

DRAFT RUN CUT REVIEW
ISSUES RAISED BY TRANSPORT WORKERS UNION OF AMERICA LOCAL 260

Shown below are the list of requests from the draft run cut for the proposed June 2016 service change as noted by Planning / Scheduling.

2 Bellaire – No request

3 Langley – Request for later span of service; examination of ridership on trips on 77 Homestead after end of 3 Langley span of service

RESPONSE: Planning staff examined the average weekday ridership by hour for both routes. As shown below, ridership is low on both routes on trips from 7:00 p.m. on. By comparison, average weekday ridership by hour at 7:00 p.m. is 40 and 34 boardings respectively on Route 99 Ella – FM 1960. Planning is not recommending extending PM span of service for the June 2016 service change but will continue to monitor ridership on the last trips on Route 3 Langley.

3 Langley	Northbound (Actual)	Southbound (Actual)	77 Homestead	Northbound (Actual)	Southbound (Actual)
7:00 PM	18	13	7:00 PM	20	7
8:00 PM	11		8:00 PM	11	9
9:00 PM			9:00 PM	15	3
10:00 PM			10:00 PM	6	6
11:00 PM			11:00 PM	10	3
12:00 AM			12:00 AM		

4 Beechnut – Request for increased running time

RESPONSE: Scheduling has included increased running time and an increase in the number of trips on Route 4 Beechnut in June 2016 service change.

4 Beechnut – Request for alignment change near Scott and Cleburne

RESPONSE: Scheduling / Planning are investigating this proposal.

5 Southmore – Request for increased frequency

RESPONSE: Route 5 Southmore is a Coverage (Green) route with 60 minute headway. Under the previous network, the route had significantly more service but did not have the ridership to support those service levels. Planning monitors each route for each service change to determine if additional service is needed. In January 2016, Planning added service to Route 76 Evergreen and in June 2016 Planning is adding service to Route 99 Ella – FM 1960 due to increased ridership. Planning will continue to monitor ridership on this route but no service increases are recommended for the June 2016 service change.

6 Jensen / Greens – Request to shift downtown relief to the Downtown Transit Center

RESPONSE: Scheduling has shifted the downtown relief point for Route 6 Jensen / Greens to the Downtown Transit Center.

7 West Airport - Request for additional layover on trips with 5 or 7 minutes layover

RESPONSE: Scheduling has 5 to 7 minutes recovery time at each end. The on-time performance for the route is 78%, which is significantly above average. Increasing the recovery time would require an all-day peak bus and increase operating costs. Planning is not recommending increasing the layover on this route as the combination of above average on time performance and required increase in cost do not justify such at this time.

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8 West Bellfort – No request

9 Gulfton / Holman – No request

10 Willowbend – No request

11 Alameda / Lyons – Request for more running time particularly between Alameda @ IH610 and Alameda @ Old Spanish Trail

RESPONSE: Following operator comments, running time on this route was adjusted with the January 2016 service change. The interlining of Route 11 Alameda / Lyons and Route 98 Briargate was removed to address on-time performance concerns. Scheduling is investigating this specific request for the August 2016 service change.

14 Hiram Clarke – No request

20 Canal / Memorial – No request

25 Richmond – No request

26 Long Point / Cavalcade – Request for additional running time: 1) left hand turn onto Long Point off Hempstead; 2) Hempstead to Long Point and Gessner

RESPONSE: Scheduling is investigating this. This request will be a priority review for the August 2016 service change.

27 Shepherd – No request

28 OST – Wayside – Request for additional signage at Southeast Transit Center alerting customers to 60 Cambridge service to TMC as well as 28 service to TMC

RESPONSE: Planning will meet with Marketing to discuss information options.

29 Cullen / Hirsch – Request to relocate layover from Lyerly and Fulton to 26 Lyerly (existing bus stop, passenger shelter, restroom stop)

RESPONSE: The requested relocation would require passengers on the bus who currently get off and Lyerly and Fulton and walk a short distance to the Northline Transit Center at layover to wait on the bus at 26 Lyerly or walk a longer distance to the Northline Transit Center. Scheduling reviewed ridership data and found that there are an average of 84 alightings at the current layover location. Scheduling is not recommending a relocation of this layover location at this time due to the high number of passengers who would be inconvenienced.

29 Cullen / Hirsch – Request to move relief from Elgin and Scott to Elgin and Cullen

RESPONSE: A key aspect of the concern is the absence of protection from inclement weather. A recommendation has already been made to add passenger shelters at Elgin and Scott for this reason. Planning will follow up with Capital Planning / Facilities Maintenance to provide a time line for installation of the passenger shelters.

29 Cullen / Hirsch – Request to have pull in / pull out rather than reliefs on Saturday and Sunday

RESPONSE: Scheduling has examined this in connection with a similar request for Route 80 Lockwood / MLK. Scheduling cannot provide pull in / pull out schedules for both routes without impacting the peak

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vehicle requirements and staffing requirements at facilities. The stated preference of the Union representatives was Route 80 Lockwood / MLK.

30 Ella – Clinton – Request to relieve at North Shepherd

RESPONSE: Relief at North Shepherd would require operators to use either Route 99 Ella – FM 1960 (60 minute scheduled headway) or an unbudgeted van. Scheduling does not recommend either option for the June 2016 service change.

32 Renwick / San Felipe – No requests

33 Post Oak – Request about specific run

RESPONSE: Scheduling is investigating the request.

36 Kempwood – No requests

39 Katy Freeway – No requests

40 Telephone / Heights – Request to change operation to avoid doubling of trips through Hobby Airport

RESPONSE: Route 40 Telephone / Heights operates in this manner to facilitate transfers to other routes and provide service to high volumes of customers in light of the inability to layover at Hobby Airport. No changes are proposed to this routing.

40 Telephone / Heights – Request to relieve at North Shepherd

RESPONSE: Relief at North Shepherd would require operators to use either Route 99 Ella – FM 1960 (60 minute scheduled headway) or an unbudgeted van. Scheduling does not recommend either option for the June 2016 service change.

41 Kirby / Polk – No requests

44 Acres Homes – No requests

45 Tidwell – Request to extend route into Tidwell Transit Center; examination of ridership at Tidwell and Jensen (also requested for 6 Jensen / Greens)

RESPONSE: In February 2016, Planning / Scheduling staff examined requests to move relief to the Tidwell Transit Center. The request would require 10 additional minutes per bus trip (5 minutes inbound and 5 minutes outbound) or 16.33 additional revenue hours and at least 1 more peak bus per day. The detour would cost approximately \$476K annually. This detour would also require 1,322 passengers (weekday) to be inconvenienced by the detour daily.

Following this request, Scheduling reviewed the ridership data and determined that there is high ridership at these locations. Additional analysis will be conducted prior to the August 2016 service change to see what options might be possible.

46 Gessner – No requests

47 Hillcroft – No requests

48 Market – No requests

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49 Chimney Rock / S. Post Oak – No requests

50 Broadway / 73 Belfort – Request to separate routes

RESPONSE: After the Green Rail Line is extended to Magnolia Park Transit Center, changes will be made to Route 50 Broadway. The changes should improve service reliability on this route. However, the challenge with the requested separation of the routes is the inability to layover at Hobby Airport.

51 Hardy – Kelley – No requests

52 Hardy – Ley – No requests

54 Scott – No requests

56 Airline / Montrose – Request for additional layover on trips with 5 - 7 minutes layover (Block 056658)

RESPONSE: Scheduling examined the two blocks with 5 minute layovers. Scheduling concurs that 5 minutes is insufficient for the PM peak period layover and will expand that layover. Changing the other layover would require modifications to blocking for several other runs. Scheduling is not recommending making that change at this time. Scheduling will monitor this situation to see if changes are warranted for the August 2016 Service Change.

56 Airline / Montrose – Request for route to operate on Fulton and not enter Northline Transit Center

RESPONSE: The original New Bus Network alignment of Route 56 Airline had the route operating on Fulton outside the Northline Transit Center due to the use of articulated buses and their inability to make the turns into the Northline Transit Center. There were multiple customer complaints including Board meeting speakers who complained about getting wet during rain, being unable to connect with other bus routes due to difficult passenger movements, etc. In response to these complaints, Planning worked with Maintenance and redeployed the articulated buses from Fallbrook to West, then shifted the equipment assignments from 56 Airline / Montrose to 151 Westpark Express to better match weekday passenger loads. The alignment was then changed to take the bus into and out of the Northline Transit Center. METRO's Board of Directors approved this change with the January 2016 service change. Customer complaints have declined significantly on both Routes 56 and 151 as a result of this change. Planning will not recommend changing the alignment.

56 Airline / Montrose – Request for police assistance in handling traffic signals at Northline Transit Center.

RESPONSE: Planning will investigate this option with METRO Police Department.

58 Hammerly – No requests

59 Aldine Mail – No requests

60 Cambridge – No requests

63 Fondren – No requests

64 Lincoln City – No requests

65 Bissonnet – No requests

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66 Quitman – No requests

67 Dairy Ashford – No requests

68 Braeswood – No requests

70 Memorial – No requests (NW)

71 Cottage Grove – No requests (NW)

72 Westview – No requests (NW)

73 Bellfort – See 50 Broadway above

75 Eldridge – No requests

76 Evergreen – No requests

77 Homestead – No requests

78 Wayside – No requests

79 West Little York – No requests (NW)

80 Lockwood / MLK – Request to pull in / pull out all weekend trips; request to re-assign to Polk on weekends

RESPONSE: Scheduling has examined this in connection with a similar request for Route 29 Cullen / Hirsch. Scheduling cannot provide pull in / pull out schedules for both routes without impacting the peak vehicle requirements and staffing requirements at facilities. The stated preference of the Union representatives was Route 80 Lockwood / MLK. Scheduling has made adjustments to Route 80 Lockwood / MLK on the weekend in response to this preference.

82 Westheimer – Request to move relief point from Travis and Prairie to Downtown Transit Center

RESPONSE: Scheduling moved the relief point from Travis and Prairie to the Downtown Transit Center for West blocks, while Polk blocks continue to relieve in downtown to minimize bus bunching.

83 Lee Road – Request to relocate northern layover location moving from bus stop at JFK / World Houston to bus stop at JFK closer to Sheraton for improved lighting

RESPONSE: Service Planning conducted a site visit on Monday, April 11, 2016. Per the site visit, there is no existing bus stop north of the current layover location. Installation of any new bus stops must be ADA accessible, requiring Facilities Maintenance to make the stop ADA accessible prior to implementation. As there are many existing bus stops which need to be made ADA accessible, it would be difficult to prioritize this one. This location was chosen in response to customer complaints about the use of the Eastex Park and Ride as a layover location and in response to business concerns about the layover location. **Is there an alternative location which could be investigated?**

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84 Buffalo Speedway – Request to bring route into Northwest Transit Center; request to use Park & Ride bus bays in NWTC midday for restroom breaks; request for 1 additional peak bus from 7 – 9 AM

RESPONSE: Scheduling will put a note on paddles for non-peak period usage.

85 Antoine / Washington – No requests

86 FM1960 / Imperial Valley – No requests

87 Sunnyside – No requests

88 Sagemont - Request to increase frequency; request to add another run; concern about reliability

RESPONSE: Route 88 Sagemont is a Coverage (Green) route with 60 minute headway. Under the previous network, the route had significantly more service but did not have the ridership to support those service levels. Planning monitors each route for each service change to determine if additional service is needed. In January 2016, Planning added service to Route 76 Evergreen and in June 2016 Planning is adding service to Route 99 Ella – FM1960 due to increased ridership. Planning will continue to monitor ridership on this route but no service increases are recommended for the June 2016 service change.

89 Dacoma – No requests

96 Veterans Memorial – Request for more running time

RESPONSE: Scheduling has reviewed the running time. Additional running time is recommended for the August 2016 service change.

97 Settegast – No requests

98 Briargate – No requests

99 Ella – FM1960 – Request for later service

RESPONSE: Planning is preparing a briefing for the Board on extended span of service on Coverage routes. Route 99 Ella – FM1960 has the highest boardings / revenue hour and boardings / revenue mile of any coverage route which makes it a candidate for extended span of service in the future.

102 Bush IAH Express – No requests

137 Northshore – Appreciation to Scheduling for addressing previous issue

RESPONSE: Planning appreciates the compliments and recognition of the improvement.

151 Westpark Express – No requests

152 Harwin Express – No requests

153 Harwin Express – No requests

160 Memorial City Express – No requests

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161 Wilcrest Express – No requests

162 Memorial Express – Request to remove 45' buses and replace with 40' buses

RESPONSE: Route 162 Memorial Express was preceded by Route 131 Memorial. Many passengers complained when 45' buses were replaced by 40' buses on a limited basis on this route. Planning does not propose to make changes at this time due to concerns about complaints.

221 Kingsland – Run specific request

RESPONSE: Scheduling is investigating the request.

360 Peerless Shuttle – No requests

399 Kuykendahl Shuttle – No requests

402 Bellaire Quickline – Remove wraps

RESPONSE: Planning stated that METRO was investigating this option.

413 Greenlink – Orange – Request for minimum 8 hours (showed runs with more than 7 hours)

RESPONSE: Route 413 Greenlink – Orange operates only 4 days per week, Thursday through Sunday. As a result of the 4 day per week operation, the route is best scheduled using part-time operators. Scheduling will review the schedule / cost impact associated with assigning full-time operators. Currently, full-time operators are being used to operate this service.

Ready Buses – Request for ready buses per facility on weekdays

RESPONSE: Planning noted that there are no monies in the FY2016 budget for ready buses. Planning will include ready buses in the FY2017 – FY2020 Transit Service Plan recommendation.

OPERATOR SHUTTLES / VANS - Request to expand / retain / re-route existing or add van service.

RESPONSE: Van service is unbudgeted and being modified / revised.

