

Service Design Standards



UTA Planning Process

PHASE 1



- Establish Goals
- Draft Plan & Local Stakeholder Input
- Draft Preferred Plans
- Refine Plans
- ★ **Community Engagement on the Draft Plan**
- Finalize Plans
- RTP Adopted by Metropolitan Planning Organization
- UTA LRTP Approved by Board of Trustees
- Capital Development Process

PHASE 2



- Establish Goals
- ★ **Draft Plan & Local Stakeholder Input**
- Draft Plan
- ★ **Community Engagement on the Draft Plan**
- Refine Plan
- Finalize Five-Year Service Plan
- Adoption by UTA Advisory Council and Board of Trustees

PHASE 3



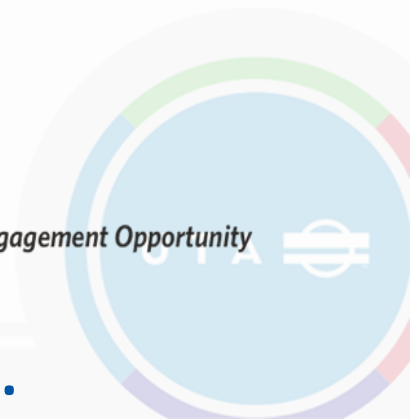
- Operations Planning Analysis
- ★ **Public Comment Period**
- Board of Trustees Approves Title VI Analysis
- Approval by UTA Board of Trustees

PHASE 4



- **August Change Day**
Major Service Changes
- **December Change Day**
Ski Service
- **April Change Day**

★ **Community Engagement Opportunity**


















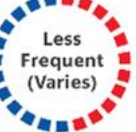








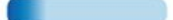
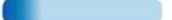
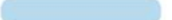




































Service Design Standards Purpose

- One pillar of the Sustainable Service Design Standards in development
- The Service Design Standards guide planning and implementing transit throughout UTA's service region per UTA's mission, vision, and strategic goals.
- Define how UTA balances and prioritizes goals of planning and operating public transit in a world of limited resources.
- Outline the service planning process: the cycles and processes by which Service Planning incorporates regional data, stakeholder and community feedback, and internal deliberation to continuously improve transit throughout our region.



Service Design Standards Definitions

Level of Service

	Frequent Service Network (15 minute or better all-day service including weekends)								
Mode	 FrontRunner (Regional Rail)	 TRAX (LRT)	 S-Line (Streetcar)	 RapidBus	 Enhanced Bus	 Frequent Bus	 Local Bus	 Limited Stop Bus	 Innovative Mobility Solutions
Frequency	 Frequent (Peak Hours) 30 mins	 Most Frequent ≤15 mins	 Frequent 15 mins	 Very Frequent ≤15 mins	 Frequent 15 mins	 Frequent 15 mins	 Less Frequent (Varies)	 Less Frequent (Varies)	 On-Demand (varies)
Corridor Investment	 Highest Permanence	 Highest Permanence	 High Permanence	 Moderate to High Permanence	 Moderate Permanence	 Corridor Commitment, Maintains Flexibility	 Flexible	 Flexible	 Most Flexible
Market Demand/Activity Density	 Connects urban and suburban centers	 Serves high volume corridors and connects centers	 Serves dense urban areas	 Serves medium-high volume corridors	 Serves medium-high volume corridors	 Serves medium volume corridors	 Serves low to medium volume corridors	 Bidirectional, all-day freeway-based service	 Serves low density areas or operates at lower-demand times (such as late night)
Passenger Capacity ¹									
Transit Access Shed	 5+ Miles	 1/2 to 1+ Mile	 1/3 Mile	 1/2 Mile	 1/2 Mile	 1/4 Mile	 1/4 Mile	 1/4 Mile	
Stop/Station Amenities									

1. Based on vehicle capacity and frequency

Service Design Standards Definitions

- Level of Service Definition - Tiers of Service

	Commuter Rail	Light Rail	Rapid Bus & Enhanced Bus	Bus	UTA On Demand		
Tier 1		<div data-bbox="596 515 828 672"> <p>TRAX</p> <p>S-Line</p> </div>	<div data-bbox="919 551 1052 625"> <p>OGX</p> </div>	<div data-bbox="1154 551 1314 625"> <p>GO Routes</p> </div>			
Tier 2			<div data-bbox="919 793 1052 868"> <p>UVX</p> </div>	<div data-bbox="1187 736 1274 1390"> <p>Local Bus</p> </div> <div data-bbox="1302 736 1388 1390"> <p>Limited Stop</p> </div>		<div data-bbox="1765 515 1852 1390"> <p>UTA On Demand</p> </div>	<div data-bbox="1979 672 2336 848"> <p>Paratransit Based on corresponding service per ADA</p> </div>
Tier 3	<div data-bbox="328 1026 560 1100"> <p>FrontRunner</p> </div>			<div data-bbox="1416 972 1503 1390"> <p>Flex Routes</p> </div>			<div data-bbox="1979 868 2336 991"> <p>Vanpool Based on customer signup</p> </div>
Tier 4				<div data-bbox="1531 1208 1617 1390"> <p>Ski</p> </div>			

Service Design Standards Definitions

- Level of Service Definition - Tiers of Service

	Weekday	Saturday	Sunday
Tier 1 Examples: OGX, 1, 2, 9, 21, 33, 612	4:00 AM-6:00 AM 30 min	4:00 AM-6:00 AM 30 min	6:00 AM-9:00 PM 30 min
	6:00 AM-7:00 PM 15 min	6:00 AM-7:00 PM 15 min	
	7:00 PM-12:00 AM 30 min	7:00 PM-12:00 AM 30 min	
Tier 2 Examples: UVX	6:00 AM-9:00 PM 30 min	6:00 AM-9:00 PM 60 min	
Tier 3 Examples: 472, 17	6:00 AM-9:00 PM 60 min		
Tier 4 Examples: 451, 473	<i>varies based on desired service</i>		



Service Design Standards

- Propensity Index
 - Transit Propensity Index
 - Population and employment density
 - Presence of vulnerable populations
 - Zero-car households
 - Passengers per hour
- Vehicle Loads
- Operational Performance
- Route Spacing
- Route Directness and Deviations
- Bus Stop and Rail Station Placement and Spacing



Next Steps

- Continue refining the standards
- Create a public-facing document
- Develop UTA Agency Standard Operating Procedure



Questions?

