



Minnesota Regional Transit  
Board: Records.

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REGIONAL TRANSIT BOARD  
270 Metro Square Building  
St. Paul, Minnesota 55101  
612/292-8789

MEETING OF THE REGIONAL TRANSIT BOARD  
June 2, 1986  
Metropolitan Council Chambers  
4:00 p.m.

AGENDA

1. Call to Order and Roll Call
2. Approval of Agenda
3. Approval of Minutes of May 19, 1986, Meeting
4. Consent List - No Business Items
5. Update on Transportation Handicapped Advisory Committee Thomas Byrne,  
Chair
6. Agenda for Vancouver Trip by Wayne McQuinn, Wayne McQuinn
7. PUBLIC MEETING
  - a. Metro Mobility Implementation Plan\*
8. REPORT OF THE POLICY COMMITTEE Todd Lefko  
Chair
  - a. Update on Transit Service Needs Assessment\*
9. REPORT OF THE COMMITTEE OF THE WHOLE
  - a. Contracts with the Minnesota Department of Transportation, Metropolitan Transit Commission, and North Suburban Lines, Inc.\*
10. REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE Ruth Franklin,  
Chair
11. OTHER BUSINESS
  - a. Chairman's Report
  - b. Members' Reports
  - c. Staff Reports
12. PUBLIC COMMENT

delete —

Elliott Perovich  
Chairman

\* Please bring material mailed in committee packets.

Tim Marx  
Marvin Curry  
Greg Fairbairn  
Mark Ryan

REGIONAL TRANSIT BOARD  
ROLL CALL AND ATTENDANCE SHEET

DATE: 6/2/86  
BOARD OR COMMITTEE RTB

MEMBER NAME	PRESENT	VOTE	VOTE	VOTE	VOTE	VOTE
Chairman	✓					
Kenneth Bedeau	✓					
Doris Caranicas	✓					
Ruth Franklin	<del>ATTN.</del>					
Alison Fuhr	✓					
Paul Joyce	out of town					
Edward Kranz	✓					
Todd Lefko	✓					
Bernard Skrebes	✓					

REGIONAL TRANSIT BOARD

270 Metro Square Building, St. Paul, Minnesota 55101

Minutes of the Meeting of the  
REGIONAL TRANSIT BOARD  
Metropolitan Council Chambers  
May 19, 1986

BOARD MEMBERS PRESENT: Elliott Perovich, Chairman; Kenneth Bedeau, Doris Caranicas; Ruth Franklin; Alison Fuhr; Paul Joyce; Edward Kranz; Todd Lefko and Bernard Skrebes.

OTHERS PRESENT: Ghaleb Abdul-Rahman, Carol Hinze, Judy Hollander, Katie Turnbull, Judith McCourt, Mike Kuehn, Bob Dietrick, Regional Transit Board staff; Tim Marx, legal counsel; Hugh Faville, Greg Failor, Arnie Entzel, MTC staff; Emil Brandt, Metropolitan Council staff; and Steve Bertrand.

The meeting was called to order at 4:00 p.m. and roll taken. Skrebes moved approval of the agenda; Caranicas seconded the motion. Motion carried unanimously.

Joyce moved approval of the minutes of the May 5, 1986 meeting; Skrebes seconded the motion. Motion carried unanimously.

CONSENT LIST

There were no business items on the consent list.

REPORT OF THE POLICY COMMITTEE

URBAN MASS TRANSPORTATION AGENCY (UMTA) PROPOSED CHARTER BUS OPERATIONS REGULATIONS

Lefko indicated that staff had identified some inconsistencies that needed to be looked at to ensure the awareness of the impact of the recommendations. Lefko moved the following with a change:

That the Regional Transit Board approve transmittal of the letter dated May 20, 1986, to the Office of the Chief Counsel, Urban Mass Transportation Agency, with the first sentence changed to read: "The Regional Transit Board is transmitting to you comments..." and the signature changed from the executive director to the signature of the chairman.

Caranicas seconded the motion. The motion carried unanimously.

Lefko reminded everyone that the Metro Mobility item will be discussed at the next Policy Committee meeting to be held May 21, 1986 at 4:00 in Room A on third floor of the Metropolitan Council offices.

REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE

AMENDMENT TO THE REGIONAL TRANSIT BOARD'S 1985 UMTA UNIFIED PLANNING WORK PROGRAM

Franklin moved the following:

That the Regional Transit Board authorize the executive director to execute an amendment with the Metropolitan Council to the Regional Transit Board's 1985 UMTA Urban Planning Work Program to transfer \$45,853 in federal funding from the Metropolitan Transit Commission to the Regional Transit Board, to readjust the funding levels of the 1985 work elements and to carry over unspent allocations to 1986.

Skrebes seconded the motion. The motion carried unanimously.

AMENDMENT TO THE 1986-1988 TRANSPORTATION IMPROVEMENT PROGRAM

Franklin moved the following:

That the Regional Transit Board approve the request of the Metropolitan Transit Commission to amend the Transportation Improvement Program to permit the use of \$2,500,000 in Federal Aid Urban funds for the purchase of new buses instead of for the rehabilitation of buses.

Skrebes seconded the motion. The motion carried unanimously.

AFFIRMATIVE ACTION STATUS REPORT AND UTILIZATION ANALYSIS, RESOLUTION No. 86-\_\_

Franklin moved the following:

That the Regional Transit Board accept the affirmative action status report and approve the resolution setting forth the Regional Transit Board's affirmative action goals.

Caranicas seconded the motion. Vote was taken on the motion. The motion carried unanimously.

CONTRACT AMENDMENT, MEDICINE LAKE LINES, CONTRACT AMENDMENT, NORTH SUBURBAN LINES, RESOLUTION NO. 86-\_\_

Franklin moved the following:

That the Regional Transit authorize the executive director to execute a contract amendment with Medicine Lake Lines in an amount not to exceed \$105,000 and that the Regional Transit Board authorize the executive director to execute a contract amendment with North Suburban Lines in an amount not to exceed \$70,000.

Kranz seconded the motion.

Joyce commented that perhaps during the next legislative session, the idea of self-insuring the transit providers in the metropolitan area could and should be brought to the attention of the legislators. Perovich indicated that this is something that has already started being reviewed.

Vote was taken on the motion. The motion carried unanimously.

At this point during the meeting, Franklin indicated that the Administration and Finance Committee had discussed the possibility of the computer system upgrade for staff. As the details have yet to be worked out, this item will go back to the Administration and Finance Committee to enable board members to be informed as to exactly where the upgrade is headed.

#### RESOLUTION OF APPRECIATION, LESLIE M. JOHNSON

Franklin moved the following:

That the Regional Transit Board approve Resolution No. 86-\_\_\_, indicating the board's appreciation for Leslie M. Johnson's contributions to the Regional Transit Board during his time as Director of Administration.

Skrebes seconded the motion. Vote was taken on the motion. The motion carried unanimously.

#### RESOLUTION OF APPRECIATION, JUDITH F. MCCOURT

Franklin moved the following:

That the Regional Transit Board approve Resolution No. 86-\_\_\_ indicating the board's appreciation for Judith F. McCourt's contributions to the Regional Transit Board during her time as Programs Manager.

Fuhr seconded the motion. Vote was taken; the motion carried unanimously.

#### RESOLUTION OF APPRECIATION, KAREN ROSS GRANT

Franklin moved the following:

That the Regional Transit Board approve Resolution No. 86-\_\_\_ indicating the board's appreciation for Karen Ross Grant's contributions to the Regional Transit Board during her time as Project Administrator.

Joyce seconded the motion. Vote was taken; motion carried unanimously.

#### CHAIRMAN'S REPORT

Chairman Perovich had nothing to report.

#### MEMBERS' REPORT

Caranicas indicated that the Transportation Advisory Committee met May 15, 1986 to remain up-to-date on the legislative session. No action took place.

Fuhr mentioned an upcoming APTA seminar (July 20-22, 1986) that may be constructive for board members.

Skrebes commented on the Transportation Handicapped Advisory Committee where a representative from the Human Rights Department had discussed the new provision in the 1983 Session regarding transportation for the disabled which goes into effect June 7, 1986. Perovich indicated that it is under investigation; it will be discussed further at the May 21 Policy Committee meeting.

#### STAFF REPORT

Also, Abdul-Rahman will be responsible for Administration and Finance matters with the help of Brechlin in the finance department and Dietrick in the personnel department. The possibility of hiring a consultant to provide assistance until the new Director of Administration is selected is being looked into.

Perovich reminded board members to contact Mary Fitzgerald regarding dates they are available for the board retreat.

McCourt thanked board members and staff for allowing her the opportunity to work and grow at the RTB.

There being no further business, Lefko moved that the meeting be adjourned. Caranicas seconded the motion. The motion carried unanimously.

Respectfully submitted,

Carol Hinze

BRD519

REGIONAL TRANSIT BOARD

270 Metro Square Building, St. Paul, Minnesota 55101

Minutes of the Meeting of the  
REGIONAL TRANSIT BOARD  
Metropolitan Council Chambers  
May 19, 1986

BOARD MEMBERS PRESENT: Elliott Perovich, Chairman; Kenneth Bedeau, Doris Caranicas; Ruth Franklin; Alison Fuhr; Paul Joyce; Edward Kranz; Todd Lefko and Bernard Skrebes.

OTHERS PRESENT: Ghaleb Abdul-Rahman, Carol Hinze, Judy Hollander, Katie Turnbull, Judith McCourt, Mike Kuehn, Bob Dietrick, Regional Transit Board staff; Tim Marx, legal counsel; Hugh Faville, Greg Failor, Arnie Entzel, MTC staff; Emil Brandt, Metropolitan Council staff; and Steve Bertrand.

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CONSENT LIST

There were no business items on the consent list.

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Caranicas seconded the motion. The motion carried unanimously.

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Vote was taken on the motion. The motion carried unanimously.

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Joyce seconded the motion. Vote was taken; motion carried unanimously.

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Fuhr mentioned an upcoming APTA seminar (July 20-22, 1986) that may be constructive for board members.

Skrebes commented on the Transportation Handicapped Advisory Committee where a representative from the Human Rights Department had discussed the new provision in the 1983 Session regarding transportation for the disabled which goes into effect June 7, 1986. Perovich indicated that it is under investigation; it will be discussed further at the May 21 Policy Committee meeting.

STAFF REPORT

Also, Abdul-Rahman will be responsible for Administration and Finance matters with the help of Brechlin in the finance department and Dietrick in the personnel department. The possibility of hiring a consultant to provide assistance until the new Director of Administration is selected is being looked into.

Perovich reminded board members to contact Mary Fitzgerald regarding dates they are available for the board retreat.

McCourt thanked board members and staff for allowing her the opportunity to work and grow at the RTB.

There being no further business, Lefko moved that the meeting be adjourned. Caranicas seconded the motion. The motion carried unanimously.

Respectfully submitted,

Carol Hinze

BRD519

REGIONAL TRANSIT BOARD

270 Metro Square Building, St. Paul, Minnesota 55101

Minutes of the Meeting of the  
COMMITTEE OF THE WHOLE  
Metropolitan Council offices, Room E  
May 28, 1986

BOARD MEMBERS PRESENT: Elliott Perovich, Chairman; Kenneth Bedeau, Doris Caranicas; Alison Fuhr; Paul Joyce; Edward Kranz; Todd Lefko and Bernard Skrebes, *Franklin*

OTHERS PRESENT: Ghaleb Abdul-Rahman, Mary Fitzgerald, Judy Hollander, Katie Turnbull, Mark Ryan, Roane Smothers, Jerry Brechlin and Mike Kuehn, Regional Transit Board Staff; Larry Wertheim, legal counsel; Emil Brandt; Arnie Entzel; Bruce Nawrocki; Steve Bertrand, Steve Wilson

The meeting was called to order at 4:00 p.m. and roll taken. Fuhr moved approval of the agenda; Caranicas seconded the motion. Motion carried unanimously.

RELATIONSHIP BETWEEN TRANSIT SERVICE NEEDS ASSESSMENT AND LONG-RANGE TRANSIT ANALYSIS

Hollander reviewed the joint memorandum written by Natalio Diaz, Metropolitan Council, and Judy Hollander, Regional Transit Board, dated May 13, 1986, regarding the relationship between the Transit Service Needs Assessment and the Long-Range Transit Analysis being done at the Council. The priorities remain the same unless something unexpected comes out of the studies. Fuhr noted that on the last page, fourth line, the sentence should read "...will thus serve as input when the policy plan...." Lefko said the document clarifies the timing and relationship issues and may speed up the process.

Steve Wilson said the long-range transit analysis will show where light rail transit may be warranted. Hollander said the memo was not written to deal with the earlier decision to do preliminary engineering on University or how to resume the planning. That will come back to the board in another report that will deal with current activities. This is a general overview. The chairman said this was not intended to deal with specifics; it relates to the planning process and how we will work together to go through the Transit Service Needs Assessment.

CONTRACTS WITH THE MINNESOTA DEPARTMENT OF TRANSPORTATION, METROPOLITAN TRANSIT COMMISSION AND NORTH SUBURBAN LINES, INC.

Turnbull reviewed the staff report dated May 22, 1986, noting a minor change in the wording of the recommendation. Last month the board was briefed on the transit service and marketing activities planned during the reconstruction activities on I-35E. The project will provide a good idea of what transit activities can be done during reconstruction. The chairman clarified that the \$95,300 will be paid to the board. Bertrand said at some point Metro Mobility could be used as a feeder system to the mainline. Lefko moved:

That the Committee of the Whole authorize the executive director to enter into an agreement with the Minnesota Department of Transportation for approximately \$95,300 in funding for the additional transit services during the I-35E reconstruction activities during the summer of 1986. The committee further authorizes the executive director to enter into contract changes or amendments with the MTC and North Suburban Lines to pass this funding through for the additional transit services associated with the I-35E reconstruction.

Fuhr seconded the motion; the motion carried unanimously.

#### METRO MOBILITY IMPLEMENTATION PLAN

Ryan reviewed staff report dated May 15, 1986, and noted that Attachments VII through XI were distributed before the meeting. Attachment XI relates to the recommendation on the proposed hardship policy and would be incorporated with the original recommendations.

There was discussion about mainline accessible buses linking with Metro Mobility. The results of the accessible bus demonstration project will begin to become available in the spring of 1987. Hollander said that is worth considering and could be in the second phase of improvements. Staff wants to get the Metro Mobility plan implemented and then continue to make improvements.

Lefko asked if any same-day service is currently operating in the United States. Ryan said he has never found it. Many programs started that way and evolved into day-before programs to achieve greater productivity. Hollander said we need to look at this area. It is a function of the providers involved in the project but she would like to consider it after the projects are implemented. Kranz said there are areas presently served that have service nearly as prompt as proposed. What impact will it have on some of these providers? Ryan said we must recognize the populations they actually serve and make sure they provide similar service. There must be a distinction made. We must work with existing programs to help them work up to their potential. Hollander said at this point these recommendations are for the existing service area and the expanded area identified in the plan. These recommendations do not necessarily apply to county plans. The chairman said they will be competing with some of the programs already running out there.

Kranz said the method of payment for trips will have a deep impact on less densely populated areas. There was discussion of the per-trip miles used for the trip subsidy. In the existing area, 85-percent of trips are eight miles or less. The needs assessment already seems to be indicating that there are a lot of short trips even in the outlying areas. Lefko asked, in terms of the effects on DARTS and Anoka County, will people switch from three times a week to every day trips if service is changed and how will that effect the working figures? In his discussion with representatives of the Human Services Department, they indicated that different fares are acceptable because of the patterns established. They agreed that differential rates could be charged as long as they are tied to the rest of the policy so it does not become discriminatory. The chairman said that in essence this sets up two-zone service. We are doing that with buses, which is acceptable because additional service is provided.

Skrebes said it is unfair for people in outlying areas to pay more to get to the central business districts. Perovich said anyone coming from those areas pays an extra fee to get into the city. There are a lot of unknowns in the expansion because people who are not traveling now will begin to use the service. Franklin said suburban residents pay more for express because it is a special service.

Kranz asked if the target date of January 1, 1987 for the first phase implementation could be delayed; is it possible that more people would use Metro Mobility and increase the overall cost, defeating the goal of expanding to different areas. The chairman said if there is more access in the existing service area, demand will go up and we will not be able to afford to expand to other areas. Hollander said if the cost per trip goes up, we cannot afford even the service to the existing area. Perovich said that by the time the Legislature meets, we will be able to determine the trend and can ask for budget adjustments.

The chairman asked Bruce Nawrocki about the impact of accessible buses. Nawrocki said it is speculation right now. The project is to find out how they will be used. Perovich said we cannot deal with it until MTC puts together service and accessible buses and we can determine if it is workable.

There was discussion of the \$35 level hardship level subsidy. The chairman said he sees it as a subsidy. There is an assumption that if a person is handicapped, he or she is poor. It should be based on ability to pay. Hollander said staff tried to avoid ability to pay because it gets staff involved in verifying the need. Handicapped groups tend to be very poorly paid. Caranicas said a person now paying \$.60 would, under the new plan, have to pay \$1.50. That will deplete his or her transportation allowance.

Entzel said transfers from Metro Mobility to mainline accessible has not been addressed. If it is put into operation, RTB and MTC should discuss the time needed to make the transfers and consider how this will effect mainline service. It will be a big concern for drivers.

Skrebes asked for a document from the Human Rights Division clarifying their transportation clauses that go into effect June 7, 1986. Lefko said it can be requested, but it is not their function to state what our policy should be and they cannot do that. If they get a complaint, they would judge whether service is comparable.

The computer evaluation was discussed. Lefko said there is a related issue of who owns existing MTC and Metro Mobility buses. There was discussion of shifting buses to other providers. Lefko said a legal determination should be made. Providers have inquired about getting access to those buses. Franklin said it will depend on what funding was used for their purchase.

Lefko said the Policy Committee discussed the impact on the rest of the system if the numbers are off. Hollander added the daily trip limitation puts a ceiling on it so the budgeted amount will not be exceeded.

Fuhr moved:

That the Committee of the Whole adopt the staff proposals and Attachments VII through XI for purposes of a public meeting. The public meeting will be conducted by the Regional Transit Board on June 2, 1986, for the purpose of soliciting comments from interested parties. On June 16, 1986, the Regional Transit Board will adopt a plan for reorganizing Metro Mobility that will be effective October 1986.

Caranicas seconded the motion; the motion carried unanimously.

There being no further business, the meeting was adjourned at 5:45 p.m.

Respectfully submitted,

Mary Fitzgerald  
Secretary

REGIONAL TRANSIT BOARD

270 Metro Square Building, St. Paul, Minnesota 55101

Minutes of the Meeting of the  
REGIONAL TRANSIT BOARD  
Metropolitan Council Chambers  
June 2, 1986

BOARD MEMBERS PRESENT: Elliott Perovich, Chairman; Kenneth Bedeau, Doris Caranicas; Alison Fuhr; Edward Kranz; Todd Lefko and Bernard Skrebes

OTHERS PRESENT: Ghaleb Abdul-Rahman, Mary Fitzgerald, Judy Hollander, Mark Ryan, Regional Transit Board Staff; Tim Marx, legal counsel; Greg Failor, Metropolitan Transit Commission (MTC); Michael Ehrlichmann, Minnesota Council for the Handicapped; Mary O'Hara, Council for the Handicapped; Tim Thielen, Trevilla of Robbinsdale; Steve Bertrand and Bruce Miller, United Handicapped Federation; Gary Kelsey, Metropolitan Council; Sharon Hardy, United Cerebral Palsy Association; Douglad Callander, Transit Access Coalition; Brian Coleman; Carol Connors; Carl Rauer, American Council of the Blind; Merlene Sherman, Senior Resources; Jan Kiffe, N.E. Service Center; Joyce Vincent, Courage Center; Joan Larson; Rahn Workcuff; Wendy Robinson, Minnesota Council of the Handicapped; Gary Wingrove, Med-Kal; Lee Wendell, City Wide; Anne Lyman, Diamond Cab; Ted Kline, Multi-Resource Centers, Inc.; Matthew Peterson, Suburban Paratransit; Ron Bica; Bob Janisch, Yellow/Town Cab; James LeTourneau, Yellow Taxi Service Corporation; Charlotte Wickland, Carver County Transportation

The meeting was called to order at 4:00 p.m. and roll taken. Skrebes moved that the agenda be approved. Lefko offered a friendly amendment that the Update on Transit Service Needs Assessment be carried over for the next meeting. Caranicas seconded the motion. Motion carried unanimously.

Lefko moved approval of the minutes of the May 19, 1986, meeting; Fuhr seconded the motion. Motion carried unanimously.

UPDATE ON TRANSPORTATION HANDICAPPED ADVISORY COMMITTEE

Advisory Committee Chairman Thomas Byrne was unable to attend the meeting. Mark Ryan reviewed the report of the committee dated May 12, 1986. Lefko asked that Byrne be invited to attend the next board meeting.

CONSENT LIST: No business items.

AGENDA FOR VANCOUVER TRIP

Wayne McQuinn and Charles McGriff of the Canadian Consulate presented a film on the upcoming visit by board members and staff to Portland and Vancouver June 11 through 14. The trip will focus and design and hardware of the systems. On June 13 discussion will be focused on how the Vancouver Council dealt with the policy issues involved in designing the system.

## PUBLIC MEETING ON METRO MOBILITY IMPLEMENTATION PLAN

The chairman gave a brief history of the plan since January 1985. The staff recommendations, dated May 15, 1986, were developed after numerous meetings. This is a public meeting for the purpose of providing an opportunity for comment on the recommendations.

The chairman asked that people state their names and the name of the organizations they represent. He asked that testimony be limited to five minutes, that people not engage in debate, and that people not remake a point already made by a previous speaker. The board will address the issues on June 16 and take action on the recommendations at that time.

Michael Ehrlichmann said the State Council was not contract regarding the plan. The Human Rights Act was amended in 1983 regarding the transportation of the disabled and states that transportation offered to the disabled must be in similar locations or areas, fares must be comparable, there should be no restrictions on the purposes of travel and there must be a reasonable response time. The law goes into effect on June 7, 1986. Ehrlichmann said the staff report makes no mention of the Act and the Human Rights Department was not contacted. The implementation of the plan is scheduled for October 1986, several months after the deadline.

If bus service is offered at any given time it should also be offered to the disabled. The staff proposal makes no effort to change the existing structure. The fare issue is not provided for in the staff report and the trip scheduling requires that a person call the day before the trip. He asked if it is reasonable to expect people to schedule a day ahead of time.

Ehrlichmann said "reasonable response time" cannot be more than one hour. In order for people to participate fully in society they must be able to schedule travel. The passenger fares are higher and provide less service. The service does not appear to be comparable and after eight miles there is an additional charge. According to state law, Metro Mobility service must run wherever MTC runs. Of the nine board members, only two could travel to a board meeting within the eight-mile limit. This proposal does not eliminate priorities or penalties. The law does not permit either priorities or penalties. After June 7 grievances can be filed with the Human Rights Commission. This can be an opportunity to provide transportation for the disabled. The laws already passed should be enforced.

The chairman said the board met with the Commissioner of Human Rights and his assistant last week. Staff did consider the law, but it is not necessary to restate it; it is only necessary to conform. The goal is to provide the best transportation for the handicapped that we possibly can. Lefko said that Ehrlichmann's comments help focus discussion. The issue is comparability and reasonableness. The Human Rights Commissioner said they could not address the best transportation for the Twin Cities. After June 7 they will accept complaints.

With respect to "similar hours," staff was directed to look at cost factors. Regarding "reasonable response time, there is a question of what would have to be cut back. Ehrlichmann said that is not their problem; could members function in society without cars? He asked members to understand what it means to have to call a day ahead of time for all their purposes.

Mary O'Hara said the Council for the Handicapped was very disappointed that the 1983 Human Rights amendments were not reflected in the staff proposals. The proposal does not reflect equal fares. She noted that the federal 504 rules and regulations are effective this week and are similar to the Human Rights Act. The \$35 figure used in the financial hardship provision is more than a hardship for most consumers of Metro Mobility. There is no process in place on how to apply for that money. She feels strongly about same-day service. She asked that as much service be made available to the handicapped who have a right to public transportation. The chairman told her to call Mark Ryan for clarification of the hardship policy.

Tim Thielen commented on the hardship policy. A user would have \$5 left per month at the \$35 reimbursement level. He asked if the board considered how many people in nursing homes would be effected by that part of the proposal. The families of users would have to carry the burden of getting them to jobs. Ryan was asked how the figure was arrived at. He said the calculation was based on the average trip lengths currently taken on Metro Mobility and estimates of what providers may charge. Administrative costs are presently not included. Thielen said his trips to his job would come to \$30. Caranicas said, in fairness to staff, the board asked them to prepare a document for purposes of discussion. It is not intended to be the final report. She realizes that \$1.50 might be a hardship for some people.

Thielen said, regarding call-ins, that half of the residents in his facility have problems communicating with providers, will there be people trained to handle special disorders on the phones? The chairman assured him that people will be trained.

Steve Bertrand noted that his organization's statement had been distributed prior to the meeting (Exhibit A). He emphasized that the Metro Mobility administrative center should be opened for bids and it should be responsible for day-to-day administration of the program.

Lefko asked if anyone was aware of any place in the United States that offers same-day service. There are a number of programs that started with it and switched. He asked, if there were a choice, whether it is fairer to go to same-day service by cutting service. Bertrand said the new system should allow the consumer to have more control over how the system is implemented by following the same methods now followed, actively seeking out consumer input on what changes are needed and how to make them. After a reasonable period, evaluate the program to make it better.

Gary Kelsey said he testified six months ago on user-side subsidy. A lot of work has been done in a short time. Their constituency would like to comment on the fares. There might be difficulty in negotiating how much social service agencies will pay and in whether they can continue to serve their clients. Good training will be needed for those who work with seniors on how to negotiate fares. He agrees that expansion is needed. If Title III is cut it is more and more difficult. Service should not be tailored to the providers presently available. He commended Mark Ryan on his excellent program and thanked Judith McCourt and Judy Hollander for the opportunity to work together at every opportunity.

Sharon Hardy presented Exhibit C. She reiterated that the \$1.50 is too high for almost anyone using Metro Mobility. She is concerned that equitable service may not be provided in each area. She said the 7:30 a.m. call-in time is very difficult and suggested the time be moved to 6:00 a.m. and extended to 2:30 p.m. to accommodate people attending school.

Douglas Callander presented Exhibit B. He said the transportation center should be kept where it is now rather than asking people to call other places. Lefko said part of the issue is support from MTC and the union. He asked if there is an assumption the union agrees with the plan shown in Exhibit B. Caranicas said it was not presented to the union. Linda Mitchell explained how the proposed was developed.

Referring to people who can understand people with speech impairments, Caranicas said she has trouble believing there will be 25 providers with someone to do that. Skebes suggested meeting with Callander after the board has a chance to read the proposed plan.

Carol Connors asked why cabs do not have seat belts. There are times the phone lines to Metro Mobility are dead and she has had no choice but to use more expensive transportation. Blind people using Metro Mobility do not know where to call. The higher rates are not fair. She has heard they do not want the handicapped and elderly to ride buses because they are slow. She prefers to call one place because it is easier to remember one number than four or five. Lefko said some of the information will be in Braille. Once people learn one number, they can use that. If the service is poor, they can choose another provider.

Carl Rauer said that under current rules a certified rider can take three guests along. That is generous but one guest as a guide should be allowed. Under state rules guide dogs must go along.

Marlene Sherman said the proposed change will eliminate the opportunity for some people to use adult day care services. Most clients have more than one handicap. Lefko said people assume that transportation is not a social service. We are trying to make the point of what the true cost of social services is. The board should work with agency people to explain this to the Legislature.

Janet Kiffe said people chose her center as a leisure alternative. They cannot determine if they can continue to develop their program and the cuts could cause the program to be discontinued.

Joyce Vincent said Metro Mobility is a fantastic system that allows her to participate in the community. She concurs with the effort to extend service to the suburbs. The cuts on page two should be equitable. She disagrees with the first come-first served basis because it conflicts with some people's schedules. She suggested that medical trips, business, school and jobs might be more important, although there are no such restrictions on mainline users. She asked if providers will pay for their own printers. There is a lot of overlap in costs whereas a centralized call-in system would be more cost-effective. There will be a lot of deadhead rides if all the rides are not coordinated. Regarding the trip scheduling hours, the hours should at least begin at 6:00 a.m. When the Metro Mobility program started it had same-day

service. The \$1.50 fares are quite high. Society should share the burdens of catastrophic injury and it should provide equitable charges to everyone, not put a higher charge on those least able to pay. The mainline ride lengths seem unrealistic. The eight-mile limit is not fair and should be higher.

It seems counter-productive to place charges on standing orders. The certification charge seems reasonable. Service is now provided to 11:00 p.m. and she would like it to run later. It is unfair to eliminate the subsidy for social agencies. We should not discriminate against these trips. The charge slips will involve a lot of paperwork. More efficient vehicles should be used. She questioned whether the whole plan is anti-union. It appears the whole plan is designed to eliminate MTC bus drivers. Regarding guests who ride with the clients, it is alright if they pay and if there is room. The system is good but could be improved.

The chairman suggested that Vincent call staff and discuss some of this with them. They could explain why some of these things are included. Vincent said the board is the policymaker. The chairman agreed, but said that many of these issues have already been raised by the board.

Matthew Peterson said 96-percent of his agency's activity has been Metro Mobility service. He is concerned about how evaluation will take place. Suburban Paratransit has demonstrated that they have the best interests of the program in mind. He has analyzed the new program and thinks the cost ratio can be improved. They may need reimbursement of at least 6-percent. They are uncomfortable with the October deadline because finding capital and gearing up will take an additional 45 days. If they wish to acquire new vehicles will take more time. He remains optimistic that service can be improved.

Lefko asked, under the guidelines of reimbursement for providers, if there is not an effective date, what impact would that have on service? Peterson said they would try to meet the requirements, but best estimates are that they are short by 6-percent and need more time. Lefko asked if the system discriminates against an agency like Suburban Paratransit. Peterson said they tried to analyze that but probably should not make a decision. The time guidelines will prevent them from getting a big enough share of the market to allow them to distribute overhead.

Rahn Woodcuff expressed concern that liability insurance costs for private providers could drive them out of business. Also, he feels the service should be extended beyond 11:00 p.m. Lefko said several people are reviewing the insurance implications. Solutions to the problem are beyond the control of the board. Liability insurance will be considered part of the cost of the program. If there is a major increase it will effect the payback to providers and we will have to look at that.

Lefko moved approval of the recommendations:

That the Regional Transit Board accept the following documents for purposes of the public meeting on June 2, 1986:

- o Metro Mobility Implementation Plan dated May 15, 1986;
- o Attachment VII, Memorandum dated May 28, 1986, re: Proposed Metro Mobility Reorganization;
- o Attachment VIII, Comparisons Between the Current Program and the Proposed Reorganization of Metro Mobility;
- o Attachment IX, Metro Mobility Distribution of Revenues and Expenses, C.Y. 1987;
- o Attachment X, Metro Mobility Distribution of Revenues and Expense, C.Y. 1988; and
- o Attachment XI, Proposed Hardship Policy for Metro Mobility, Memorandum dated May 28, 1986.

Fuhr seconded the motion; the motion carried unanimously.

#### REPORT OF THE COMMITTEE OF THE WHOLE

#### CONTRACTS WITH THE MINNESOTA DEPARTMENT OF TRANSPORTATION, METROPOLITAN TRANSIT COMMISSION AND NORTH SUBURBAN LINES, INC.

The chairman committee report dated May 29, 1986. Lefko moved:

That the Regional Transit Board authorize the executive director to enter into an agreement with the Minnesota Department of Transportation for approximately \$95,300 in funding for the additional transit services during the I-35E reconstruction activities during the summer of 1986.

The board further authorizes the executive director to enter into contract changes or amendments with the MTC and North Suburban Lines to pass this funding through for the additional transit services associated with the I-35E reconstruction.

Skrebes seconded the motion; the motion carried unanimously.

#### OTHER BUSINESS

#### CHAIRMAN'S REPORT

The chairman said Ralph Stanley called him today and notified him that UMTA has received and reviewed our request for funding for a competitive bidding project. They were very impressed and gave it the highest point ranking. It has been approved for \$350,000.

MEMBERS' REPORTS

Skrebes said he was impressed with the rideshare parking facilities at 10th and Glenwood that opened recently.

STAFF REPORTS

Abdul-Rahman reviewed the tentative committee and board schedule for the month of June.

There was discussion of the upcoming board retreat on June 26. In discussing whether the MTC commissioners should be invited, Lefko said it would be better to get the agenda items in first to evaluate whether there will be time. The chairman asked members to submit agenda items by Friday, June 6.

There being no further business, Skrebes moved that the meeting be adjourned; Caranicas seconded the motion. The meeting adjourned at 6:50 p.m.

Respectfully submitted,

Mary Fitzgerald  
Secretary

UNITED HANDICAPPED FEDERATION  
*and*  
*The Friends of Handicapped People Association*



*Ex A.*  
Griggs/Midway Bldg.  
Suite 284 South  
1821 University Ave.  
St. Paul, MN 55104  
645-8922 645-3269 TTY

DATE: June 2, 1986  
TO: The Regional Transit Board  
FROM: The United Handicapped Federation (UHF)  
SUBJECT: Proposed Metro Mobility Implementation Plan

Action Requested:

It is requested that the Regional Transit Board adopt the following amendments to the staff recommendations for reorganizing the Metro Mobility program, as summarized in the memorandum and discussed in the technical memorandum, dated May 15, 1986, as presented by Mr. Mark Ryan, Project Administrator for the Regional Transit Board.

Specific Amendments:

Memo; Page 2 under: Metro Mobility Administrative Center:

Proposed Language:

"The Regional Transit Board should seek competitive bids for the purpose of operating the Metro Mobility Administrative Center (MMAC). The MMAC should be responsible for the day to day administration of the Metro Mobility program."

Discussion:

Opening the operation of the MMAC to competitive bidding should in no way be construed as opposition to the MTC. Indeed, we believe that the MTC may very well be the body best able to provide the best possible service in this area. However, opening this process up to competitive bidding would allow the RTB to achieve the greatest possible level of cost-effectiveness and quality of service, while also determining how the private sector might propose to deliver the services at a specific dollar figure. This would provide important data for future improvements to the system as a whole.

Memo; Page 2 under: Rider Representative:

Proposed Language:

"A Rider Advocate shall be available at the MMAC during all hours of Metro Mobility service to represent and assist Metro Mobility riders."

Discussion:

The staff proposal only calls for a representative to be available between the hours of 8:00 a.m. and 5:00 p.m., Mondays through Fridays. This is good, as far as it goes. However, we must recognize

...A social action organization of, by and for people with handicaps.

Page 2.

UHF Recommendations to the Regional Transit Board  
Proposed Metro Mobility Implementation Plan

that problems that occur with the Metro Mobility system, such as the traumatic instances of no show's, delays or cancellations, are most likely to occur during evening and weekend hours. This is when an advocate is most needed. Secondly, we believe it is important to change the position to that of an advocate, in order that this person(s) be working to ensure that the best interests of the Metro Mobility rider are taken into consideration in the resolution of any problems. This would necessarily entail that the Rider Advocate(s) have sufficient direct access to the Regional Transit Board for policy recommendations and problem resolution.

Memo; Page 2 under: Hardship policy:

Action Requested:

The United Handicapped Federation respectfully requests that the Regional Transit Board take no action on this issue until such time as the Regional Transit Board's Transportation Handicapped Advisory Committee (THAC) actually has an opportunity to have input into the development of a Hardship Policy and criteria for reimbursement.

Discussion:

As this time, we understand that the THAC has had no opportunity for input, or consultation, on this issue. We believe that out of fairness to the volunteers serving on the THAC, that a policy decision on this issue should be deferred until discussion on this issue has taken place with the THAC,

Memo; Page 2 under: Trip Scheduling:

Proposed Language:

"Metro Mobility users should call the provider of their choice the day service is desired, with such calls needing to be placed at least two hours prior to the time service is needed, and no more than twelve hours prior to the time service is needed."

Discussion:

With the advent, and design, of a new Metro Mobility Plan aimed at expanding and improving the Metro Mobility system, now is the time to place our greatest expectations on the system we seek to put in place. A goal of same day service for Metro Mobility must be a high priority for the Regional Transit Board, and all program operations, computerization and contracting with providers must include this goal in order to achieve it in accordance with the spirit behind both the provision of uniform, universal public transportation service, and in line with the 1983 Human Rights Amendments pertaining to transportation as they impact disabled Minnesotans, effective June 7, 1986.

Page 3.

UHF Recommendations to the Regional Transit Board  
Proposed Metro mobility Implementation Plan

Memo; Page 3 under: Passenger Fares:

Proposed Language:

"The base fare for Metro Mobility services shall be the same as fares for the mainline bus system."

Discussion:

An increase in fares from the current levels places an immediate and direct, hardship on persons who can least afford them. This amounts to more than a doubling of fares for disabled Minnesotans, and constitutes an unjustifiable increase. An increase in fares for disabled persons at this time, will create disincentives for persons needing to use the accessible, door-to-door system, and would in effect penalize persons who would need to make decisions about whether to work, shop, keep medical appointments, do volunteer work or even appear at Regional Transit Board meetings to oppose increases in fares.

Memo; Page 3 under: Service Fees:

Proposed Language:

The United Handicapped Federation proposes that this section be removed in its entirety.

Discussion:

The establishment of fees for certification and standing requests is based purely on having users pay additional monies to reduce administrative costs. No such fees for use are in place for users of mainline bus systems, and thus constitute penalties and disincentives to use of the Metro Mobility system by disabled consumers.

Memo; Page 3 under: Medical Assistance

Proposed Language:

"Trips that are eligible for Medical Assistance reimbursement shall not be reimbursed with Metro Mobility funds. The full cost of providing the trip and administering Medical Assistance reporting requirements shall be recovered from the Medical Assistance program by the provider providing the trip."

Discussion:

We agree with the essence of this proposal. However, we do not believe that the MMAC should utilize important staff time to process and bill Medical Assistance claims for providers. Because providers are able to recoup the actual cost of the trip, plus costs for administering required reports, they should do this directly, and not have this be an additional requirement of the MMAC.

Page 4.

UHF Recommendations to the Regional Transit Board  
Proposed Metro Mobility Implementation Plan

Memo; Page 3 under: Expansion:

Proposed Language:

"Service in the current Metro Mobility service area should be extended to the same hours as are available for mainline service effective in October, 1986".....(Continuing on the remainder of the recommendation).

Discussion:

We support the proposed expansion into the communities, as proposed by staff. However, we continue to be on record calling for service by Metro Mobility to be provided during the same hours of operation as mainline services, in line with the spirit of both uniform, universal public transportation service, and in line with the 1983 Human Rights Amendments pertaining to transportation as they impact disabled Minnesotans, effective June 7, 1986.

Memo; Page 4: new section: Length of trips:

Proposed Language:

"There shall be restriction on length of trips by Metro Mobility users, and no additional fees will be imposed upon riders based upon length of trips."

Discussion:

Placing an arbitrary limit of eight miles on length of trip for which there will be a subsidy paid, creates a direct and negative hardship on disabled persons, and acts as a disincentive for work, shopping, volunteering, medical appointments and community participation for disabled Minnesotans. If additional monies are needed because there is an increase in lengths of trips, then that money must be sought from sources other than the disabled consumer. There are currently no limits on how long a trip, for what fee or fare, imposed on other public transportation operations in the metropolitan area, and thus none should be placed on persons using Metro Mobility. Additionally, placing an additional fee for service beyond eight miles, would constitute a restriction on trip purpose, by dictating where, and how, a person can use the service, and would thus not be in line with the spirit of the Human Rights Amendments pertaining to transportation as they impact disabled Minnesotans, effective June 7, 1986.

Memo; Page 4 under: Provider Certification:

Proposed Language:

"Guidelines shall be established by the Regional Transit Board for provider certification and shall be developed to ensure that the quality of service for Metro Mobility is improved and expanded."

UHF Recommendations to the Regional Transit Board  
Proposed Metro Mobility Implementation Plan

Discussion:

The goal of this Proposed Metro Mobility Implementation Plan is to expand and improve the quality of service for Metro Mobility, not to maintain it, and since that is the goal, that is simply what needs being said.

SUMMARY, CONCLUSION AND ADDITIONAL INPUT:

1. We believe it is important that the Regional Transit Board review all decisions made on the proposed Metro Mobility Implementation Plan to ensure compliance with the Minnesota Human Rights Act, pertaining to transportation for disabled Minnesotans, effective June 7, 1986. This review must be to determine not only whether transportation services meet the letter of the law, but also whether transportation services meet the spirit of the law. We request that you, as public servants assist in developing and improving public transportation services so that they provide full access to, full utilization of, and benefit of services to disabled Minnesotans.
2. We encourage the Regional Transit Board to conduct all reviews of the implementation of improved services to determine whether the services allow for the greatest amount of consumer control and input into the evaluation of services.
3. We encourage the Regional Transit Board, in addition to improving and expanding the Metro Mobility system, to place a high priority on making all mainline buses and other public transit services fully accessible and useable by disabled Minnesotans.
4. In summary, as the Regional Transit Board considers, and makes decisions on the changes proposed now before you, we urge you to keep in mind that having mobility is a crucial aspect of enabling people to lead full and productive lives within our full metropolitan community. For some public transit users, Metro Mobility is not a "choice"; rather, it is the only means of transportation available. For many disabled Minnesotans, Metro Mobility services are the only means they have of getting to, and participating in, employment, educational, volunteer, medical, social and cultural activities. As policies are adopted to improve Metro Mobility services, it is necessary that these policies have the desired and intended effect of improving and expanding these services and the quality of these services. All public transit services must be designed with input from disabled Minnesotans, to ensure that they are useable, accessible and available to disabled Minnesotans. Because fully accessible public transit services are not yet a reality in Minnesota, we encourage you to make that full accessibility a high priority goal for now, and the future.

Ex B  
6/2/84

Good evening members of the Regional Transit Board. My name is Douglas Callander. Linda Mitchell and I were asked some time ago by Mr. Todd Lefko to come forward with any cost saving ideas that we had proposed in the past years for Metro Mobility service.

In light of the ammendments to the Human Rights Act that goes into effect June 7, 1986, pertaining to transit for the disabled, we find ourselves in the unique position of being able to present to you an alternate budget choice.

Our offering meets the criteria exacted in the Human Rights Act and it allows for major growth in the Seven County Metropolitan Area as prescribed by the Regional Transit Board.

We hope you will take the time necessary to digest this compromise budget, as we believe it represents the best of the Regional Transit Boards projections and the best of the M.T.C.'s proposals. But most importantly it will come closest to complying with the Human Rights Act, providing the best para-transit service to the disabled community.

We appreciate the interest that the Regional Transit Board and it's Director of Planning have shown to the Transit Action Coalition and other potential providers. Thank you.

*Alternative  
Budget*

*Metro Mobility*

*June 2, 1986*

## ORGANIZATION

### Organizational Structure

Project Mobility will be operated by the Metropolitan Transit Commission (MTC), the regional public transit authority in the Minneapolis - St. Paul metropolitan area.

The Metropolitan Transit Commission (MTC) will be a participating provider of service in the Metro Mobility project, the project mandated by the Minnesota Legislature to coordinate special transportation in the Minneapolis-St. Paul metropolitan area. The MTC will operate a demand-responsive service known as "Project Mobility".

The organizational unit within the MTC responsible for the delivery of Project Mobility service is the Transportation Division.

Day-to-day responsibilities for Project Mobility operations belong to the Assistant Division Manager for Project Mobility. The Assistant Division Manager directly supervises Project Mobility drivers and coordinates maintenance and operational activities.

### Assistance Contract Responsibilities

The Manager of the Metro Mobility Transportation Center is responsible for negotiating the assistance contract with the State. This contract is subject to approval by the Chief Administrator and the members of the Metropolitan Transit Commission.

### Bargaining Unit Representation and Responsibilities

The drivers and mechanics associated with Project Mobility are bargaining unit employees and are represented by Amalgamated Transit Union, Local 1005, as are other MTC union employees. The Chief Administrator of the MTC or his/her designee is solely responsible for negotiating contracts and labor agreements with the transit union.

### Personnel Levels

It is anticipated that the equivalent of 82,136 straight time hours of driver labor will be applied to Project Mobility in 1986. One quarter Assistant Division Manager for Project Mobility will be assigned to the project. Maintenance labor hours have also been budgeted for the project.

PREVENTIVE MAINTENANCE

All buses utilized in the provision of Project Mobility service will be maintained under the standards established by the MTC's Director of Equipment Maintenance. All local, state and federal safety and maintenance procedures set forth for vehicles are rigorously enforced.

MTC buses with defects are reported on special defect report forms by the applicable driver upon completion of each scheduled piece of work or by radio to the Metro Mobility Transportation Center as needed.

DRIVER SELECTION

Project Mobility drivers are selected in the same manner as are all the MTC's drivers. To qualify, one must be 21 years of age, possess a Minnesota Class C license and a Class B permit, and successfully complete a written test for bus operators. If an individual meets these three qualifications, (s)he will be interviewed and required to meet stringent physical qualifications. Furthermore, each applicant must not have more than three moving violations and have recently verified past employment. Six weeks of general training is provided to each selected applicant for full-time work during which time an individual may be terminated. Project Mobility drivers are required to participate in additional hours of special training to acquaint them with the needs of the handicapped passengers.

LIABILITY INSURANCE

The MTC self-insures liability and worker's compensation claims through the Risk Management Division. The MTC does, however, carry excess liability coverage for catastrophic losses through its insurance agent. This coverage begins at \$300,000 per occurrence.

Reporting Responsibilities

The Manager of Metro Mobility or his/her designee will be responsible for filing required reports with the Minnesota Department of Transportation, or the Regional Transit Board. Reports containing monthly operating statistics will be sent as part of the Metro Mobility monthly progress report.

GOALS OF THE PROJECT

The Minnesota Legislature, in developing objectives for the Metro Mobility project, stressed the need to provide greater access to transportation for the handicapped in the most cost-effective manner. In an attempt to maximize the potential for realizing the objectives, the following goals have been developed:

The number of Project Mobility passengers per eight hour piece of work will not be less than 16.

Ninety nine percent of all scheduled Project Mobility runs will "hit the street," and be on time. A run, as used in this context, is defined as an eight-hour piece of work.

The average operational subsidy per passenger for Project Mobility will be not exceed ~~11.00~~ \$5.00

The MTC will be reimbursed for Project Mobility operations by submitting an invoice and required statistical form on a monthly basis.

LEVELS OF SERVICE

Project Mobility service will be provided to eligible handicapped persons certified by the Metro Mobility Transportation Center within the service area and hours outlined below.

Service Area

Project Mobility service will operate within the cities of Minneapolis and St. Paul and some of the first ring suburbs (see Figure I). Changes in these service area boundaries will be made by the RTB, as necessary.

Type of Service to be Operated

Project Mobility will be operated in a manner consistent with the policies developed by the RTB. Basically, the project will be operated as a demand-responsive service. Scheduling and dispatching for Project Mobility will be done by the Metro Mobility Transportation Center staff.

Vehicle Description

The following vehicles will be available to provide Project Mobility service:

<u>Bus Type</u>	<u>Year Purchased</u>	<u>No. of Wheelchair Securement Devices</u>	<u>No. Seats</u>	<u>No. Vehs.</u>
Bluebird	1983	6	15	14
Carpenter	1982	6	13	4
Fortibus	1979	4	4	11
Standard (AMG)	1976	10	14	5

Days of Operation

Project Mobility will be operated seven days a week.

Service Hours

Project Mobility drivers work from 5:45 a.m. to 11:45 p.m. weekdays and from 7:45 a.m. to 11:45 p.m., Saturday, Sunday and holidays. Drivers will pick up their first passenger(s) as soon as possible after leaving the garage and will drop off their last passenger(s) as close to their pull-in time before returning to the garage at the end of their run.

Contract Services

None

Route Map

Not applicable.

FARES

The determination of fares to be charged for Metro Mobility services shall be the responsibility of the RTB. At the present time, the policy in effect states that Metro Mobility fares will be the same as those charged for regular MTC transit service.

EXPENDITURES

The Drivers' Wages category includes the wages of the drivers assigned to Project Mobility including 1.52% overtime. An estimated straight time equivalent of 82,136 hours.

*Estimated labor CONTRACT  
USE OF CONTRACTUAL DRIVER of 6.50/hr - 7 mos.  
7.00/hr - THEREAFTER.*  
The Maintenance & Repair Wages category includes the direct labor charges for those mechanics working on Project Mobility vehicles. This figure has also been based on projected increases provided for in the labor contract. The equivalent of 12.5 mechanics will perform maintenance on the Project Mobility fleet. This includes 2.5 senior mechanics, 5.4 regular mechanics, 1.6 skilled helpers, 1.8 cleaners and 1 working foreman. The average hourly rate is estimated at \$13.75.

The Administrative, Management & Supervisory category represents the estimated wages for the Assistant Division Manager for Project Mobility. The average hourly wage rate of \$16.72 is the rate for the department from which this individual is a member. This category also reflects supervisory maintenance at the average hourly rate of \$15.45.

Clerical category represents the people assigned to distribute parts used for Project Mobility. It is estimated that 1,911 hours at an average labor rate of \$13.75 will be used in this function. The overtime factor is estimated at 6%.

Fringe Benefits were calculated at 45.35% of direct labor. This category includes FICA, worker compensation, pension, holiday and sick leave, etc.

Materials and Supplies

Fuel and Lubricants - The average estimated cost of gasoline for the contract period is estimated at \$1.122 per gallon. Diesel fuel is estimated at \$.80 per gallon, tax exempt. Lubricants are calculated at 4.52% of fuel costs.

The per mile factor cost of tires for the contract period of .01966.

6

Bus Parts are budgeted at \$.12116 per mile.

This category includes \$2,200 for compliance with the State Operating Standards (first aid kits, blankets, etc.) and \$10,313 for consumable supplies related to bus repair.

Casualty and Liability

This category includes public liability costs which were figured at \$73,320 annually which reflects costs on a system-wide basis.

Allocated Costs

This category includes MTC's indirect costs associated with data processing, finance, rent, etc.; approximately 19.6% of direct labor.

Interest - N/A

Leases and Rentals

General Administration Facilities includes \$1,540 for antenna rental.

EXPENDITURES

	<u>Total</u>
<u>Labor</u>	\$ 550,996
Drivers	
Maintenance	332,333
Administrative	34,014
Clerical	26,978
	<u>\$ 944,321</u>
<u>Total</u>	
	\$ 428,250
<u>Fringe Benefits</u>	
<u>Services</u>	
Management Services Fee	-
Advertising	-
Professional/Technical Services	-
Temporary Help	-
Contract Maintenance	-
Custodial	-
Security	-
Miscellaneous	-
	<u>-</u>
<u>Total</u>	\$ -
<u>Materials and Supplies</u>	
Fuel and Lubricants	\$ 177,011
Tires and Tubes	21,124
Bus Parts	130,130
Other Supplies	12,513
	<u>340,778</u>
<u>Total</u>	\$ 340,778
<u>Utilities</u>	\$ -
<u>Casualty-Liability</u>	
Prem. Phy. Dam.	
Recovery Phy. Dam.	
Prem. P/L & P/D	
Payout Unins. Plpd.	
Provis. Unins. Plpd.	
Prem. Other	
	<u>73,000</u>
<u>Total</u>	\$ 73,000
<u>Purchased Service</u>	

(8)

	<u>Total</u>
<u>Miscellaneous</u>	
Nonlocal Travel	\$ -
Bad Debt	-
Advertising	-
Discount Lost	-
Local Travel - Commission	-
Postage	-
Local Seminars	-
Other	-
	<hr/>
Total	-
	\$ 185,086
<u>Allocated Costs</u>	
<u>Interest</u>	\$ -
<u>Lease-Rentals</u>	
Pass. Park Facil.	\$ -
Service Vehicles	-
Oper. Stations	-
Garages	-
Radio Center	-
Data Processing Facil.	-
Gen. Admin. Facil.	\$ 1,500
	<hr/>
Total	\$ 1,500

Total Operating Costs For 12 Months

\$ 1,972,935

I. ORGANIZATION

The Metro Mobility Transportation Center is a key element of the project mandated by the Minnesota Legislature for coordination of special transportation services in the Minneapolis/St. Paul metropolitan area.

In 1984 the Minnesota Legislature transferred responsibility for establishment and implementation of Metro Mobility from Mn/DOT to the Regional Transit Board.

Mn/DOT has continued to select participating providers, including the operation of the Transport Center, and contracts for their service. It is anticipated that the Regional Transit Board will certify readiness to assure these contracts early in 1986.

The Minnesota Department of Transportation (Mn/DOT) selects all participating providers, including the operator of the Transportation Center, and contracts for their services.

Management policies for Metro Mobility will be set by the Regional Transit Board (RTB).

-- Organizational Structure

The Metropolitan Transit Commission (MTC) shall have the responsibility for operating the Metro Mobility Transportation Center (MMTC) during this contract period. The MTC is the public transit authority in the Twin Cities metropolitan area.

The Transportation Division is the organizational unit within the MTC responsible for the Metro Mobility Transportation Center operations.

*Manager/supv.*

Reporting immediately to the Director of Transportation is the *Manager/supv.* of Metro Mobility. The Manager has key responsibility for the day-to-day operations of the Transportation Center and has supervisory responsibility for the MTC staff members working at the Metro Mobility Transportation Center.

-- Bargaining Unit Representation and Responsibilities

The order-fillers and order-takers at MMTC are bargaining unit employees. These employees are represented by the Amalgamated Transit Union, Local 1005, as are other MTC union employees. The Chief Administrator of the MTC or his/her designee is solely responsible for negotiating contracts and labor agreements with the transit union.

-- Assistance Contract Responsibilities

The Manager <sup>Sup</sup> of the Metro Mobility Transportation Center or his/her designee will be responsible for negotiating an assistance contract for Metro Mobility with the state. This contract is subject to approval by the Chief Administrator, and the members of the Metropolitan Transit Commission.

-- Agency Responsibilities

The role of Regional Transit Board in the organizational structure is to establish and implement the project incorporating the following responsibilities:

1. Encourage participation in the project by public and private providers of special transportation service currently receiving capital or operating assistance from a public agency;
2. Contract with public and private providers that have demonstrated their ability to effectively provide service at a reasonable cost;
3. Encourage individuals using service provided through the project to use the type of service most appropriate to their particular needs;
4. Insure that all persons providing service through the project receive equitable treatment in the allocation of the ridership;
5. Encourage shared rides to the greatest extent practicable;
6. Insure that a full range of service is made available through the project to all parts of the metropolitan transit taxing district;
7. Encourage public agencies that provide transportation to eligible individuals as a component of human services and educational programs to coordinate with the project and to allow reimbursement for services provided through the project at rates that reflect the public cost of providing those services; and
8. To contract for all service necessary to operate the project.

MTC management will operate the Metro Mobility Transportation Center in a manner consistent with the policies set by the RTB. Decisions relating to the assignment of MTC personnel and detailed operating procedures, however, would be made by the MTC and its management staff. For example, the numbers and qualifications of employees would be decisions made by the MTC as would issues relating to the labor contract.

-- Relationship of Metro Mobility with Participating Providers

One of the primary objectives of the MMTTC is to coordinate special service transportation. The Metro Mobility Manager will have the responsibility for making all the day-to-day decisions regarding matters of the Transportation Center, while the actual operation of the vehicles will be the responsibility of the participating providers. In the event of conflicts between providers such as in matters relating to transfers, the Manager will have the authority to resolve these issues as long as the issues are not of a policy nature.

-- Reporting Responsibilities

The Manager of the Metro Mobility Transportation Center or his/her designee will be responsible for filing required reports with the Minnesota Department of Transportation and or the RTB. Reports containing monthly operating statistics will be sent to Mn/DOT, or RTB on a monthly basis and will include a narrative section highlighting major issues and activities. These reports shall be filed with Mn/DOT or the RTB no later than 20 working days after the end of each month, provided that information from the other Metro Mobility contractors is submitted in a timely manner to the Manager.

II. GOALS OF THE PROJECT

The objectives set forth in the legislation for the project emphasize the need to develop a coordinated system of special services in a cost-effective manner and yet fill the unmet needs for that type of special service transportation.

In an attempt to measure achievement toward the success of these objectives, the following goals have been developed:

The taxi tour size will average at least 2.0 passengers per trip during the contract period.

The average number of passengers per eight hour piece of work on Project Mobility will not be less than 16.

The number of passengers per contracted hour for private providers, other than Suburban Paratransit, will not be less than 2.

MMAC Staff

1	Certification Secretary-secretary		
2	Supervisors		
1	Accountant	} 1799 hours X 14.09/hour	101392.00
1	Ombudsman		
1	Manager-Supervisor	1799 hours X 16.09/hour	<u>28946.00</u>
			130338.00

The clerical category includes all union labor. A full-time equivalent of 13 order-fillers and six order-takers. The average labor rate for order-takers is projected at \$10.56 Jan.-Apr./\$10.98 May-Dec. per hour. The average projected labor rate for order-fillers is \$11.75 Jan.-Apr./\$12.22 May-Dec. per hour. One thousand five hundred five of overtime have been calculated at \$17.98 per hour.

Fringe Benefits

Fringe benefits are calculated at 43.85% of direct labor for this contract period. Items included in this category include: FICA, workers' compensation, pension, insurance, unemployment, sick leave, holiday leave and other (compensation time, etc.).

Services

Professional Technical:

This category includes funds for computer software maintenance.

Miscellaneous

This represents a service agreement for servicing the WYCAT computer equipment.

Materials and Supplies

Other materials and supplies.

This includes miscellaneous equipment and printing charges.

Utilities - NA

Casualty and Liability - NA

Purchased

Miscellaneous

Nonlocal Travel

This category represents nonlocal travel to other systems.

Local Travel

Courier Service

This category represents courier charges for delivery of SR Taxi stop sheets to providers.

This category represents travel reimbursement for members of the Metro Mobility Advisory Task Force.

Postage

This category includes charges for mailing 4 newsletters.

Local Seminars

This category represents funds for local workshops and staff training costs.

This category represents staff recognition and education.

Allocated Costs

This category represents MTC's indirect costs associated with telephone charges, Information Services, Personnel, Finance, etc. The anticipated expense for the contract period is \$169,481. Also included in this category is secretarial support of 3,720 hours which was previously budgeted under Administrative Labor.

Interest - NA

Leases and Rentals - NA

Principal - NA

Revenues:

Fifty-five thousand fifty-five dollars have have been projected for medical assistance reimbursement to be applied against the Transportation Center budget.

EXPENDITURES

	<u>Total</u>
<u>Labor</u>	
Drivers	
Maintenance	130,838
Administrative	\$ -
Clerical	431,906
	<u>562,244</u>
Total	\$ -
<u>Fringe Benefits</u>	\$ 246,544
<u>Services</u>	
Management Services Fee	\$ -
Advertising	-
Professional/Technical Services	7,000
Temporary Help	1,296
Contract Maintenance	-
Custodial	-
Security	-
Miscellaneous	12,504
	<u>20,800</u>
Total	\$ 20,800
<u>Materials and Supplies</u>	
Fuel and Lubricants	\$ -
Tires and Tubes	-
Bus Parts	-
Other Supplies	3,804
	<u>3,804</u>
Total	\$ 3,804
<u>Utilities</u>	\$ -
<u>Casualty-Liability</u>	
Prem. Phy. Dam.	\$ -
Recovery Phy. Dam.	-
Prem. P/L & P/D	-
Payout Unins. Plpd.	-
Provis. Unins. Plpd.	-
Prem. Other	-
	<u>-</u>
Total	\$ -
<u>Purchased Service</u>	\$ -

	<u>Total</u>
<u>Miscellaneous</u>	
Nonlocal Travel	\$ 1,008
Bad Debt	-
Advertising	-
Discount Lost	-
Local Travel - Commission	2,004
Postage	26,400
Courier Service	8,458
Local Seminars	1,404
Other	<u>2,004</u>
Total	\$ 41,278
<u>Allocated Costs</u>	\$ 169,483
<u>Interest</u>	\$ -
<u>Lease-Rentals</u>	
Pass. Park Facil.	\$ -
Service Vehicles	-
Oper. Stations	-
Garages	-
Radio Center	-
Data Processing Facil.	-
Gen. Admin. Facil.	<u>\$ -</u>
Total	\$ -
<u>Principal</u>	

Total Operating

\$ 1,044,153.00

### EXPENSES

Project Mobility	\$1,973,255
Metro Mobility	<u>\$1,044,151</u>
 Total Cost:	 \$3,017,406

### RIDERSHIP

Estimated Project Mobility Ridership	192,087
75% Non-ambulatory	144,065
25% Ambulatory	48,022

### REVENUE

Project Mobility Rides:	
144,065 @\$11.00	\$1,584,715
48,044 @ 5.00	<u>\$240,220</u>
 Project Mobility Revenue	 \$1,824,935
 Estimated one-way rides in 1986	 542,362
 \$1.50 per trip from provider for MMTC service	 \$813,543
Standby Order Charges at \$10. (R.T.B. estimated revenue)	\$25,000
Certification Charges (R.T.B. estimated revenue)	<u>\$130,000</u>
 Income	 \$2,793,478
Needed additional reimbursement from, R.T.B.	<u>\$223,928</u>
 Total	 \$3,017,406
 Allocated for Metro Mobility for 1986	 \$5,646,450
Needed for this proposal	<u>\$3,017,406</u>
 Amount left over to be used for expansion	 \$2,629,044

Each additional ride placed through the Control Center will be additional revenue.

EXC

My name is Sharon Hardy and I am representing United Cerebral Palsy of Minnesota. While we realize some changes are necessary we are quite apprehensive about some sections of the proposal.

Our first concern is with the call ahead time. We do not believe that 7:30 ~~is~~ AM. the day before allows a working person equal access to the system, especially since calls will be taken on a first come first serve basis. This puts the worker or the person going to school at a distinct disadvantage. Therefore we suggest the call in time remain at 6 AM and continue until 2:30 PM.

One of the objectives of this new system was to become more cost-effective. Raising fares 1:50 per person for the first eight miles simply will not do this. The majority of the disabled population, especially the population we deal with, cannot not afford this drastic increase. If the fare remains at 1:50 we suggest that a great deal of ridership will be lost.

~~We suggest that a one way fare of 1:00 would be acceptable.~~

We suggest that fare should remain at the current level.

Transfers We find it difficult to believe that there would be no transfers in the system. Using myself as an example. I live in St. Louis Park. If I wanted to travel to Roseville without a transfer it ~~is~~ quite ~~is~~ This does not seem economically feasible.

Certification <sup>no fee for original</sup>

We feel that the \$~~5~~ fee for certification is excessive and would suggest \$ each for certification and standing requests and changes in standing requests.

Expansion service hours. We believe that expansion service hours should be same as those committed currently served 6 AM. to 11 PM. weekdays

Agency Participation: While we support the idea that agencies having clients using Grets Mobility should help defray the cost of the system. We are concerned how this will be handled. Our agency does not do any direct services to persons with Cerebral Palsy. We assume then we would be exempt.

Two last general concerns

We fear that there will be a tremendous rush for phone lines at the onset of call in time. How will this be handled. We also would like some assurance that ~~is~~ that there will be at the very least equal division of wheelchair providers and providers for people who are ambulatory in a given service area. Finally we feel that the rider representative should be a user of both systems

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: May 28, 1986  
TO: Regional Transit Board  
FROM: Elliott Perovich  
SUBJECT: CONSENT LIST

The following referrals have been reviewed by the staff and chairman of the Regional Transit Board. In my opinion, they meet the standards of consent referrals adopted by the board in its bylaws.

ENVIRONMENTAL ASSESSMENT WORKSHEET (EAW) ON TRUNK HIGHWAY 169 FROM PRAIRIE CENTER DRIVE TO COUNTY ROAD 1 IN EDEN PRAIRIE

This EAW outlines the approach to be taken by the Minnesota Department of Transportation for the proposed improvement on Trunk Highway 169. This involves the construction of two additional through traffic lanes between the four-lane sections in place at Prairie Center Drive, the entrance to the Hennepin Vo-Tech campus, and at County Road 1 in the City of Eden Prairie. Included with this project is the construction of a median island, channelized turn lanes and a uniform 10-foot wide right shoulder. These improvements are being made to provide for additional expected traffic demands as well as to safely accommodate for turning movements onto and off of T.H. 169.

The RTB has been asked to comment on the Environmental Assessment Worksheet by the Minnesota Department of Transportation. The RTB has reviewed this worksheet in accordance with the Interim Implementation Plan and finds it to be consistent with the goals and policies of the Interim Implementation Plan.

STUDY REPORT FOR I-694 THIRD LANE ADDITION FROM T.H. 100 TO I-35W AND INTERSTATE HIGHWAY 94 E.B. AUXILLARY LANE ADDITION FROM COUNTY STATE AID HIGHWAY 152 TO TRUNK HIGHWAY 252

This report documents data pertaining to design features and the social, economic, and environmental effects of the above-referenced project. The main purpose of this project is to increase the traffic carrying capacity of I-694. In May 1985, the Regional Transit Board reviewed the proposed improvements during the various stages of development. Since that time, the Minnesota Department of Transportation found it necessary to extend the westerly limit of this project approximately two miles, between Trunk Highway 100 and County State Aid Highway 152, in order to obtain an acceptable level of service on I-694 eastbound near the Mississippi River. These additional improvements are classified as categorical exclusions and will be constructed almost entirely within Mn/DOT right-of-way.

The RTB has been asked to comment on the Study Report I-694 Third Lane Addition by the Minnesota Department of Transportation. The RTB has reviewed this report in accordance with the Interim Implementation Plan and finds it to be consistent with the goals and policies of the Interim Implementation Plan.

Regional Transit Board  
May 28, 1986  
Page 2

PROJECT PATH REPORT FOR BRIDGE REPLACEMENT AND ROADWAY RECONSTRUCTION AT THE  
JUNCTION OF T.H. 51 (SNELLING AVENUE) AND MARSHALL AVENUE IN ST. PAUL

This report documents the project development process necessary to construct the above-referenced project. The project consists of replacing the existing railroad bridge overpass at Snelling Avenue and Marshall Avenue. Spans of the new bridge will be lengthened to provide room for four 12-foot traffic lanes and channelization on Snelling Avenue. The proposed work will correct the geometric problems on Snelling Avenue, thus providing improved roadway conditions and better traffic flow on Snelling Avenue.

The MTC has been identified as a key agency to be consulted during the construction process to ensure their interests are considered in mitigating the impacts on local transit. The RTB has been asked to comment on the Project Path Report by the Minnesota Department of Transportation. The RTB has reviewed this report in accordance with the Interim Implementation Plan and finds it to be consistent with the goals and policies of the Interim Implementation Plan.

MF113A

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: June 9, 1986  
TO: Regional Transit Board  
FROM: Policy Committee  
SUBJECT: Update on Transit Service Needs Assessment

At its meeting of June 2, 1986 the board agreed to carry this item over until the meeting of June 16. Please bring your material from the previous mailing to the meeting.

Todd Lefko  
Chair

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: May 12, 1986  
TO: Regional Transit Board  
FROM: Thomas Byrne  
SUBJECT: Update on Transportation Handicapped Advisory Committee

Action Requested:

This item is informational. No action is requested.

Background

On September 3, 1985, the Regional Transit Board authorized staff to establish the Transportation Handicapped Advisory Committee (THAC) in accordance with guidelines set forth by the RTB. The RTB received 61 applications for the THAC. All applications were reviewed by staff and were sorted by district and according to consumer versus provider interests. Board members received information on applicants from their areas and subsequently selected appointees ensuring a balance of consumer and provider interests.

In December the RTB approved a slate of twenty-one appointees for the THAC. Additionally, Chairman Perovich appointed Bernie Skrebes to serve as the RTB's liaison to the THAC and appointed Thomas Byrne to serve as Chairman. The first meeting of the THAC was held on December 17, 1985.

Discussion:

The five meetings that have been held since December have focused on the development of the committee's structure and purpose and the RTB's effort to reorganize Metro Mobility services.

The meetings have included an overview of the RTB, the role of the THAC and an update of the transit service needs assessment by the RTB's planning staff. Committee members have also spent a great deal of time and effort on developing a set of bylaws to govern the committee.

Besides the development of the bylaws for the THAC, reorganization of the Metro Mobility program has also received a great deal of attention. At each of the meetings, committee members have been updated with current information on the staff's efforts to develop an implementation plan to restructure Metro Mobility. Committee members have provided input to staff regarding the development of the plan.

Upcoming agenda items include a review of the Metro Mobility implementation plan, establishment of an appeals board for Metro Mobility certification and an update on the MTC's accessible bus demonstration project.

LISTING OF INDIVIDUALS WISHING TO TESTIFY AT  
JUNE 2, 1986, PUBLIC MEETING

METRO MOBILITY

1. Michael Ehrlichmann, Minnesota Council for the Handicapped
2. Mary O'Hara, Council for the Handicapped
3. Tim Thielen, Trevilla of Robbinsdale
4. Steve Bertrand, United Handicapped Federation
5. Gary Kelsey, Metropolitan Council Program on Aging
6. Sharron Hardy - *United Cabaret Paley*
7. Transit Access Coalition (Jan Bilotta called in--someone else will speak)
8. Brian Coleman *Doug Calender*
9. Carol Connors, Blind User
10. Carl Rauer, Blind User
11. Merlene Sherman, Senior Citizens Center *Work on social services issue*
12. Jan Kiffe - *N.E. Kenice Ctr (Director)*
13. Joyce Vincent, Consumer
14. Joan Larson, Consumer

Human Rights Act - Commissioner + Ass't Commissioner  
Time Call 9:30-2:30

1.50  
23.  
35.0.  
30  
50  
1.5  
23. + *more*  
35.00

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: May 29, 1986  
TO: Regional Transit Board  
FROM: Committee of the Whole  
SUBJECT: Metro Mobility Implementation Plan

At its meeting of May 28, 1986, the Committee of the Whole approved the following recommendation:

RECOMMENDATION

That the Regional Transit Board accept the following documents for purposes of the public meeting on June 2, 1986:

- o Metro Mobility Implementation Plan dated May 15, 1986
- o Attachment VII, Memorandum dated May 28, 1986, re: Proposed Metro Mobility Reorganization;
- o Attachment VIII, Comparisons Between the Current Program and the Proposed Reorganization of Metro Mobility
- o Attachment IX, Metro Mobility Distribution of Revenues and Expense, C.Y. 1987
- o Attachment X, Metro Mobility Distribution of Revenues and Expense, C.Y. 1988
- o Attachment XI, Proposed Hardship Policy for Metro Mobility, Memorandum dated May 28, 1986

Elliott Perovich  
Chairman

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: May 15, 1986  
TO: Policy Committee  
FROM: Mark Ryan, Project Administrator  
SUBJECT: Metro Mobility Implementation Plan

Action Requested:

It is requested that the Policy Committee adopt the staff recommendations for reorganizing the Metro Mobility program, as summarized in this memorandum and discussed in the attached technical memorandum, for purposes of a public meeting. The public meeting will be conducted by the Regional Transit Board on June 2, 1986 for the purpose of soliciting comments from interested parties. On June 16, 1986, the Regional Transit Board will adopt a plan for reorganizing Metro Mobility that will be effective October, 1986.

Background:

In an attempt to identify the steps necessary to increase the amount of service and improve the cost-effectiveness of Metro Mobility services, the Minnesota Department of Transportation (Mn/DOT) initiated a comprehensive evaluation of the Metro Mobility program in late 1983. The Urban Institute, retained by Mn/DOT as the consultant to the project, completed its evaluation of the Metro Mobility program and developed recommendations for actions to be taken to improve service. Mn/DOT took no action on these recommendations, considering that the Regional Transit Board (RTB) would soon be assuming responsibility for the Metro Mobility program.

The RTB, given the responsibility for administering Metro Mobility service in its enabling legislation, began its review of the Metro Mobility program in December, 1984. The RTB's review of Metro Mobility continued with a series of public meetings at which Metro Mobility users and interested parties presented testimony about their experiences with the service.

In December, 1985, the RTB approved a framework for the reorganization of the Metro Mobility program. At that time, RTB staff were directed to develop a plan that addressed specific details for implementing changes to the Metro Mobility program. It was further directed that the plan be developed by June 1, 1986 and implemented during October, 1986.

The staff recommendation for reorganizing the Metro Mobility program will first be presented to the RTB's Policy Committee on May 21, 1986. The Committee will continue its discussion of the recommendations at the Policy Committee meeting on May 28, 1986. The Regional Transit Board will hold a public meeting to solicit comments from interested parties on June 2, 1986. On June 10, the RTB's Transportation Handicapped Advisory Committee will meet to review the proposal and on June 16, 1986 the Regional Transit Board will take action on the staff recommendations.

Discussion/Findings:

The framework adopted by the Regional Transit Board in December, 1985, determined the direction staff followed throughout the development of the implementation plan. The development of the implementation plan was directed by the desire to improve the quality of service for Metro Mobility users, the need to expand service to the entire transit taxing district, the need to provide a service that is easy to understand by both users and providers and the need to reduce the average subsidy for each Metro Mobility trip.

Attached to this memorandum is a technical memorandum that describes in detail the key elements for the reorganization of the Metro Mobility program. Included with the technical memorandum are six attachments; a map of the current Metro Mobility service area, a map of Metro Mobility expansion area, an organizational chart showing the roles and responsibilities of the Transportation Handicapped Advisory Committee, RTB, Metro Mobility Administrative Center and providers, an outline of the provider's function, a summary of the calculations for cost savings and additional trips and an outline of the role of Metro Mobility users.

This section summarizes the key elements of the implementation plan which are discussed in the attached technical memorandum. The findings listed below represent the staff proposal to the Regional Transit Board for reorganizing the Metro Mobility program.

Metro Mobility Administrative Center

The Regional Transit Board should contract with the Metropolitan Transit Commission to operate the Metro Mobility Administrative Center (MMAC). The MMAC should be responsible for the day to day administration of the Metro Mobility program.

Rider Representative

A rider representative should be available at the MMAC between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday to assist Metro Mobility riders.

Hardship Policy

A hardship policy should be established to assist Metro Mobility users that experience high personal expenses while using Metro Mobility services. The criteria for reimbursement should be developed in conjunction with the RTB's Transportation Handicapped Advisory Board.

Trip Scheduling

Metro Mobility users should call the provider of their choice the day before service is desired, between the hours of 7:30 a.m. and 2:30 p.m.

#### Passenger Fares

The current base fare for Metro Mobility services should be increased to \$1.50 per trip which represents an 18 percent farebox recovery rate.

#### Service Fees

Fees should be established for certification and standing requests, in an effort to reduce the administrative subsidy and to provide more trips for Metro Mobility users. Suggested fees are \$10.00 for certification, \$10.00 to establish a standing request and \$5.00 to change a standing request. This action would result in 18,600 additional trips for Metro Mobility users.

#### Medical Assistance

Trips that are eligible for Medical Assistance reimbursement should not be reimbursed with Metro Mobility funds. The full cost of providing the trip and administering Medical Assistance reporting requirements should be recovered from the Medical Assistance program.

#### County Programs

RTB staff should work with county transit administrators to maximize the effectiveness of the county programs and to help ensure that current local funding sources will be maintained. A study of the county programs under contract to the RTB should commence in July 1986 and be completed in March, 1987.

#### Expansion

Service in the current Metro Mobility service area should be extended to 11:00 p.m. in October, 1986.

On January 1, 1987, Metro Mobility service should be expanded to the following communities: White Bear Lake, Vadnais Heights, North Oaks, Shoreview, Arden Hills, Circle Pines, Lexington, Moundsview, Spring Lake Park, Brooklyn Park, Osseo, Anoka, Champlin, Coon Rapids, Blaine, Lino Lakes, Centerville, Maple Grove, Excelsior, Spring Park, Hopkins, Minnetonka, Plymouth, Long Lake, Wayzata, Orono, Shorewood, Deephaven, Minnetonka Beach, Tonka Bay, Greenwood, Woodland, Medicine Lake and Mound.

On January 1, 1988, Metro Mobility service should be expanded to the following communities: Stillwater, Bayport, Willernie, Oak Park Heights, Baytown, Lake Elmo, Oakdale, Eagan, Inver Grove Heights, Saint Paul Park, Newport, Mendota Heights, Sunfish Lake, Woodbury, Cottage Grove, Rosemount, Apple Valley, Burnsville, Chanhassen, Chaska, Savage, Prior Lake, Shakopee, Mahtomedi, Dellwood, Pine Springs, Birchwood and Mendota.

#### Subsidy for Agency Trips

It is estimated that forty percent of all Metro Mobility trips are for the purposes of serving agencies that operate programs for persons with disabilities. RTB staff should meet with the agencies that currently use Metro Mobility services for their client travel needs and establish a plan that eliminates the Metro Mobility subsidy for their client travel by January, 1988. RTB staff will assist the agencies in finding alternatives for their client transportation needs. It is estimated that 169,500 trips could be redistributed as a result of this action to serve the needs of Metro Mobility users.

#### Provider Certification

Guidelines should be established by the Regional Transit Board for provider certification and should be developed to ensure that the quality of service for Metro Mobility users is maintained or improved.

#### Provider Reimbursement

By establishing the provider reimbursement rates at \$5.00 for an ambulatory trips, \$11.00 for wheelchair trips and a passenger fare of \$1.50, it is estimated that \$986,500 should be available for expansion of Metro Mobility services. With an average subsidy per trip of \$8.32, approximately 118,600 additional trips should be provided. The provider reimbursement rate should subsidize the rider's trip up to eight miles.

#### Evaluation of Reorganization

RTB staff should evaluate the effectiveness of the reorganization of Metro Mobility by considering service quality, cost per trip, number of trips provided, expansion of service area and ease of administration.

These proposals are discussed in greater detail in the technical memorandum that accompanies this memorandum.

#### Recommendation

That the Policy Committee adopt the staff proposals for reorganizing the Metro Mobility program, as outlined in this memorandum and discussed in the attached technical memorandum, for purposes of a public meeting. The public meeting will be conducted by the Regional Transit Board on June 2, 1986, for the purpose of soliciting comments from interested parties. On June 16, 1986, the Regional Transit Board will adopt a plan for reorganizing Metro Mobility that will be effective October, 1986.

Regional Transit Board Technical Memorandum  
Describing Key Elements  
of the Proposed  
Reorganization of the Metro Mobility Program  
May 15, 1986

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The purpose of this technical memorandum is to describe in detail the key elements of the reorganization of the Metro Mobility program. Included with this memorandum are six attachments described below:

- Attachment I: Map of Current Metro Mobility Service Area
- Attachment II: Map of Metro Mobility Expansion
- Attachment III: Roles & Responsibilities of RTB, MMAC, THAC and Providers
- Attachment IV: Outline of Provider's Participation
- Attachment V: Calculations of Cost Savings & Additional Trips
- Attachment VI: Outline of Rider's Participation

## Background

In an attempt to identify the steps necessary to increase the amount of service and improve the cost-effectiveness of Metro Mobility services, the Minnesota Department of Transportation (Mn/DOT) initiated a comprehensive evaluation of the Metro Mobility program in late 1983. The Urban Institute, retained by Mn/DOT as the consultant to the project, completed its evaluation of the Metro Mobility program and developed recommendations for actions to be taken to improve service. Mn/DOT took no action on these recommendations, considering that the Regional Transit Board (RTB) would soon be assuming responsibility for the Metro Mobility program.

The RTB, given the responsibility for administering Metro Mobility service in its enabling legislation, began its review of the Metro Mobility program in December, 1984. The RTB's review of Metro Mobility continued with a series of public meetings at which Metro Mobility users and interested parties presented testimony about their experiences with the service.

In December, 1985, the RTB approved a framework for the reorganization of the Metro Mobility program. At that time, RTB staff were directed to develop a plan that addressed specific details for implementing changes to the Metro Mobility program. It was further directed that the plan be developed by June 1, 1986 and implemented during October, 1986.

Currently, Metro Mobility services are provided by nine transit operators under contract to the Regional Transit Board. Metro Mobility operators include a private non-profit agency, a private for-profit company, the Metropolitan Transit Commission and six taxi-cab companies. During calendar year 1986, \$5,646,450 has been allocated to the nine operators to provide 542,362 one-way trips. Metro Mobility services are available in 24 cities covering approximately 280 square miles (see Attachment 1).

Prior to using Metro Mobility services, a person must be registered and certified. The guidelines for certification are generally that an individual is unable to use regular bus service. Specifically the guidelines are that a person must be unable to use the steps of a mainline bus, unable to wait outdoors for more than 10 minutes, unable to maneuver for more than one-fourth of a mile or unable to use or learn to use mainline bus service as verified through a physician, physical therapist or an orientation and mobility specialist.

Once a person is certified to use the service, they currently arrange for a trip by calling the Metro Mobility Transportation Center between 6:00 a.m. and 1:00 p.m. the day before service is needed. The center, which is also under contract to the RTB, is operated by the Metropolitan Transit Commission which coordinates and schedules trip requests on a daily basis and is also responsible for handling passenger complaints, maintaining a central computer, administering rider certification, compiling monthly reports and supervising the daily operations.

Metro Mobility services are available Monday - Friday from 6:00 a.m. to 11:00 p.m. and Saturday and Sunday from 8:00 a.m. to 11:00 p.m. Riders are assisted from their door to the vehicle and from the vehicle through the first door of their destination. Trips can be taken for any reason with the most frequent trips being for medical needs, recreation and work.

Metro Mobility riders pay \$.60 off peak and \$.75 during peak hours for each trip, which is identical to the current mainline bus service fare structure. Metro Mobility riders are also charged an additional \$.15 for transfers.

In developing the implementation plan for Metro Mobility, many issues were identified and addressed. The section that follows provides a detailed discussion of each of the elements that are being recommended as part of the implementation plan.

#### Role of the Metro Mobility Administrative Center

The RTB will contract with the Metropolitan Transit Commission (MTC) to operate the Metro Mobility Administrative Center (MMAC). Responsibilities of the MMAC will include certification of Metro Mobility riders, reimbursement of providers, development of monthly/annual reports, monitoring provider performance, addressing rider concerns, distribution and reimbursement of commuter tickets, daily supervision of the program and publication of an annual riders's guide and a newsletter.

A key role of the MMAC will be the maintenance of a centralized computer system and the allocation of daily ridership. Because there are limited dollars available for the Metro Mobility program, a dollar amount will be allocated to the program each day. As trips are scheduled, the daily allocation will be reduced accordingly. Once the daily allocation has been met, no additional trips will be authorized. This process will involve each Metro Mobility provider and staff at the transportation center as outlined below.

Each provider will have a terminal at their site that is connected to a central computer at the transportation center. When a Metro Mobility rider makes a trip request with a provider, the rider will give the provider their Metro Mobility certification number. On a terminal, available from the administrative center, the provider will enter the rider's certification number. By entering a valid Metro Mobility certification number, providers will have access to the rider's name, address, telephone number, special instructions and a listing of common trip destinations.

Once the information is displayed on the screen the provider will record the trip request and send it to the central computer by way of a modem. During the trip scheduling period, transportation center staff will monitor the number of trips recorded with the central computer. Once the number of recorded trips exhausts the daily allocation, no further trips will be recorded. Only those trips recorded on the central computer will be reimbursed.

Providers may obtain a record of their scheduled trips through a printer located at their site or from a central printer located at the MMAC.

#### Rider Representative Position

As part of the responsibilities of the MMAC, a rider representative will be available between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday to assist Metro Mobility riders. Specific responsibilities of the rider representative will include acting as a liaison between riders and providers, assisting riders with understanding and using Metro Mobility services and reporting service complaints to the Manager of Metro Mobility.

Metro Mobility riders will be encouraged to deal first with the provider in resolving a service problem. If the rider is unable to resolve the problem directly, then the rider representative will work with the rider and provider to settle the issue.

#### Hardship Policy

A hardship policy will be established to assist Metro Mobility users that experience high personal expenses while using Metro Mobility services. The criteria for reimbursement will be developed in conjunction with the RTB's Transportation Handicapped Advisory Committee and approved by the RTB by September 1986.

#### Trip Scheduling

To request service, persons must call the provider of their choice the day before service is desired, between the hours of 7:30 a.m. and 2:30 p.m. This represents a change from the current policy of calling the day before between the hours of 6:00 a.m. and 1:00 p.m. Trip requests will be granted on a first come, first served basis and as the provider's schedule permits. Individuals wishing to travel as a group may contact the provider of their choice just as they would for an individual trip.

#### Passenger Fares

The current base fare for Metro Mobility services will be increased from \$.60 in the off peak hours and \$.75 during the peak hours to \$1.50 per trip. The \$1.50 fare will represent a farebox recovery rate of 18 percent. The farebox recovery rate for mainline bus service is 35 percent and the average trip length for mainline service is 3.8 miles. The average trip length for Metro Mobility service is 5.2 miles.

By paying the base fare, all riders will be entitled to a trip of up to 8 miles. For a trip that exceeds 8 miles, Metro Mobility providers may establish a charge for the additional miles and the rider will pay the provider directly. Riders may pay for their fare with either cash or Metro Mobility commuter tickets. All providers will be required to accept either commuter tickets or cash for passenger fares and extra mileage charges.

### Transfers

Transfers will no longer be necessary for Metro Mobility riders. If a rider wishes to make a trip that is longer than eight miles, the rider will make arrangements with the provider to pay for the cost of the additional miles. It is expected that the fee for additional miles will be established through competition between providers. The RTB will reserve the right to set the provider fees for additional miles if the fees become excessive.

### Standing Requests

Persons that travel from the same address to the same destination three or more times within a week may avoid calling in their request by arranging for a standing request. A standing request is a permanent request that is automatically placed with the provider of their choice the day before. Standing requests are offered as a service for those persons making frequent trips with Metro Mobility. The fee for this service will be \$10.00 for the initial request and \$5.00 for each change to the request. It is estimated that by establishing the standing request fee, the administrative subsidy will be reduced by \$25,000.

To arrange for a standing request, a person will contact the MMAC for an application form. On the form the person will indicate the provider they wish to ride with, days, time and location of pickups/dropoffs. Upon completing the form, the rider will send the application along with the \$10.00 fee to the MMAC. Upon receiving the completed form, MMAC staff will notify the selected provider and will adjust the appropriate daily allocations. The standing request will be effective within one week from the day of receipt at the MMAC. The same process will be used for changing a standing request.

### Certification

Recertification of Metro Mobility riders will be conducted annually by the MMAC with the next recertification period beginning in January, 1987. To help defray the costs of recertification, riders will be assessed a fee of \$10.00 for Metro Mobility certification. It is estimated that the certification fee will reduce the administrative subsidy by \$130,000.

### Medical Assistance

Trips that are eligible for Medical Assistance (MA) reimbursement will not be reimbursed with Metro Mobility funds. As part of the certification process, riders that are eligible for MA reimbursement will be identified. Providers will be reimbursed up to the full Metro Mobility cost of a trip and MMAC staff will be responsible for billing Medical Assistance. The full cost of providing the trip and administering Medical Assistance reporting requirements will be recovered from the Medical Assistance program.

### County Programs

Because of the limited funding available for Metro Mobility and the fact that not all persons served by existing programs are eligible for Metro Mobility, the continued existence of county transit programs and other non-Metro Mobility services is key to the successful reorganization of Metro Mobility. RTB staff will work with county transit administrators to maximize the effectiveness of the county programs and to help ensure that current local funding sources will be maintained.

As part of the RTB effort to assist the county transportation programs, the transportation services funded by each of the seven counties will be documented and services provided by county transit programs will be evaluated. The documentation and evaluation of county programs will commence in July 1986, and be completed in March 1987.

### Expansion/Agency Participation

Metro Mobility service will be expanded in two phases beginning in January, 1987. By January 1988, Metro Mobility services will be provided to the entire Transit Taxing District (see Attachment II).

It is expected that by establishing reimbursement rates at \$5.00 for ambulatory trips, \$11.00 for wheelchair trips, a passenger fare of \$1.50, and \$345,000 as the maximum subsidy for the MMAC contract, that \$986,500 will be available for expansion of Metro Mobility. With an average subsidy per trip of \$8.32, approximately 118,600 additional trips will be provided.

The recommendation for expansion of the Metro Mobility service area is based on the number of persons aged 65 or more per square mile, the number of handicapped persons per square mile, the areas of high population increase between 1980 and 2000 and the number of households without automobiles as presented in the RTB's Transit Service Needs Assessment, Phase I. Also, considered was the existence of transportation services for elderly and handicapped persons and that expansion should follow a continuous pattern.

The first phase of expansion will commence on January 1, 1987, and include the following communities: White Bear Lake, Vadnais Heights, North Oaks, Shoreview, Arden Hills, Circle Pines, Lexington, Moundsview, Spring Lake Park, Brooklyn Park, Osseo, Anoka, Champlin, Coon Rapids, Blaine, Lino Lakes, Centerville, Maple Grove, Excelsior, Spring Park, Hopkins, Minnetonka, Plymouth, Long Lake, Wayzata, Orono, Shorewood, Deephaven, Minnetonka Beach, Tonka Bay, Greenwood, Woodland, Medicine Lake and Mound.

The second phase of expansion will occur on January 1, 1988, and include the following communities: Stillwater, Bayport, Willernie, Oak Park Heights, Baytown, Lake Elmo, Oakdale, Eagan, Inver Grove Heights, Saint Paul Park, Mendota Heights, Sunfish Lake, Newport, Woodbury, Cottage Grove, Rosemount, Apple Valley, Burnsville, Chanhassen, Chaska, Savage, Prior Lake, Shakopee, Birchwood, Mendota, Mahtomedi, Dellwood and Pine Springs.

Service in the expansion communities will be provided Monday through Friday from 6:00 a.m. to 6:00 p.m. and from 8:00 a.m. - 6:00 p.m. on Saturdays, Sundays and Holidays. Additionally, service in the current Metro Mobility service area will be extended to 11:00 p.m..

It is estimated that 40 percent of all Metro Mobility trips provide trips for agencies that operate programs for persons with disabilities. RTB staff will meet with the agencies that currently use Metro Mobility services for their client travel and establish a plan that eliminates the Metro Mobility subsidy for their client trips by January 1988.

No additional agency related trips will be added to the Metro Mobility program effective with the adoption of this policy by the Regional Transit Board. The reduction of subsidies for agency trips and expansion is outlined below.

	<u>Phase I</u> January 1987	<u>Phase II</u> January 1988
<u>Expansion:</u>		
Subsidy Reduction .....	\$ 986,500	\$ -0-
Additional Trips .....	118,600	-0-
 User Fees .....	 \$ 155,000	
Additional Trips .....	18,600	
 Agency Participation		
Program .....	\$ -0-	\$ 1,410,100
Redistributed Trips .....	-0-	169,500
 Metro Mobility Subsidy for		
Agency Trips .....	\$ 1,410,100	\$ -0-

RTB staff will assist the agencies in finding alternatives for their client transportation needs. The assistance will include identifying potential providers, developing bid specifications, organizing agencies for purposes of obtaining cost effective service and negotiating service contracts with potential providers on behalf of the agencies.

### Provider Certification

All providers will have the opportunity to apply for participation in the Metro Mobility program. Providers will be required to meet certain minimum standards including but not limited to vehicle condition, fleet size and insurance. Personnel training will also be required for all employees working directly with Metro Mobility users including sensitivity to the unique needs of persons with disabilities, passenger assistance and training in dealing with persons having speech impediments.

Additionally, providers must have a satisfactory financial record, comply with Metro Mobility reporting requirements, perform the service in accordance with established guidelines and participate in program wide activities such as marketing and/or monthly provider meetings.

Once a provider meets the established guidelines, they will then be considered for certification as a Metro Mobility provider. Provider certification will be conducted by the RTB. Certification of additional providers will occur if it is determined by the RTB that service quality and costs are not meeting project goals.

As part of the certification process, providers will be asked to identify municipalities they wish to serve. Providers will be required to serve a minimum of eight suburban municipalities or may serve just Minneapolis or Saint Paul. By applying for certification in a municipality, providers will agree to serve all certified residents of the municipality and may not serve just a portion of the area.

Each provider application will include a detailed service plan that describes how the provider will deliver service. The service plan will include back-up capacity, fleet size, call-taking procedures, staffing, expected level of service, and area of operation. Providers will have the option of providing service 6:00 a.m. to 6:00 p.m. or from 6:00 a.m. to 11:00 p.m. on weekdays and from 8:00 a.m. to 6:00 p.m. or 8:00 a.m. to 11:00 p.m. on weekends/holidays in the current service area. Providers will also have the option of being certified as an ambulatory provider, wheelchair provider or both.

### Provider Reimbursement

Two separate rates will be established for Metro Mobility reimbursement, one rate for ambulatory trips and a second rate for wheelchair trips. The determination of ambulatory or wheelchair reimbursement will be made by the riders certification number. All providers will be reimbursed based on a flat rate of \$11.00 for a wheelchair trip and \$5.00 for an ambulatory trip. The provider reimbursement rate will subsidize a rider's trip up to eight miles.

Providers will be responsible for collecting the proper fare for each trip and the fare will be kept by the provider as part of their reimbursement for each trip.

Page 8  
May 15, 1986  
Technical Memorandum

For each passenger actually transported, a form similar to a charge card slip will be completed. Currently, each Metro Mobility rider has a plastic card similar to a charge card. At the completion of each trip, drivers will complete the charge slip and include an imprint of the rider's card, date, drop off and pickup locations/times and passenger signature. Provisions will be made for those passengers unable to sign their name.

Providers will submit a summary of the daily activities to the transportation center. This invoice will be on a form provided by the center and will include each trip by certification number and trip code, all trip denials and no-shows. Forms signed by the passenger and with the card imprint will accompany the invoice. To receive reimbursement, a trip must be recorded on the central computer and a completed form with the rider's card imprint and signature must be submitted to the MMAC.

Upon receiving the provider's daily invoice, administrative center staff will verify the billing statement. Verification will include random calls to riders, confirmation of valid certification number and rider's signature. Upon confirmation of the provider's invoice, the MMAC will issue a check directly to the provider.

#### Marketing

Once geographic service areas have been determined, the MMAC will notify Metro Mobility riders of the providers serving their area. This effort will include publication of a Metro Mobility rider's guide that will be distributed to each certified Metro Mobility rider. Providers will have the opportunity to advertise their services in the rider's guide at a nominal charge. The MMAC will also be responsible for publishing a newsletter that will be mailed directly to each registered Metro Mobility rider. As with the rider's guide, all providers will have an opportunity to market their services for a nominal charge in the newsletter. The charges to providers will be based on full recovery of the cost for publishing the materials. As part of the effort to educate users of the changes to Metro Mobility, RTB staff will work with existing groups and agencies.

The RTB will review and approve all marketing materials prior to their release.

### Transition Schedule

Elements of the transition program will include:

- |  |                       |
|--|-----------------------|
| 1. Completion of provider selection.   | August 15, 1986       |
| 2. Implementation of a marketing campaign to keep all Metro Mobility users informed. The campaign will include a newsletter and the establishment of a telephone hotline number. | July - November, 1986 |
| 3. Notification to current providers of contract termination.  | July 31, 1986         |
| 4. Development and distribution of Rider's Guide.  | September, 1986       |
| 5. Training and orientation of new providers.  | September, 1986       |
| 6. Acquisition and installation of central computer.   | September, 1986       |

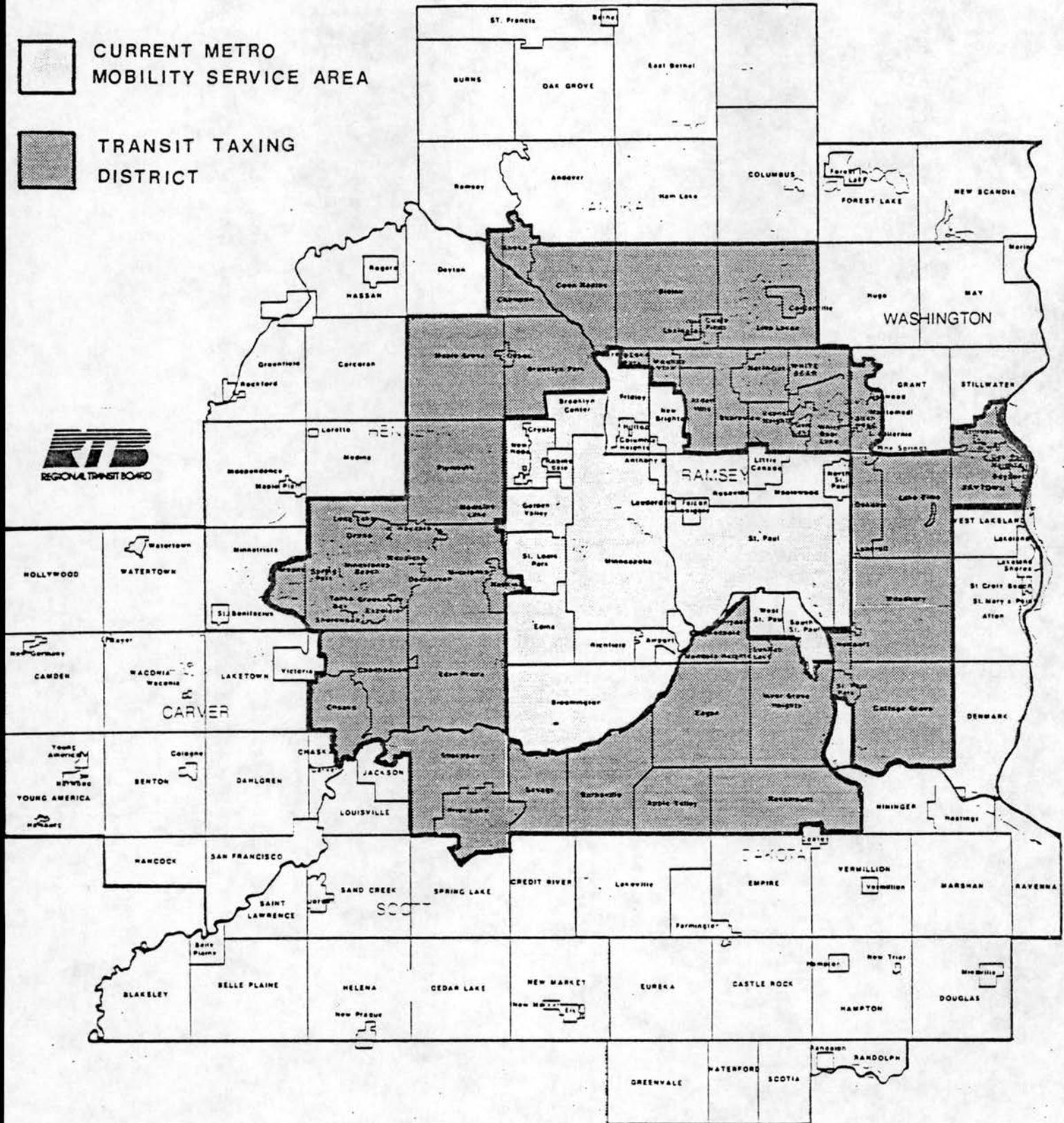
### Evaluation of Reorganization

RTB staff will evaluate the effectiveness of the reorganization of Metro Mobility by considering service quality, cost per trip, number of trips provided, expansion of service area and ease of administration. In an effort to evaluate service quality, the RTB will organize two focus group meetings prior to the reorganization and two meetings after implementation of the program. Participants will be selected at random and the sessions will be conducted by a professional firm experienced with such activities.

# TWIN CITIES METROPOLITAN AREA

 CURRENT METRO  
MOBILITY SERVICE AREA

 TRANSIT TAXING  
DISTRICT





PROPOSED  
ORGANIZATION OF METRO MOBILITY PROGRAM  
ROLES AND RESPONSIBILITIES

OCTOBER, 1986

TRANSPORTATION HANDICAPPED  
ADVISORY COMMITTEE

- Advises RTB on issues related to transportation for persons with disabilities.

REGIONAL  
TRANSIT  
BOARD

- Establishes policy for Metro Mobility.
- Negotiates/administers contracts with Metro Mobility providers.
- Allocates funds for Metro Mobility.
- Conducts planning for Metro Mobility.
- Establishes rider certification criteria.
- Establishes criteria for provider participation.
- Oversees agency participation program.

PROVIDERS

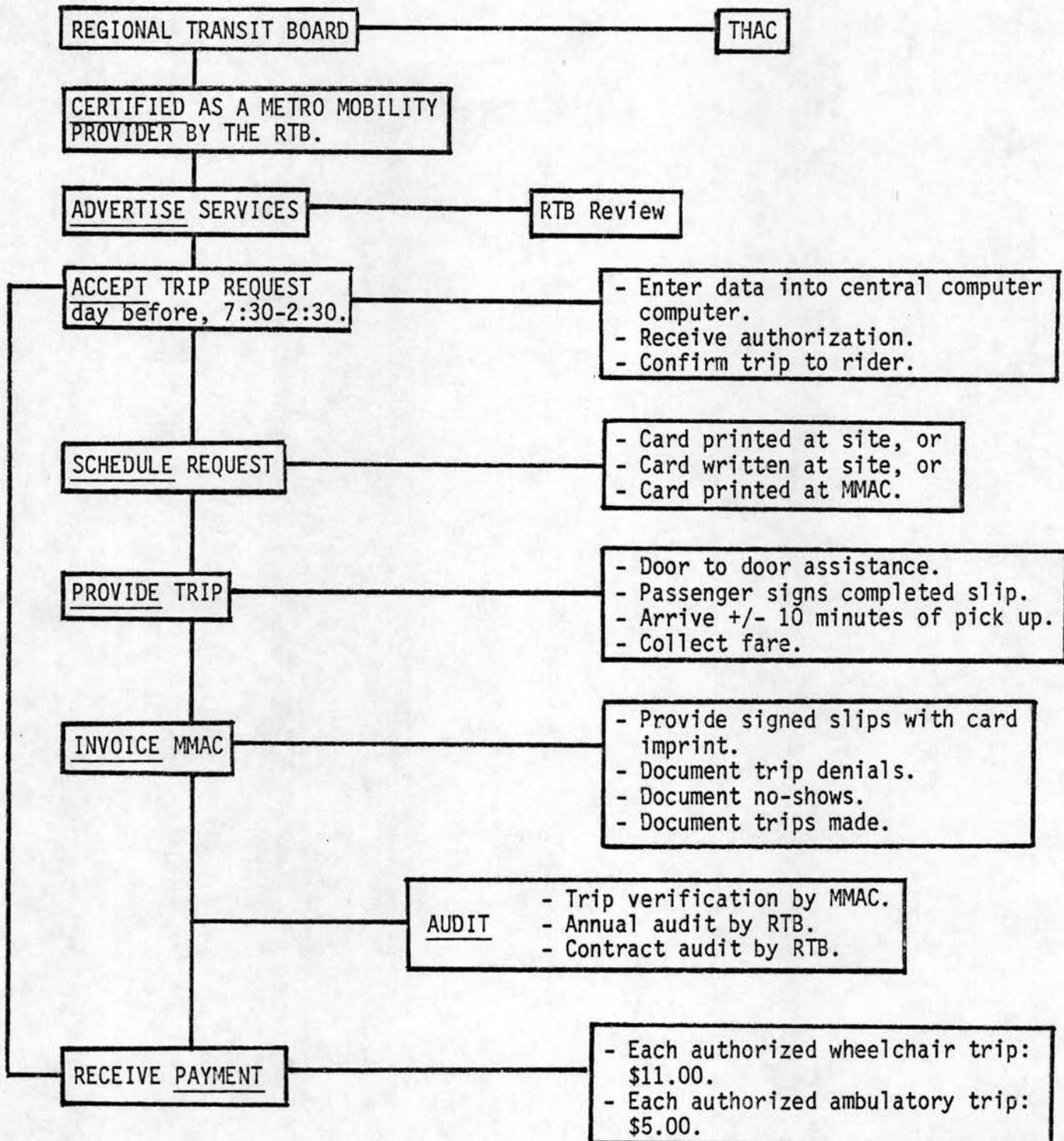
- Provides service in accordance with Metro Mobility guidelines.
- Accepts trip requests.
- Prepares invoices.

METRO MOBILITY  
ADMINISTRATIVE  
CENTER

- Certifies riders for Metro Mobility service.
- Provides annual/ monthly reports on system performance.
- Monitors daily trip allocation.
- Houses rider representative.
- Verifies provider billing.
- Distributes and reimburses Metro Mobility commuter tickets.
- Monitors central computer.
- Publishes annual Rider's Guide and newsletter.
- Issues provider reimbursement checks.
- Administers medical assistance billing.
- Oversees daily operations.
- Trains providers in use of computer.

May 1986

METRO MOBILITY PROVIDER PARTICIPATION



Calculation of Cost Savings and Additional Trips for the  
Proposed Reorganization of the  
Metro Mobility Program

Calculations are based on the following information for Calendar Year 1986:

- 542,362 Total Trips (from provider contracts with the RTB).
- \$5,646,450 Total Subsidy (\$4,673,025 for service, \$973,425 for center).
- \$10.41 Average Total Subsidy per Trip.

The following assumptions are used in the calculations:

- A maximum of \$500,000 will be budgeted for the MMAC functions.
- Trips will be mixed as follows: 60% Ambulatory and 40% Wheelchair
- \$5.5 million will be the annual Metro Mobility subsidy.

With a subsidy of \$5.00 for ambulatory trips and \$11.00 for wheelchair trips, the following savings will be realized:

\$11.00/Trip wheelchair rate at 216,945 trips .....	\$ 2,386,395
\$ 5.00/Trip ambulatory rate at 325,417 trips .....	<u>\$ 1,627,085</u>
Amount spent for all trips .....	\$ 4,013,480
MMAC maximum subsidy amount.....	<u>\$ 345,000</u>
Total subsidy for 542,362 trips .....	\$ 4,358,480
Annual Metro Mobility Budget .....	\$ 5,500,000
Additional funds available through subsidy reduction and user fees.....	\$ 1,141,520
Average subsidy per trip .....	\$ 8.32
(Calculated by dividing total subsidy for trips by the total number of trips)	
Additional trips funded by the savings from the subsidy reduction and user fees.....	137,202

## Calculation of Savings Associated with Agency Participation Plan

1. Approximately 40% of all Metro Mobility trips are for client by agencies (based on 542,362 total trips, approximately 216,945 trips).
2. Approximately 75% of the agency trips are ambulatory (162,709) and approximately 25% are wheelchair trips (54,236).

The proposed subsidy of \$5.00 per ambulatory trip and \$11.00 per wheelchair trip will result in the following Metro Mobility subsidy for agency trips in October, 1986:

162,709 ambulatory trips at \$5.00 each .....	\$	813,545
54,236 wheelchair trips at \$11.00 each .....	\$	<u>596,596</u>
Total subsidy for agency trips .....	\$	1,410,141

With an average subsidy per trip of \$8.32, approximately 169,500 trips would be available.

ROLE OF METRO MOBILITY USERSEligibility

Become certified by the Metro Mobility Administrative Center (MMAC).

Choosing a Provider

Select a provider that serves your area from the Rider's Guide supplied by the MMAC.

Requesting a Trip

Call the provider you choose, from the Rider's Guide, the day before you want to travel between 7:30 a.m. and 2:30 p.m.

Making a Trip

Be ready for your ride 10 minutes before and 10 minutes after your requested pick-up time. At the end of the trip, show the driver your card and sign the completed charge slip provided by the driver.

Paying for the Trip

When you take a trip you pay a fare of \$1.50 and are entitled to a trip of up to 8 miles. If your trip is more than 8 miles, the provider may charge you a fee for the additional miles.

If the cost for the additional miles is a financial hardship, you may request financial assistance through the Metro Mobility Administrative Center (MMAC).

ATTACHMENT VII

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: May 28, 1986  
TO: Regional Transit Board  
FROM: Mark Ryan  
SUBJECT: Proposed Metro Mobility Reorganization

The average subsidy per trip, as stated in the memorandum to the Policy Committee dated May 15 is incorrect. The correct figure is \$8.04. The following changes should be made in the May 15 memorandum:

Page 3, cover memorandum, paragraph 1; should read ..... 16 percent farebox recovery rate.

Page 3, cover memorandum, paragraph 2; should read ..... result in 19,280 additional trips .....

Page 4, cover memorandum, paragraph 1; should read ..... estimated that 175,391 trips could be redistributed .....

Page 4, cover memorandum, paragraph 3; should read ..... average subsidy per trip of \$8.04, approximately 122,700 additional trips .....

Page 3, technical memorandum, paragraph 5; should read ..... a farebox recovery rate of 16 percent.

Page 5, technical memorandum, paragraph 4; should read ..... an average subsidy per trip of \$8.04, approximately 122,700 additional trips .....

Page 6, technical memorandum, paragraph 4; should read ..... Subsidy Reduction, Additional Trips ..... 122,700 ; User Fees, Additional Trips ..... 19,280 ; Agency Participation Program, Redistributed Trips ..... 175,391 .

Attachment V; should read .... Average Subsidy per Trip ..... \$8.04  
Additional Trips ..... 141,980

Attachment V; final sentence should read ..... With an average subsidy per trip of \$8.04 approximately 175,391 trips would be available.

COMPARISONS BETWEEN THE CURRENT PROGRAM AND THE  
PROPOSED REORGANIZATION OF METRO MOBILITY

	<u>Current Program</u>	<u>Proposed Reorganization</u>
Annual Subsidy	\$ 5,600,000	\$ 5,500,000
Service Area	280 square miles	980 square miles
Passenger Fares	\$.60, \$.75, \$.90	\$ 1.50
Administrative Subsidy	\$ 973,425	\$ 345,000
Average Subsidy/Trip	\$ 10.41	\$ 8.04
Total One-Way Trips	542,000	684,000
Revenue From User Fees	\$ 0	\$ 155,000
Fare Box Recovery Ratio	6%	16%
Call-in Requirements	Day Before 6:00 a.m. - 1:00 p.m.	Day Before 7:30 a.m. - 2:30 p.m.

ESTIMATED IMPACT OF PASSENGER FARES ON  
TOTAL NUMBER OF ONE-WAY TRIPS AND  
PROVIDER SUBSIDY

	Passenger Fares				
	<u>\$ 1.00</u>	<u>\$1.25</u>	<u>\$1.50</u>	<u>\$1.75</u>	<u>\$2.00</u>
Additional One-Way Trips Through Subsidy Reduction and User Fees.....	101,913	121,343	141,980	163,942	187,361
Provider Subsidy					
Ambulatory Trip.....	\$ 11.50	\$ 11.25	\$ 11.00	\$ 10.75	\$ 10.50
Wheelchair Trip.....	\$ 5.50	\$ 5.25	\$ 5.00	\$ 4.75	\$ 4.50
Average Subsidy Per Trip.....	\$ 8.54	\$ 8.29	\$ 8.04	\$ 7.79	\$ 7.54

ATTACHMENT IX

METRO MOBILITY  
 DISTRIBUTION OF REVENUES AND EXPENSES  
 C.Y. 1987

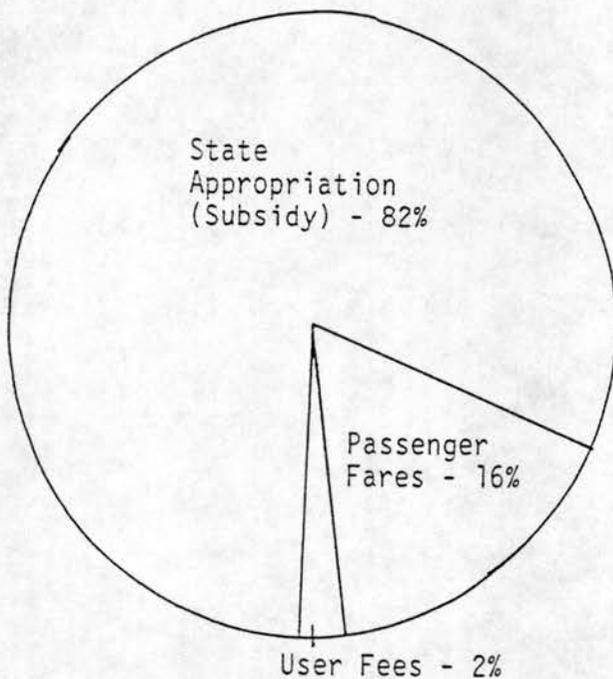
Revenues

State Appropriation (Subsidy).....	\$5,500,000
User Fees.....	155,000
Passenger Fares.....	1,026,513
Agency Participation.....	<u>0</u>
Total Revenues.....	\$6,681,513

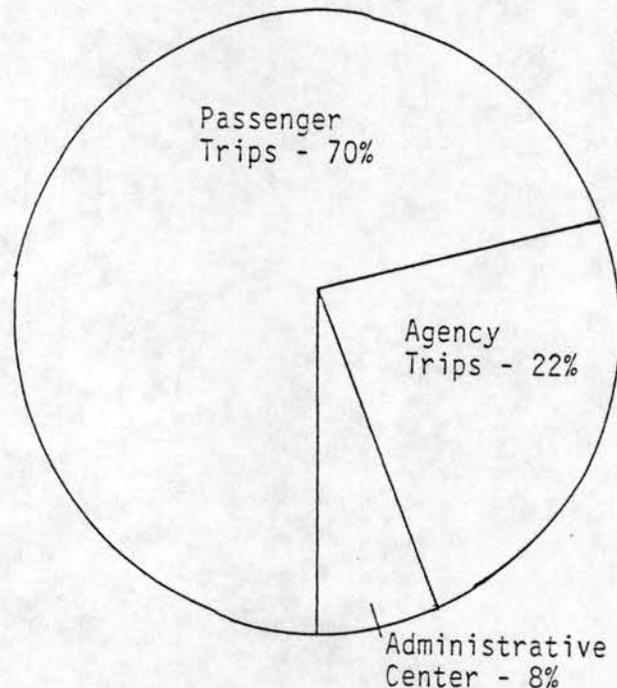
Expenses

Administrative Center.....	\$ 500,000
Agency Trips.....	1,410,141
Passenger Trips.....	<u>4,771,372</u>
Total Expenses.....	\$6,681,513

Sources of Revenues



Distribution of Expenses



METRO MOBILITY  
DISTRIBUTION OF REVENUES AND EXPENSES  
C.Y. 1988

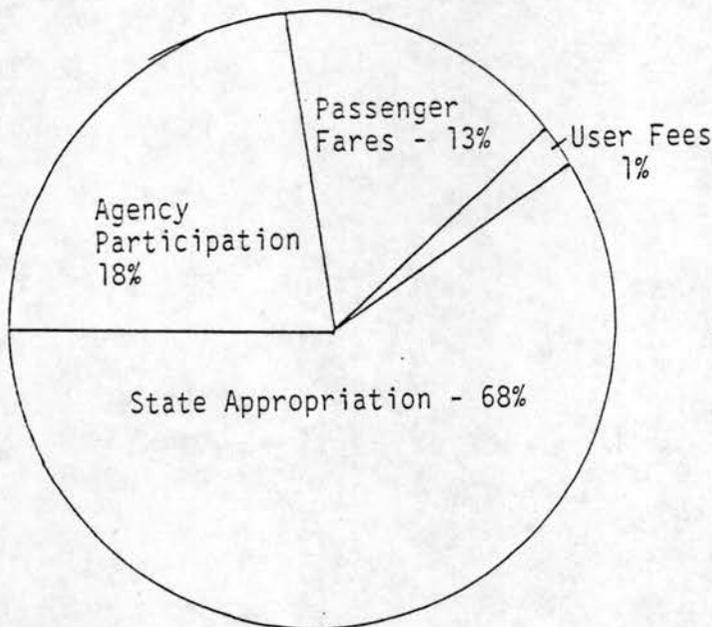
Revenues

State Appropriation (Subsidy).....	\$5,500,000
User Fees.....	155,000
Passenger Fares.....	1,026,513
Agency Participation.....	<u>1,410,141</u>
Total Revenues.....	\$8,091,654

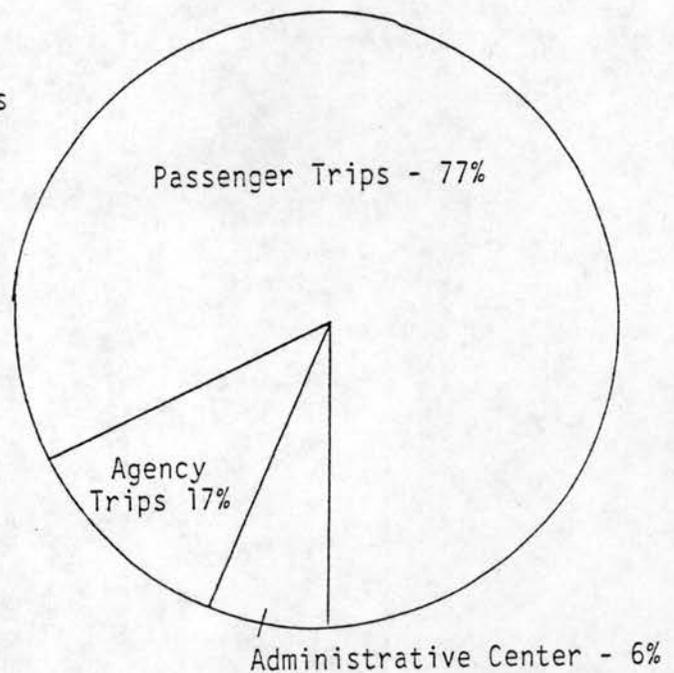
Expenses

Administrative Center.....	\$ 500,000
Agency Trips.....	1,410,141
Passenger Trips.....	6,181,513
Total Expenses.....	\$8,091,654

Source of Revenues



Distribution of Expenses



REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: May 28, 1986  
TO: Regional Transit Board  
FROM: Mark Ryan  
SUBJECT: Proposed Hardship Policy for Metro Mobility

Action Requested

That the Committee of the Whole approve the Metro Mobility hardship policy, as outlined in this memorandum, for purposes of a public meeting to be held by the Regional Transit Board on June 2, 1986.

Background

At the Policy Committee meeting held May 21, staff presented a proposal for reorganizing the Metro Mobility program. Included in the proposal was a recommendation that a hardship policy be developed by the Regional Transit Board by September, 1986 and implemented in October, 1986.

At the meeting on May 21, staff was directed to develop a hardship policy and report back to the Committee of the Whole on May 28.

Discussion/Findings

In developing the recommendation, staff considered that the policy should adequately address the financial hardship of Metro Mobility users and also be easy to understand. It is also important to avoid creating a policy that requires excessive administrative time and cost.

Metro Mobility users that experience passenger fares or additional mileage expenses that exceed a total of \$35.00 per month will be eligible for reimbursement under the hardship policy. To receive reimbursement, a Metro Mobility user will submit a request to the Metro Mobility Administrative Center (MMAC). The request will be on a form supplied by the MMAC and must be accompanied by completed passengers slips documenting the expense. MMAC staff will be responsible for verifying the requests and reimbursement. Metro Mobility users will be reimbursed for documented expenses over \$35.00 with Metro Mobility commuter tickets.

Page 2  
May 28, 1986

The cost of the hardship policy is difficult to estimate due to the unknown variables such as the additional mileage rates rates charged by Metro Mobility providers and the number of trips an individual may take within one month. However, based on an average of 6.5 trips per person and an additional mileage rate of \$1.00 per mile it is estimated that the cost of the hardship policy will be \$124,140. /year.

Recommendation

That the Committee of the Whole approve the Metro Mobility hardship policy, as outlined in this memorandum, for purposes of a public meeting to be held by the Regional Transit Board on June 2, 1986.

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

REGISTRATION FORM

DATE: June 2, 1986

LOCATION: Chambers

(PLEASE PRINT)

NAME	ADDRESS	REPRESENTING	PHONE	WISH TO TESTIFY?
Carl L. Lauer	1085 Flandrau ST. Paul	Amer. Council of the Blind	774-2736	
Ron Biss	10100 Lyndale Ave Bloomington	Independent	888-3370	
X Bruce Miller	1821 Univ. Ave. S. #284 South St. Paul, MN 55104	United. Handicapped Section	645-8922	No
Joyce Vincent	38-7 AVE E Mpls	Courage Center	623-0157	yes ✓
Bob Januch	2812 Univ Ave SE. P.O. Box 14784 Mpls, MN 55414-0784	Yellow/town taxi	331-1151	?
James Letourneau	634 Monroe Mpls Minn 55413	Yellow Taxi Service Corp	824 4000	?
Charlotte Wicklund	#7 Courthouse Chaska, MN 55318	Carver Co. Transp.	448-3661	

## REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

## REGISTRATION FORM

DATE:

June 2, 1986

LOCATION:

Chambers

(PLEASE PRINT)

NAME	ADDRESS	REPRESENTING	PHONE	WISH TO TESTIFY?
↳ Steve Bertrand	1821 University St. Paul, MN	UHF	645-8922	yes ✓
Mertene Sherman	3614 Bryant Ave So. Mpls MN 55409	Senior Resources	822-3194	yes ✓
Wendy Robinson	208 Metro Sq.	Mn. Council Handicapped	297-2029	no
Gary Wingme	2900 Pleasant Ave	Med-Kal	827-6151	no
LEE WENDELL	2220 Goodrich ST. PAUL 55114	CITY WIDE	698-6592	NO
Anne Lyman	1885 University	Diamond Cab	642-1188	NO
TED KLINE	1900 Chicago Ave	Multi Resources Center Inc	871-2402	No
↳ MATTHEW PETERSON	5701 NORMANDY RD EDINA	SUBURBAN PARATransit		Yes ✓

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

REGISTRATION FORM

DATE: \_\_\_\_\_

LOCATION: \_\_\_\_\_

(PLEASE PRINT)

NAME	ADDRESS	REPRESENTING	PHONE	WISH TO TESTIFY?
✓ Rahn Workcuff				✓

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: May 29, 1986  
TO: Regional Transit Board  
FROM: Committee of the Whole  
SUBJECT: Contracts with the Minnesota Department of Transportation,  
Metropolitan Transit Commission, and North Suburban Lines, Inc.

At its meeting of May 28, 1986, the Committee of the Whole approved the following recommendation:

RECOMMENDATION

That the Regional Transit Board authorizes the executive director to enter into an agreement with the Minnesota Department of Transportation for approximately \$95,300 in funding for the additional transit services during the I-35E reconstruction activities during the summer of 1986.

The board further authorizes the executive director to enter into contract changes or amendments with the MTC and North Suburban Lines to pass this funding through for the additional transit services associated with the I-35E reconstruction.

Elliott Perovich  
Chairman

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: May 22, 1986  
TO: Committee of the Whole  
FROM: Katherine Turnbull, Planning Manager  
SUBJECT: Contracts with the Minnesota Department of Transportation,  
Metropolitan Transit Commission and North Suburban Lines, Inc.

Action Requested:

That the Committee of the Whole authorize the executive director to enter into an agreement with the Minnesota Department of Transportation (Mn/DOT) for approximately \$95,300 in funding for the additional transit services during the I-35E reconstruction activities during the summer of 1986. The Committee further authorizes the executive director to enter into contract amendments with the MTC and North Suburban Lines to pass this funding through for the additional transit services associated with the I-35E reconstruction.

Background:

At the request of Mn/DOT-District 9, RTB staff have been working with staff from Mn/DOT-District 9, Mn/DOT-Office of Transit, MTC and North Suburban Lines on strategies for using transit to help with traffic management during the I-35E reconstruction scheduled for the summer of 1986. This effort has resulted in a plan which will utilize existing transit services, add new temporary routes and park-and-ride facilities, promote the use of ridesharing and provide marketing and information on these services and the reconstruction activities. Mn/DOT will pay for the additional transit services and marketing efforts as part of their commitment to the reconstruction activities.

Major reconstruction activities are scheduled for I-35E for this summer. Six weeks of work are planned for the section from I-694 and Rice Street to Arlington Avenue. Work will also be undertaken in the Cayuga Bridge area. Work will start on July 11. The reconstruction activities will have a major effect on traffic flow on I-35E, with traffic restricted to a single lane for a portion of the time.

A series of meetings were held to discuss existing transit services in the corridor and potential strategies to utilize transit to help alleviate traffic congestion during the reconstruction. RTB staff, working with the MTC and North Suburban Lines, developed an approach which would utilize existing routes, temporary new routes serving park-and-ride lots, ridesharing and marketing and information activities to promote these services. The temporary park-and-ride lots and routes are shown on the attached map. The total cost of these services is estimated at \$95,300.

Mn/DOT will pass the funding for these through the RTB to the MTC and North Suburban Lines. An agreement between Mn/DOT and the RTB will be needed for this as will amendments to existing contracts between the RTB and MTC and North Suburban Lines.

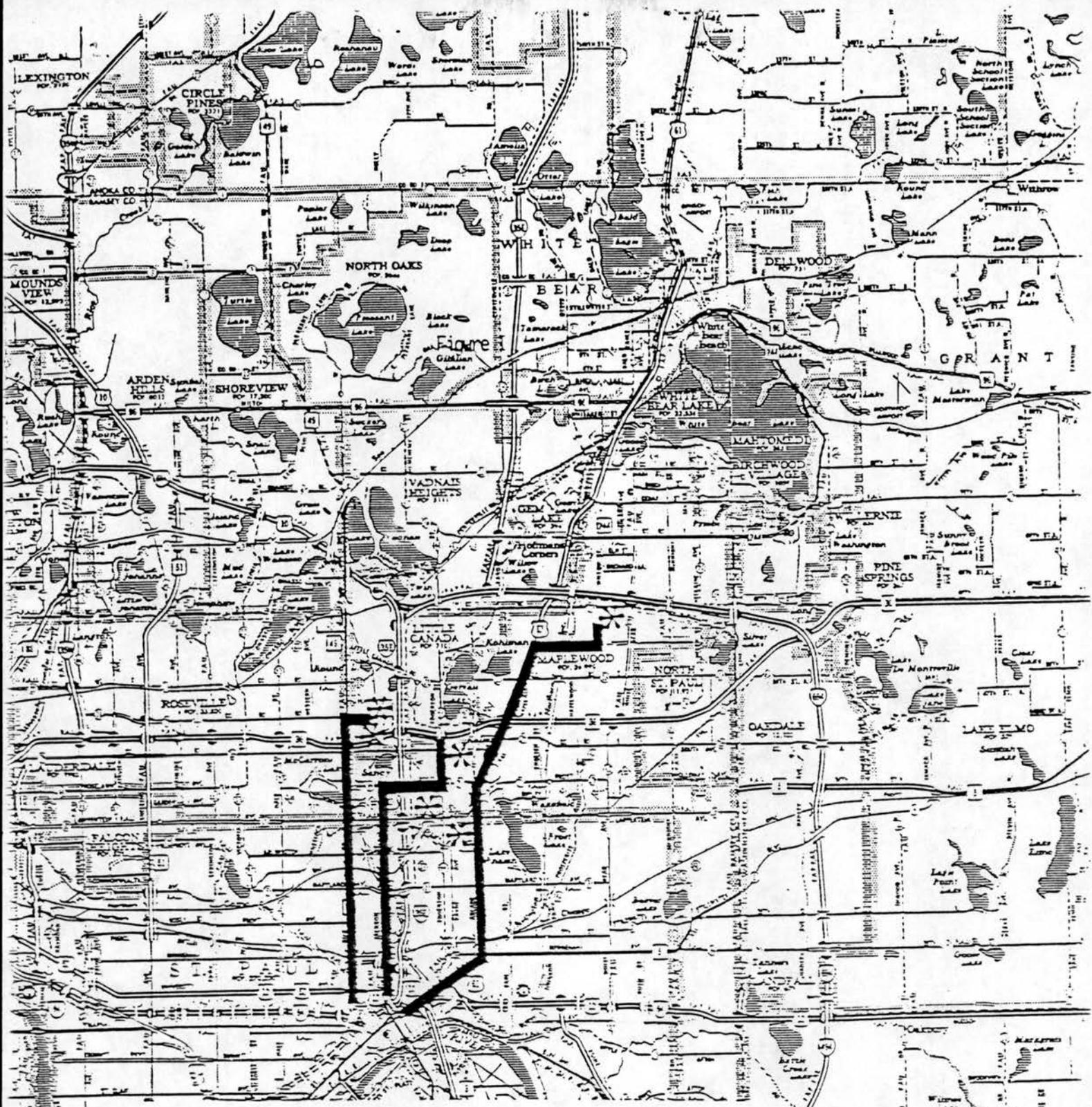
Findings and Conclusions:

- Major reconstruction activities are scheduled for I-35 for a six-week period this summer, starting July 11.
- These reconstruction activities will have major impact on traffic flow in the I-35 corridor.
- Mn/DOT, RTB and MTC staff, with input from North Suburban Lines, have developed a plan for utilizing transit to ease traffic congestion during the reconstruction. Mn/DOT has indicated they will fund the additional services associated with this plan.
- An agreement between Mn/DOT and the RTB is needed to fund the additional services. Contract amendments between the RTB and MTC, and the RTB and North Suburban Lines, will be needed to pass through additional funding.

Recommendation:

That the Committee of the Whole authorize the executive director to enter into an agreement with the Minnesota Department of Transportation (Mn/DOT) for approximately \$95,300 in funding for the additional transit services during the I-35E reconstruction activities during the summer of 1986. The Committee further authorizes the executive director to enter into contract amendments with the MTC and North Suburban Lines to pass this funding through for the additional transit services associated with the I-35E reconstruction.

KT:jmo



**LEGEND**

Potential Bus Route Alignments  
Featuring Additional Service  
During I-35E Reconstruction



Park and Ride Lots with  
Additional Available  
Capacity

