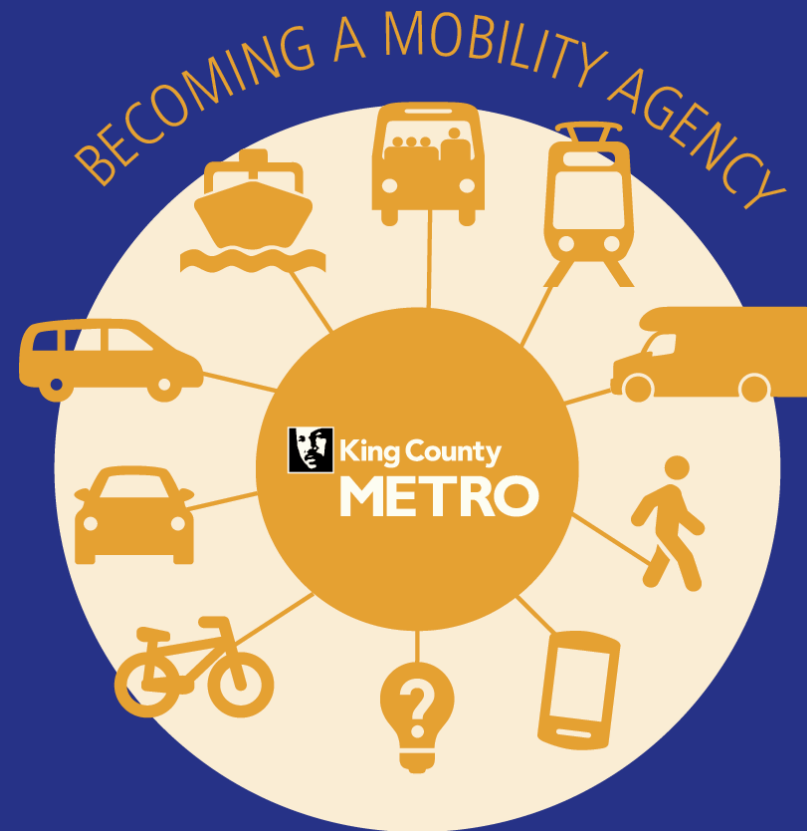
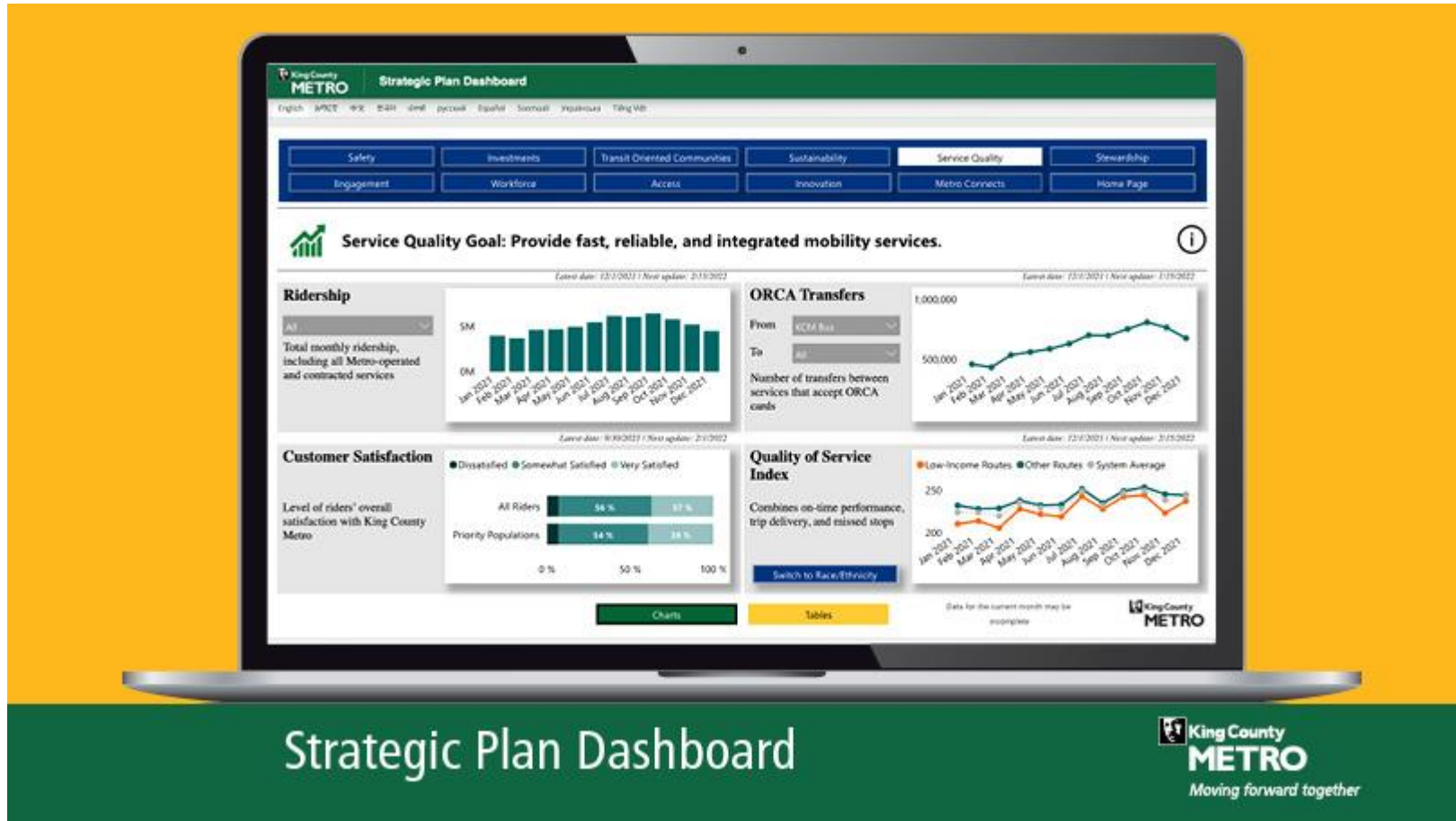


Strategic Plan Dashboard *Annual Report*

Regional Transit Committee
October 19, 2022



Strategic Plan dashboard live



For more information, visit: kingcounty.gov/metro/StrategicPlanDashboard

Agenda

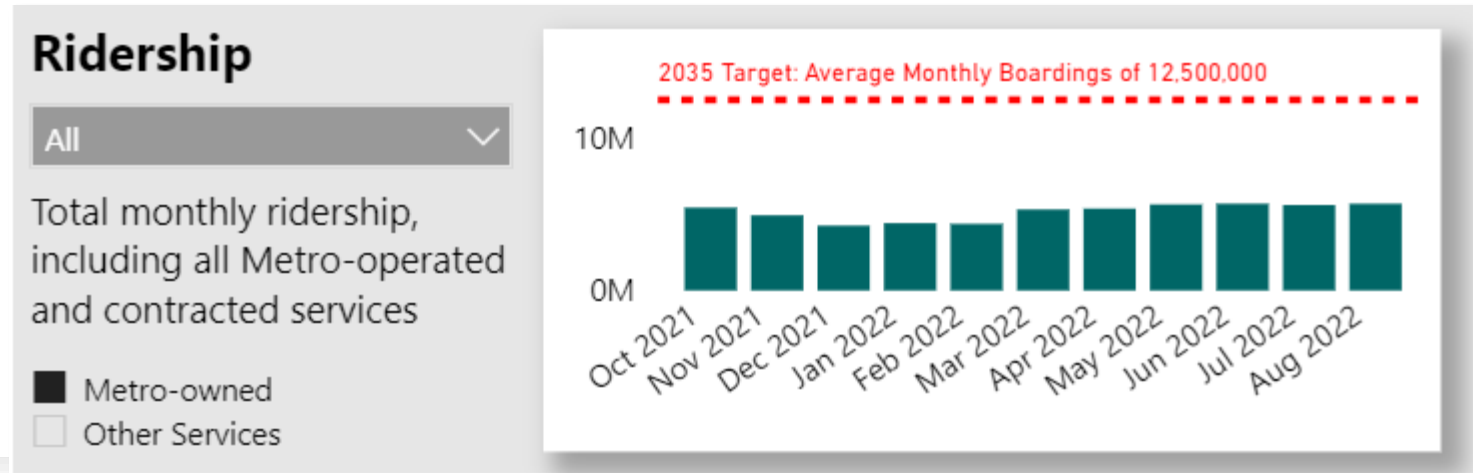
- Review progress on developing dashboard
- Highlight key measures
- Discuss planned changes to accessibility measure
 - Adopted Strategic Plan recognizes: *"Measures may change based on data availability and/or Metro's understanding of the best way to illustrate progress towards an outcome throughout the lifespan of this Strategic Plan."*
 - Changes are intended to help Metro measure progress towards outcomes more effectively
- Review next steps



Progress made in 2022

- Dashboard is mostly complete, with one metric still being visualized (of 35 total for 10 goal areas, 8 for Metro Connects)
 - *reviewing a few metrics today, but happy to discuss others offline*
- When possible, targets visualized
 - Deferred to existing targets – ie, those established by policy (Metro Connects or Strategic Plan)
- Planned growth metric established (at request of RTC)

Target visualized

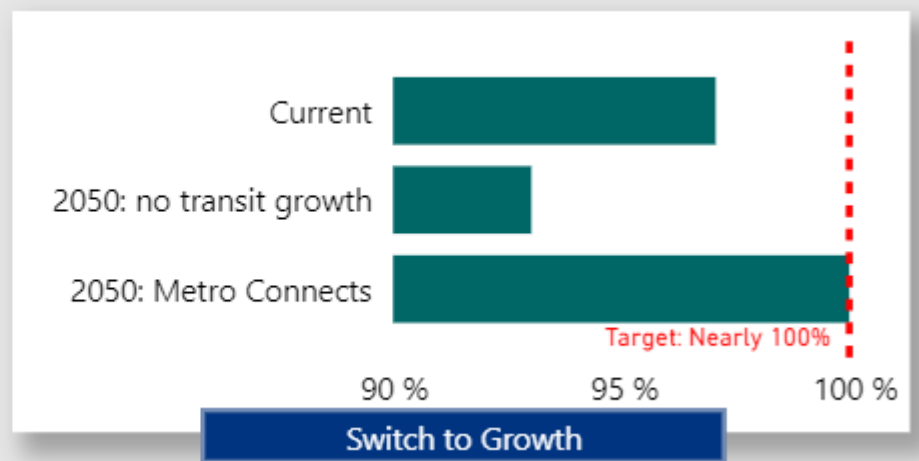


New measure: planned growth (“transit-oriented communities” goal)

- RTC direction – new measure in “Support thriving, equitable, transit-oriented communities that foster economic development” goal
 - *Planned Growth: To be developed. Coordinate with the Puget Sound Regional Council to map the alignment of transit service with planned growth*
- If the 2050 network and growth of housing and jobs are implemented as planned, **nearly 100% of jobs and housing within growth centers should be within ½ mile of frequent service in 2050**
- **Key takeaway:** more service (and funding) is needed to reach Metro Connects and achieve target.
- **Action items:** continue growing spread of frequent transit service, as funding allows

Planned Growth

Percent of housing and jobs within growth centers within ½ mile of frequent transit service

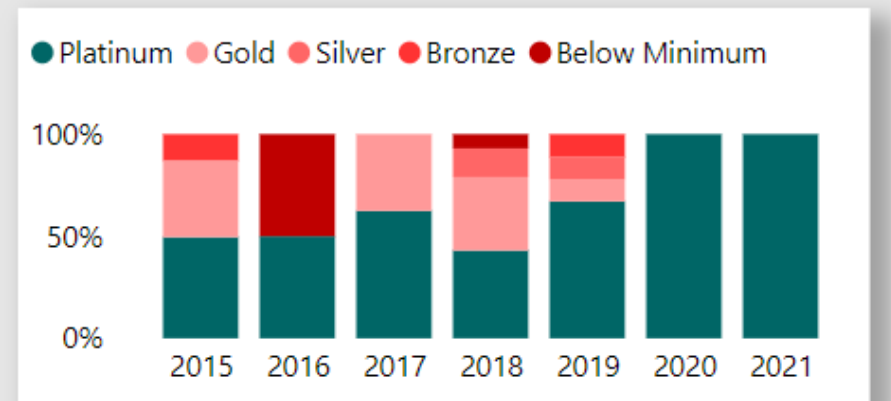


Green & Equitable Infrastructure (“sustainability”) goal

- **Key takeaway:** Achieved 100% Platinum level target thanks to increased guidance and accountability for Project Managers around expectations
- **Action items:**
 - Integrate green and equitable principles into all phases of the design process
 - Formalize baseline requirements process to improve PM accountability
 - Pursue the highest standards by targeting 3rd Party Certifications
 - Rapid Ride H & I Lines – Envision
 - South Annex Base – Living Building Challenge

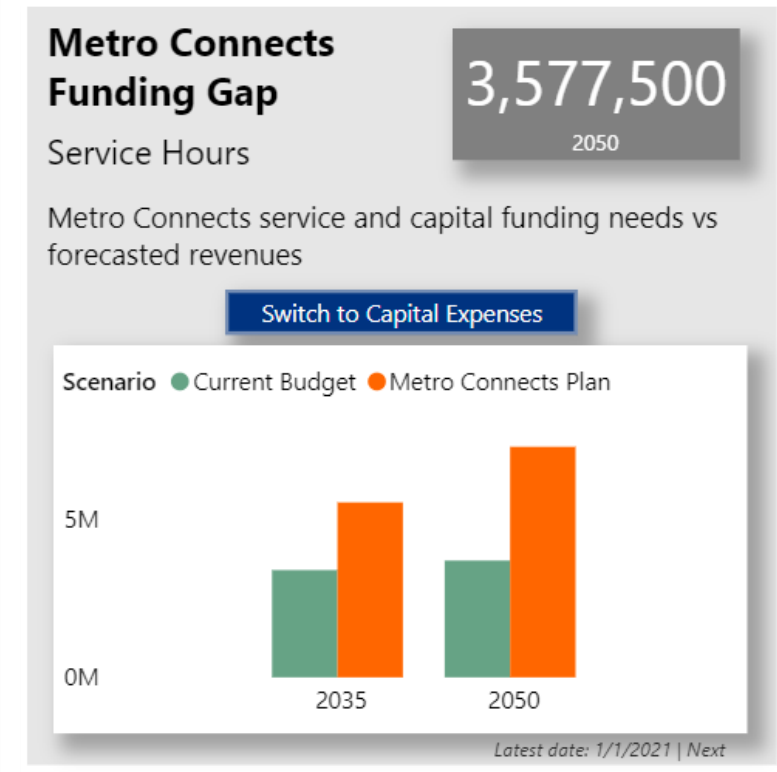
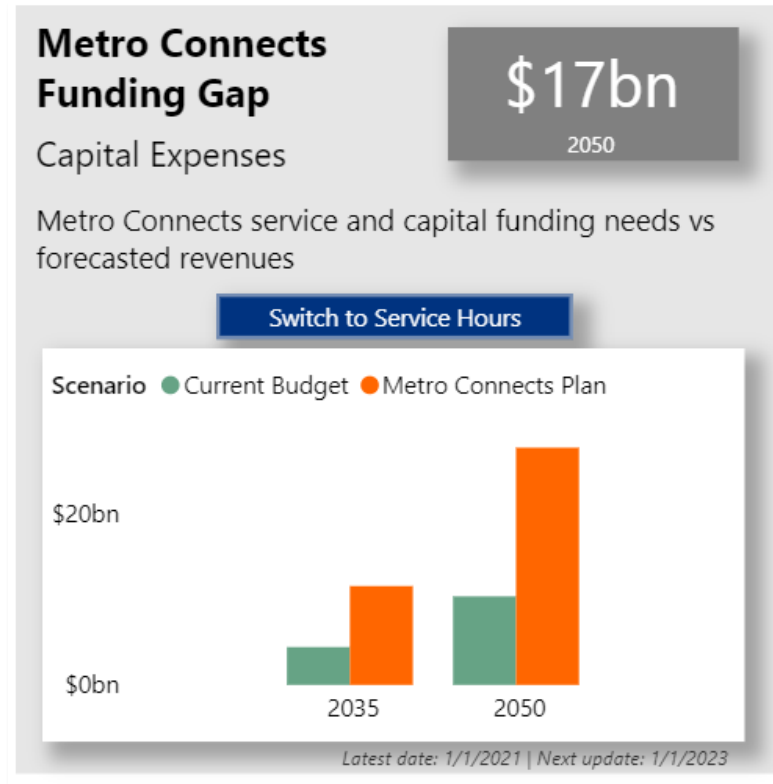
Green & Equitable Infrastructure

Percent of completed Metro owned capital projects meeting Platinum rating level goal; Target: 100% Platinum



Metro Connects funding gap (“stewardship” goal)

- **Key takeaway:** Money needed to deliver Metro Connects > available funds
- **Action items:**
 - continue regional discussion re-funding for Metro Connects
 - Update forecasted revenues after current budget cycle (overall costs not updated until next Metro Connects update)



Quality of service index (“service quality” goal)

- **What index includes**

- On-time performance, trip delivery, passups
- Each route gets a score for each metric → total score for the index
- Routes are grouped by low-income and BIPOC status (same methodology as Service Guidelines)
- Compare averages across system and groups (see charts)

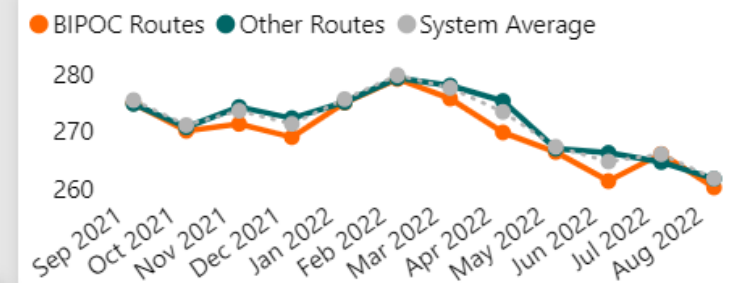
- **Understanding the index:**

- main value is equity (quality of service on low-income and BIPOC routes vs others)

Quality of Service Index

Combines on-time performance, trip delivery, and missed stops

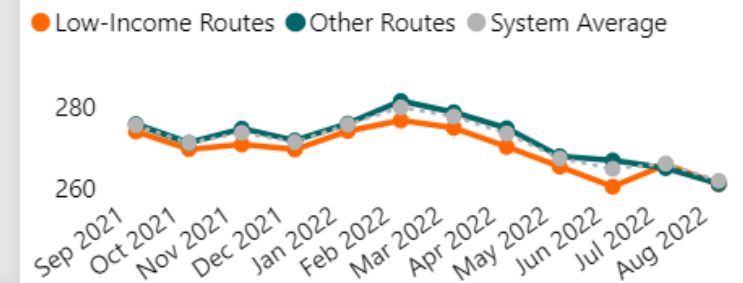
Switch to Income



Quality of Service Index

Combines on-time performance, trip delivery, and missed stops

Switch to Race/Ethnicity



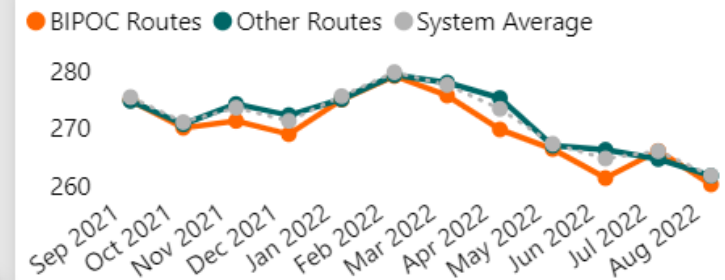
Quality of service index cont. (“service quality” goal)

- **Key takeaways:** trip cancellations have been up system-wide, but the difference between quality of service on BIPOC and low-income routes and other routes/the system average is not significant
- **Action items:** continuing reducing unexpected cancellations by addressing workforce challenges
 - continuous hiring and training of operators
 - beginning full time hiring “off the street”
 - examining leave management and approach to recruiting
 - Improving graduation rates
 - Partnering with labor

Quality of Service Index

Combines on-time performance, trip delivery, and missed stops

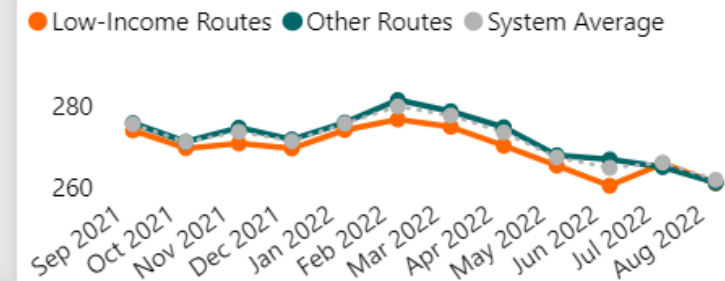
Switch to Income



Quality of Service Index

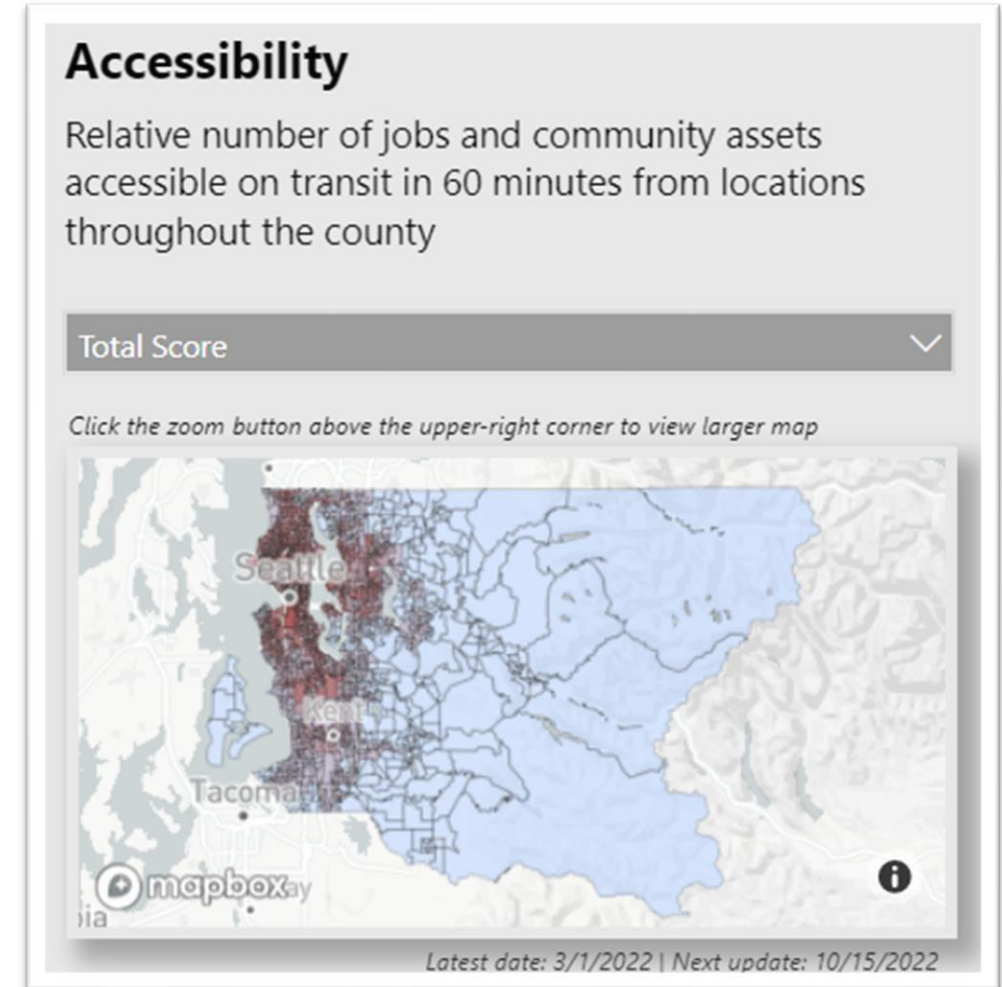
Combines on-time performance, trip delivery, and missed stops

Switch to Race/Ethnicity



Current accessibility measure (“investments” goal)

- **Current metric:** Relative number of jobs and community assets (ie, hospitals, grocery stores) accessible on transit in 60 minutes from locations throughout the county
- **Challenges:**
 - relative number indicates where someone can access more assets, but not where accessibility on transit meets the needs of communities.
 - *Example: A location where someone can reach 10 hospitals in an hour, but no other community assets, would appear ‘more transit accessible’ than a location where someone can use transit to reach one hospital, one grocery store, three places of worship, a library, a senior center, an apprenticeship program and an ORCA Fare outlet.*
 - Hard to set targets without a sense of what is sufficient access



Planned changes to accessibility measure

- **Planned metric:** an “access score” that indicates whether there is sufficient, minimal, or no access to a variety of community assets (shown on a map)
- **Benefits:**
 - Being able to measure and score how well residents can access a variety of community assets using transit gives us a way to ensure our investments support big picture policy outcomes like healthy communities.
 - aligns with best practices

Revised analysis – how it works

1. Categorize community assets (ie, libraries fit into the “public spaces” group)
2. Decide how many assets in each asset group/category = minimal or sufficient access
3. Determine the overall score for each census block group in King County
4. Map it

# of Assets Accessible	Access Score	Interpretation
0	0	No access to community asset type
1	1	Insufficient access to asset type
2 +	2	Sufficient access to asset type

Community assets (in groups)

Assistance

Work-source centers, food banks, ORCA LIFT, Senior Centers, WIC Vendors, Disability Assistance

Election Drop Boxes

Grocery

Farmer's markets, grocery stores

Health & Wellness

Fed. Qualified health centers, hospitals, WIC Clinics, Residential treatment

ORCA Fare Outlets

Public Spaces

Libraries, community centers, places of worship

K-12 Education

Secondary Education

Colleges & universities, apprenticeship programs

Shopping Centers

Discussion on accessibility measure

Help us define “sufficient” access to community destinations:

- Does the way we’ve grouped the community assets look right?
- What assets are most important for people to be able to reach?
- Are there important types of destinations that aren’t on the list?

The accessibility score will be based on how many different destination types someone can reach within 45 minutes at noon on a weekday. Do you think that is a good way to measure?

Closing and Questions