



# Title VI Review: Service and Facility Standards Monitoring

Transportation Committee  
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# FTA Circular 4702.1B Title VI Requirements

Funding recipients located in an urbanized area of 200,000 or more in population and operating 50 or more vehicles in peak service are required to “monitor the performance of their transit system relative to their system-wide service standards and service policies not less than every three years.”

- Study completed in August 2012
- Previous Title VI Circular did not require board approval of the study
- New Title VI Circular effective October 2012 requires documentation of board’s “consideration, awareness and approval of the monitoring results”
- Updated Council Title VI Program due in 2014

# System-wide Service Standards and Policies

- Vehicle assignment
- Maximum passenger load
- On-time performance
- Service availability
- Headway standards
- Distribution of transit amenities

Council adopted policies as part of the  
**2030 Transportation Policy Plan**

# Example: Maximum Passenger Load

## Metro Transit Standard

The number of riders on board the vehicle as a percentage of the number of seats. This value is used to determine when the bus is overloaded and additional service is needed.

Route Type	Maximum Load: Peak (6-9 a.m. & 3-7 p.m.)	Maximum Load: Off-Peak (all other times)
Express	100%	100%
Urban Radial	125%	100%
Urban Crosstown	125%	100%
Suburban Local/Circulator	125%	100%
Limited Stop	115%	100%

\* Maximum customer load average over 15 minute (peak) or 30 minute (off-peak) period on a consistent basis.

# Example: Maximum Passenger Load

## Analysis

- Used Automatic Passenger Counter (APC) data to determine when there are more people on board than the standard allows
- Defined consistent overloads where a trip is overloaded in more than 40% of the observations (equiv. to 2 out of 5 days a week)
- Identified percentage of trips for each bus stop for each hour of the day that are consistently overloaded
- Determined if consistent overloads are sustained over a time period that exceeds standards from TPP
- Compared overload rates for stops located in minority/non-minority areas and low-income/non-low income areas

# Example: Maximum Passenger Load

## Results

- 181,261 total stop-hours of service
  - 66,958 serve stops in predominantly minority area
  - 114,303 serve stops in predominately non-minority areas
- In minority areas
  - 66,929 stop-hours in compliance (99.96%)
  - 29 stop-hours exceeded the standard (.04%)
- In non-minority areas
  - 114,264 stop-hours in compliance (99.97%)
  - 39 stop-hours exceed the standard (.03%)

## Example: Maximum Passenger Load-Stop Hours in Compliance

	All Stop-Hours	Stop Hours at Minority Stops	Stop Hours at Non-Minority Stops
In compliance with standard	181,193 (99.96%)	66,929 (99.96%)	114,264 (99.97%)
<i>Four-fifths threshold</i>			79.97%
Not in compliance with standard	68	29	39
<b>Total</b>	<b>181,261</b>	<b>66,958</b>	<b>114,303</b>

Table i: Technical Analysis Summary

Standard	Low-Income	Minority
Vehicle Assignment	○	○
Maximum Passenger Load	○*	○*
On-Time Performance	○	○
Service Availability	--	--
Market Area I – Urban Radial Route Spacing	○	○
Market Area I – Urban Crosstown Route Spacing	○	○*
Market Area II – Local Route Spacing	○	○
Midday Headway	○	○
Bus Stop Spacing	○	○
Headway Standards	--	--
Midday	○	○
Peak	○	○
Transit Amenities	--	--
Shelter Distribution	--	--
Warranted Standard Shelters	○	○*
Unwarranted Standard Shelters	○	○
Warranted Heated Shelters	●	●
Unwarranted Heated Shelters	○	○
Lighted Shelters	○*	○
Customer Information	--	--
Pocket Schedule Distribution Locations	○	○
Timetable Locations	○	○
System Map Locations	○	○
Transit Facilities	--	--
Transit Centers	○	○
Transitway Stations	○	○
Park-and-Rides	○	○

- - Potential Disparate Impact
- \* - No Potential Disparate Impact (Within four-fifths threshold)
- - No Potential Disparate Impact



# Additional Review of Heated Shelter Placement

- Only six stand-alone heated shelters exist outside of the downtowns and U of M campuses.
- No formal standard; decisions based on  $\geq 80$  daily boardings, cost and feasibility of electrical service, waiting environment and wait times.
- Initial analysis showed potential for disparate impact in minority areas and low-income areas.
- Further review of these six shelters show that the residential population in surrounding census blocks is either predominately minority/low-income or evenly mixed.
- Determined there was not disparate impact of heated shelter placement in minority and low-income areas.
- Before any additional heated shelters are installed, we will consider the impact on the potential for disparate impacts.

# Proposed Action

## Business Item 2014-13

That the Metropolitan Council approve the results of the 2012 Title VI Service and Facility Standards Monitoring Study.



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