

# **Free Fare Demonstration**

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## **Project Review**

**(July - September 1990)**

**Capital Metro**



- M E M O R A N D U M -

**TO:** Chairperson and Members of the Board of Directors  
**FROM:** Anthony M. Kouneski, General Manager  
**DATE:** November 1, 1990  
**SUBJECT:** Free Fare Demonstration Project Review  
(July - September 1990)

Please find attached an evaluation of the fourth three months (July - September 1990) of the Free Fare Demonstration Project. The format of this report follows that established for previous reports which you have received.

If you would like additional information, please let me know.

Thank you.

TMK:HG/pm

Attachment

**FREE FARE DEMONSTRATION  
PROJECT REVIEW**

July - September 1990

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**FREE FARE DEMONSTRATION PROJECT  
SECOND QUARTER REVIEW  
JULY - SEPTEMBER 1990**

**RIDERSHIP TRENDS**

**Average Weekday Ridership  
(less STS and UT Shuttle)**

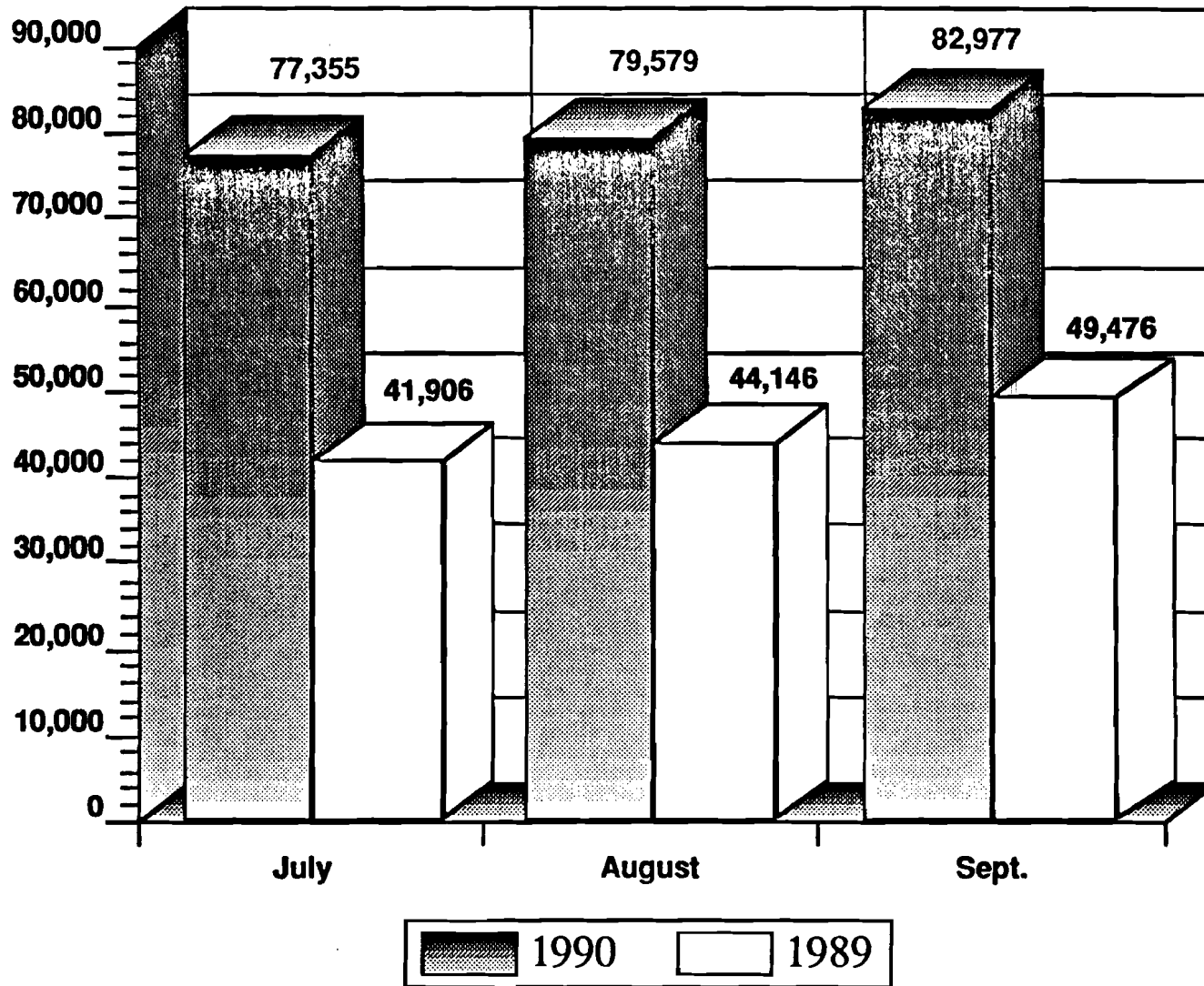
<u>Month</u>	<u>Ridership</u>	<u>Percent Change</u>
July 1990	77,355	+ 84.6%
July 1989	41,906	
August 1990	79,579	+ 80.3%
August 1989	44,146	
Sept 1990	82,977	+ 67.0%
Sept 1989	49,476	
July - Sept 1990	79,970	+ 77.0%
July - Sept 1989	45,176	

**PERFORMANCE INDICATORS**

**Passengers per Revenue Hour  
(less STS and UT Shuttle)**

<u>Month</u>	<u>Passengers</u>	<u>Percent Change</u>
July 1990	35.62	+ 42.8%
July 1989	24.94	
August 1990	35.02	+ 35.8%
August 1989	25.79	
Sept 1990	42.97	+ 41.6%
Sept 1989	30.35	
July - Sept 1990	37.87	+ 40.1%
July - Sept 1989	27.03	

# Average Weekday Ridership



**Passengers per Revenue Mile  
(less STS and UT Shuttle)**

<u>Month</u>	<u>Passengers</u>	<u>Percent Change</u>
July 1990	3.02	+ 75.6%
July 1989	1.72	
August 1990	3.17	+ 77.1%
August 1989	1.79	
Sept 1990	3.42	+ 65.2%
Sept 1989	2.07	
July - Sept 1990	3.20	+ 72.0%
July - Sept 1989	1.86	

**Cost Per Vehicle Mile  
(less UT)**

<u>Month</u>	<u>Cost</u>	<u>Percent Change</u>
July 1990	3.18	+ 1.6%
July 1989	3.13	
August 1990	3.03	+ 3.8%
August 1989	2.92	
Sept 1990	3.32	+ 7.8%
Sept 1989	3.08	
July - Sept 1990	3.18	+ 4.5%
July - Sept 1989	3.04	

**Cost Per Vehicle Hour  
(less UT)**

<u>Month</u>	<u>Cost</u>	<u>Percent Change</u>
July 1990	40.65	- 9.4%
July 1989	44.87	
August 1990	37.73	- 9.4%
August 1989	41.66	
Sept 1990	46.65	+ 4.4%
Sept 1989	44.69	
July - Sept 1990	41.68	- 4.7%
July - Sept 1989	43.74	

**Cost Per Passenger  
(less UT)**

<u>Month</u>	<u>Cost</u>	<u>Percent Change</u>
July 1990	1.55	- 40.6%
July 1989	2.61	
August 1990	1.45	- 38.8%
August 1989	2.37	
Sept 1990	1.54	- 30.3%
Sept 1989	2.21	
July - Sept 1990	1.51	- 36.9%
July - Sept 1989	2.40	

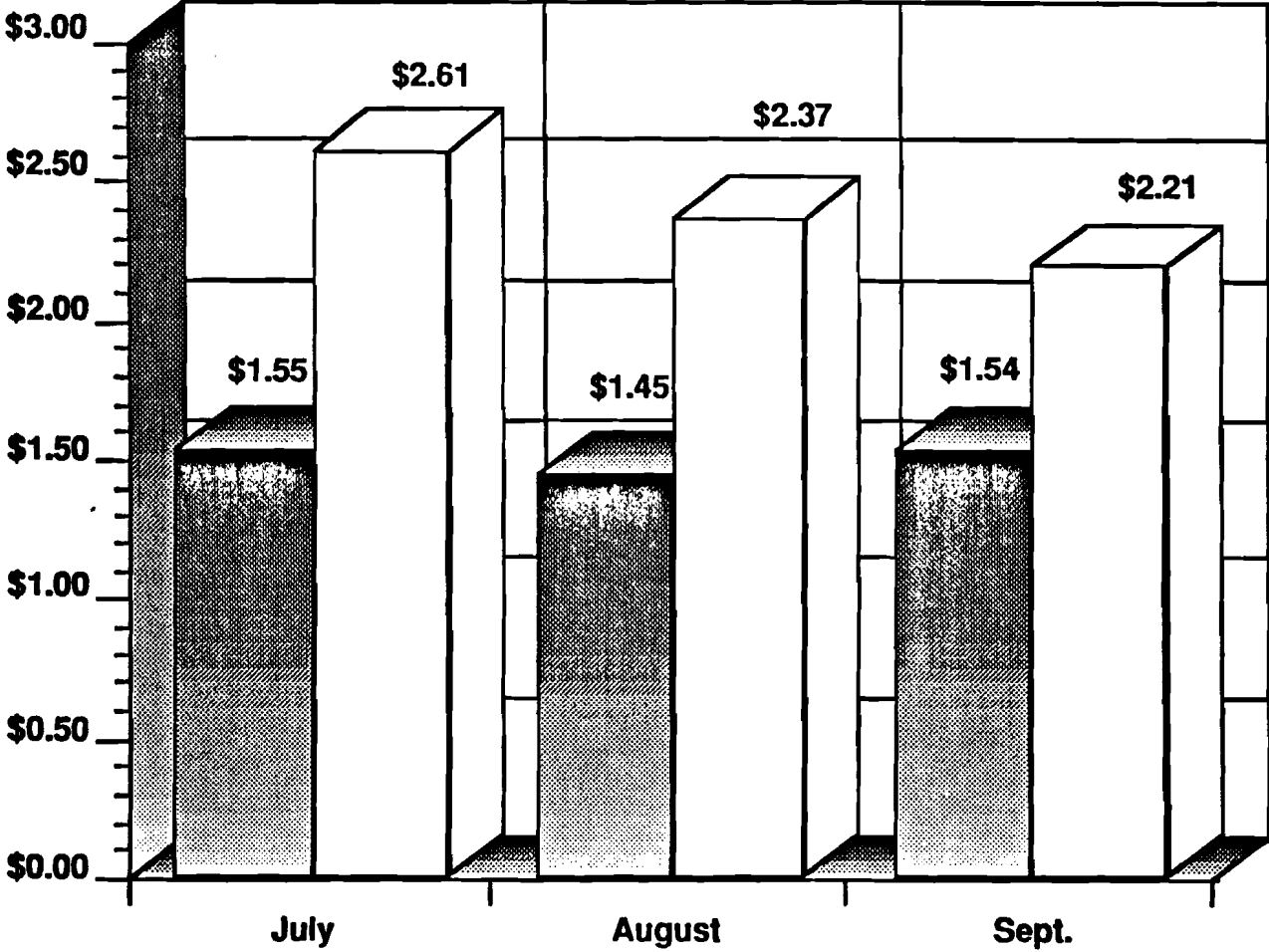
**Cost Per Revenue Hour  
(less UT)**

<u>Month</u>	<u>Cost</u>	<u>Percent Change</u>
July 1990	47.06	- 11.8%
July 1989	53.27	
August 1990	43.49	- 11.8%
August 1989	49.32	
Sept 1990	53.13	+ 3.1%
Sept 1989	51.91	
July - Sept 1990	48.44	- 6.7%
July - Sept 1989	51.91	

**Cost Per Revenue Mile  
(less UT)**

<u>Month</u>	<u>Cost</u>	<u>Percent Change</u>
July 1990	3.64	- 1.7%
July 1989	3.58	
August 1990	3.53	+ 6.3%
August 1989	3.32	
Sept 1990	3.95	+ 12.5%
Sept 1989	3.71	
July - Sept 1990	3.71	+ 6.9%
July - Sept 1989	3.47	

# Cost Per Passenger



■ 1990    □ 1989

**INFORMATION CALLS/PASSENGER COMPLAINTS**

**Information Calls (474-1200)**

<u>Month</u>	<u>Calls Handled</u>	<u>Percent Change</u>
July 1990	87,114	+ 47.0%
July 1989	59,114	
August 1990	98,039	+ 47.0%
August 1989	66,707	
Sept 1990	82,140	+ 46.0%
Sept 1989	56,873	
July - Sept 1990	267,343	+ 46.0%
July - Sept 1989	182,821	

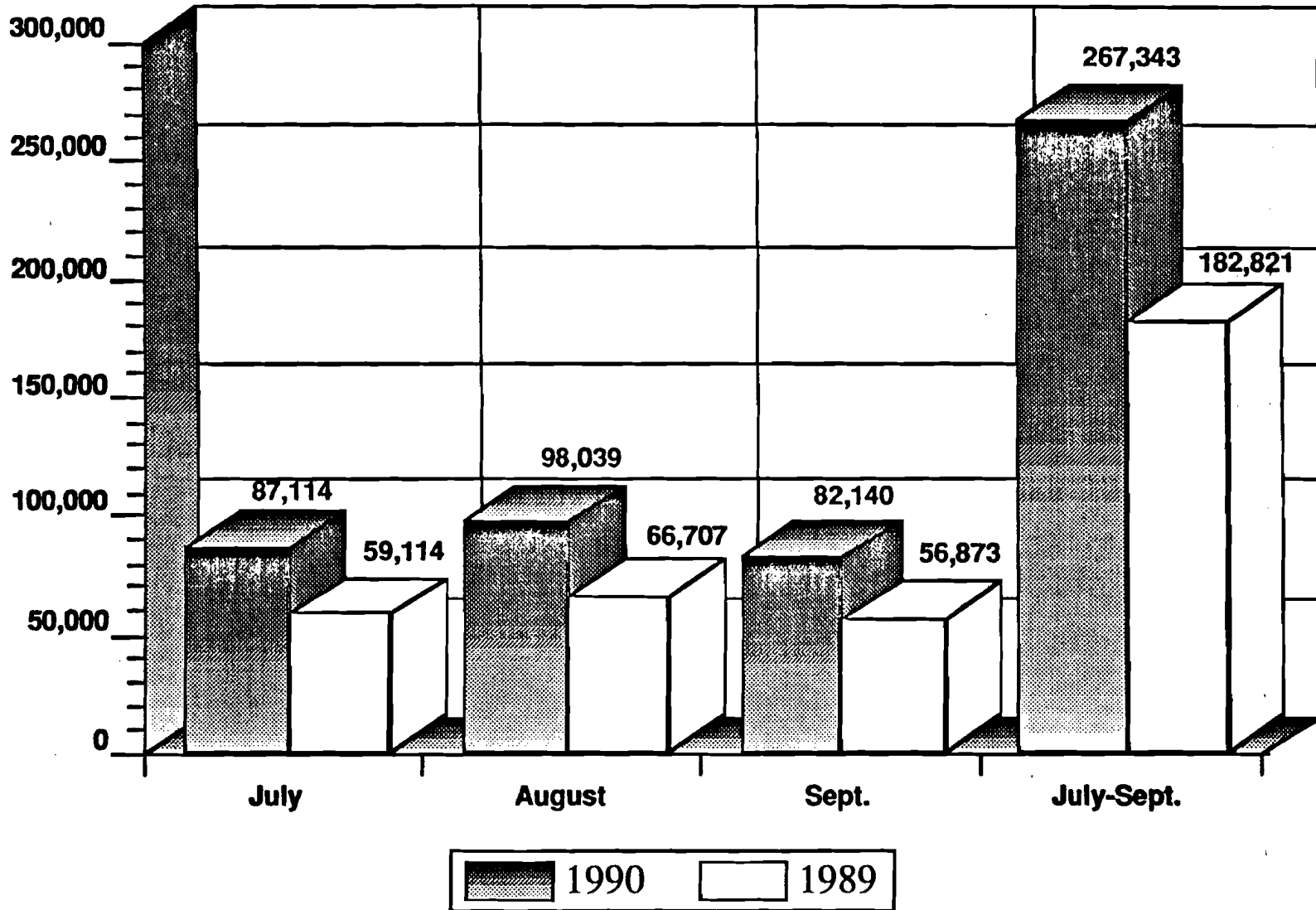
**Complaints Received**

<u>Month</u>	<u>No. of Complaints</u>	<u>Percent Change</u>
July 1990	708	+ 71.4%
July 1989	413	
August 1990	942	+ 63.8%
August 1989	575	
Sept 1990	900	- 6.8%
Sept 1989	966	
July - Sept 1990	2,550	+ 30.5%
July - Sept 1989	1,954	

**Ratio of Complaints per 1,000 Passengers**

<u>Month</u>	<u># Complaints</u>	<u>Ridership</u>	<u>Complaints/1,000 Riders</u>
July-Sept 1990	2,250	6,136,327	.415 / 1000
July-Sept 1989	1,954	3,490,384	.559 / 1000

# Information Calls (474-1200)

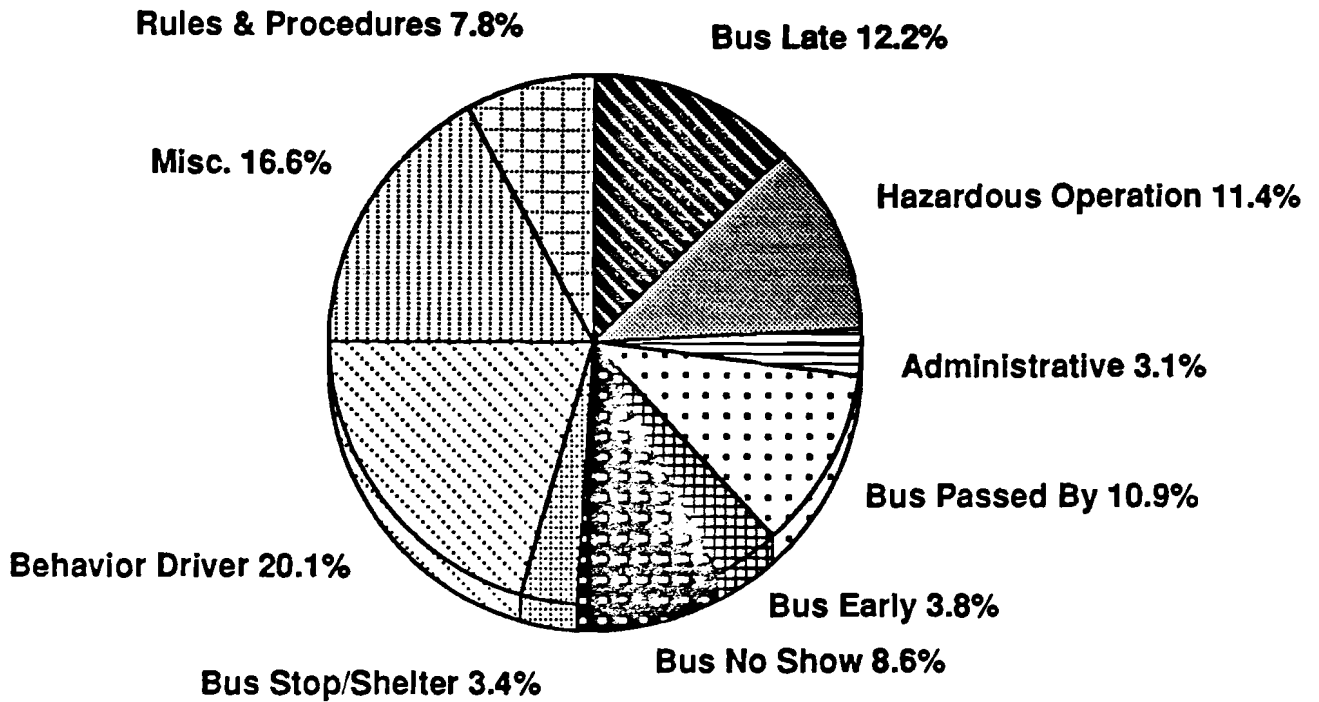


# Percentage Breakdown of Complaints

## 10 Most Frequent Categories

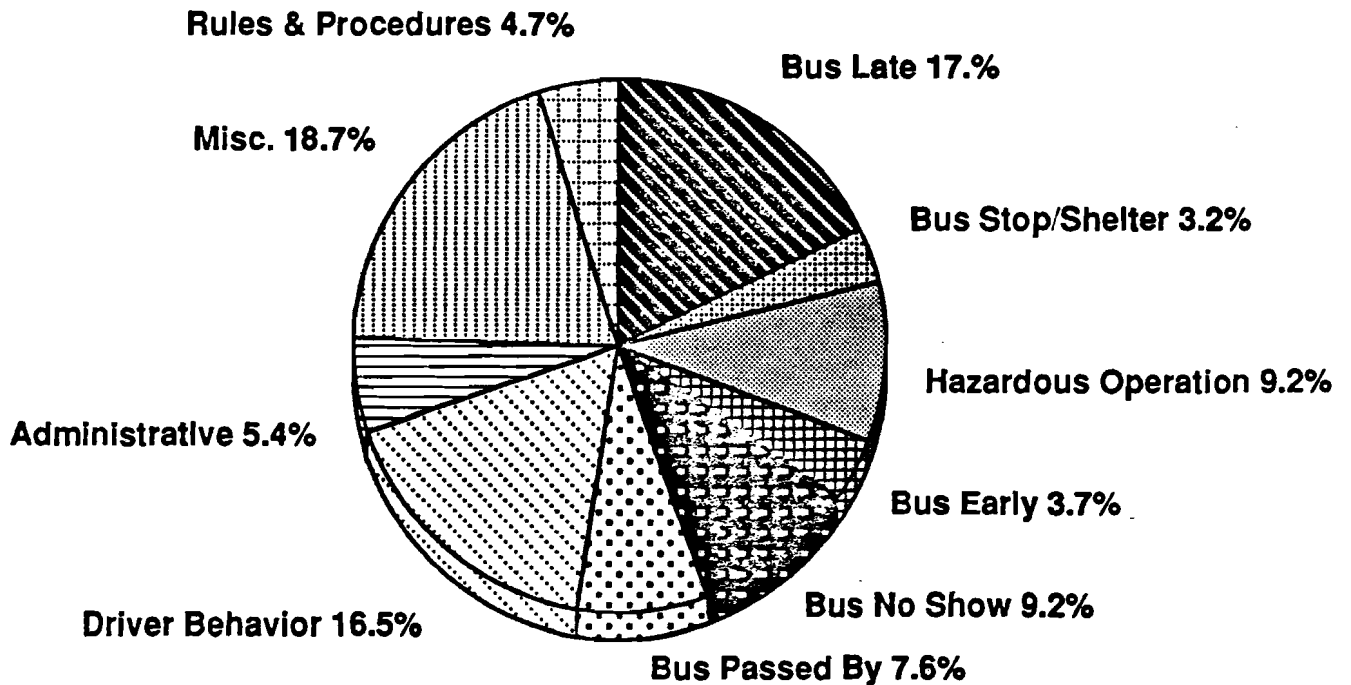
**July-Sept. 1990**

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**July-Sept. 1989**

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## SECURITY INCIDENTS

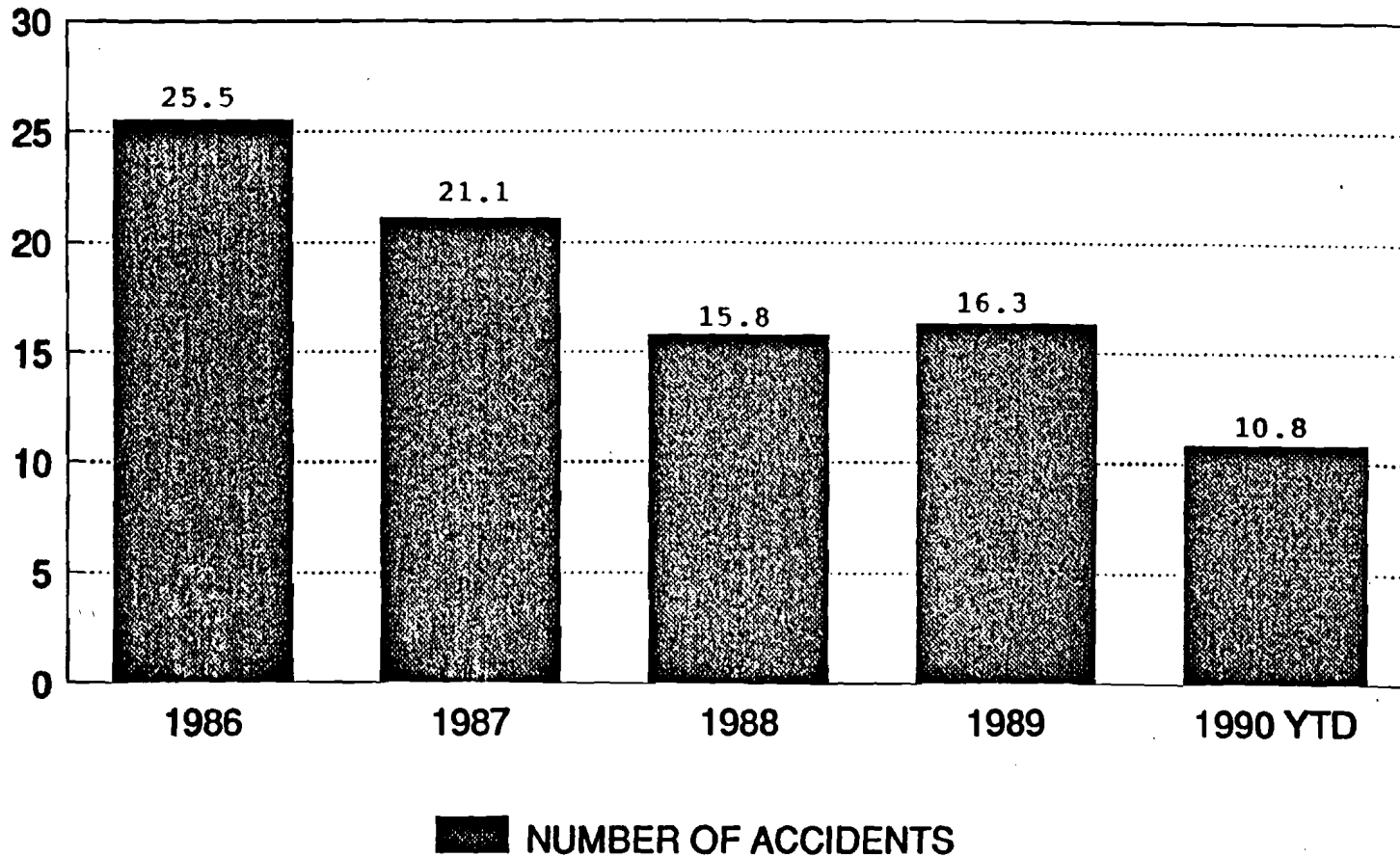
Due to the increase in security incidents reported in the April-June report, security staffing and program was revised to accommodate and closely monitor all incidents. As a direct result of the increased security a considerable drop in all areas was reported. A summary of reported security incidents is provided below:

<u>Type of Incident</u>	<u>Jan - March</u> <u>1990</u>	<u>Apr - June</u> <u>1990</u>	<u>July - Sept</u> <u>1990</u>
<u>Vandalism</u>			
On Bus	6	8	4
Off Bus	19	24	14
<u>Assaults</u>			
Operator	3	6	3
Passenger	6	7	7
<u>Disorderly Passengers</u>			
Intoxicated	29	69	51
Verbally Abusive	26	31	16
Students	0	3	3
Disputes	16	31	9
<u>Weapons on Buses</u>			
Reported Seen	5	2	1
Wielded	0	0	2
Other	7	12	21
<b>TOTAL</b>	<b>117</b>	<b>193</b>	<b>131</b>

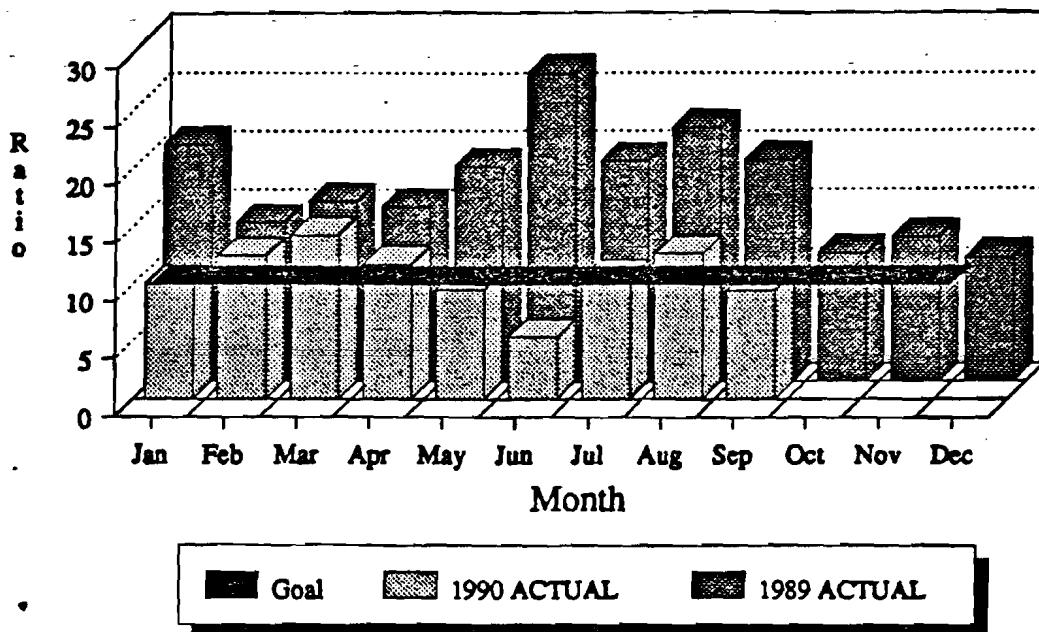
# CAPITAL METRO

## PSGR. ACCIDENTS PER 1,000,000 PSGRS.

1986 THROUGH 1989



# PASSENGER ACCIDENTS PER 1,000,000 PASSENGERS



1990 Budget: 11.0

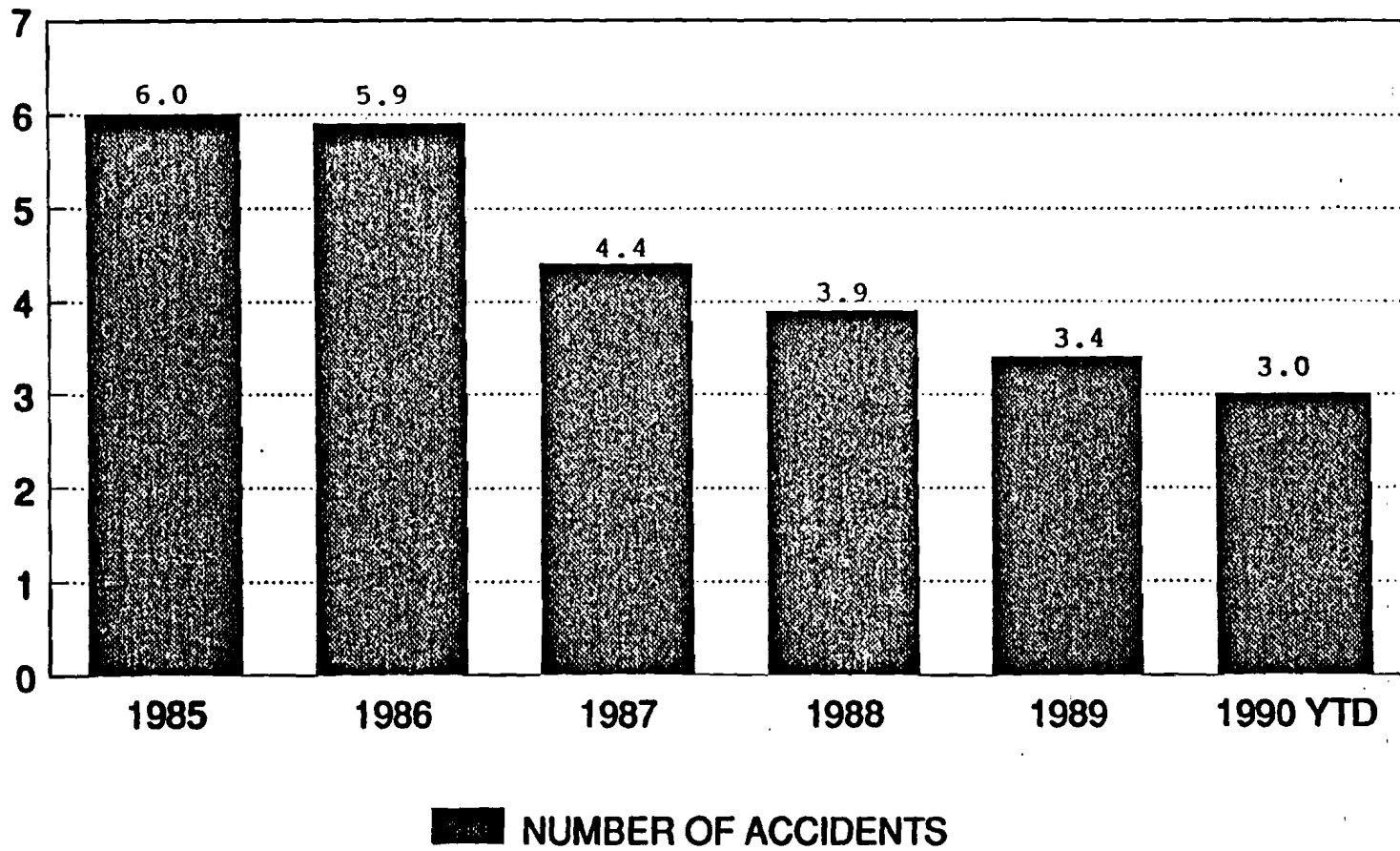
Definition: Passenger type accidents involving FR revenue vehicles.

	<u>CURRENT MONTH</u>			<u>YEAR-TO-DATE</u>		
	<u>1990 Actual#</u>	<u>1990 Actual%</u>	<u>1989 Actual%</u>	<u>1990 Actual#</u>	<u>1990 Actual%</u>	<u>1989 Actual%</u>
JAN	15	8.8	14.0	15	8.8	14.0
FEB	18	10.5	11.6	33	9.4	13.3
MAR	25	13.2	16.0	58	10.7	14.3
APR	19	10.6	15.6	77	10.7	14.1
MAY	17	9.4	18.1	94	10.6	15.0
JUN	9	4.9	24.9	103	9.5	16.7
JUL	19	10.5	18.8	122	9.7	16.9
AUG	24	12.6	22.1	146	10.1	17.7
SEP	20	11.11	16.7	178	10.8	17.6
OCT			10.6			16.4
NOV			11.2			15.7
DEC			8.6			15.0

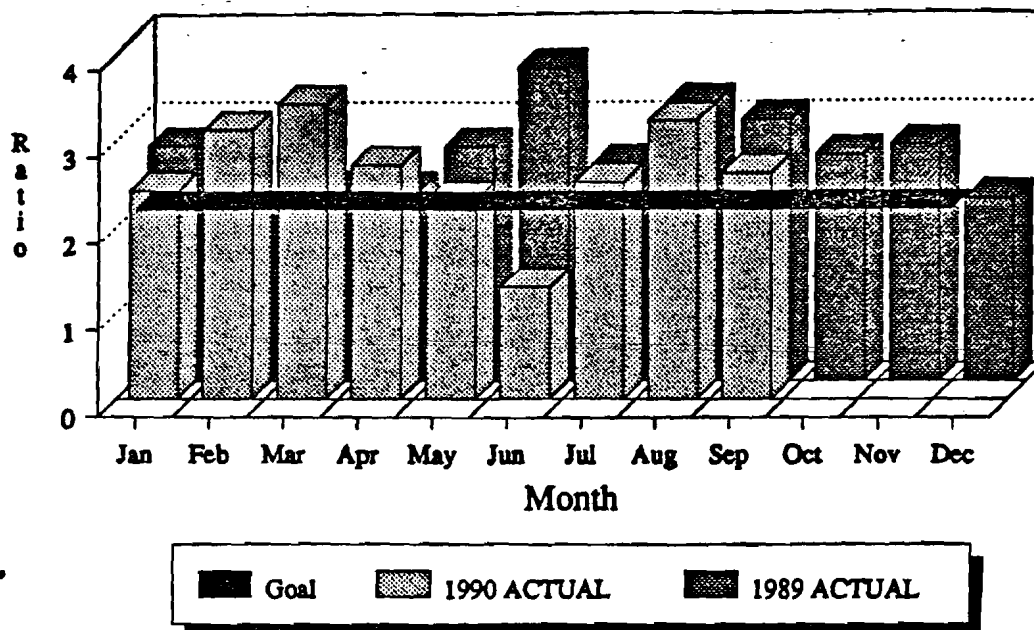
# CAPITAL METRO

## VEHICULAR ACCIDENTS PER 100,000 MILES

1985 THROUGH 1989



# PASSENGER ACCIDENTS PER 100,000 MILES



1990 Budget: 2.4

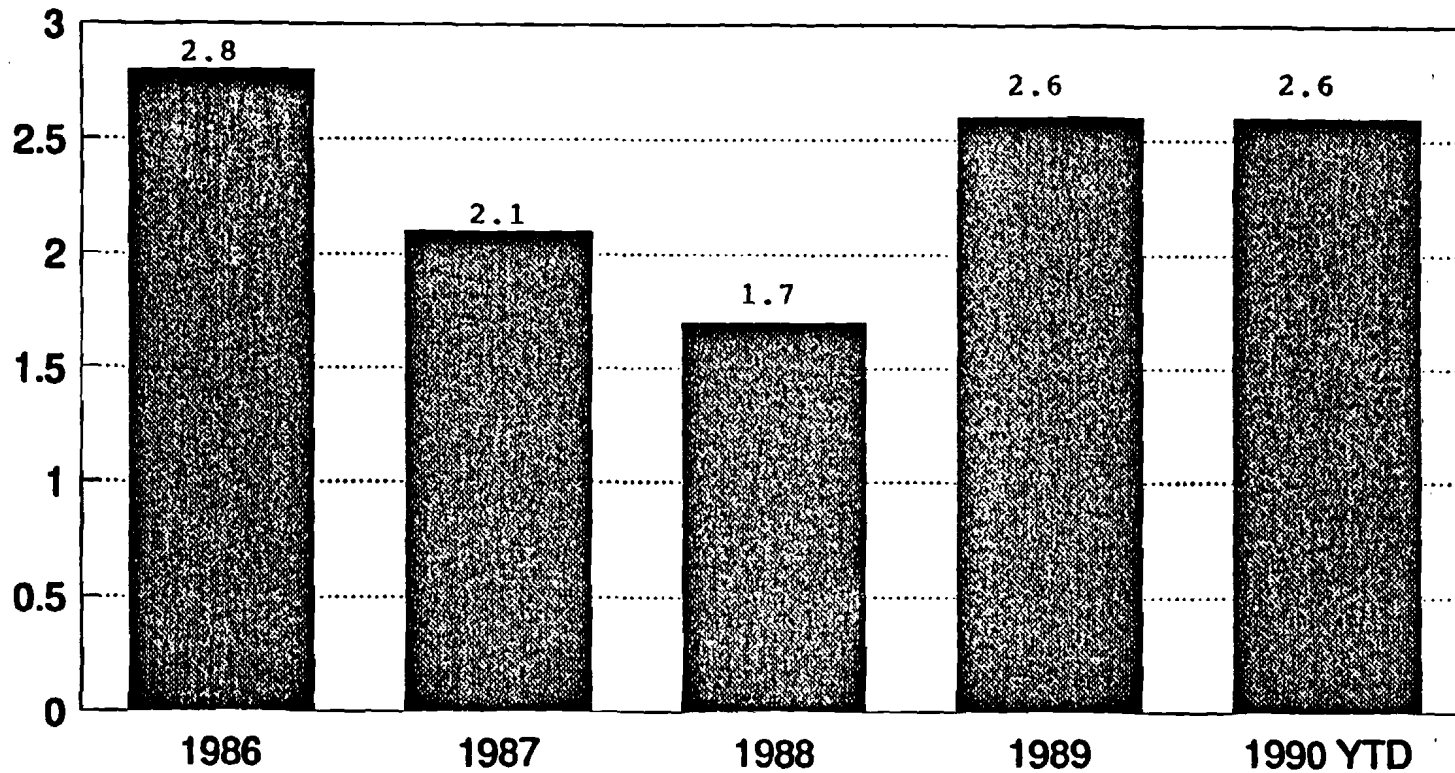
Definition: Passenger type accidents involving revenue vehicles  
(per 100,000 miles)

	<u>CURRENT MONTH</u>			<u>YEAR-TO-DATE</u>		
	<u>1990 Actual#</u>	<u>1990 Actual%</u>	<u>1989 Actual%</u>	<u>1990 Actual#</u>	<u>1990 Actual%</u>	<u>1989 Actual%</u>
JAN	18	2.4	2.7			
FEB	21	3.1	1.7	18	2.4	2.7
MAR	27	3.4	2.2	39	2.8	2.2
APR	21	2.7	2.2	66	3.0	2.2
MAY	18	2.3	2.7	87	2.9	2.2
JUN	10	1.3	3.6	105	2.8	2.3
JUL	19	2.5	2.5	115	2.5	2.5
AUG	24	3.2	3.2	134	2.5	2.5
SEP	20	2.6	3.0	158	2.6	2.6
OCT			2.6	178	2.6	3.0
NOV			2.7			2.6
DEC			2.1			2.6
						2.6

# CAPITAL METRO

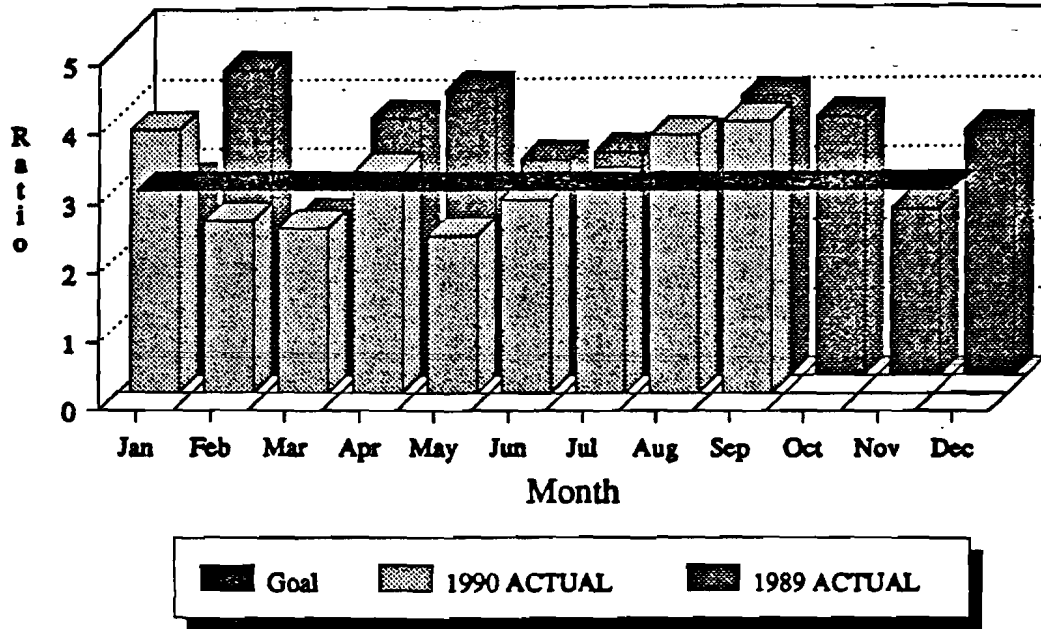
## PASSENGER ACCIDENTS PER 100,000 MILES

1986 THROUGH 1989



■ NUMBER OF ACCIDENTS

# TOTAL VEHICULAR ACCIDENTS PER 100,000 MILES



1990 Budget: 3.2

Definition: Collision type accidents involving revenue vehicles

	<u>CURRENT MONTH</u>			<u>YEAR-TO-DATE</u>		
	<u>1990 Actual#</u>	<u>1990 Actual%</u>	<u>1989 Actual%</u>	<u>1990 Actual#</u>	<u>1990 Actual%</u>	<u>1989 Actual%</u>
JAN	28	3.8	2.8	28	3.8	2.8
FEB	17	2.5	4.4	45	3.2	3.6
MAR	19	2.4	2.3	64	2.8	3.2
APR	25	3.2	3.7	89	3.0	3.5
MAY	18	2.3	4.1	107	2.8	4.1
JUN	22	2.8	3.1	129	2.8	3.5
JUL	23	3.0	3.2	152	2.8	3.3
AUG	28	3.7	3.4	180	2.9	3.4
SEP	30	3.9	4.0	210	3.0	3.4
OCT			3.7			3.5
NOV			2.4			3.4
DEC			3.5			3.4