

ADOPTED 4-10-86

REVISED 12-12-91

CONSOLIDATED TRANSIT SERVICE POLICIES

BUS OPERATIONS

1.0 SERVICE DEPLOYMENT STANDARDS

1.1 REGIONAL SERVICE ACCESSIBILITY - The following criteria for minimum service spacing and frequency shall be applied regardless of productivity. The District may operate or broker service other than fixed route to satisfy these standards.

1.1.1 Local Service

	<u>Population Density Per Sq. Mile</u>	<u>Minimum Weekday Midday Headway</u>	<u>Population Coverage</u>	<u>Route Spacing</u>
.1	greater than 12,000	15 (20)	90%	1/2 mile (1 mile)
.2	8,000-12,000	20 (30)	90%	3/4 mile (1-1/2 miles)
.3	4,000-8,000	30 (60)	90%	1 mile (2 miles)
.4	2,000-4,000	60 (0)	90%	2 miles (no minimum)
.5	less than 2,000	Based On Ridership Demand	Based On Ridership Demand	
.6	Those fixed routes operated by other carriers which are subregional or regional in nature will also be considered in meeting the accessibility standard.			
.7	At least one route operating during weekday daylight hours at hourly intervals, shall be provided to each geographic corridor which has over 25,000 residents.			

() Weekend service accessibility standards.

1.1.2 LACBD-Oriented Corridor Express Service

- .1 Areas with population densities of greater than 8,000 persons per square mile, or cities and L.A. City areas with populations greater than 100,000 will receive all-day express service if they are on the corridor of a CBD-oriented freeway.

- .2 Midday weekday service headways will be a minimum of 30 minutes.
- .3 Weekend and night service will operate only if minimum performance criteria are met.

1.1.3 Non-CBD-oriented corridor express service will be operated only where efficient and practical.

1.2 ROUTE DESIGN STANDARDS

1.2.1 Local Service within the District's Service Area

- .1 In areas where the majority of lines operate midday weekdays on frequencies of 15 minutes or better, a grid system of routes will be employed.
- .2 In areas where the majority of lines operate midday weekdays on frequencies of 15 minutes to 30 minutes, a modified grid system, with routes focused together to allow for easier transferring, will be employed where practical and effective.
- .3 In areas where the majority of lines operate midday weekdays on frequencies of 30 minutes or less, a focal point system of routes utilizing timed-transfer, where practical, will be employed.
- .4 To the extent that it is practical, only one route will be operated on major arterial streets. Exceptions to this would include service within and to major Central Business Districts, activity centers and transit focal points.

1.2.2 All-Day Express Lines within the District's Service Area

- .1 Express service will radiate from the LACBD on all of the freeways which service the CBD.
- .2 To the extent practical, express routes will serve intermediate stops.
- .3 Express routes will not be diverted more than two miles on surface streets from the freeway corridor to serve intermediate stops.
- .4 Intermediate express stops will be made only at major park-ride lots, and major employment, activity and/or population centers.

- .5 During high demand periods, the implementation of additional lines using alternate routes which bypass some intermediate surface routes will be considered.

1.2.3 Peak Period Only Express Lines Within the District's Service Area

- .1 Peak period only express routes will connect employment centers with population centers that have high travel demand to those employment centers.
- .2 A minimum of five one-way trips per period will be operated in each peak period.

1.2.4 Service Outside the District's Service Area

- .1 Will be operated under contract on a full cost recovery basis with the routes and service levels to be developed by the contracting agency.
- .2 If sufficient passenger revenue will cover the marginal cost of the service and the destination is within five miles from the District's boundary, this service can be operated without a contract.

1.3 SYSTEM EVALUATION

At least every five years the transit system will be analyzed to determine if population, employment, travel demand, and infrastructure changes have caused violations of the Consolidated Service Standards.

2.0 OPERATIONAL STANDARDS

2.1 LOADING STANDARDS - (MEASURED AT PEAK LOAD POINT FOR 20 TO 60-MINUTE PERIODS)

LOADING RATIO
Percent of Seated Capacity
Scheduled Maximum Average Passenger Loads

<u>Headway (Minutes)</u>	<u>Peaks</u>	<u>Weekend and Midday</u>	<u>Nights</u>	<u>Express</u>
1 - 10	145%-(62)	120%-(52)	110%-(47)	110%-(47)
11 - 20	140%-(60)	110%-(47)	100%-(43)	100%-(43)
21 - 30	120%-(52)	100%-(43)	90%-(39)	90%-(39)
31 - 60	100%-(43)	90%-(39)	75%-(32)	75%-(32)

() - Average maximum passenger load per bus, assuming a 43-seat bus.

2.2 MINIMUM FREQUENCY -No service shall operate on a frequency less than 60 minutes during its service period.

2.3 TYPE AND PERIOD OF SERVICE

2.3.1 Route Types

The following types of routes are listed in the order of priority that the District shall operate transit service.

- .1 Regional lines (10 miles long or longer and which travel through two or more sectors)
- .2 Regional all-day express lines (15 miles long or longer and which travel through three or more sectors)
- .3 Subregional lines (5 - 15 miles long and/or travel within one sector)
- .4 Peak period only express lines (same as 2.3.1.2)
- .5 Rail feeder lines (2 - 7 1/2 miles long)
- .6 Local circulation lines (2 - 7 1/2 miles long and which travel within one sector)

2.3.2 Periods of Service

The following periods of service are listed in the order of priority that the District shall operate transit service.

- .1 Weekday peak period
- .2 Weekday midday
- .3 Saturday daylight hours
- .4 Sunday daylight hours
- .5 Special events/contract services
- .6 Weekday nights
- .7 Weekend nights
- .8 Late night/Owl
- .9 Holiday

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3.0 FINANCIAL STANDARDS

3.1 CONTRACT AND SPECIAL SERVICE STANDARDS

3.1.1 Inter-County Service

- .1 Service will be provided to neighboring counties under annual contractual agreements on a fully loaded cost recovery basis.
- .2 The route and frequency of service will be determined by the contracting agency but must be compatible with District routing and loading standards within Los Angeles County.

3.1.2 Intra-County Service

- .1 Service contracted by Los Angeles County municipalities will be made on a marginal cost recovery contract basis plus 10%.
- .2 The route and frequency of service will be determined by the contracting agency.

3.1.3 Special Event Services

- .1 Augmentation of regular routes will be made where possible.
- .2 The District's regular minimum line performance standards shall be applicable.
- .3 Minor route modifications and combination of routes will be made to improve efficiency and convenience.

3.1.4 Charter Service

- .1 Service will be chartered in conformance with local, state and federal regulations.
- .2 Service will be chartered on a marginal cost plus at least 10% basis.

3.2 MINIMUM LINE PERFORMANCE STANDARDS

3.2.1 Minimum Operating Standards

- .1 Minimum Boardings Per Revenue Bus Hour

	<u>Local Lines</u>		<u>Express Lines</u>	
o Peaks	- 30		Peaks	- 25
o Midday/Weekends	- 25		Midday/Weekends	- 20
o Nights	- 20		Nights	- 15

.2 Minimum On-time Performance

- o 95% of all trips on a daily basis will be made.
- o 90% of all trips will be no later than 5 minutes or 10% of the headway of the line, whichever is greater.
- o 98% of all trips will be no earlier than two minutes ahead of their scheduled time with the exception of the terminal time.

3.2.2 Minimum Financial Standards

.1 Minimum Operating Ratio

- o Weekday - 50% of system average
- o Weekend - 40% of system average
- o Nights - 30% of system average

.2 Maximum Subsidy Per Passenger

- o Local Lines - twice system average
- o Express Lines - 2.5 times system average

.3 Maximum Subsidy Per Revenue Bus Hour will be three times the system average.

3.3 CRITERIA FOR ADDING/CREATING NEW SERVICE TO THE DISTRICT'S REGULAR SYSTEM

3.3.1 Financial Considerations

Due to limitations in funding availability, adding service to an existing operation or the establishment of a new service will be allowed in the following situations:

- .1 The net marginal cost of added service will be subsidized with additional monies from an existing, or a new funding source, or from added revenues.
- .2 The added net marginal cost is to be reallocated away from existing service.
- .3 The District would subcontract service to another operator at no net added cost to the District.

3.3.2 Operational Considerations

- .1 The new service must be projected to perform at 10% above the minimum line performance standards.

- .2 New service must have the support of the local jurisdictions before the District will begin operation.
- .3 The new service must be compatible with the other standards contained within this policy.
- .4 New service shall be operated for a minimum of six months, during which time periodic evaluations and adjustments may be made.

3.4 CRITERIA FOR CANCELLATION OF SERVICES - Procedures for the cancellation of service will be reviewed in the following order.

3.4.1 Eliminate, Reduce and/or Subcontract Delivery of Internal and Administrative Support Services.

3.4.2 Reschedule Service on Routes With Excess Capacity.

- .1 Prepare schedules on temporary letters to meet actual demand.
- .2 Implement additional shortline operations.

3.4.3 Cancel or Shorten Route on Underutilized Night Trips.

3.4.4 Consider Conversion of Line or Route Segment to Municipal Operation or Subcontract to Private Carrier.

3.4.5 Cancel Very Low Productivity Lines by Time Period.

3.4.6 Periods of Service Cancellation.

- .1 Holidays (six national holidays)
- .2 Owls
- .3 Nights
- .4 Weekends

3.4.7 Restructure Bus System to Improve Efficiencies.

3.5 ANNUAL SERVICE EVALUATION

- 3.5.1 Staff will evaluate all lines within the District's system on an annual basis and will report the results to the Board. Thereafter, services which fail to meet any of the above standards will be analyzed in greater detail. During this analysis process, policy and staff communications will be undertaken with the Board of Directors and affected local communities, which will be advised and consulted regarding this evaluation. This community review process will take place prior to a staff recommendation being presented to the Board of Directors. This review process

will also take place when any other significant service change is considered by staff. The report on these lines to the Board of Directors will contain comments from these communities and District staff's recommended remedial action.

- 3.5.2 This report will include an analysis of: average passenger boardings; on-time schedule performance; passenger loading patterns; operating cost factors; and vehicle and manpower utilization. The remedial actions evaluation will include measures designed to: increase patronage and/or revenue; reduce service frequencies, hours of operation and/or days of service; minor route modifications; and/or route cancellations. In the case where three or more lines within one subsector are being evaluated, the restructuring of the lines within this subsector will also be considered and evaluated.
- 3.5.3 The recommended action must be designed to maintain the minimum service accessibility for weekdays, weekends, nights, and express services. In other words, a minimum route and service level system will be maintained regardless of performance.
- 3.5.4 Services which are considered for cancellation will also be evaluated for substitution of alternate service (Dial-A-Ride, check point deviation), subcontracting, service brokerage, or operation by the local jurisdiction. Or, provisions may be made for outside agencies to fund the service up to minimum standards.
- 3.5.5 Where service is proposed for cancellation within a municipality or joint powers coalition of cities, District staff will provide technical assistance to these cities. This assistance will be limited to the possible development or realignment of their Proposition A Local Return transit system to mitigate the loss of District transit service. Any technical assistance beyond this limit will be provided on a consultant type contract basis.

4.0 COORDINATION STANDARDS

- 4.1 The District will continue to actively coordinate with local jurisdictions to create a system of routes which will eventually serve the needs of the District's riders and local residents.
- 4.2 All affected municipalities will be informed of pending service changes prior to implementation and will be given the opportunity to participate in the planning process.
- 4.3 All affected external agencies (LACTC, SCAG) will be notified within prescribed time periods prior to implementation.

4.4 Under the following conditions, the District will allow municipalities or private carriers to assume the operating rights to bus lines that the District operates:

4.4.1 All of the municipalities along the line formally agree to the transfer of operating rights.

4.4.2 The transfer of operating rights must be approved by the District's Board of Directors.

4.4.3 During the consideration of service transfer applications, the Board of Directors will consider the following in their deliberation:

.1 Route of Line

.2 Service Levels

.3 Comparison of Service Costs

.4 Fare Media

.5 Impact on Passengers

.6 Impact on Transit System Connectivity

.7 Impact on Labor Agreements

.8 Compliance with applicable Federal, State and Local Laws and Regulations.

4.4.4 The District is under no obligation to reinstate the transferred line into its route structure should the new carrier cease all or a portion of the operation of the transferred service.

RAIL OPERATIONS

During the first year of operating a new rail line, the District will provide service levels based on 75 percent of the policy loading standards.

HEAVY RAIL

5.0 OPERATIONAL STANDARDS

5.1 LOADING STANDARDS - (Based on maximum 30 minute passenger load for peak periods and maximum hourly totals for all other periods)

LOADING STANDARD
Percent of Seated Capacity
Scheduled Maximum Average Passenger Loads

<u>SERVICE LEVELS</u>			<u>AVERAGE MAXIMUM</u>		
			<u>LOAD</u>	<u>PSGRS.</u>	<u>SQ. FT.</u>
<u>FREQ.</u>	<u>TRIPS/HR.</u>	<u>CON</u>	<u>RATIO</u>	<u>PER</u>	<u>PER</u>
		<u>SIST</u>		<u>TRAIN</u>	<u>STANDEE</u>
<u>WEEKDAYS-PEAK PERIODS-(5AM TO 9AM AND 3PM TO 7PM)</u>					
2"	30	6	269%	(954)	3.00
2.5"	24	6	256%	(908)	3.25
3"	20	6	236%	(834)	3.75
3.5"	17	6	227%	(804)	4.00
4"	15	6	213%	(754)	4.50
5"	12	6	202%	(714)	5.00
6"	10	6	185%	(654)	6.00
7.5"	8	6	168%	(594)	7.50
6"	10	4	151%	(356)	10.00
7.5"*	8*	4	100%	(236)	-
<u>WEEKDAY-MIDDAY AND WEEKENDS-(9AM TO 3PM WEEKDAYS AND 5AM TO 7PM WEEKENDS)</u>					
4" & LESS	15	6	185%	(654)	6.00
5"	12	6	168%	(594)	7.50
6"	10	6	151%	(534)	10.00
7.5"	8	6	125%	(444)	20.00
6"	10	4	115%	(270)	35.00
7.5"	8	4	100%	(236)	-
8.5"	7	4	90%	(212)	-
10"*	6*	4	75%	(176)	-

<u>SERVICE LEVELS</u>		<u>AVERAGE MAXIMUM</u>			
<u>FREQ.</u>	<u>TRIPS/HR.</u>	<u>CON</u>	<u>LOAD</u>	<u>PSGRS.</u>	<u>SQ. FT.</u>
		<u>SIST</u>	<u>RATIO</u>	<u>PER</u>	<u>PER</u>
				<u>TRAIN</u>	<u>STANDEE</u>

EVENINGS AND OWLS-(7PM TO 5AM)

4" & LESS	15	6	125%	(444)	20.00
5"	12	6	110%	(390)	50.00
6"	10	6	105%	(372)	100.00
7.5"	8	6	100%	(354)	-
10"	6	6	100%	(354)	-
7.5"	8	4	85%	(200)	-
10"	6	4	80%	(188)	-
15"	4	4	75%	(176)	-
10"	6	2	75%	(88)	-
15"*	4*	2	50%	(59)	-

*Minimum Level of service during this time period.
 ()Average maximum passenger load per train,
 assuming 59 seats per car.

5.2 MINIMUM FREQUENCY - No service shall operate on a frequency less than the following:

<u>PERIOD</u>	<u>CONSIST</u>	<u>FREQUENCY</u>
Peaks	4	7.5"
Midday & Weekends	4	10"
Evenings and Owls	2	15"

LIGHT RAIL

6.0 OPERATIONAL STANDARDS

6.1 LOADING STANDARDS - (Based on maximum 30 minute passenger load for peak periods and maximum hourly totals for all other periods)

LOADING RATIO
Percent of Seated Capacity

<u>SERVICE LEVELS</u>			<u>AVERAGE MAXIMUM</u>		
<u>FREQ.</u>	<u>TRIPS/HR.</u>	<u>CON SIST</u>	<u>LOAD RATIO</u>	<u>PSGRS. PER TRAIN</u>	<u>SQ. FT. PER STANDEE</u>
<u>WEEKDAY PEAK PERIODS-(5AM TO 9AM AND 3PM TO 7PM)</u>					
5"	12	2	190%	(290)	4.00
6"	10	2	185%	(281)	4.25
7.5"	8	2	166%	(252)	5.50
8.5"	7	2	148%	(225)	7.50
10"	6	2	136%	(207)	10.00
12"	5	2	120%	(183)	18.00
15"*	4*	2	100%	(152)	-

<u>SERVICE LEVELS</u>			<u>AVERAGE MAXIMUM</u>		
<u>FREQ.</u>	<u>TRIPS/HR.</u>	<u>CON SIST</u>	<u>LOAD RATIO</u>	<u>PSGRS. PER TRAIN</u>	<u>SQ. FT. PER STANDEE</u>
<u>WEEKDAY MIDDAY AND WEEKENDS-(9AM TO 3PM WEEKDAYS AND 5AM TO 7PM WEEKENDS)</u>					
5"	12	2	148%	(225)	7.50
6"	10	2	136%	(207)	10.00
7.5"	8	2	124%	(189)	15.00
8.5"	7	2	110%	(168)	35.00
10"	6	2	100%	(152)	-
12"	5	2	95%	(145)	-
15"	4	2	85%	(129)	-
15"*	4*	1	80%	(61)	-

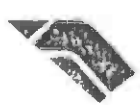
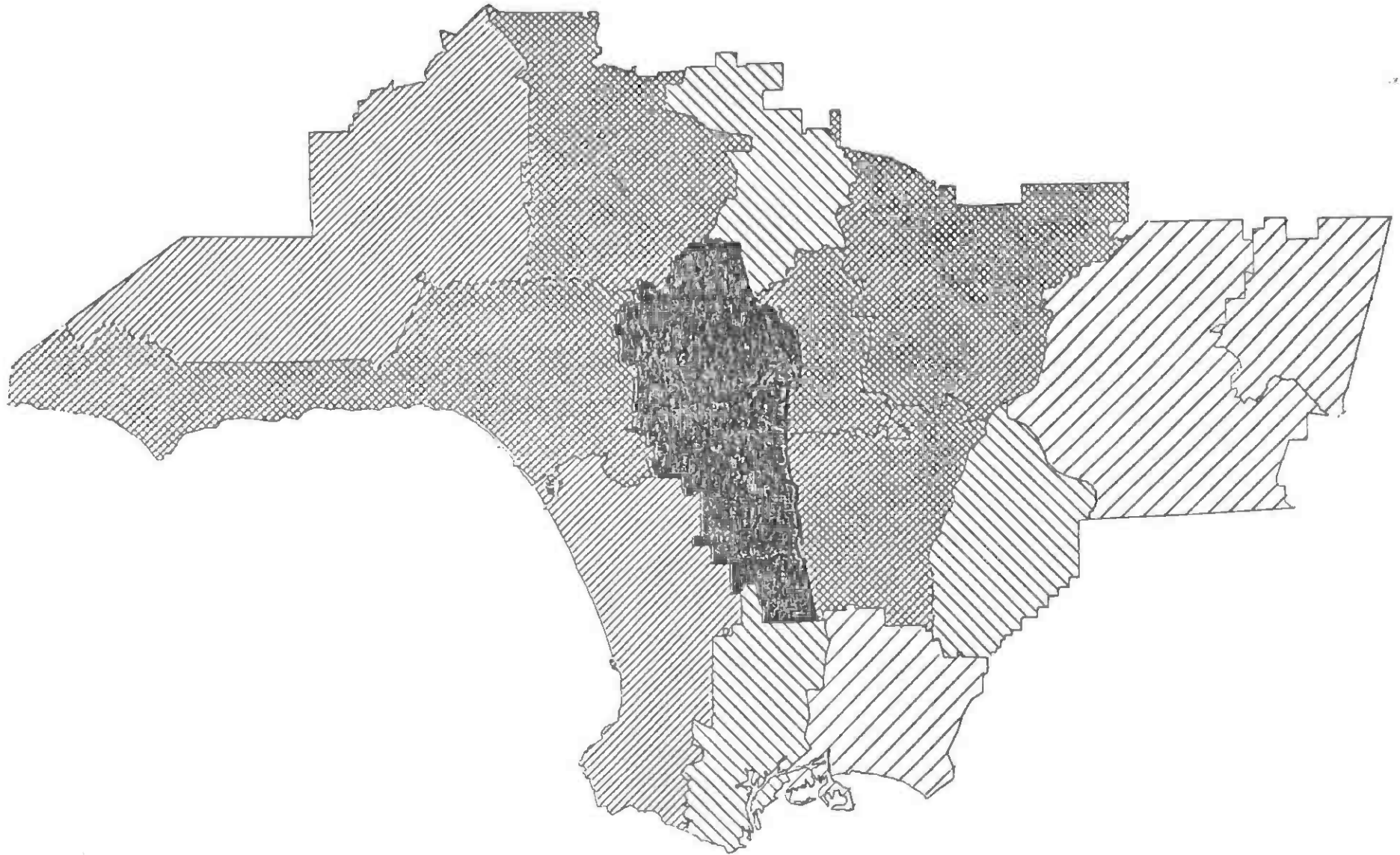
<u>SERVICE LEVELS</u>			<u>AVERAGE MAXIMUM</u>		
<u>FREQ.</u>	<u>TRIPS/HR.</u>	<u>CON SIST</u>	<u>LOAD RATIO</u>	<u>PSGRS. PER TRAIN</u>	<u>SQ. FT. PER STANDEE</u>
<u>EVENINGS AND OWLS-(7PM TO 5AM)</u>					
10" & LESS	6	2	100%	(152)	-
12"	5	2	100%	(152)	-
10"	6	1	100%	(76)	-
12"	5	1	90%	(68)	-
15"	4	1	80%	(61)	-
20"	3	1	75%	(57)	-
30"*	2*	1	50%	(38)	-

()Average maximum passenger load per train, assuming 76 seats per car.

6.2 MINIMUM FREQUENCY - No service shall operate on a frequency less than the following:

<u>PERIOD</u>	<u>CONSIST</u>	<u>FREQUENCY</u>
Peaks	2	15"
Midday & Weekends	1	15"
Evenings and Owls	1	30"

SCRTD TOTAL BUS HOURS WEEKDAY BY PLANNING SECTOR



PLANNING DEPARTMENT

0 5 10 KILOMETERS

0 5 10 MILES



SOURCE: SCRTD RIDE CHECKS

BUS HOURS

0 <= 250

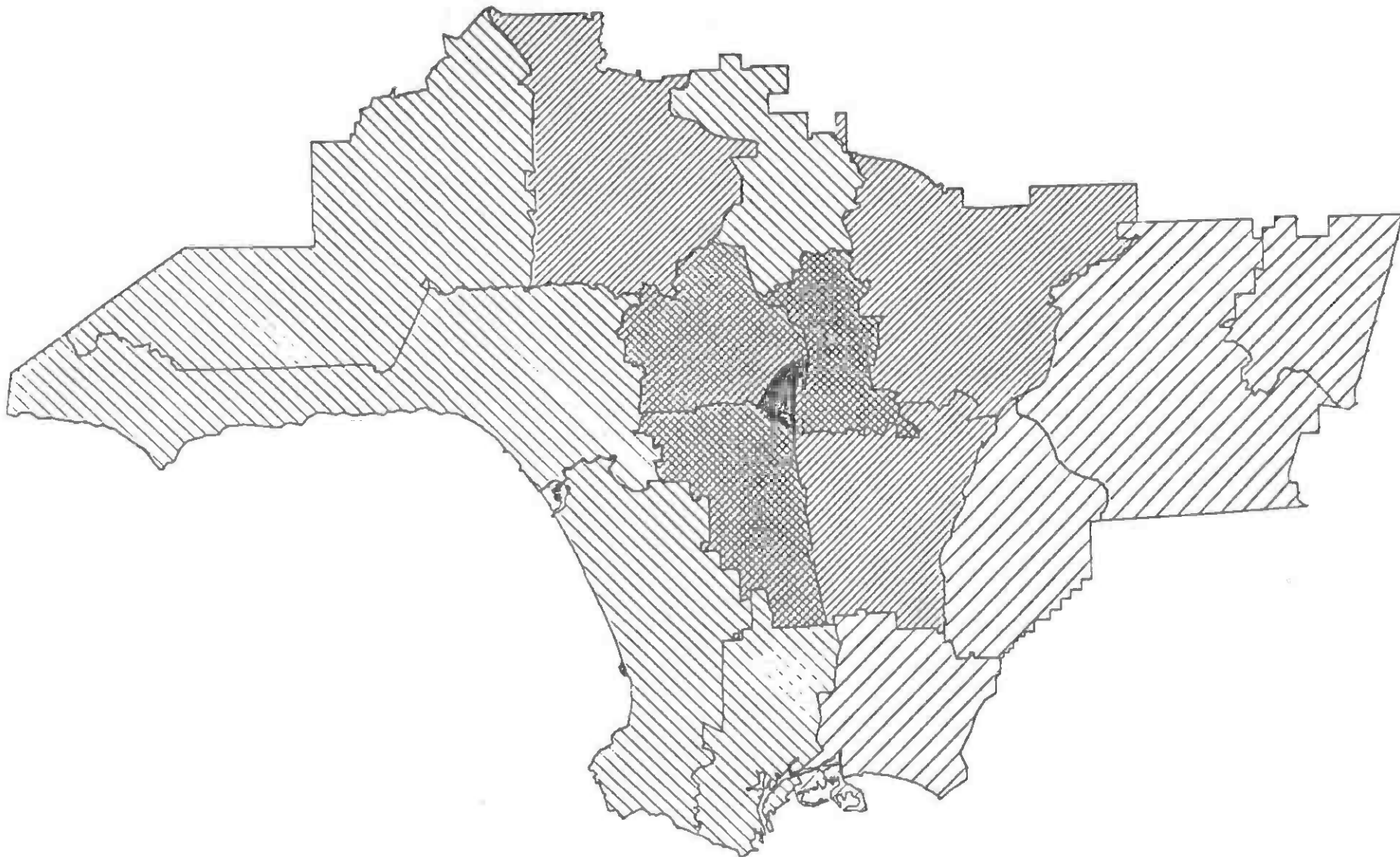
> 251 <= 500

> 501 <= 1000

> 1001 <= 2000

> 2000

1990 BOARDING DENSITY BOARDINGS PER SQ. MILE



RTD

PLANNING DEPARTMENT

0 5 10 KILOMETERS

0 5 10 MILES

0 5 10

SOURCE: RIDE CHECKS & 90 CENSUS



NORTH


BRDINGS/SQ. MILE

 > 0 <= 150

 > 150 <= 500

 > 500 <= 1000

 > 1000 <= 10000

 > 10000

Selected Cost and Census Measures by SCR TD Planning Sectors

Planning Sector	Average Weekday Brdgs.	Cost Per Brdg.	Subsidy Per Boarding	% of Bus Hours	1990 Popul.	1990 Popul. Density
(1) E. San Fernando	93058	\$1.62	\$1.00	7.86	744951	6602
(2) Glendale Area	21180	\$1.66	\$1.07	1.89	265918	4447
(3) W. San Gabriel	68236	\$1.86	\$1.28	6.72	771597	6067
(4) W. Los Angeles	48910	\$2.30	\$1.71	5.96	526803	3034
(5) S. Central L.A.	207677	\$1.25	\$.67	14.31	829990	12960
(6) S.E. Cities	65848	\$1.65	\$1.00	5.99	676463	9190
(7) N.E. Los Angeles	100861	\$1.57	\$1.15	8.12	451784	12314
(8) Carson-San Pedro	9371	\$2.99	\$2.26	1.44	280899	5464
(9) Mid Cities	8352	\$3.82	\$3.09	1.60	387124	5695
(10) South Bay	49610	\$2.00	\$1.37	5.29	713377	6644
(11) W. Central L.A.	361640	\$.94	\$.42	19.72	779995	14124
(12) Downtown L.A.	192780	\$1.16	\$.65	13.57	40374	5914
(13) Long Beach	6319	\$4.18	\$3.50	1.34	519529	8262
(14) W. San Fernando	40522	\$2.19	\$1.53	4.54	604823	2955
(15) E. San Gabriel	8735	\$3.05	\$2.26	1.30	634494	4109
(16) Pomona Valley	2728	\$2.68	\$1.78	0.34	229936	3575
Totals:	1285827	\$1.42*	\$.85*	100.00	8458057	6960

* Average weighted by number of boardings

**AVERAGE BOARDINGS PER REVENUE HOUR
(SCRTD POLICY HEADWAY LINES vs MUNICIPAL OPERATORS)**

OPERATOR	BOARDINGS PER HOUR FY91	PEAK VEHICLES
TORRANCE	28.2	33
MONTEBELLO	55.0	33
GARDENA	49.2	32
NORWALK	N/A	N/A
CULVER CITY	47.9	25
SCRTD POLICY LINES ¹	33.4	40

1 - LINES INCLUDE 104,107,119,124,127,128,170,177,220,250