

# 2020 SYSTEM EVALUATION SUMMARY

**Timeframe covered: September 2019 – mid-March 2020**  
Adjusted from typical March-June timeframe due to impacts of COVID-19 pandemic

During this timeframe, Metro was operating **4.2M annual service hours** of bus and DART service  
Needed investment: **438,000 annual service hours**

<b>PRIORITY 1</b>	<b>PRIORITY 2</b>	<b>PRIORITY 3</b>	<b>PRIORITY 4</b>
<b>Reduce Crowding</b>	<b>Improve Reliability</b>	<b>Service Growth</b>	<b>Route Productivity</b>
INVESTMENT NEED:	INVESTMENT NEED:	INVESTMENT NEED:	
<b>2,750 annual service hours</b> on 6 routes	<b>18,250 annual service hours</b> on 61 routes	<b>417,000 annual service hours</b> on 55 corridors	<ul style="list-style-type: none"><li>Suburban routes remained generally flat, with stronger productivity during off-peak</li></ul>
PREVIOUS INVESTMENT:	PREVIOUS INVESTMENT:	PREVIOUS INVESTMENT:	<ul style="list-style-type: none"><li>Urban routes saw decreases during peak time, strengthening in off-peak</li></ul>
6,900 service hours in 2018-2019	2,800 service hours in 2019	9,800 service hours in 2019-2020	

**Peak Analysis:** 64 routes total | 51 met at least one of the criteria | 9 failed both (4 routes not analyzed)

**Flexible Services:** 24 services in operation | daily ridership ranged from 6-416 | cost/boarding ranged from \$4.20-\$71.50 (vs. bus/DART @ \$5.22)

## **Metro Connects Progress:**

- Transit Access (households within ½ mile of frequent service):**  
52% of all households (2040 goal 73%) | 49% of minority households (2040 goal 77%) | 54% of low-income households (2040 goal 87%)
- Transit Use:**  
507,000 daily boardings across all modes (2040 goal 1.026M) | 14.6% of commute trips were on transit (2040 goal 23%)
- Transit efficiency:**  
Bus/DART cost per boarding = \$5.22 (2040 goal \$3.95) | boardings/hour = 28.5 (2040 goal = 36.7)