



NORTHWEST TRANSIT EXCHANGE
EUGENE, OR • 2023

WELCOME

to the
Northwest Transit Exchange
Conference 2023

Hosted by Lane Transit District &
the City of Eugene



Welcome and Housekeeping

- Please Silence Your Phones
- Restroom Locations & Breaks
- No Food or Beverages (except water)
- In Case of Emergency
- **PARTICIPATION IS ENCOURAGED**
- Reminders:
 - Technical Tour sign-ups
 - App Downloads (Umo Mobility, PeaceHealth Rides)
 - Social Hour, Tonight 7:00-10:00 PM, Beergarden, 777 West 6th Avenue



Day One Agenda

- Opening Remarks
- Agency 3-Slide Updates and Introductions
- Session One: 10:00 AM – 12:00 PM
- Lunch 12:00-1:30 PM
- Session Two: 1:30-4:30 PM
- Social Hour: Beergarden, 777 West 6th Avenue

Opening Remarks

Cosette Rees

Chief Customer Experience Officer





MISSION

CONNECTING OUR COMMUNITY.

VISION

IN ALL THAT WE DO, WE ARE COMMITTED TO
CREATING A MORE CONNECTED, SUSTAINABLE, AND
EQUITABLE COMMUNITY.

VALUES

RESPECT, INTEGRITY, INNOVATION, EQUITY, SAFETY,
AND COLLABORATION.



Up Next:

Agency 3-Slide Updates
and Introductions

Up Next:

Lane Transit District
Eugene, OR

Lane Transit District Update

- Jameson Auten – CEO since November 2022
 - KCATA
- Reconnecting with the Community
- Repositioning LTD as the region's Mobility Manager



Re-energizing Culture and Relationships

- Internal Organizational Restructuring
 - Moved to a “Chiefs” model
- External Focus on Connecting with the Community
- “What does our Community need us to be?”





Community Outreach and Communications Assessment (COCA)

Fixed Route COA

RideSource Operation Analysis (ROA)

Mobility Management Framework

Strategic Business Plan

Long Range Mobility Plan

Reimagine the Ride



Up Next:

People Mover
Anchorage, AK

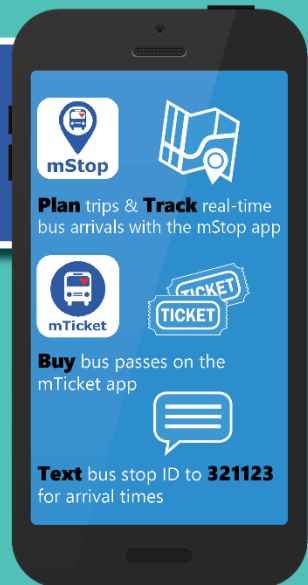
- **2.4m = Passenger Trips in 2022**
- **10.3m = VRM**
- **47 Peak Buses / 15 Routes**
- **6am to Midnight Weekday Service**
- **15/30/60 Minute Frequencies**
- **117 FT Operators**

**49 IN THE
49TH**



49 Years in the 49th State

Riding
made
EASY



Get the apps

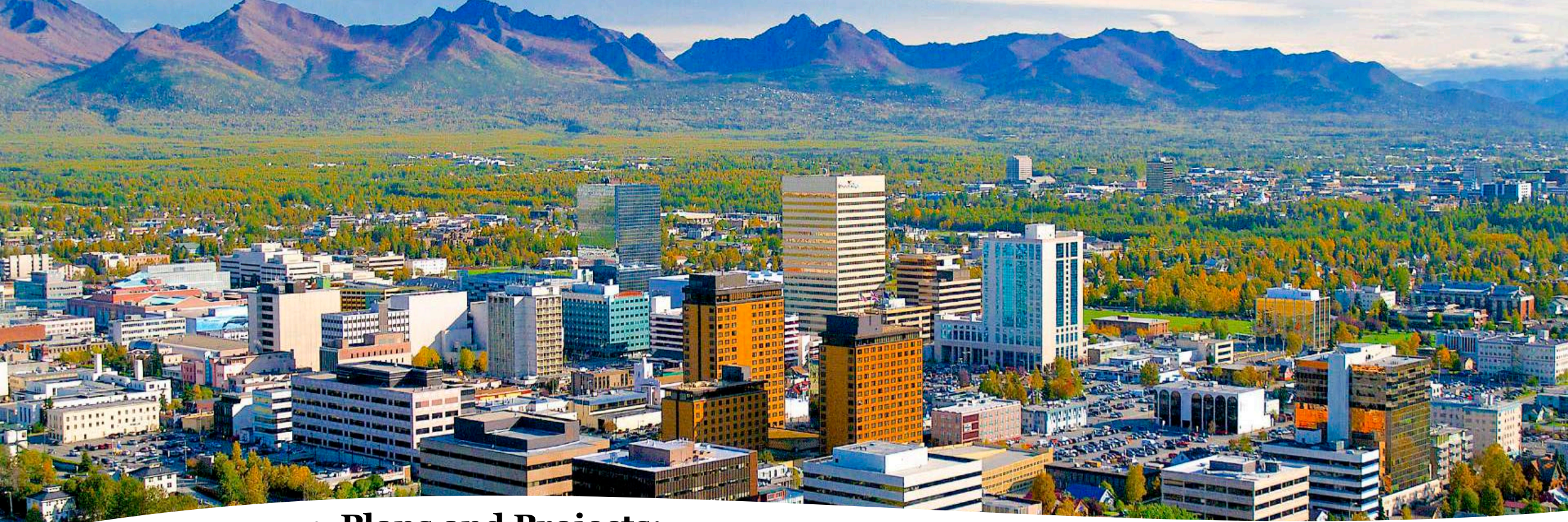


SCAN ME





Winter is coming...



- **Plans and Projects:**

- **Fare Analysis**
- **New Main Transit Center**
- **Expand Service on Weekends & Improve 60-minute Frequencies**
- **Retain Operators with more engagement & better scheduling**
- **Customer Service Benchmarking Survey (Triannual)**
- **Replace Fleet (New Flyer Xcelsior XD40)**
- **Summer and Winter Schedule**
- **Increase Transit Security**

Up Next:

Kitsap Transit
Bremerton, WA

Kitsap Transit

Where We've Been
Where We Are
and
Where We're Going



[Video](#)

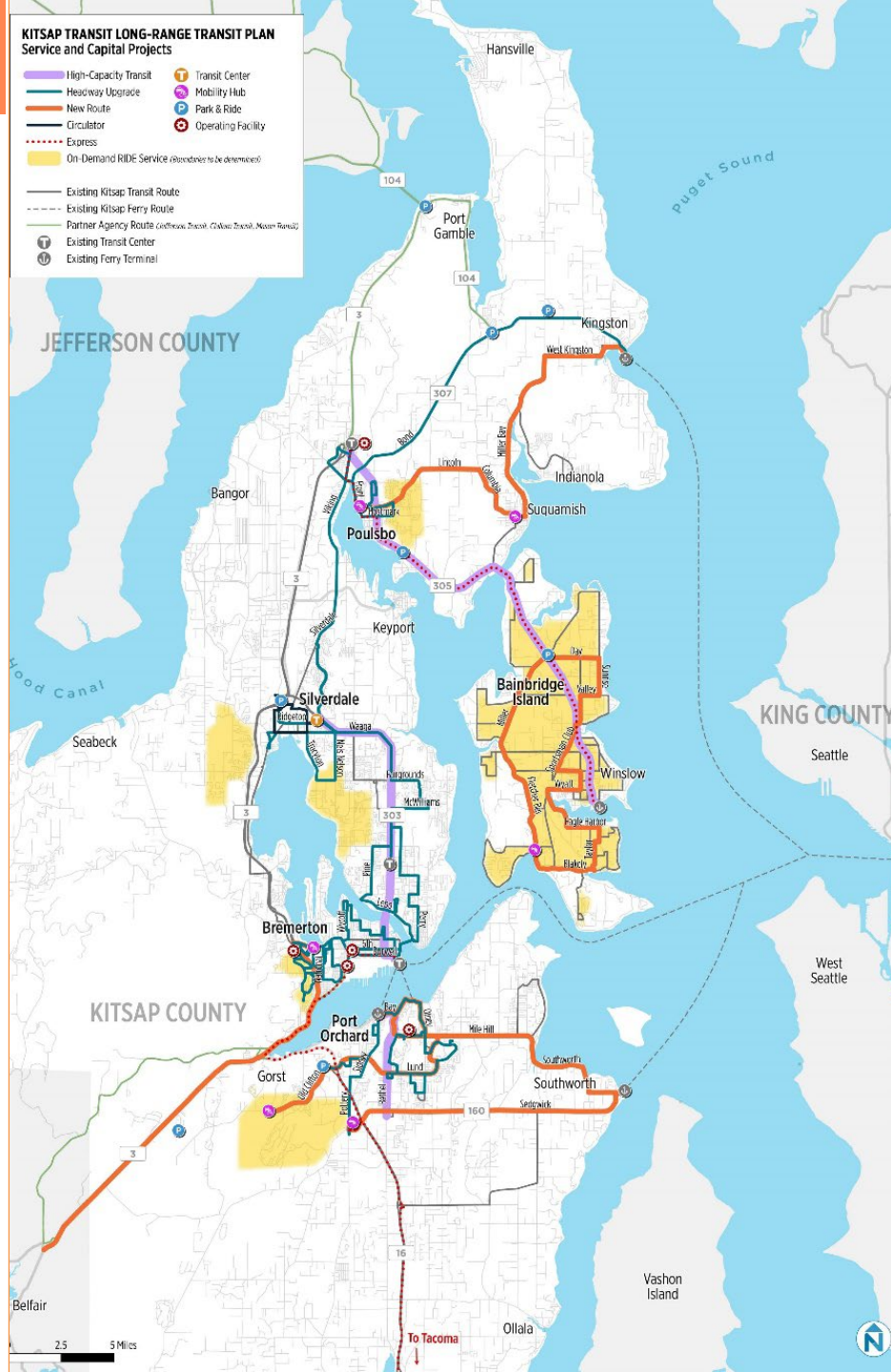
Where we're Going:

- Post COVID Ridership
- Planning
- Fleet
- Facilities
 - Operating Bases
 - Transit Centers
 - Ferry Maintenance



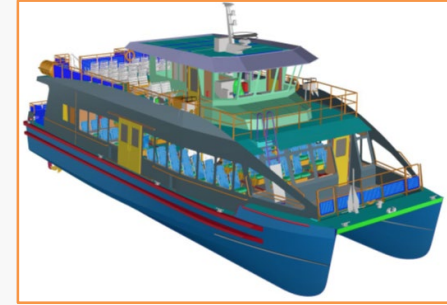
KITSAP TRANSIT LONG-RANGE TRANSIT PLAN Service and Capital Projects

- High-Capacity Transit
- Headway Upgrade
- New Route
- Circulator
- Express
- On-Demand RIDE Service (subject to be determined)
- Transit Center
- Mobility Hub
- Park & Ride
- Operating Facility
- Existing Kitsap Transit Route
- Existing Kitsap Ferry Route
- Partner Agency Route (Cedar Falls Transit, Colfax Transit, Moses Transit)
- Existing Transit Center
- Existing Ferry Terminal

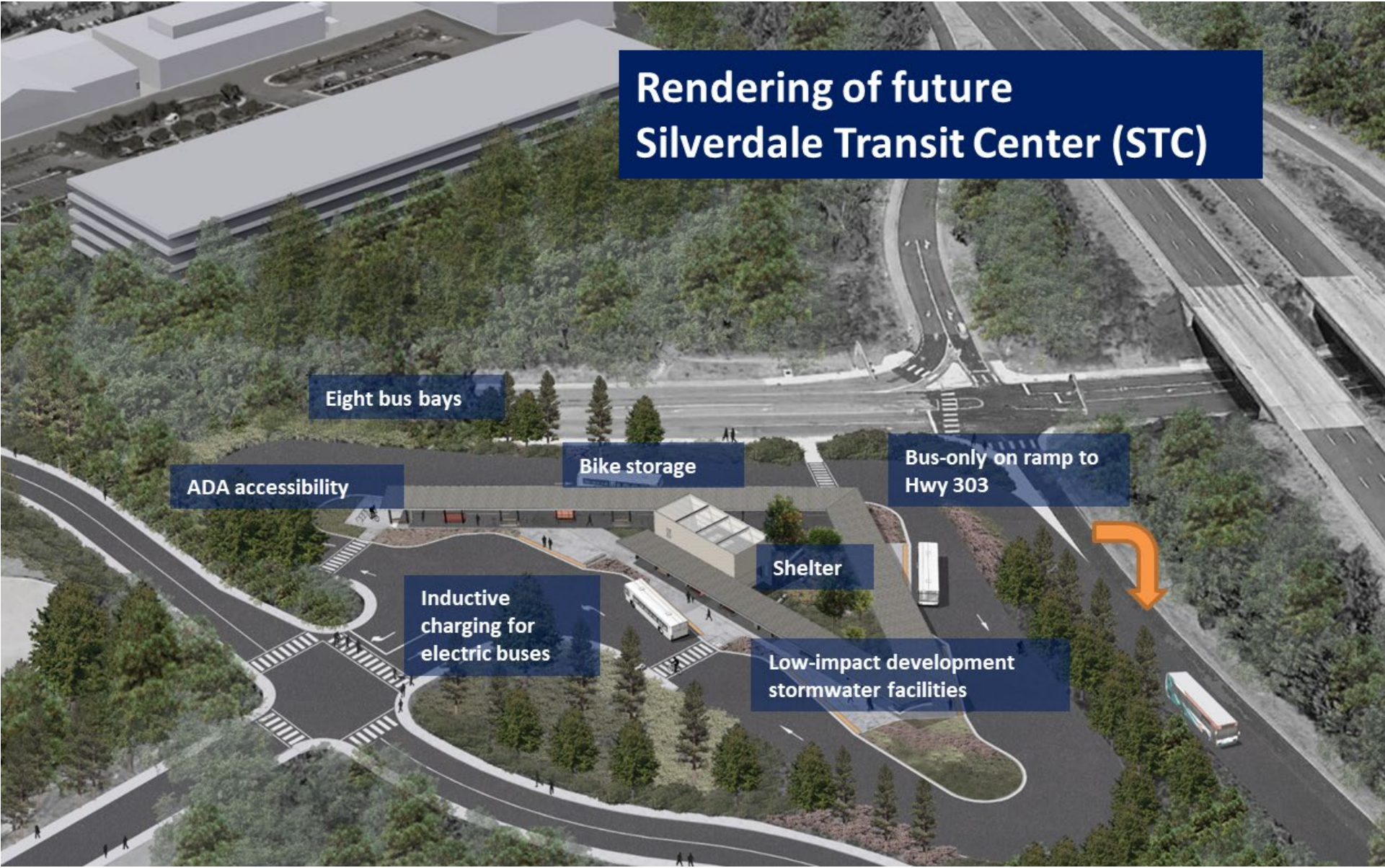


Planning

- Planning
 - LRTP, Access to Transit
 - Comprehensive Plans



Silverdale Transit Center



Rendering of future Silverdale Transit Center (STC)

Eight bus bays

ADA accessibility

Bike storage

Bus-only on ramp to Hwy 303

Shelter

Inductive charging for electric buses

Low-impact development stormwater facilities

Up Next:

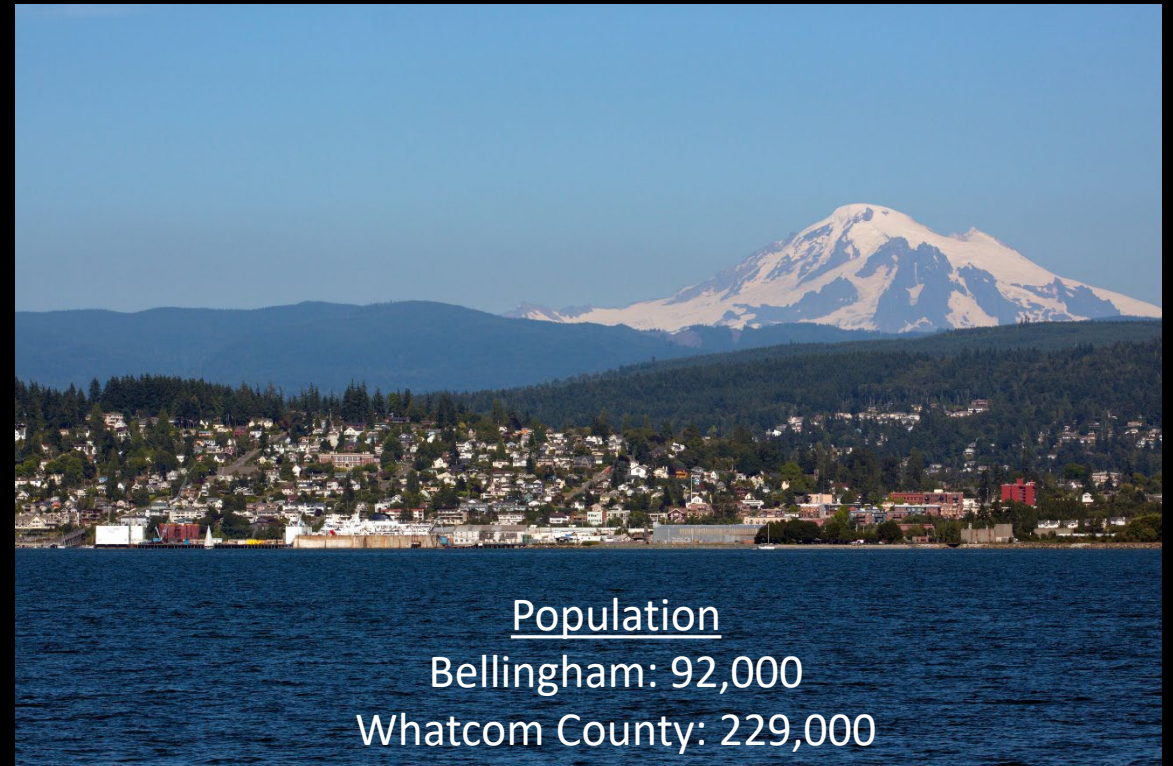
Whatcom Transportation Authority
Bellingham, WA

Whatcom Transportation Authority



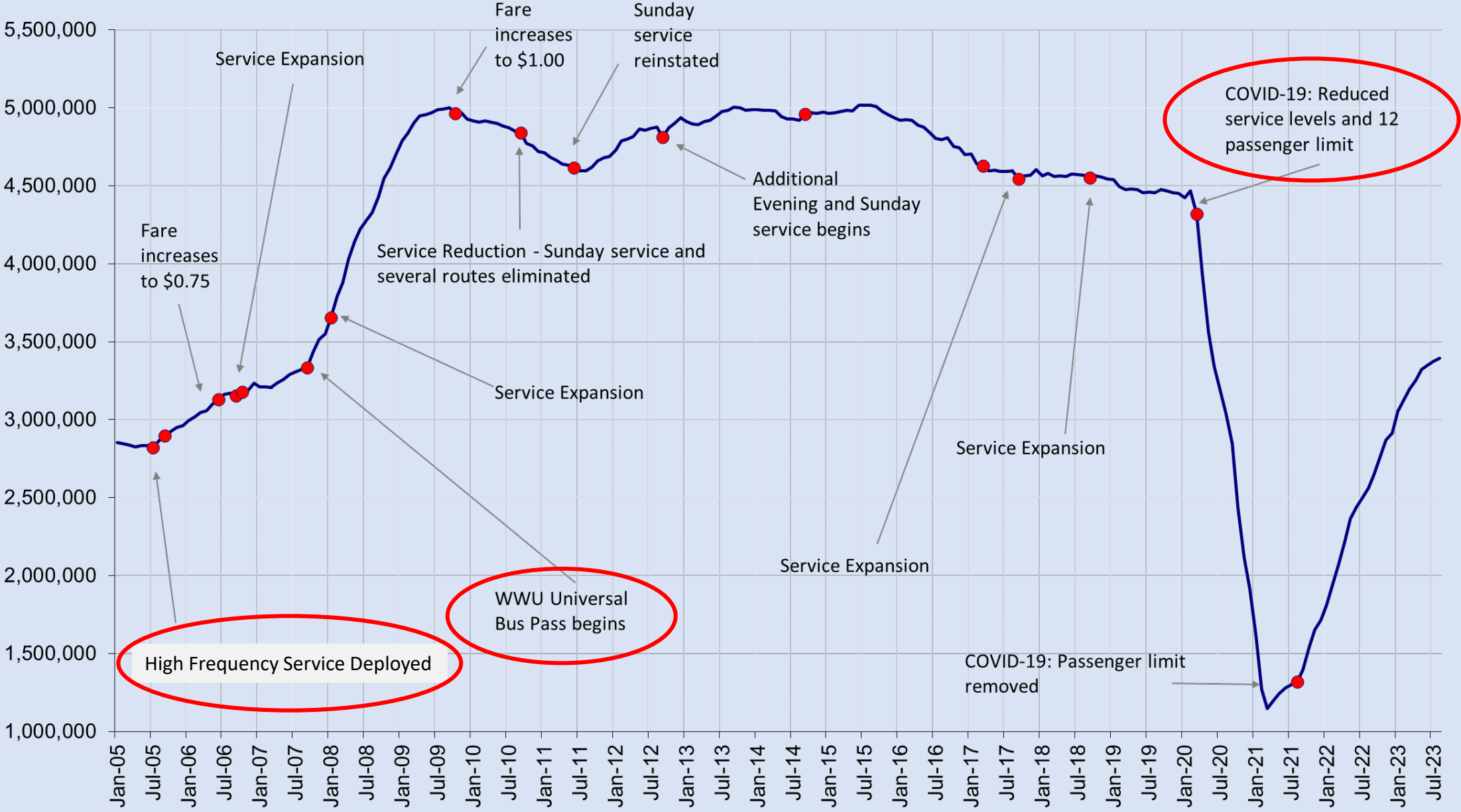
- 4.5 million rides per year (2019), 3.5 million today
- Small urban system
- Western Washington University
- Service to rural areas
- Regional service (connections to Puget Sound area)

- 300 Employees
- \$47 million operating budget
- 105 vehicles in service, 48 peak fixed route



Population
Bellingham: 92,000
Whatcom County: 229,000

WTA Historical Ridership



High Frequency Service Deployed

WWU Universal Bus Pass begins

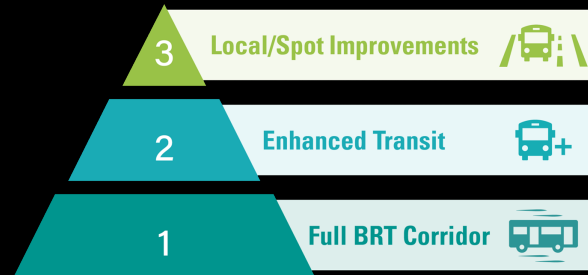
COVID-19: Reduced service levels and 12 passenger limit

Major Initiatives

Clarifying our purpose and transforming our services



Zero Emission Vehicle Transition



Rapid Transit Study



Microtransit



Downtown Station Expansion



Transit Oriented Development



Transportation Demand Management

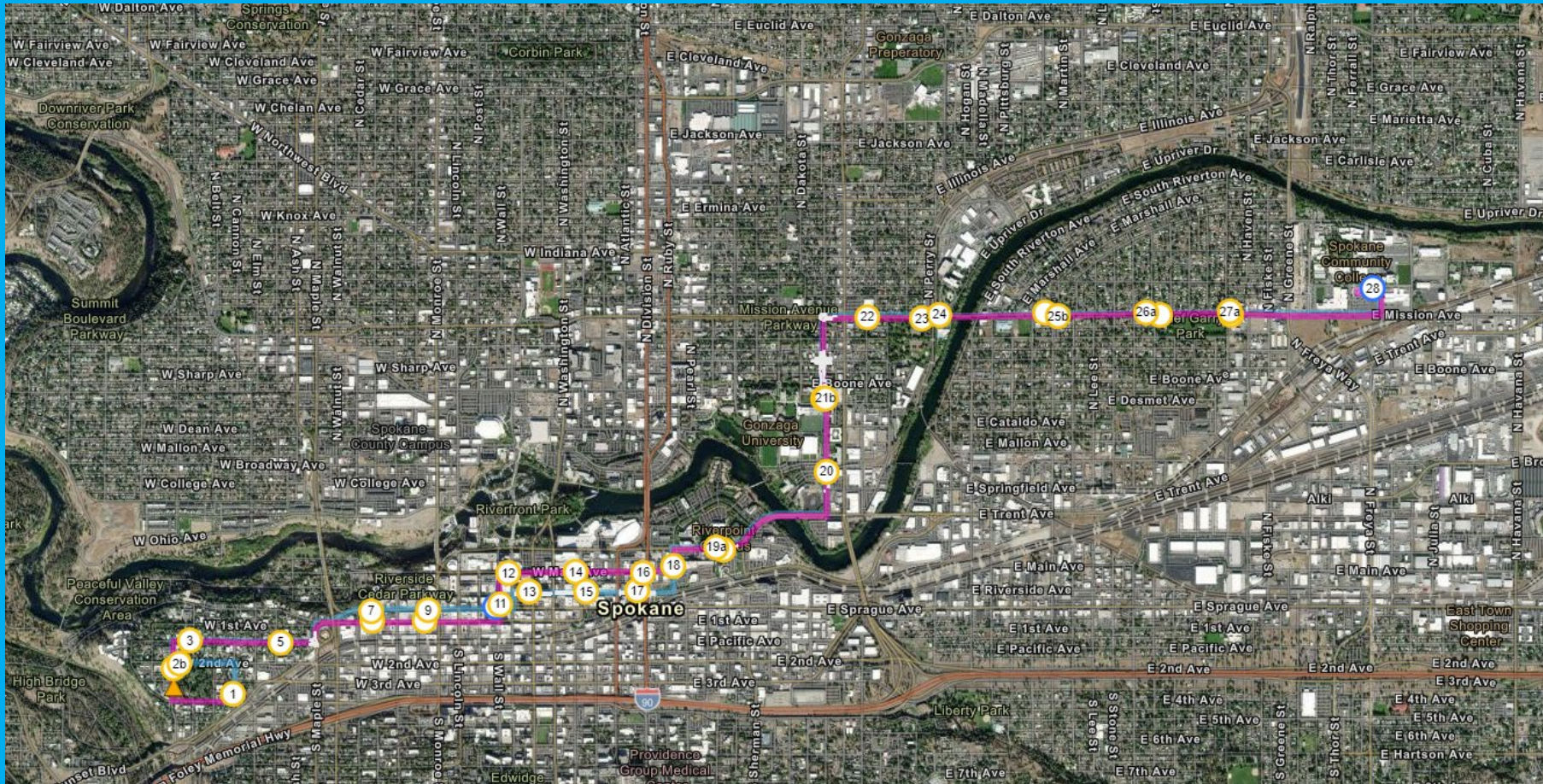
Up Next:

Spokane Transit
Spokane, WA



Spokane Transit

City Line - Launched July 2023




FAMILY FUN
GAMES
PRIZES
SOUVENIRS
LIVE MUSIC
FREE FOOD

RIDE THE FUTURE

CITY LINE • OPENING DAY CELEBRATIONS
FIVE PARTIES ALONG THE NEW ROUTE

BROWNE'S ADDITION • DOWNTOWN • UNIVERSITY DISTRICT • MISSION PARK • CHIEF GARRY PARK

RIDE CITY LINE FREE AND VISIT EACH PARTY
JULY 15 • 11 AM - 2 PM • ALL LOCATIONS
MORE DETAILS AT [SPOKANETRANSIT.COM/CITYLINE](https://spokanetransit.com/cityline)



 **CITY LINE**
SPOKANE TRANSIT

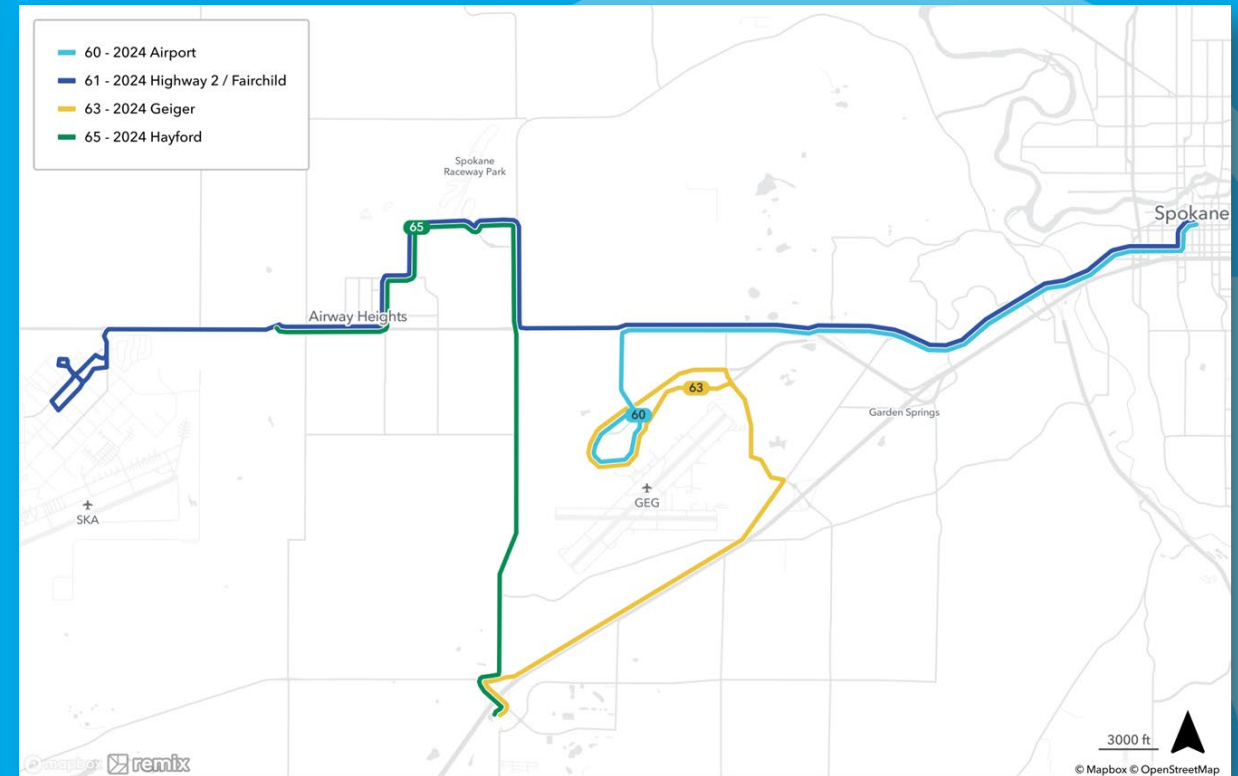
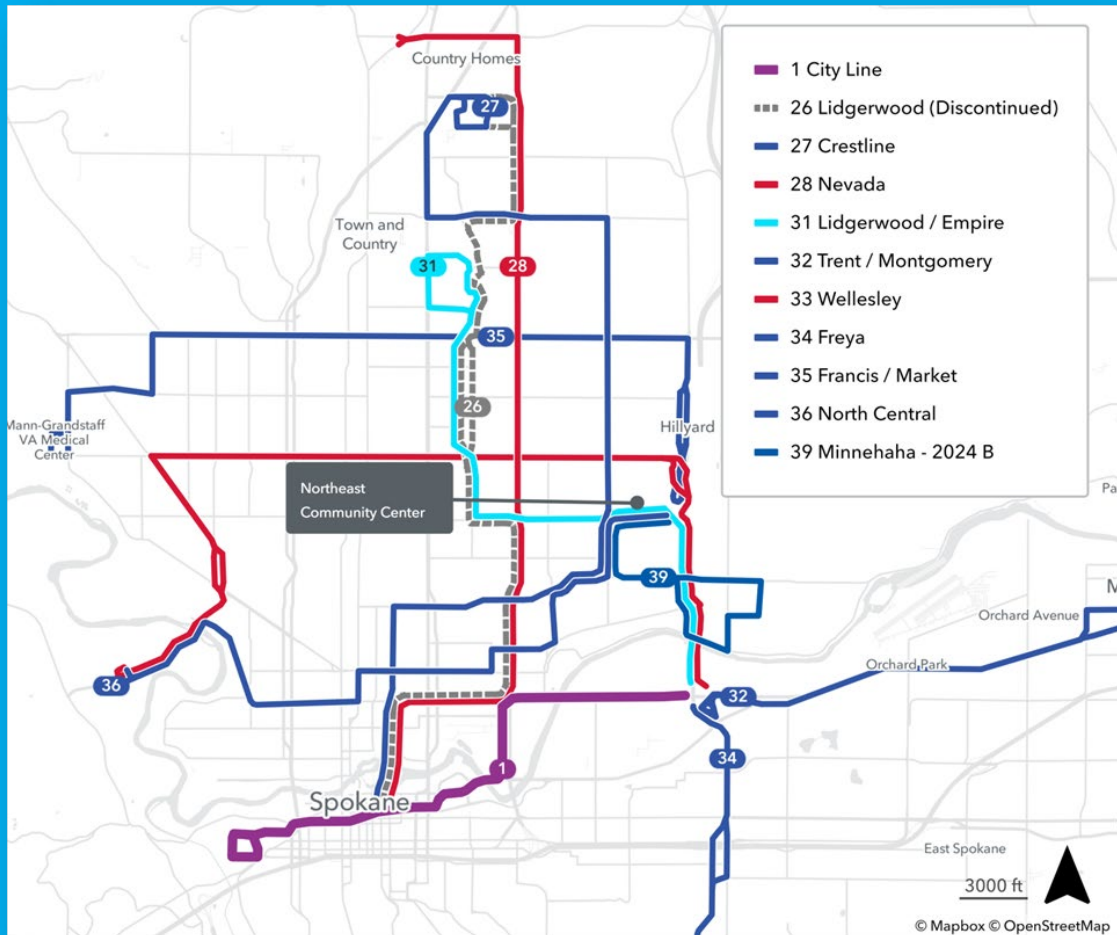


How a great city moves.™



Spokane Transit

2024 Service Changes





Purpose: Organizational Capacity Analysis

Task 5 Comprehensive Capacity Analysis
 Examine and evaluate STA's organizational capacity and infrastructure to identify the actions needed to accomplish the goal of strengthening capacity to anticipate and respond to the demands of the region. Review findings with the STA's Board of Directors in person or virtually.

Task 5 Deliverables

- Detailed report documenting evaluation findings, conclusions, and recommendations.
- Board validation of recommendations.

Goals, Performance Measures, and Strategies

Goals	GOAL 1 ELEVATE THE CUSTOMER EXPERIENCE	GOAL 2 LEAD AND COLLABORATE WITH COMMUNITY PARTNERS TO ENHANCE THE QUALITY OF LIFE IN OUR REGION	GOAL 3 STRENGTHEN OUR CAPACITY TO ANTICIPATE AND RESPOND TO THE DEMANDS OF THE REGION
Headline Performance Measures	<ul style="list-style-type: none"> ▪ Percent of residents with 15-minute or better all-weekday transit frequency ▪ Favorable Customer Experience Index 	<ul style="list-style-type: none"> ▪ Number of new housing units by frequent transit ▪ Number of rides facilitated through partnerships (UTAP, Employer Sponsored, and Community Access Pass) 	<ul style="list-style-type: none"> ▪ Consistently be rated as one of the best places to work in our region ▪ Fully funded annual budget and six-year capital improvement plan
Strategies	<ol style="list-style-type: none"> 1.1 Expand and adapt mobility options to attract and serve more people 1.2 Advance frequent, easy-to-use, fast, and reliable service 1.3 Deliver an outstanding door-to-door experience 1.4 Create a welcoming, comfortable, and secure environment for all customers 	<ol style="list-style-type: none"> 2.1 Collaborate to enhance access to transit 2.2 Support community partners to amplify community benefits 2.3 Proactively initiate partnerships to promote and help employers, service providers, and residential development to locate near high-frequency transit 	<ol style="list-style-type: none"> 3.1 Develop, prepare, and empower our team members 3.2 Engage in proactive assessment and planning, and deliver strategic long-term investments most beneficial to our communities 3.3 Exemplify financial stewardship to maintain public trust and organizational sustainability

Up Next:

Intercity Transit
Olympia, WA

INTERcity TRANSIT

Serving: Lacey/Olympia/Tumwater and Yelm Washington

Matt Kenney-Senior Planner

Steve Swan-Senior Planner

Drew Goffeney-Associate Planner

Claire Daniels-Associate Planner



Restoration & Expansion

- Restoration

- Currently at 88% PreCOVID Service
- Operator numbers

- Expansion

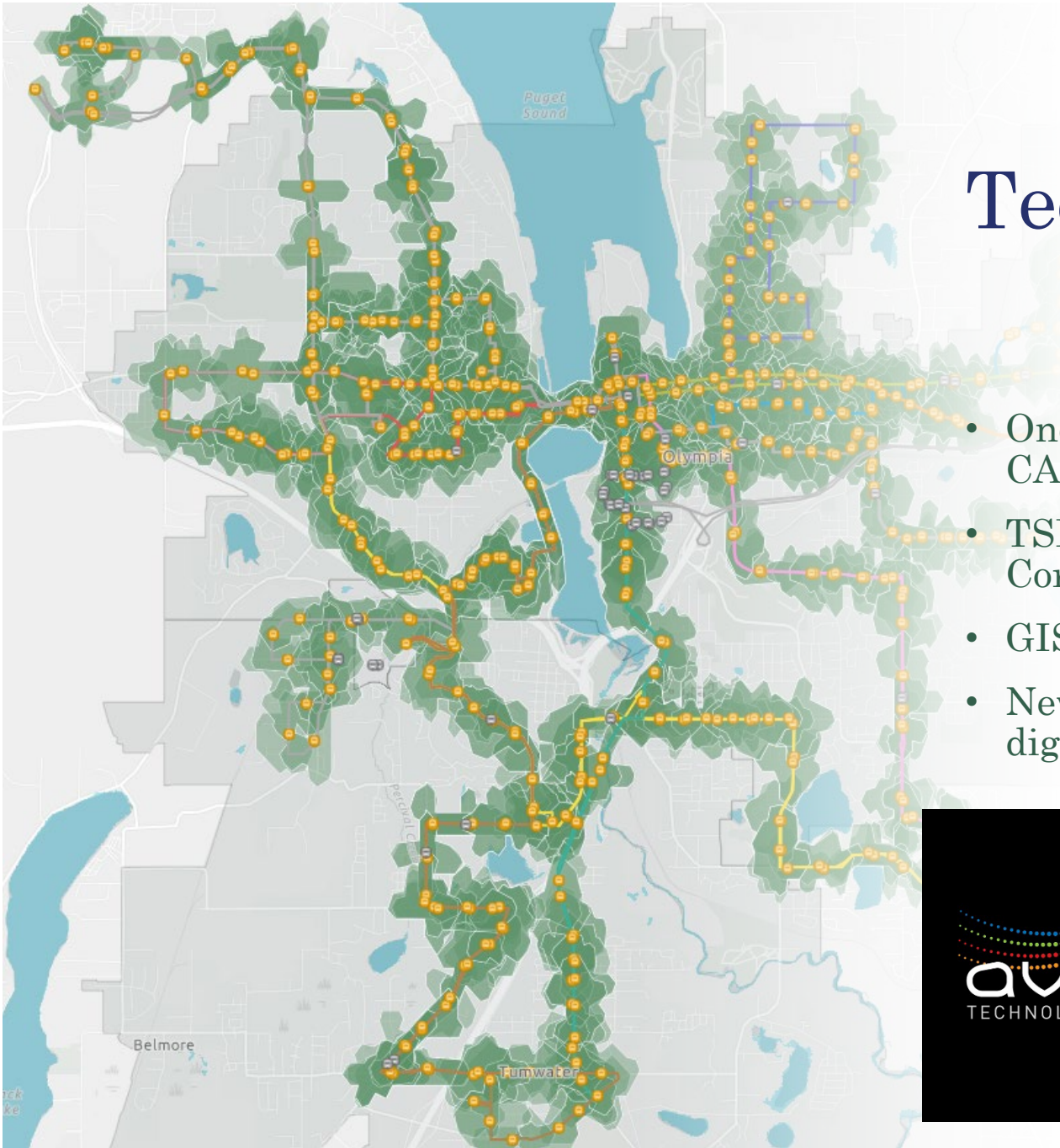
- Fulfill Promises made with Proposition 1
 - Increased Span and frequency
 - Improved express service
 - Service to growing areas.
- How has our community changed?



Capital Projects

- **Brand New Administrative Operations Building**
- **Continued construction on maintenance facility**
- **Bus Stop Improvements**
 - Multiple grants at federal and State level
 - Rear Door Boarding
 - Fare Free
 - BRT Stations





Technology

- One year with our new CAD/AVL System: Avail
- TSP and Smart Corridors
- GIS and Mapping
- New Website and digital public schedules



Up Next:

Community Transit
Everett, WA

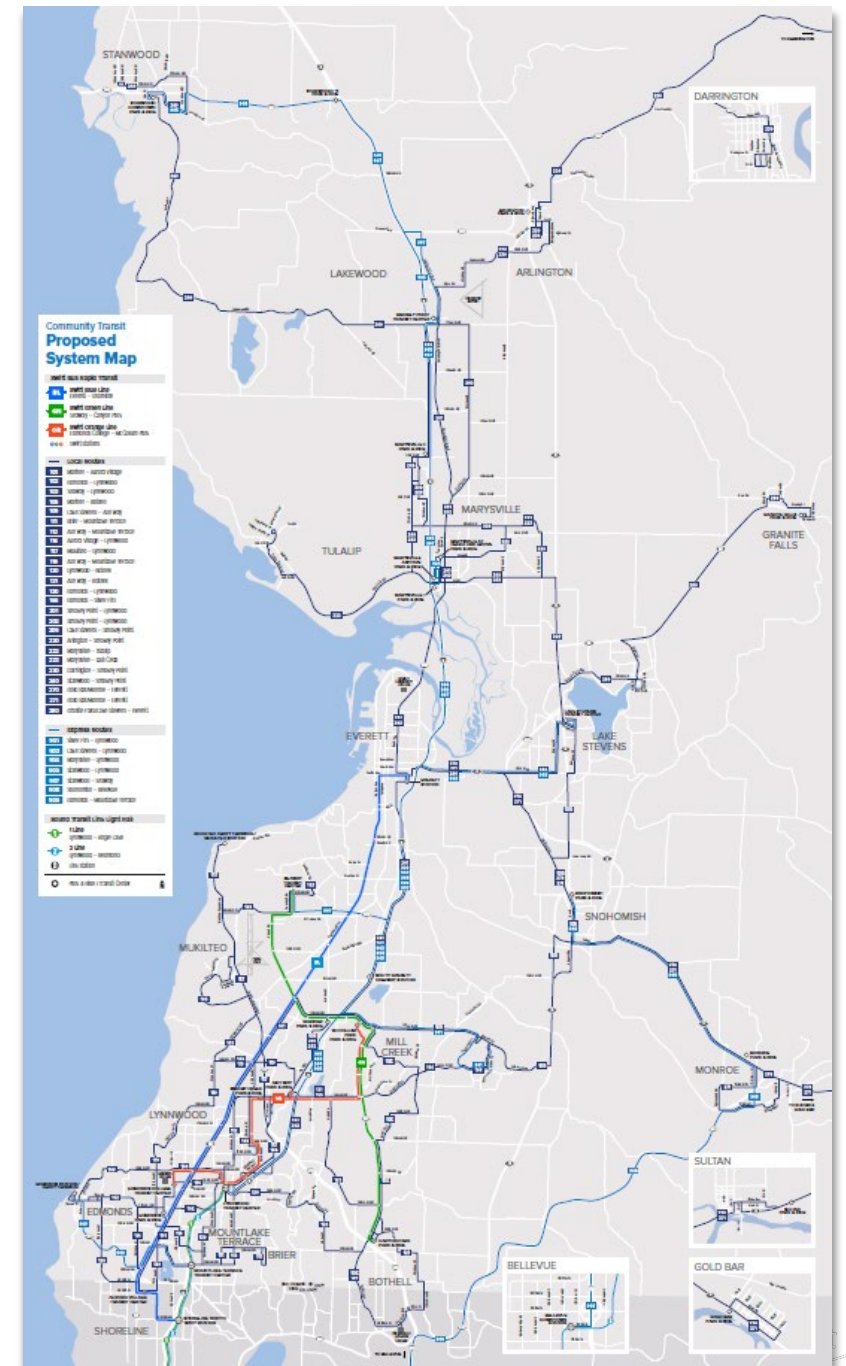


Community Transit

Rashid Dolor, Senior Transportation Planner

Community Transit

- Operates transit services across Snohomish County, Washington
- Services include:
 - Local and commuter fixed-route bus service
 - Swift bus rapid transit
 - Vanpool program
 - Dial-A-Ride Transportation (DART) paratransit
 - Innovative services, like the Zip Alderwood Shuttle
- “Travel made easy for all”



Thank You

Up Next:

Cherriots
Salem, OR

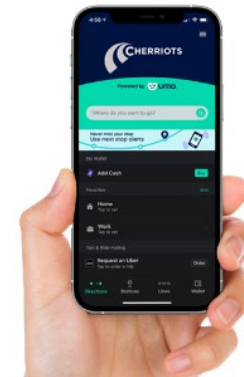
Cherriots Update

2023 NW Transit Exchange Conference,
Eugene



Fares

- Launched Umo e-fare system August 1st
- Youth Zero fare made permanent
- Unified local and regional fares
- Over 1,000 subscribers in 1st month
- Ridership still increasing



Electric bus deployment

- Ten Gillig 40-ft buses to be used on Route 11
- Another 10 buses arriving in 2024-25 will also operate out of KTC
- Planning for buses to begin operations in spring 2024



Keizer TC inductive charging

- Preparing for electric bus deployment in May 2024
- Induction charging will be used for fast charging batteries during layovers at KTC and plug-in charging will be utilized at Operations HQ
- Supply chain issues delayed launch of BEBs
- Three KTC bays receiving inductive charge pads



Up Next:

Coast Mountain Bus Company
Vancouver Metro, BC



- Operating **96%** of Metro Vancouver's bus service
- **> 5.5 million** Service Hours
- **> 100 million** Service Kilometers
- **8,282** active Bus Stops, **83%** wheelchair accessible
- Over **100** Stations, Exchanges, Loops and Park & Ride Facilities
- **1669** coaches – Trolley, Conventional, Articulated, Highway, Double Decker, and Community Shuttle
- **2nd Largest** Trolley Fleet in North America
- **4** SeaBus Vessels





Major Projects

- **R6 Scott Road RapidBus**
 - Faster and more frequent service on one of the fastest growing corridors in our network.
- **Bus Priority Projects**
 - Working with TransLink and Municipal Partners to improve bus speed, reliability and mode share.
- **Low Carbon Fleet Transition**
 - Shift to fully zero-emission fleet by 2040. Currently approx. 17% zero emission. Exploring IMC Trolleys.
- **Bike Bus Trial Program**
 - Summer Trial Program in 2022 and 2023. Bike Racks inside the bus plus in front for 9 bike capacity.
- **SkyTrain Expansion Program**
 - Broadway Subway and Surrey Langley SkyTrain Extensions = significant bus integration work.

Current Challenges

- **Overcrowding & Ridership Recovery**
 - Post-pandemic ridership recovery strongest in Metro Vancouver's eastern suburbs.
- **Operator & Mechanic Recruitment**
 - High competition for workers is making it increasingly difficult to fill vacant positions.
- **Bus Storage and Maintenance Capacity**
 - Transit Centres have largely reached capacity limiting service expansion during a period of rapid ridership growth.
- **Schedule Maintenance**
 - Growing traffic congestion erodes customer experience and our ability to expand service. Over \$115 million spent on schedule maintenance due to traffic congestion since 2014.



Up Next:

Corvallis Transit System
Corvallis, OR

City of Corvallis, dba Corvallis Transit System

*Presented to
Northwest Transit Exchange
October, 2023*



Service

- Fixed-route service of 10 routes
- 800,000 rides provided in 2022-23, which is 75% of pre-pandemic ridership
- Corvallis Transit System is fareless for all passengers

Upcoming Projects

- Deployment of Two Battery Electric Buses and Charging Stations – Expected deployment in mid-2024.
- Construction of a bus parking facility – Unknown construction date, dependent on land availability and funding.

Up Next:

BC Transit
British Columbia, Canada



BC Transit

October 3, 2023

Dalbir Sidhu

Brandi Wilson

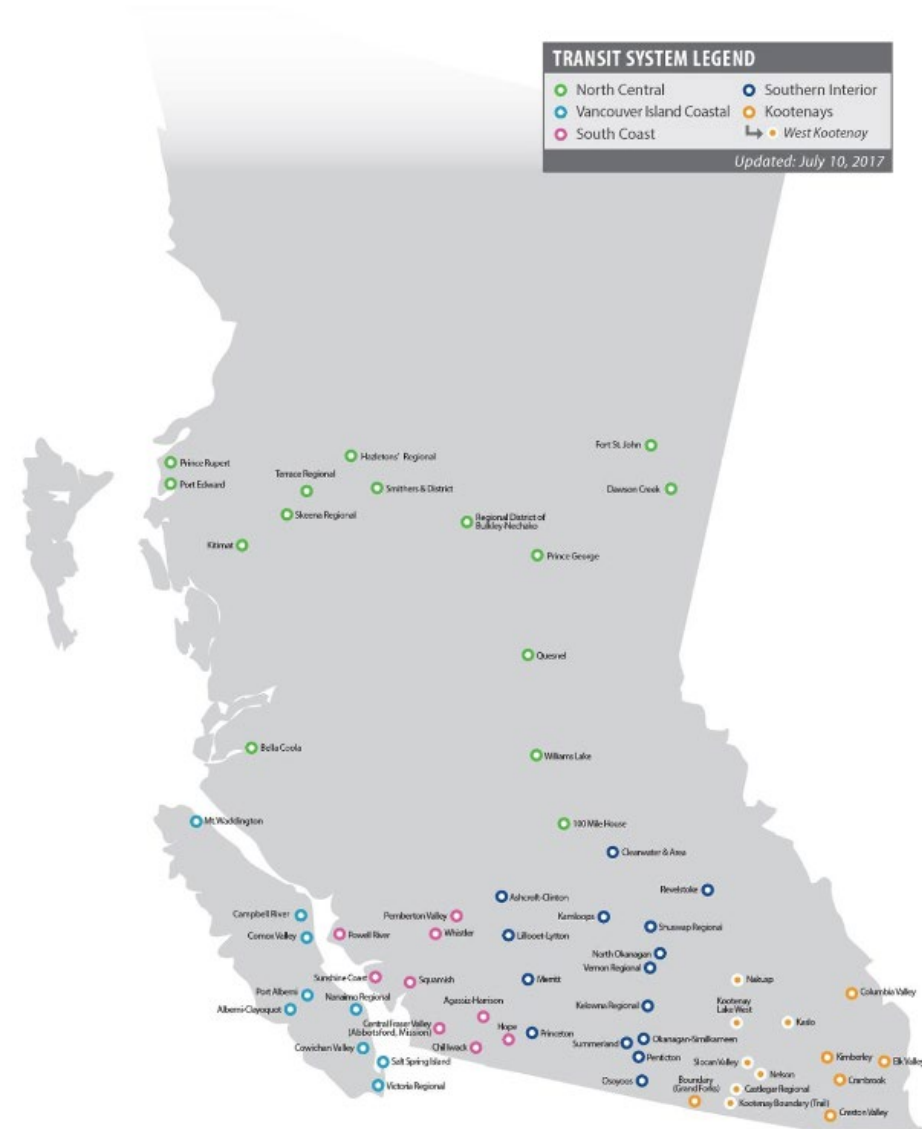
Carl Purvis

Bronson Bullivant



BC Transit Context

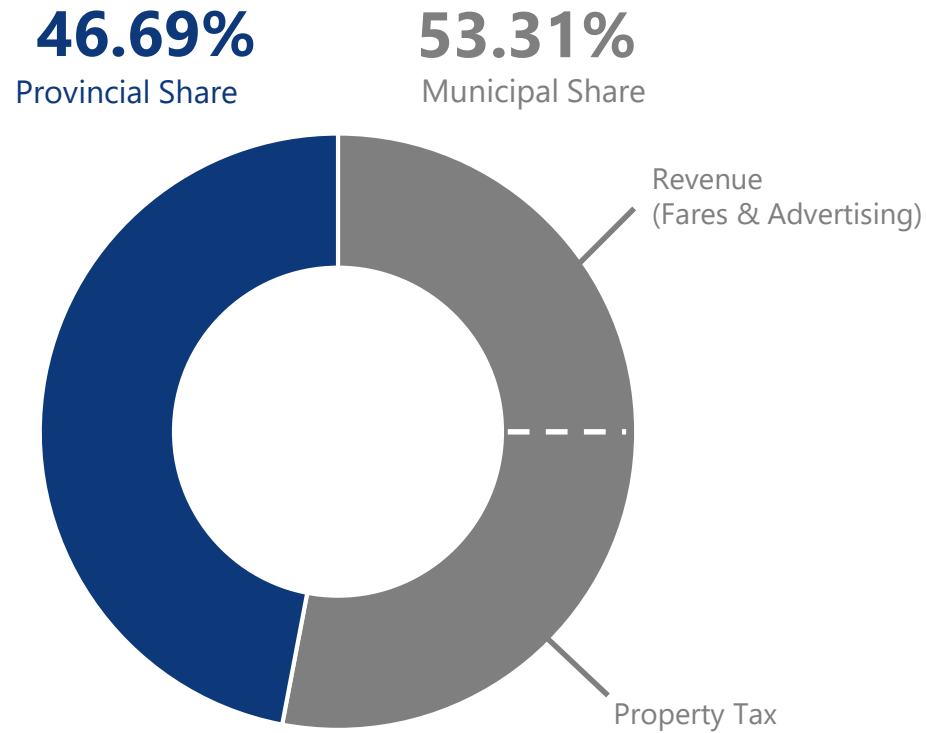
- 57 Million Passengers Annually
- 2.4 Million Service Hours Across the Province
- 57 Transit Systems ranging in scale and complexity
- Fleet of ~1200 Busses
- Annual Expenditures of \$350M in Operating and \$200M in Capital
- 17 Private Operating Companies, 4 Public Operating Companies, and 14 Non-Profits



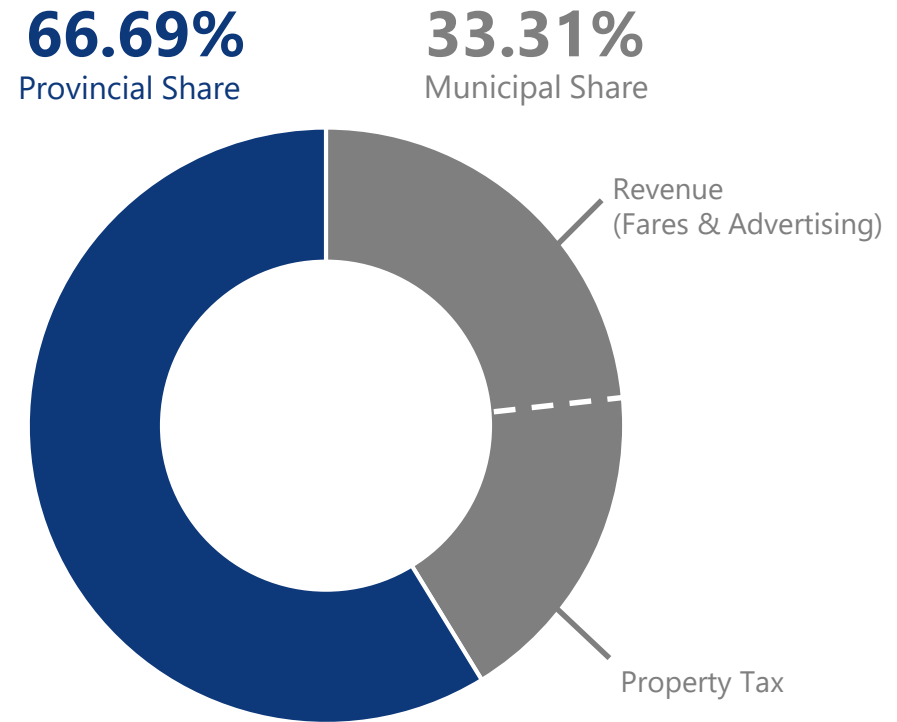
BC Transit Shared Services Model



BC Transit Shared Services Model



Conventional Transit



Custom Transit (handyDART)

Local Government retains 100% of revenue to offset local costs

Up Next:

King county Metro
Seattle, WA

King County Metro Updates

2023 Northwest Transit Exchange Eugene, OR

Who are we?

- King County Metro is the Puget Sound region's largest public transportation agency.
- Metro provides bus, trolleybus, paratransit, vanpool, micro-transit/on-demand transit, and water taxi services, and operates Seattle Streetcar, Sound Transit Link light rail, and Sound Transit Express bus service.
- System facts:
 - ~250,000 daily riders on Metro services
 - Over 135 routes
 - 2,134 sq mi service area
 - ~1,400 bus fleet



2023 Highlights

- New ATU contract
- Metro's 50th birthday!
- Electrification by 2035
- Service Recovery
- RapidRide H Line launch
- Major events
 - Taylor Swift
 - Beyonce
 - MLB All-Star Game
- Service Restructures
 - Lynnwood Link Connections
 - East Link Connections
 - RapidRide G Line



Current/upcoming restructures by area

East Link

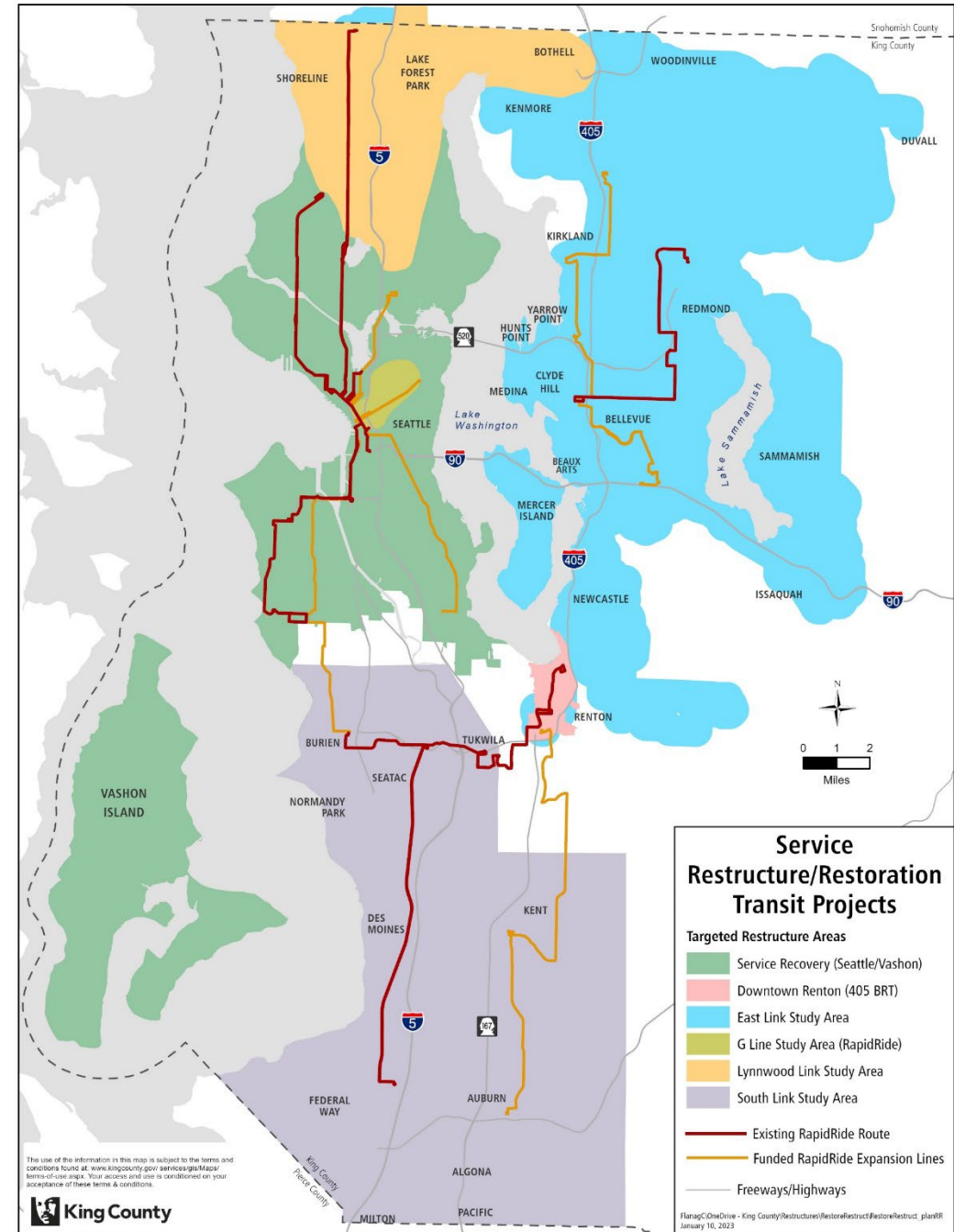
Lynnwood Link

South Link

Seattle, Vashon Island

Madison Street Area – Bus Service Change (G Line)

Stride I-405 BRT Integration



Up Next:

TransLink
Vancouver, BC

Introduction to TransLink

Michael Ohnemus, Stephen Newhouse





TransLink | System Planning Department

October 5, 2023



TransLink – Metro Vancouver, BC

TransLink plans and manages multimodal transportation services for a region of **2.6M people** across **23 municipalities**.

-  240+ Bus Routes/1,750 vehicles
-  3 SkyTrain Lines
-  1 Commuter Rail Line
-  1 Ferry Route (SeaBus)
-  Paratransit Service (HandyDART)

TransLink also manages 2,600 lane-km (1,615 mi) of major arterial roads, five bridges, goods movement, and funding for pedestrian and bicycle improvements.



Ridership Trends

Transit ridership is ~90% of pre-COVID levels across most modes. Bus ridership is *exceeding* pre-COVID levels by 20% in some sub-regions.

Transit Mode	System Wide	Bus	SeaBus	Expo & Millennium Lines	Canada Line	West Coast Express	HandyDART
Ridership Recovery	89%	89%	90%	92%	84%	54%	85%
Average Daily Boardings (Mon-Fri)	808,000 (Journeys)	842,000	16,900	345,100	133,100	5,800	4,800
Average Daily Boardings (Weekend)	528,000 (Journeys)	523,900	15,800	228,100	101,600	n/a	1,600

Ridership recovery & boardings by mode, Sept 18-22, 2023

Upcoming & Funded Projects

Under Construction

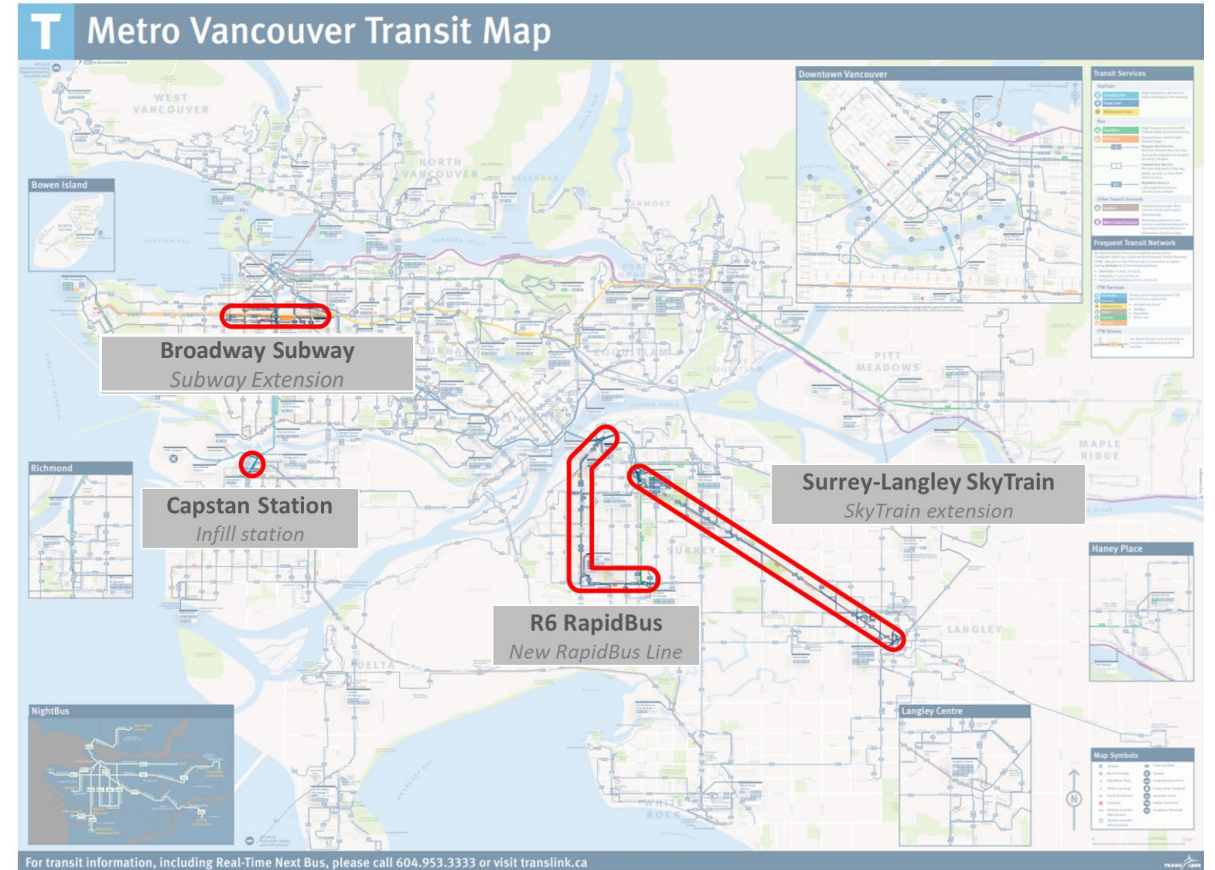
- **Broadway Subway** 5.7km (3.5mi) extension, 6 new stations
- **R6 Scott Road RapidBus** 12km (7.4mi), 13 stations
- **Capstan Station** Infill station on Canada Line

Funded

- **Surrey-Langley SkyTrain Extension** 16km (10mi), 8 new stations
- **New operations and maintenance centers**
- **SkyTrain Fleet Expansion** 200 new cars
- **Low Carbon Fleet Strategy** including our first all-electric depot under construction

Upcoming

- Identification and planning for **2 – 3 BRT corridors**



Up Next:

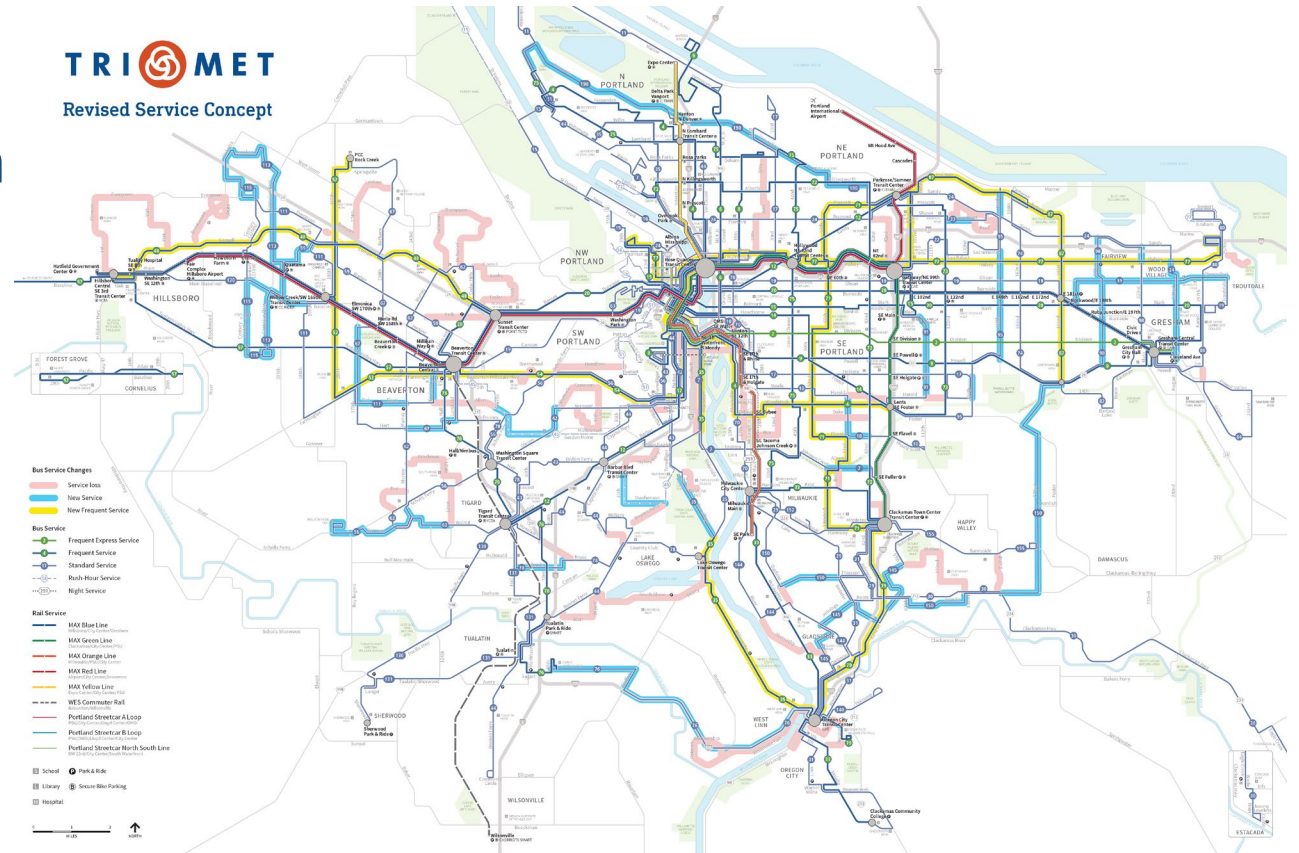
TriMet
Portland, OR



FORWARD TOGETHER

- More service operating all-day, on weekends, and to centers of in-person work.
- Reduced service to some low-demand, higher income areas
- Implemented 10% of changes to-date; 30% by June 2024

TRIMET
Revised Service Concept





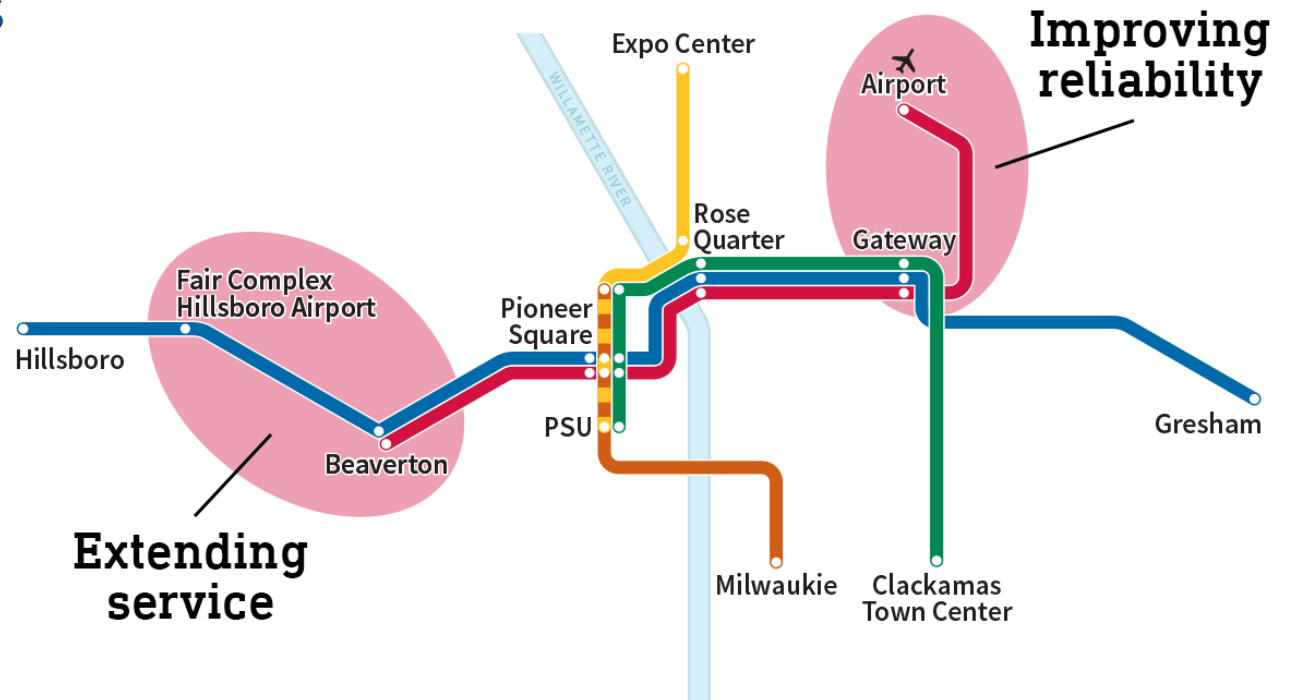
- High-capacity, high-frequency service
- First line on SE Division opened Sep. 2022
- 40% ridership increase compared to 15% system-wide after one year of service
- Transit-signal priority decreased travel times by over 8 minutes



A BETTER RED



- Removing single track bottlenecks will improve schedule reliability for the entire MAX system
- Will extend MAX Red Line west to serve 10 more stations
- Will require 8 MAX shutdowns; 2024 shutdown will suspend train service to Gateway for 6 weeks



Up Next:

City of Eugene
Eugene, OR



City of Eugene

Public Works Engineering Division
Transportation Planning



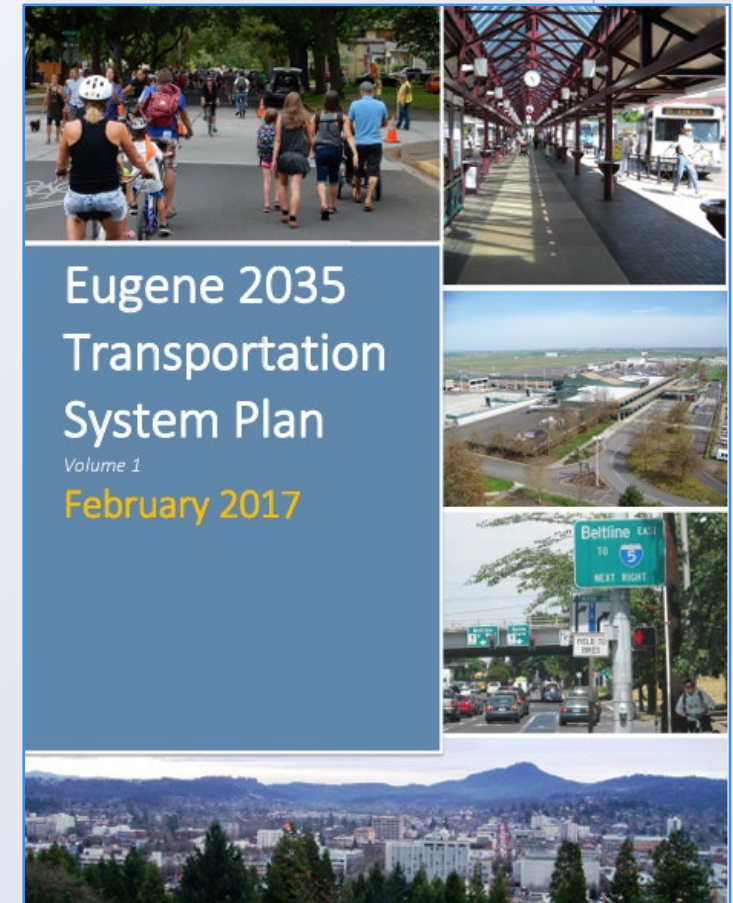
Our Work is Guided by City Plans and Goals

Transportation System Plan

- ▶ Reduce Greenhouse Gas Emissions
- ▶ Triple Walking, Biking, & Transit Use

Vision Zero Action Plan

- ▶ Eliminate deaths and serious injuries on our streets



Projects and Programs

- ▶ Short- and long-range Transportation Planning
- ▶ Promoting Transportation Options
- ▶ Partnerships and collaborations
- ▶ InMotion Monthly E-News
- ▶ Active Transportation Committee
- ▶ And more



Upcoming Partnership Projects w/LTD

- ▶ Franklin Blvd Transformation
- ▶ Beltline Local Arterial Bridge
- ▶ MovingAhead multimodal corridor improvements
- ▶ Downtown Public Transportation and Shared Mobility Plan
- ▶ Multimodal Trip Planning App
- ▶ Pursuing grant to look at pedestrian access to bus stops



Up Next:

AC Transit
Oakland, CA



Ajay Hsu Martin

Andrew Broadbent

Northwest Transit Exchange

TUESDAY, OCTOBER 5, 2023



Realign

Realign is a post-pandemic review of our routes and schedules. When and where are people traveling?

- Prioritize where and when transit service is offered
- Align service with customer needs and equity goals

Three Plan Options – will be introduced 11/1

by revenue and ridership/coverage focus

Cost-Neutral

- *Stay the Course*

- *More Frequency, Less Coverage*

**Visionary/
Unconstrained**

- *More Frequency, More Coverage*



Driver's Committee

Our driver's committee is a collaborative process between ATU and District management that includes both the Scheduling and Planning Departments.

- Provides operator feedback for each schedule change
- Identifies running time, layover, and meal break deficiencies.
- Focuses on quality of life issues for operators.

ATU leadership requests the following from the Scheduling department:

- To identify 5 routes per division per signup to perform running time analysis
- Multi-department effort to correct restroom deficiencies at terminals
- Improve quality of runs for senior operators
- During the schedule review, the driver's committee performs the rostering function by choosing days off and assembling the runs into weekly pieces of work for the signup



AC Transit Operator Restroom Acquisition Program

Finding a Suitable Restroom

- Location, Location, Location.
 - Layovers / Relief points
 - Operator & Coach Safety
 - Walk/Usage Time Measurements
 - Multiple Restrooms!!

Technology

- In-house 'RestroomFinder' Mobile app & Administrator app
 - Daily inspections & feed back via mobile app
 - Daily review & entry of feedback to restroom database via administrator app
 - Displaying active restrooms along route via Transit Control Head (TCH)

Internal and External Collaboration

- Internal taskforce including Management, Union, Service Development, Safety, and more.
- External partnership with BART, SFMTA and over 200 AC Transit friendly businesses.

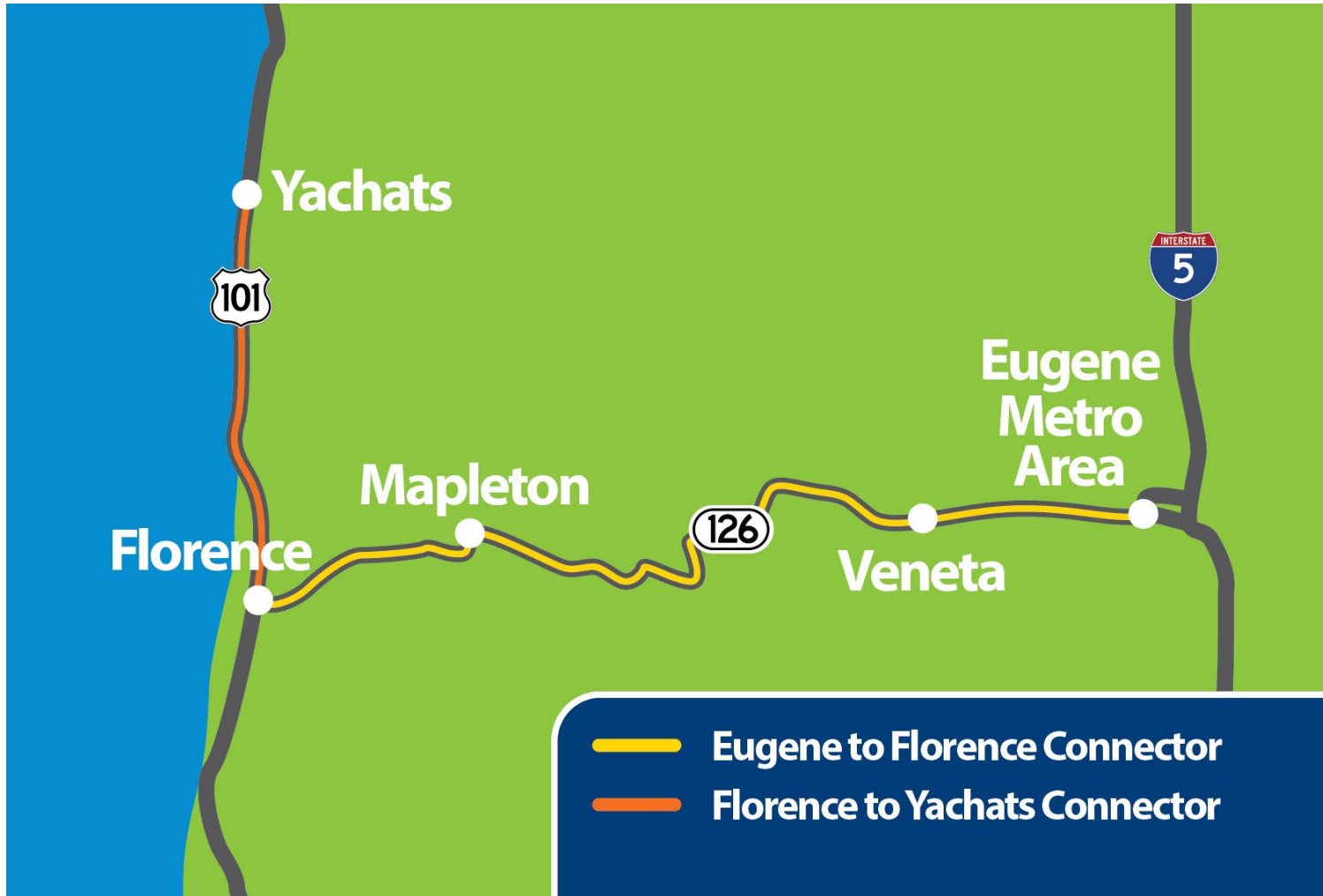
Up Next:

Lane Council of Governments (LCOG)
Eugene, OR

Welcome to Link Lane.

Traveling along the coast and to the valley has never been easier!





Began operating
2 fixed route
services in 2019
and 2020

Started
managing on-
demand rural
service in South
Lane County in
2023

Current Projects

- Complete onboard rider survey by November 2023
- Finalize Transit Development Plan by January 2024
- Update operations
 - Add Eugene-Florence and Florence-Yachats service
 - Assess South Lane County on-demand pilot



Up Next:

Take a Break!