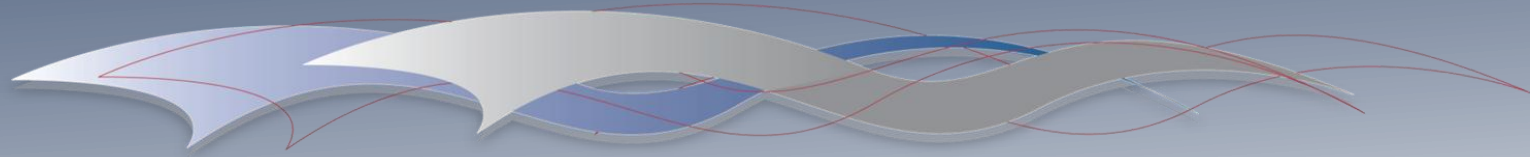


Niagara Frontier Transportation Authority Metro Bus & Rail Service Delivery and Evaluation Guidelines

CAC– May 22, 2013

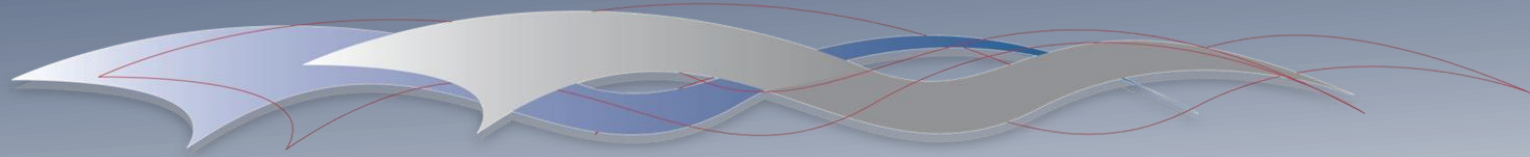




Service Delivery & Evaluation Guidelines

Overview

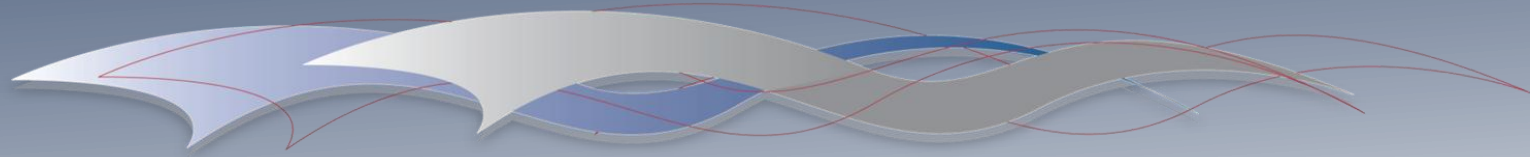
- The intent of NFTA Metro Bus and Rail Service Guidelines is to enhance performance by implementing best-practice techniques for planning and evaluating service.
- Service guidelines are used by all major transit agencies in the United States, Canada and around the world.
- Provide an objective basis for designing and assessing existing and proposed transit service.
- Include criteria and metrics that measure the quality and productivity of service at trip, route and system level.



Service Delivery & Evaluation Guidelines

Purpose

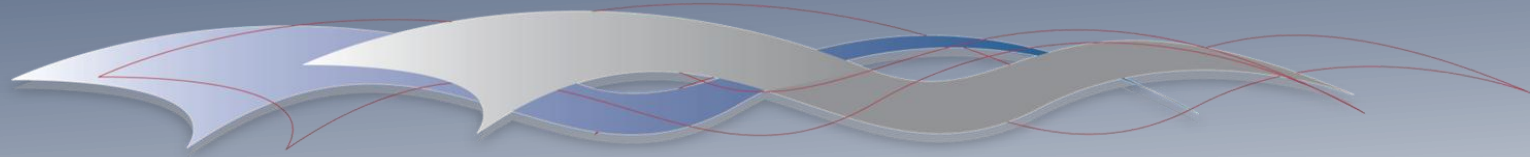
- Reviewed Cost Recovery Model
- Established New Service Types



Service Delivery & Evaluation Guidelines

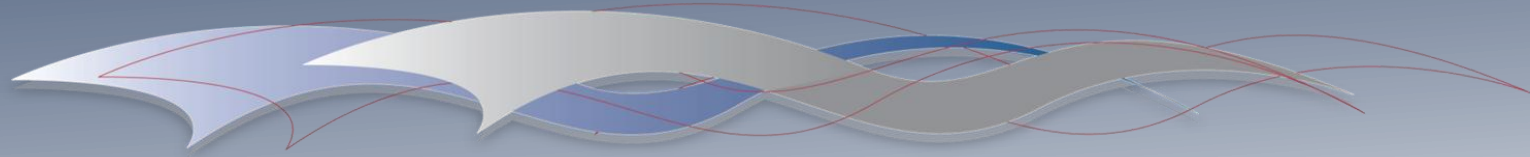
Changes

- New Cost Recovery Model
 - When possible seek 100% cost recovery for service request
 - Formal request for service application process
 - Planners develop customer needs assessment for applicant
 - Evaluate options based on company location & existing service
 - Present service options to applicant
 - Develop contract
 - Implement service
 - Develop customized marketing plan – Company Branded Schedule
 - Monitor and evaluate service



Service Delivery & Evaluation Guidelines

- New Cost Recovery Model – Current Example
 - Apply new service model to partnership with Buffalo and Erie County Workforce Development Consortium (Darien Lake Service).
 - Service recently discontinued with service change on 4/29/12
 - Service re-established with cost recovery from Buffalo and Erie County Workforce Development Consortium.
 - Additional funding opportunities using Jobs Access Reverse Commute (JARC) funds.
 - Additional customer service to community with access to park and associated farebox revenue.











Service Delivery & Evaluation Guidelines

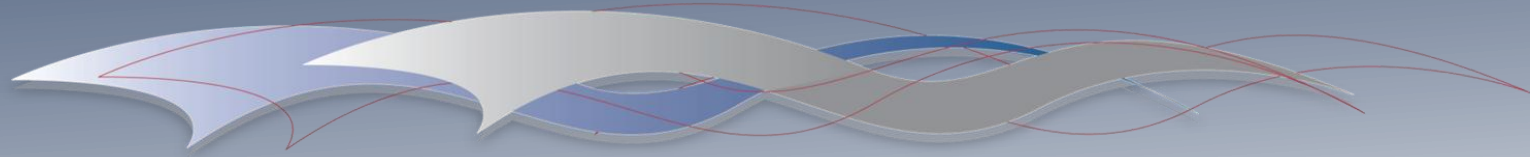
Changes

- Identification & Designation of Service Types
 - Revised Service Types based on similar operational characteristics (*not by geographic area or vehicle type*)
 - Network Role
 - Markets Served
 - Frequency
 - Review Existing/Establish New Service Types based on characteristics

Service Delivery & Evaluation Guidelines

2012 Changes – New Service Types

Proposed Service Type			Frequency Target (Minutes) 10-30	Network Role	Key Markets
Primary/Core		Current No Change	10 goal, 15-30 current	Core network, key core corridors	All-day, all-week subregional travel
Secondary Routes		Current No Change	15 goal, 20-40 current	Completes core network, key non-core corridors	All-day, all-week regional travel
Limited Stop Express Routes		New	As needed during peak periods	Structural network spine, fast regional service	Peak Weekly Commuter Travel
Local Express Routes		Current No Change	As needed during peak periods	Network spine, semi-fast regional service	Peak Weekly Commuter Travel
Community Circulator		New	As needed, will vary by route	Network connections, local circulation	Neighborhood circulation
Paratransit		Current No Change	Demand Based	Network connections, local circulation	Senior/ADA mobility
Metro Rail		Current No Change	10-15 current	Structural network spine, fast regional service	All-day, all-week subregional travel
School Days Only		Current No Change	Demand Based	School Trips	Week subregional travel
Niagara	Routes reassigned to other service types				
Metrolink	Routes reassigned to other service types				



Service Delivery & Evaluation Guidelines

Summary

- Implemented New Cost Recovery Model
- Revised Service Types based on New Service Model
- Applied Revisions to Service Guidelines