King County Metro Transit
2011 Service Guidelines Report

March 2012

King County METRO

We'll Get You There

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INTRODUCTION

King County Metro Transit prepared this *2011 Service Guidelines Report* to comply with Section 5 of King County Ordinance 17143, which adopted Metro's service guidelines. The required contents are at right.

As the first annual guidelines report, this one establishes baseline data for future reports (although data collection may change somewhat after the downtown Seattle Ride Free Area is eliminated in fall 2012, resulting in systemwide operational changes).

Annual service guidelines report requirements

- Corridors in the All-Day and Peak Network, scores and assigned service levels
- Over- and under-served corridors and estimated number of hours needed to meet needs
- Route performance, changes in thresholds for productivity, lateness and overcrowding measures
- List of service changes made since last report
- Network and rider connectivity delivered by other providers
- Potential changes to Metro's strategic plan and service guidelines

The service guidelines

Relevant service guidelines are summarized throughout the report. To read the complete guidelines, visit http://metro.kingcounty.gov/planning and select the "Service Guidelines" tab, or use this direct link to a PDF file: http://metro.kingcounty.gov/planning/pdf/KCMT_ServiceGuidelines_07-11-11.pdf

Corridors and routes

This report discusses both corridors and routes. It is important to understand these terms.

Corridors are major transit pathways that connect regional growth, manufacturing/industrial, and activity centers; serve park-and-rides and transit hubs; and provide mobility throughout King County. The service guidelines evaluate 113 major all-day transit corridors in King County that form the basis of Metro's All-Day and Peak Network.

Some Metro routes do not travel on the All-Day and Peak Network. These routes generally circulate within a local area or provide custom service for a school or other institution.

Bus routes are the actual services provided. Service within a single corridor might be provided by multiple bus routes. For example, the corridor from Fremont to downtown Seattle via Dexter Avenue North combines segments of two different bus routes, 26 and 28, and both of these routes extend beyond Fremont.

Some routes might cover multiple corridors. For example, the Route 271 serves three distinct travel markets: Issaquah-Eastgate, Eastgate-Bellevue, and Bellevue-University District. Metro identified each of these segments as a separate corridor to enable analysis of the different travel markets served by a single route.

Information sources

This report is based on ridership and reliability information gathered by computers on Metro buses. The automated vehicle location (AVL) system installed on all Metro buses gathers data about bus locations that we use to track on-time performance. An automatic passenger counter (APC) system, installed on about 15 percent of Metro's buses, provides us with ridership data. (See inset box on next page for more information).

For this report, we used ridership and service information from the spring 2011 service change, between February 5 and June 10, 2011. This is the most recent full spring service change for which we had final information. We typically use either spring or fall information because summer data includes seasonal service cuts that occur in the summer, related to the University of Washington schedule. It takes several weeks following the end of a service change to finalize ridership information, and additional time to analyze the information by route. Fall 2011 data was not available at the time this report was compiled because the service change ended February 17, 2012, during the time this report was being prepared.

Metro at a glance

Metro offers a broad range of public transportation services across King County. The focus of this report is Metro's large network of bus and trolley routes. A growing part of this network is RapidRide bus rapid transit service. Metro launched its first RapidRide line, the A Line, in fall 2010. The B Line followed in 2011, and four more lines will be in operation by fall 2013. Metro also operates the South Lake Union Streetcar. Altogether Metro's fixed-route services provided about 112.8 million passenger trips in 2011. This is a 2.9 percent increase over our 2010 ridership of 109.6 million.

In addition to these routes, Metro provides the following services:

- Dial-a-ride transit (DART), which provided about 827,000 passenger trips in 2011, and other alternative services that are more cost-effective than fixed-route service in meeting local needs.
- Door-to-door paratransit service for people with disabilities who cannot use regular bus service. Metro's Access van service and taxi scrip programs combined provided more than 1.2 million passenger trips in 2011.
- Ride-sharing programs, including 1,200 commuter vanpools that accounted for approximately 3.1 million passenger trips in 2011. Metro also hosts an online ridematch service for people who want to form or join carpools.

Ridership and reliability data sources: AVL and APC

The automated vehicle location (AVL) system installed on all Metro buses gathers data about bus locations that we use to track on-time performance.

An automatic passenger counter (APC) system is installed on about 15 percent of Metro's buses. It provides information about the number of riders, boardings and exits, passenger miles, and the number of passengers on board. Buses equipped with APCs are randomly assigned to trips, with a goal of getting at least three observations during each service-change period. Occasionally, some trips have few or no APC observations, so we estimate ridership. In this report we have noted where data was estimated. Ridership for DART service is collected using driver count cards.

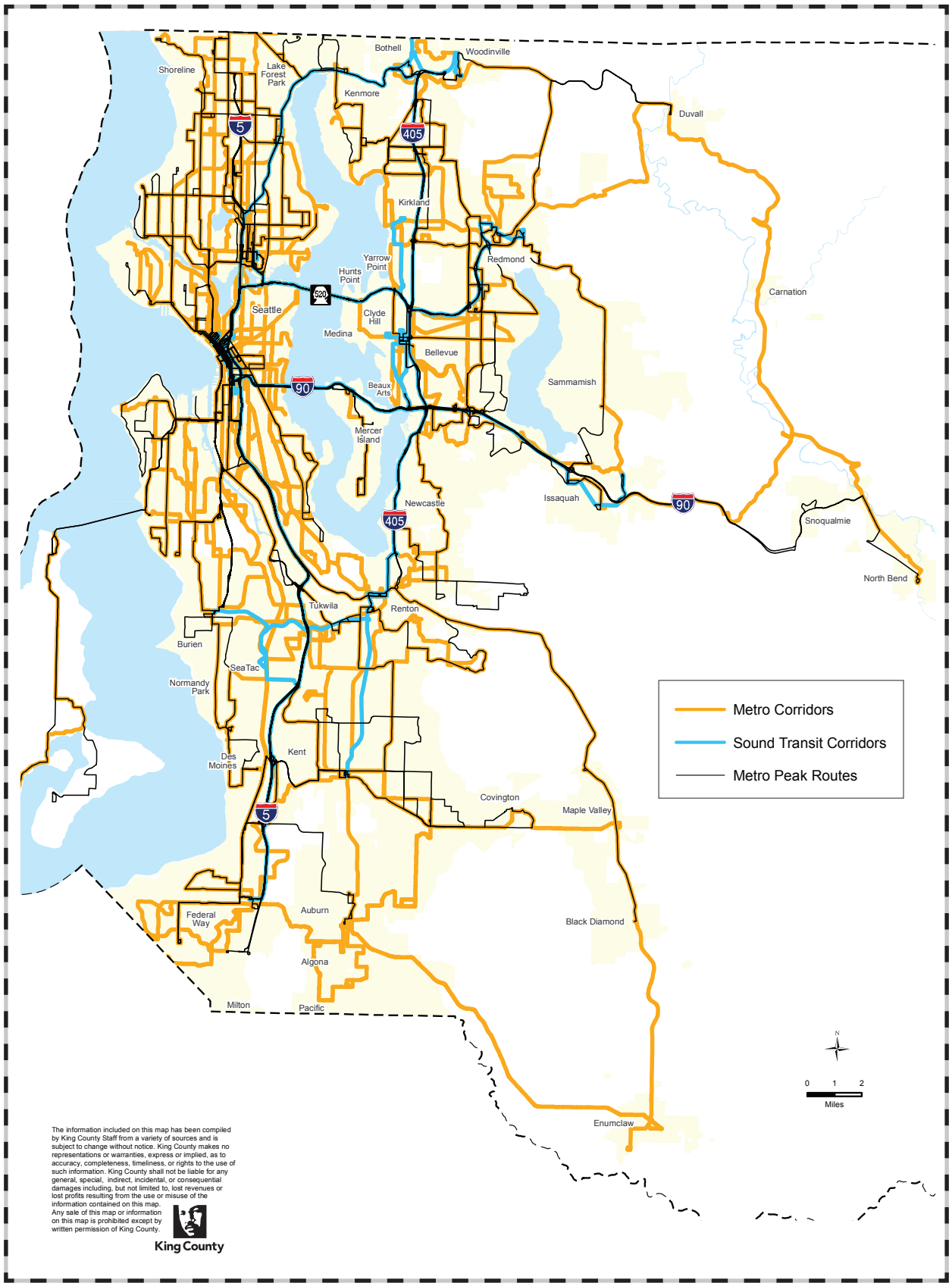
Metro is installing new on-board systems (OBS) on all Metro buses. OBS tracks bus locations using GPS-technology and, like AVL, will provide data on schedule adherence. About 15 to 20 percent of Metro's buses will be equipped with new APC units, so ridership data will continue to be based on samples. During the transition to OBS, more trips than usual may have few or no observations.

Metro's overall ridership for all fixed-route, DART, paratransit and vanpool services in 2011 was 117 million passenger trips—a 3 percent increase from the 113.7 million trips provided in 2010.

Metro also operates Sound Transit's Express buses and Link light rail in King County as well. We do not analyze these services using our service guidelines; Sound Transit has its own process of planning and managing services. Coordination between Metro and Sound Transit is important, though, and we describe how we provide complementary services in the report.

FIG. 1

All-Day and Peak Network, Spring 2011



A balanced system: social equity and geographic value in the guidelines

Metro strives to provide a transit system that contributes to equitable access to transportation for everyone in our community and that delivers value throughout King County. The service guidelines help us by incorporating processes and criteria that focus on social equity and geographic value.

One of the most important processes defined in the guidelines is that of setting target service levels for the All-Day and Peak Network. Measures of social equity and geographic value each account for 25 percent of each corridor's total service-level score in this process. Productivity factors based on land use comprise the remaining 50 percent. These factors consider how many people live and work near transit corridors. Corridors that score well on social equity and geographic value factors will be targeted for at least an all-day service level of 30-minute frequency.

In the guidelines-based analysis conducted in 2011, three corridors were targeted for Very Frequent Service and 10 corridors for Frequent service despite receiving no points for land use. More detail about corridor scoring and the results of the 2011 assessment follow.

Social equity

In our work to plan a transit system that gives King County residents equitable transportation opportunities, we consider how our system serves historically disadvantaged populations. Using the guidelines, we identify areas where many low-income or minority people live, and target higher levels of services in those areas. Specifically, we look at transit boardings in census tracts where the percentage of low-income or minority residents is higher than the county average. Our 2011 analysis identified 61 low-income and 61 minority corridors. Forty-two of the corridors are both low income and minority.

Our investment priorities also benefit low-income and minority corridors. The guidelines place a high priority on reducing overcrowding and improving schedule reliability. The investment of service hours needed to address overcrowding and poor on-time performance systemwide and in low-income and minority routes and corridors is presented in the table below.

Priority investment category	Estimated total hours	Hours on minority routes/corridors	%	Hours on low-income routes/ corridors	%
Passenger loads	7,700	5,600	73%	4,900	64%
Schedule reliability	32,500	13,200	41%	16,900	52%
Underserved corridors	349,000	244,000	70%	213,000	61%

Source: Spring 2011 APC

We also consider historically disadvantaged populations and people who depend on transit when we develop proposals to add, reduce or revise service to make the transit system more productive and effective. We strive to maintain appropriate levels of service based on established service targets. Even when reducing low-performing service, we avoid making reductions on underserved corridors.

When we plan significant service changes, we conduct a robust public outreach process and strive for meaningful engagement of people who have low incomes or are members of minority groups, including those who speak little or no English. Our efforts include developing partnerships with community

organizations, having public open houses and information tables at convenient times and locations, translating public communication materials, and offering interpreters at meetings.

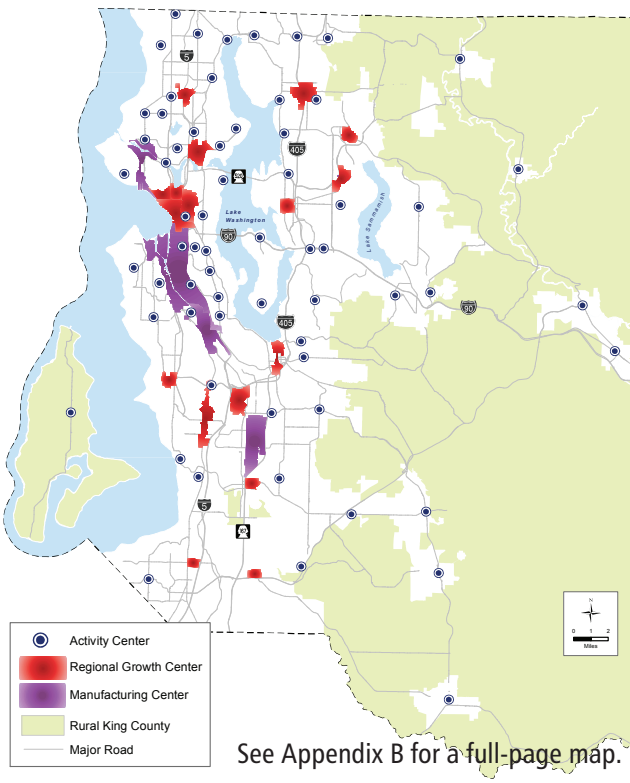
We follow the requirements and guidance of Title VI of the Civil Rights Act, which prohibits discrimination on the basis of race, color or national origin; King County Ordinance 16948, related to the "fair and just" principle of the King County Strategic Plan, which strives to eliminate inequities and social injustices based on race, income, and neighborhood; and the Executive Order on Translation, which requires all county agencies to ensure that public communications are culturally and linguistically appropriate for the target audience, including people who do not speak English well.

For example, Ordinance 16948 includes 13 "determinants of equity." When planning service changes we ensure that the revised services will continue to provide public transportation connections and access to health, education, food, housing, employment and other activities of daily living and civic engagement.

Geographic value

To help us deliver value throughout the county's geographic area, the guidelines identify the primary transit connections between centers on the basis of ridership and travel time. Centers are activity nodes that are the basis of the countywide transit network. They include regional growth centers, manufacturing/industrial centers, and transit activity centers. Transit activity centers include major destinations and transit attractions such as large employment sites and health and social service facilities.

Transit Activity Centers



See Appendix B for a full-page map.

Through the corridor scoring process, we assign higher target service levels to corridors that serve as primary connections between centers.

Primary connections	Number of corridors
Primary connections between regional centers	29
Primary connection between activity centers	47

The guidelines also incorporate geographic value by classifying routes by market served. This classification allows us to compare similar routes when assessing productivity. We classify our routes into two groups:

- Seattle core routes, which serve the greater downtown Seattle area and the University District.
- Non-Seattle core routes, which operate in other areas of Seattle and King County.

Routes that serve the Seattle core are expected to perform at a higher level because their market potential is greater than routes serving other parts of King County.

SECTION 1

CORRIDOR ANALYSIS

We use the service guidelines to evaluate the All-Day and Peak Network and establish target service levels for transit corridors throughout King County. The guidelines use factors of productivity, social equity and geographic value. Our analysis also assesses how well we are achieving the service level targets.

The analysis process

Target service levels are set through a three-step process outlined in the service guidelines. Step one assigns a preliminary level of service based on how many households or jobs are nearby, how many riders board buses in areas with relatively large low-income or minority populations, and how the corridors connect to transit activity centers and the type of centers those are.

Step two compares the actual number of transit riders with the level recommended in step one, and increases the service level if necessary to accommodate existing riders.

Step three determines if peak-period service is appropriate. The guidelines say peak service is warranted if it has higher ridership and provides a faster connection than all-day service alternatives.

All-Day and Peak Network Assessment Process

STEP-ONE: SET SERVICE LEVELS	
Factor	**Purpose**
Land Use	Support areas of higher employment and household density (50%)
Social Equity and Geographic Value	Serve historically disadvantaged communities (25%)
	Provide appropriate service levels throughout King County (25%)

STEP-TWO: ADJUST SERVICE LEVELS	
Factor	**Purpose**
Loads	Provide sufficient capacity for existing transit demand
Use	Improve effectiveness and financial stability of transit service
Service Span	Provide adequate levels of service throughout the day

STEP-THREE: IDENTIFY PEAK OVERLAY	
Factor	**Purpose**
Travel Time	Ensure that peak service provides a travel time advantage compared to other service alternatives
Ridership	Ensure that peak service is highly used

OUTCOME: ALL-DAY AND PEAK NETWORK

After identifying target service levels, we assign each corridor a service family. Service families are defined by frequency and hours of service. Frequency is the number of minutes between consecutive trips in the same direction. Hours of service, or span, is the time between the first trip and the last trip leaving the terminal in the predominant direction of travel.

The service families are:

- **Very frequent** – the highest level of all-day service, generally serving very large employment and transit activity centers and high-density residential areas.
- **Frequent** – a high level of all-day service, generally serving major employment and transit activity centers and high-density residential areas.
- **Local** – a moderate level of all-day service, generally serving regional growth centers and low- to medium-density residential areas.
- **Hourly** – all-day service no more frequent than every hour, generally connecting low-density residential areas to regional growth centers.
- **Peak** – specialized service in the periods of highest demand, generally connecting to a major employment center in the morning and away from the center in the afternoon.

Setting target service levels: the role of social equity and geographic value

Target service levels are set using an approach that balances multiple factors. To illustrate, some corridors that have low density and score poorly on land use measures still warrant high levels of service because they score highly on geographic value and social equity measures. For example, corridor 3 between Auburn and Burien gets zero points for land use. However, it is a highly used corridor that gets the maximum number of possible points for geographic value and social equity and is identified as a frequent-service corridor as a result.

Corridors 55 between Lake City, Northgate, and downtown Seattle and 106 between Bellevue and the University District are additional examples of corridors targeted for very frequent service that did not score well on land use. Each of these corridors gets only four points out of 20 possible points for land use measures but get the maximum score on geographic value and social equity.

Summary of Typical Service Levels by Family

Service family	Frequency (minutes)			Days of service	Hours of service
	Peak[1]	Off-peak	Night		
Very frequent	15 or better	15 or better	30 or better	7 days	16-20 Hours
Frequent	15 or better	30	30	7 days	16-20 hours
Local	30	30 - 60	--[2]	5-7 days	12-16 hours
Hourly	60 or worse	60 or worse	--	5 days	8-12 hours
Peak	8 trips/day minimum	--	--	5 days	Peak

1 Peak periods are 5-9 a.m. and 3-7 p.m. weekdays; off-peak are 9 a.m. to 3 p.m. weekdays and 5 a.m. to 7 p.m. weekends; night is 7 p.m. to 5 a.m. all days

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

In addition to the service families described above, Metro provides alternative services such as ridesharing, community vans, and Community Access Transportation. These alternative services provide mobility in flexible ways and complement the network of Metro corridors. (Dial-a-ride transit, DART, is included in Metro's regular service families.)

The next step is to compare the target service level to the existing service level to determine whether a corridor is underserved, overserved, or adequately served in the peak, off-peak and night time periods.

RESULTS

Service levels and families

Our analysis of the 113 all-day corridors found that 63 corridors are targeted for Very Frequent or Frequent service, 35 are targeted for Local service, and 15 corridors are classified as Hourly. The table below shows the hours and rides on services that are currently operating on corridors assigned to a given service family.

Hours And Rides of Routes on All-Day and Peak Network by Service Family (Spring 2011)

		Estimated hours[1]		Estimated rides[2]	
Service family	**Number of corridors in family**	**Service hours in family**	**% of Total[3]**	**Total**	**% of Total[3]**
Very Frequent	35	1,473,000	42%	64,135,000	54%
Frequent	28	613,000	18%	21,051,000	18%
Local	35	547,000	16%	12,825,000	11%
Hourly	15	175,000	5%	4,248,000	4%
Peak Services					
Peak routes[4]		491,000	14%	10,869,000	9%

[1] Estimates of hours are based on annualized spring 2011 hours.
[2] Ridership estimates are based on annualized spring 2011 ridership data.
[3] Total ridership includes rides on all services evaluated in the route analysis. Some of those services do not travel in corridors evaluated as part of the corridor analysis, and are not included in the service family categories. The hours and rides of these services are not shown here, so percentages will not total 100. These estimates are based on spring data and will not precisely match our year-end NTD report which includes Metro services that are not included in the guidelines analysis.
[4] Three corridors are served only by peak-only routes. The hours and rides shown here duplicate approximately 13,000 hours and 332,000 rides that are reported in the service families.

Balancing productivity, social equity and geographic value

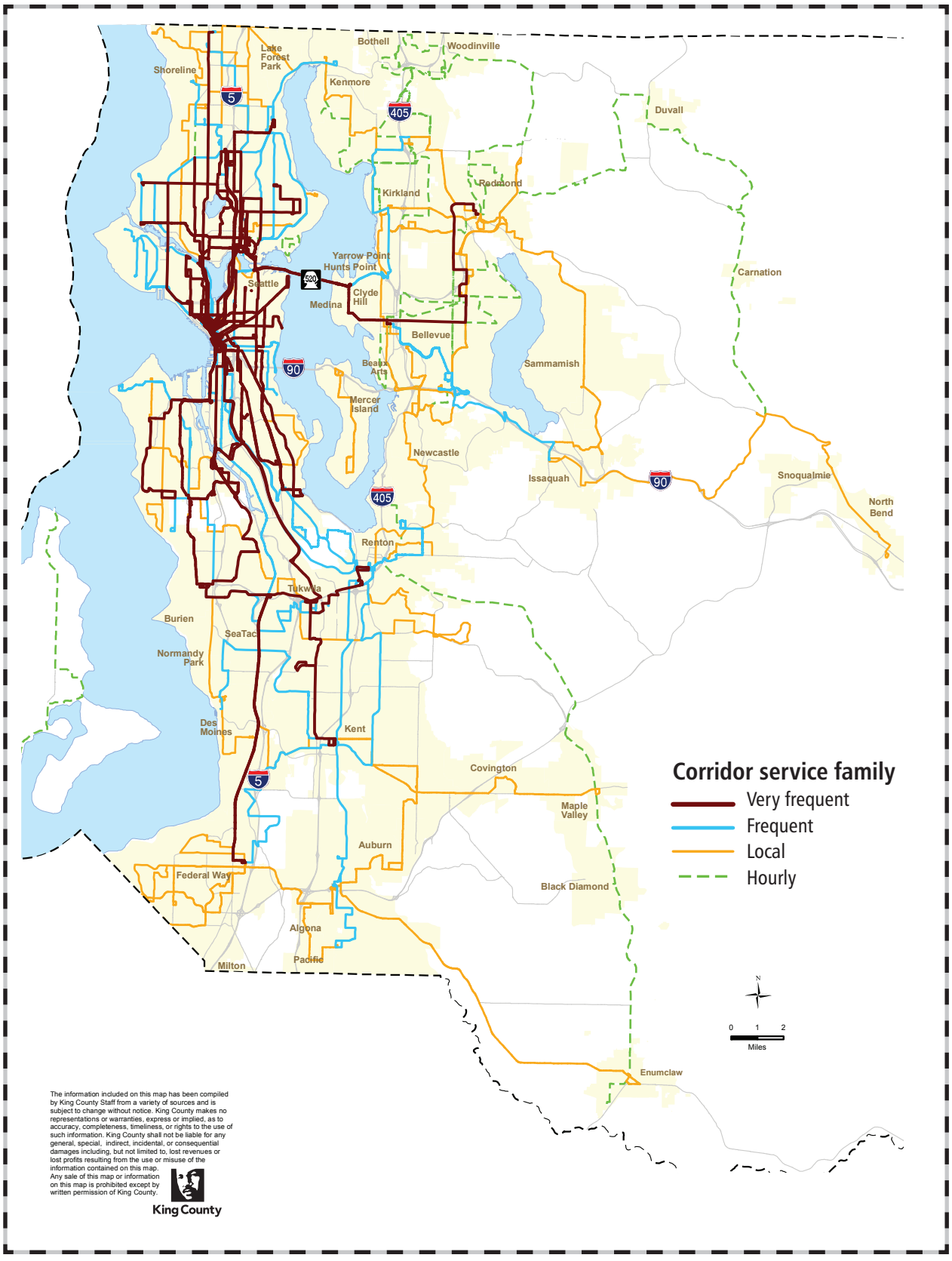
A comparison of the hours and riders served by different service families illustrates how the guidelines lead to a balance of productivity, social equity, and geographic value:

- Metro's significant investment in services in Very Frequent corridors reflects our commitment to high levels of service. Service in Very Frequent corridors is generally more productive, with a larger percentage of riders than hours. Many of the Very Frequent corridors serve areas with high concentrations of low-income and minority populations.
- Services assigned to the Local and Hourly corridors together represent 21 percent of Metro's hours and 15 percent of the system's riders. The guidelines recognize the value of providing connections in these corridors even though their ridership may not be as high because they provide important access to the system for transit-reliant populations and smaller, less densely developed urban areas.
- Peak routes have approximately 5 percent fewer system riders compared to system hours. The guidelines assess the value of peak-period trips by counting the number of riders boarding per hour, as well as by looking at travel-time advantages of peak service and the number of passenger-miles traveled. Peak services also play an important role in conveniently connecting people to employment centers.

The Spring 2011 Corridor Analysis table at the end of this section shows the assigned service family for each corridor. For actual corridor scores, see the appendix.

FIG. 2

Corridors by Service Family, Spring 2011

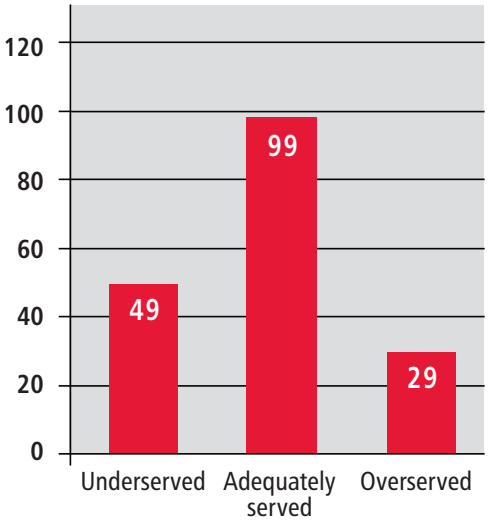


Underserved and overserved corridors

Our service adequacy analysis found that 99 of the 113 all-day corridors have adequate service in one or more periods of the day (peak, off-peak or night), 49 corridors are underserved in one or more period of the day, and 29 corridors have a higher level of service than is warranted in at least one time period.

Corridors are assessed in multiple time periods, so the sum of the number of corridors per category will be greater than the total number of corridors in the network. Maps showing the under- and overserved corridors are on the pages following the table.

Service Adequacy Analysis: Number of Corridors With at Least One Period in Category, 2011



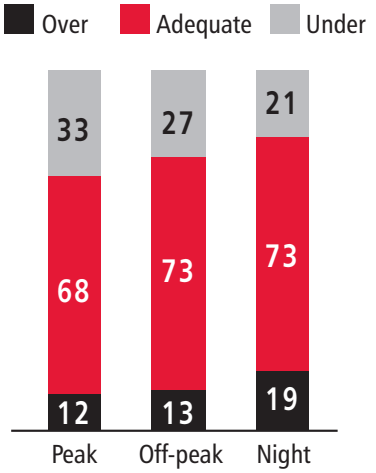
A major investment of about 349,000 annual service hours would be required to bring service levels up to the target levels for all corridors in all time periods.

The bottom chart at left shows that there were slightly more underserved corridors during the peak period, reflecting the county's peak period needs.

Investment priority

The table on the next page lists the corridors identified as underserved in the service adequacy analysis. Underserved corridors are among the higher priorities for investment of additional service. Priority among underserved corridors is established by ordering the underserved corridors in descending order of points, first by the geographic value score, then by the land-use score, and finally by the social equity score. This helps ensure that service enhancements are equitably distributed and productive.

Adequacy of Service by Service Type for Corridors, 2011



2011 Underserved Corridors and Estimated Hours to Meet Service Level Targets Ordered by Investment Priority

This table is ordered by priority investment. Priority among underserved corridors is established by ordering the underserved corridors in descending order of points, first by the geographic value score, then by the land-use score, and finally by the social equity score.

Corridor number	Between	And	Major route	Estimated hours to meet target
25	Cowen Park	Downtown Seattle	73 TB EX	4,000
19	Burien	Downtown Seattle	132 TB	18,000
20	Capitol Hill	White Center	60	11,000
55	Lake City	Downtown Seattle	41	2,000
106	U. District	Bellevue	271	5,000
99	Tukwila	Downtown Seattle	124	4,000
9	Ballard	Lake City	75	10,000
15	Bellevue	Redmond	B	23,000
3	Auburn	Burien	180	10,000
83	Renton	Burien	140	8,000
33	Federal Way	Kent	183	10,000
52	Kent	Renton	153	10,000
100	Tukwila	Des Moines	156	12,000
50	Kent	Renton	169	6,000
81	Redmond	Totem Lake	930	7,000
59	Madison Park	Downtown Seattle	11	11,000
35	Fremont	U. District	30/31	2,000
69	Northgate	Downtown Seattle	16	8,000
5	Aurora Village	Downtown Seattle	358	7,000
111	West Seattle	Downtown Seattle	54	19,000
94	Shoreline CC	Northgate	345	5,000
18	Burien	Downtown Seattle	131 TB	12,000
87	Renton	Renton Highlands	105	2,000
112	White Center	Downtown Seattle	125	3,000
95	Shoreline CC	Lake City	330	4,000
48	Kent	Burien	131/166	4,000
37	Green River CC	Kent	164	1,000
41	Issaquah	Overlake	269	11,000
30	Enumclaw	Auburn	186	5,000
101	Tukwila	Fairwood	155	5,000
42	Issaquah	North Bend	209	3,000
76	Queen Anne	Downtown Seattle	3 N	3,000
24	Colman Park	Downtown Seattle	27	3,000
26	Discovery Park	Downtown Seattle	33	9,000
107	U. District	Downtown Seattle	25	3,000
12	Ballard	Downtown Seattle	17	7,000
2	Alki	Downtown Seattle	56	4,000
71	Othello Station	Columbia City	39	5,000
79	Rainier Beach	Capitol Hill	9	9,000
110	Wedgwood	Cowen Park	71	6,000
45	Kenmore	U. District	372	4,000
70	Northgate	U. District	68	10,000
40	Issaquah	Eastgate	271	4,000
67	NE Tacoma	Federal Way	182	3,000
103	Twin Lakes	Federal Way	187	2,000
89	Renton Highlands	Renton	908	4,000
28	Eastgate	Bellevue	246	5,000
74	Pacific	Auburn	917	4,000
93	Shoreline	U. District	373	22,000
			Total	349,000

FIG. 3

Underserved Corridors, Spring 2011

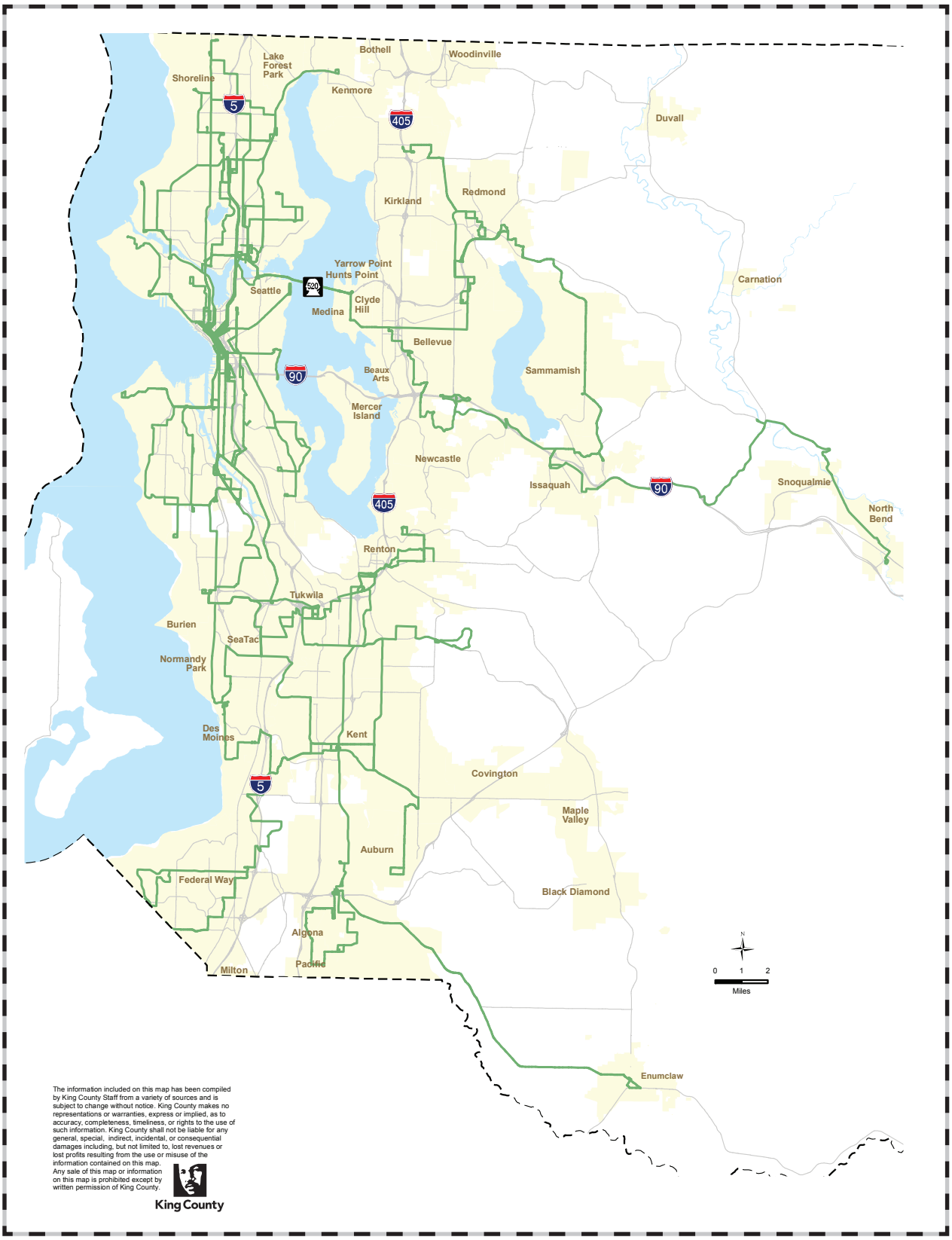
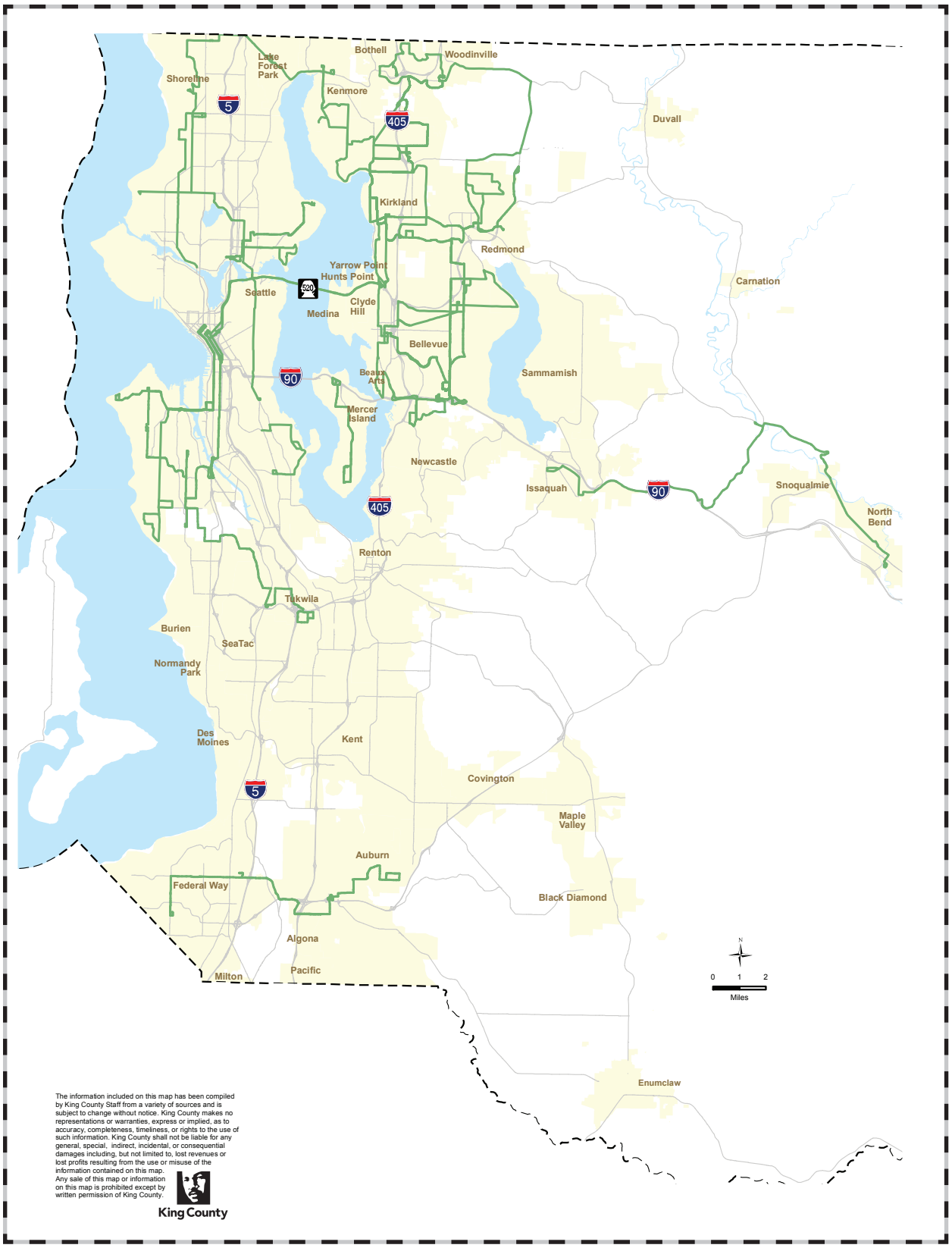


FIG. 4

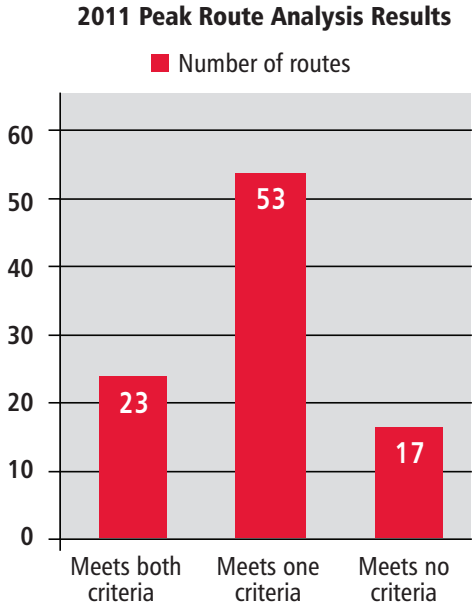
Overserved Corridors, Spring 2011



Peak routes

Metro's peak-only network has about 491,000 annual service hours, or 14 percent of the total service on the All-Day and Peak Network. This is a substantial service investment that connects much of the county directly with the largest employment centers, including the University District, Redmond, Bellevue, and downtown Seattle. Most of these connections complement all-day services that may be overcrowded during the peak period, stop more frequently than the peak service, or require transfers.

Some peak-only routes represent the only service in a given corridor or community. In some cases, hours of service may be extended based on use, demand or additional development. The guidelines assume that the primary reasons for peak-only service are capacity and speed. Accordingly, the guidelines analysis compares rides per trip on peak routes to those on the local alternative, and the peak route's travel time advantage over the local alternative. Either of these measures may be a sufficient reason to operate a peak-only service, and a peak route that achieves advantages on both measure provides even more value.



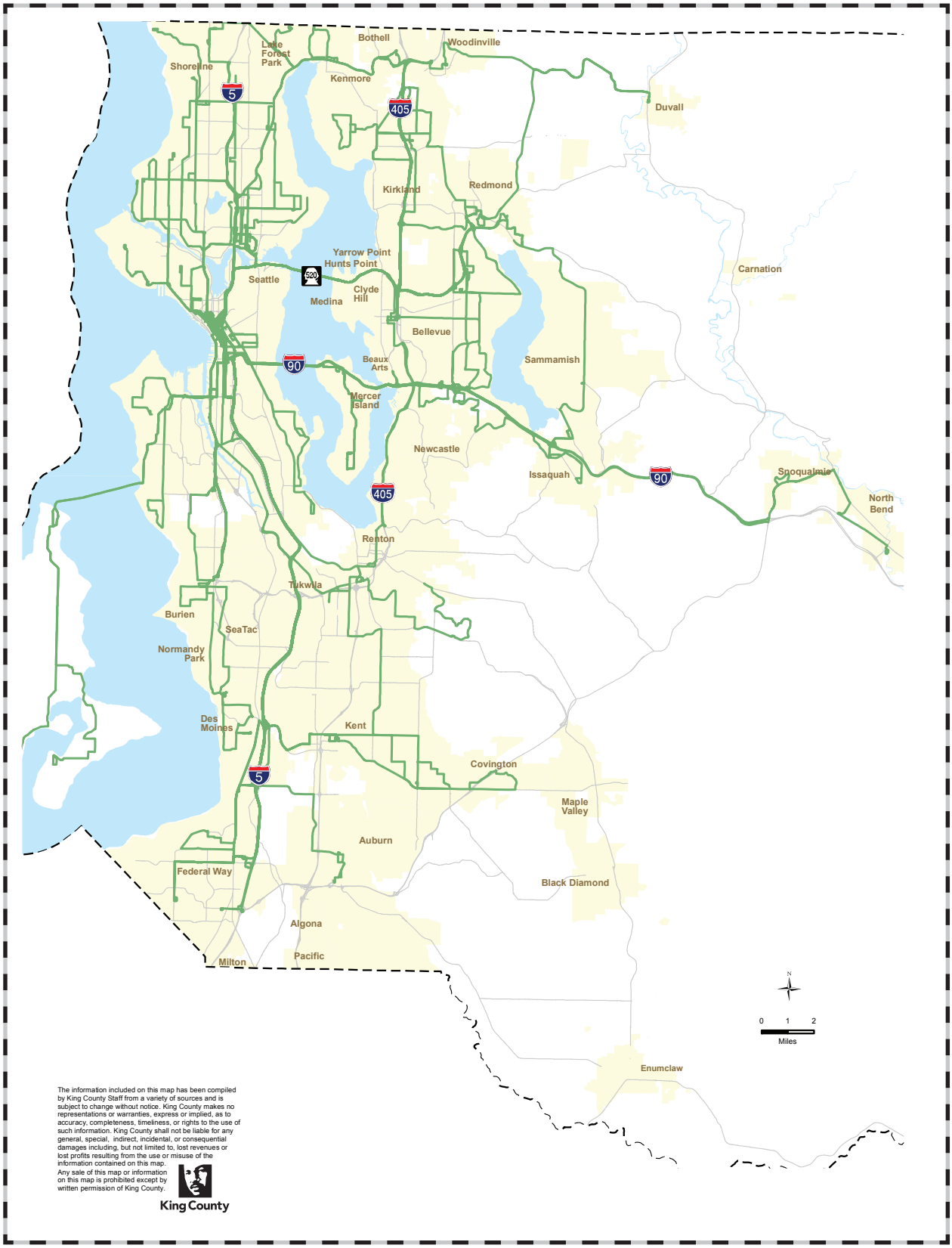
By using two criteria, the guidelines help us identify areas of potential improvement. Where a peak service does not meet one of the two criteria we can consider changes such as adjusting stop spacing or routing to improve the speed, directness, or attractiveness of a peak route.

The guidelines analysis found that the majority of Metro's peak-only services meet one or more of the peak criteria. Peak routes that meet only one of the criteria are providing valuable service, but may present opportunities for improvement.

The chart at left summarizes the results of the peak-route analysis. The list of routes not meeting one or both criteria is in the appendix.

FIG. 5

Peak Routes that Meet None or One Criteria, Spring 2011



The Complete Network: Integration with Sound Transit

The 113 corridors in Metro's All-Day Network do not include corridors where Sound Transit is the primary provider of all-day service. Key corridors in King County where Sound Transit is the primary provider of two-way, all-day transit service are listed in the table below. Metro operates service within many of these corridors, but these are mainly peak services that complement Sound Transit's all-day service.

Corridors Served Primarily by Sound Transit

Between	And	Via	Major Route
Woodinville	Downtown Seattle	Bothell, Kenmore, Lake Forest Park, Lake City	522
UW Bothell	CCC-Bellevue	Totem Lake	535
Redmond	Downtown Seattle	Overlake	545
Bellevue	Downtown Seattle	Mercer Island	550
Issaquah	Downtown Seattle	Eastgate, Mercer Island	554
Burien	Bellevue	SeaTac, Renton	560
Auburn	Overlake	Kent, Renton, Bellevue	566
SeaTac	Federal Way	I-5	574
Federal Way	Downtown Seattle	I-5	577/578
SeaTac	Downtown Seattle	Rainier Valley	Link light rail

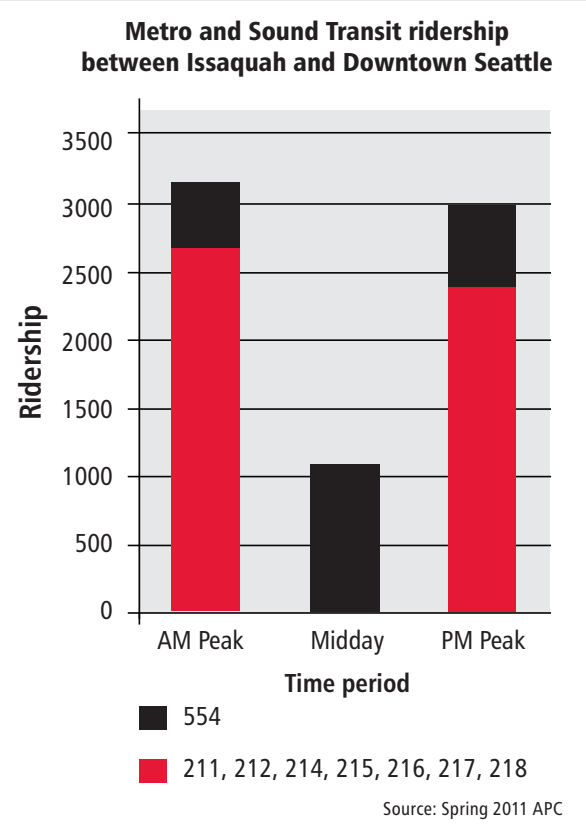
The I-90 corridor between Issaquah, Eastgate, and downtown Seattle is an example of the way Sound Transit and Metro coordinate service in a shared corridor. Sound Transit's Route 554 provides service all day, seven days a week, operating more than 70 daily trips. During peak periods, Metro operates routes that complement Route 554 and provide the majority of peak service between Issaquah and downtown Seattle.

Complementary Metro-Sound Transit Service in a Shared Corridor

Route	Between	And	Via	Number of peak trips	Average rides per trip
554	Issaquah	Downtown Seattle	I-90	28	40
211	Issaquah Highlands	First Hill, Seattle	I-90	9	29
212	Eastgate	Downtown Seattle	I-90	39	36
214	Issaquah	Downtown Seattle	I-90	20	32
215	North Bend	Downtown Seattle	I-90	10	48
216	Sahalee	Downtown Seattle	I-90	10	45
217	Downtown Seattle	Issaquah	I-90	5	42
218	Issaquah Highlands	Downtown Seattle	I-90	29	53

Source: Spring 2011

The next chart shows current ridership demand between Issaquah, Eastgate and downtown Seattle. As the chart shows, Metro provides most of the peak rides but Sound Transit service provides connections in the midday for more than 1,000 daily riders between Issaquah Highlands and downtown Seattle. The chart also shows how Sound Transit and Metro schedule service to be complementary, with Metro services accommodating high peak demand. The combination of Metro's more frequent peak trips and Sound Transit's all-day service with 20-minute frequency in the midday meets overall transit demand in the corridor.



In many corridors, Sound Transit provides at least 30-minute service all day, typically 5 a.m. to 12 a.m., while Metro provides additional service in the peak periods to help meet demand. By making the reduction of overcrowding our number-one priority, Metro ensures that additional demand is served.

The balance between Sound Transit and Metro corridors will continue to evolve. Currently, we analyze Metro services on selected regional, freeway-based corridors where Sound Transit does not provide service, or where Metro provides the major all-day connection. These corridors include Renton-to-downtown Seattle via I-5, and Northgate-to-downtown Seattle via I-5. The table below lists additional regional freeway-based corridors where Metro is the primary all-day service provider.

As Link service expands, Sound Transit will become the primary provider in additional corridors such as the Northgate-to-downtown Seattle corridor. As services are introduced and modified, Metro and Sound Transit will make adjustments to the network.

Corridors Primarily Served by Metro

Between	And	Via	Major route
Cowen Park	Downtown Seattle	University Way, I-5	73
Lake City	Downtown Seattle	NE 125th St, Northgate, I-5	41
Renton	Downtown Seattle	MLK Jr Way, I-5	101
Kent	Downtown Seattle	Tukwila	150
Totem Lake	Downtown Seattle	Kirkland, SR-520	255
University District	Bellevue	SR-520	271
Kenmore	University District	Lake Forest Park, Lake City	372
West Seattle	Downtown Seattle	Fauntleroy, Alaska Junction	54
Burien	Downtown Seattle	Delridge, Ambaum	120

2011 Corridor Service Family and Level of Service Summary

Corridor	Connections			Major route	Final suggested service levels		
	Between	And	Via		Peak	Off-Peak	Night
Resulting service family: Very Frequent							
5	Aurora Village	Seattle CBD	Aurora Ave N	E	< 15	15	15
8	Ballard	U. District	Green Lake, Greenwood	48 N	< 15	15	30
10	Ballard	Seattle CBD	15th Ave W	D	< 15	< 15	15
11	Ballard	U. District	Wallingford (N 45th St)	44	< 15	15	15
13	Beacon Hill	Seattle CBD	Beacon Ave	36	< 15	< 15	15
15	Bellevue	Redmond	NE 8th St, 156th Ave NE	B	< 15	15	15
17	Burien	Seattle CBD	Delridge, Ambaum	120	< 15	15	30
19	Burien	Seattle CBD	Des Moines Mem Dr, South Park	132	15	15	30
20	Capitol Hill	White Center	South Park, Georgetown, Beacon Hill, First Hill	60	< 15	15	30
21	Capitol Hill	Seattle CBD	15th Ave E	10	< 15	15	30
22	Capitol Hill	Seattle CBD	Madison St	12	< 15	15	30
23	Central District	Seattle CBD	E Jefferson St	3S	< 15	< 15	15
25	Cowen Park	Seattle CBD	University Way, I-5	73 EX	< 15	< 15	30
32	Federal Way	SeaTac	SR-99	A	< 15	15	15
34	Fremont	Seattle CBD	Dexter Ave N	26/28	< 15	15	15
35	Fremont	U. District	N 40th St	30/31	< 15	15	30
38	Greenwood	Seattle CBD	Greenwood Ave N	5	15	15	30
51	Kent	Seattle CBD	Tukwila	150	15	15	30
55	Lake City	Seattle CBD	NE 125th St, Northgate, I-5	41	< 15	15	30
59	Madison Park	Seattle CBD	Madison St	11	< 15	15	30
60	Madrona	Seattle CBD	Union St	2 S	< 15	15	30
66	Mt Baker	U. District	23rd Ave E	48 S	< 15	15	30
68	Northgate	U. District	Roosevelt	67	< 15	15	30
69	Northgate	Seattle CBD	Green Lake, Wallingford	16	15	15	30
70	Northgate	U. District	Roosevelt Way NE, NE 75th St	68	15	15	30
75	Queen Anne	Seattle CBD	Queen Anne Ave N	13	< 15	15	15
76	Queen Anne	Seattle CBD	Taylor Ave N	3 N	< 15	< 15	15
77	Rainier Beach	Seattle CBD	Rainier Ave	7	< 15	< 15	15
78	Rainier Beach	Seattle Center	MLK Jr Wy, E John St, Denny Way	8	15	15	30
83	Renton	Burien	S 154th St	F	< 15	15	15
104	U. District	Seattle CBD	Eastlake, Fairview	70	< 15	15	15
105	U. District	Seattle CBD	Broadway	49	15	15	15
106	U. District	Bellevue	SR-520	271	< 15	< 15	30
110	Wedgwood	Cowen Park	View Ridge, NE 65th St	71	< 15	15	30
111	West Seattle	Seattle CBD	Fauntleroy, Alaska Junction	C	< 15	15	15

KEY = UNDERSERVED / OVERSERVED

Corridor	Connections			Major route	Final suggested service levels		
	Between	And	Via		Peak	Off-Peak	Night
Resulting service family: Frequent							
2	Alki	Seattle CBD	Admiral Way	56	15	60	30
3	Auburn	Burien	Kent, SeaTac	180	15	30	30
9	Ballard	Lake City	Holman Road, Northgate	75	< 15	30	30
12	Ballard	Seattle CBD	W Nickerson, Westlake Av N, 9th Ave	17	15	30	30
14	Bellevue	Eastgate	Lake Hills Connector	271	15	30	30
18	Burien	Seattle CBD	1st Ave S, South Park, Airport Wy	131	15	30	30
24	Colman Park	Seattle CBD	Leschi, Yesler	27	15	30	30
26	Discovery Park	Seattle CBD	Gilman Ave W, 22nd Ave W, Thorndyke Av W	33	15	30	30
33	Federal Way	Kent	Military Road	183	15	30	30
40	Issaquah	Eastgate	Newport Way	271	15	30	30
45	Kenmore	U. District	Lake Forest Park, Lake City	372	15	30	30
50	Kent	Renton	Kent East Hill	169	15	30	30
52	Kent	Renton	84th Av S, Lind Av SW	153	15	30	30
56	Lake City	U. District	Lake City, Sand Point	75	15	30	30
57	Lake City	U. District	35th Ave NE	65	15	30	30
61	Magnolia	Seattle CBD	34th Ave W, 28th Ave W	24	15	30	30
64	Mount Baker	Seattle CBD	31st Av S, S Jackson St	14S	15	30	30
79	Rainier Beach	Capitol Hill	Rainier Ave	9	< 15	30	30
84	Renton	Seattle CBD	MLK Jr Wy, I-5	101	< 15	30	30
85	Renton	Rainier Beach	West Hill, Rainier View	107	15	30	30
86	Renton	Seattle CBD	Skyway, S. Beacon Hill	106	15	30	30
87	Renton	Renton Highlands	NE 4th St, Union Ave NE	105	15	30	30
93	Shoreline	U. District	Jackson Park, 15th Av NE	373	15	60	30
94	Shoreline CC	Northgate	N 130th St, Meridian Av N	345	15	30	30
97	Totem Lake	Seattle CBD	Kirkland, SR-520	255	< 15	30	30
99	Tukwila	Seattle CBD	Pacific Hwy S, 4th Ave S	124	15	30	30
100	Tukwila	Des Moines	McMicken Heights, Sea-Tac	156	15	30	30

KEY = UNDERSERVED / OVERSERVED

2011 Corridor Service Family and Level of Service Summary (continued)

Corridor	Connections			Major route	Final suggested service levels		
	Between	And	Via		Peak	Off-Peak	Night
112	White Center	Seattle CBD	16th Ave SW, SSCC	125	< 15	30	30
Resulting service family: Local							
1	Admiral District	Southcenter	California Ave SW, Military Rd, TIBS	128	30	30	60
4	Auburn/GRCC	Federal Way	15th St SW, Lea Hill Rd	181	30	30	60
6	Aurora Village	Northgate	Meridian Av N	346	30	30	60
7	Avondale	Kirkland	NE 85th St, NE Redmond Wy, Avondale Wy NE	248	30	30	60
16	Bellevue	Renton	Newcastle, Factoria	240	30	30	60
28	Eastgate	Bellevue	Somerset, Factoria, Woodridge	246	30	30	0
30	Enumclaw	Auburn	Auburn Wy S, SR 164	186	30	30	0
31	Fairwood	Renton	S Puget Dr, Royal Hills	148	30	30	60
36	Fremont	Broadview	8th Av NW, 3rd Av NW	28	30	60	60
37	Green River CC	Kent	132nd Ave SE	164	30	30	30
39	High Point	Seattle CBD	35th Ave SW	21	30	30	60
41	Issaquah	Overlake	Sammamish, Bear Creek	269	30	30	0
42	Issaquah	North Bend	Fall City, Snoqualmie	209	30	60	0
43	Kenmore	Kirkland	Juanita	234	30	60	0
44	Kenmore	Shoreline	Lake Forest Park, Aurora Village TC	331	30	30	0
48	Kent	Burien	Kent-DM Rd, S. 240th St, 1st Av S	131/ 166	30	30	30
49	Kent	Maple Valley	Kent-Kangley Road	168	30	30	60
53	Kirkland	Bellevue	South Kirkland	230 W	30	30	60
54	Kirkland	Factoria	Overlake, Crossroads, Eastgate	245	30	30	60
62	Mercer Island	S Mercer Island	Island Crest Way	204	30	60	0
63	Mirror Lake	Federal Way	S 312th St	901	30	30	60
65	Mountlake Terrace	Northgate	15th Ave NE, 5th Ave NE	347	30	30	60
67	NE Tacoma	Federal Way	SW 356th St, 9th Ave S	182	30	30	0
71	Othello Station	Columbia City	Seward Park	39	30	30	0
74	Pacific	Auburn	Algona	917	30	30	0
81	Redmond	Totem Lake	Willows Road	930	30	30	60
89	Renton Highlands	Renton	NE 7th St, Edmonds Av NE	908	30	30	0
90	Richmond Beach	Northgate	Richmond Bch Rd, 15th Ave NE	348	30	30	60
92	Sand Point	U. District	NE 55th St	30	30	60	30
95	Shoreline CC	Lake City	N 155th St, Jackson Park	330	30	30	0
101	Tukwila	Fairwood	S 180th St, Carr Road	155	30	30	0
102	Twin Lakes	Federal Way	SW Campus Dr, 1st Ave S	903	30	30	60
103	Twin Lakes	Federal Way	S 320th St	187	30	30	60
107	U. District	Seattle CBD	Lakeview	25	30	30	0

KEY = UNDERSERVED / OVERSERVED

Corridor	Connections			Major route	Final suggested service levels		
	Between	And	Via		Peak	Off-Peak	Night
113	White Center	Seattle CBD	Highland Park, 4th Ave S	23	30	30	60
Resulting service family: Hourly							
27	Eastgate	Bellevue	Newport Wy , S. Bellevue, Beaux Arts	222	60	60	0
29	Eastgate	Overlake	Phantom Lake	926	60	60	0
46	Kenmore	Totem Lake	Finn Hill, Juanita	935	60	60	0
47	Kennydale	Renton	Edmonds Av NE	909	60	60	0
58	Laurelhurst	U. District	NE 45th St	25	60	60	0
72	Overlake	Bellevue	Bell-Red Road	233	60	60	60
73	Overlake	Bellevue	Sammamish Viewpoint, Northup Wy	249	60	60	0
80	Redmond	Eastgate	148th Ave, Crossroads, Bellevue College	221	60	60	60
82	Redmond	Fall City	Duvall, Carnation	224	60	60	0
88	Renton	Enumclaw	Maple Valley, Black Diamond	149	60	60	0
91	S Vashon	N Vashon	Valley Center	118	60	60	0
96	Shoreline CC	Greenwood	Greenwood Av N	5	60	60	60
98	Totem Lake	Kirkland	Kingsgate	236	60	60	0
108	UW Bothell	Redmond	Woodinville, Cottage Lake	251	60	60	0
109	UW Bothell/CCC	Kirkland	132nd Ave NE, Lk Wash Voch Tech	238	60	60	0

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