

SCALE

Presentation

April 10th, 2015



We are committed to providing the highest quality transportation services by emphasizing safety, training and value-added solutions.



SERVICES CURRENTLY PROVIDED:

- Shakopee Circulator – MVTA
- Dial-A-Ride – Carver and Scott County
- ADA – Metro Mobility, Scott County
- Medical Assistance Transportation
- Volunteer Driver Program

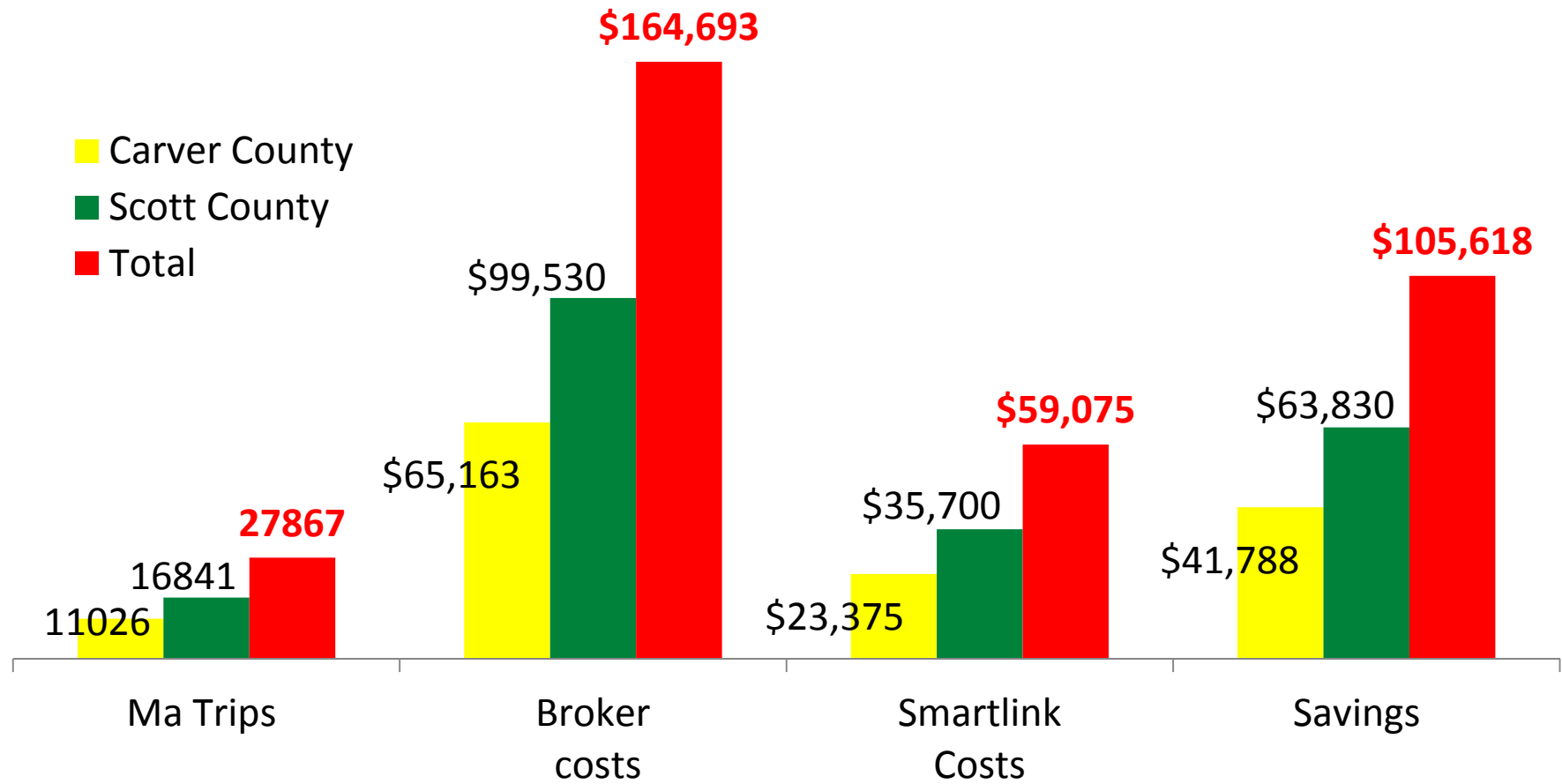


TRANSIT LINK 2014 STATS:

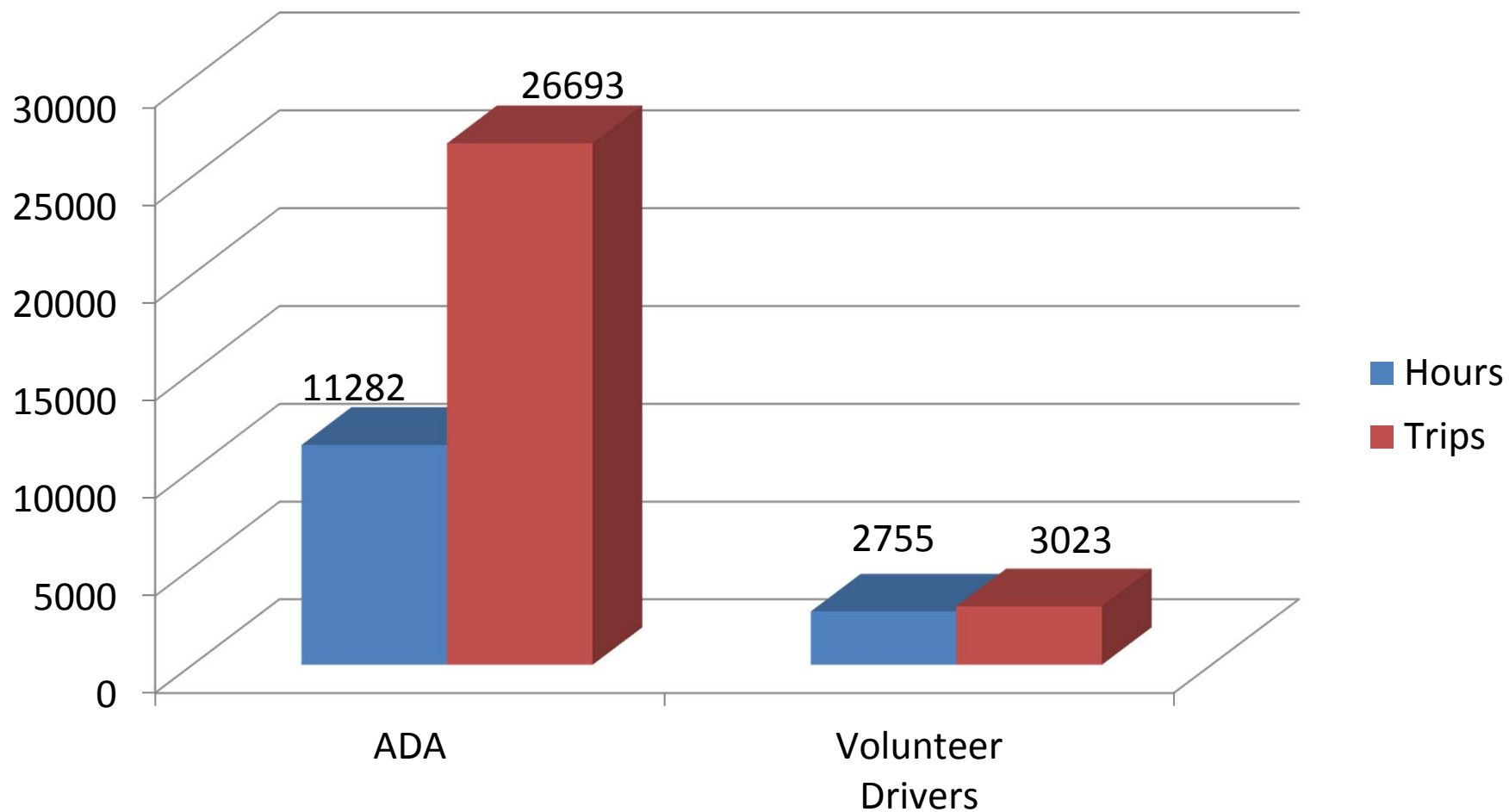
	ANOKA NW RAMSEY	DAKOTA	HENNEPIN	SCOTT CARVER	WASHINGTON SE RAMSEY	TOTALS
Passengers	33,480	36,743	50,914	114,748	81,899	317,784
Fixed Route Solutions	377	467	943	N/A	412	2,199
Feeder to Fixed (subscriptions)	828	466	371	2,893	1,945	6,096
On-Time Performance	97%	96%	97%	97%	98%	97%
Capacity Denials	3,548	2,256	6,735	4,728	6,370	23,637
Capacity Denials %	9.58%	5.78%	11.68%	3.96%	7.72%	6.92%
Client Refusals	575	410	2,346	582	2,422	6,676
No-Shows	1,561	1,828	2,847	4,300	4,196	14,732
No-Shows %	4.45%	4.74%	5.30%	3.61%	4.87%	4.60%
Revenue Hours	14,778	13,629	23,654	20,793	34,266	107,120
Average Trip in Length (miles)	8.16	8.23	6.65	11.66	5.9	8.12
Passengers per hour	2.265	2.695	2.152	5.518	2.390	2.966



MEDICAL ASSISTANCE JAN-DEC 2014:



ADA AND VOLUNTEER DRIVER STATISTICS:



WHY CHANGE ?:

- Federal Grant – Focus on Mobility Management (April 2015)
- Met Council DAR Contract expires in June 2015
 - Granted and extension to September 30, 2015
- Loss of the ADA – July 2015
 - Councils new service delivery model
- Northern Scott/Dakota Transit Study underway (MVTA 2015)
 - Shakopee Circulator – January 2016
- New services with Southwest LRT and MVTA



OPPORTUNITY TO LOOK AT OUR BUSINESS MODEL:

- How do we compare to other Regional Providers in the Metro Area?
- What has been successful?
 - Mobility Management
 - Medical Assistance
 - Shared Revenue Streams
 - Supporting our strong ridership and productivity
- What has been less successful?
 - Circulators
 - Connections with other cities
 - Ability to add service/trip denials



DESIRED OUTCOMES:

- Maintain our strong Customer Service
- Move towards Mobility Management
- Maintain productivity
- Ability to add service
- Least impacts to our customers
- Continue with Medical Assistance



REALISTIC SCENARIO:

- Looked at several scenarios
- Each scenario included:
 - Employee layoffs
 - Major budget impacts
 - County contributions
 - Immediate decrease in service hours
 - Immediate decrease in ridership



SCENARIO SELECTED:

- Contract out for Dial-A-Ride services
- Focus on Mobility Management
- Continue our Medical Assistance efforts
- Work with our Volunteers
- Manage -vs- Provide



SMARTLINK TRANSIT STATS:

2014 Actual Numbers

2015 Projected Numbers

	SCOTT CARVER	SCOTT CARVER
Passengers	114,748	135000
Fixed Route Solutions	N/A	N/A
Feeder to Fixed (subscriptions)	2,893	2,893
On-Time Performance	97%	97%
Capacity Denials	4,728	5,728
Capacity Denials %	3.96%	3.96%
Client Refusals	582	982
No-Shows	4,300	4,300
No-Shows %	3.61%	3.61%
Revenue Hours	20,793	23,793
Average Trip in Length (miles)	11.66	11.66
Passengers per hour	5.51	5.67



DIAL-A-RIDE TIMING:

- Prepare RFP: Feb 8th – April 1st (completed)
- Risk / Attorney: April 1st – April 15th
- On Street: April 22nd – May 22nd
- Review and Presentations: May 20th – June 20th
- Board: July 7th
- Service Begins: October 1st



MOBILITY MANAGEMENT:

- April: Planning
- May: Form Committees
 - Revised TRB / TPT include Carver County cities and Board
 - Revise Bi laws
- May-June: Process map of duties and structure changes
- August-Sept: Re-design
- October: Begin services



QUESTIONS?

