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*Many public transportation system managers view operating standards with skepticism and are often reluctant to make a clear statement of what operating standards they use. There are probably several reasons for this.*

- 1. Transit system managers are concerned that any service standard that is explicitly adopted will be too rigidly applied, especially by nonoperating agencies. This produces a tendency in the transit industry to use standards defensively.*
- 2. Different operating standards apply to different modes and to different-sized metropolitan areas.*
- 3. Transit operating standards that are currently being used were determined by the society of another period. However, these operating standards are a part of the industry that is losing more revenue riders each year. This lag in developing new operating standards reinforces the defensive attitude within the industry.*
- 4. The concentrated city of a few years ago is now a suburbanized metropolitan complex. The old casual-*

*ness has been replaced by concerns with safety, shopping centers, and supermarkets. Transit is trying to find its role in the new society, and new rules for operating standards are not yet clear.*

*Clear statements of transit service operating standards would be very helpful both to the industry and to governmental agencies. Judgments on the relative merits of transit operations can be made, and the performance of individual systems could be measured and compared to similar systems. Operating standards could help set minimum as well as desirable performance levels for transit services.*

*The 4 papers that follow present distinctly separate views of operating standards. Hill speaks from the vantage of the manager of an all-bus transit system in a medium-sized metropolitan area; James is a private consultant; Rice was manager of a newly formed regional transit authority that acquired a privately owned bus operating company; and Krambles presents the large metropolitan area, multimodal transit operators' views. Weiner's paper, which discusses standards within a regional planning context, was not presented at the conference but is included to give another dimension to the subject.*

**F. Norman Hill**  
**San Antonio Transit System**

San Antonio is an old city that was originally selected in 1691 by a Spanish expedition as a mission site and formally established in 1718 by Spain. The Spanish governor, sent here by the king, laid out the town boundaries, which lasted until 1940. The center

## **PUBLIC TRANSPORTATION OPERATING STANDARDS**