

Appendix 5: Glossary

ACCESS service. See *Paratransit (ACCESS) service*.

Alternative services: Transportation services tailored to community needs that Metro plans and provides with community partners throughout King County. Often, these communities lack the infrastructure, density or land use to support traditional, fixed-route bus service. Metro’s alternative services include VanPool, VanShare, Community Access Transportation (CAT), Dial-a-Ride Transit (DART), Community Shuttles, Community Hub and Flexible Rideshare. (See definitions of these services below.)

Base: A site where Metro buses are fueled, stored, and maintained. Bases include parking, fuel storage, cleaning, and maintenance and operation facilities. Metro has seven bases located throughout King County.

Centers: Activity nodes throughout King County that form the basis for the countywide transit network. See *Manufacturing/industrial center, Regional growth center and Transit activity center*.

Community Access Transportation (CAT): A program that complements paratransit (ACCESS) service by filling service gaps in partnership with nonprofit agencies, such as those serving seniors or people with disabilities. One of Metro’s alternative services.

Community Hub: A local transportation center that Metro provides with a community partner, and that gives people access to various transportation resources according to community need. Examples of these resources are community vans, bikes and information. One of Metro’s alternative services.

Community Shuttle: A route that Metro provides through a community partnership; these shuttles can have flexible service areas if it meets the community needs. One of Metro’s alternative services.

Corridor: A major transit pathway that connects regional growth, manufacturing/industrial, and activity centers; park-and-rides and transit hubs; and major destinations throughout King County.

Dial-a-ride (DART) transit service: Scheduled transit routes in which individual trips may deviate from the fixed route to pick up or drop off a passenger closer to their origin or destination. DART routes may only deviate into pre-specified “DART areas.” All current DART routes include a fixed route portion in which passengers can access service from regular bus stops. Note that Dial-a-Ride Transit is now referred to as Demand Area Response Transit.

Fixed route service: Scheduled transit routes in which trips are required to follow the same routing on every trip.

Flexible Rideshare: An on-demand carpool program using mobile and web-based applications to match up drivers with passengers who want to share a ride. Riders pay a small fare through the app, and drivers earn a per-mile fee. The program is being piloted in Southeast Redmond and Willows Road. One of Metro’s alternative services.

Geographic value: Providing public transportation products and services throughout King County, connecting centers, and facilitating access to jobs, education and other destinations for as many people as possible. Metro provides services that are appropriate to the land use, employment densities, housing densities and transit demand in various communities.

Manufacturing/industrial center: Per PSRC’s *VISION 2040*, an area of intensive manufacturing and/or industrial activity. PSRC expects these centers to accommodate a significant share of the region’s manufacturing industrial employment growth.

Paratransit (ACCESS) service: Van-operated service that has no fixed route or schedule, and that provides trips to customers who have difficulty using Metro’s fixed-route or DART service. Passengers must apply and be found eligible to use ACCESS service in advance of making a trip.

Park and Ride: A facility where transit passengers may park their automobile and catch a bus, vanpool or carpool to reach their final destination. Park-and-ride lots are built, owned and maintained by a number of different agencies; some are leased by Metro. Metro provides service to 140 park-and-ride lots throughout King County.

Passenger miles per platform mile: Total miles traveled by all passengers divided by the total miles the bus operates from the time it leaves its base until it returns. One of two measures Metro uses to assess the service performance of each route. See also, *Base* and *Rides per platform hour*.

Passenger overcrowding: A transit trip that on average has 25 to 50 percent more riders than seats (depending on service frequency) or has people standing for longer than 20 minutes. When service is chronically very crowded, it is poor quality and has a negative impact on riders. The passenger load thresholds are set to accept standing passengers on many Metro services. Metro takes action when crowding is at an unacceptable level or occurs regularly.

Peak-only service. Transit service that operates only during peak travel periods (5:00–9:00 a.m. and 3:00–7:00 p.m. weekdays), primarily in one direction. Peak-only service typically brings riders from residential areas to job centers.

Productivity: A primary value for transit service in King County. It means making the most efficient use of resources and targeting transit service to the areas of the county with the most potential for use. Metro uses the term productivity in two important ways in the service guidelines:

1. **Corridor productivity** is the *potential* market for transit based on the number of households, jobs and students along the corridor. Higher concentrations of people support higher use of transit.
2. **Route productivity** is the *actual* use of transit, determined using two performance measures of ridership—rides per platform hour and passenger miles per platform mile.

Regional growth center: Per PSRC’s *VISION 2040*, a defined focal area within a city or community that has a mix of housing, employment, retail, services and entertainment uses, and that is pedestrian-oriented. PSRC expects these centers to receive a significant portion of the region’s growth in population and jobs.

Ride: A single passenger using a single transit vehicle for a segment of the person’s trip. This can also be called a “boarding,” which identifies every time a passenger boards a bus.

Ridership: The number of passengers who use the transit system on a route or corridor.

Rides per platform hour: Total number of riders divided by the total hours a bus travels from the time it leaves its base until it returns. One of two measures Metro uses to assess the service performance of each route. See also, *Base* and *Passenger miles per platform mile*.

Schedule reliability: A measure used to determine if a route is on time, measured as the percentage of transit trips that arrive between 1 minute early and 5 minutes late. If a route is on time less than 80 percent of the time (65 percent for weekday PM peak), it is a candidate for investment of service hours. This threshold allows for variations in travel time, congestion and ridership.

Service restructure: Changes to multiple Metro routes along a corridor or within an area, including serving new corridors, in a manner consistent with service design criteria in Metro’s Service Guidelines.

Service types: Categories of service based on chosen criteria. Metro’s current service types are Seattle Core and Non-Seattle Core. The service types recommended by the task force are: Urban Routes, Suburban Routes, and DART/Community Shuttles. See individual definitions.

Social equity: All people having full and equal access to opportunities that enable them to attain their full potential. As applied to transit, social equity involves ensuring there are travel opportunities for historically disadvantaged populations, such as low-income people, students, youth, seniors, people of color, people with disabilities, and others with limited transportation options. Metro measures social equity in a quantitative way using low-income and minority populations, in accordance with federal law.

Suburban Routes: A service type recommended by the task force that includes routes primarily serving and connecting suburban and rural areas in throughout King County.

Target service level: A goal amount of service Metro assigns each corridor in the All-Day and Peak Network, based on measures of productivity, social equity and geographic value. The All-Day and Peak Network analysis compares the target service levels to existing service to determine whether a corridor is below, at, or above the target levels. If a corridor is below its target service level, it is identified for investment need. See also, *Productivity*, *Social equity* and *Geographic value*.

Transit activity centers: Areas of activity that include major destinations and transit attractions, such as large employment sites, significant healthcare institutions and major social service agencies. Transit activity centers form the basis for an interconnected transit network throughout the urban growth area and support geographic value in the distribution of the network.

Transit-dependent populations: Those who do not have access to or are unable to operate a private automobile, and those for whom other modes of transportation are unsuitable for accessing their daily needs.

Urban Routes: A service type recommended by the task force that includes routes serving 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.

VanPool: A way for groups of five or more commuters to share a ride to work, using a Metro-supplied van. One of Metro's alternative services.

VanShare: A way for groups of five or more commuters to share the ride to or from a public transit link or transit hub. One of Metro's alternative services.