



Metro Mobility Program Update

Transportation Committee

December 13, 2021

Christine Kuennen, Senior Manager Metro Mobility



Metro Mobility Services Update

- Metro Mobility Service Center
 - Teleworking staff
 - On-site services and certification assessments

- Service Contracts
 - Demand West Zone (2021-2026)
 - Demand East Zone (2021-2026)
 - Demand South Zone (2020-2025)
 - Agency (2018-2023)
 - Premium On-Demand Taxi (2020-2023)

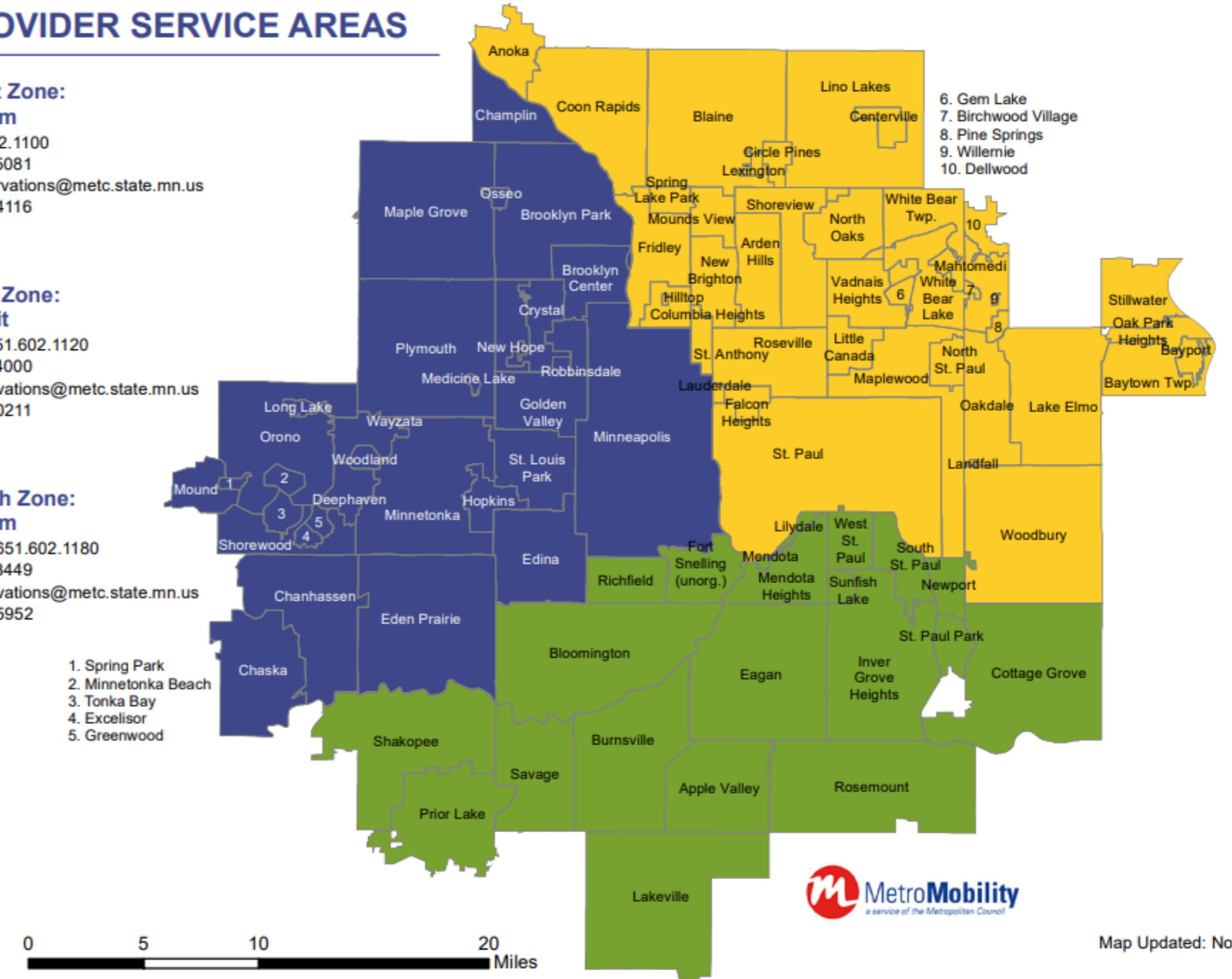
METRO MOBILITY SERVICE ZONES

TRIP PROVIDER SERVICE AREAS

**Metro West Zone:
Transit Team**
 Phone: 651.602.1100
 TTY: 612.332.5081
 Email: WReservations@metc.state.mn.us
 FAX: 312.332.4116

**Metro East Zone:
First Transit**
 East Phone: 651.602.1120
 TTY: 612.636.4000
 Email: EReservations@metc.state.mn.us
 FAX: 612.628.0211

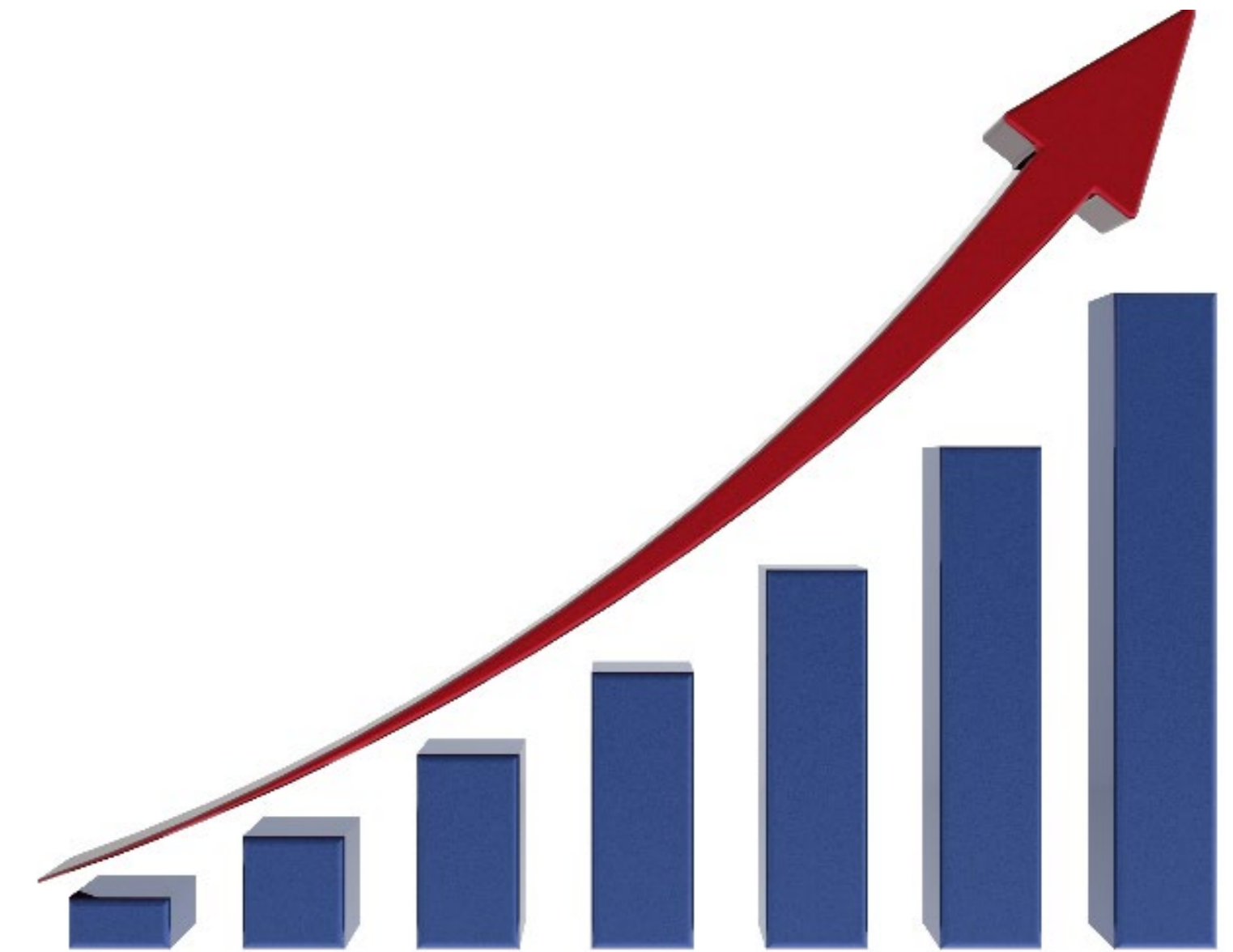
**Metro South Zone:
Transit Team**
 South Phone: 651.602.1180
 TTY: 952.895.3449
 Email: SReservations@metc.state.mn.us
 FAX: 952.736.5952





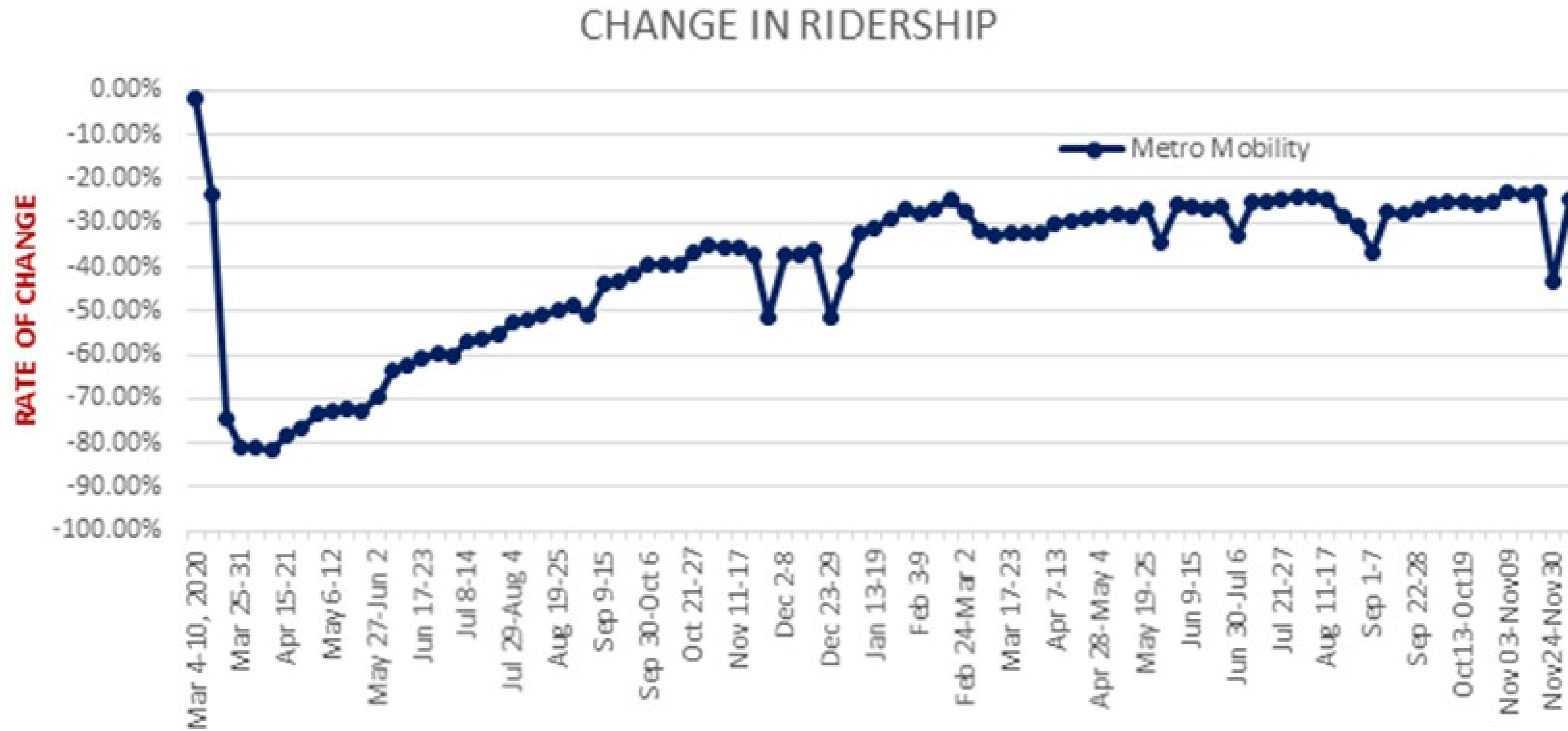
By the Numbers - 2020

- 80.3 M Operating expenditure
- 1.41 M ridership (2.42M in 2019)
- 64,500 certified, 17,500 active riders
- 633 vehicles
- 94 communities
- \$53.9 average subsidy per ride (\$28.6 in 2019)
- 12.7 mile average trip length (most single ride)





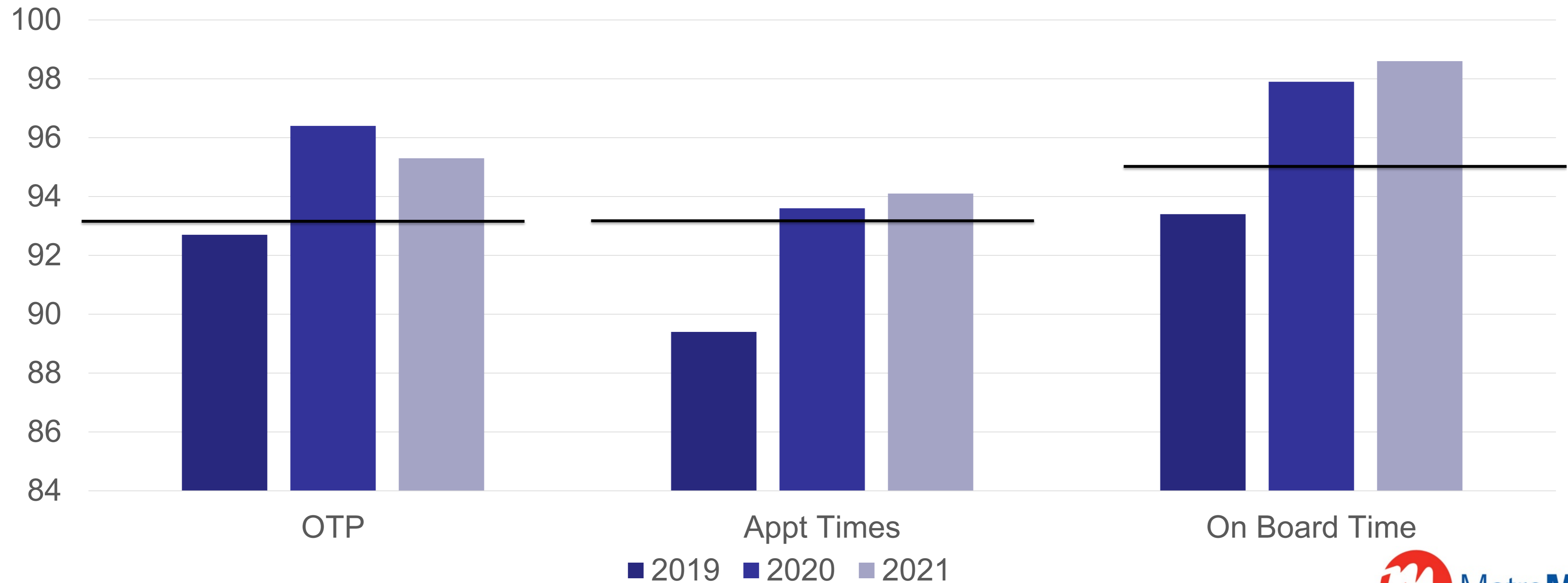
Ridership Trending Up





Key Performance Indicators

- Non-ADA trip denials < 1%





Covid-19 Response

- Covid Safety
 - Operator and customer mask mandate
 - Vaccine and test mandates - contractor compliance
 - Enhanced cleaning requirements for fleet
 - Modified escort policy remains in place
 - Taxi AWARE program
- Covid Special Services
 - Health care worker transport
 - Curbside trips
 - Food shelf deliveries
 - Grocery and goods deliveries
 - Free rides to state vaccination sites





Customer Support and Engagement

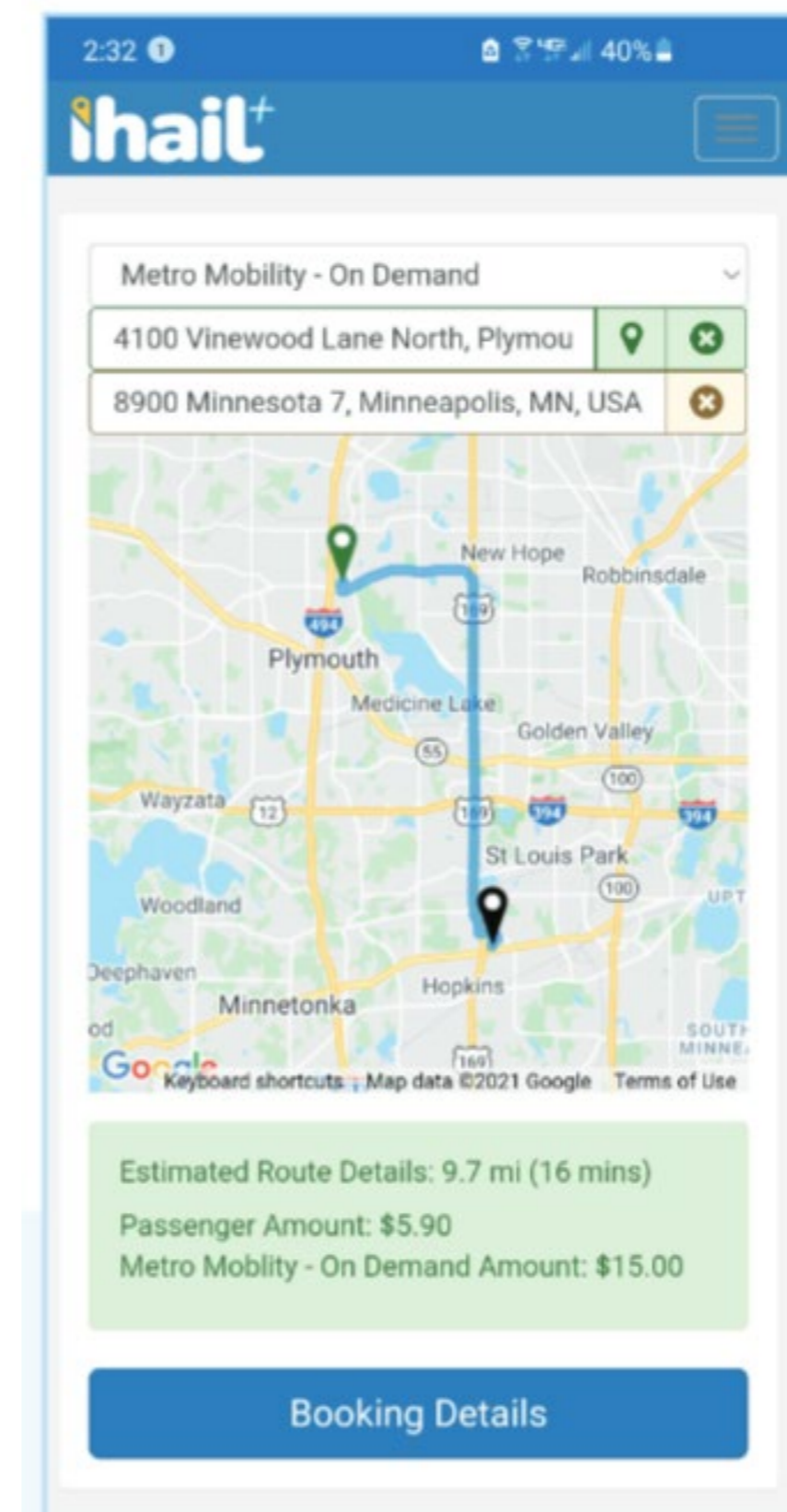
- Hard copy and digital newsletters
- Listening sessions
- Community conversation online
- Virtual assessments pilot





Technology Improvements

- Online Booking
- iHail Application launch
- Web based Incident Reports





Ongoing Commitment to Equity and Inclusion

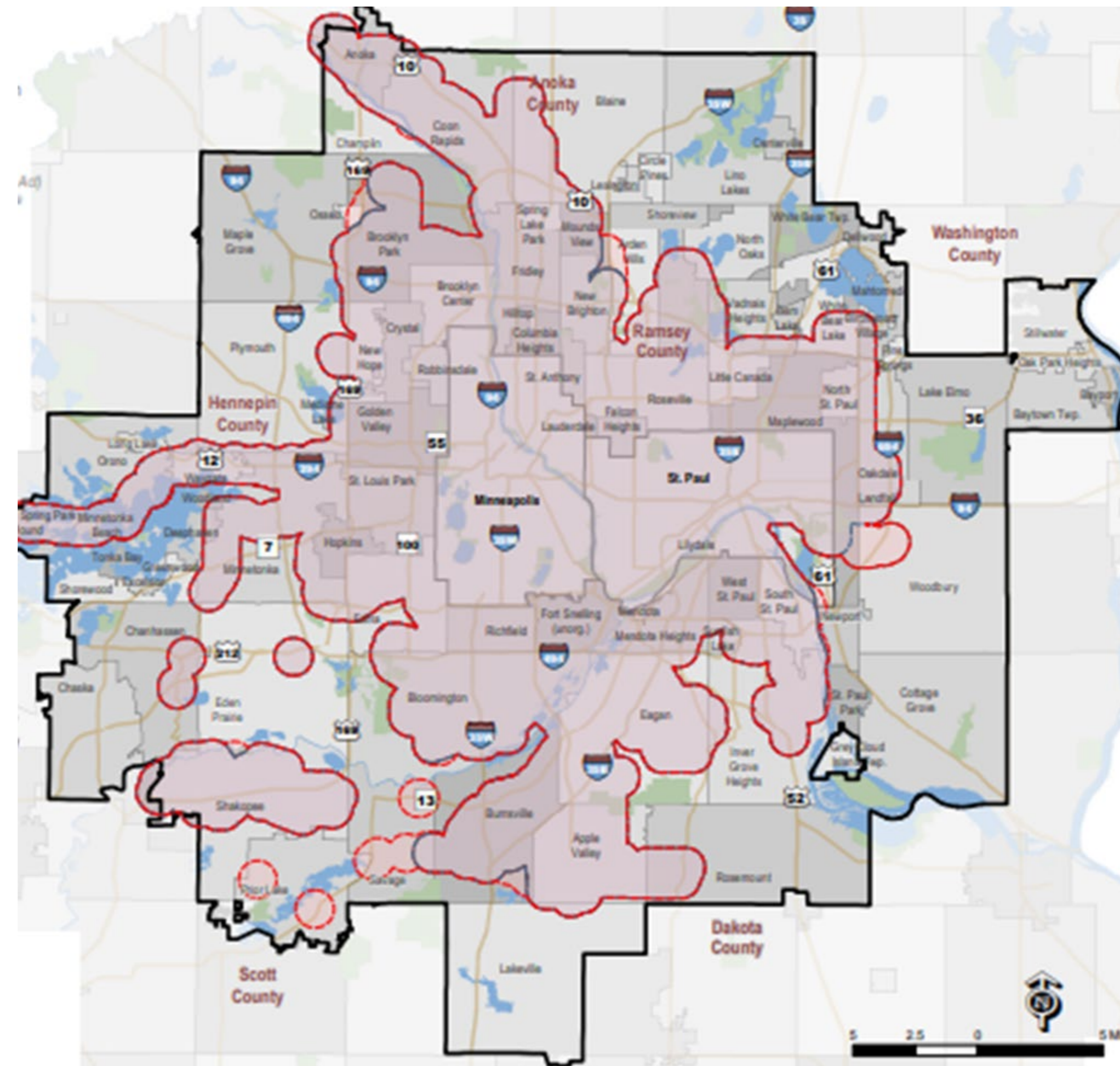
- User accessibility testing for online applications
- Equity and inclusion training for contractor front-line employees
- AIRA wayfinding pilot promotion





ADA Service Area and Hour updates

- Follows Metro Transit service updates effective Dec. 4.





Impact of Workforce shortages

Nov -2021	Vacancies	Filled	Operator Count
Transit Team (West, East, Agency)	58	497	555
First Transit (East)	23	277	300

- Exploring hourly contract rate increases to be applied to front line wages
- Minimum starting rate defined in contracts not competitive in current labor market
- 2021 vs. 2020 year over year hiring down - 39% on large contracts
- Related decline in on-time performance across system