Mayo Clinic Transportation Program

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Rochester, MN
Two Vastly Different Needs
Staff

• Commute a distance
• Choose to
  – Drive (Single Car Commuting)
  – Use Mass transit
    • Developed by Mayo Clinic
      – Initially used commercial carriers
    • Partnership with Rochester City Lines
Mayo Clinic Parking

- 11,140 employee parking spaces (DT, SMH and shuttle lots)
- 2518 patient parking spaces
- Parking revenue - $4.4 Million/year
Intercampus Transportation

• Transportation provided between all downtown clinic and hospital locations as well as Mayo Clinic remote locations
  – Six to twelve buses scheduled during workdays
    4:30 AM – 12:30 AM depending on locations
  – Average 4000 riders/day
  – Cost to Mayo - $2.0 million/year
Public versus Private

- Some routes were initially ‘private’ commuter routes
- At times, we found patients/families needed to return to a relatively local community
  - No public transportation available
- Business decisions
  - Service to patients
  - Liability
Public Transportation

Service to the following Counties

- Dodge
- Fillmore
- Freeborn
- Goodhue
- Houston
- Mower

- Olmsted
- Rice
- Steele
- Wabasha
- Winona
# Cities and Towns

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<th>Austin</th>
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Public Commuter Routes

- Cost to Mayo - $3.0 Million year
- Cost to employees- $78-$193 per month
- Support 40 Communities
- 22,000 riders per month
- 1050 riders per day
Park and Ride Information

- 5 locations
  - Wal-Mart North
  - Cub Foods
  - Bethel Lutheran Church
  - Target South
  - Chateau Theaters
- 592 parking spaces
- Cost to Mayo - $420,000
City Transit

• Staff who live in the City of Rochester and utilize the bus pass program
  – Cost to Mayo - $726,000
• Approximately 4500 full and part-time riders
Patient Visitor Needs

- Patient and Visitor Needs
  - Arrive by car (61.5% estimate based on drive distance of 250 miles to Rochester)
  - Arrive by Plane
    - Arrival in MPS
    - Arrival at Rochester Int’l Airport
Patient/Visitor Needs

• Patient needs
  – Close parking
    • Visible to the destination
  – Clear directions from the roadway
Collaboration

• Patient needs
  – Local business support
    • Shuttles
    • Cab company support
  – Specialized Services
    • From Nursing Homes, etc
    • Special Needs (physically and mentally)
Challenges for Patients

• Health Care in Rural Communities
  – Limited
  – Requires transportation to medical facility
  – Limited options for those without family support to provide transport
  – Limited options for those who need transportation support
Challenges for Healthcare

• Competition for qualified employees
• Dual-earner families, willing to commute if options are provided
• Mayo Clinic took the route of creation:
  – most healthcare employers would not have the ability or resources to create and manage the complex infrastructure requirements
How Do We Connect With Staff

Parking & Transportation

Beginning Monday, April 5, Second Street Southwest from First Avenue Southwest to Sixth Avenue Southwest will be under construction. This is the first portion of a three-phase construction project that is projected to end on Friday, October 15. The purpose of the construction is to provide a more functional, safe and attractive corridor through Rochester.

Up-to-date information, current maps, information about city and commuter buses, and other important construction information can be found at http://www.mayo Clinic.org/construction. Information for employees only will be updated here on the Parking and Transportation home page, so please continue to come back for updates.

Mayo Clinic Parking and Transportation Mission Statement:

To be a professional team dedicated to providing consistent, efficient, and personable parking, transportation, and commuting services for
How Do We Connect With Staff
Summary

• Shared our Journey with Transportation
• Reviewed the current status
• Shared the Opportunities

• Questions?