

The Metropolitan Council and local transit providers have a process to guide the expansion of local and express bus services, as funding allows. The [2040 Transportation Policy Plan \(TPP\)](#) requires each of the regional transit providers to create a service improvement plan. Commuter rail, light rail and highway BRT services are not included because these services are dependent on significant capital investments as part of the transitway system that is outlined in the TPP.

HOW DO TRANSIT PROVIDERS DECIDE WHICH ROUTE AND SCHEDULE IMPROVEMENTS TO INCLUDE IN SERVICE IMPROVEMENT PLANS?

Transit providers gather feedback about potential service improvement ideas in several ways from various stakeholders:

- Collect survey and demographic data to determine travel patterns, underserved markets and the community's transit values and priorities
- Conduct outreach engagement with existing and potential riders and community-based organizations
- Review service requests submitted to customer service departments
- Review feedback from other recent transit planning projects



Projects identified in service improvement plans will emphasize the unique goals of each transit provider while also considering broader regional objectives for transit. These regional objectives strive to grow regional ridership, operate an efficient and cost-effective transit system, provide reliable travel times and predictability, improve transit access to jobs and places, integrate transit-friendly land-use and design into communities, increase the availability and attractiveness of transit, and improve the equity of transit for underrepresented populations.

HOW CAN COMMUNITIES GET INVOLVED IN THE SERVICE IMPROVEMENT PLANNING PROCESS?

Each transit provider should update their service improvement plan at regular intervals and include opportunities for input from the community, whether this includes ongoing customer feedback, targeted outreach, or similar efforts listed above. Riders and communities are welcome to make service improvement suggestions at any time by contacting the transit provider serving your community. Communities within the seven-county metropolitan area not included in any regular-route transit provider's service area should contact their Metropolitan Council Sector Representative if interested in access to regular route transit. These areas should currently have access to dial-a-ride transit services and other ride-sharing options.

Communities can also influence the potential for transit service improvements by planning for and implementing transit-friendly land use and design policies. These can be reflected in Comprehensive Plans and supporting policies and doing so in long-range land use plans makes a stronger case for potential transit improvements being included in short-range service improvement plans. More information on creating transit-friendly plans and policies can be found on the Council's [Transit-Oriented Development Resources](#) webpage.

HOW WILL THE SERVICE IMPROVEMENT PLANS INFORM OTHER PLANNING WORK?

Service improvement plans help the region understand how much demand for transit improvements exists in the region and helps the region evaluate projects against available resources. Projects from each provider's service improvement plan will be submitted for review and technical evaluation in a Regional Service Improvement Plan to inform policymakers and the public on transit improvement potential. The Regional Service Improvement Plan will be updated every two years to keep an active list of potential transit improvements. Projects in the Plan will be categorized and prioritized to help

inform regional planning and investment decision-making.

The 2040 Transportation Policy Plan identifies the purpose of the Regional Service Improvement Plan and the following technical factors that will be used to evaluate projects:

Cost-Effectiveness

Access to Destinations and People Served

Equity

Peak-Period Transportation Benefits

The measures used to evaluate these factors may evolve over time through technical discussions during updates of the Regional Service Improvement Plan. While the Regional Service Improvement Plan does include some opportunities for feedback from stakeholders, this Plan is not intended to gather additional ideas for transit service improvements. Rather, communities wishing to submit transit improvement ideas should work through their transit provider and the development of their service improvement plan.



METRO TRANSIT'S SERVICE IMPROVEMENT PLAN

The [2015-2030 Metro Transit Service Improvement Plan](#) is a framework for expanding the local and express bus system in Minneapolis, St. Paul and over eighty suburbs. Metro Transit's Plan describes potential routing and scheduling improvements with potential for implementation between 2015 and 2030. All of the projects in Metro Transit's Plan require additional operating funding above and beyond the region's existing transit budget.

There are 148 projects on 94 bus routes prioritized for implementation in Metro Transit's Plan. These projects expand coverage and improve connectivity, improve level of frequency on existing service, expand the span of service and add reverse commute service. Projects are distributed through Metro Transit's service area and include all route types. More information about specific route improvements proposed in Metro Transit's service area is available at metrotransit.org/sip

Metro Transit is planning to do a minor update in 2017 and a major update in 2019-2020, following Metropolitan Council adoption of an updated Transportation Policy Plan.

Metro Transit is always interested in working with individual communities to discuss existing service and explore future plans and desires for local and express bus service, customer facilities, and upcoming development projects. Please contact your Sector Representative if you would like to arrange a meeting

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