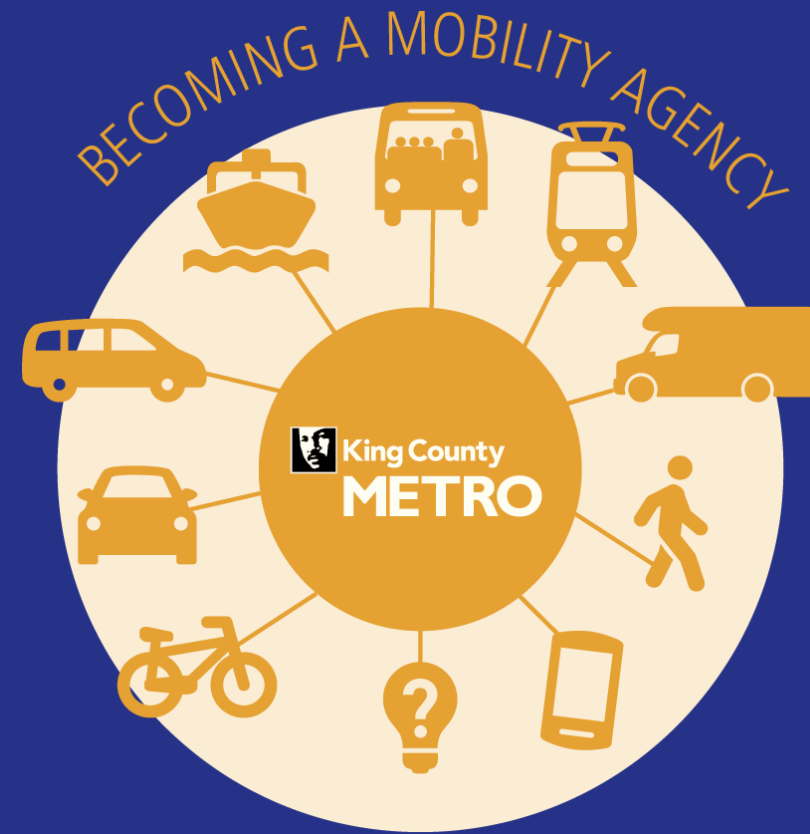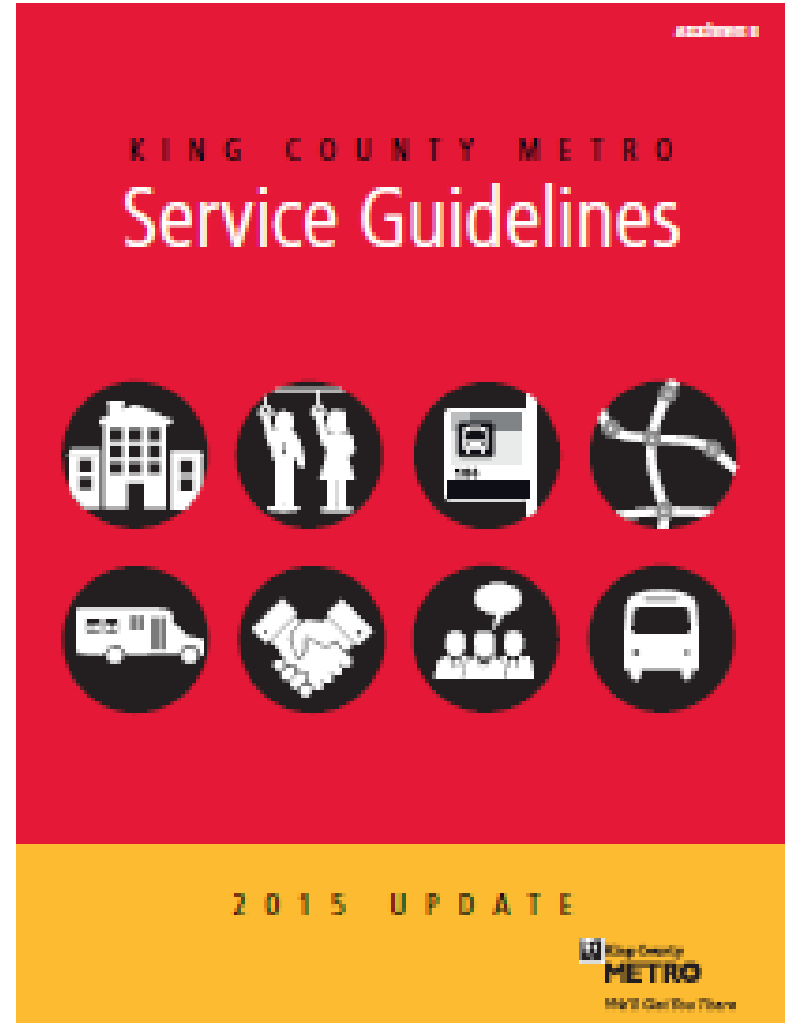# Service Guidelines and Metro Connects 2020 Update

King County TAC
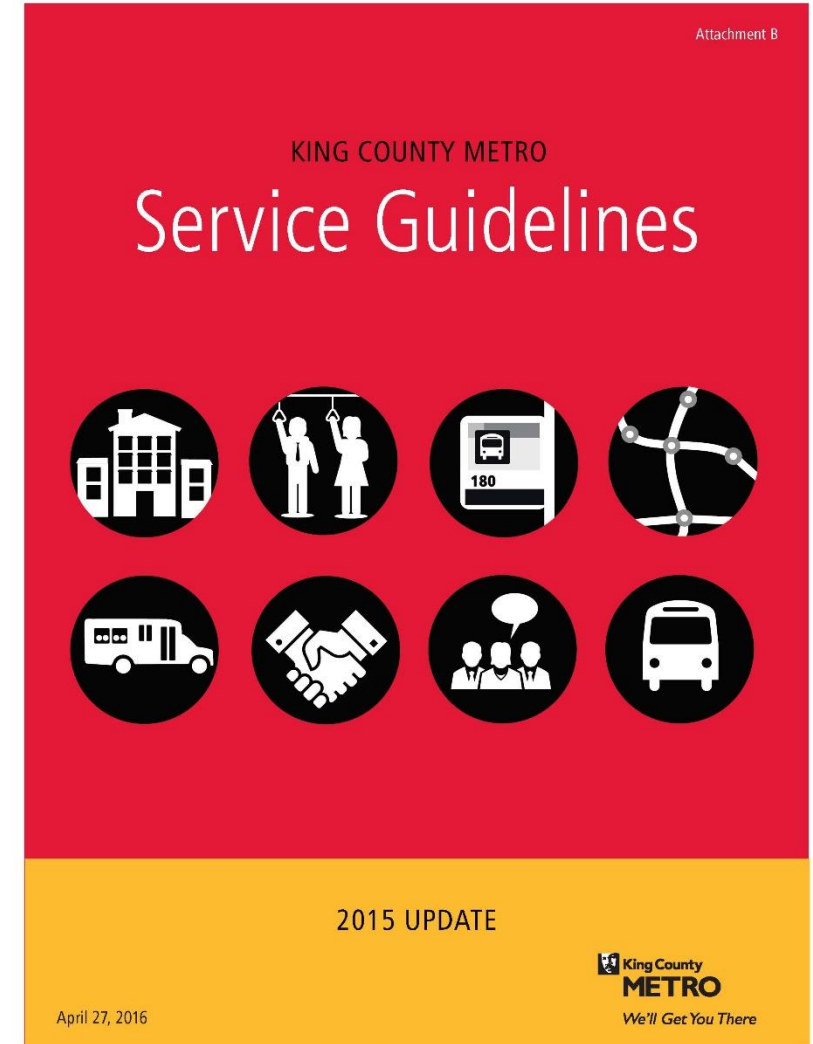
October 2020

Service Guidelines

- Set framework for evaluation and reporting on existing services

- Provide guidance for planning and designing service

- Inform system planning

  - Investment

  - Reductions

  - Restructures and changes
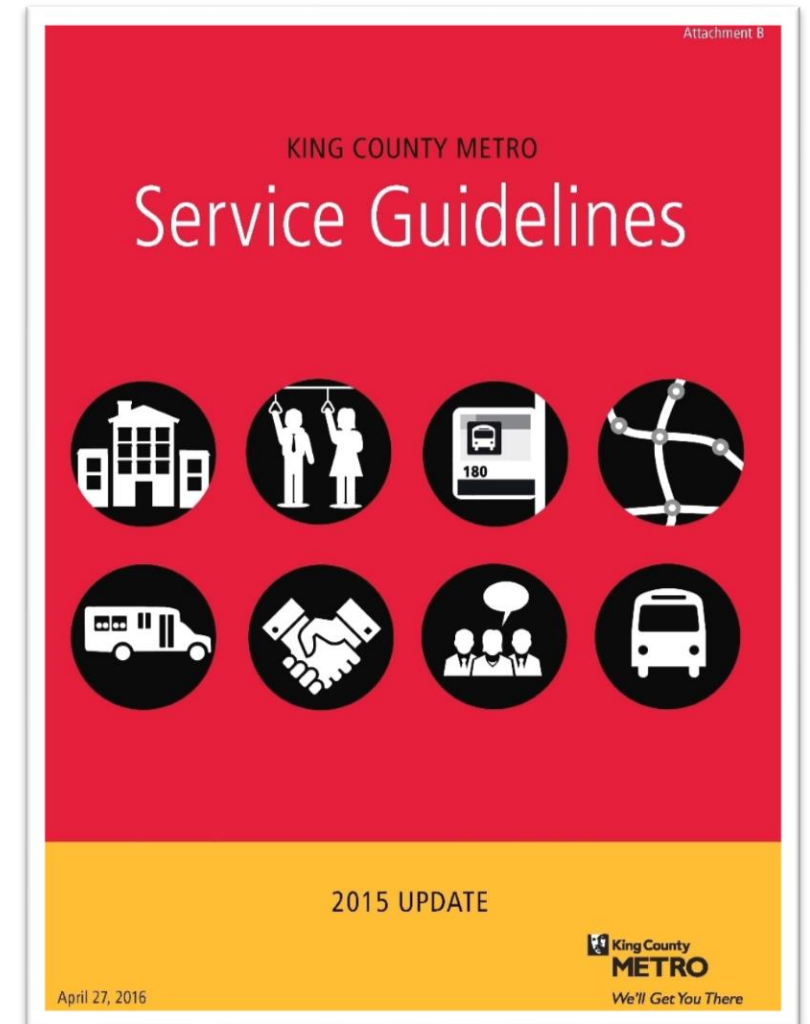
UPDATES: Service Guidelines

Updates will:

- Align priorities with Mobility Framework
- Identify roles and performance measures for Flexible Services
- Prioritize equity in all service investments
- Describe land uses that support each transit service type
- Better incorporate METRO CONNECTS
- Update engagement and partnership sections
- Create guidelines for Marine Service
- Look at low-performing routes for negative greenhouse gas impacts

Attachment B

KING COUNTY METRO
Service Guidelines

2015 UPDATE

April 27, 2016

King County METRO
We'll Get You There

Presentation Goals

- Prepare for November workshop where we will share results of analysis for Service Guidelines and Metro Connects updates

- Make sure you have enough background information to be able to provide feedback meaningfully in November on:
  - Service Guidelines: Map of scenarios that show results of possible new ways of factoring in equity, productivity, and connectivity to set service investment priorities
  - Metro Connects: Map showing proposed updates to the Metro Connects Service Network Map

Service Guidelines Priority 3- Setting Target Service Growth
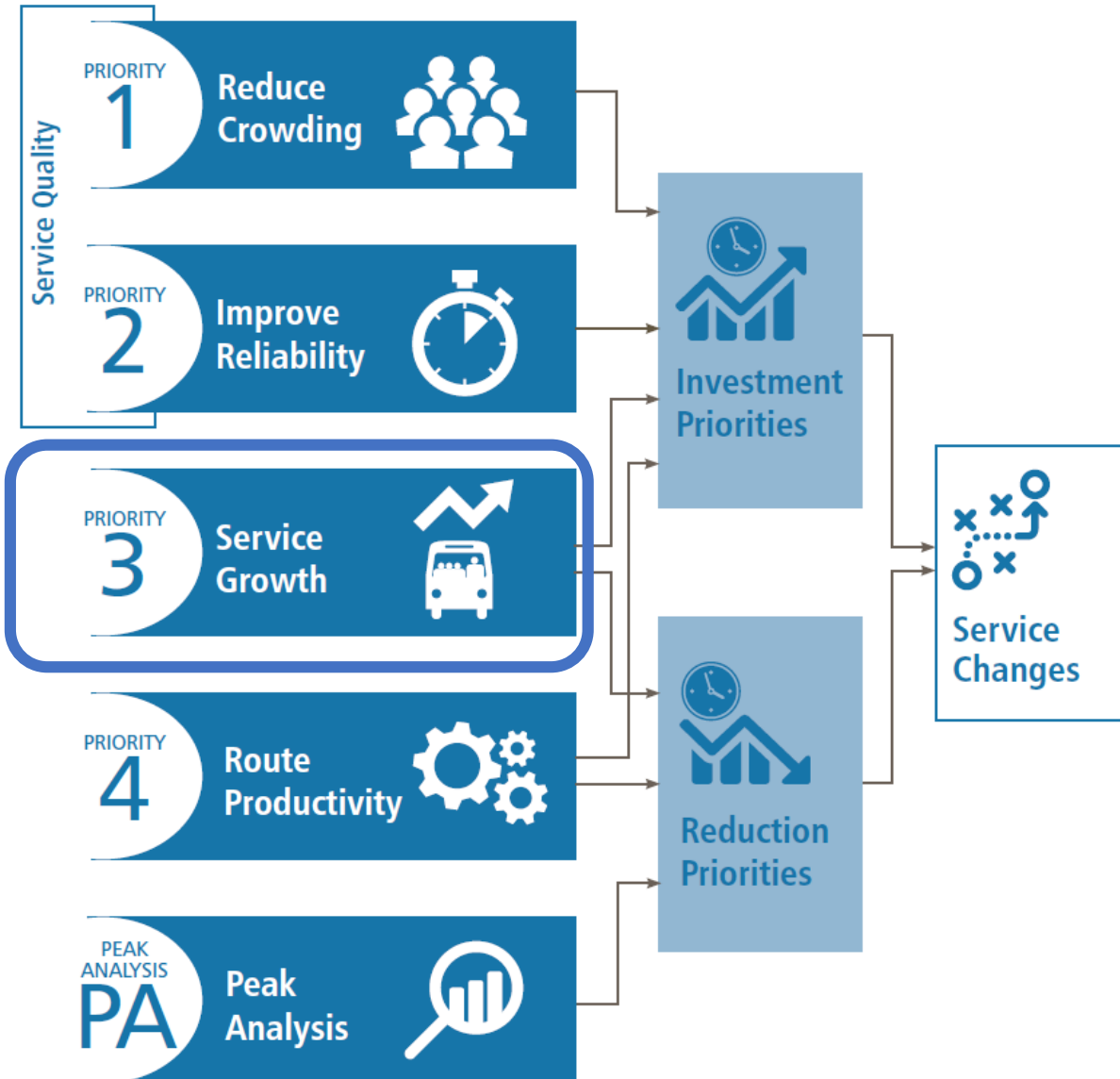
- System Evaluation identifies the gap between current service and service needed
- Service Growth is Priority 3 in the Service Guidelines
- Service growth represents the majority of investments identified each year
- In 2019, 417,000 hours were identified in this category

Current Process for Identifying Target Service Growth Needs

Step 1: Analyze Land Use, Equity Populations, and Regional Connections

Step 2: Use analysis to identify Target Service Growth needs

Step 3: Use analysis to prioritize needs into potential service investments

Assign a score to corridors based on measurable indicators of:

- **Geographic Value:** how well are we connecting people to job centers, education, commercial centers, human services, community centers. **Currently weighted 25% of total score**
- **Productivity:** potential ridership based on how many households, jobs, etc. near transit stops. **Currently weighted 50% of total score**
- **Social Equity:** how well do we serve areas with higher numbers of low-income and communities of color. **Currently Weighted 25% of total score.**

Use the scores established in Step 1 to determine target Service Types for all routes

Service types include:

- **Very Frequent**
- **Frequent**
- **Local**
- **Hourly**

Prioritize service needs based on scores from Step 1.

- **Currently prioritized in the order of Geographic Value/Connectivity, Productivity, Equity**

Setting Target Service Growth: Now and in the Future

Existing Service Guidelines	Proposed Changes to Service Guidelines
Equity score comprised of two factors (race, income)	Equity score comprised of five factors (race, income, disability, foreign born, limited English speaker)
Does not specifically account for low- and medium-income job locations	Add consideration of low- and medium-income jobs locations to productivity score
Does not calculate weekend service need	Add target service levels for weekend service to cost estimates
Does not account for a pathway to Metro Connects	Add Metro Connects Corridors for Evaluation and Prioritization

Look ahead: Priority 3 Target Service Growth Scenarios

- All scenarios will incorporate the changes for emphasizing equity, supporting sustainability, and integrating Metro Connects and will be visualized with maps showing highest investment priorities.

- All scenarios will maintain the three-factor approach: productivity, social equity, and geographic value.

- Scenarios will explore different:
  - Weighting of the three criteria
  - Prioritization order using the criteria scores

- Scenarios will not impact definitions of productivity used in annual evaluations and decision-making

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Breakout Discussion: Service Guidelines Changes

1. **What comments or questions do you have about the proposed changes to emphasize equity, support sustainability, and integrate Metro Connects into setting target service levels?**
2. **In November, Metro will bring maps showing prioritized investment scenarios. What other types of information do you anticipate needing to support a discussion of weighting and prioritization?**

Metro Connects

METRO CONNECTS

- METRO CONNECTS is our adopted vision for the future, based on regional growth plans

- It aims to increase bus service hours by 70% between 2015 – 2040

- 2040 network would be larger with better access throughout the county, including for communities of color and low-income people

- The plan covers capital investments (bus bases, roadway improvements) and partnership opportunities

- METRO CONNECTS is not fully funded, so additional regional funding is needed

UPDATES: METRO CONNECTS

Updates will:

- Update costs for inflation, population growth, ST3, etc.

- Incorporate mobility framework recommendations (including equity and climate goals)

- Update sections to reflect current direction and add new sections as needed (ie, more information re-electrification, Marine)

- Clarify expectations and opportunities for partners, how public engagement will shape implementation

- Targeted revisions to the service network map (based on current planning, Vision 2050, RapidRide assessment, equity gap analysis)

- Updates to acknowledge COVID-19, reflect Metro becoming a mobility agency

Recap: Metro Connects Network Map Updates

Fig. 6: 2025 METRO CONNECTS Service Network

1. Update implementation timelines and known changes
   1. 2025 → "interim"
   2. 2040 → 2050

2. Identify equity gaps

3. Evaluate RapidRide Network

Metro Connects Network Map Updates: Identify Equity Gaps in Interim Network

Current Metro Connects Network Map

Equity factors:
race and income

Accessibility analysis

Fig. 6: 2025 METRO CONNECTS Service Network

Updated Metro Connects Network Map

Equity factors:
Race, income, language spoken, immigrants & refugees, disability

Accessibility analysis
Refined analysis based on Mobility Framework

Results: Interim Network Improves Access

Measure	Service Type	Current Network	Interim Network	Percent Change
How close are transit stops to where all people live	Frequent Network	53%	57%	**6%**
	Full Network	71%	77%	**7%**
How close are transit stops to where Black & African Americans populations live	Frequent Network	62%	66%	**5%**
	Full Network	79%	86%	**8%**
How close are transit stops to where Low-Income persons live	Frequent Network	60%	64%	**7%**
	Full Network	78%	83%	**6%**
How close are transit stops to where People of Color live	Frequent Network	56%	60%	**6%**
	Full Network	75%	81%	**8%**
How close are transit stops to where people with disabilities live	Frequent Network	55%	68%	**22%**
	Full Network	80%	81%	**2%**
How close are transit stops to where people with Limited English Proficiency live	Frequent Network	66%	68%	**3%**
	Full Network	81%	86%	**6%**

Map: Access for all populations

- Map illustrates where access to transit service is limited for priority and other populations

- Metro Connects interim network results in fewer gaps in access to transit for priority populations than others, but gaps remain

- Some gaps may be best addressed by approaches other than changes to the transit network (ie, improved walkability)
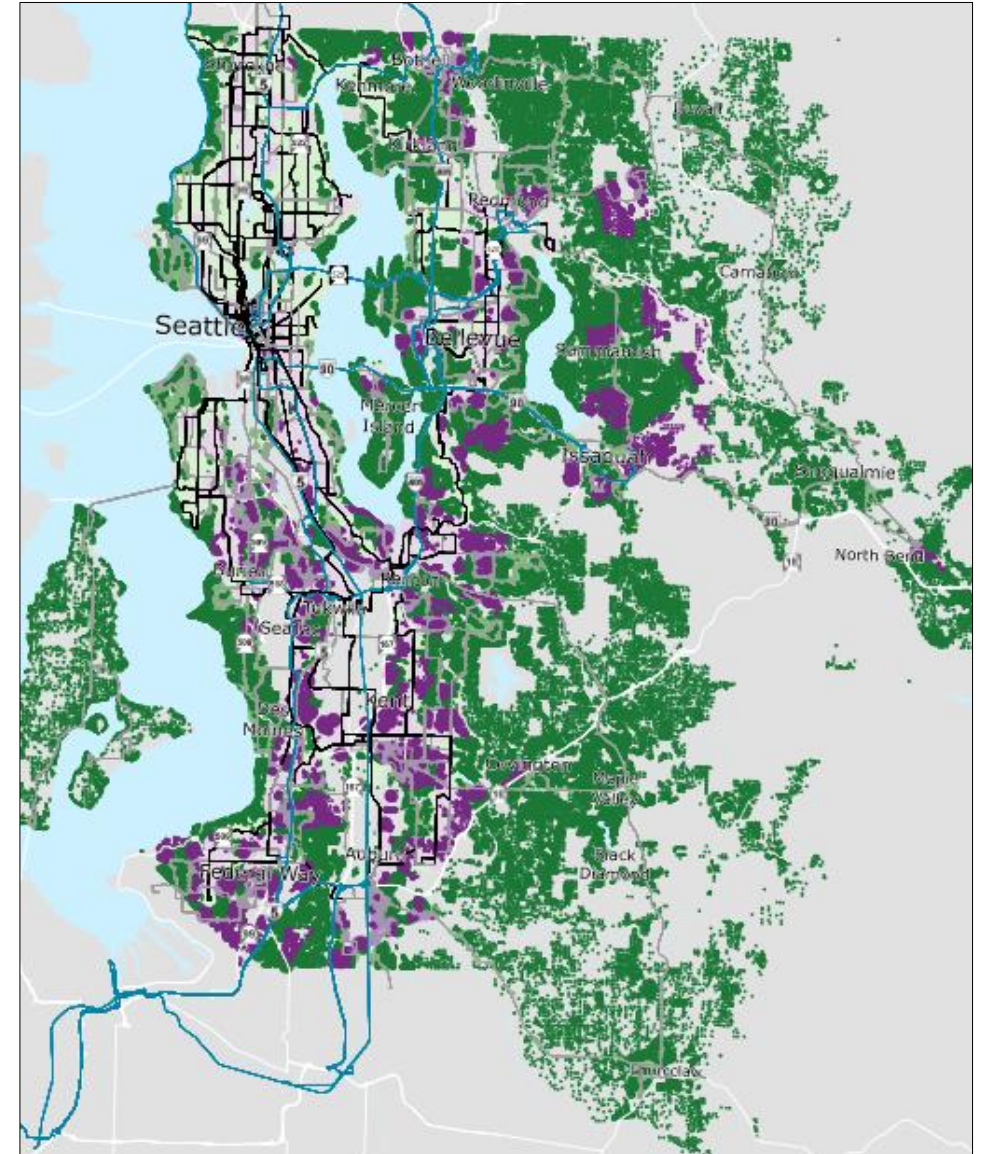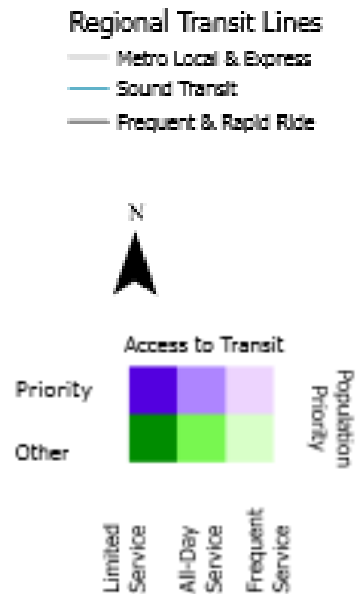
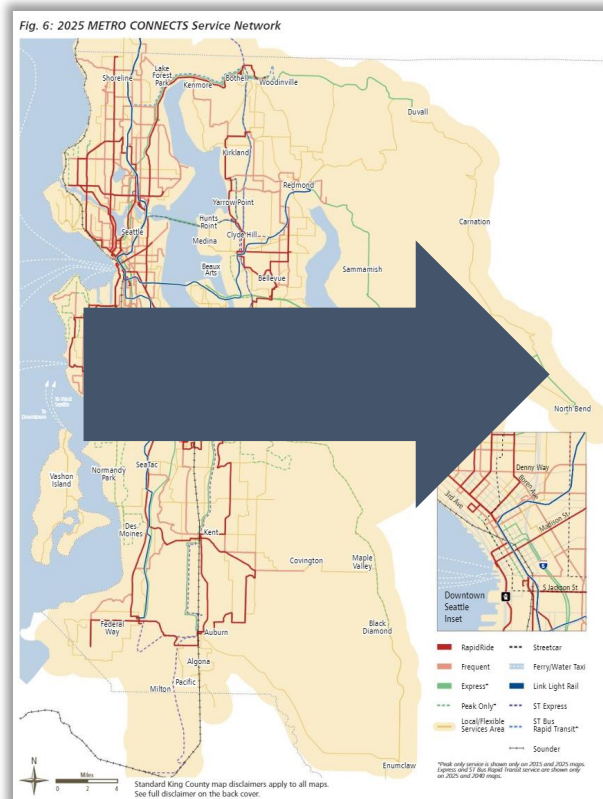# Metro Connects Network Map Updates: Evaluate RapidRide Network

Current Metro Connects Service Map

RapidRide Network:

Outdated (2016 information)

26 lines identified to build by 2040

Equity factors: race and income

Fig. 6: 2025 METRO CONNECTS Service Network

Updated Metro Connects Service Map

RapidRide Network:

Update with lines planned or built since 2016

Modify interim and 2050 networks based on lessons learned from implementation (*lines will become frequent or another type of service, NOT removed*)

Equity factors: based on Mobility Framework

Process for RapidRide Network Assessment

Start

Define RapidRide characteristics.

- Arterial bus rapid transit service

- High frequency service with high level of amenities

- Major capital investments in speed and reliability, stations and buses, access improvements, and other community priorities

Include RapidRide corridors originally in Metro Connects + select non-RapidRide corridors

Assessment Step 1

Screen based on:

- Strong service network demand

- Helps build out regional high capacity transit network (network connectivity value)

Assessment Step 2

Prioritize based on five factors:

- Equity

- Environmental

- Capital/Speed and Reliability

- Service

- Implementation

Determine total network size

Step 2 Prioritization Factors

- **Equity**
  - Priority populations served (totals or percent)
  - Low-income jobs* within corridor
- **Environmental**
  - New riders gained
  - Reduction in Vehicle Miles Traveled (VMT)
  - Total number of housing/jobs within corridor
- **Capital/Speed and Reliability**
  - Speed & reliability needs
  - Corridor/roadway compatibility

- **Service**
  - Rides per hour
  - Essential Trips (COVID-19 ridership retained)
  - Connectivity value
- **Implementation:** Assessment of recent or planned transit/road investment within corridor

*As defined for Service Guidelines (<$3,333/month)

Discussion

1. **What comments or questions do you have on Metro's process for updating the Metro Connects network maps?**
2. **Do the results of the equity analysis reflect what you see in your communities? What stands out?**
3. **Do you feel like the RapidRide prioritization approach aligns with the Mobility Framework and will advance equity and sustainability?**

Next Steps

Service Guidelines

- Discuss scenarios for setting target service levels

Metro Connects

- Present updated maps

Closing and Questions