



ANNUAL TRANSIT SERVICE EFFECTIVENESS ANALYSIS

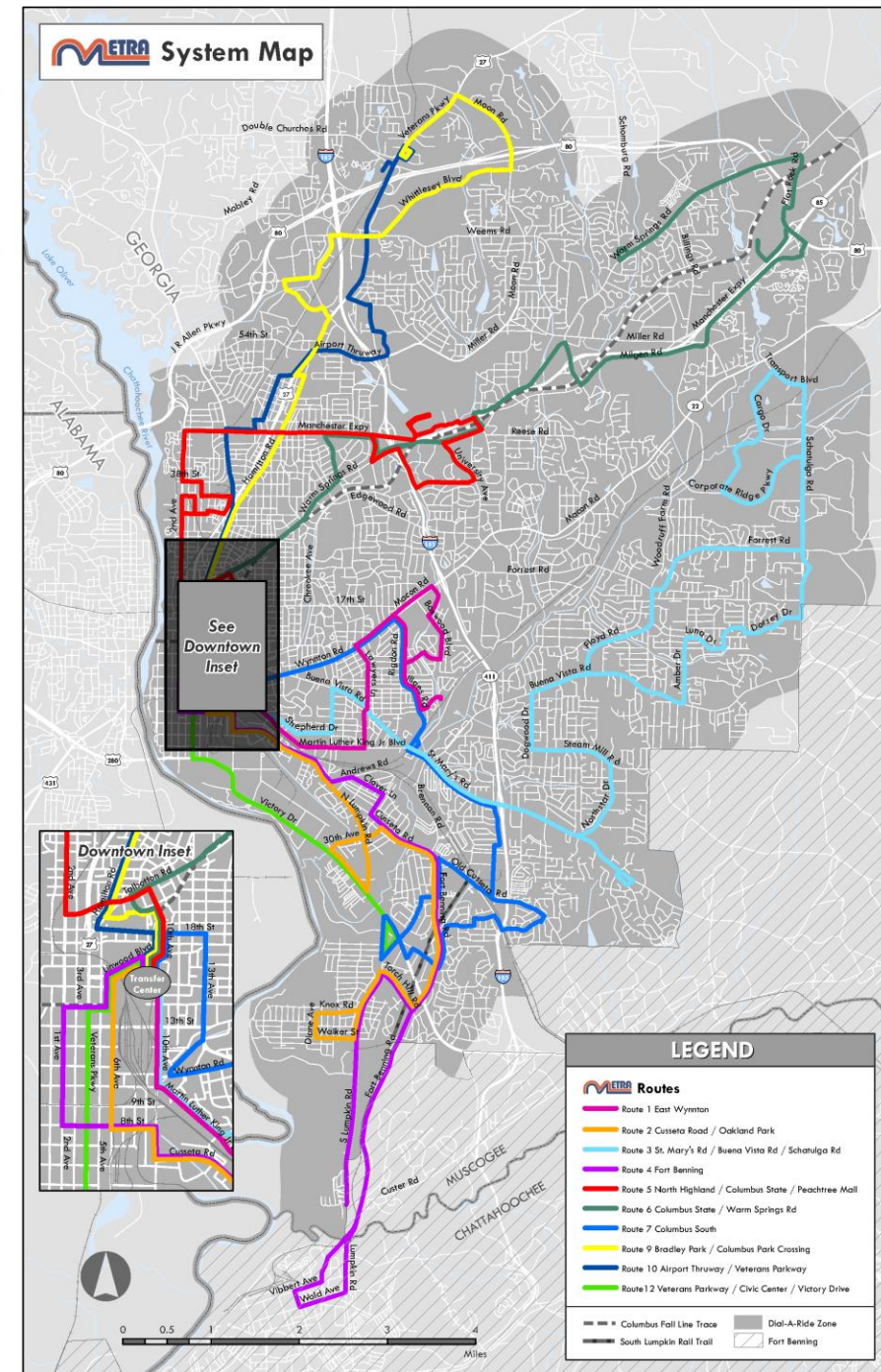
Presentation to City Council

December 10, 2019



Where have we been?

- 2012: TIA Referendum passed in River Valley Region
 - Included \$22.4 million over 10 years towards transit improvements in metro Columbus
- 2013-2015: Transit Needs Assessment to determine how best to invest funds
 - Results presented to Council in March 2015
 - Council approved Modified Service Plan in August 2015
 - Committed to review service regularly
- 2016: Implementation tasks from January-October
 - New service began October 22, 2016
- 2017-2018: First transit service effectiveness review
 - Service improvements and reductions
 - Changes implemented May 5, 2018



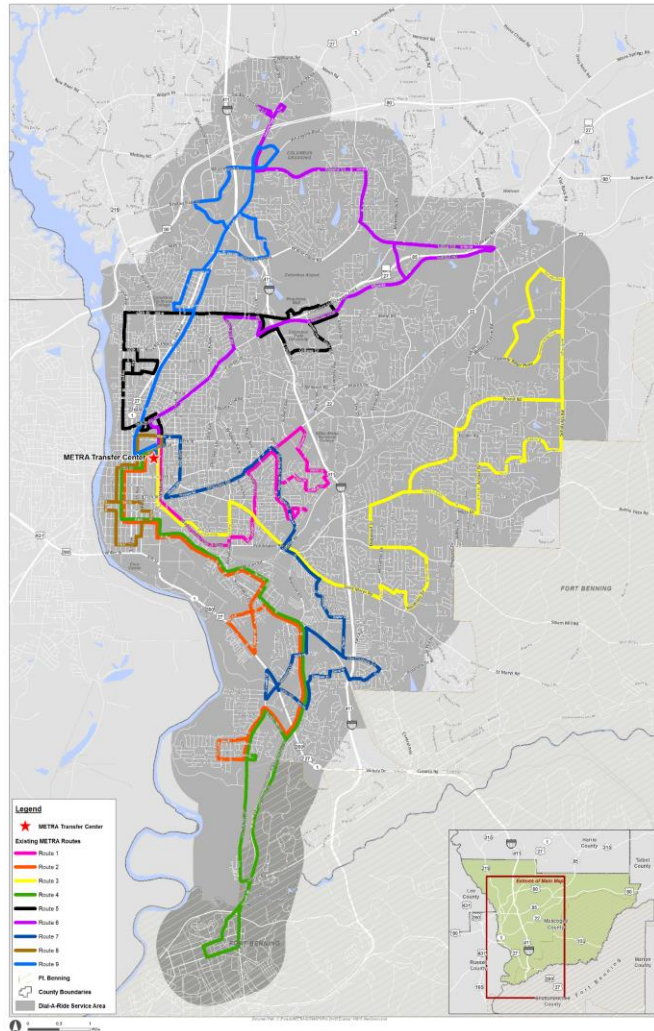
History of Prior METRA Service Changes

	FY 2016 (Pre-Improvements)	FY 2017 (Initial Changes)	FY 2019 (1 st Service Review)
# of Bus Routes	9	12	10
# of Buses in Peak Period	16	20	18
# of Bus Operator Positions	41	57	57
Annual Revenue Hours	61,716	94,266	81,436
Annual Revenue Miles	908,637	1,273,070	1,154,614
Days of Service	Monday-Saturday	Monday-Saturday	Monday-Saturday
First Bus Out (Morning)	4:30 AM	4:30 AM	4:30 AM
Last Bus In (Evening)	8:30 PM	11:30 PM	11:30 PM
Service Frequencies	30-90 mins.	30-60 mins.	30-60 mins.
Total Ridership	1,143,493	1,219,938	1,313,727
Total Operating Expenses*	\$4,470,572	\$6,299,634	\$5,381,820

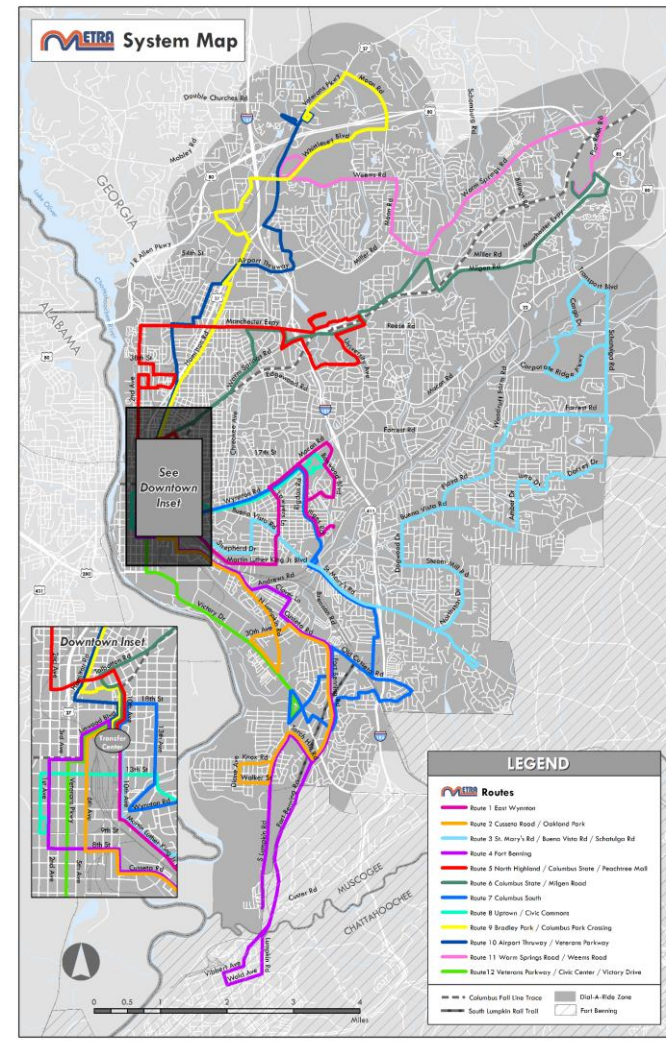
* Fixed Route and Dial-a-Ride; Excludes Capital, Depreciation, Planning and Charter Service Fuel

History of Fixed Route Service Changes

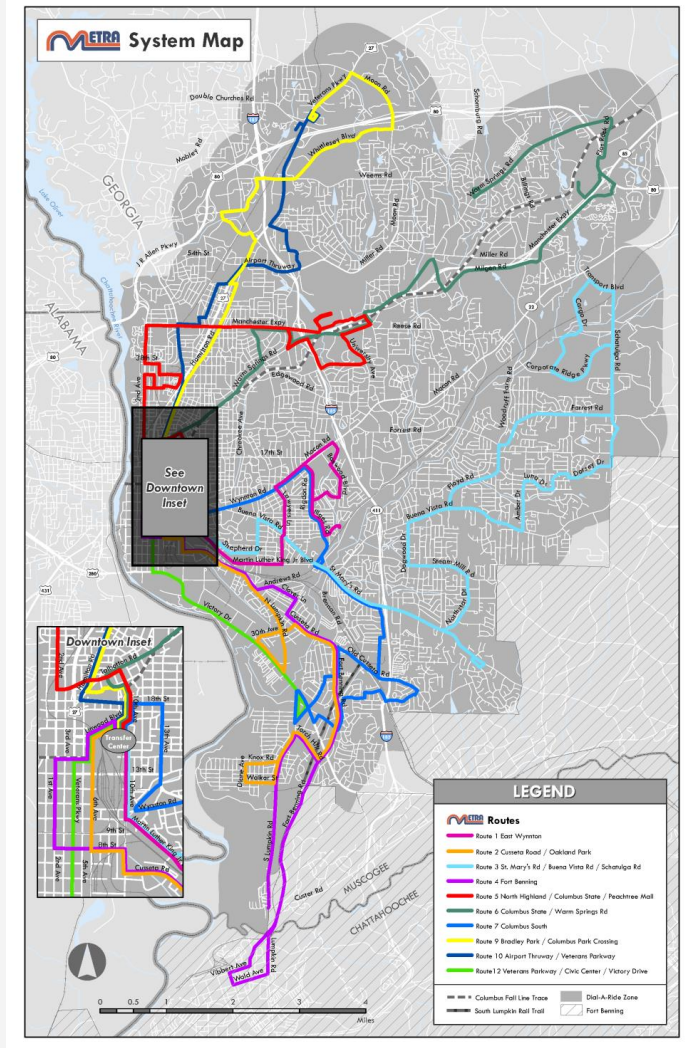
FY 2016 (Pre-Improvements)



FY 2017 (Initial Changes)

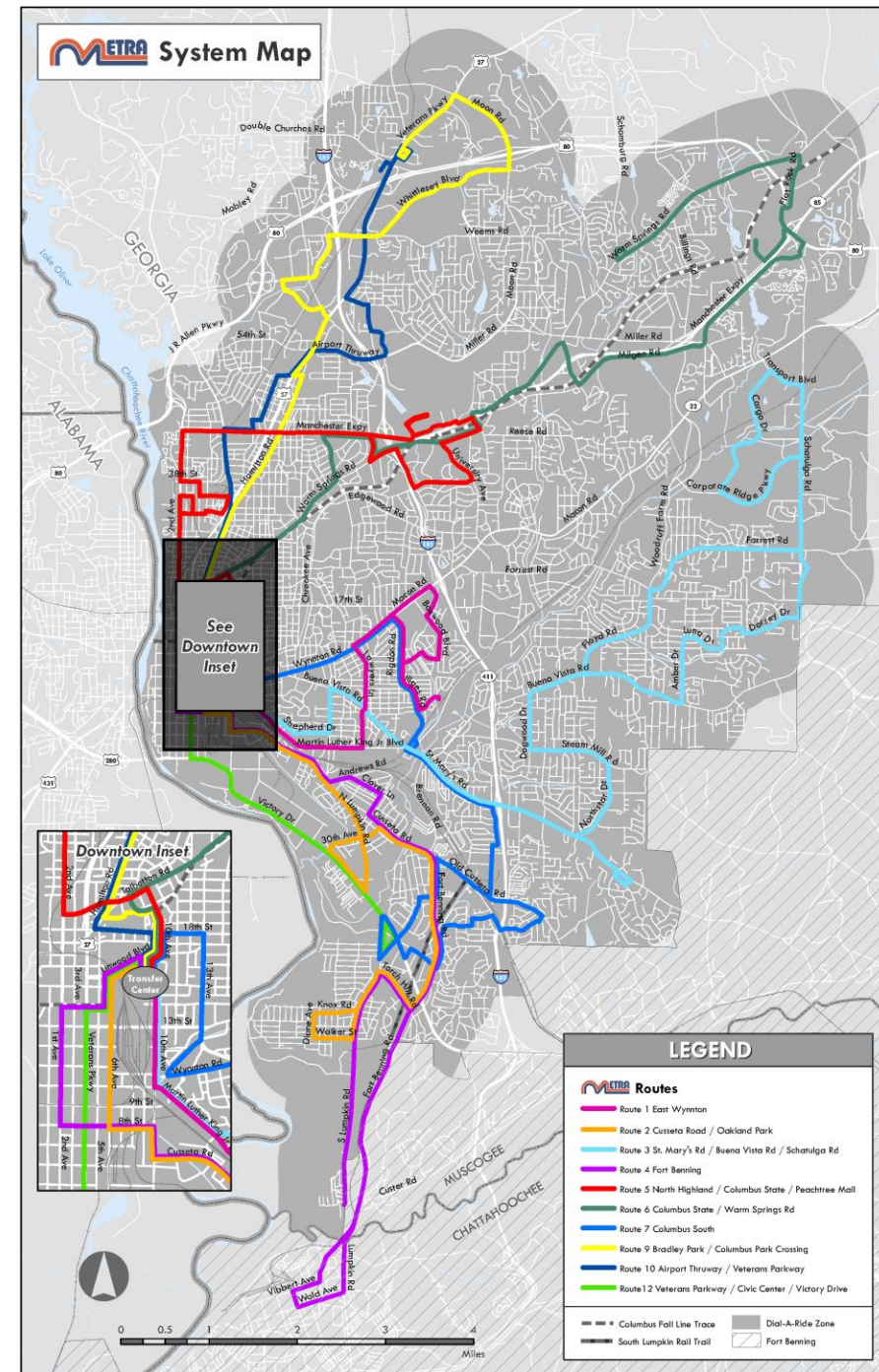


FY 2019 (1st Service Review)



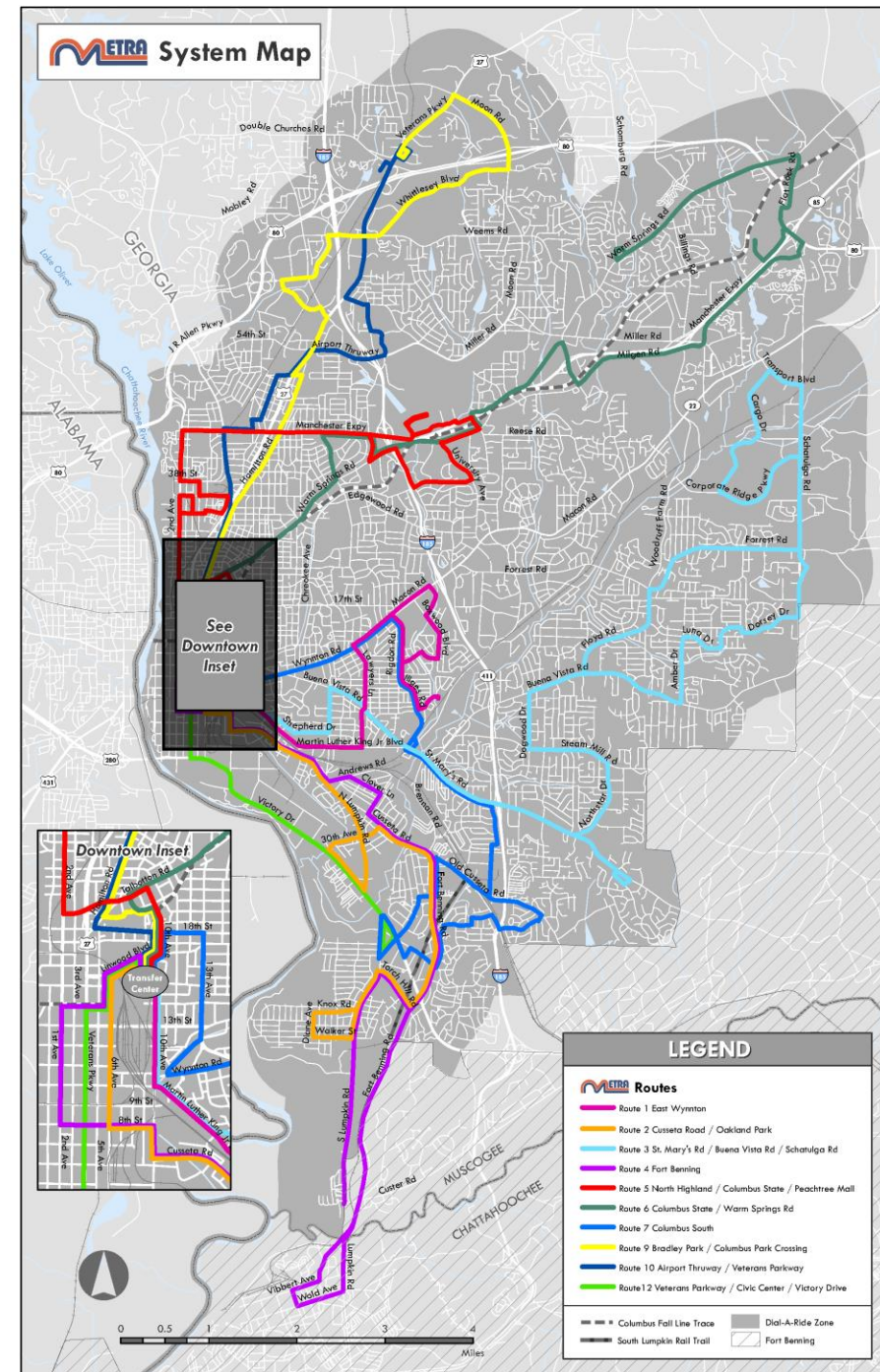
Why are we here?

- Second transit service effectiveness review
 - Does the ridership support the amount of service?
 - What adjustments should be made?
- METRA experiencing:
 - Excessive turnover of operators
 - Fleet maintenance issues
 - Buses running late at night with little ridership
- Goal: Be good steward of public's tax dollars
- Right-size transit service to meet ridership demands



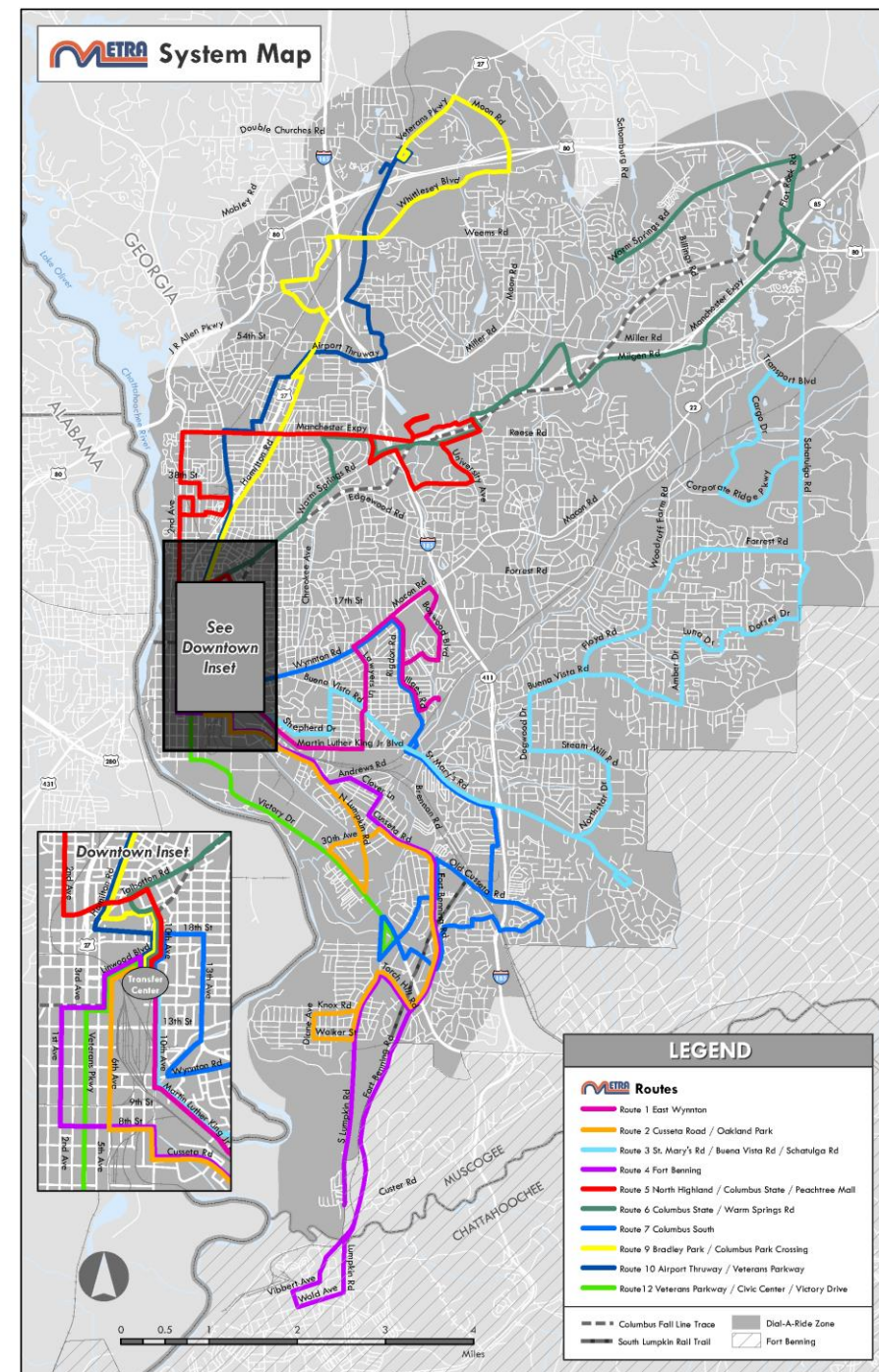
Ridership Analysis Process

- Ongoing monitoring of ridership by route since May 2018
- Detailed ridership collected March 9 – 23
- Observed low ridership at night (after dark)
- Further analysis of select Saturday evening trips for verification (June-September)
- Service changes proposed and vetted with staff



Analysis Results

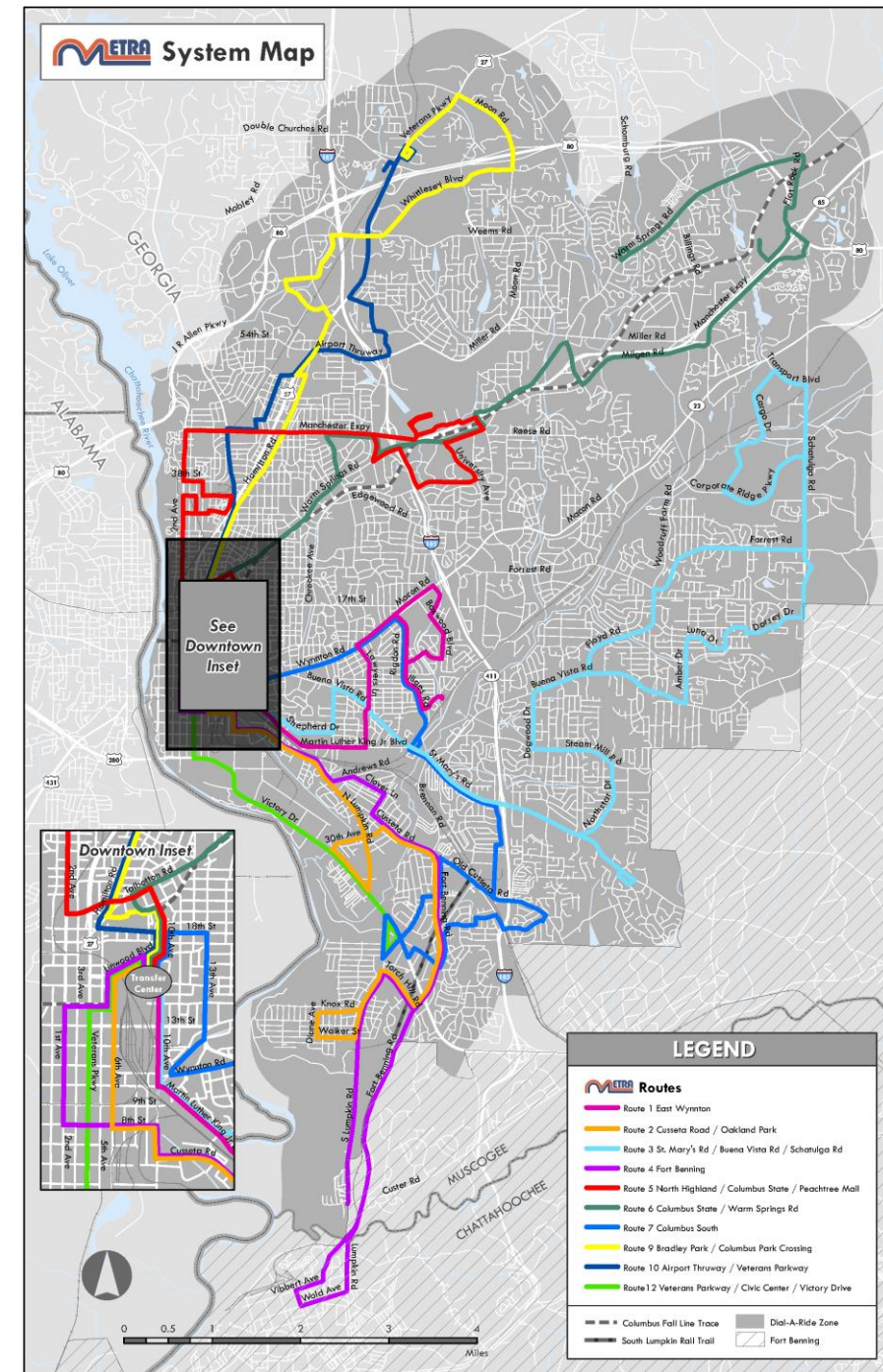
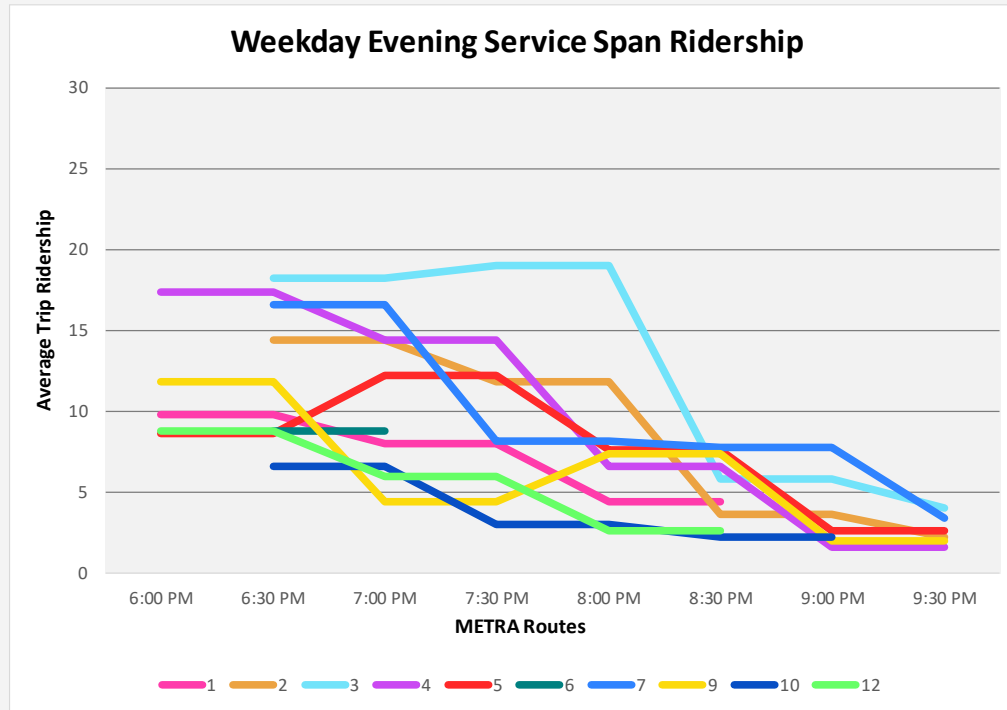
- Ridership declines significantly towards end of night service
 - Very low ridership across all routes on weekdays for last line-ups at Transit Center (9:00 PM and 9:30 PM)
 - Similar situation for last line-ups on Saturday
 - Ridership declines earlier in the evening on some routes (Routes 1, 10 and 12)



Evening Service Ridership - Weekdays

METRA Routes: Average Weekday Evening Service Span Ridership

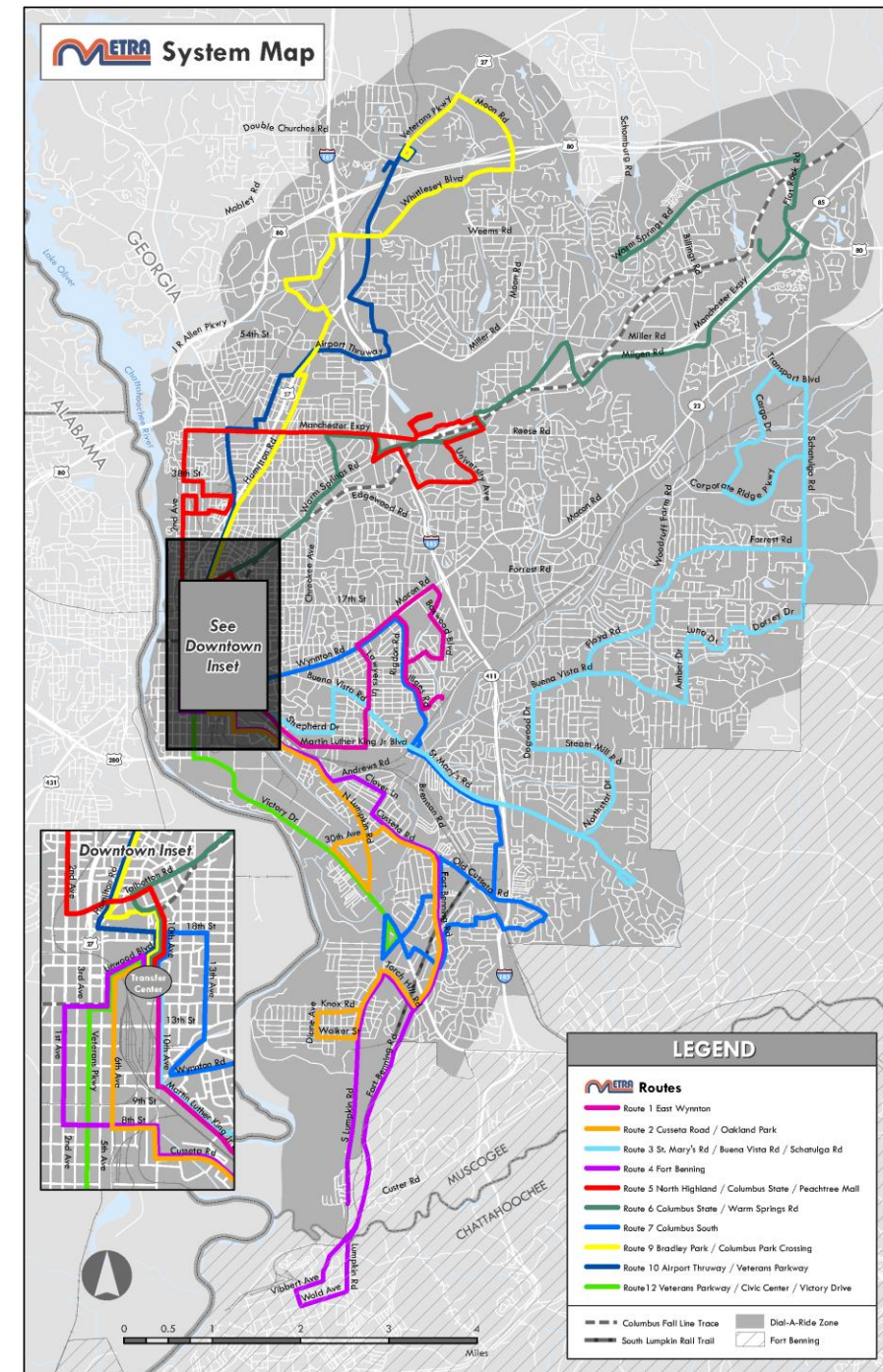
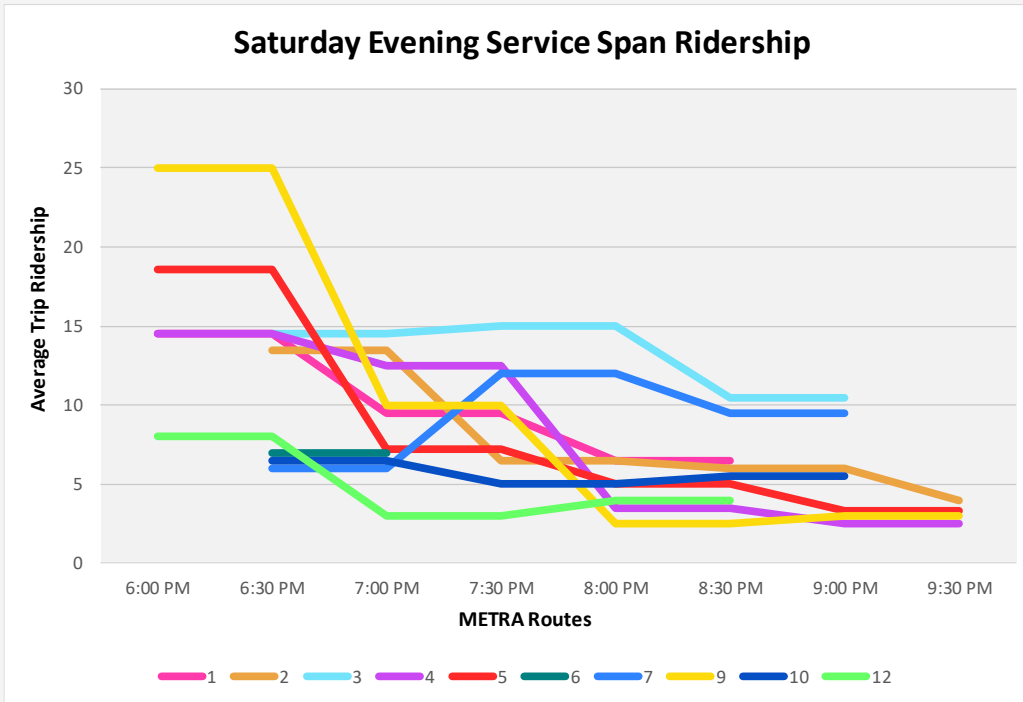
Time	1	2	3	4	5	6	7	9	10	12
6:00 PM	10			17	9			12	10	9
6:30 PM		14	18			9	17		7	
7:00 PM	8			14	12			4		6
7:30 PM		12	19			--	8		3	
8:00 PM	4			7	8			7		3
8:30 PM		4	6			--	8		2	
9:00 PM	--			2	3			2		--
9:30 PM		2	4			--	3		--	



Evening Service Ridership - Saturdays

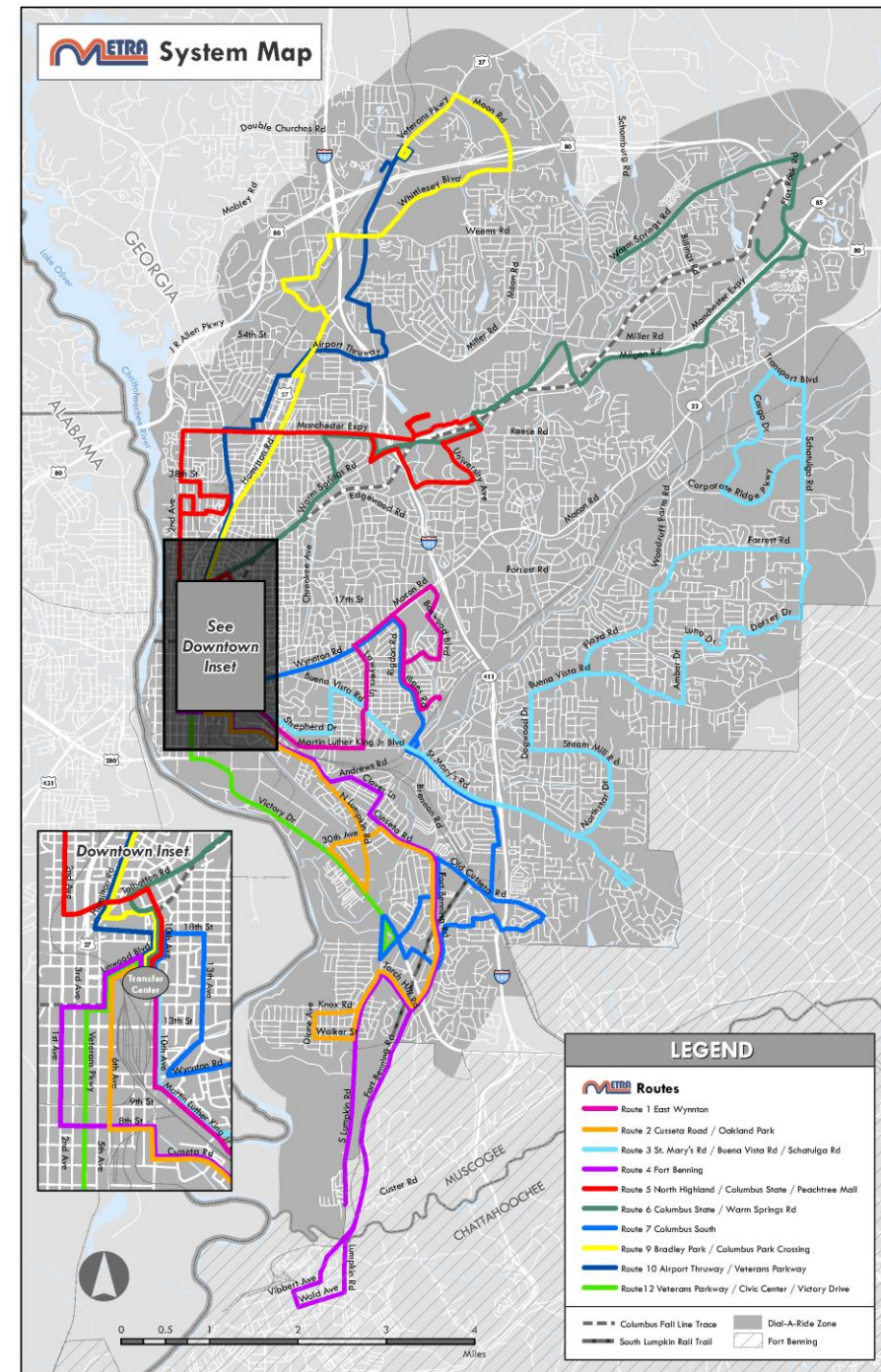
METRA Routes: Average Saturday Evening Service Span Ridership

Time	1	2	3	4	5	6	7	9	10	12
6:00 PM	15			15	19			25	10	8
6:30 PM		14	15			7	6		7	
7:00 PM	10			13	7			10		3
7:30 PM		7	15				12		5	
8:00 PM	7			4	5			3		4
8:30 PM		6	11				10		6	
9:00 PM	--			3	3			3		--
9:30 PM		4	4				9		--	



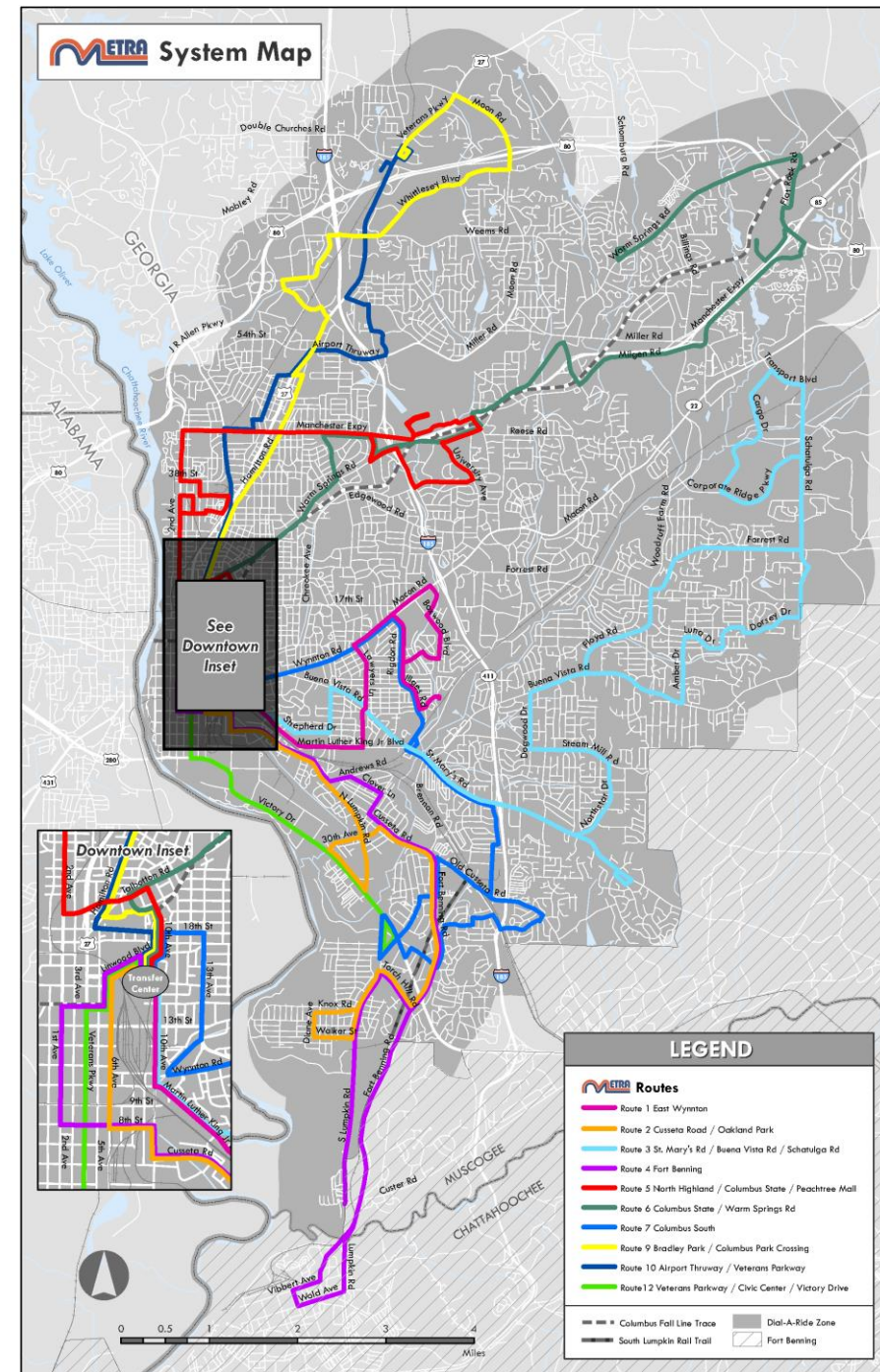
Bus Service Proposal

- 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 (discontinue 9:00/9:30 PM trips)
- Select routes end service even earlier
 - Route 1 last line-up at 7:00 PM
 - Route 10 last line-up at 6:30 PM
 - Route 12 last line-up at 7:00 PM



Proposed Service Changes

- Proposed trip discontinuations (round trips, weekdays and Saturday):
 - 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



Fixed Route Service Changes – Prior and Proposed

	FY 2016 (Pre-Improvements)	FY 2017 (Initial Changes)	FY 2019 (1 st Service Review)	FY 2021 (Proposed)
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What would this accomplish?

- What this doesn't change

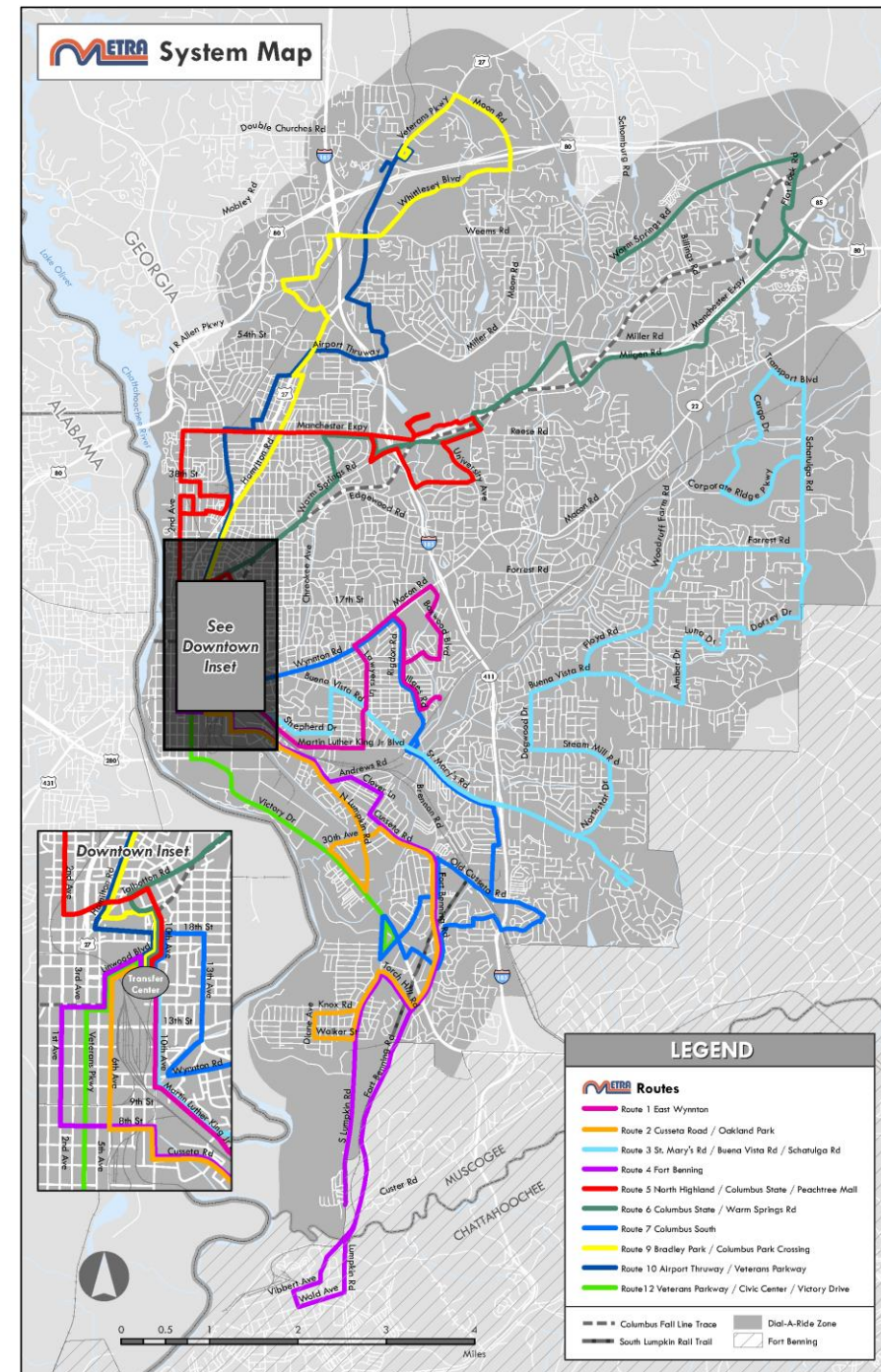
- Route network
- Days of service
- Frequency of service
- Morning and afternoon service levels
- Number of buses in peak service
- Overall ridership

- What this does change

- Evening service ends earlier
- Performance improves
- 4 less bus operators required
- Revenue hours decrease by 6%
- Revenue miles decrease by 6%
- Operating costs decrease by ~6%

Proposed Schedule

- Key Dates:
 - Brief Council Dec. 10, 2019
 - Advertise Public Review Process Sunday, Jan. 26, 2020
 - Present at MPO committee meetings Feb. 2020
 - Public Meetings Feb. 13 and 18 (Thurs. and Tues.)
 - Present to Council for Approval March 10, 2020
 - Prepare for implementation March – June, 2020
 - Customer education April – June 2020
 - Start service Monday, July 6, 2020





Questions?

