

Microtransit/Flex Route – August 2021 Change Day



UTA on Demand by Via

| | Goal | Jan-21 | Feb-21 | Mar-21 | Q1 |
|-------------------------------|----------------|---------|---------|---------|---------|
| Total Rides | | 3,148 | 3,178 | 3,960 | 10,286 |
| % Change | | -3% | 1% | 25% | |
| Avg. Weekday Ridership | 350 - 450 | 157 | 159 | 172 | 163 |
| WAV Request % | 2% - 5% | 2% | 2% | 2% | 2% |
| Shared Rides | 25% | 19% | 20% | 22% | 19-22% |
| FMLM Connection | 25% | 36% | 36% | 37% | 36-37% |
| Cost per Rider * | < \$13.08 | \$20.66 | \$22.62 | \$21.80 | \$21.71 |
| Avg. Customer Rating | 4.8 out of 5.0 | 4.9 | 4.8 | 4.9 | 4.9 |

* Cost per Rider does not include UTA overhead, marketing, or technology expenses

WAV: Wheelchair Accessible Vehicle

FMLM: First Mile/Last Mile



UTA on Demand by Via

2021 Q1 Accomplishments

- Via Transit Application Integration
- Via Paratransit Connections
- UC Berkeley National Microtransit Survey
- Rider Reengagement Efforts

Next Steps

- Recommend permanent service August 2021 Change Day
- Minor zone modifications
- Discontinue Flex Routes
- Develop UTA Branded App



Flex Route Modifications

- **Convert 3 fixed bus routes to Flex Routes**
- **Redistribute approximately 16,800 annual Flex Route hours from the microtransit area**
- **Improve and expand service coverage through other Flex Routes**



Proposed Service and Route Changes

| Discontinue Routes | Current Service Levels | August Service | Weekday | Saturday |
|--------------------|------------------------|----------------|-------------|----------|
| F504 | 60 min (WDK Only) | Microtransit | 6 am – 9 pm | |
| F518 | 60 min (WDK Only) | Microtransit | 6 am – 9 pm | |
| F534 | Suspended | Microtransit | 6 am – 9 pm | |
| F546 | 60 min (WDK Only) | Microtransit | 6 am – 9 pm | |
| F547 | 60 min (WDK Only) | Microtransit | 6 am – 9 pm | |
| F514 | 60 min (WKD/SAT) | F514 | 30 min | 60 min |
| 11 | 60 min (WDK Only) | F11 | 30 min | 60 min |
| 525 | 60 min (WDK Only) | F202 | 30 min | 60 min |
| 525 | 60 min (WDK Only) | F525 | 30 min | 60 min |
| 232 | 60 min (WDK Only) | F232 | 30 min | 60 min |

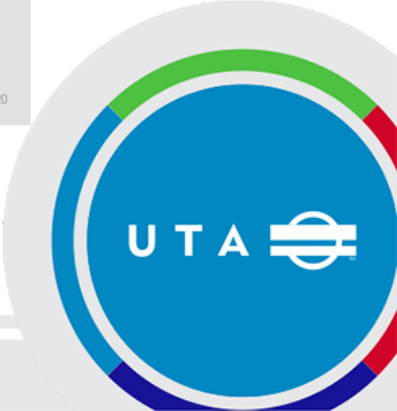


Proposed Route Alignment Changes

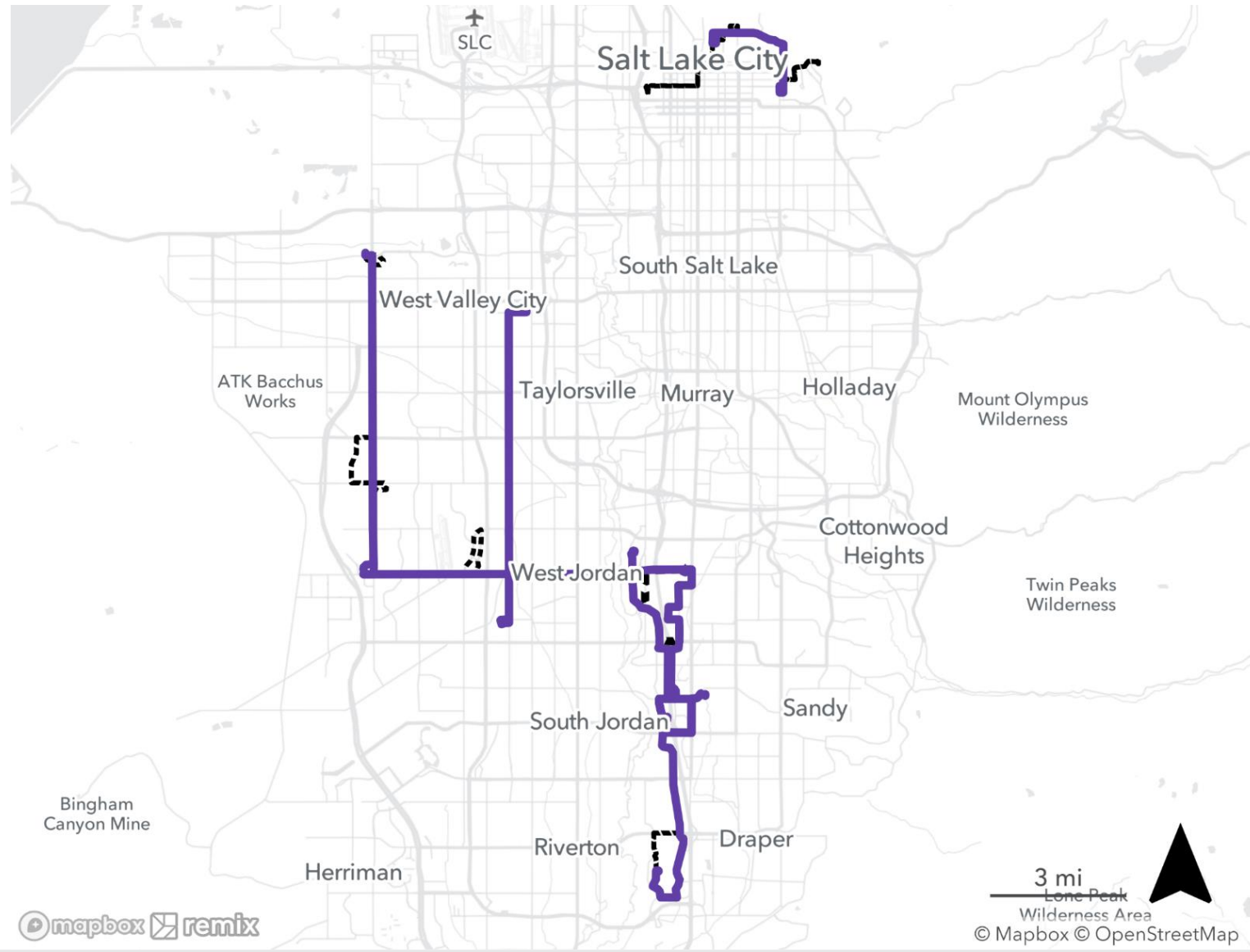
| Route | Weekday | Saturday |
|-------|---------|----------|
| F556 | 30 min | 60 min |
| F578 | 30 min | 60 min |



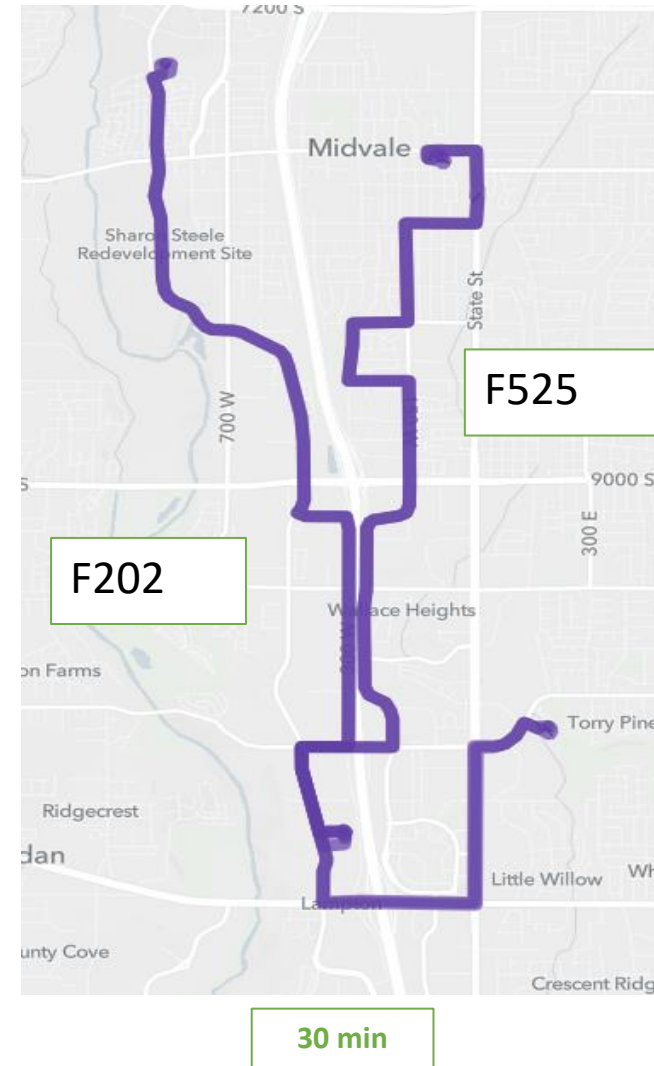
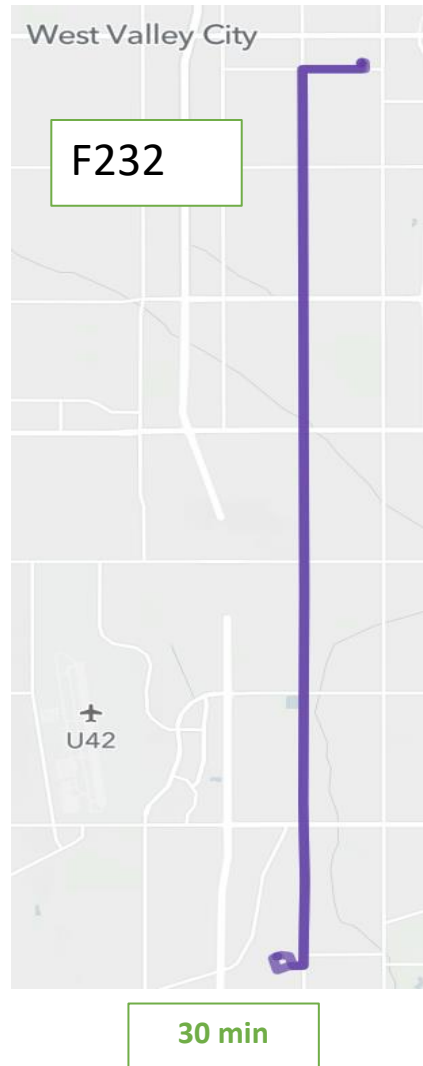
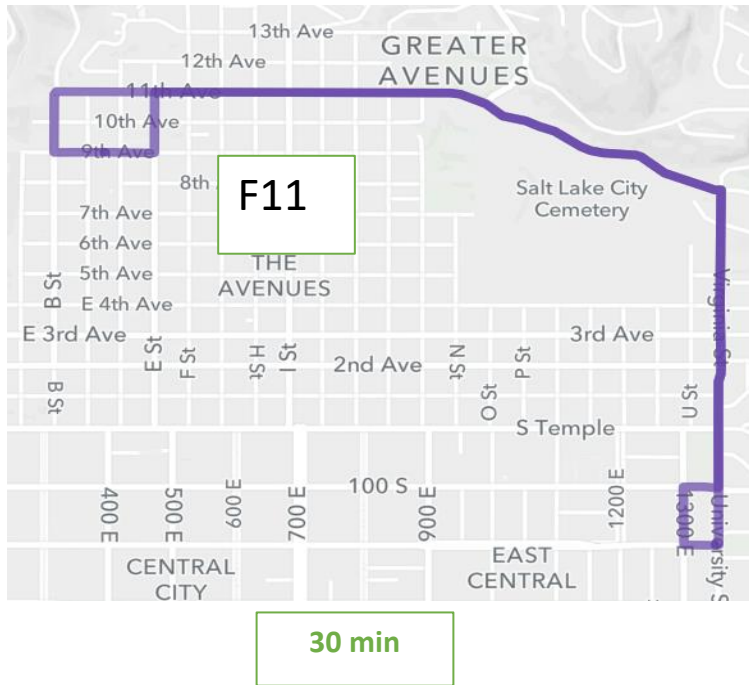
Proposed Microtransit Service Area Changes



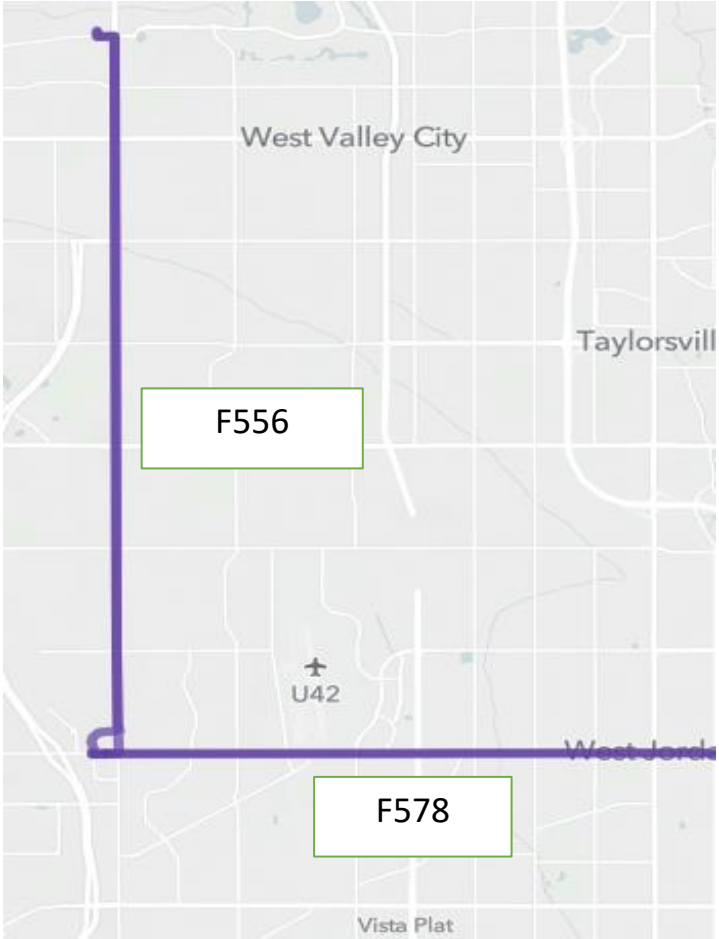
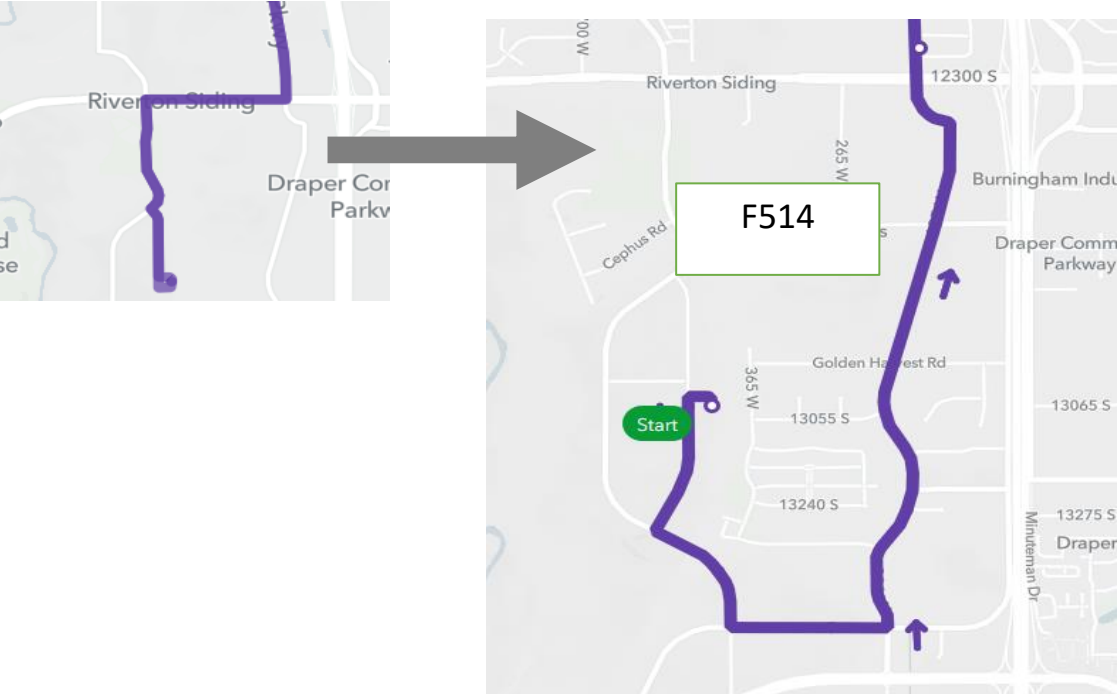
Proposed Fixed and Flex Route Changes



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Proposed Fixed and Flex Route Changes

| | Estimated Annual Cost |
|---------------------------|-------------------------------------|
| Microtransit Service | No Change (included in 2021 budget) |
| New Flex Service | \$1,617,000 |
| Discontinued Flex Service | (\$898,000) |
| Fixed Route Cost | (\$607,000) |
| Net Agency Cost | \$112,000 |



Public Engagement

- Pilot phase engagement efforts
 - Public surveys
 - Stakeholder engagement
 - Other feedback
- Change Day public process
 - April 28-May 28
 - Public comment & public hearing
 - Additional opportunities for the community to learn about and engage with the proposed changes

