

## Metro uses service guidelines to:

### Set target corridor service levels.

We look at what the service levels should be, based on:

- Land use (where housing and jobs are located)
- Social equity
- Geographic value
- Ridership
- Performance of peak-only services

### Evaluate route performance.

We evaluate how well our routes are performing and where performance should be improved, based on:

- Productivity - How effective is our service?
- Passenger numbers - How crowded are buses?
- Reliability - Are buses on time?

## Design service.

**Service Design Principles.** We use the service design guidelines listed below to develop a network that will improve quality of service and make the system easier to use and more effective.

1. **Network connections** - make transfers easier
2. **Multiple purposes and destinations** - serve many different needs
3. **Easy to understand** - simplify the transit system
4. **Route spacing and duplication** - do not compete for the same riders
5. **Route directness** - operate directly between locations
6. **Bus stop spacing** - balance access and delay
7. **Route length and neighborhood segments** - ridership on the segment justifies cost
8. **Operating paths and appropriate vehicles** - choose the right vehicle for the streets and ridership
9. **Route terminals** - choose the best place for the route to end

## Make changes to service.

**Restructures.** We use the guidelines to respond to events and changes to the transportation system. Metro considers changes when:

- Metro or Sound Transit starts a major new service, such as RapidRide
- Transit service doesn't reflect changed travel patterns or transit demand
- Transit services overlap
- Service levels do not match ridership
- Major transportation changes take place, such as SR-520 bridge tolling
- Major developments or land use changes have occurred

**Additions.** We use the guidelines to make service additions in the following order:

1. Reduce overcrowding
2. Improve on-time performance
3. Approach target service levels
4. Improve service on routes with high performance

**Reductions.** We use the guidelines to make service reductions in the following order,<sup>^</sup> while always considering social equity:

1. Reduce low productivity service in areas not underserved
2. Restructure service to improve efficiency
3. Reduce higher-productivity service
4. Reduce low-productivity services in underserved areas

<sup>^</sup>When reducing services based on performance, Metro seeks to reduce all-day routes that duplicate or overlap with other routes, to reduce peak routes failing one or both performance criteria, or to reduce routes that operate on over-served corridors. When not possible, Metro may reduce service on routes that operate on adequately served corridors.

# Focus of this process: Ordinance 17143

Requirements of process to address future growth:

- Incorporate input from local jurisdictions
- Address the factors, methodology and prioritization of service additions
- More closely align factors used in the development of the All-Day and Peak network with jurisdictions' growth decisions and actions
- Create a category of additional service priority to reflect transit-supportive actions and development

