

# Overview of Metro's Service Guidelines



Transit Advisory Board  
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# Our mission, vision, and core values

**Mission:** deliver a high-quality transportation system for Seattle

**Vision:** connected people, places, and products

Committed to **5 core values** to create a city that is:

- Safe
- Interconnected
- Affordable
- Vibrant
- Innovative

For **all**

# Presentation overview

- Background on Service Guidelines
- Components of Service Guidelines
- Prop 1 & Service Guidelines Investments

# Background on Service Guidelines

- 2010 Regional Transit Task Force (RTTF)
  - Asked to provide policy framework for managing transit system performance and guidance for adding, reducing, and maintaining service
  - Recommended Metro create objective, data-driven guidelines for planning and managing transit service
- 2015 Service Guidelines Task Force (SGTF)
  - Asked to provide modifications to policy framework
  - Recommendations incorporated into current updates to the Strategic Plan and Service Guidelines

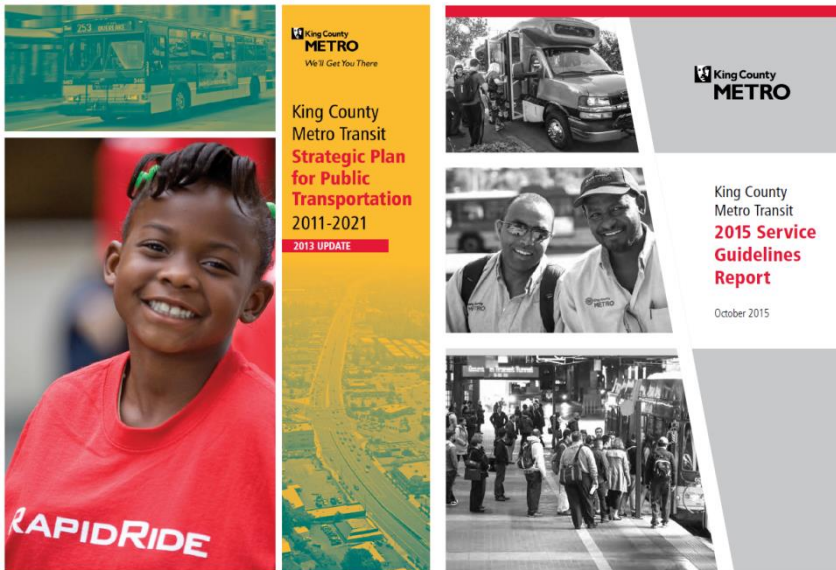
# Metro's Strategic Plan & Service Guidelines

**Strategic Plan:** mission and vision for transit system

- Goals, objectives, and strategies
- Performance measures

**Service Guidelines:** used for making service allocation decisions, based upon the recommended policy direction

- Identifies investment needs related to passenger crowding, transit reliability, underserved corridors and high productivity routes



# Components of the Service Guidelines

|                       |                      |                       |                      |                               |
|-----------------------|----------------------|-----------------------|----------------------|-------------------------------|
| System Performance    | Route Performance    | Reliability           | Overcrowding         | Corridor Target Service Level |
| Service Planning      | Restructures         | Design Guidelines     |                      |                               |
| System Maintenance    | Reduction Priorities | Investment Priorities | Alternative Services |                               |
| External Coordination | Planning & Outreach  | Partnerships          |                      |                               |

# System Performance

## Route Performance

- Determine top 25% and bottom 25%
  - Service Types
  - Time Period
  - Performance Metrics
    - Rides per platform hour
    - Passenger miles per platform mile
  - Informs investment and reduction decisions
- Peak Route Analysis
  - Assess travel time and ridership

# System Performance

## Overcrowding

- Identifies investment need for:
  - Trips that have 25-50% more riders than seats
    - Load Factor of 1.25-1.50
  - Trips that have riders standing for 20 minutes or more


## Reliability

- Identifies investment for routes that are late more than:
  - 35% in Peak Period
  - 20% in Off-Peak and Night Period



# System Performance

## Target Service Levels

- Step 1:
    - Productivity
      - Households and Jobs by Corridor Mile
    - Social Equity
      - Low-Income and Minority Populations
    - Geographic Value
      - Connections to centers of employment or other activity
  - Step 2:
    - Meet existing demand
    - Cost recovery
    - Night service
- 
- Outcome: Corridor Target Service Level**
- Informs investment and reduction priorities

# Service Planning

## Restructures

- Guidance for how to change or add new routes and corridors to the existing system
- Focus on high frequency, ridership, and productivity segments
- Implemented due to changes in transportation infrastructure, available funding, travel patterns, or land uses

## Design Guidelines:

- Quantitative and qualitative methods for developing transit routes, enhancing transit operations, and improving the rider experience, such as:
  - Route and stop spacing
  - Route length
  - Vehicle size
  - Stop amenities and bus shelters

# System Maintenance: Investment & Reduction Priorities

| Investment Priorities |                              |                      |
|-----------------------|------------------------------|----------------------|
| Priority              | Investment Goal              | 2015 Investment Need |
| 1                     | Reduce overcrowding          | 14,400               |
| 2                     | Improve schedule reliability | 23,550               |
| 3                     | Meet target service levels   | 433,700              |
| 4                     | Improve productivity         | --                   |
| TOTAL                 |                              | 471,650              |

| Reduction Priorities |  |
|----------------------|--|
| 1                    | Routes in bottom 25 percent of productivity            |
| 2                    | Restructure service to improve efficiency              |
| 3                    | Routes between 25 and 50 percent of productivity       |
| 4                    | Routes in bottom 25% that warrant higher service level |

# External Coordination: Planning & Outreach

- Gathers input from the public when making major changes
  - 2013-14 Service Reductions Outreach
- Convenes a community-based sounding board for large-scale restructures
  - U Link Sounding Board
- As needed, the King County Council will hold a public hearing regarding service changes

# External Coordination: Partnerships

- Metro partners with public and private entities that fully or partially fund service
- Fully funded service is given top priority
  - Partners are expected to contribute at least 1/3 of operating cost
- Examples:
  - Transit Now Partnerships
  - Regional Mobility Grants
  - Alaskan Way Viaduct Service Mitigation
  - **Community Mobility Contracts (Prop 1 investments)**

# External Coordination: Alternative Services

- Background
  - 2012: Five-year implementation plan adopted
  - 2015-16: \$12M allocated for Alternative Services expansion
- Serve communities where fixed route transit may not be cost-effective
- Collaborate with communities and stakeholders to develop service
- Used to mitigate September 2014 service reductions

# Proposed Updates to the Strategic Plan and Service Guidelines

|                |   |
|----------------|---|
| March-Oct 2015 | Service Guidelines Task Force Meetings <ul style="list-style-type: none"><li>• Recommendations incorporated into proposed updates</li></ul> |
| Dec 2015       | Proposed Updates to the Strategic Plan and Service Guidelines transmitted to the King County Council  |
| Jan-Apr 2016   | Regional Transit Committee review   |
| Apr- Jun 2016  | King County Council review  |

# Prop 1 & Service Guidelines Investments

- 215,000 hours invested in June and September
  - Meets all 2014 overcrowding and reliability needs
- 50,000 hours to be added in March 2016 for C/D Line Extensions

| Priority | Investment Goal              | 2014 Investment Need on STBD Routes | 2015 STBD Investment | 2015 System Investment Need |
|----------|------------------------------|-------------------------------------|----------------------|-----------------------------|
| 1        | Reduce overcrowding          | 12,000                              | 12,000               | 14,400                      |
| 2        | Improve schedule reliability | 21,000                              | 21,000               | 23,550                      |
| 3        | Meet target service levels   | 173,000                             | 39,000               | 433,700                     |
|          | <b>TOTAL</b>                 | 206,000                             |                      | 471,650                     |



# Questions?

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