**Appendix 10**

*Sample Template*

**Fixed Route Service Standards[[1]](#footnote-1)**

*(For all Fixed Route Transit Providers)*

FTA requires all fixed route transit providers of public transportation to develop *quantitative* standards for vehicle load, vehicle headway, on-time performance and service availability. Individual public transportation providers set these standards; therefore, these standards apply to each individual agency rather than across the entire transit industry.

***Vehicle Load[[2]](#footnote-2)***

The average of all loads during the peak operating period should not exceed vehicles’ achievable capacities, which are 30 passengers for a 15-foot mini-bus, 51 passengers for low-floor 40-foot buses, 60 passengers for standard 40-foot buses.

***Vehicle Headway[[3]](#footnote-3)***

Service operates on local and regional routes that range from XX minutes or better from early morning to late in the evening, six days a week, Monday to Thursday, service should begin no later than XX:00 a.m. and continue until XX:00 p.m. Friday and Saturday, service should begin by XX:00 a.m. and continue until XX:00 a.m.

Scheduling involves the consideration of a number of factors including - ridership productivity, transit/pedestrian friendly streets, density of transit-dependent population and activities, relationship to the Regional Transportation Plan, relationship to major transportation developments, land use connectivity, and transportation demand management.

***On-Time Performance[[4]](#footnote-4)***

A vehicle is considered on time if it departs a scheduled time point no more than (1) one minute early and not more than (5) five minutes late. The **City of USA’s** on-time performance objective is 90% or greater. The **City of USA** continuously monitors on-time performance standards.

***Service Availability[[5]](#footnote-5)***

The **City of USA** will distribute transit service so that 90% of all residents in the service area are within a 1/2 mile walk of bus service. Local bus stops will not be more than (3) three blocks apart. Fixed bus stop will be one-half to three-quarters of a mile apart.

1. For guidance on how to set system-wide service standards and policies see [FTA C 4702.1B](https://www.transit.dot.gov/sites/fta.dot.gov/files/docs/FTA_Title_VI_FINAL.pdf), Title VI Requirements and Guidelines for FTA Recipients, Chapter IV-4, Section 4. Requirement to Set System-Wide Service Standards and Policies and Appendix G. [↑](#footnote-ref-1)
2. **Vehicle Load**: Generally expressed as the ratio of passengers to the number of seats on a vehicle, relative to the vehicle’s maximum load point. Transit providers can specify loads for peak. vs. off-peak times. [↑](#footnote-ref-2)
3. **Vehicle Headway**: The amount of time between two vehicles traveling the same direction on a given route. [↑](#footnote-ref-3)
4. **On-Time Performance**: A measure of runs completed as scheduled. [↑](#footnote-ref-4)
5. **Service Availability**: A general measure of the distribution of routes within an agency’s service area. [↑](#footnote-ref-5)