

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

October 19, 2021

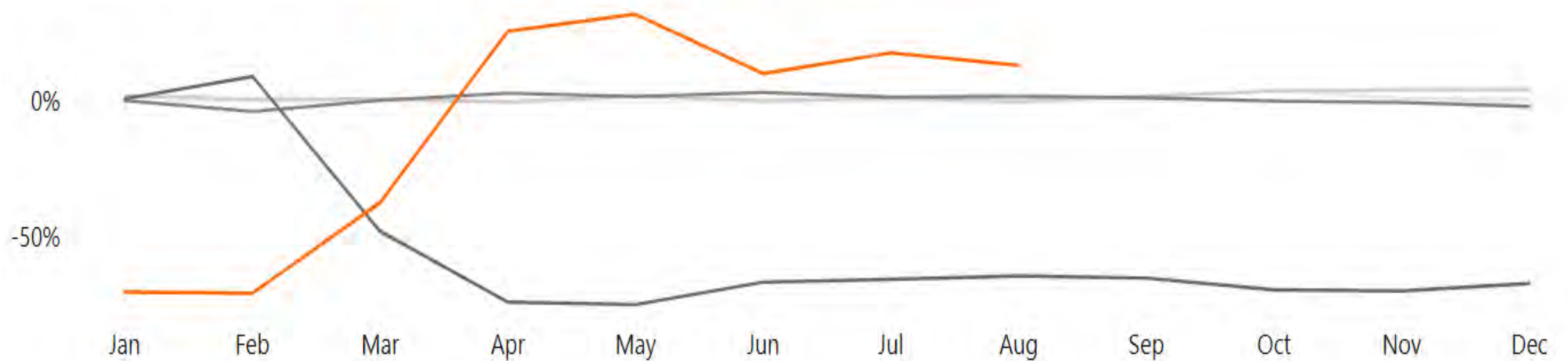
Washington State Transportation Commission

# COVID-19 Impacts on Transit

# Impact of the COVID-19 Outbreak on Transit Ridership

## Average Weekday Boardings

Year 2017 2018 2019 2020 2021



# Impact of the COVID-19 Outbreak on Transit Ridership

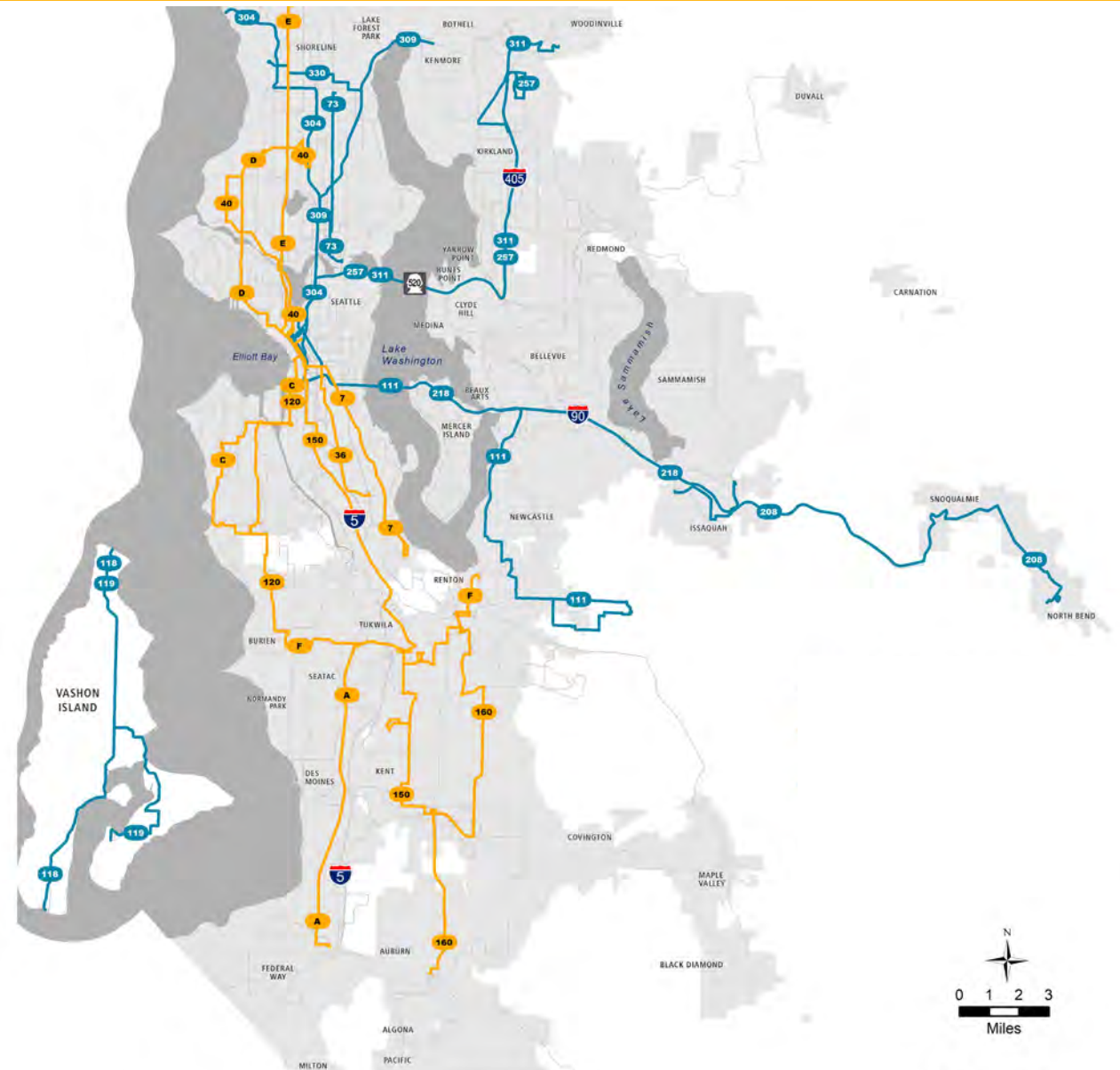
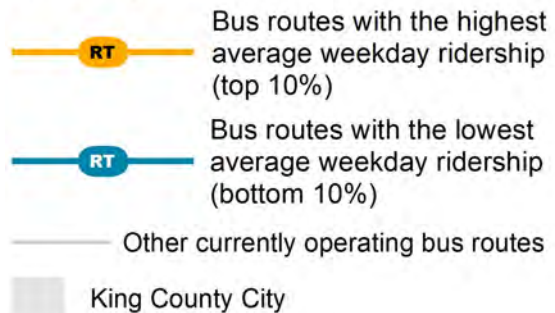


# Current Ridership Trends

Majority of ridership loss came from commuter routes

All Day Service Routes saw the least amount of ridership loss

**High/Low Bus Route Ridership - Weekday: March 8 - March 19th, 2021**



**Bus Routes with the Highest and Lowest Average Weekday Ridership March 8 - March 19th, 2021**



# Current System

# Current Ridership Trends

This month Metro brought back 36 suspended routes and restored service on a total of 48 routes across King County equaling about 200k hours

Metro's service to about 90% of pre-pandemic levels and deliver nearly 11,400 bus trips each weekday

Created new connects to three new Sound Transit Light Rail Stations



# Metro Response to COVID-19

- Enhanced cleaning of coaches and facilities
- Masks required and provided on all coaches
- Safety partitions installed between operators and riders
- Upgraded air flow and filtration

What Metro is doing

Daily disinfecting

Requiring masks

Safety partitions

Ready when you are.

A healthier Metro is here.

[kingcounty.gov/HealthierMetro](http://kingcounty.gov/HealthierMetro)

What riders should do

Wear a mask

Maintain physical distance

Pay with ORCA card

King County METRO  
Moving forward together



# Rider Dashboard – “The Dash”

- An interactive tool that provides up-to-date information and answers to frequently asked questions.
- Displays information on:
  - Ridership impact
  - Rider mask use
  - Buses at capacity
  - Missed stops

kingcounty.gov/TheDash



# Employer and Business Needs

- Changes made to Custom Passport accounts (over 500 employees) and mitigation work for business accounts to accommodate employer and businesses.
- Continued engagement with employers on their transit needs
- Focused efforts on retaining and obtaining new business accounts, with a focus on small businesses, BIPOC owned businesses and low-wage workers

