



## Yuma County Intergovernmental Public Transportation Authority

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### TITLE VI SERVICE STANDARDS AND POLICIES Effective April 1, 2013

#### Service Standards

##### 1. Vehicle Load

*Measure: Provides service levels to prevent overcrowding and standees.*

YCIPTA's system-wide goal is to have an average maximum load factor for local service not to exceed 1.25, as measured by a ratio of total passengers to seats on board the vehicles. This equates to a maximum of approximately 15 standees on a 34'-40' vehicle.

YCIPTA works closely with its contractor to ensure passengers are not left behind due to overcrowding or overloads. Overcrowding is particularly monitored on routes to and from San Luis and Arizona Western College/Northern Arizona University/University of Arizona. YCIPTA provides frequent bus service using 40 foot buses to minimize overcrowding and ensure passengers wait no longer than 45 minutes for the next bus during peak periods.

Buses in YCIPTA's fleet currently used have seating capacities of:

Length	Make	Model	Seats
19 ft	El Dorado	Aerolite	6
21 ft	El Dorado	Aerolite	8
34 ft	El Dorado	MST II	36
	El Dorado	Passport	32
35 ft.	El Dorado	EZ Rider II	35
40 ft.	New Flyer	D40LF	38 (9700s)
			38 (9600s)

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John Andoh, Transit Director

## 2. Vehicle Headway

*Measure: Provides adequate service frequency based on the corridor of operation and ridership demand.*

YCIPTA's system-wide goal is to provide service every 60 minutes during the peak and off-peak times along all primary transportation corridors in the urbanized areas of Yuma County, as demand warrants. As many routes provide overlapping service within a given corridor, corridor frequencies are typically much higher than route level frequencies. Services in rural areas will be deployed as demand warrants. The vehicle headway standard is designed to ensure that passengers have equitable wait times for transit vehicles. Vehicle headways are measured as the amount of time between the departure of two subsequent buses or ferries along the same route or service corridor.

YCIPTA differentiates between five types of bus service as defined below:

<b>Service Type</b>	<b>Bus Routes</b>
Urban	Red 1, Orange 2/2A, Green 4
Urban Flex	Brown 3, Purple 6/6A, Turquoise 10
Rural	Blue 5, Yellow 95, Silver 9
Rural Flex	Violet 7, Gold 8
Demand Responsive	HolidayCAT, WelltonCAT, NightCAT, YCAT OnCall

## 3. On-time Performance

*Measure: Provides accessible and reliable transit services to Marin County*

To ensure reliable services, YCIPTA aims to have a 90% on-time performance target at major stops and transfer hubs and an 80% on-time performance target at minor timepoint stops for fixed route operations. In addition, YCIPTA's standard is less than 1% of fixed-route trips missed or removed from the daily schedule. For paratransit services, the standard for on-time performance is at least 90% of all paratransit trips arriving within the thirty minute pick-up window.

## 4. Service Availability

*Measure: Provides accessible and reliable transit services to Yuma County*

YCIPTA's goal is to provide transit service to major origins and activity centers within Yuma County. This goal includes providing transit within ¼ mile of 75% of all Yuma County residents by census block, 75% of major employers and other large trip generators, and 75% of large multifamily housing developments as well as ensuring that 75% and 75% of middle and high schools are within ½ mile and ¼ mile, respectively, of transit service.

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## **Service Policies**

### **1. Distribution of Transit Amenities for Each Mode**

The transit amenities policy is designed to provide the framework for the distribution of bus stop amenities equitably throughout the system. When resources allow for improvements at multiple stop locations, YCIPTA will prioritize resources based on passenger activity and transfer opportunities. YCIPTA will also recognize the amount of observed boarding versus alighting activity when siting amenities such as shelters, benches, and real-time.

In situations where YCIPTA has the authority and available resources to site new amenities at multiple bus stops, amenities will be programmed for placement at those stops based on a ranked score. Amenities may include, but are not limited to, shelters, seating, trash receptacles, and transit information displays. Rankings are based on total scores assigned to each candidate stop and are based on weighted factors, including passenger boardings, transfer opportunities, and access to major activity nodes. While YCIPTA will use rankings to program the installation of amenities, external factors (e.g., site limitations, regulations of local jurisdictions, etc.) may dictate that amenities be installed out of order or not at all. Maintenance and replacement of existing amenities will not be subject to ranked scoring.

### **2. Vehicle Assignment for Each Mode**

The vehicle assignment policy is designed to provide the framework for the distribution of buses and ferries in an equitable fashion throughout the system. All vehicles used in transit service will be ADA accessible and accommodate at least two wheelchairs and two bicycles. Vehicle size and capacity will be assigned based on demand and passenger load factors. Those routes with the lowest passenger demand will be assigned a 19' cutaway, those with medium demand will be assigned a 21' cutaway or 34' vehicle, and those with the highest demand will be assigned a 35' or 40' vehicle or other service modifications that will comply with the vehicle load standard.