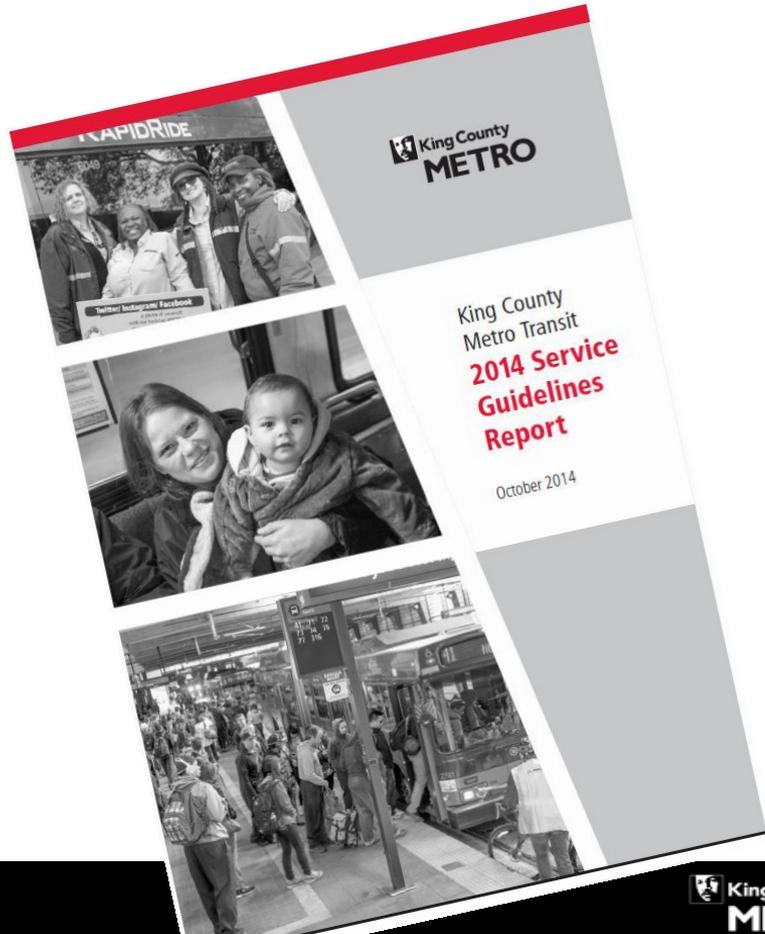


King County Metro Transit 2014 Service Guidelines Report

January 21, 2015

4th Annual Service Guidelines Report



The service guidelines define a transparent process using objective data that helps Metro make decisions about adding, reducing and changing transit service to deliver productive, high quality service where it's needed most.

System growth of 16% is needed

Priority	Investment Area	2013 Estimated Need	2014 Estimated Need
1	Passenger Crowding	15,400	22,200
2	Schedule Reliability	27,800	38,650
3	Meet Target Service Levels	467,500	486,500
	TOTAL	510,700	547,350

Alternative Services

- Snoqualmie Valley Shuttle began in Fall 2013
- Annual Performance Reporting
 - 3 Performance Measures
 - Cost per vehicle trip
 - Cost per ride
 - Rides per hour
 - Continue to assess appropriateness of measures
- Program Expansion
 - \$12m in 2015-16 budget
- Prioritize future Alternative Services to mitigate for service reductions
- Future Projects
- Guidelines for implementation discussed in Service Guidelines Task Force

System Changes by Service Guidelines

- Service Reductions in September 2014
 - Over 150,000 annual hours
 - Low-performing services
- System-wide performance changes
 - 2015 Service Guidelines Report will reassess high and low performing services

Updates to Service Guidelines

- Service Guidelines Task Force beginning in 2015
 1. Performance by service type
 2. Geographic value
 3. Social equity
 4. Policies for purchase of additional services
 5. Guidelines for alternative services implementation
- Update due in Spring 2015
 - Will be changed per Ordinance 17143 to align with task force schedule