

Niles Dial-A-Ride Transportation

Service Improvements

Transportation Development Plan

- Over the past 15 months, DART has worked with RLS & Associates to complete a Transit Development Plan
- Purpose was to examine all areas of the DART operation and make recommendations for the long term sustainability of the service
- Development process involved gathering public/ stakeholder input, examining local demographics, a review of peer systems, evaluating DART service, and making recommendations

Historical System Operating Statistics

April 1, 2008:

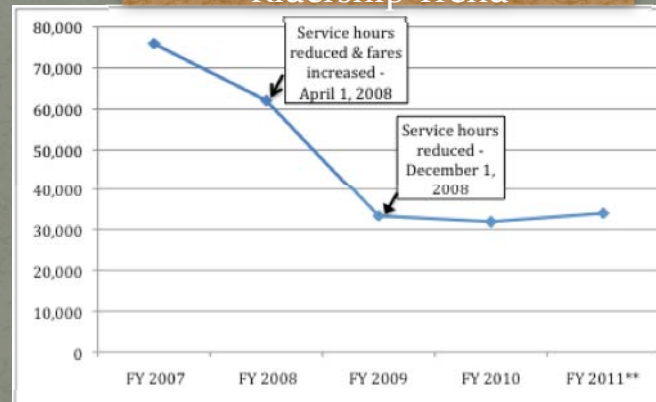
Service Hours were Reduced and a Fare Increase was Implemented. Trolley Service became an Hourly Fixed Route (Rt. 1).

December 1, 2008:

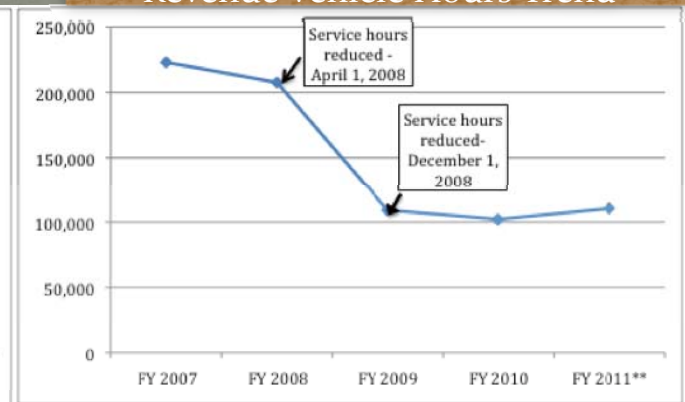
Rt. 1 was Dropped from the Schedule and Operating Hours were Reduced.

Mode of Service	Changes Implemented April 1, 2008		Changes Implemented December 1, 2008	
	Hours	Fare	Hours	Fare
Demand Response	M-F: 6:00 AM-8:00 PM Sat: 8:00 AM-7:00 PM	City Limits: \$3/\$1.50 Township: \$4/\$2	M-F: 7:00 AM-5:00 PM Sat: 10:00 AM-3:00 PM	City Limits: \$3/\$1.50 Township: \$4/\$2
Route 1	M-F: 7:00 AM-7:00 PM	\$2/\$1	Eliminated from Schedule	N/A
Route 2	M-F: 7:00 AM-7:00 PM	\$2/\$1	M-F: 8:00 AM-5:00 PM	\$2/\$1

Ridership Trend



Revenue Vehicle Hours Trend



Operating Statistics by Mode

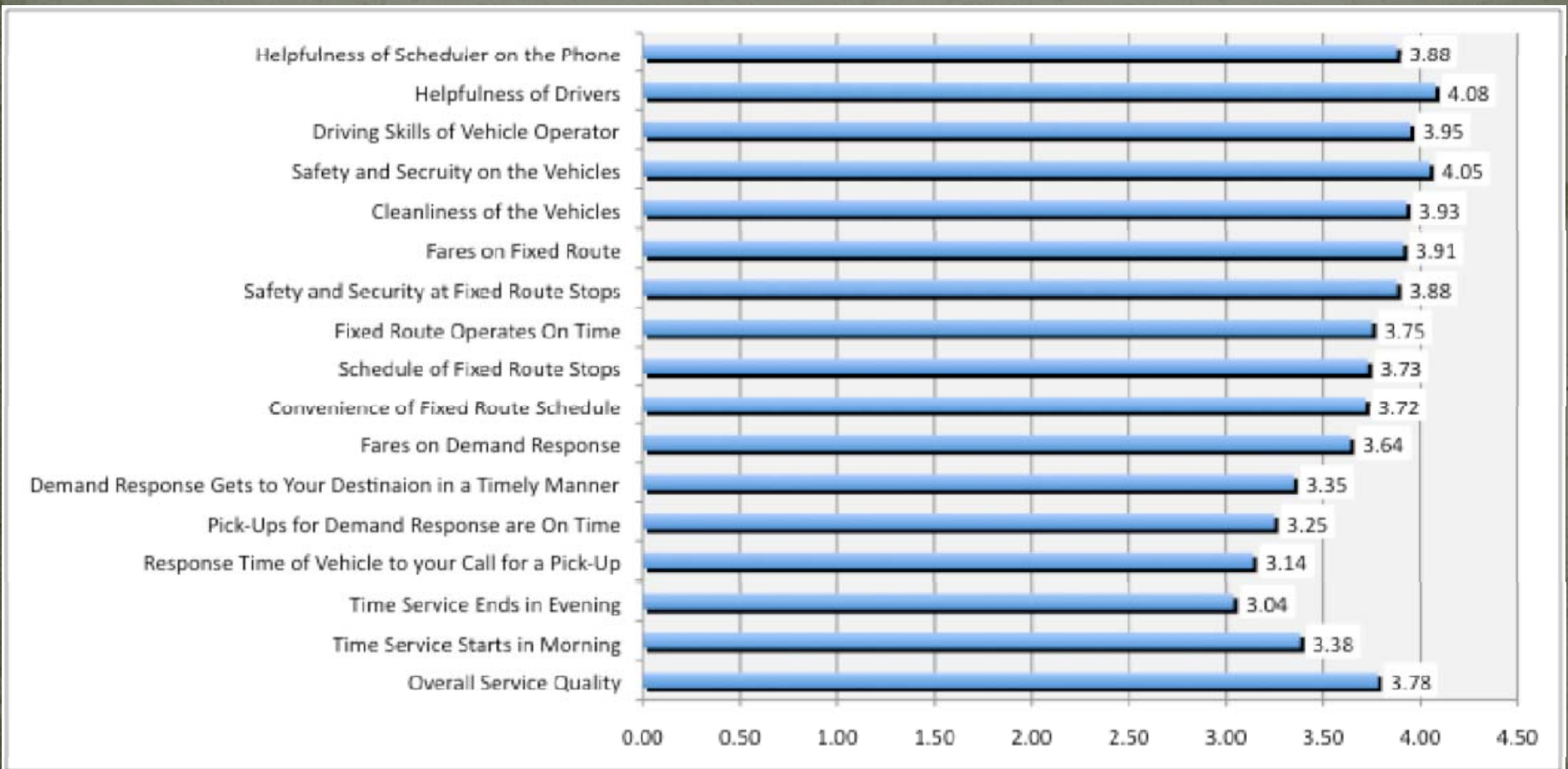
***Niles DART Successfully Provided More than 32,000 Passenger Trips During FY 2011.

***The Industry Standard for Demand Response Service is about 2.5 Passengers per Hour. Niles DART Exceeds this Goal and Achieved 3.31 Passengers per Hour.

Fiscal Year	Demand Response		Fixed Route	
	Passengers per Mile	Passengers per Hour	Passengers per Mile	Passengers per Hour
2008	0.32	3.99	0.21	2.37
2009	0.32	3.79	0.28	3.41
2010	0.31	3.80	0.35	4.73
2011*	0.28	3.31	0.33	4.25

* 2011 counts for April, May, June, and September are estimated based on FY2010 performance.

Niles DART Customer Satisfaction



Public and Stakeholder Meetings

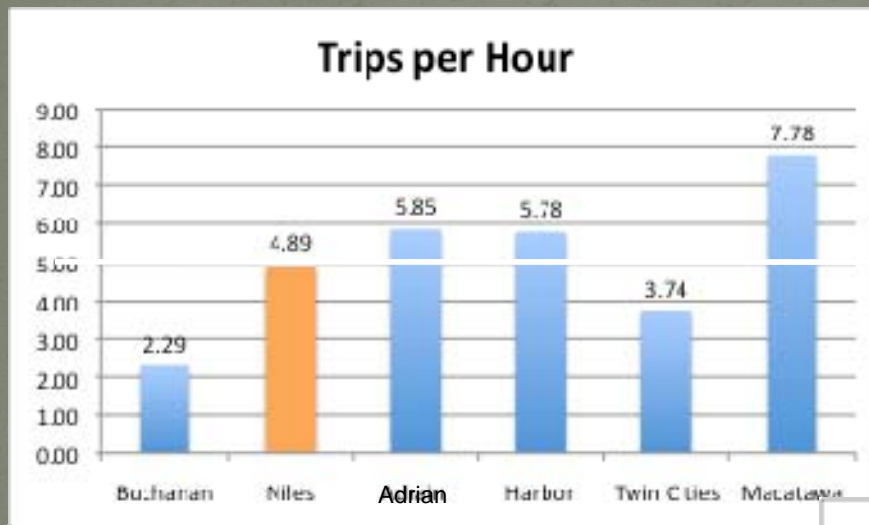
• Preserve

- Deviated Fixed Route
- Convenience
- Option to Schedule in Advance
- Good Communication with Passengers
- Summer Passes
- Reduced Fares for Qualified Individuals

• Improve

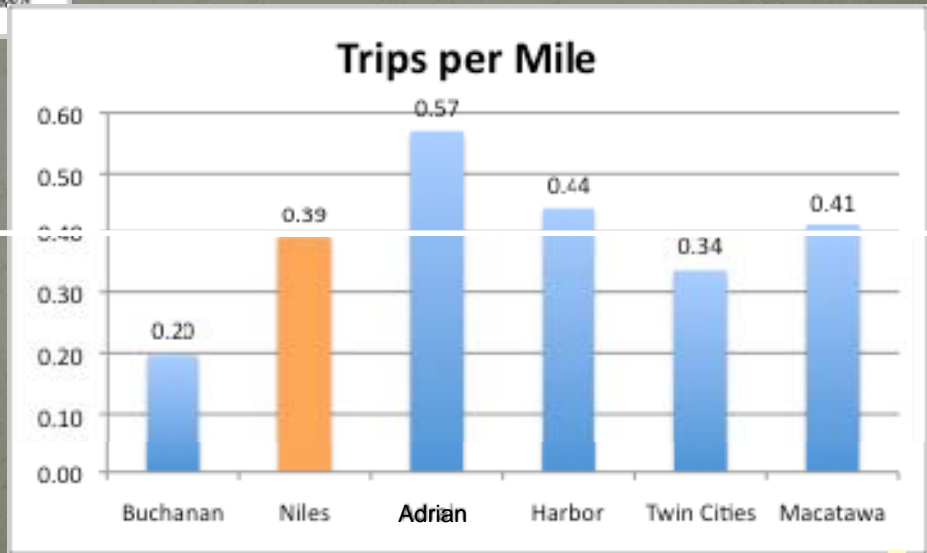
- Efficiency and Cost Effectiveness in Current Economy
- Less Wait-Time for Passengers
- Longer Hours of Service
- On-Time Performance
- Work/Commuter Services

Peer Comparison - Productivity

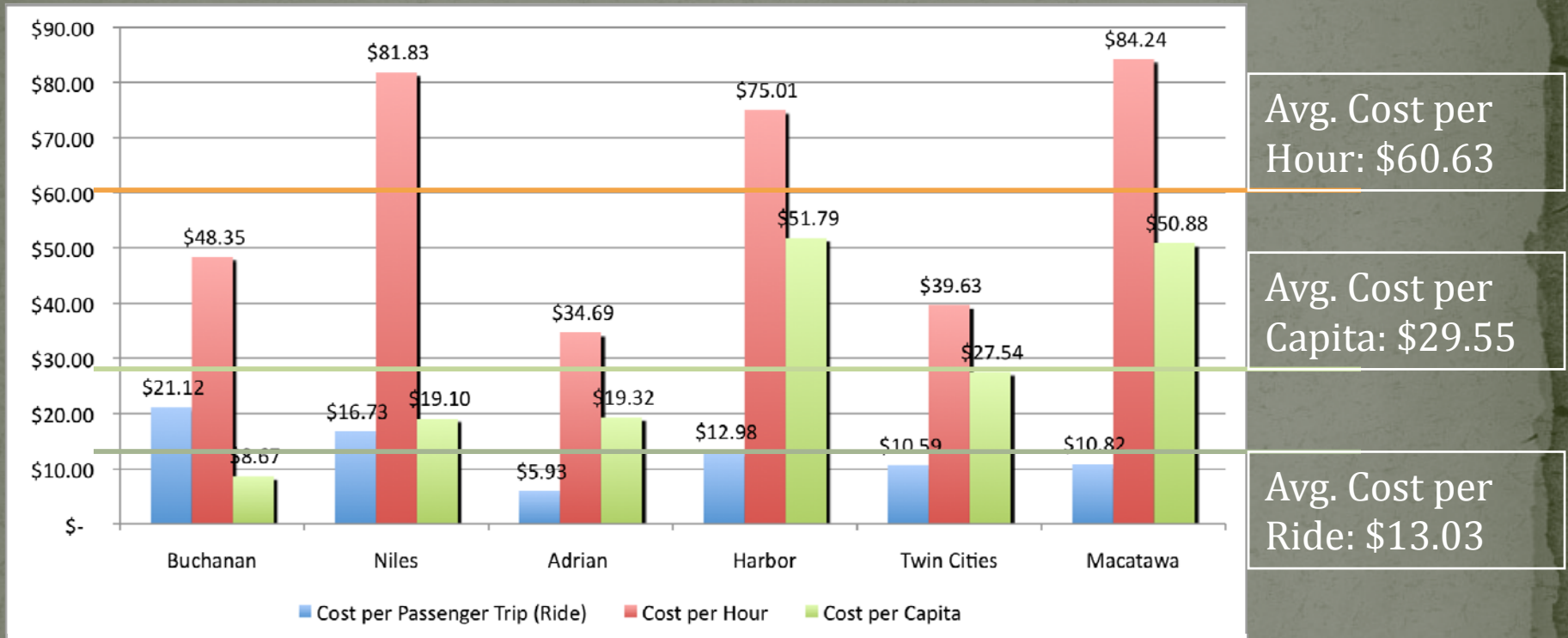


Avg. Trips per Hour: 5

Avg. Trips per Mile: 0.39



Peer Comparison - Cost



Niles DART is....

Below Average in the Cost per Capita of the Service Area, and Above Average in Cost per Hour and Ride.

Results indicate a Need to Increase Ridership to Reduce Cost per Ride.

Service Recommendations

- Revise Passenger Service/Operations Policies
 - No-Shows
 - One-Way Trip Definition
 - 24-Hour Advance Reservation Policy for Demand Response
- Revise Service Structure
 - Reduce Number of Stops on Route 2
 - ½ Mile Route Deviation Practice

No-Show Policy

- Any passenger who is unavailable for pick-up for a scheduled trip and who has not contacted DART to cancel the trip is considered a “no-show.”
- No-shows decrease efficiency and accuracy of demand response service. Therefore, DART must firm up procedures to deter riders from “no-showing.”

Revised No-Show Policy

Current Policy

- Drivers wait up to 3 minutes for a passenger
- If the passenger fails to show for a scheduled ride, a \$1 fee is assessed
- No-show fees are to be paid at the time of the next ride
- Riders are verbally notified of each no-show infraction

New Policy

- Drivers wait up to 3 minutes for a passenger
- If a passenger fails to show for a scheduled ride, a fee equal to the full fare of the ride is assessed
- No-show fees are to be paid at the time of the next ride
- Riders are verbally notified of each no-show infraction

Revised No-Show Policy

- New Policy, continued
 - Passengers who have ten (10) no-shows in a rolling 60-day period will receive a written warning that any further no-shows could result in suspension of DART services for up to thirty (30) days.

One-Way Trip Redefined

Current Practice

- Passengers are allowed to make unscheduled stops to change destinations, run extra errands, or get change to pay for their ride
- A “change stop” costs an additional \$1
- On time performance suffers, trips fall behind schedule

New Practice

- Extra, unscheduled stops will be accommodated only as schedule permits
- Full fare will be charged each time a passenger boards the vehicle
- No “change stops” allowed; passengers must have cash, tickets, or tokens available to pay the fare in order to ride

Scheduling

Current Practice

- Riders are asked to call at least one hour in advance to schedule a ride
- Trips are dispatched as they come in
- Scheduling is inefficient and pick-ups are often late

New Practice

- Riders will be encouraged to call 24 hours in advance for a ride
- Rides will be scheduled and dispatched in advance
- Same-day requests will be accommodated if space is available, and if the ride can be fulfilled without delaying advance-reservation passengers
- Pick-up times will improve

Scheduling

Service Priority	Description
Priority 1 - Recurring/ Subscription Trips	Rides reserved for the same passenger, same time, and same origin
Priority 2 - 24 Hour Calls	Rides reserved 24 hours in advance
Priority 3 - 1 Hour Calls	Rides reserved at least one hour in advance
Priority 4 - On Demand	Rides reserved less than one hour in advance

Note: It is the policy of Niles DART to make sure that the needs of Priority 1 and 2 (recurring/subscription trips and 24 hour calls) are fully administered before addressing the needs of the Priority 3 or 4 passenger calls. Peak hours are 7:00-9:00 am and 2:00-4:30 pm. Same day requests are more likely to be met if the request is for an off-peak time.

Revised Route 2 Schedule

- Route 2 is a deviated fixed route that makes regular stops on a set schedule beginning at the DART office at 10:00 am
- Currently, there are stops with very low ridership that will be eliminated
- By eliminating these stops, time is freed up for route deviations (picking up/dropping off passengers near a regularly scheduled stop) and wheelchair pick-ups
- On-time performance of Route 2 will improve

Route Deviation Policy

- Of trips sampled during winter 2011, nearly 20% of the demand response (DR) trips were near the fixed route but were provided by another vehicle
- DART will encourage riders who call for a DR trip that is within $\frac{1}{2}$ mile of the fixed route to use the route whenever possible
- Passengers may request that the route deviate to pick them off or drop them off if the stop is near a regularly occurring route stop (advance reservation required)
 - The fare for a route deviation is an additional \$.50
 - Only a limited number of deviations will be permitted each hour

Next Steps

- Compilation of public and rider comments received at meetings
- Finalize decisions
- Council approval of no-show policy and route deviation fare
- Post notices of changes
- Target implementation date September 3, 2012

Contact Us

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