

Minutes of the

REGULAR MEETING OF THE METRO MOBILITY TASK FORCE

Friday, October 20, 2017

Committee Members Present: Commissioner Karla Bigham, Metropolitan Council Member Deb Barber (by phone), Matt Knutson, David Fenley, Terriann Thommes, Steve Pint, Mike Sutton, Ken Rodgers, Commissioner Jim McDonough, Jon Walker (by phone)

Committee Members Absent: City Council Member Dick Vitelli, Commissioner Scott Schutle, Stewart McMullan, Carla Jacobs, Commissioner Gayle Degler, Frank Douma

CALL TO ORDER

A quorum being present, Commissioner Karla Bigham called the regular meeting of the Metro Mobility Task Force to order at 09:03 a.m. on Friday, October 20, 2017.

APPROVAL OF AGENDA

It was moved by Commissioner McDonough, seconded by David Fenley to approve the agenda.
Motion carried.

APPROVAL OF MINUTES

It was moved by Terriann Thommes, seconded by Matt Knutson to approve the minutes.
Motion carried.

INFORMATION

1. Continue TNC and Taxi presentations

Steve Pint of Transportation Plus gave the final presentation from the four providers that began at the September 21 meeting. His presentation focused on driver training and existing operations with Premium Same Day. Throughout the presentation, task force members asked several questions including, how many hours of training do drivers receive, volume of existing riders with a disability, what the turnover of drivers is, and policies around service animals. There was discussion around bad weather events and when Metro Mobility rides will be denied. During those events when demand for taxis is higher, Transportation Plus will deny all same day requests and only serve advanced rides, this impacts Metro Mobility because those rides cannot be booked in advance and must be same day rides.

2. Review FTA/Federal Language around ADA service—Andy Streasick, Manager, Metro Mobility Customer Service

- a. Attachment 1: Transportation for Individuals with Disabilities; Reasonable Modification of Policies and Practices
- b. Attachment 2: Metro Mobility Operator Training Process
- c. Attachment 3: Americans with Disabilities Act Title II Regulations

Andy Streasick was out of the office at this time, but a prerecorded video of him going through the presentation was showed to the task force. Present Metro Mobility staff members answered several task force member questions involving the state and federally mandated service areas, the 30-minute window for “on time” scheduling, and what set of standards would new providers in the area be subject to since the state standards are higher than the federal. Members asked staff to follow up on if there were any night time, out of service hour “exceptions” Metro Mobility was aware of and how service cats were rectified between the Department of Justice ruling and the practices in effect.

3. Provider answers to task force questions—Karla Bigham, Washington County Commissioner and Deb Barber, Metropolitan Council Member—10:00 a.m.

The task force briefly reviewed the four documents prepared by the provider members of the group. There was discussion of compiling the four documents into one matrix document for review at a later meeting.

4. **Task force timeline and discussion of small groups**—Karla Bigham, Washington County Commissioner and Deb Barber, Metropolitan Council Member—10:30 a.m.

The Co-chairs led a discussion of if there was a need for small groups, given the short timeline the task force is under, to tackle the big policy questions and to report back to the full membership on their findings. Three groups were proposed: (1) Industry experience, (2) Customer experience, and (3) Current operations and cost. The task force discussed how the groups would be formed and if customers should be involved in all three small groups. Ultimately, the task force decided to include customers in all small groups, but left the specifics up to each small group to determine. Members were to indicate to Zoë their preferences and the first small group meetings were to take place prior to the November 15 meeting.

5. **Customer Outreach**—Christine Kuennen, Metro Mobility Senior Manager, Michelle Fure, Public Involvement Manager, and Claudia Fuentes, Outreach Coordinator—11:00 a.m.

Christine Kuennen and Michelle Fure spoke to the task force about the various methods the Council uses to engage Metro Mobility customers. There was discussion about the increased participation in customer forums over the past few years and what changes that is yielding as well as what communication is needed not only between the customer and Metro Mobility, but also between the guardian or agency staff and Metro Mobility.

ADJOURNMENT

Business completed, the meeting adjourned at 11:15 a.m.

Zoë Mullendore
Recording Secretary