



COAST

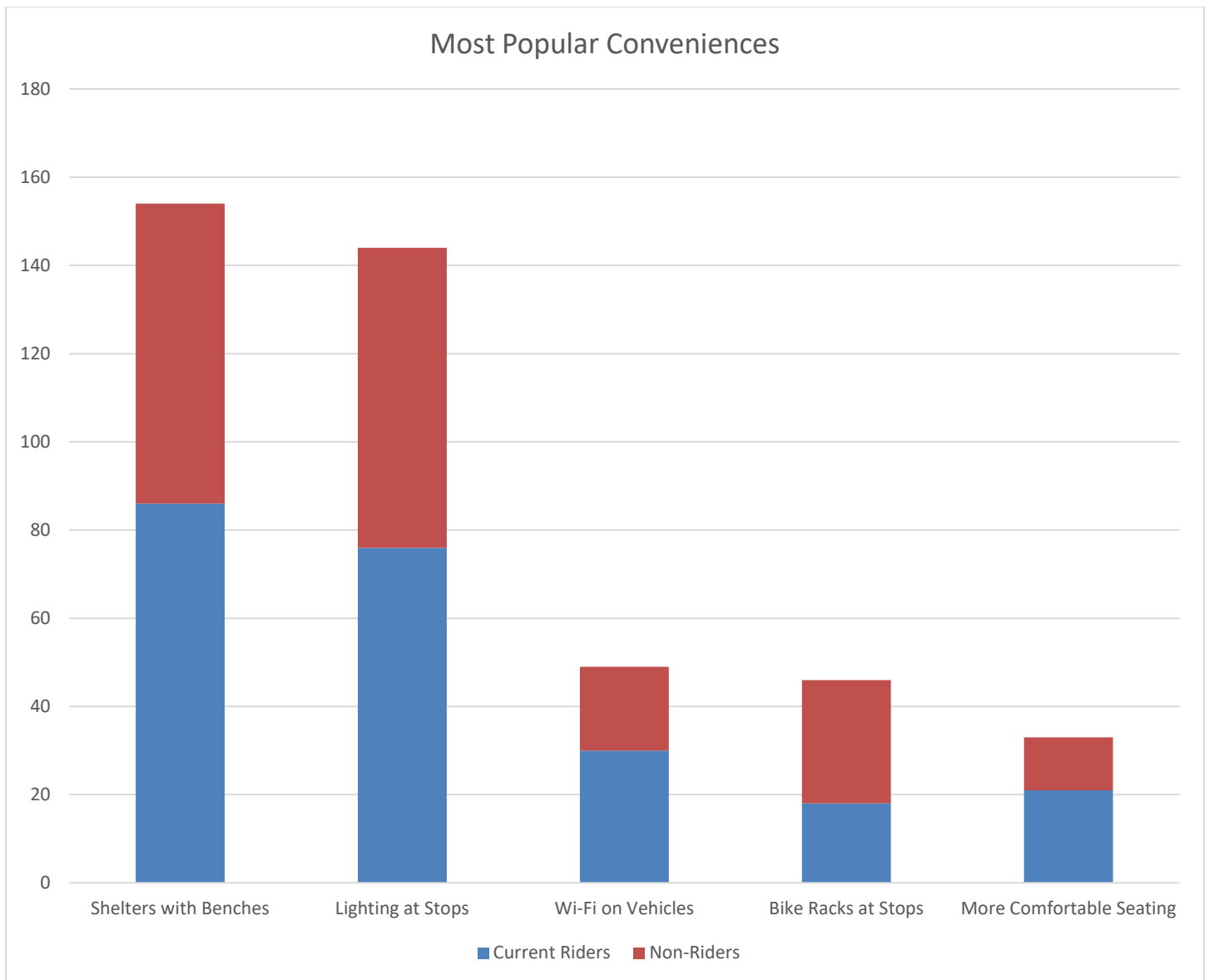
Comprehensive Operations Analysis

Conveniences vs. Service

The Question:

Which conveniences should be prioritized when funding for conveniences is available? Should some service be sacrificed to increase investment in conveniences?

Results:

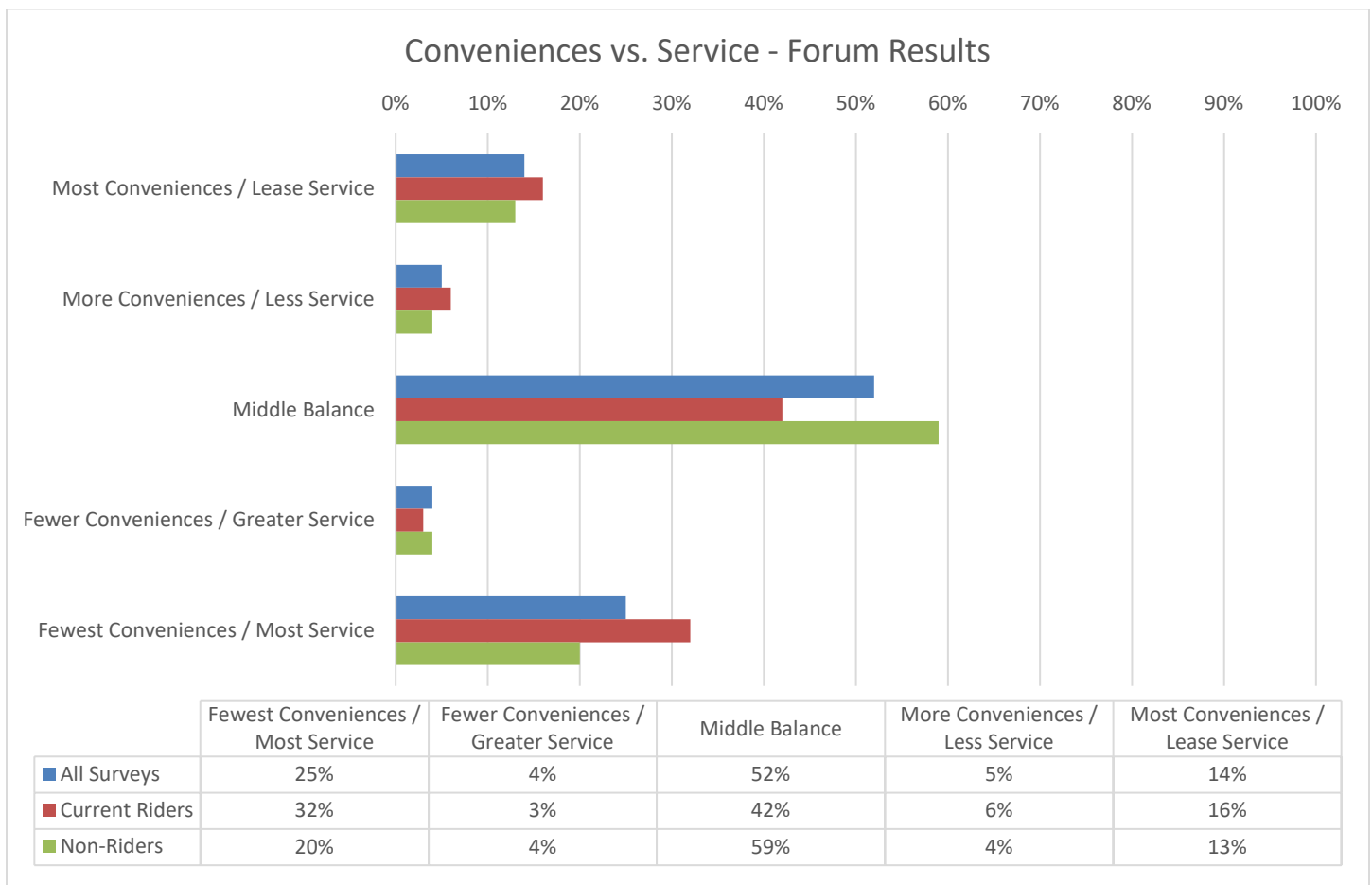


Aggregated Top Three Conveniences

Main Ballot Conveniences	All Surveys	Current Riders	Non-Riders
Shelters with Benches	154	86	68
Lighting at Stops	144	76	68
Wi-Fi	49	30	19
Bike Racks at Stops	46	18	28
More Comfortable Seating	33	21	12
Write In Conveniences	All Surveys	Current Riders	Non-Riders
Cell Phone Chargers	1	0	1
Way Finding Bus Stop Signs	1	0	1
Electronic Messaging at Stops	1	1	0
Snow Shoveling	1	1	0
Lower Signs	1	1	0
High-Rise Sidewalks	1	1	0
None	1	0	1

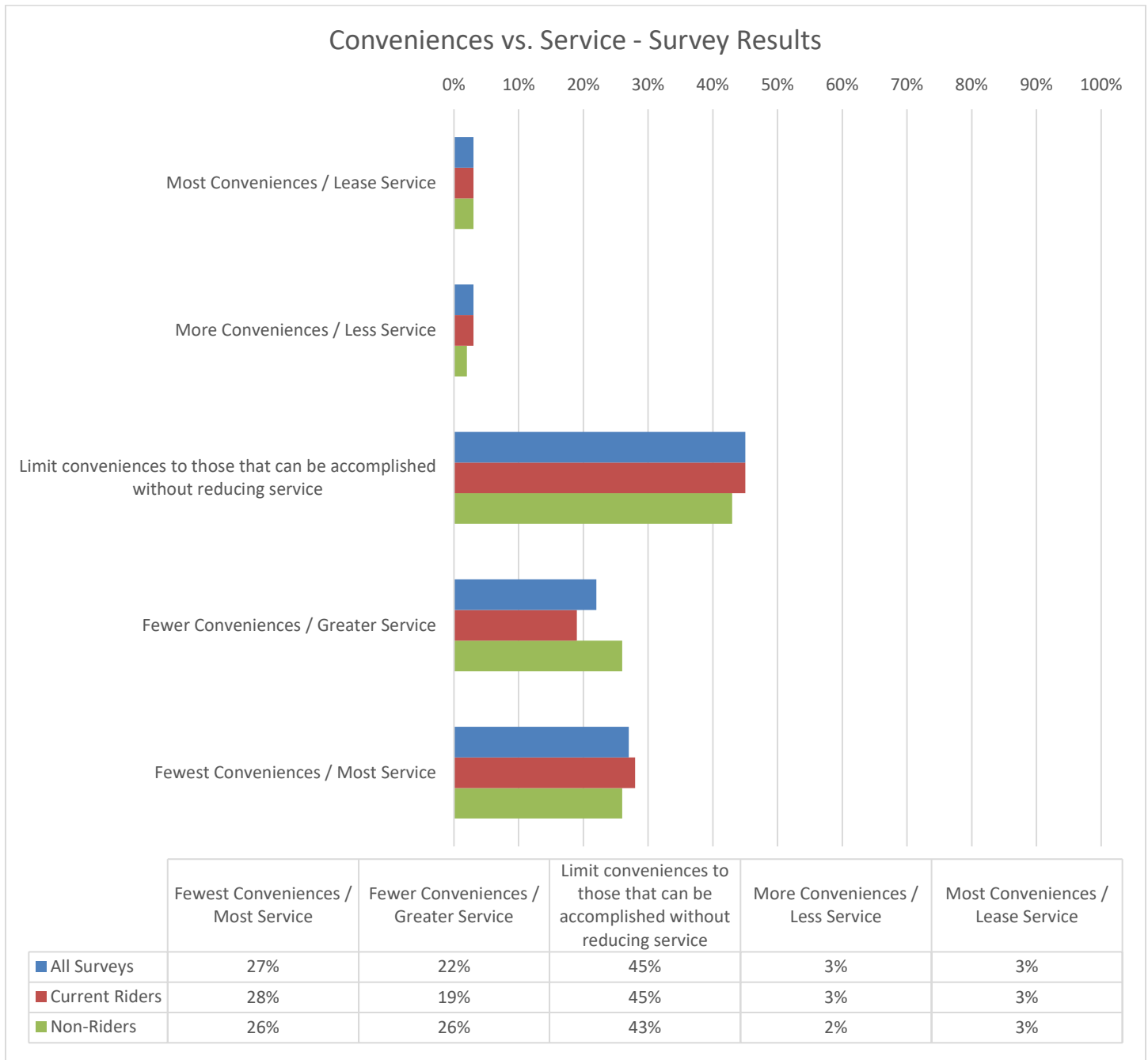
**Real-time vehicle location information and bus arrival ETA information being available by app received no positive votes. This was presented as an option already in development and soon to be released, and the sentiment expressed was positive about this release. For this reason, it appears it was not considered as an option to vote for regarding future preferences.*

Input from Public Forums:



A preference towards service rather than conveniences was expressed by most people. Similarly, the top four conveniences people found the most important were the same for riders and non-riders, with lighting at stops and shelters with benches the clear winners. People expressed a variety of feelings toward the other items, but made it clear they generally did not want to sacrifice much service to receive them. We also received comments that lighting and shoveled sidewalks were important but that these should be priorities of the municipalities and not COAST.

Input from Surveys:



In the survey, we changed the middle option to “limit conveniences to those that can be accomplished without reducing service” to acknowledge the fact that some funding can only be spent on capital projects. Therefore, some conveniences can be obtained without sacrificing service. This was the most popular option.

COAST FY 18 Data:

COAST services 430 stops. Forty of these have COAST owned shelters. An additional seven have shelters owned by a third party. Therefore, 11% of stops have a shelter.

No COAST shelters are equipped with lighting, and COAST does not own or maintain any street or stop lighting; the only lighting at stops is provided and maintained by municipalities or property owners.

Between November 10 and December 3rd, 298 people have brought a bike on a COAST vehicle (via the bike rack). COAST first started collecting this data in November of 2018, so no historical data is available.

Summary:

Improved stops—with shelters and lighting—was the most commonly requested item, though overwhelmingly people do not want to sacrifice service for these improvements.