

METRO TRANSIT SERVICE POLICY UPDATE

Service Planning Department
March 2007

BACKGROUND

- Guides decision-making during service change process
- Adopted in September 2003
- Annual review and update
- Policy last amended in September 2005



KEY CHANGES

- Adding bus stop design/location guidelines
- Adding Line Identification Standards
- Amending Metro Rapid Warrants
- Other minor additions and refinements



METRO RAPID WARRANTS

- Amended to better reflect current operating conditions as program matures
- Incorporates New Service Plan requirements
 - minimum span and frequency of service
 - exception provision for span and frequency

LINE IDENTIFICATION STANDARDS

- More customer-oriented and user-friendly headsigns
- Includes other media including timetables, system maps and brochures
- Example: “Not in Service” buses will no longer show line number

ROUTE PERFORMANCE INDEX

- **Amended to Original Three Variables**
 - Resource Utilization (boardings per hour)
 - Capacity Utilization (pax miles to seat miles)
 - Fiscal Responsibility (subsidy per customer)
- **Discontinuing Load Factor Variable**
 - Data no longer required at previous level of detail since Consent Decree compliance satisfied
 - Metro still collecting load data for regular line-level evaluation

OTHER CHANGES

- **Modified policy for substandard performing lines that are covered by a subsidy agreement with another entity (pg. 18)**
- **Added charter bus policy (pg. 17) and rail productivity guidelines (pg. 24)**
- **Included route numbering and classification system (Appendix E)**

STATUS AND NEXT STEPS

- On-going stakeholder review
- Brief Sector Governance Councils -- March
- Present to Metro Board for Approval -- May