

TRANSIT FOR OUR FUTURE-SYSTEM DESIGN OBJECTIVES and CHARACTERISTICS

Overall Objectives

Reduce redundancies-Administrative

- ↳ Contract administrationⁱ
- ↳ Reporting—state
- ↳ Compliance—federal and stateⁱⁱ
- ↳ Volunteer program administration
 - Non-public volunteer programsⁱⁱⁱ
 - Health program contracts^{iv}
- ↳ Affiliated program administration
 - Non-emergency medical transportation^v
 - Day training and habilitation transportation^{vi}
 - Other closed services administration

Reduce redundancies-Operational

- ↳ Call taking^{vii}
- ↳ Dispatchers^{viii}
- ↳ Associated software
- ↳ Driver training^{ix}
- ↳ Service policies

Consolidate service design

- ↳ Region wide focus
- ↳ Access to most desired regional trade centers
- ↳ Frequency of service to regional trade centers
- ↳ Flexible management of rolling stock

Expected Benefits

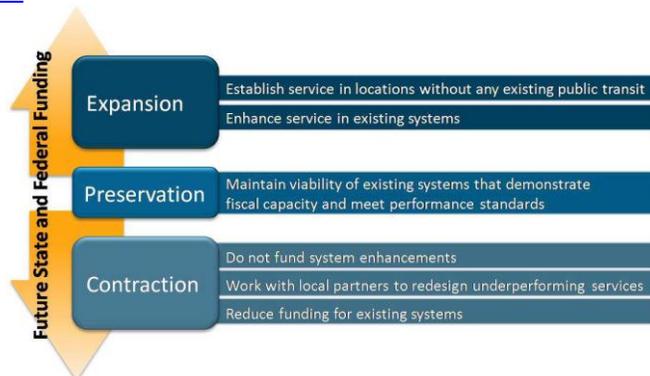
- ↳ Single “transit”/“transportation” identity throughout region
 - ↳ Develop a more consistent service delivery and presence for rural public transit throughout the state
- ↳ Improved access in remote areas
 - ↳ Transit system boundaries artificially constrain travel
- ↳ Improved efficiencies once program in fully mature
 - Maintenance program
 - Technology program
 - Streamlined management functions
- ↳ Improved customer service, increased responsiveness to public input

Staffing Characteristics of a Regional Transit System

- ↳ Must have a full time director
- ↳ Must have a dedicated financial manager
- ↳ Must have one or more operations managers
 - Number of municipal service areas
 - Number of counties
 - Number of operating vehicles
 - Number of vehicle storage locations
- ↳ Should have centralized dispatch—not the same as call takers
- ↳ Call takers with specialties for various functions (this is the essential mobility management function)
 - Public transit bus/public transit volunteer
 - Non-emergency medical transportation
 - Elderly and disabled programs, e.g, DT&H routing
 - Veterans and other specialty programs
- ↳ One FTE driver for every 2500 hours of service
- ↳ One FTE for federal compliance
 - Drug and alcohol program
 - Title VI Civil Rights program
 - Procurement, including DBE
 - Etc.

Service Design Characteristics of a Regional Transit System

- ↳ Depends upon the size and number of Regional Trade Centers according to the [Determining Amount of Rural Transit Access](#) (April 18, 2012).
- ↳ Service plans are developed according to principles outlined in the [Investment Plan](#).



- ↳ Locations enjoying service that exceeds the guidelines in either of the above documents will **not** see service reductions.
- ↳ Every region should have approximately 1 vehicle for every 2500 hours of service; more if there is a significant RTC at the core.
- ↳ Backup vehicles are shared throughout the region.
- ↳ Trips are not constrained by artificial jurisdictional barriers. However, passengers may be required to transfer to improve efficiency of scheduling buses.

ⁱ Currently there are 53 operating contracts plus a slightly smaller number of capital contracts.

ⁱⁱ All transit system managers are expected to be fully proficient and compliant with drug and alcohol program administration, all aspects of Title VI Civil Rights including Americans with Disabilities Act, all federal procurement regulations, and all Federal Motor Carrier Safety Administration regulations. A full understanding of all state regulations is also required.

ⁱⁱⁱ The transit system must be proficient at applying full cost allocation principles to all aspects of operations. In addition, if there are both public and non-public volunteer operations there must be a clear delineation of each function and the costs related to each.

^{iv} Managed care program contracts may apply to either public transit operations or ancillary program operations and the transit system manager or delegate must be fully proficient at separating costs and managing individual contracts.

^v It is likely that as a result of the NEMT Advisory Committee that counties will be required to increase their involvement with the provision of NEMT. While not necessarily public transit, it may fall under the administrative umbrella of passenger transportation.

^{vi} If the public transit system already serves a large number of DT&H passengers the role in coordination may increase.

^{vii} Call taking and dispatch are generally separate functions in larger transit operations. Call taking can range in intensity from "put my name on the pickup list" to someone who needs a lot of assistance in accessing appropriate transportation.

^{viii} With web-based technology many transit systems may be able to establish a single call center and dispatch functions. Shared software with variable seat licenses may address this at a lower cost.

^{ix} Driver training and passenger service policies will become uniform throughout the region. In some cases this will mean that the transit systems will have to relinquish providing exceptionally "high touch" service while to others it may mean establishing standards that are not now in place.