



King County

Transit Advisory Commission

MEETING AGENDA

September 18, 2018

King Street Center, Metro GM Conference Room, 4th Floor

201 South Jackson St., Seattle

6:00 p.m. to 8:00 p.m.

- 6:00 p.m. Introductions**
- 6:05 p.m. Update from General Manager Rob Gannon**
APTA
Budget preview
- 6:30 p.m. North Eastside Mobility Project update**

Metro staff: Jenna Franklin (Community Relations), Ted Day (Service Planning), Emily Kish (Market Development)
- 7:30 p.m. Appoint a representative and alternate to the King County Mobility Coalition**
- 7:45 p.m. Update on the Access Task Force charter**
Aaron Morrow
- 7:55 p.m. Other business**
- 8:00 p.m. Adjourn**



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201 South Jackson St., Seattle

6:00 p.m. to 8:00 p.m.

Commission members present: David Johnson, Lei Wu, Cheryl Harrison, Lin Robinson, Cristal Pena, Judy D-S, Min Cho, Bobby Wooten, Ayan Mohamed, ChrisTiana ObeySumner

Staff: DeAnna Martin (Public & Employee Engagement Manager), Cindy Chen (Community Relations), Jenna Franklin (Community Relations), Emily Kish (Service Planning), Ted Day (service planning)

Update from General Manager Rob Gannon

General Manager Rob Gannon gave a high-level update about Metro's transition from a division to a department. Metro's proposed budget is working its way through the Executive's office and will soon be at King County Council. John Resha (Assistant General Manager for Finance and Administration) will give an update in October to the commission about the budget process and details. To put Metro's growth into perspective, five years ago, Metro considered closing a base because it was not a sustainable investment, but now Metro is working to build two operating bases in the next twelve years.

Commission members asked about how Metro plans to hire diverse candidates and if there are particular divisions in Metro that will need to hire a lot of employees. Gannon answered that Metro will need to hire about 500 employees, in almost every division. There is a high need for operators, maintenance workers, mechanics, service workers as well as leadership positions. Diversity is a high priority in hiring for Metro, and the department will work to ensure that people of color and those from diverse communities can move up within the organization. As a new department, Metro will work on being proactive to retain employees, create pipelines and trainings for existing employees.

A commission member also expressed their willingness for the Transit Advisory Commission to embrace their role as advocates to help Metro get the resources it needs to meet its performance targets.

Metro recently won the American Public Transportation Award for best large public transportation agency. Gannon thanked the whole commission for being supportive of Metro and gave every member a medal.

North Eastside Mobility Project team update: Jenna Franklin (Community Relations), Emily Kish (Service Planning) and Ted Day (Service Planning)

The North Eastside Mobility Project (NEMP) is a comprehensive review of north Eastside mobility services, which covers Bothell, Kirkland, Kenmore, Woodinville and Redmond. The project intends to expand transit service and improve mobility for people who live, work or use transit to get to, from, or around the north Eastside.



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Ted Day, service planner on the project, gave a brief overview of Metro's service guidelines, which establish the criteria and processes that Metro uses to analyze and plan changes to the transit system. Metro uses the service guidelines to analyze the corridors and bus routes in the transit system. The service guidelines address productivity, social equity and geographic value, help Metro respond to changing financial conditions, and integrate Metro service within the regional transportation system.

Commission members asked when there would be a parallel effort to restructure service in Bellevue, Issaquah and surrounding areas. Staff responded that the NEMP meets a specific project need to update the transit network in the North Eastside. Staff was open to follow up questions after the meeting.

Ted Day explained how evaluation and reporting on the existing transit network works, and how the department sets target service levels. When evaluating and managing system performance, the two primary measures are overcrowding and reliability.

Two commission members asked about ridership needs and how it is determined. He responded that the service guidelines are retrospective, as they look at existing service and ridership data, which then helps determine need. Metro is working to determine how to be more forward thinking about what service means for communities and in terms of equity. The budget process only allows Metro to add, maintain or reduce service, which means that Metro needs to consider the tradeoffs.

Another commission member asked whether Metro tracks how many buses bypass a stop when it is full. Ted responded that there is no way to measure this accurately, since it would require operators to report how many people were at each stop they skipped. They would need reliable data to make that decision, and many factors can contribute to overcrowding. The operator is usually the largest variable factor in time it takes to drive a route.

Ted gave a brief overview of the North Eastside Mobility Project, a comprehensive review of north Eastside mobility services in Bothell, Kirkland, Kenmore, Woodinville and Redmond, which will consider changes to 12 Metro routes, Sound Transit Route 540 and flexible service like Community Van. The project team proposed two scenarios for public outreach, which will begin another phase in mid-October 2018 through November 2018.

Nine service design guidelines used in the North Eastside Mobility Project:

1. Provide network connections
2. Routes should serve multiple purposes and destinations – reasons why people would get on the bus like going to work, shopping, school. Best to serve multiple markets to have strong ridership.
3. Routes should be easy to understand – want to make it easy for riders; people might have bad experiences and drive instead.
4. Routes should not duplicate each other – well spaced out (half a mile between corridors)
5. Routes should be direct and not circuitous – the straightest path is usually the fastest
6. Routes should be not too short and not too long - circulators/shuttles fail usually because it is empty at the beginning and the end. An hour is about right.



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7. Routes should be routed in appropriate places and avoid unnecessary traffic congestion
8. Routes should terminate in urban or activity centers
9. Low ridership areas can be served by flexible service routes – DART and Community Connections

Connect Judy with Ted Day. Check if she did talk to Katie Chalmers or not.

Throughout 2017 and 2018, Metro worked with north Eastside communities, the project's Mobility Board (made up of residents) and local jurisdictions to ask their input on mobility needs, priorities for improving service, re-routing the Route 255 to UW Light rail and if existing service meets their needs. Staff also noted the importance of showing off the benefits and tradeoffs of the two proposed scenarios.

Two options presented to the public:

Scenario A: no action and looks similar to what they have today

Scenario B: Strengthens connections within north Eastside, met more community needs and priorities

Scenario B received an overwhelmingly positive response from the public. It includes more east to west connections and additional investments along I-405. Metro also heard from the public that they wanted more options and increased efficiency.

Commission members asked several questions about Sound Transit's Bus Rapid Transit lines that will serve SR 522/NE 145th in the North Eastside starting in 2024. Sound Transit is currently conducting outreach; Sound Transit's [project site](#) lists their upcoming outreach events. Metro is supporting the project as a partner.

Another commission member asked about how Metro works with local jurisdictions to make traffic revisions. Staff explained that Metro works closely with local jurisdictions and partners to make them more transit friendly and determine where to make future investments like bus-only lanes or transit priority signals to boost the efficiency of the services that will run through those areas.

Emily Kish, service planner, gave a brief overview of the Community Connections program, which develops alternative services for less dense areas of King County. Vans, shuttles and other on-demand services could serve mobility needs and service gaps. Some of the Community Connections services considered for the NEMP:

- Community Ride (Kenmore/Finn Hill): serves Bastyr University and Bothell/Woodinville on the weekends for tourism and hospitality heavy areas. This service operates within a flexible area and one can call or request a ride online.
- Community Van (South Kirkland): Volunteer drivers (residents who are unpaid but receive free fare) are recruited by a Community Transportation Coordinator (a Metro staffer), for personal trips in the area. The Community Transportation coordinator works in the Kirkland/Bothell area and recruits volunteer drivers.
- Redmond Community Connections project – process ongoing



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A commission member asked about how people who live in areas lacking in bus service can ask for service. Staff responded that local jurisdictions can request service from Metro and encouraged TAC members to work with their local city councils to advocate for service.

Another commission member asked about changes to Route 255, since it is a very long route. Staff responded that the next phase of public outreach would inform whether Route 255 should be truncated at the University of Washington light rail station. Improvements at the Montlake Triangle scheduled to be complete in September 2019 and will be redesigned with easy transfers and transit use in mind.

Staff noted there would be a similar outreach effort in Bellevue to restructure service and integrate it with East Link Light Rail when it opens in 2023. Staff will report on the results after this round of outreach, and encouraged TAC members to participate in the process. They appreciate when feedback is not only given to express whether someone likes or dislikes a change but also offers an alternative or solution to improve the change.

Other business

In October, the group will learn about the. In November, there will be an Equity and Social Justice training for commission members, since the County's ESJ initiative is important. In December, there will be a new member orientation and in January the commission will have its annual work retreat to develop a work plan, learn more about Metro's near and long term planning in order to be a vital contributor to the agency.

Action item	Responsible party	Resolution	Priority	Date resolved
Create clear processes for how the TAC gives recommendations to Metro, and the feedback loop and response from Metro (June meeting)	Cindy Chen	<i>Cindy discussed this with Terry White on Aug. 20. When the TAC finalizes a recommendation, Cindy will guide the group in naming a specific division or staffer at Metro to be the point of contact. The TAC should include a specific ask and deliverable as well as a deadline for the Metro response to ensure accountability.</i>	High	8/21/18
Share TAC meeting minutes with Metro leadership.	Cindy Chen	<i>Cindy is working with DeAnna to determine the best method of distributing.</i>	ongoing	9/7/18
TAC members with low vision want to	Cindy Chen	<i>Cindy connected Cheryl and Jacob to Matt Hansen on</i>	Resolved	8/15/18



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help test new products and apps.		<i>Chris O'Claire's Mobility division team and they made contact on 8/15.</i>		
Keep TAC informed about outreach activities in their communities.	Cindy Chen	<i>Cindy will send a report out to the group prior to the September meeting and get feedback.</i>	ongoing	Cindy sent 9/7/18, will update with dates.
Best practices guide for representing the interests of TAC members' communities*	Pete Rubin	<i>TAC members should self-select to work on this. Cindy sent email to TAC on 9/7/18 asking for volunteers. Pete volunteered.</i>	Ongoing	Pete will lead a 20 min. brainstorming session.
TAC to determine what data they want to look at	Preston and ChrisTiana	<i>Mobility division director Chris O'Claire said data is available at any time from the Mobility division; TAC is welcome to ask for specific data at any time via Cindy.</i>	ongoing	Preston and ChrisTiana identified an area around farebox recovery.
Revisions to work program 2018	TAC members	<i>TAC to send feedback to Cindy (ongoing)</i>	ongoing	