**Text only version of Power Point slides**

**Slide 1**

Service Guidelines 2020 Update

Community Advocates

Workshop #1

8/18/20

**Slide 2**

Presentation Goals

* **Discuss potential changes to Service Guidelines**​
* Planning and community engagement​
* Reducing service​
* **Gather feedback on proposed planning and engagement approach for 2021 service reductions**​
* Project goals​
* Timeline​
* Approach ​
* Key questions

**Slide 3**

* **Reflect Mobility Framework recommendations and Equity Cabinet priorities**​
* Consider relevant theme areas​
* Partner with Equity Cabinet to review​
* **Advance goals for the update throughout all elements**​
* Prioritize equity​
* Aim for sustainability​
* Focus on simplicity, consistency, and stability

**Slide 4**

* **Invest where needs are greatest**​
* Set target service levels and analyze corridors​
* Update definition of equity to reflect areas of unmet need​
* Incorporate equity prioritization in all service investment types​
* **Increase safety**​
* Prioritize flexible services connections in areas of unmet need​
* **Increase speed and reliability**​
* Clarify partnerships for service and capital

**Slide 5**

Potential Changes to Service Guidelines Engagement Section

**Slide 6**

**Mobility Framework Guiding Principle: Engage Deliberately and Transparently**

Be open to shared decision-making and co-creation. Use meaningful inclusive, and community-driven approaches to develop, provide, and evaluate mobility choices and supporting infrastructure that serve low- and no income people, black, indigenous, and people of color, immigrants and refugees, people with disabilities, and limited-English speaking communities in a way that works for them.

**Slide 7**

**Mobility Framework: Engagement Recommendations**

* **Strengthen communication and marketing efforts**to ensure that priority populations are aware of existing mobility services, innovative new pilots, service changes, affordability programs, and other efforts. ​
* **Build lasting relationships in communities**and compensate community members for their time and expertise. ​
* **Use a coordinated cross-departmental approach to engagement**, including a continuing King County Equity Cabinet. ​
* **Develop an equity-centered engagement framework**by co-creating with the community and measuring equity and sustainability over time. ​
* **Develop a community liaison program**to hire people to act as a conduit to the community. ​
* **Identify metrics to measure success and continually improve**, and regularly report on engagement metrics.

**Slide 8**

**Metro’s Have-a-Say Engagement Approach**

**Guided by Several Policies**

* Metro’s Service Guidelines
* King County’s Equity and Social Justice Strategic Plan & Executive Order on Translation
* King County’s Strategic Plan
* FTA Title VI
* Metro’s Strategic Plan
* K.C.C. 28.94.020; Ordinance 11431, Section 7; and K.C.C. 28.94.140 \*​
* Public Engagement Professional Associations​
	+ [National Coalition for Dialogue and Deliberation](http://ncdd.org/rc/wp-content/uploads/2010/08/PEPfinal-expanded.pdf)​
	+ [International Association for Public Participation](http://iap2usa.org/cvs)​

**Slide 9**

**Spectrum of Public Engagement**

Graphic of spectrum from lowest level of community influence (inform), medium level of community influence (consult), and high level of community influence (co-create)

**Inform engagement objective**: Inform the public about a decision that is already made ow they may be impacted, and other alternatives.

**Consult engagement objective:** Seek feedback on limited alternatives. Report back on how that input influenced the outcome.

**Co-create engagement objective:** co-creating alternatives and identifying preferred solution through partnership with the public.

**Slide 10**

**Have a Say Program Goals**

**Customized.** How many phases, feedback methods, what we ask, how we ask it, and what opportunities exist for the public to shape the outcome are tailored to the size and scope of the change and who will be affected by it.​

​

**Equitable.**We strive to inform and hear from all communities that will be affected.​

​

**Informative.**Information and ways to participate are clear, understandable, and accessible.​

​

**Transparent.** We describe our input, planning, and decision making process.​

​

**Responsive.** At each step, we show how public feedback has informed our decisions.​

**Slide 11**

**Service Guidelines Updates: Engagement**

**Replace existing goals (below) with the Have-a-Say goals**​

​

Each outreach effort will be guided by several goals: ​

• Transit planners are informed by members of the public who are reflective of those who may be affected by the change. ​

• Metro’s outreach process is transparent, accessible, welcoming and understandable. Participants understand what is being considered, the timeline and how decisions are made, and that their input is valuable and welcome.

​

• The outreach process is meaningful. Regardless of how participants feel about the final result, they can see how public input shaped what is being considered and the final result.​

**Slide 12**

**Service Guidelines Updates: Engagement**

**Add the Have-a-Say goals**​

Metro Engagement Plans will be:​

* **Customized:**tailor phases, tools, questions, and opportunities​
* **Equitable:**center the voices of historically un(der)served communities​
* **Informative:**be clear, understandable, and accessible​
* **Transparent:**describe input, planning, and decision-making processes​
* **Responsive:**show how public feedback has informed decisions​
* **Focused on long-term relationship-building:**approach communities with a commitment to mutual capacity building

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**Service Guidelines Updates: Engagement**

**Centering Equity**

* **Focus on priority populations**: design strategies that increase participation from priority populations.​
* **Mobility Board:**that equitably represents groups of people who have historically been left out of decision-making conversations ​
* **Partner Review Board:**representatives from jurisdictions, non-profit organizations, and institutions that serve people in the area.​
* **Community as co-creators:**
* **Resource community partners**to help design and implement equitable engagement; ​
* be **coordinated and comprehensive**across Metro divisions, county departments and partner agencies;​
* Engage early and meet people where they are;​
* ​focus on **long-term relationship building**

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**Service Guidelines Updates: Engagement**

**Transparency and Reporting**

**Public Engagement Reporting:**​

Metro will document and report on public engagement efforts to show how public and stakeholder input shaped plans and decisions along the way.​

​

That information will be shared with the public and community stakeholders. ​

​

For proposals that require an ordinance, a Public Engagement Report will be submitted along with the ordinance package to the King County Council.

**Slide 15**

**Breakout Discussion: Service Guidelines Changes**

Proposed Changes to Planning and Community Engagement​

1. How well do the proposed updates to the engagement section reflect the Mobility Framework Guiding Principles and Recommendations? ​
2. How can Metro demonstrate openness to shared decision-making and co-creation?​
3. What strategies should Metro use to reach people with the greatest barriers to participating in public engagement? ​
4. What is important to include in an engagement report to provide transparency about our decisions for the community?

**Slide 16**

**Potential Changes to Service Guidelines: Service Reductions Section**

**Slide 17**

**When reducing service, Metro considers ways to:**​

* Minimize or mitigate significant impacts in any one area​
* Minimize impacts through the type of reduction, particularly through restructuring service​
* Try to maintain target service levels​
* Preserve last connections​
* Apply alternative services

**Slide 18**

Proposed Changes to Reductions Section

* Reflect changes in other parts of guidelines, such as prioritizing equity in corridor scoring​
* Incorporate other guiding policies more clearly, including the Mobility Framework and METRO CONNECTS​
* Add equity as a specific factor, centering priority populations​
* Review order of reductions priorities

**Slide 19**

**Proposed Planning and Engagement for 2021 Service Reductions**

**Slide 20**

**Service Goals**

* Use Service Guidelines policy guidance, but prioritize reductions outside Areas of Need​
* Preserve and expand productive all-day service in Areas of Need​
* Prioritize all-day, frequent network​

**Current Service Guidelines Reductions Priorities**​

* Priority 1: Reduce service on routes with low productivity (rides/service hour)​
* Priority 2: Restructure service to improve efficiency of service​
* Priority 3: Reduce higher-productivity services​
* Priority 4: Reduce low-productivity services in areas identified as under-served​

**Slide 21**

**Using Data to Drive Equitable Outcomes**

* Planners have a new tool that highlightroutes and corridors in areas where needs are greatest, the **Opportunity Index Score.**The tool helps planners​
* Prioritize routes that serve higher proportions of priority populations by calculating the percentage of stops along a route/corridor that are located in high priority population areas​
* Analyze how possible service changes would impact those populations​
* Support analysis of routes and hours of service needed for service guidelines decisions (both adding and reducing service)

**Slide 22**

**(Timeline graphic)**

**Phase 1: July/August/September**

* **Strategy development & public engagement**
* **September: incorporate public feedback**

**Phase 2: October/November**

* Public engagement
* Incorporating public feedback

**Dec-Feb:** Draft Ordinance

**Feb 19:** transmit to Executive’s Office

**March 12:** Transmit to Council

**End of April:** Council decision needed

**Slide 23**

Engagement Planning Approach

**Phase 1 (August)**​

* Consult with key stakeholders on high-level priorities​

**September**​

* Create, produce, and translate Phase 2 materials​

**Phase 2 (October)**​

* Consult with community on single service-reduction concept​
* Area-focused community engagement describing service tradeoffs​
* Jurisdiction and stakeholder conversations

**Slide 24**

**Discussion: Engagement for 2021 Service Reductions**

1. Are the project goals of reducing service outside the areas of unmet need reflective of Mobility Framework findings and recommendations?​
2. What ideas do you have for equity-focused virtual engagement?​
3. How can we best integrate what we’ve learned about ridership during COVID—such as riders who are essential workers—into this engagement process?

**Slide 26**

**Next steps and takeaways**

**Slide 27**

**Next Steps**

* Begin stakeholder engagement (August) and update RTC (September)​
* Integrate METRO CONNECTS network into Service Guidelines