

Board Policy No. 22 Service Requests

Summary

This policy is intended to assist local policymakers and key stakeholders understand the process by which NCTD evaluates service requests in order to ensure that the transit system remains financially sustainable in the short and long term.

Background

The policy is designed to support NCTD's provision of an accessible, integrated, multimodal transit system that enables customers to travel easily and efficiently throughout the growing region.

Considerations for major and minor service requests made by individuals or organizations will be reviewed based on a service request process that considers all of the following factors: service design guidelines and standards, existing and/or potential service demand, operational and/or capital constraints, operating cost, and funding availability.

Service Request Process

The service request process is as follows:

1. Submission of Service Request:
 - a. Individuals or organizations that submit service requests must provide as much detail as possible such as the level of service requested in terms of frequency and hours of operation, routing, and stops, and demonstrate the need for the service. This information may include ridership estimates and/or a statement as to why existing transit services are inadequate. If the request is from an organization, such request must be approved by the governing body or the Chief Executive Officer of that organization. Service requests should be received by the Customer Service Department for processing and disseminated to the Planning Division for review.
2. Review by NCTD:
 - a. Service design guidelines and standards. NCTD will review the service request in accordance with internal guidelines and standards. In the event the requested service falls into a category that is not addressed in internal standards, NCTD will evaluate the proposal based on industry standards, including Transit Cooperative Research Program (TCRP) Report 165 and Association of American Railroads (AAR) standards.
 - b. Existing or potential service demand. NCTD will review ridership demand in the corridor of the proposed service. Factors include demographics, land use, proximity to key activity generators (schools, medical facilities, etc.), density of development, and other pertinent factors.

Board Policy No. 22 – Service Requests

- c. Operational and/or capital constraints. NCTD will determine operational and capital constraints of the proposed service:
 - i. Impact of service on ADA compliance: location of bus boarding/alighting and path of travel.
 - ii. Vehicle constraints based on road width, grade, and vehicle maneuverability.
 - iii. Impact of service on equipment: number of rolling stock, buses, signage, and other associated equipment needed to implement service.
 - iv. Transit center constraints: number of bus berths available.
 - v. Operational safety considerations
 - d. Cost. NCTD will estimate costs using contracted rate for cost per total mile and revenue hour for bus, contracted rate for cost per trip for rail, and contracted rate for cost per revenue hour and total mile for demand response. Cost for facilities, vehicles, or other equipment will be estimated as applicable.
 - e. Major service change considerations. NCTD will review the service request in accordance with *Board Policy 30 – Threshold for Major Service Change* to determine if the request qualifies as a major service change. In the event the requested service is classified as a major service change, NCTD will conduct a Title VI Analysis to determine if the change has any impacts consistent with *Board Policy 31 - Threshold for Disparate Impact on Minority Populations* and *Board Policy 32 - Threshold for Disproportionate Burden on Low-Income Populations*.
3. Enter into Cooperative Agreement:
 - a. A cooperative agreement between NCTD and the requesting entity should include:
 - i. Service plan including performance targets that must be met in order to continue the service past the demonstration period.
 - ii. Cost-sharing between the requesting entity and NCTD.
 - iii. Generally, the minimum length of an agreement is one (1) year, renewable if service has met performance goals stated in the service plan.
 4. Approval by Board:
 - a. See *Board Policy 5 - Public Notice and Participation*.
 5. Notification and Implementation:
 - a. Notify stakeholders and general public prior to start of service using written notification placed at transit centers, on board vehicles, and on NCTD's website.
 - b. Work cooperatively with the requesting entity's employees and customers to publicize the new service.
 - c. Monitor service using on-time performance data and ridership data to determine whether minimum level of performance specified in the agreement is met.

Board Policy No. 22 – Service Requests

Approvals



Board Chair

10/21/2021
Date



Executive Director

10/21/2021
Date



General Counsel

10/21/2021
Date

Board Policy No. 22 – Service Requests

DATE	REVISION No.	RESOLUTION No.	COMMENTS
10/18/2012	ADOPTED	12-10	
10/17/2013	1	13-07	2013 REVISION
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