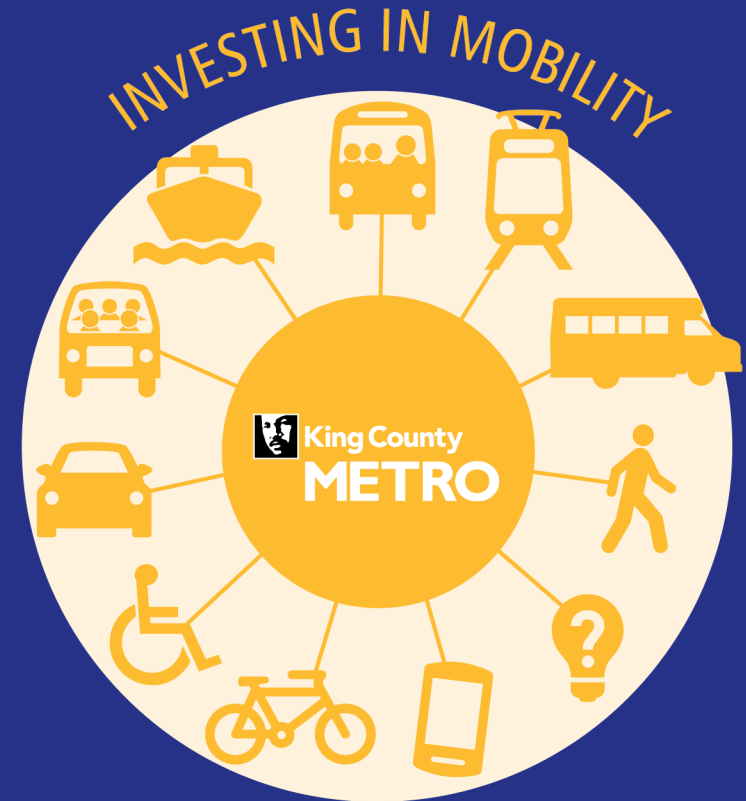


# Proposed Updates to Metro Service Guidelines

Mobility & Environment Committee

April 28, 2021



# Today's Focus

- Continue discussion on Reductions guidelines
- Discuss Restructure guidelines
- Discuss Partnerships guidelines

## Evaluating and Reporting on the Existing Network



### SETTING TARGET SERVICE LEVELS

Define a process for assessing the market potential of corridors in Metro's bus network using factors of corridor productivity, social equity, and geographic value, and determining the appropriate level of service for each corridor.



### EVALUATING AND MANAGING SYSTEM PERFORMANCE

Establish measures for evaluating route productivity, passenger loads, and schedule reliability for every route based on service type (urban, suburban, DART/community shuttles) to identify where changes may be needed to improve efficiency, effectiveness and quality.

## Planning and Designing Service and Service Changes



### DESIGNING SERVICE

Provide qualitative and quantitative guidelines for designing specific transit routes and the overall transit network.



### RESTRUCTURING SERVICE

Define the circumstances that should prompt Metro to restructure multiple routes along a corridor or within a larger area and how restructures should be done.



### PLANNING ALTERNATIVE SERVICES

Help Metro plan, implement and manage the Alternative Services Program.



### WORKING WITH PARTNERS

Describe how Metro can form partnerships to complement and expand service.



### PLANNING AND COMMUNITY ENGAGEMENT

Guide the public engagement process that is part of Metro's service planning.

## Adding, Reducing and Changing Service

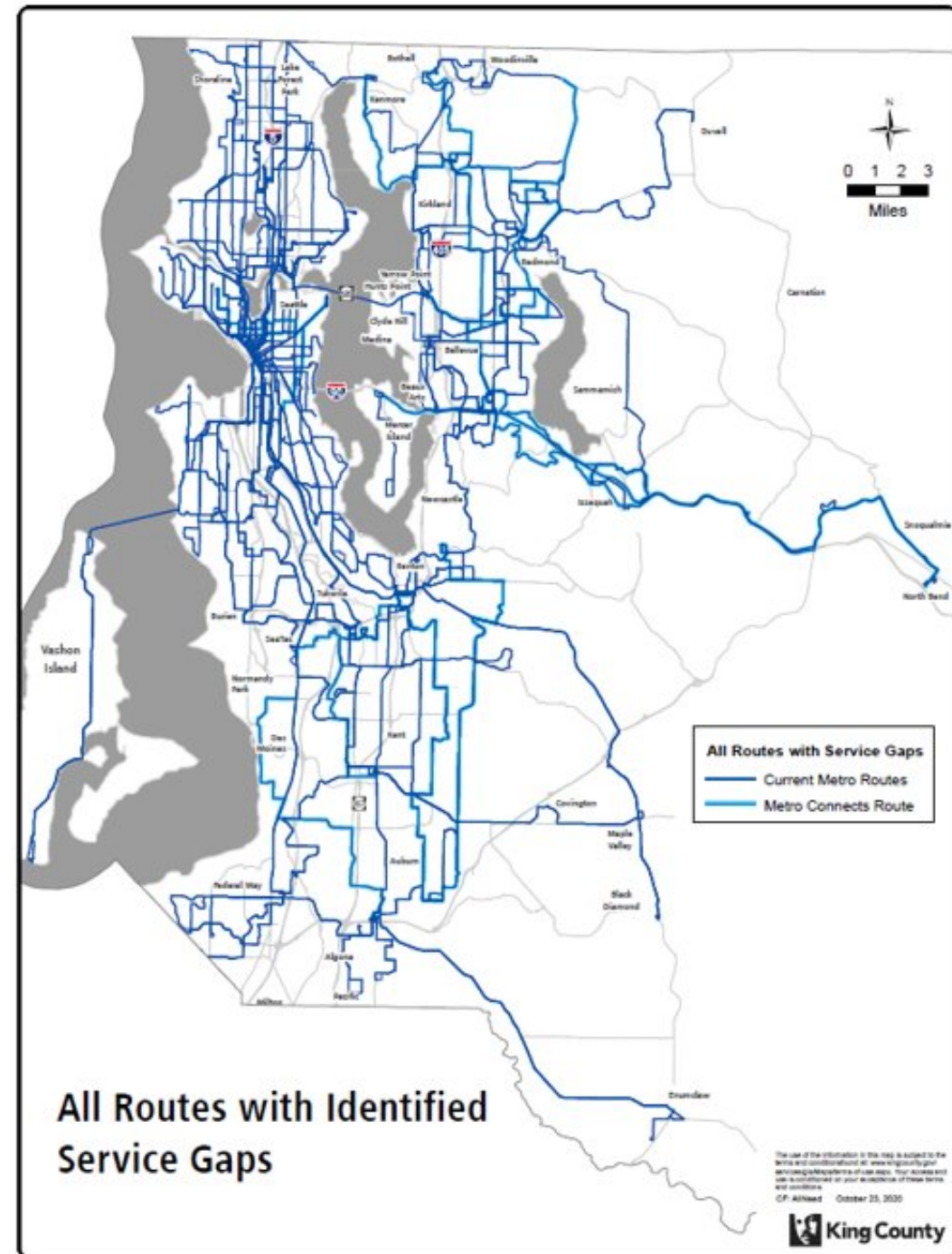


### ADDING, REDUCING AND CHANGING SERVICE

Establish the priority order in which the guidelines will be considered as Metro makes recommendations about adding, reducing, or adjusting service and describe how Metro will report on the performance of individual bus routes and the Metro system as a whole.

# Existing Reductions Priorities

- Considers all-day routes relative to gaps between service targeted and existing service from Priority 3.
- Changes to Priority 3 to include Metro Connects service levels means **the existing approach is no longer applicable.**



# Proposed Reductions Guidelines Will

- Simplify and provide transparency and clarity for future reductions scenarios
- Center advancing equity and addressing climate change
- Provide a more comprehensive list of potential reductions candidates allowing for:
  - More opportunity for community and stakeholder engagement guidance in final reductions proposals
  - Potential for lower impact to single routes or geographies



# Productivity Use in Service Reductions Guidelines

## Equity Opportunity Score-

Defined by the number of stops serving high equity areas along a given route

## Defining Productivity

**Rides per platform hour:** number of riders who board a transit vehicle relative to the total number of hours a vehicle operates.

**Passenger miles per platform mile:** total miles riders travel on a route relative to the total miles that a vehicle operates.

### Proposed Reductions Priorities

1a	Routes below 25% on both productivity measures and with Equity Opportunity Scores of 3 or less
1b	Routes below 25% on both productivity measures and with Equity Opportunity Scores of 4 or 5
2a	Routes below 25% on one productivity measure and with Equity Opportunity Scores of 3 or less
2b	Routes below 25% on one productivity measure and with Equity Opportunity Scores of 4 or 5
3a	Routes below 50% on one or both productivity measures and with Equity Opportunity Scores of 3 or less
3b	Routes below 50% on one or both productivity measures and with Equity Opportunity Scores of 4 or 5

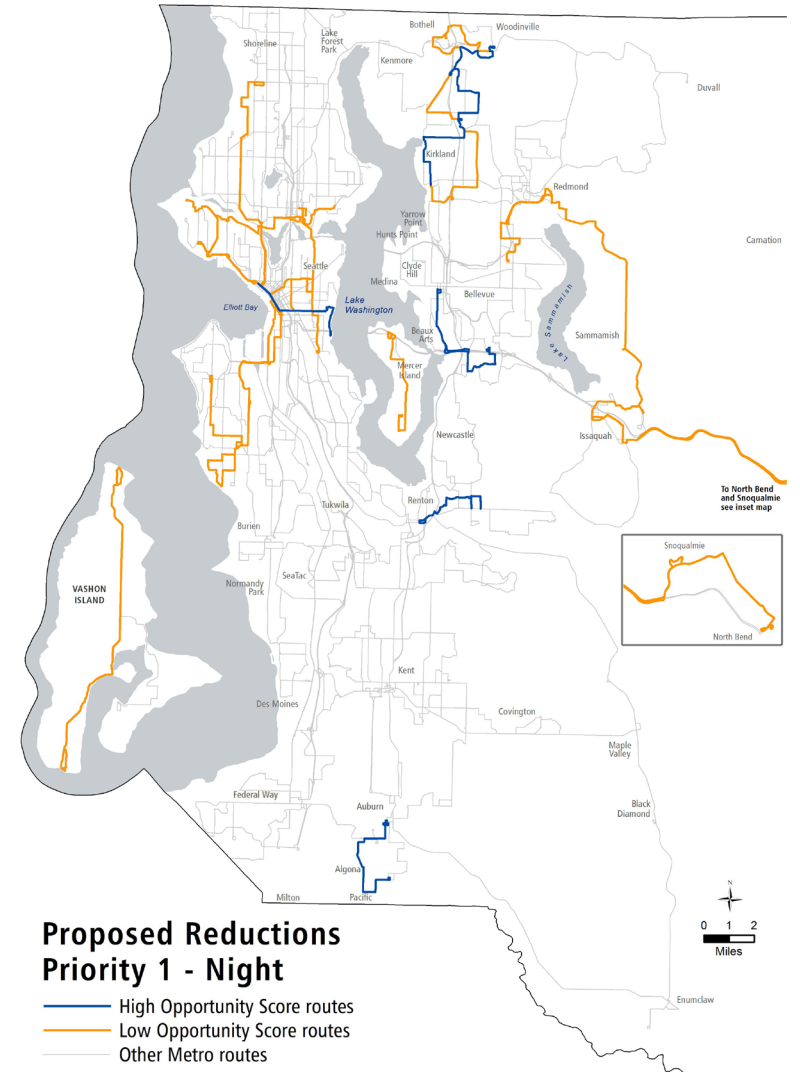
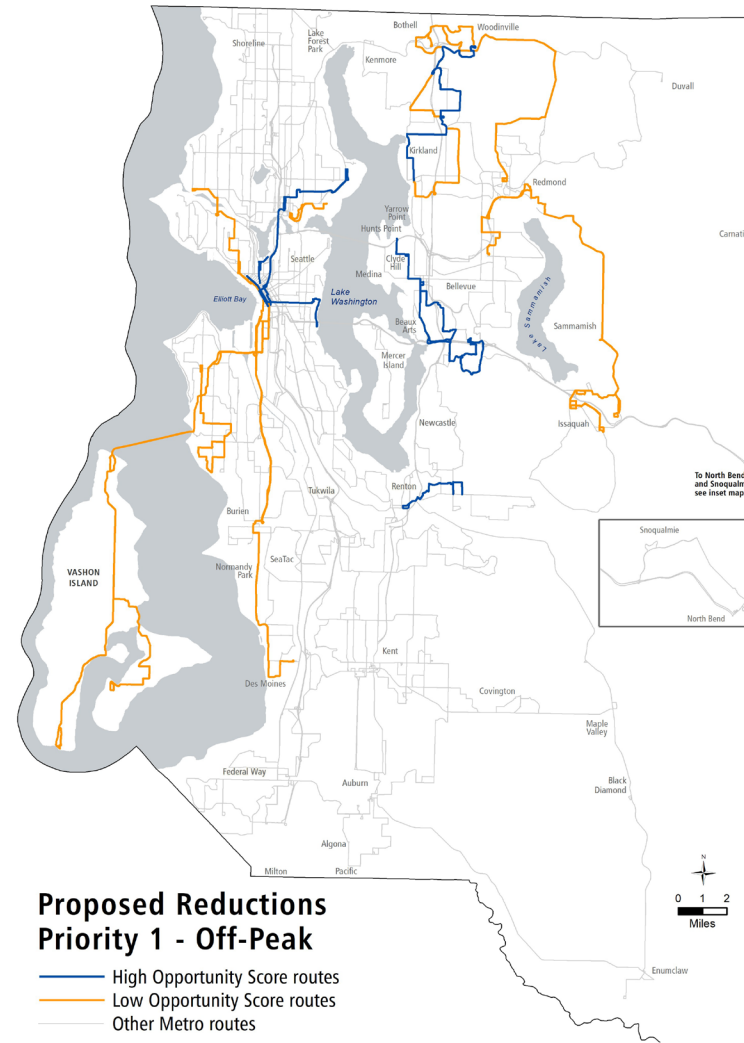
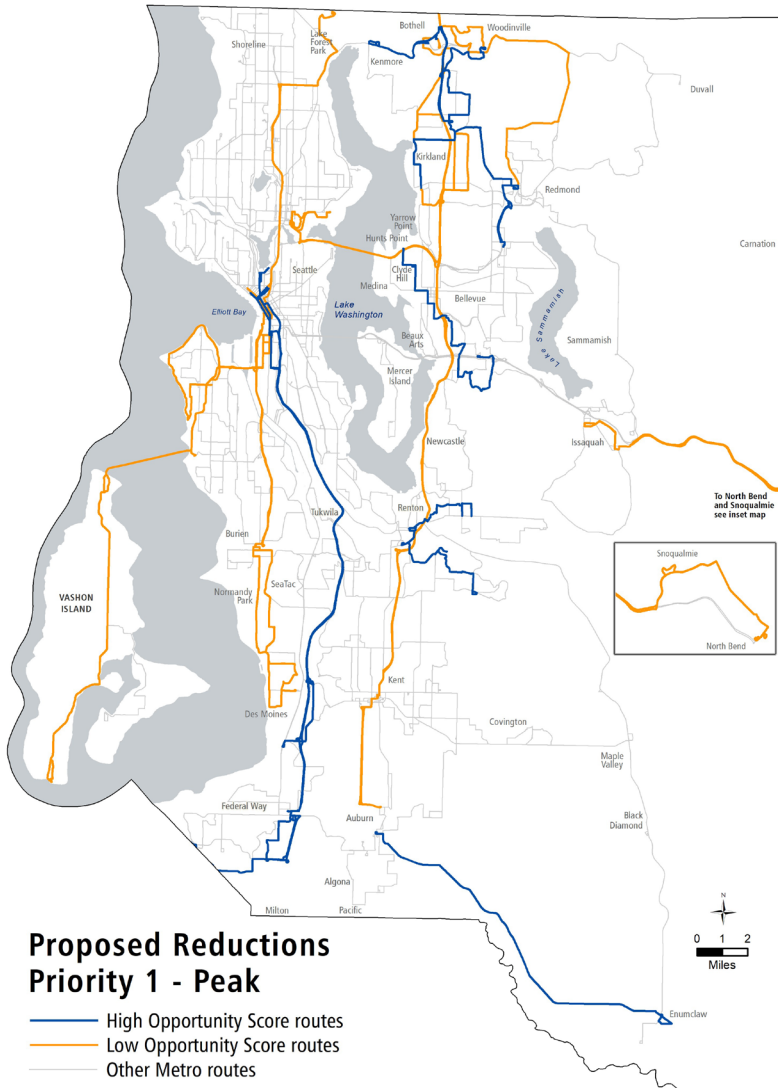
# Reductions Section Proposal Maps Discussion

- Maps identify routes that would be candidates for reductions under proposed policy
  - **do NOT reflect a reductions proposal**
  - help demonstrate policy as one input into reductions proposals (engagement, other steps also crucial)
- Maps include candidates for each time period (Peak, Off-peak, Night)
- Data used for this illustration is from 2020 System Evaluation

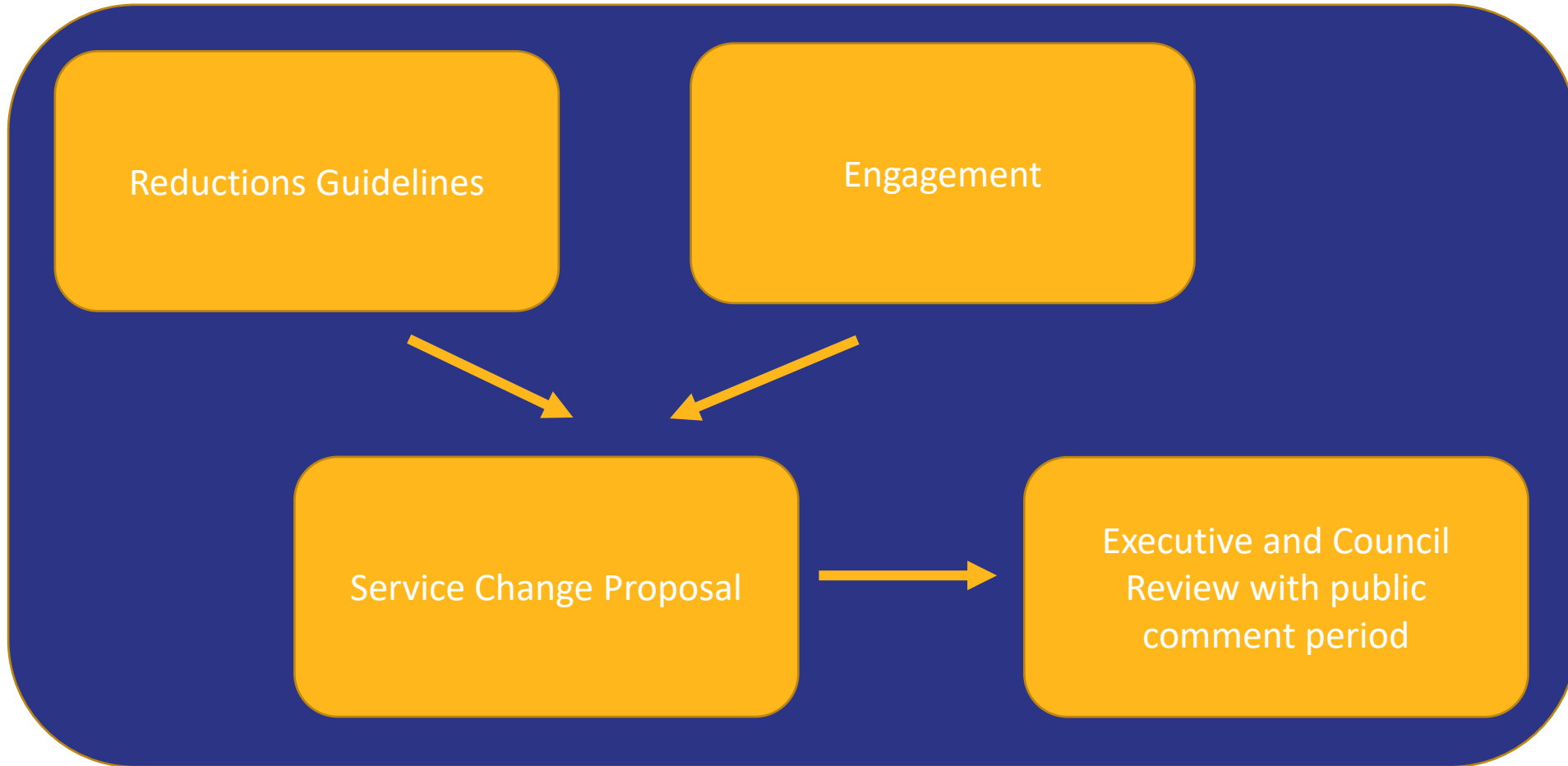
# 1st Priority Reductions Candidate Routes by Time Period\*

(Bottom 25% of both productivity measures)

\*This information is meant to be illustrative of how Metro would use the policy to identify candidates for reductions and is not an official proposal for reductions.



# What happens if Metro needs to make reductions

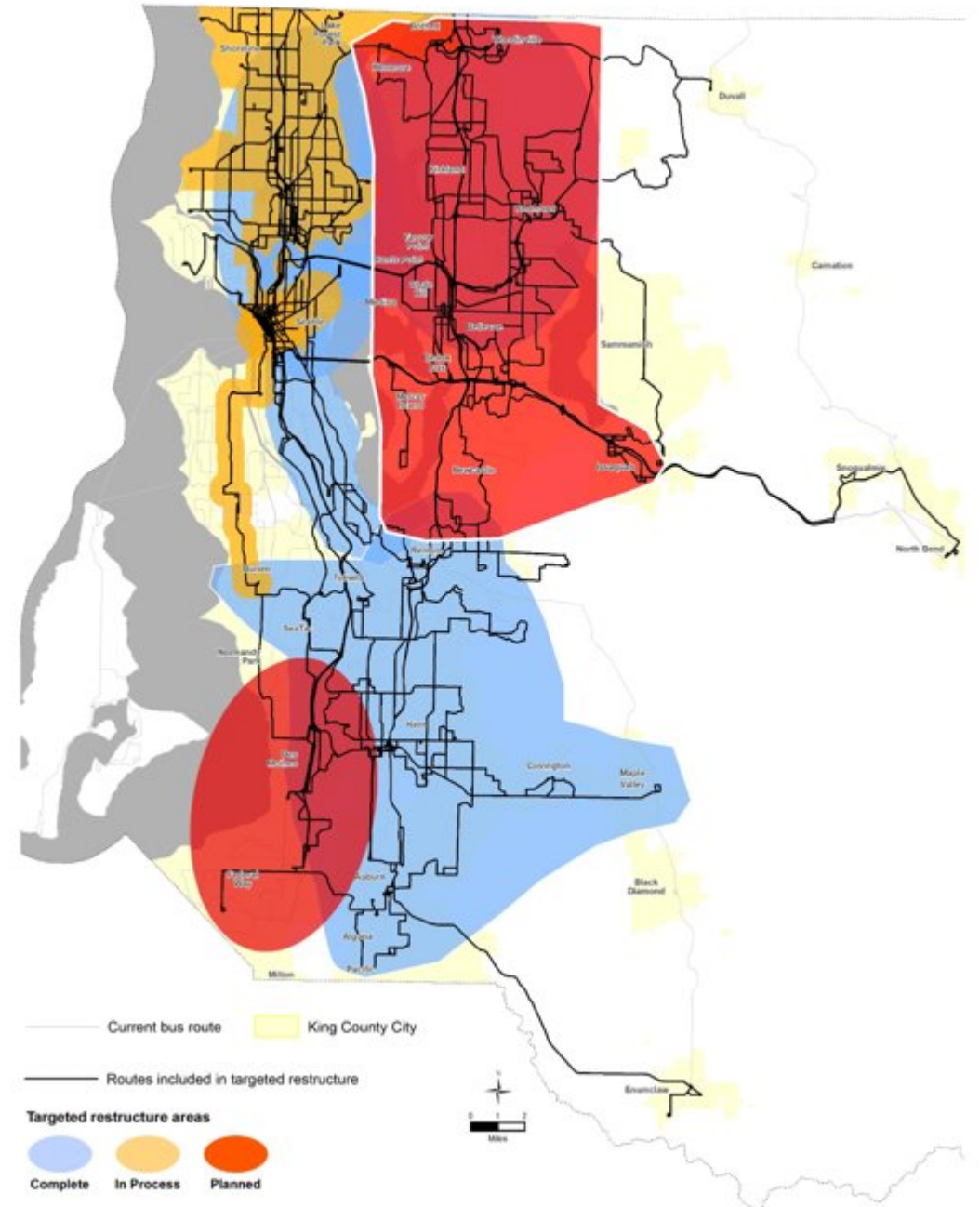




# Discussion: Reductions Guidelines

# Why Restructures?

- Restructure means changing groups of routes simultaneously
- Main triggers for restructuring near-term will be Link light rail, STride BRT, and RapidRide expansions
- Metro aims to create restructured services with community, through community and stakeholder engagement



# Policies for Restructuring Service

- Set high-level goals for service restructures
  - Each project will also develop area-specific goals
- Define what information Metro will consider in restructures
- Define conditions that trigger restructures
  - Be transparent about what to expect when Sound Transit expansion triggers a restructure



# Policies for Restructuring Service - Goals

- **Metro will create restructured networks that serve customers better than existing service**
- Goals:
  - Improving mobility for historically un(der)served populations **(NEW)**
  - Informing, engaging, and empowering current and potential customers in decision-making **(NEW)**
  - Increasing ridership and productivity to reduce greenhouse gas emissions **(NEW)**
  - Focusing frequent service on areas with the highest ridership
  - Creating convenient opportunities for customers to transfer between services
  - Matching service and capacity to demand
  - Moving towards Metro's long-range vision, Metro Connects **(NEW)**



# Policies for Restructuring Service – Data

- Current and expected future travel patterns
- Service in equity priority areas, compared to the rest of the restructure area
- Existing housing, jobs, and other generators of ridership and the location and density of permitted future development
- Passenger capacity of the route(s) relative to projected ridership
- The cost of added service to meet projected ridership demand relative to cost savings from reductions of other services



# Policies for Restructures around Sound Transit Expansion

- Additional consideration when restructures are triggered by Sound Transit
- When Sound Transit expands, Metro will:
  - Develop a network that serves customers better than before ST expansion
  - Focus on connections to new stations
  - Redeploy hours replaced by ST service to countywide needs according to Service guidelines priorities
  - Redeploy hours not directly replaced by ST service within project area



# Renton, Kent, Auburn Area Mobility Plan Goals

## Renton, Tukwila, Fairwood

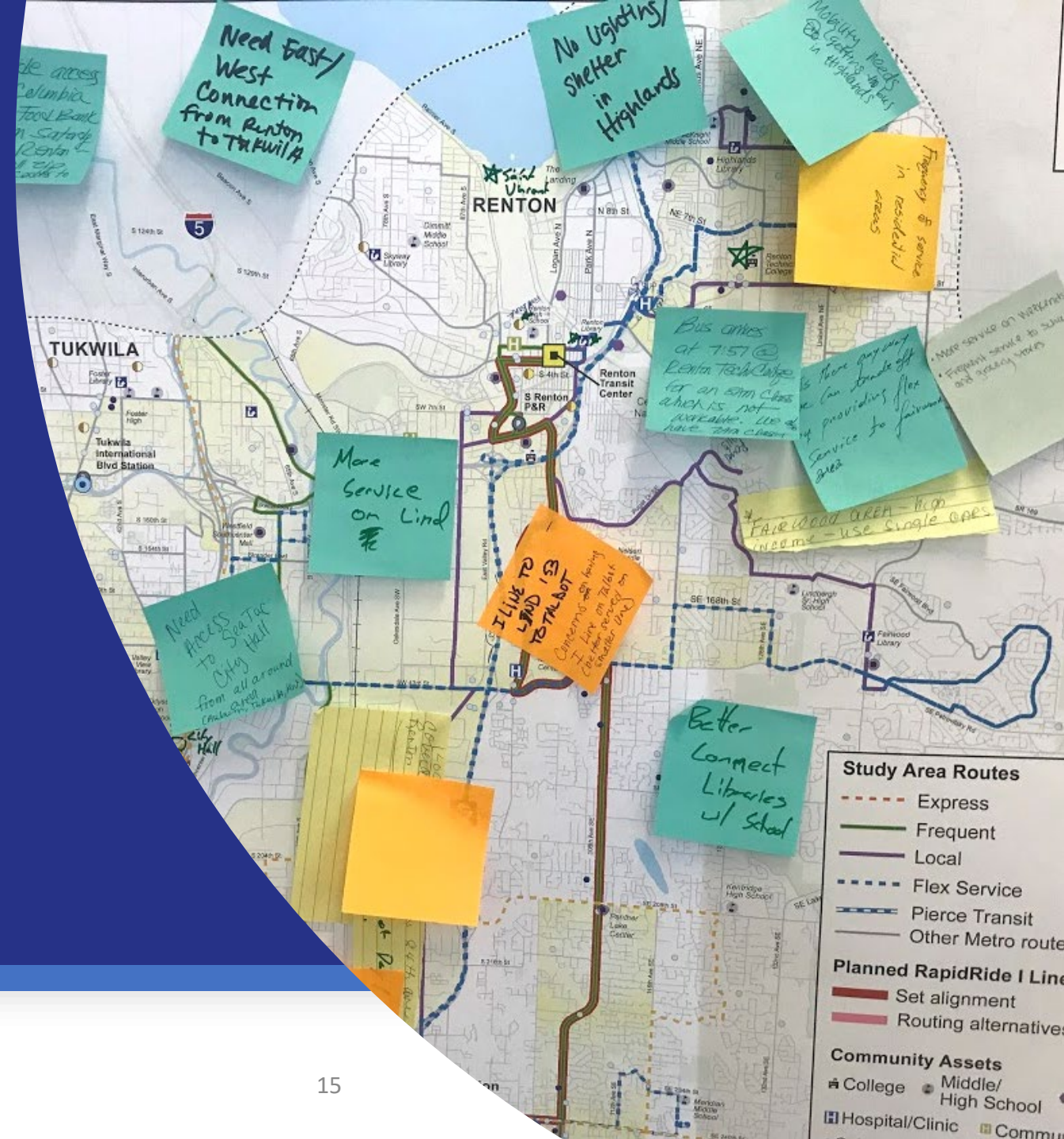
- Provide more service frequency and longer span
- Fill service gaps with more coverage
- Improve east-west connections

## Kent and Covington

- Increase the frequency and span, operate later and earlier service and on weekends
- Improve coverage, create new connections to jobs, regional transit, and community assets
- Improve east-west connections

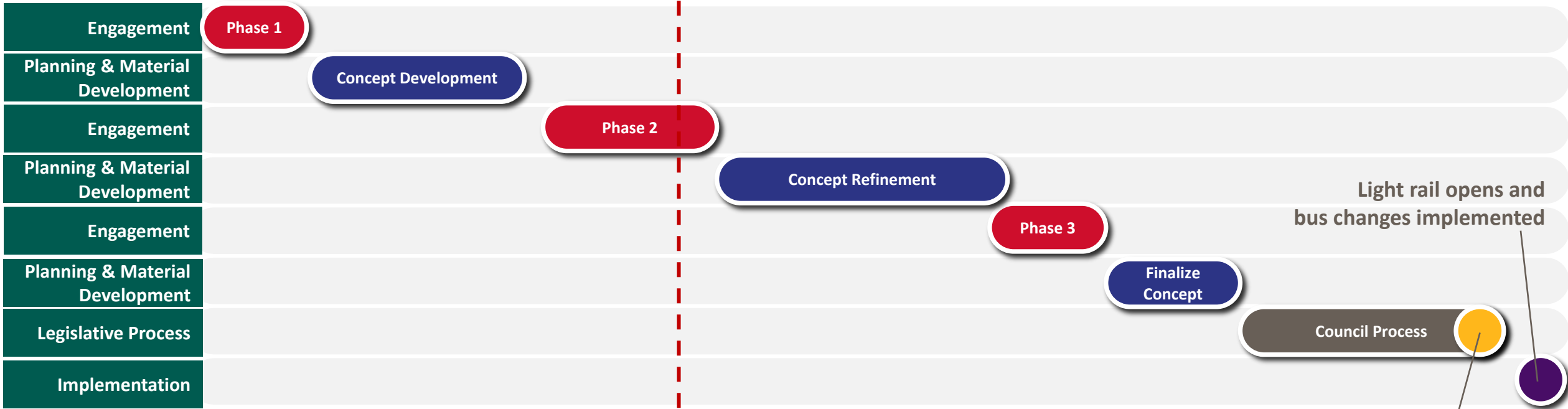
## Auburn, Algona, Pacific

- Add service south of Auburn station, especially to Algona/Pacific
- More weekend/late-night service
- Establish a network of service



# North Link Connections Mobility Project Timeline

Jul 2019   Aug 2019   Sep 2019   Oct 2019   Nov 2019   Dec 2019   Jan 2020   Feb 2020   Mar 2020   Apr 2020   May 2020   Jun 2020   Jul 2020   Aug 2020   Sep 2020   Oct 2020   Nov 2020   Dec 2020   Jan 2021   Feb 2021   Mar 2021   Apr 2021   May 2021   Sep 2021



**“Stay Home-Stay Healthy”  
Order Issued**

**Light rail opens and  
bus changes implemented**

**King County Council Approves  
Final Set of Service Changes**





# Discussion: Restructuring Service Guidelines

# Working with Partners Section

## Metro Partnerships will:

**Prioritize investments where needs are greatest**

### **Be reflective of Metro Goals and Values**

*Metro will prioritize implementation and investment in partnerships that (in order):*

- benefit Areas of Need as defined in the Service Guidelines
- reduce single-occupant vehicle trips and increase transit ridership by improving convenient connections to transit, especially high-capacity transit.

### **Differentiate between partnership types**

- Flexible Service
- Fixed Service

### **Require engagement prior to Implementation**

Metro will require that the partner conduct some form of engagement that reflects Metro's values with affected communities



# Flexible Service Partnerships

- Partnerships can include
  - Full or partial financial funding of service,
  - In-kind contributions that support equitable implementation and productive operations such as
    - *technology*
    - *communications*
    - *marketing*
    - *operational needs*
    - *significant staffing support*



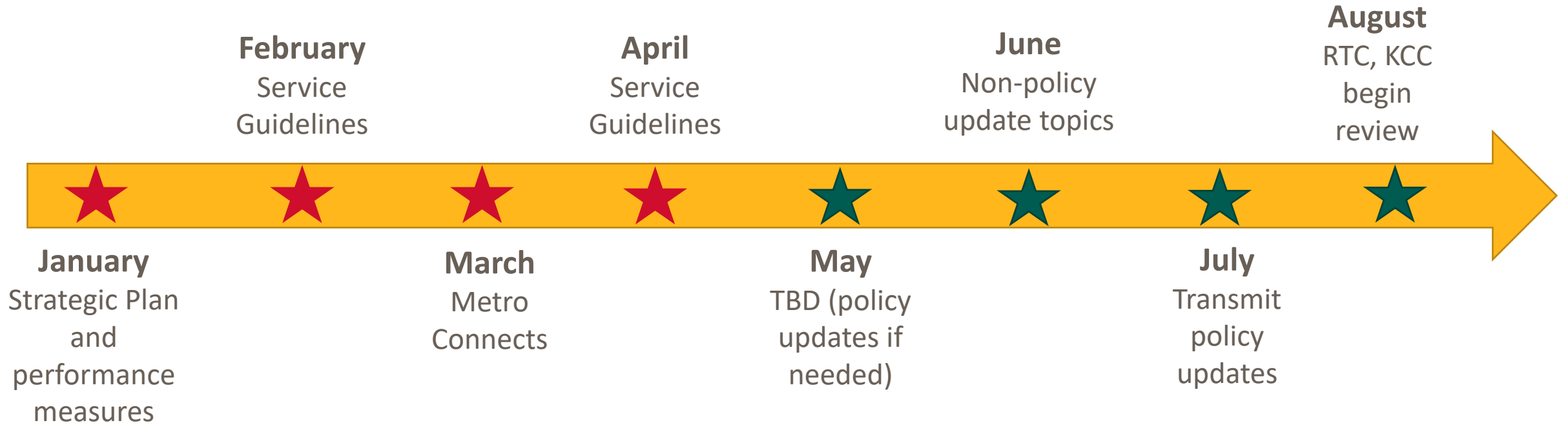
# Flexible Service Partnerships Should

- Work for and prioritize low-income people, people of color, people with disabilities, foreign-born people, and members of limited-English speaking communities.
- Provide flexible service that complements and brings people to current and future fixed-route service quickly and safely, such as a feeder to fixed-route service.
- Extend mobility benefits to communities that have routes below their target service level during one or more time periods.
- Support advancement towards King County's climate and equity goals.



# Discussion: Partnerships Guidelines

# 2021 Schedule



# Closing and Questions