

OVERVIEW OF SELECTED STATEWIDE TRANSIT PLANS: GOALS, SERVICE STANDARDS, AND PERFORMANCE MEASURES

Greater Minnesota Transit Investment Plan

Investment Goals

- Based on estimates of transit need, mission of MnDOT, and input from communities, transit providers, and advisory committees
- 6 goals, with strategies for achieving each

Enhance Transit Service to be an Attractive and Viable Transportation Option for Greater Minnesota

Example strategies:

- Implement transit span of service standards and guidelines for all systems
- Improve reliability of rural service through schedule adherence
- Increase frequency of routes, particularly in urban areas and rural areas when warranted
- Expand coverage of transit services to under-served and unserved communities
- Invest in regional connections and cross-county service where there is a high level of travel between population and employment-rich centers

Improve Coordination of Services to Meet Transportation Needs

Increase Transit Usage across the Transportation Network

Ensure Fiscal Responsibility as a Transit Funding Agency

Support the Minnesota Go Vision for an Integrated Multimodal Transportation System

Elevate Public Information and Outreach

Performance Measures

- Based on legislative direction, state's Olmstead Plan, and plan to reduce homelessness

Ridership

By 2025, public transit will serve 90% of need

Fleet Condition

90% of vehicles are within their useful life; minimum of 80%

Span of Service

By 2025, 90% of municipalities will have transit service appropriate to the size of their populations:

Pop	Type	Weekday	Saturday	Sunday
50,000+	Urban	20 hours	12 hours	9 hours
49,999-7,000	Small Urban	12 hours	12 hours	9 hours
6,999-2,500	Small Urban	9 hours	9 hours	NA
County Seat Towns	Rural	8 hours (3x/week)	NA	NA

Ontime Performance

90% of vehicles arriving at the pickup point within the appropriate window of time

Colorado Statewide Transit Plan

Statewide Transit Goals

- 6 goals with objectives and implementation steps associated with each, subject to the availability of federal and state transportation funds, and related performance measures

System Preservation and Expansion

Objectives:

- Preserve existing infrastructure and protect future infrastructure and right-of-way
- Expand transit services based on a prioritization process
- Allocate resources toward both preservation and expansion
- Identify grant and other opportunities to sustain and further transit services statewide
- Develop and leverage private sector investments

Example implementation step and performance measure:

Using the existing funding stream, CDOT will allocate state and federal funds that maintain (preserve), maximize (enhance), and expand the statewide transit system by investing in identified local, regional, and statewide transit needs.

Annual revenue service miles of regional, interregional, and intercity passenger service. Target: maintain or increase 2012 miles.

Mobility and Accessibility

Transit Systems Development and Partnerships

Environmental Stewardship

Economic Vitality

Safety and Security

Maine Strategic Transit Plan 2025

Statewide Transit Goals

- 3 goals and objectives for each
- Based on Maine DOT's mission and strategic plan

Manage the Existing System. Effectively manage Maine's existing transportation system for safety and effectiveness within reliable funding levels.

Objectives:

- Preserve the existing public transportation system
- Enhance an existing system
- Inaugurate new services where there is demonstrated need
- Reduce or eliminate services with low need

Support Economic Opportunity. Wisely invest available resources to support economic opportunity for our customers.

Build Trust. Demonstrate our core values of integrity, competence, and service, both individually and organizationally.

Performance Measures and Service Standards

The plan looks to peer states (including Idaho) regarding transit performance measures and service standards and uses National Transit Database (NTD) information from those states to measure the performance of Maine's transit systems against the peer group.

Thirty-two performance measures addressing efficiency, effectiveness, safety, asset condition, and system serviceability (i.e., level of service provided) are proposed for Maine. The plan proposes that different measures be established for Urban Small Urban, Rural, Intercity Bus, and Seasonal/Tourism services. A rating scale of Excellent, Good, Fair, Poor, or Unacceptable for some measures and Successful, Acceptable, or Unacceptable for others is proposed for application to each system's performance measures.

The plan established a minimum level of service that meets 20% of theoretical demand for public transportation service and proposes a classification scheme to measure a provider's progress toward meeting or exceeding that goal. Distribution of federal and state transit funding are proposed to be based on providers' level of service classification, performance measures, and other factors.

Guidelines for the types of services that are appropriate in communities of different sizes and population densities, excerpted from the plan, include the following:

- Urbanized areas. People can expect to be served by fixed route systems and ADA paratransit.
- Small urban areas. People should be able to be served by flex route systems or other appropriate service methods, although these services do not currently exist in all small urban areas.
- Rural areas. People may be served by flex route systems and/or volunteer networks or other appropriate service methods, although these services do not exist in all rural areas.
- Rural areas connected to urbanized and small urban areas. People in some areas are served by publicly supported intercity services, but many areas have no such service.
- Remote rural/frontier (six to ten persons per square mile). People cannot expect general public transportation will be available to them, and by necessity they will have to be more self-sufficient with respect to their need for transportation. In these remote rural areas consideration should be given to establishing state only funded "micro-services" to minimize the range of Federal compliance requirements if additional funding can be found.

Vermont Public Transit Policy Plan

Vermont's plan identifies an overall vision for public transit in the state, goals, a policy framework, and specific policies intended to obtain the vision and goals.

Statewide Transit Goals

State legislation is the basis for the Vermont Agency of Transportation's (also known as VTrans) transit goals, extracted below from the plan.

State policy shall support the maintenance of existing public transit services and creation of new services including, in order of precedence, the following goals:

Provision for basic mobility for transit-dependent persons, as defined in the public transit policy plan of January 15, 2000, including meeting the performance standards for urban, suburban, and rural areas. The density of a service area's population is an important factor in determining whether the service offered is fixed route, demand response, or volunteer drivers.

Access to employment, including creation of demand-response service.

Preservation of air quality and promotion of efficient energy use in the state.

Advancement of economic development objectives, including services for workers and visitors that support the travel and tourism industry. Applicants for "new starts" in this service sector shall demonstrate a high level of locally derived income for operating costs from fare-box recovery, contract income, or other income.

The policy framework for achieving those goals begins with the legislative direction to make maximum use of federal funds available for public transportation services, supported with state funding when available.

Other policy goals include:

- Preserving and enhancing existing public transit services that are well used by the traveling public
- Monitoring the performance of transit services by VTrans and the boards of the transit providers to ensure the maximum value from available resources
- Using any additional public transit funds to support and promote the four goals noted above

Specific policies in the following areas are identified in the plan:

- Funding Levels and Sources
- Capital Investments
- Coordination of Services
- Interface with Land Use Planning
- Regional Connectivity and Intercity Bus
- Improving the "Transit Experience"
- Public Transit Planning and Technical Assistance

Performance Measures

A performance monitoring system is in place to collect and analyze data monthly to compare performance across systems and determine the extent to which transit needs being met. Performance measures are also used to identify underperforming routes and services, for which funding will be discontinued (after an established period of time). An annual performance report is prepared for the state legislature.

Measures for productivity and cost-effectiveness have been established for urban, small town, rural, demand-response, commuter, tourism, and volunteer driver services. One measure of local share—20%, excluding certain revenue sources—has been adopted for all transportation providers.

Service standards are set using analysis of national peer performance data. Services that attain the average productivity and cost-effectiveness of the peer group are considered successful; those that attain 50% of the peer average are considered acceptable.

Volunteer driver services are compared only to other Vermont systems, and evaluated based on administrative cost per trip. Successful services attain 80% of the Vermont average; acceptable services attain 160% of that average.