

# Connect Transit Transit System Overhaul

Isaac Thorne  
General Manager and CEO

# BACKGROUND

- Location
- Demographics
- Bus route network history
- Ridership

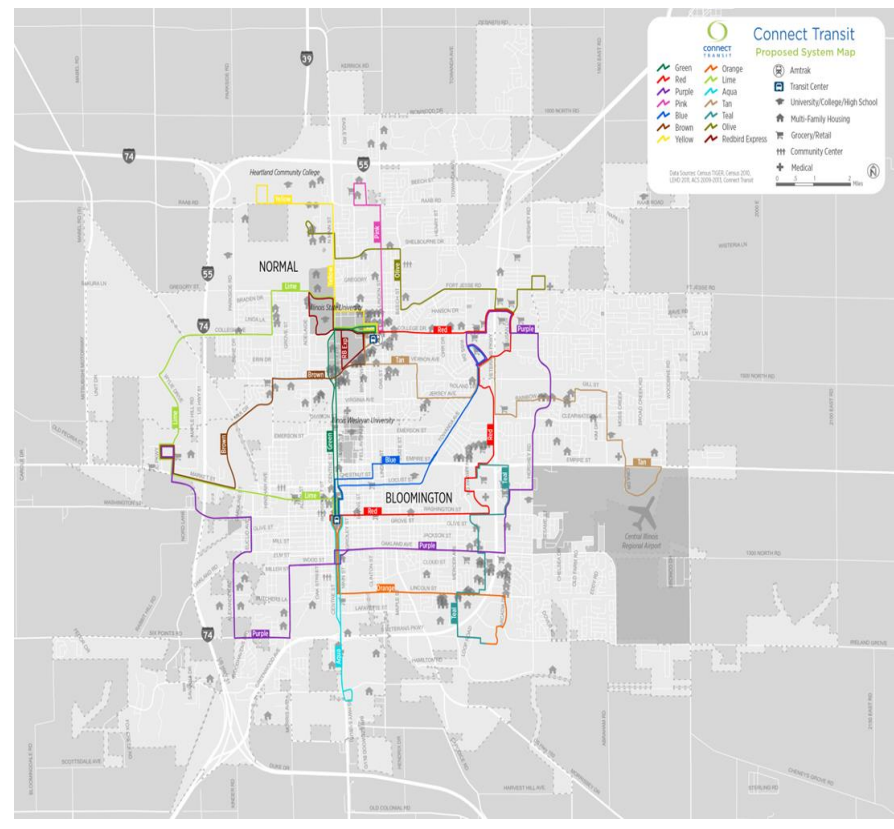
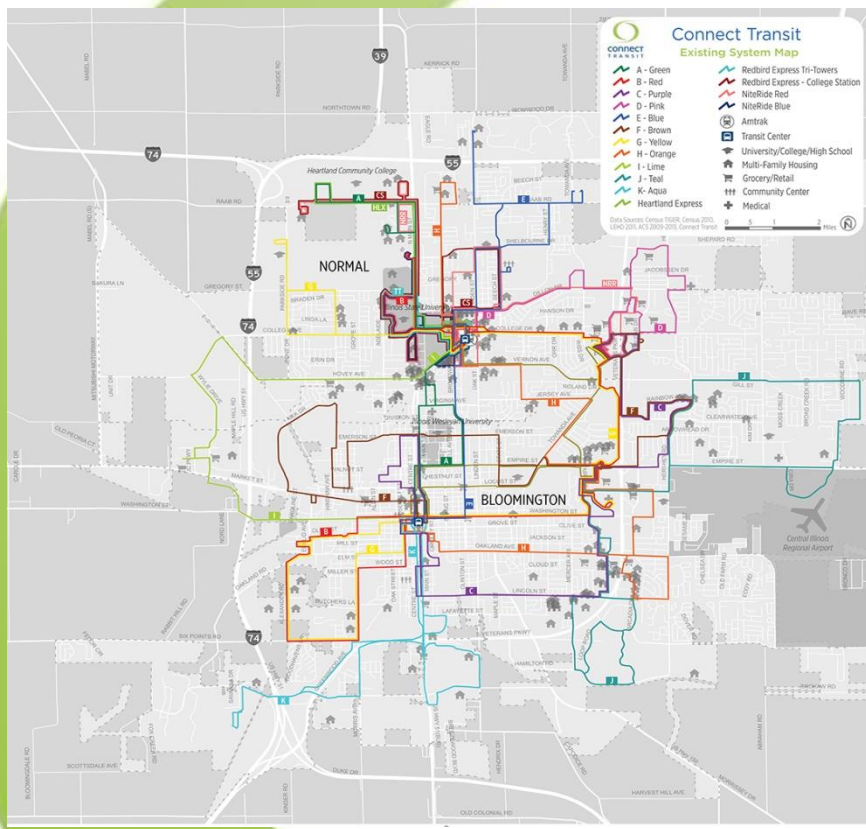
# ROUTE RESTRUCTURE HIGHLIGHTS

- **Comprehensive Operational Analysis - April 2014**
- **Community, Businesses, and Local Elected Official Engagement – held over 100 meetings**
- **Approved Guiding Principles for new route design**



# ROUTE RESTRUCTURE OUTCOMES

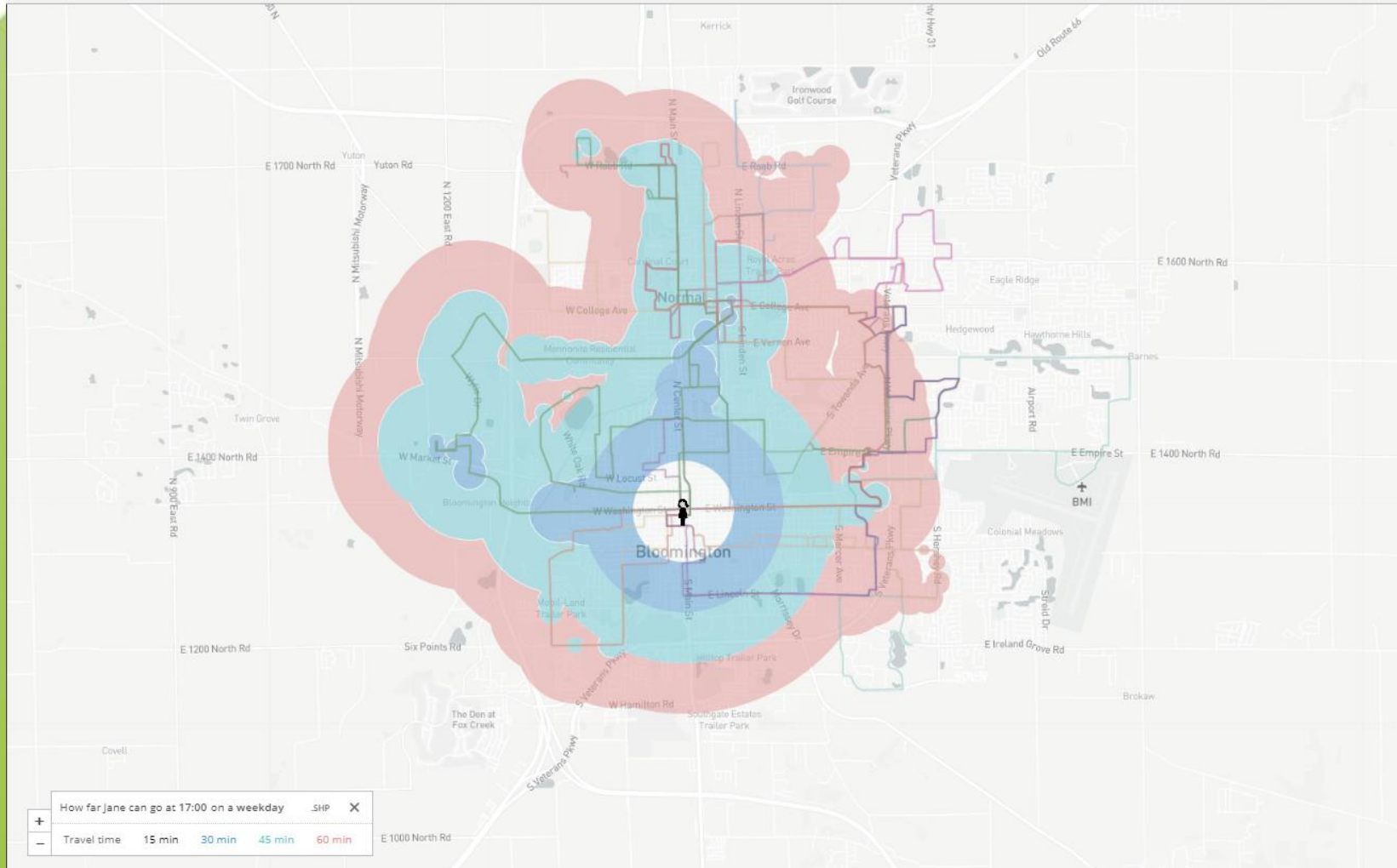
connect  
TRANSIT



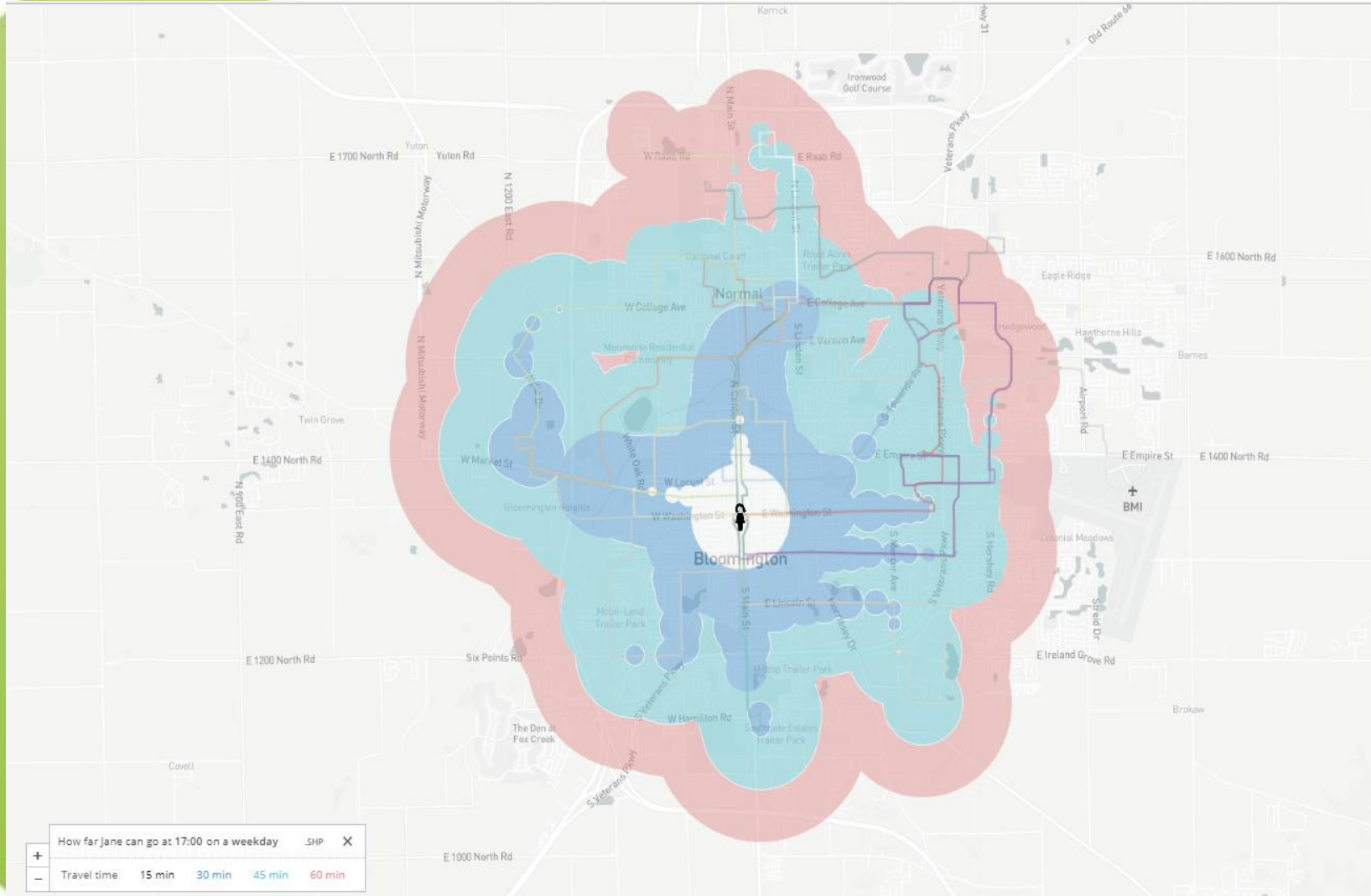
# ROUTE RESTRUCTURE OUTCOMES

- Added peak service
- Majority of routes had 30 minutes or less frequency during the peak
- Additional service changes in August 2017
- Over the last six months ridership is up 8%

# ROUTE RESTRUCTURE OUTCOMES



# ROUTE RESTRUCTURE OUTCOMES



# BEST PRACTICES / LESSONS LEARNED

- Engage and educate
- Compromise
- Trust the process
- Performance measures
- Rely on the data