Pursuant to K.C.C. 1.24.035 A. and F., this meeting is also noticed as a meeting of the Metropolitan King County Council, whose agenda is limited to the committee business. In this meeting only the rules and procedures applicable to committees apply and not those applicable to full council meetings.

1. **Call to Order**

2. **Roll Call**

3. **Public Comment**

4. **Approval of Minutes**
   - September 18, 2019 meeting pp. 3-5

5. **Chair's Report**

To show a PDF of the written materials for an agenda item, click on the agenda item below.
6. General Manager's Report

7. Announcements

Briefing

8. Briefing No. 2019-B0158 pp. 7-25
   Review of King County Metro Policy Documents (Strategic Plan for Public Transportation, King County Metro Service Guidelines, METRO CONNECTS Long Range Plan) Affected by the Mobility Framework
   
   Paul Carlson, Council staff

   King County Metro’s Access Paratransit Program
   
   Paul Carlson, Council staff

    Metro Transit Department Capital Program Update
    
    Paul Carlson, Council staff

Other Business

Adjournment
3:00 PM Wednesday, September 18, 2019 Chinook Building Room 123

DRAFT MINUTES
SPECIAL MEETING
Chinook Building
Room 123
401 Fifth Avenue
Seattle WA 98104

Pursuant to K.C.C. 1.24.035 A. and F., this meeting is also noticed as a meeting of the Metropolitan King County Council, whose agenda is limited to the committee business. In this meeting only the rules and procedures applicable to committees apply and not those applicable to full council meetings.

1. Call to Order

The meeting was called to order by Chair Claudia Balducci at 3:07 p.m.
2. **Roll Call**
   
   **Present:** 15 - Mr. Asher, Mr. Bassett, Ms. Balducci, Mr. DaCorsi, Ms. Guier, Ms. Herbold, Ms. Hougardy, Mr. Margeson, Mr. McDermott, Mr. Wright, Mr. Upthegrove, Mr. Higgins, Ms. Chang, Lisk and Mr. McIrvin
   
   **Excused:** 1 - Mr. O’ Brien

3. **Public Comment**
   
   The following individual provided public comment:
   
   Alex Tsimerman

4. **Approval of Minutes**
   
   Vice Chair Margeson moved approval of the June 19, 2019, meeting minutes. There being no objections, the minutes were approved.

5. **General Manager’s Report**
   
   Rob Gannon, Director, Metro Transit Department, reported that we continue to experience the period of maximum restraint and make adjustment as needed to address issues and bring relief. Metro representatives have been meeting regularly with both the Washington State Department of Transportation and the City of Seattle Department of Transportation to assess conditions on the road, evaluate near-term traffic patterns and communicate those to riders. The new passenger-only ferry terminal opened earlier this month. Met with Jane Williams, Acting Administrator, Federal Transit Administration, to discuss growth in the area and how we are accommodating it. Welcome to Dr. Brent Jones the new Assistant General Manager for Strategy and Partnership.

**Discussion**

6. **Briefing No. 2019-B0142**
   
   Initiative 976
   
   Rob Gannon, Director, Metro Transit Department, and Aaron Rubardt, Deputy Budget Director, Office of Performance, Strategy and Budget, briefed the Committee and answered questions from the members.
   
   This matter was Presented
7. **Briefing No. 2019-B0143**

Mobility Framework Update & Workshop Discussion

Tessa McClellan, Mobility Policy Program Manager, Metro Transit Department; Jennifer Wieland, Principal, Nelson Nygaard; Paulina Lopez, Metro Equity Cabinet Co-Chair, Executive Director, Duwamish River CleanUp Coalition/TAG; Tony To, Metro Equity Cabinet Co-Chair, Director Emeritus, Homesight; and Anna Zivarts, Metro Equity Cabinet Member, Program Director, Rooted and Rights; briefed the Committee and answered questions from the members.

This matter was Presented

**Adjournment**

The meeting was adjourned at 4:47 p.m.

Approved this _____________ day of ________________

________________________________
Clerk's Signature
STAFF REPORT

Agenda Item: 8  
Name: Paul Carlson  
Proposed No.: 2019-B0158  
Date: October 16, 2019

SUBJECT

A review of King County Metro Transit Planning Documents (the Strategic Plan for Public Transportation, King County Metro Service Guidelines, METRO CONNECTS Long Range Plan) Affected by the Mobility Framework.

SUMMARY

At the next Regional Transit Committee (RTC) meeting in November 2019, the Committee is expected to consider Metro’s final Mobility Framework report and a proposed motion to adopt a summary of Mobility Framework recommendations.

King County Metro staff plan to take the Mobility Framework recommendations and develop proposed revisions to the Strategic Plan for Public Transportation 2011-2021, the King County Metro Service Guidelines, and the METRO CONNECTS Long Range Plan, as well as policy documents for the Marine Division of the Metro Transit Department, which is responsible for passenger ferry operations.

Today’s review of the policy documents is designed to enable the RTC to use Committee time in November to review the proposed motion and the Mobility Framework recommendations, to consider what, if any additional policy direction the Committee would like to offer to Metro, and potentially to act on the proposed motion.

BACKGROUND

The Strategic Plan for Public Transportation 2011-2021 and the King County Metro Service Guidelines were approved in 2011, reflecting the Regional Transit Task Force (RTTF) recommendations for transparent, performance-based guidelines emphasizing productivity, social equity, and geographic value. The current versions of these policy documents are updates based on input from the Service Guidelines Task Force that met in 2015.

The Transit Strategic Plan:

- Defines King County Metro’s vision,
• Provides context on Metro’s function and challenges,
• Establishes eight broad Goals for Metro, each of which is associated with one or more Objectives that describe what Metro must do to achieve the Goals,
• For each Objective, defines Strategies for achieving the Objective, and
• Lists performance measures that are used to assess progress in accomplishing the strategies.

The King County Metro Service Guidelines:

• Define the all-day and peak network of Metro Transit corridors connecting Regional Growth Centers and Metro-designated Transit Activity Centers;
• Establish a scoring process to identify target service levels on these transit corridors by awarding points for productivity, social equity, and geographic value;
• Establish measures of route productivity, passenger loads, and schedule reliability to assess Metro system performance;
• Set service design criteria for individual bus routes and the overall bus network; and
• Outline performance measures and design factors used to manage the system.

Starting in 2012, Metro has used the Service Guidelines to inform bus service changes, including restructures to accommodate new RapidRide bus lines and Link Light Rail extensions. For each service change, budget constraints, availability of buses and operators, and other factors have affected service hour investment decisions.

In 2013, the RTC and County Council added a Strategy to the Transit Strategic Plan calling for development of a long-range transit plan in coordination with King County cities and reflecting the transit needs identified in the cities’ comprehensive plans. This plan, the METRO CONNECTS Long Range Vision, was adopted in 2016. In its first chapter, “What We’re Proposing to Do,” METRO CONNECTS describes plans to expand and transform service through:

• 2025 and 2040 service networks of frequent, express, and local/flexible bus service integrated with Sound Transit rail and other services;
• Service Quality Investments in eight categories, including Speed and Reliability, Boarding and Fares, Innovation and Technology, Customer Communications, Passenger Facilities, Access to Transit, Managing Demand, and Transit-Oriented Development;
• Critical Service Supports – Fleet, Layover Areas, Operations and System Preservation, and Metro’s Workforce.

The second chapter of METRO CONNECTS, “How We Would Do It,” or “Attaining the Vision,” describes:
• The METRO CONNECTS Development Program;
• Financial Overview (clearly defining the revenue shortfall);
• Working Together: What It Would Take to Form Partnerships;
• Service and Capital Investments; and
• First Steps.

In approving this long range plan, the RTC and County Council looked to the METRO CONNECTS Development Program to provide transparency on implementation. The need for significant additional revenue to achieve the METRO CONNECTS vision is also described in the METRO CONNECTS Long Range Plan.

Two subsequent developments also affect potential policy revisions:

• Establishment of the Metro Transit Department has resulted in a new organizational structure. It has revised the procedures for developing policy, removing a level of management in the former Department of Transportation Director’s Office, and adds to the transit portfolio the passenger ferry service operated by the Marine Division.

• The decision to define Metro as a mobility agency provides a new perspective for evaluating such initiatives as the Community Connections program of alternative services, the uses of innovative technology to make transit more effective, and new tools for implementing METRO CONNECTS.

Attachment 2 to this staff report is a Metro handout that summarizes current contents and potential updates to the Strategic Plan for Public Transportation, King County Metro Service Guidelines, METRO CONNECTS Long Range Plan, and Passenger Ferry policy documents.

Today’s review of the policy documents is designed to enable the RTC to use Committee time in November to review the proposed motion and the Mobility Framework recommendations, to consider what, if any additional policy direction the Committee would like to offer to Metro, and potentially to act on the proposed motion.

INVITED

1. Mary Bourguignon, Strategic Planning Manager, Metro Transit Department

LINKS

Metro’s policy documents and related reports are on the Department website. Here are links to these documents.

Strategic Plan for Public Transportation 2011-2021:
https://www.kingcounty.gov/depts/transportation/metro/about/planning стратегический план.aspx

King County Metro Service Guidelines:

METRO CONNECTS Long Range Plan:
https://metro.kingcounty.gov/planning/long-range-plan/

2018 System Evaluation (Annual Report)

2017 Strategic Plan Progress Report (Transmitted to the County Council in 2018)

ATTACHMENTS

1. Introduction to Metro Policy Updates, Metro Transit Department presentation
2. Metro Policy Updates in 2020, Metro Transit Department handout
Introduction to Metro Policy Updates

Regional Transit Committee

October 16, 2019
Metro's policies guide our actions

• Metro’s policy documents (Strategic Plan, Service Guidelines, Long-range Plan) help us carry out our mission
• They guide our actions and measure our progress
• Metro’s policies cover day-to-day operations as well as planning for the future
• Our policies are developed through community engagement, then reviewed, revised and adopted by the Regional Transit Committee and King County Council
Strategic Plan

• Strategic Plan outlines Metro’s goals, the strategies and objectives to achieve them, measures to determine if we are succeeding

• Goals are:
  1. Safety
  2. Human potential
  3. Economic growth & built environment
  4. Environmental sustainability
  5. Service excellence
  6. Financial stewardship
  7. Public engagement & transparency
  8. Quality workforce
Service Guidelines

• Service Guidelines guide day-to-day delivery of transit service

• **Set targets** for the level of transit service based on:
  • Productivity (number of households, jobs)
  • Social Equity (% passengers from minority, low-income census tracts)
  • Geographic value (ways to make connections)

• **Evaluate** how well routes are doing

• **Add, reduce or change** service based on priorities
  1. Overcrowding
  2. On-time performance
  3. New service to connect activity centers
  4. Route productivity
METRO CONNECTS

• METRO CONNECTS is our adopted vision for the future, based on regional growth plans

• It aims to increase bus service hours by 70% between 2015 – 2040

• 2040 network would be larger with better access throughout the county, including for communities of color and low-income people

• The plan covers capital investments (bus bases, roadway improvements) and partnership opportunities

• METRO CONNECTS is not fully funded, so additional regional funding is needed
Ferry Plan 2014-2018

- Approved by the King County Ferry District
- Sets vision, goals, strategies, and measures for water taxi service
- Included a situation assessment that guided move to Pier 50
- Included a financial assessment
- Marine Division is currently developing a modal plan
- Marine is now part of Metro, must be integrated into Metro’s policies
King County policy guidance

• King County has a number of adopted policies that inform Metro’s policies and actions

  - **Equity and Social Justice Strategic Plan:** helps identify how mobility services could better serve where needs are greatest

  - **Strategic Climate Action Plan:** sets targets for greenhouse gas emissions reduction and outlines Metro’s role in meeting the targets

  - **Comprehensive Plan:** sets land use policies for unincorporated area, plus countywide policies for services

  - **Metro Fund Management Policy:** sets farebox recovery floor, reserve policies
Next Steps: Mobility Framework

- The Mobility Framework report and recommendations will be transmitted to Council at the end of this month.
- RTC and Council will review and adopt recommendations.
- Motion accompanying recommendations will direct Metro to update its policies.
- Policy updates will be guided by the Mobility Framework recommendations.
UPDATES: Strategic Plan

Updates will:

• Align goals, strategies and objectives with the Mobility Framework’s Guiding Principles and recommendations
• Include Marine Division
• Update information on innovation
• Simplify measures, align measures with key policy drivers, and make them more transparent (online dashboard)
UPDATES: Service Guidelines

Updates will:

• Align targets and priorities with Mobility Framework
• Include Marine
• Include innovative mobility services
• Align with the METRO CONNECTS network
UPDATES: METRO CONNECTS

Updates will:

- Update costs for inflation, population growth, ST3, and Metro planning efforts (RapidRide, speed & reliability)
- Include Marine
- Incorporate Mobility Framework recommendations
- Set priorities for implementation of the METRO CONNECTS network with or without new regional funding
- Clarify partnership policies (Motion 15094)
## Potential Timeline for RTC Engagement

<table>
<thead>
<tr>
<th>Month</th>
<th>Action and Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>October 2019</td>
<td>Review existing policy documents</td>
</tr>
<tr>
<td>November 2019</td>
<td>Review/adopt Mobility Framework Recommendations Summary (TBD)</td>
</tr>
<tr>
<td>December 2019</td>
<td>King County Council review/adopt Mobility Framework Recommendations Summary (TBD)</td>
</tr>
<tr>
<td>January 2020</td>
<td>Discuss Strategic Plan and performance measures updates</td>
</tr>
<tr>
<td>February 2020</td>
<td>Discuss updated METRO CONNECTS costs and prioritization</td>
</tr>
<tr>
<td>March 2020</td>
<td>Discuss Service Guidelines updates</td>
</tr>
<tr>
<td>July 2020</td>
<td>Begin review of transmitted updated policy documents (Strategic Plan, METRO CONNECTS, Service Guidelines)</td>
</tr>
<tr>
<td>November 2020</td>
<td>King County Council adoption of policy documents</td>
</tr>
</tbody>
</table>
Closing and Questions
**METRO POLICY UPDATES 2020**

**Introduction.** Following completion of the Mobility Framework, Metro is planning to update its adopted policies.

<table>
<thead>
<tr>
<th>Policy document</th>
<th>STRATEGIC PLAN</th>
<th>SERVICE GUIDELINES</th>
<th>METRO CONNECTS</th>
<th>FERRY PLAN 2014-18</th>
</tr>
</thead>
</table>
| What it includes | ▪ Goals in 8 areas: safety, human potential, economic growth & built environment, environmental sustainability, service excellence, financial stewardship, public engagement & transparency, quality workforce  
▪ **Strategies** to achieve goals  
▪ **Measures** to track progress | ▪ **Targets** for level of transit service based on productive, social equity, geographic value  
▪ **Measures** to evaluate performance of routes  
▪ **Priorities** to add, reduce or change service based on overcrowding, on-time performance, service to build the network, productivity | ▪ **Vision** for future, including goal for 70% increase in service hours by 2040  
▪ **Service network maps** for 2025 and 2040  
▪ **Development program** of capital and service investments needed to achieve vision (but does not include prioritization or detailed implementation) | ▪ Approved by King County Ferry District  
▪ **Vision, goals, strategies, performance measures** for water taxi service  
▪ **Situation assessment** (ridership, service, move to Pier 50)  
▪ **Financial assessment** |
| To be updated | ▪ Align goals and strategies with Mobility Framework  
▪ Include Marine  
▪ Simplify measures, align them with key policy drivers, increase transparency | ▪ Align targets and priorities with Mobility Framework  
▪ Include Marine  
▪ Include innovative mobility services  
▪ Align with METRO CONNECTS | ▪ Update costs for inflation, population growth, ST3, etc.  
▪ Include Marine  
▪ Set priorities for action with or without new funding  
▪ Clarify partnerships policy (Motion 15094) | ▪ Because Marine is now part of Metro, this plan must be incorporated into Metro’s policy documents  
▪ Need to be cognizant of separate revenue source |

**NOTES:** Although work on the 2020 Strategic Climate Action Plan is being undertaken separately, climate goals and commitments will be incorporated into Metro’s policy updates. Policy updates will inform the development of the 2021-2022 biennial budget, as well as the capital improvement plan.
SUBJECT

King County Metro’s Access Paratransit Program.

SUMMARY

Access paratransit is a supplementary transit service for people with disabilities who are unable to use regular transit services for some or all of their travel needs. This briefing addresses the new Access Paratransit contract and updates the Regional Transit Committee (RTC) on developments since the June 20, 2018 briefing on this topic.

BACKGROUND

Federal Requirements

The Access paratransit program was established in response to requirements of the federal Americans with Disabilities Act (ADA) of 1990, though Metro’s program exceeds federal minimum requirements in some respects. ADA’s public transit provisions are overseen by the Federal Transit Administration (FTA) and address many issues, including standards for agencies’ treatment of people with disabilities, ensuring that transit passenger facilities and fixed route (rail and bus) services are accessible, and accountability/public involvement.\(^1\)

ADA recognizes that some disabled individuals would be unable to use some or all fixed route services, even if these are fully accessible. ADA therefore requires transit agencies to provide paratransit service comparable to fixed route service for disabled people unable to use these services. For its paratransit trips to be comparable to bus or rail trips, an agency must comply with standards relating to the pick-up and drop-off time windows, trip duration, and other aspects of the process for Access users to schedule and successfully complete trips.

Paratransit in King County

Metro’s Access program provides most rides in vans operated by contractors, with some trips provided by taxis. At the end of 2018, 14,215 eligible persons were registered for the program. In 2018, registrants took 1,027,395 passenger rides including 143,747 Overflow Taxi rides. Table 1 provides actual 2015-2018 figures and estimated 2019-2021 figures for Access expenditures, trips, and cost per trip.

In April 2017, Metro issued a Request for Proposals (RFP) for a new five-year contract for Access services. A Metro-convened Community Action Group expressed concern about the RFP, and in June 2017, the King County Auditor released a report that identified concerns with Access Paratransit’s cost, quality, and equity.2

Metro paused the procurement process in August 2017 and convened an Access RFP Workgroup of riders, caregivers, stakeholder organization representatives, and County staff to develop recommendations for revising the RFP. Workgroup recommendations addressed such objectives as higher performance standards, stronger financial incentives and disincentives for the contractor, and customer-centered service.

In June 2018, Metro issued an amended RFP. Vendors who submitted bids to the original RFP had an opportunity to amend their proposals or submit entirely new proposals. Following evaluation of the proposals, Metro chose a contractor, MV Transportation, which is scheduled to begin providing Access services this month.

---

2 The King County Auditor’s Access Paratransit audit, and latest follow-up report, is available here: https://www.kingcounty.gov/depts/auditor/auditor-reports/all-landing-pgs/2017/paratransit-2017.aspx
Table 1 compares actual and projected Access expenditures in 2015-2021, with the baseline level of expenditure shown on one row, and expenditures for expanded service levels shown on additional rows. These include a 2018 supplemental budget that added funding to upgrade Access to provide 90 percent on-time service and a 30-minute rather than 60-minute drop-off window. The 2019-2020 biennium budget further increased the operating budget for Access to capture additional improvements to be phased in during the biennium, as well as an additional $11 million in capital funding. With a contract in place, Metro has requested additional funding, now under review by the County Council's Budget and Fiscal Management Committee, to reflect further refinements in estimated costs.
Metro Policy Documents and Paratransit

The needs of people with disabilities are addressed in the Strategic Plan for Public Transportation 2011-2021, notably in Human Potential Strategy 2.1.2:

Provide travel opportunities and supporting amenities for historically disadvantaged populations, such as low-income people, students, youth, seniors, people of color, people with disabilities, and others with limited transportation options.

The METRO CONNECTS Long-Range Plan identifies goals for an expanded Metro system through 2040. Accessibility goals supported include:

- Ensuring that fixed-route services have 100 percent low-floor vehicles and 100 percent accessible stops, redesigned vehicle interiors to better accommodate mobility aids, and improved audio and tactile information throughout the system;
- Striving to improve Access service and to lower per-trip costs;
- Ensuring inclusive planning to ensure that people with disabilities can have input;
- Continuing to partner with community organizations, such as through the Community Access Transportation (CAT) program that provides accessible vehicles to serve seniors and people with disabilities; and
- Providing customer information and support to people with limited English proficiency.

Performance Measures


INVITED

Christina O’Claire, Mobility Division Director, Metro Transit Department
Gwen Clemens, Contracted Services Managing Director, Metro Transit Department

LINKS

King County Auditor’s Access Paratransit audit with the latest follow-up report: https://www.kingcounty.gov/depts/auditor/auditor-reports/all-landing-pgs/2017/paratransit-2017.aspx

ATTACHMENTS

1. Metro Transit Department Presentation
2. 2017 Strategic Plan Progress Report, pages 15 and 33
King County at a Glance

POPULATION
2.2 million

PEOPLE LIVING WITH A DISABILITY
195,000

FIXED ROUTE DISABLED FARES
5 million

Accessible transportation is critical for people to live full, independent lives, giving access to:

✓ Employment
✓ Education
✓ Health care
✓ Social events
✓ Civic engagement
Fixed Route Service Improvements

Increase accessible coach design for all services
  • Move toward 100 percent low-floor buses and 100 percent accessible stops
  • Build interiors to better accommodate customers and what they bring on board

Use inclusive planning
  • Involve people with disabilities in our planning to better understand their challenges
  • Make general public services more accessible to all customers

Expand customer information customer access
  • Enhance availability of interpretation services and translated materials
  • Include audible announcements on vehicles and at facilities
  • Provide more tactile wayfinding options
What is the Access paratransit program?

✓ Public transit access to people who, by reason of their disability, cannot access fixed-route or rail services

✓ Service is to be provided in a manner that provides “origin to destination” accommodation

✓ Shared ride service

✓ King County policies beyond ADA requirements
Access at a glance

RIDERSHIP

FIXED-ROUTE  ACCESS

122  1.03

million  million

ACCESS ELIGIBLE  2018 COST PER

INDIVIDUALS  TRIP

14,215  $59.87

Access Boardings 2000-2018

<table>
<thead>
<tr>
<th>Year</th>
<th>Fixed-Route</th>
<th>Access</th>
<th>Total Boardings</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>99,832,482</td>
<td>77,670,792</td>
<td>177,503,274</td>
</tr>
<tr>
<td>2001</td>
<td>99,852,482</td>
<td>77,680,792</td>
<td>177,533,274</td>
</tr>
<tr>
<td>2002</td>
<td>99,832,482</td>
<td>77,670,792</td>
<td>177,503,274</td>
</tr>
<tr>
<td>2003</td>
<td>99,832,482</td>
<td>77,670,792</td>
<td>177,503,274</td>
</tr>
<tr>
<td>2004</td>
<td>99,832,482</td>
<td>77,670,792</td>
<td>177,503,274</td>
</tr>
<tr>
<td>2005</td>
<td>99,832,482</td>
<td>77,670,792</td>
<td>177,503,274</td>
</tr>
<tr>
<td>2006</td>
<td>99,832,482</td>
<td>77,670,792</td>
<td>177,503,274</td>
</tr>
<tr>
<td>2007</td>
<td>99,832,482</td>
<td>77,670,792</td>
<td>177,503,274</td>
</tr>
<tr>
<td>2008</td>
<td>99,832,482</td>
<td>77,670,792</td>
<td>177,503,274</td>
</tr>
<tr>
<td>2009</td>
<td>99,832,482</td>
<td>77,670,792</td>
<td>177,503,274</td>
</tr>
<tr>
<td>2010</td>
<td>99,832,482</td>
<td>77,670,792</td>
<td>177,503,274</td>
</tr>
<tr>
<td>2011</td>
<td>99,832,482</td>
<td>77,670,792</td>
<td>177,503,274</td>
</tr>
<tr>
<td>2012</td>
<td>99,832,482</td>
<td>77,670,792</td>
<td>177,503,274</td>
</tr>
<tr>
<td>2013</td>
<td>99,832,482</td>
<td>77,670,792</td>
<td>177,503,274</td>
</tr>
<tr>
<td>2014</td>
<td>99,832,482</td>
<td>77,670,792</td>
<td>177,503,274</td>
</tr>
<tr>
<td>2015</td>
<td>99,832,482</td>
<td>77,670,792</td>
<td>177,503,274</td>
</tr>
<tr>
<td>2016</td>
<td>99,832,482</td>
<td>77,670,792</td>
<td>177,503,274</td>
</tr>
<tr>
<td>2017</td>
<td>99,832,482</td>
<td>77,670,792</td>
<td>177,503,274</td>
</tr>
<tr>
<td>2018</td>
<td>99,832,482</td>
<td>77,670,792</td>
<td>177,503,274</td>
</tr>
</tbody>
</table>
Access RFP Development and Procurement Process

2017
- KC Auditor Report
- Access Task Force
- Request for Proposal

2018
- RFP Paused
- RFP Workgroup Formed
- RFP Revised

2019
- Proposals submitted & reviewed
- MV Transportation Selected
- October 26, 2019 start date for single contract model
New Contract

- MV Transportation selected
- Five year contract
- Single provider model
- Partnership with King County for continuous improvement of system
- Advanced technology integration
- Rider focused approach to conducting business
- Equity focus: Improved access for multi-lingual populations
- National leader in implementing new Rider Choice models to improve rider mobility while also reducing cost
What we heard

"I'm picked up or dropped off too late"

"My ride is too long"

"I would like more flexible scheduling"

"The contractors are not accountable"

2017-2019 changes

On-time performance increased from 86% to 91% (standard = 90%)
Drop-off window shortened from 60 to 30 minutes (supplemental request)
ETA updates by phone or online

What's next

Higher on-time measures
Set standards for drop-off's
Potentially shorter pick-up and drop-off windows
Financial incentives and disincentives for contractor

Trip length comparable to fixed route, plus 15 minutes, with stronger disincentives for contractor

Option for same-day, on-demand pilot
Online trip booking

Signed new contract model with higher KPI's
Access paratransit advisory committee ordinance #18838
Stronger daily contract management

Much stronger performance measures, with significant incentives and disincentives, including to contain costs
What’s Next

Access paratransit advisory committee
- Composed of at least nine members appointed by the executive and confirmed by council
- Will develop work plan to help improve Access via policy recommendations and other actions

Continued enhancements in current service
- On-time performance and shorter drop-off window
- Same-day pilot
- Customer surveys

New Service launch
- Service begins October 26th
- Comprehensive contract management plan
GOAL 2: HUMAN POTENTIAL

14) Accessible bus stops

The calculated number of accessible stops dropped from 2016 to 2017 after we converted our data to the improved stop-based scheduling structure. Also, 2017 data is based on Metro stops that serve customers. Earlier data included a couple hundred stops that are owned by other agencies or are just for bus layovers.

<table>
<thead>
<tr>
<th>Year</th>
<th>Accessible stops</th>
<th>All stops</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>6,508</td>
<td>8,357</td>
</tr>
<tr>
<td>2014</td>
<td>6,346</td>
<td>8,079</td>
</tr>
<tr>
<td>2015</td>
<td>6,444</td>
<td>8,091</td>
</tr>
<tr>
<td>2016</td>
<td>6,399</td>
<td>8,006</td>
</tr>
<tr>
<td>2017</td>
<td>6,102</td>
<td>8,011</td>
</tr>
</tbody>
</table>


15) Access registrants

At the end of 2017, there were 13,900 eligible registrants in the Access database—a 1.5% drop from 2016. Since January 2014, only riders with current certification have been counted as Access registrants. In previous years, individuals approaching the end of their eligibility who had not taken a trip on Access for a year were considered inactive, but were still listed as eligible even though their eligibility had expired.

16) Access boardings/number of trips provided by the Community Access Transportation (CAT) program

Access ridership decreased 0.3% in 2017, while the program still provided all of the trips requested by qualified applicants. There was also a 2.2% decline in boardings for the more cost-efficient CAT program, primarily due to a decrease in service from one Adult Day Health provider that resulted in some 1,200 fewer boardings in the last two months of 2017.

17) Requested Access trips compared with those provided

Per federal requirements, Metro’s Access program provides a trip for every request by a qualified applicant, meeting the target of a 100% delivery ratio.

18) Access applicants who take fixed-route travel training

Travel training to help people with disabilities ride regular bus service gives those customers more transportation choices. It also contributes to Metro’s cost-control efforts by diverting riders to a less-expensive mode of transportation. The number of riders trained increased 2.4% from 2015 to 2016, but dropped in 2017 due to a staffing shortage by the contractor in the last two months of 2017.
13) **Cost per Access boarding**

Metro's cost per Access boarding increased 7.8% to $59.17 from 2016 to 2017. During this same period, productivity dropped by 4.6% due to needed on-time performance adjustments, contributing to a higher cost per trip. In 2016, Access was struggling to meet its on-time performance goal of 90%. For the first 10 months of 2016, only 85.9% of Access trips were on time. In fall 2016, we used regional speed data from the Washington State Department of Transportation to analyze our scheduling system settings. We learned that we needed to substantially lower system speeds in the scheduling system, which required us to add service hours to compensate. This in turn lowered our productivity. We made these corrections in November 2016, so their largest impact showed up in 2017. By the end of the year, we had reached an on-time performance rate of 90.2%.

14) **Fare revenues**

Metro’s fare revenue has increased in each of the past five years, starting at $145.3 million in 2012 and reaching $163.4 million in 2017. This growth slowed a bit in 2017, when it moved at almost the same rate as ridership. Metro’s last fare increase was in 2015, so we did not expect a significant change to our average fare per boarding in 2017.

15) **Farebox recovery**

Our fund management policies, adopted in July 2016, direct that farebox recovery will be at least 25% with a target of 30%. We exceeded the target in 2014 through 2016, reaching a record high of 30.8% in 2015. The ratio has declined in the past two years, falling to 27.3% in 2017, since the last fare increase was in 2015 and costs have increased.
SUBJECT

Metro Transit Department Capital Program Update – Planning for New Operating Base.

SUMMARY

The Metro Transit Department has committed to give the Regional Transit Committee (RTC) biannual (twice yearly) status updates on the METRO CONNECTS Development Program. For 2019, reports were presented in January and June.

This fall update focuses on planning for a new bus operations and maintenance base in South King County. The METRO CONNECTS Long Range Plan identified new basecapacity as an essential investment to allow expansion of bus service.

BACKGROUND

The METRO CONNECTS Development Program (MCDP) Policy Report, accepted by Motion 15094, includes Metro’s commitment to provide biannual status updates to the RTC, starting in June 2018 and continuing through January 2019 and thenceforth. The purpose of the status update format is to provide the most current available information with the understanding that each update reflects a work in progress.

The biannual update presented on June 19, 2019, addressed Metro operations, the RapidRide program, and these Transit Capital Improvement Program highlights

- Speed and Reliability Investments
- Transit Hubs and Access
- Operational Capacity Growth and Interim Base
- Zero Emissions - Eastgate
- State of Good Repair

The next biannual METRO CONNECTS Development Program status update, due in early 2020, will provide an opportunity for an overview of transit capital program progress and challenges. This Fall capital update centers on planning for a new bus operations and maintenance base in South King County to house 250 buses.
The METRO CONNECTS Long Range Plan discussed the need for additional bus base capacity in its Operations and System Preservation section, with the comment that “Bases are major facilities that require extensive work to site and plan.” Accordingly, even with a target completion date around 2030, initial planning for the new base was a near-term priority as Metro ramped up its planned infrastructure investments to begin the implementation of METRO CONNECTS.

The 2017-2018 Transit budget included initial funding in its Capital Improvement Program (CIP) for the South King Base capital project (Project #1129631). For the years 2017-2024, the CIP includes $40.2 million for planning, preliminary design, final design, and acquisition. The vast majority of project funds will be appropriated in future CIPs and will reflect more refined estimates for the costs of site acquisition and construction. Consistent with Metro’s policy goal of achieving an all-electric bus fleet by 2040, the base design will incorporate electric charging infrastructure.

INVITED

1. Chester Knapp, Coordinated Portfolio Program Manager IV – Fixed Asset, Metro Transit Department

ATTACHMENTS

1. New South King County Base, Metro Transit Department Presentation
Accommodating future growth
Metro plans to increase service 70% by 2040.

- Add 2.5 million more service hours on bus routes
- Add 625 more buses
- Create more facilities needed to operate and maintain buses
Operational Capacity Growth

• Expand base capacity 40% by 2040 (From 1,525 to 2,145 buses)

• Support conversion to 100% zero emissions fleet

• Focus Areas for Growth & Expansion
  • Central Campus (Seattle): Reconfigure & Expand
  • South Campus (Tukwila): Interim base, new South Annex
  • New Base (South King County): New permanent base
Characteristics of an optimal site

- Operate & Maintain 250–300 buses
- Access to major freeways & arterials
- Rectangular
- Relatively flat
- Opportunity for other functions
- Approximately 30 acres
Candidate Site Identification

Fatal Flaw Analysis:
• Floodplain & Sea Level Rise Impacts
• Land Use Compatibility
• Site Availability for Development

Ranking Criteria:
• Size of population
• Topography
• Ease of construction
• Efficiency of site
• Proximity to freeways & arterials
• Deadhead costs
• Sensitive area
• ESJ opportunities
**Top 3 Sites**

A: Kent at 196th St. and 68th Ave.

B: Auburn at 277th St. and D St.

C: Auburn at 37th St. NW and B St. NW
Site A: Kent at 196th St. and 68th Ave.

- Zoning: Industrial (M1-C)
- Owners: One
- Acreage: 25 – 38 acres
- Current use: Vacant
Site B: Auburn at 277th St. and D St.

Zoning: Commercial (C4)
Owners: One
Acreage: 18-26 acres
Current use: Vacant
Site C: Auburn at 37th St. NW and B St. NW

Zoning: Industrial (M2)
Owners: One
Acreage: 38 acres
Current use: Auto facility & parking lot
Schedule

South King County

1. New Base***
   Construction of a new permanent base for 250 buses. This base will have infrastructure for zero-emission buses.
   $480M

<table>
<thead>
<tr>
<th>2018</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
<th>2024</th>
<th>2025</th>
<th>2026</th>
<th>2027</th>
<th>2028</th>
<th>2029</th>
<th>2030</th>
<th>2031</th>
</tr>
</thead>
<tbody>
<tr>
<td>12</td>
<td>48</td>
<td>6</td>
<td>18</td>
<td>6</td>
<td>48</td>
<td>12</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

KEY

- **Plan and Prep**
- **Land Procurement**
- **Contract Development and Procurement**
- **Design**
- **Construction**
- **Float**

*** Project cost assumes all-electric bus base and includes land acquisition costs.
Next Steps

• Develop methodology to go from three sites to one preferred site

• Work with jurisdictions

• Determine appropriate mechanism for environmental review

• Conduct early outreach to help determine Equity and Social Justice opportunities