



North Eastside Mobility Project

Delivering integrated mobility choices for Bothell, Kenmore,
Kirkland, Redmond, Woodinville

September, 2018

Metro TAC Project Update

A short introduction to Metro Service Design Guidelines

Metro uses service guidelines to evaluate, design and modify transit services to meet changing needs and to deliver efficient, high-quality service.

Reference documents: <http://metro.kingcounty.gov/planning/pdf/2011-21/2015/metro-service-guidelines-042816.pdf>

- The guidelines help us make sure that our decision-making and recommendations to policy makers are objective, transparent, and aligned with the region's goals for public transportation.
- Use of the guidelines fulfills Metro's Strategic Plan Strategy 6.1.1, "Manage the transit system through service guidelines and performance measures."

A short introduction to Service Guidelines

The service guidelines establish criteria and processes that Metro uses to analyze and plan changes to the transit system. They provide direction in the following areas:

Evaluating and Reporting on the Existing Network

- SETTING TARGET SERVICE LEVELS
- EVALUATING AND MANAGING SYSTEM PERFORMANCE

Planning and Designing Service and Service Changes

- DESIGNING SERVICE
- RESTRUCTURING SERVICE
- PLANNING ALTERNATIVE SERVICES
- WORKING WITH PARTNERS
- PLANNING AND COMMUNITY ENGAGEMENT

Adding, Reducing and Changing Service

How the guidelines are used

- Every year, Metro uses the service guidelines to analyze the corridors and bus routes in the transit system. The results are published in an annual System Evaluation Report that is transmitted to the King County Council and made available to the public.
(<https://www.kingcounty.gov/~media/depts/transportation/metro/accountability/pdf/2017/system-evaluation.pdf>)
- Metro uses the results of this analysis to develop service change proposals twice a year.
- The guidelines are designed to address productivity, social equity and geographic value. They are also intended to help Metro respond to changing financial conditions and to integrate its services with the regional transportation system.
- When Metro undertakes a service restructure, the corridor analysis cannot be used due to reliance upon existing service. Therefore, the Service Design Guidelines are used to help guide route design that follows best practices.

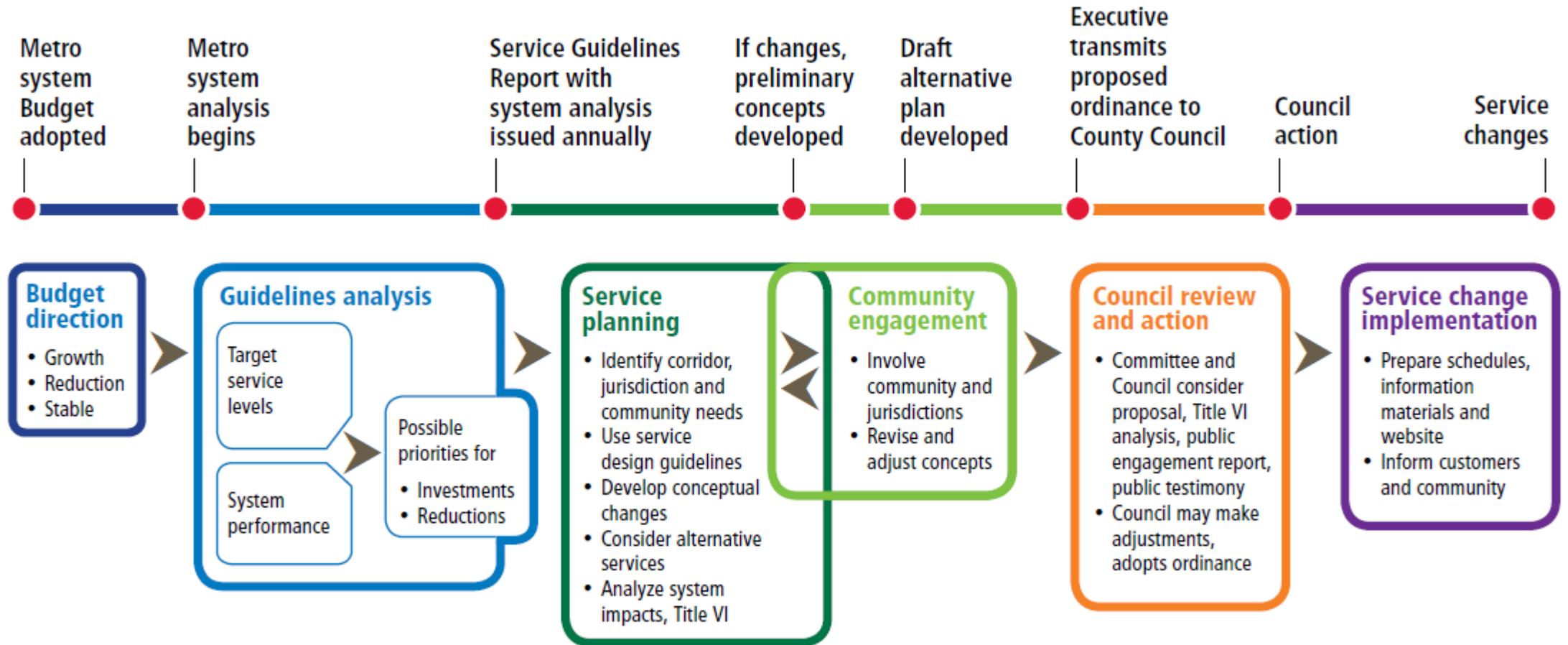
Service Design Guidelines used in North Eastside Mobility Project

1. Provide network connections
2. Routes should serve multiple purposes and destinations
3. Routes should be easy to understand
4. Routes should not duplicate each other
5. Routes should be direct and not circuitous
6. Routes should be not too short and not too long
7. Routes should be routed in appropriate places and avoid unnecessary traffic congestion
8. Routes should terminate in urban or activity centers
9. Low ridership areas can be served by flexible service routes

Service change overview

Graphic from page 4 of 46 of Metro's Service Guidelines

<http://metro.kingcounty.gov/planning/pdf/2011-21/2015/metro-service-guidelines-042816.pdf>



Project overview

Comprehensive review of north Eastside mobility services

Project area: Bothell, Kirkland, Kenmore, Woodinville, and Redmond

Services being considered:

- 12 Metro routes
- Sound Transit Route 540
- Flexible services (e.g. Community Van)

What's happening now?

Working towards scenarios analysis public outreach

- mid-October through mid-November 2018



North Eastside Mobility Project background

The North Eastside Mobility Project aims to expand transit service and improve mobility for people who live, work, or use transit to get to, from, or around the north Eastside.

North Eastside service area: Bothell, Kenmore, Kirkland, Redmond, and Woodinville
Routes evaluated : 234, 235, 236, 238, 243, 244, 245, 248, 249, 255, 277, and 930.

Overview provided via a self guided briefing provided to community organizations, social service providers, and businesses in the project area

- <https://youtu.be/dWebTvpBFEQ>

Existing service in the area, fixed route, alternative services, ridesharing options, paratransit

- <https://www.kingcounty.gov/depts/transportation/metro/schedules-maps/maps/system.aspx>

More about the project and why we're considering change

The north Eastside is experiencing incredible growth and change. Change offers to opportunity improve transit service, but if we don't plan or adapt service to new conditions transit may not be as fast, convenient, or reliable.

In addition to growth, the March of 2019 closure of the Montlake Freeway Station and the end of bus operations in the downtown Seattle Transit Tunnel – will further impact the performance and travel time of bus routes, while other investments – new bus rapid transit and link light rail service – will offer expanded connections and service.

Through this project, we've been working to

- Understand the communities' mobility needs
- Develop a set of mobility priorities for future service
- Respond to changing conditions to keep transit reliable
- Build a more complete and connected transportation network
- Lay the groundwork for future transit investments that will connect our growing cities and communities
- Make the most of all service options, which include bus, light rail, paratransit and ridesharing services, and new flexible options that complement fixed-route bus

Coming changes (March 2019) and other investments

- Downtown Seattle Transit Tunnel
- Montlake Freeway Flyer Station bus stop closure
- Montlake Triangle Improvements

Other planned investments in the [north Eastside transit network](#)

There are several major public transit investments planned for the north Eastside area between now and 2024

- Link light rail service to Bellevue, Overlake, and downtown Redmond (2023-2024)
- Sound Transit's Bus Rapid Transit along I-405 from Lynnwood to Burien (2024)
- Metro's RapidRide service between Totem Lake and Eastgate via downtown Kirkland and downtown Bellevue (2023)
- Bus Rapid Transit and RapidRide service in the SR-522 corridor connecting Woodinville, Bothell, and Kenmore with Link Light Rail in Shoreline and the Seattle University District (2024)

Community engagement and participation

Throughout 2017 and 2018, Metro worked with north Eastside communities, the projects Mobility Board, and local jurisdictions.

While collaborating with north Eastside communities...

We asked input on:

- North Eastside communities' mobility needs
- Whether existing north Eastside service is meeting those needs
- Priorities for improving service and better connecting communities
- Re-routing Route 255 to the University of Washington (UW) Light Rail station to improve service reliability and add new connections for riders

Community engagement cont.

We explained:

- Metro would conduct a comprehensive review of the existing local transit network to identify opportunities for route improvements. [Map of current north Eastside transit service](#)
- We would consider adding new flexible services that complement fixed-route bus, through our [Community Connections](#) program
- Connecting to new bus rapid transit and light rail options as they start service creates a more reliable and integrated transportation network
- Metro would use the analysis and community input to develop a proposal for revising, improving, and expanding service for those who live, work, or want to use transit to get around in the north Eastside.

Community engagement cont.

We also explained:

Beginning March 2019, changing conditions would impact Metro's existing service:

Downtown Seattle Transit Tunnel Closure to buses, and routes move to using surface streets in Downtown Seattle, exposing the service to more traffic congestion

For riders this means longer travel times, and less reliable service due to unpredictable traffic conditions on the surface streets in downtown Seattle.

Montlake Freeway Station Closure

Bus stop will be permanently closed by the Washington State Department of Transportation (WSDOT) for construction.

Riders of routes 252, 255, 257, and 311 heading to the University District and North Seattle will need to transfer at Evergreen Point Station to Route 542

What we've heard through public participation

The public shared their feedback and thoughts on

- How growth and change has impacted north Eastside communities' mobility
- How additional flexible transit service and flexible choices would improve mobility
- Interest in and need for additional transit options within the north Eastside
- Transit needs for those crossing Lake Washington
- How to ease the impact of Downtown Seattle Transit Tunnel closure to buses
- What would help people deal with closure of the Montlake Freeway Flyer Station bus stop, like at the Montlake Triangle to improve light rail connections

North Eastside communities asked for mobility services that...

- Are reliable and dependable
- Improve local access to residences, workplaces, schools, & destinations
- Are available throughout the day, into the evenings every day of the week.
- Are convenient for riders of different ages and abilities
- Function as an integrated transit network...
 - Connect to bus rapid transit and Link Light Rail
 - Improve transfers and transfer times
 - Make the most of on ridesharing options like Vanpool, Vanshare and TripPool
- Ensure awareness of paratransit services

Phase 2 service concepts A and B

- During phase 2 of the project, we developed two scenarios (Scenario A and Scenario B) and evaluated them against the project goals, community feedback, and tested them in the field.
- Scenario B was most preferred because it was more forward thinking, met more community needs and priorities, aligned most with Metro Connects, and strengthened connections within the north Eastside.
- Both options include new Community Connections flexible mobility services

Community Connections

Metro also offers a suite of mobility options outside of our traditional bus service to help meet the needs of our riders in a more flexible and customized manner.

Overview of north Eastside Community Connections flexible transit services

- Community Ride is a newer service offered from Metro, and we would like to hear more from you about it. [Community Ride](#) is a reservation-based transportation service that travels within a specified service area, instead of along a route. Riders request rides over the phone or online for the established hours of service. The vehicles are operated by paid drivers who are employed by a King County vendor and riders pay a standard Metro fare (\$2.75).
- Community Van is a new service offered from Metro, and we would like to hear more from you about it. [Community Van](#) provides pre-arranged, recurring or one-time group trips for residents. Volunteer drivers pick up riders at prearranged stops along the way to the trip destination. Trips are arranged by a Community Transportation Coordinator.

Next steps -- outreach in October and November

The goal of the North Eastside Mobility Project was to develop an expanded service network that meets the community's needs and priorities for future service.

We sought to respond to changing conditions, keep transit reliable, and build a more complete transportation network that uses a variety of options, and will make the most of for future investments by laying the groundwork today.

The effort has resulted in two options
“No Action” and “Action”

No action option

No added changes or improvements after March 2019 changes

- No action means Metro would not expand, improve, or revise north Eastside routes or service after March 2019.
- The changes would take effect in March, but available service resources would be used to operate Route 255 on surface streets in downtown Seattle (where transit trips may be longer and less reliable).

About this option

- Routes travelling to Seattle experience longer trips, less reliable service, and new transfers
- Routes travelling within the north Eastside would not be changed, revised, or improved and would serve the same stops during the same hours that they do today.
- Downtown Seattle Transit Tunnel becomes light rail only – Routes 41, 74, 101, 102, 150, 255, and Sound Transit Route 550 move to surface streets
- WSDOT permanently closes Montlake Freeway Flyer stop – routes 252, 255, 257, 311 riders must transfer at Evergreen Point Station if going to the University of Washington

Take action option

Act to expand, improve, and revise service as soon as September 2019

Option Overview

- North Eastside routes evaluated and identified for improvement: 234, 235, 236, 238, 243, 244, 245, 248, 249, 255, 277, and 930.
- Relies on streamlining and improving routes
- Redistributing service and making routes more efficient improves reliability, reduces transfer and wait times, provides longer hours of service and new flexible transit options across the north Eastside
- Makes the most of other current and future transit investments like bus rapid transit and Link light rail

Sample travel times

<p>Kirkland to the U. District No Change: 45-55 min Scenario B: 30-40 min</p>	<p>UW Bothell to Kirkland No Change: 55-75 min Scenario B: 35-55 min</p>	<p>UW Bothell to Redmond (weekdays) No Change: 75-80 min Scenario B: 65-75 min</p>
<p>Kirkland to Westlake No Change: 45-60* min Scenario B: 40-50 min</p>	<p>UW Bothell to Totem Lake (weekends) No Change: 55 min Scenario B: 35 min</p>	<p>Redmond to Kirkland (weekdays) No Change: 30 min Scenario B: 22 min</p>
<p>Overlake to Totem Lake No Change: 65-70 min Scenario B: 45-55 min</p>	<p>Redmond to Juanita No Change: 45-65 min Scenario B: 35-50 min</p>	<p>Kirkland to Redmond (weekdays) No Change: 30 min Scenario B: 22 min</p>
<p>Kirkland to UW Bothell No Change: 55-75 min Scenario B: 35-55 min</p>	<p>Kirkland to Juanita (weekends) No Change: 40 min Scenario B: 25 min</p>	<p>Totem Lake to Kirkland (weekends) No Change: 35 min Scenario B: 25-30 min</p>
<p>Totem Lake to Overlake No Change: 65-70 min Scenario B: 45-55 min</p>	<p>Totem Lake to Kenmore No Change: 65-90 min Scenario B: 40-60 min</p>	<p>* Future running times are unknown, during events in Downtown Seattle travel times may exceed 60 minutes.</p>

Next steps -- outreach in October and November

- 4 public meetings
- 4 ESJ Feedback Forums
- Online open house
- Street teaming at stops and in the community
- Alerts to riders subscribing to project updates and route information
- Social media promotion
- Meet with project mobility board in October and late November/early December

Open discussion with on project, concepts, and outreach