

Staff Report 21-213



PASS UP PREVENTION

SR 21-213 | 4-28-2021



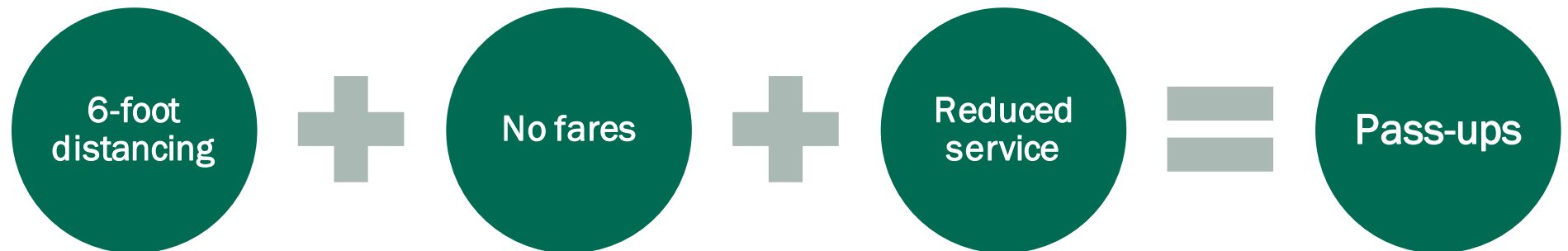
AGENDA



- **Pass-ups**
 - Analysis
 - Actions to date
 - Challenges
- **Service Recovery**
 - Operator Needs
 - Physical Distancing Scenario



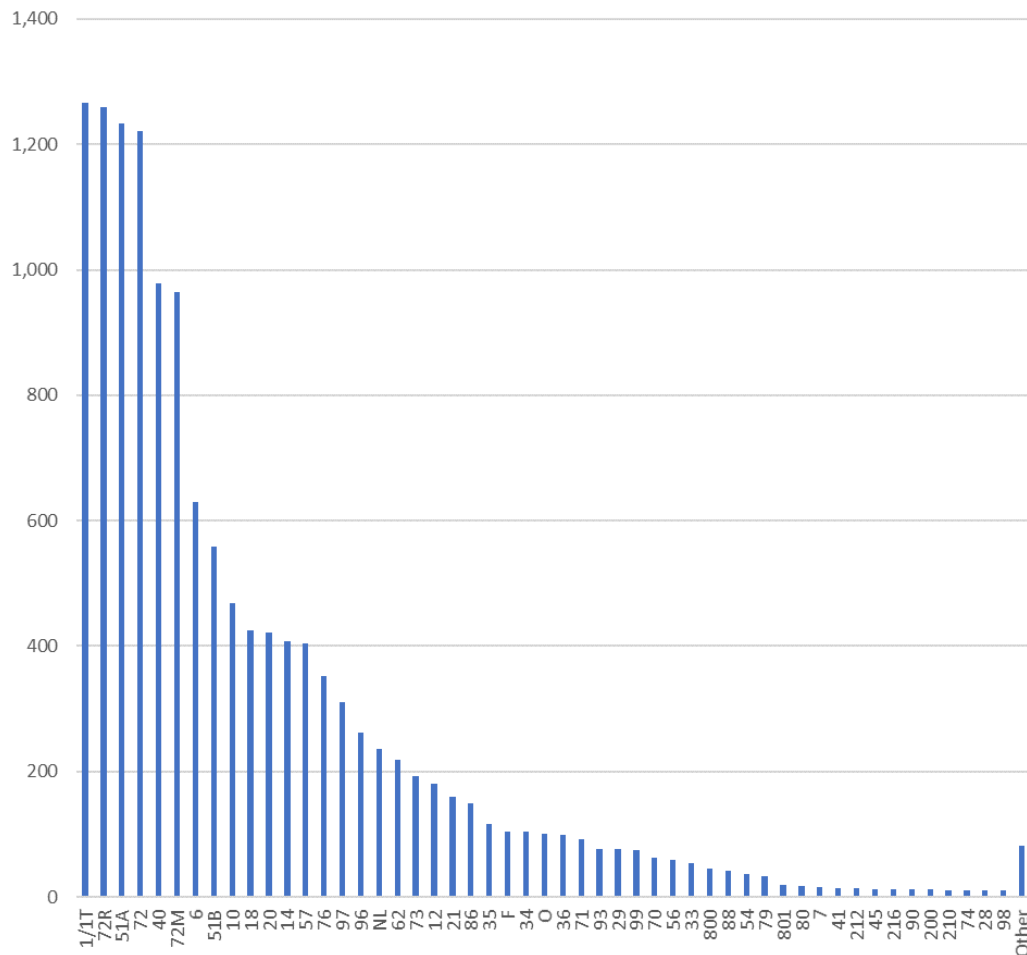
ANALYSIS: THE PROBLEM



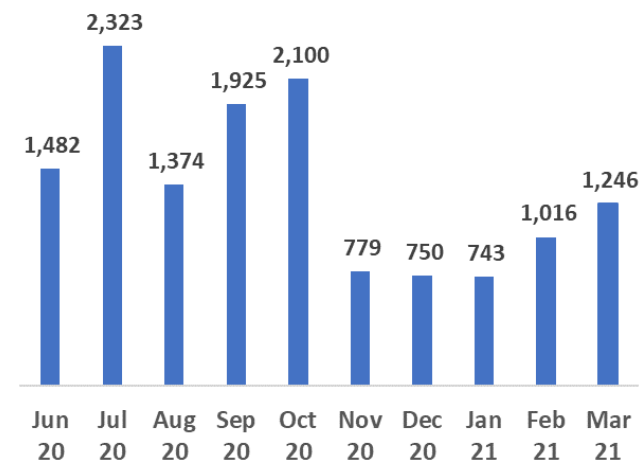
ANALYSIS: THE PROBLEM



Incidents by Line



Incidents by Month

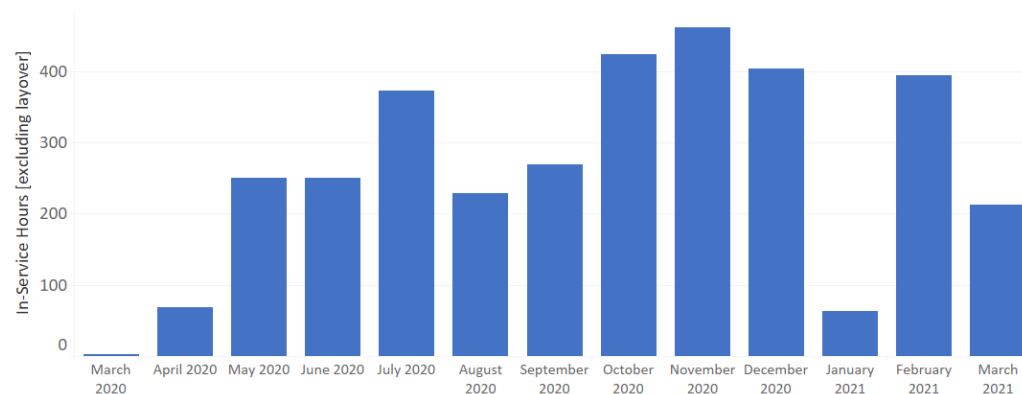


- Drop-off only incidents mainly on trunk lines
- Incidents were high until fare collection resumed, then they declined but have since increased again

ACTIONS TO DATE

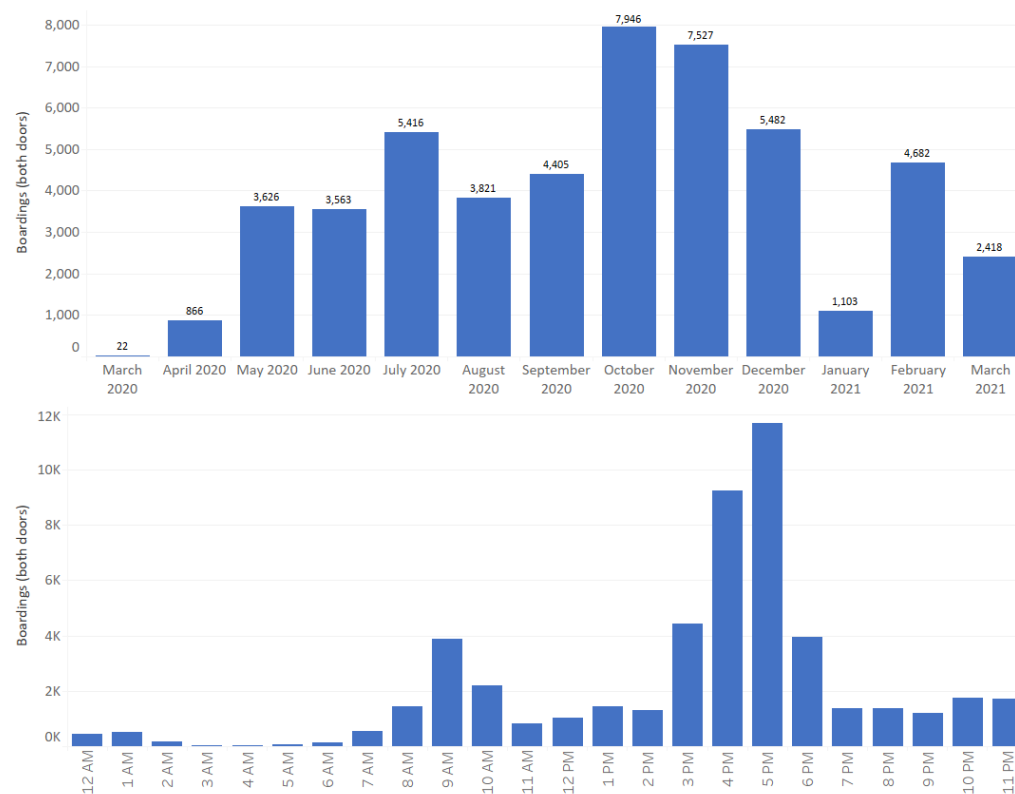


Standby Bus Assignments



- Standby assignments peaked in November before dropping off in January with the new Sign-up and rebounding in February.
- Ridership tracked with the number of assignments and peaked in the afternoon

Standby Bus Ridership



CHALLENGES

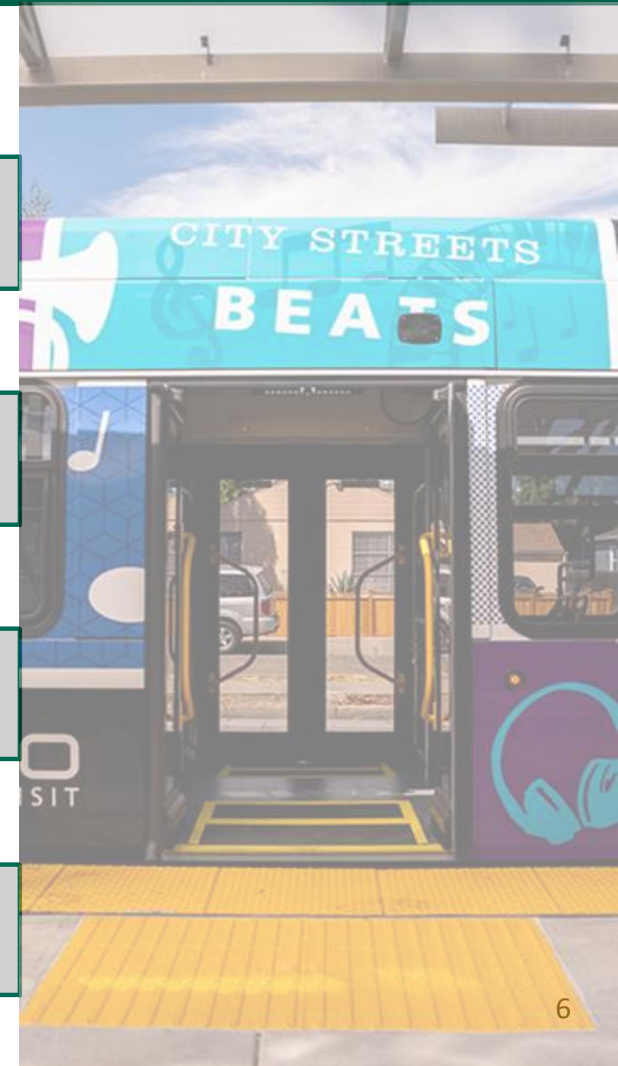


Sustainable Funding

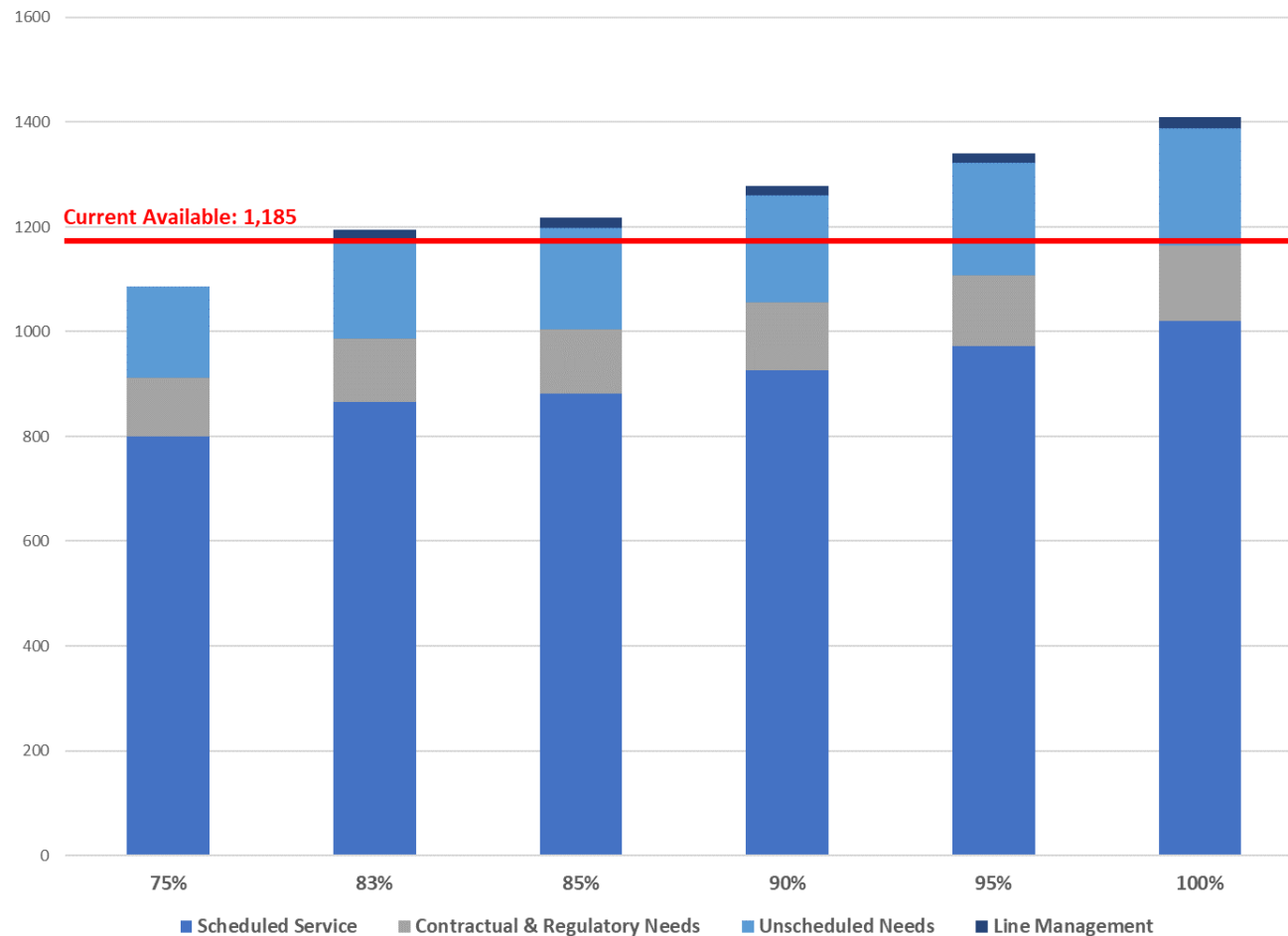
Service Commitments

Workforce & Training

Physical Distancing



SERVICE RECOVERY



- Sufficient operators for today's service
- 83% of pre-COVID is achievable for August 2021
- Reaching 85 percent is dependent upon funding and training
- 90% and above would take years at current rates.

SERVICE RECOVERY



1,800 MORE BUSES



3-6 MORE DIVISIONS



3,600 MORE OPERATORS

- \$4.2 Billion in Capital Costs
- Nearly \$500 Million per year in Operating Costs

Questions/Comments?