

Attachment A: ~~Proposed New and Updated Strategies 2.1.2 and 6.1.2~~ Updates to the Strategic Plan for Public Transportation, 2011-2021
July 17, 2013

Delete Strategy 2.1.2 and insert the following revised Strategy 2.1.2:

Strategy 2.1.2: Provide travel opportunities and supporting amenities for historically disadvantaged populations, such as low-income people, students, youth, seniors, people of color, people with disabilities, and others with limited transportation options.

Metro serves historically disadvantaged populations with a wide variety of public transportation services and supporting amenities such as bus stops, bus shelters, seating, lighting, waste receptacles, and public information. All buses on the fixed-route system are accessible for people using mobility devices; complementary paratransit services are available for eligible individuals with disabilities; and facilities are accessible in compliance with the Americans with Disabilities Act. Metro offers other services as well, such as the innovative Community Transportation Program which includes the Taxi Scrip Program, Transit Instruction Program, and Community Access Transportation (CAT). Metro also provides programs such as Jobs Access and Reverse Commute (JARC), a federal program that is intended to connect low-income populations with employment opportunities through public transportation. Metro also works with local school districts to respond to student transportation needs. Metro regularly reports on its services in compliance with Title VI of the Civil Rights Act of 1964.

Insert New Strategy 6.1.2 as follows:

Strategy 6.1.2: Establish and maintain a long-range transit service and capital plan that is consistent developed in collaboration with the local comprehensive and regional long-range transportation plan and identifies long-term public transportation needs planning.

To implement the vision for public transportation, as established in the Strategic Plan for Public Transportation, King County ~~should~~shall establish and maintain a long-range plan that: (1) ~~is consistent with the policies~~reflects regional transit service and values of the Strategic Plan for Public Transportation;~~capital plans identified through Sound Transit's adopted long-range plan and incorporates transit service needs identified through adopted local comprehensive and other transportation plans;~~ (2) uses, as a starting point, today's transit network and needs as defined by the King County Metro Service Guidelines. ~~This;~~ and (3) ~~remains consistent with the policies and values of the Strategic Plan for Public Transportation. The Metro transit~~ long-range plan, adopted by the King County Council, should include the unmet transit service needs throughout King County as identified by the existing Metro Service Guidelines, as well as the service and capital elements of a future Metro transit network at various funding levels that support local jurisdiction and regional comprehensive plans, as well as the unmet transit service needs throughout King County as identified by the existing Metro Service Guidelines. The plan should~~plans.~~ The plan shall take into consideration the Puget Sound Regional Council's economic, growth management, and transportation plans, ~~as well as Sound Transit's and other regional transit agencies' long range plans to the extent practicable.~~

~~King County should~~ King County shall develop the long-range plan in coordination with local jurisdictions ~~for their use as an investment and development planning resource. This and regional transit agencies. Development of the long range plan should also~~shall be based on the principle that jurisdiction comprehensive and transportation plans inform the long range plan

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and the long range plan informs jurisdiction comprehensive and transportation plans. The specific approach to coordination shall be subject to the financial and staffing constraints of Metro as specified at the time of developing or updating the plan. In order to provide a realistic funding framework for addressing existing unmet and future system needs, this plan shall reflect resource availability and financial estimates of the total Metro transit need to support regional and local comprehensive and other transportation plans,;

This strategy shall be implemented within the approved financial, staffing and policy framework of King County Metro, especially as well as provide a realistic framework for funding future system needs and the existing unmet need, it pertains to inputs from other plans and jurisdictions. Nothing in this strategy is intended to infer a responsibility for jurisdictional planning beyond King County's direct authority.

Amend the performance measures to reflect the following list of performance measures by Goal area:

<u>Goal</u>	<u>Measure</u>
<u>Goal 1: Safety. Support safe communities.</u>	<u>Preventable accidents per million miles</u>
	<u>Operator and passenger incidents and assaults</u>
	<u>Customer satisfaction regarding safety and security</u>
	<u>Effectiveness of emergency responses</u>
<u>Goal 2: Human Potential. Provide equitable opportunities for people from all areas of King County to access the public transportation system.</u>	<u>Population with ¼-mile walk access to a transit stop or 2-mile drive to a park-and-ride, reported separately</u>
	<u>Number of jobs with ¼-mile walk access to a transit stop or 2-mile drive to a park-and-ride, reported separately</u>
	<u>Number of students at universities and community colleges that are within a ¼ mile walk of transit</u>
	<u>Percentage of Households in low income census tracts within a quarter-mile walk of a transit stop or a 2-mile drive to a park-and-ride, reported separately</u>
	<u>Percentage of Households in minority census tracts within a quarter-mile walk of a transit stop or a 2-mile drive to a park-and-ride, reported separately</u>
	<u>Accessible bus stops</u>
	<u>Transit mode share by market</u>
	<u>Student and reduced-fare permits and usage</u>
	<u>Access applicants who undertake fixed-route travel training</u>
	<u>Access boardings / number of trips provided by the Community Access Transportation (CAT) program</u>
	<u>Access registrants</u>
	<u>Requested Access trips compared to those provided</u>
	<u>Vanpool boardings</u>
<u>Goal 3: Economic</u>	<u>Transit rides per capita</u>

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<u>Goal</u>	<u>Measure</u>
<u>Growth and Built Environment.</u> Encourage vibrant, economically thriving and sustainable communities.	<u>Park-and-ride capacity and utilization (Individually and systemwide)</u>
	<u>Employees at CTR sites sharing non-drive-alone transportation modes during peak commute hours</u>
	<u>Employer-sponsored passes and usage</u>
	<u>All public transportation ridership in King County (rail, bus, Paratransit, Rideshare)</u>
	<u>Ridership in population/business centers</u>
	<u>HOV lane passenger miles</u>
	<u>Per capita vehicle miles traveled (VMT)</u>
<u>Goal 4: Environmental Sustainability.</u> Safeguard and enhance King County's natural resources and environment.	<u>Transit mode share</u>
	<u>Average miles per gallon of the Metro bus fleet</u>
	<u>Energy use at Metro facilities / kWh and natural gas used in facilities normalized by area and temperature</u>
	<u>Total facility energy use</u>
	<u>Vehicle energy (diesel, gasoline, kWh) normalized by miles</u>
	<u>Vehicle fuel (diesel, gasoline, kWh) normalized by boardings</u>
<u>Goal 5: Service Excellence.</u> Establish a culture of customer service and deliver services that are responsive to community needs.	<u>Customer satisfaction</u>
	<u>Customer complaints per boarding</u>
	<u>On-time performance by time of day</u>
	<u>Crowding</u>
	<u>Utilization of Metro web tools and alerts</u>
<u>Goal 6: Financial Stewardship.</u> Exercise sound financial management and build Metro's long term sustainability.	<u>Boardings per revenue hour</u>
	<u>Cost per boarding</u>
	<u>Cost per hour</u>
	<u>Service hours operated</u>
	<u>Asset condition assessment</u>
	<u>Fare revenues</u>
	<u>Farebox recovery</u>
	<u>Service hours and service hour change per route</u>
	<u>Ridership and ridership change per route</u>
	<u>Boardings per vehicle hour</u>
	<u>Passenger miles per vehicle mile</u>
	<u>Passenger miles per revenue mile</u>
	<u>ORCA use</u>
	<u>Cost per vehicle mile</u>
	<u>Cost per vanpool boarding</u>
<u>Cost per Access boarding</u>	
<u>Public participation rates</u>	

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<u>Goal</u>	<u>Measure</u>
<u>Goal 7: Public Engagement and Transparency.</u> Promote robust public engagement that informs, involves, and empowers people and communities.	<u>Customer satisfaction regarding Metro's communications and reporting</u>
	<u>Social media indicators</u>
	<u>Conformance with King County policy on communications accessibility and translation to other languages</u>
	<u>Demographics of Metro employees</u>
<u>Goal 8: Quality Workforce.</u> Develop and empower Metro's most valuable asset, its employees.	<u>Employee job satisfaction</u>
	<u>Promotion rate</u>
	<u>Probationary pass rate</u>