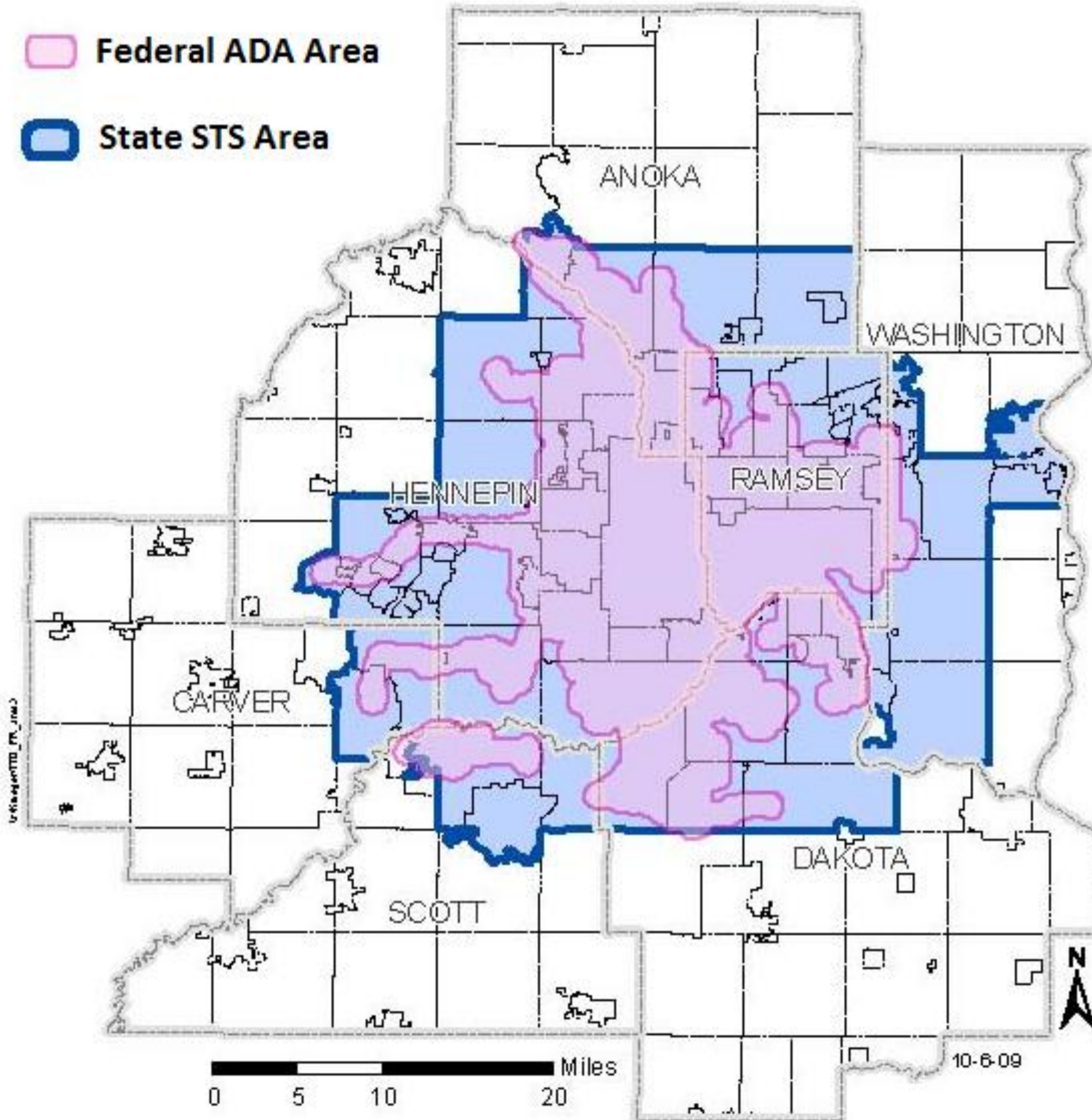




# Metro Mobility Taxi Service Changes

Transportation Committee  
April 13, 2015

# Metro Mobility Service Area



**Goal:** Provide rides using taxis when Metro Mobility is unable because of capacity constraints

**Parameters:** Weekday, peak time, non-ADA trips

**Payment:** Council pays the “calculated meter rate”

- Peak Demand Overflow (PDO)
- Passengers pay the Metro Mobility fare
- Metro Mobility tickets are accepted
- Customers “assigned” by Metro Mobility contractor
- Trips are not counted as capacity denials



**Goal:** Provide rides using taxis when Metro Mobility is unable because of capacity constraints

**Parameters:** Weekday, peak time, non-ADA trips

**Payment:** Council pays the “calculated meter rate”

## Changes

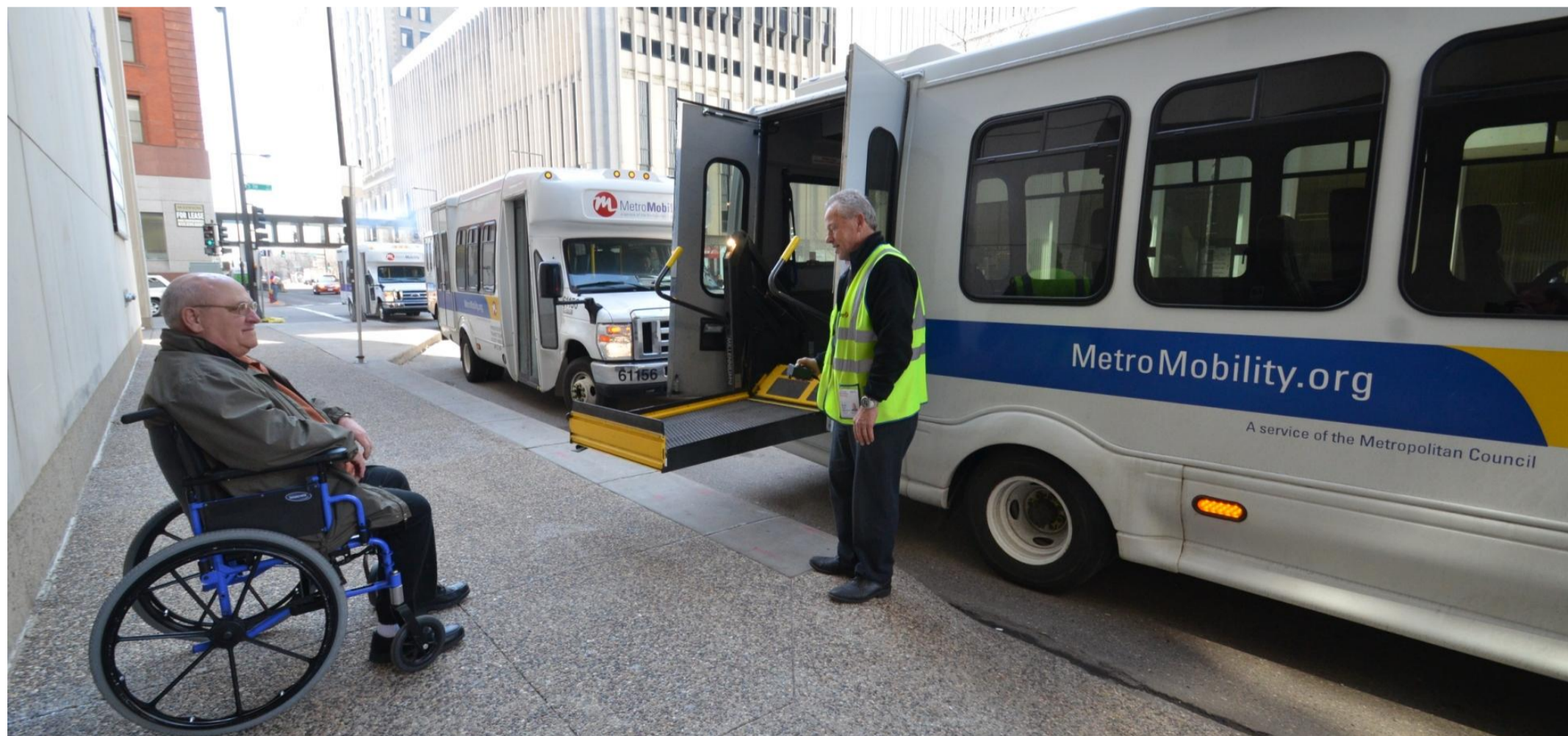
- Direct Taxi Service
- Passengers pay flat \$5.00  
*Same rate as Premium Same Day*
- Cash or credit only
- Customers arrange ride with taxi company
- Trips are counted as capacity denials on Metro Mobility



# Goals of Program Change



- Improve customer experience and service
- Draw clear distinctions in service and expectations
- Incent Metro Mobility contractors to accommodate more rides on Metro Mobility
- Incent taxi drivers to provide better service
- No budget impact





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