

Minutes of the

REGULAR MEETING OF THE METRO MOBILITY TASK FORCE

Wednesday, December 13, 2017

Committee Members Present: Commissioner Karla Bigham, Metropolitan Council Member Deb Barber, David Fenley, Bob Platz, Steve Pint, Commissioner Jim McDonough, Commissioner Scott Schutle, Commissioner Gayle Degler, Frank Douma, Ken Rodgers, Matt Knutson

Committee Members Absent: Mike Sutton, Stewart McMullan, Jon Walker, Commissioner Jon Ulrich, City Council Member Dick Vitelli, Commissioner Marion Greene, Carla Jacobs

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 09:00 a.m. on Wednesday, December 13, 2017.

APPROVAL OF AGENDA

It was moved by Commissioner Degler, seconded by Steve Pint to approve the agenda.
Motion carried.

APPROVAL OF MINUTES

It was moved by Commissioner Bigham, seconded by Commissioner Degler to approve the minutes.
Motion carried.

INFORMATION

1. **Report out from small groups—9:05 a.m.**

- **Industry experience** – Steve Pint, Transportation Plus

Steve Pint reported that the Industry Experience group was scheduled to meet the following week and they would largely be discussing the matrix that the Cost small group developed. The Industry group planned to add in their potential service models into the matrix and then send it back to the Cost group for review prior to the Jan. 10 full meeting.

- **Customer experience** – David Fenley, Minnesota Council on Disability

David Fenley reported that the Customer Experience group has been focusing its efforts on examining the legality of potential service options and what role new providers can play in the system. The group sees opt-in programs like Premium Same Day service as a good entry point for TNCs and other taxi companies. This group will have more detailed information for the full task force at the Jan. 10 meeting.

- **Current operations and cost** – Council Member Deb Barber, Metropolitan Council

Metropolitan Council Member Deb Barber gave a PowerPoint presentation on the latest work of the Current Operations and Cost small group. The group developed a new matrix geared toward what potential providers currently provide in terms of service, what regulatory benchmarks they achieve today, and then what the cost/interest would be in becoming ADA compliant. The

group analyzed cost information each potential provider and compared that to the average cost per trip Metro Mobility contractors have today. Their matrix was shared with the Industry Experience small group for their review and additions.

2. **Minnesota Council on Disability Presentation**—Margot Imdieke Cross, Accessibility Specialist, Minnesota Council on Disability—9:30 a.m.

Margot Imdieke Cross of the Minnesota Council on Disability presented a disability etiquette video and presentation to the task force. The presentation outlined that about 20% of Minnesotans under the age of 65 have a disability and that number reaches about 50% when you include residents over the age of 65. Margot discussed the importance of people first language in addition to the wide range of disabilities Metro Mobility customers could hold. A task force member asked if Margot had any specific recommendations for them to examine during the course of the task force's work and she asked that members keep Metro Mobility customers at the front of the conversation. This service is a lifeline for thousands of metro area residents.

3. **Department of Human Services Presentation**— Matt Knutson, Fiscal Policy Team and Diogo Reis, Legislative Policy Director, Minnesota Department of Human Services—10:15 a.m.

Matt Knutson presented the entirety of the Department of Human Services presentation. The presentation focused on the ways the Department of Human Services liaises between the Federal Government and ADA services – including the metro counties and Metro Mobility. About 400,000 Metro Mobility rides a year come through DHS programs and funding. Several of the county commissioners asked questions relating to how each county works with DHS and how federal dollars have been historically allocated, as well as discussing the important differences between non-medical and non-emergency medical trips.

Matt specified he would send additional follow up information to the committee after the meeting.

4. **Blue & White Taxi Presentation**—Zach Williams, General Manager, Blue & White Taxi—10:45 a.m.

Zack Williams of Blue and White Taxi presented an overview of the company's current service, driver training and standards, and fleet. Blue and White provides roughly 25,000 non-EMT rides a month and has a fleet of 300 vehicles. Their app Riide launched in 2017 and helps customers book rides in advance and on-demand. A task force member asked if the Riide app voice-over capable? It is not and therefore not fully accessible. During Q&A, it was determined that Blue and White Taxi chooses to pay the City of Minneapolis monetary fine rather than have the mandated 10% of fleet be wheelchair accessible. The Co-chairs asked that the Current Operations and Cost small group's matrix be shared with Blue and White to have them complete.

5. **Mobility 4 All Presentation**—John Doan, Mobility 4 All—11:00 a.m.

John Doan, the Co-founder of Mobility 4 All, presented on the company's platform and what it sees as the opportunity within paratransit service in the Twin Cities region. Mobility 4 All aims to combine the benefits of family, fixed route public transit, existing paratransit service and TNCs/taxis. They believe by bringing together the driver, caregiver and rider into one mobile app, they can improve service and reduce costs all around. The current timeline for the company is to conduct pre-pilot testing in Jan. 2018, the tech platform will launch in Spring 2018 and the official launch will be in summer 2018. At members request, John Doan walked through a theoretical ride scenario, which included signing up on the app, contacting the dispatch center to schedule a ride, a contracted

driver would arrive and complete the ride. The cost would be fully covered by the rider unless a partnership with Metro Mobility were to occur and it would be comparable to a taxi ride cost.

6. Next meeting—Wednesday, January 10 at 9:00 a.m.

Deb Barber thanked all presenters and said the January meeting would largely be focused on final report outs from the small groups and reviewing a draft outline of the legislative report.

ADJOURNMENT

Business completed, the meeting adjourned at 11:30 a.m.

Zoë Mullendore
Recording Secretary