

COA Process

PHASE 1

Routine System Optimization

1 Routine System Optimization

Work on “Behind the Scene” Actions to Maximize Use of Limited Resources

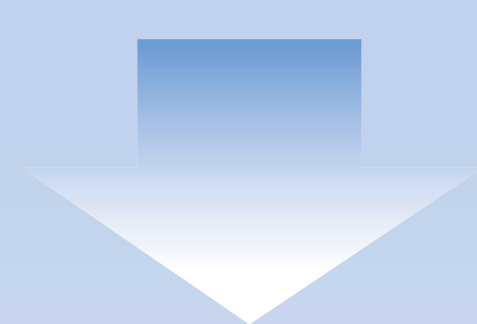
- Streamline administrative costs.
- Optimize route cycle times.
- Optimize bus and driver assignments by division.
- Provide appropriate levels of transit supervision.

Minor “Tune Up” of Services

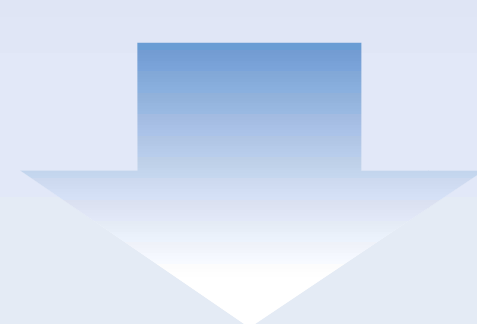
- Reduce duplicate services & those used by fewest passengers.
- “Right Size” service levels.

PHASE 2

Existing Conditions



Regional Service Concept



Service Restructuring Plan

2 Identify What is Working and What Isn’t

- Understand our passengers’ travel patterns.
- Determine what service characteristics are important to our passengers.
- Identify new or underserved customer markets.
- How are bus and trolley services meeting these needs, and where do we need to improve?

3 Determine Best Ways to Serve Our Markets

- What markets can and should be served?
- What type and level of service would best meet their needs?
- How can we make transit services more attractive, efficient, and effective?

4 “Overhaul” Services Based on Regional Service Concept

- Build on what is currently working well.
- Match appropriate type and level of service with each market.
- Make services faster and more direct.
- Make services simpler and easier to use.
- Combine and link bus and trolley services to provide the same services more efficiently.
- Continue to identify ways to more efficiently provide service.



Metropolitan Transit System



THE COA IS A PLANNING PROJECT OF THE MTS