

# Passenger Access & Wait Times

In addition to on-board transit time, a passenger's trip time also includes time spent walking to a stop, waiting for transit to arrive, making any transfers, and accessing a destination. Since passengers place 2.5 times more value on a shorter wait than on a shorter amount of time spent in motion or a shorter walk to transit, a small improvement in wait time can provide a larger benefit to passengers and a greater boost to ridership than a similar improvement in speed.

Source: "Deterrent Effect of Various Kinds of Travel Time," Exhibit 4-5. "Ch. 4: Quality of Service Concepts." TCQSM, 3rd ed. (2013).

