

RESOLUTION NO. 1992-74

APPROVING A POLICY ON RIDERSHIP PERFORMANCE
STANDARDS FOR RAIL STATIONS

WHEREAS, the Authority must insure that its resources are used effectively and efficiently in the operation of public transportation services; and

WHEREAS, ridership at Authority rail stations has declined in some cases to very low levels; and

WHEREAS, the Authority has not adopted any recent policy on rail station ridership performance levels to guide management of the Authority's resources; and

WHEREAS, the adoption of such a policy is deemed to be in the best interest of the Authority under current economic conditions.

NOW, THEREFORE, BE IT RESOLVED by the Board of the Greater Cleveland Regional Transit Authority, Cuyahoga County, Ohio:

Section 1. That the policy on rail station ridership performance presented in Attachment A hereto is hereby adopted.

Section 2. That the General Manager/Secretary-Treasurer is hereby authorized to take any steps necessary to implement this policy.

Section 3. That this Resolution shall become effective upon its adoption.

Attachment A - Proposed Amendments to the Service Policy.

Adopted: June 16, 1992

President

Attest:


General Manager/Secretary-Treasurer



ATTACHMENT A

GREATER CLEVELAND REGIONAL TRANSIT AUTHORITY
PROPOSED AMENDMENTS TO THE SERVICE POLICY

- I. Revise Section 6.3 Service Utilization/Route Productivity as follows:
- A. Revise the title of Section 6.3.2 to insert words "Bus/Paratransit" as follows:
- Procedure for Annual Bus/Paratransit Route Performance Evaluation.
- B. Remove "Rail" from the list under subsection 6.3.2(A).
- C. Revise subsection 6.3.2(E) to pertain only to bus and paratransit services.
- D. Add a new subsection 6.3.2(F) as follows:
- F. An annual report will be prepared and transmitted to local jurisdictions summarizing bus and paratransit route performance versus GCRTA performance standards. At a minimum, this report will highlight those routes which are performing below standard(s) and are subject to possible remedial action to improve system performance. To the maximum extent possible within the limitations of time and resources, GCRTA staff will work with local jurisdictions and surrounding communities to improve route performance.
- E. Add a new Section 6.3.3 as follows:
- 6.3.3 Procedures for Annual Rail Service Performance Evaluation
- A. GCRTA rail services will be divided into evaluation segments as follows:
- o Individual rail stations.
 - o Operable rail line segments.
- B. Using ridership data for the previous 12-month period, the following performance indicators will be calculated for each evaluation segment as necessary or appropriate:
- o Average daily boardings.
 - o Boardings for average weekday, Saturday and Sunday/Holiday.
 - o Average boardings per train trip.
 - o Average boardings per rail car mile.
 - o Average boardings per rail car hour.
 - o Marginal operating ratio equal to fare revenue divided by marginal operating cost.

- C. Rail station performance will be evaluated as follows:
1. For a rail station to remain open for normal daily use, the station must serve at least 100 passengers boardings per day and produce fare revenue which covers at least 20% of the marginal operating cost for the station.
 2. For the placement of a Station Attendant at a rail station to collect fares, the station must serve at least 200 passenger boardings per day and produce fare revenue which would cover at least 40% of the marginal operating cost for the station.
 3. No rail station will be closed without first evaluating the impact of a closing upon the area/community being served by the station. Such an evaluation will consider:
 - o Availability of alternative services.
 - o Proximity of concentrations of persons dependent upon public transportation.
 - o Impact upon nearby businesses, institutions and/or agency service outlets/offices.

Before closing any rail station, management must first hold a public hearing as required in Section 7.4 and present a report on this evaluation to the Board of Trustees.

- D. Rail line operable segments will be evaluated to determine hours and days of operation and appropriate frequency of service using the performance indicators delineated under subsection 6.3.3(B) above consistent with the Service Quality Criteria and Guidelines contained in Section 5.0.
- E. An annual report will be prepared and transmitted to local jurisdictions directly served by a rail line summarizing rail station and line segment performance and highlighting potential remedial actions to improve performance. To the maximum extent possible within the limitations of time and resources, GCRTA staff will work with local jurisdictions to improve performance.

II. Revise Section 7.4 Public Hearing Requirements to include in the list of events requiring a public hearing:

- o a permanent closing or shutdown of a rail station or an operable segment of a rail line.