

To: O&S Committee

Date: 12/29/2016

From: Anne Muzzini, Director of Planning & Marketing

SUBJECT: Strategy for Improving Fixed Route Productivity

Background: The Board has set a goal to increase fixed route productivity which is currently around 16 passengers per revenue hour. To do this will require a retooling of the system so that service is deployed in more productive ways. Prior to recommending a revised fixed route system, staff wants to develop alternative service options so if an unproductive route is cut there is a replacement.

Issues: There are many issues that will come into play when staff recommends shifting service hours away from unproductive routes to highly productive ones. Some of them are listed below:

- Jurisdictional equity – Historically County Connection has worked to provide coverage in areas to satisfy jurisdictional equity despite low ridership. The Board will need to grapple with the coverage versus frequency issue.
- Use of Shared Mobility Options – Lift, Uber, Bridj, and Taxi service can be used to provide service instead of a fixed route bus and may be more appropriate for the level of ridership. Negotiating agreements and developing user side subsidies will be necessary if this type of service is going to supplant unproductive fixed route.
- Development of In House Options – General Public Door to Door Service - In many rural system general public paratransit is offered instead of fixed route. Upgrading our current paratransit system with dynamic scheduling and a web based interface would make door to door service provided by County Connection more appealing and similar to private sector offerings.
- In House Option – Fixed Route with Small Buses – In some transit system there is a third mode where small buses are used in fixed route or deviated fixed route service. There are different operating and dispatching requirements.

Status: Staff will be working in the next few months to develop service options so that when fixed route service hours are cut from unproductive routes there is something to replace it. LAVTA is implementing the use of shared mobility options to serve communities where fixed route service was eliminated. We will monitor that program so that we can mimic it if successful. In addition staff is evaluating new paratransit scheduling software and hardware will make the door to door system more dynamic and user friendly.