

# SEPTA Route Performance Evaluation Report

Southeastern Pennsylvania  
Transportation Authority

Service Planning Department



Revised June 2019



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# Introduction

This document outlines changes to the process that the SEPTA Service Planning Department uses to evaluate the performance of its surface transportation routes. Changes include:

- Expanding SEPTA's Route Classification System
- Adopting new metrics for to evaluate performance
- Redefining underperforming routes and how they they will be addressed by Service Planning staff

The information contained in this document will be provided to partners on an annual basis, and be shared with the public at SEPTA Open Houses.

## Current Practice

The Route Operating Ratio (ROR) report, prepared annually by the SEPTA Operating Budgets Department and shared with partner agencies, provides official information on ridership, operating characteristics and costs of SEPTA routes. Figure 1 depicts an excerpt from the 2017 Route Operating Ratio Report. The ROR collects different information on route performance, including vehicle miles and hours, weekday and annual passengers, and operating ratio, which is the percentage of operating expenses captured by the farebox, paid for by SEPTA customers. Figure 1 depicts an excerpt from the most recently available ROR report

**Figure 1** | 2017 SEPTA ROR Report Excerpt

CITY TRANSIT								
Annual Route Performance Review – Based on FY 2017 ROR Report								
CTD	Vehicle	Vehicle	Peak	Weekday	Annual	Passenger	Fully	Oper.
Route	Hours	Miles	Vehicles	Passengers	Passengers	Revenue	Allocated	Ratio
							Expenses	
78**	2,042	41,070	0	225	57,375	\$258,188	\$270,101	96%
60	51,190	378,200	12	11,785	3,617,995	\$3,951,936	\$6,926,037	57%
54	42,453	262,370	9	7,662	2,352,234	\$2,569,345	\$5,382,113	48%
59	23,783	184,120	6	4,641	1,424,787	\$1,556,295	\$3,337,740	47%
6	36,829	269,730	8	6,625	2,033,875	\$2,221,602	\$4,850,021	46%
79	30,967	192,610	7	5,367	1,647,669	\$1,799,749	\$4,015,889	45%
66	55,386	480,621	15	10,367	3,182,216	\$3,475,935	\$8,140,811	43%
47M	10,320	68,150	4	2,075	637,025	\$695,822	\$1,680,546	41%
56	62,210	550,520	19	11,706	3,593,742	\$3,925,444	\$9,596,633	41%
R	55,044	542,720	13	9,575	2,939,525	\$3,210,843	\$7,928,400	41%
33	77,315	529,100	20	12,770	3,920,390	\$4,282,242	\$10,687,682	40%
17	68,748	469,730	17	11,108	3,410,156	\$3,724,913	\$9,346,318	40%
46	29,964	202,450	8	4,945	1,518,115	\$1,658,237	\$4,182,314	40%
3	54,385	433,950	13	8,557	2,626,999	\$2,869,471	\$7,516,956	38%
52	87,743	679,550	24	14,125	4,336,375	\$4,736,622	\$12,654,547	37%
18	110,856	1,051,960	27	16,927	5,196,589	\$5,676,234	\$15,989,479	36%
11	51,224	445,566	16	12,952	3,975,764	\$4,342,727	\$12,550,388	35%
75	19,199	161,551	8	3,487	1,070,509	\$1,169,317	\$3,414,340	34%
70*	55,746	573,140	13	8,105	2,488,235	\$2,717,899	\$8,076,597	34%

Currently SEPTA surface routes are separated into two groups (City and Suburban), with some city routes, such as those that travel on I-76 or that operate in less-dense parts of the city, highlighted as having suburban characteristics. Routes that have operating ratios falling 60% below the average are considered underperforming.

Using this methodology and the data from the 2017 ROR, the average Operating Ratio for City Bus Routes was 29%. Sixty percent of average is 17%, and four routes (27, 35, 77, and 88) had Operating Ratios below that threshold. However, three of them (27, 35, and 77) were identified as having suburban characteristics, so their minimum acceptable Operating Ratio lowered to 16%. For Suburban routes, seven were considered underperforming based on the minimum acceptable Operating Ratio in the suburbs (14%).

The SEPTA Service Planning Department uses the ROR report as an input into the service development process. However, the annual call for projects, initiated through the SEPTA website, work with partner agencies, and concepts developed with other SEPTA departments have generally taken precedence.

# Proposed Changes

## Expansion of Route Classification Categories

SEPTA Surface Transportation is divided into three operating divisions; City Transit, Suburban Transit, and Contract Operations. These three operating divisions are further broken down into route classifications as different routes serve different purposes, and should be judged by different standards. Route classifications are mutually exclusive of operating divisions as route performance varies between city and suburban land use and demographics. For example, a short route that customers use to transfer to either the Broad Street Line (BSL) or Market Frankford Line (MFL) would be expected to have a different set of performance characteristics than a long route that uses I-76 to get into Center City, or a 200-Series route scheduled to meet regional rail riders for reverse commute service.

Each SEPTA surface route will be placed into one of several categories, defined by the route's operating context:

### City Routes

Routes operating primarily on local city streets, serving a variety of different functions from local trips, to connections to high speed services.

### Suburban Routes

Suburban routes operating in lower-density areas providing access to specific destinations such as malls, shopping centers, office parks, and industrial parks.

### Arterial Routes

Routes that travel (for the most part) on heavily-trafficked city or suburban arterials with multiple destinations and often a strong reverse-commute constituency, usually terminating at a major transportation center.

### Expressway Routes

Routes that travel on an interstate, such as I-76, I-476, or I-95 for portions of their routing.

### Fixed and High Speed Routes

SEPTA Trolley and Trackless Trolley Routes, as well as the Broad Street Line, Market Frankford Line, and Norristown High Speed Line.

### Special Purpose Routes

Routes administered by SEPTA but operated by outside vendors or routes specifically defined to provide last mile connections from Regional Rail stations and limited service city routes that are designed to meet specific markets.

Table 1 lists all current SEPTA routes by their classification category:

**Table 1 |** SEPTA Route Categories

City			Suburban	Arterial	Expressway	Fixed & High Speed	Special Purpose
2	33	66	90	1	9	10	35
3	37	67	92	14	27	11	62
4	38	68	93	22	44	13	77
5	39	70	94	55	123	15	78
6	40	73	95	104	124	34	80
7	42	75	96	105	125	36	91
8	43	79	97	109		101	133
12	45	84	98	110		102	150
16	46	88	99	111		BSL	201
17	47	89	103	112		MFL	204
18	48	108	106	113		NHSL	205
19	50	G	107	114			206
20	52	H	115	120			310
21	53	J	117	Boulevard Direct			311
23	54	K	118				47M
24	56	L	119				LUCY
25	57	R	126				
26	58	XH	127				
28	59		128				
29	60		129				
30	61		130				
31	64		131				
32	65		132				
			139				

## Route Performance Evaluation

Replacing the ROR table shown in Figure 1 will be a series of scatterplot charts (one for each route category) depicting how SEPTA routes rank according to two different metrics.

**Passengers per Revenue Hour**, a productivity measure, will be displayed on the x-axis of each chart. This metric shows the average number of passengers who board a transit vehicle for every hour of service that a vehicle is operating. Routes with higher per-hour numbers are more productive.

**Cost per Passenger**, a cost effectiveness measure, will be displayed on each chart's y-axis. This



metric indicates the per-passenger cost of operating a route minus passenger revenue. Routes with lower per-passenger costs are able to recover a larger portion of costs via fares.

Routes that appear towards the top right in each chart are the strongest performing in these metrics. The average of all of the routes in the specific category is also shown. Each chart will have a line denoting which routes rank in the bottom 15th percentile of all services within that category. In each category, routes falling in the bottom 15th percentile in **both measures** will be identified as underperforming (replacing the 60% of average line used in the ROR reports) and identified for potential evaluation and intervention.

At the annual stakeholder meeting (outlined in the updated Service Standards) and SEPTA Open Houses there will be seven charts on display.

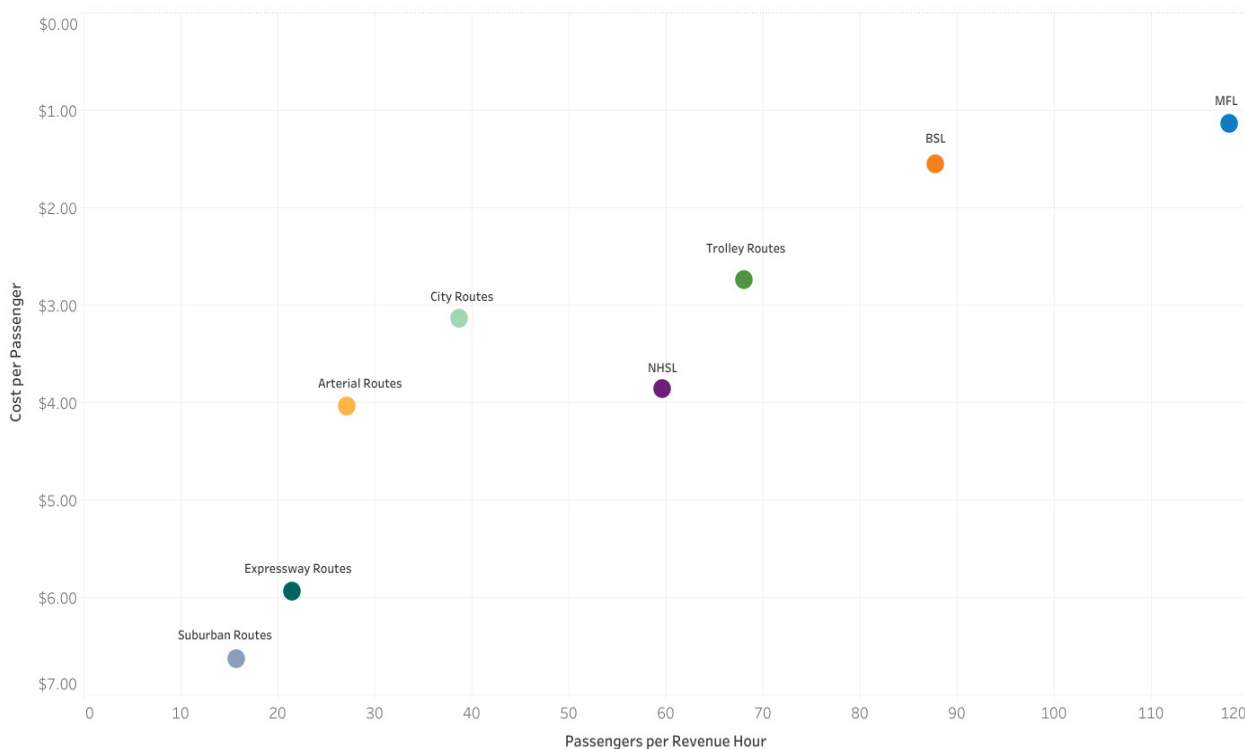
- One chart depicting the average performance for each route category
- One chart depicting the performance of all SEPTA Surface Transportation routes
- One chart for each category (five in all), except those routes falling in the "Other"

## Network-Wide Performance

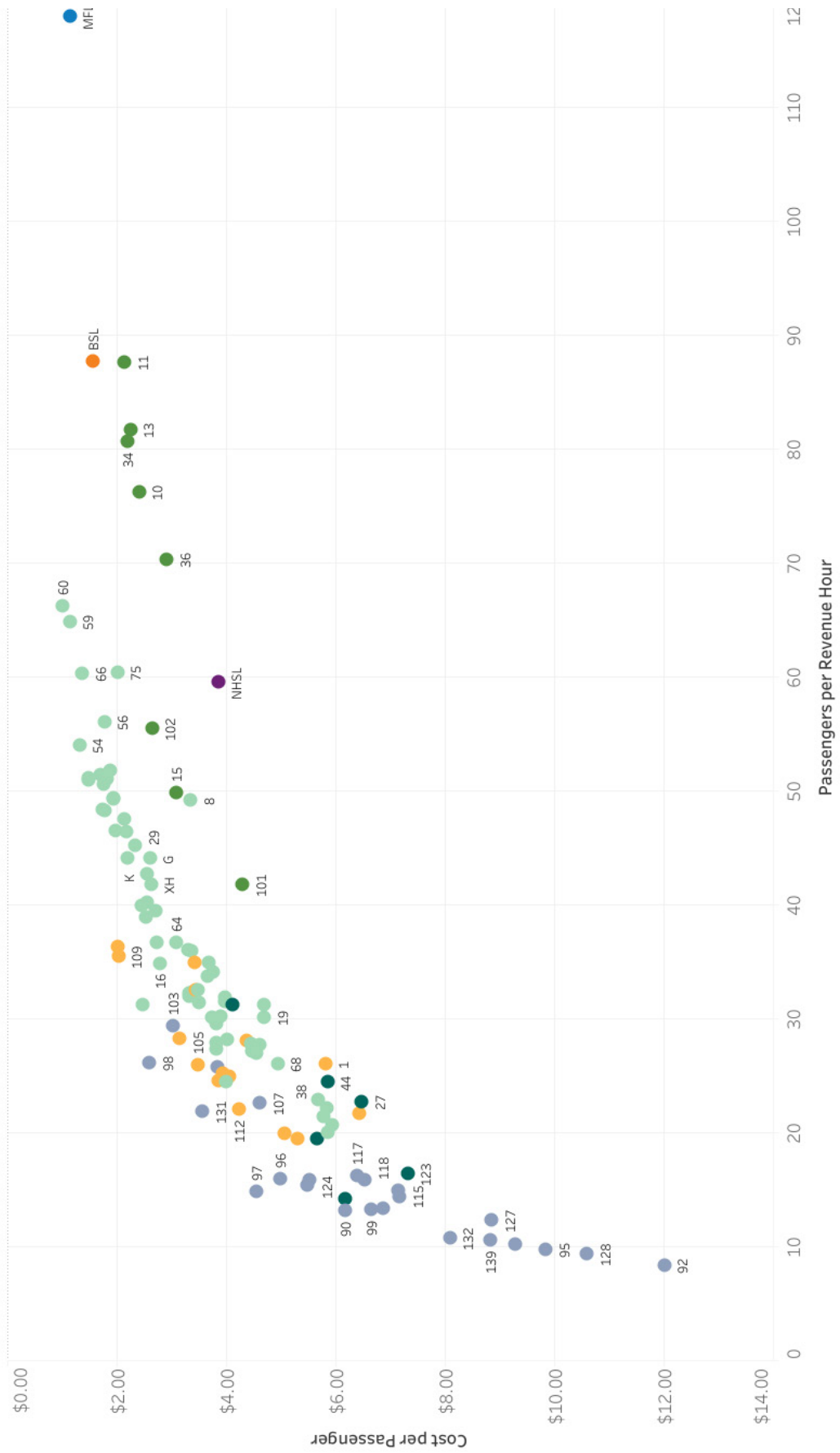
### Average Performance by Classification Group

Figure 2 shows the average performance for each route category and the three High Speed services. Suburban Routes are typically the least productive and cost effective, largely based on the lack of density and dispersal of trip generators in the suburbs as well as the length of many suburban bus routes.

**Figure 2 |** Average Performance by Classification Group



**Figure 3 | Performance by All SEPTA Routes**

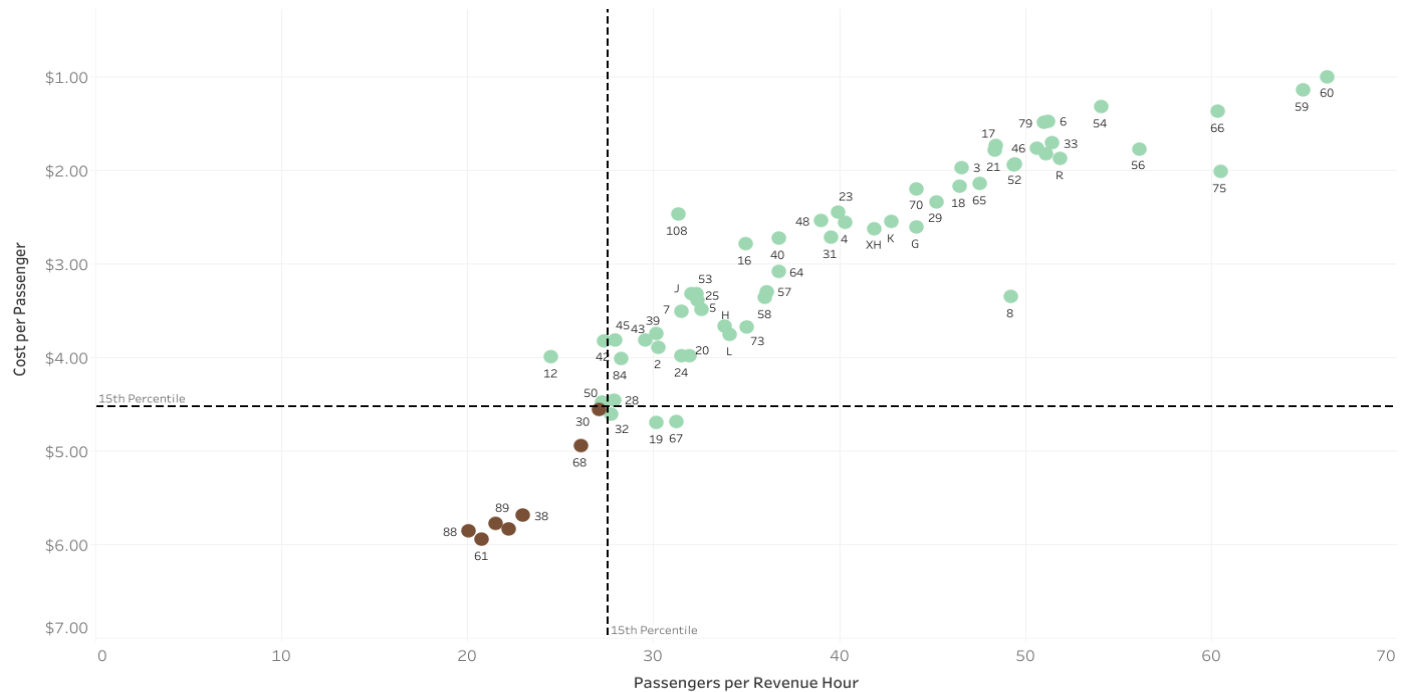


## Performance for Route Classification Categories

Figure 4 through Figure 8 depicts the performance for the five different categories. The charts are accompanied by tables that list the routes, the measures depicted in the charts, and other operating characteristics found in the ROR.

### City Routes

**Figure 4 |** Performance of SEPTA City Routes



**Table 2 |** City Route Operating Characteristics

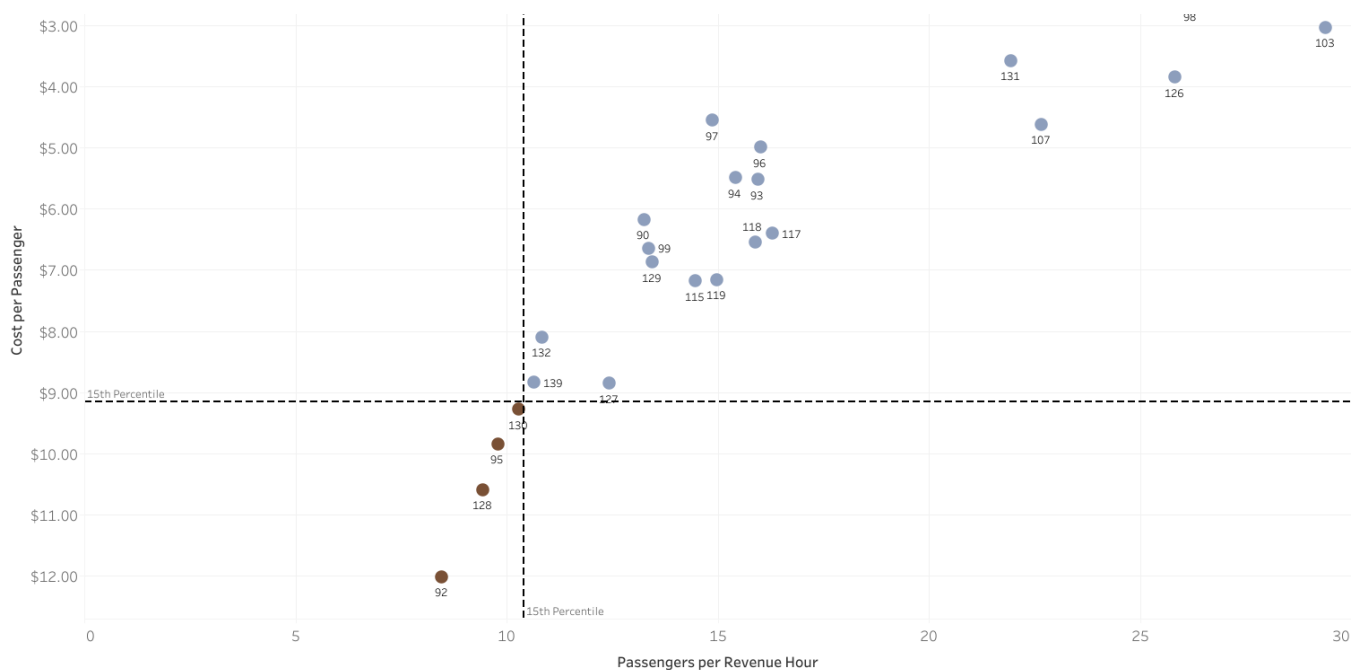
Route	Passengers per Revenue Hour	Cost per Passenger	Vehicle Hours	Vehicle Miles	Peak Vehicles	Avg. Weekday Passengers	Annual Passengers	Operating Ratio
2	35.0	\$3.42	50,422	381,430	13	5,111	1,569,077	24%
3	54.3	\$1.77	54,385	433,950	13	8,557	2,626,999	38%
4	46.1	\$2.39	55,528	475,368	14	7,415	2,276,405	31%
5	34.7	\$3.58	34,092	287,020	9	3,434	1,054,238	23%
6	62.0	\$1.29	36,829	269,730	8	6,625	2,033,875	46%
7	33.6	\$3.48	50,959	452,240	11	4,965	1,524,255	24%
8	57.7	\$2.48	13,183	114,650	6	2,653	676,515	31%
12	26.5	\$4.18	31,748	215,300	6	2,436	747,852	21%
16	38.0	\$2.83	54,865	469,402	11	6,040	1,854,280	28%
17	55.7	\$1.65	68,748	469,730	17	11,108	3,410,156	40%
18	52.7	\$1.98	110,856	1,051,960	27	16,927	5,196,589	36%

Route	Passengers per Revenue Hour	Cost per Passenger	Vehicle Hours	Vehicle Miles	Peak Vehicles	Avg. Weekday Passengers	Annual Passengers	Operating Ratio
19	33.0	\$4.63	15,481	184,450	5	1,482	454,974	19%
20	30.5	\$4.58	57,462	710,366	14	5,083	1,560,481	19%
21	38.3	\$2.82	70,617	513,524	16	7,840	2,406,880	28%
23	42.8	\$2.47	115,453	981,100	25	14,322	4,396,854	31%
24	34.7	\$3.69	27,732	276,640	7	2,789	856,223	23%
25	37.1	\$3.48	39,779	380,130	11	4,280	1,313,960	24%
26	57.3	\$2.21	67,345	565,210	26	11,190	3,435,330	33%
28	32.8	\$4.07	21,004	246,620	5	2,000	614,000	21%
29	51.0	\$2.23	31,387	221,710	10	4,637	1,423,559	33%
30	30.0	\$4.30	16,180	148,860	4	1,408	432,256	20%
31	45.2	\$2.52	33,704	284,590	9	4,413	1,354,791	30%
32	31.1	\$4.24	50,584	490,820	13	4,563	1,400,841	21%
33	57.0	\$1.63	77,315	529,100	20	12,770	3,920,390	40%
37	25.1	\$5.51	46,981	637,460	9	3,424	1,051,168	17%
38	26.6	\$5.16	36,072	368,480	9	2,778	852,846	18%
39	34.5	\$3.14	24,758	190,710	5	2,478	760,746	26%
40	40.3	\$2.75	57,423	496,770	13	6,713	2,060,891	28%
42	42.2	\$2.32	84,927	617,586	17	10,392	3,190,344	32%
43	33.7	\$3.62	32,566	279,800	8	3,186	978,102	23%
45	29.9	\$3.82	52,914	341,600	12	4,588	1,408,516	22%
46	56.9	\$1.66	29,964	202,450	8	4,945	1,518,115	40%
47	47.4	\$2.26	110,641	959,890	27	15,214	4,670,698	33%
48	44.8	\$2.38	58,773	414,840	15	7,630	2,342,410	32%
50	37.9	\$3.17	25,937	320,644	5	2,636	875,152	26%
52	55.5	\$1.83	87,743	679,550	24	14,125	4,336,375	37%
53	34.4	\$3.30	28,046	232,390	6	2,794	857,758	25%
54	62.2	\$1.20	42,453	262,370	9	7,662	2,352,234	48%
56	64.9	\$1.58	62,210	550,520	19	11,706	3,593,742	41%
57	41.1	\$3.15	88,006	848,960	26	10,478	3,216,746	26%
58	40.6	\$3.13	72,719	800,360	19	8,569	2,630,683	26%
59	68.0	\$1.25	23,783	184,120	6	4,641	1,424,787	47%
60	79.4	\$0.82	51,190	378,200	12	11,785	3,617,995	57%
61	22.4	\$5.49	46,377	396,021	9	3,014	925,298	17%
64	42.7	\$2.57	44,289	397,490	10	5,478	1,681,746	30%
66	65.2	\$1.47	55,386	480,621	15	10,367	3,182,216	43%
67	35.1	\$4.34	46,536	576,140	15	4,734	1,453,338	20%
68	28.6	\$4.88	24,565	405,320	4	2,039	625,973	18%

Route	Passengers per Revenue Hour	Cost per Passenger	Vehicle Hours	Vehicle Miles	Peak Vehicles	Avg. Weekday Passengers	Annual Passengers	Operating Ratio
70	50.1	\$2.15	55,746	573,140	13	8,105	2,488,235	34%
73	40.9	\$2.80	20,403	177,600	5	2,422	743,554	28%
75	63.3	\$2.10	19,199	161,551	8	3,487	1,070,509	34%
79	59.8	\$1.35	30,967	192,610	7	5,367	1,647,669	45%
84	30.8	\$4.17	38,804	451,020	8	3,463	1,063,141	21%
88	22.3	\$5.90	30,684	268,310	7	1,981	608,167	16%
89	25.0	\$4.93	27,118	269,880	5	1,966	603,562	18%
108	28.5	\$3.99	54,262	565,793	11	5,118	1,463,750	31%
G	53.7	\$2.32	97,937	1,052,630	31	15,247	4,680,829	32%
H	38.7	\$3.67	44,192	429,706	15	4,953	1,520,571	23%
J	36.5	\$3.11	28,248	254,440	6	2,991	918,237	26%
K	46.6	\$2.48	62,452	562,330	17	8,448	2,592,136	31%
L	38.3	\$3.35	70,299	706,560	19	7,796	2,393,525	25%
R	60.0	\$1.60	55,044	542,720	13	9,575	2,939,525	41%
XH	36.8	\$3.45	37,950	369,004	10	4,054	1,244,271	24%

## Suburban Routes

Figure 5 | Performance of SEPTA Suburban Routes

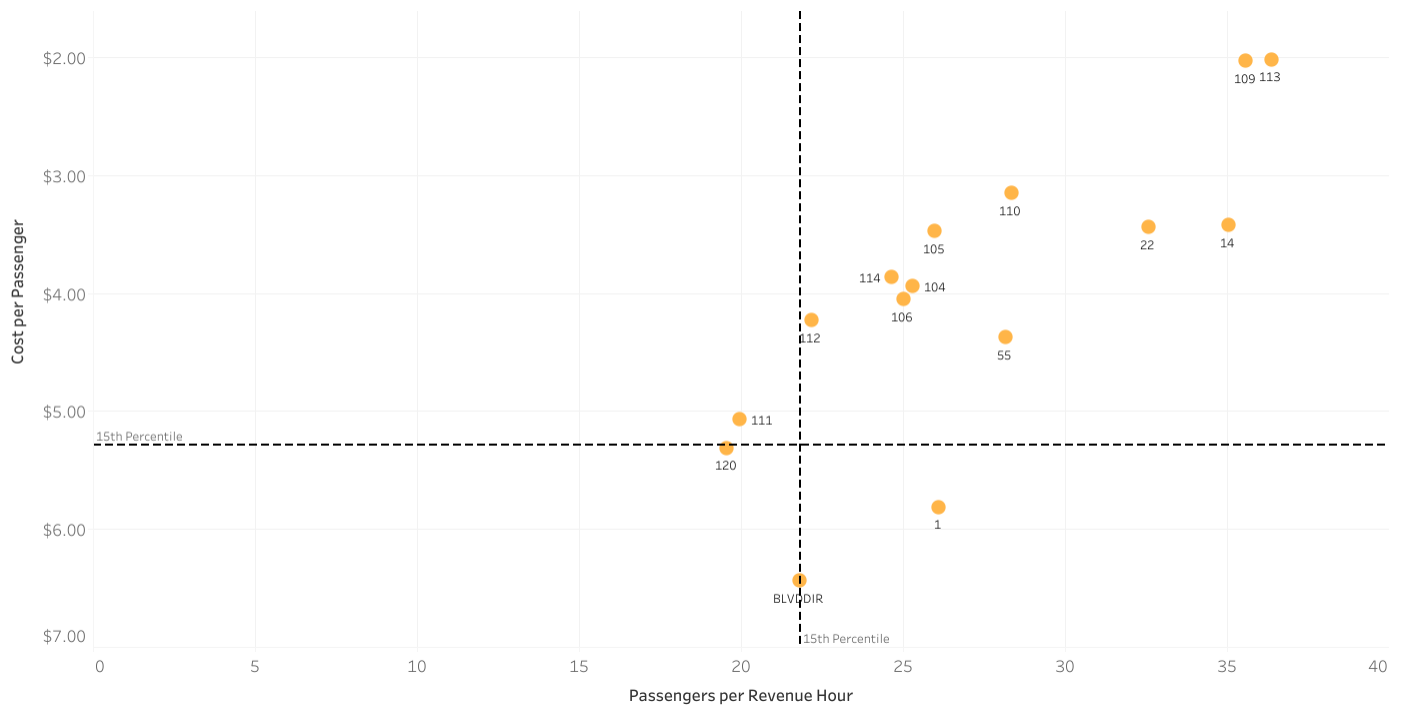


**Table 3 |** Suburban Route Operating Characteristics

Route	Passengers per Revenue Hour	Cost per Passenger	Vehicle Hours	Vehicle Miles	Peak Vehicles	Avg. Weekday Passengers	Annual Passengers	Operating Ratio
90	14.1	\$6.05	12,704	139,008	2	591	167,250	25%
92	8.2	\$12.38	14,608	276,900	3	396	112,070	15%
93	13.7	\$7.32	27,663	471,346	6	1,314	351,940	25%
94	17.3	\$6.06	11,226	195,833	3	611	180,860	32%
95	8.8	\$11.23	20,470	255,892	6	596	168,670	18%
96	15.0	\$6.02	28,611	370,102	5	1,516	398,740	30%
97	16.0	\$5.49	16,244	175,443	3	816	241,540	33%
98	23.7	\$3.92	16,136	172,094	4	1,202	355,790	38%
99	14.9	\$6.64	29,201	443,893	7	1,552	405,600	28%
103	25.0	\$4.68	16,075	141,818	4	1,339	380,450	26%
106	15.7	\$8.17	16,404	175,200	5	876	243,530	15%
107	14.8	\$8.83	18,767	207,813	6	947	263,270	14%
115	16.7	\$7.00	22,389	315,362	4	1,242	355,210	17%
117	17.5	\$6.79	37,237	525,596	7	2,154	616,040	18%
118	16.6	\$7.14	10,364	144,717	2	588	163,460	17%
119	13.1	\$9.20	16,631	257,820	3	719	205,630	13%
126	22.9	\$5.41	10,840	114,649	3	823	235,380	23%
127	12.3	\$7.67	9,720	202,763	2	392	110,940	24%
128	10.4	\$9.05	12,743	242,664	3	436	123,390	21%
129	12.8	\$6.93	22,510	422,951	4	908	268,770	26%
130	10.1	\$8.89	19,038	327,396	4	603	178,490	21%
131	23.7	\$4.29	7,789	79,651	3	619	175,180	35%
132	10.1	\$9.06	12,020	185,400	2	407	115,180	20%

## Arterial Routes

**Figure 6 |** Performance of SEPTA Arterial Routes

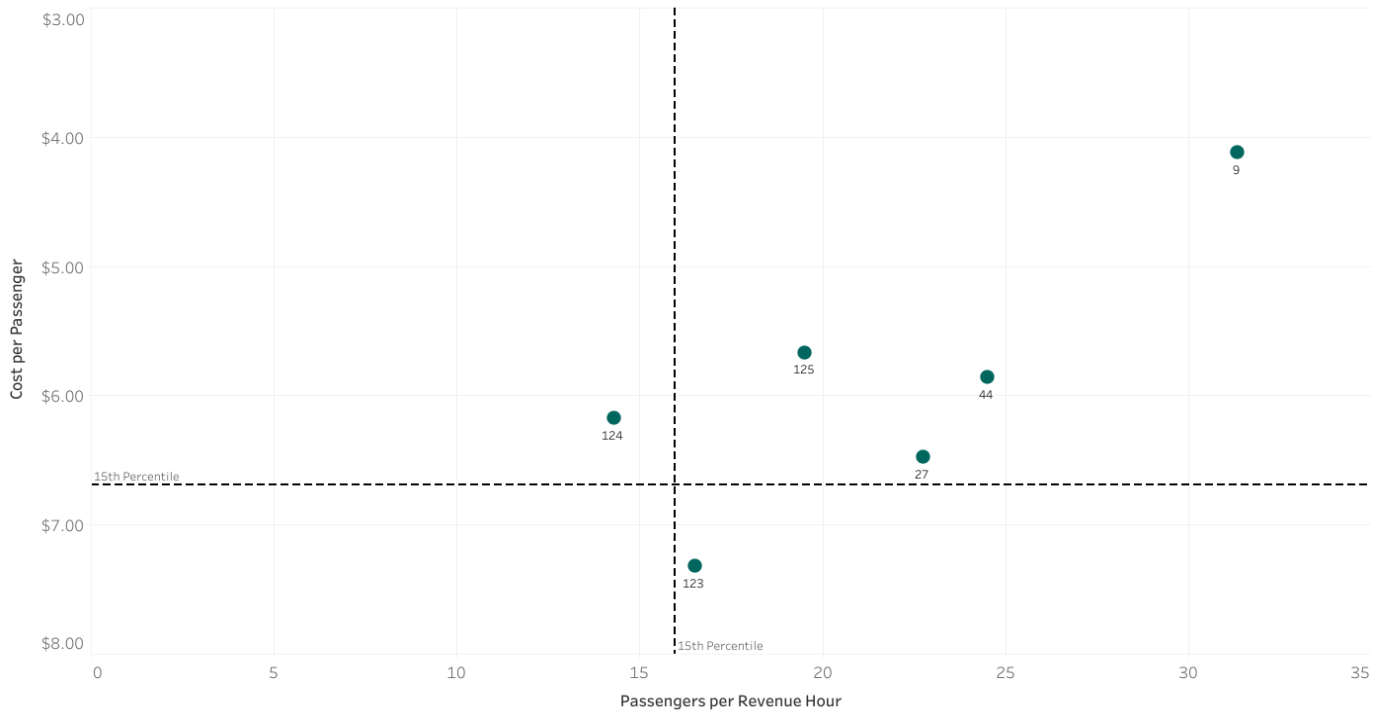


**Table 4 |** Arterial Route Operating Characteristics

Route	Passengers per Revenue Hour	Cost per Passenger	Vehicle Hours	Vehicle Miles	Peak Vehicles	Avg. Weekday Passengers	Annual Passengers	Operating Ratio
1	30.1	\$5.40	30,498	406,360	10	2,847	817,089	17%
14	43.7	\$2.83	97,461	1,148,210	24	12,340	3,788,380	28%
22	37.7	\$3.31	44,737	523,640	10	4,894	1,502,458	25%
55	31.4	\$4.07	62,337	718,170	13	5,678	1,743,146	21%
104	25.3	\$5.05	41,162	620,698	10	3,446	985,560	24%
105	24.1	\$5.10	14,837	155,711	4	1,183	338,340	24%
109	34.6	\$3.33	43,359	475,062	9	4,985	1,423,210	37%
110	24.6	\$4.59	27,406	313,235	5	2,232	638,350	27%
111	17.6	\$7.15	28,066	387,009	7	1,640	469,040	17%
112	22.4	\$5.53	17,477	173,774	5	1,299	371,510	22%
113	29.7	\$3.91	66,103	736,941	14	6,573	1,860,160	31%
114	24.0	\$5.06	27,730	376,000	6	2,201	629,490	24%
120	18.9	\$6.59	9,536	149,626	2	596	170,460	19%

## Expressway Routes

**Figure 7 |** Performance of SEPTA Expressway Routes



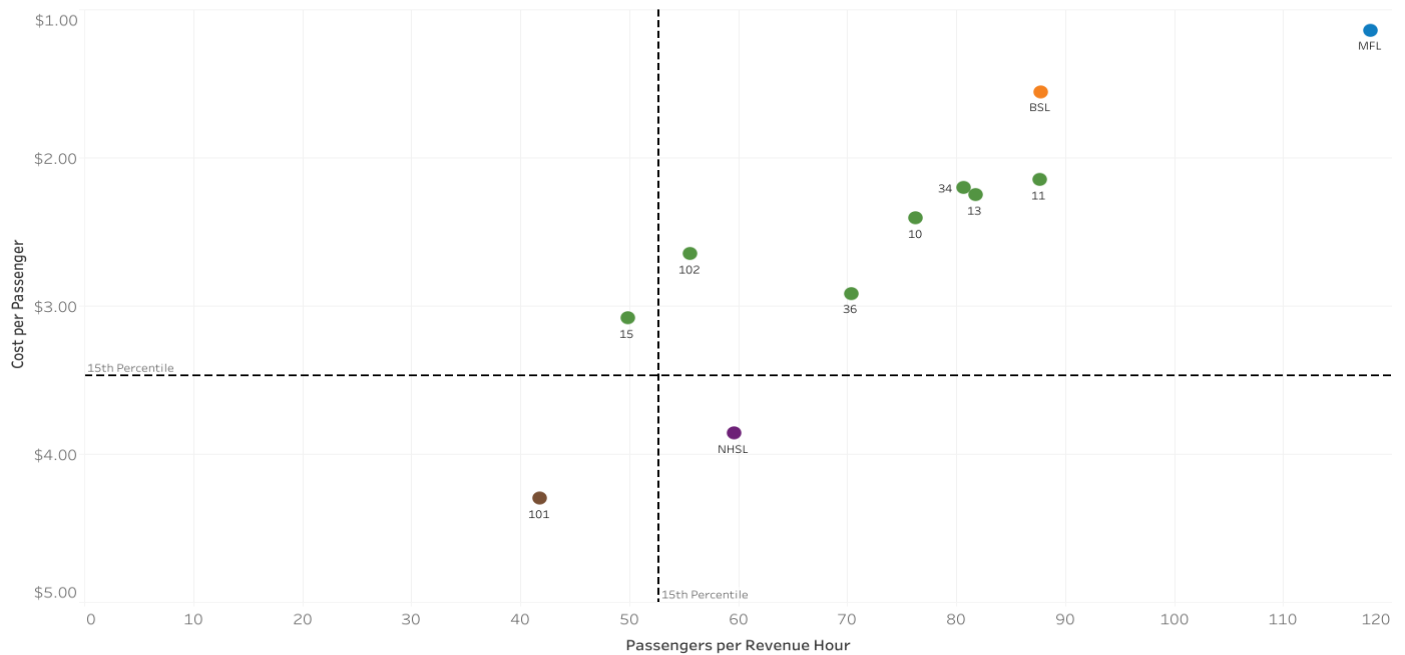
**Table 5 |** Expressway Route Operating Characteristics

Route	Passengers per Revenue Hour	Cost per Passenger	Vehicle Hours	Vehicle Miles	Peak Vehicles	Avg. Weekday Passengers	Annual Passengers	Operating Ratio
9	35.8	\$3.79	45,978	540,790	12	4,769	1,464,083	22%
27	25.9	\$6.06	58,970	763,480	17	4,423	1,357,861	15%
44	28.4	\$5.38	43,632	524,550	13	3,591	1,102,437	17%
123	15.7	\$8.13	17,337	350,065	3	902	257,970	19%
124	11.4	\$8.85	37,735	730,614	7	1,535	400,860	18%
125	14.1	\$9.03	39,862	671,913	8	1,845	523,980	17%



## Fixed Routes

**Figure 8 |** Performance of SEPTA Fixed and High Speed Routes<sup>1</sup>



**Table 6 |** Fixed and High Speed Route Operating Characteristics

Route	Passengers per Revenue Hour	Cost per Passenger	Vehicle Hours	Vehicle Miles	Peak Vehicles	Avg. Weekday Passengers	Annual Passengers	Operating Ratio
10	74.4	\$2.64	51,782	416,460	17	11,163	3,427,041	29%
11	88.1	\$2.06	51,224	445,566	16	12,952	3,975,764	35%
13	79.9	\$2.45	56,160	498,083	18	12,869	3,950,783	31%
15	50.8	\$3.29	56,538	411,820	12	8,249	2,530,788	25%
34	80.0	\$2.83	54,696	445,101	22	12,562	3,855,934	28%
36	76.0	\$2.89	58,913	549,201	21	12,856	3,946,242	27%
101	39.9	\$3.71	33,083	343,885	10	5,204	1,304,310	45%
102	44.7	\$2.38	24,274	206,738	5	4,855	1,069,030	54%
BSL	85.6	\$1.90	395,645	6,805,092	105	111,575	33,850,366	37%
MFL	116.3	\$1.40	470,930	9,230,221	144	180,512	54,767,414	44%
NHSL	65.0	\$2.81	49,196	934,731	16	10,525	3,106,320	63%

<sup>1</sup> Only fixed services (Routes 10, 11, 13, 15, 34, 36, 101, and 102) are included in calculating the average.

# Addressing Underperforming Routes

Every year as part of the Annual Service Plan, SEPTA Service Planning staff will address routes that, based on the performance evaluation analysis, fall below the 15th percentile in both Passengers per Revenue Hour and Cost per Passenger.

Falling below this line does not necessarily require that a route be changed or even evaluated, but the performance but a recommendation may be made for service adjustments, route restructuring, consolidations, special subsidies, or possible discontinuance.

Table 7 lists the underperforming routes, and includes explanations for why the route may not be performing as well as some of its counterparts.

**Table 7 | Underperforming Routes**

Route	Classification	Explanation
37	City	Route 37 provides service to Philadelphia International Airport and adjacent business centers, and extends south to Chester. Significant portions of this long route have limited trip generators, making for inefficient operations.
38	City	Route 38 provides connections to Center City and Wissahickon Transportation Center. However, a significant portion of this route operates through Fairmount Park where this is low ridership. In addition, there are alternative transit options through much of West Philadelphia, making the route duplicative.
61	City	Route 61 provides local service on Ridge Avenue, operating between Manayunk and Center City. Because Ridge is a diagonal street, it has slow operating speeds. In addition, there are limited trip generators along the segment Ridge Avenue bordered by Fairmount Park on the west. Finally, through segments of Strawberry Mansion, Brewertown, and Fairmount, there are other transit options.
68	City	Route 68, which was recently amended to pick up discontinued Route 116, provides direct service to Philadelphia International Airport and surrounding business centers, but primarily serves the UPS Air Hub at the airport. The route serves additional trip generators in the airport area, most with limited demand, and partially overlaps Route 108 en route to 69th Street Transportation Center.
88	City	Route 88 provides neighborhood service in the Northeast, with a connection to Frankford Transportation Center. The route operates along lower-density segments of Grant Avenue and Welsh Road. Residents may opt to take more direct services on Roosevelt Boulevard, Bustleton Avenue, or Frankford Avenue, all of which run more frequently.
89	City	Route 89 provides neighborhood circulator service through portions of Port Richmond, Kensington, and Juniata Park. Much of the route is duplicative of other services that either go directly to Center City or offer a more direct connections to the MFL.

Route	Classification	Explanation
92	Suburban	<p>Route 92 provides service between Exton and King of Prussia Mall. The route also serves West Chester and Paoli. Ridership has historically been low, with most activity clustered near the three anchors with minimal ridership in between. Service is infrequent to reflect demand, operating approximately every 90 minutes. While it serves two Regional Rail stations (Malvern, Paoli), the length of the route, limited headways and the bus transfers at the three main anchors create challenges for making timely connections. Exton Regional Rail Station cannot currently be served directly due to physical limitations that would require capital improvements. West Chester and Exton are also connected during daytime hours by the Krapf Route A, although Route 92 uses a different routing.</p>
95	Suburban	<p>Route 95 operates between Gulph Mills and Willow Grove Park Mall. It also serves Swedeland, Conshohocken, Plymouth Meeting Mall and Ambler. The route primarily serves a low-density, suburban land use pattern, including office and industrial parks with available parking. It serves three Regional Rail stations (Conshohocken, Ambler, Fort Washington). Due to the length of the route, limited headways and the transfer at Gulph Mills (to bus and Norristown High Speed Line) and Plymouth Meeting Mall (bus), it is challenging to provide timely Regional Rail connections.</p>
101	Fixed	<p>Trolley Route 101 operates between Media and 69th Street Transportation Center, serving Springfield. Between Drexel Hill Junction and 69th Street, the route shares tracks with Route 102, which operates to Sharon Hill. Passengers in these areas generally use the first trolley available. Route 101 underperforms compared to City trolleys due to various factors, including limited residential density between Springfield Mall and the edge of Media. Route 101 will be addressed as part of SEPTA's Trolley Modernization project, particularly street running segments at the western end.</p>

Route	Classification	Explanation
111	Arterial	Route 111 connects 69th Street Transportation Center with Chadds Ford via Baltimore Pike/US-1. Ridership is concentrated at major generators including 69th Street, Upper Darby High School, Penn State Brandywine, Granite Run Mall, and Riddle Hospital. Ridership is strong along the eastern end of Baltimore Pike but thins out as the land use becomes more suburban after Penn State Brandywine.
120	Arterial	Route 120 is one of several routes that runs on West Chester Pike. The route deviates from the Pike to serve Cheyney University at the end of the line. Service is provided hourly and the span of service is planned to support the needs of University students and staff. While Cheyney once generated high ridership numbers, due to falling enrollment, ridership has correspondingly decreased in recent years. Route 120 continues to supplement other West Chester Pike routes, providing a direct connection to 69th Street.