



FISCAL YEAR 2020
ANNUAL PERFORMANCE REPORT

JULY 2019 - JUNE 2020

1. Introduction	1
2. Services	1
2.1 Total Revenue Hours, Revenue Miles, and Boardings	2
2.2 Average Revenue Hours, Revenue Miles, and Boardings	2
3. Route Snapshots	4
3.1 Revenue Hours, Revenue Miles, and Boardings	4
3.2 Productivity	6
3.3 On-Time Performance	8
4. Conclusion	8

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 2020 (FY20), 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 FY20 Annual Performance Report covers data from July 1, 2019, through June 30, 2020. At the service level, data from all of FY20 is compared to that of FY19. At the route level, 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, this snapshot of service is not available for FY20 due to the service reductions made in response to the COVID-19 pandemic beginning in March 2020. Route level data collected from July 2019 through February 2020 is referred to in this report as pre-pandemic data. This data is reported on separately from the route level data that was collected during the pandemic - from March 2020 through June 2020.

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 as this data is typically gathered during the month of April (see above paragraph). Sources of data include schedules, vehicle farebox systems, and reservation software (RouteMatch).

For the first time since 2008, this report also includes Saturday service data. Saturday service was implemented in September 2019 along with later evening service on weekdays.

2. Services

Service-level data is reported below from the entire span of FY20. Weekday service data is compared to FY19 to show trends between fiscal years. Saturday service data cannot be compared year-over-year until FY21. The services are comprised of the following:

- **Cherriots Local** includes local-fixed route service, local commuter express routes, and Qualified Human Service Organization (QHSO) routes.
- **Cherriots Regional** includes regional express routes and the regional flex zone service.

- **Cherriots Shop and Ride** includes both the dial-a-ride and shopper shuttle services for seniors and people with disabilities within the Salem-Keizer Urban Growth Boundary.
- **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 FY19 and FY20 by service are presented in Table 1 below. Total Saturday revenue hours, revenue miles, and boardings from FY20 are in Table 2.

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

Service	Revenue Hours		Revenue Miles		Boardings	
	FY19	FY20	FY19	FY20	FY19	FY20
Cherriots Local	167,949	150,810	2,124,151	1,874,768	2,955,477	2,439,420
Cherriots Regional	17,724	17,791	335,339	361,012	93,910	81,797
Cherriots Shop and Ride	4,966	2,937	55,140	29,492	9,572	4,897
Cherriots LIFT	64,184	49,096	791,198	591,134	137,815	102,041
<i>Total</i>	254,823	220,634	3,305,828	2,856,406	3,196,774	2,628,155

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

Service	Revenue Hours	Revenue Miles	Boardings
	FY20	FY20	FY20
Cherriots Local	12,592	158,196	179,830
Cherriots Regional	1,343	30,750	4,478
Cherriots LIFT	2,005	22,048	2,956
<i>Total</i>	15,940	210,994	187,264

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		
	FY19	FY20	% Change	FY19	FY20	% Change
Cherriots Local	666.5	591.4	-11.3%	8,429.2	7,352.0	-12.8%
Cherriots Regional	70.3	69.8	-0.8%	1,330.7	1,415.7	6.4%
Cherriots Shop and Ride	19.7	11.5	-41.6%	218.8	115.7	-47.1%
Cherriots LIFT	254.7	192.5	-24.4%	3,139.7	2,318.2	-26.2%
<i>Total</i>	<i>1,011.2</i>	<i>865.2</i>	<i>-14.4%</i>	<i>13,118.4</i>	<i>11,201.6</i>	<i>-14.6%</i>

Service	Boardings / Day			Boardings / Hour		
	FY19	FY20	% Change	FY19	FY20	% Change
Cherriots Local	11,728.1	9,566.4	-18.4%	17.6	16.2	-8.1%
Cherriots Regional	372.7	320.8	-13.9%	5.3	4.6	-13.2%
Cherriots Shop and Ride	38.0	19.2	-49.4%	1.9	1.7	-13.5%
Cherriots LIFT	546.9	400.2	-26.8%	2.1	2.1	-3.2%
<i>Total</i>	<i>12,685.6</i>	<i>10,306.5</i>	<i>-18.8%</i>	<i>27.0</i>	<i>24.5</i>	<i>-9.1%</i>

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

Service	Revenue Hours / Day	Revenue Miles / Day	Boardings / Day	Boardings / Hour
	FY20	FY20	FY20	FY20
Cherriots Local	292.8	3,679.0	4,182.1	14.3
Cherriots Regional	31.2	715.1	104.1	3.3
Cherriots LIFT	46.6	512.7	68.7	1.5
<i>Total</i>	<i>370.7</i>	<i>4,906.8</i>	<i>4,355.0</i>	<i>19.1</i>

All Cherriots services saw a significant decrease in total and average revenue hours, revenue miles, and boardings due to the effects of the COVID-19 pandemic. 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 is required). Cherriots then suspended all services for a total of 6 days between March 31 and April 7. After that, all services began being incrementally restored. As of June 30, 2020, service levels were at approximately 57 percent of pre-pandemic levels for weekday service and approximately 66 percent of pre-pandemic levels for Saturday service.

3. Route Snapshots

It is difficult to evaluate performance on the route level using data from the entire fiscal year due to seasonal fluctuations, the school year calendar, and triannual service changes. As a result, staff have historically created route snapshots using data from the month of April to represent fiscal year performance. However, the route level snapshots typically included in this report are not available for FY20, see *Section 1. Introduction*.

3.1 Revenue Hours, Revenue Miles, and Boardings

For FY20, Cherriots has gathered daily average revenue hours, revenue miles, and boardings. Pre-pandemic data is shown separately from data collected during the pandemic. This data is in Tables 5 and 6.

Table 5. Pre-pandemic and During Pandemic Weekday Daily Averages by Route

Route		Pre-pandemic Service (June 2019 - Feb. 2020) Daily Averages			During Pandemic Service (Mar. 2020 - June 2020) Daily Averages		
		Revenue Hours	Revenue Miles	Boardings	Revenue Hours	Revenue Miles	Boardings
1X	Wilsonville / Salem Express	11.4	366.9	122.8	6.2	200.5	25.3
2	Market / Brown	59.0	702.6	1,190.5	28.4	347.9	378.5
3	Portland Road	31.3	368.1	678.9	16.8	196.4	204.7
4	State Street	32.3	317.3	687.2	17.2	168.3	211.1
5	Center Street	57.9	659.1	1,106.4	28.1	319.2	334.6
6	Mission / Fairview Industrial	22.6	338.1	199.6	13.9	205.6	62.9
7	Mission / Hawthorne	23.2	219.5	272.5	14.6	168.7	122.8
8	12th / Liberty via Red Leaf	25.1	333.4	430.8	18.3	242.7	141.9
9	Cherry / River Road	30.7	453.6	468.9	22.6	332.8	176.0
10X	Woodburn / Salem Express	15.9	324.5	53.6	13.3	264.4	22.9
11	Lancaster / Verda	107.0	1,428.2	2,105.7	61.1	785.3	703.7
12	Hayesville Drive	14.8	196.8	91.4	9.0	119.5	27.9
13	Silverton Road	20.2	287.8	575.0	13.6	150.6	185.6
14	Windsor Island Road	15.4	226.6	113.1	9.3	138.0	28.2
16	Wallace Road	10.1	132.6	150.9	5.8	77.1	45.7
17	Edgewater Street	51.0	459.5	691.5	26.6	220.6	242.2

18	<i>12th / Liberty via Lone Oak</i>	24.8	333.1	409.3	14.7	197.1	110.2
19	<i>Broadway / River Road</i>	59.4	668.7	1,410.2	29.2	334.9	490.4
20X	<i>N.Marion County / Salem Express</i>	13.4	291.0	50.2	11.7	257.3	23.5
21	<i>South Commercial</i>	56.6	704.2	1,378.9	27.9	345.9	464.8
22	<i>Library Loop</i>	11.5	59.3	61.6	2.7	13.8	3.3
23	<i>Lansing / Hawthorne</i>	14.9	191.7	144.7	9.5	121.6	39.2
26	<i>Glen Creek / Orchard Heights</i>	7.8	76.6	32.3	4.7	46.5	8.4
27	<i>Glen Creek / Eola</i>	8.4	113.8	49.0	4.7	64.0	11.7
30X	<i>Santiam / Salem Express</i>	12.0	261.7	58.0	11.5	246.7	24.0
40X	<i>Polk County / Salem Express</i>	17.2	366.9	193.2	15.7	331.9	71.7
50X	<i>Dallas / Salem Express</i>	4.9	115.9	24.0	5.5	126.1	10.1

Table 6. Pre-pandemic and During Pandemic Saturday Daily Averages by Route

Route	Pre-pandemic Service (Sept. 2019 - Feb. 2020) Daily Averages			During Pandemic Service (Mar. 2020 - June 2020) Daily Averages		
	Revenue Hours	Revenue Miles	Boardings	Revenue Hours	Revenue Miles	Boardings
2 <i>Market / Brown</i>	27.2	345.2	106.6	14.9	187.6	164.2
3 <i>Portland Road</i>	15.0	175.1	49.7	12.0	140.1	85.1
4 <i>State Street</i>	15.3	150.8	56.3	12.4	121.4	97.6
5 <i>Center Street</i>	27.5	312.0	102.0	14.9	169.8	147.6
6 <i>Mission / Fairview Industrial</i>	21.0	315.7	14.9	12.0	178.6	24.4
7 <i>Mission / Hawthorne</i>	14.5	187.7	26.2	11.6	149.2	55.3
8 <i>12th / Liberty via Red Leaf</i>	21.7	292.8	49.5	13.6	178.0	91.3
9 <i>Cherry / River Road</i>	15.5	226.5	40.2	12.4	182.5	77.0
10X <i>Woodburn / Salem Express</i>	7.2	154.4	3.7	6.6	144.1	7.6
11 <i>Lancaster / Verda</i>	55.4	703.4	201.3	45.3	570.5	371.6
13 <i>Silverton Road</i>	13.5	127.5	47.2	11.5	108.2	98.2
16 <i>Wallace Road</i>	8.7	114.8	19.5	4.9	64.7	23.7
17 <i>Edgewater Street</i>	27.0	207.7	58.3	14.8	114.1	112.1

18	12th / Liberty via Lone Oak	21.8	290.0	41.2	5.1	68.8	31.2
19	Broadway / River Road	26.7	345.5	138.9	19.3	391.3	241.5
20X	N.Marion County / Salem Express	8.8	204.5	5.3	8.2	194.2	9.5
21	South Commercial	26.9	332.5	130.2	19.4	368.7	239.4
30X	Santiam / Salem Express	7.0	176.6	2.7	6.6	163.2	6.6
40X	Polk County / Salem Express	9.2	196.5	12.6	8.4	187.6	29.6

3.2 Productivity

For FY20, Cherriots has gathered pre-pandemic boardings per revenue hour separately from those during the pandemic in order to measure a route's productivity. Routes are listed in Tables 7 and 8 by route type.

Table 7. Pre-pandemic and During Pandemic Weekday Boardings per Revenue Hour by Route and Route Type

Pre-pandemic Service (June 2019 - Feb. 2020) Daily Averages		During Pandemic Service (Mar. 2020 - June 2020) Daily Averages	
Route	Boardings / Revenue Hour	Route	Boardings / Revenue Hour
CORRIDOR		CORRIDOR	
13 Silverton Road	28.4	19 Broadway / River Road	16.8
21 South Commercial	24.4	21 South Commercial	16.7
19 Broadway / River Road	23.7	13 Silverton Road	13.6
3 Portland Road	21.7	2 Market / Brown	13.3
4 State Street	21.3	4 State Street	12.3
2 Market / Brown	20.2	3 Portland Road	12.2
11 Lancaster / Verda	19.7	5 Center Street	11.9
5 Center Street	19.1	11 Lancaster / Verda	11.5
8 12th / Liberty via Red Leaf	17.1	17 Edgewater Street	9.1
18 12th / Liberty via Lone Oak	16.5	9 Cherry / River Road	7.8
9 Cherry / River Road	15.3	8 12th / Liberty via Red Leaf	7.7
17 Edgewater Street	13.6	18 12th / Liberty via Lone Oak	7.5
COVERAGE		COVERAGE	
16 Wallace Road	15.0	7 Mission / Hawthorne	8.4

7 Mission / Hawthorne	11.8	16 Wallace Road	7.8
23 Lansing / Hawthorne	9.7	Mission / Fairview 6 Industrial	4.5
6 Industrial	8.8	23 Lansing / Hawthorne	4.1
14 Windsor Island Road	7.4	12 Hayesville Drive	3.1
12 Hayesville Drive	6.2	14 Windsor Island Road	3.0
27 Glen Creek / Eola	5.9	27 Glen Creek / Eola	2.5
22 Library Loop	5.4	Glen Creek / Orchard 26 Heights	1.8
Glen Creek / Orchard 26 Heights	4.1	22 Library Loop	1.2
REGIONAL EXPRESS		REGIONAL EXPRESS	
40X Polk County / Salem Express	11.2	40X Polk County / Salem Express	4.6
1X Wilsonville / Salem Express	10.8	1X Wilsonville / Salem Express	4.1
50X Dallas / Salem Express	4.9	30X Santiam / Salem Express	2.1
30X Santiam / Salem Express	4.8	N.Marion County / 20X Salem Express	2.0
20X N.Marion County / Salem Express	3.8	50X Dallas / Salem Express	1.8
10X Woodburn / Salem Express	3.4	Woodburn / Salem 10X Express	1.7

Table 8. Pre-pandemic and During Pandemic Saturday Boardings per Revenue Hour by Route and Route Type

Pre-pandemic Service (June 2019 - Feb. 2020) Daily Averages		During Pandemic Service (Mar.2020 - June 2020) Daily Averages	
Route	Boardings / Revenue Hour	Route	Boardings / Revenue Hour
CORRIDOR		CORRIDOR	
19 Broadway / River Road	28.6	19 Broadway / River Road	12.5
21 South Commercial	25.1	21 South Commercial	12.4
2 Market / Brown	20.1	2 Market / Brown	11.0
5 Center Street	19.8	5 Center Street	9.9
13 Silverton Road	19.6	13 Silverton Road	8.6
11 Lancaster / Verda	19.3	11 Lancaster / Verda	8.2
4 State Street	19.0	4 State Street	7.9
3 Portland Road	17.8	17 Edgewater Street	7.6
9 Cherry / River Road	12.9	3 Portland Road	7.1
17 Edgewater Street	11.3	12th / Liberty via Red 8 Leaf	6.7

8	12th / Liberty via Red Leaf	10.9	9	Cherry / River Road	6.2
18	12th / Liberty via Lone Oak	9.7	18	12th / Liberty via Lone Oak	6.1
COVERAGE			COVERAGE		
16	Wallace Road	10.5	16	Wallace Road	4.8
7	Mission / Hawthorne	10.0	7	Mission / Hawthorne	4.8
6	Mission / Fairview Industrial	4.2	6	Mission / Fairview Industrial	2.0
REGIONAL EXPRESS			REGIONAL EXPRESS		
40X	Polk County / Salem Express	8.6	40X	Polk County / Salem Express	3.5
10X	Woodburn / Salem Express	2.7	20X	N.Marion County / Salem Express	1.2
20X	N.Marion County / Salem Express	2.5	10X	Woodburn / Salem Express	1.2
30X	Santiam / Salem Express	2.5	30X	Santiam / Salem Express	1.0

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 fully deployed, staff is unable to measure on-time performance this precisely.

As a proxy, staff have historically used end-of-route on-time performance. However, because this data is typically gathered in the month April, it is not available for FY20, see *Section 1. Introduction*.

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.