

Policy:	URBAN SERVICE DESIGN PRINCIPLES	Number: 109
Adopted by the SAMTD Board of Directors on 07-24-2014 by Resolution #2014-08	Effective Date: 07/24/2014	Page 1 of 3

109.01 INTRODUCTION

The Salem Area Mass Transit District (aka Salem-Keizer Transit) Board of Directors wishes to establish Policy and Procedures for Urban Service Design Principles.

109.02 SERVICE ALLOCATION

- A. In the urban area, 75% of revenue hours will be deployed with a focus on increasing ridership, predominantly on high demand corridors. This service will include 15-minute frequency routes, commuter/tripper routes, and limited 30-minute frequency routes which are expected to provide overall high ridership.
- B. The remaining 25% of urban revenue hours will be allocated to service which provides needed coverage throughout the community without consideration for expected boarding's per revenue hour. This service will predominantly include 60-minute and 30-minute frequency routes.
- C. An entire route or individual segments of a route may be classified as either Ridership or Coverage focused.

109.03 SERVICE DESIGN DEFINITIONS

- A. **Service Day Periods:** Distinct route structures and frequencies may be provided during different time periods of the service day. Where possible, route structures should remain consistent between time periods to promote usability and clarity. The service day may contain three separate periods of time:
 1. Daytime service - 5:00 am - 7:00 pm
 2. Evening service - 7:00 pm – 11:00 pm
 3. Night service – 11:00 pm – 5:00 am
- B. **Service Day Types:** Distinct route structures and frequencies may be provided during different types of service day. Where possible, route structures should remain consistent to promote usability and clarity. The three types of service days may include: Weekday, Saturday, Sunday or Holiday service.
- C. **Consistent Frequency:** Transit service will be deployed where it will provide the greatest use to the most people for access to the most activities and jobs. As one of the strongest drivers for high ridership, where possible and practical, route frequency should remain consistent throughout the service day period.
- D. **Route Types:** Salem-Keizer Transit will maintain four types of routes, generally aligned with the frequency of service provided:
 1. **15-minute frequency** (4 trips per hour) - Often referred to as Corridor service, 15-minute frequency routes provide reliable, frequent service along

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corridors. 15-minute frequency routes should be deployed with an expectation of relatively high ridership, above 25 boarding's per revenue hour.

2. **30-minute frequency** (2 trips per hour) - Often referred to as Connector service, 30-minute frequency routes provide reliable connectivity to Transit Centers or to 15-minute frequency routes. 30-minute frequency routes should be deployed with an expectation of moderately high ridership, above 20 boarding's per revenue hour.
3. **60-minute frequency** (1 trip per hour) - Often referred to as Circulator or Coverage service, 60-minute frequency routes provide service coverage over large areas and provide critical life-line connectivity to many sections of the community. 60-minute frequency routes should be deployed with an expectation of moderate ridership, above 10 boarding's per revenue hour.
4. **Commuter/Tripper** (various) - Commuter and tripper routes provide connectivity to a specific, remote location or provide service at particular times when significant travel demand is expected. Commuter/Tripper routes typically have few trips throughout the day. Commuter/Tripper routes should be deployed with an expectation of moderately high ridership, above 20 boarding's per revenue hour.

109.04 RELIABILITY AND COMFORT STANDARDS

A. Service Reliability

1. 90% of buses will arrive no later than two minutes after their scheduled end-of-trip arrival time. 100% of buses will not depart before their scheduled start-of-trip departure time. 90% of buses will depart within four minutes of their scheduled start-of-trip departure time.
2. The number of missed trips will be less than 0.5% of total scheduled trips.
3. Road calls will occur less frequently than every 4,000 vehicle miles.

B. Service Capacity

1. Additional service will be considered when load levels routinely exceed 1.5 times the seated capacity of the vehicle.
2. Additional service will be considered when customers must routinely stand longer than 20 minutes on an individual trip.

109.05 EVALUATION PROCESS

A. Annual Review

1. A comprehensive review of existing service will be produced after the completion of the Fiscal Year, by no later than the end of the subsequent first quarter.
2. This review will include individual route profiles detailing overall route and system performance and expectations. At a minimum, measurements will include:

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- a. Revenue hours at the system and route level
- b. Revenue miles at the system and route level
- c. Total Boarding's at the system and route level
- d. Boarding per hour at the system, route, and segment level
- e. Percentage of trips which are early at the system and route level
- f. Percentage of trips which are on-time at the system and route level
- g. Percentage of trips which are late at the system and route level
- h. Average and maximum load levels at the route level
- i. Farebox recovery rate at the system and route level

Approved by:



Jerry Thompson
Board President

Date:

7/24/13