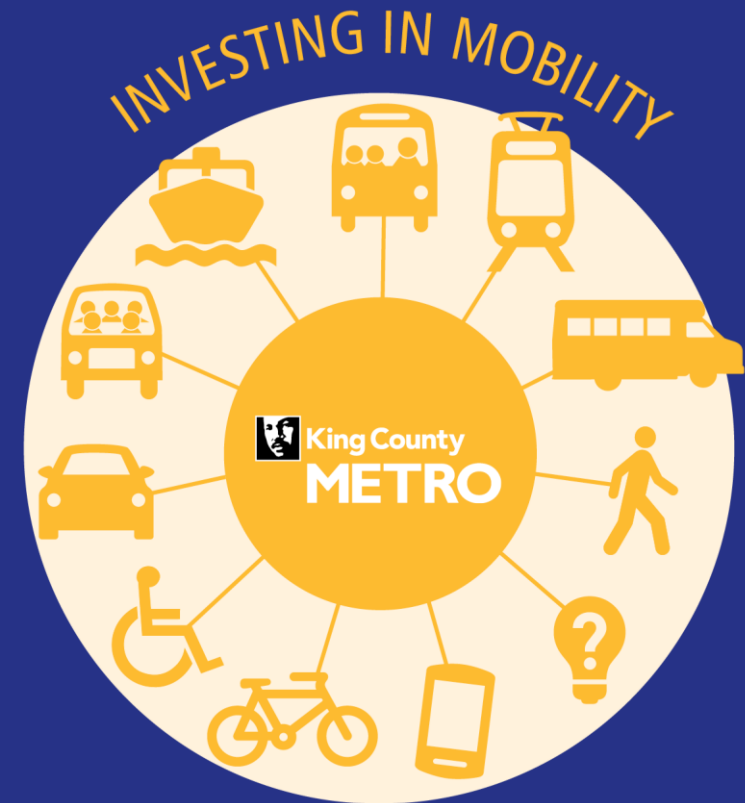


# Service Guidelines

Community Advocates

May, 2021



# Today's Focus

- Reductions Guidelines
- Restructures Guidelines
- Flexible Service

## 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.

## 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.

# Proposed Reductions Guidelines Will

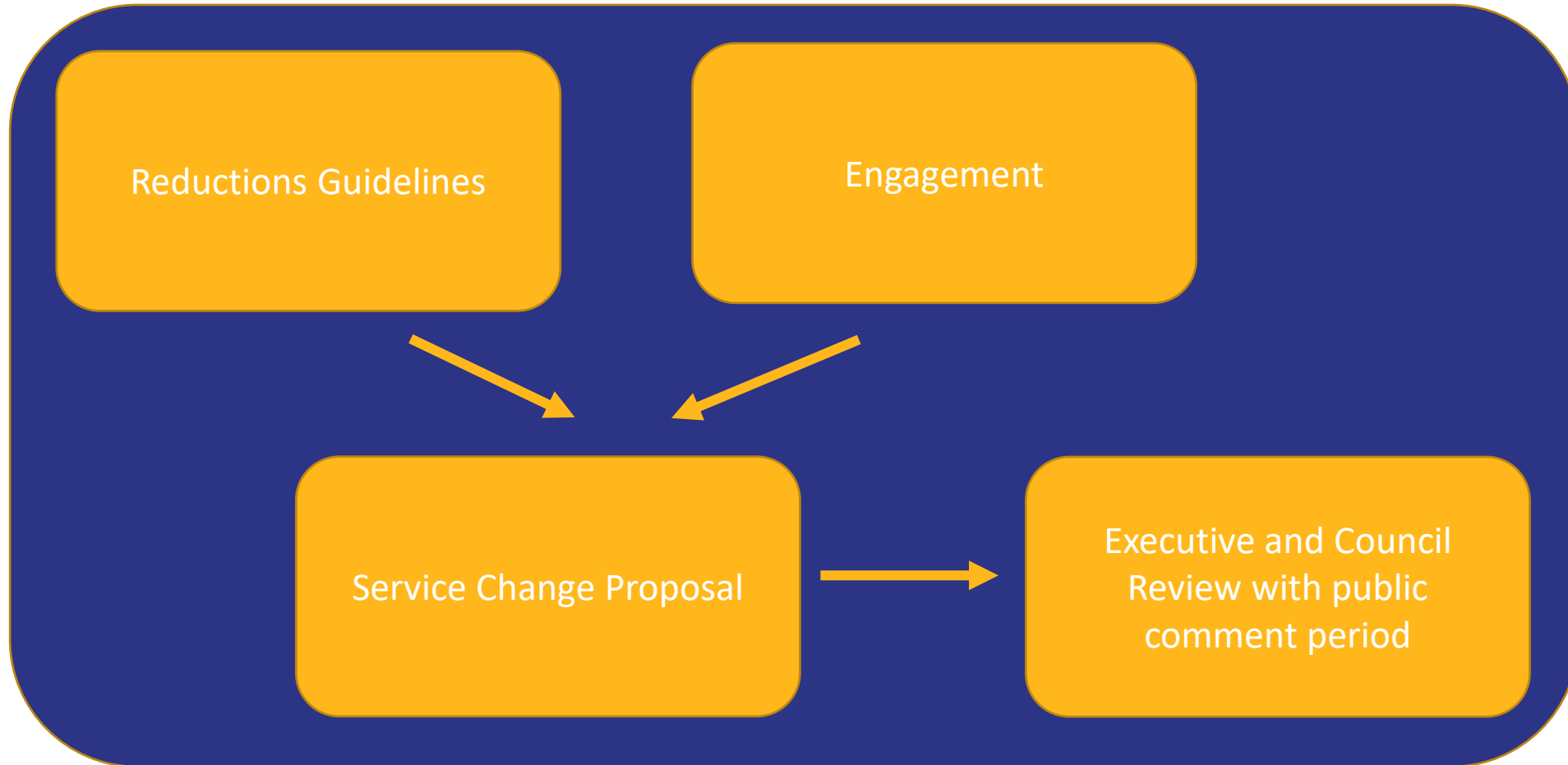
- Simplify and provide transparency and clarity for future reductions scenarios
- Center advancing equity and addressing climate change
- Provide a more comprehensive list of potential reductions candidates allowing for:
  - More opportunity for community and stakeholder engagement guidance in final reductions proposals
  - Potential for lower impact to single routes or geographies



# Changes to reductions policy

Same as today	New in 2021 update
Reductions based on route performance (productivity)	Center equity by prioritizing Low equity routes first for reduction within each priority category.
Minimize significant impacts to any one area of King County by preserving last connections, using restructures, use flexible services	Center sustainability by prioritizing reductions where service is emitting more greenhouse gas emissions than Single Occupancy Vehicles

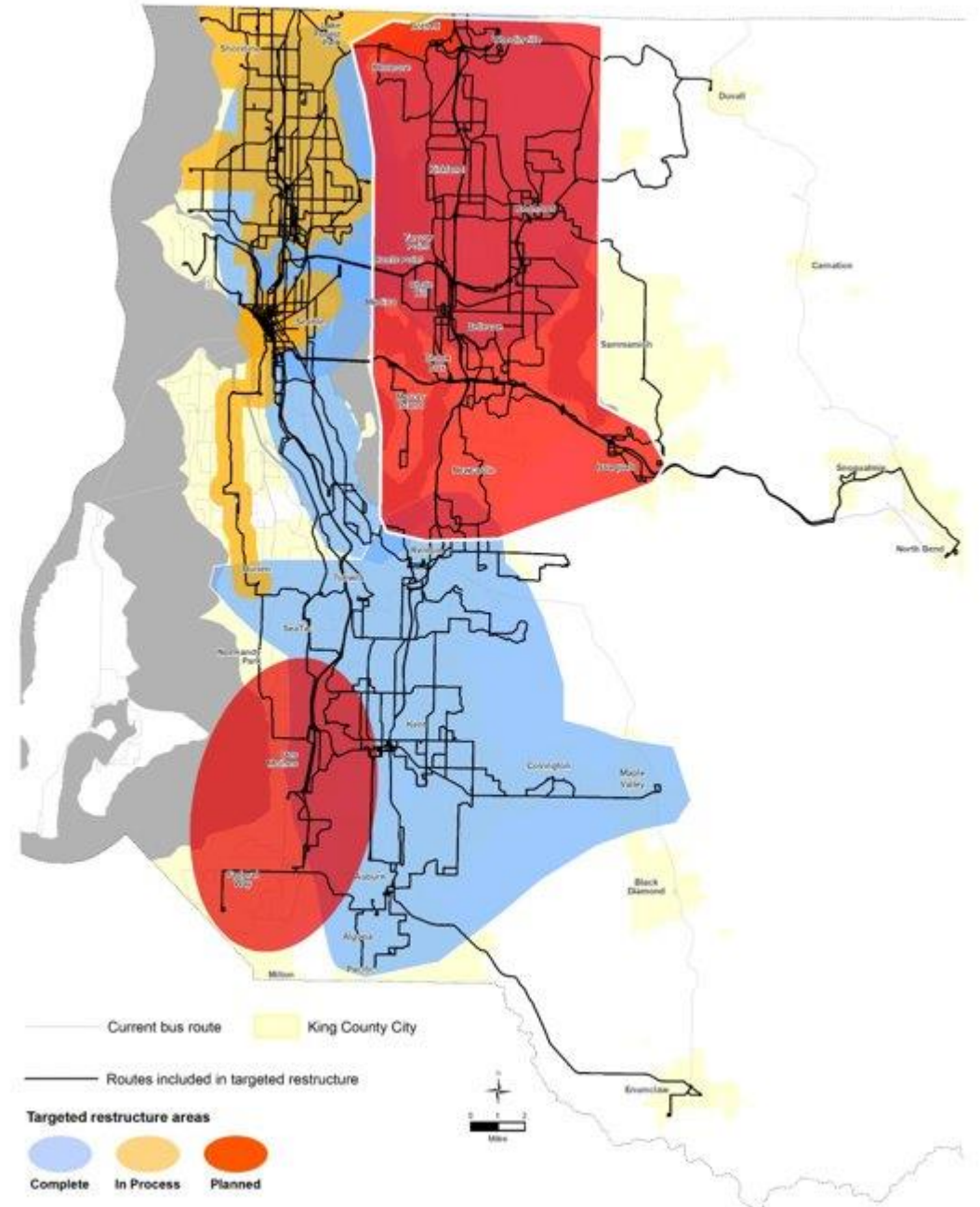
# What happens if Metro needs to make reductions



# Discussion: Reductions Guidelines

# Why Restructures?

- Restructure means changing groups of routes simultaneously
- Main triggers for restructuring near-term will be Link light rail, STride BRT, and RapidRide expansions
- Metro aims to create restructured services with community, through community and stakeholder engagement



# Policies for Restructuring Service

- Set high-level goals for service restructures
  - Each project will also develop area-specific goals
- Define what information Metro will consider in restructures
- Define conditions that trigger restructures
  - Be transparent about what to expect when Sound Transit expansion triggers a restructure



# Policies for Restructuring Service - Goals

- Metro will create restructured networks that serve customers better than existing service
- Goals:
  - Improving mobility for historically un(der)served populations **(NEW)**
  - Informing, engaging, and empowering current and potential customers in decision-making **(NEW)**
  - Increasing ridership and productivity to reduce greenhouse gas emissions **(NEW)**
  - Focusing frequent service on areas with the highest ridership
  - Creating convenient opportunities for customers to transfer between services
  - Matching service and capacity to demand
  - Moving towards Metro's long-range vision, Metro Connects **(NEW)**



# Policies for Restructuring Service – Data

- Current and expected future travel patterns
- Service in equity priority areas, compared to the rest of the restructure area
- Existing housing, jobs, and other generators of ridership and the location and density of permitted future development



# Policies for Restructures around Sound Transit Expansion

- Additional consideration when restructures are triggered by Sound Transit
- When Sound Transit expands, Metro will:
  - Develop a network that serves customers better than before ST expansion
  - Focus on connections to new stations
  - Redeploy hours replaced by ST service to countywide needs according to Service guidelines priorities
  - Redeploy hours not directly replaced by ST service within project area



# Discussion: Restructuring Service Guidelines

# Flexible Service Guidelines - Update Goals

- Update Guidelines to reflect evolution of flexible and alternative services
- Provide transparent priorities for future investment
- Ensure flexible services performance is measured consistently across many projects
- Provide clear guidance on pilots and pilot periods

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# Flexible Service – Proposed Evaluation Metrics

## *Permanent and Pilot Service*

- **Productivity**

- Service utilization should be measured in a way that allows for total service usage and growth in service usage to be compared to similar Metro Transit services.

- **Efficiency**

- Service cost should be measured in a manner consistent with similar existing services and should allow for cross-service comparison.

- **Equity**

- Locational choices should prioritize service for priority populations.



# Flexible Service Guidelines - Proposed Update

- Create prioritization methodology for future flexible services to invest where needs are greatest.
- Add evaluation metrics for existing and future flexible services on productivity, efficiency, and equity.
- Provide a framework for evaluating flexible services during pilot periods and whether a service should be continued, discontinued, or transitioned to a permanent service.



# Flexible Services - Pilot Evaluation

- Flexible services will first be implemented through a pilot that allows Metro to learn more about how the service operates, how a community uses the service, and provides opportunity for continuous service improvement.
- Metro will establish a predetermined period for pilots, with a formal evaluation conducted annually.
  - Allows for service adjustments within the time period before discontinuing or transitioning to a permanent service.



# Discussion: Flexible Service Guidelines

# Recap: Major areas updated

Strategic Plan	Service Guidelines	Metro Connects
<p><b>Updated vision:</b> an integrated, innovative, equitable, sustainable, and safe network that supports healthy communities, thriving economy, and sustainable environment</p> <p><b>Mobility Framework guiding principles</b> → became our goals</p> <p><b>Mobility Framework recommendations</b> → became our objectives, outcomes, and strategies</p>	<p><b>Service Growth:</b> Updated service growth methodology to prioritizes equity first, followed by land use, then geographic value.</p> <p><b>Service Reductions:</b> within each tier of reduction candidates based on productivity, prioritize low-equity routes first for reductions. Also consider a climate threshold</p> <p><b>Service Restructures:</b> bus service hours duplicated by new light rail investments can be re-invested where needs are greatest, even outside the project area, to advance equity in the region.</p> <p><b>Equitable Community Engagement:</b> center voices of priority populations and engage early to co-create in community engagement processes</p>	<p><b>Targeted updates to maps</b> and vision of 75% more service across King County:</p> <ul style="list-style-type: none"> <li>• changes to network to improve equity</li> <li>• more all-day service, better for connecting people without traditional 9-5 jobs to work</li> </ul> <p><b>Upstream Engagement:</b> community stakeholders have a voice in shaping Metro's 10-year priorities</p> <p><b>Customer Communications &amp; Marketing:</b> in multiple languages and accessible for different abilities; partner with Community Organization to promote information to priority populations.</p> <p><b>Safe and Accessible Passenger Facilities:</b> consider topography, sidewalks, minimal street crossings, lighting, wayfinding for easy and safe experience.</p>

# Key takeaways

- **Focus investments where needs are greatest** and where land uses support robust transit, to make it easier for people who rely on transit most to get to jobs, services, and other opportunities throughout our region.
- **Think regionally-** build strong connections to jobs, education, services, and other destinations because many people don't or can't afford to live in the communities where they work or need/want to go.
- **Center community voices, especially priority populations,** through upstream engagement and co-creative engagement efforts.
- **Build on what we learned from the pandemic** about where essential workers are traveling to/from. Build back and grow service to ensure that riders traveling to/from these communities are connected to opportunities throughout King County at more times of day and days of the week.
- **Funding the vision for more service-** All policies were updated to better deliver Metro Connects, but Metro still needs to work with leaders and partners across King County to secure additional funding to get there

# Closing and Questions