

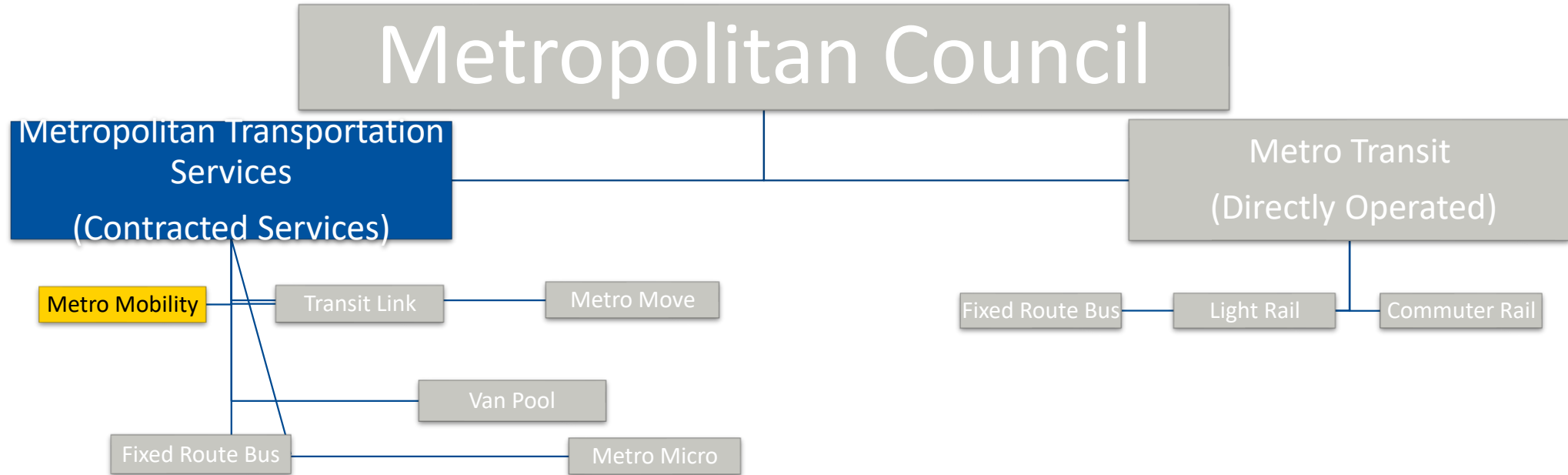


# Metro Mobility Program Overview

Transportation Accessibility Advisory Committee, 12/4/2024

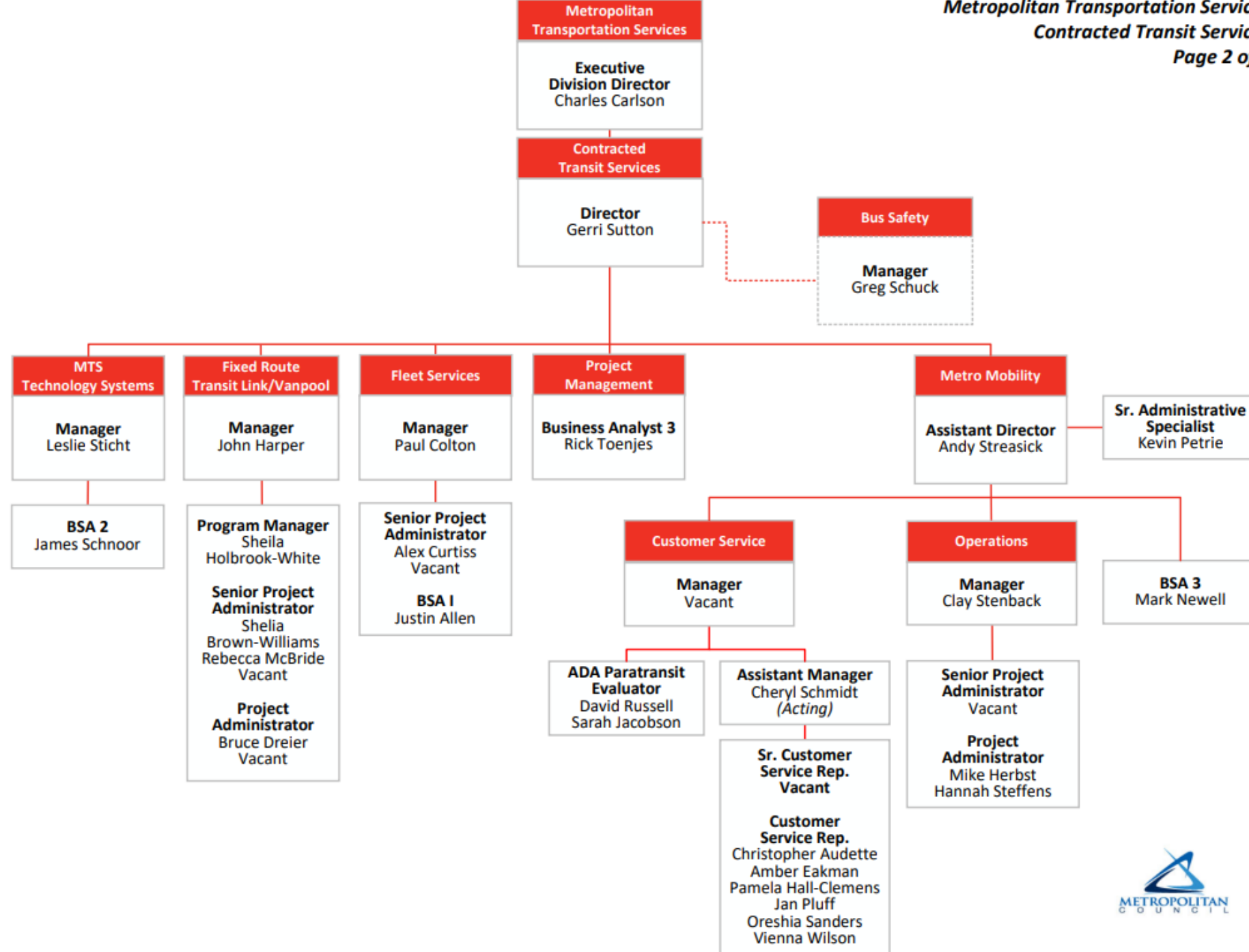
Andy Streasick, Assistant Director Metro Mobility, [andy.streasick@metc.state.mn.us](mailto:andy.streasick@metc.state.mn.us)

# Transit Service Structure



## Contracted Transit Services

- All turn-key service contracts
- Service Operations and Fleet Maintenance
- Reservations and Dispatch
- Cost based on revenue hours performed
- Service Performance Criteria (Bonus/Damage Structure)



# 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 (Approx 1.55M YTD 2024)



# Customer Relations

## Customer Profile

- 35,000 eligible customers; 19,000 “active” riders
- ~40% eligible for waived 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 & Technology Profile

## Revenue Vehicles- Council owned fleet

- 482 cutaway buses (lift equipped)
- 18 Minivans (Ramp equipped)
- 29 SUVs (ambulatory only)
- Contractor responsible for use and maintenance terms in contract
- Average cost for a new 2024 bus \$153,000
- Budgeted 10% spares (minimum)
- Retired after 5 years/ >175,000 miles per Council and FTA Policy  
(Currently most buses retired >275,000+ miles- rectified by Q1 2025)

## Information Technology

- Trapeze scheduling and dispatch system
- Mobile Data Terminals
- External and interior cameras
- Cubic fare collection system
- Global Positioning System (GPS)
- ARMER Radio System
- Ubisense (Remote Gate Entry)





# Service Contracts

- Demand West Zone (2021-2027)
- Demand East Zone (2021-2027)
- Demand South Zone (2020-2026)
- Premium On-Demand (taxi) (2020-2024)

## METRO MOBILITY SERVICE ZONES

### TRIP PROVIDER SERVICE AREAS

#### Metro West Zone: Transit Team

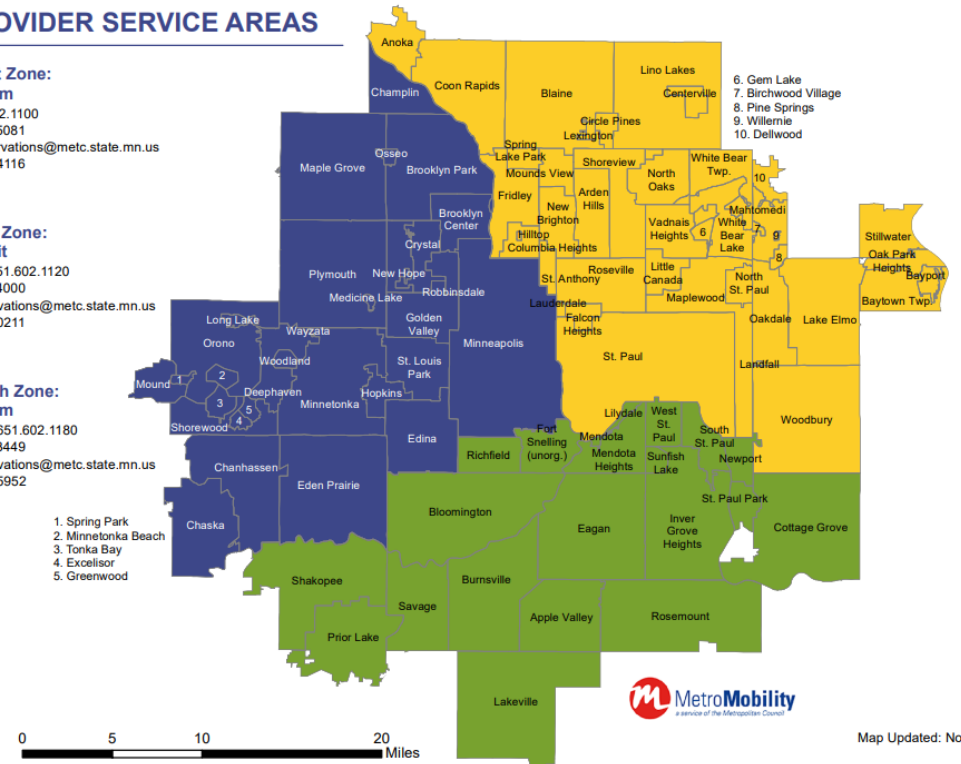
Phone: 651.602.1100  
 TTY: 612.332.5081  
 Email: [WRReservations@metc.state.mn.us](mailto:WRReservations@metc.state.mn.us)  
 FAX: 312.332.4116

#### Metro East Zone: First Transit

East Phone: 651.602.1120  
 TTY: 612.636.4000  
 Email: [EReservations@metc.state.mn.us](mailto:EReservations@metc.state.mn.us)  
 FAX: 612.628.0211

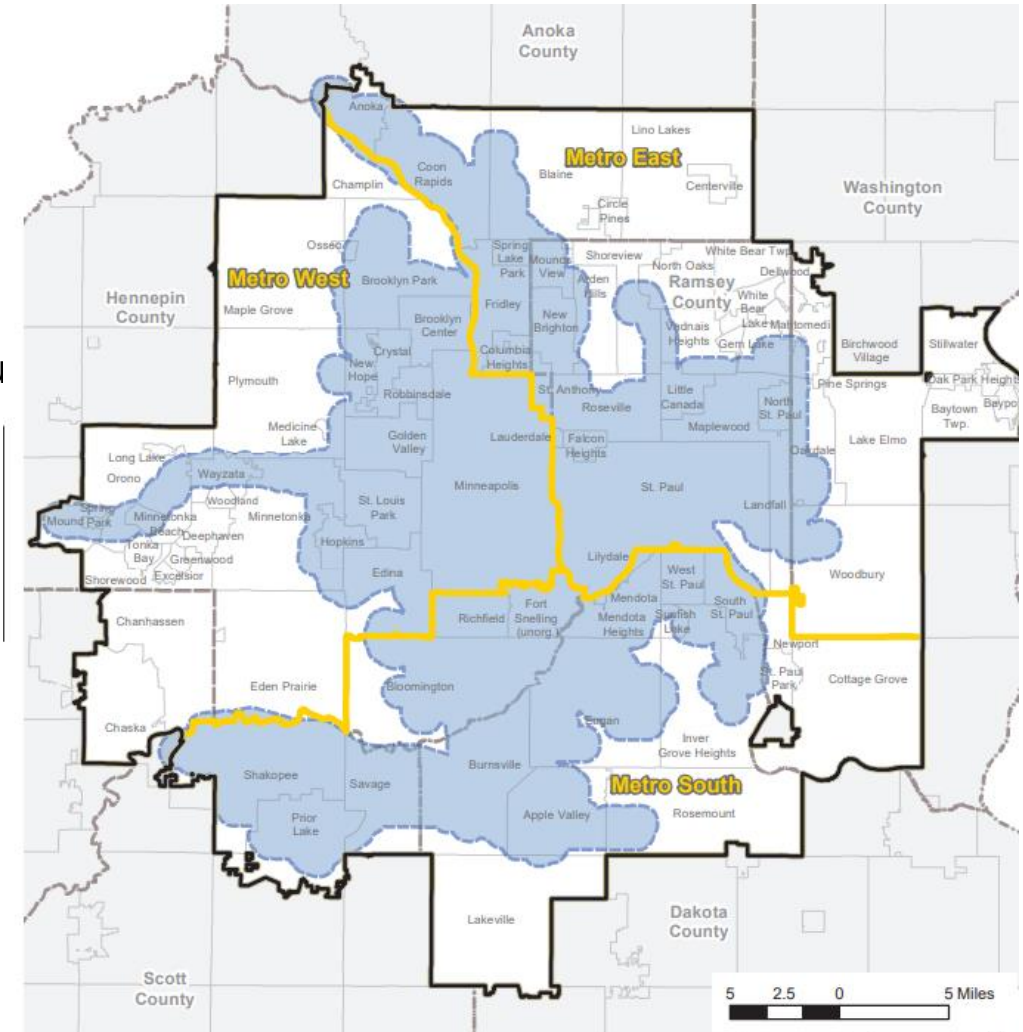
#### Metro South Zone: Transit Team

South Phone: 651.602.1180  
 TTY: 952.895.3449  
 Email: [SReservations@metc.state.mn.us](mailto:SReservations@metc.state.mn.us)  
 FAX: 952.736.5952



# ADA vs. “non- ADA”

- ADA service area (blue)
  - FTA ADA mandated complimentary Paratransit
  - Service provided within ¾ mile and similar hours of regular service
  - Enforced as a civil right by DOJ
  - Subject to federal service quality thresholds
  - Zero trip denials
- Non-ADA service area (white)
  - About 1/3 of rides provided
  - Ride requests are placed on standby
  - Not subject to federal rules around trip denials
- Service areas and service hour adjustments perpetually 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.

| KPI     | “ADA” Goal                  | “Non-ADA” Goal |
|---------|-----------------------------|----------------|
| OTP     | 100%<br>(contract min. 90%) | 85%            |
| APPT    | 100%<br>(contract min. 85%) | 85%            |
| OBT     | 100%<br>(contract min. 95%) | 95%            |
| Denials | Zero                        | Zero           |

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.

# 2024 KPI Data

## All Trips

- On Time Performance- 91.8%
  - (of 1,109,037 performed trips, 91,334 late pickups)
- Appointment Time Performance- 89.2%
  - (Of 475, 848 trips, 5,627 arrivals too early and 45,749 late arrivals)
- On-Bord Time Performance- 95.7%
  - (Of 1,555,395 trips, 66,737 rides too long)

# 2024 KPI Data

## ADA Trips

- On Time Performance- 92%
  - (of 841,897 performed trips, 67,063 late pickups)
- Appointment Time Performance- 89.4%
  - (Of 322, 714 trips, 3,849 arrivals too early and 30,426 late arrivals)
- On-Bord Time Performance- 95.3%
  - (Of 1,141,314 trips, 53,652 rides too long)

# 2024 KPI Data

## Non-ADA Trips

- On Time Performance- 90.9%
  - (of 267,140 performed trips, 24,271 late pickups)
- Appointment Time Performance- 88.8%
  - (Of 153, 134 trips, 1,778 arrivals too early and 15,323 late arrivals)
- On-Bord Time Performance- 96.8%
  - (Of 414,081 trips, 13,085 rides too long)



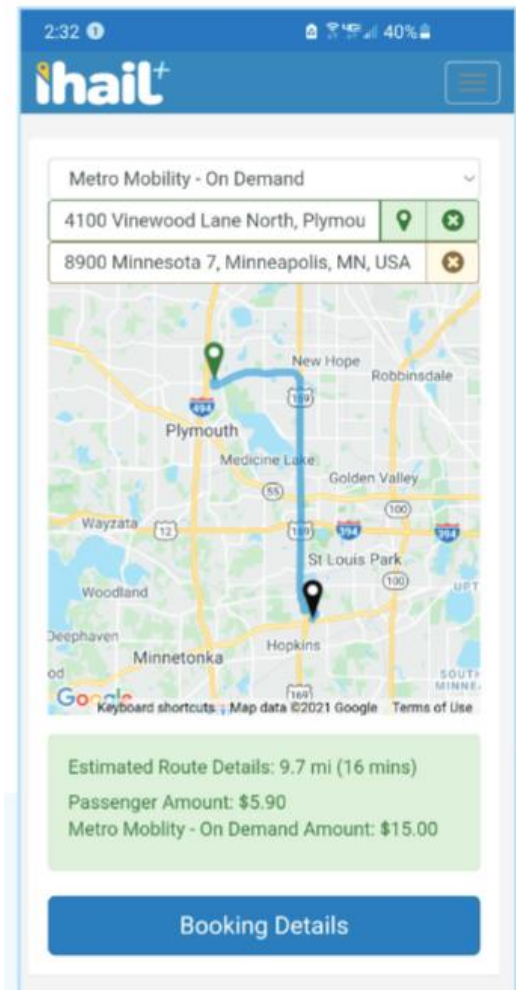
## 2024 KPI Data – Non-ADA Trip Denials

111 total one-way denials in 2024 (almost exclusively in January)

- 10,726 in 2023



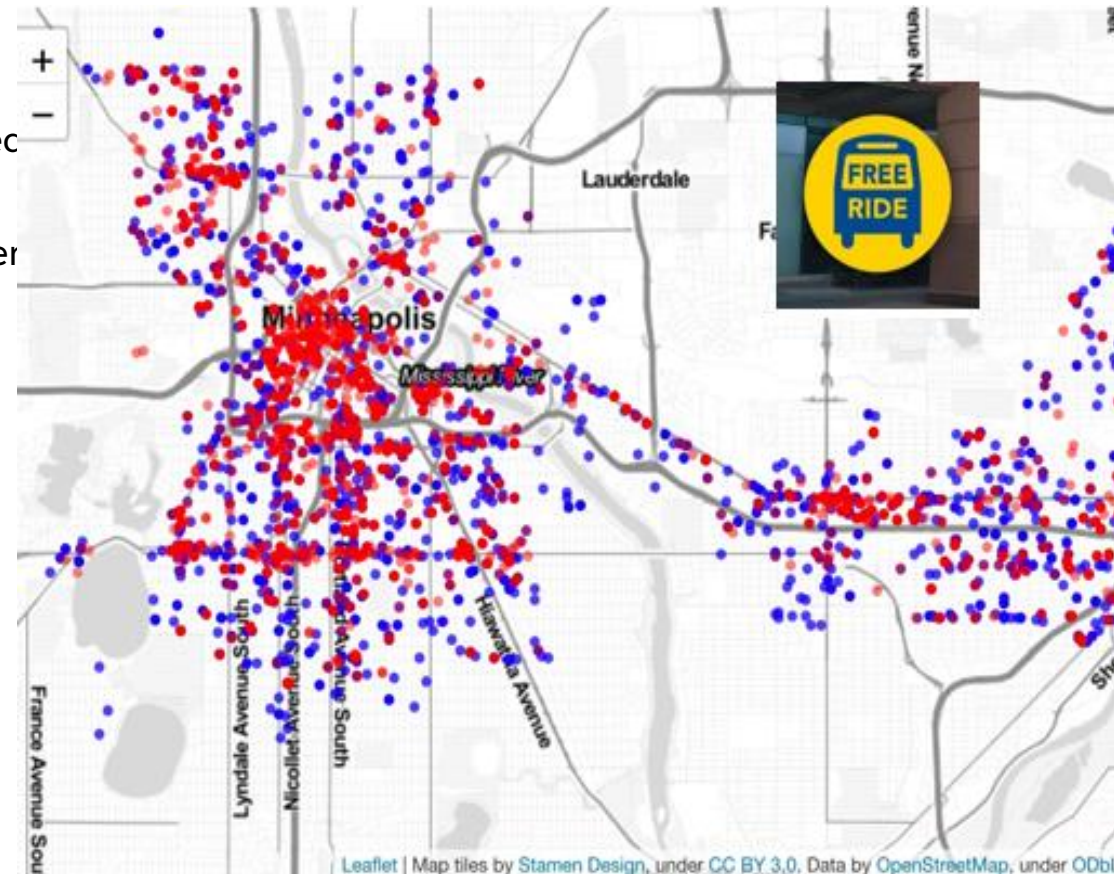
# Premium On-Demand Service



- Taxi opt-in service since 2004
- 107,618 rides through June of 2024 (119% increase over 2023, w/ 740% increase in lift usage.)
- 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

# Temporary Pilots

- Free fares pilot (July 2023-Dec 2024)
  - Route 32/62 corridors free on Metro Mobility due to no cost fixed routes
  - Metro Mobility Certified customers ride free on fixed route system wide
- Van Subsidy Pilot – Lifeworks (Ends 2024)
  - Leases vehicles to Lifeworks to be driven by their staff
  - Requires that a % of passengers be Metro Mobility certified
- Additional Premium on Demand service (Ends 2025)
  - Legislatively mandated
  - Allows for Metro Mobility customers who live in areas with truncated service hours to have a transportation option
  - 6:00-22:00 M-F, 7:00-23:00 Saturdays, 7:00-22:00 Sundays
  - Must be booked 1-4 days in advance



# Customer Support / Stakeholder Engagement



- Hard copy and digital subscription newsletters
- Biannual Community Conversations
- Advocacy group outreach and listening sessions
- Training partnerships
- Transit Accessibility Advisory Committee
  - Metro Mobility liaison role
  - MTS Recording Secretary role
  - TAAC members regularly engage as subject matter experts and key stakeholders on MTS projects, including RFPs



# Transportation Accessibility Advisory Committee

- Created by State Statute 473.375
- 15 members + Chair
- All aspects of fixed route and special transportation service accessibility
- Advises Council on long-range plans to meet accessibility needs
- Agenda and work plan set by TAAC chair
  - Information items, report-backs on past topics or questions/follow-up
  - Standing committee items on projects
- 1<sup>st</sup> Wednesdays 12:30-14:00; Next Meeting November 6
- Meetings are open to the public
- Held in Council Chambers at 390 Robert St N in Saint Paul

| Membership            | Appointed by                                 |
|-----------------------|--|
| Chair (at large)      | Council Chair                                |
| Community Members (8) | Met Council                                  |
| 2 members             | MN Council on Disability                     |
| 2 members             | MN Area Agency on Aging                      |
| 2 members             | MN Consortium for Citizens with Disabilities |
| 1 member              | MN AARP                                      |

| Ex-officio Members | Roles                             |
|--------------------|-----------------------------------|
| Cheryl Schmidt     | MTS                               |
| Doug Cook          | Metro Transit                     |
| Vacant             | OEEA ADA & Title VI Administrator |
| CM Cameron         | Council Member                    |

# Member Questions

- Non-ADA requested time window?
- Driver Mate update?
- Service Animal Training for operators?
- POD update?
- Other?



**Thank you!**