

# Restoring COVID-era Suspensions (Discussion Session)

2024 Northwest Transit Exchange  
Spokane, WA  
October 3-4

Session facilitator: Yingying Huang Fernandes

# COVID-19 Era Service Suspensions

As of Fall 2024, over 400K hours left to be restored



NEWS

## COVID-19 update: Metro plans to temporarily reduce service starting Monday, March 23 to support the health of the community

March 18, 2020

Date: June 17, 2020

Author: Jeff Switzer, King County Metro

With stabilized workforce levels and the state's "Safe Start" plan moving forward, King County Metro will restore service on dozens of bus routes, increase water tax service, and partially restore Via to Transit on Monday, June 22.

Date: September 2, 2020

Author: Jeff Switzer, King County Metro

On Saturday, Sept. 19, Metro will adjust service on routes in Seattle and King County, however some routes and trips remain canceled for the foreseeable future due to ridership and financial realities. Metro transit planners have updated their



NEWS

## COVID-19 update: Further Metro service reductions begin Saturday, April 18, to support essential travel and transit workforce

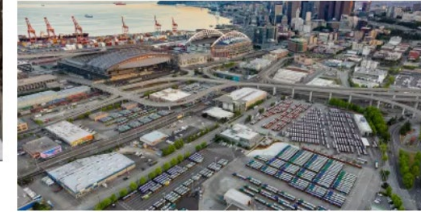
April 16, 2020



NEWS

## King County Metro plans minor service reductions through Jan. 21

January 9, 2022



NEWS

## Metro improves weekday transit service levels while minor reductions continue due to workforce shortages

February 18, 2022



NEWS

## Transit service update: Peak weekday routes 16, 232, 237, 301, 304 and 320 remain suspended through Sept. 1; alternative routes are available

August 25, 2023



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## King County Metro restores bus trips, revises schedules for semiannual service change March 20

March 3, 2021

## King County Metro announced temporary service reductions that will go into effect at the Fall Service Change, on Sept. 2, 2023.

These temporary reductions will match our schedule to what we are currently able to operate on a daily basis. This will mean a more reliable schedule for riders, instead of the daily cancellation of approximately 5% of our scheduled service.

# Strategies for restoring service

- Service restructure project as the primary means for reshaping service and reinvesting reduced or suspended hours back into the system
  - Link light rail and RapidRide – driven restructures
  - Service Recovery restructure
- Minor restoration can be done, if consistent with community feedback and policies
- Implementation of changes dependent on operational capacity and timing of associated partner projects

King County Metro

## Service Recovery Plan

February 21, 2023



# What's happening now

- Fall 2024 Service change: restored ~80,000 hours, as part of Lynnwood Link Connections Mobility Project and the RapidRide G Line – Madison Area Bus Service Change project
  - Investment in all-day network, reduction in peak-only service
- Upcoming changes from East Link and South Link
- Continued workforce and budget challenges create uncertainties for service restoration
- Starting to envision service future for the Seattle, Vashon island area, independent of new regional new transit investment (include Seattle investment).

# Discussion Questions

- What's the magnitude of temporary service suspensions your agency had from the COVID era?
- Has your agency restored those hours? If so, how? If not, has your agency made the changes permanent?
- What are the benefits and drawbacks to your agency's approach?
- What are challenges your agency continues to face (or faced) while maintaining service suspensions?