



Board Report

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Agenda Number: 35.

OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE NOVEMBER 17, 2022

SUBJECT: METRO 2022 TRANSIT SERVICE POLICY

ACTION: APPROVE RECOMMENDATION

RECOMMENDATION

ADOPT the 2022 Transit Service Policy (Attachment A).

ISSUE

Metro's Transit Service Policy (TSP) is periodically revised to reflect the policy framework for how the agency meets existing and anticipated challenges with providing high quality transit service. This policy is required as part of Federal Title VI compliance. Changes to the Metro TSP were last adopted by the Metro Board in January 2020, reflecting the newly developed framework for the NextGen Bus Plan focused on developing a fast, frequent, and reliable bus network. Since that time, the NextGen Bus Plan has been adopted and the majority of the service plan has been implemented. This 2022 update for the TSP reflects the approved and implemented NextGen Bus Plan and will serve as a fundamental guide for bus route design, scheduling, implementation and evaluation for Metro transit service moving forward based on the principles established in the NextGen Bus Plan.

BACKGROUND

Metro's Transit Service Policy (TSP) establishes criteria and guidelines to ensure that the transit system is developed and managed consistent with policy guidance approved by the Metro Board of Directors. These include criteria for service provision including minimum service frequencies, load standards and route and stop spacing. The TSP also includes a formal process for evaluating services, service design guidelines, and a process for implementing service changes.

DISCUSSION

This 2022 update of the Transit Service Policy (Attachment A) incorporates the following changes:

- Critical elements of the NextGen Bus Plan were updated to reflect the plan having been adopted and largely implemented, including:
 - NextGen frequency tiers
 - Toolkit of bus speed and reliability tools,

- Key system principals and design concepts
- Addition of Metro MicroTransit pilot service
- Metro's Equity Platform, recognizing the need in planning service to consider higher need for people to use transit in areas with a higher transit equity score, such as Equity Focus Communities
- Restored documentation of on time performance standards

A redlined version of all of the changes is provided in Attachment B.

DETERMINATION OF SAFETY IMPACT

This Transit Service Policy and all recommendations identified will be implemented with full adherence to established safety policies and procedures.

FINANCIAL IMPACT

Implementation of any of the recommendations, elements, and principles established in the policy document would be reflected in the annual Metro Operating and Capital budgets brought to the Board for approval. The adoption of this updated TSP document does not directly impact the budget.

EQUITY PLATFORM

This 2022 update of the TSP continues to incorporate Metro's Title VI Service and Fare Equity Analysis policy which provides for formal consideration of the impact on people of color (minority) and low-income communities of any Metro major service change. This update also incorporates the 2022 Equity Focus Communities definition and addresses the Four Pillars of the Equity Platform.

The TSP also reflects the NextGen principles of all day frequent service based on a set of frequency tiers, which resulted in more bus service resources in areas with higher Transit Equity scores and in Equity Focus Communities (EFCs), where the need to use the Metro transit system is greatest. The TSP also includes the NextGen Bus Speed and Reliability program of new bus lanes, signal priority, all door boarding, plus bus stop and terminal optimization. The roll out of these enhancements will further improve the rider experience through faster and more reliable travel, especially in areas with higher Transit Equity scores and in EFCs where the most frequent and highest ridership bus services are concentrated.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

The recommendation supports strategic plan goal #1: Provide high quality mobility options that enable people to spend less time traveling. This update to the TSP also encompasses two sub-goals: 1) Target infrastructure and service investments towards those with the greatest mobility needs; and 2) Invest in a world class bus system that is reliable, convenient, safe, and attractive to more users for more trips.

Alternatives_Considered

ALTERNATIVES CONSIDERED

This new version of the TSP updates the January 2020 version to reflect the NextGen Bus Plan implementation. There are no other updates required at this time.

NEXT STEPS

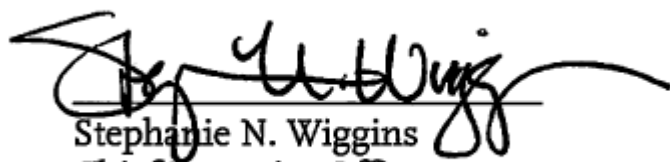
With the adoption of the 2022 Metro Transit Service Policy, staff will continue to work towards the full implementation of the NextGen Bus Plan with the roll out of addition bus speed and reliability improvements. Lessons learned from this process will be included in future updates for the Transit Service Policy.

ATTACHMENTS

Attachment A - December 2022 Metro Transit Service Policies and Standards
Attachment B - The redline version

Prepared by: Joe Forgiarini, Senior Executive Officer, Service Development
Lilia Montoya, Deputy Chief Operations Officer, Admin &
Development, (213) 922-4061

Reviewed by: Conan Cheung, Chief Operations Officer, Mobility Services & Development (213)
418-3034



Stephanie N. Wiggins
Chief Executive Officer