2026 Transpo Service Adjustments

May 18, 2026 DRAFT

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Executive Summary

Funding challenges stemming from state legislation, coupled with rising operating costs, necessitate a budget reduction for the South Bend Public Transportation Corporation (Transpo). While there may be small ways to make up this difference, the most effective way to reduce the budget is by lowering operating expenses. This can be done in a handful of ways, primarily by reducing frequency on routes or removing routes.

Maintaining coverage of the service area is an important goal, but the data show that 62% of Transpo's ridership comes from its 6 high-traffic, 30-minute-frequency routes. Reducing frequency exclusively on these corridors means no one loses service entirely, but in reality, it will affect a large portion of Transpo's ridership. Instead, Transpo must look at where trips are least effective and creative solutions that can be found to preserve the greatest access to the region for the most people who use the bus system.

The proposed plan includes the following changes:

- Removes Route 14, the least productive route per trip in the system
- Expands Route 10 to provide more frequent service to the Sample & Mayflower area.
- Route 7 along Main Street in Mishawaka reduces frequency from every 30 minutes to hourly, alternating with the Grape Rd corridor of the current Route 15.
- Route 5 and Route 16 are rescheduled to operate every two hours evenly throughout the weekday.
- The low-ridership Reverewood branch of Route 1 is shortened, ending service at the Kroger on Merrifield Ave.
- Route 6 is extended to resume 30 minute service to Fairington Apartments and Erskine Village.
- Route 8 is shortened to terminate at Ireland Rd
- Schedule timing adjustments for operational efficiency

The route and schedule changes laid out in this document should reduce operational hours by 12%, and the overall driver need by 15%. Drivers will not be let go as a result of these changes, reductions will be realized through gradual attrition. In the short term, the larger pool of extra drivers will be larger, reducing both missed trips and overtime for better reliability and additional cost savings.

The overall goal of this process is to lower operational costs with the least possible impact on Transpo riders. The solutions proposed in this plan attempt to split the difference between maintaining frequency and maintaining coverage. Overall, almost 98% of residents who can currently reach South Street Station within 90 minutes should still be able to do so, though some may have longer trips than they do today.

Introduction

Financial Challenges

Transit agencies across the country are increasingly facing budget shortfalls, often referred to as "fiscal cliffs". The cost of operating a transit system is continually rising, driven by higher wages, insurance premiums, vehicle costs, and more. Funding has not grown at the same pace, leaving transportation agencies in a difficult position. For example, funding for Indiana's Public Mass Transportation Fund (PMTF) has remained stagnant for over 10 years. Even without further funding cuts, it is often difficult to maintain existing levels of service. Peer agencies in Fort Wayne (Citilink) and Lafayette (CityBus) are currently studying service cuts and the possibility of fare increases to cover their respective deficits.

South Bend Public Transportation Corporation (Transpo) is, unfortunately, no exception to this trend. Funding at many levels cannot keep pace with rising operating costs, which will become unsustainable if costs are not reduced in 2026. To remain solvent, Transpo must reduce operating expenses by 15%. Based on projections related to the impact of Senate Enrolled Act 1, larger cuts to Transpo's operating budget may be necessary in 2028.

Fare revenue covers only a small portion of the budget for most transit agencies, including Transpo. Doubling fares would help offset current deficits, but even that measure, alone, would fall short of closing the gap entirely. Additionally, the resulting impact on ridership would be so significant that it would likely offset much of the potential revenue gains. Some cost savings can be achieved through greater efficiency, but service reductions will be necessary to address most of the remaining deficit. Transpo's priority is to deliver the best experience possible for its riders as it works to identify necessary service adjustments.

Current Bus Network

Transpo currently operates 17 fixed bus routes, six of which operate every 30 minutes with the rest arriving hourly. One of the 30 minute routes is Route 30, which connects South Bend and Elkhart and is jointly operated with the Interurban Trolley. Route 17, the campus SWEEP currently only runs when Notre Dame classes are in session, with trips departing every 40 minutes.

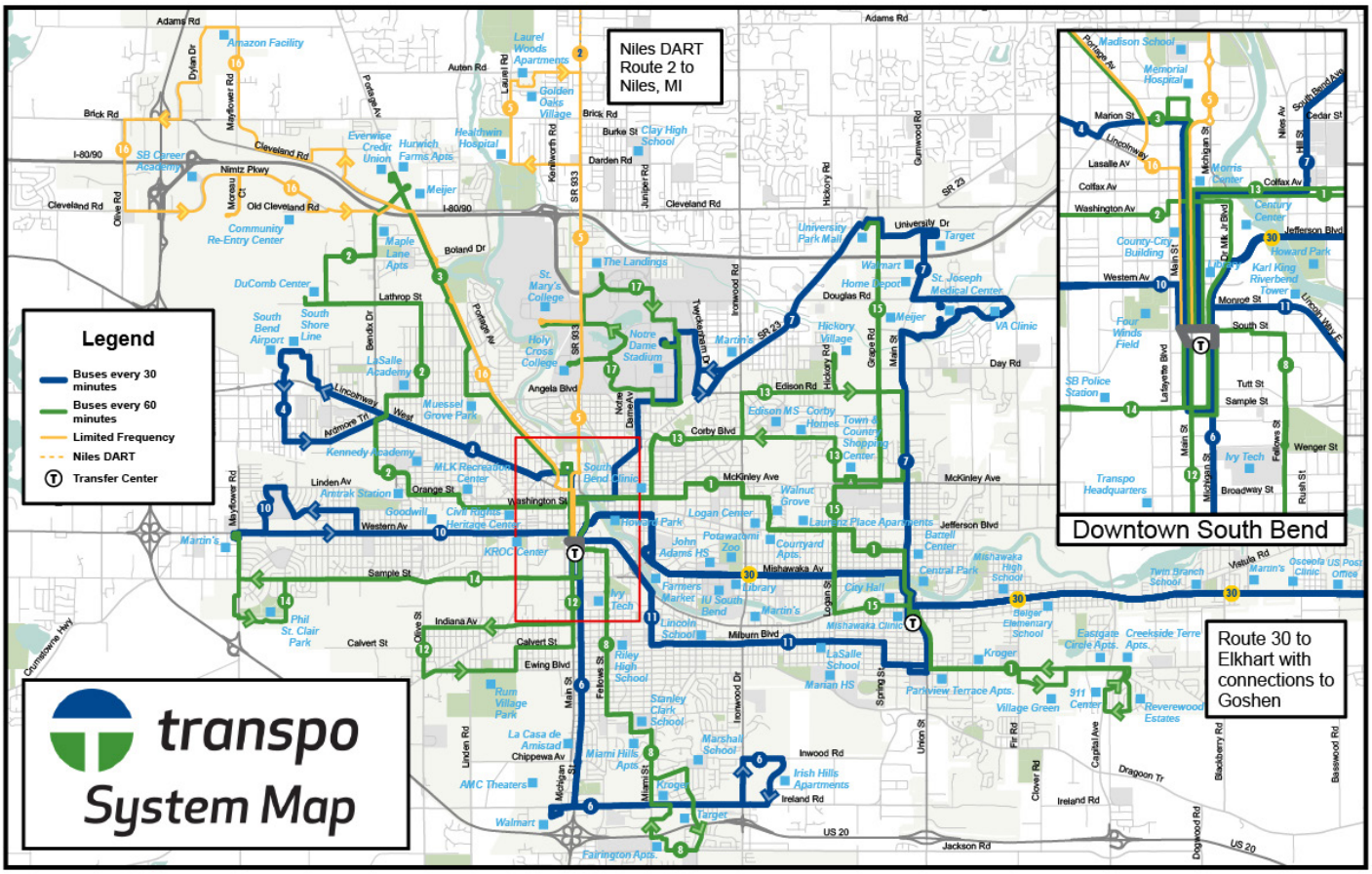
Transpo also currently operates "school trippers" for Mishawaka, which run during their school year and see four trips in the morning and six in the afternoon. Both the SWEEP and School Trippers are 100% funded by their respective sources and are not included in this report.

The map of the current system (right) shows the 30 minute routes in blue, the hourly routes in green, and the infrequent routes 5 and 16 in orange. This frequency based color coding will be used on all maps throughout this document. Despite being only 6 of 17 routes, the most frequent routes in the system currently account for about 62% of Transpo's ridership.

All bus routes are hourly on Saturdays, with Route 16 having no service. The weekday service day runs from roughly 5:30AM to 10:00PM, with many routes starting later and ending earlier. The Saturday service day runs from about 6:30AM to 7:30PM, again with most routes starting later and ending earlier than these times. There is no bus service on Sundays.

The current bus network requires about 42 weekday and 24 Saturday full length shifts. Each driver is scheduled to work five days with two days off, which together means there are about 48 full week shifts in the current system. These must be complemented by "extra board" drivers who pick up additional pieces of work and fill in missing trips. Overall, Transpo today needs at least 52 full-time drivers to operate their bus service.

Present Transpo System Map



Ridership vs. Coverage

In 2022 and 2023, extensive analysis and public outreach was conducted as part of the CONNECT Transit Plan, to construct a vision for improving public transit services in the South Bend-Elkhart region. While that study was conducted in the spirit of increasing bus service, many of the concepts in those reports remain relevant to this process.

A central concept outlined in the CONNECT plan was the trade off between ridership and coverage. When faced with limited resources, agencies must strike a balance between providing frequent service in key areas (prioritizing ridership), or some level of bus service to everyone (prioritizing coverage). These two options represent opposite ends of a spectrum, and most agencies fall somewhere in between.

During the CONNECT planning phase, the primary focus was on reallocating resources at current levels rather than reducing service. It was generally decided that no coverage should be removed, save a few minor reroutes to improve efficiency. Frequency on Route 8, the Reverewood spur of Route 11, and the 3A/B corridor were reduced and their vehicles used to create the new Route 2, combine Route 7 with 15A, and support the newly combined Route 30.

Unfortunately, we do not have the luxury of a decade of ridership data to assess the impacts of the 2025 service adjustments before decisions about reductions must be made. And unlike during CONNECT, these changes do require reductions to be made across the board - any attempt to preserve service in one place necessitates elimination elsewhere.

Rider and Driver Surveys

During March and April of 2026, we surveyed both Transpo drivers and passengers to determine the solutions that might be preferable in specific areas. Drivers were asked to mark spots on maps of the system to show areas of high and low ridership, and to fill out a paper survey detailing their priorities and trends they have noticed among riders. Passengers had the opportunity to fill out a survey on paper or online, detailing their preferences on certain key trade-offs that could be made.

Both sets of surveys included a "ridership" and "coverage" concept for a redesigned bus network. These concepts were used to illustrate the extremes. The ridership concept exclusively featured the removal of low-productivity bus routes, prioritizing keeping the most ridership possible throughout the system. The coverage concept focused on reducing frequency on the less productive 30 minute routes, maintaining bus coverage everywhere it exists today.

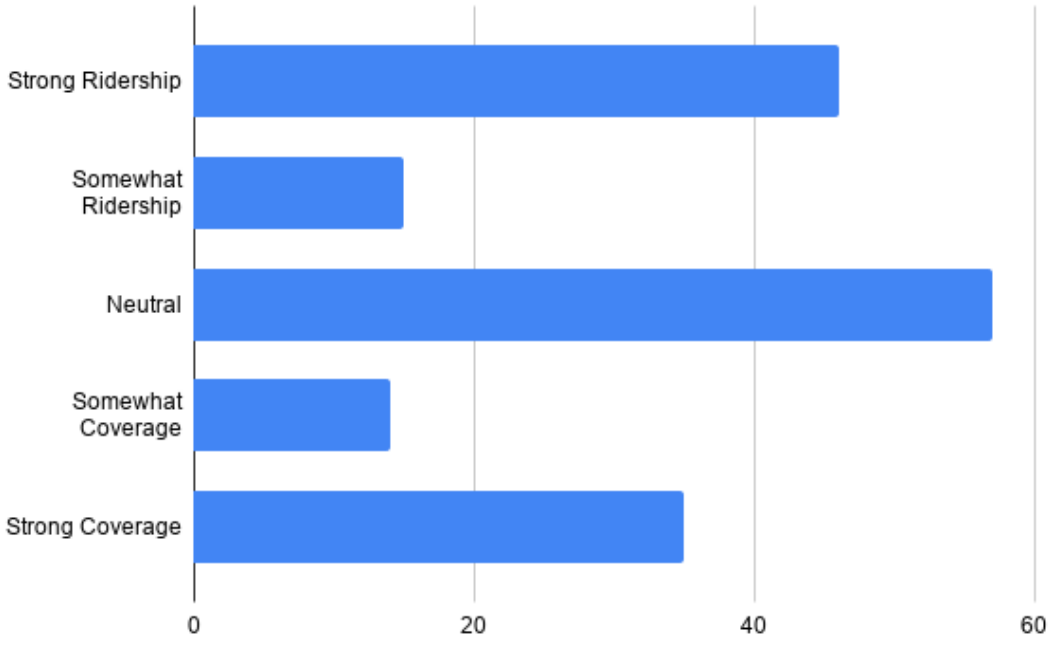
12 drivers submitted responses to a paper survey distributed in their mailboxes. Many more drivers placed markers on the large system maps to indicate areas of high and low priority. These maps and their driver responses can be seen in Appendix A.

The passenger survey received 178 responses, 30 on paper from South Street Station and 148 through the MACOG Engage web platform. The online survey was open from March 30 through May 1, 2026. At least three responses were received from a rider on each route, with over 50% of responses coming from daily riders and less than 5% from individuals who do not ride.

Between the paper and online responses, there was a slight preference among riders for the "Ridership Model" that preserves frequency while reducing areas of low efficiency. 27.54% of riders strongly prefer this model, 8.98% somewhat prefer it relative to the coverage model. The coverage model had a strong preference from 20.96% of riders, and a slight preference from 8.38%, with the remaining 34.13% of respondents remaining neutral between the models.

More information about the driver and rider surveys can be found in Appendix A.

Ridership versus Coverage Survey Responses



Service Redesign

How do we reduce service in a way that does not disproportionately reduce ridership? At a minimum, we should hope that a 10% reduction in service produces no more than a 10% reduction in ridership. If possible, we should strive to find solutions that limit impacts to riders even further. Drastically reduced ridership means reduced revenue, and the potential to enter the transit "death spiral" that has gripped many agencies across the country.

There are many changes that could be made to the Transpo system to reduce operational costs. These solutions could serve a ridership goal, a coverage goal, or attempt to split the difference and preserve some of both. We have analyzed stop-by-stop ridership data, trip-productivity metrics, and survey responses from 150 Transpo riders to identify "scalpel" rather than "sledgehammer" options for reducing operating costs.

Routes 5 and 16

These are the two least serviced routes in the system, with 60-minute frequency at peak times but little service otherwise (Route 5 has a couple midday trips to connect with Niles DART). Route 5 has decent ridership despite its low frequency, but Route 16 is fairly low performing. In a purely ridership-focused solution, both of these routes would likely be eliminated. It may be cost effective, but both routes serve important coverage goals. Route 5 provides service to Laurel Woods Apartments, connects to Niles DART, and is the only route going north between the diagonal arms of Routes 3 and 7. Route 16 covers the industrial area north of the airport, including what is today the only FSSA office in the county at Moreau Court.

A simple solution to improve the efficiency of these routes would be a schedule adjustment. Route 16 is difficult to run because it attempts a 60 minute frequency with a 70 minute runtime. Looking back at the chart from the previous section, during the morning peak we need 3 separate vehicles to run these two routes. The same is true for the afternoon peak.

Conveniently, Route 5 takes about 50 minutes to run. The 10 minutes of downtime on each trip could be used to run the extra 10 minutes on Route 16 - creating an evenly spaced, 120 minute frequency for both routes throughout the day with only one vehicle.

Using this schedule, we could maintain the Niles DART connections on Route 5, provide midday service on Route 16, and only sacrifice 2 full trips on Route 5.

A similar answer could be to combine the routes into one large loop, taking SR933 to Laurel Woods before heading over to the current Route 16 and back downtown. This would create a roughly 90 minute cycle time, and thus more trips than the above method, but the travel time for passengers in any of these locations would be much longer.

Out of the 178 survey respondents, 24 indicated that they ride either Route 5 or Route 16. 13 of them indicated that they would not continue to ride the bus if their travel time increased by 30 minutes, with only five saying they would still ride. Additionally, nine said they would be willing to wait longer for the bus if it avoided a walk, with eight saying they would not. These results are somewhat neutral, but with the overall efficiency savings, running these two routes at even, 120-minute headways would be the most viable option to maintain this coverage.

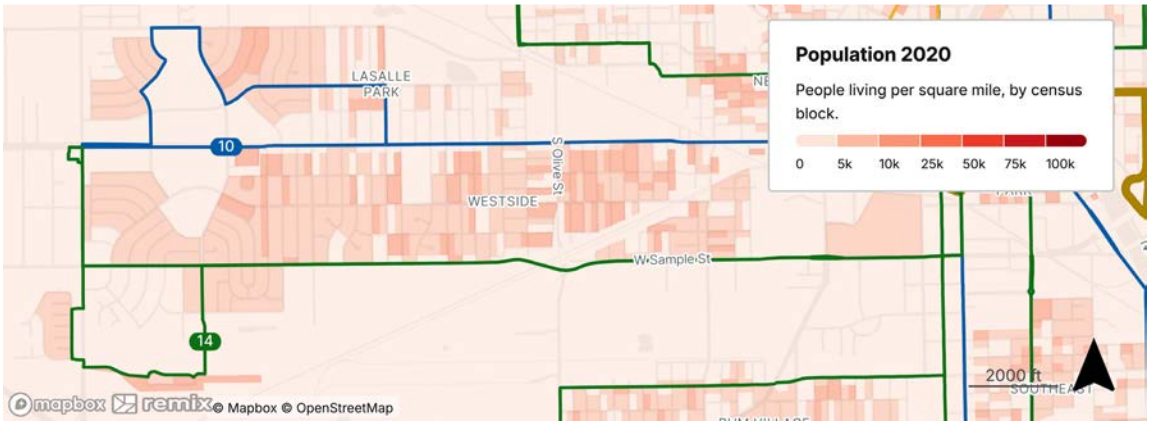
Routes 10 and 14

Route 14 is the least productive route per trip in the Transpo system, and second least productive per hour. It has very little ridership along Sample Street, as one side of that corridor is large industrial parks that generate very few trips. The north side of that corridor, between Sample and Western, is much more dense, and provides a great example of the importance of frequency. Route 14 comes once every hour, and Route 10 comes every 30 minutes.

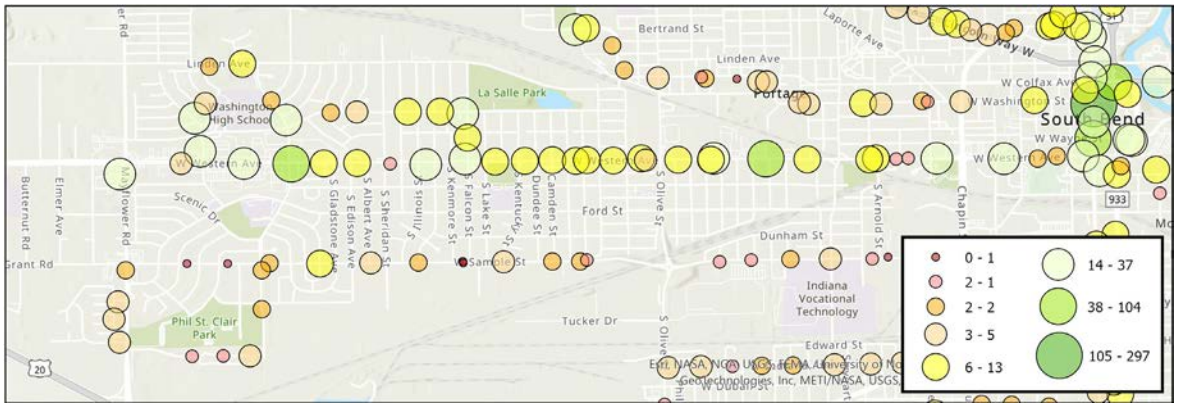
The population density is somewhat uniform in this area, and though the railroad provides a partial barrier, the access to each bus route between Mayflower and Olive is fairly equivalent. Despite this, there is a drastic difference between the ridership along the Western and Sample corridors, with Western far outpacing Sample. We would expect to see approximately double the ridership (as Route 10 has double the trips), but most stops on Route 10 outperform their Sample Street counterparts by much larger margins.

For example, the stop at Western and Camden averages 11 passengers per day, while Sample and Camden averages 2. Western and Wellington averages 14 passengers per day, Sample and Wellington has 2. Riders who live along Ford Street (about halfway between Western and Sample) have an equal walk to each route, but it would appear that given this choice most are choosing to walk to the more frequent route. We cannot determine exactly where every passenger is coming from, but the numbers for Route 10 are so strong that it is likely many riders are choosing that route even if it is a farther walk than Route 14. There are other factors, like the slightly higher density north of Western than south of Sample, but overall this example shows how riders are often willing to walk farther for more frequent service.

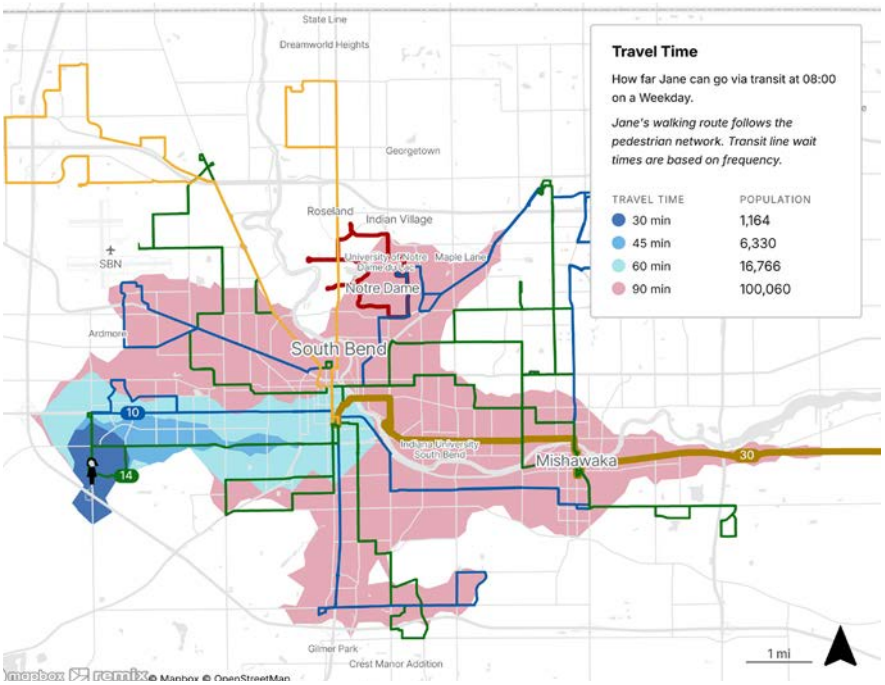
Population along existing Routes 10 & 14



APC Stop-by-Stop Ridership Data around Routes 10 & 14



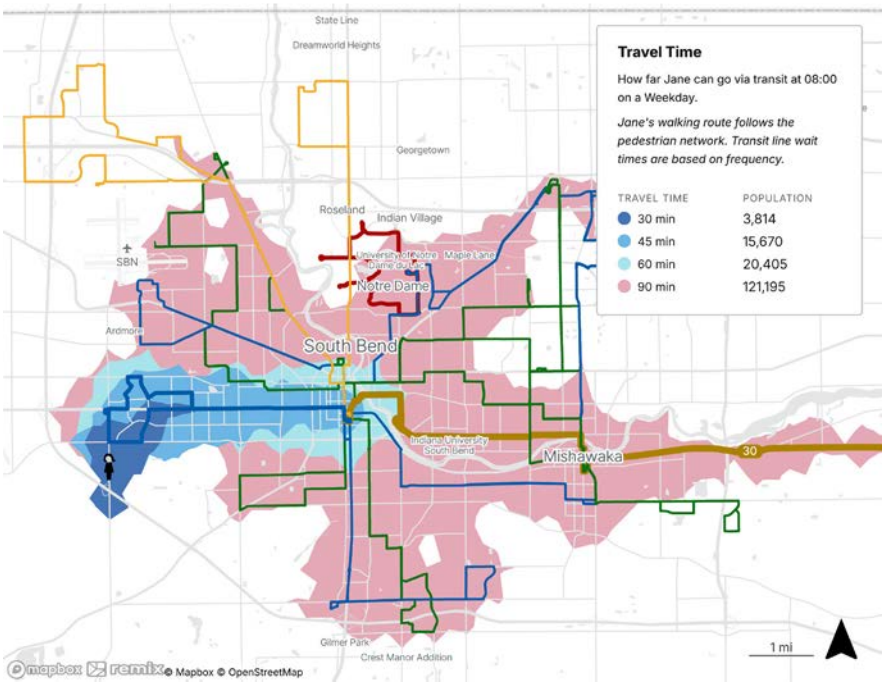
Present Travel Times from Countryside Village



One proposal for service reductions is to eliminate Route 14, and expand the loop at the end of Route 10 to cover some of its previous riders. To test how much this would affect the access of riders, on the left is a comparison of how far someone from Countryside Village could get in an hour with the current (top) and new (bottom) models.

While the distance to the nearest bus stop increases, the average travel time to much of the area actually decreases. Using the more frequent service on Route 10 means lower average wait times, and more access to the rest of the network. For example, this rider could reach the UP Mall or Portage Meijer in 90 minutes in the new model where they couldn't previously. This change to Route 10 could be accomplished with little to no impact on current schedules.

Proposed Travel Times from Countyside



During the public rider survey, five daily bus riders indicated that they regularly ride Route 14. They were shown the ridership model, which removed the route as detailed above, and the coverage model which maintained it as is. Four of these responses indicated a preference for the ridership model, with three strongly preferring it and the fifth response neutral. Additionally, three of the riders said that they would be willing to walk an extra 10 minutes for more frequent bus service, with the other two stating that they would potentially be open to it.

In conjunction with the ridership data detailed above, these responses indicate willingness from riders on Route 14 to accept this proposed change to Routes 10 and 14. It will create a farther walk for some riders, but the increased access to a bus that runs twice as often will improve their ability to connect to the rest of the region.

Routes 7 and 15

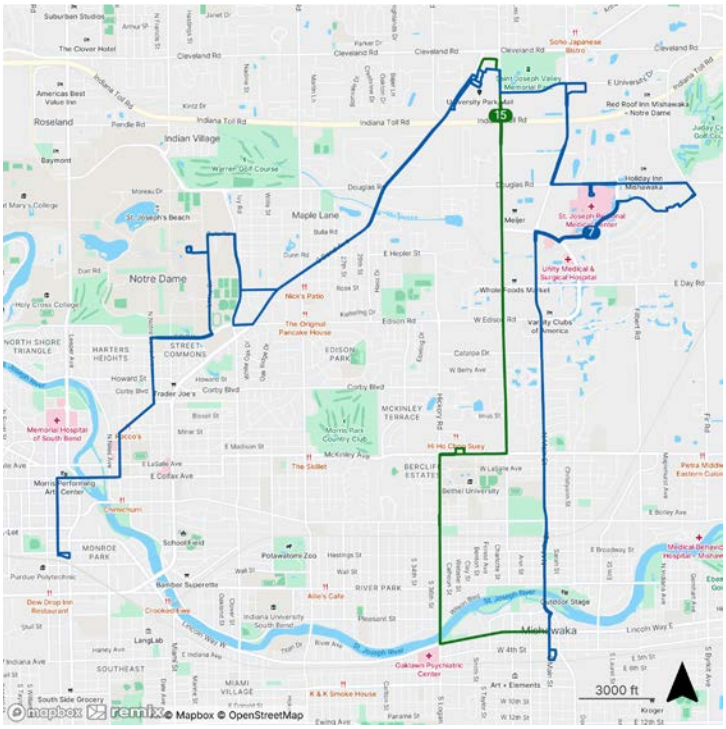
The CONNECT Transit plan combined Route 7 with Route 15A, bringing 30 minute service to the Main Street corridor in Mishawaka. Route 15B along Grape Rd was renamed to Route 15, and remained hourly.

Ridership from the new Route 15 is down year over year, potentially due to more riders taking route 7 between the UP Mall and Mishawaka, or to Walmart as the stops are closer on Route 7. Based on the data comparisons before and after the CONNECT implementation, there could be a case for reducing the frequency along the Main Street corridor in Mishawaka south of Walmart. Beyond this point, each trip would alternate between the Main Street Corridor and the Grape Road corridor on their way to the Mishawaka Transfer Center. Drivers on their bubble maps also indicated that these locations (SJRMC, VA Clinic, Target) receive far less ridership than the frequency suggests.

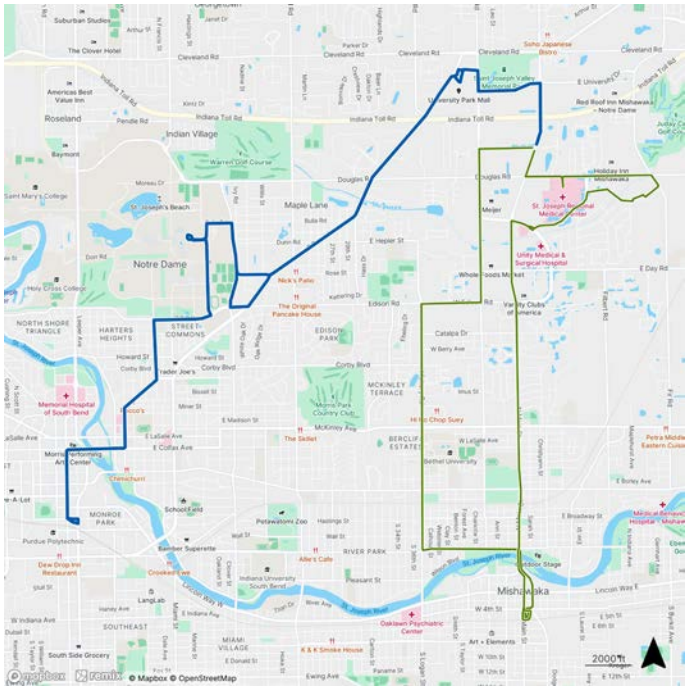
This retains frequent access to the mall and Walmart from both South Bend and Mishawaka, while freeing up a bus and eliminating the deadhead and operational headache that come along with a standalone Route 15. The loss of frequency would affect all stops between Walmart and the MTC along the Main Street corridor. Between Edison Lakes Pkwy N and Edison Rd, riders will have the choice to cross the quarter mile between Grape and Main, depending on which bus is arriving that half hour. The segment south of Broadway will be served by Route 1. Riders between Edison and Broadway will be the main population with no other service to mitigate the frequency loss.

Route 15 (which will tentatively become 7B) will be adjusted slightly to improve the rider experience. It will return to using Mishawaka Ave between the MTC and Logan, instead of Lincolnway as it does today. Route 30 will return to using Lincolnway, as this section has much higher ridership and Route 30 runs more frequently. Route 15 will no longer use McKinley, instead continuing up Logan/Hickory before taking Edison over to Grape Rd. Drivers listed Edison & Grape as an intersection where riders transfer between Routes 13 and 15, potentially many individuals from Route 13 wanting to go to Walmart or the mall. Rerouting in this way will give safer transfer points along Edison, and even allow residents of Hickory Village more direct access to these destinations in both directions. Route 13 will be returned to Grape Rd to cover the segment no longer operated by Route 15.

Present Service: Routes 7 & 15

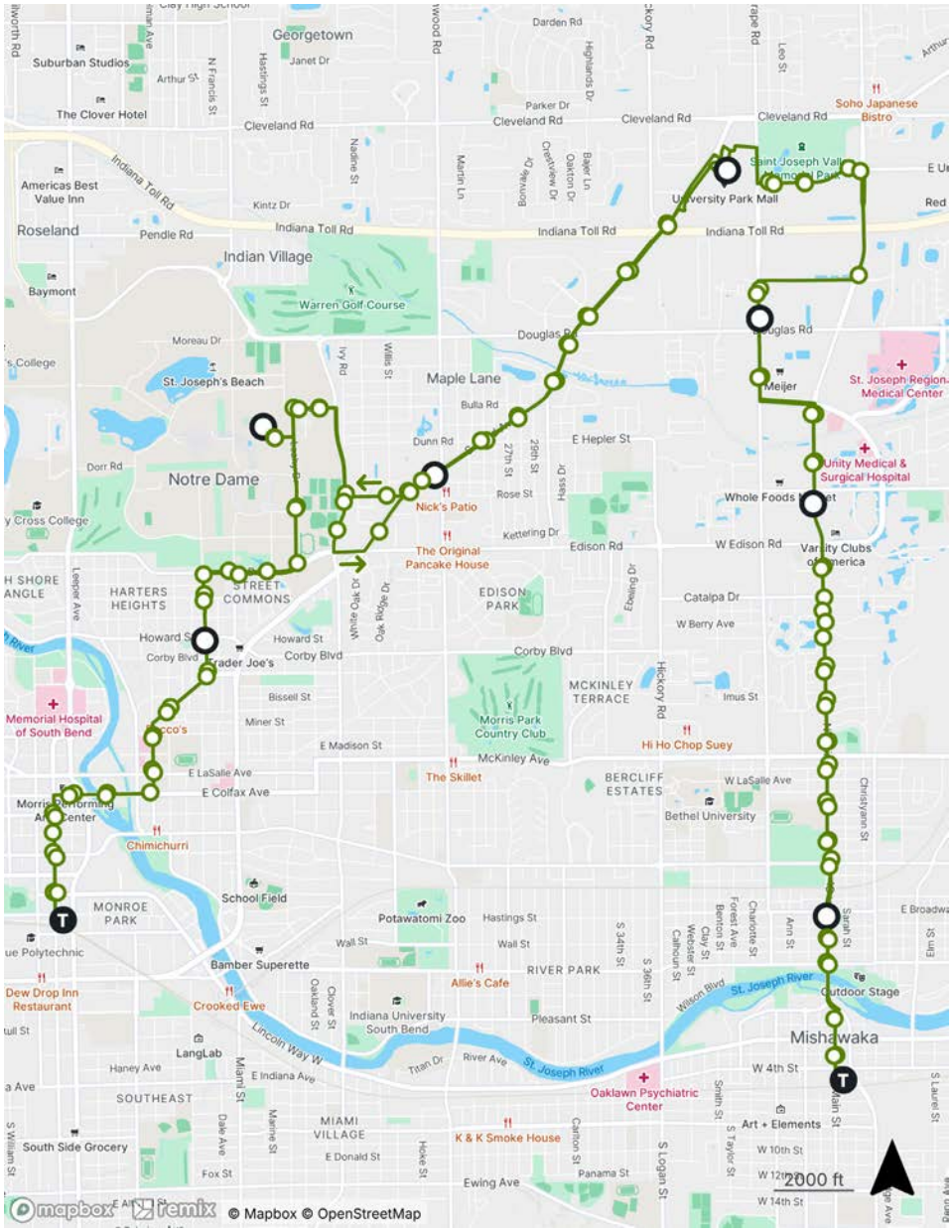


New Weekday Service: Routes 7A & 7B



The Mishawaka VA Clinic and the medical offices at the hospital are both closed outside of weekday working hours. While these destinations are both currently served in the evening and on Saturdays, there is very little ridership during those timeframes. Since Route 7 only runs hourly evenings and weekends, it is not possible to run both the 7A and 7B trips. Instead, this plan proposes a route that mostly serves the Main Street corridor, while serving the Walmart on Indian Ridge instead of the closed hospital and VA clinic. Sections covered by the 7B during the weekday will have some other service options through 7A, 13, 1, and 30. A full map of Saturday bus routes can be found in the New Network section.

New Evening & Saturday Route 7C



Route 1

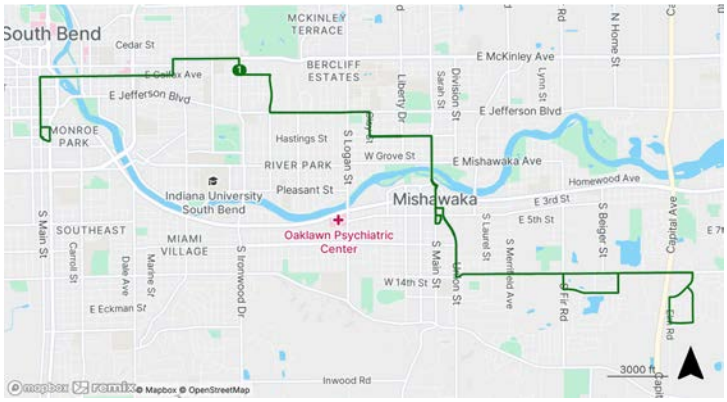
Another potential option for reducing operating costs is the Reverewood section of Route 1. Prior to the CONNECT Plan, this section was part of Route 11, operating at a 30 minute frequency. Since June of 2025, it has been part of Route 1 and operated hourly. That 50% reduction in frequency brought about a 45% reduction in ridership year over year, from about 113 daily riders to about 58 daily riders.

This is a long route to operate, putting the runtime for Route 1 around 80 minutes - since this route runs hourly, multiple vehicles are required to run it. Well over 50% of these rides (in both years) come from the section between Union St and Merrifield Ave, which serves destinations like Kroger and the Mishawaka Housing Authority. The section beyond Merrifield is about 5 miles, which equates to roughly 0.41 passengers per trip-mile. The average across all segments, excluding Downtown South Bend, is about 1.16 passengers per trip mile. There are only 7 other segments in the system that score lower, all of which are necessary throughways to areas with much higher ridership.

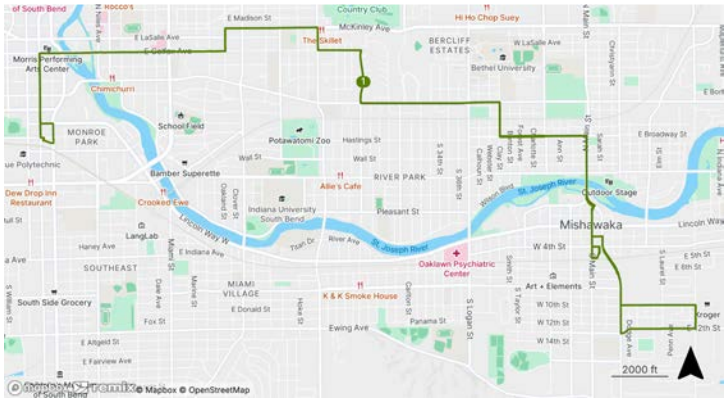
Removing this segment would reduce the runtime of Route 1 to 60 minutes, terminating at the Kroger on Merrifield Ave. This change, in conjunction with the removal of Route 14, would reduce the overall base vehicle need by 1.

The majority of this area would still have minimal bus coverage, in the form of the Reverewood school tripper. These buses run once in the morning and once in the afternoon when Mishawaka schools are in session. While these routes are intended for middle and high school students, they are open to the public and would provide some coverage for residents to take trips during the school year.

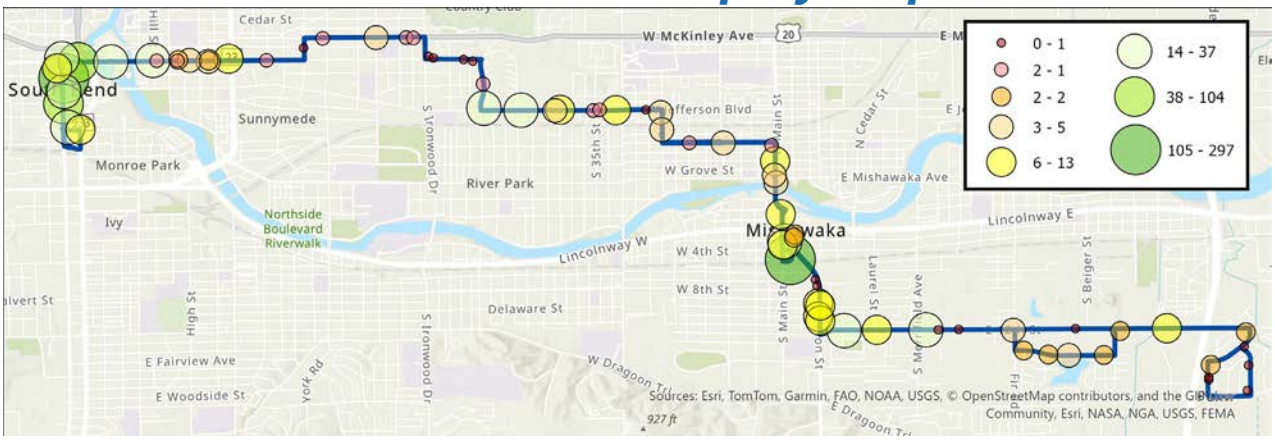
Current Route 1



Proposed Route 1



Route 1 Ridership by Stop

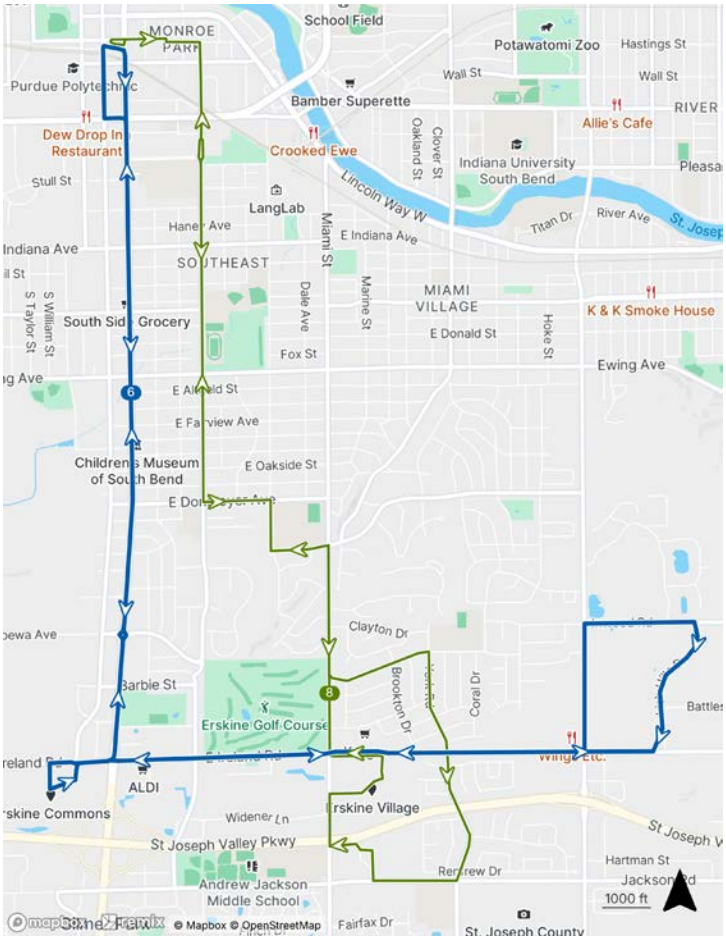


Routes 6 and 8

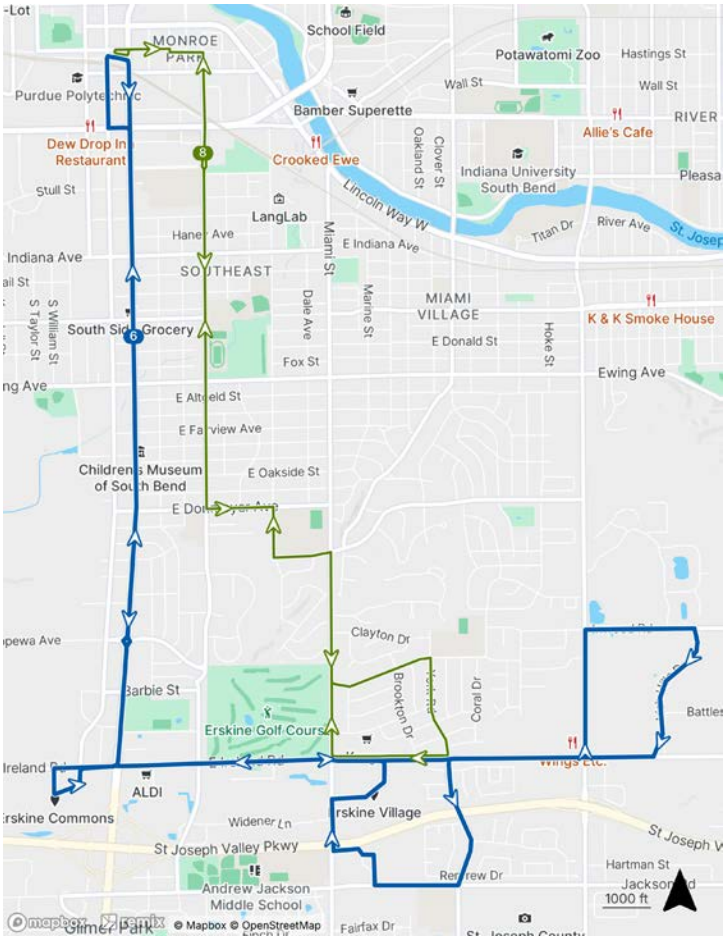
During the CONNECT plan implementation, the frequency of Route 8 was reduced from 30 minutes to hourly, and the endpoints of the two routes were switched. Route 8 gave Irish Hills to Route 6, and Route 6 gave Fairington to Route 8. Ridership between these two routes remained relatively stable, despite the loss of one of the four buses serving the area. This change improved service for many, but a consequence was the loss of direct service to Walmart for residents of Fairington apartments, and others along that part of the route.

After re-evaluating runtimes from the last year of these new routes, there is room in the schedule for Route 6 to add back this section on the inbound segment of its trips. This will restore more frequent service to these residents, as well as a direct connection to Walmart. In turn, Route 8 will be shortened to turn onto Ireland before heading back north on Miami. This reduction in runtime will allow it to be interlined with the 25-minute Route 12, creating further operational efficiency.

Current Routes 6 & 8



Proposed Routes 6 & 8

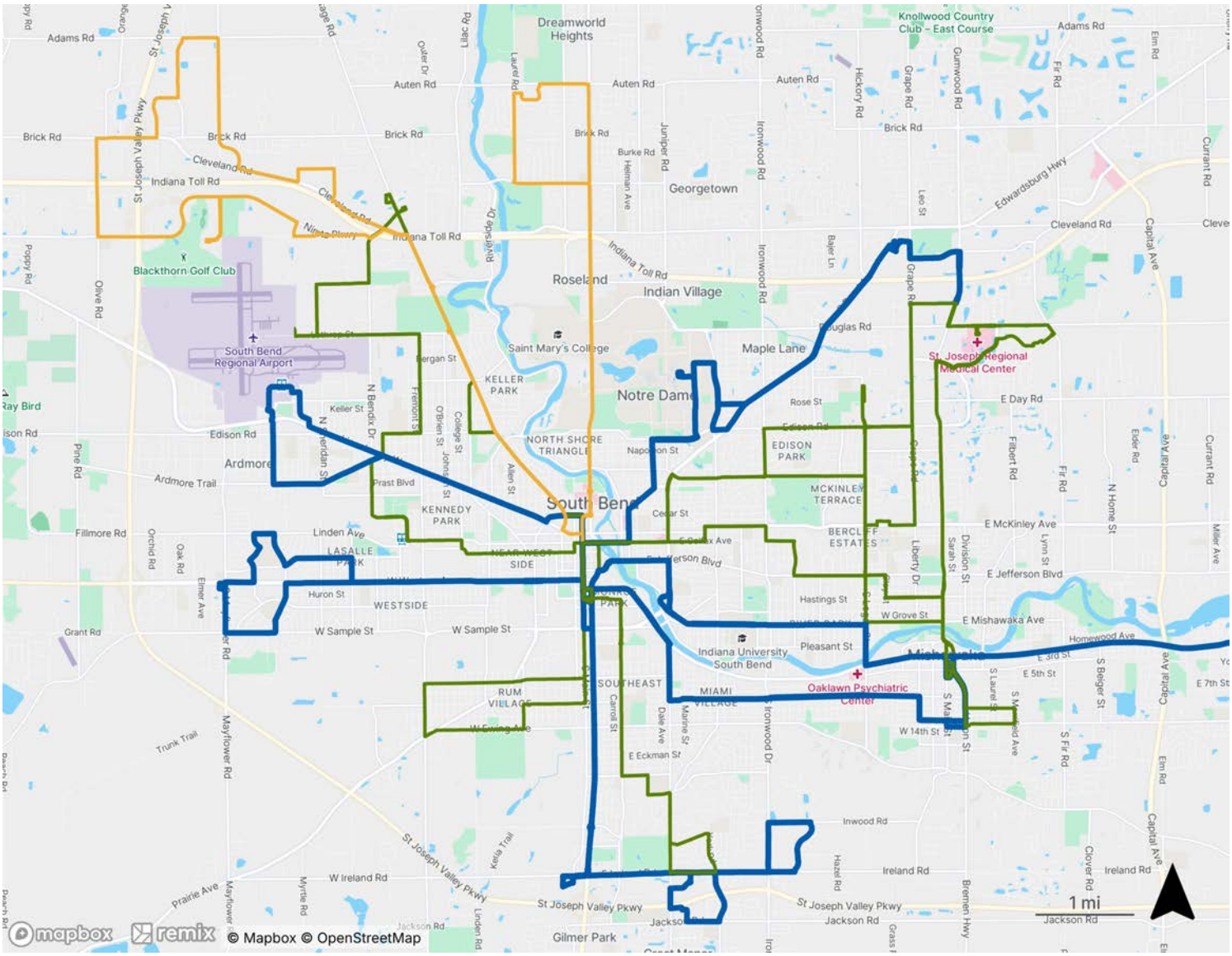


Proposed New Network

The proposed plan attempts to split the difference between ridership and coverage, preserving frequency where possible without removing service from large areas. The Reverewood branch of Route 1 would be shortened to terminate at the Kroger on Merrifield in Mishawaka, remaining at an hourly frequency. Route 7 along Main St (the old 15A) would go back to hourly, alternating trips with the Grape Rd corridor. Route 14 is removed, with parts of route 10 adjusted to include the high ridership section near Mayflower. Route 16 is interlined with Route 5, for consistent 120 minute headways throughout the day. Route 6 adds back in the Fairington Apartments loop, with Route 8 terminating at Ireland Rd.

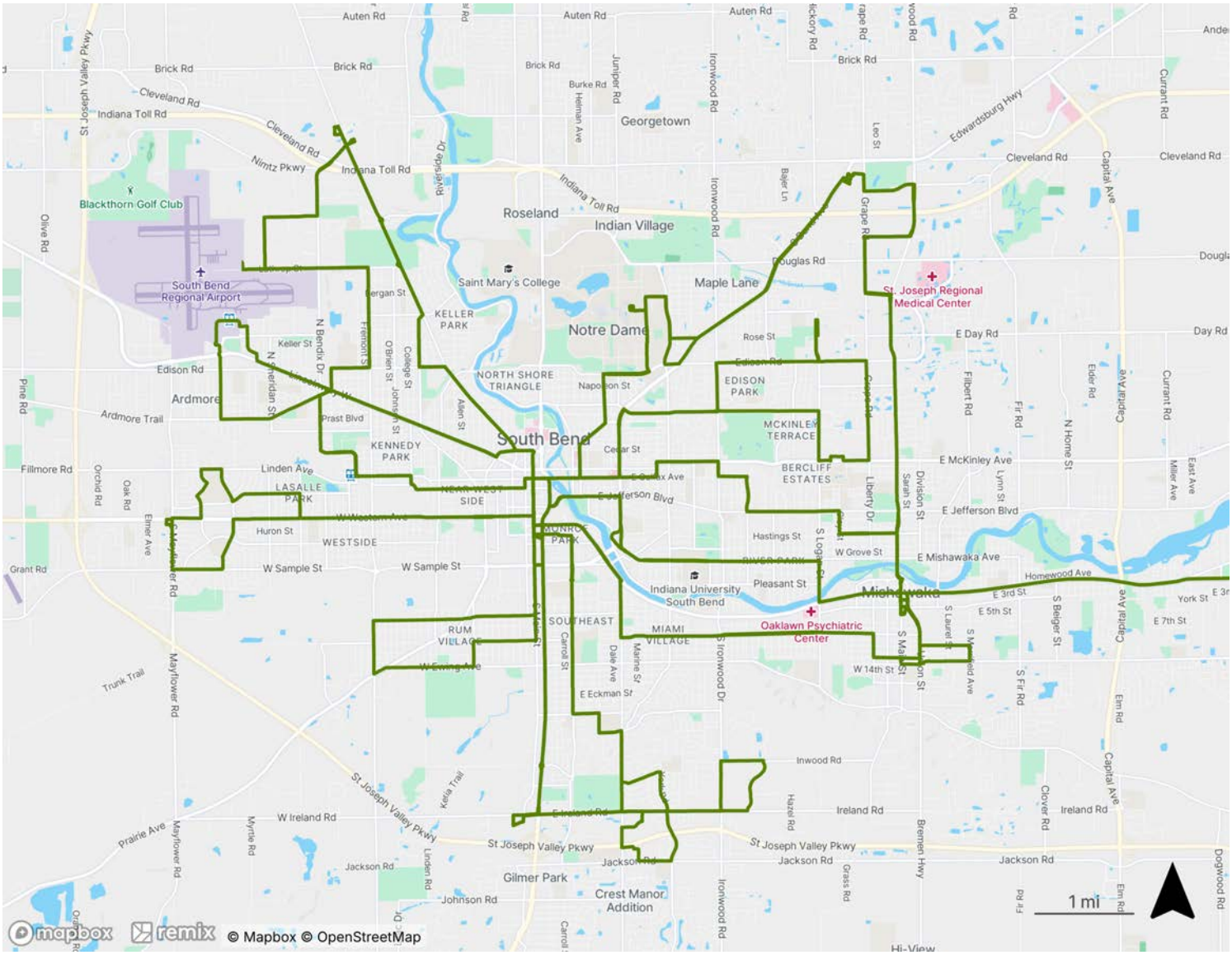
Bus timing will be adjusted slightly to align with the new routing. Route 10 will take slightly longer to operate with the Sample Street addition, so the departure time of Route 4 will be pushed back slightly. This should have the added benefit of improving connections for passengers between Route 4 and other routes along Main Street in South Bend. Route 12 will be pushed to depart five minutes later, at :08 minutes after every hour.

Proposed South Bend-Mishawaka Weekday Service Map:



Saturday departure times on some routes will be changed to improve operational efficiency. Route 1 will now leave at the top of the hour rather than the bottom on Saturdays, giving riders an option every 30 minutes to get from South Bend to Mishawaka and vice versa. Full proposed weekday and Saturday schedules for each route can be found in Appendix C of this document.

Proposed South Bend-Mishawaka Saturday Service Map:



Projected Impact

Operations

Operational costs for fixed route buses are dependent on a variety of factors, but the largest day-to-day cost is drivers. As we look to reduce costs by 10-15%, our main metric for these reductions is the number of driver hours required to run a full week of service (5 weekdays and 1 Saturday). Currently, it takes about 2100 driver hours per week to run Transpo's service, which requires about 52 full time drivers. Based on the hourly changes to each route, here are the projected cost savings for the proposed network and schedule.

	Current	Proposed	Change
Weekly Hours	2103	1856	-12%
Weekday Shifts	42	37	-12%
Saturday Shifts	24	19	-21%
Full-Week Shifts	48	41	-15%
Total Drivers	52	45	-14%

The system will require five fewer drivers daily and proportionally fewer buses to be maintained in the fleet. This capital savings will be substantial, as it means fewer buses to replace. Each CNG transit bus costs over $700,000 to purchase.

No Transpo employee will be terminated as a result of the proposed changes. Staff reductions will occur through attrition, and in the meantime, the pool of extra drivers will be larger, resulting in fewer missed trips and less overtime when drivers are on vacation or out sick. Driver shortages in 2025 led to almost 1200 missed trips over the course of the year, accounting for about 1.4% of all trips. During the same period, overtime hours accounted for 18.4% of all operating hours, which by contract must be paid at time and a half. Reducing both of these numbers will reduce operating costs for Transpo and create more reliable service for riders.

Ridership

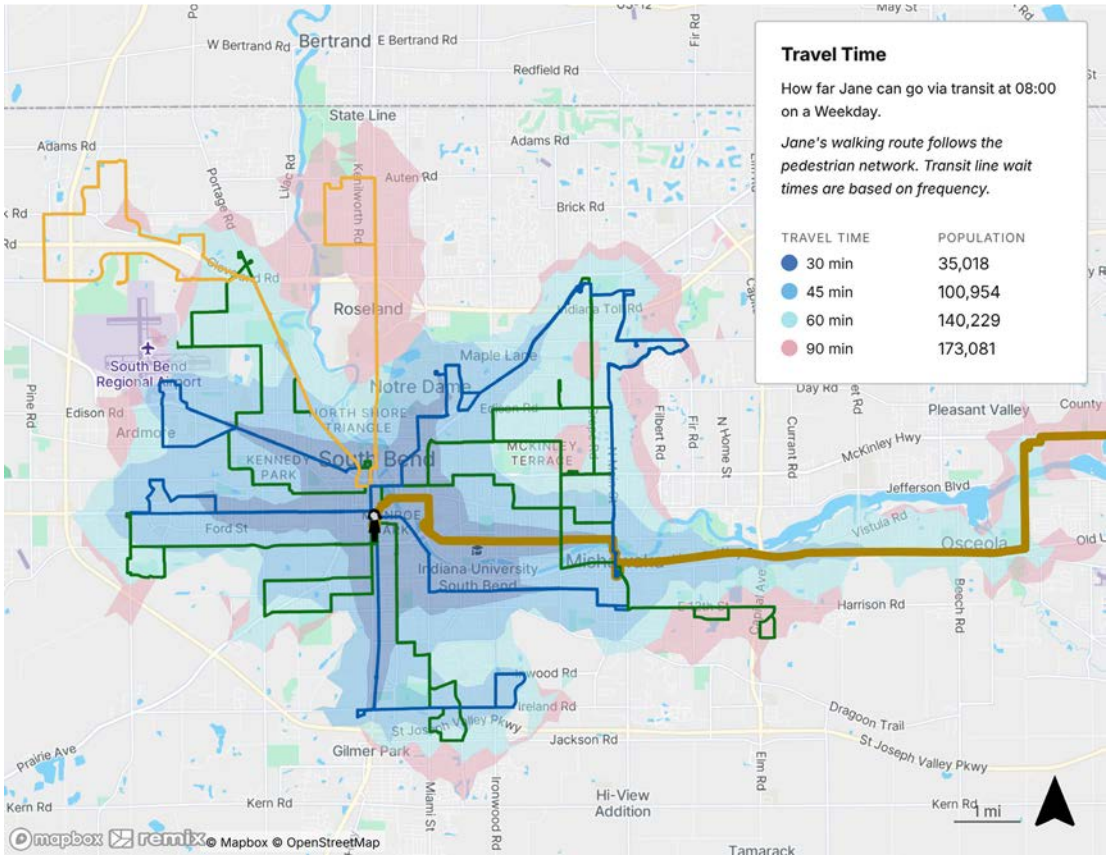
A holistic approach to project the ridership impact of a service change is by considering the "access" the system provides to riders. This was explored with some of the route by route changes, but is also useful in evaluating the proposed bus network. The broadest view of access is to see how many people can be reached within 90 minutes from South Street Station, using the routes and frequencies laid out in the plan. Some areas may retain access beyond 90 minutes, but at that point bus use becomes impractical for almost any rider.

In a radial network like Transpo's, many riders will have to make connections downtown. While access to other major destinations should be considered, access from South Street will impact the largest number of riders.

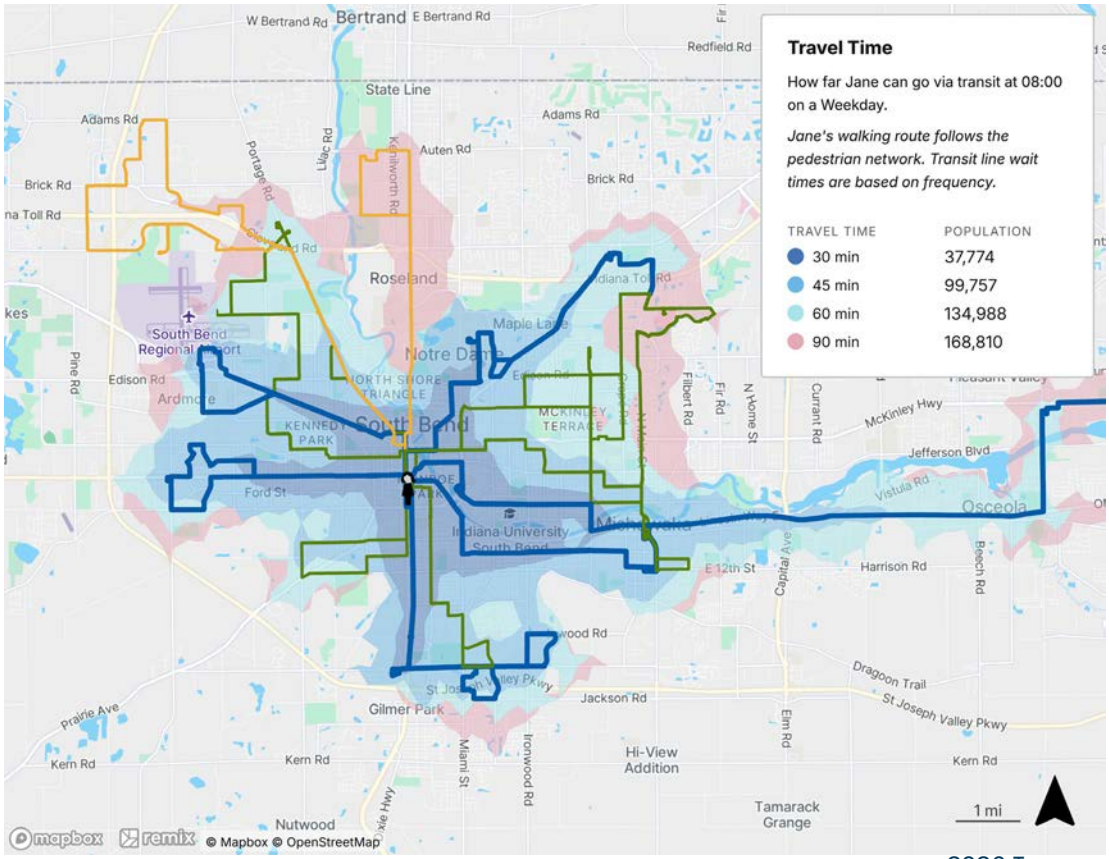
Access From South Street	Current	Proposed	Change
30 minutes	35,018	37,774	+7.8%
45 minutes	100,954	99,757	-1.2%
60 minutes	140,229	134,988	-3.8%
90 minutes	173,081	168,810	-2.5%

These numbers consider all residents who may have bus access, not historical ridership numbers. Under the proposed schedule, almost 98% of residents who can currently reach South Street Station within 90 minutes should still be able to do so, though some may have longer trips than they do today. The realignment of Route 10 to compensate for Route 14 actually increases the number of residents with 30 minute access relative to today's bus network. The following maps illustrate the change in access from the current to proposed system.

Current 90-Minute Access Map:



Proposed 90-Minute Access Map:



ADA Access Paratransit

Federal regulations mandate that transit operators provide complementary ADA paratransit services for individuals with disabilities that prevent them from using the fixed route bus. Under these regulations, the paratransit service "corridor" is defined as a 3/4 mile buffer around the fixed routes. While there are no specific reductions planned to Transpo Access, the corridor will be affected by the changes to the fixed route network.

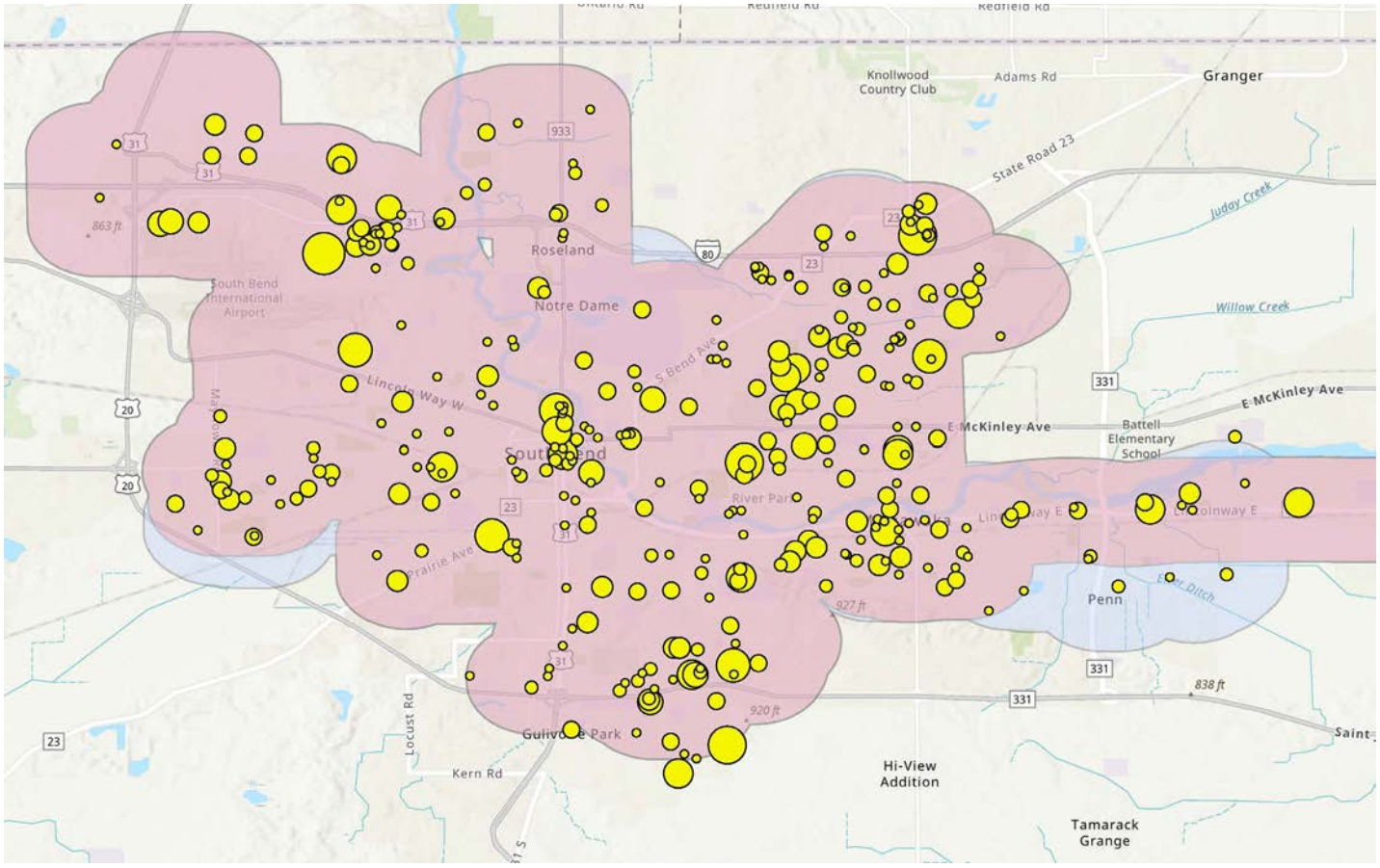
We took Access trip logs from March 2026, and geocoded them by pick up location. These points were then compared to the corridor generated from the new bus network to determine how many trips may be affected by the reshaping of the corridor.

This map shows the trip locations in yellow, the current service area in blue, and the proposed service area in red. Blue only areas represent places that currently see Access service that would no longer receive it after the service changes.

Based on the new bus network, the corridor changes would remove service from three origin points that took trips in March 2026 - presumably three individual passengers. These passengers accounted for 19 trips, out of a total of 4,481 trips during this period - about 0.42%.

These passengers, seen in the blue area in the bottom right corner, will continue to receive Access service. All new applications will be restricted to rides within the new corridor. Some other locations on the south side appear at the edge of the current service area, as they were grandfathered in from previous service changes.

March 2026 ACCESS Paratransit pick-up locations

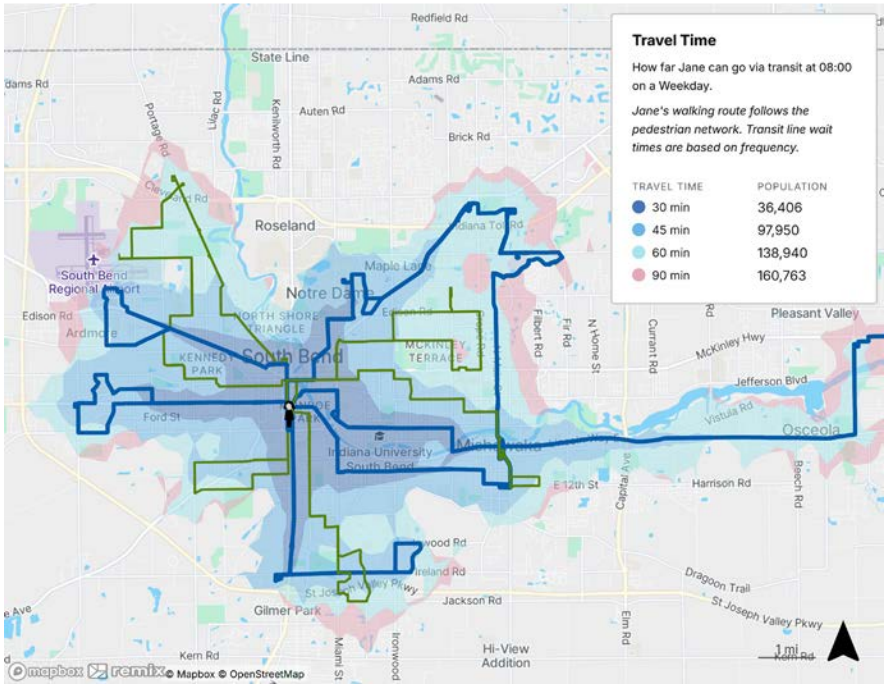


Appendix A: Survey Results

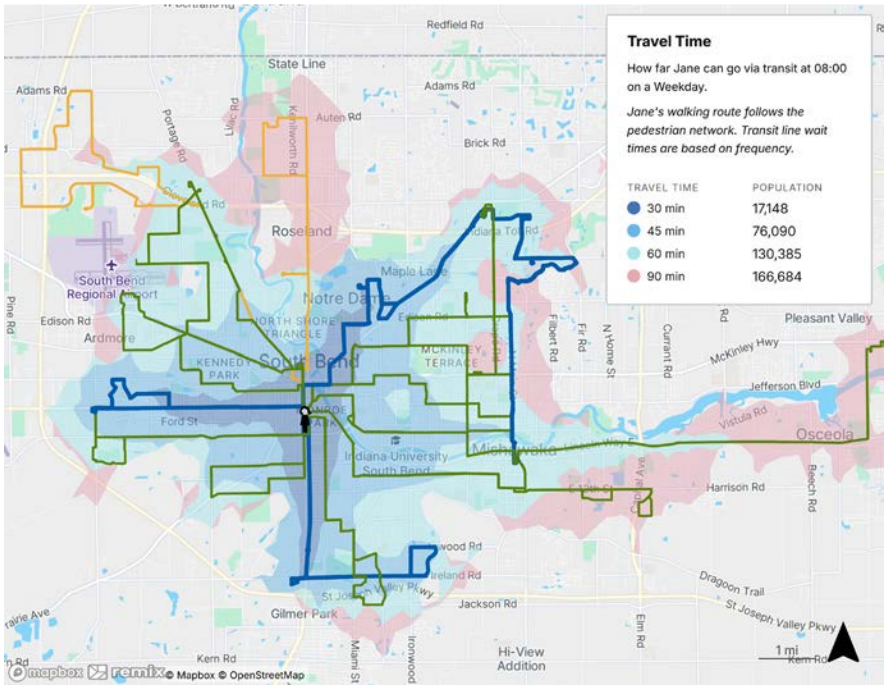
The following is a breakdown of the driver and rider surveys, which were open for responses from March 30 through May 1, 2026. Drivers and passengers were both presented with a series of questions about Transpo's priorities, which routes they frequently use, and specific destinations that need bus service.

Additionally, they were all presented with two concepts for bus service reduction. The Ridership concept shows what removing low-ridership routes might look like, preserving frequency in high-ridership areas. The Coverage concept shows what preserving all coverage might look like, sacrificing frequency in some locations. Both of these concepts were presented as extreme ends of the spectrum, not actual plans for reducing service.

Ridership Model



Coverage Model

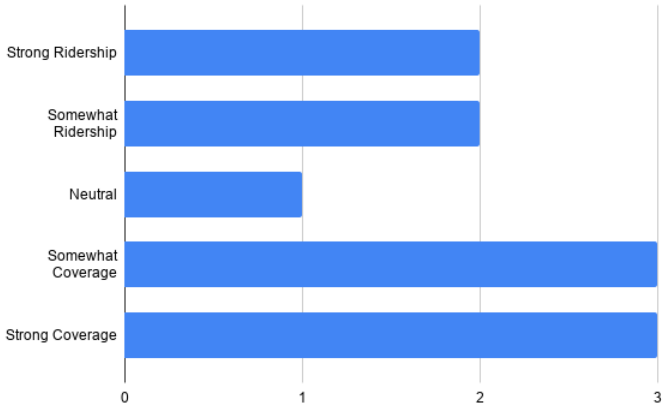


Driver Surveys

Two maps of the current Transpo system were posted in the driver break room, encouraging drivers to place green dots on areas of high ridership, and red dots to indicate low ridership. Drivers were told to place five of each dot on the map, resulting in the responses below.

12 drivers turned in paper surveys, with drivers who cover every route except Route 5 and Route 17.

There was a slight preference among drivers for the Coverage model, with three drivers each declaring slight or strong preference for Coverage, versus two for each inverse response for Ridership. One driver remained neutral and one did not answer.



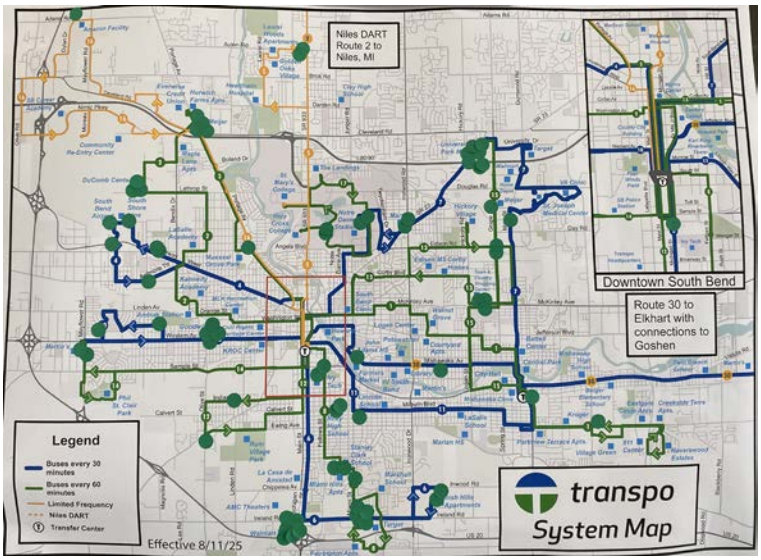
Drivers were asked to rank three goals for Transpo service: maintaining coverage for everyone, maintaining frequency, and maintaining connections between bus routes. Frequency and Connections were tied with a composite ranking of 1.82, with Coverage receiving a lower average ranking of 2.36.

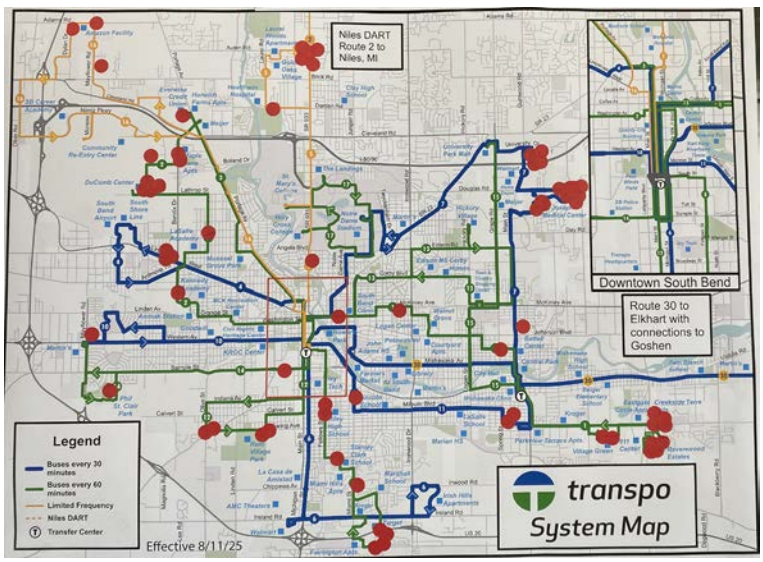
In service of the Connections goal, drivers were told to list any locations they see riders transferring buses outside of South Street Station or the Mishawaka Transfer Center. The following are some of the most popular responses:

- Main Street, Downtown South Bend
- University Park Mall
- Town & Country Shopping Center
- Intersection of Edison & Grape
- Intersection of Hill & Colfax
- Downtown Mishawaka
- Intersection of Washington & Laurel

The following are some of the general comments and feedback left by the drivers at the end of the survey:

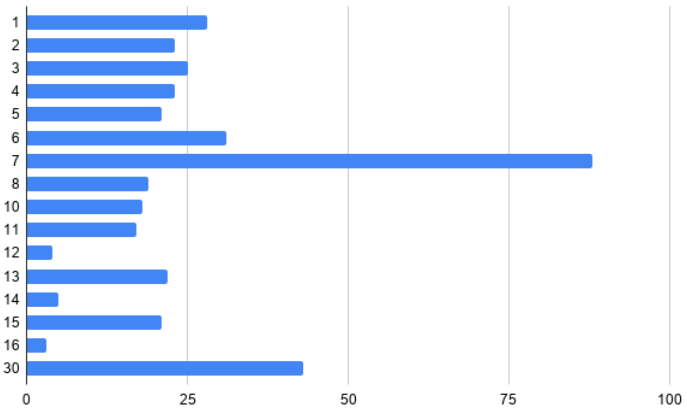
- Some route timings are too tight, drivers do not have enough break time
- Passengers making connections on Main Street in South Bend should be improved
- Connections at South Street Station should be improved
- Routes should be kept consistent
- Cut unnecessary mileage where no passengers are riding



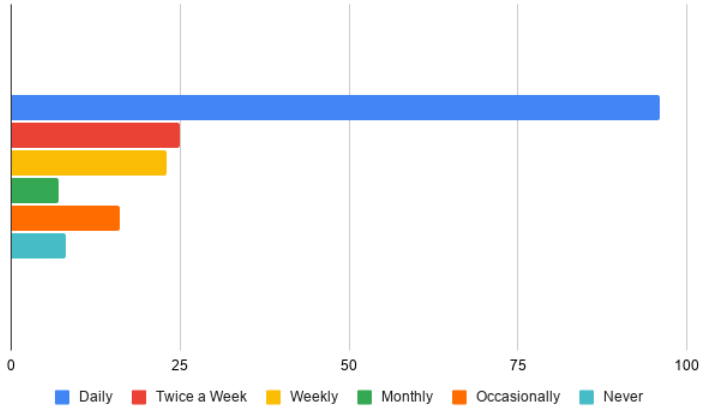


Rider Surveys

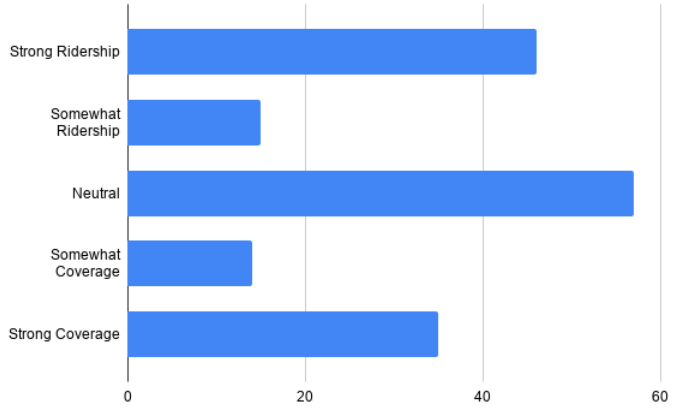
178 total responses were received from riders. 30 came from paper surveys turned in at South Street Station, and 148 came from the MACOG Engage web survey. Riders were asked to list the three routes that they ride most frequently, and between the paper and online responses at least three came from a rider on each route.



A majority of respondents stated they are daily riders, with very few respondents who have never ridden the bus.



There was a slight overall preference for the Ridership model, with a plurality of riders having no strong opinion either way.



Riders were then asked a series of questions about how different changes may impact their trips and how they use the bus network. These questions are mostly informative on a route-by-route basis, but the overall breakdown of their responses is given here.

Would you be willing to walk an extra 10 minutes for more frequent bus service?
Yes - 64 (36.99%)
No - 55 (31.79%)
Maybe - 54 (31.21%)

Would you still ride the bus if your overall travel time increased by 30 minutes?
Yes - 51 (29.14%)
No - 71 (40.57%)
Maybe - 53 (30.29%)

Would you be willing to wait longer for the bus if it meant a shorter walk?
Yes - 59 (34.10%)
No - 58 (33.53%)
Maybe - 56 (32.37%)

Would you prefer waiting longer for the bus to arrive, or sitting on the bus longer to reach your destination?
Longer wait - 23 (13.53%)
Longer ride - 75 (44.12%)
Neutral - 72 (42.35%)

The survey received a fairly even distribution of responses by demographic. The demographic breakdown of the survey respondents is as follows:

Age
Under 18 - 4 (2.30%)
18-25 - 23 (13.22%)
26-40 - 62 (35.63%)
41-55 - 40 (22.99%)
56-70 - 36 (20.69%)
Over 70 - 9 (5.17%)

Gender
Male - 66 (38.37%)
Female - 93 (54.07%)
Other - 1 (0.58%)
Prefer Not to Say - 12 (6.98%)

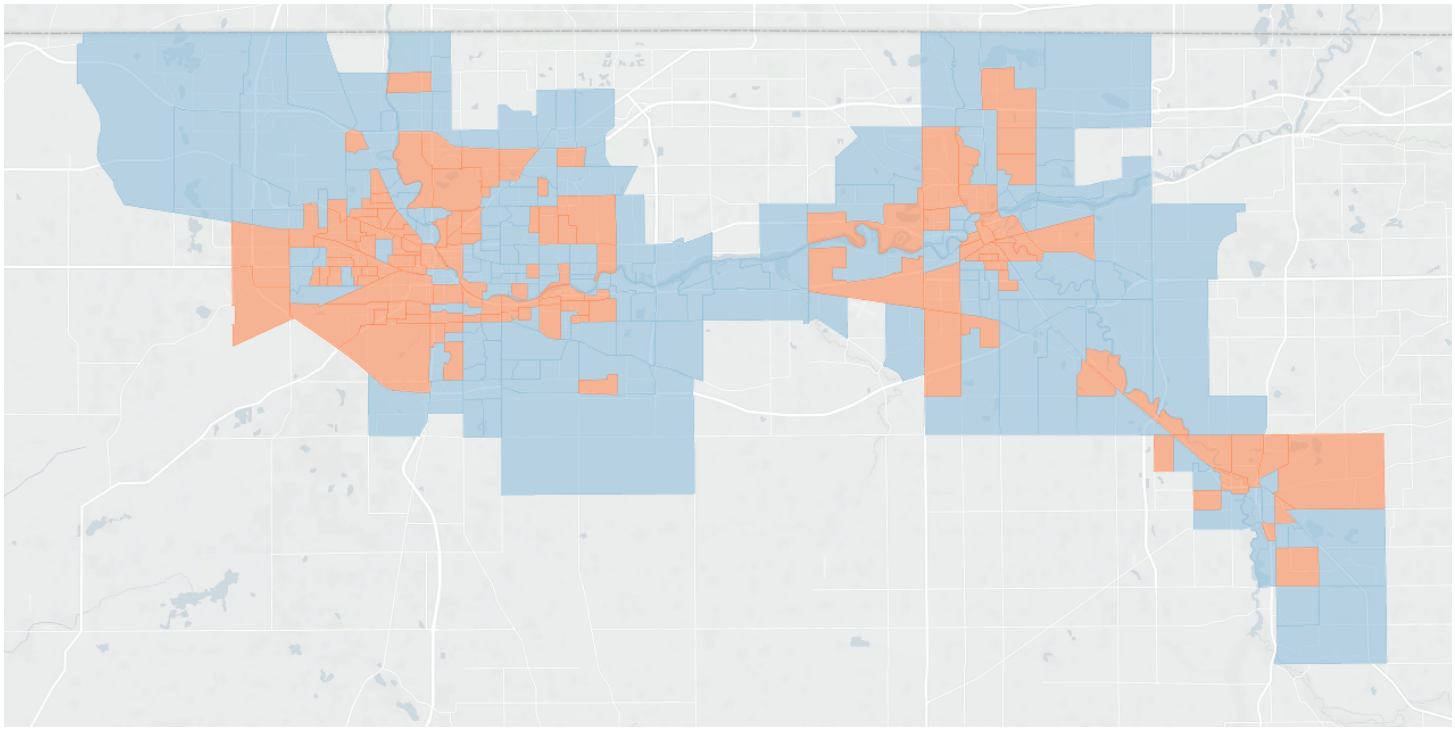
Appendix B: Title VI Analysis

It is also vital to consider the impact any potential service adjustments may have on disadvantaged communities. A Title VI analysis looks at the population affected by service changes, and determines if that segment has a higher proportion of low income or minority individuals than the area on average. If the population affected by the service change has more disadvantaged individuals than the area average, the Undue Impact score will be positive - this change is unfairly affecting low income or minority riders. If the affected population is less disadvantaged than average, the score will be negative - this change is less detrimental to low income or minority individuals. The lower the Undue Impact, the better.

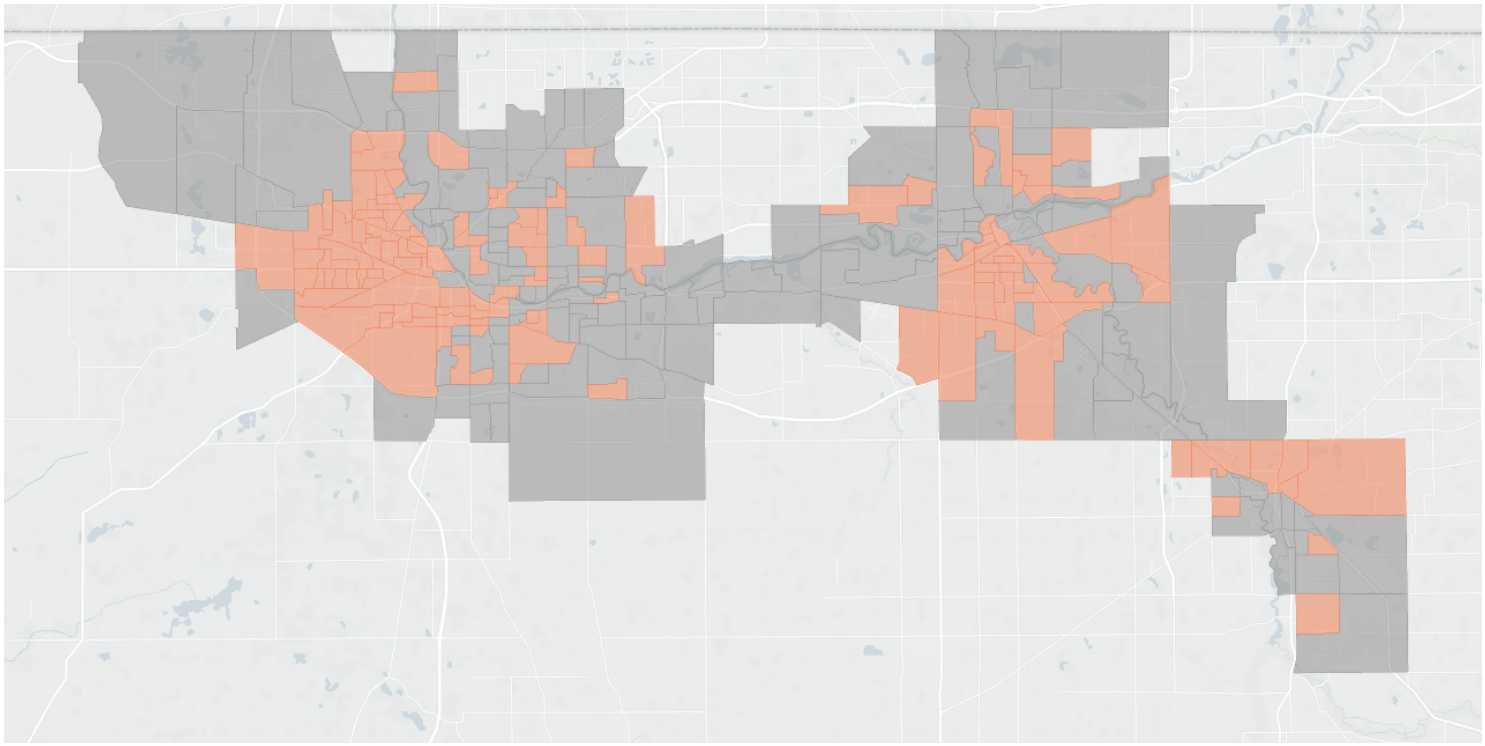
The proposed changes have a slight additional impact on the low income population in the region, with affected areas having a 1% higher low income population than the area average. Conversely, these changes could have less impact on the minority population, with the affected areas having a 1.4% lower minority population than the area average. Overall, the proposed changes will have an effect on disadvantaged populations roughly equal to the area average, and minimal undue impact.

	Low Income	**Minority**
Affected	17.7%	35.5%
Area Average	16.7%	36.9%
Undue Impact	1.0%	-1.4%

Low Income Residents



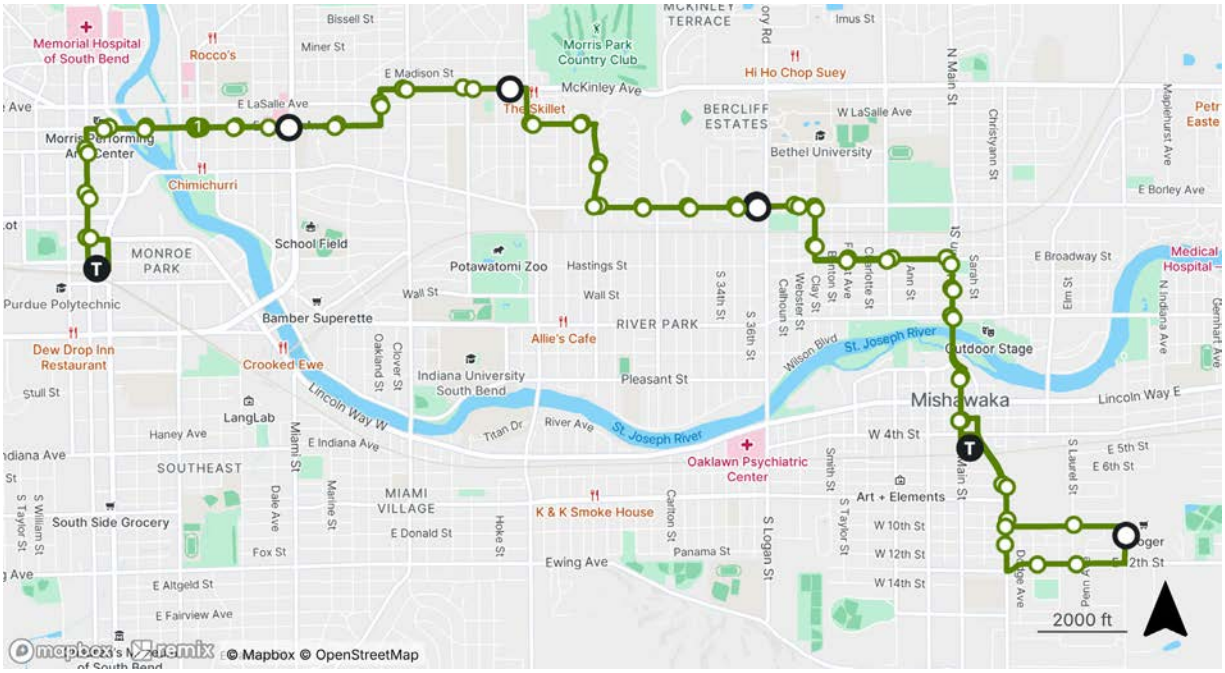
Minority Residents

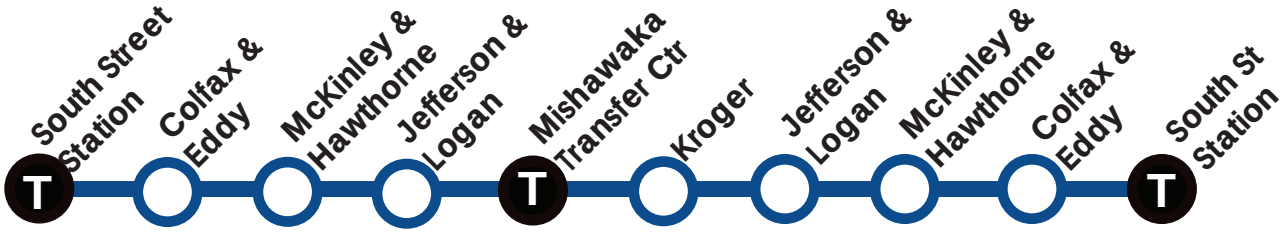


Difference in Trips

Route 1

Route 1 Map:





Weekday Service:

05:33	05:41	05:45	05:50	05:58	06:03	06:13	06:18	06:22	06:28
Route 1 service operates every 60 minutes at these same times until:									
20:33	20:41	20:45	20:50	20:58	21:03	21:13	21:18	21:22	21:28

Saturday Service:

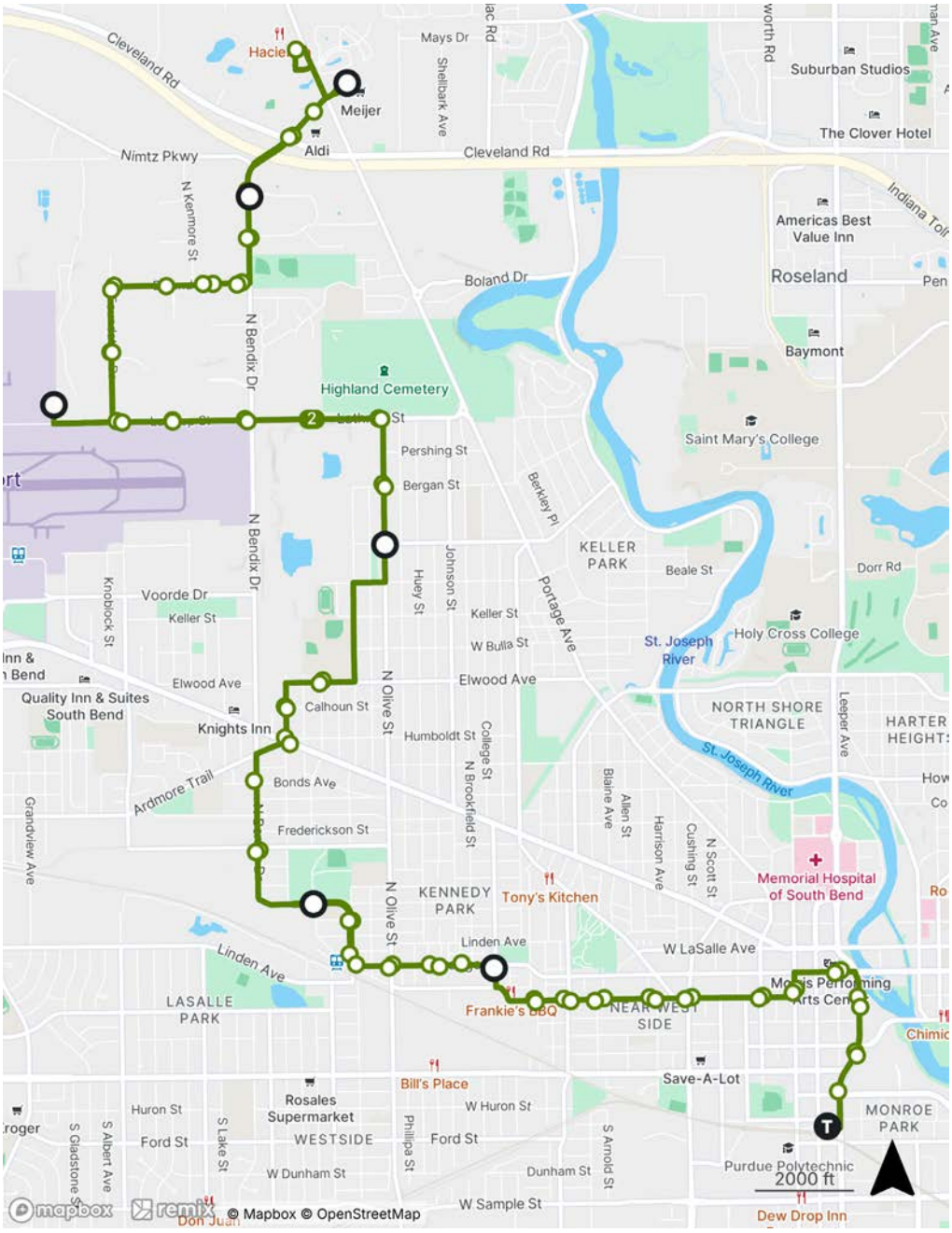
07:03	07:11	07:15	07:20	07:28	07:33	07:43	07:48	07:52	07:58
Route 1 service operates every 60 minutes at these same times until:									
17:03	17:11	17:15	17:20	17:28	17:33	17:43	17:48	17:52	17:58

Service Changes:

- Route 1 will no longer extend all the way to the Reverewood area
- The route will terminate at the Kroger on Merrifield
- The new route will take 1 hour to operate, pulsing at the bottom of the hour with most other buses at South Street
- On Saturdays, Route 1 will depart South Street at the top of the hour, to alternate with Route 11 and provide service every 30 minutes between South Bend and Mishawaka

Route 2

New Route 2 Map:



Service Changes:

- Slight routings changes from Olive Street to Meade Street

Route 2 Outbound Schedule (unchanged):

Weekday Service:

06:03	06:10	06:13	06:19	06:25	06:31	06:35
Route 3 service operates every 60 minutes at these same minutes past the hour						
20:03	20:10	20:13	20:19	20:25	20:31	20:35
21:03	21:10	21:13	21:19	21:25	21:31	21:35

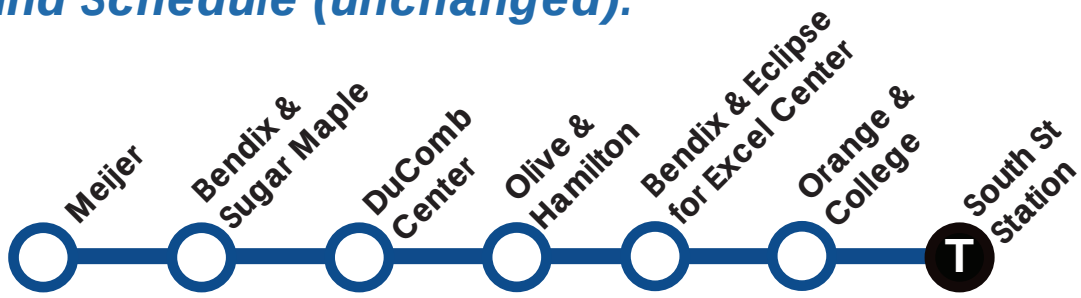
Buses Return to South St Station as Route 3

Saturday Service:

07:03	07:10	07:13	07:19	07:25	07:31	07:35
Route 3 service operates every 60 minutes at these same minutes past the hour						
17:03	17:10	17:13	17:19	17:25	17:31	17:35
18:03	18:10	18:13	18:19	18:25	18:31	18:35

Buses Return to South Street Station as Route 3

Route 2 Inbound Schedule (unchanged):



Weekday Service:

Buses arrive as Route 3

05:56	05:58	06:04	06:10	06:16	06:19	06:28
Route 2 service operates every 60 minutes at these same minutes past the hour						
20:56	20:58	21:04	21:10	21:16	21:19	21:28
21:37	21:39	21:45	21:51	21:57	22:00	22:09

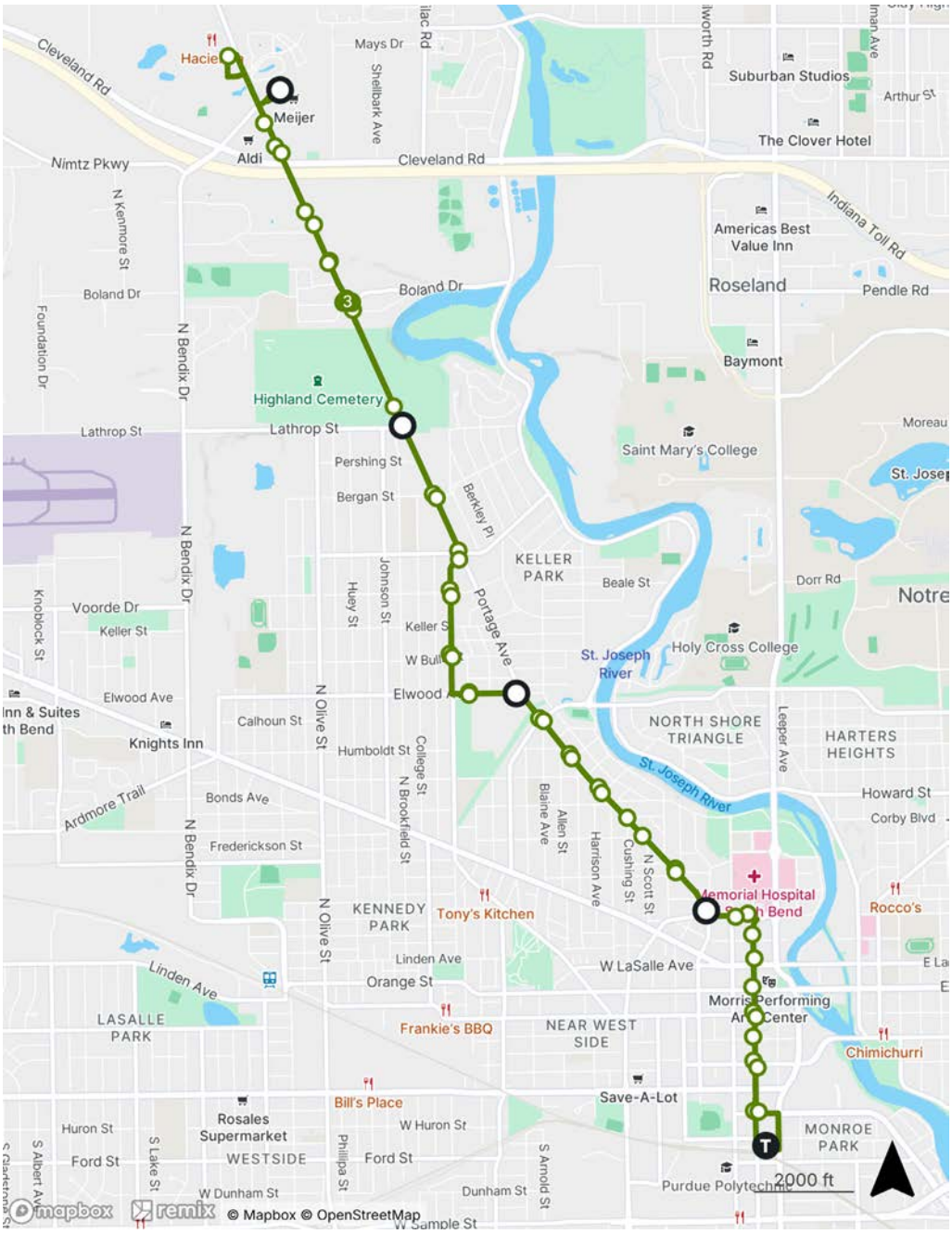
Saturday Service:

Buses arrive as Route 3

07:56	07:58	08:04	08:10	08:16	08:19	08:28
Route 3 service operates every 60 minutes at these same minutes past the hour						
17:56	17:58	18:04	18:10	18:16	18:19	18:28
18:37	18:39	18:45	18:51	18:57	19:01	19:09

Route 3

New Route 3 Map:



No Service Changes

Route 3 Outbound Schedule (unchanged):

Weekday Service:

05:33	05:38	05:43	05:48	05:55
Route 3 service operates every 60 minutes at these same minutes past the hour				
20:33	20:38	20:43	20:48	20:55
21:33	21:38	21:43	21:48	21:55

Buses Return to South St Station as Route 2

Saturday Service:

07:33	07:38	07:43	07:48	07:55
Route 3 service operates every 60 minutes at these same minutes past the hour				
17:33	17:38	17:43	17:48	17:55
18:33	18:38	18:43	18:48	18:55

Buses Return to South St Station as Route 2

Route 3 Inbound Schedule (unchanged):

Weekday Service:

Buses arrive as Route 2

06:38	06:43	06:49	06:54	06:58
Route 3 service operates every 30 minutes at these same minutes past the hour				
20:38	20:43	20:49	20:54	20:58
21:55	22:00	22:06	22:11	22:15

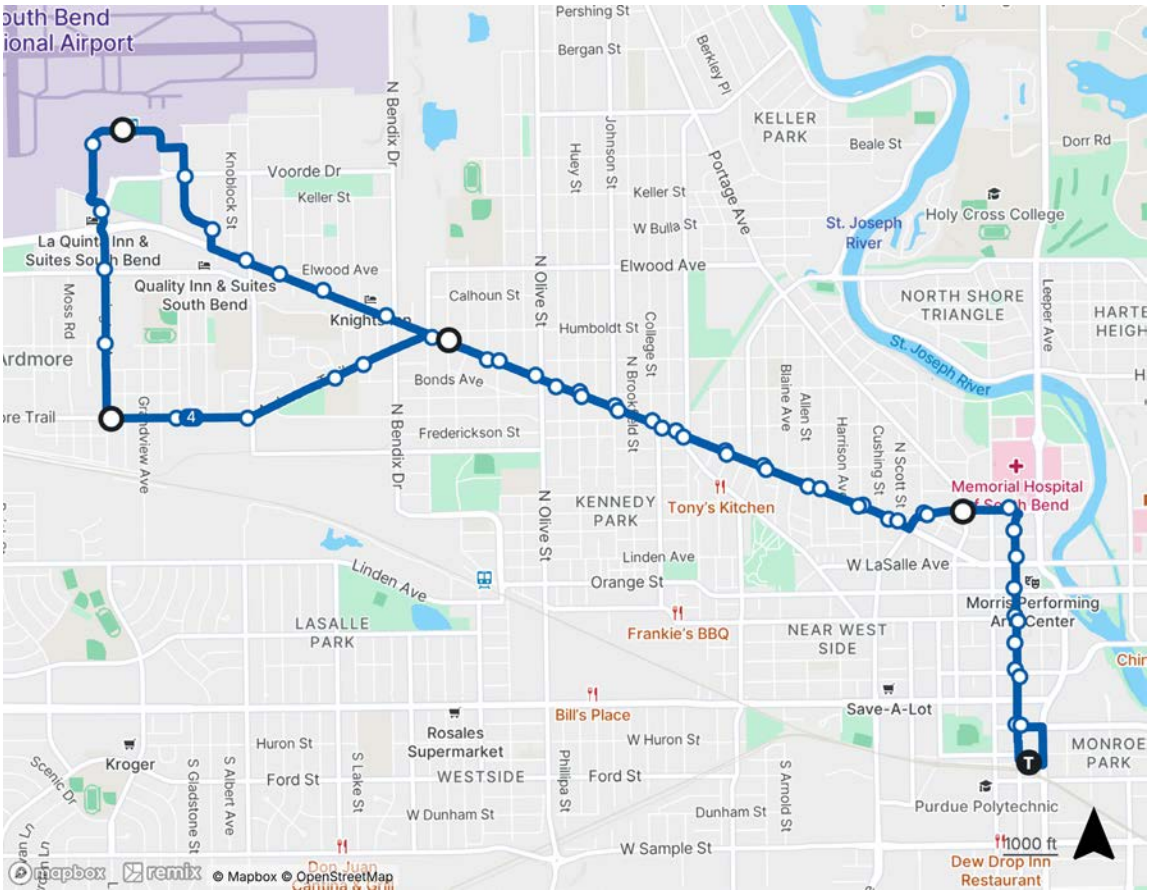
Saturday Service:

Buses arrive as Route 2

06:38	06:43	06:49	06:54	06:58
Route 3 service operates every 30 minutes at these same minutes past the hour				
20:38	20:43	20:49	20:54	20:58
21:55	22:00	22:06	22:11	22:15

Route 4

Route 4 Map:



Service Changes:

- Route 4 sees small schedule adjustments

New Route 4 Schedule:

Weekday Service:

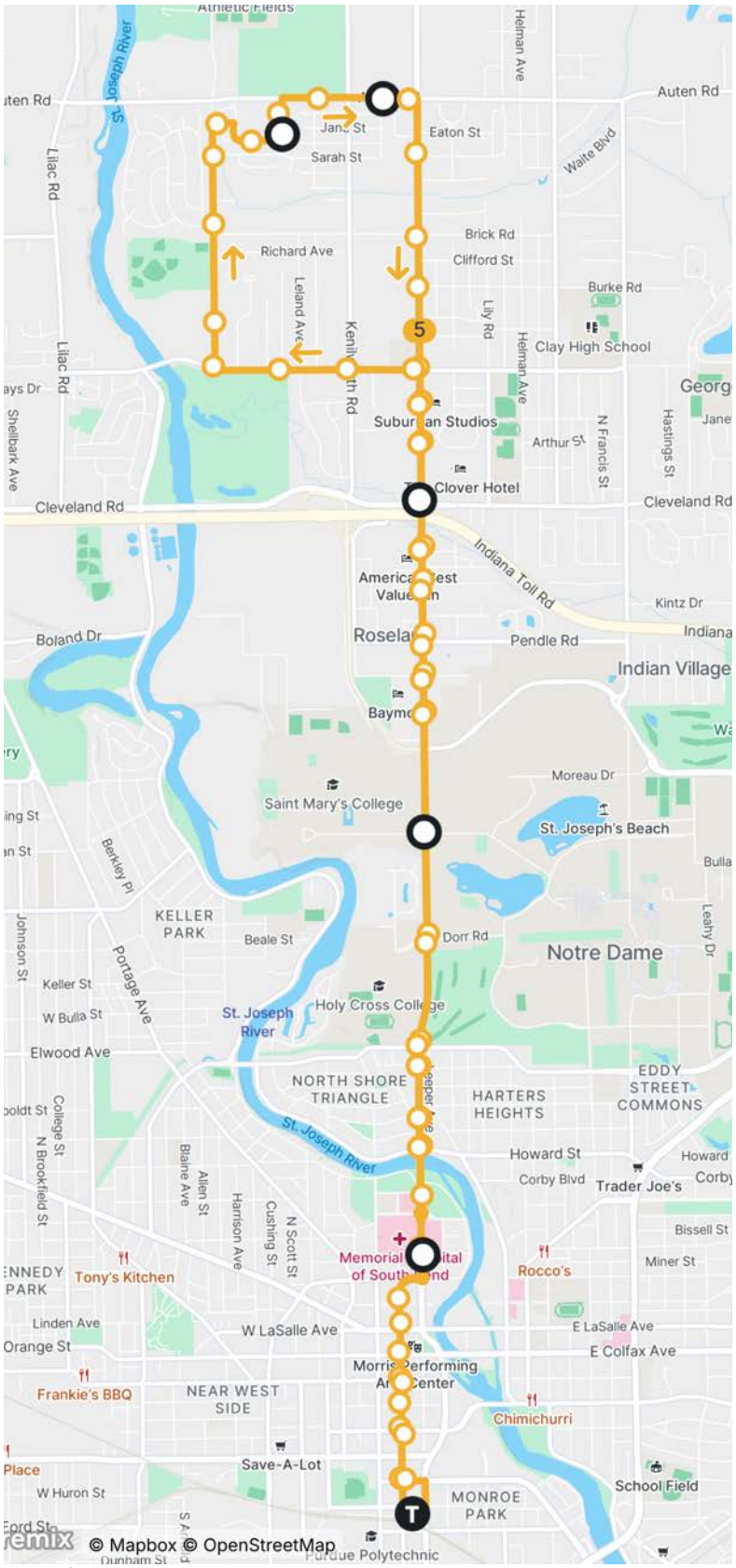
05:24	05:31	05:37	05:43	05:47	05:51	05:58	06:03
Route 4 service operates every 30 minutes at these times until:							
19:24	19:31	19:37	19:43	19:47	19:51	19:58	20:03
20:10	20:17	20:23	20:29	20:33	20:37	20:44	20:49
21:10	21:17	21:23	21:29	21:33	21:37	21:44	21:49

Saturday Service:

06:53	07:00	07:06	07:12	07:16	07:20	07:27	07:32
Route 4 service operates every 60 minutes at these same minutes past the hour							
17:53	18:00	18:06	18:12	18:16	18:20	18:27	18:32

Route 5

Route 5 Map:



Service Changes:

- Route 5 will be shifted to run every 2 hours evenly throughout the service day
- There will be no service to the St. Mary's College circle, passengers should board at The Ave & SR 933
- There will be no Route 5 service on Saturdays
- The direct connections between Transpo and Niles DART buses 4 times per weekday will be maintained

Route 5 Schedule:

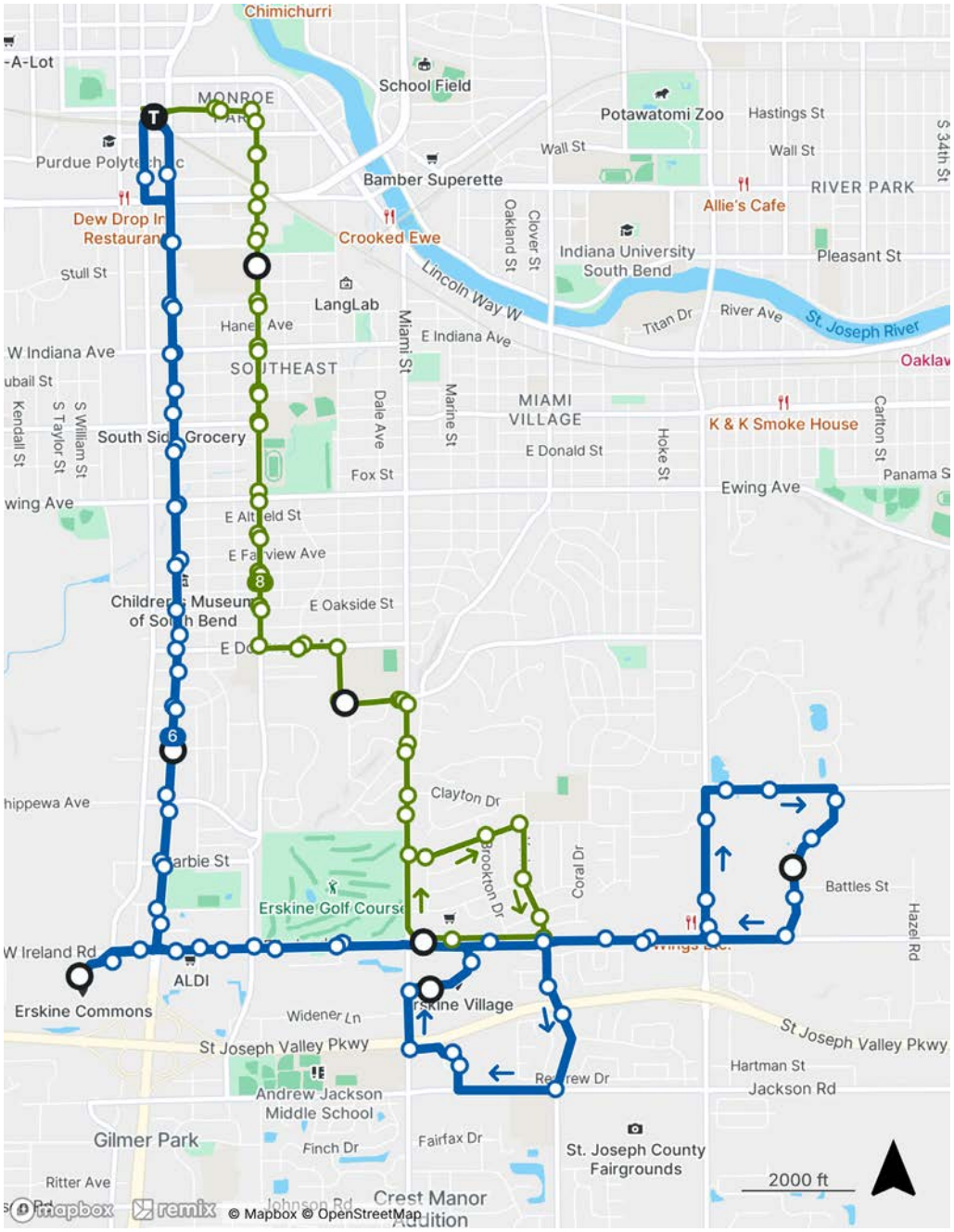
Weekday Service:

06:33	06:39	06:44	06:47	06:54	07:02	07:06	07:09	07:13	07:18
08:33	08:39	08:44	08:47	08:54	09:02	09:07	09:09	09:13	09:18
10:33	10:39	10:44	10:47	10:54	11:02	11:06	11:09	11:13	11:18
12:33	12:39	12:44	12:47	12:54	13:02	13:06	13:09	13:13	13:18
14:33	14:39	14:44	14:47	14:54	15:02	15:06	15:09	15:13	15:18
16:33	16:39	16:44	16:47	16:54	17:02	17:06	17:09	17:13	17:18

No Saturday Service

Routes 6 & 8

Routes 6 & 8 Map:



Service Changes:

- Route 6 will serve the Fairington Apartments loop and Erskine Village on the inbound direction
- These locations will now see 30 minute service and direct service to Walmart
- Route 8 will terminate at Ireland Rd before heading back towards downtown

New Route 6 Schedule:

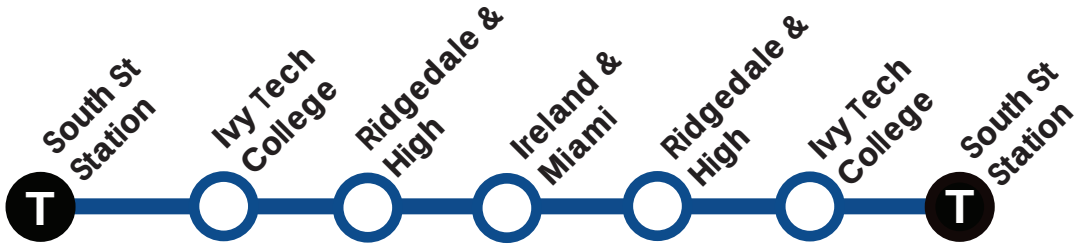
Weekday Service:

05:33	05:41	05:45	05:51	05:59	06:10	06:15	06:20	06:28
Route 6 service operates every 30 minutes at these same minutes past the hour								
18:03	18:11	18:15	18:21	18:29	18:40	18:45	18:50	18:58
19:03	19:11	19:15	19:21	19:29	19:40	19:45	19:50	19:58
20:03	20:11	20:15	20:21	20:29	20:40	20:45	20:50	20:58
21:03	21:11	21:15	21:21	21:29	21:40	21:45	21:50	21:58

Saturday Service:

07:33	07:41	07:45	07:51	07:59	08:10	08:15	08:20	08:28
Route 6 service operates every 60 minutes at these same minutes past the hour								
17:33	17:41	17:45	17:51	17:59	18:10	18:15	18:20	18:28

New Route 8 Schedule:



Weekday Service:

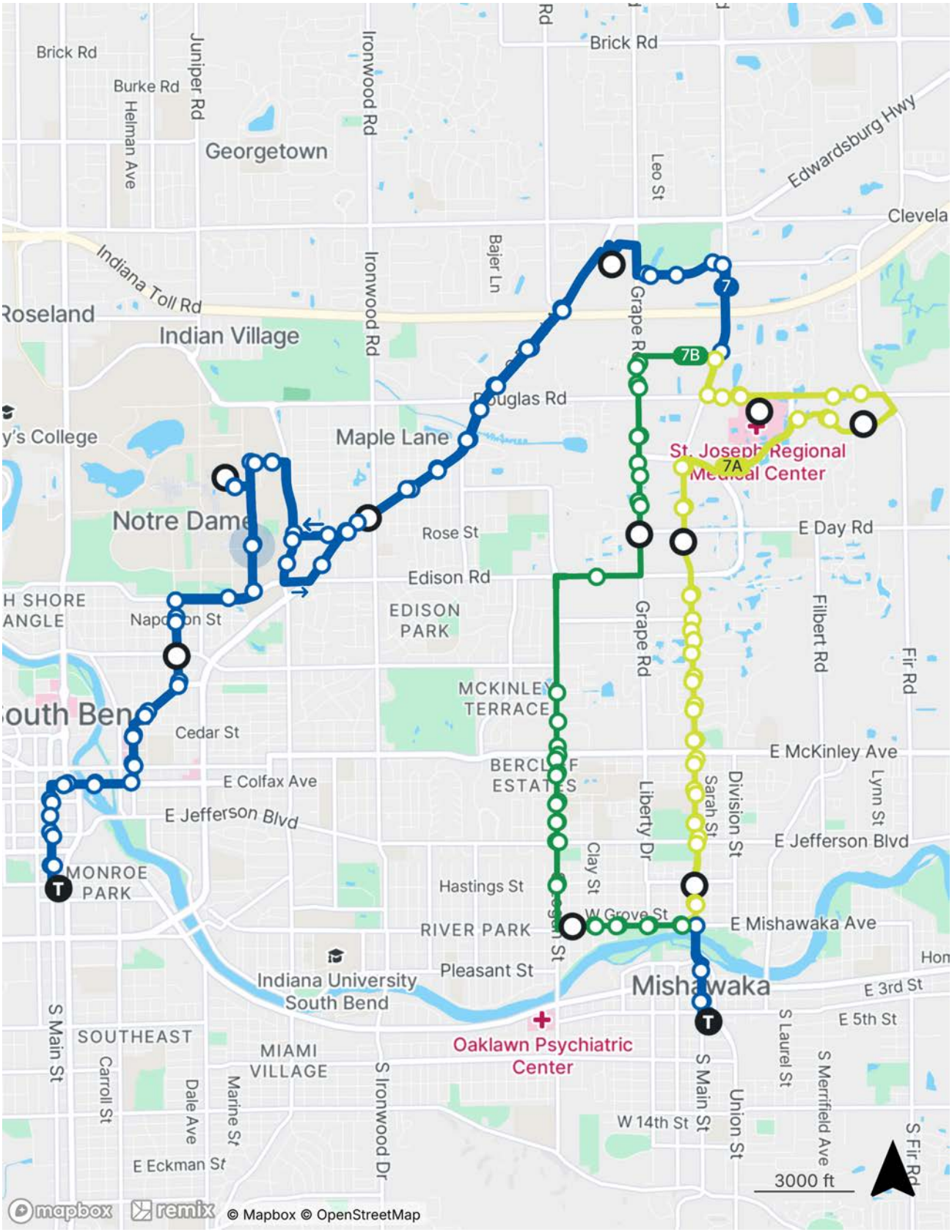
05:33	05:38	05:45	05:51	05:53	06:00	06:05
Route 8 service operates every 60 minutes at these times until:						
20:33	20:38	20:45	20:51	20:53	21:00	21:05

Saturday Service:

07:18	07:23	07:30	07:36	07:38	17:45	07:50
Route 8 service operates every 60 minutes at these times until:						
17:18	17:23	17:30	17:36	17:38	17:45	17:50

Route 7

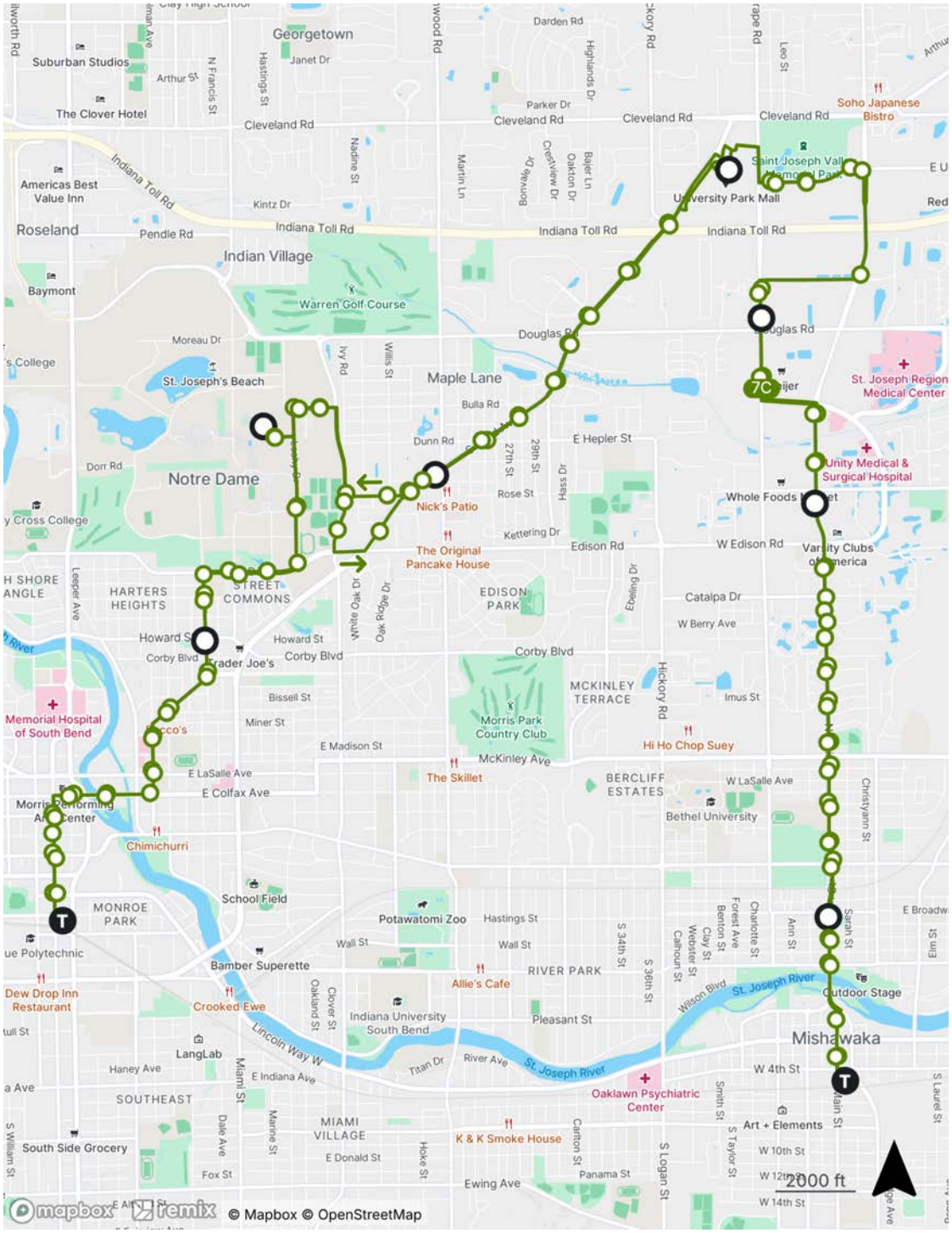
Route 7A/7B Map:



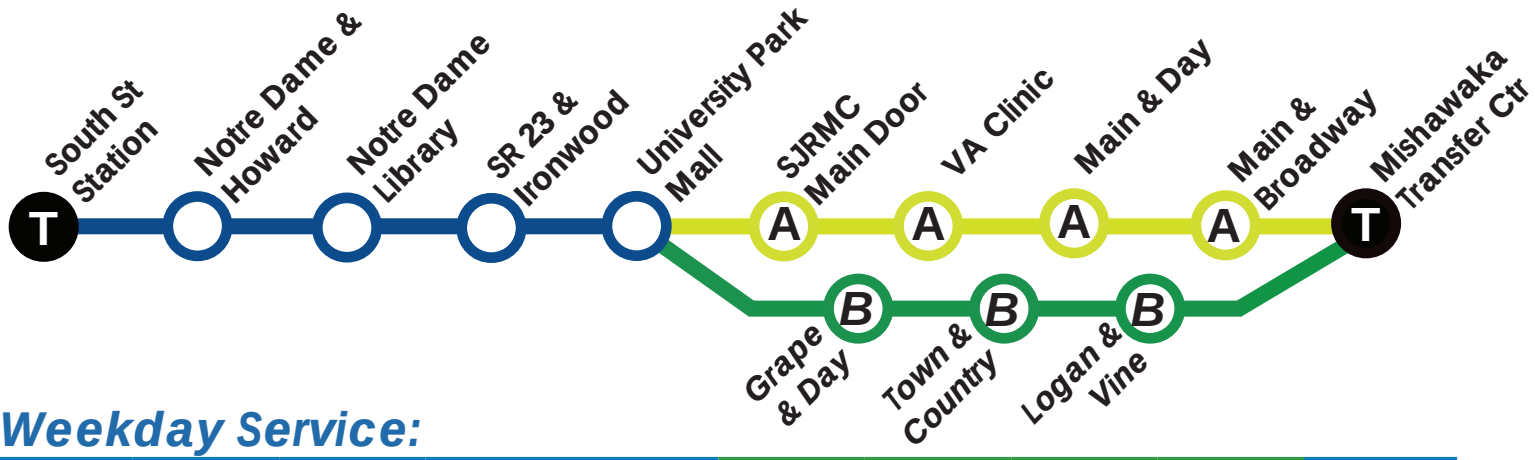
Service Changes:

- New Route 7 is a combination of the current Routes 7 & 15.
- This route will provide service every 30 mintues with a one-seat ride from downtown South Bend and Notre Dame to the UP Mall, Target, and Walmart.
- The route will then split at Walmart, alternating between the hospital/Main corridor (A) and the Grape Rd corridor (B)
- Main Street will now recieve service every 60 minutes instead of every 30 minutes.
- This service change will remove the need to have an independent bus for Route 15.
- In the evenings and on Saturdays, when the main section of Route 7 becomes hourly, there will be a "C" version that serves Walmart, Meijer, and the Main Street corridor

Route 7C Map - operates Evenings & Saturdays:



Outbound Route 7 A/B Schedule:



Weekday Service:

05:33	05:43	05:50	05:57	06:03	06:12	06:16	06:22	06:28	06:32	A
06:03	06:13	06:20	06:27	06:33	**06:46**	**06:51**	**06:58**	—	**07:03**	B
Route 7 service operates every 30 minutes, splitting at Main & Indian Ridge:										
17:33	17:43	17:50	17:57	18:03	18:12	18:16	18:22	18:28	18:32	A
18:03	18:13	18:20	18:27	18:33	**18:46**	**18:51**	**18:58**	—	**19:03**	B

Outbound Route 7C Schedule:

Evening Service:

18:33	18:43	18:50	18:57	19:03	19:12	19:22	19:28	19:32
19:33	19:43	19:50	19:57	20:03	20:12	20:22	20:28	20:32
20:33	20:43	20:50	20:57	21:03	21:12	21:11	21:28	21:32
21:33	21:43	21:50	21:57	--	--	--	--	--

Saturday Service:

06:33	06:43	06:50	06:57	07:03	07:12	07:22	07:28	07:32
Route 7 service operates every 60 minutes at these same minutes past the hour								
17:33	17:43	17:50	17:57	18:03	18:12	18:22	18:28	18:32

Inbound Route 7 A/B Schedule:

Weekday Service:

B	05:57	**06:04**	**06:10**	**06:14**	—	06:30	06:37	06:42	06:50	06:59
A	06:27	06:33	06:39	06:44	06:49	07:00	07:07	07:12	07:20	07:59
	Route 7 service operates every 30 minutes combining at Main & Indian Ridge:									
B	17:57	**18:04**	**18:10**	**18:14**	—	18:30	18:37	18:42	18:50	18:59
A	18:27	18:33	18:39	18:44	18:49	19:00	19:07	19:12	19:20	19:29

Inbound Route 7 C Schedule:

Evening Service:

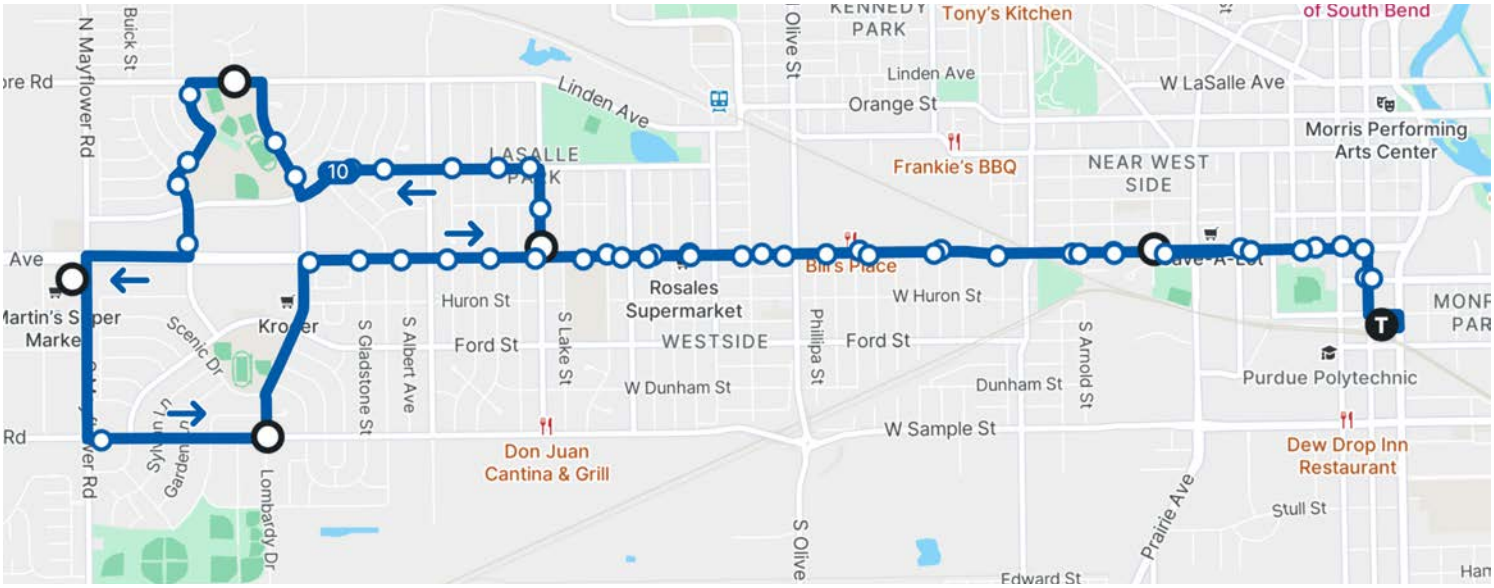
19:27	19:33	19:39	19:49	20:00	20:07	20:12	20:20	20:29
20:27	20:33	20:39	20:49	21:00	21:07	21:12	21:20	21:29
--	--	--	--	--	21:57	21:52	22:10	22:19

Saturday Service:

07:27	07:33	07:39	07:49	08:00	08:07	08:12	08:20	08:29
Route 7 service operates every 60 minutes at these same minutes past the hour								
18:27	18:33	18:39	18:49	19:00	19:07	19:12	19:20	19:29

Route 10

Route 10 Map:



Service Changes:

- Route 10 will be extended to serve the section of Sample St between Mayflower and Lombardy
- This will help serve the residents of this area more frequently to compensate for the loss of Route 14
- Evening service will be slightly adjusted to better fit the schedule, and provide efficent driver shifts

New Route 10 Schedule:

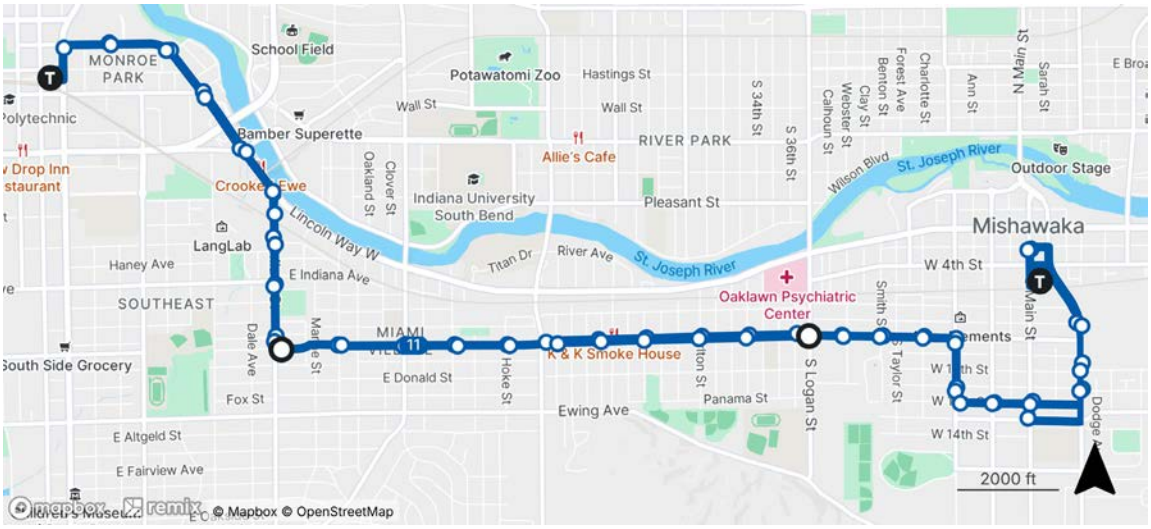
Weekday Service:

05:40	05:46	05:52	05:57	06:02	06:07	06:12	06:18	06:22
Route 10 service operates every 30 minutes at these same times until:								
18:40	18:46	18:52	18:57	19:02	19:07	19:12	19:18	19:22
19:03	19:09	19:15	19:20	19:25	19:30	19:35	19:41	19:45
20:03	20:09	20:15	20:20	20:25	20:30	20:35	20:41	20:45
20:53	20:59	21:05	21:10	21:15	21:20	21:25	21:31	21:35

Saturday Service:

06:33	06:39	06:45	06:50	06:55	07:00	07:05	07:11	07:15
Route 10 service operates every 60 minutes at these same times until:								
17:33	17:39	17:45	17:50	17:55	18:00	18:05	18:11	18:15

Route 11



Service Changes:

- Route 11 sees small schedule adjustments
- Weekday outbound service ends 1 hour earlier, passengers can take Route 30 at 20:42, and transfer to final inbound Route 11 at 21:38.

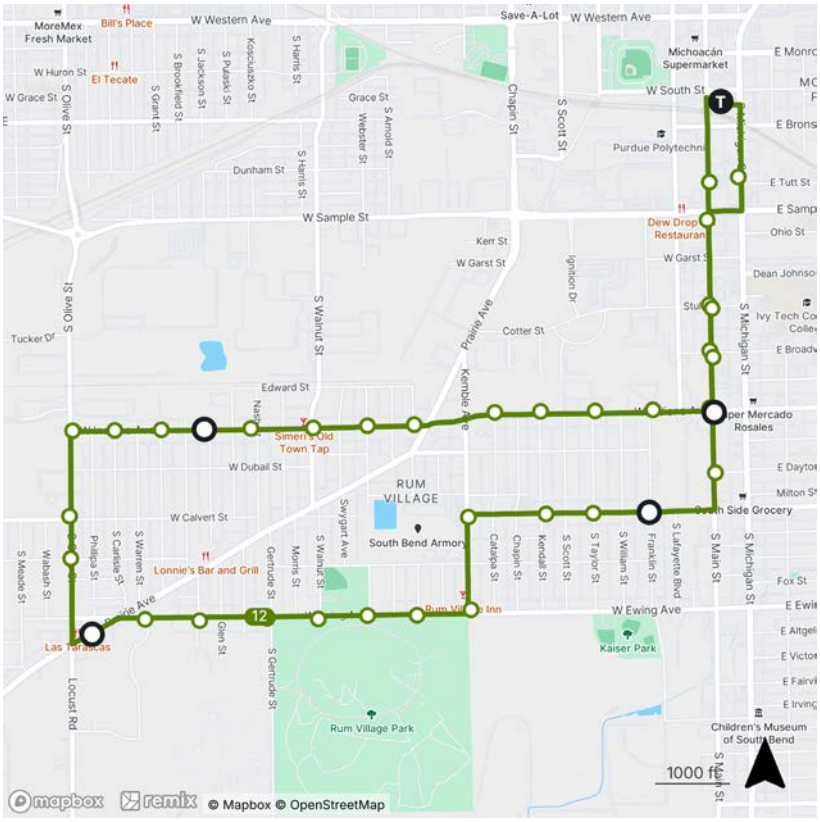
Weekday Service:

05:32	05:39	05:45	05:53		06:38	06:46	06:52	06:59
06:02	06:09	06:15	06:23		07:08	07:16	07:22	07:29
Route 11 service operates every 30 minutes at these same times until:								
18:02	18:09	18:15	18:23		19:38	19:46	19:52	19:59
19:02	19:09	29:15	19:23		20:38	20:46	20:52	20:59
20:02	20:09	20:15	20:23		21:38	21:46	21:52	21:59

Saturday Service:

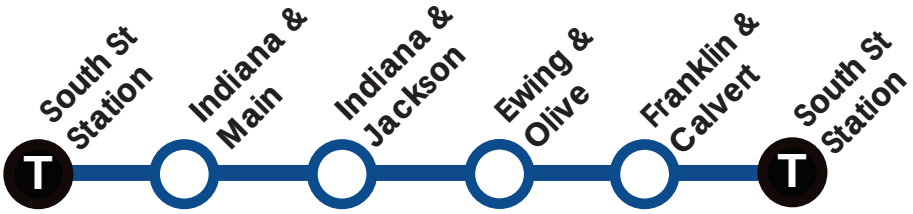
07:02	07:09	07:15	07:23		07:38	07:46	07:52	07:59
Route 11 service operates every 60 minutes at these same times until:								
18:02	18:09	18:15	18:23		18:38	18:46	18:52	18:59

Route 12



Service Changes:

- Route 12 sees small schedule adjustments



Weekday Service:

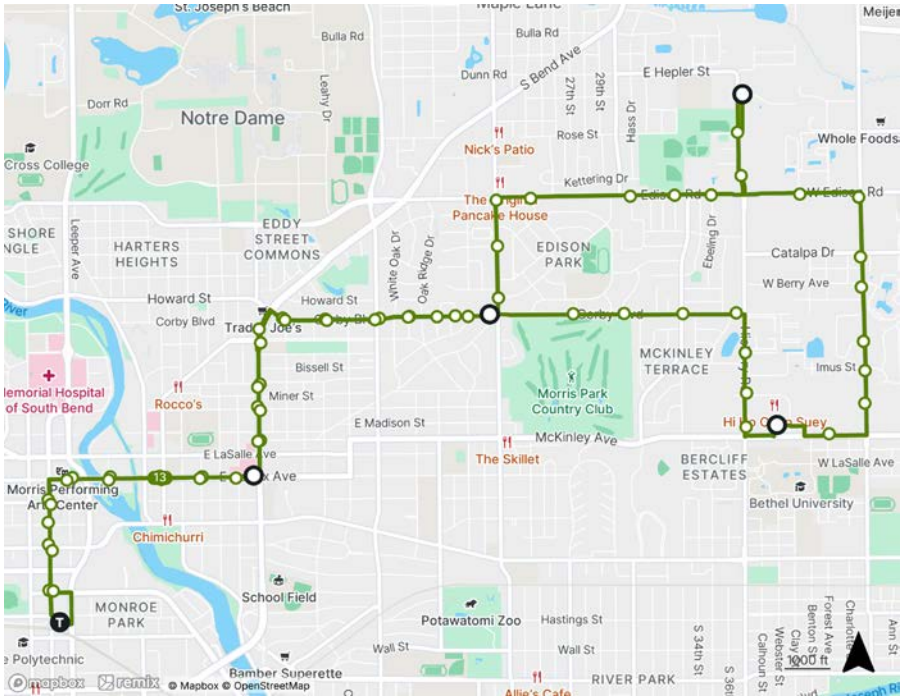
06:08	06:12	06:17	06:21	06:27	06:31
Route 12 service operates every 60 minutes at these same minutes past the hour					
19:08	19:12	19:17	19:21	19:27	19:31

Saturday Service:

07:03	07:07	07:12	07:16	07:22	07:26
Route 12 service operates every 60 minutes at these same minutes past the hour					
17:03	17:07	17:12	17:16	17:22	17:26

Route 13

Route 13 Map:



Service Changes:

- Route 13 will return to serving Grape Rd rather than Main St on its way to Town & Country shopping center
- This will maintain service on Grape Rd with the adjustment of Route 15 to the new 7B, that will no longer operate evenings & weekends

Route 13 Schedule:

Weekday Service:

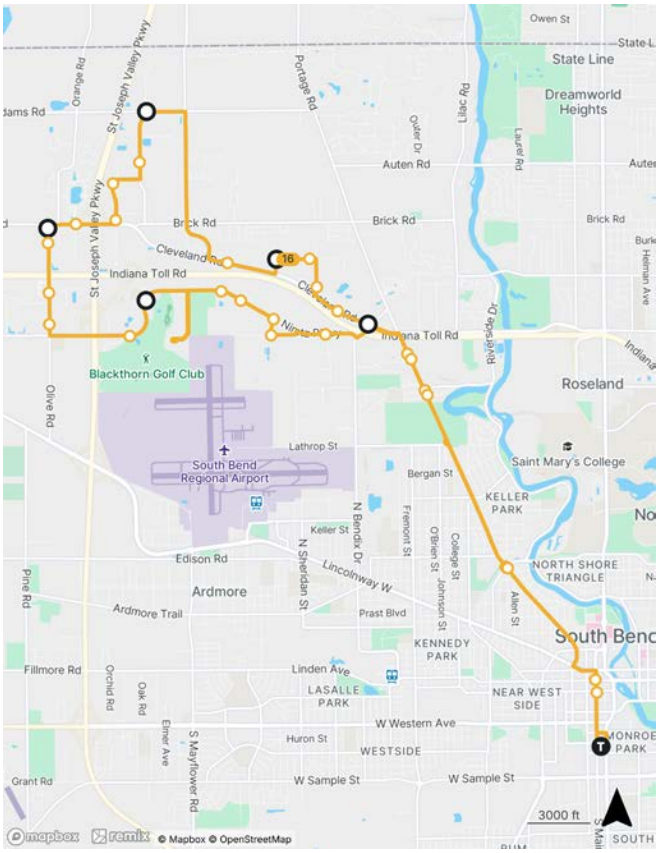
05:33	05:41	05:48	05:54	06:04	06:11	06:17	06:24
Route 13 service operates every 60 minutes at these same times until:							
20:33	20:41	20:48	20:54	21:04	21:11	21:17	21:24

Saturday Service:

08:33	08:41	08:48	08:54	09:04	09:11	09:17	09:24
Route 13 service operates every 60 minutes at these same times until:							
17:33	17:41	17:48	17:54	18:04	18:11	18:17	18:24

Route 16

Route 16 Map:



Service Changes:

- Route 16 will see a schedule adjustment to run every 2 hours evenly throughout the weekday

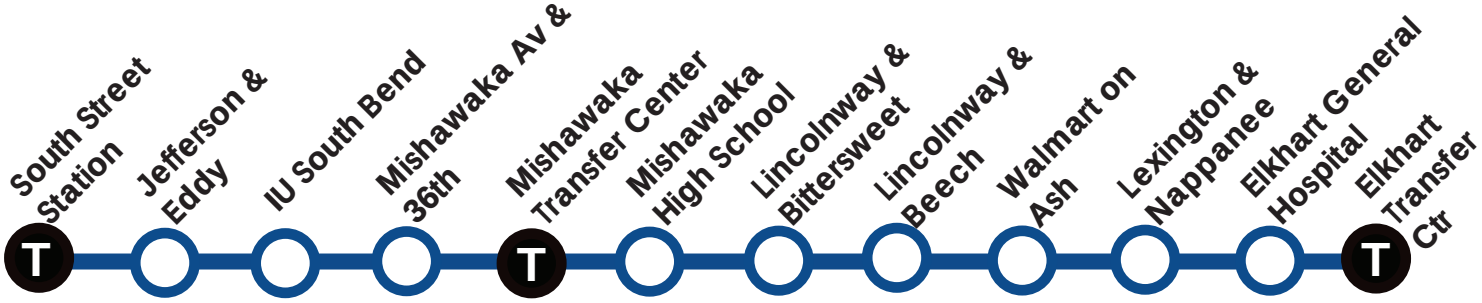
South St Station	Cleveland & Bendix	Ralph Jones Dr at Federal Mogul	Adams & Dylan	Olive & Brick	South Bend Career Academy	South St Station
07:24	07:42	07:44	07:52	07:58	08:03	08:28
09:24	09:42	09:44	09:52	09:58	10:03	10:28
11:24	11:42	11:44	11:52	11:58	12:03	12:28
13:24	13:42	13:44	13:52	13:58	14:03	14:28
15:24	15:42	15:44	15:52	15:58	16:03	16:28
17:24	17:42	17:44	17:52	17:58	18:03	18:28

Route 30

Service Changes:

- Route 30 will return to Lincolnway between the MTC and Logan St
- The Interurban Trolley will be adjusting service
- The weekday AM trips will be shortened to begin at Walmart on Ash
- Trolley service will be removed from this route on Saturdays
- Saturday service will begin with the first Transpo trip at 7:33AM

Route 30 South Bend to Mishawaka to Elkhart Schedule:



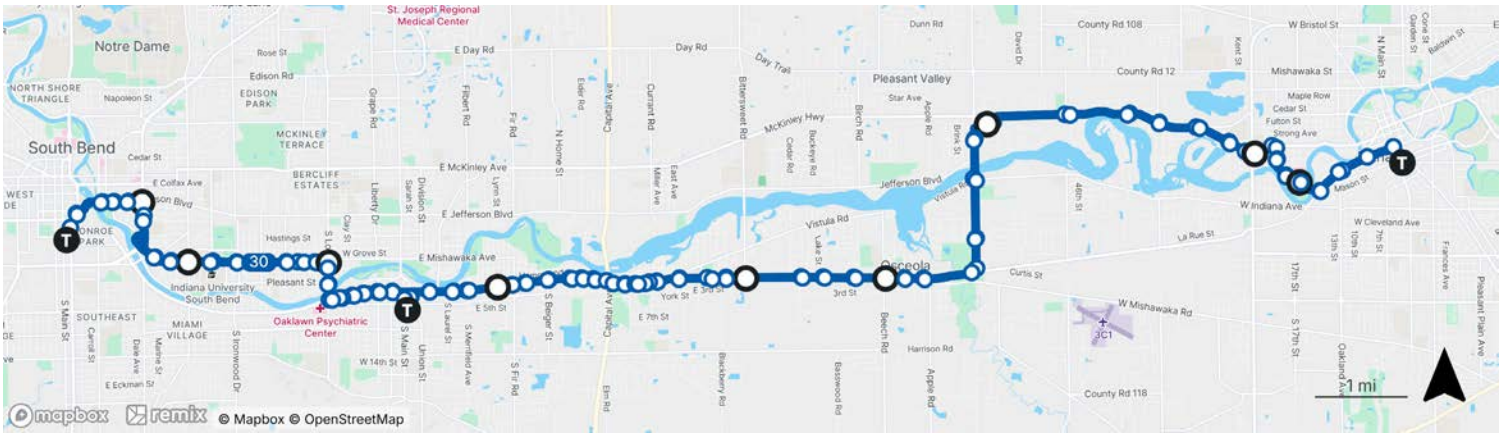
Weekday Service:

--	--	--	--	--	--	--	--	5:14	5:20	5:23	5:27
--	--	--	--	--	--	--	--	5:44	5:50	5:53	5:57
5:33	5:38	5:43	5:48	5:53	5:57	6:05	6:08	6:14	6:20	6:23	6:27
6:03	6:08	6:13	6:18	6:23	6:27	6:35	6:38	6:44	6:50	6:53	6:57
Route 30 service operates every 30 minutes at these same times until:											
18:03	18:08	18:13	18:18	18:23	18:27	18:35	18:38	18:44	18:50	18:53	18:57
18:33	18:38	18:43	18:48	18:53	18:57	19:05	--	--	--	--	--
19:03	19:08	19:13	19:18	19:23	19:27	19:35	--	--	--	--	--
19:42	19:47	19:52	19:57	20:02	--	--	--	--	--	--	--
20:42	20:47	20:52	20:57	21:02	--	--	--	--	--	--	--

Saturday Service:

7:33	7:38	7:43	7:48	7:53	7:57	8:05	8:08	8:14	8:20	8:23	8:27
Route 30 service operates every 60 minutes at these same times until:											
16:33	16:38	16:43	16:48	16:53	16:57	17:05	17:08	17:14	17:20	17:23	17:27

Route 30 Map:



Route 30 Elkhart to Mishawaka to South Bend Schedule:

Weekday Service:

5:32	5:35	5:38	5:43	5:49	5:52	6:00	6:07	6:12	6:17	6:22	6:27
6:02	6:05	6:08	6:13	6:19	6:22	6:30	6:37	6:42	6:47	6:52	6:57
Route 30 service operates every 30 minutes at these same times until:											
19:02	19:05	19:08	19:13	19:19	19:22	19:30	19:37	19:42	19:47	19:52	19:57
--	--	--	--	--	--	--	20:03	20:08	20:13	20:18	20:23
--	--	--	--	--	--	--	21:03	21:08	21:13	21:18	21:23

Saturday Service:

8:32	8:35	8:38	8:43	8:49	8:52	9:00	9:07	9:12	9:17	9:22	9:27
Route 30 service operates every 60 minutes at these same times until:											
17:32	17:35	17:38	17:43	17:49	17:52	18:00	18:07	18:12	18:17	18:22	18:27

Appendix D: Service Design

Modifying bus service is a complicated process, requiring modeling of not only how routes are designed, but how drivers and vehicles are allotted. This section gives an overview of why the schedules were constructed in specific ways to maximize the efficiency of the limited resources available during these budget challenges.

Service Peaks

Allocation of operational resources is not just about how many drivers and vehicles you need, but when you need them. An agency may run a small number of buses on average throughout the day, but their vehicle and driver needs are determined by what is needed at peak service times. Many agencies run more frequent service or additional routes at rush hour, meaning in the morning and evening there are many more buses in service than in the middle of the day.

Transpo does not have intense commuting travel patterns, and thus does not have quite the same problem with peaking that other agencies face. There are a few factors that do create small peaks, and are worth addressing. The first are the two "limited frequency" routes - 5 and 16. Both of these have the majority of their trips between 6:30 and 9:30am, as well as 2:30 and 6:30pm (though Route 5 does now have a few midday trips after CONNECT). This problem is compounded by the fact that Route 16 has a 70 minute runtime, meaning multiple buses are needed to keep it at a 60 minute frequency.

The second cause of peaking for Transpo is the Mishawaka School Trippers. The 4 morning trippers run between 7 and 8am, and the 6 afternoon trippers run between 3 and 4pm - coinciding with the existing peaks of Routes 5 and 16. Each of these trippers requires its own dedicated bus, as well as some form of deadheading to and from the origin and destination points in Mishawaka. These trips are operated under contract with the Mishawaka School Corporation and will not be adjusted, but should be factored into the overall scheduling considerations.

The final cause of peaking is somewhat unavoidable - driver meal breaks. Per the Transpo contract with the drivers' union, each full shift must be given a 30-40 minute meal break, which cannot take place in the first or last 90 minutes of the shift. The trips that would have gone in these breaks must be picked up by other drivers, requiring additional vehicles to cover these times of day. Due to the timing of the service day, most meal breaks for the morning and afternoon shifts fall within the morning and afternoon peak times, respectively.

Not only do we need to allocate drivers for these meal breaks, but vehicles as well - the union contract stipulates that drivers must hold on to their bus during the meal break, so any driver covering that time period needs a separate vehicle to do so. Removing this provision would reduce the overall number of vehicles Transpo needs on a daily basis without affecting service or the number of drivers.

These factors together mean that Transpo needs to run roughly 24 vehicles at the "base" hour - midday and other points without extra trips or breaks - but could need about 37 vehicles at peak service times. This not only means extra resources are required to run service, but that service is necessarily less efficient than it would be without peaks. There are a few ways that Transpo addresses this issue, which we will briefly discuss here.

Split Shifts

A common solution to service peaking is scheduling some drivers for "split" shifts. Unlike a normal shift that is roughly 8 hours of straight driving bisected by a short meal break, split shifts are divided into two distinct sections. A driver on a split is compensated like a normal straight run, but they will drive roughly 4 hours, have multiple hours off, and then return to drive the back half of the shift. These two sections generally align with morning and afternoon peaks and meal breaks.

Transpo currently has 7 split shifts on a full service weekday. These shifts by contract can only span a total of 11 hours, which limits the time in between the first and second legs of each split. The union contract also limits the percentage of shifts that can be splits, as split shifts are understandably less desirable to drive than normal straight shifts.

Tripper Shifts

It may be noticeable in the above chart that the span time from the beginning of the AM peak to the end of the PM peak is over 13 hours. This fact, coupled with the slightly higher trip volume during the PM peak, means that not all peaking problems can be fixed by split shifts that can only span 11 hours. The remaining work must be taken by "trippers."

A tripper is a short (less than 4 hours) piece of work that includes several trips on one or more different routes to fill in gaps caused by peaks and meal breaks. These often include the Mishawaka School Tripper routes, but when used in the general sense a tripper does include other work as well. These shifts are not long enough to be considered a full day of work, so they are usually picked up by the extra board - drivers that are not assigned a regular shift but stay on call to fill in missing trips. When the extra board runs out, drivers who have a regular shift that does not conflict will often be asked to stay late or come in early to cover this work. Currently Transpo has 8 tripper shifts in the afternoon on a weekday of full service.

Service Hours

Transpo's current weekday service begins around 5:30AM, and ends around 10:30PM (though some routes start later and most end earlier). The span of the service day is just barely 17 hours. During the rollout of CONNECT, many low-ridership morning and evening trips were removed to reduce costs. As we consider further reductions, it may be tempting to further curtail early morning and late evening service in a similar fashion, but a lesson learned from CONNECT is that this becomes a math issue.

Drivers must be paid a minimum of 8 hours for a full shift, plus their 30 minute unpaid meal break. If a shift has less than 8 hours of work, the driver is still paid for that gap in what is called "guaranteed time" - a shift with 7 hours of work would have an hour of paid guaranteed time that does not include any actual bus service. To have an effective full shift, the overall spread time must then be at least 8.5 hours. A service day that is shorter than 8.5 hours long will have no fully paid shifts (and lots of pay for no service), and a service day that is longer will have many trippers, splits, or short full shifts with more guaranteed time.

The Transpo service day is roughly 17 hours, which breaks nicely into 2 8.5 hour shift groups, and appears to avoid this problem. Unfortunately there is very little service actually spanning that entire time (visible on the earlier chart), especially after the elimination of some morning and evening trips. Even in a perfect world with no peaking or meal breaks, there would still be many shifts that do not reach a full 8 hours of work time. Since we must still pay out for the full 8 hours, in many cases removing these morning or evening trips saved little to no money beyond the extra mileage they would've put on the vehicles.

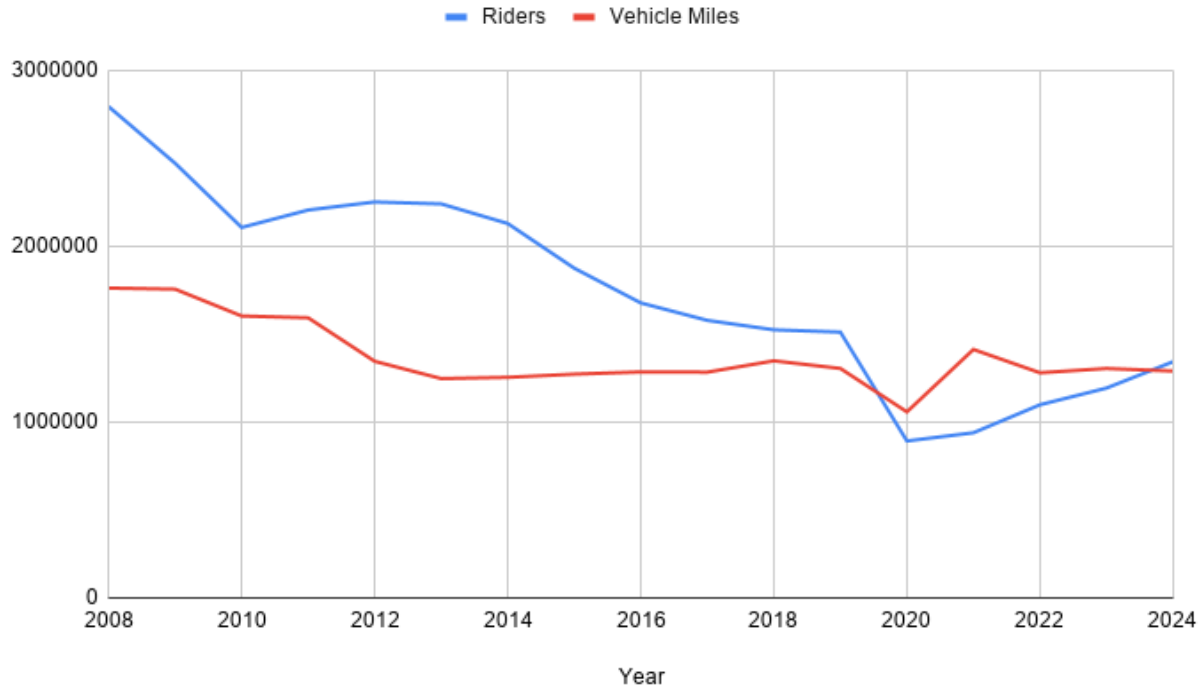
2012 Service Reductions

Transpo faced very similar challenges almost 15 years ago, with recent property tax caps and limits to PMTF occurring between 2007 and 2010. In 2011, they commissioned a Comprehensive Operational Analysis (COA) to look at route productivity and determine where reductions could be implemented.

The result of this study and subsequent internal discussions was the decision to remove one route entirely (Route 2), and reduce frequencies on several other routes. There were other minor reductions to coverage (Elder and Meijer branches of Route 1, Ironwood and VA branches of Route 8), but in general the decision was made to take most of the reductions from frequent routes. Routes 1, 12, 13, and 14 were reduced from 30 to 60 minute frequencies. The eliminated Route 2 had also run at a 30 minute frequency. Some changes were made later to Route 13 and the connections to Elkhart, but the routing implemented in 2012 stayed essentially the same until the CONNECT changes started in 2025.

Ridership was briefly maintained at earlier levels, but by 2014 a steep decline had started despite service remaining constant after the cuts. By 2019, Transpo's ridership was down 32% compared to 2011, while service (approximated with Vehicle Miles) had only declined by 18% in the same time period.

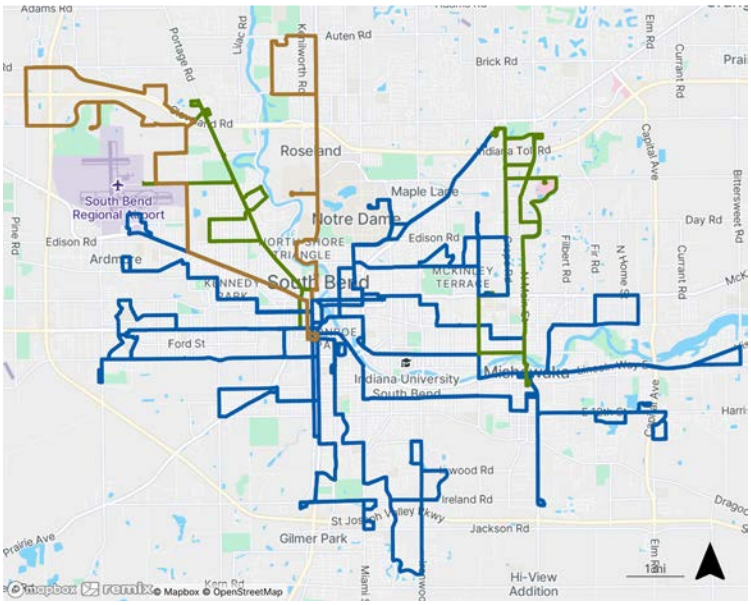
Ridership vs. Vehicle Miles 2008 to 2024



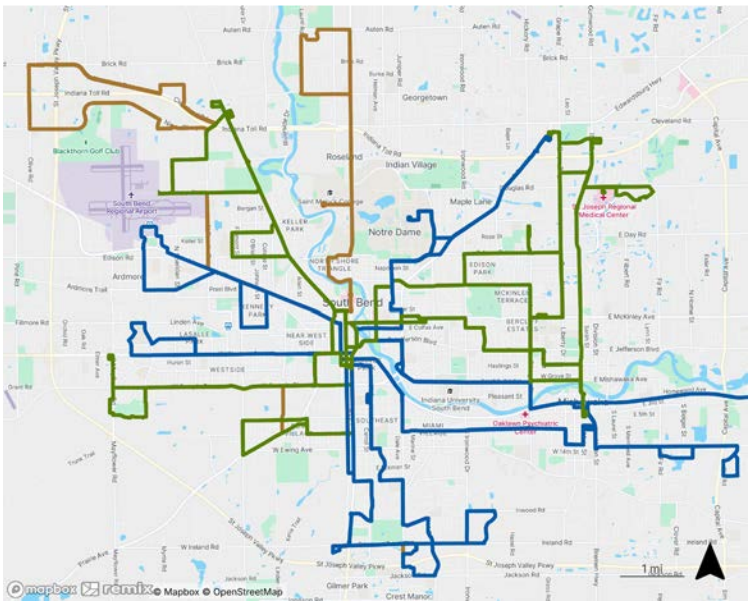
Prior to the reductions in 2012, almost every route in the Transpo system operated with a 30 minute frequency. The only exceptions were the peak-only Route 5 and Blackthorn, and the 3A/B and 15A/B pairs which ran hourly. Service was frequent, though poor scheduling and flag stops led to many delays and missed connections.

Coverage was mostly maintained in the 2012 reductions, but several routes saw their frequency reduced from 30 to 60 minutes. Adjusted timings and signed bus stops did somewhat improve reliability, but the loss of frequent bus service in so many corridors had a major impact on ridership.

Pre-2012 Transpo Service:



2012 to 2025 Transpo Service:



2026 TRANSPO SERVICE ADJUSTMENTS FINAL PLAN

South Bend Public Transportation Corporation
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South Bend, IN 46613