



Monthly Status Report
Current through January 13, 2017

Combined Ridership Statistics:

Average Daily Boardings:	<u>November 296;December 252;January 277</u>
Trips per month (total service):	<u>November 5,918;December 5,293;January 2,493</u>
Daily High:	<u>November 7 (336);December 8 (337);January 4 (303)</u>
Daily Low:	<u>November 23 (184);December 30 (100);January 6 (184)</u>
Heaviest Volume Hours:	<u>Piedmont-Lenox 7:30am-8:29am</u> <u>Lenox Park 4:30pm-5:30pm</u>
Lowest Volume Hours:	<u>Piedmont-Lenox 6:30pm-7:14pm</u> <u>Lenox Park 12:30pm-1:30pm</u>
Highest Volume Stops:	<u>Piedmont-Lenox = Buckhead MARTA Pedestrian Bridge</u> <u>Lenox Park = Atlanta Plaza/Resurgens Plaza/Lenox MARTA</u>
Lowest Volume Stops:	<u>Piedmont-Lenox = Securities Center</u> <u>Lenox Park = Lenox Square Food Court</u>

Key observations: Working to coordinate shuttle schedules with MARTA train arrivals to minimize wait times and blocking traffic in Tower Place.

We received 1 (one) inquiry to the hotline in December and 1 (one) inquiry in January.

- 12/20/2016 I've been waiting for the shuttle at the Lenox MARTA station for 45 minutes.
- 1/11/2017 Where do I exit the train to catch the shuttle at the Lenox MARTA station?



Monthly Status Report
Current through March 10, 2017

Combined Ridership Statistics:

Average Daily Boardings:	<u>January 285;February 297;March 294</u>
Trips per month (total service):	<u>January 5,988;February 5,946;March 2353</u>
Daily High:	<u>January 25 (344);February 8 (365);March 3 (344)</u>
Daily Low:	<u>January 16 (149);February 20 (219);March 10 (242)</u>
Heaviest Volume Hours:	<u>Piedmont-Lenox 7:30am-8:29am</u> <u>Lenox Park 4:30pm-5:30pm</u>
Lowest Volume Hours:	<u>Piedmont-Lenox 2:30pm-4:29pm</u> <u>Lenox Park 12:30pm-1:30pm</u>
Highest Volume Stops:	<u>Piedmont-Lenox = Buckhead MARTA Pedestrian Bridge</u> <u>Lenox Park = Atlanta Plaza/Resurgens Plaza/Lenox MARTA</u>
Lowest Volume Stops:	<u>Piedmont-Lenox = Securities Center</u> <u>Lenox Park = Lenox Square Food Court</u>

Key observations: Working to coordinate shuttle schedules with MARTA train arrivals to minimize wait times and blocking traffic in Tower Place.

We received 3 (three) inquiries to the hotline in January and 2 (two) inquiries in February.

- 1/11/2017 Where do I exit the train to catch the shuttle at the Lenox MARTA station?
- 1/17/2017 The buc didn't stop at Stop at Securities Centre at 3:42pm.
- 1/25/2017 What time is the last pickup at the Buckhead MARTA station?
- 2/7/2017 Can we take the shuttle from the Sheraton downtown to Lenox Square?
- 2/14/2017 What are the hours for the Piedmont Lenox shuttle?



Monthly Status Report
Current through April 30, 2017

Combined Ridership Statistics:

Average Daily Boardings:	<u>February 297; March 338; April 403</u>
Trips per month (total service):	<u>February 5,946; March 6,773; April 8,058</u>
Daily High:	<u>February 8 (365); March 2 (360); April 10 and 11 (475)</u>
Daily Low:	<u>February 20 (219); March 10 (222); April 6 (305)</u>
Heaviest Volume Hours:	<u>Piedmont-Lenox 7:30am-8:29am</u> <u>Lenox Park 4:30pm-5:30pm</u>
Lowest Volume Hours:	<u>Piedmont-Lenox 6:30pm-7:14pm</u> <u>Lenox Park 11:30pm-12:30pm</u>
Highest Volume Stops:	<u>Piedmont-Lenox = Buckhead MARTA Pedestrian Bridge</u> <u>Lenox Park = Atlanta Plaza/Resurgens Plaza/Lenox MARTA</u>
Lowest Volume Stops:	<u>Piedmont-Lenox = Securities Center</u> <u>Lenox Park = Lenox Square Food Court</u>

Key observations: Buc ridership up significantly during April due to I-85 Bridge closure. Overall ridership is up 49% over the same month of the prior year, Lenox Park/ATT line is up 43% and Piedmont Lenox Line up 54%. Phipps Tower has specifically requested shuttle service to serve their building.

We received 3 (three) inquiries to the hotline in March and 1 (one) inquiry in April.

3/13/2017	Where do I catch the buc at Lenox MARTA station to go to AT&T?
3/13/2017	Where do I catch the buc to go to Piedmont Center 15 and what are the pick up times?
3/21/2017	I'm looking at an old map, does the shuttle still go to Lenox Square and Phipps Plaza?
4/10/2017	Where does the buc pick up at the Buckhead MARTA station?



Monthly Status Report
Current through July 7, 2017

Combined Ridership Statistics:

Average Daily Boardings: May 365; June 366; July 372
Trips per month (total service): May 8,381; June 8,060; July 1,486

Daily High: May 22 (468); June 19 (459); July 6 (448)
Daily Low: May 11 (258); June 23 (282); July 7 (324)

Heaviest Volume Hours: Piedmont-Lenox 7:30am-8:29am
Lenox Park 4:30pm-5:30pm

Lowest Volume Hours: Piedmont-Lenox 6:30pm-7:14pm
Lenox Park 12:30pm-1:30pm

Highest Volume Stops: Piedmont-Lenox = Buckhead MARTA Pedestrian Bridge
Lenox Park = Atlanta Plaza/Resurgens Plaza/Lenox MARTA

Lowest Volume Stops: Piedmont-Lenox = Securities Center
Lenox Park = Lenox Square Food Court

Key observations: Buc ridership up significantly during April due to I-85 Bridge closure. Overall ridership is up 49% over the same month of the prior year, Lenox Park/ATT line is up 43% and Piedmont Lenox Line up 54%. Phipps Tower has specifically requested shuttle service to serve their building.

We received 1 (one) inquiry to the hotline in May and 2 (two) inquiries in June.

5/26/17 Did the shuttle stop running? I need to get to Target.

6/19/17 Where do I catch the shuttle from the Buckhead station?

6/27/17 What time is the next shuttle at Buckhead station?



Monthly Status Report
Current through September 8, 2017

Combined Ridership Statistics:

Average Daily Boardings:	<u>July 352; August 376; September 359</u>
Trips per month (total service):	<u>July 7,031; August 8,661; September 1,435</u>
Daily High:	<u>July 13 (410); August 2 (423); September 6 (369)</u>
Daily Low:	<u>July 3 (155); August 4 (310); September 8 (333)</u>
Heaviest Volume Hours:	<u>Piedmont-Lenox 7:30am-8:29am</u> <u>Lenox Park 4:30pm-5:30pm</u>
Lowest Volume Hours:	<u>Piedmont-Lenox 6:30pm-7:14pm</u> <u>Lenox Park 12:30pm-1:30pm</u>
Highest Volume Stops:	<u>Piedmont-Lenox = Buckhead MARTA Pedestrian Bridge</u> <u>Lenox Park = Atlanta Plaza/Resurgens Plaza/Lenox MARTA</u>
Lowest Volume Stops:	<u>Piedmont-Lenox = Securities Center</u> <u>Lenox Park = Lenox Square Food Court</u>

Key observations: Buc ridership up significantly during April due to I-85 Bridge closure. Overall ridership is up 49% over the same month of the prior year, Lenox Park/ATT line is up 43% and Piedmont Lenox Line up 54%. Phipps Tower has specifically requested shuttle service to serve their building.

We received 1 (one) inquiry to the hotline in July and 2 (two) inquiries in August.

- 7/17/2017 What time is the last shuttle pick up at Buckhead MARTA?
- 8/15/2017 Where do I catch the buc at Piedmont Center Bldg 6?
- 8/31/2017 Where are the Lenox Park shuttle stops?



Monthly Status Report
Current through November 3, 2017

Combined Ridership Statistics:

Average Daily Boardings:	<u>September 337;October 374;November 381</u>
Trips per month (total service):	<u>September 6,403;October 8,235;November 1,143</u>
Daily High:	<u>September 28 (409);October 19 (478);November 1 (421)</u>
Daily Low:	<u>September 12 (141);October 6 (294) November 3 (312)</u>
Heaviest Volume Hours:	<u>Piedmont-Lenox 8:30am-9:34am</u> <u>Lenox Park 4:30pm-5:30pm</u>
Lowest Volume Hours:	<u>Piedmont-Lenox 6:30pm-7:14pm</u> <u>Lenox Park 12:30pm-1:30pm</u>
Highest Volume Stops:	<u>Piedmont-Lenox = Buckhead MARTA Pedestrian Bridge</u> <u>Lenox Park = Atlanta Plaza/Resurgens Plaza/Lenox MARTA</u>
Lowest Volume Stops:	<u>Piedmont-Lenox = Prominence Building</u> <u>Lenox Park = Lenox Square Food Court</u>

Key observations: Buc ridership up significantly from last year. The Piedmont Lenox line had an increase of 36% average daily ridership and the Lenox Park line had an increase of 12% average daily ridership from October of last year.

We received 4 (four) inquiries to the hotline in October.

- 10/11/2017 The shuttle did not stop at Buckhead MARTA station after 9:00am today.
- 10/12/2017 I've been waiting at Atlanta Plaza for the shuttle for 25 minutes.
- 10/24/2017 Does the buc come to Two Live Oak?
- 10/30/2017 Where do I catch the shuttle to go to Piedmont Center?