

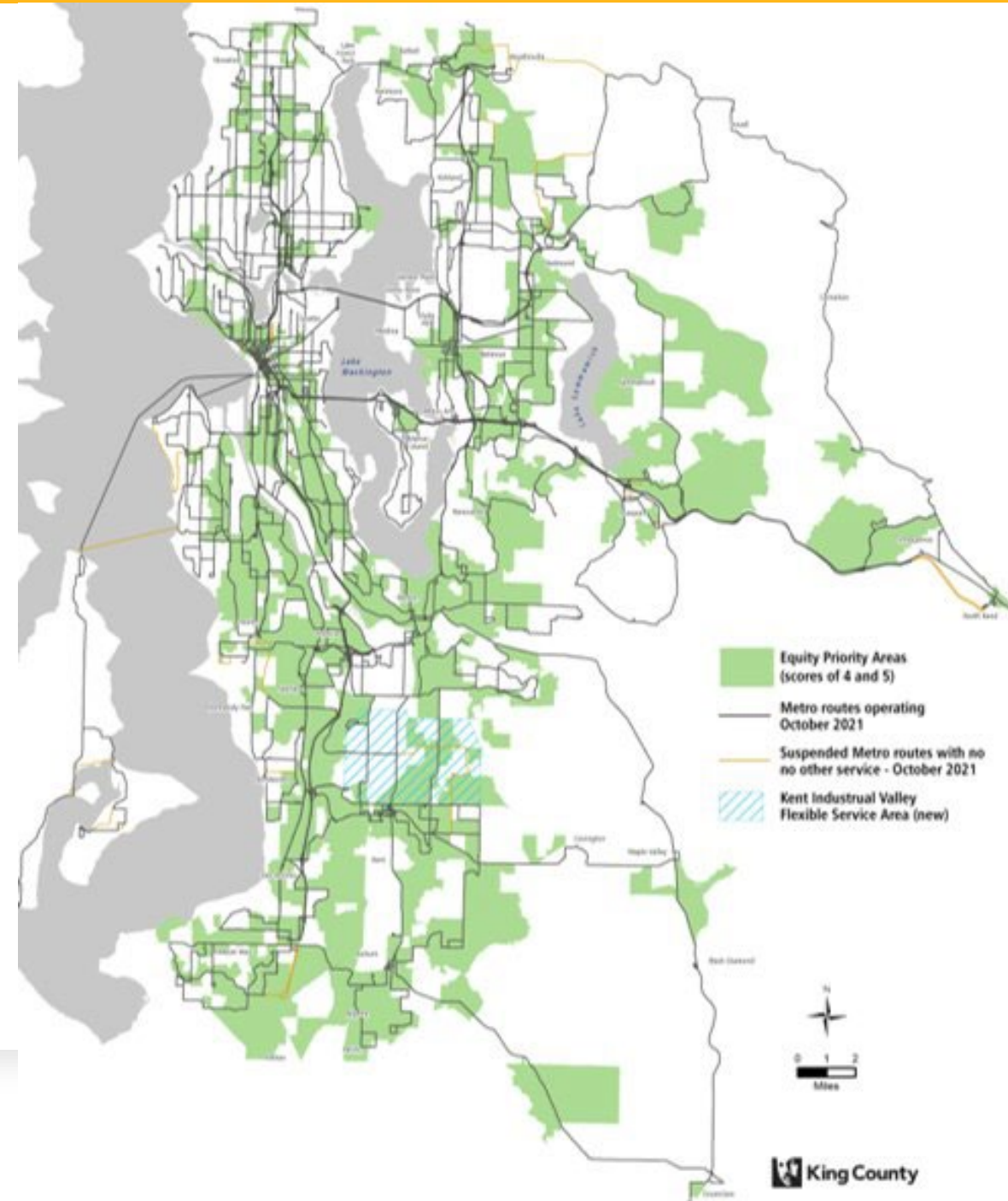
March 2022 Service Change

February 15, 2022

Current Service Network

Service increased significantly last fall

- 36 routes restored in October 2021, including new connections to light rail
- Process to identify where service restorations were needed most was centered in equity and productivity metrics, and community feedback

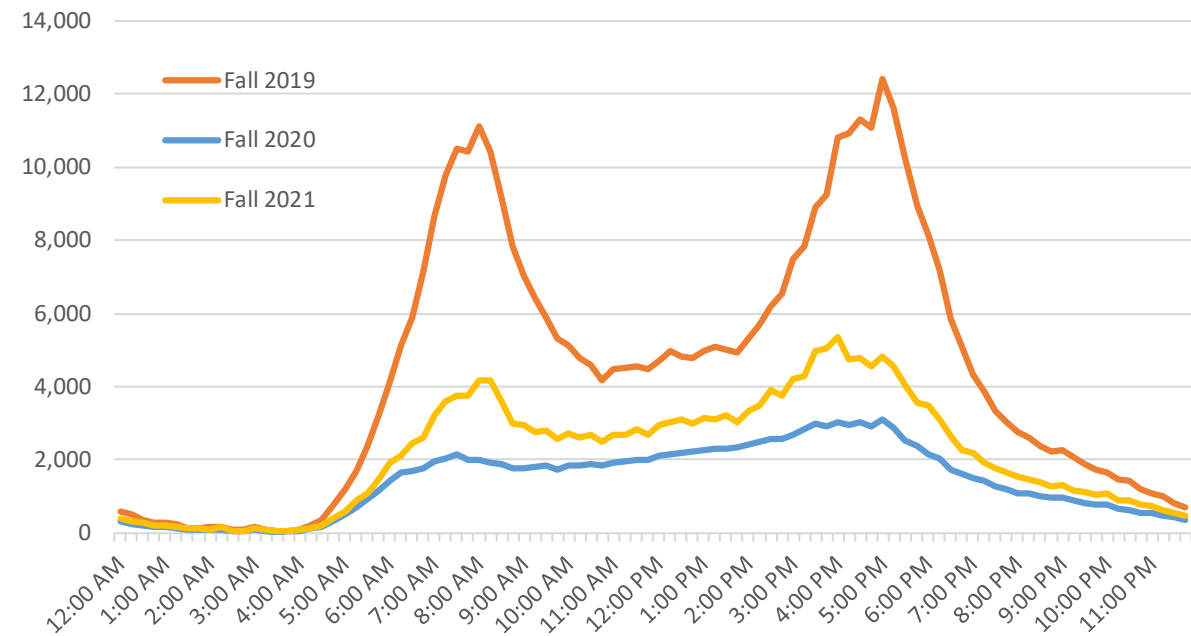


Ridership & Demand

Demand is growing, but slowly

- Current ridership about 40% of 2019
 - Current return of ridership slower than national peers
 - Reflects Metro peak/commute-orientation pre-pandemic
 - Off-peak demand is still relatively higher compared to peak demand
- What is influencing demand?
 - Schools, universities, and employment centers are driving recent growth
 - Employers saying return to work planning on hold due to Omicron
 - Active ORCA Passport Business contracts still down roughly -40%, compared to pre-COVID

Boardings by time of day, Fall 2019 – Fall 2021



Ridership Capacity

The system has capacity to accommodate significant growth

- Instances of over-crowding have been very limited
 - Crowding was also limited before the pandemic
 - On average, no trips have been identified as over-crowded based on Service Guidelines criteria
- Routes with the highest ridership are already operating with full service levels
- Partially suspended routes have capacity for current ridership to double

Operating Capacity

Operating capacity challenges likely to remain in 2022 and beyond

- Many transit agencies nationally are facing the same challenge, including Puget Sound agencies
- Currently not enough operators and maintenance staff to reliably operate the network, resulting need for service reductions
- Current reductions impacting 7-9% of trips
- Metro is growing workforce to deliver new rail service and bus service growth - a unique challenge among peer transit agencies



March 2022 Service Overview

March changes will be minimal:

- Service and schedule improvements to improve:
 - Access to hospitals in First Hill
 - Connections to schools
 - Night service in SE and Central Seattle
- Minor trip increases and schedule changes funded by the City of Seattle and require no increase in workforce
- Schedule improvements to improve working conditions and support operator access to restrooms
- Stop adjustments at Renton Transit Center

What's Next

- H Line planned to start service this fall
- Metro will continue to evaluate and improve capacity to grow service to meet county needs, including:
 - Continuing to hire and train operators and staff
 - Monitoring ridership and adjusting service
 - Working with employers to understand return-to-work plans
 - Engaging with community as part of service redesigns to understand community needs



Questions?