



2021 Service Management Plan

Presentation to

RTA Board of Trustees

Operational Planning & Infrastructure Committee

November 17, 2020



Overview

- The 2021 Service Management Plan (SMP) is aligned with the recommended 2021 budget
- As required by Board policy, the SMP reports route performance in the first half of 2020 and outlines service plans for 2021
- COVID-19 pandemic affects 2020 route performance and 2021 service plans

Major Service Plans for 2021

- Build back service from 93 percent to 100 percent of pre-COVID level.
- Implement System Redesign: **NEXT GEN RTA**

Routine Changes: Now Through Dec. 2021

- Respond to road and bridge construction projects
- Provide temporary service for rail construction projects and major special events
- Continue to focus on service reliability

Annual Bus Route Performance Analysis

- Bus routes are annually ranked by productivity (riders per bus-hour) within four categories:
 - Radial (regular routes to/from downtown)
 - Crosstown/Feeder (non-downtown routes)
 - Park-N-Ride (via freeway to/from park-n-ride lots)
 - Downtown Trolleys (travel only within downtown)

2020 Bus Route Performance Summary

- Service Management Plan details 50 routes
- 12 perform in lowest quartile of their category
- Ridership and productivity are low due to COVID-19
- All routes will be monitored for productivity in the post-COVID, post-redesign environment

Questions?

