**Proposed Service Standards for Title VI Program**

**Vehicle Load Standard:**

Vehicle Load is a capacity guideline that the number of passengers will not exceed the maximum load factor at the maximum load point in the prevailing direction. With a few exceptions based on bus type, SRTA employs a maximum load standard of 1.5 the total seated capacity (i.e. 26 seats equals a maximum load of 3\9 passengers). The exceptions to this rule are vehicles with narrow aisles that limit the space available for standees.

SRTA’s vehicle load standard states that the average of all loads during the peak operating period should not exceed the vehicle’s capacities, what are 39 for 30’ low floor buses, 55 for 35’ standard bus, and 46 for 35’ low floor bus.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Vehicle Type | Average Passenger Capacity | | | |
|  | Seated | Standing | Total | Maximum Load Factor |
| 30' low floor bus | 26 | 13 | 39 | 1.5 |
| 35' standard bus | 37 | 18 | 55 | 1.5 |
| 35' low floor bus | 31 | 15 | 46 | 1.5 |
| 40’ low floor bus | 38 | 19 | 57 | 1.5 |

**Vehicle Headway:**

SRTA operates weekday fixed route service for a span of sixteen hours and forty minutes beginning at 5:30 AM and ending at 10:10 PM; Saturday fixed route service operates on a span of fourteen hours and five minutes beginning at 6:00 AM and ending at 8:05 PM. Fixed route service does not operate on Sunday.

SRTA operates all routes with service headways of one hour or less for each service day. Headways are determined by route length, level of demand, and resources available to support increased frequency.

**On-time Performance Standard:**

SRTA defines the acceptable window of on-time performance to be one (1) minute prior and five (5) minutes after the scheduled departure from the trip origin for routes with headways of thirty (30) minutes or less; and one (1) minute prior and ten (10) minutes after the scheduled departure from the trip origin for routes with headways greater than thirty (30) minutes.

SRTA’s objective is to operate all routes with a minimum of eighty five (85%) percent of departures on-time.

**Service Availability:**

The SRTA service area includes ten communities (Acushnet, Dartmouth, Fairhaven, Fall River, Freetown, Mattapoisett, New Bedford, Somerset, Swansea, and Westport), however fixed route service is only available in seven of the ten communities. (Acushnet, Freetown, and Mattapoisett are served only with Demand Response service). SRTA currently distributes transit services so that 86% of residents in communities served with fixed route service are within 1 mile of an SRTA fixed route bus line. SRTA will maintain service so that a minimum of 85% of the population within the communities served by fixed route service is within 1 mile of a fixed route bus line.

**Vehicle Assignment Policy:**

It is SRTA’s policy to equitably assign vehicles to its routes. SRTA does not discriminate on assigning its vehicles to routes. Vehicles are randomly assigned. At this time, all of SRTA’s vehicles have basically the same amenities including technologies and as such, the variations in vehicles are age and size. SRTA assigns vehicles to each route based on peak capacity requirements and vehicles are randomly assigned based on where they are parked after servicing.

**Distribution of Transit Amenities:**

SRTA installs and maintains bus shelters along fixed route bus lines. Bus shelters are considered for locations where multiple routes meet or a location exceeds twenty (20) boardings per day. SRTA has limited jurisdiction to install shelters at the locations of their choosing. Shelter locations must first be approved by the property owner that controls the site (site control can generally defined as private ownership, municipal government ownership, or state government ownership), and is also subject to municipal review and approval. SRTA works with host communities and property owners to accommodate the needs of riding public where feasible.

**Fare Change Policy:**

It is the policy of SRTA to engage the public in any fare change and address any adverse effects of those changes. Fare changes include both increases and decreases in fare types and cost of fare instruments. Promotional fare and temporary fare reductions for mitigating measures that are less than six months are exempt from this policy.

At a minimum, SRTA will:

* Develop and implement a public participation plan to engage underserved populations including minorities, low income, LEP, and the disabled;
* Conduct separate fare equity analysis to determine adverse effects, disparate impact and/or disproportionate burden on minority and low-income communities;
* Provide a method for the public to provide comments on both the proposed fare change and results of the equity analysis;
* Conduct a public hearing;
* Advertise the public hearing at least two weeks in advance.

**Major Service Change Policy:**

It is the policy of SRTA to engage the public in major service changes and address adverse effects of those changes. Major service changes include both increases and decreases in service levels. A major service change is defined as a 25% or greater change in route miles or revenue vehicle miles for any one route. Service changes that have adverse effects include route elimination, shortlining, rerouting, and headway changes.

At a minimum, SRTA will:

* Develop and implement a public participation plan to engage underserved populations including minorities, low income, LEP, and the disabled;
* Conduct a separate service equity analysis to determine adverse effects, disparate impact and/or disproportionate burden on minority and low income communities;
* Provide a method for the public to provide comments on both the proposed service change and the result of the equity analysis;
* Conduct a public hearing;
* Advertise the public hearing at least two weeks in advance.

**Disparate Impact Policy:**

It is SRTA’s policy to evaluate fare and major service changes at the planning or programming stages to determine whether those changes will have a disparate impact on minorities (groups identified by race, color, or national origin).

SRTA has established a threshold of 20%, which means that a disparate impact occurs when the fare or service change affects a minority population 20% more than a non-minority population. Span of service or headway changes will be analyzed using all routes. All other changes will be evaluated on a route-by-route basis.

SRTA will take corrective actions if the analysis shows a disparate impact. SRTA’s goal is to avoid, minimize, or mitigate the impacts. All corrective actions will be reanalyzed for disparate impacts. SRTA may proceed if it can demonstrate a substantially legitimate justification for the fare or service change and there are no comparably effective alternative practices that would result in less disparate impacts.

**Disproportionate Burden Policy:**

It is SRTA’s policy to evaluate fare and major service changes at the planning or programming stages to determine whether those changes will have a disproportionate burden on minorities (groups identified by race, color, or national origin).

SRTA has established a threshold of 20%, which means that a disproportionate burden occurs when the fare or service change affects a minority population 20% more than a non-minority population. Span of service or headway changes will be analyzed using all routes. All other changes will be evaluated on a route-by-route basis.

SRTA will take corrective actions if the analysis shows a disproportionate burden. SRTA’s goal is to avoid, minimize, or mitigate the impacts. All corrective actions will be reanalyzed for disproportionate burden. SRTA may proceed with the fare or service change if mitigation measures or alternatives are not practicable; this would include taking into account the social, economic (including costs), and environmental effects of avoiding or mitigating the adverse impacts.