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# Policies and Procedures

No. 43

SUBJECT:

Board Approval: 5/12/11

## BUS STOP AND MINOR REROUTE PROCEDURE

PURPOSE:

To establish a procedure for evaluating and making decisions in regard to requests to add or remove bus stops and/or to make minor changes to existing bus routes.

BACKGROUND:

Definitions. Requests for bus stop changes include requests for new MTS stops or requests for removals of existing MTS stops. They also include requests for furniture or amenity changes, such as benches and shelters.

Requests for minor reroutings are defined as any changes that would involve less than 25 percent of the route's total mileage.

Objective. The intent of this procedure is to allow minor service change requests to be handled simply and consistently, to permit flexibility with several tiers of review, and to allow the MTS Board of Directors to refer minor requests to this procedure without having to use its time in deliberation on such issues.

Contents. This policy establishes a systematic procedure to evaluate and rule on requests for minor changes to MTS bus stops and routings.

PROCEDURES:

### 43.1 Procedure

The procedure would involve a maximum of three steps with the objective of resolving issues at the lowest level, whenever possible:



1. Staff Review. Requests for route and bus stop changes received by any department are forwarded to the appropriate Transportation Planner in the MTS Planning and Scheduling Department. The Planner works with MTS Bus Operations and/or MTS Contract Services and makes a recommendation to the MTS Director of Planning and Scheduling. A final decision is passed along to the party requesting the change.
2. CEO Review. If, after the staff review, the party requesting the change wishes to pursue the issue further, the request would be passed along to the MTS Chief Executive Officer. Materials pertinent to the issue would be presented to the CEO, who would also review the earlier staff recommendation and decision. The CEO's final decision would be communicated to the party requesting the change and appealing the earlier staff decision.
3. Board Review. As a final recourse and appeal mechanism, a request for a bus stop or minor reroute would be brought to the MTS Board of Directors Executive Committee, which would review all of the materials and previous decisions. The decision of the Executive Committee would be considered final.

#### 43.2 Title VI

MTS is committed to ensuring that no person is excluded from participation in, or denied the benefits of its services on the basis of race, color, or national origin as protected by Title VI of the Civil Rights Act of 1964, as amended. This includes the planning of routes and bus stops.

1. Analysis. Changes covered by this Policy No. 43 are considered to be minor and would not undergo a Title VI analysis. Changes affecting more than 25% of a route's weekly in-service miles or hours are considered to be major and are covered by MTS Policy No. 42.
2. Complaints. Persons alleging violations of Title VI by MTS would follow the procedures outlined in MTS Policy No. 48.

Original Policy approved on 5/27/93.

Policy revised on 4/29/04.

Policy revised on 5/12/11.