



Metro Mobility **2018-2023 Agency Contract**

Transportation Committee
October 23, 2017



Agency Contract

- Serves large Day Training and Habilitation (DT&H) Clients
- Serves large Day Activity Center (DAC) Clients
- Static ridership – All standing orders (similar to school bus)
- Provides about 400,000 trips annually
- Monday-Friday service only
- Dedicated fleet
- Minimal changes to service/contract for over 20 years



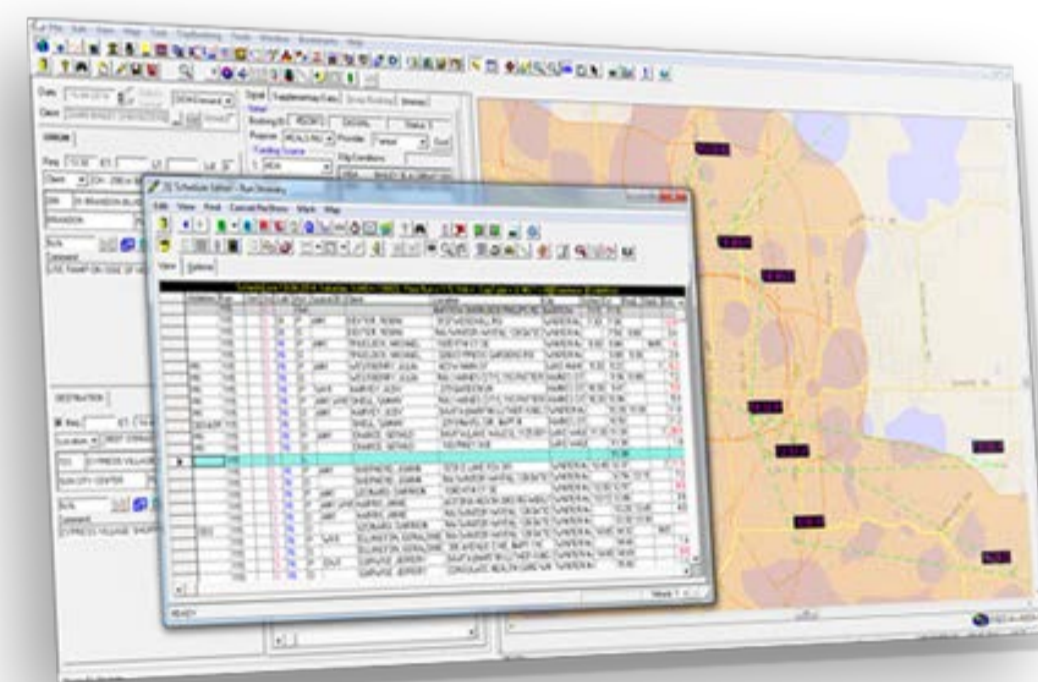


Why change? Different client experiences

Demand Clients		Agency Clients (DTH/DAC)	
1994	<ul style="list-style-type: none">• No distinction between ADA, Non-ADA rides• Some capacity denials	Mid-1990s to current	<ul style="list-style-type: none">• No distinction between ADA, Non-ADA rides• All rides treated equally• No capacity denials
2001	<ul style="list-style-type: none">• Some capacity denials• FTA guidance stronger on denials for ADA service• No distinction between ADA, Non-ADA rides		<ul style="list-style-type: none">• 2016 –FTA classifies agency contract as non-ADA
2006	<ul style="list-style-type: none">• FTA Triennial Review – capacity denials• ADA, Non-ADA rides split for denials and reporting		
2013	<ul style="list-style-type: none">• Fed. Audit: prioritize ADA over Non-ADA rides• No capacity denials• Limit new Non-ADA standing orders		
2016	<ul style="list-style-type: none">• Began denying Non-ADA rides		

What are the Changes?

- Goal: Establish program consistency and equitable service delivery
- Non-ADA rides shifted to Demand
- Customers pay upon boarding – (consistent with Demand; allows reporting of rides for FTA purposes)
- Replacing 20 locations currently served under the Agency contract with 4 high volume locations currently serviced by Demand



Change Impacts

- No change to overall ridership expected
- Overall improvements in productivity and efficiency of trip routings
 - Improved productivity on Agency service
 - No expected reduction in productivity on Demand
- Reduced program costs and reduced on-board times



Next Steps

- ✓ October/November - Meet with all agencies impacted
- ✓ December– complete scope of work and release RFP
- ✓ April 2018 – Contract award
- ✓ October 1, 2018 – implement changes





Questions?

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