

## **Proposed Service Standards-Title VI Program Update 2016**

**April 19, 2016**

The Cape Ann Transportation Authority is seeking input on service standards and service policies proposed as part of the Title VI Program Update for 2016. The public is encouraged to provide feedback on the service standards and service policies. Comments can be submitted via mail, telephone, email, or in person at the public hearing. Service standards are available at CATA's Operations Center and at [www.canntran.com](http://www.canntran.com).

Public Hearing

CATA Operations Center

3 Pond Road

Gloucester, MA 01930

Thursday, April 28, 2016

2pm-4pm

Public Transportation is available via CATA's Eastern Ave/Green route.

Telephone 978-283-1886      Email [webbf@canntran.com](mailto:webbf@canntran.com)

The 15-day comment period will run from Tuesday April 19, 2016 to 4pm on Wednesday, May 4, 2016.

### **Title VI Notice to the Public**

The Cape Ann Transportation Authority (CATA) operates its transit service and programs without regard to race, color, and national origin in accordance with Title VI of the Civil Rights Act. Title VI provides that "no person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance." Any person who believes she or he has been aggrieved by any unlawful discriminatory practice under Title VI may file a complaint with the CATA.

For more information on the CATA's civil rights program, obligations, procedures and/or to file a complaint, please call 978-283-1886 or visit CATA's website at [www.canntran.com](http://www.canntran.com). Mail complaint forms to Cape Ann Transportation Authority, Attention: Administrator, 3 Pond Road, Gloucester, MA 01930.

The complaint form can be mailed to:

Cape Ann Transportation Authority

Attn: Administrator

3 Pond Road

Gloucester, MA 01930

OR you may visit our administrative office at:

3 Pond Road

Gloucester, MA 01930

Complaint forms are also available on CATA's website at [www.cantran.com](http://www.cantran.com)

A complaint may also be filed directly with the Federal Transit Administration at:

Federal Transit Administration Office of Civil Rights

Region 1

Attention: Title VI Program Coordinator

55 Broadway – 9th Floor

Cambridge, MA 02142

# Cape Ann Transportation Authority

## Proposed Service Standards and Service Policies for Title VI Program Update 2016

All fixed route transit providers shall set and service standards and adopt service policies for each specific fixed route mode of service they provide to ensure service design and operations practices do not result in discrimination on the bases of race, color, or national origin. Fixed route modes of service include but are not limited to, local bus, express bus, commuter bus, bus rapid transit, light rail, subway, commuter rail, passenger ferry, etc. These standards and policies must address how service is distributed across the transit system, and must ensure that the manner of the distribution affords users access to these assets. Service policies differ from service standards in that they are not necessarily based on a quantitative threshold.

### Service Standards

FTA requires all fixed route transit providers to develop quantitative standards for all fixed route modes of operation for the indicators listed below. Providers of public transportation may set additional standards as appropriate or applicable to the type of service they provide. Transit service standards are public rules and guidelines used to make decisions about where transit vehicles should run and how often. The process of applying service standards will be a full and open one, with input and review from the general public, elected officials, and planning professionals. Final decisions about any route changes will be made by the CATA Advisory Board.

CATA has developed the following service standards.

### Vehicle load for each mode

Vehicle load is a capacity guideline that the number of passengers will not exceed the maximum load factor at the maximum load point in the prevailing direction. CATA employs a maximum load standard of 1.5 the total seated capacity. For example, if the seated capacity is 30, the standee capacity is 15, for a maximum loaded capacity of 45.

Vehicle Type	Average Passenger Capacity			
	Seated	Standing	Total	Maximum Load Factor
28' trolley bus	28	14	42	1.5
30' low floor bus	30	15	45	1.5
30' standard bus	27	13	40	1.5
35' standard bus	35	17	52	1.5

CATA's vehicle load standard states that the average of all loads during the peak operating period should not exceed the vehicle's capacities, which are 42 for 28' trolley buses, 45 for 30' low floor buses, 40 for 30' standard bus, and 52 for 35' low floor bus.

### Vehicle headway for each mode

Vehicle headway is the amount of time between two vehicles traveling in the same direction on a given line or combination of lines.

CATA operates 6 year-round routes and headways are determined by route length, level of demand, and resources available to support increased frequency. Headways for year-round routes can vary from 60 minutes to 300 minutes. During the peak hours, two buses are assigned to each route and the vehicle headways are more frequent. During off peak hours there are no two buses on the same route. Headways for the seasonal service range from 20 minutes to 60 minutes. Peak hours are 6:00am-8:00am and 2:00-4:00pm, and off peak is 8:00-2:00pm and 4:00-7:00pm. CATA has not made any changes in vehicle headways since the last submission.

### **On-time performance for each mode**

Cape Ann measures the on time performance of runs completed as scheduled at 95% during the summer months and it averages 92% based on traffic and congestion around the cities.

### **Service availability for each mode**

Service availability is a general measure of the distribution of routes within a transit provider's service area. The CATA service area includes Gloucester, Rockport, Ipswich, and Essex. Year round fixed route service is only offered in Gloucester and Rockport. Seasonal service is offered in all four communities.

Cape Ann services provide 6 routes for the year round service in Gloucester and Rockport. There are 3 seasonal routes that operate in Gloucester, Rockport, and Ipswich, and Essex.

Most CATA service operates Monday through Saturday; operating times and frequencies vary widely, with service beginning after 6:00 am and ending by 7:00 pm on weekdays and after 9:00am and ending by 6:00pm on Saturdays. During the summer months, CATA operates additional fixed route service on weekends and holidays, generally from 10:00am-7:00pm with later service offered on some holidays. Many routes operate only during select periods of the day, including the peak AM and PM periods.

90% of the residents in the communities are within one mile or less to any bus stop, many residents are closer due to the compact geography of the area. Along the routes is a "wave-a-bus" option. The driver will stop at the nearest safest location. Transit access from all neighborhoods and census tracts of CATA's service area has remained the same as previous submissions. No areas are excluded nor do any areas receive preferential treatment.

### **Service Policies**

CATA has developed the following service policies.

#### **Vehicle assignment for each mode**

It is CATA's policy to equitably assign vehicles to each route and CATA does not discriminate on assigning vehicles to routes. CATA does take in account passenger volume and street design when assigning vehicles. CATA has a mixed fleet of older and newer vehicles. CATA rotates the buses that are older and the ones that are newer throughout the system so that the same bus is not given a

certain route for an extended period of time. New vehicles enter into the established rotational schedule at random.

### **Distribution of transit amenities for each mode**

Transit amenities refer to items of comfort, convenience, and safety that are available to the general riding public. Fixed route transit providers must set a policy to ensure equitable distribution of transit amenities across the system.

Transit providers shall submit their sitting policy where the definition of transit amenities includes but is not limited to:

Seating: CATA provides benches for seating at certain areas such as housing authority and downtown populated stops.

Bus Shelters: CATA provides six (6) shelters at certain bus stops throughout the community it services.

Provision of information: CATA provides maps and schedules at the offices and local establishments for the public.

Waste receptacles: CATA provides waste receptacles on vehicles but does not provides waste receptacles along the bus routes

CATA has not added nor removed any transit amenities since the last submission.

### **Fare Change Policy**

It is the policy of CATA to engage the public in any fare change and address any adverse effects of those changes. Fare changes include both increases and decreases in fare types and cost of fare instruments. Promotional fare and temporary fare reductions for mitigating measures that are less than six months are exempt from this policy.

At a minimum, CATA will:

- Develop and implement a public participation plan to engage underserved populations including minorities, low income, LEP, and the disabled;
- Provide a method for the public to provide comments on both the proposed fare changes;
- Conduct a public hearing.

Proposed fare changes are subject to the approval of the CATA Advisory Board. CATA has not had a change in fares since the last submission.

### **Major Service Change Policy**

It is the policy of CATA to engage the public in service changes. Service changes include both increases and decreases in service levels. A major service change is designated as any proposed change in route miles of 50% or greater on the service in question.

At a minimum, CATA will:

- Develop and implement a public participation plan to engage underserved populations including minorities, low income, LEP, and the disabled;
- Provide a method for the public to provide comments on both the proposed service changes;
- Conduct a public hearing.

Proposed service changes are subject to the approval of the CATA Advisory Board. CATA has not had any service changes since the last submission.