

REGIONAL TRANSIT ISSUE PAPER

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Agenda Item No.	Board Meeting Date	Open/Closed Session	Information/Action Item	Issue Date
12	03/25/13	Open	Action	02/27/13

Subject: Public Hearing on Service Standards

ISSUE

Hold a Public Hearing on Service Standards.

RECOMMENDED ACTION

Hold a Public Hearing on Service Standards.

FISCAL IMPACT

None.

DISCUSSION

On February 25, 2013, the RT Board set a public hearing for March 25, 2013 to consider service standards. Pursuant to Board direction, outreach efforts have been under way since February 26, 2013, and have included notice on RT vehicles, at major stops/stations, in RT's monthly newsletter, press releases to news outlets, letters to RT stakeholders and advocacy groups, and special outreach to non-English speaking communities. Staff will continue to accept comments through March 29, 2013, after which, all comments will be summarized for presentation to the Board, along with any necessary revisions to the policy documents.

Staff recommends the Board open the public hearing and receive comments from members of the public. The next steps will be to incorporate any changes requested by the RT Board and to prepare a final document for adoption on either April 8 or April 22, 2013, depending on the scope of the changes. All comments and feedback will be summarized and presented at that time as well.

Attached hereto are:

- Attachment 1 - Example Letter to Stakeholders Summarizing Project
- Attachment 2 - Draft Service Standards document
- Attachment 3 - Existing productivity standards to be repealed
- Attachment 4 - Power Point

Approved:

Final 03/19/13

General Manager/CEO

Presented:

RoseMary Covington, AGM of Planning & Transit System Development

J:\Board Meeting Documents\2013\06 March 25, 2013\Service Standards - Public Hearing IP.doc

[Date]

[Address]
[Address]
[Address]

Example

Dear _____:

I am writing to let you know that RT is currently seeking comments on several proposed policy changes pertaining to RT's bus and light rail system, as well as to RT's fares. *This is not a service change or a fare increase*; rather, these policies determine *how* RT goes about making service changes and fare increases.

On March 25, 2013, RT will hold hearings on two proposed policy documents. The first document, entitled Regional Transit Service Standards, sets forth a number of quantitative standards for RT bus and light rail service, including areas such as productivity, on-time performance, service area coverage, and others. These standards are to be used for regular monitoring. The second document, entitled Regional Transit Service and Fare Change Policies, sets forth a definition for what constitutes a "major" service change, as well as what RT's public involvement program will be for major service changes or changes to the fare structure.

Both of these proposed policy documents have been heavily influenced by federal requirements under Title VI of the Civil Rights Act of 1964. Title VI, and related environmental justice laws, provide protections for minority and low-income populations. RT's new policy documents will assure that RT meets updated Title VI requirements released by the Federal Transit Administration on October 1, 2012.

In addition to responding to the new Title VI guidelines, RT is treating this project as an opportunity to consolidate and clarify several existing policies into two more cohesive documents. An important output of RT's 2012 TransitRenewal project was a new set of productivity standards, a quarterly monitoring process, and a "sunset clause" for new transit routes. These policies and others will be included in the new policy documents.

In order to give the public sufficient opportunity to comment on this project, on Monday, February 25, 2013, the RT Board approved the release of draft policy documents for public review, with a public hearing

scheduled for the March 25, 2013 regular meeting of the RT Board of Directors. Information on the project is being provided on RT vehicles, at major stops/stations, on RT's web site, in RT's monthly newsletter, and is being distributed in non-English languages as well.

I am bringing this project to your attention because RT is hoping to receive meaningful input from the community on this project. To that end, I would like to invite you, should you desire more detailed information on the project, to contact Delores Thornburg at 916-556-0515, to set up a personal meeting with RoseMary Covington, Assistant General Manager for Planning and Transit System Development. Alternatively, more information is available on our web site at www.sacrt.com, and written comments may be directed to James Drake at jdrake@sacrt.com.

Thank you for your support of RT.

Respectfully,

Michael R. Wiley
General Manager/CEO

c: RoseMary Covington, AGM of Planning & Transit System Development



- DRAFT -

February 25, 2013

1. INTRODUCTION

It is the policy of the Sacramento Regional Transit District (RT) to provide quality service to all customers regardless of race, color, national origin, or income. This document establishes service standards and related policies for RT's fixed-route transit service.¹ In addition to serving as a guide for staff and stakeholders, this document satisfies several requirements with Title VI of the Civil Rights Act of 1964, Executive Order 12898, and related civil rights laws which help assure that RT's services are provided in a non-discriminatory manner, specifically with regards to minority populations and low-income populations.

The Federal Transit Administration (FTA) requires RT to establish the following four service standards and two service policies:²

- Vehicle Loading Standards
- Productivity Standards (Headway Standard)
- On-Time Performance Standards
- Service Area Coverage Standards
- Vehicle Assignment Policy
- Transit Amenity Distribution Policy

Title VI requires RT to prepare a Service Monitoring report at least once every three years which evaluates the fixed-route transit system against the aforementioned Title VI service standards on a route-by-route basis, broken down by minority and non-minority routes. Although not a Title VI requirement, RT includes low-income populations in this analysis as well. RT's Service Monitoring report is discussed in more detail in Section 2.

In addition to the aforementioned Title VI service standards, RT also maintains a regular performance monitoring program consisting of monthly, quarterly, and annual reports on the quality and efficiency of RT's fixed-route network. This program is discussed in more detail in Section 9.

¹ This document does not cover RT's complementary paratransit service.

² See FTA Circular 4702.1B, Chapter 4, Section 4. Service policies, as defined in the FTA circular, differ slightly from service standards; however, both are treated identically under the Title VI Service Monitoring program and are meant to be developed and enforced as part of a single program. For the sake of clarity and brevity, this document normally refers to service standards and service policies collectively as simply service standards.

2. TITLE VI SERVICE MONITORING

Requirements

In accordance with Title VI requirements, RT prepares a Service Monitoring report at least once every three years which evaluates the fixed-route transit system against RT's service standards on a route-by-route basis, broken down by minority and non-minority routes.³ RT is required to have a policy for identifying and correcting disparate impacts on minority populations and to submit to FTA a copy of the resolution verifying the RT Board's consideration, awareness, and approval of the report's findings. Although not a Title VI requirement, RT includes disproportionate burdens on low-income populations in this process as well.

The provisions of this document pertain to the regular monitoring of RT's service and may also prompt changes in RT's service. However, Title VI and federal Environmental Justice law also require RT to prepare an equity assessment prior to adopting any major changes to service or to the fare structure.⁴ This process is discussed in RT's Service and Fare Change Policies document.

Minority and Low-Income Definitions

FTA defines a minority person as anyone who is American Indian or Alaska Native, Asian, Black or African American, Hispanic or Latino, or Native Hawaiian or other Pacific Islander.⁵

FTA defines a low-income person as a person whose household income is at or below the U.S. Department of Health and Human Services (HHS) poverty guidelines. The HHS definition varies by year and household size. For 2012, poverty guidelines ranged from \$11,170 for a single-person household to \$38,890 for a household of eight. The poverty guideline for a household of four was \$23,050. FTA encourages transit agencies to use a locally-developed threshold for low-income status, provided that the threshold is at least as inclusive as the HHS poverty guidelines. Since survey data does not always include household size or exact household income, RT will, when necessary, define low-income status according to the poverty guideline for a household of four, rounded up to the nearest bracket boundary. For example, if household income is known in \$15,000 increments, RT will consider household income less than \$30,000 to be low-income.⁶

³ See FTA Circular 4702.1B, Chapter 4, Section 6.

⁴ See RT's Service and Fare Change Policies.

⁵ See FTA Circular 4702.1B, Chapter 1, Section 5.

⁶ See FTA Circular 4702.1B, Chapter 1, Section 5.

Data and Methodology

When possible, RT bases all Title VI analyses on passenger survey data. If valid on-board survey data is not available, RT will use demographic data from the U.S. Census Bureau's American Community Survey. In accordance with FTA recommendations, RT will usually aggregate this data at the level of census tract block groups and will assume a walk distance of a quarter mile from bus routes and a half mile from light rail stations.⁷

FTA recommends the Service Monitoring analysis be conducted on a sample of routes which must include minority and non-minority routes. Although no numerical requirement exists, FTA guidance notes that the greater the sample size, the more reliable the results. In accordance with these guidelines, RT will usually include all regular routes in the sample, with the exception of demonstration projects, supplemental routes, contract service, special service, etc.

RT will weigh all Title VI computations by the annual revenue miles of the route as well as by the actual percent minority and percent low-income of each route and will thereby arrive at a net overall impact on minority and low-income populations. All determinations of disparate impact and/or disproportionate burden shall be based on the net overall impact, rather than on individual impacts on specific routes (although RT will include individual route impacts in its report for informational purposes).⁸

Corrective Action

As described above, RT prepares a Service Monitoring report at least once every three years for approval by the RT Board. This report compares all fixed-route service to RT's standards, analyzes why any deficiencies exist, and suggests remedies. If any standards are found to be outdated or inappropriate, staff will also include an analysis and recommendations for revision. The Board may also determine, based upon the findings of the Service Monitoring report, that a disparate impact on minority populations exists, in which case RT will take corrective action to remedy the disparities to the greatest extent possible.⁹

Although service improvements may not always be financially feasible, if a disparate impact exists, RT will assure that if major service increases are proposed,¹⁰ that in aggregate, the service increases will provide at least as much additional service to

⁷ See FTA Circular 4702.1B, Chapter 1, Section 5 and Chapter 4, Section 5.

⁸ This methodology exceeds FTA guidelines for methodological rigor. RT reserves the right to use a simpler methodology if unforeseen circumstances arise; however, RT will use a methodology at least as rigorous as that described by FTA.

⁹ See FTA Circular 4702.1B, Chapter 4, Section 6.

¹⁰ Major service changes are defined in RT's Service and Fare Change Policies, per Title VI requirements.

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minority populations as they do to RT’s overall ridership.¹¹ This requirement will remain in effect until the RT Board determines that the disparate impact has been corrected, or until adoption of the next major service change, whichever comes first.

As part of RT’s Title VI program, RT will provide FTA with a copy of the Board resolution affirming consideration, awareness, and approval of the Service Monitoring report, as well as a discussion of any disparate impacts and actions taken to remedy the disparities.¹²

Although not a Title VI requirement, RT includes disproportionate burdens on low-income populations in this process as well.

3. VEHICLE LOADING STANDARDS

RT collects ridership data on all bus and light rail routes that includes the passenger load at the maximum load point of the trip. Vehicle loading standards are set forth below and generally range from a load factor of 1.0 to 2.0 based upon the number of seats and interior floor space of the vehicle.¹³ Load factors are generally lower for RT’s smaller buses as they tend to have narrower aiseways and fewer places to stand.

Vehicle Loading Standards

Vehicle Type	Seated	Standing	Total	Load Factor
40ft Low-Floor Bus	34	20	54	1.6
25ft Cutaway Bus	12	5	17	1.4
27ft Cutaway Bus	16	6	22	1.4
28ft Body-on-Chassis Bus	21	8	29	1.4
32ft Cutaway Bus	30	10	40	1.3
80ft Siemens Light Rail Vehicle	64	64	128	2.0
84ft CAF Light Rail Vehicle	64	64	128	2.0
88.5ft UTDC Light Rail Vehicle	67	67	134	2.0
Other Vehicle Types	Determined as Needed			

¹¹ It is already an official goal set forth in RT’s Service and Fare Change Policies for major service changes to affect protected classes proportionately to their representation among RT’s ridership. Under normal circumstances, however, failure to meet this goal is excused if the failure is statistically insignificant, as the purpose of RT’s policy is simply to avoid unintentional discrimination, within a reasonable margin of error. The difference set forth in this section is that if a Title VI deficiency exists as defined in this document, major service increases will be *required* to benefit the protected class in question, in order to actively improve conditions for the protected class in question.

¹² See FTA Circular 4702.1B, Chapter 4, Section 6.

¹³ The loading factor is the ratio of total passenger capacity to seats.

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Since overloading has a greater impact on passengers when headways are longer, RT considers a route to be overloaded if 25 percent or more of one-way vehicle trips are regularly overloaded. For example, for an hourly route with 32 one-way vehicle trips per day, if 8 or more trips are overloaded, then the route is considered overloaded.

4. PRODUCTIVITY STANDARDS

Title VI requires RT to establish a quantitative standard for setting headways. RT’s 2012 TransitRenewal study established minimum and maximum productivity standards that provide guidelines for adjusting service levels, including headways. These standards have been incorporated in this document and amended to cover all fixed-route modes, in accordance with Title VI requirements.

Bus routes exceeding RT’s productivity standards are recommended for service increases while deficient routes are recommended for adjustment, reduction, or elimination. Productivity standards are stated in terms of boardings per revenue hour for routes on regular headways and in terms of boardings per trip for peak-only routes. For the light rail system, RT’s minimum standard is stated in terms of boardings per train revenue hour; however, RT’s maximum standard is stated in terms of passenger loading.

Bus Route Productivity Standards

Service Type	Productivity Standards			
	Minimum		Maximum	
Regular Weekday Bus Service	20	boardings per hour	40	boardings per hour
Saturday Bus Service	15	boardings per hour	35	boardings per hour
Sunday/Holiday Bus Service	15	boardings per hour	35	boardings per hour
Community Bus Service	15	boardings per hour	30	boardings per hour
Peak-Only Light Rail Feeder	15	boardings per trip	34	boardings per trip
Peak-Only Downtown Express	25	boardings per trip	34	boardings per trip
Supplemental Service	25	boardings per trip	62	max load
Light Rail – Weekdays	85	boardings per train hr	400	max load
Light Rail – Weekends	65	boardings per train hr	400	max load
Contract Service	Varies	cost per passenger	Varies	cost per passenger

All productivity standards that are stated in terms of boardings per revenue hour can also be stated in terms of an equivalent cost per passenger boarding which varies according to RT’s operating costs. RT evaluates contract service according to the

equivalent cost per passenger standards for Community Bus Service, less the operating subsidy.¹⁴

Separate from Title VI, RT evaluates all routes against the aforementioned productivity standards on a quarterly basis. In accordance with the sunset clause established by RT's 2012 TransitRenewal project, any new route that fails to meet RT's minimum productivity standards within two years will be subject to an automatic elimination process, absent intervention by the RT Board. See RT's Service and Fare Change Policies for more information.

With regard to Title VI, RT has two route productivity goals. First, if there are any routes failing to meet RT's productivity standards, the percent of such service benefiting non-minority populations should not exceed that for minority populations. Second, if there are any routes exceeding RT's maximum productivity standards, the percent of such service that serves minority persons should not exceed that for non-minority persons.

5. ON-TIME PERFORMANCE STANDARD

On-time performance for RT's bus system is measured at time points. A bus is considered on-time if it leaves its time point between 0 and 5 minutes late. For the last time point on each trip, the arrival time is used instead of the leave time. On-time performance for RT's light rail system is measured at the starting point of each trip. Trains are considered on-time if they depart 0 to 5 minutes late.

RT's Scheduling and Light Rail departments set on-time performance goals annually for the bus and light rail system respectively based on recent trends and expectations for the upcoming year. On-time performance is monitored on a monthly basis at the mode level and on a quarterly basis at the route level. RT's Title VI goal is for on-time performance for minority routes in aggregate to be similar to or better than on-time performance for all routes combined.

6. SERVICE AREA COVERAGE STANDARD

RT is authorized to serve the area within the Urban Services Boundary (USB) of Sacramento County, as well as portions of Yolo and Placer Counties. Yolo and Placer County, having elected to provide their own transit service, are currently served by locally based transit operators, as are the cities of Folsom, Elk Grove, Galt, and Rancho Murieta within Sacramento County. RT remains the official service provider for the area within Sacramento's USB, less the City of Folsom and the City of Elk Grove.¹⁵

¹⁴ Service levels for contract service operated by RT are subject to the terms of the service agreement.

¹⁵ The City of Folsom and the City of Elk Grove provide their own local transit service. A small portion of the City of Folsom is still part of RT's service area, specifically, the area within three quarters of a mile of RT's light rail stations. A small portion of the City of Elk Grove is still part of RT's service area as well, specifically, the area within three quarters of a mile of Route 65.

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While RT is the transit agency responsible for service to the aforementioned area, RT only provides service to a subset of this area. The table below specifies standards for actual coverage of RT's service area, at two different walk distances. Three quarters of a mile is the standard walk distance used by both the Americans with Disabilities Act as well as FTA's National Transit Database to define a transit agency's coverage. For the purposes of estimating likely transit riders, however, FTA suggests that transit agencies assume walk distances of a quarter mile for bus routes and a half mile for light rail stations.

Service Coverage Standards

Distance	Basic Local Service	High Frequency Service
0.75 miles from bus routes 0.75 miles from rail stations	85% of population	20% of population
0.25 miles from bus routes 0.50 miles from rail stations	50% of population	10% of population

Basic local service refers to regular all-day weekday bus and light rail service on regular headways. It includes the normal route for bus routes that offer deviations but excludes express buses and other routes operating during peak hours only. High frequency service is considered to be service with headways of 15 minutes or better.

As RT's funding levels and demand for transit service change, RT will update the coverage standards listed above. Long-range coverage goals are set forth in RT's 2009 TransitAction Plan.

7. VEHICLE ASSIGNMENT POLICY

In order to assure that vehicles are not assigned in a discriminatory fashion, FTA requires transit agencies to have a written policy specifying how vehicles are assigned to routes.

Bus Assignment

Prior to each operator signup, a baseline vehicle schedule is prepared for the upcoming signup period. Low-mileage vehicles are usually assigned to higher-mileage blocks, so as to equalize mileage on vehicles of the same age. Certain blocks may be designated to have buses with special equipment, e.g., branded or wrapped vehicles, signal prioritization equipment, or data terminals which are used for route deviations. Higher-performing vehicle types may, at the discretion of RT's Operations Division

management, be assigned to blocks with more schedule adherence problems.¹⁶ On a daily basis, RT's Maintenance Department makes adjustments to the baseline vehicle schedule according to maintenance needs.

For the purposes of Title VI service monitoring, RT calculates the average vehicle age for each route, and aggregates this data into an average vehicle age for all minority routes.¹⁷ RT's Title VI goal is for the average vehicle age for minority routes to be similar to that for RT's overall system, if not better.

Light Rail Vehicle Assignment

All RT light rail vehicles are air-conditioned, have high floors, and have similar seating and standing capacities. Train consists on the Blue Line and Gold Line can be and often are composed of mixed vehicle types for various reasons, including service and maintenance scheduling, voltage requirements, and performance. The Green Line uses a specially wrapped light rail vehicle.

RT does not currently have the means to feasibly maintain comprehensive records of light rail vehicle assignments; however, during normal passenger counting activities RT route checkers record the vehicle number and note any major passenger environment problems such as excessive trash on the vehicle. For the purposes of Title VI service monitoring, all vehicles are considered equally attractive for patrons. The fleet is 100 percent high-floor, 100 percent air-conditioned, and the cleaning policy is the same for all vehicles, which are all dispatched from the same yard. If/when RT implements an electronic tracking system for light rail vehicles, vehicle dispatch records may be used for a more detailed Title VI service monitoring analysis.

8. TRANSIT AMENITY DISTRIBUTION POLICY

Bus Stops

Locations for advertisement-supported shelters and benches are suggested by RT's contractor. RT also has numerous non-advertisement supported shelters and benches that are located according to a number of criteria. Once a desired location is decided upon, RT determines if the desired location is feasible. All amenity installations must comply with local building codes as well as with the Americans with Disabilities Act and Title 24 of the California Construction Code. Shelters also require an electrical connection for lighting. When a desired amenity location is not feasible, RT works with the applicable city or county to make necessary improvements.

Signage at all bus stops includes the route number, days of operation, a stop identification number, and a telephone number for more information. System maps are

¹⁶ For example, newer vehicles with better acceleration may be assigned to routes with frequent stops.

¹⁷ This figure is weighted by the number of trips operated on each route by each vehicle.

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provided at all bus stop shelters. Route-specific maps and schedules are not normally provided at RT bus stops, although they are available at some bus stops where they were originally installed on a demonstration basis. Trash cans are installed by RT according to perceived need.

New benches and shelters paid for by RT are located according to a number of factors including, but not limited to, the following:

- Average daily boardings at the stop
- Prevalence of disabled passengers
- Presence or absence of amenities in the nearby area (e.g., shelter, trash cans, seating, lighting, etc.)
- Cost for additional curb, gutter, street, or sidewalk improvements
- Financial assistance from local jurisdictions, business improvement districts, etc.
- Minimum ridership of 40 daily boardings for shelters
- Title VI compliance goals

RT maintains a database of all bus stops, including benches and shelters. Using GIS software, RT compares this data to census data on service area demographics. RT's Title VI goal is for the percent of bus stops in minority areas equipped with benches to equal or exceed that for RT's overall service area. If a deficiency is found requiring corrective action, then, where the aforementioned ADA and other siting rules allow, RT will install non-ad supported benches to correct the deficiency. If ADA or other siting rules prevent RT from adding amenities where desired, RT will notify the applicable city or county. This process is repeated for shelters.

Light Rail Stations

Amenities for light rail stations are distributed according to estimated ridership. Older stations may have been built to more limited standards. Improvements are programmed as part of RT's long-range capital program, as funding permits, to bring them into compliance with the following standards.

- | | |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a) Shelters: | Minimum area of 3 sq. ft. per weekday peak hour passenger in each direction, excluding mini-high shelters. No shelters provided at transit malls. |
| b) Mini-High Shelters: | Must cover mini-high platform (used by mobility-impaired passengers to board trains) if shelters are provided at the main platform. |
| c) Drinking fountains: | 1 per platform, except for island stations. An additional drinking fountain may be provided at a bus transfer center (with at least 3 bus stops) where the bus stops are not contiguous with the |

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- light rail platforms.
- d) Seating (main platform): Minimum of 12 linear feet (LF) of seating on each main platform. Additional seating of 0.2 LF per weekday peak hour passenger in each direction.
- e) Seating (mini-high platform): 1 seat or bench at each mini-high platform.
- f) Trash receptacles: Based on size of station, number of riders, and observed need.
- g) Recycling receptacles: Not currently provided. May be added in the same quantities as trash receptacles, once RT begins a recycling program.
- h) Bicycle racks: 1 rack (5-bike capacity) per station for new stations. Added or removed based on observed demand and use.
- i) Bicycle lockers: Initially provided based on estimated usage. Lockers may be added or removed later based on demand. Note that RT provides lockers to customers only by rental agreement, so demand is precisely known.
- j) Information display cases: (For maps, Schedules, and How-To-Ride Guides) 1 four-sided display case per platform direction of travel. Additional two-sided display cases may be provided at each bus transfer center platform (with at least 2 bus stops) where the bus stops are not contiguous with the light rail platforms. Electronic signage may substitute for traditional displays.
- k) Dynamic Message Signs: 2 per platform at new and existing major stations
- l) Fare Vending Machines: Goal of 2 per station, except very low ridership stations. Additional FVMs may be provided at platforms with very high ticket purchases (more than 1,000 average daily weekday boardings per platform).
- m) Smart Card Addfare Machines: 1 per station at major stations. Additional FVMs may be provided at platforms with very high ticket purchases (more than 1,000 average daily weekday boardings per platform). Smart Card implementation expected to begin in 2013.
- n) Smart Card Tap Devices: Minimum 1 per platform. 2 per platform for most stations and 3 per platform for larger stations with heavy ridership or numerous well-used entrances
- o) Elevators: Provided when vertical distance of travel is greater than 16', unless replaced by a code-compliant ramp
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- p) Tree shading: As needed to provide 50% shade coverage of platform and parking lots at maturity (15 years), or as close as possible to that goal while meeting other station design criteria. Removed on a case-by-case basis for safety/security purposes.
- q) Artwork: 1 art commission per station except at sidewalk stations malls.

For purposes of this policy, a center platform is considered 1 platform whether it serves one or two tracks. RT's Title VI goal is to meet the above-stated goals for seating and shelter. If during the Service Monitoring process, RT is found deficient in this goal with respect to minority or low-income areas, RT will incorporate Title VI status into its capital development process to correct the deficiency.

9. PERFORMANCE MONITORING

In addition to RT's Title VI-mandated service standards, and as discussed in Section 4 of this document, RT monitors the performance of the fixed-route system through a series of monthly, quarterly, and annual reporting programs. RT's 2012 comprehensive operational analysis, entitled TransitRenewal, called for the establishment of quantitative productivity standards measured in boardings per revenue hour and cost per passenger, and set forth numerical standards for both. The standard for boardings per revenue hour have been restated in Section 4 of this document. Since cost per passenger is a function of both boardings per revenue hour and RT's per-hour and per-mile operating costs, RT's cost per passenger standards are therefore recomputed annually based on RT's current per-hour and per-mile costs.

RT's quarterly ridership report compares boardings per revenue hour and cost per passenger for each route to RT's quantitative standards, as well as other statistical metrics. More detailed analyses are included as supplements to the quarterly ridership report on an annual or periodic basis. In accordance with the recommendations in TransitRenewal, routes that do not meet RT's productivity standards are added to a watch list and recommended for service adjustments or reductions. New routes that do not meet RT's productivity standards within two years are automatically discontinued.

RT's performance monitoring reports are summarized as follows:

Service Standards

- | | |
|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| a) Key Performance Report ¹⁸ | Mode-level ridership data including total ridership, boardings per revenue hour, farebox recovery, cost per passenger, on-time performance, complaints, vehicle reliability, fare evasion, etc.; includes comparison to budget goals, and comparison to previous year |
| b) Quarterly Ridership Report | Route-level ridership data including average daily ridership, boardings per revenue hour, farebox recovery, cost per passenger, and comparison to previous year; per TransitRenewal guidelines, boardings per revenue hour and cost per passenger are compared against productivity standards (see Section 2 of this report); |
| c) Year-End Report | Supplement to Quarterly Ridership Report usually issued after the close of the fiscal year examining longer term trends at the system, mode, route, and stop/segment level |
| d) Fare Survey Report | Supplement to Quarterly Ridership Report usually issued after the close of the fiscal year examining ridership by fare category, comparison of ridership to sales, and historical trends |
| e) Title VI Service Monitoring | Supplement to Quarterly Ridership Report issued at least once every three years; as required by Title VI; evaluates all bus and light rail routes against service standards to assure that minority and low-income populations are receiving equitable service levels/quality |
| f) On-Board Survey Report | Prepared at least once every five years per Title VI requirements; captures detailed information about passengers including actual origins and destinations, trip purpose, ethnicity, household income, transferring patterns, and other data |
| g) Route Profiles | Supplement to Quarterly Ridership Report issued at least once every five years, usually after a new on-board survey has been completed or new census data has been released; provides route map, historical narrative, demographics of service area and actual passengers, historical ridership trends, etc. |
| h) Post-Service Changes Report | Supplement to Quarterly Ridership Report issued on an as-needed basis, typically after the first 3-4 |

¹⁸ The Key Performance Report is prepared by RT's Finance and Community/Government Affairs Departments and contains Key Performance Indicators (KPIs) for all RT departments. Ridership statistics are the KPI for RT's Planning Department and make up only one part of the overall report.

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months, and after the first 12 months of a service change

GUIDELINES FOR EVALUATION OF RT BUS SERVICE

The objective of developing service guidelines is to provide a way to quantitatively evaluate the relative performance of bus routes in the RT system.

Service guidelines are based on three different criteria:

(1) Passengers per Hour

Passengers per Hour is the total number of daily passenger divided by the revenue hours of operation per route.

(2) Fare Recovery Ratio

The Fare Recovery Ratio measures the efficiency and economy of the service commonly used throughout the transit industry. Fare Recovery Ratio is the daily average revenue divided by the cost of operation per route.

(3) Service Characteristics

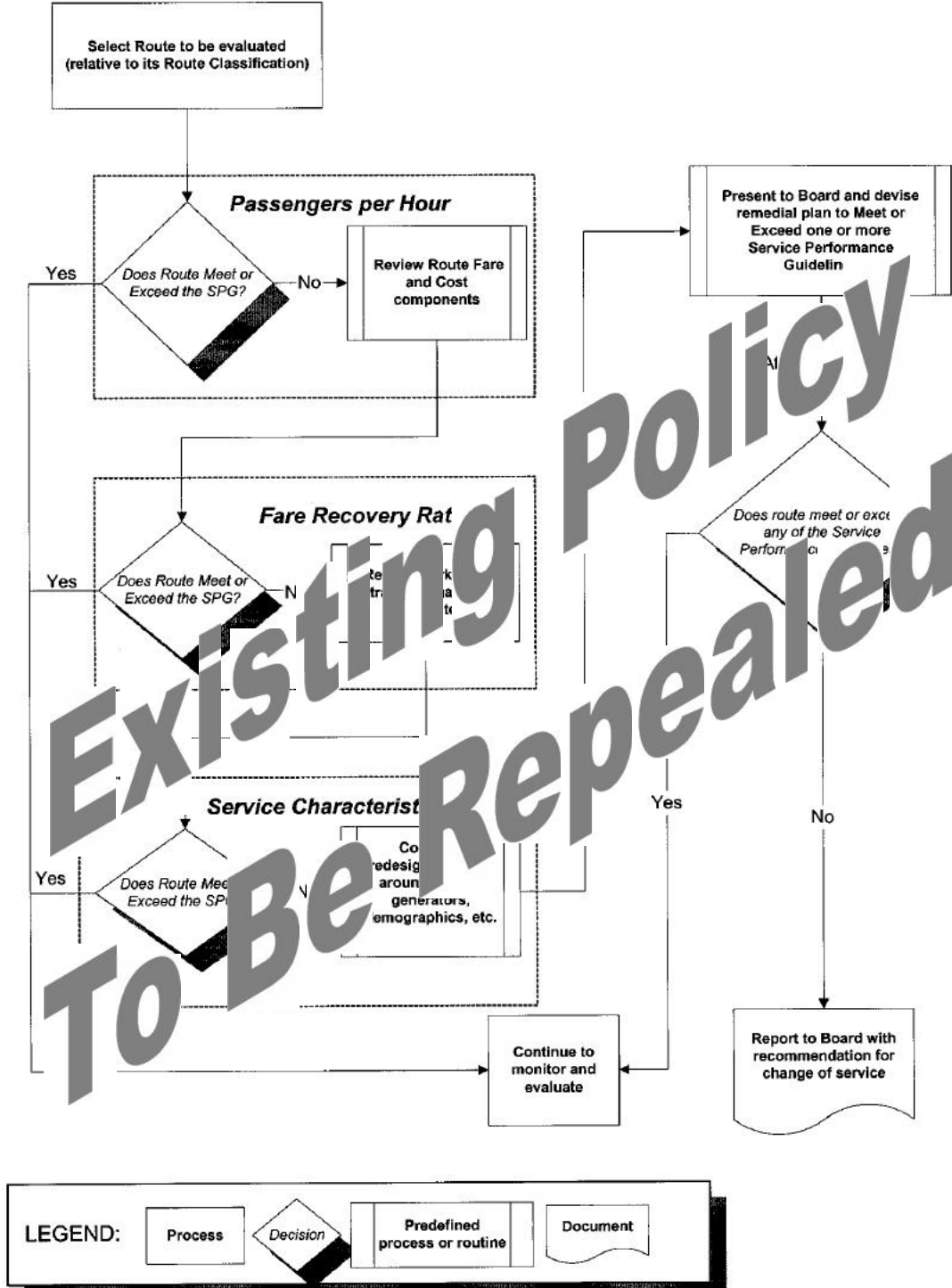
These guidelines include several variables such as the speed, reliability, and quality of transit service. Service characteristics guidelines evaluate the impact of transit on trip generators such as hospitals, regional shopping centers, and employers. It also considers demographic profiles (population density, income levels and automobile ownership) of the area served.

The service performance guidelines (Fare Recovery Ratio and Passengers per Hour) are proposed to be set at 70% of the current year's average for all routes in the Route Classification. Each specific route has been assigned. For the measurement of the service characteristics, a simple "weighting method" is applied to the trip generators and demographic profiles to arrive at a value.

Each route will be evaluated in sequence according to whether or not it meets or exceeds the service guidelines for its route classification for Fare Recovery Ratio, Passengers per Hour and Service Characteristics. Any route that fails to meet one or more of the service guidelines will be evaluated internally for opportunities to improve and monitored accordingly.

If a route does not meet or exceed any of the service guidelines, RT Staff will present a summary report to the Board with a remedial plan to attempt to improve performance relative to the service guidelines. If the route has not improved to a point where it meets or exceeds any of the service guidelines after six months, RT staff will present a current summary report to the Board with recommendations regarding further action.

Process to Evaluate Routes using the Service Performance Guidelines (SPG)



RESOLUTION NO. 01-09-0193

Adopted by the Board of Directors of the Sacramento Regional Transit District on this _____ day of _____, 2001.

September 10, 2001

APPROVING SERVICE PERFORMANCE AND QUALITY STANDARDS GUIDELINES FOR THE EVALUATION OF CUSTOMER SERVICE

BE IT HEREBY RESOLVED THAT THE BOARD OF DIRECTORS OF THE SACRAMENTO REGIONAL TRANSIT DISTRICT APPROVES THE FOLLOWING:

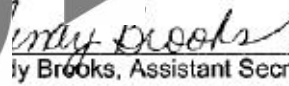
THAT, the Board of Directors approve the guidelines set forth in Exhibit A to this resolution for the evaluation of RT bus service.



WICKINSON, Chair

ATTEST:

DIKKA ROBINSON, Secretary



Emily Brooks, Assistant Secretary

Existing Policy To Be Repealed

Proposed Service Standards

Informational Presentation
March 2013

Overview

- Vehicle Loading Standards
- Productivity Standards
- On-Time Performance Standards
- Service Area Coverage Standards
- Vehicle Assignment Policy
- Stop/Station Amenity Distribution Policy
- Monitoring Process

Vehicle Loading Standard

Vehicle Type	Seated	Standing	Total	Load Factor
40ft Low-Floor Bus	34	20	54	1.6
25ft Cutaway Bus	12	5	17	1.4
27ft Cutaway Bus	16	6	22	1.4
28ft Body-on-Chassis Bus	21	8	29	1.4
32ft Cutaway Bus	30	10	40	1.3
80ft Siemens Light Rail Vehicle	64	64	128	2.0
84ft CAF Light Rail Vehicle	64	64	128	2.0
88.5ft UTDC Light Rail Vehicle	67	67	134	2.0
Other Vehicle Types	Determined as Needed			

Productivity Standards

Service Type	Productivity Standards			
	Minimum		Maximum	
Regular Weekday Bus Service	20	boardings per hour	40	boardings per hour
Saturday Bus Service	15	boardings per hour	35	boardings per hour
Sunday/Holiday Bus Service	15	boardings per hour	35	boardings per hour
Community Bus Service	15	boardings per hour	30	boardings per hour
Peak-Only Light Rail Feeder	15	boardings per trip	34	boardings per trip
Peak-Only Downtown Express	25	boardings per trip	34	boardings per trip
Supplemental Service	25	boardings per trip	62	max load
Light Rail – Weekdays	85	boardings per train hr	400	max load
Light Rail – Weekends	65	boardings per train hr	400	max load
Contract Service	Varies	cost per passenger	Varies	cost per passenger

On-Time Performance Standards

- Bus
 - Measured at time points
 - 0-5 minutes late
 - Mode-level goals set annually
- Light Rail
 - Measured at departure point
 - 0-5 minutes late
 - Mode-level goals set annually

Service Area Coverage

Distance	Basic Local Service	High Frequency Service
0.75 miles from bus routes 0.75 miles from rail stations	85% of population	20% of population
0.25 miles from bus routes 0.50 miles from rail stations	50% of population	10% of population

Vehicle Assignment

- Bus/CBS
 - Assignments made quarterly
 - Attempt to balance mileage
 - Special equipment or vehicles on certain routes
- Light Rail
 - All vehicles 100% high-floor
 - All vehicles air-conditioned
 - Green Line uses branded vehicle
 - Blue/Gold Line use same vehicles

Stop/Station Amenity Distribution

- Bus/CBS benches and shelters
 - Based on ridership, disabled riders, availability of alternative forms of shelter
 - Must comply with ADA and Calif. Construction Code
 - Prioritized when financial assistance available
- Light rail
 - Based on ridership
 - Older stations may not have been built to standards
 - Subject to capital funding

Performance Monitoring

- Title VI requires all routes be evaluated against standards *at least* once every three years for equity purposes
- RT evaluates all routes against productivity standards quarterly pursuant to 2012 TransitRenewal study
- See Also
 - RT prepares monthly performance reports with a broader focus on a variety of agency-wide metrics, e.g., cost, revenue, attendance, security, complaints, etc.