

## APPENDIX 53

### SERVICE STANDARDS (REQUIREMENT FOR ALL FIXED ROUTE TRANSIT PROVIDERS)

#### Background

FTA requires all fixed route transit providers of public transportation to develop *quantitative* standards for the following indicators. Individual public transportation providers will set these standards; therefore, these standards will apply to each individual agency rather than across the entire transit industry.

- *Vehicle load for each mode:* Generally expressed as the ratio of passengers to the number of seats on a vehicle, relative to the vehicle's maximum load point. For example, on a 40-seat bus, a vehicle load of 1.3 means all seats are filled and there are approximately 12 standees. Transit providers can specify vehicle loads for peak vs. off-peak times, and for different modes of transit.
- *Vehicle headways for each mode:* The amount of time between two vehicles traveling in the same direction on a given line or combination of lines.
- *On-time performance for each mode:* A measure of runs completed as scheduled.
- *Service availability for each mode:* A general measure of the distribution of routes within an agency's service area.

*The samples below are provided for the purposes of guidance only.*

#### SAMPLE Standards

##### *SAMPLE Vehicle Load Standards*

#### *1. Expressed in writing*

The average of all loads during the peak operating period should not exceed vehicles' achievable capacities, which are 30 passengers for a 15' mini-bus, 51 passengers for low-floor 40-foot buses, 60 passengers for standard 40-foot buses, and 133 passengers on a light rail car.

#### *2. Expressed in tabular format*

Vehicle Type	Average Passenger Capacities			Maximum Load Factor
	Seated	Standing	Total	
15' Mini Bus	28	2	30	1.1
40' Low Floor Bus	39	12	51	1.3
40' Standard Bus	43	17	60	1.4
Light Rail Vehicle	64	69	133	2.1

## **SAMPLE Vehicle Headway Standards**

### **1. Expressed in writing**

Service operates on regional trunk lines every 15 minutes or better from early morning to late in the evening, seven days a week. On weekdays, 15 minute or better service should begin no later than 6:00 a.m. and continue until 10:30 p.m. On weekends, 15 minute or better service should begin by 8:00 a.m. and continue until 10:30 p.m.

Scheduling involves the consideration of a number of factors including: ridership productivity, transit/pedestrian friendly streets, density of transit-dependent population and activities, relationship to the *Regional Transportation Plan*, relationship to major transportation developments, land use connectivity, and transportation demand management.

### **2. Expressed in tabular format**

#### **POLICY HEADWAYS AND PERIODS OF OPERATION**

<b>WEEKDAY</b>	<b>Peak</b>	<b>Base</b>	<b>Evening</b>	<b>Night</b>
<b>Regional Trunk</b>	10	15	15	30
<b>Urban Radial</b>	15	15	30	60
<b>Cross-Town</b>	15	15	30	--
<b>Secondary Radial</b>	30	30	60	--
<b>Feeder</b>	30	30	60	--
<b>Peak Express</b>	30	--	--	--
<b>Employer Feeder</b>	60	--	--	--

\* Peak: 7-9 am and 4-6 pm; Base 9am - 4pm; Evening: 6-9:30 pm; Night: 9:30pm-Midnight;  
 "--" means no service is provided during that time period.

<b>SATURDAY</b>	<b>Day</b>	<b>Evening</b>	<b>Night</b>
<b>Regional Trunk</b>	15	30	30
<b>Urban Radial</b>	30	60	--
<b>Cross-Town</b>	15	30	--
<b>Secondary Radial</b>	60	60	--
<b>Feeder</b>	60	60	--
<b>Peak Express</b>	--	--	--
<b>Employer Feeder</b>	--	--	--

\* Day 7am - 6pm; Evening: 6-9:30 pm; Night: 9:30pm - Midnight;  
 "--" means no service is provided during that time period.

<b>SUNDAY</b>	<b>Day</b>	<b>Evening</b>	<b>Night</b>
<b>Regional Trunk</b>	30	60	--
<b>Urban Radial</b>	30	60	--
<b>Cross-Town</b>	30	--	--
<b>Secondary Radial</b>	--	--	--
<b>Feeder</b>	--	--	--
<b>Peak Express</b>	--	--	--
<b>Employer Feeder</b>	--	--	--

\* Day 7am - 6pm; Evening: 6-9:30 pm; Night: 9:30pm-Midnight;  
 "--" means no service is provided during that time period.

### ***SAMPLE On-Time Performance Standards***

#### ***Expressed in writing***

- Sample 1:
  - Ninety-five (95) percent of the City of USA's transit vehicles will complete their established runs no more than 5 minutes early or late in comparison to the established schedule/published timetables.
- Sample 2:
  - A vehicle is considered on time if it departs a scheduled time-point no more than 1 minute early and no more than 5 minutes late. The City of USA's on-time performance objective is 90% or greater. The City of USA continuously monitors on-time performance and system results are published and posted as part of monthly performance reports covering all aspects of operations.

### ***SAMPLE Service Availability Standards***

#### ***Expressed in writing***

The City of USA will distribute transit service so that 90% of all residents in the service area are within a ¼ mile walk of bus service or within a ½ mile walk of rail service.

*AND/OR*

Local bus stops will be not more than 3 blocks apart. Express bus stops will be one-half to three-quarters of a mile apart.