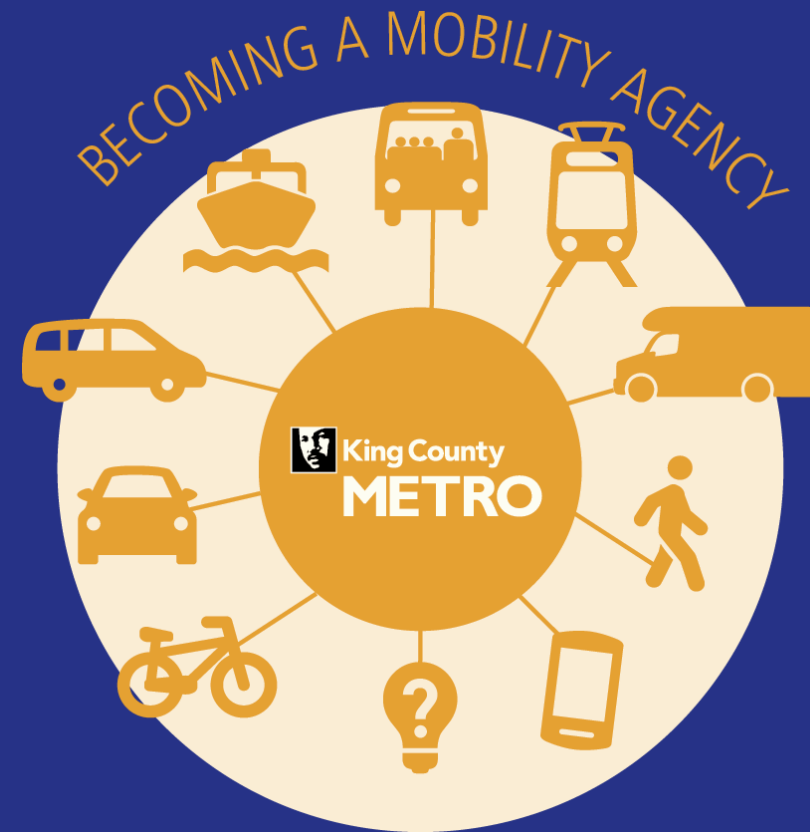


Metro Policy Updates & Service Restoration

Community Advocates
February 2021



Presentation Goals

- Recap proposal for Strategic Plan update
- Discuss service restoration priorities



Strategic Plan

Strategic Plan

- Strategic Plan outlines Metro's goals, the strategies and objectives to achieve them, measures to determine if we are succeeding
- Goals are:
 1. Safety
 2. Human potential
 3. Economic growth & built environment
 4. Environmental sustainability
 5. Service excellence
 6. Financial stewardship
 7. Public engagement & transparency
 8. Quality workforce



UPDATES: Strategic Plan

Updates will:

- **Align** goals, strategies and objectives with the Mobility Framework's Guiding Principles and recommendations
- **Include** updated information on:
 - Marine Division
 - Climate goals
 - Innovation
 - Equitable transit-oriented communities' policy
- **Simplify** performance measures, align them with policy drivers, and make them more transparent (online dashboard)



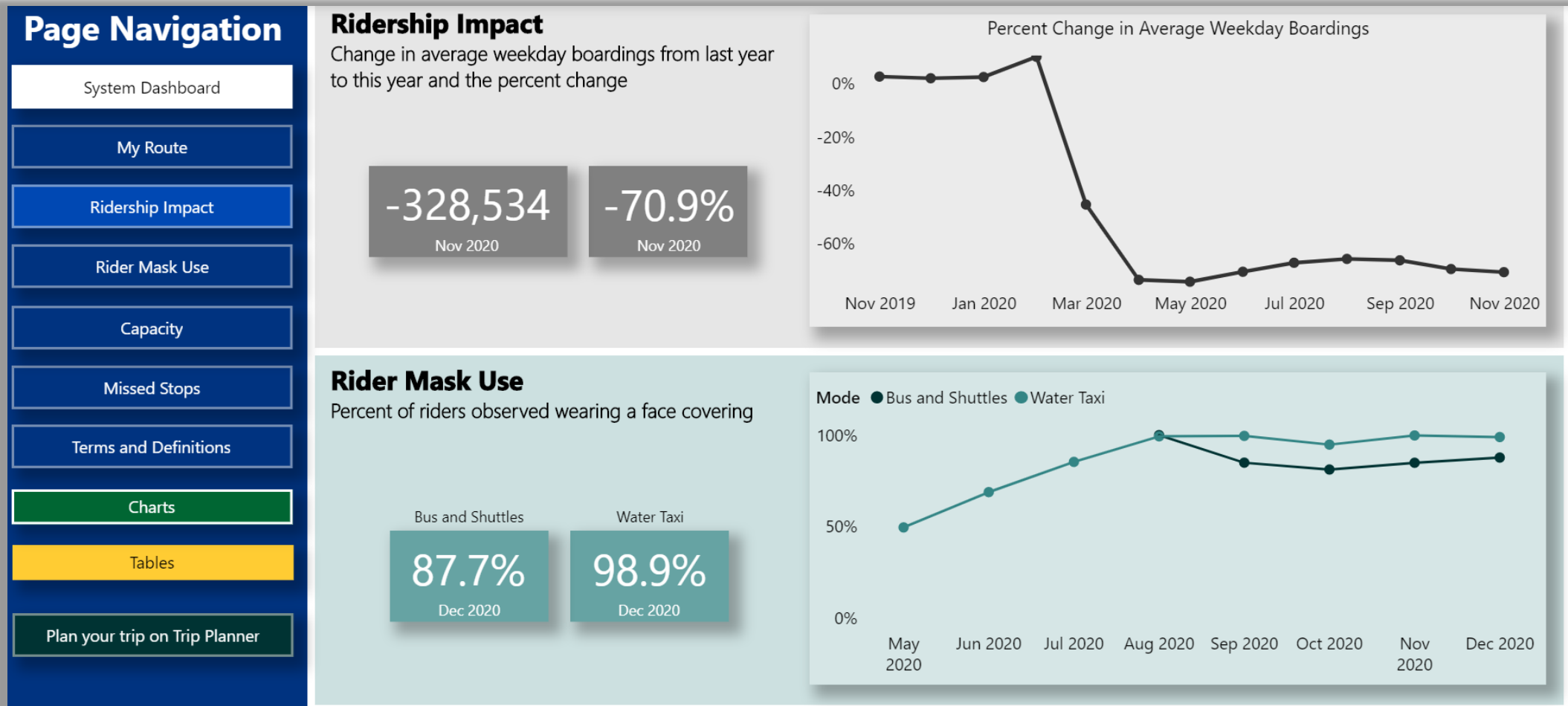
Proposal: Adapted Guiding Principles Strategic Plan Goals

Adapted Mobility Framework Guiding Principles (not numbered)...	REPLACE existing Strategic Plan goals
Investments are made upstream and where needs are greatest	Goal 2. Human Potential
Meaningful progress in addressing the climate crisis and environmental justice	Goal 4. Environmental Sustainability
Innovation improves mobility, complements transit, and advances equity and sustainability	---
Passengers, employees, and communities are safe	Goal 1. Safety
Thriving, equitable, transit-oriented communities	Goal 3. Economic Growth & Built Environment
Improved access to mobility	--
Fast, reliable, integrated mobility services	Goal 5. Service Excellence
A skilled, diverse, well-supported workforce with opportunities to grow	Goal 8. Quality Workforce
Be responsible stewards of financial resources and invest in line with values and goals	Goal 6. Financial Stewardship
Deliberate and transparent engagement with communities	Goal 7. Public Engagement & Transparency

Sample Objectives, Outcomes, Strategies, and Measures

New GOAL	Investments are made upstream and where needs are greatest	Deliberate and transparent engagement with communities	Improved access to mobility options
Sample Objectives, Outcomes, and/or Strategies	<ul style="list-style-type: none"> Invest in and measure the outcomes of transportation services, programs, and improvements in geographic areas, at times of day, and within specific priority populations where there are unmet needs. Lead with racial justice. Develop, evaluate, adjust, and market products, services, and programs that address cost and non-cost barriers, with a goal of increasing transit use and mobility, especially among priority populations. 	<ul style="list-style-type: none"> Take a long-term approach to engagement, rather than a project-by-project approach. Develop a Community Liaison program to hire community members to act as a conduit to local communities. Use best practices for making engagement inclusive, accessible, and community driven. Metro demonstrates how community input has influenced decisions. 	<ul style="list-style-type: none"> Riders, especially priority populations, have sustained and easy access to mobility services through multiple modes and throughout the day Use traditional, innovative, and emerging mobility modes to connect people to services Increase awareness and use of mobility options, emphasizing priority populations.
Potential Performance Measures	<ul style="list-style-type: none"> Proximity to transit for priority populations and all riders Number of reduced fare trips 	<ul style="list-style-type: none"> Engagement satisfaction survey results (questions TBD) Percentage of total engagement contracts/funds focused on direct engagement with priority populations and community-based organizations 	<ul style="list-style-type: none"> Measure of time on transit for connections to jobs, opportunities, and community assets (ex: schools, grocery stores, food banks)

Dashboard will be like "The Dash"



For more information, visit: kingcounty.gov/thedash or kingcounty.gov/thedash/es

Policy Update Next Steps

Engagement Plan

Complete - Summer-Fall 2020:

- Stakeholder workshops
 - feedback summarized and shared with Equity Cabinet and RTC
 - Metro drafts updates based on stakeholder, Equity Cabinet and RTC input
- Regular Equity Cabinet and RTC briefings (sometimes joint with Mobility & Environment Committee)



Winter –Spring 2021

- Follow up stakeholder workshops
 - Show how input was used to create draft updates
 - Gather feedback to share with Equity Cabinet, RTC, and Mobility & Environment Committee and shape the final updates
- Regular Equity Cabinet, RTC, and Mobility & Environment meetings/briefings, plus several meetings with other stakeholders

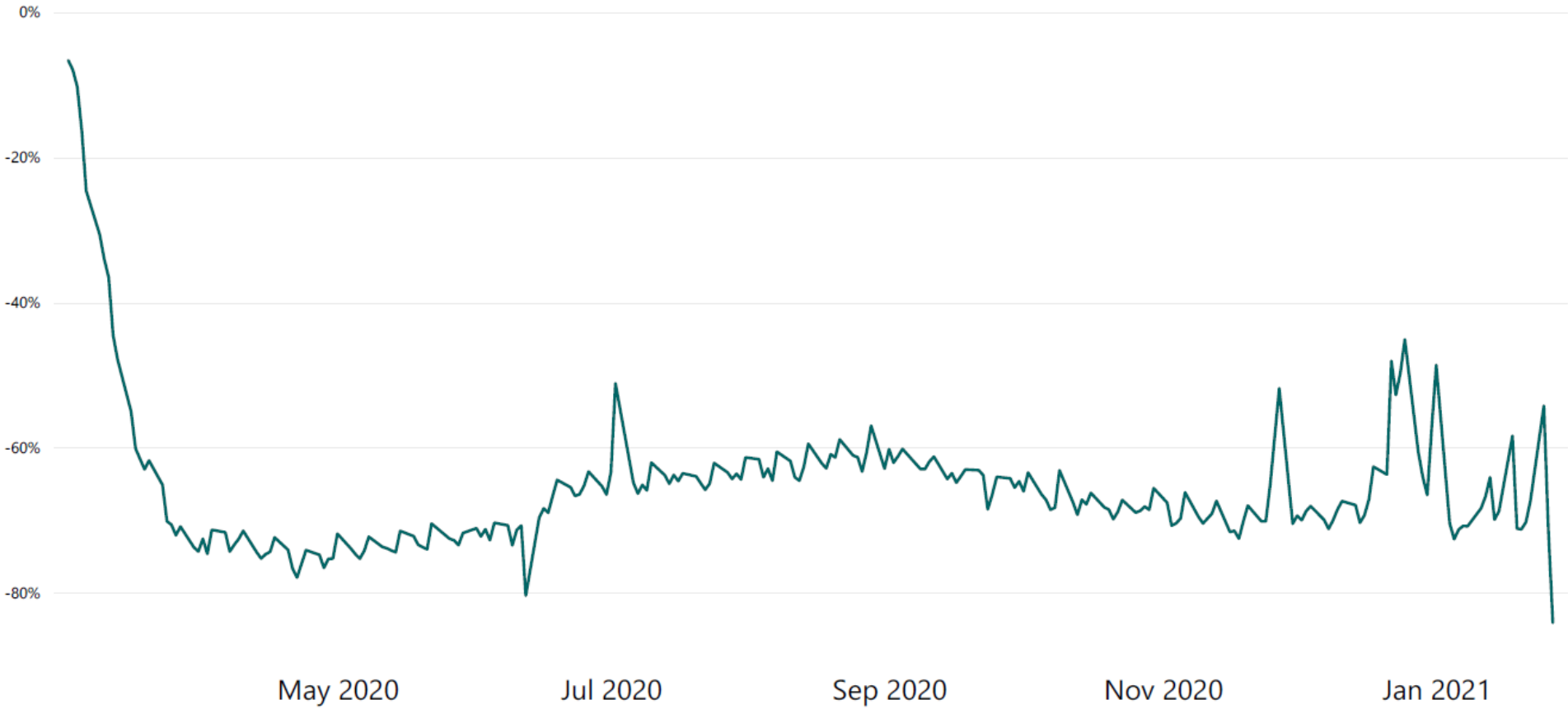
July 2021

- King County Executive transmits updated policies for King County Council review

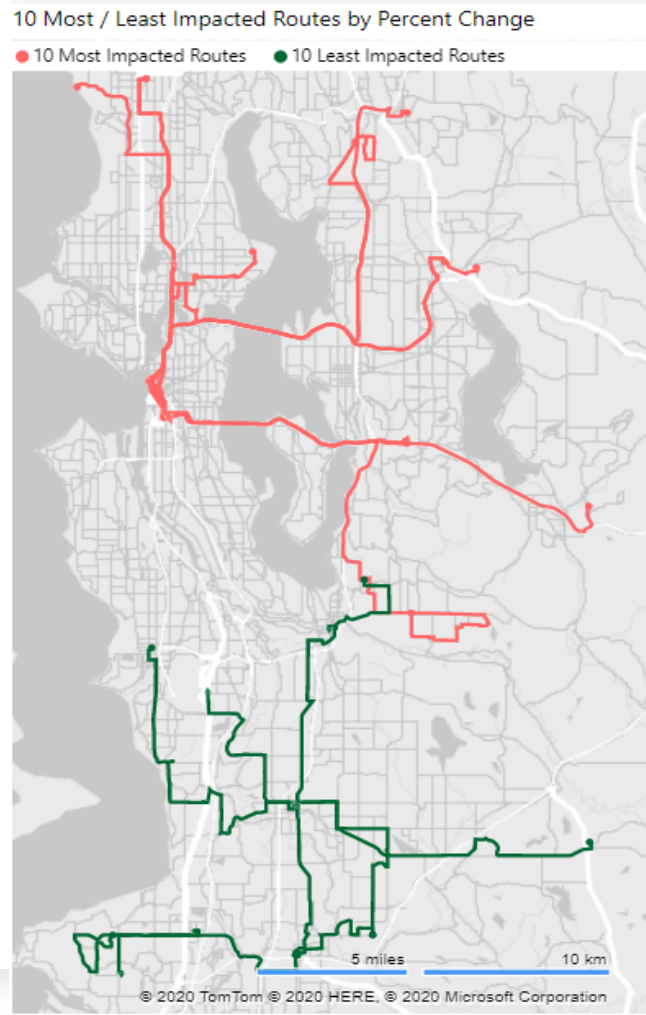
Service Restoration Workshop

2/25/21

Impact of the COVID Outbreak on Transit



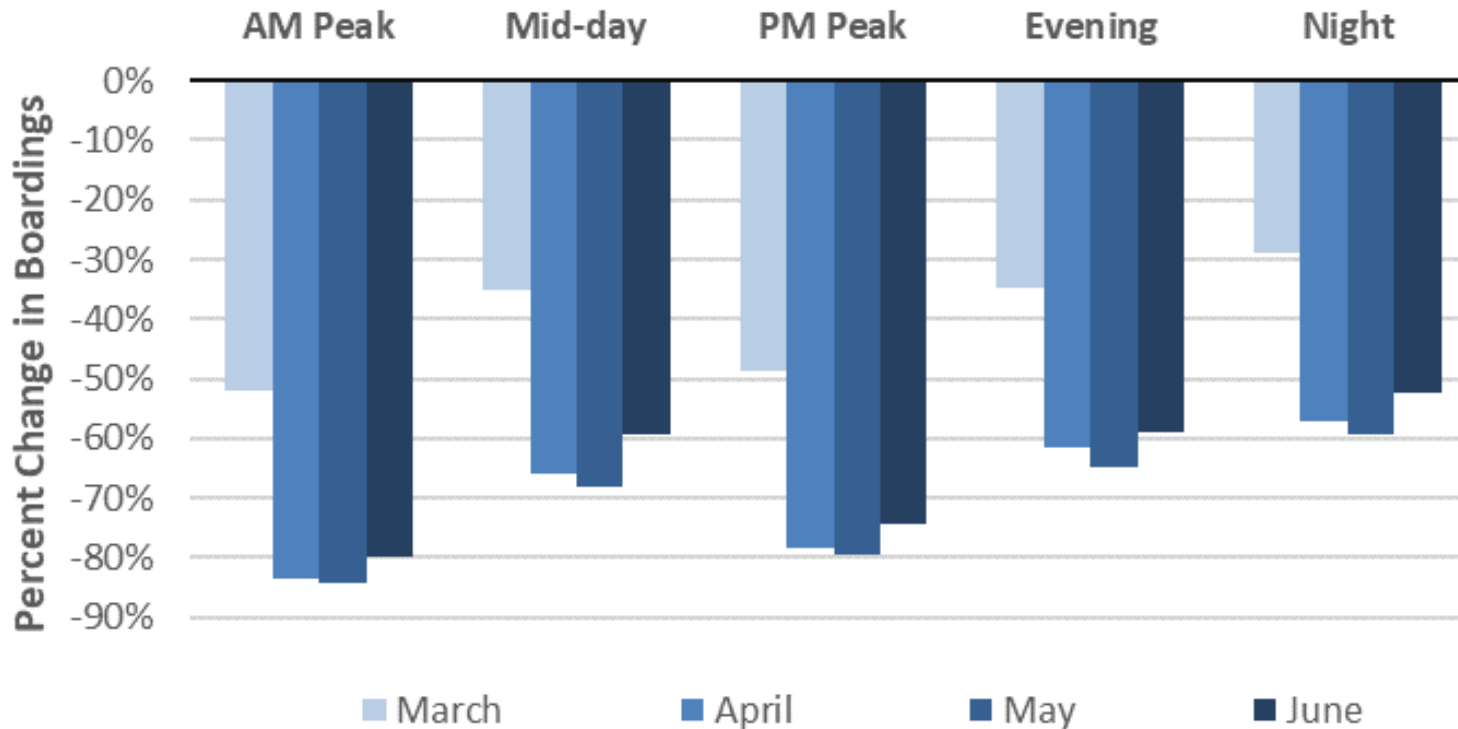
Current Ridership Trends



Route	Rank	Routes Most/Least Impacted (by % Change)	Change
180	1	10 Least Impacted	-30.3%
164	2	10 Least Impacted	-30.5%
166	3	10 Least Impacted	-31.2%
168	4	10 Least Impacted	-31.9%
187	5	10 Least Impacted	-33.1%
153	6	10 Least Impacted	-36.7%
676	7	10 Least Impacted	-37.7%
105	8	10 Least Impacted	-38.3%
181	9	10 Least Impacted	-38.5%
671	10	10 Least Impacted	-39.1%
74	95	10 Most Impacted	-87.3%
545	96	10 Most Impacted	-88.5%
111	97	10 Most Impacted	-88.6%
311	98	10 Most Impacted	-88.6%
542	99	10 Most Impacted	-89.1%
257	100	10 Most Impacted	-90.0%
304	101	10 Most Impacted	-90.5%
301	102	10 Most Impacted	-91.9%
218	103	10 Most Impacted	-94.0%

Ridership Change by Time of Day

Change in Boardings by Period - 2019 to 2020



How has Metro changed service during COVID?

Temporary changes

Temporarily suspending service



- Shortening operating hours
- Suspending an entire route
- Reducing the frequency of route

Temporarily adding service



- Adding service to a crowded route

Restoring service



- Partial restoration of a route
- Full restoration of a route

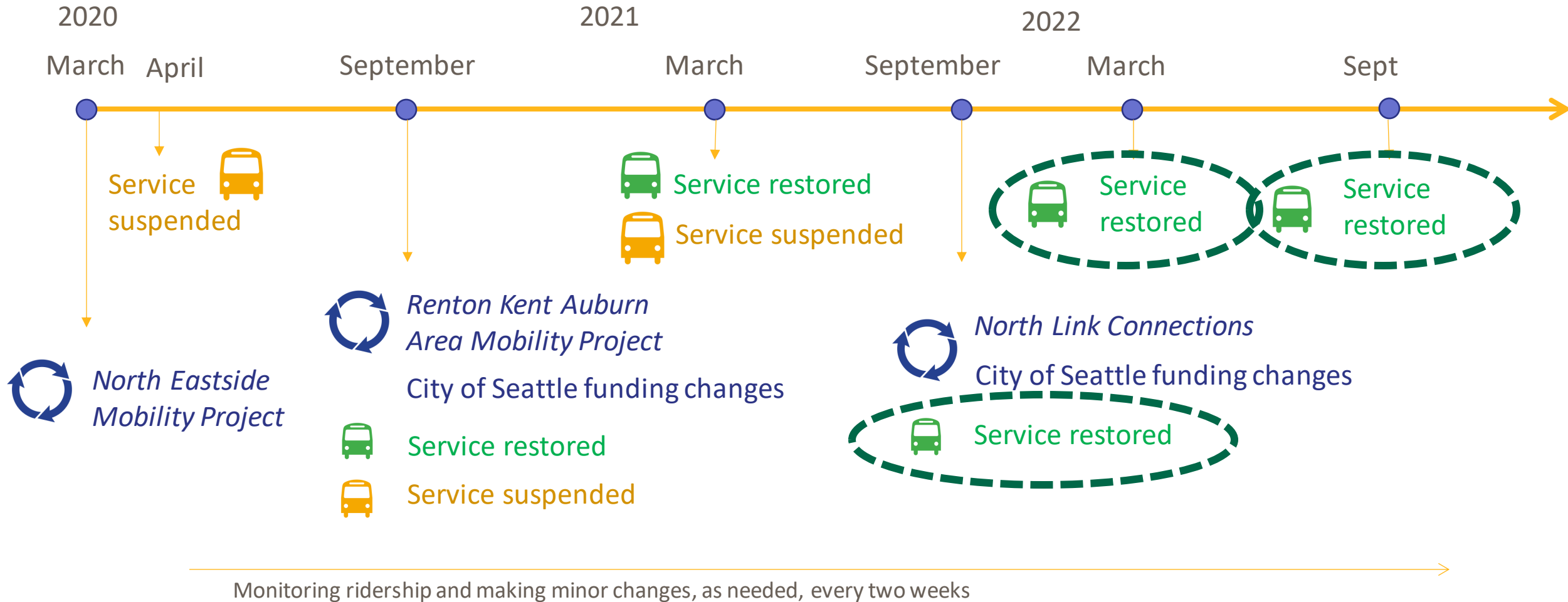
Permanent changes

Permanent changes to service

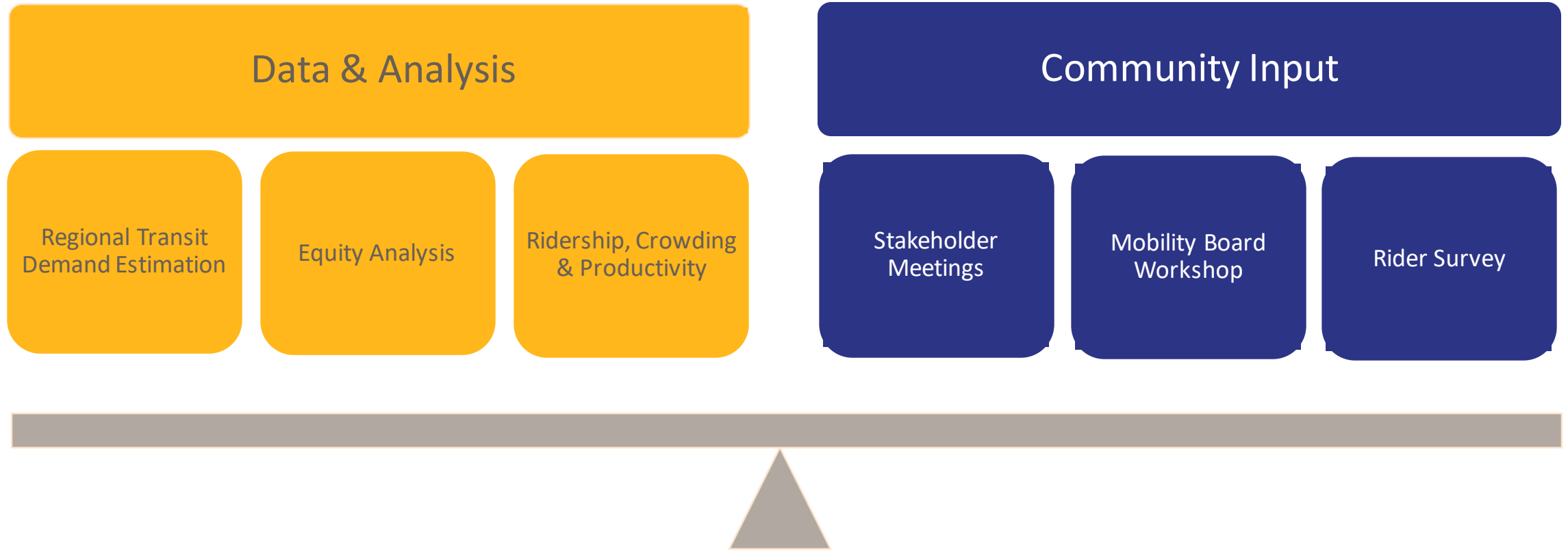
- Permanently reducing service
- Changing the structure and pathway of a route
- Consolidating routes
- Permanently investing in new service



Service Changes Since COVID Outbreak



How will we make decisions for September 2021?



Inputs: Community Engagement Feedback

Questions

How should we prioritize service restorations?

How have service suspensions impacted your ability to travel?

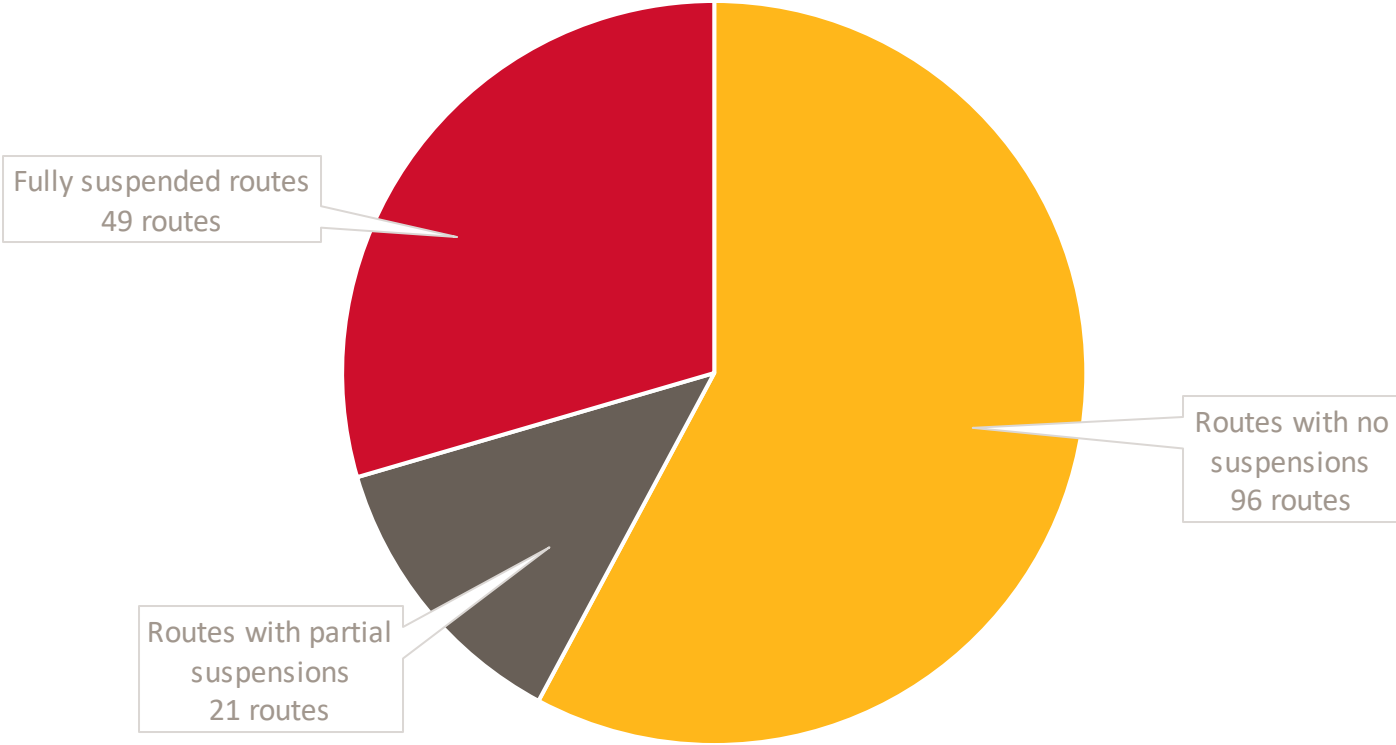
Engagement Activities

- Mobility Board workshop
- Partner agency groups
- Community advisory groups
- Rider survey (February 8 – March 8)
- Outreach through social media, radio, bus stop signs, rider alerts

Inputs: Data & Analysis



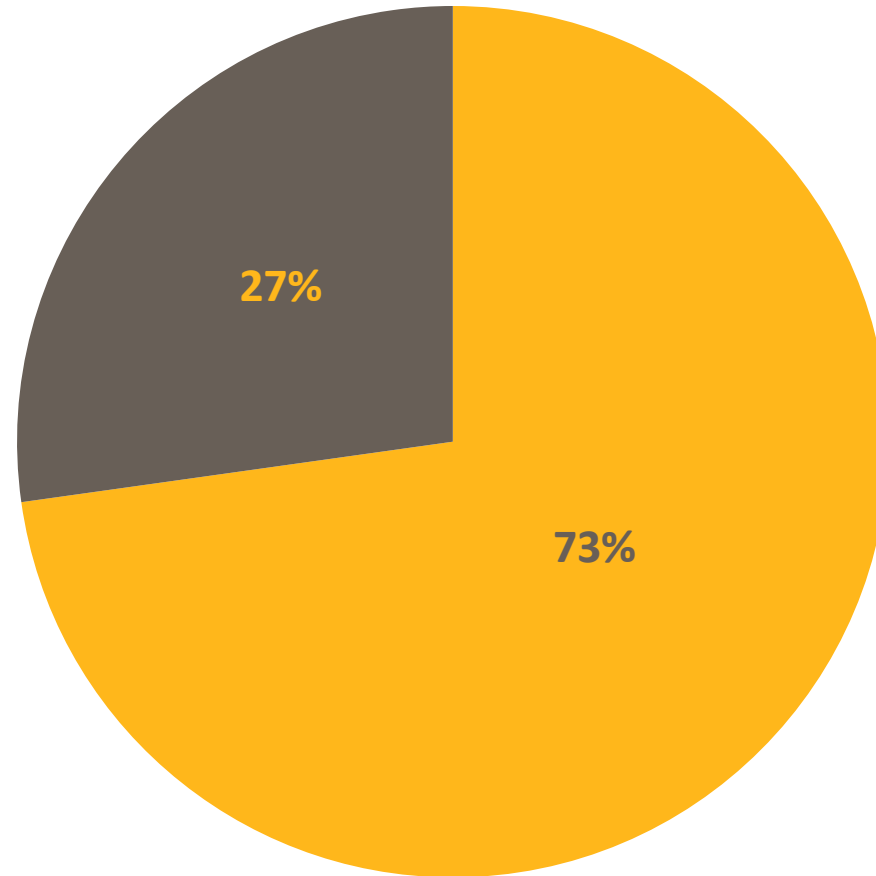
How many routes have service suspensions?



What type of service is suspended?

All-day routes

- 9 routes fully suspended
- 17 routes partially suspended



Peak-only routes

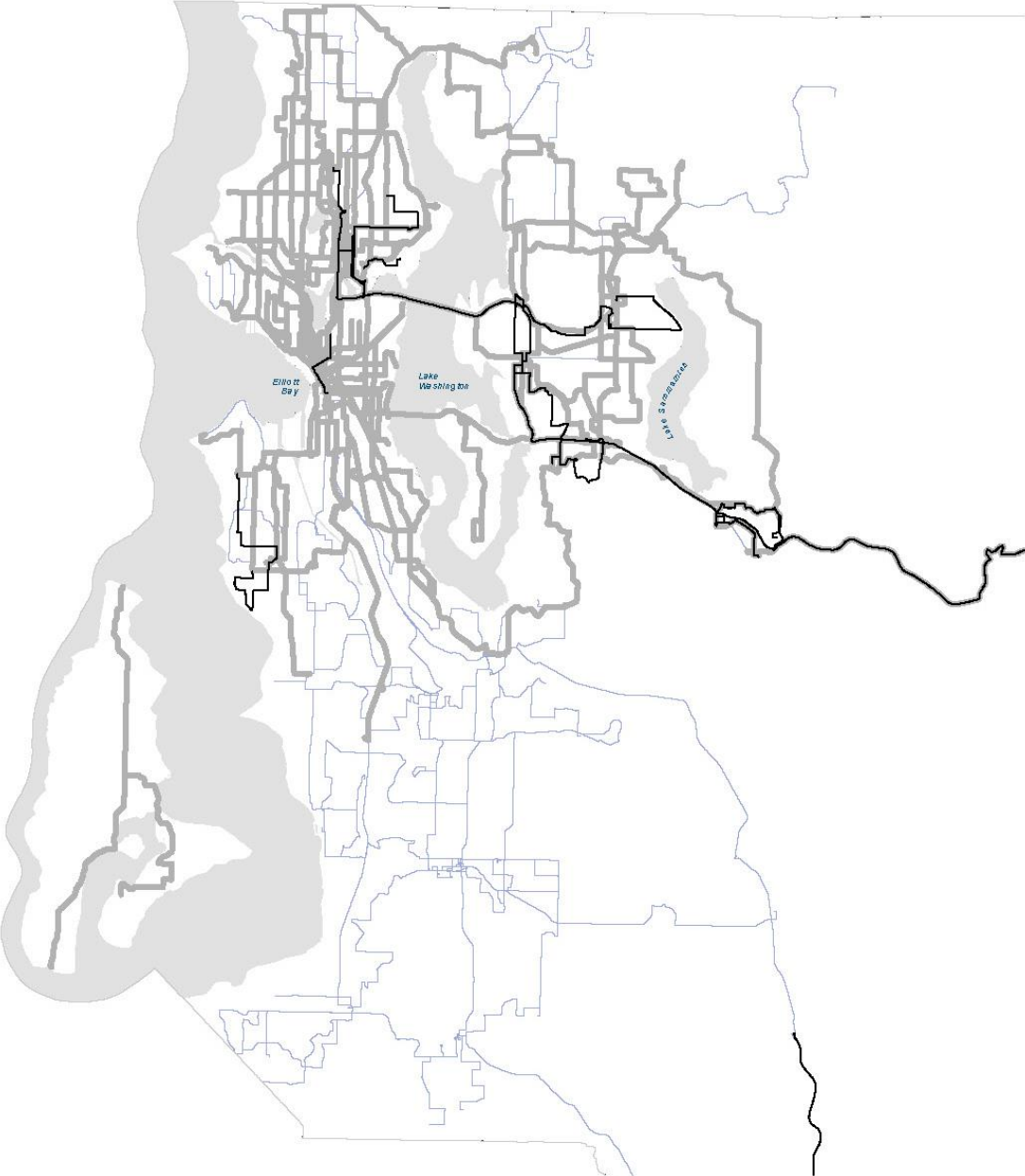
(morning & afternoon)

- 49 routes fully suspended
- 4 routes partially suspended

Where is all-day service is suspended?

ALL-DAY ROUTE NETWORK

- Suspended all-day routes
- Reduced all-day routes
- Other operating all-day routes

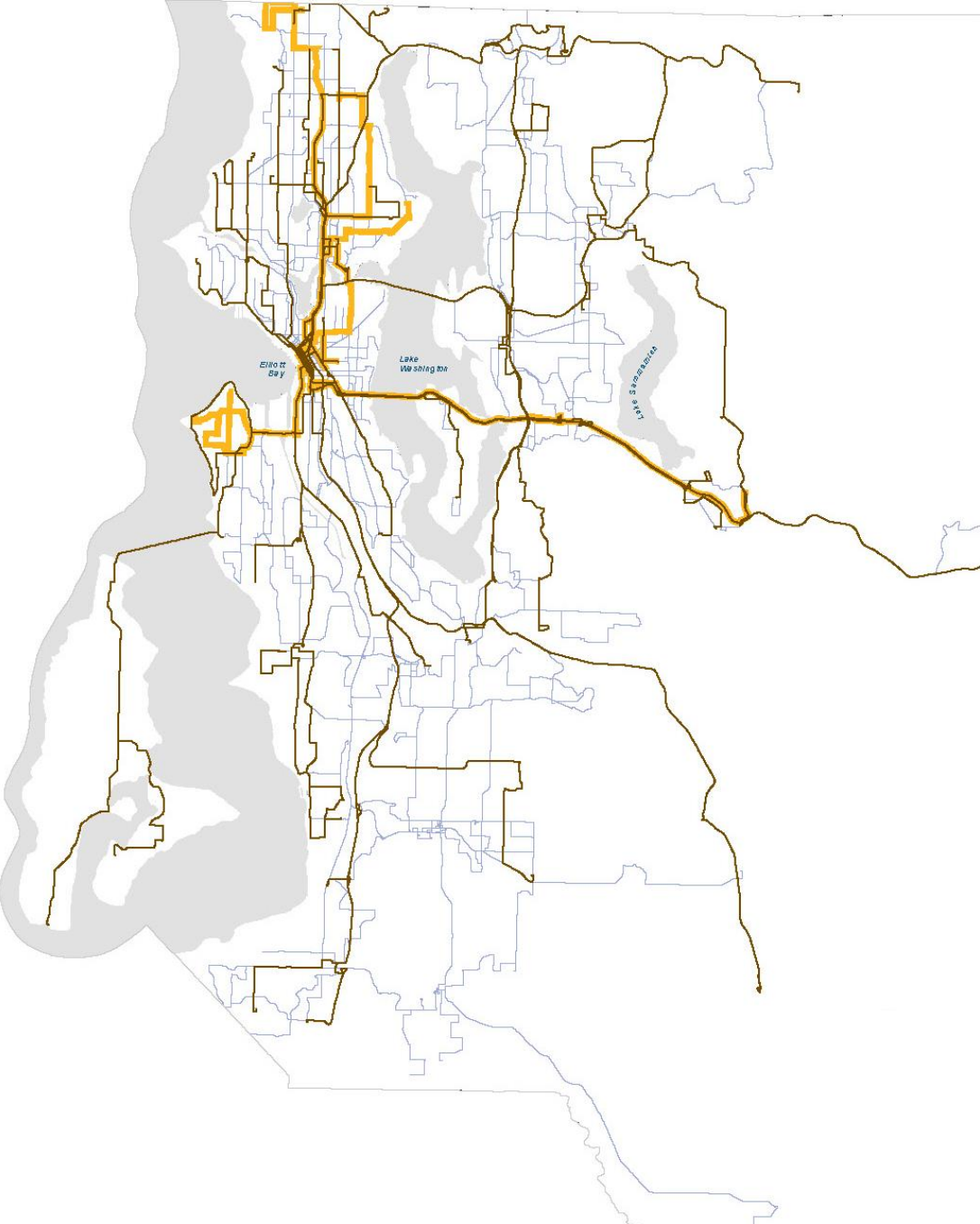


Where is peak service suspended?

PEAK-ONLY ROUTE NETWORK

- Suspended peak-only route
- Reduced peak-only routes
- Other operating routes*

*this includes all-day routes as they also run during peak periods



Suspended service categories

Peak-only routes

All-day routes



Fully suspended



With no other transit options

With other transit options available

With other options but potential crowding issues

With no other transit options

With other transit options



Partially suspended



With potential crowding issues

With potential crowding issues

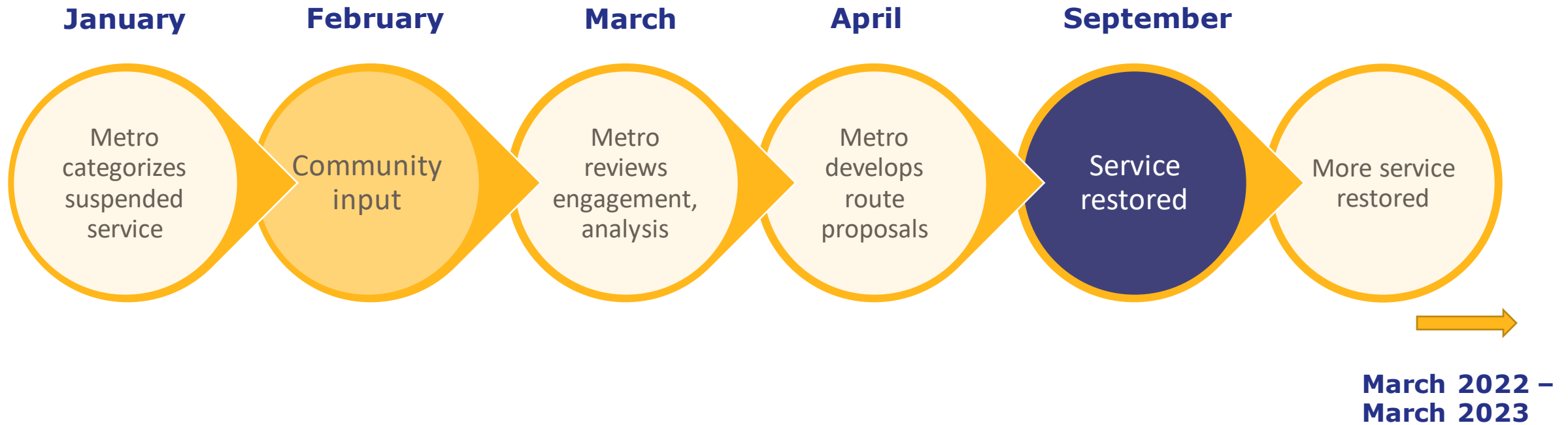
Midday service

Night service

Weekend service

Decision Timeline

2021



We Need Your Input!

What service should we bring back first?

Peak-only routes that operate from 5am – 9am and 3pm – 7pm on weekdays?

Service in the 5am – 9am and 3pm – 7pm periods?

Routes with other transit options available?

Routes that are not currently operating?

OR

Routes that operate all day?

Midday service? Evening service?
Night service?

Routes with no other transit options available?

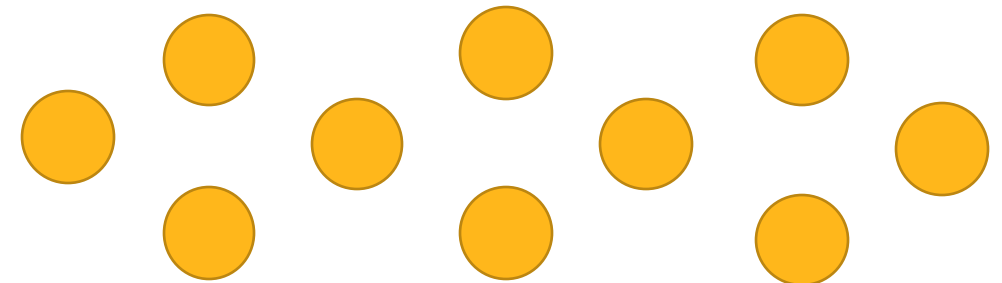
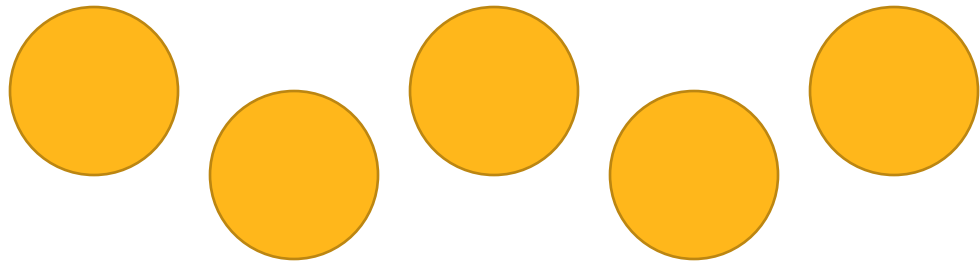
Routes that are operating less service?

How much service should we bring back?



More service on fewer routes?

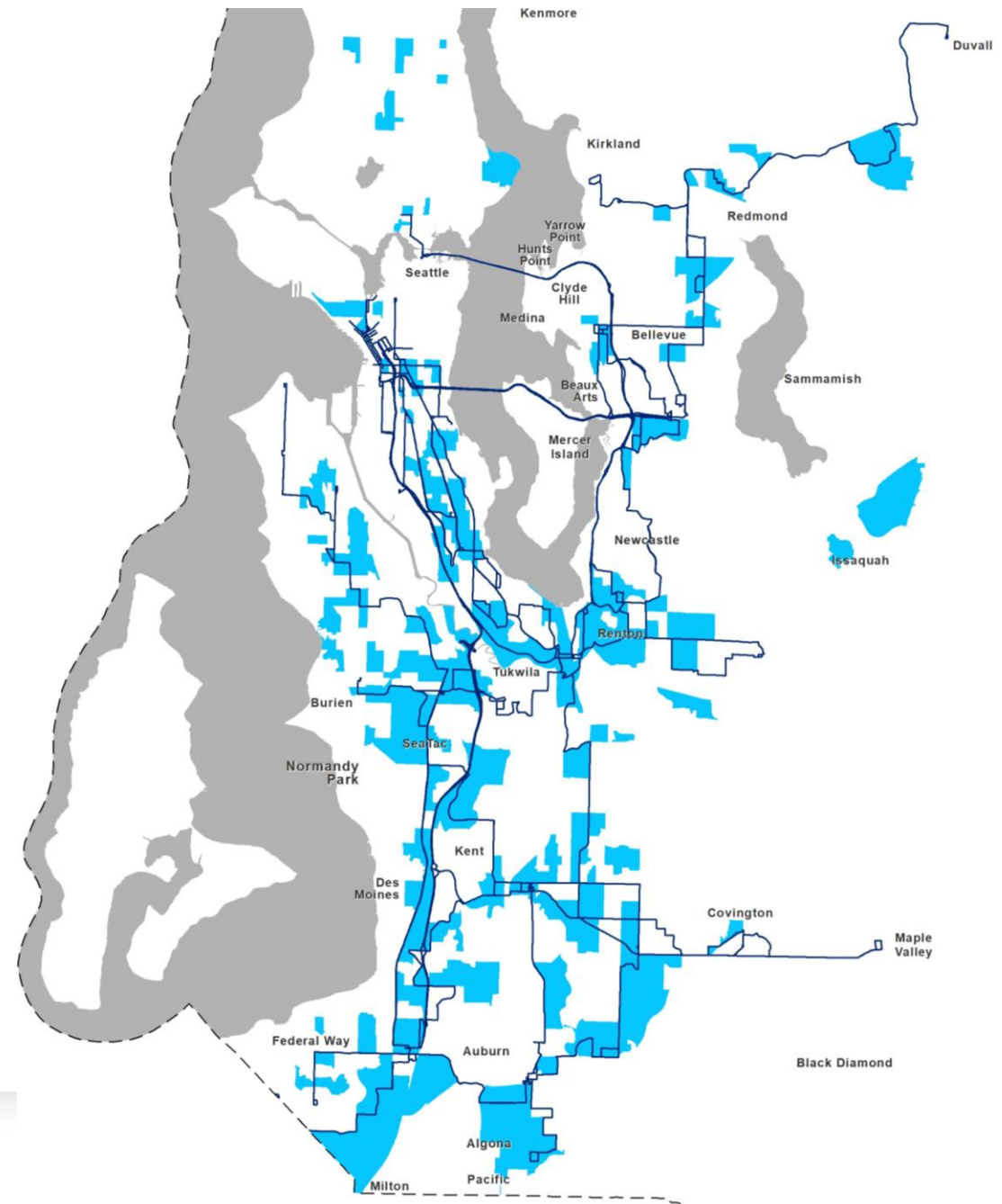
OR

Less service on more routes?



Equity Priority Areas

-  Equity Priority Areas
-  Routes with high Opportunity Scores



How should we prioritize equity?

Current Approach

- Prioritizing routes with high Opportunity Scores
- Identifying equity gaps through analysis
- Identify impacts to equity priority populations through engagement

Are there other ways we can consider equity as we bring back service?

**What else should we be
thinking about?**

Close Out & Next Steps

- Please share the rider survey with your networks!

Closing and Questions