



2024 Service Management Plan

Presentation to
RTA Board of Trustees
Operational Planning & Infrastructure Committee
November 14, 2023

Overview

- The 2024 Service Management Plan (SMP) is aligned with the recommended 2024 budget
- The budget provides for the current service level to continue through 2024
- Per Board policy, the SMP reports current bus route performance and outlines plans for the coming year

Service Plans for 2024

- Improve bus stop safety and informational signs
- Improve transit waiting environments with concrete landing pads and amenities to benefit all riders, especially mobility impaired
- Add shelters per updated shelter policy and through Community Partnership Investment Program
- Develop a list of potential frequency improvements to be implemented when operator workforce allows

Service Plans for 2024, cont'd.

- Continue monitoring NEXT GEN system performance
- Respond to building, road, bridge construction projects
- Provide temporary service for rail construction projects and major special events
- Continue to focus on service reliability

2023 Bus Route Performance Summary

- Service Management Plan details 41 routes
- 10 perform in lowest quartile of their route category
- When a route network reflects community values, some routes will always have lower productivity
- Ridership and productivity improved from 2022

Questions?

