



# WSTA Service Standards and Guidelines

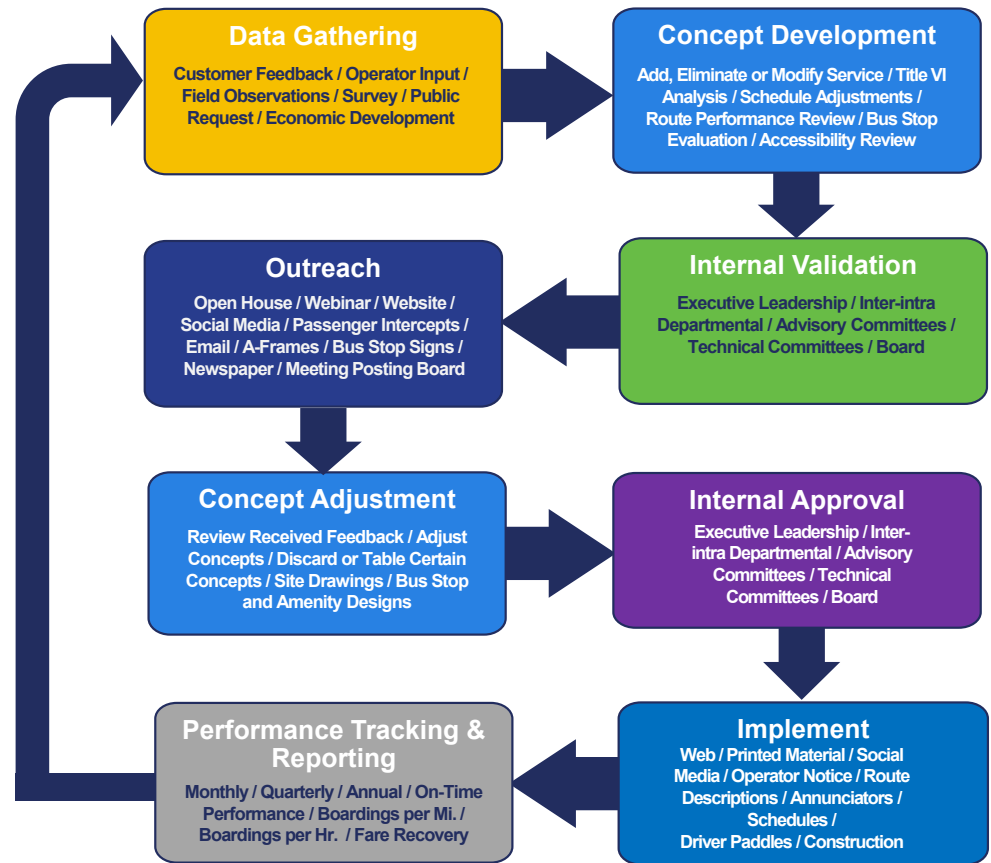
October 2023

- Developing & Optimizing Transit Service
- Service Performance Indicators
- Next Steps



# Developing & Optimizing Transit Service

- Customer’s personal and economic mobility is first priority
- Collect Data and Assess vs. Averages
- Develop Route Changes – validate internally and with the public
- Implement and track data
- Repeat
- **The Goal: Create a Virtuous Cycle** by continually raising the bar for performance



Federal and Regional Guidelines

Agency Guidelines



# Service Performance Indicators

- Four Primary Service Indicators
- Measuring:
  - Service Effectiveness (Trips per Hour of Service)
  - Cost Effectiveness (Cost per Passenger Trip)
  - Cost Efficiency (Cost per Hour of Service)
- Ranking of Unlinked Passenger Trips Per Vehicle Revenue Hour\* at right

\*a vehicle hour is when the bus is operating with its doors open for service (not going to/from the garage)

October-21	Unlinked Passenger Trips Per Vehicle Revenue Hour	Farebox Recovery Ratio	Operating Cost per Unlinked Passenger Trip	Unlinked Passenger Trips Per Vehicle Revenue Mile
Route 83	24.3	12.9%	\$ 3.57	2.1
Route 87	20.9	11.4%	\$ 4.05	3.8
Route 81	19.6	10.0%	\$ 4.60	1.3
Route 92	19.1	10.2%	\$ 4.51	1.4
Route 96	18.5	9.9%	\$ 4.64	1.4
Route 103	18.4	9.7%	\$ 4.72	1.6
Route 93	18.3	9.5%	\$ 4.83	2.6
Route 89	17.8	9.4%	\$ 4.91	1.2
Route 105	17.6	9.1%	\$ 5.04	1.2
High Performance Threshold	16.2	8.5%	\$ 5.04	1.3
Route 86	14.9	8.0%	\$ 5.75	1.3
Route 107	14.7	7.8%	\$ 5.91	1.3
Route 91	14.7	7.9%	\$ 5.83	1.1
Route 106	14.0	7.6%	\$ 6.08	1.9
Route 84	13.3	7.2%	\$ 6.39	1.0
System Average	13.0	6.8%	\$ 6.73	1.0
Route 94	12.7	6.9%	\$ 6.68	1.0
Route 85	12.4	6.6%	\$ 6.99	1.1
Route 80	12.2	6.6%	\$ 7.01	1.1
Route 101	10.1	5.3%	\$ 8.61	0.6
Route 90	10.1	5.4%	\$ 8.54	1.0
Low Performance Threshold	9.7	5.1%	\$ 8.41	0.8
Route 104	9.2	4.8%	\$ 9.54	0.7
Route 95	7.4	3.7%	\$ 12.35	0.5
Route 109	6.6	3.5%	\$ 12.99	0.4
Route 97	6.3	3.3%	\$ 14.02	0.6
Route 82	5.9	3.1%	\$ 14.73	0.4
Route 102	5.6	2.7%	\$ 17.22	0.3
Route 88	5.3	2.8%	\$ 16.66	0.4
Route 98	5.1	2.7%	\$ 17.21	0.4
Route 108	5.1	2.6%	\$ 17.45	0.3
Route 110	3.4	1.8%	\$ 25.65	0.4
Route 99	2.3	1.2%	\$ 38.40	0.1
Route 100	1.0	0.5%	\$ 97.62	0.1



- Assess labor capacity to return some of the suspended evening services
- Propose revised bus route changes in response to public comment within labor capacity
- Prepare an RFP to solicit a new operating contractor, with option to pursue a microtransit pilot

# Questions

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