METRO TRANSIT SERVICE POLICY UPDATE

Service Planning Department
August 2004

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BACKGROUND

- Policy adopted in September 2003.
- Guides decision-making during the service change process.
- Four main sections: design guidelines, performance measures, rail policies, and planning process.
- Annual review and update.
- Will Go to Metro Board in January 2005.

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KEY THEMES OF EXISTING POLICY

- Focus on regional services.

- Provide 30 minute policy headways.

- Implement a Mystery Rider Program.

- Use Performance Index to trigger corrective actions for poorly performing bus routes.

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PROGRESS SINCE LAST YEAR

- Rapid Lines increased from 7 to 9, and directly operated shuttles increased from 5 to 7.
- Lines that operate with peak hour trunk headway greater than 30 minutes increased from 35 lines to 38 lines.
- Mystery Rider Program now back on track.
- Corrective actions have been programmed on 75% of the poorly performing bus routes and several services were canceled due to poor performance.

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PROPOSED POLICY CHANGES

Policy Area	Revision	New	Description
Stop Spacing	X		Based on service types and density
Metro Rapid Warrants		X	Additional design standards
Bus Lane Criteria		X	General planning criteria
Mystery Rider Program	X		Updated
Performance Index	X		Updated
Rail Policies	X		Updated/Minor Adjustments
Public Notification Calendar		X	Timeline for key tasks
Service Change Program Template		X	Template for presenting service proposals

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CURRENT STATUS AND NEXT STEPS

- On-going stakeholder review

- Brief Sector Governance Councils in October

- Present to Metro Board for Approval at the January 2005 Meeting

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