Bus Performance Metrics Progress
Update on Service Quality Measures

Richard Winston & John Flynn
Chicago Transit Authority

Wednesday, February 14, 2007
NYCTA – Bus Wait Assessment Metric

- NYCTA developed a customer-oriented measure called the “Wait Assessment”.

- **Wait Assessment** – Percent of the time a customer will not have to wait more than the scheduled bus interval plus three or five minutes, during the peak or off-peak respectively.

- NYCTA – **Reports 81%**
  - Randomly spot surveys 42 “high-volume” routes in four hour shifts, for weekday midday service
  - Analysis based on 40,000 headway observations per half-year, obtained from a staff of 27 part-time checkers and four office analysts.
For weekday daytime service, if you just missed a bus, 75% of the time you would not have to wait more than the scheduled bus interval plus three or five minutes, during the peak or off-peak respectively.