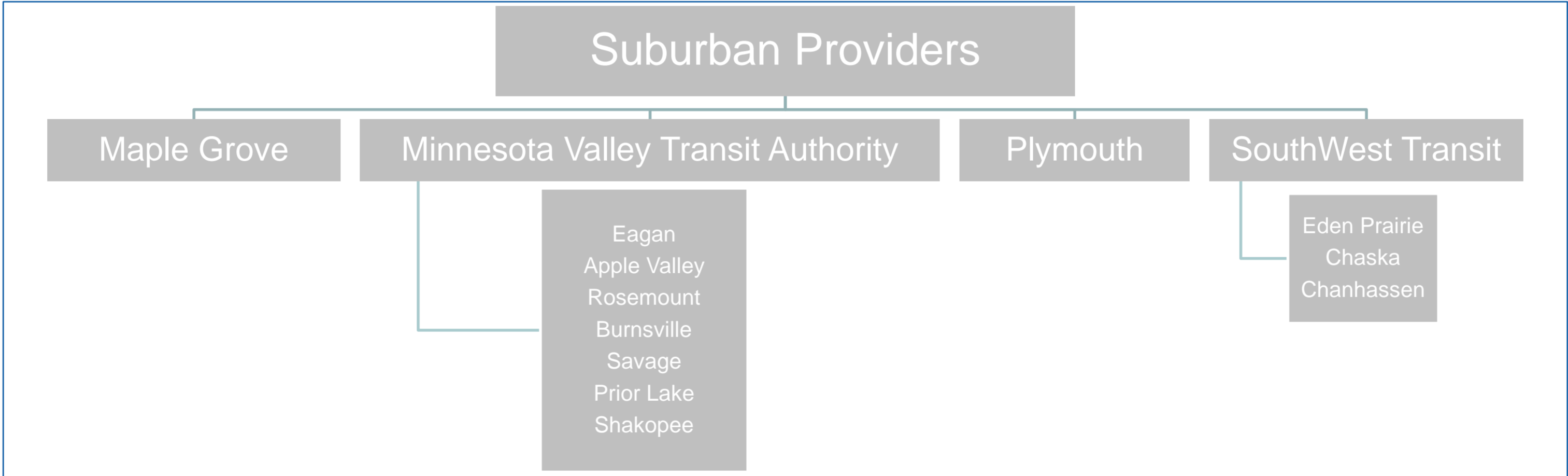
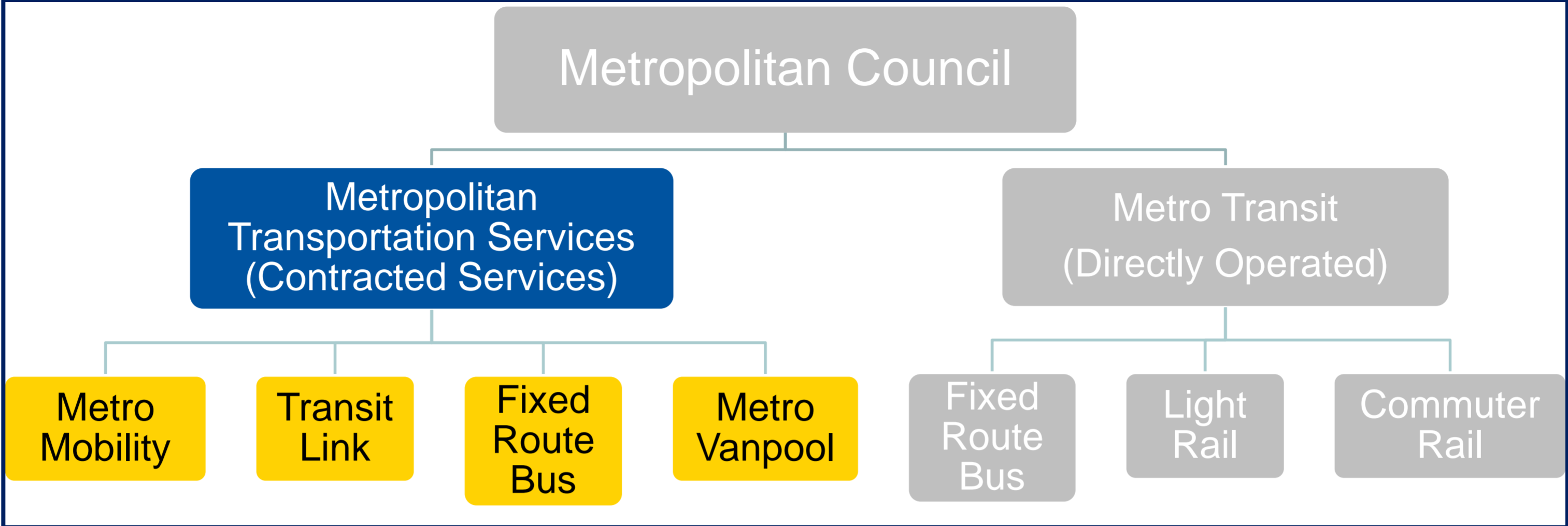


Metropolitan Transportation Services

Contracted Transit Services



Metro Area Public Transit Service



Metro Mobility

– Federal Americans with Disabilities Act (ADA)

Complementary Dial-a-Ride Service

- All riders are certified because of a disability that makes them unable to use fixed route at least under certain circumstances
- Civil right for trips within $\frac{3}{4}$ mile corridor around local fixed route service

– State of MN

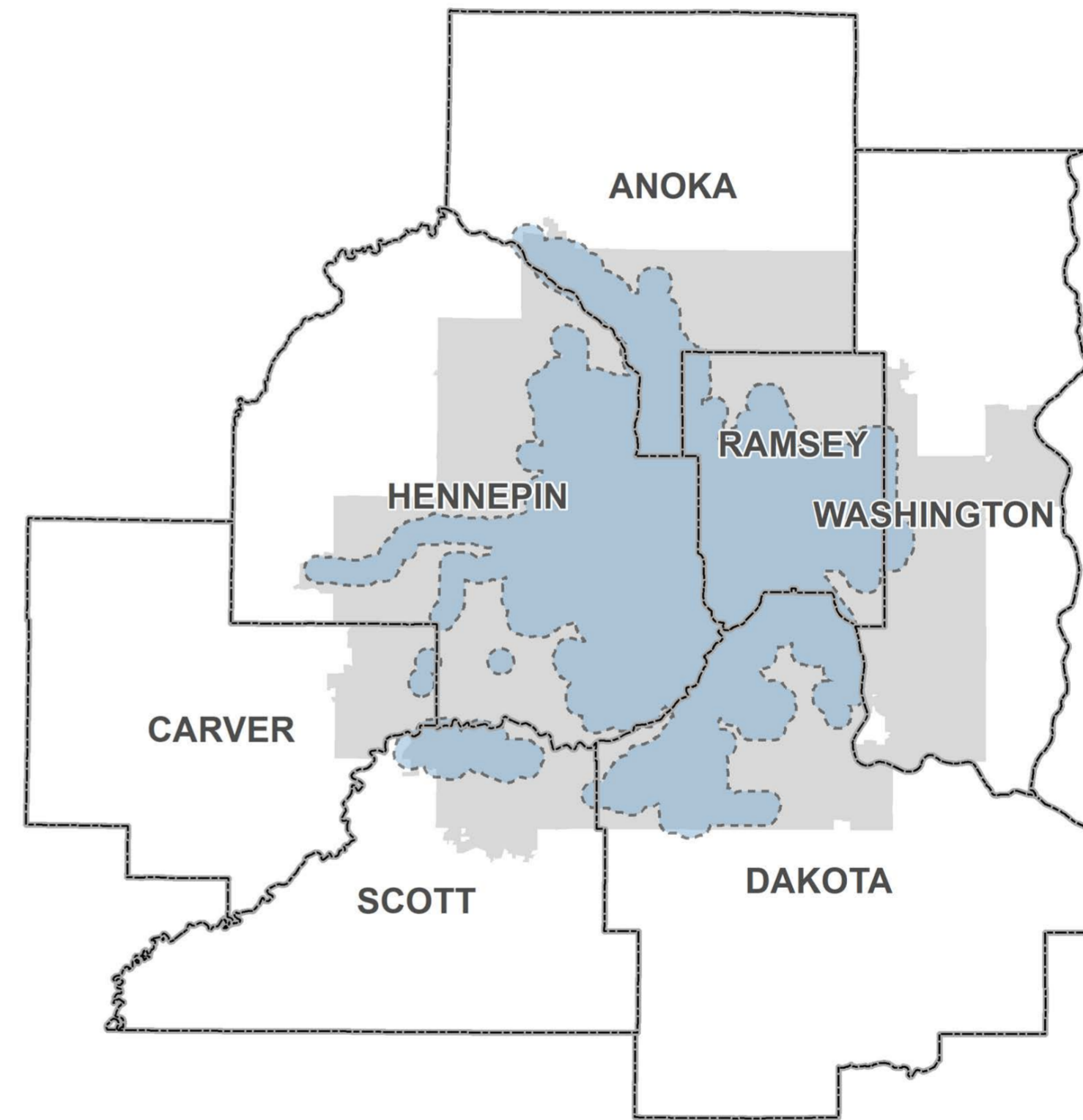
- Beyond ADA; transit taxing district as of 3/2006
- Door-through-door escorts

– Stats

- 25,680 individuals served over the past year
- 62,000 riders currently certified
- > 800 applications received and processed monthly – 62% new customers in 2018
- 2013 - 2018 ridership growth = 30%

Metro Mobility

- The Americans with Disabilities Act (ADA) service area (blue)
 - FTA ADA mandated complimentary Paratransit service
 - Service provided within 3/4 mile and similar hours of regular bus or rail service
 - Guaranteed civil right
 - Zero trip denials
- Non-ADA service area (grey)
 - About 27% of rides provided
 - Trip denials allowed depending on system operating capacity



Metro Mobility

	American's with Disabilities Act Requirements	Minnesota Statute 473.386
Goal	Comparable to regular route	"greater access"
Certification	"Unable to use regular route"	
Service Area	¾ Mile of regular route	March 1, 2006 TTD
Service Level	Curb to Curb and Door to Door upon individual request	Door-through-door
Hours	Comparable to regular route	
Capacity Restrictions	No denials; no pattern of untimely pickups/drop offs; no excessive on board times or hold times	
Trip Request	1 to 14 days in advance	
Scheduling	Within one hour on either side of requested time and scheduled at time of call	
Fare	Cannot exceed two times regular route local fare	
Trip Purpose	No restrictions, no prioritization	

Transit Link

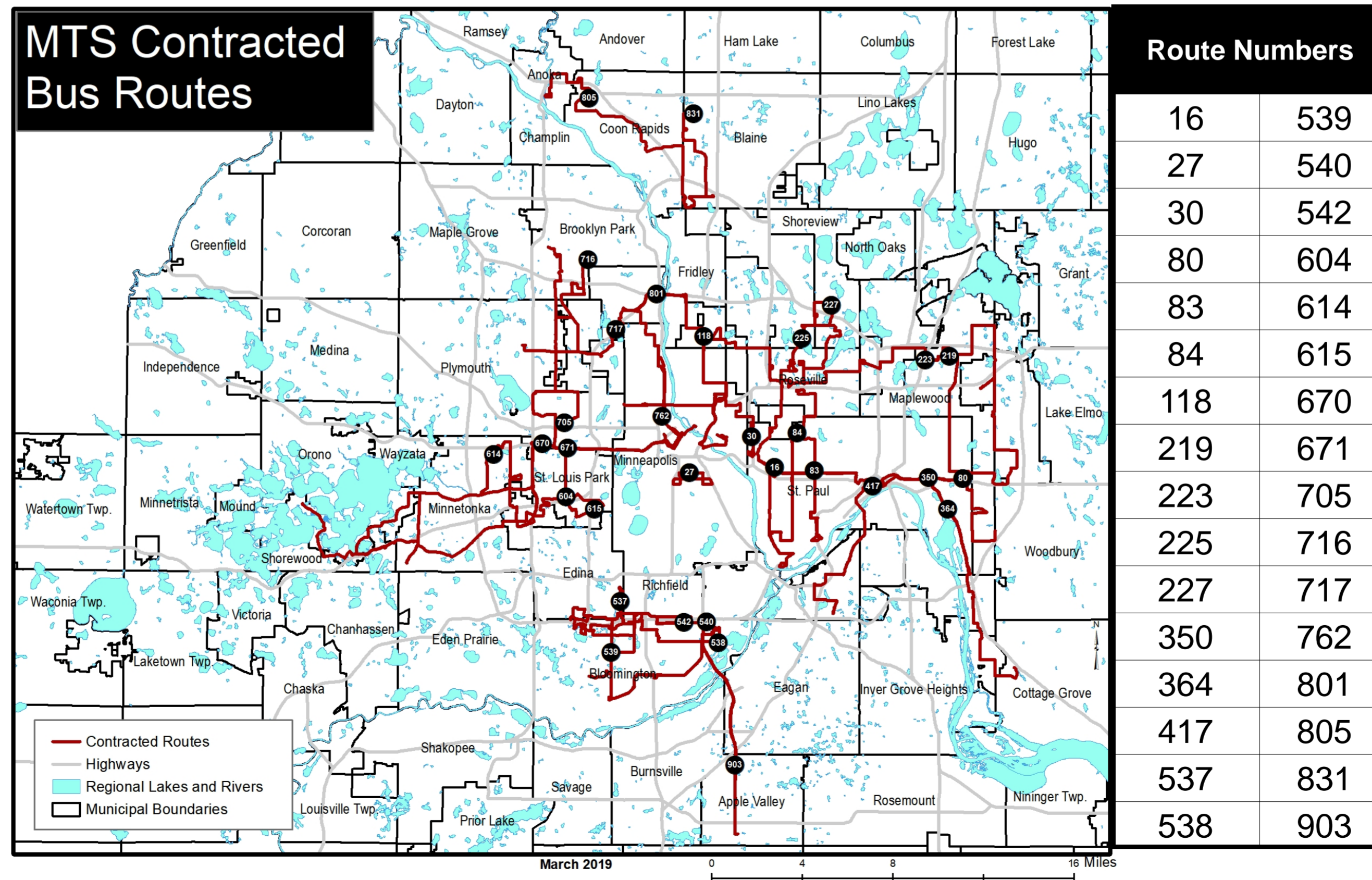
General Public Dial-a-Ride

- Offers a transit solution in the seven county area where fixed route is not available
- Connections to fixed routes where possible
- Weekdays 6:00am – 7:00pm
- ½ mile walking distance in summer, ¼ mile in winter



Fixed Route





- Lower ridership/less productive routes
 - Use primarily 30-foot and smaller size buses
 - Lower operating expense
 - 10% of the Council’s fixed route service



Metro Vanpool

- Rental subsidy (55% or 50%)
 - Four vehicle sizes (7-15 passenger)
 - Month to month commitment
 - Commutes that can't reasonably be accomplished on fixed route

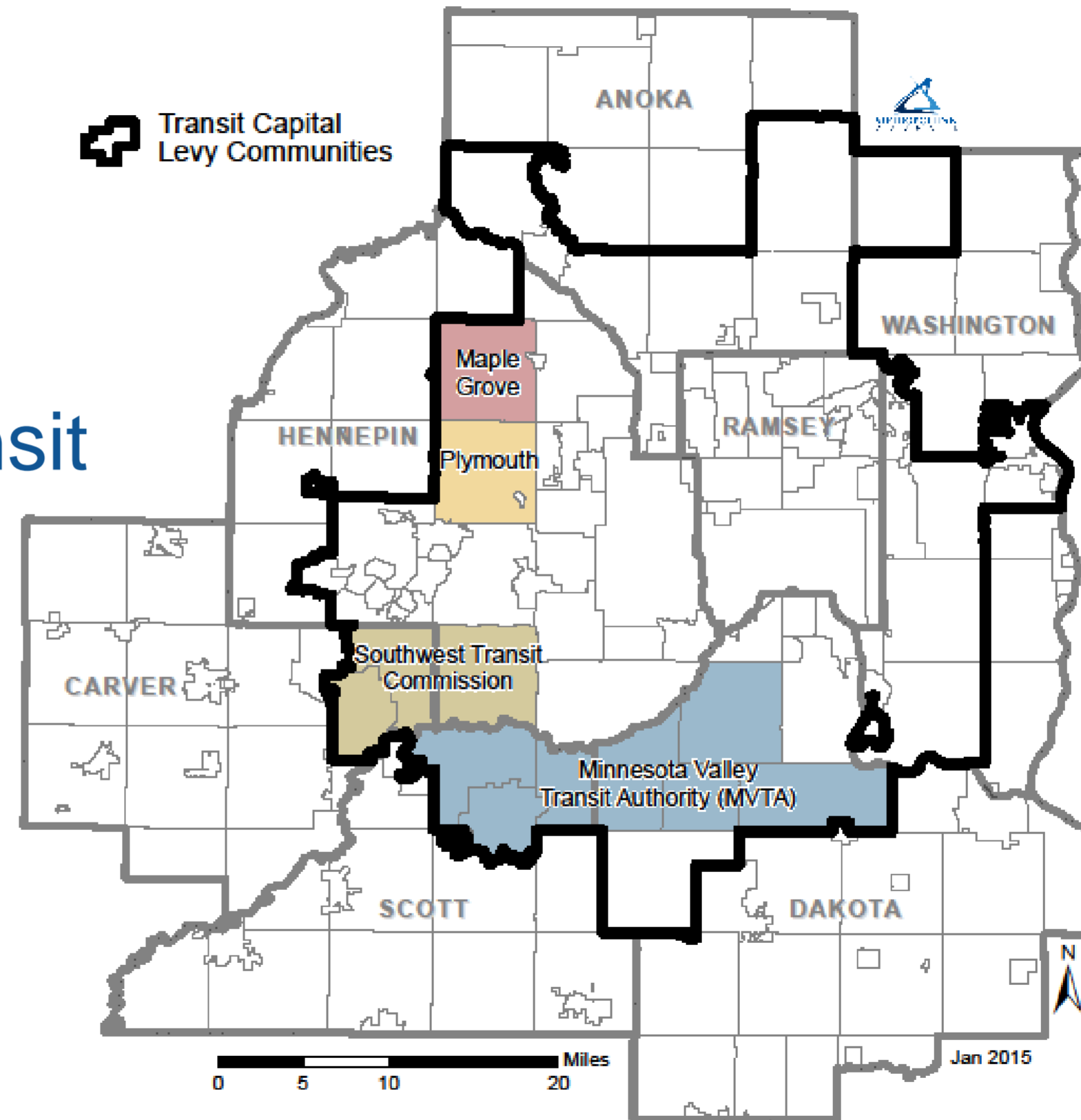


Program		# of Contracts	2019 Budgeted Op Expenses	MTS Staff Full-time Equivalents	# of Vehicles	2018 Ridership
Metro Mobility		5	\$80 M	16	610	2,381,781
Transit Link		5	\$7.8 M	2.75	86	254,742
Fixed Route		8	\$18.9 M	4	106	2,370,033
Metro Vanpool		1	\$1.4 M	1.25	*54	114,833
TOTAL		19	\$108.1 M	24	802 Owned 54 Leased	5,121,389

* Vehicles not owned by the Council



- SouthWest Transit Commission
- Minnesota Valley Transit Authority (MVTA)
- Plymouth Metrolink
- Maple Grove Transit



MTS Fleet

- Total fleet size = 1,183
 - 802 operated by MTS contractors
 - 327 used by suburban providers (Maple Grove, SouthWest Transit, MVTA, Plymouth)
 - 54 Leased through Enterprise for Metro Vanpool
- 3 staff purchase vehicles and equipment, oversee ongoing maintenance and asset tracking at 16 garages, manage disposals
- Various vehicle sizes (excludes leased vehicles)
 - 742 Small Buses (7 models) 158 40-foot
 - 31 Sedan 134 Coach (Suburban Providers)
 - 47 30-foot 11 Articulated (Maple Grove)
 - 6 35-foot

Activity	Frequency	Council Member Role
Competitively Procure Contracts	5 year terms with staggered dates	Approval
Purchase Vehicles	Multiple purchases annually	Approval
Technology Purchases	As Needed	Approval
Ridership Reporting	Quarterly/Annually	Transportation Committee Information Item
Significant Operating Policy Changes	Infrequent	Transportation Committee Information Item
Contract Compliance Monitoring	Ongoing	Semi-annual Metro Mobility updates to Transportation Committee Triennial reports to Audit Committee Information available upon request
Transportation Accessibility Advisory Committee (TAAC) Facilitation	Meets monthly	Annual presentation to Transportation Committee by TAAC Chair
Customer Issue Resolution	Ongoing	Coordinate with staff as appropriate to respond to customer contact
Service Quality Monitoring	Ongoing	Information available upon request
National Transit Database (NTD) Reporting	Monthly/Annually	Information available upon request

- Gerri Sutton, Assistant Director Contracted Transit Services, 651-602-1672
- Christine Kuennen, Senior Manager Metro Mobility, 651-602-1689
- John Harper, Manager Contracted Transit Services (Transit Link, fixed route, Metro Vanpool), 651-602-1744
- Paul Colton, Manager Fleet Services, 651-602-1668

