

**To:** Board of Directors

**Date:** 11/14/2024

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

**Reviewed by:** AMS

---

**SUBJECT: Winter 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 more 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, 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:**

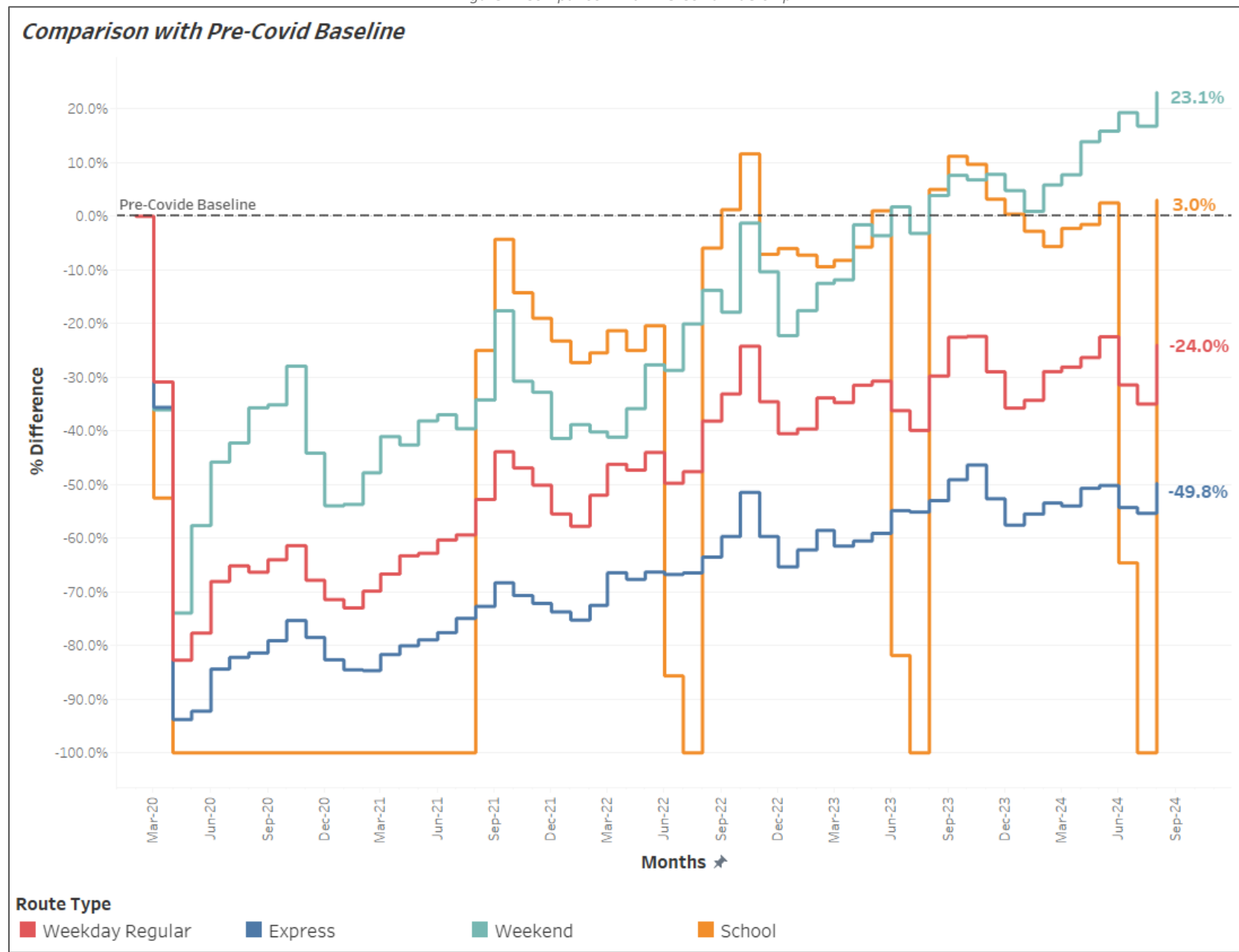
Ridership has been growing steadily year-over-year as seen in Figure 1. This positive trend is particularly pronounced for weekend and school ridership, as illustrated in Figure 1. Notably, weekend ridership has sustained above pre-pandemic levels for over a year, likely due in part to the expansion of the Monument Free program and shift in travel patterns. School ridership has also shown significant recovery, reaching 103% of pre-pandemic levels as of August 2024. Weekday ridership currently sits at 76% of pre-pandemic levels for local routes and 50% for express routes. Overall ridership was at 81% of pre-pandemic level in August 2024.

**On-Time Performance:**

The Summer and Fall Bids incorporated several service adjustments to address operator suggestions and improve on-time performance. These changes primarily focused on Routes 5, 6, 10, 20, 91X, 93X, 98X, 321, and 335, with revised schedules and runtimes designed to enhance punctuality and address operator layover concerns.

Since the start of the school year, six of the nine affected routes have demonstrated improved on-time performance. However, Routes 10, 20, and 93X experienced a decline in on-time performance due to increased traffic congestion along Clayton Road and Ygnacio Valley Road.

Figure 1: Comparison with Pre-Covid Ridership



**Winter Bid:**

The Winter Bid, effective November 10, 2024, introduced several service adjustments. These changes were informed by an analysis of current schedules, ridership levels, passenger feedback, operator recommendations, and resource optimization.

**Weekday Adjustments:**

- Routes 10 and 20 saw schedule modifications to enhance on-time performance and operator recovery times.
- Routes 17 and 28 are now operating every 50 minutes (previously every 60 minutes), with increased run times and improved operator layovers.

**School Adjustments:**

- An additional bus was added to Route 605 during the AM peak to alleviate overcrowding.
- Routes 601, 602, and 612 saw schedule adjustments to improve on-time performance.

**Weekend Adjustments:**

- Route 6 underwent minor modifications to enhance on-time performance.
- Routes 321 and 335 were adjusted to improve on-time performance and operator layovers, including increasing the frequency of Route 335 to every 40 minutes (previously every 60 minutes).

**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