

# 2017 System Evaluation

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Regional Transit Committee

November 15, 2017

# Context

- 7<sup>th</sup> annual report based on Service Guidelines
- Evaluation of fixed-route service, Community Connections, and Water Taxi services
- Based on a snapshot in time
- Shows how routes are performing
- Informs investment and reduction decisions

# Fixed-route Evaluation

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# Service changes and report timeline

- Data for this report came from October '16 – March '17:
  - **after** the U-Link and southeast Seattle restructures
  - **before** March and September 2017 investments
- Investment needs shown in the report were **adjusted** to account for investments made in 2017



# System growth of 13% is needed

Priority	Investment Purpose	2016 Estimated Need	2017 Estimated Need
1	Reduce passenger crowding (pg 5)	12,800	↓ 6,800
2	Improve schedule reliability (pg 7)	18,350	↓ 17,000
3	System growth (pg 9)	488,300	↓ 485,700
<b>Total:</b>		<b>519,450</b>	<b>509,500</b>

- Estimated needs account for 2017 investments
- Increased population, jobs, and ridership driving higher targets for system growth

# Budget for Service Guidelines Investments

Priority	Investment Purpose	2017-2018 Budgeted	2017 Investments	2018 Planned Investments	Total Investments
1	Reduce passenger crowding	27,300	22,600	10,000	<b>32,600</b>
2	Improve schedule reliability	32,500	16,200*	10,000	<b>26,200</b>
3	System growth	100,000	31,400	76,900	<b>108,300</b>
Figures are approximate <b>Total:</b>		159,800	70,200	96,900	<b>167,100</b>

Delays of major construction impacts and additional grant funding have enabled Metro to front-load and increase investments

\* An additional 29,000 hours were invested in schedules to give operators more time to access comfort stations

# Crowding Example

(Priority 1)

- E Line (pg 6, Figure 1)
  - Trip heading to Seattle at 7:29am M-F
    - On average, trip has 1+ passengers over the crowding threshold
    - Needs 330 hours of investment (pg 67)
  - Latest data indicated crowding persists
  - Adding a trip is feasible
- Route is receiving investment in March '18

# Reliability Example

(Priority 2)

- Route 131 (pg 8, Figure 2) is late too often

Time Period	Route 131: % Late	Threshold
All-day weekday	27%	> 20%
Weekday PM peak only	40%	> 35%
Saturday	27%	> 20%

- Needs 600 hours of investment (pg 67)
  - Latest data indicated lateness persists
  - Work is underway to determine how to make best use of investment
- Route is receiving investment in March '18



# Service Growth Example

(Priority 3)

- Corridor between Federal Way and Kent via Military Road S (Route 183) (pg 69)

- Below target service level

	Peak	Off-peak	Night
Current	30 min	60 min	--
Target	15 min	30 min	30 min
Investment		Yes	Yes

- Plan for investment in March '18

- Increasing off-peak frequency to 30 min
- Adding 60 min service at night to build ridership
- Metro remains constrained to add service in peak period

# Water Taxi Evaluation

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# Water Taxi Performance

- Evaluated for crowding, reliability, productivity and peak analysis
  - **Crowding** (pg 5)
    - Only two West Seattle Water Taxi were trips at 100% capacity (water taxis cannot exceed 100% capacity)
  - **Reliability:** On-time performance (pg 7)
    - West Seattle: 99.4%
    - Vashon: 98.4%
  - **Productivity** (pg 38)
    - Water taxis are significantly more productive than bus service
  - **Peak Analysis** (pg 41)
    - Both water taxis pass both tests of the peak analysis

# Community Connections

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# Community Connections Performance Highlights

(September 2016 – March 2017)

- High customer satisfaction
  - 90% to 100% satisfaction for services in performance measurement phase
- Improved cost efficiency
  - Reduced cost per boarding for all Community Shuttle services
- Program growth
  - Ten new pilot communities were engaged in 2017

# Closing

- The region continues to grow quickly; transit demand is growing, too
- Where we have invested, we have seen improvements
- Crowding and reliability needs have appeared in new places