

COMMUNITY CONNECTIONS

Innovation in action

Quarterly Update: Q3 & Q4 2017

Regional Transit Committee

March 21, 2018

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We'll Get You There

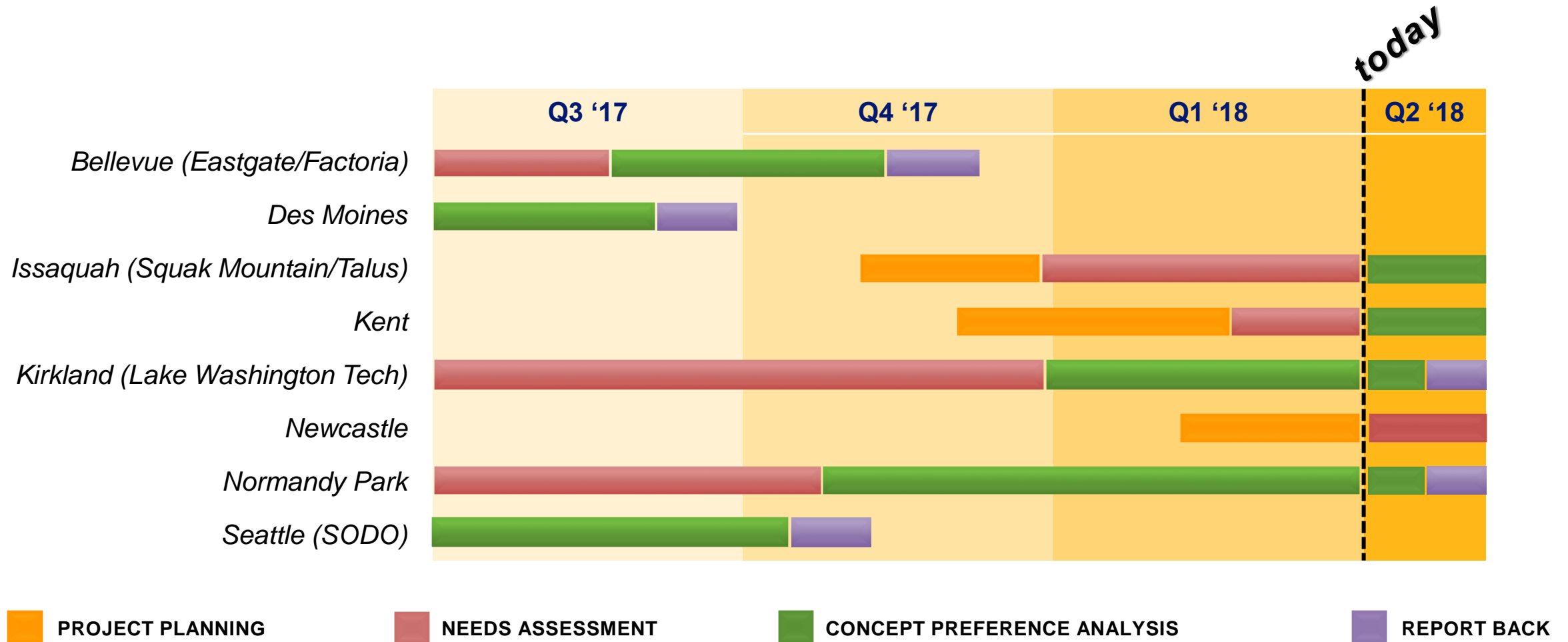
Community Connections Quarterly Updates

Ordinance 18301, Section 3 (Alternative Services Updates) established a quarterly update schedule for Q3 2016 through Q4 2017.

Each quarterly update provides information on

- Status of community engagement efforts
- Project roll-out highlights
- Performance indicators
- Prioritization criteria evaluation

Community Engagement – Q3/Q4 2017 & Q1 2018



Project Roll-Out Highlights – Q3/Q4 2017 and Q1 2018

| | Q3 2017 | Q4 2017 | Q1 2018 |
|---|-------------------------------------|---|-------------------------------------|
| Bothell-Woodinville Community Van | | 1 st Trip 11/15 | |
| Des Moines Community Shuttle Route 635 | | | Service Launch 1/29 |
| Kenmore SchoolPool | Arrowhead Elementary School engaged | | |
| Kirkland SchoolPool | | Finn Hill Middle School, Environmental Adventure Elementary, Henry David Thoreau Elementary, Juanita Elementary engaged | |
| Vashon Island Community Van | | 1 st Fare-Free Trip 11/4 | 1 st Full-Fare Trip 1/13 |

Performance Measurement – Q2, 2017

PROJECTS IN PERFORMANCE MEASUREMENT *

PERFORMANCE RELATIVE TO TARGETS

Black Diamond – Enumclaw Community Ride



Burien Community Shuttle Route 631



Mercer Island Community Shuttle Route 630



Mercer Island TripPool



Snoqualmie Community Shuttle



Snoqualmie Valley Shuttle Route 629



Redmond LOOP



 **Exceeding Target**

 **Approaching / at Target**

 **Below Target**

**See appendix for performance data through December 2017. Note also that evaluation of these services is included in Metro's System Evaluation report (transmitted in October of every year).*

Prioritization Criteria Evaluation

Program Background

- Alternative Services funded as four-year demonstration program (2015-2018) by 2015/2016 Biennial Budget Ordinance 17941.
- Program work guided by these priorities established by ordinance:
 - Service reduction mitigation – 8 projects.
 - Delivery against Five-year Plan – 7 projects.
 - Complementary services – 8 projects initiated in 2017; additional projects to be initiated in 2018.

Prioritization Criteria - Background

- Per 2015 Service Guidelines Update (adopted June 2016), the prioritization criteria for Alternative Service are:
 - Fixed-route service performed below performance standards
 - Time-based service gaps
 - Geographic coverage service gaps
 - Rural communities or identified emerging markets
 - Market Potential (considers: jobs, students, equity and social justice)
 - Partnership opportunities
- These prioritization criteria were used to develop a four-part questionnaire for the Pilot Participation Application Process conducted in the Fall of 2016 for the first set of “complementary services” projects.

Prioritization Criteria - Evaluation Approach

1. Assess 2017 Pilot Participation application process to evaluate prioritization criteria. - **Completed**

A review of applicants relative to eligible applicants suggested that the application process was less accessible to smaller jurisdictions and unincorporated areas.

| Jurisdiction | Total in King County | # Applied | % Applied | # Accepted | % of Total Accepted |
|----------------------|----------------------|-----------|-----------|------------|---------------------|
| Metropolitan Cities | 2 | 2 | 100% | 2 | 25% |
| Core Cities | 10 | 6 | 60% | 2 | 25% |
| Larger Cities | 8 | 3 | 38% | 2 | 25% |
| Smaller Cities | 19 | 4 | 21% | 2 | 25% |
| Tribes | 2 | 1 | 50% | 0 | 0% |
| Unincorporated Areas | 9 | 0 | 0% | 0 | 0% |

Note: City size defined by PSRC designation

Prioritization Criteria - Evaluation Approach, cont.

2. Interview eligible entities to get their feedback on the process - **Completed**
3. Adjust the process for 2018 - **Completed**
4. Evaluate prioritization criteria following the 2018 process – **To Come**

Prioritization Criteria Recommendation

- Recommendation: after 2018 project selection process, make any needed revisions to prioritization criteria along with the upcoming overall service policy updates:
 - Service Guidelines Update
 - Strategic Plan Update
- This process will be introduced at the April RTC meeting.
- Alternative: update prioritization criteria based on projects resulting from the 2017 Pilot Participation application process.
 - Not recommended
 - Process was less accessible to smaller jurisdictions and unincorporated areas

2018 Project Selection Process

Application Process Interviews – Participants

- Interviewed all 15 applicants for 2017 Pilot Participation
- Interviewed 10 eligible applicants who chose not to participate in the 2017 application process

| Completed Interviews (25) | | | | Contacted/ Interview not Completed |
|---------------------------|------------------|---------------|--|---------------------------------------|
| Bellevue | Mercer Island | Kenmore | Four Creeks UAC | Upper Bear Creek CC |
| Kent | Redmond | Des Moines | Snoqualmie/North Bend | White Center CDA |
| Kirkland | Renton | Enumclaw | SeaTac | Muckleshoot Tribe |
| Newcastle | Burien | Issaquah | Carnation | Snoqualmie Tribe |
| Normandy Park | Covington | Algona | | Duvall |
| Seattle | Skyway Solutions | Black Diamond | <div> Legend Application selected for 2017 Application not selected for 2017 Application not submitted for 2017 </div> | |
| Federal Way | Tukwila | Maple Valley | | |

Application Process Interviews – Preliminary Findings

- Non-applicants, especially small entities, felt they lacked the necessary demographic data, service level data and community feedback to support a competitive application.
- There was not consensus on how to level the playing field for smaller entities.
- All applicants cited a previously identified need or gap as the most important factor in deciding to apply.
- The equity and social justice question presented the biggest challenge for applicants.

King County Communities with Active Projects

Auburn

Bellevue

Black Diamond

Bothell

Burien

Covington

Des Moines

Duvall

Enumclaw

Issaquah

Kenmore

Kent

Kirkland

Lake Forest Park

Maple Valley

Mercer Island

Newcastle

Normandy Park

North Bend

Redmond

Sammamish

Seattle

Shoreline

Snoqualmie

Woodinville

2018 Target Jurisdictions

1. ALGONA
2. BEAUX ARTS VILLAGE
3. CARNATION
4. CLYDE HILL
5. FEDERAL WAY
6. HUNTS POINT
7. MEDINA
8. MILTON
9. PACIFIC
10. RENTON
11. SEATAC
12. SKYKOMISH
13. TUKWILA
14. YARROW POINT

2018 Project Selection Process

Process adjusted for 2018 participation:

- Metro staff to approach communities that have not yet formally engaged with the Community Connections program the week of March 12th to gauge interest in pursuing a project in 2018.
- Work to start on two new projects in early May 2018, with new projects starting on a staggered basis throughout remainder of 2018.

Questions?

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Community Connections Program Manager

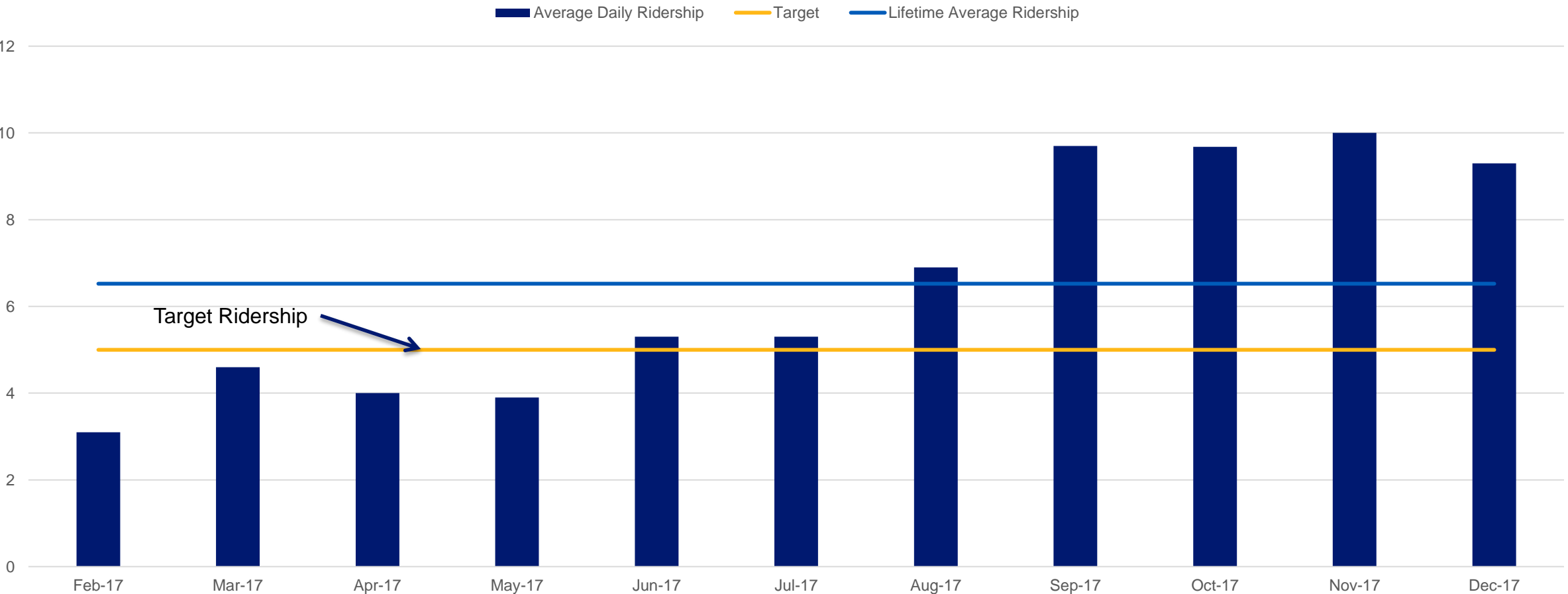
206-477-5760

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<https://kingcounty.gov/metro/communityconnections>

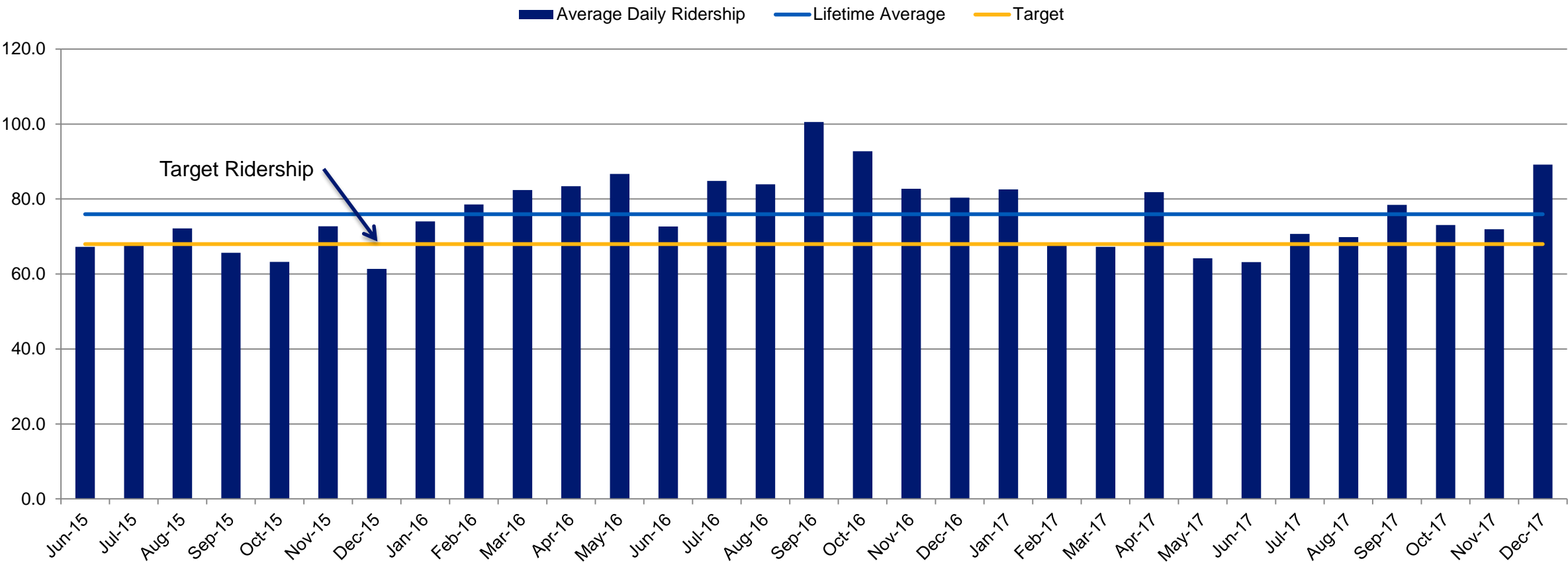
Appendix: Performance Charts Projects in Performance Measurement Phase

Performance – Black Diamond – Enumclaw Community Ride



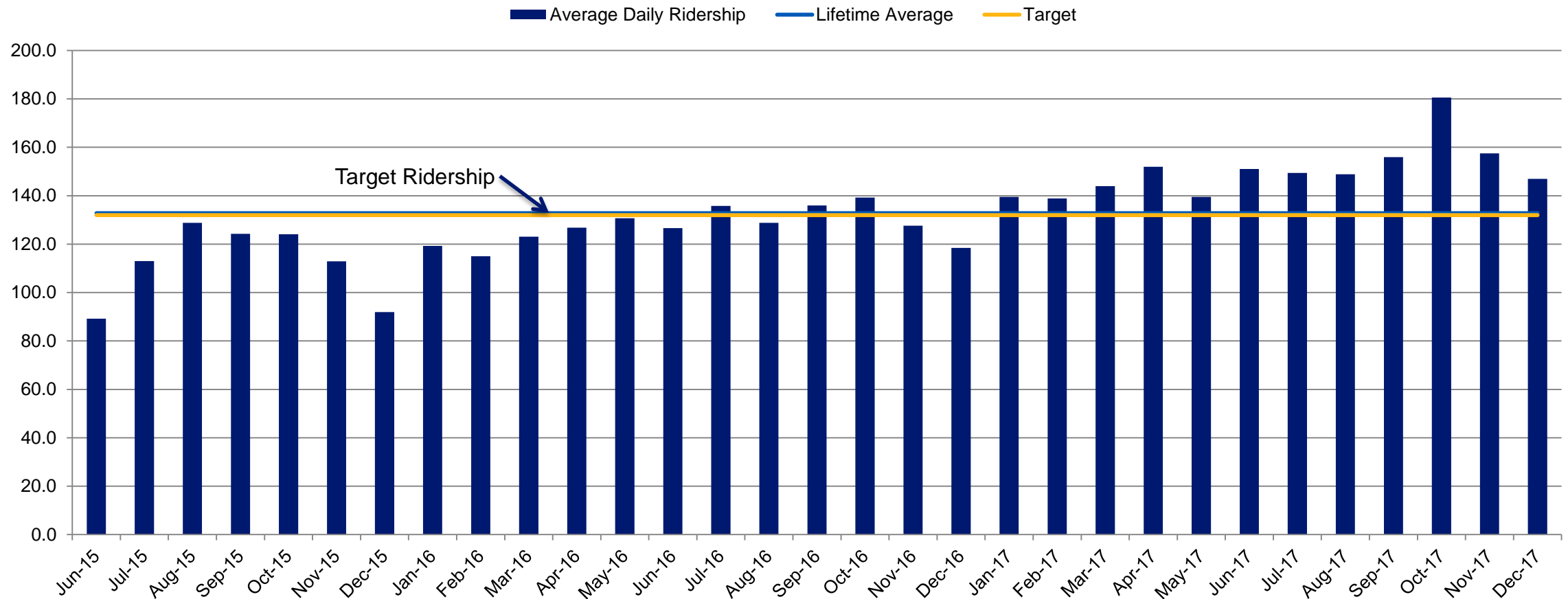
| Other Measures | Target | Lifetime Performance |
|-----------------------|---------|----------------------|
| Cost per Boarding | \$83.84 | \$75.97 |
| Customer Satisfaction | 88% | TBD |

Performance – Burien Community Shuttle/Route 631



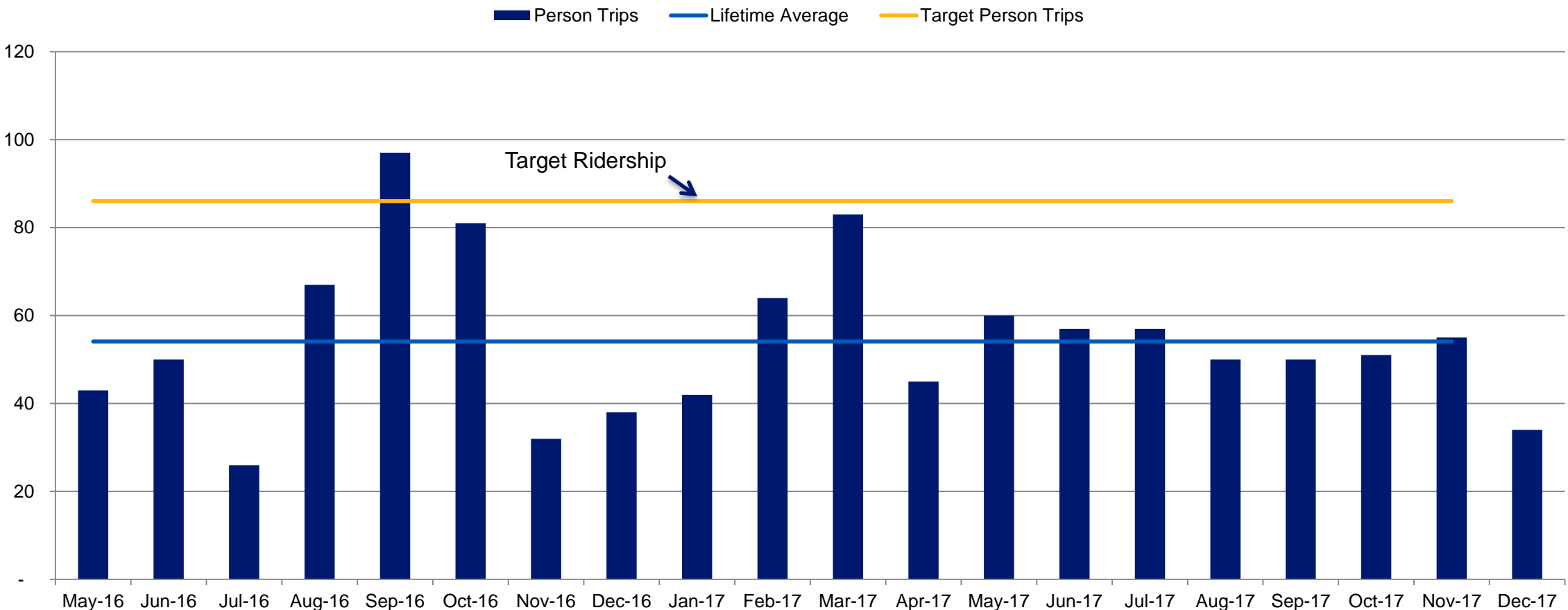
| Other Measures | Target | Lifetime Performance |
|-----------------------|--------|----------------------|
| Cost per Boarding | \$7.74 | \$6.95 |
| Vehicle Utilization | 31% | 34% |
| Customer Satisfaction | 88% | 100% |

Performance – Mercer Island Community Shuttle/Route 630



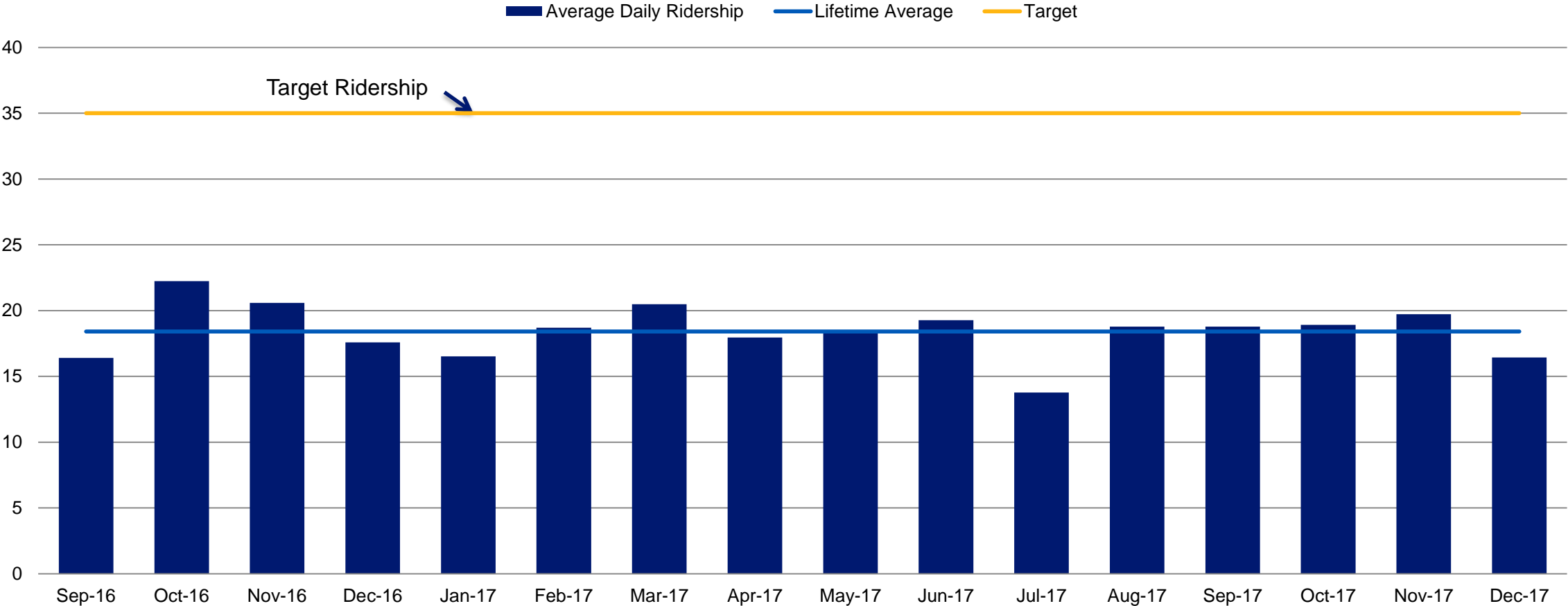
| Other Measures | Target | Lifetime Performance |
|-----------------------|--------|----------------------|
| Cost per Boarding | \$4.79 | \$5.21 |
| Vehicle Utilization | 69% | 70% |
| Customer Satisfaction | 88% | 100% |

Performance – Mercer Island TripPool



| Other Measures | Target | Lifetime Performance |
|-----------------------|--------|----------------------|
| Cost per Boarding | \$2.00 | \$2.39 |
| Vehicle Utilization | 33% | 22% |
| Customer Satisfaction | 88% | TBD |

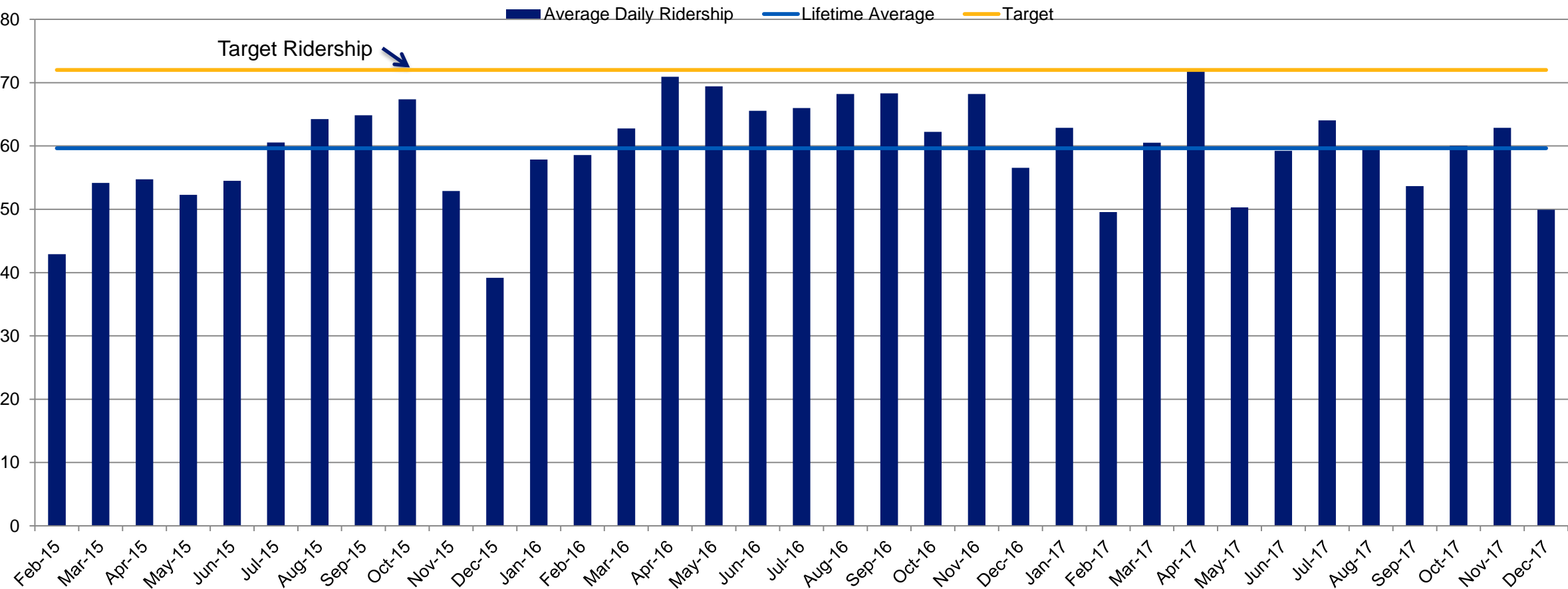
Performance – Redmond LOOP



Note: September ridership includes a 7 day promotional fare-free period prior to launch on September 12

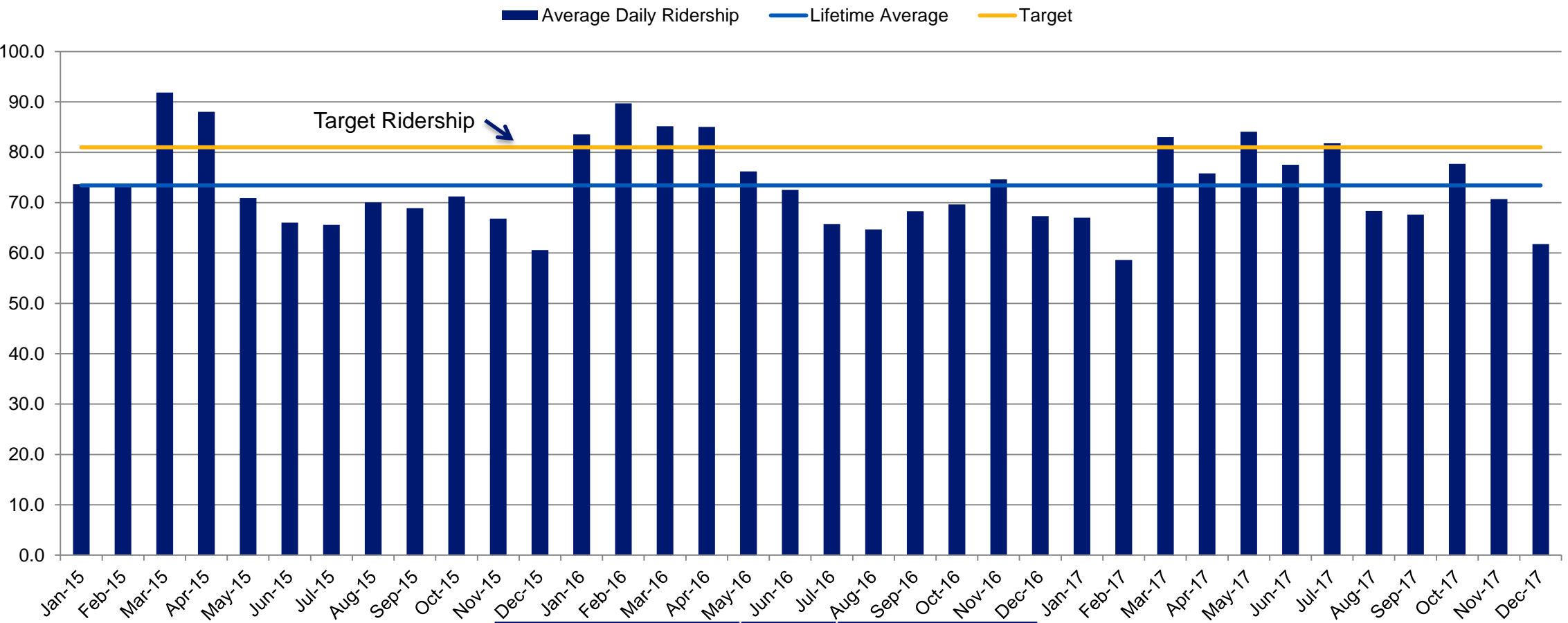
| Other Measures | Target | Lifetime Performance |
|-----------------------|---------|----------------------|
| Cost per Boarding | \$16.35 | \$19.99 |
| Vehicle Utilization | 78% | 41% |
| Customer Satisfaction | 88% | 95% |

Performance – Snoqualmie Community Shuttle/Route 628



| Other Measures | Target | Lifetime Performance |
|-----------------------|---------|----------------------|
| Cost per Boarding | \$15.28 | \$19.41 |
| Vehicle Utilization | 46% | 39% |
| Customer Satisfaction | 88% | 90% |

Performance – Snoqualmie Valley Shuttle/Route 629



| Other Measures | Target | Lifetime Performance |
|-----------------------|---------|----------------------|
| Cost per Boarding | \$12.81 | \$16.16 |
| Vehicle Utilization | 69% | 63% |
| Customer Satisfaction | 88% | 100% |