



# September 2023 Proposed Service Changes



Brooke Peters  
Service Planning & Scheduling Manager  
August 31, 2023



# Agenda

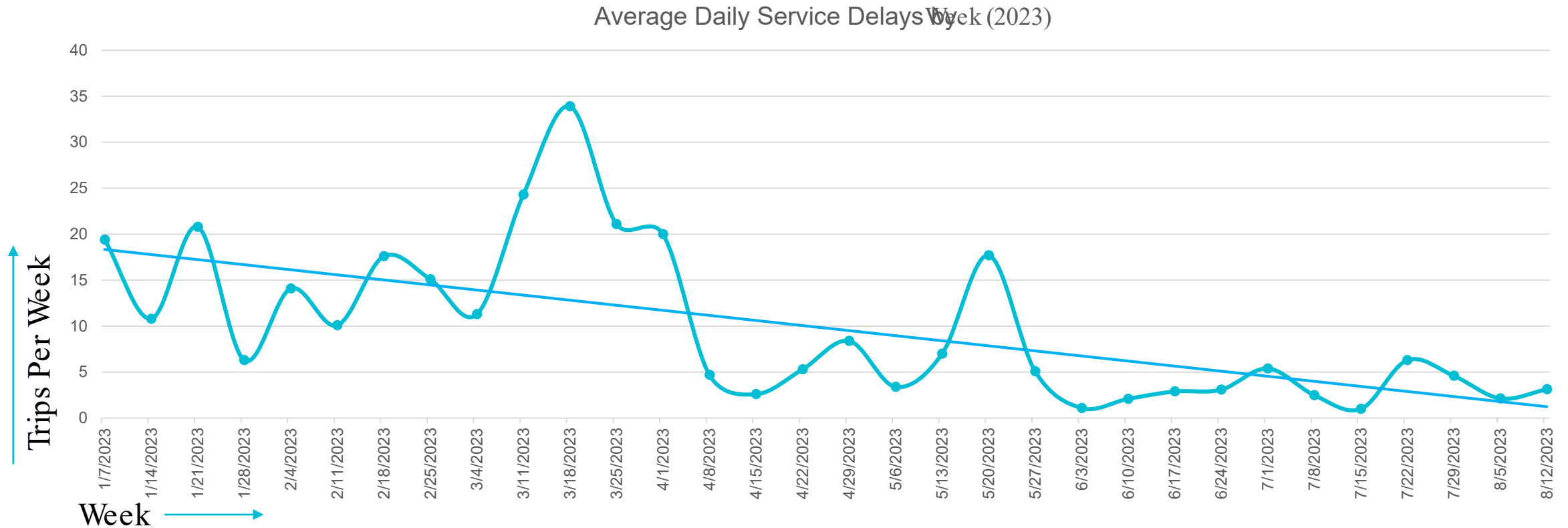
- May 2023 Service Change Results
- Service Delays
- Bus Operator Recruitment
- September 2023 Proposed Service Changes
- Public Outreach

# May 2023 Results

Route	On-Time Performance					Schedule Change
	June 2022	July 2022	Jan-May 2023	June 2023	July 2023	
<b>1</b> (Weekday)	82%	82%	78%	85%	85%	<ul style="list-style-type: none"> <li>Removed timepoint at Northlake Blvd</li> <li>Shifted afternoon departures from Gardens Mall</li> </ul>
<b>3</b> (Daily)	84%	84%	76%	80%	81%	<ul style="list-style-type: none"> <li>Running time adjustments</li> </ul>
<b>21</b> (Weekday)	52%	59%	65%	79%	78%	<ul style="list-style-type: none"> <li>Running time adjustments</li> </ul>
<b>40</b> (Weekday)	70%	71%	70%	84%	82%	<ul style="list-style-type: none"> <li>Shifted afternoon departures from ITC</li> </ul>
<b>61</b> (Weekday)	58%	60%	70%	72%	79%	<ul style="list-style-type: none"> <li>Running time adjustments</li> </ul>
<b>62</b> (Saturday)	76%	79%	60%	84%	82%	<ul style="list-style-type: none"> <li>Added additional block to accommodate Flea Market patrons</li> </ul>
<b>63</b> (Weekday)	74%	74%	54%	76%	73%	<ul style="list-style-type: none"> <li>Running time adjustments</li> </ul>



# May 2023 Service Delay

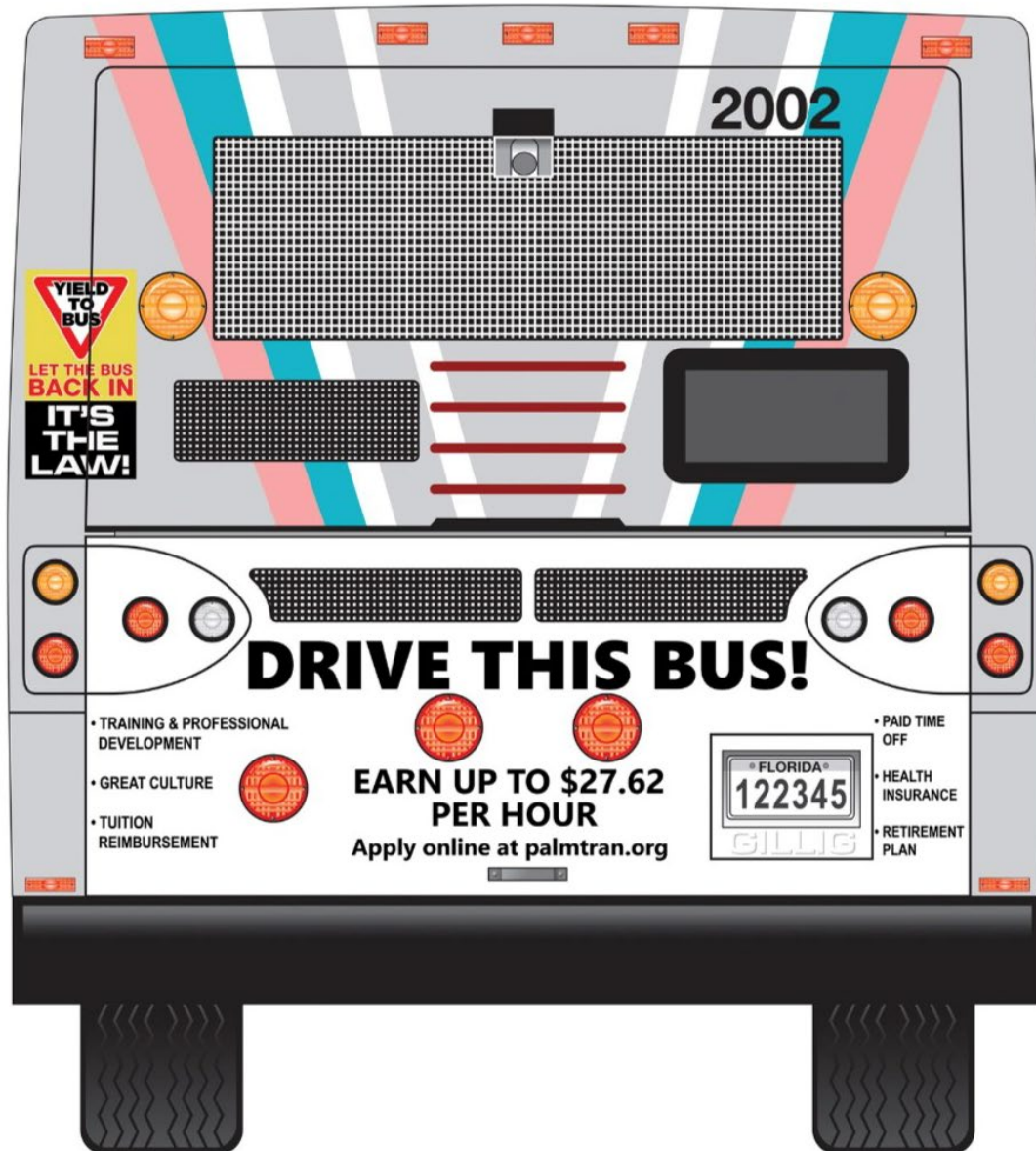


**0.2%** of Total Scheduled Trips Cancelled in June and July 2023

June: 81.25 missed trips out of 36,468 total schedule trips

July: 74 missed trips out of 35,665 total scheduled trips

# Bus Operator Recruitment



- Non-CDL Recruiting
- 120 applicants (since May)
- 18 Operators in Training
- Vacancies reduced

from **50** to 18











# September 10, 2023 Proposed Service Changes



# September 2023 Proposed Service Changes

Route Number	Description of Change (No impact on Connection services)	Purpose of Change	Source
2	Weekday running time adjustments	On-time performance	
20	Weekday running time adjustments	On-time performance	
41	Weekday running time adjustments	On-time performance	
46	Weekday running time adjustments	Efficiency	
73	Sunday running time adjustments	Efficiency	
92	Saturday running time adjustments	Efficiency	

# Public Outreach



Website, app and guidebook  
Trip planner, real time info



Public announcements  
Audio and text, destination signs







Thank you.  
Questions?

Brooke Peters  
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