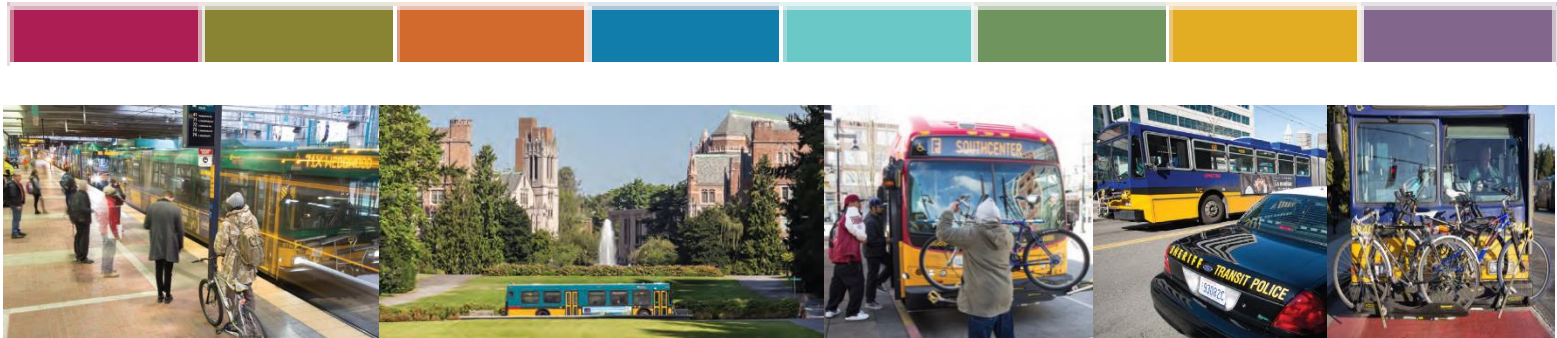


# Metro Transit Strategic Plan Progress Report



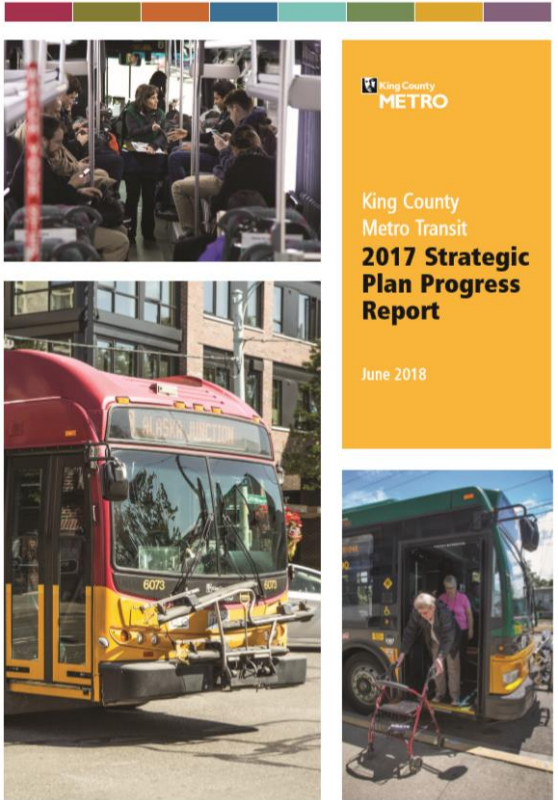
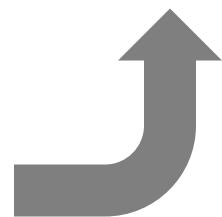
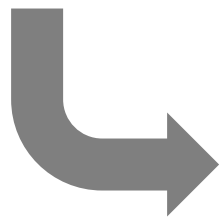
**Regional Transit Committee  
September 19, 2018**



# Strategic Plan Goals

What we deliver	How we deliver
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Safety	Service Excellence
Human Potential	Financial Stewardship
Economic Growth and Built Environment	Public Engagement and Transparency
Environmental Sustainability	Quality Workforce



# How to read the report

- 66 measures associated with 8 goals
  - The 2017 report includes 3 new measures not included in 2015 report
- Indicator for each measure whether we are moving toward our goal, stable or need improvement

**SYMBOLS**—intended to give a general indication of our performance over time relative to goals.



Improving



Stable



Opportunity to improve



N/A, just one year of data, or trend not easily defined

MEASURES		TREND
GOAL 1: SAFETY		
1	Preventable accidents per million miles	
2	Operator and passenger incidents and assaults	
3	Customer satisfaction regarding safety and security	
4	Effectiveness of emergency responses	

# Themes

## Ridership Growth

- Metro continues to defy national trends regarding ridership growth
- Market share an issue to monitor
- Service affected by restructures

## Accessibility

- Suburbanization of poverty



## Partnering with Employers

- Employers represent a growing market segment

## Costs

- Impact of market forces

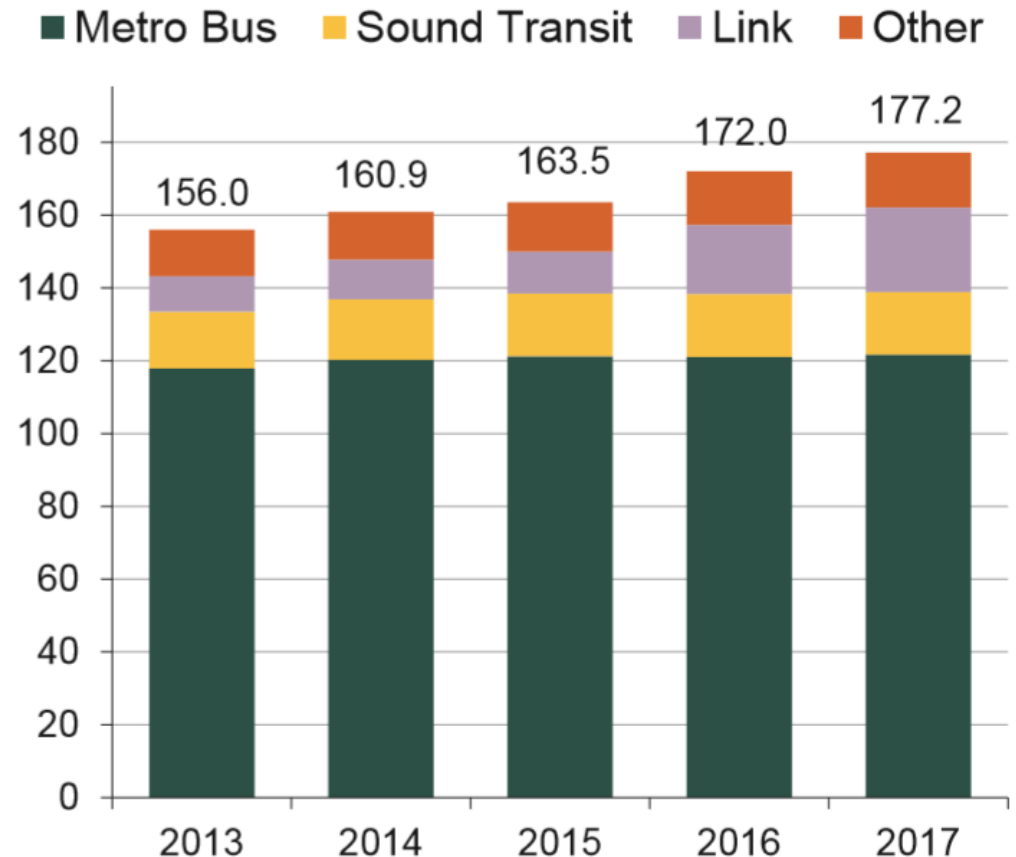
# Theme: Ridership Growth

Goal: Economic Growth and Built Environment



- New high of over 122 million trips on Metro
  - Almost 75% of all boardings in the County

## 3.1 Transit Boardings in King County (in millions)



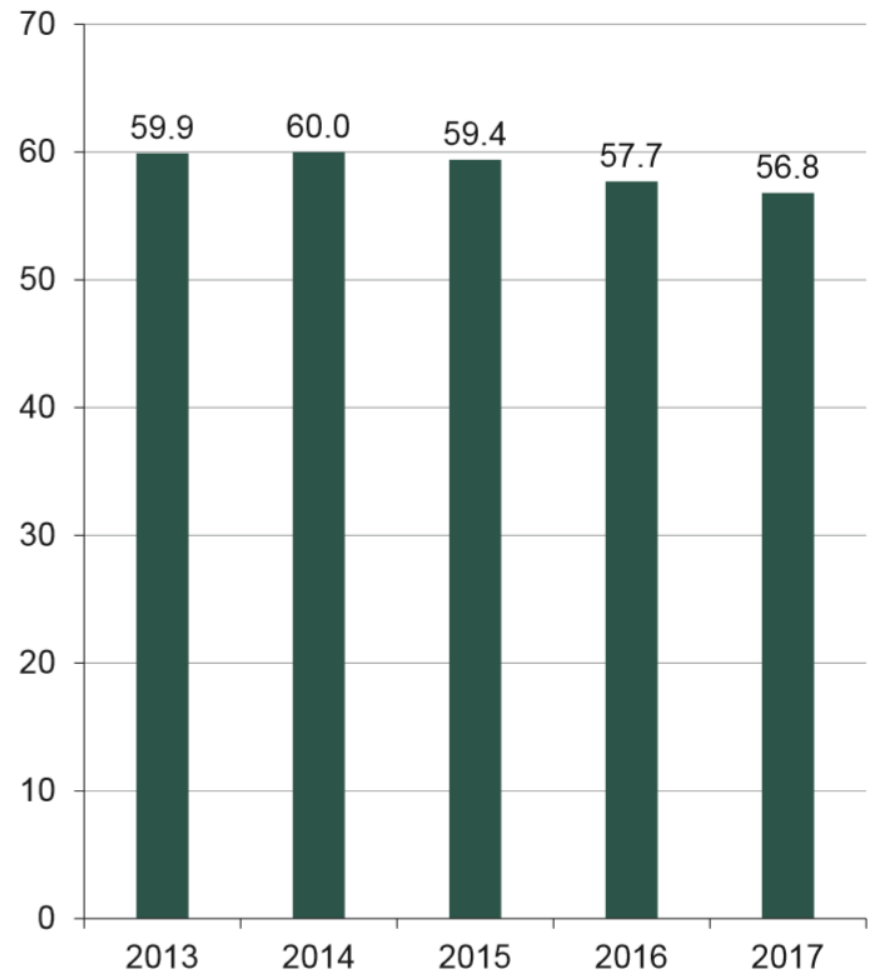
# Theme: Ridership Growth

Goal: Economic Growth and Built Environment



- Ridership is not keeping pace with population growth

## 3.2 Transit rides per capita



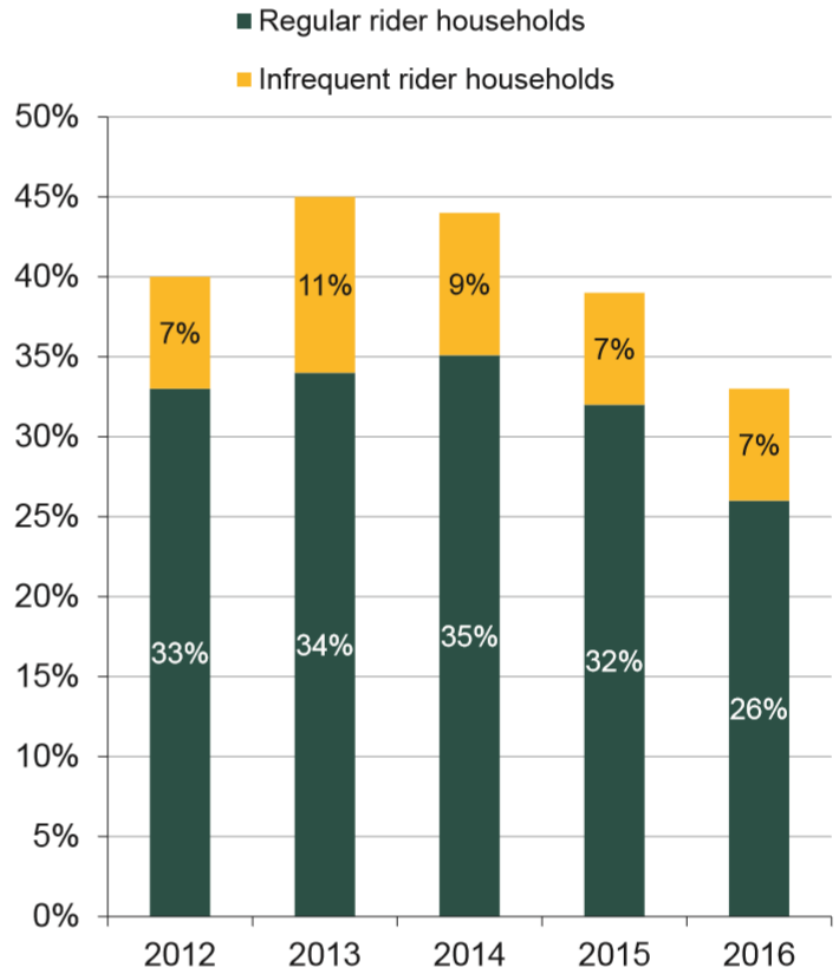
# Theme: Ridership Growth

Goal: Environmental Sustainability



- **Metro's** share of the mobility market is declining

## 4.7 Transit mode share



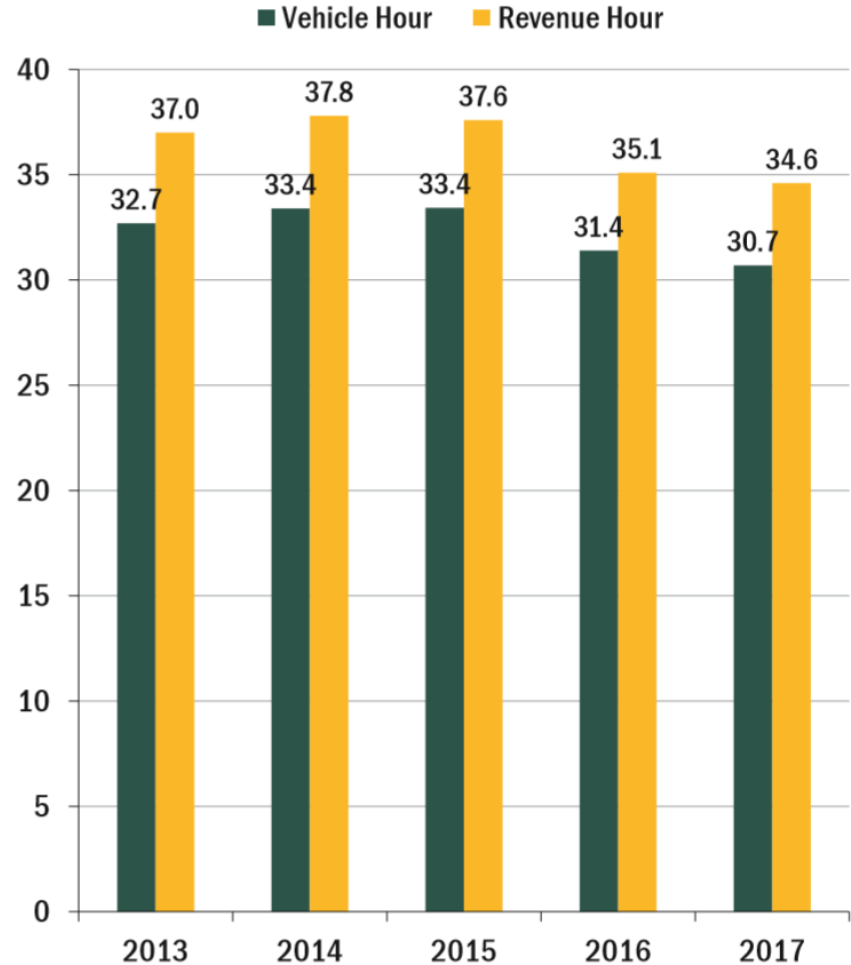
# Theme: Ridership Growth

Goal: Financial Stewardship



- Service productivity has declined after peaking in 2016

## 6.3 & 6.4 Boardings per hour





# Theme: Accessibility to Transit

## Goal: Human Potential

### Access to transit

2.1 Population living within a ¼-mile walk to a transit stop	→	64%	⊖
2.2 Percentage of households in low-income census tracts within a ¼-mile walk of transit stop	→	71%	⊖
2.3 Percentage of households in minority census tracts within a ¼ walk to a transit stop	→	65%	⊖
2.4 Jobs within a ¼ mile walk to a transit stop	→	78%	⊕

### New Metrics

- *Average number of households accessible within 30 minutes countywide*
- *Average number of jobs and households accessible within 30 minutes via transit from regional growth centers, manufacturing/industrial centers and transit activity centers*

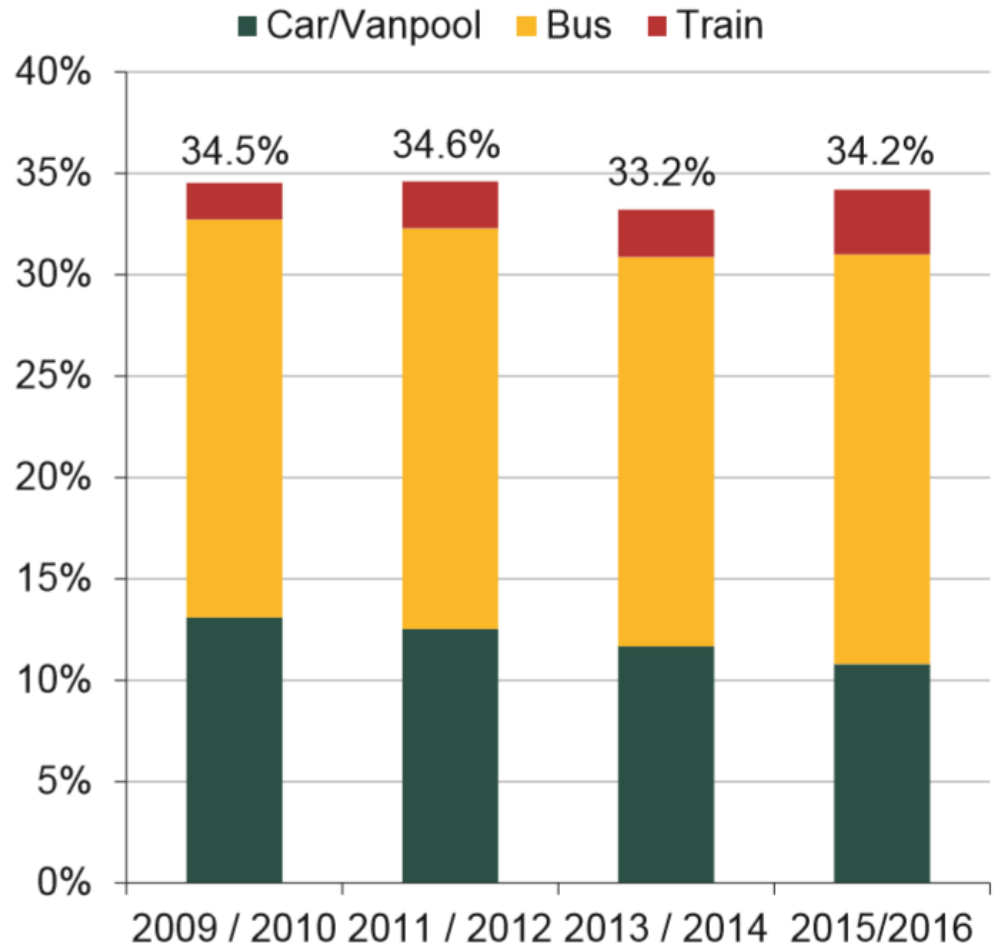
# Theme: Partnering with Employers

Goal: Economic Growth and Built Environment



- While overall market share is in decline, market share among employees at the county's largest employers grew over the past year

## 3.4 Peak mode share at King County CTR sites



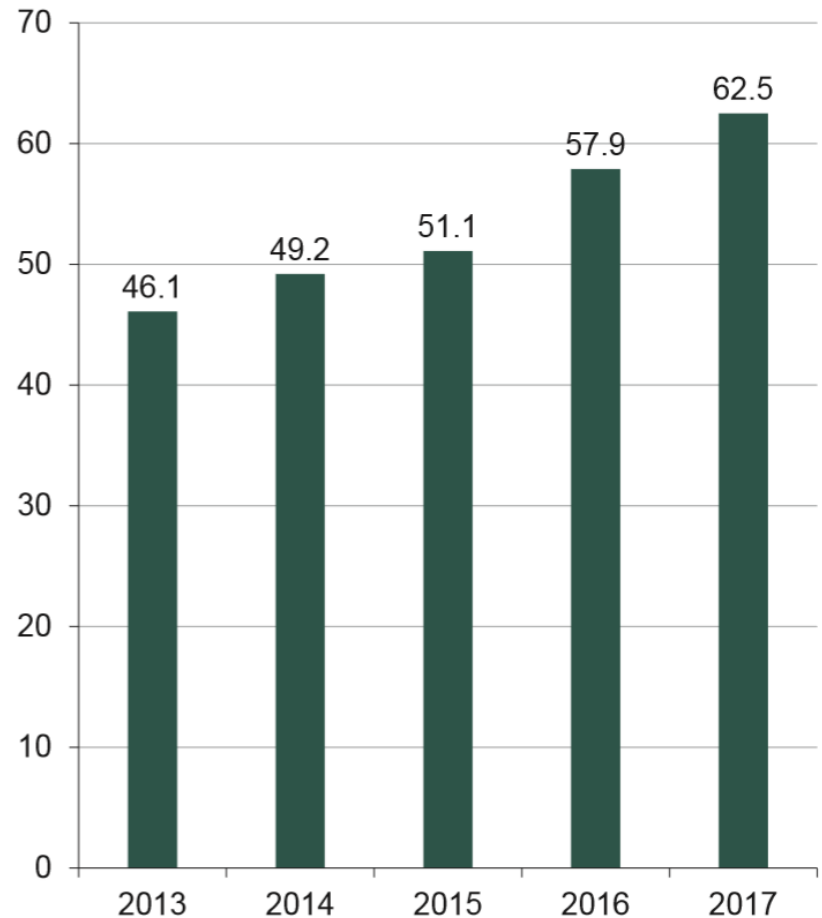
# Theme: Partnering with Employers

Goal: Economic Growth and Built Environment



- Ridership growth increased across all of Metro's Passport accounts, like due to:
  - increasing number of Passport participants; and
  - higher ridership from existing participants

## 3.5 Regional boardings with ORCA Passport Passes (in millions)



# Theme: Costs

## Goal: Financial Stewardship



- In 2017, Metro's *real* cost returned to about where it was following a decline in 2016
- Critical components in Metro's cost per hour include:
  - Fuel costs
  - Centralized services
  - Vehicle maintenance
  - Labor

### 6.8 Cost per hour



# Theme: Costs

## Goal: Financial Stewardship



- Metro's cost per boarding grew as a result of service hour expenditures without corresponding ridership growth

### 6.10 Cost per boarding



# Addressing Challenges

- Focus on ridership
  - Coverage, accessibility
  - Fares/fare payment
  - Customer service and operations
- Improve accessibility
  - Matching coverage and demand
- Maintain strong partnerships with employers
  - Focus on developing mobility solutions
- Contain costs
  - Monitor investments in infrastructure

