

To: Operations & Scheduling Committee

Date: 09/22/2022

From: Pranjal Dixit, Manager of Planning

Reviewed by: MR

SUBJECT: Winter Bid Update

### Background:

Over the past year, as the shelter-at-home orders were lifted, mask mandates were relaxed, and schools came back in-person, ridership has seen a steady increase, aided by systemwide and regionwide fare promotions. However, despite extensive recruitment and training efforts, operator shortage remains a key hurdle to increasing service.

### Ridership Trends:

Historically, June and July have lower ridership due to schools being closed for the summer. However, the ridership has continued to show strong year-over-year growth, boosted by lower COVID case counts, fare promotions such as the Summer Youth Pass, and expansion of free rides along the Monument Corridor to weekend Routes 311, 314, and 316. The expansion of the Monument Free program in particular contributed towards a big uptick in weekend ridership in July. With the start of Fall Bid on August 7<sup>th</sup>, ridership reached its highest level since the initial lockdown. As of August, weekday regular routes were down 42% from pre-Covid baseline levels, express routes were down 64%, school routes were down 22%, and weekend routes were down around 15%.



Figure 1: Comparison with Pre-Covid Ridership

## **Winter Bid**

The Winter bid will be implemented on November 13<sup>th</sup>. The service changes were guided by analysis of current ridership trends and schedule adherence, as well as feedback from passengers and operators.

- Schedules on Routes 10, 321, and 335 are being adjusted to shift layover locations to provide operators easier access to various amenities like bathrooms and restaurants
- Schedules on Routes 35, 622, and 636 are being adjusted to improve on-time performance based on updated traffic conditions
- Route 28 alignment is being modified in response to passenger feedback to provide service along Center Ave, including to Muirwood Apartments, which had been discontinued as part of the Spring 2021 service restructuring.
- Route 608, which was a single school tripper in the afternoon, is being discontinued due to service now being provided by the modified Route 28.

### **Financial Implications:**

None. The service levels for the Winter bid are consistent with the current FY 2023 budget.

### **Recommendation:**

None, for information only.

### **Action Requested:**

None, for information only.