

Task Force Recommendations

The following items are a list of concepts generated from discussions at the Task Force Meetings and subgroup meetings and assembled into a draft approach for Task Force Members to consider.

Recommended Legislative Action

Funding, Collaboration and Data Sharing

Action:

1. Establish a dedicated funding source to ensure Metro Mobility demand is met
2. Invest resources in and remove barriers to collaboration between DHS and Metro Mobility. Modify Data Privacy language to allow limited data sharing and fund a study to determine how more federal dollars can be captured for DHS/County waived service and medical assistance client transportation.
3. Provide funding to study and invest in technology innovations such as single-point reservation system to allow the customer to self-choose between all available service options when scheduling a ride. Fund staffing to support investments.
4. Provide incentives to increase the number of on-demand accessible vehicles operated by private companies to increase availability to persons with accessibility needs and provide an equivalent response time for on-demand services.

Recommended Program Changes, Council Action or Other Service Models

Pilot service expansion options to better meet a variety of transportation needs such as:

- On-demand options
- Driver consistency
- Direct ride (not shared)
- No escort – more independence
- Shorter pick-up window
- Sedan service

Action:

1. Barring any impasse such as insufficient data disclosure or other regulatory barriers, by 1st Quarter 2019, expand and promote on-demand service providers. The complete service model should include at a minimum:
 - a. Metro Mobility ADA (no changes)
 - b. Metro Mobility Non-ADA (no changes)
 - c. STS Premium (consumer selected)
 - d. Not STS Premium (consumer selected)- including Taxi and TNCs
 - e. STS Shared (if market allows, consumer selected)
 - f. Not STS Shared (if market allows, consumer selected) including Taxi and TNCs
2. Explore the feasibility of creating a service specifically for DHS/County waived clients and medical assistance transportation program post 2020, if feasible seek legislative support.

3. Evaluate options available for increased flexibility on Metro Mobility Non-ADA trips such as conditional eligibility of customers, differential fares, service quality standards and span of service that meets objectives for service and cost
4. Invest in robust public information and outreach to explain the service impact of various new service options.
5. Conduct routine market analysis to evaluate effect of driver wages on workforce stability and service quality and performance and adjust as warranted and funding allows.

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