**Greater Cleveland
Regional Transit Authority**

Fiscal Year 2024
Service Management Plan

November 14, 2023

**Operations Division
Service Management Department**

This page intentionally left blank

Section 1: Introduction

The FY 2024 Service Management Plan (SMP) is a companion document to the recommended 2024 Operating and Capital Budget. As required by policy, the SMP reports the current performance of all RTA bus routes and outlines plans for service levels and service changes anticipated in 2024. This year's report presents route performance in the first two quarters (first half) of 2023.

See charts on Appendix Page 1

Section 2: Plans for 2023

Effective controls on costs, along with continued growth of sales tax revenues, are leading to a strong ending balance for 2023. The recommended 2024 budget will enable RTA to sustain the year-end 2023 service level through 2024, if the current sales tax revenue trend continues.

Service plans for 2024 include the following elements:

1. Staff will continue to monitor the NEXT GEN RTA system performance.
2. Service resources will be reallocated to offset detours and delays due to building, road, and bridge construction projects.
3. Temporary service will be operated to support rail construction projects and major special events.
4. Staff will continue to adjust bus stops to improve safety and informational signs.
5. The board authorized a change to the policy from 50 to 30 boardings for an RTA installed and maintained shelter. Staff will continue working to improve transit waiting environments, particularly at bus stops identified under the modified policy and along priority corridors designated in the Strategic Plan.
6. Even at stops where a shelter may not be needed, staff will continue to improve stop conditions with concrete landing pads to benefit all riders, especially for riders with mobility impairments.
7. Staff will develop prioritization of frequency improvements to be implemented when the operator workforce issue is resolved.
8. Efforts to improve systemwide service reliability will continue.

Section 3: Bus Route Performance Summary

Each year, the Service Management Plan includes an analysis of bus route productivity. RTA uses five indicators to measure route productivity:

- Boardings per revenue vehicle hour
- Boardings per revenue vehicle trip
- Boardings per revenue vehicle mile
- Boardings per total vehicle hour
- Boardings per total vehicle mile

To provide fair comparisons of route performance, bus routes are compared with other routes in the same category of service. The categories are:

- Radial – local routes operating to and from downtown.
- Crosstown/Feeder – routes that do not travel downtown, but typically connect with radial bus routes or rapid transit.
- Park-N-Ride – service operating on freeways between park-n-ride lots and downtown during rush hours.
- Downtown Trolley – local service traveling entirely within the downtown area.

Policy requires that the Service Management Plan include analysis of current bus route performance. Service statistics recorded between January 1 and June 30, 2023, were used to analyze current bus route performance.

Section 4: Bus Routes in the Bottom Quartile of Their Route Category

By policy, RTA staff must identify every route whose utilization, in boardings per revenue vehicle hour (B/VH), is low in relation to other routes in its route category. Routes in the bottom quartile of each route category are listed below. The number in parentheses next to each route is the number of boardings per "revenue vehicle hour" (i.e., in-service vehicle hour) for the route. Detailed route performance statistics are included in the Appendix.

Radial (Category Average = 20)	Crosstown/Feeder (Category Avg. = 17)
#8 Cedar – Buckeye (15)	#86 Rocky River Dr - Bagley (10)
#53/53A MetroHealth – Broadview (14)	#50 E.116 (9)
#90 Broadway - Libby (12)	#54 Brookpark - Rockside (9)
#71 Pearl – Tiedeman (11)	#34 E. 200 - Green 9)
#77 Brecksville (7)	#35 Lee – E 123 (9)

Appendix - Route Performance Tables

Total Radial Route Performance
From 1/1/23 through 6/30/23
Sorted by Boardings per Total Hour

Route	Ridership by Route		Vehicle Statistics					Route Performance Indicators				
	Boardings	% Contribution	Revenue Trips	Revenue Hours	Revenue Miles	Total Hours	Total Miles	Boardings per Revenue Trip	Boardings per Revenue Hour	Boardings per Revenue Mile	Boardings per Total Hour	Boardings per Total Mile
HealthLine	842,406	14.6%	30,408	18,714	208,225	18,896	209,293	27.7	**45.0**	4.0	44.6	4.0
3 Superior	375,385	6.5%	22,434	11,750	155,702	11,889	156,517	16.7	**31.9**	2.4	31.6	2.4
1 St. Clair	317,277	5.5%	21,838	12,226	169,073	12,648	174,566	14.5	**26.0**	1.9	25.1	1.8
22 Lorain	473,376	8.2%	22,079	19,284	264,199	20,291	280,880	21.4	**24.5**	1.8	23.3	1.7
51/51A MetroHealth Line	435,437	7.6%	23,322	20,061	311,109	21,444	337,140	18.7	**21.7**	1.4	20.3	1.3
14/14A Kinsman	476,903	8.3%	23,096	23,603	354,047	25,285	395,121	20.6	**20.2**	1.3	18.9	1.2
9 Mayfield - Hough	303,402	5.3%	13,969	15,365	228,634	16,237	249,910	21.7	**19.7**	1.3	18.7	1.2
11 Quincy - Cedar	270,808	4.7%	13,975	13,734	183,481	14,516	198,475	19.4	**19.7**	1.5	18.7	1.4
26/26A Detroit	401,335	7.0%	21,838	22,218	325,759	23,110	342,369	18.4	**18.1**	1.2	17.4	1.2
19/19A/19B Broadway	397,650	6.9%	23,103	22,307	351,434	24,109	382,577	17.2	**17.8**	1.1	16.5	1.0
25 Madison - Clark	223,447	3.9%	13,619	14,052	207,900	14,607	216,866	16.4	**15.9**	1.1	15.3	1.0
15 Union - Harvard	356,201	6.2%	20,540	22,311	296,364	24,023	326,757	17.3	**16.0**	1.2	14.8	1.1
45 Ridge - Fulton	180,422	3.1%	12,586	11,362	156,382	12,048	170,335	14.3	**15.9**	1.2	15.0	1.1
39 Lakeshore	48,711	0.8%	3,328	3,090	57,211	4,087	79,147	14.6	**15.8**	0.9	11.9	0.6
55/55B/55C Cleveland State Line	219,509	3.8%	12,616	14,987	263,805	17,133	317,187	17.4	**14.6**	0.8	12.8	0.7
8 Cedar - Buckeye	54,172	0.9%	5,686	3,737	45,622	3,983	50,391	9.5	**14.5**	1.2	13.6	1.1
53/53A MetroHealth - Broadview	89,072	1.5%	8,136	6,315	128,306	7,288	155,890	10.9	**14.1**	0.7	12.2	0.6
90 Broadway - Libby	125,419	2.2%	10,740	10,720	228,393	11,504	249,481	11.7	**11.7**	0.5	10.9	0.5
71 Pearl - Tiedeman	126,841	2.2%	9,260	11,401	186,334	12,449	208,265	13.7	**11.1**	0.7	10.2	0.6
77 Brecksville	43,635	0.8%	8,096	6,586	157,474	7,273	175,401	5.4	**6.6**	0.3	6.0	0.2
Total	5,761,408		320,669	283,823	4,279,453	302,818	4,676,569	18.0	**20.3**	1.3	19.0	1.2

Appendix - Route Performance Tables

Total Crosstown/Feeder Route Performance
From 1/1/23 through 6/30/23
Sorted by Boardings per Total Hour

Route	Ridership by Route		Vehicle Statistics					Route Performance Indicators				
	Boardings	% Contribution	Revenue Trips	Revenue Hours	Revenue Miles	Total Hours	Total Miles	Boardings per Revenue Trip	Boardings per Revenue Hour	Boardings per Revenue Mile	Boardings per Total Hour	Boardings per Total Mile
28/28A Euclid	302,213	11.6%	23,985	12,112	171,320	12,365	174,493	12.6	25.0	1.8	24.4	1.7
41/41F Warrensville	473,599	18.2%	17,287	20,034	343,400	21,163	365,003	27.4	23.6	1.4	22.4	1.3
10 E.105 - Lakeshore	541,462	20.8%	23,555	25,838	386,318	27,461	414,352	23.0	21.0	1.4	19.7	1.3
31 St. Clair - Babbitt	148,508	5.7%	14,306	7,240	121,138	7,296	121,401	10.4	20.5	1.2	20.4	1.2
16 E.55	62,410	2.4%	4,200	3,272	46,204	3,487	52,489	14.9	19.1	1.4	17.9	1.2
48 E.131	164,649	6.3%	14,327	10,407	130,378	11,102	139,356	11.5	15.8	1.3	14.8	1.2
40 Lakeview - Lee	166,355	6.4%	11,592	11,039	161,711	11,624	170,963	14.4	15.1	1.0	14.3	1.0
78 W.117 - Puritas	144,877	5.6%	12,714	9,933	145,258	10,416	150,858	11.4	14.6	1.0	13.9	1.0
37 Hayden - E.185	84,079	3.2%	10,762	6,165	88,562	6,215	88,821	7.8	13.6	0.9	13.5	0.9
2 E.79	37,930	1.5%	3,840	3,168	46,538	3,356	52,068	9.9	12.0	0.8	11.3	0.7
18 W.98 - Garfield	90,091	3.5%	7,059	7,710	119,111	8,007	125,590	12.8	11.7	0.8	11.3	0.7
94 E.260 - Richmond	58,464	2.3%	5,752	5,462	94,934	5,830	102,192	10.2	10.7	0.6	10.0	0.6
83 Warren - W.130	98,690	3.8%	11,703	9,476	161,278	10,032	170,655	8.4	10.4	0.6	9.8	0.6
7/7A Monticello	50,988	2.0%	10,378	5,263	90,237	5,468	93,223	4.9	9.7	0.6	9.3	0.5
86 Rocky River Dr - Bagley	42,794	1.6%	5,430	4,451	84,526	4,707	89,744	7.9	9.6	0.5	9.1	0.5
50 E.116	40,363	1.6%	5,436	4,305	53,467	4,557	56,463	7.4	9.4	0.8	8.9	0.7
54 Brookpark - Rockside	40,490	1.6%	5,792	4,424	76,834	4,792	84,407	7.0	9.2	0.5	8.4	0.5
34 E.200 - Green	30,998	1.2%	3,968	3,403	55,678	3,584	59,160	7.8	9.1	0.6	8.6	0.5
35 Lee - E.123	18,939	0.7%	4,864	2,173	30,965	2,211	31,191	3.9	8.7	0.6	8.6	0.6
Total	2,597,899		196,950	155,874	2,407,858	163,673	2,542,430	13.2	16.7	1.1	15.9	1.0

Total Route Performance by Route Category
From 1/1/23 through 6/30/23
Sorted by Boardings per Total Hour

Route Category	Ridership by Route		Vehicle Statistics					Route Performance Indicators				
	Boardings	% Contribution	Revenue Trips	Revenue Hours	Revenue Miles	Total Hours	Total Miles	Boardings per Revenue Trip	Boardings per Revenue Hour	Boardings per Revenue Mile	Boardings per Total Hour	Boardings per Total Mile
Radial	5,761,408	67.3%	320,669	283,823	4,279,453	302,818	4,676,569	18.0	**20.3**	1.3	19.0	1.2
Crosstown/Feeder	2,597,899	30.3%	196,950	155,874	2,407,858	163,673	2,542,430	13.2	**16.7**	1.1	15.9	1.0
251 Strongsville Park-n-Ride	20,227	0.2%	1,536	1,350	35,221	2,619	71,993	13.2	**15.0**	0.6	7.7	0.3
B-Line Trolley	67,302	0.8%	12,928	2,251	18,779	2,441	22,472	5.2	**29.9**	3.6	27.6	3.0
Uncategorized and Misc.	115,813	1.4%	N/A	N/A	N/A	N/A	N/A	N/A	**N/A**	N/A	N/A	N/A
Total	8,562,649		532,083	443,298	6,741,311	471,550	7,313,464	16.1	**19.3**	1.3	18.2	1.2