



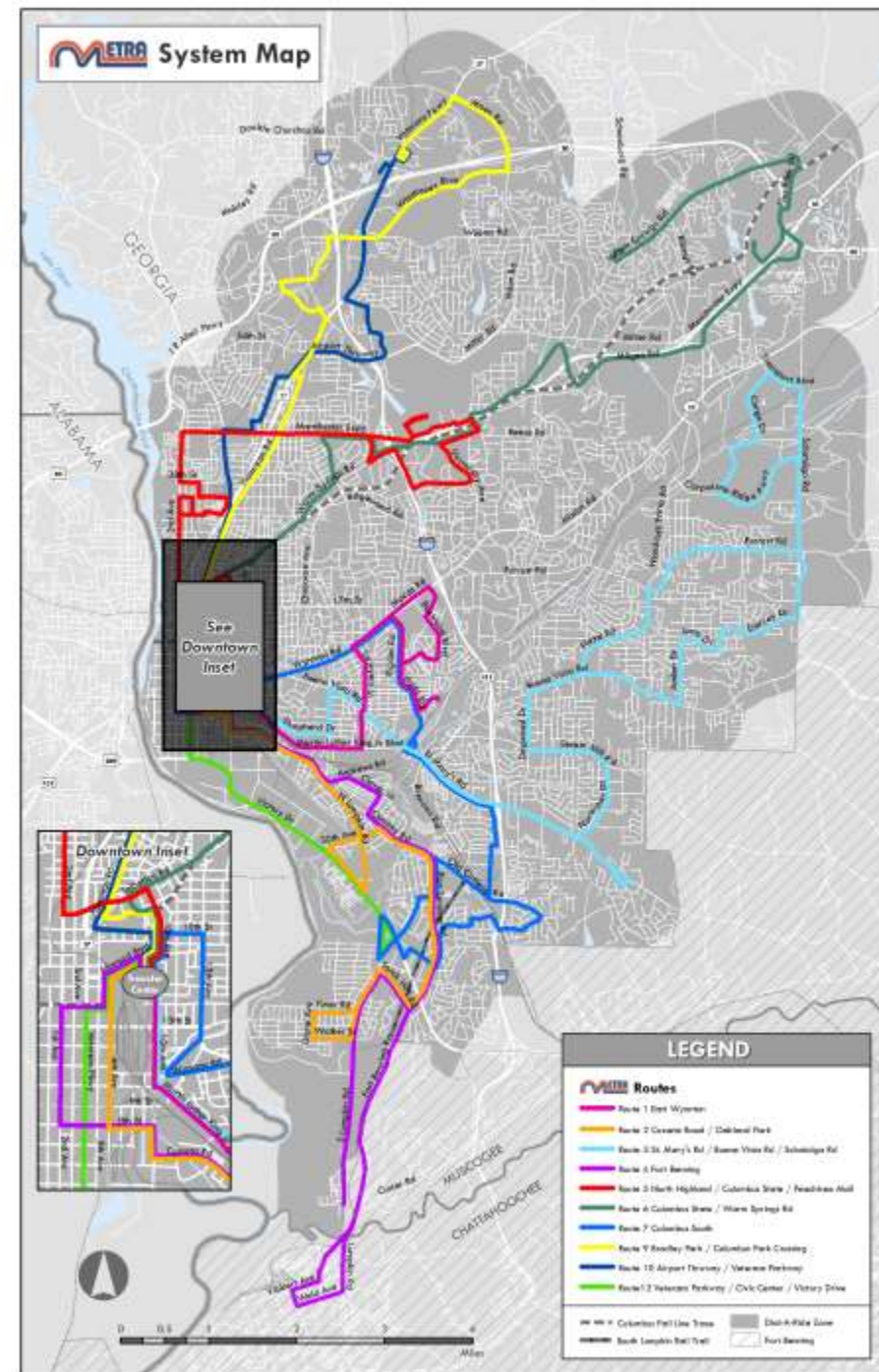
ANNUAL TRANSIT SERVICE EFFECTIVENESS ANALYSIS

Presentation to City Council

June 16, 2020

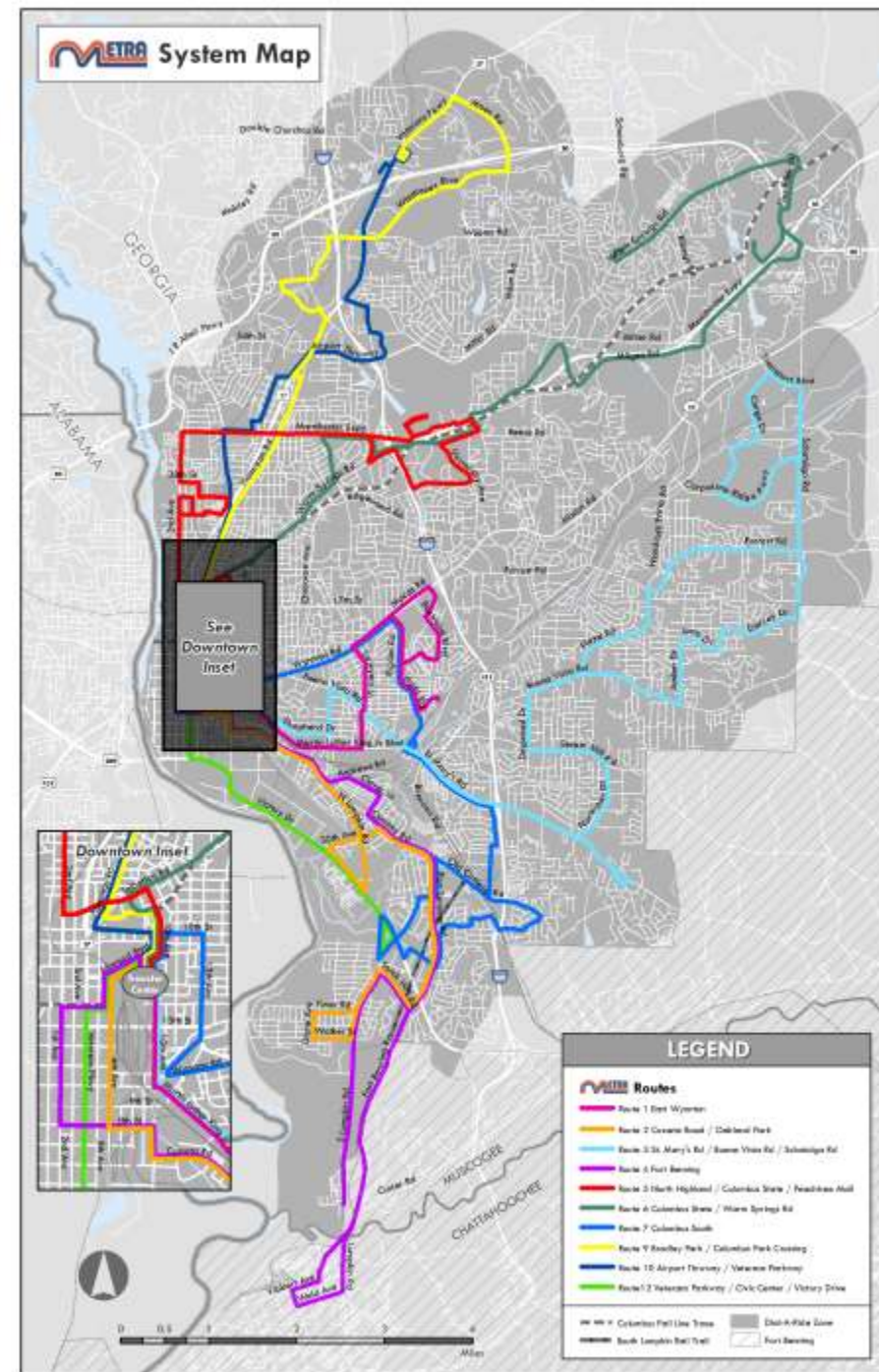
Where have we been?

- 2012: \$22.4M for transit improvements in TIA Referendum
- 2013-2015: Transit Needs Assessment to determine how best to invest funds
- 2015: Council approval; commitment to review service annually
- Oct 2016: New service began
- 2017-2018: First transit service review
- May 2018: Changes implemented



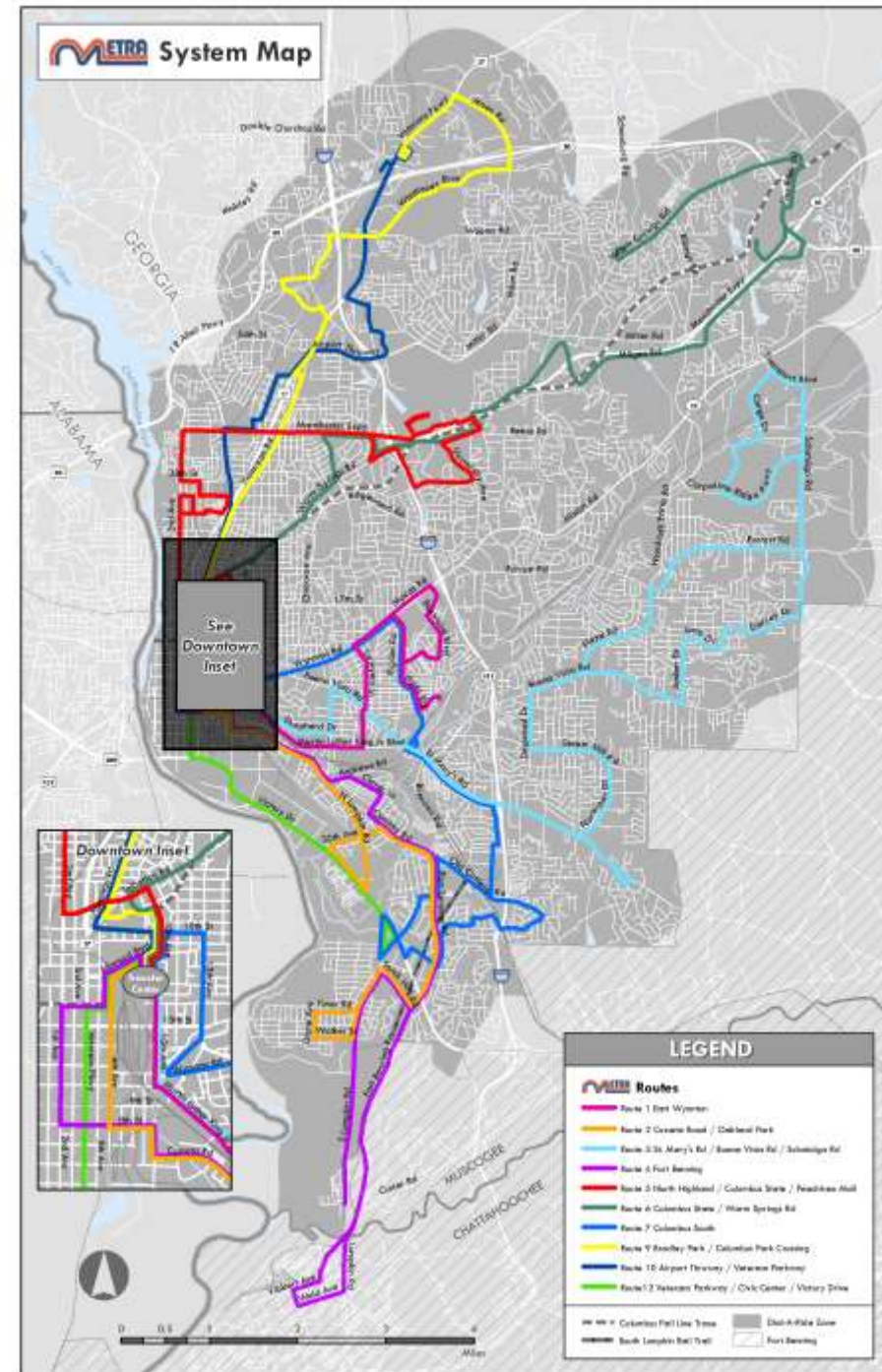
Why are we here?

- Second transit service effectiveness review
 - Does the ridership support the amount of service?
 - What adjustments should be made?
- Goal: Be good steward of public's tax dollars
- Right-size transit service to meet ridership demands



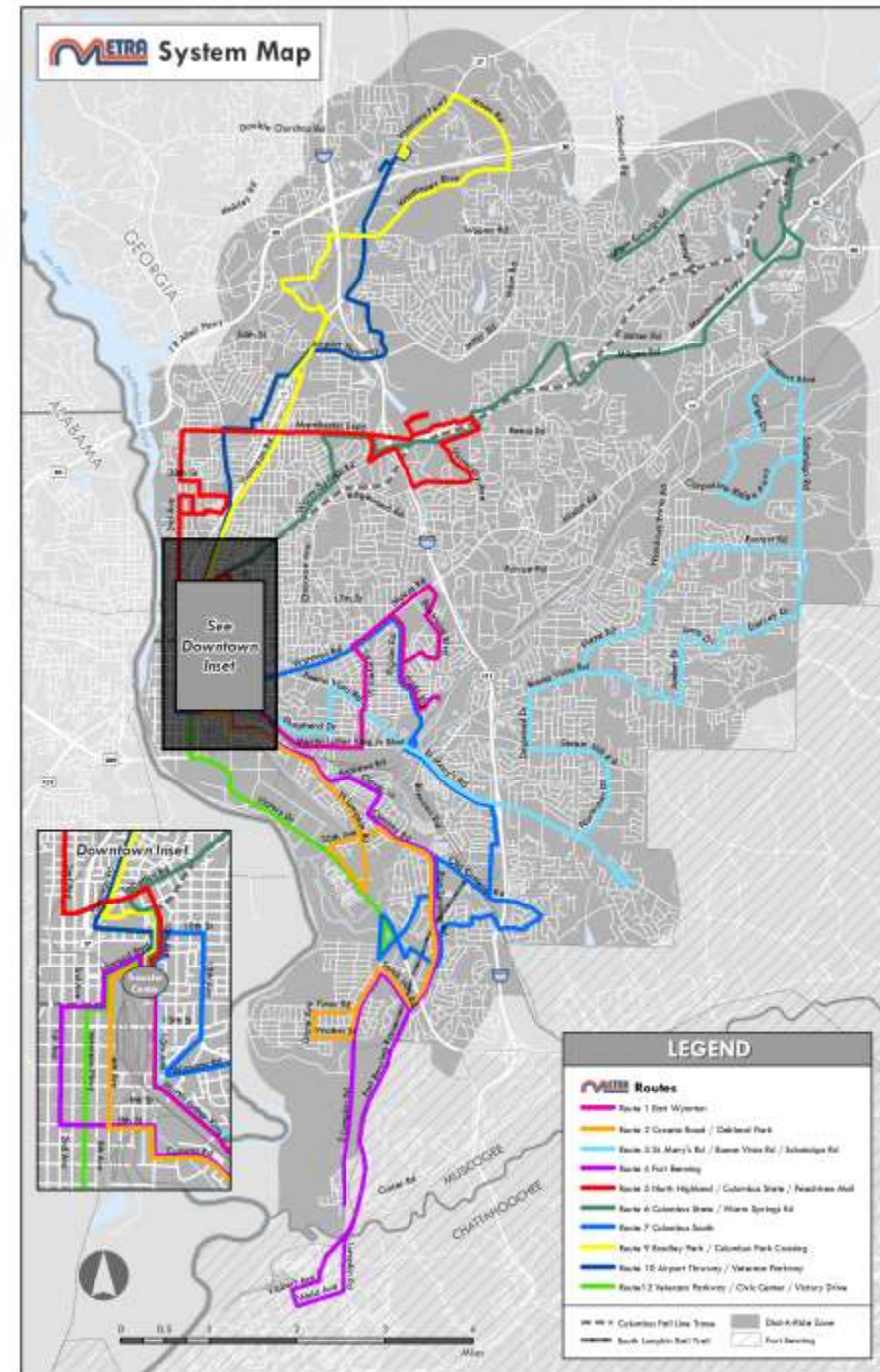
METRA Service Proposal

- Trim span of service in the evenings to end earlier in response to low ridership
- Maintain consistency between weekdays and Saturdays
- Last lineups at Transit Center at 8:00/8:30 PM
- Select routes end service even earlier



Discontinued Round-Trips

- Route 1 – 8:00 PM
- Route 2 – 8:30 and 9:30 PM
- Route 3 – 9:30 PM
- Route 4 – 9:00 PM
- Route 5 – 9:00 PM
- Route 7 – 9:30 PM
- Route 9 – 9:00 PM
- Route 10 – 7:30 and 8:30 PM
- Route 12 – 8:00 PM



What would this accomplish?

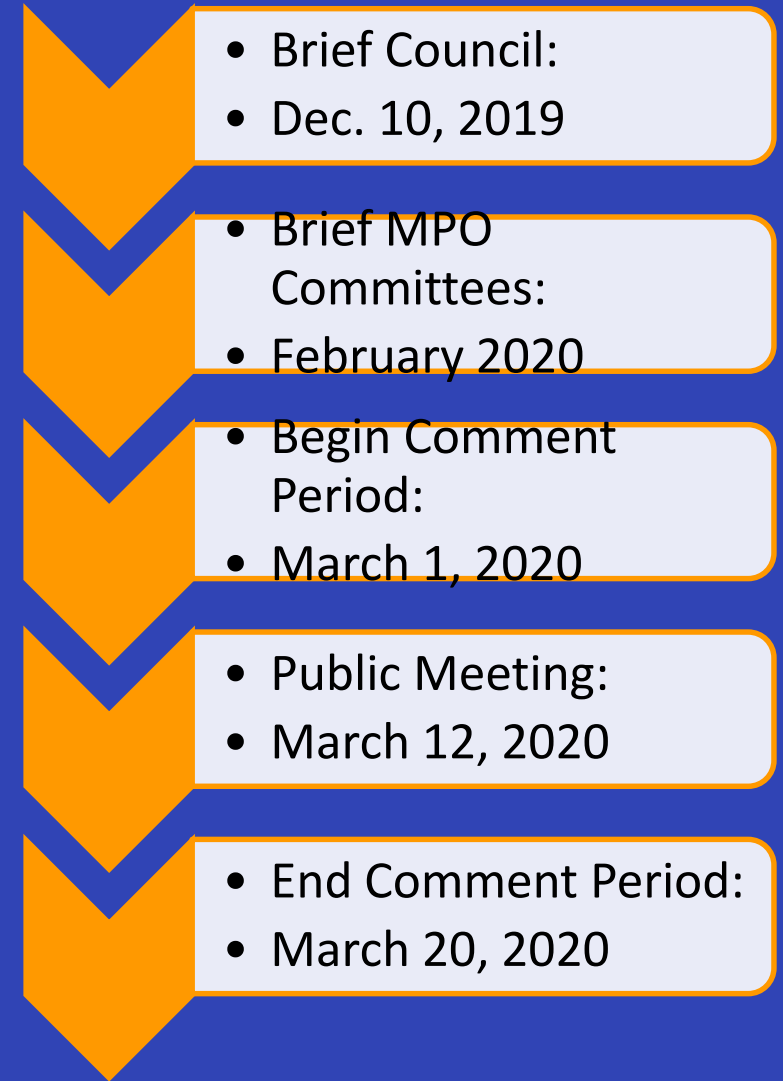
- What this wouldn't change
 - Route network
 - Days of service
 - Frequency of service
 - Morning and afternoon service levels
 - Number of buses in peak service
 - Overall ridership
- What this would change
 - Evening service ends earlier
 - Performance improves
 - 2 less bus operators
 - 6% decrease in:
 - Revenue hours
 - Revenue miles
 - Operating costs

Schedule: Accomplished to Date

- ☑ Bus service proposal developed November 2019
- ☑ Briefed Council Dec. 10, 2019
- ☑ Presented at MPO committee meetings Feb. 2020
- ☑ Public Review Period March 1 – 30, 2020

Public Participation Process and Timeline

- 30-day public comment period
 - Legal notice and press release
 - Info on METRA and City websites
 - Info on buses and at Transfer Center
 - News coverage
- Multiple ways to provide comments
 - English and Spanish phone lines
 - Mail, email or hand deliver
 - Comment at Public Meeting



Public Comment Summary

- Citizens at Public Meeting:
 - March 12: 7
 - March 17: Cancelled due to COVID-19
- Total comments received: 19
 - Public meeting: 3
 - Comment phone line: 11
 - Transfer Center: 5
- Summary of Comments
 - Leave service as is
 - Don't cut last trip on Route 3
 - Better maintenance of buses
 - Reinstate Routes 8 and 11
 - Serve all of Columbus
 - More bus drivers needed

COVID-19 Changed the Course

- Service adjustments April 4:
 - Saturday service levels
 - Last line-up 6:30 PM
- Reopened Admin Office
- COVID-19 staffing issues
- Maintaining reduced service levels until further notice
- Dramatic drop in daily ridership
 - Pre-COVID: 3,500-4,200
 - April: 1,100-1,700
 - Now: 1,900-2,100
 - Still down by about 50%



Other COVID-19 Actions

- Information
 - CDC Guidance postings
 - City Guidance postings
- Sanitizing Procedures
 - Routine daily cleaning
 - (2) Professional decontaminations monthly thru December
- Additional Safety Precautions
 - Social distancing to extent possible
 - Face masks & face shields
 - Frequent hand washing
 - Sanitizer dispensers in all buildings
 - Social distancing floor markers

Modified Recommendations for Approval

- Short-term:
 - Partial restoration of service levels
 - Reintroduce weekday service frequencies
 - Help with social distancing
 - Keep last lineup at 6:30 PM
 - Implement August 1
- Longer-term:
 - Implement pre-COVID recommendations
 - Restore some evening trips (7:00, 7:30, 8:00, or 8:30)
 - Implement no sooner than January 2, 2021
 - Exact timing dependent on ridership and demand

Schedule: Next Steps

- Bus service proposal developed November 2019
- Brief Council Dec. 10, 2019
- Present at MPO committee meetings Feb. 2020
- Public Review Period March 1 – 30, 2020
- Pause due to COVID-19
- Present to Council for Approval June 16, 2020
- Prepare for implementation June – July, 2020
- Start partially restored service Aug. 1, 2020

Vehicle Upgrades

- 5 Paratransit Buses FY19
- 5 Fixed Buses FY20
- 2 Paratransit Buses FY20
- 1 Van FY20
- 2 Paratransit Buses FY21
- 3 Fixed Route Buses FY21



Questions?