

## **Service Guidelines Task Force Background**

---

The **Service Guidelines Task Force** was convened in March 2015 in response to Proviso 1 of the 2015/2016 Biennial Budget Ordinance 19741. Building on the work of the 2010 **Regional Transit Task Force**, this new task force was asked to further analyze how transit service is designed, allocated and measures, consider input from stakeholders across the region, and recommend any needed improvements.

Over eight months of work, the task force developed consensus recommendations – the result of tremendous collaboration by King County, partner cities, regional decision makers, and diverse stakeholders. The Task Force recommendations were recently sent to the King County Council and the Regional Transit Committee.

### **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

---

The following section contains a summary of the agreed-upon principles and recommendations formulated by the task force. More detail may be found at the end of Attachment 1 of the transmittal package and in the Service Guidelines Task Force Final Report.

### **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

### **Task Force Recommendations**

- Changes to service guidelines
  - Revise service types
  - Better incorporate social equity and geographic value into the target service level analysis
- Enhance the planning and outreach process
- Enhance the alternative services program
- Changes to partnerships and land-use initiatives

- Support new funding and continued operational efficiencies

#### **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.*

## Access to Transit Phase 2 Report Summary

---

### The Access to Transit Study

The Phase 2 Report is the third and final report of King County Metro's two-year Access to Transit Study required by King County Ordinance 17641, Section 3. It is due on December 31, 2015.

The results of the study are presented in three separate reports. What's been transmitted previously:

1. **Work Plan** – December 31, 2013
2. **Phase 1** – December 31, 2014.  
*Different modes used to access transit and the infrastructure that supports them.*
3. **July Report** – July 1, 2015  
*How access to transit is defined, how people access transit in King County and next steps for Metro*

### About the Phase 2 Report

It focuses on needs reporting, funding, policies and regional coordination. It also recommends next steps for Metro to

### What we've heard

1. Many park-and-rides around the region are overcrowded.
2. Biking and walking infrastructure connecting to transit is inadequate in various places around the county.
3. Transit-to-transit and other last-mile connections are important, especially as the regional transit network grows.
4. Working with jurisdictions and other agencies is critical to improving access, and Metro needs to take a leadership role.
5. Metro's measures and reporting do not fully capture the multiple facets of transit access or identify a clear path to address them.

### What we've learned and what we're doing

Highlights of our findings:

**I. Measures and reporting.** Metro could expand on our existing measures and data collection to more fully assess the opportunities for all people to access public transportation and to identify opportunities for improving access.

*Actions:*

- 1) Metro is proposing modified and new measures as part of the updates to the strategic plan.  
Metro is developing new tools and initiating expanded data collection to better understand access barriers and identify steps for improvement.

**II. Funding.** A major portion of Metro's capital program is dedicated to ongoing maintenance and operation of existing facilities. Major new investments will require both additional dedicated funding and partnerships with other agencies, local jurisdictions and the private sector. An investment strategy will be required to identify and prioritize the most effective projects.

*Actions:*

- 1) Metro will continue to work with partners to identify financial partnership opportunities, grants and other resources to implement new capital infrastructure and programs to enhance transit access.
- 2) Metro will seek opportunities to further develop and apply tools and resources to evaluate access to transit needs and identify and prioritize projects.
- 3) Metro will begin to identify investment priorities through the development of its long-range plan and the 2017-2018 budget process.

### III. Policies and practices

**Bike and pedestrian.** A multimodal approach to providing and enhancing access to transit is important. Good transit access by all modes is essential to supporting ridership and making transit more attractive and convenient. While all modes have a role, many agencies prioritize improvements that will do the most to increase ridership at the lowest cost.

*Actions:*

- 1) Metro will develop policy language in the long-range plan to guide Metro's multimodal approach to transit access improvements.
- 2) Metro will work collaboratively with local jurisdictions, other agencies, private organizations and others to improve bike and pedestrian connections to transit. Metro's focus will be in the transit service and transit stop element of these connections.

**Transit parking.** Transit parking is an important access mode and many agencies provide park-and-ride or other parking as a means of access to transit. Many agencies and cities are working to find strategies for responding to parking demand that use resources efficiently, are affordable, and are consistent with smart-growth plans adopted by cities.

*Actions:*

- 1) Metro will work collaboratively with local jurisdictions, other agencies, private organizations and others to respond to demand for transit parking by better managing our resources and providing more supply where warranted.

**Transit-oriented development (TOD).** Transit-oriented development can increase access to transit by promoting walkable, compact communities and providing affordable housing near transit. It can help increase, maintain or decrease parking, depending on the community vision.

*Actions:*

- 1) Metro will encourage and pursue transit-oriented development (TOD) opportunities with cities, other transit agencies and private developers.

**Safety and security.** Agency programs that promote safety and security are critical as people are more likely to utilize facilities where they feel safe.

*Action*

- 1) Metro will continue to promote safe and secure access to transit and seek opportunities to collaborate with jurisdictions to make improvements.

**IV. Regional coordination.** Transit access is a regional issue and Metro will need to work closely with other agencies and jurisdictions to plan, design, fund, build and maintain an integrated transit system with good access.

*Action*

- 1) Metro will continue to plan and coordinate with regional players who have a role in access to transit issues

### Report Organization

*Section One*

Findings and next steps

*Section Two*

- I. Measures and reporting
- II. Funding
- III. System access policies and practices
- IV. Transit parking policies and practices
- V. Transit-oriented development policies and practices

*References*

*Appendices*