

# LTD Fixed Route Service Policy

Strategic Planning Committee | March 29, 2022







# MISSION

CONNECTING OUR COMMUNITY.

# VISION

IN ALL THAT WE DO, WE ARE COMMITTED TO  
CREATING A MORE CONNECTED, SUSTAINABLE, AND  
EQUITABLE COMMUNITY.

# VALUES

RESPECT, INTEGRITY, INNOVATION, EQUITY, SAFETY,  
AND COLLABORATION.



# AGENDA



Context – Why Have a Service Policy?



What is a Service Policy?



Discussion and Questions

# Context

- Federal Requirement
  - FTA Title VI (Circular 4702.1B)
- LTD first adopted in 1999
- Last update in 2014



# Why Have a Service Policy

Provides a framework for:

- Policy-making
- Decision-making
- Planning processes
- Transit service planning
- Service changes
- Operational analysis
- Defines service expectations
- Identifies evaluation standards and remedial actions
- Defines processes for partners and the public

# Network Design Principles

## Allocating scarce resources

- Productivity
  - Frequency
  - Density
  - Walkability
  - Linearity
  - Continuity
- Coverage
  - Social service
  - Wide reach

# Types of Routes

Frequent and linear routes on arterial streets/major collectors

- Bus Rapid Transit/EmX
- Express Routes
- Core Routes

Infrequent and circulate within neighborhoods; “Insurance against isolation”

- Community Routes
- Community or Rural Routes





# Categories of Service Standards

- Productivity
  - x% of average of all routes within a route type
  - Measured separately for weekday/Saturday/Sunday
  
- Span of Service
  - Hours of service for each day type

Route Type	Day of Week	Span of Service
<b>EmX (BRT)</b>	Weekday	5:00 AM - 1:00 AM
	Saturday	7:00 AM - 11:30 PM
	Sunday	7:30 AM - 9:30 PM
<b>Express</b>	Weekday	7:00 AM - 10:00 PM
<b>Core</b>	Weekday	5:00 AM - 12:00 AM
	Saturday	7:00 AM - 11:30 PM
	Sunday	7:30 AM - 9:30 PM
<b>College</b>	Weekday	7:00 AM - 7:00 PM
	Saturday	Limited
<b>Community</b>	Weekday	6:30 AM - 8:30 PM
	Saturday	7:30 AM - 8:30 PM
	Sunday	Limited
<b>Limited</b>	Weekday	Variable*
<b>Rural</b>	All Day Types	Variable*

\*Variable means that there is no minimum span, up to and including no service on certain day types.



# Categories of Service Standards

- Frequency

- How often the bus runs

- Route Scheduling

- Strive for spans & frequencies
  - Clock-face headways
  - Transfers between routes
  - Recovery time

Route Type	AM Peak	Midday	PM Peak	Evening	Saturday	Sunday
BRT/EmX	10/15	10/15	10/15	15/30	15/30	15/30
Express	5/25	30	20/30	60		
Core	15/30	15/30	15/30	30/60	30/60	30/60
Community	30	30/60	30/60	60	60	60
College	10/30	30/60	30/60	60	60	
Limited	≥60	≥60	≥60			
Rural	<i>Variable; determined by commute demand</i>					

Desired minimum & maximum frequencies in minutes by service type



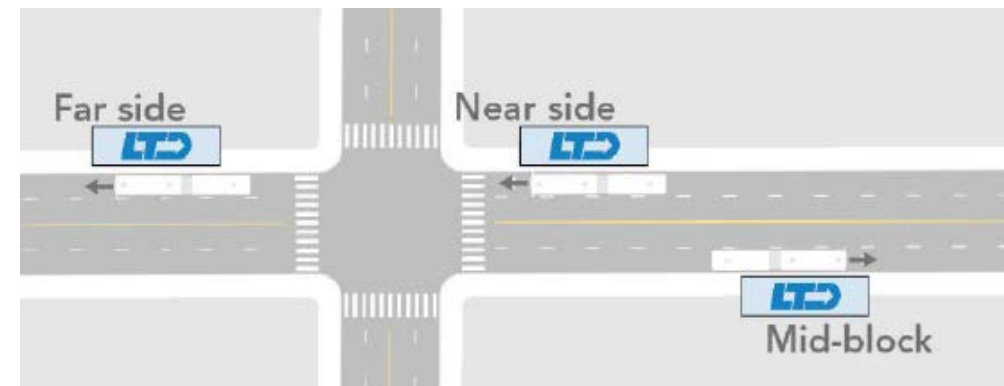
# Categories of Service Standards

- Route Design

- 2-way line routes with terminal at major destinations
- Loops are used in limited cases
- Avoid route deviations

- Customer Comfort & Safety

- Bus stop spacing
- Bus stop amenities
- Bus stop locations



# Categories of Service Standards

- Vehicle assignments
- Service reliability
  - Service capacity
  - On-time performance
  - Missed trips
  - Vehicle Reliability
  - Vehicle age



# Service Changes & Evaluation

- 3 service changes per year during bid
- Major service changes usually during Fall bid
- Evaluate the performance of each route
- Recommendation for changes may include:
  - Routing, span, frequency on individual routes
  - Addition or removal of trips
  - Reductions in service
  - Removal of routes or segments of routes



# New Service

- New routes or the addition of service in excess of the spans and frequencies set in Service Design Standards.
- Based on:
  - Financial resources
  - Expected ridership & productivity
  - Availability of operations staff and fleet
  - Integration of the service in the District's network

# Service Reductions (If Required)

- Steps will be taken for each route based on
  - On-time performance issues
  - Ridership patterns
  - Eliminate service or combine routes if alternate service is available within 1 mile of eliminated segments and no disparate impact policy violations
  - Consider weekday-only service on the route

# Disparate Impact Policy (Title VI)

## Proposed (2022)

- Major Service Changes
  - Some minor language changes
- 80 Percent Rule
  - Changed from four-fifths rule
- Fare Changes
  - Added reference to Ordinance 53

## Adopted

- Major Service Changes (Pg. 7-8)
- Four-Fifths Rule (Pg. 8-9)
- Fare Changes (Pg. 9)



# Questions?

