

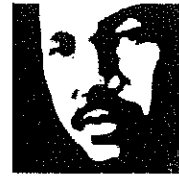
Document Code No.: ACO-8-23-7-EO

Title: Metro Service Reductions in Response to COVID-19

Keywords: Transit, Metro, Fares, COVID-19, Transportation, Bus Service

Sponsoring Agency: Metro Transit

Type of Action: Replaces ACO-8-23-6-EO



King County

KING COUNTY EXECUTIVE'S CONTINUATION OF DIRECTIVE REGARDING METRO SERVICE PURSUANT TO KCC 28.94.020(B)(2)

Whereas, the King County Code, Section 28.94.020(B)(2)(a), provides that if, in the opinion of the Metro General Manager, an emergency exists that requires any change to established routes, schedules or classes of service, the General Manager may implement such a change for such a period as may be necessary in the **General Manager's judgment or until such a time as the King County Council shall establish by ordinance otherwise**;

Whereas, on February 29, 2020 the Governor issued a Proclamation of Emergency regarding the COVID-19 pandemic;

Whereas, on March 1, 2020, I issued a Proclamation of Emergency in King County regarding the COVID-19 pandemic;

Whereas, on March 18, 2020, I determined based on the Metro General Manager's recommendation that an emergency exists that requires a change to established Metro routes, schedules and classes of service pursuant to King County Code Section 28.94.020(B)(2)(a) and directed Metro to make service changes;

Whereas, public transportation is an essential service which enables the public to access healthcare, food, medicine and work;

Whereas, it is **King County's** goal that public transportation should remain open and accessible at service levels consistent with demand and customer needs during the regional response to and recovery from COVID-19;

Whereas, this Directive will continue to help preserve and make more accessible public transportation capacity in the Metro service area;

Whereas, these service changes and **Metro's incremental return of service are providing an appropriate level of Metro service consistent with demand, customer needs and public health guidance**;

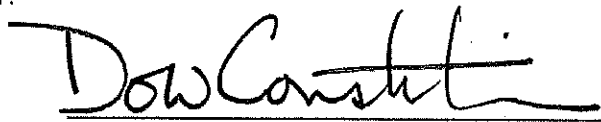
Whereas, the Metro General Manager is monitoring demand for service, customer needs and public health guidance and will incrementally increase Metro service consistent with those needs and this Directive;

Whereas, as indicated by his signature below, the Metro General Manager has recommended that I modify the previous authorization for Metro service changes in order to continue to incrementally return Metro service consistent with demand, customer needs and public health guidance, with a goal of eliminating the need for a further directive after the Spring 2022 service change;

Whereas, I have determined that it is appropriate to continue and modify my previous authorization for Metro service changes and to incrementally return transit service consistent with demand, customer needs and public health guidance.

NOW THEREFORE, I DIRECT the Metro General Manager to continue to implement service changes consistent with Attachment A and to continue to incrementally return transit service consistent with demand, customer needs and public health guidance through the Spring 2022 service change.

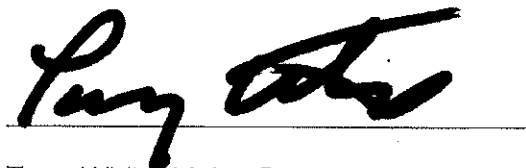
Signed this 30 day of September 2021.



Dow Constantine
King County Executive

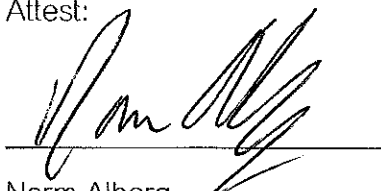
It is my opinion that the response and recovery from the COVID-19 emergency continues to require a change to established routes, schedules and classes of service consistent with Attachment A through the Spring 2022 service change. It is my further opinion that by monitoring demand for service, customer needs and public health guidance Metro can incrementally increase its service consistent with those needs.

September 30, 2021



Terry White, Metro General Manager

Attest:



Norm Alberg
Director, Records and Licensing Services Division, Department of Executive Services

Attachment A to ACO-8-23-7-EO
Metro Service Reductions in Response to COVID-19 for 10/2/21
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Affected Areas: King County Metro service area

Background

In response to the increasing transmission of COVID-19 within King County, the Executive issued a directive to allow “the Metro General Manager to implement service changes consistent with the attached service plan effective at the start of Metro service on Monday, March 23rd, 2020 and continuing through the end of Metro service on March 31st, 2020.” The original directive was extended until the beginning of Metro’s Fall 2021 service change. A new directive will authorize changes reflected in this service plan through Metro’s Spring 2022 service change.

As is referenced in the Executive’s Directive, public transportation is an essential service which enables the public to access healthcare, food, medicine and work and it is King County’s goal that public transportation should remain open and accessible during the regional response to COVID-19.

Metro temporarily moved to a Reduced Schedule on Monday, March 23rd, 2020 in response to a drop in ridership since the emergence of COVID-19. Subsequent reductions and restorations were implemented in 2020 and 2021. These service changes were designed to maintain a resilient and sustainable transit system that’s able to keep our region moving every day and to ramp back up when this chapter closes. Metro’s fixed route, contracted, and water taxi services have all seen reduced schedules.

While many of Metro’s passengers may have other transportation options and choose transit, many others rely more heavily—or exclusively—upon transit, so decisions on where and when to reduce service were not made lightly. Metro has designed reductions to maintain some service on as many routes as possible, acknowledging that people rely on these routes to access medical care, grocery stores, and other vital services. During the pandemic, Metro conducted extensive engagement and analysis to identify mobility needs and impacts of service reductions and to help prioritize service restorations.

Fixed Route Service Reductions Effective 10/2/21

The following approach was used to develop the original rampdown approach to temporary fixed route service reductions:

- Represent King County values and maintain a focus on the customer
- Minimize loss of service in areas of the county that are normally served
- Focus on limiting high frequency routes where ridership decline may allow low-impact reductions
- Each step in a rampdown should result in a cohesive, explainable and understandable network
- Each iteration of a shrinking network must be operationally feasible
- No reroutes, new routes, snow shuttles, or new networks

On March 23rd, 2020, Metro implemented the first set of reductions based on this work. Subsequent reductions were implemented in April 2020 in response to continuing impacts of the pandemic.

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Additional changes were/will be implemented in 2020 and 2021 to:

- Restore service suspended during COVID,
- Add service to address crowding,
- Implement Council-approved service restructures associated with the Renton-Kent-Auburn and North Link Mobility Projects,
- Reduce service due to reduced revenue from the Seattle Transportation Benefit District, and
- Add new service funded by the Seattle Transportation Benefit District.

The table below reflects the overall effect of the changes described above.

Index	Regularly Scheduled Trips (Weekday)	Minimum Scheduled Trips After Reductions (Weekday)
A Line	184	213
B Line	173	173
C Line	248	239
D Line	236	234
E Line	271	277
F Line	160	160
1	136	134
2	164	155
3	165	173
4	102	100
5	161	136
7	246	278
8	167	145
9X	30	11
10	187	145
11	146	120
12	172	146
13	101	93
14	138	135
15X	23	12
16X	0	13
17X	20	10
18X	17	8
19	11	0
20	0	126
21	137	136
21X	22	15
22	29	29

Attachment A to ACO-8-23-7-EO
Metro Service Reductions in Response to COVID-19 for 10/2/21
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Index	Regularly Scheduled Trips (Weekday)	Minimum Scheduled Trips After Reductions (Weekday)
24	82	72
27	69	64
28X	102	92
29	24	12
31	69	77
32	87	90
33	79	63
36	264	260
37	8	0
40	208	189
43	43	36
44	227	208
45	175	161
47	70	0
48	211	147
49	196	154
50	92	125
55	23	14
56	19	15
57	10	8
60	129	155
62	163	157
64X	16	12
65	212	154
67	212	154
70	222	188
73	32	86
75	157	161
79	0	96
101	123	123
102	24	20
105	71	100
106	133	131
107	96	92
111	19	16
113	11	8
114	14	8
116X	17	0
118	34	30

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Index	Regularly Scheduled Trips (Weekday)	Minimum Scheduled Trips After Reductions (Weekday)
118X	4	0
119X	2	0
119	17	15
120	208	216
121	37	20
122	14	0
123	9	0
124	137	137
125	78	76
128	77	100
131	82	82
132	80	82
143X	14	0
148	60	60
150	133	133
153	55	55
154	8	0
156	70	70
157	7	0
160	0	131
161	0	100
162	0	19
165	0	79
167	9	8
168	66	73
177	18	10
178	15	0
179	19	0
181	78	78
182	42	42
183	59	59
184	0	84
187	46	46
190	15	8
193X	14	17
197	16	0
200	18	0
208	15	17
212	60	31

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Index	Regularly Scheduled Trips (Weekday)	Minimum Scheduled Trips After Reductions (Weekday)
214	27	13
216	14	7
217	7	7
218	28	19
219	15	0
221	65	63
225	63	63
226	66	66
230	57	57
231	60	60
232	18	8
237	5	5
239	68	68
240	91	83
241	64	64
245	120	113
246	29	28
249	43	39
250	134	134
252	16	0
255	167	164
257	13	13
268	10	8
269	55	49
271	155	138
301	39	32
302	0	8
304	9	9
311	26	21
320	0	17
322	0	17
330	26	26
331	54	63
342	9	8
345	70	80
346	70	83
347	63	79
348	62	79
372X	157	149

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Index	Regularly Scheduled Trips (Weekday)	Minimum Scheduled Trips After Reductions (Weekday)
661**	6	0
823*	2	0
824*	2	0
886*	2	0
887*	2	0
888*	2	0
889*	2	0
891*	2	0
892*	2	0
893*	2	2
894*	2	0
895X*	2	2
980X*	1	0
981X*	1	1
982X*	2	2
984X*	1	1
986X*	2	2
987X*	2	2
988X*	2	2
989X*	2	2
994X*	2	2
995X*	2	0

* These routes primarily serve schools and are funded by school districts to meet student needs. These routes are only being returned to service if the associated school districts continue to fund them.

** This route was designed to transport Metro operators between North Base and stored buses at Metro's Central base and was not focused on customers. It will not be returned to service unless this service is needed to support future operations.

Contracted Services Reductions Effective 10/2/21

Metro provides contractor-operated services that will have reduced service effective 10/2/21. These services include Dial-A-Ride Transit (DART) service and other flexible services. The Access paratransit program will continue normal operations at this time.

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Dial-A-Ride Transit (DART) Service Reductions Effective 3/23/20

DART service reductions are limited to the full cancellation of one route. DART is fixed-route service operated in King County under contract with Hopelink, using smaller transit vehicles with flexibility to perform a limited number of off-route deviations upon request.

Service	Description of change
Route 204	Full service
Route 224	Full service
Route 773 (Water Taxi Shuttle)	Full service (Winter schedule)
Route 775 (Water Taxi Shuttle)	Full service (Winter schedule)
Route 901	Full service
Route 903	Full service
Route 906	Full service
Route 907	Full service
Route 914	Full service
Route 915	Full service
Route 917	Full service
Route 931	Service cancelled in full

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Flexible Service Reductions Effective 10/2/21

Flexible service reductions include the cancelation of selected Community Rides, the reduction of trips or full cancelation of Community Shuttles, and the cancelation of all Via service. Community Ride is an on-demand public transportation service that operates within a specified area and Community Shuttles are community-oriented routes that provide both fixed-route and flexible service. Community Rides and Community Shuttles are both operated by Hopelink. Via is a contractor-operated, on-demand service centered on Link Stations in Tukwila and SE Seattle. Cancelation of several Community Rides was a decision based on evaluation of those services reaching the end of their previously-designated pilot period, and is not solely attributable to COVID-19. However, they are included here for clarity that there is no plan to return those services post-COVID.

Service	Description of change
Route 628 (North Bend Community Shuttle)	Service canceled in full
Route 630 (Mercer Island Community Shuttle)	Service reduced from 10 trips to 8
Route 631 (Burien Community Shuttle)	Full service
Route 633 (Black Diamond/Enumclaw Community Ride)	Service canceled in full
Route 635 (Des Moines Community Shuttle)	Full service
Route 638 (Shoreline/Lake Forest Park Community Ride)	Service canceled in full
Route 639 (Normandy Park Community Ride)	Service canceled in full
Route 641 (Sammamish Community Ride)	Full service
Route 643 (Juanita Community Ride)	Full service
Via Tukwila	Full service
Via SE Seattle	Full service
Via Skyway	Full service
Via Renton	Full service

Marine Division Service Reductions Effective 10/2/21

King County Metro's Marine Division operates Water Taxi services from Vashon Island and West Seattle to downtown Seattle. Both routes will operate with full service.

Service	Description of change
Vashon Island Water Taxi	Full service
West Seattle Water Taxi	Full service (Winter schedule)