



Metro Mobility Program Overview

Metro Cities
September 9, 2019

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Metropolitan Council

Metro Mobility

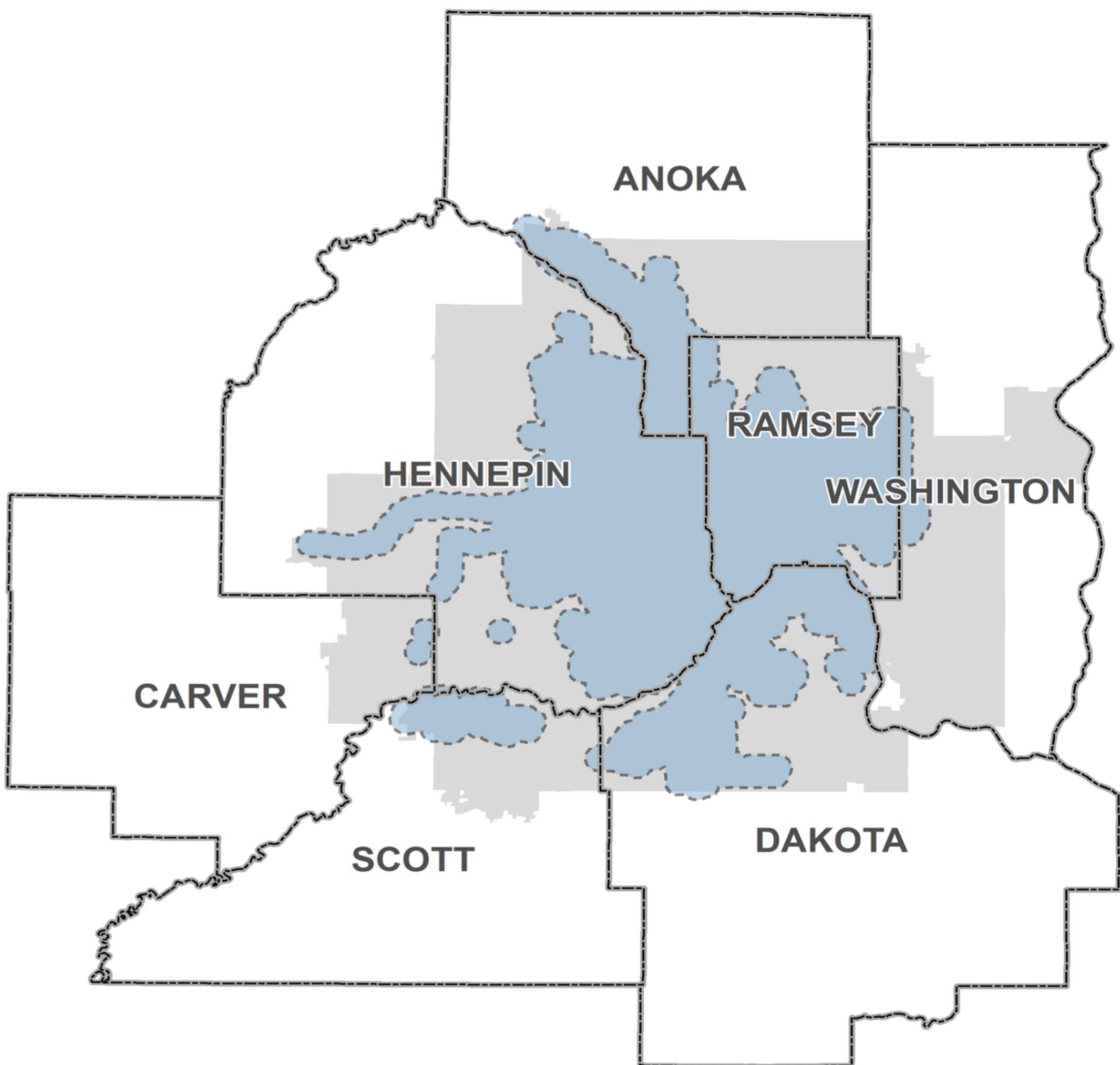
- A shared ride, public transportation service for certified riders who are unable to use regular fixed-route buses due to a disability or health condition.
- Service guaranteed as a civil right under the Americans with Disabilities Act (ADA)
- Program regulated by the Federal Transportation Administration (FTA)



- MN Statutory requirements found in 473.386
- Trips provided for any purpose

Service Areas

- ADA service area (blue)
 - FTA ADA mandated complimentary Paratransit
 - Service provided within $\frac{3}{4}$ 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)
 - Service area fixed by Legislation
 - Typically 1/3 of rides provided
 - Ride requests are placed on standby
 - Trip denials allowed depending on system operating capacity
 - *Adding Lakeville in January 2020*



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	

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
- 10.5 mile average trip length
- *2019 ridership is up 2% YTD*

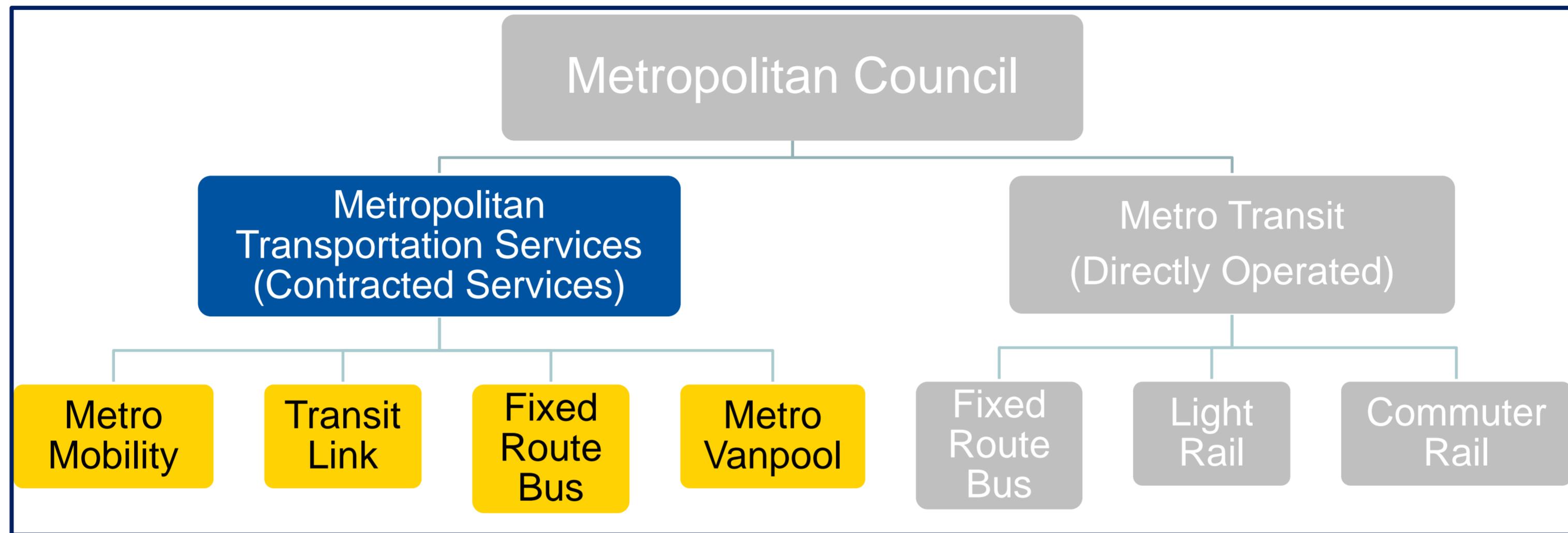


Customer Profile

- 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 waivered service
- ~30% trips require use of lift
- 10.48 mile average trip length
- Guests and Personal Care Attendants (PCA)



Organizational Structure



Met Council

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

Contracted Service Providers

- Service Operations and Fleet Maintenance
- Reservations and Dispatch
- Facilities

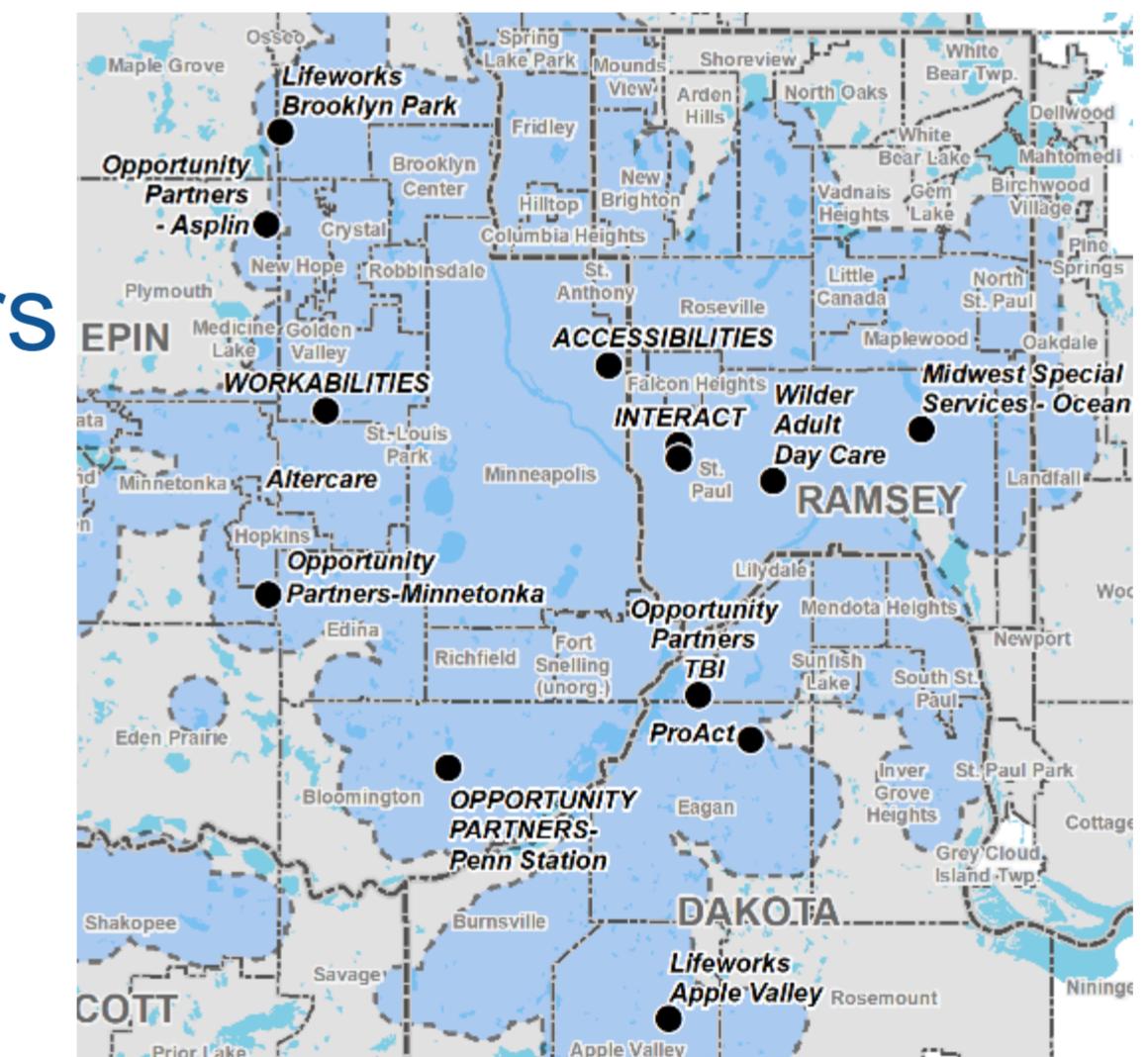
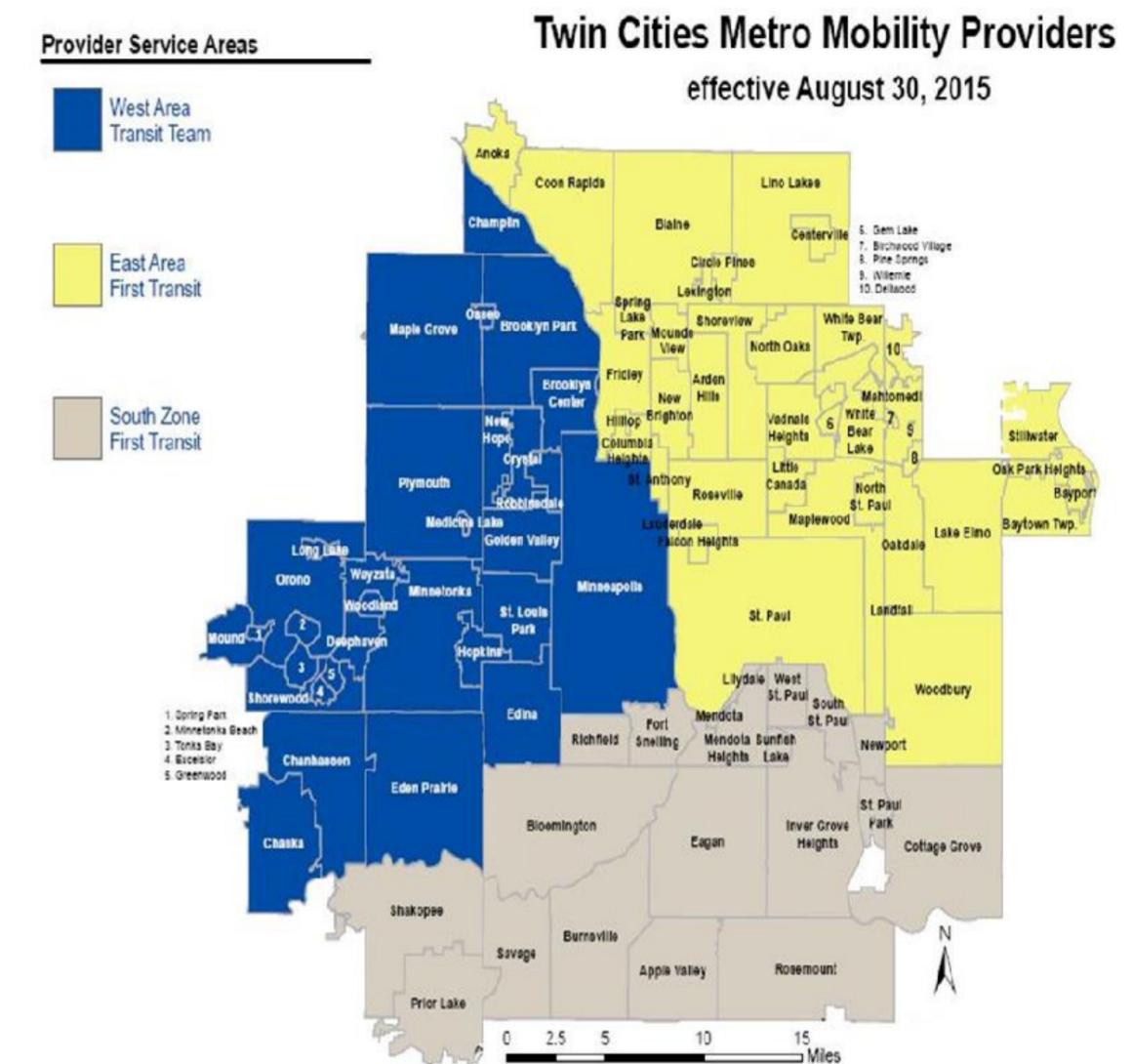
Main Service Contracts

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)



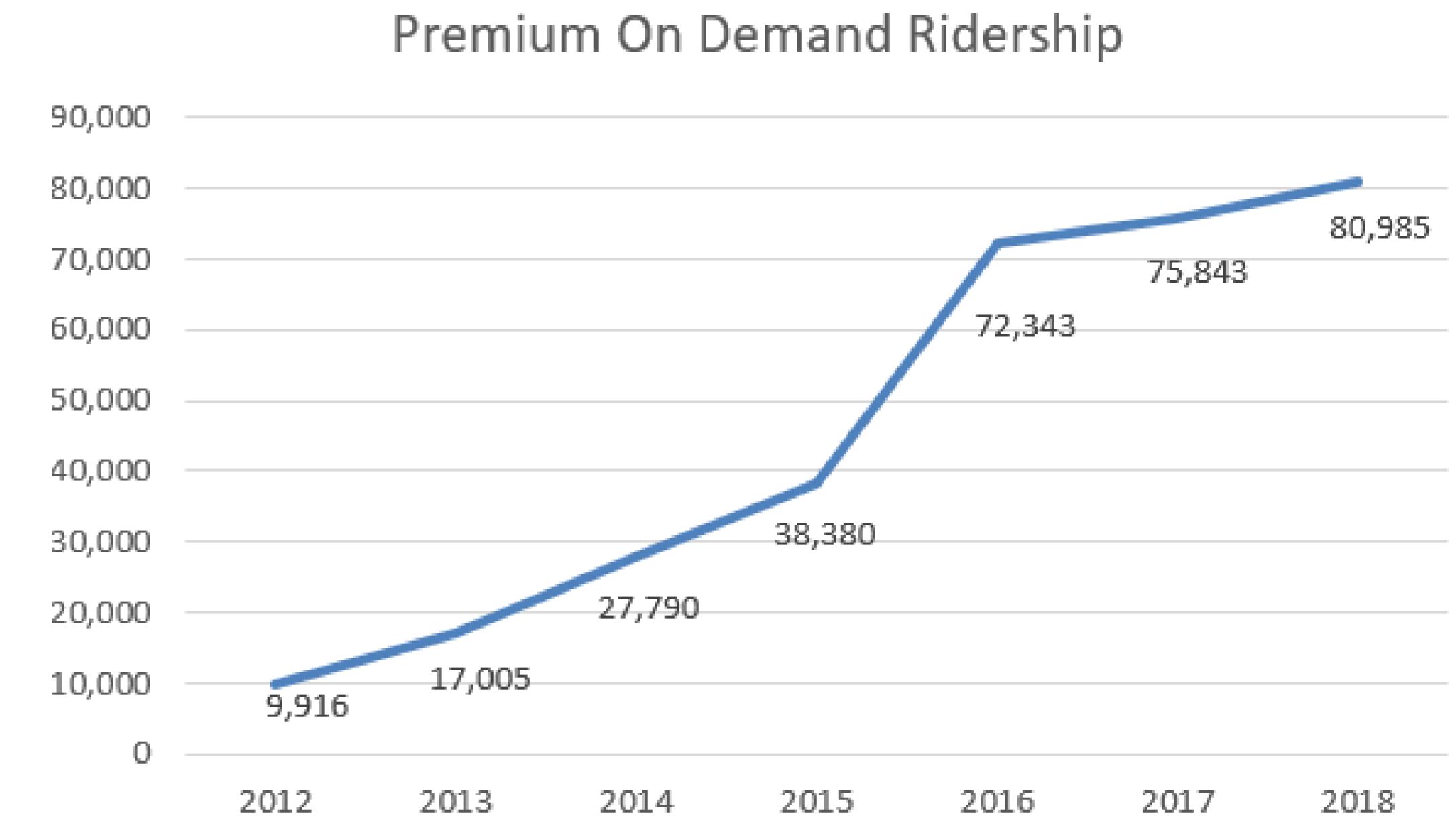
Alternative Service Contracts

Premium On Demand

Taxi opt-in service since 2004

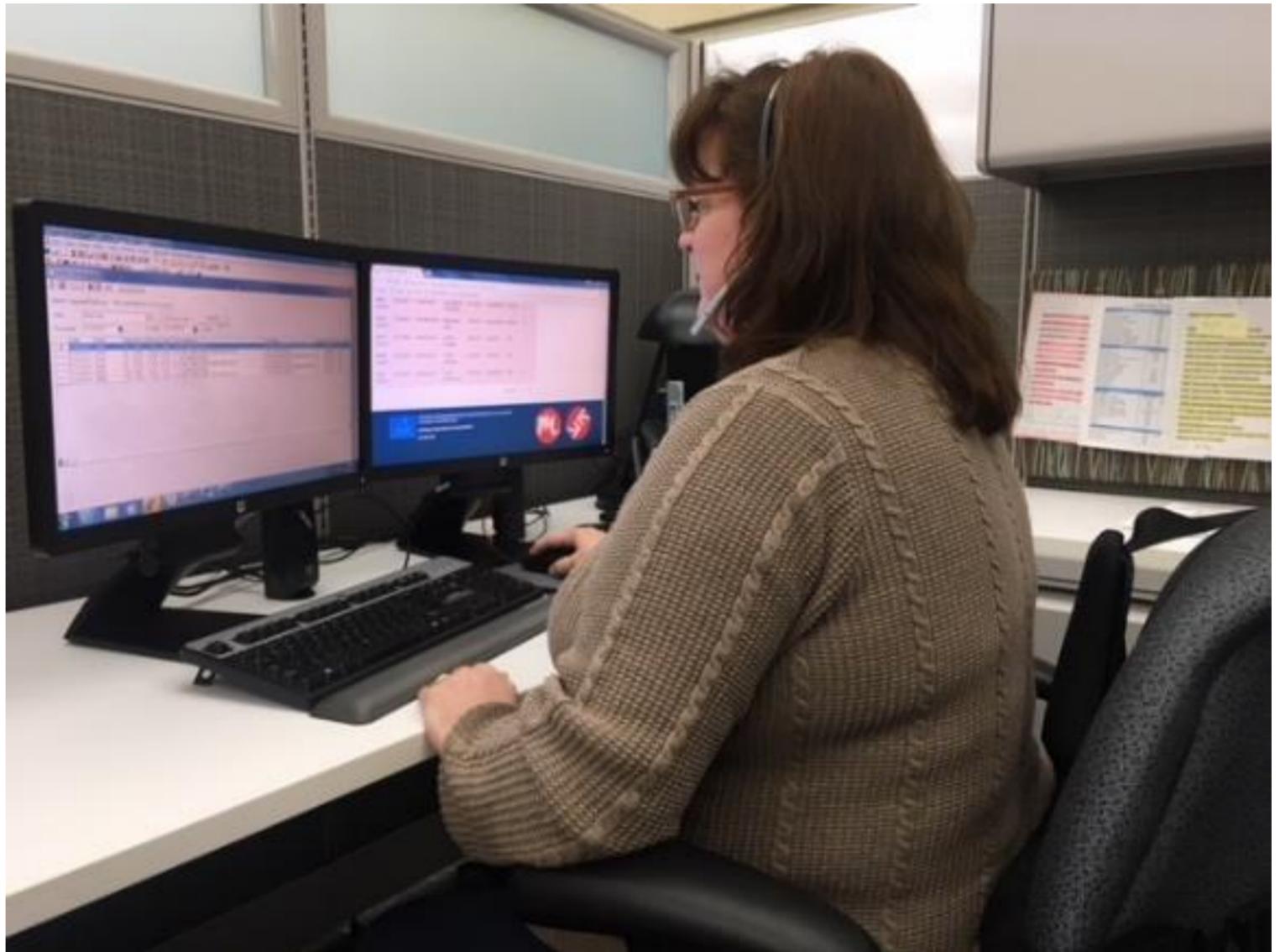
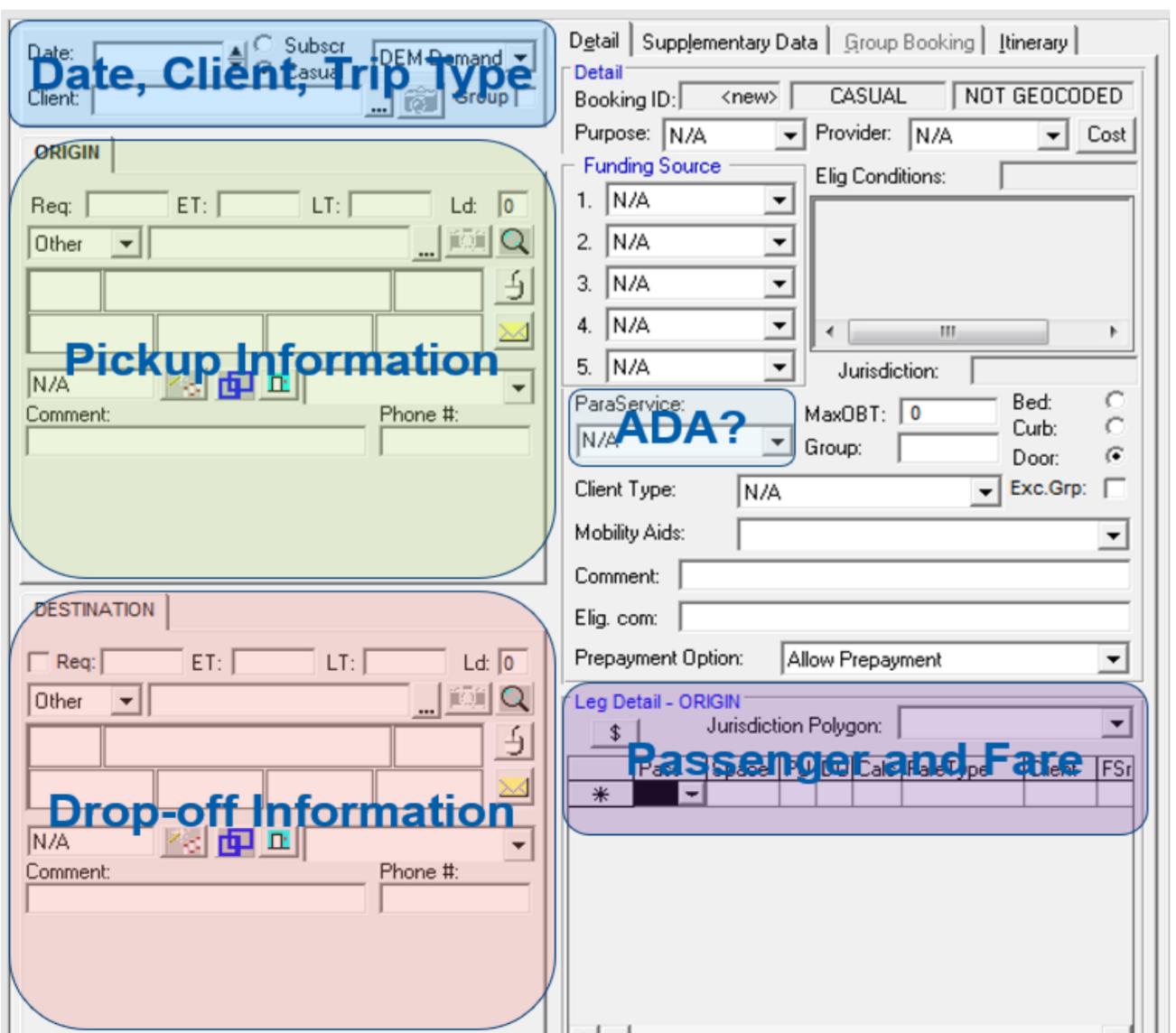
- Available to any certified customer
- Limited accessible vehicles
- Same day or advance booking
- Council pays up to \$15 per ride
- 5 year term (2015-2020)

- Currently seeking to expand to other providers like Transportation Network Companies (Uber/Lyft)



Customer Experience - Reservations

- 1-4 day advance booking requirement
- 236,000 monthly reservations (2018)
- Negotiated trips times
- ADA bookings versus non-ADA /Standby



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

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:

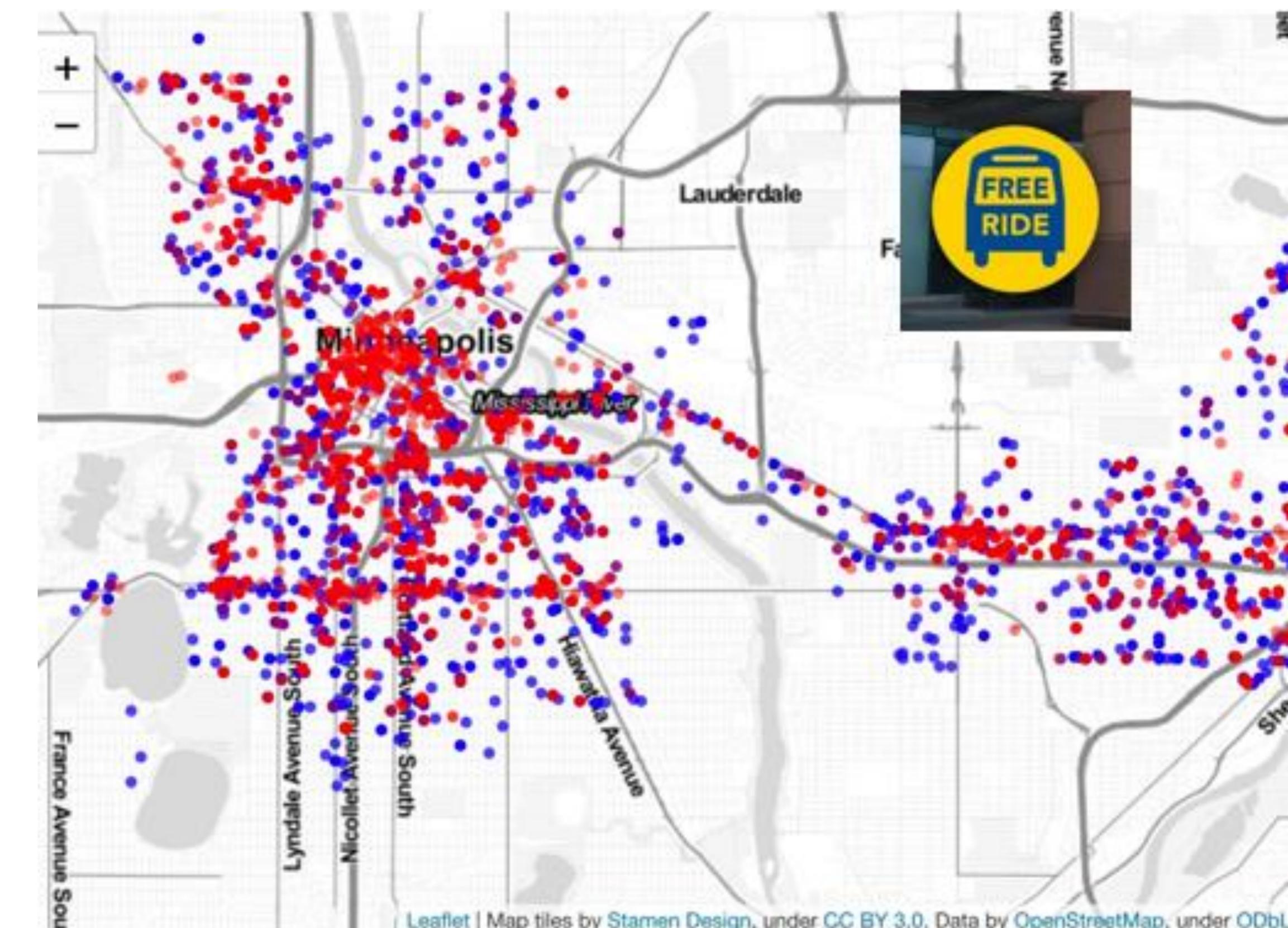
- Identify options to increase program effectiveness and efficiency
- Minimize program costs and improve service including through potential partnership with taxi service providers and transportation network companies

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

Implementing Options to improve service/reduce cost

- Fixed Route Incentive
- Premium On-Demand Pilot
- Data sharing partnership with DHS



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?

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