

Thursday, October 1, 2015

Opus East Building, Downtown Room

8:00 - 8:30 am

Welcome and Introductions
Ted Day, KCM
Mike Bergman, ST

8:30 - 9:15 am

Agency Rapid Fire Updates

In three minutes or less, tell us about your top three notable accomplishments and/or initiatives started in the last year.

9:15 - 10:00 am

Experience with HASTUS
KCM Scheduling Staff

Staff places increasing demands on their vehicle and crew scheduling software as operations become more complex and as management raises expectations. What versions and modules do you use? What challenges have you overcome? How do you train your staff?

10:00 - 10:15 am

Break

10:15 - 11:15 am

Responding to increases in travel time
Ken Zatarain, TriMet

Many agencies are facing longer and more variable running times on routes due to more traffic, road diets, sharing multimodal streets with bicyclists and pedestrians, and serving more diverse customers (e.g., elderly riders and people with disabilities) and more emphasis on safety. To what extent has your system experienced this situation? How do you measure it? What has your response been?

11:15 - Noon

Addressing rider expectations of schedules
TBD

Customers rate reliability as one of the top considerations they use when choosing whether to take transit for a trip. Service often deviates from schedule, prompting interest from transit managers to better understand in how consumers judge reliability. How do you communicate with riders about why buses or trains run late? How do you measure on-time performance? How do you encourage passengers to board and alight quickly?

Noon - 1:30 pm

Lunch

Participants are free to lunch on their own or join one of the conversation lunches where participants can continue the conversations started during one of the sessions.

1:30 - 2:15 pm

Service Guidelines
Rachel VerBoort, KCM

Most agencies have criteria by which they design and manage their service. Service guidelines and standards help make decisions transparent and provide a framework for those decisions. They can build trust and partnerships with stakeholders. Do you have service standards? What is your on-time performance standard? How do you define overload? How do you measure ridership effectiveness?

2:15 - 3:00 pm

Integrating HCT in your network
Christopher Chestnut, UTA

Opening a new High Capacity Transit (HCT) line culminates years of political arrangements, planning, design and construction. They are high-profile events upon which the agency's ridership success and public approval ratings hinge. Redesigning bus networks in an HCT corridor in conjunction with an opening presents opportunities to tap travel markets more fully and to try innovative service options. How do you ensure high ridership on the bus rapid transit or light rail line? To what extent do you reallocate bus service replaced by the HCT line? How do you leverage opportunities for service innovations?

3:00 - 3:15 pm

Break

3:15 - 4:00 pm

Long and mid-range planning
Tom Mills, TriMet

Opening a new HCT line culminates years of political arrangements, planning, design and construction. They are high-profile events upon which the agency's ridership success and public approval ratings hinge. Redesigning bus networks in an HCT corridor in conjunction with an opening presents opportunities to tap travel markets more fully and to try innovative service options. What types of plans are in your agency's portfolio? How often do you update them? What new public and stakeholder engagement tools did you try?

4:00 - 5:00 pm

Tools to communicate service change impacts
Stephen Hunt, KCM
Tiffany Chu, Remix

New computer and online tools, some using GTFS data, make it easier to display and show stakeholders how possible changes to routes and schedules could impact certain communities or riders. How do you use online information to explain the impact of changes (e.g., dual trip planner)? What is your experience with Remix or Conveyal and what are their prospects? How does Remix handle Title VI and other equity analysis?

5:00 - 5:30 pm

Open Forum

During this time participants may raise questions about topics not on the agenda and make contacts with others who may have experience with their questions.

5:30 pm - evening

Happy Hour

For those interested in continuing conversations about any of the Service Planning topics, they are invited to join the group at Happy Hour at a nearby location.

Friday, October 2, 2015

Office Building

8:00 - 8:15 am

Housekeeping Items

8:15 - 9:00 am

Stop Spacing
Colin Drake, KCM

Stop spacing is receiving increased attention as a way to improve travel speed and reliability and to enhance customers' experience at stops and stations. Analysis of existing and proposed stop spacing and improvements to passenger facilities at busy stops are methods used to make the case for wider spacing. What methods do you use to assess proper spacing and exceptions to that spacing? How do you project travel time savings and less variable running times due to respacing? What forms of communication with riders and stakeholders? How does your spacing vary with density or presence of sidewalks/crosswalks? Do you have level of passenger facilities associated with number of boardings at a stop?

9:00 - 10:00 am

Transit priority infrastructure
All-door boarding study
Sean Kennedy, SFMTA
Conan Cheung, LACMTA

Transit agencies, in addition to stop spacing, can speed up travel by fare collection methods, route design, bus design, and operator training and customer protocols. They also work in partnership with local and other jurisdictions to design multimodal streets that help transit vehicles travel faster and more consistently through vibrant urban areas. Signals and lane treatments complement stop spacing in the toolbox of transit preferential measures. Two forthcoming national publications are TCRP Report xxx (ask Dave Crout) and NACTO's Transit Street Design Guidebook. How did you work within your agency and with partner jurisdictions to adopt policies and programs for transit preference in the design and management of the street? What techniques were easiest to implement and which yielded the best results?

10:15 - 11:00 am

Wayfinding at intermodal facilities
Candace Carlson, KCM

Intermodal connections (bus-rail, bike-transit, shuttle/transportation network compaines-fixed route) are becoming more common. Connections at rail station or in the downtown core can involve a grade change and walks of several hundred feet. How do you integrate non-transit agency shuttles into your facilities and public information? Are you working with PTN providers on integrated trip planning and fare payment? What role do taxicabs play? Do you transfer passengers between fixed route and ADA paratransit?

11:00 - 11:45 am

Engaging operations staff
Jon Bez, KCM

An engaged workforce has an emotional attachment to providing high quality service. Other than periodic training classes, there can be little (positive) interactions among management and operators regarding customer service and schedule reliability. How do you get comments on scheduling and operational issues directly from operators? What methods do you use to put emphasis on reliable service and an individual operator's on-time performance? Do you communicate at operator picks (sign-ups), in operating bases, on-board and via other methods? What is the organizational structure for operator communications staff? Any use of social networking sites?

11:45 am - 12:15 pm

Wrap up / Planning for 2016 NWTX
Ted Day & Ken Zatarain, KCM

12:15 - 1:30 pm

Lunch

Participants are free to lunch on their own or join one of the conversation lunches where participants can continue the conversations started during one of the sessions. Participants would sign up before hand to participate in the conversation lunch and we would make reservations at a restaurant for 6 to 10 people.

1:30 - 4:00 pm

Technical Tours

Join us for technical tours planned by KCM and ST staff members. Signup sheets for the tours available during the meetings.

A. Metro RapidRides

(Karen Rosenzweig)

King County Metro's RapidRide is a six-line, 64-mile network of limited-stop routes with BRT features. The first line began in 2010. RapidRides have fewer stops than the routes they replaced, use transit signal priority and have transit lanes in some locations. Peak headways are 10 minutes or better and off-peak and weekends are 15 minutes or better.

B. Sound Transit Link Light Rail

(Mike Bergman)

Sound Transit's Link Light Rail is a 15.6-mile line running between Westlake in downtown Seattle and the Sea-Tac Airport. The Downtown Seattle Transit Tunnel stations are shared by light rail trains and buses. University Link, opening in 2016, extends north in a 3.15 miles tunnel with two underground stations: one at Capitol Hill and one at the University of Washington.

C. Speed and reliability installations

(Irin Limargo)

Metro's Speed and Reliability Program identifies and prioritizes investments to improve transit performance and service quality across King County. This project implements a package of transit preferential treatments in transit corridors in several areas of King County identified as priorities by the Speed and Reliability program.

D. Alternative services

(Malva Slachowitz)

Metro's alternative services program brings service to parts of King County that don't have the infrastructure, density, or land use to support fixed-route service. King County approved \$12 million for these services in the 2015-2016 biennium, and Metro is working to provide more of these innovative transportation options in the future.