

SERVICE POLICIES AND STANDARDS COMPLIANCE REVIEW FOR TITLE VI PROGRAM UPDATE



RECOMMENDATION



ADOPT Service Policies and Standards Compliance Review for Title VI Program Update (Attachment A).

ISSUE & DISCUSSION



ISSUE

The Federal Transportation Administration (FTA) requires transportation agencies to demonstrate their compliance with Title VI by requiring the governing authority to review and approve service monitoring results to be included in the Title VI Program Update due every three years.

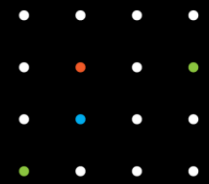
DISCUSSION

Metro is required to submit the results of the monitoring program as well as approval of those results as part of Title VI Program compliance.

Metro's Service Policies and Standards serve as guidance for provision of bus and rail service. The Metro Board last approved the monitoring results in September 2022. There have been minimal changes to Metro's Service Policies and Standards as reflected in the 2025 Transit Service Policy adopted in July 2025.

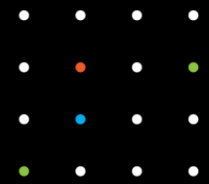


Service Category Standards



- **Service Availability:** At least 99% of Census tracts with at least 3 households/acre and/or 4 jobs/acre within one-quarter mile of fixed route service (bus stop or rail station)
- **Classification of Services:** comparison of compliance between Minority and Low-income routes and all routes
- **Headway Standards:** Maximum headways during peak and off-peak hours by type of service
- **Loading Standards:** Number of peak and off-peak passengers established by vehicle type
- **On-Time Performance (OTP) Standards:** Buses should be at least 85% on time; heavy rail and light rail service should be at least 95% and 90% on-time respectively.
- **Stop Spacing Standards:** maximum average stop/station spacing in miles by type of service, not to be exceeded by at least 90% of all routes operated.
- **Passenger Amenities Standards:** established by type of service (heavy rail, light rail, off-street bus facilities serving 4 or more bus lines:
- **Vehicle Assignment Standards:** average age of heavy rail, light rail, and bus vehicles assigned at each facility

Service Monitoring Results

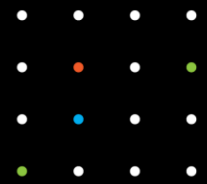


- **Service Availability:** 99.7% which meets the standard.
- **Classification of Services:** Of Metro's 116 fixed-route bus lines, 84 are Minority lines (72%), and 94 are Low-income lines (81%). Both Heavy Rail Lines B and D and all four Light Rail Lines (A, C, E, K) are Minority and Low-income lines.
- **Headway Standards:** Headway compliance is an issue for 19 bus lines (16%) weekdays and one line on weekends. This will be addressed through schedule adjustments and improved frequencies.
- **Loading Standards:** Bus service was 97.6% in compliance weekdays, 98.7% Saturdays, 99.3% Sundays/holidays with adjustments made where demand remained strong. Both Heavy and Light Rail were 100% in compliance.
- **On-Time Performance (OTP) Standards:** Both Heavy and Light Rail consistently exceed the standard; bus OTP improved weekdays to 76% and Saturdays were 74% , up since the 2022 review. Sundays declined to 74%. The Metro Transit Service Delivery team is deploying additional strategies such as more coaching/training for operators and additional management of yard and terminal departures to further improve. Recent months exceeded 80% on the way to the 85% goal.
- **Stop Spacing Standards:** 28% of bus lines did exceed the maximum average stop spacing standard, but these were due to exceptions allowed in the policy such as freeways, bridges, and open spaces.
- **Passenger Amenities Standards:** all applicable facilities are in compliance.
- **Vehicle Assignment Standards:** All average ages are within 4 years of system average.



Metro

Conclusion



Results indicate that the adopted systemwide standards are set properly.

Metro needs to continue to improve the systemwide bus service on-time performance and to a lesser extent, headway compliance on weekdays.

- On-time performance will improve as more of the NextGen Speed and Reliability Program is implemented and better service monitoring.
- Overall weekday compliance will improve with efforts such as managing of operators with low on time performance, managing of terminal and yard on time departures and adjusting schedules based on current travel times.