

# Metro Mobility Overview and Budget Pressures

2/14/2017  
House Transportation Finance Committee

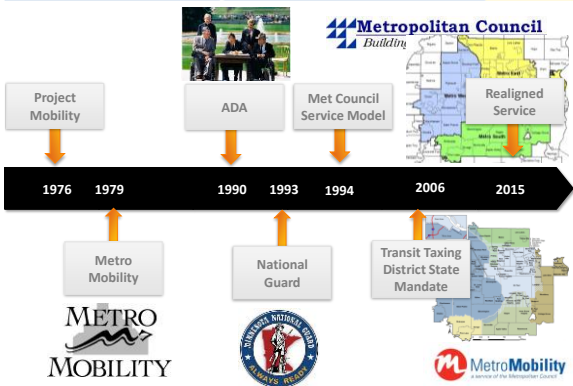


## Metro Mobility is...

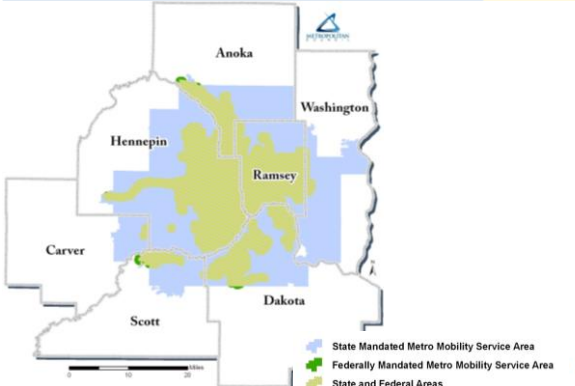
- Shared ride, door-through-door, public transportation for people with a disability who are unable to use regular route transit service at least sometimes because of the symptom of their disability.



## Metro Mobility Timeline



## Metro Mobility Service Area



## Applicable Laws

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

## By the Numbers

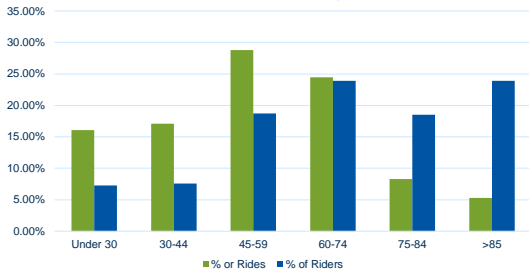
- \$56.5 M Program\*
- 2,233,000 Rides\*
- 40,000 Riders
- 530 Vehicles
- 93 Communities
- 4 Contracts

\* 2016 Preliminary Unaudited

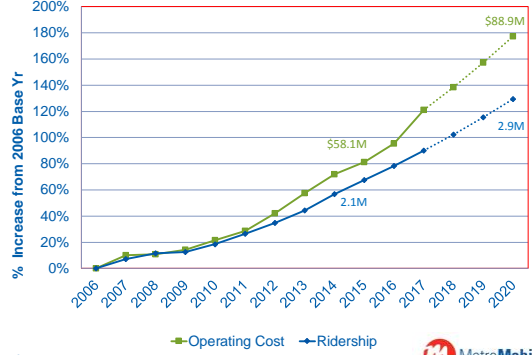


## Customer Profile 7

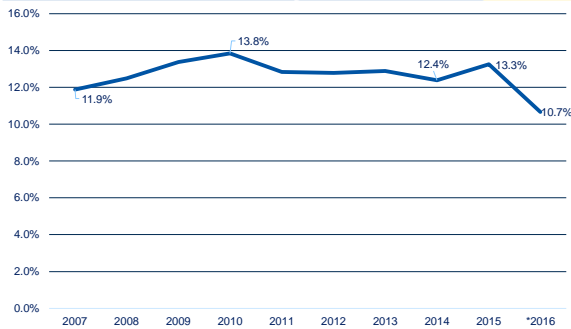
Ridership and Riders by Cohort



## Metro Mobility Ridership, Operating Costs 8

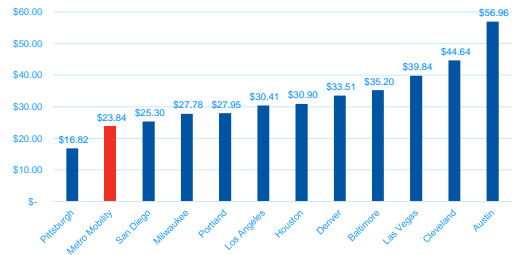


## Fare Box Recovery 9



## Peer Program Comparison 10

Subsidy Per Passenger Trip



## Challenges 11

- Rising Cost**
- Rising Demand**
- Labor Shortage**
- Increasing Trip Length**
- Federal Requirements**



## Opportunities 12

- Premium Same Day Taxi Service
  - Customers pay first \$5 of trip, Metro Mobility Pays next \$15
  - Currently a taxi service. Some markets are replicating this model with transportation network companies (Lyft/Uber)
- Fare Policy changes
  - Encourage shift to fixed route
  - Encourage shorter trips



## Questions?

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