

## King County Transit Advisory Commission

September 21, 2021

6 p.m. to 8 p.m.

Teleconference:

Here is the link to join the meeting via computer: <https://zoom.us/j/99560291505>

Here is dial in information: 1 (253) 215-8782, Meeting ID: 995 6029 1505

### 6:00 p.m. Welcome & Introductions

- Name
- Pronouns, if you would like to share
- Access needs
- Icebreaker: What is your favorite “hidden gem” spot to take out-of-town visitors?
  - Favorite places: Kubota Gardens, Seattle Japanese Gardens, Sit & Spin (closed), Queen Anne Hill, SandPoint Wind Gardens, Green Lake, Freeway Park, Washington Park, Jose R Park in Beacon Hill, Sunrise at Rainer, Alki Beach, Newcastle Golf Club, Seward Park, Dos Margaritas on Great Bend of Hood Canal

### 6:10 p.m. Consent Agenda, and Announcements

- Consent agenda
  - Present:
    - TAC members: Peter Rubin, Bobby Wooten, Oskar Abian, Cheryl Harrison, Jacob Struiksmā, Sonja Tracy, Mina Barahimi Martin, Angela Theriault, David Johnson
    - Metro staff: Lizette Carrasco, Maha Jahshan
  - Meeting minutes – August 2021
    - Vote: Thumbs up approval. Minutes approved.
- Announcements
  - KC Mobility Coalition present on One-Call/One-Click in October?
    - TAC members indicated interest for a presentation.
  - Next Generation ORCA presentation in October? Seeking TAC feedback on marketing materials
    - TAC members indicated interest for a presentation.

## 6:15 p.m. August meeting recap, reflection, follow up

Facilitators: Lizette Carrasco – Community Engagement Planner, Metro

- Access Paratransit Q&A
- Service Restoration: Fall 2021 service change briefing presentation
  - **Q:** Someone was going to send us a list of all the routes that were going to be remain suspended through the October 2021 service change
    - **Action Item:** TAC staff liaison will re-send.
- Customer Information: Introduction to customer mapping workplan

## 6:30 p.m. General Manager's Update

Presenter: Terry White – General Manager, Metro

- **Service Restorations:** big changes are coming on October 2<sup>nd</sup> as we update connections to the three new light rail stations in Seattle. Restoring 36 suspended bus routes. Add and revise service in partnership with City of Seattle. Changing 116 bus routes out of 190 with guidance from folks. These changes will support the recovery and connect riders to more destinations. They will bring Metro service to 90% pre-pandemic levels. 11,400 bus trips on each weekday. August 127,000 daily boarding. Planning to restore additional routes and trips in the upcoming years.
- **COVID-19:** Seeing the most amount of cases since the start of the pandemic (King County-wide). There is now a mandate that all KC employees have to be vaccinated or have an approved medical or religious accommodation by Oct 18<sup>th</sup>. Partnering to talk about vaccine, labor negotiations on effects on mandates.
- **Policy Updates:** Metro Connects/Service Guidelines/Strategic Plan- through partnership with you all to work with community to co-create with a system to align with community needs. This system will lead the nation and area, create a sustainable environment across of all King County.
- **Q:** Restoring frequency also?
  - **A:** In some cases, we put routes back but we did not restore all the service hours and we will be monitoring data regularly and utilize biweekly scheduling and see how many riders are using the service (this is something that COVID taught us). Going into 2022 – is to add additional routes and hours in the system. So a little bit of both. Rebuilding the system strong and healthy. Adding bulk of service back and seeing that we are resource ready.
- **Q:** Masks. Are passengers still required to wear them on the bus?
  - **A:** Mandatory Masks is for riders and operators. This has been extended and will be indefinite until further notice. Added security presence in system to get this higher level of compliance.
- **Q:** Is there possibility of expansion in system even with budget constraints?

- **A:** When the Exec submitted the policy updates to KC Council, they speak to expansion and growth and where services are added in different modes.
- **Q:** Question about rider alerts and timing and in formats that are accessible for people who need it.
  - **A:** Pass back desire to have timely alerts. It is not as predictable as usual and we are working hard to improve the process and timing. We do have unstableness due to pandemic so it is weighing slightly in timing and we are hoping to manage this piece. Vaccine mandate could cause some difficulties a little bit and I will reach out to our teams to ensure that we are as efficient as we can be.
- **Comment:** Comment shared about the buses being late or not coming. Additional comment shared about needing better announcements on buses.
  - **Response:** Appreciate your thoughts. We need to make sure we have a healthy and safe workplace. This is why the executive is pushing for a vaccinated workforce because it helps develop a better reliability. There is a real struggle right now of reliability nationwide and statewide and retaining drivers. We are doing a bit better than some of our partners. We totally understand what it means and will pass the notes to the Planners.
- **Q:** With the start of in-person school, how has this affected ridership and what is the protection especially those too young to be vaccinated?
  - **A:** We see an uptake in ridership, too early to track, but anecdotally, 20,000 increase. Higher influx of younger riders on our system and it's a reminder why we are vaccinated, HEPA filters, daily cleaning, health shields, mandatory mask wearing. Positioned as best as we can be. The region is in it and we are doing our part to make our region move.
- **Q:** At this point is there any idea of how the vaccine mandate will impact drivers staying or leaving?
  - **A:** We are very similar to region and it's not just our drivers. We will be monitoring and assessing as the time frame gets closer. We are planning as much as we can and I am very optimistic. Might lose some folks who are closer to retirement. We will prepare as best as we can. Don't have a true number but we have a high # that are already vaccinated. Our numbers are close to 80%. Things are trending in the right way.
- **Q:** When are the 130th and Shoreline link stops slated to open?
  - **A:** Shoreline 2024, 130<sup>th</sup> Street 2031

**7:00 p.m. Quarterly Update from Metro Access, Introduction to committee participation**

Presenter: Dion Graham – ADA Services Administrator, Metro

- The ADA Transition Plan Committee (ADAPT) is seeking participation from one TAC member and one APAC (Access Paratransit Advisory Committee) member. Term length and term rotation (with other interested TAC members) is open to discussions and thoughts.
- Dion will also attend TAC meetings quarterly. TAC member who participates on the ADAPT can also share updates from the committee with the rest of the TAC members.
- **Q:** How are you related to Access program?
  - **A:** One person representing every division within King County Metro. Triple representation for Access program.
- **Q:** There is a need to improve fixed routes and visual announcements improvement on the buses and the destination and number. Current the notification on buses that “Masks are Required” blocks the route number.
  - **A:** That is a great agenda item that can be part of the committee.
- **Q:** ADA Committee is it for internal staff and also external facing? ADA applies to King County Employees
  - **A:** Internal and external component to learn and grow with one another.
- **Q:** Time commitment?
  - **A:** Once a month for an hour.

**7:30 p.m. Marketing collateral for fall service change: North King County route revisions**

Facilitator: Lizette Carrasco – Customer Information, Metro

- Shared marketing collateral (a mailer for North King County route revisions). TAC members shared feedback and clarifying question.
- **Action Item:** There was an overwhelming response to the campaign, but most responses came from the English language mailer. Clarify with Marketing, if the response rate from the mailer campaign representative of the local language populations?
- **Action Item:** Clarify if with the transition to next generation ORCA, will existing ORCA cards be grandfathered in during the transition, or will we need to get new ORCA cards?
  - Will be addressed at the October TAC meeting at the next-generation ORCA presentation.

**7:50 p.m. Good of the order**

**8 p.m. Adjourn**