



Los Angeles County  
Metropolitan Transportation Authority

Metro™

SEPTEMBER  
2009

# TRANSIT SERVICE POLICY



Metro™

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## SECTION 1: PURPOSE AND BACKGROUND

The Metro Transit Service Policy was originally adopted in 1986. In 2003 the policy underwent a major revision and was updated to reflect changes in the operating environment and to support Metro's strategic plan. The revised policy called for regular review and update. This report reflects the latest version of the policy and includes updates that have been made since 2007.

The policy is organized into six sections:

- Purpose and Background
- Bus Route and Design Guidelines
- Bus Performance Measures
- Rail Policies
- Service Change Process
- Conclusion



### 1.1 PURPOSE

The purpose of the policy is to guide decision-making during the service change process and ensure a fair and consistent evaluation of service. It calls for service adjustments that best meet customer needs and expectations within budget constraints and equipment availability. For the public, the policy communicates agency priorities and initiatives.

The guiding principles that provide a framework for the development of the transit policy are:

#### Increasing Ridership

- The network structure shall maximize regional mobility.
- Metro will focus its service investment on providing high quality service to major travel markets within Los Angeles County.
- Corridors served by bus routes with service frequencies of 15 minutes or less will be candidates for Metro Rapid, the deployment of high-capacity vehicles and bus preferential treatment (e.g. signal programs, bus lanes, etc).
- Resources will be allocated in a manner that balances customer expectations with the fiscal responsibilities of the agency.

#### *Transit Policy:*

- *Guides decision-making*
- *Promotes consistency among Service Sectors*
- *Links service changes and strategic plan*
- *Communicates agency priorities*



### Improving Service Quality

- Sufficient seating capacity will be offered on Metro Bus and Metro Rail lines to meet the needs of Metro's current and future riders, and ensure that patronage is not discouraged by overcrowded vehicles.
- All bus routes will provide at least a 60-minute service during weekday rush hour, as resources permit. Routes that cannot support this level of service should be modified or operated by other means.
- There will be regular reviews of the operation to assess customer satisfaction and service delivery.

### Using Resources Wisely

- The performance of each bus route in the system will be evaluated quarterly and routes not meeting the performance standards will be modified. Routes that do not meet the minimum performance standards after 18 months of operation may be cancelled, subject to Governance Council and/or Board approval.
- Metro will consider funding and operating shuttles, circulators and neighborhood-oriented services only when there is a demonstrated need and no other carriers available to provide the service.
- New services will be considered for implementation when there are available resources, when ridership projections indicate the potential to support 60-minute service, and when they meet the minimum performance standards.
- Metro will review its service and work with the municipal bus operators to reduce service duplication that results in a sub-optimal use of resources.
- Decisions regarding the provision of service will consider the cost effectiveness, appropriateness and operating roles of other operators, as well as alternative service delivery options.

### ***Transit Policy Goals:***

- *Increase Ridership*
- *Improve Service Quality*
- *Use Resources Wisely*

## **1.2 LINK TO THE AGENCY GOALS AND OBJECTIVES**

The FY 2010 Agency Goals and Objectives set the agency direction for the next five years and establish a framework for key agency plans and policies. The Transit Service Policy was developed to support Metro's goals and objectives.



**Agency Goals and Objectives FY 2010**

<b>Goal 1</b>	<b>Improve transit services.</b>
Objective A	Efficiently and effectively operate service.
Objective B	Increase ridership 5% per year.
<b>Goal 3</b>	<b>Exercise fiscal responsibility/Maximize agency resources.</b>
Objective A	Eliminate operations' structural deficit within three years.
<b>Goal 4</b>	<b>Provide leadership for the region's mobility agenda.</b>
Objective A	Improve transit connectivity.

**Vision:**  
*Metro...Leading the nation in safety, mobility and customer satisfaction.*

**Mission:**  
*Metro is responsible for the continuous improvement of an efficient and effective transportation system for Los Angeles County.*

**1.3 BACKGROUND**

Metro has the second largest bus fleet in the United States, the world's largest CNG bus fleet and one of the most heavily patronized light rail lines in the nation. During the current fiscal year, approximately 515 million passengers are expected to board Metro bus and rail lines.

Metro is the principal transit provider in Los Angeles County, serving about 75 percent of all transit trips. Over the next 25 years, the population of Los Angeles County will increase by 2.8 million. As congestion increases and auto speeds decline, more and more people are turning to public transportation. Keeping pace with growing demand is a challenge. Adding to the complexity is the fact that travel patterns are becoming more dispersed and new funding is very limited.

Improving the safety, capacity and quality of Metro Bus and Metro Rail service is a top agency priority. To accomplish this, Metro is focusing on serving major travel markets and implementing a series of progressive strategies to improve service productivity and attract new riders. These strategies include improving service quality, deploying high-capacity buses, providing a universal fare system, expanding signal synchronization for transit, implementing Metro Liner service, and increasing service coordination efforts with the other operators in the region.

- METRO**
- *The bus system includes 192 routes and operates with over 2,000 buses during rush hour.*
  - *Metro has the 2nd largest bus fleet in the United States and the world's largest CNG Fleet.*
  - *Metro Rail has 5 rail lines including a subway and 3 light rail lines, with over 73 miles of track and 65 stations.*
  - *The Metro Bus and Rail system transports over 1.5 million passengers daily.*



## SECTION 2: BUS ROUTE AND DESIGN GUIDELINES

Bus route and service design guidelines are used in the development of proposed new services, the evaluation of existing services, and the evaluation of proposed modifications of existing services. The following guidelines are used to maximize the overall usefulness of the system to riders, ensure the consistency of route structure, and provide objective and consistent criteria for the establishment of service. They are used during the planning process to strike a balance between service attractiveness and resource availability.

Metro operates an integrated transit system designed to focus on regional travel markets. It provides effective linkages and seamless connections with the other public transportation services within Los Angeles County.

### 2.1 TYPES OF METRO BUS SERVICE

Metro bus services are classified into six service categories, which reflect their functional and operational characteristics:

1. Metro Liner – Metro Liner service is service operated on fixed guideways reserved for HOVs. This includes the Metro Orange Line and Line 910 beginning in December 2009 operating between Artesia Transit Center and El Monte Station. Metro Liner service is numbered between 900 and 910.
2. Metro Express – Metro Express offers expedited long-distance service, with a limited number of stops. This service type charges a premium fare and generally operates a major portion of its routing on freeways or busways. Express services are designated with route numbers between 400 and 599. Express services that service downtown are given a 400 route number, while those that do not go downtown are given a 500 route number.
3. Metro Rapid – Metro Rapid is a form of BRT service that operates on arterial streets on some of the most heavily traveled corridors. It reduces passenger travel times by implementing a number of key attributes such as specially branded buses and stations, signal priority, headway-based schedules and fewer stops. Currently there are 27 Metro Rapid lines in operation and there are plans to implement two additional Metro Rapid lines. Metro Rapids are designated with route numbers between 700 and 799.



4. Metro Rapid Express – Metro Rapid Express is a new service that has all the features of Metro Rapid, but fewer stops. This service is considered only in those Rapid corridors that have higher than average passenger trip length. This service has route numbers between 911 and 999.
5. Metro Local – Metro Local service includes both purely local routes and limited-stop service. This is the primary service provided by Metro. This service includes over 75 percent of the annual ridership. Some local bus routes operate a limited stop service and/or owl service. These services are designated with route numbers between 1 and 399.
6. Metro Rail Feeder and Shuttle Services – These are local circulation, special event shuttle and rail feeder services. These bus routes generally operate on secondary streets and focus on short-distance markets. These services are designated with route numbers between 600 and 699.

### METRO BUS SERVICE TYPES AND FEATURES

FEATURES	BUS SERVICE TYPES					
	Shuttle	Local/ Limited	Express	Rapid	Rapid Express	Metro Liner
Right of Way	Local Streets	Major Arterials	Major Arterials and Freeways	Major Arterials	Major Arterials	Dedicated Right-of-Way
Average Stop Spacing	¼ mile	¼ - ½ mile	1+ mile	.7 mile	1+ mile	1+ mile
Target Travel Market	Neighborhood	Inter-Community	Inter-Community Regional	Inter-Community	Inter-Community	Inter-Community
Vehicle Type	40-foot bus or smaller	40/60-foot bus	40-foot bus	40/60-foot bus	40/60-foot bus	60-foot bus
Color Coded Buses	California Poppy	California Poppy	Business Blue	Rapid Red	Rapid Red	Silver
Number of Communities Served	1-2	Multiple	Multiple	Multiple	Multiple	Multiple
Signal Priority	No	No	No	Yes	Yes	Yes
Fare Collection	On board	On board	On Board	On Board	On Board	On Board/Pre Pay
Passenger Amenities	Benches and Shelters	Benches and Shelters	Shelters and Stations	Shelters and Stations	Shelters and Stations	Shelters and Stations
Real-time Passenger Information	No	No	No	Yes	Yes	Yes
Route Number Designations	600-699	1-399	400-599	700-799	911-999	900-910





All Metro services use a consistent method of identification in order to help customers understand the services they are boarding. The line is referenced in a destination-based format which helps passengers know where the services travel. In addition, the route numbering indicates the service and general geographic characteristics. Finally the transit vehicles utilized for these services are color coded: “California Poppy” for Metro Local; “Rapid Red” for Metro Rapid and Metro Rapid Express; “Business Blue” for Metro Express; and Silver for Metro Liner. Appendix A is Metro’s Line Identification Standards and the Route Numbering Convention.

## 2.2 METRO LINER SERVICE DESIGN

Metro Liner service is a form of Bus Rapid Transit (BRT). This service incorporates a series of design features that reduce delays, increase reliability and improve passenger comfort, including:

- Dedicated Bus Lanes – This right of way provides fewer traffic conflicts and obstructions and reduces delays and travel time.
- High-Capacity Vehicles – State-of-the-art high-capacity vehicles are used on this service to meet high demand and provide the ultimate in passenger comfort.
- Transit-Signal Priority – Signal programs, grade separation, and queue jumpers are employed to further speed the operations and improve service reliability.
- Bus Stations and Shelters – Stations and shelters provide the customer with enhanced comfort and safety.
- Streetscape – Streetscape and other design features such as landscaping, pedestrian count-down signals, bicycle racks, and well designed crosswalks make it easier for pedestrians and bicyclists to access the stations.
- Improved Fare Collection – For faster service and convenience, major stations have ticket vending machine (TVMs) which allow passengers to prepay.
- Park And Ride Facilities – Park-and-ride facilities are provided in close proximity to major stops and stations. Shared and joint use parking is also encouraged.
- Advanced Transit and Traffic Management Systems – ATMS systems provide an array of technologies to improve service reliability and passenger travel.

## 2.3 METRO RAPID DESIGN CRITERIA

The Metro Rapid program is based on the Curitiba, Brazil urban design and public transportation model. This model uses 11 key design attributes in the development of Bus Rapid Transit service. The initial



Metro Rapid services incorporated six of these design features, while the remaining five will be incorporated during the expansion of the program. Design features included in the initial stages of the program are: a simple route layout, frequent service, accelerated running times between adequately spaced time points, and less frequent stops. Level boarding and alighting, color-coded buses and stations, and bus signal priority are also key design features.

Service warrants guide the design, monitoring and development of the Metro Rapid program. The warrants are specific targets or objectives that are linked to each of the program’s key attributes. These warrants are presented in Appendix B.

### Key Attributes

Key Attributes	Demonstration	Expanded System
1. Simple Route Layout	Yes	Yes
2. Frequent Service	Yes	Yes
3. Less Frequent Stops	Yes	Yes
4. Level Boarding and Alighting	Yes	Yes
5. Color Coded Buses and Stations	Yes	Yes
6. Station Stops	Yes	Yes
7. Bus Signal Priority	Yes	Yes
8. Exclusive Bus Lanes	No	Yes
9. Higher Capacity Buses	No	Yes
10. Fare Prepayment	No	Yes
11. Feeder Network	No	Yes

## 2.4 EXPRESS SERVICE DESIGN

Express bus service usually operates from a collector area directly to a specific destination or in a particular corridor with stops en-route at major transfer points or activity centers. A major portion of the service is operated along a freeway or busway. Express services are designed to provide a high-speed link between suburban areas and urban centers. They require a transit center or parking facility to collect ridership on the home end of the trip.

Whenever practical, commuter-oriented coaches should be operated on these services. These coaches include features such as high back seats, reading lights and storage areas for passenger luggage.

These services may be considered when the following conditions are met:

- Travel time between the proposed route terminals is more than 40 minutes.
- Resources are available.



- There is a demonstrated need.
- The proposed service will not compete with an existing rail line.
- Service will be designed to operate with a minimum number of stops.
- There is an opportunity to operate the service at a speed of approximately 20 miles per hour or greater to achieve a time savings greater than the frequency of the underlying bus service over the entire trip.
- Ridership projections or the prepayment of monthly bus passes indicates that minimum performance standards will be met.

## 2.5 LIMITED-STOP SERVICE

Limited-stop service will be provided in local bus corridors where the demand requires service frequencies of 10 minutes or less on the local line prior to implementation of a limited-stop service. Limited service makes significantly fewer stops than local service, and the key design objective is to operate at a minimum of 10% faster than local service.

## 2.6 OPERATING AND FUNDING SHUTTLES OR RAIL FEEDER SERVICES

Shuttle and rail feeder services generally operate on secondary streets, carry less than 2,000 passengers a day and serve short distance trips. Metro will only operate these services when no other operator is available.

Funding for community-based services to be operated by other carriers may be available through the Call For Projects. Operations funding for existing services is available through local return funds or other regional funding programs. New services that meet a regional need will be considered on a case-by-case basis and will require a specific funding agreement with Metro.

## 2.7 ALTERNATIVE SERVICE DELIVERY METHODS

Alternative service delivery options are methods of providing service by other than a standard transit bus directly operated by Metro. These options include van service, taxicabs, flexible destination operations, contracted services, scrip programs and beginning tier/wages operators. Each of these delivery options should be considered when designing new services or assessing marginally performing existing services.



## 2.8 BUS/RAIL INTERFACE GUIDELINES

As the Metro Rail system expands, adjustments are made to the bus system to improve access to rail stations, take advantage of new transfer facilities, and reduce bus and rail service duplication. The following guidelines provide direction to routing and scheduling changes that will be necessary as the Metro Rail system is expanded:

- Cancellation of Parallel Limited and Express Service: Competing limited stop and express service that parallel the rail corridor will be discontinued when duplication exists.
- Diverting Service: Bus routes that run parallel to a rail line may be diverted to a station when:
  - The walk time from the nearest station is greater than 3 minutes.
  - The diversion time in one direction is 5 minutes or less.
  - The average three-hour peak load factor is less than 50 percent.
  - There is a net travel time benefit for connecting and through traveling riders.

Intersecting bus lines or bus lines that travel in a perpendicular direction to a rail line will be diverted to serve the closest rail station when:

- The diversion time in one direction is 5 minutes or less.
  - The average three-hour peak load factor is less than 75 percent.
  - There is a net travel time benefit for connecting and through traveling riders.
- Extending Terminating Lines: Bus routes that end within one mile of a rail station will be extended to terminate at the station. Routes that terminate at distances greater than one mile may be extended if the rerouting will create a valuable link to the rail system or will result in a reduction in travel time for a significant number of riders.
  - New Bus Routes: New rail feeder service will be considered as part of the service change process if a need is demonstrated and if funding is available as part of the service change process.
  - Scheduling Bus Interface: During peak travel periods, bus arrival and departure times should be governed by the rail arrival and departure times when predominant movement is from bus to rail. During off-peak times, bus routes with frequencies of 20 minutes or greater ending at a rail station should be scheduled to arrive 5 minutes before the rail departure time. When the predominant movement is from rail to bus, terminal buses should be scheduled to depart 5 minutes after the scheduled rail arrival time.



## 2.9 BUS STOP SPACING

Bus stop spacing refers to the average distance between consecutive stops on a bus route. Guidelines for bus stop spacing are established at a level where service is within a reasonable walking distance and stop delays do not significantly reduce travel time. As shown below, the primary determinants for stop spacing are bus service type and population densities. Stop spacing for shuttles should be determined on a case-by-case basis as these services can be operated in a variety of environments and in a number of different ways.

### Bus Stop Spacing Guidelines

Service Type	Population Density (Persons per Square Mile)			Route Average (Stops per one-way mile)
	Over 20,000	10,000-20,000	Under 10,000	
Metro Liner	1,500-4,000 ft.	1,500-4,000 ft.	2,600-5,200 ft.	1
Express	500-2,600 ft.	1,500-4,000 ft.	2,600-5,200 ft.	1
Rapid Express	800-1,500 ft.	1,000-4,000 ft.	2,600-5,200 ft.	1+
Rapid	800-1,500 ft.	1,000-4,000 ft.	2,600-5,200 ft.	0.7
Limited	750-1,000 ft.	750-1,500 ft.	1,000-4,000 ft.	0.5
Local	500-800 ft.	500-1,000 ft.	500-1,300 ft.	0.25
Shuttle	500-800 ft.	500-1,000 ft.	500-1,300 ft.	0.25

It is Metro's intent to design bus routes to meet maximum spacing levels and overall route averages, unless superseded by such factors as: land barriers or topography which limit access, high passenger demand levels, surrounding attractors and major connections with other public transit services. Additionally, bus stops will be a key consideration in the classification or numbering of bus routes. For example, limited stop services or bus routes with a 300 number designation should have stop spacing approximately twice that of the local service group average. Appendix C provides additional information on bus stop guidelines used by Metro.

## 2.10 DUPLICATION OF SERVICE

Service duplication occurs when two or more bus routes operated by one or more carriers serve the same roadways in a transit corridor. In some instances duplication is desirable or unavoidable due to the presence of activity centers or the lack of alternate routing options. However, duplication is not desirable in those instances where it is avoidable and results in either sub-optimal resource utilization or passenger confusion caused by different fare structures applied to the same set of origin/destination pairs. Transit operations along the El Monte Busway provide good examples of this condition where Metro and Foothill Transit



provide duplicative service between El Monte Station and downtown Los Angeles. Local and limited stop service operating along the same route should not be considered duplicative.

Under certain operational conditions, (road construction, traffic congestion, etc.) some duplication of a Metro route segment may occur by other operators. If the duplication impacts Metro Ridership, Metro may require restricted operations, such as a closed-door or discharge-only operation by the duplicating agency.

## **2.11 FREQUENCY OF SERVICE**

Frequency of service refers to the interval of time, expressed in minutes, between consecutive trips on a transit line. Metro's minimum service frequency is 60-minutes or 20-minutes for Metro Rapid between the hours of 6:00 a.m. and 6:00 p.m.

## **2.12 HIGH-CAPACITY VEHICLES**

High-capacity vehicles are vehicles that have 45 seats or more. Conventional transit buses offer seating for about 40 passengers. Ideally, high-capacity vehicles are used on lines with high ridership demand where there is an opportunity to reduce vehicle requirements and service hours, thereby reducing overall operating costs. However, their deployment should not increase service intervals to the point where riders notice degradation in service quality. For this reason, bus lines with peak frequencies of five minutes or less are ideal candidates for this type of vehicle. In evaluating services for higher capacity vehicles other factors must be considered, including: facility compatibility, street design, and potential impacts to services where schedules have been interlined.

## **2.13 BUS LANES**

A bus lane is a lane on a street or highway reserved primarily or exclusively for buses, either all day or for specified periods of time. Other traffic is typically limited to emergency vehicles and in some cases taxis may be allowed. Automobiles may be given limited access for making right turns.

Bus lanes are a key attribute of Metro Rapid and an important strategy for improving traffic congestion, mobility and air quality. They make transit usage more attractive by reducing transit travel times, increasing service reliability, and improving safety. Bus lanes are most effective in those areas where there are either very high bus volumes or passenger volumes, and where operational efficiencies can be achieved. They are considered beneficial to the customer in situations where the average trip time can be reduced by at least 15%. This translates into a travel time savings of



approximately 40 seconds per mile using the average bus speed of 11.5 mph and an average trip length of 20 minutes.

The bus lane guidelines shown below suggest that a project meet either the peak-hour passenger or bus volume thresholds, and the trip time savings. In addition to the guidelines, factors such as traffic and parking impacts, overall travel time savings, and street design considerations must be considered.

**Bus Lane Guidelines**

Treatment	Minimum One-Way Peak-hour Bus Volumes	Minimum One-Way Peak-hour Passenger Volumes	Minimum Average Trip Time Savings
Curbside bus lanes	25	1,000	15%

**2.14 NEW SERVICE GUIDELINES**

Proposals for new service come from a variety of sources including customers, employees, technical studies, and from reviewing system performance and the development process. These proposals are considered during the development of service change programs based on customer need and resource availability. Opportunities to satisfy the request with existing Metro service or that of other local operators are also explored as part of the evaluation process. New services are only implemented where projections indicate ridership can support at least 60-minute peak-hour headways and can meet the minimum performance standards.

After one year of operation, new services are included in the quarterly service reviews and are expected to meet the minimum performance standards by their second year of operation.

**2.15 ROUTE SPACING**

Route spacing refers to the average distance between two or more parallel bus routes. This is a measure of service accessibility. Bus service is designed to link transit-oriented communities with educational, shopping, employment, recreational and health care centers. In core-developed areas, routes should be spaced approximately a half-mile apart. In residential areas, routes should be spaced approximately one-mile apart, and in undeveloped areas, the distance between parallel routes will be determined by demand and by street pattern. Metro bus and rail services and services operated by other operators are considered when measuring compliance with these standards.



### Bus Route Spacing Guidelines

Development Characteristics	Distance Between Parallel Routes
Urban	Half-mile
Suburban	One-mile
Low Density Residential/Undeveloped	As needed/Pursue alternative delivery methods

#### 2.16 SERVICE TYPE DETERMINATION

Determining the most appropriate transit service in a corridor depends on a number of factors, including level of demand, resource availability, site or corridor characteristics, environmental considerations, and community acceptance. The table on the following page shows desirable characteristics considered during the initial review of proposals to upgrade existing operations. The demand thresholds include the combined ridership levels for all services operating in the corridor.





**SERVICE TYPE CONSIDERATIONS**

SERVICE	DESCRIPTION	DESIREABLE CHARACTERISTICS
<i>RAIL</i>		
<b>Heavy Rail</b>	Operating 100 percent within an exclusive right of way.	2,500 boardings per route mile <u>or</u> over 50,000 boardings per day;  Ability to construct a fully grade-separated facility.
<b>Light Rail</b>	Operating in mixed flow traffic or within an exclusive right of way.	1,000 boardings per route mile <u>or</u> over 25,000 boardings per day.  Ability to construct a guideway within or adjacent to the corridor.
<i>BUS</i>		
<b>Expedited Transit Bus</b>	A regular or articulated bus operating in a fixed guideway or a limited stop service in mixed flow with signal priority treatment.	300 or more boardings during peak-hour and in peak direction of travel.  Daily average of more than 500 boardings per route mile <u>or</u> over 10,000 total daily boardings.  Ability to implement operating speed improvements in the corridor.
<b>Standard Transit Bus</b>	A 30-40 foot bus operating fixed route/fixed schedule in either local or express mode.	80 or more passengers during peak-hour and in a single direction of travel.  Total daily boardings greater than 2,000.
<b>Paratransit Service</b>	Service operated with a van, sedan, mini-bus or other vehicle smaller than a 40-foot transit bus (Dial-A-Ride, Shuttles, Circulators and subsidized taxi, etc.).	Services that do not meet the standard transit bus warrants are only operated by Metro when there is a demonstrated need and no other operator is available.



## 2.17 SPAN OF SERVICE

Span of service refers to the hours that service is available on a given day and defines the minimum period of time that service should operate at any point in the system. This provides customers with the confidence that direct and connecting service will be provided.

Some of the criteria used to determine the span of service on a bus route include: existing ridership and productivity levels, the span of service on connecting and alternative services with expanded service, resource availability, customer requests, and the hours of operation of major job sites or activity centers along the alignment.

### Span of Service

Service	Weekday	Weekends
Metro Liner	5am - 9pm	6am - 9pm
Metro Express	Peak-hours Only	N/A
Metro Rapid Express	Peak-hours Only	N/A
Metro Rapid	5am - 9pm	6am - 8pm
Metro Local	5am - 11pm	6am - 9pm
Metro Rail Feeder/ Shuttle	5am - 9pm	6am - 9pm

The above table summarizes the ideal span of service for each service type. The hours of operation on individual bus routes or rail lines are ultimately based on demand and resource availability. For example 18 of the busiest local bus routes operate 24 hours a day and selected express services operate all day and on weekends.

## 2.18 SPECIAL EVENT SERVICE

Special event services are bus routes designed to take passengers to a specific venue and are not part of the regularly scheduled operation. Metro will provide service under contract to other entities only if the provision of these services does not interfere with Metro's ability to meet its regularly scheduled service obligations and fits within the scope of the agency's regular operation in terms of route structure, fares and span of service. Special events service will be provided on a full cost recovery basis and in conformance with the agency's charter bus policy.



## 2.19 CHARTER BUS POLICY

### Charter Service Definition

Charter Service is the use of buses, vans or facilities (rail system) to provide a group of persons under a single contract at a fixed charge with the exclusive use of the vehicle or service to travel together under an itinerary either specified in advance or modified after having left the place of origin. Generally, for service not to be considered charter, it must meet the following tests: be available to the general public, operate within the system's normal scope (existing routings, fit within normal hours of operation and established fare structure), have a published timetable, and customers must pay their own fare.

### Charter Service Policy

As a grantee of Federal funds, Metro is prohibited from using its federally-funded equipment and facilities to provide charter service except on an incidental basis and when one or more of applicable exceptions discussed below apply:

- Charter service shall be incidental to the mass transportation service and shall be provided only during times of the day when vehicles are not needed for regularly scheduled service.
- Charter service will only be considered when one of the following exceptions applies:
  - There are no willing or able private charter operators.
  - For special events to the extent that private operators are not capable of providing the service.
  - When there is a formal agreement regarding the provision of charter services between the recipient and all private charter operators that have been determined to be willing and able.
  - For government or certain non-profit organizations, if the trip involves a significant number of handicapped persons, or if the organization is a qualified social service agency, or if it receives public welfare assistance funds whose implementation may require transportation services.
- All requests for Charter Service must be approved by the Chief Executive Officer and it may require a waiver from the Federal Transit Administration. Petitions for a waiver should be requested in writing 90 days in advance of the event whenever possible.
- The rates for charter service shall equal or exceed the annual fully allocated cost, including depreciation, of providing charter bus operations, and Metro shall deduct the mileage and hours from the useful life of the buses.



- The operation of charter service must also comply with relevant state laws, including Section 30630.5 of the California Public Utilities Code.

## 2.20 SCHOOL TRIPPER SERVICE

School trippers are extra service operated to protect against overcrowding on bus routes serving schools. Metro's policy on school trippers is based on FTA regulations (49 CFR Part 605). These regulations are directed at protecting the private sector against unfair competition and ensuring that FTA funding is focused on providing services that meet the needs of the "general public."

"School Tripper" service may be operated if it meets the following criteria:

- o There is sufficient demand to warrant the operation of a tripper;
- o There are sufficient resources to warrant operation of a tripper;
- o The school tripper will not result in a significant increase in travel time for regular customers; and
- o The school tripper is operated as part of the regularly scheduled public transportation service.

School tripper service must meet the following requirements:

- o All school trippers must fully comply with established policies and procedures;
- o All regularly scheduled school trippers must be published on public timetables;
- o All locations where trippers board or alight passengers, including the bus stops at deviated routes, must be marked with Metro signage including the bus line numbers servicing the stop;
- o School tripper changes must be noticed to the general public by a service change notice or on the Metro website at [www.metro.net](http://www.metro.net); and
- o Requests for new school trippers or modifications to existing school trippers will be considered given that at least two weeks prior notice is provided to complete appropriate analysis of the request and to allow appropriate notification of changes.

School Tripper Service Change Procedures are listed in Appendix D.



## SECTION 3: BUS PERFORMANCE MEASURES

Metro uses a comprehensive bus performance analysis process that focuses on mobility, the customer's experience, and resource utilization. In addition to the Route Performance Index (RPI) used historically, Metro now uses an additional process that complements the RPI. The new process contains four core values using ten performance indicators, with detailed analytical reports produced quarterly. The reports analyze lines according to the different Metro service types, and by nine specific time periods, including weekend days. The reports also allow the user to focus from the network down to the line segment and stop level. A detailed example of the RPI calculation and definitions of the new performance indicators are shown in Appendices E and F respectively.

### SECTION 3.1: ROUTE PERFORMANCE INDEX

The Route Performance Index (RPI) is used to ensure that Metro services are effective and provide a reasonable return on investment. These measures are applied to all Metro bus lines in operation for more than a year.

The RPI is used to identify under-performing lines. Specific corrective actions are decided on during the service change process. Corrective actions could include marketing, service restructuring, serving the demand with an alternative service, or cancellation of service.

The RPI is an index consisting of three variables:

Utilization of Resources – Passenger boardings per service hour is used as a measure to determine how effectively resources are being used. This measure is determined by dividing the total number of boardings on the line by the service hours operated. Routes having a higher number of boardings per hour represent a better utilization of resources such as buses, operators and fuel.

Utilization of Capacity – Passenger miles per seat mile is the measure used to evaluate how well the seating capacity of the system is being used. Passenger miles are calculated by multiplying the average distance traveled per passenger by the number of passengers using the service. Seat miles are calculated by determining the number of seats per vehicle by the number of service miles operated. The higher resulting number indicates greater utilization of system capacity.

Fiscal Responsibility – Subsidy per passenger is the measure for fiscal responsibility. Subsidy refers to the amount of public funding required to cover the difference between the cost of operation and the passenger revenues collected. Higher subsidy services require more public funding support.



The following categories are used during the performance evaluation process:

- Metro Liner
- Metro Express
- Metro Rapid
- Metro Local
- Metro Shuttles

Specific indices are developed for each measure and category of service performance. Lines with an index of 1.0 perform at the category average, while lines with an index of less than 1.0 perform below the average. Lines with a performance index lower than 0.6 are defined as performing poorly and targeted for corrective action. Lines that have been subjected to corrective actions and do not meet the 0.60 productivity index after six additional months of operation may be cancelled, subject to Sector Governance Council approval, unless a funding agreement with a city or other agency is in place to offset the poor performance of the service. Such agreements need to be for a period of one year or more and in an amount sufficient to bring the farebox recovery ratio of the poorly performing service up to the service type (Metro Local, Metro Express, etc.) average.

### **SECTION 3.2: SERVICE QUALITY AND REGIONAL MOBILITY INDICATORS**

Following is a discussion on the new process that subscribes four core values using ten performance indicators.

#### Availability

The extent that transit service is available measures success in improving the region's mobility. Two performance indicators measure this: Accessibility and Connectivity. The accessibility indicator ensures that 99% of census tracts with three or more households and/or four or more jobs per acre are within a quarter-mile of transit. The connectivity indicator states that direct transfers should be available for all Rapid-to-Rapid and Tier 1 Local-to-Tier 1 Local connections.

#### Quality

Quality is important in retaining our existing customers, and attracting new ones. Two performance indicators measure this: On-Time Performance and Customer Complaints. On-Time Performance uses a standard of one-minute early and five-minutes late. The Customer Complaint indicator flags those lines that have a greater rate of complaints than other lines in their service type.



### Quantity

Quantity is also important in retaining our existing customers and attracting new ones. Two performance indicators measure this: Frequency and Load Factor. Frequency ensures that the level of service is set to meet the passenger demand in a corridor. The standard for Metro Rapid service is set at a minimum of 20-minute frequency between 6:00 a.m. and 6:00 p.m., while all other services have a minimum of 60-minute frequency during any time period in which service operates. Load Factor ensures that customers have a comfortable experience during their trip. The load factor standard is that the average ratio of passengers to seats does not exceed 1.20 during any hour of operation.

### Effectiveness

Effectiveness ensures that service is provided in the most cost-effective manner using scarce resources. Four performance indicators measure this: Boardings per Service Hour, Cost per Passenger Mile, Passenger Miles per Seat Mile and the Route Performance Index. Boardings per Service Hour, or productivity, flags those lines that are not attracting an acceptable level of passengers, given the amount of service provided for that line's service type. Cost per Passenger Mile and Passenger Miles per Seat Mile flag those lines that require excessive resources for that line's service type.



## SECTION 4: RAIL SERVICE POLICIES

The Metro Rail system serves as the backbone of the public transportation system in the greater Los Angeles region. Service is provided on five separate lines to 65 stations, operating over 70 route miles in heavily congested travel corridors. The lines provide connections to many key multi-modal transportation hubs and account for 300,000 weekday boardings, (over 97 million annual boardings in Fiscal Year 2010). The Red/Purple (heavy rail subway) and Green Lines (light rail) operate entirely within dedicated right-of-ways, while the Blue and Gold Lines (both light rail) operate primarily on grade separated alignments and surface streets, with numerous vehicles and pedestrian crossings.



The system will continue to expand over the next several years with completion of the Gold Line Eastside Extension and the Exposition Line to Culver City. As a result, ridership levels will continue to grow for many years. Current planning efforts are focused on matching service levels with demand. Key rail policies address the frequency of service, span of service and passenger loading.

### 4.1 FREQUENCY OF SERVICE

The frequency of service refers to the interval of time, expressed in minutes, between consecutive trips on a transit line. The frequency of service on rail lines is based on policy and demand. Service frequencies are set in a manner that ensures a reasonable and attractive level of service is provided throughout the day and to provide sufficient capacity to adequately meet ridership demand. The table below defines the maximum headways for each service period operated by Metro along the trunk portion of a line. Service along branches may be less frequent.

**Recommended Maximum Frequency**

Service	AM/PM Peak	Midday (9am-3pm)	Evening (6pm-9pm)	Night (9pm-2am)	Weekends
<b>Light Rail</b> (Blue Line, Green Line, Gold Line)	12	15	20	20	20
<b>Heavy Rail</b> (Red/Purple Lines)	5	7	12	15	15





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## 4.2 SPAN OF SERVICE

Span of service refers to the hours of the day and days of the week that service is operated. For the rail system, the span of service is determined based on the hours of key activity centers located along the alignment and ridership demand. A key factor in determining the span of service on individual lines is system connectivity. Evening schedules are designed to provide connections at the 7<sup>th</sup> St./Metro/Julian Dixon Station, Union Station and Imperial/Wilmington/Rosa Parks Station. The approximate span of service for light and heavy rail service is summarized below.

**Approximate Span of Service**

Service	Weekdays	Weekends
<b>Light Rail</b> (Blue Line, Green Line, Gold Line)	3:50 am - 2:00 am	3:50 am - 2:00 am
<b>Heavy Rail</b> (Red/Purple Lines)	4:30 am - 1:30 am	4:30 am - 1:30 am

## 4.3 PASSENGER LOADING

Passenger loading is a measure of seating capacity. It is typically expressed as a percentage of the total passengers compared to the seats available. These standards are set at a level to offer sufficient seating capacity on the Metro Rail lines to meet the need of Metro’s current and future riders, and ensure overcrowded vehicles do not discourage patronage.

**Passenger Load Standards**

Service	Standard
<b>Light Rail</b>	190%
<b>Heavy Rail</b>	230%

The above table shows the current passenger loading standards for peak periods for each service type. The standards vary to reflect differences in seating and available space for standees by vehicle type.



## SECTION 5: SERVICE CHANGE PROCESS

Metro traditionally implements service changes to its bus service system twice a year. Each service change takes about one year to plan and implement.

### Service Change Timeline

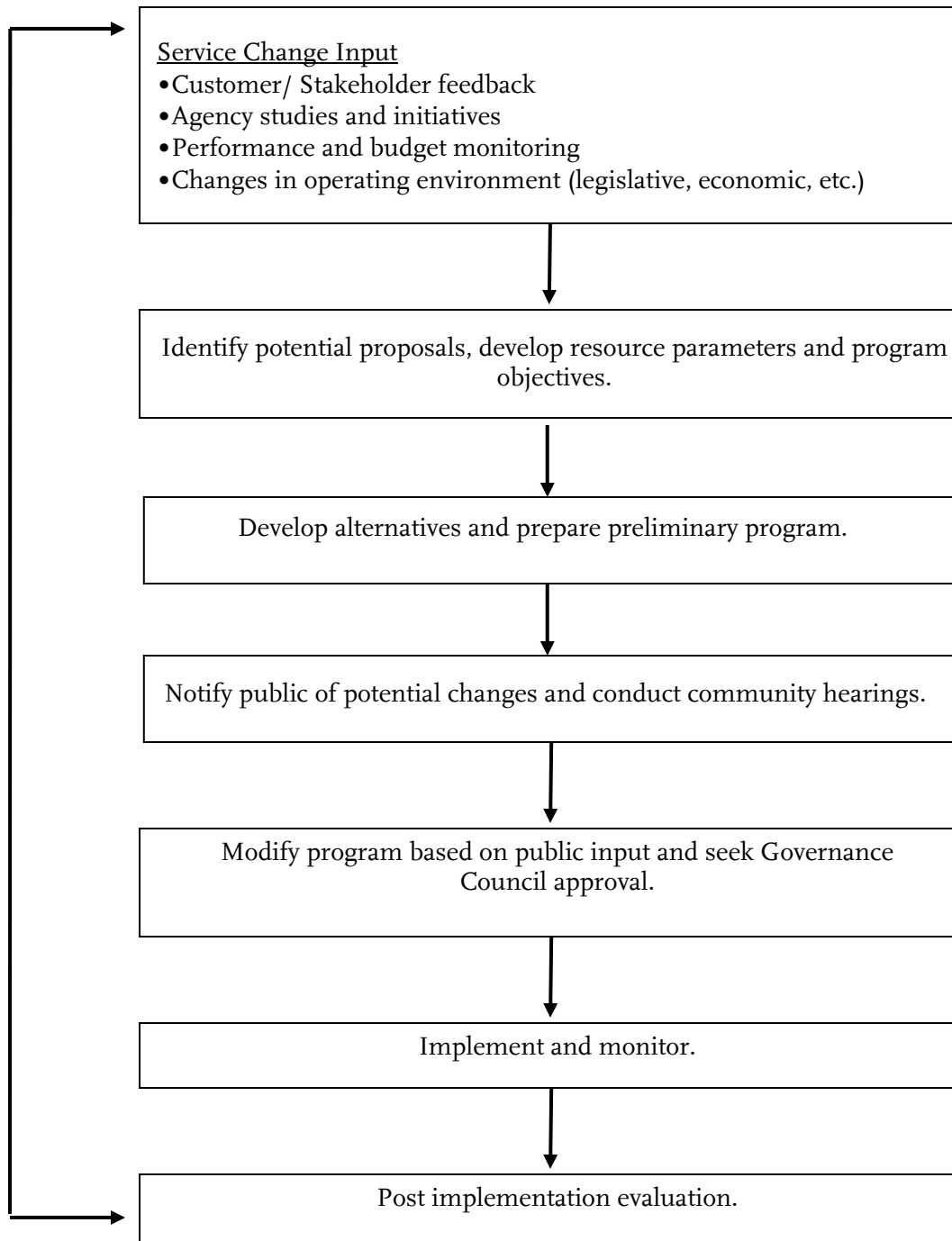
Key Activities	Required Lead Time (Months Prior to Implementation)
Initiate Planning Process	12
Develop Preliminary Recommendations	7-8
Public Review and Input	4-7
Impact Analysis for Proposed Changes	4-7
Finalize Program	4-5
Program Approval	3-4
Develop New Service Schedules	3-5
Print Public Time Tables and Operator Assignments	1-2
<b>Implement Service Change</b>	

The service change programs are developed based on input generated by a wide variety of sources. Sources include customer and employee input, service restructuring studies, requests from other local operators and performance monitoring results. The evaluation process includes public review of the proposals, a technical evaluation of ridership and resource impacts, environmental considerations, coordination with key stakeholders in the regional bus system, and review and approval by the Sector Governance Councils and/or Board of Directors. Once a program is approved, the public is notified of the upcoming changes and new public timetables and bus operator work assignments are developed.

Changes to the rail system occur less frequently. They generally relate to the opening of a new line or adjustments to the frequency or hours of operation for existing service. Changes in rail and bus service follow the same planning and implementation process.



### SERVICE CHANGE PROCESS



## **5.1 INTERNAL REVIEW AND OVERSIGHT OF THE SERVICE CHANGE PROCESS**

The Sector Governance Councils oversee the planning and implementation of service within their area, while coordination of the overall Service Change Program is an agency function. Service Sector Governance Council By-Laws require service changes to Tier 1 and Metro Rapid bus routes to be reviewed and approved by the Metro Board of Directors. Tier 1 bus routes generally operate along the major corridors in the County. The responsibilities of the Governance Councils include: approval of the sector budget within designated funding levels; calling and conducting public hearings for sector bus lines; approval and evaluation of sector programs; implementation of service changes; review and development of policy recommendations to the Metro Board; and ensuring compliance with Metro policies procedures and legal agreements.

Metro has an internal review team, known as the Service Development Team, which provides oversight during the service change process. The committee includes the Chief Executive Officer (CEO), the Chief Operations Officer (COO), the Sector General Managers, the General Manager of Rail Operations and other key executive staff. The committee establishes targets and objectives for each service change program; helps to prioritize proposals; and provides a forum for coordination among the Sectors, especially when there are proposals involving major bus lines serving two or more Sectors. When there are service issues that cannot be resolved among the Sectors, the Service Development Team will become involved. The Service Development Team also oversees the development of fare and service policies and other agency initiatives that will have a major impact on transit services.

## **5.2 IMPACT ANALYSIS FOR PROPOSED CHANGES**

Prior to approval, proposed service changes undergo a technical evaluation. The purpose of the evaluation is two-fold: 1) to define and evaluate the impact on riders; and 2) to develop appropriate mitigation measures if needed. Factors considered are service performance, availability of alternatives and special mitigation strategies. As part of this evaluation process, resource impacts including in-service hours and vehicles are also tracked to ensure compliance with budget parameters.

## **5.3 TITLE VI REVIEW PROCESS FOR MAJOR SERVICE CHANGES**

Title VI of the 1964 Civil Rights Act states that "No person in the United States shall, on the ground of race, color, or national origin, be



excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." Title VI bars intentional discrimination as well as disparate impact discrimination (i.e., a neutral policy or practice that has a disparate impact on protected groups).

Chapter V part 4 of the Federal Transit Administration Circular 4702.1A requires transit agencies serving large urbanized areas to evaluate significant system-wide service and fare changes at the planning and programming stages to determine whether proposed changes would have a discriminatory impact. For service changes, this requirement applies to "major service changes" only and the recipient should establish guidelines or thresholds for what it considers a "major service change" to be.

Metro must ensure that there is Title VI consideration whenever there is a change in service that could impact minority communities. Metro must describe significant service changes relating to hours or days of operation, headways or fares, etc., and provide an analysis of the effect that any proposed changes may have on minority, low-English proficiency (LEP), and low-income communities. This policy provides a delineation of that service review. Service changes covered by this policy are those indicated as "Major Adjustments of Transit Service" under Board Policy (Chapter 2-50 Public Hearings of the Administrative Code). Major service adjustments are generally those that constitute an aggregate change of 25 percent or more in route miles or hours when compared on a daily basis. This includes system-wide route restructuring, or adding and deleting service.

All major service changes will be screened to determine if they have a disproportionate impact on minority, poor and LEP communities (target populations). The routing of those services for which major changes are recommended will be overlaid on top of GIS demographic information to determine if the route serves a large share of the target population(s). If it does, then the impacts of the change will be determined, and if they are significant, mitigation may be recommended, alternative services identified, and the change could be withdrawn. If the route does not serve a large share of the target populations, no further review will be required.

## 5.4 PUBLIC INVOLVEMENT AND NOTIFICATION

Customer input and feedback are vital to the planning process. Throughout the process, and especially during the period leading up to the public hearing, staff conducts outreach activities to engage key stakeholders in the review process. These groups include: Councils of Government, the Metro Citizen's Advisory Council, special advocacy groups and regional Metro subcommittees (Technical Advisory Committee, Bus Operations Subcommittee, and the Local Transit



System Subcommittee). In addition to these formal groups, staff frequently meets with schools, neighborhood groups and business groups to discuss specific proposals or issues of concern.

As summarized in the table below, a number of efforts are made to notify the public and elected officials of pending changes in Metro bus and rail service. In advance of public meetings on Metro service changes, legal notices are published in several newspapers, and written notification and descriptions of the proposed changes are sent to elected officials, other local transit operators and key stakeholder groups. In accordance with METRO’s LEP and Title VI Language Outreach Plan, a special effort is made to ensure notification to minority and LEP groups. Also, information is posted on the Metro website and there is an on-board system-wide distribution of public hearing notices. There are also related press releases.

**Timeline For Key Public Notification Activities**

Activity	Months Prior to the Service Change
Service Development Team reviews preliminary proposals.	7
Service Sectors set dates of public meetings, publish hearing notices in local newspapers and send LEP and minority communities written notification to elected officials, other operators and key stakeholder groups.	5-6
Service Sectors provide information on proposed changes to the Metro Bus Operators Subcommittee.	5
Communication Department posts information proposed changes on Metro’s website.	5
Sectors distribute meeting notices on-board vehicles.	At least two weeks prior to public hearings
Sectors conduct public hearings.	4
Sector Governance Councils approve final program.	3
Communication Department prepares press releases on final program and program brochures are distributed on-board Metro vehicles.	1
New Timetables are distributed and available on-board Metro vehicles.	At least three weeks prior to changes



Public hearings are conducted when there are major changes to service or changes to the fare policy. The hearing process provides the public with an opportunity to comment on major service change proposals. Proposed service changes that require Governance Council approval and that operate a significant level of service into an adjacent Service Sector shall be reviewed by the impacted Service Sector prior to Governance Council approval. After the public meetings, staff reviews all the feedback and develops final recommendations. After a service change program is approved, a second round of public notification begins. This includes distributing brochures on bus lines effected by the service change and advance distribution of new timetables. When key changes are implemented, field representatives known as Transit Ambassadors are often deployed to major boarding locations in the system to distribute information and answer customer questions. When new lines are being implemented there are often targeted promotional campaigns, which include radio and print media, as well as promotional fares.

## **5.5 IMPLEMENTING MINOR CHANGES ON AN INTERIM BASIS**

Minor service changes are generally route modifications that can be accommodated without impacting the vehicle or operator requirements of the service. Each Sector can make minor route modifications (not requiring a public hearing) not to exceed an annual cost based on the annual CEO signature authority. These limits are based on the CEO's signature authority.

## **5.6 COORDINATION WITH OTHER OPERATORS**

In addition to the service provided by Metro, 40 other local operators provide fixed-route service and there are more than 100 other local return and non-profit agencies that provide community-based transportation services. As the regional planning agency for Los Angeles County, Metro plays a lead coordination role. Metro Service Sectors are responsible for coordinating with the other operators within their area, especially when changes in service are being considered. Additionally, there are other more formal means of coordination.

The Bus Operations Subcommittee (BOS) and the Local Transit Systems Subcommittee (LTSS) were established to serve as a forum for interagency service coordination within Los Angeles County. These groups meet monthly at Metro headquarters. The BOS is comprised of representatives from entities that provide fixed route bus and paratransit service and are eligible to receive funds from





the Formula Allocation Process (FAP). The LTSS is comprised of representatives from entities that provide fixed route or paratransit service funded with local return dollars or Proposition A incentive funds.

In April 2001, the Metro Board of Directors approved the Municipal Operations Service Improvement Program. As part of this program, \$15 million of Proposition C funds were programmed from 2002 through 2006. The funds were established to help reduce Metro operating costs in corridors where there is overlapping service and to reduce overcrowding. During FY06, the Metro Board of Directors approved a two-year extension of this program.

As part of the public hearing outreach period of the Metro service change process, the Sector General Managers are responsible for coordinating with the local operators and municipalities within their area. This includes providing an opportunity to participate in the planning process and providing advance notification of service proposals, which may effect the local operators or communities within their Sector. Similarly, the local operators are to provide Metro with advance notification of proposals that may effect Metro Bus operators or ridership.



## SECTION 6: CONCLUSION

The Metro Transit Service Policy will be used to guide decision-making during the service change process and the development of other longer term plans, such as bus/rail interface plans. This policy supercedes any other agency service policies.

The application of The Metro Transit Service Policy will be supported by service monitoring which will provide updated information on the performance of individual bus lines, the overall bus and rail system and customer satisfaction. Specific system objectives will also be monitored, including the number of bus lines operating with peak-hour headways greater than 30 minutes, the number of bus lines conforming with the minimum productivity indices, and passenger loads relative to seating capacity.

The Metro Transit Service Policy reflects current practices and agency direction. However, the environment is constantly changing and the policy will be reviewed annually. Any changes to the Policy will require the approval of the Metro Board of Directors.



## APPENDIX A: LINE IDENTIFICATION STANDARDS AND ROUTE NUMBERING CONVENTION

### LINE IDENTIFICATION STANDARDS:

#### Introduction

The purpose of establishing transit service line identification standards is to create a customer-oriented and user-friendly communication system for referencing service. By improving how service is identified and customer understanding of where service operates, usability of Metro transit service will be enhanced and, therefore, possibly increase ridership.

The line identification standards shall be adhered to when identifying Metro Bus and Metro Rail lines by name. The standards shall be implemented across all internal and external mediums including, but not limited to, bus stop signs, vehicle headsigns, timetables, the Metro Transit Trip Planner, HASTUS and ATMS. Following is a description of the standards and how and when they should be implemented.

#### General Standards

- Transit service lines will be identified using a combination of line number, destinations (both terminals) and the corridor(s) the line travels along, with the exception of Metro Rail and Metro Liner service which will use the established operational name (e.g., Metro Red Line, Metro Purple Line, Metro Orange Line).
- Acceptable destination names include a city, community, major landmark, transit center or rail station. Street intersections are no longer to be used as a destination.
- The destination points will be listed in a East to West or North to South order, consistent with how the line would be read on a map.
- Lines that have Downtown Los Angeles as one of the line's end points will list Downtown Los Angeles first.
- The name of the line will also list at least one major corridor on which it travels.
- Name abbreviations, street extensions and other topics will be dictated by the Metro Signage Guidelines.

#### Printed Materials and Electronic Customer Information

- The line will be presented using the full name, listing both the destinations and major corridor(s).
- The printed materials include, but are not limited to, timetables, service change announcements, brochures, system maps and line reports.
- Electronic customer information includes the line information presented on metro.net and underlying electronic databases such as HASTUS.
- The Metro Transit Trip Planner will present the line similar to what will be shown on the vehicle headsign so the customer can easily locate the appropriate line at the stop.

#### Bus Stop Signage

- The line will be presented using the destination point that the vehicle is traveling to in each direction.
- If room is available, the main corridor(s) will also be listed as well as special route conditions including, but not limited to, rush-hour service and weekday-only service.
- Short-line trip destinations will not be shown on bus stop signs.



**Vehicle Headsigns**

- Headsigns will only list the destination in which the vehicle is traveling towards in one frame.
- For short-line trips, the destination shown will be the destination of that trip and not of the entire line.
- When the line is not in service, the sign will read either “Not in Service” or, depending on space availability, “No Service” in one frame. It also must display the route number per Operations Notice #09-18.

**Automatic Voice Announcements**

- The line will be identified in automatic external voice announcements using the destination point that the vehicle is traveling to in each direction.
- For short-line trips, the destination noted will be the destination of that trip and not of the entire line.

**Process for Assigning Line Identifiers**

- Each Service Sector will develop a proposed list of names for each line in their areas.
- Communications will review the sector proposals to ensure consistency with the standards as well as across Sector boundaries.
- It is expected that the standards will be easily applied to the majority of lines; however, it is also understood that exceptions will have to be made for some lines due to unfamiliar end points or corridors. In these limited cases, Sector staff and Communications staff must be in consensus regarding these changes before deciding to deviate from the standards.



## ROUTE NUMBERING CONVENTION

<b>Local</b>	Local-CBD	1-99	Serves downtown Los Angeles -- numbered counterclockwise from NW quadrant
	Local-EW non-CBD	100-149	Primarily EW operation in areas S of LACBD -- numbers increase with distance from LACBD
	Local-EW non-CBD	150-199	Primarily EW operation in areas N of LACBD -- numbers increase with distance from LACBD
	Local-NS non-CBD	200-249	Primarily NS operation in areas W of LACBD -- numbers increase with distance from LACBD
	Local-NS non-CBD	250-299	Primarily NS operation in areas E of LACBD -- numbers increase with distance from LACBD
<b>Limited</b>	Limited	300-399	Usually a route of a Local line
<b>Express</b>	Express-CBD	400-499	Serves downtown Los Angeles -- numbered counterclockwise from NW quadrant
	Express-non-CBD	500-599	Does not serve LACBD
<b>Shuttles &amp; Circulators</b>	Local Circulator	601-624	Generally circuitous routing within service area
	Shuttle	625-649	Generally point-to-point routing within service area
	Special Events Service	650-659	Scheduled service operating point-to-point
	Rail Feeder	660-699	Serves a rail line within service area
<b>Rapid</b>	Rapid	700-799	Usually operated in combination with an underlying Local line
<b>Rail</b>	Rail	800-899	
<b>Metroliner</b>	Metroliner	900-903	Bus Rapid Transit (BRT) Service
<b>Rapid Express</b>	Rapid Express	904-999	Rapid with limited stops



**APPENDIX B: METRO RAPID PROGRAM SERVICE WARRANTS**

**PROGRAM PRINCIPLE: Improve Operating Speed and Frequency.**

**PROGRAM GOAL: Minimum operating speed improvement is 20% over existing limited-stop service or 25% over existing local service.**

Program Element	Program Component	Program Objective	
<b>PLANNING DEPARTMENT RESPONSIBILITIES</b>			
<b>Corridor Alignment</b>	Maximize patronage and minimize costs	Identify core segment of corridor for Metro Rapid operation to maximize patronage (500 passengers per route mile or greater) and minimize operating costs.	
	Linear corridor alignment	Minimize corridor turning movements to maximize safe and reliable operating speeds, improve customer understanding and confidence in service structure, and provide reliable service operations.	
	<b>OPERATIONS DEPARTMENT RESPONSIBILITIES</b>		
	Alignment modification	Changes to the alignment that affect one-way revenue route miles or which impact planned or existing infrastructure (stations and TPS) require a technical memorandum analyzing impacts on customers, line performance, operating costs, and capital costs.	
	Addition of shortlines and branches	Proposed shortlines and branches must occur at a point where less than 30% of the maximum passenger load remains so as to avoid passenger pass-ups on through-trips. Shortlines or branches must occur every other trip to avoid confusion and bunching due to erratic loading of passengers. All shortlines and branches require a technical memorandum analyzing impacts on customers, line performance, operating costs, and capital costs.	
	Addition of express trips	Consideration of express service can be undertaken only as a separate route and where justified in a technical memorandum analyzing impacts on customers, line performance, operating costs, and capital costs.	
	Maintenance of operating speed	Maintenance of the Program Goal is required. Corridor vehicle run times will be monitored. Improvements in operating speed are encouraged through improved stop placement, signal priority software, elimination of unproductive stops, introduction of bypass lanes, and improved BOCC and TOS management.	

Program Element	Program Component	Program Objective
<b>Stop Location</b>	<b>PLANNING DEPARTMENT RESPONSIBILITIES</b>	
	Station spacing average no less than 0.70 miles	Station spacing will average no less than 0.70 miles per corridor and be based on existing ridership and connections with other bus and rail service. Station locations must be planned to accommodate either 45-foot or 60-foot buses.
	Far-side station location	Far-side stop locations are required to realize TPS and must be planned at all intersections for both Metro Rapid and Local service. The only exceptions are where far-side stop locations are not possible within a reasonable walk from the intersection or where nearside locations facilitate access for greater than 75% of the boardings, e.g., intersecting Metro Rail station portals.
	Full separation from local stop	Shared Metro Rapid and local bus stop locations must be avoided to reduce delay, minimize bus congestion at the stop, and eliminate passenger confusion with "next trip" displays. Circumstances that may warrant stop consolidation include the following: a) Stops are outside the core segment of the line where core is defined as greater than 30% of the maximum passenger load, b) Metro Rapid and Local combined headways are greater than 10 minutes in the peak period, or c) Extended stop zone is not available.
	<b>OPERATIONS DEPARTMENT RESPONSIBILITIES</b>	
	Addition of new stop	Stops may be added only if they exceed 250 all-day boardings and alightings (100 boardings if within one mile of line terminal) and only where the Time Delay Index of existing on-board passengers to the additional riders expected at the new stop is (a) less than 3 for the addition of a new stop that is less than 0.5 miles from an existing stop; (b) less than 5 for the addition of a new stop that is between 0.5 and 0.7 miles; (c) less than 7.5 for the addition of a new stop that is between 0.7 and 1.0 miles; or (d) less than 10 for the addition of a new stop that is over 1 mile from an existing stop. Stops less than 0.5 miles from an existing stop can only be added in extraordinary circumstances. Added stops require a technical memorandum that analyzes the impacts on customers, line performance, operating costs, and capital costs. Station construction costs associated with stops added beyond those approved in the September 2002 Metro Rapid Board report will be paid by the Managing Sector.
	Elimination of stop	Stops may have construction deferred or be eliminated if (a) after the first 12 months the Time Delay Index is greater than 15; or (b), where use of the station results in operating speed, reliability, or safety problems. A technical memorandum is required that analyzes the impacts on customers, line performance, operating costs, and capital costs.



Program Element	Program Component	Program Objective
<b>Stop Location</b>	Relocation of station	Stations may be relocated only when required by a city or the County and where the station relocation does not negatively impact ridership. If possible, relocations should be made prior to the construction of the permanent station facility. A technical memorandum is required that analyzes the impacts on customers, line performance, operating costs, and capital costs.
<b>Station Facility</b>	<b>PLANNING DEPARTMENT RESPONSIBILITIES</b>	
	Full Metro Rapid station with canopy	All stations will have the "branded" Metro Rapid canopy facility with flagpole, kiosk, and "next trip" display unless it is physically impossible without extreme cost. For terminal stations and stops on turnaround loops that only discharge passengers, the full station facility will not be provided; a Metro Rapid "discharge only" sign on a channel post will be provided.
	Double canopies will be installed only at high demand stops	Double canopies will be located only at high demand stops, such as high ridership Metro Rail station portals or where high ridership bus lines meet.
	All stations will be designed to accommodate either 45-foot or 60-foot buses	Far-side stations require a total clear space (red curb) of 120 feet unconstrained or 100 feet constrained. The largest vehicle required for the Metro Rapid Program is the 60-foot articulated bus.
	<b>OPERATIONS DEPARTMENT RESPONSIBILITIES</b>	
	Station Maintenance Monitoring	All stations will be maintained by the city or County responsible for the station and kept in good repair with regular cleaning and emptying of trash receptacles such that a positive, properly maintained image is projected and problems with adjacent land owners are minimized.
<b>Transit Priority</b>	<b>PLANNING DEPARTMENT RESPONSIBILITIES</b>	
	All signalized intersections should provide bus signal priority for Metro Rapid	Signal priority should include terminal movements to reduce operating costs.
	Identification of by-pass lane needs	At points of significant delay due to traffic congestion, an analysis will be developed of the feasibility of establishing by-pass lanes for Metro Rapid service.
	Monitor effectiveness of transit priority measures	The effectiveness of the transit priority measures will be periodically analyzed and recommendations will be developed for potential further improvements where warranted.
	<b>OPERATIONS DEPARTMENT RESPONSIBILITIES</b>	
Signal priority at intersections along major deadhead movements is desired	Metro Rapid not-in-service vehicle movements should be operated off the route-of-line to avoid invalid requests for bus signal priority and false "next trip" information on the station displays. Consideration should be given to consolidating several Metro Rapid not-in-service routes along the same streets to benefit from signal priority.	





Program Element	Program Component	Program Objective
<b>Vehicles and Vehicle Planning</b>	<b>PLANNING DEPARTMENT RESPONSIBILITIES</b>	
	Metro Rapid lines are assigned one vehicle size, i.e., 40-ft, 45-ft, or 60-ft articulated	The planned service frequency will be based on deployment of a particular size bus and these vehicles will need to be assigned to the particular line and operating Division. Only one size vehicle should be scheduled and operated on each line in order to avoid passenger overcrowding and service bunching.
	<b>OPERATIONS DEPARTMENT RESPONSIBILITIES</b>	
	Vehicles must be in Metro Rapid livery	Metro Rapid vehicles may be operated only on Metro Rapid routes. On the rare occasion that a red bus is unavailable for pullout, a local bus may be substituted to ensure pullout. Operation of "branded" Metro Rapid buses is integral to the operating speed, simplicity of service, and customer experience.
<b>Service Frequencies</b>	<b>OPERATIONS DEPARTMENT RESPONSIBILITIES</b>	
	Weekday peak frequency	The minimum weekday peak frequency is 10 minutes or less.
	Weekday off-peak frequency	The preferred minimum weekday off-peak frequency is 12 minutes or less. Minimum frequency is subject to funding availability and may be relaxed to no more than 20 minutes.
	Local service frequency at start-up 75-100% of planned Metro Rapid	Initial local service levels (trips) must be set at 75-100% of Metro Rapid service levels based on individual corridor needs; adjustments can be initiated after a one-year trial period once actual ridership splits are known.
	Operating expense	Initial service levels are specified in the New Service Plan. Service levels thereafter may be adjusted based on passenger demand after a year of operation.
<b>Service Span</b>	<b>OPERATIONS DEPARTMENT RESPONSIBILITIES</b>	
	Service Span	Metro Rapid span of service is 5:00 a.m. to 9:00 p.m. on weekdays. Metro Rapid service should operate on weekends when warranted by passenger demand. Five Metro Rapid corridors may be exempted from operation within the service span and frequency criteria if approved by the Metro Board.
<b>Schedule Development</b>	<b>OPERATIONS DEPARTMENT RESPONSIBILITIES</b>	
	Terminal departure timepoints	Operating schedules and running boards must be developed for free running time by operators with schedule adherence timepoints for terminal departure only; no other timepoints will be shown on the operator running board.
<b>Operating Protocols</b>	<b>OPERATIONS DEPARTMENT RESPONSIBILITIES</b>	
	Headway interval-managed service operation	Metro Rapid service allows for dynamic optimization of operating speeds through the utilization of free running time operation after scheduled departure times from terminals; vehicle spacing and on-time departure from terminals must be managed in real-time by the BOCC and/or assigned TOSs.



**APPENDIX C: BUS STOP STANDARDS AND GUIDELINES**

Transit Cooperative Research Program

SPONSORED BY

The Federal Transit Administration

# TCRP Report 19

Guidelines for the Location and  
Design of Bus Stops

Transportation Research Board  
National Research Board



### 3 BUS STOP ZONE DESIGN TYPES-Curb-Side Bus Stop Zone Dimensions

A bus stop zone is the portion of a roadway marked or signed for use by buses when loading or unloading passengers. The lengths of bus stop zones vary among different transit agencies. In general, bus stop zones for far-side and near-side stops are a minimum of 90 and 100 feet, respectively, and midblock stops are a minimum of 150 feet. Far-side stops after a turn typically have a minimum 90-foot zone, however, a longer zone will result in greater ease for a bus driver to position the bus. Bus stop zones are increased by 20 feet for articulated buses. Representative dimensions for bus stop zones are illustrated in Figure 3.

More than one bus may be at a stop at a given time. The number of bus-loading positions required at a given location depends on 1) the rate of bus arrivals and 2) passenger service time at the stop. Table 3 presents suggested bus stop capacity requirements based on a range of bus flow rates and passenger service times. For example, if the service time at a stop is 30 seconds and there are 60 buses expected in the peak-hour, two bus loading positions are needed. The arrival rate is based on a Poisson (random) arrival rate and a 5 percent chance the bus zone will be exceeded.

**Table 3. Recommended Bus Stop Bay Requirements.**

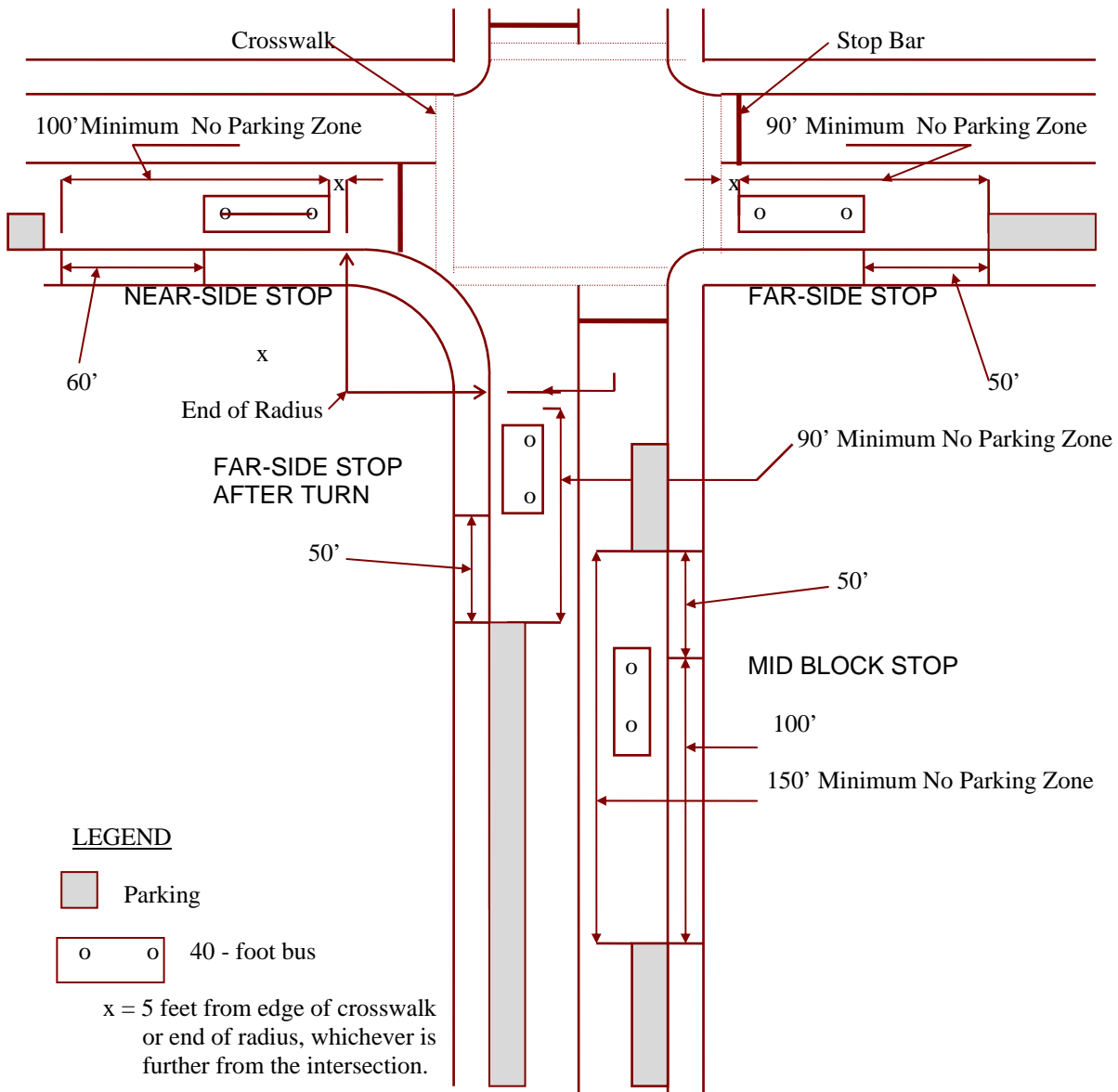
Capacity Required (Bays) When Service Time at Stop Is					
Peak-Hour Bus Flow	10 Seconds	20 Seconds	30 Seconds	40 Seconds	60 Seconds
15	1	1	1	1	1
30	1	1	1	1	2
45	1	1	2	2	2
60	1	1	2	2	3
75	1	2	2	3	3
90	1	2	2	3	4
105	1	2	3	3	4
120	1	2	3	3	5
150	2	3	3	4	5
180	2	3	4	5	6



STREET-SIDE FACTORS Chapter

BUS STOP ZONE DESIGN TYPES-Curb-Side Bus Stop Zone Dimensions

3



Notes:

- 1) Add 20 feet to bus stop zones for an articulated bus.
- 2) Increase bus stop zone by 50 feet for each additional standard 40-foot bus or 70 feet for each additional 60-foot articulated bus expected to be at the stop simultaneously. See Table 3 for the suggested bus stop capacity requirements based on a range of bus flow rates and passenger service times.

Figure 3. Typical Dimensions for On-Street Bus Stops

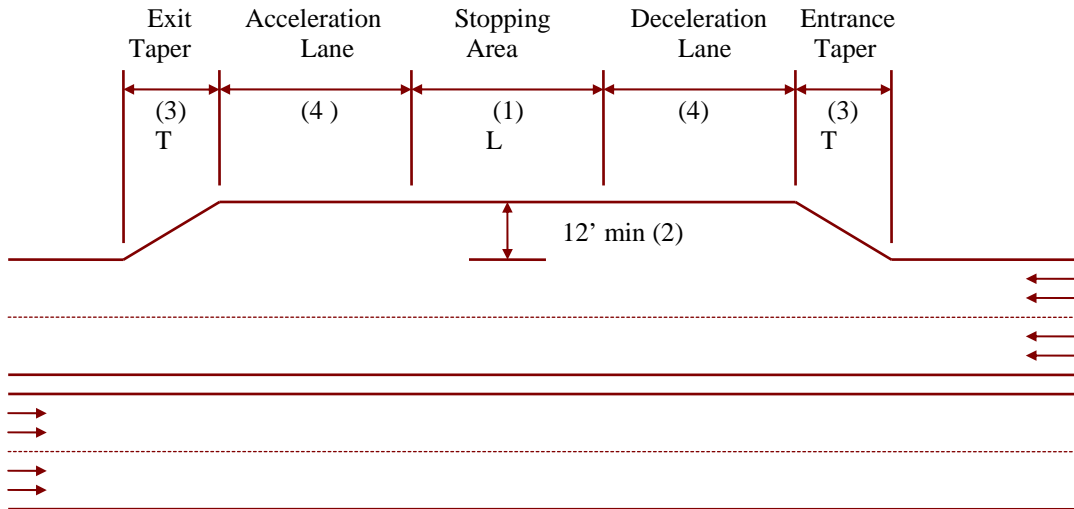
Policy # 22  
3 of 6



STREET-SIDE FACTORS Chapter

BUS STOP ZONE DESIGN TYPES--Bus Bay Dimensions

3



Notes:

- 1) Stopping area length consists of 50 feet for each standard 40-foot bus and 70 feet for each 60-foot articulated bus expected to be at the stop simultaneously. See Table 3 for the suggested bus stop capacity requirements based on a range of bus flow rates and passenger service times.
- 2) Bus bay width is desirably 12 feet. For traffic speeds under 30 mph, a 10-foot minimum bay width is acceptable. These dimensions do not include gutter width.
- 3) Suggested taper lengths are listed in table below. Desirable taper length is equal to the major road through speed multiplied by the width of the turnout bay. A taper of 5:1 is a desirable minimum for an entrance taper to an arterial street bus bay while the merging or re-entry taper should not be sharper than 3:1.
- 4) Minimum design for a busy bay does not include acceleration or deceleration lanes. Recommended acceleration and deceleration lengths are listed in the table below.

Through Speed (mph)	Entering Speed <sup>a</sup> (mph)	Length of Acceleration Lane (Feet)	Length of Deceleration Lane <sup>b</sup> (Feet)	Length of Taper (Feet)
35	25	250	184	170
40	30	400	265	190
45	35	700	360	210
50	40	975	470	230
55	45	1400	595	250
60	50	1900	735	270

<sup>a</sup> Bus speed at end of taper, desirable for buses to be within 10 mph of travel lane vehicle speed at the end of the taper.

<sup>b</sup> Based on 2.5 mph/sec deceleration rate.

Figure 5. Typical Bus Bay Dimensions.

Policy # 22

4 of 6



STREET-SIDE FACTORS Chapter

BUS STOP ZONE DESIGN TYPES—Partial Open Bus Bay

3

Another alternative to the bus bay design is a partial open bus bay (or a partial sidewalk extension). This alternative allows buses to use the intersection approach in entering the bay and provides a partial sidewalk extension to reduce pedestrian street-crossing distance. It also prevents right-turning vehicles from using the bus bay for acceleration movements. Figure 7 illustrates the design for a partial open bus bay.

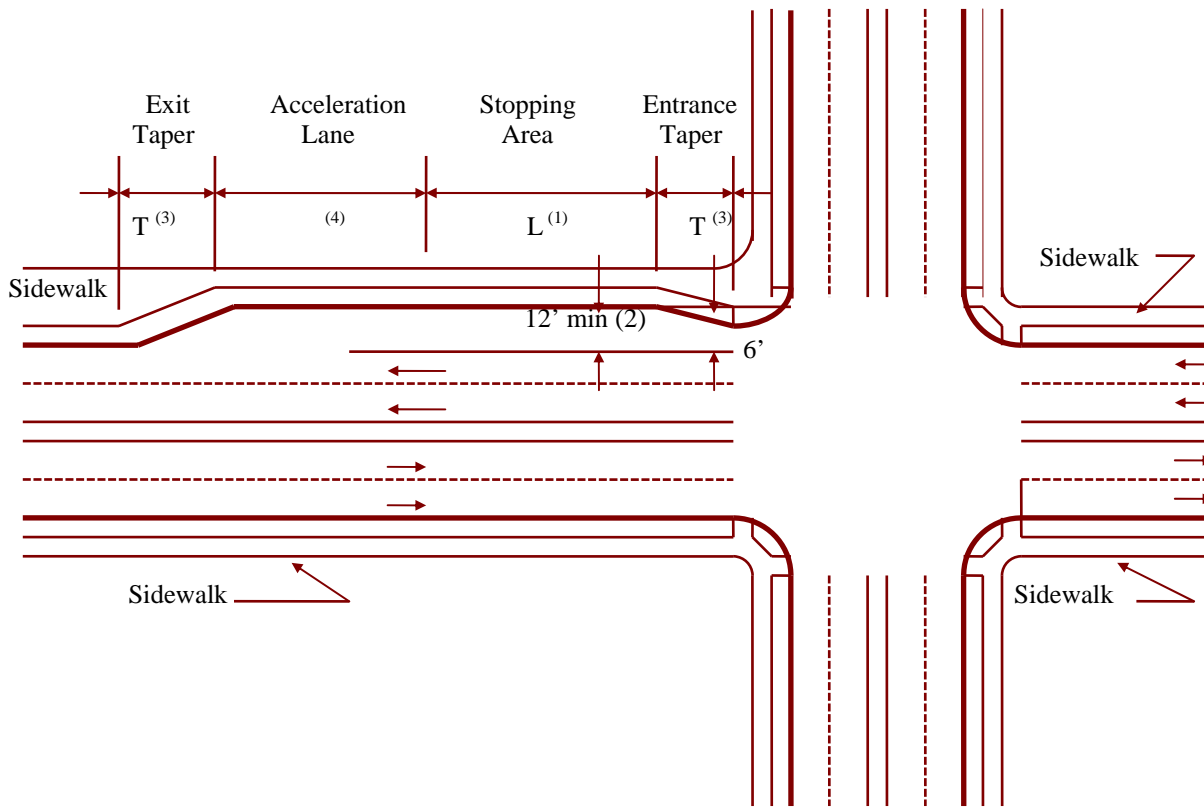


Figure 7. Partial Open Bus Bay  
Policy # 22  
5 of 6



STREET-SIDE FACTORS Chapter

BUS STOP ZONE DESIGN TYPES—Queue Jumper Bus Bay

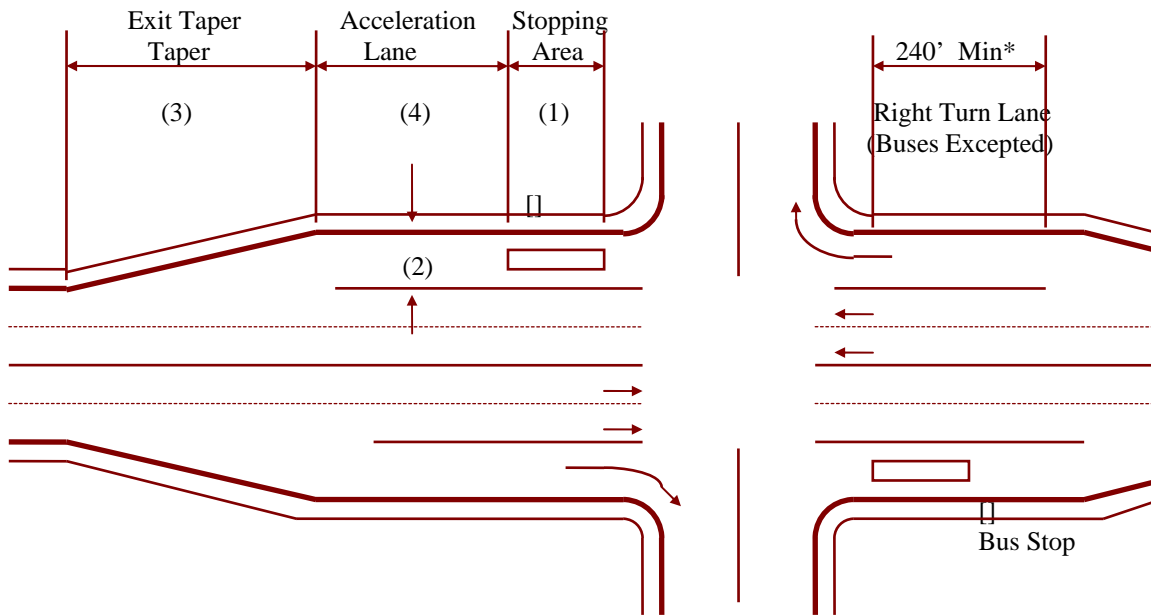
3

According to the transit agencies that use the queue jumper bus bays, these bays should be considered at arterial street intersections when the following factors are present:

- High-frequency bus routes have an average headway of 15 minutes or less;
- Traffic volumes exceed 250 vehicles per hour in the curb lane during the peak-hour;
- The intersection operates at a level of service “D” or worse (see the Transportation Research Board’s *Highway Capacity Manual* for techniques on evaluating the operations at an intersection); and
- Land acquisitions are feasible and costs are affordable.

An exclusive bus lane, in addition to the right-turn lane, should be considered when right-turn volumes exceed 400 vehicles per hour during the peak-hour.

\* Extend lane as necessary to bypass traffic queue



Notes for Comments 1,2,3, and 4 are on page 29.

Figure 9. Queue Jumper Bus Bay Layout.



## APPENDIX D: SCHOOL TRIPPER SERVICE CHANGE PROCEDURES

1. Service Sector Service Development Managers (SDMs) are responsible for certifying that all school trippers in their Sector fully comply with Metro's School Tripper Policy (Section 2.20 of the Transit Service Policy). Each Sector will submit a report prior to each major service change program that details all existing and proposed school tripper service to the Service Development Department.
2. All regularly scheduled school trippers must be published on public timetables to ensure that both the general public as well as the student population are aware of the services.
3. School tripper "pink letters" require notification to the general public through the use of a service change notice or on [www.metro.net](http://www.metro.net).
4. Uniform standards for the documentation of school tripper pink letters must be employed by all Sectors. This includes standardizing the pink letter form and oversight of the pink letter information being input into the SLS 2000 system to ensure accuracy. All requests for new school trippers and modifications to existing school trippers must be logged into the SLS 2000 regardless if the requested new or modified school tripper is actually implemented.
5. Request for new school trippers or modifications to existing school trippers will be considered only if at least two weeks prior notice is provided to complete appropriate analysis of the request and to allow appropriate notification of changes to the general public.
6. Sectors are responsible for working with school districts in their Sector which use school tripper service. For example, a specific protocol has been established with LAUSD in which their monthly Operations Coordinators Meeting has a standing agenda item, "Metro Coordination," where special events and bell-time changes are disseminated to Metro through communication with staff and the meeting's minutes.





## APPENDIX E: ROUTE PERFORMANCE INDEX

The Route Performance Index is designed to provide an objective measure of a bus route's performance relative to other similar types of service. The index is based on system ridership and financial targets from the FY 2010 Metro Budget. The following categories are used in the performance evaluation process:

- Metro Express
- Metro Rapid
- Metro Local
- Metro Shuttles

The evaluation process focuses on three factors:

- **Utilization of Resources** - Boardings per service hour is used as a measure to determine how effectively resources are being used. This measure is determined by dividing the total number of boardings on the line by the service hours operated. Lines having a higher number of passengers per hour represent a better utilization of resources such as buses, operators and fuel.
- **Utilization of Capacity** - Passenger miles per seat miles is the measure used to evaluate how well the seating capacity of the system is being used. Passenger miles are calculated by multiplying the average distance traveled per passenger by the number of passengers using the service. Seat miles are calculated by determining the number of seats per vehicle and multiplying by the number of vehicles on the route and then by the number of service miles operated. The higher the resulting number, the greater the utilization of system capacity.
- **Fiscal Responsibility** - Subsidy per passenger is the measure for fiscal responsibility. Subsidy refers to the amount of public funding required to cover the difference between the cost of operation and the passenger revenues collected. Higher subsidy services require more public funding support.

The index for passengers per service hour and passenger miles per seat miles are normalized measures where the performance of the individual route is divided by the standard set for the category. The subsidy per passenger measure is an inverse relationship and is therefore calculated by dividing the category standard by the individual routes performance.

The following formula is used to develop the route performance index:

$$\text{Route Performance Index} = [(BSH_i / BSH) + (PMSM_i / PMSM) + (SUB / SUB_i)] + 3$$

### Explanation of Variables

<b>BSH</b>	Category average for boardings per service hour performance measure
<b>PMSM</b>	Category average for passenger miles per seat miles performance measure
<b>SUB</b>	Category average for subsidy per passenger performance measure
<b>BSH<sub>i</sub></b>	Individual boardings per service hour measure for route during evaluation period



- PMSM<sub>i</sub>** Individual passenger miles per seat miles measure for route during evaluation period
- SUB<sub>i</sub>** Individual subsidy per passenger measure for route during evaluation period. The route performance index is calculated and reported annually. The performance measurement standards for each route category are to be set annually relative to the percentage improvement of overall system performance relative to the previous years performance. This percentage improvement will be based on the performance objectives outlined in the Metro Operating Budget.

The method for establishing the Route Performance Index standard for each category includes the following:

- Obtaining the budget performance measurement targets for FY 2010, and
- Increasing the average category performance measurement by the percentage increase established for that measure.

The mathematical explanation for this process is as follows:

$$BSH_y = F_H[(1/n)\Sigma(BSH_i)] \quad PMSM_y = F_C[(1/n)\Sigma(PMSM_i)] \quad SUB_y = F_S[(1/n)\Sigma(SUB_i)]$$

#### Explanation of Variables

- BSH<sub>y</sub>** Individual boardings per service hour performance measure for route for previous year
- PMSM<sub>y</sub>** Individual passenger miles per seat miles performance measure for route during previous year
- SUB<sub>y</sub>** Individual subsidy per passenger performance measure for route during previous year
- Σ** Summation of all data items
- F<sub>H</sub>** Passenger boardings per service hour adjustment relative to annual budget performance measurement goal
- F<sub>C</sub>** Passenger miles per seat miles adjustment factor relative to annual budget performance measurement goals
- F<sub>S</sub>** Subsidy per passenger adjustment factor relative to annual budget performance measurement goals

The result of this calculation would be the standard for the category for the remainder of the fiscal year.



**Index For Selected Bus Routes**

To better illustrate how the index would vary according to the performance of an individual route, the performance index for three local bus routes was calculated using operating statistics from FY 2006. These bus routes include Line 207, Western Ave., which is one of the most heavily patronized bus lines in the system; Line 2, Sunset Blvd., which is a line that performs very close to the group average for local bus routes, and Line 170, El Monte – Montebello which is a low ridership bus route.

The resulting performance indices are shown in the following table. Line 207, Western Avenue has an index of 1.59, more than two times the .60 minimum performance index. The performance index for Line 2, Sunset Boulevard is 0.97, about 50 percent above the minimum performance standard. Line 170, El Monte – Montebello has a productivity index of 0.36, which is well below the minimum performance standard, and according to the Transit Service Policy, may require corrective action.

**ROUTE PERFORMANCE INDEX FOR SELECTED LOCAL BUS ROUTES**

Line Number	Name of Line	Service Type	Subsidy per Psgr.	Boardings per Revenue Hr.	Psgr. Miles Per Seat Miles	Performance Index
207	WESTERN AVE.	Local	\$0.79	85	0.46	1.59
2	SUNSET BLVD. - BEVERLY DR.	Local	\$1.75	50	0.42	0.97
170	EL MONTE - MONTEBELLO	Local	\$4.17	25	0.10	0.36



**APPENDIX F: PERFORMANCE MEASURES DEFINITIONS AND PERFORMANCE THRESHOLDS**

PERFORMANCE MEASURES	DEFINITIONS & PERFORMANCE THRESHOLDS																																																												
<b>AVAILABILITY</b>																																																													
-- Accessibility	Service is to be provided to within 1/4 mile of all census tracts having at least 3 households/acre and/or 4 jobs/acre																																																												
-- Connectivity	Direct transfers should be available for all Rapid-to-Rapid and Tier 1 Local-to-Tier 1 Local connections																																																												
<b>QUALITY</b>																																																													
-- In Service On-Time Perf. (ISOTP)	[In Service On-Time Performance] At least 60% of trips in each time period should be no more than one minute early or five minutes late at all non-terminal time points																																																												
-- Customer Complaints	Complaints per 100,000 boardings should be less than the ratio achieved by the poorest 15% of bus lines in each service type in FY2008  <table border="0"> <tr> <td>Local Service</td> <td>8.70</td> </tr> <tr> <td>Express Service</td> <td>30.00</td> </tr> <tr> <td>Shuttle Service</td> <td>24.00</td> </tr> <tr> <td>Rapid Service</td> <td>4.00</td> </tr> </table>	Local Service	8.70	Express Service	30.00	Shuttle Service	24.00	Rapid Service	4.00																																																				
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Rapid Service	4.00																																																												
<b>QUANTITY</b>																																																													
-- Frequency of Service	Service should be operated at least every 60 minutes, and Rapid service at least every 20 minutes between 6am-6pm																																																												
-- Load Factor	The ratio of passengers to seats should not exceed 1.20 during any hour at the peak load point of a line																																																												
<b>EFFECTIVENESS</b>																																																													
-- Boardings per Service Hour	Should be at least the ratio achieved by the poorest 15% of bus lines in each service type in FY2008  <table border="0"> <tr> <td></td> <td>DX</td> <td>DX</td> <td>DX</td> <td>DX</td> <td>DX</td> <td>DX</td> <td>DX</td> <td>SA</td> <td>SU</td> </tr> <tr> <td></td> <td>4-6am</td> <td>6-9am</td> <td>9am-3pm</td> <td>3-7pm</td> <td>7-9pm</td> <td>9pm-Mid</td> <td>Mid-4am</td> <td></td> <td></td> </tr> <tr> <td>Local Service</td> <td>18.50</td> <td>29.50</td> <td>26.00</td> <td>24.00</td> <td>11.50</td> <td>12.00</td> <td>12.50</td> <td>23.00</td> <td>18.60</td> </tr> <tr> <td>Express Service</td> <td>13.00</td> <td>15.00</td> <td>14.00</td> <td>16.00</td> <td>12.00</td> <td>2.00</td> <td></td> <td>17.00</td> <td>13.00</td> </tr> <tr> <td>Shuttle Service</td> <td>8.50</td> <td>11.00</td> <td>14.00</td> <td>9.00</td> <td>6.00</td> <td>7.00</td> <td></td> <td>12.00</td> <td>11.00</td> </tr> <tr> <td>Rapid Service</td> <td>26.00</td> <td>39.00</td> <td>41.00</td> <td>39.00</td> <td>26.00</td> <td>25.00</td> <td></td> <td>30.00</td> <td>30.00</td> </tr> </table>		DX	DX	DX	DX	DX	DX	DX	SA	SU		4-6am	6-9am	9am-3pm	3-7pm	7-9pm	9pm-Mid	Mid-4am			Local Service	18.50	29.50	26.00	24.00	11.50	12.00	12.50	23.00	18.60	Express Service	13.00	15.00	14.00	16.00	12.00	2.00		17.00	13.00	Shuttle Service	8.50	11.00	14.00	9.00	6.00	7.00		12.00	11.00	Rapid Service	26.00	39.00	41.00	39.00	26.00	25.00		30.00	30.00
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Rapid Service	26.00	39.00	41.00	39.00	26.00	25.00		30.00	30.00																																																				
-- Cost per Passenger Mile	Should be less than the ratio achieved by the poorest 15% of bus lines in each service type in FY2008  <table border="0"> <tr> <td></td> <td>DX</td> <td>DX</td> <td>DX</td> <td>DX</td> <td>DX</td> <td>DX</td> <td>DX</td> <td>SA</td> <td>SU</td> </tr> <tr> <td></td> <td>4-6am</td> <td>6-9am</td> <td>9am-3pm</td> <td>3-7pm</td> <td>7-9pm</td> <td>9pm-Mid</td> <td>Mid-4am</td> <td></td> <td></td> </tr> <tr> <td>Local Service</td> <td>\$2.00</td> <td>\$1.20</td> <td>\$1.30</td> <td>\$1.43</td> <td>\$2.47</td> <td>\$2.50</td> <td>\$3.00</td> <td>\$1.14</td> <td>\$1.42</td> </tr> <tr> <td>Express Service</td> <td>1.00</td> <td>1.00</td> <td>0.75</td> <td>0.90</td> <td>1.25</td> <td>1.75</td> <td></td> <td>1.18</td> <td>1.37</td> </tr> <tr> <td>Shuttle Service</td> <td>6.50</td> <td>3.60</td> <td>2.95</td> <td>4.00</td> <td>6.00</td> <td>6.00</td> <td></td> <td>4.05</td> <td>5.42</td> </tr> <tr> <td>Rapid Service</td> <td>1.15</td> <td>0.90</td> <td>0.80</td> <td>0.95</td> <td>1.10</td> <td>1.00</td> <td></td> <td>0.85</td> <td>0.95</td> </tr> </table>		DX	DX	DX	DX	DX	DX	DX	SA	SU		4-6am	6-9am	9am-3pm	3-7pm	7-9pm	9pm-Mid	Mid-4am			Local Service	\$2.00	\$1.20	\$1.30	\$1.43	\$2.47	\$2.50	\$3.00	\$1.14	\$1.42	Express Service	1.00	1.00	0.75	0.90	1.25	1.75		1.18	1.37	Shuttle Service	6.50	3.60	2.95	4.00	6.00	6.00		4.05	5.42	Rapid Service	1.15	0.90	0.80	0.95	1.10	1.00		0.85	0.95
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-- Psgr Miles per Seat Mile	Should be at least the ratio achieved by the poorest 15% of bus lines in each service type in FY2008  <table border="0"> <tr> <td></td> <td>DX</td> <td>DX</td> <td>DX</td> <td>DX</td> <td>DX</td> <td>DX</td> <td>DX</td> <td>SA</td> <td>SU</td> </tr> <tr> <td></td> <td>4-6am</td> <td>6-9am</td> <td>9am-3pm</td> <td>3-7pm</td> <td>7-9pm</td> <td>9pm-Mid</td> <td>Mid-4am</td> <td></td> <td></td> </tr> <tr> <td>Local Service</td> <td>0.12</td> <td>0.22</td> <td>0.21</td> <td>0.20</td> <td>0.09</td> <td>0.08</td> <td>0.07</td> <td>0.20</td> <td>0.17</td> </tr> <tr> <td>Express Service</td> <td>0.19</td> <td>0.24</td> <td>0.21</td> <td>0.25</td> <td>0.13</td> <td>0.03</td> <td></td> <td>0.20</td> <td>0.16</td> </tr> <tr> <td>Shuttle Service</td> <td>0.05</td> <td>0.08</td> <td>0.10</td> <td>0.07</td> <td>0.04</td> <td>0.05</td> <td></td> <td>0.06</td> <td>0.04</td> </tr> <tr> <td>Rapid Service</td> <td>0.15</td> <td>0.21</td> <td>0.29</td> <td>0.28</td> <td>0.19</td> <td>0.17</td> <td></td> <td>0.31</td> <td>0.25</td> </tr> </table>		DX	DX	DX	DX	DX	DX	DX	SA	SU		4-6am	6-9am	9am-3pm	3-7pm	7-9pm	9pm-Mid	Mid-4am			Local Service	0.12	0.22	0.21	0.20	0.09	0.08	0.07	0.20	0.17	Express Service	0.19	0.24	0.21	0.25	0.13	0.03		0.20	0.16	Shuttle Service	0.05	0.08	0.10	0.07	0.04	0.05		0.06	0.04	Rapid Service	0.15	0.21	0.29	0.28	0.19	0.17		0.31	0.25
	DX	DX	DX	DX	DX	DX	DX	SA	SU																																																				
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Rapid Service	0.15	0.21	0.29	0.28	0.19	0.17		0.31	0.25																																																				
-- Route Performance Index	Should be 0.60 or greater. (Average value for service type is 1.0.)																																																												

## APPENDIX G: GLOSSARY OF TERMS

**Bus Signal Priority** – A system of traffic controls in which buses are given priority under certain conditions over other forms of transportation.

**Community Based Service** – These are local or neighborhood oriented services that generally operate with smaller vehicles, serve short distance travel needs, and carry less than 2,000 passengers per day.

**Headway Based Schedule** – A flexible service schedule where buses depart terminals on a set scheduled headway interval and are expected to maintain those intervals along the entire length of the route without any intermediary timepoints.

**High Capacity Vehicle** – Any bus that provides seating for more than 40 passengers. Includes double deck, 45-foot and articulated buses.

**Paratransit Service** – Service provided with a vehicle smaller than a 40-foot bus. This would include services such as DASH, ACCESS, and Dial-A-Ride services.

**Passenger Loading** – A measure used to evaluate seating utilization on a transit vehicle. It is usually expressed as the ratio of passengers to seats.

**Passenger Mile** – Cumulative sum of the distances traveled by each passenger in revenue service.

**Service Duplication** – When two or more services operate along the same streets, during the same hours of the day and serve common origins and destinations.

**Service Warrants** – Flexible guidelines used to determine when there is sufficient demand to support a specific type of transit service.

**Shopper Survey** – A physical interaction survey of operations to ensure conformance to quality, service, and safety standards. Results reported for employee performance, property condition, general liabilities, and product or service quality.

**Span of Service** – The days and hours when service is available.

**Special Event Service** – These are services that not part of the regularly scheduled daily service to the general public and are oriented toward serving a special venue on selected days.

**Subsidy** – The portion of the cost of operation that is not offset by passenger revenues. This can be expressed based on passenger boardings, service hours, passenger miles or other units of operation.

**Trunk Service** – This is the portion of a bus route or rail line that offers the most frequent service.





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