



# Mobility Management Services

April 29, 2019

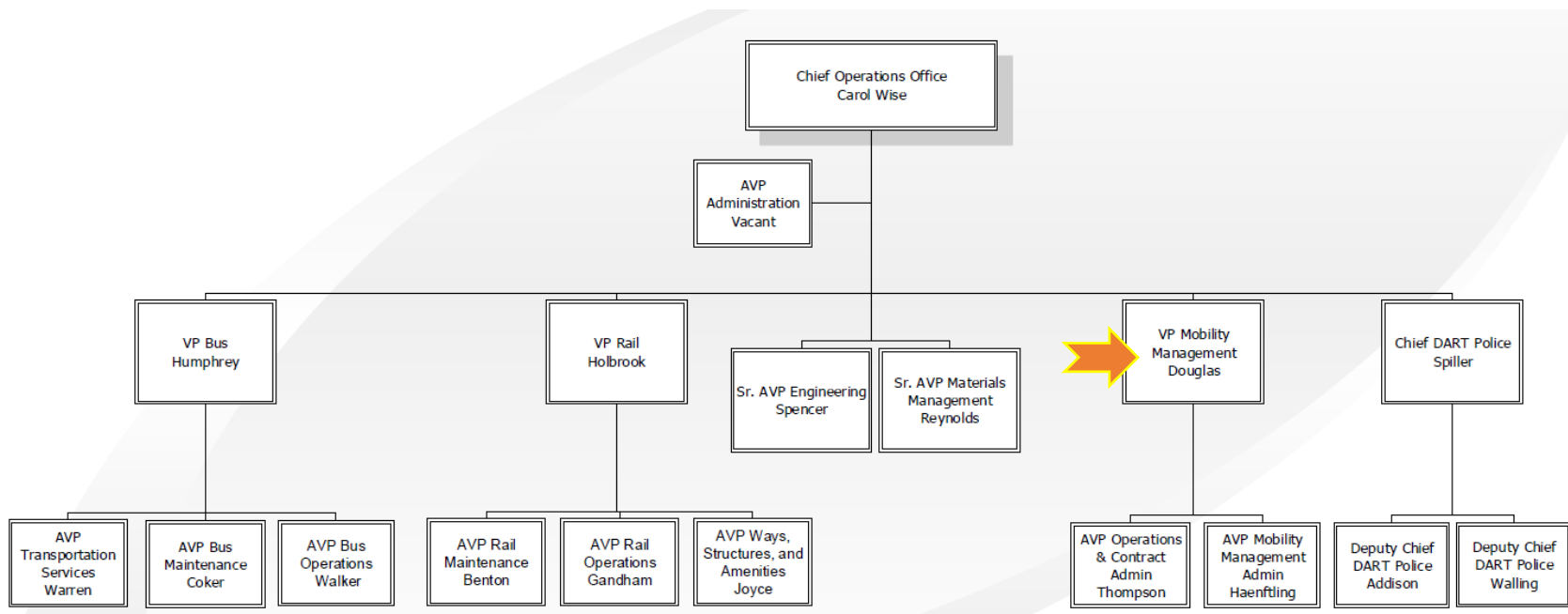
Tammy Haenftling  
Assistant Vice President,  
Mobility Management Services Administration



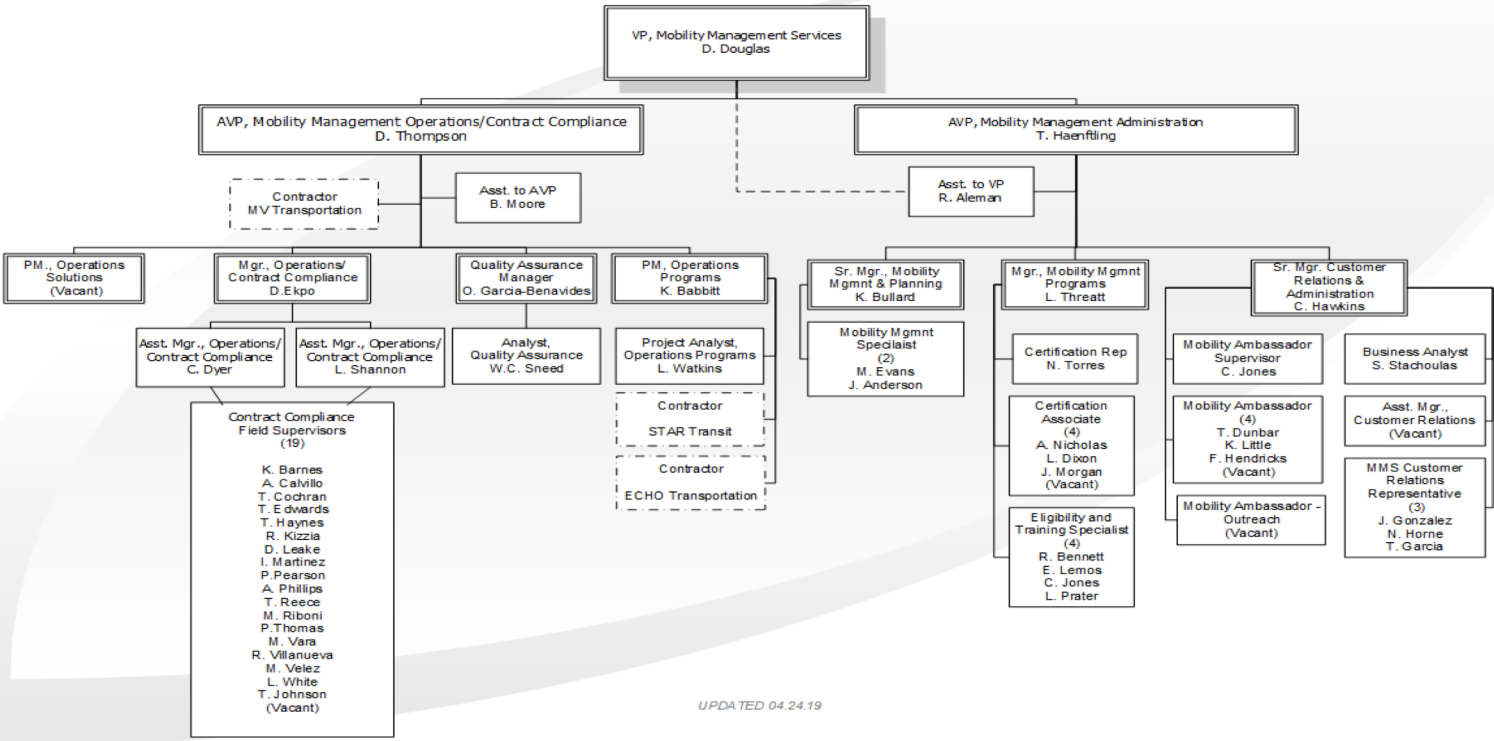
# Agency Organizational Chart



# EVP Operations Organizational Chart



# Mobility Management Services Organizational Chart



UPDATED 04.24.19



# MMS Facts

- 55 FTE
- Annual budget: \$37,023,258 (FY 2019)
- Contract with MV Transportation, Inc.
  - \$186 million (7 years)
  - 80 lift equipped vans
  - 116 ramp equipped minivans
  - 28 GoLink vans
- Staff located at DART HQ, ED Operating Facility, and MMS Operating Facility
- 762,283 Paratransit trips performed in FY 2018



# **Services Operated/Managed by MMS**

- ADA Paratransit Services
  - Lyft Pilot
  - Parkland Shuttle
- Microtransit
  - DART GoLink (12 zones)
- Transportation Assistance Programs
  - DART Rides (offered in 7 cities)
  - Collin County Rides (offered in 3 cities outside DART service area)
- Mesquite Service
- UTD Shuttle
- Reduced Fare Program for Persons with Disabilities
- My Ride North Texas

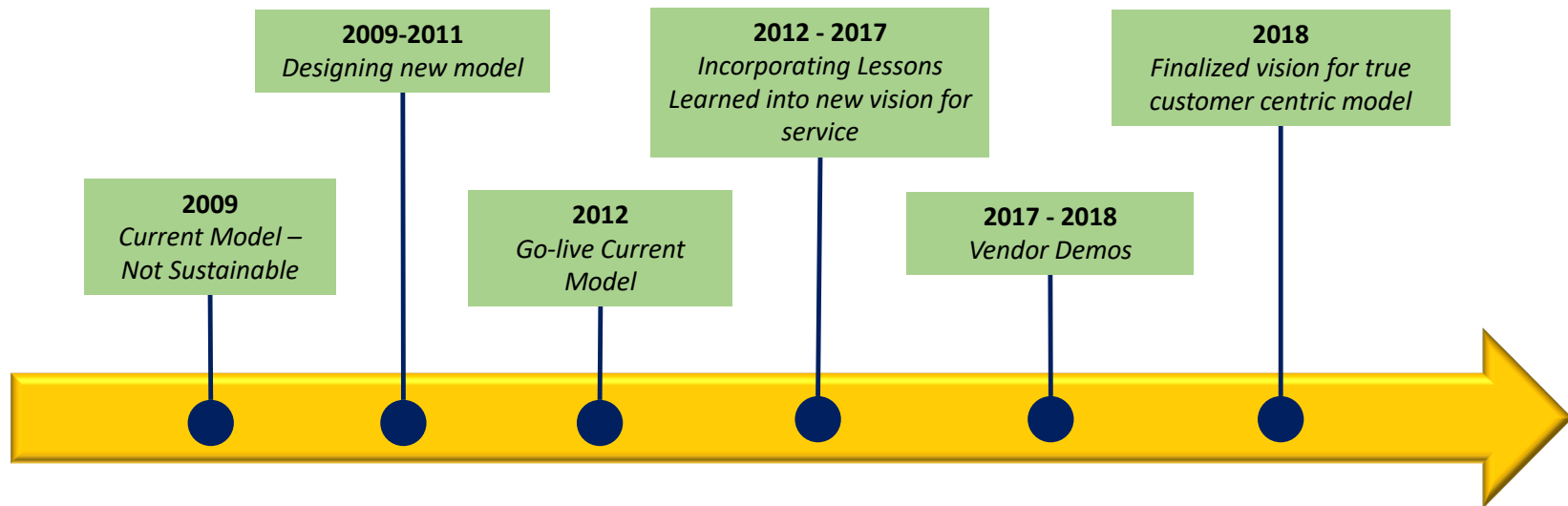


# MMS Functions

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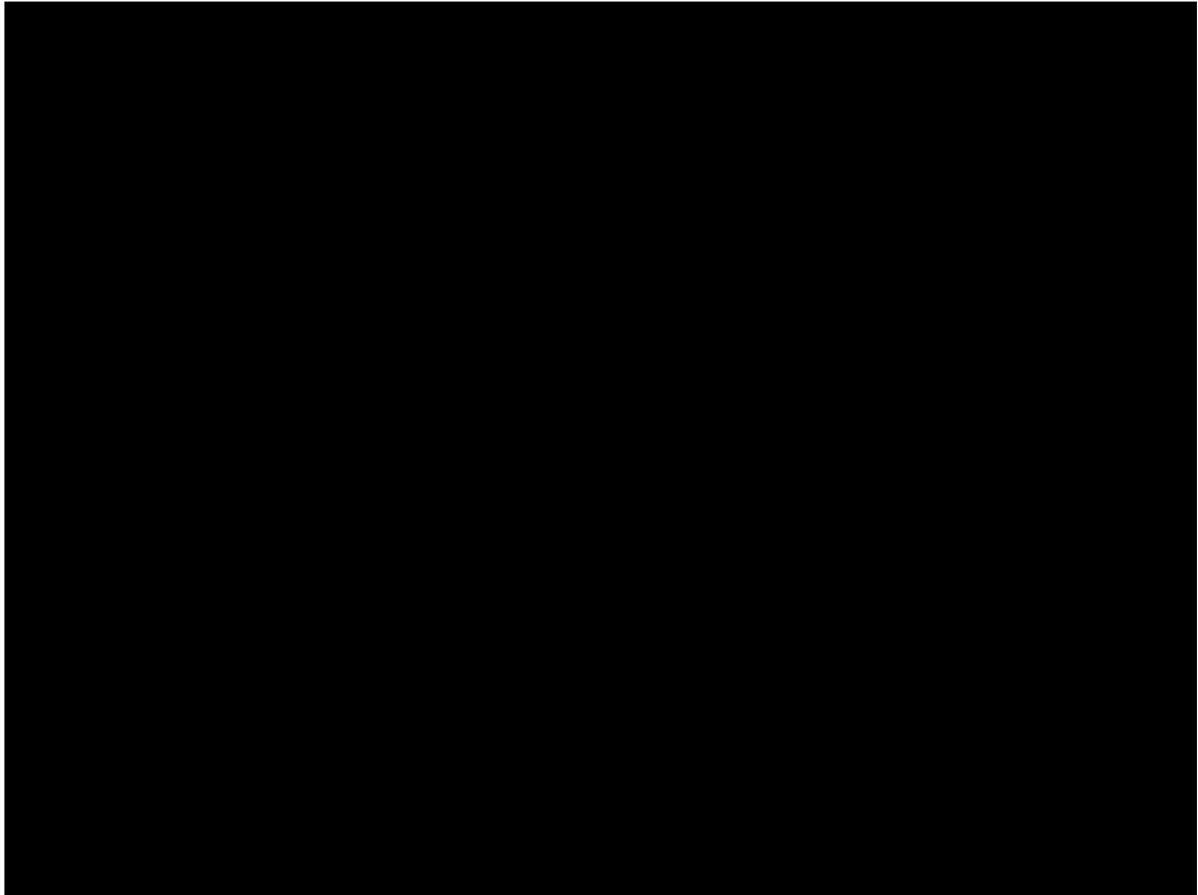
- Certification/Eligibility
- Planning / Coordination
- Travel Training/Orientation
- Outreach / Customer Relations
- Budget / Business Analyses
- Contract Compliance / Field Supervision
- Quality Assurance
- Operations Program Management

# Developing the vision

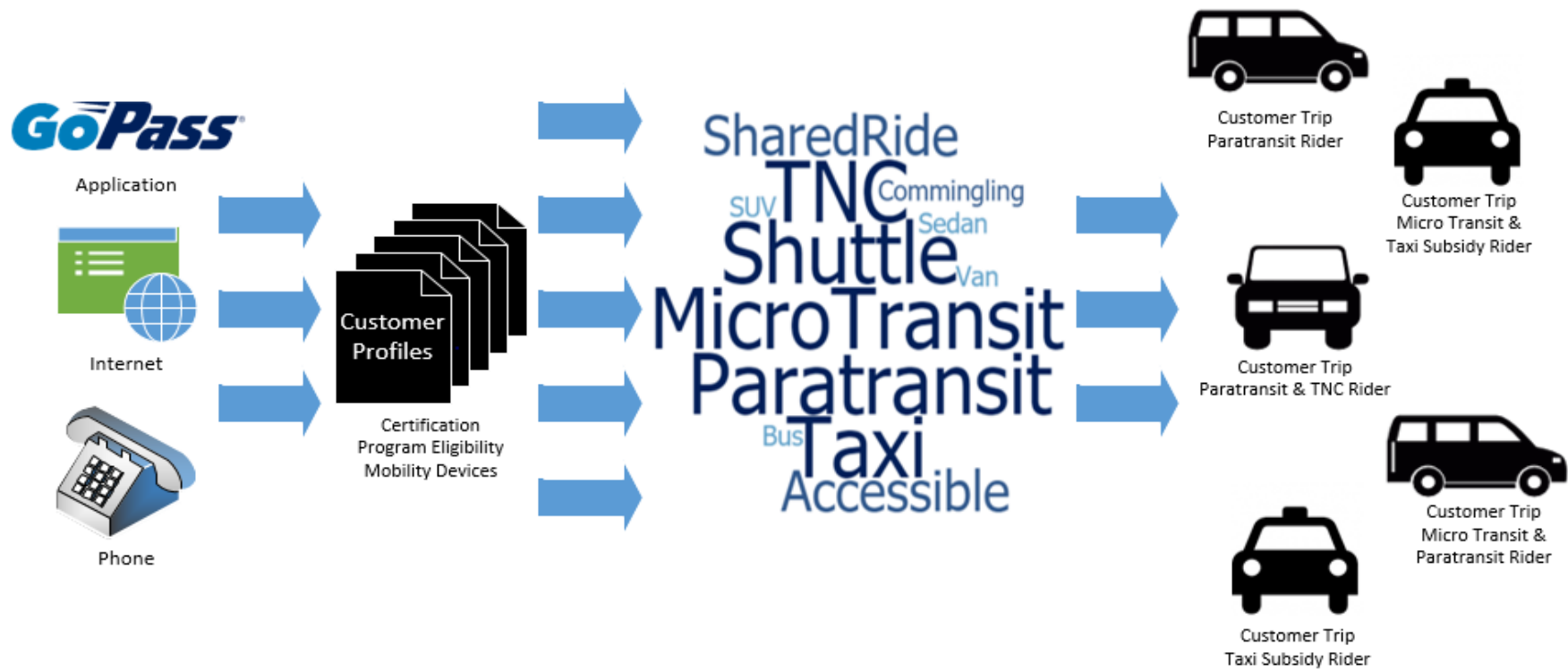




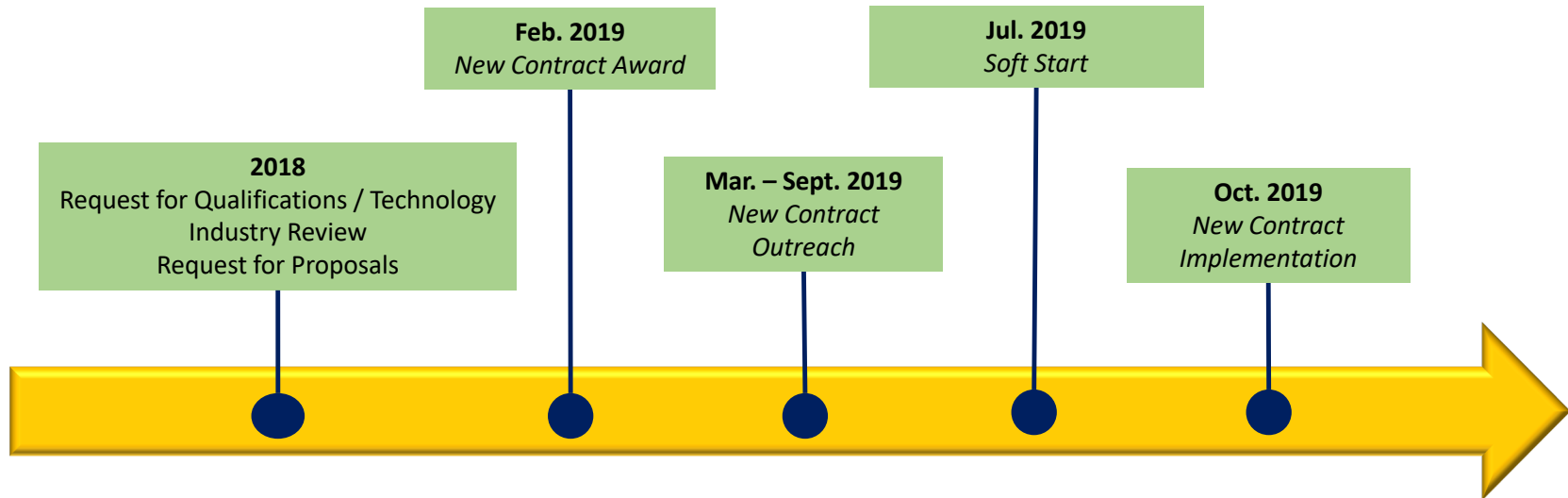
# MMS Vision



# Technology Enhanced Customer Experience

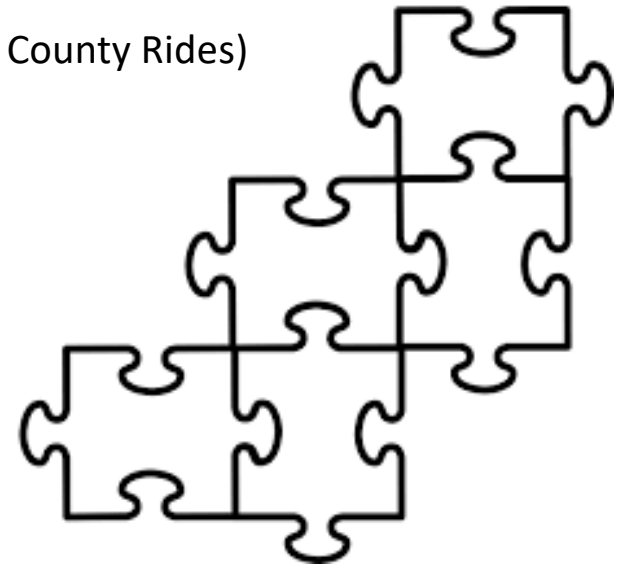


# New MMS Contract



# Unique Elements: All-Inclusive

- ONE contract, THREE different modes of service
  - ADA Paratransit
  - Microtransit (GoLink)
  - Transportation Assistance Programs (DART Rides & Collin County Rides)
- ONE technology platform for ALL providers
  - Eligibility
  - Scheduling
  - Dispatch
  - Reporting
  - Invoicing



# Unique Elements: Commingling



# Unique Elements: Transit App

**GoPass**<sup>®</sup>



Available on iOS  
and Android  
devices

# Unique Elements: Governance





[DART.org](http://DART.org)