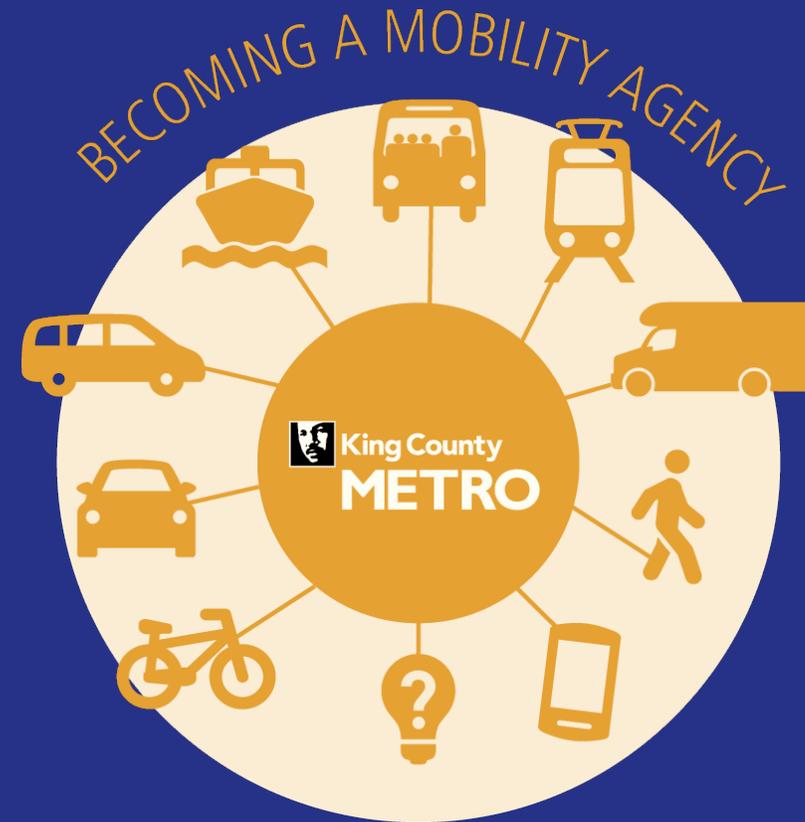


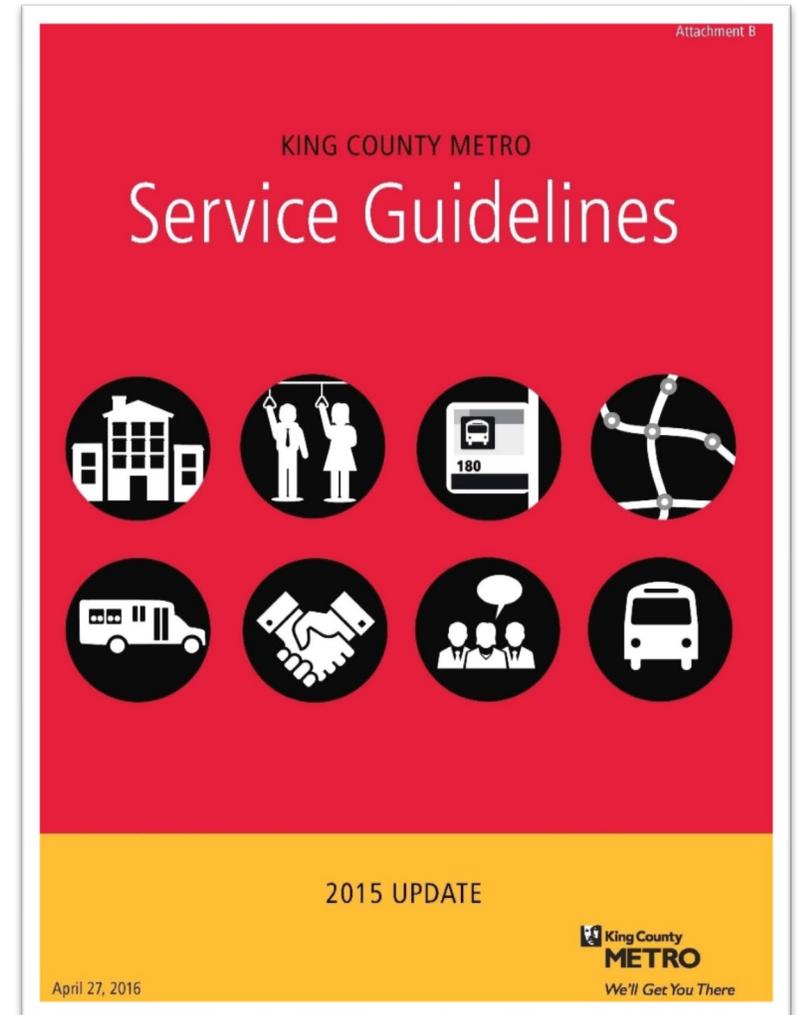
Service Guidelines and Metro Connects 2020 Update

Regional Transit Committee
October 21, 2020



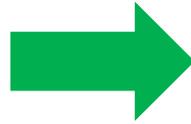
Presentation Goals

- Discuss approach for changes to Service Guidelines method for setting target service levels
- Review approach to Metro Connects map updates
- Gather feedback on Metro Connects “Attaining the Vision” section



Service Guidelines

Guidelines Update Areas – Today's Discussion



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.

Guidelines Update Areas – Previous Discussion



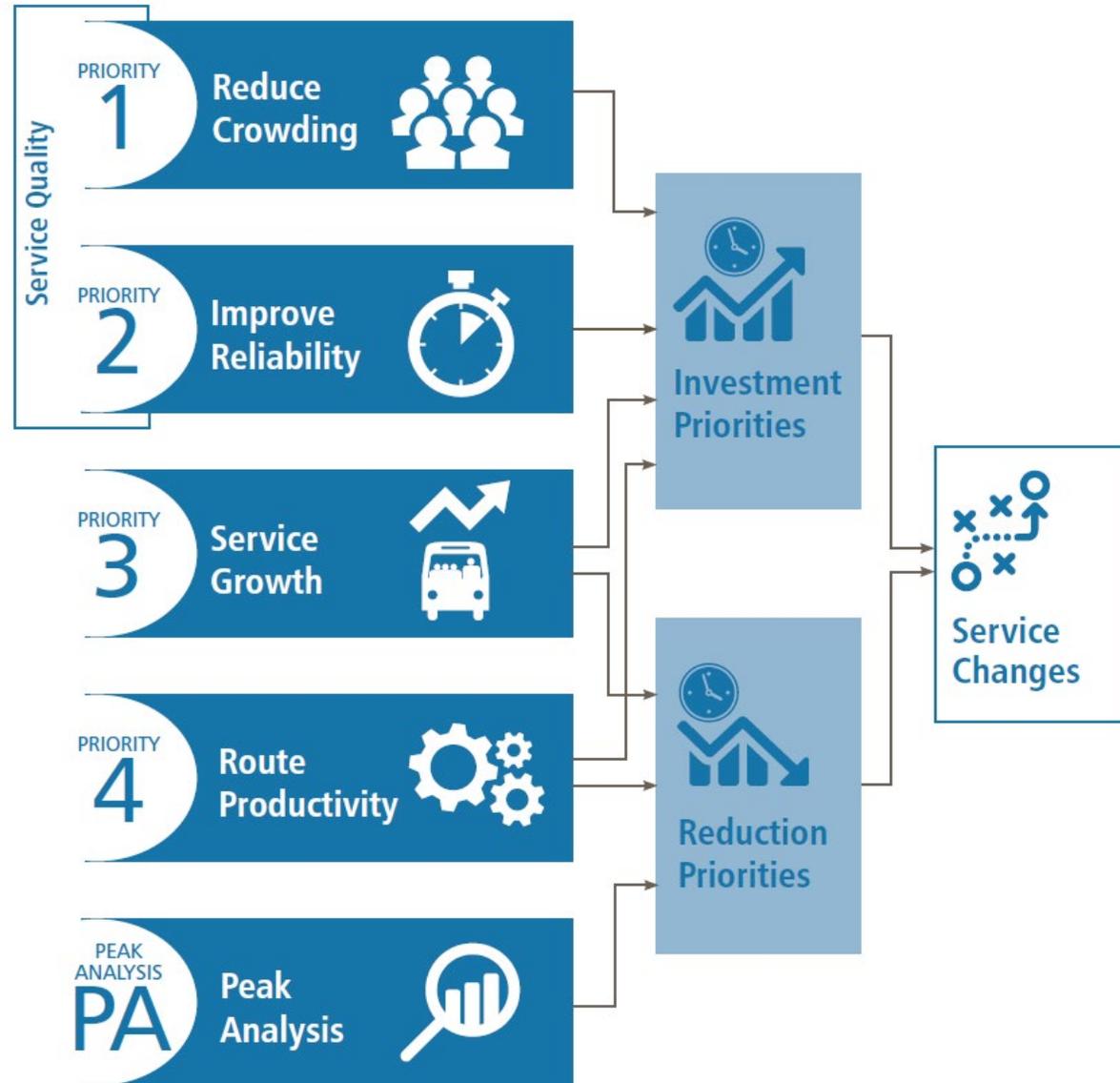
Adding, Reducing and Changing Service



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.

Identifying Service Growth Needs



- Service Growth is Priority 3 in the Service Guidelines
- Growth represents the majority of investments identified each year in Metro's System Evaluation
- In 2019, 417,000 hours were identified in this category

Existing Service Guidelines- Setting Target Service Levels

- Three overall factors: Productivity, Social Equity, Geographic Value
- Measures gap between current service and service needed
- Priority investment order is weighted based on scores for geographic value, productivity and equity *in that order*



Proposed Changes & Goals

- **Emphasize Equity**

- Update definition of equity
- Add Low-Income Jobs
- Fully identify weekend and off-peak service needs

- **Support Sustainability**

- More clearly identify the most frequent services in the system: both RapidRide and others

- **Integrate Metro Connects**

- Add new Metro Connects corridors to annual analysis
- Update service level categories to more closely match Metro Connects



Setting Target Service Levels: Now and in the Future

Existing Service Guidelines	Proposed Changes to Service Guidelines
Equity score comprised of two factors (race, income)	Equity score comprised of five factors (race, income, disability, foreign born, limited English speaker)
Does not specifically account for low- and medium-income job locations	Add consideration of low- and medium-income jobs locations to productivity score
Does not calculate weekend service need	Add target service levels for weekend service to cost estimates
Uses boardings instead of population	Use of population data instead of boardings data
Does not account for a pathway to Metro Connects	<ul style="list-style-type: none"> • Add Metro Connects Corridors for Evaluation and Prioritization • Use Metro Connects proposed service levels as a service minimum • Use adjusted Service Guidelines Priority 3 methodology to establish service levels appropriate above and beyond Metro Connects

Look ahead: Investment Scenarios

- **All scenarios will maintain the three-factor approach: productivity, social equity, and geographic value.**
- All scenarios will incorporate the changes for emphasizing equity, supporting sustainability, and integrating Metro Connects
- Scenarios will explore different:
 - Weighting of the three criteria
 - Prioritization order using the criteria scores
- Scenarios will not impact definitions of productivity used in annual evaluations and decision-making

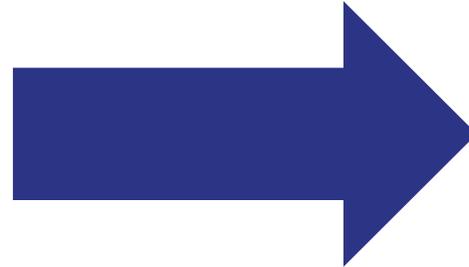


Discussion: Service Guidelines Changes

- 1. What comments or questions do you have about the proposed changes to emphasize equity, support sustainability, and integrate Metro Connects into setting target service levels?**
- 2. What type of information do you anticipate needing to support a discussion of weighting and prioritization in November?**

Metro Connects

Recap: Metro Connects Network Map Updates



1. Update implementation timelines and known changes
 1. 2025 → “Interim”
 2. 2040 → 2050
2. Identify equity gaps in Interim Network
3. Assess RapidRide Network

Metro Connects Network Map Updates: Identify Equity Gaps in Interim Network

Current Metro Connects Network Map

Equity factors:
race and income

Accessibility analysis



Updated Metro Connects Network Map

Equity factors:
Race, income, language spoken,
immigrants & refugees, disability

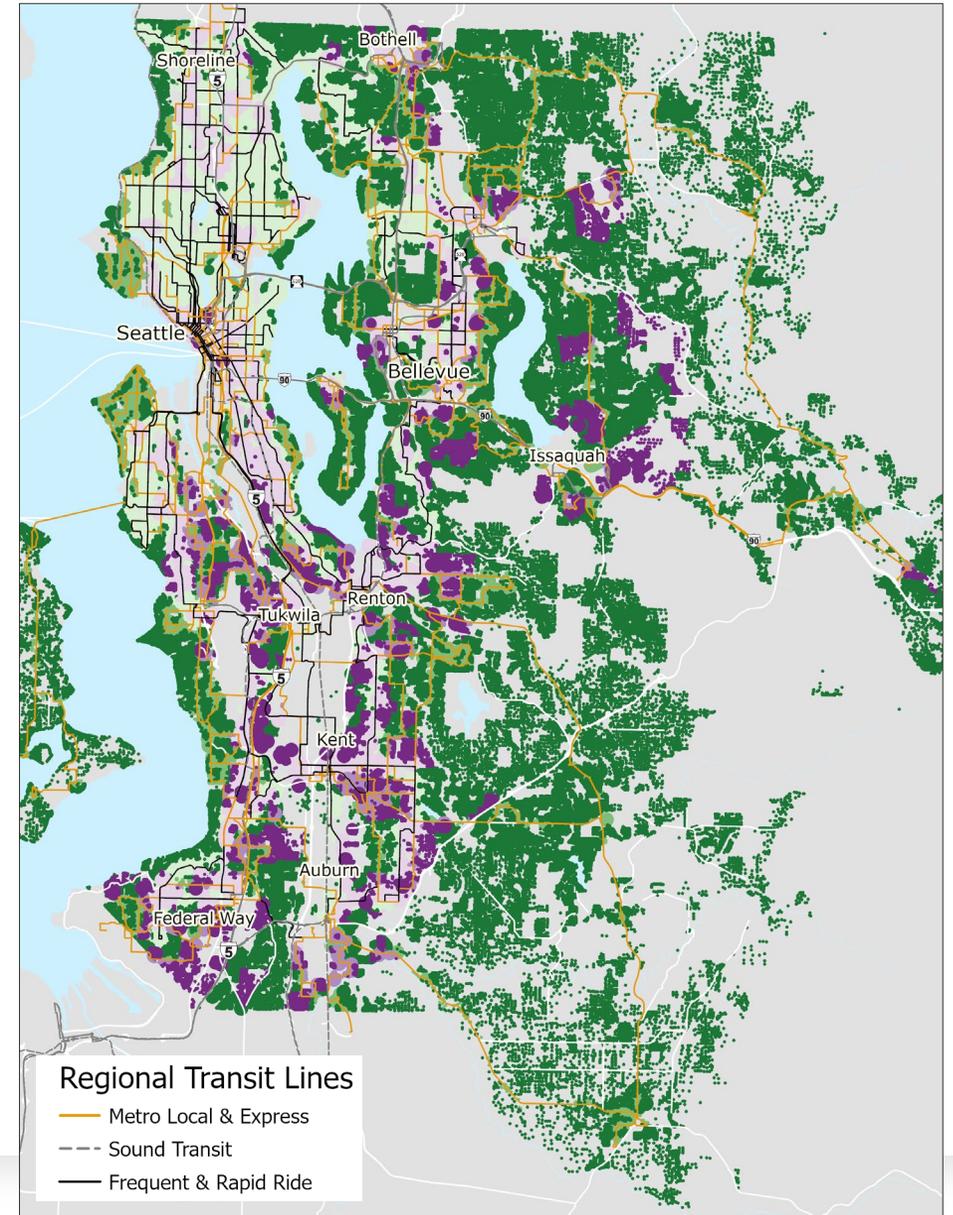
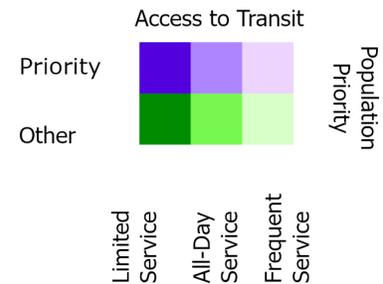
Accessibility analysis
Refined analysis guided by Mobility
Framework

Results: Interim Network Improves Access

Measure	Service Type	Current Network	Interim Network	Percent Change
How close are transit stops to where all people live	Frequent Network	53%	57%	6%
	Full Network	71%	77%	7%
How close are transit stops to where Black & African Americans populations live	Frequent Network	62%	66%	5%
	Full Network	79%	86%	8%
How close are transit stops to where Low-Income persons live	Frequent Network	60%	64%	7%
	Full Network	78%	83%	6%
How close are transit stops to where People of Color live	Frequent Network	56%	60%	6%
	Full Network	75%	81%	8%
How close are transit stops to where people with disabilities live	Frequent Network	55%	68%	22%
	Full Network	80%	81%	2%
How close are transit stops to where people with Limited English Proficiency live	Frequent Network	66%	68%	3%
	Full Network	81%	86%	6%

Map: Access for all populations

- Map illustrates where access to transit service is limited for priority and other populations
- Metro Connects interim network results in fewer gaps in access to transit for priority populations than others, but gaps remain
- Some gaps may be best addressed by approaches other than changes to the transit network (ie, improved walkability)



Metro Connects Network Map Updates: Evaluate RapidRide Network

Current Metro Connects Service Map

RapidRide Network:

Outdated (2016 information)

26 lines identified to build by 2040

Equity factors: race and income



Updated Metro Connects Service Map

RapidRide Network:

Update with lines planned or built since 2016

Modify interim and 2050 networks based on lessons learned from implementation (*lines will become frequent or another type of service, NOT removed*)

Equity factors: based on Mobility Framework

Process for RapidRide Network Assessment

Start

Define goals of RapidRide network:

1. Improve mobility through easier, more frequent, and reliable service
2. Improve quality of service on highest ridership corridors
3. Expand and connect high capacity transit network

Include RapidRide corridors originally in Metro Connects + select non-RapidRide corridors

Step 1: Screen

Screen list of corridors based on:

- Service demand (ridership minimum and productivity)
- Role in building regional high capacity transit network (network connectivity value)

Step 2: Prioritize

Prioritize candidate corridors based on five factors:

- Service
- Capital/Speed and Reliability
- Equity
- Environmental
- Implementation

Determine total network size

Pause: Questions or Comments

“Attaining the Vision” Section Updates

- **Currently describes** costs and partnership opportunities with cities and communities, including through “Metro Connects Development Program” (rolling 6-year interim plan)
- **Metro will update the “Attaining the Vision” section to:**
 - Clarify how Metro will collaborate with and communicate to partners and community
 - Describe how policy will guide Metro in making service and capital investments
 - Update financial costs and clarify how partners can support the vision
 - Incorporate mobility framework recommendations

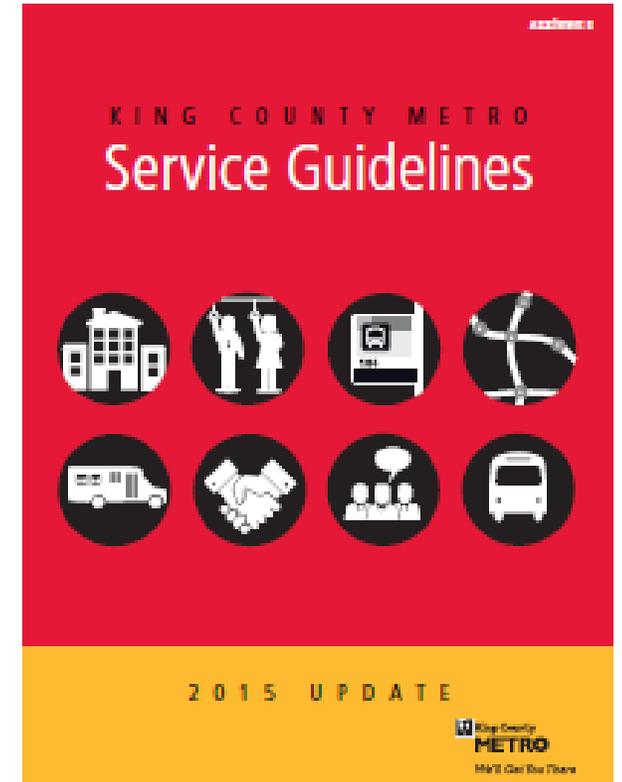
How we would attain the vision

Metro can't achieve the METRO CONNECTS vision all at once, and we can't do it alone.

Collaboration, partnerships, and incremental change over time will be the keys to getting there.

Policy guidance for achieving Metro Connects

- Update will clarify how Metro's policies will direct Metro to invest in and grow toward the Metro Connects network
- **Service:**
 - Change existing Service Guidelines network to be inclusive of "interim" Metro Connects routes
 - Approach to setting target service levels and priority 3 will direct Metro to invest in interim network
 - Restructures will still be key to delivering Metro Connects
- **Capital:** Include high-level guidance on how Metro should prioritize capital investments



Draft Proposed Capital Guidance

- Capital investments largely intended to support service operations, customer amenities, and access.
- Capital prioritization guidance stems from the Mobility Framework and Fund Management Policies.
 - Prioritization based on foundation of safety, sustainability, and equity.
- Metro will consider the following principles while making decisions:
 - Advance equity goals by investing where needs are greatest
 - Address the climate crisis by prioritizing projects based on emission reductions
 - Respond to known safety issues
 - Address legally required actions
 - Align with service investments
 - Maintain commitments to communities and partners
 - Improve service quality by investing in RapidRide and other corridors where needs are greatest and reduce car trips
 - Improve safe, comfortable, equitable access to transit and the rider experience
 - Invest in and support dense, mixed-use zoning and affordable housing
 - Support a high-quality work environment
- Project funding will depend on funding availability and current context

Working with Partners

- Metro remains committed to collaborating with partners and community
- **Planning will follow policy and occur through existing processes, not Metro Connects Development Program.** Benefits include:
 - **Streamlined and advanced planning**, guided by existing processes (biennial budget, service changes, capital projects, Capital Improvement Program)
 - **Clear communication with partners** regarding 6-year service and capital plans through Regional Project Schedule (updated annually)
- **Partners and communities will continue to shape decisions through engagement on:**
 - Service changes, restructures
 - Capital projects like speed and reliability, RapidRide, bus bases, passenger facilities, and access to transit projects
 - Other efforts (ie, fares)
- Metro will remove financial partnership assumptions and clarify that Metro and the region must work together on a regional solution to fund Metro Connects
- Metro will continue to work with cities to identify opportunities for non-financial partnerships and ways for Metro to provide technical assistance with processes as needed

Community engagement updates

- **Clarify Metro's vision for co-creating service and capital plans with communities when possible**
 - **Service:** Acknowledge the role of community engagement as the final step in the service planning process to determine how service is implemented.
 - **Capital:** engagement will inform priorities and outcomes for capital investments that support community needs and goals.
 - Engaging people who will be impacted by proposed changes, especially black, indigenous, and people of color, immigrants and refugees, low- and no-income people, linguistically diverse communities, and people with disabilities



Discussion: Metro Connects

1. What comments or questions do you have on the “Attaining the Vision” section updates?
2. Do you think the proposed capital guidance will help deliver Metro Connects in a way that advances equity, sustainability, and safety?

Next Steps

Service Guidelines

- Discuss scenarios for setting target service levels

Metro Connects

- Present updated maps, financial costs



Closing and Questions