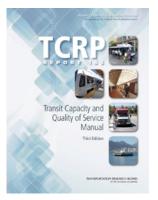
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## Transit Capacity and Quality of Service Manual, Third Edition

TRB's Transit Cooperative Highway Research Program (TCRP) Report 165: Transit Capacity and Quality of Service Manual, Third Edition provides guidance on transit capacity and quality of service issues and the factors influencing both.

The manual contains background, statistics, and graphics on the various types of public transportation, and it provides a framework for measuring transit availability, comfort, and convenience from the passenger and transit provider points of view.

In addition, the manual includes quantitative techniques for calculating the capacity and other operational characteristics of bus, rail, demandresponsive, and ferry transit services, as well as transit stops, stations, and terminals.

The CD-ROM that accompanies the manual provides PDF versions of all the publication's chapters for use on tablets and computers; links to all of the TCRP reports referenced in the manual; spreadsheets that help perform the calculations used in the bus, ferry, and rail transit capacity methods; and presentations that introduce the manual and its core material.

The CD-ROM is also available for download from TRB's website as an ISO image. Links to the ISO image and instructions for burning a CD-ROM from an ISO image are provided below.

Due to the size of the report, a single PDF version of this report is not available; however, PDF versions of each chapter may be downloaded by using the links below. A zipped file of all chapters in PDF format is also available for download below. Finally, PowerPoint presentations and spreadsheet tools that are included in the CD-ROM are available for download below.

Warning: Most of the documents, the zipped file, and the ISO image linked to below are extremely large. Some may take in excess of an hour to download, depending on Internet capacity.

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Individual Chapters of TCRP Report 165

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- ▶ Chapter 2: Mode and Service Concepts
- ▶ Chapter 3: Operations Concepts
- ► Chapter 4: Quality of Service Concepts
- ▶ Chapter 5: Quality of Service Methods
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► Ferry Capacity Multimodal Transit LOS

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