

Cape Ann Transportation Authority Title VI 2022 Program Update
Proposed Service Standards

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	26	13	39	1.5
35' low floor bus	31	15	36	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, 39 for 30' standard bus, and 36 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 120 minutes. Peak hours are 6:00am-8:00am and 2:00pm-4:00pm, and off peak is 8:00am-2:00pm and 4:00pm-7:00pm.

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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, Essex and as of the Fall of 2019, the town of Hamilton. Year round fixed route service is only offered in Gloucester and Rockport. Seasonal service is offered in four of the five 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, 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 fleet of 14 transit buses and 16 vans, all of which are of equal quality and used interchangeably throughout CATA's transit system. 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. Security at the present time consists of audio and video systems on our newer vehicles.

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.

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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. This is still a good statement

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:

- Provide public notice 10 days prior to the public hearing; notices are posted by each city/town clerk, on all buses and vans, published in the local paper, and distributed to local community organizations that serve the minority, low income, LEP, and disabled populations;
- 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 is currently receiving public comments on a proposed fare change which would go into effect at the end of June upon approval by the CATA Advisory Board

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:

- Provide public notice 10 days prior to the public hearing; notices are posted by each city/town clerk, on all buses and vans, published in the local paper, and distributed to

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local community organizations that serve the minority, low income, LEP, and disabled populations;

- 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 significant service changes on fixed route service since the last submission.