



YOU HAVE TRANSIT MANAGEMENT OPTIONS

Operating Your Own System Versus Contracting

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Texas A&M University Transit History

- Created September 1988
- Fleet expanded to 59 buses in 1990
- 11 off-campus routes – 46 buses
- 4 on-campus routes – 10 buses
- 22 new Nova buses purchased in 1999
- Additional 24 buses purchased in 2001
- 25 new Millennium buses purchased in 2008
- Remaining Thomas buses sold in 2008





University of North Texas

Transit History

- The service was originally called e trans
- Provided by a private contractor
- 6 buses, 6 routes, 30 minute frequencies
- Spring '03 Student fee goes into effect; Relationship with private contractor; Limited LINK partnership
- Summer '03 LINK assumes 100% of UNT service; UNT purchases 10 new buses; Private contractor released; Limited summer service implemented
- Fall '03 Routes restructured; Daily Ridership = 5,121
- Fall '04 Service expansion including expanded service hours, 2 new routes, stops at 3 additional student residences; Fall ridership exceeds 500,000
- Spring '05 UNT/DCTA sign agreement; DCTA orders buses



Texas A&M Transit Today

- Buses transport 150,000 passengers a week.
- Department provides night and weekend service as well as game day shuttles.
- Transportation Services offers paratransit service for faculty, staff and students with permanent disabilities.
- Transportation Services also provides auxiliary charter service to University departments and agencies, as well as local governmental agencies and school districts.



UNT Transit Today

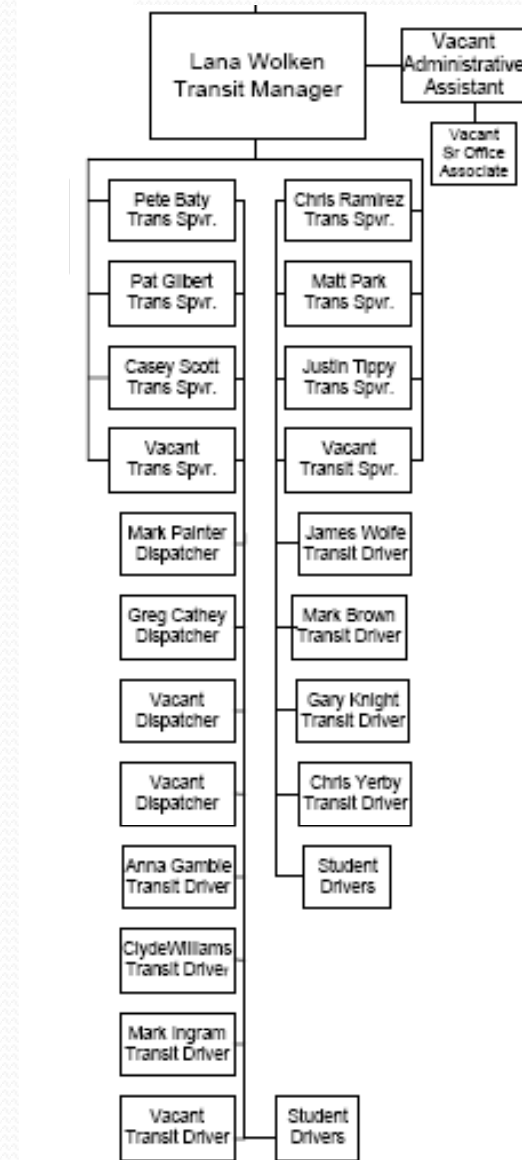
- 27 buses operate during peak hours
- 10 fixed routes
- 280 daily revenue hours
- 47,500 revenue hours annually
- Service hours – 7:00 AM to 2:30 AM
- Limited weekend service
- E ride 9:00 PM to 2:00 AM seven days a week
- 1.43 million rides in 06-07



TAMU Challenges

Management

- In-house manager reports to department head
- All other transit staff report internally
- 8 Supervisors to manage 300 drivers
- 4 Full-time dispatchers and 9 student dispatchers to manage street operations
- 8 Full-time drivers to train





UNT CHALLENGES

Management

- Contract with DCTA managed by UNT
- Faculty, staff, and students can utilize DCTA local service – UNT pays \$30,000 annually for access
- Manage performance goals
- Require at least 90% on-time performance
- No more than 5% missed trips
- Complaint follow-up within 24 hours
- No more than 4 accidents per 100,000 miles
- Preventive maintenance within 700 miles of schedule

TAMU Challenges

Funding

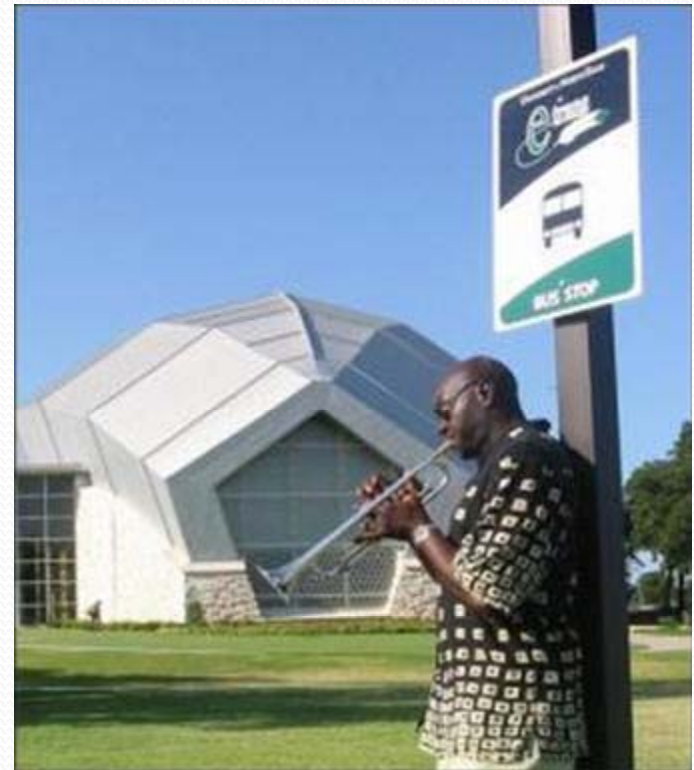
- Texas A&M University service funded by mandatory transportation fee
- Current fees are \$60/semester
- \$70/semester for Fall 2008
- 117,000 hrs of service annually
- Approx \$49/hour operating cost
- No outside funding – fees only
- Rising labor and fuel costs



UNT Challenges

Funding

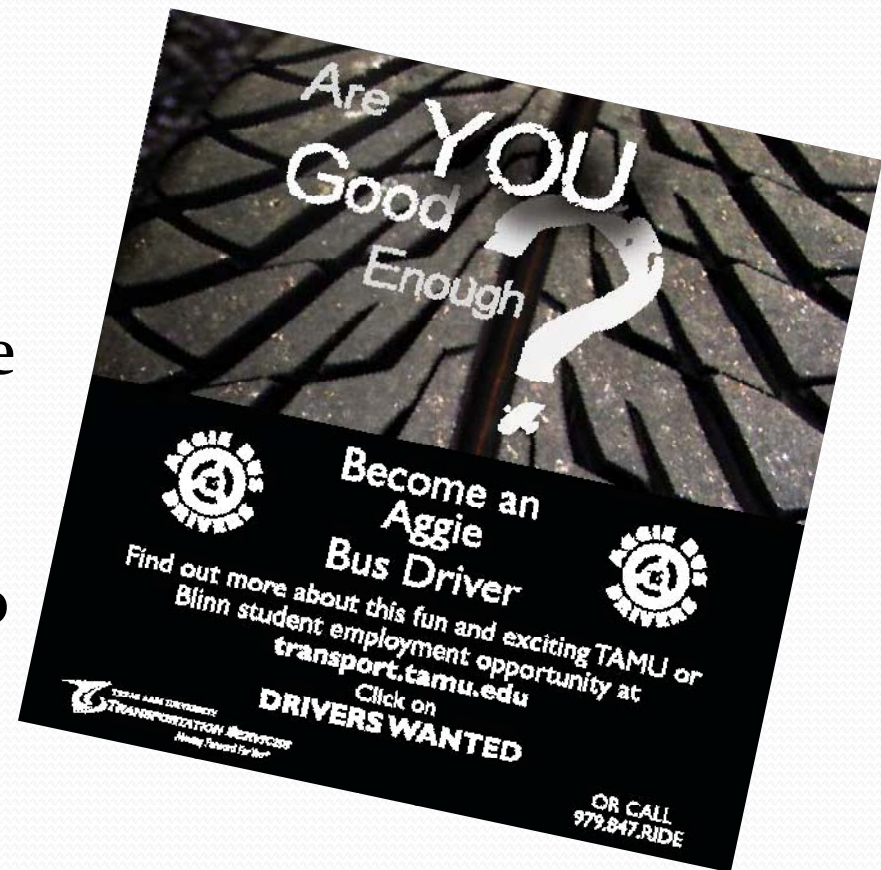
- \$3.50/credit hour mandatory fee (15 hrs - \$52.50)
- \$2.3 million annual fees
- 34,000 students
- Fee averages \$68/student
- 47,500 hrs of service annually
- Approx \$42/hour
- DCTA provides 12 Gilligs
- UNT Provides 12 Goshens/Champions



TAMU Challenges

Recruiting, Training and Retaining Drivers

- Need approximately 300 student drivers to provide service
- Policies and incentives
- Classroom and behind the wheel training
- Consistency in training
- Having enough trainers to train 300 students in a timely manner





UNT Challenges

Transit Outsourcing Agreement - DCTA

- Management, monitoring and evaluation of service
- Service planning and routing (subject to UNT approval)
- Hiring, training and personnel management
- Operations and vehicle maintenance
- Safety, loss prevention and insurance
- Customer relations
- Data collection and accounting
- Provide equipment, facilities and vehicles for service operation

UNT Challenges

Transit Outsourcing Agreement - UNT

- Provide vehicles currently owned by UNT
- Marketing and promotion of the service
- Installation and maintenance of on-campus bus stops and amenities
- Provide compensation to DCTA for each revenue service hour operated at prescribed rate
- Provide input on route design and resource allocation



TAMU Challenges

Route Planning

- Route planning done in-house based on transit expertise, ridership and student input
- Communication of changing times and routes
- Service reflects class schedules
- \$1.13/ride system average

Route 33 - Texas Aggies Monday - Friday				
DEPART		ARRIVE		
Trigon	Doux Chene	Peppertree	Brothers Pk	Trigon
1	2	3	4	1
7:00	7:08	7:12	7:16	7:31
7:18	7:26	7:30	7:34	7:49
7:36	7:44	7:48	7:52	8:07
7:54	8:02	8:06	8:10	8:25
8:12	8:20	8:24	8:28	8:43
8:30	8:38	8:42	8:46	9:01
8:48	8:56	9:00	9:04	9:19
9:06	9:14	9:18	9:22	9:37
9:24	9:32	9:36	9:40	9:55
9:42	9:50	9:54	9:58	10:13
10:00	10:08	10:12	10:16	10:31
10:18	10:26	10:30	10:34	10:49
10:36	10:44	10:48	10:52	11:07
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4:36	4:44	4:48	4:52	5:07

UNT Challenges

Route Planning

- UNT works with DCTA on route planning issues
- Service hours
- Operating hours
- Special needs/requests



TAMU Challenges

Supply and Demand

- Balance between parking permits and bus riders
- Analyzing ridership at different times of the day/week



UNT Challenges

Supply and Demand

- Promoting alternative transportation modes
- Bikes
- Rideshare / Vanpool
- E ride





Questions & Contact Info

- Presentation on TPA website
<http://www.texasparking.org>

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