

Comprehensive Service Analysis

MAY 2010



Detailed Assessment of Service



- Detailed review of every route
- Schedule, frequency & span of service
- Ridership & trends
- Markets served, unserved, underserved
- Staff and vehicle assignments
- Performance, efficiency opportunities

Need for KCATA CSA



- Last CSA in 1995
- Changes in demographics & development
- Framework for future budget-driven changes
- Enhance efficiency & maximize benefits within existing budget limitations

CSA Objectives



- Document route-by-route performance
- Identify opportunities for improvement
 - Schedules, staffing & vehicle assignments
 - Alignments & stop locations
 - Service hours & frequencies
- Framework for future service planning
- Provide input for budget decisions

Consultant Services



- Consultant-led technical analyses
- KCATA data inputs
- Staff managed and coordinated



Consultant RFP and Selection



- Advertised nationally and locally
- Five proposals received in March 2010
- Interviewed two teams
 - Perteet
 - Nelson Nygaard



Evaluation Criteria



- CSA experience (nationally recognized)
- Project manager & key staff experience
- Understanding of KCATA situation
- Consultant approach
- Past performance & references
- Cost proposal

Recommended Firm:



- Strong management team
 - Project manager – Geoff Slater
- Recent CSA experience
 - Pittsburgh, Providence, Peoria (AZ)
- Positive transit agency references
- Team with national & local knowledge
- Local subconsultants
 - HDR, KC Consulting, ETC Institute

Phase I – Improving Existing System

- Focus on existing transit services (KCMO)
- Identify options for budget-neutral short-term improvements
 - Route effectiveness
 - Efficiency
 - Cost savings



Phase I Milestones



- June 2010 Kick-Off Meeting
- July 2010 Existing transit environment
- Sept. 2010 Short-term opportunities
- Nov. 2010 Route-by-route report
- Jan. 2011 Detailed service scenarios & impact assessments
- March 2011 Phase I final report

Phase II – Starting March 2011



- Uses Phase I results
- Service scenarios based on differing financial assumptions
- KCATA financial information
 - KCMO sales tax revenue projections
 - Potential funding shortfalls
 - Potential state funding increases
- Complete by summer 2011

Recommendation for Board Action



- Award contract to Nelson Nygaard
- Total contract not to exceed \$533,881
 - Phase 1: \$438,880
 - Phase 2: \$ 95,001

Comprehensive Service Analysis

KCATA BOARD OF COMMISSIONERS
MAY 2010





Phase II Milestones



- Build from Phase I Assessment
- Service change scenarios
 - Different financial scenarios (from KCATA)
 - Increased funding, no change, less funding
 - Service scenarios for each financial situation
- Complete Phase II – Summer 2011

