

Metro Policy Updates Service Guidelines

King County Mobility & Environment Committee
September 9, 2020

Approach to Policy Updates – Service Guidelines

- **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
 - Improve consistency with Metro Connects
 - Improve simplicity and transparency



Engagement Plan

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 meetings/briefings



Winter 2021

- Follow up stakeholder workshops
 - Show how input was used to create draft updates
 - Gather feedback that will be shared with Equity Cabinet and RTC to shape the final updates
- Regular Equity Cabinet and RTC meetings/briefings

July 2021

- Metro and King County Executive transmit updated policies for King County Council review

Policy Update Areas for Discussion Today

- **Planning & Designing Service Changes**
 - Working with Partners
 - Planning and Community Engagement
- **Adding, Reducing, and Changing Service**
 - Prioritizing equity
 - Reductions guidelines



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Potential Changes to Service Guidelines

Working with Partners Section



Current Guidelines: Working with Partners

- Defines some partnership types
- Describes entities Metro forms partnerships with such as
 - cities
 - communities
 - private companies
- Does not differentiate between flexible and fixed route service
- Does not describe potential incentives



Proposed Changes to Working with Partners Section

Metro Partnerships will:

- Prioritize investments where needs are greatest
- Be reflective of Metro Goals and Values
 - Metro will prioritize implementation and investment in partnerships that (in order): benefit Areas of Need as defined in the Service Guidelines, reduce single-occupant vehicle trips and increase transit ridership by improving convenient connections to transit, especially high-capacity transit.
- Differentiate between partnership types
 - Flexible Service
 - Fixed Service
 - Infrastructure
- Require engagement prior to Implementation
 - Metro will require that the partner conduct some form of engagement that reflects Metro's values with affected communities



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Potential Changes to Service Guidelines

Engagement Section



Metro's Have-a-Say Engagement Approach

Guided by Several Policies



Service Guidelines Updates: Engagement

Replace existing goals with 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

Center Equity in Engagement

- **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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Potential Changes to Service Guidelines

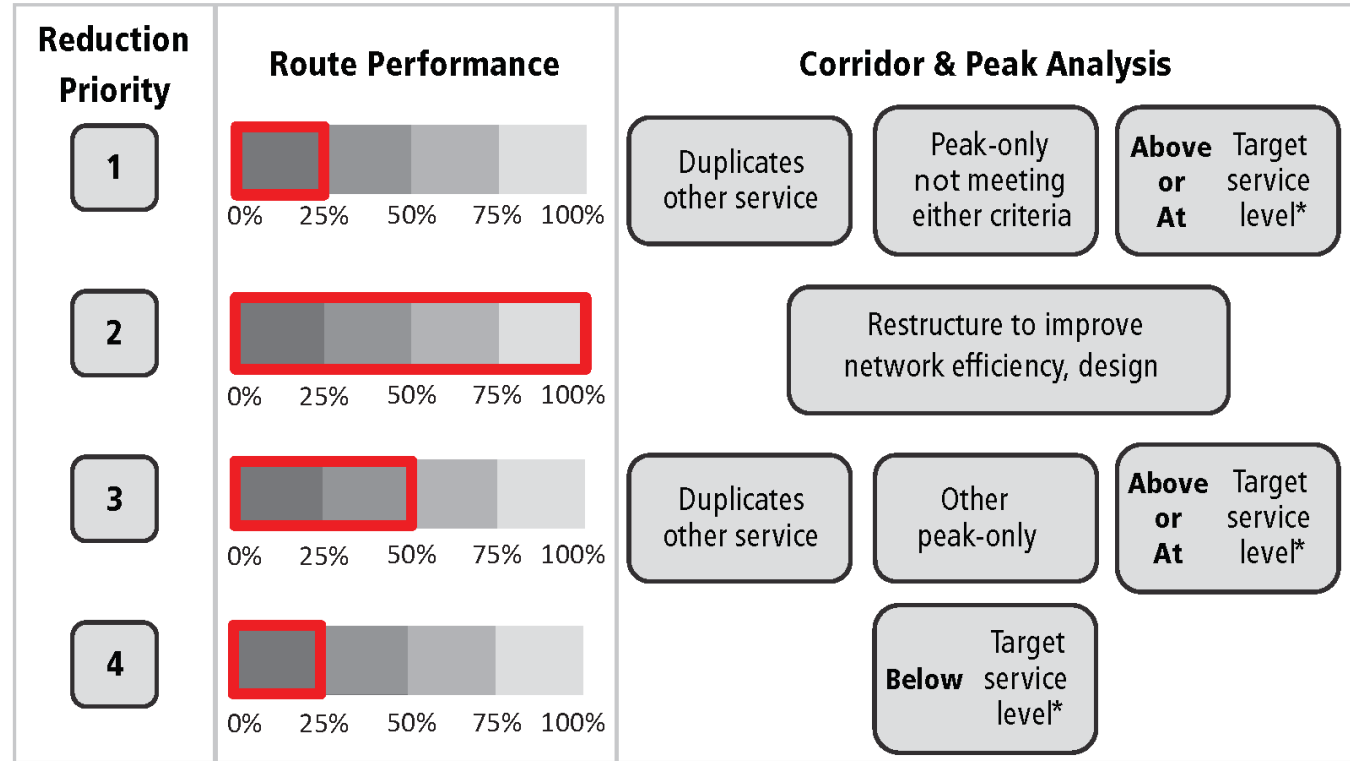
Service Reductions Section



Current Guidelines: Reducing Service

When reducing service, Metro considers ways to:

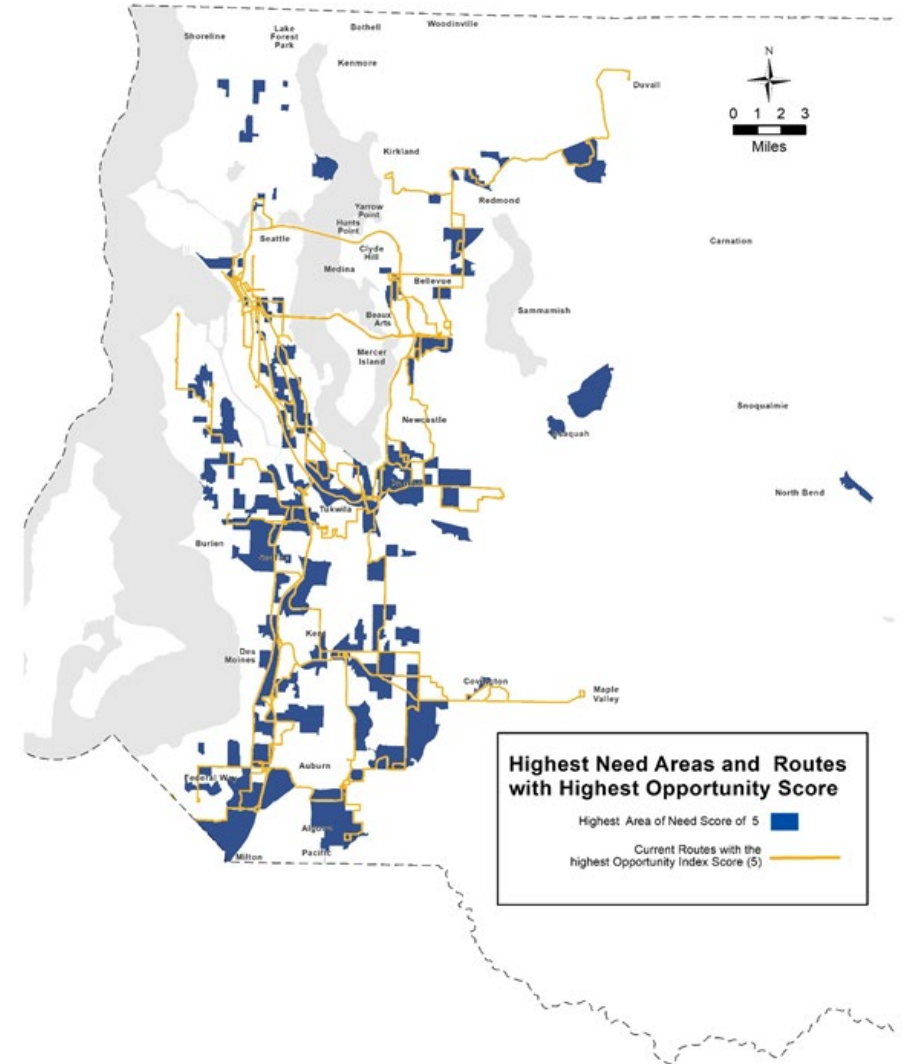
- Minimize or mitigate significant impacts in any one area
- Minimize impacts through the type of reduction, particularly through restructuring service
- Try to maintain target service levels
- Preserve last connections
- Apply alternative services



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

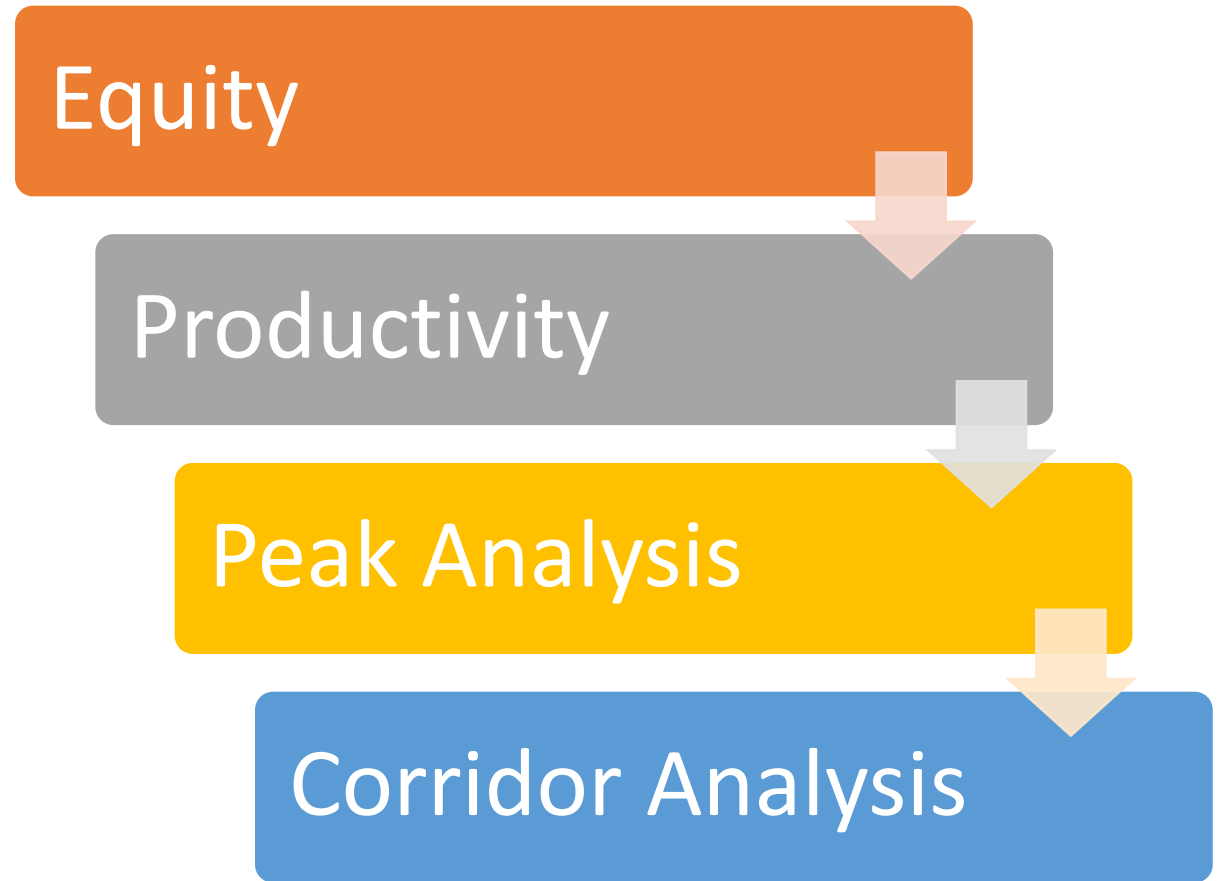
Using Data to Drive Equitable Outcomes

- 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)



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



Questions?