



King County

Dow Constantine

King County Executive

401 Fifth Avenue, Suite 800

Seattle, WA 98104-1818

206-263-9600 Fax 206-296-0194

TTY Relay: 711

www.kingcounty.gov

June 30, 2021

The Honorable Claudia Balducci
Chair, King County Council
Room 1200
C O U R T H O U S E

Dear Councilmember Balducci:

This letter transmits the 2020 program evaluation report for the subsidized annual pass, a component of Metro's income-based fare program, as directed by Motion 15600.

The subsidized annual pass is an element of the ORCA LIFT reduced fare program, which was established in 2014. The subsidized annual pass provides a full subsidy for Metro and Sound Transit services for people who qualify. With this program, Metro aims to increase health and well-being for people with no- and very-low incomes through mobility services and access to transit.

King County Metro's subsidized annual pass launched in October 2020 as a partnership between multiple entities led by Metro. Our participating transit partners include, Sound Transit, Seattle Department of Transportation, and Seattle Center Monorail. Human service agency partners, who lead enrollment and outreach, include the Washington State Department of Social and Health Services, Public Health – Seattle & King County, and Catholic Community Services. Research partners directly supporting program evaluation, include the Wilson Sheehan Lab for Economic Opportunities (LEO) at Notre Dame, the University of Pennsylvania's Perelman School of Medicine, and University of California at Irvine. All of our partners are committed to rigorous evaluation that supports program improvements over time and helps ensure the program has maximal and measurable positive impact for people with the greatest need.

This 2020 evaluation report details findings related to the experience of customers, Metro, and partners during the program's rollout in the last few months of 2020. The program launched amidst the COVID-19 pandemic, which created unanticipated challenges, particularly limiting capacity at enrollment locations. Consequently, Metro views 2020 as a "soft launch" to ensure a smooth roll out of the subsidized annual pass program.

In 2020, more than 3,000 people enrolled in the program's first three months with participants taking more than 100,000 trips on Metro and Sound Transit. Subsequent annual reports, which

The Honorable Claudia Balducci
June 30, 2021
Page 2


will be transmitted to Council in June of each year through 2024, will detail ongoing learnings, process adjustments, progress on key measures, and potential program modifications to maximize equity, impact, and effectiveness.

The subsidized annual pass program evaluation report supports King County Strategic Plan objective to provide more equitable mobility access and reduce historic gaps. It furthers the objectives of the King County Equity and Social Justice Strategic Plan by applying the Equity Impact Review process to identify, evaluate, and communicate the potential impacts of the program on equity.

Development of this evaluation plan required approximately 150 hours by Metro staff to produce, costing approximately \$7,500 in staff hours. The estimated printing cost for this report is nominal.

Thank you for your consideration of this program evaluation report. If your staff have any questions, please contact Lindsey Greto at 206-263-7886 or lindsey.greto@kingcounty.gov.

Sincerely,

 for
Dow Constantine
King County Executive

Enclosures

cc: King County Councilmembers
 ATTN: Carolyn Busch, Chief of Staff
 Melani Pedroza, Clerk of the Council
Shannon Braddock, Deputy Chief of Staff, Office of the Executive
Karan Gill, Council Relations Director, Office of the Executive
Dwight Dively, Director, Office of Performance, Strategy, and Budget
Terry White, General Manager, Metro Transit Department (MTD)
Christina O'Claire, Director, Mobility Division, MTD