Metro Mobility Program Overview
For presentation to the TAAC 2/7/2024
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Metro Mobility Program

- A shared ride, public transportation service for certified riders who are unable to use the regular fixed-route system due to a disability or health condition.

- Some service guaranteed as a civil right under the Americans with Disabilities Act (ADA)

- Program regulated by the Federal Transportation Administration (FTA) and state

- MN Statutory requirements found in 473.386

- Trips provided for any purpose

- 2023 Ridership: 2.1M (1.9M in 2022)
Customer Relations

Customer Profile
• 35,000 eligible customers; 19,000 “active” riders
• ~40% eligible for waivered transportation
• ~25% certified with conditional eligibility
• 30% trips require use of lift
• Guests and Personal Care Attendants (PCA)
• Rides booked through contracted reservations (phone or email) or through our on-line booking system

Metro Mobility Service Center (MMSC)
• Program and Contract Administration
• Customer Services and Outreach
• Certifications and Eligibility
• ID card and Go-To Card and ID card processing
• Emergency Back-up Center
Fleet Profile- Council Owned Fleet

- 633 cutaway buses (most lift equipped)
- 31 sedans
- Contractor responsible for use and maintenance terms in contract
- Average cost for a new 2022 bus $140,000
- Budgeted 10% spares (minimum)
- Retired after 5 years/ >175,000 miles per Council and FTA guidelines (Currently most buses retired >275,000+ miles)
Service Contracts

- Demand West Zone (2021-2026)
- Demand East Zone (2021-2026)
- Demand South Zone (2020-2025)
- Agency (2018-2024)*

*Metro Move service begins May 2024
- Premium On-Demand (taxi) (2020-2024)
ADA vs. “non-ADA”

- ADA service area
  - FTA ADA mandated complimentary Paratransit
  - Service within ¾ mile and similar hours of regular route
  - Enforced as a civil right by the Department of Justice
  - Subject to federal service quality thresholds
  - Zero trip denials

- Non-ADA service area
  - About 1/3 of rides provided
  - Ride requests are placed on standby
  - Not subject to federal rules around trip denials

- 2024 Service areas and service hour adjustments are currently under review
Key Service Performance Metrics

- **On-Time Performance (OTP):** Percentage of all trips that arrive within 30-minutes of the negotiated pick-up time.

- **Appointment Time (APPT):** Percentage of all trips that arrived no later than the negotiated appointment time and no earlier than 30 minutes early* to the scheduled appointment time. (*effective 1/1/2024)

- **On-Board Time (OBT):** Percentage of trips that did not exceed the calculated maximum on board time.

- **Capacity Denials:** Count of requested trips that were unable to be performed due to system capacity constraints.

<table>
<thead>
<tr>
<th>KPI</th>
<th>“ADA” Goal</th>
<th>“Non-ADA” Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>OTP</td>
<td>100% (contract min. 90%)</td>
<td>85%</td>
</tr>
<tr>
<td>APPT</td>
<td>100% (contract min. 85%)</td>
<td>85%</td>
</tr>
<tr>
<td>OBT</td>
<td>100% (contract min. 95%)</td>
<td>95%</td>
</tr>
<tr>
<td>Denials</td>
<td>Zero</td>
<td>Zero</td>
</tr>
</tbody>
</table>

NOTE: The Americans with Disabilities Act (ADA) does not permit transit agencies to have any capacity constraints in ADA paratransit. Capacity constraints are defined as any operational patterns or practices that significantly limit the availability of service to ADA paratransit eligible individuals.
### 2023 KPI Data – all trips

#### Metro Mobility KPI Summary

<table>
<thead>
<tr>
<th>Year, Quarter, Month</th>
<th>Paraservice Area</th>
<th>Request SubType Desc</th>
</tr>
</thead>
<tbody>
<tr>
<td>2023</td>
<td>Multiple selections</td>
<td>All</td>
</tr>
</tbody>
</table>

#### Overall System Performance

- **89.5%** OTP Performance
- **96.6%** OBT Performance
- **86.7%** APPT Performance

#### Service Area

<table>
<thead>
<tr>
<th>Service Area</th>
<th>OBT</th>
<th>OTP</th>
<th>APPT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Demand West</td>
<td>96.5%</td>
<td>87.7%</td>
<td>84.9%</td>
</tr>
<tr>
<td>Demand South</td>
<td>97.1%</td>
<td>89.3%</td>
<td>86.6%</td>
</tr>
<tr>
<td>Demand East</td>
<td>97.6%</td>
<td>88.2%</td>
<td>89.0%</td>
</tr>
<tr>
<td>Agency</td>
<td>93.8%</td>
<td>94.5%</td>
<td>26.3%</td>
</tr>
</tbody>
</table>
# 2023 KPI Data – ADA trips

## Overall System Performance

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<th>APPT</th>
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<tbody>
<tr>
<td>Demand West</td>
<td>96.1%</td>
<td>87.8%</td>
<td>85.4%</td>
</tr>
<tr>
<td>Demand South</td>
<td>97.0%</td>
<td>89.5%</td>
<td>87.2%</td>
</tr>
<tr>
<td>Demand East Agency</td>
<td>97.4%</td>
<td>88.4%</td>
<td>89.2%</td>
</tr>
<tr>
<td>Agency</td>
<td>93.8%</td>
<td>94.5%</td>
<td>26.5%</td>
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### Year, Quarter, Month
- 2023

### Paraservice Area
- ADA

### Request SubType Desc
- All
2023 KPI Data – non-ADA trips

Metro Mobility KPI Summary

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</thead>
<tbody>
<tr>
<td>2023</td>
<td>NONADA</td>
<td>All</td>
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Overall System Performance

- OBT Performance: 87.8%
- OTP Performance: 97.6%
- APPT Performance: 85.9%

Service Area

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<td>Demand East</td>
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<td>87.8%</td>
<td>88.6%</td>
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Graph showing trends from Jan 2023 to Jul 2023.
2023 KPI Data – Non-ADA Trip Denials

Non-ADA Trip Denials by Zone

- West
- South
- East
Premium On-Demand Service

- Taxi opt-in service since 2004
- 57,295 rides through Oct 2023 (on track for ~80% increase over 2022)
- 3-year contract with Transportation Plus (‘21-’24)
- Available to any certified customer
- Same service area and hours as Metro Mobility
- “Comparable” Wheelchair Accessible Vehicle (WAV) service required
- Council pays up to $20 per ride
- On-demand via customized ihail App
- 2-year pilot project (Sept. 2023 – Dec 2025) expands service throughout region with advance booking.
Service options

- Free fares pilot (July 2023–Dec 2024)
  - Route 32/62 free on Metro Mobility
  - MetMo customers ride free on fixed route system wide (~6000 rides Q4 2024)

- Van Subsidy Pilot – Lifeworks

- Additional Premium on Demand service contracts (2024)
2024 Workplan – Key Technology Projects

• Q1 2024: Trapeze Driver Mate Pilot (50 buses)
  – Ruggedized tablets to replace the Ranger
  – Updated User Interface for Drivers - easier to read comments and faring information
  – Real Time Traffic and Google Maps!
  – If successful, full fleet implementation over course of following 12-18 months

• Q2 2024: Trapeze PASS APP (App version of online booking)

• Q3 2024: Trapeze Service Infractions (service exception management)

• Q4 2024: Trip Broker (additional booking options via Trapeze)
Metro Mobility Map and Service Hours Analysis

- Compares existing Metro Mobility service areas and hours to Dec. 2023 regular route service plan.
- Small area expansions to ADA service area (small adjustments) planned 2/7/2024.
- Most communities will have a span of service expansion of at least 15 minutes.
- Some community hours shift in both directions (hours start earlier but end earlier, or vice versa):
  - Metro Mobility will initially enact only the expansion portion of the change
  - 6-month advance notice to public is needed to reduce service (TBD)

- Communication Plan for expansions:
  - Trapeze system updates Feb 7
  - Service hours by community updates on Metromobility.org webpage
  - Webpage alerts and newsletter announcement
Next Metro Mobility ADA map changes planned Q3 2024

Red area indicates portion of our service area that no longer meet FTA ADA criteria for complimentary paratransit.

- Based on MVTA service reductions implemented Sept. 2023
- MVTA has no near-term plans to restore regular route service to area

Metro Mobility Implementation Plan:

- Notice to customers 6 months prior to implementation:
  - Service alerts on webpage
  - Newsletter and emailed announcements
  - Updated ADA/non-ADA look up tools

- Implement change in system effective Sept 2024 (date TBD)

NOTE: This does not change the Metro Mobility service area. This change ONLY affects the ADA service area map boundaries.
Customer Support / Stakeholder Engagement

• Next Newsletter - April

• Next Community Conversation - May

• Stakeholder Engagement
  – State Services for the Blind training partnership launches in Feb
Thank you!