

Item 5

TNC Overflow Service



TNCs – Are They Needed?

- > Ridership is hovering in the mid 8,000s
- > OTP has declined
- > Other KPIs have been impacted as well
- > Lack of a spare fleet
- > Reliance on subcontractors (Taxis)
- > Inflation
- > Rising minimum wage
- > Return to “normal”

Access Dedicated/Taxi Utilization

Trips by Driver Status

Date Range

Last 5 years

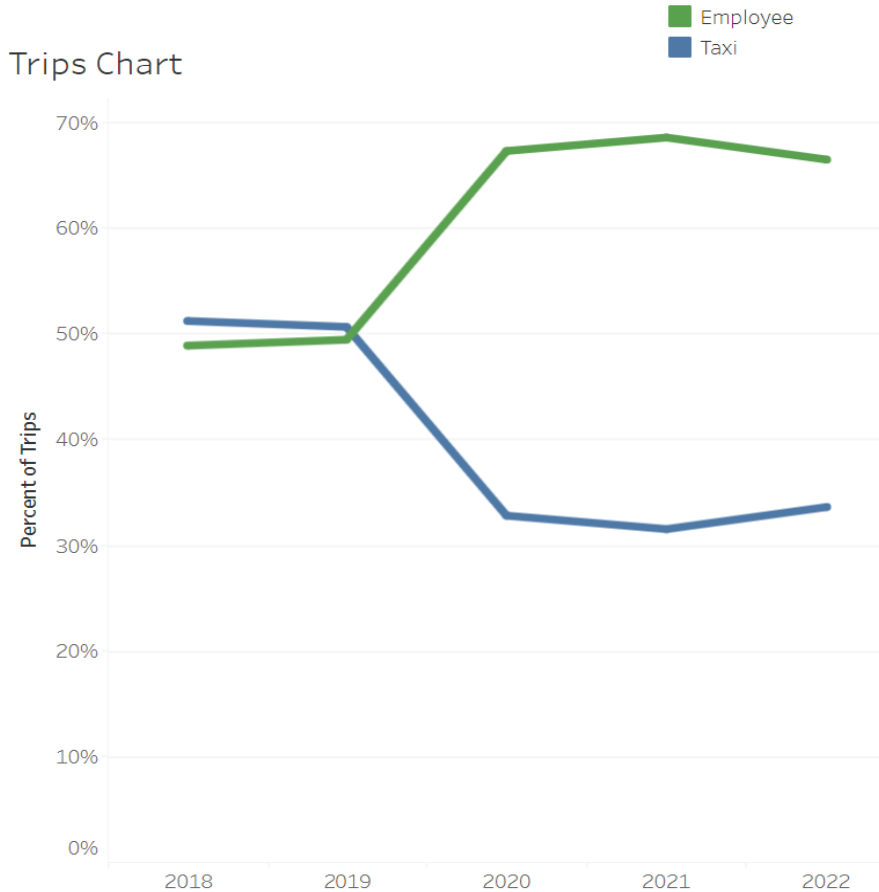
Contract

(All)

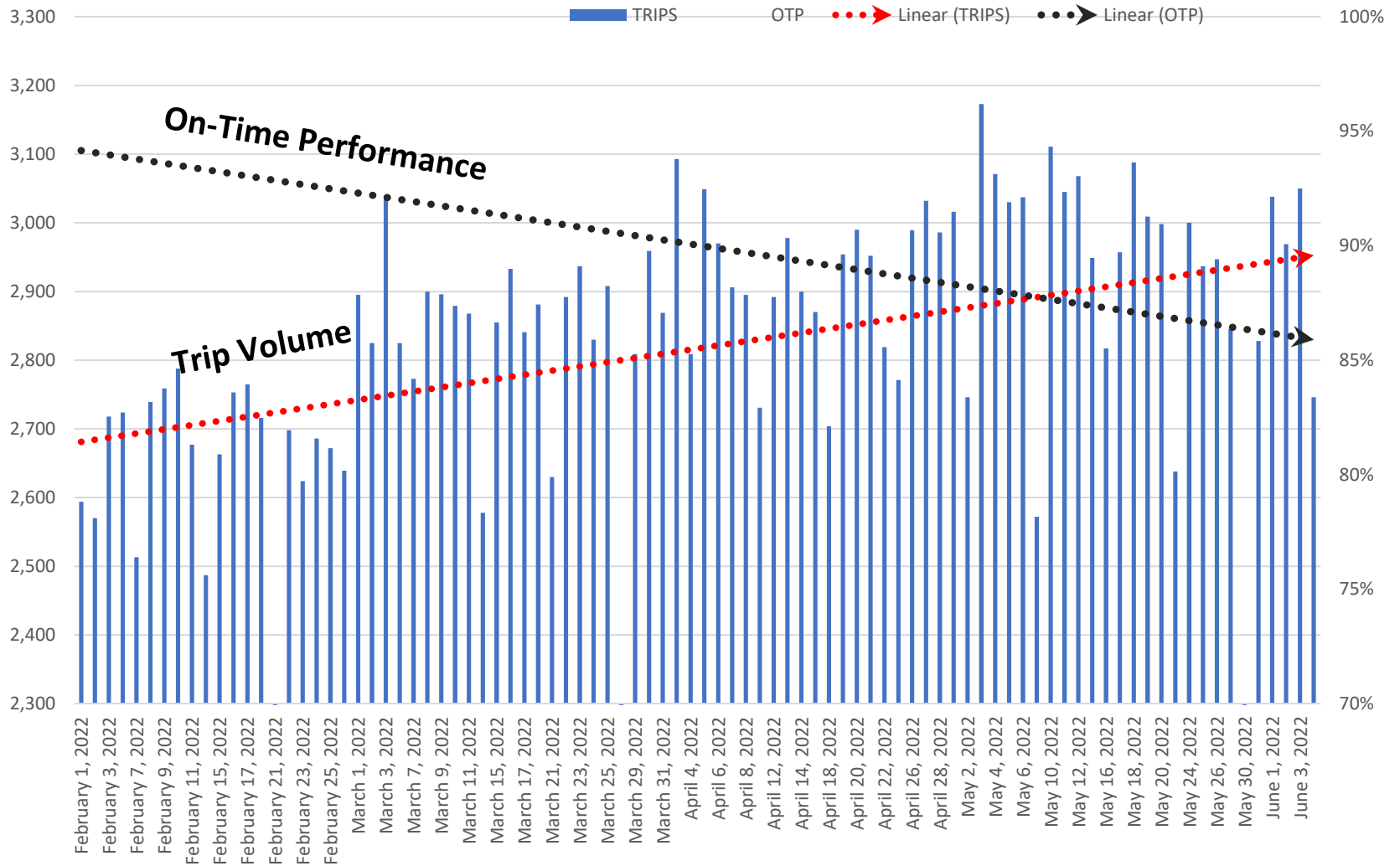
Trips

	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

- > Utilize when expected demand exceeds capacity
- > Utilize when operational issues require additional resources
- > Use as an "Opt-In" service
- > Notate Rider360 with rider's acceptance
- > Limit the amount of subcontracted trips to 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
- > Same variable trip rate

TNC Concept Pilot Program – Drawbacks

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

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

Next Steps

Present at July Board meeting

- > If concept is approved:
 - > Finalize details of pilot project
 - > Advise contractors of their ability to utilize TNCs as a pilot project
- > OMC Backup Trips
 - > Work directly with TNCs to sign contract to provide backup trips

access