

Metro Mobility

Program Evaluation

Released April 30, 2024



Key Findings

- In Fiscal Year 2023:
 - The Metropolitan Council largely met the demand for Metro Mobility services
 - The Metropolitan Council allowed trip providers to deny ride requests in the state-mandated service area
 - Metro Mobility services failed to meet performance goals for on-time pick-ups and drop-offs
- Several issues related to the Metro Mobility complaints process undermines its effectiveness

Metro Mobility Overview

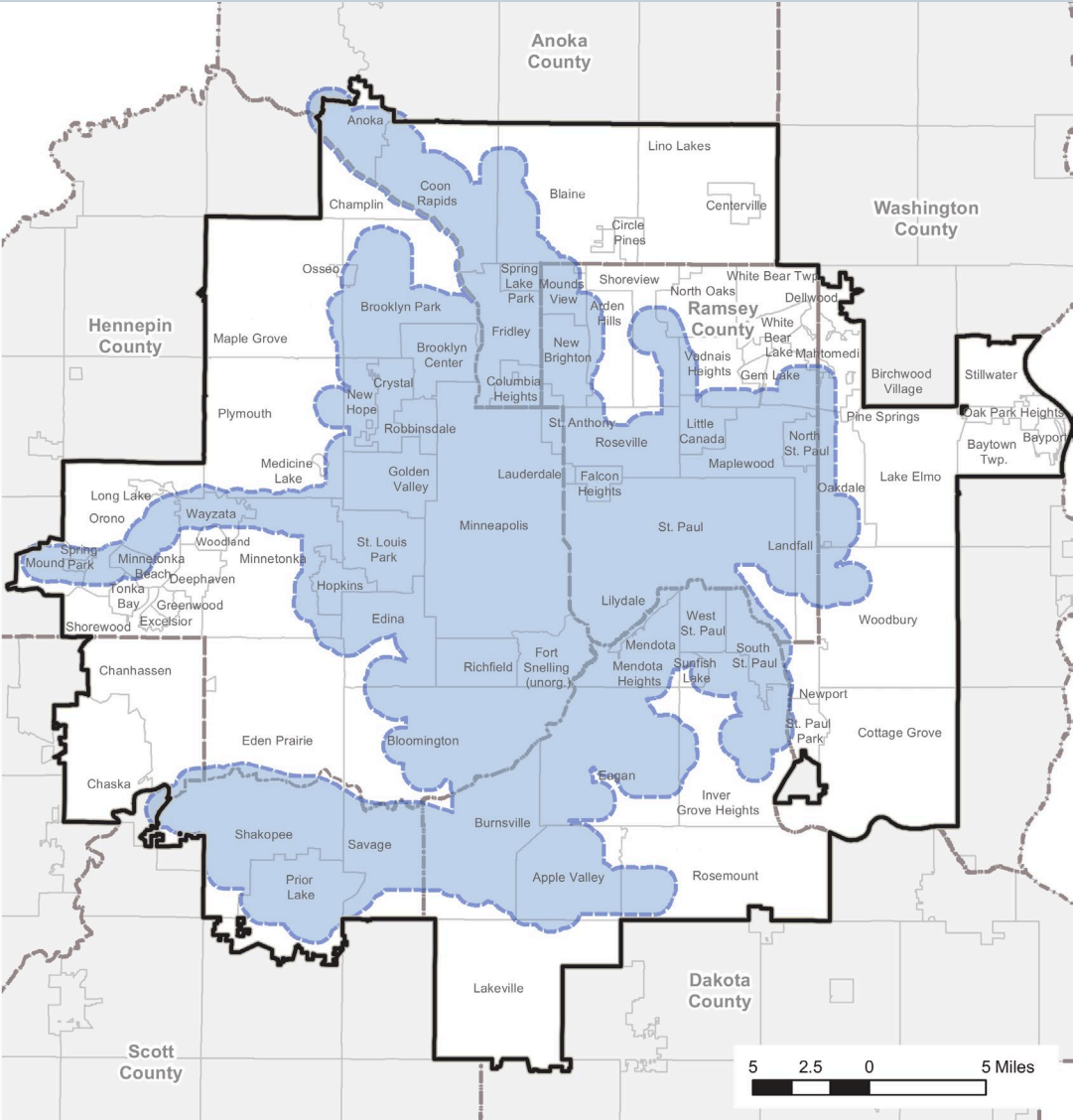
- Transportation for individuals who are unable to use fixed-route transit
- Subject to both state and federal laws
- Nearly 1.9 million rides to more than 18,500 riders in Fiscal Year 2023
- Metropolitan Council oversees Metro Mobility and contracts with private companies to provide services

Metro Mobility Service Area

In Fiscal Year 2023, three-quarters of Metro Mobility rides were in the federally mandated service area. (page 4)

Federally mandated service area

State-mandated service area



Ride-Scheduling Differences

Service Requirement	Federally Mandated Service Area	State-Mandated Service Area
Schedule and confirm ride requests at the time of the request	✓	✗
Fulfill all ride requests	✓	✗
Schedule pick-ups to occur within one hour of the rider's requested pick-up time	✓	✗

Ride-Request Denials in the State-Mandated Service Area

- July 2022 to June 2023 –
over 5,000 ride-request denials
- September 2023 to October 2023 –
nearly 6,000 ride-request denials

Recommendation

The Legislature should consider amending statutes to explicitly identify service requirements in the state-mandated service area. (pages 25-26)

Metro Mobility Service Standards (pages 20-21)

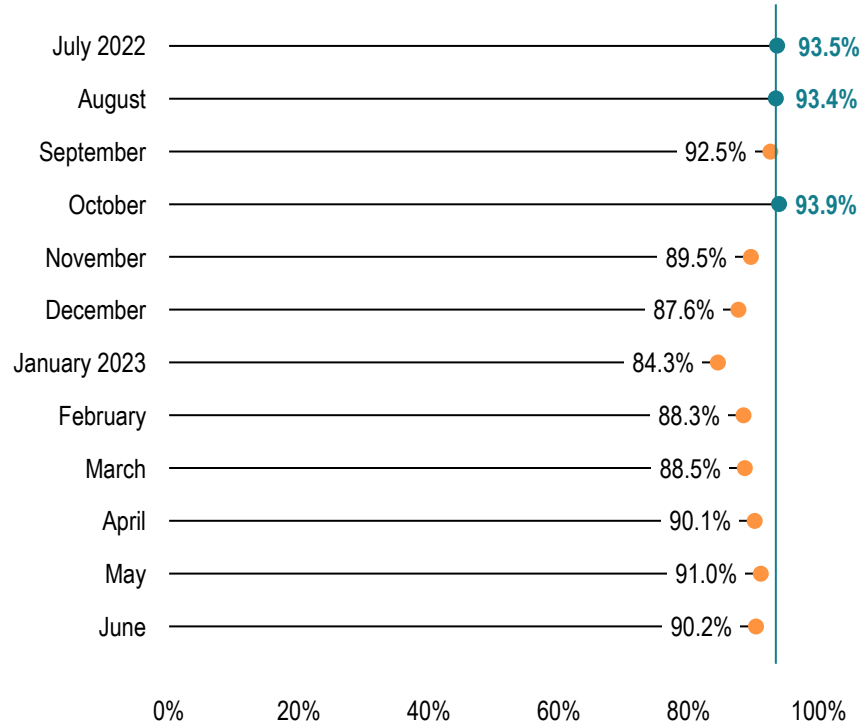
Service Standard	Performance Goal
Limit the amount of time a rider spends on board	No more than 5% of rides exceed the maximum on-board time
Pick up riders less than 30 minutes after the agreed-upon pick-up time	At least 93% of all pick-ups are on time
Drop off riders no more than one hour early—and not late—to appointments	At least 93% of all drop-offs are on time

Metro Mobility Rides Performance (pages 20-22)

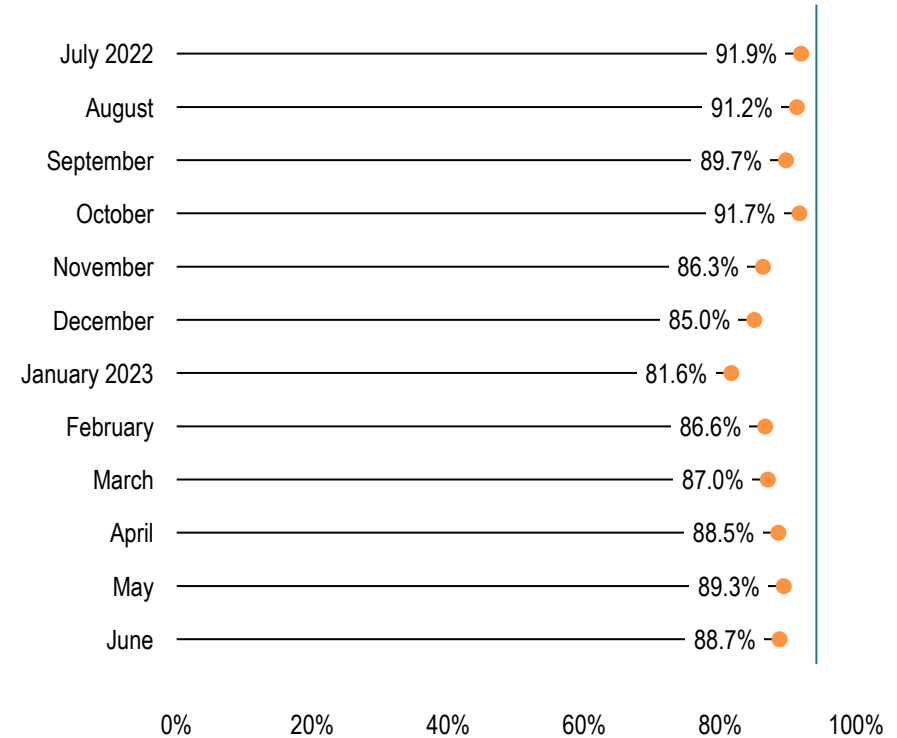
Performance Goal	Overall Performance in Fiscal Year 2023	Number of Months Meeting Performance Goal
No more than 5% of rides within a calendar month exceed the maximum on-board time	4% of rides	12 months
At least 93% of all pick-ups within a calendar month are on time	90% of rides	3 months
At least 93% of all drop-offs within a calendar month are on time	88% of rides	0 months

On-Time Performance (page 22)

On-Time Pick-Up Performance, Fiscal Year 2023



On-Time Drop-Off Performance, Fiscal Year 2023



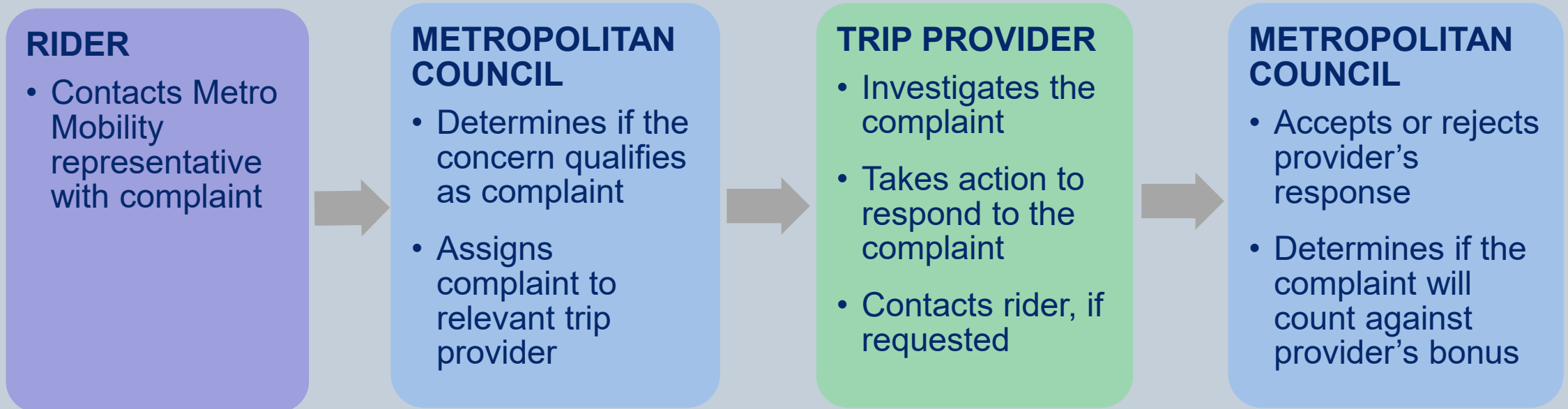
Actions Taken to Address Service Quality Issues (page 23)

- Issued financial penalties to trip providers
- Amended contracts:
 - Increased driver wages
 - Paid providers for nonroutine vehicle maintenance
- Lowered performance goals:
 - From 93% to 90% in the federally mandated service area
 - From 93% to 85% in the state-mandated service area

Recommendation

The Metropolitan Council should take additional steps to address service quality issues. (page 24)

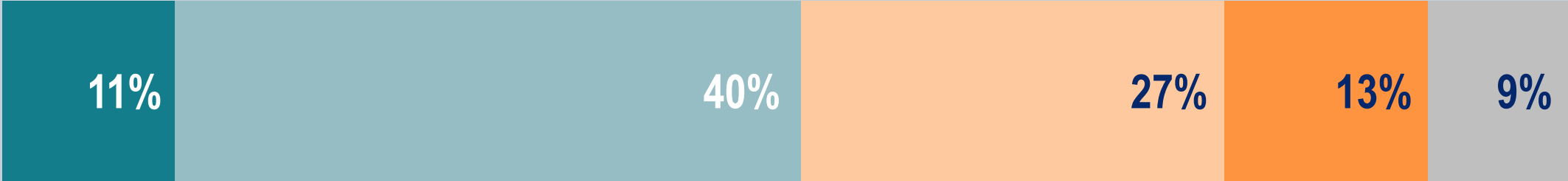
Overview of the Metro Mobility Complaints Process (page 33)



Survey of Riders: Complaints Process

Survey Statement: “The process to make a complaint about Metro Mobility service is clear to me.” (page 36)

■ Strongly Agree ■ Agree ■ Disagree ■ Strongly Disagree ■ Not Sure



Role of Trip Providers

Trip providers' roles undermine the integrity of the complaints process. (pages 38-39)

- Trip providers receive a monthly bonus for having a low ratio of complaints per ride provided
- Trip providers:
 - Determine if the rider's concern qualifies as a complaint
 - Investigate the complaint
 - Explain the response to the rider

Trip Providers' Penalty and Bonus Structure

- Contracts disincentivize trip providers from forwarding complaints to the Metropolitan Council (page 37)
 - Penalty of \$50 when trip providers failed to forward a complaint
 - Monthly bonus of \$5,000 if a trip provider's complaints are less than or equal to 1 complaint per 2,000 rides

Recommendations

- The Metropolitan Council should limit the role of trip providers in the complaints process. (pages 44-45)
- The Metropolitan Council should change the incentive structure in contracts with trip providers to encourage providers to forward complaints to the Metropolitan Council. (page 46)

Written Guidance to Staff (page 42)

Council staff are responsible for determining:

- Whether a rider's concern qualify as a complaint
- Whether to accept or reject a provider's response to the complaint
- Whether the complaint is "chargeable"
- That a rider's concern has been addressed

Recommendation

The Metropolitan Council should update its written procedures to provide more complete guidance to staff.
(page 45)

Trip Providers Bonuses

- The Metropolitan Council has paid trip providers a bonus related to meeting all ride requests when they have not earned it. (page 24)
- The Metropolitan Council has sometimes paid trip providers a complaints-based bonus when they have not earned it. (pages 44-45)

Recommendations

- The Metropolitan Council should ensure that the bonus related to fulfilling all ride requests is only given in instances when the trip provider has earned it. (page 24)
- The Metropolitan Council should ensure that it only pays bonuses to providers when those bonuses are earned. (page 47)

Metro Mobility

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