Metro Mobility 2015
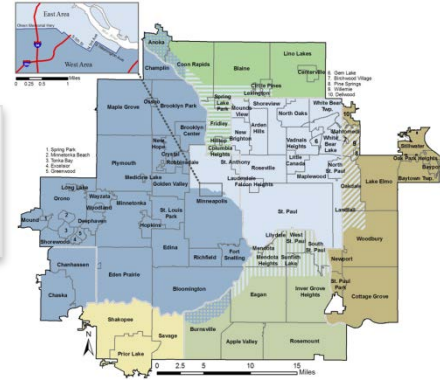
Metro Mobility Update

TAAC July 2, 2015

Project Mobility

ADA

Met Council

1976   1979   1990   1993   1994   2015
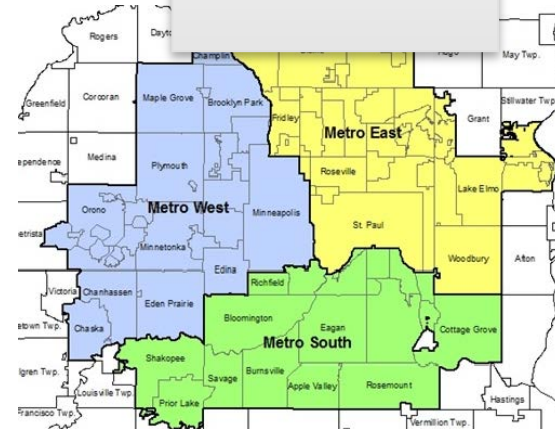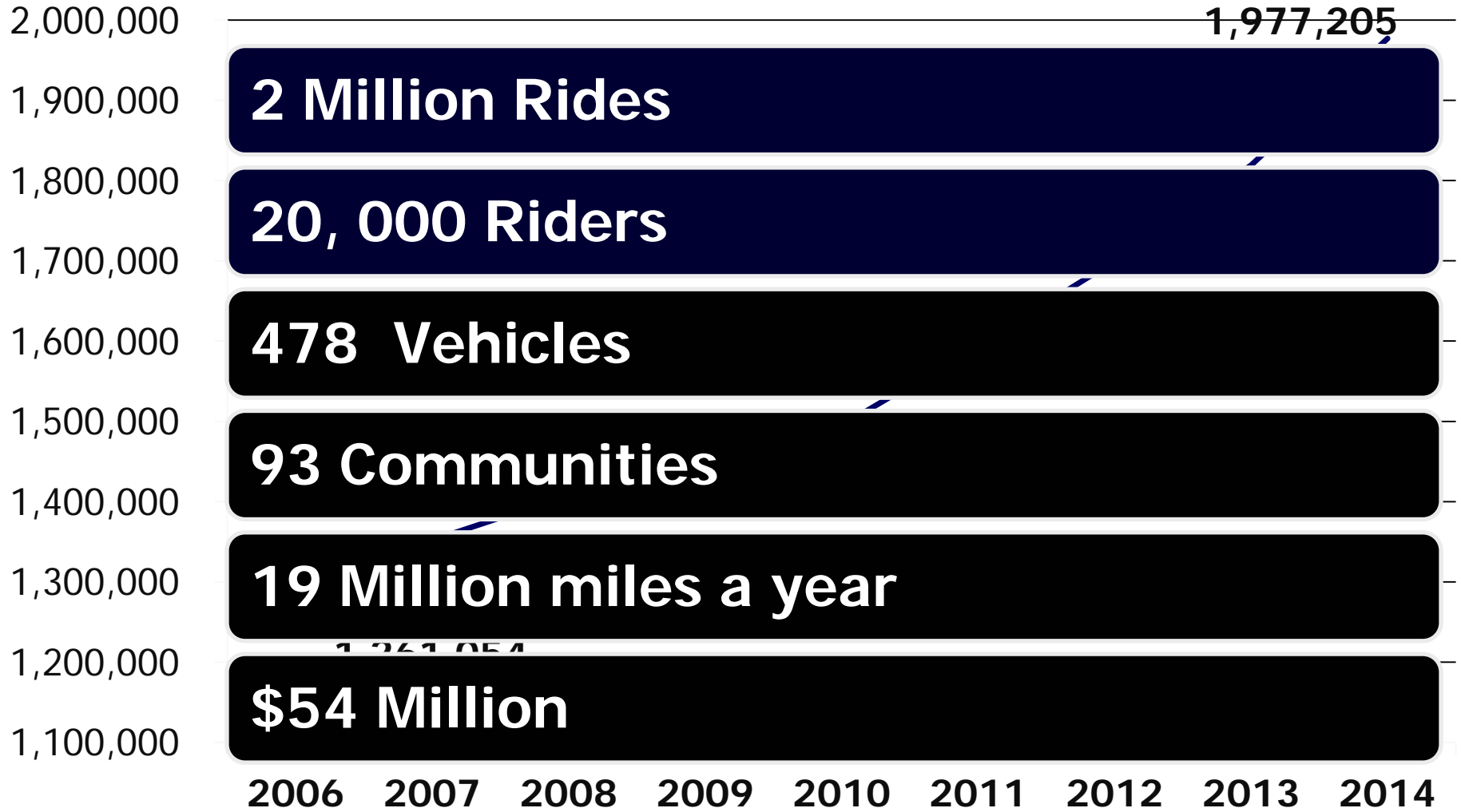
Metro Mobility

National Guard

New Areas

2,000,000 — **1,977,205**

1,900,000 — **2 Million Rides**

1,800,000

20, 000 Riders

1,700,000

1,600,000 — **478 Vehicles**

1,500,000

93 Communities

1,400,000

1,300,000 — **19 Million miles a year**

1,200,000 — **$54 Million**

1,100,000

| 2006 | 2007 | 2008 | 2009 | 2010 | 2011 | 2012 | 2013 | 2014 |

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A Service of the Council

Metropolitan Council Oversight

- **Anoka County (Until the end of Aug.)**
  - **MV Transit**
- **First Transit**
- **Transit Team**

Note that Smart Link no longer provides Metro Mobility Service

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door through door transportation service for persons with a disability who are unable to use the regular route transit service at least some times under the American's with Disabilities Act and Minnesota special transportation services requirements.

Still No Capacity Restrictions

- Capacity Denials
- Trip Limits
- Waiting List
- Pattern of late pickups
- Pattern of long ride times
- Pattern of long hold times

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- Door-Through-Door
- Ride Length
- Overall Service Area
- Pick-Up/Negotiation Windows
- Booking Timelines & Reservation Hours
- Service Hours
- Fares
- Service Hours

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Provider Changes

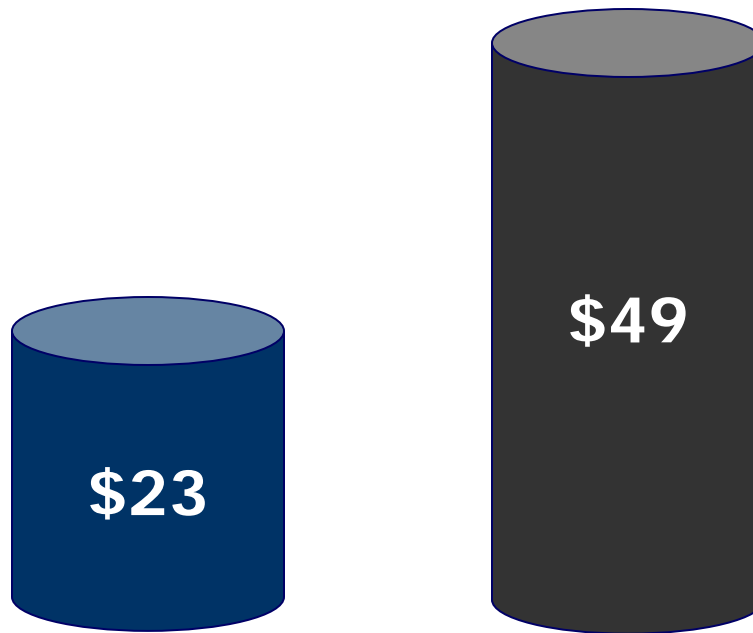| West Metro	East Metro	South Metro
Transit Team: 651-602-1100	First Transit East:651-602-1120	First Transit South: 651-602-1180
Is now the default provider for ALL of Minneapolis. Is no longer the default provider for: Apple Valley Bloomington Burnsville Fort Snelling Eagan (South) Richfield Rosemount	Is not the new default provider for any communities. Is no longer the default provider for: Cottage Grove Eagan (North) Inver Grove Heights Lilydale Mendota Mendota Heights Minneapolis (North) Newport Saint Paul Park South Saint Paul Sunfish Lake West Saint Paul	This is an entirely new default provider covering the following communities: Apple Valley Bloomington Burnsville Cottage Grove Eagan Fort Snelling Inver Grove Heights Lillydale Mendota Mendota Heights Newport Prior Lake Richfield Rosemount Savage Shakopee Saint Paul Park South Saint Paul Sunfish Lake West Saint Paul

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Ride Length

- Unchanged
- Maximum onboard time cannot be **unreasonable** compared to regular route
- Distance * 4 +30

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Appointment Times

- Appointment times are **<u>guaranteed</u>**

- Now count when calculating on-time performance.

- Are the latest time the vehicle should arrive

- Is failed if a customer is dropped more than **<u>1 hour</u>** early

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Peak Demand Overflow

- Ending August 2015
- Peak time weekday only

$23

$49

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Direct Taxi Service

- Beginning September 2015
- Non-ADA Only
- Counted as a Denial
- **$25** contract penalty

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