

Quad Cities Coordination and Consolidation Analysis

October, 2017

MetroLINK CitiBus

HNTB



STUDY PURPOSE

To explore further coordination and/or consolidation opportunities to enhance regional transit services.

Why Consider Coordination?

- Eliminate redundancies
 - Reduce costs
 - Economies of scale
- Increase political and public support
- Maximize capital investments
- Better customer service
 - Increase ridership
 - Expand service area
 - Access to opportunities

EXISTING CONDITIONS

- *Information Gathering*
- *Stakeholder Interview*
- *Peer Review*

Stakeholder Feedback

- MetroLINK service quality
- CitiBus route restructuring
- Davenport transit levy
- Lingering issues from previous arrangement
- No perceived regional transit advocate

Quad Cities Transit Profile

2017 Current Conditions

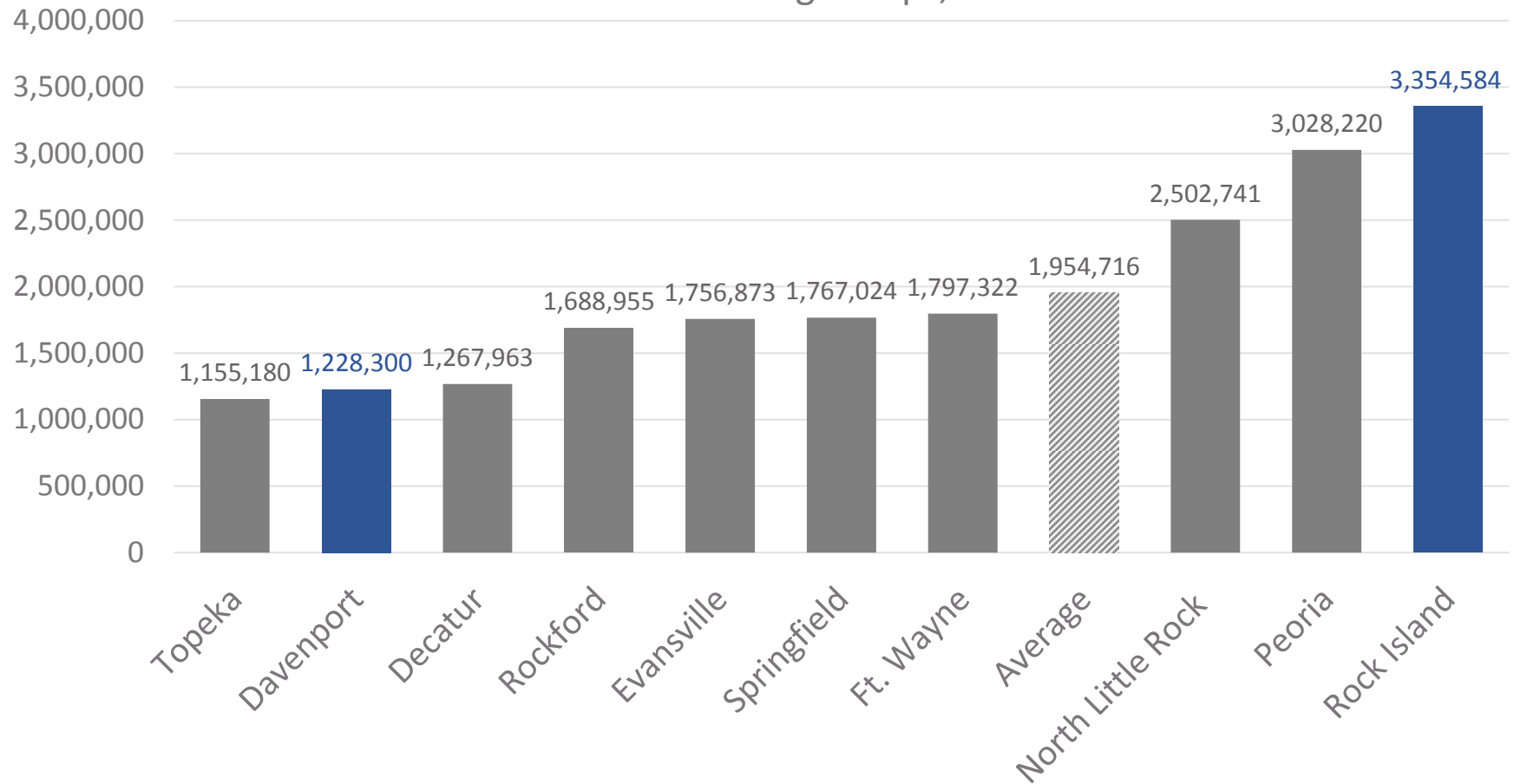
	MetroLINK	CitiBus	BT*
Total Buses	58	19	6
Peak Buses	46	15	3
Budget	\$17,330,000	\$6,801,000	\$1,260,000

Peer Review

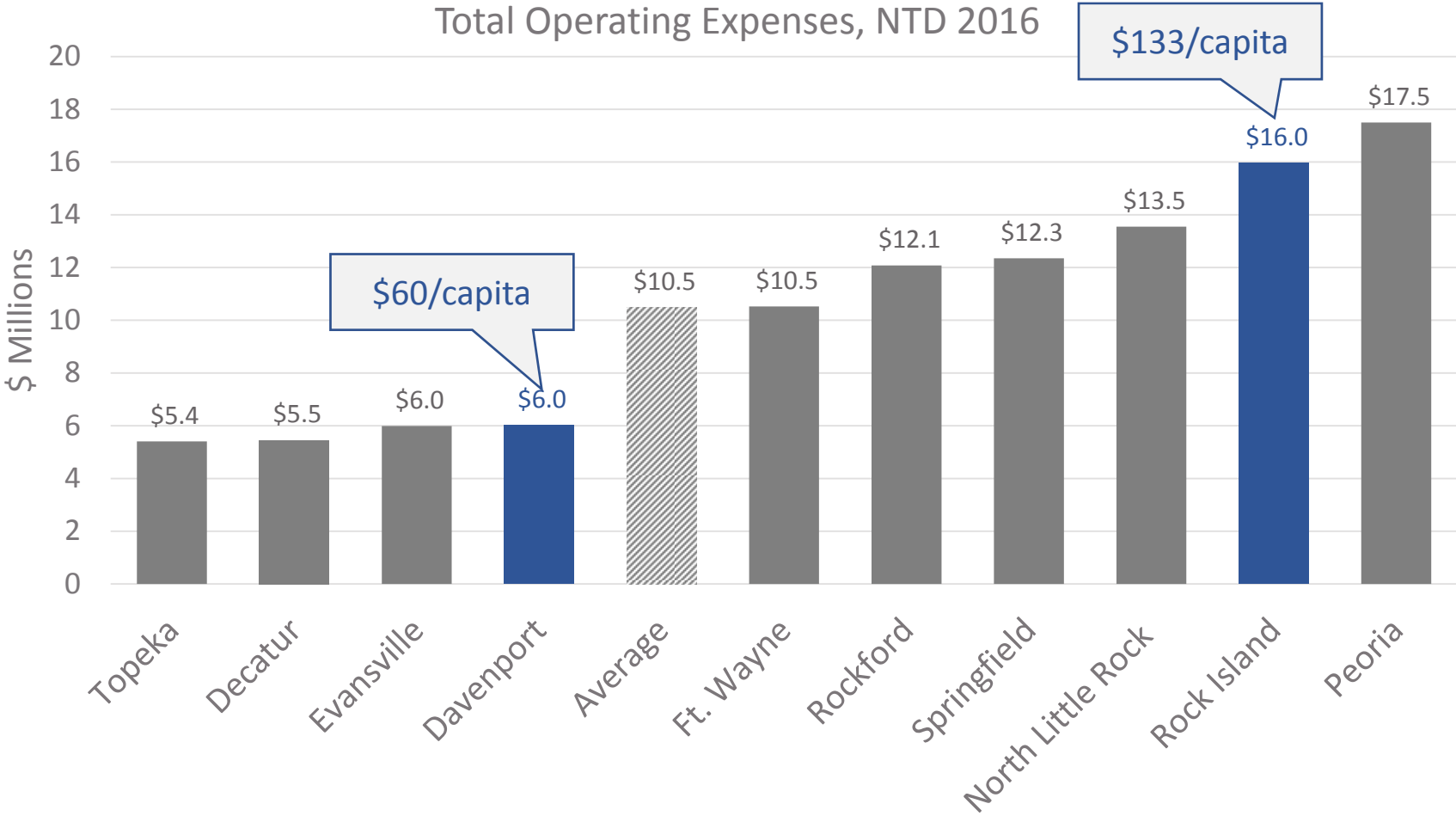
- Evansville, IN (METS)
- Decatur, IL (DPTS)
- North Little Rock, AR (CATA)
- Topeka, KS (TMTA)
- Ft. Wayne, IN (Citilink)
- Springfield, IL (SMTD)
- Rockford, IL (RMTD)
- Peoria, IL (CityLink)

Peer Review – Annual Unlinked Trips

Annual Unlinked Passenger Trips, NTD 2016

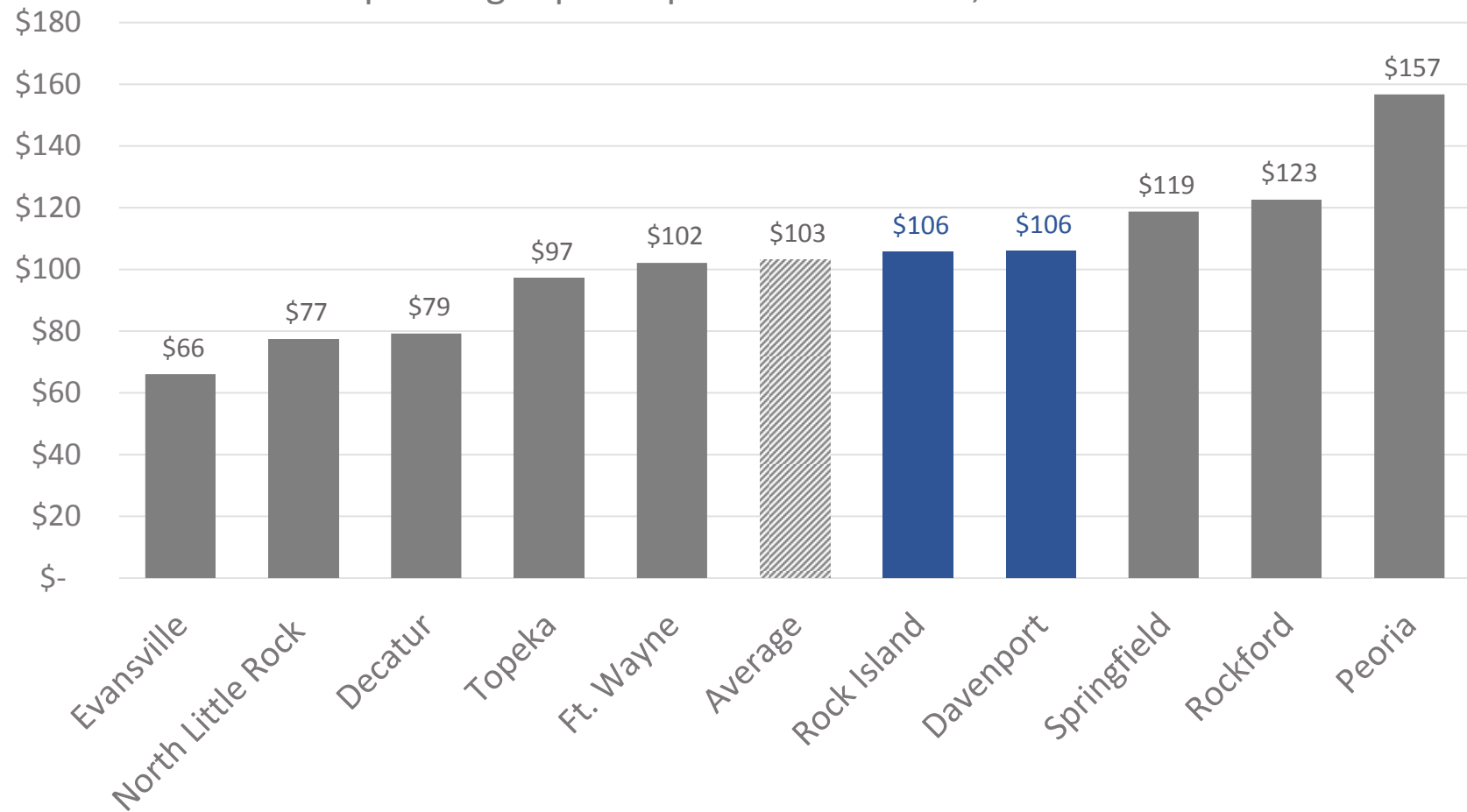


Peer Review – Annual Operating Expenses

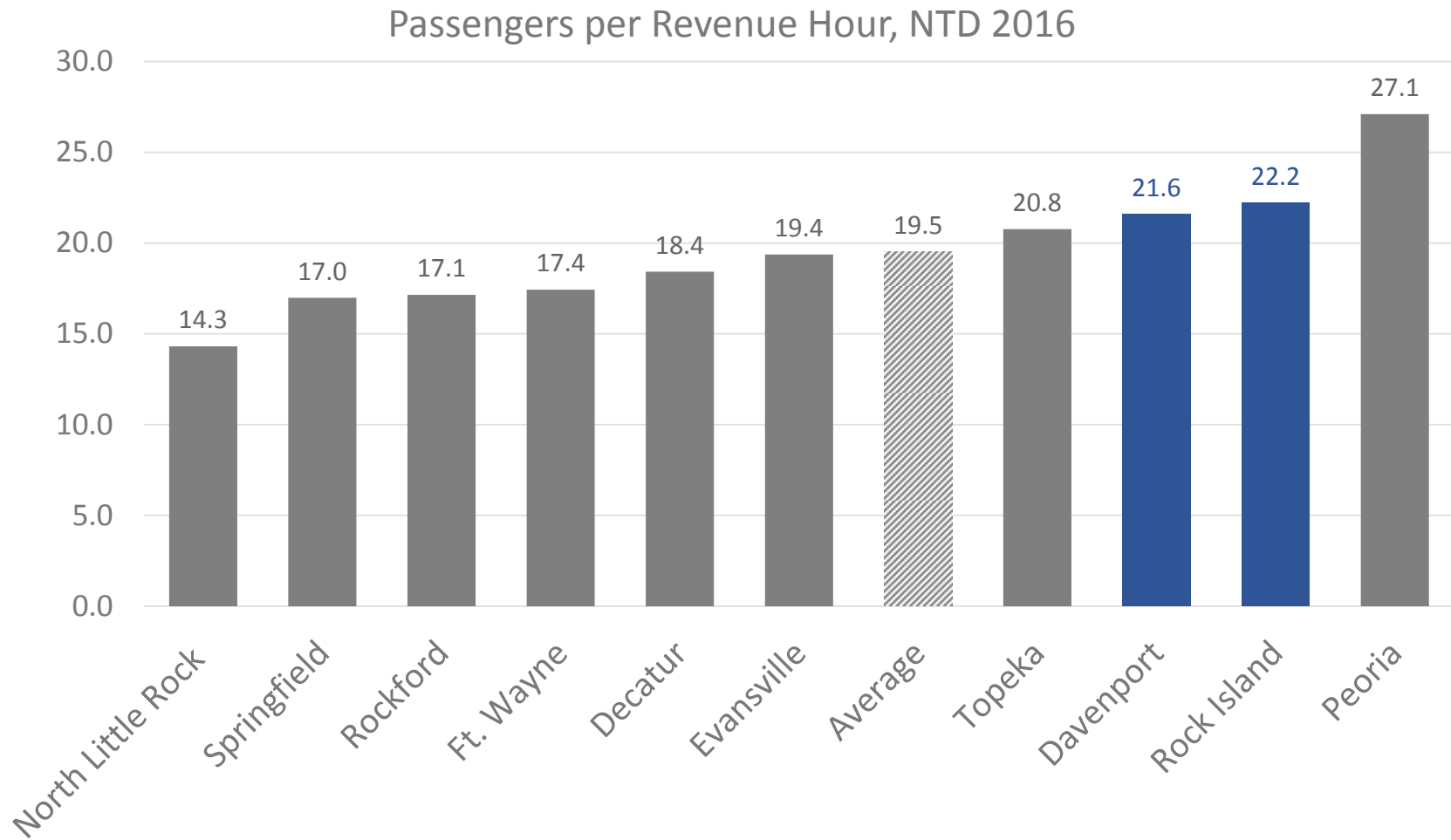


Peer Review – Operating Expense per Hour

Operating Expense per Revenue Hour, NTD 2016



Peer Review – Passengers per Hour



Peer Review Summary

- Both systems are performing well relative to peers (high number of passengers per mile and per hour)
- Both systems are achieve an average cost per revenue hour indicating efficient operations
- No “red-flags” were raised from the peer review

OPPORTUNITIES

- *Governance*
- *Operations*
- *Maintenance*
- *Fare Structure*
- *Technology*
- *Procurement*
- *Service Planning*
- *Paratransit*
- *Marketing & Branding*

Governance

Pursue coordination of services through mutual agreements rather than consolidation into a single transit agency.

Establish a Regional Transit Coordinating Council (RTCC) to identify coordination topics and develop work plans for implementation.

- RTCC comprised of MetroLINK, CitiBus, BT and regional decision makers from the business community
- Action oriented and supportive of mutual regional priorities

Operations

Consider contracting CitiBus operations, dispatch, and on-road supervision to MetroLINK.

- MetroLINK responsible for all facets of operations
- City of Davenport responsible for personnel functions
- Staff position employed by the City of Davenport to oversee agreement
- Arrangement through IGA or contract for service
- Allows for option to conduct service and route planning
- Implementation may be impacted by Iowa-Illinois Memorial (I-74) Bridge construction

Maintenance

Consider contracting CitiBus maintenance to MetroLINK.

- MetroLINK has state of the art facilities, potential capacity, and large number of dedicated staff
- MetroLINK could become responsible for all fleet and vehicle maintenance

Fare Structure

A unified fare structure across Quad Cities transit systems should be established.

- Unified fare structure in addition to the \$1.00 base fare
- Regional Quad Cities monthly pass
- Compatible farebox technology (if not consistent)

Technology

Procurement and deployment of technology could be integrated through an intergovernmental agreement (IGA).

- Automated vehicle locators
- Computer aided dispatching
- Scheduling software
- Automatic passenger counters (APCs)

Procurement

Implement joint procurement of vehicles, vehicle technology, mobile phone applications, and planning studies.

- Economies of scale
- Consistent regional technologies

Service Planning

The parties should consider participating in a regional planning review of existing transit routes.

- Thorough OD study to identify where people are traveling and the magnitude of travel between the two states
- Identify high-volume forced transfer trips that may be eliminated

Paratransit for Seniors and Disabled

Consideration should be given to consolidating federally-mandated ADA services into a single service, including participant ADA eligibility assessment.

- Single eligibility process
- Single call center
- Regional service provision

Marketing & Branding

A consistent public transit message could be developed in the Quad Cities region.

Unified branding is unnecessary for further coordination at this time, but could be a long-term goal in the region.

- Ongoing messaging campaign amongst systems
- Elevating the transit platform is beneficial for all entities
- Focus initial efforts on other coordination priorities
- Single unified brand could be considered in the long-term

Financial Implications

Governance	⊘	RTCC
Operations	↑	Expanded MOMC Capacity
	↓	Eliminate duplicative functions
	↑	<i>I-74 bridge construction?</i>
Maintenance	↓	Economies of scale
Fare Structure	⊘	Effects on revenue
Technology	⊘	Regional consistency
Procurement	↓	Economies of scale
Service Planning	⊘	Improved regional connectivity
Paratransit	↓	Schedule efficiencies
	⊘	Administrative efficiencies
	↓	Enhanced eligibility assessments
Marketing & Branding	↑	Robust effort

CONCLUSIONS

- *MetroLINK and CitiBus representatives recognize the positive benefits of closer coordination*
- *Implementation of opportunities identified will require a concerted and dedicated effort*
- *Recommendations can be implemented incrementally*
- *Quad Cities region will be well served by greater coordination among the transit agencies*

NEXT STEPS

- *Formalize process to establish regional transit coordinating council*
- *Prioritize regional coordination initiatives*
- *Develop initiative implementation plans*

QUESTIONS?