Service Evaluation Process



Quantitative Data

- Total Vehicle Miles
- Total Vehicle Hours
- Ridership
- Productivity Measures in Terms of
 - Passengers per Mile
 - Passengers per Hour
 - Passengers per Vehicle

Qualitative Data

- Field Observations
- Bus Operator Interviews
- Street Supervisor Interviews

- Rider and Stakeholder Input



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- Customer Relations Officers Interviews — Citizens Advisory Committees Input



Idea: Changing Level of Service



Increase Frequency/Hours of Service

There are routes that dictate an increase in frequency, often due to overcrowding. Increasing the amount of service offered either by adding hours earlier in the morning or later in the evening or increasing the frequency of the bus will help alleviate overcrowding and provide a better quality service.

Decrease Frequency/Hours of Service

For routes that have low productivity, one of the first options is to decrease their level of service, either by reducing frequency or providing fewer hours of service each day.



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Idea: New Connections

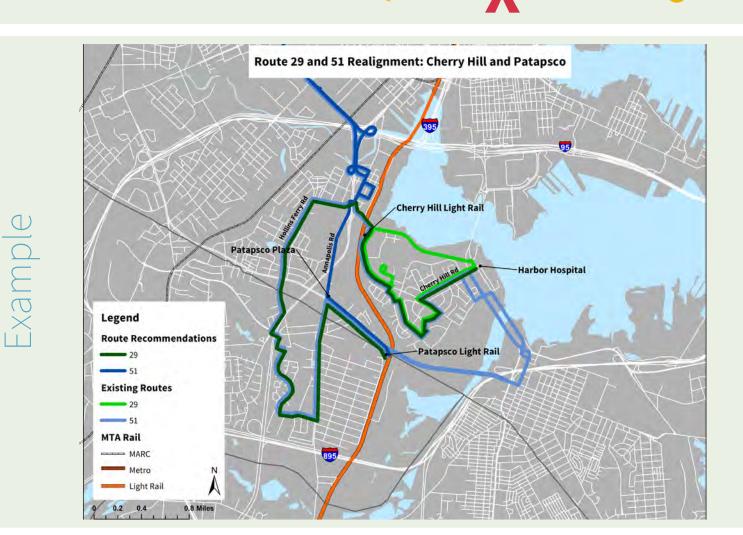
Route and Segment Realignment

A route may be more efficient, attract greater ridership and/or provide better transfer connections if it were to operate on a different alignment.

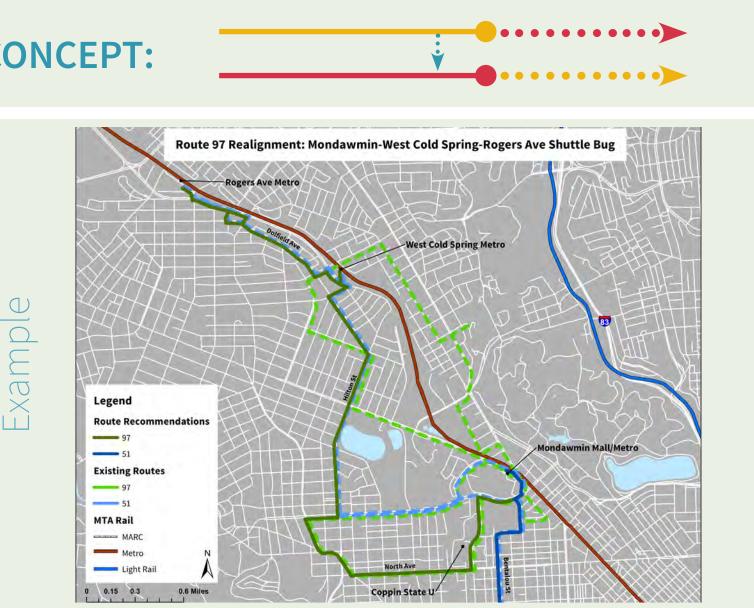
Segment Transfer

Service can become more efficient if a portion of one route were to be transferred or added to the alignment of another route.

CONCEPT:



CONCEPT:



Question: Are there segments of an existing route you believe would make more sense transferred to another route?

Question: What routes do you think need to be realigned?



Idea: Combining or Splitting Routes

Route 7/53 Combination: Old Court Metro to Canton



Route Combination

CONCEPT:

Example

Legend **Route Recor**

7/53 **Existing Route**

MTA Rai

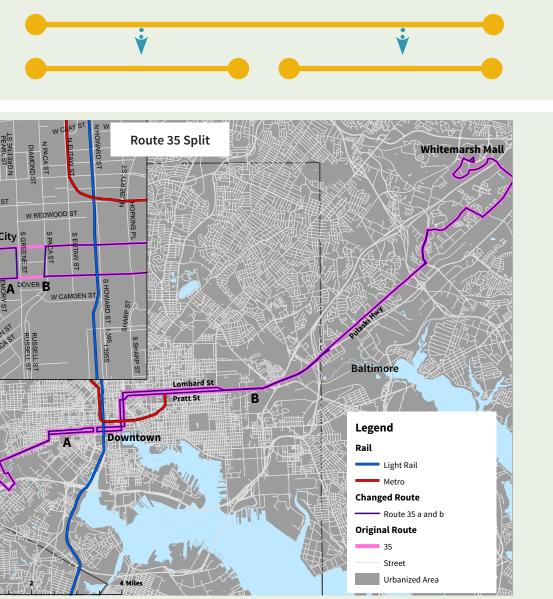
Combining two routes together based on the best elements of each route can improve productivity and efficiency.

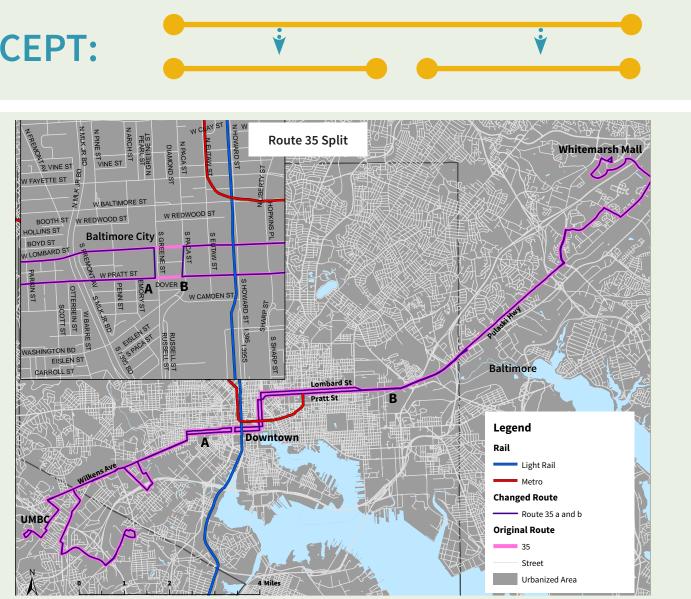
Route Split

bottlenecks.

CONCEPT:

Example





Question: Are there two routes you believe should be combined?



Splitting a route's trip distance in half can help improve the route's performance, especially in areas with major

Question: Is there a route you believe should be split in half?

Idea: New Markets

Route Expansion

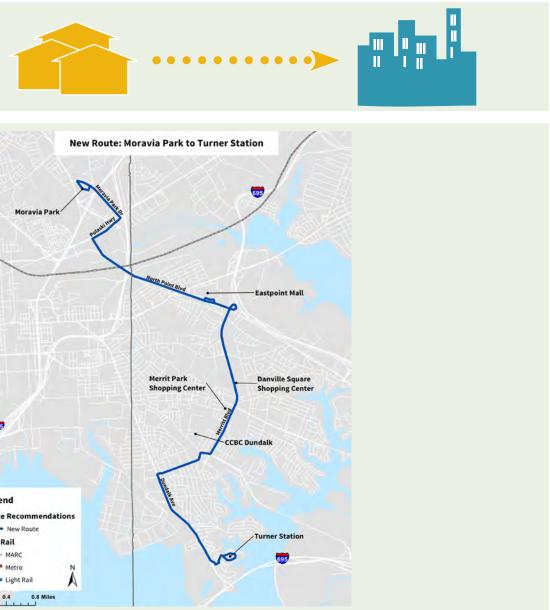
CONCEPT:

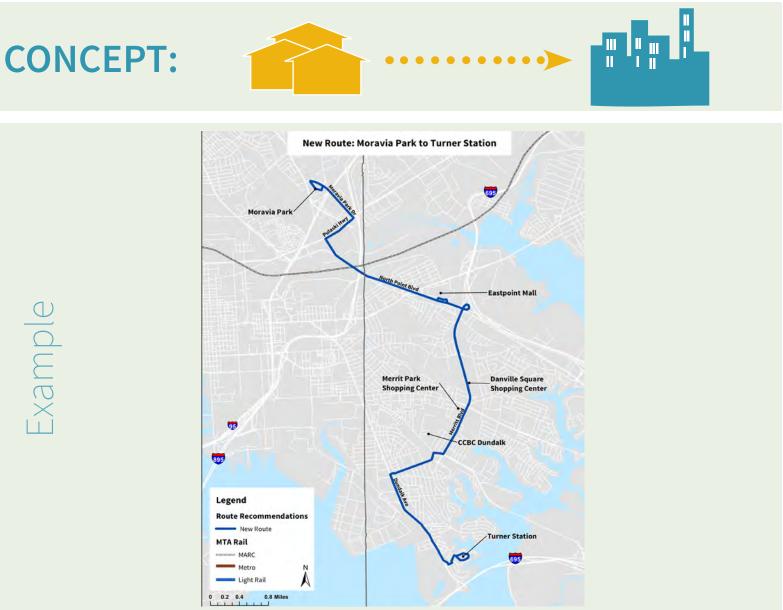
A route's alignment can be lengthened in order to offer service to a new or developing market or serve an area unserved by transit.

New Routes

new transit corridors or markets.

Towson **Route 11: Extension to Broening Highway** Example Legend **Route Recommendatio** 11 Extensio **Existing Routes** MTA Rai 0.15 0.3 0.6 Mile





Question: Are there any areas or places you believe a route should be extended to serve?

Question: Are there any areas or places you believe a new route should be created to serve?

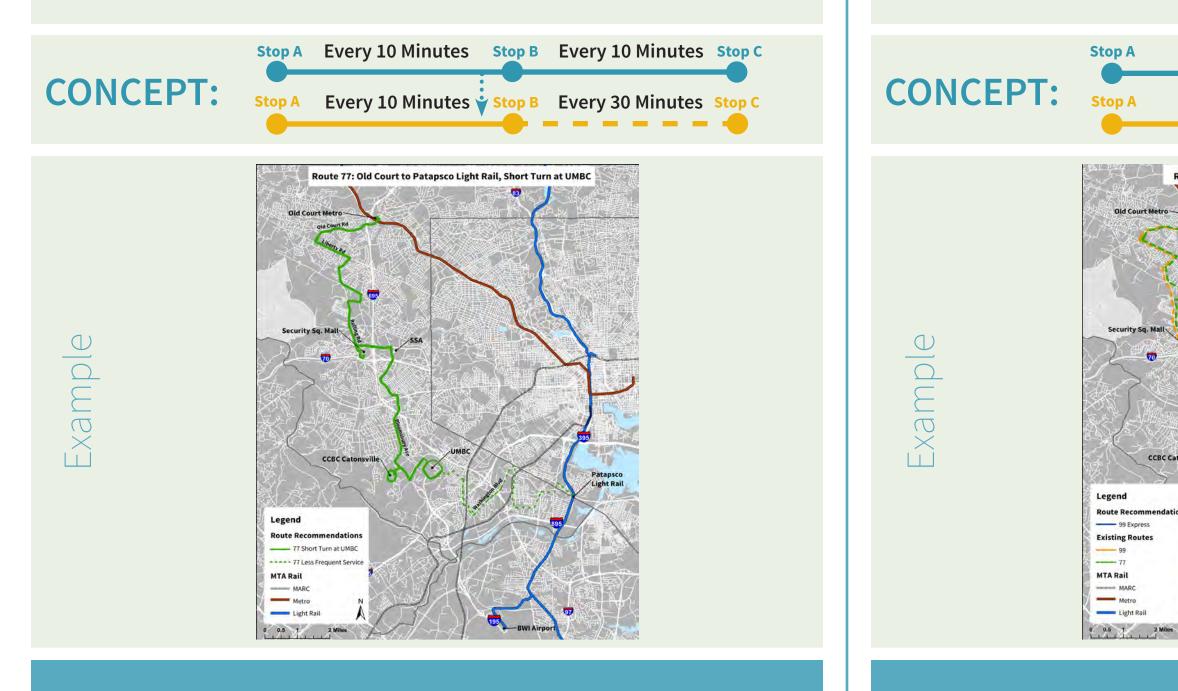


A new route can be developed to meet the needs of

Idea: New Alignments

Short Turns

A short turn allows a transit system to focus a higher frequency of service along a more heavily used segment of a route while still serving other portions of the route.



Question: Do you know of any area where a route could be served by a short turn?

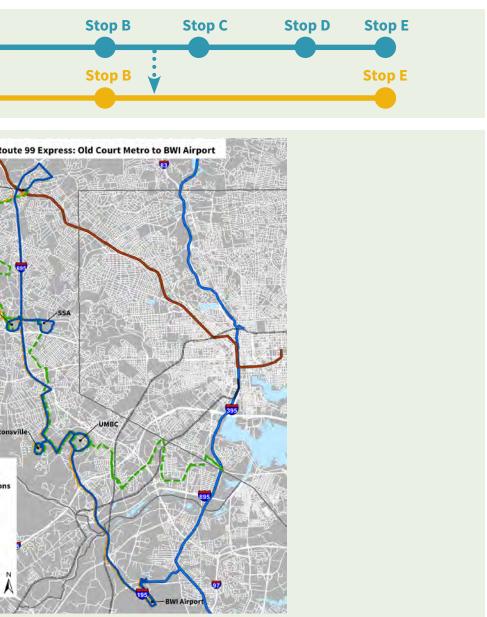
Question: Are there any service types or routes that should be altered to meet the demands of their riders?



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Service Type Revisions

Modifying a route into a different type of service, such as turning a local route into an express route (or adding express trips), can make it better serve passengers.

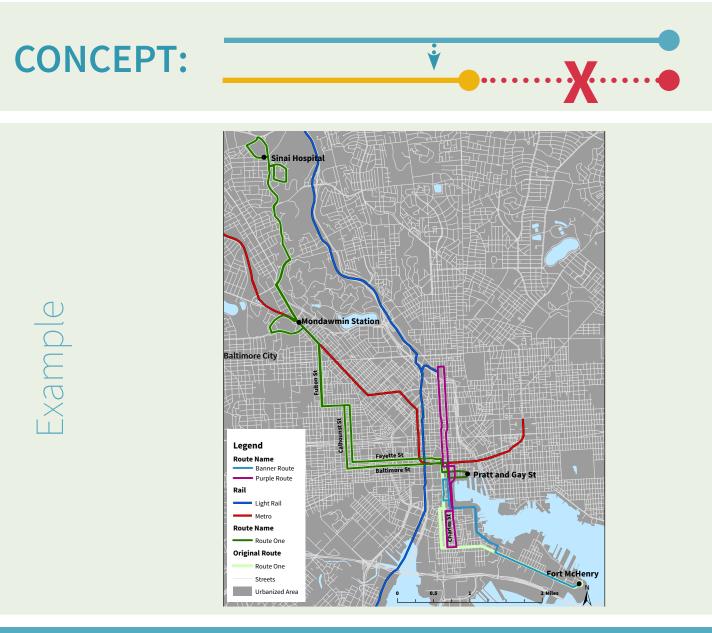


Idea: Service Removal and Other Ideas



Segment Removal

Some route segments are duplicative of other services and/or hinder the performance of the rest of the route. Eliminating a segment of a route could increase frequency along the high performance segment of the route.



Question: Are there any route segments you think should be eliminated?

Route Removal

Some routes do not meet productivity goals and do not provide unique service that is not covered by other routes.

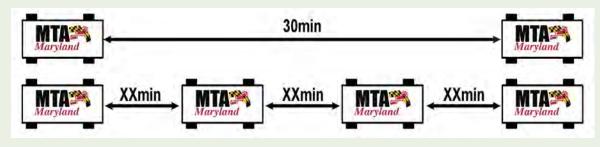
CONCEPT:

Downtown Transit Center or Several Mini Transfer Hubs

- Create a central transit center for easy transfer movements among many routes, or
- Create mini transfer hubs at several easily accessible locations to provide transfer options prior to entering the Downtown area

Frequent Bus Corridors

- Several bus routes would operate along the corridor





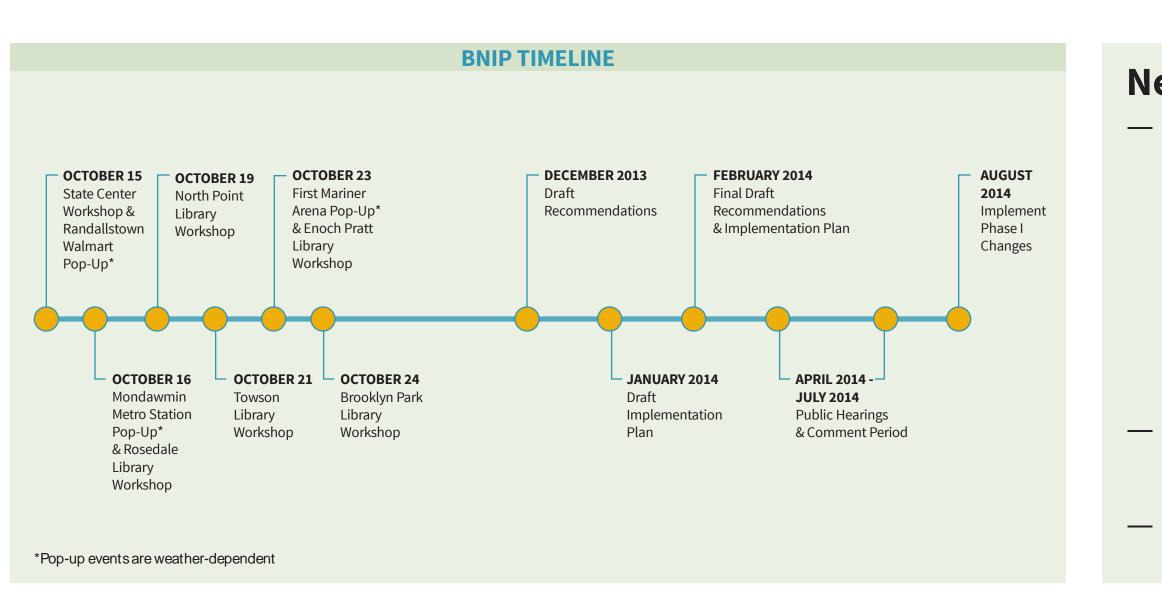
Question: Are there any routes you think should be eliminated?

lini Transfer Hul

- Heavily utilized transit corridors with proposed transit improvements Buses come every XX minutes (timing to be determined)

BNIP Timeline and Next Steps







Next Steps

- Compile Comments all input received by November 30, 2013
 - will be considered:
 - Public workshops
 - Pop-up events
 - MindMixer
 - Phone, mail, email comments
- Develop draft service recommendations
- Develop implementation plan

