



# **FISCAL YEAR 2021**

## *ANNUAL PERFORMANCE REPORT*

*JULY 2020 - JUNE 2021*

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# 1. Introduction

The annual performance report has three purposes: to report on total and average revenue hours, revenue miles, and boardings data from the Cherriots system during Fiscal Year 2021 (FY21), to compare the performance of the Cherriots system with the previous fiscal year, and to offer insight that can be used by Cherriots staff to develop future service plans.

This FY21 Annual Performance Report covers weekday and Saturday service data from July 1, 2020, through June 30, 2021. For each service type, data from all of FY21 is compared to that of FY20 for both weekday and Saturday services. For each route, data from the month of April is typically used to provide a snapshot of the service due to consistent school schedules, moderate weather, and a lack of national holidays. However, for weekday service this snapshot is not available for FY21 due to the service reductions made in response to the ongoing effects of the COVID-19 pandemic. Instead, weekday route level data for this report has been broken down into three service level based categories – data collected from July 2020 through September 2020 is referred to in this report as 80% of pre-pandemic service; data collected from October 2020 through April 2021 is referred to in this report as 95% of pre-pandemic service; data collected from May 2021 through June 2021 is referred to in this report at 100% of pre-pandemic service. These categories represent the three different weekday service levels that were implemented over the course of FY21. For Saturday service, route level data from the month of April has been used to provide a snapshot of the service due to the fact that Saturday service levels remained at 100 percent of pre-pandemic service throughout FY21.

This report includes data for total and daily average revenue hours, revenue miles, and boardings as well as measures of productivity. On-time performance data is not available in this report due to issues related to the deployment of the GMV Syncromatics CAD/AVL system. Sources of data include schedules, vehicle farebox systems, and reservation software (RouteMatch).

## 2. Services

Service-level data is reported below from the entire span of FY21. Weekday and Saturday service data is compared to FY20 to show trends between fiscal years. The services are comprised of the following:

- **Cherriots Local** includes local-fixed route service and local commuter express routes. (Qualified Human Service Organization routes did not operate in FY21 due to COVID-19 pandemic service reductions.)
- **Cherriots Regional** includes regional express routes and the regional deviated fixed route service.
- **Cherriots Shop and Ride** includes the dial-a-ride service for seniors and people with disabilities within the Salem-Keizer Urban Growth Boundary. (The shopper shuttle service did not operate in FY21 due to COVID-19 pandemic service reductions.)
- **Cherriots LIFT** is the ADA complementary paratransit service provided within the Salem-Keizer Urban Growth Boundary.

### 2.1 Total Revenue Hours, Revenue Miles, and Boardings

Total weekday revenue hours, revenue miles, and boardings from FY20 and FY21 by service are presented in Table 1 below. Total Saturday revenue hours, revenue miles, and boardings from FY21 are in Table 2.

**Table 1.** Weekday Total Revenue Hours, Revenue Miles, and Boardings by Service

Service	Revenue Hours		Revenue Miles		Boardings	
	FY20	FY21	FY20	FY21	FY20	FY21
(Service Days)	255	257	255	257	255	257
<b>Cherriots Local</b>	150,810	165,418	1,874,768	2,052,305	2,439,420	1,377,232
<b>Cherriots Regional</b>	17,791	18,267	361,012	379,704	81,797	54,911
<b>Cherriots Shop and Ride</b>	2,937	2,860	29,492	28,246	4,897	3,645
<b>Cherriots LIFT</b>	49,096	29,441	591,134	345,243	102,041	42,482
<i>Total</i>	220,634	215,986	2,856,406	2,805,498	2,628,155	1,478,270

**Table 2.** Saturday Total Revenue Hours, Revenue Miles, and Boardings by Service

Service	Revenue Hours		Revenue Miles		Boardings	
	FY20	FY21	FY20	FY21	FY20	FY21
(Service Days)	43	51	43	51	43	51
<b>Cherriots Local</b>	12,592	16,779	158,196	206,134	179,830	181,302
<b>Cherriots Regional</b>	1,343	1,604	30,750	35,677	4,478	4,163
<b>Cherriots LIFT</b>	2,005	2,811	22,048	31,137	2,956	4,661
<i>Total</i>	15,940	21,194	210,994	272,948	187,264	190,126



## 2.2 Average Revenue Hours, Revenue Miles, and Boardings

In Tables 3 and 4, weekday and Saturday average daily revenue hours, revenue miles, and boardings are displayed for each service, as well as average boardings per revenue hour.

**Table 3.** Weekday Average Revenue Hours, Revenue Miles, and Boardings by Service

Service	Revenue Hours / Day			Revenue Miles / Day		
	FY20	FY21	% Change	FY20	FY21	% Change
<b>Cherriots Local</b>	591.4	643.6	8.8%	7,352.0	7,985.6	8.6%
<b>Cherriots Regional</b>	69.8	71.1	1.9%	1,415.7	1,477.4	4.4%
<b>Cherriots Shop and Ride</b>	11.5	11.1	-3.4%	115.7	109.9	-5.0%
<b>Cherriots LIFT</b>	192.5	114.6	-40.5%	2,318.2	1,343.4	-42.1%
<i>Total</i>	865.2	840.4	-2.9%	11,201.6	10,916.3	-2.5%

Service	Boardings / Day			Boardings / Hour		
	FY20	FY21	% Change	FY20	FY21	% Change
<b>Cherriots Local</b>	9,566.4	5,358.9	-44.0%	16.2	8.3	-48.5%
<b>Cherriots Regional</b>	320.8	213.7	-33.4%	4.6	3.0	-34.6%
<b>Cherriots Shop and Ride</b>	19.2	14.2	-26.1%	1.7	1.3	-23.6%
<b>Cherriots LIFT</b>	400.2	165.3	-58.7%	2.1	1.4	-30.6%
<i>Total</i>	10,306.5	5,752.0	-44.2%	24.5	14.0	-42.7%

**Table 4.** Saturday Average Revenue Hours, Revenue Miles, and Boardings by Service

Service	Revenue Hours / Day			Revenue Miles / Day		
	FY20	FY21	% Change	FY20	FY21	% Change
<b>Cherriots Local</b>	292.8	329.0	12.3%	3,679.0	4,041.8	9.9%
<b>Cherriots Regional</b>	31.2	31.5	0.7%	715.1	699.5	-2.2%
<b>Cherriots LIFT</b>	46.6	55.1	18.2%	512.7	610.5	19.1%
<i>Total</i>	370.7	415.6	12.1%	4,906.8	5,351.9	9.1%

Service	Boardings / Day			Boardings / Hour		
	FY20	FY21	% Change	FY20	FY21	% Change
<b>Cherriots Local</b>	4,182.1	3,554.9	-15.0%	14.3	10.8	-24.3%
<b>Cherriots Regional</b>	104.1	81.6	-21.6%	3.3	2.6	-22.2%
<b>Cherriots LIFT</b>	68.7	91.4	32.9%	1.5	1.7	12.5%
<i>Total</i>	4,355.0	3,728.0	-14.4%	19.1	15.1	-21.1%

In March 2020 Cherriots declared a state of emergency and began fare-free service and rear door-only boarding (except for when the ramp or kneeling bus was required). Cherriots then suspended all services for a total of 6 days between March 31 and April 7, 2020. After that, all services began being incrementally restored throughout the rest of FY20 and FY21. As of June 30, 2021, service levels were at 100 percent of pre-pandemic levels for weekday and Saturday service. The increases in average revenue hours and revenue miles for most Cherriots services reflect the incremental increases in service made at the end of FY20 and throughout FY21. The decreases in average boardings reflect the wider impacts the COVID-19 pandemic has had on the communities Cherriots serves.

## 2.3 Total Revenue Hours and Miles

Table 5 displays the planned and actual revenue hours and revenue miles for the Cherriots Local and Regional services.

**Table 5.** Total Revenue Hours and Miles, Planned vs. Actual

<b>Cherriots Local</b>	<i>Planned</i>	<i>Actual</i>	<i>% Change</i>
<b>Revenue Miles</b>	2,447,564	2,258,436	-7.7%
<b>Revenue Hours</b>	197,814	182,197	-7.9%
<b>Cherriots Regional</b>	<i>Planned</i>	<i>Actual</i>	<i>% Change</i>
<b>Revenue Miles</b>	493,138	379,704	-23.0%
<b>Revenue Hours</b>	25,311	18,267	-27.8%

## 3. Route Snapshots

Staff have historically created route snapshots using data from the month of April to represent fiscal year performance. These route level snapshots are included in this report for FY21 Saturday service, but are not available for FY21 weekday service, see *Section 1. Introduction*.

### 3.1 Revenue Hours, Revenue Miles, and Boardings

For FY21, Cherriots has gathered daily average revenue hours, revenue miles, and boardings. For weekday service, this data is broken down by the three weekday service levels implemented throughout FY21. For Saturday service, the April snapshot is provided. This data is in Tables 6 and 7 below.

**Table 6.** Weekday Daily Averages by Route and Service Level

		<b>80% of Pre-pandemic Service (July '20 - Sep '20)</b>		
		<b>Daily Averages</b>		
<b>Route</b>		<i>Revenue Hours</i>	<i>Revenue Miles</i>	<i>Boardings</i>
	<i>Service Days:</i> 68			
<b>1X</b>	<i>Wilsonville / Salem Express</i>	7.8	249.8	20.4
<b>2</b>	<i>Market / Brown</i>	48.0	593.5	444.8
<b>3</b>	<i>Portland Road</i>	14.9	173.7	173.5
<b>4</b>	<i>State Street</i>	15.3	149.7	203.4
<b>5</b>	<i>Center Street</i>	45.7	519.4	431.4
<b>6</b>	<i>Mission / Fairview Industrial</i>	20.2	300.2	91.0
<b>7</b>	<i>Mission / Hawthorne</i>	14.1	178.5	154.2
<b>8</b>	<i>12th / Liberty via Red Leaf</i>	20.5	273.2	156.2
<b>9</b>	<i>Cherry / River Road</i>	28.3	416.3	212.1
<b>10X</b>	<i>Woodburn / Salem Express</i>	15.3	308.7	29.6
<b>11</b>	<i>Lancaster / Verda</i>	86.8	1,140.7	897.2
<b>12</b>	<i>Hayesville Drive</i>	13.1	179.9	37.2
<b>13</b>	<i>Silverton Road</i>	13.8	128.8	180.0
<b>14</b>	<i>Windsor Island Road</i>	13.6	201.5	49.5
<b>16</b>	<i>Wallace Road</i>	8.2	109.2	59.4
<b>17</b>	<i>Edgewater Street</i>	28.3	221.2	252.4
<b>18</b>	<i>12th / Liberty via Lone Oak</i>	20.6	277.4	155.8
<b>19</b>	<i>Broadway / River Road</i>	50.0	545.7	608.6
<b>20X</b>	<i>N.Marion County / Salem Express</i>	11.6	260.4	21.0
<b>21</b>	<i>South Commercial</i>	45.9	568.1	574.0
<b>23</b>	<i>Lansing / Hawthorne</i>	14.1	181.7	53.8
<b>26</b>	<i>Glen Creek / Orchard Heights</i>	6.9	68.2	12.1
<b>27</b>	<i>Glen Creek / Eola</i>	6.7	89.7	14.8
<b>30X</b>	<i>Santiam / Salem Express</i>	11.4	224.7	26.5
<b>40X</b>	<i>Polk County / Salem Express</i>	17.7	373.3	91.9
<b>45</b>	<i>Central Polk County*</i>	0.0	0.0	0.0
<b>50X</b>	<i>Dallas / Salem Express</i>	5.6	127.1	12.5

		<b>95% of Pre-pandemic Service (Oct '20 - Apr '21)</b>		
		<b>Daily Averages</b>		
<b>Route</b>		<i>Revenue Hours</i>	<i>Revenue Miles</i>	<i>Boardings</i>
	<i>Service Days:</i> 147			
<b>1X</b>	<i>Wilsonville / Salem Express</i>	12.1	388.3	25.9
<b>2</b>	<i>Market / Brown</i>	58.5	726.5	585.4
<b>3</b>	<i>Portland Road</i>	30.4	354.9	317.6
<b>4</b>	<i>State Street</i>	31.2	305.7	311.0
<b>5</b>	<i>Center Street</i>	57.0	648.6	530.4
<b>6</b>	<i>Mission / Fairview Industrial</i>	22.7	341.0	95.5
<b>7</b>	<i>Mission / Hawthorne</i>	22.8	206.3	173.0
<b>8</b>	<i>12th / Liberty via Red Leaf</i>	22.3	300.4	196.7

9	Cherry / River Road	31.1	459.1	267.4
10X	Woodburn / Salem Express	17.4	352.4	39.7
11	Lancaster / Verda	103.6	1,362.7	1,163.2
12	Hayesville Drive	15.0	205.5	38.4
13	Silverton Road	30.1	276.7	216.6
14	Windsor Island Road	15.5	229.7	54.1
16	Wallace Road	9.6	124.2	76.9
17	Edgewater Street	50.0	452.1	362.2
18	12th / Liberty via Lone Oak	22.7	306.4	186.1
19	Broadway / River Road	59.3	647.8	755.9
20X	N.Marion County / Salem Express	13.4	292.7	26.7
21	South Commercial	56.6	705.1	729.6
23	Lansing / Hawthorne	15.1	194.3	58.1
26	Glen Creek / Orchard Heights	7.9	77.6	12.2
27	Glen Creek / Eola	8.5	115.4	17.0
30X	Santiam / Salem Express	12.2	254.1	30.7
40X	Polk County / Salem Express	18.7	400.4	99.8
45	Central Polk County*	9.7	145.0	14.2
50X	Dallas / Salem Express	5.8	134.8	11.0

\*Route 45 began operation in January 2021 (84 service days Jan - Apr '21)

		<b>100% of Pre-pandemic Service (May '21 - June '21)</b>		
		<b>Daily Averages</b>		
<b>Route</b>		<i>Revenue Hours</i>	<i>Revenue Miles</i>	<i>Boardings</i>
	Service Days: 42			
1X	Wilsonville / Salem Express	11.9	383.1	29.5
2	Market / Brown	59.7	743.0	737.4
3	Portland Road	32.0	373.5	379.2
4	State Street	32.8	321.0	384.8
5	Center Street	58.3	662.7	663.5
6	Mission / Fairview Industrial	22.6	336.5	117.5
7	Mission / Hawthorne	24.5	226.7	196.5
8	12th / Liberty via Red Leaf	25.8	346.5	236.7
9	Cherry / River Road	30.7	452.5	297.3
10X	Woodburn / Salem Express	17.3	355.2	50.9
11	Lancaster / Verda	108.9	1,451.9	1,359.2
12	Hayesville Drive	14.8	202.8	55.9
13	Silverton Road	32.2	300.3	260.0
14	Windsor Island Road	15.2	226.6	57.0
16	Wallace Road	10.0	130.8	89.9
17	Edgewater Street	51.3	461.4	406.0
18	12th / Liberty via Lone Oak	25.4	342.5	204.8
19	Broadway / River Road	61.1	669.7	811.2
20X	N.Marion County / Salem Express	13.9	314.4	24.6
21	South Commercial	57.8	720.4	849.1
23	Lansing / Hawthorne	14.9	191.7	66.6



<b>26</b>	<i>Glen Creek / Orchard Heights</i>	7.8	76.7	24.7
<b>27</b>	<i>Glen Creek / Eola</i>	8.4	113.8	33.7
<b>30X</b>	<i>Santiam / Salem Express</i>	12.3	256.8	33.4
<b>40X</b>	<i>Polk County / Salem Express</i>	18.6	400.2	115.9
<b>45</b>	<i>Central Polk County*</i>	9.6	146.6	17.5
<b>50X</b>	<i>Dallas / Salem Express</i>	5.8	135.1	10.8

**Table 7.** Saturday Daily Averages by Route (April snapshot)

<b>Route</b>	<i>Revenue Hours</i>	<i>Revenue Miles</i>	<i>Boardings</i>
<i>Service Days:</i> 4			
<b>2</b> <i>Market / Brown</i>	27.3	361.8	389
<b>3</b> <i>Portland Road</i>	15.0	175.0	182
<b>4</b> <i>State Street</i>	15.3	150.8	183
<b>5</b> <i>Center Street</i>	27.5	312.0	351
<b>6</b> <i>Mission / Fairview Industrial</i>	21.0	315.8	61
<b>7</b> <i>Mission / Hawthorne</i>	14.5	187.8	111
<b>8</b> <i>12th / Liberty via Red Leaf</i>	21.8	296.3	150
<b>9</b> <i>Cherry / River Road</i>	15.5	226.5	168
<b>10X</b> <i>Woodburn / Salem Express</i>	7.3	156.0	20
<b>11</b> <i>Lancaster / Verda</i>	55.5	703.5	810
<b>13</b> <i>Silverton Road</i>	13.5	129.3	129
<b>16</b> <i>Wallace Road</i>	8.8	114.8	64
<b>17</b> <i>Edgewater Street</i>	27.0	207.8	173
<b>18</b> <i>12th / Liberty via Lone Oak</i>	21.8	292.3	135
<b>19</b> <i>Broadway / River Road</i>	26.8	345.5	435
<b>20X</b> <i>N.Marion County / Salem Express</i>	8.8	212.3	13
<b>21</b> <i>South Commercial</i>	26.8	332.5	439
<b>30X</b> <i>Santiam / Salem Express</i>	7.0	96.5	12
<b>40X</b> <i>Polk County / Salem Express</i>	9.3	200.5	49

### 3.2 Productivity

For FY21, Cherriots has gathered boardings per revenue hour in order to measure a route's productivity. For weekday service, this data is broken down by the three weekday service levels implemented throughout FY21. For Saturday service, this data is averaged over the entire fiscal year. Routes are listed in Tables 8 and 9 by route type.

**Table 8.** Weekday Boardings per Revenue Hour by Route, Route Type and Service Level

<b>80% of Pre-pandemic Service (July '20 - Sep '20)</b>			
	<b>Route</b>	<b>Frequency (minutes)</b>	<b>Boardings / Revenue Hour</b>
<b>CORRIDOR</b>			
	<b>4</b> State Street	60	13.3
	<b>13</b> Silverton Road	60	13.0
	<b>21</b> South Commercial	15	12.5
	<b>19</b> Broadway / River Road	15	12.2
	<b>3</b> Portland Road	60	11.7
	<b>11</b> Lancaster / Verda	15	10.3
	<b>5</b> Center Street	15	9.4
	<b>2</b> Market / Brown	15	9.3
	<b>17</b> Edgewater Street	30	8.9
	<b>8</b> 12th / Liberty via Red Leaf	60	7.6
	<b>18</b> 12th / Liberty via Lone Oak	60	7.5
	<b>9</b> Cherry / River Road	30	7.5
<b>COVERAGE</b>			
	<b>7</b> Mission / Hawthorne	30	11.0
	<b>16</b> Wallace Road	60	7.2
	<b>6</b> Mission / Fairview Industrial	60	4.5
	<b>23</b> Lansing / Hawthorne	60	3.8
	<b>14</b> Windsor Island Road	30	3.6
	<b>12</b> Hayesville Drive	60	2.8
	<b>27</b> Glen Creek / Eola	60	2.2
	<b>26</b> Glen Creek / Orchard Heights	60	1.7
<b>REGIONAL EXPRESS</b>		<b># of Trips/Day</b>	
	<b>40X</b> Polk County / Salem Express	8	5.2
	<b>1X</b> Wilsonville / Salem Express	4	2.6
	<b>30X</b> Santiam / Salem Express	4	2.3
	<b>50X</b> Dallas / Salem Express	4	2.2
	<b>20X</b> N.Marion County / Salem Express	5	1.8
	<b>10X</b> Woodburn / Salem Express	7	1.9
	<b>45</b> Central Polk County*	0	N/A

\*Route 45 began operation in January 2021

<b>95% of Pre-pandemic Service (Oct '20 - Apr '21)</b>			
	<b>Route</b>	<b>Frequency (minutes)</b>	<b>Boardings / Revenue Hour</b>
<b>CORRIDOR</b>			
	<b>21</b> South Commercial	15	12.9
	<b>19</b> Broadway / River Road	15	12.7
	<b>11</b> Lancaster / Verda	15	11.2

<b>3</b>	<i>Portland Road</i>	30	10.4
<b>2</b>	<i>Market / Brown</i>	15	10.0
<b>4</b>	<i>State Street</i>	30	10.0
<b>5</b>	<i>Center Street</i>	15	9.3
<b>8</b>	<i>12th / Liberty via Red Leaf</i>	60	8.8
<b>9</b>	<i>Cherry / River Road</i>	30	8.6
<b>18</b>	<i>12th / Liberty via Lone Oak</i>	60	8.2
<b>13</b>	<i>Silverton Road</i>	30	7.2
<b>17</b>	<i>Edgewater Street</i>	15	7.2
<b>COVERAGE</b>			
<b>16</b>	<i>Wallace Road</i>	60	8.0
<b>7</b>	<i>Mission / Hawthorne</i>	30	7.6
<b>6</b>	<i>Mission / Fairview Industrial</i>	60	4.2
<b>23</b>	<i>Lansing / Hawthorne</i>	60	3.8
<b>14</b>	<i>Windsor Island Road</i>	30	3.5
<b>12</b>	<i>Hayesville Drive</i>	60	2.6
<b>27</b>	<i>Glen Creek / Eola</i>	60	2.0
<b>26</b>	<i>Glen Creek / Orchard Heights</i>	60	1.5
<b>REGIONAL EXPRESS</b>		<b># of Trips/Day</b>	
<b>40X</b>	<i>Polk County / Salem Express</i>	8	5.3
<b>30X</b>	<i>Santiam / Salem Express</i>	4	2.5
<b>10X</b>	<i>Woodburn / Salem Express</i>	8	2.3
<b>1X</b>	<i>Wilsonville / Salem Express</i>	6	2.1
<b>20X</b>	<i>N.Marion County / Salem Express</i>	5	2.0
<b>50X</b>	<i>Dallas / Salem Express</i>	4	1.9
<b>45</b>	<i>Central Polk County</i>	5	1.5

<b>100% of Pre-pandemic Service (May '21 - June '21)</b>			
	<b>Route</b>	<b>Frequency (minutes)</b>	<b>Boardings / Revenue Hour</b>
<b>CORRIDOR</b>			
<b>21</b>	<i>South Commercial</i>	15	14.7
<b>19</b>	<i>Broadway / River Road</i>	15	13.3
<b>11</b>	<i>Lancaster / Verda</i>	15	12.5
<b>2</b>	<i>Market / Brown</i>	15	12.4
<b>3</b>	<i>Portland Road</i>	30	11.8
<b>4</b>	<i>State Street</i>	30	11.7
<b>5</b>	<i>Center Street</i>	15	11.4
<b>9</b>	<i>Cherry / River Road</i>	30	9.7
<b>8</b>	<i>12th / Liberty via Red Leaf</i>	60	9.2
<b>13</b>	<i>Silverton Road</i>	30	8.1
<b>18</b>	<i>12th / Liberty via Lone Oak</i>	60	8.1
<b>17</b>	<i>Edgewater Street</i>	15	7.9
<b>COVERAGE</b>			
<b>16</b>	<i>Wallace Road</i>	60	9.0

<b>7</b>	<i>Mission / Hawthorne</i>	30	8.0
<b>6</b>	<i>Mission / Fairview Industrial</i>	60	5.2
<b>23</b>	<i>Lansing / Hawthorne</i>	60	4.5
<b>27</b>	<i>Glen Creek / Eola</i>	60	4.0
<b>12</b>	<i>Hayesville Drive</i>	60	3.8
<b>14</b>	<i>Windsor Island Road</i>	30	3.7
<b>26</b>	<i>Glen Creek / Orchard Heights</i>	60	3.2
<b>REGIONAL EXPRESS</b>		<b># of Trips/Day</b>	
<b>40X</b>	<i>Polk County / Salem Express</i>	8	6.2
<b>10X</b>	<i>Woodburn / Salem Express</i>	8	2.9
<b>30X</b>	<i>Santiam / Salem Express</i>	4	2.7
<b>1X</b>	<i>Wilsonville / Salem Express</i>	6	2.5
<b>20X</b>	<i>N.Marion County / Salem Express</i>	5	1.8
<b>45</b>	<i>Central Polk County</i>	5	1.8
<b>50X</b>	<i>Dallas / Salem Express</i>	4	1.8

**Table 9.** Saturday Boardings per Revenue Hour by Route and Route Type

Route		Frequency ( <i>minutes</i> )	Boardings / Revenue Hour
<b>CORRIDOR</b>			
<b>19</b>	<i>Broadway / River Road</i>	30	17.5
<b>21</b>	<i>South Commercial</i>	30	15.8
<b>2</b>	<i>Market / Brown</i>	30	13.6
<b>11</b>	<i>Lancaster / Verda</i>	30	13.3
<b>5</b>	<i>Center Street</i>	30	12.0
<b>4</b>	<i>State Street</i>	60	11.3
<b>3</b>	<i>Portland Road</i>	60	11.2
<b>13</b>	<i>Silverton Road</i>	60	9.7
<b>9</b>	<i>Cherry / River Road</i>	60	9.3
<b>17</b>	<i>Edgewater Street</i>	30	7.2
<b>8</b>	<i>12th / Liberty via Red Leaf</i>	60	6.8
<b>18</b>	<i>12th / Liberty via Lone Oak</i>	30	6.0
<b>COVERAGE</b>			
<b>7</b>	<i>Mission / Hawthorne</i>	30	7.9
<b>16</b>	<i>Wallace Road</i>	60	6.9
<b>6</b>	<i>Mission / Fairview Industrial</i>	60	2.6
<b>REGIONAL EXPRESS</b>		<b># of Trips/Day</b>	
<b>40X</b>	<i>Polk County / Salem Express</i>	4	5.1
<b>10X</b>	<i>Woodburn / Salem Express</i>	3	2.2
<b>20X</b>	<i>N.Marion County / Salem Express</i>	3	1.3
<b>30X</b>	<i>Santiam / Salem Express</i>	2	1.3

### **3.3 On-Time Performance**

The preferred way to measure on-time performance is by comparing the scheduled departure time to the observed departure time at every time point along a route. Unfortunately, until the GMV Syncromatics CAD/AVL system is able to accurately calculate on-time performance, staff is unable to measure it this precisely.

As a proxy, staff have historically used end-of-route on-time performance. However, because efforts have been focused on implementing the GMV Syncromatics CAD/AVL system the staffing time necessary to gather this data was not available in FY21.

## **4. Conclusion**

Data included in this report will be useful in planning for situations similar to the COVID-19 pandemic should they arise in the future and as Cherriots adjusts to the “new normal” going forward.