



# Overview of Metro Mobility Task Force Report

Presented to Transportation Accessibility  
Advisory Committee (TAAC)

March 7, 2018

# Task Force Summary

- Established in 2017 Special Session Laws Chapter 3
- 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

Included locally-elected officials, government, non-profit, academic, and industry. Membership requirement set in legislative language.

Member	Affiliation
Scott Schulte	Anoka County Commissioner
Gayle Degler	Carver County Commissioner
Dick Vitelli	City of West Saint Paul City Council Member (appointed by Dakota County)
Jim McDonough	Ramsey County Commissioner
Karla Bigham, co-chair	Washington County Commissioner
Marion Greene	Hennepin County Commissioner
Jon Ulrich	Scott County Commissioner
Ken Rodgers	Transportation Accessibility Advisory Committee
Bob Platz	Association of Residential Resources in MN

Member	Affiliation
David Fenley	Minnesota Council on Disability
Matt Knutson	Department of Human Services
Stewart McMullin	Minnesota Management and Budget
Frank Douma	U of M Center for Transportation Studies
Carla Jacobs (non voting)	Uber
Jon Walker (non voting)	Lyft
Steve Pint (non voting)	Transportation Plus
Michael Sutton (non voting)	10/10Taxi-Super Taxi, Inc
Deb Barber (non voting), co-chair	Met Council Member representing Metro Mobility

## Report delivered Feb 14, 2018

- ✓ 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



# Metro Mobility Program

- Service guaranteed as a civil right and regulated by the Federal Transportation Administration (FTA)
- Shared ride, public transportation service
- For people who are unable to use regular route transit service, at least sometimes, because of the symptom of their disability



- All riders ADA certified
- Shared ride, door-through-door, public transportation
- MN Statutory requirements found in 473.386

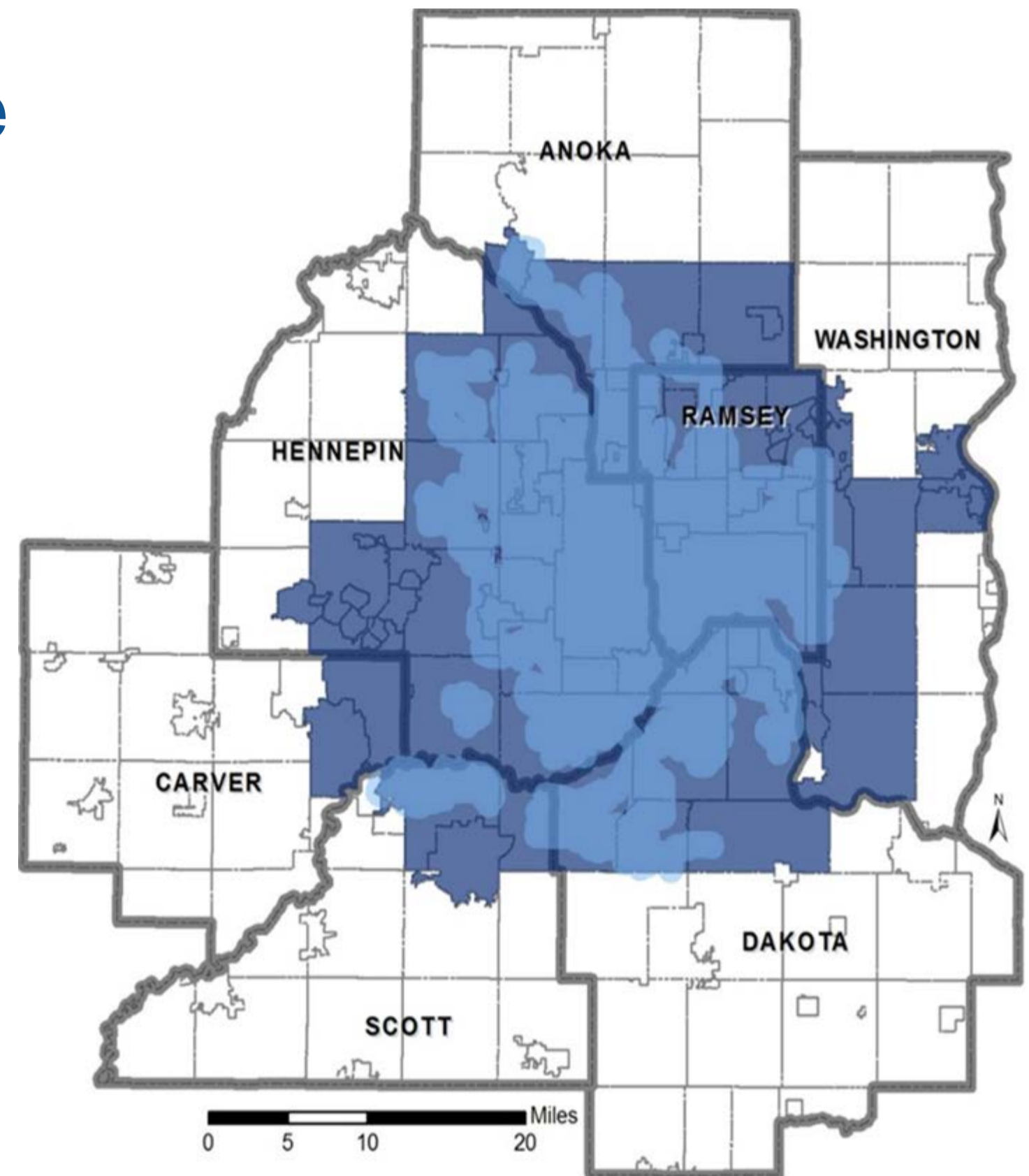
# Metro Mobility Service Areas

## ADA Service Area

- Complementary to fixed route (within  $\frac{3}{4}$  mile / same hours)
- Required by federal law
- Zero denials

## Non-ADA Service Area

- For ADA-certified riders
- Required by MN state law
- Denials based on capacity





# Applicable Laws - Service Delivery

7

	<b>American's with Disabilities Act</b>	<b>MN Statute 473.386</b>
<b>Goal</b>	Comparable to regular route	"greater access"
<b>Certification</b>	"Unable to use regular route"	
<b>Service Area</b>	$\frac{3}{4}$ Mile of regular route	March 1, 2006 TTD
<b>Service Level</b>	Curb to Curb and Door to Door upon individual request	Door-through-door
<b>Hours</b>	Comparable to regular route	
<b>Capacity Restrictions</b>	No denials; no pattern of untimely pickups/drop offs; no excessive on board times or hold times	
<b>Trip Request</b>	1 to 14 days in advance	
<b>Scheduling</b>	Within one hour on either side of requested time and scheduled at time of call	
<b>Fare</b>	Cannot exceed two times regular route local fare	
<b>Trip Purpose</b>	No restrictions, no prioritization	

## Regulatory Requirements for ADA Compliant Complementary Service

1	<b>Equal response time for rides requiring accessible vehicle</b>	<b>Federal</b>
2	Zero denials	Federal
3	Random Drug and Alcohol Sampling	Federal
4	Passenger Escort	Federal
5	Disability Awareness Training	Federal
6	Reasonable Suspicion Procedures	Federal
7	DVS and Criminal Records Review (initial and annual)	Federal
8	Service quality reporting (on-time pickups, appts, on-board time)	Federal
9	Shared Ride	Federal
10	Radio dispatch – immediate response time	State
11	Insurance Minimums and Council Indemnification	State



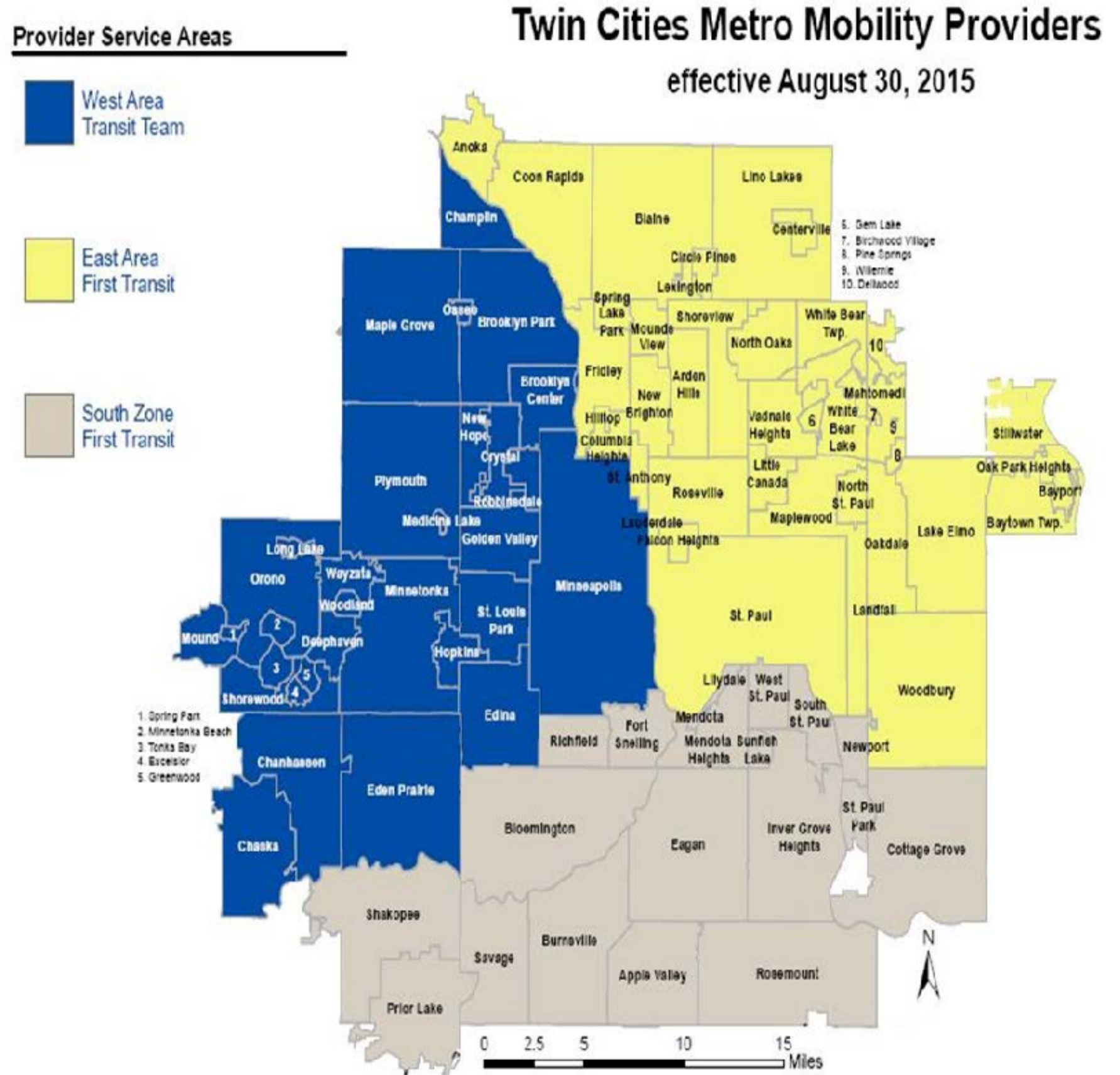
- \$64.8M Operating Budget (2017 unaudited)
- 2.26 M rides
- 7,490 each weekday
- 40,000 riders
- 530 vehicles
- 93 communities
- 9.4 mile average trip length
- 7 contracts
- 5 contractors

- **3 Demand Contracts**

- Base of System
- 83% of rides
- 3 Service Zones
- 5 yr term (2015-2020)

- **1 Agency Contract**

- Serves Large Day Training and Habilitation and Day activity centers
- 400,000 annual rides



# Supplemental Service Contracts

## Premium On Demand (formerly Premium Same Day)

Taxi opt-in service for all Metro Mobility customers since 2004

- Limited accessible vehicles
- Trip authorized by Metro Mobility in advance
- Majority of trips less than 4 miles
- Customer pays first \$5, and anything over \$20. Metro Mobility pays up to \$15 per ride



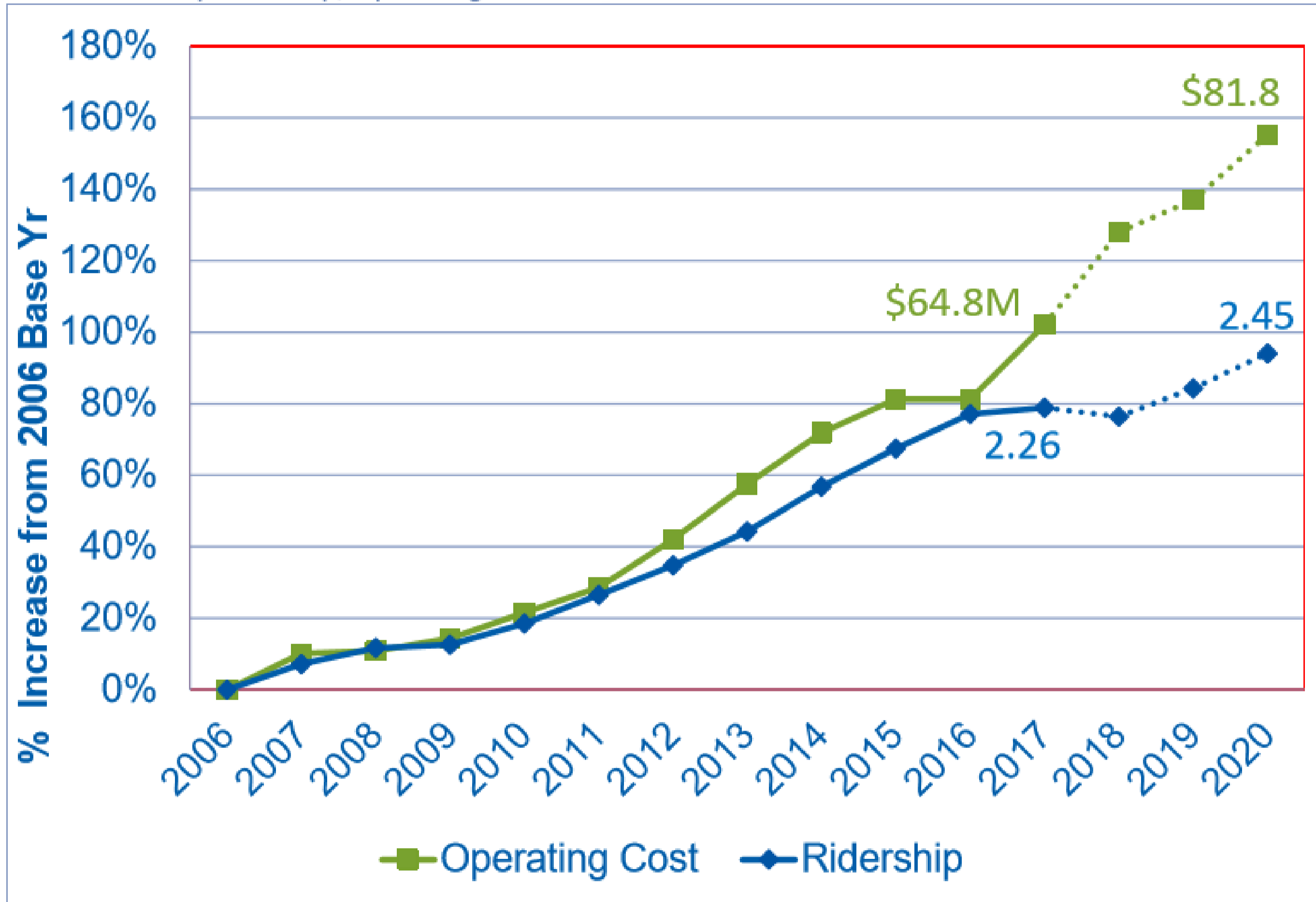
## Fleet Profile (574 revenue vehicles)

- 518 accessible buses
- 31 sedans
- 25 non-accessible vans
- Council purchases and conducts maintenance oversight
- Average bus cost \$83,000
- Budgeted 10% spares
- Retired after five years/  
>250,000 miles



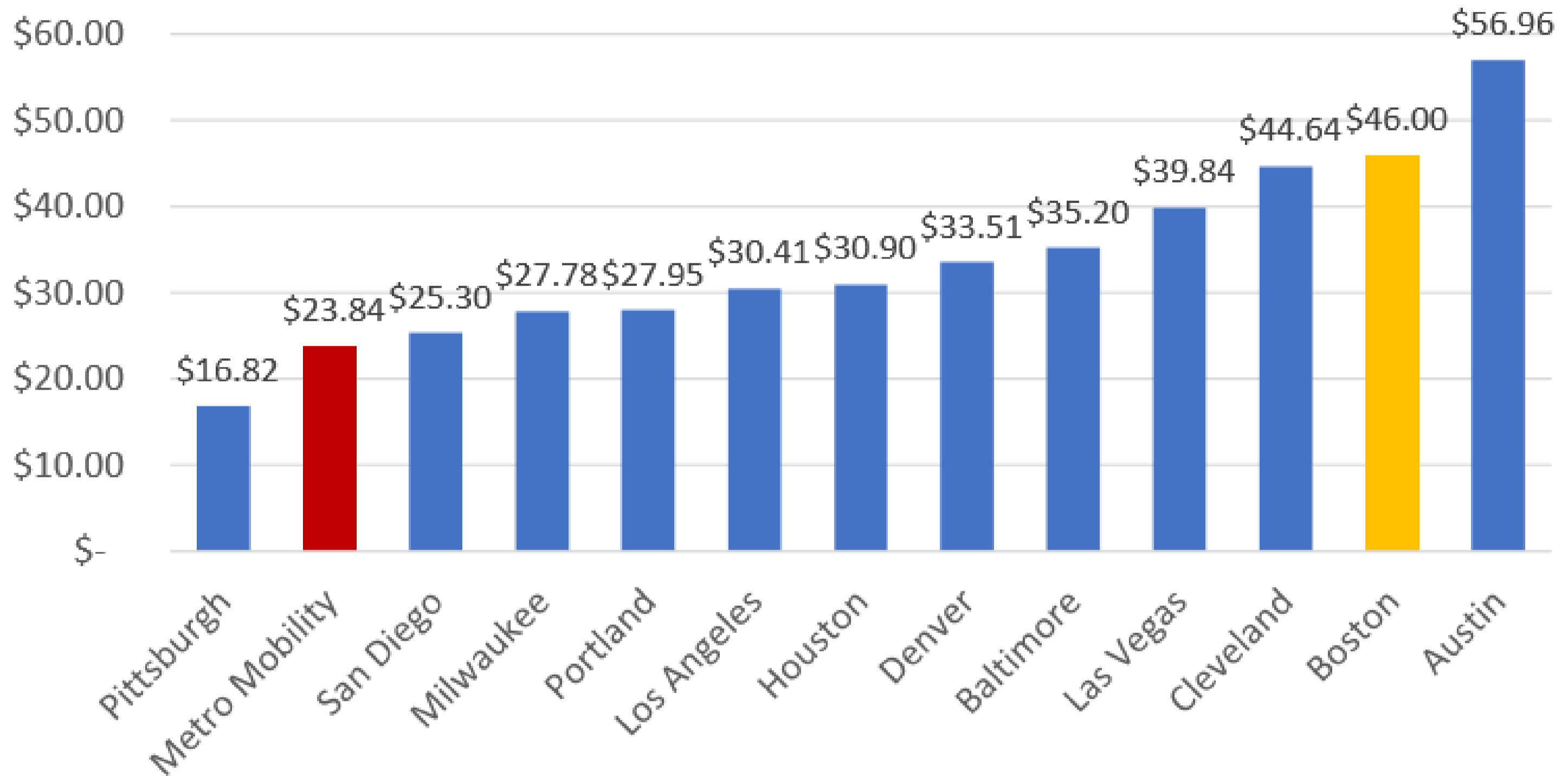


Metro Mobility Ridership, Operating Costs



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

## Subsidy Per Passenger Trip



# 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

## 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

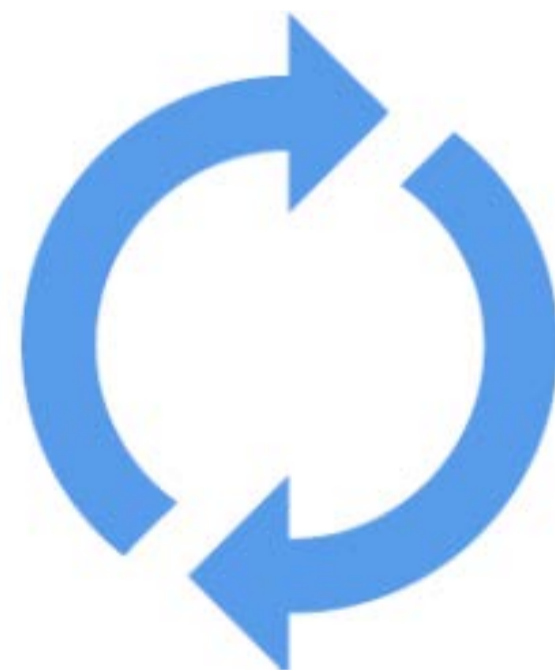


## Risk exposures with Opt-in Services:

- 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

## Department of Human Services (DHS) funded rides

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



## *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)

## *A system that includes more service options.*

### Recommendation for Legislature:

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



*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.

*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.

***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

# Related Programs –Industry Experience

Group reviewed TNC pilot programs launched in other cities

- Boston, MA (Massachusetts Bay Transit Authority (MBTA))
  - Pilot initiated with Uber and Lyft in October 2016
  - Growing customer support- expanded system wide in 2017
  - Pilot has option to use shared ride modes (Uber pool and Lyft line)
  - Pilot cost neutral to date:
    - Significant reduction of trips on regular system (-19%)
    - Increase in overall service provision (+31%)
    - Increase in trips currently offsets the per trip cost savings



# Related Programs –Industry Experience

Group reviewed integrated technology innovations

- Centralized reservations/Trip planning technology
  - Multiple provider system / app integration
  - Trip level service options for customers (including options on the fixed route system)
  - Kansas City, MO Ride KC Freedom On-Demand
- Autonomous Vehicles:
  - Los Angeles, CA, Access partnership with Baidu, Inc.
  - Small scale ADA service pilot operations by end of 2018



- **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)
- Dakota County (3/2)
- 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

<https://metro council.org/Council-Meetings/Committees/Metro-Mobility-Task-Force.aspx?source=child>