



2022 Service Management Plan

Presentation to

RTA Board of Trustees

Operational Planning & Infrastructure Committee

November 16, 2021



Overview

- The 2022 Service Management Plan (SMP) is aligned with the recommended 2022 budget
- Per Board policy, the SMP reports current bus route performance and outlines plans for the coming year
- COVID-19 pandemic continues to affect ridership
- Much too soon to assess the success of NEXT GEN

Service Plans for 2022

- New weekday daytime route (#35) starts Dec. 13, 2021
 - Re-establishes direct link between Windermere hub and MetroHealth Hospital at Severance Town Center,
 - Provides service adjacent to McGregor Home
 - Re-activates stops on E. 123, Arlington, E. 125
- Continue monitoring NEXT GEN service

Routine Changes: Now Through Dec. 2022

- Respond to road and bridge construction projects
- Adjustments for major downtown building construction
 - Examples: 55 Public Square, Sherwin-Williams HQ
- Provide temporary service for rail construction projects and major special events
- Bus stop safety adjustments and informational signs
- Improvements to transit waiting environments on priority corridors
- Continue to focus on service reliability

2021 Bus Route Performance Summary

- Service Management Plan details 40 routes
- 10 perform in lowest quartile of their route category
- Ridership and productivity still low due to COVID-19
- All routes will be monitored for productivity in the post-redesign, post-COVID environment

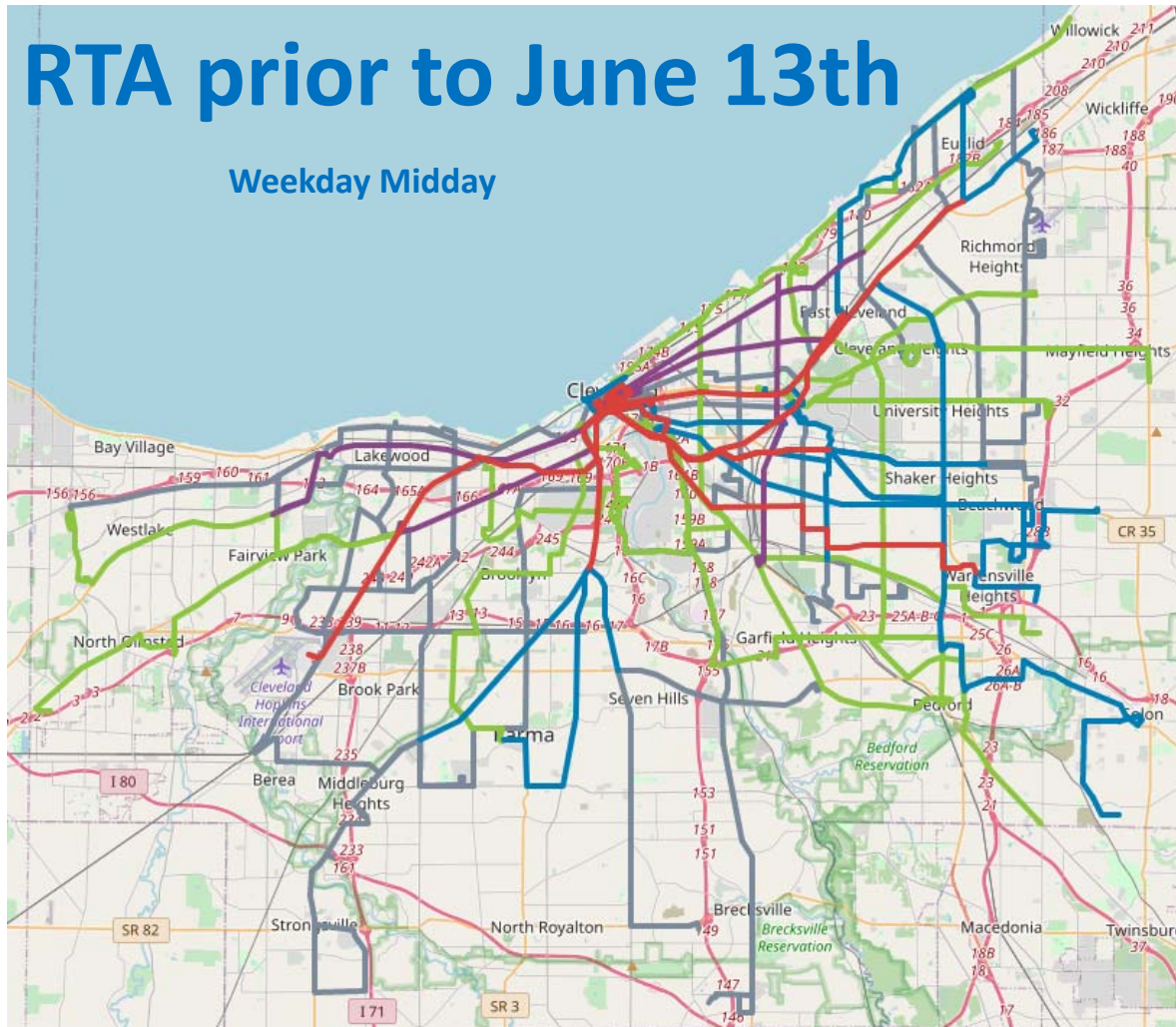
Preliminary Indicators of NEXT GEN Success

Routes performing well in their peer group

- #10 – improved frequency and reach
- #22 – improved frequency and reach
- #31 – improved job access to/from Windermere hub

RTA prior to June 13th

Weekday Middy

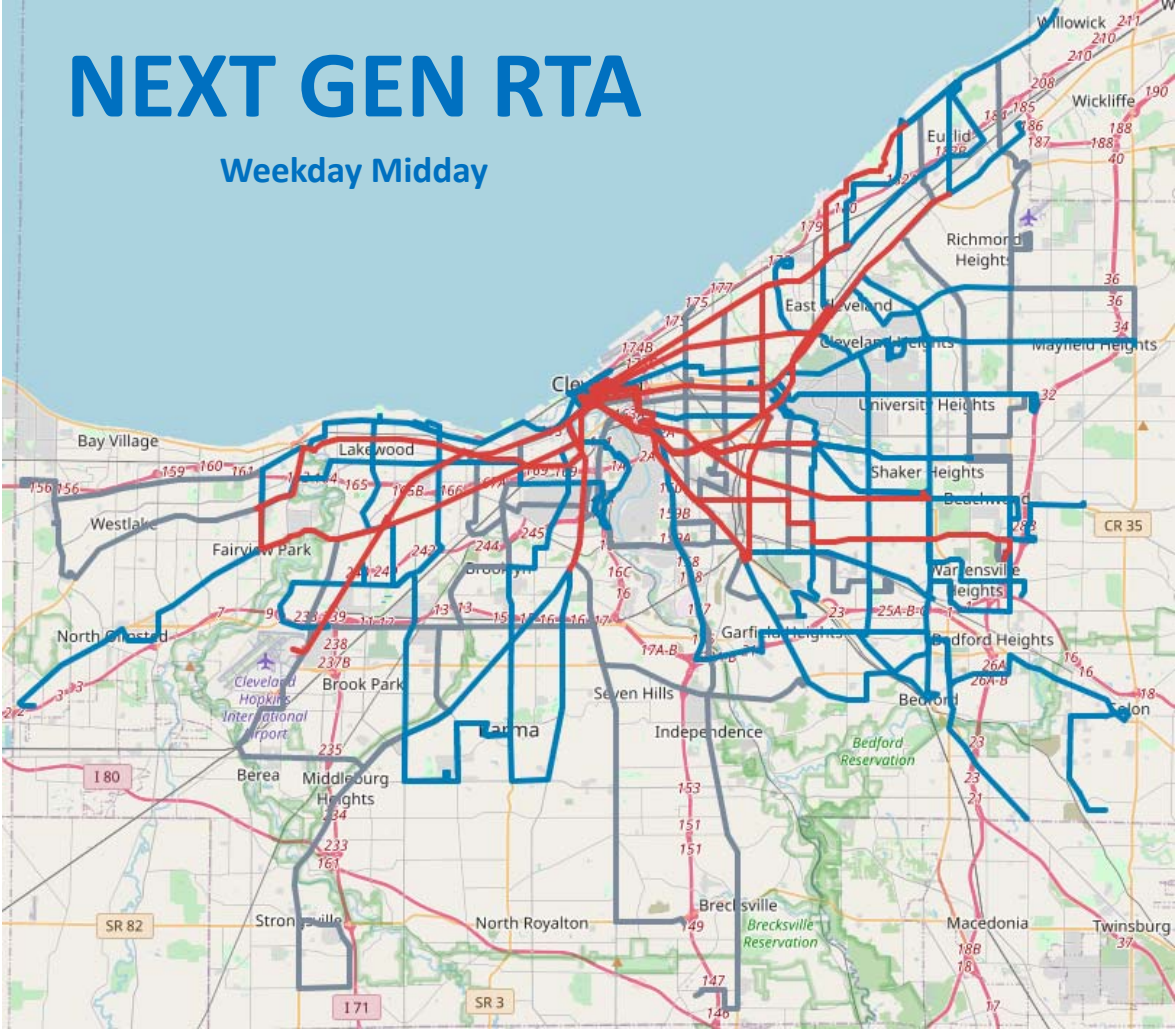


Frequency Legend	
	15 min or better
	20 min
	30 min
	40 - 45 min
	60 min



NEXT GEN RTA

Weekday Middy



Frequency Legend

- 🕒 15 min or better
- 🕒 20 min
- 🕒 30 min
- 🕒 40 - 45 min
- 🕒 60 min



Example of NEXT GEN Success

- Hough neighborhood resident lives at E. 55 & Lexington
- Sunday 9 a.m. shift start at Hillcrest Hospital or Walmart
- To avoid being late for work, what time does she need to leave home?
 - Before NEXT GEN: Leave home at 6:45 am
 - Post NEXT GEN: Leave home at 7:25 am
- How did NEXT GEN save her 40 minutes?
 - Merged routes to eliminate need to transfer
 - Improved frequency near home and near work

Questions?

