

Metro Transit Service Policy Document

Provides Guidance and Policies for:

- ✓ **Bus Route Network Design**
- ✓ **Service Guidelines**
- ✓ **Bus Stop Location and Spacing**
- ✓ **Bus and Rail Passenger Loading Standards**
- ✓ **Performance Standards**
- ✓ **Title VI and Environmental Justice Evaluation Process**
- ✓ **Public Outreach**



METRO TRANSIT SERVICE POLICY

✓ **Bus Route Network Design**

- **Develop a Network of Routes, not Individual Routes**
- **Minimize Transfers**
- **Make System Easy to Use**
- **Minimize Duplication**
- **Improve Bus Speeds**
- **Better Coordination with Muni Services**

✓ **Service Guidelines**

- **Service Types**
 - **Local, Limited, Shuttle, Rapid, Express, BRT & Metro Rail**
- **Transit Vehicle Types**
 - **35', 40', 45', 60' , Electric, & Light – Heavy Rail**
 - **Large High Capacity Buses are Used on High Demand Lines**

METRO TRANSIT SERVICE POLICY

✓ **Bus Stop Location and Spacing**

➤ **Nearside, Farside , Mid-Block, Off Street**

➤ **Bus Stop Spacing:**

○ Service	Farthest	Target
▪ Shuttle	.25 mi.	.20 mi.
▪ Local	.25 mi.	.25 mi.
▪ Limited	.80 mi.	.50 mi.
▪ Rapid	1.50 mi.	1.00 mi.
▪ BRT	1.50 mi.	1.25mi.

✓ **Bus and Rail Passenger Loading Standards**

➤ **Existing Standard Based on Passengers per Seat**

▪ **Bus 1.30 Light Rail 1.75 Heavy Rail 2.30**

➤ **Consideration to a Standing Area and Time of Day**



METRO TRANSIT SERVICE POLICY

✓ **Performance Standards**

➤ **On-Time Performance**

- **Heavy Rail – 95%, Light Rail – 90%, Bus – 80%**

➤ **Bus Route Performance Index**

- **Based on Pgsrs./Bus Hr., Psgr. Miles/Seat Miles & Subsidy/Psgr.**
- **Routes Compared to Avg. Performance of Same Type of Service**
 - **Shuttle, Local/Limited, Rapid, Express**
 - **Routes with Less than 60% Score Subject to Cancellation**

✓ **Title VI & Environmental Justice Evaluation Process**

➤ **An Evaluation will be Conducted on all Major Service Changes**

- **25% or Greater Change over 3 years**
- **Service Miles, Psgrs...**

➤ **Disparate Adverse Impact (Title VI) or Disproportionate Adverse Impact (EJ)**



Metro

✓ **Public Outreach**

- **Metro Service Council Monthly Meeting**
 - **Councils with Local Leadership**
 - **Metro Bus Lines with Significant Service Within Region**
 - **Service Changes Under \$100,000 Annual Cost Reported**
 - **Changes Over \$100,000 Require Council Approval**
 - **Major Changes Require a Public Hearing**
 - **Major Service Changes Reported to Metro Board Committee as a Receive and File Item**
 - **Major Service Changes with Disparate Averse Impact and/or Disproportionate Adverse Impact must presented to Metro Board for Approval**



METRO TRANSIT SERVICE POLICY

