

YUMA COUNTY INTERGOVERNMENTAL PUBLIC TRANSPORTATION AUTHORITY TRANSIT SERVICE EVALUATION GUIDELINES

The following performance measures are used as measures of progress of the Yuma County Area Transit (YCAT) system. Urban is defined as transit service within the City of Yuma, Fortuna Foothills and the census designated area which comprises the Yuma Urbanized Area, including Winterhaven, California as defined by the United States Census. Rural is defined as transit service in the unincorporated areas of Yuma County and the cities and towns outside the City of Yuma and the Yuma Urbanized Area as defined by the United States Census.

GENERAL STANDARDS

A. Accessibility

1. In urbanized areas, at least 75% of the population shall be within 1/2 mile or a five minute walking distance from a fixed or flex transit route, and at least 25% of the population in rural, unincorporated areas shall be served within 1 mile or a 2 minute walking distance from a fixed or flex route or served by a general public demand responsive service.
2. Transit services shall be provided to and between major activity centers.
3. In urbanized areas census tracts, where there is a concentration of transit dependant persons. 75% of dwelling units shall be with ¼ mile of fixed transit routes and be fully served by demand responsive service for persons that are unable to ride fixed route transit services due to their disability.
4. Vehicles equipped with wheelchair lifts or ramps shall be available to persons with disabilities wherever transit service is provided.
5. Transit services which use State or Federal funds shall operate in conformity to all appropriate laws requiring transit services to persons with disabilities.
6. Demand responsive service shall be provided in areas where fixed route transit exists for persons that are unable to ride fixed route transit services due to their disability and may exist based on available funding
7. ADA service shall be provided within ¾ mile of any all day, non-commuter fixed route in accordance with the Federal Transit Administration (FTA) and the Americans with Disabilities Act (ADA).

B. Convenience

1. Routes shall maintain an average operating speeds for fixed or flex route services as follows:
 - Urbanized area: 13 miles per hour
 - Rural areas: 25 miles per hour

2. In urbanized areas, YCIPTA shall design routes and schedules to efficiently serve a maximum number of persons. (Coverage) based on the demand of services (Productivity).

3. No more than 40% of passengers shall be required to transfer between fixed/flex routes. Where transfer rates between routes exceed 30%, potential for providing direct routing shall be investigated.

4. YCIPTA shall provide timed transfers at all transfer hubs in urbanized areas.

5. Minimum headway standard for fixed/flex route service shall be as follows:

- Urban fixed routes: 60 minutes
- Express routes: minimum 1 trip to worksite and 1 trip to park and ride lot/residential area
- Urban flex routes: 60 minutes
- Rural fixed and flex routes: 120 minutes
- Specialize services: based on demand

6. Demand-responsive transit shall provide the following level of service:

(a) Immediate response system:

- i. Average wait time for immediate response passengers – 30 minutes.
- ii. Average deviation between estimated and actual pick-up time – 15 minutes.

(b) Advance reservation system:

- i. Average deviation between estimated and actual pick-up time – 15 minutes.
- ii. Advance reservation requirements for local general public and seniors/persons with disabilities service – 2 hours ahead of trip time.
- iii. Advance reservation requirements for ADA service – next day service.

7. Designate bus stops at locations that are served by fixed route transit, at least every 5 blocks (1/2 mile) in urbanized areas and areas that would generate passenger activity and every 1 to 3 miles in rural areas.

8. Other fixed route service shall maximize the efficiency of one-directional service in rural and low density areas.

9. Flag stops shall be added on flex routes or rural fixed routes in low density areas and rural areas as a convenience to passengers, provided that the bus stop is determined safe and the bus is pulled off onto a shoulder.

C. Reliability

1. Schedule adherence.

Buses shall not depart earlier than time indicated on fixed/flex route schedule and arrivals more than five minutes late shall be minimized. When the on time performance standard drops below 90% for that particular route based on departures from the start of the route, schedules and routes shall be reevaluated to improve the on time performance percentage.

2. Programmed trips and/or vehicles.

a) 100% of scheduled trips shall be provided on fixed/fixed route system. When a temporary vehicle shortages exists, preference shall be given to routes serving transit dependent areas based on the latest census data.

b) 100% of programmed vehicles shall be provided on a daily basis in demand-responsive service.

D. Comfort

1. A seat shall be available for every passenger except during peak hours. Peak hours are defined as 5:30 a.m. to 9:30 a.m. and 3:30 p.m. to 6:00 p.m., Monday through Friday, excluding holidays.

2. Provide passenger shelters at designated bus stops that exceed 25 passengers per day.

3. Provide passenger benches at designated bus stops that exceed 10 passengers per day.

4. Provide route and schedule information on at fixed/flex route bus stops located throughout the service area which are designated as time points or in front of a major trip generator (high density housing, shopping center, school, hospital, etc).

E. Performance

1. Attempt to meet productivity recommendations established through a Board adopted transit plan or by regulatory agencies.

2. Achieve and maintain a 20% farebox recovery ratio systemwide.

3. New services shall meet the established performance standards after the second full fiscal year of operation.

4. Expansions of existing transit services shall meet one-half the above performance standards during the first year of operation.

5. Route changes shall be evaluated after 90 days and 180 days of implementation with a recommendation developed after 180 days of implementation for modification or elimination.

F. Marketing

1. The following information shall be made available to transit users:

- Route or service area, and timetable information, including fare schedules.
- A Rider's Guide explaining the transit system and how to use it.
- Telephone information services during business hours.

2. Special efforts shall be made to promote and/or publicize the transit service to the market segment at which the service is directed (e.g., seniors and persons with disabilities) or to market segments with ridership potential.
3. Transit information shall be available to users of private intercity transit services, airlines and shuttle services (e.g., Greyhound, United or Yuma Shuttle).
4. An Internet site describing transit services shall be established and maintained.

G. Management

1. The following basic information shall be provided to the Board of Directors on a monthly basis:
 - Total passengers carried, by route.
 - Revenue passengers carried, by route.
 - Vehicle hours of service provided, by route.
 - Vehicle miles of service operated, by route.
 - Roadcalls.
 - Accidents.
 - Passenger complaints.
2. The following information shall be assembled at least monthly and in response to passenger complaints and/or driver reports of operational problems:
 - Schedule adherence, by route (fixed & flex routes).
 - Response times (demand response & flex routes).
 - Pick-up time deviation (demand response & flex routes).
 - Service Refusals (demand response & flex routes).
3. Buses shall be considered for replacement according to schedule included in the Federal Transit Administration Circular 9030.1.A.
 - The number of spare buses (i.e., those not normally used during peak hour operation) shall not exceed 20% of the total fleet size.
4. Information on user characteristics and attitudes shall be updated every five years by the use of on-board surveys.
5. Maintenance, which is an important element of management, shall be documented in a maintenance plan and updated annually.
6. All safety-sensitive positions (Bus Operators, Dispatchers, Operations Managers, etc) shall be certified with a valid Commercial Drivers License, Class A or B with passenger endorsement and air brakes certification.
7. A transit plan shall be adopted by the Board of Directors every five years and be in conformity with the metropolitan planning organization's regional transportation plan and transportation improvement program. A five year program should be updated annually per A.R.S. 28-9124 and approved by the Board of Directors.

PERFORMANCE MEASURES

PASSENGER REVENUE/OPERATING COST Ratio % (Shall Not Fall Below)

Fixed Route/Flex Route/Shuttles	20%
Demand Response	5%
Systemwide	20%

OPERATING COST PER HOUR Shall Not Exceed

Fixed-Route/Flex Route/Shuttles	\$90.00
Demand Response	\$90.00
Systemwide	\$70.00

SUBSIDY PER PASSENGER Shall Not Exceed

Fixed Route/Flex Route/Shuttles	\$10.00
Demand Response	\$25.00
Systemwide	\$17.50

PASSENGERS PER REVENUE HOUR Shall Not Fall Below

<i>Fixed Route Transit</i>	13.0
Urban Fixed Route	10.0
Urban Flex Route	4.0
Rural Fixed Route	5.0
Rural Flex Route	3.0
Commuter/Express	20.0
Special Shuttles	20.0
<i>Demand Response</i>	2.5
Systemwide	15.0

PASSENGERS PER REVENUE MILE Shall Not Fall Below

<i>Fixed Route Transit</i>	0.35
Urban Fixed Route	0.75
Urban Flex Route	0.25
Rural Fixed Route	5.0
Rural Flex Route	0.25
Commuter/Express	0.10
Special Shuttles	0.25
<i>Demand Response</i>	0.25
Systemwide	0.30

COMPLAINTS PER 1,000 PASSENGERS
Shall Not Exceed

Fixed Route/Flex Route/Shuttles	0.000150
Demand Response	0.000150
Systemwide	0.000150

TOTAL MILES BETWEEN ROADCALLS
Shall Not Exceed

Fixed Route/Flex Route/Shuttles	8,000
Demand Response	4,000
Systemwide	6,000

TRIPS ON-TIME
Shall Not Fall Below

Fixed Route/Flex Route/Shuttles	90%
Demand Response	90%
Systemwide	95%

REVENUE MILES BETWEEN COLLISIONS
Shall Not Fall Below

Fixed Route/Flex Route/Shuttles	200,000
Demand Response	55,000
Systemwide	127,500