



Service Status Report

Transit Advisory Committee
May 11, 2021

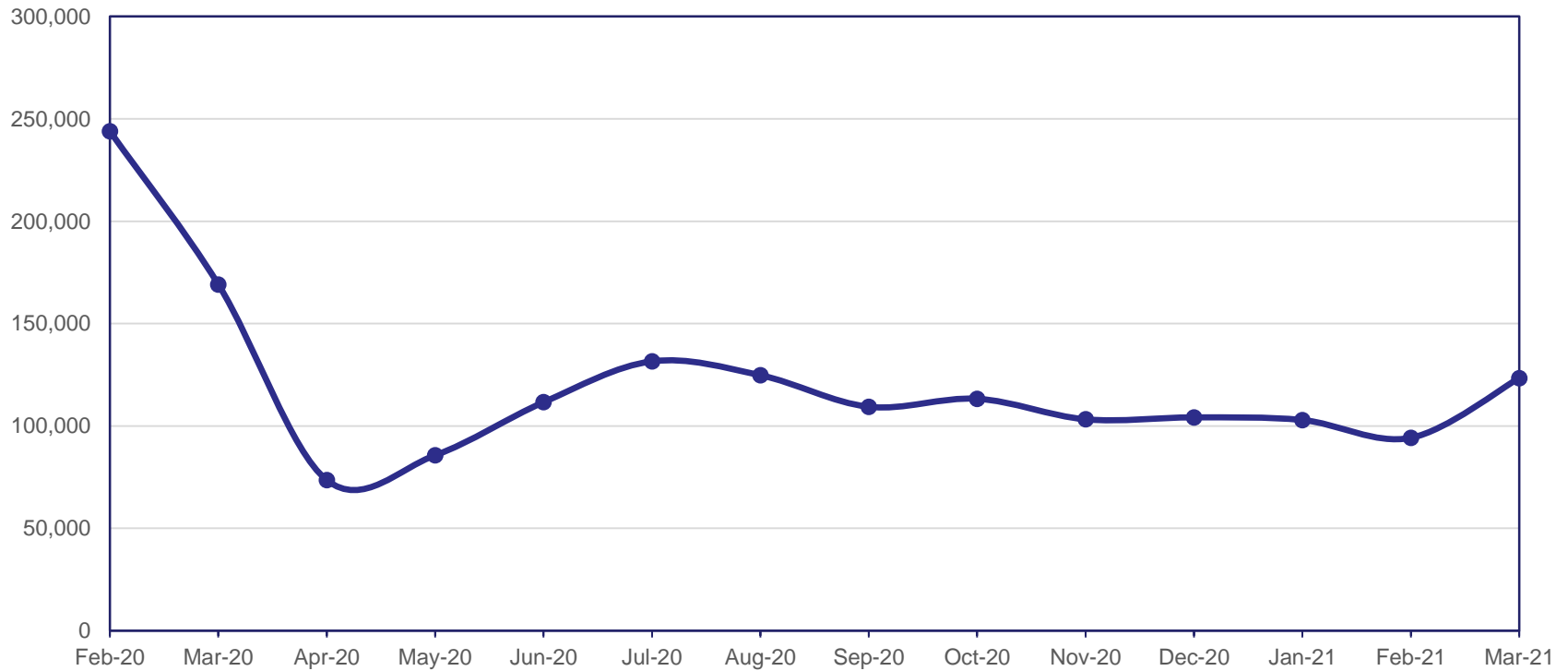
- Four (4) routes remain suspended: 53, 61A, 61B, 62, and 74.
- Front door boarding & Collection of fares started on January 1.
- Bus shield barriers were installed successfully in all buses for the safety of the drivers.
- Masks and social distancing are still required to board the bus per CDC guidance.
- Operators have face masks for passengers should they need one.
- Hand sanitizer dispensers are available onboard for passengers' convenience.



FY 2021 Performance

ART Ridership by Month

(February 2020 - March 2021)

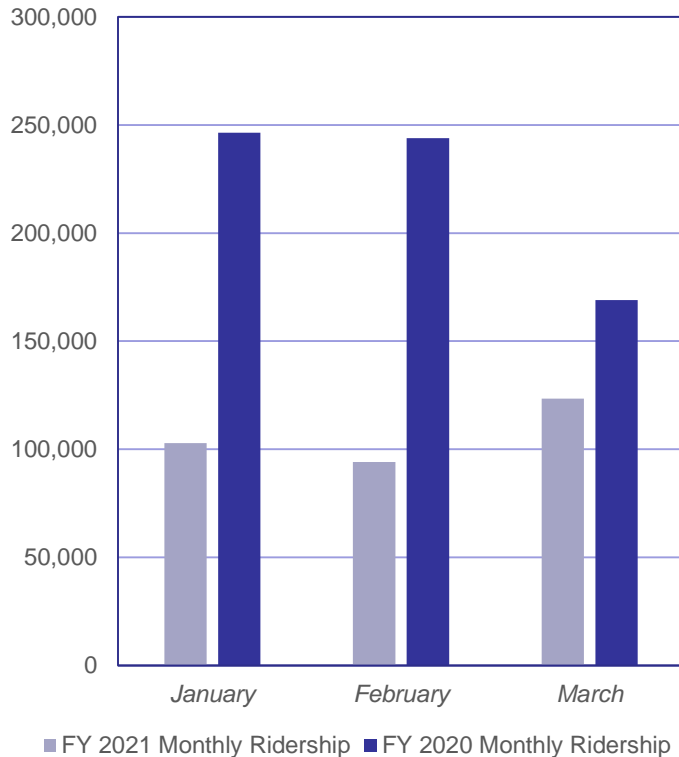


- FY 2021 (Total Ridership) to date: 1,007,191
- FY 2020 (Total Ridership) to date: 2,196,474.
- A decrease of 54.2 % resulting from reduced travel during COVID-19 pandemic.

FY 2021 Performance

ART Ridership by Month

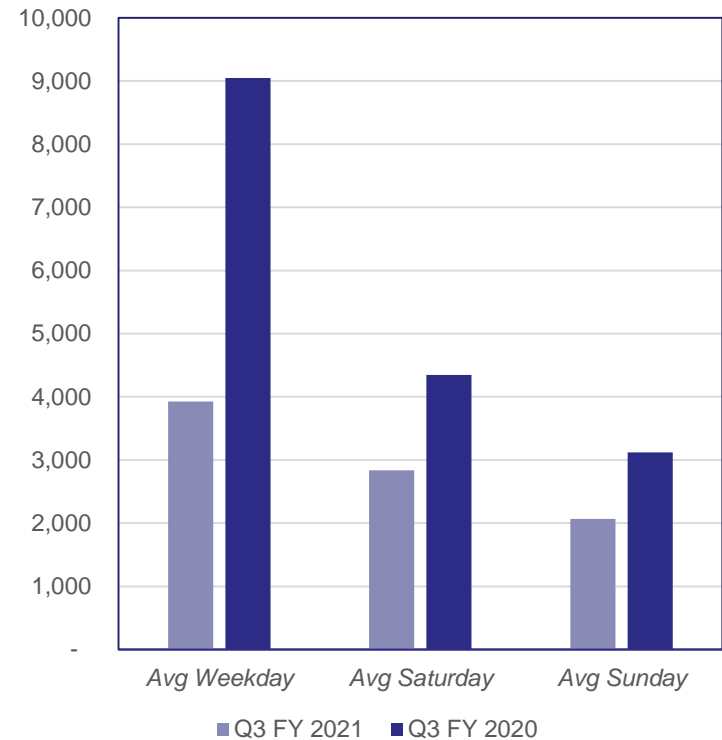
FY 2021 vs FY 2020 (Third quarter)



- Third Quarter Ridership (FY 21): 320,482.
- Decrease of 46% from Third Quarter FY 2020

Average Weekday, Saturday, and Sunday Ridership By Month

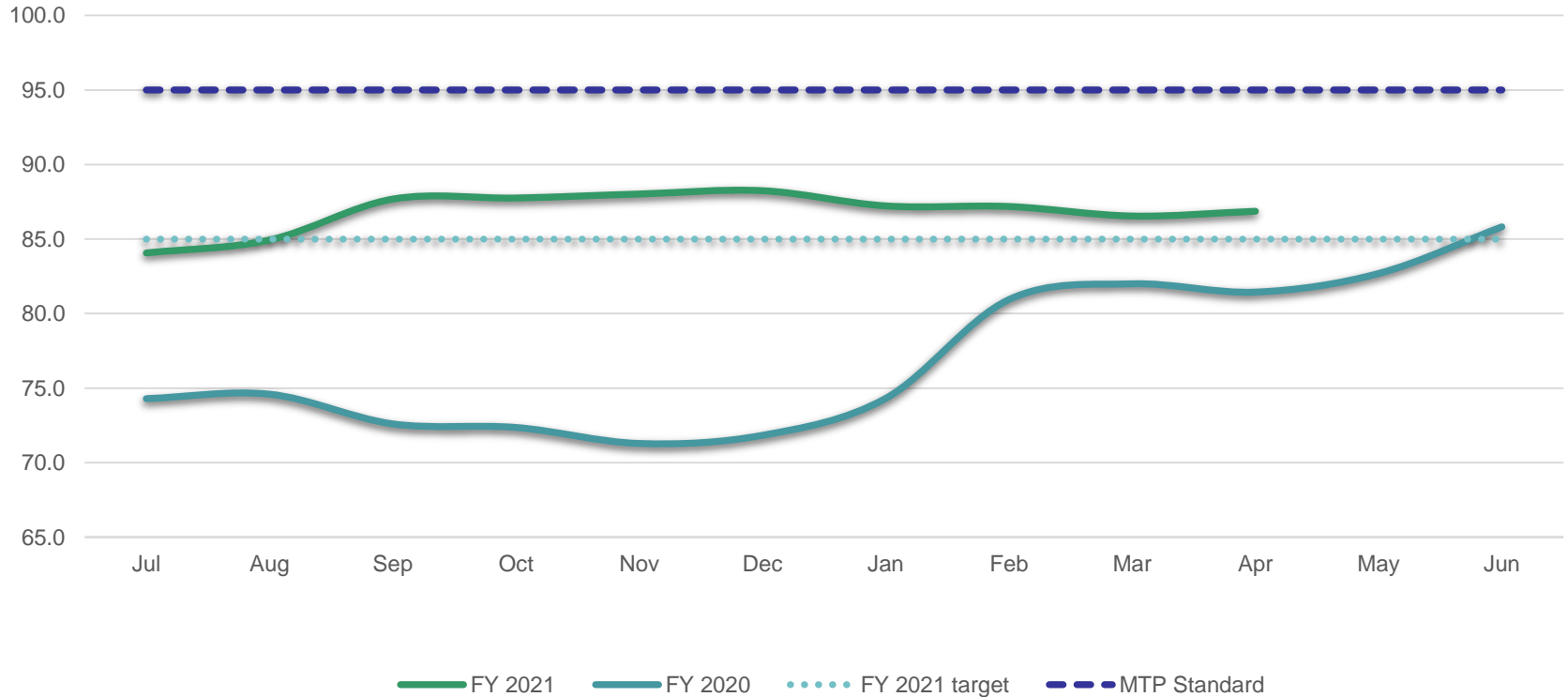
FY 2021 vs FY 2020



- Average Weekday Ridership in Third Quarter FY 21 decrease 57% from FY 2020.
- Saturday and Sunday ridership is still low compared to pre-pandemic time.

ART Performance Reports

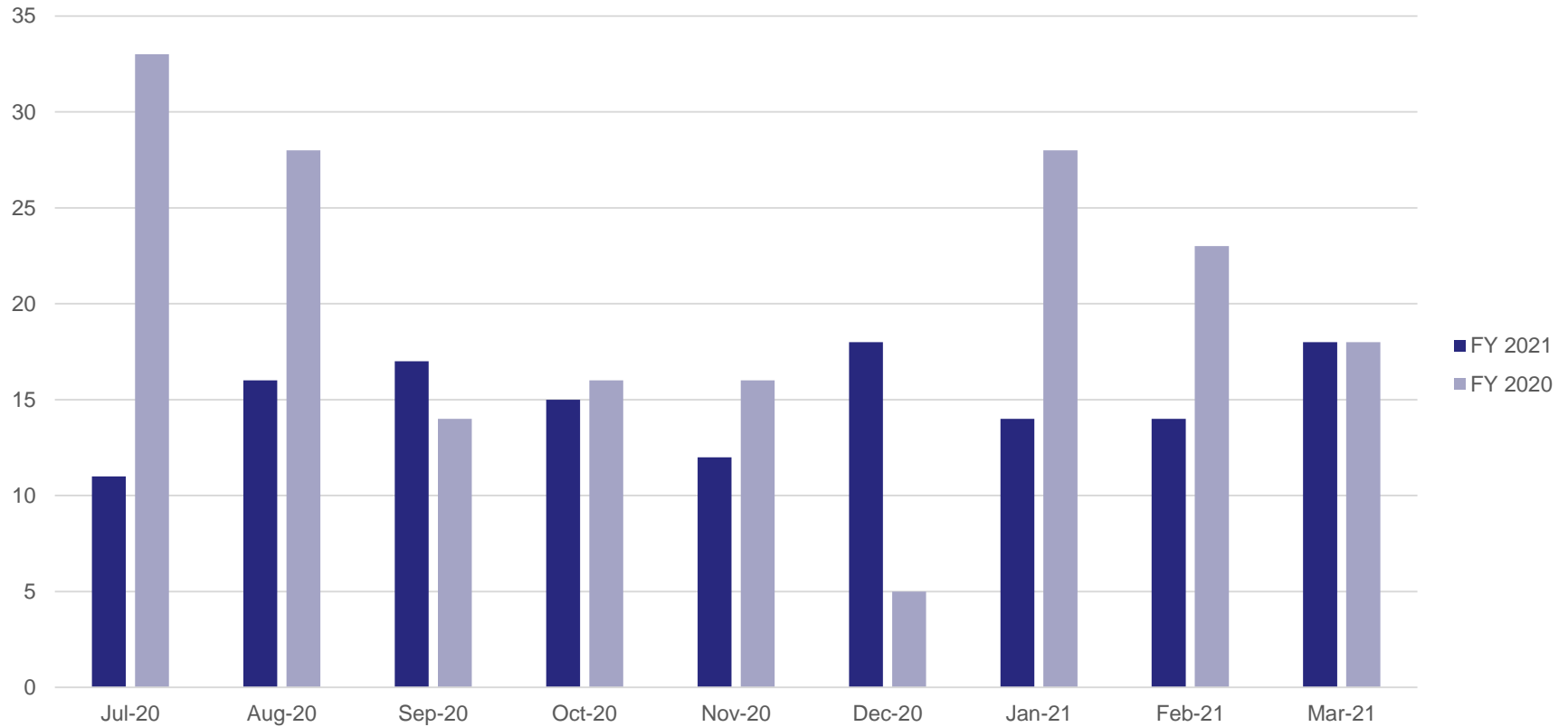
Systemwide On Time Performance FY 2021 – FY 2020



- FY 2021 to date Systemwide OTP: 86.9%
- Improvements began in late December/early January as a result of additional on-street supervision and service monitoring by the new contractor.

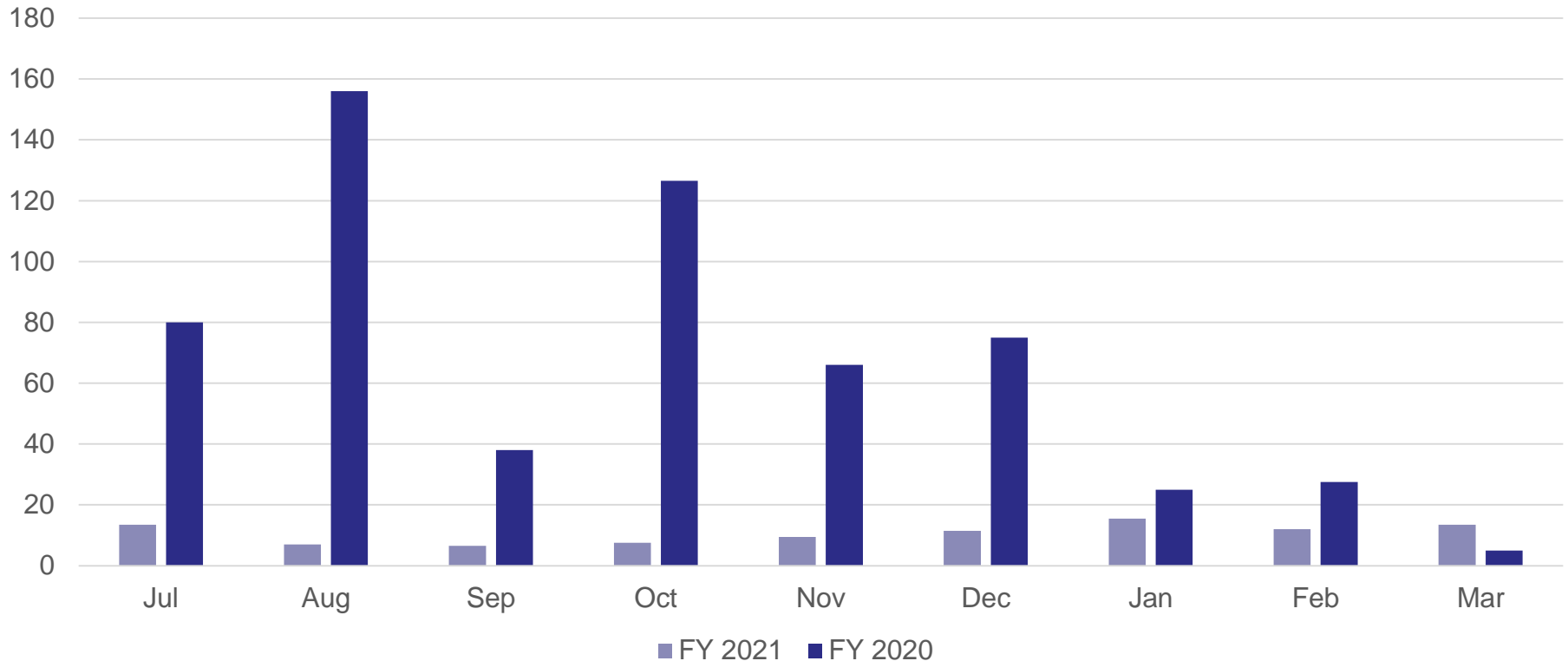
ART Performance Reports

Road Calls FY 2021 – FY 2020



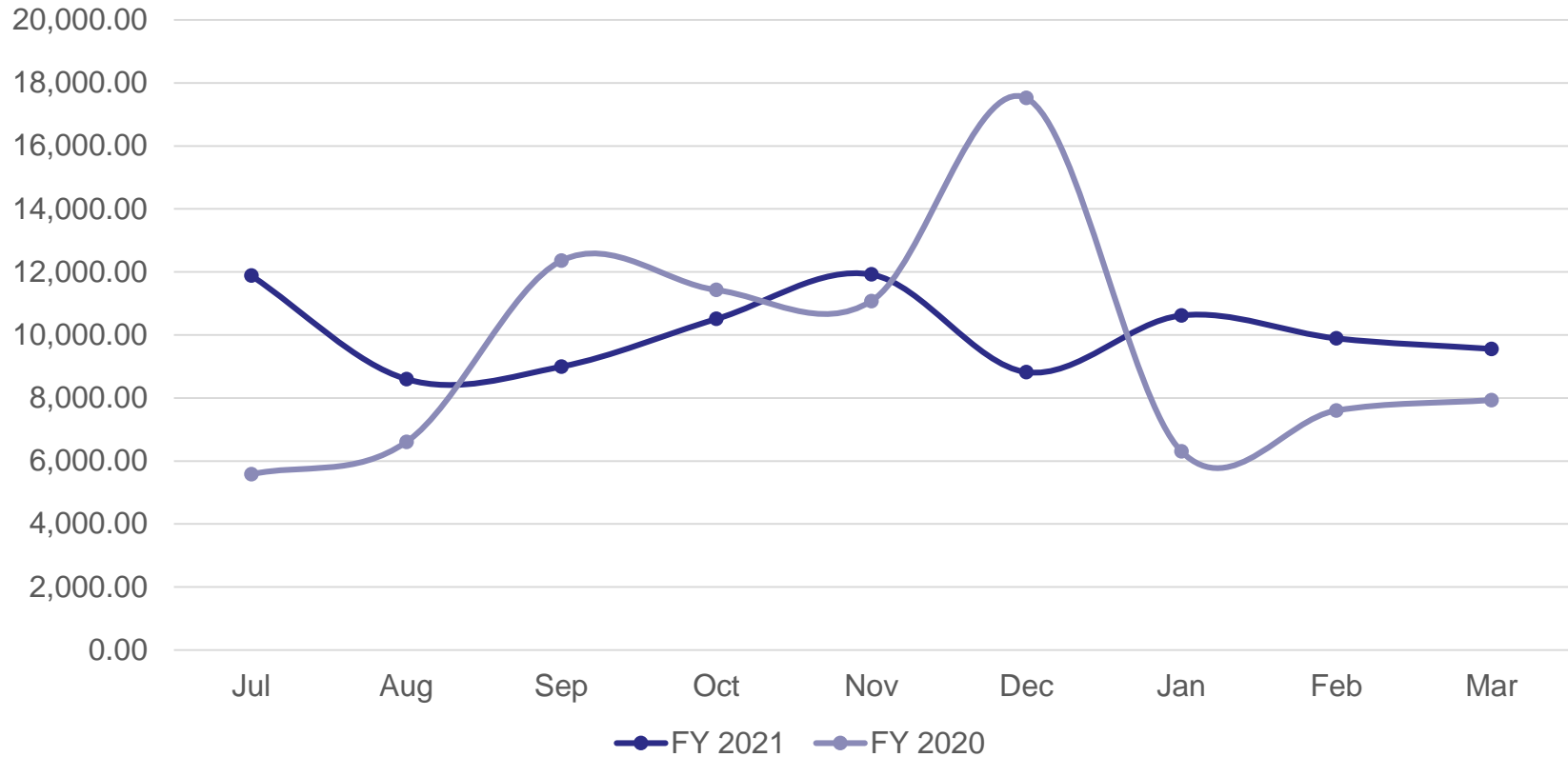
- FY 2021 Miles between Road Calls: 135 (25% decrease from FY 2020 to FY 2021)
- FY 2020 Miles between Road Calls: 181.
- Third Quarter FY 2021 (road calls): 46.

Missed Trips FY 2021 – FY 2020



- FY 2021 Missed Trips: 181 (70% decrease from FY 2021 to FY 2020).
- FY 2020 Missed Trips: 599.
- There are missed trips not represented due to severe winter weather and storms.

Miles between Road Calls FY 2021 – FY 2020



- FY 2021 Miles between Road Calls: 10,088 (5% improvement from FY 2021 to FY 2020)
- FY 2020 Miles between Road Calls: 9,600.

ART Social Media Engagement

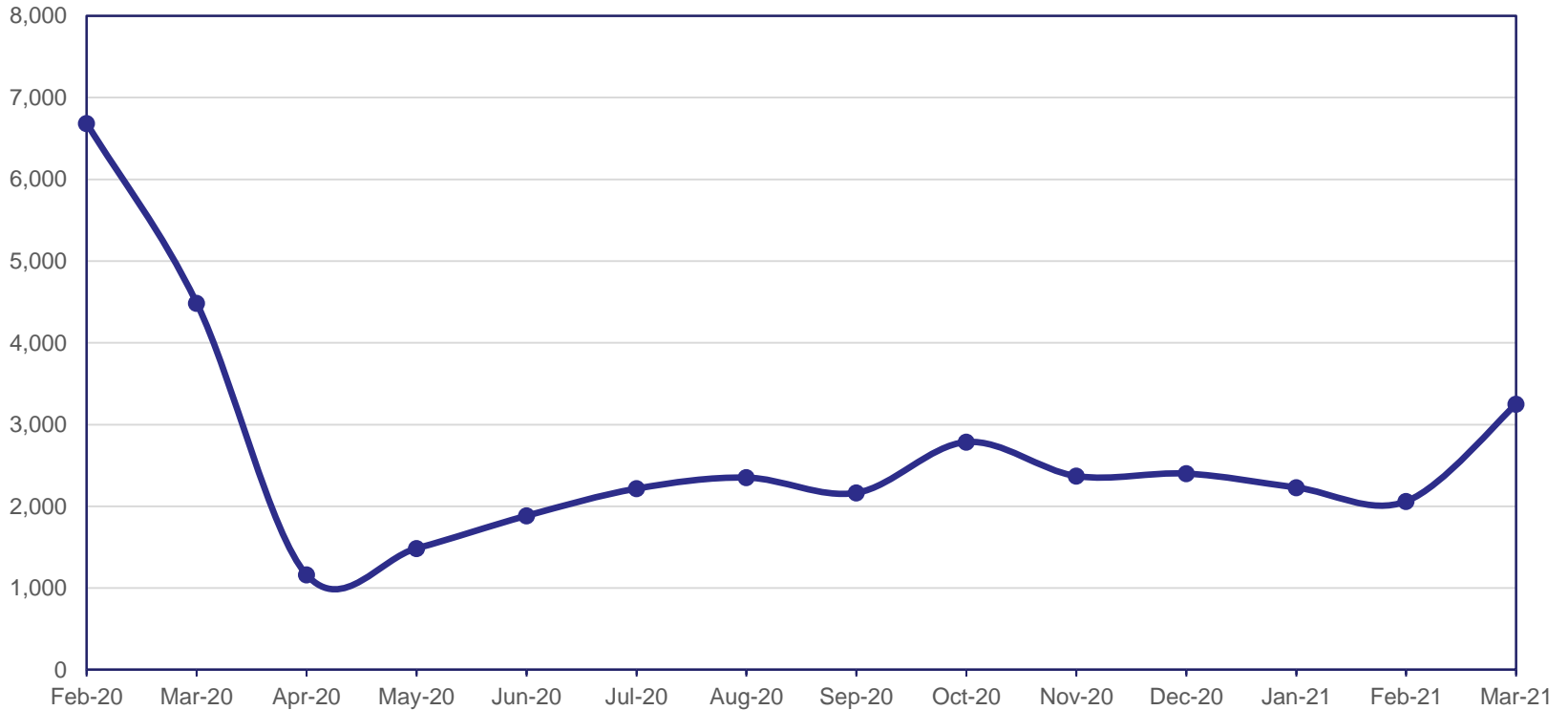
FY21 – Q3: January 1, 2021 - March 31, 2021

	Total Engaged Users	Total Reach	Engagement Rate
Facebook	4,958	45,231	10.96%
Instagram	398	2,551	15.60%
Twitter	2,532	146,600	1.73%
<p>Total Engaged Users: # of people who engaged with posts by commenting, reacting, sharing or clicking on them. Total Reach: The total number of people who had posts come up in their feed.</p>			

STAR Performance Report



STAR Ridership (February - March 2021)



STAR Performance Reports

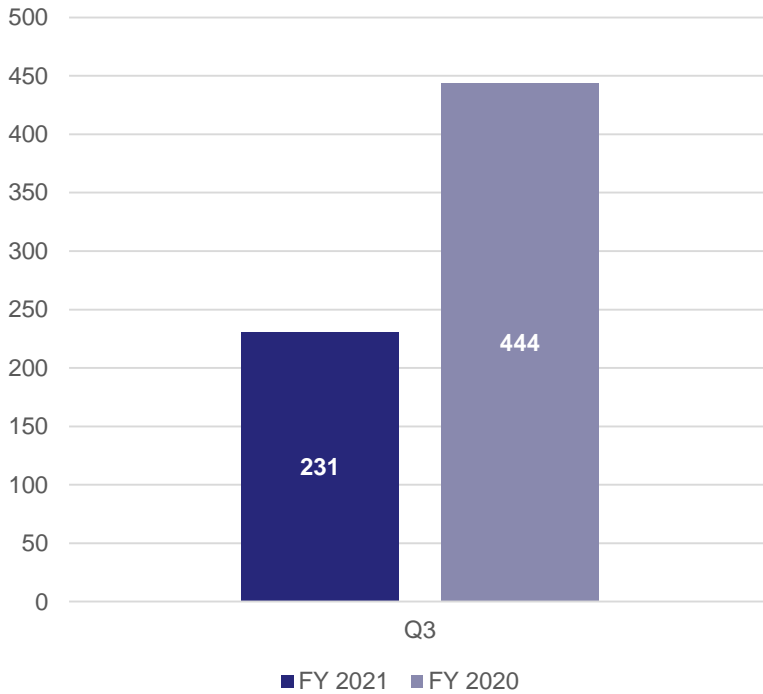
STAR RIDERSHIP

Ridership by Provider	Q3 FY 20	Q3 FY 21	% Change	YTD 2020	YTD 2021	% Change
Diamond	9,478	5,004	-47.2	29,815	13,635	-54.3
Red Top	8,634	2,535	-70.6	30,793	7,825	-74.6
Total Ridership	18,112	7,539	-58.4	60,608	21,460	-64.6

STAR PERFORMANCE STATISTICS

	Q3 2020	Q3 2021	% Change	YTD 2020	YTD 2021	% Change
Revenue Hours Operated	10,364	5,047	-51.3	33,301	14,462	-56.6
Revenue Miles Operated	108,336	44,385	-59.0	345,000	133,821	-61.2
Passengers Per Hour	1.7	1.5	-14.5	1.8	1.5	-17.7
Trips Provided	14,924	6,091	-59.2	49,977	18,054	-63.9
Passengers Per Trip	1.2	1.2	0.0	1.2	1.2	0.0
Customer Complaints per 1K passengers	1.1	2.0	68.2	2.1	1.5	-25.4

STAR No-Show



STAR Total Complaints

