



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

Tuesday, September 2, 1986
Council Chambers
4:00 p.m.

AGENDA

1. Call to Order and Roll Call
2. Approval of Agenda
3. Approval of Minutes of August 11, 1986, Meeting
4. Presentation and Distribution of Transit Service Needs Assessment, Phase II, Final Report
5. REPORT OF THE POLICY COMMITTEE
6. REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE
 - a. Metro Mobility Provider Applications*
 - b. Financial Statements for June 1986*
 - c. Deloitte Haskins & Sells Management Letter*
7. OTHER BUSINESS
 - a. Chairman's Report
 - b. Members' Reports
 - c. Staff Reports
8. PUBLIC COMMENT

Todd Lefko,
Chair

Ruth Franklin,
Chair

Elliott Perovich
Chairman

* Please bring material from committee packet.

District Kowalski
Tyson
Brant

Ryan
Deane
Terrell
Wiley
Frank
Hull
Andrew
Kush
Fish

Rovell
Sutton
Fails
Curry
Davila
Capell

REGIONAL TRANSIT BOARD
ROLL CALL AND ATTENDANCE SHEET

DATE: 2/2/86
BOARD OR COMMITTEE RTB

MEMBER NAME	PRESENT	VOTE	VOTE	VOTE	VOTE	VOTE
Chairman	✓					
Kenneth Bedeau (P)	—					
Doris Caranicas (P)	✓					
Ruth Franklin (Chair, A & F)	✓					
Alison Fuhr (P)	✓					
Paul Joyce (A & F)	✓					
Edward Kranz (A & F)	✓					
Todd Lefko (Chair, Policy)	✓					
Bernard Skrebes (A & F)	✓					

REGIONAL TRANSIT BOARD

270 Metro Square Building, St. Paul, Minnesota 55101

Minutes of the Meeting of the
REGIONAL TRANSIT BOARD
Metropolitan Council Chambers
August 18, 1986

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

MEMBERS ABSENT: Kenneth Bedeau and Todd Lefko

OTHERS PRESENT: Greg Andrews, Mary Fitzgerald, Judy Hollander, Ed Kouneski, Mark Ryan, Bob Dietrick, Jerry Brechlin and Mike Kuehn, Regional Transit Board Staff; Tim Marx, legal counsel; Natalio Diaz, Metropolitan Council; Jody Hauer, Marianne Curry, Steve Bertrand

The meeting was called to order at 4:00 p.m. and roll taken. The chairman noted that Item 4 on the agenda should be heard as part of the report of the Administration and Finance Committee. Fuhr moved approval of the agenda; Caranicas seconded the motion. Motion carried unanimously.

Judy Hollander introduced Ed Kouneski, the new Programs Manager.

CONSENT LIST: There were no items on the consent list.

APPOINTMENT OF THE METROPOLITAN TRANSIT COMMISSION COMMISSIONER

The chairman read a proposed set of rules for the board's use in voting for the their choice from the list of candidates. Fuhr moved:

1. All applicants who have filed with the Secretary of State's Office will have their names placed into nomination.
2. All votes on the appointment will be taken by a roll call of the board.
3. For a nominee to be elected, he or she must receive a majority of the votes of the board members who are present and voting.
4. Balloting will continue, without limit, until someone receives the necessary number of votes to be elected, or until some other proper motion has been made and adopted.

Kranz seconded the motion; the motion carried unanimously.

The chairman asked that a motion be made nominating all the candidates. Todd Lefko is out of town, but a letter indicating his preference was distributed to the members. Information on Arthur Helland was sent to the board members before the meeting. He chose not to speak at this meeting. Caranicas moved that all the applicants listed in the August 18, 1986, memorandum from the

chairman be nominated for appointment to the Metropolitan Transit Commission (MTC); Kranz seconded the motion. Vote was taken; the motion carried unanimously.

The secretary then called the roll. Glenn G. C. Olson received ~~one~~ ^{five} votes; Bruce Nawrocki received two votes. Glenn G. C. Olson was appointed ~~to~~ to the commission for a three-year term commencing August 28, 1986, and terminating August 27, 1989.

Fuhr moved that the board express its gratitude to Bruce Nawrocki for his service to the Metropolitan Transit Commission; Caranicas seconded the motion, and directing the chairman to plan an appropriate recognition. The motion carried unanimously.

REPORT OF THE POLICY COMMITTEE

Vice Chair Fuhr said the committee will not meet until September 10, 1986.

REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE

REGIONAL TRANSIT BOARD 1987 CAPITAL BUDGET

Franklin moved that the board approved the 1987 Regional Transit Board Capital Budget; Joyce seconded the motion. The motion carried unanimously. In response to an inquiry by the chairman, Legal Counsel Marx said a resolution is not necessary.

REVIEW OF THE 1985 AUDIT REPORT

Andrews reviewed the report. Franklin said the board did not have bank overdrafts. The investment of funds was reviewed and the committee requested that the wording be changed to avoid confusion. She moved:

That the board accept the audited financial statements and federal financial assistance schedules for calendar year 1985 and direct that they be placed on file subject to those corrections as indicated and discussed at the August 12, 1986, committee meeting.

Skrebes seconded the motion; the motion carried unanimously.

METRO MOBILITY PROVIDER APPLICATIONS

Franklin reviewed the committee report dated August 18, 1986, and moved:

That the Regional Transit Board authorize the executive director to enter into contracts with the following organizations to provide Metro Mobility service:

Carebus	Metro Ride of Minnesota
City Wide Cab Company	Midwest Med-Kab
Diamond Cab Company	Morley Bus Company
Handicapped Transport System	Suburban Paratransit
Kare Kabs	Transportation Management
MedPlus/Health Central	Yellow Taxi Service Corporation

Joyce seconded the motion; the motion carried unanimously.

OTHER BUSINESS

The chairman discussed the process for developing a 1987 legislative program.

Mike Kuehn said members will be invited to Sandra Gardebring's district meetings. He has finalized the dates of the chairman's local officials meetings with the taxing district.

August 15 was the last day for accepting applications to the position of executive director. A screening committee will develop a recommendation to the board. Interviews will be conducted as soon as possible and it is hoped the recommendation will be sent to the board the week of September 2.

There being no other business; Skrebes moved that the meeting be adjourned. Kranz seconded the motion; the motion carried unanimously. The meeting was adjourned at 4:50 p.m.

Respectfully submitted,

Mary Fitzgerald
Secretary

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, St. Paul, MN 55101
292-8789

DATE: September 2, 1986
TO: Regional Transit Board
FROM: Katherine Turnbull, Planning Manager
SUBJECT: Presentation and Distribution of Transit Service Needs Assessment
Phase II Draft Final Report

The Transit Service Needs Assessment Phase II Draft Final Report has been completed and is attached for your information and review. Meetings will be scheduled to receive public comments on the report. The board is being asked to approve the following recommendation:

RECOMMENDATION:

That the Regional Transit Board accept the Transit Service Needs Assessment Phase II Draft Final Report for purposes of receiving public comment.

KT:jmo
Attachment

Handwritten: H. Holt 9/2/86

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: September, 2, 1986
TO: Regional Transit Board
FROM: Judy Hollander, Director of Planning and Programs
Ed Kouneski, Programs Manager
Mark Ryan, Project Administrator
SUBJECT: Metro Mobility Fare and Hardship Policy

Action Requested

That the RTB establish a Metro Mobility base fare of \$1.00 per one-way trip along with a maximum charge of \$1.00 per mile and a maximum cost to Metro Mobility users of \$3.75 per one-way trip and eliminate the Metro Mobility hardship policy.

Background

On June 16, the RTB adopted a plan to restructure the Metro Mobility program effective October 4, 1986. As part of the plan adopted by the RTB, fares for a one-way trip were set at \$1.25 for the first eight miles. For travel over eight miles, riders would pay the provider directly with the maximum charge to be established as part of the contract that each provider will enter into with the RTB.

Also, as part of the plan adopted by the RTB, a hardship policy was developed to provide financial assistance to eligible Metro Mobility users. Metro Mobility users that participate in the Medical Assistance program or the General Assistance program and that have expenses greater than \$35.00 per month for travel over eight miles, are eligible for reimbursement under the Metro Mobility hardship program.

Since adoption of the implementation plan for Metro Mobility, RTB staff has received input from providers and users on the maximum cost for travel over eight miles.

As staff studied the establishment of a maximum cost to Metro Mobility users, passenger fares, provider subsidy, cost of the hardship policy, maximum mileage charge, provider cost per mile and the impact on the total number of trips were considered. Each of these factors was included in a model developed by staff that analyzed different alternatives to arrive at a maximum cost for Metro Mobility users.

Six alternatives were developed by staff and were discussed at the Committee of the Whole meeting on August 27. A copy of the table that describes each of the alternatives is included with this memorandum.

Discussion

Since the meeting of the Committee of the Whole, staff has received input from users and providers on the alternatives. On August 28, a special THAC meeting was held to discuss the alternatives discussed at the Committee of the Whole Meeting. THAC members not present at the meeting were sent the materials and asked to respond to staff by Tuesday, September 2.

Comments from THAC members included concern that the \$3.75 maximum cost would not cover the costs of longer trips, the feeling that there is a stigma associated with participating in a hardship program, low fares are important to users and the need to have an adequate number of trips for the expanded service area. THAC members also stressed that it was important to reach a balance between the expectations of users and providers and also to show the relationship between fares, provider subsidies and number of trips.

In reviewing the options with providers, comments included a general agreement that a maximum charge of \$1.00 per mile was appropriate, concern that costs on some longer trips may not be fully recovered and the feeling that since all providers will be operating under the same set of guidelines, the proposal would be acceptable.

The current adopted plan adopted by the board includes a hardship policy, a base fare of \$1.25 and directs that a maximum mileage charges must be reasonable and will be established as part of the contract that each provider will enter into with the RTB.

A review of the adopted hardship policy shows that eligibility is restricted to a small segment of riders and the \$35.00 limit applies only to travel over eight miles. Expanding the hardship policy to include SSI participants would open eligibility to as many as two-thirds of current riders and it has become apparent from our staff analysis that a revised hardship policy would be difficult to administer and expensive to subsidize.

Reducing the passenger fare would be responsive to concerns that many users have with the fare structure adopted by the RTB. Additionally, reducing the passenger fare would benefit all users and help offset the need for a hardship policy.

Findings/Conclusions

- Metro Mobility users and providers have divergent opinions on the best approach for addressing the costs for Metro Mobility service.
- A revised hardship policy would be difficult to administer and expensive to subsidize.
- Reducing the passenger fare would be responsive to concerns that many users have with the fare structure adopted by the RTB.

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September 2, 1986

Recommendation

That the RTB establish a Metro Mobility base fare of \$1.00 per one-way trip along with a maximum charge of \$1.00 per mile and a maximum cost to Metro Mobility users of \$3.75 per one-way trip and eliminate the Metro Mobility hardship policy.

Comparison of Fare and Hardship Policy Options for Metro Mobility

	Current Service	A	B	C	D	E	F	G
1. Fares								
Base	\$.60	\$ 1.25	\$ 1.25	\$ 1.25	\$ 1.25	\$ 1.00	\$ 1.00	\$.75
Peak Hour	\$.75	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Transfer	\$.15	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2. Trip Subsidy								
Ambulatory	\$6.38 - \$ 6.78	\$ 5.25	\$ 5.25	\$ 5.25	\$ 5.25	\$ 5.50	\$ 5.50	\$ 5.75
Wheelchair	\$7.91 - \$17.11	\$11.25	\$11.25	\$11.25	\$11.25	\$11.50	\$11.50	\$11.75
3. Hardship Policy	N/A							
Eligibility		MA, GA	MA, GA, SSI	MA, GA, SSI	MA, GA, SSI	MA, GA, SSI	---	---
(Est. % of users)		(20%)	(67%)	(67%)	(67%)	(67%)	None	None
Monthly Limit		\$35.00	\$35.00	\$35.00	\$50.00	\$50.00	N/A	N/A
Includes Base Fare		No	No	Yes	Yes	Yes	N/A	N/A
Annual Cost		\$25,200	\$83,045	\$267,820	\$161,715	\$138,425	\$0	\$0
4. Maximum Extra Mileage Charge	N/A	\$ 1.00	\$ 1.00	\$ 1.00	\$ 1.00	\$ 1.00	\$ 1.00	\$ 1.00
5. Maximum One-Way Trip Cost (for persons traveling over 8 miles)	N/A	\$ 3.75	\$ 3.75	\$ 3.75	\$ 3.75	\$ 3.75	\$ 3.75	\$ 3.75
6. Total Subsidy								
Per Trip	\$10.41	\$ 8.29	\$ 8.39	\$ 8.71	\$ 8.52	\$ 8.76	\$ 8.52	\$ 8.79
% Decrease	N/A	20.4%	19.4%	16.3%	18.2%	15.9%	18.2%	15.6%
7. Farebox Recovery	6.4%	16.5%	15.6%	12.5%	14.3%	12.2%	14.5%	12.1%
8. Ridership								
Annual Trips	542,000	663,400	655,800	631,700	645,500	628,000	645,600	625,800
% Increase	N/A	22.4%	21.0%	16.5%	19.1%	15.9%	19.1%	15.5%
		Status Quo Option With Maximum Trip Cost Set at \$3.75	Expands Hardship Eligibility to SSI Program	Changes Hardship Policy to Include Base Fare Reimbursement	Increases Hardship Monthly Limit to \$50.00	Reduces Base Fare to \$1.00 and Increases Hardship Monthly Limit to \$50.00	Reduces Base Fare to \$1.00 and Eliminates Hardship Policy	Reduces Base Fare to \$.75 and Eliminates Hardship Policy

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, St. Paul, MN 55101
292-8789

DATE: August 26, 1986
TO: Regional Transit Board
FROM: Administration and Finance Committee
SUBJECT: Metro Mobility Provider Applications

At its meeting August 21, 1986, the Administration and Finance Committee reviewed and moved the following:

RECOMMENDATION

That the Regional Transit Board authorize the executive director to enter into contracts, subject to compliance with the Metro Mobility guidelines, with the following organizations to provide Metro Mobility service effective October 4, 1986:

Blue & White Taxi/Wheelchair Express
The Ebenezer Society
North Memorial Medical Service
Osseo-Brooklyn School Bus Company
Twin City Mobility

DARTS
Handicabs
Commuter Express
Red & White Taxi

Ruth Franklin
Chair

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: August 7, 1986
TO: Administration and Finance Committee
FROM: Judith Hollander, Director of Planning and Programs
Mark Ryan, Project Administrator
RE: Metro Mobility Provider Applications

ACTION REQUESTED

That Regional Transit Board enter into contract, subject to compliance with the Metro Mobility guidelines set forth by the RTB, with the following organizations to provide Metro Mobility service effective October 4, 1986:

Carebus	Metro Ride of Minesota
City Wide Cab Company	Midwest Med-Kab
Diamond Cab Company	Morley Bus Company
Handicapped Transport System	Suburban Paratransit
Kare Kabs	Transportation Management
MedPlus/Health Central	Yellow Taxi Service Corporation

Background

As part of the reorganization of the Metro Mobility program, the Regional Transit Board (RTB) solicited applications from organizations interested in providing Metro Mobility service. Twenty-three (23) organizations submitted applications to the Regional Transit Board by the August 1 deadline. The information submitted by the potential providers was based on an application packet provided to all providers and minimum guidelines established for Metro Mobility providers. Copies of the application packet and Metro Mobility provider guidelines are included with this memorandum.

The applications were reviewed by a committee that included Judy Hollander, Mark Ryan and Ed Kouneski from the RTB, David Naiditch from the Metro Mobility program, Gary Kelsey from the Metropolitan Council's Program on Aging and Donna Allan from the Minnesota Department of Transportation.

Discussion

Each of the 23 applications was reviewed to determine if the organization

complied with the minimum guidelines established for Metro Mobility providers. These guidelines are listed below.

- Provide service seven days/week.
- Provide continuous service until 6:00 p.m. or 11:00 p.m..
- Provide service in a minimum of eight suburbs or within the cities of Minneapolis or Saint Paul.
- Accept trip requests between 6:00 a.m. and 2:30 p.m. the day before service is provided.
- Comply with the Metro Mobility driver standards.
- Comply with the Metro Mobility vehicle standards.
- Provide insurance coverage in the amounts specified by the RTB.
- Serve all Metro Mobility users for the type of service provided.

Additionally, the management plan submitted by each applicant was reviewed and evaluated by each committee member. The evaluation of the management plan focused on the applicant's ability to meet the minimum Metro Mobility guidelines and also their ability to provide Metro Mobility service. Elements of the management plan that were evaluated by the committee included the applicant's organizational structure, experience in providing service, goals and objectives established for Metro Mobility, fleet capacity and condition, vehicle maintenance program, call-taking procedures, driver selection, staff training and insurance coverage.

Following the evaluation of the applications, each was placed into one of three categories. The first category includes those organizations that met or exceeded the minimum Metro Mobility guidelines, presented a management plan that addressed the required elements and required only minor clarifications.

Listed below are the organizations that fall into this category:

Carebus	Metro Ride of Minnesota
City Wide Cab Company	Midwest Med-Kab
Diamond Cab Company	Morley Bus Company
Handicapped Transport System	Suburban Paratransit
Kare Kabs	Transportation Management
MedPlus/Health Central	Yellow Taxi Service Corporation

Enclosed with this memorandum are two tables that list the number of providers, from the above list, serving each municipality in both the current and expanded service areas.

The second category included organizations that appeared to meet the minimum Metro Mobility guidelines and presented a management plan that generally addressed the required elements. However, more information is necessary from applicants in this second category before staff is able to make a recommendation on their application.

A&F COMMITTEE MEETING
August 7, 1986
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The additional information requested from these applicants generally includes a better understanding of the applicant's intention to serve all Metro Mobility users, clarification of call-taking procedures, clarification of the number of vehicles for Metro Mobility and further information on the organizational structure.

The applicants in this category are:

A.H. Wilder Foundation
Commuter Express
The Ebenezer Society
Handicabs
North Memorial Medical Services
Twin City Mobility

The third category includes applicants that did not appear to meet the minimum Metro Mobility guidelines and presented a management plan that did not adequately address most of the required elements. Additional information, along with a clarification of most of the required elements of the management plan, has been requested from each applicant in this category.

The additional information to be requested from these applicants generally will include the information requested from the other applicants along with a clarification of the applicant's intent to comply with the minimum guidelines and a more detailed management plan.

The applicants in this category are:

Blue and White Taxi
DARTS
Osseo-Brooklyn School Bus Company
Red and White Taxi
Wheelchair Express

The contracts for each Metro Mobility provider will include standard RTB contract language along with language that specifies the requirements for providing Metro Mobility service. Included with every contract that the RTB enters into with Metro Mobility providers, will be an agreement to:

- Provide a specified number of vehicles for Metro Mobility service.
- Serve a specific geographic area.
- Provide liability insurance in the amounts of at least \$100,000 per claim and \$300,000 for any number of claims. Name the RTB as an additional insured.
- Establish a maximum mileage rate for travel over eight (8) miles.
- Serve all Metro Mobility users for the type of service provided.
- Accept trip requests the day before from 6:00 a.m. - 2:30 p.m.
- Comply with the Metro Mobility driver standards.
- Comply with the Metro Mobility vehicle standards.
- Provide service on all weekdays, weekends and holidays.

- Provide service with the first pick-up at 6:00 a.m. and the last pick-up at 11:00 p.m. (or 6:00 p.m.).
- Attend Metro Mobility provider meetings.
- Complete and submit, in a timely manner, all required reporting information.
- Collect a passenger fare of \$1.25 per trip.
- Accept reimbursement at \$5.25 for ambulatory trips and \$11.25 for wheelchair trips.
- Refer riders to another provider if service is denied.
- Provide door through door passenger assistance.
- Provide service to up to three (3) guests.
- Provide service with ten (10) minutes of the passengers scheduled pick-up time.
- Transport no more riders in a vehicle than the vehicle's normal seating capacity.
- Participate in all required Metro Mobility training.
- Indemnify and hold harmless the RTB.
- Maintain all necessary records and documentation related to provisions of Metro Mobility service.
- Permit an audit, as necessary, by the RTB.
- Comply with the RTB guidelines related to civil rights, etc.
- Provide trips that do not exceed a maximum of 90 minutes of travel time.

Findings and Conclusions

- Twenty-three organizations submitted applications to be certified as a Metro Mobility provider.
- Each application was reviewed by a committee that included representatives from the Regional Transit Board, Minnesota Department of Transportation, Metropolitan Council and the Metro Mobility program.
- Twelve of the applicants met or exceeded the minimum Metro Mobility guidelines, presented a management plan that addressed the required elements and required only minor clarification.
- Six of the applicants appeared to meet the minimum Metro Mobility guidelines and presented a management plan that generally addressed the required elements. More information is necessary from these applicants before staff can make a recommendation.
- Five of the applicants did not appear to meet the minimum Metro Mobility guidelines and presented a management plan that did not adequately address most of the required elements. More information is necessary from these applicants before staff can make a recommendation.
- The contracts for each Metro Mobility provider will include standard RTB contract language along with language that specifies the requirements for providing Metro Mobility service.

A&F COMMITTEE MEETING
August 7, 1986
Page Five

RECOMMENDATION

That Regional Transit Board enter into contract, subject to compliance with the Metro Mobility guidelines set forth by the RTB, with the following organizations to provide Metro Mobility service effective October 4, 1986:

Carebus
City Wide Cab Company
Diamond Cab Company
Handicapped Transport System
Kare Kabs
MedPlus/Health Central

Metro Ride of Minesota
Midwest Med-Kab
Morley Bus Company
Suburban Paratransit
Transportation Management
Yellow Taxi Service Corporation

Enclosures
MMPROV

TABLE 1

DISTRIBUTION OF METRO MOBILITY SERVICE

(12 Providers Recommended by Staff, August 12, 1986)

<u>CURRENT SERVICE AREA</u>	<u>AMBULATORY SERVICE UNTIL 11:00 p.m.</u>	<u>AMBULATORY AND WHEELCHAIR SERVICE UNTIL</u>	
		<u>11:00 p.m.</u>	<u>6:00 p.m.</u>
Bloomington	2	4	1
Brooklyn Center	2	3	1
Columbia Heights	2	3	1
Crystal	2	2	0
Edina	2	4	1
Falcon Heights	2	5	1
Fridley	2	3	1
Golden Valley	2	5	0
Hilltop	2	3	1
Lauderdale	2	4	1
Little Canada	2	5	1
Maplewood	2	5	0
Minneapolis	1	6	0
New Brighton	2	3	1
New Hope	2	3	0
North St. Paul	2	5	0
Richfield	2	5	1
Robinsdale	2	4	0
Roseville	2	5	1
St. Anthony	2	4	1
St. Louis Park	2	5	0
St. Paul	4	5	0
South St. Paul	2	5	1
West St. Paul	2	5	1

TABLE 2

DISTRIBUTION OF METRO MOBILITY SERVICE

(12 Providers Recommended by Staff, August 12, 1986)

<u>1987 EXPANSION AREA</u>	<u>AMBULATORY SERVICE</u>	<u>WHEELCHAIR AND AMBULATORY SERVICE</u>
Anoka	2	3
Arden Hills	2	2
Blaine	2	3
Brooklyn Park	2	1
Centerville	2	2
Champlin	2	1
Circle Pines	2	3
Coon Rapids	2	3
Deephaven	2	1
Eden Prarie	2	1
Excelsior	2	0
Greenwood	2	0
Hopkins	2	2
Lexington	2	2
Lino Lakes	2	3
Maple Grove	2	0
Medicine Lake	2	0
Minnetonka	2	2
Minnetonka Beach	2	0
Mound	2	0
Moundsview	2	3
North Oaks	2	2
Osseo	2	0
Orono	2	0
Plymouth	2	2
Shoreview	2	3
Shorewood	2	0
Spring Lake Park	2	3
Spring Park	2	0
Tonka Bay	2	0
Vadnia Heights	2	3
Wayzata	2	2
White Bear Lake	2	3
Woodland	2	1

PROVIDER APPLICATION PACKET

and

INSTRUCTIONS

for the

REGIONAL TRANSIT BOARD'S

METRO MOBILITY PROGRAM

Regional Transit Board
270 Metro Square Building
St. Paul, Minnesota 55101

July, 1986

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Introduction

In 1984 the Minnesota Legislature, responding to the findings and recommendations of its Legislative Study Commission on Metropolitan Transit, created the Regional Transit Board (RTB). The RTB is responsible for mid-range transit planning, policy making, and transit administration in the seven-county Twin Cities metropolitan area.

The RTB enabling legislation identifies a number of responsibilities and duties the RTB shall perform. The RTB fulfills these responsibilities through the examination of transit needs and services, transit policy development, providing for community participation, administering and distributing public funds for transit services, and facilitating new and alternative transit services. The RTB works with the Metropolitan Council, the Metropolitan Transit Commission, other providers, the Minnesota Department of Transportation, and local communities in carrying out these charges.

The RTB's geographical area of coverage is Hennepin, Ramsey, Anoka, Carver, Dakota, Scott and Washington counties.

A key responsibility of the RTB is to administer state transit assistance and property tax funds. The Metro Mobility program is funded by an appropriation from the state legislature and is designed to serve the transit needs of persons with disabilities that are unable to use regular route transit services. The RTB is responsible for administering and establishing policy for the Metro Mobility program.

The goals and objectives established by the legislature for transportation services to the elderly and handicapped in the metropolitan area include:

1. To provide greater access to transportation for the elderly, handicapped and others with special transportation needs in the metropolitan area;
2. To develop an integrated system of special transportation service(s) providing transportation tailored to meet special individual needs in the most cost-efficient manner; and
3. To use existing public and private providers of service wherever possible, to supplement rather than replace existing service, and to increase the productivity of all special transportation vehicles available in the area.

Instructions

In completing the application for certification as a Metro Mobility provider, please carefully follow the instructions as outlined below. If you have any questions about the information required, please contact Mark Ryan at 292-8789.

The deadline for submitting this application is August 1, 1986. If your organization is selected as a Metro Mobility provider, the documents on pages 10-12 are required before a contract will be entered into with the RTB. To help organize the required material, a checklist with the respective due dates is enclosed (yellow sheet).

The following materials are to be returned as part of the completed application:

1. Cover Letter

Along with the completed application, send a cover letter addressed to:

Mark Ryan,
Project Administrator
Regional Transit Board
270 Metro Square Building
Saint Paul, Minnesota 55101

The cover letter must include the official name of the applicant, address and telephone number of the applicant and the name of the contact person. The letter should summarize the application and be signed by the person authorized to enter into contract with the RTB. Along with the letter include the original and five copies of the completed application.

2. Applicant Summary Sheet (Blue Sheet)

An applicant summary sheet is to be completed and submitted along with the completed application. The summary sheet can be found at the end of these instructions.

3. Management Plan

All applicants are required to submit a management plan that describes the manner in which Metro Mobility service will be provided. The following elements are required for the management plan:

A. Organization

1. Describe the organizational structure of your organization and include the persons and their titles who are responsible for policy and decision making, directing, controlling and reviewing system progress and carrying out the elements of the management plan. Include a summary of each individual's experience. Submit an organizational chart that illustrates this information.
2. Describe the ownership of your organization.

3. Describe the total scope of activities that your organization participates in. Include transportation services to elderly and handicapped persons as a percentage of your total activities, involvement in other areas of transportation and describe the areas other than transportation in which your organization is involved. Include the number of years your organization has engaged in each of these activities.
4. Who will represent your organization in entering into a contract with the RTB?
5. Identify the number of employees needed in the administration, operations and maintenance activities of your proposed Metro Mobility service. Include the number of full-time and part-time employees by category (administrative, mechanical, drivers, etc).

B. Metro Mobility Goals and Objectives

1. Describe the goals for your organization's participation in Metro Mobility and include the number of one-way trips you expect to provide annually (separate by ambulatory and wheelchair). Describe the goals that will be established to provide quality service. Examples are, To provide 1,300 one-way wheelchair trips in Minneapolis. To have no more than one service complaint for every 10,000 one-way trips.
2. For each goal that your organization has established for Metro Mobility service, explain the method for achieving that goal. Each objective must be specific, measurable and time-phased.

C. Service Area

Metro Mobility providers will be required to serve a minimum of eight suburban municipalities or Minneapolis or Saint Paul. By applying for certification in a municipality, providers agree to serve all Metro Mobility users within the municipality. Providers will be permitted to transport Metro Mobility users from within the providers' declared service area to a municipality outside of the declared service area and will be responsible for the return trip.

For a listing of the municipalities in the Metro Mobility service area, see page 8.

1. Identify the municipalities to which your organization will provide Metro Mobility service to beginning in October, 1986.
2. Identify the municipalities to which your organization will provide Metro Mobility service to beginning with the expansion of service on January 1, 1987.
3. Identify the municipalities to which your organization will provide Metro Mobility service to beginning with the expansion of service on January 1, 1988.

D. Hours of Service

Providers will be required to provide Metro Mobility service Sunday through Saturday. Providers have the option of being certified to provide service from 6:00 a.m.* to 6:00 p.m.** or 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. (* First pick-up at 6:00 a.m.; ** Last pick-up at 11:00 p.m.)

Metro Mobility service will be provided until 11:00 p.m. in the current service area and until 6:00 p.m. in the expansion areas (see page 8).

1. Indicate the hours that your organization will be providing Metro mobility service.

E. Vehicle Description

1. List the number, type and capacity of the vehicles that will be used to provide service to Metro Mobility users in wheelchairs. For each vehicle, indicate if a ramp, automatic or semi-automatic lift will be used.
2. Indicate the date of the most recent inspection and approval of wheelchair securement devices by the State of Minnesota for each vehicle that will provide service to Metro Mobility users in wheelchairs. (Note: Certificates of compliance will be required from all applicants prior to providing Metro Mobility service.) If the vehicle's wheelchair securement devices have not been approved, indicate the date on which the inspection by the State of Minnesota will occur.
3. List the number, type and capacity of the vehicles used for providing service to Metro Mobility users who do not use wheelchairs.
4. If vehicles used for providing Metro Mobility service are classified as taxis, indicate each municipality in which the taxi is currently licensed to operate in.
5. Describe in detail the maintenance program that will be followed for each of your organization's vehicles that will be providing Metro Mobility service. Include major vehicle repairs, maintenance schedules, record keeping and other key elements.
6. Describe the backup capacity of your fleet to adequately meet vehicle breakdowns.

F. Call-Taking Procedures

1. Describe how your organization will adequately handle the anticipated number of calls for the geographic area you intend to serve. Include the anticipated number of calls, the number of staff assigned to this activity and describe how your staff will deal with Metro Mobility users that have special needs (i.e. speech impediments).

G. Driver Selection

1. Describe the recruitment, training and driver selection process that will be used by your organization for providing Metro Mobility service.
2. Describe the process your organization will follow to meet the driver guidelines established in the state's Special Operating Standards.

H. Insurance

1. Name the proposed insurance carrier and describe the limits of coverage.

I. Marketing

1. Describe and outline your proposed marketing plan for Metro Mobility.

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

METRO MOBILITY

Applicant Summary Sheet

This application is to provide (check appropriate category):

_____ Ambulatory Service _____ Wheelchair Service _____ Both

1. Name of Firm _____

2. Address of Firm _____

3. City _____ State _____

4. Telephone (____) _____

5. Contact Person: _____

6. Describe the firm's experience in providing transit services to elderly and handicapped persons (include years of service and annual ridership):

7. Individuals responsible for management and policy decision making:

<u>Name</u>	<u>Title</u>	<u>Telephone</u>
-------------	--------------	------------------

_____	_____	_____
_____	_____	_____
_____	_____	_____

8. How many and what type of vehicles will your organization dedicate to providing Metro Mobility service?

9. Indicate on the map, included with the application packet, the municipalities to which your organization will provide service.

10. How many one-way trips do you expect to provide annually? _____

11. Will your organization be able to begin service on October 4, 1986? _____

Metro Mobility Application Checklist

The following materials are due by August 1, 1986:

- _____ Cover Letter
- _____ Applicant Summary Sheet
- _____ Management Plan
- _____ Description of Organization
- _____ Metro Mobility Goals and Objectives
- _____ Service Area (Both map and written)
- _____ Hours of Service
- _____ Vehicle Description
- _____ Call-Taking Procedures
- _____ Driver Selection/Training Process
- _____ Description of Insurance Coverage
- _____ Description of Marketing Efforts

The following materials are required before a contract with the RTB will be entered into:

- _____ Civil Rights Assurance
- _____ Equal Employment Opportunity Assurance
- _____ Participation of Disadvantaged Business
- _____ Certificate of Insurance
- _____ Certificate of Compliance with Special Operating Standards
(Wheelchair providers only)

Metro Mobility Service Area

On October 4, 1986, Metro Mobility service will be provided to the following communities until 11:00 p.m.:

Bloomington	Fridley	Minneapolis	Roseville
Brooklyn Center	Golden Valley	New Brighton	St. Anthony
Columbia Heights	Hilltop	New Hope	St. Louis Park
Crystal	Lauderdale	North St. Paul	St. Paul
Edina	Little Canada	Richfield	South St. Paul
Falcon Heights	Maplewood	Robinsdale	West St. Paul

On January 1, 1987, Metro Mobility service will be expanded to the following communities until 6:00 p.m.:

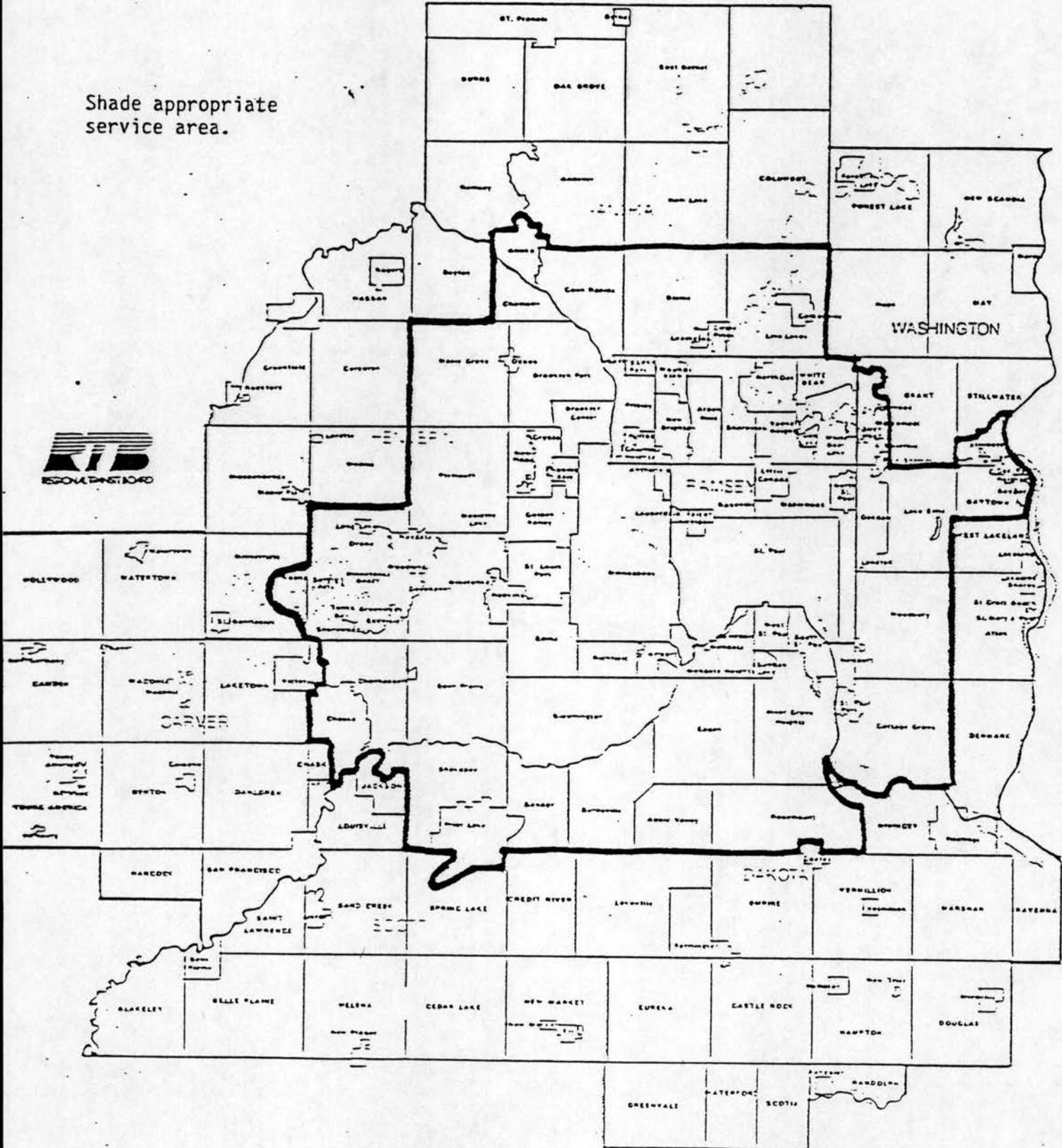
Anoka	Eden Prairie	Minnetonka Beach	Spring Lake Park
Arden Hills	Excelsior	Mound	Spring Park
Blaine	Greenwood	Moundsview	Tonka Bay
Brooklyn Park	Hopkins	North Oaks	Vadnais Heights
Centerville	Lexington	Osseo	Wayzata
Champlin	Lino Lakes	Orono	White Bear Lake
Circle Pines	Maple Grove	Plymouth	Woodland
Coon Rapids	Medicine Lake	Shoreview	
Deephaven	Minnetonka	Shorewood	

On January 1, 1988, Metro Mobility service will be expanded to the following communities until 6:00 p.m.:

Apple Valley	Cottage Grove	Mendota Heights	Saint Paul Park
Bayport	Dellwood	Newport	Savage
Baytown	Eagan	Oakdale	Shakopee
Birchwood	InverGrove Heights	Oak Park Heights	Stillwater
Burnsville	Lake Elmo	Pine Springs	Sunfish Lake
Chanassen	Mahtomedi	Prior Lake	Willernie
Chaska	Mendota	Rosemount	Woodbury

TWIN CITIES METROPOLITAN AREA

Shade appropriate service area.



EQUAL EMPLOYMENT OPPORTUNITY ASSURANCE

The _____ agrees that it shall
(Recipient)
not discriminate against any employee or applicant for employment because of race, color, religion, sex, national origin, marital status, status with regard to public assistance, disability, political affiliation, or sexual preference, and that we will take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, religion, sex, national origin, marital status, status with regard to public assistance, disability, political affiliation or sexual preference.

Sincerely,

(Signature)

(Title)

(Date)

PARTICIPATION OF DISADVANTAGED BUSINESS ENTERPRISES (DBE's)

and

WOMEN-OWNED BUSINESS ENTERPRISES (WBE's)

Please submit the following information for each DBE/WBE with whom you presently contract or purchase goods/service. For listing of DBE/WBE organizations, contact Robert Dietrick of the Regional Transit Board at 292-8789.

<u>Name of Firm</u>	<u>Owner</u>	<u>Address</u>	<u>Service/Goods Provided</u>	<u>Estimated Dollar Amount</u>
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Proposed Metro Mobility Expansion



CURRENT METRO MOBILITY SERVICE AREA



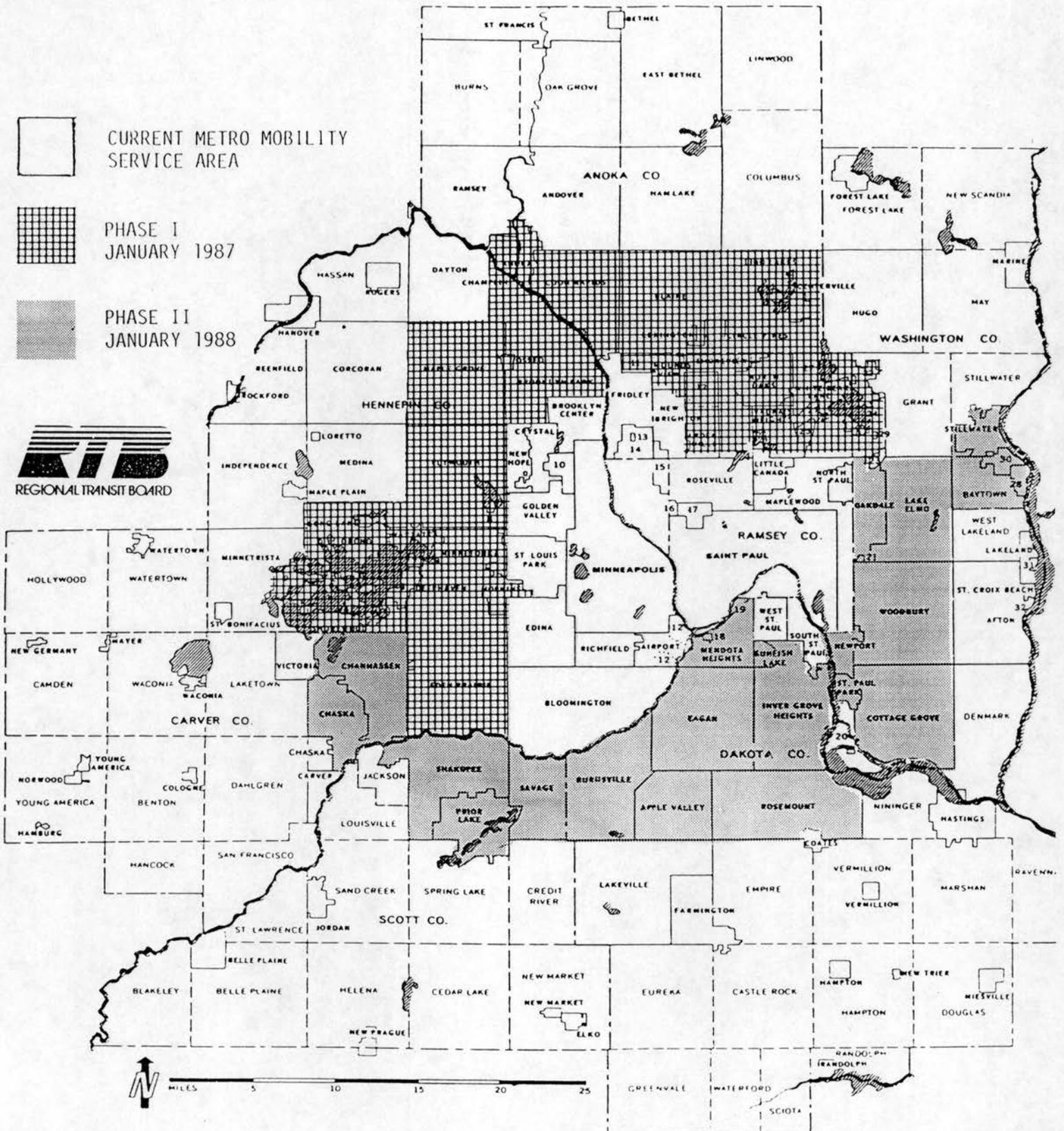
PHASE I
JANUARY 1987



PHASE II
JANUARY 1988



REGIONAL TRANSIT BOARD



- | | | | |
|--------------------|---------------------|-------------------|---------------------|
| 1 SPRING PARK | 9 WOUND | 17 FALCON HEIGHTS | 25 GEM LAKE |
| 2 OROMO | 10 ROBBINSDALE | 18 MENDOTA | 26 BIRCHWOOD |
| 3 MINNETONKA BEACH | 11 SPRING LAKE PARK | 19 LILYDALE | 27 WHITE BEAR |
| 4 TORNA BAY | 12 U S GOVT | 20 GREY CLOUD | 28 BAYPORT |
| 5 EXCELSIOR | 13 HILLTOP | 21 LANDFALL | 29 WILLERIE |
| 6 GREENWOOD | 14 COLUMBIA HEIGHTS | 22 DELLWOOD | 30 OAK PARK HEIGHTS |
| 7 WOODLAND | 15 ST ANTHONY | 23 FIRE SPRINGS | 31 LAKELAND SHORES |
| 8 MEDICINE LAKE | 16 LAUDERDALE | 24 WANTONEDI | 32 ST MART'S POINT |

ANOKA — County Boundary
 OROMO — Municipal Boundary
 DOTTED — Township Boundary

METRO MOBILITY PROVIDER GUIDELINES
FOR SERVICE BEGINNING OCTOBER 4, 1986

August 15, 1986

Regional Transit Board
270 Metro Square Building
St. Paul, Minnesota 55101

Description of Metro Mobility Service

The Metro Mobility program has been established to provide public transit service to people who are unable to use regular route transit service. Metro Mobility began in 1979, and currently provides over 500,000 one-way trips each year to over 13,000 certified users. Metro Mobility is funded by an appropriation from the State to the Regional Transit Board (RTB). The RTB is responsible for administrative and policy making decisions for Metro Mobility. Metro Mobility service is as a demand-responsive service that features day-ahead call-in from the users, and door-through-door assistance by providers. Beginning in October, Metro Mobility users will contact providers of their choice directly to request service.

Metro Mobility Users

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 themselves 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.

Hours of Service

Metro Mobility service is provided Sunday through Saturday. On Monday through Friday service hours will be 6:00 a.m. - 11:00 p.m. in the current service area and 6:00 a.m. - 6:00 p.m. in the expansion areas. On weekends and holidays Metro Mobility service will be available from 8:00 a.m. - 11:00 p.m. in the current service area and 8:00 a.m. - 6:00 p.m. in the expansion areas. The service hours represent the first and last pick-up times available to Metro Mobility users.

All Metro Mobility providers will be required to provide service Sunday through Saturday, but will have an option of providing service until 6:00 p.m. or 11:00 p.m.

Service Area (See Map on Page 10)

Metro Mobility providers will be required to serve a minimum of eight suburban municipalities or Minneapolis or St. Paul. By applying for certification in a municipality, providers agree to serve all Metro Mobility users within the municipality. Providers will be permitted to transport Metro Mobility users from within the providers' declared service area to a municipality outside of the declared service area and will be responsible for the return trip.

On October 4, 1986, Metro Mobility service will be provided to the following communities until 11:00 p.m.:

Bloomington	Fridley	Minneapolis	Roseville
Brooklyn Center	Golden Valley	New Brighton	St. Anthony
Columbia Heights	Hilltop	New Hope	St. Louis Park
Crystal	Lauderdale	North St. Paul	St. Paul
Edina	Little Canada	Richfield	South St. Paul
Falcon Heights	Maplewood	Robinsdale	West St. Paul

On January 1, 1987, Metro Mobility service will be expanded to the following communities until 6:00 p.m.:

Anoka	Eden Prairie	Minnetonka Beach	Spring Lake Park
Arden Hills	Excelsior	Mound	Spring Park
Blaine	Greenwood	Moundsview	Tonka Bay
Brooklyn Park	Hopkins	North Oaks	Vadnais Heights
Centerville	Lexington	Osseo	Wayzata
Champlin	Lino Lakes	Orono	White Bear Lake
Circle Pines	Maple Grove	Plymouth	Woodland
Coon Rapids	Medicine Lake	Shoreview	
Deephaven	Minnetonka	Shorewood	

On January 1, 1988, Metro Mobility service will be expanded to the following communities until 6:00 p.m.:

Apple Valley	Cottage Grove	Mendota Heights	Saint Paul Park
Bayport	Dellwood	Newport	Savage
Baytown	Eagan	Oakdale	Shakopee
Birchwood	InverGrove Heights	Oak Park Heights	Stillwater
Burnsville	Lake Elmo	Pine Springs	Sunfish Lake
Chanassen	Mahtomedi	Prior Lake	Willernie
Chaska	Mendota	Rosemount	Woodbury

Administration of Daily Operations

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 rider's guide and a newsletter.

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 the Metro Mobility Administrative Center.

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 Metro Mobility user and provider to settle the issue.

Allocation of Daily Ridership

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. Equipment is currently being tested that will determine the availability of on-site printing.

Passenger Fares

Metro Mobility providers are responsible for collecting the fare of \$1.25 per passenger. Passenger fares will be kept by the provider. Metro Mobility providers may charge a mileage fee for trips that exceed eight miles. Mileage rates must be reasonable and will be negotiated as part of the provider's contract with the RTB. All Metro Mobility providers will be required to accept Metro Mobility commuter tickets that are presented for payment of fares. Providers will be reimbursed for the full value of the Metro Mobility commuter tickets by the MMAC.

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 rider's certification number. All providers will be reimbursed based on a flat rate of \$11.25 for a wheelchair trip and \$5.25 for an ambulatory trip. The provider reimbursement rate will subsidize a rider's trip up to eight miles.

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. It is the intention of the MMAC to process provider invoices every two weeks and to pay providers within 30 days of receipt of the invoice.

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. Metro Mobility users will be charged a fee for this service.

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 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.

For the first six weeks of service, Metro Mobility users with standing requests will be assigned to a provider serving their area.

Trip Scheduling

Metro Mobility providers will be required to schedule their own trips. Providers must be available to schedule trips between the hours of 6:00 a.m. and 2:30 p.m., Monday through Friday and between 8:00 a.m. and 2:30 p.m. on Saturday, Sunday and holidays. Requests for trips will only be permitted the day before service is requested. Metro Mobility providers will be required to inform riders of their pickup time the day before service is requested and before 9:00 p.m.

Trip Denials

Providers will be permitted to deny trip requests for the following reasons:

1. If the daily allocation of Metro Mobility trips has been exhausted; or
2. If the provider has inadequate capacity to provide the trip.

Whenever service is denied for reasons of inadequate capacity, providers will be required to refer riders to another Metro Mobility provider.

All trips denials must be recorded on a form provided by the MMAC and submitted along with the provider's invoice.

Maximum Passenger Travel Time

The maximum travel time for a Metro Mobility passenger shall not exceed ninety (90) minutes.

Vehicle Capacity

Metro Mobility providers will not be permitted to transport more persons in a vehicle than is provided for in the vehicle's normal seating capacity.

Driver Standards

All Metro Mobility drivers will be required to meet the guidelines established by the Operating Standards for Special Transportation Services as defined in the State of Minnesota Administrative Rules, Section 8840.5900, subpart 1. The guidelines are listed below:

1. No driver shall operate a special transportation service vehicle unless that driver:
 - o has visual acuity of 20/40 in each eye corrected and a field of vision of at least 70 degrees in the horizontal meridian of each eye;
 - o does not have a hearing loss greater than 30 db in the better ear with or without a hearing aid; and
 - o has no current medical condition which interferes with the ability to drive safely.
2. Every two years each driver shall obtain, on a form prescribed by the commissioner (of transportation), a physician's statement that the driver has no current medical condition which interferes with his or her ability to drive safely. This shall be obtained prior to employment as a driver of a special transportation service vehicle. Employees of facilities which are licensed by the Department of Health or the Department of Public Welfare and required by either of those departments to provide a physician's statement of health on a regular basis may substitute that form or statement for the form required in this section.
3. Each driver shall be able to perform a vehicle safety inspection and each driver and attendant, in the case of a vehicle which is staffed by a driver and an attendant, shall be able to assist a passenger into the vehicle and operate a wheelchair lift or ramp if the vehicle is equipped with it.

4. Each driver shall also meet the following criteria:
 - o possess a driver's license which is valid for the type of vehicle which he or she drives;
 - o be at least 18 years of age and have not less than one year of experience as a licensed driver; and
 - o have a driving record clear of revocations, suspensions, and cancellations for the past three years except for suspensions which result from unpaid parking tickets.

5. Each driver and attendant shall successfully complete a first aid or emergency care course of not less than four hours which shall include instruction in the following elements:
 - o treatment of shock;
 - o control of bleeding;
 - o airway management;
 - o prevention and treatment of frostbite and exposure to cold;
 - o prevention and treatment of heat exhaustion and heat stroke;
 - o identification of sudden illness such as stroke, heart attack, convulsions, fainting, and seizures; and
 - o appropriate use of emergency medical assistance services.

6. Each driver and attendant who transports passengers seated in wheelchairs or who assists passengers in transferring from a wheelchair to a vehicle shall complete a minimum of eight hours training in the techniques of transporting and assisting elderly and physically handicapped passengers which shall include instruction in the following elements:
 - o discussion of characteristics of the aging process and major disabling conditions;
 - o discussion of common assistive devices used by elderly and handicapped persons;
 - o discussion of attitudes toward elderly and handicapped persons which includes the participation of handicapped and elderly persons;
 - o instruction in methods of handling wheelchairs
 - o instruction in moving, lifting, and transferring passengers;
 - o guidelines for transporting handicapped persons; and
 - o instruction in the operation of lifts, ramps, and wheelchair securement devices if the vehicle to be operated is equipped with them.

7. Each driver and attendant who transports elderly and physically handicapped passengers who do not use wheelchairs or who transports passengers who do not transfer from a wheelchair to a seat in the vehicle shall complete a minimum of four hours training in the techniques of transporting and assisting elderly and physically handicapped passengers, which must include instruction in the elements listed in item 6, subitems (1) to (3) and (6).

8. Each driver and attendant shall receive instruction in the use of the fire extinguisher.
9. A driver or attendant who has not completed the required training prior to providing special transportation service, shall do so within 90 days after beginning to provide the service. Copies of certificates indicating successful completion of courses must be maintained in the provider's files.
10. Each driver and attendant must successfully complete a refresher first aid or emergency care course every three years. The refresher course shall include instructions in the elements listed in item 5.

Vehicle Standards

Any vehicle that transports Metro Mobility users in wheelchairs will be required to comply with the Operating Standards for Special Transportation Services as defined in the State of Minnesota Administrative Rules, Sections 8840.5100 through 8840.6300. A current certificate of compliance, issued by the Commissioner of Transportation, is required for all providers transporting Metro Mobility users in wheelchairs.

Vehicles used to transport Metro Mobility users that do not use wheelchairs will be required to meet the taxi-cab ordinances for the municipalities in which the vehicles will operate. Vehicles are not required to be issued a taxi-cab license, however upon request from the RTB, the provider must provide proof of compliance with the applicable taxi-cab ordinances. Vehicles that are certified under the Special Operating Standards are exempt from this requirement.

Variance From Vehicle or Driver Standards

The RTB may grant a variance from the Metro Mobility vehicle and driver standards. The RTB will follow the same guidelines established for the Special Operating Standards. A variance shall be granted if:

1. the rationale for the rule in question can be met or exceeded by the specific alternative practice which the applicant proposes to substitute;
2. the application of the rule in question would impose an excessive burden on the applicant: and
3. the granting of the variance will not adversely affect the public health and safety.

Requests for a variance from the Metro Mobility standards must be included with the Metro Mobility provider application due by August 1, 1986.

Insurance

Metro Mobility providers will provide liability insurance in the amounts of at least \$100,000.00 per claim for injury, death or property damage by wrongful act or omission, and \$300,000.00 for any number of claims arising out of a single occurrence. Insurance coverage shall be provided to protect the provider and RTB from any loss arising out of the furnishing of the service. Metro Mobility providers will be required to furnish all appropriate certificates of insurance, and to carry higher limits of insurance if required by the RTB.

Other Required Training

The restructuring of Metro Mobility calls for extensive use of computer terminals in the processing of trip requests from Metro Mobility users. All personnel responsible for accepting trips requests from Metro Mobility users will be required to attend a training and orientation session. The session will be sponsored by the Metro Mobility Administrative Center and will cover proper use of the computer terminals and training in dealing with Metro Mobility users with special needs (i.e. speech impediments).

MNINFO



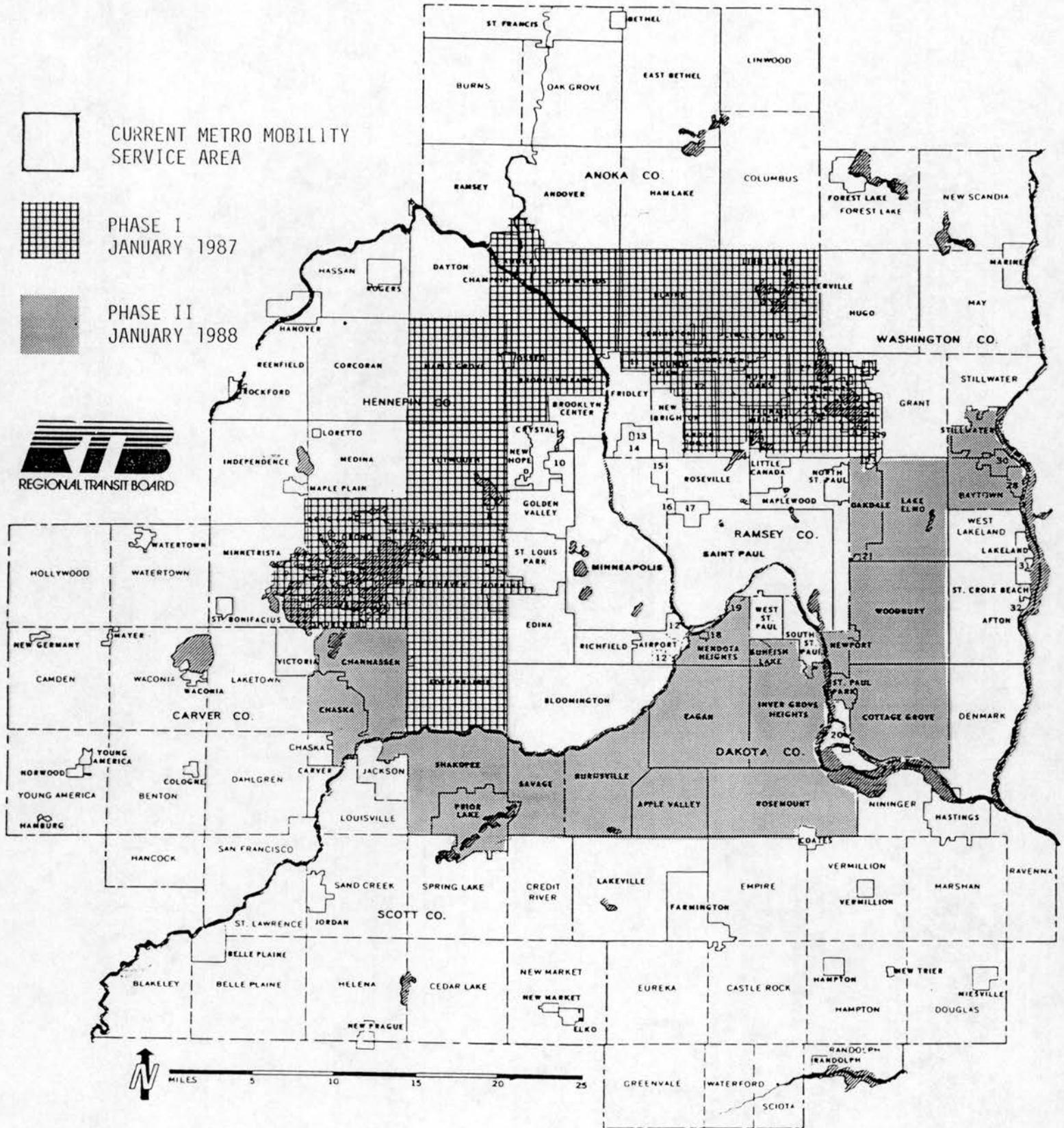
CURRENT METRO MOBILITY SERVICE AREA



PHASE I
JANUARY 1987



PHASE II
JANUARY 1988



- | | | | |
|--------------------|---------------------|-------------------|---------------------|
| 1 SPRING PARK | 9 WOUND | 17 FALCON HEIGHTS | 25 GEM LAKE |
| 2 OPOW | 10 ROBBINSDALE | 18 MENDOTA | 26 BIRCHWOOD |
| 3 MINNETONKA BEACH | 11 SPRING LAKE PARK | 19 LILYDALE | 27 WHITE BEAR |
| 4 TONKA BAY | 12 U S GOVT | 20 GREY CLOUD | 28 BAYPORT |
| 5 EXCELSIOR | 13 HILLTOP | 21 LANDFALL | 29 WILLERMIE |
| 6 GREENWOOD | 14 COLUMBIA HEIGHTS | 22 DELLWOOD | 30 OAK PARK HEIGHTS |
| 7 WOODLAND | 15 ST ANTHONY | 23 PINE SPRINGS | 31 LAKELAND SHORES |
| 8 MEDICINE LAKE | 16 LAUDERDALE | 24 WASHINGTON | 32 ST MARY'S POINT |

ANOKA — County Boundary
 ORONG — Municipal Boundary
 CAMDEN — Township Boundary

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, St. Paul, MN 55101
292-8789

DATE: August 26, 1986
TO: Regional Transit Board
FROM: Administration and Finance Committee
SUBJECT: Financial Statements of June 1986

At its meeting of August 21, 1986, the Administration and Finance Committee reviewed and moved the following:

RECOMMENDATION

That the Regional Transit Board accept the Financial Statements for June 1986 and direct that they be placed on file.

Ruth Franklin
Chair

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, St. Paul, MN 55101
292-8789

DATE: August 15, 1986
TO: Administration and Finance Committee
FROM: Gregory L. Andrews, Director of Administration
SUBJECT: Financial Statements for June 1986

ACTION REQUESTED

That the Administration and Finance Committee recommend the board receive the June 1986 financial statements and direct that they be placed on file.

The financial statements for your review are scheduled to be distributed at the meeting on August 21, 1986 at 4:00 p.m. They have been prepared on the modified accrual basis and in accordance with generally accepted accounting principles. They are:

- the combined balance sheet
- the combined statement of revenues, expenditures and changes in fund balance
- the budget line item status report
- the RTB program status report

RECOMMENDATION

That the Administration and Finance Committee recommend the board receive the June 1986 financial statements and direct that they be placed on file.

A&F821
ch

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, St. Paul, MN 55101
292-8789

DATE: August 26, 1986
TO: Regional Transit Board
FROM: Administration and Finance Committee
SUBJECT: Deloitte Haskins & Sells Management Letter

At its meeting August 21, 1986, the Administration and Finance Committee reviewed and moved the following:

RECOMMENDATION

That the Regional Transit Board accept the Deloitte Haskins & Sells 1985 Management Letter and direct that it be placed on file.

Ruth Franklin
Chair

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, St. Paul, MN 55101
292-8789

DATE: August 15, 1986
TO: Administration and Finance Committee
FROM: Gregory L. Andrews, Director of Administration
SUBJECT: Deloitte Haskins & Sells (DH&S) 1985 Management Letter

Our auditors, Deloitte Haskins & Sells are required by generally accepted auditing standards to review the board's system of internal accounting control. While they do not issue an opinion on their review of internal control, it is their practice to issue a management letter disclosing internal control weaknesses that merit discussion. Attached to this memorandum is that management letter. Also, DH&S has discussed the follow-up on their comments relating to material weaknesses during the 1984 audit.

While there are no material weaknesses included in the 1985 management letter, several comments relating to weaknesses were noted. Staff will be preparing a written response to each comment that will be reviewed at the Administration and Finance Committee meeting of August 21, 1986.

Attachment

1360 Norwest Center
55 East Fifth Street
Saint Paul, Minnesota 55101
(612) 291-8110
Cable DEHANDS

Regional Transit Board
270 Metro Square Building
Saint Paul, Minnesota 55101

May 14, 1986

Members of the Regional Transit Board:

We have examined the combined balance sheet of the Regional Transit Board (RTB) as of December 31, 1985, and the related combined statement of revenues, expenditures and changes in fund balance for the period ended December 31, 1985 and have rendered our opinion thereon dated May 14, 1986.

AUDIT SCOPE

Our examination was made in accordance with generally accepted auditing standards and, accordingly, included such tests of the accounting records and such other auditing procedures as we considered necessary in the circumstances. Our examination was designed to enable us to express an opinion on the fairness of the presentation of the RTB's combined financial statements and would not necessarily disclose defalcations or other irregularities. No restrictions were placed on the scope of our work by the Board or the staff of the RTB. We received full cooperation and assistance from all employees.

INTERNAL ACCOUNTING CONTROL

As part of our examination, we made a study and evaluation of the RTB's system of internal accounting control to the extent we considered necessary to evaluate the system as required by generally accepted auditing standards. The purpose of our study and evaluation was to determine the nature, timing, and extent of the auditing procedures necessary for expressing an opinion on the RTB's combined financial statements. Our study and evaluation was more limited than would be necessary to express an opinion on the system of internal accounting control taken as a whole.

The responsibility of the Board and staff for establishing and maintaining a system of internal accounting control, the objectives of and inherent limitations on such a system, and the definition of a material weakness for purposes of this report are described in Appendix A.

Our study and evaluation made for the limited purpose described in the first paragraph would not necessarily disclose all material weaknesses in the system. Accordingly, we do not express an opinion on the system of internal accounting control of the RTB taken as a whole. However, our study and evaluation disclosed the following conditions that we believe merit discussion.

REVIEW OF PRIOR YEAR COMMENTS

In the Management Letter covering the 1984 financial statement audit, we noted three material weaknesses in the RTB's system of internal accounting control. The weaknesses noted were primarily due to the start-up nature of the organization. The material weaknesses were as follows:

1. RTB's accounting system had not been sufficiently developed to the point of preparing timely financial statements.
2. The RTB did not have a budget as required by generally accepted accounting principles and Minnesota State law (Minnesota Statute 473.38).
3. The RTB had not documented systems of internal accounting controls over cash disbursements, accounts payable, property taxes and state aids receivable, fixed assets and budget reporting.

During the 1985 financial statement audit, we observed that the RTB had significantly improved internal control procedures in each of these areas. Accordingly, no material weaknesses are reported in connection with the 1985 financial statement audit. This improvement can be directly attributed to the staff and supervisory personnel of the RTB.

1985 COMMENTS

The establishment of internal control and accounting procedures is an evolutionary process. As the type of transactions entered into by an entity increase, and grow more complex, existing procedures require modification. Our examination disclosed the following conditions that, although not considered to be material weaknesses, are weaknesses in internal accounting control for which corrective action might be taken.

I. INTERNAL CONTROL

A. Cash ReceiptsObservation

RTB's system of internal control did not provide adequate safeguards over the cash receipts function. The following observations were noted:

1. Checks were not restrictively endorsed upon receipt.
2. Daily cash receipts were not summarized prior to preparation of the bank deposit.
3. All cash receipts were not deposited on a daily basis.
4. Supervisory personnel did not inspect accounting records on a regular basis.

Recommendation

In October 1985, we performed a review of the RTB's accounting system. At the conclusion of the review, we recommended certain changes in the RTB's cash receipt procedures. These recommendations have not yet been implemented. Due to the nature of the control weaknesses, and the potential for theft or loss, we feel these procedures remain appropriate and suggest efforts be made to implement them.

B. Checking AccountsObservation

The RTB utilizes one checking account to perform both the accounts payable and employee payroll functions.

Recommendation

The RTB should establish separate checking accounts for vendor payment and employee payroll. The employee payroll account should be maintained on an imprest basis to minimize potential loss or theft. This would increase control over both functions.

II. ACCOUNTING SYSTEM

A. Expense Reimbursement

During 1985, the RTB failed to submit, on a timely basis, to the Metropolitan Council approximately \$120,000 of expenses which qualified for reimbursement under the grant issued by the Urban Mass Transit Administration.

Recommendation

The RTB should compile and submit to the Metropolitan Council expenses relating to the Urban Mass Transit Administration Grant on a timely basis so the funds will be available for payment of current liabilities.

B. Accrued Salaries

Observation

In February 1986, certain RTB personnel received a pay increase retroactive to October 1985. The retroactive pay increase was not considered in computing 1985 accrued salaries.

Recommendation

The RTB should review all retroactive pay increases prior to computing a provision for accrued salaries. This will result in more complete and accurate financial statements.

C. Administrative and Miscellaneous Items

Observation

The RTB is currently receiving homestead tax revenue from the State and tax revenue from Carver County via the Metropolitan Transit Commission. The RTB is entitled to receive these funds directly from the State and Carver County.

Recommendation

The RTB should notify the State of Minnesota and Carver County officials that all future payments should be remitted directly to the RTB to ensure that the correct amount of funds is received, and to maximize interest income on these funds.

Observation

The counties are making adjustments to the tax levy for items such as petitions and abatements, causing differences between the taxes payable by the county and the amounts the RTB has recorded as receivable.

Recommendation

The RTB should request each county to inform them on a periodic basis, at a minimum annually, of any adjustments to the tax levy and the reasons for such adjustments. This will allow the RTB to report more accurate information in its financial statements.

* * * * *

These conditions were considered in determining the nature, timing, and extent of the audit tests to be applied in our examination of the 1985 financial statements, and this report does not affect our report, dated May 14, 1986, on our examination.

This report is intended solely for the use of the Board and the staff of the Regional Transit Board and the Metropolitan Council and should not be used for any other purpose.

We wish to take this opportunity to express our sincere appreciation for the cooperation and assistance received from the employees of the Regional Transit Board and the Metropolitan Council during our examination.

Yours truly,

Deloitte Haskin + Sells

MANAGEMENT'S RESPONSIBILITY FOR, AND THE OBJECTIVES
AND LIMITATIONS OF, INTERNAL ACCOUNTING CONTROL AND
THE DEFINITION OF A MATERIAL WEAKNESS

The following comments concerning management's responsibility for internal accounting control, the objectives of and the inherent limitations in a system of internal accounting control, and the definition of a material weakness are excerpts from Statements on Auditing Standards of the American Institute of Certified Public Accountants.

Management's Responsibility

Management...is responsible for establishing and maintaining a system of internal accounting control. In fulfilling this responsibility, estimates and judgments by management are required to assess the expected benefits and related costs of control procedures.

Objectives

The objectives of a system are to provide management with reasonable, but not absolute, assurance that assets are safe-guarded against loss from unauthorized use or disposition, and that transactions are executed in accordance with management's authorization and recorded properly to permit the preparation of financial statements in accordance with generally accepted accounting principles.

Limitations

Because of inherent limitations in any system of internal accounting control, errors or irregularities nevertheless may occur and not be detected. Also, projection of any evaluation of the system to future periods is subject to the risk that procedures may become inadequate because of changes in conditions or that the degree of compliance with the procedures may deteriorate.

Material Weakness

A material weakness [for the auditor's purpose] is a condition in which the specific control procedures, or the degree of compliance with them, do not [in the auditor's judgment] reduce to a relatively low level the risk that errors or irregularities in amounts that would be material in relation to the financial statements being audited may occur and not be detected within a timely period by employees in the normal course of performing their assigned functions. These criteria may be broader than those that may be appropriate for evaluating weaknesses in accounting control for management or other purposes.