

# 2018 System Evaluation

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Regional Transit Committee

January 16, 2019

# Context

- 8<sup>th</sup> annual report based on Service Guidelines
- Evaluation of fixed-route service, Community Connections, and Water Taxi services
- Data from October 2017 to June 2018
- Shows how routes are performing
- Informs investment and reduction decisions

# Fixed-route Evaluation




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# Service changes and report timeline

- Data for this report came from October '17 – March '18 and March '18 – June '18
- Investments were made in both March and September 2018
  - Investment needs shown in the report were **adjusted** to account for these investments



# System growth of 12% is needed

Priority	Investment Purpose	2017 Estimated Need	2018 Estimated Need
1	Reduce passenger crowding (pg 5)	6,800	 7,800
2	Improve schedule reliability (pg 7)	17,000	 19,250
3	System growth (pg 9)	485,700	 452,600
<b>Total:</b>		<b>509,500</b>	<b>479,650</b>

- Estimated needs account for 2018 investments
- Investments in system growth (Priority 3) are showing

# Hours Budget for Service Guidelines Investments

Priority	Investment Purpose	2019-2020 Budgeted Hours	2019 Planned Investments	2020 Planned Investments	Total Investments
1	Reduce passenger crowding	21,300	10,000	11,300	<b>46,300</b>
2	Improve schedule reliability	P1/P2	P1/P2	P1/P2	
3	System growth	25,000 P1/P2/P3	12,500 P1/P2/P3	12,500 P1/P2/P3	
<b>Total:</b>		46,300	22,500	23,800	

# Crowding Example

(Priority 1)

- 15 Express (pg 6, Figure 1)
  - Trip heading to Seattle at 8:11am M-F
    - On average, the trip has a standing load for 21.3 minutes
    - Needs 400 hours of investment for this trip, and another 400 for an outbound trip with the same issue (pg 62)
  - Latest data indicated the issue persists
  - Adding a trip is feasible
- Route is receiving investment in March '19

# Reliability Example

(Priority 2)

- Route 105 (pg 8, Figure 2) is late too often

Time Period	Route 105: % Late	Threshold
All-day weekday	21%	> 20%
Weekday PM peak only	36%	> 35%
Saturday	11%	> 20%

- Needs 250 hours of investment (pg 62)
- This route's alignment has been slightly adjusted to help eliminate travel delays on its current routing
- Routing will change in March '19



# Water Taxi Evaluation

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# Water Taxi Performance

- Evaluated for crowding, reliability, productivity and peak analysis
  - **Crowding** (pg 5)
    - No trips were at 100% capacity (water taxis cannot exceed 100% capacity)
  - **Reliability:** On-time performance (pg 42)
    - West Seattle: 99.08%
    - Vashon: 99.25%
  - **Productivity** (pg 36)
    - Water taxis are significantly more productive than bus service
  - **Peak Analysis** (pg 39)
    - Both water taxis pass both tests of the peak analysis

# Community Connections

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# Community Connections Performance Highlights

(September 2017 – March 2018)

- Program growth: 8 new pilot communities engaged
- Solution innovation
  - Development of new service types such as On-Demand Ride (Ride2), Flex VanPool, and Midday Your Way to meet evolving customer needs
- Continued high customer satisfaction
  - 90% to 100% satisfaction for services in the measurement phase
- Performance overview of Community Shuttles (vs 2017 reporting period)
  - Higher ridership on Mercer Island Community Shuttle
  - Burien Community Shuttles reduced cost/boarding
  - Snoqualmie Valley and Snoqualmie Community Shuttle ridership slightly down

# Closing

- The region continues to grow quickly; transit demand is growing, too
- Where we have invested, we have seen improvements
- Constraints on peak-period growth will probably generate higher Priority 1 need in the future