



## **Metro Mobility Program Overview**

For presentation to the TAAC 2/7/2024

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## Metro Mobility Program

- A shared ride, public transportation service for certified riders who are unable to use the regular fixed-route system due to a disability or health condition.
- Some service guaranteed as a civil right under the Americans with Disabilities Act (ADA)
- Program regulated by the Federal Transportation Administration (FTA) and state
- MN Statutory requirements found in 473.386
- Trips provided for any purpose
- 2023 Ridership: 2.1M (1.9M in 2022)



# Customer Relations

## Customer Profile

- 35,000 eligible customers; 19,000 “active” riders
- ~40% eligible for waived transportation
- ~25% certified with conditional eligibility
- 30% trips require use of lift
- Guests and Personal Care Attendants (PCA)
- Rides booked through contracted reservations (phone or email) or through our on-line booking system

## Metro Mobility Service Center (MMSC)

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





## Fleet Profile- Council Owned Fleet

- 633 cutaway buses (most lift equipped)
- 31 sedans
- Contractor responsible for use and maintenance terms in contract
- Average cost for a new 2022 bus \$140,000
- Budgeted 10% spares (minimum)
- Retired after 5 years/ >175,000 miles per Council and FTA guidelines (Currently most buses retired >275,000+ miles)



# Service Contracts

- Demand West Zone (2021-2026)
- Demand East Zone (2021-2026)
- Demand South Zone (2020-2025)
- Agency (2018-2024)\*
- \*Metro Move service begins May 2024
- Premium On-Demand (taxi) (2020-2024)

## METRO MOBILITY SERVICE ZONES

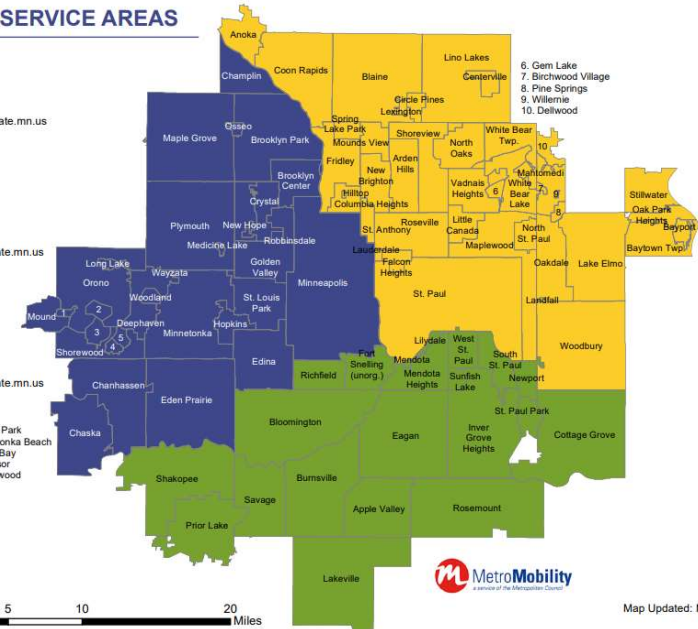
### TRIP PROVIDER SERVICE AREAS

**Metro West Zone:  
Transit Team**  
Phone: 651.602.1100  
TTY: 612.332.5081  
Email: WRReservations@metc.state.mn.us  
FAX: 312.332.4116

**Metro East Zone:  
First Transit**  
East Phone: 651.602.1120  
TTY: 612.636.4000  
Email: ERReservations@metc.state.mn.us  
FAX: 612.628.0211

**Metro South Zone:  
Transit Team**  
South Phone: 651.602.1180  
TTY: 952.895.3449  
Email: SRReservations@metc.state.mn.us  
FAX: 952.736.5952

1. Spring Park
2. Minnetonka Beach
3. Tonka Bay
4. Excelsior
5. Greenwood

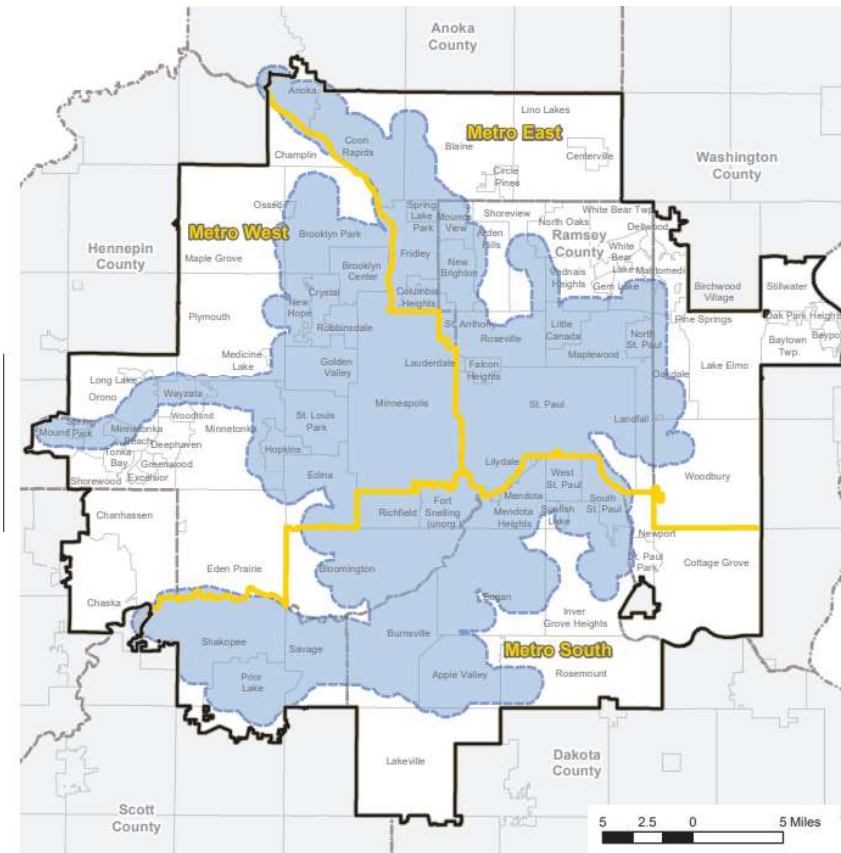


Map Updated: Nov 2020



## ADA vs. “non- ADA”

- ADA service area
  - FTA ADA mandated complimentary Paratransit
  - Service within  $\frac{3}{4}$  mile and similar hours of regular route
  - Enforced as a civil right by the Department of Justice
  - Subject to federal service quality thresholds
  - Zero trip denials
- Non-ADA service area
  - About 1/3 of rides provided
  - Ride requests are placed on standby
  - Not subject to federal rules around trip denials
- 2024 Service areas and service hour adjustments are currently under review





## Key Service Performance Metrics

- **On-Time Performance (OTP):** Percentage of all trips that arrive within 30-minutes of the negotiated pick-up time.
- **Appointment Time (APPT):** Percentage of all trips that arrived no later than the negotiated appointment time and no earlier than 30 minutes early\* to the scheduled appointment time. (\*effective 1/1/2024)
- **On-Board Time (OBT):** Percentage of trips that did not exceed the calculated maximum on board time.
- **Capacity Denials:** Count of requested trips that were unable to be performed due to system capacity constraints.

KPI	“ADA” Goal	“Non-ADA” Goal
OTP	100% (contract min. 90%)	85%
APPT	100% (contract min. 85%)	85%
OBT	100% (contract min. 95%)	95%
Denials	Zero	Zero

NOTE: The Americans with Disabilities Act (ADA) **does not permit transit agencies to have any capacity constraints** in ADA paratransit. Capacity constraints are defined as any operational patterns or practices that significantly limit the availability of service to ADA paratransit eligible individuals.



# 2023 KPI Data – all trips





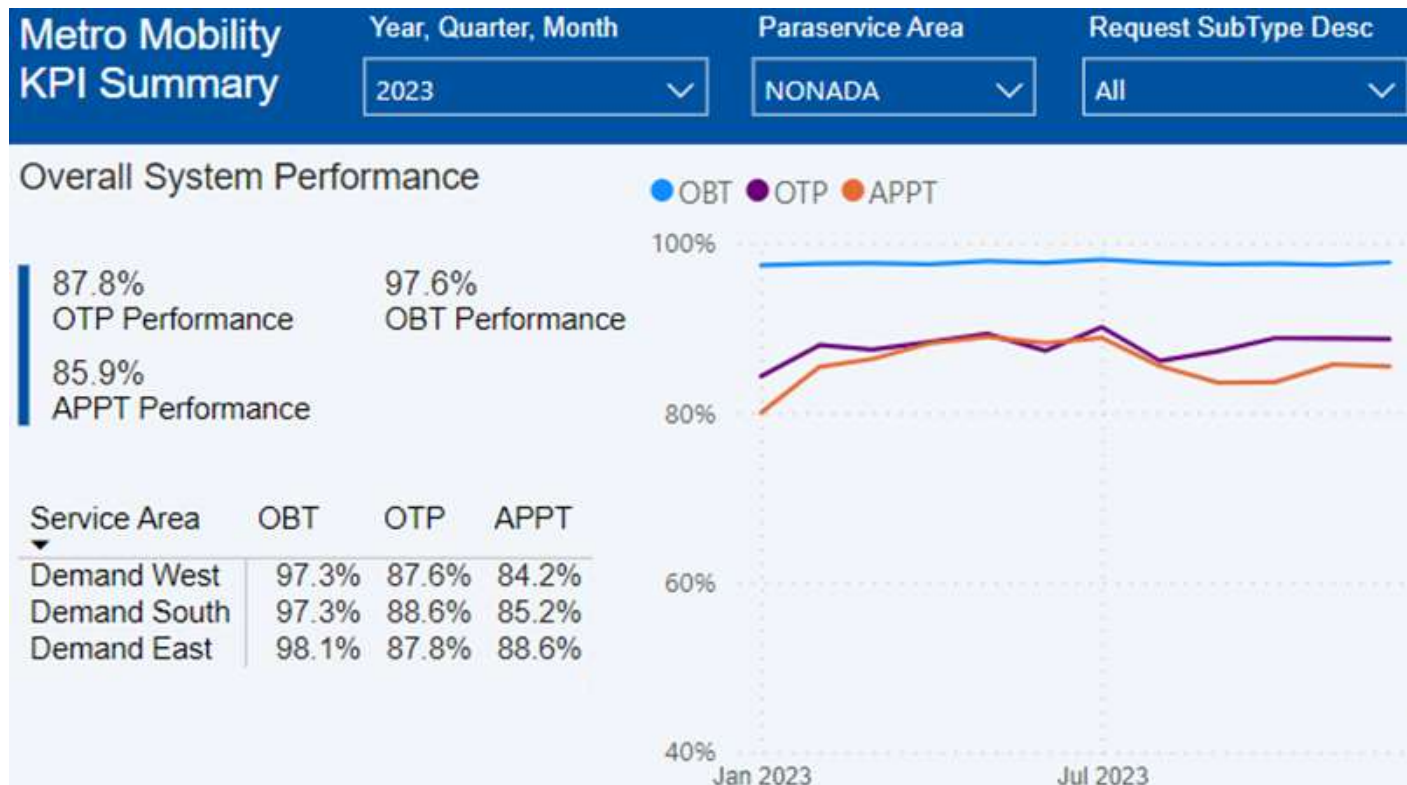


# 2023 KPI Data – ADA trips



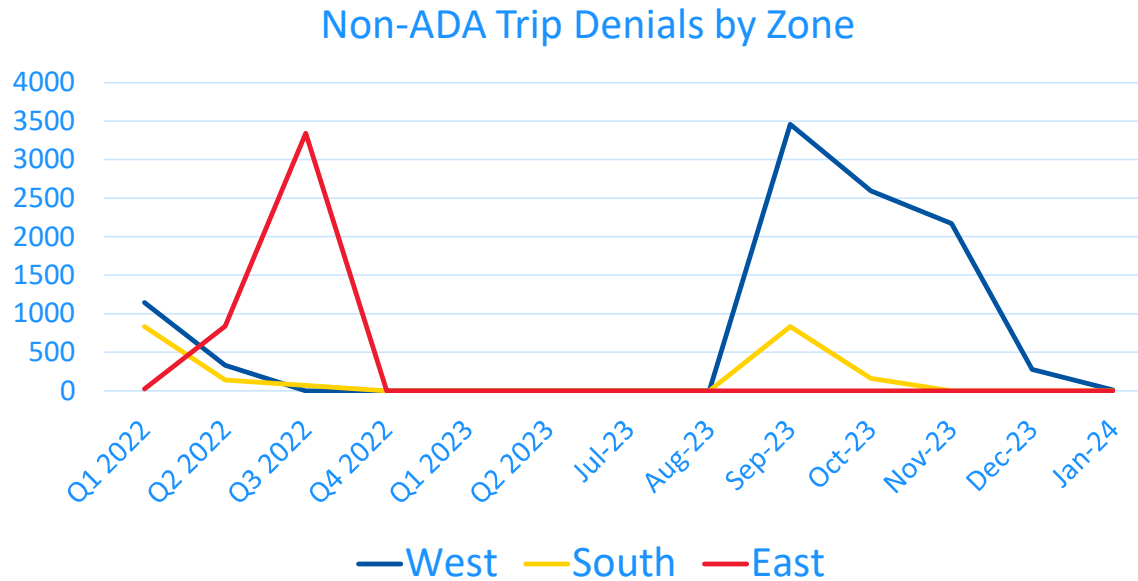


## 2023 KPI Data – non- ADA trips

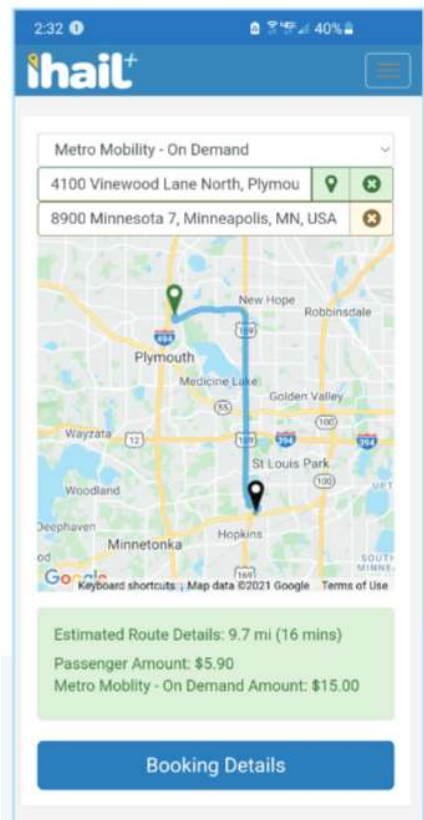




# 2023 KPI Data – Non-ADA Trip Denials



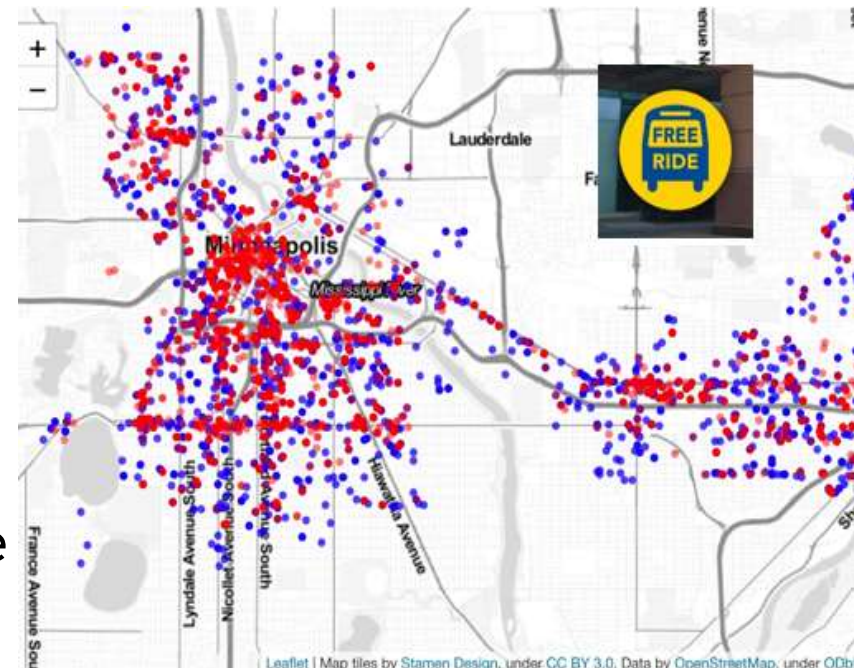
## Premium On-Demand Service



- Taxi opt-in service since 2004
- 57,295 rides through Oct 2023 (on track for ~80% increase over 2022)
- 3-year contract with Transportation Plus ('21-'24)
- Available to any certified customer
- Same service area and hours as Metro Mobility
- “Comparable” Wheelchair Accessible Vehicle (WAV) service required
- Council pays up to \$20 per ride
- On-demand via customized ihail App
- 2 -year pilot project (Sept. 2023 – Dec 2025) expands service throughout region with advance booking.

## Service options

- Free fares pilot (July 2023-Dec 2024)
  - Route 32/62 free on Metro Mobility
  - MetMo customers ride free on fixed route system wide (~6000 rides Q4 2024)
- Van Subsidy Pilot – Lifeworks
- Additional Premium on Demand service contracts (2024)





## 2024 Workplan – Key Technology Projects

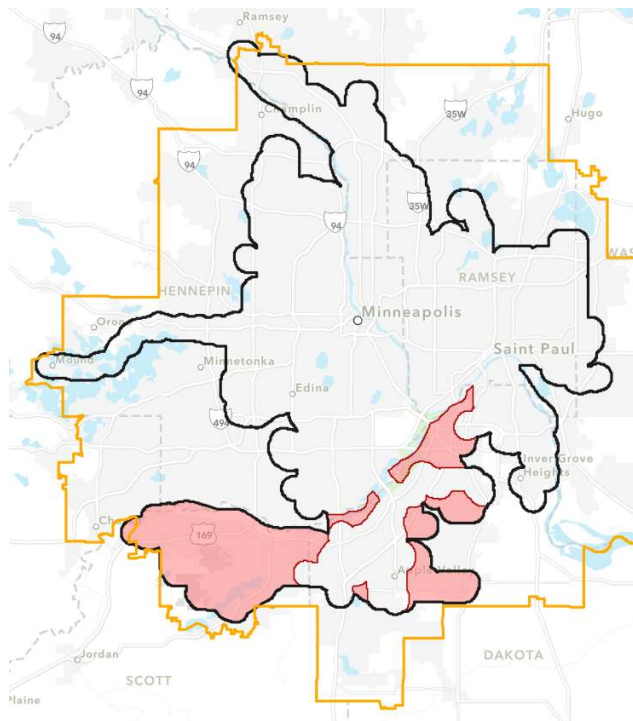
- Q1 2024: Trapeze Driver Mate Pilot (50 buses)
  - Ruggedized tablets to replace the Ranger
  - Updated User Interface for Drivers - easier to read comments and faring information
  - Real Time Traffic and Google Maps!
  - If successful, full fleet implementation over course of following 12-18 months
- Q2 2024: Trapeze PASS APP (App version of online booking)
- Q3 2024: Trapeze Service Infractions (service exception management)
- Q4 2024: Trip Broker (additional booking options via Trapeze)



## Metro Mobility Map and Service Hours Analysis

- Compares existing Metro Mobility service areas and hours to Dec. 2023 regular route service plan.
- Small area expansions to ADA service area (small adjustments) planned 2/7/2024.
- Most communities will have a span of service expansion of at least 15 minutes.
- Some community hours shift in both directions (hours start earlier but end earlier, or vice versa):
  - Metro Mobility will initially enact only the expansion portion of the change
  - 6-month advance notice to public is needed to reduce service (TBD)
- Communication Plan for expansions:
  - Trapeze system updates Feb 7
  - Service hours by community updates on [Metromobility.org](https://www.metromobility.org) webpage
  - Webpage alerts and newsletter announcement

## Next Metro Mobility ADA map changes planned Q3 2024



**Red** area indicates portion of our service area that no longer meet FTA ADA criteria for complimentary paratransit.

- Based on MVTA service reductions implemented Sept. 2023
- MVTA has no near-term plans to restore regular route service to area

### Metro Mobility Implementation Plan:

- Notice to customers 6 months prior to implementation:
  - Service alerts on webpage
  - Newsletter and emailed announcements
  - Updated ADA/non-ADA look up tools
- Implement change in system effective Sept 2024 (date TBD)

**NOTE:** This does not change the Metro Mobility service area. This change **ONLY** affects the ADA service area map boundaries.





## Customer Support / Stakeholder Engagement

- Next Newsletter - April
- Next Community Conversation - May
- Stakeholder Engagement
  - State Services for the Blind training partnership launches in Feb



**Thank you!**