



King County

1200 King County
Courthouse
516 Third Avenue
Seattle, WA 98104

Meeting Agenda Regional Transit Committee

Councilmembers:

*Teresa Mosqueda, Chair
Jorge Barón, Dave Upthegrove
Alternate:*

Sound Cities Association:

*Joseph Cimaomo Jr., Vice Chair; Covington; Barbara de Michele, Issaquah;
Susan Honda, Federal Way; Ryan McIrvine, Renton; Betsy Robertson, Shoreline;
Katherine Ross, Snoqualmie, Toni Troutner, Kent; Janice Zahn, Bellevue
Alternates: Neal Black, Kirkland; Paul Charbonneau, Newcastle;
JC Harris, Des Moines; Karen Howe, Sammamish*

City of Seattle:

*Joy Hollingsworth, Rob Saka
Alternate: Robert Kettle*

*Lead Staff: Mary Bourguignon (206-263-3296)
Committee Clerk: Marka Steadman (206-477-0887)*

3:00 PM

Wednesday, October 16, 2024

Hybrid Meeting

Hybrid Meetings: Attend King County Council committee meetings in person in Council Chambers (Room 1001), 516 3rd Avenue in Seattle, or through remote access. Details on how to attend and/or provide comment remotely are listed below.

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.

HOW TO PROVIDE PUBLIC COMMENT: The Regional Transit Committee values community input and looks forward to hearing from you on agenda items.

	<p>Sign language and interpreter services can be arranged given sufficient notice (206-848-0355). TTY Number - TTY 711.</p> <p>Council Chambers is equipped with a hearing loop, which provides a wireless signal that is picked up by a hearing aid when it is set to 'T' (Telecoil) setting.</p>	
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There are three ways to provide public comment:

1. In person: You may attend the meeting and provide comment in the Council Chambers.
2. By email: You may comment in writing on current agenda items by submitting your email comments to kcccomitt@kingcounty.gov. If your email is received by 1:00 p.m. on the day of the meeting, your email comments will be distributed to the committee members and appropriate staff prior to the meeting.
3. Remote attendance at the meeting by phone or computer (see "Connecting to the Webinar" below).

You may provide oral comment on current agenda items during the meeting’s public comment period. You are not required to sign up in advance. Comments are limited to current agenda items.

You have the right to language access services at no cost to you. To request these services, please contact Language Access Coordinator, Tera Chea at 206-477-9259 or email tera.chea2@kingcounty.gov by 8:00 a.m. three business days prior to the meeting.

CONNECTING TO THE WEBINAR:

Webinar ID: 824 1078 7866

By computer using the Zoom application at <https://zoom.us/join> and the webinar ID above.

Via phone by calling 1-253-215-8782 and using the webinar ID above.

HOW TO WATCH/LISTEN TO THE MEETING REMOTELY: There are several ways to watch or listen in to the meeting:



- 1) Stream online via this link: <http://www.kingcounty.gov/kctv>, or input the link web address into your web browser.
- 2) Watch King County TV on Comcast Channel 22 and 322(HD) and Astound Broadband Channels 22 and 711(HD)
- 3) Listen to the meeting by telephone – See “Connecting to the Webinar” above.

To help us manage the meeting, if you do not wish to be called upon for public comment please use the Livestream or King County TV options listed above, if possible, to watch or listen to the meeting.

1. Call to Order

To show a PDF of the written materials for an agenda item, click on the agenda item below.

2. Roll Call

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3. **Approval of Minutes**

July 17, 2024, meeting minutes **p. 4**

4. **Chair's Report**

5. **Public Comment**

6. **General Manager's Report**

Briefing

7. [Briefing No. 2024-B0117](#) **p. 7**



Metro Service and Workforce Initiative Update

DeAnna Martin, Chief of Staff, Metro Transit Department

Adam Parast, Enterprise and Strategic Initiatives Lead – Service and Workforce, Metro Transit Department

Other Business

Adjournment

	<p>Sign language and interpreter services can be arranged given sufficient notice (206-848-0355). TTY Number - TTY 711. Council Chambers is equipped with a hearing loop, which provides a wireless signal that is picked up by a hearing aid when it is set to 'T' (Telecoil) setting.</p>	
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Meeting Minutes Regional Transit Committee

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Alternate:

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Lead Staff: Mary Bourguignon (206-263-3296)
Committee Clerk: Marka Steadman (206-477-0887)

3:00 PM

Wednesday, July 17, 2024

Hybrid Meeting

DRAFT MINUTES

1. **Call to Order**

Chair Mosqueda called the meeting to order at 3:04 p.m.

2. **Roll Call**

Present: 13 - Cimaomo Jr., de Michele, McIrvine, Ross, Troutner, Upthegrove, Zahn, Mosqueda, Barón, Hollingsworth, Saka, Harris and Howe

Excused: 2 - Robertson and Honda

3. **Approval of Minutes**

Vice Chair Cimaomo moved approval of the May 15, 2024, meeting minutes. There being no objections, the minutes were approved.

4. **Chair's Report**

Chair Mosqueda provided an overview of the meeting topics.

5. Public Comment

The following individuals provided public comment:

*Abigail, Covington Youth Council
Joe Kunzler
Alex Tsimerman*

6. General Manager's Report

Michelle Allison, General Manager, Metro Transit Department, expressed appreciation for participation in the Metro Transit Control Center tour and for today's public comment regarding transit service. Further comments were provided regarding service additions to the Vashon Water taxi; a new rapid response team for swing and evening shifts as part of Metro's efforts to improve safety and cleanliness; Metro's trip delivery percentages; the highest one-day ridership total in four years; fall additions will include increased service, light rail station connections and the G Line; and implementation of new ORCA digital cards. To honor their employees, Metro has participated in or hosted celebrations for Juneteenth, the 50th Seattle Pride Parade and provided transportation to and from 4th of July events. Comments also addressed today's RapidRide presentation.

Discussion and Possible Action**7. [Proposed Motion No. 2024-0213](#)**

A MOTION accepting a RapidRide Prioritization Plan report as called for by Ordinance 19367, Section 6.B., which report includes an update on the status of the planning and design of the RapidRide K and R lines, in response to Ordinance 19546, Section 114, Proviso P4.C.

Mary Bourguignon, Council staff, briefed the committee and answered questions from the members. Pierce Canser, Supervisor, System Expansion and Integration, Metro Transit Department, answered questions from the members.

Due to the design of the legislative tracking software used to produce the proceedings, the vote on this item is misreported. The correct vote is:

Votes: Yes: 11 – Barón, Cimaomo, de Michelle, Harris, Howe, Mclrvin, Mosqueda, Ross, Saka, Troutner, Upthegrove, Zahn

No: 0

Excused: 1 – Hollingsworth

A motion was made by Councilmember Cimaomo Jr. that this Motion be Recommended Do Pass. The motion carried by the following vote:

Yes: 10.5 - Cimaomo Jr., de Michele, Mclrvin, Ross, Troutner, Upthegrove, Zahn, Mosqueda, Barón, Saka, Harris and Howe

Excused: 2.5 - Robertson, Honda and Hollingsworth

Other Business

The next meeting of the Regional Transit Committee is planned for September 18, 2024.

Adjournment

The meeting was adjourned at 4:06 p.m.

Approved this _____ day of _____.

Clerk's Signature



King County

**Metropolitan King County Council
Regional Transit Committee**

STAFF REPORT

Agenda Item:	7	Name:	Mary Bourguignon
Proposed No.:	2024-B0117	Date:	October 16, 2024

SUBJECT

Today’s briefing will provide an update on Service and Workforce Initiative, which Metro launched to rebuild operational capacity following the pandemic.

SUMMARY

The pandemic caused significant operational, ridership, and financial impacts for Metro. Today’s briefing will focus on Metro’s efforts to rebuild operational capacity, specifically:

- The hiring challenges Metro has faced
- The Service and Workforce Initiative Metro developed to address recruitment, training, and retention challenges
- Successes to date from this new approach to hiring and training
- Information on continued work and next steps

BACKGROUND

In response to the sudden drop in ridership at the start of the COVID-19 pandemic and to ensure safe operating conditions for its employees and riders, Metro began implementing emergency transit service reductions on March 23, 2020. These initial service reductions were followed by ongoing cycles of restoration and reduction in response to changing ridership patterns as well as the availability of staff and fleet, as Metro dealt with staffing shortfalls, specific of bus operators and vehicle maintenance staff.

In early 2023, in response to Metro’s operational capacity and staffing challenges, changing ridership patterns, and changes to the regional transit network due to the Link light rail expansions that have opened over the last several years, the Council adopted a Metro Service Recovery Plan¹ that outlined a strategy for Metro to restore County-funded bus service gradually over several biennia through geographically-focused

¹ Ordinance 19581

mobility projects that would restructure bus service to meet existing conditions rather than restore service to its pre-pandemic state.²

During 2024, Metro implemented, the first two of these mobility project restructures, one based around the RapidRide G Line³ on Madison Street in Seattle, and the second around the extension of Link light rail to Lynnwood.⁴

Metro is currently operating 87% of pre-pandemic service⁵ for approximately 64%⁶ of pre-pandemic ridership. In terms of staff, Metro has been experiencing ongoing staffing shortages (particularly with bus operators) since the start of the pandemic. Currently, Metro has appropriation authority for 2,543 FTE bus operators and a target of 2,428 FTE (because Metro is currently operating fewer service hours than budgeted), but has 126 FTE open, a vacancy rate of 5%. For bus mechanics, Metro has a target of 274 FTE and a shortfall of 16 FTE (6% vacancy rate).

This staffing shortfall has led to operational capacity issues, which has required service reductions and led to a reliance on overtime: bus operators are currently operating on 27% overtime, compared with the target of 17%; and bus mechanics are currently operating on 8.75% overtime, compared to the target of 7.5%.

In response to these operational capacity challenges, Metro launched a Service and Workforce Initiative that has included changes to how Metro recruits and hires employees and how employees are trained; the development of new mentorship and apprenticeship programs; and a restructuring of operational practices at Metro's base to balance staff and fleet and minimize service disruptions.

Metro staff will report on work to date on the Service and Workforce Initiative, as well as next steps and plans for future service.

INVITED

- DeAnna Martin, Chief of Staff, Metro Transit Department
- Adam Parast, Enterprise and Strategic Initiatives Lead – Service and Workforce, Metro Transit Department

ATTACHMENTS

1. Metro Service and Workforce Initiative presentation

² The mobility projects identified in the Metro Service Recovery Plan (Ordinance 19581) were: East Link, Lynnwood Link, South Link, Stride, Madison (G Line), Central Seattle, Queen Anne/Magnolia, North Seattle, West Seattle/Vashon Island, and other.

³ Ordinance 19750

⁴ Ordinance 19751

⁵ Following the September 2024 service change, Metro is currently operating approximately 87% of pre-pandemic service levels (90% of County-funded service, 87% when Seattle- and Sound Transit-funded service is included).

⁶ As of August 2024, weekday boardings are 64% of August 2019; Saturday boardings are 84%; and Sunday boardings are 93%. Weekend transit ridership has recovered more than weekday ridership.

Metro's Service and Workforce Initiative

DeAnna Martin (she/her), Chief of Staff

Adam Parast (he/him), Initiative Lead



Metro's need for change

- As of May 2023
 - 4.7% of trips canceled (15,900)
 - 620 FTE drop of bus operators
 - 32% overtime rate for bus operators
 - 13% below needed mechanic staffing
 - -18% short on fleet
 - 1,100 vacant positions

"So many King County Metro buses are out of service, routes will be cut for months" Seattle Times

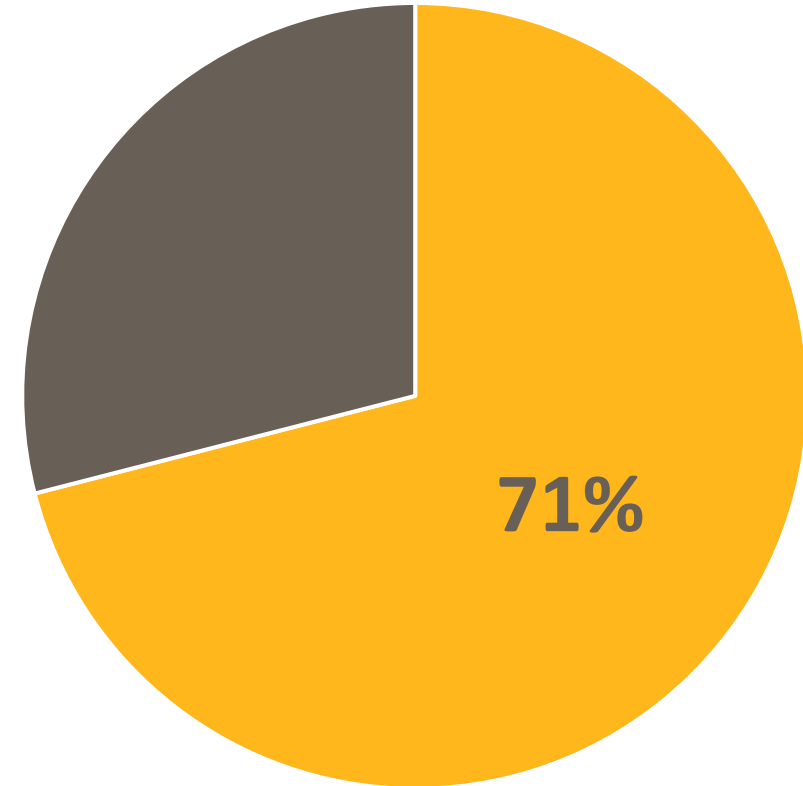
"Metro was forced to cancel 84 bus trips on Friday due to staff shortages" Fox 13 Seattle

"King County Metro suspending 20 routes, starting in September" The Urbanist

Industry-wide workforce shortages

Cut Service or Delay Increase

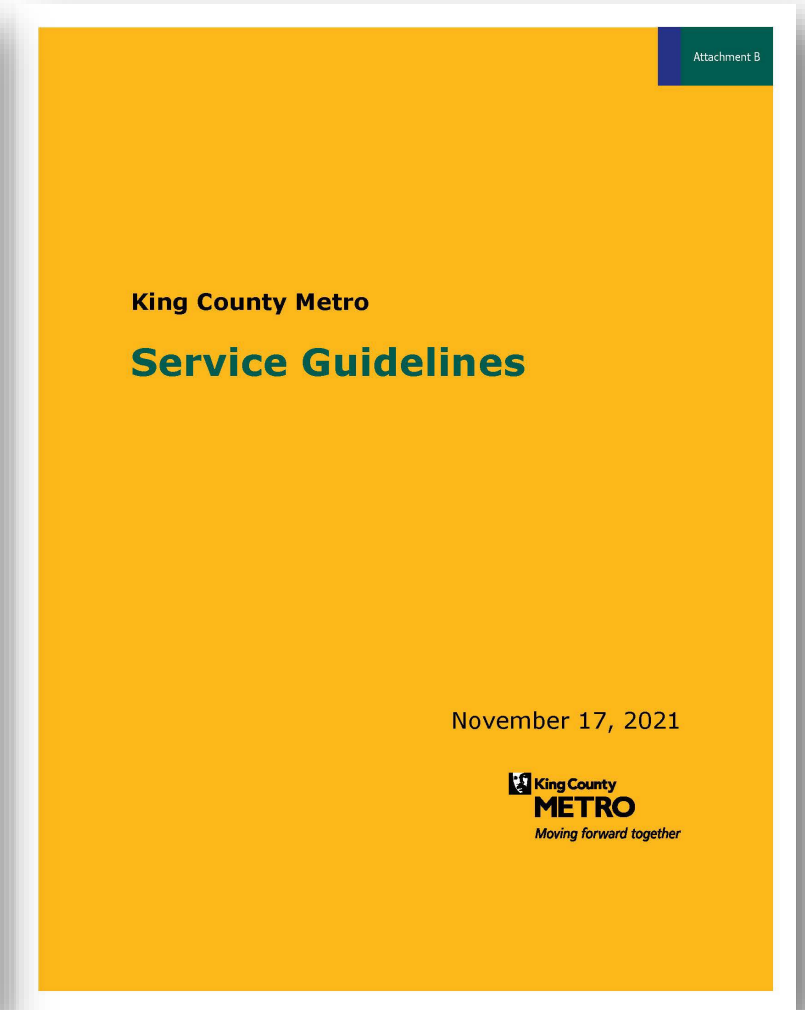
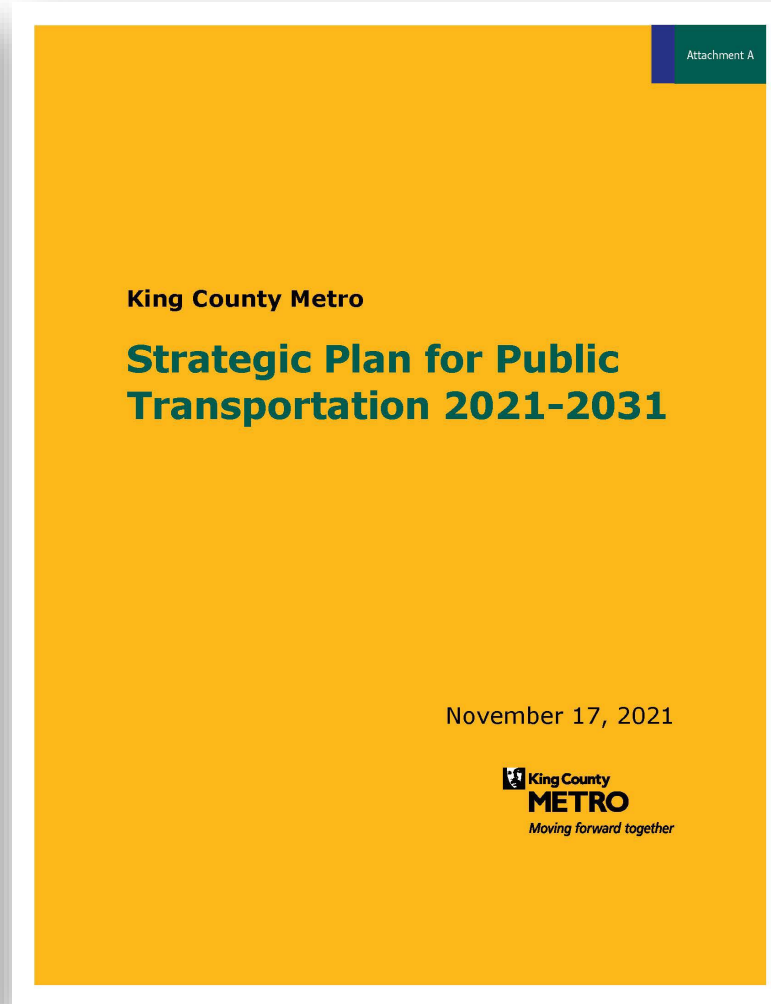
- Nationwide challenge for transit industry
- 71% of 117 agencies surveyed by APTA have either cut service or delayed increases because of workforce
- Key Drivers:
 - Slower hiring during pandemic
 - Higher attrition and older workforce
 - Difficulties attracting & training



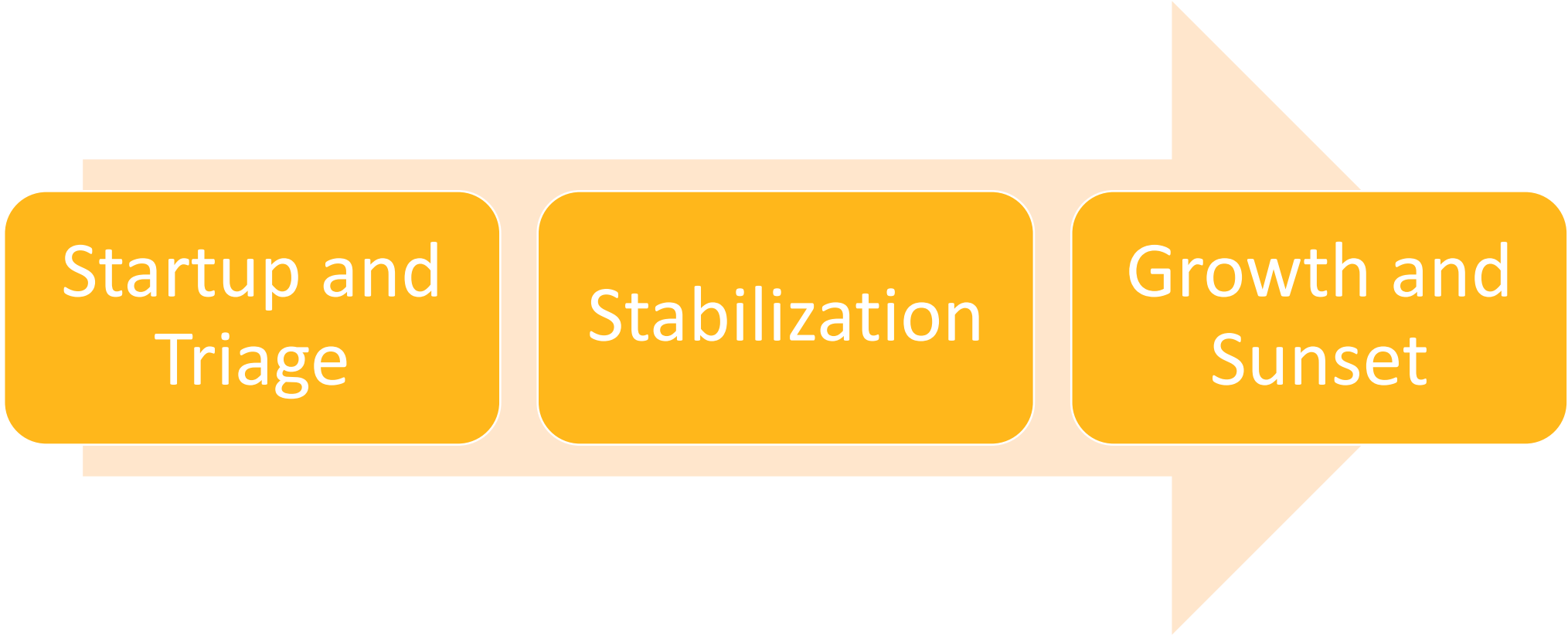
The Service & Workforce Initiative's Goal

“The Service and Workforce Initiative will coordinate a proactive and results-oriented response to address Metro’s workforce and service delivery challenges, first by stabilizing operations and then by growing service.”

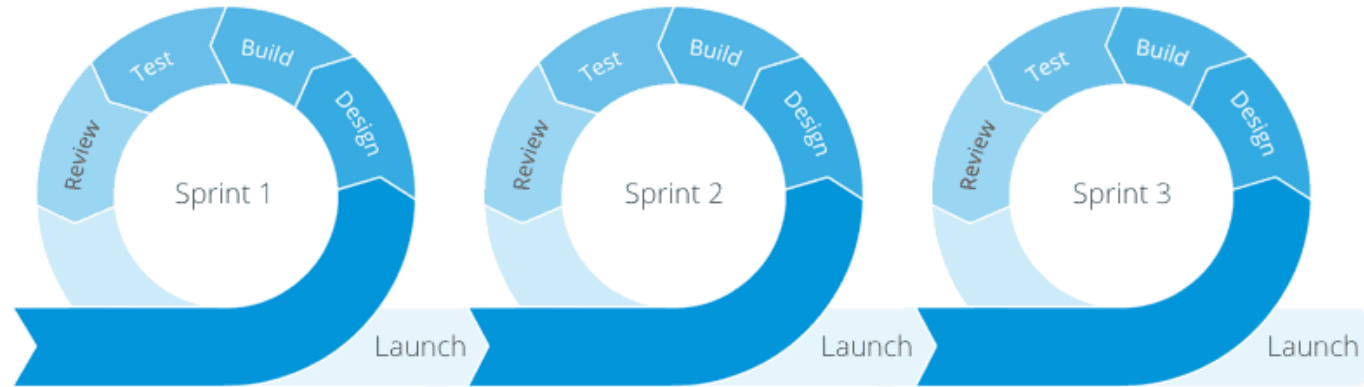
Policy Connections



The Journey



How We Do the Work

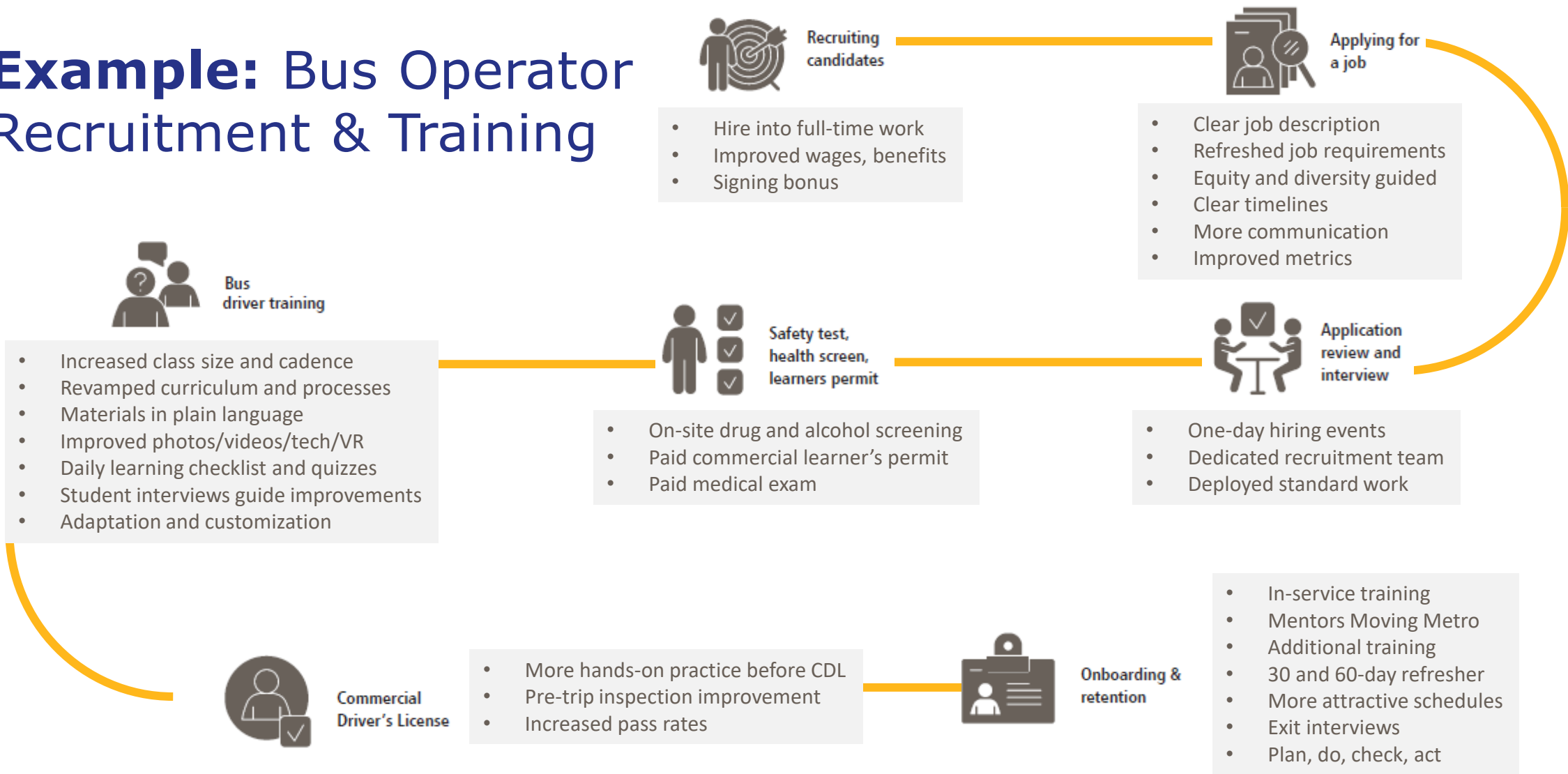


- All Metro divisions - dedicated + matrixed team
- Empower staff to solve problems
- Sprint-based, resulted-oriented
- Bi-weekly reporting + key performance indicators
- Division Directors as Sponsor Coalition

Where We Spend Our Time



Example: Bus Operator Recruitment & Training



Results

- As of September 2024
 - 4.7% of trips canceled (15,900)
 - 1% of trips (3,600)
 - 620 FTE drop of bus operators
 - 550 FTE drop
 - 32% overtime rate for bus operators
 - 32% overtime
 - 13% below needed mechanic staffing
 - 3% below
 - -18% short on fleet
 - +11% buffer
 - 1,100 vacant positions
 - 750 vacant
- Other Successes
 - We're adding service again!
 - Largest revamp of bus operator training curriculum and process in decades
 - We completely revamped recruitment and hiring processes
 - Rail Division is on track to be fully staffed for all future extensions
 - In partnership with ATU, launched Mentors Moving Metro program
 - We're positioned to act on our future workforce needs

Thank You.

Questions & Answers