



2018 SERVICE PLAN

PHASE I OF A BETTER CHERRIOTS

MAY 24, 2018

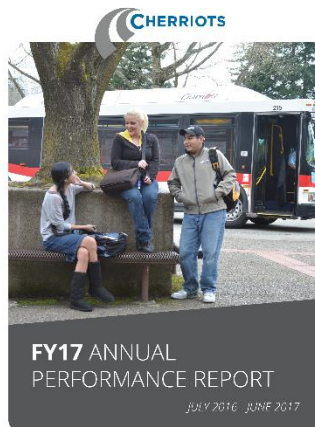


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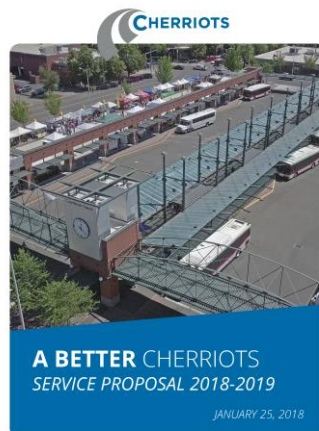
1. Introduction

As part of the project **A Better Cherriots**, staff have been developing service proposals for September 2018 and September 2019. This service plan is for the changes coming in September 2018.

This service change process began with the FY17 Annual Performance Report. Published in September 2017, this report included revenue hours, revenue miles, boardings, and on-time performance. In November 2017, Cherriots staff conducted a needs assessment. In addition to analyzing shifts in population and travel demand, staff conducted a rider and community survey, as well as a survey of Cherriots frontline employees—those who interact directly with riders on a daily basis.



Using the results of the needs assessment, staff developed a service proposal. That proposal was presented to the public in February and March 2018. Feedback gathered during that process was published in the 2018 Public Engagement Report, which was finalized at the end of March.



2. Changes from proposal

Based on the input presented in the 2018 Public Engagement Report, staff have made changes from the service proposal presented to the public to develop this final 2018 Service Plan.

2.1 Route 7 reroute

In the original proposal, staff planned to change Route 7 to travel down 25th, Madrona, and Fairview Industrial Drive. This proposal would have increased outbound frequency on these corridors from hourly to 30-minute service. However, inbound service would remain hourly, inbound service on Mission and to Salem Health would remain every hour, and service to the medical facilities on Ryan Drive, Costco on Hawthorne, and near Walmart on Turner would be eliminated.

As a result of feedback received on the proposal, staff have decided to use an alternative path for the new Route 7. The route will no longer increase service on 25th, Madrona, and Fairview Industrial Drive to every 30 minutes outbound. Instead, the route will serve Salem Health, Mission Street, Ryan Drive, and a section of Hawthorne every 30 minutes. For the first time, Mission Street will have 30-minute service in both directions, and service to Ryan Drive, Costco, Walmart, etc. will not be eliminated.

2.2 Route 6 reroute

Since Route 7 will be providing 30-minute service to Salem Health and along Mission, Route 6 will no longer need to service these corridors. Instead, the route will travel down State Street and turn onto 25th. This will be faster routing than Mission, especially during peak travel times, and will increase coverage on 25th between Mission and State Street.

3. Service plan

3.1 Transferring at Chemeketa Community College

In order to help facilitate transferring at Chemeketa Community College, Cherriots will establish a new bay on the south side of Satter Drive just west of Cooley. Routes 3, 12, and 13 will be rerouted to service this bay. This facility will now be referred to as Chemeketa Transit Center (See Figures 3-1, 3-2, and 3-3 and Table 3-1.)

The new bay will be about 400 feet away from Bays A through D – where Routes 2, 11, 10X, and 20X park today. This will make it much easier to transfer between routes.

3.1.1 Route 3

When heading south on Lancaster, Route 3 buses will take a left on Satter, a right on Cooley, and a right to get back to Lancaster. In addition to serving the new bay, Route 3 will serve the Lancaster @ Satter stop on the east side of the street instead of the west side of the street.

3.1.2 Route 12

The Route 12 loop will be modified slightly to serve the new bay. When heading north on Lancaster, Route 12 buses will take a right on Satter, a right on Cooley, a left on South Campus Loop, and a left on Fire Protection Way. Buses would no longer serve Winema @ Lancaster (Bldg 52), but riders would still be able to access that area by using the stop at Lancaster @ Winema.

3.1.3 Route 13

The new Route 13 would no longer serve Winema @ Lancaster (Bldg 52), but riders would still be able to access that area by using the stop at Lancaster @ Winema. Also Route 13 would no longer form a loop on Winema, South Campus Loop, Fire Protection Way, 45th, and Silverton Road, and stops along that path would no longer be served by this route. Instead, when heading north on Lancaster Route 13 buses would take a right on Satter, a right on Cooley, and a left to return to Lancaster.

3.2 Rerouting in SE Salem

Cherriots is modifying a few routes in SE Salem to provide more frequent service to some corridors. (See Figure 3-1 and 3-2 and Table 3-1.)

3.2.1 Route 11 extended south to Marion County Correctional Facility

Route 11 will be extended south to Marion County Correctional Facility. This extension will bring 15-minute service to Lancaster Drive south of Rickey, as well as Aumsville Highway. This corridor has fairly high ridership for an hourly route, and is expected to see gains in ridership when Amazon opens a warehouse employing 1,000 workers in late 2018.

3.2.2 Route 24 replaced with 30-minute service on Route 4

Route 24 will no longer need to serve Lancaster south of Rickey and Aumsville Highway because Route 11 would now serve this stretch. Cherriots will use Route 24's revenue hours to increase Route 4 from hourly service to 30-minute service.

3.2.3 Route 7 reroute to Fairview Industrial Drive

Route 7 currently serves part of State Street and Pennsylvania Avenue to provide 30-minute service in that area (as Routes 4 and 7 are offset). Since Route 4 will be running every 30 minutes, this will no longer be necessary. Instead, Route 7 will be turned around on Hawthorne and Mission and provide 30-minute service on Mission Street and to Salem Health. This is an increase in service along these corridors in the inbound direction.

3.2.4 Route 6 rerouted to State Street and 25th Street

Since the new Route 7 will provide 30-minute service on Mission, Route 6 will be rerouted onto State Street and 25th Street to speed up service and provide more coverage.

Figure 3-1. Current routes and frequencies

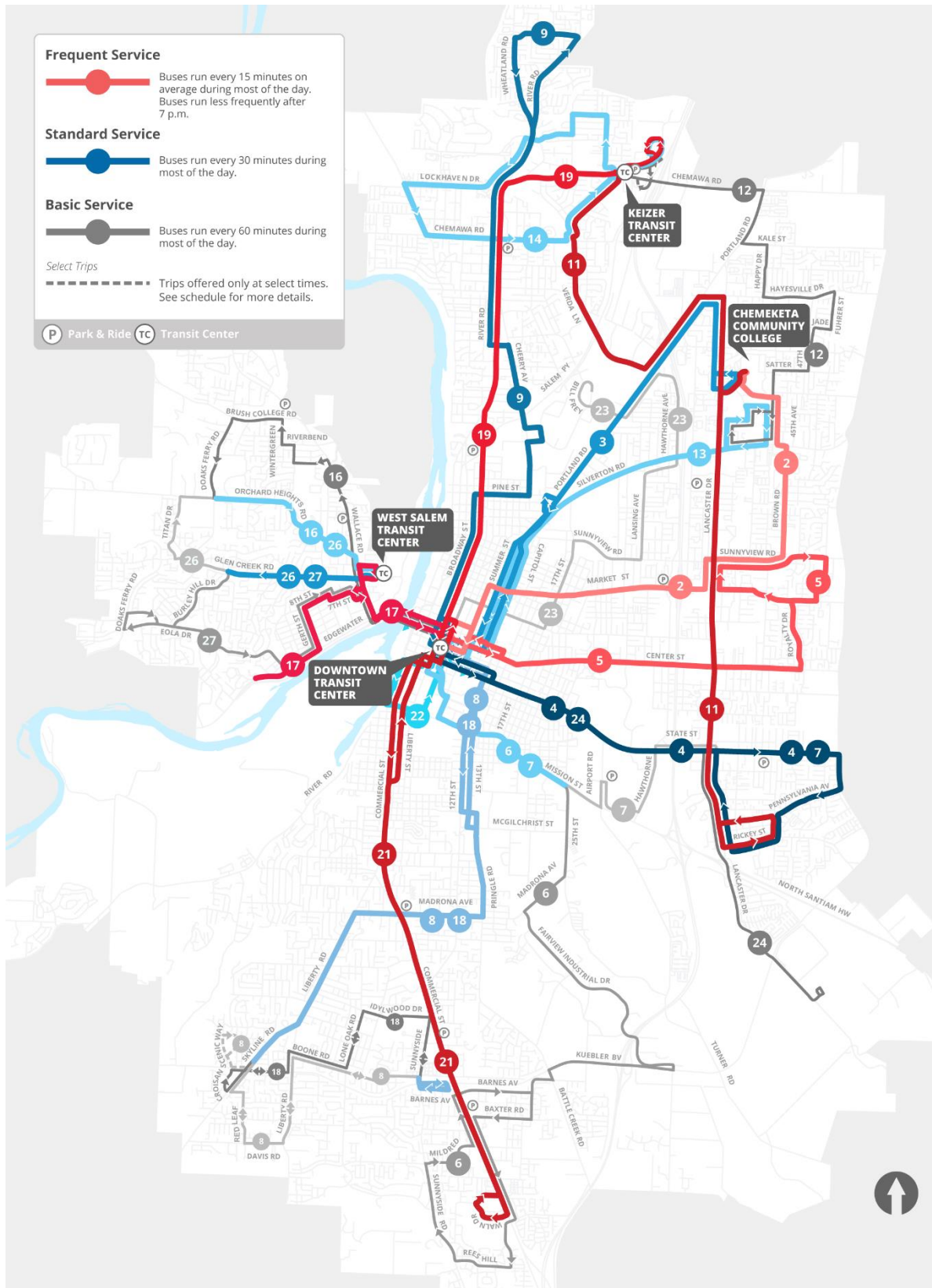


Figure 3-2. September 2018 routes and frequencies

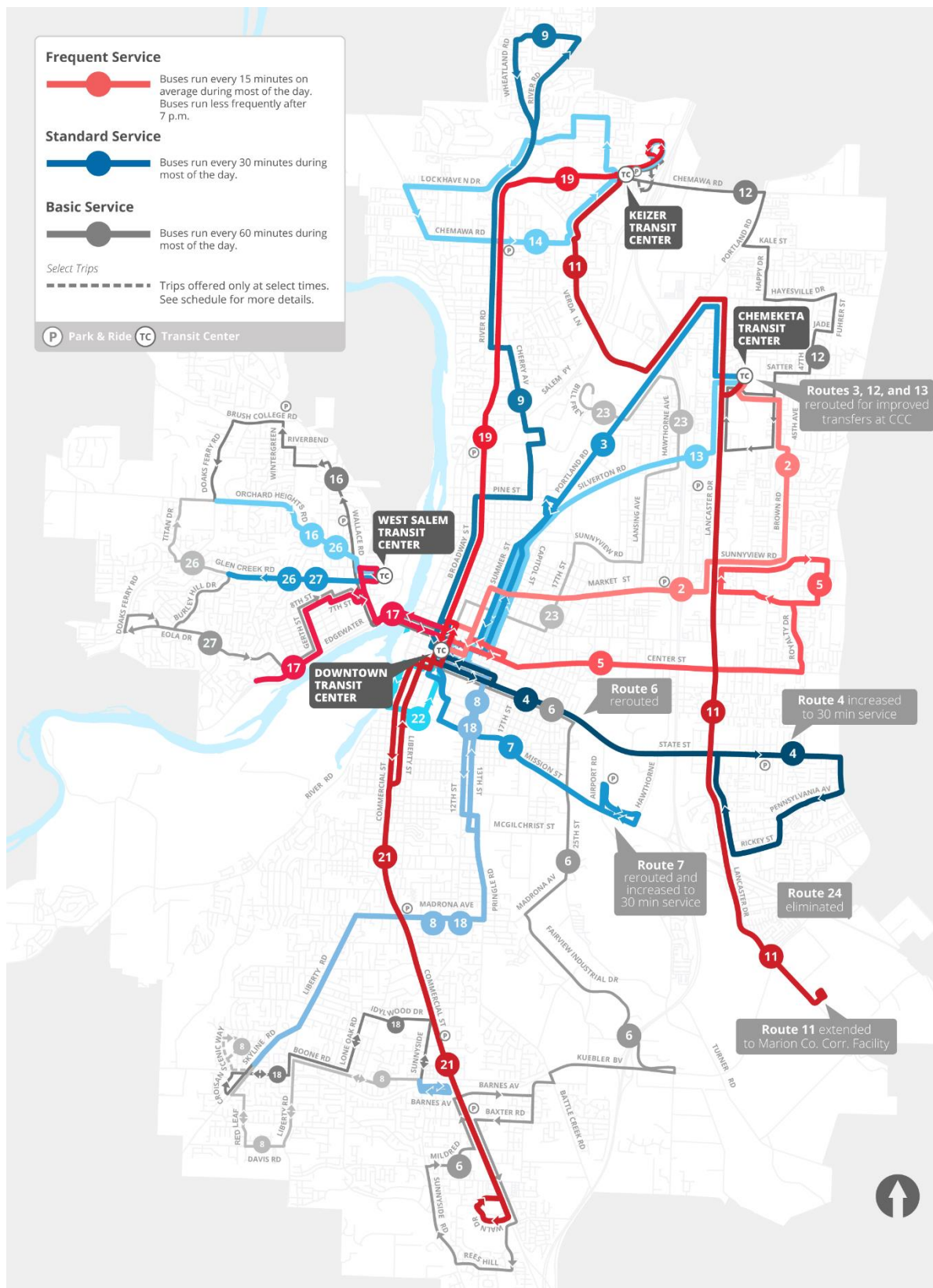
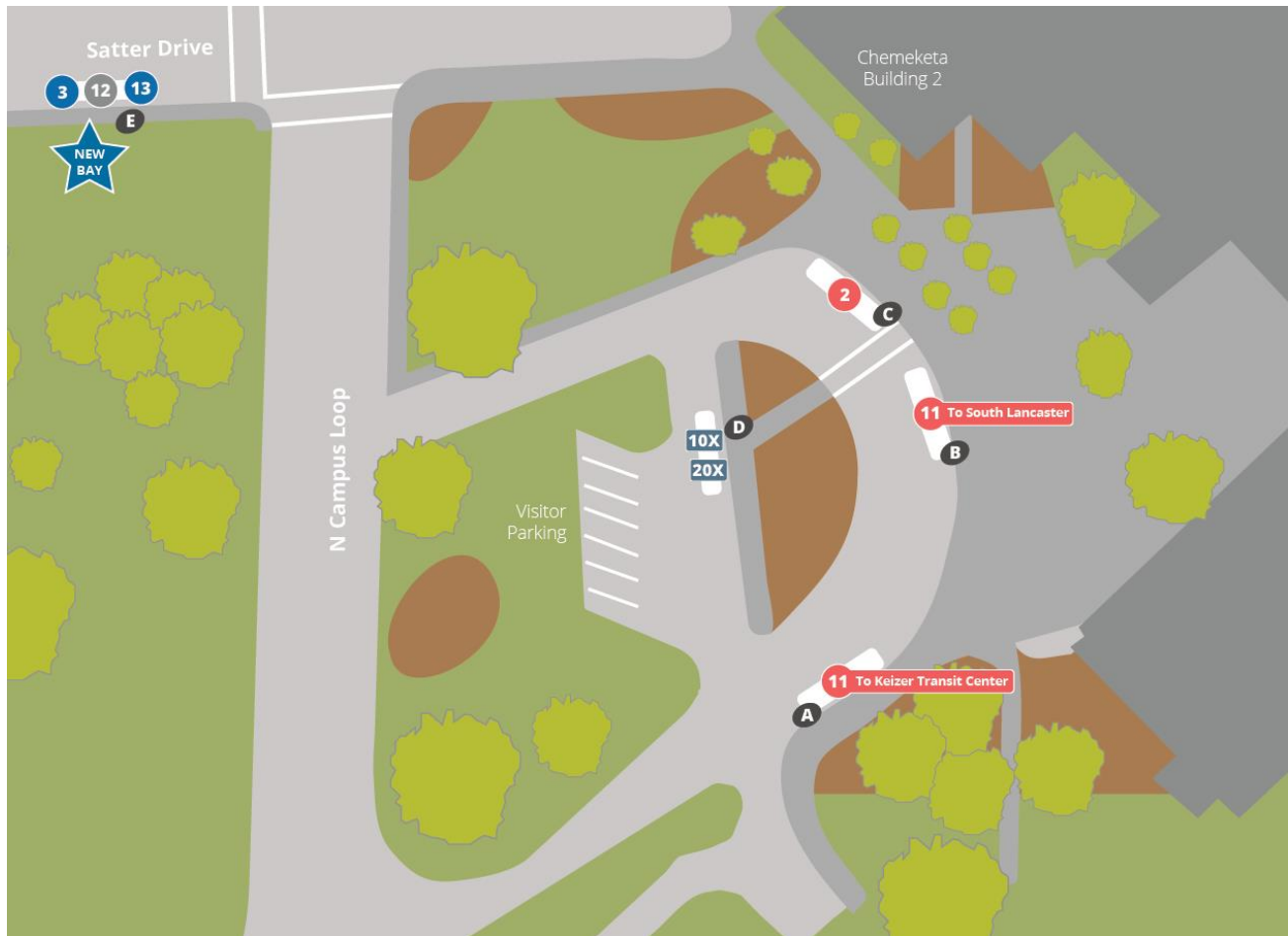


Figure 3-3. September 2018 bay map for Chemeketa Transit Center



3.3 Overall impact

The overall service change will result in an increase of 135.6 daily revenue miles and 13.1 daily revenue hours. To see a breakdown of the changes by route, including changes to frequency and hours of service, see Table 3-1 below.

Table 3-1. Frequency, hours of service, and daily route miles and rev. hrs. on routes with changes

	<i>CURRENT</i>			<i>SEPTEMBER 2018</i>		
	<i>Frequency</i>	<i>Route Miles</i>	<i>Rev. Hrs.</i>	<i>Frequency</i>	<i>Route Miles</i>	<i>Rev. Hrs.</i>
Route 3	30 min 6a-9p	352.7	30.0	30 min 6a-9p	352.7	30.0
Route 4	60 min 6a-9p	152.1	15.4	30 min 6a-9p	307.1	31.0
Route 6	60 min 6a-9p	340.5	22.6	60 min 6a-9p	340.5	22.6
Route 7	60 min 6a-9p	205.0	15.5	30 min 6a-9p	203.2	19.2
Route 11	15 min 6a-7p 30 min 7-9p	1,209.3	93.8	15 min 6a-7p 30 min 7-9p	1,373.8	102.9
Route 12	60 min 6a-9p	190.9	14.8	60 min 6a-9p	196.8	14.8
Route 13	30 min 6a-9p	290.8	19.3	30 min 6a-9p	280.3	19.3
Route 24	60 min 6a-9p	177.6	15.3	<i>No Service</i>	0.0	0.0
TOTAL	<i>N/A</i>	2,918.9	226.7	<i>N/A</i>	3,054.4	239.8
CHANGE					+135.6	+13.1

4. Equity analysis

Since many route changing in this plan constitute a “major service change,” a Title VI equity analysis was conducted to ensure resources are being distributed equitably. Staff found that, given the available data and established methodology, implementing these changes appears to benefit protected populations equitably. Cherriots therefore finds no disparate impacts or disproportionate burdens associated with this service plan.

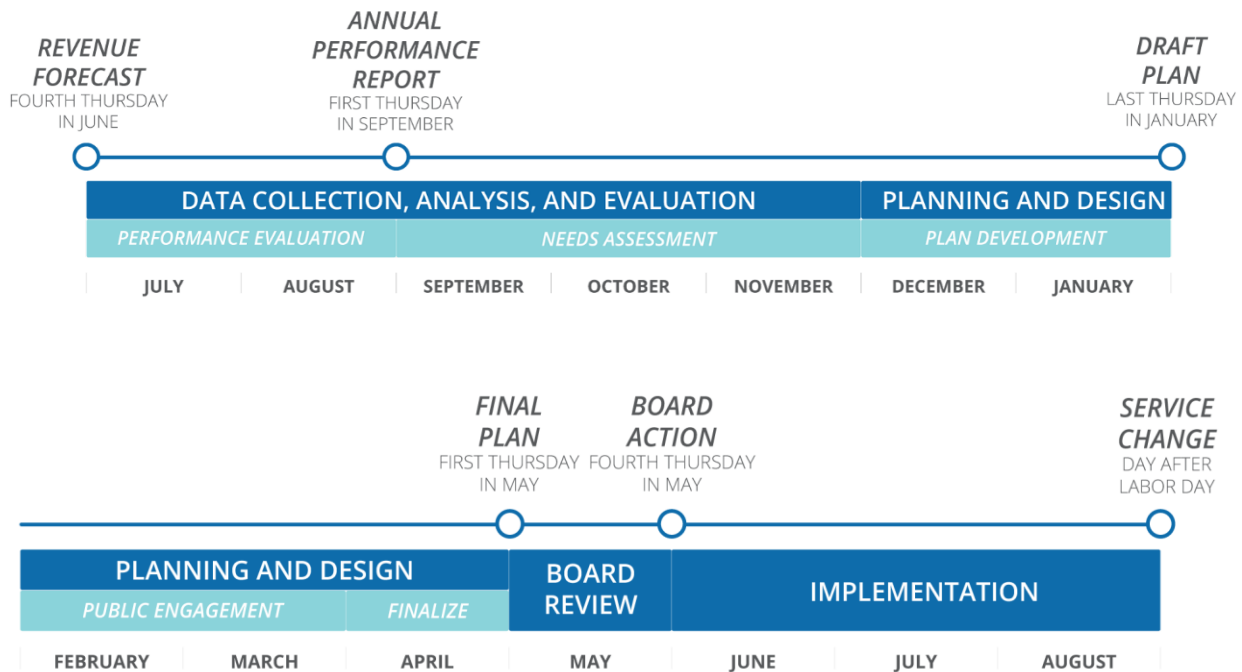
To see the full equity analysis, see **Attachment A**.



5. Next steps

Each year Cherriots staff follow the annual service planning process, from initial revenue forecast through implementation of new service. The timeline below summarizes that planning process (Figure 5-1).

Figure 5-1. Cherriots service planning process timeline



5.1 Board review (May 2018)

The Cherriots Board of Directors will review this service plan and equity analysis and take action at the May Board Meeting.

5.2 Implementation (June-September 2018)

If the service plan is approved, internal and external materials will be prepared for the September 2018 service change. New service will go into effect on Tuesday, September 4, 2018.

