



# Metro Mobility Program Update

Transportation Accessibility Advisory Committee

July 6, 2022

Andy Streasick, Manager Customer Service, Metro Mobility



# Metro Mobility Services Update

- Metro Mobility Service Center
  - Most staff hybrid/teleworking
  - On-site services- back to regular hours
  - MMSC staffing updates
  
- Service Contracts
  - Demand West Zone (2021-2026)
  - Demand East Zone (2021-2026)
  - Demand South Zone (2020-2025)
  - Agency (2018-2023)
  - Premium On-Demand Taxi (2020-2023)

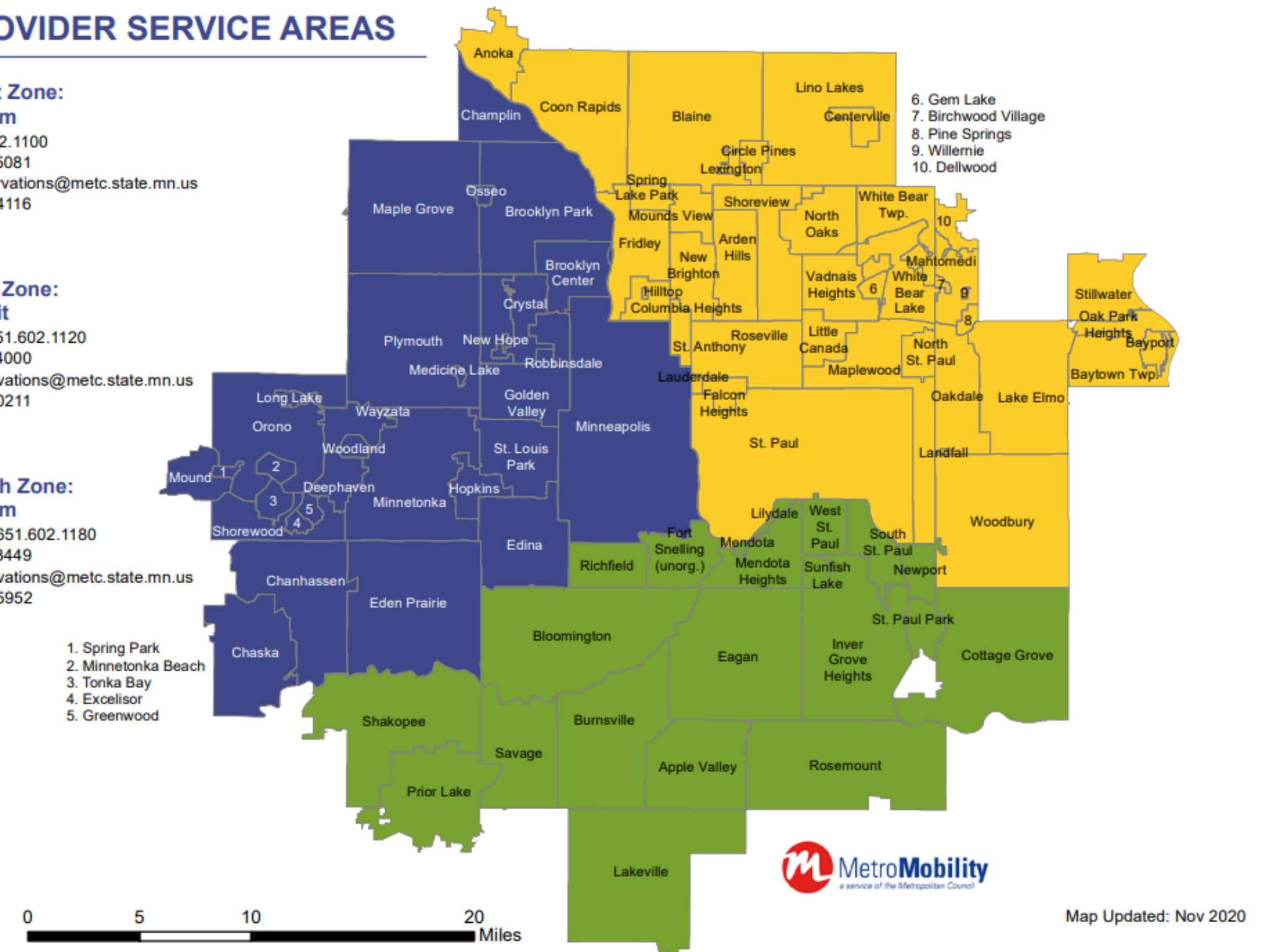
## METRO MOBILITY SERVICE ZONES

### TRIP PROVIDER SERVICE AREAS

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

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

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



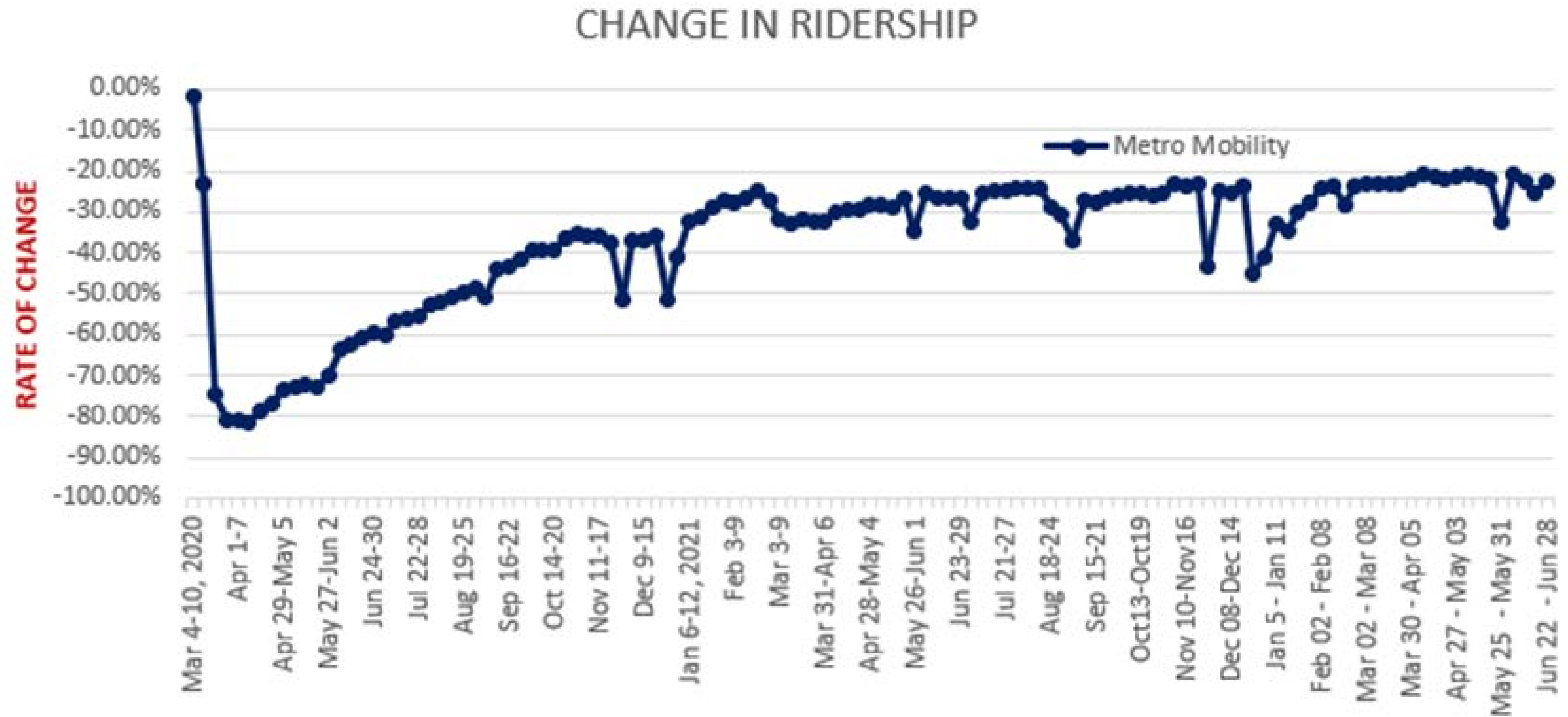


## By the Numbers - 2021

- 82.78 M Operating expenditure
- 1.80 M ridership (2.42M in 2019)
- 64,500 certified riders; 17,500 active riders
- 633 vehicles
- 94 cities
- \$42.59 average subsidy per ride (\$28.6 in 2019)
- 13.9 mile average trip length

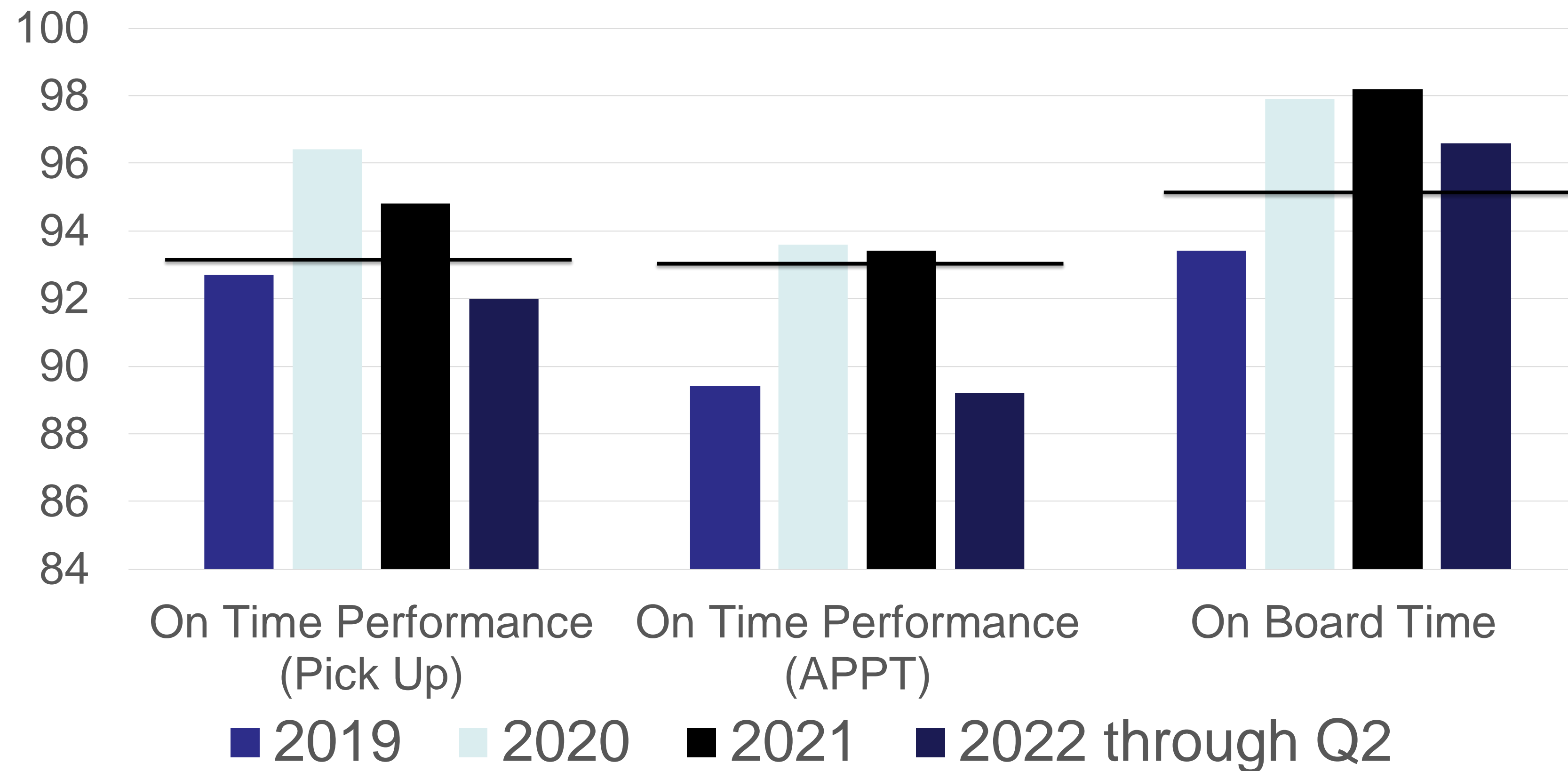


# Ridership Trending Up





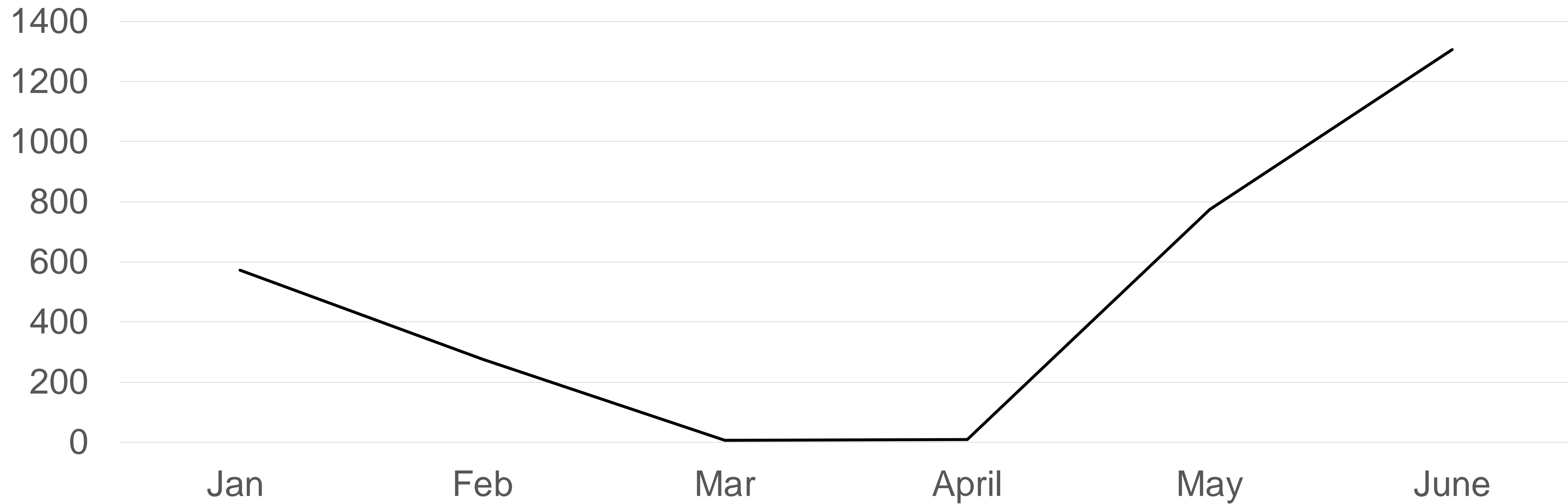
# Key Performance Indicators 2019 – 2022





# Non-ADA denials

System Wide Non-ADA Denials through Q2





# Impact of Workforce shortages

June 2022	Vacancies	Filled	Needed Operator Count
Transit Team (West, East, Agency)	11	569	570
First Transit (East)	33	267	300

- 2021 vs. 2020 year over year hiring down 39% on large contracts
- Covid related absences with Delta and Omicron variants began peaking Q4 2021 in 2022 resulting in a ~25% driver shortage overall
- Effective Feb.1 2022, contract rates increased \$3/hour, applied to front line
- Hiring and retention trends are improving
- Contractors foresee relief in capacity as newly hired drivers are trained and become more experienced

# Customer Support and Engagement

- Call hold times within goal
  - 96.8% answered within 3 minutes (2021)
  - Reservations wages improved with contract amendments
- Hard copy newsletters (fall, spring)
- Digital newsletter subscriber list increasing
  - 5330 current subscribers (52% increase since 2020)
- Virtual community conversations (Oct 2021, May 2022)
- Virtual assessments pilot initiated October 2021





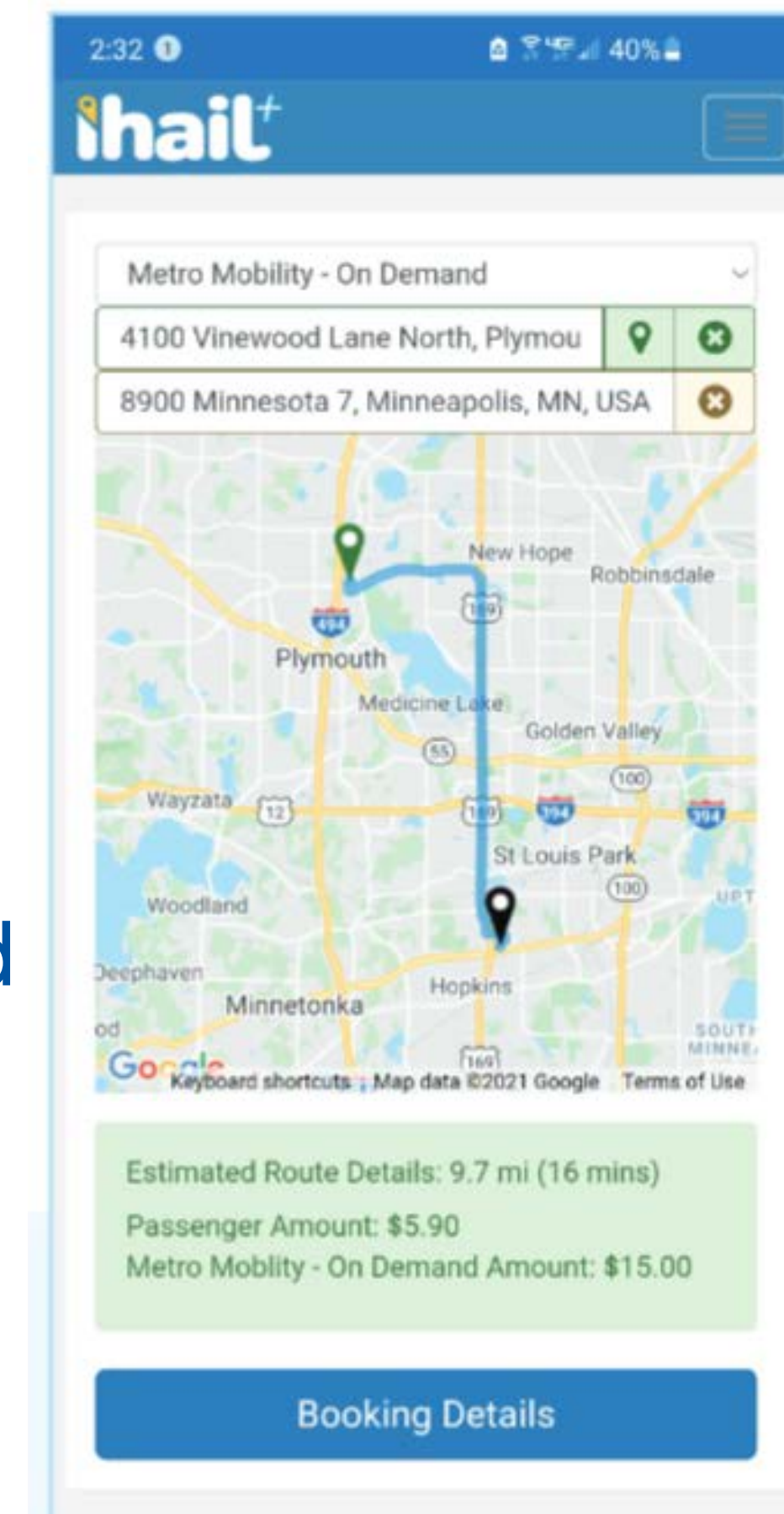


# Premium On Demand Service Contract

- Transportation Plus Taxi opt-in service since 2004
- 2021 Ridership: 41,715 (~50% of pre-Covid)
- Current contract term 2021-2023
  - customized Application with Metro Mobility authentication
  - matches service areas and hours
  - comparable WAV service required
  - comparable customer experience to general public required
- Council pays up to \$15 per ride

## Lyft alternative

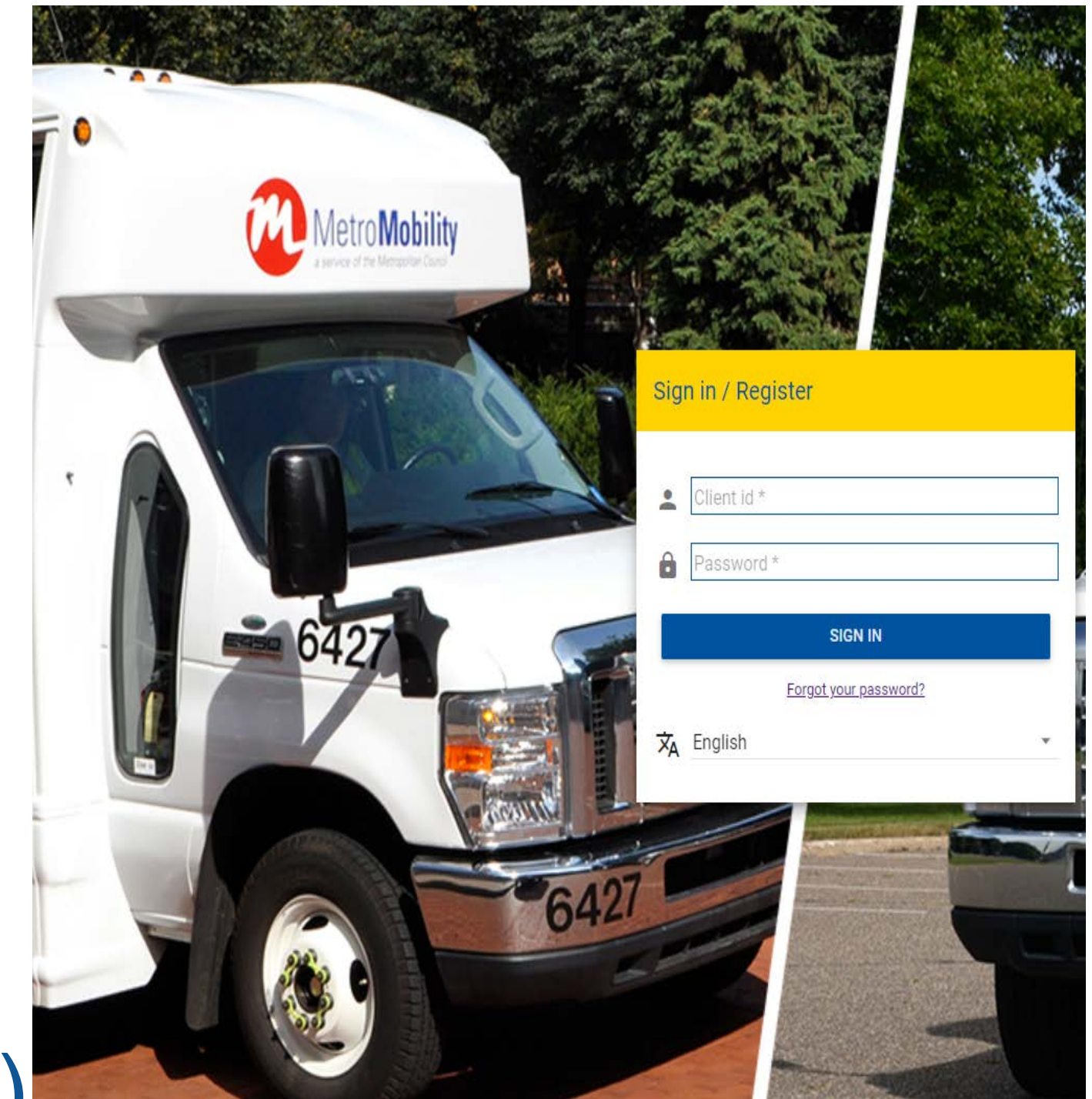
- Authorization to award – March 2020
- Negotiations ended – August 2021





## Technology Improvements in the Works

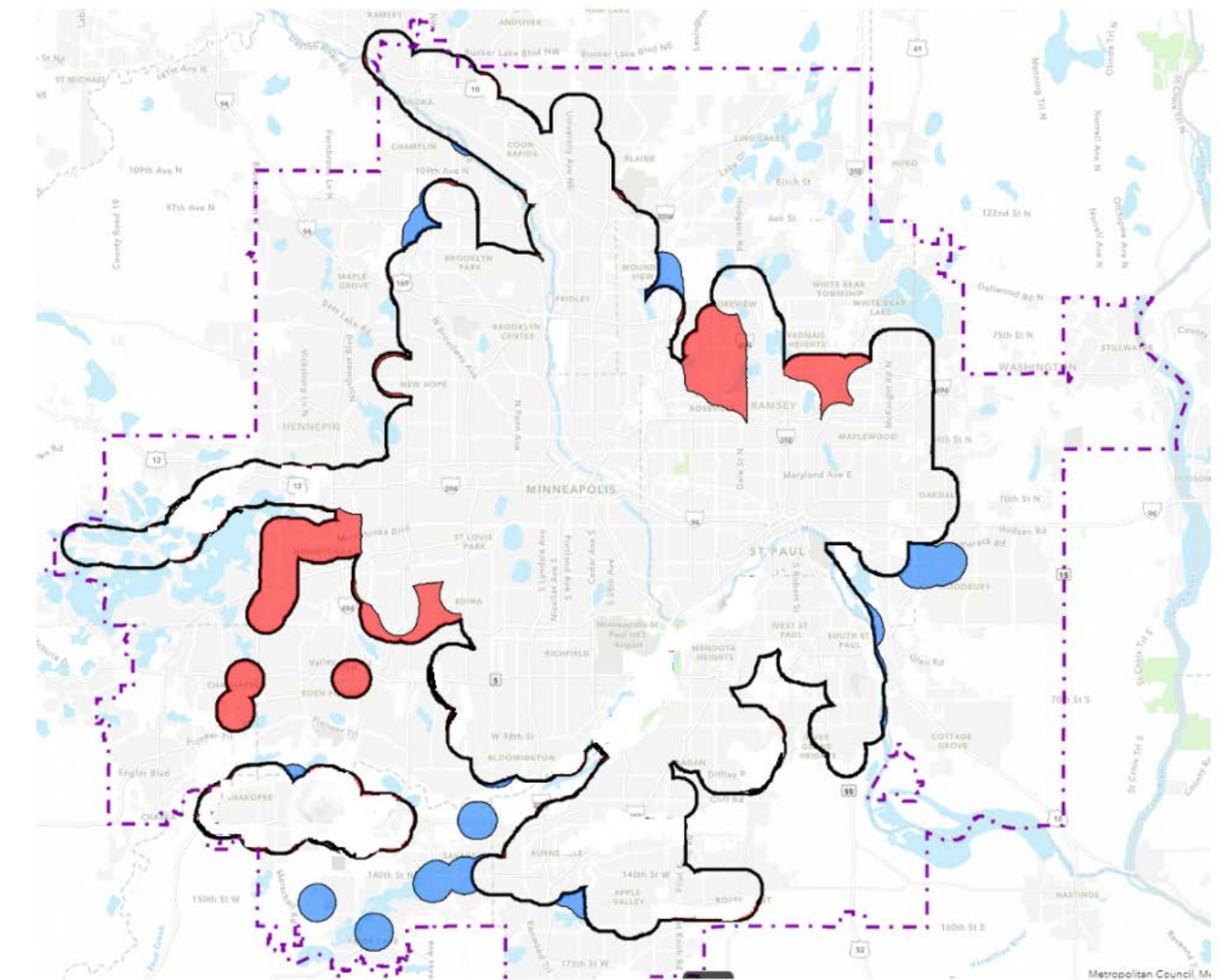
- Trapeze software upgrade (Sept)
- Real Time Traffic (50 bus pilot) follows software upgrade
- Web based vehicle monitoring (Aug 2022)
- Service Infractions module (Q4 2022)
- Customer Complaint application updates (July-Sept)
- Council website re-design
  - Enterprise wide project; Metro Mobility site is included
  - User feedback needed
- Online application processing (project evaluation Q1 2023)





## Service Area and Hour updates

- ADA Service Area expansions in place since Feb 2022 (based on Dec 2021 regular route system expansion)
- ADA service area and service hour reductions will take effect Nov 28, 2022 (based on Dec 2019 regular route system reduction)
- Public announcements of reductions began in May
  - Website detailing changes, including address locator
  - Letters mailed to customers in affected zip codes
  - Email newsletter announcements to subscriber list





## Questions?

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