Title VI Major Service Change Policy:
October 2021 Revision

Approval date: October 21, 2021

Prepared with assistance from:

FOURSQUARE INTEGRATED TRANSPORTATION PLANNING
Definitions

<table>
<thead>
<tr>
<th>Item</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Day</td>
<td>A Weekday, Saturday, or Sunday service schedule.</td>
</tr>
<tr>
<td>Span of Service</td>
<td>For a given service day schedule, the time from the start of the first revenue trip through the end of the final revenue trip.</td>
</tr>
<tr>
<td>Revenue Hours</td>
<td>Hours that a transit vehicle spends in revenue service, including time spent picking up and dropping off passengers, and operator layover time. Revenue hours do not include time spent driving empty vehicles to and from garages (“deadhead”), operator training, or maintenance testing.</td>
</tr>
<tr>
<td>Revenue Miles</td>
<td>Miles that a transit vehicle spends in revenue service, including miles driven picking up and dropping off passengers, and operator layover time. Revenue miles do not include miles empty vehicles drive to and from garages (“deadhead”), operator training, or maintenance testing.</td>
</tr>
<tr>
<td>Stop at a Station</td>
<td>A single departure or arrival at a rail station.</td>
</tr>
<tr>
<td>Core Bus System</td>
<td>MDOT MTA bus service, including CityLink, LocalLink, and Express BusLink bus service.</td>
</tr>
<tr>
<td>Service Year</td>
<td>One calendar year, equal to 365 or 366 days.</td>
</tr>
</tbody>
</table>

Exemptions

The following service changes are exempt from the Major Service Change Policy:

- Seasonal service changes.
- Creation, modification, or discontinuation of a demonstration route within the first 12 months of operation (however, Code of Maryland requirements will still apply).
- Diversions, frequency changes, or span modifications due to local events, construction, weather, and emergencies.
- Outages due to planned and/or unplanned maintenance, inspections, or repairs.
- Emergency service changes, including changes in routes or service frequencies, which may be necessitated due to a disaster, which severely impairs public health or safety, changes in access to public streets, or the ability of MDOT MTA equipment to travel on public streets. Emergency service changes may be implemented immediately without a public hearing provided that a finding identifying the circumstances under which the change is being taken is made by the Administrator and a subsequent public hearing is held and equity analysis is conducted, if the temporary change is to remain in effect longer than 12 months.
# Major Service Change Policy

<table>
<thead>
<tr>
<th>Mode</th>
<th>Major Service Change Policy</th>
</tr>
</thead>
</table>
| **Core Bus** | - Alteration of a route’s revenue miles or revenue hours on a given service day by twenty-five percent (25.00%) or more, including establishment or abandonment of a route.  
- Alteration of a route’s revenue miles or revenue hours on a given service day by a cumulative twenty-five percent (25.00%) or more over one service year.  
- Change to the span of service on a route by ninety (90) minutes or more on a given service day.  
- Addition or removal of at least fifteen percent (15.00%) of a route’s bus stops on a given service day.  
- Cumulative alteration of at least fifteen percent (15.00%) of total Core Bus system revenue miles or revenue hours in a given service change.                                                                                                                                                                                                                     |
| **Commuter Bus** | - Alteration of a route’s revenue miles or revenue hours on a given service day by twenty-five percent (25.00%) or more, including establishment or abandonment of a route.  
- Change to the span of service on a route by ninety (90) minutes or more on a given service day.  
- Elimination of service to a stop, unless there is another stop within three miles of its location.  
- Establishment of a new stop.  
- Cumulative alteration of at least fifteen percent (15.00%) of total Commuter Bus system revenue miles or revenue hours in a given service change.                                                                                                                                                                                                 |
| **MARC** | - Alteration of a line’s revenue miles or revenue hours on a given service day by twenty-five percent (25.00%) or more, including establishment or abandonment of a line.  
- Change to the span of service on a line by ninety (90) minutes or more on a given service day.  
- Change to the number of stops at a station on a given service day by twenty-five percent (25.00%) or more.  
- Establishment or abandonment of a station.  
- Cumulative alteration of at least fifteen percent (15.00%) of total MARC system revenue miles or revenue hours in a given service change.                                                                                                                                                                                                 |
<table>
<thead>
<tr>
<th>Mode</th>
<th>Major Service Change Policy</th>
</tr>
</thead>
</table>
| Light RailLink | • Alteration of a line’s revenue miles or revenue hours on a given service day by twenty-five percent (25.00%) or more, including establishment or abandonment of a line.  
• Change to the span of service on a line by ninety (90) minutes or more on a given service day.  
• Change to the number of stops at a station on a given service day by twenty-five percent (25.00%) or more.  
• Establishment or abandonment of a station. |
| Metro SubwayLink | • Alteration of a line’s revenue miles or revenue hours on a given service day by twenty-five percent (25.00%) or more, including establishment or abandonment of a line.  
• Change to the span of service on a line by ninety (90) minutes or more on a given service day.  
• Change to the number of stops at a station on a given service day by twenty-five percent (25.00%) or more.  
• Establishment or abandonment of a station. |

**Public Outreach**

The following public outreach efforts occurred for this update to MTA’s Major Service Change Policy, prior to Administrator review, consideration, and approval of a finalized new policy:

- July 8, 2021 - MARC Riders’ Advisory Council Meeting
- July 13, 2021 – Title VI Subcommittee Meeting
  - Joint Subcommittee of MTA’s Citizen’s Advisory Committee and MTA’s Citizen’s Advisory Committee for Accessible Transportation
- July 14, 2021 – Citizens Advisory Committee Meeting
- July 15, 2021 – Citizens Advisory Committee for Accessible Transportation Meeting
- September 20, 2021 – Virtual Public Meeting
- September 21, 2021 – Virtual Public Meeting
- September 22, 2021 – Virtual Public Meeting
I hereby acknowledge the receipt of the Maryland Department of Transportation Maryland Transit Administration (MDOT MTA) Title VI Major Service Change Policy Revision, October 2021. I have reviewed and approve this document. I am committed to ensuring that no person is excluded from participation in, or denied the benefits of transit services on the basis of race, color, or national origin, as protected by Title VI according to C 4702.1B Title VI requirements and guidelines for Federal Transit Administration recipients.

Digitally signed by
Holly Arnold.
Date: 2021 10 21

Holly Arnold
Acting Administrator

10/21/2021
Date