

Metro Mobility

Program Evaluation

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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

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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

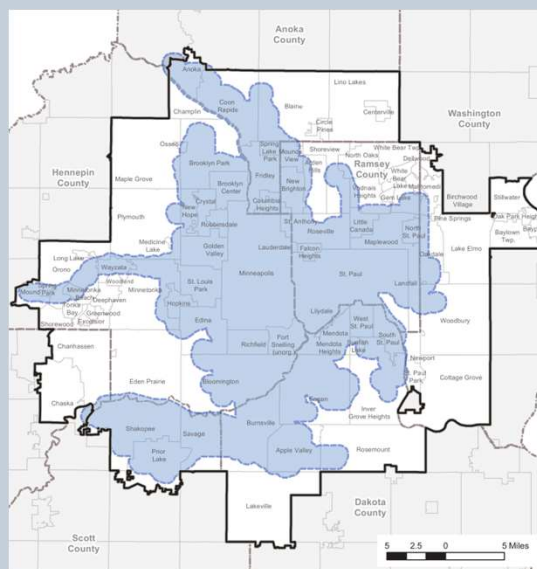
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Metro Mobility Service Area

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

Federally mandated
service area

State-mandated
service area



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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	✓	✗

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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

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Recommendation

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

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Metro Mobility Service Standards (pp. 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

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Metro Mobility Rides Performance (pp. 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

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Actions Taken to Address Service Quality Issues (p. 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

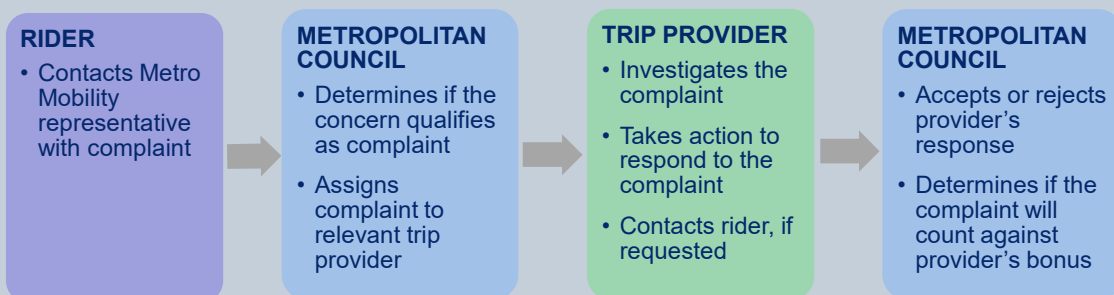
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Recommendation

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

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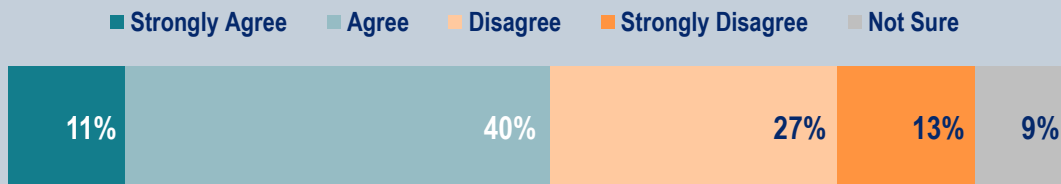
Overview of the Metro Mobility Complaints Process (p. 33)



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Survey of Riders: Complaints Process

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



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Role of Trip Providers

Trip providers' roles undermine the integrity of the complaints process. (pp. 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

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Trip Providers' Penalty and Bonus Structure

- Contracts disincentivize trip providers from forwarding complaints to the Metropolitan Council (p. 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

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Recommendations

- The Metropolitan Council should limit the role of trip providers in the complaints process. (pp. 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. (p. 46)

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Trip Providers Bonuses

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

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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. (p. 24)
- The Metropolitan Council should ensure that it only pays bonuses to providers when those bonuses are earned. (p. 47)

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