

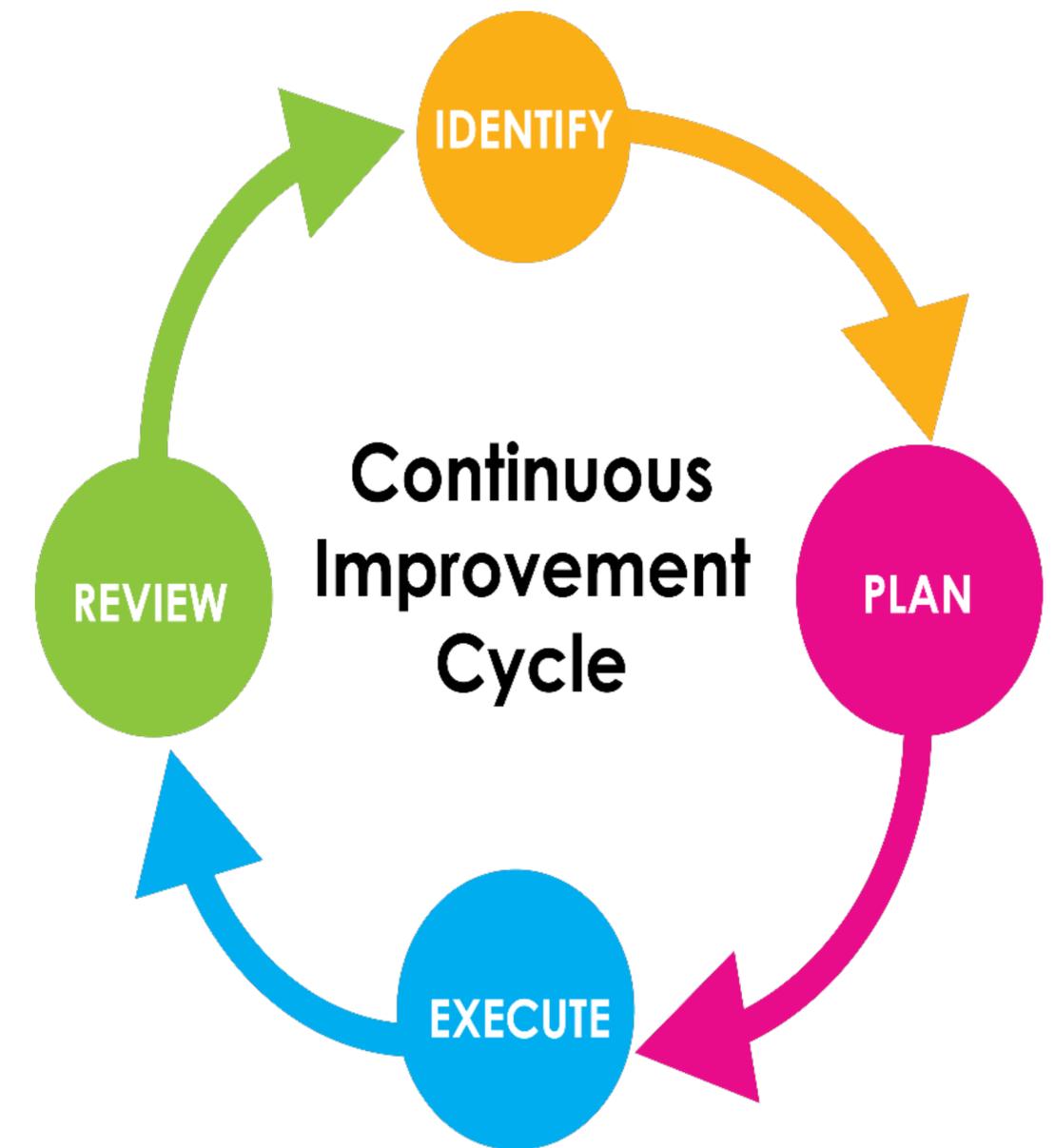


Metro Mobility Program Updates

Transportation Accessibility Advisory Committee
August 1, 2018

Premium On Demand – Service Analysis project

- Project Scope
- Data gathered and methodology
- Customer Surveys
- Summary of findings and next step
 - Customer Information
 - Service improvements
 - Technology improvements





Metro Mobility - Fixed Route Incentive Concept

- Project history (Feeder to Fixed)
- Project team and methodology
- Customer Outreach Surveys
- Initial findings = Scope Change
- Next Steps



Coming Soon - Online booking

- Project history and overview
- Key Features
- Project Status and Timeline
 - Technical Testing
 - User Testing
 - Soft Launch
 - Public Launch

- Next Steps



Discussion Point- Customer No Pay Policy

- History and summary of issue
- Data trends
- Industry experience
- Metro Mobility policy considerations





Questions?

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