

Alternative Services Quarterly Update Q4 2016

Presentation to the
Regional Transit Committee
January 18, 2017



Outline

- Project Status – end of Q4 2016
- New Projects in 2017
- 2017 Program Development - Prioritization Criteria Evaluation



Needs-based Community Outreach

- Alternative Services program three-phase community outreach process

Phase 1: Needs Assessment

Goal: Understand and identify transportation needs and gaps.

Process: Solicit feedback from community key stakeholders via surveys, media, and Stakeholder Working Group.

Current Projects:
Sammamish

Phase 2: Concept Preference Analysis

Goal: Develop and refine alternative service solution concepts. Understand which concept is preferred.

Process: Develop solution concepts with Stakeholder Working Group using survey analysis. Present to community via surveys etc.

Current Projects: LFP-Shoreline

Phase 3: Report Back

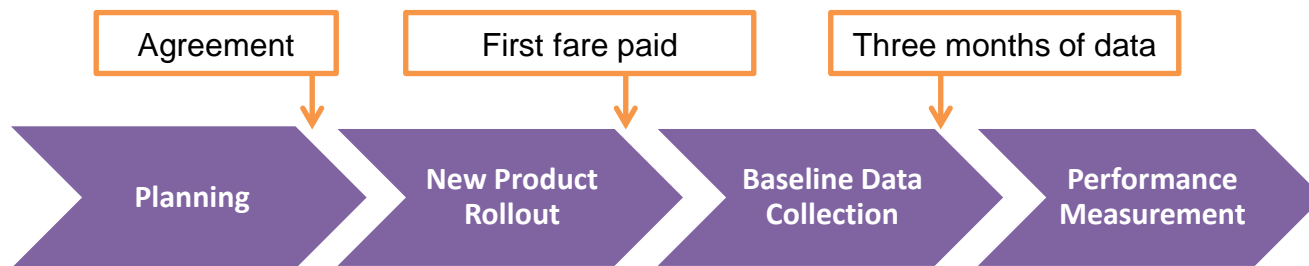
Goal: Communicate results to community and key stakeholders.

Process: Final meeting with Stakeholder Working Group to review outcomes and next steps; report out to city councils if requested, update communication pieces, etc.

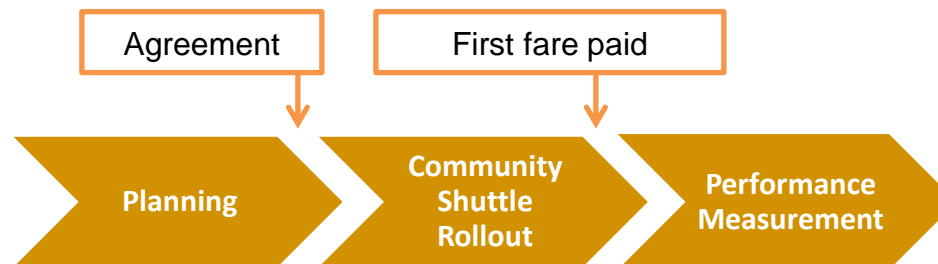
Current Projects: Kirkland-Kenmore

Project Implementation: Phasing

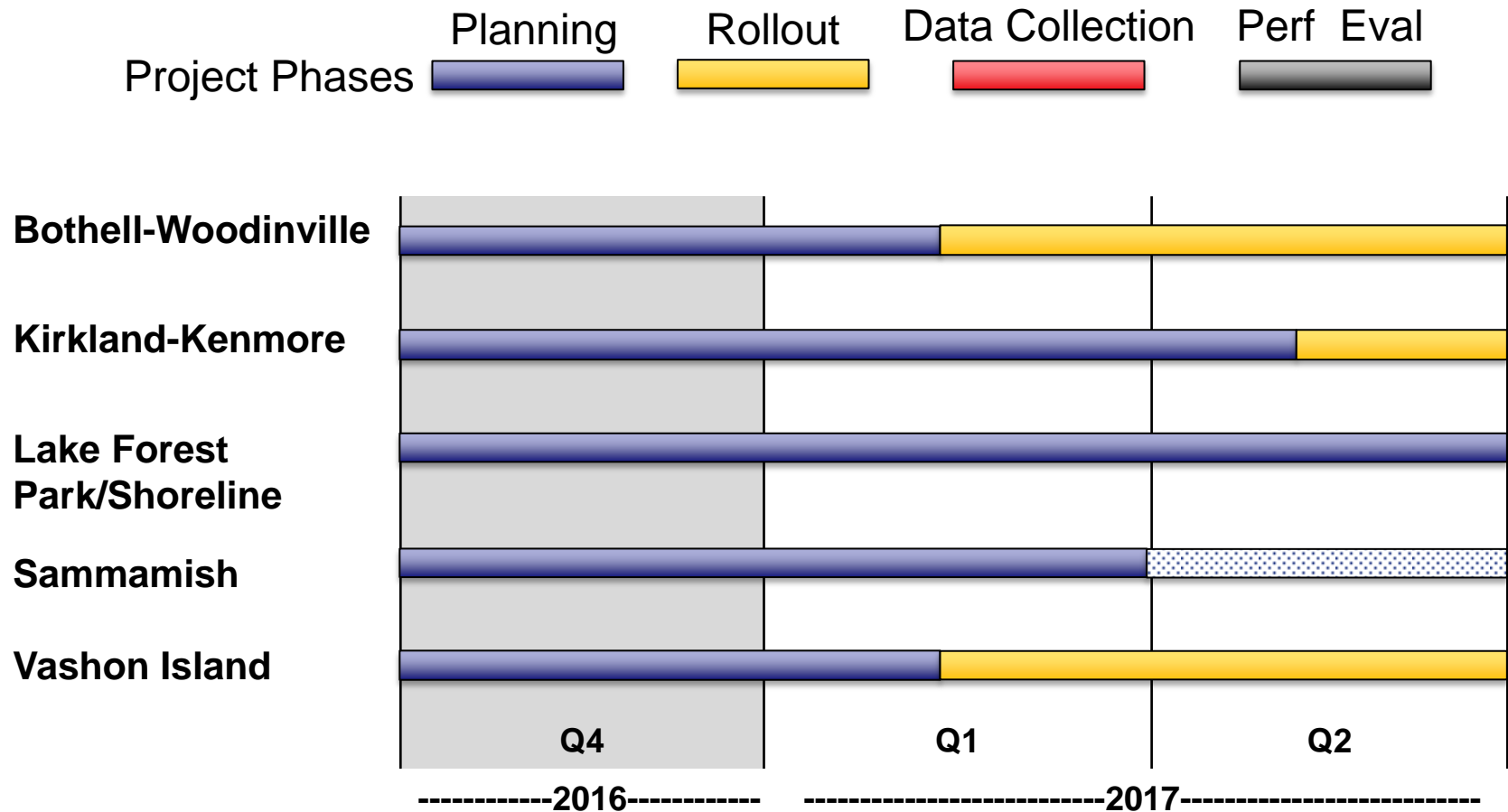
- Projects involving new products, e.g., Community Van, TripPool



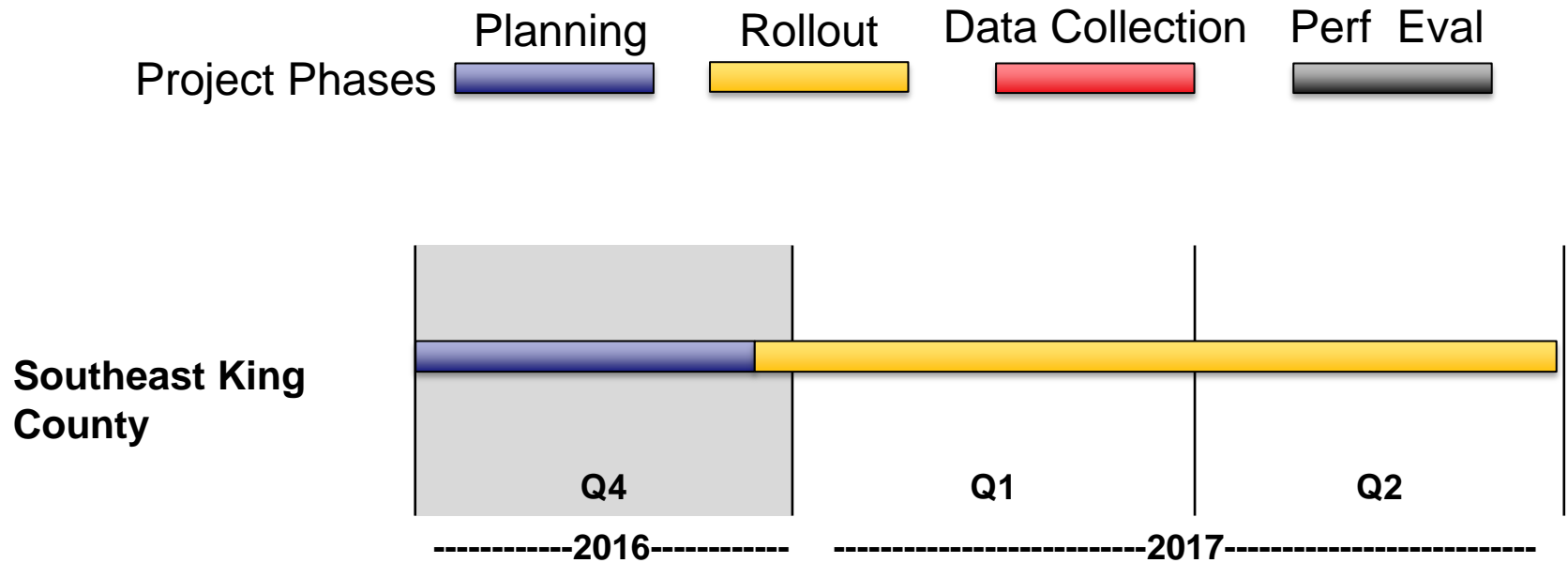
- Community Shuttle projects



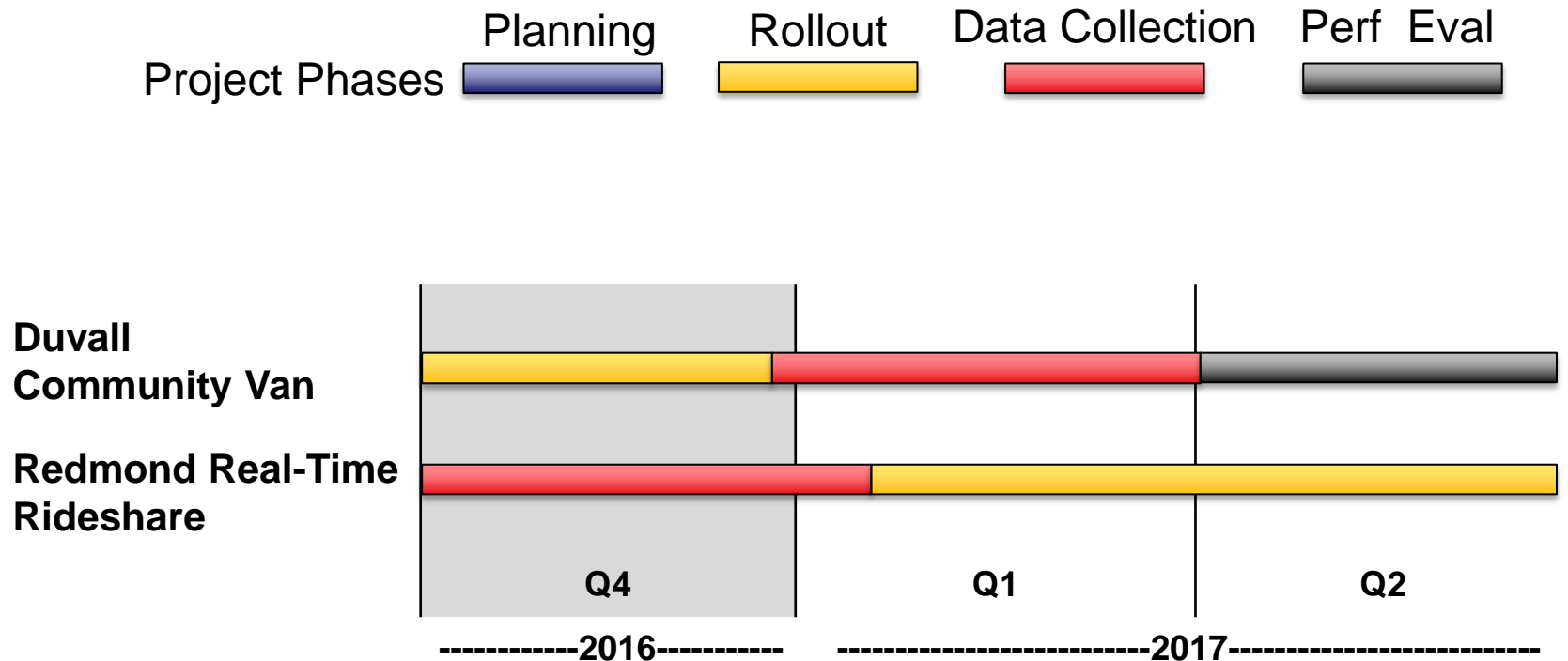
Implementation 6-month Look Ahead: Projects in **Planning Phase** – end of Q4 2016



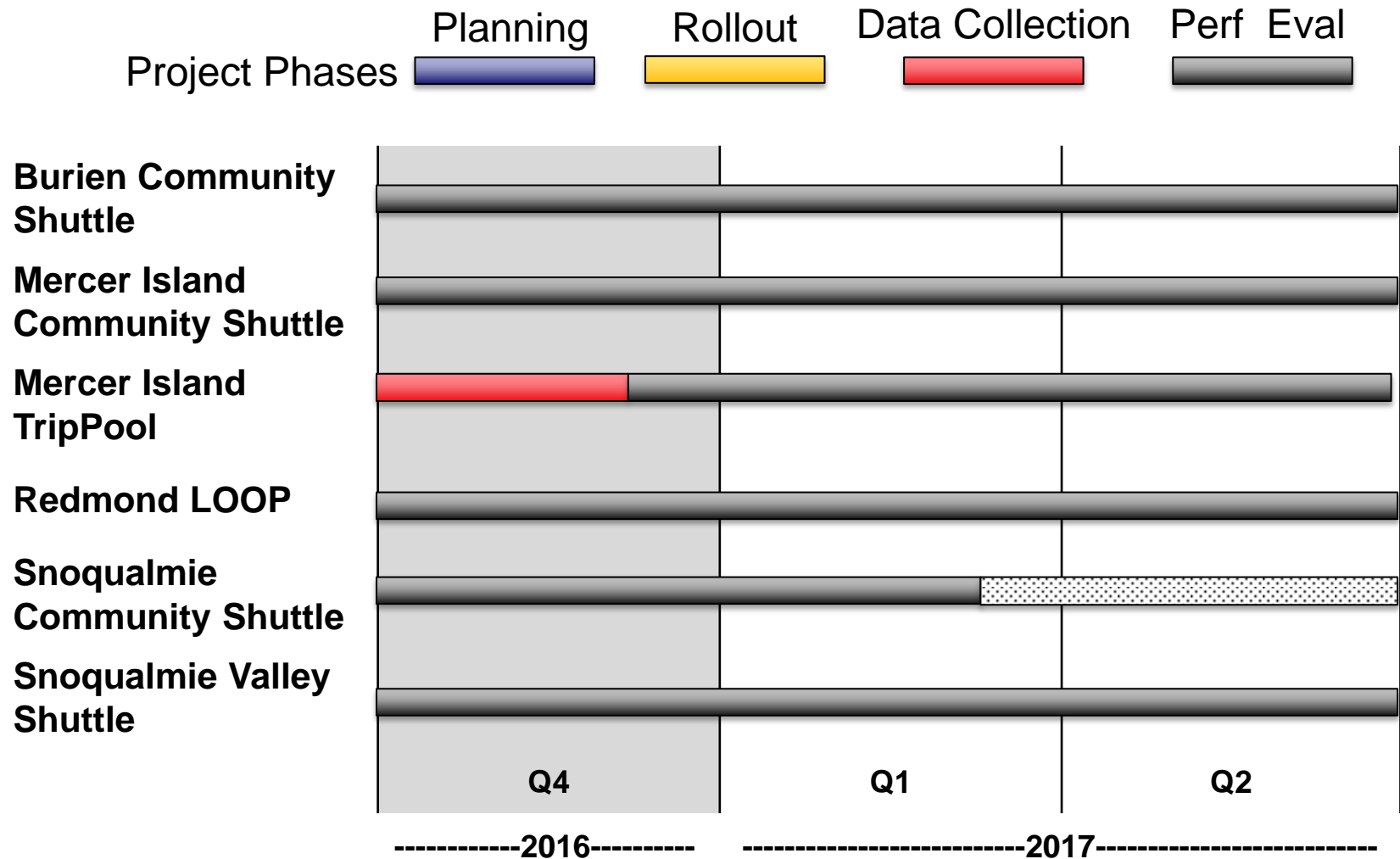
Implementation 6-month Look Ahead: Projects in **Rollout Phase** – end of Q4 2016



Implementation 6-month Look Ahead: Projects in **Data Collection** Phase – end of Q4 2016

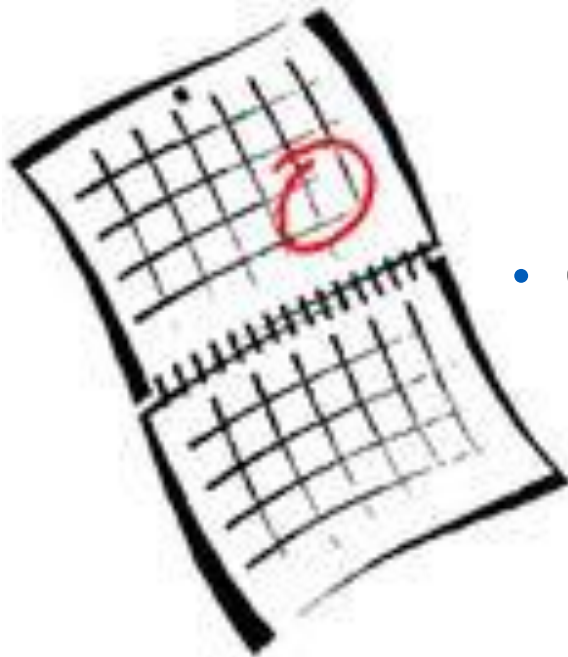


Implementation 6-month Look Ahead: Projects in **Perf Eval** Phase – end of Q4 2016



New Projects in 2017

- I-90 Trailheads Access
 - Metro and Parks partnership
 - Goal: improve access to key trailheads along the I-90 corridor by providing alternatives to driving personal vehicles
- Complementary services pilot communities
 - identified through the Alternative Services Pilot Participation application process
 - application period: Oct 20 – Nov 30, 2016
 - 15 applications received and evaluated
 - program staff are currently meeting with representatives from top 8 applications to discuss scope and timeline
 - prospective partners have 30 days to commit to initiating a project in 2017



Prospective Pilot Communities in 2017

- Bellevue
- Des Moines
- Issaquah
- Kent
- Kirkland
- Newcastle
- Normandy Park
- Seattle (SODO)



Program Development in 2017

- In addition to project work, we will continue to further develop the alternative services program to make it more robust, scalable and sustainable.
- One area that we will be working on is an evaluation of the prioritization criteria included in 2015 service guidelines update

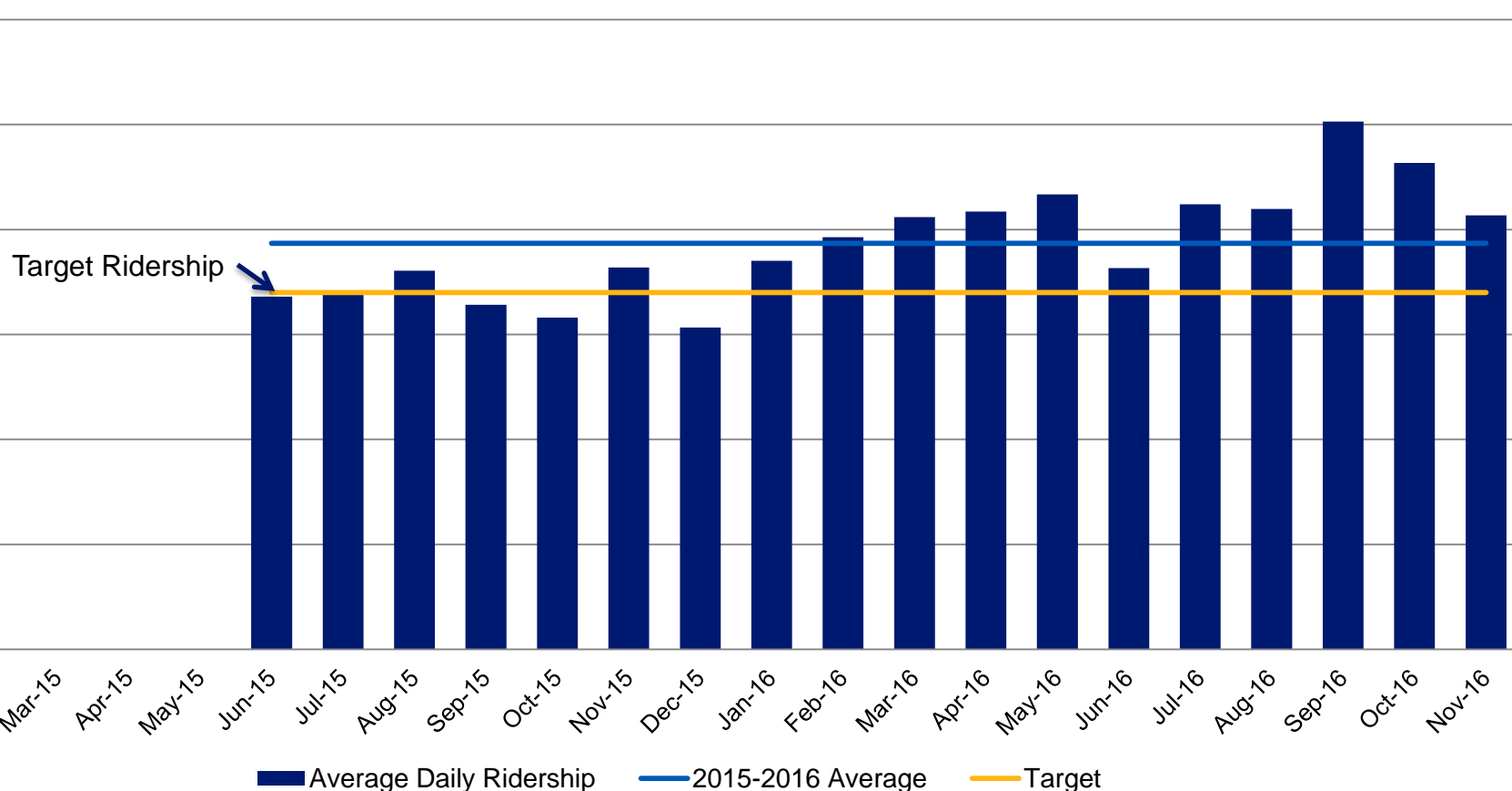
Prioritization Criteria Evaluation

- Approach: Use experience of application of current criteria in 2017 Pilot Participation process to recommend changes to criteria
- Schedule
 - Q1 2017 Update – report out on survey of all eligible applicants for 2017 process
 - Q2 2017 Update - summarize characteristics of new projects relative to criteria after they are committed
 - Q3 2017 Update - confirm or update criteria for 2018 process

Appendix: Performance Indicators for Projects in Performance Evaluation Phase

Performance Indicators – Burien Community Shuttle

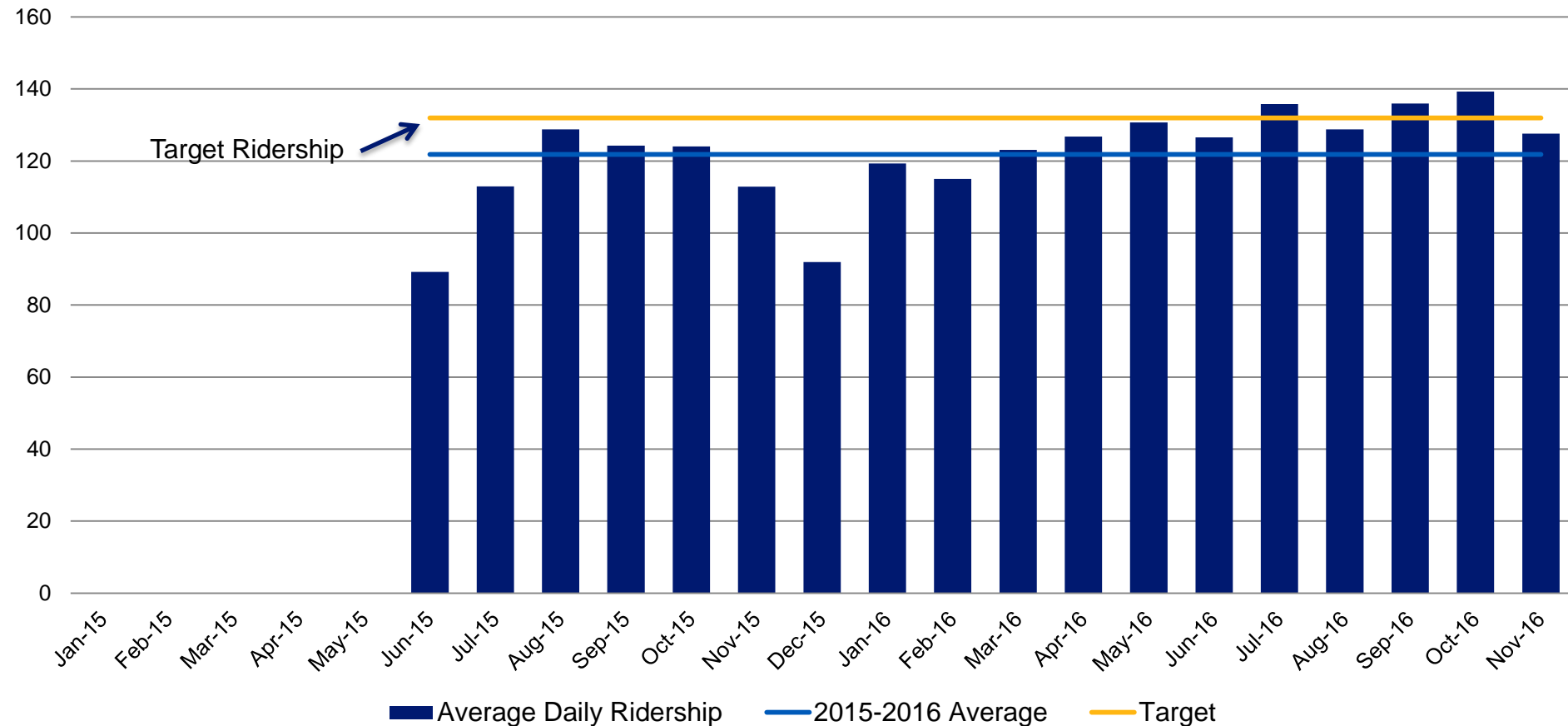
Average Daily Ridership by Month



Other Measures	Target	2016 Performance
Cost per Boarding	\$7.74	\$6.27
Vehicle Utilization	31%	35%
Customer Satisfaction	88%	97%

Performance Indicators – Mercer Island Community Shuttle

Average Daily Ridership by Month

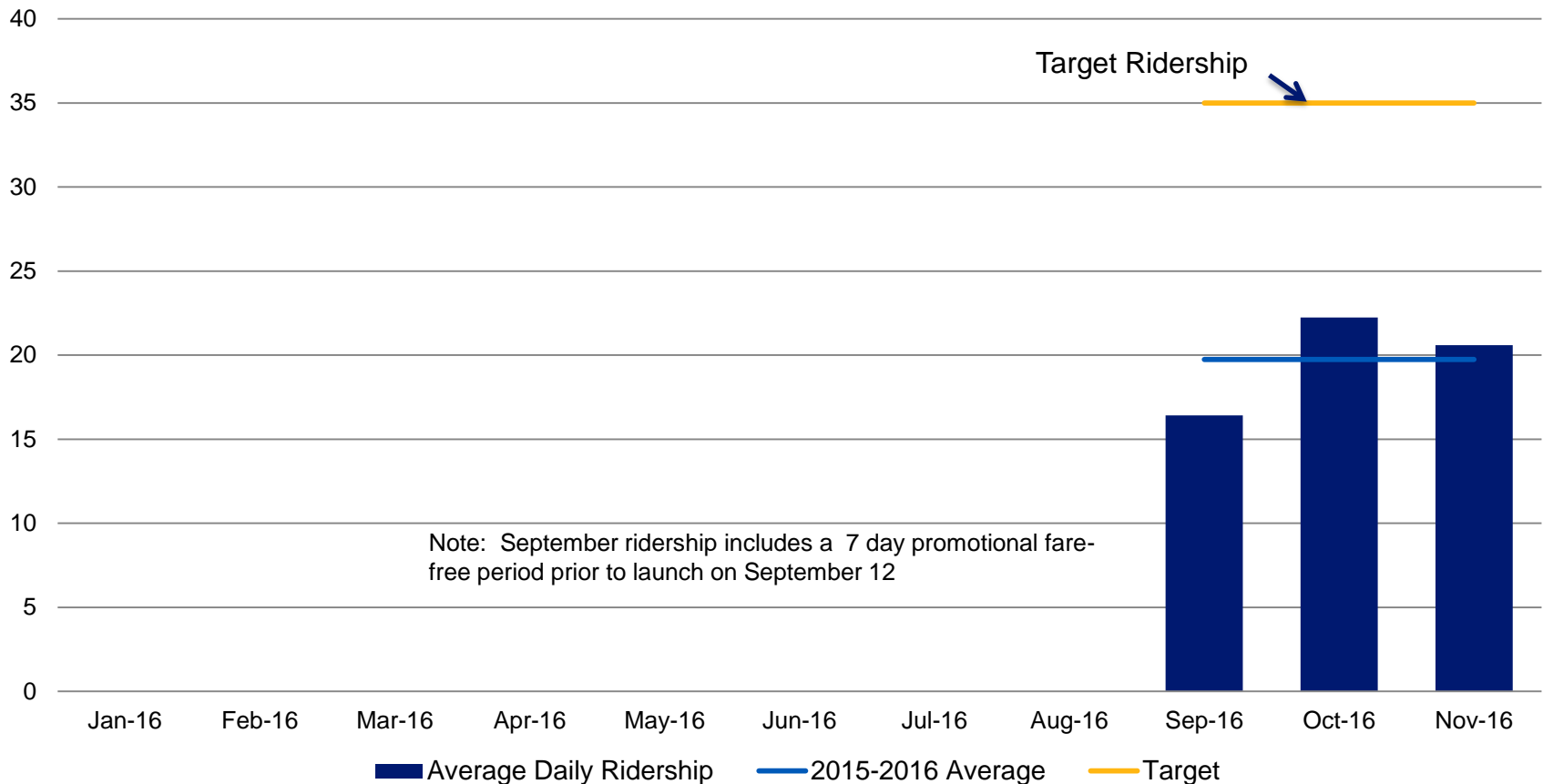


■ Average Daily Ridership
 — 2015-2016 Average
 — Target

Other Measures	Target	2016 Performance
Cost per Boarding	\$4.76	\$5.62
Vehicle Utilization	69%	67%
Customer Satisfaction	88%	95%

Performance Indicators – Redmond LOOP

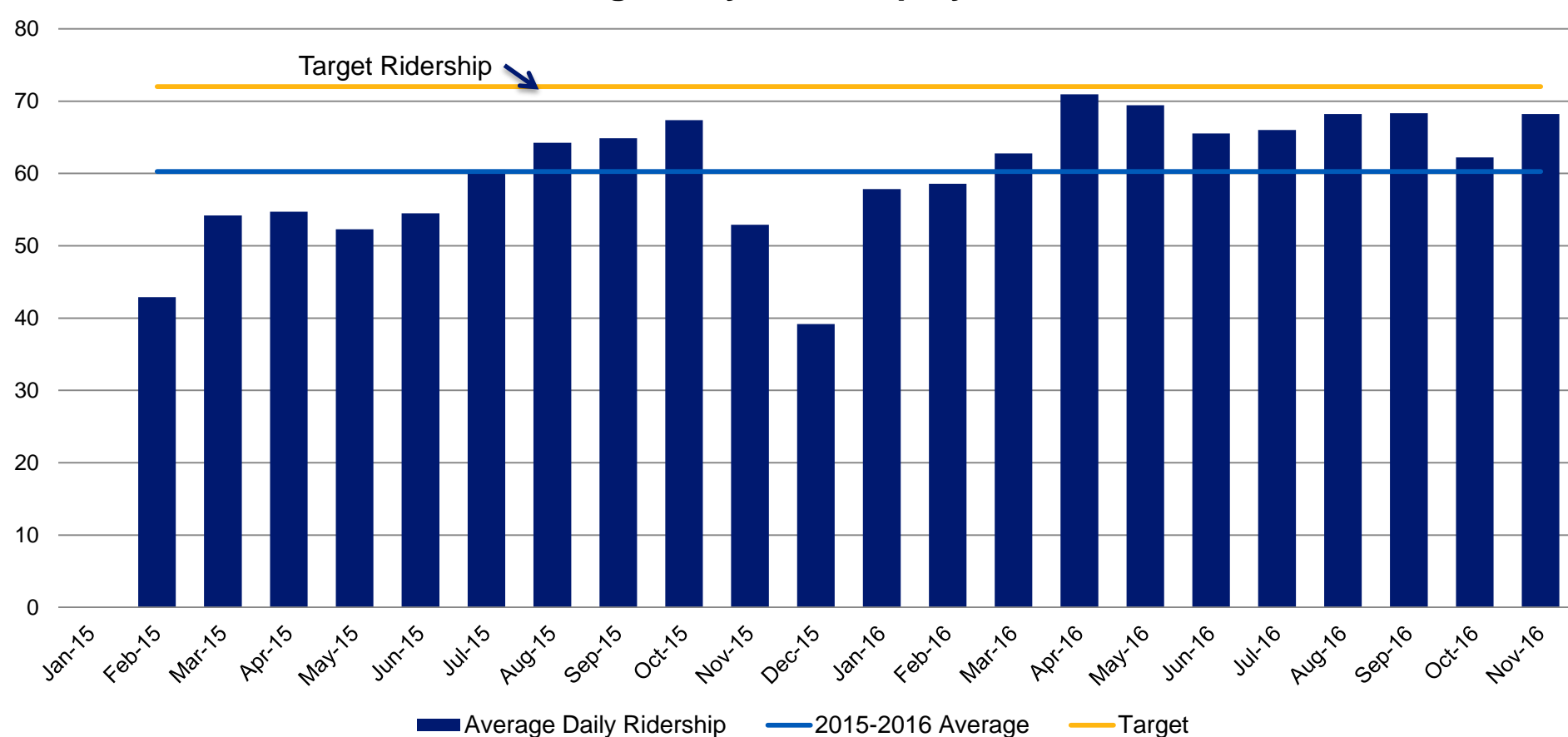
Average Daily Ridership by Month



Other Measures	Target	2016 Performance
Cost per Boarding	\$12.81	\$17.96
Vehicle Utilization	78%	28%
Customer Satisfaction	88%	95%

Performance Indicators – Snoqualmie Community Shuttle

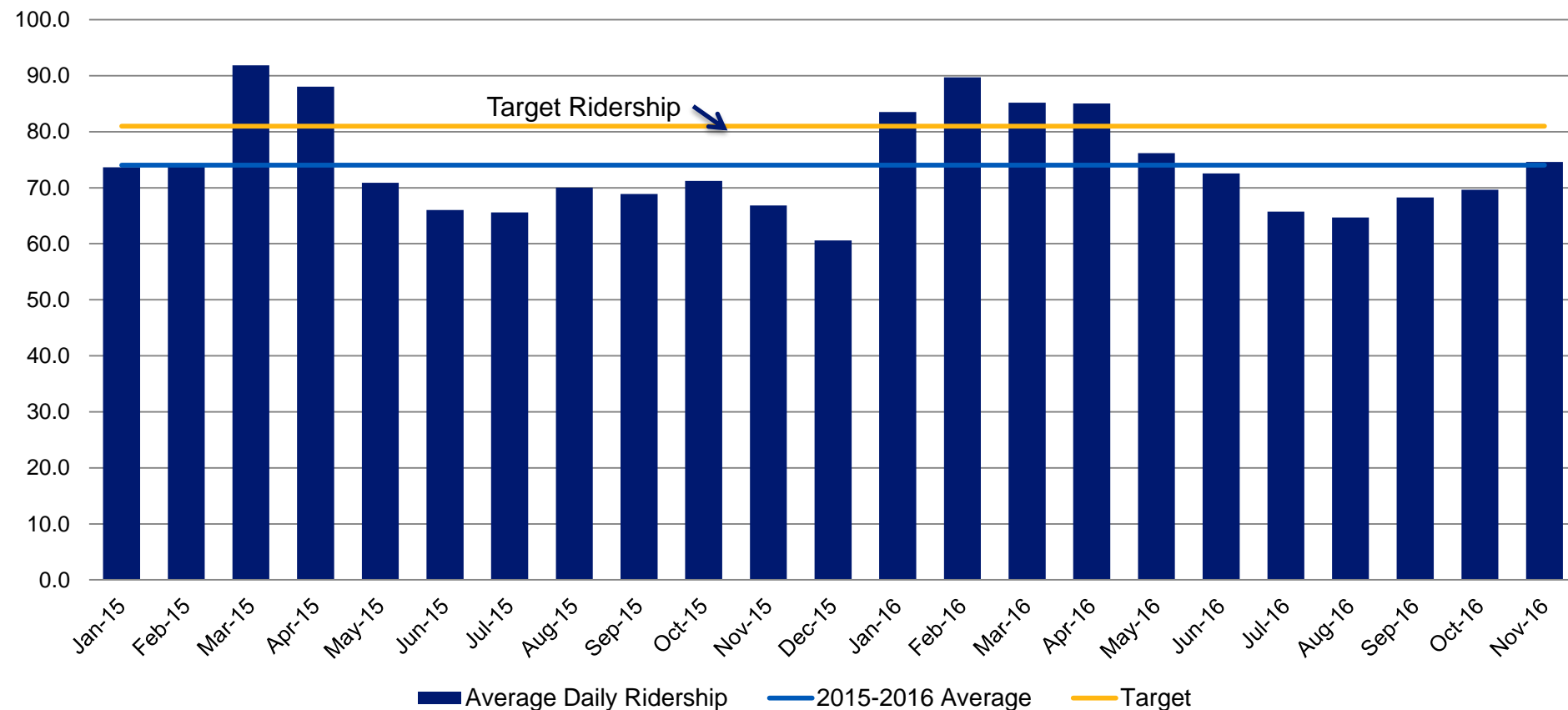
Average Daily Ridership by Month



Other Measures	Target	2016 Performance
Cost per Boarding	\$15.28	\$17.39
Vehicle Utilization	46%	42%
Customer Satisfaction	88%	90%

Performance Indicators – Snoqualmie Valley Shuttle

Average Daily Ridership by Month



Other Measures	Target	2016 Performance
Cost per Boarding	\$12.81	\$15.49
Vehicle Utilization	69%	63%
Customer Satisfaction	88%	100%