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# Charlottesville Area Transit *Transit Strategic Plan*

Fiscal Year 2025 – 2034

Chapter 1: System Overview and Strategic Vision

June 2024



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## Chapter 1: System Overview and Strategic Vision

### System Overview

Charlottesville Area Transit (CAT) is a locally owned and controlled fixed-route bus transit system serving the City of Charlottesville and Albemarle County, Virginia. Located along the Rivanna River in Central Virginia, Charlottesville is approximately 99 miles southwest of Washington, D.C. and approximately 72 miles northwest of Richmond. Charlottesville has a land area of approximately 10 square miles and an estimated population of 46,553 people (2020, U.S. Census Bureau). The city is the seat of government of Albemarle County and is also home to the University of Virginia (UVA).

CAT provides local bus service within Charlottesville and parts of Albemarle County. The City of Charlottesville manages, operates, and maintains the transit system through CAT. CAT is funded by the governments of the City of Charlottesville and Albemarle County, the Virginia Department of Rail and Public Transportation (DRPT), and UVA.

The following sub-section describes existing CAT services and regional transportation services. Additional details about services provided and the areas served can be found in **Appendix A**.

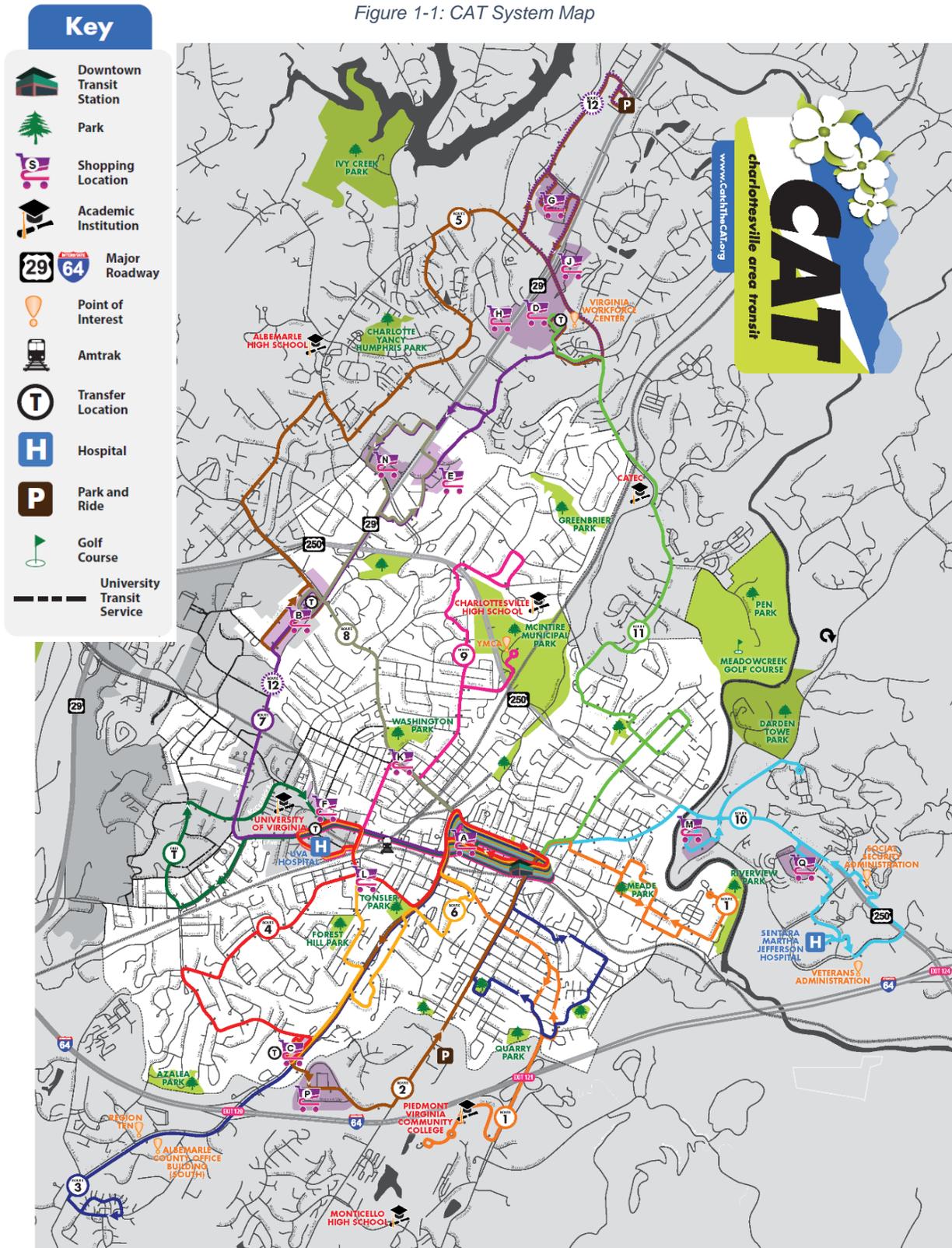
#### 1.1 Services Provided and Areas Served

##### Existing Fixed-Route Services

CAT operates fixed-route local bus service in the City of Charlottesville and parts of Albemarle County (**Figure 1-1**). CAT currently operates 13 routes, including a trolley that operates between downtown Charlottesville and UVA. CAT has been operating on an Extended Lifeline Service schedule since September 2021, with all routes operating Monday to Saturday between approximately 6:00 AM and 10:30 PM with 30-minute or 60-minute frequency. **Table 1-1** lists CAT's fixed-route service by route.



Figure 1-1: CAT System Map



Source: Charlottesville Area Transit





Table 1-1: Existing CAT Service

Route Name	Jurisdiction(s) Served	Operation Days	Span	Frequency
<b>Route 1</b> <i>Piedmont Virginia Community College and Woolen Mills</i>	City of Charlottesville and Albemarle County	Monday – Saturday	6:00 AM – 10:30 PM	60 minutes
<b>Route 2A/2B</b> <i>5th Street Station</i>	City of Charlottesville and Albemarle County	Monday – Saturday	6:30 AM – 10:30 PM	30 minutes
<b>Route 3/3E</b> <i>Southwood and Belmont</i>	City of Charlottesville and Albemarle County	Monday – Saturday	6:00 AM – 10:30 PM	60 minutes
<b>Route 4</b> <i>Cherry Avenue and Harrison Road</i>	City of Charlottesville	Monday – Saturday	6:00 AM – 10:30 PM	30 minutes (peak) 60 minutes (off-peak)
<b>Route 5</b> <i>Commonwealth Drive</i>	City of Charlottesville and Albemarle County	Monday – Saturday	6:30 AM – 10:30 PM	30 minutes
<b>Route 6</b> <i>Ridge Street and Prospect Avenue</i>	City of Charlottesville	Monday – Saturday	6:30 AM – 10:30 PM	60 minutes
<b>Route 7</b> <i>Emmet Street and Seminole Trail</i>	City of Charlottesville and Albemarle County	Monday – Saturday	6:30 AM – 10:30 PM	30 minutes
<b>Route 8</b> <i>Preston Avenue and Emmet Street</i>	City of Charlottesville and Albemarle County	Monday – Saturday	6:30 AM – 6:30 PM	60 minutes
<b>Route 9</b> <i>Health Department and YMCA</i>	City of Charlottesville	Monday – Saturday	7:00 AM – 10:30 PM	30 minutes (peak) 60 minutes (off-peak)
<b>Route 10</b> <i>Pantops</i>	City of Charlottesville and Albemarle County	Monday – Saturday	6:30 AM – 10:30 PM	60 minutes
<b>Route 11</b> <i>Locust Avenue and Rio Road</i>	City of Charlottesville and Albemarle County	Monday – Saturday	6:00 AM – 10:30 PM	60 minutes
<b>Route 12</b> <i>Seminole Trail</i>	City of Charlottesville and Albemarle County	Sunday*	7:45 AM – 5:45PM	60 minutes
<b>Free Trolley</b> <i>W Main Street &amp; UVA</i>	City of Charlottesville	Monday – Saturday	6:30 AM – 10:00 PM	25 minutes

\*Sunday service is not currently running due to CAT operating on an Extended Lifeline Service schedule.

Source: Charlottesville Area Transit





### Jaunt Paratransit Service

Jaunt provides curb-to-curb demand-response service in Charlottesville and the counties of Buckingham, Fluvanna, Louisa, Nelson, and rural Albemarle. Reservations must be made at least one day and up to seven days in advance. Jaunt also provides door-to-door paratransit service to people with disabilities who are unable to use the local fixed-route system through a sub-recipient arrangement with CAT, the City of Charlottesville, and Albemarle County. Passengers may use the service to travel to destinations within a three-quarter-mile radius of CAT's fixed-route service.

While Jaunt provides service in the CAT service area, this Transit Strategic Plan does not provide specific recommendations for Jaunt service.





## 1.2 Current/Recent Initiatives

This section documents major current and recent initiatives of CAT and its regional partners, including service changes; capital improvement programs; and other initiatives, plans, and studies that help achieve goals and objectives outlined in the TSP.

### Charlottesville Area Transit Initiatives

#### 2021 System Optimization Plan

In June of 2021, CAT conducted a System Optimization Plan (SOP), intended to be implemented in 2022. The objectives of the SOP included improving frequency and span on major routes, expanding coverage to high-activity areas, and restoring pre-COVID service levels (**Figure 1-2**). Due to staff shortages, the proposed changes were put on hold. In 2022, CAT introduced a phased approach for the plan. The implementation of these phases will be dependent on available staff and funding. Specific improvements in each phase include:

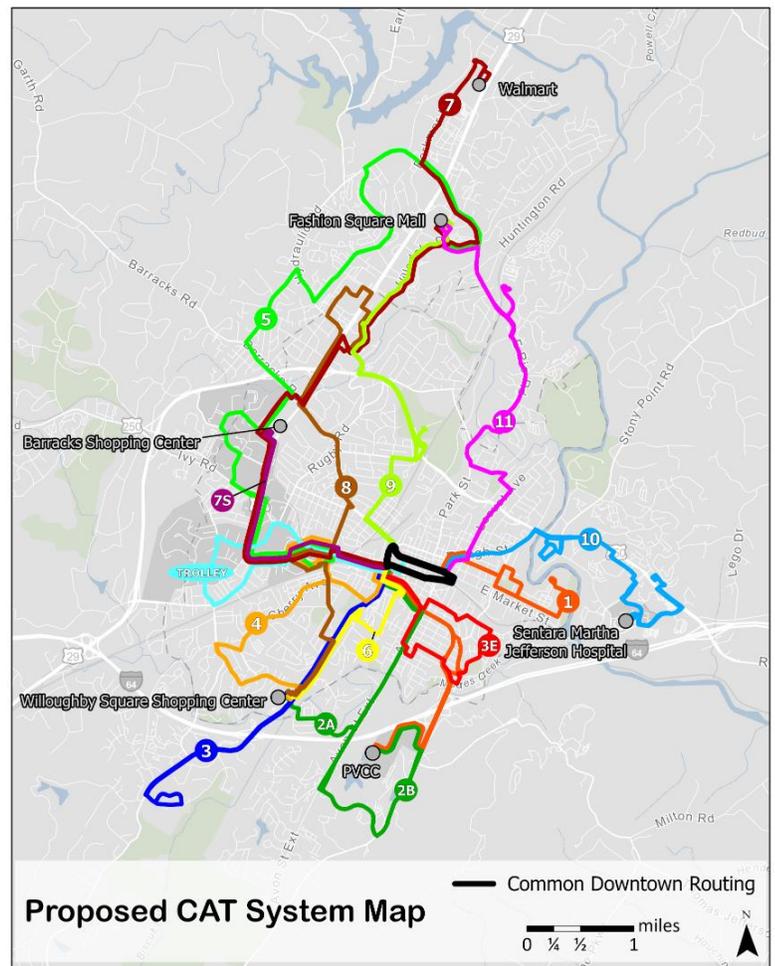
#### Phase 1

- Implement the SOP's Routes 2A and 2B recommendations, which will replace the current Route 2. This route change allows for two-direction service along Avon Street Extended and the CAT operating facility.
- Modify Route 11's alignment to serve the Center at Belvedere.
- Improve Route 6 weekday service frequencies to 30 minutes, serving Crescent Hall and the neighborhood south of Elliott Avenue.
- Restore Sunday service on Route 2A, the Trolley, and Route 12.

#### Phase 2

- Extend Route 7 to Walmart and eliminate the current mid-route split that serves Seminole Square. In the Barracks Road shopping center area, the alignment will be modified to operate along Millmont Street.
- Introduce Sunday service on Route 7.
- Eliminate Route 12. The introduction of Sunday service on Route 7 allows for the elimination of this route.
- Extend Route 5 to the UVA Hospital campus. In the Barracks Road shopping center area, the alignment will be modified to operate along Millmont Street.

Figure 1-2: System Optimization Plan  
Proposed Network Improvements



Source: Charlottesville Area Transit



### Phase 3

- Introduce Saturday service on Route 1.
- Expand Sunday span of service on route pattern 2A (7:30AM to 10:30PM)
- Break Route 3 into two routes and improve frequencies to 30 minutes on weekdays and Saturdays, with the addition of 60-minute Sunday service (7:30AM to 10:30PM). Interline Route 3E with Route 9.
- Operate Route 4 at 30-minute all-day frequencies. Route currently has 30-minute frequencies in the AM period only. Interline Route 4 with Route 6.
- Eliminate the segment of Route 6 that goes to UVA Hospital, as that service was replaced with Route 8 service changes. Interline Route 6 with Route 4.
- Supplement Route 7/7S peak period service between downtown and Barracks Road shopping center. Expand Sunday span of service (7:30AM to 10:30PM)
- Modify orientation of Route 8 from downtown to Willoughby Shopping Center to provide south Charlottesville residents with one-seat ride to U.S. 29.
- Modify north end of Route 9's alignment to Fashion Square Mall and eliminate service deviation to UVA Hospital. Operate at 60-minute frequencies.
- Streamline Route 10's alignment east of the Rivanna River. Operate at 30-minute frequency on weekdays. Add Sunday service from 7:30AM to 10:30PM.
- Improve weekday and Saturday Trolley service frequencies to 15 minutes and modify Sunday frequencies to 30 minutes to better facilitate timed transfers.

### Phase 3 Plus

- All Phase 3 routes operating at 30-minute or better frequencies on weekdays from 6:00AM to 6:00PM and on weekends from 9:00AM to 6:00PM.

### *Fare-Free Service*

Starting in 2020, CAT began operating fare-free service in response to the COVID-19 pandemic. In 2021, CAT received a \$1,066,620 grant from the Commonwealth Transportation Board under DRPT's Transit Ridership Incentive Program (TRIP). This grant under the TRIP program will allow CAT to maintain fare-free service until June 30, 2026.

### *Microtransit Pilot*

In 2022, Albemarle County, the City of Charlottesville, and CAT were awarded a grant to implement microtransit as a one-year pilot project. Launched in 2023, the microtransit service—branded as MicroCAT—operates under CAT's jurisdiction and utilizes smaller vehicles to provide on-demand rides in two service areas. MicroCAT serves the Pantops area and U.S. 29, operating from 6:30 AM to 9:00 PM on Monday through Saturday.

### *Alternative-Fueled Buses Feasibility Study and Zero-Emissions Transition Plan*

Starting in 2022, CAT began evaluating how the transit system may be able to support the City of Charlottesville's carbon emissions reduction goals of 45 percent by 2030 and carbon neutrality by 2050. The study will inform the feasibility of transitioning the CAT fleet to alternative-fueled (i.e., non-diesel and non-gasoline) vehicles. The study is also exploring technical feasibility and includes an evaluation of the current CAT maintenance facility for retrofit and upgrade to accommodate additional vehicles and alternative fuels infrastructure.



## Regional Partner Initiatives

### *Regional Transit Partnership*

A regional partnership between the Charlottesville-Albemarle Metropolitan Planning Organization (CA-MPO), the City of Charlottesville, Albemarle County, Jaunt, and the Thomas Jefferson Planning District Commission (TJPDC) was established in 2017. The purpose of this partnership is to improve communication between the area's transit providers and stakeholders by providing a formal means to facilitate transit planning discussions, exchange information, and provide recommendations to decision-makers on transit-related matters. As part of this process, the regional partnership has led the development of the Regional Transit Vision Plan and the Regional Transit Governance Study, both of which are listed below.

### *Regional Transit Vision Plan*

In 2022, TJPDC developed the Regional Transit Vision Plan. The purpose of the Regional Transit Vision Plan was to evaluate current transit service levels in the City of Charlottesville and the Counties of Albemarle, Greene, Louisa, Fluvanna, Buckingham, and Nelson. The plan provides a long-term vision for transit in the region that prioritizes equity, multimodality, and efficiency.

The Regional Transit Vision Plan included the development of two Vision Networks that serve as guides for the implementation of new and expanded transit service across the region.

- The Unconstrained Vision Network shows a future transit network where the Vision Statement and Goals of the Vision Plan are fully implemented, without considering any financial constraints.
- The Constrained Vision Network shows a future transit network that implements the Vision Statement and Goals of the Vision Plan within the constraints of a potential regional transit funding measure.

### *Regional Transit Governance Study*

The Regional Transit Governance Study is a supporting effort of the Regional Transit Vision Plan. It consists of a Steering Committee that is responsible for identifying dedicated funding sources for the transit services identified in the Regional Transit Vision Plan and developing a governance structure for regional transit planning. The Regional Transit Governance Study began in September 2022 and was adopted by the Thomas Jefferson Planning District Commission in January 2024.



## Strategic Vision

In 2018, the City of Charlottesville adopted the CAT Transit Development Plan (TDP), which served as a guide for the agency regarding the ongoing and future operations of transit service in Charlottesville. In 2022, TJPDC completed its Regional Transit Vision Plan that identified short-term, long-term, and extended long-term actions to support the regional community’s vision for high-quality transit. The 2018 CAT TDP and the 2022 TJPDC Transit Vision Plan served as the basis for the development of goals and objectives for this TSP. This section documents the process followed to incorporate the goals and objectives from these previous guiding plans using a policy diagnostic process to incorporate multiple sources of input.

### 1.3 Goals and Objectives

The goals and objectives presented in this TSP were initially derived from the 2018 CAT TDP, with refinements and modernizations being incorporated based on the themes emphasized across the 2022 TJPDC Transit Vision Plan and other local and regional plans. The policy diagnostic process described below identified common goals and objective themes between transit, local, and regional plans. The results of the theme diagnostic are shown in **Figure 1-3** with the most common themes at the top of the figure. The existing transit-specific plan goals were evaluated to identify potential refinements or gaps in the existing goals. The policy diagnostic also informed the development of SMART (Specific, Measurable, Agreed, Realistic, and Time-bound) objective statements.

#### Policy Diagnostic Process

The first step of the policy diagnostic process was to gather local and regional transit plans for agencies and jurisdictions in the region. The following plans and documents were gathered and reviewed to better understand local and regional goals and objectives that relate to transit:

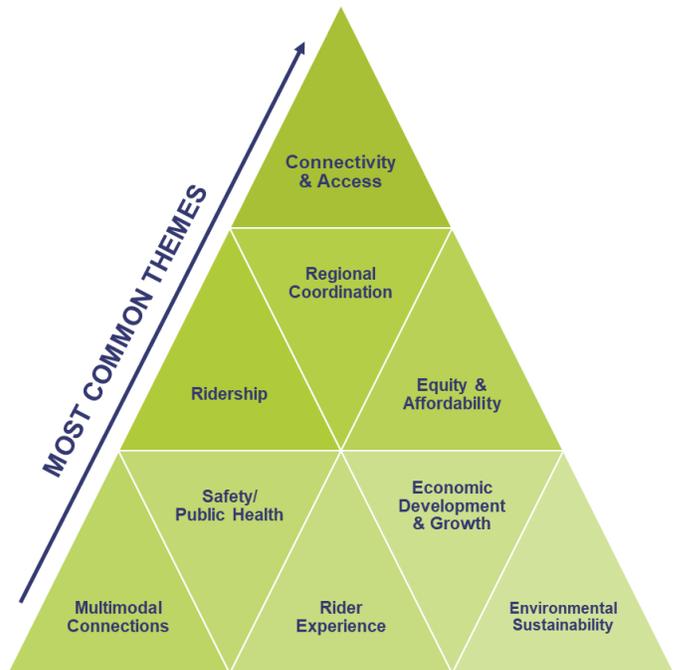
##### *Transit-Specific Plans*

- Charlottesville Area Transit Development Plan (2018)
- Thomas Jefferson Planning District Commission Regional Transit Vision (2022)

##### *Other City and County Plans*

- City of Charlottesville Climate Action Plan (2022)
- City of Charlottesville Comprehensive Plan (2021)
- Albemarle County Transportation Policies (2019)
- Albemarle County Comprehensive Plan (2015)

Figure 1-3: Policy Diagnostic Common Goal and Objective Themes



The next step in the process was to review the identified plans and document the goals and objectives contained in each. Goals from the 2018 TDP and the 2022 Regional Transit Vision Plan—the two guiding transit-specific documents for this process—are listed below:



*CAT Transit Development Plan (2018) Goals:*

- Monitor and adjust service to improve efficiency, customer convenience, and system reliability/safety
- Strengthen/pursue regional partnerships to improve access to existing services and plan future enhancements
- Continue the use of innovation and technology to enhance the customer experience and encourage a favorable perception of transit
- Be a good steward of financial resources and demonstrate accountability

*Regional Transit Vision Plan (2022) Goals:*

- Enhance: Provide high quality and high frequency transit options in the busiest parts of the region
- Expand: Expand the region's transit service to more neighborhoods, towns, and places and increase basic transit connectivity
- Connect: Promote efficient and attractive multimodal connectivity for seamless regional travel
- Collaborate: Improve internal and external communication with the transit agencies and with local governments to increase transit supportive land use decisions
- Improve Equity: Improve transit access for people with low household incomes, limited physical mobility, or lack of access to automobiles
- Grow Equitably: Create a strong linkage between transit and compact, walkable, robust transit-supportive and equitable land use with safe access/egress conditions
- Support: Enhance the region's economy and economic well-being of its residents by improving access to employment opportunities and community services
- Sustainability: Minimize the environmental impact of the region's transportation system

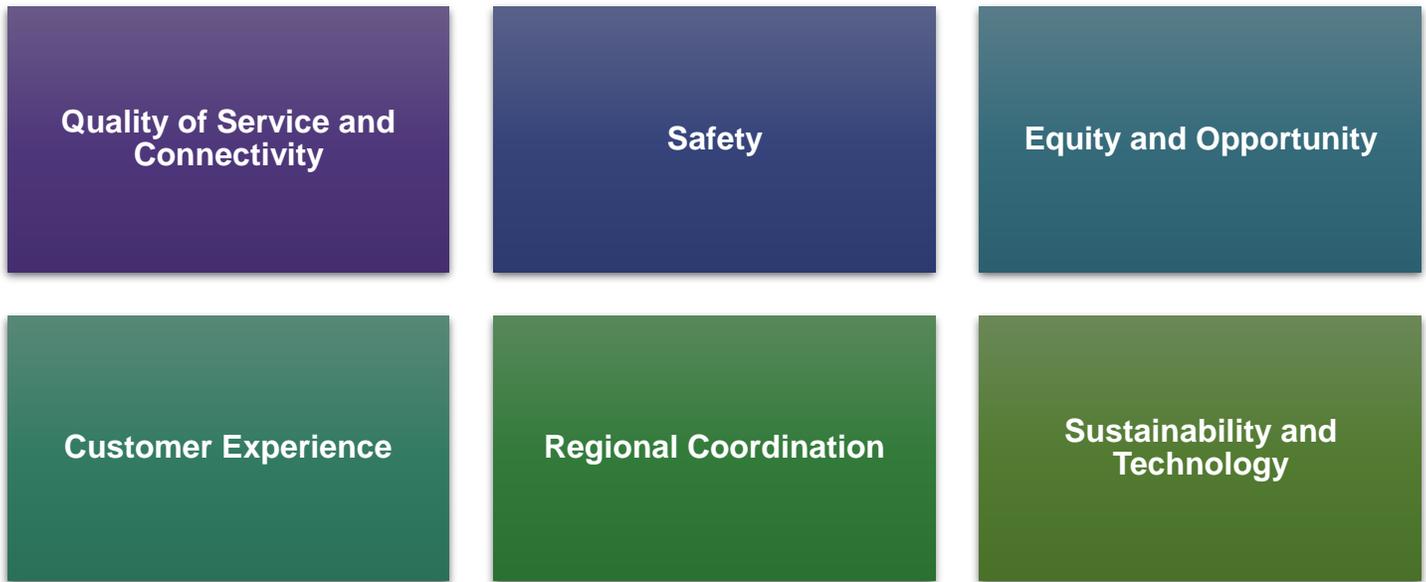
Following this step, the identified goals were assessed for thematic similarities. Inclusive of findings from the overall policy diagnostic process, the following observations were identified as potential opportunities for refinement and enhancements to the existing TDP goals:

- Balancing preservation of existing service while evaluating actions that optimize, modernize, and expand service
- Emphasizing safety, equity, ease of use, and accessibility for customers
- Aligning growth with future land use, economics, and development to ensure preparedness
- Placing greater emphasis on workforce and emerging technologies
- Incorporating financial elements into objectives or other policies, rather than overall goals

With the above themes and observations, the fourth and final step of the process was to refine existing goals and objectives, including input from the public and stakeholders. **Figure 1-4** lists the six goals for this TSP. The goals, objectives, and metrics for the CAT Transit Strategic Plan are listed in the following sections.



Figure 1-4: CAT Transit Strategic Plan Goal Areas



Goal #1: Quality of Service and Connectivity

Objective	Metrics
<b>Provide transit service that is safe, reliable, and efficient.</b>	<ul style="list-style-type: none"> <li>• Total population within ¼-mile of a CAT bus stop</li> <li>• Total number of jobs within ¼-mile of a CAT bus stop</li> </ul>
<b>Align service frequency, span, geographic coverage, and service models (i.e., fixed-route, microtransit, bus rapid transit) with transit propensity and community needs.</b>	<ul style="list-style-type: none"> <li>• Percentage of regional activity centers served by a CAT bus route</li> <li>• Percentage of population with access to 30-minute or better service</li> <li>• On-time performance</li> </ul>
<b>Optimize and preserve the infrastructure (i.e., vehicles, stops and stations, facilities) of the existing transit system.</b>	<ul style="list-style-type: none"> <li>• Number of night and weekend service hours</li> <li>• Percentage of service hours/miles by route category</li> <li>• State of Good Repair backlog as a percentage of overall budget</li> </ul>
<b>Contain operating costs by monitoring and adjusting system performance according to service guidelines.</b>	<ul style="list-style-type: none"> <li>• Number of miles between service road calls</li> <li>• Percentage of fleet exceeding lifespan (years/miles)</li> <li>• Number of missed trips due to operational failures</li> <li>• Operating expense growth (non-fuel)</li> <li>• Operating expense per revenue hour/revenue mile</li> <li>• Number of service hours affected by disruptions</li> </ul>



Goal #2: Safety

Objective	Metrics
<b>Identify and upgrade bus stops in need of enhanced access, quality, comfort, and safety.</b>	<ul style="list-style-type: none"> <li>Percentage of bus stops with amenities that meet or exceed service standards</li> <li>Percentage of bus stops with amenities that meet or exceed service standards in high transit propensity areas</li> <li>Number of bus stop access/amenity improvements near schools, parks, medical facilities, and other key destinations</li> <li>Number of non-ADA compliant infrastructure within ¼ mile of bus stops</li> </ul>
<b>Provide a safe and comfortable transit environment by monitoring safety and implementing security measures.</b>	<ul style="list-style-type: none"> <li>Number of incidents/accidents per 100,000 boardings</li> <li>Total number of preventable customer/operator injuries</li> <li>Average number of monthly systemwide NTD Reportable Crimes</li> <li>Total number of systemwide NTD Reportable Crimes</li> </ul>
<b>Implement safety measures to protect transit operators.</b>	<ul style="list-style-type: none"> <li>Number of incidents/accidents involving transit operators per 100,000 boardings</li> <li>Total number of preventable transit operator injuries</li> </ul>

Goal #3: Equity and Opportunity

Objective	Metrics
<b>Prioritize transit service to populations with the greatest need.</b>	<ul style="list-style-type: none"> <li>Percentage of minority population with access to 30-minute or better service</li> <li>Percentage of low-income population with access to 30-minute or better service</li> <li>Percentage of population with disabilities with access to 30-minute or better service</li> </ul>
<b>Improve transit access to key destinations, improve directness of routes, and reduce necessity for transfers.</b>	<ul style="list-style-type: none"> <li>Ridership to key destinations (e.g., employment, healthcare, etc.)</li> <li>Percent of customers with more than one transfer</li> <li>Average transit travel time</li> </ul>
<b>Value transit operators through continued training, involvement in decision-making processes, and career growth opportunities.</b>	<ul style="list-style-type: none"> <li>Number of trainings available to transit operators</li> <li>Number of staff involved in decision-making discussions</li> <li>Transit operator retention rate</li> </ul>



Goal #4: Customer Experience

Objective	Metrics
<b>Provide comfortable and efficient transit service to include a focus on cleanliness and efficient customer service.</b>	<ul style="list-style-type: none"> <li>• Number of valid customer complaints per 100,000 boardings</li> </ul>
<b>Develop and improve communication pathways with customers through a variety of mediums (physical media, in-person, and online).</b>	<ul style="list-style-type: none"> <li>• Uptime of website, smartphone applications</li> <li>• Average call center wait time</li> <li>• Percent of total routes discussed through communication pathways</li> </ul>
<b>Ensure that CAT is financially accessible for all by evaluating the sustainability of maintaining fare-free services long-term.</b>	<ul style="list-style-type: none"> <li>• Transit system ridership</li> </ul>
<b>Continue to evaluate available data and emerging technologies to improve the customer experience.</b>	<ul style="list-style-type: none"> <li>• Transit system ridership</li> <li>• Number of buses/bus stops/facilities with enhanced customer service technology</li> </ul>

Goal #5: Regional Coordination

Objective	Metrics
<b>Continue to coordinate with the City of Charlottesville, Albemarle County, and major regional institutions to ensure that transit is integrated into growth planning, land development, and multimodal improvements.</b>	<ul style="list-style-type: none"> <li>• Number of regional coordination pilot projects per year</li> </ul>
<b>Continue to coordinate with public and private regional partners to improve and promote transit in support of regional multimodal connectivity.</b>	<ul style="list-style-type: none"> <li>• Number of transit discussions with private or public partners</li> <li>• Number of public or private partnerships providing customer benefits</li> </ul>
<b>Advance the development of a dedicated regional transit funding source to support local/regional goals for transit and planned improvements.</b>	<ul style="list-style-type: none"> <li>• Creation of a dedicated regional transit funding source</li> </ul>
<b>Integrate transit into the development review processes for developments.</b>	<ul style="list-style-type: none"> <li>• Number of transit development reviews conducted</li> </ul>



Goal #6: Sustainability and Technology

Objective	Metrics
<p><b>Incentivize transit use and promote the value of transit through strategies such as high quality of service, ease of use, transit-oriented development, and financial incentives.</b></p>	<ul style="list-style-type: none"> <li>• Transit system ridership</li> <li>• Local/regional transit mode share</li> </ul>
<p><b>Implement actions from the CAT Fleet Transition Plan.</b></p>	<ul style="list-style-type: none"> <li>• Ratio of vehicle miles / total fuel consumption (gallons)</li> <li>• Net tonnage of CO2 and GHG emissions</li> </ul>
<p><b>Continuously evaluate and address the impacts that emerging technologies (i.e., microtransit) may have on the transit network and how they may support local and regional environmental sustainability goals.</b></p>	<ul style="list-style-type: none"> <li>• Transit system ridership</li> <li>• Transit service coverage</li> <li>• Average customer wait time</li> </ul>



## 1.4 Service Design Standards

Service design standards are benchmarks against which a system and its routes are developed and evaluated to determine if existing services should be modified. Service design standards function as an input to the planning process and address items such as scheduling and route planning, service reliability, system efficiency, safety and security, customer service, multimodal connectivity, and regulatory compliance. When CAT is considering service changes, these service standards will be considered to the extent possible within funding constraints.

Per CAT’s Fiscal Year 2019 – 2028 Transit Development Plan, existing service design standards relating to route design and scheduling are outlined in **Table 1-2**. CAT’s service design standards are included below. All service standards are described for fixed route service.

*Table 1-2: CAT Service Design Standards*

Service Design Standards		
<b>Span of Service</b>	Core Service	6:00 AM – 6:00 PM
	Select Routes	6:00 PM – 11:00 PM (no less than 60 minute headway)
<b>Frequency of Service</b>	Local Routes	30 min. peak, 60 min. off-peak
	Key Routes	20 min. peak, 30 min. off-peak
	Lifeline Routes	Not to exceed 60 min.
<b>Bus Stop Spacing</b>	Local Routes	800 – 1,300 feet
	Key Routes	1,000 – 1,300 feet
	Lifeline Routes	1,000 – 1,300 feet
<b>Route Directness</b>	Deviations from a direct path from end-to-end of the route shall account for no more than one-quarter of the end-to-end travel time of the route.	
<b>Total Route Travel Time</b>	Maximum of 60 min. one-way	
<b>Bus Stop Amenities</b>	Bus stops with more than 50 passengers boarding daily should have a bus shelter within the City of Charlottesville.	
	Bus stops with more than 35 passengers boarding outside the City of Charlottesville should be explored for inclusion of a bus shelter.	
<b>Load Factor</b>	The loading standard should be a maximum average load factor of 1.2 (ratio of total passengers to seated passengers) during the weekday peak periods, and 1.0 at all other time periods.	
<b>Dependability</b>	90% on-time service (0-5 minutes late) – No trips leaving early.	
	Maintain fewer than 6,500 miles between service road calls.	
	Less than five percent missed trips due to operational failures.	



Service Design Standards	
	No more than 15 percent of fleet exceeding the FTA Useful Life Benchmarks (ULB) for its vehicle classification.
<b>Farebox Recovery</b>	Review and modify, if possible, services that exhibit less than 60 percent of average.
	Review and modify, if warranted, services between 60 percent and 80 percent of average.
<b>Productivity (Passengers per Revenue Hour/Mile)</b>	Review and modify, if possible, services that exhibit less than 60 percent of average of route type.
	Review and modify, if warranted, services between 60 percent and 80 percent of average of route type.
<b>Cost Effectiveness (Cost per Revenue Hour/Mile)</b>	Review and modify, if possible, services that exhibit less than 60 percent of route type average.
<b>Safety</b>	0.10 or fewer “reportable incidents” per 100,000 miles, as defined by the National Transit Database.
<b>Customer Service</b>	Less than 20 customer complaints per 100,000 trips.
	Maximum reservation wait time less than 30 seconds (ADA) *
<b>Fleet Age (Fixed Route)</b>	No more than 15 percent of fleet in excess of the FTA Useful Life Benchmarks (ULB) for the vehicle classification.

Source: CAT FY 2019 - FY 2028 Transit Development Plan

\* ADA Paratransit service is provided by JAUNT on behalf of CAT

## 1.5 Performance Standards

CAT has established service evaluation guidelines for regular assessment of the performance of all routes—many of which are also reflected in the above service design standards. The evaluation process is intended to provide clear, consistent information about the performance of individual transit services to aid planners and decision-makers in developing service changes. The intent of the process is to identify very successful services as well as unsuccessful ones, utilize simple evaluation criteria to improve the consistency of use, and define performance thresholds that reflect unique performance aspects of different markets and types of service.

### Load Factor

- The loading standard should be a maximum average load factor of 1.2 (ratio of total passengers to seated passengers) during the weekday peak periods, and 1.0 at all other time periods

Source: CAT Title VI Plan 2022-2025

### On-Time Performance

- Achieve a 90 percent on-time rate. A route is defined as on-time if it is up to 5 minutes late or 1 minute early

Source: CAT Title VI Plan 2022-2025



### Farebox Recovery

- Review and modify, if possible, services that exhibit less than 60 percent of average.
- Review and modify, if warranted, services between 60 percent and 80 percent of average

Source: CAT Transit Development Plan 2019-2028

### Productivity (Passengers per Revenue Hour/Mile)

- Review and modify, if possible, services that exhibit less than 60 percent of average of route type
- Review and modify, if warranted, services between 60 percent and 80 percent of average of route type

Source: CAT Transit Development Plan 2019-2028

### Cost Effectiveness (Cost per Revenue Hour/Mile)

- Review and modify, if possible, services that exhibit less than 60 percent of route type average

Source: CAT Transit Development Plan 2019-2028

### Customer Service

- Less than 20 customer complaints per 100,000 trips
- Maximum reservation wait time less than 30 seconds (ADA)

Source: CAT Transit Development Plan 2019-2028

### Fleet Age

- No more than 20 percent of fleet in excess of the FTA Useful Life Benchmarks (ULB) for the vehicle classification

Source: CAT Transit Development Plan 2019-2028

The service evaluation guidelines are applied in CAT's System Optimization Report, which assesses service performance of all regular service. Performance assessment is based on comparison to other members of the same group of routes and routes are grouped by subarea and time period for similarity in operating conditions. Thresholds for "strong" and "below average" performance are determined for each subarea and time-period group, based on average route performance in each group.

### Safety

CAT has outlined a set of safety performance targets in their Public Transit Agency Safety Plan (PTASP) in accordance with Federal Transit Administration regulations. In the agency's most recent Transit Safety Plan, a number of measurable safety performance targets were established as a benchmark for the overall safety performance of the agency. The safety performance targets listed in **Table 1-3** serve as benchmarks to evaluate the overall safety performance of the agency.



Table 1-3: CAT Safety Performance Targets

Safety Performance Metric	Target
<b>Fatalities</b> (Total number of reportable fatalities per year)	0
<b>Fatalities</b> (Rate per total vehicle revenue miles by mode)	0
<b>Injuries</b> (Total number of reportable injuries per year)	2
<b>Injuries</b> (Rate per total vehicle revenue miles by mode)	Less than .5 injuries per 100,000 vehicle revenue miles
<b>Safety Events</b> (Total number of safety events per year)	10
<b>Safety Events</b> (Rate per total vehicle revenue miles by mode)	Less than 1 reportable event per 100,000 vehicle revenue miles
<b>Distance Between Major Failures</b>	10,000 miles
<b>Distance Between Minor Failures</b>	3,200 miles

Source: CAT Public Transit Agency Safety Plan