



SECTION 4

THE GUIDELINES AT WORK

Metro uses the guidelines as we revise service three times each year, in the spring, summer, and fall. Metro launched the RapidRide E and F lines in February and June of 2014, respectively. In preparation for service reductions in September 2014, Metro limited service changes in February and June 2014 to minor routing and construction-mitigation changes. In September 2014, Metro implemented system-wide service reductions. A full list of changes made in 2014 is in Appendix G.

RapidRide E Line

In February 2014, Metro started the RapidRide E Line, which operates between downtown Seattle and the Aurora Village Transit Center via Green Lake and North Seattle. Like all of Metro's RapidRide service, the E Line offers free Wi-Fi, real-time bus arrival signs at stations, well-lit shelters, new buses, and frequent service all day, every day.

The E line operates 24 hours a day. On weekdays, service operates every 5 to 12 minutes during peak commute hours, every 12 minutes most other times of the day, and every 20 to 60 minutes after 10 p.m. On weekends, the E Line operates every 12 to 20 minutes most of the day and every 20 to 60 minutes after 10 p.m.

The E Line operates in business access and transit (BAT) lanes between Shoreline and North 38th Street in Seattle. Transit signal priority and queue jumps also help buses move more efficiently. Early results shows a 23 percent travel time savings on the E Line compared to the prior service (358 EX). The E Line has 58 total stops (not including downtown Seattle stops), including 31 stations with ORCA card readers and real-time information signs.

In the months following its launch, the E Line had a 16 percent ridership increase over the baseline period. After only three months, the overall rider satisfaction level was 83 percent. Eighty percent of riders were satisfied with how long their trip takes.

Service reductions

Metro implemented large-scale service reductions in September 2014, cutting 28 bus routes and revising 13 additional routes. The reduction of 161,000 annual service hours was approved by the King County Council in summer 2014. These reductions targeted low-performing service. A full list of September 2014 reductions is in Appendix G.