



June 6, 2013

To: Fox Cities Transit Commission

From: Sal La Puma, Assistant General Manager

**Subject: Changes to Route 20**

**Background:** Two major detours are affecting Route 20 through the Villages of Kimberly and Little Chute and the City of Kaukauna. The detours, the result of extensive road construction scheduled to last through early fall, have severely affected Valley Transit's ability to keep the buses on time and allow connections to other routes in the system for passengers of this heavily used route. Although temporary solutions were put in place to help alleviate the problem, they have not been satisfactory for the bus drivers or the customers and have resulted in missed connections and delays to the whole Valley Transit system. Valley Transit staff with suggestions from bus drivers who have operated the route were able to develop a longer-term and more effective solution for the problem.

Beginning **Monday, June 17<sup>th</sup>**, Route 20 will be split into two separate routes during the hours of 7:00 a.m. to 6:00 p.m. Monday through Friday.

- **Route 20A** – Will travel the regular route between the Appleton Transit Center and Shopko in Kimberly
- **Route 20B** – Will travel the regular route from Shopko through Kaukauna

The two routes will meet at Shopko and passengers will directly transfer between the buses depending on their final destination. However, as the detours continue to change, the meeting point may need to move further into Little Chute.

The regular Route 20 will continue to operate the first two trips in the morning, the last five trips of the day and all day on Saturday, operating on the established schedule. During those hours, traffic and ridership are less which allow the Route 20 bus driver to stay on schedule in spite of the construction delays.

Aside from the minor change to the route number, the only change that the passengers will see is that they will have to transfer from one bus to the other if they are travelling beyond Shopko in either direction. The decision was made to keep the Route 20 designation in order to try to limit the amount of confusion for the passengers.

The new schedule and operation of Route 20 will mean that during weekdays between 7 a.m. and 6 p.m., Route 20 will operate every 30 minutes instead of the 60 minute schedule currently in place. providing customers along the Route 20 bus line with nearly double the frequency of service during weekday daytime hours.

There are a number of public information pieces planned to inform our customers and municipalities about the change. We will provide flyers on the Route 20 buses that will include a map and the times the bus will pass by each timepoint along the route, posters will be hung at the Transit Center and in all shelters along the route which will also include the maps and timepoints, we will post all of this information on our website and social media pages, announcements will be displayed on the electronic displays in the buses, and a packet of information will be emailed to our contacts in the affected municipalities. In addition, we will work with local media to help us inform the public of the changes.