Transit Link Update

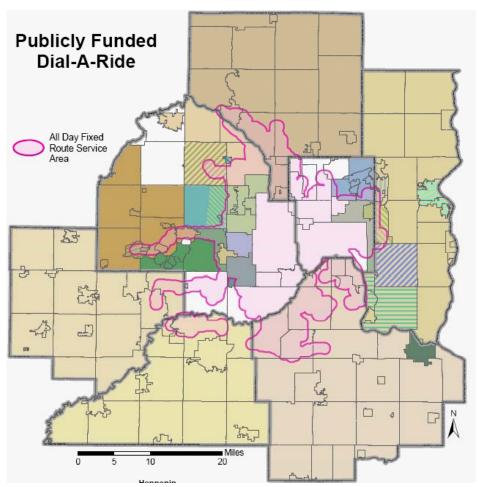


Transportation Committee
January 23, 2012



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

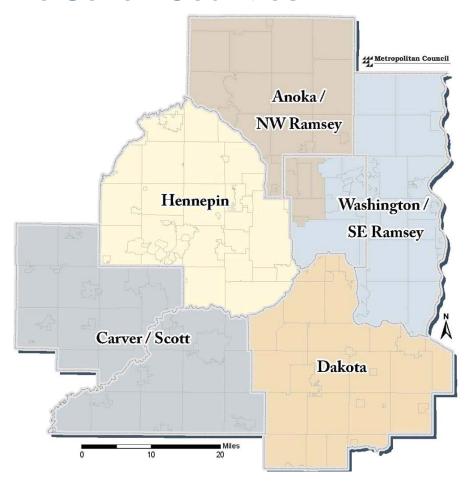




Current Transit Link Program

Five Contractors Serve Seven Counties

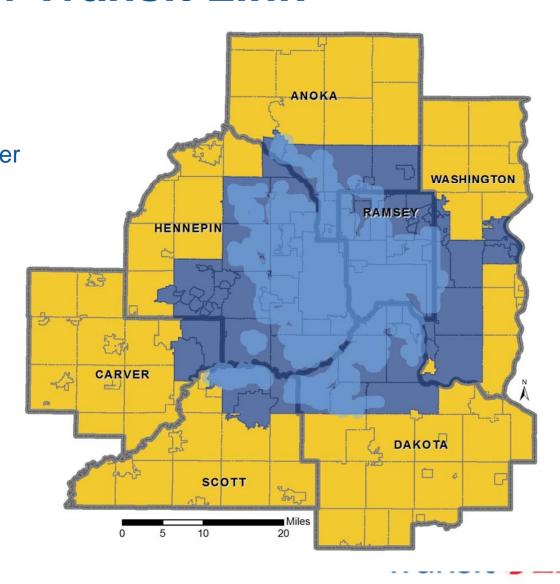
- Single set of operating rules
- Coordinate with each other
- Easily recognized vehicles
- Open to the general public
- Equity throughout the region
- Single phone number





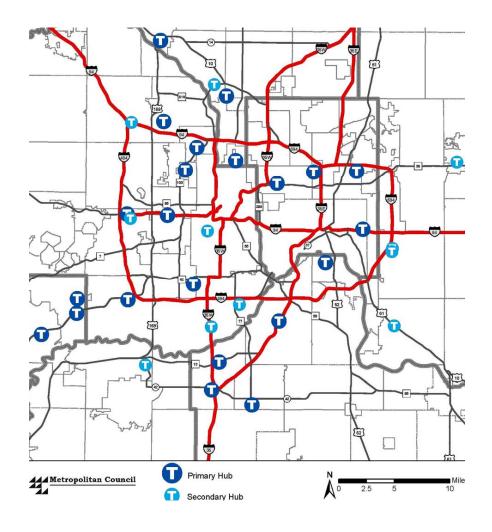
The Role of Transit Link

- 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

Standing Order No-Shows

- Two consecutive no-shows results in suspension of the standing order until contact is made with customer
- No customer contact within 30 days results in standing order deletion

No-Shows

- Return ride is automatically cancelled
- Revised to match Metro Mobility policy

Free Rides

- Single ride times of 90 minutes or more
- Pick-ups over one hour after established time



Operating Adjustments to Date

Ticket Orders

- Optional \$4.00 fee for certified mail delivery
- Customer assumes responsibility for lost tickets

Standing Orders

 Excessive Standing Order cancellations results in loss of standing order



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

