

Service Recovery Update

Regional Transit Committee

April 19, 2023

Agenda

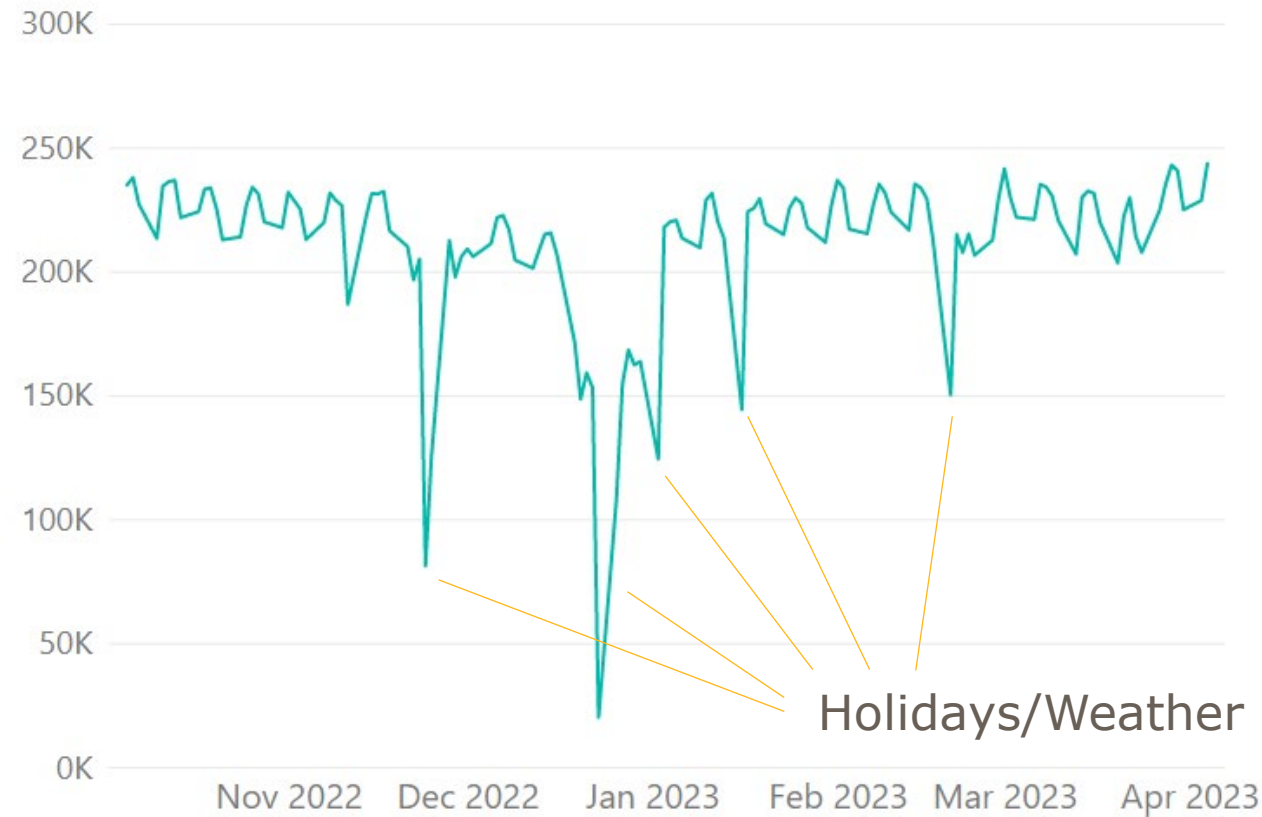
- Current state
- Past service changes (2021-2022)
- Future service recovery



Ridership Update

- Currently providing all-day, frequent transit and operating ~97% of scheduled service and connecting hundreds of thousands of people to countless destinations every day
- Weekly ridership over 22% higher in Feb-Mar 2023 compared to 2022. Free youth fare implemented on Sep. 1 and return of students to universities is likely contributing to this increase.
- Current use:
 - Ridership less peak-oriented due to increased remote work compared to pre-pandemic
 - Ridership spread more evenly throughout day
 - Avg weekend ridership closer to pre-pandemic levels (~75%) than weekday (~55%)
 - Strongest ridership on frequent routes, routes in Seattle and southern King County
- Weekday ridership in late March was over 233,000 average daily boardings – a 20% increase over last year and the highest since the pandemic began

2022-2023 Weekday Boardings



Service changes since March 2021

2021

- Limited adds to provide needed capacity
- +200,000 hours restored

2022

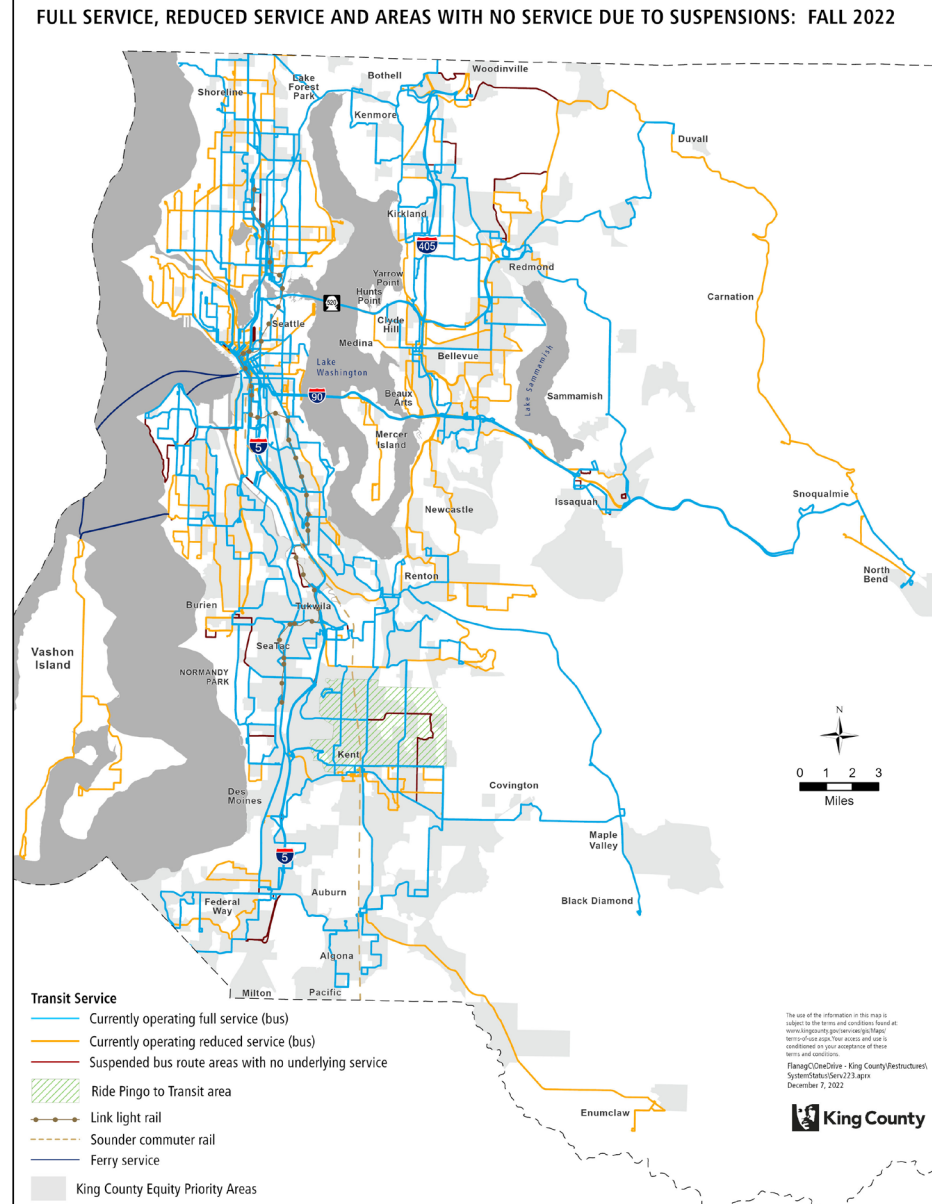
- Made schedule adjustments to allow for limited trip adds

2023

- Rapid Ride H Line launch (Spring)
- Made schedule adjustments to allow for limited trip adds (Spring)
- Evaluating service plans to match operational capacity (Fall)

Necessary trip suspensions and daily trip cancellations have occurred each year since March 2021 in response to workforce shortages.

345,000 total service hours remain suspended across the system (8% of the total system)



Why Metro has a Service Recovery Plan

- The Service Recovery Plan and ordinance formalize Metro's approach to growing service and making final decisions on investment of service resources suspended during the pandemic emergency period, consistent with adopted policy.
- The plan uses updated policies for service recovery, including Metro Connects and Service Guidelines related to investments, reductions, restructures, partnerships and community engagement – guided and shaped by the Equity Cabinet.
- Metro needed approval from King County Council to maintain current service suspensions that exceed Metro's administrative authority in the absence of an emergency directive.

Service Recovery Plan

Metro's Long Game

- Metro is committed to expanding opportunity by providing accessible, affordable, reliable, safe and stress-free transit.
- We're working hand-in-hand with community to plan and improve service, prioritizing where needs are greatest, and are on track to being one of the first large agencies in the world to have a 100% zero-emission bus fleet.
- We want Metro to be everyone's first choice for getting where they need to go.



What policies are informing service recovery?

- **Metro Connects:**
 - Long-range plan and vision for the 2050 network.
- **Strategic Plan for Public Transportation:**
 - 10-year (2021-2031) mission and vision that establishes 10 goals, along with objectives, outcomes, and strategies to achieve them.
- **Service Guidelines:**
 - Established criteria and processes that Metro uses to analyze and plan changes to the transit system. The guidelines align with Metro's mission, vision, and goals, as outlined in its Strategic Plan, and help Metro grow toward the networks in Metro Connects.

Plan outline

Two guiding principles:

- 1. Use upcoming mobility projects to guide priorities**
- 2. Maintain service investments (hours) within project areas**

- Each mobility project budget will include resources from currently operating service, suspended service, and any partner-funded service. On-demand services will be considered in areas they are currently operating, or new areas consistent with our service guidelines and where funding may be available.
- Each project includes planning and community engagement to develop a proposal for how to invest these resources going forward, within their respective areas. Proposals will be subject to adoption by the King County Council through a service change ordinance.
- Selected changes could also be proposed, approved, and implemented in advance of mobility project implementation.

Engagement and Planning to inform Service Recovery

Service Recovery Plan

East Link

Lynnwood
Link

South Link

Seattle,
Vashon
Island

Madison
Street Area
Bus Service
Change
(G Line)

Stride
I-405 BRT
Integration

Projects by area

East Link

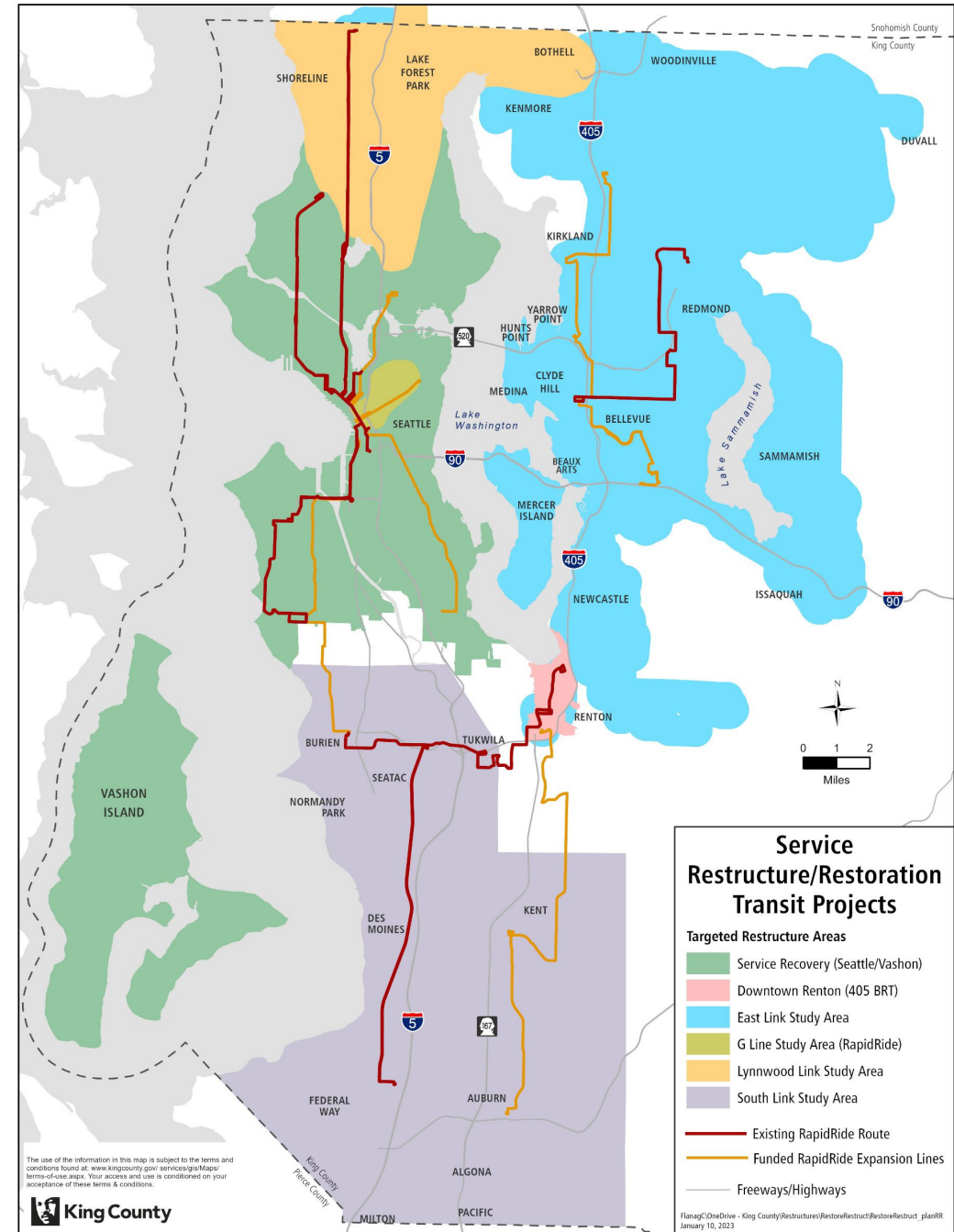
Lynnwood Link

South Link

Seattle, Vashon Island

Madison Street Area – Bus Service Change (G Line)

Stride I-405 BRT Integration



Community Engagement & Mobility Projects

Planning for the future network

- Service will be recovered based on the most recent community engagement, planning and analysis
- Service growth is most likely to happen as integration projects are implemented and may happen in phases based on workforce availability

Engagement

- Including local cities, partner agencies, community advisory groups, and large employers within project areas
- Equitable public input including in-language opportunities through community partnerships, meetings, surveys, and direct engagement
- Focus on equity priority populations and areas

Expected challenges

Key factors informing pace of service recovery:

- **Delivering reliable service**
 - Metro will continue to examine supply chain challenges and the size and operations of the transit system to stabilize and support reliable service delivery
- **Workforce availability**
 - Making investments to stabilize and grow our workforce and fill positions more quickly
- **Timing of mobility projects**
 - Openings of Link light rail extensions are critical for implementation of our future networks
 - Current dates from our partners at Sound Transit indicate:
 - Lynnwood Link: mid or late 2024
 - East Link: spring 2025
 - South Link: TBD (after Lynnwood Link and East Link)

Thank you!