

Service Guidelines Task Force Accountability Matrix

Task Force Principles

#	PRINCIPLE	METRO'S ACTION	STATUS
P1	Different parts of the county have different travel demands	<ul style="list-style-type: none"> The service guidelines, through the corridor analysis, recognize that different parts of the county warrant different levels of service. By valuing both all-day routes and peak-only routes, the service guidelines recognize that different parts of the county use transit service in different ways. Additional protection for peak-only routes in reduction scenarios has been added in the update to the service guidelines. 	
P2	Measure performance of routes against similar services	The updated service guidelines define a new service type (DART/Shuttles, SG p. 14), which ensures these "right-sized" services are compared only to like-services (Urban, Suburban, DART/Shuttles)	
P3	Right-size service and seed new markets	"Planning Alternative Services," a new section of service guidelines, outlines how the community planning process will be used to determine community mobility needs and to design solutions in partnership. Seeding emerging markets is now a consideration of the alternative services program (SG p. 23) and part of Strategic Plan strategy 3.2.1 (p. 34). A path for alternative services to convert to fixed-route service has also been outlined (SG p. 24).	
P4	Create better connections between centers	<ul style="list-style-type: none"> A revision to the geographic value scoring methodology (SG p. 7) will help ensure corridors connecting and serving centers are valued more than they were previously. Metro will also seek to better understand origins and destinations of riders (SG p. 28). Through its Long Range Plan outreach process, Metro has heard that connecting centers better is a primary interest. Metro will continue to serve all centers with the Long Range Plan; centers will be added as jurisdictions grow. Metro has and will continue to work closely with jurisdictions and other areas of the county in developing the Long Range Plan service network. 	
P5 P6 P7	Maintain and improve services that meet productivity objectives, social equity objectives, and geographic value objectives	The revisions to the service guidelines retain the core values as expressed by the Regional Transit Task Force: productivity, social equity, and geographic value. In determining target service levels for corridors, productivity remains weighted at 50%, and social equity and geographic value remain weighted at 25% each. Highly productive services remain candidates for investment priority 4, and the importance of geographic value has been included in a policy requiring Metro to consider the relative impacts of reductions to different parts of the county (SG p. 30).	
P8	The demands for transit service far outweigh current available resources	Metro has identified service hour investment needs as part of the service guidelines process. Metro is also defining a future transit network as part of the Long Range Plan based on the increased investment needs identified in PSRC's Transportation 2040.	
P9	Value all forms of partnerships, including direct financial support, improved transit speed and reliability, and with cities that make land use and infrastructure decisions that would support transit access and ridership	"Working with Partners," a new section of the service guidelines (SG p. 25), outlines the objectives Metro seeks to accomplish with partners, including cities and private parties. Metro is also committed to working closely with partners in making infrastructure and land-use decisions that support transit, a key aspect of the Long Range Plan outreach effort. Partnership objectives have also been updated in Strategic Plan strategies 3.1.1 (p. 33), 3.1.2 (p. 34), and 3.3.1 (p. 36).	

KEY












Metro has incorporated policy language into the updates to the Strategic Plan and Service Guidelines transmitted to Council. Metro will operate in accordance with these policies once approved.



Metro is developing policies and formulating strategies to address these issues.

Task Force Recommendations

#	RECOMMENDATION	METRO'S ACTION	STATUS
THE SERVICE GUIDELINES			
A.A	Modify service types to create a peak policy emphasis; create a new service type category for Dial-a-Ride (DART) and Community Shuttle services; and change the names of the other categories to Urban and Suburban	Peak policy emphasis reflected by protecting peak-only routes in reduction scenarios (SG p. 31). A DART/shuttle service type was created and others were renamed (SG p. 14).	
A.B.1	Allow for a scaling of points for geographic value	Corridor analysis point scaling has been modified (SG p. 7).	
A.B.2	Allow for a scaling of points for social equity	Corridor analysis point scaling has been modified (SG p. 7).	
A.B.3	Add consideration for all park-and-rides	Park-and-rides now included with households in the productivity factor of the corridor analysis (SG p. 7).	
A.B.4	Develop minimum service standards	A minimum service standard for fixed-route service of one bus every hour has been established and is reflected in the table on SG p. 8.	
THE PLANNING PROCESS			
B.A	More thoroughly and explicitly address issues regarding origin and destination	Metro's intent to better understand origins and destinations is reflected in the Planning and Community Engagement section of the Service Guidelines (p. 28). Gaining greater insight may include a need for additional tools or more resources.	
B.B	Develop a mobility metric to assess the time to travel to/from households and centers	These metrics have been added to the Strategic Plan, Goal 2 (pp. 6-7) and will measure mobility in terms of the number of jobs and households that can be reached within 30 minutes from various places throughout the county (including centers).	
B.C	Better identify the needs of transit riders and potential riders, including traditionally isolated or disadvantaged communities	Metro has reemphasized its commitment to identify mobility needs, including those of traditionally isolated or disadvantaged communities. This emphasis is reflected in the Planning and Community Engagement section (p. 28) and in the Planning Alternative Services section (p. 24).	
B.D	Increase transparency by conducting regular outreach throughout the county	Metro has committed to conducting regular outreach throughout the county (SG p. 32) as well as with every major service change (SG p. 27). Metro is currently in the exploratory phase of improving its routine outreach processes, which may include annual or more frequent outreach to jurisdictions, stakeholders, and/or the public; this may require more resources. Metro expects these processes to tie into and facilitate the implementation of the forthcoming Long Range Plan.	



KEY











Metro has incorporated policy language into the updates to the Strategic Plan and Service Guidelines transmitted to Council. Metro will operate in accordance with these policies once approved.



Metro is developing policies and formulating strategies to address these issues.

B.E	Better communicate the schedule or timeline for when Metro will be making changes	New emphasis and detail regarding communication methods is included on SG p. 27.	
B.F	When making investments in the transit network, consider regional planning efforts, changes to the transportation network and productivity, geographic value and social equity impacts	These factors are now explicitly included as considerations when making investments (SG p. 29), adding to the previously considered factors of service quality needs and corridor scores, ensuring Metro’s response to community needs, infrastructure developments, and the Long Range Plan are part and parcel of investment decisions.	

ALTERNATIVE SERVICES PROGRAM

C.A	Use alternative services to: (1) replace poorly performing services; (2) provide better connections between centers; (3) serve rural communities; and (4) serve emerging markets	Criteria for the alternative services program (SG pp. 23-24) reflect these priorities and will be used to identify alternative services project areas in the future.	
C.B	Use this approach when looking for efficiencies within the network and prior to or in connection with reducing service	Guidance added in the section on reducing service (SG p. 31).	
C.C	Use the alternative services community planning process to better identify the needs of transit riders and potential riders, including traditionally isolated or disadvantaged communities	Working directly with communities to identify needs, including those of traditionally isolated or disadvantaged communities, is explicitly part of the alternative services planning process (SG p. 24). Metro is already using this process in the alternative service planning process.	
C.D	Significantly increase funding support to plan and deliver more alternative services	Metro is currently studying future alternative service projects and developing budget estimates for each project and the program as a whole. Estimating the cost of model programs, conducting a gap analysis, and using criteria to determine where products could be deployed will lead to estimates of total need. This work will be reflected in future budget requests.	 In progress
C.E	Enhance the planning for alternative services by facilitating discussions between municipalities, employers and residents	In developing alternative services, Metro works with multiple community stakeholders to identify their specific needs. Metro brings these stakeholders, riders, and potential riders together in partnership as part of the planning process (SG pp. 23-25).	
C.F	Create a new metric for measuring the performance of alternative services	Metro is developing metrics to be used. Multiple metrics or evaluative criteria/processes may be developed, as the alternative services program includes diverse projects. New metrics will be reflected in the alternative service update report, due to council by September 30, and in the annual service guidelines report, due October 31.	 In progress
C.G	Explore opportunities to further integrate private service providers	Commitment to develop relationships with private companies reflected in Strategic Plan (p. 23 and 3.1.1, p. 33, and 3.2.2, p. 35). The Alternative Services program has developed a partnership with Transportation Network Companies (TNCs) Uber and Lyft to support the Emergency Ride Home program component of a number of Alternative Services (TripPool, Redmond Real-Time Rideshare, Southeast King County).	
C.H	Expand and enhance the van pool program, specifically the TripPool component	Alternative Services is working with Rideshare Operations to expand service options to include two new services: Community Van and TripPool. At the moment TripPool is being piloted on Mercer Island and Metro is currently recruiting riders and volunteer drivers to be a part of that pilot program. If successful TripPool will be made available to other partner communities where suitable. (SG p. 23)	

KEY








Metro has incorporated policy language into the updates to the Strategic Plan and Service Guidelines transmitted to Council. Metro will operate in accordance with these policies once approved.






Metro is developing policies and formulating strategies to address these issues.

PARTNERSHIPS AND LAND-USE INITIATIVES

D.A	Actively collaborate with private parties and communities to explore public-private partnerships	The "Working with Partners" section of the service guidelines expresses Metro's policies for forging and supporting partnerships (SG pp. 25-26). Metro has a history of partnering with public agencies and private companies to provide specialized services. Alternative Services is also establishing new partnerships through developing and implementing local mobility projects and is actively exploring new opportunities.	
D.B	Identify potential new community partnerships that would support transit options for low-income workers	Emphasis on partnerships has been added in the Strategic Plan (p. 34) and service guidelines (p. 25), including Metro's goals in partnering with communities. The alternative services program places an emphasis on developing mobility solutions for disadvantaged communities (SG p. 23-24) and, through the community planning process, identifies the specific needs of these communities. Fixed-route service also plays a part, and Metro will seek to identify needs of low-income workers as part of its outreach processes.	
D.C	Develop and implement a strategy that utilizes Park and Ride resources more effectively and adds capacity	Updated policy language directs Metro to work collaboratively with local jurisdictions, other agencies, private organizations and others to attempt to respond to demand for transit parking by better managing our resources, exploring strategies to manage demand, and providing more supply where warranted. (SP p. 35, 3.2.2)	
D.D	Work with jurisdictions to create investments that improve service, attract transit riders, and achieve land use goals that support transit services	Policy language has been updated in the Strategic Plan (pp. 33-37) and the service guidelines (pp. 25-26). Metro is working closely with jurisdictions to develop a shared vision of transit in the future as part of its Long Range Plan development process; this will help ensure that service investments, capital investments, and land use decisions are made collaboratively and work together to improve mobility throughout the county.	
D.E	Continue and expand engagement with private transportation operators	In addition to partnerships with TNCs (Uber and Lyft), Metro is exploring partnerships with transportation technology providers that can help make the provision of specialized service more convenient for riders and more efficient to operate. Metro will continue to seek engagement with private operators consistent with the Strategic Plan. (SP p. 33)	

NEW FUNDING, OPERATIONAL EFFICIENCIES, AND VISION FOR THE FUTURE OF TRANSIT

E.A	There is a need for new resources	Metro has identified service hour investment needs as part of the service guidelines process. Metro is also defining a future transit network as part of the Long Range Plan based on the increased investment needs identified in PSRC's Transportation 2040.	
E.B	Identify a network of transit services through the Long Range Plan. This network will include new transit corridors and connections between centers	Development of the future transit network in is progress. A draft will be released in spring 2016. The final plan will be released in summer 2016 with Sound Transit's ST3 System Plan.	
E.C	Develop a policy proposal to integrate the values of the Service Guidelines into the long-range planning process and resulting plan	The values embedded in the Service Guidelines are also embedded in the Long Range Plan. Once the plan is approved, Metro will begin to transform the transit network as the street network evolves, land uses change, growth occurs, and major changes to the regional transit network come online. Metro will align the corridors in the Long Range Plan with the Service Guidelines.	

KEY



Metro has incorporated policy language into the updates to the Strategic Plan and Service Guidelines transmitted to Council. Metro will operate in accordance with these policies once approved.



Metro is developing policies and formulating strategies to address these issues.