

**ORANGE COUNTY TRANSPORTATION AUTHORITY
SYSTEMWIDE BUS SERVICE STANDARDS AND POLICIES**

TARGET SERVICE STANDARDS & POLICIES

SPAN OF SERVICE:	LOCAL ROUTES (1-99 series)	BUS RAPID TRANSIT LIMITED (500-series)	COMMUNITY ROUTES (100-199 series)	EXPRESS ROUTES (200, 700-series)	RAIL FEEDER ROUTES (400-series)	SPECIAL EVENTS (600-series)
WEEKDAY:	5:30 A.M. - 8:30 P.M.	5:30 A.M. - 8:30 P.M. (1)	5:30 A.M. - 8:30 P.M. (1)	(1)	(1)	N/A
WEEKENDS & HOLIDAYS	7:00 A.M. - 7:00 P.M.	7:00 A.M. - 7:00 P.M.	7:00 A.M. - 7:00 P.M.	N/A	N/A	N/A

*Span is defined as the first and last trips departing the terminal of origin.
(1) Based on Demand*

PERFORMANCE STANDARDS:	LOCAL ROUTES (1-99 series)	BUS RAPID TRANSIT LIMITED (500-series)	COMMUNITY ROUTES (100-199 series)	EXPRESS ROUTES (200, 700-series)	RAIL FEEDER ROUTES (400-series)	SPECIAL EVENTS (600-series)
BOARDINGS/REVENUE VEHICLE HOUR:	30	25	10	N/A	N/A	N/A
SEAT OCCUPANCY ROUTE:	N/A	N/A	N/A	50%	N/A	N/A

Target service standards are work-toward goals and contingent on available funding

TITLE VI SERVICE STANDARDS AND POLICIES

TIME PERIOD DEFINITIONS:

WEEKDAY PEAK PERIODS: 6 A.M. - 9 A.M. AND 3 P.M. - 6 P.M.
OFF-PEAK: WEEKDAYS OFF-PEAK ARE THE PERIODS PRECEDING OR FOLLOWING THE DEFINED A.M. AND P.M. PEAK PERIODS, AND ALL-DAY ON WEEKENDS. AND ALL-DAY ON WEEKENDS AND HOLIDAYS

HEADWAYS:

Policy: Service operates on Local Routes (1-99 series) and Bus Rapid Transit/Limited Stop Routes (500-series) every 30-minutes or better during weekdays and weekends. Service operates on Community Routes (100-199 series) every 60-minutes or better during weekdays and weekends. Service operates on Express Routes (200-series and 700-series), and Rail Feeder Routes (400-series) weekdays only with a minimum of two trips scheduled in the morning and afternoon commute periods. Service operates on Special Event Routes (600-series) for a limited period of time with service scheduled to meet the needs of the event.

TARGET HEADWAY STANDARDS:	LOCAL ROUTES (1-99 series)	BUS RAPID TRANSIT LIMITED (500-series)	COMMUNITY ROUTES (100-199 series)	EXPRESS ROUTES (200, 700-series)	RAIL FEEDER ROUTES (400-series)	SPECIAL EVENTS (600-series)
PEAK WEEKDAY PERIOD (6-9 A.M., 3-6 P.M.):	30 MIN	30 MIN	60 MIN	(2)	(2)	N/A
OFF-PEAK/WEEKENDS:	30 MIN	30 MIN	60 MIN	N/A	N/A	N/A

(2) Minimum two one-way trips per peak weekday period.

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TITLE VI SERVICE STANDARDS AND POLICIES (CONTINUED)

LOADING STANDARDS:

Policy: The average of all loads during the weekday peak periods should not exceed achievable vehicle capacity which is 20 to 26 passengers for intermediate size buses; 44 to 49 passengers for low floor 40-foot buses; and 83 passengers for 60-foot buses.

<u>Vehicle Type</u>	<u>Average Passenger Capacities</u>				
	<u>Seated</u>	<u>Standing</u>	<u>Total</u>	<u>Maximum Load Factor</u>	<u>Maximum Load Factor %</u>
26' Cut-Away Bus	20	N/A	20	1.0	100%
31' Cut-Away Bus	26	N/A	26	1.0	100%
40' Standard Bus*	34	10	44	1.3	130%
40' Standard Bus*	36	10	46	1.3	130%
40' Standard Bus*	37	11	48	1.3	130%
40' Standard Bus*	38	11	49	1.3	130%
60' Articulated Bus	64	19	83	1.3	130%

*OCTA standard 40-foot buses vary in seats provided, from 34-seats on buses used for freeway express service to 38-seats on LNG buses.

<u>TARGET LOAD STANDARDS BY SERVICE TYPE:</u>	<u>LOCAL ROUTES (1-99 series)</u>	<u>BUS RAPID TRANSIT LIMITED (500-series)</u>	<u>COMMUNITY ROUTES (100-199 series)</u>	<u>EXPRESS ROUTES (200, 700-series)</u>	<u>RAIL FEEDER ROUTES (400-series)</u>	<u>SPECIAL EVENTS (600-series)</u>
WEEKDAY PEAK PERIOD(% SEATS):	130% (3)	130% (3)	130% (3)	100%	130%	N/A
OFF-PEAK/WEEKEND (% SEATS):	100%	100%	100%	N/A	N/A	N/A

(3) 130% average during peak one hour in each peak period; maintain 125% average in remaining two hours in each peak

ON-TIME PERFORMANCE STANDARD:

Defined: Measured at the timepoint, a trip is on-time as long as it does not leave the timepoint ahead of the scheduled departure time, and no more than 5-minutes later than the scheduled departure time.

Standard: At the system level, 85% of the actual departure times will meet the definition for being On-Time. Change to 85% at the line level as reliable On-Time Performance measuring system becomes available.

Exclusions: Early departure times at timepoints located within Free Running time route segments will be considered to be On-Time. Stationlink routes OTP is measured for trips scheduled to arrive at Metrolink Stations in the P.M.

TARGET ACCESSIBILITY STANDARD:

% OF SERVICE AREA POPULATION & JOBS WITHIN 1/2 MILE OF A BUS ROUTE: 90% OR HIGHER