

Transit Level of Service Example February 2011

Data

	Downtown			Houghton			Rosehill		
	Route	Transfer	Trvl Time	Route	Transfer	Trvl Time	Route	Transfer	Trvl Time
Bridle Trails	245	No	6	245	No	3	245 to/from 248 or 230	Downtown	10 to 15
Rose Hill	230,245	No	4 to 6	245 to/from 248 or 230	Downtown	10 to 15			
Houghton	255, 238, 540, 245	No	3						

Span of Service data

Span	230 Freq	245 Freq	
Early 6:00 AM	30	30	
AM Peak		15	
Daytime		30	
PM Peak		15	
Evening	60	30	
Late 11:30	60	60	
Span	236 Freq	238 Freq	234 Freq
Early 5:30 AM	30	30	30
AM Peak			
Daytime			
PM Peak			
Evening 8:30	60	60	
Span	255 Freq		
Early 5:00 AM	30		
AM Peak	15-30		
Daytime	15		
PM Peak	15-30		
Evening	30		
Late 12:00	60		

Scoring factors

Quality factors:

weight		0.3	score	0.3	score	0.25	score	0.15	Score
<i>Quality</i>		<i>Transfer</i>		<i>Out of direction travel</i> $d = (actual-normal)/normal$		<i>Combined frequency</i>		<i>hours/day of service</i>	
Word	Number								
Very High	5	No	4	0	4.5	15 min or less	5	19 or more	5
High	4	No		0		15 to 30	4	17-18	4
Medium	3	Yes or no		$0 < d < 0.5$	3	30	3	15-16	3
Low	2	Yes	2	$0.5 < d < 1.0$	2	More than 30	2	4-14	2
Very low	1	Yes		$1.0 < d$	1	More than 30	1	less than 4	1

Other factors to think about

- Load: is a seat available?
- Accessibility: can you get to the bus stop/destination
- Overall system coverage
- Quality by time of day
- Safety
- On time performance
- Cleanliness
- Facilities

Potential Span weighting factors for time of day quality assessment

<i>Period</i>	<i>Factor</i>
Early	0.05
AM Peak	0.25
Daytime	0.3
PM Peak	0.25
Evening	0.1
Late	0.05

