



**METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL
APRIL 11, 2006**

SUBJECT: TRANSIT SERVICE POLICIES UPDATE

ACTION: RECEIVE

BACKGROUND

The Metro Transit Service Policy was originally adopted in 1986. In 2003 the policy underwent a major revision and was updated to reflect recent changes in the operating environment and to support the agency's strategic plan. The revised policy called for an annual review and update. This report reflects the latest version of the policy and includes updates that were made during 2005.

This [report is organized into six sections](#)

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

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 the constraints of the budget 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

- Resources will be allocated in a manner that balances customer expectations with the fiscal responsibilities of the agency.
- The network structure shall maximize regional mobility.
- The Metro will focus its service investment on providing high quality service to major travel markets within Los Angeles County.
- Corridors served by bus routes that offer service frequencies of 5 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).