

TRANSIT SERVICE POLICY UPDATE

July 17, 2025

Operations, Safety, & Customer Experience
Committee Meeting

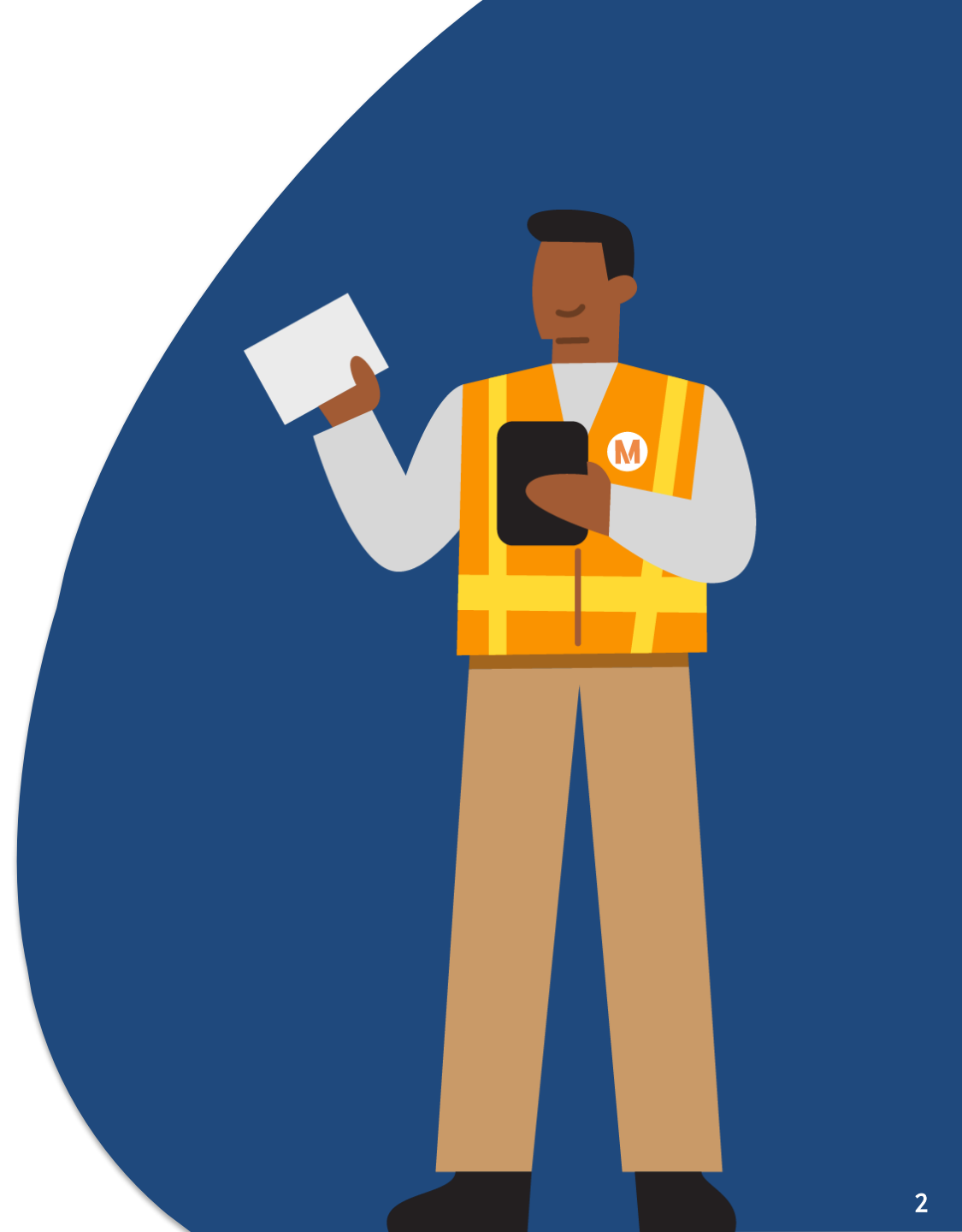


Recommendation

Approve 2025 Transit Service Policy

Issue

This policy is required as part of Federal Title VI compliance, and the plan is usually updated every three years when the Metro Title VI Plan is updated, which will occur in 2025.

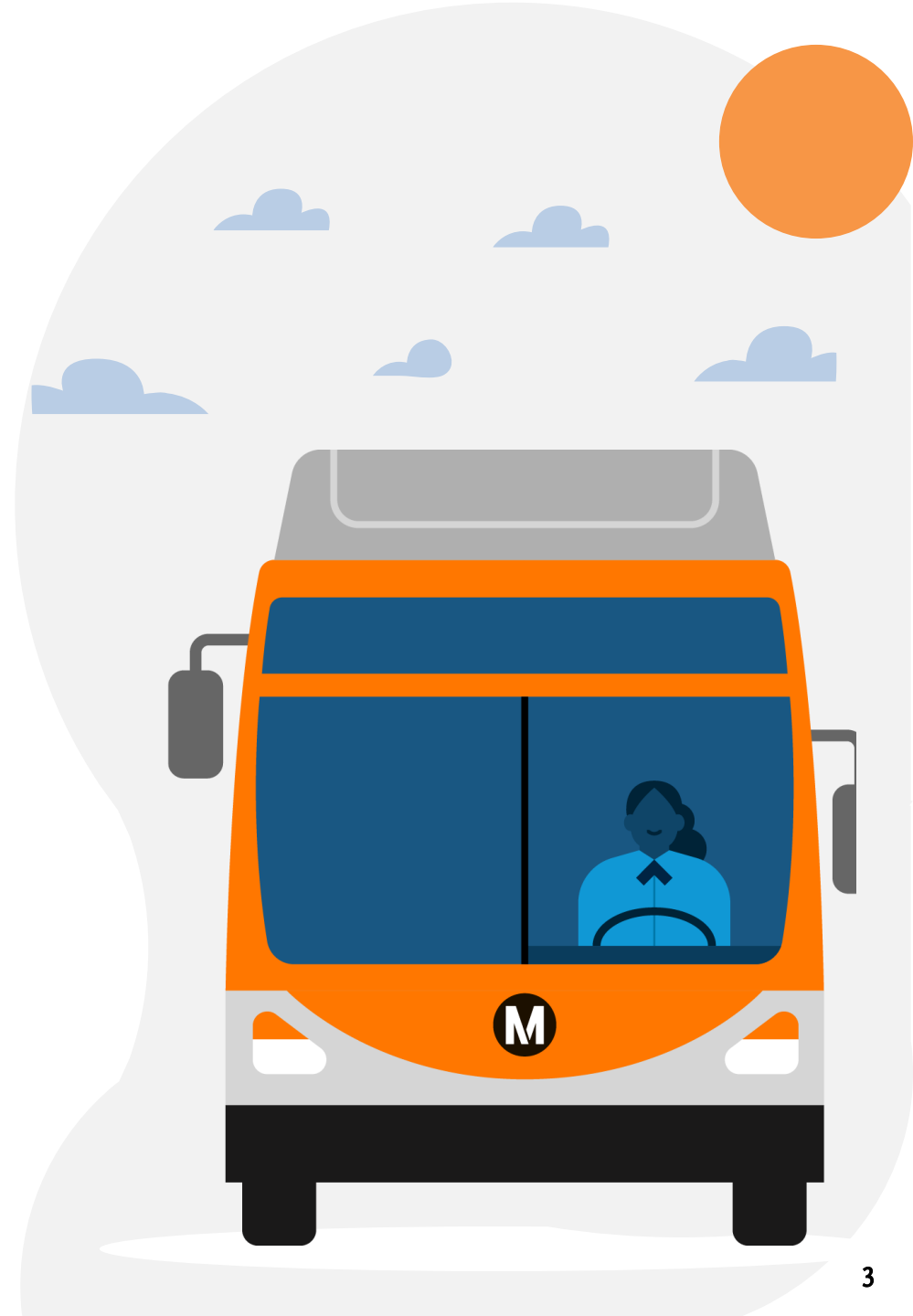


Discussion

2025 Transit Service Policy Updates

- Incorporates opening of K Line and Regional Connector
- Reducing the standard for pass ups of customers who use wheelchairs or other mobility devices from an average of no more than 6% to an average of no more than 5% for regular operating bus service.
- Breakout of heavy and light rail standards by rail car model
- Rail passenger load standard revised from a passenger per seat ratio (noting changed seating) to number of seated passengers plus the number standees that can be accommodated.
- Revised Average Stop Spacing Standard of 0.25 miles to include a maximum 0.3 mile between any two consecutive stops.
- Incorporates Metro Micro existing framework

Next steps: Provide approved policy as a part of Metro's 2025 Title VI Plan update



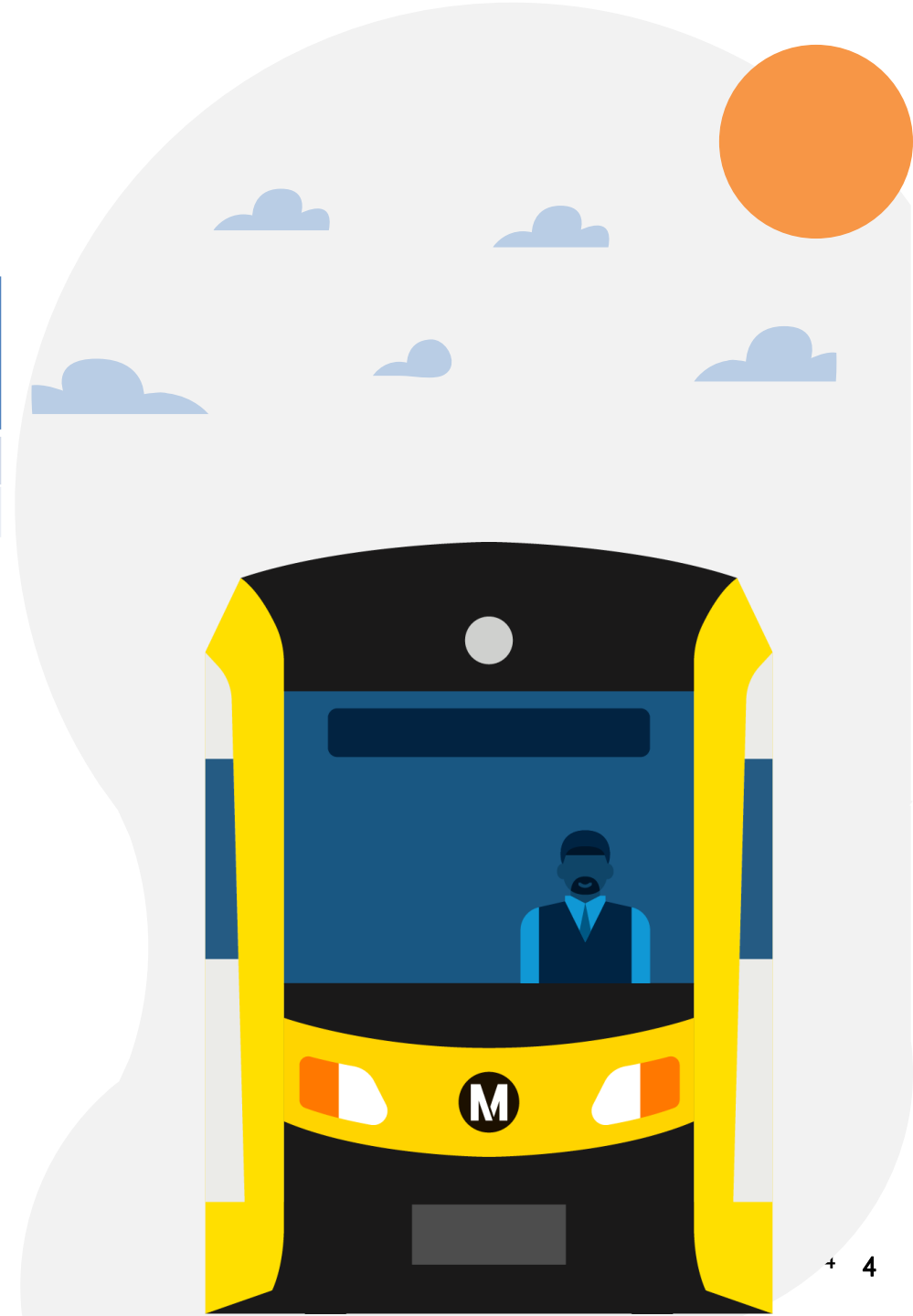
Rail Fleet Load Standard

2022

Service Type	Seats per Vehicle	Peak Passengers per Seat	Off-Peak Passengers per Seat	Maximum Passengers Onboard
Heavy Rail	52	2.30	2.30	120
Light Rail	60-76	1.75	1.75	105-133

2025

Vehicle	Seats per Vehicle	Sq. Foot per Standing Passenger	Maximum Passengers Onboard
Heavy Rail – A650	50	3.45	143
Heavy Rail – HR4000	47	3.45	131
Light Rail – P3010	68	4.25	133
Light Rail – P2550	71	4.25	138
Light Rail – P2000	70	4.25	139



Stop Consolidation

- Metro continues to review bus stop placement to ensure an appropriate balance between travel time on the bus and easy access to bus stops.
- A good balance should allow minimized overall travel time for riders.
- New details clarify how average and maximum bus stop spacings should be applied.

Stop Spacing

- Revised Average Stop Spacing Standard of 0.25 miles to now include a maximum 0.3 mile between any two consecutive stops.
- Stop spacing may exceed stop standards due to extenuating circumstances such as incompatible land uses such as undeveloped land, bridges, freeways, etc.

Metro Micro

Added background framework for Metro Micro to the TSP

- Zone descriptions
- Components (Software platform, contract operator, etc.)
- Booking options and methods
- Vehicle fleet with capacities (10 seats, no standees) with accessible vehicles
- Operating protocols and standards (e.g., pick up/drop off on time performance)
- Federal reporting requirements

MicroTransit Vehicle Type	Seats per Vehicle	Peak Passengers per Seat	Off-Peak Passengers per Seat	Maximum Passengers Onboard
Large Van	7 + 2 Wheelchairs	1.0	1.0	9
Small Van	5	1.0	1.0	5
Small Wheelchair Accessible Vehicle	5 or 3 + 1 Wheelchair	1.0	1.0	5

