

## INTER OFFICE MEMO

**To:** Advisory Committee

**Date:** 06/21/2024

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

**Reviewed by:** *Ref*

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**SUBJECT:** Fall Bid Update

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### **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 some in-office work has resumed, ridership has shown steady growth. This growth has been 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, 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 May 2024, likely due in part to the expansion of the Monument Free program and shift in travel patterns. School ridership has also shown significant recovery, reaching 98% of pre-pandemic levels. Weekday ridership currently sits at 74% of pre-pandemic levels for local routes and 49% for express routes.

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

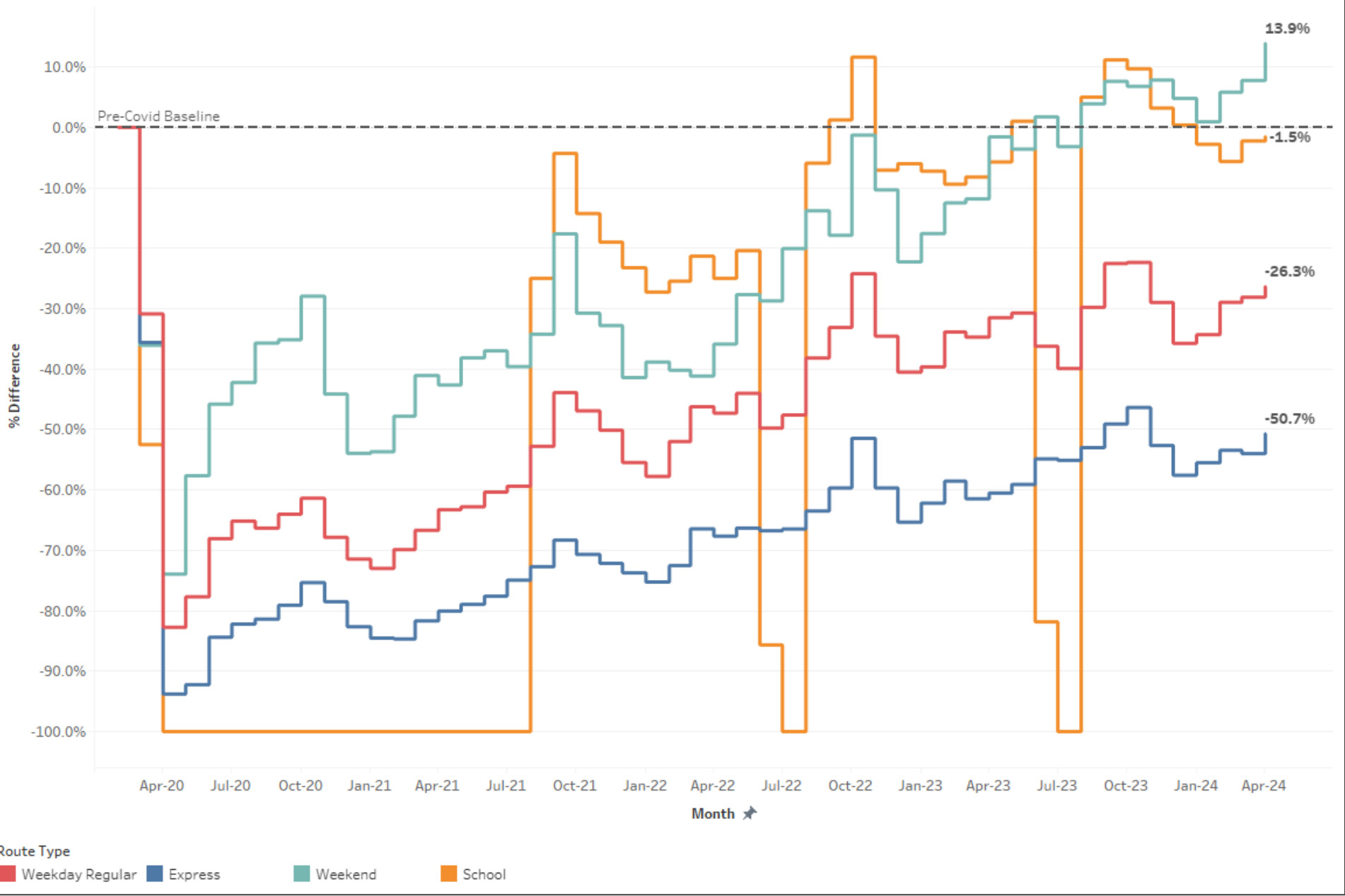
Several changes were implemented during the Summer Bid in response to operator suggestions and to improve on-time performance. These included the following route adjustments:

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

Staff is monitoring the performance and will make changes accordingly after further analysis.

Figure 1: Comparison with Pre-Covid Ridership

### Comparison with Pre-Covid Baseline



**Fall Bid:**

The Fall bid will be implemented on August 11, 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 6 will experience adjustments to schedules during peak hours particularly aimed at improving on-time performance and recovery time for operators.
- Route 91X routing will be modified slightly to eliminate a segment on private property.
- Minor trip adjustment is being made on Route 93X during peak hour to improve on-time performance.

**Financial Implications:**

None. The service levels for the Fall bid are consistent with the proposed FY 2025 budget.

**Recommendation:**

None, for information only.

**Action Requested:**

None, for information only.

**Attachments:**

None