

**GOLDEN CRESCENT REGIONAL PLANNING COMMISSION  
TRANSPORTATION PROGRAMS**

**SERVICE STANDARDS AND SERVICE POLICIES**

**Background**

**The Golden Crescent Regional Planning Commission (GCRPC) is a public transportation provider who provides an array of transportation services to the Golden Crescent service area which encompasses Calhoun, DeWitt, Goliad, Gonzales, Jackson, Lavaca, Matagorda, and Victoria counties. These standards and service policies apply to all transportation services provided which includes Fixed Route, Demand Response, and Paratransit Services. The Small-Urban Program is provided in the city of Victoria as is branded “Victoria Transit”; and our Rural Public Transportation program is branded “RTRANSIT”.**

These Service Performance Standards are the primary criteria for the Golden Crescent Regional Planning Commission (GCRPC) to evaluate and recommend service changes, new service and capital projects. These standards apply to both existing and new services. In the case of existing services, the standards are used to identify low performing routes and make recommendations for improvement. In the case of new service, the standards are used in the development of recommendations for service refinements, modal alterations, or implementation. The following is a summary of the service performance standards:

***PRIMARY STANDARD***

The primary standard is passengers per revenue hour; the minimum standard will be based on our own Performance Data and Performance Data provided through the Texas Department of Transportation at the time of review. Routes that consistently operate below standards and are unresponsive to marketing, restructuring, and operational refinements may be discontinued.

It is important to note that new transit services are also subject to annual review. However these services are provided with a 24 month “growth” period to enable ridership to mature to expected levels.

***SERVICE CHANGE APPROVAL PROCESS***

GCRPC implements service changes annually around October; service changes are conducted to modify services based on ridership demands, requests for services, and/or budget fluctuations. Formal Board Approval is required for all fare increases and major service changes. Major Service changes include the establishment of new service, the elimination of service, and service changes that impact 25% or more of a routes passengers, route miles or vehicle miles, or proposed changes that are anticipated to be controversial with a particular community or interested parties. Service change recommendations not meeting the criteria for formal approvals described above are handled at the staff level. These proposals are still subject to an appropriate level of public and community review and comment.

Changes will follow an established timeline as indicated below and follow GCRPC’s establish Public Participation/Involvement Plan to ensure no person shall on the grounds of race, color, or national

origin, be excluded from participation in, be denied the benefit of, or be subjected to discrimination under any program or activity GCRPC provides.

<b>Key Activities</b>	<b>Required Lead Time (Months Prior to Implementation)</b>
Initiate Planning Process for New or Modified Service	12
Develop Preliminary Recommendations	7-8
Public Review and Input	4-7
Impact Analysis for Proposed Changes	4-7
Finalize Service Changes	4-5
Approval of Service Changes GCRPC Board, MPO, and City of Victoria	4-5
Develop New Service Schedules	3-5
Implement and Promote New Services	1-3

#### ***Vehicle Load Standards – Fixed Route Services (Victoria only)***

The average of all loads during our operating period should not exceed vehicles' achievable capacities, which are 20 passengers for our <30' Buses, and 39 passengers for 30-foot buses.

<b>Vehicle Type</b>	<b>Average Passenger Capacities</b>			<b>Maximum</b>
	<b>Seated</b>	<b>Standing</b>	<b>Total</b>	<b>Load Factor</b>
<b>Bus &lt;30'</b>	<b>20</b>	<b>0</b>	<b>20</b>	<b>1.0</b>
<b>Bus 30'</b>	<b>29</b>	<b>10</b>	<b>39</b>	<b>1.3</b>

#### ***Vehicle Load Standards – Demand Response Services***

<b>Vehicle Type</b>	<b>Average Passenger Capacities</b>			<b>Maximum</b>
	<b>Seated</b>	<b>Standing</b>	<b>Total</b>	<b>Load Factor</b>
<b>Bus &lt;30'</b>	<b>20</b>	<b>0</b>	<b>20</b>	<b>1.0</b>
<b>Bus 30'</b>	<b>29</b>	<b>10</b>	<b>39</b>	<b>1.3</b>
<b>Accessible Van 20'</b>	<b>10</b>	<b>0</b>	<b>10</b>	<b>1.0</b>
<b>Mini-Van 13'</b>	<b>7</b>	<b>0</b>	<b>7</b>	<b>1.0</b>

#### ***Vehicle Headway Standards – Fixed Route Services- (Victoria only)***

The Vehicle Headways involved a number of factors including, ridership productivity, and density of transit-dependent population, transit/pedestrian friendly streets, and major transit attractors/development.

Service operates six (6) lines every 30 minutes from 7:00 a.m. till 6:00 p.m. and one (1) line from 8:00 am – 5:00 pm Monday through Friday. On weeknights three (3) lines run every 30 minutes from 6:00 p.m. till 10:00 p.m. Monday through Friday, and on Saturday from 11:00 a.m. to 10:00 p.m.

	<b>Weekday</b>	<b>Weekday Evening</b>	<b>Weekend</b>
<b>Blue North Route</b>	<b>30</b>	--	--
<b>Blue South Route</b>	<b>30</b>	--	--
<b>Red North Route</b>	<b>30</b>	--	--
<b>Red South Route</b>	<b>30</b>	--	--
<b>Green North Route</b>	<b>30</b>	--	--
<b>Green South Route</b>	<b>30</b>	--	--
<b>Gold Route</b>	<b>60</b>	--	--
<b>Pink Route</b>	--	<b>30</b>	<b>30</b>
<b>Brown Route</b>	--	<b>30</b>	<b>30</b>
<b>Teal Route</b>	--	<b>30</b>	<b>30</b>

*Note: “--” means no service is provided during that time period*

### ***On-Time Performance Standards – Fixed Route Services (Victoria only)***

A vehicle is considered on time if it departs at designated time points no more than 1 minute early and no more than 5 minutes late. Victoria Transit’s on-time performance objective is 90% or greater. GCRPC’s Victoria Transit monitors on-time performance by reviewing the driver’s daily manifests and compiling that information into monthly reports covering all aspects of operations. It is also reported as scheduled vehicle revenue miles versus actual vehicle revenue miles (VRM) on our annual report.

### ***On-Time Performance Standards – Paratransit and Demand Response Services***

GCRPC’s Transportation Programs utilizes a 15-minute window for scheduled passenger pickups. The window is defined as follows: A passenger calls to schedule transportation services at 3:00 pm. Victoria Transit can arrive to pick up the passenger as early as 2:45 pm or as late as 3:15 pm from the scheduled time of pickup. GCRPC’s Transportation Program on-time performance objective is 90% or greater. GCRPC’s Transportation Program monitors on-time performance through our Scheduling and Dispatching Software and can pull reports for review as necessary.

### ***Service Availability Standards – Fixed Route and Paratransit Services***

GCRPC’s Victoria Transit developed our fixed routes based on strong public participation utilizing public meetings, on-board surveys, local health and human service agencies, and input from our local governments to develop services that would meet the needs of Victoria residents targeting low-income, minority, transit generators (i.e. densely populated census blocks), transit attractors (i.e. businesses, work sites, health and human service agencies). Initially all services provided were demand response, after a few years of developing ridership and local partnerships we implemented our fixed routes. At that time decisions were made to not limit Paratransit Services to the ¾ mile corridor from our fixed routes, but to continue serving the entire city of Victoria service area.

### ***Service Availability Standards – Demand Response Services***

GCRPC’s Transportation Programs operate services based on Passenger Demand, and available local, federal and state funding.

**GOLDEN CRESCENT REGIONAL PLANNING COMMISSION  
VICTORIA TRANSIT**

**SERVICE POLICIES**  
*(REQUIREMENTS FOR ALL FIXED ROUTES)*

**Vehicle Assignment Policy**

Vehicles will be assigned on our Fixed Routes based on operating characteristics such as:

- Ridership Demand
- Transit friendly streets (turning radius of buses on particular routes-narrow streets)

Victoria Transit utilizes both 30' foot and under 30' foot mini-buses, these buses have an average life expectancy of 4-7 years depending on the vehicle type. We have kept our vehicle fleet standardized in order to be able to if necessary move a vehicle from our Demand Response Service into Fixed Route operations. Our current average lifetime miles per active vehicles are 40,629. These vehicles are all air conditioned, and are accessible and meet or exceed all ADA requirements.

Based on funding availability Victoria Transit will replace vehicles following the Federal Transit Administration and the Texas Department of Transportation standards.

**Transit Amenities Policy**

Installation of transit amenities such as Passenger Shelters, Benches, and Trash Cans along bus routes are based on the number of passenger boardings along those routes and is based on funding availability.

Additionally, Victoria Transit and the City of Victoria has partnered to provide Transit Amenities through an agreement utilizing available Community Service Block Grant Funds targeting low to moderate income census block groups along our Fixed Routes.