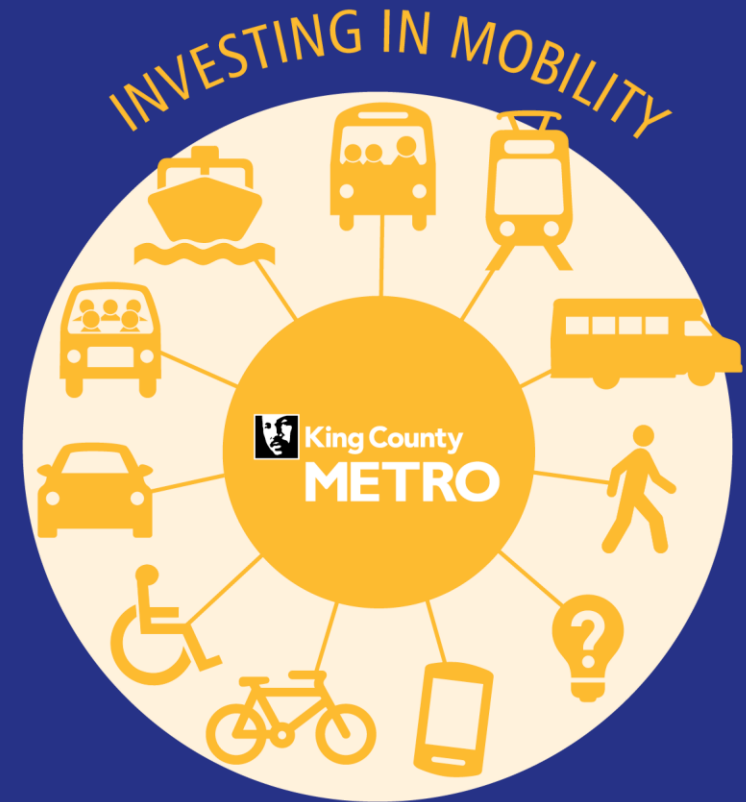


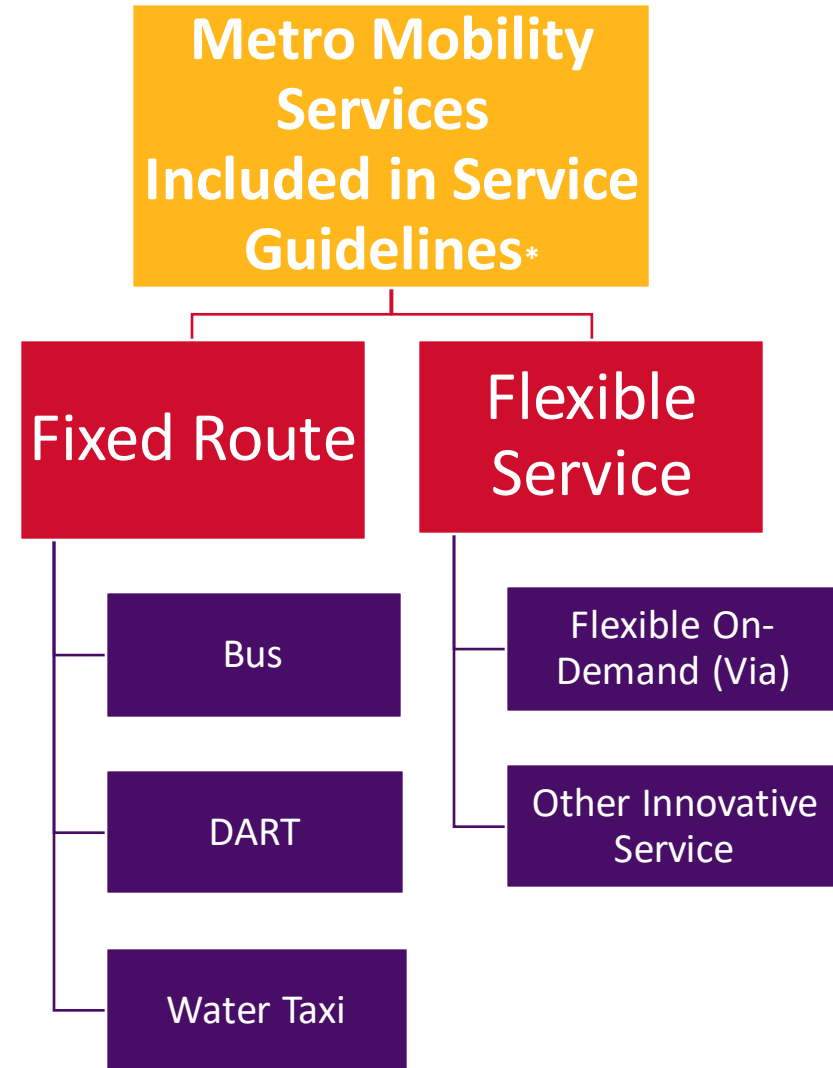
Service Guidelines

Mobility & Environment Committee
February 24th, 2021



Today's Focus

- Service growth scenarios reminder
- Begin discussions of Reductions' guidelines
 - Maps and further analysis will be available for April meeting
- Flexible services guidelines

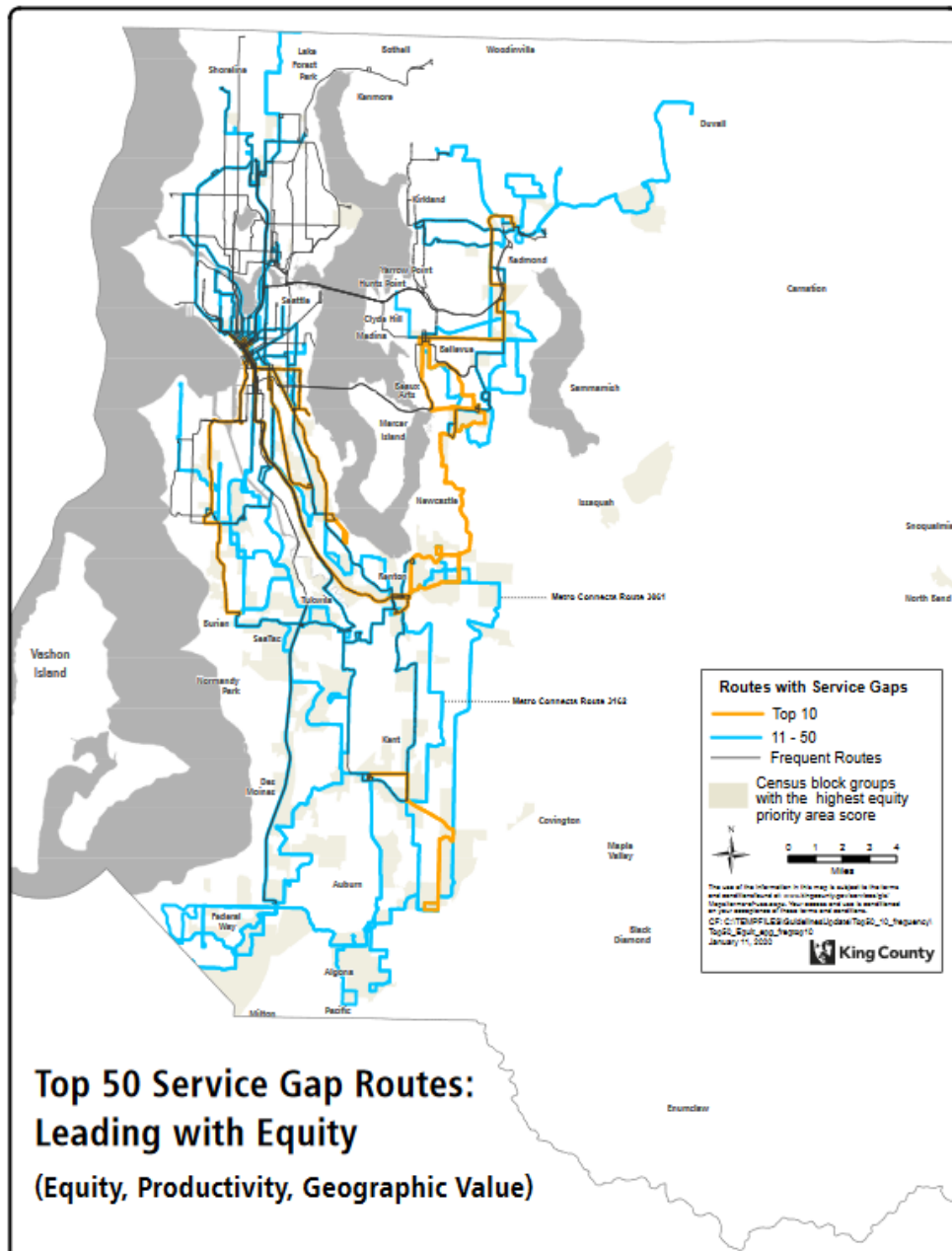
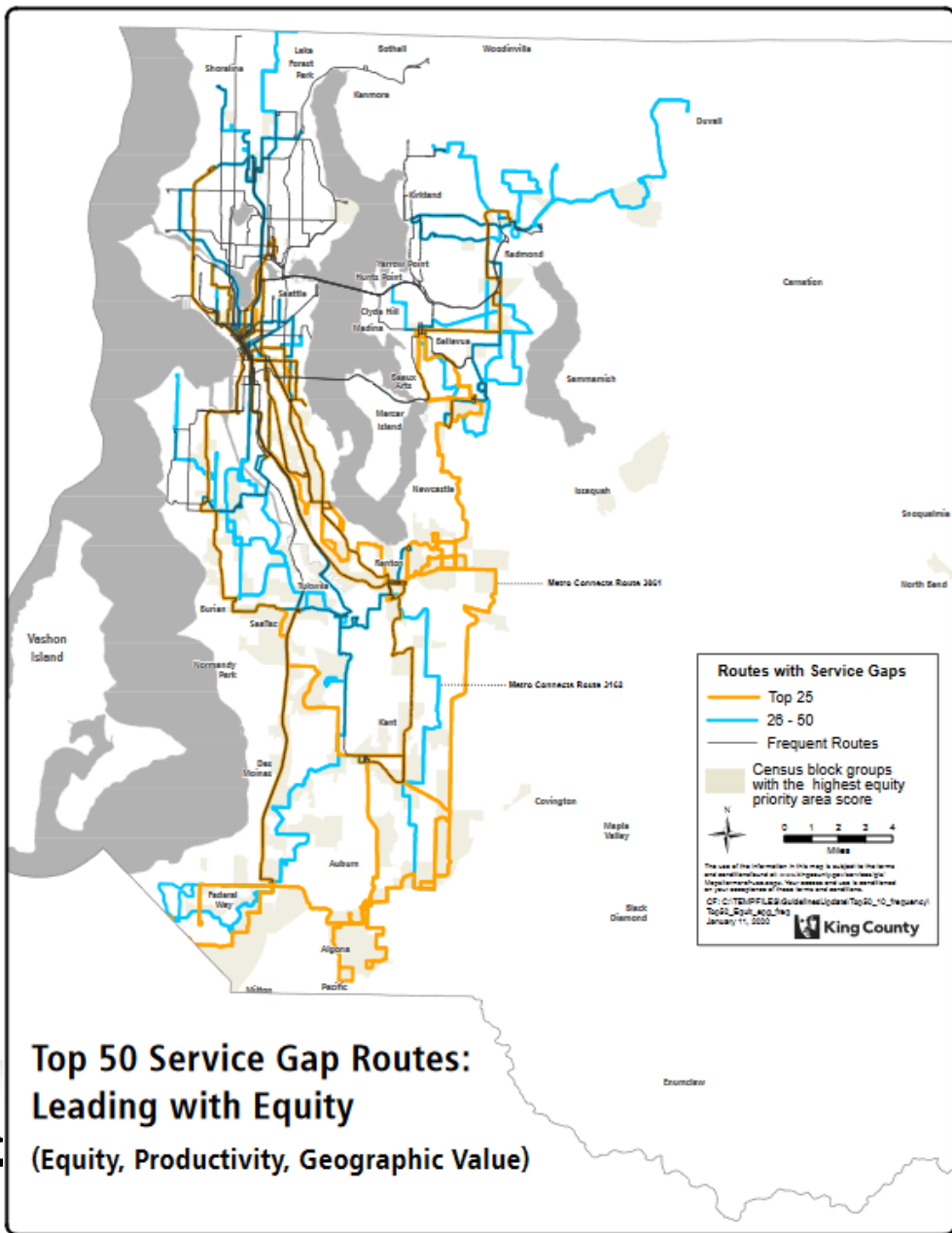


*Not all Metro services (ex: Access) are covered in the Service Guidelines

Recap: Recommendation for Equity-First Approach to Service Growth

Top 25 Investment Priority Routes Identified in Yellow

Top 10 Investment Priority Routes Identified in Yellow



Service Guidelines – Reductions Update Goals

- Simplify reductions guidelines
- Provide transparency and clarity for future reductions scenarios
- Center Mobility Framework guidance around equity and sustainability

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.

Changes to Reduction Priorities

• Existing Reductions Priorities

- Based on route performance (productivity)
- Consider all-day routes relative to targets from Priority 3
- Consider peak routes relative to peak criteria



• New Reductions Priorities

- **Prioritization:** Base prioritization for all-day routes on productivity
- **Centering equity:** Within each prioritization, candidate routes will be identified as high equity and low equity. Low equity routes will receive first consideration of reduction within each priority.
 - Equity will be measured using the 5-point Opportunity Index Score
- **Centering sustainability:** Add a sustainability threshold to consider as highest priority any reductions where service is emitting more GHG than Single Occupancy Vehicles.

Additional Reductions Factors Remaining

- The relative impacts to all areas of the county in order to minimize or mitigate significant impacts in any one area.
 - *"so that no one area experiences significant negative impacts beyond what other areas experience"*
- Ways to minimize impacts through the type of reduction, particularly through restructuring.
- Preservation of last connections.
 - Including in *"east and south King County adjacent to or surrounded by rural land"*
- Applicability of flexible services in minimizing impacts to communities.

Reductions Guidelines – Proposed Priorities

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

Reductions Guidelines - What Will Not Change

- Route performance (productivity) will remain the primary quantitative input to reductions planning.
- Consideration of additional factors will continue to be critical when making reductions
 - Balancing reductions across the county
 - Minimizing impacts through restructuring
 - Preservation of last connections



Flexible Service Guidelines - Update Goals

- Update Guidelines to reflect evolution of flexible and alternative services
- Provide transparent priorities for future investment
- Ensure flexible services performance is measured consistently across many projects
- Provide clear guidance on pilots and pilot periods

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Flexible Service Guidelines - Proposed Update

- Create prioritization methodology for investment areas for future flexible services.
- Add metrics for existing flexible services on productivity, efficiency, and equity.
- Outline types of measures for future flexible services on productivity, efficiency, and equity.
- Provide a framework for evaluating flexible services during pilot periods and whether a service should be continued, discontinued, or transitioned to a permanent service.



Flexible Service – Proposed Evaluation Metrics

Permanent and Pilot Service

- **Productivity**

- Service utilization should be measured in a way that allows for total service usage and growth in service usage to be compared to similar Metro Transit services.

- **Efficiency**

- Service cost should be measured in a manner consistent with similar existing services and should allow for cross-service comparison.

- **Equity**

- Locational choices should prioritize service for priority populations.

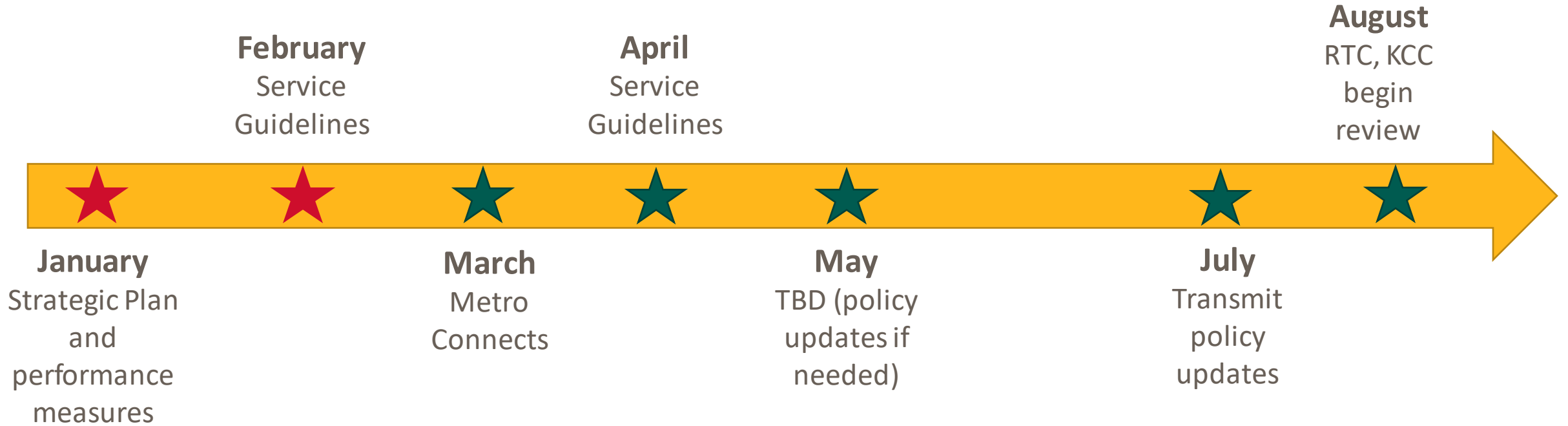


Flexible Services - Pilot Evaluation

- Flexible services will first be implemented through a pilot that allows Metro to learn more about how the service operates, how a community uses the service, and provides opportunity for continuous service improvement for these new, innovative services.
- Metro will establish a predetermined period of time for pilots, with a formal evaluation conducted annually.
- Pilot periods allow for adjustment of the service within the time period before being discontinued or transitioned to a permanent service.



2021 Schedule



Closing and Questions