

Memorandum



To: Transit Advisory Committee
From: Michael Koch, Transit Manager
Date: January 15th, 2018
SUBJECT: Service Requests Procedures

Overview & Purpose

There have been a number of requests for service that we have been unable to grant due to the timing of a request, a lack of information to support changes, or in many cases both. Developing a framework that acts as a guide on how to apply for requests in new or changed service (including changes to existing service) will help to diminish confusion on how we handle this in the future.

This memo is meant to act as a jumping-off-point to further discussion on what policies and/or procedures shall be implemented for service changes or expansion. This will be a document that is created for and recommended by the Transit Advisory Committee and approved by the Winter Park Town Council to implement as a guiding document regarding The Lift.

Requests for New Service

Town Staff suggests defining *Requests for New or Changed Service* as service that does not currently exist at the time when a request is made by existing stakeholders or potential new shareholders that are able to make a financial contribution to the system. This includes, but is not limited to: service to a new area within the service district, service to a new area outside of the service district, addition or dissolution of bus stops, altering an existing line, and/or proposing new routes.

Deadlines for Service Requests are as follows:

Winter Service

- Submission deadline: April 1st
- Approval deadline: July 1st
- Time given for review of submission: 13 weeks
- Public Notification should, at a minimum, be given on the Town's website and on-board buses that new service is being considered.
- A public comment period should be given at a minimum of one (1) TAC meeting, but no more than two (2) TAC meetings regarding any or all specific requests for new service.
- Winter service discussion take place between March and June of every year. Service decisions must be made by early July to allow an appropriate amount of time for service planning, changes to marketing materials, and updates to capital needs.

Summer Service

- Submission deadline: January 15th
- Approval deadline: March 1st
- Time given for review of submission: 6 weeks
- Public Notification should, at a minimum, be given on the Town's website and on-board buses that new service is being considered.

- A public comment period should be given at a minimum of one (1) TAC meeting, but no more than two (2) TAC meetings regarding any or all specific requests for new Summer service. Discussions begin in mid-December and February of every year. Service decisions must be made by early February to allow an appropriate amount of time for service planning, changes to marketing materials, and updates to capital needs.

Information Required for Service Request Submissions

- Letter formally requesting the new service, complete with a summary of benefits to the local population and its contribution to the system.
- Proof of secured funding to support 100% of the costs of the new service or change in service.
- Map depicting new stop(s) located for the new service.
- Letter from land owner approving location, if stop will be located on private property (this requirement is waived if located on public property) and reasoning behind proposed stop location(s).
- Maintenance plan addressing up-keep at the proposed stop and specifically snow removal management at the stop.
- Ridership estimation and formula for estimating ridership.
- Letter(s) of support from the jurisdiction in which the new service or change in service is proposed as well as any other entities the proposer sees fit.

Process

Complete submissions for Service Requests will be presented to the Transit Advisory Committee (TAC) at a scheduled meeting no less than 7 days after the submission deadline. The TAC shall recommend approval or denial of additional Town Staff review of the Service Request. If approved, Town Staff shall review the submission and provide a recommendation to the TAC no less than 21 days prior to the approval deadline. Town Staff shall do service planning to include, but not limited to: cost, capacity, timing requirements, capital, and staffing needs. Funding sources will be verified during this time. The TAC shall provide a recommendation of approval, denial, or request additional information at a scheduled meeting 14 days prior to the approval deadline.

An appropriate level of transit planning must be conducted by Town Staff to ensure the sustainability of the new service or change in service. The level and detail of analysis will be specific to each request. Town Staff analysis may include, but is not limited to: physically driving any proposed new route with no obstructions, reviewing rider capacity on existing routes and analyzing capacity variations related to proposed changes, creating a schedule(s) to include the proposed service and impacts to other routes the proposed change may have on existing schedules, and developing a budget to include the proposed change. Town Staff may assist the stakeholder in refining their proposal, however, the burden of data collection and submittal of the information packet is held with the stakeholder.

Final Approval

In order for final approval to take place and for the new service or changes in service to be implemented for the following Summer or Winter service season, final approvals (including agreements for funding) must be received by Town Staff from the proposer's governing entity and Winter Park Town Council by the approval deadline.