COAST
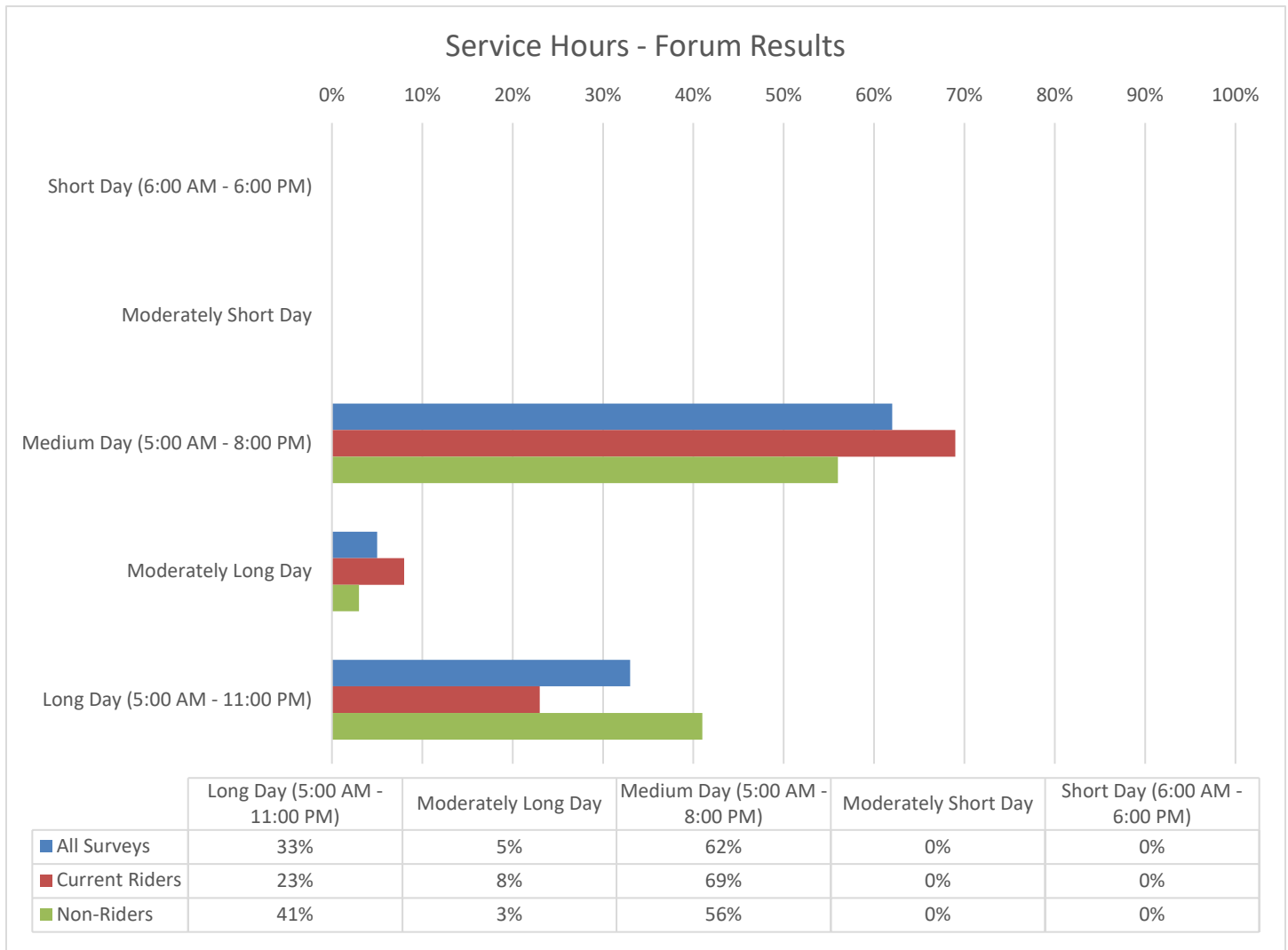## Comprehensive Operations Analysis

Service Hours

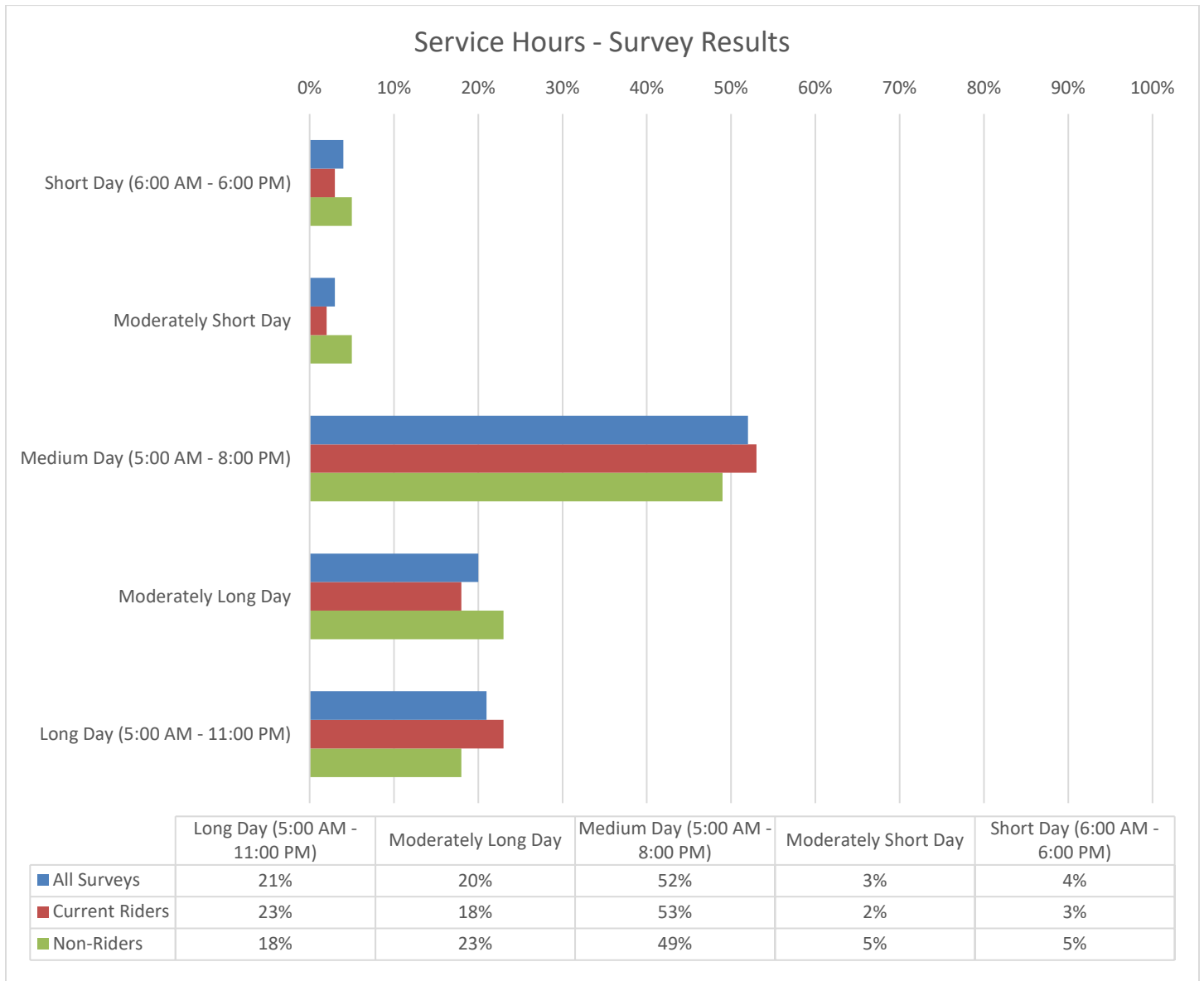**The Question:**

How early or late in the day should we run?

Input from Public Forums:

Service Hours - Forum Results

	Long Day (5:00 AM - 11:00 PM)	Moderately Long Day	Medium Day (5:00 AM - 8:00 PM)	Moderately Short Day	Short Day (6:00 AM - 6:00 PM)
■ All Surveys	33%	5%	62%	0%	0%
■ Current Riders	23%	8%	69%	0%	0%
■ Non-Riders	41%	3%	56%	0%	0%

People universally felt some evening hours are necessary to accommodate different work schedules and personal errands. A minority felt the need for late night service, with non-riders expressing the need for it much more than current riders. Answers on when service should start average 5:49 am, and when service should end average around 9:37pm, with a fair bit of spread especially in the ending times. It was common for people to point out that the frequency of service during evening hours could be less than during the day.

Input from Surveys:

Service Hours - Survey Results

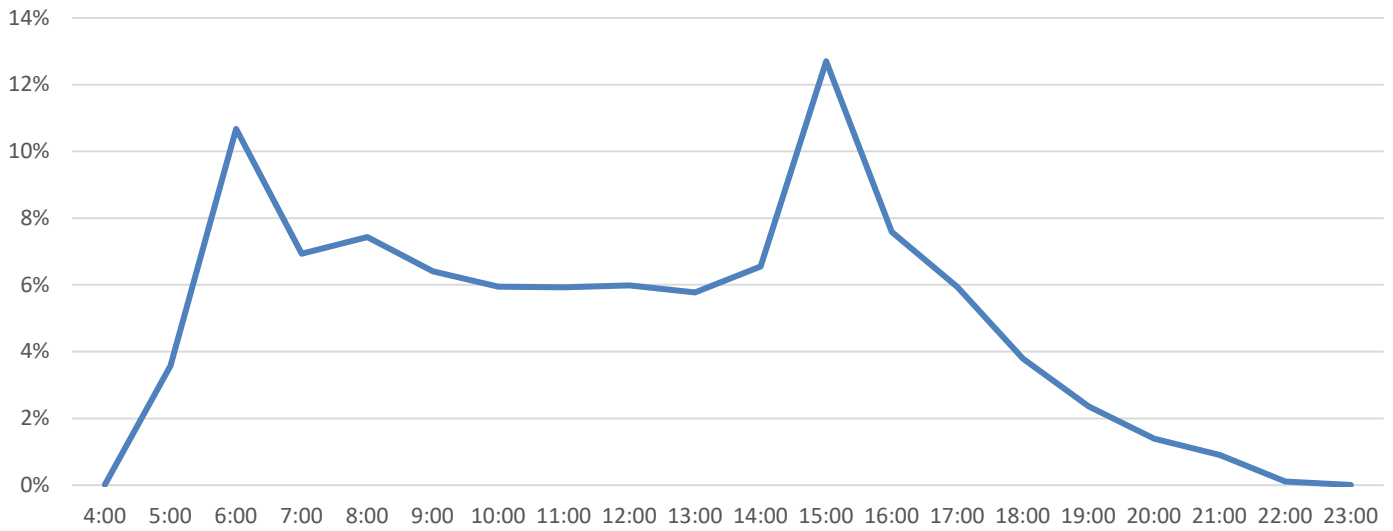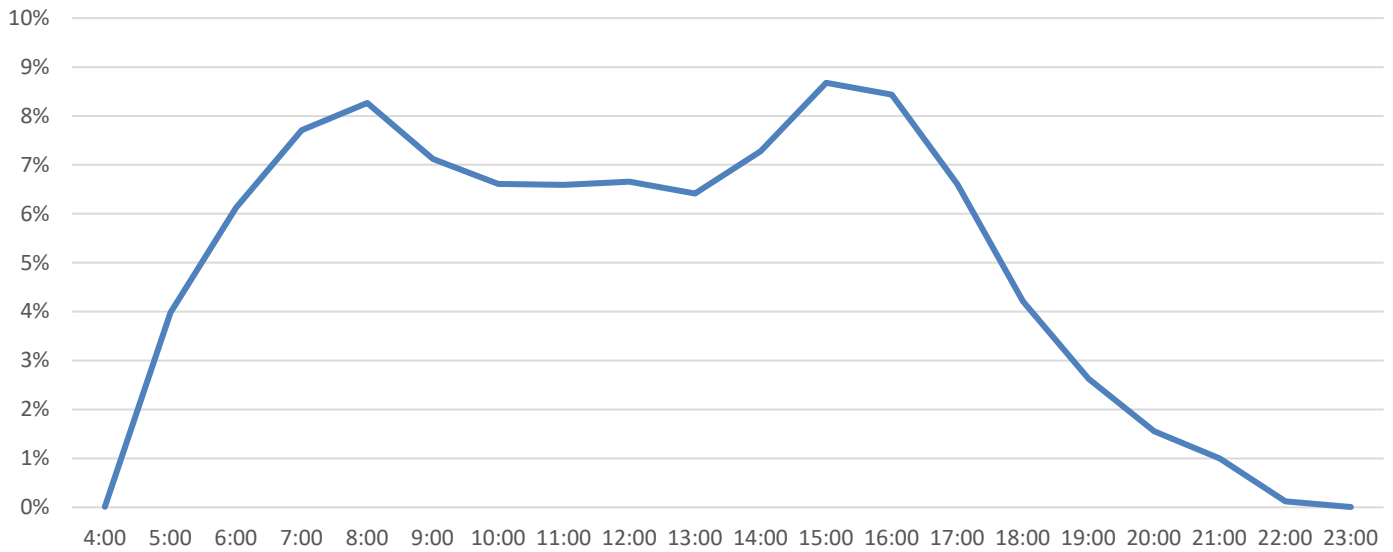|	Long Day (5:00 AM - 11:00 PM)	Moderately Long Day	Medium Day (5:00 AM - 8:00 PM)	Moderately Short Day	Short Day (6:00 AM - 6:00 PM)
All Surveys	21%	20%	52%	3%	4%
Current Riders	23%	18%	53%	2%	3%
Non-Riders	18%	23%	49%	5%	5%

COAST FY 18 Data:

Historically, COAST has a slight but notable ridership increase around peak periods with fairly even ridership throughout mid-day. Ridership significantly drops off around the afternoon peak; however, several routes (1, 6, and 33) cease operations at this time so this may reflect available services more than demand.

The following graphs show how current fixed route usage is spread over the day. Because the totals are arbitrary for the period shown, the passenger counts have been shown on the vertical axis as percent of the total rather than numerical counts. A graph with and without Clipper Connection is shown, as Clipper Connection significantly distorts the peak time ridership.

Passengers by Time of Day (Includes Clipper Connection)

Passengers by Time of Day (No Clipper Connection)

Summary:

A short service day is widely not favored. A moderate service day received the most support, with many preferring it be longer.