



FY 2021 Annual Bus Service Performance Report

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Introduction

In September 2003, GoTriangle's Board of Trustees adopted the Regional Bus Service Standards to establish performance expectations for the agency's fixed-route services. The intent was to drive improvements in productivity by routinely and systematically evaluating bus service performance against quantifiable indicators. Since the adoption of the Standards, the annual performance reporting process has been incrementally adjusted to provide the most useful information about GoTriangle's bus service.

Fiscal year 2021 continued to present unique challenges in the transit world due to the COVID-19 pandemic. Even though most GoTriangle service was reinstated coming out of the emergency phase in the last days of FY 2020 and the agency provided fare-free service for the entire fiscal year, the growth in ridership was extremely slow. In October 2020 GoTriangle implemented several changes, including service expansion in Wake County and a restructuring of service along the Raleigh-RDU Airport-Regional Transit Center corridor. In the second half of the year the nationwide operator shortage affected GoTriangle's capacity to maintain the planned service levels and required a temporary suspension of routes and trips starting in June 2021.

The principal performance indicators presented in this report are:

- **Daily Boardings** – the number of people using the service provided
- **Boardings per Revenue Hour** – the cost-effectiveness of this service compared to others
- **On-Time Performance** – a measure of whether the service is meeting the expectations set by the schedule.

This report primarily provides comparisons to fiscal year 2019 to illustrate changes and trends in performance since it was the last full year of service before the COVID-19 pandemic outbreak.

Key Findings

- Ridership was low during FY 2021 due to COVID-19, but grew over the course of the year.
- Low operator staffing levels impacted GoTriangle's ability to operate full service and provide expansion service.
- Peak-only routes underperformed for the entire fiscal year, while off-peak ridership remained constant.
- Route 300 (Raleigh-Cary) was the most productive route in the system. Route FRX (Raleigh-Fuquay-Varina) was the least productive route in the system.

What Changed in FY 2021

GoTriangle usually implements major service changes in August of each year and minor service changes in January. In FY 2021 the continuation of the COVID-19 outbreak and the operator shortage changed when service changes occurred. The two major service changes occurred in October 2020 and June 2021 and other, smaller service changes were also implemented.

GoRaleigh contracted routes

On July 6, 2020, Routes FRX (Raleigh-Fuquay-Varina), WRX (Raleigh-Wake Forest) and ZWX (Raleigh-Wendell-Zebulon), which are operated by GoRaleigh, resumed regular service. On October 12, 2020, Route FRX was rerouted to discontinue service to the Hilltop Park-and-Ride and replace it with service to the newly constructed Wake Tech Southern Campus Park-and-Ride. On November 16, 2020 Route WRX was rerouted from Atlantic Ave to Capital Blvd between Triangle Town Center and downtown Raleigh.

October 17, 2020

Route	Service Change
100/105/RDU Shuttle (Raleigh-RDU-RTC)	The new RDU Shuttle connecting the airport and RTC started operations. Route 100 was rerouted at daytime Mon-Sat to not serve the airport. Route 105 was suspended. The change in the service structure along the corridor allowed GoTriangle to operate the same service levels with three fewer buses (from 7 to 4) and improved the off-peak travel time for passengers not going to RDU airport, who were the vast majority.
300/310 (Cary-RTC)	The peak-only extension of Route 300 to the Regional Transit Center was discontinued and replaced with the all-day extension of Route 310 from the Regional Transit Center to Cary Depot.
305 (Raleigh-Apex-Holly Springs)	Service expanded to serve downtown Apex and Holly Springs, resulting in the completion of one of the four "Big Moves" of the Wake Transit Plan (connecting all Wake County communities). Frequency and span did not change.

January 31, 2021

Routes 300 (Raleigh-Cary) and 305 (Raleigh-Apex-Holly Springs) had schedule changes and a minor rerouting in downtown Raleigh to improve the on-time performance.

June 13, 2021

Together with a minor schedule change on Route 305 (Raleigh-Apex-Holly Springs), GoTriangle implemented an emergency service change to respond to the operator shortage which included:

Route	Service Change
300 (Raleigh-Cary)	Schedule adjustments.
301 (Raleigh-S. Cary)	Suspended.
310 (Cary-RTC)	Reduced frequency, from half-hourly to hourly.
800S (Chapel Hill-Southpoint)	Suspended.
805 (Chapel Hill-RTC via Woodcroft)	Reduced frequency, from half-hourly to hourly.

CRX (Raleigh-Chapel Hill)	6 out of 28 trips suspended.
DRX (Raleigh-Durham)	5 out of 37 trips suspended.

Routes 311 (Apex-RTC) and NRX (North Raleigh-RTC) were suspended for the entire fiscal year.

Change in Ridership Data Source

When fare collection was suspended in March 2020, GoTriangle changed the official source of ridership data from the farebox to automated passenger counters (APCs). Farebox-based ridership counts are often between 10% and 30% lower than APC-based counts depending on route, so to ensure an accurate comparison with prior years, this report utilizes APC-based ridership for time periods before FY 2022.

This table illustrates the difference between comparisons using the two data sources, using the FY 2019 ridership total for bus and RTP Connect as a comparison target:

FY 2019	FY 2021	Decline
1,674,324 (official farebox data)	1,171,238 (official APC data)	30%
2,093,878 (unofficial APC data)	1,171,238 (official APC data)	44%

While neither fareboxes nor APCs are a perfect source of ridership counts, GoTriangle conducts annual APC validation, and comparison to the farebox data confirms that the APC counts are more accurate. Fareboxes can underreport ridership for a variety of reasons, including hardware malfunctions and customer non-payment. APCs are also subject to error, but GoTriangle's APC provider uses robust statistical methods to detect and limit errors.

GoTriangle did not change our official source of ridership to APCs sooner primarily because greater staff effort is required to ensure the APC system is functioning correctly, and secondarily to avoid the appearance of a sudden increase in ridership when the change occurred. (GoDurham changed from farebox data to APC data in January 2017, and on various occasions since, external observers have reported that ridership increased during FY 2017 when it actually decreased.) However, the suspension of fare collection made the change necessary.

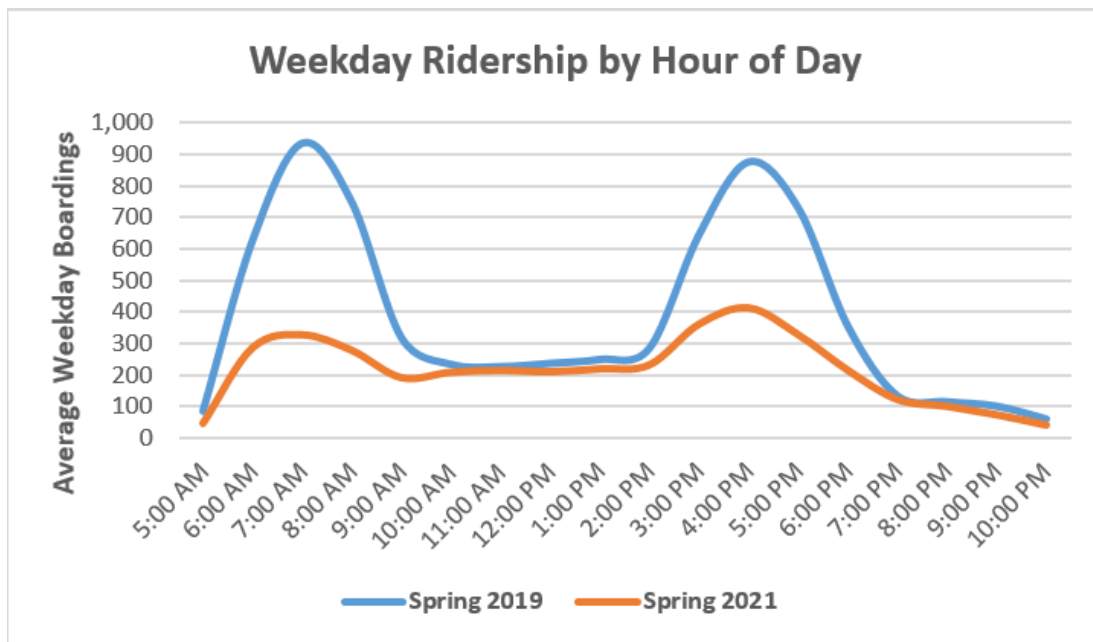
System Ridership and Productivity

Across the system, including contracted services and RTP Connect, GoTriangle had 1,171,238 customer boardings in FY 2021. This represents a 29% decrease from FY 2020 (1,643,420 boardings) and a 44% decrease from FY 2019 (2,093,878 boardings), bringing ridership to 2010 levels.¹

¹ The ridership data provided before FY 2021 was collected from fareboxes and was likely higher than reported, which means that the decrease in ridership from 2010 is probably more marked.

FY 2021 Route Performance	Trends	Avg. Daily Boardings			Boardings per Hour		
		17 18 19 20 21	FY 19	FY 21	Change	FY 19	FY 21
Whole System (k = annual boardings in 1,000's)		2,094k	1,171k	-44%	13.9	8.8	-37%
Weekday		7,512	3,936	-48%	14.3	8.5	-41%
Peak		5,625	2,363	-58%	14.3	7.0	-51%
Midday		1,483	1,245	-16%	15.6	12.9	-17%
Night		404	328	-19%	13.8	11.0	-20%
Saturday		2,296	2,046	-11%	10.6	10.6	+0%
Sunday		1,309	1,205	-8%	11.6	12.4	+7%

FY 2021 followed in the steps of FY 2020 as a year of tremendous ridership loss for service to major employment centers at peak hours. Peak ridership – which was the vast majority of GoTriangle’s ridership before the pandemic – was down 58% while the average off-peak ridership was only down 8% to 19% compared to FY 2019.



Ridership declines on core routes, excluding the Route 800 (Chapel Hill-RTC), were between 9% and 34% during weekdays, which was less than all other GoTriangle routes. The “core” routes are Routes 100, 300, 400, 700, and 800, operate at all times when GoTriangle routes are in service, and provide the base network. Route 800 had an average loss in ridership of 43%,

The peak commute to all major employment centers in the region saw a dramatic ridership decrease ranging from -51% (to Durham) to -61% (to Chapel Hill).

In FY 2021, system productivity dropped by 37% over fiscal year 2019 from 13.9 to 8.8 boardings per hour. This is proportionally less than the decrease in ridership, and is the result of not operating low-productivity routes including the 105 (Raleigh-RTC express), 311 (Apex-RTC) and NRX (North Raleigh-RTC) for most of the year on one hand and suspending medium-productivity routes in June to respond to the operator shortage. The latter change has improved productivity but also raised customer concern and contributed to overcrowding in early FY 2022.

Productivity on Sunday service improved while ridership declined, due to a change in efficiencies implemented by Transit Operations for Routes 400 (Durham-Chapel Hill) and 800 (Chapel Hill-RTC). The downside of the change was the decreased recovery time available to operators at the end of many trips.

Ridership Retention

Nationwide, the COVID-19 pandemic led to a shift in demographics of customers utilizing public transit. Due to health protocols which limit staff ability to survey customers, planning staff has not been able to collect direct information about our customers.

Instead, staff developed an alternative method to evaluate demographic changes using results from the 2019 on board customer satisfaction survey. The analysis included correlating the route profile information with the percentage of FY 2019 ridership recovered in FY 2021. The top ten positively correlated responses and the top ten negatively correlated responses are the key variables in the table below. The variables in green are the most correlated with ridership recovery while those in red are most correlated with ridership loss.

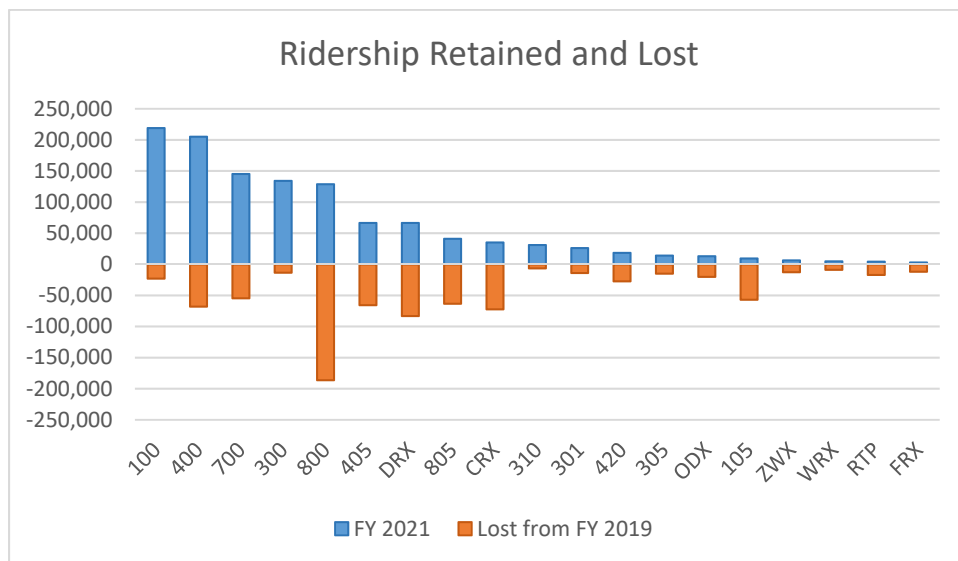
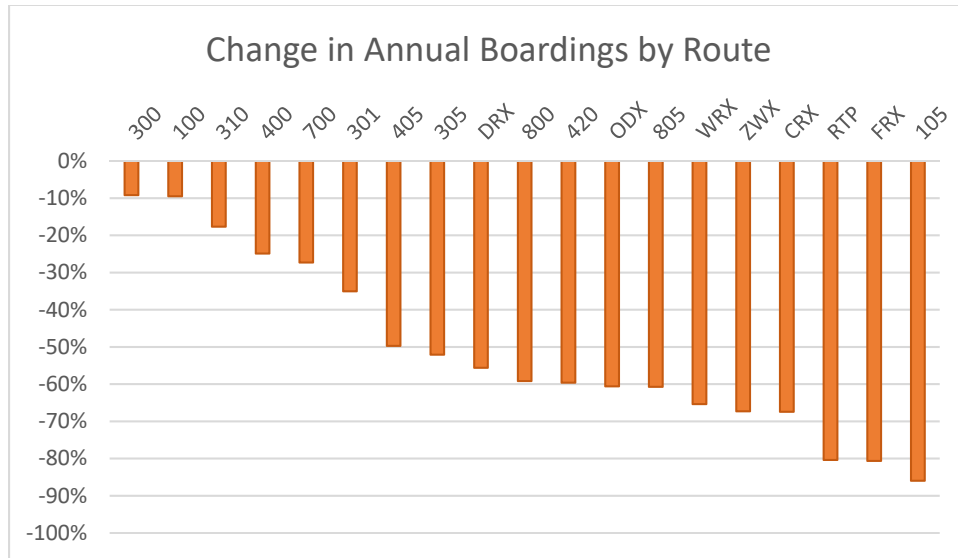
	Response to October 2019 survey	Rate of respondents	Correlation with ridership recovery in FY21 over FY19
Most correlated with ridership recovery	No car available for this trip	31%	+0.90
	No driver's license	29%	+0.89
	Uses at least one other system in a week	66%	+0.88
	Uses GoTriangle 6 or 7 days a week	13%	+0.88
	Did use Uber or Lyft in last 30 days	51%	+0.84
	Income is 100% of poverty level or less	18%	+0.83
	Transfers as part of this trip	49%	+0.82
	Employed part time	14%	+0.74
	Pays cash fare on the bus	19%	+0.72
	African American	32%	+0.67
Most correlated with ridership loss	Uses a GoPass	42%	-0.91
	Has a driver's license	71%	-0.89
	Does not use other transit systems	34%	-0.88
	Same number of vehicles & drivers in house	42%	-0.85
	Did not use Uber or Lyft in last 30 days	49%	-0.84
	Income is above poverty level	82%	-0.83
	No connections/transfers as part of this trip	51%	-0.82
	Non-Hispanic White	42%	-0.80
	Uses GoTriangle 4-5 days a week	57%	-0.76
	Drove to the bus stop for this trip	22%	-0.75

This analysis identifies that the customers who appear to contribute the most to ridership recovery are those who don't have access to cars/don't have driver's license, who use the system daily and in connection with other transit systems and who have an income level under poverty level. The analysis also shows that ridership loss was greatest for customers who used a GoPass, have access to a car, don't transfer onto other transit systems and have income above the poverty level. Ridership declines also appear to be linked to non-Hispanic white customers, while ridership increases appear to be attributed to African American customers.









Changes in Ridership and Productivity by Route

[See Attachment B](#)

The charts below shows the changes in ridership at the route level comparing FY2021 to FY 2019. The routes discontinued before FY 2021 were not included. Route 310 (Cary-RTC) includes the former peak extension of Route 300 (now Raleigh-Cary only) while Route 100 (Raleigh-RTC) includes Route 105 (Raleigh-RTC express) and RDU Shuttle (RDU-RTC) to better compare ridership along the two service corridors.



- Ridership declined on all routes when comparing ridership in FY 2021 to FY 2019.
- The core routes had slight increases in ridership during off-peak periods: 300 midday (Raleigh-Cary), 400 Saturday/Sunday (Durham-Chapel Hill), and 700 Sunday (Durham-RTC).
- All routes increased ridership through the course of FY 2021, except Routes FRX (Raleigh-Fuquay-Varina) and WRX (Raleigh-Wake Forest).
- Routes 100 (Raleigh-RTC), 300 (Raleigh-Cary), 405 (Durham-Chapel Hill-Carrboro), 700 (Durham-RTC) and DRX (Raleigh-Durham) had higher productivity during peak times than the other GoTriangle routes.
- Compared to FY 2019, ridership decreased between 49% and 81% on the peak only routes - 405 (Durham-Chapel Hill-Carrboro), 420 (Chapel Hill-Hillsborough), 805 (Chapel Hill-RTC via Woodcroft), DRX (Raleigh-Durham), CRX (Raleigh-Chapel Hill), ODX (Durham-Hillsborough-Mebane), FRX (Raleigh-Fuquay-Varina) and ZWX (Raleigh-Wendell-Zebulon). Although Route 800 has the service level of a core route, its weekday ridership loss was 43% since so much of its ridership consisted of peak-hour commuters to UNC. In absolute terms, it lost more ridership than any other route.
- Productivity on Route 305 (Raleigh-Apex-Holly Springs) worsened more than ridership (-63% and -53% respectively) as a result of the service expansion, which increased travel time but did not attract many new riders.
- The fare-free policy in FY 2021 did not lead to visible shift in ridership between core routes and express routes.
- Fewer trips were provided through RTP Connect, a partnership with Uber and Lyft, compared with the Go OnDemand service in FY 2019 due to decreased demand for commuter trips to Research Triangle Park.
- When comparing service productivity along the Raleigh-RDU-RTC corridor for the period before the service change (July 2020-Sept 2020) to after the service change (Oct 2020-June 2021), improvements can be observed at all times: on weekdays from 9.3 to 12.3 boardings per hour, on Saturdays from 10.2 to 12.3 boardings per hour and on Sundays from 13.4 to 14.6 boardings per hour.

Day (Route)	Boardings per Hour		
	FY 19 (All)	FY 21 (Old)	FY 21 (New)
Weekday	14.1	9.3	12.3
vs. FY 19		 -34%	 -13%
Route 100/RDU	14.1	10.2	12.3
Route 105	14.3	6.8	n/a
Saturday	12.4	10.8	12.7
vs. FY 19		 -12%	 3%
Sunday	15.3	13.4	14.6
vs. FY 19		 -12%	 -5%
All Week	14.0	9.8	12.6
vs. FY 19		 -30%	 -10%

On-Time Performance

[See Attachment B](#)

GoTriangle considers a trip on time if it arrives at its end-of-line timepoint no more than five minutes later than the scheduled time. The defined goal is for 85% of trips to arrive on time. For FY 2021, GoTriangle consistently met this with 94% of trips arriving on time against 88% in 2019. Every route met the 85% on-time performance target on the whole.

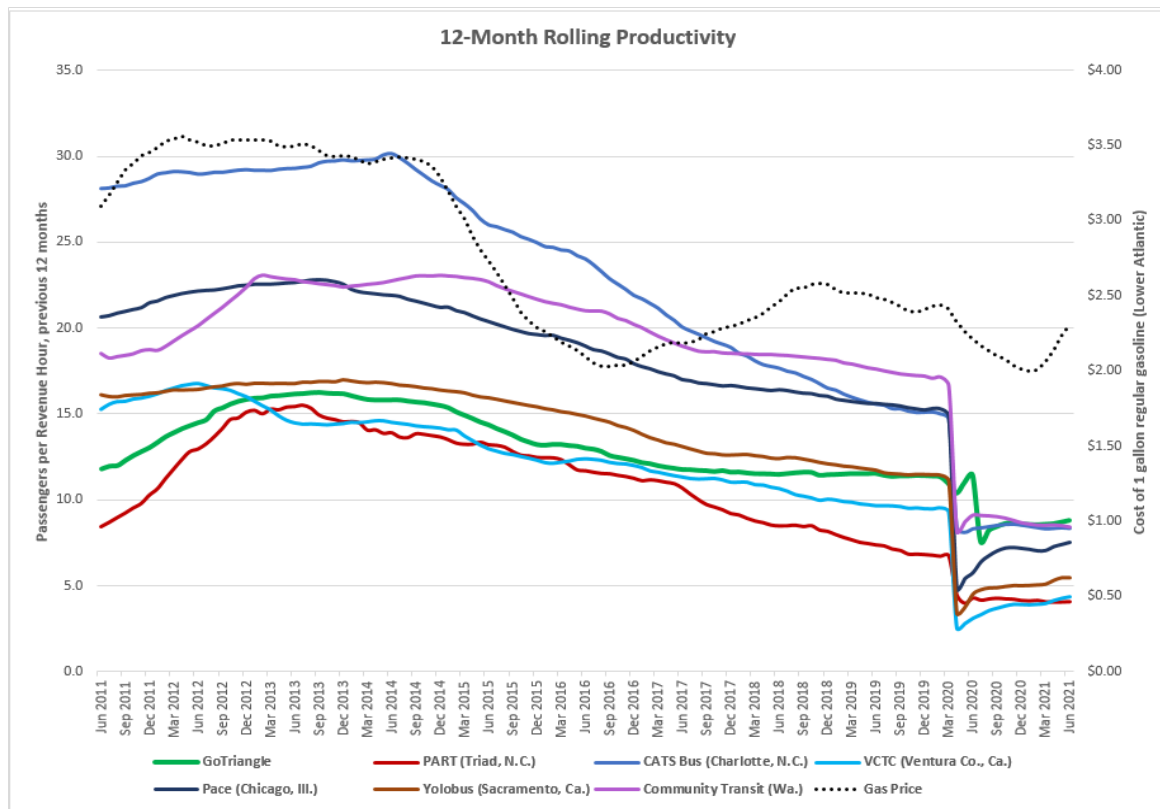
Time Period	On-Time Perf.	Time Period	On-Time Perf.
Weekday	94%	Saturday	94%
Peak	94%	Sunday	96%
Midday	95%		
Night	95%	System Total	94%

Peer Comparison

For most transit agencies FY 2021 was a year of slow ridership recovery after the pandemic disrupted the transit market.

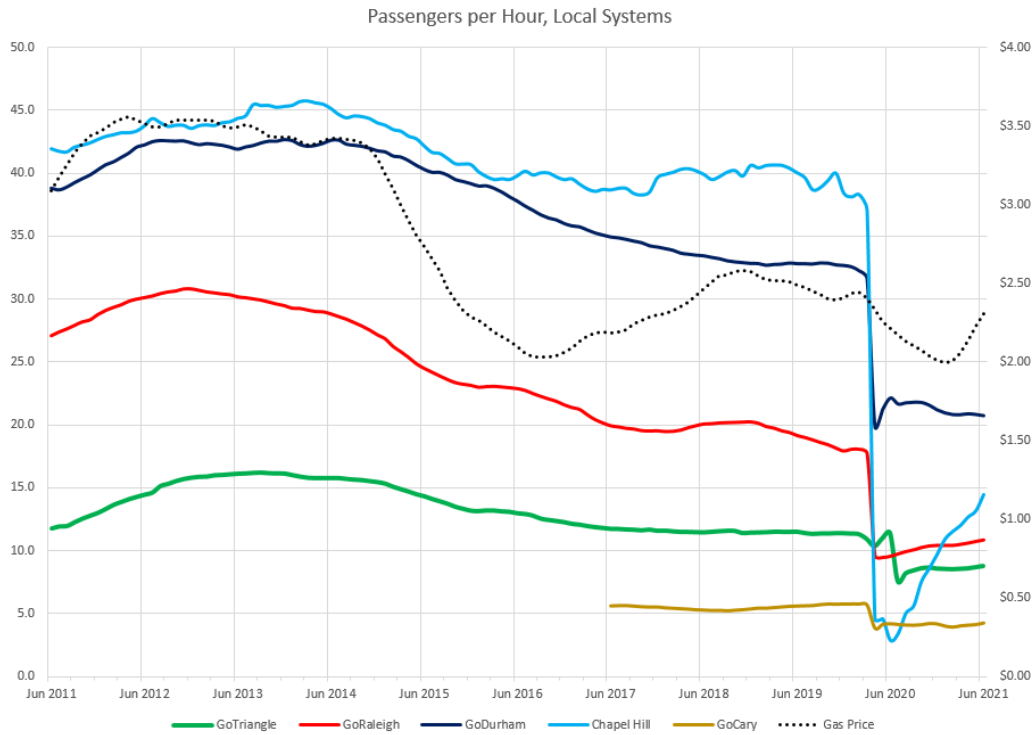
The chart below shows productivity (in terms of boardings per revenue hour) for transit agencies that have been identified as GoTriangle's peers in their regional scope of service and size. GoTriangle is included for comparison, showing that the agency's boardings per hour were higher than many of its peers', including those that had higher productivity before the pandemic, as a result of the protracted service reduction.

Figure 1: Passengers per Revenue Hour for GoTriangle and Peers for 2011-2021



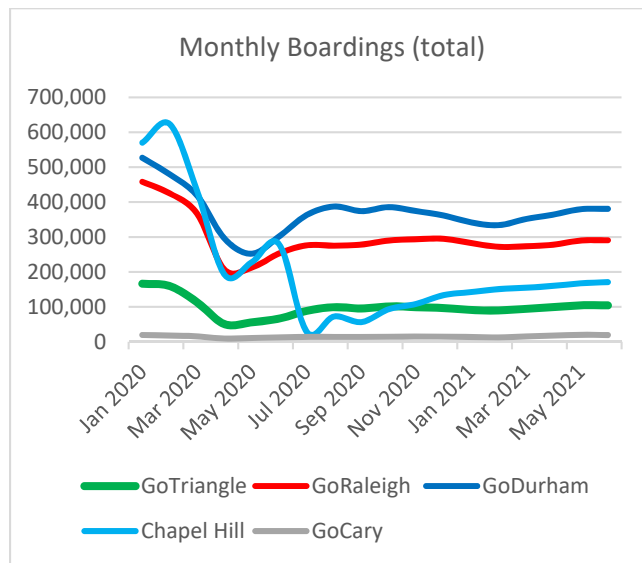
The charts below separately tracks productivity among the local agencies. The slow recovery tracked similarly across the agencies, with a sharper increase for Chapel Hill Transit where the pandemic had hit productivity harder in FY 2020.

Figure 2: Productivity of GoTriangle Peer Systems



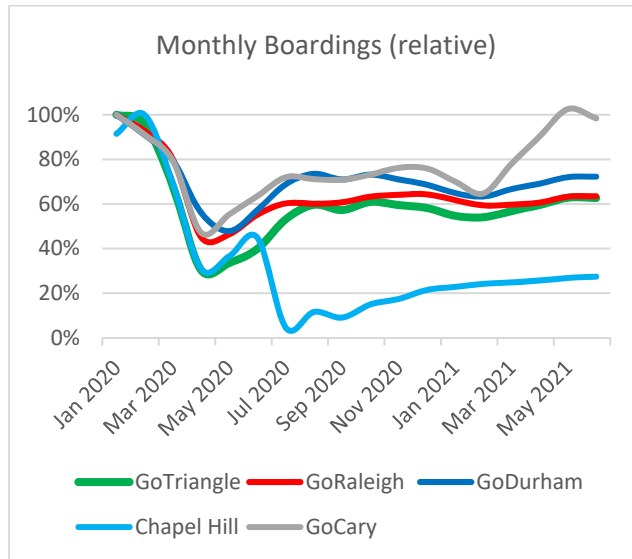
In FY 2021 GoDurham outranked Chapel Hill Transit as the highest-ridership agency in the Triangle. GoRaleigh was the second highest ridership agency in the Triangle.

Figure 3: Percent of Monthly Ridership Compared to Jan 2020 for Peer Systems



GoCary is the only agency in the Triangle to reach pre-pandemic ridership levels in FY 2021. GoDurham, GoRaleigh and GoTriangle were 60% to 80% of January 2020 ridership for most of the fiscal year. Only Chapel Hill Transit was below 30%.

Figure 4: Monthly Ridership for Peer Systems 2020-2021



Reduction of footprint as a result of operator shortage

During the last fiscal year GoTriangle has experienced a steady decrease in the number of fixed-route operators on payroll. The two charts below illustrate the increasing discrepancy of full time operators compared to the budgeted positions and the number of revenue hours of service authorized and revenue hours operated. In June 2021, GoTriangle operated fewer service hours than budgeted due to not having enough operators.

Figure 5: Operator count compared to operators needed for full service (2020-2021)

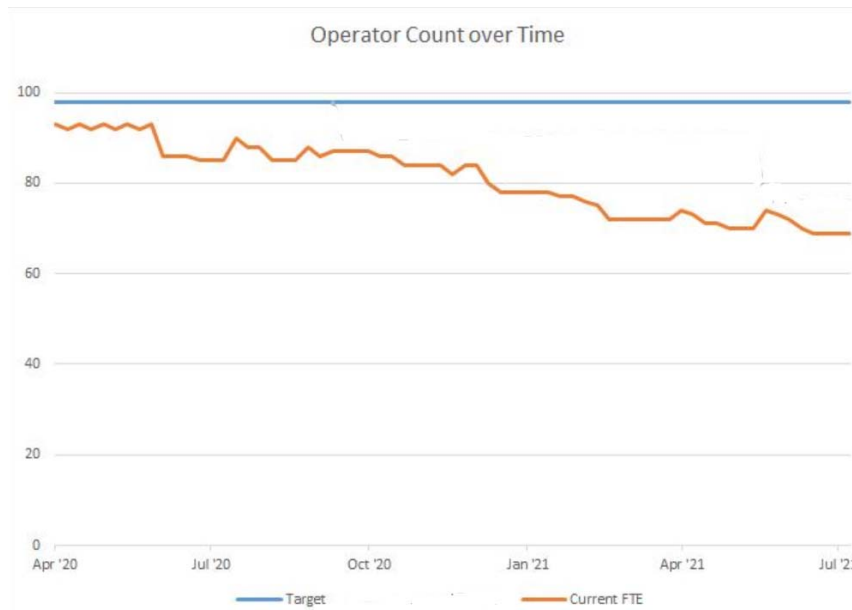
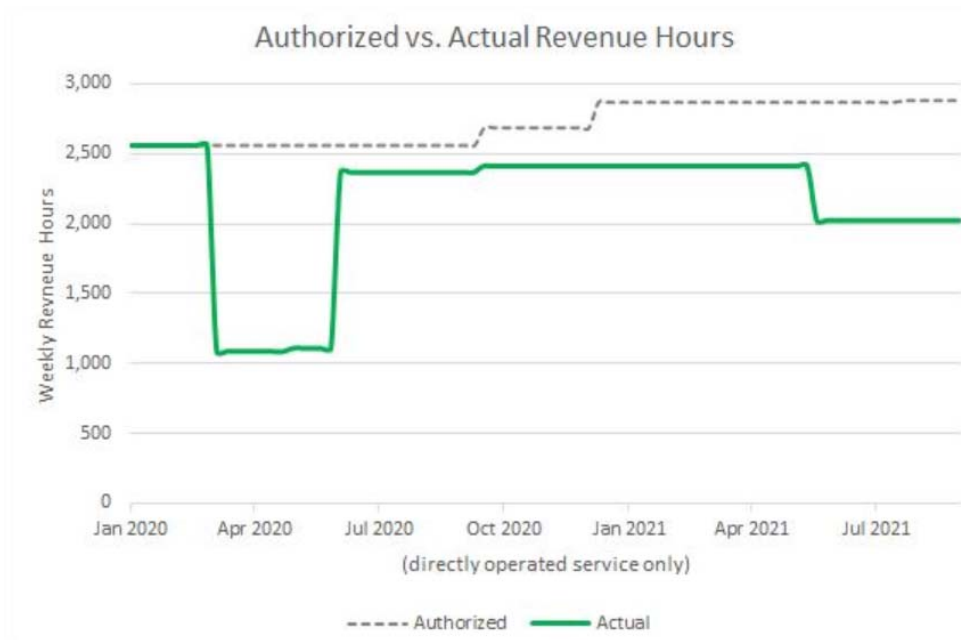


Figure 6: Weekly revenue hours compared to full service revenue hours with funding (2020-2021)



The GoTriangle Board of Trustees and the Capital Area MPO Executive Board approved funding for additional service on Route 305 through an amendment to the FY 2021 Wake Transit Work Plan. The planned service expansion would have provided the Route 305 with all-day, seven day a week service between Apex and Raleigh, as well as additional weekday peak frequency to Holly Springs. However, the service expansion was postponed to an unspecified date due to the operator shortage.

The June 2021 service change, reduced service frequencies and suspended routes where there was alternative transit service available. This change was due to reduced operator staffing levels.

What's Next?

The uncertainties related to the COVID-19 pandemic will still impact transit service provision in the near future. As of September 2021, many major employers in the Triangle continue to implement work-from-home policies and this limits the demand for peak-only regional bus service. The goal of the upcoming Wake, Durham and Orange Bus Plan updates and GoTriangle's Short Range Transit Plan update will be to verify that the projects that had been identified in previous long-range planning efforts are still appropriate for the post-pandemic transit demand.

The current fare-free policy will remain unaltered at least through July 2022. This will further promote the utilization of GoTriangle regional service for local trips and could lead to overcrowding, issues with on-time performance and insufficient recovery time for operators.

The operator shortage is likely to hinder GoTriangle's ability to operate the full service network in the next few fiscal years.

FY 2021 Route Performance	Trends	Avg. Daily Boardings			Boardings per Hour			OTP
	17 18 19 20 21	FY 19	FY 21	Change	FY 19	FY 21	Change	FY 21
Whole System (k = annual boardings in 1,000's)		2,094k	1,171k	-44%	13.9	8.8	-37%	94%
Weekday		7,512	3,936	-48%	14.3	8.5	-41%	94%
Peak		5,625	2,363	-58%	14.3	7.0	-51%	94%
Midday		1,483	1,245	-16%	15.6	12.9	-17%	95%
Night		404	328	-19%	13.8	11.0	-20%	95%
Saturday (see page 3)		2,296	2,046	-11%	10.6	10.6	+0%	94%
Sunday (see page 3)		1,309	1,205	-8%	11.6	12.4	+7%	96%
Weekday Core Routes								
100 Raleigh – Airport – RTC (incl. shuttle)		736	642	-13%	14.1	11.8	-16%	94%
300 Raleigh – Cary (excl. FY 19 RTC service)		510	466	-9%	15.4	14.7	-4%	93%
310 Cary – RTC (was part of 300 in FY 19)		151	122	-19%	12.2	4.6	-62%	95%
400 Durham – Chapel Hill		921	627	-32%	15.6	10.8	-30%	95%
700 Durham – RTC		653	433	-34%	22.2	14.7	-34%	97%
800 Chapel Hill – Southpoint – RTC		1,139	428	-62%	18.6	8.0	-57%	93%
Weekday Peak-Only Routes								
102 Raleigh – Garner		72		<i>discontinued</i>	12.0			
105 Raleigh – RTC		266	129*	-52%	14.3	6.9	-52%	96%
201 North Raleigh – RTC (NRX in FY 20)		66		<i>suspended</i>	8.1			
301 Raleigh – Southeast Cary		162	109	-33%	9.5	6.3	-33%	97%
305 Raleigh – Apex – Holly Springs		117	55	-53%	9.9	3.7	-63%	91%
311 Apex – Lake Pine – RTC – EPA		110		<i>suspended</i>	7.4			
405 Durham – Chapel Hill/Carrboro		532	263	-51%	22.0	11.2	-49%	97%
420 Hillsborough – Chapel Hill		184	73	-60%	13.5	5.4	-60%	90%
805 Chapel Hill – Woodcroft – RTC		418	162	-61%	15.2	6.1	-60%	94%
CRX Chapel Hill – Raleigh Exp.		432	139	-68%	14.0	4.2	-70%	88%
DRX Durham – Raleigh Exp.		602	263	-56%	16.8	6.3	-63%	95%
FRX Fuquay-Varina – Raleigh Exp.		59	11	-81%	8.1	1.6	-81%	94%
KRX Knightdale – Raleigh Exp.		31		<i>discontinued</i>	5.5			
ODX Orange – Durham Exp.		133	52	-61%	12.4	4.7	-62%	86%
WRX Wake Forest – Raleigh Exp.		55	19	-65%	5.6	1.9	-65%	92%
ZWX Zebulon – Wendell – Raleigh Exp.		76	25	-67%	10.7	3.5	-67%	95%
Weekday Specialized Routes								
RSX Robertson Scholars Exp.		175*		<i>discontinued</i>	7.3			
RTP Connect (Go OnDemand until FY 20)		86	17	-80%	4.1	8.7	+115%	

* denotes routes that only operated part of the fiscal year.

Routes may not add up to the category totals for this reason.

High performer (> 125% of avg.)

Low performer (< 75% of avg.) (< 85%)

FY 2021 Route Performance	Trends	Avg. Daily Boardings			Boardings per Hour			OTP
	17 18 19 20 21	FY 19	FY 21	Change	FY 19	FY 21	Change	FY 21
Peak Commute to Raleigh		1,460	647	-56%	11.4	5.7	-50%	93%
100 From RTC/Airport ⇄		125	88	-30%	11.5	8.9	-22%	95%
102 From Garner		72		<i>discontinued</i>	12.0			
105 From RTC ⇄		115	55*	-52%	13.5	6.5	-52%	96%
300 From Cary (<i>Raleigh-Cary section only</i>)		242	176	-27%	15.8	12.1	-24%	93%
301 From Southeast Cary		162	109	-33%	9.5	6.3	-33%	97%
305 From Cary/Apex		117	55	-53%	9.9	3.7	-63%	91%
CRX From Chapel Hill ⇄		156	53	-66%	10.8	3.4	-69%	85%
DRX From Durham ⇄		251	101	-60%	17.9	6.5	-64%	95%
FRX From Fuquay-Varina		59	11	-81%	8.1	1.6	-81%	94%
KRX From Knightdale		31		<i>discontinued</i>	5.5			
WRX From Wake Forest		55	19	-65%	5.6	1.9	-65%	92%
ZWX From Zebulon/Wendell		76	25	-67%	10.7	3.5	-67%	95%
Peak Commute to Durham		1,000	495	-51%	15.8	7.3	-54%	95%
400 From Chapel Hill ⇄		168	105	-38%	13.5	8.5	-37%	93%
405 From Chapel Hill/Carrboro ⇄		220	111	-50%	18.6	9.4	-49%	96%
700 From RTC ⇄		129	65	-50%	19.9	10.1	-49%	98%
DRX From Raleigh ⇄		351	162	-54%	16.2	6.2	-61%	96%
ODX From Hillsborough/Mebane		133	52	-61%	12.4	4.7	-62%	86%
Peak Commute to Chapel Hill		1,916	716	-63%	21.1	8.0	-62%	95%
400 From Durham/Patterson Place ⇄		304	140	-54%	20.6	9.5	-54%	98%
405 From Durham ⇄		312	153	-51%	25.2	13.1	-48%	97%
420 From Hillsborough		184	73	-60%	13.5	5.4	-60%	90%
800 From RTC/Southpoint ⇄		536	162	-70%	29.8	9.3	-69%	96%
805 From RTC/Woodcroft ⇄		304	103	-66%	19.4	6.8	-65%	97%
CRX From Raleigh		276	86	-69%	16.7	4.9	-71%	90%
Peak Commute to RTC		1,248	505	-60%	11.2	7.4	-34%	93%
100 From Raleigh/Airport ⇄		140	141	+1%	12.1	9.8	-19%	95%
105 From Raleigh ⇄		151	75*	-50%	14.9	7.2	-52%	97%
201 From North Raleigh (NRX in FY 20)		66		<i>suspended</i>	8.1			
310 From Cary (was part of 300 in FY 19)		151	78	-48%	12.2	4.9	-60%	95%
311 From Apex/Lake Pine		110		<i>suspended</i>	7.4			
700 From Durham ⇄		201	103	-49%	31.4	16.1	-49%	98%
800 From Chapel Hill/Southpoint ⇄		230	84	-63%	15.3	5.8	-62%	88%
805 From Woodcroft ⇄		114	59	-48%	9.7	5.2	-47%	91%
RTP Connect (Go OnDemand until FY 20)		86	17	-80%	4.1	8.7	+115%	

* denotes routes that only operated part of the fiscal year.

Routes may not add up to the category totals for this reason.

⇄ denotes only half of a route, split by direction.

Example: "DRX From Durham ⇄" in the "to Raleigh" section consists of AM trips from Durham to Raleigh and PM trips from Raleigh to Durham.

High performer (> 125% of avg.)	
Low performer (< 75% of avg.)	(< 85%)

FY 2021 Route Performance	Trends	Avg. Daily Boardings			Boardings per Hour			OTP
	17 18 19 20 21	FY 19	FY 21	Change	FY 19	FY 21	Change	FY 21
Weekday Peak Service								
100 Raleigh – Airport – RTC (incl. shuttle)		265	229	-14%	11.8	9.4	-20%	95%
300 Raleigh – Cary (excl. FY 19 RTC service)		242	176	-27%	15.8	12.1	-24%	93%
310 Cary – RTC (was part of 300 in FY 19)		151	85*	-44%	12.2	7.0	-43%	96%
400 Durham – Chapel Hill		471	245	-48%	17.4	9.0	-48%	96%
700 Durham – RTC		330	169	-49%	25.6	13.1	-49%	98%
800 Chapel Hill – Southpoint – RTC		765	247	-68%	23.2	7.7	-67%	92%
Weekday Midday Service								
100 Raleigh – Airport – RTC (incl. shuttle)		370	328	-11%	16.4	14.2	-14%	93%
300 Raleigh – Cary		220	223	+1%	15.3	17.6	+15%	93%
310 Cary – RTC		-	49*	<i>new service</i>		4.3		96%
400 Durham – Chapel Hill		352	303	-14%	14.6	12.7	-13%	95%
700 Durham – RTC		249	215	-14%	20.0	17.2	-14%	97%
800 Chapel Hill – Southpoint – RTC		292	141	-52%	13.6	8.6	-37%	96%
Weekday Evening Service								
100 Raleigh – Airport – RTC		101	84	-17%	14.0	12.1	-14%	96%
300 Raleigh – Cary		48	67	+40%	13.9	15.5	+12%	91%
310 Cary – RTC		-	12*	<i>new service</i>		3.6		97%
400 Durham – Chapel Hill		98	79	-19%	12.4	11.5	-8%	95%
700 Durham – RTC		74	50	-32%	18.5	12.4	-33%	98%
800 Chapel Hill – Southpoint – RTC		82	40	-51%	12.2	7.5	-39%	95%
Saturday Service								
100 Raleigh – Airport – RTC (incl. shuttle)		660	652	-1%	12.4	12.2	-1%	97%
300 Raleigh – Cary		243	196	-19%	9.4	7.6	-20%	†
400 Durham – Chapel Hill		512	556	+9%	9.8	11.7	+20%	89%
700 Durham – RTC		437	398	-9%	16.3	14.9	-8%	96%
800 Chapel Hill – Southpoint – RTC		399	245	-39%	7.8	6.2	-20%	93%
RSX Robertson Scholars Exp.		75*		<i>discontinued</i>	6.8			
Sunday Service								
100 Raleigh – Airport – RTC		423	397	-6%	15.3	14.2	-7%	97%
300 Raleigh – Cary		139	106	-24%	10.1	7.6	-25%	†
400 Durham – Chapel Hill		294	307	+4%	11.1	13.6	+22%	96%
700 Durham – RTC		249	262	+5%	18.3	19.0	+4%	98%
800 Chapel Hill – Southpoint – RTC		181	133	-27%	6.9	7.0	+1%	95%
RSX Robertson Scholars Exp.		43*		<i>discontinued</i>	4.1			

* denotes routes that only operated part of the fiscal year.
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High performer (> 125% of avg.)	
Low performer (< 75% of avg.)	(< 85%)

† On-time performance for Route 300 on weekends is unavailable due to technical issues at GoCary.