

# First Transit Burnsville



February 3, 2016

# Who is First Transit

- Local history – quick overview
- Values - BeFirst
  - Committed to our customers
  - Dedicated to safety
  - Accountable for performance
  - Supportive of each other
  - Setting the highest standards



# Metro Mobility South Startup

- Reservations began June 24, 2015
- Service began June 28, 2015
- Months of preparation
- Complete ground-up staff hiring
- Exceptional support and dedication

# Startup Challenges

- New employees
- New service area
- New passengers
- Job market difficulties
- Driver retention in tight market
- Technological challenges

# Continuous Improvement

- Where we were:
  - July on time percentages in the 80%s
  - Short drivers – factors why
- Where we are now:
  - January on time percentage average 94%
  - 7 days above 97% on time
  - Strong staffing levels
- New drivers and staff excelling

# Questions?



Thank YOU!