

## Minutes of the

### REGULAR MEETING OF THE METRO MOBILITY TASK FORCE

Wednesday, August 23, 2017

**Committee Members Present: Commissioner Scott Schutle, Commissioner Gayle Degler, Commissioner Jim McDonough, Commissioner Karla Bigham, Metropolitan Council Member Deb Barber, Matt Knutson, Ken Rodgers, David Fenley, Terriann Thommes, Frank Douma, Carla Jacobs, Steve Pint, Mike Sutton, Prashanthi Pao Raman (by phone)**

**Committee Members Absent: City Council Member Dick Vitelli, Assistant Commissioner Claire Wilson**

### CALL TO ORDER

A quorum being present, Council Member Barber called the regular meeting of the Metro Mobility Task Force to order at 10:05 a.m. on Wednesday, August 23, 2017.

### APPROVAL OF AGENDA

It was moved by Commissioner McDonough, seconded by Commissioner Degler to approve the agenda.

**Motion carried.**

### INFORMATION

#### 1. Introductions

The Metro Mobility Task Force purpose was outlined by Metropolitan Council Member Deb Barber who then led a round of introductions around the table. All members introduced themselves and shared why they were part of this group.

#### 2. Review legislative language, task force purpose, and draft task force charter: Nick Thompson, Director, Metropolitan Transportation Service

The Metro Mobility Task Force was established during the 2017 special legislative session in HF 3, Article 3, Section 140. The purpose of the Task Force to examine the Metro Mobility program and to identify options and methods to increase the program effectiveness and efficiency, minimize program costs, and improve service including through a potential partnership with taxi service providers and transportation network companies. The purpose of the Metro Mobility Task Force is to develop and submit a report to the legislature by February 15, 2018.

#### 3. Background presentation on Metro Mobility: Nick Thompson, Director, Metropolitan Transportation Services

Metropolitan Transportation Services Director, Nick Thompson, led the task force through a background presentation of the Metro Mobility service and the various models/types of service the program utilizes today. Throughout the presentation, task force members asked several questions including, what are the service and regulatory differences between the federally mandated service area and the Minnesota state service area, what are TNCs and taxi background checks and how do they differ from current Metro Mobility contracts, what is premium same day and can it be utilized by all Metro Mobility customers, what is the average pay and turnover for Metro Mobility drivers, How often does the Council bid for zone contracts, and what are other cities doing in regards to TNCs?

Additionally, there were several questions posed by the task force to Metropolitan Council staff to answer at the next few meetings. They are as follows:

- Past mistakes and why the National Guard was called in?
- More information on Federal background checks and training associated with Met Mo service
- Hours and service discussion
- Coordination between east & west providers? Explore centralized dispatch to optimize the return trip of a western driver headed back from an eastern drop off
- Average pay and turnover of drivers
- How often do we bid contracts for the zones & what drives the zones?
- Data on vehicle utilization
- New Tracks Working Group, can we work with them to increase efficiency?
- Would like to see Boston's fare structure & subsidy
- Review FTA/Federal Language around ADA service
- Cost of system
- Trip type
- Density along routes
- TNC/Taxi presentations at future meeting
- Other cities in addition to Boston if they're doing anything innovative

## BUSINESS

### 1. Amend and approve the task force charter

The task force reviewed the draft charter and added clarifying language around the accessible materials standards, agreed to meet once a month until February 15<sup>th</sup> – but to allow the co-chairs to call special meetings as well, stipulated the business items may be approved by a simple majority, the minority would have the opportunity to produce a report on their dissent should they choose, and added a sentence to the task force purpose that encouraged the group to look for solutions “above community standards”.

It was moved by Metropolitan Council Member Deb Barber, seconded by Ken Rodgers that the Metro Mobility Task Force approve the task force charter as amended.

**Motion carried.**

### 2. Elect Chair or co-Chairs

The task force nominated Metropolitan Council Member Deb Barber and Washington County Commissioner Karla Bigham to co-chair the group.

It was moved by Metropolitan Council Member Deb Barber, seconded by Gail Degler that the Metro Mobility Task Force elect Washington County Commissioner Karla Bigham and Metropolitan Council Member Deb Barber as co-chairs.

**Motion carried.**

### 3. Identify topics for future agendas

The task force identified completing the background presentation and getting a presentation from the TNC and taxi members on their business models would be a good focus area for the September meeting.

**There was no formal motion on this item.**

## ADJOURNMENT

Business completed, the meeting adjourned at 12:03 p.m.

Zoë Mullendore  
Recording Secretary

# Metro Mobility Task Force

Charter Adopted on August 23, 2017

## Purpose

The purpose of the Metro Mobility Task Force is to develop and submit a report to the legislature by February 15, 2018.

According to the legislative language, the report must:

- Describe the current 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

The Metro Mobility Task Force will make policy and service recommendations that meet or exceed community standards. Metropolitan Council staff are responsible for drafting a summary report that the Task Force will vote on and submit to the Legislature by February 15, 2018.

## Background and Scope

Metro Mobility, a service of the Metropolitan Council, is public transportation in the Twin Cities metro area for certified riders who are unable to use regular fixed-route bus service due to a disability or health condition. Certification is based on criteria established by the federal Americans with Disabilities Act (ADA). In 2016, the program provided a total of 2.23 million rides to more than 20,000 active users certified for Metro Mobility service.

The Metro Mobility Task Force was established during the 2017 special legislative session in HF 3, Article 3, Section 140. The purpose of the Task Force to examine the Metro Mobility program and to identify options and methods to increase the program effectiveness and efficiency, minimize program costs, and improve service including through a potential partnership with taxi service providers and transportation network companies.

At minimum, the task force must analyze and report on:

- Customer service
- Program costs and expenditures
- Service coverage area and hours
- Reservation and scheduling
- Buses and equipment

## Members and Meetings

### Membership

The legislative language sets membership:

# Metro Mobility Task Force

Charter Adopted on August 23, 2017

1. One representative from Metro Mobility appointed by the Metropolitan Council (nonvoting)
2. One elected official from each county whose district/unit of government is within the Metro Mobility service area, appointed by the county
3. At least one and no more than three individuals representing transportation network companies, an interested TNC may appoint no more than one person as a task force member. Appointments are made on a first-come, first-appointed basis. (nonvoting)
4. At least one and no more than three individuals representing taxi service providers. A taxi service provider may appoint no more than one person as a task force member. Appointments are made on a first-come, first-appointed basis. (nonvoting)
5. One representative appointed by TAAC
6. One representative appointed by the Council on Disability
7. One representative pointed by the commissioner of human services
8. One representative appointed by the commissioner of MMB
9. One individual appointed by the Association of Residential Resources of Minnesota
10. One individual appointed by the Center for Transportation Studies at the University of Minnesota

## Additional membership information

- The Chair or Co-Chairs will be selected by the voting members at the first meeting.
- The Chair must be a voting member. If the Task Force chooses Co-Chairs, at least one of the Co-Chairs must be a voting member.
- Members of the Task Force will not have alternates. Since every Task Force meeting is open to the public, organizations are encouraged send non-Members to observe the proceedings and report back to their organization when their Member is unable to attend.
- Non-voting members will be distinguished from voting members through specific name placards.

## Meetings

### Meeting schedule

The Task Force will meet once a month until February 15, 2018. Co-chairs can call special meetings at their discretion.

Voting threshold: Business items, including the Task Force's report to the Legislature, will be approved by a simple majority. Task Force members in the minority can produce a report on their dissent should they choose.

### Additional meeting information

- All meeting materials and meeting proceedings will be provided in an accessible format.
- Meeting materials will be distributed one week in advance of each scheduled meeting.
- The Metropolitan Council will convene the meetings in accordance with Open Meeting Law principles.

# Metro Mobility Task Force

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- The Chair or Co-Chairs will run meetings in accordance with Roberts Rules of Order to ensure all voices are heard and business proceeds in an orderly manner.
- The Chair or Co-Chairs will set the agenda for meetings with support from Metropolitan Council staff.
- Non-voting Members may call in to meetings to listen and participate in discussion.