



**LANE TRANSIT DISTRICT  
BOARD OF DIRECTORS  
SPECIAL MEETING**

Wednesday, November 04, 2020  
4:30 – 5:30 p.m.

**VIRTUAL MEETING**

Zoom details will be provided on the web calendar at [www.LTD.org](http://www.LTD.org).

*No public testimony will be heard at this meeting.*

**AGENDA**

<u>Time</u>	<u>ITEM</u>	<u>Page</u>
4:30 p.m.	I. CALL TO ORDER	
	II. ROLL CALL	
	<input type="checkbox"/> Carl Yeh (President) <input type="checkbox"/> Caitlin Vargas (Vice President) <input type="checkbox"/> Joshua Skov (Secretary) <input type="checkbox"/> Don Nordin (Treasurer) <input type="checkbox"/> Steven Yett <input type="checkbox"/> Emily Secord <input type="checkbox"/> Vacant	
	III. COMMENTS FROM BOARD PRESIDENT	
	<i>This agenda item provides an opportunity for the Board president to formally communicate with the Board on any current topics or items that may need consideration.</i>	
	IV. COMMENTS FROM THE GENERAL MANAGER	
	<i>This agenda item provides an opportunity for the general manager to formally communicate with the Board on any current topics or items that may need consideration.</i>	
	V. ANNOUNCEMENTS AND ADDITIONS TO AGENDA	
	<i>This agenda item provides a formal opportunity for the Board president to announce additions to the agenda, and also for Board members to make announcements.</i>	
4:35 p.m.	VI. RIDERSHIP AND OPERATIONS UPDATE: <i>Materials Included</i> [Tom Schwetz]	2
	<b>Action Needed:</b> None. Information Only	
5:30 p.m.	VII. ADJOURNMENT	



## AGENDA ITEM SUMMARY

**DATE OF MEETING:** November 4, 2020

**ITEM TITLE:** RIDERSHIP AND OPERATIONS UPDATE

**PREPARED BY:** Tom Schwetz, Director of Planning and Development

**DIRECTOR:** Aurora Jackson, General Manager

**ACTION REQUESTED:** None. Information Only

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**PURPOSE:** To provide the Board with an update on current ridership trends and operations.

**ROLE OF THE BOARD:** The Board's role in this instance is to obtain information.

**HISTORY:** Beginning with the closure of the UO during the week of March 16, LTD's ridership experienced a decline until the week of April 27 when data indicates that ridership started to increase. The attached set of figures provide an overall view of LTD's ridership trends for both LTD's fixed route service and RideSource services.

### Trends in Fixed-Route Service

Overall, every route has the experienced ridership reductions. In particular, EmX and LTD's core routes have seen heavy reductions, though EmX continues to carry the majority of overall ridership. LTD's ridership has gone from an average of about 35,000 boardings per day on an average weekday in 'normal' times to about 10,000 boardings on an average weekday. This represents about a 70% reduction in our ridership – similar to what is being seen across the country. During this period of time, evening service (after 8:30 PM) - has been fairly stable currently at about 1,000 average weeknight boardings.

On May 8, 2020, Lane County formally submitted its "Blueprint for Re-opening" to the Governor. Phase 1 of this blueprint will include opening of some businesses that can be expected to increase the level of travel and social interaction within the Eugene-Springfield area. In that context, LTD's ridership trends are expected to change. As of the date this memo was written, weekday boardings during Phase 1 Reopening are averaging between 10-12,000. Staff will be continuing to assess the level of change in boardings, how transit is being used in this phase of re-opening, and where overloads may be occurring.

LTD has made several changes in its level of service in an effort to provide service in a safe manner for essential trip making under Covid-related conditions. These changes include:

1. For the period between 3-1 and 3-21, LTD was operating a "normal" level of service, and was providing service 7 days a week.
2. For the week of 3-23 (the first full week of the Governor's Stay Home order), LTD operated a Saturday level of service during the weekdays, a Sunday level of service on Saturdays and ceased operating on Sundays.
3. The following period (3-30 through 4-24), LTD operated a modified Sunday level of service during the weekdays, adding morning and evening trips on key routes.
4. On 4-27, LTD began operating the modified Sunday service Monday through Saturday, increasing EmX service frequencies to 10 minutes between 9 AM and 4:30 PM. This level of service will continue until 6-7. The last period shown in the graph (5-17 through 5-29) reflects a small increase in boardings during the first full 2 weeks of Phase 1 Reopening.
5. On Sunday 6-7, LTD began 7-day service, reinstating Sunday service.
6. For weekday service, Post-COVID weekday level of service, adding AM and PM trips on core routes to manage loads during peak periods; Saturday service, Post-COVID Saturday level of service, reducing EmX to 15 minute service; and Sunday service operating at Pre-COVID Sunday level of Service.

There has been both a drop in the level of ridership over the course of a day and the change in the peaking characteristics of ridership. What is notable is the dramatic shifts in the morning and afternoon peaks. Largely driven

by the presence of the UO students, pre-Covid ridership illustrates very sharp peaks in service which require the deployment of more buses. Without the students riding as well as the drop in the level of commuting, the peaking characteristics of ridership are much softer. Early evidence from the 2020 fall bid implementation shows that there is a small afternoon peak returning as a result of the UO being in session.

In terms of who might be using LTD's services during this period of time, it is useful to consider which community residents are most transit dependent. Though there are likely many factors that would cause someone to be dependent on transit, income, access to a vehicle, and possession of a driver's license are some of the most important factors. In LTD's 2019 Origin-Destination Survey, 61% of riders indicated that they do not have a driver's license. Many riders (46%) live in households that do not own a car. While many students do not have access to a vehicle, nearly as many non-students lack driver's licenses or vehicles.

Transit dependence is much more highly tied to income. A high percentage of LTD's ridership is comprised of lower-income individuals who tend to ride transit more days per week than those who have higher incomes. In 2019, 45% of our non-student ridership made less than \$15k per year, and 56% make \$25k or less. Overall, our 2019 survey indicates that 47% of our ridership in 2019 reported incomes of less than \$15k. In the 2015 survey, this number was 46%. It is with that reality in mind, that it was decided to move to increase the span of service later into the evening, operating from 7:30 AM to 10:30 PM.

#### Trends in RideSource Operations

On March 16, consistent with LTD's fixed-route service, RideSource switched to urgent and essential trips only. When Sunday service on fixed-route was stopped, RideSource stopped providing non-life sustaining ADA trips on Sundays. Medicaid trips or life sustaining trips are available through LTD's external providers at all times. Data has been gathered on LTD's RideSource operations during this time period. Governor Brown lifted the order which had delayed non-urgent procedures at medical facilities beginning on May 1, 2020. LTD continues to urge fixed-route and paratransit riders to avoid travel on public transit unless there is an urgent and essential need. Paratransit riders are allowed to self-select whether a trip is considered urgent and essential.

#### Safe Operations for Essential Trips

Ridership productivity is not the goal at this time. This is true for two reasons; first, we need to make sure that we are providing a 'useful' level of service - one that meets the demands we are observing during this period; and second, we need to run enough frequency to avoid too many people on a bus at one time. LTD began managing loads on April 4. Currently, LTD is limiting 40 foot buses to 20 passengers and 60 foot buses to 30 passengers. In addition, on April 9, LTD began requiring that all passengers wear masks (i.e., masks, bandanas, scarves) while on LTD property or vehicles. This can be characterized as a "Public Health First" approach to service deployment - safely operate the minimum level of service that can be provided for essential trip making in the region.

Ridership levels will continue to be monitored closely as conditions change. A report on both ridership activity and operational activities will be provided at each of the board's meetings during this period.

**CONSIDERATIONS:** N/A

**ALTERNATIVES:** N/A

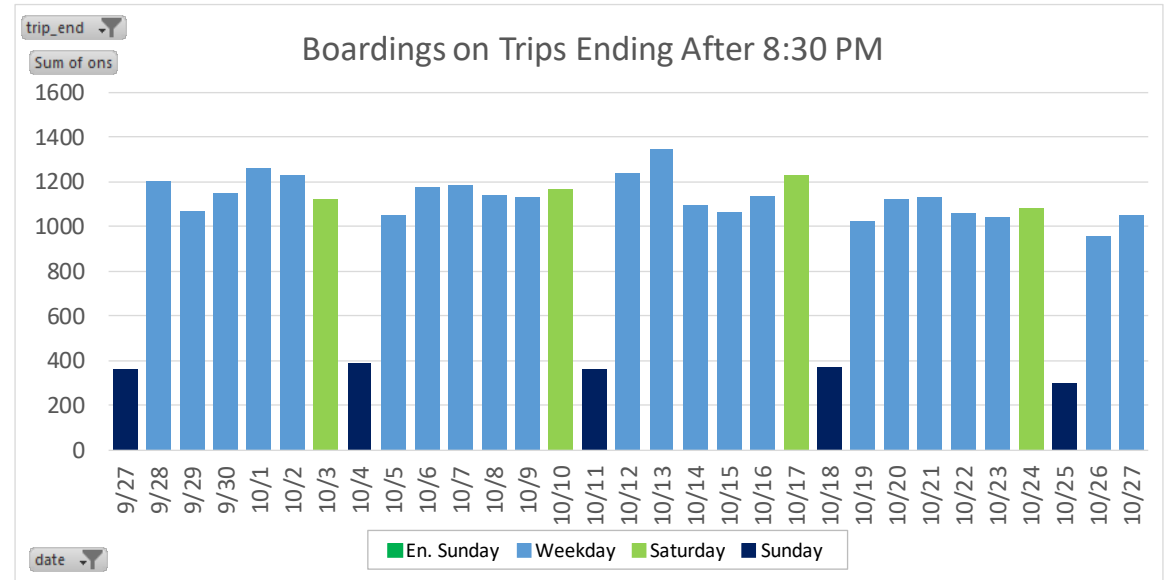
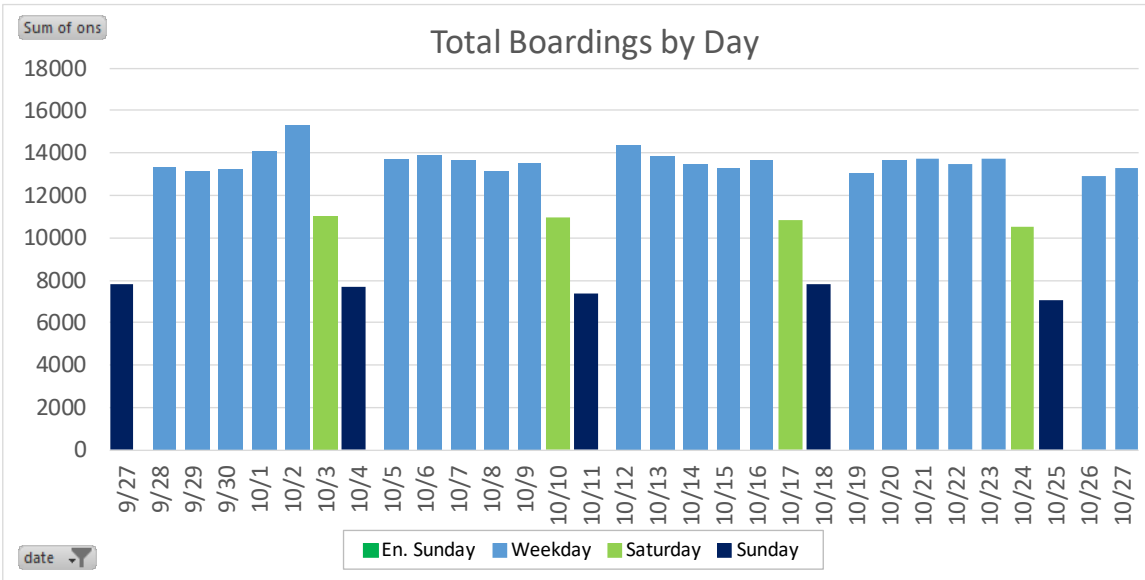
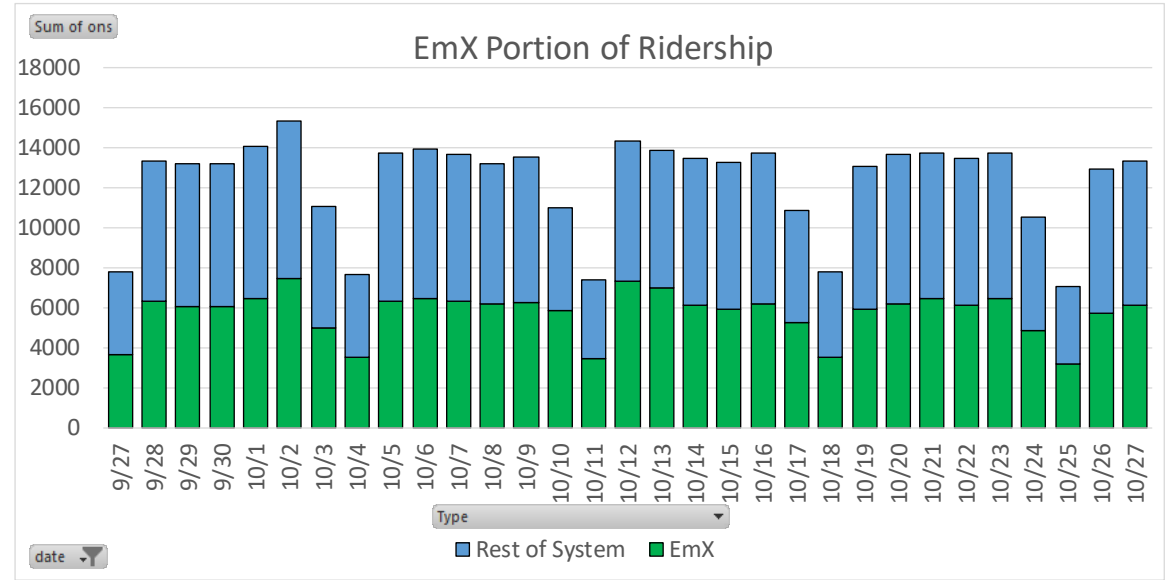
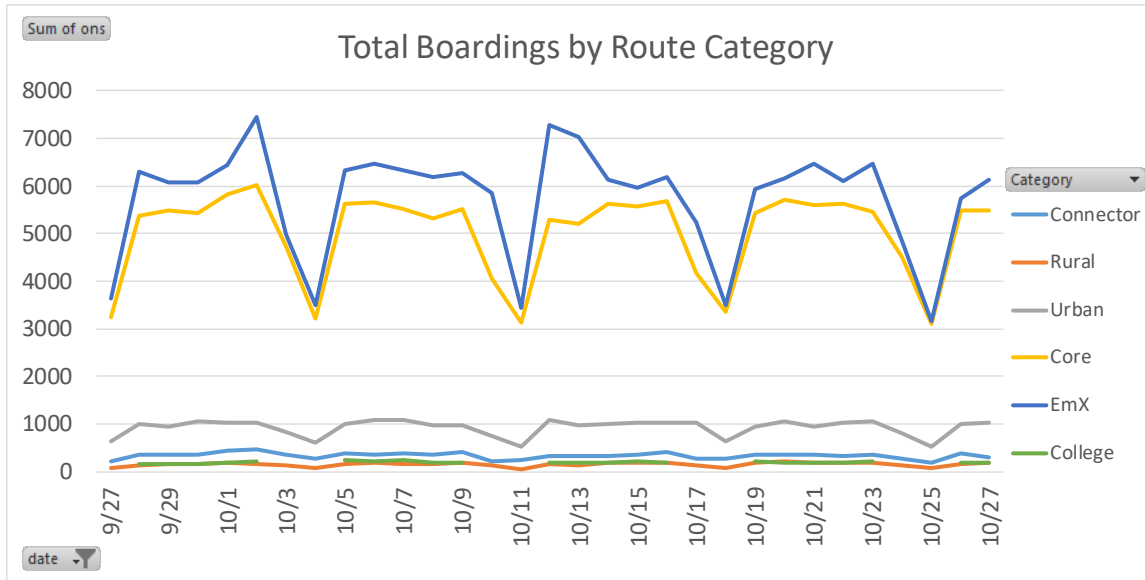
**NEXT STEPS:** N/A

#### **SUPPORTING DOCUMENTATION:**

- Ridership Update Figures
- Up to date ridership information will be provided as a handout at the meeting.

**PROPOSED MOTION:** N/A

# Figure 1 – Summary of Boarding Activity



March 23-27 – LTD began operating a Saturday level of service Mon-Fri, Sunday level of on Saturday and temporarily discontinued service on Sundays.  
 March 30 - April 25 – LTD operated a modified Sunday level of service Mon-Fri which added some AM and PM trips to manage loads, Sunday Service on Saturday, and discontinued Sunday Service.  
 April 26 – Sept 26 – LTD operated an **Enhanced Sunday** Service Mon-Sat which added back more AM and PM service and increased EmX service to 10 minutes. During this period, LTD reinstated a Sunday level of service on Sundays beginning June 7th.  
 Sept 27 – Current – LTD began Fall Bid service with Post-COVID weekday level of service Mon-Fri adding AM and PM trips on core routes to manage loads during peak periods, a Post-COVID Saturday level of service which reduced EmX to 15 minute service, and Pre-COVID Sunday level of Service on Sundays.

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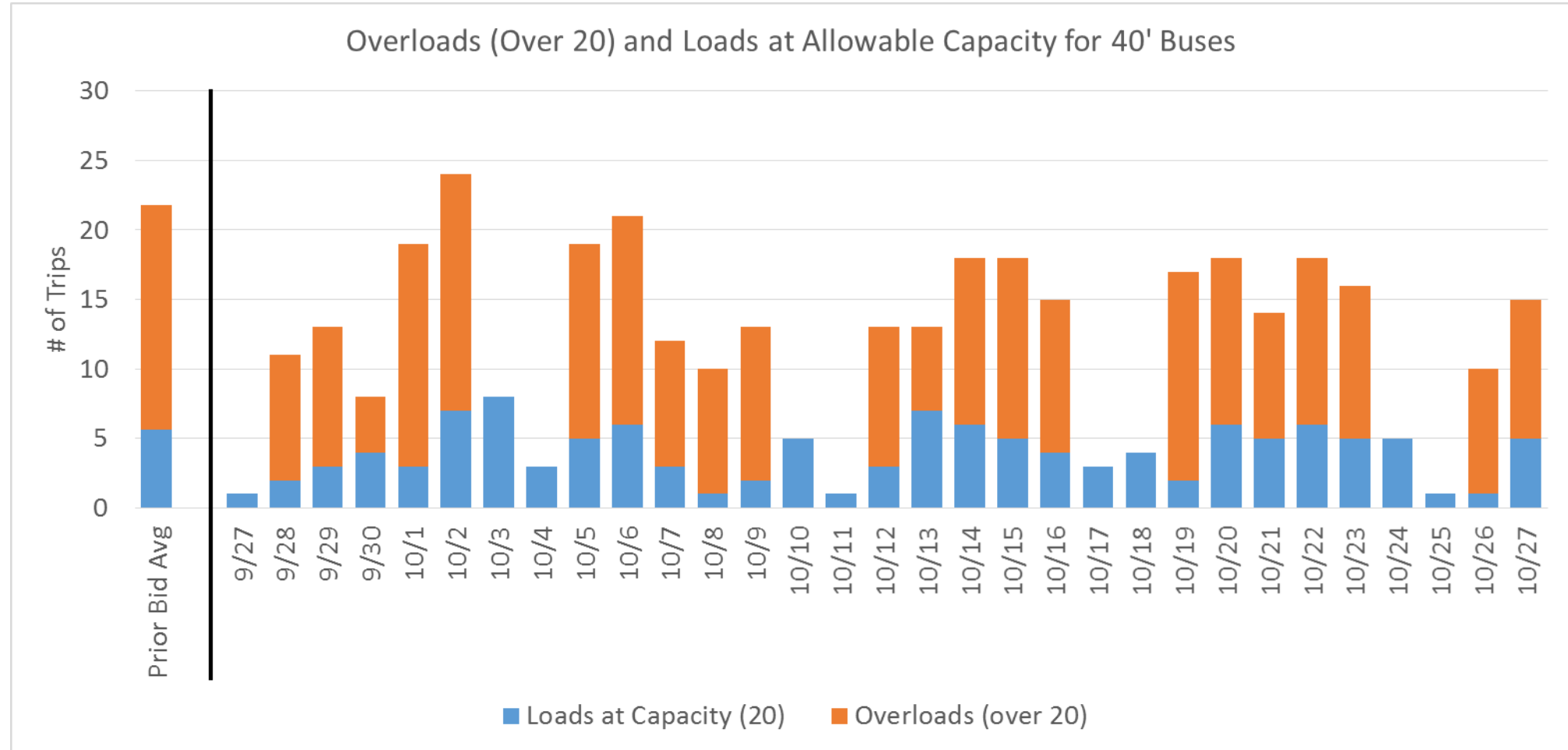
# COVID Service Change Descriptions

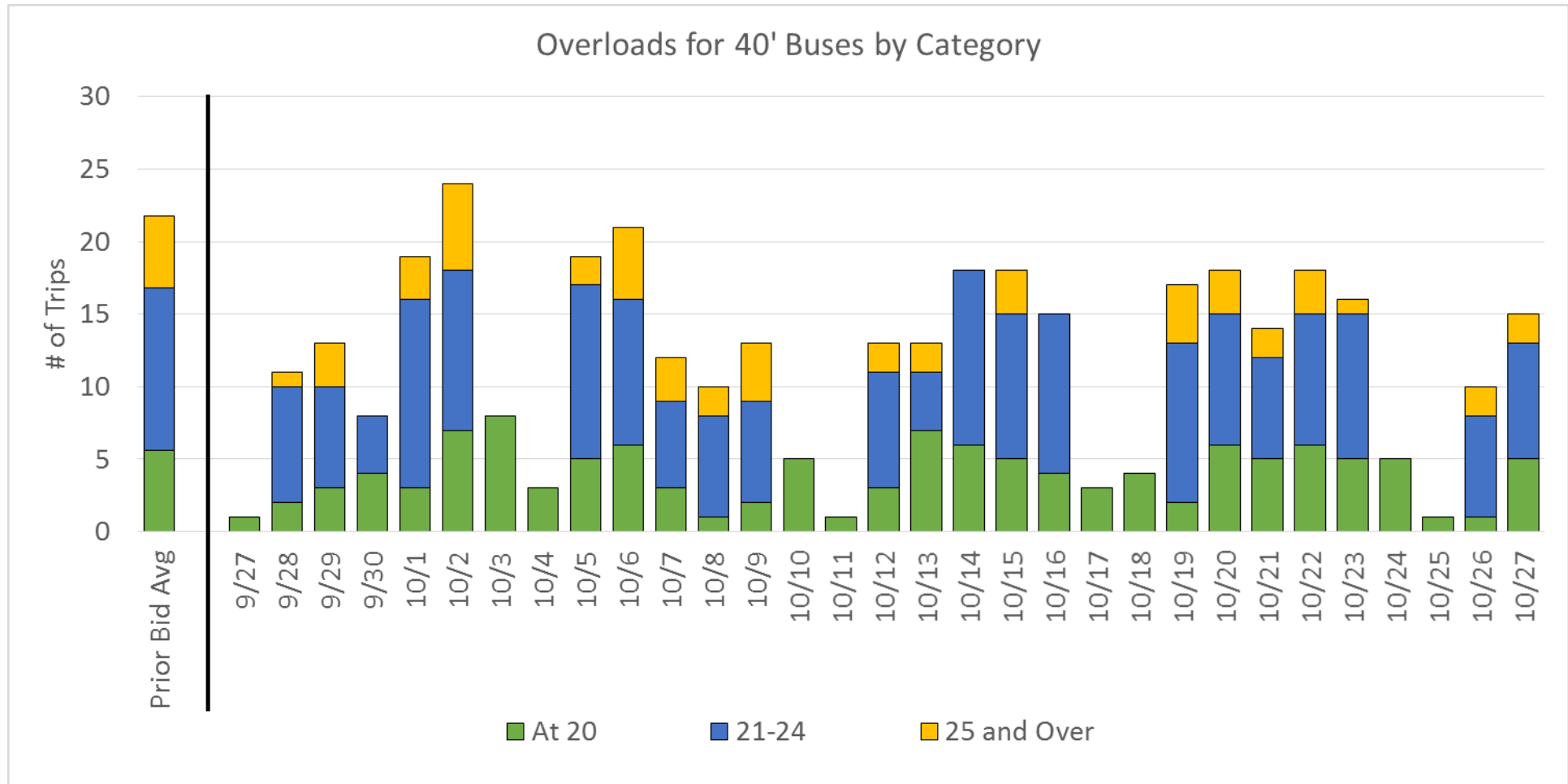
- March 23-27
  - Weekdays: Saturday level of service
  - Saturday: Sunday level of Service
  - Sunday: Temporarily discontinued
- March 30 - April 25
  - Weekdays: Modified Sunday level of service
    - Added some AM and PM trips to manage loads
  - Saturday: Sunday Service
  - Sunday: Discontinued Service
- April 26 – Sept 27
  - Weekdays: Enhanced Sunday Service Mon-Sat
    - Added back more AM and PM trips and increased EmX service to 10 minutes
  - Saturday: Enhanced Sunday Service
  - Sunday: Reinstated Sunday level of service beginning June 7th
- Sept 28 – Current
  - Weekdays: Post-COVID weekday level of service
    - Added AM and PM trips on core routes to manage loads during peak periods
  - Saturday: Post-COVID Saturday level of service
    - Reduced EmX to 15 minute service
  - Sunday: Pre-COVID Sunday level of Service

# 40' Bus Overloads

Route	9/27	9/28	9/29	9/30	10/1	10/2	10/3	10/4	10/5	10/6	10/7	10/8	10/9	10/10	10/11	10/12	10/13	10/14	10/15	10/16	10/17	10/18	10/19	10/20	10/21	10/22	10/23	10/24	10/25	10/26	10/27	Grand Total	
1																																	
11		2			2	4	2	2	3	2	2		2	1		3			1	3	3			1		1	2	2		2	1	58	
12						1											1		1	1		1	1			1					24		
13	2	1			3	1	1		3	4	1		1	2		2		1	1	1	1		4		1	2			3		119		
17																																	
18					1																											2	
24		1		1			1		2		1		1										1		1		1					17	
28																																4	
36									1				1																			6	
40		1	3	1	1					3		2					1		1					2		1					59		
41		2	2	1	6	6	1		4	4	3	3	5	1		2		5	4	4	2	2	5	2	4	5	3	4	1	3	5	250	
51						1	1					2											2	1					5	1	2	19	
52																1						1										3	
66		2	2	1	2	3	4			2		3	1	2		1	2	3	3	1				1	1	1	1	6		1	133		
67	1		3		1	1	6		1				1		1	1	2	3	2	1	1		2	4	2	1	4	2			1	96	
79x																																	
81																																	
91																																	2
92																																	
93																									2								2
95																								1									7
96																																	
<b>Total</b>	3	9	10	4	16	17	16	2	14	15	9	9	11	6	2	10	6	12	13	11	8	5	15	12	9	12	11	19	2	9	10		
<b>% Trips</b>	0.6%	1.9%	2.1%	0.8%	3.4%	3.6%	2.8%	0.4%	3.0%	3.2%	1.9%	1.9%	2.3%	1.0%	0.4%	2.1%	1.3%	2.5%	2.7%	2.3%	1.4%	1.0%	3.2%	2.5%	1.9%	2.5%	2.3%	3.3%	0.4%	1.9%	2.1%		
<b>At 20</b>	0.2%	0.4%	0.6%	0.8%	0.6%	1.5%	1.4%	0.6%	1.1%	1.3%	0.6%	0.2%	0.4%	0.9%	0.2%	0.6%	1.5%	1.3%	1.1%	0.8%	0.5%	0.8%	0.4%	1.3%	1.1%	1.3%	1.1%	0.9%	0.2%	0.2%	1.1%		
<b>21-24</b>	0.4%	1.7%	1.5%	0.8%	2.7%	2.3%	1.7%	0.0%	2.5%	2.1%	1.3%	1.5%	1.5%	0.9%	0.4%	1.7%	0.8%	2.5%	2.1%	2.3%	1.0%	0.8%	2.3%	1.9%	1.5%	1.9%	2.1%	2.4%	0.4%	1.5%	1.7%		
<b>25 &amp; Over</b>	0.2%	0.2%	0.6%	0.0%	0.6%	1.3%	1.0%	0.4%	0.4%	1.1%	0.6%	0.4%	0.8%	0.7%	0.0%	0.4%	0.4%	0.0%	0.6%	0.0%	0.3%	0.2%	0.8%	0.6%	0.4%	0.6%	0.2%	0.9%	0.0%	0.4%	0.4%		

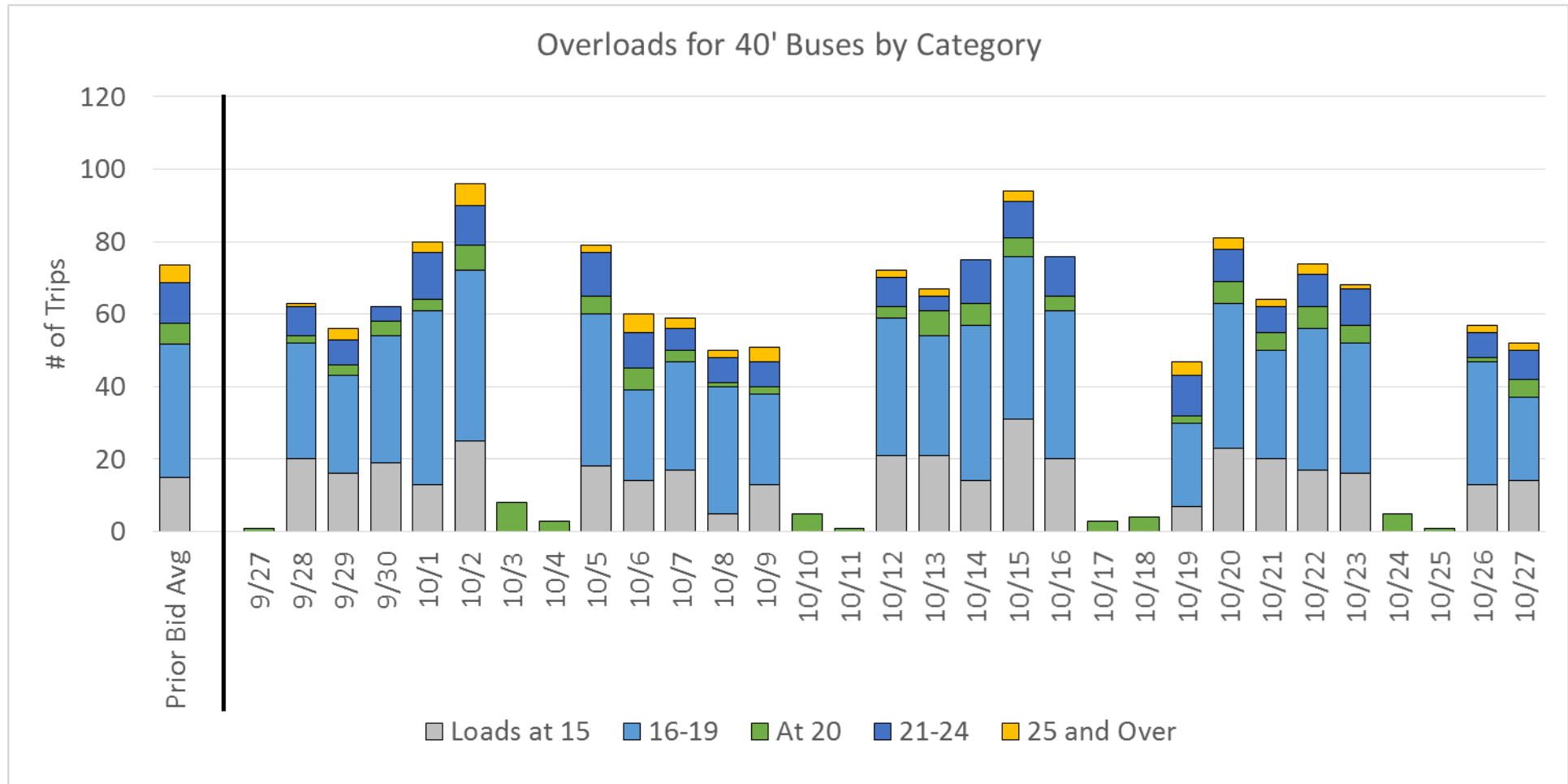
### Overloads (Over 20) and Loads at Allowable Capacity for 40' Buses





For the time period shown, loads at capacity (20) account for 33% of trips. Overloads between 21-24 represent 52% of overloads, and loads of 25 or more represent 14% of overloads.



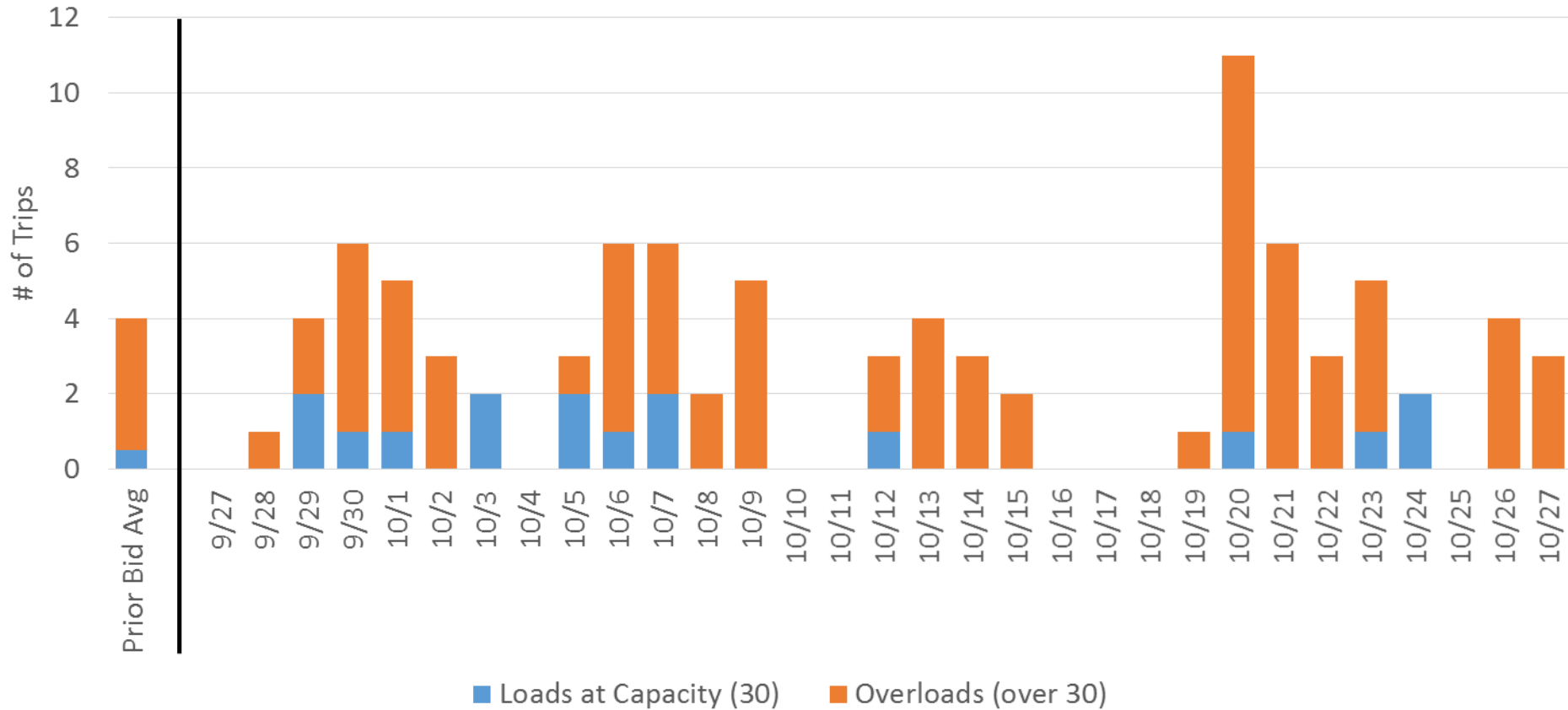


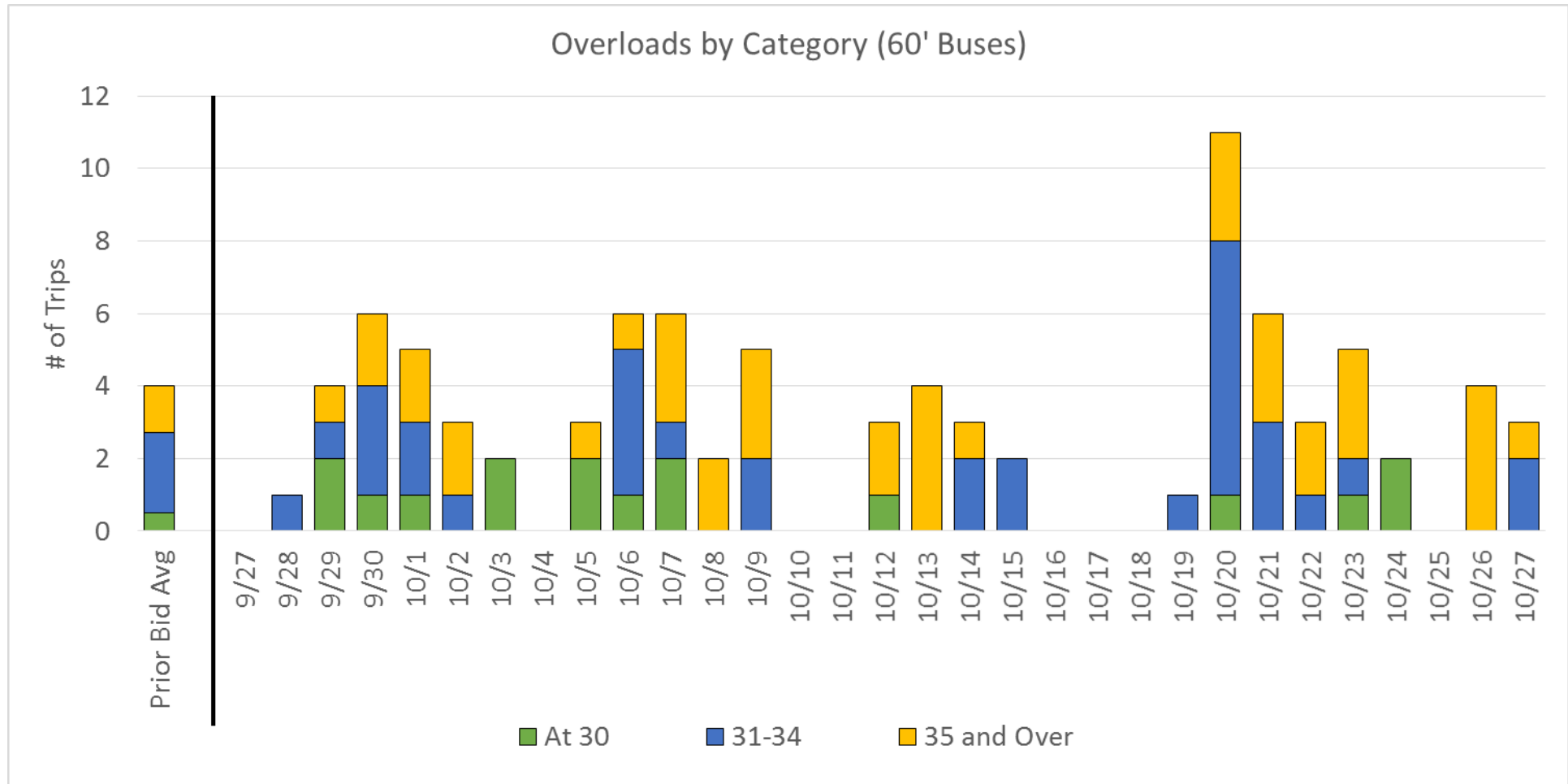
This chart shows the number of trips that would be overloaded at the previous load limits of 15 people on 40' busses.

# 60' Bus Overloads

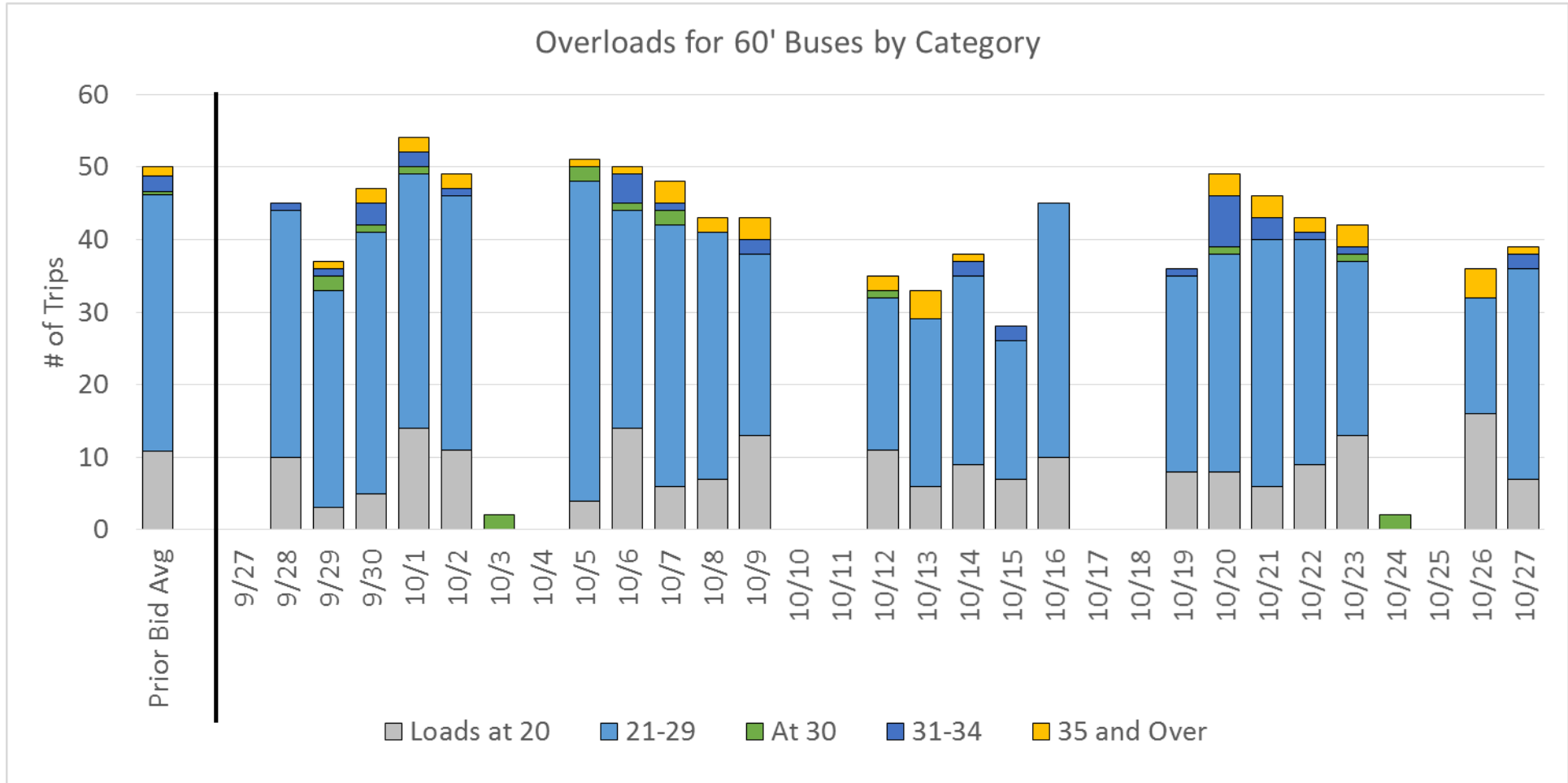
Route	9/27	9/28	9/29	9/30	10/1	10/2	10/3	10/4	10/5	10/6	10/7	10/8	10/9	10/10	10/11	10/12	10/13	10/14	10/15	10/17	10/19	10/20	10/21	10/22	10/23	10/24	10/25	10/26	10/27	Grand Total
103	3		1	4	3	3	9		1	4	2	2	5	7	3	2	4	3	2	9	1	7	6	3	4	8	1	4	3	205
11		1	1																			1								31
12				1						1	1																			3
51																														13
52					1																	2								6
98																														1
<b>Total</b>	3	1	2	5	4	3	9	0	1	5	4	2	5	7	3	2	4	3	2	9	1	10	6	3	4	8	1	4	3	
<b>% Daily Trips</b>	2.8%	0.2%	0.4%	1.1%	0.9%	0.7%	5.9%	0.0%	0.2%	1.1%	0.9%	0.4%	1.1%	4.6%	2.8%	0.4%	0.9%	0.7%	0.4%	5.9%	0.2%	2.2%	1.3%	0.7%	0.9%	5.2%	0.9%	0.9%	0.7%	
<b>At 30</b>	0.0%	0.0%	0.4%	0.2%	0.2%	0.0%	1.3%	0.0%	0.4%	0.2%	0.4%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.2%	1.3%	0.0%	0.0%	0.0%	
<b>31-34</b>	0.0%	0.2%	0.2%	0.7%	0.4%	0.2%	3.3%	0.0%	0.0%	0.9%	0.2%	0.0%	0.4%	0.7%	0.0%	0.0%	0.0%	0.4%	0.4%	3.9%	0.2%	1.5%	0.7%	0.2%	0.2%	2.6%	0.0%	0.0%	0.4%	
<b>35 - Over</b>	2.8%	0.0%	0.2%	0.4%	0.4%	0.4%	2.6%	0.0%	0.2%	0.2%	0.7%	0.4%	0.7%	3.9%	2.8%	0.4%	0.9%	0.2%	0.0%	2.0%	0.0%	0.7%	0.7%	0.4%	0.7%	2.6%	0.9%	0.9%	0.2%	

### Overloads (Over 30) and Loads at Allowable Capacity for 60' Buses





For the time period shown, loads at capacity (30) account for 18% of trips. Overloads between 31-34 represent 38% of overloads, and loads of 35 or more represent 44% of overloads.



This chart shows the number of trips that would be overloaded at the previous load limits of 20 people on 60' busses.

### Number of Pass-bys by Route (Weekdays)

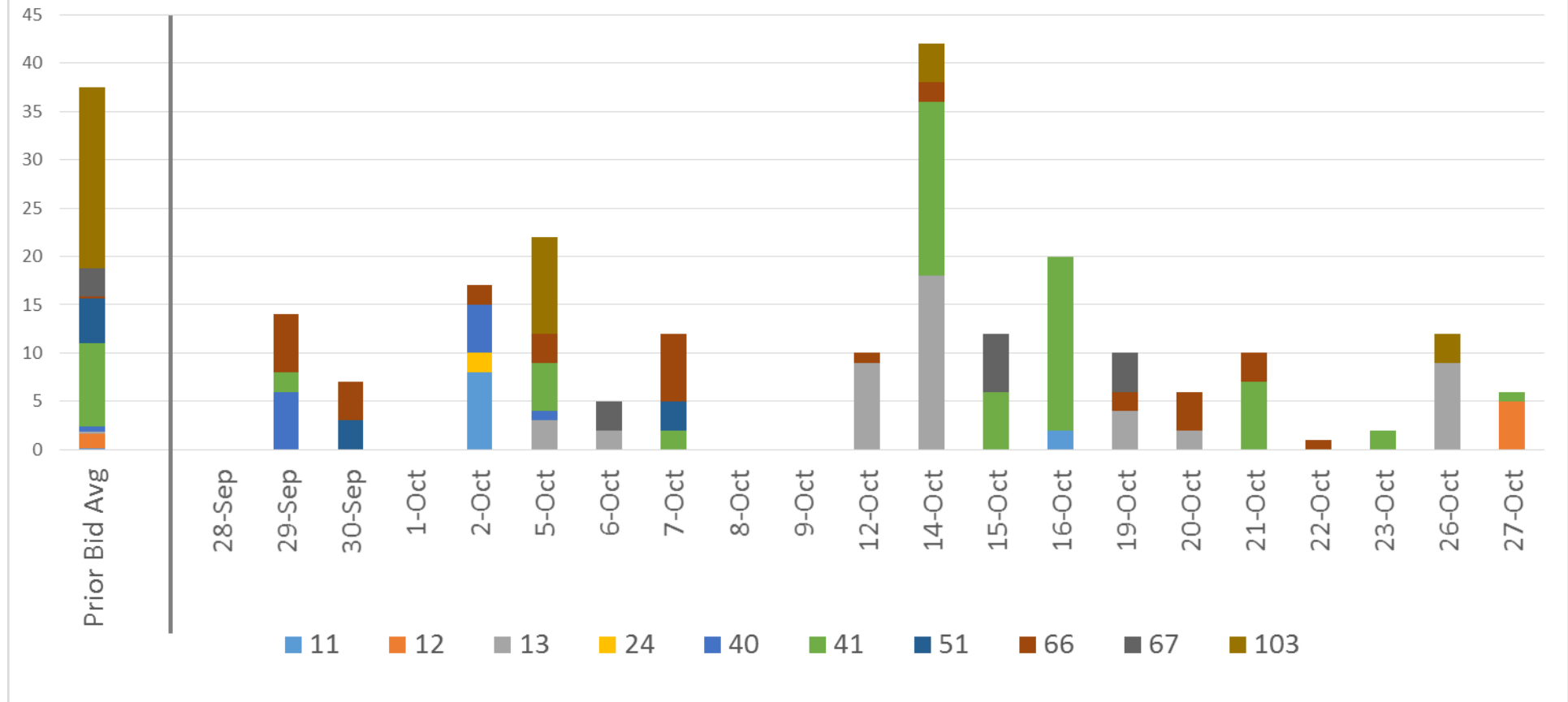
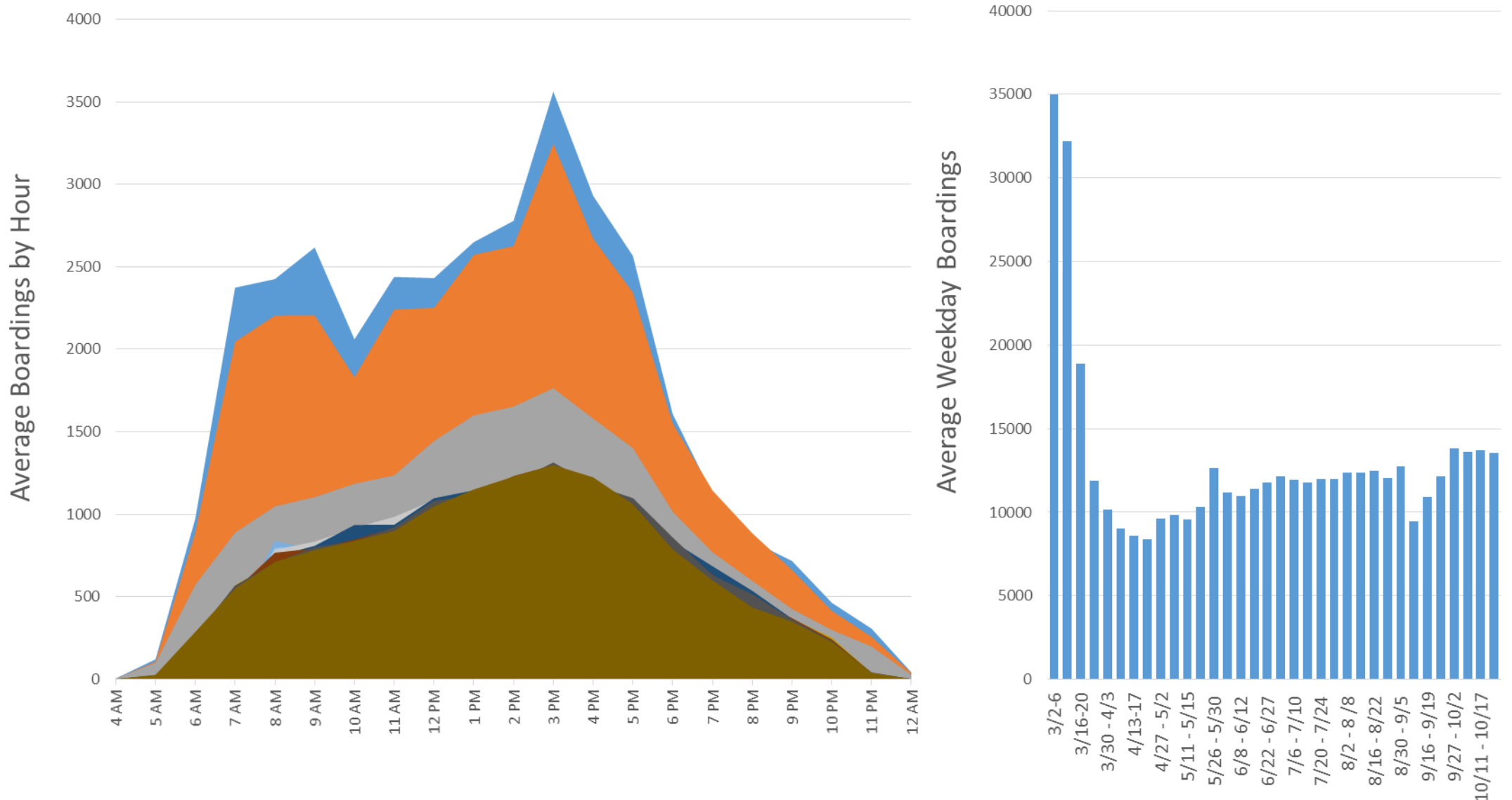
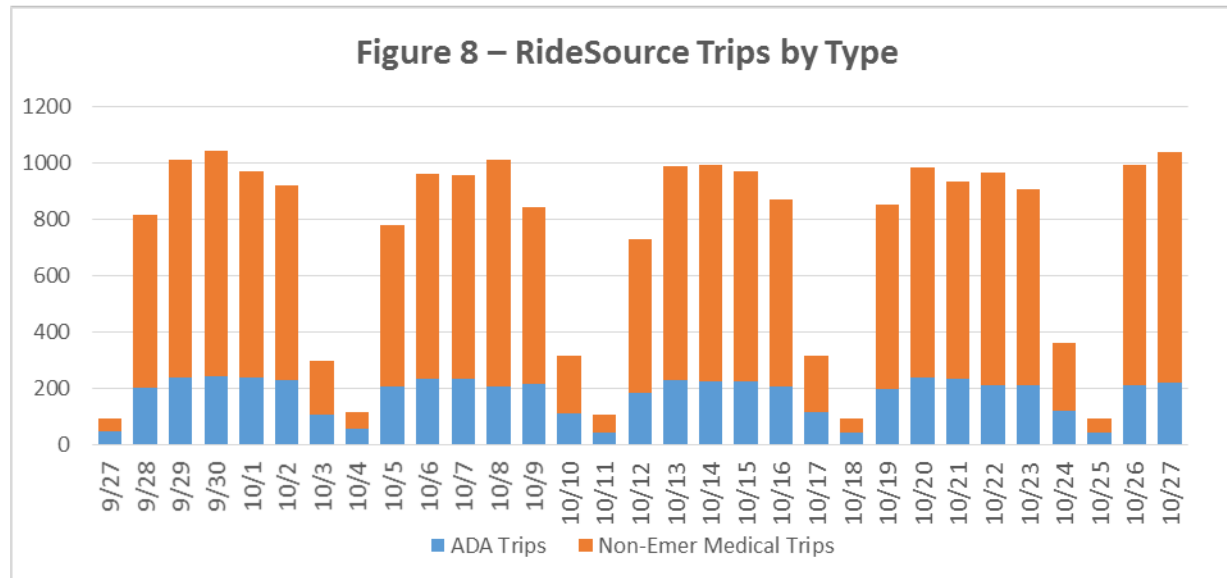
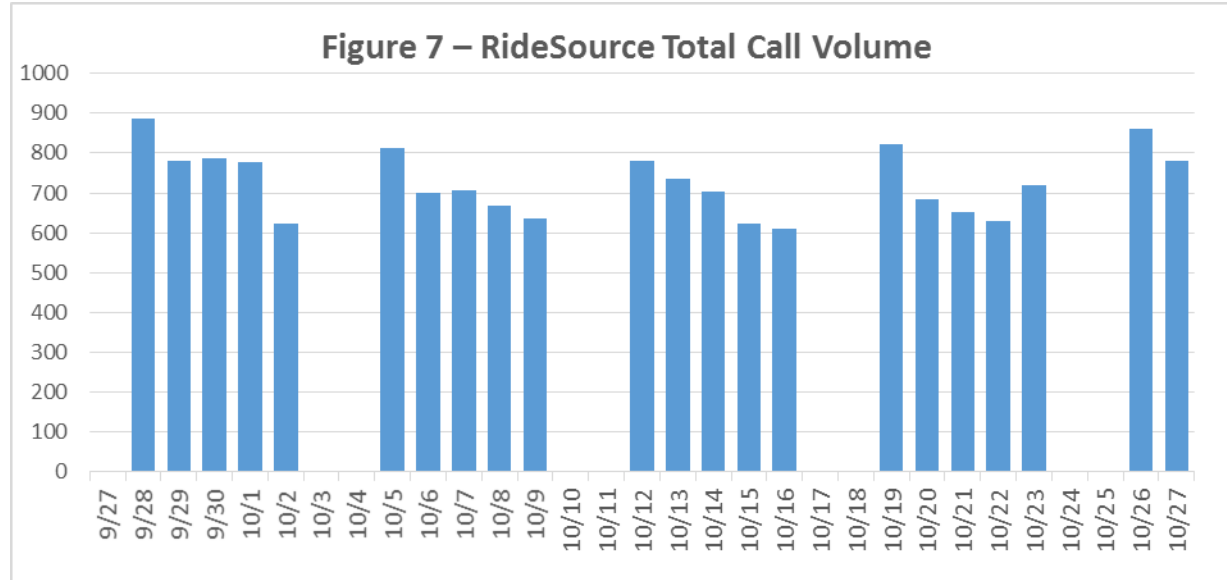


Figure 4 - Average Weekday Boardings by Hour and Average Daily Boardings thru 10/25/20





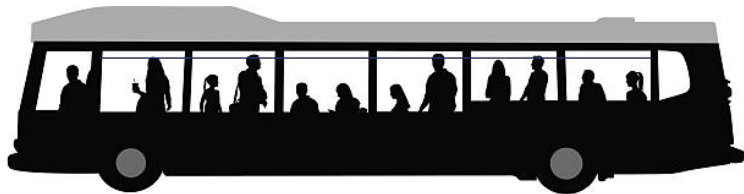
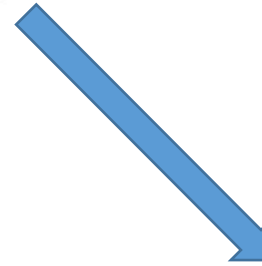
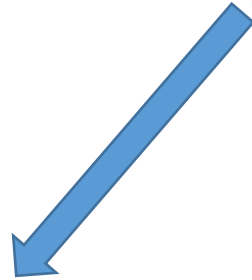
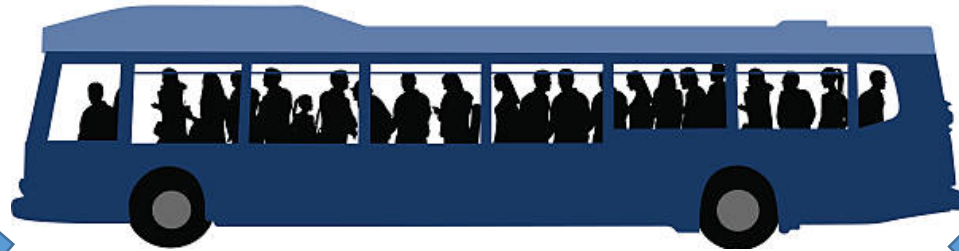


Summer Hourly Service - of the 41 Barger/Commerce:

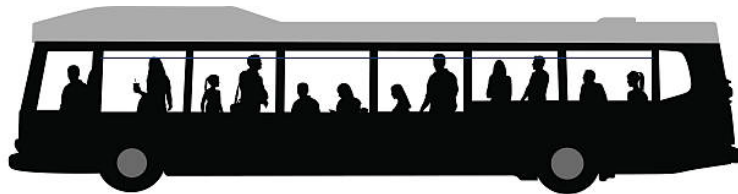
9:30 AM Trip: **45% of trips overloaded**

10:30 AM Trip: **64% of trips overloaded**

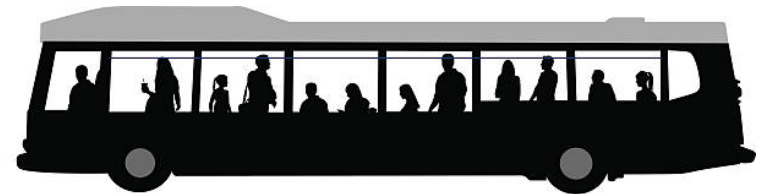
11:30 AM Trip: **61% of trips overloaded**



Added 9:00 Trip: 4% Overloaded

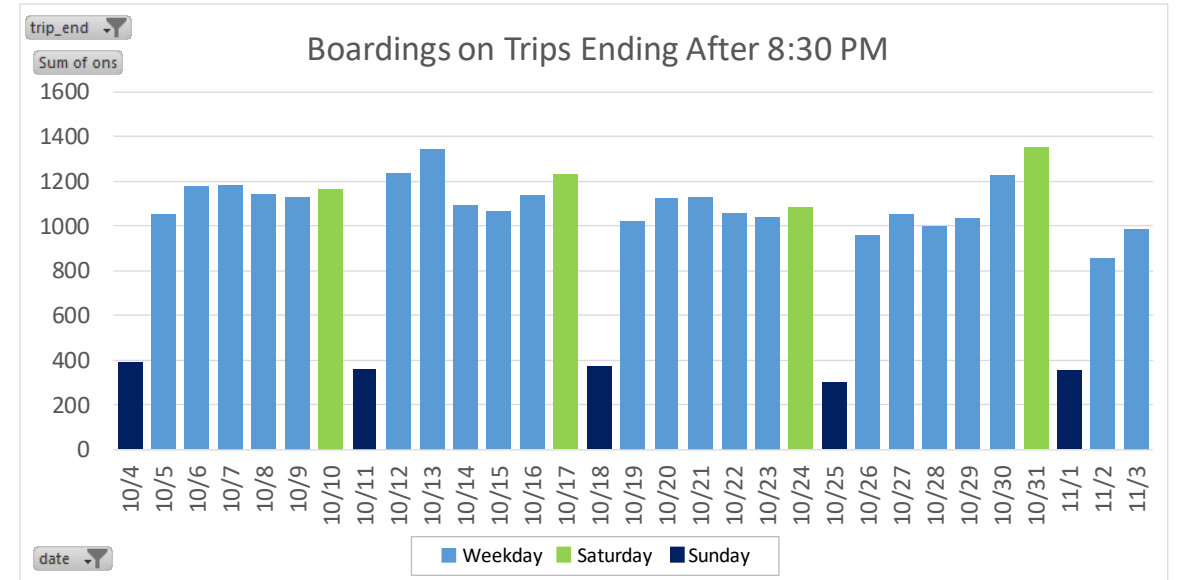
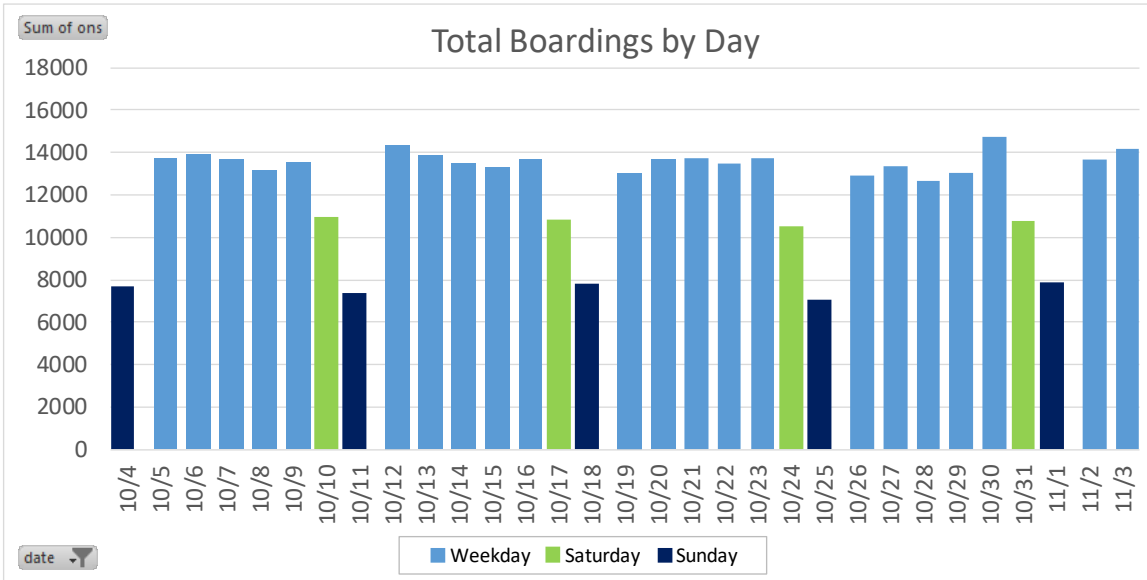
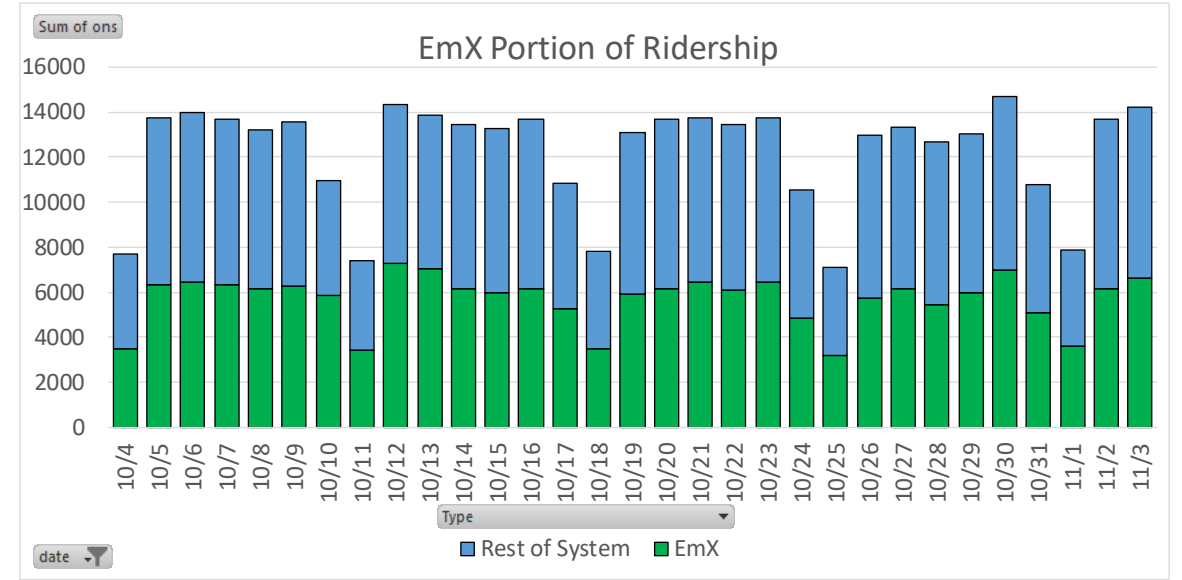
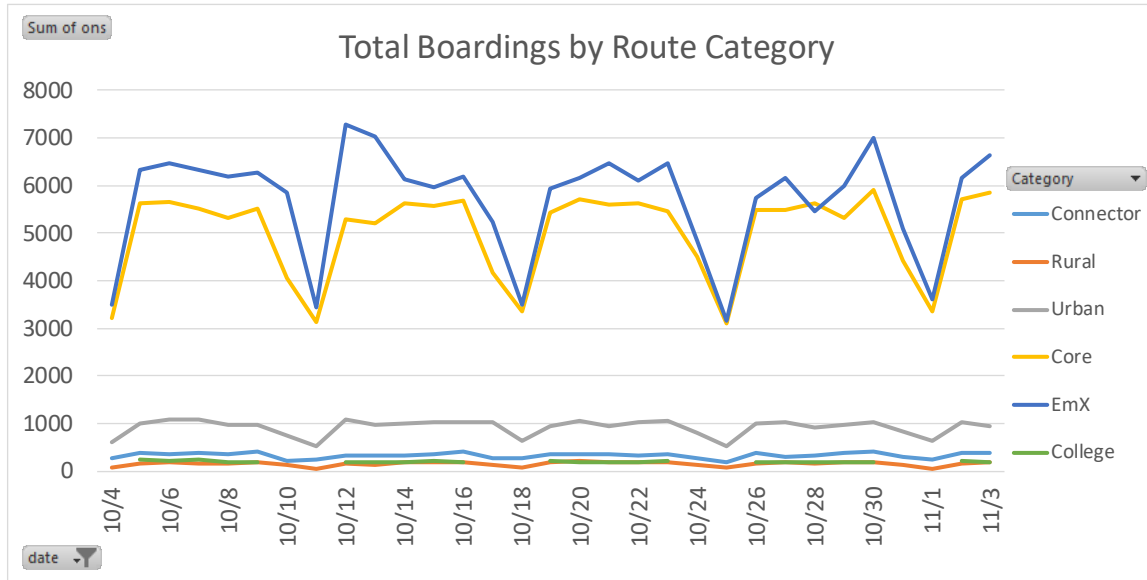


**9:30 Trip down to 32%**  
**10:30 trip down to 40%**  
**11:30 trip down to 8%**



Added 11:00 Trip: 8% Overloaded

# Figure 1 – Summary of Boarding Activity



March 23-27 – LTD began operating a Saturday level of service Mon-Fri, Sunday level of on on Saturday and temporarily discontinued service on Sundays.  
 March 30 - April 25 – LTD operated a modified Sunday level of service Mon-Fri which added some AM and PM trips to manage loads, Sunday Service on Saturday, and discontinued Sunday Service.  
 April 26 – Sept 26 – LTD operated an **Enhanced Sunday** Service Mon-Sat which added back more AM and PM service and increased EmX service to 10 minutes. During this period, LTD reinstated a Sunday level of service on Sundays beginning June 7th.  
 Sept 27 – Current – LTD began Fall Bid service with Post-COVID weekday level of service Mon-Fri adding AM and PM trips on core routes to manage loads during peak periods, a Post-COVID Saturday level of service which reduced EmX to 15 minute service, and Pre-COVID Sunday level of Service on Sundays.

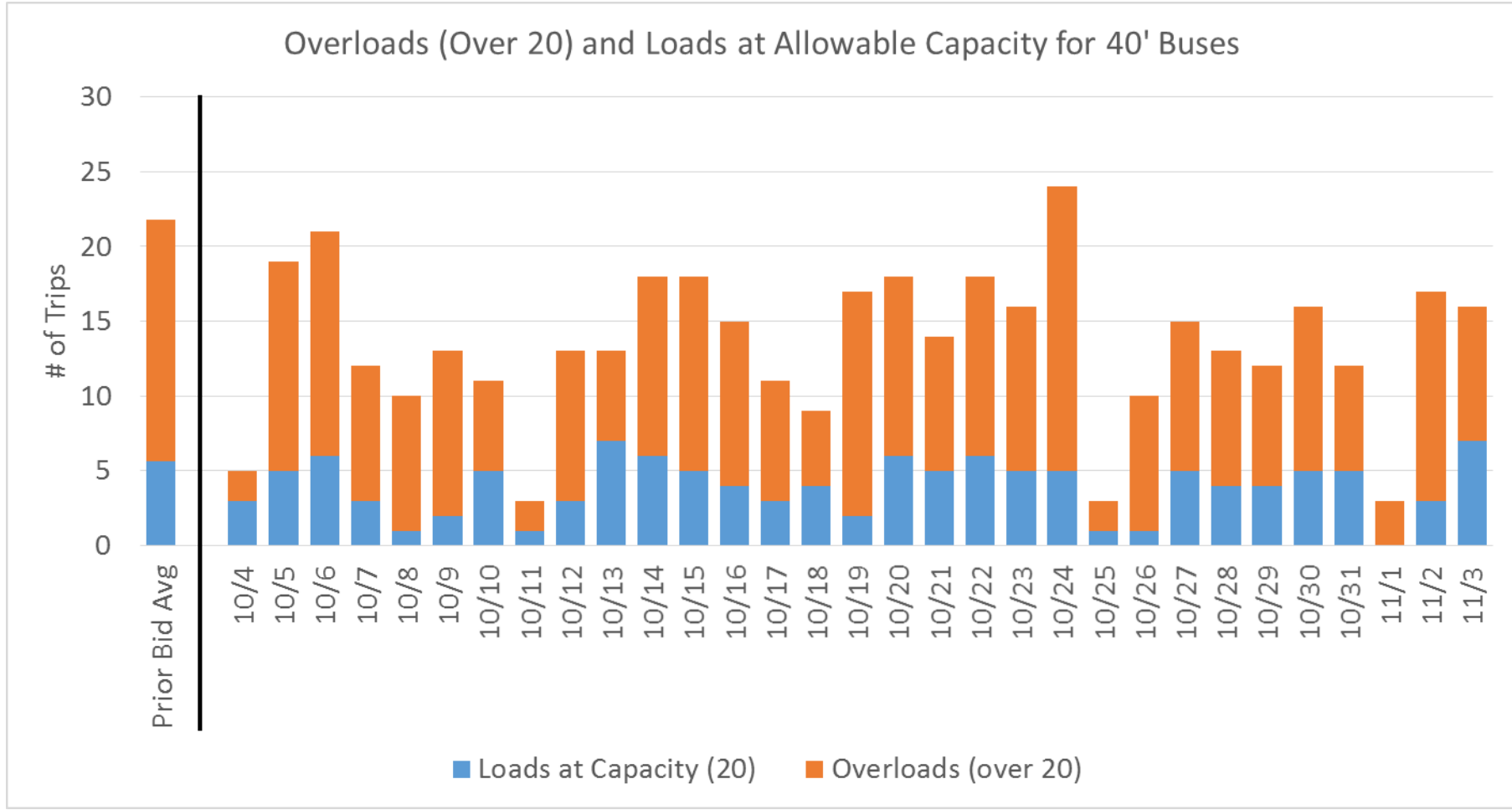
# COVID Service Change Descriptions

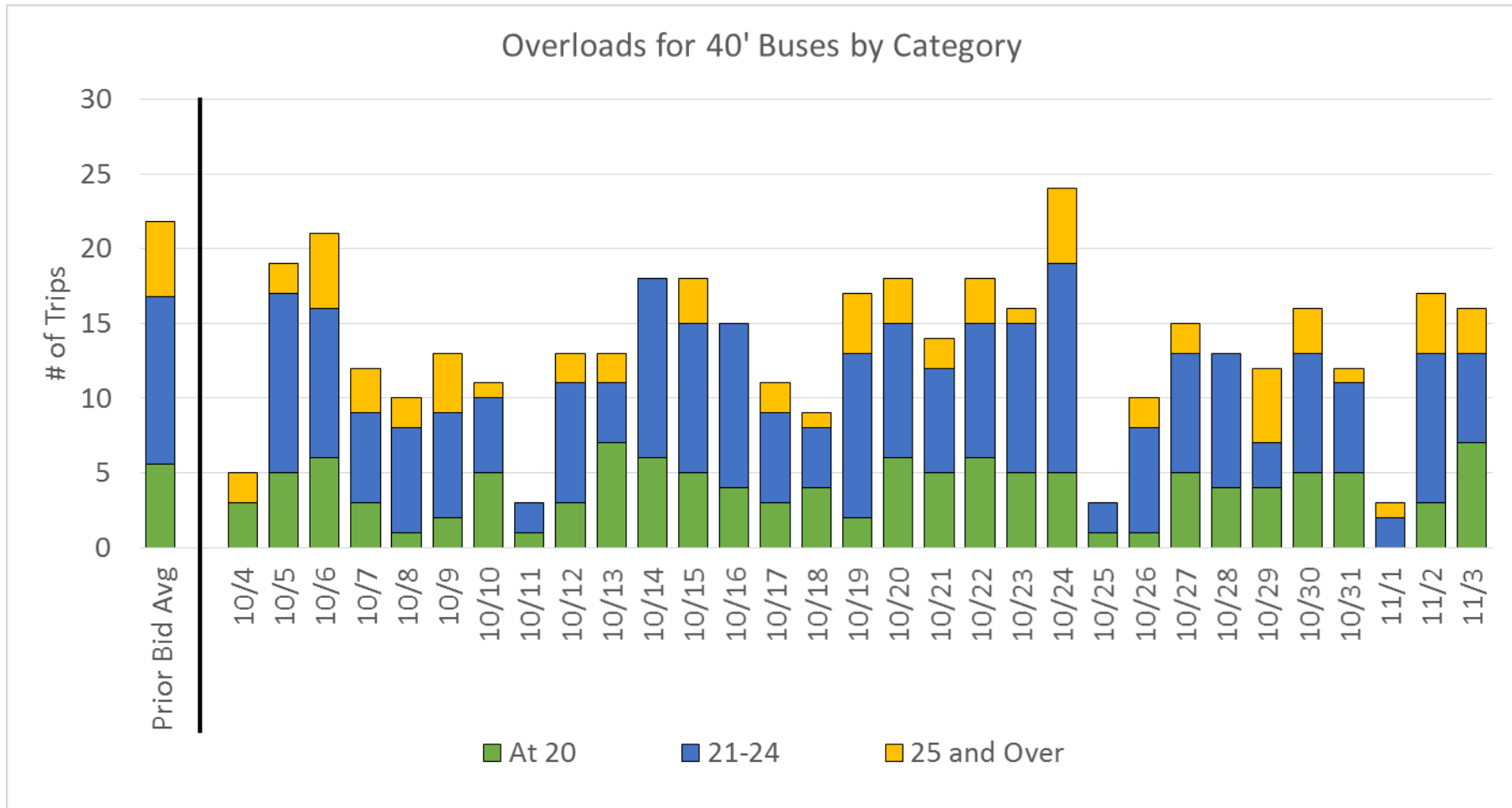
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- April 26 – Sept 27
  - Weekdays: Enhanced Sunday Service Mon-Sat
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  - Sunday: Reinstated Sunday level of service beginning June 7th
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  - Sunday: Pre-COVID Sunday level of Service

# 40' Bus Overloads

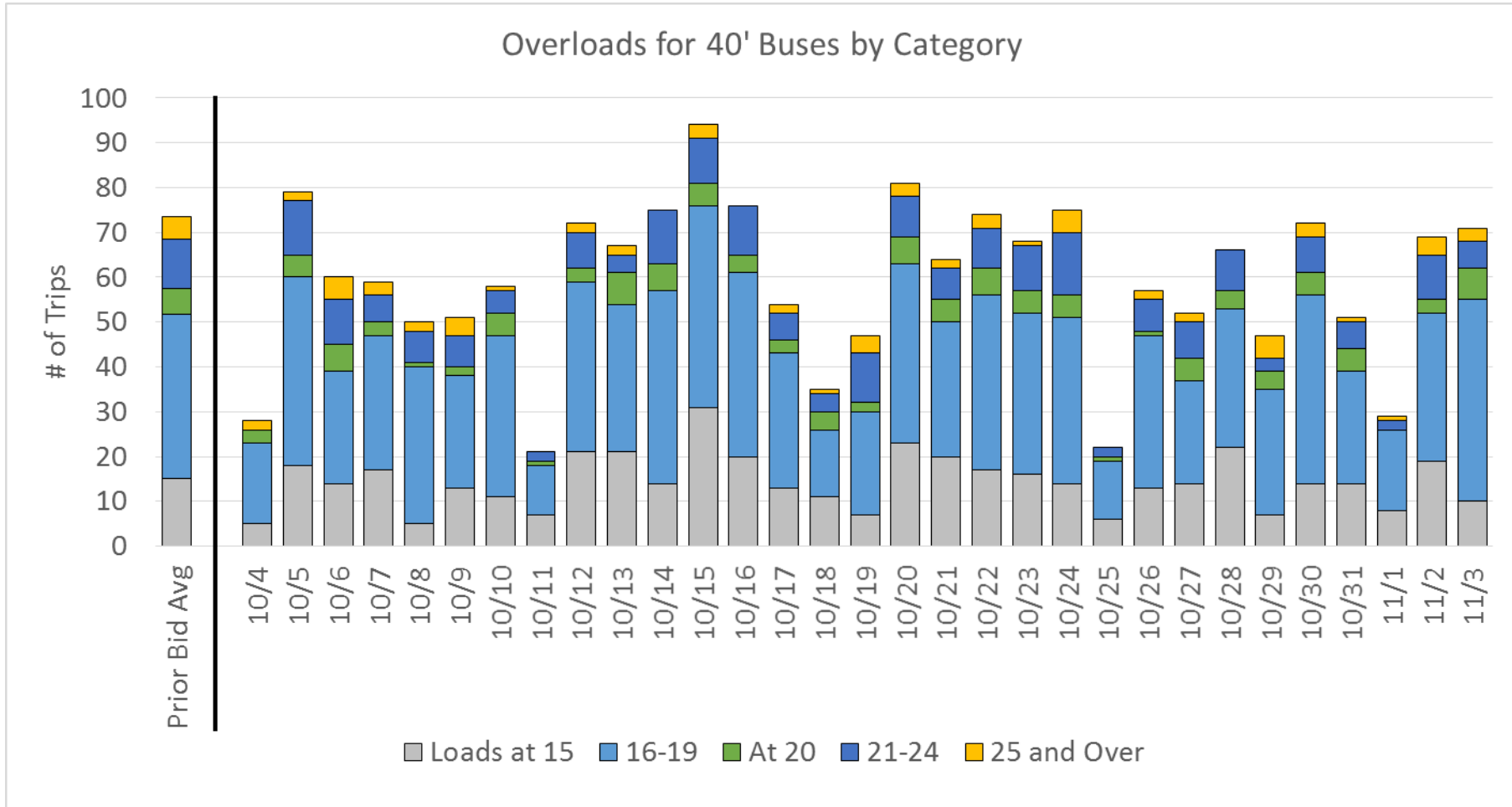
Route	10/4	10/5	10/6	10/7	10/8	10/9	10/10	10/11	10/12	10/13	10/14	10/15	10/16	10/17	10/18	10/19	10/20	10/21	10/22	10/23	10/24	10/25	10/26	10/27	10/28	10/29	10/30	10/31	11/1	11/2	11/3	Grand Total
1																																38
11	2	3	2	2		2	1		3			1	3	3			1		1	2	2		2	1		1		2	1	1		6
12										1		1	1		1	1			1													32
13		3	4	1		1	2		2		1	1	1	1		4		1	2				3		1		1		1	1	3	8
17																																1
18																															1	2
24		2		1		1										1		1		1												13
28																									1							18
36		1				1																										43
40			3			2				1		1					2		1					1	1		1					45
41		4	4	3	3	5	1		2		5	4	4	2	2	5	2	4	5	3	4	1	3	5	3	5	4	1		4	4	2
51				2				1							2	1						5	1	2	1		1		1			2
52									1					1																		43
66			2		3	1	2		1	2	3	3	1				1	1	1	1	6		1	2		3	2		3	1	2	
67		1				1		1	1	2	3	2	1	1		2	4	2	1	4	2			1		2	1	2		5		2
79x																																1
81																																2
91																																1
92																																2
93																																1
95																																2
96																																1
<b>Total</b>	2	14	15	9	9	11	6	2	10	6	12	13	11	8	5	15	12	9	12	11	19	2	9	10	9	8	11	7	3	14	9	300
<b>% Trips</b>	0.4%	3.0%	3.2%	1.9%	1.9%	2.3%	1.0%	0.4%	2.1%	1.3%	2.5%	2.7%	2.3%	1.4%	1.0%	3.2%	2.5%	1.9%	2.5%	2.3%	3.3%	0.4%	1.9%	2.1%	1.9%	1.7%	2.3%	1.2%	0.6%	3.0%	1.9%	
<b>At 20</b>	0.6%	1.1%	1.3%	0.6%	0.2%	0.4%	0.9%	0.2%	0.6%	1.5%	1.3%	1.1%	0.8%	0.5%	0.8%	0.4%	1.3%	1.1%	1.3%	1.1%	0.9%	0.2%	0.2%	1.1%	0.8%	0.8%	25.8%	0.1%	0.0%	0.6%	1.5%	
<b>21-24</b>	0.0%	2.5%	2.1%	1.3%	1.5%	1.5%	0.9%	0.4%	1.7%	0.8%	2.5%	2.1%	2.3%	1.0%	0.8%	2.3%	1.9%	1.5%	1.9%	2.1%	2.4%	0.4%	1.5%	1.7%	1.9%	0.6%	47.6%	0.1%	0.4%	2.1%	1.3%	
<b>25 &amp; Over</b>	0.4%	0.4%	1.1%	0.6%	0.4%	0.8%	0.2%	0.0%	0.4%	0.4%	0.0%	0.6%	0.0%	0.3%	0.2%	0.8%	0.6%	0.4%	0.6%	0.2%	0.9%	0.0%	0.4%	0.4%	0.0%	1.1%	14.4%	0.0%	0.2%	0.8%	0.6%	

Overloads (Over 20) and Loads at Allowable Capacity for 40' Buses





For the time period shown, loads at capacity (20) account for 29% of trips. Overloads between 21-24 represent 54% of overloads, and loads of 25 or more represent 16% of overloads.



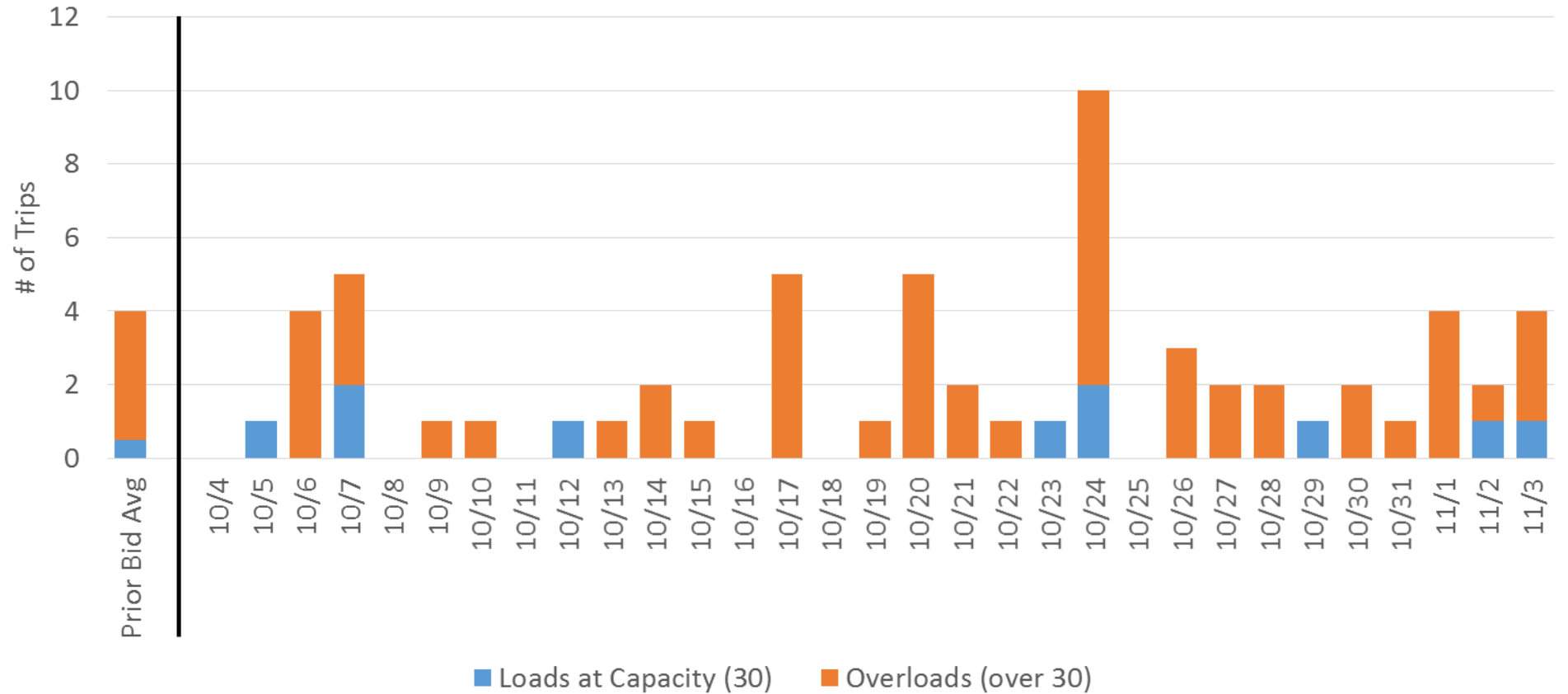
This chart shows the number of trips that would be overloaded at the previous load limits of 15 people on 40' busses.

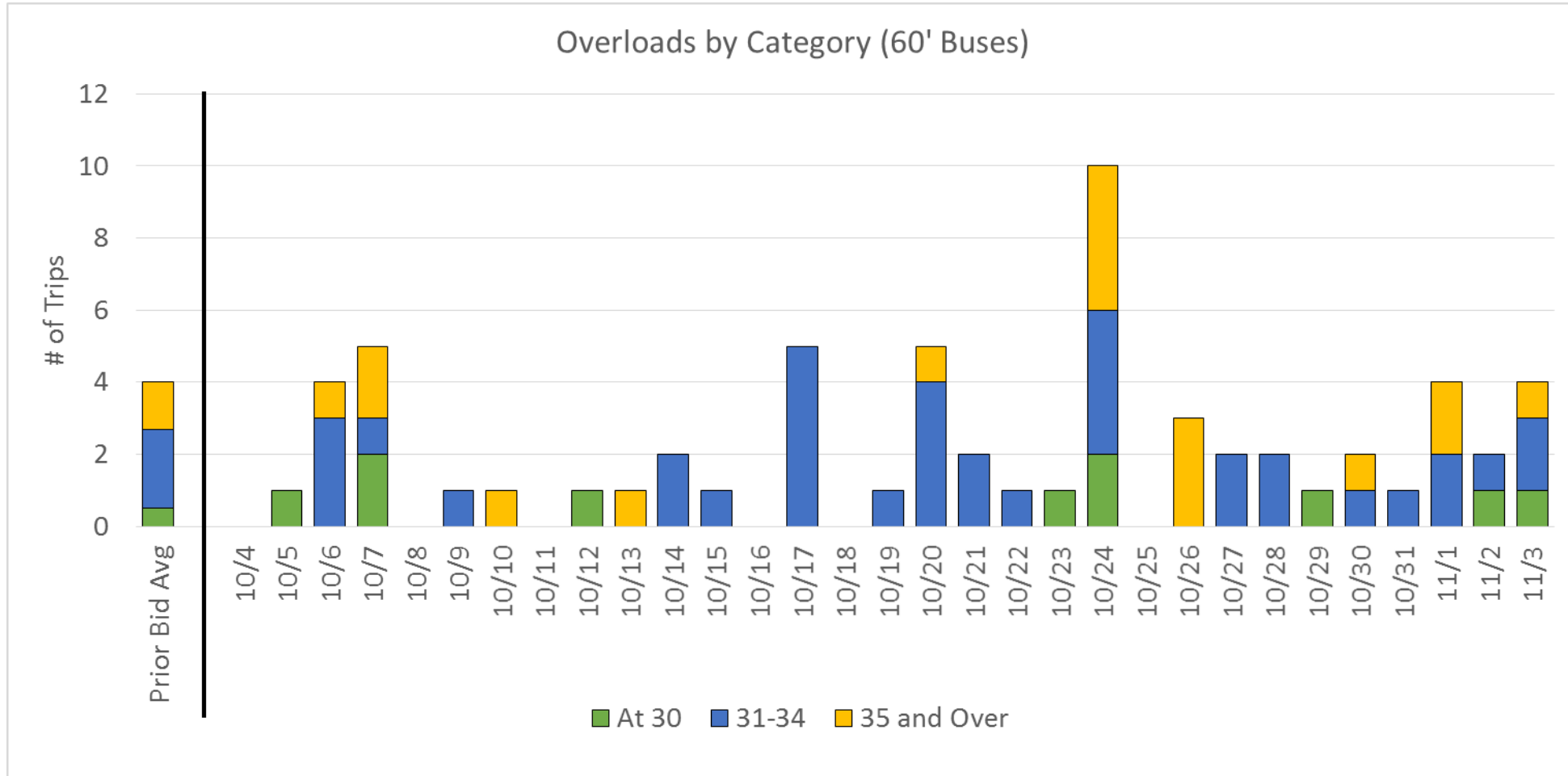
# 60' Bus Overloads

Route	10/4	10/5	10/6	10/7	10/8	10/9	10/10	10/11	10/12	10/13	10/14	10/15	10/17	10/19	10/20	10/21	10/22	10/23	10/24	10/25	10/26	10/27	10/28	10/29	10/30	10/31	11/1	11/2	11/3	Grand Total
103			3	1		1	1			1	2	1	5	1	2	2	1		8		3	2	1		1	1	4	1	2	44
11				1											1								1		1				1	5
12			1	1																										2
51																														
52															2															2
98																														
<b>Total</b>	0	0	4	3	0	1	1	0	0	1	2	1	5	1	5	2	1		8		3	2	2		2	1	4	1	3	53
<b>% Daily Trips</b>	0.0%	0.0%	0.9%	0.7%	0.0%	0.2%	0.7%	0.0%	0.0%	0.2%	0.4%	0.2%	3.3%	0.2%	1.1%	0.4%	0.2%	0.0%	5.2%	0.0%	0.7%	0.4%	0.4%	0.0%	0.4%	0.7%	3.7%	0.2%	0.7%	
<b>At 30</b>	0.0%	0.4%	0.2%	0.4%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	0.0%	0.2%	1.3%	0.0%	0.0%	0.0%	0.0%	0.2%	0.0%	1.3%	0.0%	0.2%	0.2%	
<b>31-34</b>	0.0%	0.0%	0.9%	0.2%	0.0%	0.4%	0.7%	0.0%	0.0%	0.0%	0.4%	0.4%	3.9%	0.2%	1.5%	0.7%	0.2%	0.2%	2.6%	0.0%	0.0%	0.4%	0.4%	0.2%	0.4%	0.7%	1.9%	0.2%	0.4%	
<b>35 - Over</b>	0.0%	0.2%	0.2%	0.7%	0.4%	0.7%	3.9%	2.8%	0.4%	0.9%	0.2%	0.0%	2.0%	0.0%	0.7%	0.7%	0.4%	0.7%	2.6%	0.9%	0.9%	0.2%	0.0%	0.7%	0.9%	0.7%	1.9%	0.4%	0.7%	

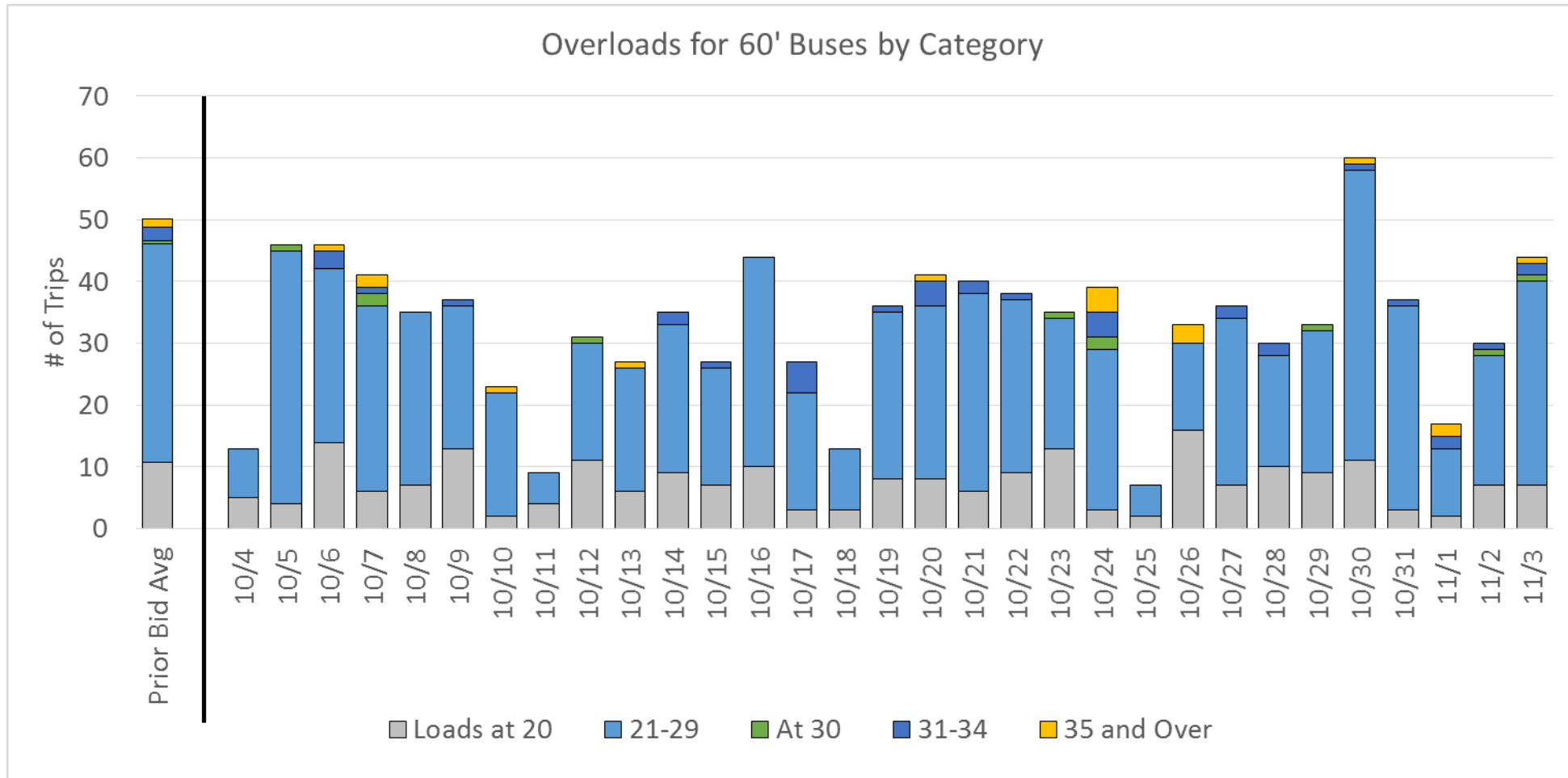


Overloads (Over 30) and Loads at Allowable Capacity for 60' Buses





For the time period shown, loads at capacity (30) account for 25% of trips. Overloads between 31-34 represent 58% of overloads, and loads of 35 or more represent 17% of overloads.



This chart shows the number of trips that would be overloaded at the previous load limits of 20 people on 60' busses.

### Number of Pass-bys by Route (Weekdays)

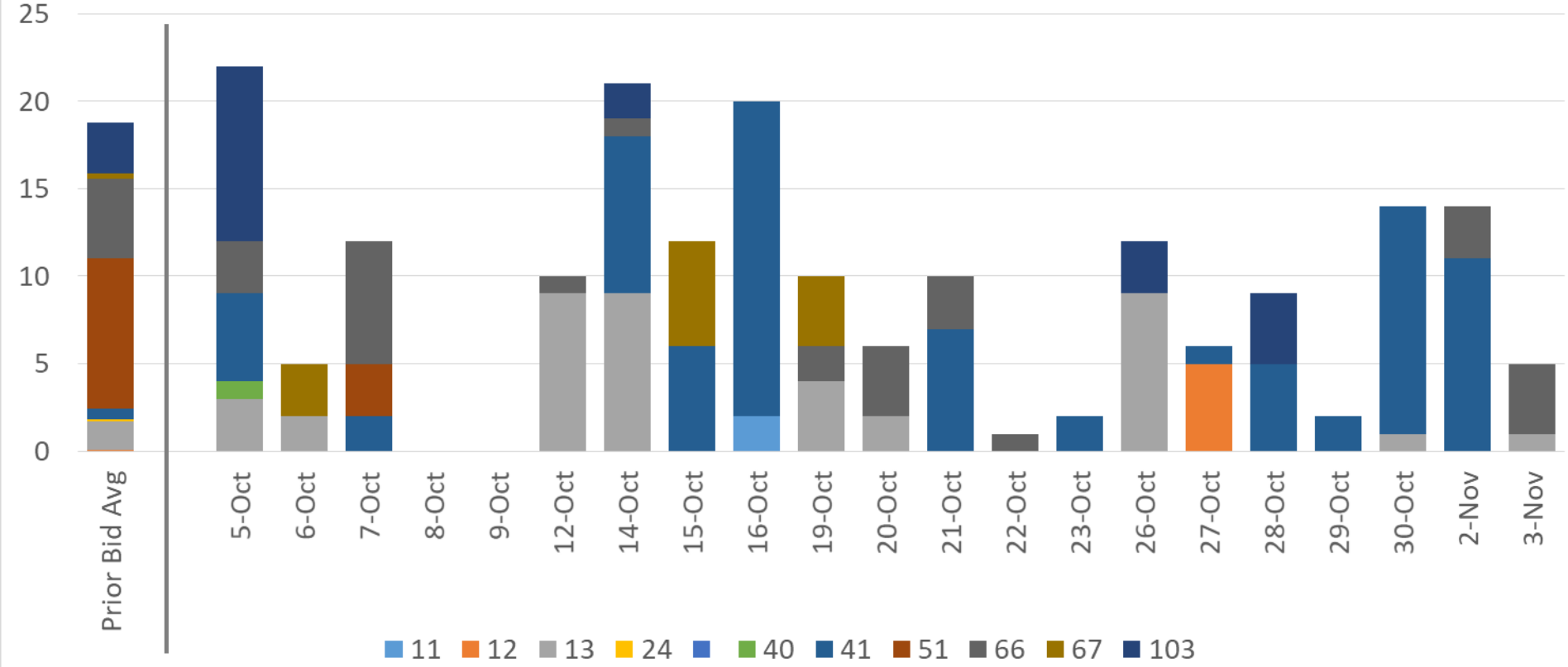
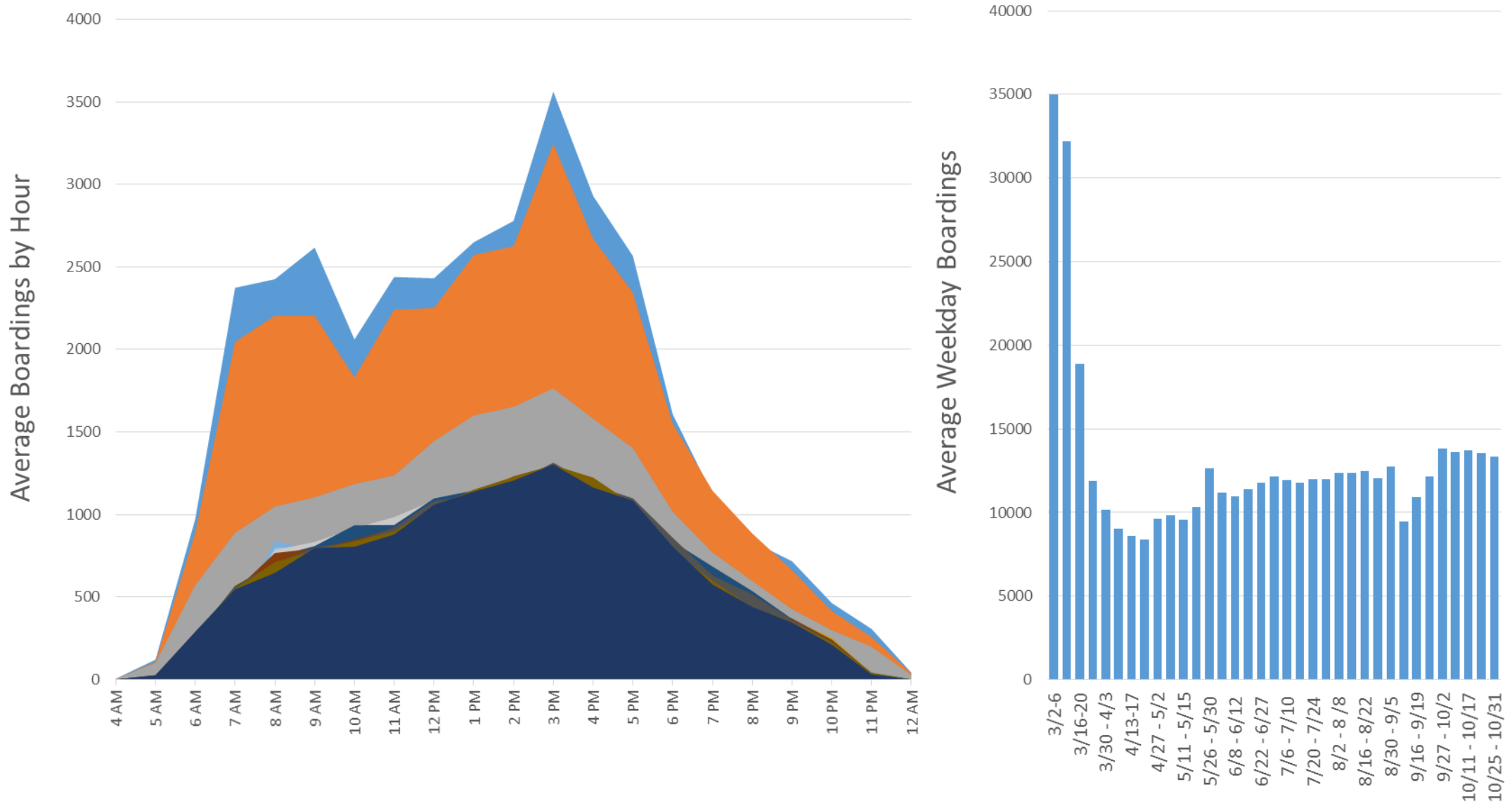
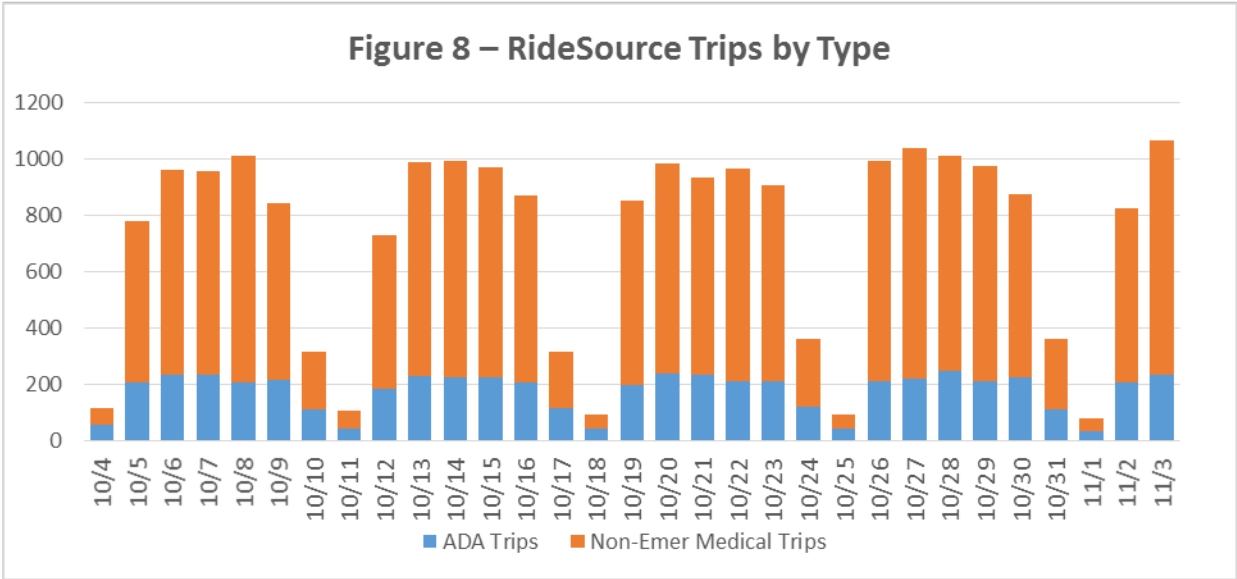
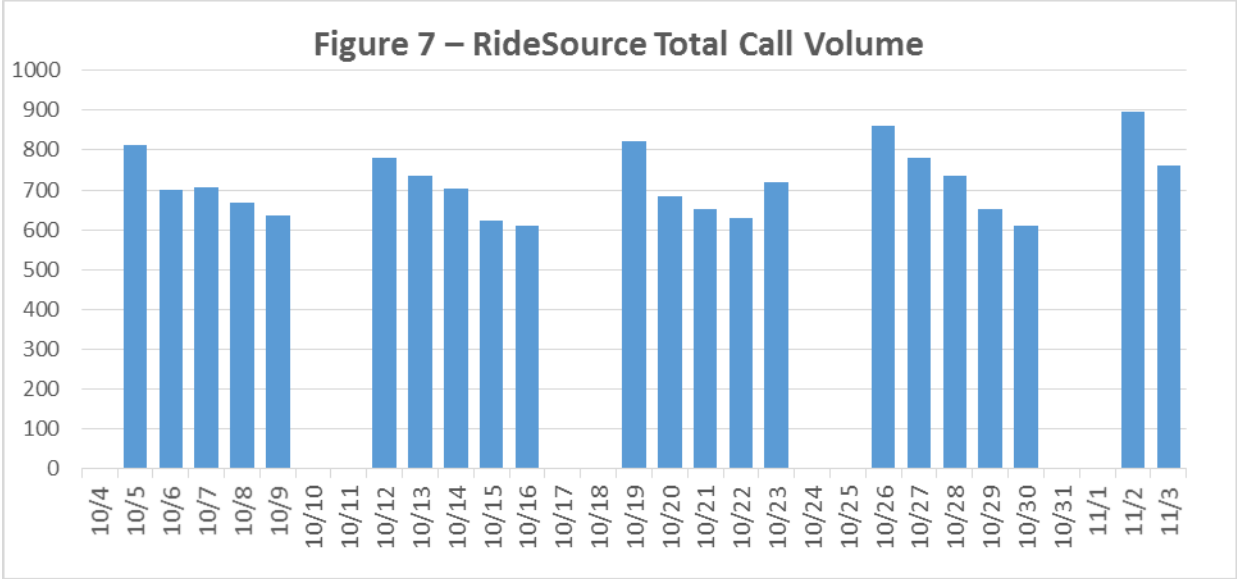


Figure 4 - Average Weekday Boardings by Hour and Average Daily Boardings thru 10/31/20





# Ridership Update 10/14/20

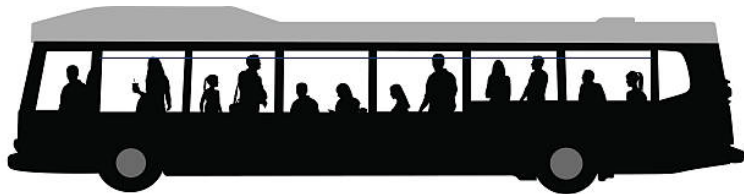
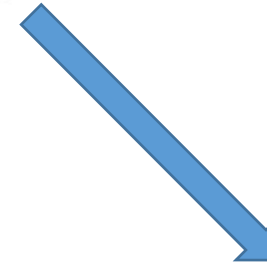
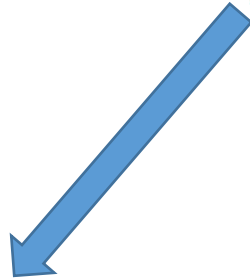
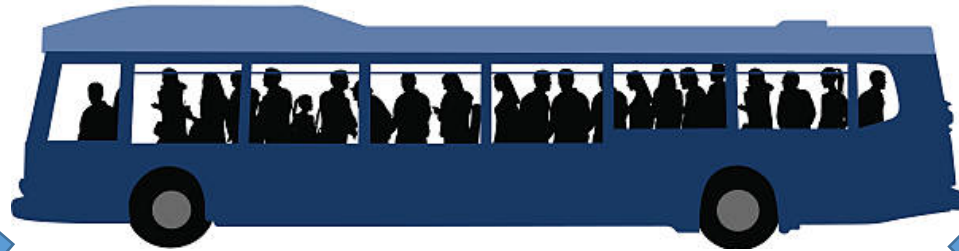


Summer Hourly Service - of the 41 Barger/Commerce:

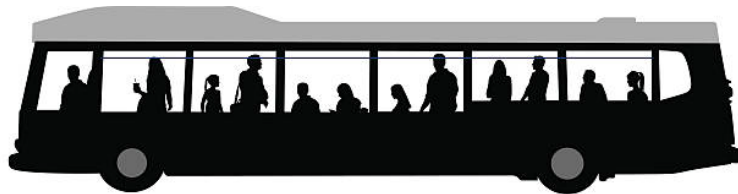
9:30 AM Trip: **45% of trips overloaded**

10:30 AM Trip: **64% of trips overloaded**

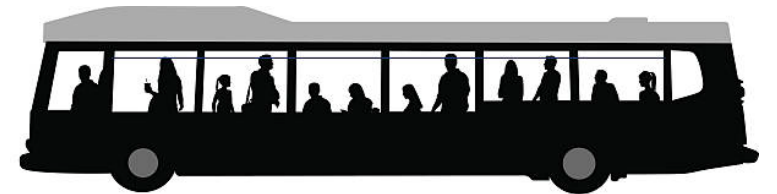
11:30 AM Trip: **61% of trips overloaded**



Added 9:00 Trip: 4% Overloaded



**9:30 Trip down to 32%**  
**10:30 trip down to 40%**  
**11:30 trip down to 8%**



Added 11:00 Trip: 8% Overloaded





## Next Steps:

- New Bid on January 24
- Start fare collection
- Barrier Implementation
- Covid Campaign