Transportation Plus Responses

Metro Mobility Task Force: Service provider questions

Customer Accessibility and Customer Experience/Satisfaction:

Is an app required to access your service? No

How are your customer facing web pages and apps for accessibility by people with visual and developmental disabilities? We are launching a new website and app that will be fully accessible.

Do your apps allow integration? (*Ie. Could we design a system where the customer can see status of a connecting trip, or pay for both trips?)* Yes

Will your drivers escort door-through-door and assist with bags or mobility devices, when needed and appropriate? Yes

How do you track and report customer complaints to your partner agencies? We maintain a "Customer Care" database which documents every instance and then follow up is made directly to our partner agencies when appropriate.

How are trip denials handled? Rides are denied for non-payment, abusive behaviors, history of no shows, and in times of capacity issues due to poor weather. How about Customer No Shows? Customer no shows are tracked and may be used to restrict future service or only allow for "Will Call" pickup requests.

Service requirements/Meeting demand:

In a time of workforce shortages, how does your agency ensure peak demands for service are met? We limit all new immediate requests for service or only non-contractual requests depending on the circumstances.

Vehicles/Fleet

How do you serve non-ambulatory passengers? Wheelchair accessible ramp vans and lift buses

What percentage of your fleet is lift-equipped? 7% of our fleet is wheelchair accessible meaning either a ramp or lift equipped.

How are vehicles identified to customers as available to persons with various disabilities, assistance animals, Mobility devices or tie down equipment? State of Minnesota DOT number is affixed to every vehicle. Wheelchair accessible vehicles are decaled with

How do you ensure the vehicles are safe and reliable? Ongoing Preventative Maintenance and Repairs Do you review maintenance records? Yes Inspected? Yes

Do you share vehicle tracking information (GPS) with partner agencies for customer complaint resolution? Yes

Fares/Payment

How are apps modified, if at all, to display the subsidized fares (rather than the whole fare) to the customer? Our technology allows for "split fares" which can be configured on a per account/partner agency basis

About 1/3 of Metro Mobility passengers consistently pay cash. Have you made any exceptions to your no cash policy for unbanked customers? We do not have a no cash policy.

Do any of your public private partnerships include fare payment integration? Yes

If your service utilizes pre-paid cards, can they integrate with our region's Go-To Card? Yes

Driver Training

Metro Mobility has unique training requirements for its contracted providers to ensure adherence to Council service quality standards and to meet regulatory requirements for service.

Do you have Special Transportation Services (STS) certified drivers? Yes

Are drivers trained to utilize tie-downs and assist with mobility devices? Yes

How would you administer unique training requirements that may be required under separate agreement? We have an in-house Special Transportation Services Certified instructor.

How do your policies prevent discrimination based on location (perception of "bad neighborhood" or average rider rating?) Drivers are not allowed to refuse service based on location. If a driver is deemed to be discriminating based on location, disciplinary actions are taken including but not limited to contract termination.

Safety / Security

Incident Response reporting and tracking

How are vehicle location data monitored (GPS)? GPS Is there a centralized dispatch or control center that knows the location of the vehicles? Yes, 24/7

How are drivers communicating with law enforcement or emergency medical personnel if needed? Each vehicle is equipped with an alarm that the driver can initiate which will notify our dispatch center of an issue. The dispatcher or driver then contact the appropriate parties based on the circumstances.

How are incidents and accidents reported, tracked and shared with the transit agency? All incidents and accidents are compiled in a risk management system and reports are made available to partner agencies as needed including per occurrence notifications.

How do you track and report customer complaints to your partner agencies? We maintain a "Customer Care" database which documents every instance and then follow up is made directly to our partner agencies when appropriate.

Do you carry liability and insurance coverage required as standard in Council contracts? Yes, we have a fleet wide commercial insurance policy with limits greater than as required by the Council.

MBTA partnerships (Uber/Lyft)

How is a shared ride model implemented with the MBTA the Ride pilot (Uber/Lyft)?(ie. when a certified customer requests a ride through this program, does the driver pick up other riders? Do the other passengers have to be certified, or can they be general public? NA

According to the website, all of MBTA **the Ride's** service area is covered under the Uber/Lyft pilot program. Does this include rides with service protected by federal regulation (ADA, FTA)? NA

Are these ADA rides treated differently? NA

Are drivers informed of the certified status of the customer and that this would be a subsidized ride? NA

Regulatory Compliance and Consumer Fraud

Identity validation

How do you ensure that the person eligible for the service is the person being transported? We have developed an integration with Metro Mobility where we pull down all authorized ride information into our system to ensure eligibility.

Data sharing

What is organizational policy on data sharing with partner agencies? We allow for 100% data sharing to our partner agencies. This includes annual onsite audits of all data and reporting requirements. As a public agency, the Metropolitan Council needs to ensure transparency and accountability to public.

Employee testing/screening

Does provider comply with FTA requirements of public transportation such as FTA Drug and Alcohol screening, post-accident testing, and other Safety Sensitive position requirements? Yes

Are drivers subject to DOT physicals? Yes