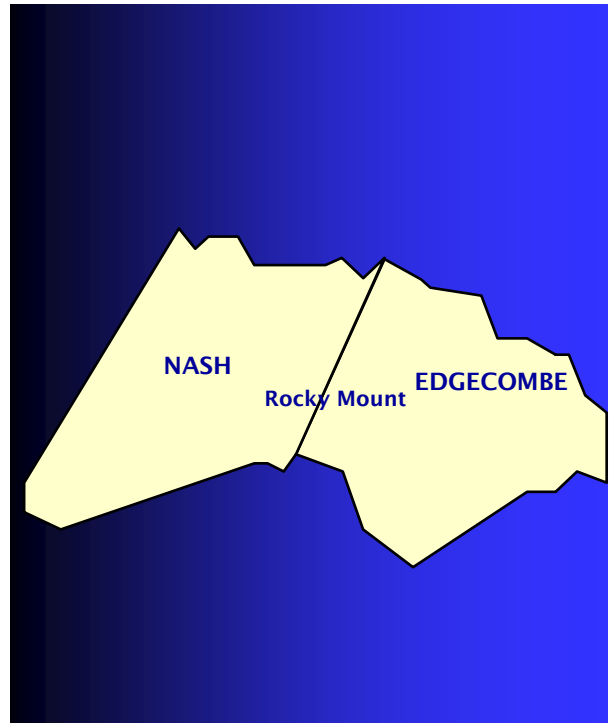




## Regional Transit



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# Public Transportation Services in Edgecombe - Nash Counties and the City of Rocky Mount

March 24, 2005

# Study Area Characteristics



- △ Census 2000 population of 143,026 for two-county area
- △ Approximately 39% of the population resides in the City of Rocky Mount



# Transportation Services in Study Area



## △ RMT Characteristics

- ▲ Served City of Rocky Mount
- ▲ Offered fixed route and complementary paratransit services (DARTS)
- ▲ Contracted fixed route operations to Mobility Services, Inc.  
Contracts DARTS to NETS
- ▲ Seven fixed routes
- ▲ Monday through Saturday service
- ▲ Service hours generally
  - △ 6:45 am until 6:45 pm weekdays
  - △ 9:15 an until 5:45 pm Saturdays



# Transportation Services in Study Area



## △ NETS Characteristics

- ▲ Provided service in Edgecombe and Nash Counties and City of Rocky Mount
- ▲ Contracted daily operations to Progressive Transportation Services
- ▲ Contracted management to City of Rocky Mount
- ▲ Provided contract services to a variety of agencies.
- ▲ Began offering rural public transit in FY 2000
- ▲ Fleet of 30 vehicles (28 at peak)

# Merger Process



- △ NETS & City of Rocky Mount discuss merger options in 1998
- △ NETS contracts with RMT for Administrative Services in March of 1999
- △ Merger Study Commissioned in July of 1999
- △ Carter Goble Associates, Inc. chosen to conduct the study in January of 2000
- △ Final Report Released in February 2001
- △ Merged Urban / Rural services on July 1, 2002

# Merger Concept Options



## △ Option A - Enhanced Coordination Between RMT and NETS

- ▲ No consolidation at operating level
- ▲ Increased coordination activities between two main providers
- ▲ Separate travel assignments into defined geographical areas (urban and rural)

## △ Option B - City as Provider in City and Entire NETS Service Area

- ▲ Consolidation of rural and urban services under City

## △ Option C - NETS as Provider in City and Entire NETS Service Area

- ▲ Consolidation of rural and urban services under NETS

## △ Option D - Creation of New Entity to Oversee All Services in City and Both Counties

- ▲ Consolidation of rural and urban services under new entity
- ▲ Create entity either through Public Transit Authority or Interlocal Cooperation Agreement

# Pros/Cons of Merger



## △ City of Rocky Mount

### ▲ Pros

- △ Reduce duplication of service in City
- △ Control paratransit cost
- △ Increase ridership on urban fixed routes
- △ Maximize urban and rural funds

### ▲ Cons

- △ Loss of control over local share

# Pros/Cons of Merger



## △ Edgcombe and Nash Counties

### ▲ Pros

- △ Reduce duplication of service in City
- △ Control cost of agency transportation
- △ Provide more rural general public service
- △ Maximize urban and rural funds

### ▲ Cons

- △ Exposure to demands for county funding for rural general service



## △ North Carolina Department of Transportation

### ▲ Pros

- △ Reduce duplication of service in City
- △ Expand rural service
- △ Increase efficiency of operation
- △ Contract with one entity for reports, grants, etc.
- △ Maximize urban and rural funds

### ▲ Cons

- △ “Perception” that different agencies lose influence, control and customer-friendly service
- △ “Belief” that a unified system cannot meet individual special needs

# Overall Development Plan



## △ Organizational Structure

- ▲ Phase 1 - Interlocal Cooperation Agreement
  - △ Designate City of Rocky Mount as lead entity
  - △ Educate public officials and public
  - △ Conduct service re-design
  
- ▲ Phase 2 - Public Transportation Authority

## △ Management Structure

- ▲ Board of Directors
  - △ Establish officers and by-laws
  - △ Include equal representation
  - △ Control size
  - △ Comply with state's transit authority legislation
- ▲ Transportation Advisory Group
  - △ Ensure input from agency representatives and general public
  - △ Comply with state's Community Transportation Program
- ▲ Direct Employees
  - △ Establish Director and Administrative Assistant
  - △ Utilize existing City of Rocky Mount employees

# Overall Development Plan



## △ Service Delivery Structure

### ▲ Contractor

- △ Conduct re-design study
- △ Develop service RFP
- △ Contract urban and rural service to one entity

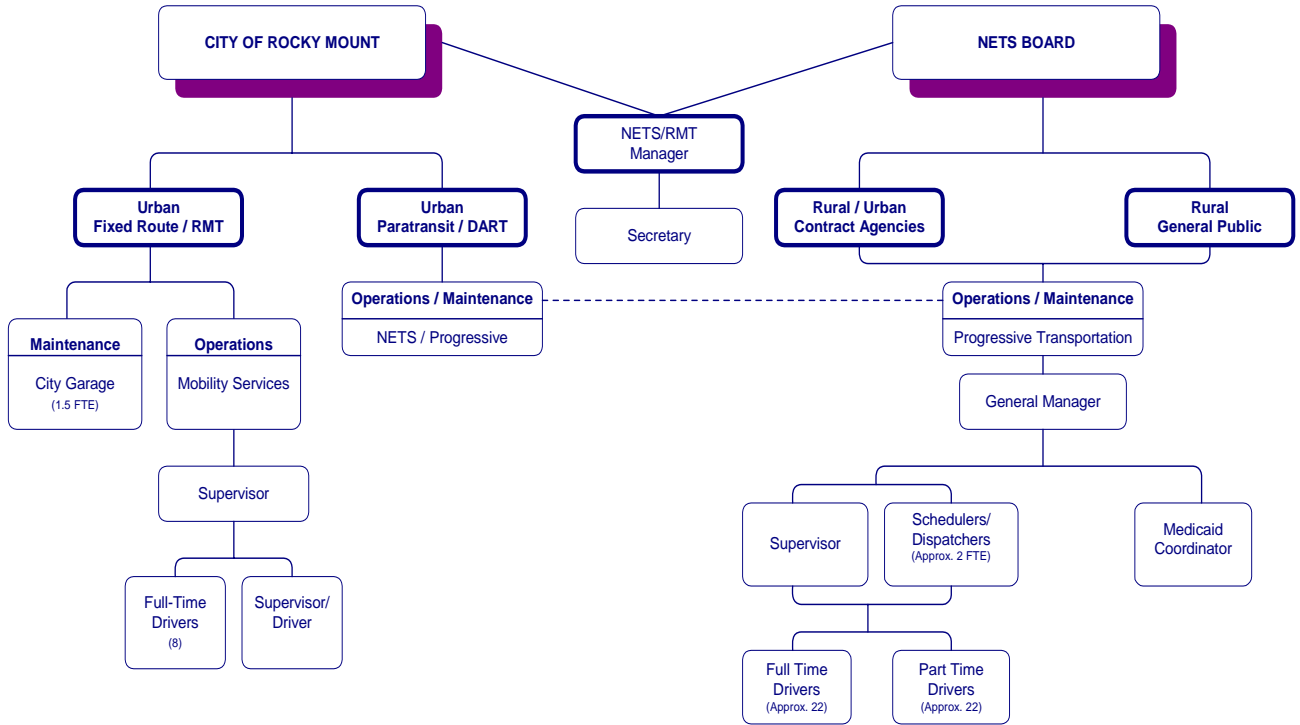
## △ Office Facility

- ▲ Combine management and contract operations
- ▲ Use central location
- ▲ Continue current maintenance practices

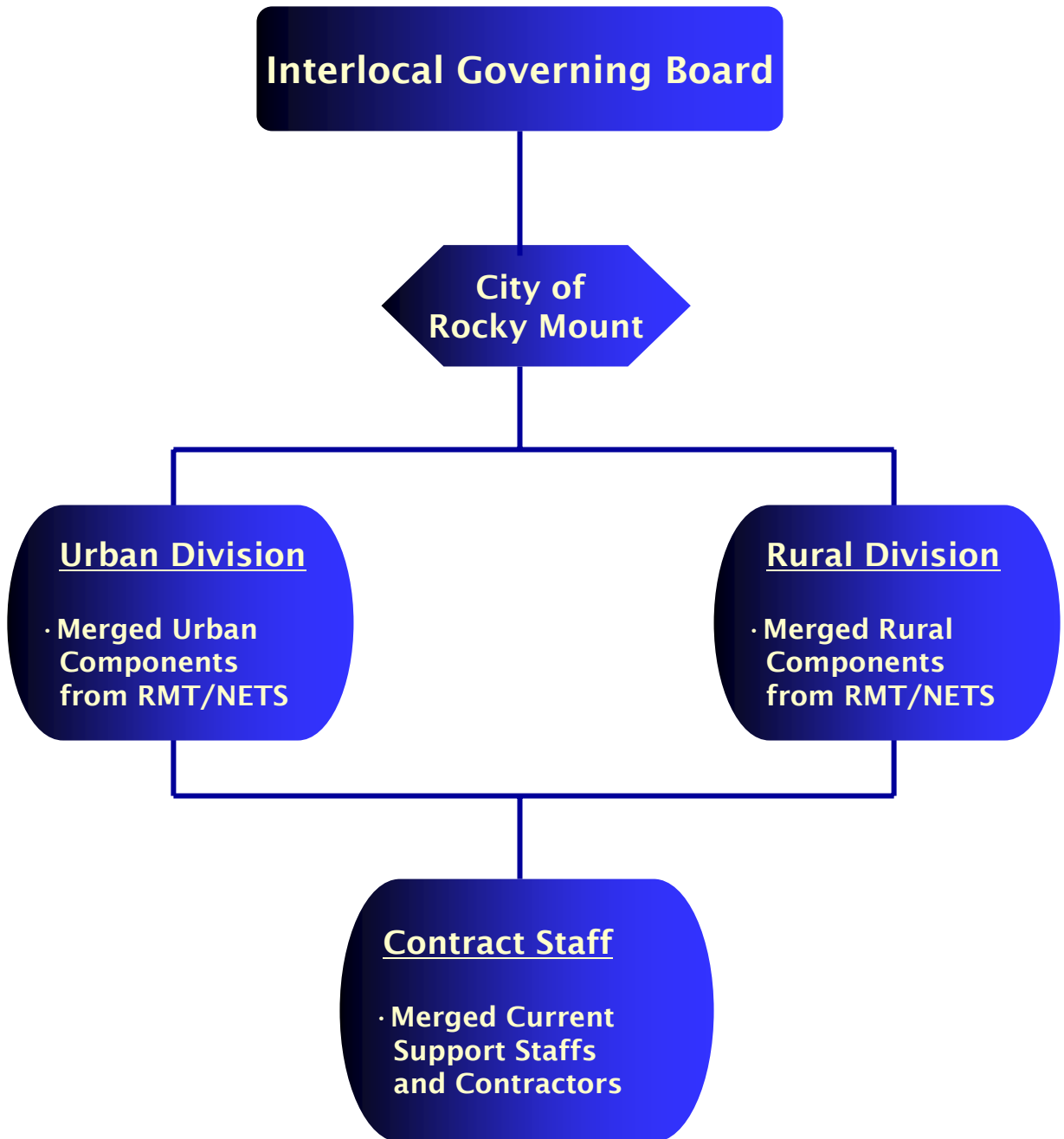
## △ Service Standards

- ▲ Maintain detailed itemization of administrative, operating, and capital expenses
- ▲ Track operating statistics by service mode
- ▲ Use standards to monitor the following:
  - △ Cost efficiency
  - △ Cost recovery
  - △ Service productivity
  - △ Service efficiency
  - △ Safety
  - △ Public image

# Previous Organizational and Management Structure



# Existing Organizational and Management Structure



# Old Logos



# New Logo



# New Logo

