



<b>TITLE:</b> MAJOR SERVICE CHANGE POLICY	
<b>ORIGINATING UNIT:</b> Planning and Development	
<b>EFFECTIVE DATE:</b>	<b>REVISION:</b> 0

**Major Service Changes**

FTA regulations require Metrolink to evaluate significant system-wide service and fare changes and proposed improvements at the planning and programming stages to determine whether those changes have a discriminatory impact. For service changes, this requirement applies to “major service changes” only. A major service change is defined as a numerical standard, as expressed by distribution of routes as measured against the existing level of service, or the number or concentration of people affected. The major service change policy shall apply to both service reductions and service increases. All major increases or decreases in transit service are subject to a Title VI Equity Analysis prior to Board approval of the service change. A Title VI Equity Analysis completed for a major service change must be presented to the Board of Directors for their consideration and then forwarded to the FTA with a record of the action taken by the Board.

- I. Major service changes shall be defined by the following thresholds:**
  - a) A change of 25% or more in route miles (route length) per route.
  - b) A change of 25% or more in weekday revenue train miles per route.
  - c) A change of 25% or more in weekend revenue train miles per route.
  - d) A cumulative change of 25% or more in revenue train miles per route or system-wide within a consecutive 24-month period.
  - e) A change in the service span of more than two hours per station in a single year.
  - f) A change in the number of trains serving a station by more than 25%.
  - g) A cumulative change in the number of trains serving a station by more than 25% within a consecutive 24-month period.**

**II. The definition of a major service change shall exclude any changes to service which are caused by:**

- a) Temporary Services: seasonal or promotional services for a period not exceeding a period of 12 months, or
- b) Construction and maintenance of track infrastructure for a period not exceeding a period of 12 months, or
- c) Force Majeure, or
- d) New line or station "Break-In" period: an adjustment to service levels for new transit lines/stations which have been in revenue service for less than one year (allowing SCRRRA to respond to actual ridership levels observed on those new transit lines/stations).