



TheRide Fixed-Route

Design Guidelines & Service Standards

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About This Document

Transit design guidelines and service standards explain how transit service is planned and managed. They set clear rules for things like routes, schedules, stops, and connections so service is consistent, fair, and easy to use. These guidelines help make sure the transit system meets community needs, uses resources wisely, and provides reliable service for everyone. The purpose of this document is to guide future decisions so that transit service is clear, connected, and responsive to the people it serves.

These are derived from the Board of Directors' strategic goals (Ends Policies) that establish a need to balance attracting riders with providing basic coverage throughout the areas we serve. The vision of the Ann Arbor Area Transit Agency (AAATA), known as TheRide, is to provide a robust fixed-route public transportation system that adapts to the area's evolving needs, environment, and quality of life. TheRide exists so that an increasing proportion of residents, workers and visitors in the Ann Arbor-Ypsilanti Area utilize public transportation options that contribute to the Area's social, environmental and economic vitality at a cost that demonstrates value and efficient stewardship of resources.

TheRide Design Guidelines and Service Standards provide a framework for how the agency designs and monitors transit service, as well as the process for making changes. There is a preference for attracting riders and the standards and guidelines reflect this preference. The document is divided into four main sections.



The Service Design Principles

highlights the key principles and best practices for building a logical, coordinated, and rider-friendly transit network.



The Service Standards

defines the minimum requirements TheRide uses to measure how well transit service is performing and to determine when adjustments are needed. These standards are measurable rules that set baseline expectations for how transit should operate. They serve as firm benchmarks to promote fairness, consistency, and accountability, while still allowing flexibility to adapt to changing demand.



The Service Guidelines

describes the different types of fixed-route transit service and outlines key principles for how they should be designed. These guidelines are recommended practices that help shape decisions while allowing flexibility. They provide direction and reflect best practices but can be adapted to fit local needs and unique circumstances.



The Service Changes & Evaluation

describes the steps and timeline for making changes to service, especially when the service does not meet the standards.

This document covers the fixed-route services operated directly by TheRide. It does not cover demand-response services (e.g. ARide, NightRide, FlexRide) or third-party services like D2A2 or Michigan Flyer.

How to Use & Update This Document

Service standards are developed by each transit agency in the United States to guide the design, implementation and evaluation of their services. TheRide staff conducts a review of the Service Standards & Guidelines every three (3) years. The document is required by FTA Circular 4702.1B to comply with Title VI of the Civil Rights Act, which requires all transit agencies to develop service standards and guidelines. With each update, the Service Standards & Guidelines are revised to reflect the latest industry and agency best practices, recent service findings and experiences, feedback from the community, and changes to service types and availability of resources.

In preparation for this update, TheRide reviewed guidelines from other transit agencies to develop an understanding of peer best practices, and completed internal and external engagement to determine what has worked well and what could be improved upon from previous guidelines.





Transit Service Design Principles

Effective transit service design balances clarity, connectivity, and consistency across the network. While routes may serve different functions—such as high-frequency corridors or coverage-focused areas—all should be easy to understand and seamlessly integrated into the broader system. This section outlines key principles and best practices to guide the development of a logical, coordinated, and rider-friendly transit network.

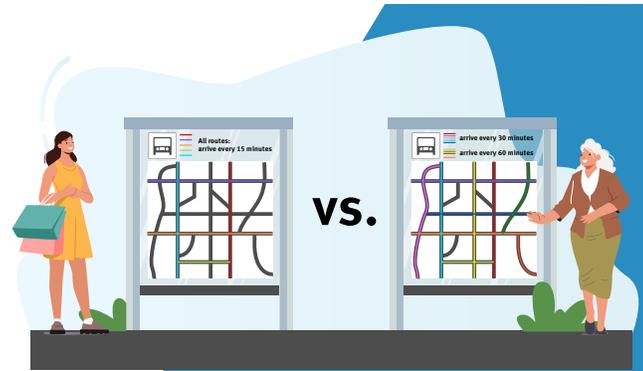
Route Purpose – Maximize Ridership vs. Increase Coverage

Public transit operates with limited resources- funding, vehicles, and driver time. Agencies strive to balance the use of these resources as efficiently as possible while maintaining access to underserved communities and essential locations. Each transit route serves one of two primary goals: to maximize ridership or to expand coverage.

Ridership-focused routes operate in high-demand areas, where service can attract the most riders. These routes are frequent, direct, and designed for speed and efficiency.

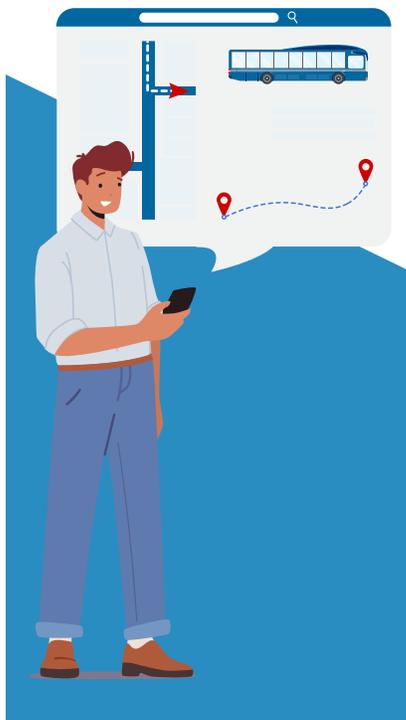
In practice, this involves operating high-frequency fixed-route services in high-demand, high-density corridors where transit can move the most people for the investment. The most efficient routes serve areas with strong ridership potential—places where many people travel and key destinations are logically connected.

Coverage-focused routes provide essential access to lower-density areas with fewer riders but greater need, such as neighborhoods near hospitals, senior centers, or underserved communities. Though less frequent, they ensure mobility and promote equity for those who depend on transit most. Both types of routes are vital to a balanced and inclusive transit network.



Service Should Be Straightforward

A simple transit route design and simple schedules will attract more riders than a complex transit system. For people to use transit they must be able to understand it; and simpler, straightforward services are easier for riders to rely on them.



Routes Should Operate Along a Direct Path.

Routes should be designed to operate as directly as possible to keep travel time lower while maintaining access to key destinations.

The fewer turns a route makes, the easier it is for riders to understand. Conversely, circuitous paths are disorienting and difficult to remember, which can impact the reliability of the route. Direct routes also maximize average speed for the bus and minimize travel time for passengers while maintaining access to service.

Route Deviations & Variants Should Be Minimized

Transit service should be as direct as possible to minimize travel time and improve reliability. Route deviations—where a vehicle travels off its main path—should be limited, as they can slow service and inconvenience existing passengers.

However, deviations may be appropriate in specific cases, such as avoiding congestion or providing access to major destinations like shopping centers, job sites, medical facilities, or schools.

In these situations, the benefits must outweigh the costs. Deviations should only be considered if all of the following criteria are met:

- The deviation improves the route's overall productivity.
- The deviation does not disrupt scheduled frequencies or coordination with other routes.
- Pedestrian access to the destination is unsafe or impractical.

Where deviations are implemented, they should generally run throughout the service day, unless the destination lacks activity during certain times (e.g., shopping centers before opening hours).

Routes Should Be Symmetrical

Symmetrical routes are easier for riders to understand and navigate. Whenever possible, routes should operate along the same alignment in both directions. Exceptions can be made in cases where such operation is not possible due to one-way streets or turn restrictions. In those cases, routes should be designed so that the opposite direction alignments run parallel as closely as possible. Exceptions can be made on coverage routes in areas such as where the geography of a road network makes parallel service impractical. Large one-way loops are to be avoided.

Symmetry simplifies scheduling, balances travel times in both directions, and makes driver shifts and layovers more predictable. For riders, it provides confidence and convenience—knowing that the return trip will follow the same, familiar path.



Routes Should be Planned Within Network Context

Every transit route is part of a larger, coordinated network—not planned in isolation. Together, routes create a system that offers riders seamless access across the region.

Good network design ensures routes:

- Fill coverage gaps without unnecessary overlap
- Support key transfer points and transit hubs like the Blake and Ypsilanti Transit Centers
- Complement one another, such as offsetting schedules on shared corridors to increase frequency

Coordination also means aligning service hours, transfers, and geographic coverage so that isolated neighborhoods gain access to frequent corridors, while overlapping services only occur where demand justifies it and roles are clearly defined (e.g., express vs. local).

Services Should Be Well Coordinated

When multiple routes share a corridor but serve different destinations, schedules should be coordinated to maximize efficiency and reduce redundancy. Major routes of the same type should operate at similar frequencies with evenly spaced trips to avoid bus bunching and balance passenger loads.

At key transfer points—such as transit centers and major intersections—schedules should be aligned as much as possible to minimize wait times for common transfers.

Service Should Be Consistent

Routes should follow consistent paths and run at regular intervals (headways) that are easy to remember. For example, a route with four trips per hour should have buses every 15 minutes. Occasional exceptions are allowed during short demand spikes to help reduce crowding on specific trips.

Service Should Be Predictable and Connected

Routes that run on consistent, easy-to-remember schedules—such as every 15 or 30 minutes—make transit more predictable and convenient. When routes follow these “clockface” headways, buses are timed to meet at the same points each hour, allowing riders to transfer easily without long waits. Aligning frequencies across routes helps create a more connected network and a smoother travel experience for passengers. Exceptions can be made for routes operating less than every 15 minutes.

Services Should Be Designed with Adequate Running Time

Transit schedules must be based on realistic and data-driven running times to ensure reliability and rider confidence. Accurately allocating sufficient travel time for each trip accounts for variations in traffic, passenger boarding, and other operational factors throughout the day. Without adequate running time, buses risk running late, causing delays and missed connections that degrade overall service quality. Incorporating buffer time at key points allows vehicles to recover from minor disruptions and maintain on-time performance. Regular analysis of real-time data enables planners to fine-tune runtimes, balancing the need for timely service with efficient use of limited resources. Ultimately, designing schedules with proper running time supports a dependable transit system that riders can trust and depend upon.

Service Levels Should be Set Based on Service Standards and Guidelines

Transit service levels—including frequency, span, and capacity—should be determined by established service standards and guidelines that reflect rider demand, equity goals, and operational efficiency. Using clear, measurable standards ensures that resources are allocated fairly and effectively across the network. Service standards and guidelines help balance the needs of high-demand corridors with coverage in lower-demand areas, guiding planners to provide consistent, reliable, and equitable transit options. By setting service levels based on these criteria, agencies can optimize system performance, improve rider satisfaction, and promote sustainable transit growth.



Service Types Classification

The Design Guidelines and Service Standards define service categories to clarify what riders can expect from each type and set appropriate standards (like frequency, stop spacing, or span of service). For purposes of this document, TheRide classifies current fixed-routes into the classifications as detailed in Table 1:

Table 1: Route Classification

Type	Description	Routes
Frequent Routes	Routes with frequencies of 15 minutes or less during peak periods. Run along busier corridors and are broadly spread throughout service area.	4, 23, 62
Local Routes	Routes with frequencies of 15 minutes or greater during peak periods. Provide access across neighborhoods and corridors that include a mix of higher- and lower-ridership segments to provide consistent daily coverage.	3, 5, 6, 22, 25, 26, 27, 28, 30, 31, 32, 33, 42, 43, 44, 45, 46, 47, 61, 65, 66, 67, 68
Limited-Service Routes	Routes with atypical purposes such as those intended to move people during peak travel periods only or express routes intended to move customers more quickly over longer distances.	29, 34, 63, 64, 104





Service Standards

Transit service standards are the measurable rules that set minimum expectations for how transit should operate. They are firm benchmarks that help ensure fairness, consistency, and accountability, while allowing flexibility to respond to changes in demand.

On-Time Performance (OTP)



Maintaining a high OTP is important to maintain reliability and trust of riders, efficiency within the transit network, positive rider experience, and operational cost savings.

Travel time plays a critical role in determining service quality. A rider's trip begins before boarding the vehicle and includes walking to the stop, waiting, and often transferring between routes. Delays at any point can extend the total trip time and create frustration. If a bus departs early, riders who arrive on time need to wait for the following trip and may miss their connections to other services, creating lengthy delays if the gaps between trips or services is significant. If the bus departs late, the trip becomes longer and less reliable. Over time, inconsistent service discourages regular use of transit.

TheRide defines its on-time performance goal as departures from timepoints within 0 minutes early and up to 5 minutes after the scheduled time, averaged over the entire network yearly. The standard that TheRide aims to achieve is 85%.

Service Frequency



The frequency of transit refers to how often the bus arrives, how often a bus passes a stop, or departs from a bus bay. High frequency services are expensive, so transit agencies must balance costs and the underlying demand for service. Ideally, service levels align with ridership.

Service frequency is critical to establish transit service as an attractive and viable travel mode and significantly influences transit ridership. Like span of service, frequency has a significant impact on operating costs. For example, improving a route from a 60-minute frequency to a 30 minute-frequency doubles the route's operating costs. Because operating high-frequency service is so expensive, frequency can vary throughout the day (i.e. peak and off-peak periods) to reflect existing or potential demand. Service frequencies are also set to ensure there are enough vehicles on the route to accommodate passenger volumes while not exceeding recommended loading standards (i.e. crowding).

These service frequencies set the minimum expectation for the frequency of bus service to ensure network compatibility. Consistent with the span of service expectations, transit operators are permitted to provide higher service frequencies. However, these additional trips are expected to meet the minimum productivity expectations for the category of service.

The minimum standards for frequency are included in Table 2. Routes may exceed these standards, but they are designed to be the minimum standards that the routes should meet. Note that not all local routes operate seven days a week and therefore the Saturday and/or Sunday standards would not apply.

Table 2: Minimum Frequency Standards

Frequent Routes					Local Routes				
Weekday AM/PM Peak (6am - 9am; 3pm - 6pm)	Weekday Midday (9am - 3pm)	Weekday Evening (6pm & later)	Sat/Sun Day (6am - 6pm)	Sat/Sun Evening (6pm & later)	Weekday AM/PM Peak (6am - 9am; 3pm - 6pm)	Weekday Midday (9am - 3pm)	Weekday Evening (6pm & later)	Sat/Sun Day (6am - 6pm)	Sat/Sun Evening (6pm & later)
15	30	60	30	60	30	30	60	30	60

Note: not all routes operate on all days. Frequency standards should apply to days when routes operate and will not imply that service should be added on days when routes aren't scheduled to operate. The minimum frequency standards do not apply to Limited-Service Routes.

Passenger Loading and Crowding



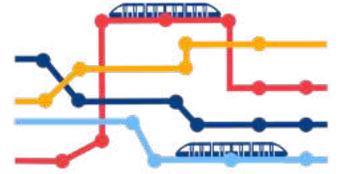
Passenger loading in transit refers to the number of passengers on the bus at any given time. Managing passenger loads is an important aspect of maintaining efficient, comfortable, and safe public transportation. Crowding is the first condition riders notice once they are on board. A service that routinely forces riders to stand—especially for long distances—feels unreliable even if it is on time. High passenger loads can affect service quality, while low loads may indicate inefficiency in resource use. Low loads are addressed in this document under Ridership Productivity & Thresholds.

Passenger loads can be expressed as ratios to reflect the number of people on the vehicle in proportion to the number of seats. A standard of 1.0, for example, sets a goal of ensuring every passenger has a seat. A standard of 1.2 allows for some standing passengers. If a bus route consistently exceeds the vehicle loading standards, additional capacity (more or larger buses) should be added to the route.

Transit providers can adjust services to keep the number of passengers on their vehicles at a comfortable level, always within the limits of safety. Transit operators maintain passenger loads within acceptable levels by matching capacity to demand. They can accomplish this by matching vehicle types with ridership levels (i.e. assign larger vehicles to higher ridership routes) by increasing (or decreasing) the frequency of service.

Passenger Loads Maximums: Trips will be flagged when load factors exceed 1.2 times seated capacity; additional vehicles will be dispatched if loads pass 1.5 times seated capacity.

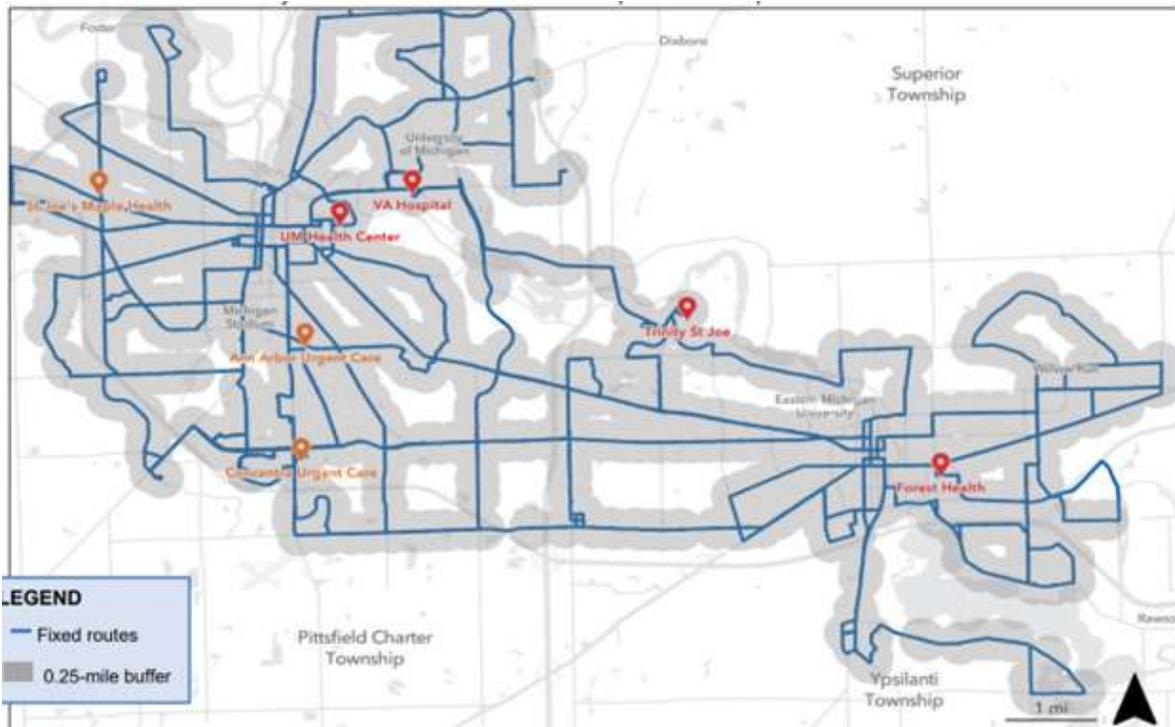
Service Availability & Coverage



Transit service availability refers to the extent to which public transportation services are accessible to people, in terms of the physical access (proximity to transit stops).

Fixed route service will be provided within 0.5 mile of 90% of the population of the fixed-route service area.

Figure 1: ¼ mile buffer around fixed route, hospitals, post offices, grocery stores



Vehicle Assignment



Vehicle assignment refers to the process by which TheRide determines which buses are used on which routes. While this may seem operational in nature, vehicle assignment has a significant impact on the rider experience. Newer vehicles tend to offer better reliability, accessibility, and amenities (such as USB ports or real-time information displays), and some agencies assign them strategically to higher-ridership or longer-distance routes to maximize rider benefit. Other agencies ensure consistency across routes through random or uniform fleet rotation. Assignment can also affect branding and fleet maintenance cycles, especially for services like BRT that use specialized vehicles.

TheRide assigns vehicles randomly from its single operating garage. Vehicle deployment does not vary by route or ridership level, and all vehicles are maintained under a uniform age policy.



Service Guidelines

Transit service guidelines are recommended practices that help shape decisions but allow for flexibility. Guidelines provide direction and best practices but can be adapted to fit local needs or unique situations.

Span of Service



The span of service in public transit refers to the hours and days during which public transportation is available, from the first bus departure in the morning to the last one at night. Increasing the span of service supports different work and lifestyle schedules, particularly for people that don't work a traditional 9am-5pm job. It also increases accessibility for everyone, encourages more people to take transit, promotes equity, accommodates social and cultural activities, and improves safety.

Consistent guidelines and expectations for the span of service also ensure the network overall will be able to offer connections and transfers between routes. However, operating hours are one of the most important factors in determining how much a route will cost. Developing an appropriate span of service—one that will meet rider and network needs but not result in empty buses—is an essential component of an effective transit network.

Table 3: Minimum Span of Service Guidelines

	Frequent Routes	Local Routes
Weekdays		
Begin	6:30am	6:30am
End	11:00pm	11:00pm
Saturdays		
Begin	7:30am	7:30am
End	11:00pm	11:00pm
Sundays		
Begin	8:30am	8:30am
End	8:30pm	8:30pm

Note: The "end" time for services in the table indicates the time of the beginning of the final trip (as opposed to the end of the last trip). Based on demand, service may start earlier and end later and not all routes will operate on all days indicated above. These guidelines do not apply to Limited-Service Routes.



Ridership Productivity & Thresholds



Transit productivity refers to how efficiently a public transportation system utilizes its resources to deliver services. High transit productivity means that a transit system is effectively providing transportation services while minimizing waste and maximizing resource use. We are specifically measuring the number of boardings per hour per route.

Transit productivity levels—typically measured in passengers per revenue vehicle hour—are evaluated as systematic averages over time, not on a per-trip or per-day basis. This means a route is not expected to meet productivity targets on every single trip or every day, but rather to perform at or above the standard **on average** over the period of one year. This approach accounts for natural fluctuations in demand due to time of day, day of week, or seasonal variation, and provides a more accurate and fair assessment of a route’s overall performance. Evaluating productivity in this way helps TheRide make informed service adjustments while recognizing the dynamic nature of ridership patterns.

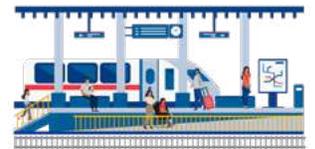
The standard sets a minimum for the average number of passenger boardings that a route should generate for each service hour. The standards vary by service type and by day of the week.

Table 4: Productivity Level Guidelines (Passengers per Revenue Vehicle Hour)

	Frequent Routes	Limited Service Routes	Local & Coverage Routes
Weekdays	25	20	10
Saturdays	20	n/a	8
Sundays	18	n/a	8

When a route consistently **exceeds** its productivity standard (e.g., passengers per revenue vehicle hour), it indicates strong demand and may warrant **service enhancements**, such as increased frequency, extended service hours, or larger vehicles to alleviate crowding and improve the rider experience. Conversely, if a route consistently **falls below** the minimum productivity threshold over a sustained period—typically evaluated across multiple service periods—it may be subject to **service adjustments**. These could include reducing frequency, shortening the route, or, in some cases, restructuring or discontinuing the service.

Bus Stop & Boarding Area Design



Bus stops and boarding areas are critical touchpoints where passengers begin and end their journeys, so their design directly impacts rider comfort, safety, and accessibility. Effective stop design prioritizes clear signage, safe pedestrian access, shelter from weather, lighting, and seating to enhance the waiting experience. Accessibility features—including ramps, tactile paving, and audible announcements—must comply with ADA standards to serve all users. Well-designed stops support efficient boarding and alighting, minimizing dwell times and improving overall service reliability. Additionally, stops can be integrated with surrounding land uses and multimodal connections, such as bike racks and pedestrian pathways, to create seamless travel experiences. By applying these design principles, TheRide can foster safer, more comfortable, and user-friendly environments that encourage ridership.

Accessibility

TheRide plans to make all bus stops adjacent to sidewalks wheelchair accessible, so that anyone using an ADA-compliant wheelchair is able to access all buses and boarding areas.

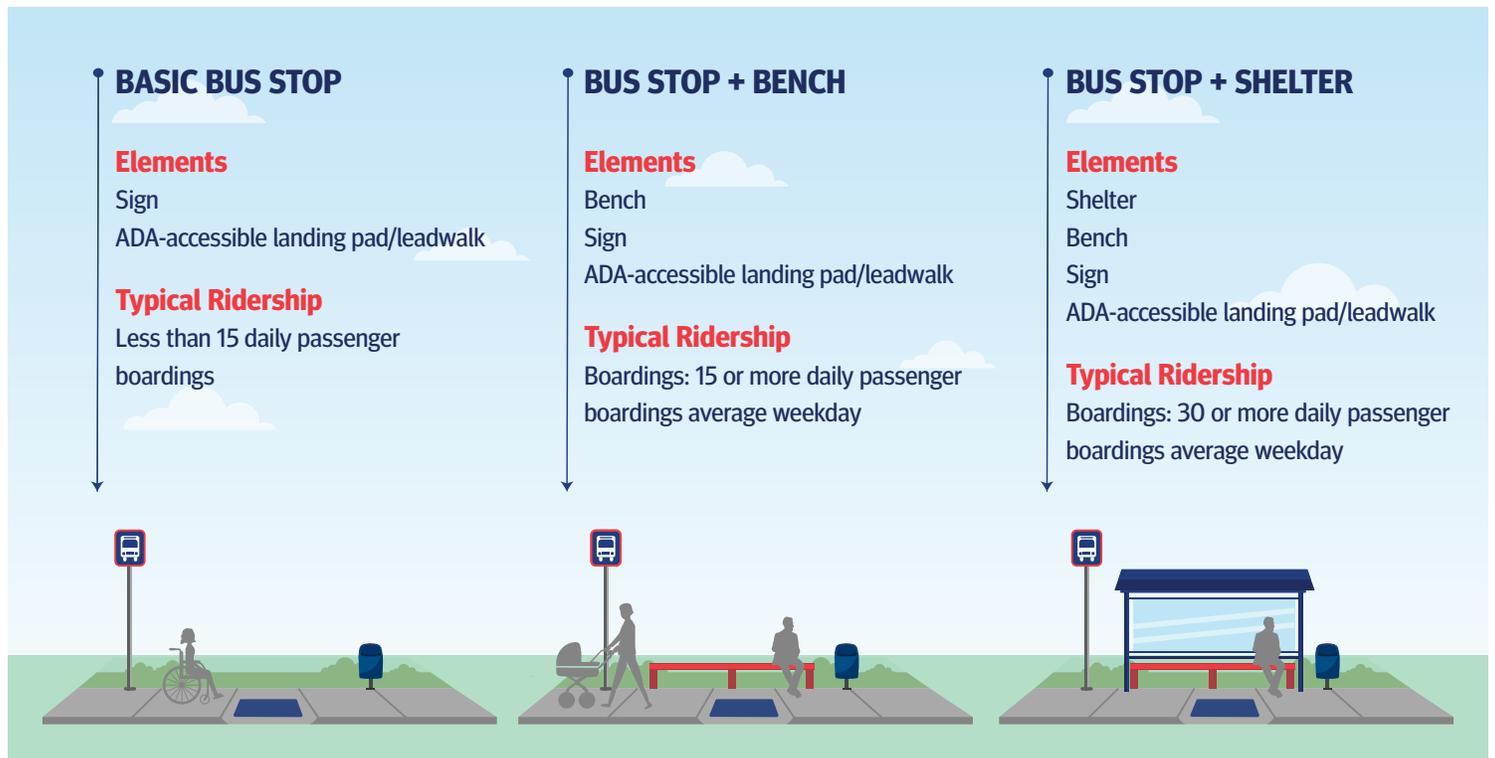
Bus Stop Amenities

Bus stop amenities are the features and facilities provided at bus stops to improve the comfort, convenience, and safety of passengers. These amenities are designed to enhance the overall rider experience, making it easier for people to wait for and use public transportation. The right combination of amenities can encourage more people to rely on public transit and make the experience more enjoyable. Although popular, amenities are expensive and create ongoing operating costs, so they are used primarily at stops with larger numbers of boardings. The agency cannot afford to provide amenities at low-use bus stops. The agency tries to avoid creating resentment by placing amenities at some under-used stops but not others.

Table 5: Bus Stop Amenity Guidelines

	Boardings per Average Weekday
Signage	All bus stops
ADA-accessible landing pad/leadwalk*	All bus stops
Bench	15 or more
Shelter	30 or more

Note: exceptions can be made to accommodate areas of lower population density, equity/populations with special needs, and key community locations such as senior centers, healthcare facilities, libraries, schools, government buildings, etc.



* While the goal is to make all bus stops adjacent to sidewalks wheelchair accessible, ADA-accessible landing pads/leadwalks will be installed at eligible bus stops, defined as a bus stop with a connecting sidewalk network

Bus Stop Spacing

Bus stop spacing has a major impact on transit performance. Stop spacing affects both access time and riders' overall trip time, and therefore affects the demand for transit service. In general, bus stops closely spaced lead to shorter walking distance but longer time on the bus due to frequent stops while bus stops spaced further apart lead to longer walking distance but less time on the bus. Since most riders want service that balances convenience and speed, the number and location of stops is a key component of determining that balance.

Bus stop spacing should also reflect service types. In general, services that emphasize speed and productivity (e.g., frequent routes, express routes) should have fewer stops that are spaced further apart, while services that emphasize accessibility (e.g., community routes) have stops spaced more closely together.

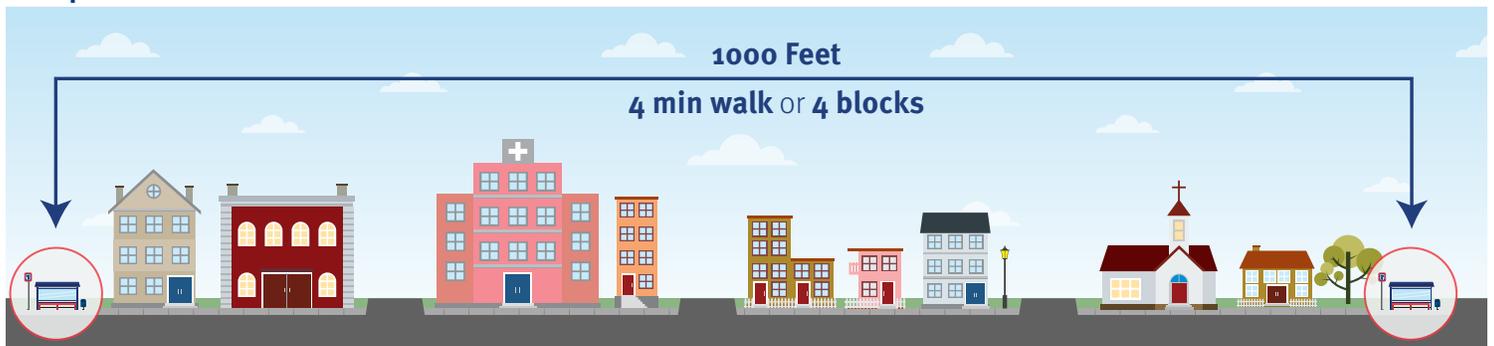
Guidelines for minimum stop spacing (or maximum stops per mile) are shown in Table 6. The optimal bus stop spacing guideline is the ideal distance between bus stops that balances accessibility (how easy it is to get to a stop) with service efficiency (speed and reliability of the bus) while the minimum spacing is intended to mean the shortest allowable distance between two bus stops.

Table 6: Bus Stop Spacing Guidelines

	Optimal Spacing Guideline	Minimum Spacing Guideline
Frequent Routes	0.35 mile (1848 ft)	1,000 ft
Local Routes	0.20 mile (1056)	650 ft

Note: these guidelines do not apply for specialized services like Limited-Service routes, etc.

Frequent Routes



Local Routes

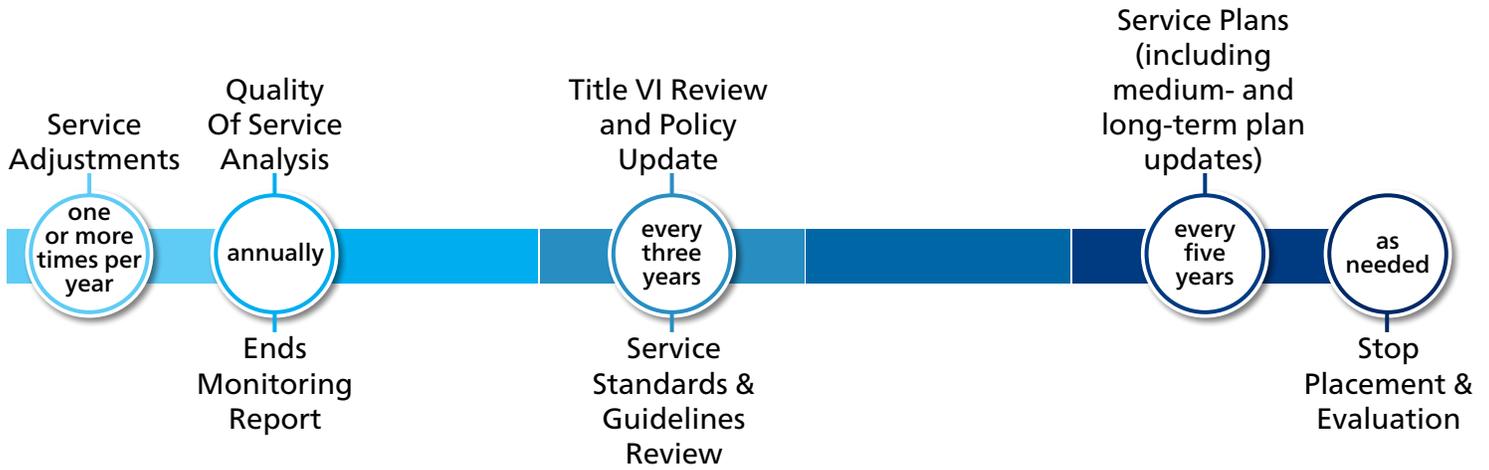




Service Changes & Evaluation

Schedules

TheRide is continuously assessing service performance and feedback to make improvements for customers and the community. There are several recurring planning efforts undertaken by staff and approved by the Board of Directors, each at different points in time and with varying levels of detail.



Collection of Proposed Service Changes

Service changes provide an opportunity to modify TheRide service to better suit riders' needs. They can encompass changes to route alignments and schedules as well as physical amenities like bus stops and other facilities. Proposals for service changes are collected through the following means:

Internal Requests

- Results from the evaluation of services based on data analysis that need improvements or corrective actions in order to meet the service standards and guidelines.
- Input from TheRide employees, particularly operators who are most familiar with route issues.
- Service Planning staff recommendations to explore better operating alternatives.

External Requests

- Public/community engagement feedback.
- Customer service requests.
- Stakeholder engagement (local governments, businesses, community organizations, etc).

Responding to Requests for Service Changes

TheRide frequently receives requests to create new services or bring back old services. Given the limited funding for putting transit service out on the street, it is very difficult for TheRide to act upon and implement every request. TheRide aims to provide a high quality, efficient and useful transit service, while balancing the needs of the residents in the service area and being good stewards of taxpayer dollars. These service standards & guidelines provide a basis from which to review service requests received and to evaluate what can be done given the amount of funding available.

Categorization of Service Changes

Service changes shall be categorized so as to better understand which types of changes need to be evaluated internally. **A major service change is defined as the:**

A change affecting more than 25% of weekly revenue service hours or miles for any transit route or service at one time or cumulatively within a period of thirty-six months

Implementation of a new route

Elimination of a route

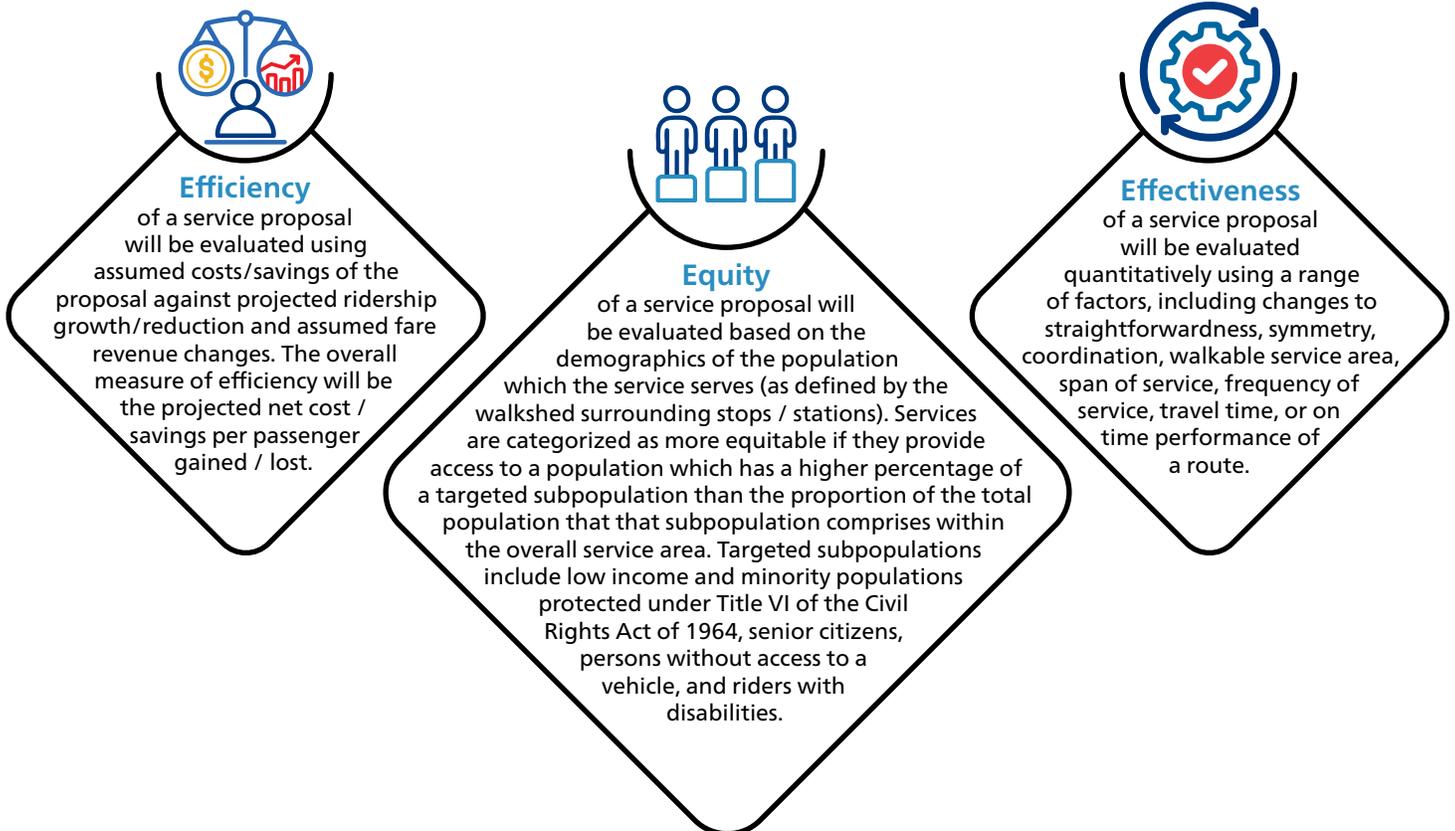
Evaluation of Proposals for Major Service Changes in Quality of Service Assessments or Service/Network Studies and Plan Updates

Proposals will be evaluated annually in the three main categories which TheRide uses as its goals for service:

- **The efficiency** of a proposal based on resources needed to carry it out.
- **Its effectiveness** at increasing access to transit or transit use within the service area.
- Whether it changes the **equity** with which services are provided to those who have higher need.

Proposals which do not meet service standards do not need to be evaluated and should be noted as such by staff.

Once proposals have been aggregated and determined to meet basic service standards as set forth in this document, they will be evaluated and ranked based on the following criteria:



Underperforming Service – When to Take Action

There are multiple actions that can be taken when a service is not meeting a standard. These actions fall under the following types of changes:

Reallocate:

Add or reduce service to respond to overcrowding or reliability issues, such as increasing vehicles on a route or building transit priority infrastructure.

Optimize:

A change to the frequency, span, or route alignment of service to better match demand.

Expand:

Adding a new route.

Reduce:

Removing a route.

Adjust:

Bus stop placement, configuration, or amenity change resulting from one of the changes above.

The following are examples of how TheRide might respond to the issue of an underperforming route:

- Targeted marketing;
- Adjusting frequency or service span;
- Rerouting;
- Rescheduling;
- Eliminating or rerouting unproductive route segments;
- Consolidation of routes or portions of routes;
- Replacement with FlexRide (microtransit) service; and
- Elimination of the route when none of the above actions are viable or prove successful.

Evaluating New Services or Major Changes

Within the first year of introduction or implementation of a major change, services may be adjusted to help them run more efficiently but should not be modified in significant ways. Riders often take some time to adjust to the new and changed services and it takes time for that market to develop. Typically, TheRide will allow for some form of a “ramping up” period to allow for routes to be given time to ‘mature’ before their performance is evaluated against the same standards as mature routes. During this period, performance of new or changed service will be observed but not altered, because no service will be viewed by the public as dependable if it is too frequently changed.

After the first year of a service being introduced or since the last major change, TheRide expects that a service will meet 60% of the minimum thresholds described in each of the Service Standards. After 24 months, a route should have a mature market and be expected to meet the standards. After the introductory period of 24 months, routes should be evaluated annually. A route that is underperforming the standards in the annual evaluation will be studied for changes. If appropriate, a response from the lists outlined in the previous section will be implemented within the next eligible service planning cycle. Exceptions can be made for a route that falls within 15% of the standards and has shown growth over the previous year. These services can be given additional months to meet targets before a potential service change is studied in the next annual evaluation.

Changing Service to/from Fixed Route to FlexRide (microtransit)

When evaluating route performance in a certain area, one option is to consider converting a fixed-route to, or from, a FlexRide (microtransit) zone. There are costs associated with creating a new FlexRide zone or expanding an existing one. However, where a route(s) fails to meet performance standards, converting it to a FlexRide zone could be a feasible solution.

Should conversion result in overall cost savings to TheRide, savings may be re-invested in fixed-route service improvements, such as frequency or span increases, in other parts of the network.





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