



## **Board Policy No. 544**

### **Service Adjustments**

**ADOPTED:** 01/12/94

**RECENT AMENDMENT:** (Retyped)

**SEE ALSO:**

**SUBJECT CATEGORY:** SECTION 500, PLANNING & SERVICE DEVELOPMENT

**SUBSECTION:** SERVICE PLANNING

**CONTROL DEPARTMENT:** PLANNING & ENGINEERING

#### **I. PURPOSE**

As a public transit provider, it is the District's goal to provide cost effective, efficient service in order to maximize the number of riders. The District has established a Service Effectiveness Standards Policy No. 545 to provide maximum service with the best use of District resources. In addition, other adjustments to schedules and service routes are needed from time to time in order to better serve the needs of our riders.

To minimize changes in service schedules which impact our riders' commute and travel patterns, the District's goal is to limit implementation of service adjustments to two times each year.

#### **II. POLICY**

##### **A. Timing for Service Adjustments**

1. The first adjustment during the fiscal year will take place during September. Adjustments implemented in conjunction with the September District-wide operator sign-up shall include all service adjustments which:
  - a. Have been considered and subsequently approved by the Board of Directors as a result of public hearings held during the preceding year; or
  - b. Have been evaluated and identified by staff and included in the quarterly service review update report as adjustments to be implemented (See subsection B.2. below) but do not require a public hearing prior to implementation.
2. The second adjustment during the fiscal year will take place during June of each year. Adjustments implemented in conjunction with the June Division operator sign-ups shall generally include service adjustments necessary to reflect changes in schedules caused by school-summer recesses.
3. In the event of unforeseen external circumstances, such as significant reductions in District revenues, service changes may be considered at other times.

##### **B. Review of Service Adjustments**

1. Adjustments requiring public hearings:

No later than May 1\* of each year, staff will present to the Board of Directors recommendations for service efficiency adjustments which require a public hearing. The recommendations shall be presented pursuant to Board Policy 545. The Board of Directors shall review the recommendations and consider setting a public hearing pursuant to Board Policy No. 110. (\*Target date will be February 1<sup>st</sup>, but in no event should proposals be submitted later than May 1<sup>st</sup>.)

2. Adjustments not requiring a public hearing:

On a quarterly basis, the General Manager shall cause to be prepared, distributed to members of the Board of Directors, and placed on the Board's Planning Development and Operations Committee agenda a Service Review Status Report which describes service projects which are under review by staff. The report shall outline service projects which do not require a public hearing which are under review or have been finalized but not yet implemented.

3. Process for Board Review:

Any Boardmember may request that a specific service project be placed on an upcoming Board agenda for review. Once placed on an agenda, the Board of Directors may (1) request further review of the proposed service adjustment without a public hearing or (2) may direct that a public hearing be scheduled prior to final determination and implementation of the proposed service adjustment with any subsequent implementation to be scheduled during the upcoming September service changes.