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?
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?
Service Improvement Plan

Transportation Policy Plan

Service Improvement Plan

Work Plan

Goals

Specifics

30 years

10 to 15 years

1 to 2 years
Service Planning Cycle

Public Input

Transit Network

Route Planning
What does the transit network look like today?
## Transit Types

<table>
<thead>
<tr>
<th>Type</th>
<th>Characteristics</th>
<th>Stops Frequency</th>
</tr>
</thead>
</table>
| Local Bus          | • All-day service
                   • Variety of purposes                           | Every 1-2 blocks                             |
| Express Bus        | • Focus on peak
                   • Suburban commute                            | Local tails, nonstop to downtown             |
| Streetcar          | • Focus on development                              | Every 1-2 blocks                             |
| Arterial BRT       | • Limited stop
                   • High frequency                                | Every ¼ to ½ mile                            |
| METRO LRT or BRT   | • High capacity
                   • High frequency                                | Every 1/2 to 1 mile                          |
| Commuter Rail      | • Very high capacity
                   • Peak-only                                     | Every 5 miles, residential centers to downtown |
| TransitLink        | • Low capacity
                   • No fixed route service                        | Address to address based on demand          |
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

- No car access: 58% (Local 20% Express 33%)
- Saves money on parking: 11% (Local 8% Express 15%)
- Saves money on gas: 6% (Local 4% Express 15%)
- Avoid stress of driving: 4% (Local 2% Express 7%)
- Saves time: 4% (Local 16% Express 4%)
- More convenient: 2% (Local 7% Express 3%)
- Subsidized by employer: 1% (Local 0% Express 0%)

Source: 2012 Metro Transit Rider Survey
Customer Overview

Bus Riders’ Trip Purpose

- Work: 52% Local, 87% Express
- School: 16% Local, 8% Express
- Shopping/Errands: 20% Local, 3% Express
- Social/Entertainment: 16% Local, 2% Express
- Medical: 5% Local, 1% Express
- Sporting or Special: 3% Local, 1% Express
- Church/ Religious: 3% Local, 1% Express
- Other: 4% Local, 1% Express

Source: 2012 Metro Transit Rider Survey
How do we turn customer needs into service?

Transit Planning

Effective Transit Tradeoffs

Route Design
Effective Transit…

…carries people

…is a cost-effective use of public resources

…supports efficient development

…provides a basic level of access region wide
Effective Transit

Transit that carries people
Effective Transit

Transit that is a cost-effective use of public resources

### 2014 Metro Transit Bus Revenue
- **Revenue**: $295.6M
- **MVST**: $169.6M (57%)
- **Passenger Fares**: $77.3M (27%)
- **Federal Funds**: $12.0M (4%)
- **State General Fund**: $4.4M (2%)
- **Planned Use Of Reserves**: $10.1M (3%)
- **Other Funds Transfer**: $18.2M (6%)
- **All Other Sources**: $4.0M (1%)

### Weekday Subsidy Per Passenger

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Average Subsidy</th>
<th>Lowest Subsidy</th>
<th>Highest Subsidy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Urban Local</td>
<td>$2.38</td>
<td>$1.41</td>
<td>$8.29</td>
</tr>
<tr>
<td>Suburban Local</td>
<td>$3.42</td>
<td>$0.95</td>
<td>$11.80</td>
</tr>
<tr>
<td>Express</td>
<td>$2.46</td>
<td>$0.22</td>
<td>$8.87</td>
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</tbody>
</table>

2011 Regional Route Performance Review
Effective Transit

Transit Market Areas

- **Market Area**
  - Area 1
  - Area 2
  - Area 3
  - Area 4
  - Area 5

- **Typical Services**
  - Express, Urban Radial, Urban Crosstown, Downtown Circulator
  - Express, Urban Radial, Urban Crosstown, Suburbia Local
  - Express, Urban Radial, Suburbia Local, Circulators, General Public Dial-a-Ride*
  - Peak Period Express, General Public Dial-a-Ride
  - 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.

June 2010
Effective Transit

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.

Image Credit: eluko79. Panoramio. 2007

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.
Transit that provides a basic level of access
Tradeoffs

Frequency or Coverage

Image Credit: Houston METRO
Route Design

Direct, strong anchors, and a variety of uses

Image Credit: Vancouver TransLink, “Managing the Transit Network”
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

Corridor Studies
Area Studies
Specific Projects
Thrive MSP 2040
Customer Relations

Higher Frequency on Core Urban Routes
Better Suburb to Suburb Connections
More Urban Crosstown Routes
New Express Service
Faster Travel Times
Improved Customer Amenities
What We’re Hearing

Improve Core Urban Routes

Less waiting on high ridership routes

More night and weekend service

Make improvements to increase speed and decrease travel times
What We’re Hearing

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
What We’re Hearing

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
What We’re Hearing

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
What We’re Hearing

Improve Customer Amenities

More comfortable waiting areas

Basic route and wayfinding information

Ticket vending machines

Bicycle racks
Next Steps

Public Input (Winter 2013-2014)
• Project Website
• Surveys
• Present to community groups
• Brochure on transit vehicles
• Connect customer newsletter

Draft SIP (Early Spring 2014)

Public Review of Draft SIP (Late Spring 2014)

Finalize SIP (Summer 2014)
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