

# COAST

Cooperative Alliance for Seacoast Transportation

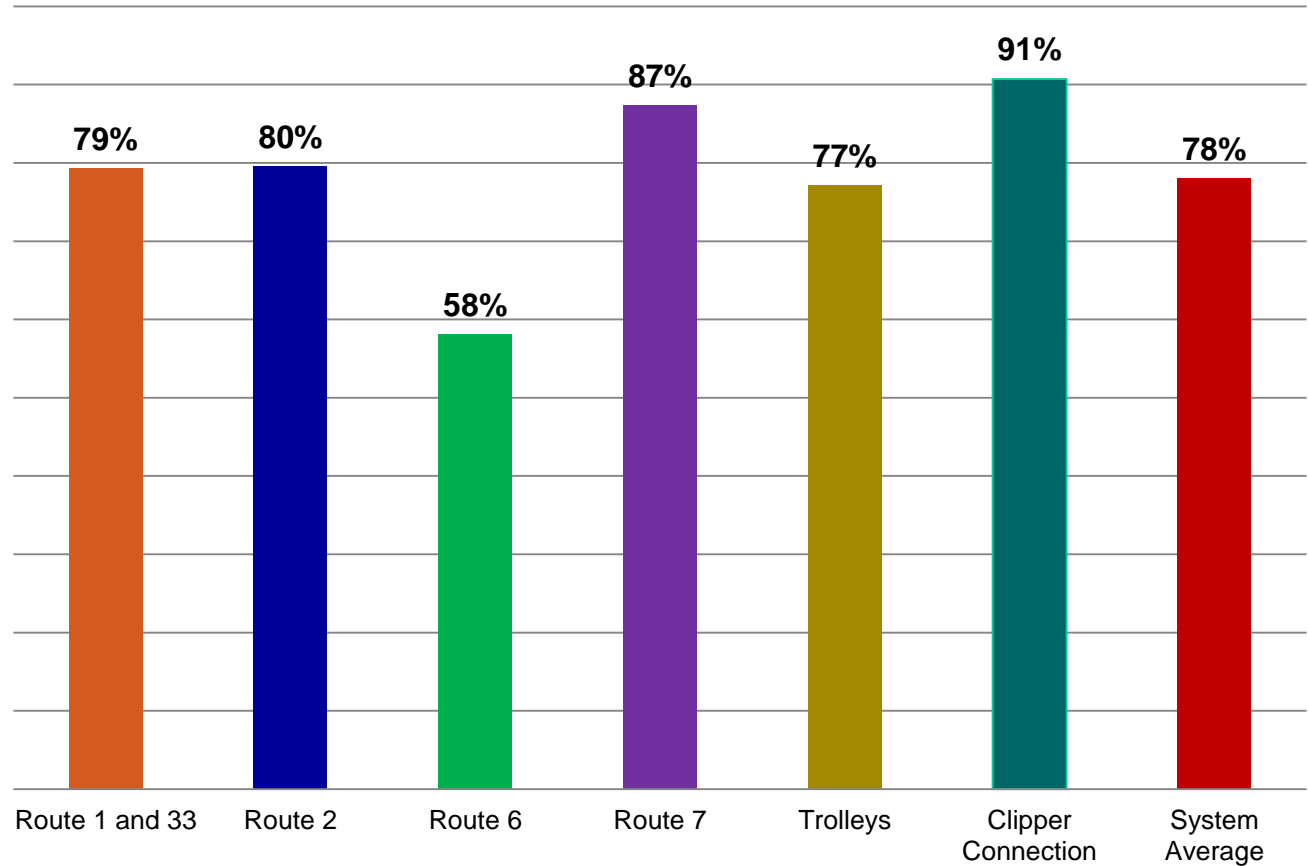


COAST champions and provides customer-focused public transportation with a commitment to excellence in safety and service.



Cooperative Alliance for Seacoast Transportation

# Fixed Route On Time Performance



September 2017 – January 2018 Average

# Why are Our Buses Late?

Last system-wide retiming was in early to mid 2000s, over 10 years ago. Since then:

- Fixed Route Ridership has increased by 60%, meaning we are stopping much more often.
- Additional traffic signals have been added along our routes.
- Additional developments have been built, increasing congestion and introducing additional routing diversions.

# How Late are They?

- Late is defined as the bus being 5 minutes or more past it's scheduled time.
- Sometimes late is 5 minutes, sometimes it is 30 minutes. This varies widely by route and time of day.
- We strive for 95% on time performance. While there are not clear industry standards available, for individuals using the service for work this represents a late AM arrival about once a month.

Here's an example of the process.

# We Gathered Actual Data by Time of Day

- Many data points for each 30 minute segment
- Found a significant spread for some segments

Example:

From Fox Run Mall to Dover Transportation Center at 4:00pm on a weekday, current schedule gives 24 minutes. Actual data shows:

Minutes
25
26
27
27
29
30

Approximate 95%  
OTP




At 4:00pm on weekdays, schedule 28 minutes.

# Trolley Schedule

Current schedules are mostly identical over the whole day.

## Portsmouth

Market Square  	7:07a	3:07p
Middle / Summer Sts.	7:10a	3:10p
Lafayette Rd. (Cross Roads House) 	7:15a	3:15p
Campus Dr. (Community Campus)	7:20a	3:20p
Lafayette Rd. (Wal-Mart)	7:25a	3:25p
Lafayette Rd. (Hillcrest Estates)	7:30a	3:30p



Both times of day give 23 minutes to travel from Market Square to Hillcrest Estates.

# Trolley Schedule

Actually takes about 34 minutes.

Actually takes about 26 minutes.

## Portsmouth

Market Square  	7:07a	3:07p
Middle / Summer Sts.	7:10a	3:10p
Lafayette Rd. (Cross Roads House) 	7:15a	3:15p
Campus Dr. (Community Campus)	7:20a	3:20p
Lafayette Rd. (Wal-Mart)	7:25a	3:25p
Lafayette Rd. (Hillcrest Estates)	7:30a	3:30p

An accurate schedule cannot be uniform across the day.



Cooperative Alliance for Seacoast Transportation

# Trolley Schedule

The new schedule varies by time of day.

## Portsmouth

Market Square



7:33 am

3:17 pm

Middle / Summer Sts.

32 minutes

Lafayette Rd. (Cross Roads House)



22 minutes

Campus Dr. (Community Campus)

Lafayette Rd. (Wal-Mart)

Lafayette Rd. (Hillcrest Estates)

8:05 am

3:39 pm



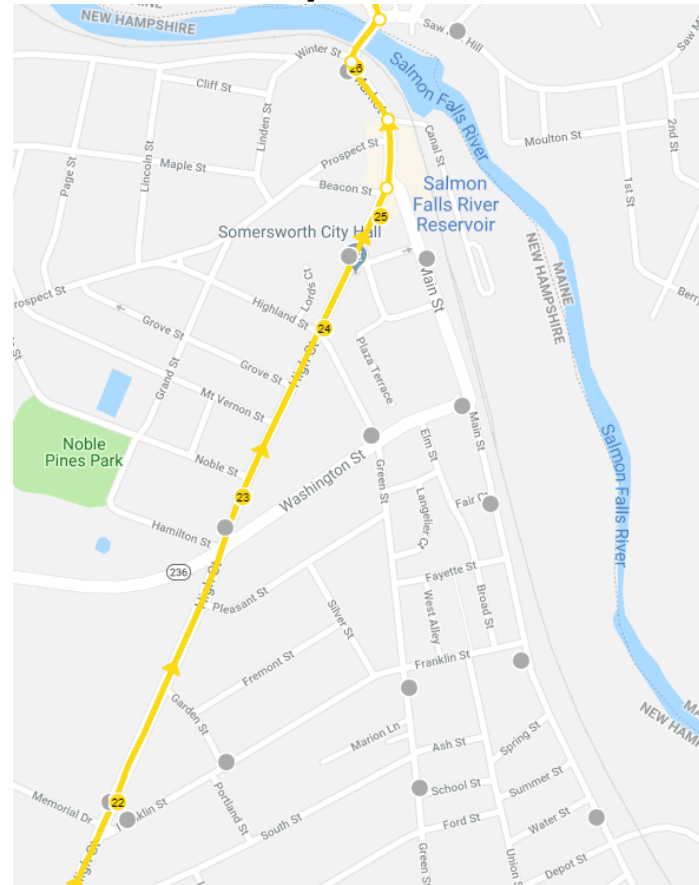
# New Schedules Start July 2

- Every route and every stop has new arrival and departure times
- Make sure you check a new schedule before going out to catch the bus

July 2018						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2 COAST Timing Change!	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

## Route Changes – Route 1

When heading Northbound, the route will stay on High St. to Berwick. The route will remain the same as it is today when returning South.



## Route Changes – Route 2

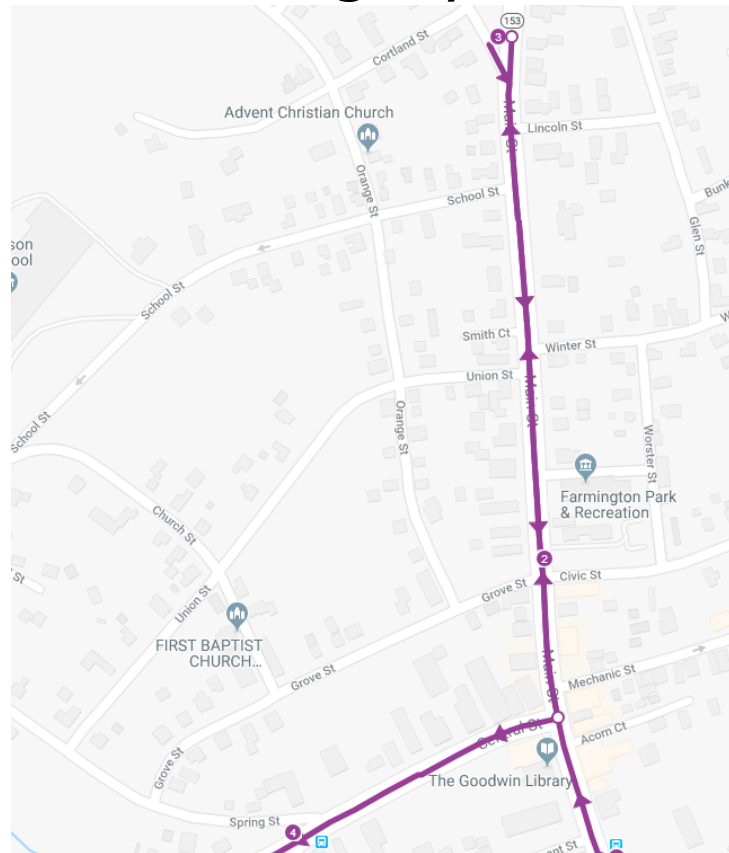
**Weekdays:** the latest 2N bus on weekdays will now go all the way to Lilac Mall. This means the latest departure from Market Square to Rochester will be at 9:08pm – 1 hour and 10 minutes later than the current last run!

**Saturdays:** there will be an additional 2S and 2N run on Saturdays, giving more options. The latest departure from Market Square to Rochester will be at 9:46pm – 1 hour and 18 minutes later than the current last run!

## Route Changes – Route 6

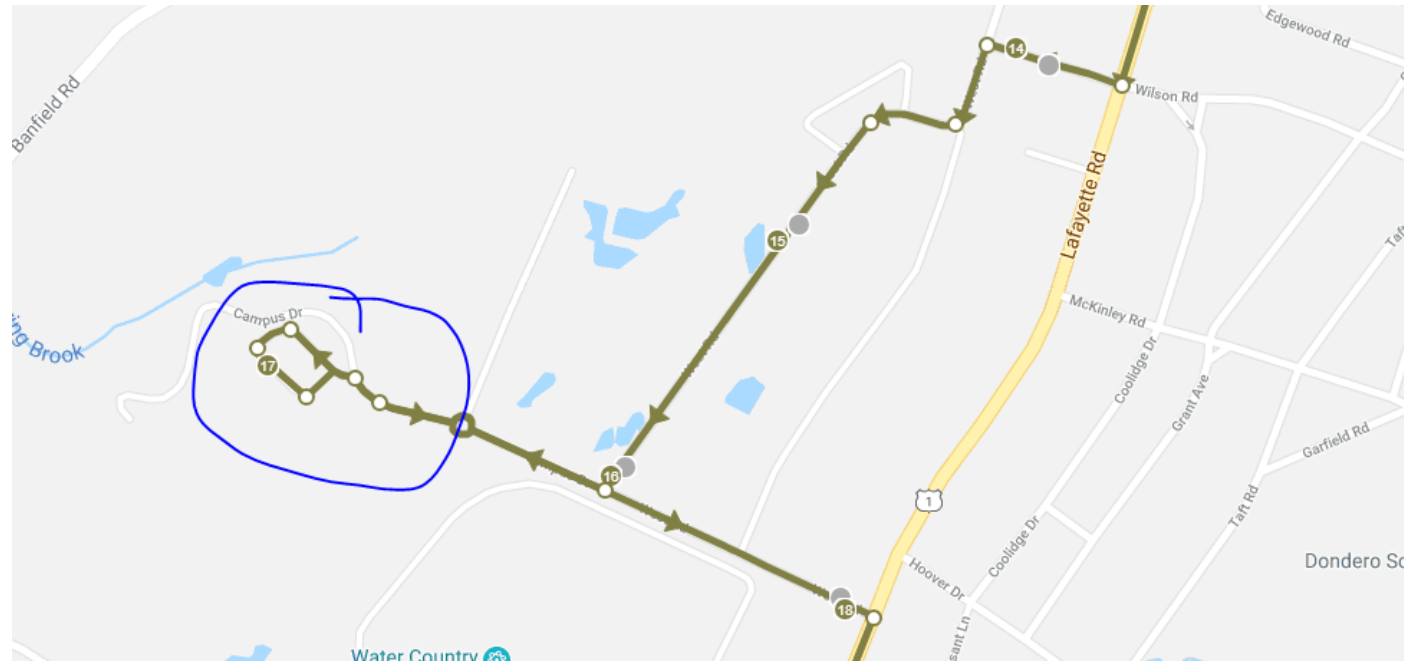
There are four new stops

- 3 along Rt. 153
- 1 at James Edgerly Memorial Park



## Route Changes – Route 41 (Lafayette Trolley)

The Community Campus stop will be On Request Only on weekdays.



## Customer Benefits

All changes have been made to improve reliability, on time performance, and route directness for customers.

- More reliable schedules
- Less stress about being on time
- Ease of making connections



## Additional Information

You can get detailed schedule information in these locations:

- [www.coastbus.org](http://www.coastbus.org)
  - Trip Planner
  - Full schedules
- Paper Schedules (will be distributed once back from the printer)
- Bus Stop Sign Decals (will start going up late June)



Cooperative Alliance for Seacoast Transportation

# Questions?

