Comprehensive Service Plan Study

Service Change Recommendations

May 2016
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- Overview and goals of study
- Anticipated benefits
- Review of existing services
- Unmet service needs
- Strategic approach
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Overview and Goals of Study

- Comprehensive review of Ben Franklin Transit’s (BFT) bus, taxi and paratransit services
- Provide vision for BFT expansion of services in the future (long term)
- Develop a short-term plan (3 years) to improve bus service and satisfy unmet needs
- Recommend service policies, performance standards and implementation strategies that are financially sustainable
Anticipated Benefits

- A more effective and efficient transit program in the short term
- A vision for growth in the future (long-term plan)
- Identification of funding for future improvements in service, capital and infrastructure
- A service implementation program that better matches the needs of current and future residents
Existing Transit Services

- **Bus service (fixed-route)**
  - Weekday, 22 routes
  - Saturday, 18 routes

- **Dial-A-Ride service**
  - Tri Cities DAR
  - Prosser DAR
  - The Arc

- **Vanpool service**
  - Ridesharing coordination and support for employment sites in the Public Transportation Benefit Area (PTBA)
Existing Transit Services

- Taxi services
  - Taxi Feeder
  - Finley service
  - Trans+PLUS Night service
  - Trans+PLUS Sunday service
  - DAR supplement service
Existing Bus Service Network
Tri-Cities DAR Service

TRI-CITIES DIAL-A-RIDE 2015 Trips

Origin Locations
Circles scaled proportionately to number of trips per origin location
(<50 trips not shown)

- DAR Service Area (3/4 mile route buffer)
- Weekday Route Network
- County Boundary
- Public Transit Benefit Area
- Urban Growth Boundaries + City Limits

0 1.25 2.5 5 Miles
Performance Analysis

- Fixed-route performance Indicators (weekday)
  - 10,541 riders daily
  - 458 revenue hours
  - 7,583 revenue miles
  - 23.1 passengers per revenue hour
  - 1.39 passengers per revenue mile

- Major findings
  - Intercity routes carry 45% of daily riders
  - Most riders make more than 1 transfer to complete their trip
  - They travel on average about 3.9 miles on each bus ride (about 8 miles on a trip with 1 transfer)
Average Weekday Boardings, Bus Service

BEN FRANKLIN TRANSIT WEEKDAY BOARDINGS BY STOP

- Circles scaled proportionately to total number of boardings
- Zero Boardings
- Transit Centers and Major Stops (same scale as above)
- Weekday Route Network
- High Schools and Colleges

County Boundary
Public Transit Benefit Area
Urban Growth Boundaries + City Limits
Performance Analysis

- Dial-A-Ride Service
  - Over 26,000 passenger trips per month
  - About 1,000 passenger trips per day
  - 95.5% of locations served within ¾ mile of fixed-route
  - 99.7% of locations within PTBA

- Taxi Night Service
  - Over 7,000 passenger trips per month
  - About 275 passenger trips per day
  - 60% of trips during Evening (6:30 – 9:30)
  - 30% of trips during Night (9:30 – 12:30)
  - 10% of trips during Owl (12:30 – 2:30)
Taxi Night Service, Major Trip Patterns

TAXI NIGHT SERVICE 2015 Trips

Origin Locations
Circles scaled proportionally to number of trips per origin location
(<10 trips not shown)
10
100
1,000

Origin-Destination Trip Lines
Number of recurrent trips per year
(<52 trips not shown)
- 1 to 2 times per week (52 – 100)
- 2 to 3 times per week (101 - 150)
- 3 to 4 times per week (151 - 200)
- 4 to 6 times per week (201 - 300)
- > 6 times per week (301 - 792)

County Boundary
Public Transit Benefit Area
Urban Growth Boundaries + City Limits
Service Requests (Needs)

- Extend the network footprint
  - Extend routes to serve new/outlying development areas with no access to transit service

- Extend the hours of service
  - Run service until later in the evening
  - Run service earlier in the morning
  - Add service on Sunday

- Increase service frequency
  - Add more service in the middle of the day
  - Faster service along major travel corridors
  - Reduce wait times at transit centers
Service Requests (Needs)
Strategic Approach

- Reallocate resources
  - Reduce overlap and competition between routes
  - Reduce off-route deviations
  - Reduce wait time at transit centers

- Invest strategically
  - Increase service hours and frequency incrementally
  - Identify Primary Transit Network (PTN)
    - The group of routes most riders rely on for their transit use
    - The group of routes with potential to attract higher ridership
  - Increase service hours and frequency on PTN first
Network Redesign Goals

- Reach all parts of town with one transfer
  - Extend routes and reduce “forced” transfers
  - Provide transfer opportunities at “natural break points”

- Create more direct and frequent connections between cities
  - Provide higher frequency across all bridges
  - Bus connections every 15 minutes

- Reach emerging employment and activity centers
  - Within current network coverage (e.g. Southridge)
  - Outside current network coverage (e.g. King City)
Network Redesign Goals

- Simplify route alignments
  - Reduce vehicle turns to speed up service
  - Provide direct connections along major streets
  - Eliminate loops when possible

- Reduce service overlap and competition
  - Distribute routes evenly to reduce market competition
  - Especially in core areas of Richland, Kennewick and Pasco

- Rely on walking access to routes
  - People are willing to walk toward services that are more direct, more frequent and operate longer hours
Proposed Bus Network, Weekday (1-3 years)
Proposed Bus Network, Weekday (3-10 years)
Coverage of Existing Weekday Boardings
Proposed Weekday Frequency (1-3 years)
Proposed Weekday Frequency (3-10 years)
Service Proposal (1-3 years)

- Simplified route network
  - 17 routes operating weekday
  - 14 routes operating Saturday

- Additional service frequency
  - Increased frequency along key corridors/connections
  - Additional frequency in the middle of the day

- Later service hours
  - Service from 5:00 a.m. to 9:00 p.m. on PTN routes
  - Service from 6:00 a.m. to 7:00 p.m. on all other routes
  - Saturday service until 8:00 p.m. on PTN routes, and 7:00 p.m. on all other routes
Service Proposal (1-3 years)

- Connections every 15 minutes between
  - 22nd Avenue TC, Lewis St and Dayton St
  - Dayton St, Clearwater Ave and Three Rivers TC
  - Three Rivers TC and Knight Street TC

- Existing riders access to proposed network
  - 98.6 % within a 5-minute walk
  - 99.8% within a 10-minute walk

- Existing riders access to proposed frequency
  - 70% with access to 15-minute service
  - 25% with access to 30-minute service
Service Proposal

- Taxi and DAR service implications
  - No changes to Finley and Sunday service
  - Some changes to feeder areas and pickup locations
  - Potential reduction of taxi service hours in the evening, due to increases in fixed-route service
  - Extension of hours on DAR to match fixed route service, but no changes in DAR service area
Learn and Share

- Review proposed system map
- Review route change recommendations
- Ask questions
- Place comments on the maps (using post-it notes)
- Fill out a Comment Card
Thank you