CA-MPO Transit Coordination Study

September
Overview

• Summary of steps taken
• Review of existing agreements
• Survey results
• Interview results
• Next steps
Steps Taken

1. Review of existing documents
   a) Budgets
   b) Strategic plans
   c) Organizational structures and staff positions
   d) Cooperative agreements (formal and informal)
   e) Existing transit studies

2. Collection of case studies

3. Development and analysis of survey to decision-makers

4. Interviews with transit staff

5. Convening of the steering committee
Transit Funding Streams
CAT Budget Process
JAUNT Budget Process
Decision-Maker Survey

Audience:

- Charlottesville City Council
- Albemarle Board of Supervisors
- JAUNT’s Board

Details:

- Survey included 12 questions
- There were 13 responses (4 more incomplete)
  - 3 – City Council
  - 4 – Albemarle BOS
  - 6 – JAUNT
Overall Satisfaction

Rank your overall satisfaction with transit service for your locality. (If JAUNT Board, your overall satisfaction with JAUNT and CAT services)

<table>
<thead>
<tr>
<th>Respondents</th>
<th>CAT Service</th>
<th>JAUNT Service</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Satisfied</td>
<td>Satisfied</td>
</tr>
<tr>
<td></td>
<td>Unsatisfied</td>
<td>Very Satisfied</td>
</tr>
<tr>
<td></td>
<td>Very Satisfied</td>
<td>Very Satisfied</td>
</tr>
</tbody>
</table>
## Decision-Making

All critical and applicable players are involved with transit decision-making.

<table>
<thead>
<tr>
<th>Respondents</th>
<th>CAT Service</th>
<th>JAUNT Service</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Neither</td>
<td>Disagree</td>
</tr>
<tr>
<td></td>
<td>Disagree</td>
<td>Agree</td>
</tr>
<tr>
<td></td>
<td>Agree</td>
<td>Agree</td>
</tr>
</tbody>
</table>
Official Kept Informed

Local elected officials are kept informed on the transit providers' decision-making

<table>
<thead>
<tr>
<th>Respondents</th>
<th>CAT Service</th>
<th>JAUNT Service</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Agree</td>
<td>Neither</td>
</tr>
<tr>
<td></td>
<td>Disagree</td>
<td>Agree</td>
</tr>
<tr>
<td></td>
<td>Agree</td>
<td>Agree</td>
</tr>
</tbody>
</table>
Official are Engaged

Elected officials are highly engaged and interested with issues involving the region's transit providers.

<table>
<thead>
<tr>
<th>Respondents</th>
<th>CAT Service</th>
<th>JAUNT Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Image]</td>
<td>Agree</td>
<td>Neither</td>
</tr>
<tr>
<td>[Image]</td>
<td>Neither</td>
<td>Agree</td>
</tr>
<tr>
<td>[Image]</td>
<td>Disagree</td>
<td>Neither</td>
</tr>
</tbody>
</table>
## Coordination

There is sufficient coordination between CAT and JAUNT services.

<table>
<thead>
<tr>
<th>Respondents</th>
<th>Rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Logo]</td>
<td>Strongly Agree</td>
</tr>
<tr>
<td>[Logo]</td>
<td>Neither</td>
</tr>
<tr>
<td>[Logo]</td>
<td>Agree</td>
</tr>
</tbody>
</table>
Coordination with UTS

There is a need for greater coordination with the University (UTS) on transit services.

<table>
<thead>
<tr>
<th>Respondents</th>
<th>Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Logo]</td>
<td>Agree</td>
</tr>
<tr>
<td>[Logo]</td>
<td>Agree</td>
</tr>
<tr>
<td>[Logo]</td>
<td>Agree</td>
</tr>
</tbody>
</table>
Greatest Challenges

1. Overall lack of funding
2. Lack of transparency with how funding is tied to services
3. Balancing cost effectiveness with social services
4. Lack of communication/coordination with UTS
5. Lack of formal communication between agencies
6. Exclusion of key stakeholders in decision-making
Greatest Challenges

1. Exclusion of key stakeholders in decision-making
2. Lack of transparency with how funding is tied to services
3. Overall lack of funding
4. Lack of formal communication between agencies
5. Balancing cost effectiveness with social services
6. Lack of communication/coordination with UTS
Greatest Challenges

1. Overall lack of funding
2. Lack of transparency with how funding is tied to services
3. Lack of formal communication between agencies
4. Exclusion of key stakeholders in decision-making
5. Lack of communication/coordination with UTS
6. Balancing cost effectiveness with social services
Interest in Further Exploration

1. Formalized MOUs to better coordinate services
2. Shared facilities between transit agencies
3. Creating a Regional Transit Authority
4. Improvements to information communication between agencies
5. Shared staff or positions between transit agencies
6. No change - keep everything how it is
7. Merging transit agencies into one department
Interest in Further Exploration

1. Creating a Regional Transit Authority
2. Improvements to information communication between agencies
3. Shared facilities between transit agencies
4. Merging transit agencies into one department
5. Formalized MOUs to better coordinate services
6. Shared staff or positions between transit agencies
7. No change - keep everything how it is
Interest in Further Exploration

1. Formalized MOUs to better coordinate services
2. Creating a Regional Transit Authority
3. Improvements to information communication between agencies
4. Shared facilities between transit agencies
5. Merging transit agencies into one department
6. Shared staff or positions between transit agencies
7. No change - keep everything how it is
City Council Comments

- I would love to see more county supervisor engagement with transit, possibly through a regional transit authority.

- City Transit Manager, JAUNT Executive Director should be involved in decision-making.

- In terms of challenges, there is a General lack of knowledge regarding the capabilities available within in agency to provide services in specific areas
Board of Supervisor Comments

• County pays costs for county routes and has no input

• No issues with JAUNT. The Board of Supervisors need to be a partner with the City in CAT's governance. Currently Albemarle County is just an "ATM" for CAT.

• The County bus runs as a city department

• We need an RTA

• I believe we have to do something before Albemarle county is put in the position of having to start their own bus system. We need an RTA so that transportation planning can be coordinated with small area plans in the both the city and urban areas of the county.
JAUNT Board Comments

- DRPT, VDOT, and the areas largest employers should be included in transit decision-making
- There are decisions that get made by the city and the county that impact CAT and JAUNT that are not discussed with JAUNT and CAT.
- Organizations that hire or train handicapped citizens should be included in transit decision-making
- Arriving at a consensus among the governing political bodies is a challenge
- Disability employers need to be included
- The success of these systems is due to their separation of services.
Next Steps

- Follow up interviews with decision-makers
- Assembly of case studies
- Development of coordination options (range of options for further study and/or establishment of steps)
- Reconvening of the Steering Committee
- Development of document
- Presentation to PACC in January
- Presentation to MPO Policy Board