



Metro Mobility

a service of the Metropolitan Council

OCTOBER 2010

Scheduling Changes

Metro Mobility is making several small changes to the scheduling process in order to ensure compliance with mandates from the Federal Transit Administration (FTA). Many customers will notice no difference in the scheduling process.

In order to comply with FTA guidelines every trip that both starts and ends in the federally mandated ADA Service Area (3/4 of a mile surrounding the local fixed route transit network) will be scheduled at the time of the call. Beginning on November 1, these trips cannot be put on Standby status. Trips which either start or end outside of the federally mandated ADA service area may be put on Standby beginning November 1, 2010.

Because every trip request is important, Metro Mobility has entered into a contract with Airport Taxi to provide "Peak Demand Overflow" service. If a Metro Mobility provider is unable to route your trip that is outside of the Federal ADA Service Area after being put on Standby status, they will offer Peak Demand Overflow service to meet your trip needs.

Peak Demand Overflow will only be available if your provider is unable to route your trip on a Metro Mobility vehicle. There will be no additional cost to you for this service.

If you have questions or concerns about our scheduling process please do not hesitate to contact the Metro Mobility Service Center at 651-602-1111 or visit us online at www.metromobility.org.

Camera System

Your safety is our primary concern.

Metro Mobility is in the process of installing a new security camera system on our vehicles. The camera system is identical to the one currently in use by Metro Transit.

The system is designed to record both video and audio. Digital video is stored on a secured hard drive onboard the vehicle. Video footage is accessed only in the event that there is an incident onboard one of the vehicles or if a vehicle is involved in an accident.

Under Minnesota state law, video and audio recorded on a Metro Mobility vehicle is considered private data and is protected. Metro

Mobility staff is working with the Metropolitan Council's Office of General Counsel, and the Transportation Accessibility Advisory Committee to ensure both your safety and privacy.

Door-through-Door Service

Because your safety is important to us drivers are instructed to ensure that all passengers get safely inside the first door at their destination.

For the safety of other passengers and to maintain our shared ride schedule drivers are not allowed to go beyond the first door. However, for your safety drivers are required to escort passengers through the first door.

Going Greener

Did you know that the on average a Metro Mobility bus can travel about 8 miles on a gallon of fuel? The average bus travels over 40,000 miles in a single year. That's 5,000 gallons of fuel per year per bus. With over 270 buses it doesn't take long to go through a lot of fuel.

In an effort to conserve fuel Metro Mobility has introduced 24 new electric hybrid vehicles into the fleet. The electric hybrid system reduces fuel consumption by up to 25%. In addition Metro Mobility is working with the Eaton Corporation

in Eden Prairie, MN to test a new type of hybrid called the Hydraulic Launch Assist (HLA). To learn more go to www.metromobility.org

Do you have your ID?

Drivers are required to ask you for a photo ID every time you ride. This is for your safety as well as the safety of other riders.

Winter Weather Warning

The fall foliage is changing colors. That means that winter weather will not be far behind. Please remember to keep your steps and walkways free of snow and ice to ensure that your driver can transport you safely.

New Service Hours

As local regular route bus service in the communities we serve changes, Metro Mobility adjusts hours accordingly. There are slight changes to the Metro Mobility service hours that will be implemented on November 1, 2010. If you would like a copy of the updated hours go to www.metromobility.org OR call the Metro Mobility Service Center at 651-602-1111 to receive a copy.