

2018 Service Plan Changes- 12 Month Assessment

Route & Description of Change	Service Period	Ridership			Schedule Adherence	Assessment of Changes				Status
		Change in Boardings	Productivity (B/RVH)	Productivity Standard	Change in % Late - By Route	Ridership	Adherence	Public Feedback	Overall Assessment	
Route 2 Schedule	M-F: 9PM-12AM	-135.5	25	30	0.41%					Service saw improved Saturday ridership, productivity and a large decrease in average late adherence. M-F and Sunday will continue to be monitored
	M-F: 10AM-12PM	248.5	39	30						
	SAT: 12PM-6PM	1678	38	30						
	SAT: 6PM-9PM	79	30	30						
	SUN: 7AM-9AM	-96	5	20						
Route 3 Routing	M-F	-200	38	25	9.94%					Mild success of overall route however ridership will be under review
	SAT	51	28	20						
	SUN	-55	41	15						
Route 5 Routing	M-F	-47	28	20	6.91%					Reduced ridership in all time periods, while weekend productivity needs to be improved
	SAT	-189	16	20						
	SUN	-102	17	15						
Route 4 Schedule	M-F: 4PM-6PM	35.5	48	25	5.76%					Positive ridership growth. Productivity exceeds standard with exception of Sunday. Improved adherence by significant margin
	SAT: 2PM-6PM	32	34	20						
	SUN: 7AM-9AM	32.5	12	15						
Route 6 Schedule	M-F: 4PM-6PM	138	45	25	8.19%					Significant ridership growth and positive feedback
Route 7 Routing	M-F	115	39	25	4.81%					Overall significant ridership growth, productivity exceeds standard in all time periods, and significant reduction in late performance from 2017. Will monitor Sunday Ridership
	SAT	273	37	20						
	SUN	-192	27	15						
	M-F: 7AM-9AM	59	27	25						
	M-F: 2PM-6PM	100.5	28	25						
Route 11 Routing	M-F	220	34	25	0.17%					
	SAT	255	26	20						
	SUN	-10	20	15						
	M-F: 7AM-9AM	50	29	25						
	M-F: 2PM-6PM	158	24	25						

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Route 9 Schedule	SUN: 7AM-9AM	40	18	25	-2.30%	●	●	●	●	Minor increase in ridership and adherence however productivity is well below standards
Route 10 Routing/Schedule	M-F	437	69	50	5.75%	●	●	●	●	Both the 10 & 14 experienced above average productivity M-F and Sat. Ridership saw mixed increases and decreases during the week. Sundays will be under review due to lack of ridership growth, productivity and public feedback
	SAT	816	70	30		●				
	SUN	-911	49	20		●				
	SUN: 7AM-9AM	-12.5	12	20		●				
Route 14 Routing/Schedule	M-F	-256	47	50	5.84%	●	●	●	●	
	SAT	203	44	30		●				
	SUN	-200	34	20		●				
	SUN: 7AM-9AM	-9	12	20		●				
Route 12 Schedule	M-F: 4PM-6PM	29	21	25	5.25%	●	●	●	●	Minor increase across the board but productivity still does not meet standards
Route 13 Schedule	SUN: 7AM-9AM	47	16	20	4.09%	●	●	●	●	Minor increase across the board but productivity still does not meet standards
Route 15 Routing/Schedule	M-F	197	41	25	14.03%	●	●	●	●	Mixed Ridership growth in all time periods however productivity exceeds standards. Overall positive changes to these routes but will monitor ridership moving forward
	SAT	-106	32	20		●				
	SUN	99	34	15		●				
	M-F: 6PM-7PM	21.5	25	25		●				
	SUN: 7AM-9AM	34.5	19	15		●				
Route 21 Routing/Schedule	M-F	179	56	25	18.87%	●	●	●	●	
	SAT	-552	49	20		●				
	SUN	-59	49	15		●				
	M-F: 6PM-7PM	57.5	44	25		●				
	SUN: 7AM-9AM	-7.5	14	15		●				

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Route 16 Schedule	M-F: 1PM-2PM	85	37	30	2.07%	●	●	●	●	Slight increase in ridership with the exception of Saturdays and decreased overall adherence. Routing change set for 2019
	SAT: 8AM-10AM	-48.5	23	30		●				
	SUN: 7AM-9AM	16.5	18	20		●				
Route 17 Schedule	M-F: 6PM-9PM	304.5	52	30	2.43%	●	●	●	●	Significant ridership growth and positive feedback. Will monitor productivity on
	SUN: 7AM-9AM	256	18	20		●				
Route 20 Schedule	M-F: 6PM-9PM	192	38	30	3.83%	●	●	●	●	Significant ridership growth and positive feedback. Will monitor productivity on
	SUN: 7AM-9AM	98.5	15	20		●				
Route 24 Routing/Schedule	M-F	11	19	25	5.72%	●	●	●	●	Poor overall results. Route will be addressed in 2019 Service Plan
	SAT	-75	13	20		●				
Route 27 Schedule	M-F: 3PM-6PM	-119	54	25	8.37%	●	●	●	●	Poor overall results. Route will be addressed in 2019 Service Plan
Route 29 Schedule	M-F: 7AM-12PM	825.5	82	25	-7%	●	●	●	●	Significant ridership growth and results. Changes exceeded expectations. Will monitor late evening service M-F
	M-F: 4PM-6PM	350.5	58	25		●				
	M-F: 8PM-10PM	-15.5	15	20		●				
	SAT: 12PM-9PM	568	31	20		●				
	SUN: 1PM-9PM	488	32	15		●				
Route 33 Schedule	M-F: 7AM-1PM	116.5	57	25	9.09%	●	●	●	●	Significant ridership growth and results. Changes exceeded expectations. Will monitor late evening service M-F
	M-F: 1PM-6PM	147.5	51	25		●				
	M-F: 6PM-9PM	26	32	20		●				
Route 90 Schedule	M-F: 10AM-2:45PM	399	25	30	-0.34%	●	●	●	●	Significant ridership growth and results. Changes exceeded expectations
	M-F: 3:30PM-6PM	212	25	30		●				
	M-F: 6:30PM-9PM	333	32	30		●				
	SAT: 2PM-6PM	321.5	38	30		●				
	SUN: 11AM-6PM	725.5	45	30		●				
	SUN: 6PM-7PM	118	31	30		●				

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Route 91 Schedule	SAT: 11AM-9PM	1136	29	30	3.66%	●	●	●	●	Significant ridership growth and results. Changes exceeded expectations. Productivity
	SUN: 12PM-8PM	819.5	26	30		●	●	●		
Route 102 Schedule	M-F: 11:30AM-2:30PM	-655	42	30	19.21%	●	●	●	●	Significant ridership growth and results. Changes exceeded expectations. Productivity will be monitored
	M-F: 6PM-9PM	-89	43	30		●				
	M-F: 9PM-11:30PM	82.5	32	30		●				
	SAT: 11AM-11PM	487.5	20	30		●				
	SUN: 11AM-10PM	533.5	25	20		●				
Route 106 Routing/Schedule	M-F	78	72	50	18.95%	●	●	●	●	Significant ridership growth and results. Changes exceeded expectations. Productivity will be monitored
	SAT	592	49	30		●				
	SUN	699	61	30		●				
	M-F: 4PM-9PM	-150	58	50		●				
	M-F: 9PM-11:30PM	54.5	31	30		●				
	SAT: 11AM-11PM	592.5	25	30		●				
	SUN: 11AM-10PM	698.5	34	20		●				

Legend

Ridership	● - Productivity of service change had positive (expected) results	● - Productivity of service change had mixed results	● - Productivity of service change had negative (unexpected) results
Adherence	● - Improved	● - Similar	● - Diminished
Public Feedback	● - Positive	● - Mixed	● - Negative
Assessment	● - Positive	● - Monitoring	● - Under Review