

Metro Board Approved Policy

Systemwide Service Standards Policy

Adopted: September 26, 2019

Historical Perspective

Title VI of the Civil Rights Act of 1964 (Title VI) prohibits discrimination on the basis of race, color, and national origin in programs that receive federal funding. The Federal Transportation Administration (FTA) requires transportation agencies to demonstrate their compliance with Title VI by adopting policies in compliance with FTA Circular 4702.1B "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," issued October 1, 2012. FTA requires the Metro Board of Directors to review and approve the Metro Service Standards and policies to be included in the Title VI Program Update due every three years.

In 2013 and 2016, the Metro Board of Directors adopted systemwide standards as required by the FTA Title VI circular. These included; Passenger Loading, Headways, On-Time Performance, Stop Spacing, Accessibility, Passenger Amenities as well as Vehicle Assignment. These standards and policies establish thresholds for performance by mode for Metro Operations. Additionally, these systemwide standards are monitored and results are reported every three years to assist in determining if the systemwide standards are meeting Metro's performance goals.



Metro

ATTACHMENT A- SYSTEMWIDE SERVICE STANDARDS

2019 METRO SYSTEMWIDE OPERATING STANDARDS

Passenger Loading

Proposed passenger loading standards are summarized in Table A-1. The standard expresses the maximum average ratio of passengers to seats *by direction* for a one-hour period by time of day *and should not be exceeded for at least 95% of all hourly periods*.

	Peak Passengers/seat	Off-Peak Passengers/seat
Heavy Rail	2.30	2.30
Light Rail	1.75	1.75
BRT	1.30	1.30
Rapid	1.30	1.30
Express	1.30	1.30
All Other Bus	1.30	1.30

Table A-1
Passenger Loading Standards

ATTACHMENT A- SYSTEMWIDE SERVICE STANDARDS

Headways

Current headway standards are summarized in Table A-2. The headway standards provide for the maximum scheduled gap (in minutes) between trips *in the peak direction of travel* at the maximum load point of a line by time of day *and should not be exceeded for at least 90% of all hourly periods*.

	Peak	Off-Peak
Heavy Rail	10	20
Light Rail	12	20
BRT	12	30
Rapid	20	30
Express	60	60
Limited	30	60
All Other Bus	60	60

Table A-2
Headway Standards

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On-Time Performance

On-time performance standards are based on the Board adopted fiscal year budget target for bus, light rail and heavy rail. The standards provide for the minimum desired percentage of time point departures that are between one minute early and five minutes late (excluding terminal departures). *This standard is to be revised to establish that 90% of lines achieve at least 90% of the adopted budget target for the fiscal year.*

Stop Spacing

Proposed stop spacing standards are shown in Table A-3. The standards provide for the average stop spacing in miles by type of service *and spacing should fall within 0.1 mile of the specified average at least 90% of the time.*

Heavy Rail	1.50
Light Rail	1.50
BRT	1.25
Rapid	0.75
Express	1.25
All Other Bus	0.30

Table A-3
Average Stop Spacing Standards (in miles)

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Accessibility

The current accessibility standard is shown in Figure A-1. The standard ensures the availability of fixed route service to virtually all residents of Metro's service area while limiting duplication of service by using services operated by others to achieve the standard.

Service is to be provided within 1/4 mile of 99% of Census tracts within Metro's service area having at least 3 households per acre and/or at least 4 jobs per acre. Fixed route service provided by other operators may be used to meet this standard.

Figure A-1
Accessibility Standard

ATTACHMENT A- SYSTEMWIDE SERVICE STANDARDS

Passenger Amenities Policy

The current passenger amenities policy is shown in Figure A-2. The standard applies to all off-street facilities owned by Metro that permit passenger boardings.

Shelters:	HR – not applicable LR – at least 80 linear ft. Bus – at least 6 linear ft. per bay
Seating:	HR – at least 12 seats LR – at least 10 seats Bus – at least 3 seats per bay
Info Displays:	HR – at least 12 LR – at least 10 Bus – at least 3
LED Displays:	HR – at least 8 arrival/departure screens LR – not applicable Bus – not applicable
TVMs:	HR/LR = at least 2 Bus – not applicable
Elevators:	HR – at least 2 LR – at least 1 for elevated/underground Bus – at least 1 for multi-level terminals
Escalators:	HR – at least 4 (2 Up / 2 Down) LR – not applicable Bus – not applicable
Waste Receptacles:	HR – at least 6 LR – at least 2 Bus – at least 1 per 3 bays / 2 minimum

Figure A-2
Passenger Amenities Policy

Vehicle Assignment Policy

The current vehicle assignment policy is shown in Figure A-3.

Heavy Rail:	Not applicable – only one line and one vehicle type
Light Rail:	Vehicles will be assigned to individual lines on the basis of compatibility of vehicle controllers with each line’s signal system. The number of vehicle types/manufacturers will be kept to no more than two at any facility to minimize parts storage and maximize maintenance expertise.
Bus:	Vehicles will be assigned to individual facilities on the basis of vehicle size requirements for lines supported by each facility.

Figure A-3
Vehicle Assignment Policy