



**Metro**

Metropolitan Transportation Authority

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## **DRAFT**

**Item #5**

**OPERATIONS COMMITTEE  
OCTOBER 21,**

**2004**

**SUBJECT: METRO TRANSIT SERVICE POLICY UPDATE**

**ACTION: ADOPT UPDATED METRO TRANSIT SERVICE POLICY**

### **RECOMMENDATION**

Adopt the updated transit service policy, provided as attachment 1.

### **ISSUES**

The existing transit service policy was adopted in September 2003 and has recently been updated. The policy communicates service development priorities and initiatives to the public and documents the process for considering changes to Metro bus and rail system. It also establishes a framework for decision making during the service change process.

### **POLICY IMPLICATIONS**

The policy changes are directed at improving service quality and operational efficiency, improving the timeliness of public notification, and incorporating performance targets from the FY 2005 budget into the program review and monitoring process. Thus, the proposed changes to the transit service policy are aligned with FY2004 Metro Strategic Goals 1,3, and 4 which call for improving transit services, exercising fiscal responsibility, and providing leadership for the regional mobility agendas.

### **OPTIONS**

The primary alternative is to not update the transit service policy. This alternative is not recommended since the existing policy needs to be refined and updated to keep up with the changes that have occurred in the region over the past year and to better support key initiatives such as the expansion of Metro Rapid, the development of bus lanes, and other on-going planning efforts.

## **FINANCIAL IMPACT**

The transit service policy does not have a direct financial impact. The policy charts a course of action to increase ridership and overall service quality.

## **BACKGROUND**

The original Metro transit service policy was adopted in 1986 and revised in 1991 for the opening of rail service. In September 2003, the transit service policy was updated and adopted by the Metro Board of Directors. The policy is to be reviewed and updated annually.

The existing policy guides decision-making during the service change process. The policy is organized into four main sections: 1) Bus Route and Design Guidelines; 2) Bus Performance Measures; 3) Rail Policies, and 4) Planning process.

As shown in the Attachment 2, the update includes refinements to five existing policies and four new provisions. The four new provisions are: 1) Metro Rapid Warrants; 2) Bus Lane Criteria; 3) Public Notification Tasks and Calendar, and 4) Service Change Program template.

## **NEXT STEPS**

Once adopted by the Metro Board of Directors, the updated policy will be effective immediately. Corporate and Service Sector staff will use the updated policy to improve Metro Bus and Metro Rail services.

## **ATTACHMENT**

1. Transit Service Policy
2. [Summary of Key Changes](#)

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