



CITY OF JANESVILLE

Wisconsin's Park Place

Transit Provider Service Standards

The following is an excerpt from the *2015-2050 Janesville Area Long Range Transportation Plan*

Goal I: to promote the role of public transit in the overall Janesville community transportation system

- **Objective A:** By encouraging the use of public transit as an alternative for work and shopping trips.
- **Objective B:** By including transit service considerations in all development projects and coordinating public transit improvements with other modes of transportation and parking improvements.
- **Objective C:** By providing a level of service consistent with the needs of the community and at a level of local subsidy as specified by the City of Janesville City Council.
- **Objective D:** By promoting ridership through a comprehensive marketing plan.
- **Objective E:** By maintaining and expanding efficient high capacity transit service oriented to major employment centers.

Goal II: To maintain a fiscally sound public transit system as a vital service worthy of public support similar to that provided for other basic City services.

- **Objective A:** By serving the greatest number of people to the greatest extent possible within the resources available.
- **Objective B:** By maintaining an effective preventive maintenance program that ensures that 85% of the bus fleet is available for service at all times and maximizes the useful service life of the fleet.

Janesville Transit System

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Goal III: To serve the public transportation needs of senior citizens, disabled persons, children, and major employment centers in an efficient, safe, comfortable, and reliable manner as defined by industry standards.

- **Objective A:** By maintaining the efficient high capacity peak hour public transit service to all children in the community.
- **Objective B:** By providing amenities that will appeal to the elderly and disabled senior citizens with facilities and services that will meet the requirements of the American with Disabilities Act for transporting disabled persons.
- **Objective C:** By locating the transfer point(s) of the transit system at the most efficient location.
- **Objective D:** By providing service to businesses in commercial and industrial areas in concert with economic development activities.
- **Objective E:** By implementing a bikes-on-buses program to promote multimodal transportation options and increase ridership.

Goal IV: To comply with all regulations and mandates set forth by the Federal Transit Administration and the Wisconsin Department of Transportation.

- **Objective A:** By encouraging the participation of both public and private service providers in the provision of public mass transportation services consistent with JTS service quality, cost effectiveness, and reliability requirements.
- **Objective B:** By complying with all regulations and mandates associated with the American with Disabilities Act, Title VI Civil Rights requirements, federal Environmental Justice goals, and the Disadvantaged Business Enterprise participation goals.

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Janesville Transit TITLE VI SERVICE STANDARDS AND POLICIES

Overview

Pursuant to the requirements of FTA C 4702.1B, Janesville Transit must establish and monitor system performance under quantitative service standards and qualitative service policies. Every three years, JTS submits a Title VI Program to the FTA documenting compliance with the established Title VI requirements. In accordance with this submittal, JTS will monitor and evaluate system performance relative to the service standards and policies, contained herein, no less than every three years.

Service Standards and Policies

The Federal Transit Administration requires that all fixed-route transit providers develop service standards and policies to provide a context for the monitoring and assessment of transit service. These standards and policies are used to compare the services provided in minority areas with the services provided in non-minority areas. Service standards and policies include:

Service Standards

- Vehicle Load
- Vehicle Headway
- On-time Performance
- Service Availability

Service Policies

- Transit Amenities
- Vehicle Assignments

Vehicle Load

Vehicle load is the ratio of passengers to the number of seats on a vehicle, relative to the vehicle's maximum load point. For example, on a 29 seat bus, a vehicle load of 1.5 or 150% means all seats are filled and there are 15 standees. Vehicle overcrowding is dependent upon ridership activity and the seating capacity of each vehicle assigned to the route. JTS operates three vehicle categories.

Vehicle Load Standard					
Vehicle Type	Passenger Capacities				Max Load Factor
	Seated	Standing	Total		
35' Transit Bus (New Flyer)	29	15	44		1.5
35' Transit Bus (Gillig 2019)	31	15	46		1.5
35' Transit Bus (Gillig 2020)	30	15	45		1.5
<i>• Vehicle load standards are consistent for the peak and off-peak periods</i>					

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Vehicle Headway

Vehicle headway is defined as the amount of scheduled time between two vehicles traveling in the same direction on the same route. Vehicle headways determine how long customers must wait for bus service. Higher frequencies result in reduced wait times, which make the service more attractive to potential riders. At the same time, higher frequencies can significantly increase costs by requiring additional buses and drivers.

Vehicle Headway Standard		
Route Type	Monday-Friday	Saturday
Regular Routes	30 minutes or 60 minutes throughout the day	30 minutes or 60 minutes throughout the day
Tripper Routes	As needed	NA
• No service is provided on Sundays.		

On-time Performance

On-time performance is a measure of service reliability that determines the percentage of buses that arrive or depart within a certain amount of time before or after the published schedule. On-time performance reflects the quality of service and influences a customer's choice to use transit.

On-time Performance Standard

A vehicle is considered on-time when it arrives 30 seconds early and no more than five (5) minutes late compared to the scheduled time at each time-point. JTS has set a system-wide on-time performance goal of 95%, which allows for some level of service variability while maintaining the reasonable expectation of reliability for customers.

Service Availability

Service availability is a measure of transit accessibility based on the distribution of routes and the placement of stops within a transit provider's service area. Stops spaced further apart allow for faster bus speeds and reduce customer travel times but also require customers to walk further to access the service.

Service Availability Standard

The standard for Janesville Transit serve availability is to offer service within one quarter mile of at least 90 percent of the populated areas within the JTS service area unless restricted by natural or man-made physical barriers.

Bus stop spacing on all routes will generally be the same, but will include a more stops in higher activity areas such as downtown and fewer stop in low activity areas such as residential areas. Stops are placed near major passenger trip generators. Variance from standard spacing may be necessary to address safety and accessibility concerns.

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All JTS regular route bus stops shall be marked with a bus stop sign.

Transit Amenities

Transit amenities refer to items of comfort, convenience, and safety that are available to transit passengers. These items include, but are not limited to, shelters, seating, signage and trash receptacles. Transit amenities must be equitably distributed on a system-wide basis.

Transit Amenities Policy

Transit amenities shall be allocated based on ridership activity (total number of average daily boardings) and will be equitably distributed to reflect the system-wide demographics. Consideration of new amenities shall be constrained by the availability of resources to adequately maintain them.

Vehicle Assignment

Vehicle assignment refers to the process by which transit vehicles are placed into service. JTS presently maintains a fixed-route fleet 35-foot heavy-duty transit buses. All vehicles are maintained and operated from a single facility. All vehicles are of similar age and condition.

Vehicle Assignment Policy

The goal of this vehicle assignment policy is to provide sufficient capacity to accommodate passenger demand while minimizing the labor and vehicle resources necessary to manage passenger loads. Proper vehicle assignment shall ensure that rider experience relative to vehicle age, vehicle condition and seating availability is similar on all routes.

35-foot heavy-duty transit buses is the vehicle for fixed route bus service and they are assigned to any route.

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