

# System-wide Service Standards and Policies

## Vehicle Load

Table A-1 displays the Loading Standards with approximate passengers per seat equivalence:

Off-Peaks and Weekends				
		Bus Types		
Frequency Range in Minutes	Psgrs. / Seat	40 ft.	45 ft.	60 ft.
		Average Peak Loads		
1 - 10	1.30	52	60	74
11 -20	1.25	50	58	71
21 - 40	1.10	44	51	63
41 -60	1.00	40	46	57
60+	0.75	30	35	43

Weekday AM and PM Periods				
		Bus Types		
Frequency Range in Minutes	Psgrs. / Seat	40 ft.	45 ft.	60 ft.
		Average Peak Loads		
1 - 10	1.40	56	65	80
11 -20	1.30	52	60	74
21 - 40	1.20	48	55	68
41 -60	1.10	44	51	63
60+	1.00	40	46	57

Shaded area presents current load factor standard applicable at all times. This table replaces the all-day 130% standard with one that varies by peak / off-peak and schedule frequency.

Table A-1  
Vehicle Load Standards for Bus

Table A-2 displays the Loading Standards by service type for rail:

Service Type	Peak Psgrs. / Seat	Off-Peak Psgrs. / Seat	Seats per Rail Car	Peak Max. Psgr. Onboard	Off-Peak Max. Psgrs. on Board
Heavy Rail	2.30	1.60	54	124	86
Light rail	1.75	1.25	76	133	95

Table A-2  
Vehicle Load Standards for Rail

## Vehicle Headway

Headway standards by service type are summarized in Table A-3. The headway standard provided for the maximum scheduled gap (in minutes) between trips in the peak direction of travel at the maximum load point of a line by time of day should not be exceeded for at least 90% of all hourly periods.

Service Type	Peak	Off-Peak
Heavy Rail	10	20
Light Rail	12	20
BRT	12	30
Rapid	20	30
Express	60	60
Limited	30	60
Local	60	60
Shuttle	60	60

Table A-3  
Vehicle Headway Standards

## On Time Performance

In-Service On-Time Performance (ISOTP): This standard ensures a high level of service reliability. On-time performance is defined as departing no more than one minute early and five minutes late at all time-points along a route. Currently the ISOTP target is set at 80%. Ninety percent of lines should achieve this standard at least 90% of the time.

## Stop Spacing

The Stop Spacing Standards are shown in Table A-4. Decisions regarding bus stop spacing and location call for careful analysis of passenger service requirements, the safety of passengers, operators, equipment, the service type provided, and the interaction of stopped buses with general traffic flow. Achieving a balance of convenience to both the transit passenger and the auto user is a prime objective. In addition, bus stop spacing should be related to ridership density. Stops should be closer together in major commercial districts and farther apart in outlying areas.

Service Type	Stop/Station Spacing
Heavy Rail	1.50
Light Rail	1.50
BRT	1.25
Rapid	0.80
Express	1.25
Limited	0.60
Local	0.25
Shuttle	0.25

Table A-4  
Maximum Average Stop Spacing Standards

## Service Availability

Service is to be provided within one-quarter mile of 99% of Census tracts within Metro's service area having at least three households per acre and/or at least four jobs per acre. Fixed-route service provided by other operators may be used to meet this standard. This standard ensures the availability of fixed route service to virtually all residents of Metro's service area while limiting duplication of service by using services operated by others to achieve the standard.