

Los Angeles County  
Metropolitan Transportation Authority

# TRANSIT SERVICE POLICY UPDATE

Operations Committee  
September 17, 2009



**Metro**

# BACKGROUND

- Sets policy guidance for service design, performance monitoring, service changes, and compliance with federal regulations
- Adopted in September 2003
- Routinely reviewed and updated
- Policy last amended in November 2007



# KEY CHANGES

- **Metro Rapid Service Warrants**
  - Warrants are service design and operating guidelines used to ensure that the quality of Metro Rapid service is maintained
  - Proposed changes better reflect realized on-street operating characteristics, maintain Metro Rapid's speed improvement, and improve on-time performance
- **School Tripper Policy**
  - School Service is extra service added to protect from overcrowding and schedule reliability on base service
  - Amendment establishes formal School Tripper Service Change Procedures to ensure MTA complies with FTA school tripper guidelines and internal audit recommendations

# KEY CHANGES

- **MTA Performance Monitoring Process**
  - The Route Performance Index (RPI) focuses strictly on overall productivity of each line
  - Amendment updates MTA Performance Monitoring Process to add new performance indicators that balance the productive use of resources with the region's mobility needs and service quality
- **Title VI**
  - In May 2007, the Federal Transit Administration issued new guidance for compliance with Title VI requirements regarding transit service to Limited English Proficiency (LEP) persons
  - Amendment ensures MTA compliance with FTA guidelines

# Discussion