

## Minutes of the

### REGULAR MEETING OF THE METRO MOBILITY TASK FORCE

Wednesday, November 15, 2017

**Committee Members Present: Commissioner Karla Bigham, Metropolitan Council Member Deb Barber, David Fenley, Terriann Thommes, Steve Pint, Commissioner Jon Ulrich, Commissioner Gayle Degler, City Council Member Dick Vitelli, Commissioner Marion Greene, Frank Douma, Carla Jacobs**

**Committee Members Absent: Matt Knutson, Mike Sutton, Commissioner Scott Schutle, Stewart McMullan, Ken Rodgers, Commissioner Jim McDonough, Jon Walker**

#### CALL TO ORDER

A quorum being present, Metropolitan Council Member Deb Barber called the regular meeting of the Metro Mobility Task Force to order at 09:15 a.m. on Wednesday, November 15, 2017.

#### APPROVAL OF AGENDA

It was moved by Commissioner Degler, seconded by Council Member Vitelli to approve the agenda.  
**Motion carried.**

#### APPROVAL OF MINUTES

It was moved by David Fenley, seconded by Council Member Vitelli to approve the minutes.  
**Motion carried.**

#### INFORMATION

1. **TNC/Taxi Q&A review and discussion**—Karla Bigham, Washington County Commissioner and Deb Barber, Metropolitan Council Member—9:15 a.m.

Met Council Member Deb Barber led the task force through the TNC/Taxi matrix. Uber and Lyft explained that each partnership they enter into is unique, so the potential Metro Mobility partnership could not fully be encompassed in the presented matrix at this time. The task force discussed the three main branches of discussion for a potential partnership that need to be addressed: the vehicle, the driver and the technology. There was discussion around what the “deal breakers” could be for potential providers around ADA service required under law. The Cost and Operations subgroup was tasked with putting together a new document that teased out each of the main questions surrounding TNCs/Taxis and ADA service that delved into if each was possible and if so, at what cost. The discussion will be reported out at the December 13 full task force meeting.

2. Report out from small groups—9:45 a.m.

Steve Pint reported on the activities of the Industry experience small group. The group discussed the need for a more refined matrix – similar to the one discussed during the previous agenda item – and working with the current providers to understand existing service. The group plans to meet every two weeks and will be working closely with the Current Operations and Cost small group.

David Fenley reported on the activities of the Customer experience small group. This small group plans to focus on Premium Same Day Service and the potential that service model has for TNCs and Taxis. The group also wanted to get a better understanding of what “public” information can be analyzed to get to the core of these issues and it’s potential.

Metropolitan Council Member Deb Barber reported on the activities of the Current operations and Cost small group. They plan to focus on understanding current costs, whether they are appropriate, identify where there could be some efficiencies, identify administrative and other challenges that drive up costs. Specific questions the group plans to explore are: Can ADA-level service be provided by alternative providers? Is it possible to have Metro Mobility focus on ADA rides and have different providers take non-ADA rides?

**3. Primary contractor presentation**—Michael Richter, Transit Team—10:15 a.m.

Michael Richter of Transit Team, led the Task Force through current operations of a Metro Mobility primary contractor. Transit Team is the primary contract for Metro Mobility On-Demand Services in the west zone on the metro area. From 2013-2017, the average daily rides have increased by 23%. Mr. Richter outlined some of the challenges the system is facing, including increased demand, driver turnover, low driver wages, and weather conditions. Task Force members asked several questions surrounding driver tenure and if the recent wage increases could help alleviate the issues they see, what the dispatching protocol looks like, and what kind of training drivers get prior to picking up customers. Mr. Richter also said that two important things to highlight in the Task Force's report to the Legislature are the lack of funding makes it hard to compete for good workers and that the length of trip can make the system less efficient.

**4. Next meeting**—Wednesday, December 13 at 9:00 a.m.

Prior to adjournment, the task force agreed to allow Metropolitan Council staff to begin preparing preliminary and background information for the Task Force's report to the legislature. Staff was directed to begin preparing an overview of the history of the Metro Mobility program and current operating conditions.

## **ADJOURNMENT**

Business completed, the meeting adjourned at 11:20 a.m.

Zoë Mullendore  
Recording Secretary