

# Metro's COVID-19 Recovery Planning: Moving Forward Together

July 15, 2020

Washington State Transportation Commission

# Agenda

- Impact of COVID-19
- How has Metro responded to COVID?
- Our vision for recovery
- What would a successful recovery look like?
- How do we get there?

# COVID-19 Impacts

# Why Recovery Planning?

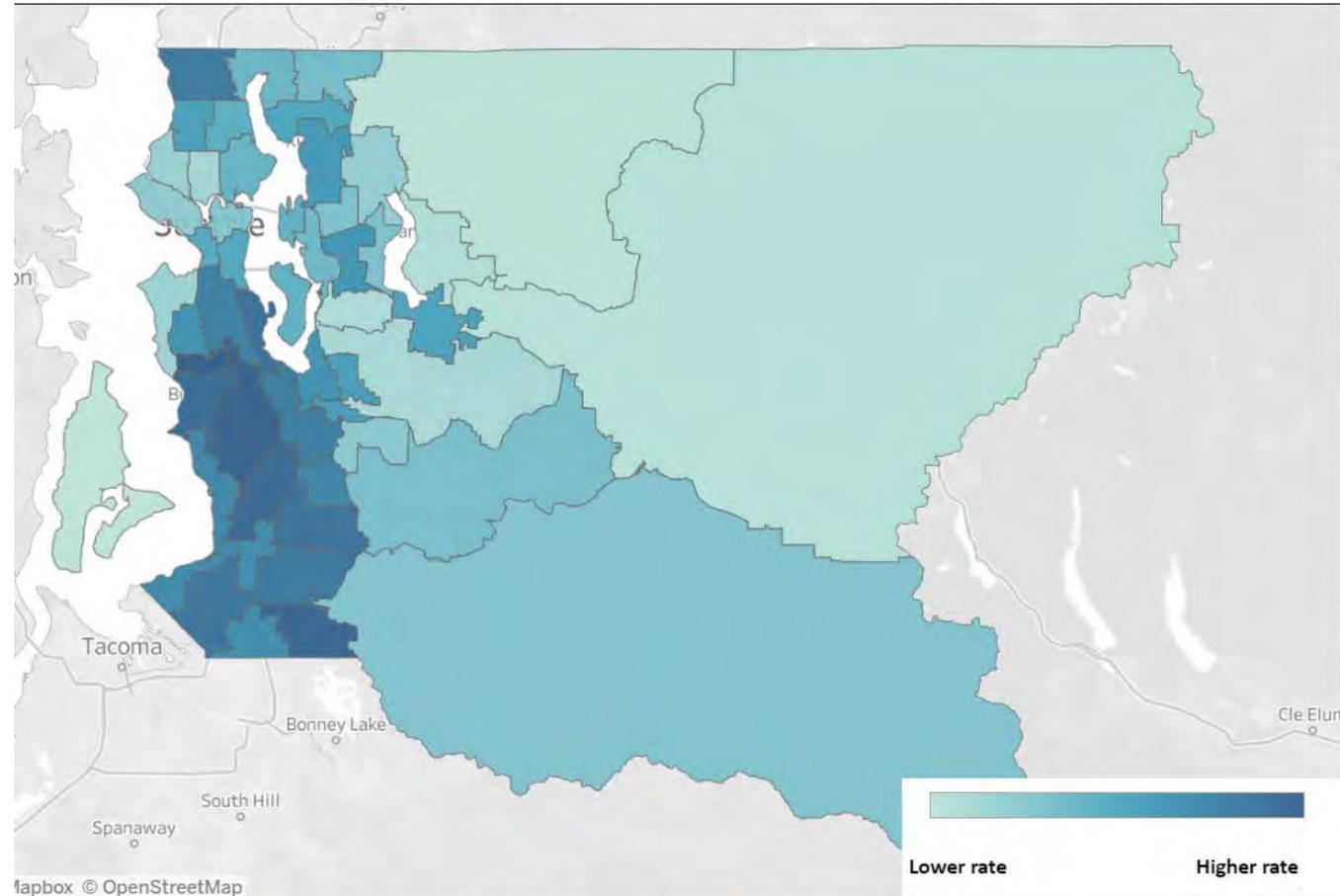
A three-fold crisis:

- COVID-19 pandemic
- National reckoning with racial injustice
- Economic recession

*Thoughtful planning for recovery from this crisis is needed to rebuild toward our long-term goals and center our values of equity, safety and sustainability.*

# Disproportionate impact of communities of color

- Significant disproportionate impacts by race/ethnicity: COVID-19 rates per 100,000 residents: 896 for Pacific Islanders; 820 for LatinX, 544 for Black; 332 for American Indian/Alaska Native; 211 for Asian; and 216 for White.
- “Essential” personnel more likely to be people of color, low-income



Overall King County rate of positive cases: 484.4 per 100,000 residents

# Early measures taken to slow the spread

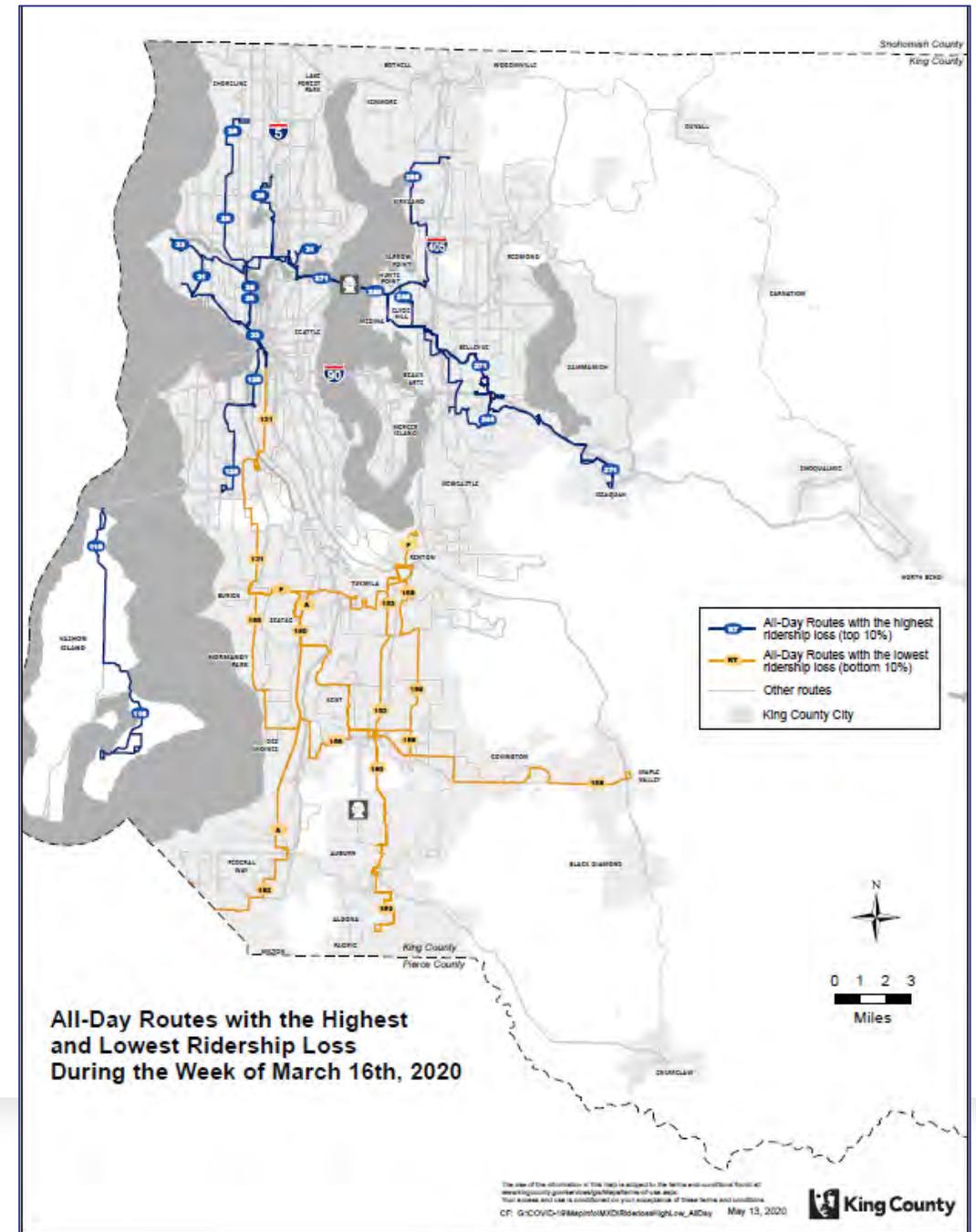
- Washington State Governor issues Stay Home, Stay Healthy order
- Businesses begin issuing work from home mandates
- King County issues work from home mandate
- Non-essential businesses mandated to close
- Schools closed
- Essential travel only restrictions put in place

WASHINGTON'S PHASED APPROACH Modifying Physical Distancing Measures				
INDIVIDUALS AND BUSINESSES SHOULD FOLLOW ALL REQUIREMENTS LISTED ABOVE DURING ALL PHASES				
	1 Phase 1	2 Phase 2	3 Phase 3	4 Phase 4
<b>High-Risk Populations*</b>	Stay home unless engaging in Phase 1 permissible activities.	Strongly encouraged, but not required, to stay home unless engaging in Phase 1 or Phase 2 permissible activities.	Strongly encouraged, but not required, to stay home unless engaging in Phase 1, 2, or 3 permissible activities.	Resume public interactions, with physical distancing
<b>Recreation</b>	Some outdoor recreation (hunting, fishing, golf, boating, hiking)	Outdoor recreation involving 5 or fewer people outside your household (camping, beaches, etc.)	- Outdoor group rec. sports activities (50 or fewer people) - Recreational facilities at <50% capacity (gyms, public pools, etc.)	Resume all recreational activity
<b>Gatherings (non religious)</b>	No gatherings	Gather with no more than 5 people outside your household per week	Allow gatherings with no more than 50 people	Allow gatherings with >50 people
<b>Travel</b>	Essential travel and limited non-essential travel for Phase I permissible activities	Essential travel and limited non-essential travel for Phase I & II permissible activities	Resume non-essential travel	Continue non-essential travel
<b>Business/ Employers</b>	- Essential businesses open - Existing construction that meets agreed upon criteria - Landscaping - Auto/RV/boat/ORV sales - Retail (curb-side pick-up orders only) - Car washes - Pet walkers	- Remaining manufacturing - Additional construction phases - In-home/domestic services (nannies, housecleaning, etc.) - Retail (in-store purchases allowed with restrictions) - Real estate - Professional services/office-based businesses (telework remains strongly encouraged) - Personal services (hair and nail salons/barbers, tattoo, etc.) - Pet grooming - Restaurants/taverns <50% capacity, table size no larger than 5 (no bar-area seating) - Limited small group fitness - Drive-in Movie Theaters - Library (curbside pick-up)	- Restaurants/taverns <75% capacity/ table size no larger than 10 - Bar areas in restaurant/taverns at <25% capacity - Theaters at <50% capacity - Customer-facing government services (telework remains strongly encouraged) - Libraries - Museums - All other business activities not yet listed except for nightclubs and events with greater than 50 people	- Nightclubs - Concert venues - Large sporting events - Resume unrestricted staffing of worksites, but continue to practice physical distancing and good hygiene

\* High-risk populations are currently defined by CDC as: persons 65 years of age and older, people of all ages with underlying medical conditions (particularly not well controlled), including people with chronic lung disease or moderate to severe asthma, people who have serious heart conditions, people who are immunocompromised, people with severe obesity, people with diabetes, people with chronic kidney disease undergoing dialysis, and people with liver disease, people who live in a nursing home or long-term care facility.

# Impacts to King County Metro

- New public health and safety measures
- Impact to employees
- Changed travel patterns
- Disproportionate impact on customers with the greatest need
- Financial constraints
- **Blue: Highest ridership loss during COVID**
- **Yellow: Lowest ridership loss during COVID**

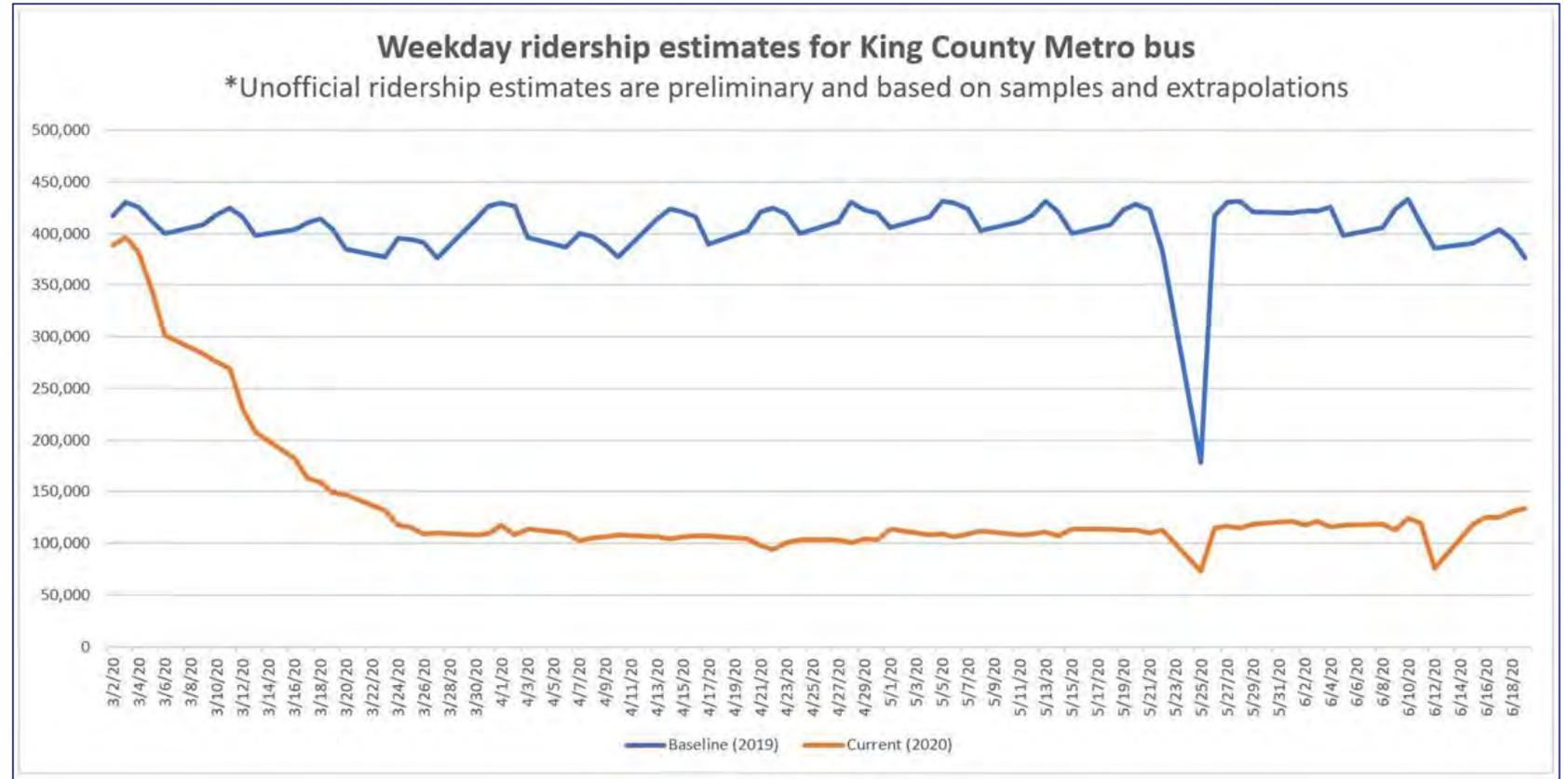


# Impact to employees

- Adaptable work practices – telework where possible
- Reductions in workforce and service
- Closure of schools/childcare options limited

# COVID changed travel patterns

- Reduced overall travel demand as residents followed guidance
- Telecommuting
- Peak period demand decrease
- Ridership decreased up to 80% (3/2 – 6/19)
- Metro ran a Reduced Schedule until 6/22.
- Service ramped up to 85% of pre-COVID-19 levels (week of 6/22)



# Financial and budget impacts

## Recession impacts:

- Revenue will be significantly impacted
- 398,000 new unemployment claims filed by KC residents (3/1-6/13)
- Metro suspended fare collection
- Metro had increased COVID-related costs

## Budget impacts:

- Before COVID-19, Metro faced a shortfall of \$1B over 10 years.
- Metro will use CARES Act funding (~\$242M) and our Revenue Stabilization Reserves (\$260M) to cover unexpected costs of responding to COVID
- **Even with valuable offsets, we expected a \$2B deficit by 2028.**

# How has Metro responded to COVID-19?

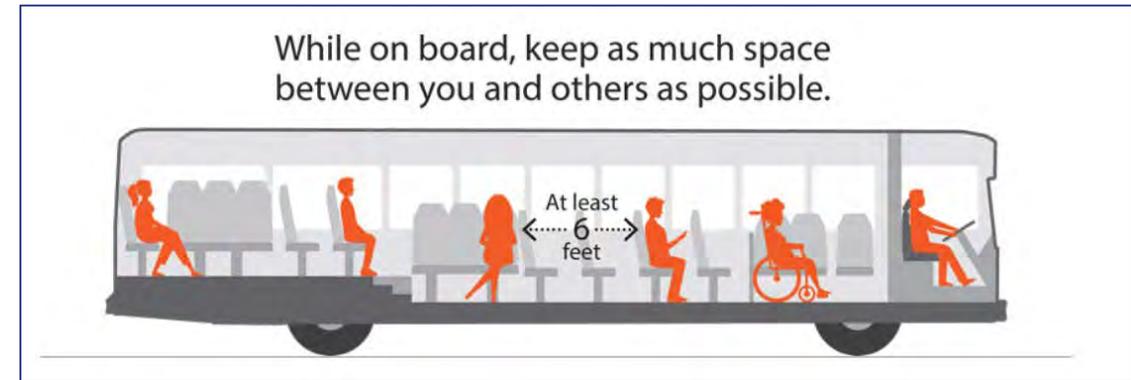
# Metro's response: Safety

- Fares suspended and rear-door boarding
- Daily disinfecting of all vehicles
- Passenger capacity limits to support social distancing
- Public Health messaging on buses, stops, vans, customer communications
- Requiring masks on Metro
- Redeploying security for safety and social distancing support
- Distributed cloth masks, hand sanitizer, disinfect wipes/sprays, face shields, and safety glasses to frontline staff
- Distributed disposable surgical masks to community-based organizations
- Employed new physical distancing measures at all bases and facilities



# Metro's response: Service changes during COVID

- **Metro reduced service and had to balance the drop in ridership, availability of workforce, and new capacity load limits.**
- Sharp decline in fixed route bus ridership, a drop of 80% at the peak
- Fixed route bus service reduced three times; focus on retaining service to areas of greatest need
- Most commuter routes suspended, running at peak times only
- Service reductions on streetcar, light rail, water taxi, contracted services
- Vanpool and Access changes to support health and physical distancing
- Developed partnerships to support vulnerable groups during pandemic- (Transportation for Pandemic response-TPR)



## Metro's response: Service today

- Service ramped up to 85% of pre-COVID-19 levels (week of 6/22)
- Budget-driven service cuts are planned beginning in September 2020 and at each in March and September of 2021.
- Metro expects staggered restructures and reductions; will engage communities to the greatest extent possible.
- Sept 2020 service changes (*administrative*) respond to budgetary + public health + evolving trip pattern conditions.

# Metro's response: Engaging internally and externally

- Coordination with King County-Seattle Public Health and participation on various task forces including Community Partners task force and Pandemic Community Advisory Group
- Employee Virtual Sessions
  - Weekly sessions
  - 113 virtual sessions since March 17
- Internal task forces with cross-division staff submitted over 70 decision packages with recommendations in response to the crisis
- Ongoing customer and community engagement on specific issues such as service gaps, night service, essential worker service needs and accessibility
- Ongoing engagement with jurisdictions, elected officials and partner agencies

## **Our vision for recovery:**

Public transit is at the heart of a successful recovery from the impacts of COVID-19. We will emerge a more resilient and equitable agency, supporting our community as we grow back grounded in our values of safety, equity, and sustainability.

**What would a successful recovery look like?**

# Metro will emerge from the crisis by:

- Continuing to provide safe transit service for customers and employees, and updating our practices to reflect the latest health guidance
- Better aligning our practices with our values, with equity at the forefront
- Putting our transit-reliant customers at the heart of our recovery
- Becoming a more resilient organization
- Providing the most efficient and climate-friendly travel option as the economy rebuilds

# Transit will be a keystone of a successful recovery

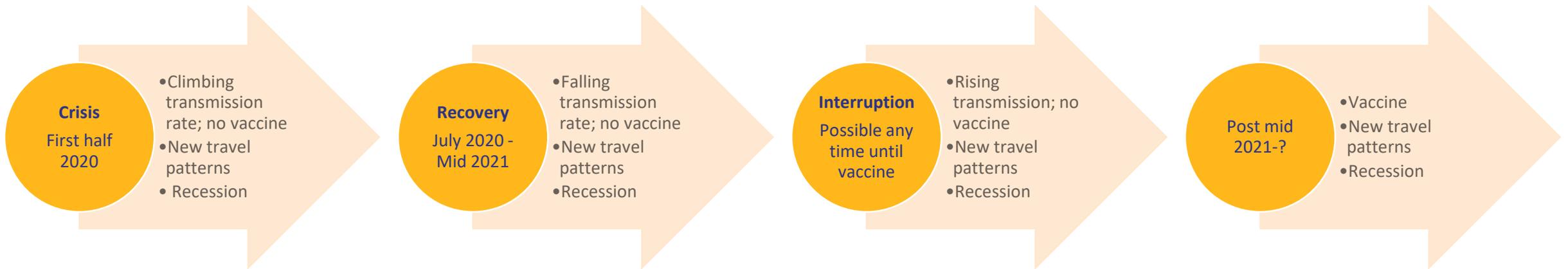
- Continue to provide mobility to essential workers and other residents as restrictions are safely relaxed – *In a pandemic we are all “transit dependent”*
- Transit keeps the region moving – congestion will skyrocket if everyone tries to drive alone
- Transit is essential to reopening the economy and for employees to return to work
- Transit is a tool for environmental justice, communities most impacted by air pollution are also more vulnerable to COVID 19
- The pandemic gave a glimpse of a climate-friendly future, transit is central to making that future a reality

How do we get there?

# Principles for recovery planning

- Center our core values: Safety, Equity, Sustainability
- Develop meaningful feedback loops
- Begin planning to rebuild now, even as we still respond to the crisis
- Ensure transparency
- Fit recommendations within budget reality
- In line with Metro's ongoing policy updates to Service Guidelines, long-range plan, Strategic Plan

# Planning for different scenarios



# Recovery Action Agenda

- Action Agenda format: response and recovery actions
- 12-18 month planning horizon
- Will reflect peer agency lessons learned
- Developed in coordination with longer-term policy updates
- Will identify strategic issues day lighted by COVID for further work in policy updates

# Next steps

- Continue to understand impacts of COVID (we're not through this yet)
- Continue community, partner and customer conversations about their needs for recovery
- Evaluate initial response actions for continuation
- Develop 12-18 month action agenda, complete in September
- September service change and budget transmittal reductions

**What should Metro prioritize in the recovery planning process?**

Questions?

Feedback?

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