



Transit Commission
Agenda
February 17, 2021

PLEASE TAKE NOTICE that there will be a meeting of the Eau Claire Transit Commission on Wednesday, February 17, 2021 at 6:00 p.m. virtually through online meeting systems and will be available to the public via Webex using a computer, tablet, or smartphone (Webex app required) or telephone (audio only), using the link or dial-in number:

Transit Commission Connection Info

Event Address for Attendees:

<https://eauclairewi.webex.com/eauclairewi/onstage/g.php?MTID=ef94eead04639cf15e9f80380881aac92>

Audio Only: +1-408-418-9388 *Access Code:* 187 403 0003

1. **Call to Order**
2. **Roll Call**
3. **Reading and approval of minutes of the past meeting on January 20, 2021**
4. **Open Public Comment Period for Items that do not appear on this Agenda noted as Public Hearings or Items for Public Discussion**
5. **Public Hearings and Discussions**
 - a. **Discuss TDP recommendation Priorities determined at February 3, 2021 Work Session.**
 - b. **Discuss non-budget TDP recommendations and determine public hearing schedule for proposed changes.**
6. **Other Business Agenda items**
 - a. **Discuss the Service to Target and Menards Stores.**
 - b. **Discuss other 2021 items for Transit Commission work plan.**
7. **Discussion and Direction**
 - a. Ridership and Revenue Reports
 - b. 2020 4th Quarter Complaint Report
 - c. Manager's Report
 - i. Transfer Center Project Update
 - ii. Income Qualifying Fare report
 - iii. RFP for Bus Technology and Fare Collection Update
 - iv. COVID-19 Actions update
 - v. Review of Transit Equity Day
8. **Adjournment**

Bob Schraufnagel, Chairperson

c: News Media



Transit Commission
Minutes
January 20, 2021

1. **Meeting Called to Order at 6:00PM**
2. **Roll Call**
 - a. **Members Present: Bob Schraufnagel, Jeremy Gragert, Rose Fowler, Georgia Eaton, Lauren Becker, Philip Swanhorst**
 - b. **Members Absent: Joshua Clements, Cheryal Kiesler, Kelly Austin**
 - c. **Others Present: Renee Tyler, Tom Wagener, Amber Willi, Mark Quam**
3. **Reading and approval of minutes of the past meeting on December 16, 2020**
 - a. Motion to approve minutes as submitted by Commissioner Fowler, seconded by Commissioner Becker. All votes in favor, Council Member Gragert abstained, motion passes.
4. **Open Public Comment Period for Items that do not appear on this Agenda noted as Public Hearings or Items for Public Discussion**
 - a. None
5. **Public Hearings and Discussions**
 - a. **Discuss and consider a motion regarding Transit Asset Management Goals for 2021.**
 - i. Motion to approve the Transit Asset Management Goals by Council Member Gragert, seconded by Commissioner Swanhorst. All votes in favor, motion passed.
 - b. **Discuss and consider a motion regarding recommended changes to the Plan Implementation Program for the Transportation Plan of the City of Eau Claire Comprehensive Plan.**
 - i. Brief background on the Comprehensive Plan by Council Member Gragert
 - ii. Discussion among Commissioners
 1. Rail Partnership
 2. UWEC Transit Center
 3. Transit Equity
 4. Electric Buses
 5. Bus Shelters
 - iii. Transit Manager Wagener will pass along comments to the appropriate City staff and to the Plan Commission.
6. **Other Business Agenda items**
 - a. **Proclamation for Transit Equity Day.**
 - i. Motion to approve the Proclamation as presented in Packet Addendum 1 by Commissioner Swanhorst, second by Commissioner Becker. All votes in favor, motion passed.
 - b. **2021 Transit Commission Work Plan Discussion.**
 - i. Work plan to determine which Revenue Neutral Option(s) should be prioritized for implementation.
 - ii. Work Plan will be scheduled and will return to the Commission with recommendations.
 - iii. Tentative Work Plan scheduled for Wednesday, February 3rd at 5pm.
 - iv. Commissioners request that Bus Operators be consulted for their feedback.
 - c. **Transit Equity Day Planning**
 - i. Motion to include social media marketing, posters in public transit spaces, a rose placed on one seat on each bus, and to provide more education on Transit Equity Day by Commissioner Swanhorst, seconded by Commissioner Becker.
 - ii. Public input by Mark Quam in support of Transit Equity Day
 - iii. All votes in favor, motion passed.



7. Discussion and Direction

- a. Ridership and Revenue Reports
 - i. Presented by Transit Manager Wagener
- b. Manager's Report
 - i. Presented by Transit Manager Wagener
 - 1. Transfer Center Project Update
 - 2. Income Qualifying Fare report
 - 3. RFP for Bus Technology and Fare Collection Update
 - 4. COVID-19 Actions update

8. Adjournment

- a. Motion to adjourn by Commissioner Becker, seconded by Council Member Gragert. All votes in favor, meeting adjourned at 7:57PM.

REQUEST	CHANGE	COST	PRIORITY	LOCAL SHARE	ALT	EC	NOTES
1	EXTENDED SATURDAY SERVICE	\$ 237,592.00	6	\$ 71,277.60	\$ 4,454.85	\$ 66,822.75	Roughly \$8233/Hr
2	EXTENDED EVENING SERVICE	\$ 196,427.00	4	\$ 58,928.10	\$ 6,202.77	\$ 52,725.33	Roughly \$8233/Hr
3	ON DEMAND	\$ 196,500.00	7	\$ 58,950.00			Anticipated Contract Cost
4	ALTOONA SERVICE	\$ 243,235.00	2	\$ 72,970.50	\$ 62,024.93	\$ 10,945.58	Most of the increase would be to Altoona Explored by Altoona
5	UWEC SERVICE - INCREASED FREQUENCY	\$ 331,803.00	5	\$ 99,540.90			Local Share Cost would be to UWEC Explored by UWEC
6	SUNDAY SERVICE	\$ 350,000.00	1	\$ 105,000.00	\$ 4,316.55	\$ 100,683.45	Can possible reduce cost if On Demand is contracted for this service
7	ROUTE 1 and 6 Increased Frequency	\$ 774,571.00	8	\$ 232,371.30			Addition 12 Hours/Day
8	Increase Evening Service on Route 6	\$ 25,000.00	3	\$ 7,500.00			Restoring service cuts done previously. Can be done in conjunction with #9 or separately.
9	Increase Evening Service on Route 20	\$ 25,000.00	3	\$ 7,500.00			Later service to mirror other evening routes. Can be done in conjunction with #8 or seperately

Short-Term, Minimal Cost Scenario

The following service recommendations are those which can be implemented relatively quickly without the need for significantly more resources.

Route 1

The recommended changes, reasoning, and impacts related to Route 1 are shown in Figure 81 and Figure 82, and summarized in Table 21 and Table 22. Route 1 is ECT’s highest ridership and most productive route, aside from Routes 9 and 19. It serves several important destinations, including the Oakwood Mall and surrounding commercial area, the location of dozens of employers and thousands of jobs.

The Short-Term, Minimal Cost recommendation addresses this by extending slightly the hours of service. Additional investment in Route 1 is included in the Short-Term, Investment recommendations.

Table 21. Change and Impact Summary: Route 1 (Short-Term, Minimal Cost Scenario)

Proposed Change	Impact
Modify Route 1 to no longer operate within the Festival Foods parking lot. Today, Route 1 serves two bus stops located within the Festival Foods parking lot in the northbound direction; southbound, the Route stays on Mall Dr. Instead, Route 1 will operate on Mall Drive in both the northbound and southbound directions.	<ul style="list-style-type: none"> Increased safety and service reliability by eliminating bus operations within the Festival Foods parking lot; passengers would access the shopping center using the bus stops along Mall Dr. Consistent operations in northbound and southbound directions, reducing potential for confusion Requires slightly greater walk/roll distances to access businesses in the shopping center
Extend the span of service on Route 1 to operate once every 60 minutes between 6:15 AM and 11:15 PM on weekdays, and from 8:15 AM to 9:15 PM on Saturday	<ul style="list-style-type: none"> Greater convenience by introducing ability to travel directly between Oakwood Mall and the Transfer Center for 2 hours later into the evening, facilitating more opportunities for employment, shopping, and entertainment-related trips Required ECT to hire an additional operations supervisor to oversee service in the late evening, at an annual cost of approximately \$80,000

Figure 81. Headway and Span Summary: Route 1 (Short-Term, Minimal Cost Scenario)

Route	Day of Week	Phase	Time of Day																				
			5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM	12AM	
1	Weekday	Existing																					
		Proposed																					
1	Saturday	Existing																					
		Proposed																					
Headway (Minutes)			30	60																			

Figure 82. Route 1 (Short-Term, Minimal Cost Scenario)

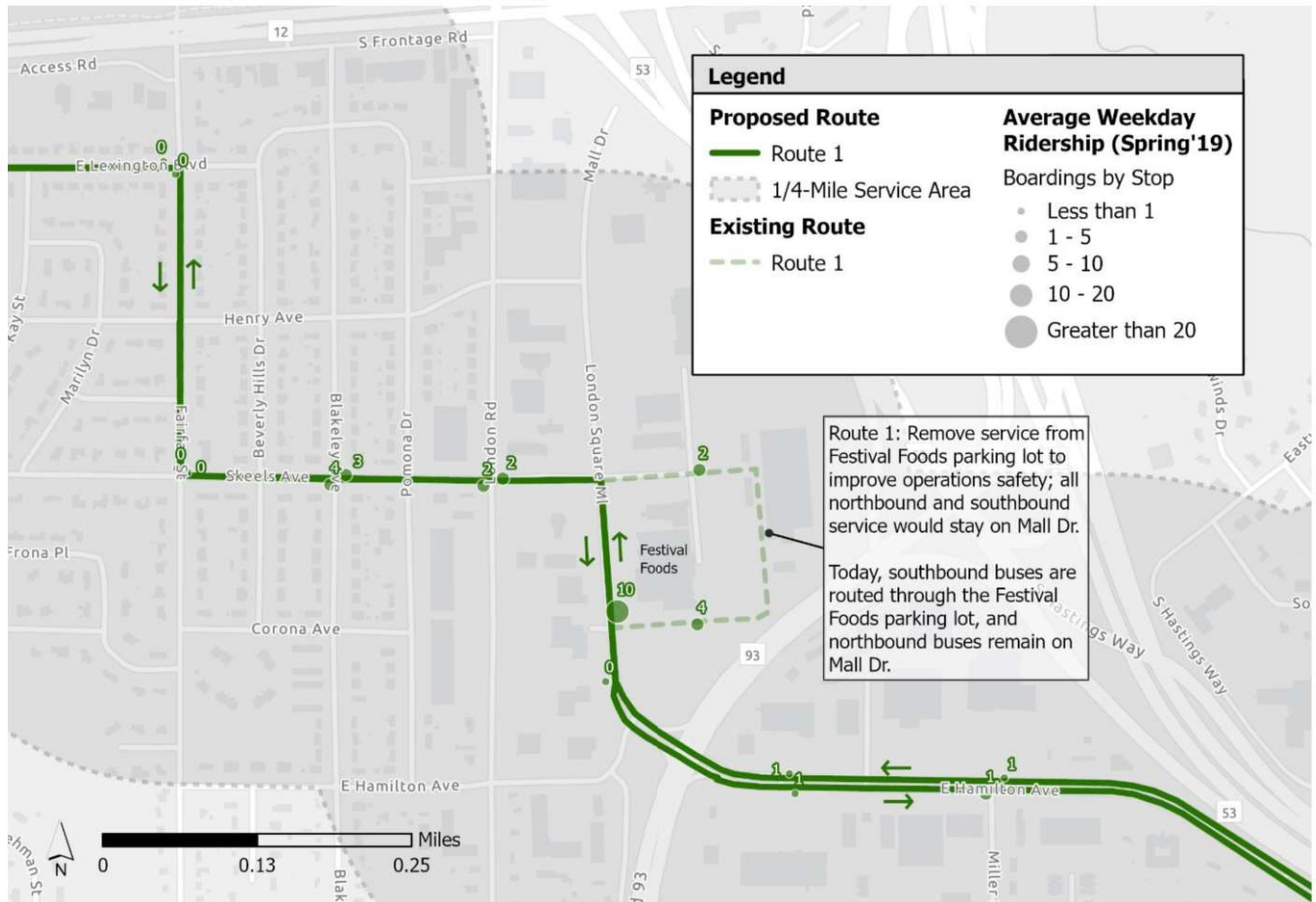


Table 22. Service Resource Summary: Route 1 (Short-Term, Minimal Cost Scenario)

Route	Service Days	Phase	Miles per Trip	Buses Required (Peak)	Daily Scheduled Trips	Daily Revenue Hours	Daily Revenue Miles	Change in Annual Operating Expense
1	Weekdays	Existing	13.6	1	16	16.0	216.8	
		Proposed	13.1	1	18	18.0	235.1	+\$48,900*
	Saturday	Existing	13.6	1	10	10.0	135.5	
		Proposed	13.1	1	14	14.0	182.8	+\$19,900
Total	Combined	Difference		0				+\$68,800*

*The addition of Route 1 service 2 hours later on weeknights would require ECT to hire an additional operations supervisor. The high-level, planning stage estimate of this additional staff is assumed to be \$80,000, added to annual operating expenses.

Routes 3 & 4

The proposed changes, reasoning, and impacts related to Routes 3 and 4, serving north Eau Claire, are shown in Figure 83 and summarized in Table 23 and Table 24. Recommended changes are limited to routing, which would require the addition of several new bus stops and affect vehicle revenue miles. Both Routes 3 and 4 would continue to operate weekdays only.

Table 23. Change and Impact Summary: Routes 3 & 4 (Short-Term, Minimal Cost Scenario)

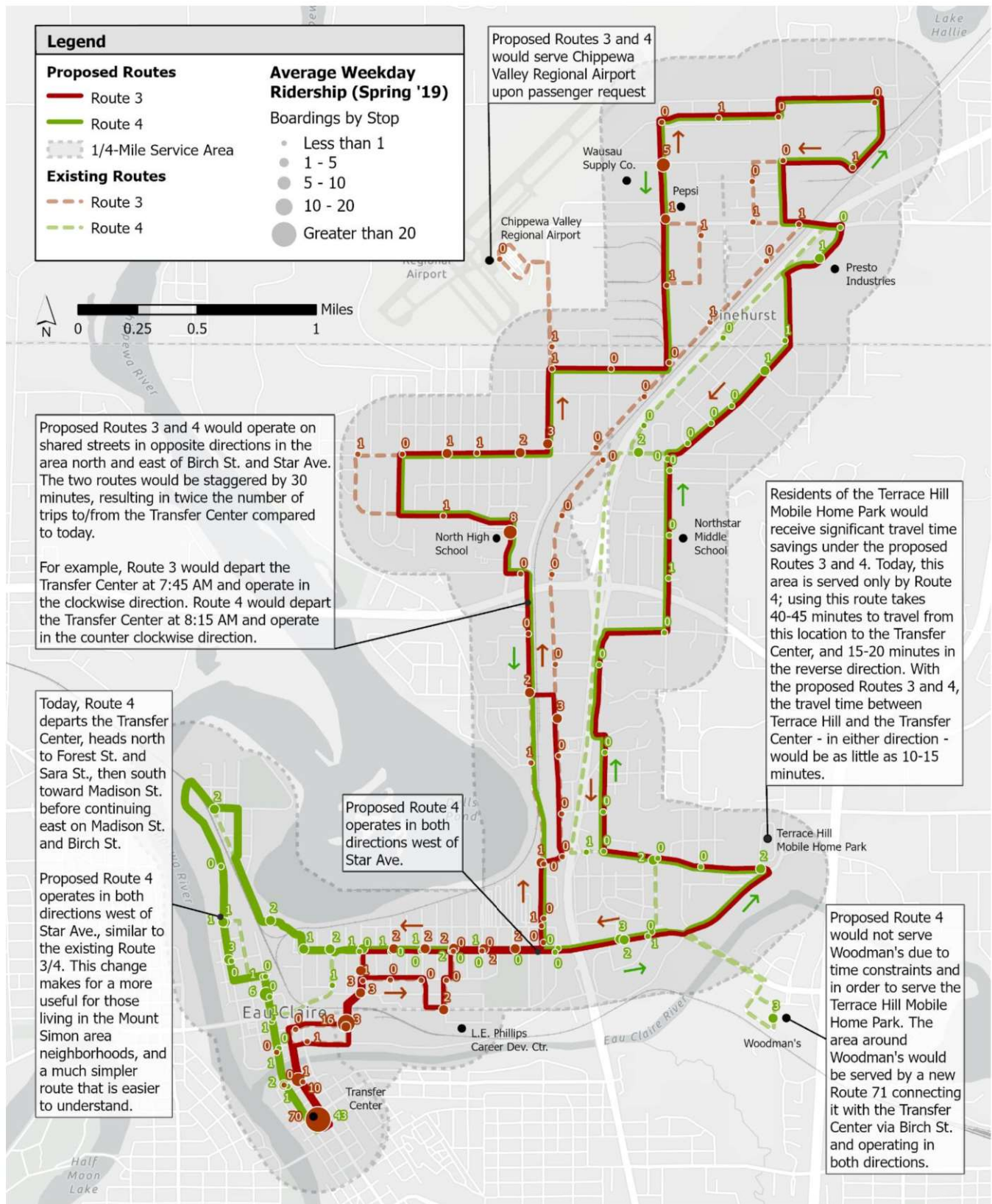
Proposed Change	Impact
<p>Restructure Routes 3 and 4 north of Birch St. and east of Star Ave. to operate on shared streets in opposite directions, staggered by 30 minutes</p> <p>For example, Route 3 would depart the Transfer Center at 7:45 AM and operate in the clockwise direction. Route 4 would depart the Transfer Center at 8:15 AM and operate in the counterclockwise direction.</p>	<ul style="list-style-type: none"> Operating Routes 3 and 4 in opposite directions on shared streets essentially doubles the service frequency (opportunities to get to/from the Transfer Center) By introducing the option to use either Route 3 or Route 4, travel times would be reduced for most passengers headed to or from the area north and east of Birch St. and Star Ave. Simpler route structures with fewer deviations Improved access to and from the Terrace Hill Mobile Home Park Slight decrease in overall service coverage. Service to the Chippewa Valley Regional Airport would be served by Routes 3 and 4 upon request from passengers; today, someone boards the bus at the airport less than once every five days. Service to Woodman's would be replaced (see below) Sum of average weekday boardings negatively impacted on Route 3*: Less than 1 Sum of average weekday boardings negatively impacted on Route 4*: 1
Route 4: Change routing in Mount Simon area to create service in both direction	<ul style="list-style-type: none"> More useful and convenient service to and from the Mount Simon area Simpler to user and easier to understand Sum of average weekday boardings no longer served directly*: 2
Route 4: Remove service to Woodman's (to be replaced with new route)	<ul style="list-style-type: none"> Service to Woodman's would be replaced by a new route, connecting it with the Transfer Center via Birch St., operating in both directions Schedule time savings enables Route 4 to serve the Terrace Hill Mobile Home Park Sum of average weekday boardings no longer served directly*: 3

* Required to walk or roll an additional 0.25 miles or more to the new service

Table 24. Service Resource Summary: Routes 3 & 4 (Short-Term, Minimal Cost Scenario)

Route	Phase	Miles per Trip	Headway (Minutes)	First Trip Departure	Last Trip Departure	Daily Scheduled Trips	Buses Required (Peak)	Daily Revenue Hours	Daily Revenue Miles	Change in Annual Operating Expense
3	Existing	16.9	60	5:45 AM	5:45 PM	13	1	13	220.2	
	Proposed	16.4	60	5:45 AM	5:45 PM	13	1	13	212.9	\$0
4	Existing	17.6	60	6:15 AM	5:15 PM	14	1	12	211.1	
	Proposed	19.9	60	6:15 AM	5:15 PM	14	1	12	238.8	\$0

Figure 83. Routes 3 & 4 (Short-Term, Minimal Cost Scenario)



Route 3/4 & North On-Demand Service

Route 3/4 – a combination of Routes 3 and 4 – operates in north Eau Claire on weeknights and Saturdays. North Eau Claire has been historically difficult to serve efficiently with fixed route transit, given its dispersed land use patterns, barriers to access as a result of US 53, and the distance from the downtown Transfer Center. It is recommended Route 3/4 be eliminated in combination with establishing a zone-based on-demand service, as a pilot.

Route 3/4 has a history of demand that is low enough to accommodate with a different type ("mode") of transit service, one that would be less costly while also increasing convenience for those traveling to/from these areas. The proposed changes, reasoning, and impacts related to Route 3/4, serving north Eau Claire, are shown in Figure 84 and Figure 85 and summarized in Table 25 and Table 26.

Table 25. Change and Impact Summary: Route 3/4 & North On-Demand Service (Short-Term, Minimal Cost Scenario)

Proposed Change	Impact
Eliminate Route 3/4 and replace with a zone-based North On-Demand service	<ul style="list-style-type: none"> • Less costly and per hour of service provided • More efficient on a per-trip cost basis • Shorter travel times
Rides would be requested using a mobile phone application, or by calling a dispatcher; passengers would have short wait times, subject to demand	<ul style="list-style-type: none"> • Greater convenience with less wait time between available service • Frees up one bus and one driver to be used elsewhere in the fixed route system
Extend the span of service, with the North On-Demand service available 6:45 PM to 10:45 PM on weeknights, and 6:15 AM to 8:45 PM on Saturday	<ul style="list-style-type: none"> • Greater convenience • Introduces ability to travel 1 hour later on weeknights and 3 hours later on Saturday, facilitating more opportunities for employment, shopping, and entertainment-related trips

Figure 84. Headway and Span Summary: Route 3/4 & North On-Demand Service (Short-Term, Minimal Cost Scenario)

Route	Day of Week	Phase	Time of Day																				
			5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM	12AM	
3/4	Weekday	Existing																					
		Proposed																					
	Saturday	Existing																					
		Proposed																					
On-Demand Service	Weekday	Existing																					
		Proposed																					
	Saturday	Existing																					
		Proposed																					
Headway (Minutes)				60	On-Demand																		

How Would the On-Demand Service Work?

The North On-Demand service would be limited to weeknights and Saturday by request using a mobile phone application, similar to using an Uber or Lyft, or by calling a dispatcher. However, trips must meet a requirement: A passenger's trip would be limited to travel between the downtown Transfer Center and the specific North On-Demand zone.⁶ The North On-Demand zone would be defined as the area within approximately 0.25 miles from the Routes 3 and 4.⁷ For example, a passenger could request to be picked up at the downtown Transfer Center, but their destination must be within the North On-Demand zone (see Figure 85). Alternatively, a ride request could be made from within the North On-Demand zone to the downtown Transfer Center.

The North On-Demand service would use small, accessible vehicles, like a minivan or small bus similar to those used for paratransit service. Specialized dispatching software would be used to efficiently complete ride requests as they are made, within a confirmed pick-up time window and with minimal wait times for passengers. **This would be a service of ECT, but would likely be operated by a contractor, who would provide the staff, vehicles, and specialized software necessary to operate the service efficiently.**

Using smaller vehicles and dispatching service only when needed would likely result in a more efficient transit service. Should demand increase as a result of the new service, it could be replaced by a fixed route – whether existing Routes 3 & 4, or a new route tailored to the observed trip patterns – to increase capacity and meet needs more efficiently. On-demand services become less efficient as demand increases; conversely, fixed route services become more efficient as demand increases.

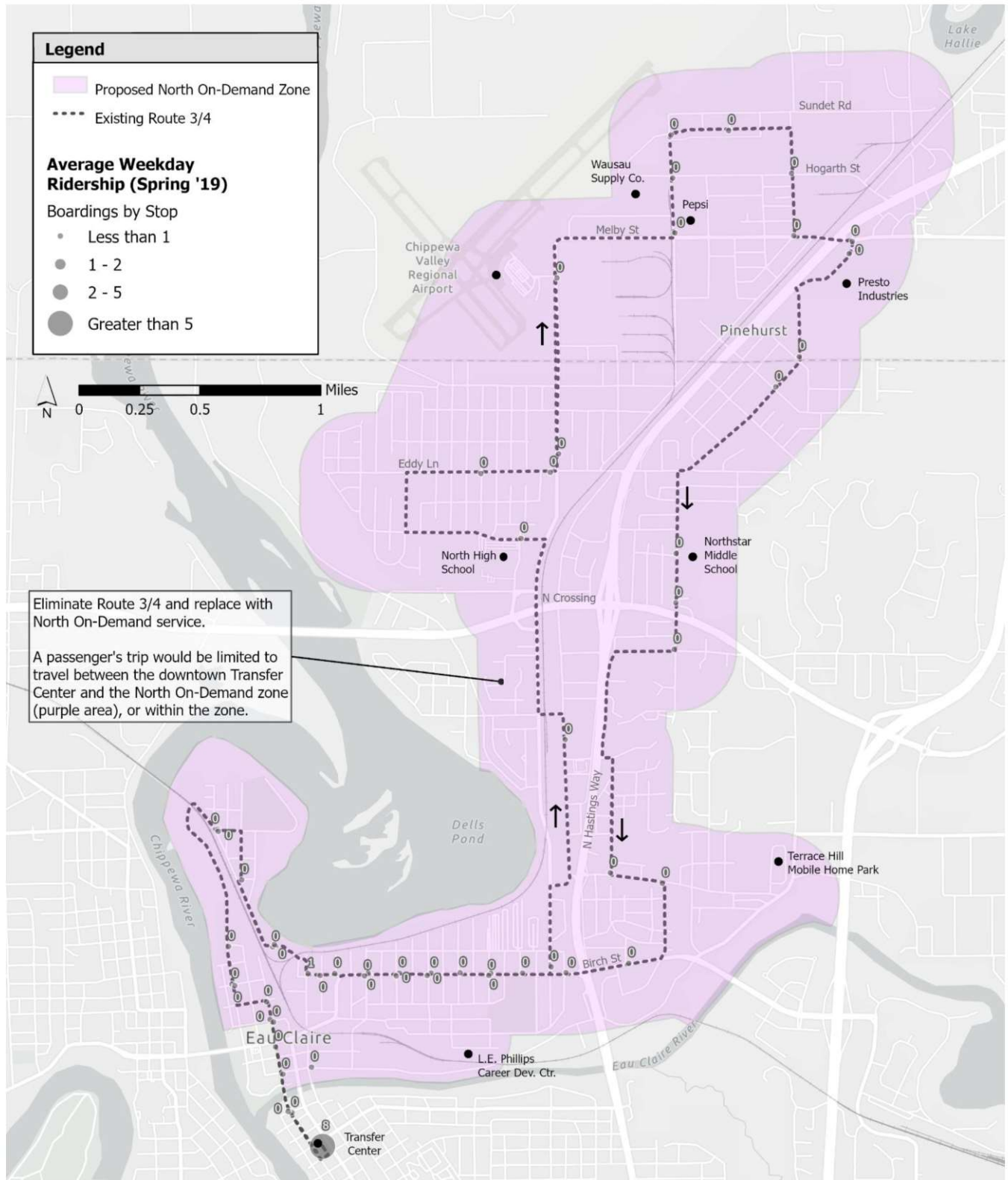
Why not replace all fixed routes with on-demand zones? On-demand zones increase the possibilities of where passengers can be picked up/dropped off; this results in additional mileage and time necessary to complete each trip request. Conversely, fixed routes serve more limited areas (bus stops), but can carry more passengers more efficiently with scheduled trips and greater capacity vehicles. If ECT replaced all of its fixed routes with on demand zones, we would need many, many more vehicles and each passenger trip would be much, much costlier to provide.

On-Demand service can also be a valuable tool for responding to the COVID-19 pandemic. While a “1 to 1” replacement of fixed-route service with a demand response mode might not be a cost-effective solution, the ability to flexibly deploy the service on a temporary basis as transit markets recover from drops in ridership both save funding at the transit program level, and maintain service in areas of critical need.

⁶ Specifics related to trip requirements and other eligibility matters would be finalized closer to implementation based on resources available and specific project objectives.

⁷ Specifics related to definition of the North On-Demand zone would be finalized closer to implementation based on resources available and specific project objectives.

Figure 85. Route 3/4 & North On-Demand Service (Short-Term, Minimal Cost Scenario)



The proposed North On-Demand zone shown in Figure 85 is exemplary. A more precise definition of the zone where on-demand service is available, as well as operating procedures and geographic eligibility considerations, would need to be developed prior to implementation. Notably, attention should be given to the desired relationship between an on-demand service and fixed route service that operate at the same time in the same space. For example, the North On-Demand service should not be used to travel back and forth along Birch St. if a fixed route option is available at the same time; doing so would help ensure an appropriate level of service and minimal wait times in the northern portion of the zone, north of Birch St.

Table 26. Service Resource Summary: Route 3/4 & North On-Demand Service (Short-Term, Minimal Cost Scenario)

Route	Service Days	Phase	Miles per Trip	Headway (Minutes)	First Trip Departure	Last Trip Departure	ECT Buses Required	On-Demand Vehicles Required	Daily Revenue Hours	Change in Annual Operating Expense
3/4	Weekdays	Existing	18.4	60	6:45 PM	9:45 PM		NA	4.0	
		Proposed	--	--	--	--	--	NA	--	-\$97,800
	Saturday	Existing	18.4	60	8:45 AM	5:45 PM	1	NA	10.0	
		Proposed	--	--	--	--	--	NA	--	-\$49,900
On-Demand Service	Weekdays	Existing	--	--	--	--	--	--	--	
		Proposed	Varies	NA	6:15 PM	10:45 PM	0	2	9.0	+\$91,800
	Saturday	Existing	--	--	--	--	--	--	--	
		Proposed	Varies	NA	6:15 AM	8:45 PM	0	2	29.0	+\$60,300
Total	Combined	Difference					-1*	+2		+\$4,400

*No impact on peak-period vehicle requirements, as Route 3/4 operates during off-peak periods

Routes 5 & 6

The recommended changes, reasoning, and impacts related to Routes 5 and 6, serving southeast Eau Claire, are shown in Figure 86 and Figure 87, and summarized in Table 27 and Table 28.

The areas served by existing Routes 1, 5, and 6 were identified as in need of improved service and where existing service is duplicative. The Short-Term, Minimal Cost recommendation addresses the duplication issue alone. Additional investment in Routes 1 and 6 are identified as Short-Term, Investment Recommendations.

Table 27. Change and Impact Summary: Routes 5 & 6 (Short-Term, Minimal Cost Scenario)

Proposed Change	Impact
<p>Restructure Route 6 and eliminate Route 5</p> <p>Restructure Route 6 to create service in both directions west of Oakwood Mall; eliminate portion of existing Route 6 that is served by Route 1</p> <p>The areas currently served by Route 5 would be covered by portions of the modified Route 6 and Route 1</p>	<ul style="list-style-type: none"> • Reduced duplication • Simpler route structures that are easier to understand and use • Increased access to and from the Oakwood Mall and surrounding commercial area, South Middle School and Fairfax St., UW-Eau Claire lower campus, and the Transfer Center • Reduced travel times for many riders • Greater convenience and shorter travel times from bi-directional Route 6 service; reduced walking/rolling distances and/or need to travel downtown on return trips • Nearly identical service coverage and alternative options for the vast majority of existing Route 5 and 6 passengers • Sum of average weekday boardings no longer served directly*: <ul style="list-style-type: none"> ○ Route 5, less than 1; Route 6, less than 2
<p>Extend the span of service on Route 6 to operate once every 60 minutes between 6:15 AM and 10:15 PM on weekdays, and from 8:45 AM to 8:45 PM on Saturday</p>	<ul style="list-style-type: none"> • Greater convenience • Introduces ability to travel directly between the Oakwood Mall and surrounding commercial area, South Middle School and Fairfax St., UW-Eau Claire lower campus, and the Transfer Center for 3.5 hours later into the evening, facilitating more opportunities for employment and education-related trips

* Required to walk or roll an additional 0.25 miles or more to the new service

Figure 86. Routes 5 & 6 (Short-Term, Minimal Cost Scenario)

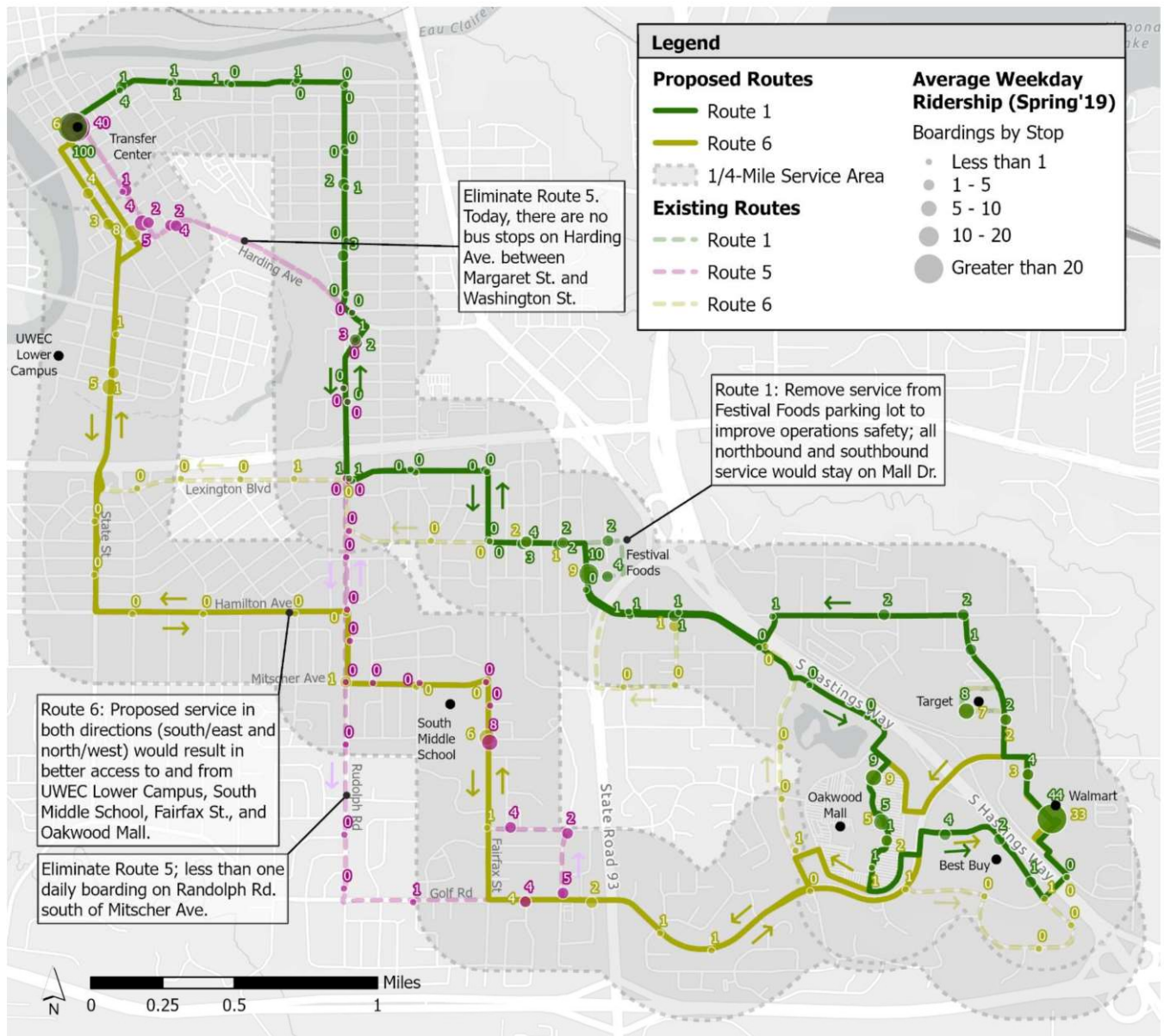


Figure 87. Headway and Span Summary: Routes 5 & 6 (Short-Term, Minimal Cost Scenario)

Route	Day of Week	Phase	Time of Day																			
			5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM	12AM
5	Weekday	Existing																				
		Proposed																				
	Saturday	Existing																				
		Proposed																				
6	Weekday	Existing																				
		Proposed																				
	Saturday	Existing																				
		Proposed																				
Headway (Minutes)			30	60																		

Table 28. Service Resource Summary: Routes 5 & 6 (Short-Term, Minimal Cost Scenario)

Route	Service Days	Phase	Miles per Trip	Buses Required (Peak)	Daily Scheduled Trips	Daily Revenue Hours	Daily Revenue Miles	Change in Annual Operating Expense
5	Weekdays	Existing	8.4	1	16	8	133.9	
		Proposed	--	--	--	--	--	-\$195,600
	Saturday	Existing	8.4	1	10	5	83.7	
		Proposed	--	--	--	--	--	-\$24,900
6	Weekdays	Existing	14.5	1	12	12	174.0	
		Proposed	14.4	1	17	17	245.1	+\$122,300
	Saturday	Existing	14.5	1	10	10	145.0	
		Proposed	14.4	1	13	13	187.5	+\$14,900
Total	Combined	Difference		0				-\$83,300

Route 8

The recommended changes, reasoning, and impacts related to the Short-Term, Minimal Cost recommendations for Route 8 are shown in Figure 88 and Figure 89, and summarized in Table 29 and Table 30.

Table 29. Change and Impact Summary: Route 8 (Short-Term, Minimal Cost Scenario)

Proposed Change	Impact
Modify Route 8, shifting service away from 14th St. and Folsom St. between Truax Blvd. and Old Orchard Rd. to serve the Gateway West Business Park. Rather than south on 14th St. to west on Folsom Rd., the modified Route 8 would stay on Truax Blvd. west of 14th St., then travel south on Old Orchard Rd. before turning west on Folsom St. and continuing south along Robert Rd.	<ul style="list-style-type: none"> • Provide access to about 300 additional jobs along Truax Blvd. in the Gateway West Business Park • Negatively impacts very few existing riders • Sum of average weekday boardings no longer served directly*: Less than 2
Extend the span of service to operate between 8:15 AM and 8:15 PM on Saturday	<ul style="list-style-type: none"> • Greater convenience • Introduces ability to travel 2.5 hours later on Saturday, facilitating more opportunities for employment, healthcare, education, shopping, and social trips

* Required to walk or roll an additional 0.25 miles or more to the new service

Figure 88. Headway and Span Summary: Route 8 (Short-Term, Minimal Cost Scenario)

Route	Day of Week	Phase	Time of Day																						
			5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM	12AM			
8	Weekday	Existing	[Service Span: 6AM - 5PM]																						
		Proposed	[Service Span: 6AM - 5PM]																						
8	Saturday	Existing																							
		Proposed																							
Headway (Minutes)			30	60																					

Figure 89. Route 8 (Short-Term, Minimal Cost Scenario)

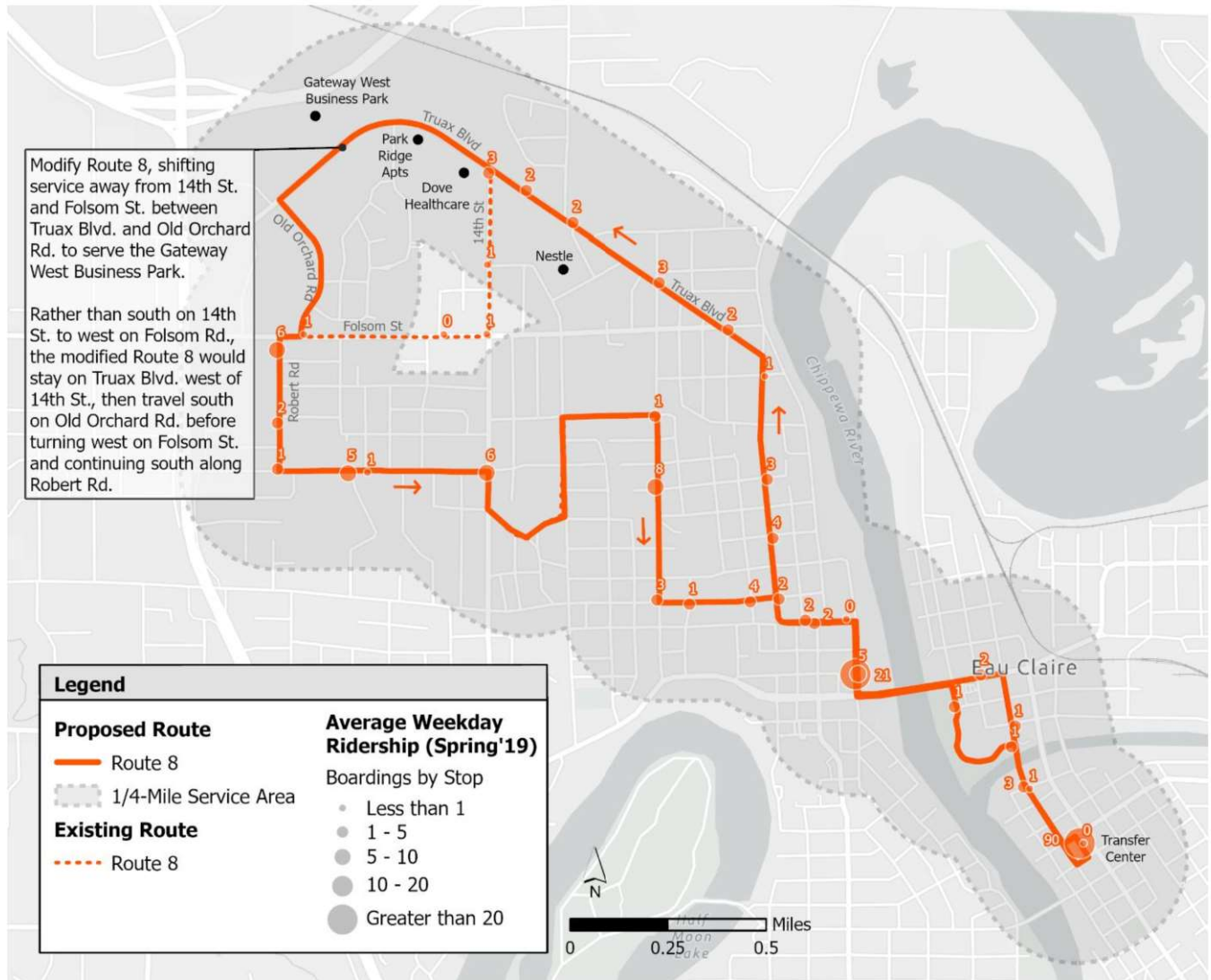


Table 30. Service Resource Summary: Route 8 (Short-Term, Minimal Cost Scenario)

Route	Service Days	Phase	Miles per Trip	Buses Required (Peak)	Daily Scheduled Trips	Daily Revenue Hours	Daily Revenue Miles	Change in Annual Operating Expense
8	Weekdays	Existing	7.7	1	29	14.5	222.1	
		Proposed	7.8	1	29	14.5	226.2	\$0
	Saturday	Existing	7.7	1	10	5.0	84.5	
		Proposed	7.8	1	13	6.5	101.4	+\$5,000
Total	Combined	Difference		0				+\$5,000

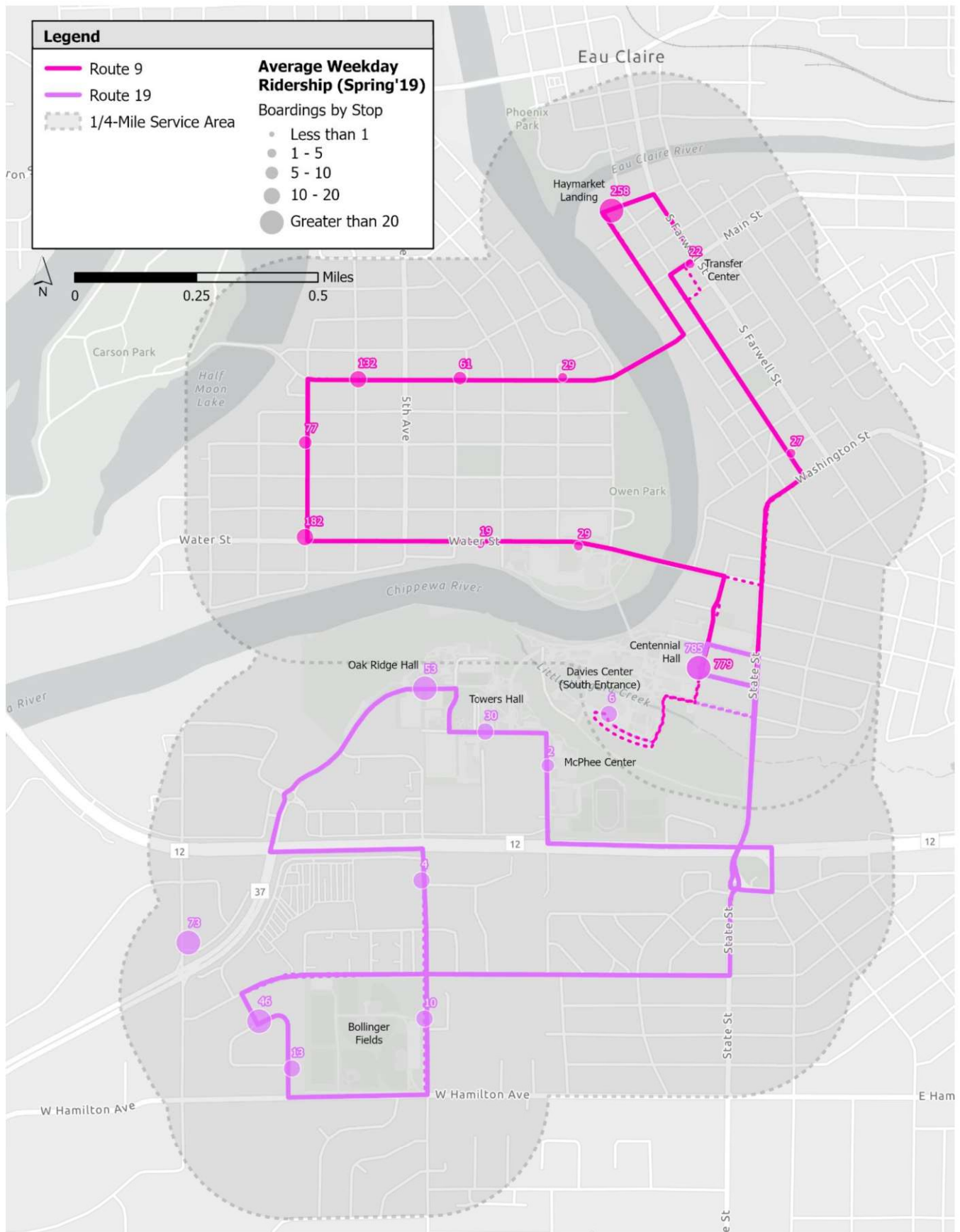
Routes 9 & 19

Significant investment opportunities were identified for Routes 9 and 19 (routes shown in Figure 90). However, the cost-neutral recommendations summarized in Table 31 can be made immediately.

Table 31. Change and Impact Summary: Routes 9 & 19 (Short-Term, Minimal Cost Scenario)

Proposed Change	Impact
<p>During peak periods, operate each circulator route in both directions, alternating with each trip. For example, the Route 9 8:20 AM trip leaving Centennial Hall would operate in the clockwise direction; the next trip, departing at 8:30 AM, would operate in the counterclockwise direction</p> <ul style="list-style-type: none"> • The peak period for Route 9 is 8:20 AM to 3:50 PM, with service every 10 minutes • The peak period for Route 19 is 12:00 PM to 3:30 PM, with service approximately every 10 minutes <p>Update schedules and overhead signs to distinguish direction of travel when applicable. For example, Route 9 operating in the clockwise direction could be identified as Route 9A; in the counterclockwise direction, it could be named 9B</p>	<ul style="list-style-type: none"> • This operating strategy allows for more even passenger loads during the busiest times of the day, alleviating overcrowding aboard buses • Today, Routes 9 and 19 riders report full buses midway before the midpoint of the routes; as a result, those boarding at the first few stops along the routes are able to board the bus, while those who would board later on in the route’s circular path are unable to do so • Better accommodates passengers with mobility devices and those who may require priority seating, including people with disabilities and seniors • Allows riders to make more informed decisions about when they can expect less crowded buses, depending on their location and time of day • No cost implications: the number of revenue hours and revenue miles of service would not change
<p>In communication to the public, present Routes 9 and 19 separately. Today, the evening version (after 5:00 PM) of Route 9 incorporates Route 19 to become one mega route. Operationally, this makes sense, however, it could be confusing to interpret to the public, when a bus that is labeled as Route 9 suddenly serves the area covered by Route 19 during all other times of the day</p>	<p>Results in consistency, which makes navigating the community by bus easier to understand</p>
<p>Operate the same patterns throughout the service day. Today, after 5:00 PM on weekdays the combination Route 9+19 shifts away from Centennial Hall (the primary bus stop on the UW-Eau Claire Lower Campus) and instead serves the Davies Center (South Entrance). If possible, maintain service at Centennial Hall throughout the day.</p>	<p>Results in consistency, which makes navigating the community by bus easier to understand</p>
<p>Rename the current pattern of Route 9 that operates exclusively on Saturday as a separate route</p>	<p>Reduces confusion about when passengers can travel to and from via Route 9</p>

Figure 90. Routes 9 & 19 (Short-Term, Minimal Cost Scenario)



Route 12

The recommended changes, reasoning, and impacts related to the Short-Term, Minimal Cost recommendations for Route 12 are shown in Figure 91 and Figure 92, and summarized in Table 32 and Table 33.

Table 32. Change and Impact Summary: Route 12 (Short-Term, Minimal Cost Scenario)

Proposed Change	Impact
Modify Route 12 to operate in both directions on Vine St., Warden St. and 9th St.; this would remove Route 12 service from Cameron St. between Warden St. and 9 th St.	<ul style="list-style-type: none"> Improves access to Delong Middle School and businesses along Warden St. – especially for those living or traveling from west of Clairemont Ave. Reduces travel times for those who today board the bus on Vine St. or Warden St. and are traveling toward downtown Negatively impacts very few existing riders Sum of average weekday boardings no longer served directly*: Less than 1
Extend the span of service to operate from 8:45 AM to 8:45 PM on Saturday	<ul style="list-style-type: none"> Greater convenience Introduces ability to travel 2.5 hours later on Saturday, facilitating more opportunities for employment, healthcare, education, shopping, and social trips

* Required to walk or roll an additional 0.25 miles or more to the new service

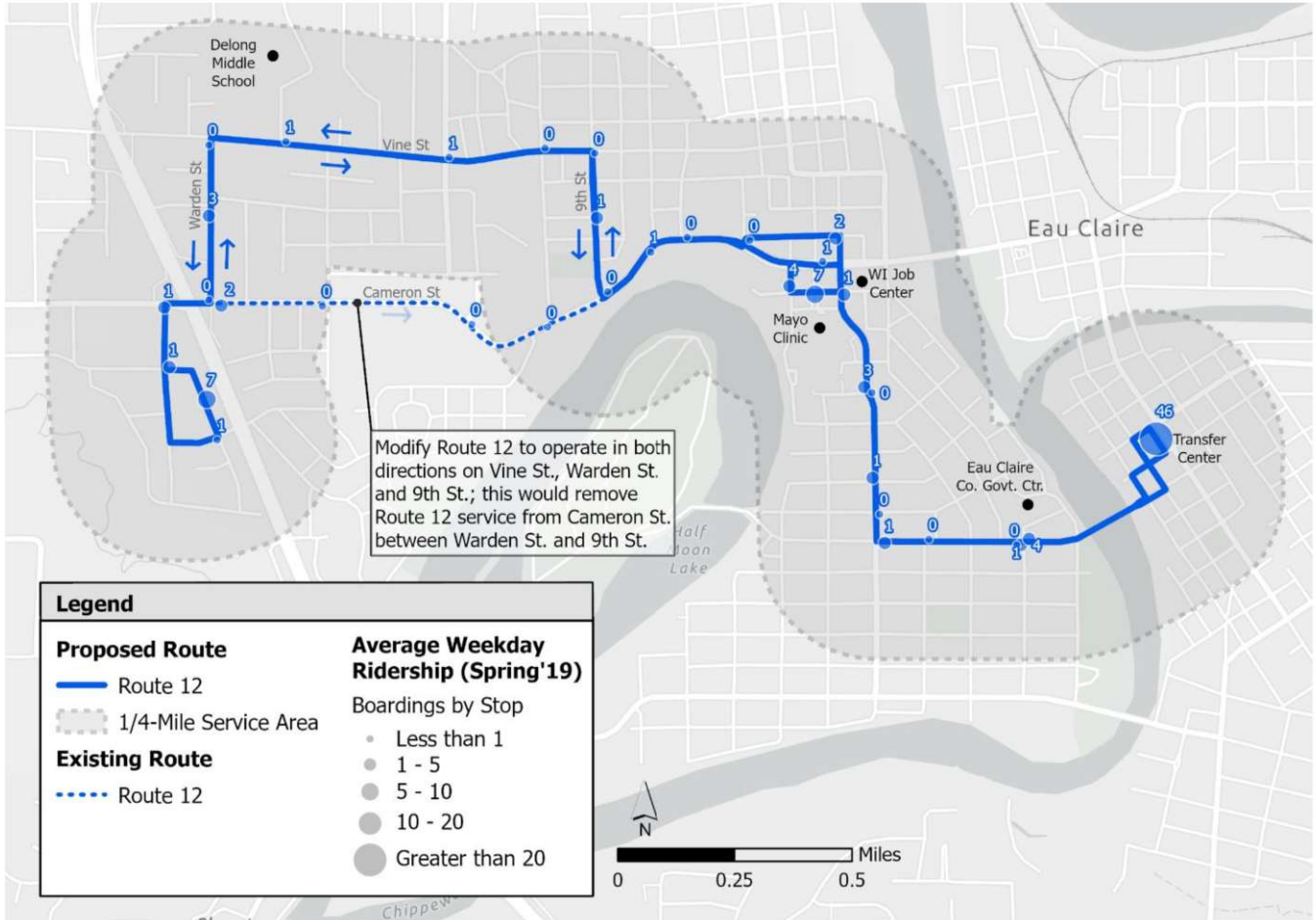
Figure 91. Headway and Span Summary: Route 12 (Short-Term, Minimal Cost Scenario)

Route	Day of Week	Phase	Time of Day																			
			5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM	12AM
12	Weekday	Existing		█																		
		Proposed		█																		
	Saturday	Existing																				
		Proposed																				
Headway (Minutes)			30	60																		

Table 33. Service Resource Summary: Route 12 (Short-Term, Minimal Cost Scenario)

Route	Service Days	Phase	Miles per Trip	Buses Required (Peak)	Daily Scheduled Trips	Daily Revenue Hours	Daily Revenue Miles	Change in Annual Operating Expense
12	Weekdays	Existing	7.6	1	17	8.5	128.5	
		Proposed	8.2	1	17	8.5	138.6	+\$0
	Saturday	Existing	7.6	1	11	5.5	83.2	
		Proposed	8.2	1	13	6.5	98.3	+\$5,000
Total	Combined	Difference		0				+\$5,000

Figure 92. Route 12 (Short-Term, Minimal Cost Scenario)



Routes 15 & 21

The recommended changes, reasoning, and impacts related to Routes 15 and 21 are shown in Figure 93 and Figure 94, and summarized in Table 34 and Table 35. The areas served by existing Routes 15 and 21 were identified as in need of improved service and where existing service is duplicative.

Table 34. Change and Impact Summary: Routes 15 & 21 (Short-Term, Minimal Cost Scenario)

Proposed Change	Impact
Restructure Route 21 and eliminate Route 15, creating a single route that operates at comparable service levels compared to today	<ul style="list-style-type: none"> • Simpler route structures that are easier to understand and use • Increased access to and from the CVTC Health Education Center, Mayo Clinic, Sky Park Industrial Center, and dense housing developments along MacArthur Ave. Craig Rd., and Hamilton Ave., especially in the evening • Increased safety and service reliability by eliminating bus operations within the former Shopko Plaza parking lot; instead, passengers would access the former Shopko Plaza using the bus stop at MacArthur and Ruth • Nearly identical service coverage, requiring only slightly greater walk/roll distances to access businesses in the former Shopko Plaza parking lot
Increase frequency and extend the span of service on Route 21 to operate once every 30 minutes between 6:15 AM and 10:45 PM on weekdays, and every 60 minutes from 8:15 AM to 8:15 PM on Saturday	<ul style="list-style-type: none"> • Greater convenience • Introduces ability to travel directly between the Transfer Center and destinations just south of Clairemont Ave. for 1.5 hours earlier and 1 hour later on weeknights, and 3 hours later on Saturday, facilitating more opportunities for employment, healthcare, education, shopping, and social trips

Figure 93. Headway and Span Summary: Routes 15 & 21 (Short-Term, Minimal Cost Scenario)

Route	Day of Week	Phase	Time of Day																					
			5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM	12AM		
15	Weekday	Existing																						
		Proposed																						
	Saturday	Existing																						
		Proposed																						
21	Weekday	Existing																						
		Proposed																						
	Saturday	Existing																						
		Proposed																						
Headway (Minutes)			30	60																				

Figure 94. Routes 15 & 21 (Short-Term, Minimal Cost Scenario)

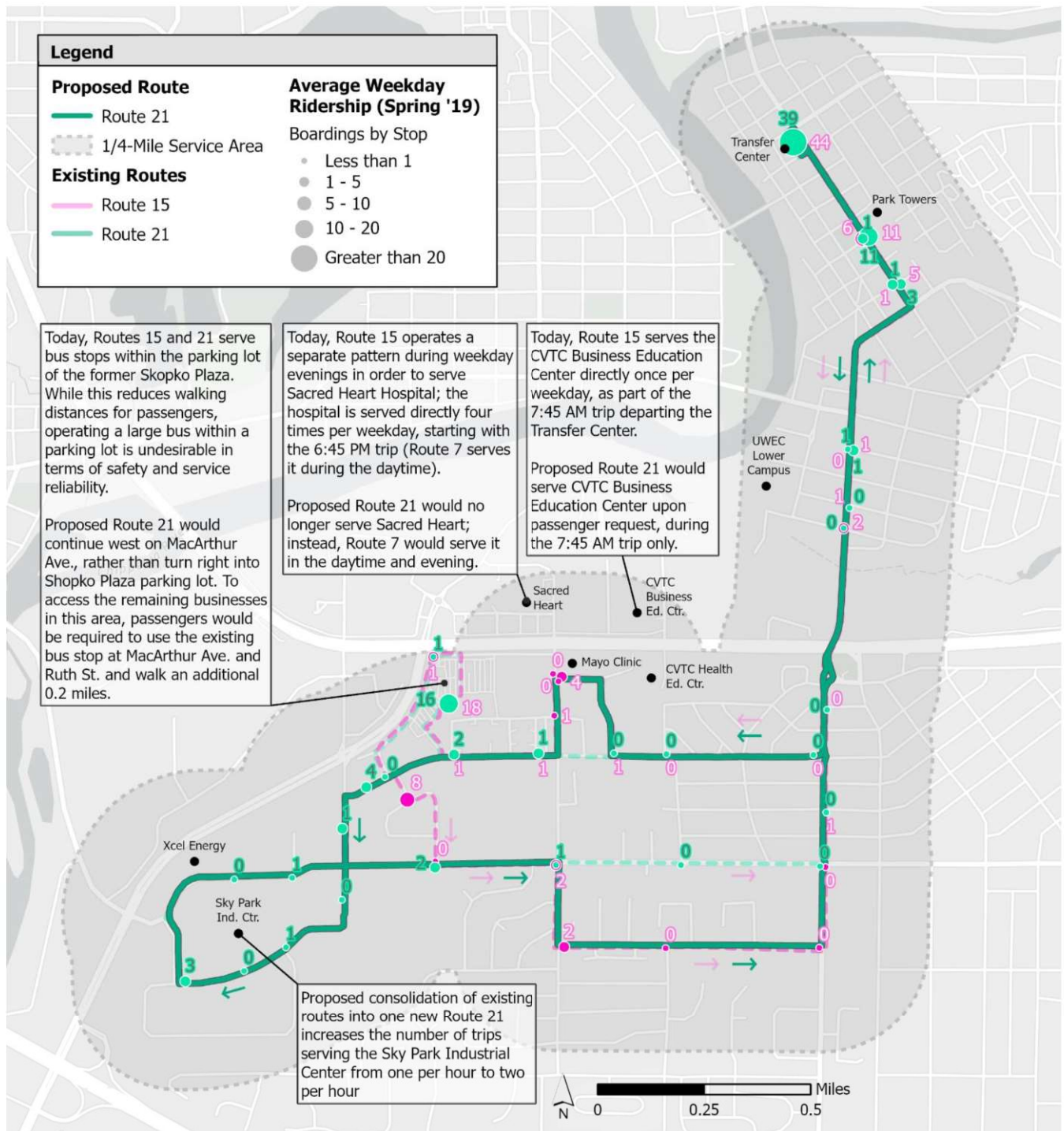


Table 35. Service Resource Summary: Routes 15 & 21 (Short-Term, Minimal Cost Scenario)

Route	Service Days	Phase	Miles per Trip	Buses Required (Peak)	Daily Scheduled Trips	Daily Revenue Hours	Daily Revenue Miles	Change in Annual Operating Expense
15	Weekdays	Existing	7.2	1	15	7.5	107.6	
		Proposed	--	--	--	--	--	-\$183,400
	Saturday	Existing	7.2	1	10	5	71.7	
		Proposed	--	--	--	--	--	-\$24,900
21	Weekdays	Existing	7.7	1	11	5.5	84.5	
		Proposed	7.9	1	34	17.9	269.0	+\$281,200
	Saturday	Existing	7.7	1	10	5	76.8	
		Proposed	7.9	1	13	6.5	102.8	+\$7,500
Total	Combined	Difference		0				+\$80,400

Route 20

The recommended changes, reasoning, and impacts related to the Short-Term, Minimal Cost recommendations for Route 20 are shown in Figure 95 and Figure 96, and summarized in Table 36 and Table 37.

Table 36. Change and Impact Summary: Route 20 (Short-Term, Minimal Cost Scenario)

Proposed Change	Impact
Modify Route 20 to operate in both directions on Lake St., 5 th Ave./Bellinger St.; this would remove Route 20 service from Barstow St. (north of Main St.), Riverfront Terrace, and Madison St. (east of Bellinger St.)	<ul style="list-style-type: none"> • Simpler route structure that is easier to understand and use • Reduced duplication on Barstow St. north of Main St. • Improves access to Mayo Clinic – Luther Campus, the Eau Claire County Government Center, and Randal Park neighborhood, with service once every 30 minutes when combined with Route 12 • Greater convenience and reduced walking/rolling distances from bi-directional service • Negatively impacts very few existing riders • Sum of average weekday boardings no longer served directly by Route 20*: Less than 1
Extend the span of service to operate between 6:45 AM and 8:45 PM on weekdays, and from 8:45 AM to 8:45 PM on Saturday	<ul style="list-style-type: none"> • Greater convenience • Introduces ability to travel 2 hours earlier and 2 hours later on weeknights, and 2 hours later on Saturday, facilitating more opportunities for employment, healthcare, education, shopping, and social trips

* Required to walk or roll an additional 0.25 miles or more to the new service

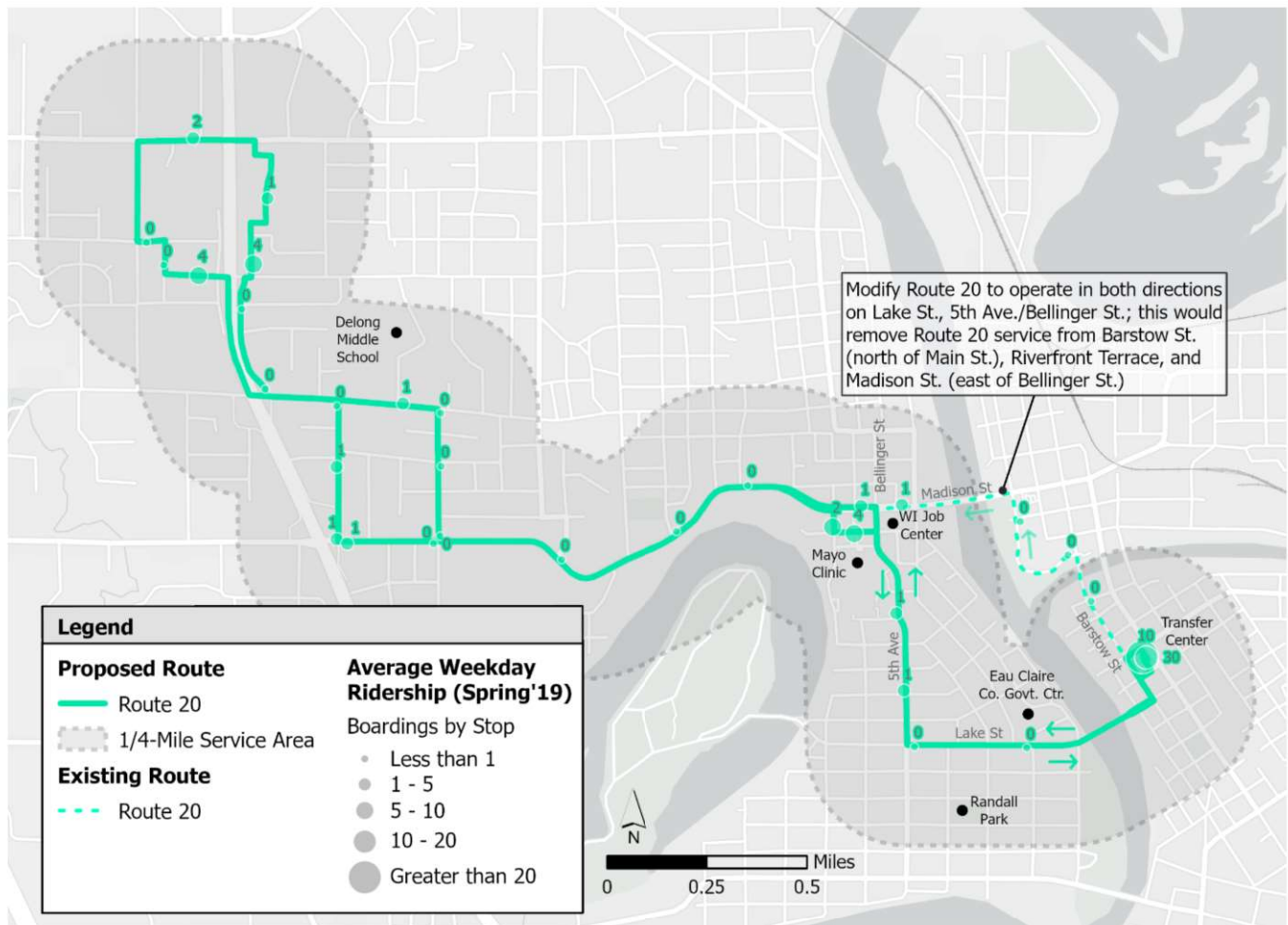
Figure 95. Headway and Span Summary: Route 20 (Short-Term, Minimal Cost Scenario)

Route	Day of Week	Phase	Time of Day																				
			5AM	6AM	7AM	8AM	9AM	10AM	11AM	12PM	1PM	2PM	3PM	4PM	5PM	6PM	7PM	8PM	9PM	10PM	11PM	12AM	
20	Weekday	Existing																					
		Proposed																					
	Saturday	Existing																					
		Proposed																					
Headway (Minutes)			30	60																			

Table 37. Service Resource Summary: Route 20 (Short-Term, Minimal Cost Scenario)

Route	Service Days	Phase	Miles per Trip	Buses Required (Peak)	Daily Scheduled Trips	Daily Revenue Hours	Daily Revenue Miles	Change in Annual Operating Expense
20	Weekdays	Existing	8.4	1	11	5.5	92.3	
		Proposed	8.7	1	15	7.5	131.1	+\$48,900
	Saturday	Existing	8.4	1	11	5.5	92.3	
		Proposed	8.7	1	13	6.5	113.6	+\$5,000
Total	Combined	Difference		0				+\$53,900

Figure 96. Route 20 (Short-Term, Minimal Cost Scenario)



Express Routes

Today, ECT operates three express routes to facilitate time-specific trips to important destinations:

- **Express Route 1** operates one trip per day on weekdays; it departs the Transfer Center at 7:15 AM and arrives at the L.E. Phillips Career Development Center at 7:20 AM
- **Express Route 10** operates one trip per day on weekdays; it departs the L.E. Phillips Career Development Center at 2:37 PM, arrives at the Transfer Center at 2:45 PM, Delong Middle School at 3:00 PM, and back to the Transfer Center by 3:15 PM
- **Express Route 10** operates one trip per day on ECASD school days; it departs South Middle School at 2:50 PM and arrives at the Transfer Center at 3:15 PM.

Express Routes 1 and 10 are duplicative of other existing fixed route service. Express Routes 1 and 10 can be eliminated with single-trip deviations on Routes 4 and 3, respectively, with no negative impact to existing riders. Doing so provides the same level of service to passengers but frees up two buses – one in the morning and one in the afternoon – to be deployed elsewhere in the community. These recommendations and their resource impacts are summarized in Table 38 and Table 39.

Table 38. Change and Impact Summary: Express Routes 1 & 10 (Short-Term, Minimal Cost Scenario)

Proposed Change	Impact
<p>Eliminate Express Route 1 and modify the Route 4 trip that departs the Transfer Center at 7:15 AM on weekdays</p> <p>In the eastbound/northbound direction on Birch St., turn south on Putnam St., east on Summit St., south on McDonough St., and east on Bellevue Ave.; drop off and pick up passengers at the southwest corner of Bellevue Ave. and Spring St., one block north of the L.E. Phillips Career Development Center, at approximately 7:25 AM; head north back to Birch St. and continue to operate the regular Route 4 pattern</p>	<ul style="list-style-type: none"> • Reduced duplication • Frees up one bus and one driver to be used elsewhere in the fixed route system • Increases the walking/rolling distance by 600 feet for go to or coming from the L.E. Phillips Career Development Center • Negligible cost to Route 4
<p>Eliminate Express Route 10 and modify the Route 3 trip that is schedule to arrive at the Transfer Center by 2:45 PM on weekdays</p> <p>In the westbound/southbound direction on Birch St., turn south on Fall St., continue south on Spring St. to Ball St.; drop off and pick up passengers at the L.E. Phillips Career Development Center at approximately 2:40 PM; head north back to Summit St. and continue to operate the regular Route 3 pattern, arriving at the Transfer Center by 2:45 PM. From there, Express Route 10 riders can use either Route 8 or Route 20 to arrive at their destinations.</p>	<ul style="list-style-type: none"> • Reduced duplication • Frees up one bus and one driver to be used elsewhere in the fixed route system • Adds a transfer from Route 3 to either Route 8 or Route 20 at the Transfer Center • Negligible cost to Route 3

Table 39. Service Resource Summary: Express Routes 1 & 10 (Short-Term, Minimal Cost Scenario)

Route	Phase	Miles per Trip	Buses Required (Peak)	Daily Scheduled Trips	Daily Revenue Hours	Daily Revenue Miles	Change in Annual Operating Expense
Express 1	Existing	1.5	1	1	0.2	1.5	
	Proposed	--	--	--	--	--	-\$4,100
Express 10	Existing	9.3	1	1	0.6	9.3	
	Proposed	--	--	--	--	--	-\$14,700
Total	Difference		-1				-\$18,800

Routes with No Changes

No significant changes are recommended for the following routes under the Short-Term, Minimal Cost scenario:

- Route 2
- Route 7
- Route 18
- Express 11

Summary of Recommended Changes

Table 40 and Table 41 summarize the recommended service changes and their resource and cost implications under the Short-Term, Minimal Cost scenario. In total, the recommended service changes require:

- one less bus operating in the peak period, or busiest time of day;
- an increase of 3,421 (7.4%) annual vehicle revenue hours;
- 3,338 (0.5%) fewer annual vehicle revenue miles; and
- an estimated \$195,400 (4.4%) increase in annual operating and maintenance costs (before accounting for state and federal grants or fare revenue).

Table 40. Service & Resource Summary: Short-Term, Minimal Cost Scenario

Recommendations Packaged by Route(s)	Change from Existing*			
	Buses Reqd. (Peak)	Annual Revenue Hours	Annual Revenue Miles	Annual Operating Expense
Route 1: Minor routing change, add evening and Saturday service	0	+718.0	+7,123.1	+\$68,800
Routes 3 & 4: Restructure routes	0	0.0	+5,212.2	\$0
Route 3/4: Replace with North On-Demand Zone	0	+2,263.0	-28,305.2	+\$4,400
Routes 5 & 6: Restructure routes, add evening and Saturday service	0	-869.0	-18,153.4	-\$83,300
Route 8: Minor routing change, add evening and Saturday service	0	+52.0	+1926.6	+\$5,000
Routes 9 & 19: Changes to operations and communications	0	0.0	0.0	\$0
Route 12: Minor routing change, add evening and Saturday service	0	+52.0	+3,343.9	+\$5,000
Routes 15 & 21: Restructure routes, add evening and Saturday service	0	+838.0	+17,260.2	+\$80,400
Route 20: Minor routing change, add evening and Saturday service	0	+562.0	+11,005.7	+\$53,900
Express Routes 1 & 10: Replace with modified trips on Routes 4 and 3	-1	-195.5	-2,751.5	-\$18,800
Staff: Evening Operations Supervisor [^]	--	--	--	+\$80,000
Combined: Net Total		+3,420.5	-3,338.4	+\$195,400
Combined: Net Percent Change		+7.3%	-0.5%	+4.4%
Buses Operating at Peak Period	15			
Net Buses Operating at Peak Period	-1			

*Under typical conditions (fall 2019), ECT's fixed route annual operating expense is approximately \$4,490,000; annual revenue hours amount to about 46,800; and annual revenue miles amount to approximately 702,700.

[^]The addition of Route 1 service 2 hours later on weeknights would require ECT to hire an additional operations supervisor. The high-level, planning stage estimate of this additional staff is assumed to be \$80,000, added to annual operating expenses.

Table 41. Service Change Summary: Short-Term, Minimal Cost Scenario

Green highlight indicates change compared to existing

Route	Period	Weekday			Saturday			Notes
		Start of First Trip	Start of Last Trip	Frequency (minutes)	Start of First Trip	Start of Last Trip	Frequency (minutes)	
1 Margaret – Mall	Existing	6:15 AM	9:15 PM	60	8:15 AM	5:15 PM	60	
	Proposed	6:15 AM	11:15 PM	60	8:15 AM	9:15 PM	60	
2 Mt. Washington	Existing	5:45 AM	9:45 PM	60	8:45 AM	5:45 PM	60	
	Proposed	5:45 AM	9:45 PM	60	8:15 AM	5:15 PM	60	
3 North High	Existing	5:45 AM	5:45 PM	60	--	--	--	
	Proposed	5:45 AM	5:45 PM	60	--	--	--	
4 Locust Ln	Existing	6:15 AM	5:15 PM	60	--	--	--	
	Proposed	6:15 AM	5:15 PM	60	--	--	--	
3/4 North High/Locust	Existing	6:45 PM	9:45 PM	60	8:45 AM	5:45 PM	60	
	Proposed	█	█	█	█	█	█	*
5 Rudolph Rd	Existing	6:15 AM	9:15 PM	60	8:15 AM	5:15 PM	60	
	Proposed	█	█	█	█	█	█	^
6 Putnam – Mall	Existing	7:45 AM	6:45 PM	60	8:45 AM	5:45 PM	60	
	Proposed	6:15 AM	10:15 PM	60	8:45 AM	8:45 PM	60	^
7 West Clairemont	Existing	6:45 AM	5:15 PM	60	8:15 AM	5:15 PM	60	+
	Proposed	6:45 AM	5:15 PM	60	8:15 AM	5:15 PM	60	+
8 Folsom – Vine	Existing	5:45 AM	9:15 PM	30/60	8:15 AM	6:15 PM	60	
	Proposed	5:45 AM	9:15 PM	30/60	8:15 AM	8:15 PM	60	
9 Water St	Existing	6:50 AM	10:00 PM	10/20/60	12:00 PM	5:00 PM	60	
	Proposed	6:50 AM	10:00 PM	10/20/60	12:00 PM	5:00 PM	60	
12 Delong	Existing	6:15 AM	9:15 PM	60	8:15 AM	6:15 PM	60	
	Proposed	6:15 AM	9:15 PM	60	8:45 AM	8:45 PM	60	
15 West MacArthur	Existing	7:45 AM	9:45 PM	60	8:45 AM	5:45 PM	60	
	Proposed	█	█	█	█	█	█	#
17 Altoona	Existing	6:45 AM	6:45 PM	60	8:45 AM	5:45 PM	60	
	Proposed	6:45 AM	6:45 PM	60	8:45 AM	5:45 PM	60	
18 Memorial	Existing	6:15 AM	9:45 PM	30/60	8:45 AM	5:45 PM	60	
	Proposed	6:15 AM	9:45 PM	30/60	8:45 AM	5:45 PM	60	
19 Stein Blvd	Existing	6:48 AM	10:30 PM	13/20/60	--	--	--	
	Proposed	6:48 AM	10:30 PM	13/20/60	--	--	--	
20 Westridge	Existing	8:45 AM	6:45 PM	60	8:45 AM	6:45 PM	60	
	Proposed	6:45 AM	8:45 PM	60	8:45 AM	8:45 PM	60	
21 Shopko – Bollinger	Existing	8:15 AM	6:15 PM	60	8:15 AM	5:15 PM	60	
	Proposed	6:15 AM	10:45 PM	30	8:15 AM	8:15 PM	60	#
North On-Demand	Existing	--	--	--	--	--	--	
	Proposed	6:15 PM	10:45 PM	On Demand	8:15 AM	8:45 PM	On Demand	*

Table 64 Notes:

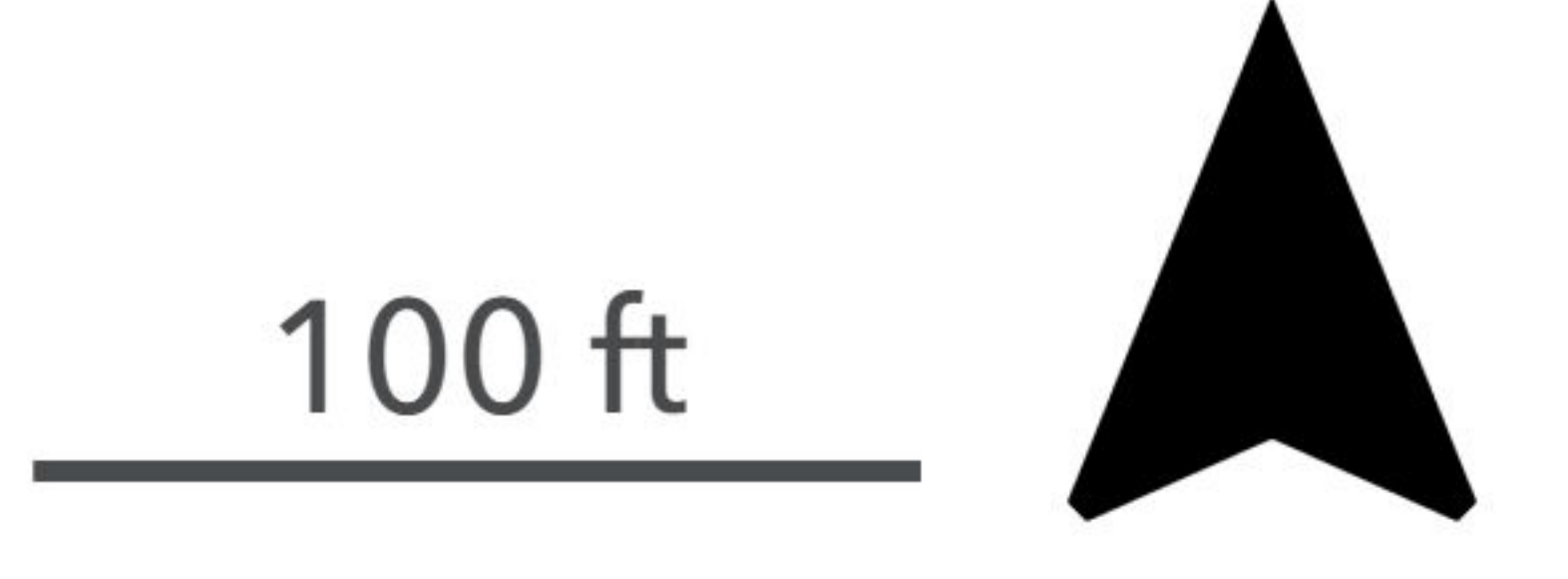
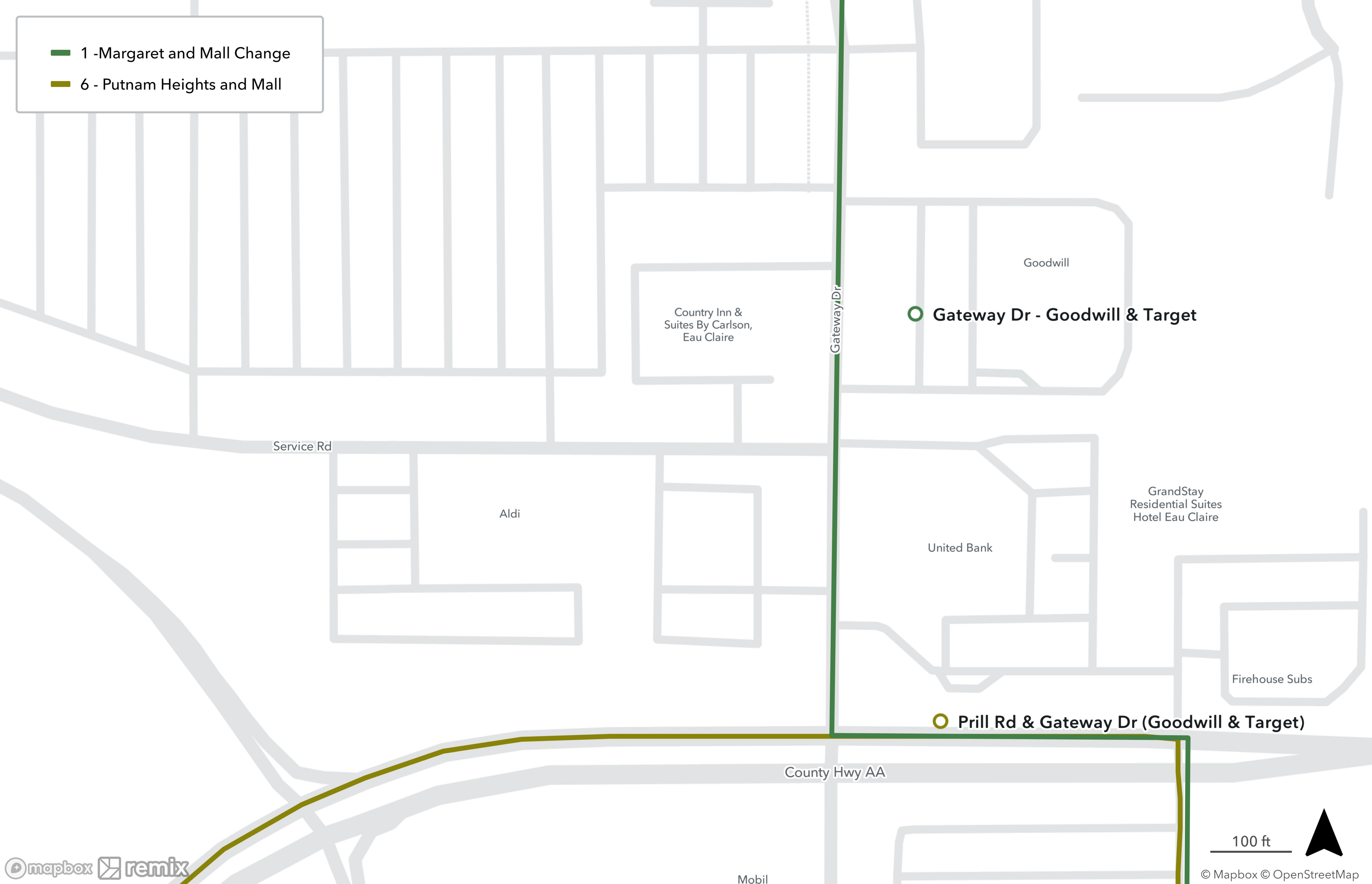
*Route 3/4 replaced by North On-Demand service

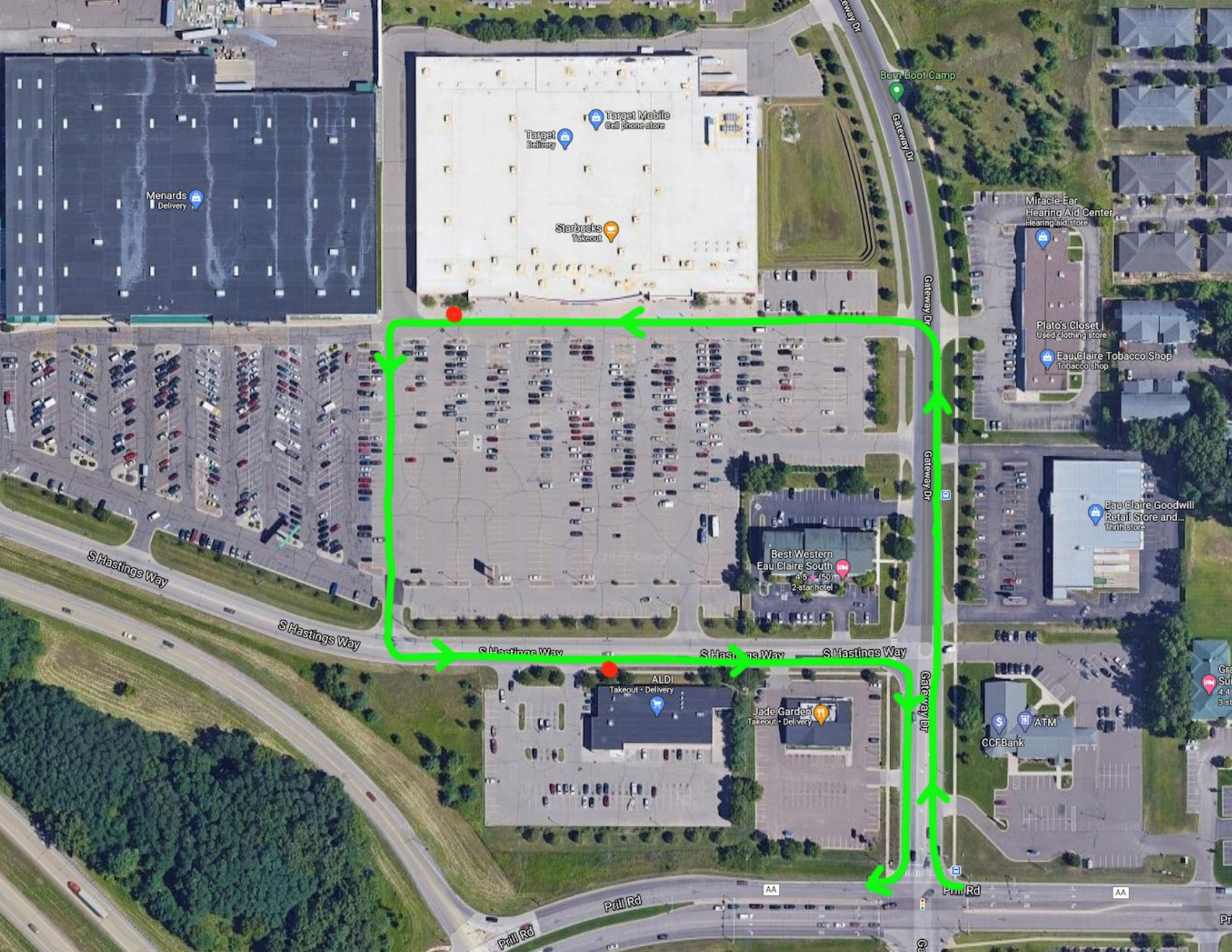
^Route 5 replaced by restructured Route 6

+Route 7 operates Tuesday and Thursday until 8:15 PM

#Route 15 replaced by restructured Route 21

- 1 -Margaret and Mall Change
- 6 - Putnam Heights and Mall





Menards Delivery

Target Bellway

Target Mobile Cell phone store

Starbucks Takeout

Burn Boot Camp

Miracle-Ear Hearing Aid Center Hearing aid store

Plato's Closet Used clothing store

Eau Claire Tobacco Shop Tobacco shop

Best Western Eau Claire South 4.5 - 5.0 2-star hotel

Eau Claire Goodwill Retail Store and... Thrift store

ALDI Takeout - Delivery

Jade Garden Takeout - Delivery

CCFBank ATM

S Hastings Way

S Hastings Way

S Hastings Way

S Hastings Way

S Hastings Way

Prill Rd

Prill Rd

Prill Rd

AA

AA

Eau Claire Transit Commission
 Monthly Ridership Report
 December 2020

	Monthly			YTD Ridership		
	2019	2020	% Change	2019	2020	% Change
Full Cash Fare	2,982	1,988	-33.33%	39,431	14,667	-62.80%
Full Fare Tickets	2,890	1,534	-46.92%	32,677	12,244	-62.53%
\$1.50 Fare	235	41	-82.55%	812	500	-38.42%
Student Cash Fare	430	182	-57.67%	8,588	1,995	-76.77%
Student Fare Tickets	178	4	-97.75%	1,450	149	-89.72%
1/2 Cash Fare	1,171	896	-23.48%	16,589	5,621	-66.12%
Reduced Fare Tickets	562	206	-63.35%	8,002	2,308	-71.16%
Monthly Pass	8,056	4,837	-39.96%	115,652	33,583	-70.96%
\$45 Pass***	449	361	-19.60%	5,540	2,439	-55.97%
Half Fare Pass	9,869	7,115	-27.91%	145,290	52,405	-63.93%
CVTC Pass	441	98	-77.78%	6,312	1,407	-77.71%
Day Pass	2,668	1,318	-50.60%	34,363	9,872	-71.27%
MAX Pass	2,323	575	-75.25%	27,298	9,568	-64.95%
Non-UWEC Ridership	32,254	19,155	-40.61%	442,004	146,758	-66.80%
UWEC	37,005	2,615	-92.93%	368,793	109,468	-70.32%
Total	69,259	21,770	-68.57%	812,356	256,226	-68.46%
Community Table	351	108	-69.23%	2,951	1,262	-57.23%
Paratransit	2,609	1,248	-52.17%	34,046	18,897	-44.50%
Free	490	281	-42.65%	10,469	159,259	1421.24%
Pool	0	0	#DIV/0!	2,485	0	-100.00%
Library	0	0	#DIV/0!	2,143	0	-100.00%
Transfer	3,579	2,418	-32.44%	46,990	16,788	-64.27%
Total	76,288	25,825	-66.15%	911,440	452,432	-50.36%
Evening Ridership	2,383	1,277	-46.41%	38,467	21,050	-45.28%
Saturday Ridership	3,604	2,219	-38.43%	51,378	36,754	-28.46%
Miles of Service-Day	48,800	49,922	2.30%	616,061	592,136	-3.88%
Passenger / Mile-Day	1.51	0.49	-67.53%	1.42	0.73	-48.59%
Hours of Service-Day	3,522	3,658	3.85%	42,448	42,639	0.45%
Passenger / Hour-Day	20.98	6.71	-68.02%	20.57	10.12	-50.81%
Miles of Service-Eve.	8,298	8,298	0.00%	98,432	92,007	-6.53%
Passenger / Mile-Eve.	0.29	0.15	-46.41%	0.39	0.23	-41.46%
Hours of Service-Eve.	568	568	0.00%	6,742	6,653	-1.31%
Passenger / Hour-Eve.	4.20	2.25	-46.41%	5.71	3.16	-44.55%
Saturday	4	4	0.00%	51	51	0.00%
Weekday School	15	16	6.67%	151	122	-19.21%
Weekday Non-school	6	7	16.67%	108	140	29.63%

*Blended learning. Students in person 2 days/week, virtual 3 days/week.

Eau Claire Transit Commission
Monthly Ridership Report
January 2021

	Monthly			YTD Ridership		
	2020	2021	% Change	2020	2021	% Change
Full Cash Fare	3,189	2,001	-37.3%	3,189	2,001	-37.3%
Full Fare Tickets	3,244	1,428	-56.0%	3,244	1,428	-56.0%
Income-Qualifying Fare	161	18	-88.8%	161	18	-88.8%
Student Cash Fare	602	301	-50.0%	602	301	-50.0%
Student Fare Tickets	64	9	-85.9%	64	9	-85.9%
1/2 Cash Fare	1,105	863	-21.9%	1,105	863	-21.9%
Reduced Fare Tickets	555	256	-53.9%	555	256	-53.9%
Monthly Pass	8,198	4,081	-50.2%	8,198	4,081	-50.2%
Income-Qualifying Pass	567	295	-48.0%	567	295	-48.0%
Half Fare Pass	11,163	6,933	-37.9%	11,163	6,933	-37.9%
CVTC Pass	445	95	-78.7%	445	95	-78.7%
Day Pass	2,400	1,181	-50.8%	2,400	1,181	-50.8%
MAX Pass	3,062	574	-81.3%	3,062	574	-81.3%
Non-UWEC Ridership	34,755	18,035	-48.1%	34,755	18,035	-48.1%
UWEC	3,531	1,210	-65.7%	3,531	1,210	-65.7%
Total	38,286	19,245	-49.7%	38,286	19,245	-49.7%
Community Table	313	90	-71.2%	313	90	-71.2%
Paratransit	2,915		-100.0%	2,915	0	-100.0%
Free	504	149	-70.4%	504	149	-70.4%
Pool	0	0	#DIV/0!	0	0	#DIV/0!
Transfer	3,713	2,274	-38.8%	3,713	2,274	-38.8%
Library	0	0	#DIV/0!	0	0	#DIV/0!
Total	45,731	21,758	-52.4%	45,731	21,758	-52.4%
Evening Ridership	2,243	1,152	-48.6%	2,243	1,152	-48.6%
Saturday Ridership	3,589	2,530	-29.5%	3,589	2,530	-29.5%
Miles of Service-Day	46,625	43,611	-6.5%	46,625	43,611	-6.5%
Passenger / Mile-Day	0.93	0.47	-49.3%	0.93	0.47	-49.3%
Hours of Service-Day	3,272	3,064	-6.4%	3,272	3,064	-6.4%
Passenger / Hour-Day	13.29	6.73	-49.4%	13.29	6.73	-49.4%
Miles of Service-Eve.	7,392	7,056	-4.5%	7,392	7,056	-4.5%
Passenger / Mile-Eve.	0.30	0.16	-46.2%	0.30	0.16	-46.2%
Hours of Service-Eve.	515	491	-4.5%	515	491	-4.5%
Passenger / Hour-Eve.	4.36	2.34	-46.2%	4.36	2.34	-46.2%
Saturday	4	5	25.0%	4	5	25.0%
Weekday School*	21	20	-4.8%	21	20	-4.8%
Weekday Non-school	2	1	-50.0%	2	1	-50.0%

*Blended School

Eau Claire Transit System

Operating Revenues

Report Date: December 31, 2020

% of Year Expired: 100.0%

	Prior Year		Current Year		% of Budget
	2019 Budget	2019 Y-T-D	2020 Budget	2020 Y-T-D	
Full Fare Cash	\$ 75,500	\$ 69,038	\$ 70,000	\$ 25,744	36.8%
Full Fare Pass	\$ 165,000	\$ 135,875	\$ 170,000	\$ 53,857	31.7%
Full Fare Tickets	\$ 32,000	\$ 45,910	\$ 50,000	\$ 17,268	34.5%
Day Pass	\$ 38,900	\$ 26,435	\$ 27,000	\$ 8,127	30.1%
Total Full Adult Fares	<u>\$ 311,400</u>	<u>\$ 277,258</u>	<u>\$ 317,000</u>	<u>\$ 104,996</u>	33.1%
Income-Qualifying Cash	\$ 1,900	\$ 1,214	\$ 1,000	\$ 755	75.5%
Income-Qualifying Pass	\$ 5,400	\$ 5,985	\$ 8,000	\$ 3,105	38.8%
Total I-Q Fares:	<u>\$ 7,300</u>	<u>\$ 7,199</u>	<u>\$ 9,000</u>	<u>\$ 3,860</u>	42.9%
Reduced Fare Cash	\$ 21,100	\$ 14,114	\$ 15,000	\$ 4,800	32.0%
Reduced Fare Pass	\$ 82,500	\$ 77,791	\$ 90,000	\$ 39,110	43.5%
Reduced Fare Tickets	\$ 7,700	\$ 8,637	\$ 10,000	\$ 2,815	28.2%
Total Reduced Fares	<u>\$ 111,300</u>	<u>\$ 100,542</u>	<u>\$ 115,000</u>	<u>\$ 46,725</u>	40.6%
Student Fare Cash	\$ 7,800	\$ 10,771	\$ 11,000	\$ 2,483	22.6%
Student Fare Tickets	\$ 1,900	\$ 2,310	\$ 2,200	\$ 350	15.9%
Student MAX Pass	\$ 27,900	\$ 31,955	\$ 40,000	\$ 10,350	25.9%
CVTC Student Pass	\$ 7,500	\$ 6,240	\$ 7,500	\$ 2,240	29.9%
UW - Eau Claire	\$ 400,000	\$ 396,000	\$ 400,000	\$ 329,507	82.4%
Pool/Library	\$ 8,000	\$ 9,048	\$ 8,500		0.0%
Total Student Fares	<u>\$ 453,100</u>	<u>\$ 456,324</u>	<u>\$ 469,200</u>	<u>\$ 344,930</u>	73.5%
Paratransit Co-Pay	\$ 162,000	\$ 95,295	\$ 101,500	\$ 36,841	36.3%
Agency Fare	\$ 155,000	\$ 179,455	\$ 209,000	\$ 87,096	41.7%
Local Reimbursement	\$ 1,500	\$ 638	\$ 1,100	\$ 770	70.0%
State PT Assistance	\$ 60,000	\$ 62,450	\$ 61,500	\$ 68,547	111.5%
Total Paratransit	<u>\$ 378,500</u>	<u>\$ 337,838</u>	<u>\$ 373,100</u>	<u>\$ 193,254</u>	51.8%
Federal Assistance	\$ 1,804,700	\$ 1,209,167	\$ 1,813,000	\$ 1,620,698	89.4%
State Assistance	\$ 1,449,600	\$ 1,460,579	\$ 1,487,000	\$ 1,375,113	92.5%
EC County Assistance	\$ 143,400	\$ 129,354	\$ 132,700	\$ 108,217	81.5%
Altoona Assistance	\$ 70,800	\$ 34,559	\$ 70,300	\$ 60,732	86.4%
Total Assistance	<u>\$ 3,468,500</u>	<u>\$ 2,833,658</u>	<u>\$ 3,503,000</u>	<u>\$ 3,164,760</u>	90.3%
Advertising	\$ 52,000	\$ 72,458	\$ 71,400	\$ 35,128	49.2%
Vending Commission	\$ -	\$ 8,299	\$ 4,000	\$ 4,139	103.5%
Gifts & Donations	\$ -	\$ -	\$ -	\$ -	
Other Penalties	\$ -	\$ (176)	\$ -	\$ (36)	
Miscellaneous	\$ 1,000	\$ 9,669	\$ 600	\$ 6,790	1131.7%
General Fund - Operations	\$ 1,133,800	\$ 1,152,800	\$ 1,182,100	\$ 1,083,592	91.7%
Sale of Capital Assets	\$ -	\$ 2,099	\$ -	\$ 8,547	
Fund Balance Applied	\$ -	\$ -	\$ 17,500	\$ -	
Fund Balance Used for CII	\$ -	\$ -	\$ -	\$ -	
Total Other	<u>\$ 1,186,800</u>	<u>\$ 1,245,150</u>	<u>\$ 1,275,600</u>	<u>\$ 1,138,159</u>	89.2%
TOTAL REVENUES	<u>\$ 5,916,900</u>	<u>\$ 5,257,968</u>	<u>\$ 6,061,900</u>	<u>\$ 4,996,684</u>	82.4%

Eau Claire Transit System

Operating Expenses

Report Date: December 31, 2020

% of Year Expired: 100.0%

	Prior Year		Current Year		
	2019 Budget	2019 Y-T-D	2020 Budget	2020 Y-T-D	% of Budget
Admin Wages	\$ 300,500	\$ 304,952	\$ 313,400	\$ 326,205	104.1%
Admin OT Wages	\$ 12,000	\$ 2,022	\$ 12,000	\$ 1,159	9.7%
Admin Benefits	\$ 211,239	\$ 188,270	\$ 262,836	\$ 230,875	87.8%
Operator Wages	\$ 1,414,400	\$ 1,264,012	\$ 1,384,000	\$ 1,222,991	88.4%
Operator OT Wages	\$ 23,000	\$ 232,879	\$ 23,000	\$ 251,357	1092.9%
Operator Benefits	\$ 687,355	\$ 654,772	\$ 721,836	\$ 590,402	81.8%
Shop Wages	\$ 266,900	\$ 283,212	\$ 278,600	\$ 256,557	92.1%
Shop OT Wages	\$ 23,800	\$ 65,141	\$ 23,800	\$ 63,189	265.5%
Shop Benefits	\$ 124,206	\$ 147,217	\$ 164,427	\$ 138,217	84.1%
Total Payroll	<u>\$ 3,063,400</u>	<u>\$ 3,142,478</u>	<u>\$ 3,183,900</u>	<u>\$ 3,080,951</u>	96.8%
Printing & Binding	\$ 15,300	\$ 10,508	\$ 7,500	\$ 10,940	145.9%
Advertising & Marketing	\$ 30,000	\$ 21,018	\$ 28,000	\$ 23,675	84.6%
Custodial	\$ 17,900	\$ 19,209	\$ 17,900	\$ 18,990	106.1%
Security	\$ 33,200	\$ 28,348	\$ 33,200	\$ 31,978	96.3%
Utilities	\$ 12,200	\$ 9,064	\$ 8,800	\$ 8,903	101.2%
Ins & Admin Charges	\$ 177,000	\$ 184,284	\$ 167,800	\$ 196,140	116.9%
Misc. Services	\$ 377,300	\$ 394,953	\$ 323,600	\$ 334,060	103.2%
Total Services	<u>\$ 662,900</u>	<u>\$ 667,384</u>	<u>\$ 586,800</u>	<u>\$ 624,686</u>	106.5%
Office Supplies	\$ 4,400	\$ 1,660	\$ 3,300	\$ 3,786	114.7%
Uniforms & Clothing	\$ 12,200	\$ 11,097	\$ 11,700	\$ 9,015	77.0%
Gas	\$ 2,700	\$ 955	\$ 1,500	\$ 658	43.9%
Diesel Fuel	\$ 419,400	\$ 274,396	\$ 381,500	\$ 173,991	45.6%
Motor Oil	\$ 20,500	\$ 14,562	\$ 17,000	\$ 14,173	83.4%
Tires	\$ 38,300	\$ 51,919	\$ 55,000	\$ 38,108	69.3%
Supplies	\$ 274,800	\$ 593,182	\$ 310,900	\$ 347,183	111.7%
Tool/Shop	\$ 7,500	\$ 17,188	\$ 9,100	\$ 19,945	219.2%
Equip Purchase	\$ -	\$ -	\$ 2,500	\$ 3,932	157.3%
Misc. Materials/Supplies	\$ 4,900	\$ 2,030	\$ 2,100	\$ 20,407	971.8%
Total Materials/Supplies	<u>\$ 784,700</u>	<u>\$ 966,990</u>	<u>\$ 794,600</u>	<u>\$ 631,197</u>	79.4%
Purchased Transp.	\$ 1,314,200	\$ 979,257	\$ 1,314,200	\$ 604,266	46.0%
Paratransit Cer	\$ 68,000	\$ 56,803	\$ 72,000	\$ 55,796	77.5%
Total Paratransit	<u>\$ 1,382,200</u>	<u>\$ 1,036,060</u>	<u>\$ 1,386,200</u>	<u>\$ 660,061</u>	47.6%
Unfund Pen	\$ 37,900	\$ 37,900	\$ 37,900	\$ 37,900	100.0%
Loss on Disp of Equip	\$ -	\$ -	\$ -	\$ -	
Capital Purchases	\$ -	\$ -	\$ -	\$ -	
Depreciation	\$ -	\$ 4,495	\$ -	\$ -	
Other Charges/Adj	\$ -	\$ 7,726	\$ -	\$ -	
Total Other	<u>\$ 37,900</u>	<u>\$ 50,121</u>	<u>\$ 37,900</u>	<u>\$ 37,900</u>	100.0%
TOTAL EXPENSES	<u>\$ 5,931,100</u>	<u>\$ 5,863,032</u>	<u>\$ 5,989,400</u>	<u>\$ 5,034,796</u>	84.1%

Complaint Report

October 1 - December 31, 2020

Summary

Complaint Type & Count	Unfounded	Total
Rude 2	1	1
Missed Pickup 1	1	0
Driving Habit 4	2	2
Other 1	0	1
Total 8	4	4

Date	Complaint Type	Method	Description	Action Taken	Unfounded
20-Oct	Driving Habit	Phone	Caller was a school crossing guard upset that a transit bus ran over one of his orange traffic cones and didn't stop	Supervisor discussed incident with driver and how to handle a similar situation in the future.	
27-Oct	Rude	Phone	Caller claimed they removed their mask on the bus because they were having an asthma attack and couldn't breathe, but claimed the driver was very rude and yelled and them to put their mask on.	Supervisor apologized for the driver's rude tone, reiterated our mask policy and that our drivers are tasked with enforcing it. Supervisor discussed incident with driver, no disciplinary action was necessary.	
3-Nov	Driving Habit	Voicemail	Caller claimed buses were speeding down Christian St hill in Mt Washington neighborhood all day.	GPS data showed no excessive speeds on any trips on the day of the complaint or a few days prior.	X
13-Nov	Driving Habit	Voicemail	Same caller from previous complaint, again alleged that buses were speeding down Christian St hill in the Mt Washington neighborhood.	GPS data again showed no excessive speeds. Supervisor spoke again with caller and offered to post a memo to drivers reminding them to drive carefully down that hill and to watch their speed. Caller placated with that action.	X
17-Nov	Rude	Phone	Caller alleged that driver was "rude and cocky"	Supervisor reviewed video of the passenger entering the bus, paying for their ride, and exiting at their stop. Driver was polite, thanked the passenger, and overall behaved exactly how our drivers should.	X
23-Nov	Driving Habit	Email	Complainant claimed that a driver was talking with another passenger and looking at that person's phone while operating the bus.	Supervisor reviewed the incident with the driver who said they were just trying to be polite to a passenger that wanted attention. Supervisor discussed ways to politely disengage in the future.	

23-Nov	Other	Phone	Caller wanted to file a complaint about the frequency of buses going by his home on MacArthur Ave and the noise/commotion associated with them.	Manager spoke with caller and apologized for the situation, but declined to divert buses from that street.	
3-Dec	Missed Pickup	Phone	Caller claimed bus went by their stop early, causing them to miss it and be late for their shift at work.	GPS was not working on the bus at the time of the incident, but timestamped video was reviewed and it was determined that bus was not early.	X



MANAGER'S REPORT

FEBRUARY 17, 2021

TRANSFER CENTER PROJECT UPDATE

Discussions are ongoing regarding the development agreement. Once in place, design will continue to produce the documents needed to go out for bid.

INCOME QUALIFYING FARE USAGE

In your packets is a summary of the 2020 Income Qualifying fare usage for 2020 and the numbers from Jan 2021. As with overall ridership, ridership is down from Pre-Covid.

RFP FOR TRANSIT BUS TECHNOLOGY UPDATE

The RFP was released to the public on February 3 and proposals are due March 5. As of Friday, it has been viewed by 40 companies/individuals.

COVID-19 ACTIONS UPDATE

Transit operators have been included in the Phase 1b roll out of the COVID-19 Vaccine. It is anticipated that Vaccines will be available for them in March. Drivers were given information as to how to sign up and be prepared for when vaccinations are available for them.

TRANSIT EQUITY DAY REVIEW

Driver's report that there were no issues regarding the seats marked off in honor of Rosa Parks for Transit Equity Day. WEAU did a story which you can see here:

<https://www.weau.com/2021/02/05/eau-claire-busses-honor-rosa-parks-on-transit-equity-day/>

A picture of one of the seats has been included in your packet.

Income-Qualifying Fare Report 2020

Apps Received

Permits Issued

\$1.50 Trips

Passes Sold

\$45 Pass Trips

Month	Apps Received	Permits Issued	\$1.50 Trips	Passes Sold	\$45 Pass Trips
January	0	0	161	7	567
February	5	5	182	5	596
March	2	2	68	8	403
April	0	0	0	0	0
May	0	0	0	0	0
June	0	0	0	0	0
July	0	0	0	0	0
August	4	6	0	0	0
September	0	0	0	0	0
October	3	4	33	6	251
November	1	1	15	3	261
December	0	0	41	8	361

New Income-Qualifying Fare Progress Report

	Permits Issued	\$0.85 Trips	Passes Sold	Pass Trips
January	2	18	8	295
February				
March				
April				
May				
June				
July				
August				
September				
October				
November				
December				
Total:	2	18	8	295

TODAY, THIS SEAT HONORS ROSA PARKS

Mrs. Parks refused to give up her bus seat to a white passenger on the grounds of fairness, freedom, and equality. Her quiet strength made a seat available for everyone. We honor Rosa Parks today, her birthday, with **Transit Equity Day.**

We all have a responsibility to honor the work of brave civil rights leaders like Mrs. Parks by continuing to learn and to advance our efforts to achieve racial, social, and economic equity for all people.

'You must never be fearful about what you are doing when it is right.'

Eau Claire Transit is committed to making public transit accessible and affordable for everyone.

Please visit our website at echus.org or call our office at 735-839-5111 for more information.

