



Summary of Wake Transit Bus Plan Service Standards & Performance Guidelines and ADA Funding Policy

Wake Transit Service Guidelines and Performance Measures

The Wake Transit Plan Service Guidelines and Performance Measures establish a framework and rationale for the operation and investment in transit services in Wake County. Service design guidelines set consistent standards by service type, so that similar types of service are implemented the same way across the county, so riders can trust that services will be available when they need them. Performance measures track and report on the productivity of individual services and the overall network. The combined framework is intended to communicate a clear, consistent, and equitable investment strategy that is understandable to the Wake Transit Bus Plan's stakeholders, including transit riders, transit operators, elected officials, and taxpayers.

The service level standards are determined based on five standards:

1. **Span of Service:** Sets route start and end times.
2. **Service Frequencies:** Recommends how often transit service is operated.
3. **Passenger Loads:** Establishes acceptable levels of passenger volumes relative to the number of available seats.
4. **Bus Stop Spacing and Amenities:** Recommends stop spacing and amenity investments.

The performance measures includes metrics that focus on service quality, service effectiveness, cost effectiveness, service impact, and customer satisfaction.

1. **Service Quality: On-time performance** - compares scheduled and actual bus departure and arrival times at fixed time points.
2. **Service Effectiveness: Productivity**
 - a. **Riders per revenue hour** – the number of boarding's divided by the total number of hours the vehicles on a route are in service.
 - b. **Riders per revenue trip** – the number of boarding's divided by the number of trips a route makes during the day. Peer agencies use this metric as a more appropriate way to measure routes that run fewer trips each day over longer distances
3. **Cost Effectiveness: Operating Costs**
 - a. **Operating Cost per Rider** – the amount spent on operating a bus route (fuel, vehicle maintenance and repairs, and operator wages and benefits) divided by the number of riders carried on the bus route.

4. Service Impact: Equity

- a. The Service Impact measure qualifies bus routes for a relaxed standard, given the added impact of serving low-income and historically disadvantaged communities.
- b. CAMPO's 2050 Metropolitan Transportation Plan developed a methodology to identify "communities of concern" for environmental justice analysis using six American Community Survey metrics: race (non-white), ethnicity (Hispanic or Latino origin), poverty (below 150% of the poverty line), elderly population (65+), vehicle availability (zero-vehicle households), and English proficiency (people who do not speak English or speak English "less than very well"). A block group meets the indicator threshold for each metric if the percentage of the targeted population is in the 75th percentile of all CAMPO block groups.
- c. Bus routes would be eligible for a FIXED service impact benefit if at least 50% of the stops are located within one-quarter mile of block groups that include at least four (4) equity groups identified on CAMPO's communities of concern map.
- d. Bus routes that qualify for the FIXED service impact benefit are required to meet 80% of the standard for riders per hour / riders per trip and 120% of the standard for cost per rider.
- e. Bus routes would be eligible for a VARIABLE service impact benefit if at least 25% of the stops are located within one-quarter mile of block groups that include at least four (4) equity groups identified on CAMPO'S communities of concern map.
- f. Bus routes that qualify for the VARIABLE service impact benefit are required to meet the annual standard for riders per hour/riders per trip less 5% (-5%) and the annual standard for cost per rider plus 5% (+5%).

5. Customer Satisfaction Customer Satisfaction Survey

- a. Each of the transit providers in Wake County will administer an annual customer satisfaction survey to gauge customer satisfaction. The goal is to ensure each transit provider prioritizes accessibility, comfort, security, reliability, cleanliness, courtesy, and communication.

Wake Transit ADA Funding Policy

The Wake Transit Plan also includes investments in demand-response services, such as complementary paratransit, which is required by the Federal Transit Administration (FTA) and the Americans with Disability Act (ADA) to ensure access to public transit for individuals unable to use or travel to or from fixed-route transit services due to a disability. As the Wake Transit Plan expands fixed-route transit service, there will be an increase in the availability and use of

complementary paratransit, particularly at times or in places where transit service was not previously available.

The policy recommends how the Wake Transit Plan will account for the costs of providing complementary paratransit (ADA paratransit) associated with an expanded transit network in Wake County. In the context of the Wake Transit Plan, accounting for ADA paratransit costs includes:

- Budgeting or the process for estimating the amount of money the Wake Transit Plan should set aside to pay for growth in ADA paratransit.
- Reimbursements, or how individual transit agency partners should seek payment (reimbursements) from the Wake Transit Plan for ADA paratransit costs incurred as part of implementing the Wake Transit Plan.

This policy applies to the providers that provide ADA complementary services required by fixed route transit service funded through Wake Transit. This policy does not apply to providers who received funding from the Community Area Funding Program. The ADA funding policy recommends the Wake Transit Plan creates a 15% set aside for ADA paratransit costs representing 15% of the fixed-route budget for each provider.