SUBJECT: Consider Proposed Revisions to Board Policy 550: Service Standards and Design

RECOMMENDED ACTION:

☐ Information Only  ☐ Briefing Item  ☒ Recommended Motion

Board Approval of revised Policy 550 and Service Characteristics Matrix

Fiscal Impact:
None

Background/Discussion:
Board Policy 550 (Service Standards and Design Policy) was adopted by the AC Transit Board in June 1994, and was most recently amended in July 2004. In December 2004, staff provided the first of a series of Briefing Memos to the Board on the Transit Capacity and Quality of Service Manual (TCQSM), a publication of the Transit Cooperative Research Program (TCRP).

The Board indicated an interest in applying some of the concepts contained in the TCQSM to selected Board Policies. The first policy chosen for that exercise was Board Policy 550.

Beginning in October 2006, staff presented the Board with proposed revisions to Policy 550 (GM Memo 06-228). Consideration of proposed changes has continued since that time, most recently at the December 12, 2007 Board meeting.

Attachment A to this memo provides the Board with a revised Policy 550 that incorporates Board direction and comments. Accompanying the revised policy is

BOARD ACTION: Approved as Recommended  [ ]  Other  [ ]
Approved with Modification(s)  [ ]

The above order was passed on:

Linda A. Nemeroff, District Secretary
By ________________________________
Attachment 1, a service characteristics matrix depicting standards and goals for the various types of service that AC Transit provides. Both documents are presented for Board consideration and approval.

**Prior Relevant Board Actions/Policies:**
- GM Memo 00-215: Adoption of Guiding Principles for Service Deployment
- GM Memo 02-033a: Fleet Composition Plan and Neighborhood Appropriate Vehicle Policy
- GM Memo 03-262a: Approve Actions Related to Park and Ride Transit Centers GM Adoption of Amended Board Policy 550, July 2004
- GM Memo 04-361: Overview of TCRP Manual
- GM Memo 05-027: Designing with Transit
- GM Memo 05-083: Part 3: Transit Performance Measures
- GM Memo 05-109: Part 3: Transit Decision-making
- GM Memo 05-137: Part 3: Service Availability
- GM Memo 05-173a: Part 3, Chapter 2: Quality of Service Factors
- GM Memo 05-199: Review of the Transit Capacity and Quality of Service Manual
- GM Memo 06-228: Proposed Outline of Revised Board Policy 550
- GM Memo 07-033: 2006 Annual Assessment of Route Performance
- GM Memo 07-185: Consider Revisions to Board Policy 550
- GM Memo 07-187(a): Consider Approval of Revisions to Guiding Principles
- GM Memo 07-185 (a): Consider Proposed Revisions to Board Policy 550
- GM Memo 07-185(b): Consider Proposed Revisions to Board Policy 550: Service Standards and Design

**Attachments:**
- Attachment A: Policy 550, Revised

**Approved by:**
- Rick Fernandez, General Manager
- Nancy Skowbo, Deputy GM, Service Development

**Prepared by:**
- Nancy Skowbo, Deputy GM, Service Development

**Date Prepared:**
- January 11, 2008
AC Transit

Policy No. 550

BOARD POLICY

Category: Service Development

SERVICE STANDARDS AND DESIGN POLICY

PURPOSE

As a public transportation provider and mobility manager for the East Bay, the Alameda-Contra Costa Transit District’s goal is provide service in an efficient, effective and equitable manner. To accomplish this goal, the District establishes objectives relating to the design and allocation of services to develop a marketable and well-used transit system. Service design should be continually examined to ensure that service is allocated correctly, in accordance with stated objectives.

GUIDING PRINCIPLES

AC Transit is committed to the proposition that significantly greater utilization of AC Transit service must happen if people are just to continue enjoying the mobility they now have. As such, service quality must be measurable and monitored, and the accurate measurement of its patronage is highly critical because the over-arching measure of AC Transit’s operational success is increased patronage. If future transit use is to increase, AC Transit must do a better job of providing that service. Therefore, the AC Transit Board of Directors recommends a set of Guiding Principles for the design and allocation of local, Transbay and All Nighter Services as follows:

The following are the Guiding Principles for the design and allocation of local transit service within the East Bay:

1. The AC Transit fixed-route service network shall be stable and cost-effective. To that effect, AC Transit will pursue opportunities to expand its fixed-route network, provided that the expected additional patronage is comparable to that which could be had by improving existing service. New service should be cost effective, vigorously marketed, and given ample time to prove its worth.

2. AC Transit service should be easily understood by the public and user-friendly. Service should be designed in such a way as to provide intuitive wayfinding for the majority of the transit users. Subject to Title VI compliance, service will be prioritized to those areas with the
greatest potential for transit use, with higher patronage resulting in more frequent service and expanded service spans where warranted by demand.

3. AC Transit lines with high patronage should run frequently enough that over most of the service period, passengers do not need a schedule to use the system. Limited stop service will be implemented on those routes with high patronage, when such service can significantly reduce overall travel times.

4. AC Transit believes that human-induced climate change is a great problem facing the world. AC Transit’s greatest role in alleviating climate change is to get as many people out of their cars and onto its service as possible. As part of that effort, it will design routes that support smart growth and in-fill efforts. AC Transit will aggressively pursue transit priority and transit preferential methods and measures, to improve operation of the transit system and bus stop environments, and to encourage a modal shift of the populace from single-occupant vehicles to buses.

5. The AC Transit service network will provide for a multi-destination system that serves all traffic generators throughout the East Bay, regardless of location. AC Transit recognizes that it is part of a total transit system for the region, and shall support TransLink and other efforts toward making transit services seamless, regardless of the operator. It will serve other modal conversions as demand and total travel efficiency warrant, with a goal to improving connectivity and ease of transfer among the regional operators. AC Transit is also committed to a system that provides for internal transfers that are as seamless as possible.

The following are the Guiding Principles for the design and allocation of transit service within Transbay Corridors:

1. AC Transit will provide extensive commuter Transbay bus service where rail and road are approaching capacity. Non-peak service will be provided as justified by patronage.

2. AC Transit will provide a “many-to-one” service pattern from dense areas of the East Bay to downtown San Francisco, primarily developing a Transbay transit system that encourages walk access to transit, but may facilitate automobile park and ride access in low density areas and for Transbay transit access in the San Mateo and Dumbarton Bridge corridors.

3. Transbay Services should be funded from passenger fares and regional sources, most appropriately those revenue sources derived from users of the bridge corridors who benefit from decreased highway and bridge congestion. The District will support legislation to identify and implement these non-general fund sources.

Adopted: 6/94
Amendment(s): 7/04; 01/08
The following are the Guiding Principles for the design and allocation of transit service in All-Nighter (Owl) Corridors:

1. All-Nighter services are part of a regional network, and the All-Nighter route network should serve BART stations and the trunk bus network.

2. All-Nighter services should be funded from regional sources, most appropriately those revenue sources derived from users of the bridge corridors who benefit from decreased highway and bridge congestion and funding, ensuring access to employment. The District will support legislation to identify and implement these non-general fund sources.

DEFINITIONS, STANDARDS AND MEASURES

SERVICE DEFINITIONS –
A matrix depicting the service standards and goals for the various types of service is contained in Attachment 1 to this policy. The section below provides a definition for each service type operated by AC Transit:

**Trunk Routes and Major Corridors** – These are the services operating on corridors where residential densities are at least 20,000 residents per square mile (or comparable commercial densities). Routes in these corridors provide the backbone of the transit system; operate along the arterial streets and provide a high level of local and limited stop service. These routes have the highest priority for capital improvements.

**Rapid** - Provides limited stop service along a Trunk Route or Major Corridor featuring wide stop spacing, headway based schedules, transit signal priority and passenger amenities. Underlying local service contributes to aggregate service frequency.

**Urban Secondary, Crosstowns and Feeder Routes** – These are the routes operating in medium density corridors (10,000 – 20,000 residents per square mile or comparable commercial densities). These routes complement the trunk route network, providing a high level of local stop service. These corridors also are candidates for capital improvements to assist in bus operations.

**Suburban Crosstowns and Feeder Routes** – These are the routes operating in low density corridors (5,000 – 10,000 residents per square mile). These routes feed BART, park and ride lots, or other AC Transit routes, or serve neighborhood circulation functions with a high level of service.

**Low Density Routes** – These are primarily routes operating in areas of very low density (fewer than 5,000 residents per square mile). Most of this area is within Special Transit District 2.

**Community Flex Services** – These are primarily routes operating in areas of very low density, again, fewer than 5,000 residents per square mile, that provide a more flexible operation than traditional fixed route service. Most of this area is within...
Special Transit District 2, although there are a number of areas in District 1 that would be candidates for this type of service.

Community Service Routes - These routes are intended to serve specialized needs for groups of individuals for which fixed route service may not be warranted. Service usually operates sporadically to trip attractors such as shopping centers and senior centers.

All-Nighter (Owl) Routes – These are the routes providing service between 12 midnight and 6 am. All-Nighter routes operate as a lifeline service during the “owl gap” period.

Transbay Routes – These are the routes providing service to downtown San Francisco via the Bay Bridge Corridor, and to peninsula destinations via the San Mateo and Dumbarton Bridge Corridors.

Supplementary Services – These are special services operated to meet common carrier requirements of Federal and State laws and accommodate school bell times.

Standards and Measures

Level of Service (LOS) metrics will be used to describe standards and goals for the specific categories of Service Provision, Load Factor, and Service Span. The tables below provide the characteristics for each of those metrics:

Figure 1: Service Provision

<table>
<thead>
<tr>
<th>LOS</th>
<th>Average Headway</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>&lt;10 min</td>
<td>Passengers do not need schedules</td>
</tr>
<tr>
<td>B</td>
<td>10-14 min</td>
<td>Frequent service, passengers consult schedules</td>
</tr>
<tr>
<td>C</td>
<td>15-20 min</td>
<td>Maximum desirable time to wait if bus/train missed</td>
</tr>
<tr>
<td>D</td>
<td>21-30 min</td>
<td>Service exceeds maximum desirable wait time</td>
</tr>
<tr>
<td>E</td>
<td>31-60 min</td>
<td>Service available during the hour</td>
</tr>
<tr>
<td>F</td>
<td>&gt;60</td>
<td>Service unattractive to all riders</td>
</tr>
</tbody>
</table>

Figure 2: Load Factor

<table>
<thead>
<tr>
<th>LOS</th>
<th>Load Factor (pax/seat)</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>0.00-0.50</td>
<td>No passenger need sit next to another</td>
</tr>
<tr>
<td>B</td>
<td>0.51-0.75</td>
<td>Passengers can choose where to sit</td>
</tr>
<tr>
<td>C</td>
<td>0.76-1.00</td>
<td>All passengers can sit</td>
</tr>
<tr>
<td>D</td>
<td>1.01-1.25</td>
<td>Comfortable standee load for design</td>
</tr>
<tr>
<td>E</td>
<td>1.26-1.50</td>
<td>Maximum schedule load</td>
</tr>
<tr>
<td>F</td>
<td>&gt;1.50</td>
<td>Crush load</td>
</tr>
</tbody>
</table>

Adopted: 6/94

Amendment(s): 7/04; 01/08
Density Standards and Service Objectives
One of AC Transit’s main criteria for service allocation is the density of land uses along a route. In denser areas, service will be more frequent, routes will be spaced closer together, and the evening service will run later. Within each service category, service will be allocated primarily on the basis of demand or use, provided that minimum service levels are provided. For example, within the Trunk/Major Corridor category, all services will be provided at a minimum of LOS C (15 – 20 minutes). More frequent service allocation will be provided on the basis of a combination of demand and density. The following table reflects the weekday peak service frequency standards for different densities.

<table>
<thead>
<tr>
<th>Persons per Square Mile</th>
<th>Route Spacing</th>
<th>Route Structure</th>
<th>Weekday Peak Frequency Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>20,000 and over (High Density) [such as International Blvd., Telegraph Ave.]</td>
<td>¼ mile</td>
<td>Grid</td>
<td>Trunk/Major Corridor: LOS C (15-20 minutes)</td>
</tr>
<tr>
<td>20,000 - 10,000 (Medium Density) [such as grid sections in Oakland and Berkeley]</td>
<td>¼ - ½ mile</td>
<td>Grid</td>
<td>Urban Crosstown/Feeder: LOS C (15 – 20 minutes)</td>
</tr>
<tr>
<td>10,000 - 5,000 (Low Density) [such as Hayward, Castro Valley, some areas of Richmond, Fremont]</td>
<td>½ mile</td>
<td>Focal Point Timed-Transfer</td>
<td>Suburban Crosstown/Feeder: LOS D (21 - 30 minutes)</td>
</tr>
<tr>
<td>5,000 - 0 (Very Low Density) [such as areas of Fremont and hills]</td>
<td>1 mile</td>
<td>Focal Point Timed-Transfer</td>
<td>Low Density Routes: LOS E (31 – 60 minutes)</td>
</tr>
</tbody>
</table>

Distance to Bus Routes
Standards for how far passengers should travel to reach a bus route shall be based on density, with some allowance made for Express or Transbay services, which generally operate from catchment areas that may not meet the density standards. This standard shall also take into consideration topography or street patterns, which may increase or decrease the distance to bus routes.
Persons per Square Mile | Distance to Bus Routes
-------------------------|---------------------
20,000 and over (High Density) [such as International Blvd., Telegraph Ave.] | ¼ mile
20,000 - 10,000 (Medium Density) [such as grid sections in Oakland and Berkeley] | ¼ - ½ mile
10,000 - 5,000 (Low Density) [such as Hayward, Castro Valley, some areas of Richmond, Fremont] | ½ mile to ¾ mile
5,000 - 0 (Very Low Density) [such as areas of Fremont and hills] | 1 mile or greater

<table>
<thead>
<tr>
<th>Route Type</th>
<th>Span of Service Standard</th>
<th>Weekday Peak Frequency Standard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trunk and Major Corridors</td>
<td>LOS A (19 – 24 hours daily)</td>
<td>LOS C (15-20 minutes)</td>
</tr>
<tr>
<td>Rapid Service</td>
<td>LOS C (14 – 16 hours daily)</td>
<td>LOS B (10 – 14 minutes) (headway based)</td>
</tr>
<tr>
<td>Urban Crosstown / Feeder</td>
<td>LOS C (14 – 16 hours daily)</td>
<td>LOS C (15 – 20 minutes)</td>
</tr>
<tr>
<td>Suburban Crosstown / Feeder</td>
<td>LOS C (14 – 16 hours daily)</td>
<td>LOS D (21 – 30 minutes)</td>
</tr>
<tr>
<td>Very Low Density</td>
<td>LOS C (14 – 16 hours daily)</td>
<td>LOS E (31 – 60 minutes)</td>
</tr>
<tr>
<td>All Nighter (Owl) Service</td>
<td>Owl Gap period</td>
<td>LOS E (31 – 60 minutes)</td>
</tr>
<tr>
<td>Transbay</td>
<td>LOS B: Bay Bridge Corridor (17-18 hours daily); LOS C: DB/San Mateo Corridor (14-16 hours daily)</td>
<td>LOS D (21 – 30 minutes)</td>
</tr>
</tbody>
</table>

**Service Frequencies** –
In the District’s most urban locations, the service frequency standard shall be LOS B for Rapid Corridors, and LOS C for Trunks/Major Corridors. In other, less dense areas, the frequency standard shall be LOS D, and timed transfers should be accommodated. In all cases of service operating at frequencies exceeding 15 minutes, schedules shall be written on clock, memory-based headways to the extent practicable, so that the service is scheduled at the same time(s) each hour.

**VEHICLE LOAD STANDARDS**
A Vehicle Load Factor is the ratio of the number of seats on a vehicle to the number of passengers on-board. Load factor is an indicator of the extent or probability of overcrowding, and may indicate the need for additional vehicles to maintain useful service.
The Load factor is determined by taking the number of seats on a specific route which pass the peak load point during the peak hour, and dividing that number into the number of passengers that are actually carried past that point during that hour.

Load factors can vary by service type. For purposes of the AC Transit District, different Vehicle Load thresholds shall be used to measure service effectiveness or to determine remediation. The following thresholds shall be monitored:

<table>
<thead>
<tr>
<th>Route Type</th>
<th>Vehicle Load Factor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trunk and Major Corridors</td>
<td>1.25 (25% standees)</td>
</tr>
<tr>
<td>Rapid Corridors</td>
<td>1.25 (25% standees)</td>
</tr>
<tr>
<td>Urban Crosstown / Feeder</td>
<td>1.25 (25% standees)</td>
</tr>
<tr>
<td>Suburban Crosstown / Feeder</td>
<td>1.25 (25% standees)</td>
</tr>
<tr>
<td>Very Low Density</td>
<td>1.25 (25% standees)</td>
</tr>
<tr>
<td>Transbay/Express</td>
<td>1.0 (no standees)</td>
</tr>
<tr>
<td>All Nighter (Owl) Routes</td>
<td>1.25 (25% standees)</td>
</tr>
</tbody>
</table>

For purposes of measuring the Vehicle Load Factor for Transbay or Express Service, the Vehicle Load Factor shall be measured as the route enters the “express area” and is operating closed-door, which is generally on the freeway.

**APPLICATION OF STANDARDS**

To determine service effectiveness, staff will conduct ridership surveys on a regular basis. This information will be used to determine evaluative components such as passengers per vehicle hour, vehicle load factor or the overall ranking of the services.

On an annual basis, AC Transit staff will provide the Board of Directors with an assessment of route performance within the service categories. Transit lines will be ranked by a variety of metrics such as passengers per hour or annual subsidy. Minority Transit routes (those routes that have at least 1/3 of the total route mileage in a census tract with a percentage of minority population greater than the percentage of minority population in the service district) will also be identified.

Service that falls below the 25th percentile of all routes within its category will be analyzed for the following:

- Schedule adjustments, if service frequencies exceed the standards provided in this Policy.
- Running time adjustments or minor route changes, to provide substantially the same level of service while reducing operating costs and retaining most passengers.
- Route improvements, including route consolidation or through-routing to improve efficiency and effectiveness.

Adopted: 6/94

Amendment(s): 7/04; 01/08
• Route discontinuance, should there be no other means to improve efficiency or provide a well-used transit product.

• Other actions, such as grant funded opportunities, to improve route performance.

BOARD ACTION

• Prior to the Board initiating action on changes to routes or the route network, staff will provide an analysis of the issues, including an analysis of potential effects on minority communities as required by Title VI of the Civil Rights Act of 1964, as well as a recommendation based on this analysis.

Public Hearings will be held in accordance with Board Policy 163 before Board action on service changes or recommendations.
### Service Type

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Peak Frequency Standard Characteristics</th>
<th>Peak Frequency Goal LOS Ranking</th>
<th>Peak Frequency Goal Characteristic</th>
<th>Peak Frequency Goal Characteristic</th>
<th>Peak Frequency Goal Characteristic</th>
<th>Base Frequency Standard</th>
<th>Base Frequency Goal</th>
<th>Base Frequency Goal</th>
<th>Scheduling</th>
<th>Service Routing</th>
<th>Route Spacing</th>
<th>Street Operations</th>
<th>Vehicles</th>
<th>Span of Service Goal</th>
<th>Span of Service LOS</th>
<th>Stop Spacing</th>
<th>Stop Amenities</th>
<th>Passengers per hour</th>
<th>Lead Factor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rapid Service</td>
<td>Not less frequent than 12 min; usually more frequently</td>
<td>LOS C: 15 - 20 minutes</td>
<td>LOS C: 15 - 20 minutes</td>
<td>LOS B: 15 - 14 minutes</td>
<td>45’ Over-the-Road bus; 60’ vehicle</td>
<td>Standard 40’ or 60’ vehicle</td>
<td>Mixed flow operation</td>
<td>High-capacity, fast boarding, low floor</td>
<td>19-24 hours daily</td>
<td>LOS A</td>
<td>14 to 16 miles depending on density</td>
<td>Only when provided by advertising or city</td>
<td>40 weekdays (min)</td>
<td>25 weekends (min)</td>
<td>1.25</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Major Arterial Corridor</td>
<td>Not less frequent than 12 min; usually more frequently</td>
<td>LOS C: 15 - 20 minutes</td>
<td>LOS C: 15 - 20 minutes</td>
<td>LOS B: 15 - 14 minutes</td>
<td>Mixed Flow operation</td>
<td>45’ Over-the-Road bus; 60’ vehicle</td>
<td>Standard 40’ or 60’ vehicle</td>
<td>Mixed flow operation</td>
<td>High-capacity, fast boarding, low floor</td>
<td>14-16 hours daily</td>
<td>LOS C</td>
<td>12 to 23 miles depending on density</td>
<td>Only when provided by advertising or city</td>
<td>40 weekdays (min)</td>
<td>25 weekends (min)</td>
<td>1.25</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Urban Crosstown/Feeder</td>
<td>Not less frequent than 30 min; can be more frequent</td>
<td>LOS C: 15 - 20 minutes</td>
<td>LOS C: 15 - 20 minutes</td>
<td>LOS D: 21 - 30 minutes</td>
<td>Standard 40’ or 40’ vehicle</td>
<td>Mixed flow operation</td>
<td>Standard 40’ or 40’ vehicle</td>
<td>High-capacity, fast boarding, low floor</td>
<td>14-16 hours daily</td>
<td>LOS C</td>
<td>16 to 18 miles depending on density</td>
<td>Only when provided by advertising or city</td>
<td>40 weekdays (min)</td>
<td>25 weekends (min)</td>
<td>1.25</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Suburban Crosstown Feeder</td>
<td>Not less frequent than 30 min; can be more frequent</td>
<td>LOS D: 21 - 30 minutes</td>
<td>LOS D: 21 - 30 minutes</td>
<td>LOS C: 15 - 20 minutes</td>
<td>Standard 40’ or 40’ vehicle</td>
<td>Mixed flow operation</td>
<td>Standard 40’ or 40’ vehicle</td>
<td>High-capacity, fast boarding, low floor</td>
<td>14-16 hours daily</td>
<td>LOS C</td>
<td>16 to 18 miles depending on density</td>
<td>Only when provided by advertising or city</td>
<td>40 weekdays (min)</td>
<td>25 weekends (min)</td>
<td>1.25</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Low Density</td>
<td>Not less frequent than .60 min; can be more frequent</td>
<td>LOS E: 31 - 60 minutes</td>
<td>LOS D: 21 - 30 minutes</td>
<td>LOS C: 15 - 20 minutes</td>
<td>Mixed flow operation</td>
<td>Standard 40’ or 40’ vehicle</td>
<td>High-capacity, fast boarding, low floor</td>
<td>14-16 hours daily</td>
<td>LOS C</td>
<td>No standard</td>
<td>Only when provided by advertising or city</td>
<td>No standard</td>
<td>40 weekdays (min)</td>
<td>25 weekends (min)</td>
<td>No standard</td>
<td>1.25</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### All Nighter (Owl) Service

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Peak Frequency Standard Characteristics</th>
<th>Peak Frequency Goal LOS Ranking</th>
<th>Peak Frequency Goal Characteristic</th>
<th>Peak Frequency Goal Characteristic</th>
<th>Peak Frequency Goal Characteristic</th>
<th>Scheduling</th>
<th>Service Routing</th>
<th>Route Spacing</th>
<th>Street Operations</th>
<th>Vehicles</th>
<th>Span of Service Goal</th>
<th>Span of Service LOS</th>
<th>Stop Spacing</th>
<th>Stop Amenities</th>
<th>Passengers per hour</th>
<th>Lead Factor</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Nighter (Owl) Service</td>
<td>Not less frequent than 90 min; can be more frequent</td>
<td>LOS E: 31 - 60 minutes</td>
<td>LOS D: 21 - 30 minutes</td>
<td>LOS C: 15 - 20 minutes</td>
<td>Mixed flow operation</td>
<td>Standard 40’ or 60’ vehicle</td>
<td>Delight Period</td>
<td>LOS A</td>
<td>14 to 16 miles depending on density</td>
<td>Only when provided by advertising or city</td>
<td>40 passengers/night minimum</td>
<td>1.25</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Transbay Service

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Peak Frequency Standard Characteristics</th>
<th>Peak Frequency Goal LOS Ranking</th>
<th>Peak Frequency Goal Characteristic</th>
<th>Peak Frequency Goal Characteristic</th>
<th>Peak Frequency Goal Characteristic</th>
<th>Scheduling</th>
<th>Service Routing</th>
<th>Route Spacing</th>
<th>Street Operations</th>
<th>Vehicles</th>
<th>Span of Service Goal</th>
<th>Span of Service LOS</th>
<th>Stop Spacing</th>
<th>Stop Amenities</th>
<th>Passengers per hour</th>
<th>Lead Factor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transbay Service</td>
<td>Not less frequent than 30 min; can be more frequent</td>
<td>LOS D: 21-30 minutes</td>
<td>Transbay Peak Periods: Not less frequent than 15 min; can be more frequent</td>
<td>LOS C: 15 - 20 minutes</td>
<td>Mixed Flow operation</td>
<td>Standard 40’ or 60’ vehicle</td>
<td>Delight Period</td>
<td>LOS B</td>
<td>14 to 23 miles depending on density</td>
<td>Only when provided by advertising or city</td>
<td>30 passengers per peak direction</td>
<td>1.00</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

All Nighter and Weekday Transbay Peak Period Service Characteristics: 50 Passenger/night minimum