration						
Transit Oriented Communities	1,183,827	1,574,722	1,271,349	620,686	200,000	200,000
Transit Partnerships	2,344,700	1,892,235	1,528,963	1,471,297	1,298,478	1,301,478
Regional Transit Integration Total	3,528,526	3,466,957	2,800,312	2,091,982	1,498,478	1,501,478

[41] Replacement and preservation projects are noted under the State of Good Repair heading.

Portfolio/Subportfolio/Program/Parent Project/Project	2026	2027	2028	2029	2030	2031
Speed and Reliability Improvements						
Corridor/Spot Improvements	8,968,040	11,640,684	17,026,052	4,889,774	10,889,774	2,889,774
RapidRide	83,207,207	52,927,424	35,895,296	32,775,557	34,248,985	30,884,587
Speed and Reliability Improvements Total	92,175,246	64,568,107	52,921,348	37,665,331	45,138,759	33,774,361
State of Good Repair						
Building Envelope	2,917,373	2,656,585	2,133,490	57,866	0	0
Building Systems	41,103,702	33,065,396	26,309,112	13,393,916	29,386,181	27,729,732
Equipment	6,866,684	5,009,406	5,198,503	4,995,336	7,264,531	4,993,277
Infrastructure	40,462,674	31,474,951	41,045,012	22,659,016	15,987,396	2,192,140
SGR Admin	3,770,496	4,185,893	3,527,704	2,559,575	3,586,450	3,997,552
Site and Paving	34,343,077	19,841,631	3,226,824	1,981,241	2,264,469	2,013,358
State of Good Repair Total	129,464,005	96,233,863	81,440,645	45,646,950	58,489,027	40,926,058
Zero Emissions Infrastructure						
Fixed Route Vehicle Charging	55,717,598	17,282,290	21,224,388	71,638,385	67,269,365	58,251,695
Non-Fixed Route Vehicle Charging	9,481,525	7,017,715	3,772,148	1,390,984	1,390,984	1,390,984
Trolley	10,957,120	7,274,244	11,596,633	8,452,507	14,251,280	9,415,246
Zero Emissions Infrastructure Total	76,156,243	31,574,249	36,593,169	81,481,876	82,911,629	69,057,925
Fixed Assets Total	**387,632,051**	**254,741,524**	**230,364,236**	**213,176,807**	**233,894,221**	**169,382,335**
Fleet						
Fixed Route Vehicles						
Battery Electric Buses	57,819,771	1,113,456	19,163,633	11,503,430	418,969	251,367,188
Hybrid Buses	0	0	69,828,564	94,208,867	309,097,295	167,380,120
Trolley Buses	14,539,832	2,000,000	0	0	0	0
Onboard Equipment	13,599,000	0	0	0	0	0

Portfolio/Subportfolio/Program/Parent Project/Project	2026	2027	2028	2029	2030	2031
Marine Vessels	1,007,950	7,637,296	10,109,125	1,000,000	0	0
Fixed Route Vehicles Total	86,966,553	10,750,751	99,101,322	106,712,297	309,516,264	418,747,308
Non-Fixed Route Vehicles						
Non-Revenue Vehicles	13,324,381	8,119,081	9,989,317	8,388,735	8,388,735	8,388,735
Access Paratransit Vehicles	11,259,765	10,801,035	17,788,243	10,121,082	12,114,080	15,497,831
Alternative Services	1,331,774	0	1,126,565	1,282,112	1,622,457	608,955
Vanpool	16,663,489	25,364,654	26,583,527	2,289,650	2,351,405	2,414,885
Community Access Transportation (CAT)	4,215,125	8,748,546	404,157	8,983,302	3,138,804	0
DART (Dial-A-Ride Transit)	4,997,166	1,913,831	0	5,278,430	2,846,097	0
Non-Fixed Route Vehicles Total	51,791,700	54,947,147	55,891,809	36,343,311	30,461,578	26,910,406
Fleet Total	**138,758,252**	**65,697,899**	**154,993,131**	**143,055,608**	**339,977,842**	**445,657,714**
Technology						
Asset Management	7,810,340	7,821,617	588,488	606,143	1,874,327	1,893,057
Customer Info Management	2,074,696	2,902,485	7,104,511	7,817,391	8,007,730	5,158,030
Data Analytics and Reporting	1,358,664		600,000	600,000		
Networks, Tools and Communications	2,862,177	4,468,250	7,332,573	7,875,000	9,475,000	9,475,000
Safety and Security	7,306,581	4,762,994	4,762,994	4,762,994	2,000,000	2,000,000
Service Delivery	14,006,548	15,447,555	14,567,278	9,662,500	6,449,999	6,450,002
Technology Total	**35,419,006**	**35,402,901**	**34,955,844**	**31,324,028**	**27,807,056**	**24,976,089**
Grand Total	**564,039,611**	**358,072,627**	**422,488,211**	**389,731,442**	**603,854,120**	**642,191,139**

Table 13: Summary of Capital Expenses: Rolling Stock, Equipment, Facilities, and Infrastructure[42]

Year Received/ Expensed	Expense Type	Preservation/ Replacement	Expansion/ Improvement
Rolling Stock			
2026	Fixed route heavy duty buses (battery-electric)	89	0
	Alternative services	22	0
	Vanpool vehicle purchase	210	0
	ADA van procurement	43	0
	CAT vehicles procurement	24	0
2027	Fixed route heavy duty buses (Electric trolleys)	0	0
	Alternative services	9	0
	Vanpool vehicle purchase	346	0
	ADA van procurement	40	0
	CAT vehicles procurement	53	0
2028	Fixed route heavy duty buses (battery-electric)	50	0
	Alternative services	0	0
	Vanpool vehicle purchase	269	0
	ADA van procurement	67	0
	CAT vehicles procurement	5	0
2029	Fixed route heavy duty buses (battery-electric)	15	0
	Alternative services	12	0
	Vanpool vehicle purchase	0	0
	ADA van procurement	37	0
	CAT vehicles procurement	44	0
2030	Fixed route heavy duty buses (battery-electric)	200	0
	Alternative services	0	0
	Vanpool vehicle purchase	0	0
	ADA van procurement	43	0
	CAT vehicles procurement	20	0
2031	Fixed route heavy duty buses (battery-electric)	215	0
	Alternative services	0	0
	Vanpool vehicle purchase	0	0
	ADA van procurement	48	0
	CAT vehicles procurement	0	0
Equipment			
2026	Replacement of HVAC Systems, Routine Paving, Routine Equipment & Infrastructure, Underground Storage Tank Refurbishment	18	18
2027	Replacement of HVAC Systems, Routine Paving, Routine Equipment & Infrastructure, Underground Storage Tank Refurbishment	23	23
2028	Replacement of Routine Equipment & Infrastructure, Underground Storage Tank Refurbishment	20	20
2029	Replacement of HVAC Systems, Bus Vacuum System, Routine Paving, Routine Equipment & Infrastructure, Underground Storage Tank Refurbishment	10	10
2030	Replacement of HVAC Systems, Bus Vacuum System, Routine Paving, Routine Equipment & Infrastructure, Underground Storage Tank Refurbishment	0	8
2031	Replacement of HVAC Systems, Bus Vacuum System, Routine Paving, Routine Equipment & Infrastructure, Underground Storage Tank Refurbishment	0	8
Facilities and infrastructure[43]			
2026	Base Expansion, Comfort Station, Routine Facility Improvements	1	3
	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.	7	3

[42] This table represents Metro-led projects and does not include capital contributions towards projects led by other jurisdictions or agencies.
[43] Routine Facility Improvements are displayed as a single unit under the Expansion/Improvement category.

Year Received/ Expensed	Expense Type	Preservation/ Replacement	Expansion/ Improvement
	Bike parking racks (# of locations planned for improvements)	2	2
	Bus shelter	165	25
	Bus stop seating	5	35
2027	Base Expansion, Comfort Station, Routine Facility Improvements	0	7
	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	3
	Bike parking racks (# of locations planned for improvements)	2	2
	Bus shelter	170	25
	Bus stop seating	5	35
2028	Base Expansion, Comfort Station, Routine Facility Improvements	2	4
	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
2029	Base Expansion, Comfort Station, Routine Facility Improvements	1	6
	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	8
	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
2031	Base Expansion, Comfort Station, Routine Facility Improvements	0	1
	RapidRide R Line Stations[44]	0	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

[44] RapidRide R Line Station development will not occur 2029 or earlier. It is currently assumed to occur in 2030, given project delays, funding complexities, jurisdictional partnership agreements, etc.

VI. 2025 Operating Data and 2026-2031 Projections

The financial plan provided in this document is based on Metro's 2026-2027 adopted budget. The financial plan was updated early 2026 to reflect 2025 actuals. It includes King County economic and financial planning assumptions for 2026-2031, and projected revenue and service levels. Like many transit agencies across the Country, Metro faces 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 customers.

VI-a. Annual Operating Data and Projections

Table 14: Annual Operating Data (2025 actuals, 2026 – 2031 projections)

ANNUAL OPERATING INFORMATION	2025	2026	2027	2028	2029	2030	2031
Fixed Route Services							
Revenue Vehicle Hours	3,373,738	3,510,000	3,830,000	3,850,000	3,860,000	3,870,000	3,880,000
Total Vehicle Hours	3,720,864	3,870,000	4,220,000	4,240,000	4,250,000	4,260,000	4,270,000
Revenue Vehicle Miles	34,158,392	36,460,000	39,220,000	40,520,000	40,690,000	40,750,000	40,830,000
Total Vehicle Miles	39,865,120	42,557,000	45,778,000	47,293,000	47,493,000	47,561,000	47,650,000
Passenger Trips	88,399,439	93,740,000	95,710,000	99,320,000	105,130,000	107,970,000	109,950,000
Diesel Fuel Consumed (gallons)	9,158,855	7,825,100	N/A	N/A	N/A	N/A	N/A
Electricity Consumed (Kwh)	2,203,762	23,280,000	N/A	N/A	N/A	N/A	N/A
Employees FTEs	4,206	4,527	N/A	N/A	N/A	N/A	N/A
Operating Expenses	$913,310,695	$972,030,000	$1,018,140,000	$1,074,370,000	$1,109,990,000	$1,151,310,000	$1,189,660,000
Farebox Revenues	$78,033,175	$94,100,000	$100,320,000	$115,030,000	$129,780,000	$133,650,000	$140,820,000
Contacted Fixed Route Services (Sound Transit Regional Express)							
Revenue Vehicle Hours	237,648	211,000	170,000	115,000	115,000	115,000	115,000
Total Vehicle Hours	276,807	246,000	198,000	134,000	134,000	134,000	134,000
Revenue Vehicle Miles	3,464,282	3,114,000	2,352,000	2,068,000	1,709,000	1,709,000	1,709,000
Total Vehicle Miles	4,410,077	3,964,000	2,994,000	2,632,000	2,175,000	2,175,000	2,175,000
Employees FTEs	299	265	N/A	N/A	N/A	N/A	N/A
Operating Expenses	$63,822,784	$57,130,000	$51,570,000	$46,690,000	$41,340,000	$42,850,000	$44,240,000

ANNUAL OPERATING INFORMATION	2025	2026	2027	2028	2029	2030	2031
Farebox Revenues	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Streetcar Rail Services							
Revenue Vehicle Hours	37,742	38,000	38,000	38,000	38,000	38,000	38,000
Total Vehicle Hours	39,183	39,000	39,000	39,000	39,000	39,000	39,000
Revenue Vehicle Miles	182,839	183,000	183,000	183,000	183,000	183,000	183,000
Total Vehicle Miles	188,581	189,000	189,000	189,000	189,000	189,000	189,000
Passenger Trips	1,624,485	1,640,000	1,640,000	1,640,000	1,640,000	1,640,000	1,640,000
Electricity Consumed (Kwh)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Employees FTEs	74	75	N/A	N/A	N/A	N/A	N/A
Operating Expenses	$15,446,810	$15,630,000	$14,800,000	$15,500,000	$15,940,000	$16,440,000	$16,940,000
Farebox Revenues	$946,263	$791,000	$838,000	$864,000	$888,000	$912,000	$937,000
Contracted Ligh Rail Services							
Employees FTEs	1,146	1490	N/A	N/A	N/A	N/A	N/A
Operating Expenses	$196,917,182	$261,930,000	$270,650,000	$283,170,000	$290,810,000	$298,890,000	$307,580,000
Farebox Revenues	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Demand Response Services							
Revenue Vehicle Hours	715,189	579,000	611,000	557,000	574,000	591,000	609,000
Total Vehicle Hours	963,840	780,000	823,000	750,000	773,000	796,000	820,000
Revenue Vehicle Miles	7,960,962	6,445,000	6,801,000	6,200,000	6,389,000	6,578,000	6,778,000
Total Vehicle Miles	10,834,629	8,771,000	9,256,000	8,438,000	8,696,000	8,954,000	9,227,000
Passenger Trips	1,129,315	929,000	981,000	1,010,000	1,040,000	1,072,000	1,104,000
Diesel Fuel Consumed (gallons)	15,499	N/A	N/A	N/A	N/A	N/A	N/A
Gasoline Fuel Consumed (gallons)	1,030,289	N/A	N/A	N/A	N/A	N/A	N/A
LPG Fuel Consumed (Therms)	399,385	N/A	N/A	N/A	N/A	N/A	N/A

ANNUAL OPERATING INFORMATION	2025	2026	2027	2028	2029	2030	2031
Employees FTEs	30	26	N/A	N/A	N/A	N/A	N/A
Operating Expenses	$102,785,319	$106,490,000	$107,970,000	$104,620,000	$110,000,000	$116,310,000	$126,730,000
Farebox Revenues	$906,136	$910,000	$960,000	$930,000	$960,000	$990,000	$1,020,000
Contracted Services (DART)							
Revenue Vehicle Hours	112,614	232,000	231,000	232,000	232,000	232,000	232,000
Total Vehicle Hours	127,016	262,000	261,000	262,000	262,000	262,000	262,000
Revenue Vehicle Miles	1,388,679	2,860,000	2,850,000	2,860,000	2,860,000	2,860,000	2,860,000
Total Vehicle Miles	1,827,523	3,770,000	3,760,000	3,770,000	3,770,000	3,770,000	3,770,000
Passenger Trips	1,002,310	1,107,000	1,098,000	1,106,000	1,108,000	1,109,000	1,110,000
Diesel Fuel Consumed (gallons)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Gasoline Fuel Consumed (gallons)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Employees FTEs	23	25	N/A	N/A	N/A	N/A	N/A
Operating Expenses	$22,407,239	$52,371,000	$54,291,000	$49,768,000	$51,256,000	$52,881,000	$54,417,000
Farebox Revenues	$587,106	$540,000	$534,000	$554,000	$569,000	$585,000	$601,000
Vanpool Services							
Total Vehicle Hours	287,896	286,000	299,000	299,000	299,000	299,000	299,000
Total Vehicle Miles	8,637,185	9,150,000	9,560,000	9,740,000	9,740,000	9,740,000	9,740,000
Passenger Trips	1,580,828	1,570,000	1,640,000	1,640,000	1,640,000	1,640,000	1,640,000
Vanpool Fleet Size	1,356	1,259	1,307	1,307	1,307	1,307	1,307
Vans in Operation	1,007	1,127	1,175	1,175	1,175	1,175	1,175
Gasoline Fuel Consumed (gallons)	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Employees FTEs	29	33	N/A	N/A	N/A	N/A	N/A
Operating Expenses	$10,434,958	$11,420,000	$10,540,000	$11,170,000	$11,480,000	$11,810,000	$12,150,000
Farebox Revenue - Operating	$9,418,773	$6,410,000	$5,150,000	$3,120,000	$3,770,000	$6,330,000	$6,300,000

VI-b. Multi-year Financial Plan

Table 15. 2026-2027 Revised Adopted Financial Plan[45]

Category	2025 Actuals	2026 – 2027 Projected	2028-2029 Projected	2030-2031 Projected
Beginning Fund Balance	2,104,292,364	2,069,475,692	1,781,227,985	1,302,187,688
Revenues				
Sales Tax	860,605,403	1,864,658,269	1,929,518,182	2,023,854,533
Property Tax	41,514,437	85,641,119	89,345,608	93,130,870
Fares (All Modes)	89,915,609	215,213,653	261,571,871	297,590,996
Other Operations	10,076,614	17,193,021	18,246,257	19,268,645
Sound Transit Payments	263,030,824	635,757,346	665,774,210	697,535,587
Seattle Service	57,834,690	111,854,018	117,157,663	125,089,171
Grants	178,250,718	446,394,314	419,867,865	286,435,204
Interest Income	84,461,959	105,376,692	82,314,847	51,118,762
Miscellaneous	14,009,165	27,821,321	32,796,396	27,620,932
Total Revenues	**1,599,699,418**	**3,509,909,754**	**3,616,592,898**	**3,621,644,700**
Expenditures				
King County Bus Operations	877,092,557	1,904,449,511	2,093,111,457	2,243,409,856
DART & Alt Services Operations	46,302,372	106,661,229	101,024,314	107,297,704
ACCESS Operations	103,364,410	214,463,316	214,621,583	243,035,498
Sound Transit Link Operations	197,674,681	532,581,685	573,983,827	606,470,152
Sound Transit REX Operations	63,298,054	108,704,860	88,026,269	87,090,407
Seattle Bus Operations	38,733,893	85,724,550	91,240,985	97,559,753
Streetcar Operations	15,251,490	30,435,238	31,439,001	33,379,526
Vanpool Operations	10,518,357	21,959,921	22,644,565	23,965,896
Marine Operations	11,408,870	28,591,831	24,027,250	25,465,723
Transit Operating Total	**1,363,644,683**	**3,033,572,142**	**3,240,119,251**	**3,467,674,516**
Infrastructure Capital	224,363,396	745,317,676	603,843,673	477,187,171
Revenue Fleet Capital	44,572,679	183,012,689	369,967,919	768,858,087
Debt Service	6,431,298	12,915,853	17,168,000	71,819,022
Total Expenditures	**1,639,012,056**	**3,974,818,360**	**4,231,098,842**	**4,785,538,796**
Estimated Under-expenditures	-	**(174,848,898)**	**(66,795,878)**	-
Other Fund Transactions				
Debt Proceeds		-	66,857,769	439,724,955
Misc. Balance Adj. & Other Transfers	4,495,966	1,812,000	1,812,000	1,812,000
Total Other Fund Transactions	**4,495,966**	**1,812,000**	**68,669,769**	**441,536,955**
Ending Fund Balance	**2,069,475,692**	**1,781,227,985**	**1,302,187,688**	**579,830,547**
Reserves				
Revenue Stabilization Reserve	329,181,567	362,327,185	375,696,784	394,435,383
Operating Ending Target Requirement	58,090,865	63,940,091	63,943,045	69,606,244
Revenue Fleet Replacement Reserve	181,409,782	131,040,649	105,632,855	55,671,677
Bond Fund Reserve	15,931,596	4,817,176	8,443,872	4,408,928
Capital Carryover Reserve	913,853,325	604,001,409	180,937,809	81,727,886
Marine Balance Designation	28,711,465	25,269,907	14,761,004	13,122,461
Capital Designated Revenue	7,470,918	7,256,272	7,256,272	7,256,272
Total Reserves	**1,534,649,518**	**1,198,652,691**	**756,671,641**	**626,228,852**
Reserve Shortfall	-	-	-	46,398,305
Ending Undesignated Fund Balance	**534,826,174**	**582,575,294**	**545,516,047**	**-**

[45] This multi-year financial plan reflects the 2026-2027 revised adopted budget, updated for 2025 actuals and King County economic and financial planning assumptions for 2026-2031. King County Ordinance #20023 adopted the 2026–2027 biennial budget for the Public Transportation Fund.

VII. Projects of Regional Significance

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. Metro Statewide Transportation Improvement Program

The Metro Statewide Transportation Improvement Program projects in Table 16 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 16: Metro Statewide Transportation Improvement Program Projects (as of 6/9/2026)

Tracking No.	Project Description	Grant	Funding
MET-215	Atlantic Base Maintenance Building HVAC Replacement	5337 HIFG	$3,100,000
MET-217	Broad Street Substation Transformer Repl.	5337 HIFG	$1,169,514
MET-218	KCM Service Expansion Battery Electric Bus Service	5307	$4,592,242
MET-238	King County Metro Bus Acquisition 2023-2024	5307	$15,766,487
		5339	$50,202,539
	Workforce Dev	5339	$2,495,642
		subtotal	$68,464,668
MET-243	Trolley System Transit Asset Management 2023-2024	5337 HIFG	$3,261,942
MET-246	Vessel Preservation 2023-2024	5337 HIFG	$1,800,000
		FBP	$384,857
		subtotal	$2,184,857
MET-251	KCM Sound Transit Link Passenger Improvements	5307	$500,000
		5307	$4,800,000
		5307	$500,000
		subtotal	$5,800,000
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	$113,021,259
		5337 HIMB	$10,890,290
		subtotal	$123,911,549
MET-255	Route 36 Speed and Reliability Corridor Improvements	5307	$2,449,000
MET-257	King County Post Pandemic TDM	CMAQ	$1,000,000
MET-259	Trolley Energy Storage System Replacement	5337 HIFG	$1,665,000
MET-261	500 KW Traction Power Substations State of Good Repair	5337 HIFG	$24,080,955
MET-262	Bus Acquisitions 2025-2026	5307	$24,687,325
		5339	$10,628,369
		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
		FBP	$327,290
		subtotal	$2,327,290
MET-266	Rapid Ride R Line	5307	$49,826,074
MET-267	TPSS Switch Gear Replacements	5337 HIFG	$1,977,251
MET-268	Vehicle, Equipment and Facilities Maintenance (2025-26)	5307	$51,501,593
MET-269	Trolley Bus	5307	$24,260,163
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	CRP/UL	$1,730,000

Tracking No.	Project Description	Grant	Funding
		STBP	$29,194
		subtotal	$1,759,194
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

VII-b. Regional Capacity Projects

Regional Capacity Projects[46] are those projects that add capacity to the regional system above a predetermined threshold and include roadway, transit, bicycle/pedestrian and other project types. Table 17 provides updates on Metro's Regional Capacity Projects and partner-led projects Metro is supporting that were submitted to Puget Sound Regional Council with estimated completion years between 2026-2031.

Recently completed projects, including transit integration with East Link Light Rail expansion, are not included. Metro invests in many smaller scale projects, including corridor speed and reliability improvements and network restructures, that are not included on the Regional Capacity Project list because they do not meet the threshold for submission.

Table 17: Regional Capacity Projects

Project ID	Est. Completion Year*	Partner or Metro Led	Status (2026 budget)	Brief Description
5769/5679	2026/2027	Seattle and Sound Transit Partnership	Construction	Transit Integration and multimodal improvements supporting connections to Pinehurst Infill Station
5674	2027	Metro	Construction	RapidRide I Line connecting the downtown centers of Renton, Kent, and Auburn
5152	2027	Seattle Partnership	Construction	RapidRide J Line connecting University District to downtown Seattle via Eastlake and South Lake Union
2527	2028	Sound Transit Partnership	Construction	Transit integration with Stride S1/2 BRT from Lynnwood Transit Center to the Burien Transit Center via I-40 and SR 518
5359	2028	Sound Transit Partnership	Construction	Transit integration with Stride S3 from Link station at NE 145th to UW Bothel and Woodinville
5801	2028	Seattle Partnership	Design	Improve transit corridors along Harrison Street and Mercer Street
5156	2030	Metro	Planning	Speed & reliability improvements along route 5 corridor
5738	2030	Metro	Planning	West Seattle Mobility Transit Hub, accommodating transit connections to Water Taxi at Seacrest Dock
5676	2030	Metro	Planning	RapidRide K Line connecting Totem Lake, Bellevue, and Eastgate
5736	2030	Metro	Not started	Kenmore to University of Washington Passenger Only Ferry Route
5670	2030	Metro	Not started	West Seattle Passenger Only Ferry Terminal
5680	2031	Sound Transit Partnership	Design	Transit Integration with Graham Street Infill Station
5895	2031	Metro	Planning	RapidRide R Line connecting Rainier Beach to downtown Seattle via Rainier Ave and International District

** Estimated Completion Year is the year provided when Regional Capacity Projects were submitted to Puget Sound Regional Council and may not reflect current project timelines*

[46] PSRC, Regional Transportation 2026-2050, Regional Capacity Projects (https://www.psrc.org/sites/default/files/2026-05/rtp2026-regionalcapacityprojects_0.pdf)