



Summary of Third Quarter Operations

Fiscal Year 2016

April 28, 2016

Charlottesville Area Transit
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Introduction----- 1

Explanation of Route Hierarchy----- 1

Ridership Summary----- 2

Ridership Charts----- 4

JAUNT Operations----- 5

Future Projects----- 7



Introduction:

The following is a summary of third quarter FY 2016 ridership, project progress, and future planned projects for Charlottesville Area Transit (CAT). The ridership data is compiled using data from the CAT automatic fare collection (AFC) system for January, February, and March 2016.

Organization of this Report:

This report is organized by the service hierarchy developed in the 2012-13 Transit Study, these are:

- **Local Routes** are those routes operating in the densely developed areas of the City and County where demand for service is relatively strong even though high frequency service is not supported. These routes provide service to Charlottesville and Albemarle County's neighborhoods, some commercial areas, and other destinations. These routes make up most of the CAT system.
- **Key Routes** are those routes that form the high frequency backbone of the CAT system. These routes operate primarily along primary arterial roads and offer simple, straight, direct service to major destinations in the City and County.
- **Lifeline Routes** operate in limited areas where there are high proportions of elderly, low income, or autoless households. These routes are maintained to provide a limited amount of service to meet critical needs.

Ridership information is detailed under this hierarchy as well as summarized by total system ridership for each month of the third quarter FY 2016 (January through March), the third quarter FY 2016, and year-to-date through the third quarter of FY 2016. Ridership for the University of Virginia and County funded routes – the County funded routes are Routes 1, 3, 5, 10 and 11 – is also summarized for each period. Ridership data is obtained from the AFC system on board each CAT bus and Trolley.

Explanation of Route Hierarchy:

The following is an explanation of the areas served by the routes and the local funding stream for each route category.

Local Routes:

- **Route 1:** Route 1 serves Woolen Mills, Riverside, and portions of Belmont and Piedmont Virginia Community College.
Funding: Route 1 funding is 50% City and 50% County
- **Route 3:** Route 3 serves Belmont, Ridge Street, and Southwood.
Funding: Route 3 funding is 50% City and 50% County
- **Route 4:** Route 4 serves Fry's Spring, Fifeville, Jefferson Park Avenue, UVA Medical Center, and Willoughby Square Shopping Center.
Funding: Route 4 is 100% City funded.
- **Route 5:** Route 5 serves the commercial and residential areas west of US Route 29 North. This includes Barracks Road, Georgetown Road, portions of Hydraulic Road, Commonwealth Drive,

Stonefield Commons, Rio Hill, Albemarle Square, Berkmar Drive, and Walmart and Sam's Club on Hilton Heights Road.

Funding: Route 5 is 100% County funded.

- **Route 6:** Route 6 serves Downtown, Crescent halls, 1st Street, Elliott Street, Ridge Street, Brookwood, Willoughby Square shopping center, Bailey Road, Orangedale, Prospect Avenue, and UVA Medical Center. **Funding:** Route 6 is 100% City funded.
- **Route 8:** Route 8 serves Preston Avenue, Venable, Washington Park, Barracks Road, Seminole Square, Stonefield Commons, a portion of Hydraulic Road, Emmet Street, and the Virginia Workforce Center.
Funding: Route 8 is 100% City funded.
- **Route 9:** Route 9 serves UVA Medical Center, 10th Street, Rose Hill, Grove Road, Charlottesville High School, Greenbrier, Rio Road, and Fashion Square Mall.
Funding: Route 9 is 100% City funded.
- **Route 10:** Route 10 serves East Market Street, East High Street, Pantops, Martha Jefferson Hospital, the Veteran's Administration, and Stony Point Road to Avemore Apartments.
Funding: Route 10 is 100% County funded.

Key Routes:

- **Route 7:** Route 7 serves Downtown, West Main Street, Jefferson Park Avenue, Emmet Street, Barracks Road, Best Buy, Hydraulic Road, Seminole Square, Hillsdale and Fashion Square Mall. This route is the most heavily utilized route on the system; it runs with the greatest frequency and is one of two Sunday service routes.
Funding: Route 7 is 100% City funded.
- **Free Trolley:** The Free Trolley serves Downtown, West Main Street, Jefferson Park Avenue, University Central Grounds, University Avenue, and The Corner. The trolley is the second most heavily utilized route on the system, roughly 28% of all passengers are University of Virginia students or employees; it runs with higher frequency than all routes except Route 7 and it operates on Sunday. As the name implies, there is no fare required to ride the Trolley.
Funding: The Free Trolley is 82% City funded and 18% University of Virginia funded.

Lifeline Routes:

- **Route 11:** Route 11 serves Downtown, Locust Grove, Rio Road, and Fashion Square Mall.
Funding: Route 11 is 54% City funded and 46% County Funded.

FY 2016 Third Quarter Ridership Summary

January 2016

- Total Ridership for January was 160,942, a decrease of 19.17% under FY 2015 (199,122).
- Local Route ridership was 57,823, a decrease of 9.46% under FY 2015 (63,866).
- Key Route ridership 98,865, a decrease of 23.76% under FY 2015 (129,672).
- Lifeline Route ridership was 4,254, a decrease of 23.82% under FY 2015 (5,584).

- County funded route ridership was 38,031, a decrease of 11.43% under FY 2015 (42,941).
- University affiliated ridership was 32,637, a decrease of 15.93% under FY 2015 (38,819).

February 2016

- Total Ridership for February was 198,881, a decrease of 3.37% under FY 2015 (205,825).
- Local Route ridership was 63,556, an increase of 6.70% over FY 2015 (59,566).
- Key Route ridership was 130,677, a decrease of 8.04% under FY 2015 (142,106).
- Lifeline Route ridership was 4,648, an increase of 11.92% over FY 2015 (4,153).
- County funded route ridership was 40,725, an increase of 1.05% over FY 2015 (40,301).
- University affiliated ridership was 58,887, an increase of 43.71% over FY 2015 (40,977).

March 2016

- Total Ridership for March was 207,122, a decrease of 0.42% under FY 2015 (207,994).
- Local Routes ridership was 70,548, an increase of 7.60% over FY 2015 (65,568).
- Key Route ridership was 131,630, a decrease of 4.61% under FY 2015 (137,997).
- Lifeline Route ridership was 4,944, an increase of 11.63% over FY 2015 (4,429).
- County funded route ridership was 46,950, an increase of 7.04% over FY 2015 (43,861).
- University affiliated ridership was 58,049, an increase of 44.49% over FY 2015 (40,174).

Third Quarter Aggregate Ridership

- Total Ridership for the Third Quarter FY 2016 was 566,945, a decrease of 7.50% under FY 2015 (612,941).
- Local Routes ridership was 191,927, an increase of 1.55% over FY 2015 (189,000).
- Key Route ridership 361,172, a decrease of 11.86% under FY 2015 (409,775).
- Lifeline Route ridership was 13,846, a decrease of 2.26% under FY 2015 (14,166).
- County funded route ridership was 125,706, a decrease of 1.10% under FY 2015 (127,103).
- University affiliated ridership was 149,573, an increase of 24.68% over FY 2015 (119,970).

FY 2016 Year-to-Date Ridership

- Total Ridership for the CAT system year-to-date is 1,804,633, a decrease of 1.83% under FY 2015 (1,838,346).
- Local Route ridership year-to-date is 614,797, an increase of 1.47% over FY 2015 (605,872).
- Key Route ridership year-to-date is 1,145,248, a decrease of 3.71% under FY 2015 (1,189,344).
- Lifeline Route ridership year-to-date is 44,588, an increase of 3.38% over FY 2015 (43,130).
- County funded route ridership year-to-date is 408,104, an increase of 1.18% over FY 2015 (403,353)
- University affiliated ridership year-to-date is 375,806, an increase of 12.69% over FY 2015 (333,477).

Through the first two quarters of FY 2016, ridership was trending upward slightly, just under one-percent total, in all categories. January 2016 was down significantly due to the heavy snow storm and the University being on winter break for most of the month. Ridership during February rebounded in two of the three categories and in March ridership was flat when compared to FY 2015.

Ridership Comparison Charts:

The following charts show the ridership trends for the third quarter FY 2016 compared to FY 2015:

January 2016

Category	2016	2015	% +/-
Local Routes	57,823	63,866	-9.46%
Key Routes	98,865	129,672	-23.76%
Lifeline Routes	4,254	5,584	-23.82%
All Service	160,942	199,122	-19.17%
County Funded	38,031	42,941	-11.43%
University Rides	32,637	38,819	-15.93%

February 2016

Category	2016	2015	% +/-
Local Routes	63,556	59,566	6.70%
Key Routes	130,677	142,106	-8.04%
Lifeline Routes	4,648	4,153	11.92%
All Service	198,881	205,825	-3.37%
County Funded	40,725	40,301	1.05%
University Rides	58,887	40,977	43.71%

March 2016

Category	2016	2015	% +/-
Local Routes	70,548	65,568	7.60%
Key Routes	131,630	137,997	-4.61%
Lifeline Routes	4,944	4,429	11.63%
All Service	207,122	207,994	-0.42%
County Funded	46,950	43,861	7.04%
University Rides	58,049	40,174	44.49%

Third Quarter Summary FY 2016

Category	2016	2015	% +/-
Local Routes	191,927	189,000	1.55%
Key Routes	361,172	409,775	-11.86%
Lifeline Routes	13,846	14,166	-2.26%
All Service	566,945	612,941	-7.50%
County Funded	125,706	127,103	-1.10%
University Rides	149,573	119,970	24.68%

Year-to-Date Summary FY 2016 through 3/31/2016

Category	2016	2015	% +/-
Local Routes	614,797	605,872	1.47%
Key Routes	1,145,248	1,189,344	-3.71%
Lifeline Routes	44,588	43,130	3.38%
All Service	1,804,633	1,838,346	-1.83%
County Funded	408,104	403,353	1.18%
University Rides	375,806	333,477	12.69%

JAUNT

The Americans with Disabilities Act requires transit systems in the United States that provide fixed route transit services to provide Complementary Paratransit services for individuals with disabilities. CAT fulfills this requirement through an agreement with JAUNT, Inc. As part of the agreement with JAUNT, CAT monitors performance of all service provided to individuals with disabilities in our service area. The performance indicators that we monitor are set by FTA and include the following:

- Total Passenger trips
 - ADA trips provided
- Total service miles operated
 - ADA miles operated
- Total Service Hours operated
 - ADA hours operated
- On time performance
 - On-time within stated window
 - On-time for specific appointment
 - Trips not late
- Number of ADA related Complaints
- ADA Trip Denials

- ADA Missed Trips
- Lifts Determined Inoperable
- ADA Passenger Incidents/Accidents
- ADA Vehicle Accidents
- Excessively Long Trips (*exceeds 60 minutes*)
- Call Hold Times

The following is the latest operations and compliance report from JAUNT:

	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-16	Jan-16	Feb-16	FY 16 YTD
Systemwide Trips Provided	24,564	24,675	26,116	27,790	24,994	26,038	23,165	27,094	204,436
<i>ADA Trips Provided</i>	12,507	12,725	12,458	13,319	11,054	10,942	10,204	11,845	95,054
Total revenue Service Miles Operated	151,387	151,822	163,467	159,130	138,439	147,921	132,106	151,029	1,195,301
<i>ADA Miles Operated</i>	52,893	55,874	57,990	56,890	49,990	51,381	54,170	54,382	433,570
Total revenue Service Hours Operated	9,563	9,456	9,782	10,231	9,384	9,839	8,686	9,707	76,648
<i>ADA Hours Operated</i>	4,587	4,687	4,655	4,917	4,283	4,408	3,922	4,289	35,748
On-Time Performance									
<i>On-Time within Stated Window</i>	83.60%	85.79%	84.55%	80.57%	83.72%	81.97%	83.80%	81.53%	83.19%
<i>On-Time for Specific Appointment</i>	99.41%	99.76%	99.77%	96.17%	97.94%	99.79%	99.21%	99.47%	98.94%
<i>Trips Not Late</i>	87.17%	88.96%	87.71%	85.84%	89.41%	86.41%	88.51%	86.36%	87.55%
Number of ADA Related Complaints	0	0	0	0	0	1	1	1	3
ADA Trip Denials	0	0	0	0	0	0	1	1	2
ADA Missed Trips	0	0	0	1	0	0	0	0	1
Lifts Determined Inoperable	0	0	0	0	0	0	0	0	0
ADA Passenger Incidents / Accidents	0	0	0	0	0	0	1	0	1
ADA Vehicle Accidents	1	1	0	0	0	0	0	0	2
Excessively Long ADA Trips (<i>exceeds 60 minutes</i>)	23	41	52	87	66	91	10	13	383
Average Call Hold Times	1:32	1:40	1:30	1:18	1:51	1:45	2:15	1:45	1:42

JAUNT 29 Express - www.29Express.org

- On Monday, May 2, 2016, JAUNT will begin providing the **29 Express**. This commuter service is being established through an agreement between the County and JAUNT to provide commuter services from the Hollymead area to Downtown and the University Grounds. The current schedule consists of two morning departures at 7:00 and 8:00 AM from the Forest Lakes Food Lion and two return trips from the Downtown Library at 4:40 and 5:20 PM. The cost is \$1.50 per trip.

CAT Future Projects

Computer Aided Dispatch / Automatic Vehicle Location (CAD/AVL) system upgrade project

- The CAD/AVL system drives all our passenger information systems and allows us to monitor the system. Our current CAD / AVL system was purchased in 2007 and has been in constant operation since 2008. The company that supplied the system, Connexionz, Ltd., no longer supports this design and repair items are no longer available. An upgrade needs to be undertaken as the system is becoming unreliable. New technologies now available are less expensive and more robust and reliable.
- An RFP for this upgrade will be issued late in January. The purchase of the system will be funded, up to 96%, by grants (awards are in place).
- Total budget for this project, with local match, is \$391,000.00
- The projected completion date for this project is October 31, 2016.
- Proposals are being evaluated and we will make a project award in mid-May.

Route 2

- Route 2 will serve the new Fifth Street Station shopping development that is currently under construction off Bent Creek Drive in Albemarle County. The anchor merchant in this development is Wegman's. Wegman's will be opening for employee orientation and training on October 1, 2016. Route 2 will begin service to the area on that day. Route 2 will operate on a continuous loop between the Downtown Transit Station and Fifth Street Station via Fifth Street SW and Avon Street Extended. Hours of operation will be 6:00 AM to 12:00 AM Monday through Saturday and 7:45 AM to 5:30 PM Sundays.

Avon Street Park and Ride

- As part of the Route 2 project, CAT will develop and serve the Avon Street Park and Ride near the Pupil Transportation offices. This will give employees and shoppers of Downtown businesses a free parking option and help to mitigate Downtown traffic congestion. Service to the park and ride will begin October 1, 2016 and hours and days of service will be the same as those associated with Route 2.

Waiting Amenities upgrades

- Beginning this summer and extending into fall 2016, CAT will begin upgrading transit amenities along many routes. Most of these upgrades will be in the form of seating for waiting passengers. In some higher ridership areas, shelters will be added.

Development of additional Park and Ride Resources

- In addition to development of the Avon Street Park and Ride, we are exploring adjustments to Routes 7 and 10 to serve two additional Park and Ride locations in our area. These are at the Pantops Shopping Center (Route 10) and the South Lot at Walmart on Route 29 (currently Route 5). Both locations have route service however the service at Pantops is only hourly and the service at Walmart does not directly access Downtown without transfers. These locations are established as part of the local Rideshare network.

