Overview of Metro Mobility Task Force Report

Information item presented to Minnesota Council on Transportation Access

February 28, 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.

<table>
<thead>
<tr>
<th>Member</th>
<th>Affiliation</th>
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<tbody>
<tr>
<td>Scott Schulte</td>
<td>Anoka County Commissioner</td>
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<tr>
<td>Gayle Degler</td>
<td>Carver County Commissioner</td>
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<tr>
<td>Dick Vitelli</td>
<td>City of West Saint Paul City Council Member (appointed by Dakota County)</td>
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<tr>
<td>Jim McDonough</td>
<td>Ramsey County Commissioner</td>
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<tr>
<td>Karla Bigham, co-chair</td>
<td>Washington County Commissioner</td>
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<tr>
<td>Marion Greene</td>
<td>Hennepin County Commissioner</td>
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<tr>
<td>Jon Ulrich</td>
<td>Scott County Commissioner</td>
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<tr>
<td>Ken Rodgers</td>
<td>Transportation Accessibility Advisory Committee</td>
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<tr>
<td>Bob Platz</td>
<td>Association of Residential Resources in MN</td>
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<tr>
<td>David Fenley</td>
<td>Minnesota Council on Disability</td>
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<tr>
<td>Matt Knutson</td>
<td>Department of Human Services</td>
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<tr>
<td>Stewart McMullin</td>
<td>Minnesota Management and Budget</td>
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<tr>
<td>Frank Douma</td>
<td>U of M Center for Transportation Studies</td>
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<tr>
<td>Carla Jacobs (non voting)</td>
<td>Uber</td>
</tr>
<tr>
<td>Jon Walker (non voting)</td>
<td>Lyft</td>
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<tr>
<td>Steve Pint (non voting)</td>
<td>Transportation Plus</td>
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<tr>
<td>Michael Sutton (non voting)</td>
<td>10/10Taxi-Super Taxi, Inc</td>
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<tr>
<td>Deb Barber (non voting), co-chair</td>
<td>Met Council Member representing Metro Mobility</td>
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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
**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
<table>
<thead>
<tr>
<th><strong>Applicable Laws - Service Delivery</strong></th>
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<td><strong>American’s with Disabilities Act</strong></td>
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<td><strong>Goal</strong></td>
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<td><strong>Certification</strong></td>
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<td><strong>Service Area</strong></td>
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<td><strong>Service Level</strong></td>
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<td><strong>Hours</strong></td>
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<td><strong>Capacity Restrictions</strong></td>
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<td><strong>Trip Request</strong></td>
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<td><strong>Scheduling</strong></td>
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<td><strong>Fare</strong></td>
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<td><strong>Trip Purpose</strong></td>
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### Program Compliance

#### Regulatory Requirements for ADA Compliant Complementary Service

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<thead>
<tr>
<th></th>
<th>Requirement</th>
<th>Source</th>
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<tbody>
<tr>
<td>1</td>
<td>Equal response time for rides requiring accessible vehicle</td>
<td>Federal</td>
</tr>
<tr>
<td>2</td>
<td>Zero denials</td>
<td>Federal</td>
</tr>
<tr>
<td>3</td>
<td>Random Drug and Alcohol Sampling</td>
<td>Federal</td>
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<tr>
<td>4</td>
<td>Passenger Escort</td>
<td>Federal</td>
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<tr>
<td>5</td>
<td>Disability Awareness Training</td>
<td>Federal</td>
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<tr>
<td>6</td>
<td>Reasonable Suspicion Procedures</td>
<td>Federal</td>
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<tr>
<td>7</td>
<td>DVS and Criminal Records Review (initial and annual)</td>
<td>Federal</td>
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<tr>
<td>8</td>
<td>Service quality reporting (on-time pickups, appts, on-board time)</td>
<td>Federal</td>
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<tr>
<td>9</td>
<td>Shared Ride</td>
<td>Federal</td>
</tr>
<tr>
<td>10</td>
<td>Radio dispatch – immediate response time</td>
<td>State</td>
</tr>
<tr>
<td>11</td>
<td>Insurance Minimums and Council Indemnification</td>
<td>State</td>
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2017 By the Numbers

- $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
Base Service: Main Contracts

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

Metro Mobility Base System and four proposed Opt-in services

<table>
<thead>
<tr>
<th>Provider Type</th>
<th>Base Services</th>
<th>Opt-In Services</th>
<th>Premium Options</th>
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<tbody>
<tr>
<td></td>
<td>Metro Mobility</td>
<td>Shared Options</td>
<td>Premium Options</td>
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<tr>
<td></td>
<td>ADA</td>
<td>Non-ADA</td>
<td>STS</td>
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<tr>
<td>Public Transit Dial-a-Ride</td>
<td>Door through first Door</td>
<td>Door through first Door</td>
<td>Curb to Curb</td>
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<tr>
<td>Medical Assistance Providers</td>
<td>On Demand or Advanced</td>
<td>On Demand or Advanced</td>
<td>On Demand or Advanced</td>
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<tr>
<td>TNC/Taxi</td>
<td>Medical Assistance Providers</td>
<td>TNC/Taxi</td>
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| DHS client transportation service model may be added at future date

- 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 waivered 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 waivered 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.
Additional 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.