



Worcester Regional Transit Authority

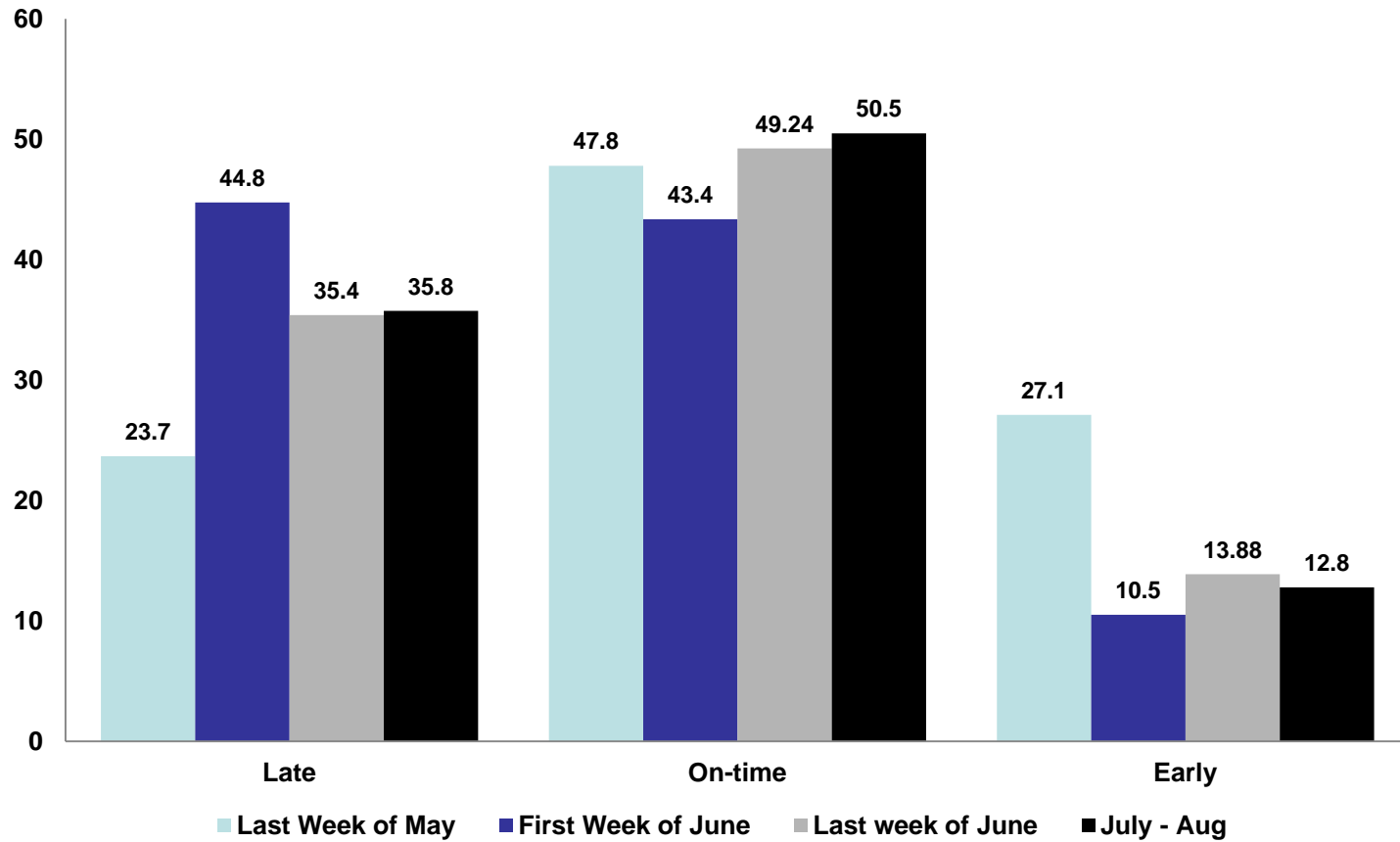
Fixed Route Service August 2013

WRTA Advisory Board
August 15, 2013

therta.com



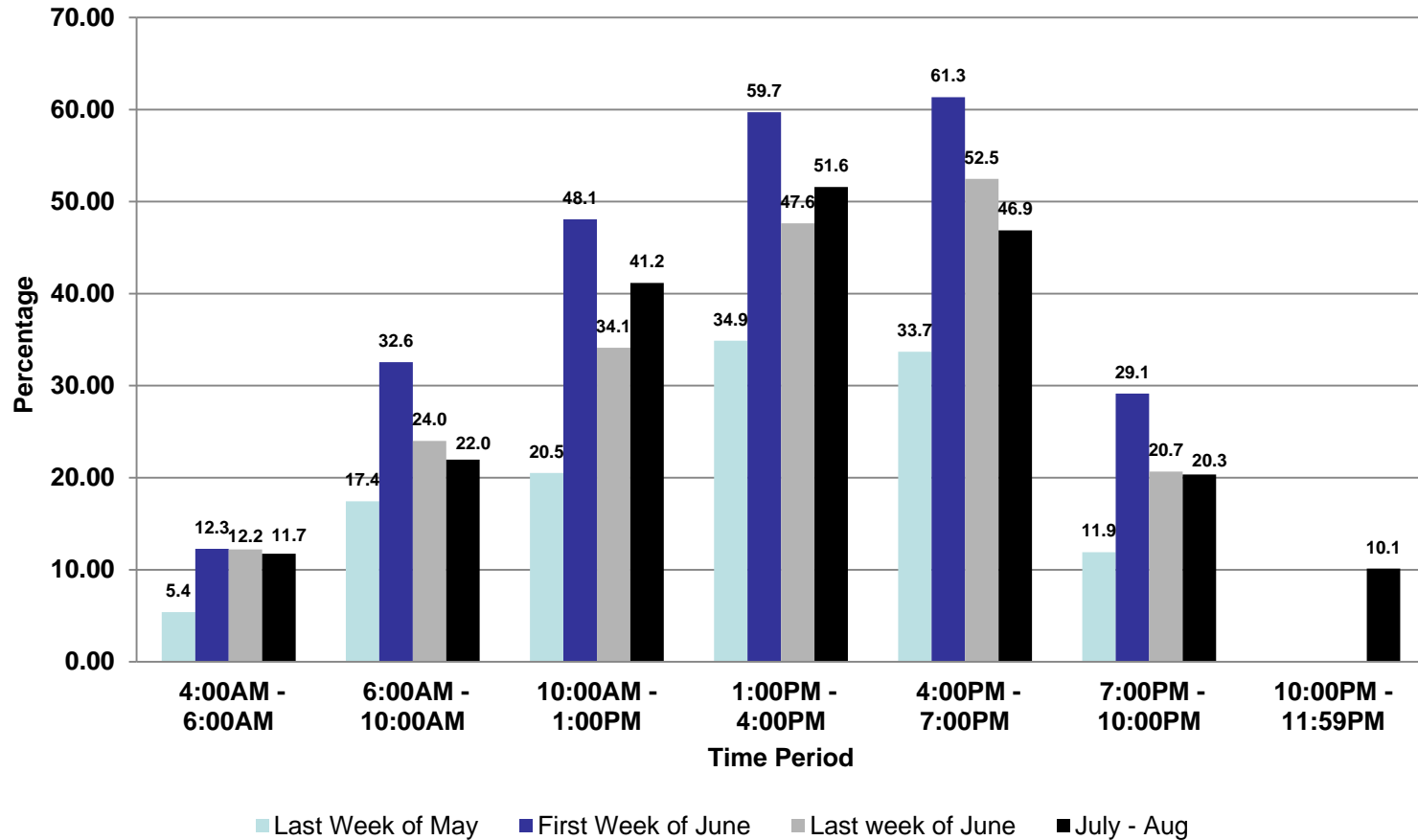
All Routes: On-Time Performance



Data source: Clever Reports;
CR-0015 On Time Performance



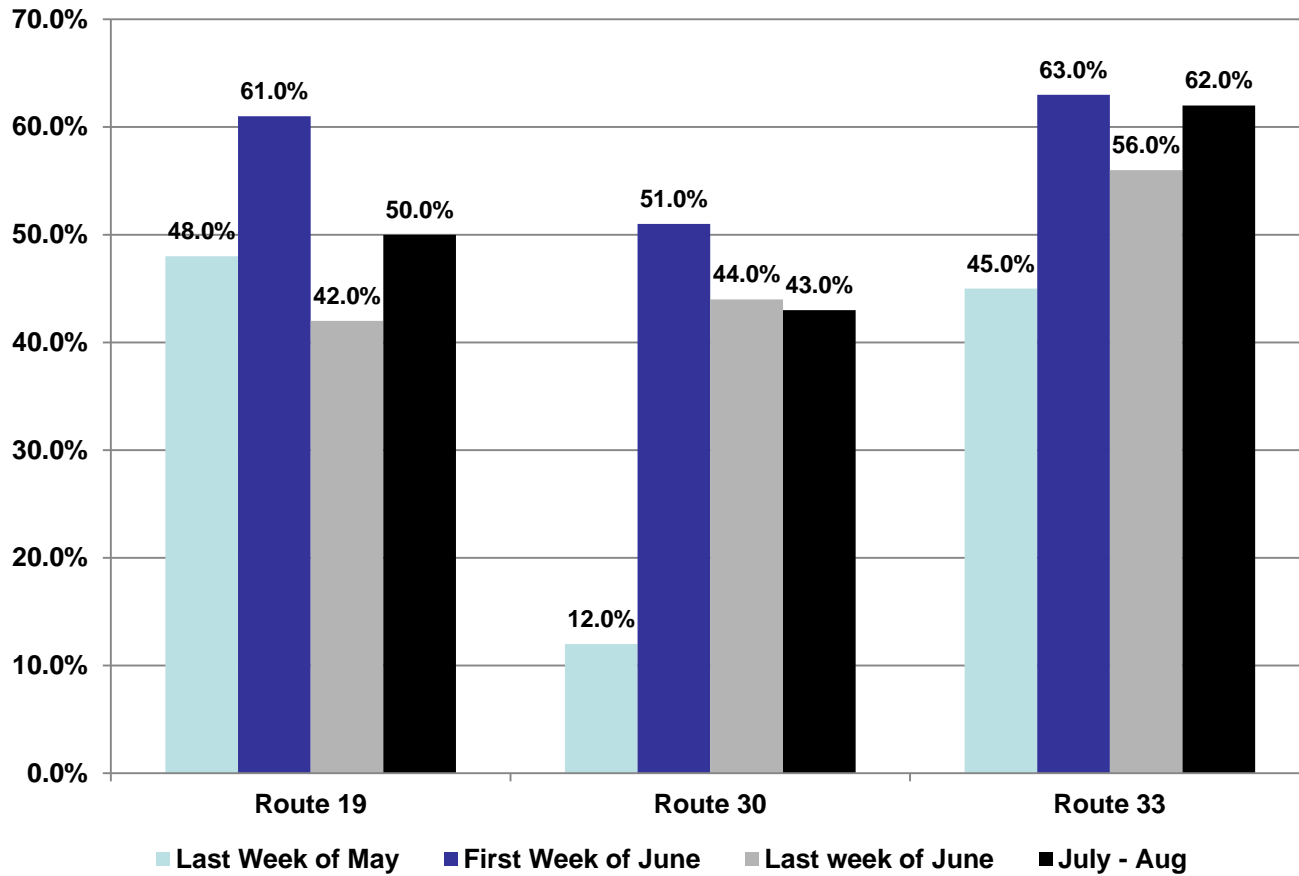
All Routes: Late (%) by Time Period*



*Late = more than 5 mins. late.
 Data source: Clever Reports;
 CR-0015 On Time Performance



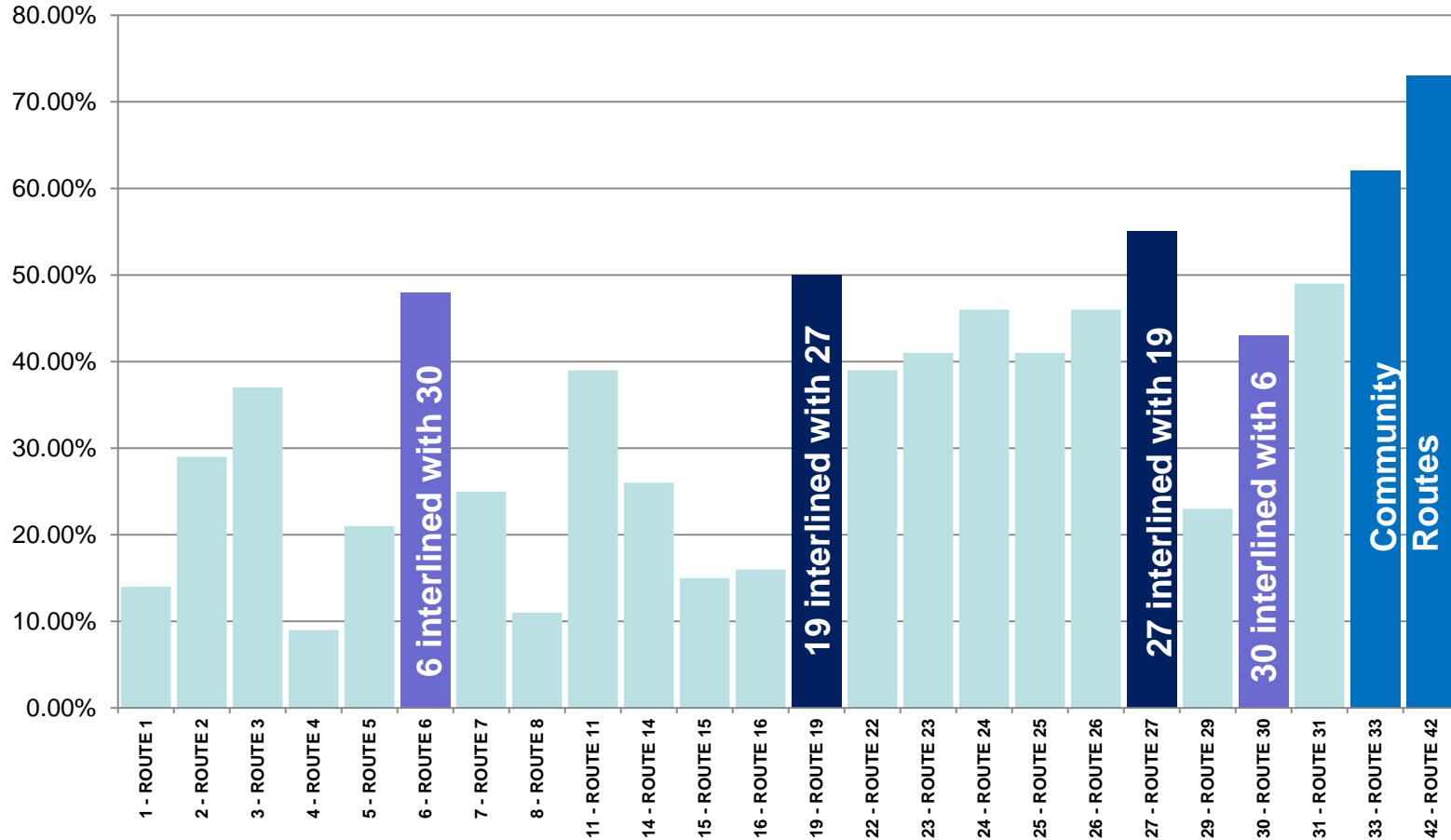
Routes 19, 30 and 33: Late (%)*



*Late = more than 5 mins. late.
Data source: Clever Reports;
CR-0015 On Time Performance



All routes: Late since July 1st (%)*

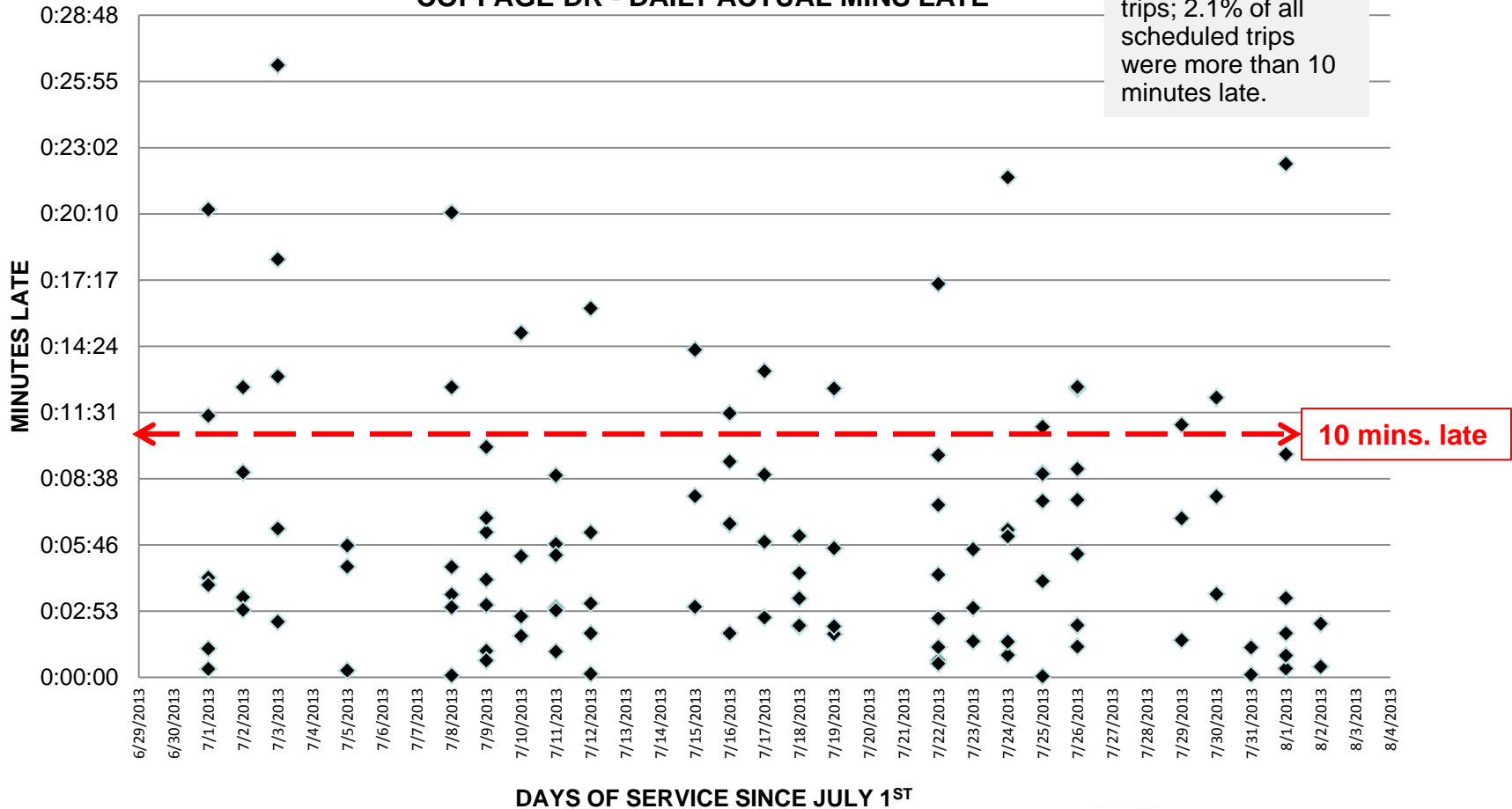


*Late = more than 5 mins. late.
 Data source: Clever Reports;
 CR-0015 On Time Performance



**ROUTE 19 - INBOUND - LATE TRIPS ONLY
COPPAGE DR - DAILY ACTUAL MINS LATE**

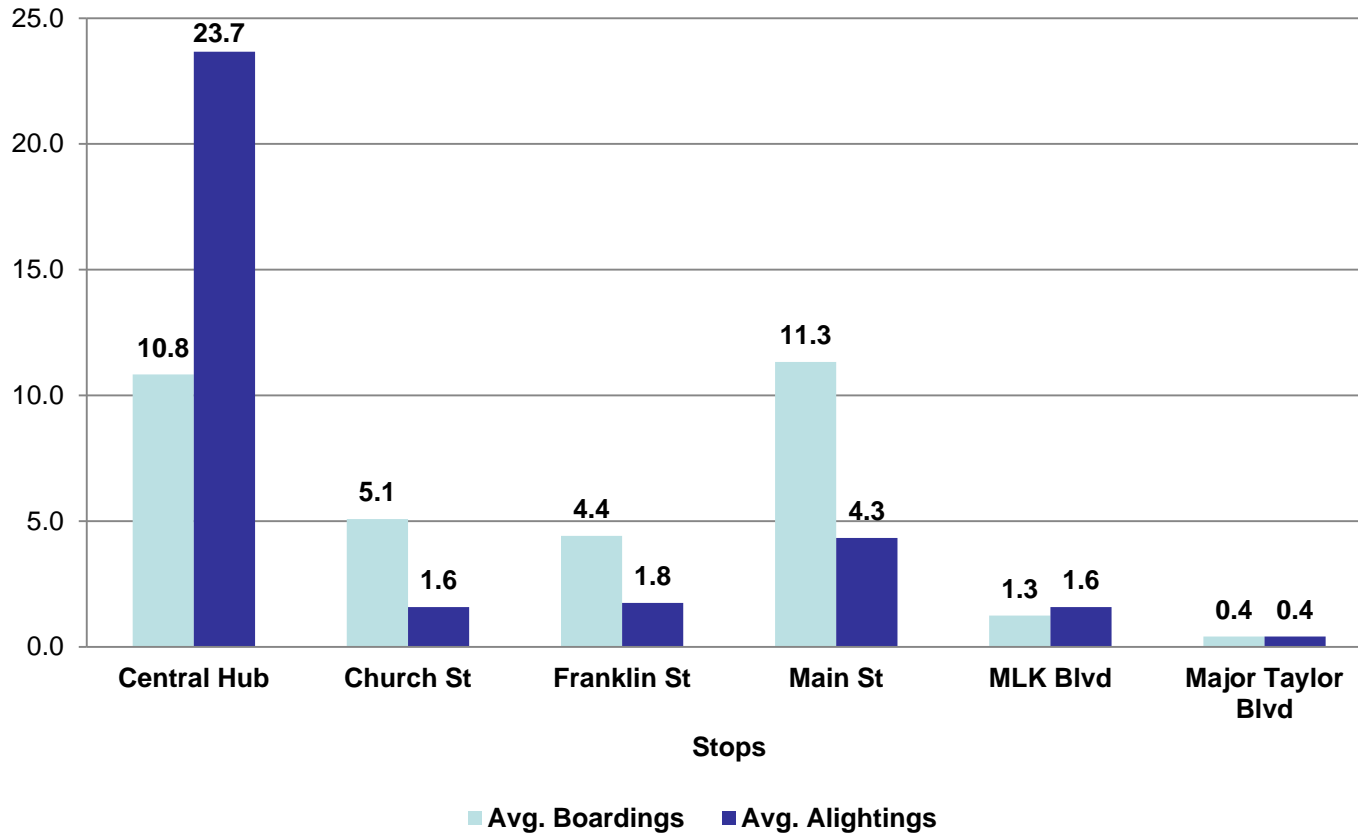
24 days of service,
912 scheduled
trips; 2.1% of all
scheduled trips
were more than 10
minutes late.



*Late = more than 5 mins. late.
Data source: RideCheck Plus;
Ontime Dataview



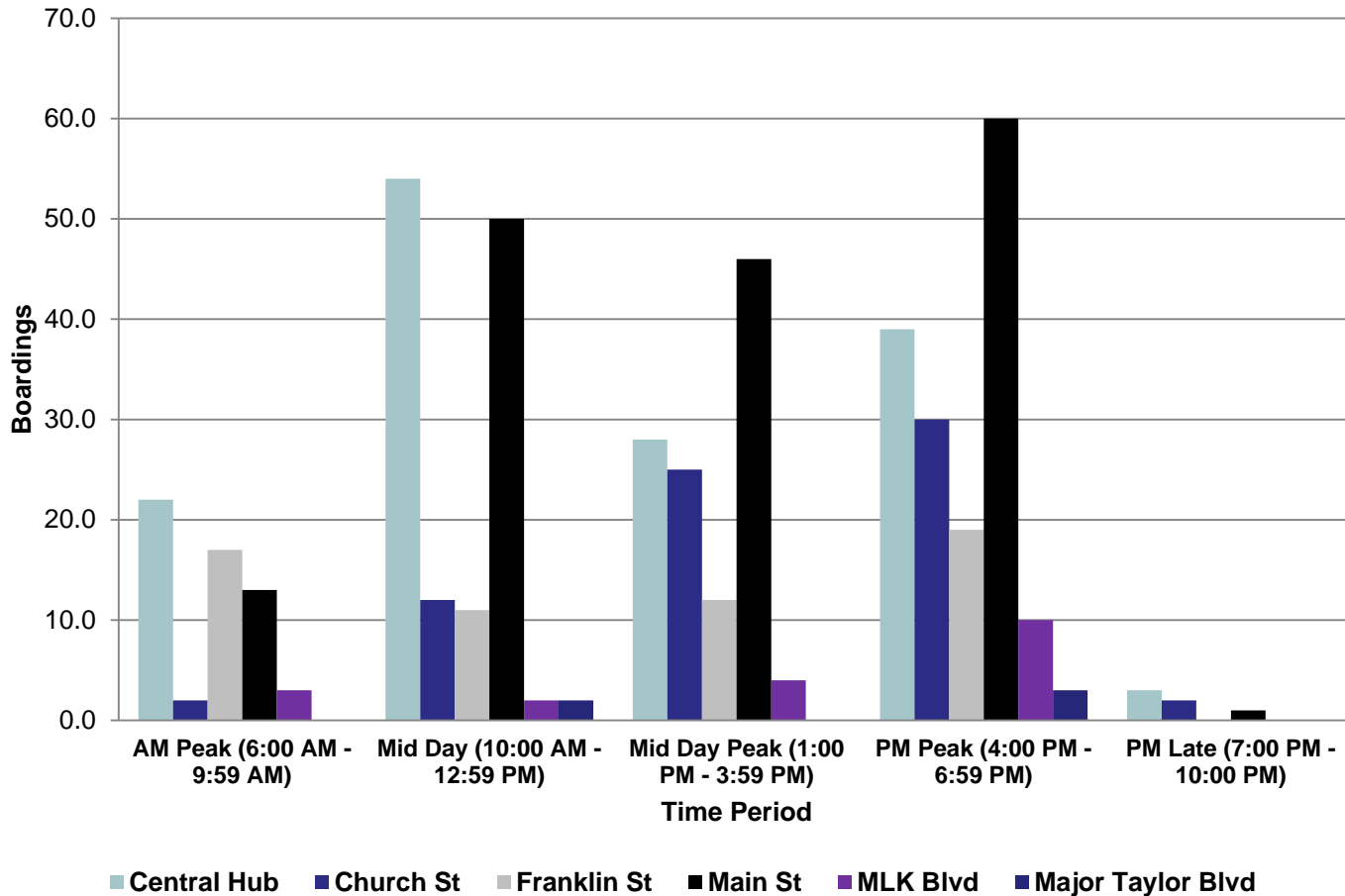
Downtown Hub Loop Average Boardings and Alightings by Stop (7 days of service)



Data source: Driver counts

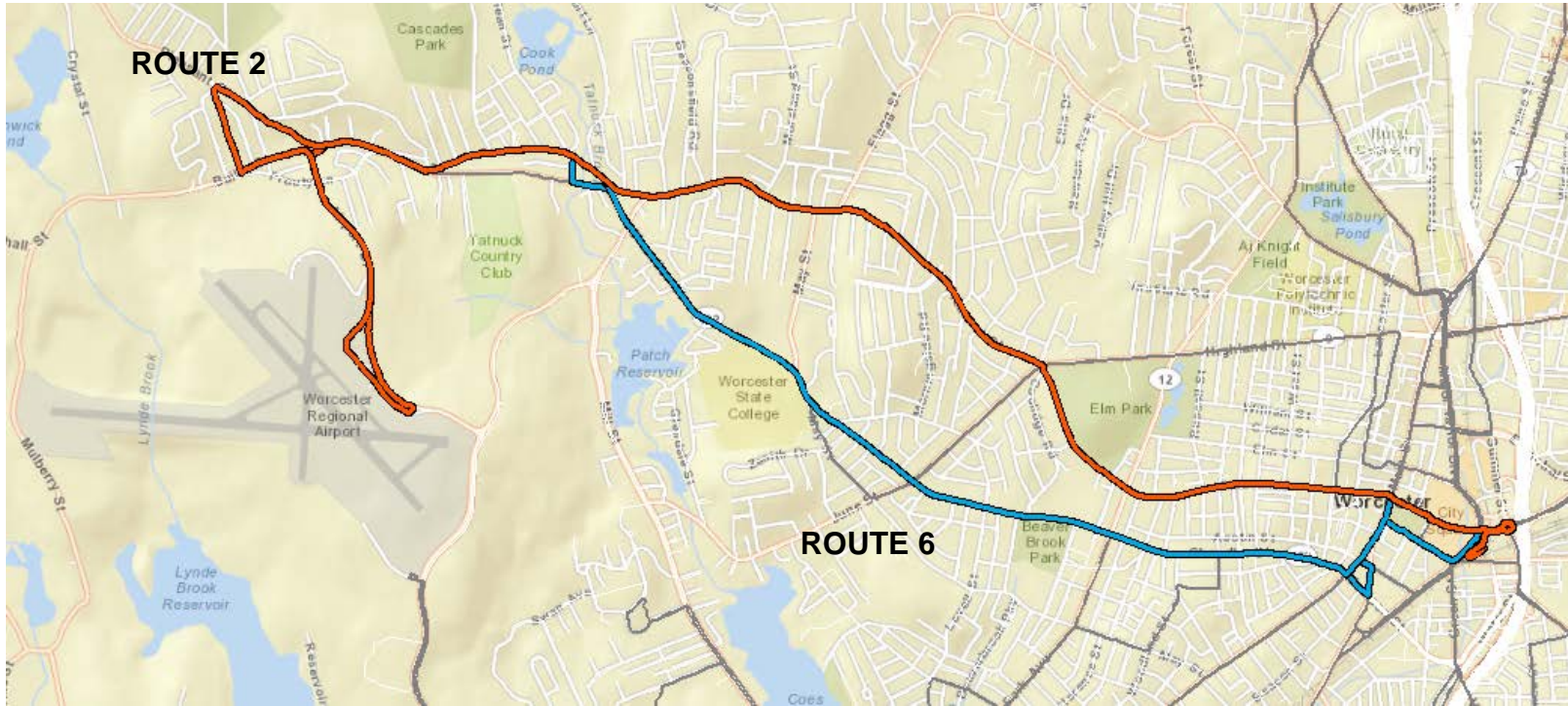


Downtown Hub Loop Boardings by Time Period and Stop
(7 days of service)



Data source: Driver counts



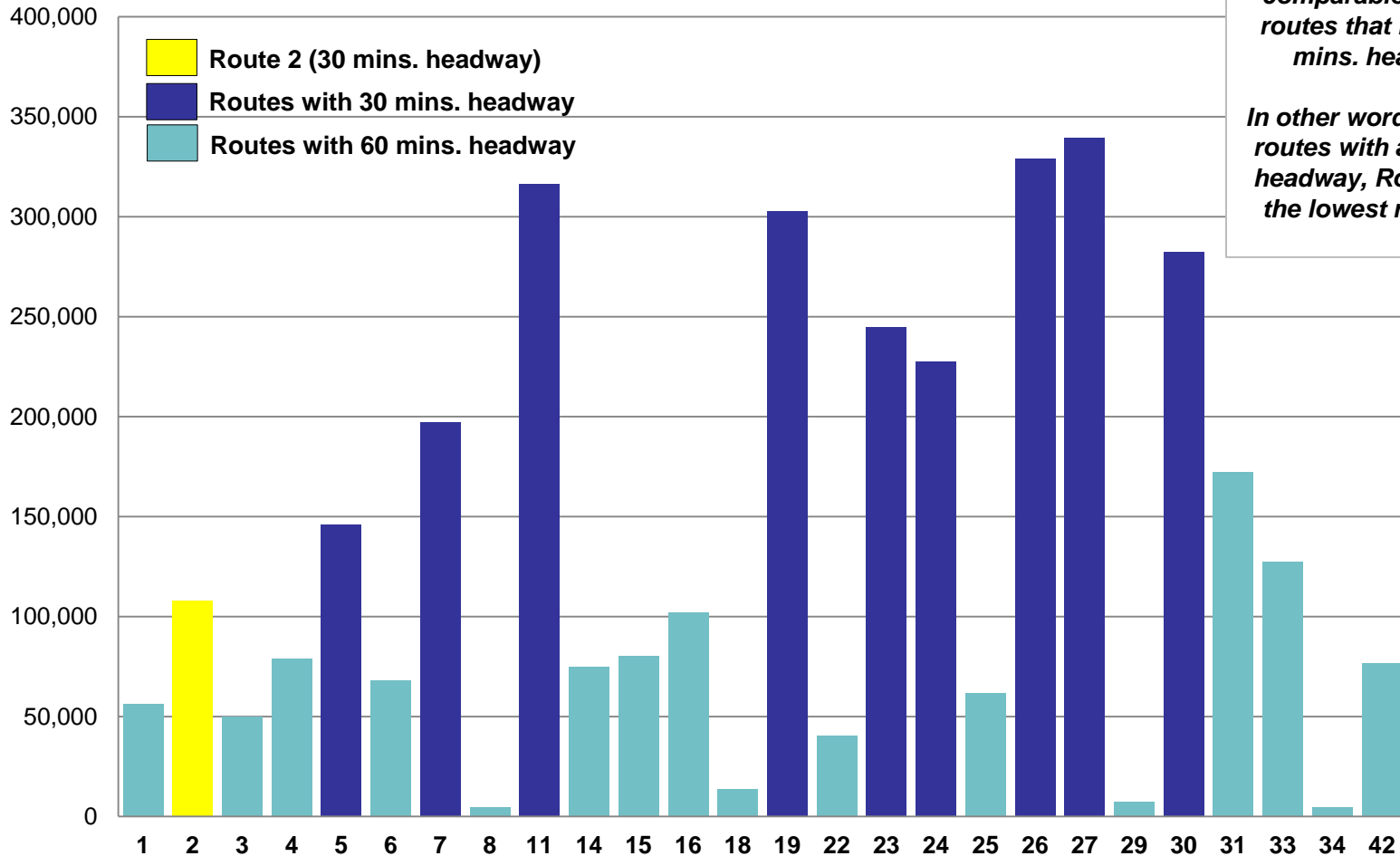


- Route 2 will provide hourly service to Worcester Airport and Sunny Hill Drive 7 days a week.
- Currently, there's no Sunday service and service to these destinations are every two hours.
- Terminating Route 6 at Tatnuck Sq. will help improve its on time performance.

Total Ridership by Route, FY13

Ridership in Route 2 is comparable to those routes that have a 60 mins. headway.

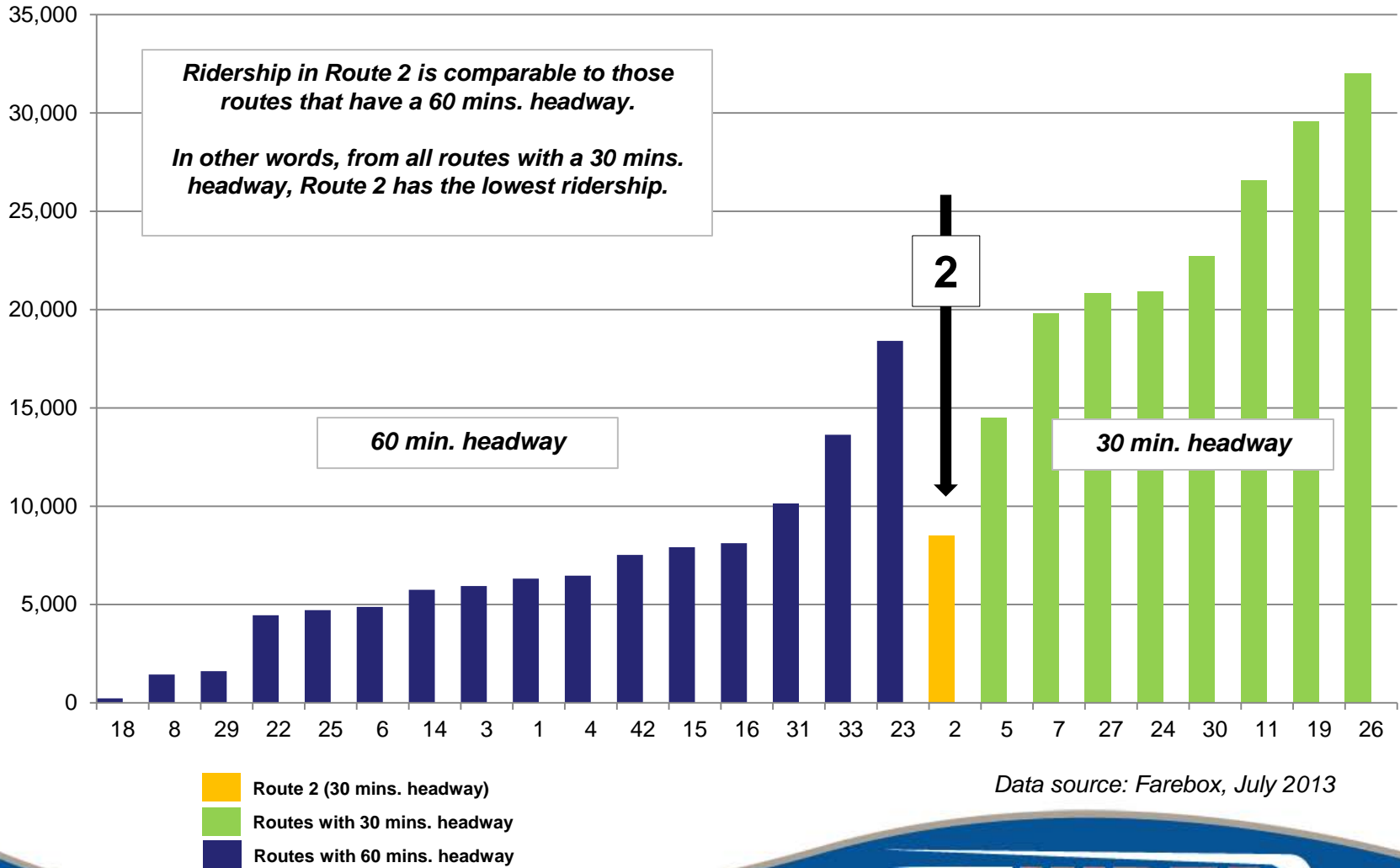
In other words, from all routes with a 30 mins. headway, Route 2 has the lowest ridership.



Data source: RideCheck Plus



Total Ridership by Route, July 2013

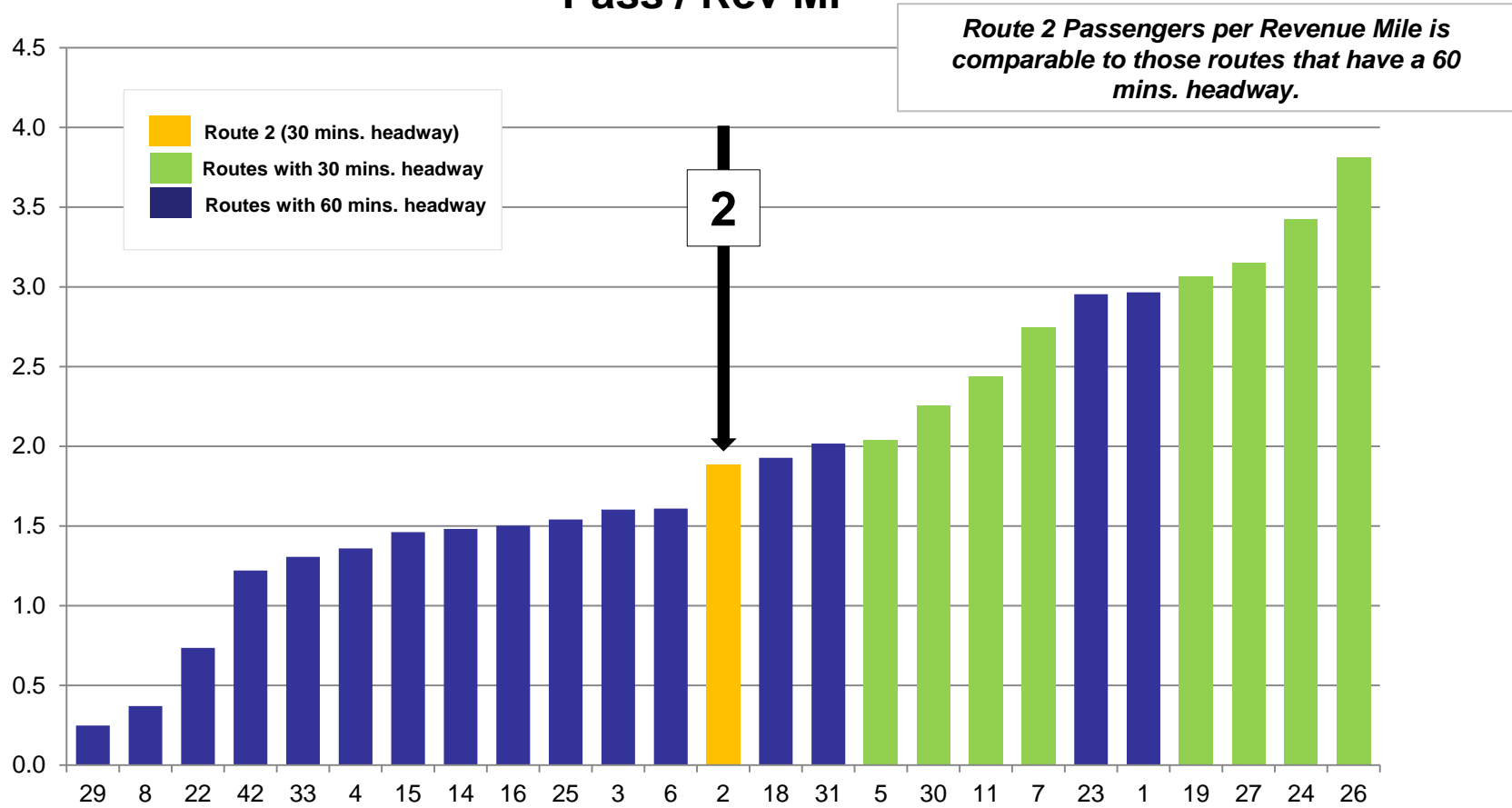


Data source: Farebox, July 2013



Passengers Per Revenue Mile by Route, FY 2013

Pass / Rev Mi



Data source: Monthly Performance Measures



Technology-Related Action Items

Issue	Action Item	Date
<p>Bustracker Web</p>	<p>Active monitoring and auditing on an ongoing basis.</p>	<p>Ongoing – 95% availability (average 0 or 1 failure per day)</p>
<p>Bus-Bay Location System: Human-based Announcements</p>	<p>Interim plan developed with General Manager to use WRTA staff to announce bus arrivals</p>	<p>Resolved</p>
<p>Improving WRTA’s Service, Route, & System Maps</p>	<p>Google Transit, Custom Destination Map, Trip Planner and Circuit Maps are being tested</p>	<p>Resolved – Launched Aug 7, 2013</p>



Technology-Related Action Items

Issue	Action Item	Date
<p>LED Signs aren't displaying as much information as LCD Signs</p>	<p>Change from Route-based scrolling to Time-based scrolling, Change prediction window to balance scrolling and # of future predictions</p>	<p>Resolved in July</p>
<p>Arrival Announcement System</p>	<p>Bus arrival announcements will be automatically initiated to locate bus and provide text and audio announcements for the Bay it is departing from</p>	<p>September 2013</p>
<p>Improvements for Vision and Hearing Impaired</p>	<p>Worked closely with Mass Commission for the Blind during design phase. Human-based announcements are being made under canopy by WRTA staff. Staff is also available to help disabled patrons during regular hours</p>	<p>Resolved – follow-up meeting w/ MA Commission of Blind in Aug</p>

Electric Bus Updates





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