



# Quality Service Standards

September 2012 | FHWA/FTA Performance-Based Planning and Programming Workshop



**UTA introduced service standards in an effort to interpret and clarify**

- **taxpayer / community expectations and**
- **customer expectations.**

**The service standards communicate their expectations to UTA's employees in consistent, specific, measurable and actionable terms.**



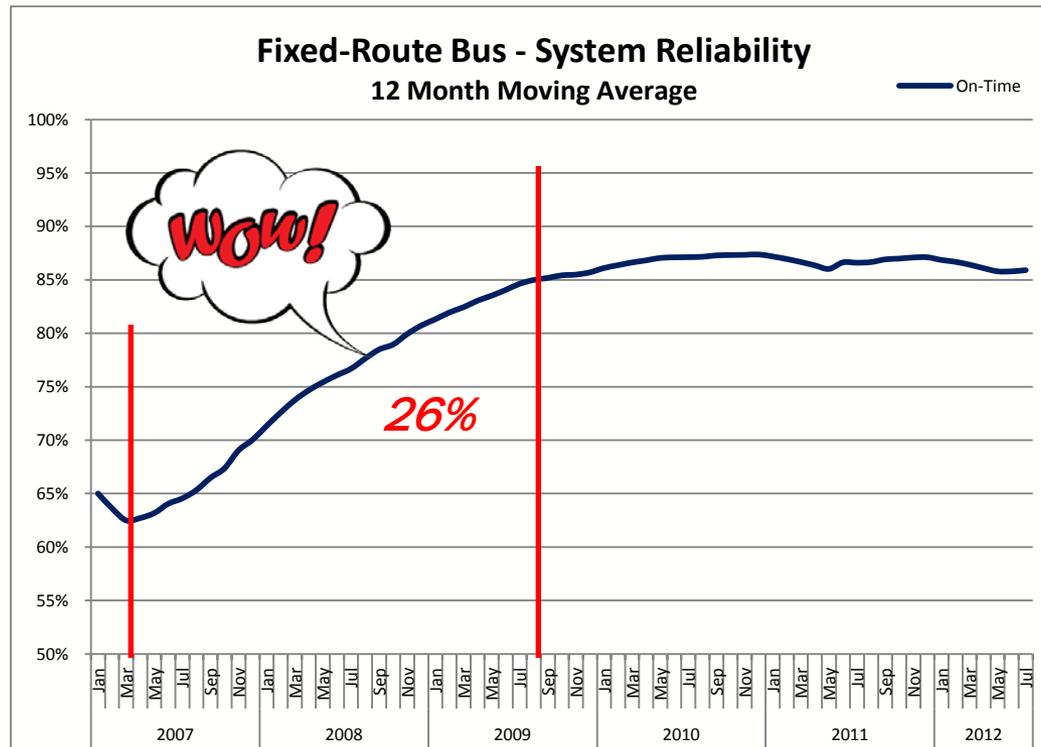
- **Policy**
  - » Equity
  - » RTP
  - » Federal Regulations
- **Quality**
  - » **On-Time Service**
  - » **Seat Availability**
  - » Frequency of Service
  - » **Vehicle Type**
  - » **Vehicle Age**
- **Effectiveness**
  - » IPR/IPPM
  - » **Land Use and Urban Design**

# Quality Service Standards

## On-Time Service

### Fixed-Route Bus

- Increased reliability means that fewer buses are needed to provide the same service.
- Customers receive better service and it is a win-win for both.



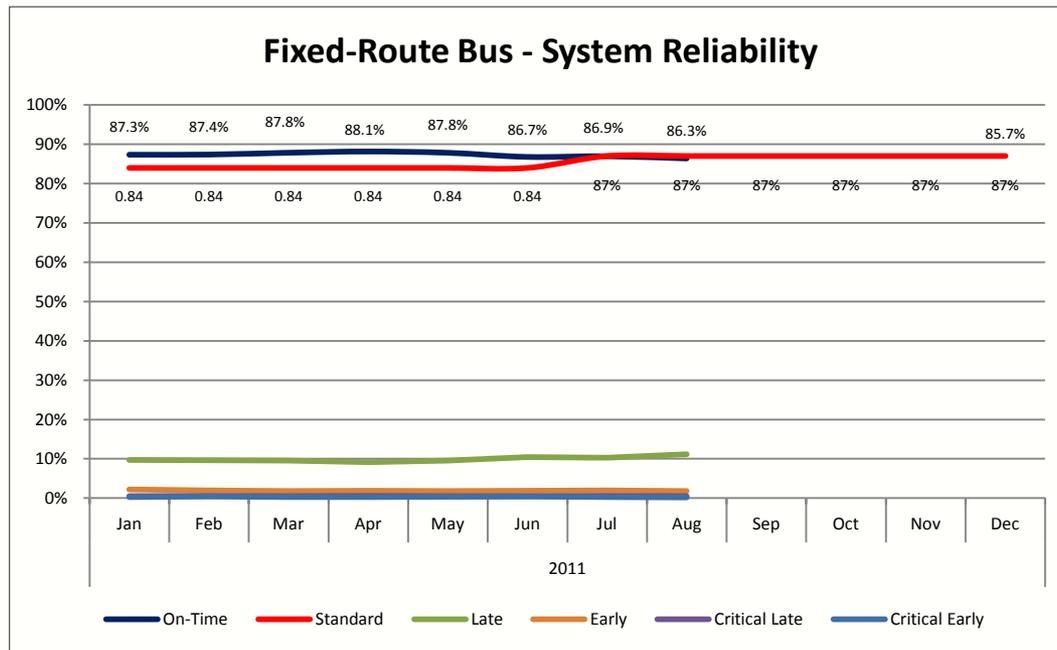
# Quality Service Standards

## On-Time Service

### Fixed-Route Bus

Corporate objective: 87%

The first part of the year was above goal, but trending down. Due to technical issues with on-board bus technology, reliability information was unavailable for the last third of the year.



# Quality Service Standards

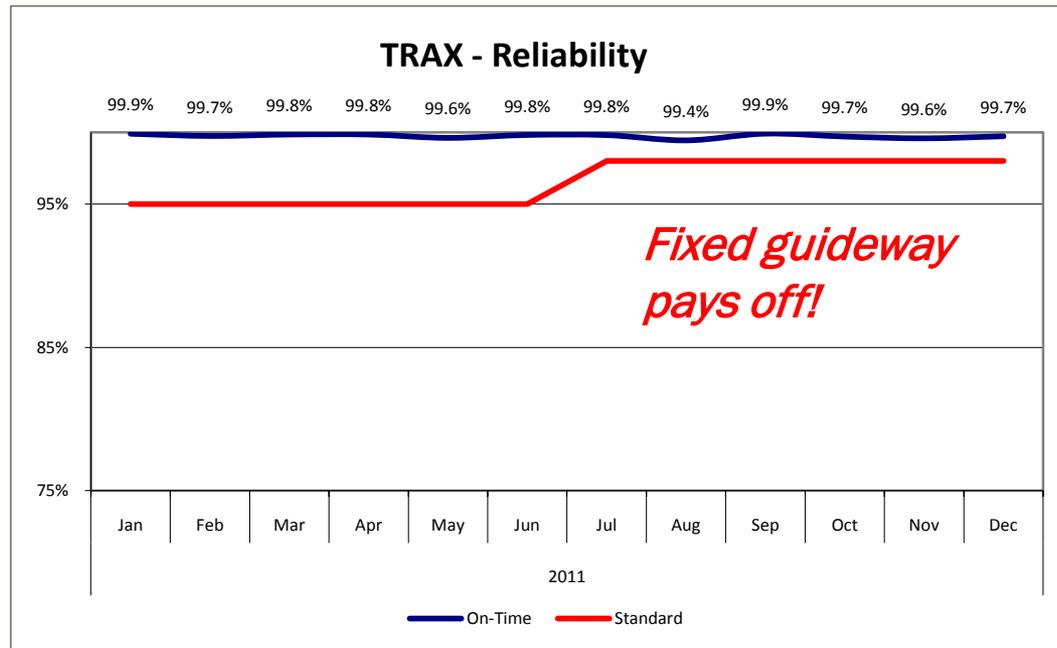
## On-Time Service



### Light Rail (TRAX)

Corporate objective: 95%

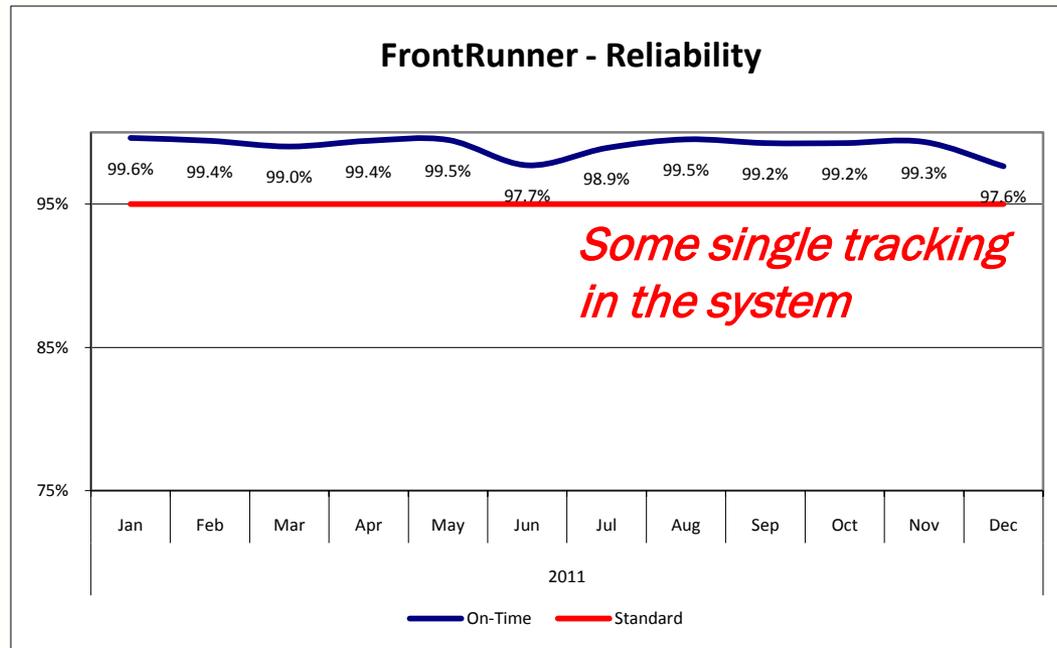
Reliability continues to exceed the standard. Average reliability for the July 2010 through June 2011 period was **99.8 %**.



### Commuter Rail (FrontRunner)

Corporate objective: 95%

FrontRunner exceeded the corporate objective for the whole of 2011.



# Quality Service Standards

## Seat Availability



### Fixed-Route Bus

During the course of 2011, the business units that operated fixed-route bus service, developed an SOP for determining bus overloads.

Business Solutions received no requests for additional monitoring during the reporting period.



Source: County Lemonade via Flickr.

### Light Rail

Few regularly scheduled trips operated at more than 175% of the available seats, and none more than 33% of the time over 90 consecutive days.

Of the trips that did operate over capacity, most were over short distances and associated with special events.

# Quality Service Standards

## Seat Availability



### Commuter Rail

Ridership sampling performed shows no pattern of exceeding the seat availability standard.

Trip sampling in frequency and duration has not been sufficient to determine a pattern of overloads.

### Paratransit

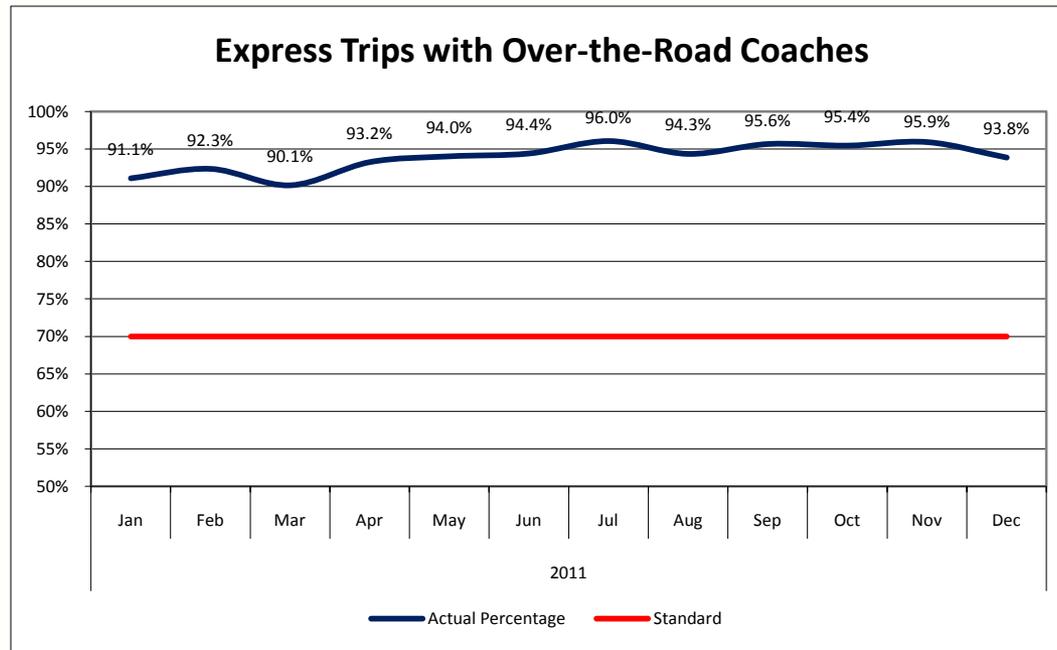
Paratransit has provided a seat to 100% of all registered riders.





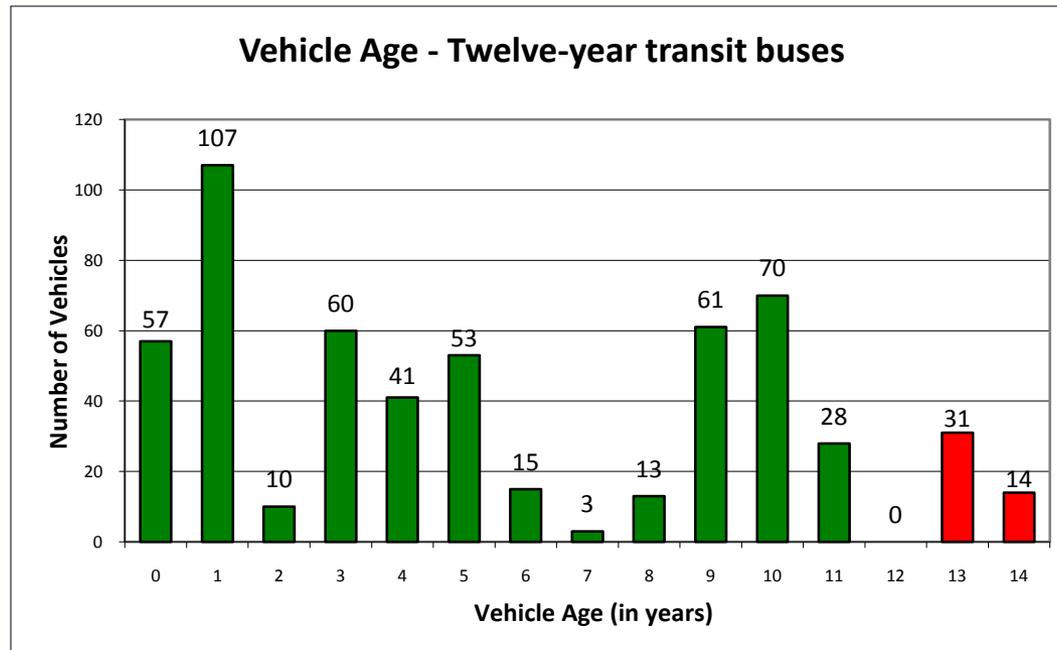
## Vehicle Type

In 2010, UTA operated 20,819 out of a total of 22,546 express trips using over-the-road coaches for an overall percentage of 92.3%.



### Fixed-Route Bus

UTA's bus age exceeded the standard for 12-year transit buses, however, progress continues to be made toward compliance. Most of the remaining non-compliant buses are for ski service.



# Quality Service Standards

## Vehicle Age



Document Number: 1001  
Revision No. 24.0  
Revision Date: June 24, 2010  
Approved By: Doug Woodbury  
Owner: Manager of Fleet Engineering

### Fleet Engineering

#### MEMORANDUM



TO: File  
FROM: Doug Woodbury, Manager of Fleet Engineering  
DATE: June 24, 2010, Previous update: April 2, 2010  
SUBJECT: Bus Replacement Schedule 2010-2015 (Includes Revenue Vehicles, Support Vehicles, Engines/Transmissions/Other)

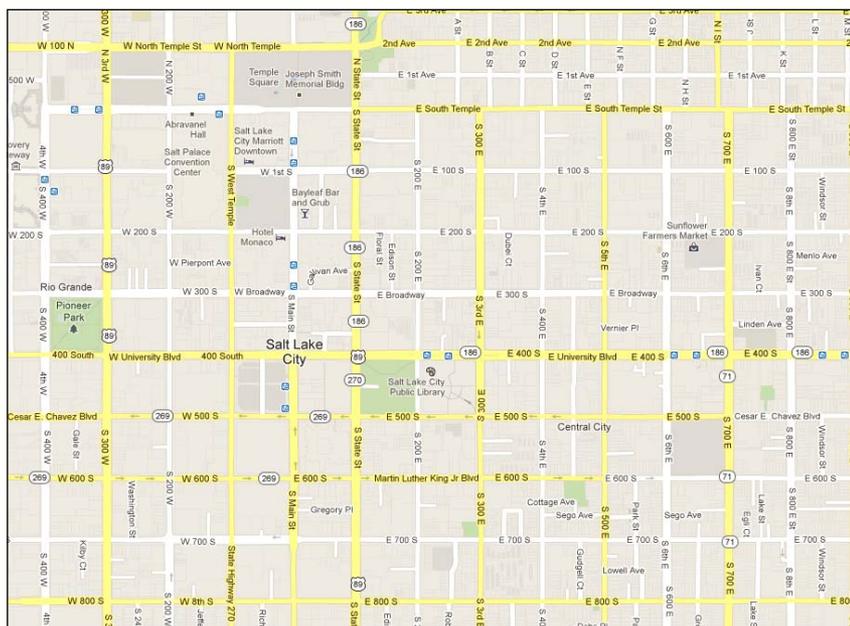
#### REVISION 24.0, CURRENT DIESEL BUS REPLACEMENT

The changes in this revision requires legal size paper and reflects the following:

- Does include the reduction of replacement buses due to the down turn in the economy. **"Scenario B1-2011/13/14 Bare Bones"** recommended reducing bus replacements by four (4) buses in 2011, ten (10) buses in 2012, five (5) buses in 2014 and one (1) bus in 2015.
- The large number of buses to be replaced in 2011, 2012 and 2013 has not been leveled out to 2014 and 2015.
- Twelve (12) articulated buses will not be replaced because they are surplus.
- Five (5) 9600, 35 foot ski buses will not be replaced because they are surplus.
- UTA will catch up by the end of 2012 the replacement of buses that are 13 years and older.
- Does include the recommendations from RGM'S to replace 35 foot transit buses with 40 foot in 2011.
- Bus replacements start after the bus turns 12 years old and finishes no later than Dec. 31 of the calendar year the bus turns 13 years old.
- Added to this replacement schedule is a new column which is titled "Average Cost Per Vehicle". The "Average Cost Per Vehicle" is determined by the cost of the bus times the number of buses to be built, plus the costs of Resident Inspection, Training, Electronic Tools, Mechanical Tools and Spare Power Train. The cost of the procurement is divided by the number of buses being built. This gives the "Average Cost Per Vehicle". This now becomes the actual cost of the vehicle that is entered into the ten (10) year TDP.



A tool for evaluating land use and urban design has been developed. This tool assists service planners in aligning new and significant route changes to transit supportive land use.





- The service standards contributed greatly to improvements in bus reliability.
- It is a win–win for UTA and our customers.
- Reduces investment-per-rider over time.
- As a result of the service standards, a bus replacement strategy was developed in an effort to reduce vehicle fleet age.
- The service standards are a solid tool to show elected officials the value of the service.