# REGIONAL BUS SERVICE PROVISION STUDY

## Key Findings from the Final Report of the FY 2018 UPWP Technical Assistance Project

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TPB Technical Committee
January 4, 2019

Agenda Item #9

National Capital Region
Transportation Planning Board

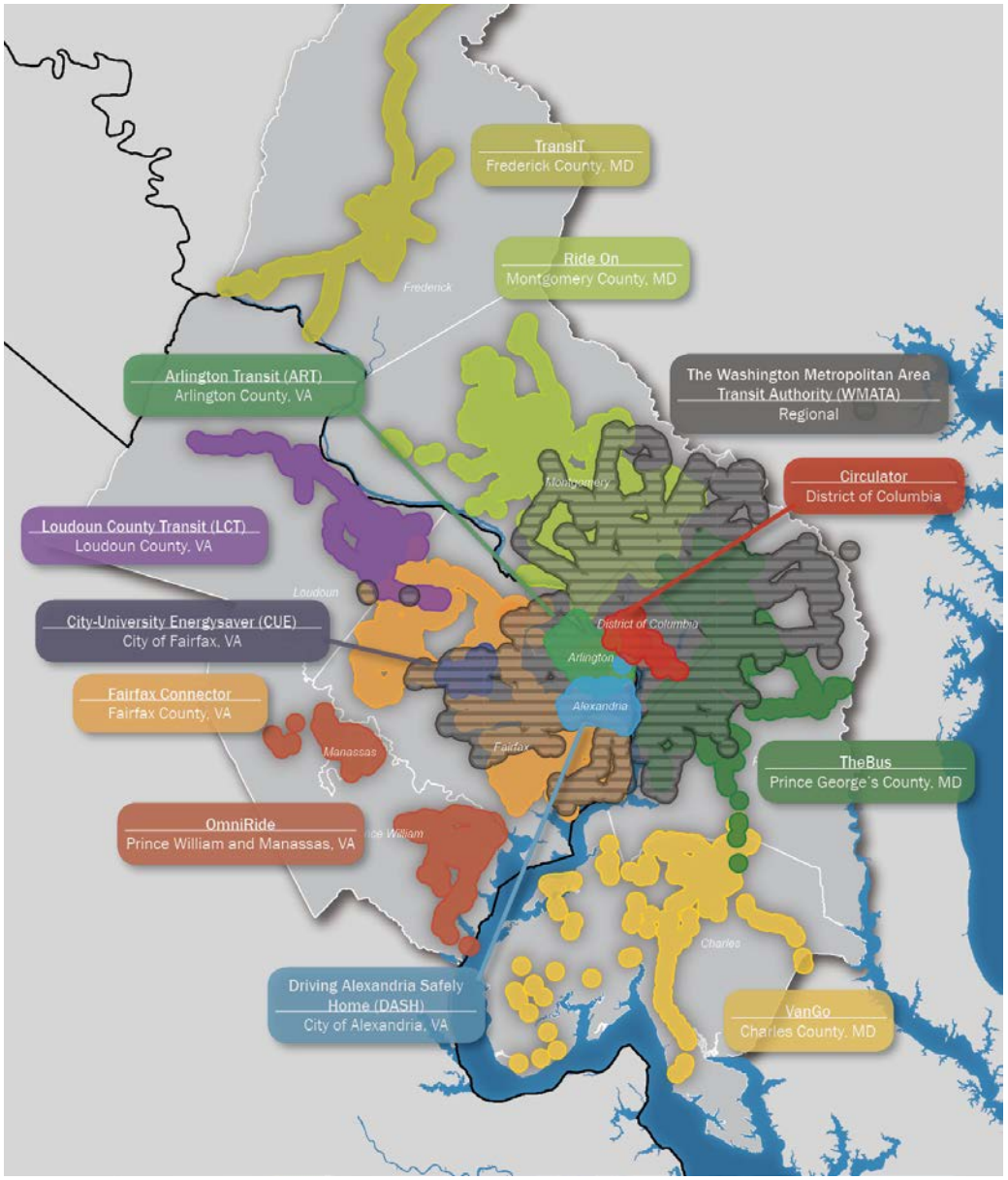
# Agenda

- Purpose
- Overview
- Bus Service Cost Components
- Literature Review, Peer Review, Local Examples
- Enhanced Efficiency Recommendations & Implementation Timeframe
- Final Report & Bus Transformation Study

# Purpose

- To better understand how and why agencies' costs, funding structures, and operational practices vary

- To identify ways to further enhance efficiency and improve coordination, collaboration, and partnering between agencies



# Overview: Staff, Funding Partners, TAC

**Client Staff**

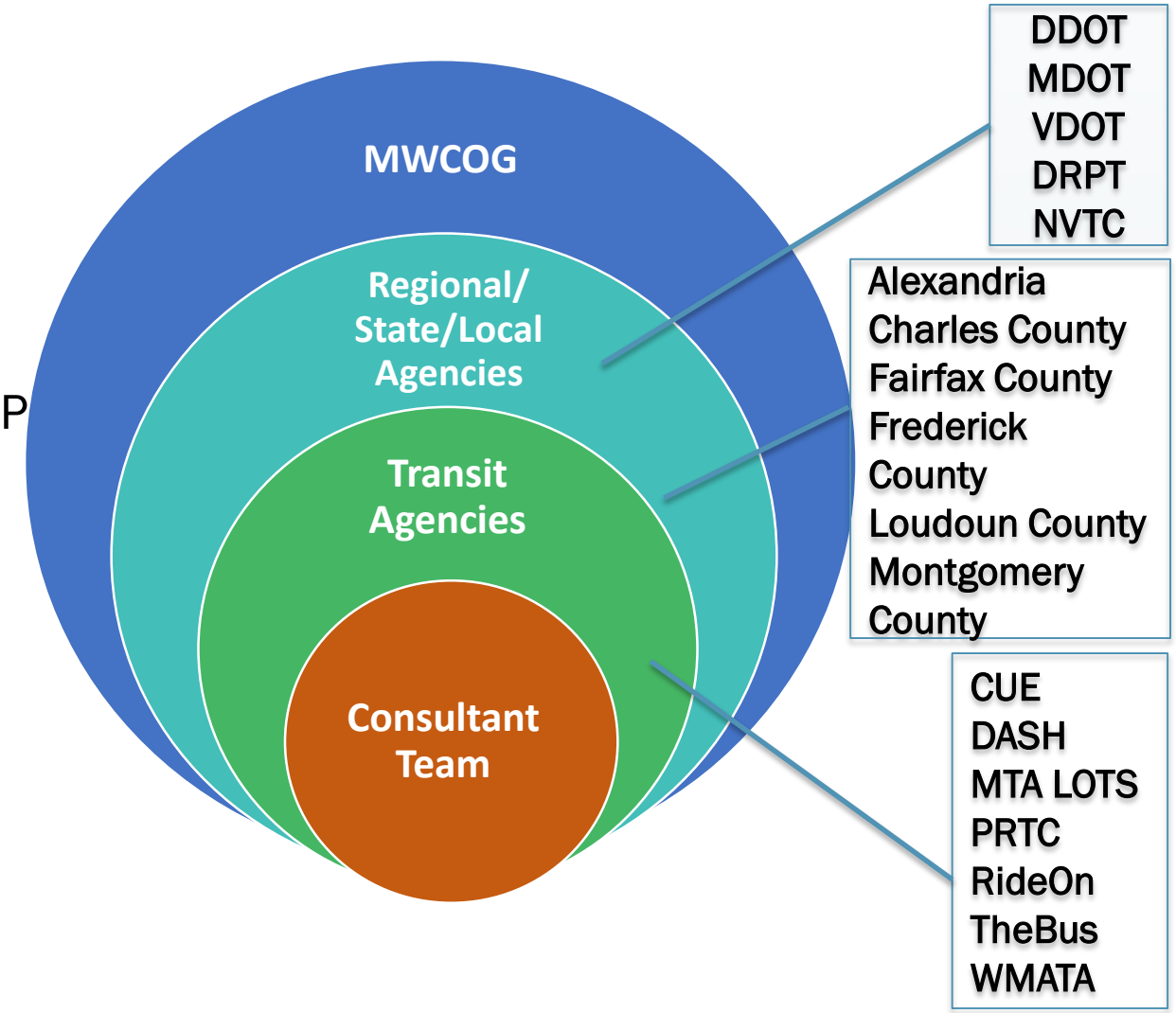
- COG-TPB

**Consultant Staff**

- AECOM
- Foursquare ITP

**Funding Partners**

- DRPT
- MDOT
- VDOT
- WMATA



# Overview: Scope of Work

## Cost Accounting of Bus Service

- Inventory of regional cost components
- Analysis of regional bus service provision cost factors

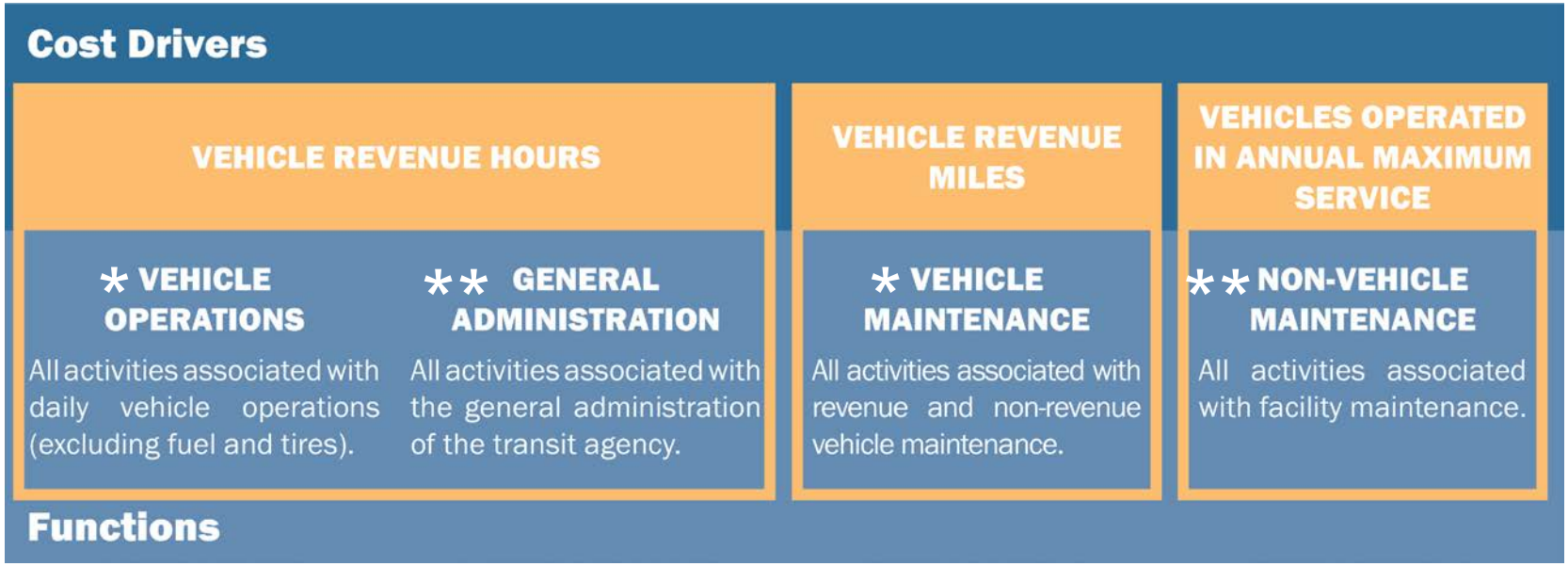
## Identification of Regional Options for Efficiency

- Analysis of cost factors and potential strategies
- Recommendations framework
- Scenario development and evaluation
- Conclusions

## Final Report

- Delivered June 2018
- Presented to RPTS on June 26, 2018

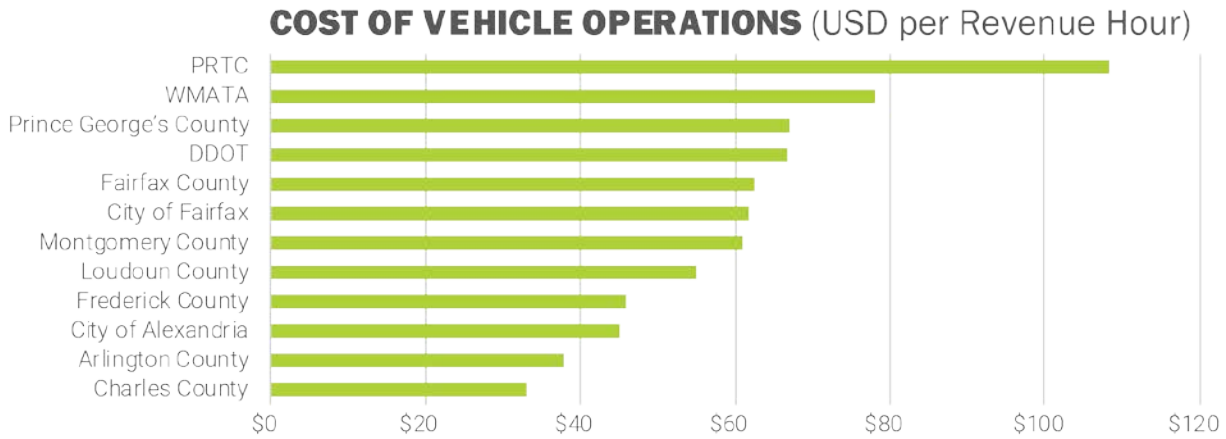
# Bus Service Cost Components

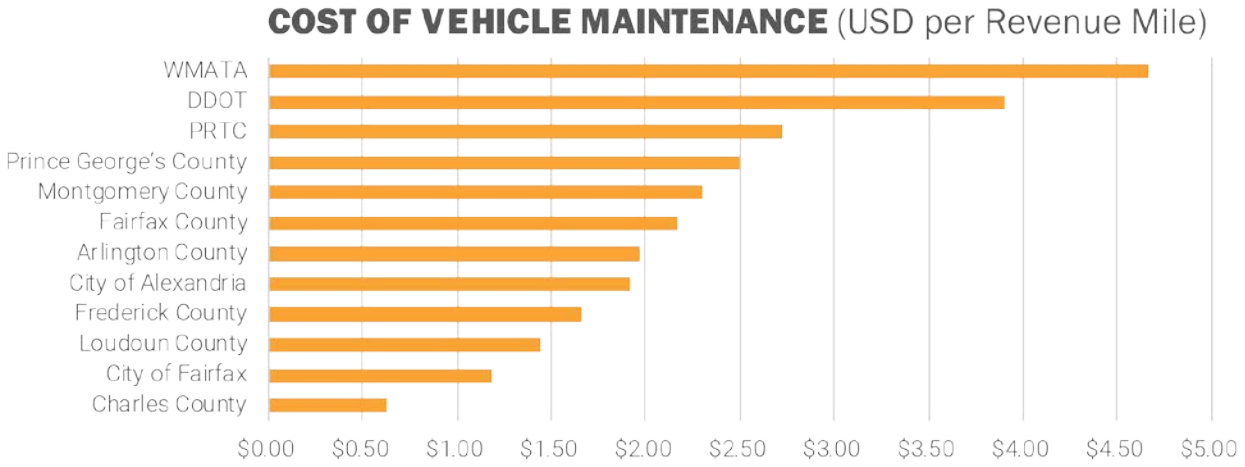



* Considered in context of near-term impacts and for small service changes

** Considered in context of near- & long-term impacts and for small & large service changes

# Bus Service Cost Components (1)

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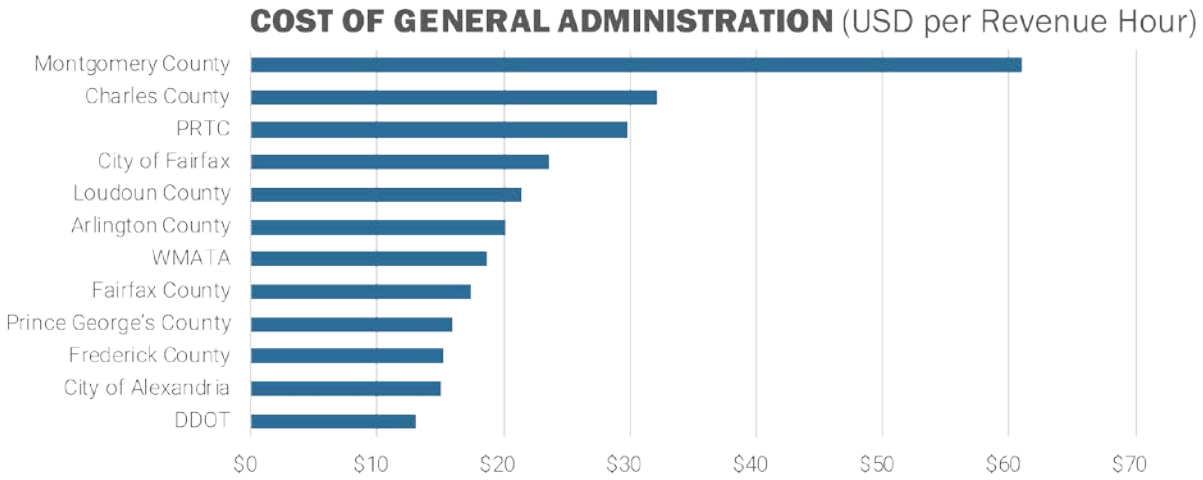
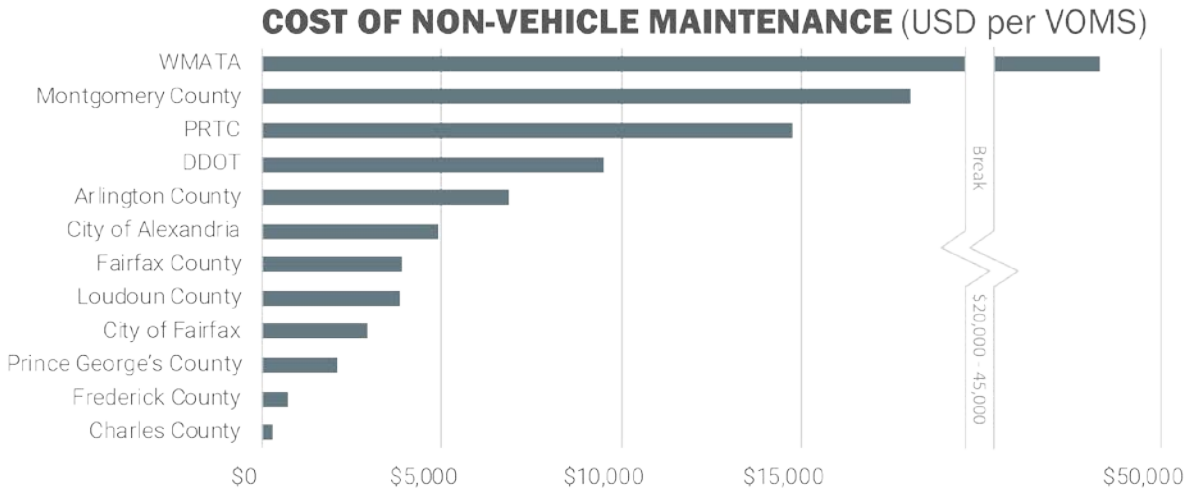
# Bus Service Cost Components (2)

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# Bus Service Cost Components

- Operating characteristics, contractual provisions, and governance structures can significantly impact these O&M unit costs
- Among the most important explanations of the differences are:
  - **Deadheading:** the amount of time and distance that vehicles operate outside of regular revenue service
  - **Labor Contracts:** including operator wages, union work rules, and service profile
  - **Fringe Benefits:** all non-salary benefits, including pensions

*Considered in context of near-term impacts and for small service changes

# Lit Review, Peer Review, Local Examples

- **Customer-Oriented Strategies**
  - Schedule Coordination
  - Shared Passenger Facilities
  - Regional Fare Structure
  - Regional Fare Media
  - Information/Date Coordination
- **Agency-Oriented Strategies**
  - Joint Procurement
  - Joint Staff Training
  - Shared Infrastructure
  - Shared Technology
  - Merge Duplicative Routes
  - Joint Maintenance, Parking, and Storage Facilities

Image Credit: WMATA Metrobus New Flyer Xcelsior XDE40s & XN40s (MWTransitPhotos/Flickr)

# Local Examples: Customer-Oriented

## Schedule Coordination

- Transit providers in the region regularly coordinate schedules for a wide variety of reasons, facilitating transfers between agencies and modes

## Shared Passenger Facilities

- Transit hubs and centers, like the Pentagon Transit Center, provide passengers with comfortable spaces to make transfers, information services, and other passenger amenities

## Regional Fare Structure

- Bus providers in the region have established a 2-hour transfer credit, which encourages trips that cross jurisdictions

## Regional Fare Media

- The SmartTrip card, which was released in 1999 as a fair payment system for MetroRail, has been adopted by all local bus agencies

## Information/Date Coordination

- Multiple agencies work together to share information through Commuter Stores and WMATA's Trip Planner

# Local Examples: Agency-Oriented

## Joint Procurement

- ART utilizes a Fairfax County tire contract; MWCOG has a cooperative fuel purchasing contract

## Joint Staff Training

- WMATA and Maryland MVA license CDL drivers in Maryland through a training program

## Shared Infrastructure

- Metroway in Arlington/Alexandria is the first of what could be many shared facilities in the region

## Shared Technology

- TIGER Transit Service Priority Project: buses run the same routes/across jurisdictions with TSP treatments using the same technology

## Merge Duplicative Routes

- Regional transit providers frequently merge duplicative service

## Joint Maintenance, Parking, Storage Facilities

- WMATA has a 75-year lease with Fairfax County for co-occupying the West Ox bus facility; includes operating and renewal cost sharing

# Enhanced Efficiency Recommendations & Implementation Timeframe (1)

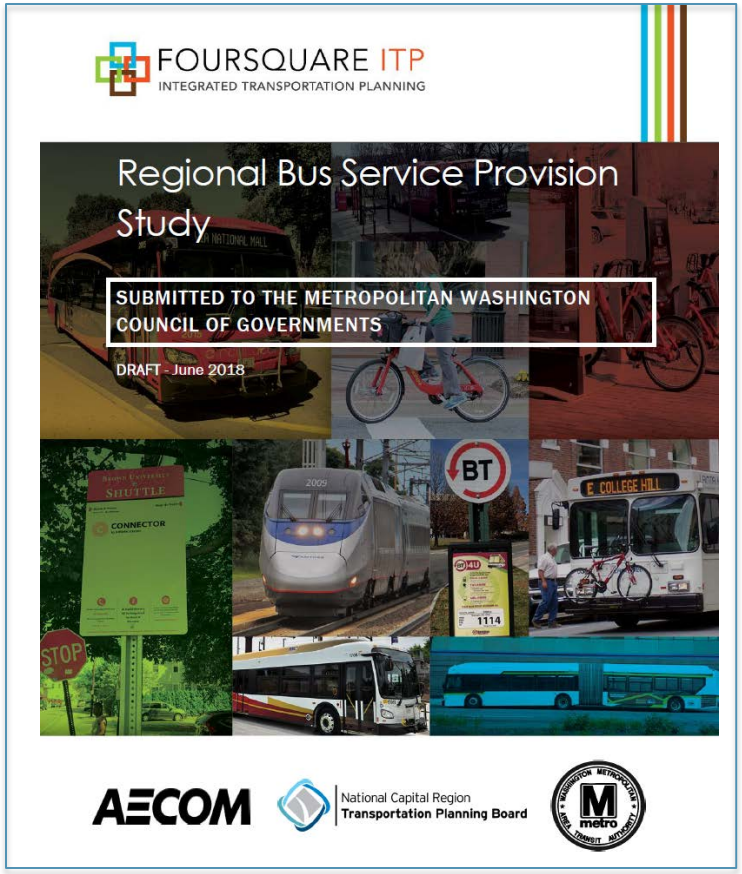
- Transfers or Mergers of Service (*3+ years)*
- Shared Maintenance, Storage, and Parking Facilities (*3+ years)*
- Shared Infrastructure on High Investment Corridor (*3+ years)*
- Joint Procurement
  - Regional Procurement Contract for Buses (5+ years)
  - Regional Procurement Contract for Other Purchases (3+ years)
  - Procurement Agreement for Buses Between Two or More Jurisdictions (1-2 years)
  - Procurement Agreement for Other Purchases between Two + Jurisdictions (1-2 years)
- Shared Customer Service Functions
  - Regional Coordination and Promotion of Transit Information Resources (2-5 years)
  - Establish Consistent Service Disruptions Communications Channel (1-2 years)
  - Joint Regional Call and Communication Center (5+ years)
  - Shared Customer Service Studies (1-2 years)

# Enhanced Efficiency Recommendations & Implementation Timeframe (2)

- Shared Administrative Functions
  - One Agency Performs Bus Acceptance for Other Agencies (1-2 years)
  - Regional Collaboration on Asset Disposal/Management (1-2 years)
  - Merging of Bus Service Provider Governance, Staff, Operations (5+ years)
  - Information Sharing regarding Successful Practices in Administration (1-2 years)
- Joint Training
  - Joint CDL Training (1-2 years)
  - Joint Clever Device Training (1-2 years)
  - Maintenance Trainings (1-2 years)
  - Safety and Security Training (1-2 years)
  - Regional Technical Training Program (5+ years)
- Shared Technology
  - Standardized Processes for the Collection and Dissemination of GTFS, APC, and AVI
  - Transit Signal Priority Systems
  - Flex Services

# Final Report & Bus Transformation Study

- Final Report now online
  - https://www.mwcog.org/documents/2018/12/27/regional-bus-service-provision-study/
- Bus Transformation Study
  - Update at February 2019 TPB Tech
  - Envisions the future of the region's bus system
  - Opportunity to integrate the findings from the Regional Bus Service Provision study
  - Same consulting team as Regional Bus Service Provision study
    - AECOM
    - Foursquare ITP



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