

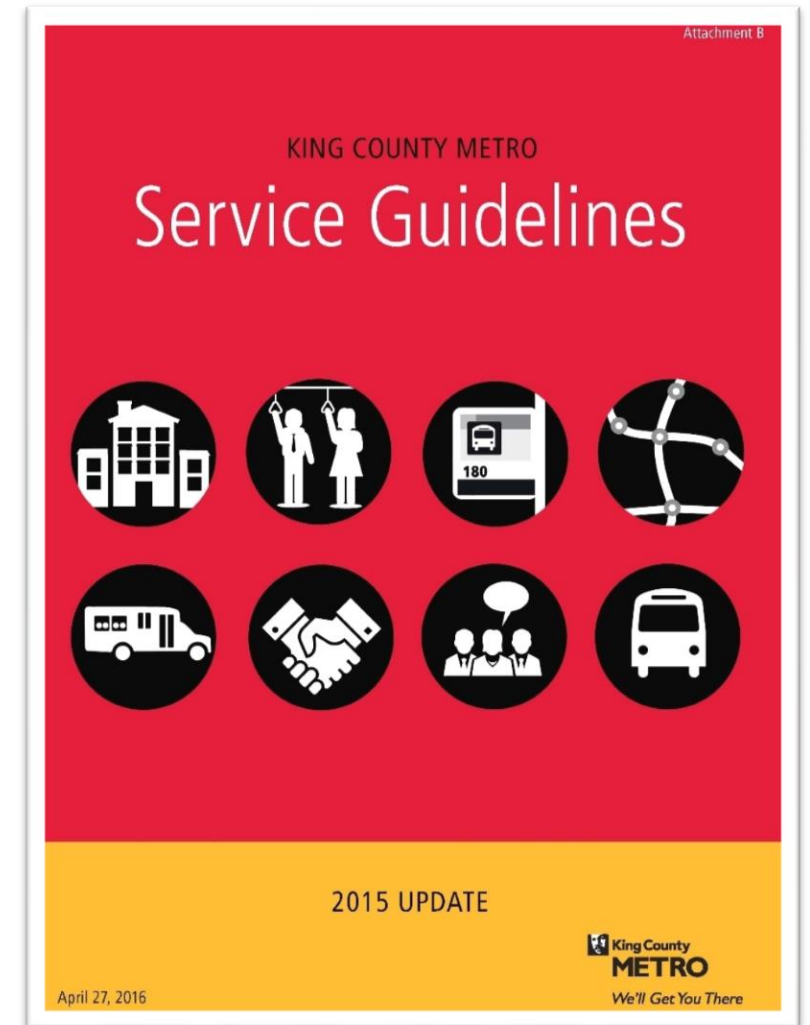
# Service Guidelines and Metro Connects 2020 Update

Community Advocates  
October 27, 2020

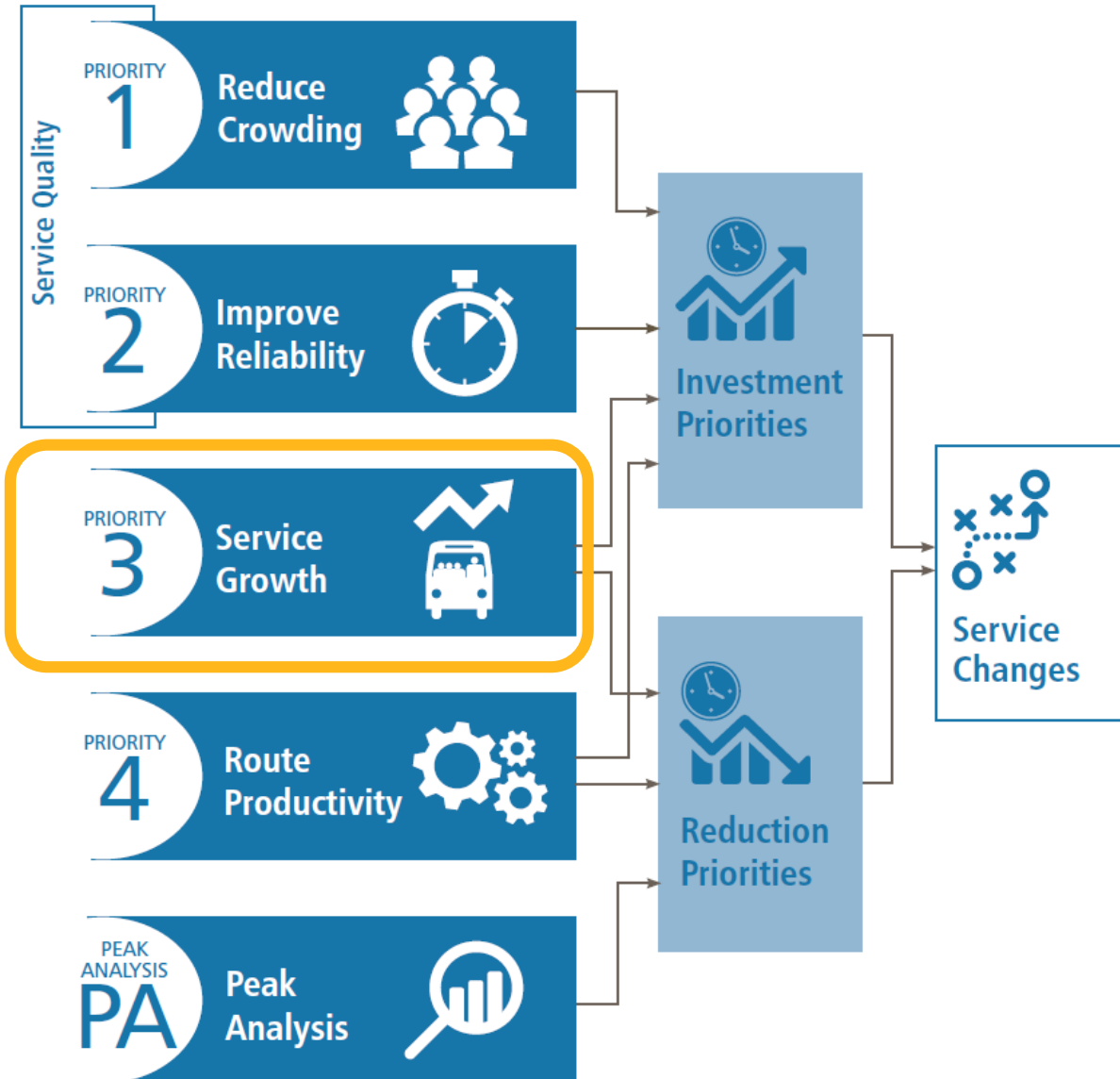


# Presentation Goals

- Prepare for November workshop where we will share results of analysis for Service Guidelines and Metro Connects updates
- Make sure you have enough background information to be able to provide feedback meaningfully in November on:
  - Service Guidelines: Map of scenarios that show results of possible new ways of factoring in equity, productivity, and connectivity to set service investment priorities
  - Metro Connects: Map showing proposed updates to the Metro Connects Service Network Map



# Service Guidelines Priority 3- Setting Target Service Growth



- System Evaluation identifies the gap between current service and service needed
- Service Growth is Priority 3 in the Service Guidelines
- Service growth represents the majority of investments identified each year
- In 2019, 417,000 hours were identified in this category

# Current Process for Identifying Target Service Growth Needs

**Step 1: Analyze Land Use, Equity Populations, and Regional Connections**

Assign a score to corridors based on measurable indicators of:

- **Geographic Value:** how well are we connecting people to job centers, education, commercial centers, human services, community centers. **Currently weighted 25% of total score**
- **Productivity:** potential ridership based on how many households, jobs, etc. near transit stops. **Currently weighted 50% of total score**
- **Social Equity:** how well do we serve areas with higher numbers of low-income and communities of color. **Currently Weighted 25% of total score.**

**Step 2: Use analysis to identify Target Service Growth needs**

Use the scores established in Step 1 to determine target Service Types for all routes

Service types include:

- **Very Frequent**
- **Frequent**
- **Local**
- **Hourly**

**Step 3: Use analysis to prioritize needs into potential service investments**

Prioritize service needs based on scores from Step 1.

- **Currently prioritized in the order of Geographic Value/Connectivity, Productivity, Equity**

# Setting Target Service Growth: Now and in the Future

Existing Service Guidelines	Proposed Changes to Service Guidelines
Equity score comprised of two factors (race, income)	Equity score comprised of five factors (race, income, disability, foreign born, limited English speaker)
Does not specifically account for low- and medium-income job locations	Add consideration of low- and medium-income jobs locations to productivity score
Does not calculate weekend service need	Add target service levels for weekend service to cost estimates
Does not account for a pathway to Metro Connects	Add Metro Connects Corridors for Evaluation and Prioritization

# Look ahead: Priority 3 Target Service Growth Scenarios

- All scenarios will incorporate the changes for emphasizing equity, supporting sustainability, and integrating Metro Connects and will be visualized with maps showing highest investment priorities.
- All scenarios will maintain the three-factor approach: productivity, social equity, and geographic value.
- Scenarios will explore different:
  - Weighting of the three criteria
  - Prioritization order using the criteria scores
- Scenarios will not impact definitions of productivity used in annual evaluations and decision-making



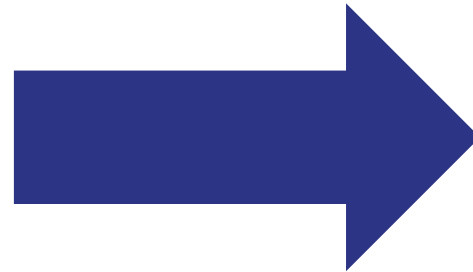
# Breakout Discussion: Service Guidelines Changes

1. What comments or questions do you have about the proposed changes to emphasize equity, support sustainability, and integrate Metro Connects into setting target service levels?
2. In November, Metro will bring maps showing prioritized investment scenarios. What other types of information do you anticipate needing to support a discussion of weighting and prioritization?

# Metro Connects



# Recap: Metro Connects Network Map Updates



1. Update implementation timelines and known changes
  1. 2025 → “interim”
  2. 2040 → 2050
2. Identify equity gaps
3. Evaluate RapidRide Network

# “Attaining the Vision” Section Updates

- **Currently describes** costs and partnership opportunities with cities and communities, including through “Metro Connects Development Program” (rolling 6-year interim plan)
- **Metro will update the “Attaining the Vision” section to:**
  - Clarify how Metro will collaborate with and communicate to partners and community
  - Describe how policy will guide Metro in making service and capital investments
  - Update financial costs and clarify how partners can support the vision
  - Incorporate mobility framework recommendations

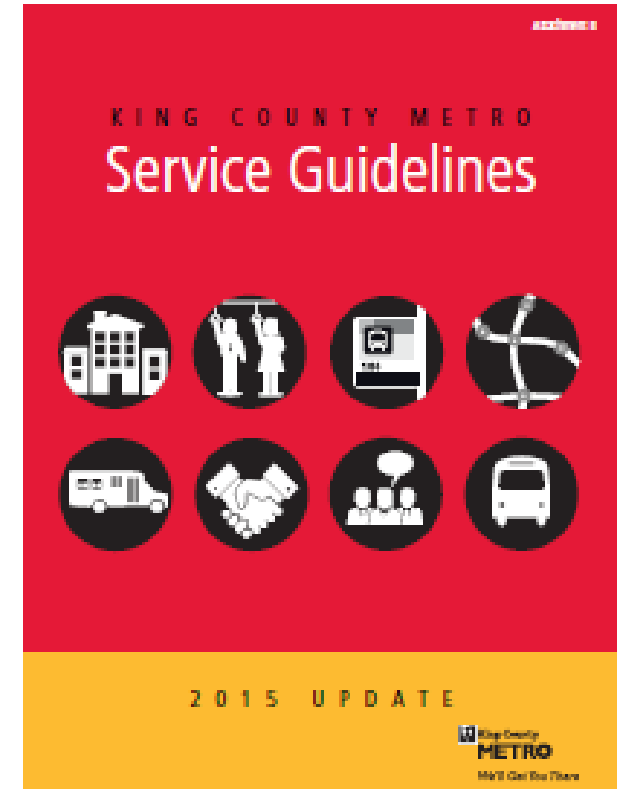
## How we would attain the vision

Metro can't achieve the METRO CONNECTS vision all at once, and we can't do it alone.

Collaboration, partnerships, and incremental change over time will be the keys to getting there.

# Policy guidance for achieving Metro Connects

- Update will clarify how Metro's policies will direct Metro to invest in and grow toward the Metro Connects network
- **Service:**
  - Change existing Service Guidelines network to be inclusive of "interim" Metro Connects routes
  - Approach to setting target service levels and priority 3 will direct Metro to invest in interim network
  - Restructures will still be key to delivering Metro Connects
- **Capital:** Include high-level guidance on how Metro should prioritize capital investments



# Draft Proposed Capital Guidance

- Capital investments largely intended to support service operations, customer amenities, and access.
- Capital prioritization guidance stems from the Mobility Framework and Fund Management Policies.
  - Prioritization based on foundation of safety, sustainability, and equity.
- Metro will consider the following principles while making decisions:
  - Advance equity goals by investing where needs are greatest
  - Address the climate crisis by prioritizing projects based on emission reductions
  - Respond to known safety issues
  - Address legally required actions
  - Align with service investments
  - Maintain commitments to communities and partners
  - Improve service quality by investing in RapidRide and other corridors where needs are greatest and reduce car trips
  - Improve safe, comfortable, equitable access to transit and the rider experience
  - Invest in and support dense, mixed-use zoning and affordable housing
  - Support a high-quality work environment
- Project funding will depend on funding availability and current context

# Working with Partners

- Metro remains committed to collaborating with partners and community
- **Planning will follow policy and occur through existing processes, not Metro Connects Development Program.** Benefits include:
  - ***Streamlined and advanced planning with partners***, guided by existing processes (biennial budget, service changes, capital projects, Capital Improvement Program)
  - ***Clear communication with partners*** regarding 6-year service and capital plans through Regional Project Schedule (updated annually)
- **Partners and communities will continue to shape decisions through engagement on:**
  - Service changes, restructures
  - Capital projects like speed and reliability, RapidRide, bus bases, passenger facilities, and access to transit projects
  - Other efforts (ie, fares)
- Metro will remove financial partnership assumptions and clarify that Metro and the region must work together on a regional solution to fund Metro Connects
- Metro will continue to work with cities to identify opportunities for non-financial partnerships and ways for Metro to provide technical assistance with processes as needed

# Community engagement updates

- **Clarify Metro's vision for co-creating service and capital plans with communities when possible**
  - **Service:** Acknowledge the role of community engagement as the final step in the service planning process to determine how service is implemented.
  - **Capital:** engagement will inform priorities and outcomes for capital investments that support community needs and goals.
  - Engaging people who will be impacted by proposed changes, especially black, indigenous, and people of color, immigrants and refugees, low- and no-income people, linguistically diverse communities, and people with disabilities



# Discussion

1. What comments or questions do you have on the “Attaining the Vision” section updates?
2. Do you think the proposed capital guidance will help deliver Metro Connects in a way that advances equity, sustainability, and safety?

# Next Steps

## Service Guidelines

- Discuss scenarios for setting target service levels

## Metro Connects

- Present updated maps, financial costs





# Metro's COVID-19 Recovery, Budget, and Service Restoration

October/November policy updates stakeholder workshops



# Metro's COVID-19 Response and Recovery

View the full report at [kingcounty.gov/metrorecoveryreport](https://kingcounty.gov/metrorecoveryreport)

Learn more at our Healthier Metro page about what changes we've made to keep you healthy and how to best prepare for your next ride:

[Kingcounty.gov/healthiermetro](https://kingcounty.gov/healthiermetro)



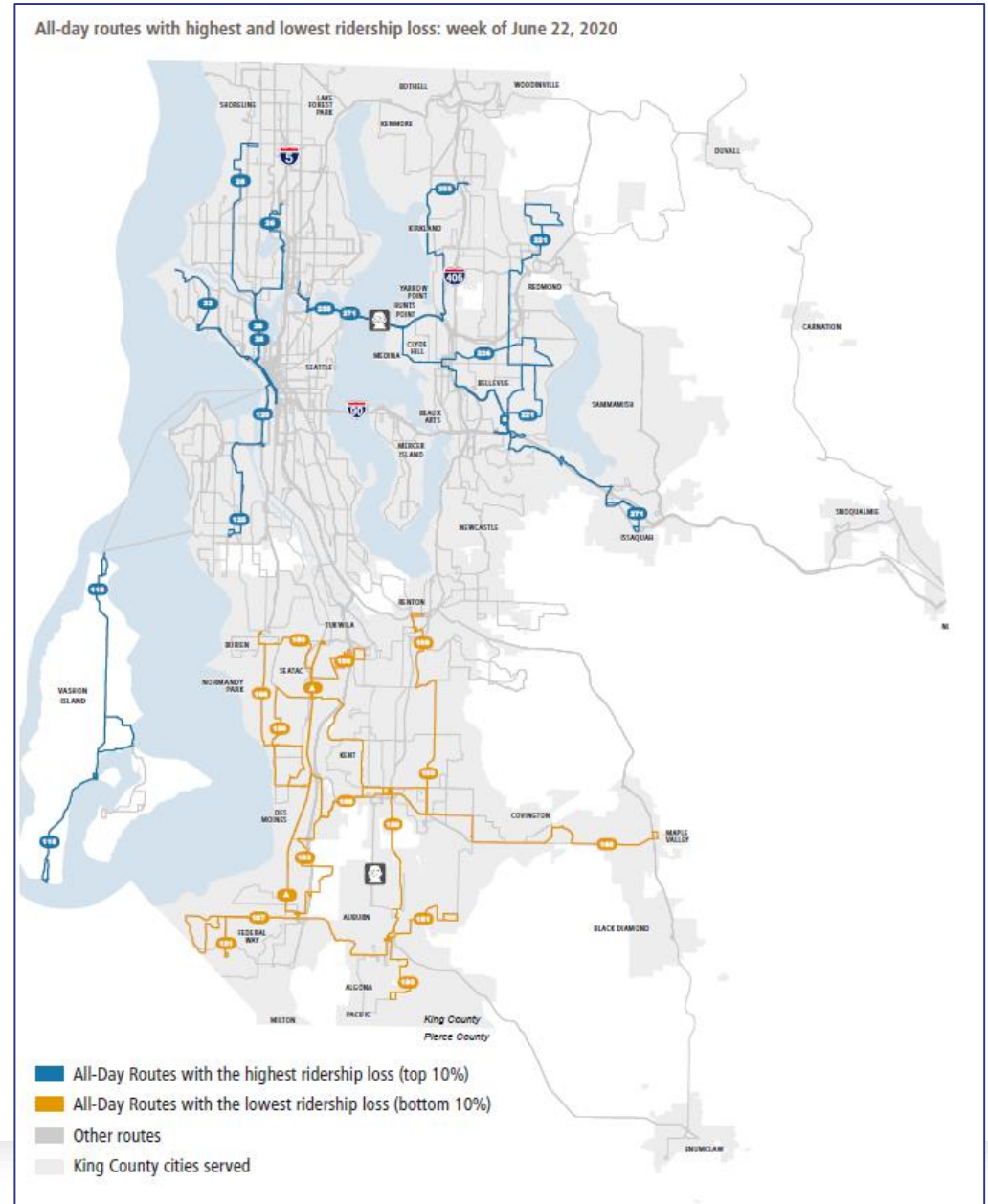


In the early days of the COVID-19 crisis, Metro took quick action to protect the health and safety of our employees and customers, and to change our services in a variety of ways to meet evolving needs.

At the same time, we started looking ahead to the post-COVID future, preparing to rebuild and recover.

# COVID-19 Impacts on Metro

- Metro **budget shortfall** projected to be \$2 billion over 10 years
- While demand for Metro services dropped sharply, **riders in South King County depended on Metro** for essential trips
- **Some suspended service** due to lower demand, workforce fluctuations, and budget constraints
- **Rapid changes for employees**



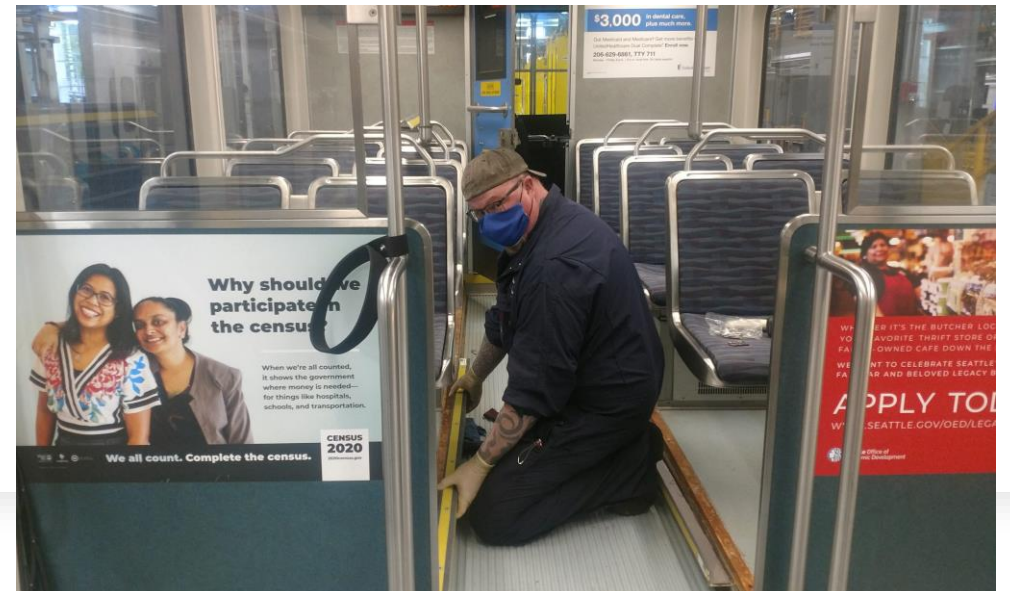
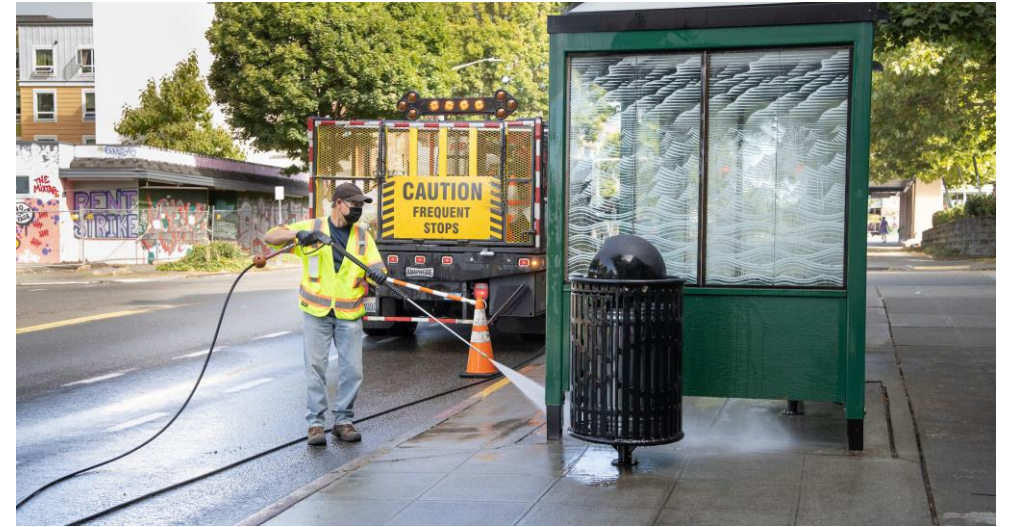
# What we've heard from our communities & employees

- Cleanliness, health and safety are top of mind for riders and employees
- Riders with disabilities experience greater challenges with COVID-era service
- Mask usage, enforcement and availability are of concern for riders and employees
- Physical distancing limits have led to crowding and pass-ups
- Service reliability and providing service and schedule information in multiple languages simultaneously is important



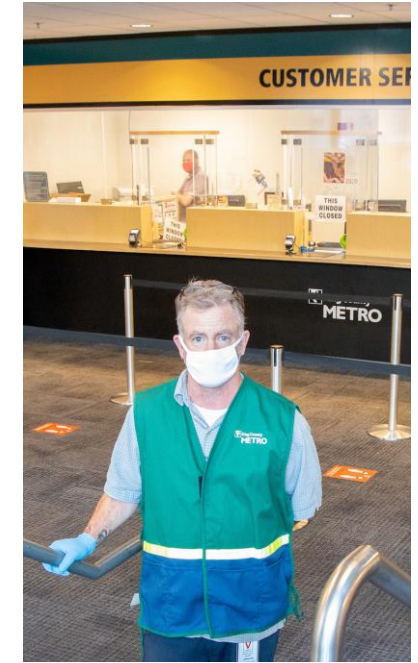
# Recovery Recommendation Highlights: How we adjust service

- **Action:** Develop and implement responsive service scenarios
- **Action:** Build back service to meet increasing customer demand
- **Recovery Recommendation:** Keep transit moving when traffic returns
- **Recovery Recommendation:** Accelerate all door boarding
- **Recovery Recommendation:** Work with APTA and national peers to explore the post-COVID future of public transit



# Metro will emerge from the crisis by:

- Continuing to provide safe transit service for customers and employees, and updating our practices to reflect the latest health guidance
- Better aligning our practices with our values, with equity at the forefront
- Putting customers who depend on public transportation at the heart of our recovery
- Becoming a more resilient organization
- Providing the most efficient and climate-friendly travel option as the economy rebuilds



# Metro's proposed budget 2021-2022





# Metro's Proposed Two-year Budget

- County Executive transmitted budget on Sept 22nd
- King County Council will consider and vote in coming months
- Information and opportunities for public comment available  
at <https://www.kingcounty.gov/council/budget.aspx>



# COVID Impact on Budget

## Revenue Outlook

- \$1B reduced sales tax revenue 2021-2028 projected
- \$1B+ loss of fare and other revenues with slow return of ridership (2021 estimated to be 25% lower than 2019)

## Budget Approach

- Preserve service levels as long as possible
- Reduce non-service costs
- 30% reduction in our Capital investments
- Prioritize investments where needs are greatest

## Long Term Impacts

- Without new funding, face significant shortfalls in 2025-2026

# Highlights of Proposed Budget

- Commitment to rebuild service, focusing on routes that retained strong ridership; implementation of several RapidRide lines (Delridge, Madison, Renton/Kent/Auburn) and Sound Transit Link light rail integrations
- Co-create with community to reimagine fare enforcement program by 2022
- New Flexible Services in Skyway
- Purchase of 40 battery electric buses and new charging infrastructure at South Base; build charging infrastructure for additional 260 battery electric buses by 2028.
- Community Engagement resources that invest in community partnerships and improve access and participation among priority populations

# Metro's Service Restoration during Pandemic Recovery

 King County

 King County  
**METRO**  
*Moving forward together*

Mar. 2021      Sep. 2021      Mar. 2022      Sep. 2022      Mar. 2023

North Link

STBD Changes

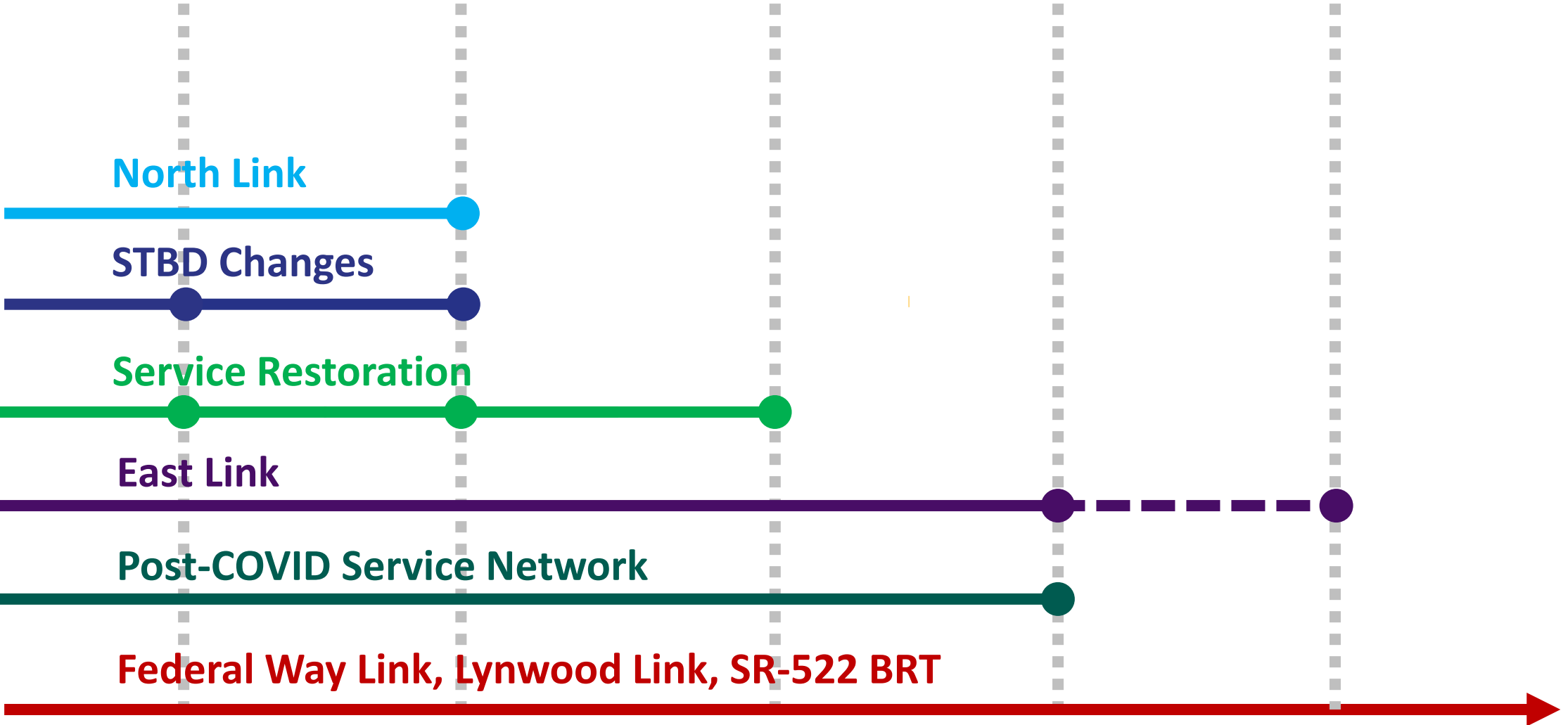
Service Restoration

East Link

Post-COVID Service Network

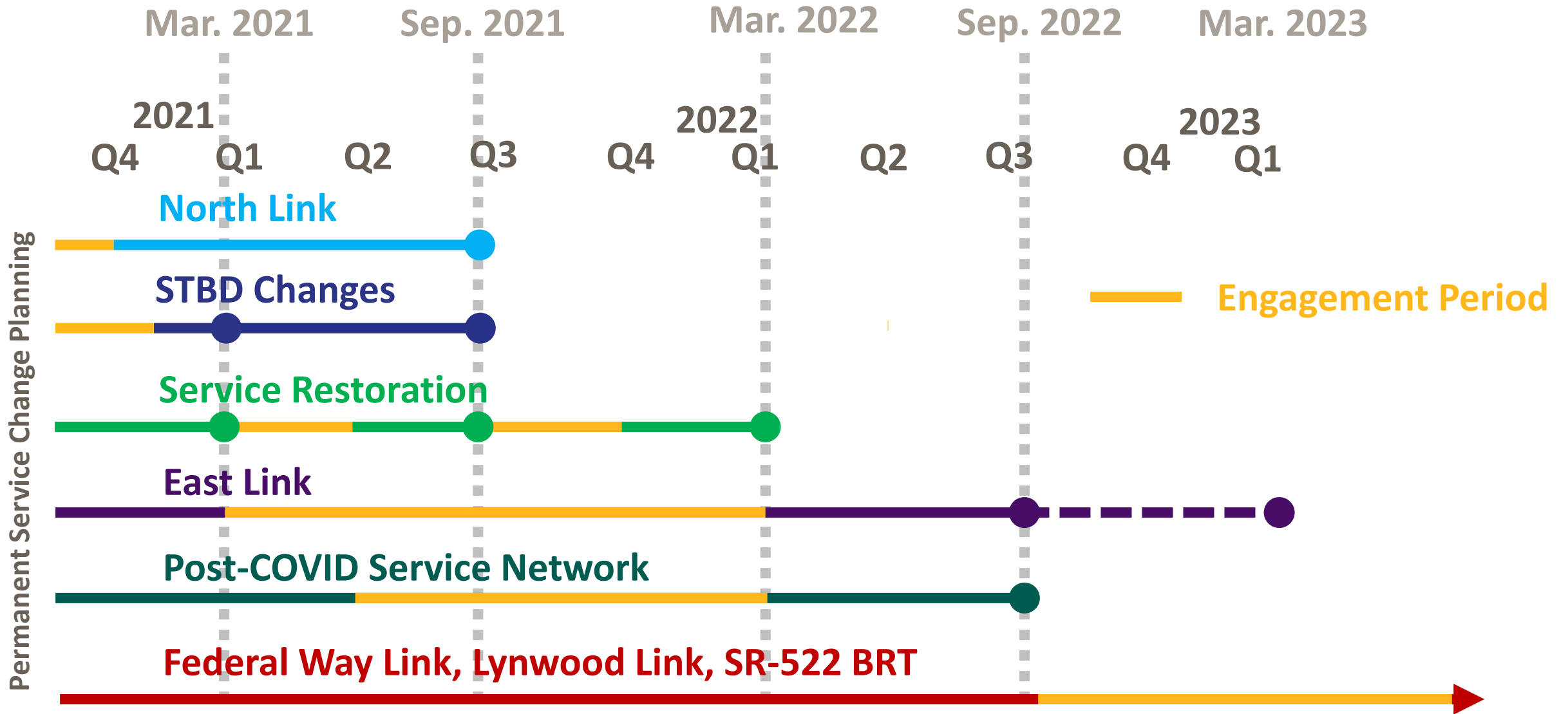
Federal Way Link, Lynwood Link, SR-522 BRT

Permanent Service Change Planning



# Service Restoration Process

- Biannual service changes will gradually restore service between **now and September 2022**
- Route-level criteria
  - Ridership
  - Crowding
  - Social Equity
  - Jobs
  - Productivity (service efficiency)
- Regional demand criteria
  - Governor's Safe Start Phases
  - Back to school
  - Back to work
- All service restoration decisions will be in alignment with current policy



# Closing and Questions