



Metro Mobility Program Overview

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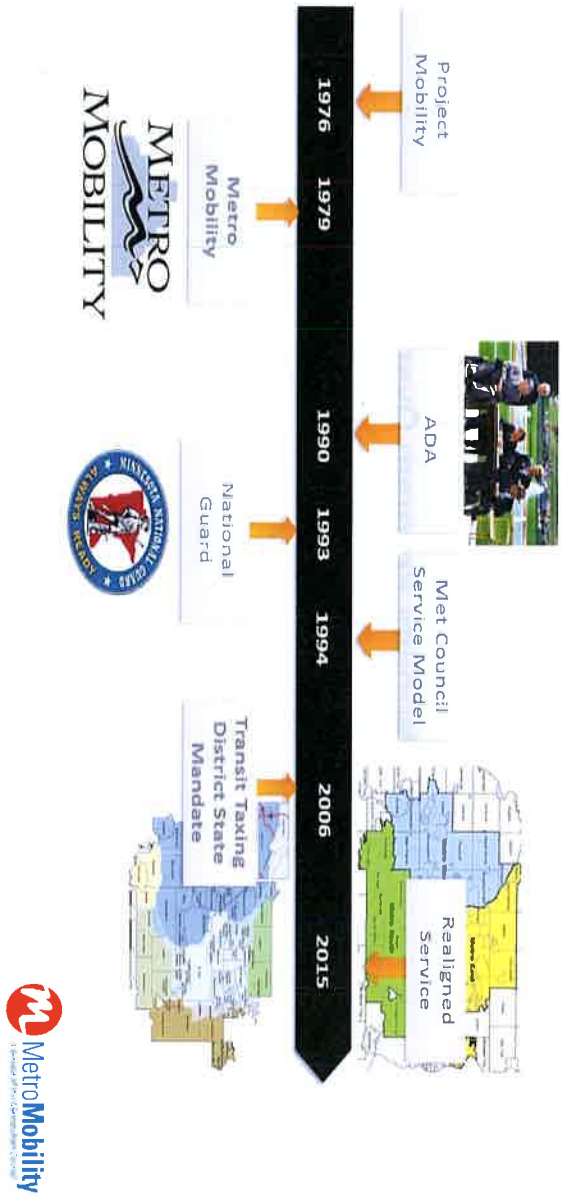


Metro Mobility

- A shared ride, public transportation service for certified riders who are unable to use regular fixed-route buses due to a disability or health condition.
 - Service guaranteed as a civil right under the Americans with Disabilities Act (ADA)
 - Program regulated by the Federal Transportation Administration (FTA)
- 
- The image shows a white Metro Mobility van with the website 'MetroMobility.org' and the slogan 'A Ministry of Our Management' on the side. A person in a wheelchair is being assisted by a driver wearing a high-visibility vest. The van is parked on a street.
- MN Statutory requirements found in 473.386
 - Trips provided for any purpose

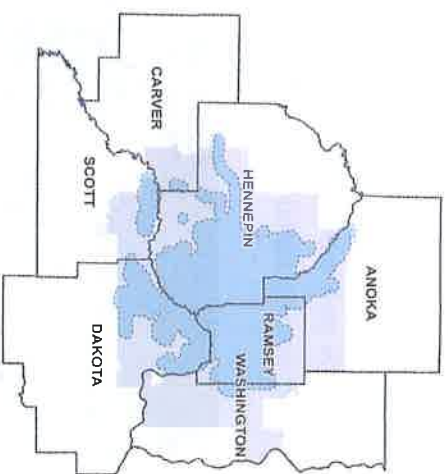


Program History



Service Areas

- ADA service area (blue)
- FTA ADA mandated complimentary Paratransit
- Service provided within ¾ mile and similar hours of regular route bus or rail
- Guaranteed as a civil right
- Subject to capacity constraint thresholds
- Zero trip denials
- Non-ADA service area (grey)
- Typically 1/3 of rides provided
- Ride requests are placed on standby
- Trip denials allowed depending on system operating capacity





Regulatory Requirements

	Americans with Disabilities Act Requirements	Minnesota Statute 473.386
Goal	Comparable to regular route transit	"greater Access"
Certification	Unable to use regular route	
Service Area	¾ mile on both sides of all-day regular routes	March 1, 2006 TTD
Service Level	Curb to Curb or Door to Door upon individual request	Door through door
Hours	Comparable to all-day regular routes	
Capacity Restrictions	No denials; no pattern of untimely pickups/drop offs; no excessive on-board times or telephone hold times	
Trip Request	1 to 14 days in advance	
Scheduling	Within one hour on either side of requested time; scheduled at time of call	
Fare	Cannot exceed two times fare for local regular route service	
Trip Purpose	No restrictions; no prioritization	

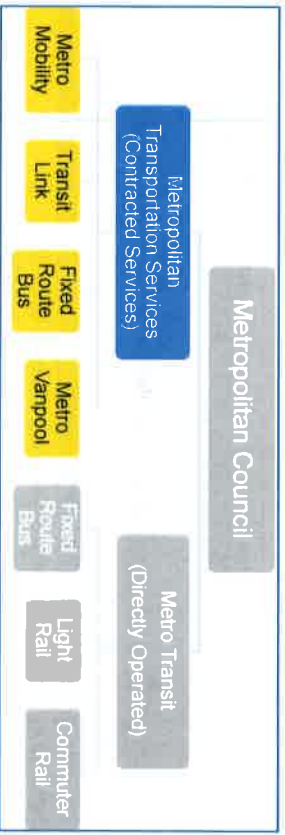


Program Compliance

1	Equal response time for rides requiring accessible vehicle	Federal
2	Zero denials	Federal
3	Random Drug and Alcohol Sampling	Federal
4	Passenger Escort - Door through Door	State
5	Disability Awareness Training	Federal
6	Reasonable Suspicion Procedures	Federal
7	DVS and Criminal Records Review (initial and annual)	Federal
8	Service quality reporting (on-time pickups, appts, on-board time)	Federal
9	Shared Ride	Federal
10	Insurance Minimums and Council Indemnification	State



Organizational Structure



Metro Mobility Service Center (MMSC)

- Program and Contract Administration
- Customer Services and Outreach
- Certifications and Eligibility
- Go-To Card and ID processing
- Emergency Back-up Center

Contracted Service

- Service Operations and Fleet Maintenance
- Reservations and Dispatch
- Cost based on revenue hours performed
- Contractual Service Performance Criteria



2018 by the numbers

- \$65.5M Operating Budget
- 2.38 million annual rides
 - 2013 - 2018 ridership growth = 30%
- 62,000 certified riders in system
- 616 vehicles
- 93 communities
- \$28.68 average subsidy per ride
- 10.48 mile average trip length



Customer Profile

- Use of system – all reasons
- 26,000 individuals served over past year
- 800 applications processed monthly
 - 62% new customers in 2018
 - 26% certified with conditional eligibility
- ~40% eligible for waived service
- ~30% trips require use of lift
- 10.48 mile average trip length
- Guests and Personal Care Attendants (PCA)



Main Service Contracts

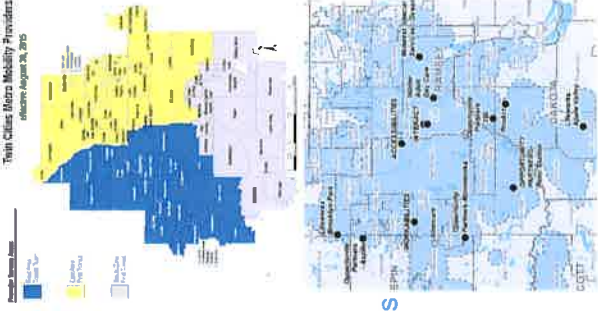
3 Demand Contracts

- 1.98 Million Annual Rides (83% of total)
- 3 Service Zones
- 5 yr term (2015-2020)

1 Agency Contract

- Large Day Training and Habilitation Centers and Adult Day Care Programs
- 320,000 annual rides
- 5 yr term (2018-2023)

Third-Party Metro Mobility Providers
Effective August 26, 2015





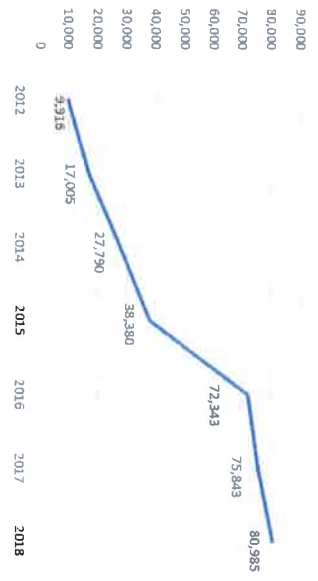
Alternative Service Contracts

Premium On Demand (formerly Premium Same Day)

Taxi opt-in service since 2004

- Available to any certified customer
- Limited accessible vehicles
- Same day or advance booking
- Council pays up to \$15 per ride
- 5 year term (2015-2020)

Premium On Demand Ridership



Supplemental (Peak Demand Overflow)

- Contracts expired March 2019 - not renewed
- Low ridership (3,100 annual)
- Decreasing denial rate on main system (non-ADA)



Metro Mobility Fleet Profile

Revenue Vehicles

- 616 cutaway buses (563 lift equipped; 22 non-lift)
- 31 sedans
- Council owned; maintenance oversight
- Average bus cost \$83,000
- Budgeted 10% spares
- Retired after five years/ >250,000 miles



On-Board Technology

- Trapeze PASS system Mobile Data Terminals
- On Board Cameras
- Cubic fare collection system
- Global Positioning System (GPS)
- ARMER Radio System



Customer Experience - Reservations

- 1-4 day advance booking requirement
- 236,000 monthly reservations (2018)
- Negotiated trips times
- Ride details shown on trip manifest for driver
- ADA bookings versus non-ADA /Standby

The screenshot displays a reservation form with the following sections:

- Date, Client, Trip Type:** Fields for Date, Client Name, and Trip Type.
- Pickup Information:** Fields for Pickup Address, City, State, Zip, and Phone.
- Drop-off Information:** Fields for Drop-off Address, City, State, Zip, and Phone.
- ADA P:** A section for ADA-related information.
- Reservations and Passes:** A section for managing reservations and passes.



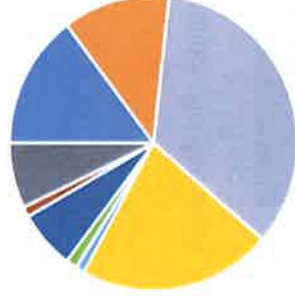
- Service expectations / 30 minute window / capacity constraints
- Adjustments/Cancellations
- No Shows



Customer Services and Administration

Customer Service Center

- Service hours Mon- Fri 7:30 a.m. - 4:00 p.m.
 - 490 calls per weekday
 - 40 applications processed per day
 - Go-To Card and photo ID processing
 - Complaint investigations



Administrative Processes

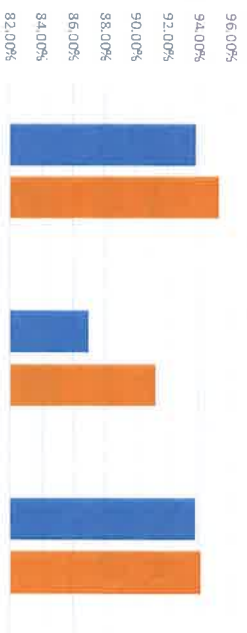
- Certifications and eligibility assessments
- Rights to appeal



Key Performance Indicators

Ridership

- Ridership increase of 6% over 2017
- Non-ADA trip denials < 1%; reduced by 30% in 2018



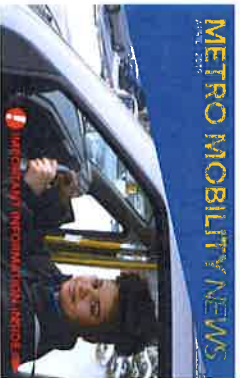
Council goals exceed FTA thresholds

- On-time performance (pick-ups) >30 mins
- Appointments: > 1 min late, <= 60 mins early
- On Board Time: comparable to fixed route



Customer Outreach and Engagement

- Public hearings and forums
- Website
- GovDelivery subscription emails
- Social media
- Newsletters
- Customer education and site visits



M Metro Mobility
You Are Invited! 4/24 Metro Mobility 2019 Spring Conversation



Key partners and stakeholder relationships

- Transportation Accessibility Advisory Committee (TAAC)
- Minnesota State Council on Disabilities
- Agency Programs
- Leading Age Minnesota
- The ARC
- Deaf Blind Services Minnesota



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Metro Mobility Legislative Taskforce

- Established in 2017 special legislative session (HF 3, Article 3, Section 140)
- Membership requirement set in legislative language. Included locally-elected officials, government, non-profit, academic, and industry.

Goals of Task Force:

- Identify options to increase program effectiveness and efficiency
- Minimize program costs and improve service including through potential partnership with taxi service providers and transportation network companies

Key Recommendations:

- Pilot and promote on-demand service provisions
- Study and invest in technology innovations
- Evaluate options for increased flexibility on Metro Mobility Non-ADA trips
- Facilitate collaboration and data sharing between DHS and Metro Mobility



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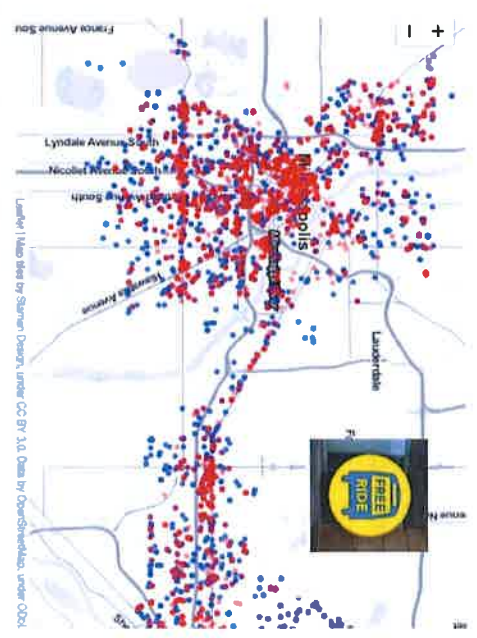
Program Improvements: Technology

- Technology improvement
 - Trapeze v16 upgrade
 - Improved network architecture and redundancy to support COOP requirements
 - Increased Technology and IT systems staffing
- Trapeze PASS Web: Online Booking
- Trapeze Trip Broker
- Tablet Pilot



Examining Service Options

- Fixed Route Incentive
- Premium On-Demand Pilot



Why We Serve

"My mother-in-law is living in long-term care and thanks to your services she is able to come and visit us every weekend. The change in her demeanor has been nothing but miraculous now that she has a means of transportation."

- Family member of Customer

"In Minnesota weather, not only do you provide quality of life for those who use Metro Mobility but you save lives."

- Metro Mobility Customer

"I am not a bus driver. I don't provide rides. I provide independence, mobility and dignity."

- Metro Mobility Driver



Questions?



