

**Local Coordinating Board  
November 14, 2018**



# **RPM Results and JANUARY 2019 SERVICE CHANGES**

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*Interim Planning Manager*





- On-Time Performance increased
  - Sept 2018: 73%
  - Oct 2018: 82%
- Ridership holding steady
  - Significant ridership increases on Routes 20, 43, 47, 52, 62, 94
- 300 fewer bus stops
- Commendations



# Early RPM Results

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PRE-RPM		POST-RPM	
On-Time Performance			
OTP By Route SEP 1-30, 2018		OTP By Route OCT 1-31, 2018	
Route	On Time %	Route	On Time %
1	75.1	1	82.6
10	59.9	10	82.3
2	86	2	86.1
20	77.9	20	84.9
21	76	21	80.8
3	79.3	3	83.6
30	78.3	30	74
31	85.4	31	92.5
33	71.3	33	78.7
4	85.4	4	72.4
40	79.9	40	78.4
41	74.6	41	84.4
43	72.8	43	83.8
44	85.8	44	89.8
46	74.6	46	74.3
47	75.2	47	78.1
49	72.1	49	91.4
52	84	52	86.3
60	90.2	60	80.1
61	71.9	61	78.5
62	78.6	62	85.8
63	67.2	63	79.4
64	54.2	64	74
70	61.3	70	95
71	87	71	85.8
73	89.5	73	83.5
80	50.2	80	77.8
81	60.4	81	80.6
88	72.9	88	85.6
91	70.6	91	78.7
92	70.6	92	74.7
94	51.8	94	63.4
(X) 42	66.8	OVERALL	82%
(X) 45	75.3		
(X) 48	72.3		
OVERALL	73%		

PRE- RPM		POST - RPM	
Ridership			
APC Counts by Route		APC Counts by Route	
October 1 - Oct 31 2017		October 1 - Oct 31 2018	
ROUTE	BOARDINGS	ROUTE	BOARDINGS
1	189,247	1	197,373
2	105,521	2	85,297
3	104,831	3	104,408
4	3,569	4	9,830
10	7,139	10	7,224
20	8,547	20	25,336
21	7,049	21	7,597
30	7,849	30	7,651
31	27,640	31	29,916
33	17,517	33	22,042
40	16,105	40	15,540
41	1,548	41	1,856
43	45,074	43	50,211
44	8,671	44	11,165
46	19,813	46	19,104
47	19,398	47	26,119
49	6,350	49	5,969
52	4,717	52	6,368
60	2,798	60	5,492
61	16,363	61	18,166
62	50,245	62	56,915
63	10,726	63	12,512
64	7,553	64	9,398
70	21,709	70	20,507
71	5,771	71	4,939
73	12,060	73	13,601
80	8,910	80	5,577
81	9,923	81	9,392
91	19,898	88	9,858
92	6,889	91	16,315
94	19,039	92	6,893
(X) 42	1,815	94	23,852
(X) 45	3,402	Total	854,010
(X) 48	12,906		
Total	816,452		4.6% increase in ridership



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## • Sources of Feedback

- RPM Outreach events (after 9/30)
- Customer service line
- Online
- Facebook/ Social Media
- Operator listening sessions
- One-on-one meetings with supervisors





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## • Feedback - Specific

- “Earlier AM northbound trips needed on Route 20”
- “Need additional AM westbound Route 40 trip from Wellington Mall”
- “Route 94 is not on time”
- “Need later and more frequent service”

## • Feedback - General

- Not understanding new system
- Various bus stop concerns
- Scheduled transfers at various locations



- **Alignment Changes**

- Modify Route 1/94 SB alignments into Camino Real

- **Schedule Changes**

- More service to VA
  - ✦ Adding 6:20a NB trip on Route 20
  - ✦ Adding an earlier and later trip on Route 30
  - ✦ Modify Route 31 schedule to provide quicker travel times
- More service to Wellington/Glades Health Center
  - ✦ Adding 6:00a WB trip on Route 40 from ITC to Glades
  - ✦ Adding 5:40a WB trip on Route 43 from ITC to Wellington Mall





## Customer Concerns / Proposed Jan. 2019 changes

Route	Area	Concern	Concern Addressed w/Jan. 19 changes?
20	Congress/ Northlake	First weekday NB trip (6:55 AM) not early enough to get to VA/ Blue Heron	Yes - 6:20 AM weekday NB trip added
40	Southern Blvd	70-minute gap between 6:30 AM - 7:40 AM westbound to Glades Health Center	Yes - 7:00 AM weekday WB trip added
94	Tri-Rail / FAU/Camino	Weekday on time performance issues	Yes - Modification of route SB into Camino Real, bus stop consolidations, additional bus added for select peak trips will improve OTP
31	Tamarind/ 45th St	Weekday service needs to be faster to get from Intermodal to VA	Yes - Modified time of day schedule to reduce trip time
30	Blue Heron Blvd.	Service doesn't start early enough or end late enough	Yes - Service starts earlier (5:57 AM) and ends later (7:02 PM)
43	Okeechobee/ SR7	First weekday WB trip (6:10 AM) not early enough to get to work out west	Yes - 5:40 AM weekday WB trip added



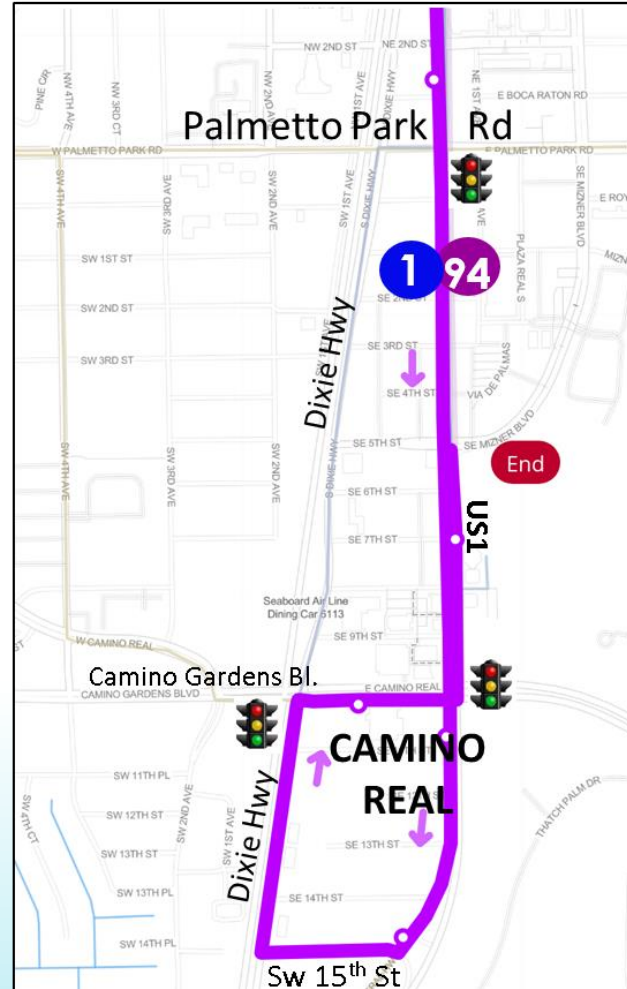
# Routes 1/ 94 - Camino Real area

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### Current



### Proposed





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- **11/13/2018:**      **New schedules to bus operators**
- **12/3/2018:**      **Operators Bid**
- **1/20/2019:**      **Service changes go into effect**