



Report of the Metro Mobility Task force

Presented to Metropolitan Council
Feb 28, 2018

Task Force Summary

- Established in 2017 Special Session Laws
- Goals of Task force:
 - Identify options and methods to increase program effectiveness and efficiency
 - Minimize program costs
 - Improve service including through potential partnership with taxi service providers and transportation network companies
- Organization and Structure:
 - 18 members as defined by legislature
 - Administrative support provided from Met Council
 - 7 Meetings (Aug-Feb)
 - Subgroups formed

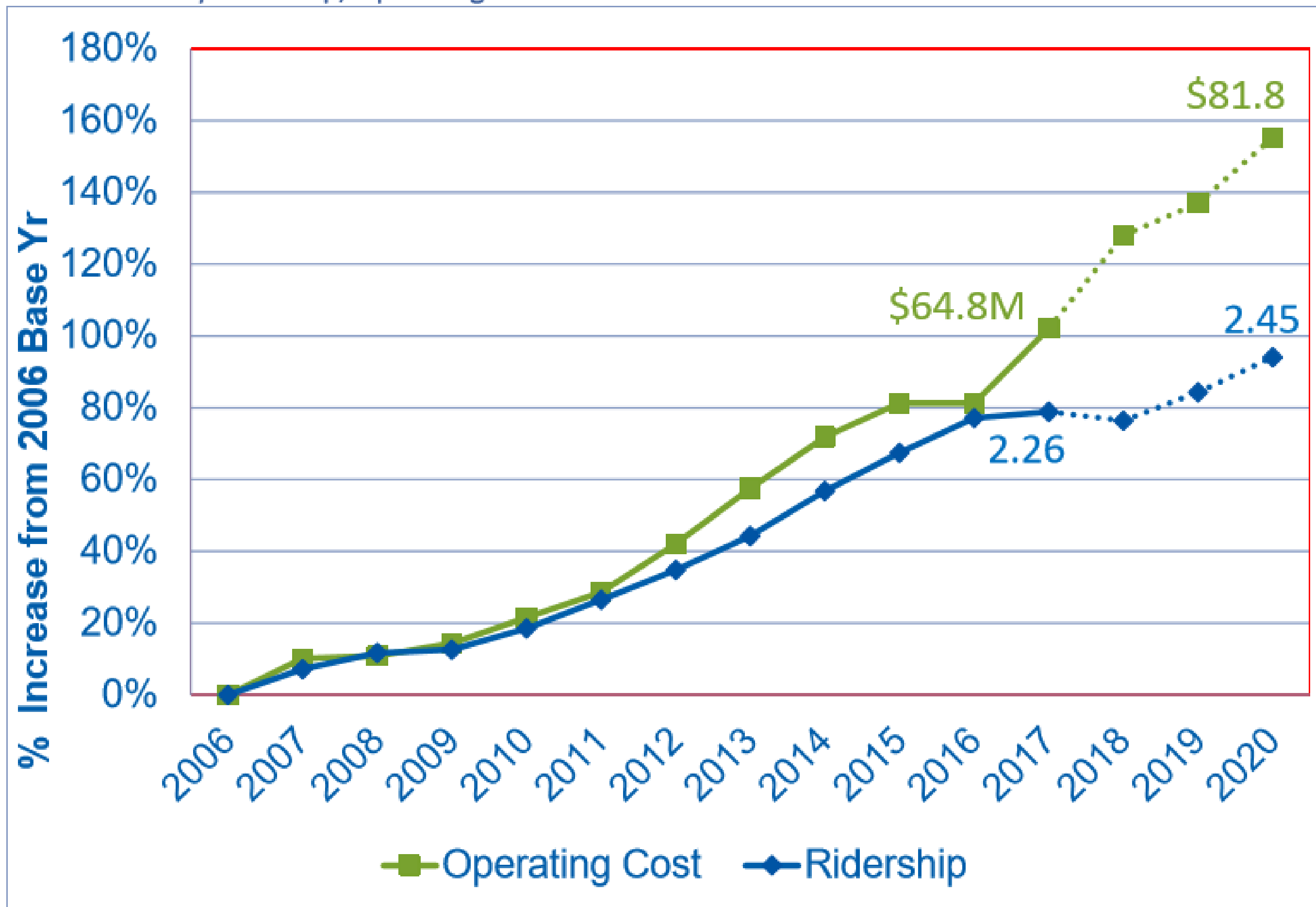
Membership

Established in the legislative language; locally-elected officials, government, non-profit, academic, and industry

Member	Affiliation	Member	Affiliation
Scott Schulte	Anoka County Commissioner	David Fenley	Minnesota Council on Disability
Gayle Degler	Carver County Commissioner	Matt Knutson	Department of Human Services
Dick Vitelli	City of West Saint Paul City Council Member (appointed by Dakota County)	Stewart McMullin	Minnesota Management and Budget
Jim McDonough	Ramsey County Commissioner	Frank Douma	U of M Center for Transportation Studies
Karla Bigham, co-chair	Washington County Commissioner	Carla Jacobs (non voting)	Uber
Marion Greene	Hennepin County Commissioner	Jon Walker (non voting)	Lyft
Jon Ulrich	Scott County Commissioner	Steve Pint (non voting)	Transportation Plus
Ken Rodgers	Transportation Accessibility Advisory Committee	Michael Sutton (non voting)	10//10Taxi-Super Taxi, Inc
Bob Platz	Association of Residential Resources in MN	Deb Barber (non voting), co-chair	Met Council Member representing Metro Mobility

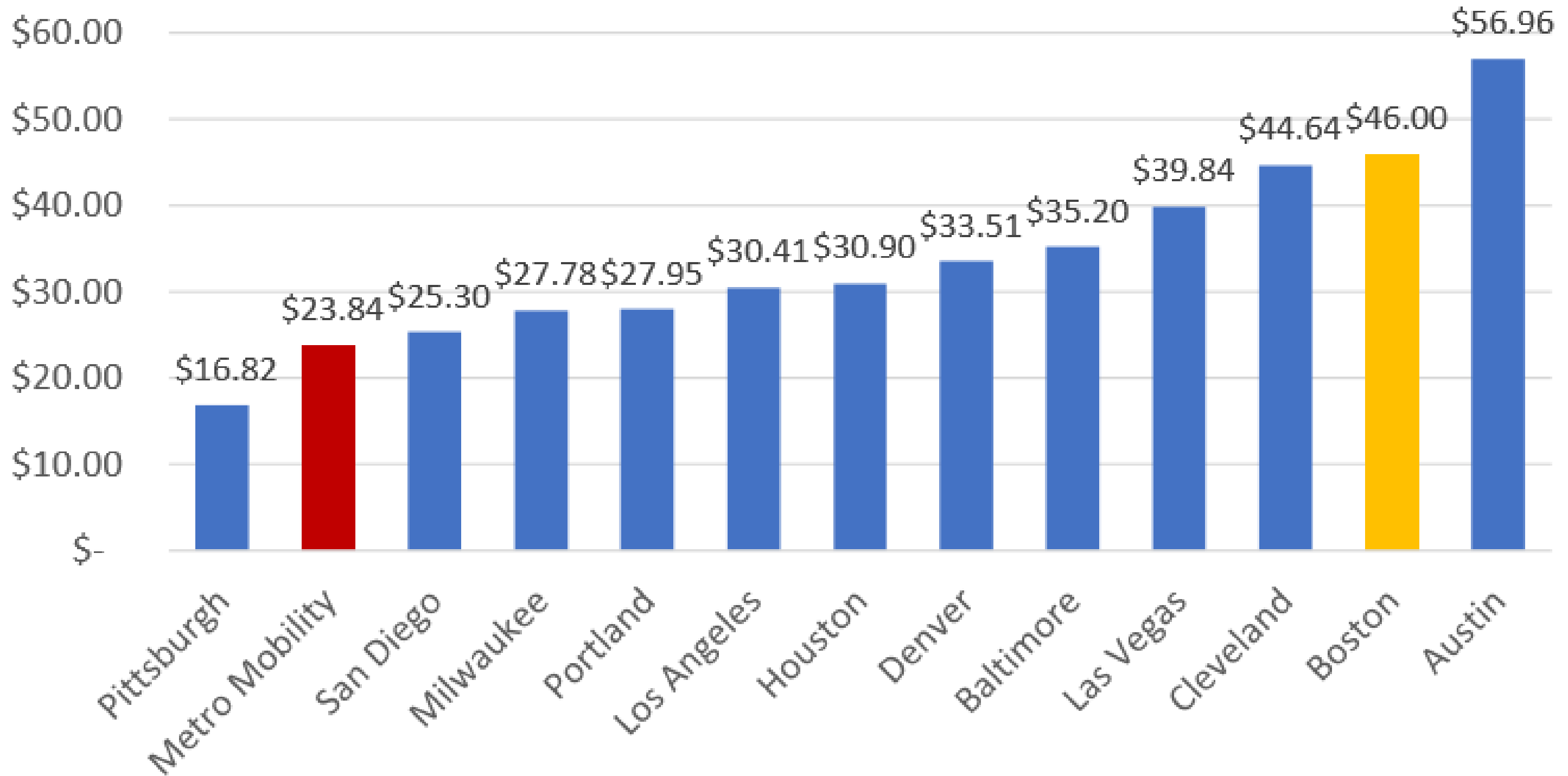
- ✓ Describe Metro Mobility program
- ✓ Summarize the work of the task force and its findings
- ✓ Identify options for reducing program costs and improving efficiency
- ✓ Identify at least three potential service level approaches that involve partnering with and incorporating transportation network companies, taxi service providers, or both
- ✓ Provide any recommendations for program and legislative changes
- ✓ Due February 15, 2018

Metro Mobility Ridership, Operating Costs



Note: 2017 Operating Cost numbers in Figure 13, above, are unaudited cost estimates.

Subsidy Per Passenger Trip



Subgroup Analysis

- In addition to full task force meetings, the task force created three subgroups to examine details and form recommendations:
 - Current Operations and Cost Subgroup
 - Customer Experience Subgroup
 - Industry Experience Subgroup
- Report includes a summary of findings from each sub-group

Proposed Services

Metro Mobility Base System and four proposed Opt-in services

	Base Services		Opt-In Services			
	Metro Mobility		Shared Options		Premium Options	
	ADA	Non-ADA	STS	Not-STS	STS	Not-STS
Provider Type	Public Transit Dial-a-Ride	Public Transit Dial-a-Ride	Medical Assistance Providers	TNC/Taxi	Medical Assistance Providers	TNC/ Taxi
Service	Door through first Door	Door through first Door	Door through first Door	Curb to Curb	Door through first Door	Curb to Curb
Trip booking	Advanced Reservation	Advanced Reservation	On Demand or Advanced	On Demand or Advanced	On Demand or Advanced	On Demand or Advanced
Service Denials	None	Subject to Capacity	Subject to Capacity	Subject to Capacity	Subject to Capacity	Subject to Capacity
Safety and Training	Highest Level	Highest Level	Stringent	Less Stringent	Stringent	Less Stringent
Fleet	Lift Equipped	Lift Equipped	Limited Lift or Ramp	Limited Lift or Ramp	Limited Lift or Ramp	Limited Lift or Ramp
Rides Eligible for Federal Formula Funding (\$0.42/mile)	Yes	Yes	Yes	Yes	No	No

- All options proposed as supplemental to Base Service
- Proposed available throughout the Metro Mobility service area
- DHS client transportation service model may be added at future date

Proposed Services

Anticipated advantages to Opt-in services:

- Growing demand on base system will be distributed
- Special Transportation Services (STS) and Not-STS level service options will introduce additional capacity for varying needs
- Premium options offer faster trip than shared ride
- STS options offer higher service standards than non-STS
- Potential for overall lower cost per trip

Proposed Services

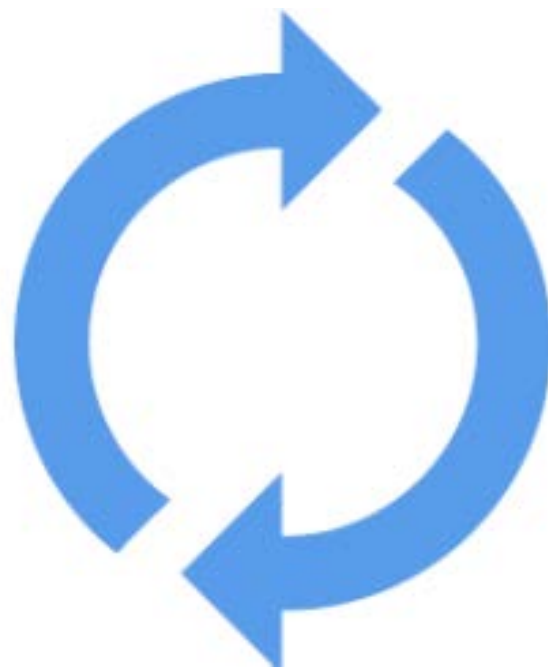
Risk exposures with Opt-in Services:

- Introduces complexity to an already complex system
- Customers exposed to lower level service standards (i.e. curb to curb vs. door through first door)
- Safety and security concerns heightened for vulnerable populations
- Accessible fleet limitations (possible civil rights issue)
- Drivers not regulated by State STS, nor FTA, including random drug and alcohol, reasonable suspicion and driver training
- No requirement for on-board security cameras

Metro Mobility/DHS Option

Department of Human Services (DHS) funded rides

- Key Recommendations:
 - Allow data sharing between state agencies
 - Interagency coordination
 - Better cross-utilization of funds – remove silos



Taskforce Recommendations

A system that includes more service options.

Recommendation for Council:

- Negotiate agreements by March 31, 2019, to pilot and promote an on-demand service provision, to include:
 - Metro Mobility ADA Base Service (existing service)
 - Metro Mobility Non-ADA Base Service (existing service)
 - Shared Ride Special Transportation Service (STS) Opt-in (as market allows, consumer selected)
 - Shared Ride Not-STS Opt-in (as market allows, consumer selected, includes Taxi and/or TNC)
 - Premium, non-shared ride, STS Opt-in (consumer selected)
 - Premium, non-shared ride, not-STS Opt-in (consumer selected, includes Taxi and/or TNC)

Taskforce Recommendations

A system that includes more service options.

Recommendation for Legislature:

- Fund staffing to support recommendations from this study.
- Provide funding to study and invest in technology innovations such as single-point reservation system to allow the customer to self-choose
- 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 all customers using on-demand services.

Taskforce Recommendations

A system that maximizes all potential funding sources.

Recommendation for Council:

- Explore creating a service specifically for DHS/County waived clients and medical assistance transportation program post 2020, which would require legislative support.
- 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 could improve ADA service and overall system performance.

Taskforce Recommendations

A system that maximizes all potential funding sources.

Recommendation for Legislature:

- Facilitate collaboration between DHS and Metro Mobility by modifying Data Practices language to allow the agencies to share available non-medical data for limited purposes, including leveraging available federal funding.
- Fund a study to determine how County/DHS and Metro Mobility can coordinate services and funding to capture all eligible federal dollars for waived service and medical assistance client transportation.

Taskforce Recommendations

A system that complies with federal and state requirements and meets the needs of people with disabilities

Recommendation for Council:

- Invest in robust public information and outreach to explain the current and new service options.
- Conduct routine market analysis to evaluate the effect of driver wages on workforce stability and service quality and performance and adjust as warranted and funding allows.

Recommendation for Legislature:

- Establish a dedicated funding source to ensure Metro Mobility demand is met

Staff Initiated Program Changes

- **Implemented \$2/hour minimum driver wage (Oct 1, 2017)**
- **Group ride program (Dec, 2017)**
 - Limited Pilot initiated in December 2017 to offer free return ride incentive for groups of 5 or more booking rides off-peak.
- **Advanced booking of “Premium Same Day” (Feb, 2018)**
 - Allow “Premium Same Day” customers to book rides up to 4 days in advance, as well as same day.
- **Fixed route transfer program (In progress)**
 - Incentivize transfers to/from the Metro Transit fixed route system.
- **Van Leasing Pilot (in progress)**
 - Bus lease program with a large Day Training and Habilitation center.
 - Designed to relieve pressure on driver and capital resources while providing improved flexibility for the Agency and its clients

Next Steps

Taskforce Outreach

- Define Communications Strategy
- Legislative presentation (2/28)
- MN Council on Transportation Access (2/28)
- TAAC (3/7)
- Spring Community Conversation (April 5)



Staff Workplan

- Technology improvements with Trapeze version upgrade
- Improved customer communications (webpage/ feedback form)
- Exploratory meetings with TNC companies
- Partnering with advocacy groups to augment driver training