

**To:** Operations & Scheduling Committee

**Date:** 03/28/2024

**From:** Pranjal Dixit, Manager of Planning

**Reviewed by:** MR

**SUBJECT: Spring Bid Update**

### **Background:**

The COVID-19 pandemic necessitated significant service changes to maintain transit accessibility across the service area in response to fluctuating ridership. As businesses have reopened and in-office work has resumed, ridership has shown steady growth, further supported by system-wide and regional fare promotions like Monument Free, Summer Youth Pass, Pass2Class, and Clipper START. However, ongoing challenges persist. Despite dedicated recruitment and training efforts, an operator shortage and retention remain a significant barrier to expanding service levels. Additionally, increased traffic congestion necessitates frequent schedule adjustments to ensure reliable service delivery.

### **Ridership Trends:**

Ridership has been growing steadily year-over-year as seen in Figure 1. This positive trend is particularly pronounced for weekend and school ridership, as illustrated in Figure 1. Notably, weekend ridership has surpassed pre-pandemic levels as of February 2024, likely due in part to the expansion of the Monument Free program. School ridership has also shown significant recovery, reaching 94% of pre-pandemic levels. Weekday ridership currently sits at 71% of pre-pandemic levels for local routes and 47% for express routes.

### **On-Time Performance:**

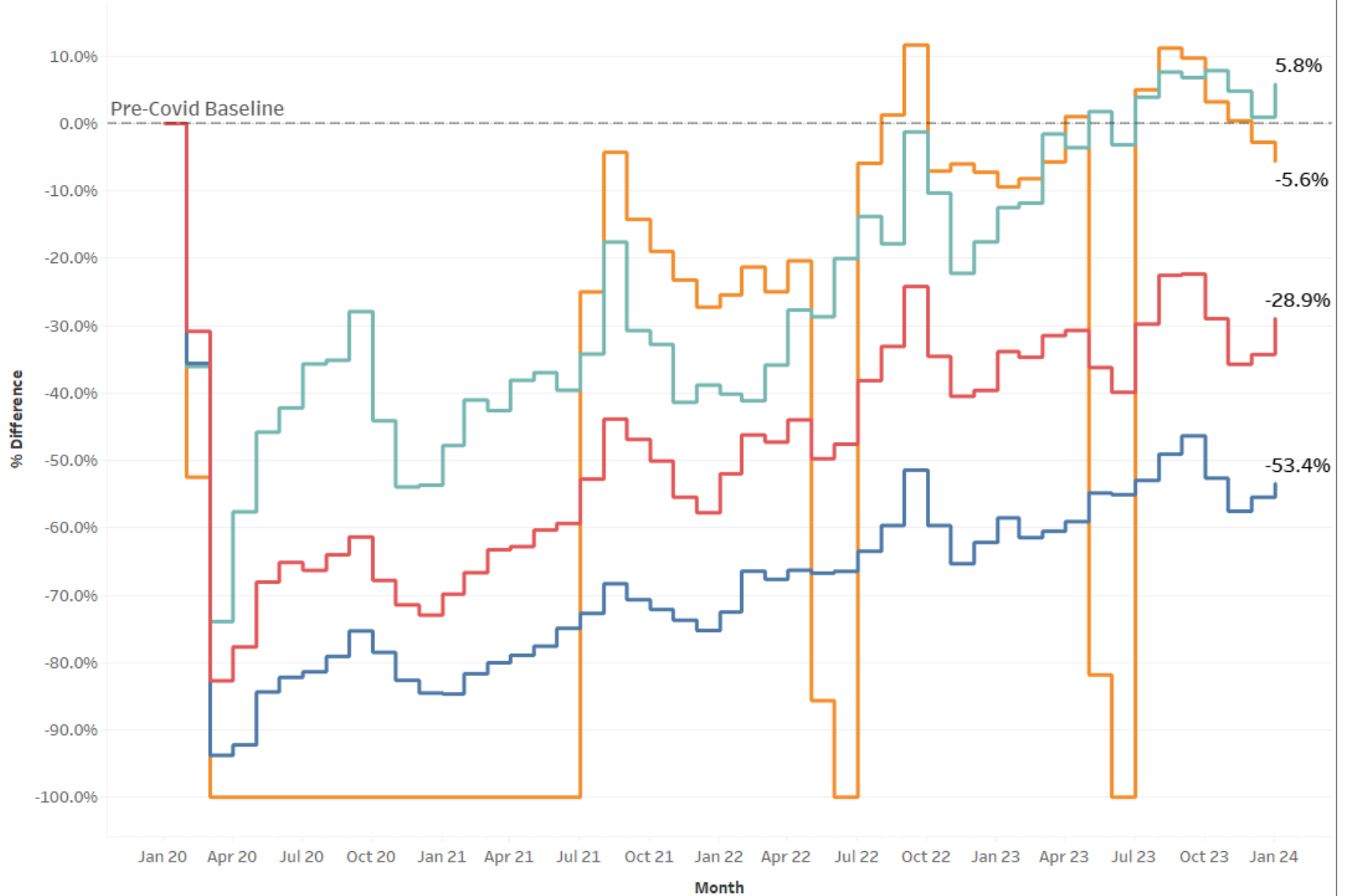
Several changes were implemented during the Fall and Winter Bid to improve on-time performance. These included the following route adjustments:

- Optimized runtimes on several routes to improve on-time performance.
- Loop elimination on Routes 15 & 35 to increase recovery times during peak periods.
- Realignment on Routes 7, 35 & 335 to streamline routes to address operational bottlenecks.

However, ongoing traffic congestion remains a challenge to maintaining optimal on-time performance.

Figure 1: Comparison with Pre-Covid Ridership

### Comparison with Pre-Covid Ridership- Service Type



#### Route Type

- Weekday Local
- Express
- Weekend
- School

**Summer Bid:**

The Summer bid will be implemented on June 9<sup>th</sup>, 2024 and will include several service adjustments. Along with an analysis of current schedule and ridership levels, these changes were guided by passenger input, operator suggestions and maximizing efficiency of resource usage. The changes will include the following:

- Routes 5, 10, 20, 91X, 98X, 321, and 335 will experience adjustments to schedules and runtimes with the primary goal of improving on-time performance.
- The service frequency on Route 91X will be reduced from 30 minutes to 40 minutes.
- Service on Routes 10 and 20 will be scaled back after 6PM to better align with ridership

**Financial Implications:**

None. The service levels for the Summer bid are consistent with the proposed FY 2024 budget.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

None