



## **SCRTD Ridership, Fare, and Service Change Policy**

**Policy Number: OPS-001**

South Central Regional Transit District

### **Purpose**

Establish standards for ridership monitoring, fare changes, service changes, public participation, and FTA Title VI compliance.

### **Policy Statement**

SCRTD shall provide safe, reliable, accessible, and equitable transit service. Service and fare changes shall be implemented through a transparent process with public involvement and Board approval.

### **Ridership Performance Standards**

SCRTD shall monitor ridership, passengers per hour, cost per passenger, on-time performance, complaints, and route productivity.

### **Service Level Standards**

Service decisions shall consider community mobility needs, financial sustainability, route productivity, and regional coordination.

### **Major Service Changes**

Route eliminations, reductions of 20% or more in mileage, hours, or trips, elimination of weekend/evening service, or system-wide reductions exceeding 15% of annual service hours.

### **Public Notice for Service Reductions**

Minimum 30-day public notice, public comment period, public meeting(s), Board review, and Title VI analysis when required.

### **Fare Policy**

The SCRTD Board retains sole authority to establish, modify, suspend, or eliminate fares.

### **Public Notice for Fare Changes**

Minimum 30-day public notice, outreach, public comment period, and Board approval.

### **Fare-Free Service Policy**

SCRTD may operate fare-free service when authorized by the Board.

### **Restoration of Fares**

Restoring fares after a fare-free period shall require a 60-day public notice period, outreach campaign, Title VI Fare Equity Analysis, public comment opportunities, and Board approval.

## **Title VI Equity Analysis**

SCRTD shall evaluate potential disparate impacts and disproportionate burdens as required by FTA regulations.

## **Emergency Service Modifications**

The Executive Director may temporarily modify services during emergencies; modifications lasting more than 90 days shall be presented to the Board.

## **Annual Service Review**

Staff shall conduct an annual review of ridership, productivity, coverage, customer feedback, financial sustainability, and equity impacts.

## **Board Authority**

Final authority for service and fare actions rests with the SCRTD Board of Directors.

## **Recommended Board Action**

Approve SCRTD Ridership, Fare, and Service Change Policy OPS-001 and authorize staff to post the policy on the District website, incorporate the policy into the SCRTD Title VI Program, and utilize the policy for future service and fare planning actions.

David Armijo  
Executive Director

**JUNE 2, 2026**