

# Summary of the Metro Mobility ADA Civil Rights Compliance Audit

November 25<sup>th</sup>, 2013  
Transportation Committee

# Audit Overview / Background

- FTA Office of Civil Rights
- First FTA ADA Civil Rights audit since 2011
- Occurred during Federal Government Shutdown
- Official findings may take months
- Overall “Very Impressed”

# Summary of “Findings”

## Anticipated Findings

**Unattended Transfers**

**No Show Cancelations**

**Downtown Fare Zone**

**Free Fares on Nicollet Mall**

*Certification Level Appeals Process*

## Potential Findings

*Reservation hours (County Providers)*

*No Show suspension appeals process*

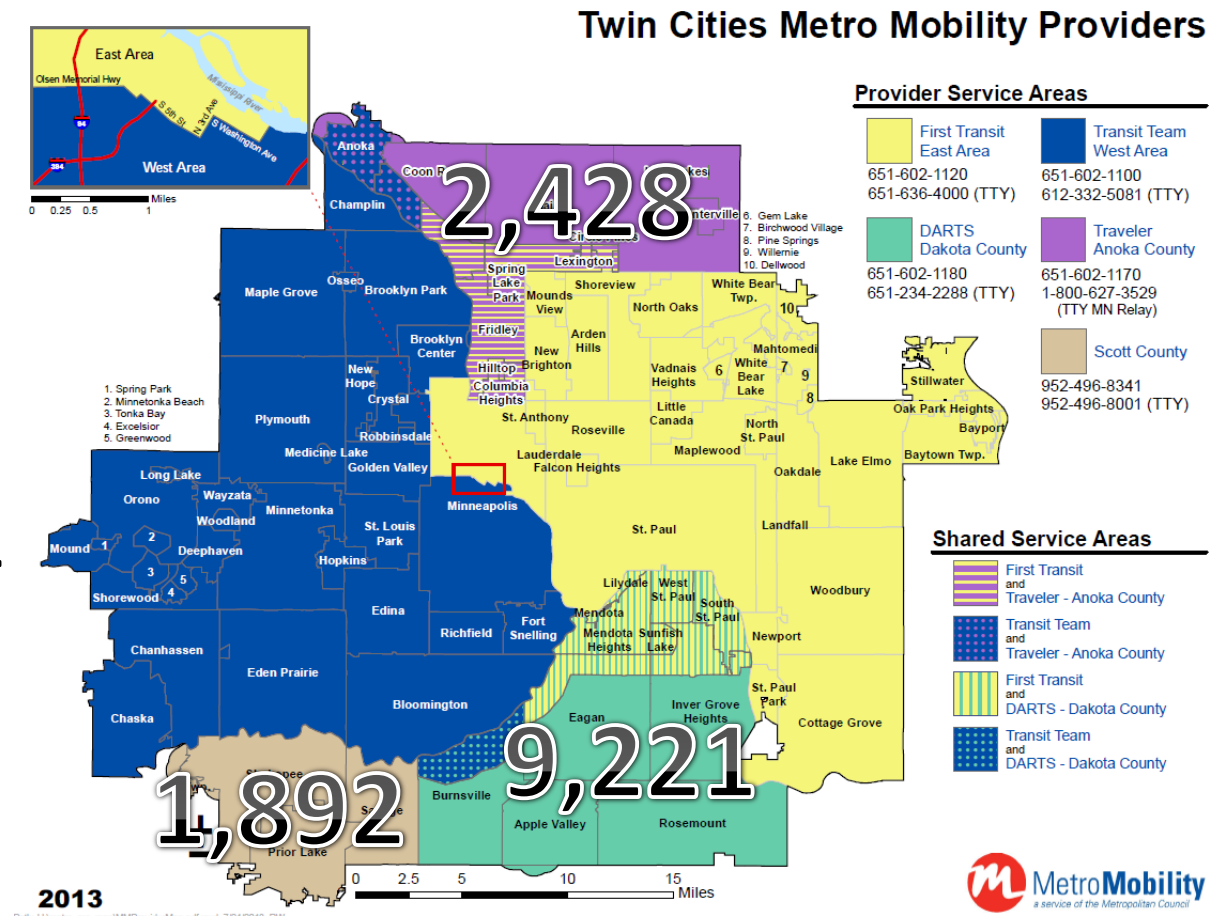
*Common wheel chair definition*

*Long trips on Agency contract*

*Phone system capacity*

# No Unattended Transfers

1. Create a dual buffer zone
2. "Attended" upon request
3. Automate bus to bus transfer
4. Evaluate current model



# No Show Cancellations

## Current Policy

If a rider “No Shows” the outgoing leg of their trips all other scheduled trips will be cancelled...

## FTA Guidance

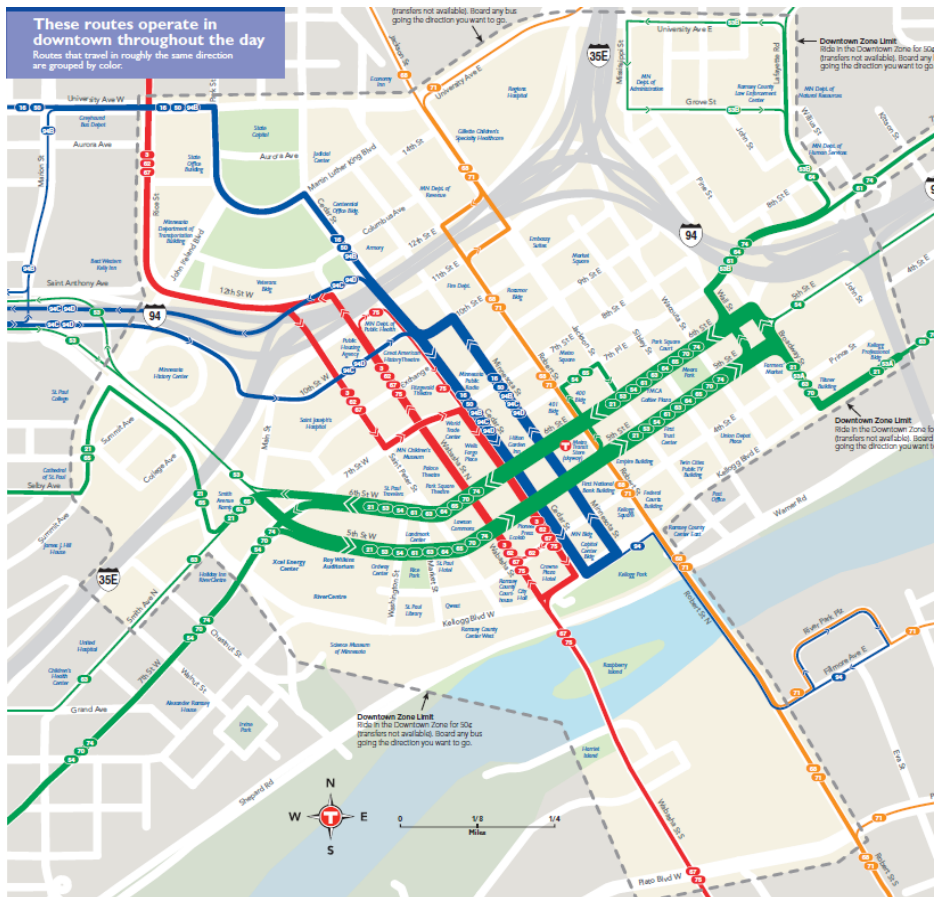
Each part of a day’s schedule must be considered separately

## Potential Results

- Increased No Shows
- Increased suspensions
- Reduced customer satisfaction

# Downtown Fare Zone Saint Paul

Fares may not exceed more than 2x's the regular fixed route fare



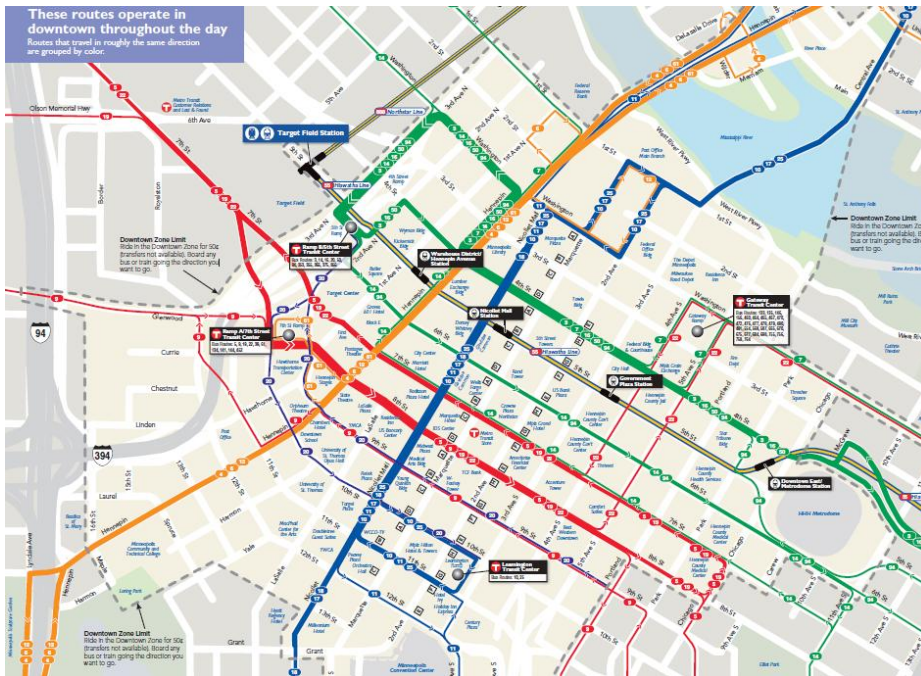
- 1,152 trips annually
  - 342 Peak
  - 810 Non-Peak
  - Revenue (\$3,798)\*

\*Assuming a \$1.00 downtown zone fare

# Downtown Fare Zone Minneapolis

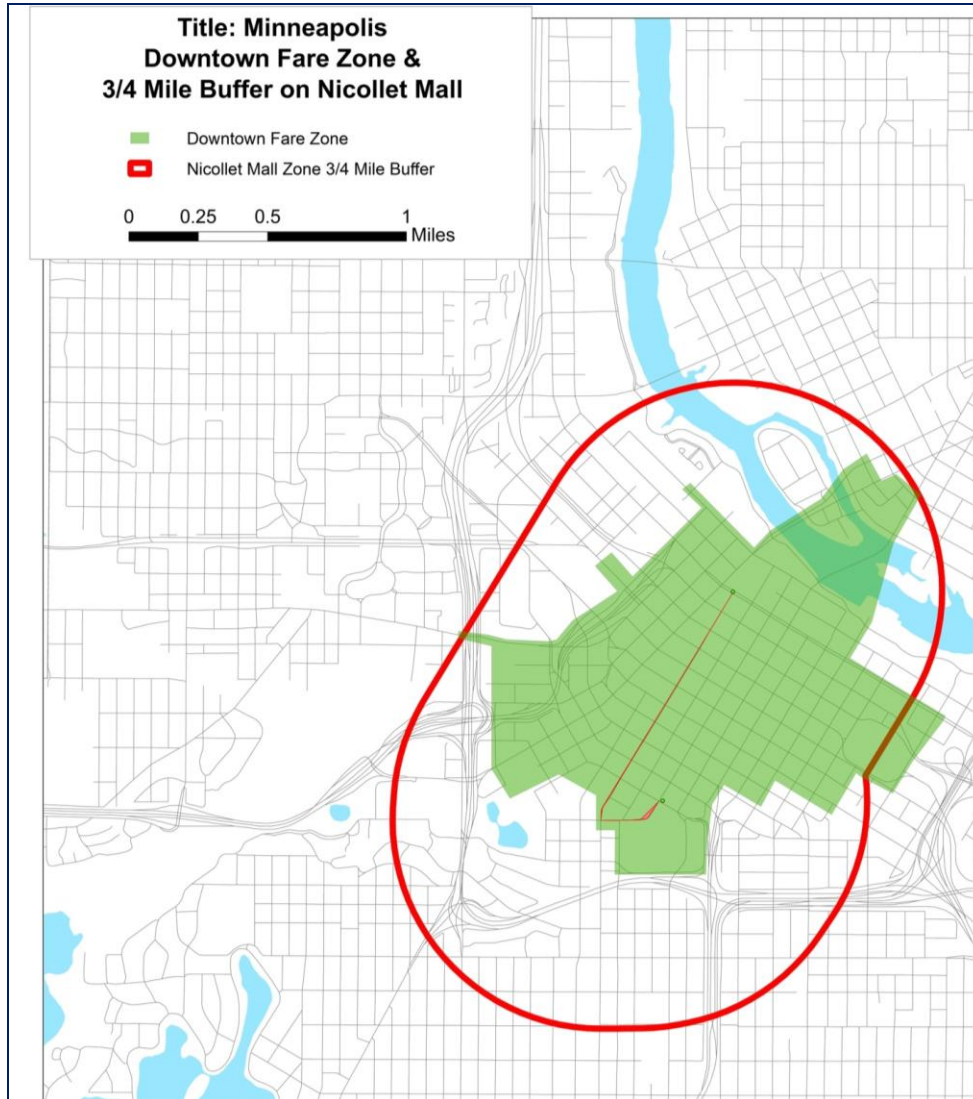
Fares may not exceed more than 2x's the regular fixed route fare

- 1,038 trips annually
  - 456 Peak
  - 582 Non-Peak
  - Revenue (\$3,051)



*\*Assuming a \$1.00 downtown zone fare*

# Free Fare on Nicollet Mall



MT provided 920,729 rides in 2012

## Implication

- ADA service must be offered within  $\frac{3}{4}$  of a mile

## Impact

- 5,148 trips annually
- 1,950 Peak-Time
- 3,198 Off-Peak
- Revenue (\$17,394)



**Questions or Comments?**