

# Regional Multimodal Level of Service (MMLoS)

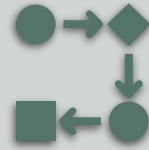
Transportation Policy Board –  
3/11/2026



# Topics for Today



Background



The Problem We're Trying to Solve



Defining the concepts



Project Timelines



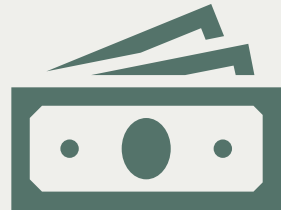
What is our  
“Why”?



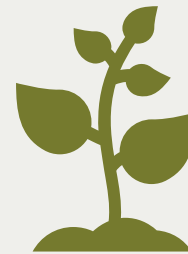
# Background



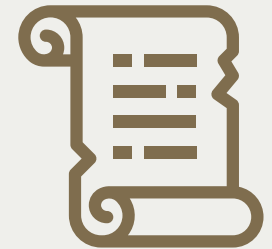
Originally an unfunded need



Awarded redistributed STBG funds in 2023



Began in spring of 2024



HB 1181 in 2023

# Measures at Multiple Scales



CITY & COUNTY



STATE



REGIONAL

# The Problem We're Trying to Solve



# Problem Statement

People in the Thurston region rely on a variety of transportation options to meet their needs, and **regional goals** call for expanding and improving those options.

Local jurisdictions are beginning to **measure multimodal performance** in new ways, in response to state requirements and public interest. Historically, TRPC's primary measures for evaluating performance of the transportation network focus on vehicle movement rather than **how well people are being served**.

Without a **comprehensive framework focused on people's experience across all modes**, TRPC cannot clearly determine whether regional mobility needs are being met or effectively prioritize transportation investments to best meet those needs.

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# Goals

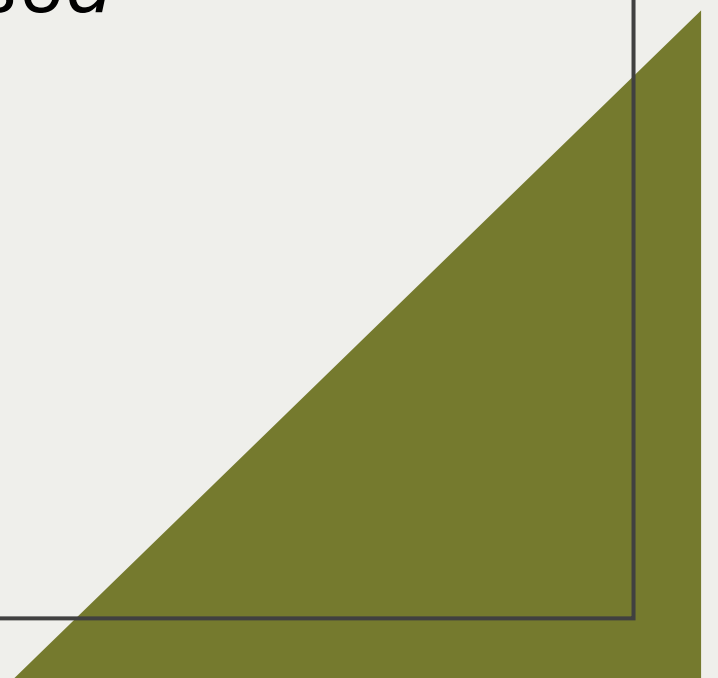
1. Evaluate the regional transportation system in a way that reflects its performance for people using all modes.
2. Evaluate whether transportation investments are keeping pace with planned growth and regional goals.
3. Communicate system performance in a way that is meaningful to policymakers, staff, and the general public.
4. Support TRPC and member agencies in meeting State and Federal requirements.

# Defining the Concepts



# Definition of Level of Service

*“Level of service (LOS) is a mechanism used to determine how well a transportation facility is operating from a traveler’s perspective.”*



Level of Service is a  
**qualitative** description

Of 2 **quantitative**  
measures

# Volume-to-Capacity (V/C) Ratio

Number of Vehicles

Estimated Capacity

# Intersection Delay

Seconds at Intersection



Level of Service	Description	Volume-to-Capacity Ratio
A	Highest driver comfort; free flowing	<.60
B	High degree of driver comfort; little delay	0.60 – 0.70
C	Acceptable level of driver comfort; some delay	0.70 – 0.80
D	Some driver frustration; moderate delay	0.80 – 0.90
E	High level of driver frustration; high levels of delay	0.90-1.00
F	Highest level of driver frustration; excessive delays	> 1.00

# Definition of Level of Service

*“Level of service (LOS) is a mechanism used to determine how well a transportation facility is operating from a **traveler’s perspective.**”*

LOS Gives Us Numbers and Language for Cars—But **Not** for All Travelers

Currently the way we measure focuses on...



Vehicles — Not the other modes

Currently the way we measure focuses on...



Throughput — Not experience

Currently the way we measure focuses on...

System — Not the people that use it



# Multimodal Level of Service

Measure other modes

Prioritize investments accordingly

But...

There is no standard definition or way to measure the other modes

# This project is...

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More than measuring additional modes — this is about a comprehensive look at how people move within our region.

- A regional framework for evaluating how well the transportation system serves people
- A common language for describing mobility across all modes
- A decision-support tool for prioritizing investments
- A structural shift in how we think about and describe movement



## Types of System Performance

Existence of the system

completeness, access

Travel Experience

LTS, delay, reliability

Crosscutting multiple modes

VMT, travel time

# Literature Review & Selection Process

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Reviewed 18 performance  
measures across modes

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Evaluated each using 7  
screening criteria

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Narrowed to 4 leading  
frameworks

# Project Timelines

# Phases of Work

*At-a-glance*

## PHASE I Research & Development

*Funded, Current*

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- What's out there?
- What do we like?
- How would this change things?
- Should we change?

## PHASE II Implementation

*Unfunded, Future*

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- Gather the needed data
- Measure the system
- Incorporate it into TRPC
- Would standards or targets be helpful?

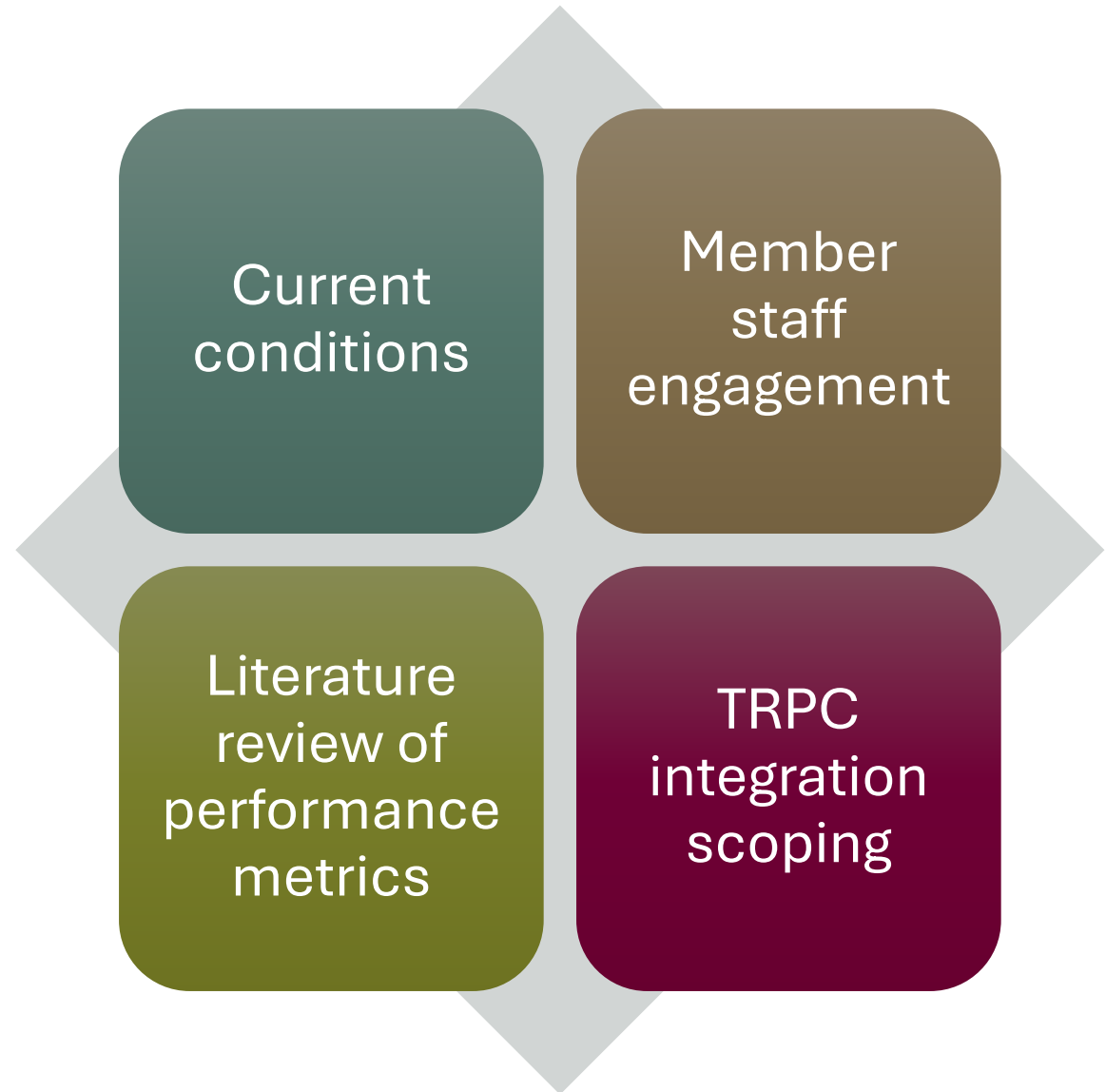
## PHASE III Monitoring & Programmatic

*Unfunded, Future*

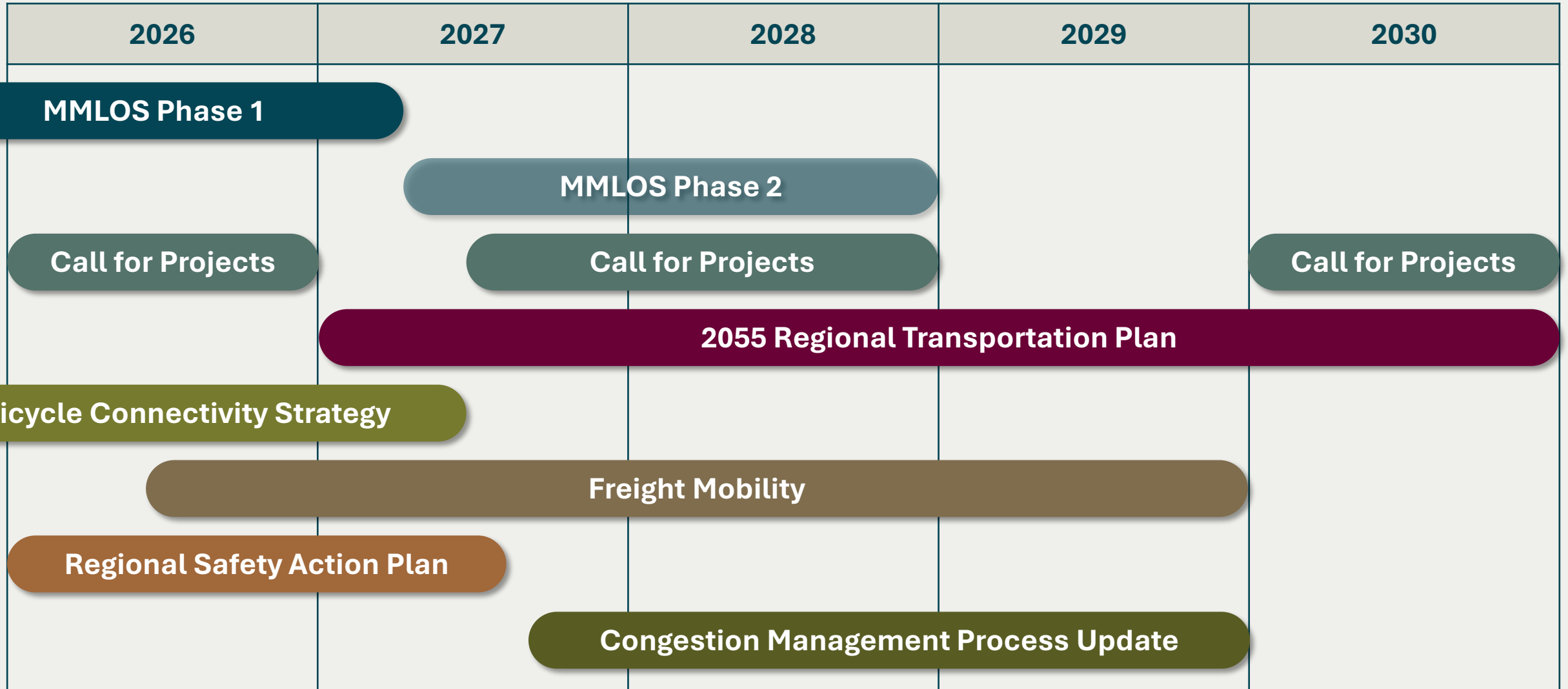
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- Maintain datasets
- Report on system performance & outcomes

# Work so far



# Big Picture – Why Now?



# Up Next at TPB



PRESENTING THE  
DIFFERENT MEASURES &  
POTENTIAL FRAMEWORKS



IDENTIFYING THE AREAS  
OF WORK THAT TRPC WILL  
BE INVESTIGATING

Does the draft problem statement and goals make sense to guide this project? Anything we should add or remove?



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# Goals

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What questions do you have about how  
a regional MMLOS would work?

Do you have any examples of how you have seen performance assessed successfully?

For questions, comments,  
or more information, contact:

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