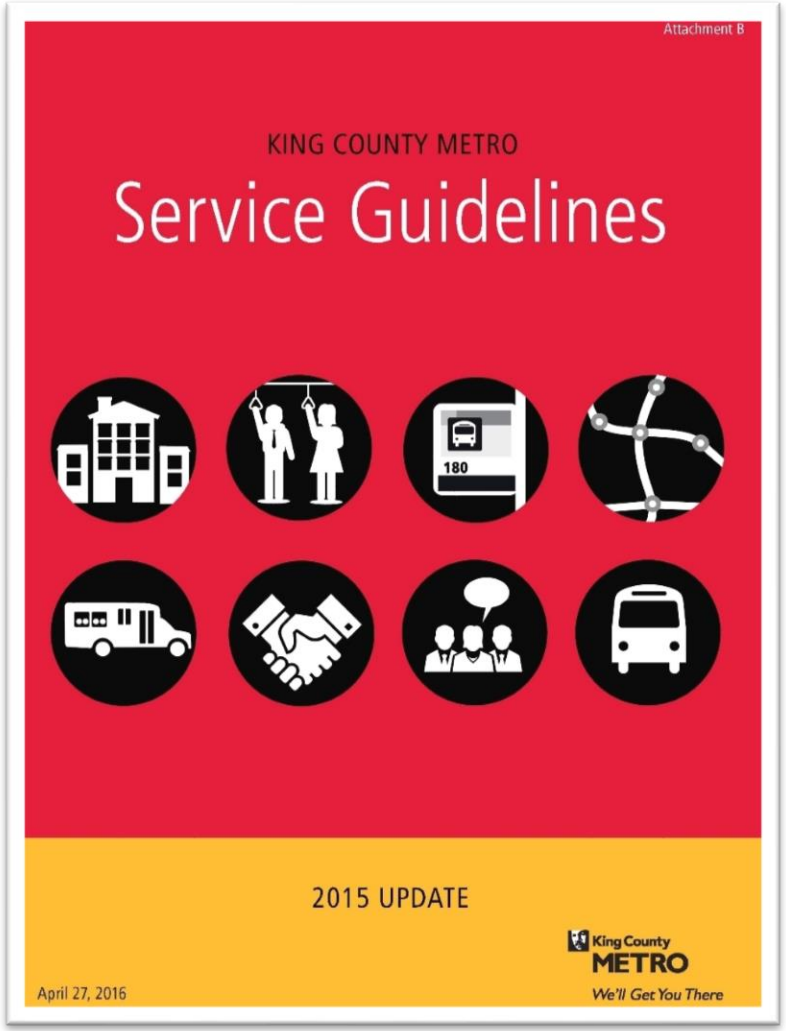
Service Guidelines & 2020 Update

Regional Transit Committee

9/16/2020

Presentation Goals

- **Discuss potential changes to Service Guidelines and how they relate to the Mobility Framework**
  - Planning and community engagement
  - Defining equity
- **Gather feedback on planning and engagement approach for recovery and future service changes**
- **Preview updates for Metro Connects**



Approach to Service Guidelines Changes

- **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
  - Focus on simplicity, consistency, and stability

Potential Changes to Service Guidelines

Engagement Section

Current Guidelines: Engagement

Each outreach effort will be guided by several goals:

- Metro will be informed by members of the public who are reflective of those who may be affected by the change.
- Metro's outreach process is transparent, accessible, welcoming and understandable. Participants understand what is being considered, the timeline and how decisions are made, and that their input is valuable and welcome.
- The outreach process is meaningful. Regardless of the outcome, participants can see how public input shaped what is being considered and the final result.

Mobility Framework: Engagement Recommendations

- **Strengthen communication and marketing efforts** to ensure that priority populations are aware of existing mobility services, innovative new pilots, service changes, affordability programs, and other efforts.
- **Build lasting relationships in communities** and compensate community members for their time and expertise.
- **Use a coordinated cross-departmental approach to engagement**, including a continuing King County Equity Cabinet.
- **Develop an equity-centered engagement framework** by co-creating with the community and measuring equity and sustainability over time.
- **Develop a community liaison program** to hire people to act as a conduit to the community.
- **Identify metrics to measure success and continually improve**, and regularly report on engagement metrics.

Metro's Have-a-Say Engagement Approach

Guided by Several Policies

SPECTRUM OF PUBLIC ENGAGEMENT

Level of community influence

Objective:
Inform the public about a decision that is already made, how they may be impacted, and other alternatives.

Objective:
Seek feedback on limited alternatives. Report back on how that input influenced the outcome.

Objective:
Co-creating alternatives and identifying preferred solution through partnership with the public.

Proposed Changes to Engagement Section

Replace 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

Discussion:

1. What questions do you have about our proposed changes?
2. Will they help advance equity and sustainability?
3. Will the proposed changes provide more clarity about how you and your constituents can engage with us on developing services?

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

Mobility Framework: Partnerships Recommendations

- Convene and support jurisdictions in developing a regional framework for innovative mobility partnerships
- Understand peoples' needs and create effective partnerships that make transportation services affordable for people for whom cost is a barrier.
- Expand or support partnerships to increase neighborhood transit hubs that are safe and accessible to connect to high-capacity transit, including future light rail service.

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

Discussion:

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Potential Changes to Service Guidelines

Defining Equity

Mobility Framework: Areas of Need Recommendation

- Provide Additional Transit Service in Areas with Unmet Need

- Change Metro's Adopted Policies to Assert the Role of Innovation, Address New Mobility Services, and Support Innovative, Integrated, Equitable, Sustainable Mobility

- Prioritize geographic areas that have: high density; a high proportion of low-income people, people of color, people with disabilities, and members of limited-English speaking communities; and that have limited mid-day and evening transit service to schools, jobs, and child care centers and other ways to build wealth and opportunities.

Invest Where Needs are Greatest

- **Changing the definition of social equity** from minority and low-income census tracts to incorporate areas of unmet need using demographics defined in the Mobility Framework. This will ensure equity is better incorporated in the target service levels.
- **Leading with racial justice** per King County's Equity and Social Justice Strategic Plan

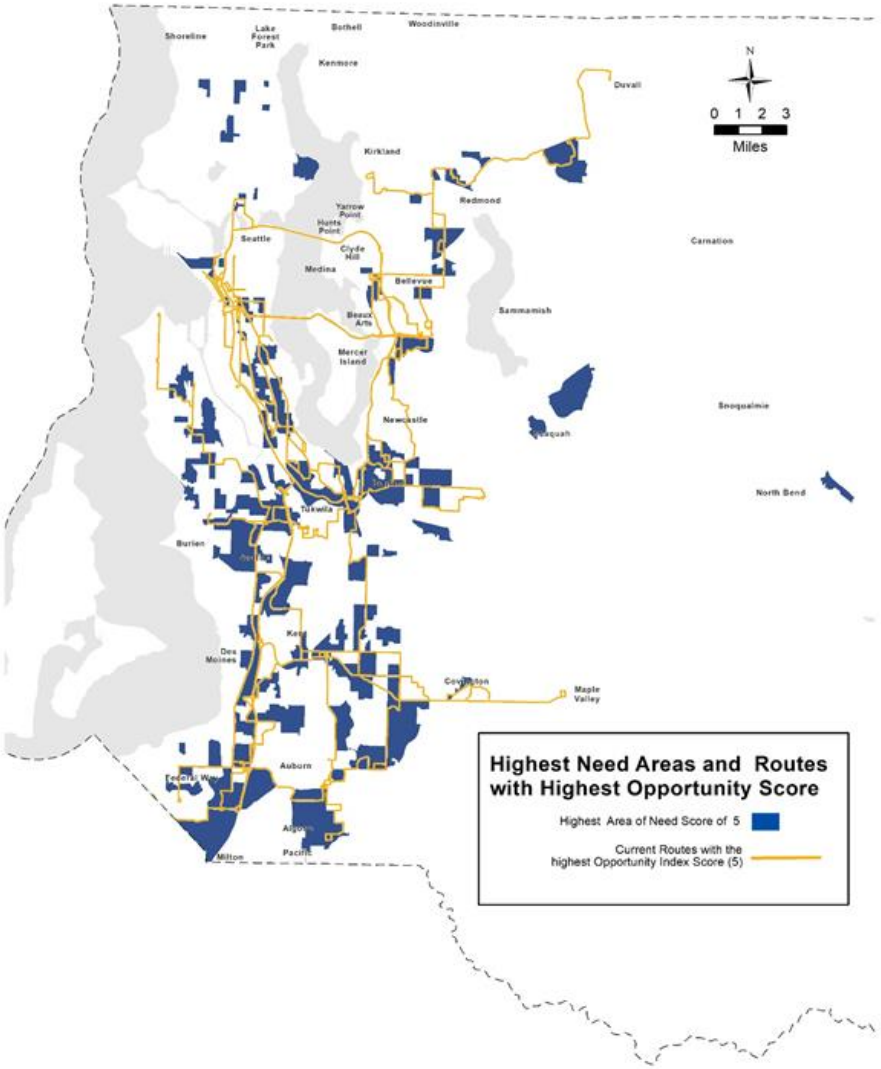
We are intentionally leading with racial justice to confront the historical and racial inequities that continue to exist in our community and our organization."

- King County Executive Dow Constantine

Demographic Group	Existing Measure	Proposed Measure
Race	X	X
Low Income	X	X
Low English Proficiency		X
Foreign Born (Immigrant/Refugee)		X
Disability		X

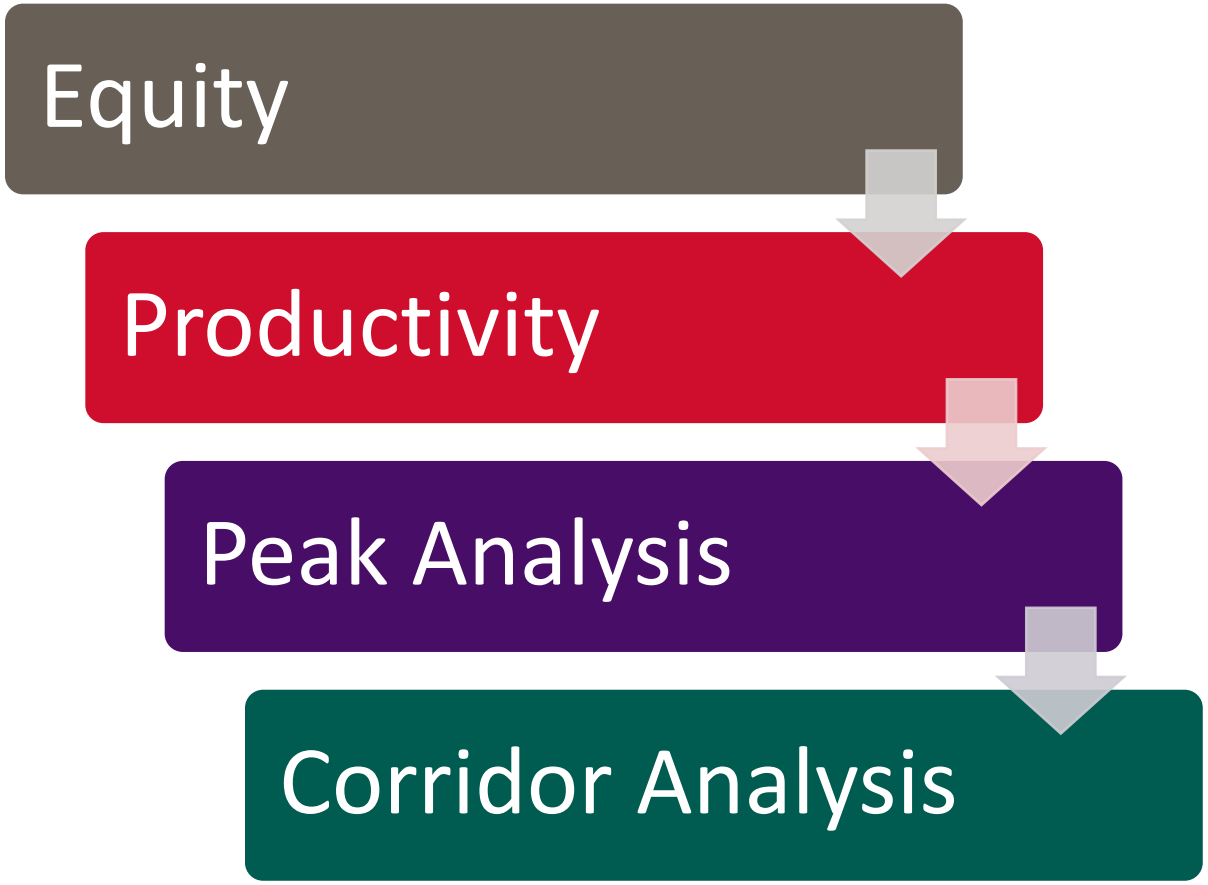
Using Data to Drive Equitable Outcomes

- Planners have a new tool that highlight routes and corridors in areas where needs are greatest, the **Opportunity Index Score.** The tool helps planners
  - Identify 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 decisions (both adding and reducing service)



Changes to Reductions Section – Incorporating Equity

- 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



Discussion:

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2. Will they help advance equity and sustainability?

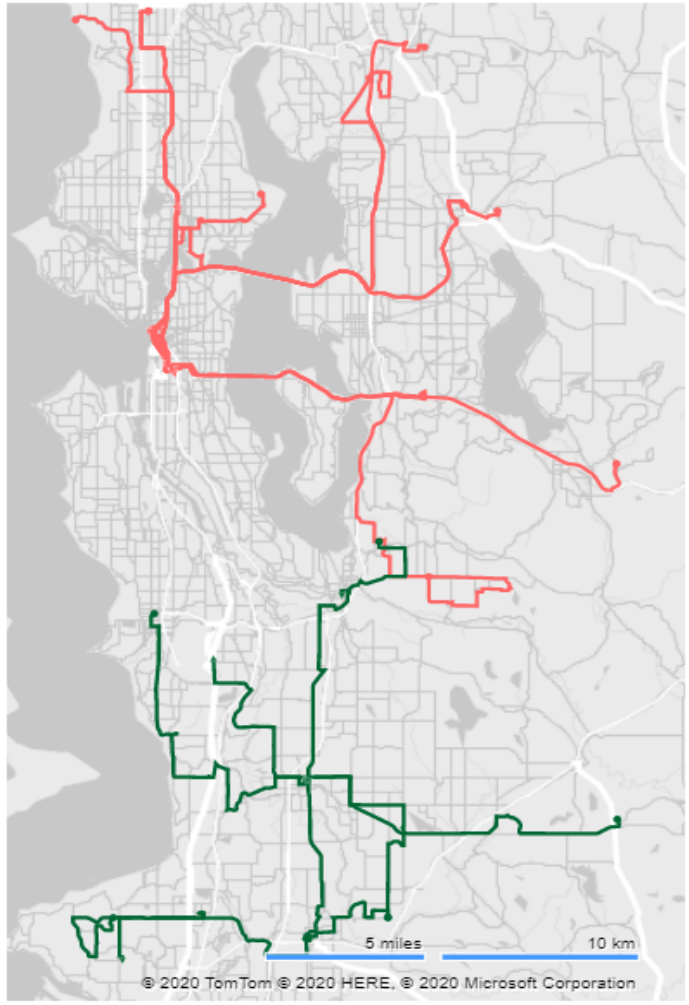
Proposed Planning and Engagement for 2021 Service Changes

Planning for the Future

- Developing future service with uncertainty:
  - Ongoing needs for social distancing
  - Future demand and peak commute
  - Uneven changes across demographics and geographies
  - Close ties to employer and school decisions

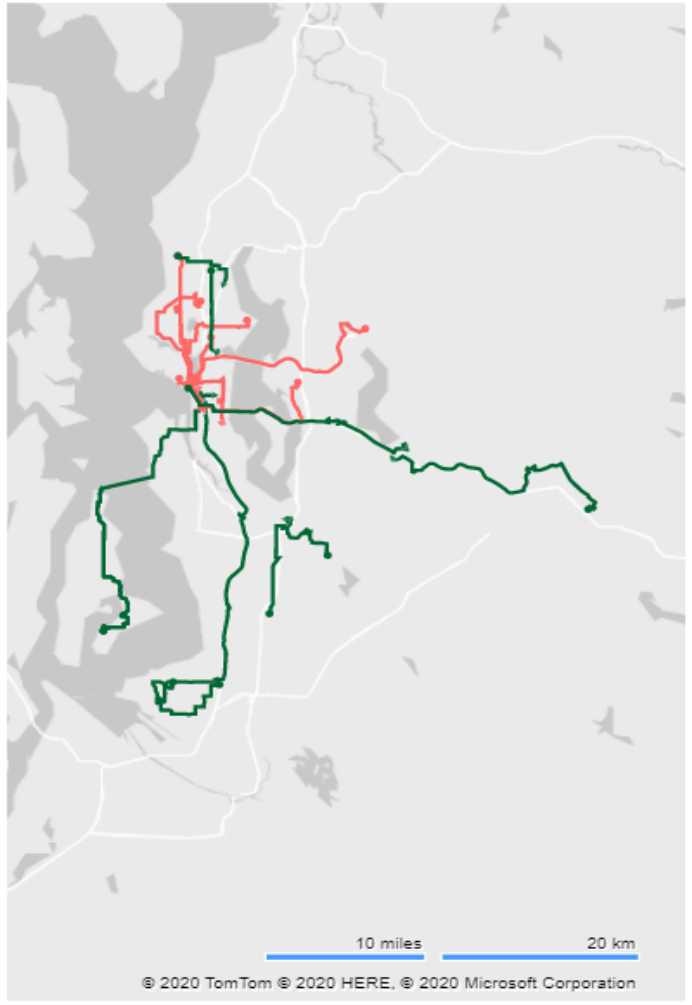
Current Ridership Trends

10 Most / Least Impacted Routes by Percent Change



Route	Rank	Routes Most/Least Impacted (by % Change)	Change
180	1	10 Least Impacted	-30.3%
164	2	10 Least Impacted	-30.5%
166	3	10 Least Impacted	-31.2%
168	4	10 Least Impacted	-31.9%
187	5	10 Least Impacted	-33.1%
153	6	10 Least Impacted	-36.7%
676	7	10 Least Impacted	-37.7%
105	8	10 Least Impacted	-38.3%
181	9	10 Least Impacted	-38.5%
671	10	10 Least Impacted	-39.1%
74	95	10 Most Impacted	-87.3%
545	96	10 Most Impacted	-88.5%
111	97	10 Most Impacted	-88.6%
311	98	10 Most Impacted	-88.6%
542	99	10 Most Impacted	-89.1%
257	100	10 Most Impacted	-90.0%
304	101	10 Most Impacted	-90.5%
301	102	10 Most Impacted	-91.9%
218	103	10 Most Impacted	-94.0%

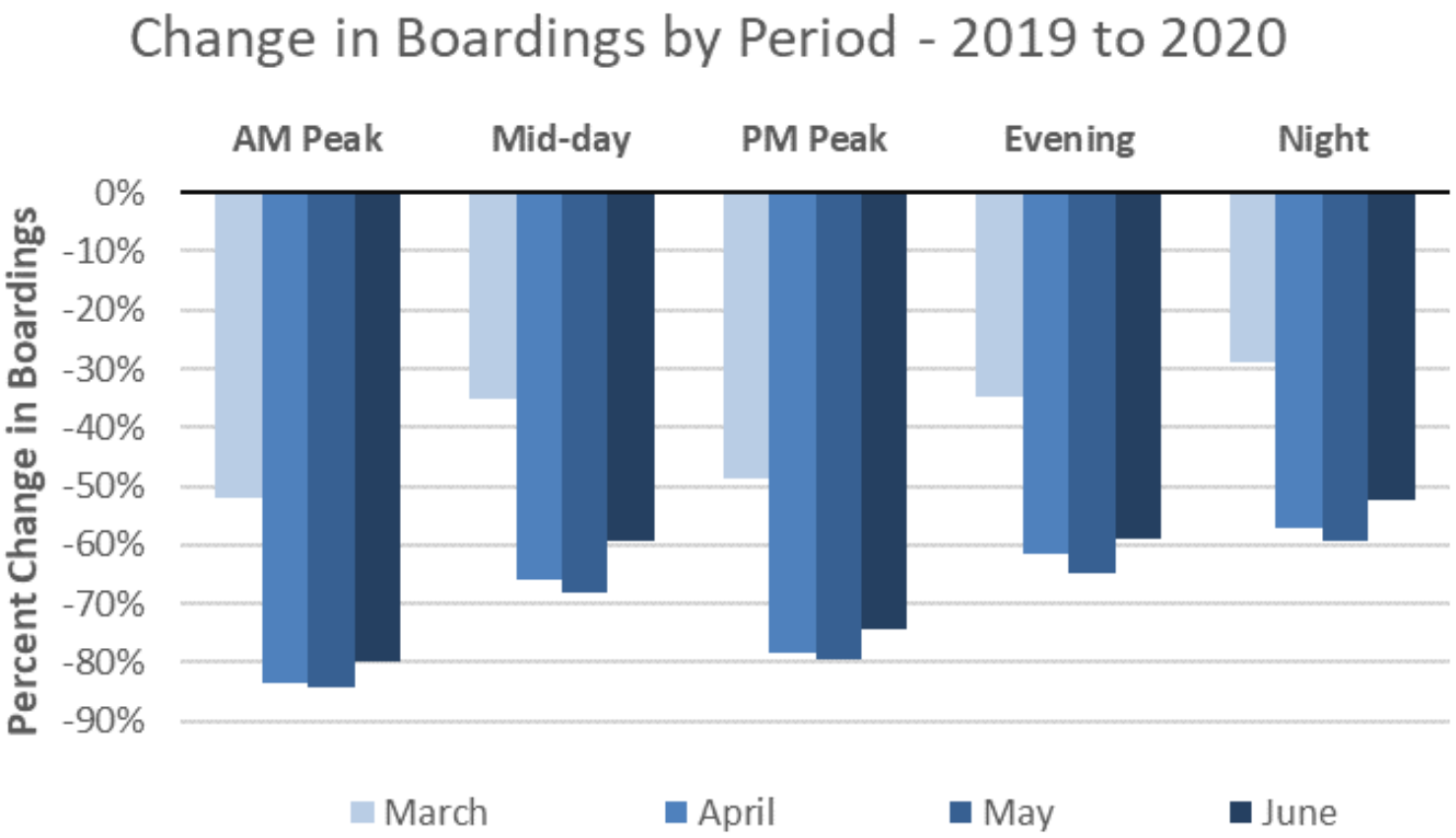
10 Most / Least Impacted Routes by Absolute Change



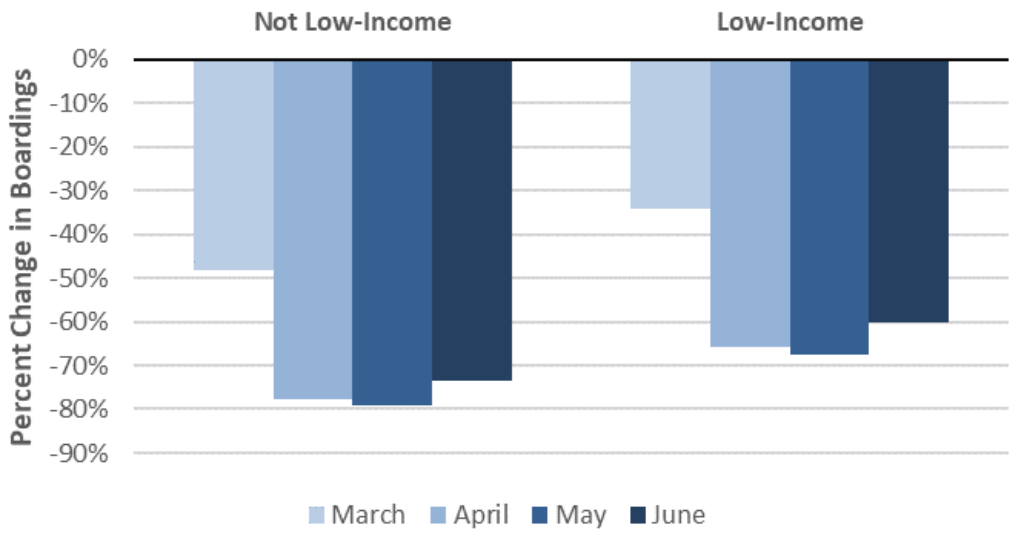
Route	Rank	Routes Most/Least Impacted (by Absolute Change)	Change
208	1	10 Least Impacted	-53.36
330	2	10 Least Impacted	-93.40
187	3	10 Least Impacted	-135.21
217	4	10 Least Impacted	-155.49
182	5	10 Least Impacted	-193.96
119	6	10 Least Impacted	-209.27
193	7	10 Least Impacted	-223.60
73	8	10 Least Impacted	-235.02
148	9	10 Least Impacted	-269.63
153	10	10 Least Impacted	-301.97
5	95	10 Most Impacted	-5,420.45
550	96	10 Most Impacted	-5,819.85
70	97	10 Most Impacted	-6,044.42
8	98	10 Most Impacted	-6,321.44
62	99	10 Most Impacted	-6,681.75
545	100	10 Most Impacted	-7,843.12
673	101	10 Most Impacted	-8,132.70
675	102	10 Most Impacted	-8,457.39
40	103	10 Most Impacted	-8,784.02

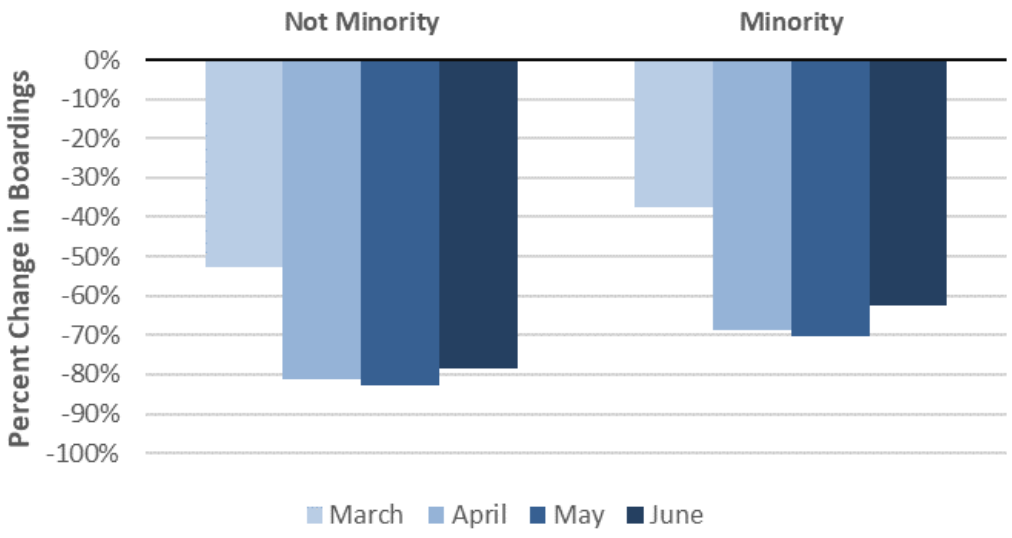
King County METRO

Ridership Change by Period of Day



Ridership Change by Social Equity Status

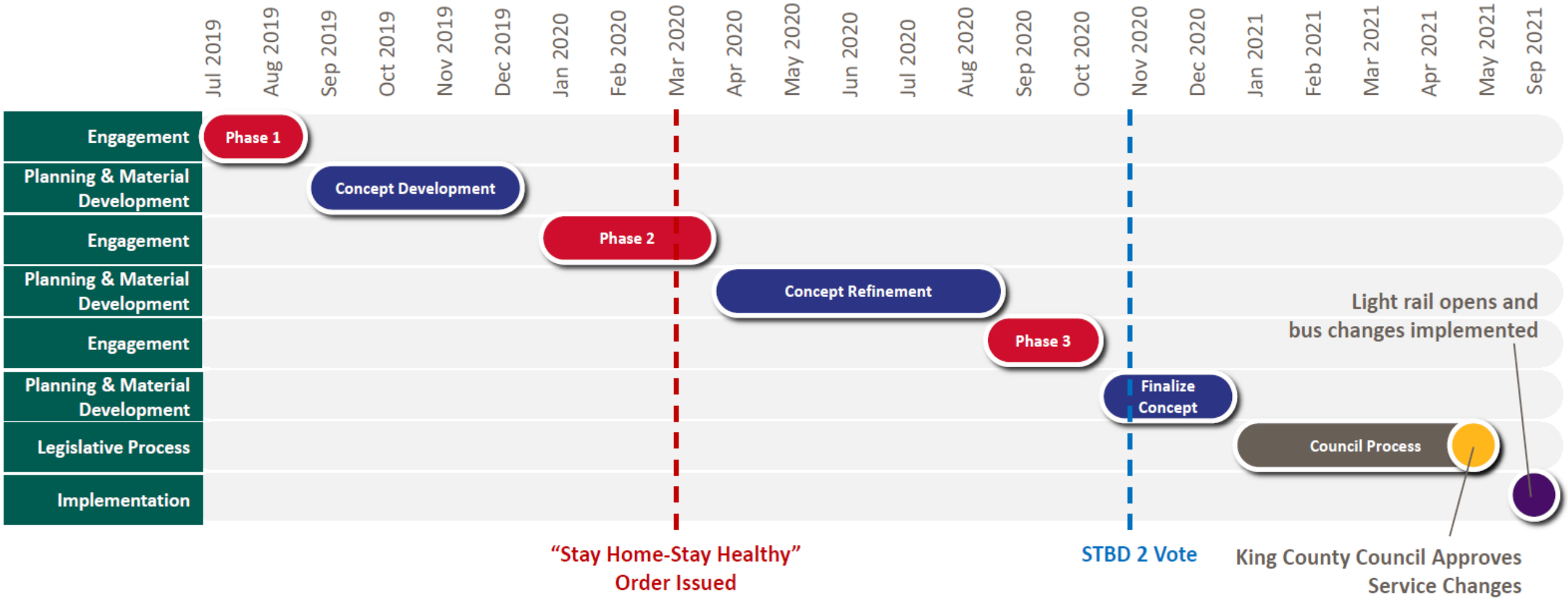




2021 Bus Network Changes

- North Link Connections (September 2021)
  - Integrate bus with rail at three new Link stations
  - Developed over multiple years with community
  - Final phase of engagement this fall
- STBD Reductions
  - STBD-affected routes operate largely within Seattle
  - Metro and SDOT currently discussing approach to 2021 changes if STBD is renewed

North Link Connections Mobility Project Timeline



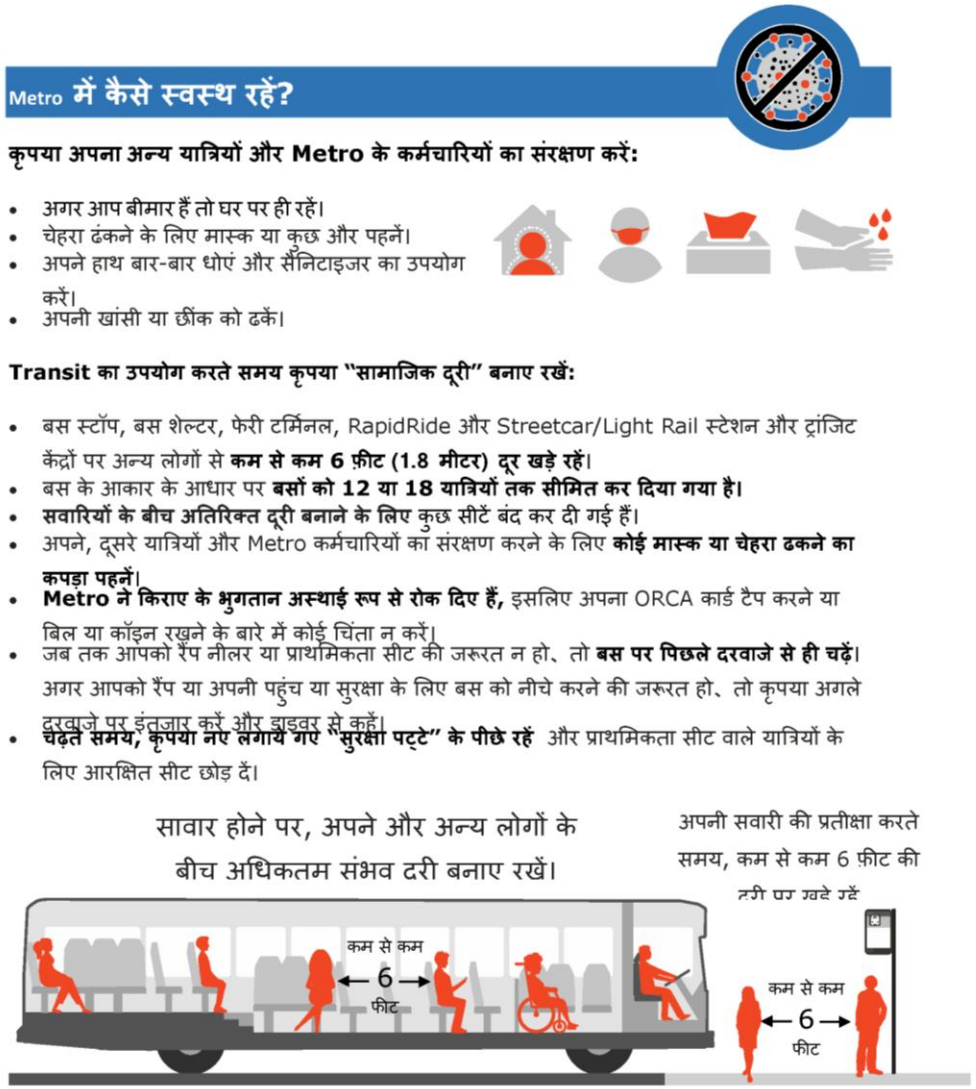
Recovery from COVID-19

Work to understand and meet emerging and changing needs

- Service conditions, budget, and demand are impacted, which is resulting in countywide reductions and reinvestment
- Engaging with communities to shape service recovery
- Equity and serving where needs are greatest while also maintaining focus on sustainability

Service change engagement this Fall

- Complete multi-year engagement effort on changes related to North Link light rail extension
- Engage with community on changes related to STBD-funded service reductions
- Adjust and reframe planning and engagement approach for how Metro restores suspended service to align with recovery planning and budget guidance from the Executive and Council



Metro में कैसे स्वस्थ रहें?

कृपया अपना अन्य यात्रियों और Metro के कर्मचारियों का संरक्षण करें:

- अगर आप बीमार हैं तो घर पर ही रहें।
- चेहरा ढंकने के लिए मास्क या कुछ और पहनें।
- अपने हाथ बार-बार धोएं और सैनिटाइजर का उपयोग करें।
- अपनी खांसी या छींक को ढकें।

Transit का उपयोग करते समय कृपया "सामाजिक दूरी" बनाए रखें:

- बस स्टॉप, बस शेल्टर, फेरी टर्मिनल, RapidRide और Streetcar/Light Rail स्टेशन और ट्रांजिट केंद्रों पर अन्य लोगों से **कम से कम 6 फ़ीट (1.8 मीटर) दूर खड़े रहें।**
- बस के आकार के आधार पर **बसों को 12 या 18 यात्रियों तक सीमित कर दिया गया है।**
- **सवारियों के बीच अतिरिक्त दूरी बनाने के लिए** कुछ सीटें बंद कर दी गई हैं।
- अपने, दूसरे यात्रियों और Metro कर्मचारियों का संरक्षण करने के लिए **कोई मास्क या चेहरा ढकने का कपड़ा पहनें।**
- **Metro ने किराए के भुगतान अस्थाई रूप से रोक दिए हैं,** इसलिए अपना ORCA कार्ड टैप करने या बिल या कॉइन रखने के बारे में कोई चिंता न करें।
- जब तक आपको रैंप नीलर या प्राथमिकता सीट की जरूरत न हो, तो **बस पर पिछले दरवाजे से ही चढ़ें।** अगर आपको रैंप या अपनी पहुंच या सुरक्षा के लिए बस को नीचे करने की जरूरत हो, तो कृपया अगले दरवाजे पर इंतजार करें और ड्राइवर से कहें।
- **चढ़ते समय, कृपया नए लगाये गए "सुरक्षा पट्टे" के पीछे रहें** और प्राथमिकता सीट वाले यात्रियों के लिए आरक्षित सीट छोड़ दें।

सावार होने पर, अपने और अन्य लोगों के बीच अधिकतम संभव दरी बनाए रखें।

अपनी सवारी की प्रतीक्षा करते समय, कम से कम 6 फ़ीट की दरी पर खड़े रहें

Next Steps and Takeaways

Next Steps

- Integrate METRO CONNECTS network into Service Guidelines
- Review potential changes to Priority 3 based on Metro Connects and work to align with Mobility Framework recommendations (ie, better prioritize equity)

Look Ahead: Metro Connects

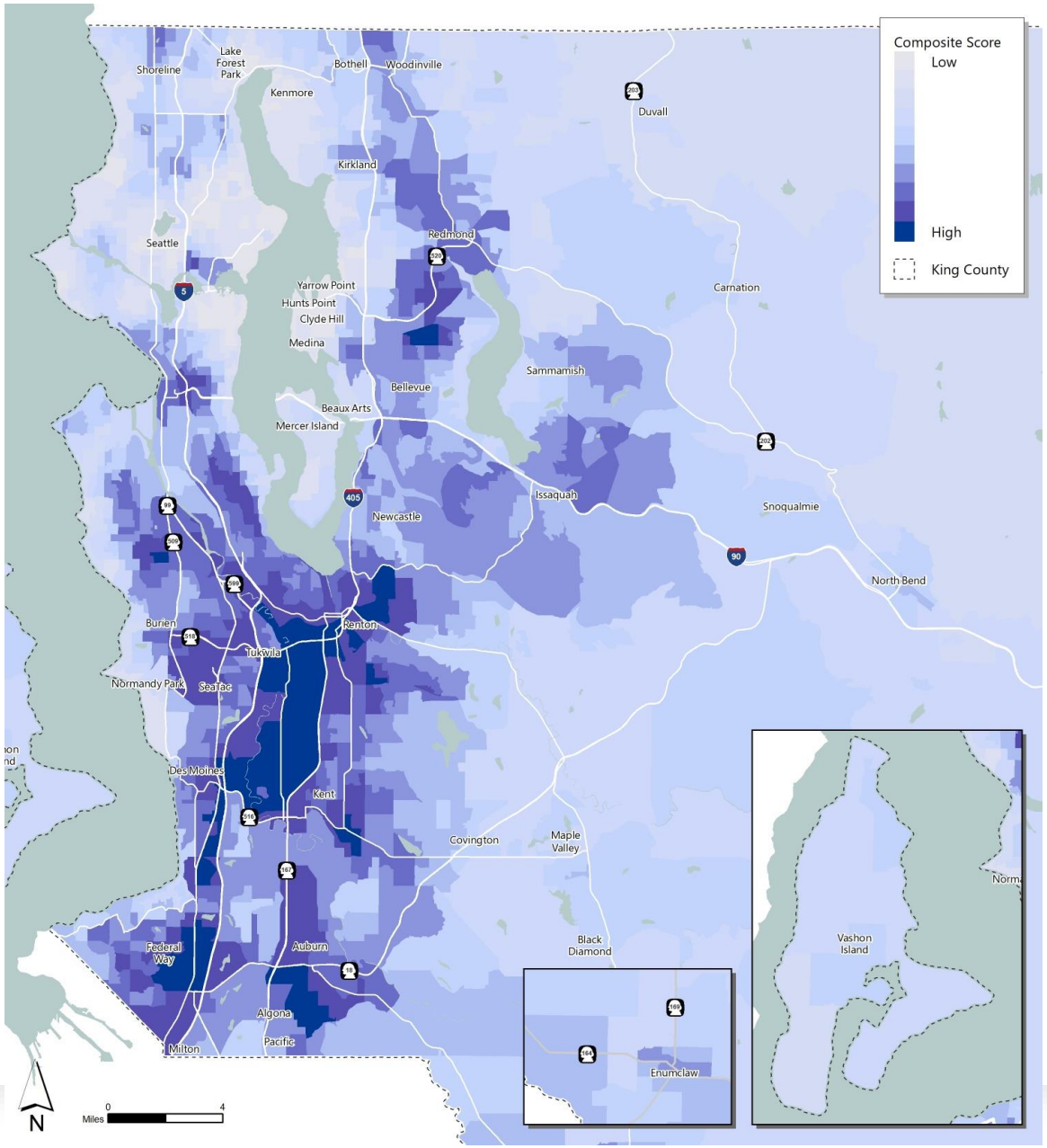
UPDATES: METRO CONNECTS

Updates will:

- Update costs for inflation, population growth, ST3, etc.
- Incorporate mobility framework recommendations (including equity and climate goals)
- Update sections to reflect current direction and add new sections as needed (ie, more information re-electrification, Marine)
- Clarify expectations and opportunities for partners, how public engagement will shape implementation
- Targeted revisions to the service network map (based on current planning, Vision 2050, RapidRide assessment, equity gap analysis)
- Updates to acknowledge COVID-19, reflect Metro becoming a mobility agency

Metro Connects Equity Gap Analysis

- Apply and update analysis used for the Mobility Framework
  - Demographic analysis (using same data as Service Guidelines)
  - Accessibility analysis
  - Job center access analysis
- Identify gaps in draft network to address areas of greatest need (geographic and time-of-day)



Accessibility Composite: High Need for Transit for Communities of Color to Access Services in Midday

Closing and Questions