



# Transit Link Update

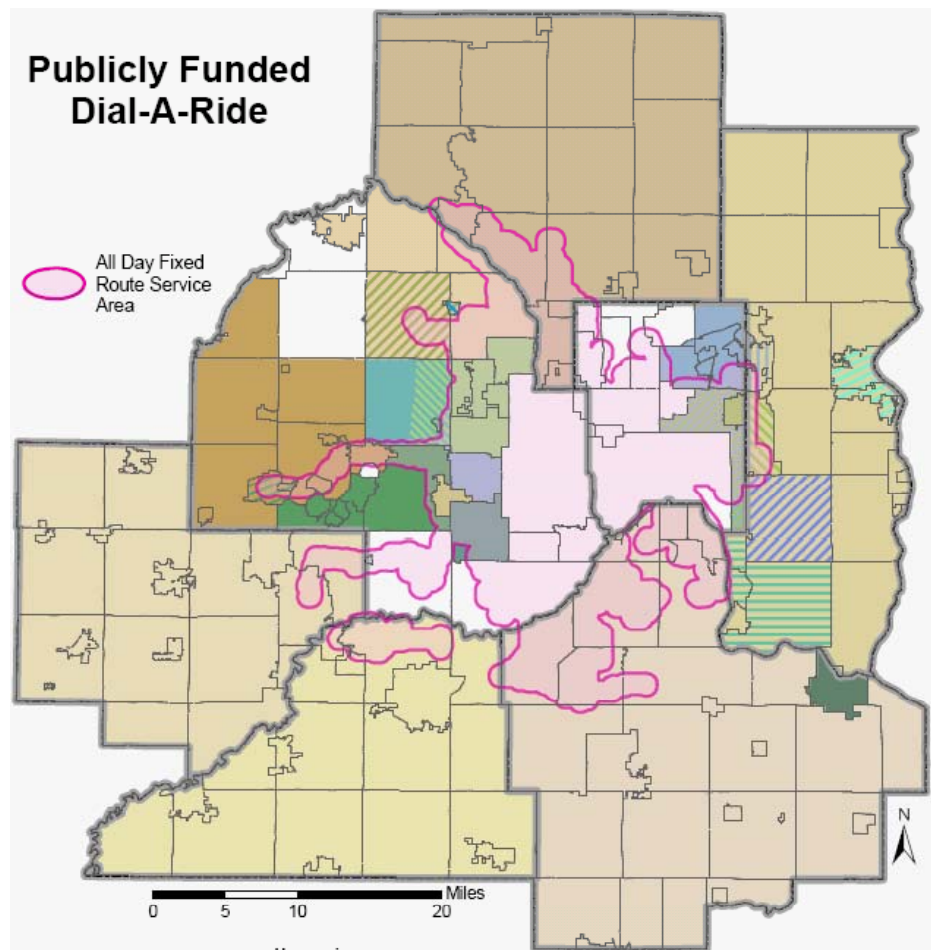


Transportation Committee  
January 23, 2012



# Previous Community-Based Dial-a-Ride

- 14 contracts for Council assistance
- No coordination or consistency between providers
- Duplication with fixed route
- Duplication with other dial-a-rides
- No transit service available in some areas





# Council-County Collaboration

## Coordination Advisory Committee (CAC)

- 2 representatives from each of the seven counties
  - Transportation/Transit
  - Human/Social Services
- 3 Met Council staff
- Developed operating parameters
- Ongoing refinement of policies and performance monitoring

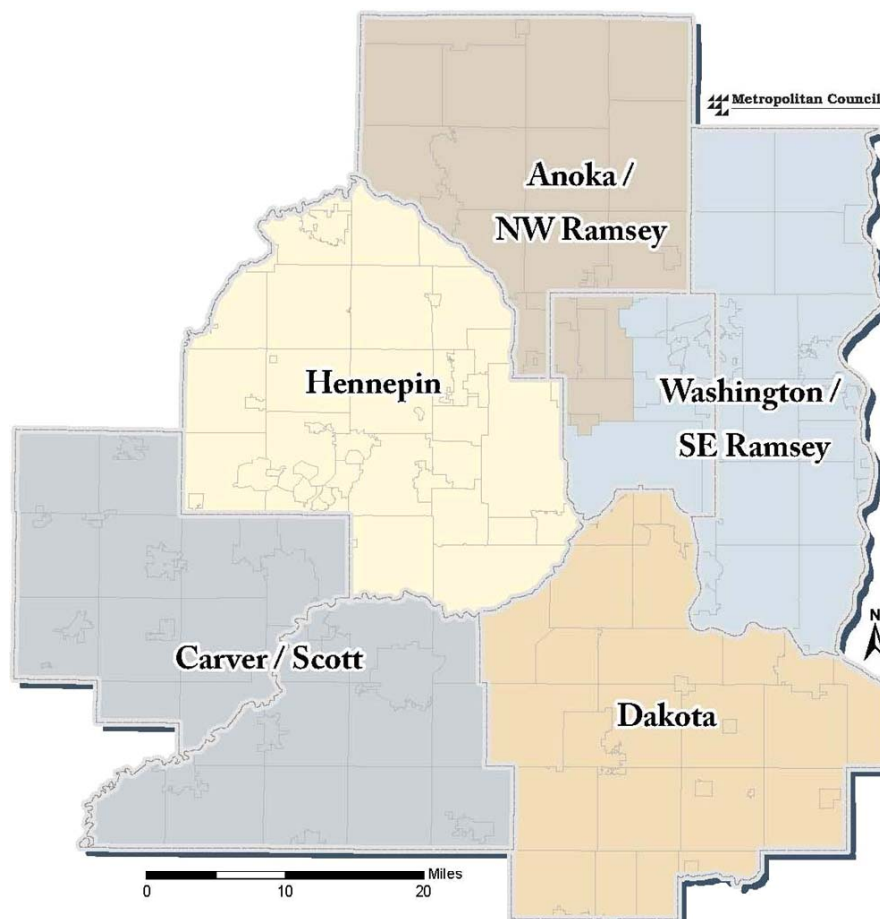




# Current Transit Link Program

## Five Contractors Serve Seven Counties

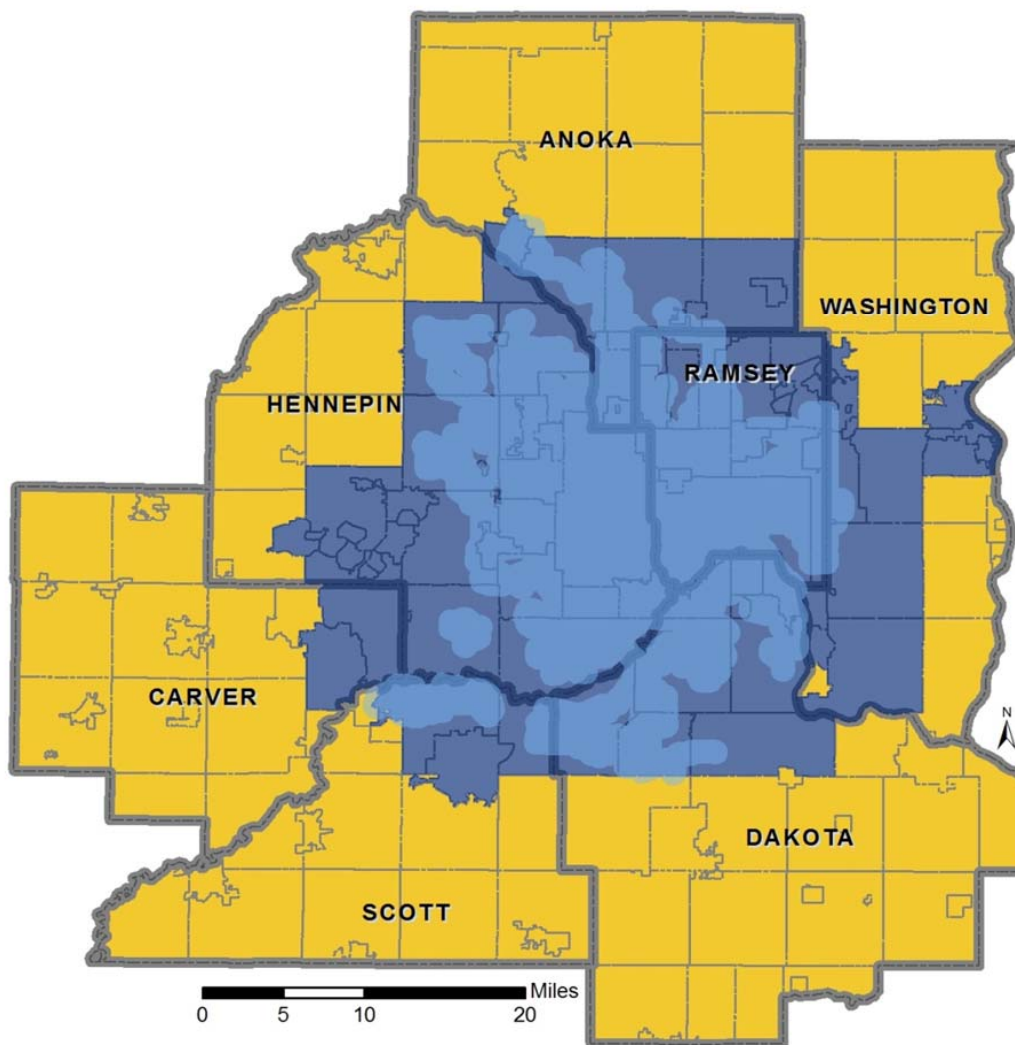
- Single set of operating rules
- Coordinate with each other
- Easily recognized vehicles
- Open to the general public
- Equity throughout the region
- Single phone number





# The Role of Transit Link

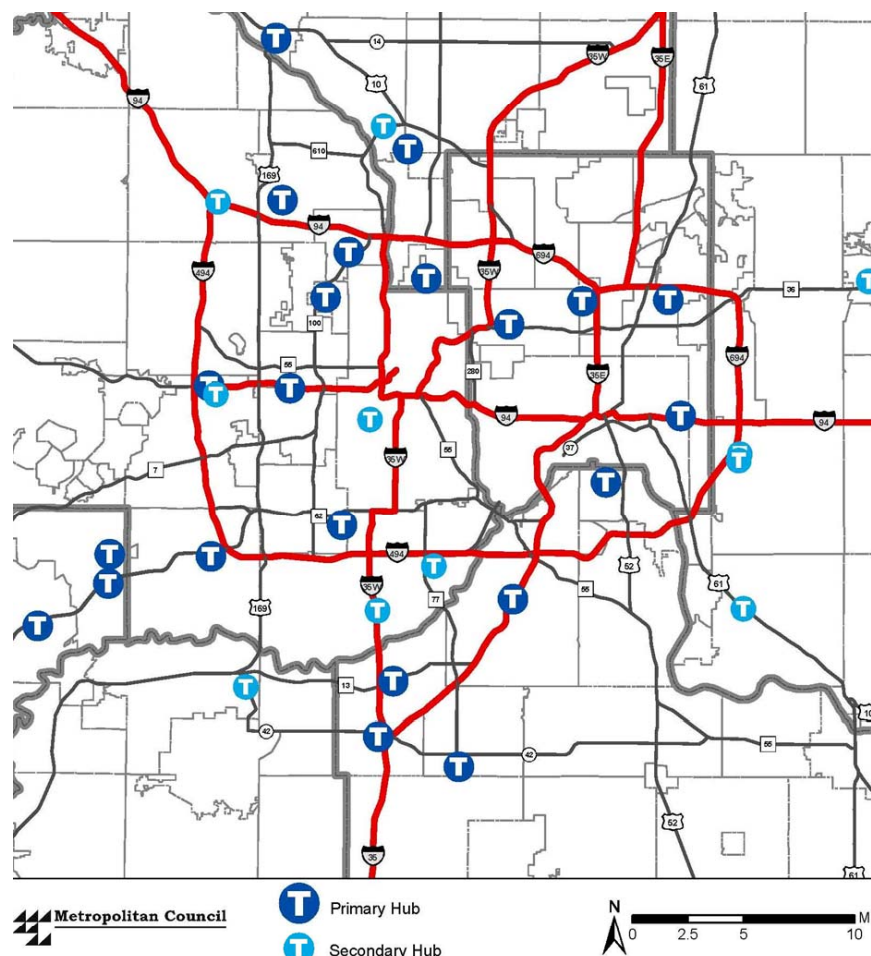
- Available for trips where fixed route is not available
- Coordinate with other Transit Link contractors, Metro Mobility and fixed route services for longer trips





# Coordination with Fixed Route

- Every trip request is screened for a fixed route solution
- Transfers are made to fixed route at hubs when possible and appropriate



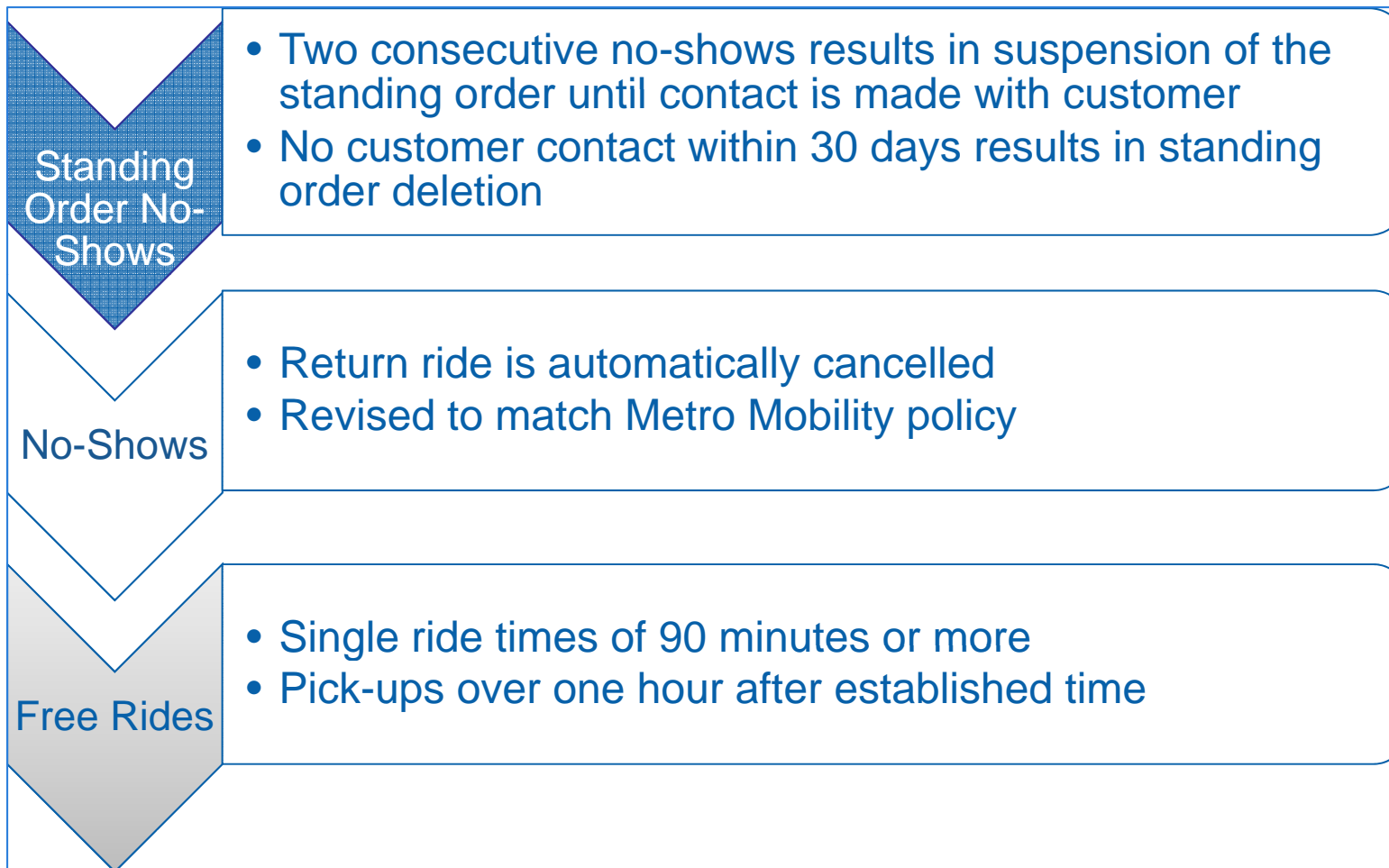


# Transit Link Implementation

| Service Area         | Start Date        | Service Provider             |
|----------------------|-------------------|------------------------------|
| Anoka/NW Ramsey      | April 1, 2010     | Anoka County                 |
| Carver/Scott         | January 1, 2010   | Smart Link                   |
| Dakota               | May 3, 2010       | DARTS                        |
| Hennepin             | February 27, 2010 | Midwest Paratransit Services |
| Washington/SE Ramsey | March 29, 2010    | Midwest Paratransit Services |



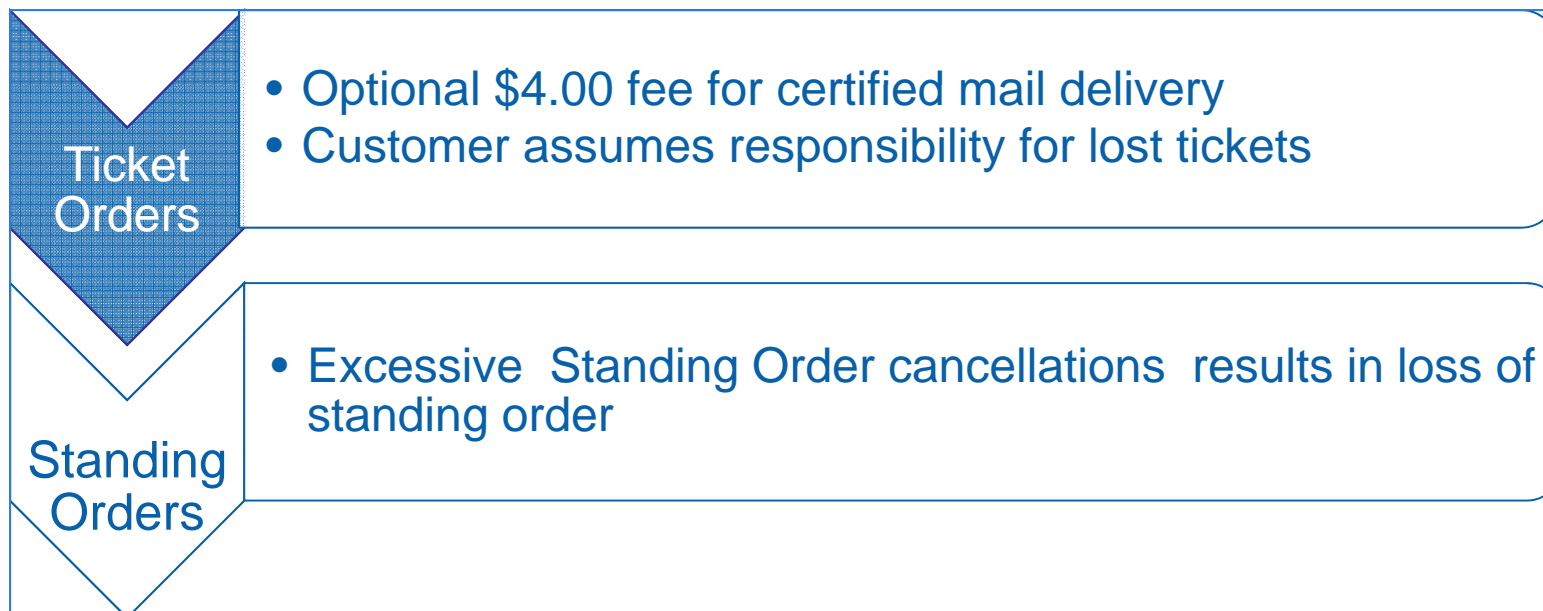
# Operating Adjustments to Date







# Operating Adjustments to Date





# Operating Statistics

| 2011                 | Total Transit Link Rides | Unique Riders | Fixed Route Referrals | Fixed Route Transfers |
|----------------------|--------------------------|---------------|-----------------------|-----------------------|
| Anoka/NW Ramsey      | 56,960                   | 1,973         | 595                   | 8,665                 |
| Carver/Scott         | 184,935                  | 10,501        | N/A                   | 5,480                 |
| Dakota               | 35,764                   | 1,696         | 1,152                 | 3,528                 |
| Hennepin             | 44,638                   | 2,843         | 1,759                 | 1,082                 |
| Washington/SE Ramsey | 60,760                   | 3,116         | 1,127                 | 6,255                 |



# Operating Statistics

| 2011                 | On-Time Performance | Capacity Denials | Capacity Denials As a % | No-Shows As a % |
|----------------------|---------------------|------------------|-------------------------|-----------------|
| Anoka/NW Ramsey      | 97%                 | 247              | .43%                    | 4.19%           |
| Carver/Scott         | 95%                 | 3,359            | 1.78%                   | .51%            |
| Dakota County        | 99%                 | 3,360            | 8.59%                   | 9.58%           |
| Hennepin             | 98%                 | 7,907            | 15.05%                  | 5.91%           |
| Washington/SE Ramsey | 99%                 | 8,593            | 12.39%                  | 5.16%           |



# Current Issues

- New census data – re-evaluation of funding formula
- Re-distribution of funding to address differences in service availability (capacity denials)
- Health facilities and business centers adjacent to seven county service boundary
- Independent Trapeze system for Scott/Carver County (access to data)
- Fare structure compared to other transit services