

preliminary analysis using raw data only calculated the PM on time performance for the same period to be 70.9%, which is slightly higher than the 67.8% on time performance for the average PM peak period commuter bus route. PM peak period on time performance is significantly lower between Thanksgiving and New Years due to increased congestion in Uptown, an issue which was: a) identified on METRO local bus routes; b) conveyed to Uptown prior to implementation; and c) means that the on time performance for the remaining portion of the fiscal year is significantly higher than the overall average and therefore significantly higher than the average commuter bus route when this time period is excluded.

- B) *Existing versus New Riders.* In the preliminary Customer Satisfaction Survey for the route, 83% of the riders stated that they were riding other routes previously. The most frequently mentioned route was Route 33 Post Oak, which operates between the Northwest Transit Center and Uptown on a portion of its route. Route 33 has more frequent service, midday service, and late night service due to significantly higher ridership. Likewise, a significant portion of the ridership on Route 285 is not destined for nor originates from Uptown. Roughly 20% of the ridership on Route 285 travels between Kingsland and the Northwest Transit Center, with many of these customers transferring to and from Route 298 Kingsland – Addicks / TMC at the Northwest Transit Center.
- C) *Subsidy per Boarding.* In the FY2013 Route Ranking Model, the total subsidy per boarding for Route 285 Kingsland / Uptown was \$40.20. This is the highest total subsidy per boarding for any non-Airport Direct Route in the past 15 years. The next highest total subsidy per boarding was on Route 286 West Little York – Northwest Transit Center / Uptown – Greenway, which was discontinued due to low ridership and high subsidy in FY2012.
- D) *Poor Performing Routes.* During METRO's history, there have been seven commuter bus routes implemented to serve Uptown. Of these seven, five have been discontinued due to poor performance while Route 285 is also classified as a poor performing route (see table below). Only the current Route 283 Kuykendahl / Greenway – Uptown has not been discontinued or is classified as a poor performing route, and its total subsidy per boarding is significantly above average.

Route		Starting Month	Ending Month
283 Missouri City/Uptown-Greenway	Weekday	October 1984	June 1985
284 Kingwood-Townsen/Greenway-Uptown	Weekday	June 1998	October 2004
285 Kingsland-Addicks/Uptown-Greenway	Weekday	April 1990	October 2004
286 West Little York-NWTC/Uptown-Greenway	Weekday	January 2003	February 2012
TREK (CMAQ Funded)	Weekday	July 2000	May 2003

It is important to note that many of the local bus routes which serve Uptown rank among the best performing routes in METRO's system overall as well as on the total subsidy per boarding indicator. Likewise, there are a significant number of METRO StarVanpools which serve Uptown which have operated successfully.

- E) *Loads.* In the first two years of operation, Route 285 Kingsland / Uptown has never had a single bus trip with a standing load. Only 3 bus trips out of nearly 7,900 have had even as many as 40 customers at any time. More than half of the trips (56% in FY2013 and 53% in FY2014) have had 5 or fewer customers, or less than 10% seating capacity utilization.

As mentioned, I'll be out in the morning but will be back in the afternoon.