

Metro Mobility Supplemental Service Pilot Project

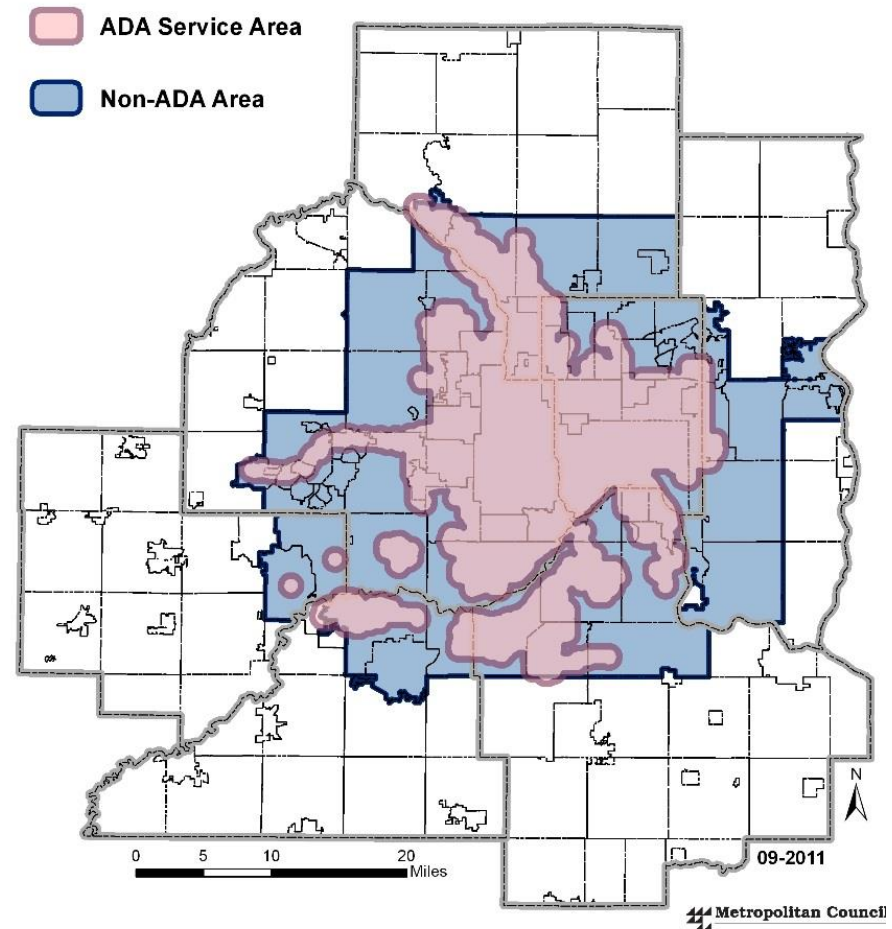
February 8, 2016

Transportation Committee

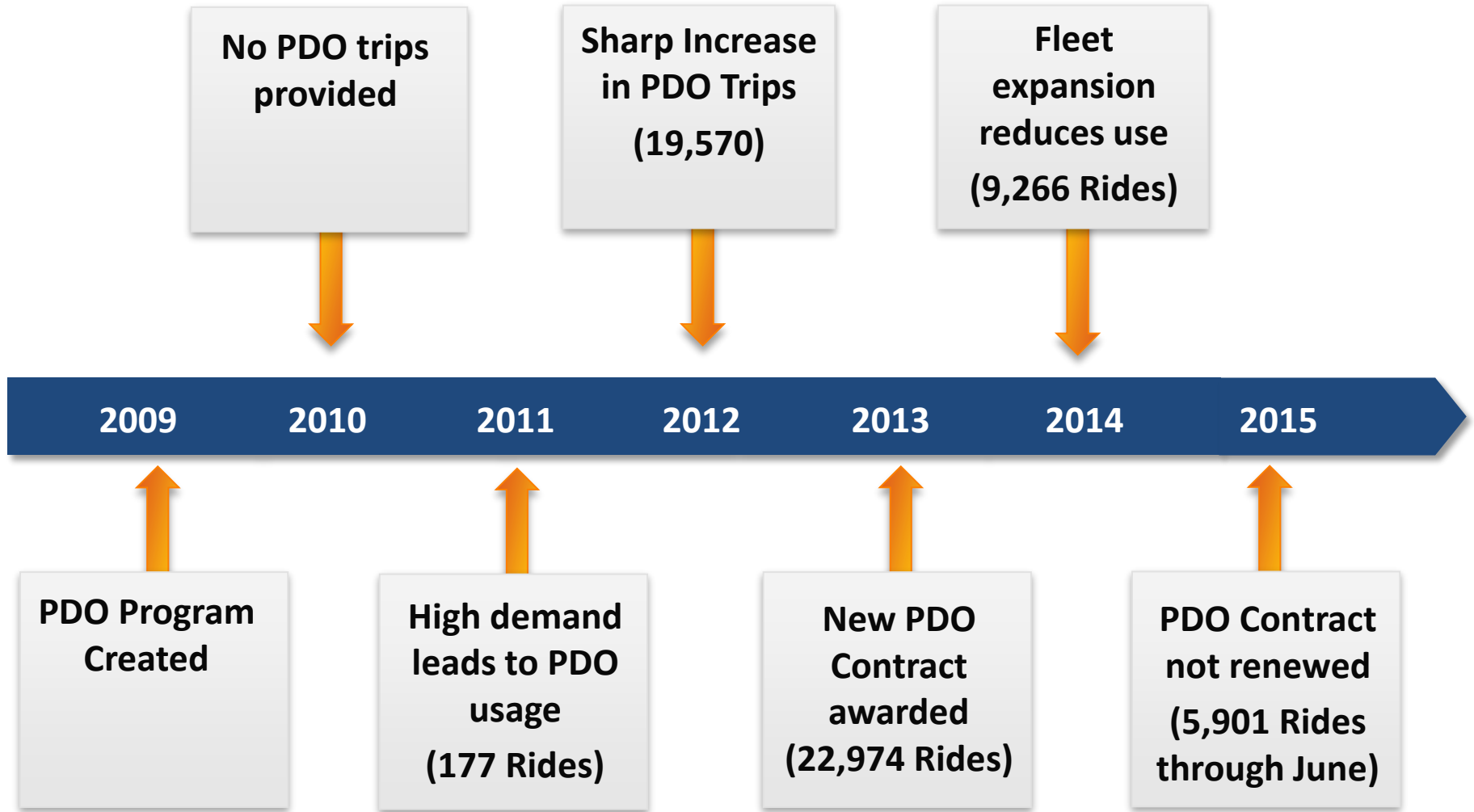
Piloting a modified safety net Supplemental Service to replace the former Peak Demand Overflow (PDO) program for trips in the non-ADA service area.

Safety net service in times of high demand

- Single Seat Taxi Ride
- Ambulatory Trips
- During Peak travel times
- Outside of the federal ADA Service Area



Peak Demand Overflow History



- Service provided by medical assistance (MA) providers
- May be a shared ride
- Can accommodate both ambulatory and non-ambulatory riders
- First door through door service
- Customers can chose between 2-3 providers
- Customers could be denied service if MA providers don't have capacity
- Customer pays \$3.00 fare
- Only rides outside of the federal ADA Service Area are eligible

Peak Demand Overflow	Supplemental Service
Taxi Contractor	*STS NEMT Providers
Single Seat Ride	Shared Ride Service
Ambulatory Customers	Ambulatory/Non-Ambulatory
Limited door-to-door	Door-through-door
Limited choice	Customer choice
“Metro Mobility” Ride	Non-Metro Mobility
\$3.00 cash or coupon	\$3.00 cash

*STS = Special Transportation Service
NEMT = Non-Emergency Medical Transportation

Schedule

- March 1, 2016 – approximate start date
- 12 month pilot service contracts
- Year-end 2016 – evaluate program and determine continuance

Questions or Comments?