



Metro Mobility Agency Contract Transition

Transportation Accessibility Advisory Committee

June 6, 2018



Metro Mobility Contract Structure

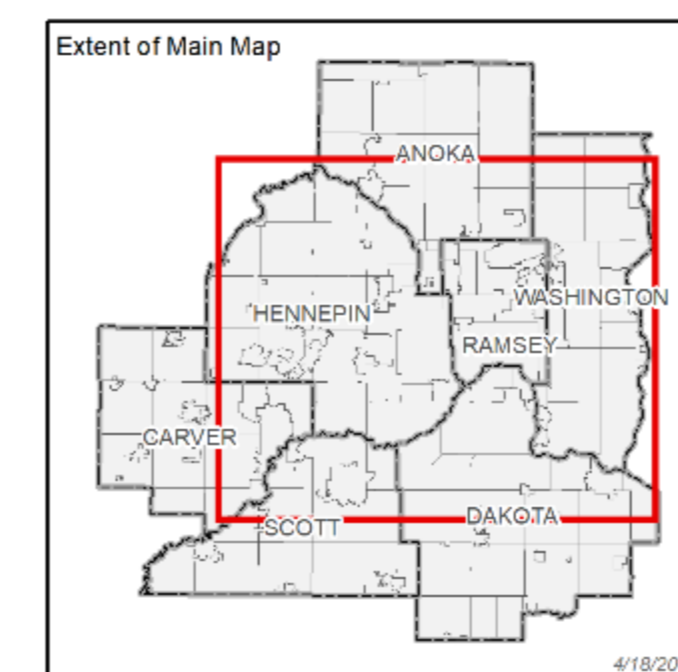
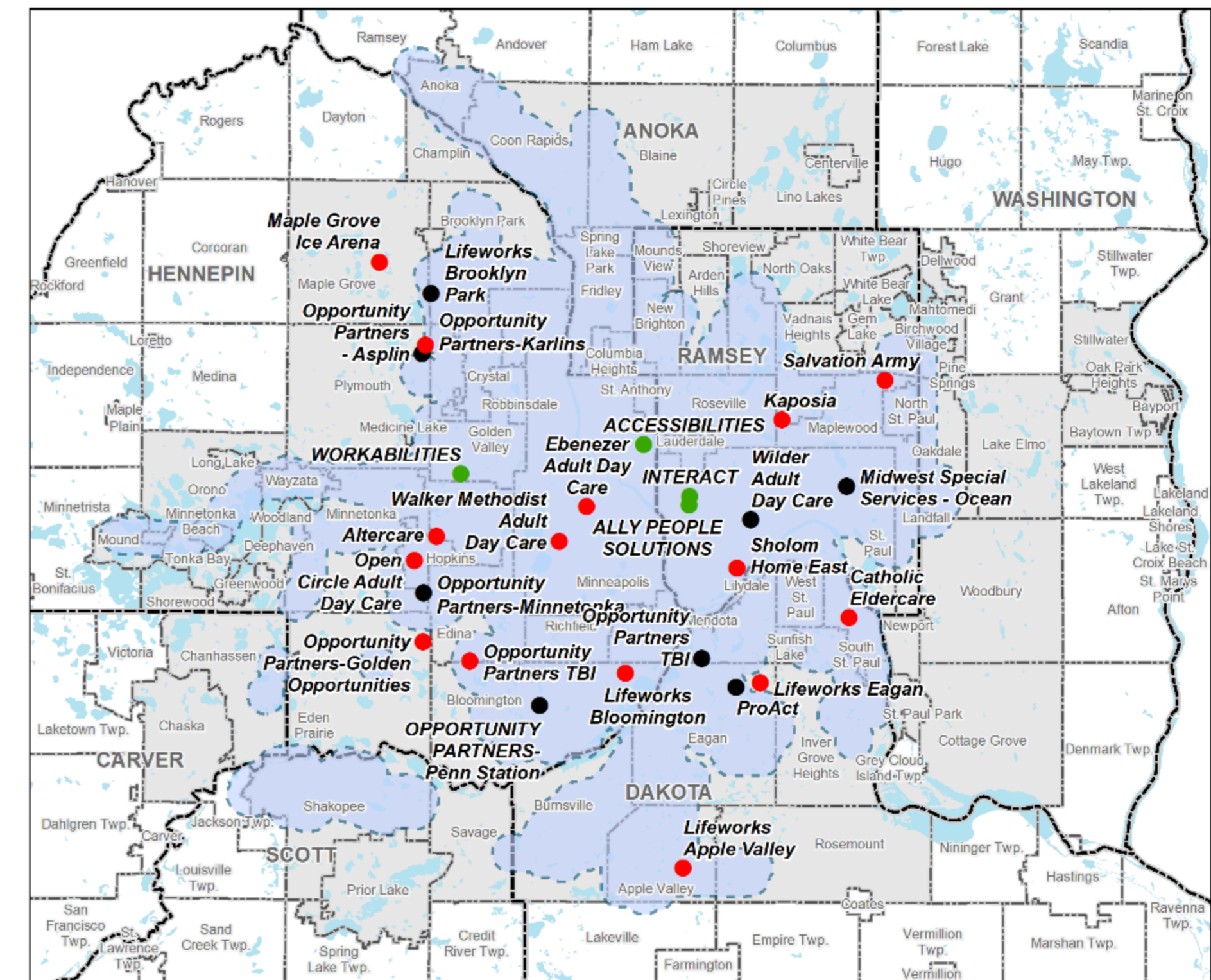
Contract Type	Service Area	Customer Description	Trip Purpose
Agency	Council selected Agencies within ADA footprint	ADA Certified	-100% standing orders -Trips to/from largest Adult Day Care and Day Training and Habilitation Centers
Demand	Customers Assigned Based on Home Residence	ADA Certified	-Combination of standing order rides and non-routine rides placed 1-4 days in advance -No restrictions on ride purpose





What Is Changing?

- Per FTA-must prioritize ADA rides
- Clients from 15 small volume or non-ADA locations will be moved to Demand contracts (57% of current Agency riders)
- All current standing orders will be honored when moved to Demand service
- Riders will pay at the time of the ride rather than through agency billing
- Adding four locations with large number of ADA rides



- Currently served by Agency contract; will remain in Agency
- Currently served by Demand System; will shift to Agency
- Currently served by Agency contract; will shift to Demand
- Federal ADA Weekday Service Area
- Metro Mobility Non-ADA Service Area



Why make changes?

- Current Contract with First Transit expires Sept 2018 (initiated in 2012)
- Federal Compliance- per FTA-must prioritize ADA rides
- Transparent and defensible justification for Agencies served
- Equitable treatment of customers
- Improve customer experience; on-board time
- Improve productivity; reduce program costs





Procurement Process (Q1 2018)

- RFP Evaluation Criteria

Factors	Description
Quality of the Proposal	Completeness in addressing the requirements, workplan and schedule
Qualifications of Proposer	General qualifications, specialized qualifications, professional competence directly related to the RFP, successful completion of similar projects
Experience of Proposer	Experience on similar projects with the Council or others
Price	Approximately equal in importance to a combination of all other criteria

- Panel Members: MN Council on Disabilities; MnDOT; Metro Transit; Metro Mobility; Dakota Co.
- Transit Team ranked highest in the summary evaluation rating and had lowest price proposal.

Contract Award:

- Panel reached unanimous recommendation to award contract to Transit Team
- April 25th, 2018: Metropolitan Council passed motion to authorize the Regional Administrator to negotiate and execute a contract with Transit Team to provide the Metro Mobility Agency Service from October 1, 2018 to June 30, 2023 with an option for one additional year.





Transition Plan

Category	Description	Milestone Date
Personnel	<ul style="list-style-type: none">• Provider initiated transition of qualified incumbent drivers (Transit Team estimates will meet 50% or more of need and will offer same rate of pay and honor seniority of drivers have from existing employer)• Provider recruitment and hiring activities to broaden driver pool as needed• Begin training new-hire staff	May – Sept June - Sept June – Sept
Equipment	<ul style="list-style-type: none">• Contractor procurement and installation – 2 portable vehicle lifts• New fleet delivery, equipment installation and inspections• Current fleet transfer and inspections (prior to first pullout)• Procurement and installation of additional reservations and dispatch system	May – Sept 1 July – Sept 15 Sept 29 - Oct 1 June – Sept
Agency Support	<ul style="list-style-type: none">• Metro Mobility and contractor staff meet with agencies and stakeholders to define transition plan• Implement transition plan	May – Aug Aug – Sept
Customer Service	<ul style="list-style-type: none">• System processing of current standing orders and routing optimizations• Customer and stakeholder communication• Customer and stakeholder training; on-board payments, travel training	June –Aug Aug-Sept Aug-Sep



Customer Outreach and Agency Support

Moving to Demand Service	Moving to Agency Service
1. Customers from Agencies completely removed	3. Customers from new Agencies
2. Non-ADA riders of current agencies who will continue to be part of the Agency contract but the customer will be moved to Demand.	4. Customers currently riding Demand going to Agencies served with new Agency Contract

- Nov/Dec 2017: Informational meetings held; all agencies invited and letter sent
- June – July : Metro Mobility will visit agencies affected
- June- Sept: Transit Team meeting with Agencies on detail operations and transition planning (TT currently provides service to some of the agencies under Demand contract)

Resource Materials:

Metro Mobility to publish Webinar Session hosted by Leading Age Minnesota. planned June 14th. Other support and informational materials currently in production.





Questions?

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