

Free Fare Demonstration

Project Review

(October - December 1990)



- 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: March 21, 1991
SUBJECT: Free Fare Demonstration Project Review
(October - December 1990)

Please find attached an evaluation of the final three months (October - December 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**

October - December 1990

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**FREE FARE DEMONSTRATION PROJECT
FOURTH QUARTER REVIEW
October - December 1990**

RIDERSHIP TRENDS

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

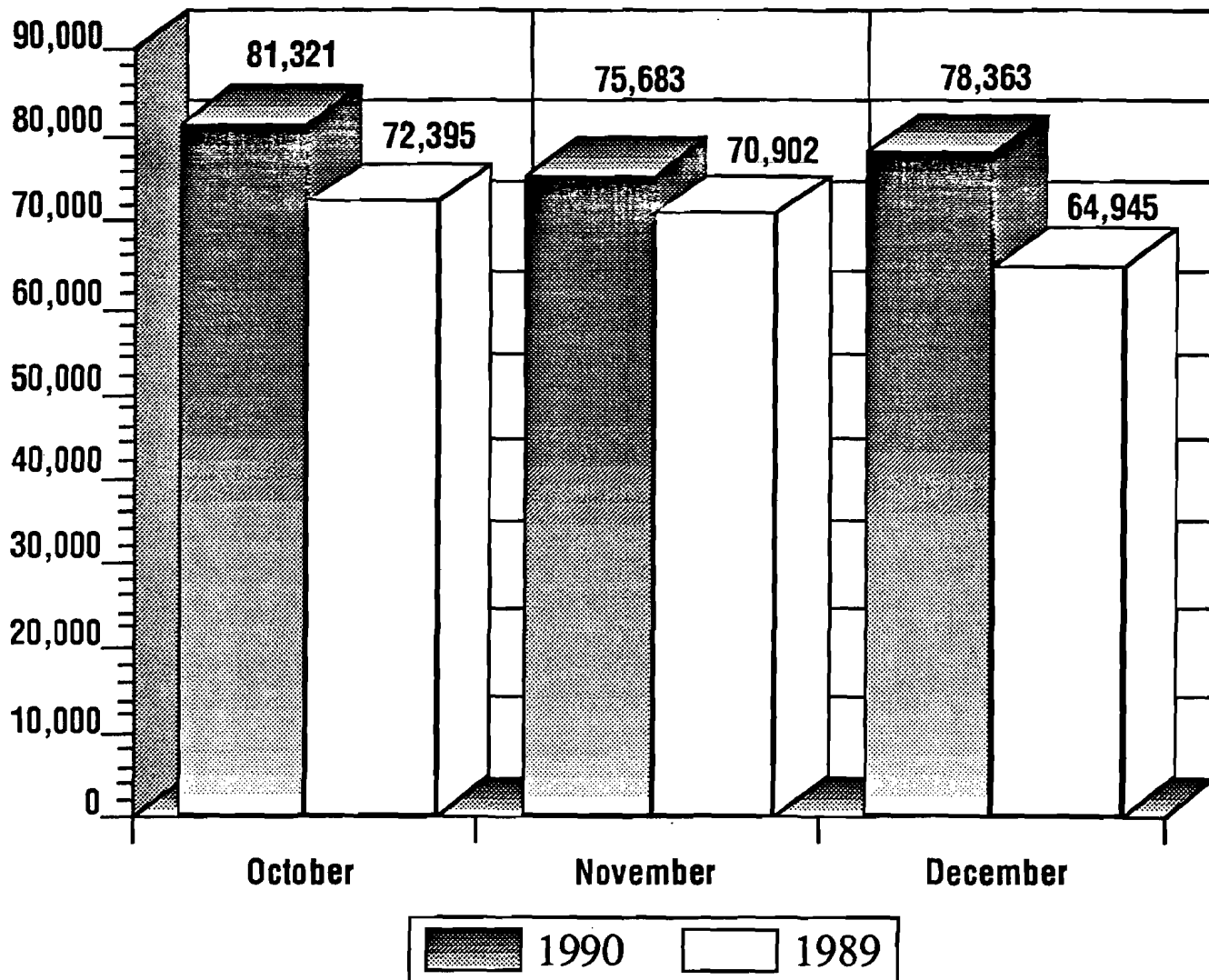
<u>Month</u>	<u>Ridership</u>	<u>Percent Change</u>
October 1990	81,321	+ 12.3%
October 1989	72,395	
November 1990	75,683	+ 6.7%
November 1989	70,902	
December 1990	78,363	+ 20.7%
December 1989	64,945	
Oct - Dec 1990	78,456	+ 13.0%
Oct - Dec 1989	69,414	

PERFORMANCE INDICATORS

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

<u>Month</u>	<u>Passengers</u>	<u>Percent Change</u>
October 1990	43.29	+ 1.5%
October 1989	42.66	
November 1990	41.11	+ 0.8%
November 1989	40.80	
December 1990	34.87	- 1.9%
December 1989	35.54	
Oct - Dec 1990	39.76	+ 0.2%
Oct - Dec 1989	39.67	

Average Weekday Ridership



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

<u>Month</u>	<u>Passengers</u>	<u>Percent Change</u>
October 1990	3.33	+ 14.4%
October 1989	2.91	
November 1990	3.04	+ 9.0%
November 1989	2.79	
December 1990	2.84	+ 17.4%
December 1989	2.42	
Oct - Dec 1990	3.07	+ 13.3%
Oct - Dec 1989	2.71	

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

<u>Month</u>	<u>Cost</u>	<u>Percent Change</u>
October 1990	2.86	+ 1.1%
October 1989	2.83	
November 1990	2.97	- 4.5%
November 1989	3.11	
December 1990	3.31	+ 7.1%
December 1989	3.09	
Oct - Dec 1990	3.05	+ 1.2%
Oct - Dec 1989	3.01	

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

<u>Month</u>	<u>Cost</u>	<u>Percent Change</u>
October 1990	41.16	0.0%
October 1989	41.16	
November 1990	43.70	- 1.8%
November 1989	44.49	
December 1990	45.61	+ 0.9%
December 1989	45.20	
Oct - Dec 1990	43.49	- 0.3%
Oct - Dec 1989	43.62	

**Cost Per Passenger
(less UT)**

<u>Month</u>	<u>Cost</u>	<u>Percent Change</u>
October 1990	1.37	- 6.2%
October 1989	1.46	
November 1990	1.56	+ 0.6
November 1989	1.55	
December 1990	1.85	- 0.5%
December 1989	1.86	
Oct - Dec 1990	1.59	- 1.6%
Oct - Dec 1989	1.62	

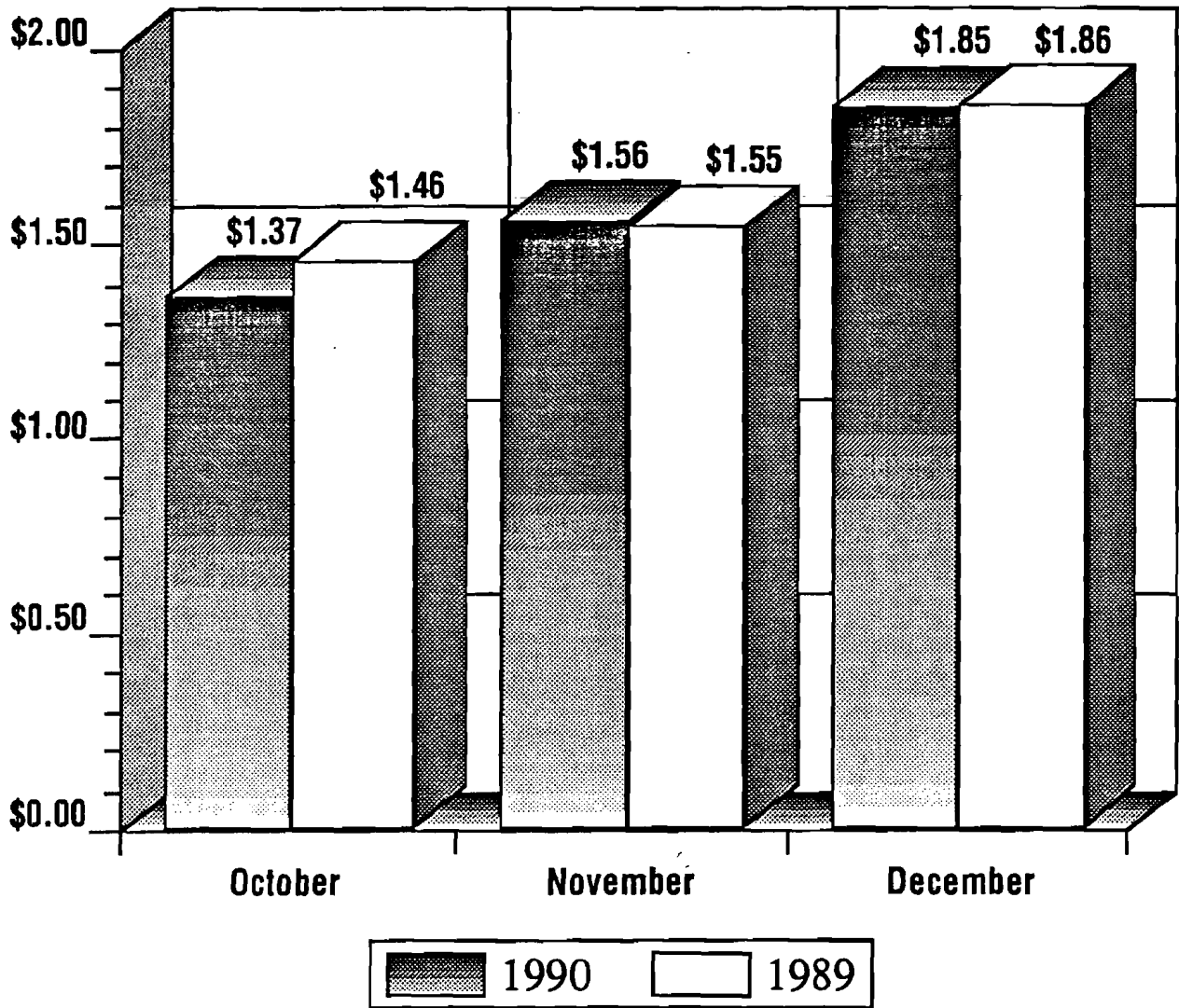
**Cost Per Revenue Hour
(less UT)**

<u>Month</u>	<u>Cost</u>	<u>Percent Change</u>
October 1990	48.52	- 1.3%
October 1989	49.15	
November 1990	51.89	- 3.1%
November 1989	53.53	
December 1990	53.74	- 0.8%
December 1989	54.16	
Oct - Dec 1990	51.38	- 1.7%
Oct - Dec 1989	52.28	

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

<u>Month</u>	<u>Cost</u>	<u>Percent Change</u>
October 1990	3.42	+ 6.2%
October 1989	3.22	
November 1990	3.59	+ 0.0%
November 1989	3.59	
December 1990	4.01	+ 14.2%
December 1989	3.51	
Oct - Dec 1990	3.67	+ 6.8%
Oct - Dec 1989	3.44	

Cost Per Passenger



INFORMATION CALLS/PASSENGER COMPLAINTS

Information Calls (474-1200)

<u>Month</u>	<u>Calls Handled</u>	<u>Percent Change</u>
October 1990	76,081	+ 15%
October 1989	66,283	
November 1990	70,315	+ 25%
November 1989	56,434	
December 1990	80,813	+ 24%
December 1989	65,223	
Oct - Dec 1990	227,209	+ 21%
Oct - Dec 1989	187,940	

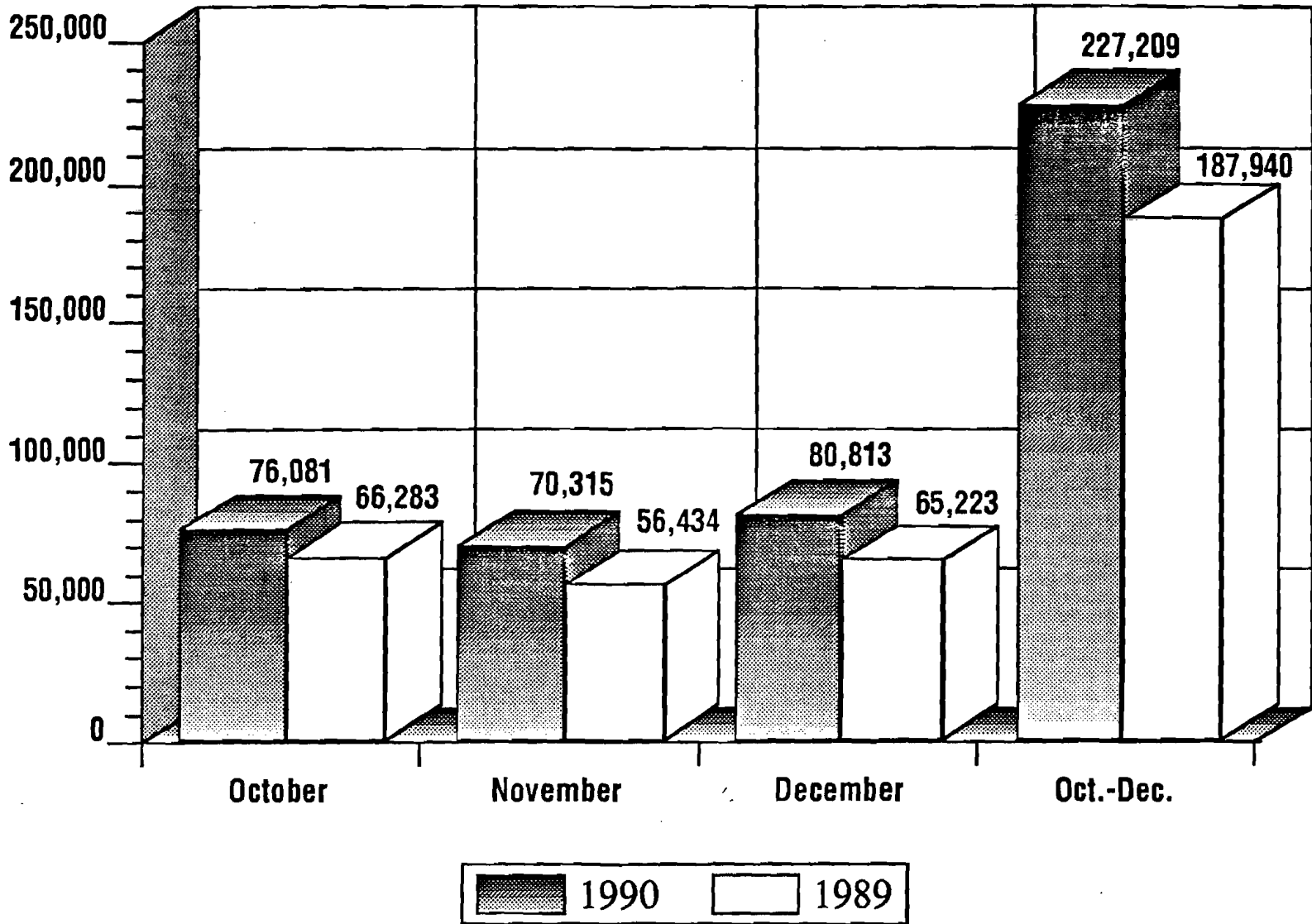
Complaints Received

<u>Month</u>	<u>No. of Complaints</u>	<u>Percent Change</u>
October 1990	815	+ 4.5%
October 1989	780	
November 1990	795	+ 13.5%
November 1989	700	
December 1990	595	+ 20.0%
December 1989	496	
Oct - Dec 1990	2,205	+ 11.6%
Oct - Dec 1989	1,976	

Ratio of Complaints per 1,000 Passengers

<u>Month</u>	<u># Complaints</u>	<u>Ridership</u>	<u>Complaints/1,000 Riders</u>
Oct-Dec 1990 (w/UT Shuttle Ridership)	2,205	5,774,224	.381 / 1000 .269 / 1000
Oct-Dec 1989 (w/UT Shuttle Ridership)	1,954	5,156,952	.383 / 1000 .259 / 1000

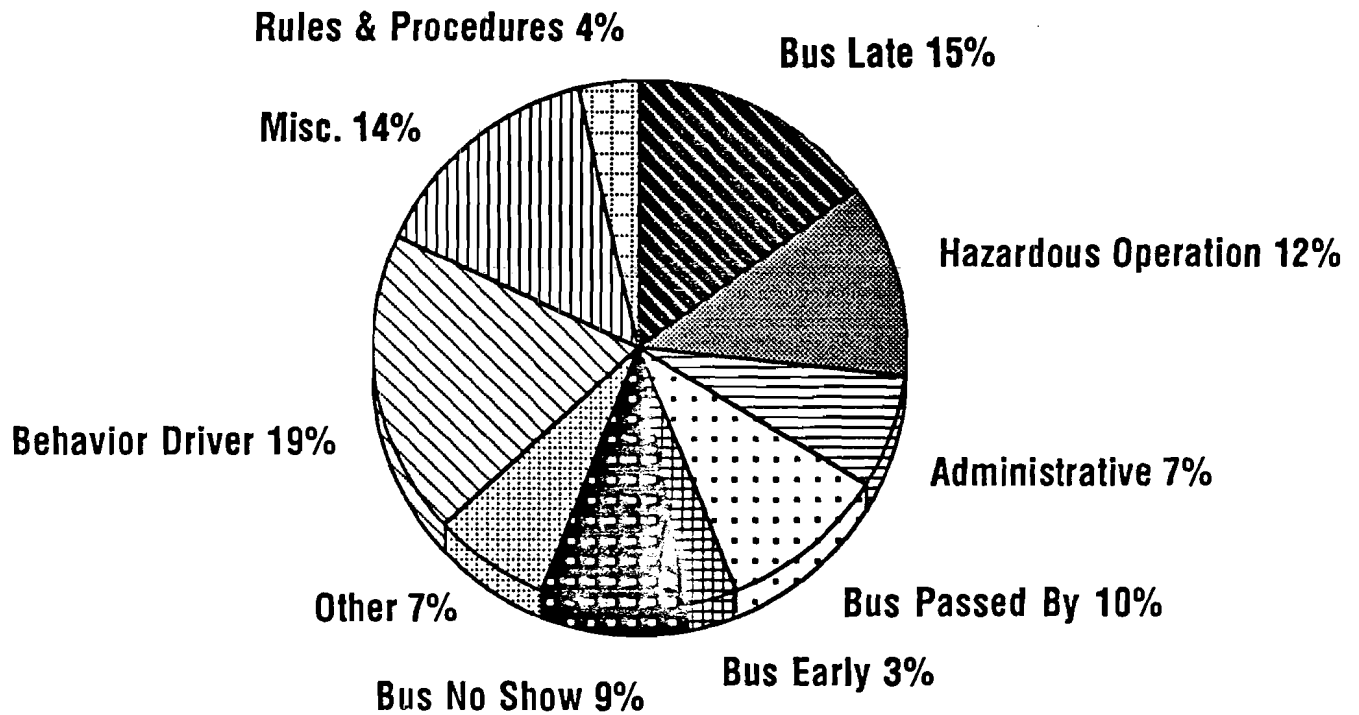
Information Calls (474-1200)



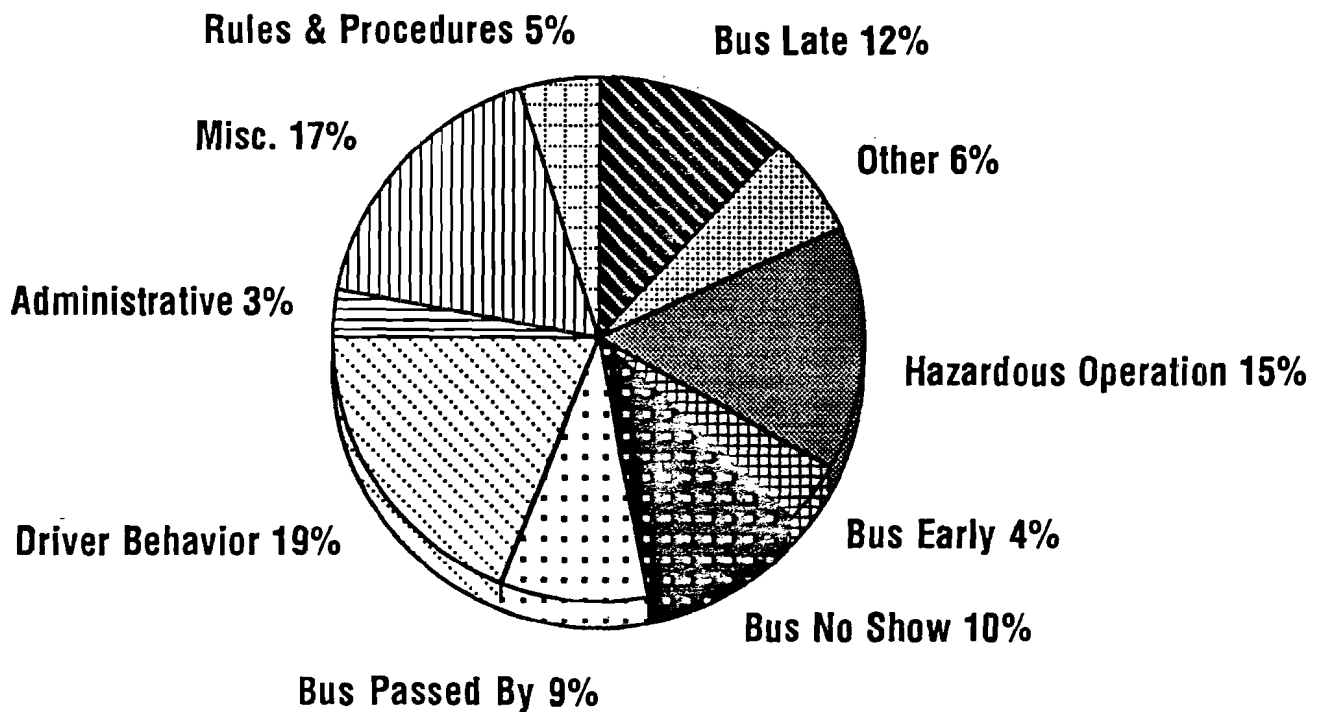
Percentage Breakdown of Complaints

10 Most Frequent Categories

Oct.-Dec. 1990



Oct.-Dec. 1989



SECURITY INCIDENTS

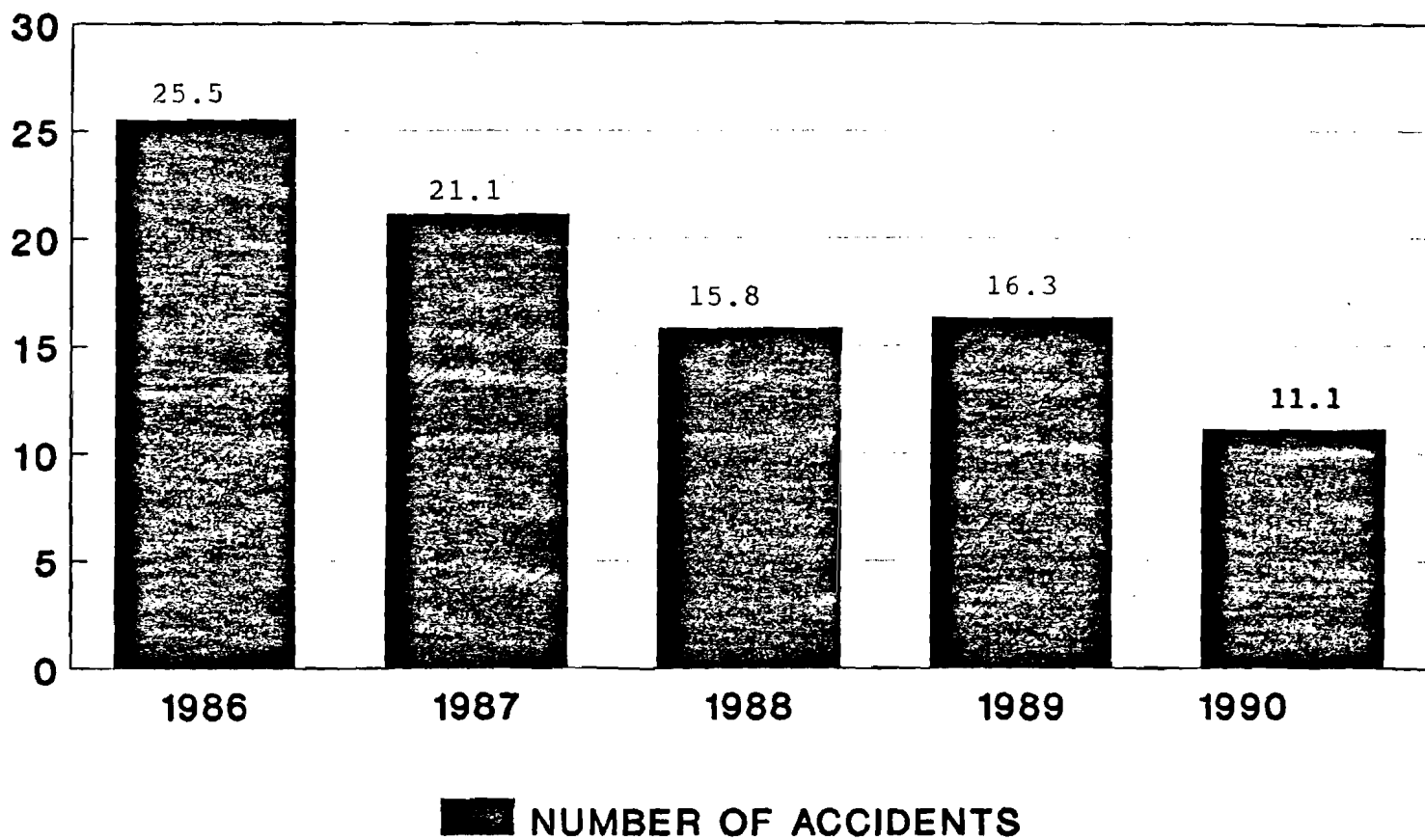
A summary of reported security incidents is provided below:

<u>Type of Incident</u>	<u>Apr - June</u> <u>1990</u>	<u>July - Sept</u> <u>1990</u>	<u>Oct - Dec</u> <u>1990</u>
<u>Vandalism</u>			
On Bus	8	4	8
Off Bus	24	14	7
<u>Assaults</u>			
Operator	6	3	0
Passenger	7	7	6
<u>Disorderly Passengers</u>			
Intoxicated	69	51	52
Verbally Abusive	31	16	17
Students	3	3	4
Disputes	31	9	3
<u>Weapons on Buses</u>			
Reported Seen	2	1	2
Wielded	0	2	1
Other	12	21	10
TOTAL	193	131	110

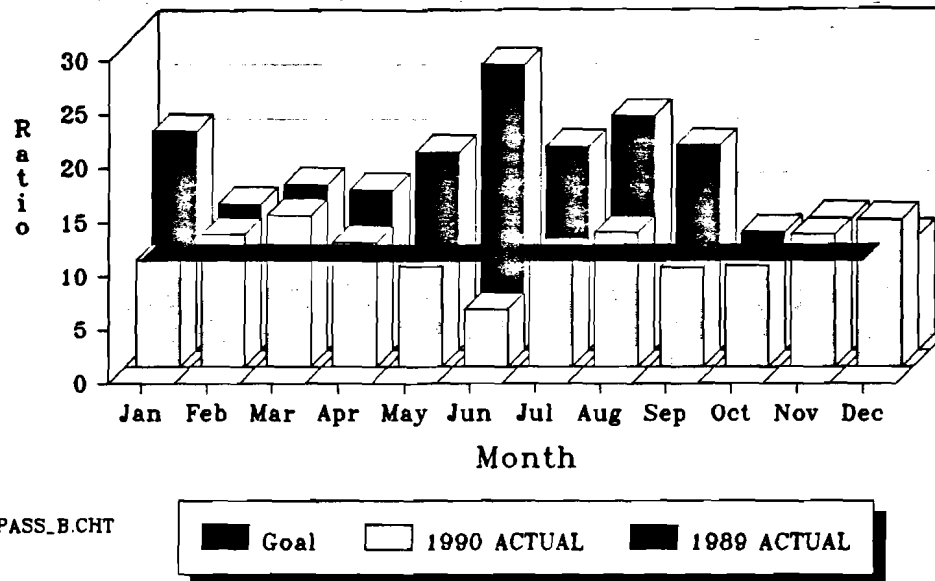
CAPITAL METRO

PSGR. ACCIDENTS PER 1,000,000 PSGRS.

1986 THROUGH 1990



PASSENGER ACCIDENTS PER 1,000,000 PASSENGERS



1990 Budget: 11.5

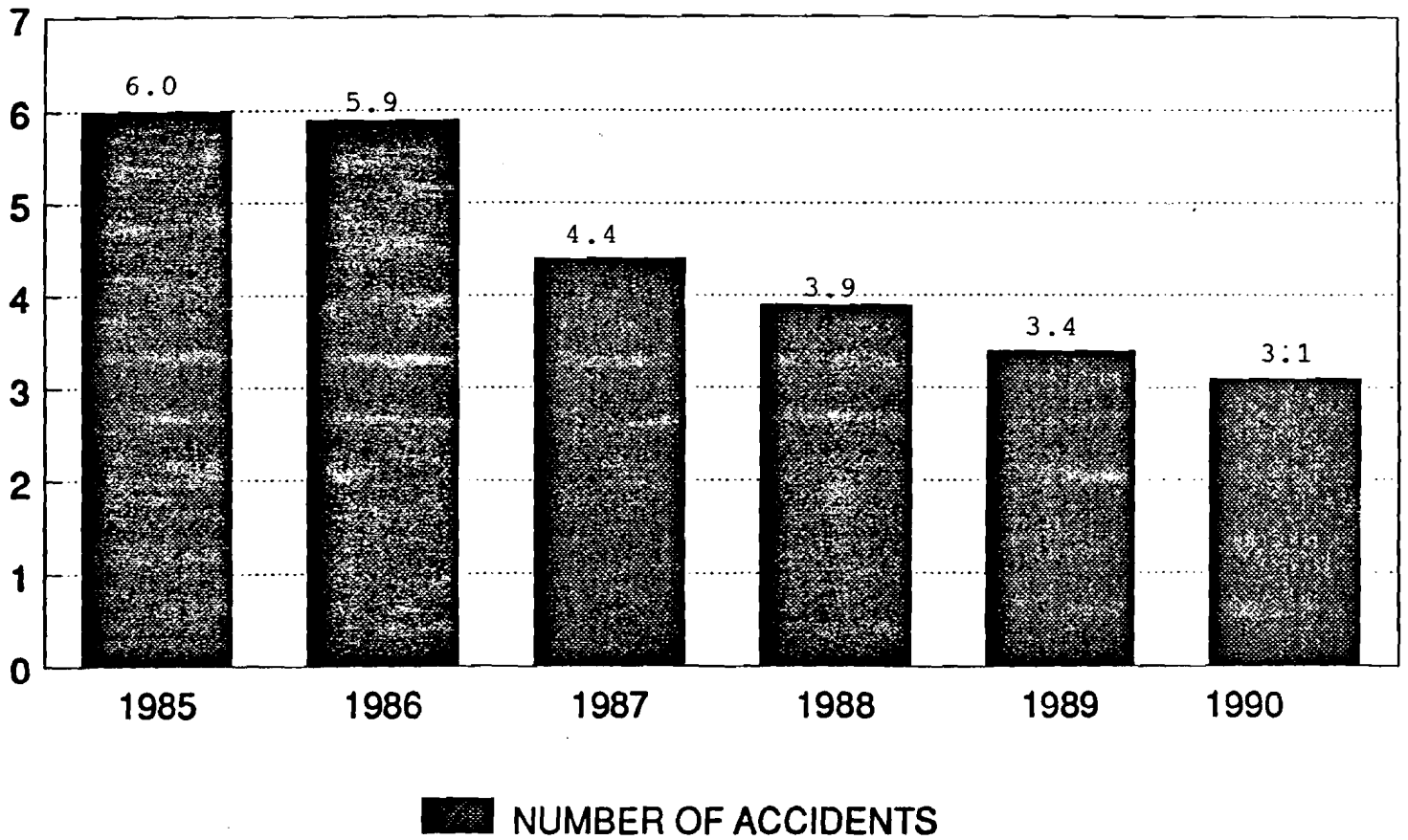
Definition: Passenger type accidents involving revenue vehicles
(per 1,000,000 passengers).

	<u>CURRENT MONTH</u>			<u>YEAR-TO-DATE</u>		
	<u>1990</u> <u>Actual‡</u>	<u>1990</u> <u>Actual‡</u>	<u>1989</u> <u>Actual‡</u>	<u>1990</u> <u>Actual‡</u>	<u>1990</u> <u>Actual‡</u>	<u>1989</u> <u>Actual‡</u>
JAN	18	10.0	20.4	18	10.0	20.4
FEB	21	12.4	13.7	39	11.1	17.2
MAR	27	14.2	15.5	66	12.2	16.8
APR	21	11.7	15.0	87	12.1	16.3
MAY	18	9.5	18.5	105	11.5	17.1
JUN	10	5.4	26.5	115	10.5	18.4
JUL	19	10.5	19.0	134	10.6	18.5
AUG	24	12.6	21.8	158	10.7	19.0
SEP	17	9.4	19.1	163	10.0	18.9
OCT	19	9.5	11.1	182	9.9	17.7
NOV	21	12.4	12.4	221	10.9	17.1
DEC	22	13.8	10.7	243	11.1	16.3

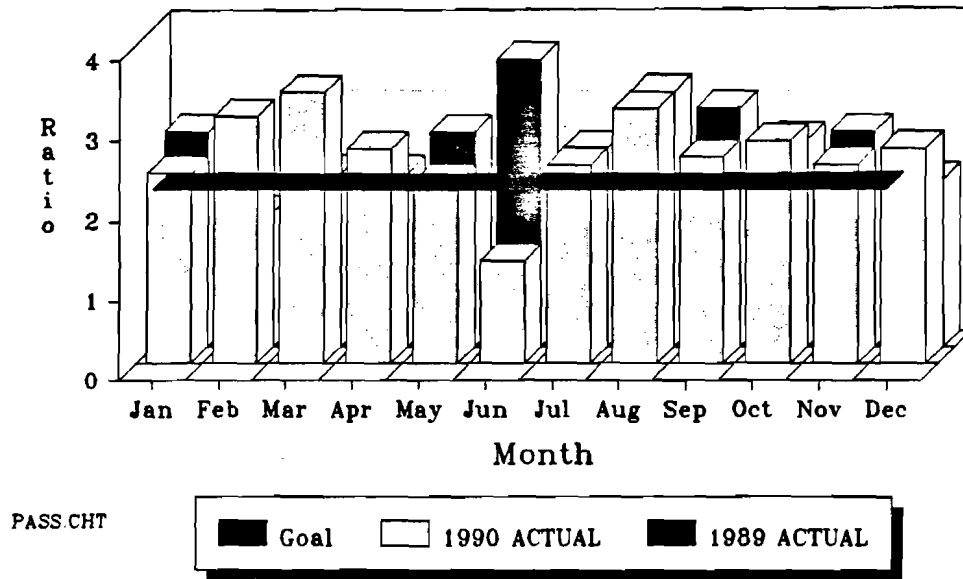
CAPITAL METRO

VEHICULAR ACCIDENTS PER 100,000 MILES

1985 THROUGH 1990



PASSENGER ACCIDENTS PER 100,000 MILES



1990 Budget: 2.4

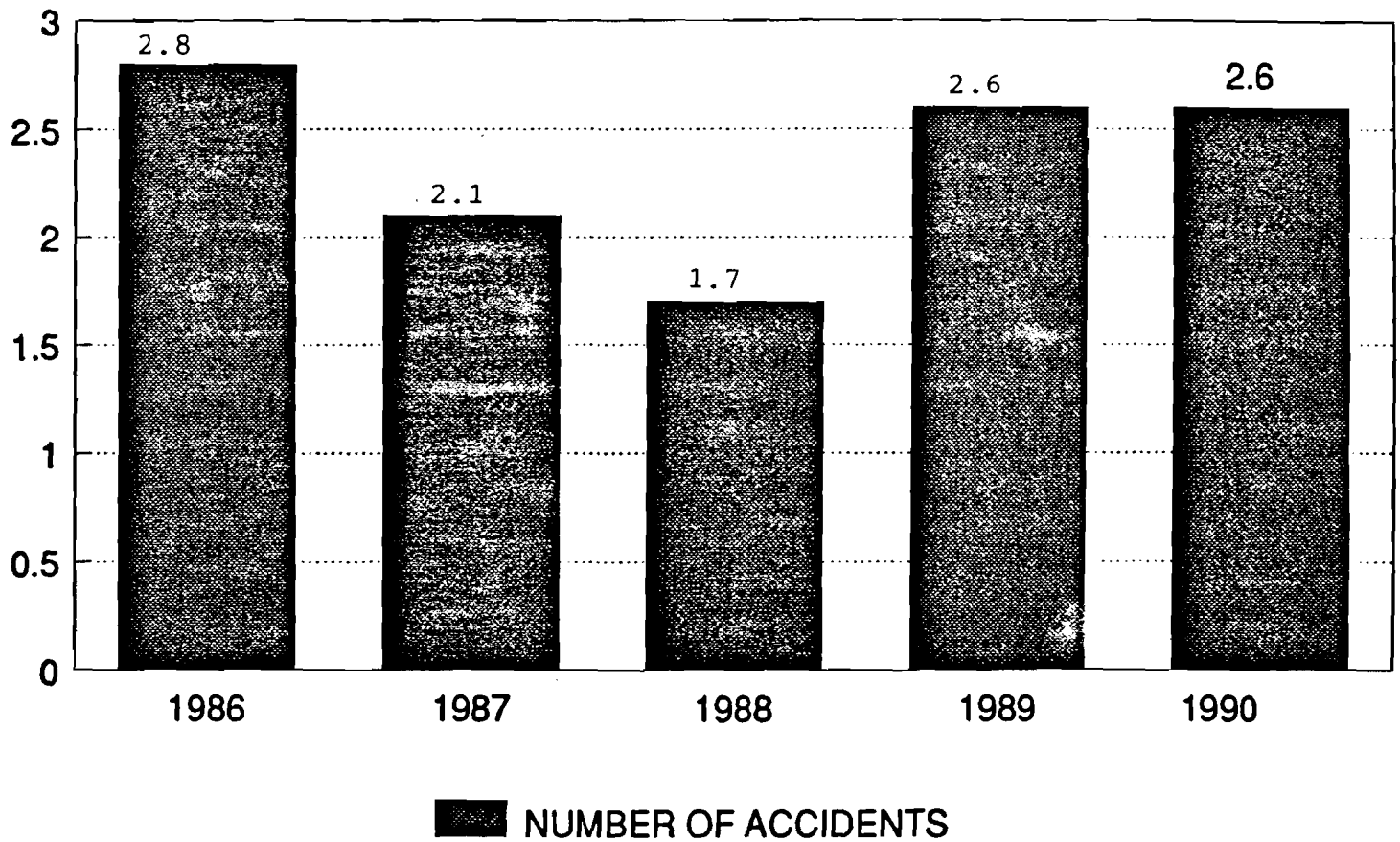
Definition: Passenger type accidents involving revenue vehicles
(per 100,000 miles)

		<u>CURRENT MONTH</u>			<u>YEAR-TO-DATE</u>		
		<u>1990</u> <u>Actuals</u>	<u>1990</u> <u>Actuals</u>	<u>1989</u> <u>Actuals</u>	<u>1990</u> <u>Actuals</u>	<u>1990</u> <u>Actuals</u>	<u>1989</u> <u>Actuals</u>
JAN	18	2.4	2.4	2.7	18	2.4	2.7
FEB	21	3.1	3.1	1.7	39	2.8	2.2
MAR	27	3.4	3.4	2.2	66	3.0	2.2
APR	21	2.7	2.7	2.2	87	2.9	2.2
MAY	18	2.3	2.3	2.7	105	2.8	2.3
JUN	10	1.3	1.3	3.6	115	2.5	2.5
JUL	19	2.5	2.5	2.5	134	2.5	2.5
AUG	24	3.2	3.2	3.2	158	2.6	2.6
SEP	20	2.6	2.6	3.0	178	2.6	3.0
OCT	22	2.8	2.8	2.6	200	2.6	2.6
NOV	21	2.5	2.5	2.7	221	2.6	2.6
DEC	22	2.7	2.7	2.1	243	2.6	2.6

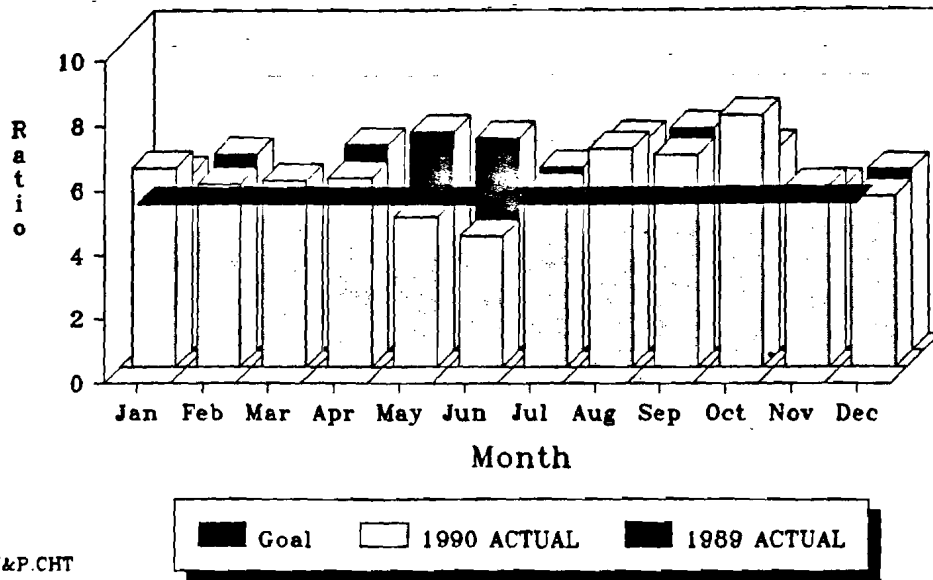
CAPITAL METRO

PASSENGER ACCIDENTS PER 100,000 MILES

1986 THROUGH 1990



VEHICULAR & PASSENGER ACCIDENTS PER 100,000 MILES



1990 Budget: 5.6

Definition: System-wide accidents including all passenger and 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	46	6.2	5.5	46	6.2	5.5
FEB	38	5.7	6.1	84	6.0	5.8
MAR	46	5.8	4.5	130	5.9	5.3
APR	46	5.9	6.4	176	5.9	5.6
MAY	36	4.7	6.8	212	5.6	5.8
JUN	32	4.1	6.6	244	5.3	5.97
JUL	42	5.5	5.7	286	5.3	5.9
AUG	52	6.8	6.6	338	5.5	5.96
SEP	50	6.6	6.9	388	5.6	6.1
OCT	49	7.8	6.3	437	5.7	6.1
NOV	47	5.6	5.1	484	5.7	6.0
DEC	44	5.3	5.6	528	5.7	6.0