TRAVEL QUALITY

The travel quality core measure helps to assess how good or bad the travel experience is using a range of supporting measures:

- **Level of Service (LOS) shown below**
- Pedestrian and Bicycle LOS
- Vehicle Hours of Delay
- Combination Truck Hours of Delay
- Travel Time Reliability
- Aviation and Rail Departure Reliability
- Transit Headways

**Level of Service (LOS)**

Travel Meeting Acceptable LOS During Peak Hour

![Graph showing State Highway System (SHS) and Strategic Intermodal System (SIS) LOS from 2004 to 2013.]

**KEY STRATEGIES:** DOT will help ensure that continued progress is made to improve its core measure of travel quality through these actions:

- Implement FDOT’s Freight Plan
- Support Goods Movement Task Forces and Advisory Committees in planning activities at the state and metropolitan/regional levels
- Add capacity to existing SIS facilities to support growth and relieve congestion, or consider new SIS facilities when needed to fill major gaps in connectivity
- Incorporate travel time reliability into planning and programming processes to enable analysis and programming of operations improvements that improve travel time reliability
- Continue Transportation System Management and Operations (TSM&O) initiatives to ensure that operations improvements are implemented in all FDOT processes
- Implement FDOT’s new Complete Streets Policy to improve access and mobility for public transit riders, pedestrians and bicyclists
CONTEXT: Level of Service (LOS) is a measure for evaluating roadway performance by relating travel demand to roadway capacity. Various LOS grades are established along with thresholds that provide a basic standard of acceptability. Travel Time Delay and reliability are important because they provide a measure that equates to cost in time and money for individuals and businesses. Average transit headway is a performance measure of the average duration (or time) between operating transit vehicles arriving at a certain stop.

DETAILS: Bicycle: 84% of SHS roads in urban areas had a bicycle LOS of “C” or better.

Pedestrian: 45% of SHS roads in urban areas had a pedestrian LOS of “C” or better.

Highways: The overall LOS trend since 2004 is one of general improvement, but a decrease occurred on both the SHS and SIS in 2013. Vehicle hours of delay on the SHS and SIS have generally been declining over the past decade.

Trucks: Truck hours of delay has generally been trending downward on Florida roads over the past decade.

Freeways: Travel Time Reliability on freeways improved—translating to time and cost savings for travelers, shippers and carriers.

Rail: On-time rail departures generally hover near 80 percent, with four out of five departures being on-time.

Airlines: By 2012, on-time departures stood at 83.5 percent, while in 2013 they dipped down to 75 percent—the lowest since 2006.

Transit: The average headway for transit systems in Florida increased over the past few years—but at 25.8 minutes in 2013 still remains lower than the high of 29.2 minutes in 2003.