

2022 – 2023 Service Recovery Planning

Agenda

- Regional recovery
- Fall 2021 changes
- Welcoming back riders
- 2022 – 2023 recovery planning



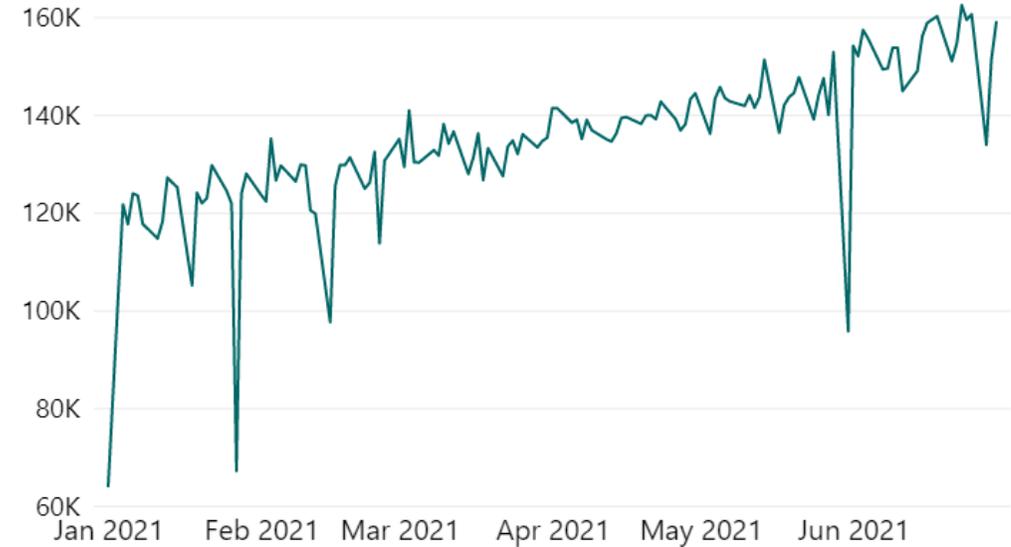
Regional Recovery

March 2021	Operating at more than 85% of pre-COVID levels
April 2021	Metro welcomes back Seattle Public Schools students
April 2021	Metro begins process to recall laid-off bus operators
April 19, 2021	Metro increases load limits on all buses to a half-seated load
June 12, 2021	Link service frequencies increased from 12-min peak to 8-min peak
June 14, 2021	Posted recruitment for hiring new part-time operators
June 28, 2021	Recalled operator training complete, 143 part-time operators added
June 30, 2021	Washington's reopening day
July 1, 2021	Metro hits 160,000 weekday rides
July 3, 2021	Metro returns to full capacity, mask mandate on transit continues
July 12-25, 2021	"Welcome Back Weeks" in downtown Seattle (part 1)
September 1, 2021	Seattle Public Schools first day of classes for grades 1-12
September 4-19, 2021	"Welcome Back Weeks" in downtown Seattle (part 2)
September 29, 2021	University of Washington first day of classes
October 2, 2021	Fall service change, restoration of 200,000 hours, 3 new Link light rail stations open

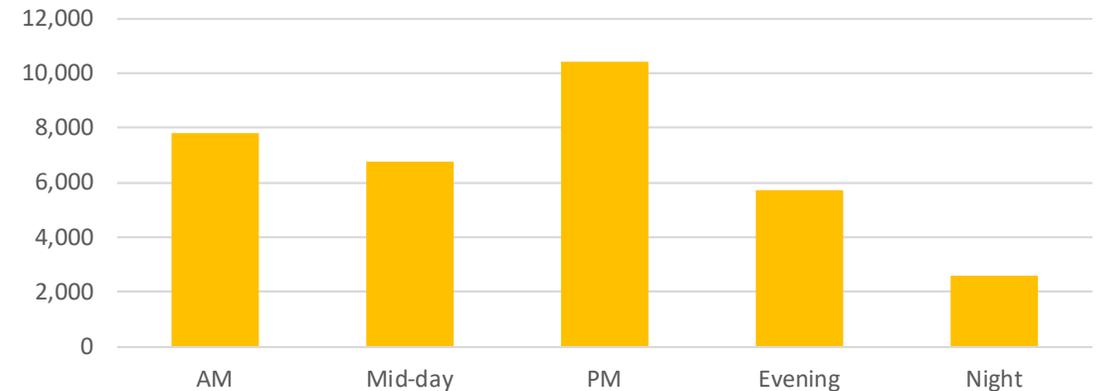
Ridership is Returning

- Ridership has steadily increased since the start of 2021
- In June, boardings reached the highest levels since the start of the pandemic
- The increase has been broad-based, but Seattle-based routes have increased the most
- Gains have been throughout the day
 - PM period (3-7pm) has seen the largest increase
 - Evening (7-10pm) followed by Night (10pm-1am) have grown the most quickly

Metro Bus Weekday Boardings



Change in Average Daily Boardings, January-June 2021



What's happening in the Fall 2021 service change?

Service Restoration Planning



Restoring service

- Restoration of 200,000 service hours
- Partial and full restoration of routes



Continued temporary suspensions

- Continued partial and full suspension of routes

North Link Connections



Permanent changes to service

- Changing the structure or pathway of a route
- Creating a new route
- Permanently investing in service
- Permanently deleting service

Seattle Transportation Benefit District funding changes



Permanent changes to service

- Permanently deleting service
- Converting suspensions to minor reductions
- Investing in service

How did we make decisions?

North Link Connections



- Multi-year engagement process and proposal co-created with Mobility Board
- King County Council ordinance approval

Seattle Transportation Benefit District



- Some reductions directed by the City of Seattle, in consultation with Metro
- Some reductions determined by Metro to fill gaps caused by reduced STBD funding and to preserve all-day, frequent service
- King County Council approval not required

Service Restoration



- Monitoring of service recovery metrics
- Feb. – Mar. 2021 engagement phase on needs and priorities
- King County Council approval not required

What we heard...

Equity must be prioritized in proposal development.



Operate enough service for a restoration to be usable.



Routes with no alternatives should be prioritized for restoration.



Address crowding issues first.



Telecommuting has dramatically changed travel and will likely continue. From employers and schools: expect hybrid model.



What's changing...

Restoring some peak-only service in South King County
Equity gaps identified through analysis including a new equity priority job measure
Prioritizing routes that address equity gaps

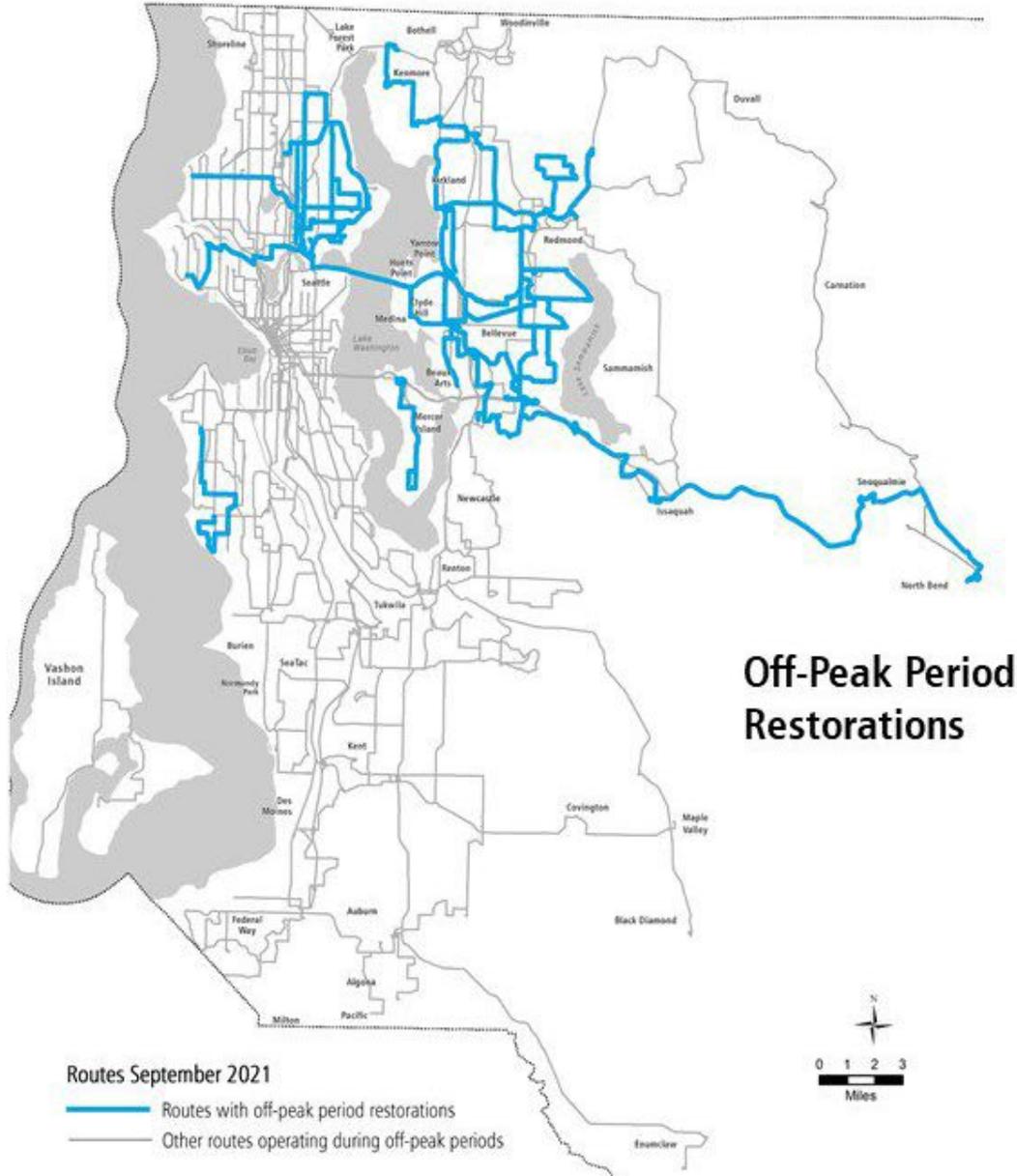
Restoring \geq 50% or 8 trips on applicable **peak only** routes
Restoring 100% of non-peak service on applicable **all-day** routes

Prioritizing routes with no other options

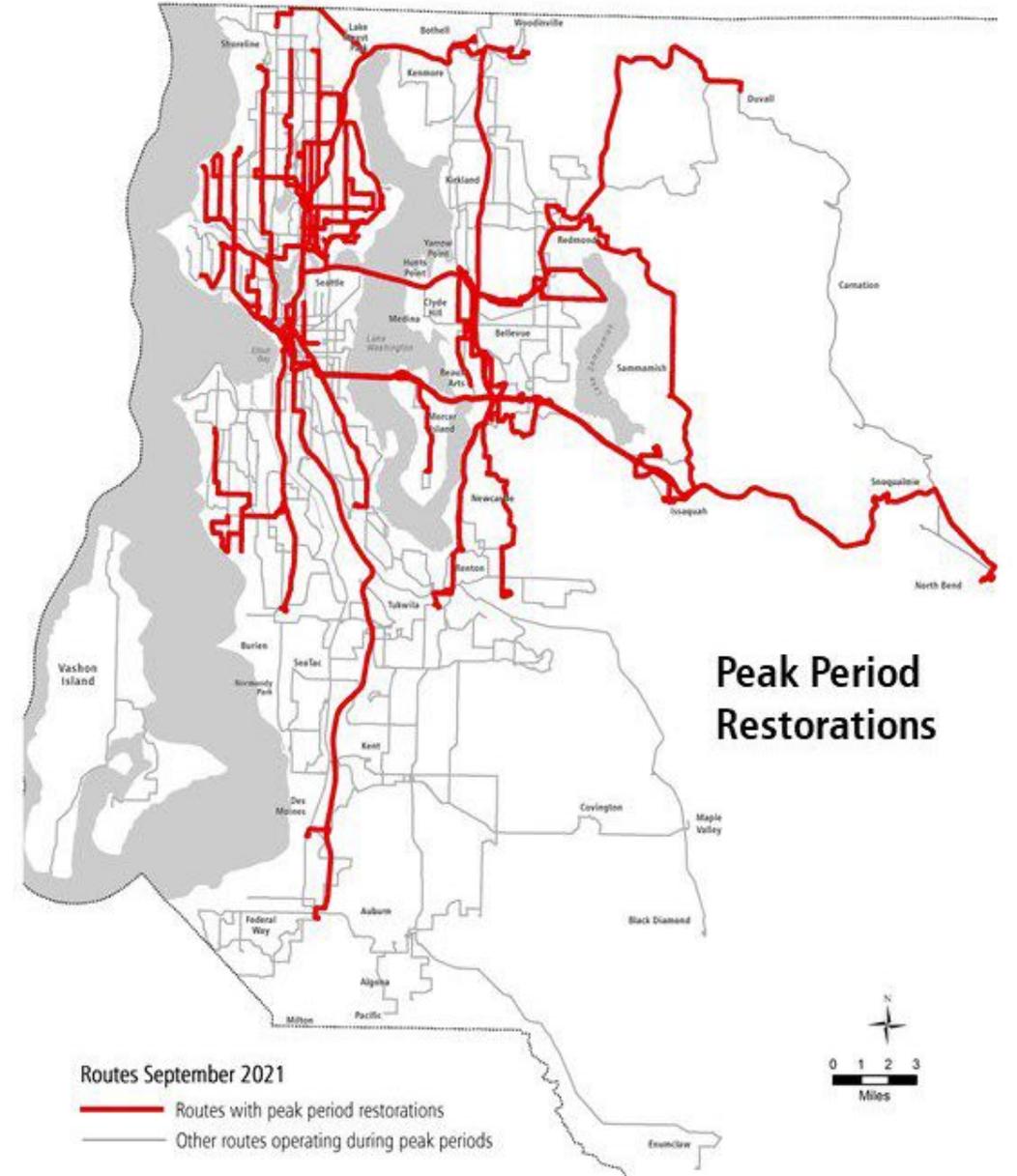
Lifting load limits
Prioritizing higher ridership routes
Providing supplemental service where needed

Prioritizing restoration of all-day service
Partial restoration on higher ridership peak only routes
Monitoring and adjusting

Off-peak Period



Peak Period



How many routes will have continued suspensions?

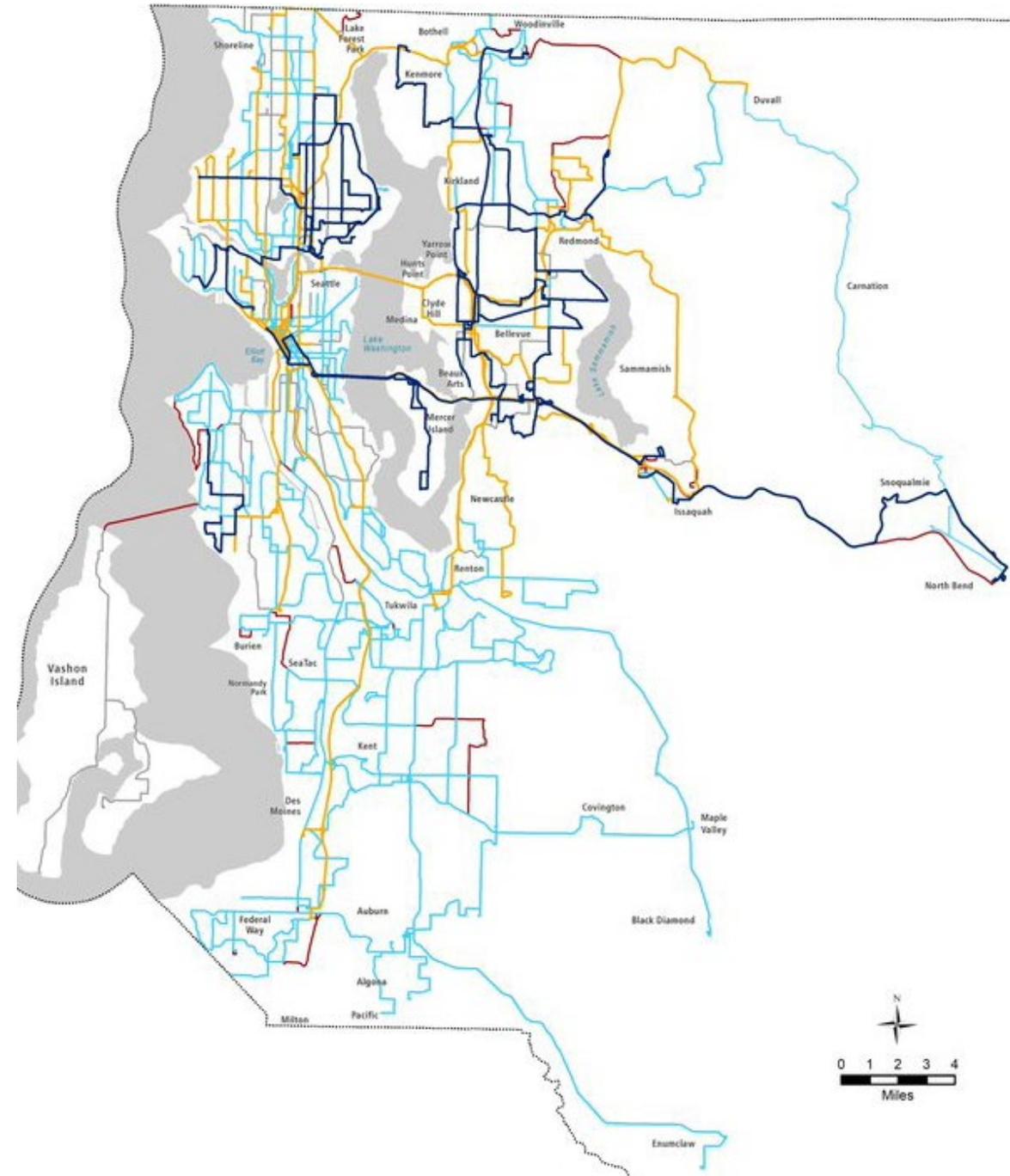
- 19 routes remain fully suspended
- 49 routes have reduced service levels
 - 26 of these routes have some service restored in September

Routes with planned restorations

- Fully restored
- Partially restored

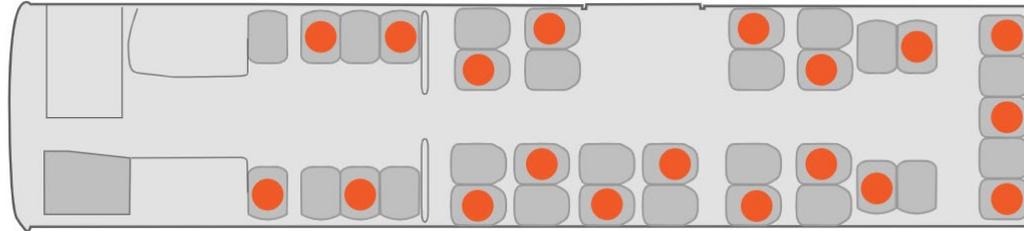
Currently operating routes with no planned restorations

- Will continue operating at full service levels
- Will continue operating at reduced service levels
- Suspended routes where there is no other service



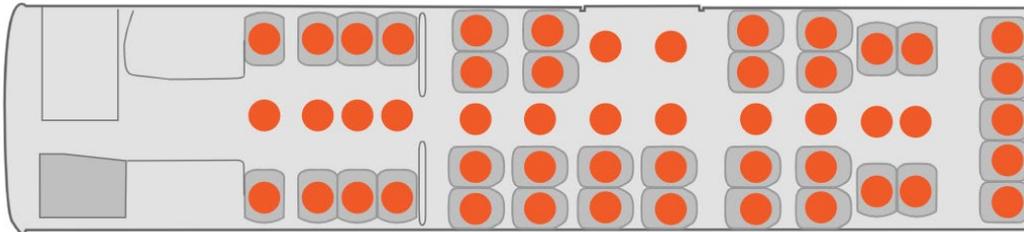
Lifting Load Limits

April 19th



Every other seat filled 40' Bus
19 Riders
39% of Crowding Threshold

July 3rd



Crowding Threshold 40' Bus
51 Riders
100% of Crowding Threshold

Increasing Transit Capacity

- Load Limits increased in April and removed entirely on July 3.
- Trips at or above load limits decreased dramatically in April with the increase in load limits
- As a result, the number of trips passing up passengers at stops also declined

Pass-ups due to COVID-19 Load Limits



Marketing and incentive campaigns to welcome back riders

- Outreach underway for a moment that happens once: The “return to work” for lapsed riders.
- We want to ensure transit is our region’s first choice for mobility.
- Will include paid advertising, CBO partnerships, incentives, social media.



Continue to communicate King County Metro's commitment to our region



Metro has never stopped moving during the past two years:

- **Health enhancements** across our entire mobility agency
- **Increased service levels** so you can get where you need to go when you need to go there
- **Regional partnerships** to make your journey and your destination safer and more enjoyable
- **Supporting employers** guided by their needs
- **Campaigns, engagement, and outreach** to communities, employers, etc.
- **Centering equity** in our planning, engagement, and decision-making

Service Recovery Plan (Fall 2021 – Spring 2023)

**Fall 2021
changes**



Restoration of most routes

**Spring 2022
changes**



Restoration of all routes

**Fall 2022
changes**



Fine tune service levels based on observed ridership and travel patterns

**Spring 2023
changes**



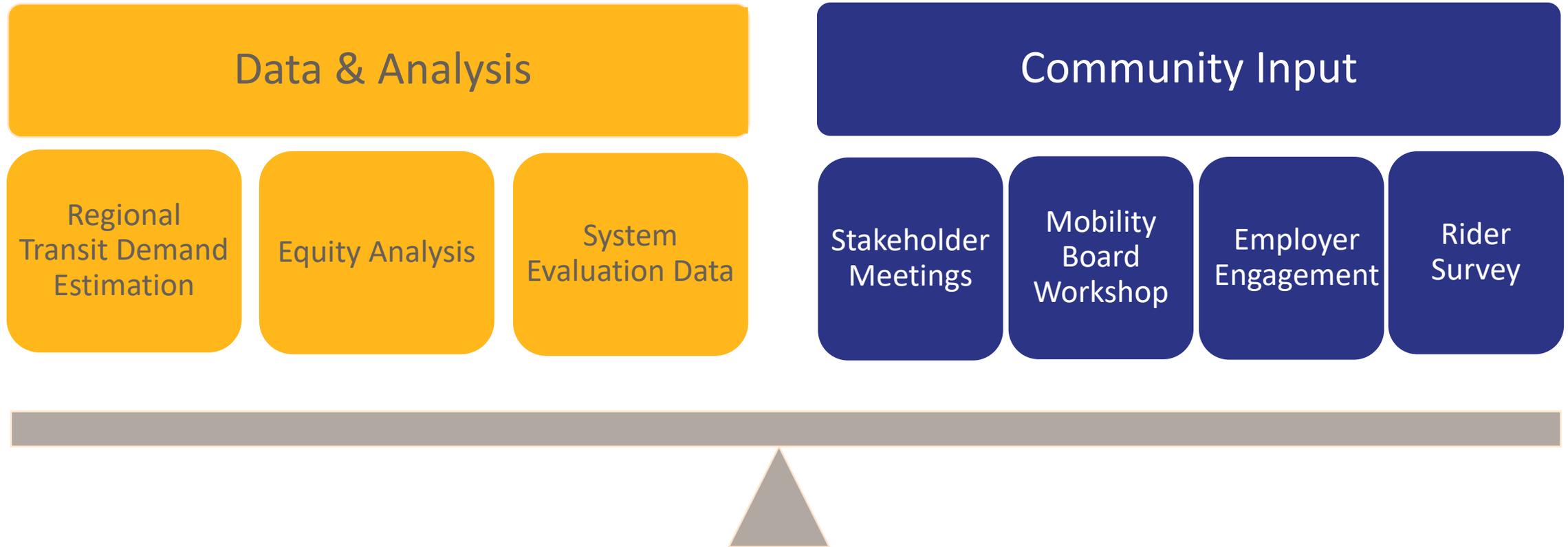
Additional minor changes to service levels based on observed ridership and travel patterns



Emergency Executive Authority

Administrative Authority

What is informing service recovery?



Community Engagement



Fall 2021
changes

Spring 2022
changes

Fall 2022
changes

Spring, Fall 2023
changes



Phase I engagement

- Mobility Board workshop (Feb. 2021)
- Community & employer stakeholder groups (Summer 2020, Winter 2021)
- Rider survey (Feb. – March 2021)

Phase II engagement

- Community & employer stakeholder groups (ongoing)
- Inform stakeholders about how input informed recovery plan
- Review rider input from Phase I

Phase III engagement

- Community & employer stakeholder groups
- Focused engagement to understand changes in demand and priorities for service changes