Metro Mobility Task Force

DRAFT for Discussion: Final Report Content Outline

Note for January 10, 2018 Meeting: This outline is meant to provide the task force a starting place for discussion as it works towards a report to the legislature. Nothing in this document is final or approved by the task force; everything is subject to change and should be read as an illustration of how the report could be structured.

Introduction

- Legislative mandate

Part 1: Description of the current Metro Mobility Program

- Overview
- Metro Mobility Program History
- Federal and State Requirements
- Customers: profile information, certification process, customer service and outreach
- Contract Structure and Services: demand service, agency contracts, supplemental contracts
- Drivers: requirements, retention
- Fleet: current fleet data, utilization
- Reservations, Scheduling, and Other Technology
- Peer Comparisons
- Planned Program Changes

Part 2: Summary of the Task Force's Work and Findings

- Current Operations and Costs Findings
- Customer Experience Findings
- Industry Experience Findings
- Service Level Approaches

Part 3: Recommendations

Appendices

- Legislative language establishing the task force
- Task force membership
- Task force charter
- List of meeting dates and all posted materials (i.e. meeting minutes, PowerPoints, Matrices, and other posted documents)