

## **Title VI Requirements for Service Standards and Policies**

### **Circular 4702.1B – Pages IV4 - IV7**

Service standards use a quantitative threshold. Service policies do not necessarily include a quantitative threshold.

Some service standards and policies are required by mode. For AAATA, modes include local fixed-route bus service (95% of service hours), commuter service (Chelsea and Canton), and AirRide.

#### **Required service standards:**

- Headway or frequency by mode. That is, either bus every x minutes or x buses/hour. Can be minimum standard or have different standards by time of day (peak vs. off-peak) or day of week.
- On-time performance by mode. Can be either for each trip (i.e. at route endpoint), or for each timepoint along the route.
- Service availability by mode. Can be either percent of population within a certain distance of service or maximum stop spacing. Can have different standards based on differences in population density
- Vehicle load. Expressed as ratio of riders to seats. Can vary by time of day (peak vs. off-peak) or day of week.

#### **Required service policies:**

- Distribution of bus stop amenities
  - Benches
  - Shelters
  - Customer Information (printed and electronic)
  - Escalators/Elevators
  - Waste receptacles
- Vehicle assignment
  - Age
  - Type (e.g. hybrid)
  - Can be by mode

Ann Arbor Area Transportation Authority

## Fixed-Route Service Standards and Policies - PROPOSED

### Modes of Service (September 1, 2014)

	Local Fixed-Route Service	Commuter Service	AirRide Airport Service
Number of routes	28	2	1
Method of operation	operated by AAATA	operated by AAATA	contracted service
Annual riders (FY13)	6,428,724	37,083	59,008
Annual service hours (FY13)	197,644	2,150	8,339

#### 1. Service Frequency (headway)

Local fixed-route service – The minimum service frequency is every 60 minutes.

Commuter bus – The minimum service level is two trips in the peak direction during both the morning and afternoon peak periods.

AirRide regional airport service – The minimum service frequency is every 120 minutes.

#### 2. On-Time Performance

All Modes – A minimum of 90% of scheduled trips will be completed within 5 minutes of the scheduled time.

#### 3. Service Availability

Local fixed-route service – A minimum of 90% of households in the member jurisdictions (Ann Arbor, Ypsilanti, and Ypsilanti Township) will have service within 0.5 mile.

Commuter service – A minimum of 40 park-and-ride parking spaces will be available for each morning trip to the regional employment center in Ann Arbor.

AirRide regional airport service - Service will be provided between the Blake Transit Center and both domestic terminals at Detroit Metropolitan Airport.

#### 4. Vehicle Load Factor

Local fixed-route service – The vehicle load at the maximum load point is 1.5 times the number of seats. For example, the maximum load for a bus with 36 seats is 54 riders (36x1.5). The maximum time an individual should be required to stand on a given trip is 15 minutes.

Commuter service – The vehicle load at the maximum load point is equal to the number of seats.

AirRide airport service - The vehicle load at the maximum load point is equal to the number of seats.

### Fixed-Route Service Policies

#### 5. Vehicle Assignment Policy

Local fixed-route service – Service is operated from a single facility. All buses are low-floor and have the same environmental, security, and accessibility features. Over 50% of the fleet has a hybrid-diesel propulsion system, while the remainder are conventional diesel buses. More than 80% of buses are 40-foot long, while the remainder of the buses are 35-foot long. Hybrid buses are used throughout the fixed-route system on daily, long-duty cycles (12-16 hours), so that these buses operate a higher share of service miles than their numerical proportion in the fleet. 35-foot buses are used on local routes with lower ridership.

Commuter service – Service is operated from the same facility. 40-foot conventional diesel buses are used on these two routes. Hybrid buses are not used because most of the service miles are on the expressway where there is little or no advantage to the use of hybrid buses.

AirRide airport service – This service is operated by a subcontractor using 45-foot long highway coaches.

#### 6. Transit Amenities Policy

The location of transit amenities along bus routes is based on the number of passenger boardings at individual bus stops. Passenger shelters shall be provided at bus stops with 50 or more boardings per day where there is not other shelter available, and a shelter is physically and legally feasible. Seating, information, and a trash receptacle shall also be provided at these bus stops. A trash receptacle shall be provided near the front door of every bus. In addition, a trash receptacle shall be installed at bus stops at which a third-party agrees to service it. Electronic information displays shall be provided at transit centers.

## FY 2013 Performance on Proposed Service Standards

Proposed Service Standard	Local Fixed-Route Service	Commuter Service	AirRide Airport Service
Service Frequency (headway)	Current service meets proposed standard	Current service meets proposed standard	Current service meets proposed standard
On-Time Performance	FY 2013 results (90.2%) meet proposed standard	FY 2013 results (85.7%) are below the proposed standard	FY 2013 results (96.9%) meet proposed standard
Service Availability	Current service meets proposed standard. 94.5% of population is within 1/2 mile of service	Service Standard Performance	Current service meets proposed standard with service to both terminals
Vehicle Load Factor	Data required for the service standard is not currently available. Drivers report standing loads, but not numbers or duration. Revisions underway to collect and compile data.	Current service meets proposed standard as no standing loads were reported	Current service meets proposed standard as no standing loads were reported