2023 Service Management Plan

Presentation to

RTA Board of Trustees

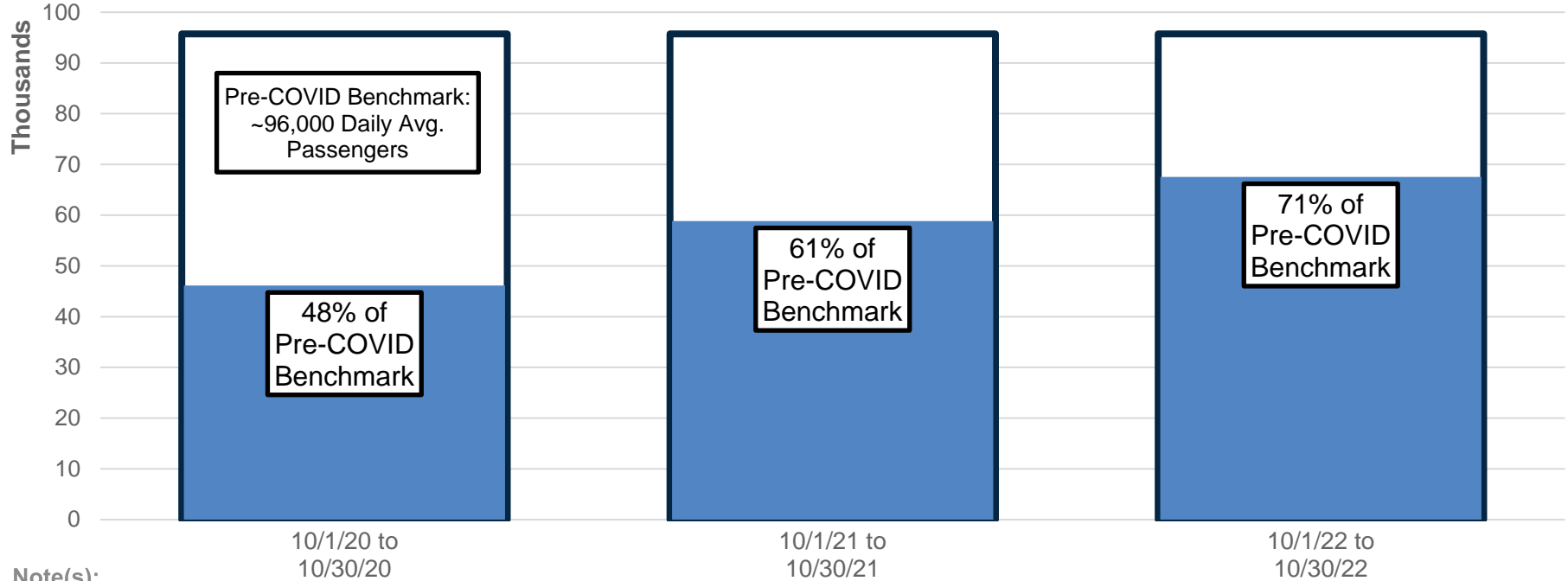## Operational Planning & Infrastructure Committee

November 15, 2022

Overview

- The 2023 Service Management Plan (SMP) is aligned with the recommended 2023 budget
- The budget provides for the current service level to continue through 2023
- Per Board policy, the SMP reports current bus route performance and outlines plans for the coming year
- Ridership continues to recover from COVID-19
  - See charts on next slides

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Weekday Average Daily Fixed-Route Ridership

October 1-30, 2020, 2021, and 2022 compared to Pre-COVID Benchmark Period (1/1/2020 - 3/8/2020)

Pre-COVID Benchmark: ~96,000 Daily Avg. Passengers

48% of Pre-COVID Benchmark	10/1/20 to 10/30/20
61% of Pre-COVID Benchmark	10/1/21 to 10/30/21
71% of Pre-COVID Benchmark	10/1/22 to 10/30/22

Note(s):
- Values from October 2020, 2021, and 2022 are displayed as a percentage of the Average Daily Fixed-Route Bus and Rail Ridership for Weekdays

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Weekend Average Daily Fixed-Route Ridership

October 1-30, 2020, 2021, and 2022 compared to Pre-COVID Benchmark Period (1/1/2020 - 3/8/2020)

Pre-COVID Benchmark: ~40,000 Daily Avg. Passengers

66% of Pre-COVID Benchmark

74% of Pre-COVID Benchmark

91% of Pre-COVID Benchmark

10/1/20 to 10/30/20

10/1/21 to 10/30/21

10/1/22 to 10/30/22
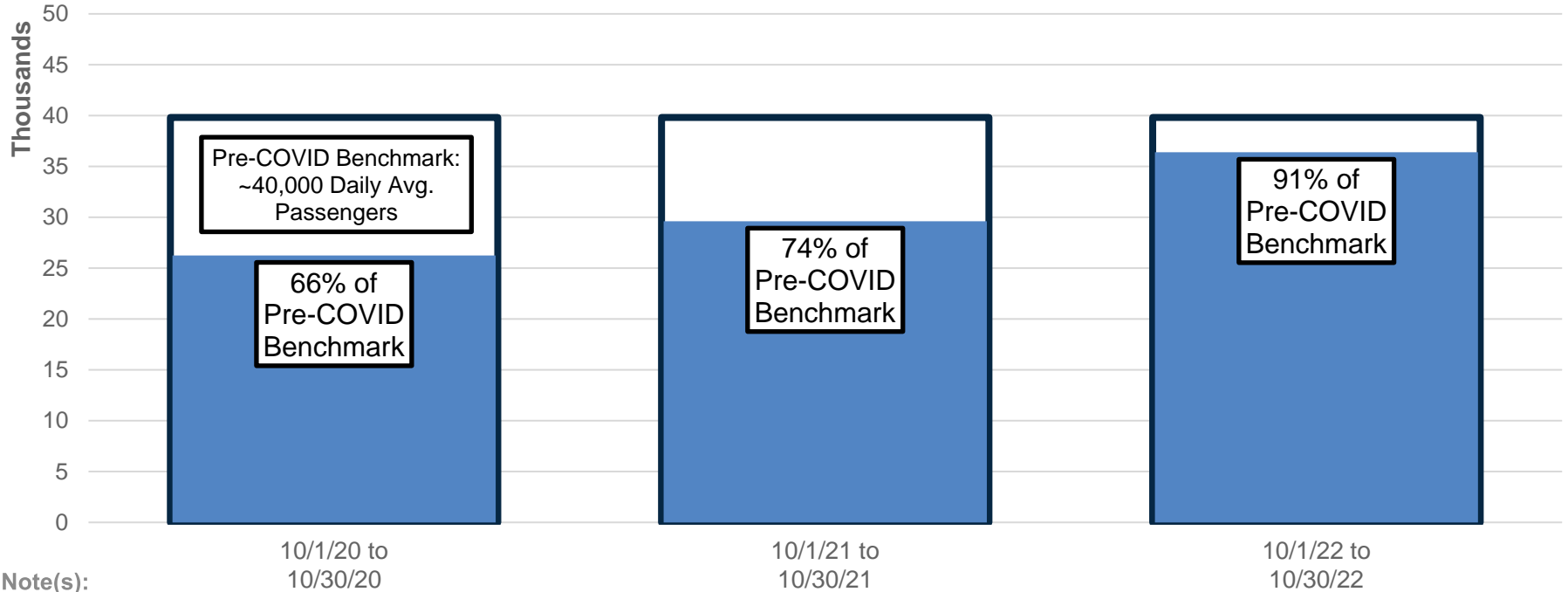
Note(s):
- Values from October 2020, 2021, and 2022 are displayed as a percentage of the Average Daily Fixed-Route Bus and Rail Ridership for Weekend days

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Service Plans for 2023

- Continue monitoring NEXT GEN system performance
- Respond to building, road, bridge construction projects
- Provide temporary service for rail construction projects and major special events
- Improve bus stop safety and informational signs
- Improve transit waiting environments on priority corridors
- Continue to focus on service reliability

2022 Bus Route Performance Summary

- Service Management Plan details 41 routes
- 10 perform in lowest quartile of their route category
- Ridership and productivity are still growing
- When designed with community input, some routes will always have lower productivity

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Questions?