

**Key Points**

* Routes 5, 25, 11, 1 and 10 are all high performing routes during weekday daytime service. Route 5 far outpaces all other routes.
* Overall ridership is down is down 81,398 riders or 5%.
* Routes 8, 6, 39 and 12 Saturday service could benefit from targeted marketing endeavors or restructuring.
* 21 routes out of the 28 analyzed have an on-time performance at or above 90%. This is at least 5 percentage points above the established standard. None of the routes fall below the standard.
* Ridership system-wide is heaviest between 7am and 5pm. Peak boardings system-wide occur between 3pm and 4pm.
* Interlined routes 5 & 25 and 10 & 11 have the highest average daily ridership number. In contrast, routes 19 & 39 and 1 & 32 could benefit from further analysis or focused marketing promotions to help boost ridership.

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# Introduction

Fixed-route service performance analysis is a helpful tool to assist in determining how effective a system is operating as well as a way to identify any need for improvement.

In order to determine possible opportunities for improvement on the fixed-route system, the following analyses were undertaken:

* Average daily ridership over a six-month period on weekdays, evenings, Saturdays and Sundays assessed by clock hour (or the timespan of service during each day);
* Average daily ridership over a six-month period on weekdays, evenings, Saturdays and Sundays

assessed by revenue service hour (or each hour service operates per bus);

* System-wide on-time performance;
* Individual route performance by time of day; and
* In-depth analysis of the interlined routes.

Ridership data was exported from MMT’s GFI system for the period of October 1, 2018 through March 31, 2019. Average daily ridership was calculated by dividing the ridership during that period by the total days the routes were in service during that period (127 weekdays, 26 Saturdays and 26 Sundays). The average daily ridership was then divided by the clock hours and the number of revenue hours assigned to each route by type of day. Next, the data set for each service type (weekdays, weekday evenings, Saturdays and Sundays) was analyzed to determine arithmetic mean and standard deviation. The mean and the standard deviation were used to interpret individual route performance in comparison to the system.

The system-wide on-time performance data was obtained from MMT’s NOVUS system and averaged over the same six-month period. The arithmetic mean and standard deviation for the on-time performance data set were calculated and used to assess each route’s individual performance against the system.

In order to analyze individual routes by time of day, GFI data was exported by hour between 5am and 10pm. Average daily ridership was then graphed by time of day as the method described above and the arithmetic mean and standard deviations were calculated for each route. The mean and standard deviation were used to determine the most and least efficient operating times for each route.

Finally, the GFI data was exported by hour between 5am and 10pm to determine the average daily ridership for the routes that are specifically interlined. This data was then sorted by runs specific for routes and analyzed for performance.

# Performance by Route

|  |  |  |
| --- | --- | --- |
| ***Per Clock Hour*** | | |
|  | *System-Wide Mean:* | *24.00* |
|  | *Standard Deviation* | *19.59* |

## Weekday Ridership per Clock Hour

The term “Clock Hour” refers to the time between the first trip and the last trip assigned to the route; the number and frequency of the buses are not factored into the equations. Ridership per Clock Hour indicates how many boarding occur on the route on a typical day.

Route 5 is outperforming all other routes.

Routes 18, 39 and 40 are performing between one and two standard deviations below the mean. Routes 18 and 40 both started in 2018 so they’re still establishing their core ridership.

Compared to the previous analysis, total weekday ridership has fallen 6% and average daily ridership on weekdays has fallen 4.5%.

With the largest drop in ridership, Route 7 fell from 83,572 in the 2017 Service Analysis to 59,236 in this analysis, which equates to a 33.58% drop. Route 7 serves the Pikes Peak Ave – Citadel corridor and the drop is likely to the lengthy construction happening on Pikes Peak Avenue. The construction started in September 2017 and according to [www.coloradosprings.gov](http://www.coloradosprings.gov), is expected to complete in the summer of 2019.

Route 39 had a ridership drop of 30.97% or a total of 4,897 riders when compared to the 2017 Service Analysis. Route 39 is interlined with Route 19, which had a drop in ridership of almost 10% (9.92%). Route 39 has greatly decreased in ridership since a number of call centers closed. A stop-by-stop review would be beneficial for at least Route 39 if not both 39 and 19.

Route 15 ridership has dropped by 26.40% or 5,025 riders, which equates to a drop of nearly 40 riders per day. This route services E Fountain Blvd – Cheyenne Mountain Center.

Route 6 ridership has dropped 20.83%, or 5,996 riders, between this analysis and 2017. Route 8 has dropped in ridership by 12.81% or 1,884 riders, while Route 17 has increased by 2.43%, or 296 riders. These three routes are interlined.

Route 12, which serves Palmer Park Boulevard, has seen a decrease of 20.59% or 3,799 riders.

Route 9 has seen a drop in ridership of 14.30% or 9,659 total. Route 9 is the route that services Nevada Avenue – UCCS, and has remained in the same configuration since the 2017 analysis. Route 9 should be reviewed for possible improvements to the route.

Overall ridership in this analysis is down 6% from the previous analysis or a total of 81,398 riders.

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| --- | --- | --- |
| ***Per Revenue Hour*** | | |
|  | *System-Wide Mean:* | *15.00* |
|  | *Standard Deviation* | *7.85* |

## Weekday Ridership per Revenue Hour

The term “Revenue Hour” is a function of the number of the clock hours a particular route operates multiplied by the total number of buses assigned to the route.

As with clock hours, Route 5 outpaces every other route.

There are 5 routes (40, 18, 39, 16, and 17) that fall between one and two standard deviations below the mean. Routes 40 and 18 were only recently added in the fall of 2018 and are still developing their core ridership.

With the loss of call centers in Northern Colorado Springs, it makes sense that 39 is not performing well. A stop-by-stop review would be beneficial for at least Route 39 if not both 39 and 19.

MMT added frequency to Routes 1 and 27 this past fall, which could account for those routes’ different positions on this graph vs the clock hour graph. System-wide means for both clock and revenue hours decreased from those in the 2017 analysis – new routes and less ridership are both to blame.

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  | | --- | --- | | ***Per Clock Hour*** | | | *System-Wide Mean:* | *14.00* | | *Standard Deviation* | *5.80* | | | |
|  |  |  |
|  |  |  |

## Weekday Evening Ridership per Clock Hour

Routes 5, 25, and 11 all show high performance during weekday-evening service. Falling between one and two standard deviations of the mean indicated solid ridership, but the mean for evening service is much lower than the mean for daily service.

Routes 4 and 23 are the two lowest performers with performance between one and two standard deviations below the mean.

|  |  |  |
| --- | --- | --- |
| ***Per Revenue Hour*** | | |
|  | *System-Wide Mean:* | *11.00* |
|  | *Standard Deviation* | *4.53* |

## Weekday Evening Ridership per Revenue Hour

Route 23 is lower on ridership per revenue hour than it is per clock hour because two buses are required to provide 60 minute service. However, in the last analysis, the total weekday-evening ridership was 4,165 or an average daily ridership of 32. In this analysis it was found the ridership decreased by 12% or nearly 500 riders. The revenue hours decreased from 4.60 (previous analysis) to 3.93 currently.

In the Mountain Metro Transit 2017 Rider Survey “*How Do We Roll?”* 23% of those surveyed that left written responses, stated that they wanted later times on bus routes, but ridership does not support a demand.

|  |  |
| --- | --- |
| ***Per Clock Hour*** | |
| *System-Wide Mean:* | *18.00* |
| *Standard Deviation* | *14.62* |

## Saturday Ridership per Clock Hour

None of the routes fall below one standard deviation below the mean, but Routes 8 and 39 are the two worst-performing routes on the Saturday schedule. Route 8 has, however, shown improvement since the prior analysis.

Since the last analysis was completed, Route 39 has increased by 275 riders or an average daily ridership of 11. This is an increase of 21.35%, but Route 39 is still performing poorly when compared to other Saturday routes. Route 39 is interlined with Route 19, which is performing at the mean. The difference in the performance could be due to Route 19 riders continuing on Route 39 without being counted. In any case, Route 39 could benefit from a more thorough review.

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| --- | --- |
| ***Per Revenue Hour*** | |
| *System-Wide Mean:* | *16.00* |
| *Standard Deviation:* | *9.83* |

## Saturday Ridership per Revenue Hour

Routes 8, 6, 39 and 12 all fall below one standard deviation of the mean. These routes should all have established a core ridership; targeted marketing endeavors or restructuring should be explored.

Routes 5, 11, 33 and 10 all perform above well above the mean and could possibly benefit from additional frequency.

|  |  |
| --- | --- |
| ***Per Clock Hour*** | |
| *System-Wide Mean:* | *19.00* |
| *Standard Deviation:* | *7.27* |

## Sunday Ridership per Clock Hour

Only Routes 19 and 7 fall below one standard deviation of the mean. However, the mean for Sunday is higher than the mean for Saturday service, which could be because there are fewer routes on the Sunday schedule. Ridership appears to be strong on Sunday.

Route 19 performs at the mean on Saturday and then drops considerably on Sunday, placing its performance between one and two standard deviations below the mean. Route 19 was only added to the Sunday schedule in the spring of 2018 and is not interlined with Route 39 on Sunday. Its average daily ridership on Sunday is 66 riders. Route 9 runs almost the exact same route pattern and along with Route 19, creates a 30-minute corridor along Nevada Avenue. The difference in performance between Routes 9 and 19 may indicate that riders have not yet realized Route 19 has been added to the Sunday schedule.

Route 7 has historically been a strong route. In the last analysis during the period of October 2016 and March 2017, Route 7 served 3,521 riders. In this analysis the ridership was 2,870, an 18.49% decrease (651 riders) likely due to the sustained construction on Pikes Peak Avenue.

|  |  |
| --- | --- |
| ***Per Revenue Hour*** | |
| *System-Wide Mean:* | *19.00* |
| *Standard Deviation:* | *8.53* |

## Sunday Ridership per Revenue Hour

As with riders-per-clock-hour, the riders-per-revenue-hour mean for Sunday ridership is actually higher than that for Saturday ridership. There are significantly fewer routes on the Sunday schedule. Routes 10 and 19 were added to Sunday service in the spring of 2018. Route 10 is performing below the mean but within one standard deviation while Route 19 is within two standard deviations below the mean. Route 10 seems to have easily established its ridership while Route 19 has lagged behind.

|  |  |
| --- | --- |
| ***On-Time Performance*** | |
| *System-Wide Mean:* | *92.02%* |
| *Standard Deviation* | *3.09%* |

## On-Time-Performance by Route

The definition of “on-time” used by MMT is one minute early to five minutes late and MMT strives to meet an 85% standard each month. Every route performs above standard and the system-wide mean is 92.02%, which is 3.62% higher than the previous analysis.

Of the 28 routes analyzed, 21 routes (or 75%) are on-time at least 90% of the time. This means that 25% of the routes fall below 90%, between 86.41% and 89.36%. Route 7 serves the Pikes Peak Avenue corridor and has been detoured by road construction closing Pikes Peak Avenue.

## Total Weekday Ridership by Route and Time of Day

The chart above shows the aggregate weekday boardings from October 1, 2018 through March 31, 2019. Almost 53% (52.74%) of the boardings occurred on Routes 1, 3, 5, 11, 25 and 27. Route 5 alone served 165,783 passengers and Route 25 served 128,908 passengers – levels far above all other routes. Routes 5 and 25 provided 23.23% of the total boardings and were responsible for nearly 25% of the average weekday boardings on the fixed-route system.

# Route Performance by Time of Day

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *7:45 AM* | *7:45 AM* | *--* |
| **Service Ends:** | *5:32 PM* | *6:07 PM* | *--* |
| **Frequency:** | *60 minutes* | *60 minutes* | *--* |
| **Average Daily Ridership:** | *173* | 88 | *--* |

## Route 2

* Weekday peak times, when ridership rises above the route mean, span from 11am to 4pm with a spike in ridership between 12pm and 1pm.
* Route 2 is a middle-of-the-road performer when compared with other weekday routes. Its ridership per clock hour falls within one standard deviation of the mean.
* Saturdays are steady with just a slight decrease at 4pm and a dip in ridership at 12pm, which is the opposite of the weekday ridership trend.
* Route 2 also falls within one standard deviation below the mean on Saturdays.
* Saturday average daily ridership is 88, which is about 50% of its weekday ridership. The contrast is likely due to the El Paso County Citizens Service Center being closed on Saturdays.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *5:33 AM* | *7:15 AM* | *7:42 AM* |
| **Service Ends:** | *9:37 PM* | *6:37 PM* | *5:37 PM* |
| **Frequency:** | *30 minutes/ 60 minutes after 6:30 PM* | *30 minutes* | *60 minutes* |
| **Average Daily Ridership:** | *666* | *453* | *233* |

## Route 3

* Weekday peak time is from 7am to 6pm with a spike in ridership at 3pm of 67 riders per hour. Route 3 performs in the top 25% on weekdays and its ridership per clock hour is within one standard deviation above the weekday mean.
* On 4/29/18, Route 3 increased Saturday frequency to 30 minutes. The increase in frequency has had a positive effect on ridership; average daily ridership has increased 16.15% over the average in the previous analysis (390). Route 3 is one of the top three performing routes on Saturdays, preceded only by Routes 5 and 25.
* On Sundays, the ridership per clock hour is within one standard deviation above the Sunday mean.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *6:15 AM* | *6:41 AM* | *7:41 AM* |
| **Service Ends:** | *9:35 PM* | *6:35 PM* | *5:35 PM* |
| **Frequency:** | *60 minutes* | *60 minutes* | *60 minutes* |
| **Average Daily Ridership:** | *269* | *206* | *127* |

## Route 4

* Weekday peak times are from 8am to 2pm and again from 3pm to 6pm on Route 4..
* The ridership per clock hour on weekdays falls within one standard deviation below the system mean, but is securely within the middle 50% of all weekday routes.
* Some per-hour Saturday ridership actually out-performs some of the weekday ridership for Route 4.
* Saturday peak times are from 9am to 7pm with a sharp increase of ridership at 5pm of 23 riders.
* On Saturdays, the ridership per clock hour falls just below the system mean.
* Sunday ridership is consistent from 9am to 6pm, but falls well below its route mean on weekdays of 17 riders per hour. When compared with other Sunday routes, Route 4 performs in the bottom 25% and its ridership per clock hour is just above one standard deviation below the system mean.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *5:43 AM* | *6:43 AM* | *7:43 AM* |
| **Service Ends:** | *9:37 PM* | *6:37 PM* | *5:37 PM* |
| **Frequency:** | *30 minutes/60 minutes after 6:30 PM* | *60 minutes* | *60 minutes* |
| **Average Daily Ridership:** | *495* | *209* | *151* |

## Route 9

* Weekday peak times are from 7am to 6pm with increases in ridership from 3pm to 5pm of 45 (between 3pm and 4pm) and 43 (between 4pm and 5pm).
* Route 9 performs in the top 50% of all weekday routes and its ridership per clock hour falls within one standard deviation of the weekday mean.
* Saturday peak ridership is consistent from 9am to 6pm, which is less than half of the weekday average daily ridership.
* On Saturdays, Route 9 also performs within the top 50% with its ridership per clock hour equal to the Saturday mean.
* Sunday ridership is fairly consistent between 8am and 6pm. The ridership is not good, however it is better than Saturday ridership during the hours of 8am to 9am and 3pm to 4pm.
* On Sundays, Route 9 performs within the bottom 50% and its ridership per clock hour falls within one standard deviation below the mean.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *5:53 AM* | *6:28 AM* | *--* |
| **Service Ends:** | *6:49 PM* | *6:23 PM* | *--* |
| **Frequency:** | *60 minutes* | *60 minutes* | *--* |
| **Average Daily Ridership:** | *115* | *65* | *--* |

## Route 12

* Route 12 runs parallel to Routes 8 and 5, but does not go to the Citadel.
* Weekday ridership on Route 12 is just slightly more than Route 8, ranking Route 12 within the bottom 50% of all weekday routes. Its ridership per clock hour falls within one standard deviation below the mean.
* Peak weekday ridership is from 7am to 8am and from 10am to 5pm, with a spike at 3pm of 13 riders per hour.
* On Saturdays, Route 12 performs in the bottom 25% of all routes. Its ridership per clock hour falls just above one standard deviation below the system Saturday mean.
* Peak Saturday ridership on Route 12 is from 1pm to 2pm.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *5:51 AM* | *--* | *--* |
| **Service Ends:** | *6:46 PM* | *--* | *--* |
| **Frequency:** | *60 minutes* | *--* | *--* |
| **Average Daily Ridership:** | *110* | *--* | *--* |

## Route 15

* Peak ridership is from 6am to 7am and from 10am to 5pm. The ridership is down from the previous analysis though the ridership pattern is similar.
* Route 15 performs in the bottom 25% of all weekday routes.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *6:39 AM* | *--* | *--* |
| **Service Ends:** | *7:03 PM* | *--* | *--* |
| **Frequency:** | *60 minutes* | *--* | *--* |
| **Average Daily Ridership:** | *117* | *--* | *--* |

## Route 16

* Route 16 shows a steady increase in ridership throughout the day with its peak times from 9am to 5pm. Ridership spikes from 1pm to 2pm and then starts to decrease.
* Route 16 performs within the bottom 50% of all weekday routes.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *6:04 AM* | *--* | *--* |
| **Service Ends:** | *6:40 PM* | *--* | *--* |
| **Frequency:** | *45 minutes* | *--* | *--* |
| **Average Daily Ridership:** | *31* | *--* | *--* |

## Route 18

* On 9/30/18, Route 18 was added to serve Union Boulevard and is beginning to cultivate its core ridership.
* Peak times are from 7am to 8am and then again from 9am to 5pm when ridership per hour reaches about 4.
* Route 18 is currently the worst-performing route in weekday service, which is understandable considering its only very recent start date.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *6:20 AM* | *7:18 AM* | *--* |
| **Service Ends:** | *10:03 PM* | *7:08 PM* | *--* |
| **Frequency:** | *60 minutes* | *60 minutes* | *--* |
| **Average Daily Ridership:** | *304* | *166* | *--* |

## Route 22

* Weekday peak times are from 9am to 6pm with a spike of 29 riders per clock hour between 3pm and 4pm.
* Route 22 performs within the top 50% of all weekday routes, but its ridership per clock hour falls within one standard deviation below the system mean.
* Saturday peak times are from 11am to 6pm with a slight decrease from 4pm to 5pm.
* On Saturdays, Route 22 performs within the bottom 50% with a ridership per clock hour within one standard deviation below the mean.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *5:46 AM* | *7:51 AM* | *--* |
| **Service Ends:** | *10:26 PM* | *7:31 PM* | *--* |
| **Frequency:** | *60 minutes* | *60 minutes* | *--* |
| **Average Daily Ridership:** | *343* | *187* | *--* |

## Route 23

* Peak weekday times are from 7am to 6pm with spikes of 34 riders per hour between 7am and 8am and 38 riders per hour between 5pm and 6pm. Route 23 exhibits the classic peak ridership pattern during commute times, which could indicate riders are choosing this route to get to their places of employment.
* Route 23 performs within the top 50% of all weekday routes. Its ridership per clock hour falls just below the mean, but within one standard deviation.
* Saturday ridership is steady and shows a slight increase in ridership at 2pm. The average daily ridership on Saturday is only 45% of the weekday average.
* On Saturdays, Route 23 performs in the bottom 50% with a ridership per clock hour just below the mean but within one standard deviation.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *6:00 AM* | *6:00 AM* | *6:00 AM* |
| **Service Ends:** | *8:00 PM* | *8:00 PM* | *8:00 PM* |
| **Frequency:** | *20 minutes* | *20 minutes* | *20 minutes* |
| **Average Daily Ridership:** | *181* | *417* | *307* |

## Route 33

* Route 33 is the Manitou Springs free shuttle that serves the Incline and Cog Railway.
* On weekdays, Route 33 performs within the bottom 50% of all routes and its ridership per clock hour is securely within one standard deviation below the mean.
* The highest ridership occurs on weekends with Saturday substantially outpacing Sunday and almost doubling the weekday ridership.
* On Saturdays and Sundays, Route 33 performs in the top 50% of each schedule.
* In the previous analysis, the average daily ridership for weekdays was 203, Saturdays was 430 and Sundays was 333. There have been drops in ridership of 10.84%, 3.02% and 7.81%, respectively. The decreases could be due to adverse weather conditions during the current analysis period that reduced access to Ruxton Avenue or the closure of the Cog Railway in 2018.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *6:12 AM* | *--* | *--* |
| **Service Ends:** | *11:42 AM* | *--* | *--* |
| **BREAK IN SCHEDULE** | | | |
| **Service Begins:** | *2:30 PM* | *--* | *--* |
| **Service Ends:** | *7:12 PM* | *--* | *--* |
| **Frequency:** | *30 minutes* |  |  |
| **Average Daily Ridership:** | *74* | *--* | *--* |

## Route 35

* Route 35 is essentially broken up into two shifts that are repetitions of each other.
* In the previous analysis, the average daily ridership was 67. Since 2017, ridership on Route 35 has increased 10.45%.
* Route 35 still performs in the bottom 25% of weekday routes.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *7:23 AM* | *--* | *--* |
| **Service Ends:** | *7:21 PM* | *--* | *--* |
| **Frequency:** | *30 minutes* | *--* | *--* |
| **Average Daily Ridership:** | *27* | *--* | *--* |

## Route 40

* On 8/27/18, Route 40 was added to serve PPCC Rampart campus on weekdays.
* Route 40 has the lowest average daily ridership of all of the routes and performs in the bottom 25% of the weekday schedule, which is likely due to its recent creation.
* Its peak times are from 7am to 9am and then again from 11am to 6pm.
* In December of 2018 there was a decrease of ridership, which can be attributed to the PPCC semester ending on December 19, 2018 and the holiday break.

# Interlined Routes Analysis

The information retrieved to analyze the interlined routes was taken from the Transaction Detail Report in the GFI Network Manager 7 program.

For the “Routes by Run” graphs, information from the Transaction Detail Report was sorted by into specific runs for only the interlined routes. Only weekday passenger numbers were reviewed for the graphs with only one notable exception being the 1 & 32 where Saturday route ridership due was also identified due to passenger responses on the 2017 Rider Survey. For extra continuity, the data was sorted by block numbers and then by run numbers. This gives a better view of how the runs are actually performing.

Some routes may include additional runs when compared to the previous analysis due to run cutting which makes it more efficient to have fewer runs. The difference is due to changing parameters and does not always indicate additional service.

One of the benefits to having interlined routes is that passengers do not have to transfer buses as many times.

One of the disadvantages from an analysis viewpoint, however, is it is difficult to determine how many passengers boarded one route and continued through on the interlined route. Since two routes are interlined, passengers are afforded a one-seat ride between Location 1 and Location 2. The interlining may somewhat skew the data, however, as passengers are not required to be counted if they are on the bus when the bus changes from Route A to Route B.

The interlined routes being analyzed are:

* 1 & 32
* 6, 8 & 17
* 14 & 34
* 19 & 39
* 10 & 11
* 7 & 27
* 5 & 25

## Routes 1 and 32

Routes 1 and 32 are interlined on weekdays and Saturdays. During the weekdays, Route 1 runs on 15-minute frequency from the Downtown Terminal to Hancock Plaza and on Saturdays the headway drops to 30 minutes. Route 32 serves Security and Widefield and runs 60-minute frequency on weekdays and Saturdays.

Since the routes differ in frequency, only a portion of the blocks and runs are interlined. On weekdays, two blocks, or buses, run both Routes 1 and 32, representing 40% of the overall blocks required to operate weekday service on those routes. On Saturdays, two blocks are also interlined while 1 block is dedicated solely to Route 1.

In the fall of 2018, Route 1 doubled its frequency from 30 minutes to 15 minutes on weekdays. During the previous analysis, which was conducted in the fall of 2016 and winter of 2017, Route 1 ran 30-minute frequency on weekdays but as with current 15-minute service, only two blocks were interlined with Route 32.

Blocks may be further broken down into runs, or pieces of work, which are assigned to individual drivers. In the previous analysis, there were 6 interlined runs – 141, 142, 143, 146, 147 and 148 that served a daily average of 554 riders.

In this analysis, there are 7 interlined runs – 141, 142, 146, 147, 149, 150 and 154. The interline runs for the same amount of time that it did in 2017, but was cut into additional pieces to fit work requirements. The total average daily ridership on these 7 runs is 349, which reflects a 37% drop in ridership. The decrease on the interline could be due to shifts in ridership to the uninterlined portions of Route 1 since Route 1 now runs 15-minute frequency.

Passengers who responded to the 2017 Rider Survey commented that they wanted more frequency on Route 32 so in the spring of 2018, Route 32 Saturday service was added. Below is the graph reflecting the Saturday ridership for the interlined runs.

Since Route 32 has only operated on Saturdays for one year, average ridership in some cases is less than 1, but appears on the graph to show how the new route is performing. The Saturday average daily ridership for routes 1 & 32 is 70.73.

In the previous analysis, the average Saturday daily ridership on Route 1 was 337 and in this analysis, the average is 407.

These interlined routes could benefit from further analysis or a focused marketing promotion to boost their ridership.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *5:39 AM* | *6:39 AM* | *7:39 AM* |
| **Service Ends:** | *9:39 PM* | *6:39 PM* | *5:39 PM* |
| **Frequency:** | *30 minutes/60 after 6:30 PM* | *30 minutes* | *60 minutes* |
| **Average Daily Ridership:** | *754* | *407* | *193* |

## Route 1

* Route 1 is interlined with Route 32 on weekdays and Saturdays.
* On 4/29/18, Route 1 increased to 30-minute Saturday frequency. The average daily ridership in the previous analysis was 337. That is an increase of Saturday ridership of 20.68%. With the increased frequency on Saturday, it appears to have consistent ridership, especially from 10am to 5pm.
* On Saturdays, Route 1 performs in the top 25% of all routes. Its ridership per clock hour is just above one standard deviation above the mean, indicating steady ridership.
* On 9/30/18 – Route 1 increased Weekday frequency to 15 minutes. The ridership has increased 4,102 from the last analysis.
* Route 1 also performs within the top 25% on weekdays. Its ridership is also just above one standard deviation above the weekday mean.
* Peak weekday hours look to be from 2pm – 4pm, but ridership is above the mean for the greatest portion of the day (7am – 8pm).
* Sunday ridership per clock hour is just above one standard deviation above the Sunday mean, but performance falls to within the top 50% instead of the top 25%. There are fewer routes operating on Sundays, which explains the difference in ranking.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *6:07 AM* | *6:07 AM* | *--* |
| **Service Ends:** | *7:07 PM* | *7:07 PM* | *--* |
| **Frequency:** | *60 minutes* | *60 minutes* | *--* |
| **Average Daily Ridership:** | *120* | *75* | *--* |

## Route 32

* Route 32 is interlined with Route 1 at all times the route runs.
* Weekday peak times are from 6am to 7am and again from 9am to 5pm.
* On weekdays, Route 32 performs in the bottom 50% of the routes and its ridership per clock hour falls within one standard deviation below the system mean.
* On 4/29/18 – Route 32 added Saturday service in response to citizen requests.
* Saturday peak times are from 9am to 12pm and again from 1pm to 4pm.
* Saturday ridership per hour falls just above one standard deviation below the system mean and Route 32 performs within the bottom 25% of all Saturday routes.

## Routes 5 & 25

Route 5 serves the Boulder Street corridor to the Citadel Transfer Center and runs at 15-minute frequency on weekdays and 30-minute frequency on Saturdays. Route 5 is interlined with Route 25 at all times. Route 25, which serves the North Academy corridor, increased weekday frequency to 15 minutes in the fall of 2018.

At the time of the previous analysis, Routes 5, 25, 7 and 27 were all interlined. Now that only 5 and 25 are interlined, a direct comparison cannot be done.

There are 25 runs split across 9 buses:

* Block 1 with 4 runs;
* Block 2 with 3 runs;
* Block 3 with 3 runs;
* Block 4 with 4 runs;
* Block 5 with 2 runs;
* Block 6 with 2 runs;
* Block 7 with 4 runs;
* Block 8 with 2 runs; and
* Block 9 with 1 run.

Routes 5 and 25 are the top two highest performers in ridership by clock hour, as they were in the previous analysis. Route 5 is also the top performing route in ridership by revenue hour while Route 25 is in the top 50% in ridership by revenue hour. The difference in performance could be due to the fact that now that the routes are interlined, those riders are not being counted if they start on one route and continue through on the next route. Some of the difference could also be attributed to the frequency increase.

The average daily ridership for these routes during this analysis period is 2,182 with peak ridership being from 10am to 5pm. The ridership is consistent from 7am to 6pm.

The interlined graph is featured on the next page.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *5:52 AM* | *6:50 AM* | *7:51 AM* |
| **Service Ends:** | *9:31 PM* | *6:31 PM* | *5:31 PM* |
| **Frequency:** | *15 minutes/ 30 minutes after 6:30 PM* | *30 minutes* | *60 minutes* |
| **Average Daily Ridership:** | *1,305* | *678* | *326* |

## Route 5

* Route 5 is interlined with 25 at all times.
* Route 5 ridership gradually increases on weekdays from 8am, peaks at 3pm with 140 riders per clock hour, and then slightly decreases from 4pm until 6pm.
* On Saturday and Sunday, Route 5 outpaces all other routes.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *5:12 AM* | *6:13 AM* | *7:14 AM* |
| **Service Ends:** | *10:07 PM* | *7:15 PM* | *6:10 PM* |
| **Frequency:** | *15 minutes/60 minutes after 6:30 PM* | *30 minutes* | *60 minutes* |
| **Average Daily Ridership:** | *1,015* | *592* | *278* |

## Route 25

* Route 25 is interlined at all times with Route 5. There is a 15 minute frequency during the weekday and a 30 minute frequency on Saturday.
* Peak weekday time is from 7am to 6pm and spikes to 107 riders per hour between 3pm and 4pm.
* Saturday ridership actually outpaces some of the weekday ridership from 12pm to 2pm.
* Sunday peak time is from 2pm to 4pm.

## Routes 6, 8 & 17

Routes 6, 8 and 17 are interlined on weekdays while only Routes 6 and 8 are interlined on Saturdays, since Route 17 only runs on weekdays. Route 6 serves the Fillmore corridor to the Citadel Transfer Center where the bus running it then changes to Route 8. Route 8 serves the Cache La Poudre corridor and changes to Route 17 when it reaches Cache La Poudre and Nevada. Route 17 serves the west side from Uintah to Fillmore on its outbound trip and changes back into Route 6 when it reaches Fillmore and Cascade or Route 8 as it reaches Nevada and Cache La Poudre on its inbound trip.

All three routes run at 60-minute frequency at all times.

In the previous analysis there were 9 runs: 841, 842, 843, 844, 845, 846, 847, 849 and 851 with an average daily weekday ridership of 431. In this analysis there are 6 runs: 841, 842, 843, 844, 845 and 846 with an average daily weekday ridership of 380, which equals a decrease of 81 average daily riders, or 18.79%. The decrease is likely due to riders migrating to Route 5, which runs on 15-minute headways and is only just a few blocks from Route 8 and could also be attributed to through-riders who do not get counted when the bus they are on changes routes. The weekday average daily ridership for Routes 6, 8 and 17 are 179, 101 and 98, respectively.

There is a spike in ridership between 3pm and 4pm of 39 riders per hour with Route 6 accounting for 19 of them. However, there is steady ridership between 10am and 5pm with just a slight dip between 1pm and 2pm.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *5:49 AM* | *6:53 AM* | *--* |
| **Service Ends:** | *6:44 PM* | *6:59PM* | *--* |
| **Frequency:** | *60 minutes* | *60 minutes* | *--* |
| **Average Daily Ridership:** | *179* | *72* | *--* |

## Route 6

* Peak weekday times are from 7am to 8am and again from 9am to 5pm.
* Route 6 performs securely in the middle 50% of all routes on weekdays. Route 6 outperforms both Routes 8 and 17, potentially because it serves a distinct portion of the city that is not duplicated by other routes.
* Saturday ridership seems to be consistent from 7am - 6pm but well below the weekday mean.
* On Saturdays, Route 6 is ranked in the bottom 25%. Its ridership per clock hour is only slightly more than Route 8, which is the worst-performing route on the Saturday schedule.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *6:14 AM* | *7:04 AM* | *--* |
| **Service Ends:** | *7:07 PM* | *6:48 PM* | *--* |
| **Frequency:** | *60 minutes* | *60 minutes* | *--* |
| **Average Daily Ridership:** | *101* | *40* | *--* |

## Route 8

* Peak weekday times are from 7am to 6pm, with a spike of 10 riders at 3pm.
* When compared to other weekday routes, Route 8 performs in the bottom 25% and its ridership per clock hour is only slightly above one standard deviation below the system mean. Route 8 only slightly outperforms Route 17 on weekdays.
* Peak Saturday times are from 11am to 5pm, with small spikes at 12pm and 4pm.
* Route 8 is the worst performing route on the Saturday schedule. The poor performance may be due to Route 5 being parallel to Route 8 and running at 30-minute frequency on Saturdays; Route 8 runs at 60-minute frequency at all times.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *6:20 AM* | *--* | *--* |
| **Service Ends:** | *7:06 PM* | *--* | *--* |
| **Frequency:** | *60 minutes* | *--* | *--* |
| **Average Daily Ridership:** | *98* | *--* | *--* |

## Route 17

* Route 17 is the worst performing of the three interlined routes and performs in the bottom 25% of all weekday routes.
* Peak time is from 10am to 5pm with a spike between 3pm and 4pm of 14 riders per hour. As shown by the graph entitled, “Routes 6, 8 and 17 by Run,” there is also a spike between 3pm and 4 pm, but Route 17 only accounts for 3.59% of the increased ridership.
* In the previous analysis, Route 17 had a daily average ridership of 95 and at its peak carried 15 riders per hour.

## Routes 7 & 27

Route 7 serves the Pikes Peak Avenue corridor, which was under construction during the entirety of this analysis. Route 7 is interlined with Route 27, which serves the South Academy corridor. In the fall of 2018, Route 27 increased its weekday frequency from 30 minutes to 15 minutes.

At the time of the previous analysis, Routes 5, 25, 7 and 27 were interlined. Now that 7 and 27 are interlined separately from Routes 5 and 25, a direct comparison cannot be done.

Routes 7 and 27 have a combined average daily ridership of 753 with peak ridership from 2pm to 5pm. From 9am to 2pm, ridership steadily increases.

During the 2017 On-Board Survey, riders made several comments regarding the routes being late. The on-time performance on the previous analysis was Route 7 at 86.6% and Route 27 at 86.86%. Both routes were just above the required standard of 85%. Route 7 now has an on-time performance of 86.41% - the lowest of all the routes. The decrease in on-time performance since the last analysis is likely due to sustained construction on Pikes Peak Avenue. Route 27 has an on-time performance of 95.24% which is an increase of 9.65%. The increase in performance is likely due to the increase in frequency to 15 minutes.

Both routes are among the top 25% in ridership by clock hour but fall within the top 50% in ridership by revenue hour. The difference in performance by metric is to be expected since only recently did Route 27 begin 15-minute service. Increases in frequency usually do not exhibit increases in ridership during the first six months of service since riders must adapt their routines to take earlier or later buses.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *5:45 AM* | *6:45 AM* | *7:45 AM* |
| **Service Ends:** | *9:38 PM* | *6:38 PM* | *5:38* |
| **Frequency:** | *30 minutes/ 60 minutes after 6:30 PM* | *30 minutes* | *60 minutes* |
| **Average Daily Ridership:** | *466* | *267* | *110* |

## Route 7

* Route 7 interlined with Route 27 at all times.
* Peak times are from 8am to 5pm, and are significantly worse than the previous analysis.
* Saturday peak times are from 7am to 6pm. The hours of 12pm to 4pm meet or exceed the weekday mean.
* Sunday peak times are from 12pm to 5pm, which is well below one standard deviation below the mean.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *5:45 AM* | *6:14 AM* | *7:14 AM* |
| **Service Ends:** | *10:01 PM* | *7:06 PM* | *6:01 PM* |
| **Frequency:** | *15 minutes/ 60 minutes after 6:30 PM* | *30 minutes* | *60 minutes* |
| **Average Daily Ridership:** | *659* | *325* | *161* |

## Route 27

* Route 27 is interlined with Route 7 at all times.
* On 9/30/2018, Route 27 increased its weekday frequency to 15 minutes.
* Peak weekday times are from 7am to 6pm with a spike of 67 riders per hour between 3pm and 4pm.
* Saturday peak times are from 1pm to 4pm.
* On Sundays, ridership peaks at 1pm and gradually decreases until the end of service.

## Routes 10 & 11

Routes 10 and 11 serve the South Nevada corridor. Route 10 branches off and serves the Myron Stratton Home and Highway 115 while Route 11 serves the World Arena and Venetucci Blvd before rejoining Route 10 at the Pikes Peak Community College (PPCC) Transfer Center. At PPCC, the outbound Route 10 then becomes the inbound Route 11 and vice versa.

The frequency on each route is 30 minutes, which makes for a 15-minute corridor along South Nevada Avenue.

Due to poor on-time performance Routes 10 and 11 were interlined in the fall of 2017 and three runs were added. At the time of the last analysis, Route 11 had an on-time performance of 75% and Route 10 almost 80%, both of which were far below the 85% standard.

The on-time performance for Routes 10 and 11 is 89.94% and 86.43%, respectively. Interlining these routes has certainly helped to improve the on-time performance.

This interline has an average daily ridership, on weekdays of 1,293 with peak times between 12pm and 5pm with a spike in ridership of 124 riders per hour between 3pm and 4pm.

In the last analysis, when the routes were not interlined, the average daily ridership for the combined routes were 1,362, with 3pm to 4pm being the peak ridership. This is just a slight decrease of 126 average daily ridership, or 5%.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *5:52 AM* | *7:12 AM* | *8:12 AM* |
| **Service Ends:** | *6:48 PM* | *6:08 PM* | *5:37 PM* |
| **Frequency:** | *30 minutes* | *60 minutes* | *60 minutes* |
| **Average Daily Ridership:** | *559* | *292* | *140* |

## Route 10

* Route 10 is interlined with Route 11 on weekdays, but runs by itself on Saturdays.
* Peak weekday times are from 7am to 8am and again from 9am to 5pm.
* Saturday ridership is strong throughout the entire day; compared to other routes on Saturdays, Route 10 is 7th highest performing.
* Sunday ridership is consistent from 8am to 5pm. When compared to the weekday mean, every hour of operation falls below or just above the two standard deviations below the mean.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *5:37 AM* | *6:42 AM* | *7:42 AM* |
| **Service Ends:** | *9:39 PM* | *6:39 PM* | *5:39 PM* |
| **Frequency:** | *30 minutes/ 60 minutes after 6:30 PM* | *60 minutes* | *60 minutes* |
| **Average Daily Ridership:** | *868* | *414* | *252* |

## Route 11

* Route 11 is interlined with Route 10 Monday through Friday. Route 11 experiences significantly more boardings than Route 10.
* Peak weekday ridership is from 7am to 6pm with a spike in ridership between 3pm and 4pm of 82 riders per hour.
* Saturday peak ridership is from 7am to 8am and then again from 3pm to 5pm.
* The highest Sunday ridership is between 8am and 9am but is consistent throughout the rest of the day. Sunday ridership on Route 11 is down just slightly at 252 riders, which is likely due to Route 10 being added to Sunday service in the spring of 2018.

## Routes 14 & 34

Route 14 originates at the Downtown Terminal and serves Chestnut Street and the El Paso County Citizens Service Center (CSC), where it becomes Route 34. Route 34 then serves 30th Street and Centennial Boulevard before running east on Garden of the Gods to Morning Sun Avenue. Each route runs at 60-minute frequency.

In the previous analysis there were 8 interlined runs (1441, 1442, 1443, 1444, 1445, 1447, 1449 and 1451) and the average daily ridership was 486. In this analysis there are 6 runs (1441, 1442, 1443, 1444, 1445 and 1446) and the average daily ridership is down to 428, a decrease of 11.93%. The decrease could be attributed to an improved economy.

The greatest ridership per hour on the interline is from 7am to 8am (48) which coincides with the CSC opening of 8am. There is then steady ridership from 8am to 5pm (when the CSC closes).

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *5:42 AM* | -- | -- |
| **Service Ends:** | *6:39 PM* | -- | -- |
| **Frequency:** | *60 minutes* | -- | -- |
| **Average Daily Ridership:** | *315* | *--* | *--* |

## Route 14

* Route 14 is interlined with Route 34 on weekdays.
* Peak ridership is between 7am and 9am and again from 10am to 5pm with a spike in ridership of 35 riders per hour between 7am and 8am. From 6am to 5pm ridership is consistent, which seems to correspond to the El Paso County Citizens Service Center business hours.
* Route 14 is one of three routes (2, 14, & 34) that directly serve the El Paso County Citizens Service Center.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *5:17 AM* | *6:46 AM* | *--* |
| **Service Ends:** | *7:08 PM* | *6:38 PM* | *--* |
| **Frequency:** | *60 minutes* | *60 minutes* | *--* |
| **Average Daily Ridership:** | *161* | *75* | *--* |

## Route 34

* Route 34 is interlined with Route 14 on weekdays.
* Weekday peak time is from 7am to 5pm.
* Saturday ridership is consistent throughout the day.

## Routes 19 & 39

Route 19, coupled with Route 9, provides a high-frequency corridor on North Nevada Avenue. Route 19 becomes Route 39 at Eagle Rock and serves Corporate Drive before terminating at the Voyager Transfer Center.

Two of the five buses assigned to Route 19 actually run the interline with Route 39. Every hour on the hour, Route 19 continues on as Route 39. The peak ridership on the interline is from 2pm to 6pm with its spike between 4pm and 5pm of 16 riders per hour. For comparison, the highest ridership of 38 riders per hour on all of Route 19 is between 3pm and 4pm on weekdays, while the highest ridership on Route 39 is 11 riders per hour between 4pm and 5pm.

The interlined routes feature a total average daily ridership of 133. In the previous service analysis the total average daily ridership was 378 and there was one less run. Ridership on the interline has decreased by 64.81%.

These routes connect downtown Colorado Springs with renewing and up-and-coming areas that are transit supportive. These areas, including UCCS and University Village, could be significant ridership generators; additional analysis and targeted marketing endeavors are recommended to increase ridership.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *5:59 AM* | *7:14 AM* | *8:14 AM* |
| **Service Ends:** | *8:50 PM* | *6:35 PM* | *5:35 PM* |
| **Frequency:** | *30 minutes* | *60 Minutes* | *60 minutes* |
| **Average Daily Ridership:** | *383* | *198* | *66* |

## Route 19

* On 4/29/18, Route 19 was added to Sunday service.
* Peak time is from 7am to 6pm and spikes between 3pm and 4pm.
* Saturday ridership is similarly strong with peak times from 11am to 2pm.
* Sunday ridership is steady with a slight increase at 12pm.
* In the previous analysis, there was a weekday average daily ridership of 417. With 383 average daily ridership in this analysis, this is a drop in ridership of 8.15%

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Weekday** | **Saturday** | **Sunday** |
| **Service Begins:** | *5:26 AM* | *6:40 AM* | *--* |
| **Service Ends:** | *8:20 PM* | *6:31 PM* | *--* |
| **Frequency:** | *60 minutes* | *60 minutes* | *--* |
| **Average Daily Ridership:** | *96* | *60* | *--* |

## Route 39

* Peak weekday time is from 2pm – 6pm.
* Peak Saturday time is from 12pm – 5pm. There are more Saturday riders between 12pm – 1pm than there are during that same period on weekdays.
* On the weekdays, Route 39 the average daily ridership accounts for 20% of the total ridership of the interlined routes.
* On Saturdays, Route 39 accounts for just over 23% of the total interlined ridership.