

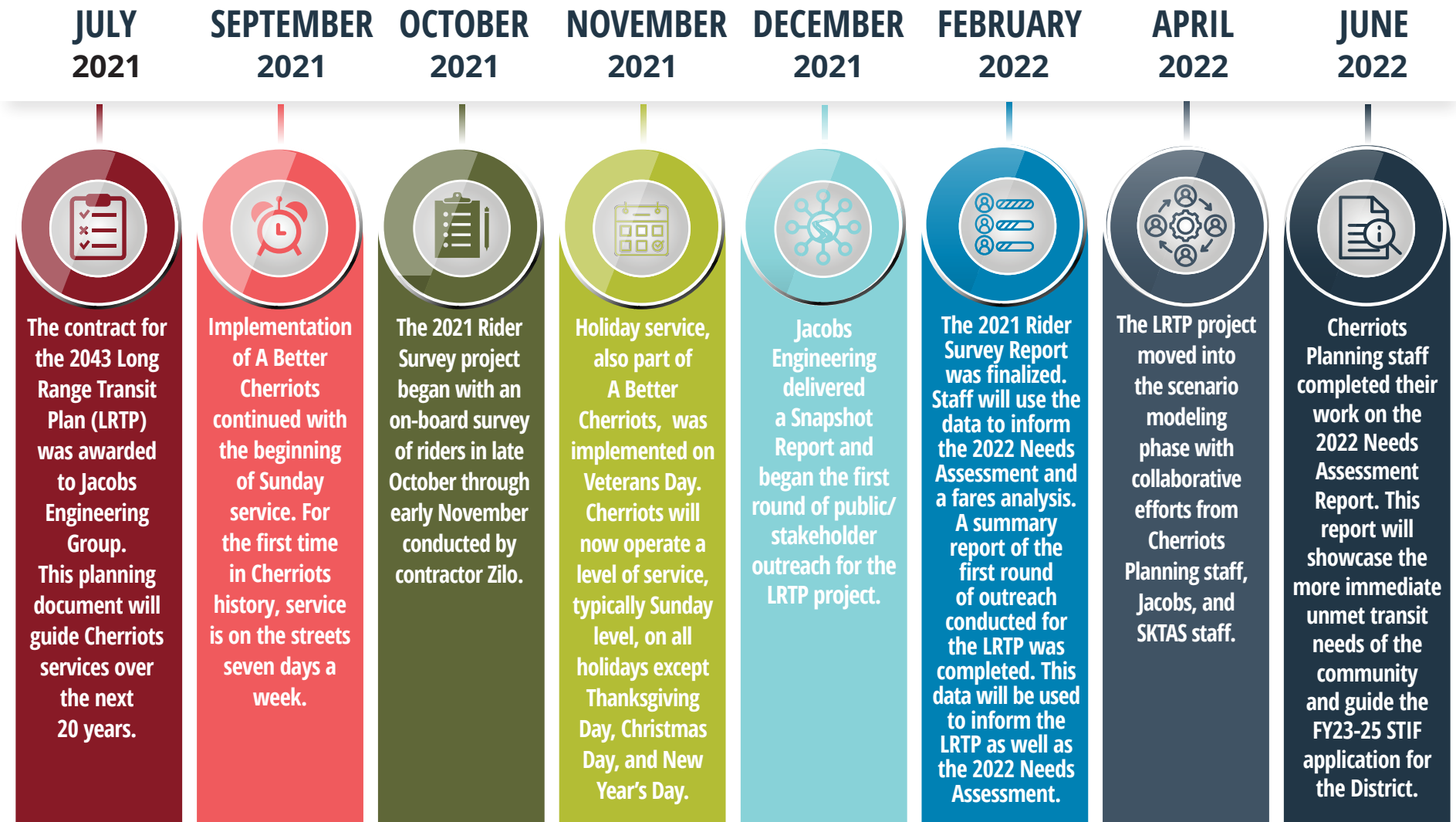


FISCAL YEAR 2022

ANNUAL PERFORMANCE REPORT

JULY 1, 2021 - JUNE 30, 2022

FY22 Year in Review



System Summary FY22



In Fiscal Year 2022, ridership systemwide increased consistently month after month. Additionally, service began operating on Sundays in September 2021. Therefore, FY22 had more days with service than the previous fiscal year. The Planning Department's focus for the year was on providing as much service as possible during the times people would need it the most, despite still operating at a weekday service level below that of pre-pandemic

Performance Measure	Weekday Fixed-Route (Local + Regional)	Saturday Fixed-Route (Local + Regional)	Sunday Fixed-Route (Local + Regional)	Paratransit (LIFT)	Dial-a-Ride (Shop and Ride)	System Total	% Change from FY21
Total Boardings	1,847,895	182,289	72,739	68,209	4,356	2,175,488	18.6%
Percent of Total Boardings	84.9%	8.4%	3.3%	3.1%	0.2%	--	--
Revenue Hours	178,914	18,703	8,294	37,725	2,931	246,567	3.9%
Boardings/Revenue Hour	10	10	9	2	1	9	14.2%



Service Changes Summary FY22

Local | Regional | LIFT | Shop and Ride

Increases:

- ⦿ Emergency 80% Service Change (Sep 2021):
 - Route 40X added 2 Saturday round trips*
 - Sunday service began September 5, 2021*
 - Holiday service began on Veterans Day (November 11, 2021)*
- ⦿ January 2022 Service Change (90% weekday service level):
 - Local - core network routes: 15 minute service beginning at 7:00 a.m. (instead of 10:00 a.m.), continuing until 6:00 p.m. (instead of 5:00 p.m.)
 - Route 1X: 6:25 a.m. and 1:30 p.m. departures from DTC restored
- ⦿ May 2022 Service Change (90% weekday service level):
 - Route 40X: two round trips added to the weekday schedule*
- ⦿ June 19, 2022 - Recognized Juneteenth as a District holiday for the first time

Reductions:

- ⦿ Emergency 80% Service Change (Sep 2021):
 - Reduced from 100%, which began May 2021
 - 15 minute service beginning at 10:00 a.m. and reverting to 30 minute service at 5:00 p.m.
 - The latest pullout from DTC and KTC was at 9:00 p.m. instead of 11:00 p.m.
 - Route 1X: reduced from 6 to 4 trips per day

**These changes in service were part of the A Better Cherrits project, funded by the Statewide Transportation Improvement Fund.*





Service Changes Summary FY22

Local | Regional | LIFT | Shop and Ride

Modifications:

- ⦿ Emergency 80% Service Change (Sep 2021):
 - Route 2: new outbound stop on 45th @ Sesame St
 - Route 5: stops added on Center St near 25th St
 - Route 8: shortline pattern implemented for Sunday service
 - Route 12: new inbound stop added on 45th @ Satter

Eliminations:

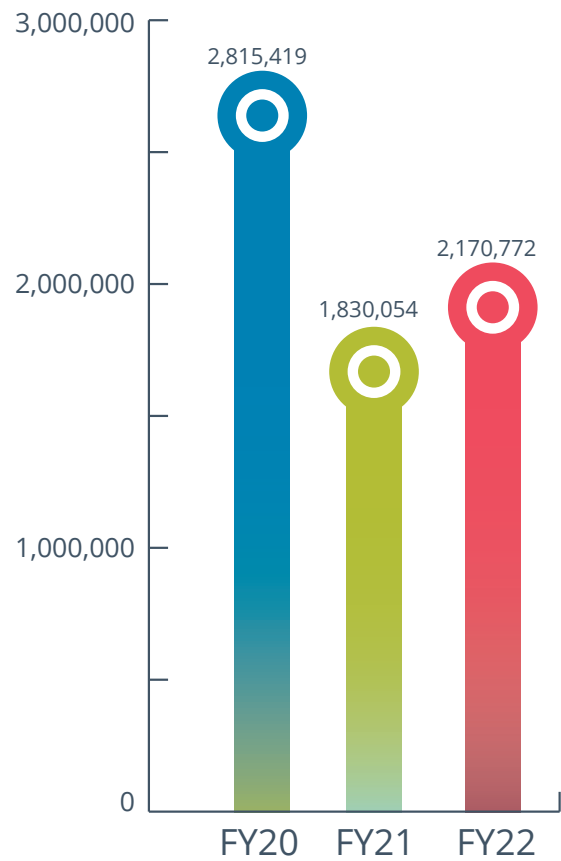
- ⦿ None



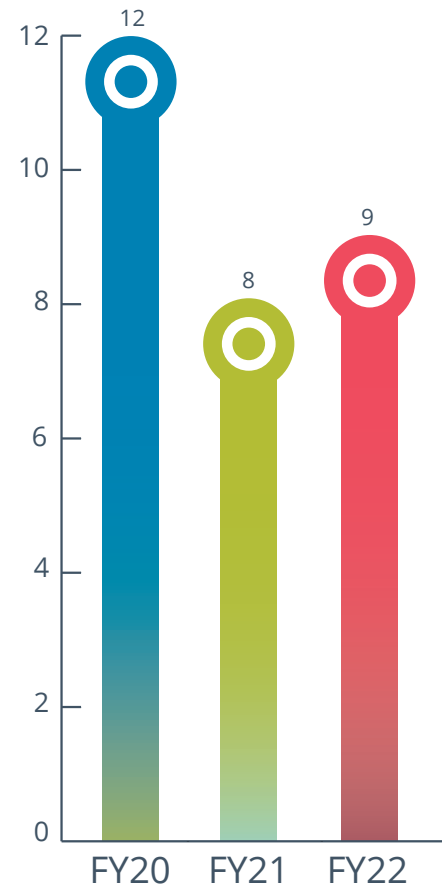


Ridership Trends FY22

TOTAL BOARDINGS



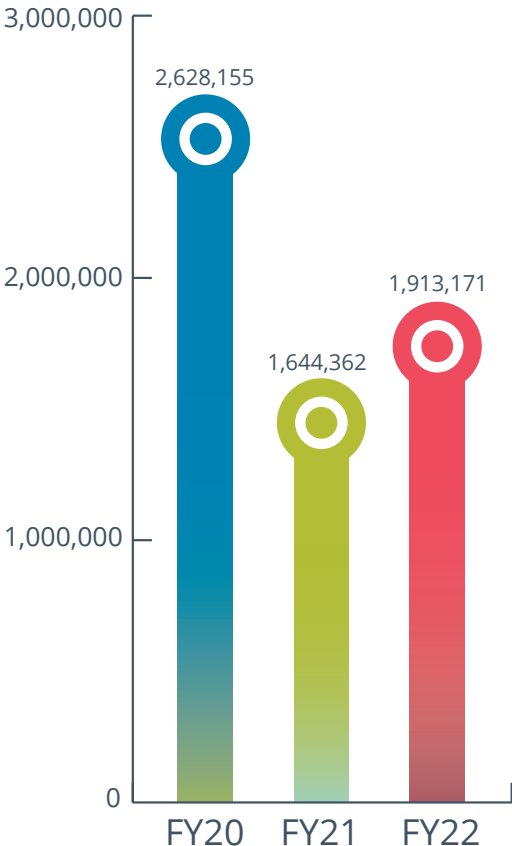
TOTAL BOARDINGS PER REVENUE HOUR



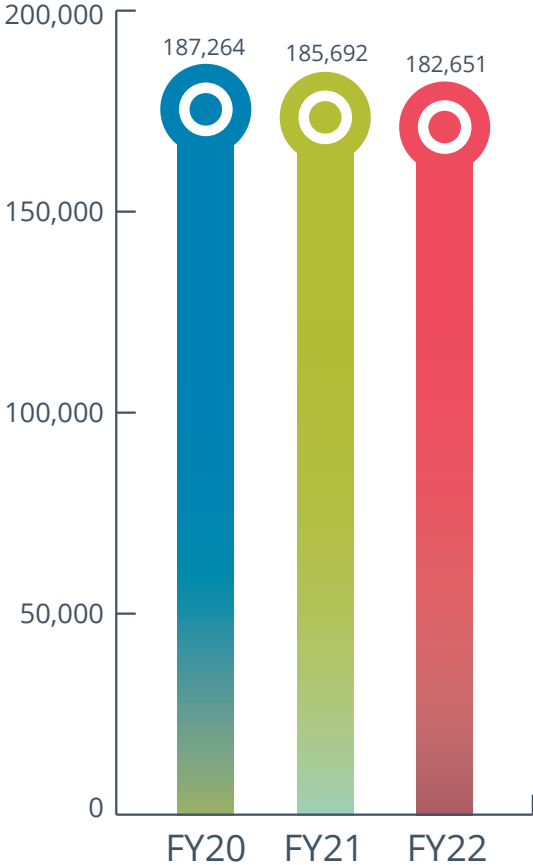


Ridership Trends FY22

TOTAL WEEKDAY BOARDINGS



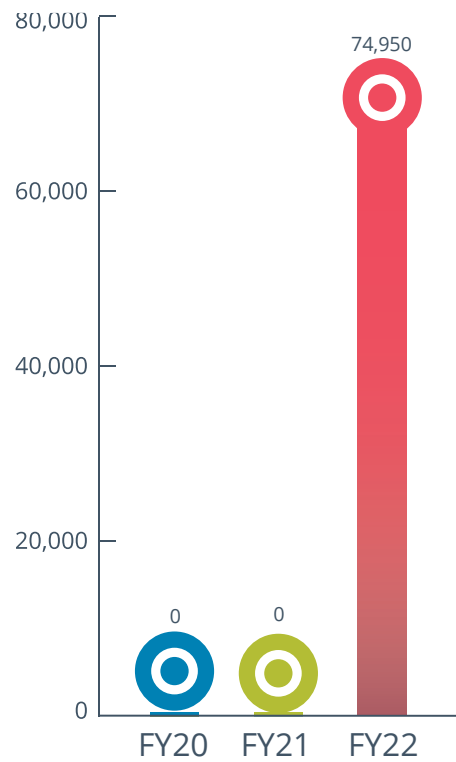
TOTAL SATURDAY BOARDINGS





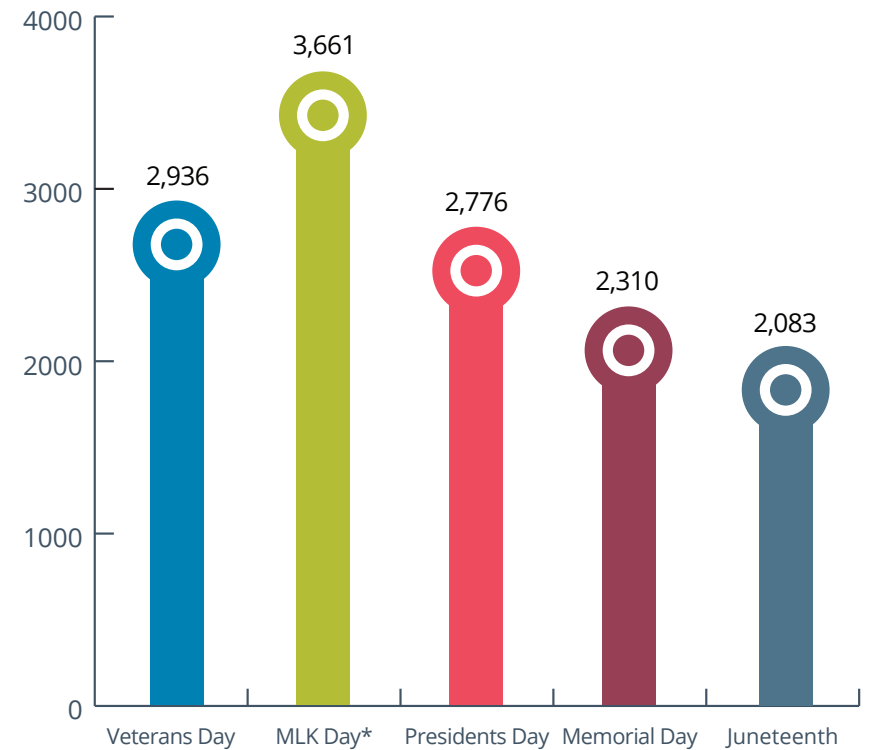
Ridership Trends FY22

TOTAL SUNDAY BOARDINGS



Sunday service was not implemented until September of FY22.

FY22 HOLIDAY BOARDINGS



**Service operated at the Saturday level on MLK Day.*

Appendix A. FY22 Data Tables



Tables 1 - 7: Service level data

Total revenue hours, revenue miles, and boardings from FY22 are presented in Tables 1 - 3 by service type. Weekday and Saturday totals (Tables 1 and 2) are compared to FY21. Tables 4 - 6 present averages of the revenue hours, revenue miles, and boardings for FY22 by service type. Weekday and Saturday averages (Tables 4 and 5) are compared to FY21. The difference between the planned and actual revenue miles and revenue hours for Cherriots Local and Cherriots Regional are presented in Table 7.

Table 1. Total Weekday Revenue Hours, Revenue Miles, and Boardings

Service	Revenue Hours		Revenue Miles		Boardings	
	FY21	FY22	FY21	FY22	FY21	FY22
(Service Days)	254	258	254	258	254	258
Cherriots Local	165,418	159,004	2,052,305	1,964,038	1,537,581	1,789,198
Cherriots LIFT	29,441	33,240	345,243	411,818	47,775	60,666
(Service Days)	254	254	254	254	254	254
Cherriots Regional	18,177	19,910	378,592	410,905	54,713	58,697
Cherriots Shop and Ride	2,860	2,931	28,246	30,012	4,039	4,356
<i>Total</i>	215,896	215,085	2,804,386	2,816,773	1,644,108	1,912,917



Appendix A. FY22 Data Tables



Table 2. Total Saturday Revenue Hours, Revenue Miles, and Boardings

Service	Revenue Hours		Revenue Miles		Boardings	
	FY21	FY22	FY21	FY22	FY21	FY22
(Service Days)	51	50	51	50	51	50
Cherriots Local	16,779	16,887	206,134	206,304	181,302	177,618
Cherriots Regional	1,604	1,816	35,977	40,823	4,163	4,671
Cherriots LIFT	165	245	2,292	3,870	227	362
<i>Total</i>	18,548	18,948	244,403	250,997	185,692	182,651

Table 3. Total Sunday Revenue Hours, Revenue Miles, and Boardings*

Service	Revenue Hours		Revenue Miles		Boardings	
	FY21	FY22	FY21	FY22	FY21	FY22
(Service Days)	0	43	0	43	0	43
Cherriots Local	0	8,294	0	97,909	0	72,739
Cherriots LIFT	0	1,360	0	14,710	0	2,211
<i>Total</i>	0	9,654	0	112,619	0	74,950

*Sunday service was implemented on September 5, 2021.

Table 4. Weekday Average Revenue Hours, Revenue Miles, and Boardings

Service	Revenue Hours / Day			Revenue Miles / Day			Boardings / Day			Boardings / Hour		
	FY21	FY22	% Change	FY21	FY22	% Change	FY21	FY22	% Change	FY21	FY22	% Change
Cherriots Local	651.3	616.3	-5.4%	8,079.9	7,612.6	-5.8%	6,053.5	6,934.9	14.6%	9.3	11.3	21.1%
Cherriots Regional	71.6	78.4	9.5%	1,490.5	1,617.7	8.5%	215.4	231.1	7.3%	3.0	2.9	-2.1%
Cherriots Shop and Ride	11.3	11.5	2.5%	111.2	118.2	6.3%	15.9	17.1	7.8%	1.4	1.5	5.2%
Cherriots LIFT	115.9	128.8	11.2%	1,359.2	1,596.2	17.4%	188.1	235.1	25.0%	1.6	1.8	12.5%
<i>Total</i>	850.0	835.1	-1.8%	11,040.9	10,944.6	-0.9%	6,472.9	7,418.3	14.6%	15.3	17.5	14.2%



Appendix A. FY22 Data Tables



Table 5. Saturday Average Revenue Hours, Revenue Miles, and Boardings

Service	Revenue Hours / Day			Revenue Miles / Day			Boardings / Day			Boardings / Hour		
	FY21	FY22	% Change	FY21	FY22	% Change	FY21	FY22	% Change	FY21	FY22	% Change
Cherriots Local	329.0	337.7	2.7%	4,041.8	4,126.1	2.1%	3,554.9	3,552.4	-0.1%	10.8	10.5	-2.7%
Cherriots Regional	31.5	36.3	15.5%	705.4	816.5	15.7%	81.6	93.4	14.4%	2.6	2.6	-0.9%
Cherriots LIFT	3.2	4.9	51.5%	44.9	77.4	72.2%	4.5	7.2	62.7%	1.4	1.5	7.4%
<i>Total</i>	363.7	379.0	4.2%	4,792.2	5,019.9	4.8%	3,641.0	3,653.0	0.3%	14.8	14.6	-1.4%

Table 6. Sunday Average Revenue Hours, Revenue Miles, and Boardings*

Service	Revenue Hours / Day			Revenue Miles / Day			Boardings / Day			Boardings / Hour		
	FY21	FY22	% Change	FY21	FY22	% Change	FY21	FY22	% Change	FY21	FY22	% Change
Cherriots Local	0.0	192.9	N/A	0.0	2,277.0	N/A	0.0	1,691.6	N/A	0.0	8.8	N/A
Cherriots LIFT	0.0	31.6	N/A	0.0	342.1	N/A	0.0	51.4	N/A	0.0	1.6	N/A
<i>Total</i>	0.0	224.5	N/A	0.0	2,619.0	N/A	0.0	1,743.0	N/A	0.0	10.4	N/A

*Sunday service was implemented on September 5, 2021.

Table 7. Total Revenue Hours and Miles, Planned vs. Actual

Cherriots Local	<i>Planned</i>	<i>Actual</i>	<i>% Change</i>
Revenue Miles	2,550,407	2,268,251	-11.1%
Revenue Hours	206,446	184,185	-10.8%
Cherriots Regional	<i>Planned</i>	<i>Actual</i>	<i>% Change</i>
Revenue Miles	493,138	451,728	-8.4%
Revenue Hours	25,458	21,726	-14.7%

Appendix A. FY22 Data Tables



Tables 8 - 10: Route level data.

Tables 8 - 10 present daily average revenue hours, revenue miles, and boardings for FY22 at the route level. Weekday averages in Table 8 are broken down by the three service levels implemented throughout FY22. Saturday and Sunday averages in Tables 9 and 10 are presented as route snapshots using data from the month of April.

Route	100% of Pre-pandemic Service (July '21 - Aug '21) Daily Averages			80% of Pre-pandemic Service (Sep '21 - Dec '21) Daily Averages			90% of Pre-pandemic Service (Jan '22 - June '22) Daily Averages		
	Revenue Hours	Revenue Miles	Boardings	Revenue Hours	Revenue Miles	Boardings	Revenue Hours	Revenue Miles	Boardings
<i>Service Days (Local):</i>	43			86			129		
<i>Service Days (Regional):</i>	43			85			126		
1X <i>Wilsonville / Salem Express</i>	11.7	377.2	26.9	8.0	255.4	17.6	11.9	382.8	22.4
2 <i>Market / Brown</i>	59.1	734.0	632.8	46.8	554.1	675.9	54.8	639.9	760.3
3 <i>Portland Road</i>	31.2	364.3	337.7	15.0	174.8	290.1	27.1	316.9	403.0
4 <i>State Street</i>	32.0	313.0	351.9	15.3	150.5	273.8	27.7	271.6	378.7
5 <i>Center Street</i>	57.7	655.9	602.9	45.0	512.1	611.4	52.2	592.3	648.2
6 <i>Mission / Fairview Industrial</i>	22.6	336.4	109.5	22.2	332.4	117.0	22.0	333.9	121.1
7 <i>Mission / Hawthorne</i>	24.3	225.2	172.3	22.4	200.7	148.2	22.3	201.0	165.5
8 <i>12th / Liberty via Red Leaf</i>	25.6	343.8	232.5	22.0	295.6	243.0	21.9	293.1	257.7
9 <i>Cherry / River Road</i>	30.7	453.1	278.0	30.6	449.9	290.4	30.4	445.8	298.4
10X <i>Woodburn / Salem Express</i>	17.5	356.2	39.9	17.4	343.3	47.4	17.4	348.4	52.6
11 <i>Lancaster / Verda</i>	108.5	1,445.9	1,206.7	101.5	1,336.0	1,278.6	101.0	1,323.8	1,386.2
12 <i>Hayesville Drive</i>	14.8	202.5	50.2	14.6	194.5	52.3	14.4	192.6	55.6
13 <i>Silverton Road</i>	31.4	292.9	244.4	14.8	136.2	235.5	26.6	246.9	288.3
14 <i>Windsor Island Road</i>	15.3	226.7	58.0	15.1	223.9	69.2	14.9	224.1	85.8



Appendix A. FY22 Data Tables



16	<i>Wallace Road</i>	10.0	130.4	77.4	9.4	121.6	98.0	9.4	120.5	98.4
17	<i>Edgewater Street</i>	50.4	451.2	370.2	30.7	236.6	308.7	30.6	234.3	309.4
18	<i>12th / Liberty via Lone Oak</i>	25.3	340.7	207.8	22.2	298.8	210.0	22.1	294.6	224.4
19	<i>Broadway / River Road</i>	60.6	663.3	746.3	48.0	524.9	703.2	56.0	616.2	798.2
	<i>N.Marion County / Salem</i>									
20X	<i>Express</i>	12.7	286.0	20.7	14.1	317.5	24.7	13.9	298.4	27.2
21	<i>South Commercial</i>	57.2	713.0	735.2	44.7	555.4	738.4	51.7	628.6	862.3
23	<i>Lansing / Hawthorne</i>	14.9	191.4	72.8	14.7	189.5	118.2	14.6	188.2	121.8
	<i>Glen Creek / Orchard</i>									
26	<i>Heights</i>	7.8	76.6	20.1	7.7	75.8	21.7	7.6	74.2	19.0
27	<i>Glen Creek / Eola</i>	8.4	113.8	34.8	8.3	112.5	27.1	8.2	110.2	24.1
30X	<i>Santiam / Salem Express</i>	12.3	252.9	32.0	12.1	248.6	27.8	12.3	257.1	26.6
40X	<i>Polk County / Salem Express</i>	18.7	405.5	95.0	18.7	409.1	94.8	20.6	447.8	111.9
45	<i>Central Polk County</i>	9.6	149.6	21.1	9.6	146.5	16.4	9.6	149.1	17.7
50X	<i>Dallas / Salem Express</i>	5.8	135.2	8.1	5.7	136.1	6.3	5.7	133.2	12.0

Table 9. Saturday Daily Averages by Route (April Snapshot)

Route	Revenue Hours/Day	Revenue Miles/Day	Boardings/Day
<i>Service Days: 5</i>			
2 <i>Market / Brown</i>	27.2	340.6	398
3 <i>Portland Road</i>	15.0	175.0	171
4 <i>State Street</i>	15.4	150.4	173
5 <i>Center Street</i>	27.4	312.2	364
6 <i>Mission / Fairview Industrial</i>	21.0	318.4	67
7 <i>Mission / Hawthorne</i>	14.6	185.8	89
8 <i>12th / Liberty via Red Leaf</i>	21.8	294.4	169
9 <i>Cherry / River Road</i>	15.4	226.0	130
10X <i>Woodburn / Salem Express</i>	7.2	138.6	25

Appendix A. FY22 Data Tables



11	Lancaster / Verda		55.4	700.8	730
13	Silverton Road		13.6	127.2	166
16	Wallace Road		8.6	114.8	78
17	Edgewater Street		27.0	206.2	178
18	12th / Liberty via Lone Oak		21.8	289.4	124
19	Broadway / River Road		26.6	347.0	447
20X	N.Marion County / Salem Express		8.8	204.2	16
21	South Commercial		26.8	325.4	484
30X	Santiam / Salem Express		7.0	166.6	13
40X	Polk County / Salem Express		14.2	302.6	58

Table 10. Sunday Daily Averages by Route (April Snapshot)

Route		Revenue Hours/Day	Revenue Miles/Day	Boardings/Day
	Service Days: 4			
2	Market / Brown	13.0	161.0	159
3	Portland Road	13.0	151.5	108
4	State Street	13.3	131.3	119
5	Center Street	13.0	147.8	138
7	Mission / Hawthorne	12.5	160.3	56
8	12th / Liberty via Red Leaf	13.0	165.3	118
9	Cherry / River Road	13.5	197.0	104
11	Lancaster / Verda	50.0	617.3	430
13	Silverton Road	12.8	118.3	105
17	Edgewater Street	13.0	99.3	79
19	Broadway / River Road	13.0	167.0	179
21	South Commercial	13.0	156.8	210

Appendix A. FY22 Data Tables



Tables 11 - 13: Productivity data.

Boardings per revenue hour are presented in Tables 11 - 13 as a measurement of productivity by route. Weekday productivity in Table 11 is broken down by the three weekday service levels implemented throughout FY22. Saturday productivity by route (Table 12) is averaged over the entire fiscal year. Sunday productivity by route (Table 13) is averaged over all of the months it operated during FY22 (September - June).

Table 11. Weekday Boardings per Revenue Hour			
100% of Pre-pandemic Service (July '21 - Aug '21)			
Route		Frequency (minutes)	Boardings / Revenue Hour
CORRIDOR			
21	<i>South Commercial</i>	15	12.8
19	<i>Broadway / River Road</i>	15	12.3
11	<i>Lancaster / Verda</i>	15	11.1
4	<i>State Street</i>	30	11.0
3	<i>Portland Road</i>	30	10.8
2	<i>Market / Brown</i>	15	10.7
5	<i>Center Street</i>	15	10.5
8	<i>12th / Liberty via Red Leaf</i>	60	9.1
9	<i>Cherry / River Road</i>	30	9.1
18	<i>12th / Liberty via Lone Oak</i>	60	8.2
13	<i>Silverton Road</i>	30	7.8
17	<i>Edgewater Street</i>	15	7.3
COVERAGE			
16	<i>Wallace Road</i>	60	7.8
7	<i>Mission / Hawthorne</i>	30	7.1

Appendix A. FY22 Data Tables



6	Mission / Fairview Industrial	60	4.9
23	Lansing / Hawthorne	60	4.9
27	Glen Creek / Eola	60	4.2
14	Windsor Island Road	30	3.8
12	Hayesville Drive	60	3.4
26	Glen Creek / Orchard Heights	60	2.6
REGIONAL EXPRESS		# of Trips/Day	
40X	Polk County / Salem Express	8	5.1
30X	Santiam / Salem Express	4	2.6
1X	Wilsonville / Salem Express	6	2.3
10X	Woodburn / Salem Express	8	2.3
20X	N.Marion County / Salem Express	5	1.6
50X	Dallas / Salem Express	4	1.4
45	Central Polk County	5	1.4

80% of Pre-pandemic Service (Sep '21 - Dec '21)

Route		Frequency (minutes)	Boardings / Revenue Hour
CORRIDOR			
3	Portland Road	60	19.4
4	State Street	60	17.8
21	South Commercial	30/15/30*	16.5
13	Silverton Road	60	15.9
19	Broadway / River Road	30/15/30	14.7
2	Market / Brown	30/15/30	14.4
5	Center Street	30/15/30	13.6
11	Lancaster / Verda	15	12.6
8	12th / Liberty via Red Leaf	60	11.1
17	Edgewater Street	30	10.1

Appendix A. FY22 Data Tables



9	<i>Cherry / River Road</i>	30	9.5
18	<i>12th / Liberty via Lone Oak</i>	60	9.5
COVERAGE			
16	<i>Wallace Road</i>	60	10.4
23	<i>Lansing / Hawthorne</i>	60	8.0
7	<i>Mission / Hawthorne</i>	30	6.6
6	<i>Mission / Fairview Industrial</i>	60	5.3
14	<i>Windsor Island Road</i>	30	4.6
12	<i>Hayesville Drive</i>	60	3.6
27	<i>Glen Creek / Eola</i>	60	3.3
26	<i>Glen Creek / Orchard Heights</i>	60	2.8
REGIONAL EXPRESS		# of Trips/Day	
40X	<i>Polk County / Salem Express</i>	10	5.1
10X	<i>Woodburn / Salem Express</i>	8	2.7
30X	<i>Santiam / Salem Express</i>	4	2.3
1X	<i>Wilsonville / Salem Express</i>	4	2.2
20X	<i>N.Marion County / Salem Express</i>	5	1.7
45	<i>Central Polk County</i>	5	1.7
50X	<i>Dallas / Salem Express</i>	4	1.1
<i>*30/15/30 indicates a longer than normal period of 30 minute service</i>			
90% of Pre-pandemic Service (Jan '22 - June '22)			
Route		Frequency (minutes)	Boardings / Revenue Hour
CORRIDOR			
21	<i>South Commercial</i>	15	16.7
3	<i>Portland Road</i>	30	14.9
2	<i>Market / Brown</i>	15	13.9
4	<i>State Street</i>	30	13.7

Appendix A. FY22 Data Tables



11	<i>Lancaster / Verda</i>	15	13.7
5	<i>Center Street</i>	15	12.4
8	<i>12th / Liberty via Red Leaf</i>	60	11.7
13	<i>Silverton Road</i>	30	10.8
18	<i>12th / Liberty via Lone Oak</i>	60	10.2
17	<i>Edgewater Street</i>	30	10.1
9	<i>Cherry / River Road</i>	30	9.8
19	<i>Broadway / River Road</i>	15	7.4
COVERAGE			
16	<i>Wallace Road</i>	60	10.5
23	<i>Lansing / Hawthorne</i>	60	8.4
7	<i>Mission / Hawthorne</i>	30	7.4
14	<i>Windsor Island Road</i>	30	5.8
6	<i>Mission / Fairview Industrial</i>	60	5.5
12	<i>Hayesville Drive</i>	60	3.9
27	<i>Glen Creek / Eola</i>	60	3.0
26	<i>Glen Creek / Orchard Heights</i>	60	2.5
REGIONAL EXPRESS		# of Trips/Day	
40X	<i>Polk County / Salem Express</i>	10	5.4
10X	<i>Woodburn / Salem Express</i>	8	3.0
30X	<i>Santiam / Salem Express</i>	4	2.2
50X	<i>Dallas / Salem Express</i>	4	2.1
20X	<i>N.Marion County / Salem Express</i>	5	2.0
1X	<i>Wilsonville / Salem Express</i>	6	1.9
45	<i>Central Polk County</i>	5	1.8

Appendix A. FY22 Data Tables



Table 12. Saturday Boardings per Revenue Hour

Route	Frequency (minutes)	Boardings / Revenue Hour
CORRIDOR		
21 <i>South Commercial</i>	30	16.2
19 <i>Broadway / River Road</i>	30	15.6
2 <i>Market / Brown</i>	30	13.1
11 <i>Lancaster / Verda</i>	30	12.7
5 <i>Center Street</i>	30	12.3
3 <i>Portland Road</i>	60	11.1
4 <i>State Street</i>	60	10.9
13 <i>Silverton Road</i>	60	10.6
9 <i>Cherry / River Road</i>	60	8.9
8 <i>12th / Liberty via Red Leaf</i>	60	7.5
17 <i>Edgewater Street</i>	30	6.3
18 <i>12th / Liberty via Lone Oak</i>	30	6.1
COVERAGE		
16 <i>Wallace Road</i>	60	7.9
7 <i>Mission / Hawthorne</i>	30	6.4
6 <i>Mission / Fairview Industrial</i>	60	2.9
REGIONAL EXPRESS		# of Trips/Day
40X <i>Polk County / Salem Express</i>	4	4.0
10X <i>Woodburn / Salem Express</i>	3	2.7
20X <i>N.Marion County / Salem Express</i>	3	1.4
30X <i>Santiam / Salem Express</i>	2	1.3

Appendix A. FY22 Data Tables



Table 13. Sunday Boardings per Revenue Hour		
Route	Frequency (minutes)	Boardings / Revenue Hour
<i>CORRIDOR</i>		
21 <i>South Commercial</i>	60	14.9
19 <i>Broadway / River Road</i>	60	12.4
2 <i>Market / Brown</i>	60	11.8
5 <i>Center Street</i>	60	11.1
9 <i>Cherry / River Road</i>	60	8.1
11 <i>Lancaster / Verda</i>	30	8.0
4 <i>State Street</i>	60	7.9
8 <i>12th / Liberty via Red Leaf</i>	60	7.9
3 <i>Portland Road</i>	60	7.7
13 <i>Silverton Road</i>	60	7.1
17 <i>Edgewater Street</i>	60	6.1
<i>COVERAGE</i>		
7 <i>Mission / Hawthorne</i>	30	4.4



