

General Manager's Report

TrEE Committee

May 16, 2023



Service and Ridership Recovery



- 240,000 average daily weekday boardings
- Metro operating 96% of scheduled service
- Temporary service reduction planned for fall 2023
- 3.8% reduction will match operational capacity, increase reliability, and support future growth
- Reductions were identified in alignment with Service Guidelines

Downtown Seattle Transit Tunnel Update



- Sound Transit Link 1 Line service was disrupted due to damage to the ceiling at Westlake Station in the Downtown Seattle Transit Tunnel
- Metro actively partnered to communicate with customers about alternative options
- As of May 9, Link service through the Downtown Seattle Transit Tunnel has returned to normal

Transit Ambassadors

- Metro Ambassador pilot launched as part of Safety, Security and Fare Enforcement (SaFE) Reform Initiative
- Ambassadors provide in-person customer service at transit centers and bus stops
- Ambassadors are transit operators on a temporary duty assignment with deep knowledge of the system



Other Metro Updates – May 2023

- South Annex Base to pursue Energy Petal certification
- Comprehensive planning webinar for cities on May 24
- Trailhead Direct launched on May 13
- Matthew Mazzotta selected as King County Metro Artist in Residence
- Metro reaffirms commitment to equity, inclusion, and belonging and a workplace free from harassment and discrimination



Matthew Mazzotta. Home, 2021. Tampa International Airport, Tampa, FL. Photo: Chad Baumer

Closing and Questions