

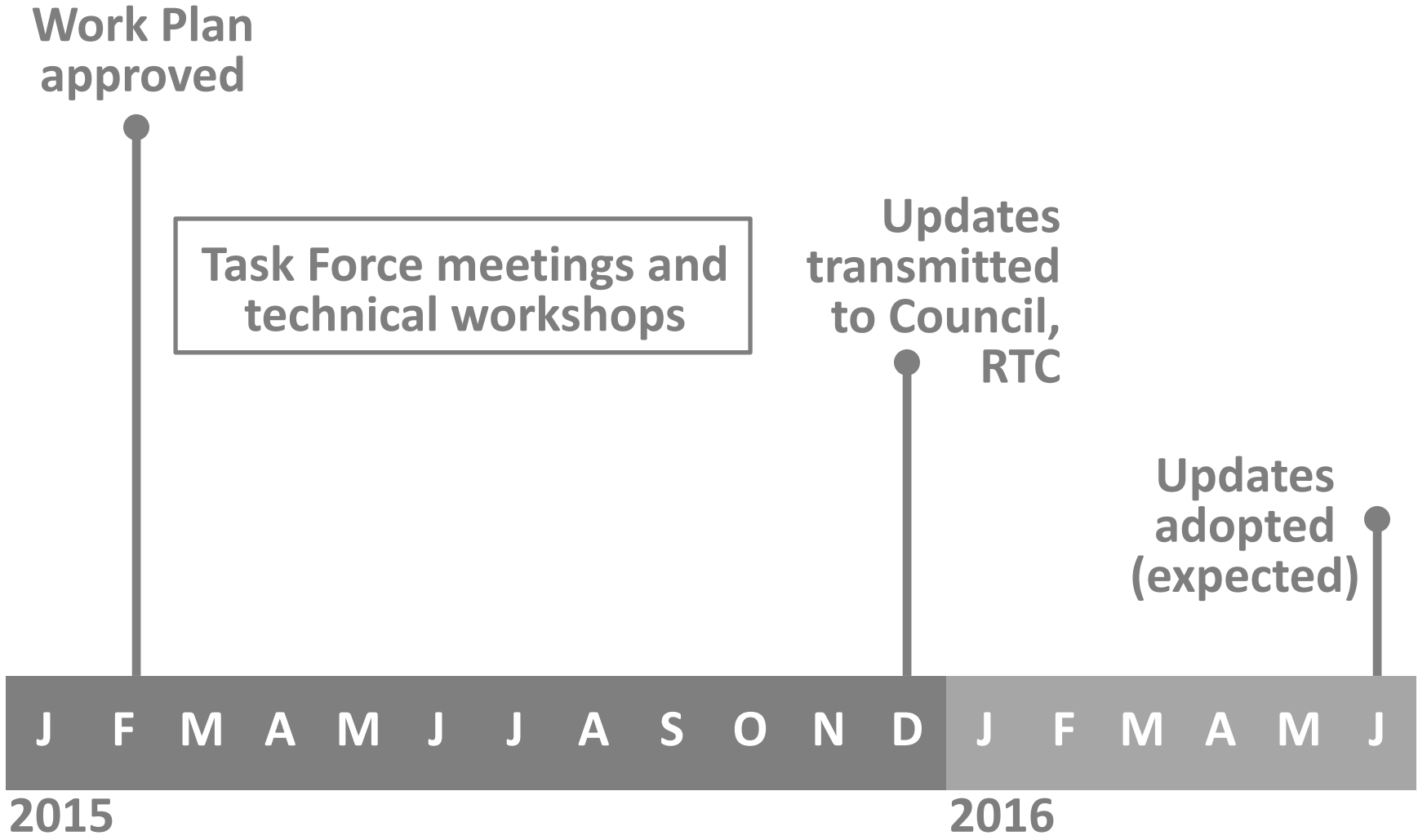
Service Guidelines Task Force

Committee of the Whole
October 21, 2015



We'll Get You There.

Timeline for Updates to Strategic Plan and Service Guidelines



Task Force Work Plan

- How **transit service performance is measured** as specified in the Metro Service Guidelines to reflect the varied purposes of **different types of transit service**;
- Approaches to evaluating how the goal of **geographic value** is included in the Metro Service Guidelines, including minimum service standards;
- Approaches to evaluating how the goal of **social equity** is included in the Metro Service Guidelines;
- Outline **financial policies for purchase of additional services** within a municipality or among multiple municipalities;
- Outline guidelines for **alternative services** implementation

Task Force Membership

- **Nancy Backus**, City of Auburn
- **Amy Biggs**, Snoqualmie Valley Transit
- **Vic Bishop**, Eastside Transportation Association
- **Josh Brown**, Puget Sound Regional Council
- **Tim Burgess**, City of Seattle
- **Fred Butler**, City of Issaquah
- **John Chelminiak**, City of Bellevue
- **Suzette Cooke**, City of Kent
- **Dorene Cornwell**, Mobility Advocate
- **Lauren Craig**, Puget Sound Sage
- **Kevin Desmond**, King County Metro Transit*
- **Chris Eggen**, City of Shoreline
- **Mahnaz K. Eshetu**, Refugee Women's Alliance
- **Jim Ferrell**, City of Federal Way
- **Hilary Franz**, Futurewise
- **George Frasier**, Green River College
- **Patrick Green**, Bellevue College
- **Mike Harbour**, Sound Transit*
- **Josh Kavanagh**, University of Washington
- **Matt Koltnow**, Transit Advisory Commission
- **Scott Kubly**, Seattle Department of Transportation
- **Matt Larson**, City of Snoqualmie
- **John Marchione**, City of Redmond
- **Gordon McHenry**, Solid Ground
- **Lynn Moody**, Hopelink
- **Shefali Ranganathan**, Transportation Choices Coalition
- **Tom Rasmussen**, City of Seattle
- **Carla Saulter**, Transit rider
- **Jon Scholes**, Downtown Seattle Association
- **Edna Shim**, Seattle Children's Hospital
- **Jim Stanton**, Microsoft

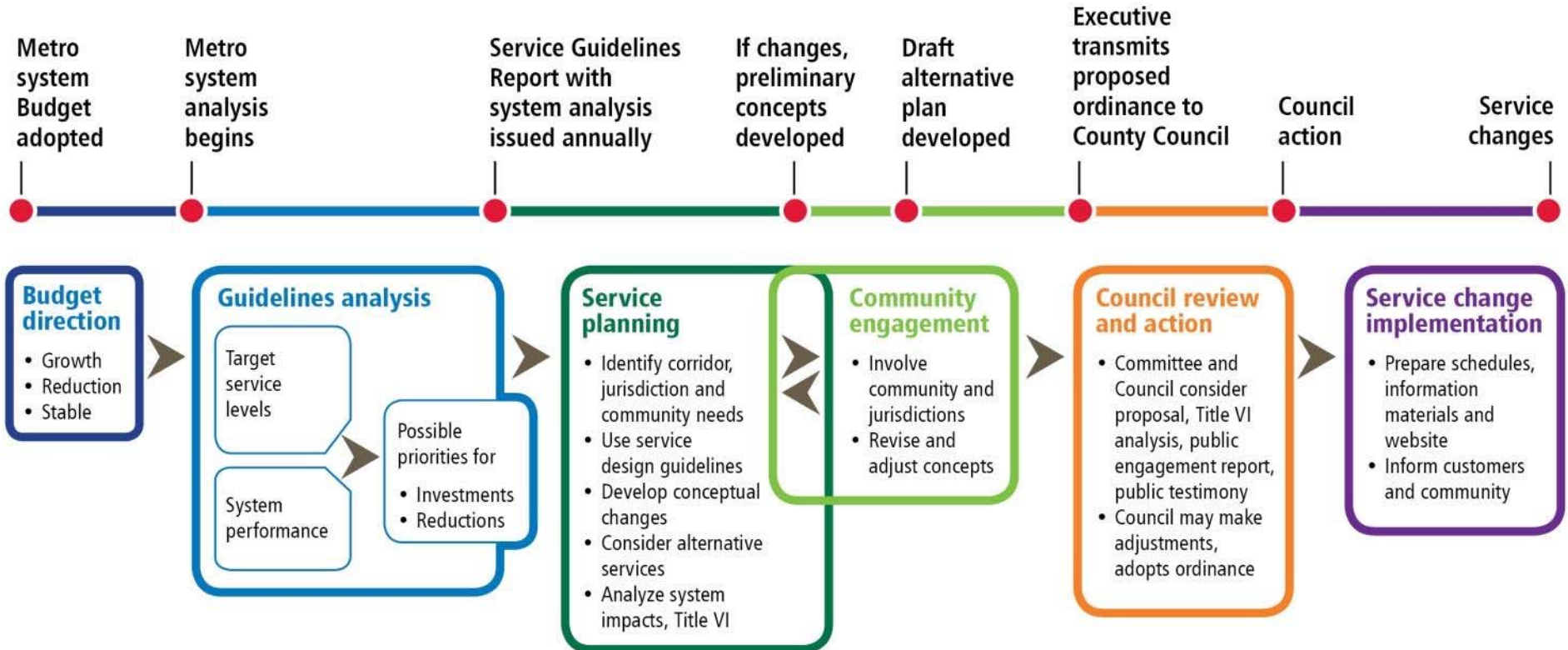
*Ex officio members

NOTE: Paul Bachtel and David Freiboth were appointed to the task force but resigned during the deliberations.

Service Guidelines Task Force Guidelines Overview

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How does Metro's planning process work?



How the Service Guidelines are used

Service Guidelines are used to:

Set target
service levels

Evaluate
system
performance

Restructure
Service

Design Service

These inform possible priorities for **investments, reductions, and system maintenance.**

System performance and target service levels inform Metro's investment and reduction priorities

Area of Service Guidelines	Description	Primarily affects...
Target service levels	<p>A goal amount of service on each corridor based on</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="background-color: #6a3d9a; color: white; padding: 10px; text-align: center; width: 30%;"> Productivity 50% </div> <div style="background-color: #e67e22; color: white; padding: 10px; text-align: center; width: 30%;"> Social Equity 25% </div> <div style="background-color: #2980b9; color: white; padding: 10px; text-align: center; width: 30%;"> Geographic Value 25% </div> </div>	<ul style="list-style-type: none"> • Identification of investment needs • Decrease likelihood of reductions on corridors with investment need
Service types	<p>Performance categories for like services that are used to evaluate all routes</p>	<ul style="list-style-type: none"> • Determine top and bottom 25% performers for reductions and investments

Service Guidelines Task Force Principles and Recommendations

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October 21, 2015

Task Force principles

- Different parts of the county have different travel demands
- Measure performance of routes against similar services
- Right-size service and seed new markets
- Create better connections between centers
- Maintain and improve services that meet productivity, social equity, and geographic value objectives
- The demands for transit service far outweigh current available resources
- Value all forms of partnerships that support transit access and ridership

Recommendations for service types and how performance is measured

- Task Force Recommendations:
 - Create a peak policy emphasis
 - Create a new service type for DART and Community Shuttles

Urban

- Routes serving densest areas of the county

Suburban

- Routes primarily serving suburban and rural communities

DART & Community Shuttle

- Dial-a-Ride Transit and alternative services shuttles

Peak Policy Emphasis: Policy protection for peak-only routes during reductions

Recommendations for how to include social equity and geographic value in the target service level analysis

- Task Force Recommendations:
 - Social Equity
 - Revise the point system to more accurately reflect social equity and minimize large year-to-year shifts in points
 - Change the definition of low-income to be consistent with ORCA LIFT
 - Geographic Value
 - Revise the point system to better value connections to centers
 - Develop standards that service on a corridors should not be less frequent than hourly
 - Add consideration for park-and-rides

Recommendations to enhance planning process

- Task Force Recommendations:
 - Use service planning and community engagement process more thoroughly and explicitly address origins and destinations of riders
 - Develop and implement a mobility metric to assess how long it takes to get to jobs and centers
 - Improve transparency and communication when service changes are anticipated

Recommendations to enhance alternative services program

- Task Force Recommendations:
 - Expand alternative services program
 - Use alternative services to meet a variety of needs
 - Enhance planning for alternative services by working with jurisdictions, employers, and residents
 - Create new metric for measuring performance

Recommendations to change partnerships and land use initiatives

- Task Force Recommendations:
 - More collaboration with private parties and communities to explore public-private partnerships
 - Implement program to develop and manage park-and-rides with partners
 - Work with municipalities to create investments that improve transit service

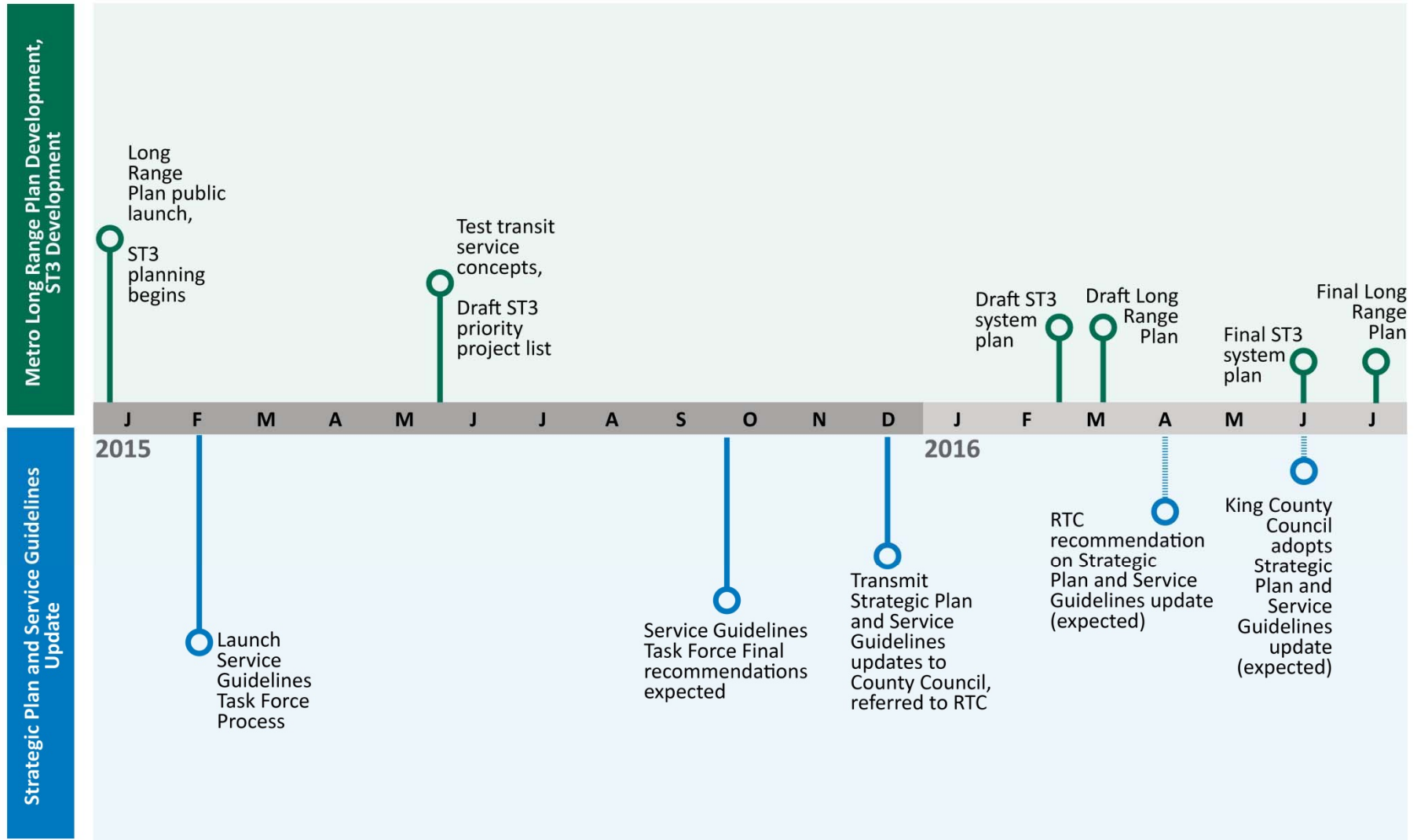
Support new funding and continued operational efficiencies

- Task Force Recommendations:
 - Need for new resources to support growth of transit system
 - Continue to focus on transparency, efficiency and accountability
 - Integrate Service Guidelines values into implementation of Long Range Plan

Closing Summary

- When making reductions, consider relative impacts to all parts of the county
- Modify service types to measure like services
- Provide greater protection for peak-only services in event of major service reductions
- Changes to social equity and geographic value have effect of increasing target service levels – or overall need for transit services
- Provide greater funding for alternative services as a way to meet diverse needs
- There is a need for additional funding to support expansion of the system

Metro integrated planning timeline



Next steps in the process

- Changes based on these recommendations will be proposed for:
 - Metro's Service Guidelines update
 - Metro's Strategic Plan update
 - Metro's Long Range Plan
 - 2017-18 Budget
- Transmitted to Council on December 15, 2015
- RTC Deliberation – Q1/Q2 2016
 - RTC Recommendation April 2016
- TrEE and Council Deliberation – Q2 2016