



COMMONWEALTH of VIRGINIA

Commonwealth Transportation Board

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Agenda Item #10

RESOLUTION OF THE COMMONWEALTH TRANSPORTATION BOARD

October 30, 2018

MOTION

Made By: Ms. Hynes, Seconded By: Mr. Kasprowicz

Action: Motion Carried, Unanimously

Title: Guidelines for Urban Transit Agency Strategic Plans

WHEREAS, § 33.2-286 of the *Code of Virginia* stipulates that the Department of Rail and Public Transportation shall develop guidelines, subject to the approval of this Board, for the development of strategic plans for transit agencies that serve an urbanized area with a population of 50,000 or more and have a bus fleet of at least 20 buses; and

WHEREAS, § 33.2-286 of the *Code of Virginia* stipulates that such plans are required to be updated at least every five years, as a condition of receiving funds from the Commonwealth Mass Transit Fund; and

WHEREAS, the Department of Rail and Public Transportation has developed draft program guidelines, in consultation with industry stakeholders, that fulfill the requirements of § 33.2-286 of the *Code of Virginia*; and

WHEREAS, the enactment clauses of Chapter 854 of the 2018 Virginia Acts of Assembly require the Commonwealth Transportation Board adopt the guidelines required by § 33.2-286 of the *Code of Virginia* by December 1, 2018; and

WHEREAS, the enactment clauses of Chapter 854 of the 2018 Virginia Acts of Assembly require the Commonwealth Transportation Board to develop and adopt a plan for the phased implementation of these requirements over a period of five years; and

WHEREAS, the enactment clauses of Chapter 854 of the 2018 Virginia Acts of Assembly stipulate that no agency subject to § 33.2-286 of the *Code of Virginia* shall be

penalized for not submitting a strategic plan, provided that the agency is in compliance with the phased implementation schedule; and

WHEREAS, the guidelines and implementation plan have been made available for public comment for a period of 45 days;

NOW, THEREFORE, BE IT RESOLVED that the Board hereby adopts the Guidelines for Urban Transit Agency Strategic Plans and the plan for phased implementation as attached hereto.

BE IT FURTHER RESOLVED, the methodology may continue to evolve and improve based upon advances in technology, data collection, and results of the pilot projects, and to the extent that any such improvements modify or affect the guidance set forth, they shall be brought to the Board for review and approval.

BE IT FURTHER RESOLVED, the Board hereby directs the Director of the Department of Rail and Public Transportation to take all actions necessary to implement and administer this policy and process, including, but not limited to preparation of technical guidance and outreach consistent with this resolution.

BE IT FURTHER RESOLVED, the Board hereby directs the Director of the Department of Rail and Public Transportation revisit the process following completion of the pilot projects, in consultation with the Transit Service Delivery Advisory Committee, transit agencies, metropolitan planning organizations, and local governments prior to making recommendations to the Commonwealth Transportation Board.

###

CTB Decision Brief

Guidelines for Urban Transit Agency Strategic Plans

Issue:

HB 1539 was passed during the 2018 General Assembly Session. This legislation provided dedicated funding for WMATA Capital, restructured the Mass Transit Trust Fund, and enacted a slate of reforms for the statewide transit program. The Guidelines for Urban Transit Agency Strategic Plans provides the framework for the implementation of the strategic planning process including approval of guidelines and a phased implementation plan.

Facts:

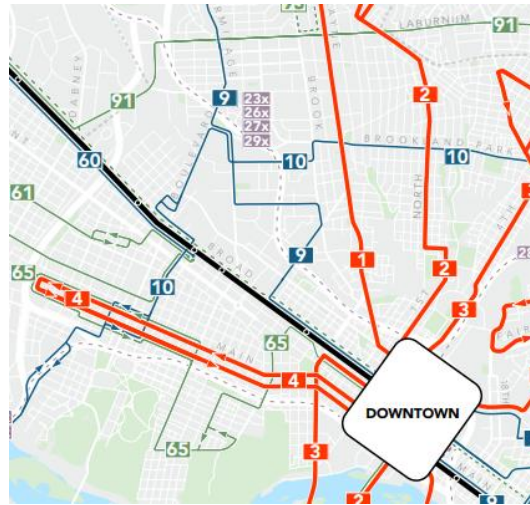
Section 33.2-286 of the *Code of Virginia* stipulates that the Department of Rail and Public Transportation shall develop guidelines, subject to the approval of this Board, for the development of strategic plans for transit agencies that serve an urbanized area with a population of 50,000 or more and have a bus fleet of at least 20 buses. The enactment clauses of Chapter 854 of the 2018 Virginia Acts of Assembly require the Commonwealth Transportation Board adopt such guidelines by December 1, 2018 and adopt a plan for the phased implementation of these requirements over a period of five years.

The guidelines were developed in consultation with the Transit Service Delivery Advisory Committee (TSDAC) and other stakeholders to develop the necessary policies and process to implement the strategic planning requirements. The CTB was briefed on this effort in April, July, and September of 2018 and the attached guidelines and implementation plan have been open for public comment for a period of 45 days.

Recommendation: DRPT recommends that the CTB approve the Guidelines for Urban Transit Agency Strategic Plans and the phased implementation plan.

Action Required by CTB: Approve the Guidelines for Urban Transit Agency Strategic Plans.

Options: Approve, Deny, or Defer.



Transit Strategic Plan (TSP) Guidelines



October 2018



Virginia Department of Rail and Public Transportation

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I. Transit Strategic Plans for Urban Areas

Urban areas throughout the Commonwealth of Virginia have been changing rapidly over the past 30 years, resulting in new settlement and commute patterns. The transit systems and networks that serve these areas, however, have not always kept up with these changes. Many transit routes and networks still follow decades-old travel patterns designed for a different era. In many areas, bus ridership has been declining as new modes of travel are introduced. This requires strategic focus to assess how transit service should be restructured in an era of new mobility.

To address this issue, the Virginia General Assembly passed legislation in 2018 that requires transit agencies operating in urbanized areas to develop a Transit Strategic Plan (TSP) to ensure that transit services are planned in a way that better meets the mobility needs of their communities. This gives those agencies an opportunity to evaluate and update their services and networks to respond to changes in demand.

The main goal of a TSP is to create a strategic blueprint outlining desired changes that will improve the provision of transit services throughout each agency's service area within existing funding structures. This is an opportunity for each agency to look at their system as a blank slate, re-examine the priorities of stakeholders and riders, and make difficult choices concerning where and how to provide services in an efficient and cost-effective manner.

A TSP is intended to replace the previously required Transit Development Plan (TDP) for agencies that are required to complete one. With this in mind, the TSP must also provide a foundation for future funding requests, directly advising each agency's programming process in the years that follow its adoption. Smaller agencies that do not require a TSP must still develop a TDP under Virginia Department of Rail and Public Transportation guidelines.

This document details the frequency and format for developing a TSP, and provides guidance for each of the required elements of the plan. DRPT will continue offering financial and technical resources to assist in meeting the requirements herein.

II. Detailed Purposes of a Transit Strategic Plan

The purposes of a TSP are as follows:

1. To serve as a strategic planning, management, and policy document for transit operators in urbanized areas;
2. To identify areas for improved operational efficiency;
3. To assess the type of operating services for different service areas and needs;
4. To review and assess the performance of routes, route design standards, and schedule standards;
5. To examine transit needs in order to identify ways to improve access for underserved areas;
6. To inform DRPT of transit operators' capital, operating and maintenance needs;
7. To provide the basis for inclusion of an operator's capital and operating programs in planning and programming documents such as: the Six Year Improvement Program (SYIP), Statewide Transportation Improvement Program (STIP), Transportation Improvement Program (TIP) and Constrained Long Range Plan (CLRP);
8. To provide a clear understanding of unmet or unfunded needs;
9. To develop and track the progress of short-, mid- and long-term goals for transit in the region;
10. To continually aim to improve efficiency and effectiveness of public transportation services.

III. TSP Parameters

Agency Size Requirements

TSPs are required for agencies that satisfy both of the following size requirements:

1. The agency must serve an urbanized area with 50,000 or more people; and
2. The agency must operate a fleet of 20 or more buses.

This includes the agencies throughout the Commonwealth of Virginia that are listed in Table 1.

Table 1: Agencies in Virginia that Require a Transit Strategic Plan as of 2018

Agencies in Virginia that Require a TSP	
DASH - Alexandria	Arlington Transit (ART)
Fairfax Connector	Loudoun Transit
Potomac and Rappahannock Transportation Commission (PRTC)	Blacksburg Transit (BT)
Charlottesville Area Transit (CAT)	Fredericksburg Transit
Greater Lynchburg Transit Company (GLTC)	Greater Richmond Transit Company (GRTC)
Greater Roanoke Transit Company (Valley Metro)	Harrisonburg Transit
Hampton Roads Transit (HRT)	Petersburg Area Transit (PAT)
Radford Transit	Williamsburg Area Transit Authority (WATA)

All other transit agencies are not required to complete a TSP, however, they must still develop a TDP under Virginia Department of Rail and Public Transportation guidelines.

Large Urban Areas – Additional Regional Transit Planning Requirements

In planning districts with transit systems collectively serving population areas between 1.5 million and 2 million, transit systems shall develop a regional transit planning process coordinated by the federally designated Metropolitan Planning Organization (MPO). These regional transit planning requirements are separate from and in addition to individual agency Transit Strategic Plans, which should be developed in accordance with these guidelines.

This regional planning process coordinated by the MPO should include:

- The identification and prioritization of projects;
- The establishment of performance benchmarks that incorporate state and federal requirements;
- The development and implementation of a regional subsidy allocation model;
- The distribution of funds, solely designated for transit and rail and that are administered by a regional body for the operation and maintenance of transit and rail facilities;

All other transit systems that do not satisfy this population size requirement are encouraged to work with their MPOs when developing the TSP to ensure coordination with the metropolitan transportation planning process.

Planning Horizon

The planning horizon for a TSP is 10 years; this includes the fiscal year for which funds are being sought and the subsequent nine (9) years. The minimum 10-year planning horizon will provide a clearer understanding of any unmet or unfunded needs.

A longer planning horizon allows for agencies to better prepare for SMART SCALE and other discretionary grant programs. A longer planning horizon also reflects significant capital replacement/rehabilitation needs, or the capital and operating budget implications of significant service expansion.

Update Frequency

Major Update:

A major update to each TSP must occur once every 5 years. The major update will include the completion of a new TSP and must include each of the chapters highlighted by this guideline document with a high level of detail. The major update must be adopted by the operator’s governing body (i.e. Operations Board, City Council, or County Board) and endorsed by the designated MPO in the Region. A resolution of approval shall be provided to DRPT with the submittal of the TSP document.

Minor Updates

A TSP is a living document, and the planning process must provide flexibility to address major changes in areas such as: organizational/governance changes, fare changes, new services/facilities, available funding, economic conditions, demographic and employment patterns, and changes in federal and state laws and regulations. To reflect and address these changes, the plan must be amended each year if the conditions change. These minor updates serve as intermediate corrections in accounting for unexpected changes.

The minor TSP update must replace any language that is no longer accurate or conflicts with updated language. If there are no major changes or inaccuracies in the language, the only update required is a financial plan that removes the previous year and adds a new tenth year (on a rolling basis). Using this format, the TSP covers the present ten-year period beginning with the current year.

Table 2: Update Frequency and Requirements

Update Type	Time Frame/ Format	Requirements
Major	Every 5 years/ New Document	Complete update of all chapters and sections outlined in this guideline document: <ul style="list-style-type: none"> • Chapter 1: Overview and Strategic Vision • Chapter 2: Performance and Operations Analysis • Chapter 3: Improvements and Modifications • Chapter 4: Implementation Plan • Chapter 5: Financial Plan
Minor	Annually/ Letter to DRPT and the Designated MPO	Address changes in areas such as: <ul style="list-style-type: none"> • Organizational/governance changes • Fare changes • New services/facilities • Unforeseen fluctuations with operation, maintenance, and capital expenses or revenues • Status updates on ongoing projects and grants (smart scale, etc.) • Available funding • Economic conditions

Plan Deliverables

Major Update Deliverables

For each **major update** (every 5 years), the following deliverables must be submitted to DRPT and the designated MPO in each region:

- An electronic, editable version of the TSP including all appendices and related documents;
- Proof of adoption of the TSP by the applicable board or commission;
- **Data Requirement 1:** Assets and their conditions must be listed and updated in the TransAM, online asset management portal (See Chapter 4 guidelines for more details).
- **Data Requirement 2:** GIS data created or obtained in a geodatabase and system-wide GTFS feed where applicable.

Minor Update Deliverables

For each **minor update**, the following deliverables must be submitted to DRPT and the designated MPO in each region:

- An electronic, editable version of the TSP replacing any language that is no longer accurate or conflicts with updated language. If there are no changes to the document, this deliverable is not required;
- An updated financial plan that removes the previous year, and adds a new tenth year (on a rolling basis);
- Proof of approval of the TSP annual update by the Accountable Executive;
- **Data Requirement 1:** All assets and their conditions must be listed and updated in the TransAM, online asset management portal.
- **Data Requirement 2:** Any updates to GIS data created or obtained in a geodatabase and system-wide GTFS feed where applicable

Implementation Plan

TSPs must be submitted to the Virginia Department of Rail and Public Transportation (DRPT) to qualify for allocated funding no later than fiscal year 2024 (FY 2024). The following implementation schedule has been developed to provide an opportunity to pilot the new guidance with two agencies, and to allow for phased implementation for the remaining agencies based on the status of their current Transit Development Plans.

In accordance with the enactment clauses of Chapter 854 of the 2018 Virginia Acts of Assembly, no agency shall be penalized for not submitting a strategic plan, provided such agency is in compliance with the following implementation schedule.

Table 3: TSP Implementation Timeline

Agency	Phase	Fiscal Year
Greater Lynchburg Transit Company (GLTC)	1	FY20/21
Hampton Roads Transit (HRT)	1	FY20/21
Potomac and Rappahannock Transportation Commission (PRTC)	2	FY21/22
Blacksburg Transit (BT)	2	FY21/22
Charlottesville Area Transit (CAT)	2	FY21/22
Fredericksburg Transit	2	FY21/22
Greater Richmond Transit Company (GRTC)	2	FY21/22
Petersburg Area Transit (PAT)	2	FY21/22
Radford Transit	2	FY21/22
Greater Roanoke Transit Company (Valley Metro)	2	FY21/22
DASH - Alexandria	3	FY22/23
Arlington Transit (ART)	3	FY22/23
Fairfax County Connector	3	FY22/23
Loudoun Transit	3	FY22/23
Harrisonburg Transit	3	FY22/23
Williamsburg Area Transit Authority (WATA)	3	FY22/23

IV. Plan Requirements

Each TSP must address all plan requirements and follow the chapter structure specified below. Transit agencies may go above and beyond the plan requirements to examine specific issues that are pertinent to their services or areas. However, for DRPT funded TSPs, DRPT must be informed of the budget impacts and any additional funding needs prior to examining any issues outside of the plan requirements.

In addition to the written documentation of the plan, “Data Requirements” are highlighted in text boxes in various sections and are listed again in the Plan Deliverables section.

The Commonwealth Transportation Board (CTB) may periodically modify the guidance document requirements below to reflect changes in legislative mandates, other legislative changes, new organizational needs, or federal or state trends. It is not anticipated that these changes will be significant in nature but the breadth and focus of analysis may be different between an agency’s successive TSPs.

Title page

The TSP title page must include the words “**Transit Strategic Plan**”, the fiscal years covered by the plan, the official name of the transit operator, and the date approved by the governing board.

Chapter 1: System Overview and Strategic Vision

This chapter should provide a high-level overview the subject transit agency and provide an overview of each agency’s strategic priorities.

1.1 System Overview

This section should include the following basic overview information:

1.1.1 Services Provided and Areas Served:

Describe all fixed route, demand response and connecting services for each transit mode provided (i.e., commuter rail, heavy rail, light rail, bus rapid transit, express bus, local bus, ferry service). Include a limited number of system and service area maps to illustrate this information.

1.1.2 Current/Recent Initiatives:

Describe any ongoing initiatives that your agency is currently undertaking that affect the provision of transit services in your area. This can include the introduction of new infrastructure or guideway (e.g. light rail or bus rapid transit systems), systematically reconfiguring the bus transit network, the introduction of new technology and/or propulsion systems (such as hybrid or electric vehicles), upgrading stops and station, etc.

Appendix A contains more detailed information on the agency profile.

1.2 Strategic Vision

This section will set the stage for the chapters that follow by determining the overall vision for transit services adopted by the agency, as well as its goals, objectives, and service standards. Since the Strategic Vision will impact other aspects of the TSP, it is recommended that the vision, and any goals, objectives, and strategies included in it, be developed in consultation with the transit agency’s governing body and/or approved by that body prior to completing other elements of the plan.

This should include discussion of tradeoffs in the provision of transit service, included topics such as:

- Frequency vs. Coverage – describe the agency’s priorities for striking a balance between services designed for high ridership and services designed for high geographic coverage;

- Walking vs. Waiting – how the agency balances service quantity (i.e. the number of routes accessible from any given location) and service frequency (i.e. minimizing wait times on a few select routes);
- Boardings vs. Distance Travelled – discuss whether the number of passenger boardings or the total number of passenger miles are better determinates of ridership success;
- Peak Hour vs. All-Day Service – discuss how the agency values service during different time periods, and whether frequent, peak-hour service or less frequent, all-day service is a priority;
- Serving Specific Population Groups – discuss whether certain population groups are targeted and how best to reach them.

NOTE: Depending on each agency's on-going public engagement process and whether previous planning studies have been completed, it is likely that a public outreach phase will be necessary to gather input on the priorities of the community to address these issues and determine Goals, Objectives, and Service Standards.

1.2.1 Goals and Objectives

Taking into account the topic areas mentioned above, each agency should review and update their service goals and objectives, as well as the process for establishing and reviewing them. These should reference agency specific goals and objectives, as well as statewide funding and capital goals.

Goals and objectives should be based **SMART** principles, that is - **Specific, Measurable, Agreed, Realistic, and Time-bound**. It is recommended that each goal and objective have an associated performance measure to track progress.

The following guidelines should also be taken into account:

- The goals and objectives should reflect the basis under which new service would be deployed and existing service evaluated and modified;
- The goals and objectives should be comprehensive and address all major areas of concern and activity for public transit operators;

1.2.2 Service Design Standards

This section should present service design standards for all modes and service types (i.e. rail, local bus, commuter bus, demand response, etc.) based on the newly defined strategic vision, goals, and objectives. The service design standards should address all facets of transit such as scheduling and route planning; service reliability; system efficiency; safety and security; customer service; multimodal connectivity; and regulatory compliance.

1.2.3. Performance Standards

Develop performance standards based on the adopted strategic vision, goals, and objectives for both fixed-route and demand response services. At a minimum, this must include the following elements, using narrative, tables, and other graphic formats as warranted:

- System-wide and route-level performance standards for each mode and/or type of service (e.g. local, express, or commuter service) for fixed route and demand response service.
 - Performance standards should include specific measures, determined by the agency, that quantify the following aspects of transit service, at a minimum: **ridership** (i.e. passengers per mile, passengers per hour, total passenger miles, etc.), **cost efficiency** (i.e. cost per mile, cost per hour, cost per trip, farebox recovery, etc.), **safety** (i.e. accidents, injuries, etc.), and **system accessibility** (i.e. how many people can access the system, how many jobs are accessible, etc.). Additional measures can be included that address other goals and objectives, such as: customer satisfaction, vehicle maintenance, accessibility for people with disabilities, travel information, or affordability.

Chapter 2: System Performance and Operations Analysis

This chapter is the centerpiece of the TSP and should be designed to provide an in-depth evaluation of the existing transit system and how it performs when compared to the Strategic Vision. This analysis should identify strengths and areas for improvements that will be addressed by specific improvements or modifications listed in the following chapter. This also presents the opportunity for agencies to rethink the design of their existing transit network in order to identify ways to improve operational efficiency.

Transit needs that are identified through this analysis should be addressed by “opportunities for improvement” in each step listed below. Each of the “opportunities for improvement” should be focused on maximizing system performance, efficiency, or coverage within existing funding structures. Emphasis should be placed on technological and other innovative solutions, as appropriate.

2.1 System and Service Data

Present an overall snapshot of the existing transit system and service standards, including results from intercept surveys, and documentation of local support for public transit. This must include the following items:

- Current fiscal year data on the system, including: service area population and density, service area square mileage, operating costs, number of vehicles in peak service, number of vehicles available for peak service, ridership, revenue hours, total hours, revenue miles, level of service (days of the week operated, trips per day and average headway) and directional route mileage;
- Description of existing route design standards;
- Description of existing schedule standards;
- Survey Results: (To be completed at least once within each 5 year TSP update cycle) Includes information on customer demographics, customer satisfaction, Title VI compliance related information, and origin-destination data;
- Support for transit: If necessary, consult with key regional stakeholders (e.g. MPO/PDC staff, local elected officials and other stakeholders) and the public to determine the level of support for transit within the community and to identify transit needs.

2.2 Evaluation of Transit Market Demand and Underserved Areas

2.2.1 Transit Demand and Underserved Area Evaluation

This section should provide an overview of factors influencing demand for transit within and outside of the existing service areas. This should include the following elements:

- An analysis of existing land use, employment, population, and demographics (e.g. the location and prevalence of population groups including: minority groups, older adults, low-income earners, those with limited English proficiency, and persons with disabilities), and discussion of how these groups effect transit demand and/or the propensity to utilize public transit services;
- Projected employment and population growth over the next 10 years, and a discussion of how this may be change transit needs in and around the existing service area;
- An analysis of opportunities to expand service to underserved areas, including:
 - An analysis of areas within the existing service area; and
 - An analysis of areas outside of the existing service areas.

2.2.2 Transit Demand and Underserved Area Opportunities for Improvement

Based on the evaluation of transit demand and underserved areas provide “**Opportunities for Improvement**” which include the following:

- A description of areas with high transit demand and underserved areas that would benefit from additional service and a description of areas with low transit demand that may have too much service;
- A description of specific solutions to any gaps or service deficiencies for fixed-route and demand response services, which will be incorporated into Chapter 3.

2.3 Performance Evaluation

2.3.1 Performance Evaluation

Existing performance should be measured against the performance standards defined in Chapter 1. At a minimum, this must include the following elements, using narrative, tables, and other graphic formats as warranted:

- System-wide and route-level performance for each mode and/or type of service (e.g. local, express, or commuter service) for fixed route and demand response service.
 - The performance evaluation should include specific measures, determined by the agency, that quantify the following aspects of transit service, at a minimum: **ridership** (i.e. passengers per mile, passengers per hour, total passenger miles, etc.), **cost efficiency** (i.e. cost per mile, cost per hour, cost per trip, farebox recovery, etc.), **safety** (i.e. accidents, injuries, etc.), and **system accessibility** (i.e. how many people can access the system, how many jobs are accessible, etc.). Additional measures can be included that address other goals and objectives, such as: customer satisfaction, vehicle maintenance, accessibility for people with disabilities, travel information, or affordability.
 - In addition to agency specific performance measures, the TSP should include specific performance measures as identified by state policy. Where available, a three-year retrospective analysis of performance including trend analysis for the performance measures defined by statewide policy for state operating assistance.

2.3.2 Performance Based Opportunities for Improvement

Based on the performance evaluation, provide “**Opportunities for Improvement**” focused on maximizing ridership within existing funding structures which includes the following:

- A description of deviations from adopted service standards and describe proposed remedies, including service expansion and/or contraction;
- A description of specific solutions to any gaps or service deficiencies for fixed-route and demand response services, which will be incorporated into Chapter 3.

Note: When developing solutions, emphasis should be placed on technological and other innovative approaches, as appropriate.

2.4 Operating and Network Efficiency Evaluation

2.4.1 Efficiency Evaluation

Provide a comprehensive analysis of operating efficiency, including an assessment of the existing transit network. At a minimum, this must include a discussion of the following elements of the existing system, using narrative, tables, and other graphic formats as warranted:

- An analysis of the **frequency, span, and ridership during different time periods** for fixed route service;
- An analysis of **recorded speeds** of fixed route service;
- An analysis of the **reliability and on-time performance** of fixed route service;
- An analysis of **reliability, on-time performance, and ridership during different time periods** for demand response service;
- An analysis of the transit network design and network connectivity as it relates to these measures of operating efficiency and the Strategic Vision presented in Chapter 2.

2.4.2 Efficiency Based Opportunities for Improvement

Based on the operating and network efficiency evaluation, provide “**Opportunities for Improvement**” focused on maximizing efficiency within existing funding structures, which include the following:

- A description of deviations from adopted service standards and describe proposed remedies, including service expansion and/or contraction;

- A description of specific solutions to any gaps or service deficiencies for fixed-route and demand response services, which will be incorporated into “Chapter 3: Strategic Plan.”

Note: For agencies in need of a comprehensive review and update of their existing transit network, this section presents the opportunity to propose an overhaul or redesign of fixed-route services. In addition, when developing solutions, emphasis should be placed on technological and other innovative approaches to improve efficiency, as appropriate.

2.5 Analysis of Opportunities to Collaborate with Other Transit Providers

2.5.1 Collaboration Analysis

This section must include a discussion of opportunities to further coordinate and collaborate with other transit providers operating services in the vicinity, including:

- A description of other service providers with nearby or overlapping service areas;
- The identification of additional coordination and collaboration activities that could improve efficiency in the provision of transit services (e.g. mergers, transfers, or deduplication of services; providing a regional fare media and/or payment system; providing joint training to personal; developing joint procurement agreements; providing shared customer service and/or administrative functions; etc.).

2.5.2 Collaboration Based Opportunities for Improvement

If specific opportunities are identified, provide “**Opportunities for Improvement**” which include the following:

- A description of each opportunity for collaboration, the parties that would need to be involved, and the processes that would need to take place to implement such changes, which will be incorporated into Chapter 3;
- Demonstration of buy-in from all of the transit agencies involved.

Chapter 3: Planned Improvements and Modifications

This chapter must contain a prioritized list of improvements and modifications to existing services that each agency plans to make over the following ten (10) years. The improvements outlined here should directly address the “opportunities for improvement” identified in the previous chapter, along with other known needs that address agency goals and regulatory requirements. In addition, the TSP improvements outlined here must be financially constrained, meaning that funding for them must be reasonably expected to be available over the timeframe of the plan. Agencies may choose to develop unconstrained scenarios based on funding that is not reasonably expected to be available at the time of adoption, but these must be included as an appendix to the plan.

3.1 Planned Service Improvements

Describe fixed route and demand response services the operator intends to provide over the next 10 years, and identify necessary improvements to service. In addition, this section can contain information on how new mobility options, such as demand-response services and other options, such as bike-share, can be integrated with fixed route service.

- Transit service improvements should address transit needs identified by:
 - Adopted goals, objectives, and standards
 - “Opportunities for Improvement” identified in Chapter 2, and
 - State and Federal legal and regulatory requirements
- Each planned service improvement must include a separate description showing how it will support an identified need from one of sources listed above;
- An estimate of future ridership based on these improvements should be provided using either of the following approaches:
 - A model for any proposed fixed route or demand response services for other similar type and size systems in Virginia; or
 - By applying one or more generally employed ridership proxies, such as the number of riders per bus-hour that is based on actual transit agency ridership characteristics.

3.2 Prioritization of Planned Service Improvements

Assign a desired time-frame for implementation of each project and estimate capital and operations costs. Focus should be placed on projects that can be funded under existing funding structures. If a desired project will require additional funds, the source of additional funds (SMART SCALE, Discretionary Grant Programs, etc.) should be noted.

- Time-frames should be organized into the following categories
 - Short-term transit improvements (1 to 3 years)
 - Mid-term transit improvements (3 to 7 years)
 - Long-term transit improvements (7 to 10 years)
- Capital and operating cost estimates associated with any potential service expansions or modifications should be prepared using standard vehicle acquisition and operating cost information for systems of a similar type and size;
- Describe any planned facility improvements or capital projects to improve operations;
- Discuss whether or not the planned or proposed capital and/or service project(s) are currently contained in the CLRP, STIP, and/or SYIP. If the project is not included in any of these documents, discuss when it will be submitted for inclusion in the CLRP, and/or when funding for the project will be sought so it may be submitted for inclusion in the STIP and SYIP.
- Mid- and long-term projects should be considered part of the agency’s long term vision. Inclusion of these projects is primarily for agency use to provide a clearer understanding of unmet or unfunded needs, and to focus staff efforts on pursuing those projects to meet the needs;

3.3 Service Development

Describe the levels of service planned using a table to show service hours and service miles.

- Separately identify fixed route service (by mode and type of service), demand responsive service (by type of service), and expansion services (by mode and type of service):
 - The table must clearly identify service expansion and/or reduction by the year of planned deployment and/or elimination;
 - There must be a rational relationship between the information portrayed and Chapter 2 of the TSP.
- Where reductions in service levels are required to achieve a balanced operating budget, describe the reductions and assess their impact on the affected service areas and communities in order to prepare for any eventual Title VI issues that will arise at the time of implementation;
- Describe any planned service changes in response to the most recent federal Title VI report and/or FTA Triennial Review;
- Discuss any additional, current, or anticipated policy, planning, funding, or operating issues that may affect the operations of the existing or planned transit system;
- Provide current schedule for projects, showing completed and anticipated milestone dates.
- Describe any new programs to coordinate with TNCs, and discuss any policy changes, funding or capital projects needed for implementation.

Chapter 4: Implementation Plan

The Implementation Plan lists steps required by an agency to carry out the operations and services described in Chapter 4. The implementation plan also should reference the approved Transit Asset Management plan to guide the schedule for replacing and/or increasing rolling stock and facilities to maintain a State of Good Repair (SGR).

4.1 Asset Management

Transit agencies that receive federal funding from the Federal Transit Administration (FTA) must create and maintain a Transit Asset Management (TAM) plan for their rolling stock, non-revenue vehicles, and facilities, and other equipment. These plans are divided into two types: Tier I and Tier II. The tiers are determined upon the size of the agency's fleet and/or presence of rail service. DRPT developed and maintains the Tier II plans for all Tier II-eligible agencies in Virginia. The remaining agencies are either Tier I agencies and responsible for their own TAM plans, Tier II agencies that did not opt in to the Tier II group plan, or agencies that do not receive federal funding. Such information should be used to identify capital needs associated with attaining and maintaining a state of good repair for all assets.

Describe the policies set forth in the applicable TAM plan for the agency, including the following:

- Policies for replacement, rehabilitation, retrofitting, expansion and reduction of the revenue and non-revenue fleet to carry out the implementation plan above.
- Policies for maintenance or replacement of the vehicle maintenance and operations facilities.
- Policies for passenger facilities, infrastructure, or amenities such as bus stops, shelters, or stations.
- Policies for updating technology and ITS such as CAD/AVL systems, APCs, scheduling software, fare processing equipment, and data processing hardware or software.

This can be a detailed summary of the TAM plan developed by DRPT or internally. If items are not included in the TAM plan, they should be added to meet these requirements.

4.2 Capital Implementation Plan

Provide a detailed implementation plan for meeting the capital needs of the agency. This plan should take into account the current asset plan detailed above and the planned service developments outlined in Chapter 3. Other than state of good repair or replacement bus purchases, which should also be detailed within the implementation plan, each implementation step should be tied directly to a planned service improvement or development and identified fund source.

Chapter 5: Financial Plan

In the financial plan, service costs are projected and financial resources are identified. Consequently, it is through the development of the TSP's financial plan that transit agencies determine which service improvements can be realistically achieved and when those service improvements should be implemented. In developing a financial plan, agencies throughout the commonwealth are encouraged to explore entrepreneurial strategies at attracting novel sources of funds, such as corporate or institutional support for specific routes and services.

The financial plan should include:

- “Baseline” level of service at the time of the TSP preparation. Committed service changes must also be defined, with their expenses and revenue separately identified in the operating and capital financial plan tables;
- Capital and operating budget forecasts; federal, state, regional, and local revenue projections; fare policies, labor or service agreements, competitive demands on funding, and regional priorities and policies;
 - Show projected cash flow needs, including any anticipated difficulties, and approved or anticipated decisions on bond financing.
 - Identify funds that have been programmed, allocated or received, and funds that have not been secured;
 - Include the source of funds and amount from each source for the last five years;
 - Use the recently approved Six Year Improvement Program (SYIP) to help with current and future estimates.
- The capital and the operations budget must be sustainable and generally balanced each year over the period of the TSP, using currently available or reasonably projected revenues;
- All capital and operations expenses and revenues stated in year of expenditure dollars, with the assumed escalation factor of at least three percent per year;
 - All sources of revenue shown in the operations and capital plans should be identified individually;
 - All assumptions that relate to expenditure and revenue estimates must also be documented;
- A narrative explaining any major changes in service hours and miles due to deployment of new service or major service reductions; changes in fare revenue due to changes in the level of service; changes in expenses due to changes in the level of service, and changes in expenses due to a labor or service contract changes;
- Where increases in revenues (e.g., fares, sales taxes, general fund revenues) are required in order to sustain service levels, the steps and timelines needed to achieve the revenue increases, and the policies and actions that will be taken if the proposed revenues do not materialize;
- Planned fare increases and decreases, and/or changes in fare policies, including the years these changes are planned to take effect. Also describe planned changes in inter-operator transfer agreements and/or regional policy on fare coordination;
- Significant service expansion or reduction, and the introduction of new service;
- Reserves available for operations and changes to reserves over the period of the TSP, including anticipated unallocated reserves;
- In addition to future year forecasts, the Appendix should include a three-year retrospective of operating and capital expenses and revenues (provide audited budgets if available).

Appendix A: Agency Profile and System Overview

This appendix will provide a detailed overview of the transit agency and system. This should including the following elements:

A.1 History

Provide a brief history of the transit system (e.g., year of formation, facilities and fleet development, changes in service focus areas, key milestones and events).

A.2 Governance

Provide an overview of the governance process, governing body, and decision makers involved in the transit system. This should include:

- Type of governance (e.g., city, joint powers authority, transit district);
- The composition and nature of representation of the governing body (including the number of members). Indicate if members are elected or appointed and if appointed, how; what agencies and/or groups do members represent (e.g., cities, county, general public);
- A list of current members and their terms; and
- A description of any advisory committees that provide direct input to the governing body.

A.3 Organizational Structure

Provide a brief description of the organizational structure and staffing including:

- An organizational chart that identifies departments and reporting relationships. The names of key management personnel should be provided in the organizational chart;
- Identification of all contracted transportation services (including the name of contractors and length of current contracts); and
- Identification of the labor unions representing agency employees (including the length of current contracts).

A.4 Services Provided and Areas Served

Describe all fixed route, demand response and connecting services for each transit mode provided (i.e., commuter rail, heavy rail, light rail, bus rapid transit, express bus, local bus, ferry service) including:

- The areas served and the peak vehicle requirement for each type of service provided (i.e. any express bus, radial, circulator services);
- Details of any services provided with funding and/or oversight partnerships with other agencies or organizations;
- An description of infrastructure used to access the transit system, including safe, accessible pathways to stops and stations as well as any other bicycle or pedestrian accommodations provided;
- How the service is deployed to meet the Americans with Disabilities Act (ADA) requirements;
- Any bus stop and shelter placement guidelines;
- A description of any existing travel training programs for students, seniors, or persons with disabilities; and
- Additional transportation services in the area that may impact transit and its connections.

Data Requirement 2: Provide GIS shapefiles of each transit route or service area and submit shapefiles to DRPT. In the GIS data, include origins and destinations, trip generators, and transit facilities and, if the agency has existing GTFS data, check the accuracy of the data and make corrections.

A.5 Fare Structures, payments, and purchasing

Describe the fare structure and payment methods for each mode of transit provided for both fixed route and demand responsive services. Describe how and where customers can purchase fare media. Include information on the following:

- Single fare (e.g., adults, seniors, student/youth);
- Discounted or multi-ride fares/passes (e.g., adults, seniors, student/youth);
- Changes in fares since the last TDP (include the date instituted) and the reason the fare structure was changed;
- Transfer agreements if applicable;
- Customer payment methods (Cash, magnetic strip paper fare cards, smartcards, credit cards, mobile apps, etc.); and
- Fare media purchase locations (website, mobile app, ticket vending machines, commuter store, etc.).

A.6 Transit Asset Management – Existing Fleet and Facilities

On July 26, 2016, FTA published a Final Rule for Transit Asset Management in Federal Register Volume 81, Number 143. The rule requires FTA grantees to develop asset management plans for their public transportation assets, including vehicles, facilities, equipment, and other infrastructure. Transit providers have the option to develop their own plans or, depending on their characteristics, use DRPT’s Transit Asset Management group plan.

In this subsection, provide status of provider’s Transit Asset Management plan or, if applicable, reference the use of the state Transit Asset Management Plan as the chosen alternative.

Provide a high level overview of existing fleet and facilities, including:

- Type number of vehicles used;
- The location of maintenance, storage, and parking facilities;
- The presence of guideways and their location;
- The location fueling stations.

A.7 Transit Security Program

Describe all security plans and programs that are in place to protect riders, employees and general public, including:

- System security and emergency preparedness plan(s);
- Fare inspection;
- Security features on vehicles;
- Security features at transit stations and facilities;
- Security training programs and drills or exercises; and
- Public Awareness programs and campaigns.

A.8 Intelligent Transportation Systems (ITS) Programs

Describe any intelligent transportation systems (ITS) programs for the agency and any technology projects to improve efficiency and operations and provide information to customers.

Include information on:

- Computer aided dispatch (CAD) or automatic vehicle locator (AVL) systems;
- Automatic passenger counters (APC);
- Traffic signal priority (TSP) system;
- On-board cameras;
- Trip planners;
- Scheduling and run cutting software;
- Maintenance, operations and yard management systems;
- Information displays;

- Real time arrival; and
- Information to mobile devices or applications.

A.9 Data Collection and Ridership/Revenue Reporting Method

Describe the agency policies for collecting, processing, verifying, storing and reporting ridership and revenue service data. Include information on:

- Electronic registering fireboxes (ERF);
- Cash fare boxes (rural systems only);
- Automatic passenger counters (APC) and status of any APC calibration/validation efforts made for NTD reporting;
- Manual count including free fares;
- Scheduling software;
- Accounting/payroll systems;
- Mobile data terminals (MDT) for demand response service;
- Automatic vehicle locator (AVL) system;
- Odometer readings or driver logs if used for mileage and hours;
- Operating expense and revenue data including fares and revenue from leases, advertising, contract service and other sources;
- Agency accountability policy;
- On-Line Grant Administration (OLGA) performance data submission;
- Executive director or board certification of adherence to standards and accuracy of data submitted to OLGA;
- National Transit Database (NTD) data submission practices (or explanation of why agency does not submit data to the NTD); and
- Financial audit review of verification method.

A.10 Coordination with Other Transportation Service Providers

Describe any coordination with transit service providers in adjacent jurisdictions, Transportation Network Companies (TNC), taxi companies, human service providers, bikeshare systems, carshare companies, etc. including designating pickup and drop off at stations or transit centers, schedule coordination, fare agreements, programs to subsidize fares, programs to utilize TNCs for senior or disabled service, or other initiatives.

A.11 Public outreach/ engagement/ involvement

Describe your agency's public outreach and involvement process including outreach relative to service schedule or fare changes, service expansion, and reduction.

A.12 Current Initiatives

Describe any ongoing initiatives that your agency is currently undertaking that affect the provision of transit services in your area. This can include the introduction of new infrastructure or guideway (e.g. light rail or bus rapid transit systems), systematically reconfiguring the bus transit network, the introduction of new technology and/or propulsion systems (such as hybrid or electric vehicles), upgrading stops and station, etc.



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