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**ITEM #5**  
**METRO WESTSIDE/CENTRAL GOVERNANCE COUNCIL**  
**December 2, 2004**

**SUBJECT: TRANSIT SERVICE POLICY COMPLIANCE**

**ACTION: RECEIVE AND FILE**

**BACKGROUND**

The MTA service policy was first adopted in 1986 and revised in 1993 for the opening of rail service. A new policy was developed and adopted in September 2003, to address changes in the operating environment, including the expansion of rail service, the establishment of service sectors, and to reflect the agency's direction of placing greater emphasis on MTA's regional role.

The purpose of the policy is to direct decision-making during the service change process and to ensure fair and consistent evaluation of service. Key goals of the service policy include:

- Increasing Ridership
- Improving Service Quality
- Using Resources Wisely

The policy calls for service adjustments that best meet customer needs and expectations within the constraints of the budget and equipment availability.

The service policy is reviewed annually and any changes to the policy require the approval of the MTA Board of Directors. At the October Governance Council meeting, MTA's Service Development Department provided Council members with a draft of the revised policy, and highlighted the proposed policy changes. In January 2005, the revised policy will be presented to the MTA Board of Directors for Approval.

**SERVICE POLICY COMPLIANCE IN THE WESTSIDE/CENTRAL SECTOR**

In response to the Governance Council and the General Manager, MTA's Service Development Department prepared a matrix showing the sector's compliance with key policy areas (Attachment A). In assessing the level of compliance, areas are identified where there may be opportunities for modifying and improving services relative to key policy areas.

## **KEY THEMES FOR FISCAL YEAR 2006**

For fiscal year 2006 service planning staff will focus service improvements and modifications as per the revised Transit Service Policy and in concert with the Metro Connections system restructuring. Key themes for fiscal year 2006 include:

- New Service Implementation
- High Capacity Vehicle Deployment
- Improvement or deletion of poor performing lines
- Implementation of thirty-minute policy headways
- Improvements to bus stop spacing
- Service duplication elimination

## **NEXT STEPS**

Staff will return to the Governance Council in January 2005, to set a public hearing in February for the June 2005 service change.

## **ATTACHMENT**

- A. [Transit Service Policy Compliance in the Westside/Central Sector](#)

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