

DRAFT

Review of 2013 Service Guidelines

November 20, 2013
Regional Transit Committee



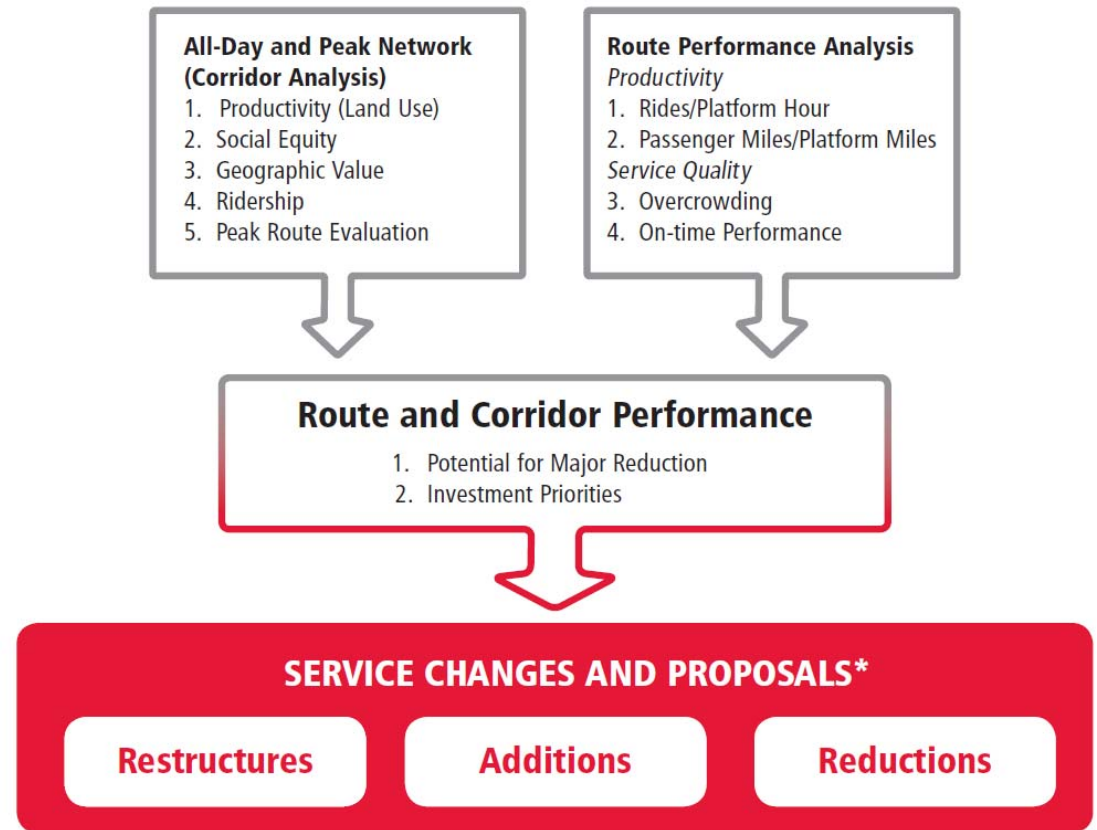
King County
METRO

We'll Get You There.

Service Guidelines

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.

King County Metro Service Guidelines

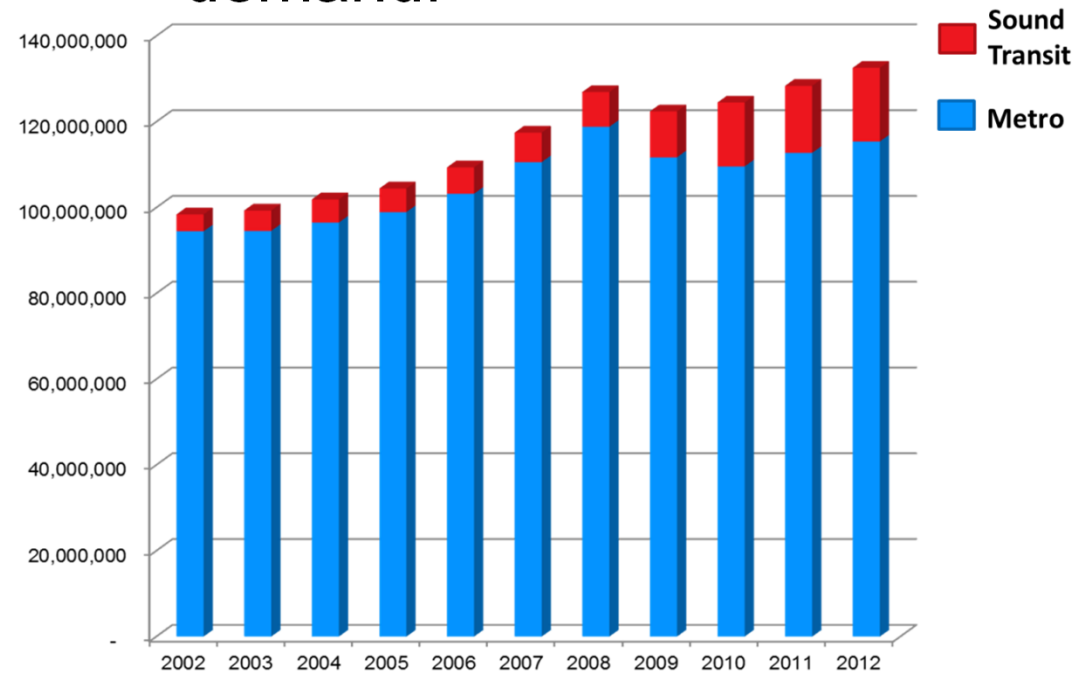


*Service Design Principles guide changes to the system and are considered when planning for service changes.

Metro should be growing the system by 15%



- **Over 500,000 hours needed** today to ease overcrowding, provide reliable service and meet demand.



Metro should be growing the system by 15%

Service investment priorities

(Annual hours & percent increase over 2013)

	2012	2013	Percent Increase
Passenger crowding	5,500	15,400	180%
Schedule reliability	19,000	27,800	46%
Corridors below target service levels	309,800	467,500	51%
Total	334,300	510,700	53%

Substantial portion of Transportation 2040 growth on high productivity services

2.6 million hours

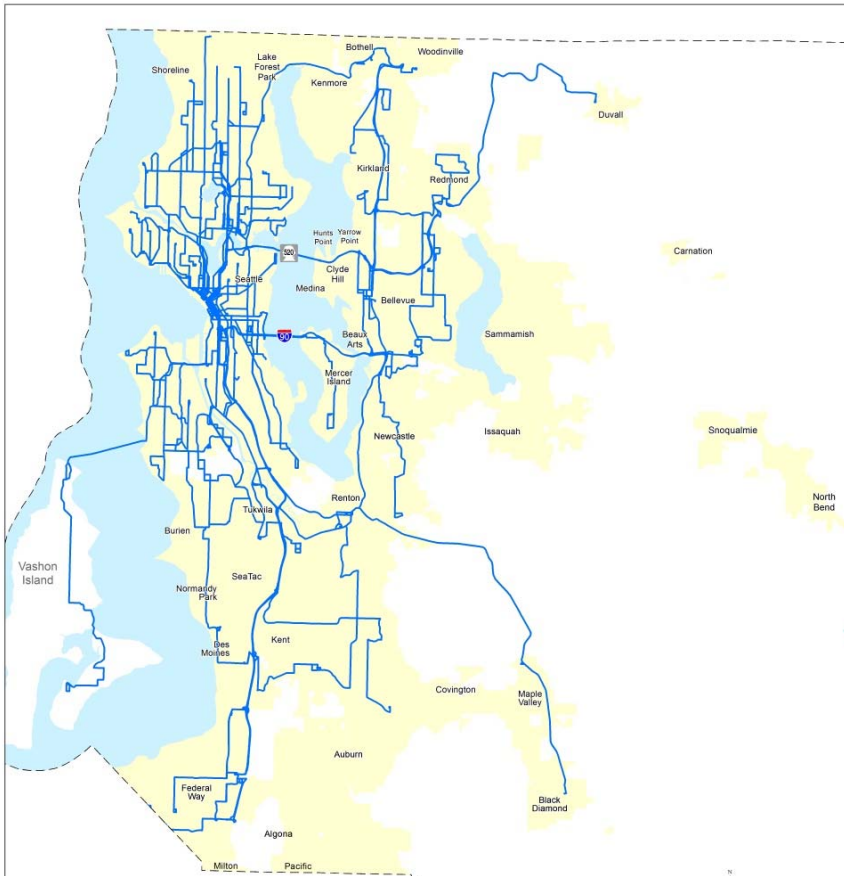
Service Guidelines and Title VI

Social Equity = 25% of Corridor Analysis Score

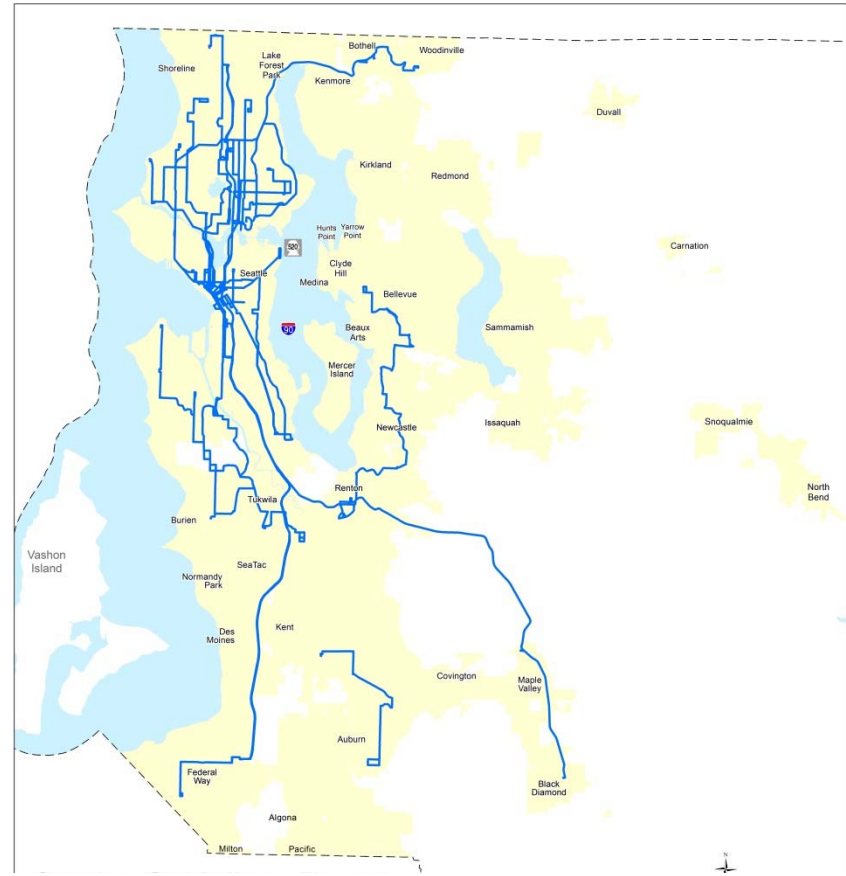
Result: More low-income and minority corridors assigned higher service levels and identified as needing investment TODAY

Priority Investment Category	Estimated total hours needed	Hours on minority routes/corridor	% of total need	Hours on low-income routes/corridor	% of total need
Passenger crowding	15,400	7,300	47%	8,200	53%
Schedule reliability	27,800	11,750	42%	16,200	58%
Meeting target service levels	467,100	317,500	68%	300,900	64%

Service Quality



Overcrowding
27 routes, 15,400 hours

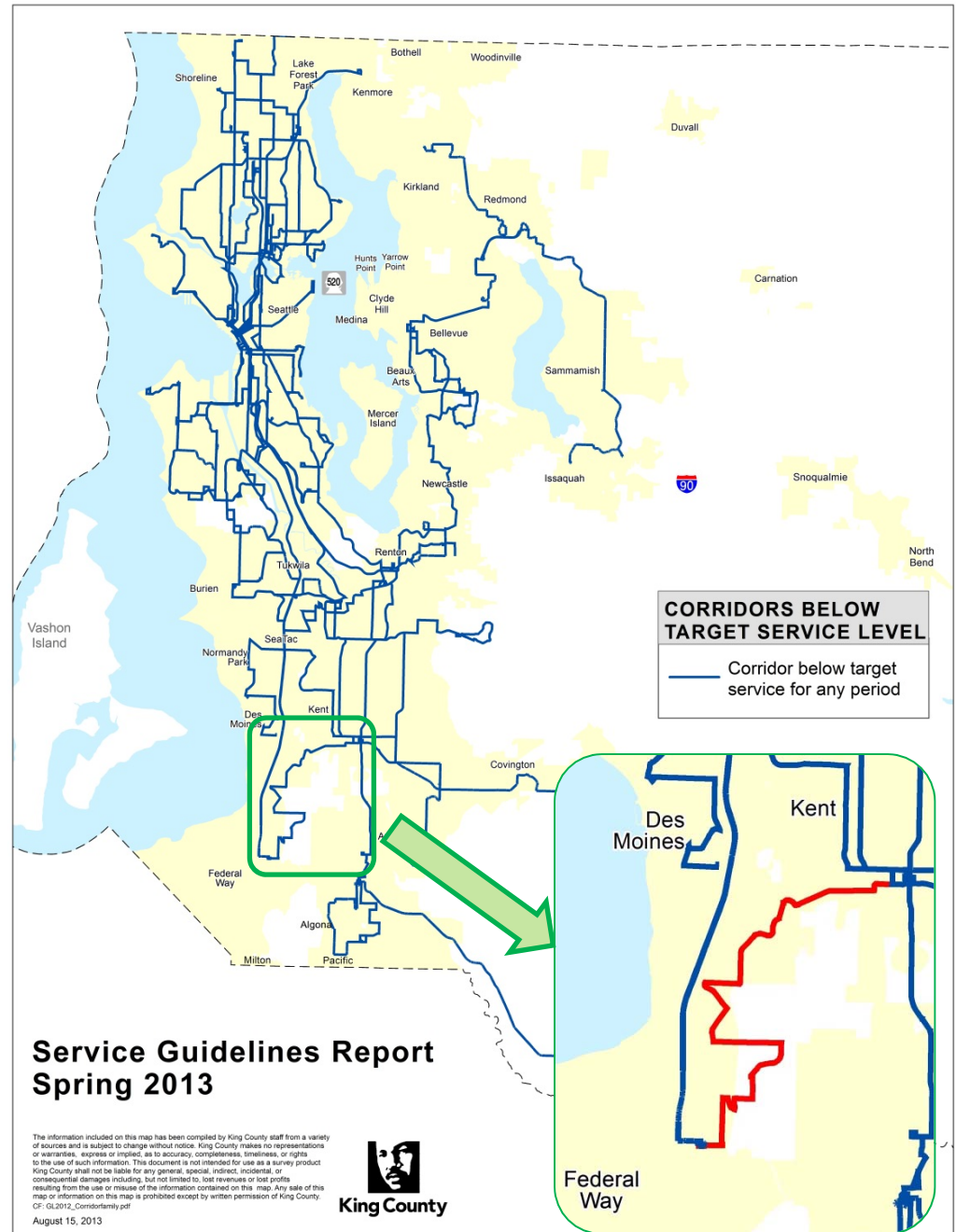


Reliability
69 routes, 27,800 hours

Corridors below target service levels

- 58 corridors were found to be below their target service
- Corridor investment needs range from 1,900- 21,700 hours per corridor

Corridor 33 – Route 183 Federal Way to Kent		
	Current Service Level	Target Service Level
PEAK	30	15
OFFPEAK	60	30
NIGHT	--	30
Total Hours Needed to Meet Target Service Levels		12,400



New Tool: How are my routes doing?

<http://metro.kingcounty.gov/planning/>

2013 Route and Corridor Analysis by Jurisdiction

1) Select your Jurisdiction from the list below:

Jurisdiction	Shoreline	▼
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2) View the following tabs for more information about the routes in your jurisdiction:

- **Route Summary:** Table 7 in Service Guidelines Report
- **Route Detail and Reduction Priority:** Similar to Tables 17 and 18 in Service Guidelines Report
- **Corridor Summary:** Appendix K in Service Guidelines Report

How have we used the guidelines?

Fall 2012 service change

- Ridership increases
 - All restructured routes grew more than system average
- Productivity increases
 - System average: 32.9 rides per platform hour
- Ride Free Area elimination
 - Ridership decrease: 1.6%
 - Fare revenue increase: \$2.2 million in first year

2013 Service revisions

- Service quality investments
- I-90 commuter service changes
- Snoqualmie Valley Alternative Services Demonstration Project
- Renton service changes

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Service Reduction Proposal Planning and Process



How did we get here?

What happened?



What have we done?



Temporary funding

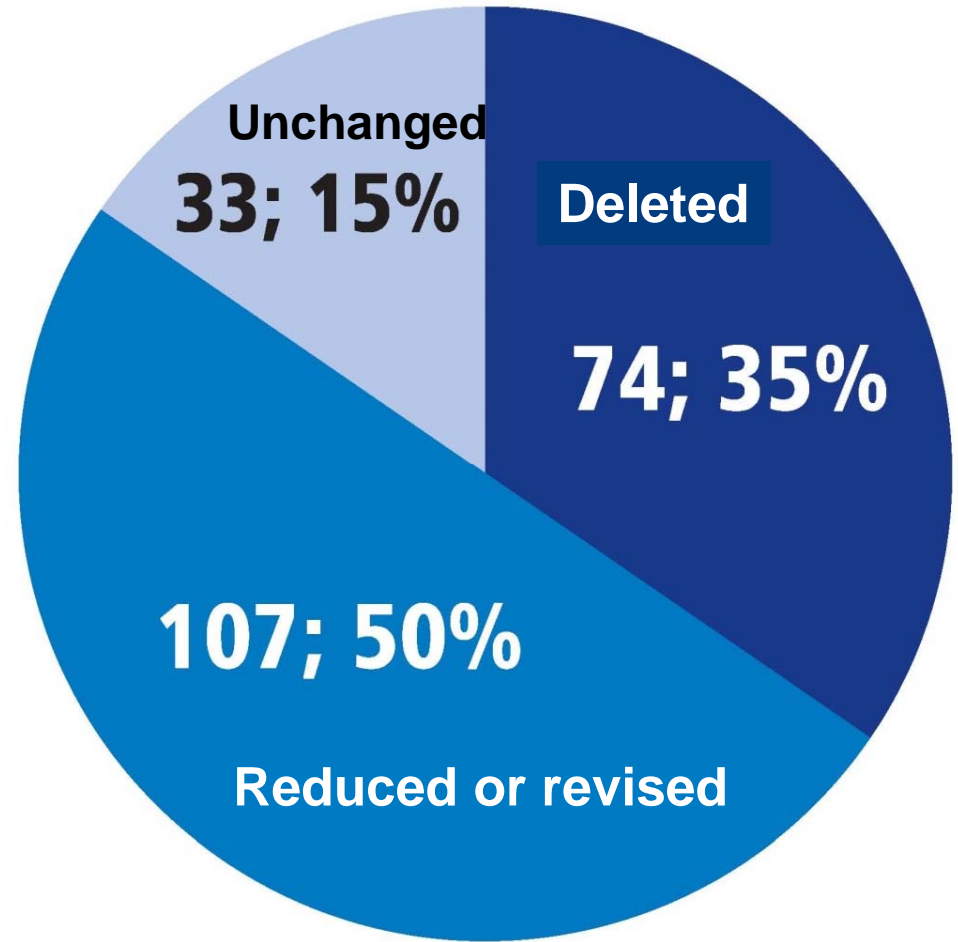
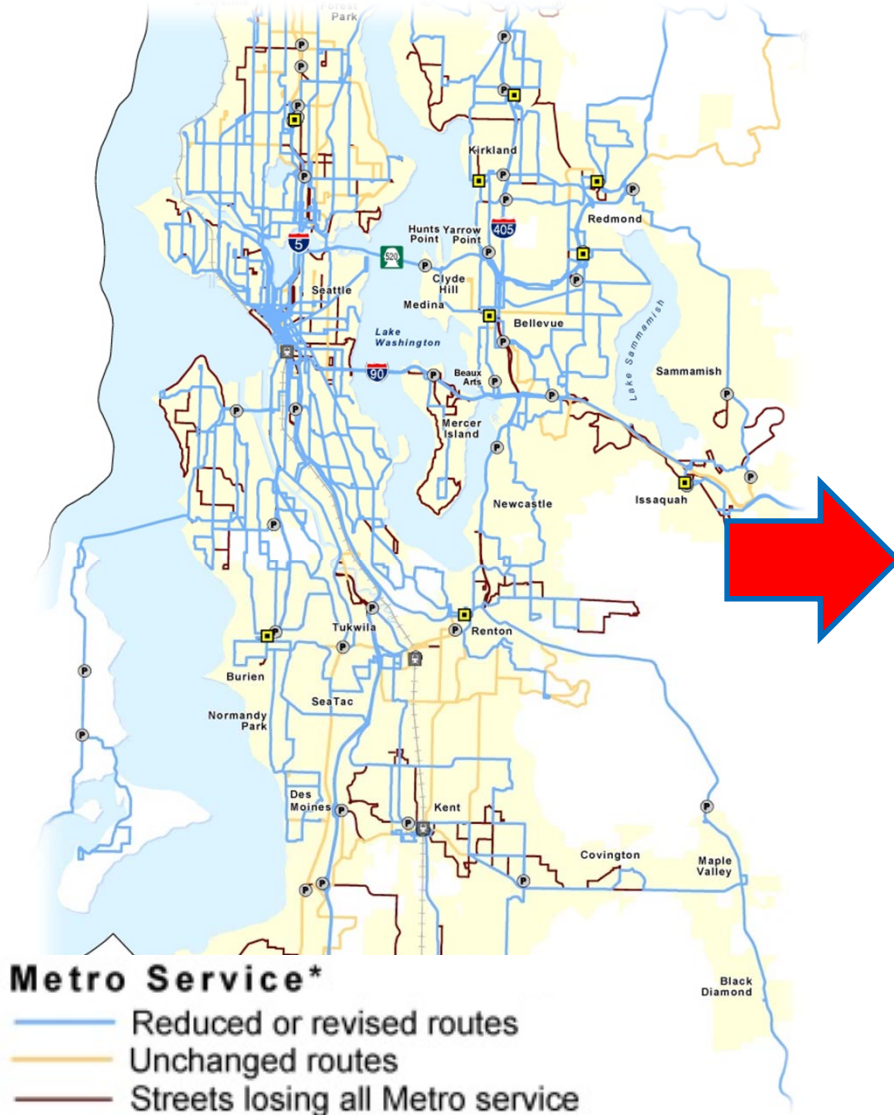
Temporary Congestion Reduction Charge
expires mid-2014

Budget gap

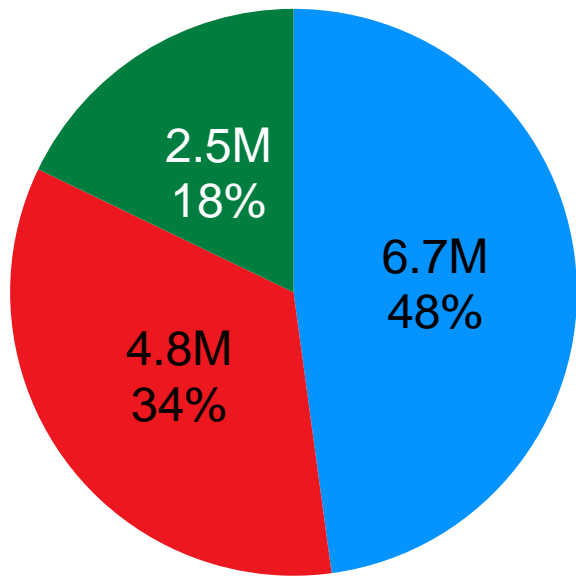
Budget Gap: \$75 million

Proposed reduction of up to 600,000 hours

Routes Impacted

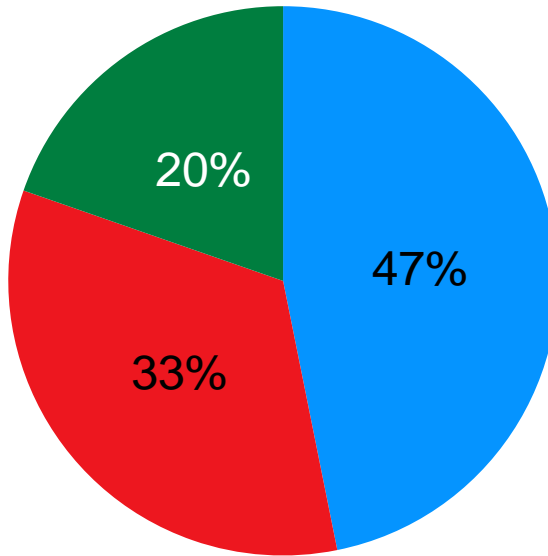


Estimated rides lost by period



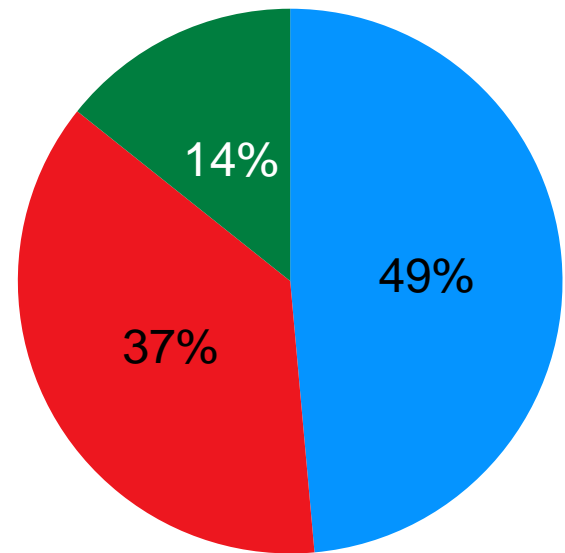
- Peak
- Off Peak
- Night

Hours reduced by period



- Peak
- Off-peak
- Night

Current Hours by Period



- Peak
- Off Peak
- Night

Developing the proposal : service guidelines as a starting point

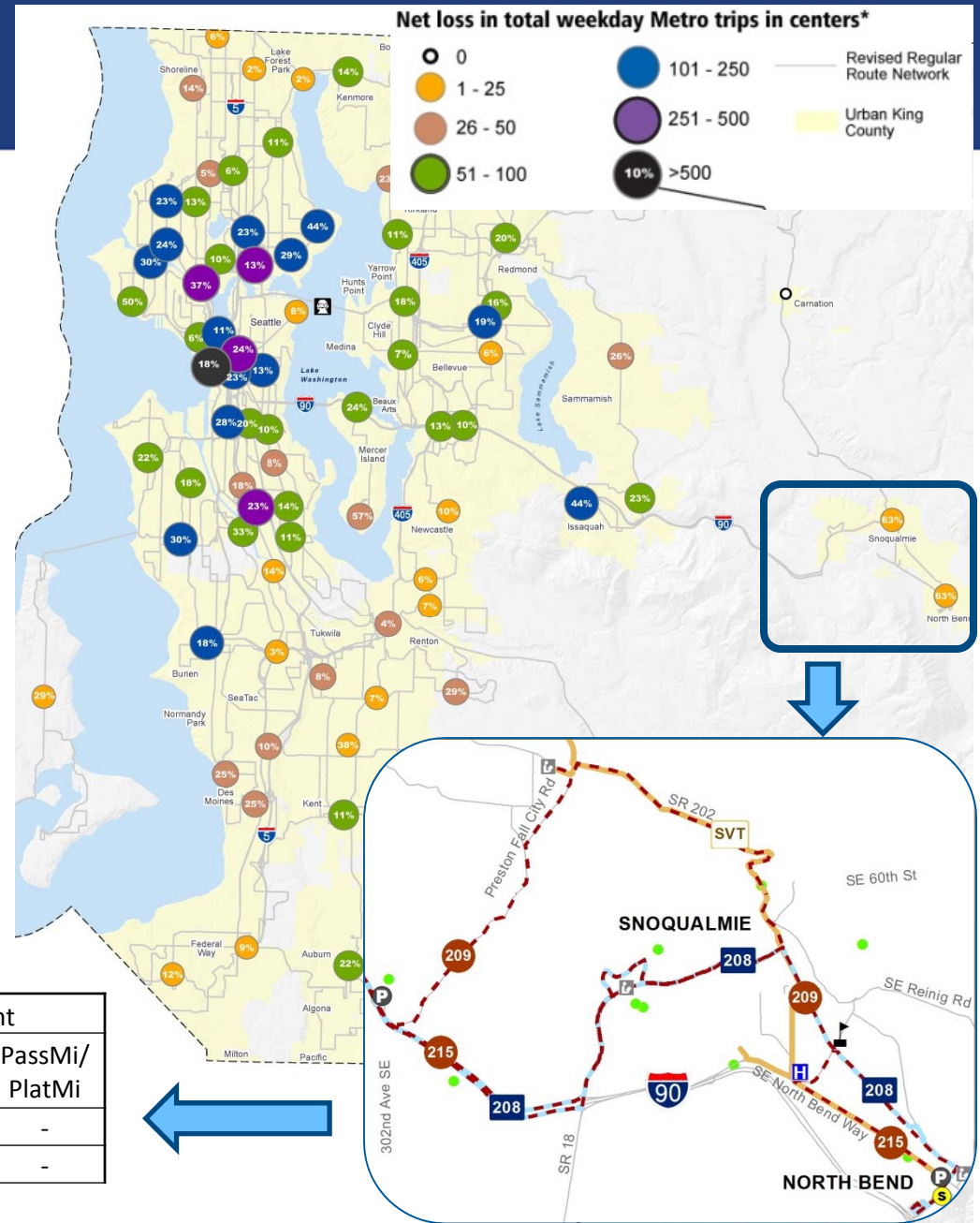
Reduction priority	Route performance	Basis for reduction
1	<p>0 25th 50th 75th 100th percentile</p>	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid gray; border-radius: 10px; padding: 10px; width: 30%;"> Duplicates other service </div> <div style="border: 1px solid gray; border-radius: 10px; padding: 10px; width: 30%;"> Peak, not meeting criteria </div> <div style="border: 1px solid gray; border-radius: 10px; padding: 10px; width: 30%; text-align: center;"> \geq Target service level </div> </div>
2	<p>0 25th 50th 75th 100th percentile</p>	<div style="border: 1px solid gray; border-radius: 10px; padding: 10px; width: 100%; text-align: center;"> Restructure to improve network efficiency, design </div>
3	<p>0 25th 50th 75th 100th percentile</p>	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid gray; border-radius: 10px; padding: 10px; width: 30%;"> Duplicates other service </div> <div style="border: 1px solid gray; border-radius: 10px; padding: 10px; width: 30%;"> Peak service </div> <div style="border: 1px solid gray; border-radius: 10px; padding: 10px; width: 30%; text-align: center;"> \geq Target service level </div> </div>
4	<p>0 25th 50th 75th 100th percentile</p>	<div style="border: 1px solid gray; border-radius: 10px; padding: 10px; width: 100%; text-align: center;"> $<$ Target service level </div>

Peak Service

Upper Snoqualmie Valley

- Lower ridership areas removing most peak services
- All-day connections in Snoqualmie Valley maintained
- Estimated 150,000+ annual rides lost with reduction proposal
- Vanpool or other P&R may be primary options for Route 209 and 215 riders

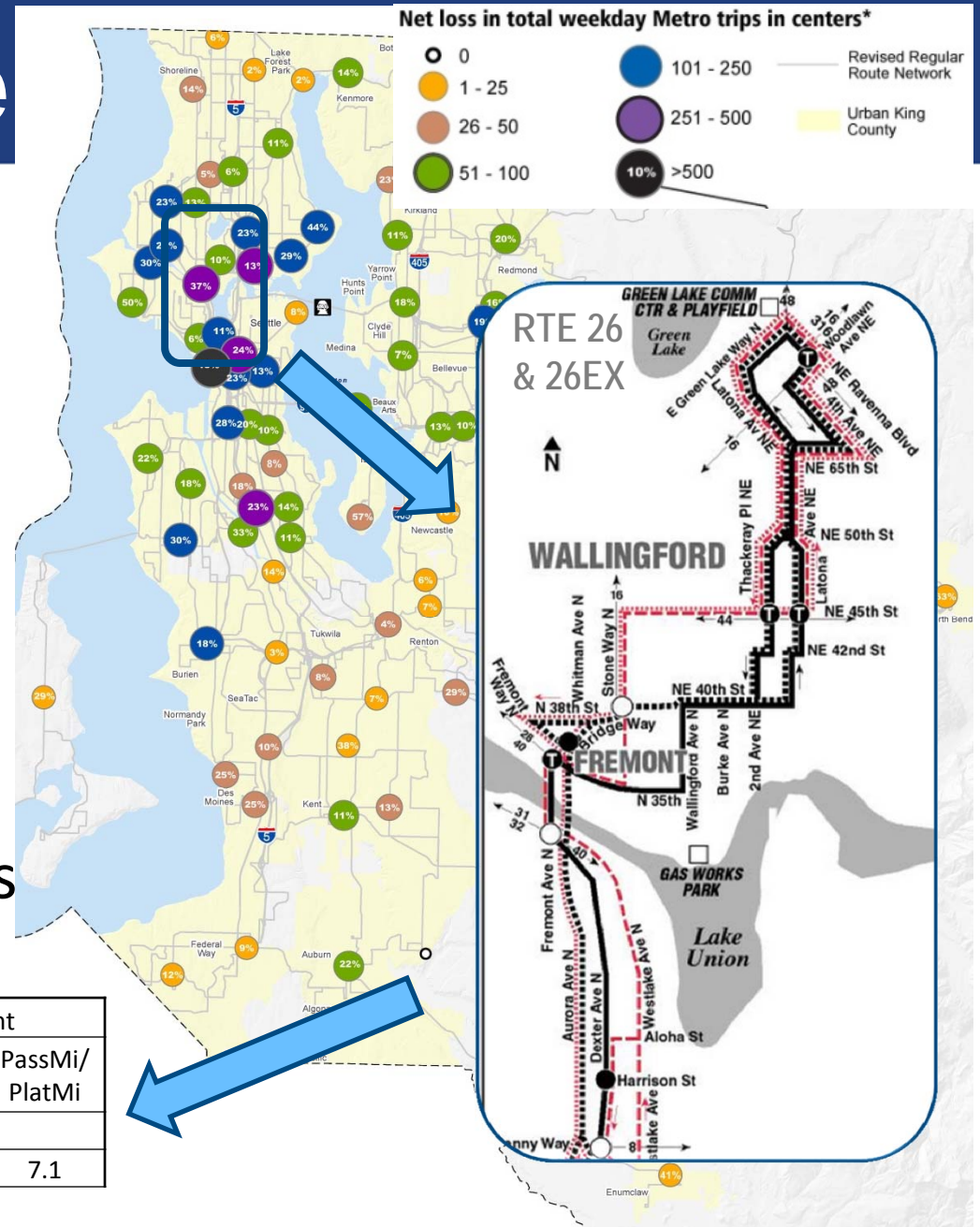
Route	Peak		Off Peak		Night	
	Rides/PlatHr	PassMi/PlatMi	Rides/PlatHr	PassMi/PlatMi	Rides/PlatHr	PassMi/PlatMi
209	7.8	3.5	10.7	5.3	-	-
215*	23.7	13.8	-	-	-	-



All-Day Service

Wallingford

- Higher ridership areas with all-day demand on Route 26
- Estimated 250,000+ annual rides lost with reduction proposal
- Routes 26 and 26EX carry approx. 3,500 rides each weekday



Route	Peak		Off Peak		Night	
	Rides/PlatHr	PassMi/PlatMi	Rides/PlatHr	PassMi/PlatMi	Rides/PlatHr	PassMi/PlatMi
26EX*	52.5	17.7				
26*	48.5	13.1	32.2	11.1	22.6	7.1

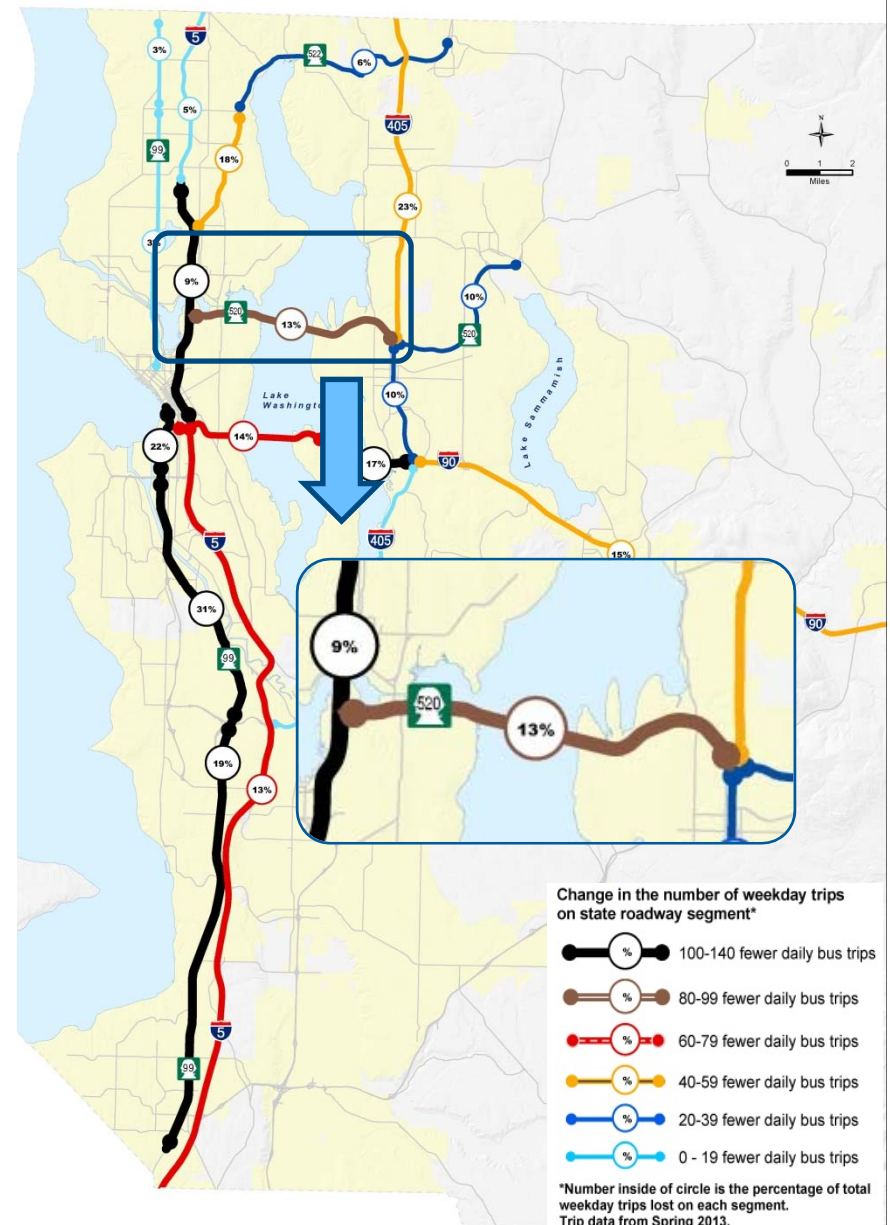
Real impacts to state corridors

- Metro services take 175,000 cars off the road every weekday

SR-520 Example

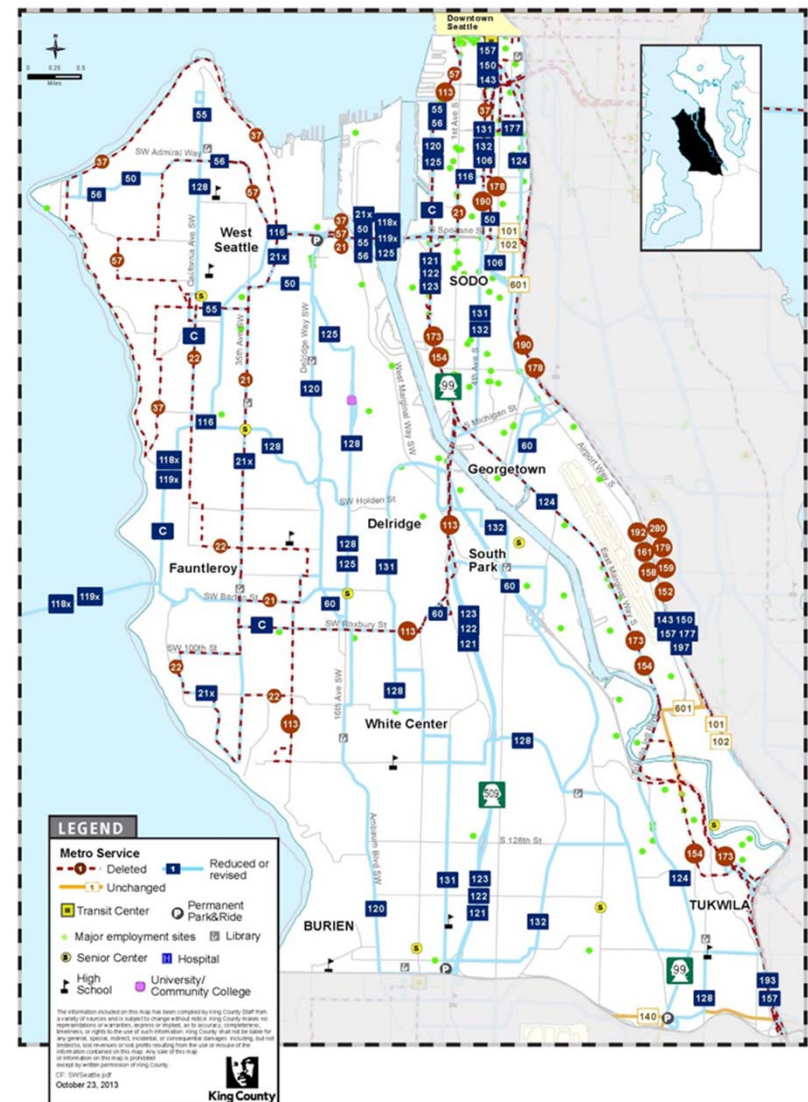
- Daily trips reduced by 13%
- An estimated 3,000 daily riders will crowd onto remaining services or choose another mode
- Lose up to half the ridership gains since 2010

Reduced Network: Impacts to State Roadways



Alaskan Way Viaduct – Related mitigation and reductions

- West Seattle/SW King County heavily impacted
 - About **11%** of total service hours in West Seattle area will be reduced in June 2014 (WSDOT mitigation service contract ends)
 - Up to **16%** more of West Seattle/SW King County area service would be in reduction proposal
 - Twice the reduction suggested by the guidelines



Service Guidelines and Social Equity

Title VI = Do Major Impacts (25%+ reduction in weekly bus trips) create a disproportionate burden or disparate impact ?

Result: No disproportionate burden and no disparate impact (greater than 10% difference in impacted census tracts)

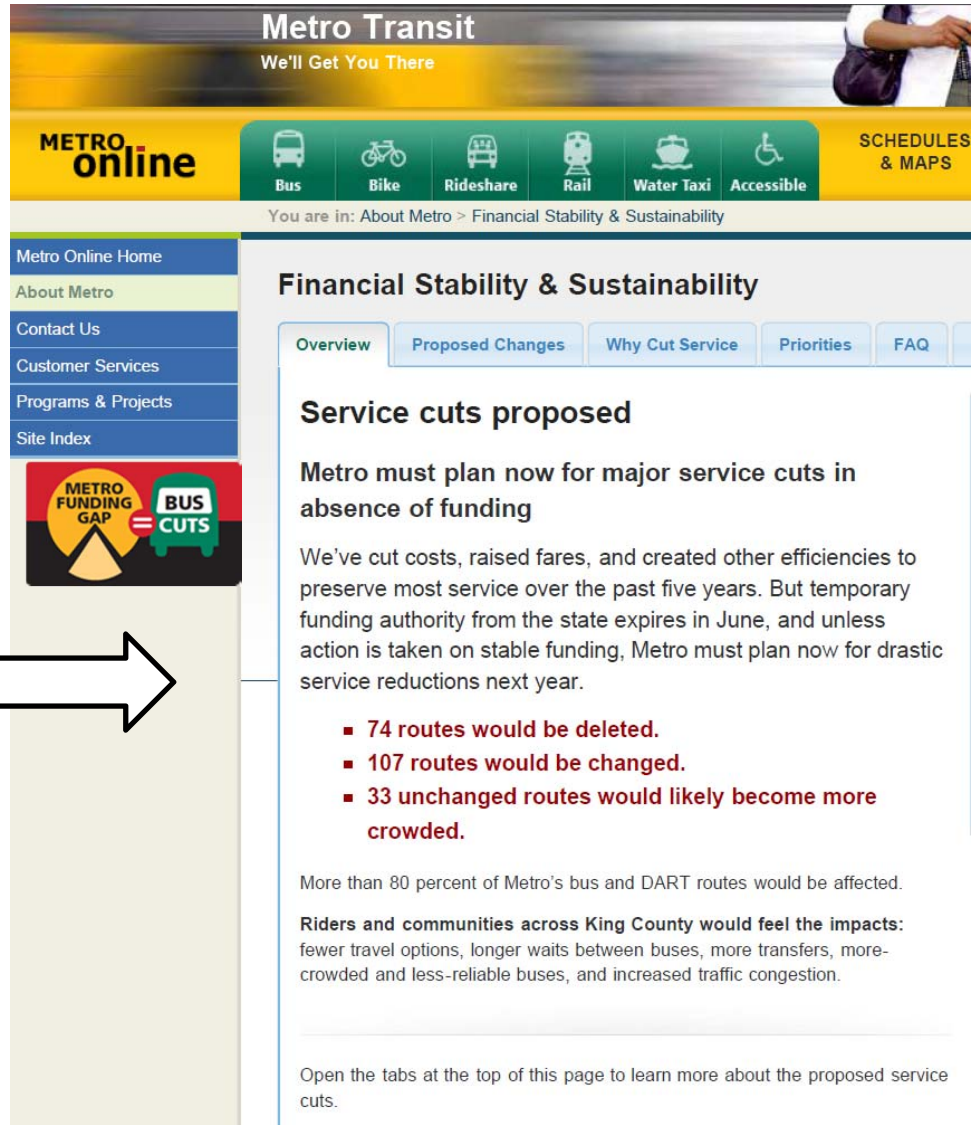
Category	Tracts with adverse effects (≥ 25% cut)	% of tracts adversely affected	% of tracts system-wide	Difference	Disproportionate Burden?
Low-Income	43	29%	38%	-9%	NO
Non-Low-Income	104	71%	62%	N/A	N/A
Total	147	100%	100%		

Category	Tracts with adverse effects (≥ 25% cut)	% of tracts adversely affected	% of tracts system-wide	Difference	Disparate Impact?
Minority	44	30%	44%	-14%	NO
Non-Minority	103	70%	56%	N/A	N/A
Total	147	100%	100%		

Interactive website

"WILL I HAVE TO WAIT LONGER FOR MY BUS?"

Metro is planning for service cuts. **Find out** how they would affect you.



Metro Transit
We'll Get You There

METRO online Bus Bike Rideshare Rail Water Taxi Accessible SCHEDULES & MAPS

You are in: About Metro > Financial Stability & Sustainability

Metro Online Home
About Metro
Contact Us
Customer Services
Programs & Projects
Site Index

Financial Stability & Sustainability

Overview Proposed Changes Why Cut Service Priorities FAQ

Service cuts proposed

Metro must plan now for major service cuts in absence of funding

We've cut costs, raised fares, and created other efficiencies to preserve most service over the past five years. But temporary funding authority from the state expires in June, and unless action is taken on stable funding, Metro must plan now for drastic service reductions next year.

- 74 routes would be deleted.
- 107 routes would be changed.
- 33 unchanged routes would likely become more crowded.

More than 80 percent of Metro's bus and DART routes would be affected.

Riders and communities across King County would feel the impacts: fewer travel options, longer waits between buses, more transfers, more-crowded and less-reliable buses, and increased traffic congestion.

Open the tabs at the top of this page to learn more about the proposed service cuts.

Route by route and area information

Metro Transit
We'll Get You There

Bus Bike Rideshare Rail Water Taxi Accessible

SCHEDULES & MAPS FARES & ORCA PASSES ALERTS & UPDATES

You are in: About Metro > Financial Stability & Sustainability > Proposed Changes

Financial Stability & Sustainability

Overview Proposed Changes Why Cut Service Priorities FAQ Participate

Proposed changes to bus service

COLOR KEY: NO CHANGE CHANGED DELETED

- RapidRide
- Routes 1-50
- Routes 51-150**
- Routes 151-220
- Routes 221-300
- Routes 301-601
- DART routes 900-935
- Streetcar

Area maps
Click for maps of proposed changes in each part of the county.

Maps of restructured areas

- Northwest King County
- Northwest Seattle
- Northwest/North Central Seattle
- Queen Anne/Central Seattle
- West Seattle
- Central/Southeast Seattle
- I-5 Commuter Service
- Magnolia

Routes 51-150

55	56X	57	60	61
62	64X	65	66X	67
68	70	71	72	73
74X	75	76	77	82
83	84	99	101	102
105	106	107	110	111

King County METRO Proposed Revisions: Northeast King County

In the 2014-2015 service reduction proposal, Metro has revised the Northeast King County network to:

- Save as many resources as possible
- Shorten some routes that have less productive segments
- Reduce duplication
- Better match service provided to the demand for that service
- Maintain frequency in areas with high ridership
- Reduce service coverage to areas with fewer riders

All day routes in proposed network

Route	Routing revision	Approximate minutes between bus trips				
		Weekday peak (6-9 a.m., 3-7 p.m.)	Weekday midday	Weekday night (after 7 p.m.)	Saturday	Sunday
B	No	10	15	15-30	15	15
221	Yes	30	30	60	30	30

Route-level detail

Route	Description
73	Jackson Park - Seattle Central Business District



Summary of changes

- Combine service with routes 66EX, 67, 68, 71 and 72 to make service between northeast Seattle and downtown Seattle more efficient to operate.
- Shift route to Roosevelt Way NE from 15th Avenue NE to provide frequent service on a centralized corridor that more riders can access.

Reduction priority and reasons why the service was reduced or changed

For more information on reduction priorities, go to www.kingcounty.gov/metro/reduction-priorities.

- **Priority 2**
- Reduced as part of restructuring a large area to make the network more efficient and to preserve service for the most riders.

In the tables below, the color red indicates a change.

How often does the bus come? (approximate minutes between buses)

Peak periods are 5-9 a.m. and 3-7 p.m. weekdays.

	WEEKDAY			WEEKEND	
	Peak	Midday	Night	Saturday	Sunday
CURRENT	30	30	60	30	60
PROPOSED	8	8	15-30	10	12

When does service end?

CURRENT	Before 12:00 AM
PROPOSED	Before 1:00 AM

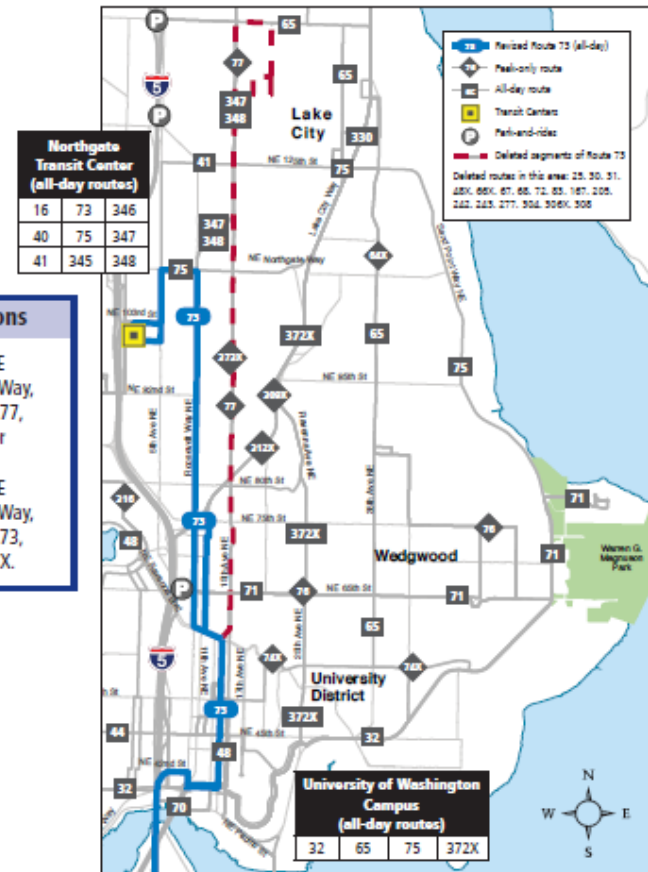
See proposed route map on next page. →

11/7/13

www.kingcounty.gov/metro/future



Route	Description
73	Jackson Park - Seattle Central Business District



Rider options

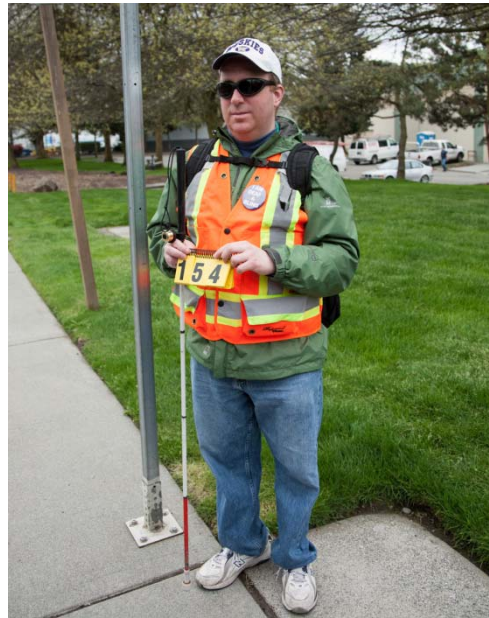
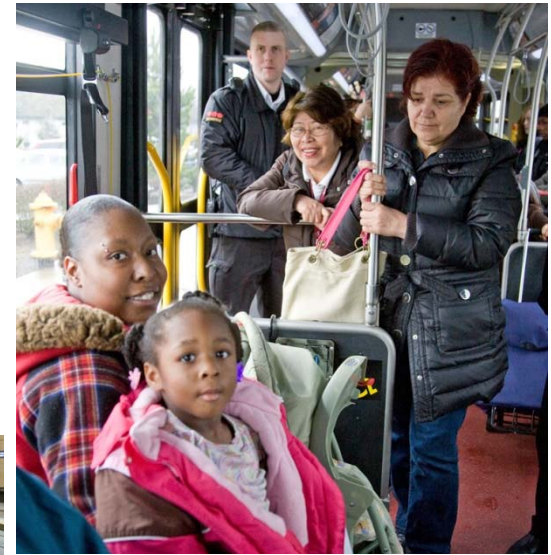
- North of NE Northgate Way, use routes 77, 347, 348 or 373EX.
- South of NE Northgate Way, use routes 73, 77 or 373EX.

11/7/13

www.kingcounty.gov/metro/future



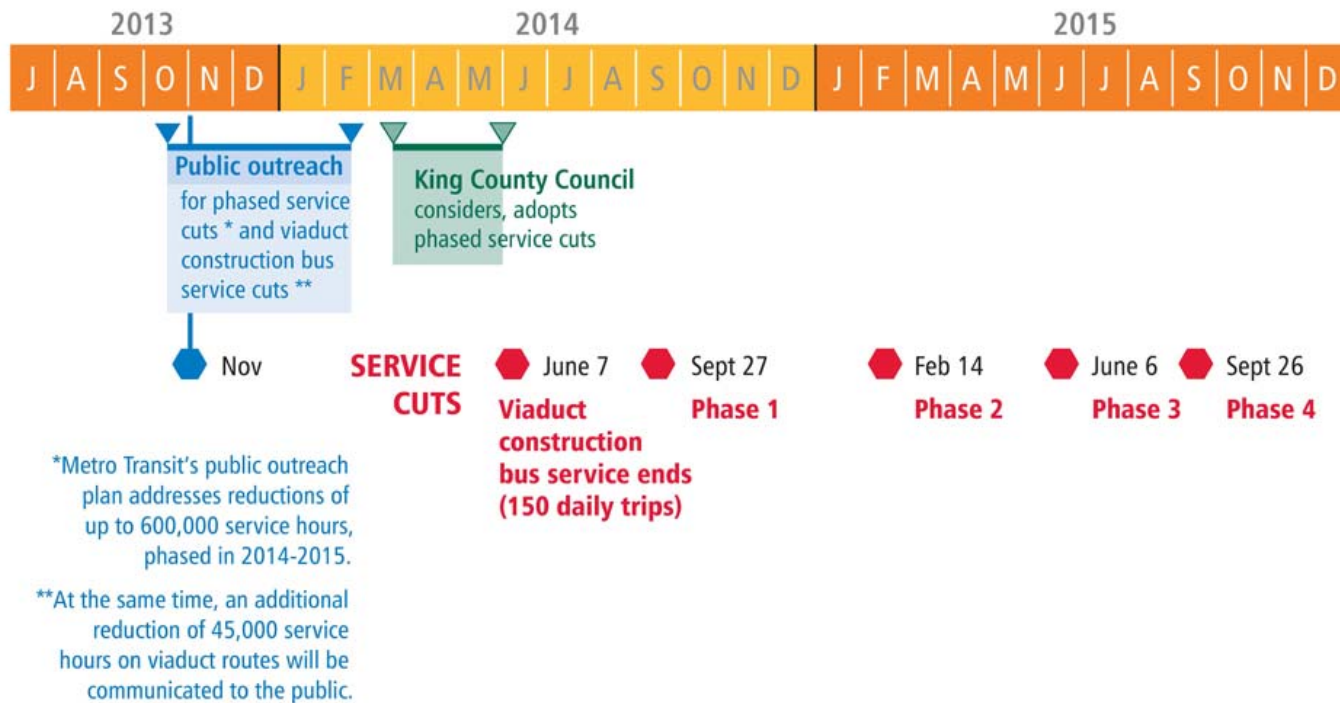
Real impacts shared by real riders



- 14 million rides lost annually
- Nearly 50,000 rides lost daily
- 20,000-30,000 more cars on the road daily

Service reductions process: 2013-2015

Service reductions process: 2013-2015



Outreach plan

Countywide

- Public meetings
- Community outreach van
- Street teams at transit centers and info on buses
- Web updates
- E-notifications
- Multi-faceted media outreach
- Cards/notices on buses
- Multiple languages



Service Reduction Outreach Activities

MEDIA/ SOCIAL MEDIA

AUDIENCES

- TV, radio, print media
- Local media, blogs
- Ethnic media

ACTIVITIES

- Nov. 7 – Media launch event
- News release
- Briefings, interviews
- Targeted local media outreach
- Ethnic media advertising – week of Nov. 11
- Multi-language video series describing how we got here, who we are, and our planning process
- Solicit text, video, photo comments via Twitter, Facebook, Instagram
- Use of Twitter, Facebook, blog to promote outreach activities, reflect back to public what we are hearing, answer frequently asked questions throughout outreach process

OTHER AVENUES FOR INPUT

- Website www.kingcounty.gov/metro/future: survey
- Phone: 206-263-9770 (English)
- Phone lines in other languages (see LEP column)
- Email: haveasay@kingcounty.gov
- Social media using #kcmetrocuts

PUBLIC MEETINGS (METRO HOSTED)

TOTAL MEETINGS – 10

DESCRIPTION/SCHEDULE

2-hour format, mainly open house with option to participate in short, interactive presentation and small group discussion.

- Nov. 20 – Federal Way, Federal Way Community Center
- Dec. 3 – West Seattle, Youngstown Cultural Arts Center
- Dec. 5 – North Seattle, North Seattle Community College
- Dec. 10 – Downtown Seattle, Union Station
- Dec. 11 – Bellevue, City Hall
- Dec. 16 – Kent, Kent Commons
- Jan. 16 – Kirkland, Peter Kirk Community Center
- Jan. 23 – Central/Southeast Seattle, South Shore K-8
- Jan. 27 – North King County, Lake Forest Park City Hall
- January – online

COMMUNITY OUTREACH VAN/STREET TEAMS

TOTAL EVENTS – 28+

PROPOSED DESCRIPTION/LOCATIONS

Wrapped Rideshare vehicle stationed with people and materials at major transit hubs – where we can reach the most riders – and community and cultural events – where we can reach populations less likely to go online or receive electronic notifications

- Northgate Transit Center
- Transit Tunnel Stations
- 3rd Avenue and Pine/Pike
- Alaska Junction
- Mt. Baker Transit Center
- Uptown (1st and Mercer)
- Westwood Village
- Eastgate Park & Ride
- Bellevue Transit Center
- Redmond Transit Center
- Kirkland Transit Center
- Burien Transit Center
- Federal Way Transit Center
- Kent Station
- Auburn Station
- Renton Transit Center
- Kingsgate Park & Ride
- Shoreline Community College
- Bellevue College
- UW Hub, campus parkway
- UW Bothell-Cascadia
- South Seattle Community College
- First Hill/Seattle Central/Seattle U
- Crossroads Mall
- Snoqualmie Valley Senior Center
- Somali Community Service Association
- Lunar New Year celebration
- White Center Community Development Center – community summit
- Other locations TBD

PUBLIC MEETINGS (STAKEHOLDER HOSTED)*

TOTAL MEETINGS – 28+

EMPLOYERS

- Proposed CEO roundtables (x2) for Metro's top customers
- ETC network meeting presentations countywide
- Service partnership outreach – letter, plus follow up
- Chamber briefings upon request

UNINCORPORATED AREAS

- Open house, plus presentation at the following:
- Nov. 18 – Vashon-Maury Island Community Council
 - Nov. 20? – Four Creeks Community Council
 - Dec. 13 – Fall City Community Association
 - Jan. 6 – Greater Maple Valley Area Council
 - Jan. 9 – North Highline Community Council
 - Jan. 21 – West Hill Community Council
 - Jan. 28 – Upper Bear Creek Community Council

JURISDICTIONS

- Mail letter to cities, electeds describing outreach process, requesting their help with spreading the word
- Nov. 8 – Eastside Transportation Partnership
- Nov. 19 – South County Area Transportation Board
- Dec. 6 – Seashore Forum
- Service partnership outreach – Letter, plus follow up
- City Council briefings upon request

COMMUNITY-BASED ORGANIZATIONS/ SOCIAL SERVICE PROVIDERS**

- Nov. 8 – 9 – Puget Sound Equity Summit van, workshop
- Nov. 14 – South County Mobility Coalition briefing
- Nov. 19 – King County Mobility Coalition briefing
- Nov. 21 – North County Mobility Coalition briefing
- Nov. 26 – Eastside Easy Riders briefing
- Mail materials to libraries, community centers, senior centers, low income housing, community colleges
- Email to 700+ community partners, inc. resources, publicity materials, LEP materials, "do-it-yourself" meeting info

NEIGHBORHOOD COUNCILS

- Mail letter to all councils (in all jurisdictions) explaining outreach process, resources available, "do-it-yourself" meeting info
- Make "do-it-yourself" meeting info available online
- Mid-Nov. – Neighborhood Council workshop, for reps from all councils, prepare them to take info back to their groups

LIMITED ENGLISH PROFICIENCY COMMUNICATIONS

TRANSLATIONS

- Spanish: bus ad, survey, handout full translation, videos
- Tier 2 languages, minus Punjabi (see list below): "cliff note" handout translated, inc. phone number for more info, videos
- African Tier 3 languages: "cliff note" handout translated, inc. phone number for more info, videos

PHONE LINES

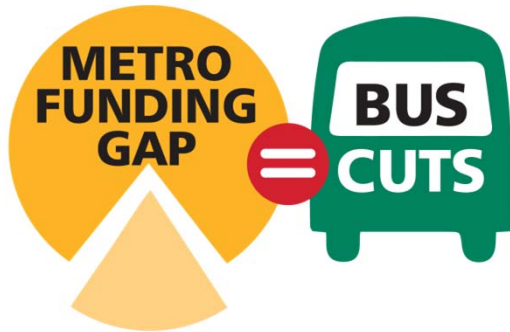
Recorded voice message requesting caller to share concern/question and provide name, contact information, and a time to reach them. Staff call back with an interpreter on the line to respond.

- Tier 1 - Spanish
- Tier 2 - Vietnamese
- Tier 2 - Russian
- Tier 2 - Somali
- Tier 2 - Chinese
- Tier 2 - Korean
- Tier 2 - Ukrainian
- Tier 2 - Amharic
- Tier 3 - Arabic
- Tier 3 - Oromo
- Tier 3 - Tigrinya
- Other languages upon request

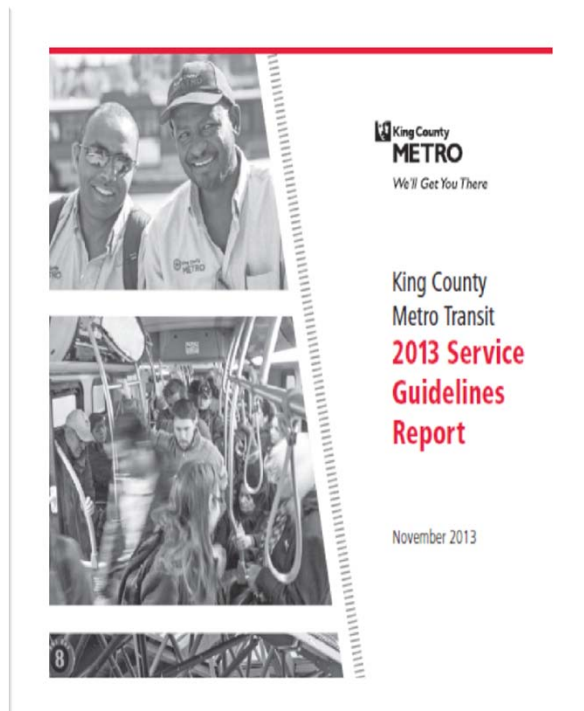
ETHNIC MEDIA ADVERTISING

- Spanish, Vietnamese, Chinese, English ads in print publications

* All stakeholder hosted meetings that are open to the public will be publicized on our calendar of events response during a countywide storm event – they will include transit information at their info tabling and community outreach events
**Service reduction materials will also be made available at all public health events on the topic of healthcare coverage (200+) in the coming months



<http://metro.kingcounty.gov/future>



#KCMetroCuts

<http://metro.kingcounty.gov/planning/>

Actions to reduce Metro's deficit (2009-2013)

Updated 4/9/13	Cumulative Total Through 2013	Ongoing Annual Savings
I. Ongoing productivity/efficiency actions <ul style="list-style-type: none"> • Transit program efficiencies* <ul style="list-style-type: none"> ➔ Scheduling efficiencies ➔ Non-service & staff reductions ➔ Other program efficiencies • Bus service reductions • Labor cost savings • Service deferrals 	\$34 million \$55 million \$15 million \$23 million \$36 million \$41 million	\$13 million \$14 million \$5 million \$8 million \$17 million \$36 million
II. Revenue related actions <ul style="list-style-type: none"> • Fare increases • Property tax** • Congestion Reduction Charge (temporary)*** • Ride Free Area Elimination 	\$145 million \$66 million \$39 million	\$35 million \$18 million \$2 million
III. One-time actions (cash savings) <ul style="list-style-type: none"> • Capital program cuts • Fleet replacement reserves • Operating reserves • 2009 savings i.e. hiring freeze • Healthy incentives program**** 	\$180 million \$93 million \$41 million \$20 million \$10 million	
Total	\$798 million	\$148 million

*Transit program efficiencies include a number of savings associated with staff reductions as well as implementing recommendations from the 2009 transit performance audit

** Property tax swap with King County Ferry District; amount shown reflects 5.5 cents/\$1000 assessed value moved from Ferry District to Metro, excludes 1 cent for SR 520

***\$50 million through 2014 or total over the two-year collection period

**** Metro's participation in the County's Healthy Incentives program has helped control employee health costs, which saved about \$10 million between 2007 and 2011. This program continues to provide ongoing savings.