



# BRT – Specific Management Successes and Challenges

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April 2025  
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# BRT Management

## *Focus Topics*

- Supervisor Line Checklist
- Docking Assessments
- Docking Preventables
- Charging Station Data
- On-time Performance
- BRT Progress and Goals
- Challenges and Successes



# What are we looking for?

## *Supervisor Checklist*

- Real-time arrival screens monitored
- Security cameras working
- Ticket vending machines operational
- GAP filler and Rub rails present and in working condition
- Lighting working properly
- ADA announcements audible

# What are we finding?

## *Largest Identified Issues*

- Overflowing Trash
- Stations requiring cleaning
- Graffiti
- Bio-Hazards and litter
- Loitering (non-passengers) throughout day/night

# Docking and On-Time Performance

## *Objectives*

**Docking Accuracy** – Improve docking precision to prevent falls between the bus and the station, avoid station strikes, and reduce other preventable accidents.

**On-Time Performance (OTP)** – Enhance punctuality for BRT operators, ensuring reliable service and adherence to schedules.

**Departures** – There has been a big focus on late departures, due to noticing some repeat operators running late daily. The objective is to align and discuss with these operators to learn of their challenges that they are encountering and offer our assistance to correct them.

# Docking

## Assessments

*Goal - Maintain 6 inches or less between the bus and platform to enhance safety.*

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### Baseline

- **April 1st - May 12<sup>th</sup>** - 724 assessments; 210 needed follow-ups (71% compliance)

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### Coaching/Training

- **August 1st – September 1st** – 413 assessments; 19 needed follow-ups (96% compliance)

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### Purple Line Launch

- **October 13<sup>th</sup>-Present**-2403 assessments; 36 needed follow-up (98% compliance)

# Docking

## *Preventables*

### **Current Efforts:**

Focus on addressing docking preventable accidents, particularly among operators with less than a year of service.

### **Preventable Accidents:**

**2023**: 14 out of 23 docking preventable accidents involved operators with less than one year of service. 6 incidents of falls between the bus and the station.

**2024**: 12 out of 25 docking preventable accidents involved employees with less than one year. 2 incidents of falls between the bus and the station.

**67%** decrease in incidents of falls between the bus and station

# On-Time Performance

## Progress

Route	On-time Percent	Early Percent	Late Percent
90	66%	2%	32%
<b>Overall</b>	<b>66%</b>	<b>2%</b>	<b>32%</b>

June 9, 2024 - October 12, 2024

Route	On-time Percent	Early Percent	Late Percent
90	79%	4%	17%
92	81%	2%	17%
<b>Overall</b>	<b>80%</b>	<b>3%</b>	<b>17%</b>

October 13, 2024 – February 8, 2025

Route	On-time Percent	Early Percent	Late Percent
90	80%	3%	17%
92	87%	2%	11%
<b>Overall</b>	<b>84%</b>	<b>2%</b>	<b>13%</b>

February 9, 2025 - Current

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# On-Time Performance



**Ride Checks**



**CAD Accuracy**



**2025 Initiative**



**Swiftly and Avail**



**Tackling Early Departures**

# Charging Station Data

## *Charging Station Logger*

- Operator alignment
- Park, Neutral, Kneel
- Inductive charging
- *Information Sharing:*
- Share charging results, concerns and mechanical issues

# Challenges and Success

## *Top 3 Challenges*



- 1 Late Arrivals/Departures
- 2 BRT Accidents
- 3 Equipment issues with inductive charging

# Challenges and Successes

## *Top 3 Successes*



- 1 Operator docking procedures
- 2 Discovering, reporting and fixing issues found on the platforms
- 3 Operator engagement



# What's next?

## *Plans and Goals*

- 90% OTP
- Customer Comments
- Operator Comfort
- Station Checks
- Precision Docking
- Charging
- Safety Concerns



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THANK  
YOU

QUESTIONS?

