

RESOLUTION NO. 2017-58

REPEALING CHAPTERS 1010, 1014, 1016, 1018, 1020, 1022, 1062, AND 1078 OF THE CODIFIED RULES AND REGULATIONS OF THE GREATER CLEVELAND REGIONAL TRANSIT AUTHORITY AND ENACTING A NEW SERVICES CODE

WHEREAS, pursuant to Resolution No. 1989-176, the Board of Trustees of the Authority codified the resolutions establishing its policies and procedures; and

WHEREAS, over the years, many of the resolutions have been amended; and

WHEREAS, at the present time, the Authority deems it necessary to review, revise and update the codified rules and regulations; and

WHEREAS, the Authority has conducted a review and determined that certain chapters need to be added to reflect the current Service Policy of the Authority.


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

Section 1. That Chapters 1010, 1014, 1016, 1018, 1020, 1022, 1062 and 1078 are hereby repealed in their entirety.

Section 2. That the attached Services Code, chapters 1010, 1011, 1012, 1013 and 1014, is hereby enacted.

Section 3. That this resolution shall become effective immediately upon its adoption.

Adopted: July 18, 2017



President

Attest:



CEO, General Manager/Secretary-Treasurer



Greater Cleveland Regional Transit Authority
STAFF SUMMARY AND COMMENTS

TITLE/DESCRIPTION: REPEALING CHAPTERS 1010, 1014, 1016, 1018, 1020, 1022, 1062, AND 1078 OF THE CODIFIED RULES AND REGULATIONS OF THE GREATER CLEVELAND REGIONAL TRANSIT AUTHORITY AND ENACTING A NEW SERVICES CODE.	Resolution No.: 2017-58
	Date: July 13, 2017
	Initiator: Legal
ACTION REQUEST: <input checked="" type="checkbox"/> Approval <input type="checkbox"/> Review/Comment <input type="checkbox"/> Information Only <input type="checkbox"/> Other _____	

- 1.0 PURPOSE/SCOPE: This resolution will repeal Chapters 1010, 1014, 1016, 1018, 1020, 1022, 1062, and 1078 and also enact Chapters 1010, 1011, 1012, 1013 and 1014 of the Codified Rules and Regulations ("Code") of the Greater Cleveland Regional Transit Authority.
- 2.0 DESCRIPTION/JUSTIFICATION: The Policies and Procedures of the Board of Trustees were codified in 1989, pursuant to Resolution 1989-176. The code book has been updated periodically. It is now time for a comprehensive review and update so that the updated Code will conform to the current structure and operations of the Authority.

A new services code is being enacted to consolidate and streamline the code, provide improved usability and match current department practices. The new code will also meet pertinent legal requirements.
- 3.0 PROCUREMENT BACKGROUND: Does not apply.
- 4.0 AFFIRMATIVE ACTION/DBE BACKGROUND: Does not apply.
- 5.0 POLICY IMPACT: Adoption of the resolution will result in a clear, accurate and current policy.
- 6.0 ECONOMIC IMPACT: Does not apply.
- 7.0 ALTERNATIVES: Not adopting this resolution. Not adopting this resolution would result in the Code remaining out of date.
- 8.0 RECOMMENDATION: It is recommended that this resolution be adopted.
- 9.0 ATTACHMENTS: Redline copies of Chapters 1010, 1014, 1016, 1018, 1020, 1022, 1062, and 1078.

Recommended and certified as appropriate to the availability of funds, legal form and conformance with the Procurement requirements.



CEO, General Manager/Secretary-Treasurer

~~CHAPTER 1010~~
~~General Provisions and Definitions~~

~~1010.01 Purpose.~~

~~1010.02 Revisions and amendments; review by Operations Committee.~~

~~1010.03 Definitions.~~

~~CROSS REFERENCES~~

~~Expenditure of funds in connection with acquisition of buses, bus equipment, or bus-related facilities~~State of good repair grants — see 49 U.S.C.A. 1602(h)~~5337~~

~~Conversion of equipment and facilities loans to grants for public transportation facilities~~ — see 49 U.S.C.A. 1602-1

~~Approval of projects for acquisition, construction, and improvement of facilities and equipment, and payment of operating expenses; terms and conditions; regulations~~ — see 49 U.S.C.A. 1604(d)

~~Research, development, and demonstration and deployment projects~~ — see 49 U.S.C.A. 1605~~5312~~

~~Regulation of operation of systems, rates, rentals, or other charges; compliance with undertakings~~Special provisions for capital projects — see 49 U.S.C.A. 1608(d)~~5324~~

~~Buy America requirements~~ — see 49 U.S.C.A. 5323 (j)

~~Charter service~~ — see 49 C.F.R. Part 604

~~School bus operations~~ — see 49 C.F.R. Part 605

~~Buy America requirements~~ — see 49 C.F.R. Part 660

~~Buy America requirements—Surface Transportation Assistance Act of 1982~~ — see 49 C.F.R. Part 661

~~Transfer of commuter services~~ — see 49 C.F.R. Part 670

~~Service to auxiliary and reserve police~~ — see VEH. & OP. 840.07; SERV. Ch. 1082

~~Reward program for crimes involving Authority property~~ — see VEH. & OP. Ch. 852

~~Modification in service~~ — see SERV. 1022.05; Ch. 1050

~~Bus passenger shelter program policy~~ — see SERV. Ch. 1062

~~Promotional activities~~ — see SERV. Ch. 1066

~~Service outside County~~ — see SERV. Ch. 1078

~~Service to activity centers~~ — see SERV. Ch. 1080

~~Service to elderly and handicapped~~ — see SERV. Ch. 1084

~~1010.01 — PURPOSE.~~

~~(a) The purpose of this service policy (Title Two of Part Ten of these Policies and Procedures) is to establish goals, objectives, measures, standards and procedures for both the management of existing GCRTA (hereinafter referred to as the “Authority”) transit services as well as the planning and implementation of new transit services. It is also intended to provide direction for Authority staff as well as to provide elected officials and the general public with a clearer understanding of how both existing and new transit services are managed.~~

~~(b) It is intended that this policy will accomplish the following:~~

- ~~(1) Provide consistent criteria for evaluating, maintaining and improving the quality and productivity of existing transit services;~~
- ~~(2) Provide guidelines for planning and developing new transit services; and~~
- ~~(3) Provide objective framework for the allocation of limited service resources among existing services and new services.~~

~~(Res. 2003-068. Passed 5-20-03.)~~

~~1010.02 REVISIONS AND AMENDMENTS; REVIEW BY OPERATIONS COMMITTEE.~~

~~(a) The service policies delineated in this service policy shall be subject to review and revision by the Board of Trustees on an as-needed basis.~~

~~(b) Amendments or revisions to this service policy may be initiated or proposed by any member of the Board of Trustees or by the General Manager/Secretary-Treasurer.~~

~~(c) Proposed amendments or revisions to this service policy shall be subject to review and study by the Operations Committee of the Board of Trustees. The Operations Committee will make recommendations on any proposed amendment or revision to the Board of Trustees. The Board of Trustees must approve any amendment or revision by majority vote, as defined in the Bylaws, before such amendment or revision will become official policy of the Authority.~~

~~(Res. 2003-068. Passed 5-20-03.)~~

~~1010.03 DEFINITIONS.~~

~~As used in this service policy:~~

- ~~(a) "Charter service." Public transportation service on an exclusive basis, rendered in a vehicle which is licensed to render that service and engaged at a single price for the trip or a period of time agreed on by the operating licensee, its agent or the chauffeur and the charter.~~
- ~~(b) "Fixed route." A transit route that is scheduled to always operate over the same alignment.~~
- ~~(c) "Headway." Time interval between vehicles moving along the same road or track in the same direction.~~
- ~~(d) "Line-haul bus." Bus service that is designed to provide travel between various origins and destinations along a travel corridor.~~
- ~~(e) "Maximum load point." The location along a transit line where the greatest vehicle loads occur.~~
- ~~(f) "Park n ride." A procedure that permits a patron to drive a private automobile to a transit station, park in the area provided for that purpose and ride the transit system to his or her destination.~~
- ~~(g) "Peak period," or "Rush hours." The hours, generally 6:00 a.m. to 9:00 a.m. and 3:00 p.m. to 6:00 p.m. during weekdays when the demand for transportation is greatest.~~
- ~~(h) "Radial route." A fixed route bus service that extends outward from the~~

~~Central Business District, or a concentrated activity center along a main arterial road.~~

- ~~(i) "Route deviation." A scheduled exception to the normal fixed route of a bus line in order to serve a specific activity center.
(Res. 2003-068. Passed 5-20-03.)~~

Greater Cleveland Regional Transit Authority

Services Code

Cross References

CHAPTER 1010 General Provisions & Definitions

1010.01 Purpose

The purposes of this service policy are:

- (a) To establish guidance for public transit service operation including network design, implementation, and monitoring; and
- (b) To ensure resources are utilized efficiently and produce the greatest value for the service area.

1010.02 Definitions

As used in this service policy:

- (a) Adverse Effect: a major geographical or time-based change in service which may include, but is not limited to, span of service changes, frequency changes, route segment extension or elimination, route alignment changes, increase or decrease in headways, or route creation or elimination.
- (b) Block: daily operation assignment of a bus.
- (c) Community Meeting: a publicized meeting, accessible via public transit, open to the public, and held within an Americans with Disabilities Act accessible meeting room for the purpose of gathering comments on a transit-related proposal. The requirements of Chapter 214 Public Hearing Process do not apply.
- (d) Facility: any Authority-owned building.
- (e) Fare change: increase or decrease in the price of service.
- (f) Fixed route: a transit route that is scheduled to operate over a specific alignment.
- (g) Headway: time interval between vehicles moving along the same road or track in the same direction.
- (h) Major Service Change: service change that increases or decreases total vehicle-miles of service by 10% or more.
- (i) Maximum load point: the location along a transit line where the greatest vehicle loads occur.
- (j) Rush Hours: the weekday hours from 6:00 to 9:00 a.m. and 3:00 to 6:00 p.m.
- (k) Public Hearing: a community meeting that meets all requirements of Chapter 214 Public Hearing Process.
- (l) Route deviation: a scheduled exception to the normal fixed route of a bus line in order to serve a specific activity center.
- (m) Span of Service: number of hours and days when service operates.

Chapter 1011 Route Network Design

1011.01 Objectives

The objectives of the Authority's route network design are:

- (a) To maximize bus/rail interface opportunities;
- (b) To minimize route duplication;
- (c) Two-way service on a street is desirable;
- (d) Service should utilize the most direct routing possible;
 - (1) Deviations should not be considered unless there is a compelling reason such as a major activity generator.
 - i. Benefits of such deviations must outweigh disadvantages to passengers.
 - ii. Factors to be considered include percentage of passengers benefiting from the deviation, the amount of time to make the deviation, and the additional costs.
 - (2) It is not appropriate to deviate into private development sites, except at a route terminus.
- (e) Route length should be limited by the ability to keep service operating on schedule; and
- (f) To the extent possible, schedules will be coordinated to facilitate transfers.

1011.02 Bus Stop Policy

- (a) Safety of customers and vehicles is the highest priority for bus stop placement, including relocating an existing bus stop or establishing a new bus stop.
- (b) Topography, vehicular traffic, land use, pedestrian activity, and street conditions will be considered in the placement of bus stops.
- (c) Bus stop spacing will seek a balance between customer preferences for a reasonably fast trip on the bus and a reasonably short walk to/from a bus stop.
- (d) Bus stop establishment, relocation, and removal will be at the discretion of the Authority for the betterment of its customers.
- (e) Bus stops are to be located close to signalized intersections and crosswalks when possible.
- (f) The CEO, General Manager/Secretary-Treasurer shall implement and publicize specific standards and guidelines for bus stops to implement this policy.

Chapter 1012 Service Management

1012.01 Monitoring of Service Utilization & Productivity

- (a) The CEO, General Manager/Secretary-Treasurer will monitor the utilization (ridership), productivity (boardings per bus/train hour), and overall network performance of bus and rail services at least annually.
- (b) To provide fair comparisons of bus route performance, bus routes are compared with other routes in the same category of service:
 - (1) Radial - routes that travel to and from downtown (excluding Park-N-Ride);
 - (2) Crosstown - routes that run entirely outside of downtown;
 - (3) Park-N-Ride - routes that operate on freeways between downtown and Park-N-Ride lots;
 - (4) Trolley - routes that operate a local service traveling entirely within a small, dense area.

1012.02 Service Management Plan

- (a) An annual service management plan ("Plan") will be submitted to the Board.
 - (1) The Plan will describe changes to fixed-route transit service that the Authority plans to implement within the next fiscal year.
 - (2) The Plan will contain, at minimum, the following sections:
 - i. Current Plans for Service
 - ii. Bus Route Performance Summary by Route Category
 - iii. Bus Routes in the Bottom Quartile of Their Route Category
- (b) Routes that perform in the bottom quartile of their route category will be analyzed for the following potential actions:
 - (1) Schedule adjustments
 - (2) Service span adjustments
 - (3) Alignment changes
 - (4) Route discontinuance or consolidation with another route
 - (5) Seeking outside funding opportunities

1012.03 Public Involvement Requirements for Service Changes

- (a) A public hearing shall be conducted when the Authority is considering a service frequency reduction if the frequency being considered is less than the policy standard in 1013.02 Vehicle Headway For Each Mode.
- (b) When considering a permanent removal of all rail service during any time period from a rail station, the following requirements apply:
 - (1) A public hearing shall be conducted if the time period is longer than 2 hours.
 - (2) Either a public hearing or a community meeting shall be conducted if the time period is longer than 1 hour.
- (c) When considering a permanent removal of all fixed-route transit service during any time period from a road segment, the following requirements apply:
 - (1) A public hearing shall be conducted if the time period is longer than 2 hours and the road segment is longer than 1 mile.
 - (2) Either a public hearing or a community meeting shall be conducted if the time period is longer than 1 hour and the road segment is longer than 1/2 mile.

- (d) Public involvement is not required for construction-related service changes, or for changes to special event or seasonal services, non-fixed route services, and subsidized services.
- (e) Any service can be discontinued or changed within 13 months of implementation without public involvement.
- (f) The Authority recognizes that a series of small service reductions, each not requiring a public hearing, can have the effect of a single large service reduction that requires a public hearing. Therefore, to determine whether a public hearing is required, the contemplated change on a street segment or at a rail station shall be combined with all other changes made on that street segment or at that rail station since the more recent of two dates:
 - (1) The date one year before the effective date of the contemplated change; or
 - (2) The date of the last public-hearing-supported change.
- (g) A public hearing will be conducted in accordance with Chapter 214 for changes to service standards and/or policies not addressed above.

Chapter 1013 Service Standards

1013.01 Vehicle Load For Each Mode

- (a) Adherence to the maximum load standards in the table below shall be monitored as follows:
- (1) Passengers are counted at the point on the route where most trips carry the highest load.
 - (2) Passenger loads are averaged for 30-minute intervals during rush hours and 60-minute intervals during other time periods.
 - (3) If one trip has an unusually high load, it shall be excluded from the average.

MAXIMUM LOAD STANDARDS Number of Passengers		
SERVICE TYPE	RUSH HOURS	NON-RUSH HOURS
Park-N-Ride	54-63	49-57
Regular Bus (approx. 40-ft.)	54	44
Trolley (approx.. 30-35 ft.)	36	36
Heavy Rail (per car)	142	117
Light Rail (per car)	132	108
Articulated bus (approx.. 60 ft.)	80	65

1013.02 Vehicle Headway For Each Mode

Service frequency is based on ridership, but, during each time period that a route operates, the minimum number of trips per hour per direction will be as follows:

	<u>5 a.m. –10 p.m.</u>	<u>Other Times</u>
Rail *	2	1
Bus *	1	1

* = Does not apply to minor branches and special services

To maintain service coverage with limited resources, the Authority may make an exception to the minimums shown above. The Authority will conduct a public hearing before initiating such an exception.

1013.03 On-Time Performance

- (a) The following standard applies to all modes:
- (1) A trip is deemed "late" if it arrives or departs more than 5 minutes after the scheduled time.
 - (2) A trip is deemed "early" if it departs before the scheduled time.
 - (3) A trip is deemed "on-time" if it is neither "late" nor "early" as defined above.
- (b) The long-term goal is 100% "on time"; the near-term goal is 80% on-time.

1013.04 Service Availability For Each Mode

- (a) Route coverage and spacing should be based on demonstrated need or potential demand (ridership).

Chapter 1014 Service Policies

1014.01 Transit Amenities

- (a) The Authority seeks to provide seating and shelter at bus stops and rail stations if sufficient space is available and 50 or more daily riders are expected to use the shelter. The Authority considers a canopy to be one form of passenger shelter. The Authority installs and services waste receptacles only on Authority property. Each municipality decides whether to install and service waste receptacles in the public right-of-way.
- (b) On Rail/BRT, printed and/or digital service information is attached to walls and shelters if they exist; digital displays are provided at busier stations. On bus routes, printed and/or digital service information is provided at transit centers and Park-N-Ride lots.
- (c) Elevators will be installed and maintained to the extent required by the Americans with Disabilities Act. Existing escalators will remain in service unless they become cost-prohibitive to maintain.

1014.02 Vehicle Assignment

- (a) **Euclid Corridor vehicles** are specially designed for use on the HealthLine with its combination of left-side and right-side stations. These buses may not be utilized on any other route.
- (b) **Standard articulated buses** must be assigned to routes whose schedules have been built for high-capacity buses.
- (c) **Over-the-road buses** have narrow aisles, lack rear doors and are not well suited to regular transit routes where passengers board and alight at the same stop. These vehicles shall be assigned exclusively to Park-N-Ride routes.
- (d) **Trolleys** may be assigned only to the designated trolley services. These vehicles carry the "Trolley" brand and will create passenger confusion if utilized on other services.
- (e) **Standard transit buses** shall be assigned to all other routes based on block mileage. Newer buses have lower per-mile maintenance costs and shall therefore be assigned to higher mileage blocks. Care shall be taken to maintain compliance with Title VI (non-discrimination) regulations.

1014.03 Disparate Impact

- (a) When considering a fare change and/or major service change, the Authority will conduct a fare and/or service equity analysis. If the fare and/or service equity analysis demonstrates a disparate impact on minority populations, the Authority will revise its plan and reanalyze impacts until analysis shows that the alternative(s) would not have a disparate impact.
- (b) Should the impact of any fare change cause the percent change in average fare for minority populations to exceed the percent change in average fare for non-minority populations by more than five (5) percentage points, that impact will be considered a disparate impact.

- (c) Should the impact of any major service change require the minority population to bear adverse effects more than ten (10) percentage points greater than those adverse effects borne by the non-minority population, that impact will be considered a disparate impact.
- (d) If no alternative can be found that would not have a disparate impact on minority populations, then the Authority may implement the least discriminatory alternative only if:
 - a. The Authority has a substantial legitimate justification for the proposed fare and/or service change, and
 - b. The Authority can show that there are no alternatives that would have a less disparate impact on minority riders but would still accomplish the Authority's legitimate program goal.

1014.04 Disproportionate Burden

- (a) When considering a fare change and/or major service change, the Authority will conduct a fare and/or service equity analysis.
 - (1) For the purpose of this policy, the Authority will include in the "low-income" category any person whose median household income is at or below the U.S. Department of Health and Human Services ("HHS") poverty guidelines and everyone whose total household income is less than \$25,000.
 - (2) The Authority will periodically reconsider the \$25,000 threshold because of the effects of inflation.
- (b) Should the impact of any fare change cause the percent change in the average fare for low-income populations to exceed the percent change in the average fare for non-low-income populations by more than five (5) percentage points, that burden will be considered a disproportionate burden.
- (c) Should the impact of any major service change require a low-income population to bear adverse effects more than ten (10) percentage points greater than those adverse effects borne by the non-low-income population, that burden will be considered a disproportionate burden.
- (d) If the fare and/or service equity analysis demonstrates a disproportionate burden borne by low-income riders, the Authority will describe alternatives and will avoid, minimize, or mitigate impacts where practicable.

1014.05 Facilities

- (a) When making decisions about facilities, the Authority will:
 - (1) Comply with Title VI of the Civil Rights Act of 1964 and all other applicable laws and regulations.
 - (2) Comply with the National Environmental Policy Act, 42 U.S.C. §4321 et seq. and implementing regulations at 23 CFR Part 771 and with 23 CFR Part 774, Section 4(f).
 - (3) Comply with Section 106 of the National Historic Preservation Act, 54 U.S.C. 300101 et seq. and implementing regulations at 36 CFR Part 800.
 - (4) Evaluate the impact of facilities per Environmental Justice Executive Order 12898 (1994), DOT Order 5610.2(a) (May 2012) and FTA Circular 4703.1.
 - (5) Seek to avoid negative impacts on areas and neighborhoods near the facility.
- (b) Where negative impacts cannot be avoided, the Authority will seek to mitigate such impacts.

~~CHAPTER 1014~~
~~Service Categories~~

- ~~1014.01 Basic categories.~~
- ~~1014.02 Bus services.~~
- ~~1014.03 Paratransit services.~~
- ~~1014.04 Rail services.~~
- ~~1014.05 Special bus or rail services.~~
- ~~1014.06 Charter services.~~
- ~~1014.07 Job access services.~~

~~CROSS REFERENCES~~

- ~~Expenditure of funds in connection with acquisition of buses, bus equipment, or bus-related facilities State of good repair grants — see 49 U.S.C.A. 1602(h)5337~~
- ~~Conversion of equipment and facilities loans to grants for public transportation facilities — see 49 U.S.C.A. 1602-1~~
- ~~Approval of projects for acquisition, construction, and improvement of facilities and equipment, and payment of operating expenses; terms and conditions; regulations — see 49 U.S.C.A. 1604(d)~~
- ~~Research, development, and demonstration and deployment projects — see 49 U.S.C.A. 16055312~~
- ~~Regulation of operation of systems, rates, rentals, or other charges; compliance with undertakings Special provisions for capital projects — see 49 U.S.C.A. 1608(d)5324~~
- ~~Buy America requirements — see 49 U.S.C.A. 5323 (j)~~
- ~~Charter service — see 49 C.F.R. Part 604~~
- ~~School bus operations — see 49 C.F.R. Part 605~~
- ~~Buy America requirements — see 49 C.F.R. Part 660~~
- ~~Buy America requirements — Surface Transportation Assistance Act of 1982 — see 49 C.F.R. Part 661~~
- ~~Transfer of commuter services — see 49 C.F.R. Part 670~~
- ~~Service to auxiliary and reserve police — see VEH. & OP. 840.07; SERV. Ch. 1082~~
- ~~Reward program for crimes involving Authority property — see VEH. & OP. Ch. 852~~
- ~~Modification in service — see SERV. 1022.05; Ch. 1050~~
- ~~Bus passenger shelter program policy — see SERV. Ch. 1062~~
- ~~Promotional activities — see SERV. Ch. 1066~~
- ~~Service outside County — see SERV. Ch. 1078~~
- ~~Service to activity centers — see SERV. Ch. 1080~~
- ~~Service to elderly and handicapped — see SERV. Ch. 1084~~

~~1014.01 — BASIC CATEGORIES.~~

~~This portion of the service policy describes the categories of service that the Authority currently operates or may choose to operate in the future. These categories are based on the type of vehicle utilized and the type of routing/schedule operated.~~

Currently, the basic service categories are bus services, paratransit services, rail services, and special services. As it becomes desirable to do so in order to penetrate new transit markets, the Authority may establish new service categories.
(Res. 2003-068. Passed 5-20-03.)

~~1014.02 — BUS SERVICES.~~

~~Bus services are currently operated using small, medium or large buses on fixed routes with fixed schedules. There are four categories of existing bus services: local/radial, express/flyer, crosstown/feeder and circulator. Another category of bus service under consideration for the future is subscription bus.~~

- ~~(a) Local Radial Service. Local radial bus service is used to collect and distribute high turnover traffic along developed corridors radiating to and from major trip generators such as the Cleveland Central Business District or other high density activity centers. It is characterized by frequent stops, shorter passenger trips, a higher level of base or off peak patronage, and slower bus speeds due to passenger boarding and alighting and traffic conditions.~~
- ~~(b) Express/Flyer Service. Express service is used to provide fast line haul service to major trip attractions under high peak period ridership conditions. It generally serves suburban areas and/or park n ride facilities. This service is characterized by longer passenger trips, reduced levels of patron turnover, and fewer passengers per mile. There are three kinds of express bus services: arterial express, arterial and freeway flyer, and exclusive park n ride flyer.
 - ~~(1) Limited stop arterial express routes (denoted by an "X") travel over regular arterial roads bypassing selected marked bus stops which are served by local service.~~
 - ~~(2) Freeway flyer routes (denoted by an "F") operate their express segment on freeways rather than parallel arterial roads.~~
 - ~~(3) Exclusive park n ride flyer routes collect the majority of their riders at designated park n ride lots and then operate via freeway to the Central Business District.~~~~
- ~~(c) Crosstown/Feeder Service. Crosstown/feeder service is used to link routes or route segments. This type of service provides travel opportunities for patrons with dispersed trip origins and destinations. This service is characterized by patrons boarding throughout a large area and frequently transferring to another bus or to the rail to complete their trip.~~
- ~~(d) Community Circulator Service. Community Circulator bus operations provide transportation to popular destinations within selected neighborhoods or communities. Vehicles utilized for this service are typically smaller than other bus types, often running frequently over a limited span of hours to supplement and/or complement other bus service. These routes best serve areas which have the following characteristics:
 - ~~(1) High employment and diversified activities within a well defined area;~~
~~or~~
 - ~~(2) High residential density with poor access to fixed route service and/or diversified activity centers.~~~~

- ~~(3) Future neighborhood flexible routings and/or flexible trip patterns based on passenger trip origins and destinations in specific geographic areas are envisioned under this category of service.~~
- ~~(e) Downtown Loop Services. Downtown Loop buses collect/distribute passengers along the important business/commercial streets in the Cleveland CBD. The Loop Service:~~
 - ~~(1) Allows passengers to complete trips made on rail or line-haul bus routes; and~~
 - ~~(2) Provides internal transportation within the CBD.~~
- ~~(f) Special Services. See section 1014.05 below.
(Res. 2003-068. Passed 5-20-03.)~~

~~1014.03 — PARATRANSIT SERVICES.~~

~~Paratransit services are special transportation services designed to meet the needs of persons with disabilities who meet the Americans with Disabilities Act (ADA) eligibility criteria for functional mobility and eligible senior citizens. These services are typically provided with smaller vehicles and are generally operated on a demand-respective schedule (i.e., the schedule and routing may vary from day to day depending on the origins and destinations of the trips that are requested). There are two types of service provided based on the ADA Complementary Paratransit Service and eligibility guidelines.~~

- ~~(a) Category #1 and Category #3 Door-to-Door Service. All ADA-certified customers in categories #1 and #3 will be provided door-to-door paratransit service as follows:~~
 - ~~(1) For trips of five miles or less, the service will be provided without regard to whether or not there is parallel fixed route service (three-fourths of a mile from a customer's trip origin/trip destination, limited to the day and times that such fixed route service operates).~~
 - ~~(2) For trips greater than five miles, the provision of paratransit service is dependent on whether or not parallel fixed route service (three-fourths of a mile from customer's trip origin/trip destination) is available at the desired time of travel.~~
- ~~(b) Category #2: Call A Lift Service. This service allows ADA-eligible individuals to call 24 hours ahead and request that an accessible bus be used on a particular fixed route at the time the person needs to travel. (Note: once RTA's bus fleet is 100% accessible, this service category will no longer be applicable.)
(Res. 2003-068. Passed 5-20-03.)~~

~~1014.04 — RAIL SERVICES.~~

~~Rail services consist of the heavy rail Red Line and the light rail Blue and Green Lines (which includes the Waterfront Line).~~

- ~~(a) The heavy rail and light rail services differ as to how the cars are boarded:~~
 - ~~(1) The heavy rail Red Line service is boarded from high platforms which are at the same height as the car floors.~~
 - ~~(2) The light rail Blue and Green lines are boarded from low platforms which require climbing steps to enter the car.~~
- ~~(b) The heavy and light rail services also vary as to the nature of the train-~~

~~operation and speed over the right of way.~~

~~(1) The heavy rail Red line is fully grade separated right of way which permits it to operate at relatively high speeds between stations.~~

~~(2) The light rail Blue and Green lines have three unique operating segments:~~

~~A. Fully grade separated right of way west of Shaker Square to Tower City, which allows high-speed operations comparable to the heavy-rail service.~~

~~B. At grade service in a boulevard median, with grade crossings at all cross streets (eastern termini to Shaker Square). Currently this service is subject to same traffic signals as the boulevard traffic, resulting in lower operating speeds.~~

~~C. Private right of way on the Waterfront Line alignment, from Tower City to South Harbor Station. This segment is a hybrid — from Tower City to Flats East Bank, there are signalized grade crossings; from Flats East Bank to South Harbor, the alignment is fully grade separated.~~

~~(Res. 2003-068. Passed 5-20-03.)~~

~~1014.05 — SPECIAL BUS OR RAIL SERVICES.~~

~~(a) Special bus or rail services are operated for single events (e.g. Air Show, Grand Prix, etc.) or for an ongoing seasonal series of events (i.e., Cleveland Indians, Cleveland Browns or Cavalier's home games). or permanent service to a location that RTA normally would not serve. RTA normally does not provide service where, (1) service is out of Cuyahoga County or (2) a location that doesn't have enough travel demand to justify a regular bus route.~~

~~(b) Such special service can be instituted by:~~

~~(1) A sponsor willing to compensate the Authority for the difference between the cost of operating the service and the fare revenues produced by the service; or~~

~~(2) The Authority, in order to prevent overcrowding on regularly scheduled services, to attract additional riders or to meet a community need or interest.~~

~~(Res. 2003-068. Passed 5-20-03.)~~

~~1014.06 — CHARTER SERVICES.~~

~~(a) The Authority can operate charter service.~~

~~(b) The General Manager shall annually set charter rates that will fully recover costs.~~

~~(c) The Authority will conform to Federal Charter regulations.~~

~~(Res. 2003-068. Passed 5-20-03.)~~

~~1014.07 — JOB ACCESS SERVICES.~~

~~(a) This specialized service was initiated under an agreement between RTA and the Cuyahoga County Board of Commissioners, authorized by the RTA Board of Trustees in June 2002. The service will continue as long as that agreement, or a~~

successor agreement, remains in effect.

~~(b) The service carries customers to and from jobs, job interviews, and job training opportunities, when regular transit service is not reasonably available.~~

~~(c) Vehicle trips are routinely added, deleted, and modified by the RTA staff in response to changes in customer needs and resource availability.~~

~~(d) The service is supported largely by funds that cannot be used for general transit operations.~~

~~(Res. 2003-068. Passed 5-20-03.)~~

~~CHAPTER 1016~~

~~Service Design~~

- ~~1016.01 Criteria and guidelines.~~
- ~~1016.02 Network design.~~
- ~~1016.03 Route design guidelines.~~
- ~~1016.04 Scheduling design guidelines.~~
- ~~1016.05 Bus stop/ passenger stops guidelines.~~
- ~~1016.06 Transit Center guidelines.~~

~~CROSS REFERENCES~~

- ~~Expenditure of funds in connection with acquisition of buses, bus equipment, or bus-related facilities—see 49 U.S.C.A. 1602(h)~~
- ~~Conversion of equipment and facilities loans to grants for public transportation facilities—see 49 U.S.C.A. 1602-1~~
- ~~Approval of projects for acquisition, construction, and improvement of facilities and equipment, and payment of operating expenses; terms and conditions; regulations—see 49 U.S.C.A. 1604(d)~~
- ~~Research, development and demonstration projects—see 49 U.S.C.A. 1605~~
- ~~Regulation of operation of systems, rates, rentals, or other charges; compliance with undertakings—see 49 U.S.C.A. 1608(d)~~
- ~~Charter service—see 49 C.F.R. Part 604~~
- ~~School bus operations—see 49 C.F.R. Part 605~~
- ~~Buy America requirements—see 49 C.F.R. Part 660~~
- ~~Buy America requirements—Surface Transportation Assistance Act of 1982—see 49 C.F.R. Part 661~~
- ~~Transfer of commuter services—see 49 C.F.R. Part 670~~
- ~~Service to auxiliary and reserve police—see VEH. & OP. 840.07; SERV. Ch. 1082~~
- ~~Reward program for crimes involving Authority property—see VEH. & OP. Ch. 852~~
- ~~Modification in service—see SERV. 1022.05; Ch. 1050~~
- ~~Bus passenger shelter program policy—see SERV. Ch. 1062~~
- ~~Promotional activities—see SERV. Ch. 1066~~
- ~~Service outside County—see SERV. Ch. 1078~~
- ~~Service to activity centers—see SERV. Ch. 1080~~
- ~~Service to elderly and handicapped—see SERV. Ch. 1084~~

~~1016.01—CRITERIA AND GUIDELINES.~~

~~The service design section of this service policy addresses criteria and guidelines for the route network, individual route design schedules, and route facilities of the~~

~~Authority's system. These criteria and guidelines ensure that:~~

- ~~(a) New transit services are coordinated with the existing transit network.~~
 - ~~(b) New and existing services are aligned based on locations of activity centers and likely transit users.~~
 - ~~(c) Transit services provide the most direct and the fastest service possible, given the travel needs of the customers utilizing the service.~~
 - ~~(d) Service schedules are tailored to provide an attractive level of service to the target market.~~
 - ~~(e) Route facilities are located in a logical, orderly fashion which is at the same time responsive to the needs of customers.~~
- ~~(Res. 2003-068. Passed 5-20-03.)~~

~~1016.02 — NETWORK DESIGN.~~

~~(a) Route coverage and spacing should be based on demonstrated need or potential demand.~~

~~(b) Network design should maximize bus/rail interface opportunities.~~

~~(c) Line haul bus should use arterials.~~

~~(d) Network design should minimize route duplication, exceptions being:~~

- ~~(1) Approach roads to CBD, rail stations, and other major trip generators.~~
- ~~(2) Community Circulators can duplicate line haul routes when such duplication provides the most cost effective solution to linking key trip generators.~~

~~(Res. 2003-068. Passed 5-20-03.)~~

~~1016.03 — ROUTE DESIGN GUIDELINES.~~

~~(a) Service Type.~~

~~(1) Line haul route (local radial, express/flyer, crosstown/feeder, and downtown loop):~~

~~A. Heavily traveled corridor with many trip origins/destinations within walking distance of the main travel artery.~~

~~B. Passenger volumes requiring larger capacity vehicles.~~

~~(2) Community Circulator.~~

~~A. Intended for collection/distribution within a neighborhood/community.~~

~~B. Effective in situations where:~~

~~1. There is a need for new intra-community service in a previously unserved area.~~

~~2. There is a low productivity branch or segment on a line-haul route.~~

~~3. There is a compelling need for an intra-community service~~

~~directly linking residential with retail, institutional, and medical facilities, and it is more cost effective to provide a dedicated service as opposed to increasing service levels on existing services.~~

~~4. Typically operated with smaller vehicles, which are more appropriate for neighborhood streets.~~

~~(b) Route Directness.~~

~~(1) Two way service on a street is desirable.~~

~~(2) Service should utilize most direct routing possible so service is attractive.~~

~~(3) Off route deviations on line-haul routes should not be considered unless there is a compelling reason, such as a major activity generator. Benefits of such deviations must outweigh disadvantages to passengers. Factors to be considered include percentage of passengers benefiting from the deviation amount of time to make the deviation, and the additional costs.~~

~~(4) It is not appropriate to deviate line-haul routes off-street to serve activity centers, except at a route terminus.~~

~~(c) Route Length. Route length should be limited by the ability to keep service operating on schedule.~~

~~(Res. 2003-068. Passed 5-20-03.)~~

~~1016.04 — SCHEDULING DESIGN GUIDELINES.~~

~~(a) Days of Service.~~

~~(1) New bus services. Days of service are designed according to anticipated travel demand and available resources.~~

~~(2) Existing bus services. Requests for additional days of service will be evaluated according to the route's current productivity relative to its route group, as well as the potential ridership demand for the proposed service period. If the existing service is performing at or above the average for the route group and a strong ridership demand for the additional days of service exists, the request will be considered.~~

~~(3) Rail service. All light and heavy rail services shall operate seven days a week.~~

~~(b) Service Span.~~

~~(1) New bus service. Service spans are designed according to anticipated travel demand and available resources.~~

~~(2) Existing bus service. Requests for a wider span of service in a day will be evaluated according to the route's current productivity performance relative to its route group, as well as the potential ridership demand for the proposed service period. If the existing service is performing at or above the average for the route group and a strong ridership demand for the additional span of service exists, the request will be considered.~~

~~(e) Service Frequency.~~

- ~~(1) Hourly service is generally considered a minimum service frequency for a regular transit route. When headways (i.e., time intervals between vehicles) of 10-59 minutes are required by ridership levels, RTA will, when practical, select headways that are factors of 60 minutes (i.e., 30, 20, 15, 12, or 10 minutes). Using these time intervals helps customers to remember the schedule because the pattern repeats itself every hour. When service operates at headways that are less than 10 minutes, remembering the schedule is not important for most customers.~~
- ~~(2) Service frequency is based on ridership, but, during each time period that a route operates, the minimum number of trips per hour per direction will be as follows:~~

	5:00 a.m. — 10:00 p.m.	Other Times
Rail*	2	1
Bus*	1	1

~~* Does not apply to minor branches and special services~~

- ~~(3) To maintain service coverage with limited resources, RTA may make an exception to the minimums shown above. RTA will conduct a public hearing before initiating such an exception.~~

~~(d) Schedule Coordination. To the extent possible, schedules will be coordinated to facilitate transfers.~~

~~(Res. 2003-068. Passed 5-20-03; Res. 2013-122. Passed 12-17-13.)~~

~~1016.05 — BUS STOP/PASSENGER STOPS GUIDELINES.~~

~~(a) Bus Stop Location.~~

- ~~(1) Bus stops should be located in proximity to known passenger activity centers (e.g., apartments, office buildings, hospitals, etc.) and on the basis of general spacing guidelines rather than required fixed spacing distances.~~
- ~~(2) For any given route, stops shall be placed approximately 8 per mile, except in low density areas approximately 4 per mile. The use of "flag stops," at which buses stop at locations requested by passengers, is permitted where warranted by local conditions and type of service.~~

~~(b) Passenger Shelters.~~

~~(1) General policies.~~

- ~~A. The Authority will provide passenger shelters throughout the service area to protect waiting passengers from inclement weather~~

~~conditions. Shelters may be installed outside the boundaries of Cuyahoga County, provided that the site meets the criteria for the placement of a shelter. However, first priority will be given to sites within the County.~~

~~B. The goal of the shelter program is to provide shelters at all bus stops which meet the criteria set forth in this policy.~~

~~C. Shelters will be installed at bus stops where:~~

~~1. The daily passenger volume is sufficient to justify the expense of buying, installing and maintaining the shelter.~~

~~2. The shelter can be installed without creating a safety hazard.~~

~~D. The Authority will buy new shelters which are a mixture of sizes/types in order to be able to respond to different site circumstances and requirements. All Authority passenger shelters will meet ADA specifications and be of a consistent design to minimize initial and ongoing expense. The design will be durable and easy to maintain and will provide a safe and secure environment for the Authority's customers.~~

~~E. New passenger shelters will be bought on a regular basis to ensure that requests for new shelter locations can be responded to in a reasonable period of time and that badly damaged shelters can be replaced expeditiously.~~

~~F. All passenger shelters will be cleaned on a regular basis and repairs will be made as quickly as possible to ensure customer satisfaction and community acceptance.~~

~~(2) Program guidelines. The program guidelines set forth herein will ensure that passenger shelters are installed and/or replaced on an ongoing basis in a consistent and uniform pattern. As requests are received, all potential sites will be evaluated to ensure that they meet the established criteria. Passenger counts will be conducted and the sites will be inspected for operational considerations. The Authority will obtain permits and easements as required. Criteria for shelter placement shall be as follows:~~

~~A. In general, shelters will be installed where physically feasible at stops with 50 or more daily boardings.~~

~~B. At stops with fewer than 50 daily boardings, exceptions to the above guideline may be considered if special circumstances exist, such as transferring passengers, senior and/or disabled customers, or lack of any other shelter in the area.~~

~~C. At stops with 50 or more daily boardings, a shelter is typically not installed if there is a building overhang, canopy, or other suitable place for passengers to wait.~~

~~D. The Authority will consider installation of a shelter at locations not meeting these criteria if a sponsor provides funding for installation and maintenance.~~

~~(Res. 2003-068. Passed 5-20-03.)~~

~~1016.06 — TRANSIT CENTER GUIDELINES.~~

~~(a) Transit Centers in the RTA system fall into three categories:~~

- ~~(1) Transit hubs where multiple routes converge. An example would be a suburban hub where several regional bus routes and a community circulator meet. Another example would be a rail station where a train line and at least one bus line meet.~~
- ~~(2) Regional park n ride lots. Examples would be a rail station with a large customer parking lot and a suburban park n ride lot served by a flyer bus route.~~
- ~~(3) Small local park n ride lots which are served by arterial routes.~~

~~(b) Common characteristics of both transit hubs and regional park n rides:-~~

- ~~(1) Must be a component of a Board approved plan.~~
- ~~(2) Ownership of the facility or a long term lease at the facility is required.~~
- ~~(3) Should be designed for easy bus ingress/egress.~~
- ~~(4) Should be designed for easy transferring between routes.~~
- ~~(5) A sheltered passenger waiting area should be provided, which can be as simple as a bus shelter.~~

~~(c) In addition, transit hubs should have the following features:-~~

- ~~(1) Should be located near trip generators.~~
- ~~(2) Should have additional passenger amenities (e.g., schedule information).~~

~~(d) In addition, regional park n rides should have the following features:-~~

- ~~(1) Should be located near a freeway interchange.~~
- ~~(2) Should have sufficient customer parking to support an attractive, high-frequency service.~~

~~(e) In order to build additional customer demand along arterial radial routes, RTA staff can negotiate with private property owners to lease small parking areas for use by RTA riders within existing parking lots.~~

~~(Res. 2003-068. Passed 5-20-03.)~~

~~CHAPTER 1018~~
~~Service Quality Criteria and Guidelines~~

- ~~1018.01 Purpose.~~
- ~~1018.02 Schedule adherence.~~
- ~~1018.03 Passenger loading standards.~~

~~CROSS REFERENCES~~

- ~~Expenditure of funds in connection with acquisition of buses, bus equipment, or bus related facilities — see 49 U.S.C.A. 1602(h)~~
- ~~Conversion of equipment and facilities loans to grants for public transportation facilities — see 49 U.S.C.A. 1602-1~~
- ~~Approval of projects for acquisition, construction, and improvement of facilities and equipment, and payment of operating expenses; terms and conditions; regulations — see 49 U.S.C.A. 1604(d)~~
- ~~Research, development and demonstration projects — see 49 U.S.C.A. 1605~~
- ~~Regulation of operation of systems, rates, rentals, or other charges; compliance with undertakings — see 49 U.S.C.A. 1608(d)~~
- ~~Charter service — see 49 C.F.R. Part 604~~
- ~~School bus operations — see 49 C.F.R. Part 605~~
- ~~Buy America requirements — see 49 C.F.R. Part 660~~
- ~~Buy America requirements — Surface Transportation Assistance Act of 1982 — see 49 C.F.R. Part 661~~
- ~~Transfer of commuter services — see 49 C.F.R. Part 670~~
- ~~Service to auxiliary and reserve police — see VEH. & OP. 840.07; SERV. Ch. 1082~~
- ~~Reward program for crimes involving Authority property — see VEH. & OP. Ch. 852~~
- ~~Modification in service — see SERV. 1022.05; Ch. 1050~~
- ~~Bus passenger shelter program policy — see SERV. Ch. 1062~~
- ~~Promotional activities — see SERV. Ch. 1066~~
- ~~Service outside County — see SERV. Ch. 1078~~
- ~~Service to activity centers — see SERV. Ch. 1080~~
- ~~Service to elderly and handicapped — see SERV. Ch. 1084~~
- ~~Food and beverage sales policy — see SERV. Ch. 1092~~

~~1018.01 — PURPOSE.~~

~~(a) This chapter of the service policy is intended to address characteristics of system services which may influence a customer's actual or potential use of Authority services. The criteria and guidelines associated with those characteristics are intended to establish a direction in which the system should be oriented and to facilitate an~~

~~assessment of how well the system is progressing in that direction. They will assist in identifying areas where remedial actions are needed to improve service quality to Authority customers.~~

~~(b) The following service quality criteria and guidelines are intended to apply to transit services contracted by the Authority as well as to those directly operated by the Authority. These criteria and appropriate penalties violating them will be incorporated into service contracts.
(Res. 2003-068. Passed 5-20-03.)~~

~~1018.02 SCHEDULE ADHERENCE.~~

~~(a) The following standard applies to all modes:~~

- ~~(1) A trip is deemed "late" if it arrives or departs more than five minutes after the scheduled time.~~
- ~~(2) A trip is deemed "early" if it departs before the scheduled time.~~
- ~~(3) A trip is deemed "on time" if it is neither "late" nor "early" as defined in paragraph (a)(1) and (a)(2) above.~~

~~(b) The goal is that all services will be on time 100% (zero to five minutes late)~~

~~(c) Routes and/or individual trips identified as low performers shall be subject to review, with remedial action taken at the earliest opportunity.~~

~~(d) It is virtually impossible to achieve and maintain 100% on time performance due to varying traffic, inclement weather conditions, and service scheduling limitations. However, objectives for improving system wide on time performance shall be established annually. The purpose here is to focus attention on continually improving on time performance over time in an effort to achieve the schedule adherence goals established.~~

~~(Res. 2003-068. Passed 5-20-03; Res. 2013-122. Passed 12-17-13.)~~

~~1018.03 PASSENGER LOADING STANDARDS.~~

~~(a) The availability of seating/standing room on a transit vehicle is an important factor for both the transit customer and the transit operator. From the rider's perspective, if vehicles are repeatedly overcrowded, with no seats available and uncomfortable standing conditions, using public transit becomes a less attractive transportation option. From the transit operator's perspective, the objective is to achieve a balance between service efficiency and attractiveness.~~

~~(b) Table A shows, for both rush hours and non-rush hours, the allowable passenger load standards by service type. The standards are expressed as the interior vehicle area, in square feet, allowed per passenger. Following that, Table B below shows, by service type, some illustrative examples of how the RTA staff would apply the standards to calculate the allowable maximum loads per bus for rush hours and non-rush hours.~~

Table A

LOAD STANDARDS SQUARE FEET OF INTERIOR SPACE PER PASSENGER		
SERVICE TYPE	RUSH HOURS	NON-RUSH HOURS
Circulator	6	7
Park & Ride	4.5	5.5
Regular Bus	4.5	5.5
Heavy Rail	4.5	5.5
Light Rail	4.5	5.5
Bus Rapid Transit	4.5	5.5

Table B

MAXIMUM LOAD STANDARDS		
SERVICE TYPE	RUSH HOURS	NON-RUSH HOURS
Park & Ride	54-63	49-57
Regular Bus (40 ft.)	54	44
Trolley (30 ft.)	36	36
Heavy Rail (per car)	142	117
Light Rail (per car)	132	108
Articulated bus & RTV	80	65

(e) Adherence to allowable load standards is monitored as follows:

- (1) Passenger load counts are taken at the point on the route where the majority of trips are carrying their greatest load (maximum load point).
- (2) Average per trip passenger loads are calculated for 30-minute intervals during rush hours and 60-minute intervals during other time periods.
- (3) Average per trip loads that exceed the standards shown in Table A above constitute an overload.
- (4) Once identified, appropriate service adjustments should be made in order to alleviate the overload situation.
- (5) If a single trip in a 30- or 60-minute interval carries a load above the standard in Table A above, that will not constitute an overload so long as the average load of the other trips in the interval is within the standard.

(Res. 2003-068. Passed 5-20-03; Res. 2013-122. Passed 12-17-13.)

~~CHAPTER 1020~~
~~Service Utilization/Productivity/Efficiency~~

- ~~1020.01 Purpose.~~
~~1020.02 Scheduling efficiency.~~
~~1020.03 Service utilization; route productivity.~~

~~CROSS REFERENCES~~

- ~~Expenditure of funds in connection with acquisition of buses, bus equipment, or bus related facilities—see 49 U.S.C.A. 1602(h)~~
~~Conversion of equipment and facilities loans to grants for public transportation facilities—see 49 U.S.C.A. 1602-1~~
~~Approval of projects for acquisition, construction, and improvement of facilities and equipment, and payment of operating expenses; terms and conditions; regulations—see 49 U.S.C.A. 1604(d)~~
~~Research, development and demonstration projects—see 49 U.S.C.A. 1605~~
~~Regulation of operation of systems, rates, rentals, or other charges; compliance with undertakings—see 49 U.S.C.A. 1608(d)~~
~~Charter service—see 49 C.F.R. Part 604~~
~~School bus operations—see 49 C.F.R. Part 605~~
~~Buy America requirements—see 49 C.F.R. Part 660~~
~~Buy America requirements—Surface Transportation Assistance Act of 1982—see 49 C.F.R. Part 661~~
~~Transfer of commuter services—see 49 C.F.R. Part 670~~
~~Service to auxiliary and reserve police—see VEH. & OP. 840.07; SERV. Ch. 1082~~
~~Reward program for crimes involving Authority property—see VEH. & OP. Ch. 852~~
~~Modification in service—see SERV. 1022.05; Ch. 1050~~
~~Bus passenger shelter program policy—see SERV. Ch. 1062~~
~~Promotional activities—see SERV. Ch. 1066~~
~~Service outside County—see SERV. Ch. 1078~~
~~Service to activity centers—see SERV. Ch. 1080~~
~~Service to elderly and handicapped—see SERV. Ch. 1084~~

~~1020.01 — PURPOSE.~~

- ~~(a) This chapter of the service policy deals with the following issues:~~
- ~~(1) How efficiently service resources (vehicles and labor) are utilized to produce transit service;~~
 - ~~(2) How closely the service supply is being matched to the service demand; and~~
 - ~~(3) What percentage of the costs of operating transit services is being recovered through passenger fares and related revenues.~~
- ~~(b) The objectives are to ensure that:~~
- ~~(1) Service resources are being used to produce the greatest amount of service possible.~~
 - ~~(2) Service is allocated among various routes based on demonstrated~~

demand.

(Res. 2003-068. Passed 5-20-03.)

~~1020.02 — OPERATIONAL EFFICIENCY.~~

~~The policy objective is to ensure that service hours are utilized to the maximum extent possible in a revenue producing mode within the available service budget while complying with Authority/A.T.U. contract provisions and maintaining schedule reliability.~~

~~(Res. 2003-068. Passed 5-20-03.)~~

~~1020.03 — SERVICE UTILIZATION; ROUTE PRODUCTIVITY.~~

~~(a) Intent. The policy objective is to ensure that service levels are correlated to demonstrated passenger demands for each route or service. The intent is to provide a level of service which is attractive to the rider, yet not wasteful of service resources, as well as to ensure a minimum level of ridership on all routes.~~

~~(b) Procedure for Annual Bus Route Performance Evaluation.~~

~~(1) Each Authority bus service which has been in service for one full calendar year will be assigned to a service category (based on the primary market served) as follows:~~

- ~~A. Local radial bus;~~
- ~~B. Express/flyer bus;~~
- ~~C. Crosstown/feeder bus;~~
- ~~D. Community circulator bus;~~
- ~~E. Downtown loop; or~~
- ~~F. Seasonal/supplemental service.~~

~~(2) Using ridership for the previous year, the following unfactored ridership indicators will be calculated for each route/service:~~

- ~~A. Boardings per trip;~~
- ~~B. Boardings per vehicle mile; and~~
- ~~C. Boardings per vehicle hour.~~

~~The system-wide averages calculated for each service group become the system guidelines against which route-level productivity is to be measured until the next annual performance evaluation is performed.~~

~~(3) Authority services which are identified as not meeting performance criteria shall be prioritized for analysis and remedial action as follows:~~

- ~~A. First priority. Substandard the previous year, has shown no improvement, or is in a worsened condition;~~
- ~~B. Second priority. First-time deficiency;~~
- ~~C. Third priority. Substandard the previous year, still substandard but improved performance; and~~
- ~~D. Fourth priority. After those routes which are substandard have been dealt with, those routes which are not substandard but which have opportunities for improvement.~~

~~(4) Any individual route/service having any indicators falling below the system-wide average for its service group will be analyzed for possible causes of poor productivity. Recommendations will be developed for remedial actions to be taken, which may include:~~

- ~~A. Targeted route promotions to increase ridership;~~

- ~~B. Realign the route in order to:
 - 1. Eliminate nonproductive route segments; and
 - 2. Reduce overall route mileage and/or increase speed.~~
- ~~C. Realign to ensure that major activity centers are served;~~
- ~~D. Coordinate schedules with shift times at major employment centers;~~
- ~~E. Short turn trips, reducing frequency on outlying route segments where ridership is low;~~
- ~~F. Increase headways and/or shorten service spans; and~~
- ~~G. Eliminate service.~~
- ~~(5) An annual report will be prepared. This report will highlight those routes which are performing below standard and recommend remedial actions.~~

~~(c) Rail Station Utilization.~~

- ~~(1) Rail stations will remain in service as long as their utilization is sufficient to justify their costs. Therefore, rail station performance will be evaluated as follows:
 - ~~A. Station boardings. Based on passenger boardings per station, average and median station boardings volumes will be calculated within each category. Stations in the bottom quartile of their category warrant closer examination, including cost-benefit analysis. Stations are categorized as follows; based on maintenance costs:
 - 1. Stations with enclosed areas for passenger waiting;
 - 2. Stations without enclosed areas for passenger waiting but with one or more stairways; and
 - 3. Stations without enclosed areas for passenger waiting and without a stairway.~~
 - ~~B. Station spacing. Appropriate station spacing will be based on convenient access and attractiveness for faster service. Wider spacing provides speedy long-haul trips. Typically, close station spacing causes slower trips with higher vehicle maintenance costs. As much as possible, bus services should provide the block-by-block service and rail service the long-haul faster service.~~~~
- ~~(2) Remedial actions that maybe taken to correct substandard rail station productivity are:
 - ~~A. Determine if any operational changes could increase station productivity;~~
 - ~~B. Explore various alternative service options and possible marketing campaigns;~~
 - ~~C. Before closing any rail station, management must first hold a public hearing, as required in Section 1022.04(b)(1) and (2), and must present a report on the rail station evaluation to the Board of Trustees.~~~~

~~(Res. 2003-068. Passed 5-20-03.)~~

~~CHAPTER 1022~~
~~Service Management~~

- ~~1022.01 Purpose.~~
- ~~1022.02 Management of existing services.~~
- ~~1022.03 Development of service proposals and annual service management plans.~~
- ~~1022.04 Trial periods for new and modified services.~~

~~CROSS REFERENCES~~

- ~~Expenditure of funds in connection with acquisition of buses, bus equipment, or bus-related facilities—see 49 U.S.C.A. 1602(h)~~
- ~~Conversion of equipment and facilities loans to grants for public transportation facilities—see 49 U.S.C.A. 1602-1~~
- ~~Approval of projects for acquisition, construction, and improvement of facilities and equipment, and payment of operating expenses; terms and conditions; regulations—see 49 U.S.C.A. 1604(d)~~
- ~~Research, development and demonstration projects—see 49 U.S.C.A. 1605~~
- ~~Regulation of operation of systems, rates, rentals, or other charges; compliance with undertakings—see 49 U.S.C.A. 1608(d)~~
- ~~Charter service—see 49 C.F.R. Part 604~~
- ~~School bus operations—see 49 C.F.R. Part 605~~
- ~~Buy America requirements—see 49 C.F.R. Part 660~~
- ~~Buy America requirements—Surface Transportation Assistance Act of 1982—see 49 C.F.R. Part 661~~
- ~~Transfer of commuter services—see 49 C.F.R. Part 670~~
- ~~Service to auxiliary and reserve police—see VEH. & OP. 840.07; SERV. Ch. 1082~~
- ~~Reward program for crimes involving Authority property—see VEH. & OP. Ch. 852~~
- ~~Modification in service—see SERV. 1022.05; Ch. 1050~~
- ~~Bus passenger shelter program policy—see SERV. Ch. 1062~~
- ~~Promotional activities—see SERV. Ch. 1066~~
- ~~Service outside County—see SERV. Ch. 1078~~
- ~~Service to activity centers—see SERV. Ch. 1080~~
- ~~Service to elderly and handicapped—see SERV. Ch. 1084~~

~~EDITOR'S NOTE: Some service changes require public involvement. See Chapter 214, Public Hearing Process.~~

~~1022.01 PURPOSE.~~

~~(a) This chapter of the service policy deals with the procedures by which existing services are monitored, evaluated, and modified when necessary to improve their performance, as well as the process by which service improvements and new services are conceived, evaluated and implemented.~~

~~(b) This chapter is intended to ensure that:~~

- ~~(1) Existing service is periodically monitored and evaluated in order to determine compliance with those provisions of the service policy regarding service quality and service productivity.~~
 - ~~(2) Existing services are monitored, evaluated, and modified as needed in order to increase their market share.~~
 - ~~(3) New services are planned and implemented in order to service new transit markets and increase the transit's overall market share.~~
- ~~(Res. 2003-068. Passed 5-20-03.)~~

~~1022.02 MANAGEMENT OF EXISTING SERVICES.~~

~~(a) Ongoing Service Monitoring.~~

- ~~(1) Ridership monitoring and headway adjustment. The Authority will collect ridership data, in order to determine peak vehicle loadings, compared to the appropriate loading standards. When overloads occur, frequencies will be adjusted in order to bring loading within the standards.~~
- ~~(2) Running time analysis. The Authority will collect information concerning proper running time. Schedules should be adjusted to ensure that the majority of trips operate "on time" without requiring an operator to operate less than the normal traffic speed. Running times shall be set to allow operation within legal speed.~~
- ~~(3) Routine service adjustments. In order to improve the performance of substandard routes, minor service adjustments may be performed to better match the service supply to the demonstrated ridership demand.~~

~~(b) Annual Route Performance Evaluation. An annual route performance evaluation will be conducted. (See Section 1020.03)~~
~~(Res. 2003-068. Passed 5-20-03.)~~

~~1022.03 DEVELOPMENT OF SERVICE PROPOSALS AND ANNUAL SERVICE MANAGEMENT PLANS.~~

~~(a) Service Proposals. Sources for service proposals will include:~~

- ~~(1) The annual route performance evaluation. This evaluation, described in Section 1020.03, will be carried out early in the preliminary planning process, using ridership data from the previous year. Those lines that are identified as substandard in productivity will be prioritized for analysis and remedial action based on their performance. Service proposals will be developed for these routes with the intent of improving their performance.~~
- ~~(2) Suggestions and/or recommendations from the following sources:-~~
 - ~~A. Authority patrons;~~
 - ~~B. Authority employees;~~
 - ~~C. Civic leaders, elected officials; and~~
 - ~~D. Studies carried out by the Authority through consultant services and by outside agencies.~~

~~(b) Developing the Annual Service Management Plan. Each year, as part of the~~

~~development of the annual operating budget for the following year, staff will produce an annual Service Management Plan detailing the service changes to be implemented. Funding availability will dictate the nature of the service proposals to be considered in the Service Management Plan. Regardless of whether the budget projects an increase or decrease, the emphasis should always be on improving the productivity of services. Staff should aggressively pursue service proposals, which improve productivity so that service resources may be reallocated for promising service improvements or new service.~~

~~(1) To improve service productivity, some of the strategies to be considered are:~~

~~A. Achieving savings without adversely impacting riders;~~

~~B. Reducing service where service is duplicated;~~

~~C. Eliminating excessive service where transportation alternatives exist;~~

~~D. Remove service from an area, if necessary.~~

~~(2) With resources saved by productivity improvements, the following service improvements for the public may be considered:~~

~~A. Relief of existing service quality deficiencies;~~

~~B. Expansion/improvement of service to growing existing service markets;~~

~~C. New service to unserved markets.~~

~~(Res. 2003-068. Passed 5-20-03.)~~

~~1022.04 TRIAL PERIODS FOR NEW AND MODIFIED SERVICES.~~

~~(a) New routes or major modifications to existing service shall operate substantially as implemented for one year, at which time they are to be evaluated for productivity (boardings per vehicle hour, boardings per vehicle mile, and passengers per trip).~~

~~(b) At this time, the following types of service adjustments can be made based upon ridership performance to date:~~

~~(1) Frequency changes warranted by passenger loading standards or customer comments;~~

~~(2) Minor service reductions;~~

~~(3) Minor route extensions or reroutes with the potential to improve overall ridership productivity for the route.~~

~~(c) If route performance is below the system average for its service group at the end of one year, remedial action shall be taken as specified in Section 1020(b)(4).~~

~~(d) After one year, the route will become part of the annual route performance review.~~

~~(Res. 2003-068. Passed 5-20-03.)~~

~~[Chapter 1024 begins on Page 37]~~

~~CHAPTER 1062~~
~~Bus Passenger Shelter Program Policy~~

~~1062.01 Transit amenities. ————— 1062.02 Facilities~~

~~1062.01 TRANSIT AMENITIES.~~

~~(a) RTA seeks to provide seating and shelter at bus stops and rail stations if sufficient space is available and fifty or more daily riders are expected to use the shelter. (RTA considers a canopy to be one form of passenger shelter.) RTA installs and services waste receptacles only on RTA property. Each municipality decides whether to install and service waste receptacles in the public right-of-way.~~

~~(b) On Rail/BRT, printed and/or digital service information is attached to walls and shelters if they exist; digital displays are provided at busier stations. On bus routes, printed and/or digital service information is provided at transit centers and park-ride lots.~~

~~(c) Elevators will be installed and maintained to the extent required by the Americans with Disabilities Act. Existing escalators will remain in service unless they become cost-prohibitive to maintain.~~

~~(Res. 2013-122. Passed 12-17-13.)~~

~~1062.02 FACILITIES.~~

~~(a) When making decisions about facilities, RTA will:~~

- ~~(1) Comply with Title VI of the Civil Rights Act of 1964 and all other applicable laws and regulations.~~
- ~~(2) Comply with the National Environmental Protection Act 23, CFR Part 771 and with Section 4(f) 23 CFR Part 774.~~
- ~~(3) Comply with Section 106 of the National Historic Preservation Act, 36 CFR Part 800.~~
- ~~(4) Evaluate the impact of facilities per Environmental Justice Executive Order 12898 (1994), DOT Order 5610.2(a) (May 2012) and FTA Circular 4703.1.~~
- ~~(5) Seek to avoid negative impacts on areas and neighborhoods near the facility.~~

~~(b) Where impacts cannot be avoided, RTA will seek to mitigate negative impacts.
 (Res. 2013-122. Passed 12-17-13.)~~

CHAPTER 1078
Service Outside County

~~1078.01 Adoption of policy. 1078.02 Delineation of policy.~~

CROSS REFERENCES

~~Regulation of operation of systems, rates, rentals or other charges; compliance with undertakings — see 49 U.S.C.A. 1608(d)~~
~~Prohibition on use of Federal financial assistance for transfer of land, etc., between public bodies in geographical proximity — see 49 U.S.C.A. 1608(e)~~
~~Formula grant program for areas other than urbanized areas — see 49 U.S.C.A. 1614~~
~~Regional transit authorities — see Ohio R.C. 306.30 et seq.~~
~~Service to auxiliary and reserve police — see VEH. & OP. 840.07; SERV. Ch. 1082~~
~~Fares for rides outside of County — see VEH. & OP. 840.09, 840.16(e), 842.07~~
~~Modification in service — see SERV. 1022.05; Ch. 1050~~
~~Service to activity centers — see SERV. Ch. 1080~~
~~Service to elderly and handicapped — see SERV. Ch. 1084~~

~~1078.01 — ADOPTION OF POLICY.~~

~~A policy governing transit service conducted by the Authority in areas outside the County, as set forth in this chapter, is hereby adopted.
(Res. 1977-153. Passed 5-10-77.)~~

~~1078.02 — DELINEATION OF POLICY.~~

~~(a) — Route and/or route segments operating beyond the County shall generate sufficient revenue to cover expenses incurred by the Authority in the operation of those services.~~

~~(b) — If routes or route segments are not performing at a break-even level or better, Authority staff will develop a range of alternatives which will improve the operating position of the route.~~

~~(c) — Local decision makers appointed by non-County communities served by the Authority shall select alternatives which will best serve the needs of commuters and improve or maintain the operating position of the route.~~

~~(d) — In the event of deficit operation on non-County routes, communities may elect to subsidize such service from local funds. Any moneys pledged for this purpose may be supplemented by an equal amount from the individual county's Section 5 allocation up to that amount apportioned for each county.~~

~~(e) Routes will be evaluated quarterly to determine if their performance is meeting the goal of generating sufficient revenues to cover expenses.~~

~~(f) Authority standards of service (loading standards, vehicle assignments, service frequencies, etc.) will apply to non-County routes in the absence of a local subsidy for operations. If non-County communities choose to subsidize these services, then service levels, fare and customer amenities may be mutually determined by the Authority in cooperation with designated local representatives, provided that the cost of providing such amenities and services does not exceed total revenues (farebox, Section 5 allocation and local subsidy) for the route.
(Res. 1977-153. Passed 5-10-77.)~~