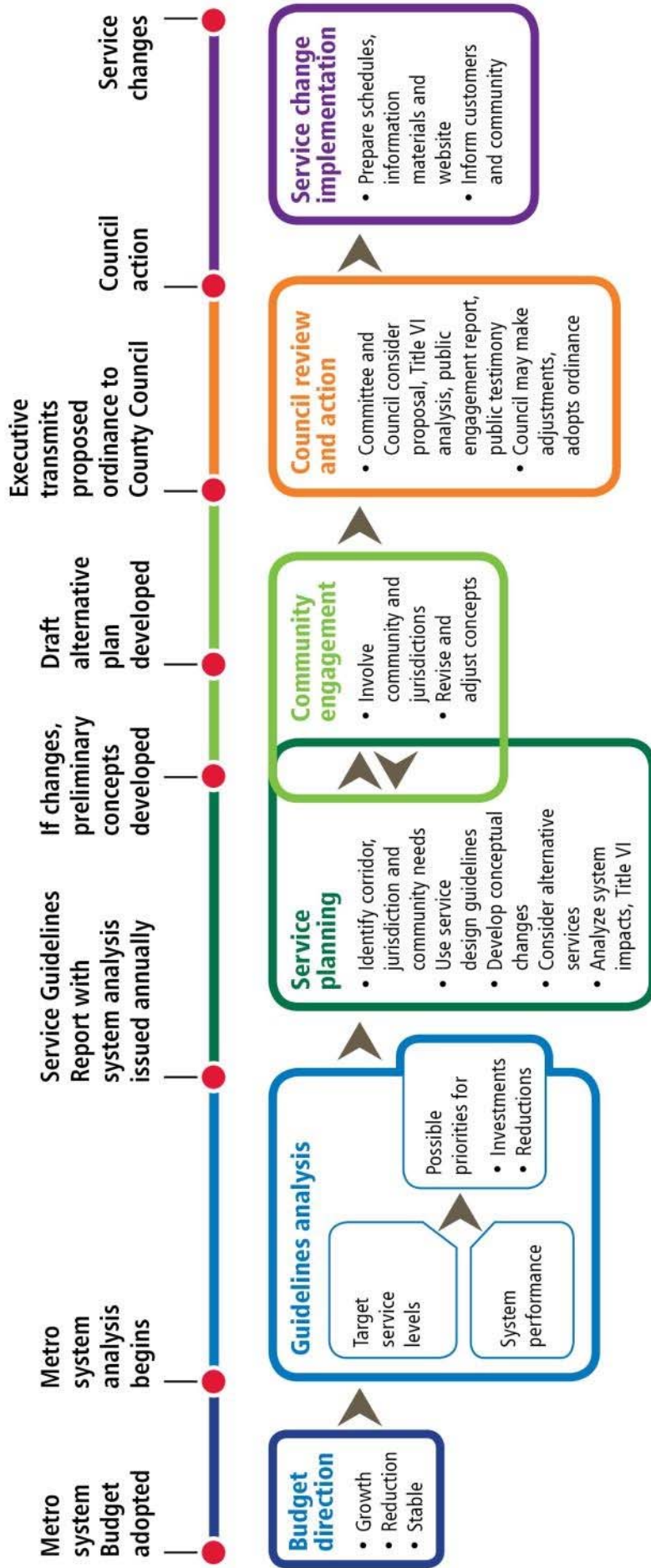


Appendix 3: Key Slides from Task Force Meetings

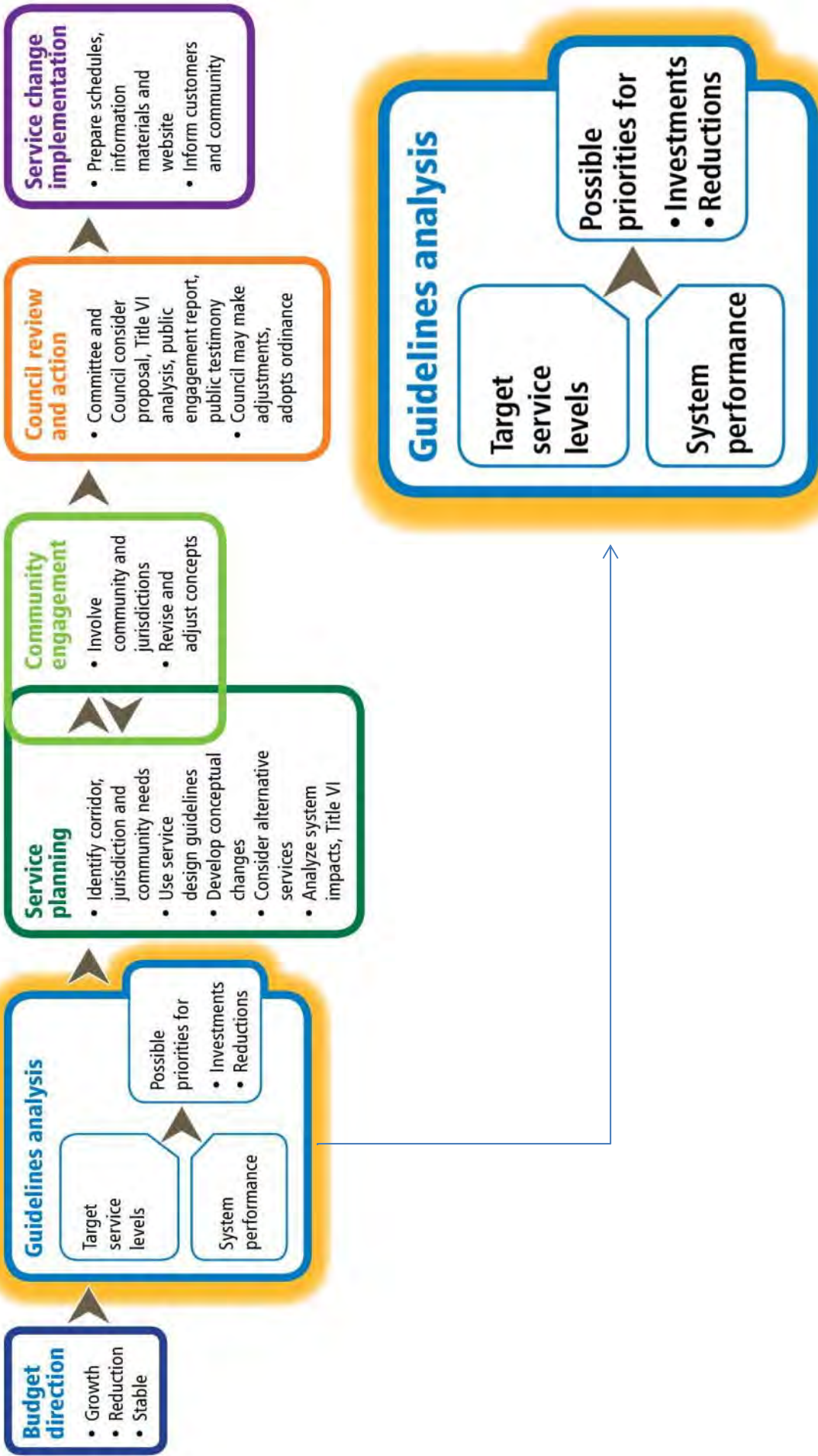
The following presentation slides from task force meetings on March 4, April 30, June 3, August 13 and 17 workshops, and September 17 introduce many of the policies and processes that were important in the Service Guidelines Task Force's discussion.

How does Metro's planning process work?



Budget direction and guidelines analysis occurs annually. Service planning and community engagement occur when Metro makes service reductions, investments or restructures. The steps described are iterative, and the time to implement the steps will vary.

Metro's service guidelines



Possible priorities for

Investments

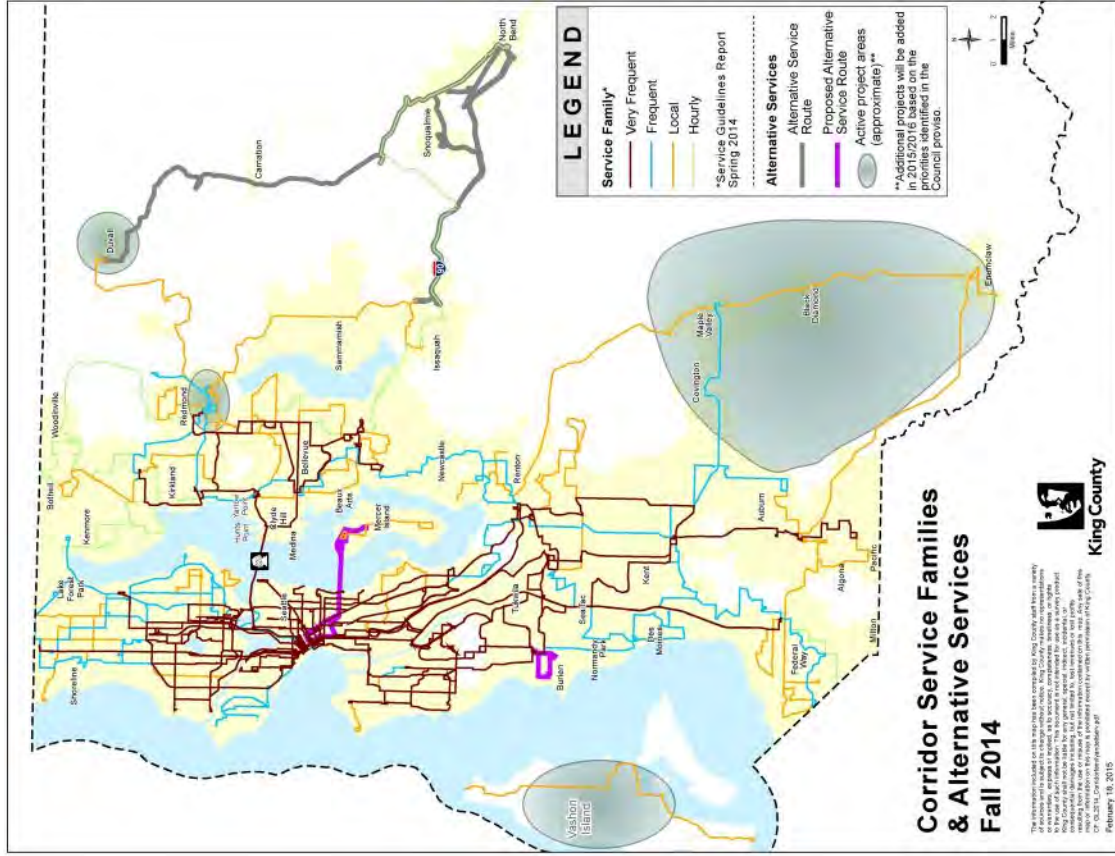
1. Reduce overcrowding
2. Improve reliability
3. Achieve target service levels
4. Become more productive

Reductions

1. Routes in bottom 25 percent
2. Restructures
3. Routes between 25 and 50 percent
4. Routes in bottom 25% that warrant higher service level

Set target corridor service levels

- Analyze 112 corridors connecting 85 centers throughout King County
- Target service levels determined by frequency a corridor *should* have based on:
 - Productivity
 - Social Equity
 - Geographic Value



Data that contribute to a target service level

Productivity

- Households within 1/4 mile of stops per corridor mile
- Jobs and student enrollment within 1/4 mile of stops per corridor mile
- Estimated cost recovery by time of day
- Estimated load factor by time of day
- Connection at night

Social Equity

- Percent of boardings in low-income tracts
- Percent of boardings in minority census tracts

Geographic Value

- Primary connection between regional growth, manufacturing/ industrial centers
- Primary connection between transit activity centers

System performance

- Determine performance based on measures
- Identify routes with passenger crowding
- Identify routes with reliability issues

Rides per platform hour:

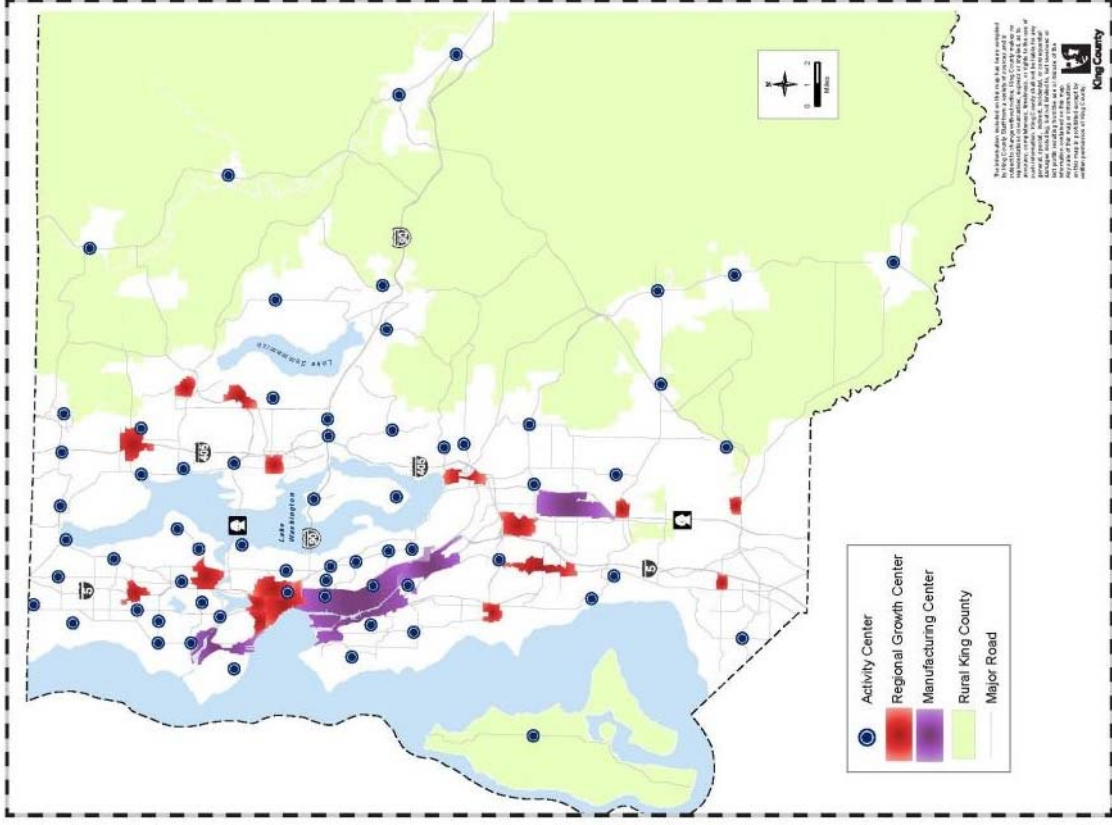
Total ridership divided by the total hours from the time the bus leaves its base until it returns

Passenger miles per platform mile:

Total miles traveled by all passengers divided by the total miles the bus operates from its base until it returns

Corridors and centers provide connections throughout the transit network

- 85 centers geographically distributed throughout King County
- Analyze 112 corridors that connect all 85 centers
- Target service levels determined: frequency a corridor *should* have based on:
 - Productivity
 - Social Equity
 - **Geographic Value**



Follow-up Items from Service Guidelines Task Force Meeting #4 – May 21, 2015

1. Breakdown of service hours by subregion and service type before and after service reductions and after service investments

Below are tables* with Spring 2014 and Spring 2015 service hours by historical planning area and service type. Spring 2014 service hours account for service levels prior to the September 2014 service reductions. Spring 2015 service hours account for all service reductions that occurred as included in Metro's budget.

Hours and Percent of Service Hours by Historical Planning Subarea*						
Planning Subarea	Spring 2014 Annualized Hours	Percent of Spring 2014 Hours	Spring 2015 Annualized Hours	Percent of Spring 2015 Hours	Spring 2016 Annualized Hours	Percent of Spring 2016 Hours
East	580,000	16%	510,000	15%	520,000	14%
South	760,000	22%	730,000	22%	770,000	21%
West	2,180,000	62%	2,130,000	63%	2,420,000	65%
Total	3,520,000	100%	3,370,000	100%	3,710,000	100%

Hours and Percent of Service Hours by Service Type*						
Service Type	Spring 2014 Annualized Hours	Percent of Spring 2014 Hours	Spring 2015 Annualized Hours	Percent of Spring 2015 Hours	Spring 2016 Annualized Hours	Percent of Spring 2016 Hours
Non-Seattle Core	1,040,000	29%	970,000	29%	990,000	27%
Seattle Core	2,490,000	71%	2,400,000	71%	2,720,000	73%
Total	3,530,000	100%	3,370,000	100%	3,710,000	100%



Spring 2016 hours are planning level estimates for the number of service hours after the planned service investments (Service Quality Improvements, Seattle Community Mobility Contract, and University Link Restructures). These are all estimates based on the best available data; final hours are not available because of the following reasons:

- The September 2015 and March 2016 service changes have not been scheduled; once service is scheduled, routes may move between bases, which will impact the final hours by route.
- No approved University Link restructure plan, which includes service on new routes that have not been scheduled. Hours used for these calculations are the most current estimates.


* The data in these tables are from May 2015 and represent planning-level estimates during this time. Projected annualized hours for 2016 were rough estimates made prior to the development of the service change ordinance. The hours and percentages will not be identical to what is adopted by the King County Council for the March 2016 service change.

Alternative Services have evolved over time



Alternative Services



Existing Alternative Services
 Build on these successful services.


- VanShare
- VanPool
- Rideshare
- CAT
- DART


Community Shuttle
 A route with flexible service areas provided through a community partnership.

- fixed and flexible service area
- community partner provides resources and marketing



Community Hub
 Local transportation center, access to community vans, bikes and information resources.

- partner provides location, transportation info and scheduling
- regularly scheduled and one-time trips


Flexible Rideshare
 Variable ridesharing via promotion of mobile and web-based app.

- responds to unique commuter needs
- may include set pick-up points and driver incentives

Metro has increased focus on alternative services as a way of providing mobility options

- ## Expanding program:
- \$12 million / 2-years
 - Mitigate impacts of service cuts
 - Complete 2012 Plan
 - Complementary areas
 - Focus on community partnerships
 - Demonstration projects



There are over 20 current or planned alternative services throughout King County

DART

- Flexible service area
- 14 routes in King County

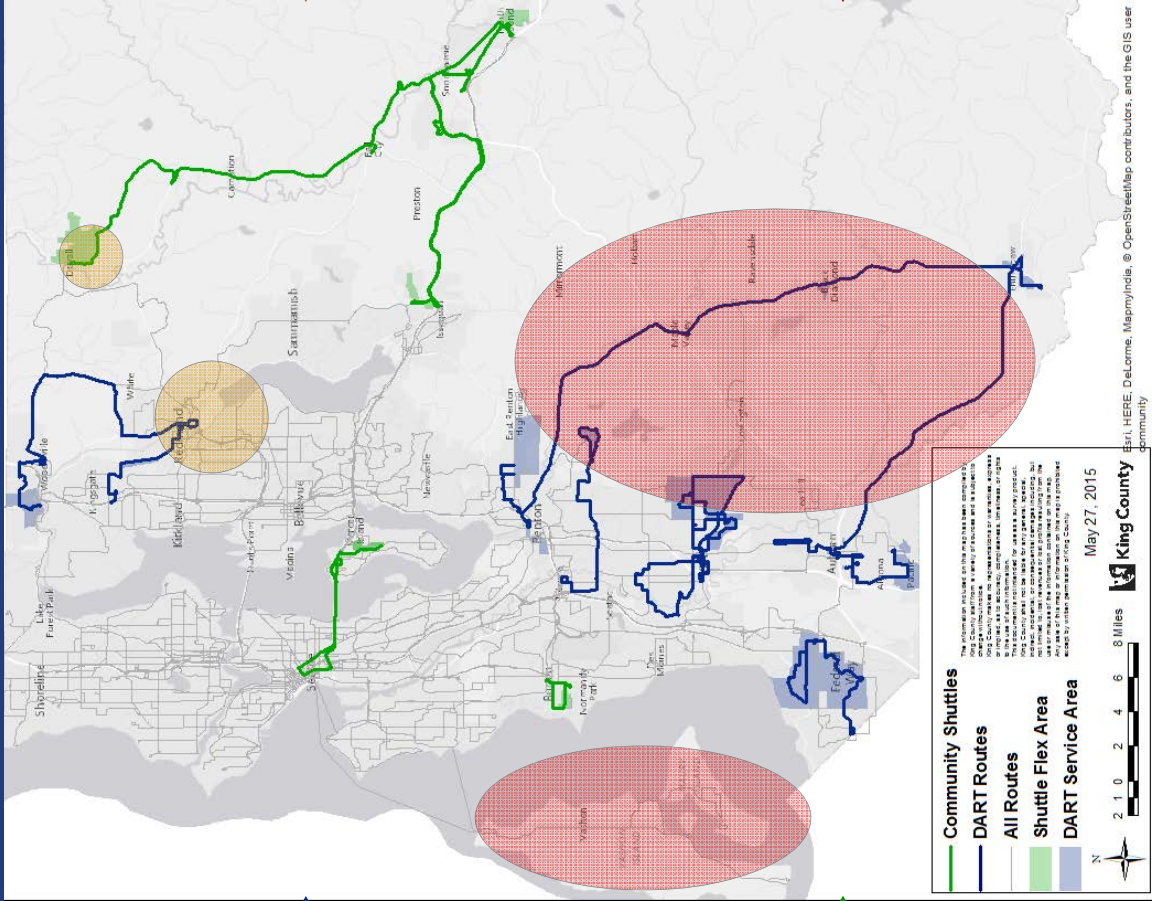
Community Shuttle

- Flexible service area
- Community partnerships

Flexible Rideshare & Community Hubs

Planned Services

- Southeast King County
- Vashon Island

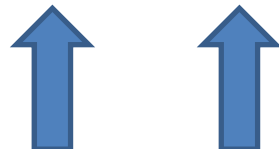


Recommendations to enhance investments – Social equity and geographic value

DRAFT Task Force Recommendations

DRAFT Changes Target Service Level Analysis

- Revise the point system to allow for a scaling of points for social equity
- Address the needs of youth, elderly, and persons with disabilities



- Added gradation to low-income and minority scores
- Included a larger population using a revised definition of low-income, consistent with ORCA LIFT program

Social Equity Changes

- Revise the point system to allow for a scaling of points for geographic value
- Develop minimum service standards for each service type
- Develop strategy utilizing Park & Rides more efficiently



- Added gradation to corridor scoring
- Ensured minimum service levels on corridors
- Included all Park & Rides in corridor scoring

Geographic Value Changes

Recommendations to enhance investments – Alternative services

DRAFT Task Force Recommendations

- Further expand alternative services program
- Enhance planning for alternative services
- Create new metric for measuring performance

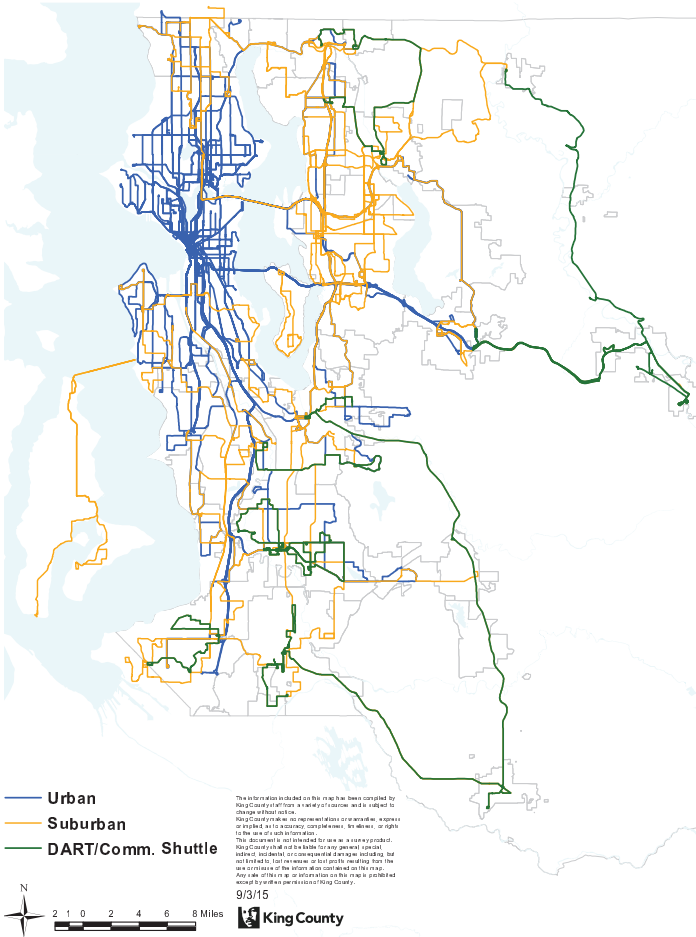


DRAFT Alternative services program changes

- Focus on right-sizing mobility and complementing fixed-route bus service
- Seeding new markets
- Define which communities should get alternative services and how to initiate a program
- Describe how to convert alternative services to fixed-route service
- Define ways for communities to get involved and partner with Metro on alternative services
- Establish new metrics to determine how well the program is working

Service Type Option 5: Peak Policy Emphasis

including changes to the target service level analysis



Description

Classifies routes based on connections to the county’s densest urban centers, and includes policy protection for peak-only routes.

Urban Routes: Routes serving riders in the densest parts of the county, including downtown Seattle, First Hill, Capitol Hill, South Lake Union, University District, or Uptown; this includes routes serving suburban or rural areas that provide connections to the densest parts of the county.

Suburban Routes: Routes primarily serving and connecting suburban and rural areas throughout King County.

DART/Community Shuttles:

- Dial-A-Ride Transit (DART) routes
- Alternative Services Community Shuttles

Peak-only protection: Bottom 25% peak-only routes (in either measure) that have a travel time or ridership advantage over a local alternative would be protected from the first reduction priority

Service Type (Spring 2015)	Number of Routes	Percent of Hours	Percent of Riders
Urban	119	71%	80%
Suburban	53	27%	19%
Demand Response	15	2%	1%
Peak-Only Protection	70	12%	9%

Summary

- Establishes a new category for demand response routes
- Policy protection for peak-only routes result in fewer of those routes identified for reduction in a potential reduction
- Defines service types based on the markets served

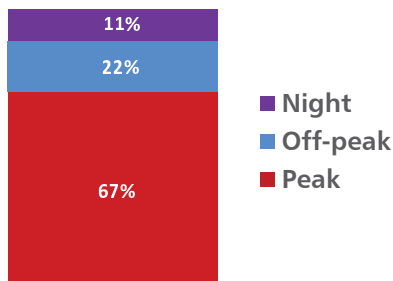
Reduction Scenario: 100,000 hours

Impacts

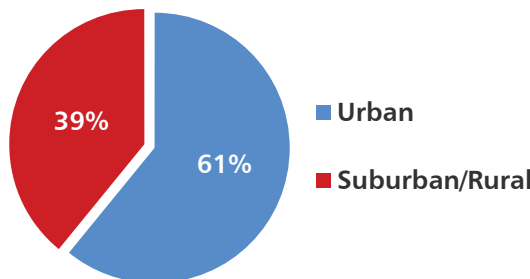
- Fewer peak-only routes would be identified for reduction than in service type options 1, 2, 3, and 4
- More all-day routes would be identified for reduction in the Off-Peak
- Reductions would be spread more evenly throughout the county than in other service type options

Historical Subarea	Hours Reduced	% of Hours
East	34,000	33%
South	31,000	30%
West	38,000	37%
Total	103,000	100%

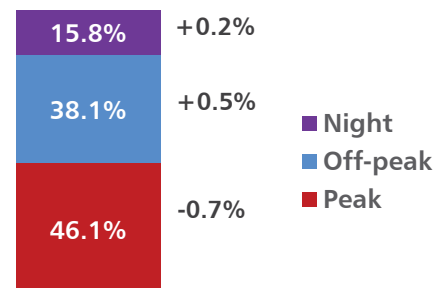
Percent of 100K Hour Reduction by Time Period



Percent of 100K Hour Reduction by Service Type



Total System Service Hours After Reduction Scenario



ALTERNATIVE SERVICES PROGRAM: POTENTIAL CHANGES BASED ON TASK FORCE GUIDANCE

1) Program Priorities: What's the focus?

- a) **Right-size** mobility service to the specific needs and characteristics of the community. This may include restructuring underperforming fixed-route bus services and mitigating the impact of lost or reduced fixed-route service.
- b) **Complement** fixed-route or Dial-a-Ride (DART) service. Complementary alternative services may address:
 - i) Filling gaps in time of day service or geographic coverage of fixed-route services, such as concentrations of shift jobs, industrial locations, or areas of potential transit activity that are geographically isolated.
 - ii) Serving rural communities and emerging markets.

2) Allocation Criteria: Which communities will get Alternative Services?

- a) Alternative Services projects may be appropriate in communities that meet the following criteria:
 - i) Poorly performing fixed-route service (rides/platform hour, passenger miles/platform miles),
 - ii) Time of day service gap,
 - iii) Geographic coverage service gap,
 - iv) Rural communities or emerging markets (as identified through land use targets, designated growth areas, demonstration of local transportation needs, and Metro's Long Range Public Transportation Plan),
 - v) Market potential considering jobs and household density, and proximity to: Activity Centers, Regional Transit Network, and Major Institutions,
 - vi) Concentrations of low income or minority populations (low income or minority census tracts, as designated in by the Service Guidelines analysis),
 - vii) Demonstrated partner interest (see Section 3).
- b) Alternative service projects may be initiated by:
 - i) Metro identification of communities that meet the Allocation Criteria.
 - ii) A competitive process involving a Letter of Interest by local jurisdictions or community organization, evaluated against the Allocation Criteria (Section 2.1).

3) Partnerships: How can my community get involved?

- a) Local community partnerships are an important component in the development and delivery of alternative services. Partnerships may include sharing the cost of community engagement, planning, equipment, contracted services, promotions or other project costs. Partnerships may include cash or in-kind contributions.
- b) Local governments may also demonstrate commitment to partnership by enacting transit-supportive land use policy or by making infrastructure investments that support transit, including but not limited to:
 - i) Transit signal and lane priority measures.
 - ii) Zoning measures that support increased density and mixed-uses within Urban Growth Areas.

- iii) Investments in cycling and pedestrian facilities that significantly enhance access to transit service.
- iv) Developing urban design guidelines that support transit and active transportation.
- v) Prioritizing in-fill over greenfield development.
- vi) Improving street network connectivity.
- vii) Other land use measures that contribute to higher concentrations of potential transit riders.

4) Performance Measurement: How will we know if it's working?

- a) King County Metro will monitor and evaluate performance of all alternative service projects to ensure that service quality, customer satisfaction, and cost effectiveness objectives are met. Performance measures may include usage/ridership rates and cost per boarding/ride. Performance of alternative services will be made against similar services.
- b) Alternative services should be evaluated using the needs of the community, the goals of each project, and with the transit market potential of the area served in mind. Market characteristics of each community may be considered when determining the market potential for the alternative service.
- c) Different performance measures may be used to evaluate different types of services.

5) Converting an Alternative Service to a Fixed-Route Service: How do you transition to regular service?

- a) Communities with successful Alternative Services partnerships may be eligible to transition to fixed-route bus service under the following circumstances:
 - i) The alternative service is overcapacity for a prolonged period of time,
 - ii) The cost per boarding of providing the fixed-route service is equivalent or less than the cost per boarding of providing an alternative service,
 - iii) Population and employment density warrant a greater level of transportation investment,
 - iv) Funding is available,
 - v) The partner jurisdiction is prepared to support the creation of required transit facilities.