

Regional Transit Committee

Service Guidelines Workshop

February 3, 2016



King County
METRO

We'll Get You There.

Overview

- Purpose and Roadmap
- Service Guidelines Background
- Target Service Levels and System Evaluation
- Centers and Corridors
- Alternative Services

Purpose

1. Provide an in-depth understanding of critical issues in the update
2. Hear which issues the RTC will want to explore more

Roadmap

RTC Workshop – 2/3

- **SP/SG Update**
 1. System Evaluation and Setting Target Service Levels
 2. Centers/corridors
 3. Alternative Services

RTC Meeting - 2/17

- **SP/SG Update**
 - Workshop follow-up
 - 4. Access to transit
 - Park-and-rides
 - Non-motorized access
-
- **Long Range Plan capital and infrastructure**

RTC Meeting - 3/16

- **SP/SG Update**
 - Meeting follow-up
 - 5. Partnerships
 - Present draft striking amendment
-
- **Long Range Plan integration**

RTC Meeting – 4/27

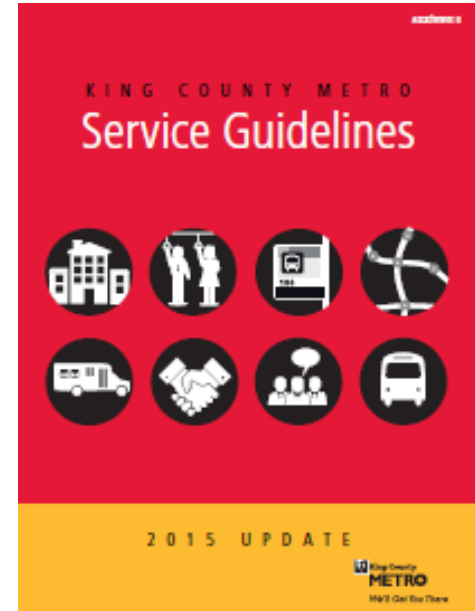
- **SP/SG Update follow-up**
- **Approval of striking amendment**

Updates

- When reducing service, consider the relative impacts throughout the county
- Better reflect social equity and geographic value with investment needs
- Recognize value of peak-only services and protect them in reductions
- Expand alternative services and use to mitigate reductions
- Better understand needs of disadvantaged communities
- Recognize need to improve access and to value park-and-rides
- Expand partnerships to attract riders

Service Guidelines

- Two primary aspects
 - Guidance and policies
 - Govern the service planning process: additions, reductions, restructures
 - Annual data analysis to determine:
 - How much service is needed
 - How the system is performing



Metro's Service Guidelines: Policies

- Guidelines direct planning efforts, service design, and changes to service
 - Designing service
 - Restructuring service
 - Planning alternative services
 - Working with partners
 - Planning and community engagement
 - Adding, reducing, and changing service



Metro's Service Guidelines: Analysis

Annual data analysis
determines investment
priorities

System Evaluation

Route Productivity

Crowding

Reliability

Peak Analysis

Setting Target Service Levels (Corridor Analysis)

Productivity (50%)

Social Equity (25%)

Geographic Value (25%)

Investment Priorities

- Priority 1: Reduce crowding
- Priority 2: Improve reliability
- Priority 3: Increase service to meet target service levels
- Priority 4: Increase service on highly productive routes

“Target Service Level”

A goal amount of service Metro assigns each corridor, based on measures of **productivity, social equity, and geographic value**

System Evaluation and Setting Target Service Levels



King County
METRO

We'll Get You There.

Evaluating service: route productivity/service types

- What we heard:
 - Measure performance of routes against similar services
- What we're doing:
 - Added DART/Shuttles as a new service type
 - Helps protect rural service in reductions

Old Service Types

Seattle Core

Non-Seattle Core

New Service Types

Urban

Suburban

DART/Shuttles

System Evaluation

Route Productivity

Crowding

Reliability

Peak Analysis

Setting Target Service Levels

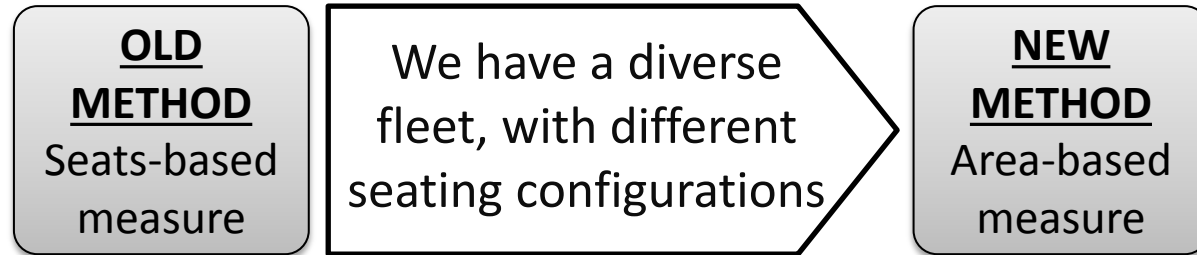
Productivity

Social Equity

Geographic Value

Evaluating service: crowding

- Recommendation:
 - Standardize the crowding measure to account for variations in fleet



System Evaluation

Route Productivity

Crowding

Reliability

Peak Analysis

Setting Target Service Levels

Productivity

Social Equity

Geographic Value

Evaluating service: peak-only routes

- What we heard:
 - Different parts of the county have different travel demands
 - Value the productivity of peak-only services
- What we're doing:
 - Added a layer of protection for peak-only routes in reduction scenarios
 - Peak services are valued for carrying loads and for having faster travel times

System Evaluation

Route Productivity

Crowding

Reliability

Peak Analysis

Setting Target Service Levels

Productivity

Social Equity

Geographic Value

Making reductions

- What we heard:
 - Better reflect geographic value and social equity when **reducing** service
- What we're doing:
 - Added a requirement to consider the **relative impacts** throughout the county of a service reduction proposal
 - Helps ensure no one area is disproportionately impacted

Setting target service levels

- 112 corridors in the system
- Each corridor gets points for meeting criteria in each category
- Total points determines target service level
 - “Service level” = how often buses arrive

System Evaluation

Route Productivity

Crowding

Reliability

Peak Analysis

Setting Target Service Levels

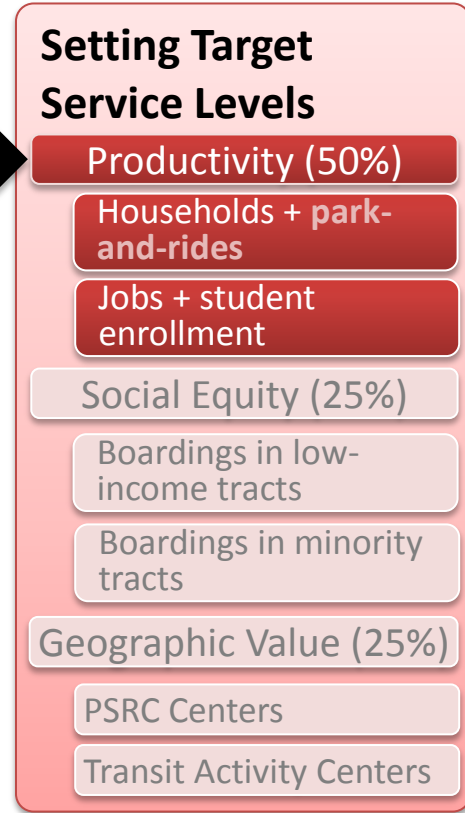
Productivity (50%)

Social Equity (25%)

Geographic Value (25%)

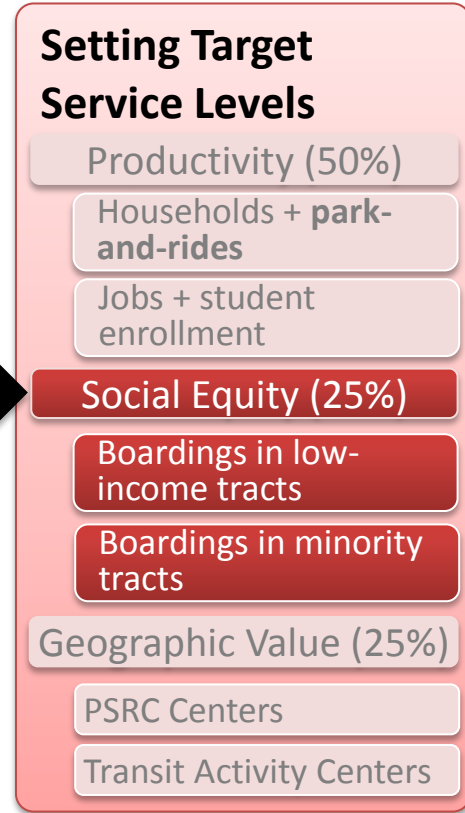
Setting target service levels: park-and-rides

- What we heard:
 - Add consideration for park-and-rides in the corridor analysis
- What we're doing:
 - Park-and-ride stalls are now included with households in the productivity score



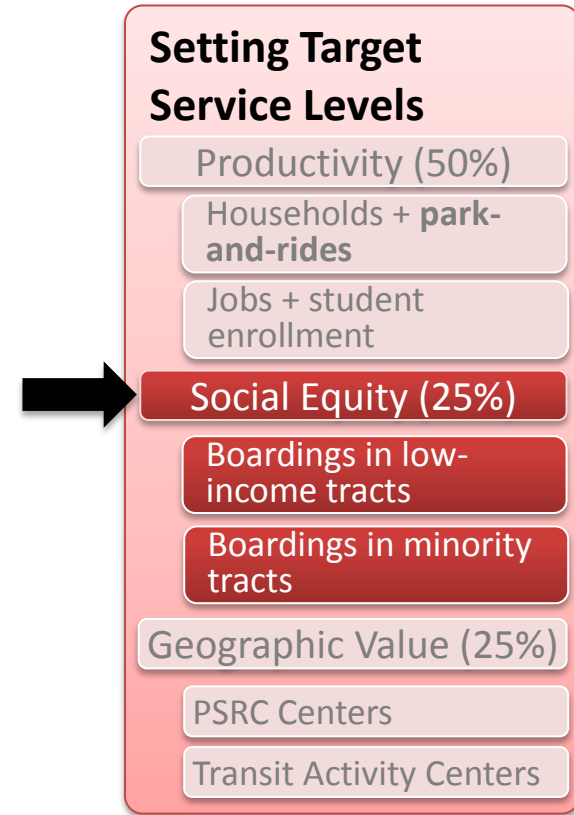
Setting target service levels: poverty definition

- What we heard:
 - Better serve transit-dependent and disadvantaged communities
- What we're doing:
 - Changed “low-income” definition from 100% to 200% of federal poverty level
 - Captures more seniors, youth, and people with disabilities



Setting target service levels: equity points

- What we heard:
 - Better reflect social equity when making service investments
- What we're doing:
 - Changed point system to value corridors serving moderately low-income and minority areas
 - Prevents large fluctuations in scores from year to year



Setting target service levels: valuing centers

- What we heard:
 - Better reflect geographic value when making service investments
- What we're doing:
 - Changed point system to assign more points to corridors that connect centers
 - All connections to centers are valued

Setting Target Service Levels

Productivity (50%)

Households + park-and-rides

Jobs + student enrollment

Social Equity (25%)

Boardings in low-income tracts

Boardings in minority tracts

Geographic Value (25%)

PSRC Centers

Transit Activity Centers



Priority 3: meet target service levels

- Compared to the 2015 Service Guidelines Report:
 - 193,000 hour increase in need
 - All areas of the county increased

	2015 Service Guidelines Report		2015 Revised Guidelines	
	Hours	%	Hours	%
East	59,000	14%	133,000	21%
South	165,000	38%	224,000	36%
West	209,000	48%	270,000	43%
Total	434,000	100%	627,000	100%

Investment need by service type

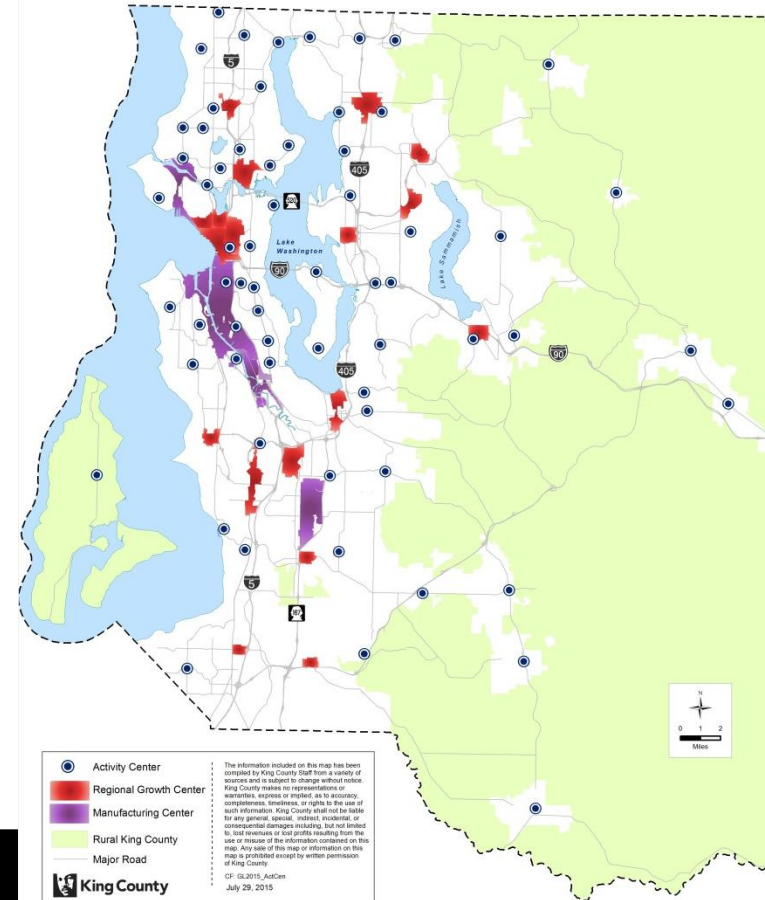
- Compared to the 2015 Service Guidelines Report
 - All service types increased in investment need
 - Suburban service type increased most

	2015 Service Guidelines Report		2015 Revised Guidelines	
	Hours	%	Hours	%
Urban	230,000	53%	280,000	45%
Suburban	176,000	40%	289,000	46%
DART/Shuttles	28,000	7%	58,000	9%
Total	434,000	100%	627,000	100%

Centers and Corridors

Centers

- PSRC-designated
 - 18 Regional Growth Centers
 - 4 Manufacturing/Industrial Centers
- Metro Transit Activity Centers
 - 64 activity hubs geographically distributed throughout the county



Adding new transit activity centers

- New centers must meet criteria:

1 of 3 criteria

Mixed-use, concentrated development

Area outside of regional growth center with major hospital, college, or university

Area outside of regional growth center served by ≥ 3 all-day routes

AND

all 3 conditions

Be located on arterials constructed for transit

Create a new primary connection on a corridor

When a new corridor is needed, it must warrant 30-minute service

Corridors

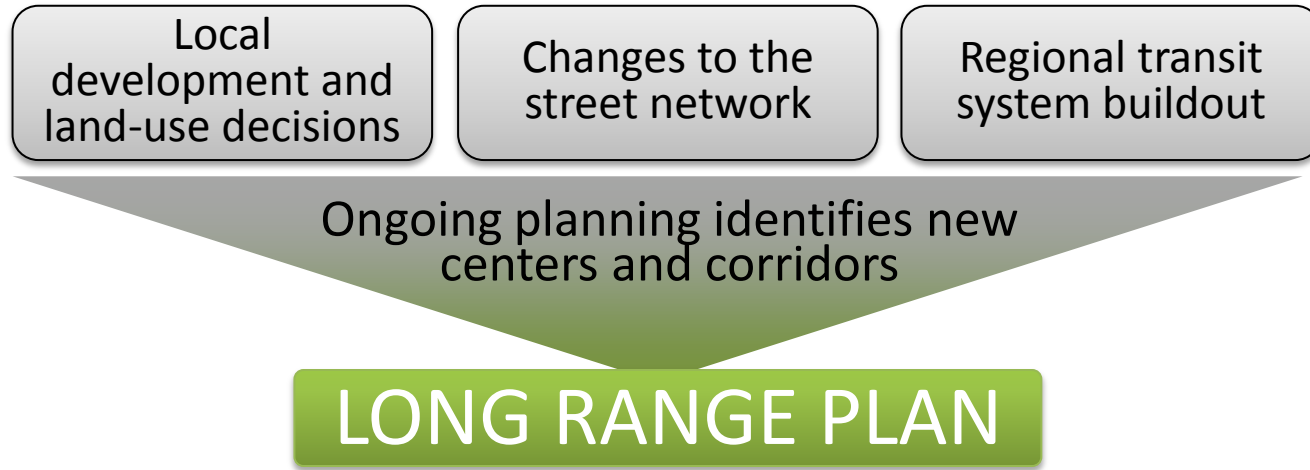
- Corridors are major transit pathways that connect centers, park-and-rides, and major destinations
- Metro identified 112 corridors



Example corridor showing ¼-mile walkshed from stops

Updating corridors

- Over time, Metro will implement the Long Range Plan, which will respond to:



Alternative Services

Role in the system

- What we heard:
 - Right-size service and seed new markets
- What we're doing:
 - Added new section to the service guidelines
 - Established program intent
 - Right-size service
 - Seed emerging markets
 - Mitigate reductions
 - Address gaps in fixed-route service

Alternative Service Options



Existing Alternative Services

VanShare
VanPool
Rideshare Matching
DART and CAT



Community Shuttle

Metro route with a Flexible Service Area, provided through community partnerships.



Community Van

A fleet of Metro vans for local group trips which are scheduled by a local Transportation Coordinator to meet locally-identified transportation needs.



Real-Time Rideshare

Leveraging mobile applications to enable private carpool ridesharing to take place in real-time.



TripPool

Real-time ridesharing between home neighborhood and a transit center. Uses Metro Vans and ORCA fares.



Alternative Services in Development

Bike Library
Community Hub
More to come!

Program Status

- Community needs
- Local mobility
- Regional connections



Adding new service

- Based on “allocation criteria”
- Willingness of communities to partner with Metro
 - Staff resources, in-kind contributions, marketing assistance
- Community planning process identifies needs of riders and potential riders

Poorly-performing
fixed-route service

Time-based
service gaps

Geographic coverage
service gaps

Rural areas or
emerging markets

Market potential

Partnership
opportunities