

Metro Mobility Overview

Metro Mobility is...

- Shared ride, door-through-door, public transportation for people with a disability who are unable to use regular route transit service at least sometimes because of the symptom of their disability.



Metro Mobility Timeline

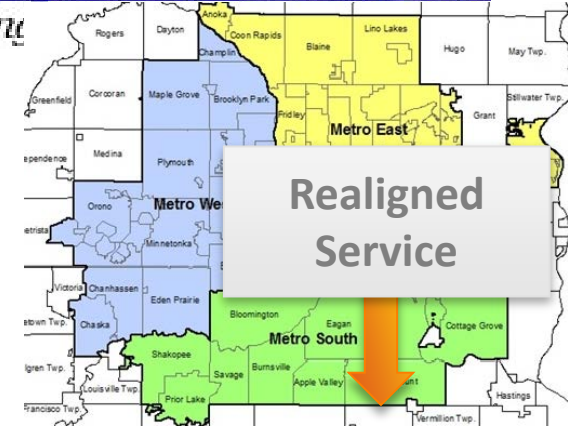


Project
Mobility

ADA

Met Council

Realigned
Service



1976

1979

1990

1993

1994

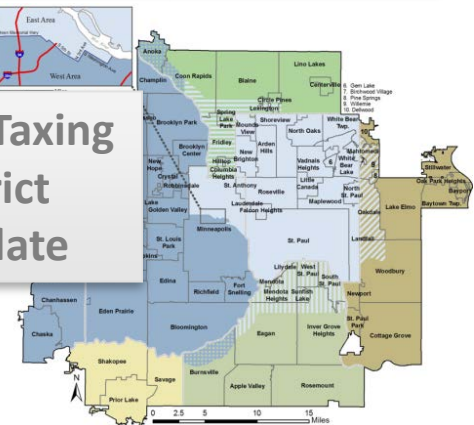
2006

2015

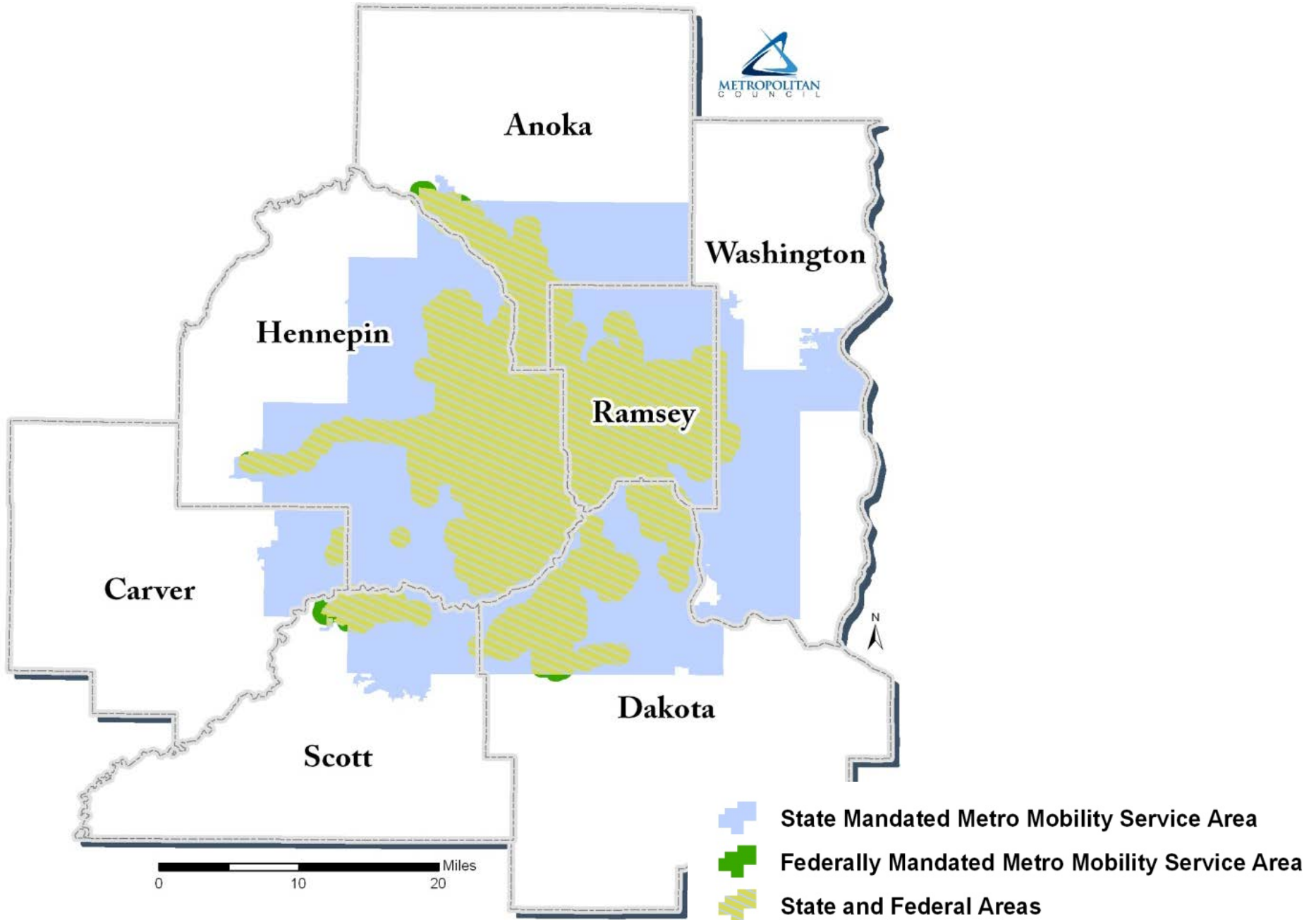
Metro
Mobility

National
Guard

Transit Taxing
District
Mandate



Metro Mobility Service Area

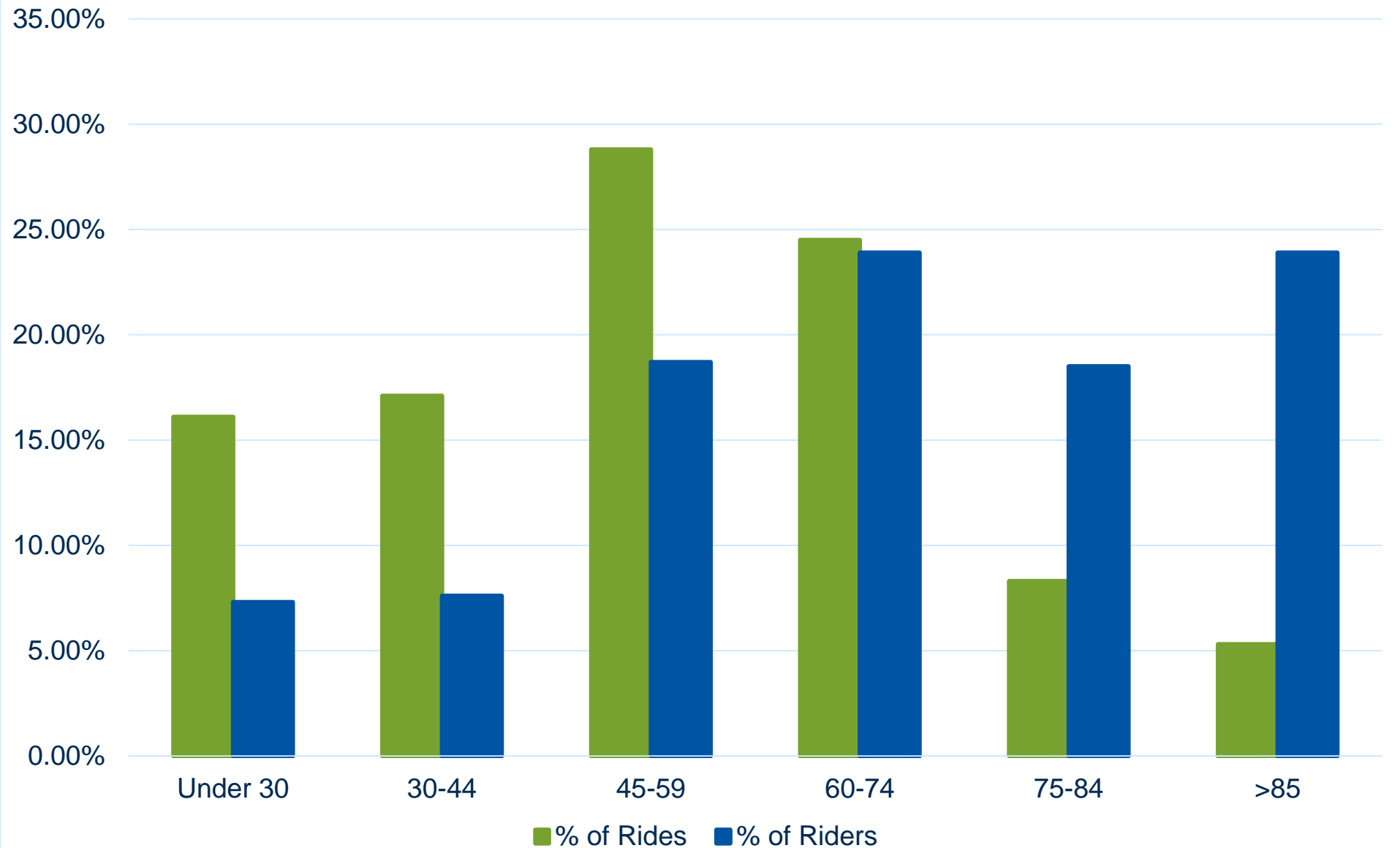


Applicable Laws

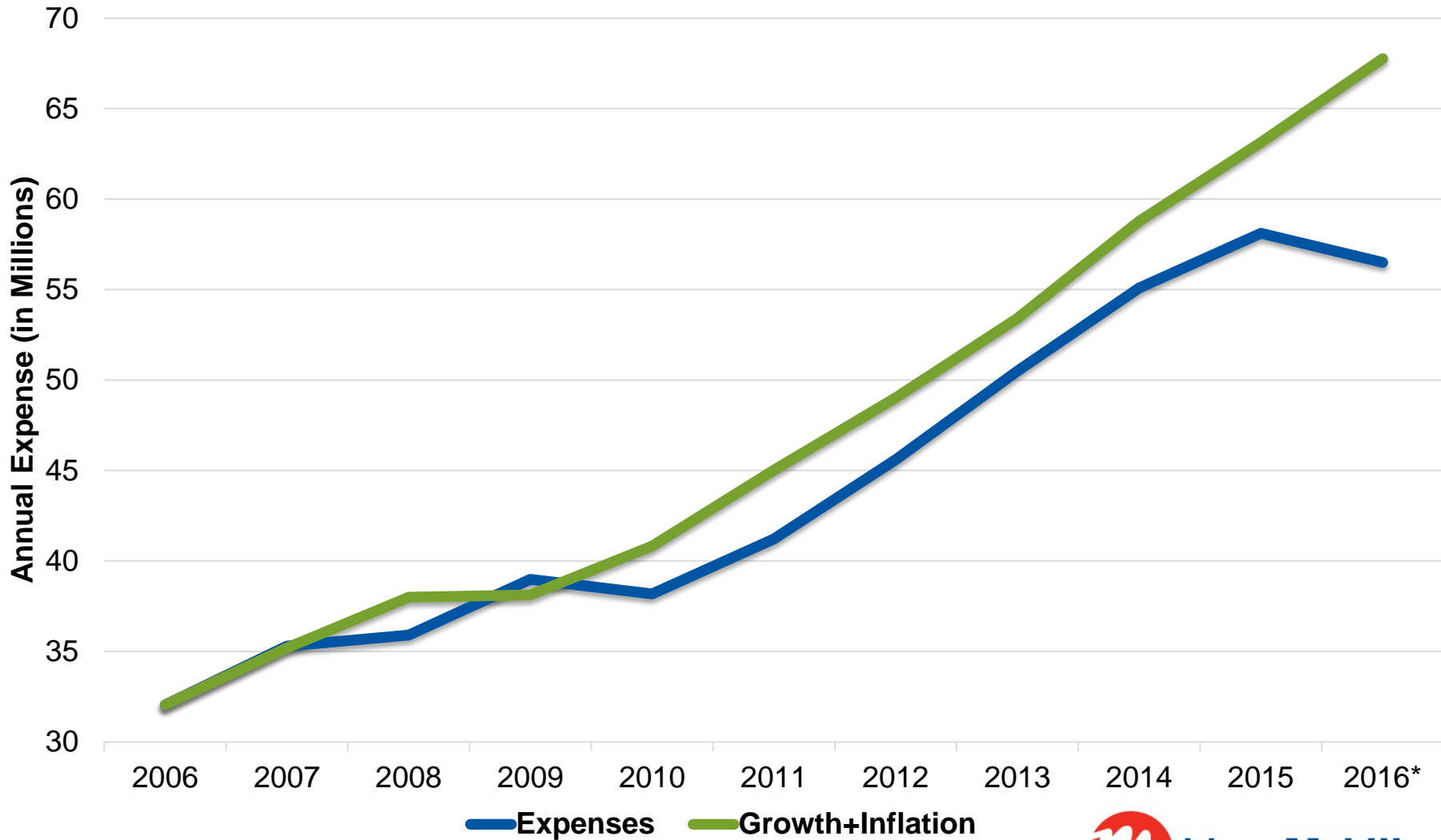
5

	American's with Disabilities Act	Minnesota Statute 473.386
Goal	Comparable to regular route	“greater access”
Certification	“Unable to use regular route”	
Service Area	$\frac{3}{4}$ Mile of regular route	March 1, 2006 TTD
Service Level	Curb to Curb and Door to Door upon individual request	Door-through-door
Hours	Comparable to regular route	
Capacity Restrictions	No denials; no pattern of untimely pickups/drop offs; no excessive on board times or hold times	
Trip Request Scheduling	1 to 14 days in advance	
Fare	Cannot exceed two times regular route local fare	
Trip Purpose	No restrictions, no prioritization	

Rides and Ridership by Age Cohort

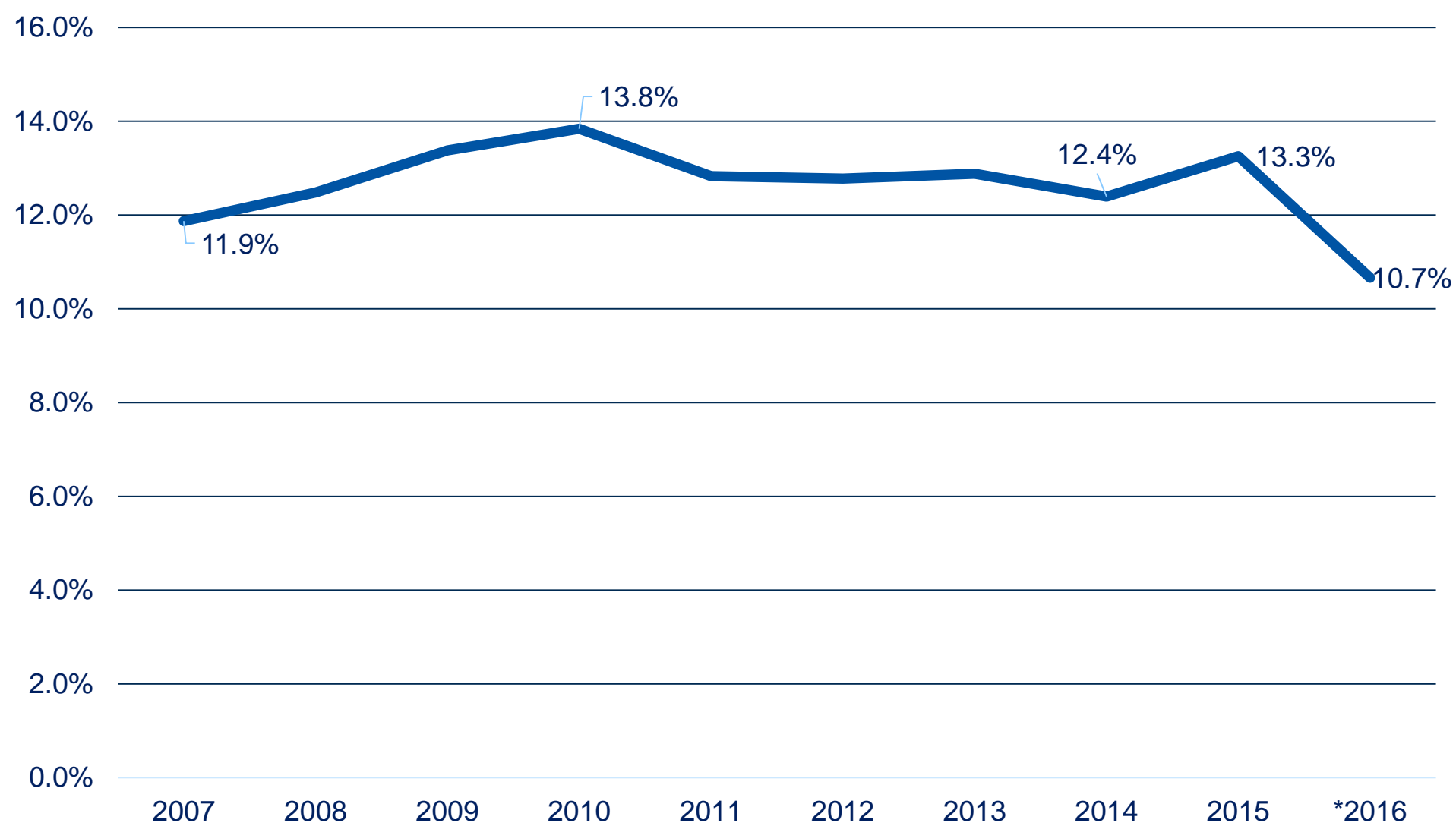


Expenses vs. Growth + Inflation



* Preliminary unaudited numbers

Fare Box Recovery



By the Numbers



\$56.5 M Program*



2,233,000 Rides*



40,000 Registered Riders



530 Vehicles



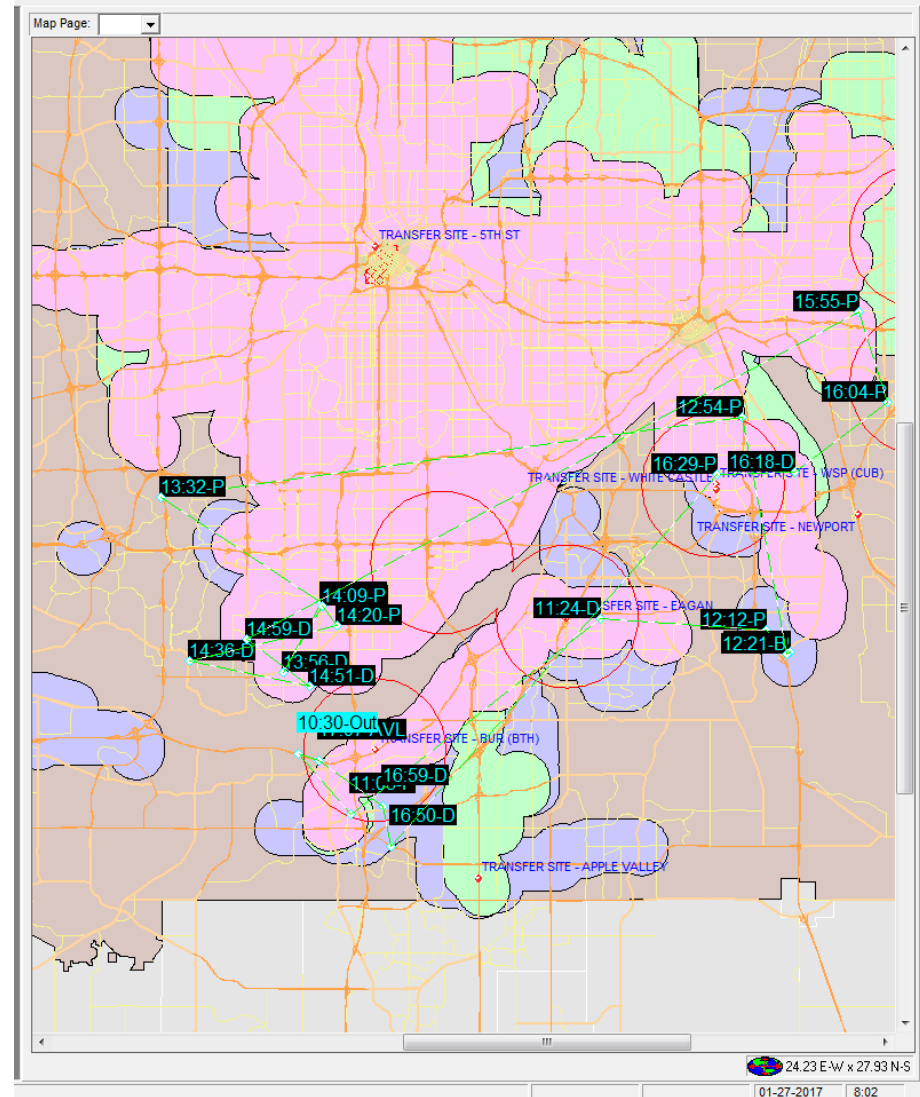
93 Communities



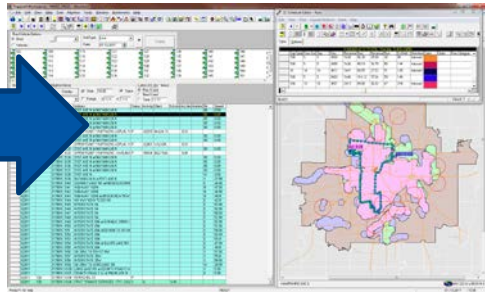
4 Contracts

* 2016 Preliminary Unaudited

- Real Time Information
- GPS Tracking
- 4 Camera System on all vehicles
- Phone Calls recorded for quality assurance



Customer Experience





Rising Cost



Rising Demand



Labor Shortage



Increasing Trip Length



Federal Requirements



Olmstead Implementation

Questions