Rural Transit Managers Workshop - 2015

Transit System Condition
Governor’s Aging Message
Proposal 1

Sharon Edgar, Administrator, Office of Passenger Transportation
Measuring Michigan’s Transit System Condition

• Grant to Michigan State University, School of Planning, Design and Construction
• Use PTMS data and results from an annual survey of the transit community to determine
  • Condition of the System statewide
  • State of the Industry – Best Practices
Michigan’s Transit System Condition

- Data collection (survey) done in October 2014
- 75 agencies responded
  - 57 Agencies filled out the Demand and Response Survey
  - 17 Agencies filled out the Both- Survey (Fixed Route and Demand and Response) (and added the People Mover to these results)
- Some questions asked for responses by service-type
- Some questions asked for responses on an agency-wide basis
- Will provide some of the key findings and next steps
Preserve Existing Level of Local Transit

Ridership Changes in the Last Year for the 57 Agencies that reported as “Demand Response Only“

<table>
<thead>
<tr>
<th>Category</th>
<th>Number of Agencies</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>32 Agencies had same or increased ridership</td>
<td>32</td>
<td>44</td>
</tr>
<tr>
<td>12 Agencies saw decreases of 5% or less</td>
<td>12</td>
<td>15</td>
</tr>
<tr>
<td>10 Agencies saw decreases between 5% and 10%</td>
<td>10</td>
<td>13</td>
</tr>
<tr>
<td>3 Agencies saw decreases over 10%</td>
<td>3</td>
<td>3</td>
</tr>
</tbody>
</table>

Decreases of 5% or less considered “stable”
Maintain Condition of Fleet

Percent of Fleet Past its Useful Life in 2014

Rural – 15% (From PTMS based on “worse” agency)
Urban – 32.4% (As reported on survey)
Utilize an Asset Management System

For this question agencies reported separately – for the fixed route portion of their service and for the demand response* portions of the service. For the demand response portion:

<table>
<thead>
<tr>
<th></th>
<th>Have an Asset Management System to ....</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>19</td>
<td>INVENTORY assets</td>
<td></td>
</tr>
<tr>
<td>25</td>
<td>Track asset CONDITION</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Prioritize INVESTMENTS</td>
<td></td>
</tr>
<tr>
<td>21</td>
<td>Have NO ASSET MANAGEMENT SYSTEM</td>
<td>What about PTMS?</td>
</tr>
</tbody>
</table>

(* includes urban and rural, including paratransit)
Collision Rates – Using PTMS Data

Demand Response (Only) agencies that had ZERO collisions or LESS collisions than the previous year. Different collision types – those that resulted in:

<table>
<thead>
<tr>
<th>Type</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fatalities</td>
<td>57</td>
</tr>
<tr>
<td>Injuries</td>
<td>55</td>
</tr>
<tr>
<td>Property Damage Only (under $25K in damage)</td>
<td>49</td>
</tr>
<tr>
<td>Property Damage Only (over $25K in damage)</td>
<td>55</td>
</tr>
</tbody>
</table>

Note: We are going to re-look at this one in terms of total number of collisions not number of agencies.
## Annual Staff Training

<table>
<thead>
<tr>
<th>Role</th>
<th>100% of staff trained in past year</th>
<th>Less than 80% of staff trained in past year</th>
</tr>
</thead>
<tbody>
<tr>
<td>DISPATCHERS</td>
<td>41 of 75 agencies</td>
<td>28 of 75 agencies</td>
</tr>
<tr>
<td>MANAGERS</td>
<td>47 of 75 agencies</td>
<td>16 of 75 agencies</td>
</tr>
<tr>
<td>MECHANICS</td>
<td>45 of 75 agencies</td>
<td>20 of 75 agencies</td>
</tr>
<tr>
<td>DRIVERS</td>
<td>45 of 75 agencies</td>
<td>23 of 75 agencies</td>
</tr>
</tbody>
</table>
## Service Assessment

For this question agencies reported separately – for the fixed route portion of their service and for the demand response* portion of their service.

<table>
<thead>
<tr>
<th>For Demand Response portion</th>
<th>For Fixed Route portion</th>
<th>Have in the last three years</th>
</tr>
</thead>
<tbody>
<tr>
<td>51%</td>
<td>72%</td>
<td>Assessed their service and made changes</td>
</tr>
<tr>
<td>49%</td>
<td>28%</td>
<td>Not assessed their service</td>
</tr>
</tbody>
</table>

(* includes Demand Response only agencies and agencies with both types, so will include urban and rural DR, including paratransit)
## Assess Customer Satisfaction

Of the 57 agencies that reported as demand response only

<table>
<thead>
<tr>
<th>Number of Agencies that have...</th>
<th>A process to collect customer input</th>
<th>Done a customer satisfaction survey in last three years</th>
</tr>
</thead>
<tbody>
<tr>
<td>7</td>
<td>✓</td>
<td>✓</td>
</tr>
<tr>
<td>8</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td>22</td>
<td></td>
<td></td>
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</tbody>
</table>
Other Condition Indicators

• 55% of the agencies have never had an ITS plan 😞
  • Need to improve condition
  • A Section 393 “best practice”

• 92% of agencies had a coordination meeting with 1 or more other providers 😊

• 79% of agencies had performance measures and 50% of them publish the results 😊

• 92% of agencies had not used the Transit Benefits Model 😊

• 61% of the agencies had no private investment 😞
Measuring Michigan’s Transit System Condition - Analysis and Next Steps
Transit Level of Service

• Will look at passengers, miles and hours
• More holistic picture even though all show the same trend
• All are decreasing

• Research for MDOT on Transit LOS
  • LOS looks at
    • Service coverage, frequency, hours of service
    • Passenger comfort and convenience (load factors, on-time performance, advance reservations, headway)
    • Safety, security, travel time, appearance, comfort
  • For statewide or regional approach suggested
    • Passenger trips per capita
    • Vehicle hours per capita
    • Passenger trips per transit dependent population
    • Safety incidents per 100K vehicle miles

32 Agencies had same or increased ridership (44 total)
12 Agencies saw decreases of 5% or less (15 total)
10 Agencies saw decreases between 5% and 10% (13 total)
3 Agencies saw decreases over 10% (3 total)
Collision Rates

• They are minimal.
• May switch to collision numbers and trends, not agencies WITH collisions
Fleet Condition
• Have always had a rural fleet “goal”
• No single Urban fleet goal

Asset Management
• Concerned with results
• Concern over lack of local use of PTMS
• Federal regulations coming – act now or wait?
• Options for improving asset management practices
  • Training on how to make local use of PTMS at the August annual meeting
  • Peer-to-peer session at the annual meeting where agencies learn from other agencies that are doing asset management
  • Written guidance document on how to make local use of PTMS
  • On-line tutorial on asset management
  • Wait for the federal regulations

Percent Past Useful Life
Rural – 15%
Urban – 32.4%

Agencies that Use Asset Management for:
19 – Asset inventory
25 – Asset condition
7 - Investment decisions
21 - Not at all
Training

• Concerned about the results
  • Refine the statewide **standards**
    • Too many topics
    • Too many are “best practices”

• Shouldn’t goal be for every agency to have close to 100% of staff meet the **standards** every year?
  • Set statewide training mandates and monitor?
  • Set statewide goals and hope for the best?
  • Require local training plans and monitor?
  • Develop more formal training sessions and mandate attendance?
  • Peer to peer training on how to train locally?

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<th># of agencies that had less than 80% of staff trained in past year</th>
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<td>Dispatchers</td>
<td>28 of 75</td>
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<td>Managers</td>
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<td>Mechanics</td>
<td>20 of 75</td>
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Service Assessment

- Concerned about the results
- “Why assess service if cannot meet demand”
- A difficult concept for Demand-Response service

Options for improving results
- Training on how to do a service assessment at the August annual meeting
- Peer-to-peer session at the annual meeting where agencies learn from other agencies that have done service assessments
- Written guidance document or on-line tutorial on how to do a service assessment
- Consultant to actually do service assessments for rural and small urban agencies

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Assessing Customer Satisfaction

• Concerned about the results
• “Why ask customers what they want if cannot meet their demand”

• Options for Improving results
  • Training on how to do a customer satisfaction survey service assessment at the August annual meeting
  • Peer-to-peer session at the annual meeting where agencies learn from other agencies that have done customer satisfaction surveys
  • Template and written guidance on how to do a customer satisfaction survey
  • Consultant to actually do customer satisfaction surveys for rural and small urban agencies
    • Trip Purpose at same time?
MDOT shall promote best practices for public transportation services in this state, including, but not limited to, the following:

a. Midlife rehabilitation of transit buses
   • Had planned on working with a university to do a fact sheet but no one interested

b. Joint purchasing with other governments (fuel and other procurements)
   • MDOT Back to Basics

c. Coordination of transportation dollars among state departments
   • Multi-agency boilerplate report

d. Promotion of intelligent transportation services for buses
   • Looking at USDOT/FTA resources
June 2, 2014 - “Making Michigan a Great Place to Live Well and Age Well”

• “Michiganders, including many older adults, need regional mobility and transit providers need to become more regionally focused. This is both an urban and rural issue.”

• Directed MDOT to partner with MPOs and RPAs to
  • Identify the most significant gaps in regional mobility, especially for the aging population, and eliminate those gaps.
  • Achieve better coordination between transit agencies for more efficient and effective transfers from one transit service to a service in the neighboring county.
Three Step Approach

1. “What is Known” Reports – April 30, 2015

Brief report from each Michigan’s 14 RPAs on the what is known about regional transit mobility in their area

RPAs and MPOs will need assistance from transit agencies – have you heard from them???

By “regional transit mobility,” we mean the ability to use local transit services to make a trip that involves moving from one county to the neighboring county and/or from one transit system to the neighboring system.

Regional transit mobility should take into consideration accessibility to jobs, health care, education, shopping and other trip purposes.

While the impetus for this initiative is senior mobility, the needs of all transit users should be considered to the degree possible.
Three Step Approach

2. MAUW Regional Planning – Later this year

Under Michigan Associated of United Ways (MAUW) FTA Veterans grant, MAUW is improving transportation component of its 2-1-1 program/establishing a statewide call center. MAUW will update existing local transit-human resources coordinated plans to:

- Account for the transportation needs of veterans
- Grow local plans into more robust regional plans
- Update “what is known” reports
Three Step Approach


After MAUW Regional Plans Complete
a. Identify regional gaps in priority order and prioritize regional needs in contrast to local needs
b. Action plan to address highest priority regional needs
c. Work with transit agencies to close gaps when possible within existing service levels
d. Identify high priority statewide needs
What would the proposed changes do?

All taxes paid at the pump would go to transportation. Sales taxes would go to schools & cities.
• Remove 6% sales tax from fuel
• Same 14.9% fuel tax rate for gasoline & diesel, but prices vary
• Gasoline
  ◦ 19¢ plus sales tax → 41 cents
• Diesel fuel
  ◦ 15 ¢ plus sales tax → 46 cents
• New Diesel-equivalent tax on Compressed Natural Gas
Registration Fees

• Registration tax will not decline with auto age
• Increase for trucks over 26,000 lbs.
  ◦ $600 per year for the typical 5-axle truck
  ◦ $1000 per year for heaviest trucks
  ◦ takes effect over 3 years
• $1.2 billion/year more for MTF
• Increases with inflation, but not more than 5¢/year, and can’t decrease
• County, City road-agency distributions rise by 20% in 2016, 40% in 2017, & 60% in 2018
• $110 million/year for CTF by 2018
• Early payment of STF debt service
• Improved road crossings on rural railroads
• No change to Act 51 distribution formula
Impact for Other Public Agencies

- $300 million/year more for School Aid Fund
- $110 million/year more for revenue sharing
- $173 million/year more for General Fund
- $20 million/year more for DNR marinas, ORV trails
- Community colleges eligible for School Aid Fund
Impact for Individual Taxpayers

- Sales tax rises from 6% to 7%
- Fuel tax increases; sales tax removed from fuel
  - Rises from 19¢ plus sales tax to 41¢/gallon
- Earned-income tax credit increases from 6% to 20% of federal credit; eligibility is broadened
- 30% registration fee increase on new cars after 2018
Impact for Businesses

- Diesel fuel tax increases; sales tax removed from Diesel fuel
  - Total tax on Diesel fuel rises from 15¢ plus sales tax to 46¢/gallon in October, 2015
- No registration fee increase on trucks under 26,000 lbs.
- Registration fee rises by $600/year on typical 80,000 pound heavy truck.
- Sales tax rises on retail purchases
- Expanded assistance to small & disadvantaged businesses & contractors
**Taxpayer Protection & Transparency**

- Increase use of pavement warranties by local agencies, where possible, for projects over $1 million and new pavements.
- County road agencies required to use competitive bidding for projects over $100,000.
- Townships contributing more than 50% to cost of county road project may require competitive bid.
- Performance-driven maintenance contracting by 7 largest road agencies.
All proposed changes are tied to the outcome of the sales tax referendum.
MDOT Communication Tools

- www.michigan.gov/roadfunding
- www.michigan.gov/realitycheck
Michigan.gov/roadfunding

• Infrastructure photos
• Brochures
• Infographics
• White papers
• Performance measures
Myth #1: Michigan’s roads and bridges aren’t that bad…

Myth #2: MDOT has gotten stingy with salt…

Myth #3: Road crews need to fix potholes right the first time…

Myth #4: Ohio’s roads are so much better… MDOT needs to learn how Ohio does it…

Myth #5: Michigan needs to learn how to build roads that last…

Myth #6: Michigan has one of the highest gas taxes in the country. Our roads are awful, so road agencies must be wasting our money.
Questions?

www.michigan.gov/roadfunding
www.michigan.gov/realitycheck