



Metro Mobility Program Update

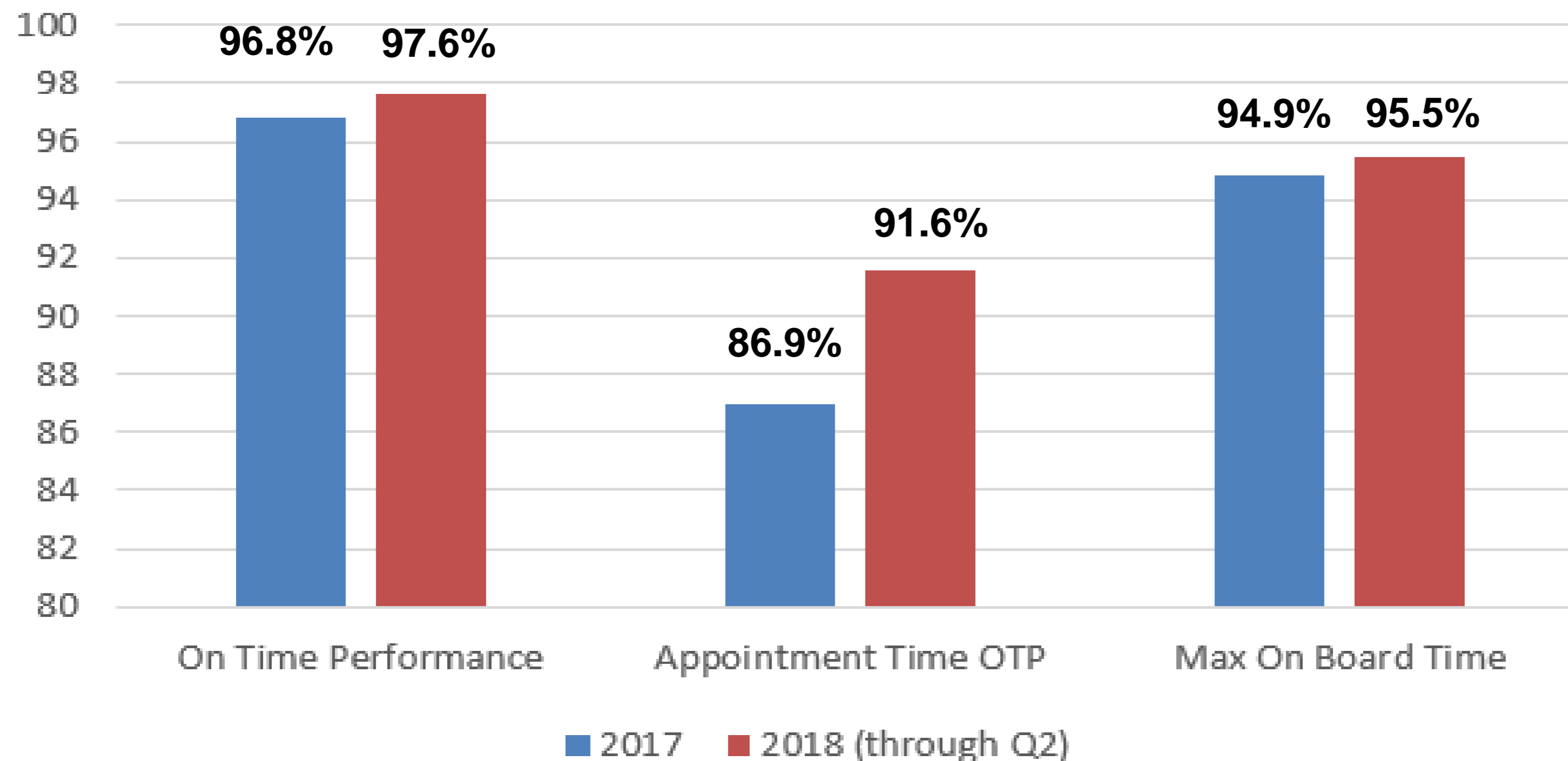
Metropolitan Council
Transportation Committee
August 13, 2018



Metro Mobility Service Update

- 2018 ridership through Q2 2018: ~1.18 million, or 6% over same period 2017

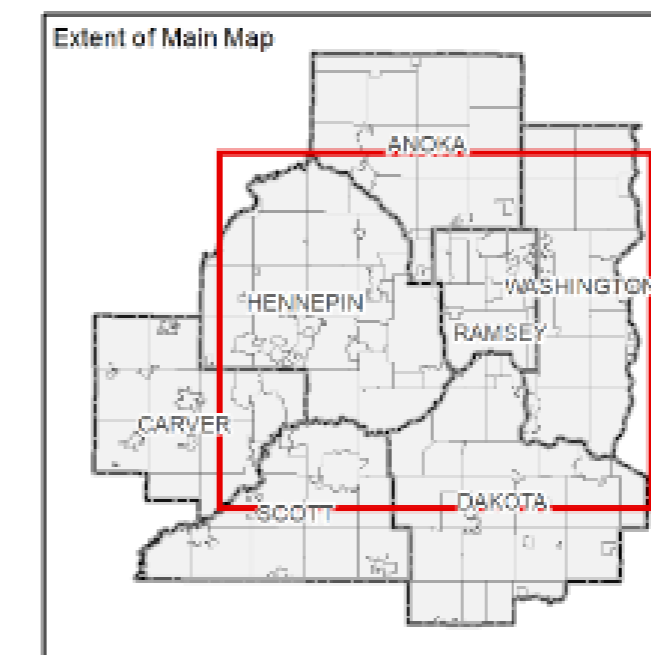
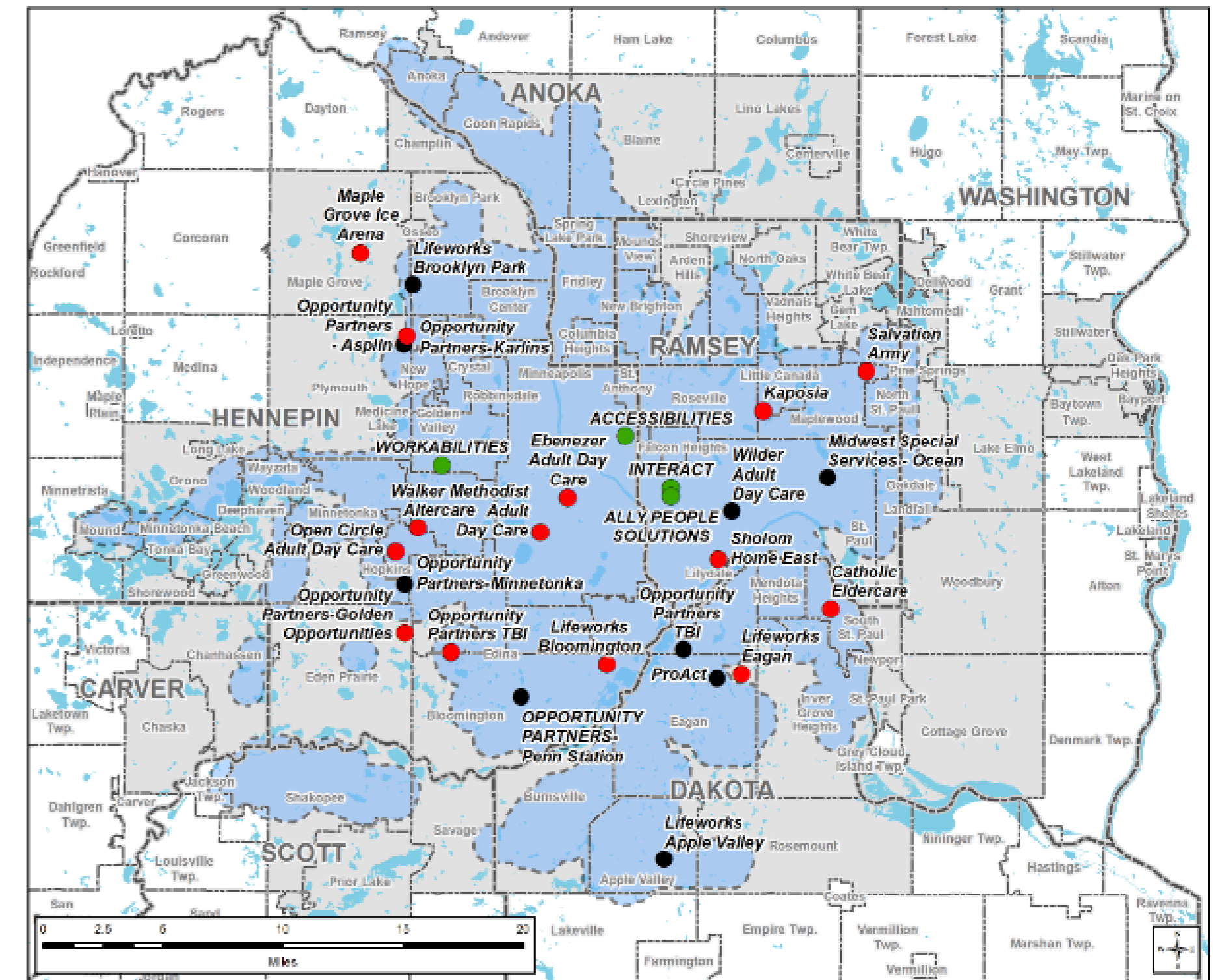
On Time Performance Measures 2017-2018





Agency Contract Transition

- Serving DT&H and Adult Day Care programs.
- Service restructured to include largest volume locations within ADA service area.
- Customers from small volume agencies, or non-ADA locations, transition to Demand contracts.
- Staged transition of service Sept 17-Oct 8. All current standing orders honored.
- On-board payment model.



- Currently served by Agency contract; will remain in Agency
- Currently served by Demand System; will shift to Agency
- Currently served by Agency contract; will shift to Demand
- Federal ADA Weekday Service Area
- Metro Mobility Non-ADA Service Area



Transition Plan

Category	Activity	Status
Personnel	<ul style="list-style-type: none">• Driver and Mechanic hiring and recruitment	<ul style="list-style-type: none">✓ Nearly all positions filled
Equipment	<ul style="list-style-type: none">• Fleet/technology• Maintenance and IT system installs	<ul style="list-style-type: none">✓ Fleet delivery, inspections and transfers on schedule✓ Equipment installation plans established✓ Reservationists and dispatch systems in place
Agency Support	<ul style="list-style-type: none">• Customer outreach and information• Staged service transition	<ul style="list-style-type: none">✓ Individual meetings with Agencies✓ Partnership with Leading Age Minnesota✓ Detailed standing order review



Coming Soon - Online booking

- Key features
 - Online ride booking, cancellations
 - Mobile Ready
 - “Where’s My Ride” real-time vehicle location
- Project Status and Timeline
 - Technical and User Acceptance (Aug 2018)
 - Soft Launch (Target 8/27)
 - Public Launch mid-September
- What’s next
 - TripBroker service and opportunity for improved functionality



Metro Mobility - Fixed Route Incentive

- Program goals and project history
 - Initial approach “Feeder to Fixed”
- Conducted Customer outreach surveys
- Customer feedback led to change in approach
- Next Steps





Questions?

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