

# METROBUS SERVICE GUIDELINES

In the late 1990's when stabilization of bus service was accomplished between WMATA and the local jurisdictional bus systems, the need for service planning processes and procedures was determined. The Regional Mobility Panel recommended service criteria be developed to allow evaluation of regional bus service provided by WMATA. Regional routes are usually bus routes on major arterial roadways and generally cross jurisdictional lines and are subsidized by all compact jurisdictions. In consultation with the local jurisdictions the following service guidelines were developed and adopted by the WMATA Board of Directors in February, 2000.

The same set of guidelines is used for regional and non-regional service at WMATA. The basis for calculating the guidelines is the average of the two distinct services. The guidelines are recalculated annually based on the past year's performance.

## BUS SERVICE CRITERIA

### DAILY WEEKDAY PASSENGER BOARDINGS

This measurement is to evaluate the overall ridership generated by each bus line. This measurement compares actual ridership on a line to the average for regional and non-regional service. If the ridership is less than  $1/8^{\text{th}}$ , the line does not meet the minimum guideline.

### COST RECOVERY

This measurement is one of two financial guidelines used to evaluate the cost/benefit of each line. This measurement compares the revenue generated on a line versus the cost of providing the service. If the line does not recover  $1/2$  of the average of the regional or non-regional average, it does not meet the minimum guideline.

### AVERAGE SUBSIDY PER PASSENGER

This is the second financial guideline use to evaluate the cost/benefit of each line. This measurement compares the level of subsidy provided for each passenger carried for each line. If the line requires a subsidy at twice the system average, it does not meet the guideline.

### PASSENGERS PER REVENUE TRIP

This is one of two guidelines used to evaluate the overall productivity of each line. This measurement compares the number of average weekday passengers that travel on a bus line divided by the number of weekday bus trips provided on that line. If the passengers per trip on the line are less than  $1/3$  of the average, the line does not meet the guideline.

### PASSENGERS PER REVENUE MILE

This is the second guideline use to evaluate the productivity of each line. This measurement compares the number of passengers that travel on a given line for each mile of operation in revenue service. If the line does not carry ridership at  $1/3$  the average of the system, the line does not meet the guideline.

These adopted criteria are considered along with other factors in the evaluation of service and assist WMATA and the jurisdictions in finalizing annual service requirements and financial commitments.