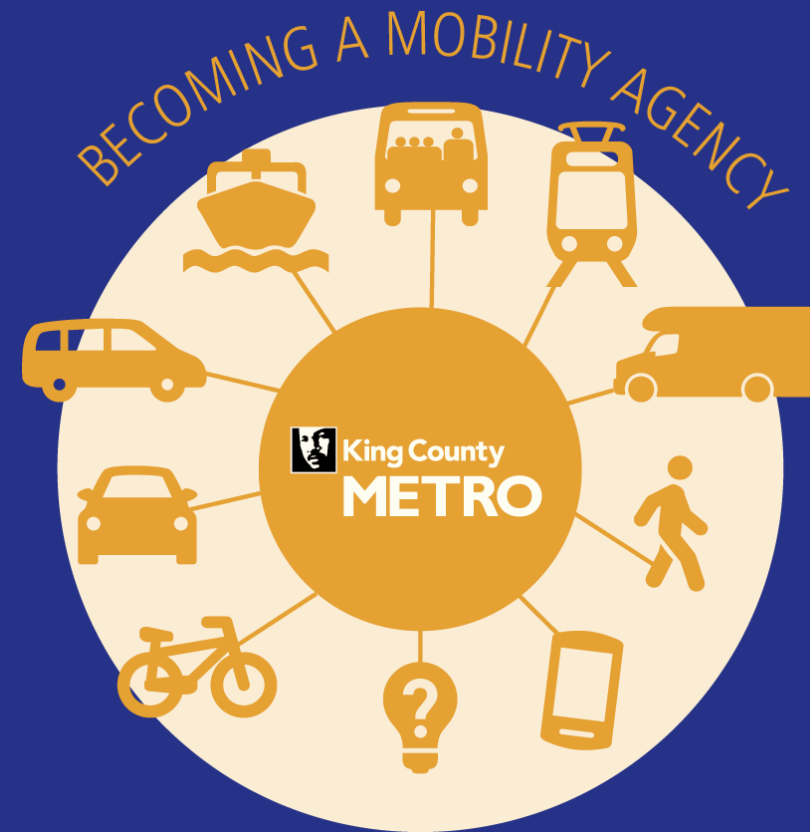


Service Guidelines 2020 Update

Community Advocates

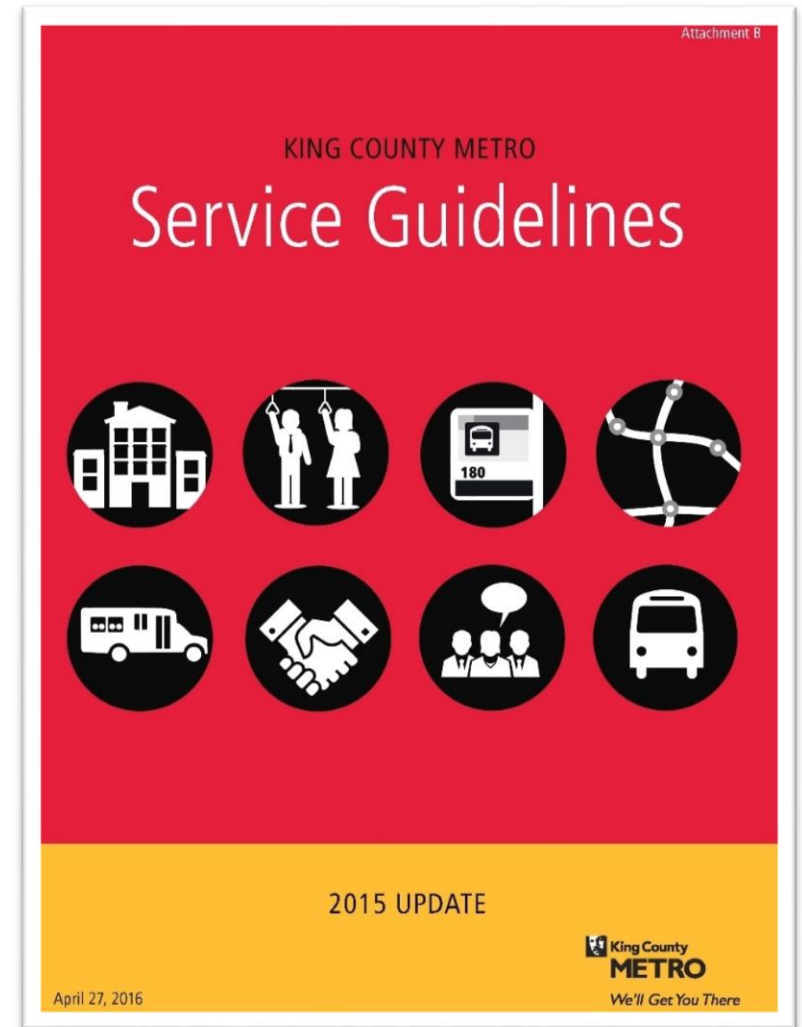
Workshop #1

8/18/2020



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



Approach to Service Guidelines Changes

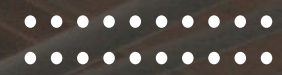
- **Reflect Mobility Framework recommendations and Equity Cabinet priorities**
 - Consider relevant theme areas
 - Partner with Equity Cabinet to review
- **Advance goals for the update throughout all elements**
 - Prioritize equity
 - Aim for sustainability
 - Focus on simplicity, consistency, and stability



Theme Area: Investments

- **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





Potential Changes to Service Guidelines Engagement Section



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.



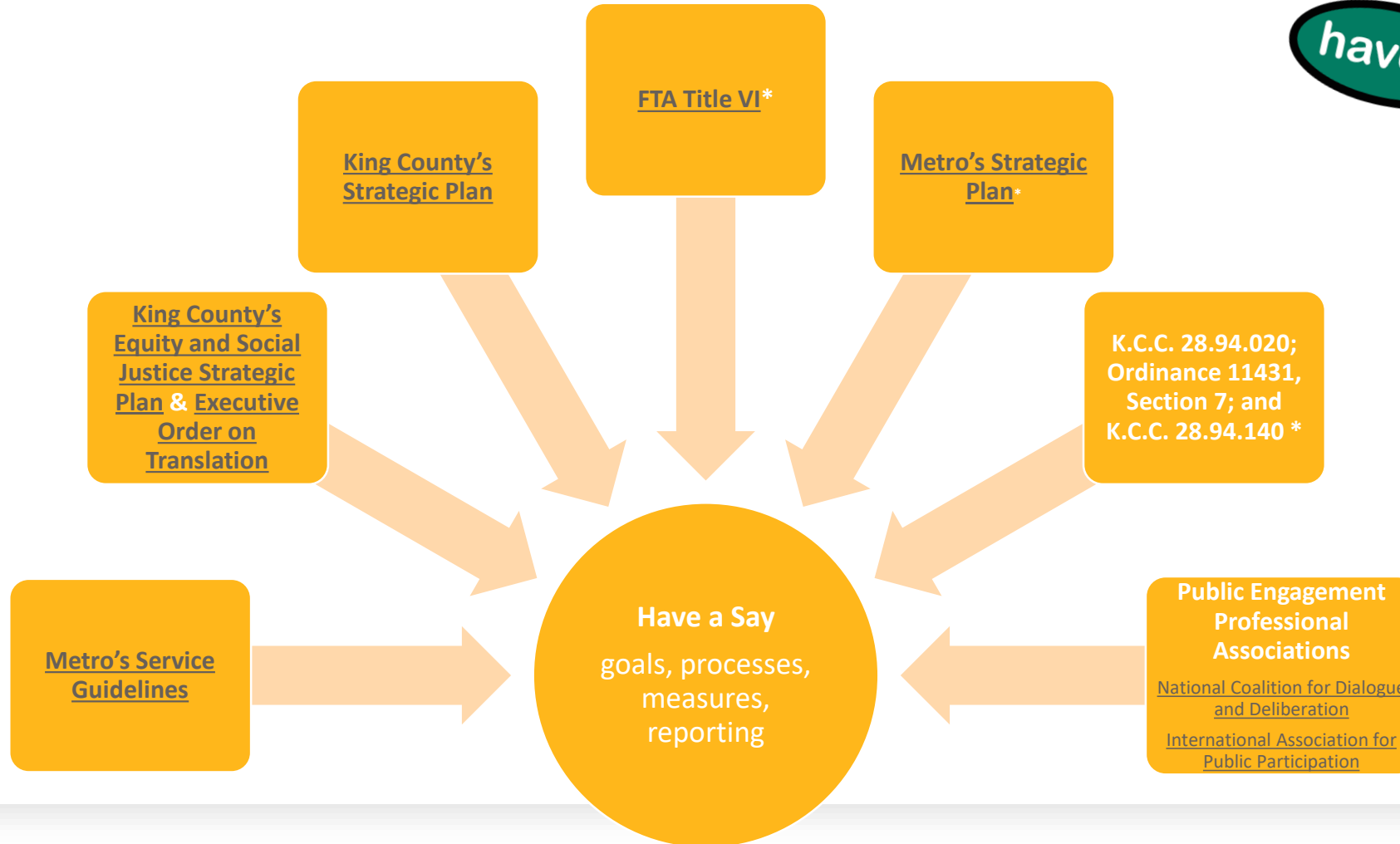
Mobility Framework: Engagement Recommendations

- **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.

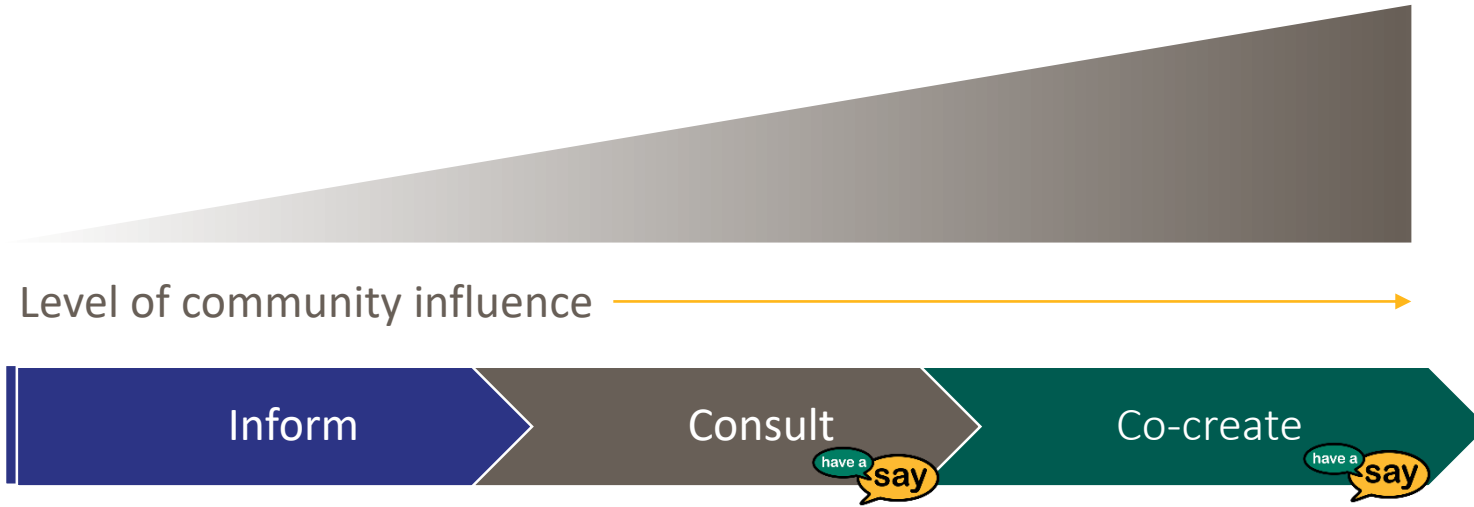


Metro's Have-a-Say Engagement Approach

Guided by Several Policies



SPECTRUM OF PUBLIC ENGAGEMENT



Objective:
Inform the public about a decision that is already made, how they may be impacted, and other alternatives.

Objective:
Seek feedback on limited alternatives.
Report back on how that input influenced the outcome.

Objective:
Co-creating alternatives and identifying preferred solution through partnership with the public.

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.

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.



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



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

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.

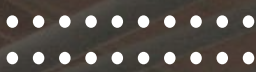
That information will be shared with the public and community stakeholders.

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

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?



Potential Changes to Service Guidelines

Service Reductions Section



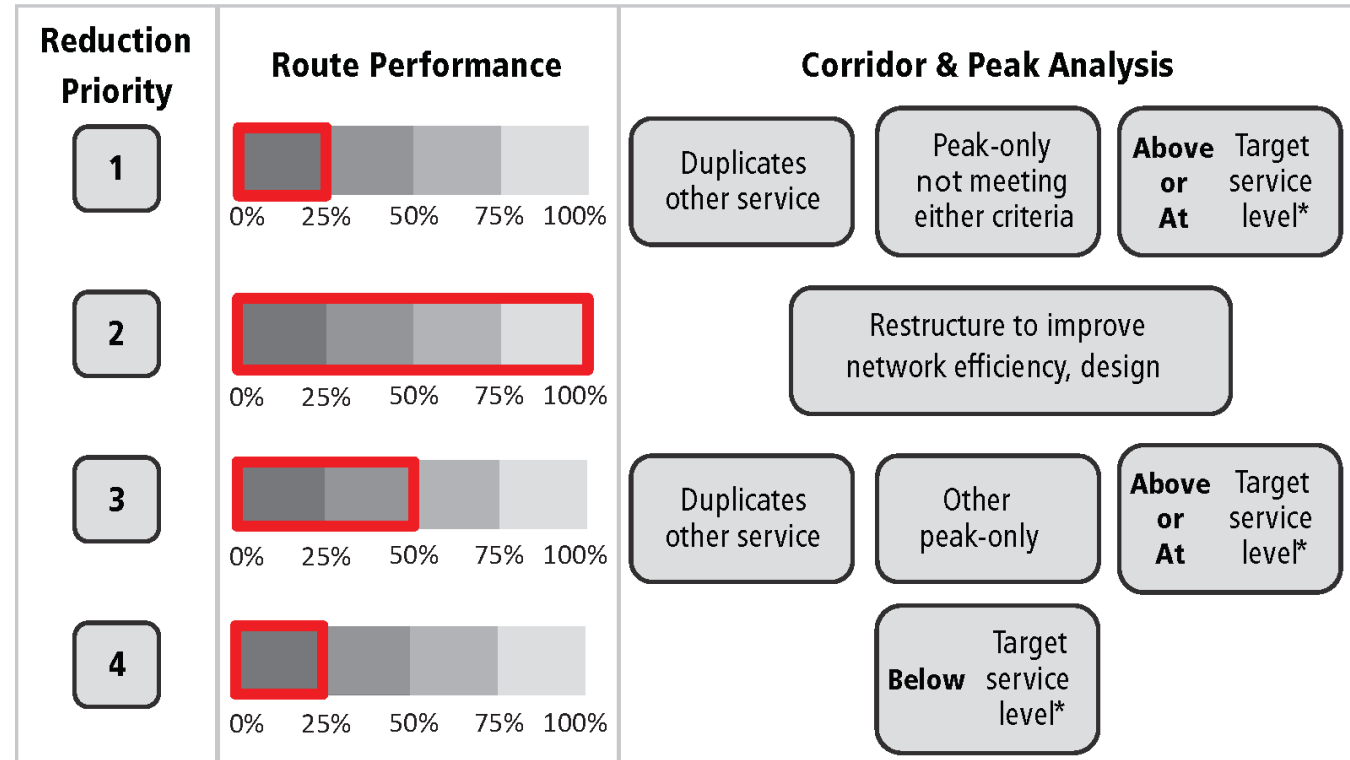
STARBUCK

STOP HERE

Current Guidelines: Reducing Service

When reducing service, Metro considers ways to:

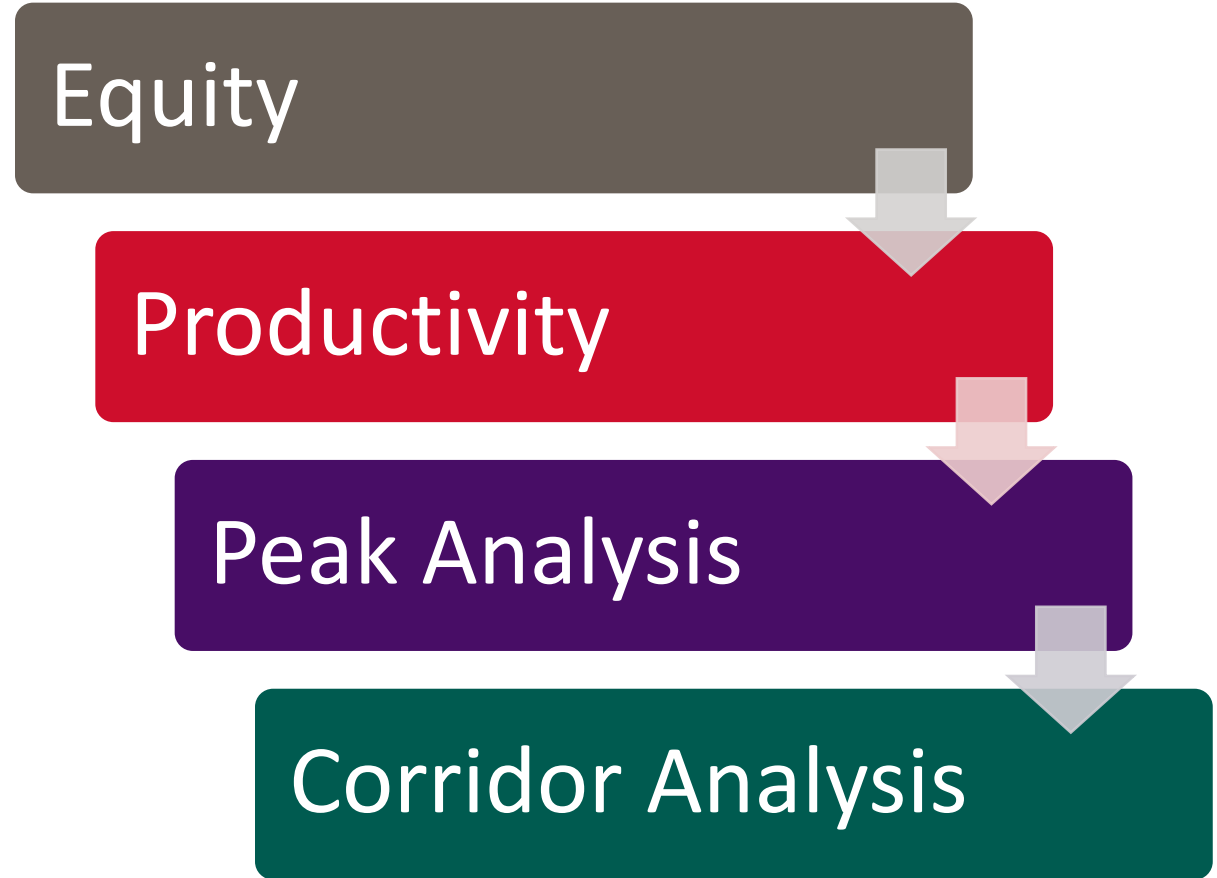
- Minimize or mitigate significant impacts in any one area
- Minimize impacts through the type of reduction, particularly through restructuring service
- Try to maintain target service levels
- Preserve last connections
- Apply alternative services



*Target service level is based on demographics and demand between connections served by transit

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





Proposed Planning and Engagement for 2021 Service Reductions



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

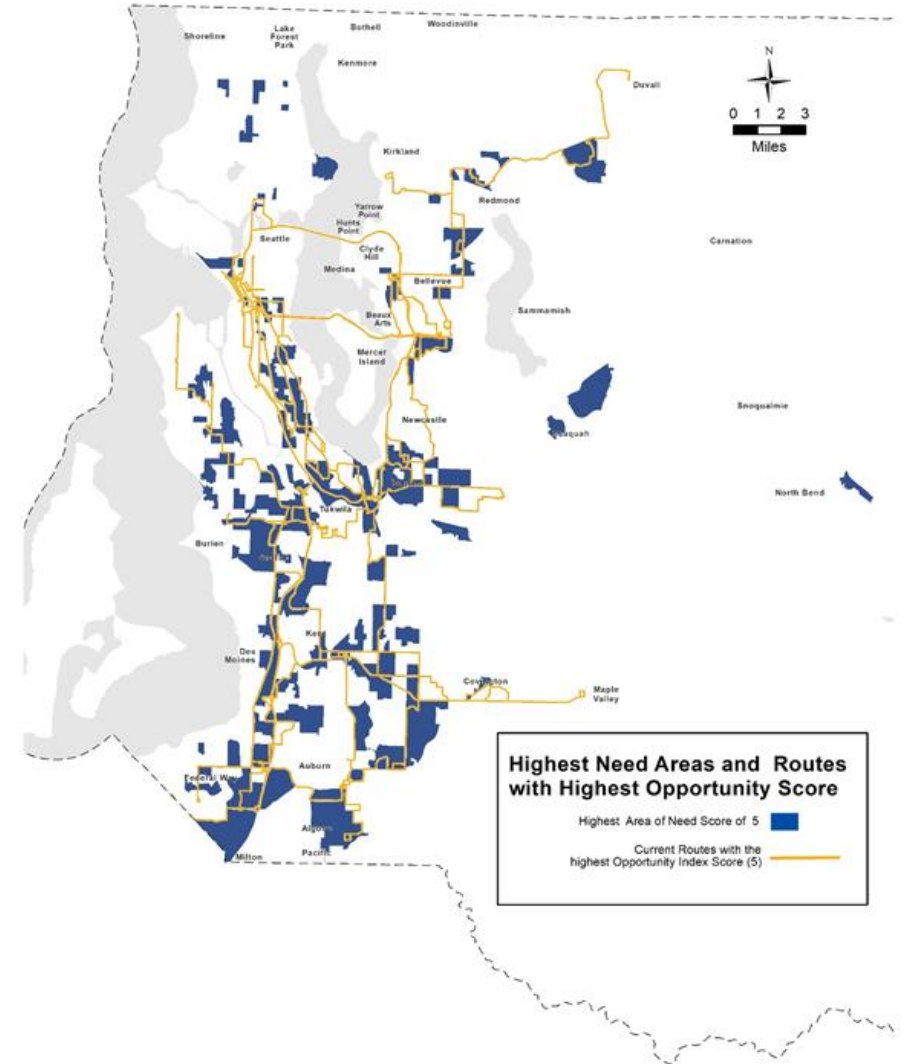
Current Service Guidelines Reductions Priorities

- 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



Using Data to Drive Equitable Outcomes

- Planners have a new tool that highlight routes 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)



Service Reductions Timeline

	Phase I			Phase II			Ordinance	
	July	August	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.
Strategy development	█	█						
Public engagement		█		█				
Incorporating public feedback			█		█			
Ordinance drafting/review						█	█	█



Feb. 19: Transmit to Executive's Office
 Mar. 12: Transmit to Council
 End of Apr.: Council decision needed

Phase 1 Deliverable

March 2021 changes (inform) + September 2021 concepts (consult)

Phase 2 Deliverable

Incorporate public feedback into final September 2021 network changes

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

Metro में कैसे स्वस्थ रहें?



कृपया अपना अन्य यात्रियों और Metro के कर्मचारियों का संरक्षण करें:

- अगर आप बीमार हैं तो घर पर ही रहें।
- चेहरा ढकने के लिए मास्क या कूछ और पहनें।
- अपने हाथ बार-बार धोएं और सैनिटाइजर का उपयोग करें।
- अपनी खांसी या छींक को ढकें।



Transit का उपयोग करते समय कृपया "सामाजिक दूरी" बनाए रखें:

- बस स्टॉप, बस शेल्टर, फेरी टर्मिनल, RapidRide और Streetcar/Light Rail स्टेशन और ट्रांजिट केंद्रों पर अन्य लोगों से कम से कम 6 फीट (1.8 मीटर) दूर खड़े रहें।
- बस के आकार के आधार पर बसों को 12 या 18 यात्रियों तक सीमित कर दिया गया है।
- सवारियों के बीच अतिरिक्त दूरी बनाने के लिए कुछ सीटें बंद कर दी गई हैं।
- अपने, दूसरे यात्रियों और Metro कर्मचारियों का संरक्षण करने के लिए कोई मास्क या चेहरा ढकने का कपड़ा पहनें।
- Metro ने किराए के भुगतान अस्थाई रूप से रोक दिए हैं, इसलिए अपना ORCA कार्ड टैप करने या बिल या कॉइन रखने के बारे में कोई चिंता न करें।
- जब तक आपको रैप नीलर या प्राथमिकता सीट की जरूरत न हो, तो बस पर पिछले दरवाजे से ही चढ़ें। अगर आपको रैप या अपनी पहुंच या सुरक्षा के लिए बस को नीचे करने की जरूरत हो, तो कृपया अगले दरवाजे पर इंतजार करें और डाइवर से कहें।
- चढ़ते समय, कृपया नए लगाये गए "सुरक्षा पट्टे" के पीछे रहें और प्राथमिकता सीट वाले यात्रियों के लिए आरक्षित सीट छोड़ दें।

सावार होने पर, अपने और अन्य लोगों के बीच अधिकतम संभव दूरी बनाए रखें।

अपनी सवारी की प्रतीक्षा करते समय, कम से कम 6 फीट की दूरी का रखें।



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?



Next Steps and Takeaways



Next Steps

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



Closing and Questions