

Transit System Performance Standards

Performance standards were established by the Maryland Transit Administration for Locally Operated Transit Systems in the state as a tool for monitoring their services for effectiveness and efficiency. This rating structure is used as a basis for offering technical assistance to the jurisdiction receiving state funding assistance. The program is set up such that services can be rated as “Successful” or “Acceptable” or “Needs Review” based on how our STS Transit System performs in each of the operating measures. In addition, these standards are utilized in determining whether new services requested by the County should be funded based on their potential for being successful.

The following standards apply to small urban fixed route service:

SMALL URBAN FIXED ROUTE	Successful	Acceptable	Needs Review
Operating Cost per Hour	< \$45	\$45-\$50	> \$50
Operating Cost per Mile	< \$2.50	\$2.50-\$3.50	> \$3.50
Operating Cost per Passenger Trip	< \$4.00	\$4.00-\$6.00	> \$6.00
Local Operating Revenue Ratio	> 50%	40% -50%	< 40%
Farebox Recovery Ratio	> 25%	20-25%	< 20%
Passenger Trips per Mile	> 0.75	0.65-0.75	< 0.65
Passenger Trips per Hour	> 12	8 - 12	< 8

The following standards apply to demand response and rural fixed route services:

DEMAND RESPONSE / RURAL FIXED ROUTE	Successful	Acceptable	Needs Review
Operating Cost per Hour	< \$30	\$30-\$40	> \$40
Operating Cost per Mile	< \$1.50	\$1.50-\$2.50	> \$2.50
Operating Cost per Passenger Trip	< \$9.00	\$9.00-\$13.00	> \$13.00
Local Operating Revenue Ratio	> 40%	30% - 40%	< 30%
Farebox Recovery Ratio	> 15%	7%-15%	< 7%
Passenger Trips per Mile	> 0.25	0.15-0.25	< 0.15
Passenger Trips per Hour	> 4	2.5 - 4	< 2.5

Last updated January 2009