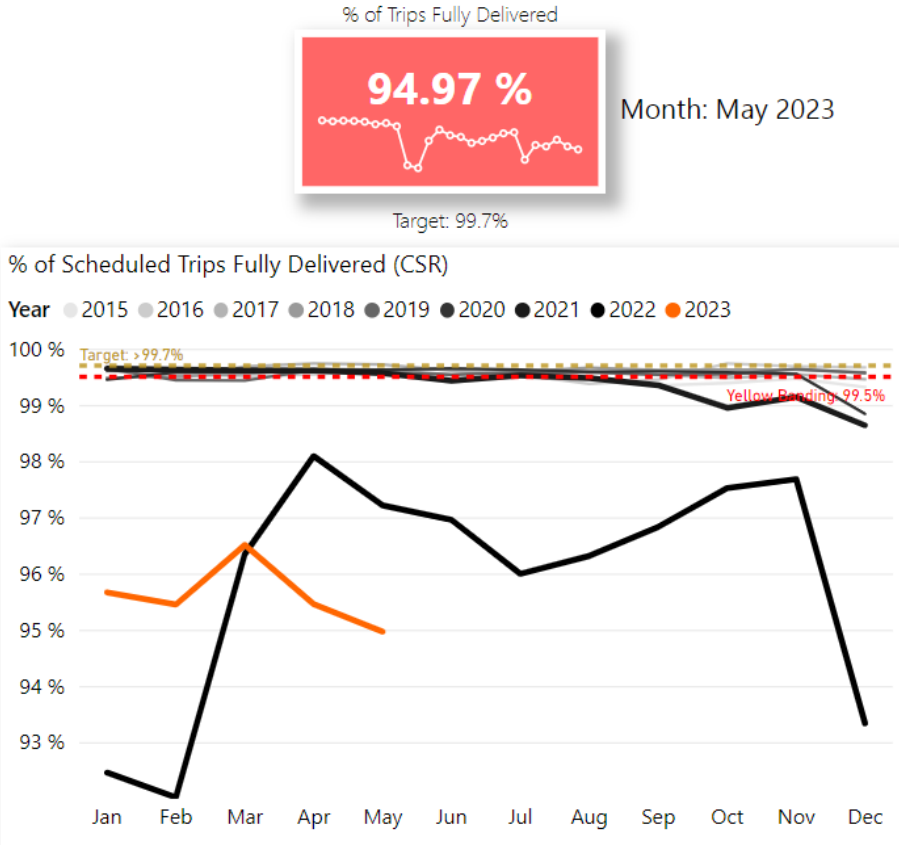


Fall 2023 Service Change Overview

May 2023

Current Operations

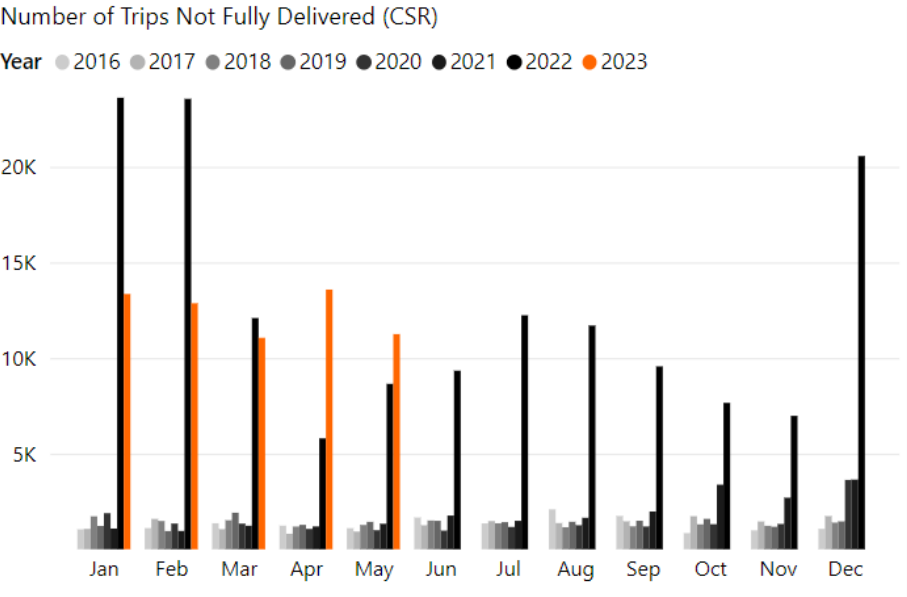
- Metro delivering approximately 95% of scheduled service



Latest date (Water Taxi): April 2023

Year to Date: 95.66 % of trips have been fully delivered

2022 Year-to-date: 95.17 % Average of all data: 98.91 %



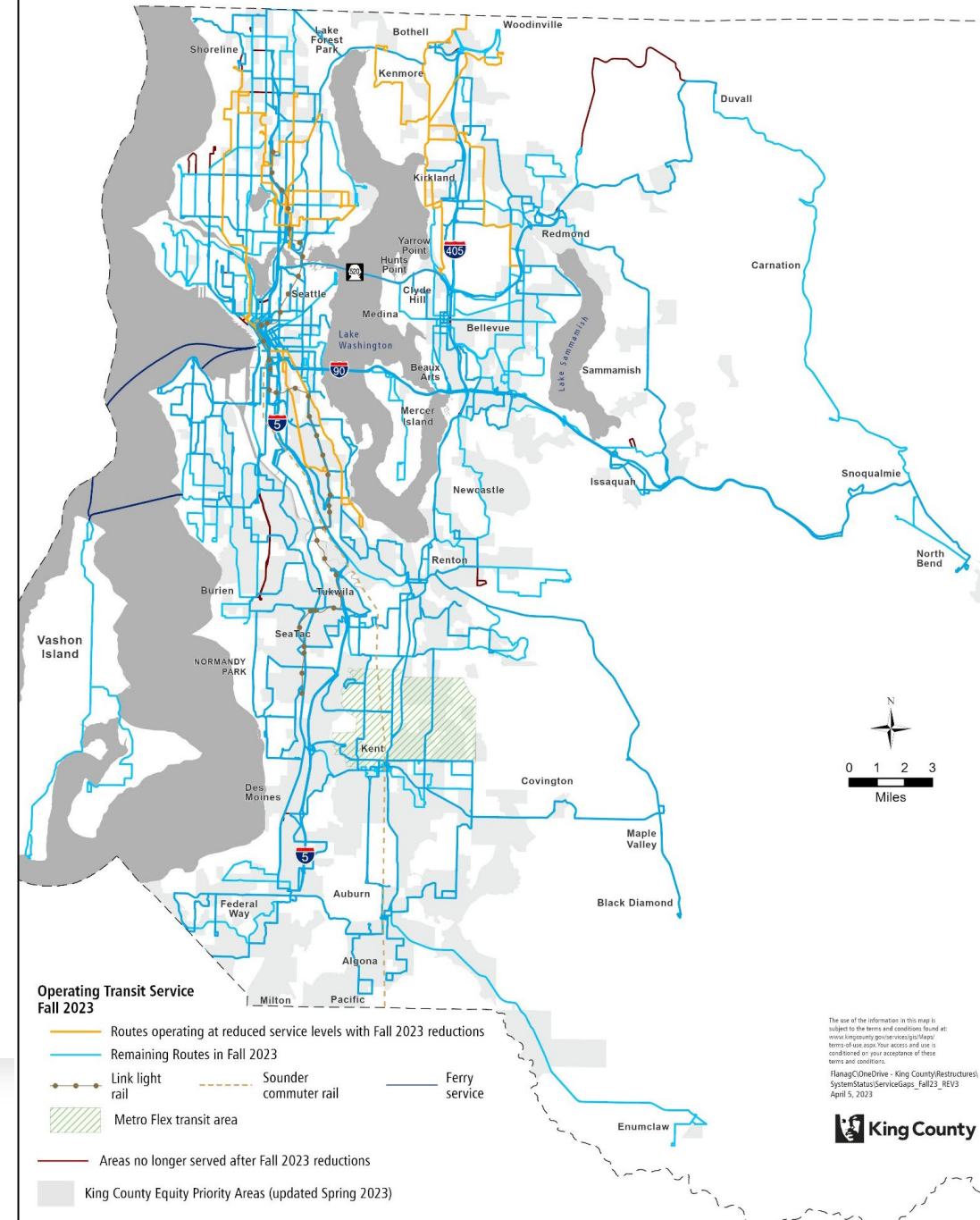
Fall 2023 Service Changes

Purpose of changes:

- Improve reliability & rebuild trust
- Align reductions with policy/values
- Stabilize system to support future growth

Approach to identify changes included:

- Metro Service Guidelines
- Minimizing potential crowding impacts
- Supporting connections to schools
- Maintaining all-day and frequent network
- Minimizing coverage loss for riders
- Right-sizing very frequent service

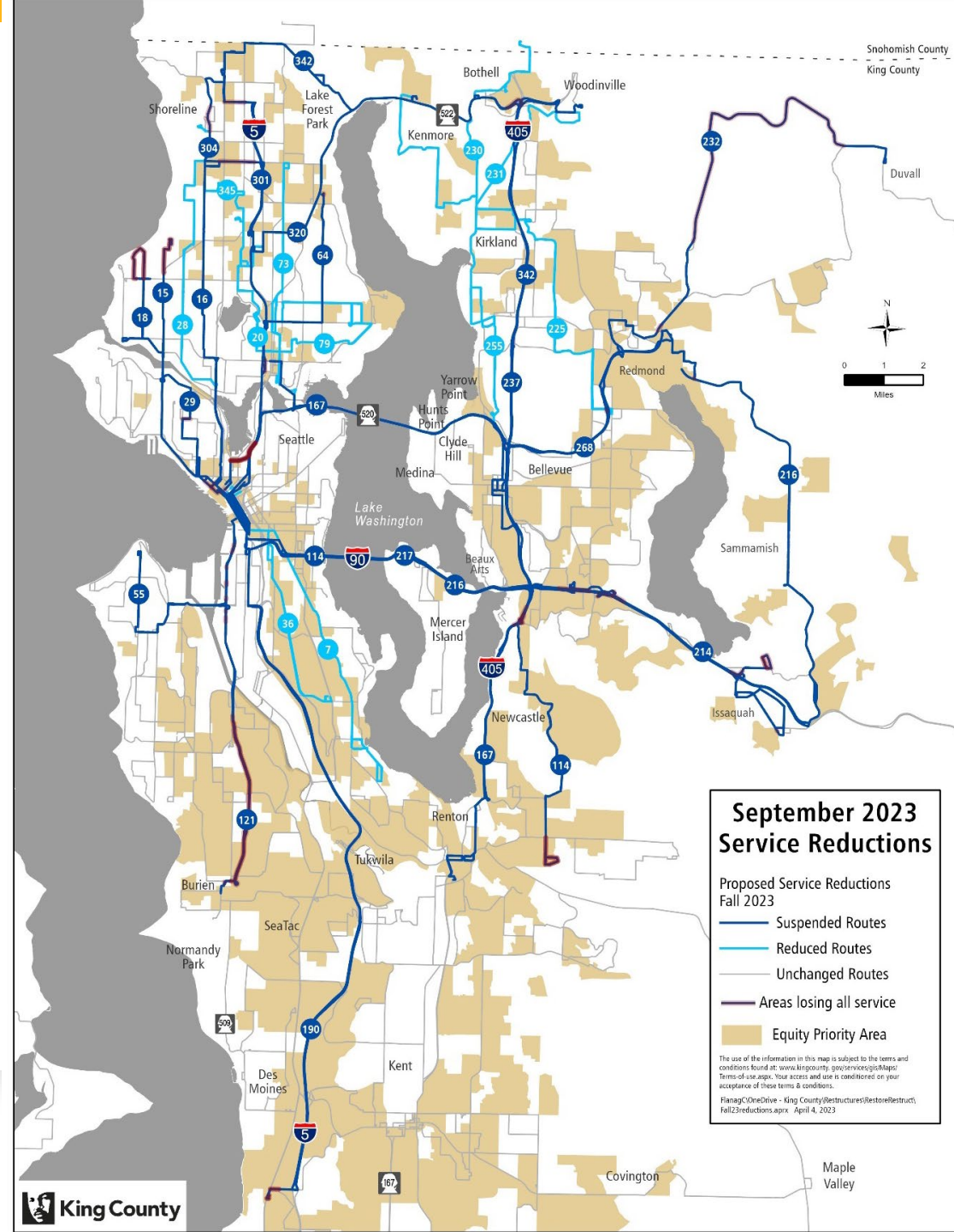


Fall 2023 Service Changes

Temporary reduction of approx. 150,000 hours, 124 of 156 routes will see no change

- Full suspension of 20 peak-only routes
- Reductions on 12 routes
- Minor schedule, stop, and/or layover changes on 13 routes to improve operations and provide more consistent schedules
- Service changes on routes 10 and 36 that respond to shifted service investment from the Seattle Transit Measure

92% of boardings will not be directly affected and nearly all riders impacted by suspensions have alternative transit options



What is Metro doing to solve the issue?

- Increase recruitment, training and retention
 - Increasing capacity and efficiency of recruitment
 - Increasing training capacity and processes
 - Better understand workforce needs and be strategic
 - Continue to be an employer of choice
- Address fleet and parts supply
 - Parts availability is national problem
 - Working with suppliers and finding alternative sourcing options
 - Improving internal processes

What to expect going forward?

- Metro will continue to match service levels with operational capacity, consistent with Service and Workforce Initiative
- Service hours temporarily reduced or suspended in fall 2023 are tracked and included in Service Recovery (excluding Seattle Transit Measure changes)
- System changes to better meet customer needs and restore hours back into the system as part of mobility projects or before

King County Metro

Service Recovery Plan

February 21, 2023

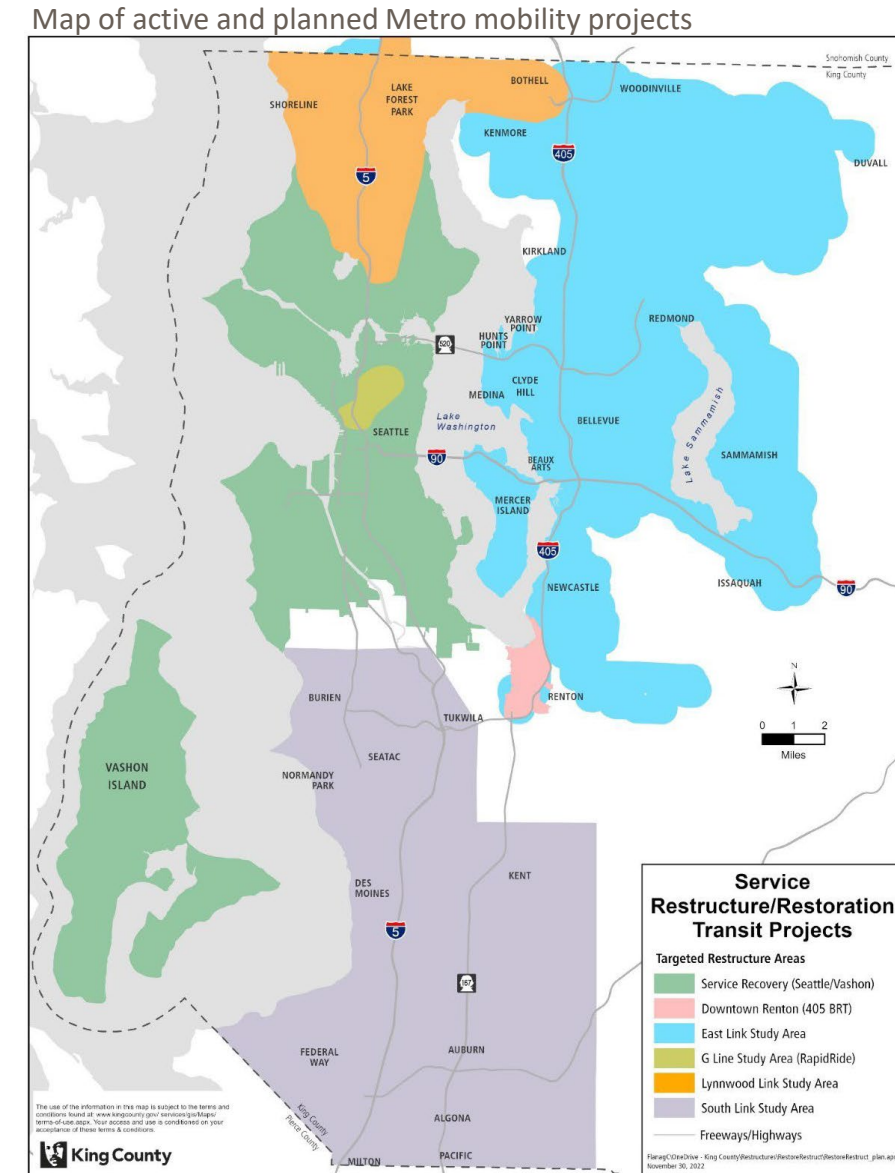


Project	Routes with Reduced or Suspended Service
East Link	111, 114, 167, 200, 204, 208, 212, 214, 216, 218, 219, 221, 226, 232, 237, 240, 241, 245, 246, 249, 250, 252, 257, 268, 269, 271, 311, 342, 630, 931
Lynnwood Link	5, 16X, 28X, 45, 64X, 65, 67, 75, 301, 303, 304, 320, 322, 345, 346, 347, 348, 372X
South Link	121, 122, 123, 154, 157, 162, 177, 178, 179, 190, 197, 901, 903
STride	101, 102, 143
Madison (G Line)	8, 11, 12, 47
Service Recovery Mobility Project	
Central Seattle	3, 4, 7, 9X, 11, 12, 27, 40, 43, 47, 48
Queen Anne/Magnolia	19, 24, 29, 33
North Seattle	15X, 17X, 18X, 31, 32, 45, 62, 79, 255, D Line, E Line
West Seattle & Vashon Island	21X, 22, 37, 55, 56, 113, 116X, 118X, 118, 119X, 119, 120, 131, C Line
Other	231, 631, 906, 914, 915

What to expect going forward?

Service Recovery Approach:

- Guiding principles:
 - Use upcoming mobility projects to guide priorities for reinvestment of hours
 - Maintain service investment (hours) within project areas where hours were suspended
- Mobility projects will include robust community engagement to guide reinvestment
- Some suspended service hours may be brought back into system earlier, as workforce capacity allows



Thank You

**If you have additional questions, please contact Graydon
Newman at graydon.newman@kingcounty.gov**