

Metro Transit Service Improvement Plan Stakeholder Workshop



November 2013

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Today's Agenda

- Service Improvement Plan
 - What is it and how will it be used?
- Transit Network
 - What does the transit network look like today?
 - Exercise #1: Review our existing network and suggest changes
- Route Planning
 - How do we turn customer needs into transit service?
 - Exercise #2 : Transit Service Planning scenario
- Public Input
 - What are we hearing from our customers?
 - Exercise #3: How can your organization help connect us with the general public?

Service Improvement Plan

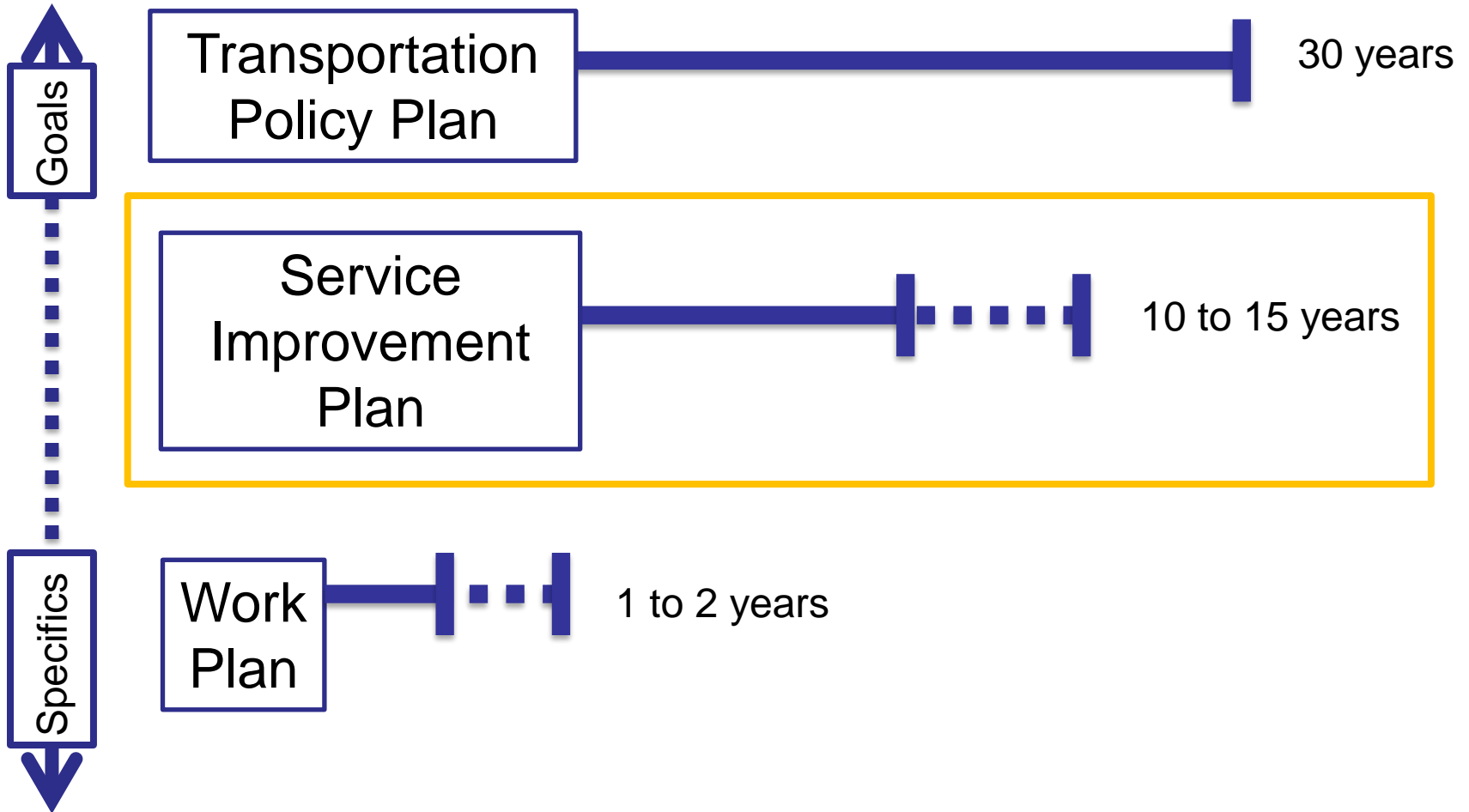
Purpose

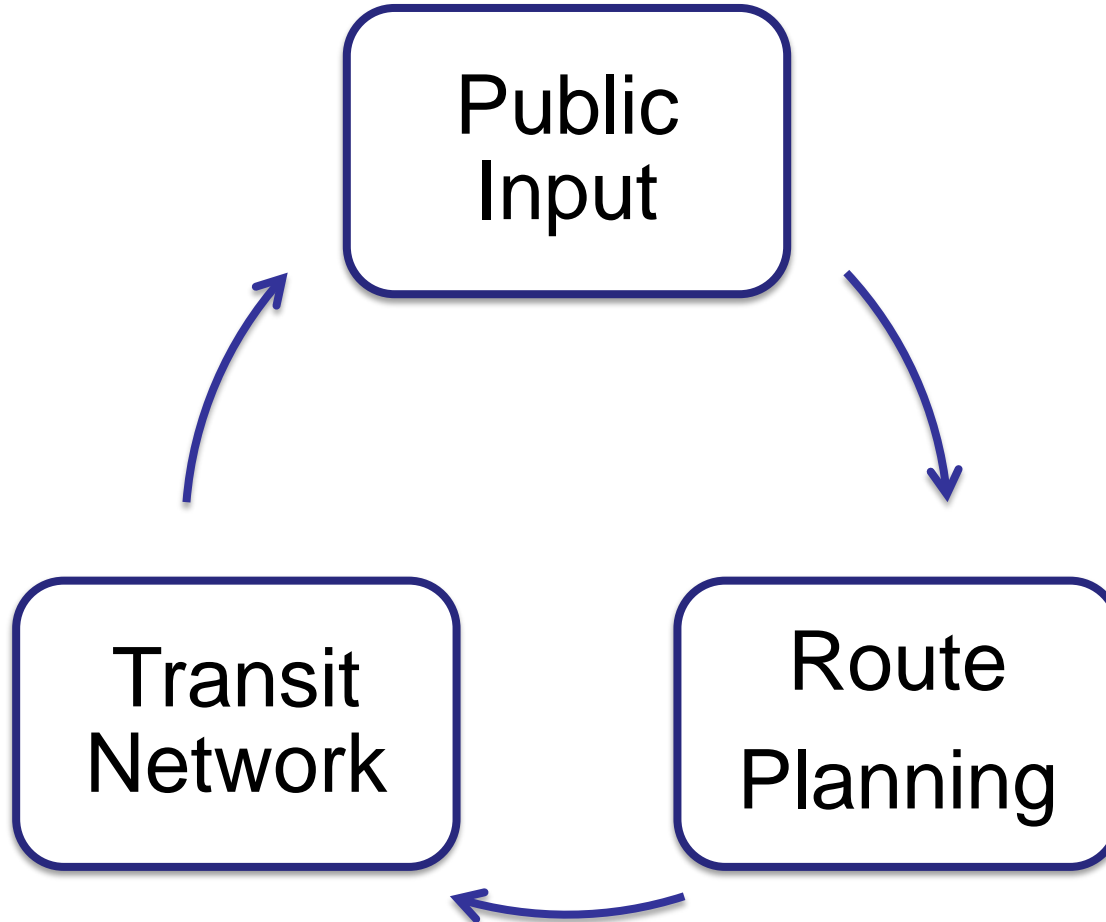
Regional Context

What is it and how is it used?

The Service Improvement Plan is a long-range plan to address...

- What types of improvements should we make to expand the regular-route bus network?
- How should we prioritize those improvements; what measures and values will we use?
- When should we make those improvements?
- What resources do we need to make those improvements?





Transit Network

Transit Types

Existing Network

Customer Overview

What does the transit network look like today?

Transit Types



Local Bus

- All-day service
- Variety of purposes

Stops every 1-2 blocks



Express Bus

- Focus on peak
- Suburban commute

Local tails, nonstop to downtown



Streetcar

- Focus on development

Stops every 1-2 blocks



Arterial BRT

- Limited stop
- High frequency

Stations every 1/4 to 1/2 mile



METRO
LRT or BRT

- High capacity
- High frequency

Stations every 1/2 to 1 mile



Commuter Rail

- Very high capacity
- Peak-only

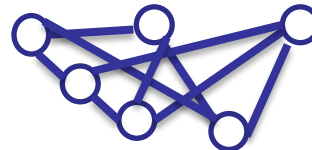
Stations every 5 miles, residential centers to downtown



Address to address based on demand

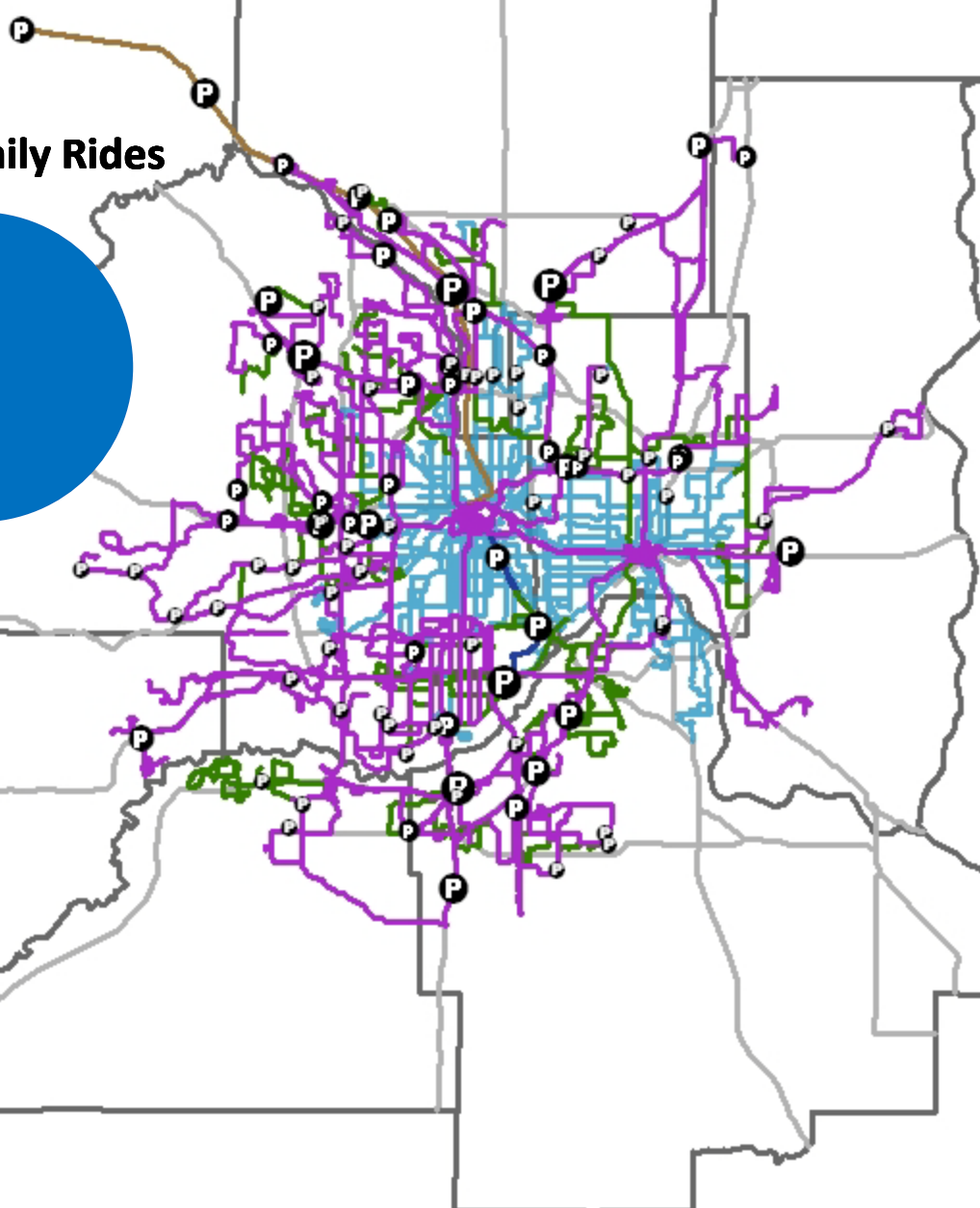
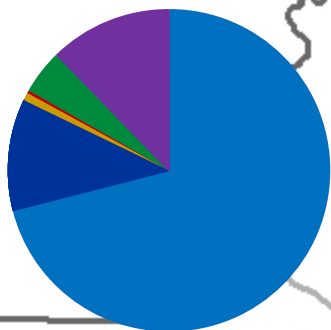
TransitLink

- Low capacity
- No fixed route service



Existing Transit Network

Average Daily Rides



Urban Local

- 62 routes
- 5,500 weekday bus trips
- 197,000 average daily rides

METRO Blue Line LRT

- 245 weekday train trips
- 31,000 average daily rides

Northstar Commuter Rail

- 12 weekday train trips
- 2,800 average daily rides

METRO Red Line BRT

- 130 weekday bus trips
- 850 average daily rides

Suburban Local

- 27 routes
- 1,050 weekday bus trips
- 12,500 average daily rides

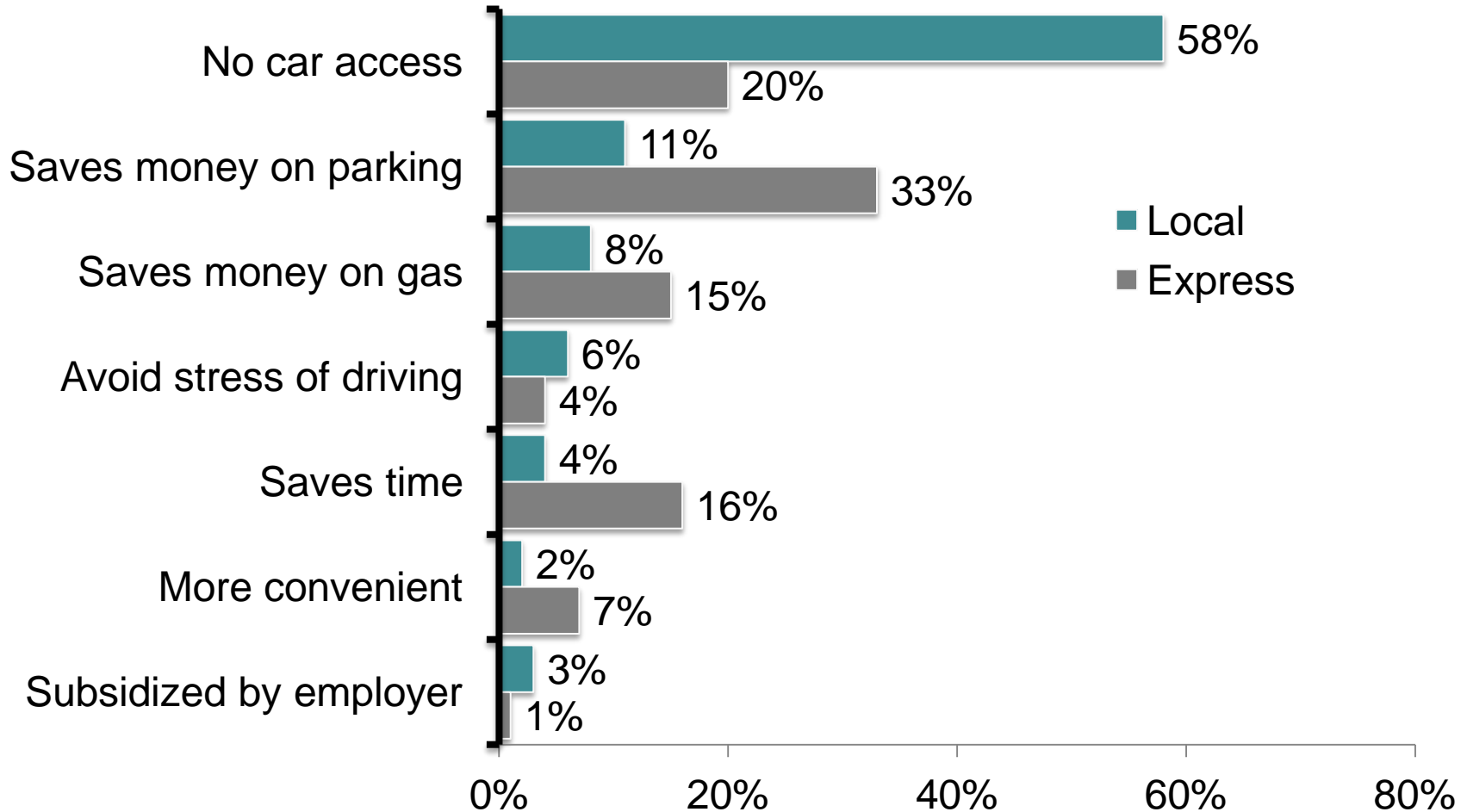
Express Service

- 59 routes
- 1,175 weekday bus trips
- 34,000 average daily rides

Park and Rides

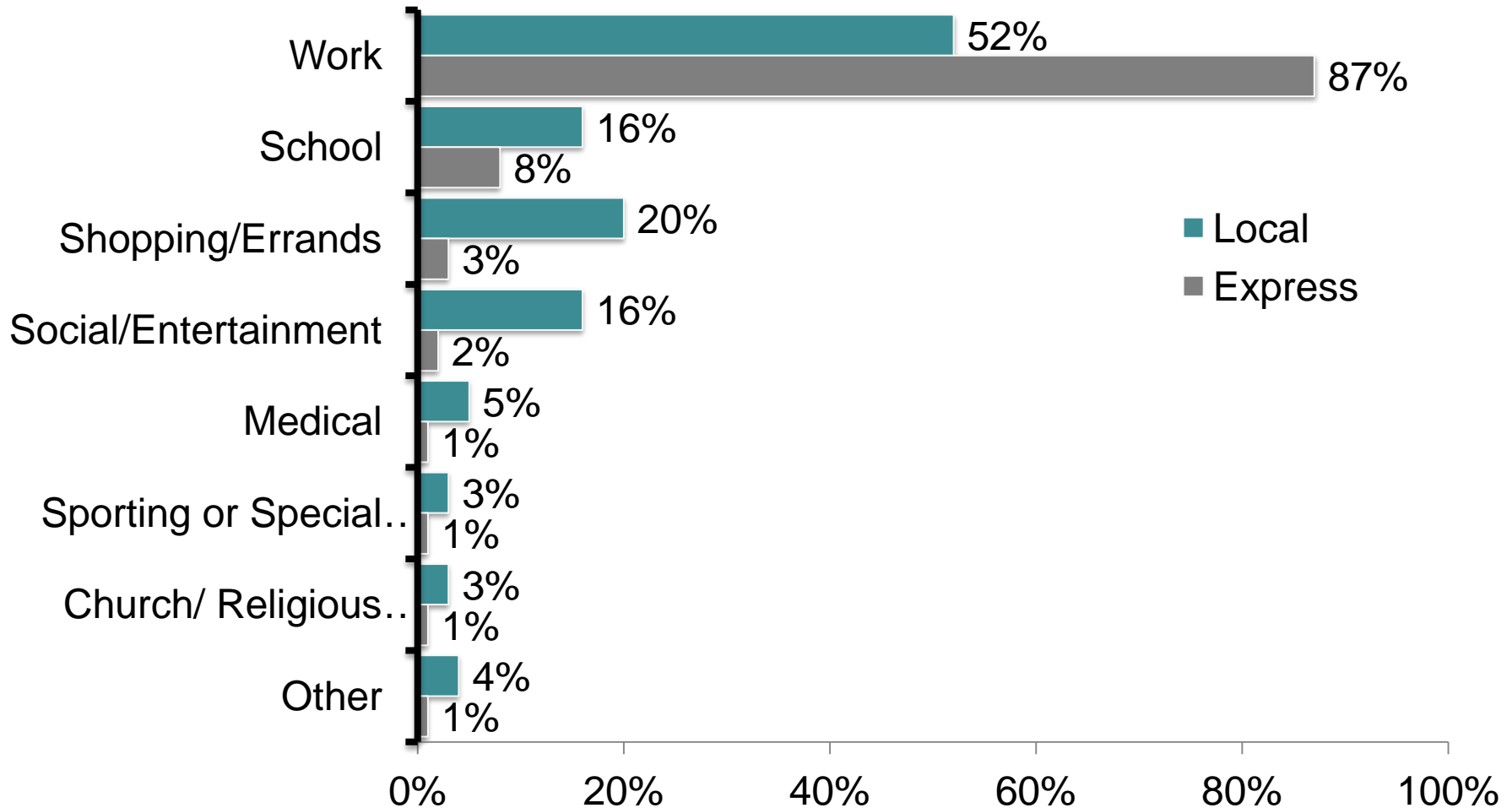
- 79 facilities
- 19,000 parking spaces

Primary Reasons for Using Bus Service



Source: 2012 Metro Transit Rider Survey

Bus Riders' Trip Purpose



Source: 2012 Metro Transit Rider Survey

Transit Planning

Effective Transit

Tradeoffs

Route Design

How do we turn customer needs into service?

...carries people

...is a cost-effective use of public resources

...supports efficient development

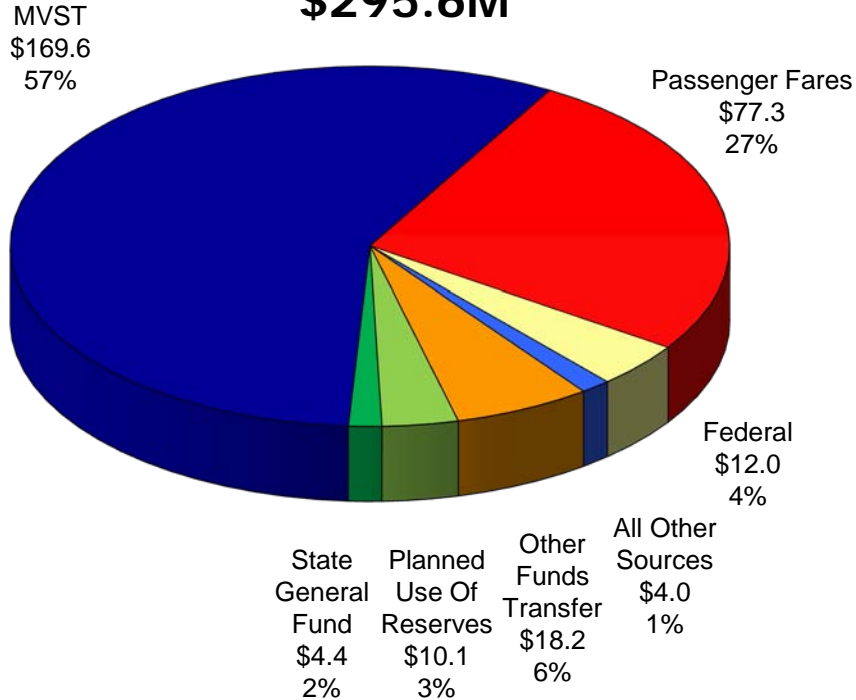
...provides a basic level of access region wide

Transit that carries people



Transit that is a cost-effective use of public resources

2014 Metro Transit Bus Revenue
\$295.6M



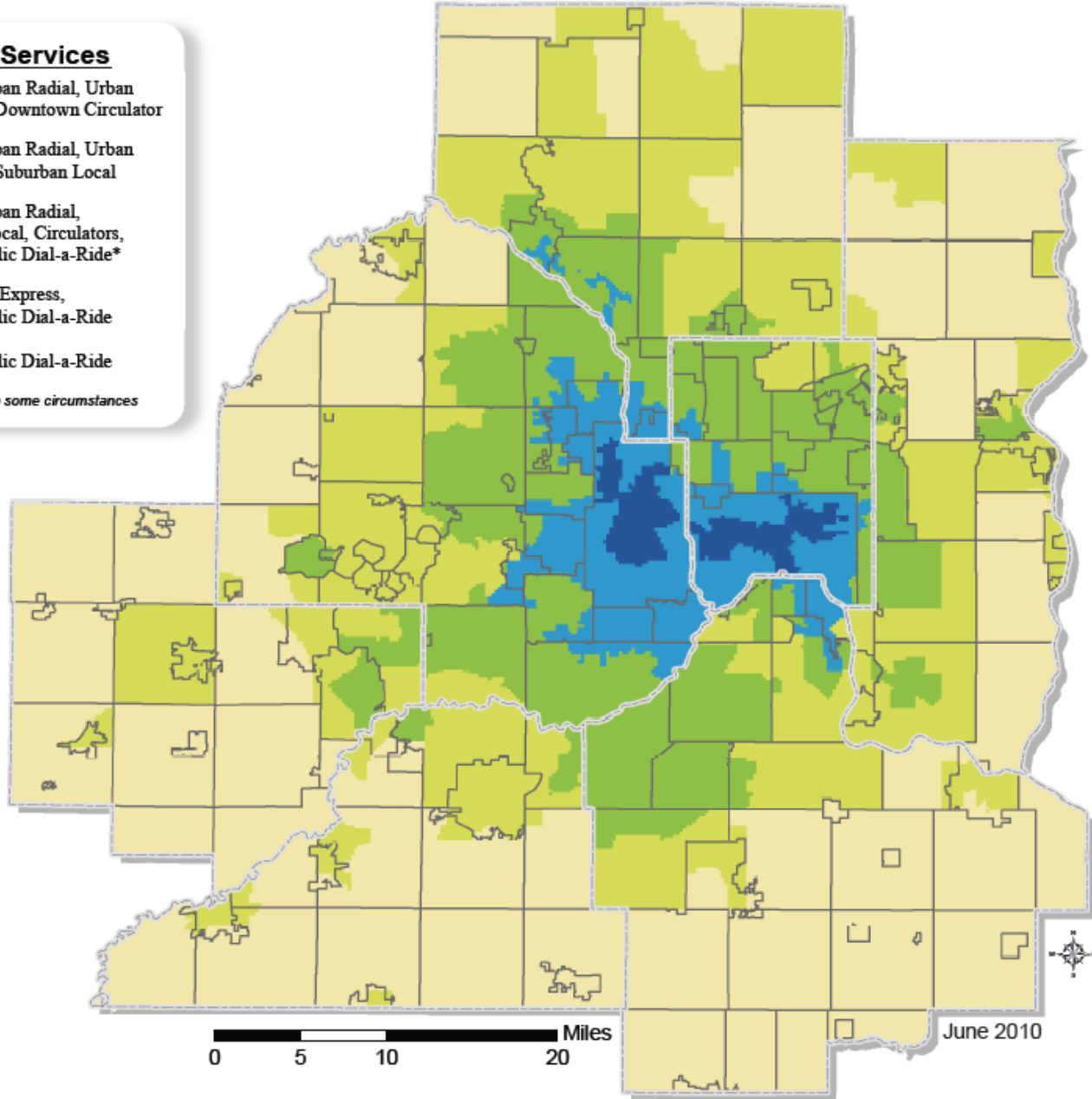
Weekday Subsidy Per Passenger

	Average Subsidy	Lowest Subsidy	Highest Subsidy
Urban Local	\$2.38	\$1.41	\$8.29
Suburban Local	\$3.42	\$0.95	\$11.80
Express	\$2.46	\$0.22	\$8.87

2011 Regional Route Performance Review

Market Area	Typical Services
Area 1	Express, Urban Radial, Urban Crosstown, Downtown Circulator
Area 2	Express, Urban Radial, Urban Crosstown, Suburban Local
Area 3	Express, Urban Radial, Suburban Local, Circulators, General Public Dial-a-Ride*
Area 4	Peak Period Express, General Public Dial-a-Ride
Area 5	General Public Dial-a-Ride

* Market Area 3 Dial-a-Ride is appropriate in some circumstances



- ADA paratransit service follows federal and state regulations in the regular route service area

- Additional details on market areas and service standards are available in **Appendix G**

- Market area geography was calculated at the census block group level.

Figure 7-19: Transit Market Areas

Transit that supports efficient development



Hi-Frequency Service Network



HI-FREQUENCY PROMISE

Service every 15 minutes (or better)

Weekdays: 6 a.m. to 7 p.m.

Saturdays: 9 a.m. to 6 p.m.



Route & Schedule Information

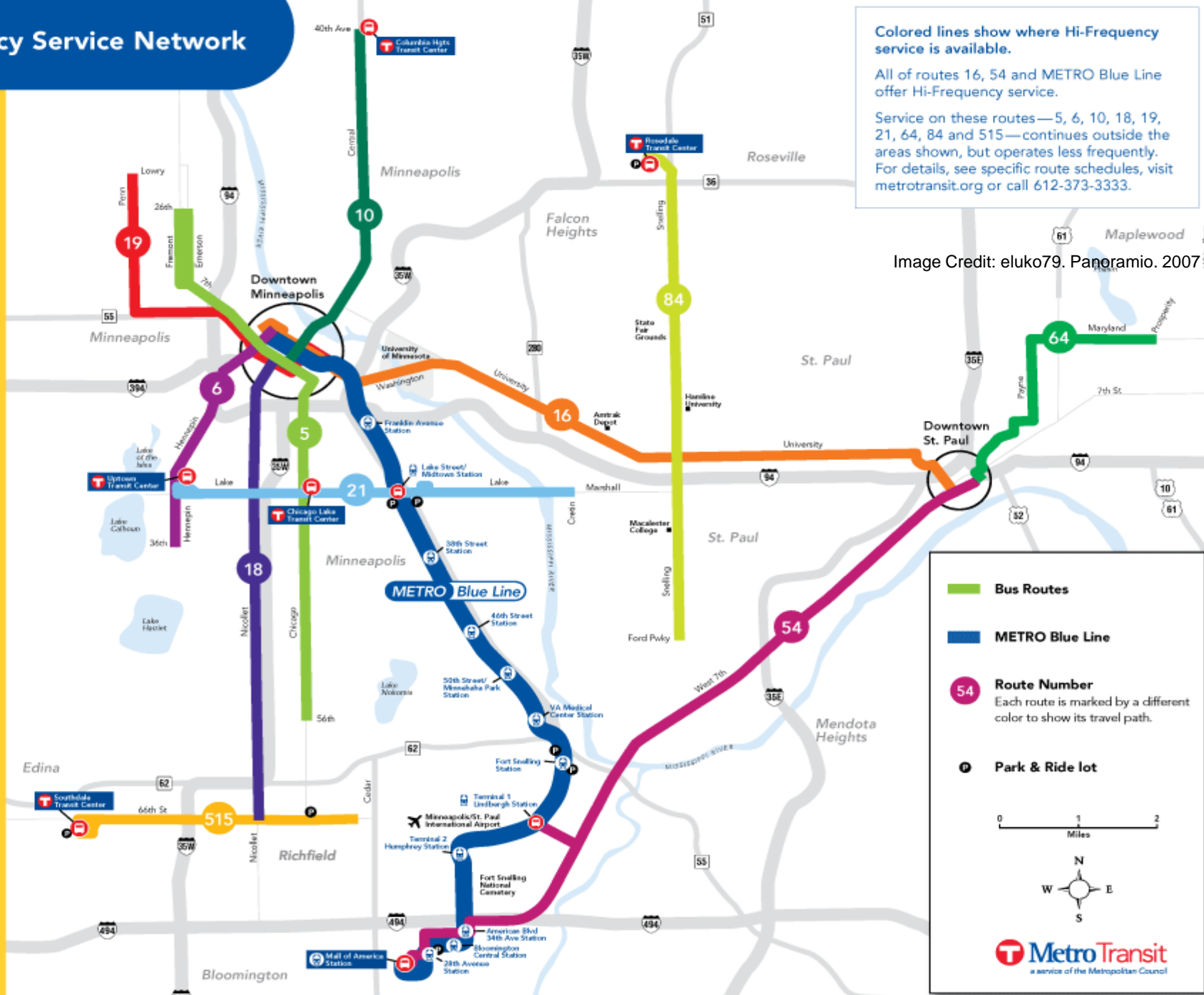
612-373-3333
metrotransit.org

Colored lines show where Hi-Frequency service is available.

All of routes 16, 54 and METRO Blue Line offer Hi-Frequency service.

Service on these routes—5, 6, 10, 18, 19, 21, 64, 84 and 515—continues outside the areas shown, but operates less frequently. For details, see specific route schedules, visit metrotransit.org or call 612-373-3333.

Image Credit: eluko79. Panoramio. 2007



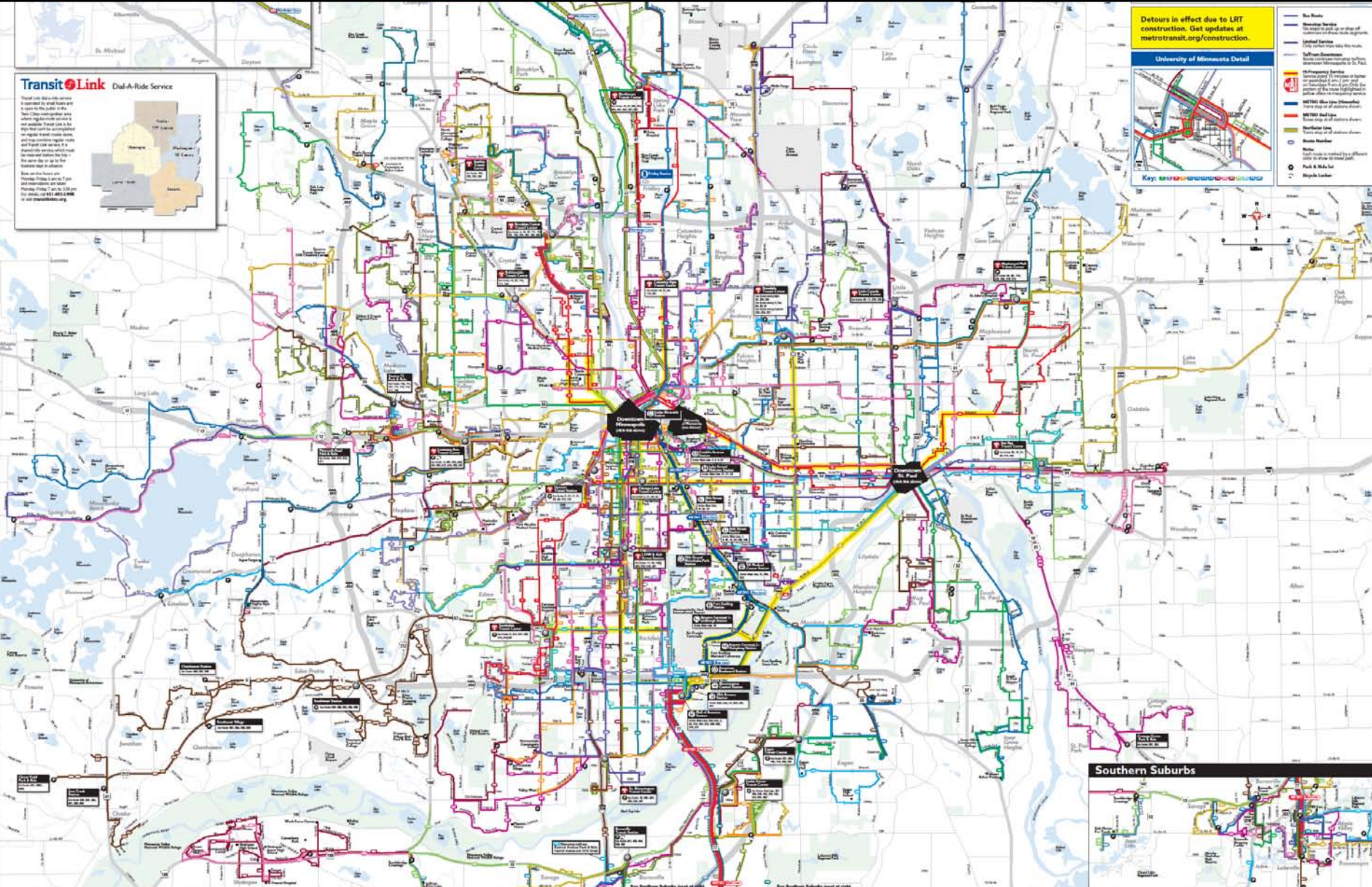
- Bus Routes
- METRO Blue Line
- Route Number
Each route is marked by a different color to show its travel path.
- Park & Ride lot

0 1 2 Miles

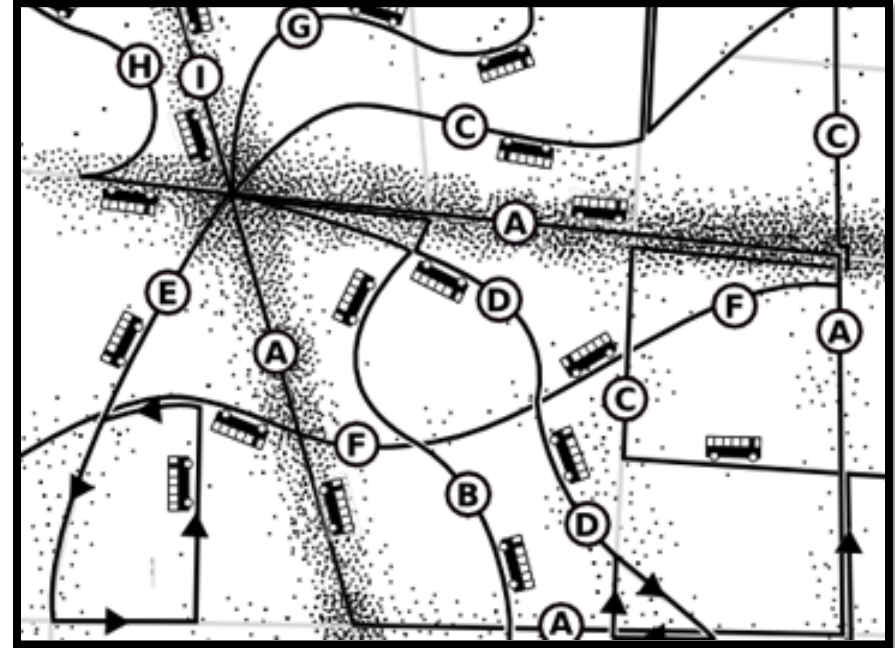
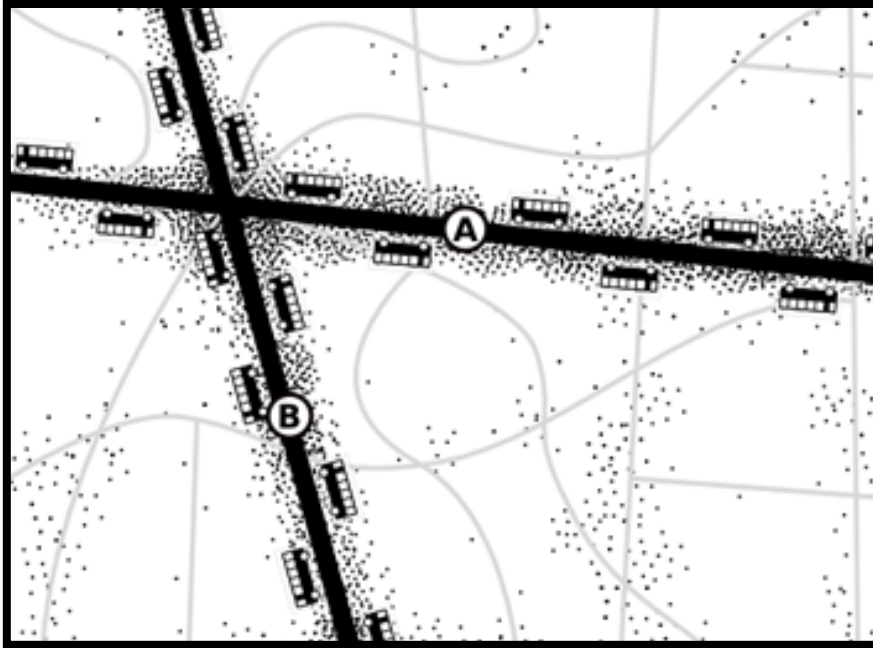
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Metro Transit
a service of the Metropolitan Council

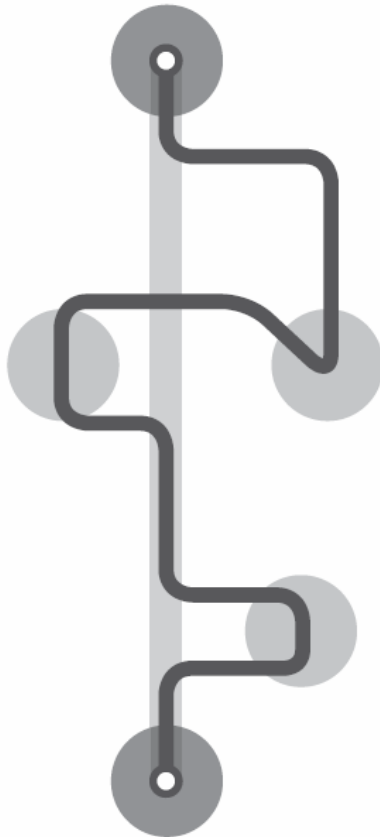
Transit that provides a basic level of access



Frequency or Coverage



Direct, strong anchors, and a variety of uses



Public Input

Recent Projects

Customer Relations

What We're Hearing

What are we hearing from our customers?

Recent outreach efforts include:

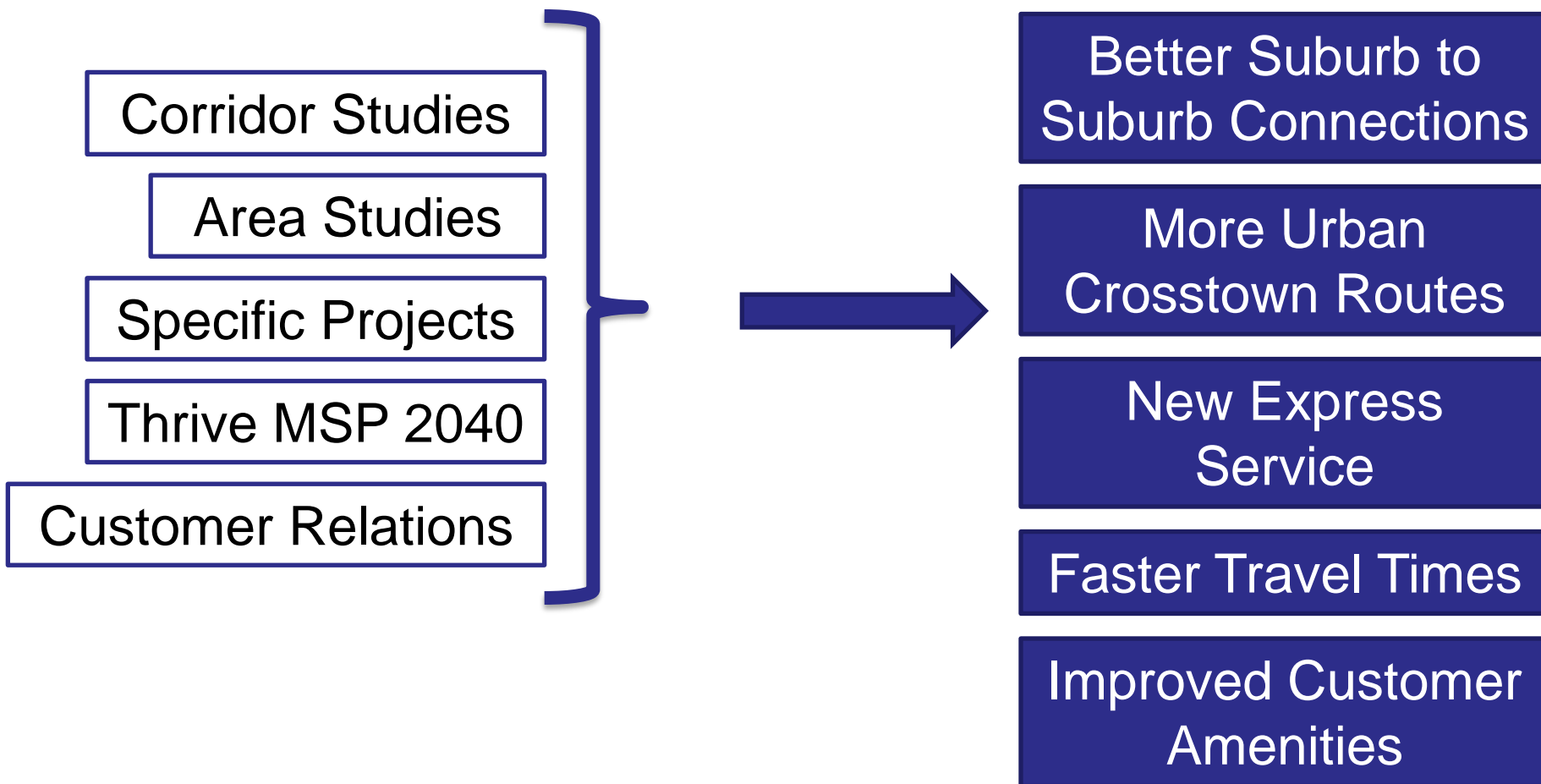
- Bottineau LRT
- Corridors of Opportunity
- Harrison Neighborhood/
Linden Yards
- Nicollet-Central Alternative
Analysis
- Gateway Corridor
- Rush Line
- Robert Street Corridor
- Arterial Transitway Corridor
Study
- Midtown Corridor
Alternatives Analysis
- Central Corridor Transit
Service Study
- Thrive MSP 2040
- West Suburban Service
Changes
- Fostering the East Side
Transit Equity Conversation

- Last year we received more than 2,200 customer contacts relating to route planning, trip times, transfer connections and new service requests
- Three ways to contact Customer Relations
 - Call: 612-373-3333
 - Online: www.metrotransit.org
 - By Mail: Fill out comment card and put in US Mail

What We're Hearing



Public
Input



Improve Core Urban Routes

Less waiting on high ridership routes

More night and weekend service

Make improvements to increase speed and decrease travel times



Improve Suburban Coverage and Connections

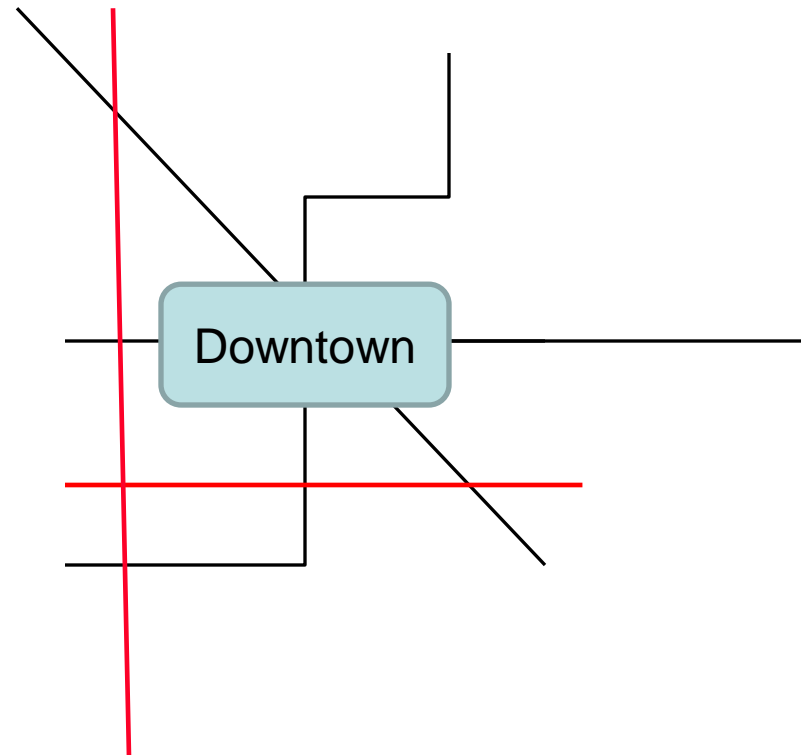
Avoid having to travel downtown and transfer to travel between suburbs

Add routes that connect to suburban transit centers and improve coverage



Improve Urban Crosstown Connections

- “Fill in the grid”
- Improve the span and frequency of existing routes
- Travel between neighborhoods without having to travel downtown and transfer
- Ensure local access to transitways
- Easy connections between routes



Improve Express Options

Increase parking capacity at overcrowded facilities

Improve the span and frequency of existing routes

Add express service to areas outside of downtown



Improve Customer Amenities

More comfortable waiting areas

Basic route and wayfinding information

Ticket vending machines

Bicycle racks



Public Input (Winter 2013-2014)

- Project Website
- Surveys
- Present to community groups
- Brochure on transit vehicles
- *Connect* customer newsletter

Draft SIP (Summer 2014)

Public Review of Draft SIP (Fall 2014)

Finalize SIP (End of 2014)

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