

Item 7

Consideration to Approve
Transportation Network Companies
(TNCs) Pilot Program



TNCs - Are They Needed?

- > Ridership is hovering in the mid 8,000s
- > OTP has declined during peak months
- > Other KPIs have been impacted as well
- > Lack of a spare fleet
- > Reliance on subcontractors (Taxis)
- > Return to "normal"

Access Dedicated/Taxi Utilization

Trips by Driver Status

Date Range

Last 5 years

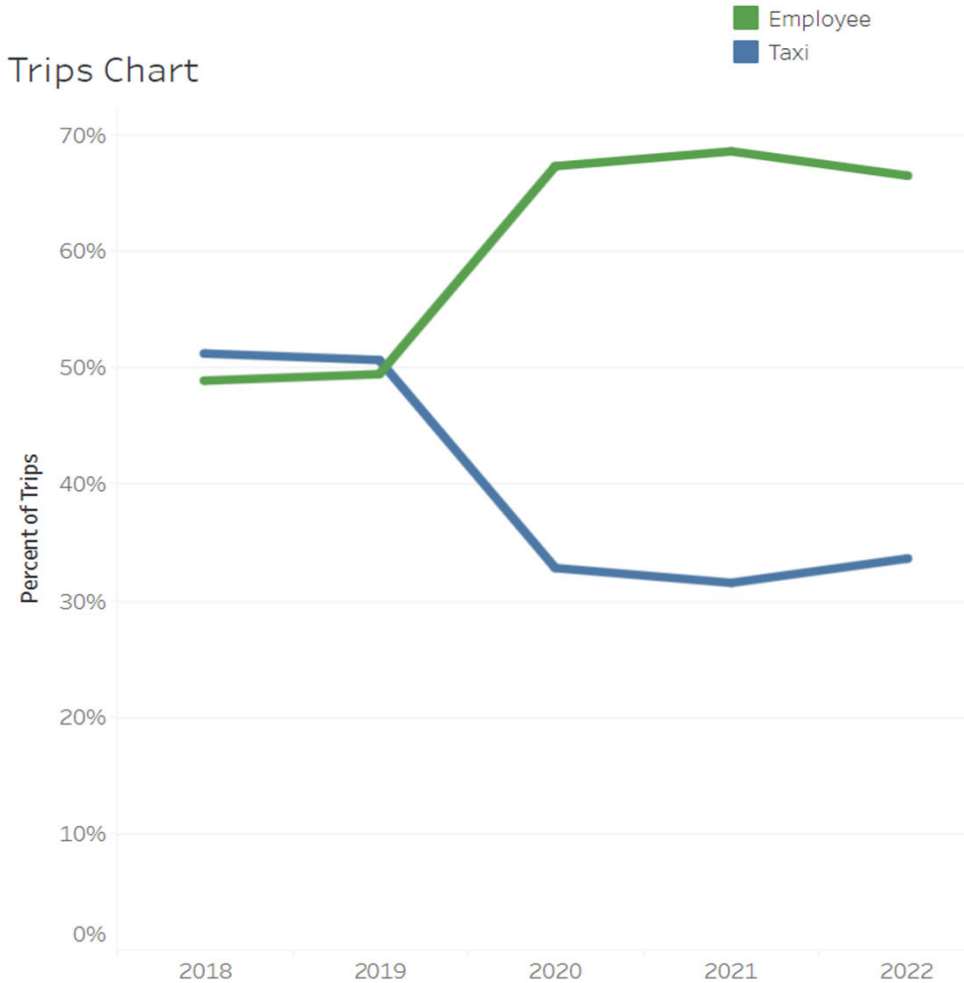
Contract

(All)

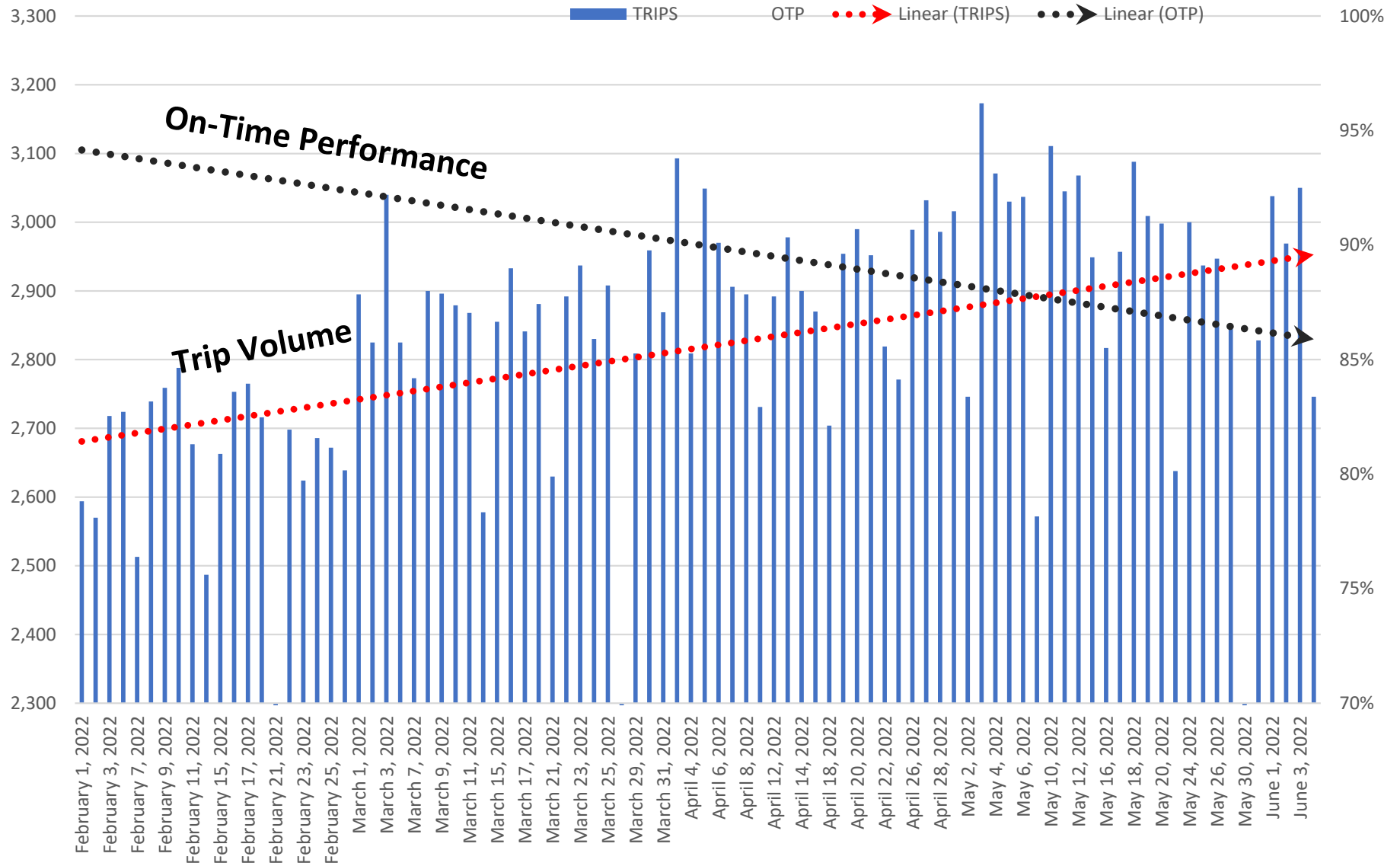
Trips

	Employee	Taxi	Grand Total
2018	1,658,159	1,737,205	3,395,364
2019	1,706,755	1,748,633	3,455,388
2020	1,259,593	613,649	1,873,242
2021	1,411,427	648,655	2,060,082
2022	663,860	335,554	999,414
Grand Total	6,699,794	5,083,696	11,783,490

Trips Chart



Trip Volume vs On-Time Performance



How to Meet Excess Demand

Options to address the peaks and valleys of demand

- > Increase the use of taxis
- > Implement a spare fleet/extra board
- > Increase the percent of trips performed with employees
- > Increase the size of the fleet
- > Find additional subcontractors
- > Utilize TNCs
 - > Relief valve
 - > Spare fleet

TNC Concept Pilot Program

- > Strictly voluntary program for both riders and contractors
 - > Use as an "Opt-In" service
- > Utilize when expected demand exceeds capacity and/or address operational issues
- > Notate Rider360 with rider's acceptance
- > Limit the amount of subcontracted trips to TNCs
- > Existing riders already utilize TNCs

TNC Concept Pilot Program - Continued

- > Contractor will indemnify Access
- > Incidents/Collisions - Same reporting requirement
- > Collection of fare remains the obligation of the contractor
- > \$1 million general liability insurance
- > Utilize local funds only
- > Primarily for ambulatory riders
 - > Will allow for additional capacity for wheelchair/mobility device trips
- > Same variable trip rate

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TNC Concept Pilot Program - Drawbacks

- > Drug testing
- > Medical card
- > Background checks
- > Full training requirements
- > Insurance
- > Vehicles maintenance monitoring

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TNC Concept Pilot Program - OMC Backup Trips

- > Use for backup trips
- > Contract directly with Access
- > Continue current practice related to backup trips:
 - > Access bears the full cost of the trip
 - > Fare is waived
 - > Billing occurs at month end

access

Recommendation

1. Authorize the Executive Director to implement a pilot program as outlined in this item that will allow service providers to utilize TNCs as subcontractors for two years. At the end of the first year, staff will present findings and recommendations to the Board.
2. Authorize the Executive Director to contract directly with TNCs for the provision of back-up service via Access' Operations Monitoring Center (OMC) for stranded Access riders and other emergency situations.