

# Service Expansion

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Service Expansion Definition – The addition of revenue service hours beyond the programmed base revenue service hours.

Service Redesign Definition – Restructuring of service and not altering the programmed base revenue service hours.

WHAT IS SERVICE EXPANSION ?

- Must\* be included in:
  - Five Year Plans (5311)
  - TDP's (5307)
  
- Public engagement based on Systems Title VI Public Participation Plan

PROPOSED PROJECT ELIGIBILITY  
(APPLIES TO ALL NEW SERVICES)

- ▶ **FEASIBILITY (32% of score)**
- ▶ **PERFORMANCE (22% of score)**
  - ▶ *Performance Guidelines from Transit Model*
  - ▶ *Passenger Per Hour*
  - ▶ *Cost Per Hour*
  - ▶ *Cost Per Passenger Trip*
- ▶ **ACCESS—PERCENTAGE OF NEEDS MET (13% of score)**
  - ▶ *% of Countywide Needs Met*
- ▶ **FINANCIAL METRICS (8% of score)**
  - ▶ *Percent of Service Currently Invested in Underperforming Routes*
  - ▶ *Tolerance of Cost Increase to Overall Service*
- ▶ **CONTRACT COMPLIANCE (25% of score)**
  - ▶ *Timely Monthly Reporting*
  - ▶ *State and Federal Requirements*

2019 Unmet Needs Applications 9/12/2018		Approved Amount
Rank	Organization	Expense
	Arrowhead Economic Opportunity Agency	
11	Pine	\$46,980
12	Carlton	\$38,404
	Cedar Valley Services, Inc.	
7	Owatonna work Route	\$38,052
6	Owatonna bus addition	\$133,182
3	Albert Lea-mayo shuttle	\$76,104
	Central Community Transit Joint Powers Board	
4	kandi works	\$32,775
	City of Hibbing for 2020	Withdrawn
	Productive Alternatives Inc.	
5	Perham #3	\$110,000
	Rainbow Rider Transit Board	
2	Alexandria Saturday	\$11,831
	City of Rochester	
1	Expanded coverage	\$950,000
9	Interlining	\$455,000
	Trailblazer Joint Powers Board	
10	3 routes	\$295,000
	United Community Action Partnership	
8	Pipestone 1A	\$16,875
	TOTAL	\$1,437,328

# 2019 APPLICATION PROJECT RANKING

- ▶ Access
    - ▶ Access Measures (TBD)
  - ▶ Performance
    - ▶ Performance Measures (TBD)
  - ▶ Financial Management
    - ▶ Financial Measures (TBD)
  - ▶ Compliance
    - ▶ Compliance Measures (TBD)
- ▶ To Be Addressed by Committee:
    - ▶ Weighting of Four Criteria
    - ▶ Concurrence on Measures

## PROPOSED 2020 EVALUATION/RANKING PROJECT CRITERIA

- ▶ How do we measure service expansion success?  
(Useful for allocation of resources between the funding categories)
- ▶ How do we address quick response service opportunities? (e.g. 5310 discontinues service to clients.)
- ▶ How do we encourage/incentivize innovative services?

QUESTIONS

# Discussion