

Minutes of the

REGULAR MEETING OF THE METRO MOBILITY TASK FORCE

Wednesday, January 10, 2018

Committee Members Present: Metropolitan Council Member Deb Barber, David Fenley (by phone), Steve Pint, Commissioner Jim McDonough, Commissioner Scott Schulte, City Council Member Dick Vitelli, Commissioner Marion Greene, Carla Jacobs, Matt Knutson

Committee Members Absent: Commissioner Karla Bigham, Mike Sutton, Stewart McMullan, Jon Walker, Commissioner Jon Ulrich, Bob Platz, Commissioner Gayle Degler, Frank Douma, Ken Rodgers

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 09:10 a.m. on Wednesday, January 10, 2018.

APPROVAL OF AGENDA

It was moved by Commissioner Schulte, seconded by Steve Pint to approve the agenda.

Motion carried.

APPROVAL OF MINUTES

It was moved by Commissioner Schulte, seconded by City Council Member Vitelli to approve the minutes.

Motion carried.

INFORMATION

1. **Industry Experience Group Presentation of service level approaches**—Steve Pint, Transportation Plus

Steve Pint reported on the work of the Industry Experience group and its final recommendations to the task force. The group met multiple times between November 1017 and January 2018 and considered service option alternatives through the lens of customer experience, ADA regulations, customer needs and preference, and customer safety and security. Ultimately, four new service options were developed as potential recommendations for the full task force to consider including in the final report. The models include expansion of the existing premium service Metro Mobility has as well as a new option of shared rides for customers. Both options would include STS and Non-STs service modes. The small group planned to include language on anticipated risks associated with the new services and specific language on legislative or programmatic changes necessary to implement.

2. **Current Operations and Cost Group comments on service level approaches and other findings or recommendations**—Deb Barber, Metropolitan Council Member

Metropolitan Council Member Deb Barber gave a PowerPoint presentation on the overall work of the Current Operations and Cost small group and its findings. The group built off of their previous matrix, but due to the various unknowns, were not able to give specific costs to each potential new service model. The group recommended that the task force further examine the DHS/Metro Mobility

relationship to see if there was potential cost savings at the state level through increased information sharing between the two services. A key recommendation from this group is the need for a consistent funding source for Metro Mobility. The service costs are expected to continue increase over time, but much is dependent on rider behaviors, so the impact of the new service models on overall cost is indeterminable at this time.

3. Customer Experience comments on service level approaches and other findings or recommendations—David Fenley, Minnesota Council on Disability

David Fenley reported that the Customer Experience group has been focusing its efforts on examining the customer impact of potential service options and what role new providers can play in the system. The group outlined several recommendations for the report including that any new service model should be opt-in only, efforts should be made to increase the status of Metro Mobility drivers so that the position is viewed as good career path, not simply a temporary job. Other recommendations included better communication about the Premium Same Day service and to improve the technology used to have more customer service components (i.e. text when ride is near, rating option).

There was task force discussion on if Metro Mobility drivers should be Council employees or remain private contract employees. Members expressed a need for better driver retention and perhaps increasing pay, benefits and training would be a more valuable route to take than to make them employees.

4. Review draft outline of the legislative report— Nick Thompson, Director, Metropolitan Transportation Services (MTS), Metropolitan Council

Nick Thompson reviewed the draft report outline with the task force and answered questions on content to be included. There was discussion amongst members about the legislature's specific charge of the task force in comparison to the evolving work and the need to highlight that shift in the report. Specifically, the legislature asked the task force to find efficiencies and cost savings through new service models and the task force has focused on the need for improved and increased service to keep up with demand. Members felt cost reductions are unlikely, but through the recommended service changes, Metro Mobility could potentially become more efficient and use cost savings to give more and better service around the metro.

5. Next meeting—Wednesday, February 7 at 9:00 a.m.

Met Council Member Deb Barber thanked the small groups for their work over the past few months and said the February meeting would largely be focused on reviewing the draft of the legislative report, making final changes, and voting on the finalized report.

ADJOURNMENT

Business completed, the meeting adjourned at 11:00 a.m.

Zoë Mullendore
Recording Secretary