

Policy: Systemwide Service Standards		Number: 705
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective Date: 05/16/17	Page 1 of 6

705.01 PURPOSE

The purpose of this policy is to require the District to establish and maintain certain system-wide service standards, and to comply with Title VI rules and regulations.

705.02 APPLICATION

All matters related to guide the management of system-wide service standards as is required by Federal regulations contained in 49 USC §5307 (c)(1)(i), Title VI of the Civil Rights Act of 1964, 42 USC §2000d et seq, Federal Transit Laws, 49 USC 53, 49 CFR §1.51, and 49 CFR part 21. See FTA circular 4702.1B dated October 1, 2012 for details.

705.03 DEFINITIONS

A. Service Standard

1. A set of service indicators for measuring performance or accessibility traits of the transit network. These indicators include the following:
 - a. Vehicle load
 - b. Vehicle headway
 - c. On-time performance
 - d. Service availability

705.04 GENERAL RULE

A. Requirement to Establish Service Standards

1. Title VI regulations require transit operators to develop a set of service standards and policies, designed and implemented

Policy: Systemwide Service Standards		Number: 705
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective Date: 05/16/17	Page 2 of 6

to help assure that federally-funded transit services are provided in a manner that ensures that no person shall, on the basis of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance from the Federal Transit Administration. FTA circular 4702.1B suggests four service indicators as significant for monitoring public transit's compliance with Title VI, and recommends that policies and standards be developed for these indicators.

B. Title VI Indicators

1. Vehicle load

- a. SAMTD will assign a sufficient sized vehicle, or frequency of vehicles, to routes in a manner that will minimize overcrowding of buses through all portions of the SAMTD service area.
- b. Additional service will be considered when load levels routinely exceed 1.5 times the seated capacity of the vehicle for local fixed routes and 1.0 times the seated capacity for regional express routes. Additional service will be considered when customers must routinely stand longer than 20 minutes on an individual trip.
- c. Transit operators are required to radio dispatch if they have a full load and must pass up anyone. SAMTD considers a full bus to have a load factor of 1.5 for local fixed route service and 1.0 for regional express service. This load standard does not apply to special event service or shuttles.

Policy: Systemwide Service Standards		Number: 705
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective Date: 05/16/17	Page 3 of 6

2. Service Frequency

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 a.m. - 7:00 p.m.
2. Evening service - 7:00 p.m. - 11:00 p.m.
3. Night service - 11 p.m. - 5:00 a.m.

b. Service Day Types

Distinct route structures and frequencies may be provided during different types of service days. Where possible, route structures should remain consistent to promote usability and clarity. The four 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

Policy: Systemwide Service Standards		Number: 705
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective Date: 05/16/17	Page 4 of 6

service day period.

d. Route Types

SAMTD 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 corridors. 15-minute frequency routes should be deployed with an expectation of relative high ridership, above 25 boardings 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, with a minimum of 20 boardings 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, with a minimum of 10 boardings per revenue hour.

Policy: Systemwide Service Standards		Number: 705
Adopted by General Manager under a Delegation of Authority by the Board of Directors in Resolution #01-16, dated October 25, 2001.	Effective Date: 05/16/17	Page 5 of 6

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, with a minimum of 20 boardings per revenue hour.

3. **On-time Performance**

90% of buses will arrive no later than four 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. The number of missed trips will be less than 0.5% of total scheduled trips. Road calls will occur less frequently than every 4,000 vehicle miles.

4. **Service Availability**

In the urban area, 75 percent of revenue hours will be deployed with a focus on 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. The remaining 25 percent of urban revenue hours will be allocated to service which provides needed coverage throughout the community without

Policy: Systemwide Service Standards	Number: 705	
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consideration for expected boardings per revenue hour. This service will predominantly include 60-minute and 30-minute frequency routes. An entire route or individual segments of a route may be classified as either Ridership or Coverage focused.

90% of the residents within the Salem-Keizer UGB should have transit service along a major arterial, minor arterial, or collector serving their residential area; in areas where service can't come within one-half mile of the residential area, a park and ride lot should be available on the route closest to the unserved area.

705.05 EXCEPTIONS

There are no exceptions to this policy.

Approved By:



General Manager



Effective Date