

**Statements of Initial Policy Direction
Emerging from the Regional Transit Task Force
July 1, 2010**

These draft statements of emerging policy direction attempt to summarize multiple conversations at the full task force and sub group meetings. This is not meant to be a comprehensive list of policy statements that may ultimately be created by the task force.

Service Allocation

- Productivity should be a major factor in designing the transit system and making service allocation decisions. Emphasizing productivity will tend to prioritize services to the corridors that serve the most people and job centers, while matching the frequency, hours of operation and type of transit services to the market. The “key factors” of productivity, financial sustainability, land use, and economic development are closely linked to productivity.
- While productivity should be the primary focus in service allocation decisions, the transit system must also serve the mobility needs of people in low wage jobs, students, and those dependent on transit service for basic mobility, in places where the highest numbers of such people live and work (social equity).
- Service allocation decisions must also address issues regarding geographic balance and equitable service coverage. How best to define these interests has not yet been determined. In discussions about the appropriate balance with other objectives, task force members have suggested that with respect to potential service reductions, productivity and financial sustainability should factor more heavily in service allocation decisions. There has not been discussion about the appropriate balance of objectives for service growth.
- The focus on high productivity services will generally tend to support existing population and employment centers and corridors. Service allocation policies should also support areas of growing demand for transit services in parts of the county that are growing into densities that support greater transit use. This could be achieved by creating transit service partnerships (i.e. “rewards” or “incentives”) with communities that develop in a manner that is supportive of high ridership transit use. (*Note: This concept needs greater definition.*)

Performance Measures

- Metro should create and adopt a new set of performance measures by service type (i.e., for a family of fixed route services, such as peak commuter, high ridership, and local service, and DART, Access, vanpool, etc.). Modifying Metro’s current method of compiling and reporting on performance measures will enable Metro managers, County decision makers, and the public to compare the performance of similar types of service and evaluate the effectiveness of Metro services. This work should also include establishment of service

standards for the different types of service. *(Note: the delineation of different types of fixed route services is being reviewed by the Performance Measures Sub Group.)*

- Analysis of performance measures should include comparisons with Metro's peer transit agencies. However, for that comparison to be useful it will require a detailed and thorough analysis of why there are differences between the peer agencies. This work should be completed within the next year, and it should be used to inform decisions by policy makers.

Financial Sustainability

- Metro must continue efforts to further reduce costs, create efficiencies and implement the savings strategies, including those identified in the audit. Additional cost control and efficiency measures will reduce the scale of the need to cut the number of hours of service, or reduce the amount of new revenue needed. *(Note: The cost control/efficiency sub group is also exploring the potential to use alternative service delivery models, and questions about the county overhead charges.)*
- Metro's financial model, with current revenue sources and Metro's expense structure, is not sustainable over the long-term. Metro's wages, salaries and benefits for all employees comprise 65% of its total operating costs. The county should create a growth curve for personnel costs that is sustainable over time.