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ROUTE CHANGE POLICY

Recommendations for changes to existing routing are developed by Transfort staff. Staff makes a determination whether the changes represent a Minor Service Change or Major Service Change. Federal guidelines and Transfort policy require that a public hearing be held when Major Service Changes to the transit system are considered. These changes are detailed in the table below:

Item	Measures to Determine Major Service Changes
A	A change of 25% or more in the transit route miles*.
B	A change of 25% or more in revenue miles.
C	A change of 25% or more in a route's in service hours not including recovery.
D	A change of 25% or more of the number of stops that a route serves.
E	A new transit route is proposed.
F	Experimental or emergency service changes that meet or exceed the measures specified in items A, B, C, D and/or E above may be instituted for 180 days or less without prior notification. A public hearing must be held during that time if the experiment or emergency is to remain in effect for more than 180 days.
G	Standard seasonal variations in transit service are exempt from public hearing requirements unless the number, timing and type of service changes meet the above criteria.
H	It will not be a major service change if service is replaced without interruption at a level that would not otherwise constitute a major change.

*Transit route miles are defined as the alignment of the line trace from the route definition.

The impact on minority and low income communities will be taken into consideration to ensure there is not a disproportionately high adverse effect on these populations. Alternatives to avoid, minimize or mitigate any adverse effects of the service change will be determined during this process for small and large scale changes. Any changes proposed to fixed route service that will change the paratransit service area and/or hours will require a technical evaluation to determine the impact on riders. Any changes that will impact paratransit service will prompt appropriate outreach to current riders and potential new riders.

Major Service Change

If the route change recommendations are determined to be a Major Service Change, then Transfort conducts a meeting to receive oral and written comment from the public on whether the route changes shall be implemented. At least seven days notice is provided of this meeting by publication in the City's newspaper of record. The notice includes the time and location of the public meeting; a summary of proposed changes; specifies the address where written comments can be mailed; and informs the public of alternative formats available to assist in this public process. The meeting would be scheduled at least thirty days prior to the proposed implementation date. Transfort will also put forth effort to involve low-income and minority populations in the public input process. These efforts will include translating public meeting notices (online and where English signs are posted), and advertising the public meeting in all vehicles. Also, Transfort will use telephonic interpretation cards at all public meetings to ensure the needs of limited English proficiency persons can be taken into consideration during the decision making process.

Following the meeting, Transfort staff will take all comments into consideration and make changes as necessary. The Public will be made aware of the large-scale changes through advertisement through the local media and the City's Webpage. New transit schedules will be distributed to all areas that sell bus passes, City facilities, on the buses, and to businesses and high-density residential complexes located along transit routes. Upon implementation of route changes drivers and Transit staff help aid transit riders to navigate the new transit system.

Impacts of a Major Service Change will be evaluated using the following procedure:

1. Assess the effects of the proposed service change on minority and low-income populations:
 - a. Route Changes: Produce maps of the routes that would be eliminated, reduced, added or expanded, overlaid on a demographic map of the service area, that highlights those Census tracts or traffic analysis zones where the total minority and low-income population is greater than the service area average.
 - b. Span of Service: Analyze any available information generated from ridership surveys that indicates whether minority and low-income riders are more likely to use the service during the hours and/or days that would be changed.
2. Assess the alternatives available for people affected by the major service change.
 - a. Analyze travel time of current route with travel time of the alternatives.

3. Describe and document the actions that are proposed to minimize, mitigate, or offset any adverse effects of proposed service changes on minority and low-income populations.
4. Determine which, if any of the proposals under consideration would have a disproportionately high adverse effect on minority and low-income riders.

Minor Route Change

If the route change recommendations are determined to be minor, then the public will be given a chance to comment on the proposed change during the initial advertising period. Transfort will advertise their intention to change the route, at the bus stop to be changed and on the bus route that is affected. Transfort will also give notice of their intention to change the route to any businesses, health facilities, public agency buildings, and residences adjacent to the route or stop. If there are no comments Transfort will proceed with the change. If there are comments Transfort will take them into consideration and make a decision based on all the facts that have been gathered. If a change is to proceed, temporary signage will be placed at the bus stop and bus route to be changed informing transit patrons of the imminent change.

Fare Change Policy

Recommendations for changes in the fare are developed by Transfort staff. In formulating the fare recommendation, Transfort conducts a meeting to receive oral and written comment from the public on whether transit fares shall be increased. At least fourteen days notice is provided of this meeting by publication in the City's newspaper of record. The notice includes the time and location of the public meeting; a summary of proposed language; specifies the address where written comments can be mailed; and informs the public of alternative formats available to assist in this public process. The meeting would be scheduled at least thirty days prior to any fare increases being implemented.

Transfort will put forth efforts to involve the low-income and minority populations in the public input process. These efforts include translating the public notices (online and where English signs are posted), and advertising the public meeting in all vehicles. Also, Transfort will use telephonic interpretation cards at all public hearings to ensure the needs of limited English proficiency persons can be taken into consideration during the decision making process.

Impacts of Fare Change will be evaluated using the following procedure:

5. Assess the effects of the proposed fare change on minority and low-income populations:
 - a. Analyze ridership surveys indicating whether minority and low-income riders are more likely to use the mode of service, payment type, or payment media that would be subject to the fare increase.

6. Assess the alternatives available for people affected by the fare increase.
 - a. Analyze what, if any, alternative transit modes, fare payment types, or fare payment media are available for people affected by the fare change.
 - b. Analyze fares paid under the change with fares that would be paid through available alternative.
7. Describe and document the actions that are proposed to minimize, mitigate, or offset any adverse effects of proposed fare changes on minority and low-income populations.
8. Determine which, if any of the proposals under consideration would have a disproportionately high adverse effect on minority and low-income riders.

The City Council reviews the staff recommendation at a public hearing, after which Council may change the fares through an amendment of the City's fare resolution.

When considering changes to the fare, staff and Council will consider the following:

- *The inflation rate*
- *Ridership and revenue trends*
- *Local economic trends*
- *Trends in automobile-related costs such as gas*
- *Service changes*
- *Economic impact on customers*
- *Market conditions and opportunities*
- *The City's financial situation*
- *The City's goals and objectives*
- *The impact on minority and/or low income communities (to ensure there is not a disproportionately high adverse effect on these populations)*
 - *Mode of service*
 - *Payment type/ Payment media (ridership surveys will be used to determine if low-income or minority populations are more likely to use the proposed change)*

- *Alternatives to avoid, minimize or mitigate any adverse effects of the service*

The list of factors to be evaluated is not meant to be exclusive; other factors may need to be considered from year to year.