



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
 Monday, May 18, 1987
 Metropolitan Council Chambers
 4:00 p.m.

AGENDA

1. Call to Order and Roll Call
2. Approval of Agenda
3. Approval of Minutes of April 20 and May 4, 1987 *amended*
4. LRT Position Statement
5. ~~REPORT OF THE NOMINATIONS COMMITTEE~~ *submit till next mtg -* Paul Joyce,
Chair
6. REPORT OF THE POLICY COMMITTEE Doris Caranicas,
Chair
 - OKA.* Review of the LaSalle Development Final Environmental Impact Statement
 - OKB.* Nicollet Mall Project Draft Environmental Impact Statement
 - C. Review of Section 16(b) (20) Grant Applications
 - D. Draft 504 Compliance Plan Approval for Purposes of Public Hearing
7. REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE Ruth Franklin,
Chair
 - A. Financial Statements - February 1987
 - B. MTC 1987 Capital Budget, Resolution No. 87-10
 - C. Federal Funds for Minnesota Rideshare, Resolution No. 87-11
8. OTHER BUSINESS
 - A. Chairman's Report
 - B. Members' Reports
 - C. Advisory Committee Reports
 - D. Staff Reports
9. PUBLIC COMMENT

Elliott Perovich
 Chairman

Bertland
 Farrell
 Bill Hopf
 Aaron Isaac

Emil Brant
 Diaz
 Annie Entzel
 Weaver
~~Brant~~

REGIONAL TRANSIT BOARD

ROLL CALL AND ATTENDANCE SHEET

Mark - who is elderly person -

DATE: May 18, 1987

BOARD OR COMMITTEE Board

Andrews	<input checked="" type="checkbox"/>
Brechlin	<input type="checkbox"/>
Christopherson	<input checked="" type="checkbox"/>
Dietrick	<input checked="" type="checkbox"/>
Ecker	<input type="checkbox"/>
Fish	<input type="checkbox"/>
Fitzgerald	<input type="checkbox"/>
Hennings	<input checked="" type="checkbox"/>
Hinze	<input type="checkbox"/>
Hollander	<input checked="" type="checkbox"/>
Kuehn	<input checked="" type="checkbox"/>
Kouneski	<input checked="" type="checkbox"/>
Mayer	<input checked="" type="checkbox"/>
Olson	<input type="checkbox"/>
Opsahl	<input type="checkbox"/>
Perovich	<input type="checkbox"/>
Rosvold	<input checked="" type="checkbox"/>
Ryan	<input checked="" type="checkbox"/>
Smothers	<input type="checkbox"/>
Turnbull	<input checked="" type="checkbox"/>
Zuniga	<input type="checkbox"/>

MEMBER NAME	PRESENT	VOTE	87-10	87-11
			VOTE	VOTE
Chairman	<input checked="" type="checkbox"/>		<u>MTC Budget</u>	<u>Redecline</u>
Doris Caranicas	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Ruth Franklin	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Carole Faricy	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Alison Fuhr	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Rochelle Graves	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
George Isaacs	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Paul Joyce	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edward Kranz	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

REGIONAL TRANSIT BOARD

270 Metro Square Building, St. Paul, Minnesota 55101

Minutes of the Meeting of the
REGIONAL TRANSIT BOARD
Metropolitan Council Chambers
April 20, 1987

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

OTHERS PRESENT: Gregory Andrews, Tom Beaver, Howard Blin, Kathy Christopherson, Bob Dietrick, Cindy Fish, Mary Fitzgerald, Jan Hennings, Ed Kouneski, Mike Kuehn, Randy Rosvold, Mark Ryan, Roan Smothers, Katie Turnbull, Regional Transit Board Staff; Arnie Entzel, Amalgamated Transit Union; Natalio Diaz, Dirk deVries, Emil Brandt, Steve Wilson, Metropolitan Council; Greg Failor, Metropolitan Transit Commission; Charles Weaver, legal counsel; Mary O'Hara-Anderson and Steve Bertrand, Minnesota State Council for the Handicapped

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

Caranicas moved approval of the minutes of the April 6, 1987 meeting; Franklin seconded the motion. After discussion of the intent of the action taken on the Quality Transit Coalition Membership, Fuhr moved that the motion be amended to reflect that the board would forward its support of the coalition through the Minnesota Public Transit Association. Graves seconded the motion. Vote was taken on the amendment to the minutes; motion failed. Vote was taken on the motion to approve the minutes; the motion carried unanimously.

REPORT OF THE POLICY COMMITTEE

REVIEW OF THE LASALLE DEVELOPMENT PROJECT DRAFT ENVIRONMENTAL IMPACT STATEMENT

Committee Vice Chair Fuhr reviewed the committee report dated April 13, 1987 and moved:

That the Regional Transit Board notify the City of Minneapolis that it has completed its review of the Draft Environmental Impact Statement for the LaSalle Development Project. Furthermore, that the Regional Transit Board transmit to the City of Minneapolis the comments and concerns included in the March 30, 1987, staff memorandum relating to the development's impact on transit service, including the request that the Final Environmental Impact Statement provide more detail on the issues and solutions to meeting the transit needs generated by this development.

Caranicas seconded the motion; the motion carried unanimously.

The chairman suggested that Aaron Isaacs be invited to make a presentation to the full board on the accessible bus demonstration program, which is beginning operation this week.

REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE

Committee Chair Franklin reviewed the committee report dated April 20, 1987.

SALARY RANGE ADJUSTMENTS

Franklin moved:

That the Regional Transit Board approve the following adjustments to the salary ranges in the 1987 Compensation Plan:

	<u>Current</u>	<u>Proposed</u>
Public Information Officer	\$27,114-\$39,451	\$25,834-\$37,675
Contract/Grants Administrator	\$25,834-\$37,675	\$21,528-\$33,422
Secretary/Clerical Assistant	N/A	\$15,000-\$21,000

Skrebes seconded the motion; the motion carried unanimously.

RADIUS DESIGN CONSULTANT CONTRACT

Fuhr moved:

That the Regional Transit Board authorize the executive director to enter into contract with Radius Design, Inc. for design development of the interior space at the Ameritas Park Centre Building in an amount not to exceed \$11,150. Ameritas, Inc. will reimburse the Regional Transit Board for this expense per Article 3.05(b) of the lease agreement between Ameritas and the Regional Transit Board.

Joyce seconded the motion. There was discussion about alternate plans if the developer defaults. Vote was taken; the motion carried unanimously.

METRO MOBILITY CONTRACT AMENDMENTS

Franklin reviewed the Metro Mobility contract amendments as outlined in the April 10 staff report. She noted that the Morley Bus Company amendment should include Minnetonka as a service area because Morley acquired Suburban Paratransit, Inc. With that amendment to the staff report, she moved:

That the Regional Transit Board ratify the amendments to the Metro Mobility contracts as outlined by staff memorandum dated April 10, 1987.

Skrebes seconded the motion.

Members discussed whether it is prudent to confirm any relationship with Kare Kabs and Midwest Med-Kab while they are on probation. Graves moved that RTB take no action on the Kare Kabs and Midwest Med-Kab contracts until the end of their probation periods. Fuhr seconded the motion.

Legal counsel said service expansions are subject to confirmation by the board and should be confirmed. There would be no problem with Graves' action. Midwest Med-Kab and Kare Kab could continue to provide the service. If the amendments are not ratified, board can cancel it at any time.

The chairman said the intent of the amendment is that the board will not ratify until after the end of the probation period. The board's procedure was that staff was authorized to go ahead and expand service and bring amendments to the board for ratification. The board is indicating it is waiting to see how the providers perform during probation. Weaver said that they are operating under an administrative procedure. If the board ratifies the amendments, they have a contract for the expanded service. Kranz asked what would happen if the board rescinded the administrative decision. Weaver said, assuming they were notified of the need for ratification by the board, the contract could be withdrawn.

There was discussion of providers' vehicle maintenance and inspections. Joyce called the question. Vote was taken on the amendment to the motion; the motion carried (Kranz and Skrebes voted "no"). Vote was taken on the motion as amended:

1. That the Regional Transit Board ratify the amendments to the Metro Mobility contracts as outlined by staff memorandum dated April 10, 1987.
2. The RTB will take no action on the Kare Kabs and Midwest Med-Kab contracts until the end of their probation periods.

The motion carried (Kranz voted "no").

1988 BUDGET ASSUMPTIONS

Franklin moved:

That the Regional Transit Board approve the 1988 budget assumptions.

Joyce seconded the motion; the motion carried unanimously.

REGIONAL TRANSIT BOARD FARE POLICIES AND PROCEDURES FOR THE TWIN CITIES METROPOLITAN AREA

Franklin moved:

That the Regional Transit Board adopt for the purposes of public and provider review and inclusion in the revised Implementation and Financial Plan, the Fare Policies and Procedures for the Twin Cities Metropolitan Area.

Further, the Regional Transit Board authorizes staff to schedule a public hearing for the purpose of receiving public comment on the proposed fare policies, procedures and fare evaluation framework.

Skrebes seconded the motion. Fuhr questioned the chairman on legislative reaction. The chairman stated he will discuss the board's action with appropriate legislators. Vote was taken; the motion carried unanimously.

REVISED IMPLEMENTATION AND FINANCIAL PLAN

Franklin said the Metropolitan Council has sent comments and suggestions. Staff from both agencies worked on this and it is ready to go back to the Council. She moved:

That the Regional Transit Board adopt the revised Implementation and Financial Plan and transmit it to the Metropolitan Council.

Joyce seconded the motion. the motion carried unanimously.

OTHER BUSINESS

CHAIRMAN'S REPORT

The chairman reviewed the activity at the Legislature and the status of federal transit funding.

TRANSPORTATION HANDICAPPED ADVISORY COMMITTEE APPOINTMENTS

The chairman said he has received recommendations for THAC appointments from the State Council for the Handicapped and is working through them to achieve an appropriate balance.

MEMBER'S REPORTS

Regarding the Metro Mobility statement drafted by the board at its April 13 meeting, Fuhr said she is uncomfortable with it and suggested that the board forego releasing the statement. Members discussed whether it should be released and where it should be directed.

Beaver said staff is working on the annual report and the communications plan. He will be calling members to set up a speakers bureau. Fuhr moved that the letter be sent with a predicated sentence that there has been a great deal of press with respect to the relationship of the board to Metro Mobility and its reorganization, to the St. Paul Pioneer Press Dispatch and the Minneapolis Star and Tribune newspapers. Graves seconded the motion. Motion carried (Joyce and Kranz voted nay).

Franklin said the Transportation Advisory Board had a presentation on April 15 by John Derus on Hennepin County's proposals on light rail transit.

STAFF REPORTS

Andrews said Linda Ehlers joined the staff today. Her primary responsibility is to administer the Metro Mobility program.

PUBLIC COMMENT

Mary O'Hara-Anderson said there are serious problems with Metro Mobility and they have not been resolved. The Legislative Audit Commission will decide on April 21 if they will investigate the program and the Attorney General's Office has ruled that it conduct an investigation.

Entzel said he was informed that the Southwest Metro Transit contract ends in June. The chairman said it is a 13-month contract.

Bertrand commented that since Aaron Isaacs made his presentation to the Policy Committee he received reports from users that all the passengers were very receptive. At this point the reactions have been very positive.

The chairman noted this is the last meeting with Bernie Skrebes. He said there has been no member more willing to work and he thanked Skrebes for nearly three years of service, which is only a small portion of his long record of service.

There being no other business, Fuhr moved to adjourn. Kranz seconded the motion. The meeting was adjourned at 6:20 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
May 16, 1987

BOARD MEMBERS PRESENT: Elliott Perovich, Chairman; Doris Caranicas; Carole Faricy; Ruth Franklin; Alison Fuhr; Rochelle Graves; George Isaacs and Edward Kranz

MEMBERS ABSENT: Paul Joyce

OTHERS PRESENT: Gregory Andrews, Howard Blin, Kathy Christopherson, Bob Dietrick, Mary Fitzgerald, Jan Hennings, Ed Kouneski, Mike Kuehn, Randy Rosvold, Mark Ryan, Roane Smothers, Katie Turnbull, Regional Transit Board Staff; Arnie Entzel, Amalgamated Transit Union; Dirk deVries, Metropolitan Council; Charles Weaver, legal counsel; Steve Bertrand and Kurt Strom, Minnesota State Council for the Handicapped; Bill Hopkins, Transportation Handicapped Advisory Committee

The meeting was called to order at 4:00 p.m. and roll taken. The chairman suggested that the agenda be amended to have Isaacs take the oath of office first. Caranicas moved approval of the agenda as amended. Fuhr seconded the motion. Motion carried unanimously.

Caranicas moved approval of the minutes of the April 13, 1987, meeting. the motion carried unanimously.

RESOLUTIONS OF APPRECIATION FOR KEN BEDEAU, TODD LEFKO AND BERNIE SKREBES, RESOLUTIONS NOS. 87-07, 87-08, AND 87-09

Caranicas read the above resolutions into the record and moved that they be approved. Fuhr seconded the motion. (Faricy arrived.) Roll call vote was taken on each resolution. The resolutions were unanimously approved.

COMMITTEE CHAIRS AND MEMBERSHIPS

The chairman reviewed his memorandum, dated April 27, 1987, regarding appointments to the standing committees. Isaccs moved that the following committee memberships be approved; Caranicas seconded the motion.

Policy Committee

Doris Caranicas, Chair
Alison Fuhr, Vice Chair
Rochelle Graves
George Isaacs

Administration and Finance Committee

Ruth Franklin, Chair
Paul Joyce, Vice Chair
Carole Faricy
Ed Kranz

The motion carried unanimously. Perovich said the Nominations Committee will meet and develop a recommendation for a new board vice chair, the position currently held by Doris Caranicas.

There was discussion of the May 26 board retreat. At the retreat, members will discuss operation of the board, committee structure and function, and board and committee relationships with staff.

OFFICE SPACE LEASE EXTENSION

Christopherson reviewed the staff report dated April 28, 1987. The current sublease with the Metropolitan Council must be extended beyond January 31, 1988. We expect to move into the new office space in Park Centre by May 1, 1988. Franklin moved:

That the Regional Transit Board authorize the executive director to extend the office space sublease with the Metropolitan Council from February 1, 1988, to April 30, 1988.

Caranicas seconded the motion. After discussion of the status of the agreement with Ameritas Corporation, vote was taken; the motion carried unanimously. (Kranz arrived.)

AUTHORIZATION FOR REQUEST FOR PROPOSAL (RFP) FOR EVALUATION OF METRO MOBILITY PROGRAM

Kouneski reviewed the staff report dated April 27, 1987. Staff is requesting that Task No. 12 in the RFP, development of a Metro Mobility driver training manual, be separated from the evaluation study and moved forward immediately. Staff has been soliciting quotes from companies that specialize in training and training techniques. At the July 8 meeting a recommendation on the proposals for evaluation of the Metro Mobility program will be submitted to the board for approval. (Graves arrived.)

In response to questions from Kurt Strom, Kouneski said the RTB will continue to work with the Transportation Handicapped Advisory Committee on the drivers manual. The cost of the manual may be included in the RFP budget.

Kranz asked what is being done to ensure the credibility of the consultant's review. Kouneski said the Evaluation Committee will include representatives from THAC, Mn/DOT, Metropolitan Council and RTB. Kranz said there had been discussion of having the consultant report to and take direction from another avenue. Kouneski said the RFP requires the consultant to report regularly and work closely with THAC. It is unprecedented to have an advisory committee direct a consultant. Isaacs said at times there is an oversight committee that comments, but does not direct, a consultant. They report back to the transit board.

Kranz said there is a need to add credibility to this review that, however the firm is selected, it should respond to a body that does not have a year and a half investment of time in the project. Fuhr agreed that Kranz suggestion has merit. That approach was taken with the the light rail transit appraisal. The chairman said the situation was different on the LRT review because the board came on the scene late, after the technical studies had been done. THAC will play a big role, but since the board has the legal responsibility, it should not pass that jurisdiction on to someone else. Andrews noted that George Isaacs is the liaison to THAC and will be involved in the progress of the evaluation. Caranicas said the itemized tasks require the consultant to meet with THAC. There will be ongoing discussion with many agencies, but the board is ultimately responsible for conducting the study.

Kranz asked if THAC has specifically addressed having a larger control. He asked what the downside would be to turning the issue, including consultant selection, over to THAC. Franklin said the Transportation Handicapped Advisory Committee is advisory to and staffed by the board. Isaacs said he shares Kranz' concerns on the consultant, but he will be the liaison to THAC and has no preconceived notions. He will do his best to ensure a good evaluation program.

Kranz said it is in staffs' interest to keep the burden off them and remove a potential problem to the whole operation if they are not involved in overseeing the operation. The chairman said that when the board approved the Metro Mobility program, it became a board responsibility. Caranicas called the question.

Isaacs moved and Franklin seconded an amendment to the original motion:

That Task 12.0 be deleted from the Request for Proposal, dated May 5, 1987, and commence immediately.

Vote was taken. The motion carried (Kranz voted nay).

Fuhr moved approval of the amended motion. Caranicas seconded the motion.

That the Regional Transit Board authorize the executive director to issue the amended Request for Proposal, dated May 5, 1987, for the purpose of retaining a consultant to evaluate the changes to the Metro Mobility program implemented by the Regional Transit Board in October 1986.

Vote was taken; the motion carried (Kranz voted nay).

PUBLIC OFFICIALS LIABILITY INSURANCE

Dietrick reviewed the staff report dated April 28, 1987, and introduced the insurance broker, Earl Bailey. Kranz asked if quotes can be obtained from other companies. Bailey said while insurance companies are generally not interested in the business, the companies listed in the staff memo may quote. Lloyd's of London might not provide a "tail" if we do not renew with them. Weaver discussed possible exposure. Andrews said staff will be working very closely with Bailey to convince Lloyd's that the RTB is not similar to a transit operator of a large metropolitan area. Staff has worked with the broker since January, but it has taken four months to get a renewal from Lloyd's of London. Kranz said it is in the board's interest to get another quote. Option 2 does not preclude dealing with Lloyd's. Bailey said Lloyd's is not taking any new transit authority business. If there is a claim before October 24 another carrier will not touch the business. If Lloyd's does not extend past October they will offer a year's tail. Fuhr moved and Caranicas seconded:

That the Regional Transit Board authorize the executive director to renew the Regional Transit Board's Public Official's Liability Insurance Policy with Lloyd's of London, effective May 8, 1987, for one year at a premium of \$68,000. Coverage limits are \$1,000,000 with a deductible of \$25,000.

The motion carried unanimously.

REPORT OF THE POLICY COMMITTEE

Fuhr reviewed the committee report dated April 30, 1987.

PROPOSED STRATEGIES TO IMPROVE METRO MOBILITY SAFETY, COMMUNICATIONS AND TRAINING

Fuhr moved:

That the Regional Transit Board direct its staff to pursue specific actions to improve the Metro Mobility program in three areas: safety, communications, and training. A comprehensive range of strategies should be analyzed and brought back to the Policy Committee for review and determination of the most effective strategies chosen for implementation.

Carnicas seconded the motion; the motion carried unanimously.

The committee discussed the handout on light rail transit. No action was taken; the item will appear on the May 18 board agenda.

REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE

Franklin said the committee has not met since the last board meeting. The next meeting is May 7.

OTHER BUSINESS

CHAIRMAN'S REPORT

Transportation Handicapped Advisory Committee Appointments

Hennings reviewed the May 4, 1987, handout. Kranz moved and Caranicas seconded:

That the Regional Transit Board approve the appointees listed in the May 4, 1987, memorandum as members of the Transportation Handicapped Advisory Committee.

Vote was taken; the motion carried unanimously.

Kuehn reviewed pending legislation.

MEMBERS REPORTS

Kranz asked, with union jobs disappearing to private enterprise, what is the status of the Southwest Metro Transit contract? The chairman said the board had agreed not to delay implementation of the program and allow the contract to go ahead. During that time, RTB will develop guidelines for rebidding the program. When the board adopts a policy, the contract will be rebid. We have received a letter from Southwest saying they are taking up the issue of the length of the contract at a meeting on May 21. In response to Entzel's question, Andrews said the RTB contract with Southwest Metro Transit is for 13 months. The contract between MTC and Southwest is 36 months. It is unclear if it is a one-year contract with two renewals. Concerns had been raised that

early termination of the contract may result in additional expenses incurred by MTC. Andrews told MTC that, in the event of early cancellation, the board would do whatever possible to reduce the financial impact on MTC.

Perovich said the Urban Mass Transportation Administration says recipients of federal funds must develop a process for competitive bidding. We are mandated to bid service in the suburban areas. Franklin said the Legislature has provided protective language for MTC.

Fuhr noted that there is an LRT conference on May 6, initiated by Ken Fletcher in cooperation with Hennepin County and the Downtown Council. The Metropolitan Council is holding a public meeting to discuss who should own and maintain roads in Minnesota. She has been asked to give a talk this May 9 on ~~UMTA regulations~~
Metro Structure

The chairman said Ralph Stanley has asked him to attend a seminar/workshop sponsored by UMTA in Washington D.C. on June 12.

STAFF REPORTS

Staff of MTC and RTB are looking for a date to hold a joint meeting in June.

There being no further business, Franklin moved and Caranicas seconded a motion that the meeting be adjourned. The motion carried unanimously. The meeting adjourned at 6:10 p.m.

Respectfully submitted, *F*

Mary Fitzgerald
Secretary

Handout 5/8

REGIONAL TRANSIT BOARD

Metro Transit Assistance
(000's)

	<u>Current Biennium 1986/87</u>	<u>Agency Request 1988/89</u>	<u>% Change</u>	<u>Legislative Appropriation 1988/89</u>	<u>% Change</u>
Metro Mobility	11,000	12,500	13.6	12,500	13.6
Regular Route Service		23,443		23,443	
Small Urban & Rural	26,020.8	1,460	5.3	1,460	5.3
Test Marketing		2,500		897	
Light Rail Transit		3,500	---	400	---
Planning & Programs	1,750	2,324	13.3	1,500	(14.3)
Administration	2,165	764	(64.8)	700	(67.7)
	<u>40,935.8</u>	<u>46,491</u>	<u>13.6%</u>	<u>40,900</u>	<u>(.1)</u>

5/18/87
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1 Sec. 3. REGIONAL TRANSIT BOARD 20,450,000 20,450,000

2 Summary by Fund

3 General \$ 14,770,000 \$ 14,525,000

4 Transit Assistance \$ 5,680,000 \$ 5,925,000

5 The amounts that may be spent from this
6 appropriation for each program are
7 specified in the following subdivisions.

8 Notwithstanding Minnesota Statutes,
9 section 473.398, the regional transit
10 board may expend the funds appropriated
11 by this section for the purposes stated
12 herein.

13 Subdivision 1. Regular

14 Route Service 11,721,500 11,721,500 23,443,000

15 Subd. 2. Metro

16 Mobility 6,250,000 6,250,000 12,500,000

17 Subd. 3. Small Urban,

18 Rural, and Replacement Services 730,000 730,000 1,460,000

19 Subd. 4. Test Marketing

20 of New Services 448,500 448,500 897,000

21 Subd. 5. Light Rail Transit

22 Studies 200,000 200,000 400,000

23 Subd. 6. Planning and

24 Programs 750,000 750,000 1,500,000

25 Subd. 7. Administration 350,000 350,000 700,000

26 If an appropriation in this section for
27 either year is insufficient, the
28 appropriation for the other year is
29 available for it.

30 No more than \$1,300,000 the first year
31 and \$1,300,000 the second year may be
32 used for regional transit board
33 administration, planning, programs, and
34 light rail transit studies.

35 The board may supplement any of the
36 appropriations made in this section
37 from its fund balance reserve.

38 The board shall not spend any funds on
39 light rail transit planning or
40 preliminary engineering or test
41 marketing of new services if the
42 expenditure of the funds reduces the
43 level of regular route transit service
44 provided by the metropolitan transit
45 commission or other operators.

46 The board may not allow the
47 metropolitan transit commission to
48 alter fare schedules existing on

1 January 1, 1987, until the board has
 2 adopted a plan and policies on fares as
 3 required by Laws 1985, First Special
 4 Session chapter 10, section 30, and has
 5 submitted its plan to the senate
 6 transportation and finance committees
 7 and the house of representatives
 8 metropolitan affairs and appropriations
 9 committees for their review and comment.

10 The regional transit board may not be a
 11 recipient of federal capital or
 12 operating assistance for transit. The
 13 board shall study and report to the
 14 legislature by January 1, 1988, on the
 15 effects, advantages, and disadvantages
 16 of transferring the authority to
 17 receive these funds from the commission
 18 to the board and on how and for what
 19 purpose the board would use the funds
 20 differently than the commission would
 21 use the funds.

22 Sec. 4. TRANSPORTATION

23 REGULATION BOARD 531,500 531,500

24 Approved Complement - 8

25 This appropriation is from the trunk
 26 highway fund.

27 Sec. 5. PUBLIC SAFETY

28 Subdivision 1. Total

29 Appropriation 81,888,100 81,990,800

30 Approved Complement - 1,676.4

31 General - 393.7

32 Special Revenue - 3

33 Trunk Highway - 1,060.8

34 Highway User - 173.6

35 Federal - 48.3

36 The above approved complement includes
 37 511 for state-funded, unclassified
 38 patrol officers and supervisors of the
 39 state patrol. Nothing in this
 40 provision is intended to limit the
 41 authority of the commissioner of public
 42 safety to transfer personnel, with the
 43 approval of the commissioner of
 44 finance, among the various units and
 45 divisions within this section, provided
 46 that the above complement must be
 47 reduced accordingly.

48 Summary by Fund

49 General \$ 20,905,800 \$ 20,977,500

50 For 1987 - \$900,000

51 Trunk Highway \$ 52,517,200 \$ 52,456,400

REGIONAL TRANSIT BOARD

Metro Transit Assistance
(000's)

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		(21.1)			(43.8)
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5/18/87
ch

1 Sec. 3. REGIONAL TRANSIT BOARD 20,450,000 20,450,000

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24 Programs 750,000 750,000 1,500,000

25 Subd. 7. Administration 350,000 350,000 700,000

26 If an appropriation in this section for
27 either year is insufficient, the
28 appropriation for the other year is
29 available for it.

30 No more than \$1,300,000 the first year
31 and \$1,300,000 the second year may be
32 used for regional transit board
33 administration, planning, programs, and
34 light rail transit studies.

35 The board may supplement any of the
36 appropriations made in this section
37 from its fund balance reserve.

38 The board shall not spend any funds on
39 light rail transit planning or
40 preliminary engineering or test
41 marketing of new services if the
42 expenditure of the funds reduces the
43 level of regular route transit service
44 provided by the metropolitan transit
45 commission or other operators.

46 The board may not allow the
47 metropolitan transit commission to
48 alter fare schedules existing on

1 January 1, 1987, until the board has
 2 adopted a plan and policies on fares as
 3 required by Laws 1985, First Special
 4 Session chapter 10, section 30, and has
 5 submitted its plan to the senate
 6 transportation and finance committees
 7 and the house of representatives
 8 metropolitan affairs and appropriations
 9 committees for their review and comment.

10 The regional transit board may not be a
 11 recipient of federal capital or
 12 operating assistance for transit. The
 13 board shall study and report to the
 14 legislature by January 1, 1988, on the
 15 effects, advantages, and disadvantages
 16 of transferring the authority to
 17 receive these funds from the commission
 18 to the board and on how and for what
 19 purpose the board would use the funds
 20 differently than the commission would
 21 use the funds.

22 Sec. 4. TRANSPORTATION

23 REGULATION BOARD 531,500 531,500

24 Approved Complement - 8

25 This appropriation is from the trunk
 26 highway fund.

27 Sec. 5. PUBLIC SAFETY

28 Subdivision 1. Total .

29 Appropriation 81,888,100 81,990,800

30 Approved Complement - 1,676.4

31 General - 393.7

32 Special Revenue - 3

33 Trunk Highway - 1,060.8

34 Highway User - 173.6

35 Federal - 48.3

36 The above approved complement includes
 37 511 for state-funded, unclassified
 38 patrol officers and supervisors of the
 39 state patrol. Nothing in this
 40 provision is intended to limit the
 41 authority of the commissioner of public
 42 safety to transfer personnel, with the
 43 approval of the commissioner of
 44 finance, among the various units and
 45 divisions within this section, provided
 46 that the above complement must be
 47 reduced accordingly.

48 Summary by Fund

49 General \$ 20,905,800 \$ 20,977,500

50 For 1987 - \$900,000

51 Trunk Highway \$ 52,517,200 \$ 52,456,400

Recommended RTB Position Statement on Light Rail Transit

As recently concluded by the Metropolitan Council in their Long Range Transit Analysis, "transit capital investments can have a significant impact on highly traveled corridors in terms of increasing transit ridership; alleviating roadway congestion; serving the needs of persons dependent on transit; and providing attractive, convenient alternatives to the private automobile," and, "transit capital investments in certain corridors have the potential to achieve long-term transit operating cost savings which would offset the initial capital investment."

Furthermore, the Council cites in this same report, "No single transit capital improvement is appropriate for application across the entire region. Preferential access, busways, high-occupancy-vehicle (HOV) lanes, and light rail transit (LRT) are appropriate transit alternatives which are applicable to certain patronage levels, corridors and alignments." (Source: A Study of Potential Transit Capital Investments in Twin Cities Corridors: Long Range Transit Analysis, December, 1986.)

The Regional Transit Board endorses these findings and has formulated the following position statement on light rail transit to incorporate the Metropolitan Council conclusions.

Light rail transit can offer an efficient and cost-effective transit option in certain transportation corridors in the Twin Cities metropolitan area. Light rail transit should become an integral component of the area's coordinated transportation system. The Regional Transit Board will take a key role in conducting or coordinating planning, engineering and financial studies that will determine the optimal circumstances for deploying light rail transit in this metropolitan area and to promote a coordinated, balanced transportation system.

The Regional Transit Board endorses the findings of the Metropolitan Council's Long Range Transit Study which indicate that University Avenue and Minneapolis South corridors are the top priority corridors for transit capital improvements in the region; and Hiawatha Avenue, Northwest, North and Southwest/Nicollet alignments form a second priority category. As suggested by the Metropolitan Council, these priorities reflect regional policies and objectives and should not be construed as an implementation schedule for specific projects which are subject to funding opportunities and constraints, and social and economic-impact reviews.

The Regional Transit Board will work closely with all metropolitan counties and municipalities to coordinate their activities with regional planning for LRT. Based on the results of various LRT-related activities, which may be accomplished by the RTB or a regional rail authority, and include preliminary engineering, financial feasibility planning and alternative analyses, the board will determine or assist in determining the most appropriate method, circumstances and timing for implementing light rail transit in one or more corridors. The board's approach for dealing with light rail transit can be characterized by the following specific positions and subsequent actions for the following corridors:

* University Avenue

* Light rail transit is the preferred fixed guideway alternative in the University Avenue corridor.

* Preliminary engineering should be conducted for light rail transit in the University Avenue corridor, including logical connections to other corridors through the two downtowns and connections to maintenance yards and shops, as well as site specific development planning for corridor stations in the University Avenue corridor. The University Avenue corridor has been defined to include University Avenue between the downtowns of Minneapolis and St. Paul, the Hiawatha corridor to Lake Street.

* A financial feasibility plan should be developed to identify the strategy to fund the operating and capital requirements necessary to construct light rail transit. The financial feasibility plan will identify the strategy to fund these requirements, with an emphasis on maximizing private sector financial participation.

* The RTB should support the Metro Council in its completion of the Alternative Analysis/Draft Environmental Impact Statement including the separation of the Southwest Corridor from the AA/DEIS to facilitate UMTA approval. A state environmental statement should then be completed for the Southwest Corridor.

* The final decision on implementation of light rail transit will be made after preliminary engineering, additional development planning, and the financial feasibility plan are completed.

* South Corridor

* The RTB should support the Metropolitan Council and the Minnesota Department of Transportation in their completion of the I-35W study. Upon completion of this study, the RTB will review the results and proceed with the steps necessary, including any additional alternative analysis that may be required, to make major transit improvements in this corridor.

* Hiawatha Avenue

* Preliminary engineering activities should be conducted to Lake Street in conjunction with the University Avenue corridor efforts; other limited preliminary engineering activities will be done to facilitate maximum coordination with the roadway preliminary engineering activities for the Hiawatha corridor. This work will include LRT trackwork definition, civil works engineering and station development planning.

* Southwest Corridor

* The RTB supports efforts toward light rail transit development by the Hennepin County Railroad Authority, provided these efforts are consistent with regional goals, plans and policies. The RTB will work closely with Hennepin County to coordinate their activities with regional system planning for light rail transit.

* North and Northwest Corridors

* Alternative analyses should be conducted in the North and Northwest corridors in conjunction with Hennepin and Anoka counties and the Metropolitan Council.

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5/12/87

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: May 14, 1987
TO: Regional Transit Board
SUBJECT: Report of the Policy Committee

At its meeting of May 13, 1987, the Policy Committee reviewed the following business items and approved the following recommendations:

REVIEW OF THE LASALLE DEVELOPMENT FINAL ENVIRONMENTAL IMPACT STATEMENT (DEIS)

The Committee discussed the need to encourage the City of Minneapolis to consider the use of a higher capacity transit mode. The Committee approved the recommendation as amended:

- 1) That the Regional Transit Board notify the City of Minneapolis that it has completed its review of the Final Environmental Impact Statement for the LaSalle Development Project. The RTB's review supports the need to further examine and resolve the transit concerns raised in the review of the DEIS and restated in the May 7, 1987, staff memorandum through the use of an interagency staff committee.
- 2) That the Regional Transit Board encourages the City to consider the use of a higher capacity transit mode that is less polluting, such as light rail transit.

NICOLLET MALL PROJECT DRAFT ENVIRONMENT IMPACT STATEMENT

The Committee discussed the need to encourage the City of Minneapolis to consider the use of a higher capacity transit mode. The Committee approved the recommendation as amended:

- 1) That the Regional Transit Board notify the City of Minneapolis that it has completed its review of the Draft Environmental Impact Statement for the Nicollet Mall project. Furthermore, the Regional Transit Board transmits the comments contained in the May 7, 1987, staff memorandum to the City of Minneapolis. The Regional Transit Board's review supports the need to further examine and resolve the transit concerns raised in this memorandum, through the use of an interagency staff committee.
- 2) That the Regional Transit Board encourages the City to consider the use of a higher capacity transit mode that is less polluting, such as light rail transit.

Regional Transit Board
May 14, 1987
Page 2

REVIEW OF SECTION 16(b)(2) GRANT APPLICATIONS

The Committee reviewed the 1987 Section 16(b)(2) grant applications and approved the following recommendation:

That the Regional Transit Board find the grant applications for Section 16(b)(2) vehicles to be non-duplicative of existing service and consistent with the Regional Transit Board's Implementation and Financial Plan, and the Board transmit these comments to the Minnesota Department of Transportation.

DRAFT 504 PLAN APPROVAL AND RELEASE FOR PUBLIC COMMENT

The Committee reviewed the draft 504 Compliance Plan and approved the following recommendation:

That the Regional Transit Board approve the draft 504 Compliance Plan document for the purpose of receiving public comment.

Other Items

The Committee also discussed the revised Urban Mass Transportation Administration's revised charter regulations, but no action was required.

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REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: May 7, 1987
TO: Policy Committee
FROM: Katherine Turnbull, Planning Manager *KT*
Randy Rosvold, Planner *RR*
SUBJECT: Review of the LaSalle Development Final Environmental Impact Statement

ACTION REQUESTED

That the Regional Transit Board (RTB) notify the City of Minneapolis that it has completed its review of the Final Environmental Impact Statement for the LaSalle Development Project. The RTB's review supports the need to further examine and resolve the transit concerns raised in the review of the DEIS and restated in this memorandum, through the use of an interagency staff committee.

BACKGROUND

This review has been conducted in accordance with the Regional Transit Board's (RTB's) approved referrals process. The RTB's review of Final Environmental Impact Statements (EIS) is covered under Minnesota Statutes, Section 116D.04. This section requires that the Environmental Quality Board (EQB) obtain the review of draft and final EIS's by appropriate governmental agencies. The RTB's review covers the transit impacts associated with the proposed project.

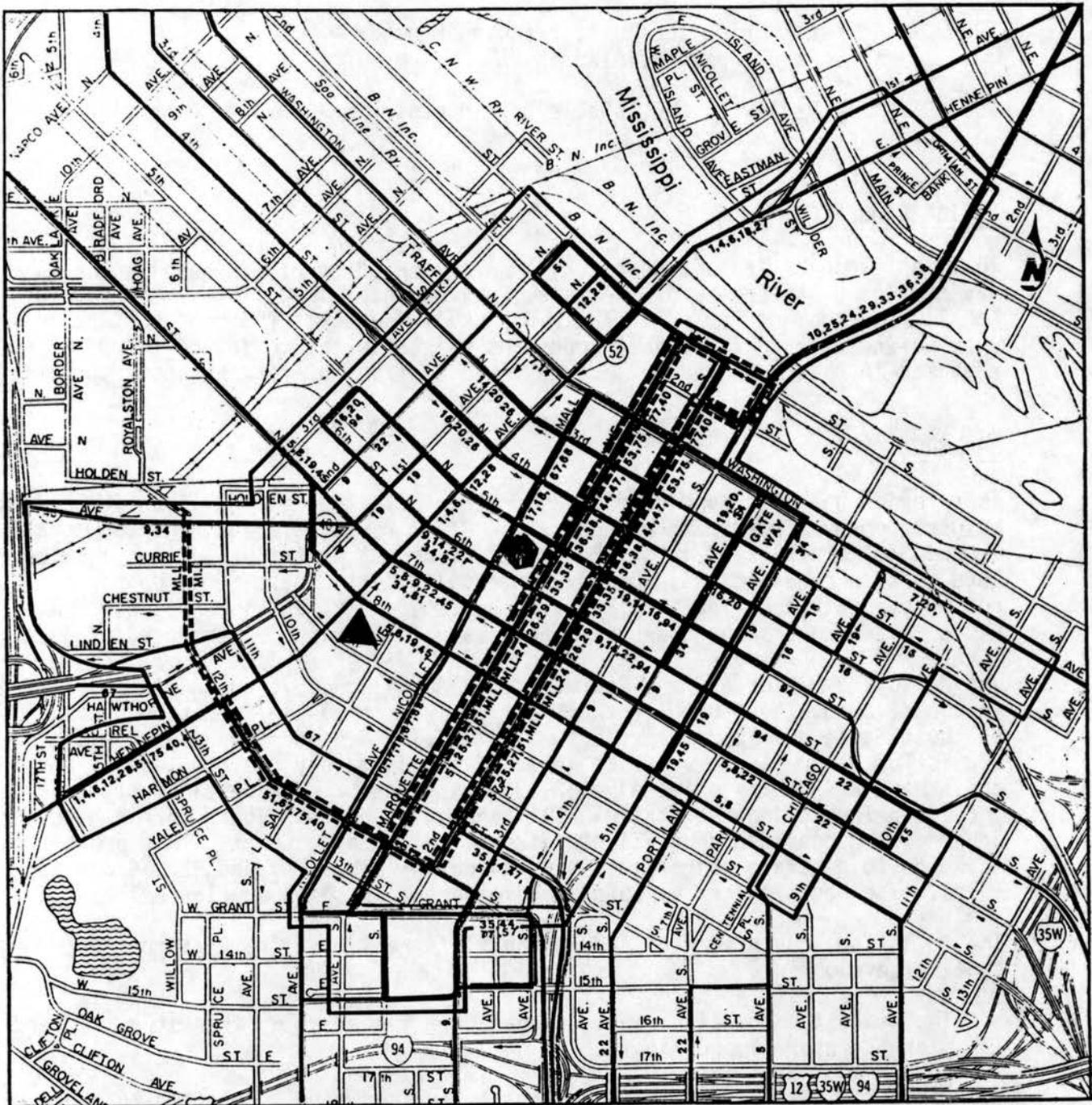
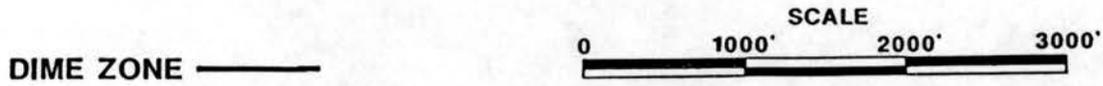
The Policy Committee and the Board, at the April 8, 1987, and April 20, 1987, meetings, completed review of the Draft Environmental Impact Statement (DEIS) on the LaSalle development project. The LaSalle development project will consist of a new 26-story office tower of approximately 585,000 square feet, and a new YMCA of approximately 113,000 square feet. The development would include refurbishing the State Theater and existing YMCA Tower on the blocks bounded by Hennepin Avenue, Eighth Street, and LaSalle Court. This project is expected to generate approximately 6,714 daily work trips and 22,836 non-work trips. The location of the LaSalle development is shown in Figure 1.

The following issues were raised in the RTB's review of the DEIS for the LaSalle development:

- o The transit assumptions were not based on the existing transit system and planned future improvements.
- o While the need for additional transit services were identified to serve the development, how the services would be provided, funded and operated were not adequately addressed.

Figure 1

DOWNTOWN MINNEAPOLIS



- ▲ LaSalle Development
- Nicollet Mall Project

- o Operational improvements on existing roadways which will be necessary to meet the projected transit needs were not identified or addressed.

The RTB's action, which was transmitted to the City of Minneapolis, included these concerns. Similar concerns were also raised by the Metropolitan Council, Metropolitan Transit Commission, and Minnesota Pollution Control Agency.

The RTB has received the Final Environmental Impact Statement (EIS) on the LaSalle development. The EIS does contain the comments received by the different agencies, the City's response to these concerns, and additional information on transit, including the following:

- o The EIS contains a listing of the City's involvement and cost-sharing in the provision of transit.
- o The EIS contains additional information on ridesharing in downtown and a statement of the developer's willingness to establish a rideshare program in cooperation with Minnesota Rideshare.
- o The EIS contains additional information on the capacity of the downtown streets to handle increasing transit demand. While noting that the reverse flow bus lanes on Marquette and Second Avenues are at capacity, it indicates that capacity does exist on Hennepin Avenue and the Nicollet Mall
- o The EIS notes that additional buses will be needed to serve the new development and indicates that this is a metropolitan-wide problem.
- o The EIS reviews the assumptions used in the transit analysis.
- o The EIS discusses the reasons for removal of the bus stop at 8th Street between LaSalle and Hennepin Avenues.

The EIS also recommends that an interagency committee be formed to work with the City of Minneapolis to address downtown Minneapolis traffic and transit concerns. The committee would be comprised of staff from the City, the Metropolitan Council, Regional Transit Board, Metropolitan Transit Commission (MTC) and Minnesota Pollution Control Agency.

RTB staff has discussed the formation of this committee and concerns about the impacts of the proposed development on the transit system with the City of Minneapolis Planning staff and Metropolitan Council staff. Staff supports the formation of an interagency committee to research the concerns raised during the LaSalle project review and identify solutions to these concerns.

FINDINGS AND CONCLUSIONS

- o The City of Minneapolis has completed the Final Environmental Impact Statement on the LaSalle development.

- o The LaSalle development EIS addresses the concerns raised by the RTB in their review of the DEIS. While responding to the RTB's concerns, all of the issues raised by the RTB are not resolved in the EIS.
- o The City of Minneapolis has proposed the formation of an interagency committee comprised of staff from the City, RTB, Metropolitan Council, MTC and Pollution Control Agency to address downtown Minneapolis traffic and transit concerns. RTB staff have discussed the formation of this committee and the concerns raised in the review with the Metropolitan Council and the City of Minneapolis.

RECOMMENDATION

That the Regional Transit Board (RTB) notify the City of Minneapolis that it has completed its review of the Final Environmental Impact Statement for the LaSalle Development Project. The RTB's review supports the need to further examine and resolve the transit concerns raised in the review of the DEIS and restated in this memorandum, through the use of an interagency staff committee.

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: May 7, 1987
TO: Policy Committee
FROM: Katherine Turnbull, Planning Manager *KT*
Randy Rosvold, Planner *RR*
SUBJECT: Review of the Nicollet Mall Project Draft Environmental Impact Statement

ACTION REQUESTED

That the Regional Transit Board notify the City of Minneapolis that it has completed its review of the Draft Environmental Impact Statement for the Nicollet Mall project. Furthermore, the RTB transmits the comments contained in this memorandum to the City of Minneapolis. The RTB's review supports the need to further examine and resolve the transit concerns raised in this memorandum, through the use of an interagency staff committee.

BACKGROUND

This review has been conducted in accordance with the Regional Transit Board's (RTB's) approved referrals process. The RTB's review of Draft and Final Environmental Impact Statements (EIS) is covered under Minnesota Statutes, Section 116D.04. This section requires that the Environmental Quality Board (EQB) obtain the review of draft and final EIS's by appropriate governmental agencies. The RTB's review covers the transit impacts associated with the proposed project.

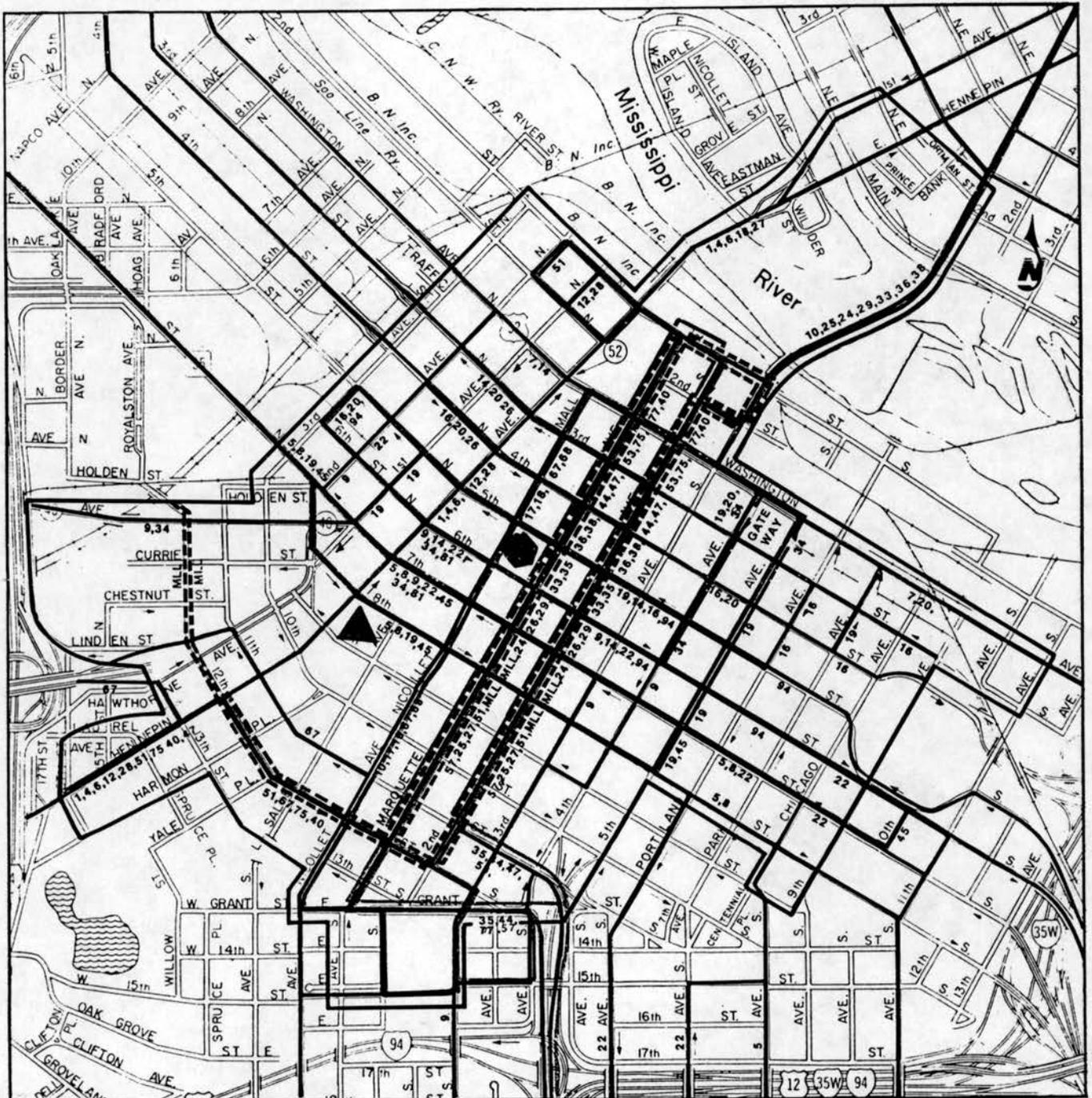
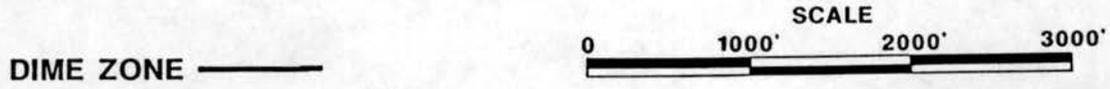
The RTB has completed its review of the DEIS on the Nicollet Mall project. This project will be a new mixed retail and office development tower of approximately 55 to 70 stories in height, located on the western 155 feet of the block bounded by Marquette Avenue, Sixth Street, Nicollet Mall and Fifth Street. This site is the former site of the J.C. Penney department store and an office building. It has been estimated that this development will generate approximately 14,901 daily work trips and 33,276 daily non-work trips. The location of the Nicollet Mall project is shown in Figure 1.

Since the assumptions used in the Nicollet Mall are the same as those used in the LaSalle DEIS, the same concerns raised with the LaSalle project are raised with the Nicollet Mall DEIS. These include:

- o The transit assumptions were not based on the existing transit system and planned future improvements.
- o While the need for additional transit services were identified to serve the development, how the services would be provided, funded and operated were not adequately addressed.

Figure 1

DOWNTOWN MINNEAPOLIS



▲ LaSalle Development

● Nicollet Mall Project

- o Operational improvements on existing roadways which will be necessary to meet the projected transit needs were not identified or addressed.

The Nicollet Mall DEIS contains the same recommendation as the LaSalle EIS for the formation of an interagency committee to address downtown traffic and transit concerns. The committee would be comprised of representatives of the City, Metropolitan Council, RTB, Metropolitan Transit Commission (MTC), and Pollution Control Agency. RTB staff have discussed the formation of this committee with City and Metropolitan Council staff.

FINDINGS AND CONCLUSIONS

- o The RTB has reviewed the Nicollet Mall DEIS.
- o The RTB's review has raised concerns about the assumptions used in the transit patronage forecasts, additional transit services needed to serve the additional ridership generated by the development and the capacity of downtown streets to handle the added buses.
- o The City has recommended the formation of an interagency committee to address the traffic and transit concerns associated with this project and other developments in the downtown area.

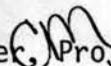
RECOMMENDATION

That the Regional Transit Board notify the City of Minneapolis that it has completed its review of the Draft Environmental Impact Statement for the Nicollet Mall project. Furthermore, the RTB transmits the comments contained in this memorandum to the City of Minneapolis. The RTB's review supports the need to further examine and resolve the transit concerns raised in this memorandum, through the use of an interagency staff committee.

KT:RR:jmo
PC13RR/TX2

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: May 6, 1987
TO: Policy Committee
FROM: Cynthia Mayer,  Project Administrator
SUBJECT: Review of Section 16(b)(2) Grant Applications

ACTION REQUESTED

That the Policy Committee find the grant applications for Section 16(b)(2) vehicles to be non-duplicative of existing service and consistent with the Regional Transit Board's Implementation and Financial Plan, and the Board transmit these comments to the Minnesota Department of Transportation.

BACKGROUND

The Section 16(b)(2) program is a federally funded program administered by the Urban Mass Transportation Administration (UMTA) and is designed to provide capital assistance funding to transportation programs for the elderly and handicapped. Applications are solicited annually by the Minnesota Department of Transportation (Mn/DOT) from private, non-profit agencies that wish to purchase specially equipped vehicles for transportation services to elderly and handicapped persons.

For calendar year 1987, the State of Minnesota has received an allocation of federal funds in the amount of \$627,560. Under the 16(b)(2) program, eighty percent of the vehicle purchase price is federally funded and the applicant provides the remaining 20 percent. Mn/DOT has organized a review committee to evaluate the applications and make recommendations for funding. As in 1986, the RTB served on the statewide review committee at the request of Mn/DOT. All applications for 1987 will be reviewed by the committee on May 20, 1987. The metropolitan applications have been reviewed separately in order to fit into the metropolitan area committee review process early enough to qualify for the Transportation Improvement Program (TIP).

DISCUSSION

The state funding allocation for 1987 is \$627,560, which represents an increase over the 1986 allocation of \$531,605. In 1986, nine metropolitan agencies were awarded 16(b)(2) vehicles. In 1987, there are thirty-seven total applications. It is expected that 25-30 vehicles will be awarded in 1987.

As part of the grant application process, the applicants must show that their projected service will not interfere or duplicate service that is already in

existence. Applications are reviewed by the Review Committee and vehicle awards are recommended based on the following criteria:

1. Degree of coordination and cooperation among local organizations and existing transit and paratransit operators.
2. Extent and urgency of local needs.
3. Financial capability to provide local match and operating monies.
4. Management capability in the areas of driver selection and training, vehicle maintenance and service planning.
5. Quality and thoroughness of the operating plan, including routes, schedules, ridership projections and vehicle utilization.

Applications were received from the following metropolitan agencies:

1. Accessible Space, Inc.
2. CLUES (Chicano Latinos Unidos en Servicios)
3. Courage Center
4. Dakota, Inc.
5. Delano Area Senior Center
6. Ebenezer Society
7. Gideon Pond Center, Inc.
8. Healthone Corporation, (Active Ride)
9. Indian Family Services, Inc.
10. Lions Club of Fridley, Inc.
11. Minneapolis Urban League Black Life Treatment Program
12. St. Paul Area Chapter - American Red Cross
13. Southshore Senior Center
14. West Seventh Community Center
15. White Bear Lake Lions Club
16. Wilder Foundation Transportation Program

A brief description of each of the agencies is attached for your information.

Transportation services provided by all applicants support the following RTB transit service policies:

1. Transit services should be provided in a cost-effective and efficient manner.
2. Transit services should be responsive to the needs of the elderly, young, disabled, economic disadvantaged and other dependent groups.
3. The transit decision-making process should provide for the involvement of service operators, service users, communities, the general public, and other agencies.

FINDINGS AND CONCLUSION

- o The RTB served on the statewide review committee at the request of Mn/DOT.
- o A review of the metropolitan applicants showed that their projected service will not interfere or duplicate service that is already in existence.
- o All of the applicants propose to provide service that is consistent with the RTB's Implementation and Financial Plan.

Each of the applicants proposed to provide service that would augment the existing transportation network. The applicants that provide transportation service within the Metro Mobility service area were reviewed to ensure that their proposed service complemented the Metro Mobility program. Applications from the agencies that provide service outside of the Metro Mobility service area did not duplicate existing public transit services and, therefore, were found to be consistent with the RTB's Implementation and Financial Plan.

RECOMMENDATION

That the Policy Committee find the grant applications for UMTA Section 16(b)(2) vehicles to be non-duplicative of existing service and consistent with the RTB's Implementation and Financial Plan and the Board transmit these comments to the Minnesota Department of Transportation.

1987
SECTION 16(b)(2) GRANT APPLICANTS

ACCESSIBLE SPACE, INC. (ASI) - ASI provides housing and attendant care for 56 severely disabled and 28 brain-injured adults in six residential homes, thirty apartments and a subsidized housing project. ASI exists as an alternative to long-term institutional care and offers opportunities for independent living. ASI currently operates two accessible vans seven days a week that were purchased with proceeds and donations from a "Wheelathon" fund raising event. ASI expects to provide 13 trips a day within the cities of Minneapolis and St. Paul and the surrounding suburbs with the requested minivan for trips to employment sites, shopping, and other opportunities.

CLUES (CHICANOS LATINOS UNIDOS EN SERVICIOS) - CLUES, located in St. Paul, is requesting a Section 16(b)(2) vehicle to provide lift-equipped service to about 25 passengers a day. Most of CLUES' transportation demand is from elderly Spanish-speaking seniors. CLUES coordinates with Ramsey County Coordinated Transportation to maximize use of their existing older vehicle.

COURAGE CENTER - Courage Center is a comprehensive rehabilitation center serving physically disabled people. Their request for a Section 16(b)(2) vehicle is primarily for transporting 26 disabled youth (ages 1 to 4) without parental accompaniment to a therapeutic preschool that enrolls 60 children. Courage Center is operating four buses, two of which are high-mileage. Courage Center will also be receiving a vehicle awarded in 1986.

DAKOTA, INC. - Dakota, Inc., provides vocational and rehabilitation training to developmentally delayed individuals. The applicant is applying for a vehicle to transport a large number of clients within Dakota County to and from the day activity center and community education, employment, and recreation opportunities. The vehicle will provide 55 daily trips. In 1986 Dakota, Inc., was awarded a Section 16 (b)(2) vehicle that has not been received as yet.

DELANO AREA SENIOR CENTER/SENIOR COMMUNITY SERVICES - Senior Community Services located in Western Hennepin County provides services to elderly through four multi-purpose senior centers, of which the Delano Area Senior Center is one, and through 16 senior citizen clubs. The Delano Area Senior Center through Senior Community Services is requesting a Section 16(b)(2) vehicle as a replacement for a high-mileage 1977 van to provide service to 50 passengers a day in the rural areas of Medina, Hamel, Corcoran, Maple Plain, Rockford, Greenfield, Loretto, Independence, and Delano with Exurban funding from the Regional Transit Board (RTB). A 16(b)(2) vehicle was awarded in 1984. The applicant works with West Metro Coordinated Transportation.

EBENEZER SOCIETY - The Ebenezer Society provides health and therapeutic care to handicapped and senior citizens in Minneapolis and surrounding suburbs. Ebenezer operates long-term care facilities, congregate and cooperative housing facilities, and day health centers. Ebenezer's existing vehicles provide trips for nutritional, social, recreational, and medical purposes for its own residents and Metro Mobility passengers. Ebenezer has been awarded four Section 16(b)(2) vehicles in the last five years which are currently fairly low-mileage but fairly heavily used. The 11-passenger minibus Ebenezer is requesting would serve 65 passengers a day. (Ebenezer is a Metro Mobility provider.)

GIDEON POND CENTER, INC. - Gideon Pond, an affiliate of Presbyterian Homes of Minnesota, is an active retirement community in Bloomington. The applicant is requesting a Section 16(b)(2) vehicle to provide 60 trips a day to people residing in that facility.

HEALTHONE CORPORATION (ACTIVE RIDE) - Active-Ride will provide mainly group transportation to elderly persons in Anoka County for medical, social, and recreational opportunities with the proposed Section 16(b)(2) 17-to-24 passenger bus. The vehicle would also be used by special education students for transportation to school, group trips for nursing home residents and senior housing units. Anticipated use of the vehicle would be about 72 passengers per day. At present Active-Ride works closely with Anoka County Coordinated Transportation. (Active-Ride is a Metro Mobility provider using about 10 5-to-6 passenger minivans).

INDIAN FAMILY SERVICES, INC. - Indian Family Services, located in Minneapolis, is requesting a Section 16(b)(2) vehicle to provide 75 daily trips to Indian elderly and disabled persons within the central city of Minneapolis. The applicant presently shares a van provided by Minnegasco with Northside Senior Center, Little Brothers/Friends of the Elderly, Minneapolis American Indian Center and Ruth Hawkins YWCA. Indian Family services would coordinate use of the new vehicle with the above organizations and works with West Metro Coordinated Transportation.

LIONS CLUB OF FRIDLEY, INC. - The Lions Club of Fridley is requesting a 17-to-24 passenger lift-equipped bus to provide 64 daily trips to Fridley's elderly and handicapped persons to dining, therapeutic, social, and recreational activities. The applicant intends to lease the vehicle to Fridley Senior Citizens and the Fridley Senior Center who will operate the vehicle. The applicant works with Anoka County Coordinated Transportation. At present the Lions Club of Fridley uses one high-mileage 1975 adapted school bus for these trips.

MINNEAPOLIS URBAN LEAGUE BLACK LIFE TREATMENT PROGRAM - The Minneapolis Urban League provides services to low-income black and disadvantaged persons in the city of Minneapolis and surrounding area. The applicant presently does not own or operate any vehicles. The proposed Section 16(b)(2) vehicle is for transportation of 10 to 14 elderly and handicapped passengers per day to and from employment, medical and social service appointments. If applicant does not receive a 16 (b)(2) vehicle, West Metro Coordinated Transportation could work with them to address transportation needs.

ST. PAUL AREA CHAPTER - AMERICAN RED CROSS - The St. Paul Area Chapter of the American Red Cross coordinates transportation services of 22 social services agencies in Ramsey County, including contracting with nine agencies to provide rides. It also operates five non-accessible automobiles using 65 volunteer drivers. Persons needing transportation are referred by the Red Cross to neighborhood providers who are part of the coordinated Red Cross program. If services are not available or schedules are full, the Red Cross provides the ride. The Red Cross is requesting a lift-equipped Section 16 (b)(2) vehicle to transport elderly persons age 60 and older who are unable to use regular transit and live in areas poorly served by local providers or Metro Mobility. The applicant will provide 24 daily rides with the new vehicle. The St. Paul Chapter of the American Red Cross was awarded a Section 16 (b)(2) vehicle in 1986 that has not yet been delivered.

SOUTHSHORE SENIOR CENTER/SENIOR COMMUNITY SERVICES - The Southshore Senior Center, one of Senior Community Services' transportation projects, is requesting a Section 16(b)(2) vehicle to be used to transport 47 elderly and handicapped passengers a day in the cities of Excelsior, Shorewood, Tonka Bay, Deephaven, Greenwood, and Chanhassen to adult day care, the senior center, shopping, medical appointments and social activities. Southshore Senior Center presently utilizes a van provided by Minnegasco, that is shared with several other agencies and is coordinated by West Metro Coordinated Transportation.

WEST SEVENTH COMMUNITY CENTER - West Seventh Community Center in St. Paul is requesting a Section 16(b)(2) vehicle to transport seniors and handicapped adults to the Community Center, educational programs, shopping, medical appointments and recreational activities in a high-need area west of St. Paul. The Center's Senior Adult Program is focused on seniors who are of low income and/or isolated and in need of services to assist them in maintaining independent lifestyles.

WHITE BEAR LAKE LIONS CLUB - The White Bear Lake Lions Club's request for a Section 16(b)(2) vehicle is for transporting about ten elderly and handicapped passengers per day within the communities of White Bear Lake, White Bear Township, Birchwood, Gem Lake, and parts of Vadnais Heights, Hugo, and North Oaks. Their goal is to meet the need of persons who are not qualified to use Metro Mobility service, who cannot pay the fare, or who are too frail to use other services. Their present lift-equipped vehicle is a Section 16(b)(2) vehicle awarded in 1981.

WILDER FOUNDATION TRANSPORTATION PROGRAM - Wilder Foundation provides transportation services to elderly and handicapped people for trips to medical appointments, hospitals, dining sites, senior centers, day health centers and social services agencies throughout Ramsey County. The proposed vehicle would provide about 28 trips to those for whom other transportation methods are inadequate or unavailable. Wilder works well with Ramsey County Coordinated Transportation. (Wilder Foundation has been certified recently as a Metro Mobility provider; they have six vehicles in operation at present.)

KL001A/RTBTX3

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: May 6, 1987
TO: Policy Committee
FROM: Edward Kouneski, Programs Manager EK
SUBJECT: Draft 504 Plan Approval and Release for Public Comment

ACTION REQUESTED

That the Regional Transit Board approve the draft 504 Compliance Plan document for the purpose of receiving public comment.

BACKGROUND

At the Policy Committee meeting of April 8, 1987, staff presented a timetable for preparation of the 504 Compliance Plan and its submittal to the Urban Mass Transportation Administration (UMTA). This is a joint effort coordinated with the Metropolitan Transit Commission, the federal grant recipient.

The new Section 504 regulations specify certain procedural steps which must be followed for UMTA approval of the plan. First, the regulations require the following public participation process:

- o Consultation must occur, as early as practicable in the planning process, with handicapped persons and groups representing them, transportation and social service organizations, concerned local and state officials and the Metropolitan Council. The consultation must address the transportation needs of handicapped persons, any weaknesses or problems in present service or plans for new service, and the types and characteristics of service to be provided to handicapped individuals.
- o A public comment period of at least sixty days must be provided.
- o At least one public hearing must be held during the sixty day public comment period. Thirty days notice of the hearing must be provided. The hearing must be held in a facility that is accessible to the handicapped.
- o Notices and materials pertaining to the program, comment period and public hearings must be made available in a form that persons with vision and hearing impairments can use.
- o The development of the program must be coordinated with the Metropolitan Council and the proposed program must be submitted to the Metropolitan Council for comment.

- o An effort to accommodate significant comments made by the public and the Metropolitan Council must be made in the development of the handicapped transportation program.
- o A mechanism for continued public participation in the development and operation of the transportation system for the handicapped must be provided.

By June 23, 1987, a copy of the plan must be submitted to UMTA along with a record of any comments received from the public and from the Metropolitan Council on the plan, together with the RTB's and the MTC's responses to these comments.

The plan must be developed to meet the following service planning criteria within six years from the date of submittal to UMTA:

- o All persons who, by reason of handicap, are physically unable to use the recipient's bus service for the general public must be eligible to use the service for handicapped persons.
- o Service for disabled persons must operate during the same days and hours as the bus service for the general public.
- o Service for disabled persons must be available throughout the same service area as the bus service for the general public.
- o Restrictions or priorities based on trip purpose are prohibited.
- o Special service fares must be comparable to those charged for a similar trip on the bus service provided for the general public. Accessible bus fares for disabled persons can be no higher than those charged other riders.
- o For demand-responsive systems, service must be provided within twenty-four hours.
- o At least three percent of the average of MTC's operating costs over the current year and two previous years must be dedicated to specialized handicapped service.

In addition, the plan must meet the following service provision criteria:

- o The vehicles and equipment must be capable of accommodating all the riders for which the service is designed and be maintained in proper operating condition.
- o There must be sufficient spare vehicles available to maintain the levels of service called for in the program.

- o Personnel must be trained and supervised so that they operate the vehicles and equipment safely and properly and treat disabled riders of the service in a courteous and respectful way.
- o There must be adequate assistance and information given to riders concerning the use of the service and its availability to disabled persons, including those with vision or hearing impairments.
- o Service must be provided in a timely manner in accordance with scheduled pick-up times.

For the purpose of documenting compliance with the 504 regulations, the Metro Mobility program is the focus of the plan; however, the plan includes discussion of the other programs in the metropolitan area that serve the elderly and disabled population, since these programs represent a significant part of the region's coordinated approach to providing specialized service.

DISCUSSION

In the Twin Cities metropolitan area, the RTB has chosen to comply with the 504 requirements through provision of specialized door-through-door service for disabled persons. This decision is consistent with the policy approach taken by the MTC in the past.

The new 504 Compliance Plan, thus, addresses the performance of the Metro Mobility program in meeting the UMTA defined criteria and service levels. The draft plan has been circulated to members of the Transportation Handicapped Advisory Committee (THAC) for review and comment at the next scheduled meeting on Tuesday, May 12. Further discussion at future THAC meetings will take place throughout the 60-day public comment period, which would begin after Board approval of the plan on May 18 and the subsequent public distribution of the plan.

Two public hearings, to be held in conjunction with the MTC, have been scheduled as follows:

June 22, 1987	7:00 p.m.	Hennepin County Government Center Jury Assembly Room 300 South Sixth Street Minneapolis, MN
June 23, 1987	3:00 p.m.	White Bear Lake Library 4698 Clark Avenue White Bear, MN

In addition, review of the public hearing draft has been scheduled for the Systems Committee of the Metropolitan Council on May 26.

RTB staff will be available to review and discuss the draft 504 Compliance Plan in more detail at the upcoming Policy Committee meeting.

Policy Committee
May 6, 1987
Page 4

RECOMMENDATION

That the Regional Transit Board approve the draft 504 Compliance Plan document for the purpose of receiving public comment.

EK:jmo

May 7, 1987

504 Compliance Plan Recipients:

Copies of the appendix documents are available at the Regional Transit Board. As most of the documents included in the appendices were distributed previously during the Metro Mobility implementation process, they were not included with the report at this time. If you would like to receive a copy of the appendices, feel free to contact the Regional Transit Board (292-8789).

Thank you.

504 COMPLIANCE PLAN
FOR THE
TWIN CITIES METROPOLITAN AREA

Regional Transit Board
Metropolitan Transit Commission

Public Hearing Draft
5/6/87

DRAFT 504 PLAN

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DRAFT 504 PLAN
FOR THE
TWIN CITIES METROPOLITAN AREA

I. Introduction

In 1986 the United States Department of Transportation promulgated the final regulations implementing Section 504 of the Rehabilitation Act of 1973. The section requires that transit systems which receive federal financial assistance must provide transportation services to handicapped individuals. The regulations mandate that all grant recipients file a plan with the Urban Mass Transportation Administration (UMTA) indicating how the 504 requirements will be implemented over the next six years.

This document represents the Regional Transit Board's (RTB's) and Metropolitan Transit Commission's (MTC's) plan to achieve transportation accessibility for handicapped individuals. The RTB, which has been given responsibility for specialized transportation services by the State of Minnesota Legislature, and the MTC, which is the designated federal grant recipient, are both responsible for the plan. It has also been developed in coordination with the Metropolitan Council's Transportation Policy Plan.

In the Twin Cities Metropolitan Area, the RTB and the MTC have chosen to comply with the 504 requirements by utilizing specialized door-through-door service for disabled persons. This decision is consistent with the policy approach taken by the MTC in the past. The plan is based on the RTB's Metro Mobility Implementation Plan, which was developed over the course of two years with the involvement of handicapped individuals and groups representing the handicapped. The plan presented here further refines and expands on the Metro Mobility Implementation Plan, which is included in Appendix A.

A. UMTA Requirements for Compliance With Section 504

The Urban Mass Transportation Administration (UMTA) has ruled that transit systems may comply with the 504 requirements in one of three ways. First, systems may make regular route services accessible with wheelchair lift-equipped buses. Second, transit systems may use specialized door-to-door services for handicapped individuals. The third option provided by UMTA is a combination of accessible fixed route and specialized services.

All grant recipients must file a plan with UMTA outlining how the provisions of the 504 requirements will be implemented. UMTA has indicated that the 504 requirements should be met as soon as is reasonably feasible, but not longer than six years from the date of submittal of this plan. The 504 plan must be developed with input from the handicapped community and Metropolitan Council and opportunity for public comment on the plan must be provided.

UMTA has established that transit systems must spend three percent of their operating cost on the services provided to meet the 504 regulations. UMTA has also established a set of six service planning criteria which the special service must meet. These include the following:

- o Eligibility. All persons who, by reason of handicap, are physically unable to use the regular bus service are eligible to use the special service.
- o Response Time. Service must be provided within 24 hours of the request.
- o Restrictions or priorities based on trip purpose. Restrictions or priorities based on trip purpose are not allowed.
- o Fares. Fares for the specialized service must be comparable to the fares charged for a trip of similar length at a similar time of the day as the regular bus service.
- o Hours and days of service. Service must be provided on the special service during the same days and hours as the regular bus service.
- o Service area. The special service must be available throughout the same area as the regular bus service, exclusive of extended express or commuter bus service.

In addition, the Section 504 regulations stipulate the following service provision requirements:

- o Vehicles and Equipment. The vehicles and equipment must be capable of accommodating all the riders for which the service is designed and be maintained in proper operating condition.
- o Spare Vehicles. There must be sufficient spare vehicles available to maintain the levels of service called for in the program.
- o Personnel. Personnel must be trained and supervised so that they operate the vehicles and equipment safely and properly and treat disabled riders of the service in a courteous and respectful way.
- o Information. There must be adequate assistance and information given to riders concerning the use of the service and its availability to disabled persons, including those with vision or hearing impairments.
- o Reliability. Service must be provided in a timely manner in accordance with scheduled pickup times.

B. Responsibility

The Regional Transit Board (RTB) is responsible for mid-range transit planning, transit policy development and coordination of transit service in the seven-county Twin Cities Metropolitan Area. The RTB, which was created by the Minnesota Legislature in 1984, is responsible for the planning and administration of Metro Mobility, the specialized transportation service in the area, and other programs which receive state funding and provide specialized services. As such, the RTB has taken the lead role in the development of the 504 plan. It has done this in conjunction with the Metropolitan Transit Commission (MTC), the public operator of regular route services and the designated federal grant recipient. The MTC has provided a support role in the preparation of the 504 Plan. Both the RTB and MTC will jointly sponsor the public hearings on the plan and both will adopt the plan.

The RTB's Transportation Handicapped Advisory Committee (THAC) has also been involved in the development of the 504 plan and the Metro Mobility restructuring plan. A wide variety of other groups and organizations have also been involved in the development of the 504 plan and in the planning for handicapped transportation needs over the years. These include the following:

- o Metropolitan Transit Commission
- o Transportation Handicapped Advisory Committee
- o Metropolitan Council
- o Minnesota Department of Transportation
- o Metropolitan Advisory Committee on Elderly and Handicapped Transportation
- o Metropolitan Center for Independent Living
- o United Handicapped Federation
- o State Council for the Handicapped

Appendix B contains additional information on the different groups involved in planning for specialized transportation services over the years.

C. Organization of the 504 Plan

The remainder of the 504 plan is divided into eight sections. Chapter II provides a background to the development of specialized transportation in the Twin Cities Metropolitan Area, with major emphasis on the restructuring of Metro Mobility. Chapter III presents a description of the existing system. Chapter IV outlines how the existing program complies with both federal and state requirements. Chapter V provides a discussion of how the plan meets UMTA's service provision requirements. Chapter VI documents the program costs. Chapter VII presents the timetable for meeting the 504 requirements. Chapter VIII documents the public participation and agency response to the plan.

II. Background

A. History of Specialized Transportation in the Metropolitan Area

In 1976 the MTC initiated Project Mobility as a demonstration program in a small area of Minneapolis. The service provided door-to-door accessible transportation to handicapped individuals who were unable to use the MTC's regular route service. The service was developed with input from the MTC's Elderly and Handicapped Advisory Committee. Project Mobility was expanded to cover larger areas of the city of Minneapolis in 1978 and throughout St. Paul and most first ring suburbs in 1979.

In 1979, the Metro Mobility system was developed through the joint efforts of the MTC, Minnesota Department of Transportation (Mn/DOT) and the Metropolitan Council. Metro Mobility expanded the service area of the specialized transportation system to include all of Minneapolis and St. Paul and the first ring of surrounding cities. The number of providers operating the service was also expanded to nine, including the MTC, a non-profit company, a private operator, and six taxicab companies. The MTC's Elderly and Handicapped Advisory Committee, the Metro Mobility Advisory Committee, and other groups representing the interests of handicapped individuals were actively involved in the planning and implementation of the Metro Mobility system.

The MTC, under contract to Mn/DOT and later the RTB, administered the daily operations of the program that included a centralized dispatching system. Under this system, Metro Mobility users requested trips by calling a single number for their trip requests. MTC staff was then responsible for assigning trip requests to one of the nine providers.

Metro Mobility users were required to call in their requests for service the day before they wished to travel, between 6:00 a.m. and 1:00 p.m. On weekends and holidays, the call-in period was from 8:00 a.m. to 1:00 p.m.

The fare to the users of the service ranged from \$.60 to \$.90; this depended on the time of travel and whether or not the trip required a transfer to another vehicle. Metro Mobility service was available in an area of approximately 280 square miles that generally included Minneapolis, Saint Paul and the first ring suburbs.

Ridership levels and the cost of providing the service increased over the years. In 1976 Project Mobility carried only several hundred persons. In 1985, Metro Mobility carried over 500,000 passengers. During this same period, costs increased substantially. In an effort to address the increases in costs and to identify ways to expand service to those areas not receiving it, the Minnesota Department of Transportation initiated an evaluation study of Metro Mobility in

1983. The ridership figures and subsidy per trip for the program since 1979 are shown below:

	<u>Number of Passengers</u>	<u>Total Subsidy Per Trip</u>
1979	181,919	\$ 9.64
1980	372,153	\$ 9.16
1981	399,337	\$ 9.62
1982	368,951	\$10.90
1983	412,407	\$10.87
1984	486,909	\$10.21
1985	501,564	\$10.44
1986	535,000	\$10.42
1987*	685,800	

*Projected

Source: Regional Transit Board, Metro Mobility and Minnesota Department of Transportation

B. Restructuring of Metro Mobility

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 and to provide for expanding the service delivery area. Mn/DOT took no action on these recommendations. Instead, Mn/DOT transmitted the report and recommendations to the RTB which was assuming responsibility for the Metro Mobility program.

The RTB, which was 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 and their preference for future changes and improvements.

From December 1984 through December 1985, nineteen meetings were held by the Regional Transit Board's Policy Committee, including six meetings where over 50 Metro Mobility users or their representatives presented testimony about their experiences with the service. Information presented to board members about the service included statistical data about users, federal and state regulations affecting operation of the service, and descriptions of non-Metro Mobility county and coordination programs serving elderly and handicapped persons.

A summary of the RTB's Policy Committee meeting topics and dates is outlined below:

Date	Agenda Title
2-13-85	Metro Mobility Evaluation
2-27-85	Metro Mobility Evaluation
3-13-85	Metro Mobility Evaluation; Presentation by Interested Parties
3-27-85	Continuation of Metro Mobility Evaluation; Presentations by Interested Parties
4-03-85	Continuation of Metro Mobility Evaluation; Presentations by Interested Parties
4-10-85	Continuation of Metro Mobility Evaluation; Presentations by Interested Parties
4-24-85	Metro Mobility Board Discussion
5-22-85	Status of Metro Mobility Discussion
6-12-85	Metro Mobility Eligibility Criteria
6-26-85	Comparison of Specialized Transportation Services Presentation
7-24-85	County Providers Position Paper on Metro Mobility Expansion
8-21-85	Coordinated Transportation Program in Metro Area Presentation
9-23-85	Metro Mobility Eligibility Criteria--Overview of Existing Standards
10-02-85	Public Comment on Metro Mobility Eligibility Criteria
10-21-85	Adoption of Metro Mobility Eligibility Rules
10-30-85	Staff Recommendations for Improving Metro Mobility Service
11-13-85	Staff Recommendations for Improving Metro Mobility
11-20-85	Opportunity for Persons Interested in Providing Comment on Recommendations for Improving Metro Mobility Service
12-04-85	Opportunity for Persons Interested in Providing Comment on Recommendations for Improving Metro Mobility Service

Once the presentation of information was completed, the staff presented a review of organizational and delivery alternatives that would result in improved quality and cost-effectiveness of the service. Five service options, including the three options proposed by the Urban Institute, and two other options developed locally, were evaluated to show how service quality and cost-effectiveness may be improved by modifying different elements of the Metro Mobility service delivery structure. Those five options were:

- o Option A: Improvements to Current Service
- o Option B: Centralized Management System
- o Option C: User-Side Subsidy System
- o Option X: Modified User-Side Subsidy System
- o Option Y: Improvements to Current System with Competitive Component

These options were evaluated in terms of their impact in resolving the following major Metro Mobility issues identified by the RTB in their discussions about the program:

- o Ridership/Certification Increases
- o Service Area/Expansion
- o Reliability/Responsiveness
- o Fares
- o Centralization vs. Decentralization of Metro Mobility Management
- o Social Service Agency Financial Involvement
- o Interface with Other Providers
- o Rising Operating Costs
- o Rationing Limited Service

A discussion of these issues and a more detailed description of the five options are included in Appendix C. Upon analysis and discussion of these issues and options, RTB staff made a number of recommendations which were adopted by the board in December 1985. At that time, the RTB endorsed the concept of restructuring the Metro Mobility program to a modified user-side subsidy arrangement that would allow users to contact providers directly to arrange for their ride requests (Option X). The board directed the staff to develop an implementation plan by June 1, 1986, that would propose and organize the specific operational details for implementing this option.

Once the board adopted the framework within which the changes to Metro Mobility were to occur in December 1985, RTB staff began work on an implementation plan that outlined the operational details of the service changes. Development of this implementation plan included four key elements: formation of a committee of professionals to offer technical expertise on the changes; regular meetings with the RTB's Transportation Handicapped Advisory Committee (THAC) to offer public input on the changes; sponsorship of a 2-day workshop that discussed similar services from across the country; and a meeting with potential providers that offered input from a provider's perspective.

To assist with the development of the technical aspects of the changes to the program, the RTB formed a committee of professionals with extensive experience with both the Metro Mobility program and also with similar types of programs. The committee included the MTC's Manager of Metro Mobility, a transit program manager from the Minnesota Department of Transportation (Mn/DOT), a staff representative from the Metropolitan Council's program on aging, and RTB staff. Thirteen meetings were held with this committee between January 1986 and June 1986, when the RTB adopted the implementation plan. This committee also assisted with the development of the evaluation criteria for Metro Mobility providers and evaluated each of the applications that were submitted by providers.

Regular meetings were also held with the RTB's Transportation Handicapped Advisory Committee (THAC). The role of this committee is to advise the RTB on matters related to public transit for transportation handicapped persons and is composed of 21 people, one half of whom are either disabled or elderly. The committee also includes representatives of Metro Mobility providers, operators of similar types of service, agencies serving disabled and elderly people and other interested parties. A member of the Regional Transit Board is appointed as a liaison to the THAC who attends the THAC meetings on a regular basis.

Dates and topics of THAC meetings between January 1986 and June 1986 are outlined below:

- Tuesday, January 14, 1986 - Metro Mobility Implementation Plan
Metro Mobility Monthly Report
THAC Bylaws
- Tuesday, February 11, 1986 - THAC Bylaws
Update on Metro Mobility Implementation Plan
- Tuesday, March 11, 1986 - Metro Mobility Small Group Discussion
THAC Bylaws
Metro Mobility Workshop
- Tuesday, April 8, 1986 - Bylaws Adoption
Metro Mobility Technical Workshop Update
Metro Mobility Update
- Monday, May 5, 1986 - Metro Mobility Discussion
- Monday, May 12, 1986 - Metro Mobility Discussion
- Tuesday, June 10, 1986 - Review of Metro Mobility Proposal

To learn more about the experiences of programs similar to the one proposed for the Minneapolis/Saint Paul area the RTB, in conjunction with the Private/Public Transportation Network (PPTN), held a two-day workshop in March 1986. Participants in the workshop were members of the RTB's staff committee, two disabled people who use Metro Mobility and also were staff members of local organizations for disabled people, a representative from Metro Dade in Miami, a representative from the Chicago Transit Authority, a private operator from the Chicago area, a representative from the City of San Diego and a regional facilitator from the PPTN.

The fourth element in developing the implementation plan, was formal input from providers that were interested in participating in the program. In April 1986, the RTB invited over 100 providers to a meeting at which information was presented to the providers to help them gain a better understanding of Metro Mobility and the proposed changes. The opportunity was also provided for input to the planning process. The meeting was attended by 55 people representing primarily potential providers; however, several interested consumers also attended. As a result of the meeting, 29 providers indicated their interest in participating in the program by submitting preapplication forms that were distributed at the meeting.

Besides the formal process outlined above, a significant amount of informal communications were held that included discussions with users, presentations to interested consumer groups, discussions with providers and other interested parties.

On May 15, 1986 the proposed implementation plan was completed by RTB staff and presented at the annual meeting of the Minnesota State Council for the Handicapped. This followed THAC meetings on May 5 and May 12 at which final details of the plan were discussed. In addition, five public meetings were

held between May 15 and June 16, 1986 to discuss the proposed implementation plan. These are listed below:

<u>Date</u>	<u>Meeting</u>
May 21	Regional Transit Board's Policy Committee
May 28	Regional Transit Board
June 2	Regional Transit Board
June 10	Transportation Handicapped Advisory Committee
June 16	Regional Transit Board (Implementation Plan Adopted)

The Metro Mobility Implementation Plan was formally adopted by the RTB on June 16, 1986, and the restructured service was initiated on October 4, 1986. One of the first steps the RTB took after adoption of the plan was to establish a process that allowed all qualified providers to participate in the program.

Provider guidelines were adopted and applications were then sent out to approximately 30 providers. The RTB received 23 applications from operators that were interested in providing Metro Mobility service.

Each of the applications was evaluated by a panel that included representatives from the Minnesota Department of Transportation, the Metro Mobility Transportation Center, the Metropolitan Council and the Regional Transit Board. The evaluation of each application was based on criteria that included; related experience, the applicant's driver selection and training process, fleet capacity, compliance with applicable state and local regulations and ability to commit themselves to serving the Metro Mobility program.

On October 4, 1986, 19 providers were under contract with the RTB to provide Metro Mobility service. One additional provider has since joined the program and two providers have merged their operations. These providers are certified to be reimbursed under the Metro Mobility program and compete with each other based on service quality and to a lesser extent, cost to users.

This group of providers includes seven of the former Metro Mobility providers and 12 providers that are participating in Metro Mobility for the first time. The twelve providers that are new to the program brought a wide range of experience to the program that included service to school-age children for special education classes, participants in the state's Medical Assistance program and service to many of the area's hospitals and nursing homes.

The Metro Mobility system and future expansion plans are presented in the next chapter, along with a review of the other publicly funded specialized services currently provided in the metropolitan area.

III. Description of Existing Programs

In the Twin Cities metropolitan area there are a variety of transit programs designed to serve the disabled population. This coordinated approach is consistent with the policy direction provided by the Metropolitan Council, which is the Metropolitan Planning Organization (MPO) for the Twin Cities metropolitan area. The Metropolitan Council's Transportation Policy Plan states:

Transit service for the disabled is to reflect the philosophy of the 2000 metropolitan transit system plan, which emphasizes service to the metro centers and within subregions. Service will focus primarily upon the urban service area and should consider all transit service strategies identified for the general area population. The service to be provided could be a combination of demand-responsive and fixed-route accessible services. The most cost-effective mix is to be determined. Also, a cost-effective level of mobility, necessary to satisfy essential needs, should be provided for disabled people living in freestanding growth centers and the rural service area. Coordination of resources and services between and within the public and private sectors is to be aggressively promoted. Federal, state and local funds are also to be coordinated in order to ensure an optimum use of limited resources. Social service agencies and other non-profit organizations should be strongly encouraged to provide services based upon their cost-effectiveness and their ability to provide special assistance to disabled persons.

This coordinated, flexible and interactive approach is also reflected in the following goals and policies of the Regional Transit Board and Metropolitan Council.

Metropolitan Council Policies:

- o Transportation services should be provided that are responsive to the special needs of the young, disabled and economically handicapped living in the metropolitan area. (Policy No. 5)
- o Transit for disabled persons should be provided by the most cost-effective mix of services. (Policy No. 21)

RTB Goal and Policies:

Transit services should be responsive to the needs of the elderly, young, disabled, economically disadvantaged and other dependent groups.

- o Specialized transit services should be provided throughout the metropolitan area in a manner appropriate to the identified needs. (Policy No. 6)
- o Specialized transit services should be coordinated to minimize duplication and maximize limited resources. (Policy No. 7)
- o Priority should be given to serving areas which have the highest concentration of transit-dependent population. (Policy No. 8)

This chapter describes the recently restructured Metro Mobility program, the community and county paratransit programs currently funded by the RTB, and the MTC accessible bus demonstration which started in April 1987. For the purpose of documenting compliance with the 504 regulations, the Metro Mobility program is the focus of this plan. However, discussion of the other programs is important as they represent significant service to the handicapped population and form a key part of the coordinated approach to specialized service provision.

As noted previously, in the Twin Cities Metropolitan Area, the RTB and the MTC have chosen to comply with the 504 requirements by utilizing special door-through-door service for disabled persons. This approach has developed over time and is consistent with previous planning efforts for the provision of transportation services to the handicapped, including the previously submitted and approved 504 plan.

A. Metro Mobility

The restructured Metro Mobility service, implemented on October 4, 1986, involved some changes for users. However, the eligibility guidelines for people that wished to use the service remained the same. 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.

With the new structure, Metro Mobility users have a choice of providers from which to select. Users are able to select the provider of their choice and call them directly to request their trip. Also, if there is a problem with the service, users can speak directly to the provider.

To help reduce the amount of public subsidy for Metro Mobility services, additional costs for Metro Mobility users were implemented on October 4. One of those areas was the passenger's fare. The fare for a trip up to 8 miles was increased to \$1.00 and if a person wished to travel over 8 miles, providers are allowed to charge up to an additional \$2.75. An annual \$10.00 registration fee for Metro Mobility users was introduced along with a one-time fee of \$10.00 for establishing a standing order and a fee of \$5.00 for each change to a standing order.

There continues to be a Metro Mobility Administrative Center (MMAC) that is operated by the MTC. Its responsibilities include verifying the billings submitted by Metro Mobility providers, monitoring the performance of the providers, certification and registration of people to use Metro Mobility, maintenance of a computer system and addressing users' concerns. The administrative center also employs a full-time rider representative who is available to assist Metro Mobility users with the service and to act as a liaison between users and providers. The rider representative has also met with many groups to explain how the Metro Mobility program operates.

Since these changes took effect on October 4, 1986, there have been some positive results along with some unexpected problems.

One of the problems has been the computer system that was developed for the new program. The computer system was an upgrade of the existing system and plays a key role in monitoring trips and maintaining certification records. Since the equipment was delivered, it has not worked properly and it is being returned to the manufacturer. Currently RTB and MTC staff are working together to develop an alternative system that is expected to be operational in the fall 1987.

Other concerns, raised by riders, handicapped representatives and the RTB, include safety issues, fare levels and system monitoring. In addition, a complaint was filed with the Minnesota Department of Human Rights contending that the Metro Mobility program discriminates against people with disabilities. A more detailed description of these complaints and the Human Rights Department's rulings, which support the current system, are presented in the next chapter.

Since the restructuring of Metro Mobility, there have been some encouraging results. Riders noticed immediately, for example, the ease of scheduling their trips. Under the former system, riders were often frustrated with the long time it took for them to schedule a trip. With the changes that took place last fall, this problem has been significantly reduced.

As mentioned earlier, providers may charge an additional \$2.75 for longer trips. As a result of competition between providers, very few are charging this additional fare. Another benefit that users have noticed is that when taking a long trip, it is no longer necessary to transfer and wait for a second vehicle to complete their trip.

Since October, the program has experienced a significant reduction in the cost of the service. With the same level of funding that was available under the former structure, the number of trips to Metro Mobility users has been increased by approximately 23 percent.

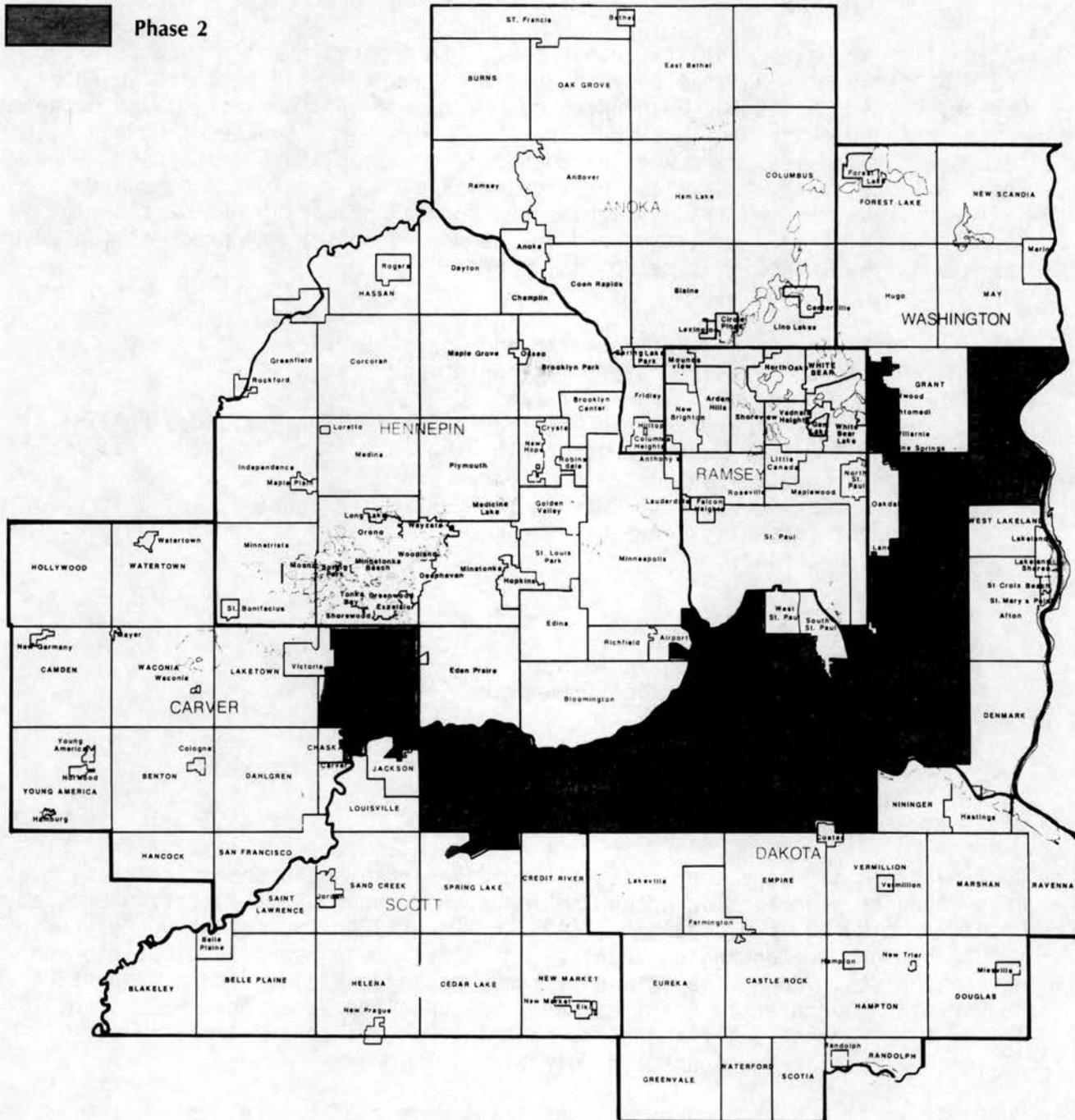
The first phase of expansion occurred on January 1, 1987, when service was expanded from 280 square miles to approximately 633 square miles. This expansion included western and northern Hennepin County, southern Anoka County and northern Ramsey County. Figure 1 shows the service area before and after January 1, 1987, and the area for expansion in 1988. Service was provided to the following communities on January 1, 1987: White Bear Lake, Vadnais Heights, North Oaks, Shoreview, Arden Hills, Circle Pines, Lexington, Mounds View, 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, Mound and Eden Prairie.

On January 1, 1988, service will expand to western Washington County, northern Dakota and Scott Counties and eastern Carver County. Once this occurs, Metro Mobility service will be available to all residents within the 980 square miles of the transit taxing district. The following communities will be added in 1988: Stillwater, Bayport, Willernie, Oak Park Heights, Baytown, Lake Elmo, Oakdale, Eagan, Inver Grove Heights, Saint Paul Park, Apple Valley, Burnsville, Chanassen, Chaska, Savage, Prior Lake, Shakopee, Birchwood, Cottage Grove, Dellwood, Mahtomedi, Mendota, Mendota Heights, Newport, Pine Springs, Rosemount, Sunfish Lake and Woodbury.

Figure 1

Metro Mobility Service Area

-  Phase 1
-  Phase 2



Prior to October 4, the average cost for each Metro Mobility trip was \$10.27. During the first three months of the program, the average cost per trip was \$8.79. The average subsidy per trip in 1987 is expected to be approximately \$8.30.

The next chapter outlines how the Metro Mobility system compares with each of the UMTA criteria for the 504 regulations.

B. County, Community and Social Service Paratransit Programs

In addition to Metro Mobility, other specialized paratransit programs funded by the RTB in the metropolitan area include five county-based programs in Anoka, Carver, Dakota, Scott and Washington counties, and ten community-based programs in Columbia Heights, Hastings, Hopkins, St. Louis Park, Shakopee, Plymouth, Delano, Mound, White Bear Lake, Birchwood, Chanhassen, Chaska and Eden Prairie. The types of services provided within each county and community are different, but many of these programs are focused primarily on the elderly and disabled population. Following are the community and county programs funded by the RTB in the Twin Cities metropolitan area:

o County Programs

- Anoka County Community Health and Social Services
- Anoka County Coordinated Transportation Program
- Carver Area Rural Transportation (CART)
- Dakota Area Referral and Transportation for Seniors, Inc. (DARTS)
- Dakota County Human Services Planning
- Scott County Transportation Program
- Human Services, Inc. - Washington County Transporter
- Senior Community Services - Delano
- Westonka Rides

o Community Programs

- City of Shakopee
- Columbia Heights Shared-Ride
- Hastings Transportation Around the City (TRAC)
- Hopkins Hop-a-Ride
- Plymouth Metrolink
- St. Louis Park Emergency Program (STEP)
- White Bear Area Transit
- Southwest Metro

Demand-responsive services accessible to disabled persons are operated by most of the county programs including the Anoka Coordinated Transportation program, Carver Area Rural Transportation, DARTS of Dakota County, Scott County, Human Services, Inc. of Washington County, Senior Community Services of Delano and Westonka Rides. Among the community programs, accessible, demand-responsive services are operated by Hastings TRAC, Shakopee and White Bear Area Transit. In addition, accessible fixed-route circulator services are operated by Plymouth Metrolink and Southwest Metro.

Overall, these programs carry a significant number of passengers and are an integral part of the metropolitan approach to the provision of specialized transportation services. Ridership levels on the programs since 1981 are

summarized below:

<u>Year</u>	<u>Community Programs</u>	<u>County Programs</u>
1981	106,848	200,329
1982	96,125	172,452
1983	100,639	185,808
1984	196,132	189,878
1985	250,821	192,006
1986*	258,084	227,800

*Estimated Ridership Levels

Source: Minnesota Department of Transportation and Regional Transit Board

Funding for these programs also represent a coordinated approach. Funding sources include the State of Minnesota, community and county, fares, donations, Federal Section 18, and the Federal Title III Aging Program. Some programs have also received funding for vehicles through the Federal 16(b)(2) program, which is administered by the Minnesota Department of Transportation.

There are still other paratransit services within the metropolitan area that form an important part of the specialized transit network. Many social service agencies and private non-profit organizations provide some type of transportation services to their clients. In many cases, transportation is provided to complement the major services of the organization. Transportation services offered by these organizations include transportation to congregate dining for senior citizens, senior day activity centers, local community organizations, medical clinics, social groups and other activities.

C. MTC Accessible Bus Demonstration

In April 1987, the MTC began an accessible bus demonstration project. This is intended to show how well fixed-route accessible service works in terms of both patronage and MTC's ability to deliver a reliable service. For many years the discussion of fixed-route accessible buses has focused on a number of major concerns, including the harsh Minnesota weather, the low density along many routes, the ability of handicapped riders to get to the bus stop and the reliability of the wheelchair lifts. In an effort to answer these questions and determine the most appropriate role for fixed-route accessible service, the MTC has initiated the accessible bus demonstration. This will allow for the test of the use of accessible regular-route buses on a limited basis over a two-year period.

Twenty recently purchased lift-equipped buses have been put into service on two routes, Minneapolis 16 and Minneapolis 19. Initially, 12 buses will be used to ensure adequate availability of back-up vehicles. Lift-equipped service is available seven days a week and 18 to 20 hours on these two routes. The schedule times for the lift-equipped buses are noted in the pocket schedules. The two routes were selected based on the following criteria:

- o There is a high potential for disabled;
- o The routes include a wide range of traffic conditions and ridership levels;

- o The routes should run out of the garage where Metro Mobility is operated from. (This garage is where a pool of trained drivers and mechanics are located).

- o Test routes should serve Minneapolis and St. Paul and a suburban area.

Route 16 connects downtown Minneapolis, downtown St. Paul and the University of Minnesota. Route 19 connects downtown Minneapolis with the city of Crystal to the north and the Lake Nokomis area of Minneapolis to the south.

The initially assigned 12 buses will be sufficient to cover the regular runs. These runs account for 37 percent of the weekday route 16 service and 40 percent of the weekday route 19. Sixty-nine percent (69%) of the Saturday and 60 percent of Sunday/Holiday Route 16 will be accessible. On Route 19, forty percent (40%) of Saturday and 50 percent of Sunday will be accessible.

Limited mobility riders do not have to be certified to use the service. However, riders must be able to wait at an MTC bus stop, and they must be able to communicate their destination to the driver. MTC drivers have received special training on assisting the lift-user on to the lift and to secure them once they are on the bus. Regular MTC fares, including zone and peak hour surcharges, apply to the accessible service.

The demonstration is scheduled to take a minimum of two years and at the end of that period, a decision will be made to:

- o Expand accessible service to other routes, and potentially the entire system; or
- o Continue accessible service on the demonstration routes only; or
- o Discontinue accessible service.

The evaluation criteria for judging the success of the demonstration include:

- o Bus Spare Factor. This will be eight spare buses at the beginning, but lowered to five by the end of the demonstration.
- o Miles Per Road Call. Goal of 2,500 for the project to continue indefinitely.
- o Subsidy Per Handicapped Passenger. A subsidy no higher than \$10 is recommended at initiation for future expansion.
- o Missed Trips. Recommended systemwide standard of one-half of one percent of peak buses for demonstration.
- o Pass Ups. Any pattern of regular pass ups must be avoided.
- o Snow Conditions. Recommended that accessible service not operate during MTC declared snow emergencies.

IV. Program Compliance With Federal and State Requirements

This chapter of the plan outlines the Metro Mobility program's compliance with the service planning requirements of the 504 regulations. Subsequent chapters outline the program's compliance with the service provision and operating cost requirements of the 504 regulations. Also included in this chapter, as relevant background information, is a discussion of the Metro Mobility program's compliance with the Minnesota Human Rights Law.

A. Federal Requirements: Section 504 Service Planning Criteria

The service planning requirements of the 504 regulations are the following:

- o Eligibility. All persons who, by reason of handicap, are physically unable to use the regular bus service are eligible to use the special service.
- o Reponse Time. Service must be provided within 24 hours of the request.
- o Restrictions or priorities based on trip purpose. Restrictions or priorities based on trip purpose are not allowed.
- o Fares. Fares for the specialized service must be comparable to the fare for a trip of similar length at a similar time of the day as the regular bus service.
- o Hours and days of service. Service must be provided on the special service during the same days and hours as the regular bus service.
- o Service area. The special service must be available throughout the same area as the regular bus service, exclusive of extended express or commuter bus service.

Following is a description of the Metro Mobility program's compliance with each of the above-designated requirements.

Eligibility

Metro Mobility:

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 themself 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. Appendix D contains the Regional Transit Board Rules Governing Individual Eligibility for Metro Mobility Transportation Service in The Metropolitan Area of Minneapolis and Saint Paul.

Compliance:

The current Metro Mobility eligibility guidelines are in compliance with the 504 requirements. The Metro Mobility eligibility guidelines do provide that persons who, by reason of handicap, are physically unable to use the regular route bus service are eligible to use the service.

Response Time

Metro Mobility:

To request Metro Mobility service, persons must call the provider of their choice the day before service is desired. Telephone scheduling hours are: Monday through Friday 6:00 a.m. - 2:30 p.m.; Saturday, Sunday/Holiday - 8:00 a.m. - 2:30 p.m. Trip requests are granted on a first come, first served basis and as the provider's schedule permits.

Compliance:

The Metro Mobility advanced service request meets the 504 requirement that service must be provided within 24 hours of the request.

Trip Restrictions or Priorities

Metro Mobility:

There are no trip restrictions or priorities for Metro Mobility service.

Compliance:

Metro Mobility meets the 504 requirement prohibiting restrictions or priorities for use of the service.

Fares

Metro Mobility:

The standard Metro Mobility fare is \$1.00 per one-way trip. If trip exceeds eight miles a maximum of \$1.00 per mile is added. The total fare cannot exceed \$3.75. A \$10 annual certification fee is assessed to each rider to defray costs.

The maximum fare for regular route bus service under eight miles is \$1.00. The maximum fare for regular route bus service over eight miles is \$1.65. This is based on the current fare structure and pricing levels. The current fare structure includes four zones, a peak hour surcharge, and an express hour surcharge. The peak fare is \$.75 and the base fare is \$.60. The express charge is \$.10. The additional zone charges are based on increments of \$.15, \$.15 and \$.10.

Compliance:

The Metro Mobility fares are in compliance with the 504 requirements that fares for specialized service must be comparable to those charged for trips of similar length and at similar times of the day as regular route service.

Hours and Days of Service

Metro Mobility:

The service hours for the original Metro Mobility areas are:

Monday - Friday	6:00 a.m. to 11:00 p.m.
Saturday, Sunday/Holiday	8:00 a.m. to 11:00 p.m.

The service hours for the expansion areas of Metro Mobility are:

Monday - Friday	6:00 a.m. to 6:00 p.m.
Saturday, Sunday/Holiday	8:00 a.m. to 6:00 p.m.

Service hours on regular routes vary greatly among routes. Many routes provide peak hour service only, while others provide all-day service. The average service hours for regular route buses are as follows:

	<u>Service Hours</u>	<u>Percentage of Total Service</u>
Monday - Friday	6:00 a.m. - 12:00 a.m.	22%
	7:00 a.m. - 6:00 p.m.	25%
	Peak Only	53%
Saturday	6:00 a.m. - 12:00 a.m.	51%
	7:00 a.m. - 6:00 p.m.	49%
Sunday	6:00 a.m. - 12:00 a.m.	58%
	7:00 a.m. - 6:00 p.m.	42%

The majority of regular route service provided between 6:00 a.m. and 12:00 p.m. is operated in the central cities of Minneapolis and St. Paul and some first ring suburban communities. Service provided in second ring suburban communities and some first ring communities are oriented to peak hour service only or to local service operating between 7:00 a.m. and 6:00 p.m.

The service hours for both regular route and Metro Mobility services for each community are shown on the following pages.

Community	Regular Route			Metro Mobility		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Minneapolis	5 a.m.-12 a.m.	5 a.m.-12 a.m.	5 a.m.-12 a.m.	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
St. Paul	5 a.m.-12 a.m.	5 a.m.-12 a.m.	5 a.m.-12 a.m.	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
<u>First Ring</u>						
Little Canada	7 a.m.- 6 p.m.	No Service	No Service	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
Maplewood	6 a.m.-11 p.m.	8 a.m.- 6 p.m.	9 a.m.- 7 p.m.	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
North St. Paul	6 a.m.-11 p.m.	6 a.m.- 6 p.m.	9 a.m.- 7 p.m.	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
Roseville	6 a.m.-11 p.m.	9 a.m.- 9 p.m.	12 p.m.- 6 p.m.	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
Falcon Heights	6 a.m.-11 p.m.	5 a.m.-10 p.m.	8 a.m.- 6 p.m.	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
Fridley	6 a.m.-11 p.m.	7 a.m.- 6 p.m.	10 a.m.- 6 p.m.	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
Spring Lake Park	7 a.m.- 6 p.m.	8 a.m.- 7 p.m.	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Columbia Heights	6 a.m.-11 p.m.	7 a.m.- 6 p.m.	7 a.m.- 6 p.m.	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
New Brighton	7 a.m.- 6 p.m.	7 a.m.- 7 p.m.	No Service	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
Mounds View	7 a.m.- 6 p.m.	7 a.m.- 7 p.m.	No Service	6 a.m.- 6 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
Brooklyn Center	6 a.m.-11 p.m.	8 a.m.- 5 p.m.	7 a.m.- 5 p.m.	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
Crystal	6 a.m.-11 p.m.	6 a.m.-11 p.m.	7 a.m.-12 a.m.	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
Robbinsdale	6 a.m.-12 a.m.	6 a.m.-12 a.m.	7 a.m.-12 a.m.	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
New Hope	6 a.m.-12 a.m.	6 a.m.-12 a.m.	7 a.m.-12 a.m.	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
Golden Valley	6 a.m.-11 p.m.	7 a.m.-11 p.m.	8 a.m.-10 p.m.	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
St. Louis Park	6 a.m.-11 p.m.	7 a.m.-10 p.m.	8 a.m.- 7 p.m.	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
Hopkins	6 a.m.-11 p.m.	7 a.m.- 7 p.m.	10 a.m.- 7 p.m.	6 a.m.- 6 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
Edina	6 a.m.-11 p.m.	6 a.m.-11 p.m.	7 a.m.-11 p.m.	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
Bloomington	5 a.m.-11 p.m.	6 a.m.-11 p.m.	7 a.m.-10 p.m.	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
Richfield	5 a.m.-11 p.m.	5 a.m.- 9 p.m.	7 a.m.-10 p.m.	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
Mendota Heights	7 a.m.- 6 p.m.	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
St. Anthony	6 a.m.-11 p.m.	7 a.m.- 7 p.m.	8 a.m.- 6 p.m.	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
<u>Second Ring</u>						
Anoka	6 a.m.-11 p.m.	8 a.m.- 7 p.m.	12 p.m.- 7 p.m.	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Coon Rapids	6 a.m.-11 p.m.	8 a.m.- 7 p.m.	12 p.m.- 7 p.m.	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Blaine	6 a.m.-11 p.m.	8 a.m.- 7 p.m.	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Brooklyn Park	6 a.m.- 6 p.m.	6 a.m.- 7 p.m.	7 a.m.- 5 p.m.	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Osseo	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Plymouth	6 a.m.- 6 p.m.	Med. Lk. Lines	Med. Lk. Lines	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Minnetonka	6 a.m.-11 p.m.	7 a.m.- 7 p.m.	10 a.m.- 4 p.m.	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Long Lake	Peak	10 a.m.- 6 p.m.	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Wayzata	6 a.m.-11 p.m.	10 a.m.- 6 p.m.	11 a.m.- 7 p.m.	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Orono	6 a.m.-11 p.m.	10 a.m.- 6 p.m.	11 a.m.- 7 p.m.	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Woodland	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Spring Park	6 a.m.-11 p.m.	10 a.m.- 6 p.m.	11 a.m.- 7 p.m.	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Minnetonka Beach	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Mound	6 a.m.-11 p.m.	10 a.m.- 6 p.m.	11 a.m.- 7 p.m.	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Tonka Bay	Peak	7 a.m.- 7 p.m.	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.

Regular Route

Metro Mobility

Community	Regular Route			Metro Mobility		
	Weekday	Saturday	Sunday	Weekday	Saturday	Sunday
Greenwood	Peak	7 a.m.- 7 p.m.	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Shorewood	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Excelsior	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Chanhassen	6 a.m.- 6 p.m.	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Eden Prairie	6 a.m.- 6 p.m.	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Shakopee	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Prior Lake	---	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Savage	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Burnsville	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Circle Pines	6 a.m.- 6 p.m.	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Lexington	---	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Lilydale	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Eagan	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Apple Valley	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Inver Grove Hts.	7 a.m.-12 a.m.	7 a.m.- 7 p.m.	8 a.m.- 7 p.m.	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Rosemount	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Cottage Grove	6 a.m.- 6 p.m.	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Woodbury	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Lake Elmo	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Landfall	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Oakdale	6 a.m.- 8 p.m.	8 a.m.- 8 p.m.	10 a.m.- 6 p.m.	---	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Dellwood	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Mahtomedi	6 a.m.- 6 p.m.	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Willernie	6 a.m.- 6 p.m.	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Pine Springs	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Birchwood	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
White Bear Lake	6 a.m.- 6 p.m.	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Vadnais Hts.	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Shoreview	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Arden Hills	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
North Oaks	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
White Bear Twp.	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Lino Lakes	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Stillwater	6 a.m.- 7 p.m.	8 a.m.- 7 p.m.	10 a.m.- 4 p.m.	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Stillwater Twp.	No Service	8 a.m.- 8 p.m.	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Baytown	6 a.m.- 8 p.m.	8 a.m.- 8 p.m.	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Oak Park	Valley Transit	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
West St. Paul	6 a.m.-11 p.m.	6 a.m.-11 p.m.	8 a.m.-11 p.m.	6 a.m.-11 p.m.	8 a.m.-11 p.m.	8 a.m.-11 p.m.
Mendota	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Sunfish Lake	6 a.m.- 6 p.m.	7 a.m.- 7 p.m.	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Newport	6 a.m.- 6 p.m.	6 a.m.- 5 p.m.	6 a.m.- 5 p.m.	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
St. Paul Park	6 a.m.- 6 p.m.	6 a.m.- 5 p.m.	6 a.m.- 5 p.m.	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
South St. Paul	Peak	9 a.m.- 6 p.m.	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Gem Lake	Peak	No Service	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.
Medicine Lake	Peak	9 a.m.- 6 p.m.	No Service	6 a.m.- 6 p.m.	8 a.m.- 6 p.m.	8 a.m.- 6 p.m.

Compliance:

Currently the Metro Mobility system is basically in compliance with the 504 requirement for providing specialized service during the same days and hours as the regular bus service. The criteria is being fully met in the original Metro Mobility service area, which include the central cities and most first ring suburbs. For the most part, the criteria is also being met in the first stage expansion areas due to the fact that very little regular route transit service is provided past 6:00 p.m. in these areas. Service hours for Metro Mobility service in these areas will be examined. In January 1988, when service will be provided in the second stage expansion areas, since many of the outer suburban communities receive only peak period or no regular route service, the Metro Mobility program will exceed the 504 requirements.

Service Area

Metro Mobility:

Metro Mobility will serve all the communities within the transit taxing district as of January 1988.

The expansion of the service area for Metro Mobility has been scheduled to take place in two phases. On January 1, 1987 Metro Mobility service was 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, Ceneterville, Maple Grove, Excelsior, Spring Park, Hopkins, Eden Prairie, 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 will 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.

This two-phase expansion was based on analysis of disabled population densities, by community, and the availability of existing services for the elderly and disabled.

Regular route services are provided to all communities within the transit taxing district. However, the level and nature of service varies widely among communities. Within the central cities and many first ring suburbs, regular route service is provided in a grid-like fashion with high levels of service accessibility and frequencies. Service in most second ring suburbs and some first ring communities is more widely spaced with lower frequency service. Much of the service is oriented only to the peak hours. Transit accessibility is much lower in these areas.

Currently communities only receiving express peak service include: Center-ville, Chaska, Apple Valley, Burnsville, Eagan, Lilydale, Mendota, Rosemount, Sunfish Lake, Chanhassen, Eden Prairie, Birchwood, Pine Springs, Maple Grove, Medicine Lake, Osseo, Tonka Bay, Woodland, Arden Hills, Gem Lake, North Oaks, White Bear Township, Prior Lake, Savage, and Shakopee.

Compliance:

Currently the Metro Mobility system is not in total compliance with the 504 requirement for providing specialized service throughout the same area as the regular bus service. Not all communities to the north, west and south of the city of St. Paul currently receive Metro Mobility service, although many of these communities are currently served by the specialized transit programs funded by the RTB and other sources, as described in Chapter III. Metro Mobility service will be expanded to these communities in January 1988. At that time the Metro Mobility system will be in compliance with the 504 service area requirements.

B. State Requirements: Minnesota Human Rights Law

In 1983, a section of the Minnesota Human Rights law was amended to include criteria that public transit services must meet in order to avoid engaging in unfair discriminatory practices. This section of the law was enacted in June 1983 and public transit services were required to meet the criteria for providing transit services by June 1986.

The five criteria that public transportation services must meet in the state of Minnesota to comply with the Human Rights law are that public transit service provided for disabled people must be offered:

- o In a similar geographic area of operation. To the extent that the transportation provided disabled people is not provided in the same geographic area of operation as that provided nondisabled people, priority must be given to those areas which contain the largest percent of disabled riders. A public transit service may not fail to provide to nondisabled persons if doing so will exclude a sizeable portion of the disabled ridership.
- o During similar hours of operation.
- o For comparable fares.
- o With similar or no restrictions as to trip purpose.
- o With reasonable response time.

These requirements are similar to those contained in the 504 regulations. The previous discussion outlined how the Metro Mobility system meets each of these criteria.

As the implementation plan for Metro Mobility was being finalized, RTB legal counsel was consulted to determine if the proposed plan was in compliance with applicable state and federal laws. Prior to the RTB acting on the proposed plan, RTB staff presented an analysis of the Federal 504 regulations and the Minnesota Human Rights law concerning public transit services that concluded that the proposed plan was in compliance. After the RTB adopted the plan, RTB legal counsel was directed to render an opinion concerning whether the Metro Mobility implementation plan was in compliance with the public transit

requirements of the Minnesota Human Rights law. The legal opinion, attached as Appendix E, was presented to the RTB on July 7, 1986, and concluded that:

... other than the concern raised concerning the fares to be charged for trips beyond the eight mile limit¹ for Metro Mobility service, we are of the opinion that the Metro Mobility Implementation Plan adopted by the RTB on June 16, 1986, is in full compliance with the public transit provisions of the HRA. It will be necessary, of course, for the RTB to monitor closely the providers that will be providing Metro Mobility service to ensure that the Metro Mobility Implementation Plan is followed and that compliance with the HRA is maintained.

While the RTB was confident that the plan complied with all applicable state and federal laws, many people with disabilities did not agree and filed complaints with the Minnesota Department of Human Rights. In September 1986, forty-seven individuals filed complaints alleging that the RTB had committed an unfair discriminatory practice in violation of the Minnesota Human Rights law. Generally, the complainants charged that they would be denied the full and equal enjoyment of transportation services due to the RTB's policy adopted on June 16, 1987, and therefore alleged that the RTB had discriminated against them in the area of public services on the basis of disability.

On April 28, 1987, the RTB was notified by the Department of Human Rights that the investigation of the charges had been completed. In its investigation, the department determined that there was no probable cause to believe that the RTB engaged in an unfair discriminatory practice.

The Department of Human Rights' memorandum, attached as Appendix F, explained the reasons for its determination and included the following findings:

- o The investigation showed that Metro Mobility users and/or their representatives had access to, and were active participants in the process that produced the Metro Mobility transportation service.
- o The investigation established that the RTB allocated resources for Metro Mobility service per year that total approximately 5.5 percent of the operating budget for regular route service.
- o The transportation service for disabled riders currently gives priority to those areas which contain the largest percentage of disabled riders, which is one statutory requirement that must be met if the service is not the same.
- o Investigation found that Metro Mobility is currently provided in a similar geographic area of operation as that provided to non-disabled persons.
- o Completion of the phase-two expansion will actually exceed the requirements of the Minnesota Human Rights Law.

¹At the time the legal opinion was written, the maximum one-way trip charge of \$3.75 had not yet been established.

- o Metro Mobility service is offered for a substantial number of hours during the regular public transportation service day. In addition, there is evidence showing that metro mobility service is offered in some areas during hours when regular route service is not provided.
- o The distances traveled by a regular route user can be much greater, at times, at the \$1.25 regular route fare, than the distance a Metro Mobility rider may travel for \$1.00. Evidence, however, showed that the costs of providing the two different transportation services, the subsidy to ridership, fares, and area, were different. The amount paid through Metro Mobility passenger fares and user fees in 1987 represents approximately 13 percent of the total estimated operating costs of Metro Mobility. Non-disabled rider's fares provide 35 percent of the cost of regular route service. With respect to time and convenience factors, evidence showed Metro Mobility service is more intensive and responsive than the regular route service. It provides assured, at the door, service. Regarding affordability of service, evidence showed that interim additional funding was applied to the program to reduce fares for trips exceeding eight miles and that the RTB's Transportation Handicapped Advisory Committee was involved in steps taken to reduce fares.

Evidence also showed that only approximately 25 percent of Metro Mobility trips exceed eight miles resulting in a fare of more than \$1.00. The average distance traveled on Metro Mobility rides was 6.5 miles, a distance that requires payment of only the \$1.00 base fare for 75 percent of trips taken by Metro Mobility users.

- o The investigation established that when compared to the transportation offered non-disabled riders, fares for metro mobility services are comparable.
- o There was no evidence found during the course of the investigation that would establish that the Metro Mobility program denied trips to disabled persons because of the nature of those trips.
- o Metro Mobility users are required to request a trip on the previous business day. Evidence supports that this policy was implemented to ensure quality service by providing time to make the necessary arrangements for pick-up and for valid cost effectiveness reasons. The 24-hour advance notice requirement has been in effect since 1981.

While the Department of Human Rights has determined that there is no probable cause to believe that the RTB engaged in an unfair discrimination practice, the charging parties may appeal that decision within 10 days after receipt of the notice and the Department must reaffirm or reverse its determination within 20 days after receipt of a request to reconsider. As of May 5, 1987, an appeal has been filed.

V. Provision of Service

The 504 regulations stipulate the following service provision requirements:

- o Vehicles and Equipment. The vehicles and equipment must be capable of accommodating all the riders for which the service is designed and be maintained in proper operating condition.
- o Spare Vehicles. There must be sufficient space vehicles available to maintain the levels of service called for in the program.
- o Personnel. Personnel must be trained and supervised so that they operate the vehicles and equipment safely and properly and treat disabled riders of the service in a courteous and respectful way.
- o Information. There must be adequate assistance and information given to riders concerning the use of the service and its availability to disabled persons, including those with vision or hearing impairments.
- o Reliability. Service must be provided in a timely manner in accordance with schedule pickup times.

To address these areas, this chapter is organized into seven sections: service levels, vehicle requirements, vehicle standards, vehicle inspections, personnel training, service monitoring, information services, and program evaluation.

A. Service Levels

The Metro Mobility program is a modified user-side subsidy service, whereby a fixed unit subsidy is paid to providers for each passenger transported. The subsidy rates are \$11.50 per one-way trip for wheelchair passengers and \$5.50 per one-way trip for ambulatory passengers.

Metro Mobility is a demand-responsive service. By linking the subsidy payments to trips provided, service levels then are directly tied to demand for the service. In this manner, the actual service levels provided cannot fall below those budgeted as long as there exists demand for the service.

To ensure that adequate service levels would be provided throughout the Twin Cities metropolitan area, the RTB required applicants to dedicate a minimum number of vehicles to the service and to specify serving a minimum of either eight suburban communities or Minneapolis or St. Paul. Providers can transport riders to destinations outside of the designated communities and are responsible for the return trip.

Providers had the option of being certified to provide service from 6:00 a.m. to 6:00 p.m. or to 11:00 p.m. on weekdays and from 8:00 a.m. to 6:00 p.m. or 11:00 p.m. on weekends. Providers also had the option of providing service to either ambulatory or wheelchair passengers, or both.

Among the suburban communities currently served by Metro Mobility providers, each community, on the average, has no fewer than five operators who provide accessible vehicles transporting disabled persons. In the central cities, Minneapolis and St. Paul, there are eight and six companies, respectively, providing accessible service to disabled persons.

B. Vehicle Requirements

1. Dedicated Fleet

As of January 1, 1987, among the 19 providers under contract with the RTB, approximately 170 accessible vehicles have been dedicated as the active fleet, available exclusively for use in providing accessible service to disabled riders. An additional 200 or more vehicles, including taxicabs, are available to transport ambulatory passengers as well as wheelchair passengers who can "transfer" to a seat in the vehicle.

Appendix G contains a profile of each provider's fleet characteristics and service area. Providers may add vehicles to service at any time. In a survey conducted by the RTB in January 1987, many indicated a willingness to expand the dedicated fleet, should demand dictate the need.

2. Spare Vehicles

As noted, each provider has agreed to dedicate a "minimum" number of vehicles to the program, assuring the RTB that sufficient spare vehicles will always be available to maintain the minimum level of service specified in their contracts. In other words, if a provider has dedicated 10 vehicles to the Metro Mobility program, the provider's commitment is to maintain 10 vehicles in service at all times.

3. Vehicle Specifications

To demonstrate that the service levels could be provided, providers were required to submit the following vehicle information as part of their application:

- o The number, type and capacity of the vehicles that will be used to provide service to Metro Mobility riders in wheelchairs and whether a ramp, automatic or semi-automatic lift will be used.
- o 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 riders in wheelchairs; and if the vehicle's wheelchair securement devices have not been approved, the date on which the inspection by the State of Minnesota will occur.
- o The number, type and capacity of the vehicles used for providing service to Metro Mobility riders who do not use wheelchairs.
- o If vehicles used for providing Metro Mobility service are classified as taxis, the municipalities in which the taxis are currently licensed to operate.

- o The maintenance program that will be followed for each of the company's vehicles providing Metro Mobility service, including major vehicle repairs, maintenance schedules, recordkeeping and other key elements.
- o The backup capacity of the company's fleet to adequately meet vehicle breakdowns.

For each of the current 19 Metro Mobility providers, all of the above information is on file at the RTB.

In addition, it is a prerequisite for providers to obtain a Certificate of Compliance from the Minnesota Department of Transportation (Mn/DOT) to operate vehicles for special transportation services, like Metro Mobility. In applying for certification, providers are required to submit the following information:

- o Whether the application is new or a renewal.
- o The name, address, telephone number, and area served by the provider.
- o The type of service provided, such as fixed route, route deviation, dial-a-ride, variable schedule, fixed schedule, or other.
- o Whether the passengers served are elderly, handicapped or disabled.
- o For each vehicle used:
 - make and year
 - seating capacity
 - completed checklists showing whether each vehicle carries the safety equipment required by the operating standards
- o If the vehicle will carry an occupied wheelchair:
 - whether the vehicle is equipped with an approved wheelchair securement device
 - the date that the wheelchair securement device was approved by the commissioner of public safety, and the number on the certificate issued by the commissioner of public safety
- o The name and title of the person who is responsible for the provider's special transportation service.
- o The name and address of each driver, stating whether each complies with the operating standards set forth in the state rules.
- o Proof of insurance.

This information must be provided annually to Mn/DOT when the application for a Certificate of Compliance is filed.

Matching a Vehicle to Riders' Needs

The responsibilities of the Metro Mobility Administrative Center's (MMAC's) Rider Representative, discussed more fully in the Information Services section of this chapter, include assisting riders in selecting a provider that meets

their specialized transportation needs. As part of this effort, the MMAC maintains a list of the specific vehicles that each Metro Mobility provider has dedicated to the service. This data includes a summary of the vehicle type, dimensions, and special features including type of lift or ramp. This information is available to any rider who requests it. Availability of this information was published in the Metro Memo, the rider newsletter, before the start of the new program.

Currently, each rider has an identification number which incorporates codes for the types of disability. This information is available to the dispatchers at the provider facilities and can be used in assigning the appropriate vehicle. The RTB is currently investigating the need to expand the identification number codes to denote a range of wheelchair types typically transported. Following is a list of the general identification codes:

- o (21) Use a wheelchair and require a lift or ramp-equipped vehicle but do not need an escort.
- o (22) Use a wheelchair and require a lift or ramp equipped vehicle and require an escort.
- o (23) Use a personal assistance device and require a lift or ramp equipped vehicle but do not need an escort.
- o (24) Use a personal assistance device and require a lift or ramp equipped vehicle and require an escort.
- o (31) Use a wheelchair and can travel in an automobile or taxi (with or without driver assistance in getting in and out of the vehicle) but do not require an escort.
- o (32) Use a wheelchair and can travel in an automobile or taxi and require an escort.
- o (33) Use a personal assistance device and can travel in an automobile, van or taxi (with or without driver assistance in or out of the vehicle) but do not need and escort.
- o (34) Use a personal assistance device and can travel in an automobile, van or taxi and require an escort.
- o (35) Do not use a wheelchair or personal assistance device and can travel in an automobile, van or taxi but do not require an escort.
- o (36) Do not use a wheelchair or personal assistance device and can travel in an automobile, van or taxi and require an escort.
- o (37) Seasonal certification. Passenger requires Metro Mobility service only during winter months.
- o (38) 65 years of age or older and cannot walk to a bus route.
- o (39) Conditional certification. Passenger in process of learning fixed-route mobility training and uses Metro Mobility service in the interim.

Following is a list of the specific disability, mobility, and sensory codes now used to further identify each rider's travel needs:

Disability Codes

AMP	Amputation	MSX	Multiple Sclerosis
ART	Arthritis	NER	Nerve Disorders or Disease
CAN	Cancer	OST	Bone Disease/Osteoporosis
COO	Coordination	OTH	Other - use this code for clients with sensory code disorders only
CPX	Cerebral Palsy	PAR	Paralysis, paraplegia, hemipalegia
DIA	Diabetes	PPX	Post Polio
EMP	Emphysema	QUD	Quadraplegia
HDI	Head Injury	SAX	Severe Aging
HRT	Heart Disease	SLD	Spinal Cord Disorder or Disease (includes scoliosis, back injury, spina bifida, etc.)
KID	Kidney Disease (Dialysis)		
LUN	Lung or Respiratory Disease		
MEN	Mental Disease or Dysfunction		
MDX	Muscular Dystrophy		
CTW	Confined to Wheelchair (a code used for non-specific conditions)		

Mobility Codes

AM	Amigo Cart	GD	Guide Dog
AL	Artificial Limb	LK	Lark Cart
BR	Brace	OT	Oxygen Tank
CN	Cane	NN	None
CW	Cane (white)	WM	Wheelchair Manual
CR	Crutch	WP	Wheelchair Power

Sensory Codes

B	Blind	D	Deaf	M	Mental Handicap
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C. Vehicle Standards

It is the responsibility of the RTB to apply standards which ensure that vehicles dedicated to Metro Mobility service are equipped to accommodate all the riders for which the service was designed and that the vehicles are maintained in proper operating condition.

In this regard, the RTB's contracts with providers specify that any vehicle that transports Metro Mobility riders in wheelchairs must 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 detailed description of the statutory requirements is presented in the following sections.

1. Vehicle Equipment

Incorporated in the contracts with providers by reference are the following state rules governing standards for vehicle equipment:

- o Each vehicle, when in use, must carry the following safety equipment:
 - One five-pound, dry chemical fire extinguisher, A:B:C type, bearing a tag indicating that it has been serviced within the preceding year.
 - An emergency first aid kit in a dustproof container, labeled "FIRST AID," and stored in a location visible to the driver. The kit must contain at least the following items:
 - six four-inch by four-inch sterile gauze pads;
 - two soft roll bandages three inches to six inches by five yards;
 - adhesive tape; and
 - scissors.
 - A spare tire and jack unless the vehicle is radio-equipped and the provider has a service contract which enables him to summon assistance to change the tire or to summon a substitute vehicle.
 - An operable flashlight.
 - If a vehicle carries children who weigh less than 40 pounds, there shall be available in the vehicle a child restraint system which meets the requirements of federal motor vehicle safety standards.
 - Three emergency warning triangles. Both faces of each triangle shall consist of red reflective and orange fluorescent material. Each of the three sides of the triangle device shall be 17 to 22 inches long and shall be two to three inches wide. The units shall be kept clean and in good repair and stored so as to be readily available when needed.
 - From October 1 to April 30, each vehicle shall carry an ice scraper and a blanket.
 - All vehicles with interior fuse boxes shall carry extra electrical fuses.

- o All seats shall be securely fastened to the floor or frame of the vehicle and all vehicles purchased after January 1, 1981, shall have a usable seat belt for each person being transported and for the driver.

- o All ramps shall have a slip-proof surface to provide traction and one end of the ramp shall be secured to the floor of the vehicle when the ramp is in use.

- o A vehicle which is equipped with a wheelchair lift and which carries semiambulatory persons who use the wheelchair lift must be equipped with either a wheelchair lift with an adjustable or removable railing which is 28 inches to 36 inches high on one side of the lift or with a folding wheelchair stored on the vehicle when it is in use.

- o Vehicles which carry occupied stretchers or litters must comply with securement device requirements of the Minnesota Department of Health.

2. Vehicle Operation

Metro Mobility providers are obligated to comply with the following standards for vehicle operation:

- o All vehicles must be operated in compliance with Minnesota Statutes, chapter 169, governing highway traffic regulation, and rules adopted under that chapter.
- o All providers shall conduct or cause to be conducted, a daily visual safety inspection of the following items:
 - coolant level
 - lights, turn signals, hazard flashers
 - tires
 - windshield wipers and washer fluid
 - mirrors
 - fuel level
- o All providers shall conduct or cause to be conducted a vehicle safety inspection once each week or every 1,000 miles, whichever comes first. The date and mileage at each safety inspection and a notation of needed repairs and replacements shall be made in a driver's logbook which shall be maintained in the vehicle or in the provider's files. The safety inspection shall include inspection of the following items:
 - coolant level
 - oil level
 - lights, turn signals, hazard flashers
 - tires and tire pressure
 - brake, parking brake, and brake fluid level, if visible in the engine compartment
 - instrument panel
 - horn
 - windshield wipers and washer fluid
 - fan belt
 - mirrors, inside and outside
 - wheelchair ramps and lifts and lift electrical systems, if applicable
 - wheelchair or stretcher securement device, if applicable
- o Smoking shall be prohibited in vehicles at all times. A sign stating "NO SMOKING" shall be posted in the vehicle so that it is visible to all passengers.
- o Drivers and passengers shall use seat belts at all times in vehicles which are equipped with them and drivers shall instruct each passenger to use the seat belt. Children who weigh less than 40 pounds shall use approved child restraint systems at all times.

3. Vehicle Maintenance

In addition, the state rules specify the following standards for vehicle maintenance:

- o All maintenance shall be maintained in accordance with the manufacturer's recommended maintenance schedule or an improved schedule based on actual vehicle operating conditions.

- o Providers shall correct any deficiency which might interfere with the safe operation of the vehicle before the vehicle is placed in service.
- o The interior of vehicles shall be clean and in good repair.

D. Vehicle Inspections

The state rules which establish operating standards for special transportation services, like Metro Mobility, call for the annual inspection of a vehicle's wheelchair securement devices. The Minnesota Department of Transportation (Mn/DOT) issues a Certificate of Compliance to providers who pass the annual inspection. Without the certificate, Metro Mobility providers are not permitted by the RTB to operate service. The inspection is conducted by personnel in the Department of Public Safety assigned to the State Patrol.

The Department of Public Safety follows the safety standards for wheelchair securement devices, listed in Minnesota Statutes, chapter 299, sections A.11 through A.18, that include the following:

- o A wheelchair securement device shall prevent any forward, backward or lateral movement of an occupied wheelchair when the device is engaged and the vehicle is in motion, accelerating or braking, and shall attach to the frame of the wheelchair without damaging it.
- o Wheelchair securement devices installed in the vehicle shall be maintained in working order.
- o The vehicle shall carry only as many persons seated in wheelchairs as the number of approved securement devices, and each occupied wheelchair shall be secured before the vehicle is set in motion.

Additional safety standards listed in Minnesota Statute 299 include the following:

- o The vehicle shall be equipped with approved seat belts, adequate to secure the occupant of a wheelchair who is being transported by the vehicle. These seat belts shall be used only to secure the person and shall not be used to secure the wheelchair. The seat belts shall meet all other applicable state and federal requirements for safety.
- o When transportation service is provided to an individual in an electrically powered wheelchair, the main power switch of the wheelchair shall be placed in the "off" position at all times while the vehicle is in motion.

A vehicle is prohibited, by law, from being operated for special transportation services unless it displays a certificate issued by the State Highway Patrol upon satisfactory inspection. The certificate must be affixed to the lower left corner of the windshield and it notes the number of wheelchairs which may be simultaneously carried in the vehicle as well as the month and year in which the next scheduled inspection is required. If additional securement devices are installed in the vehicle, the law stipulates inspection within 30 days of installation. For each violation or failure to comply with the wheelchair securement device standards, a provider is guilty of a misdemeanor.

Expanded Inspections

Beginning in January 1987, the Department of Public Safety expanded the wheelchair securement device inspection to include a full scale vehicle inspection, in compliance with Minnesota Statute 169 governing highway traffic regulation. The State Highway Patrol now will not issue a certificate if the vehicle does not pass this more comprehensive inspection.

Inspections Upon Complaints

In addition to annual inspections of wheelchair securement devices, the state rules governing operating standards for special transportation services, like Metro Mobility, specify that Mn/DOT will conduct inspections of vehicles whenever a complaint is filed. These are the statutory requirements:

- o Upon receipt of a complaint that any provider does not comply with the standards, Mn/DOT shall conduct an inspection of the provider's records and vehicles within four weeks time.
- o All complaints must be documented and a record maintained of the name and address of the person making the complaint, the date and reason for the complaint, and the result of the inspection.
- o Mn/DOT shall conduct the inspection at the provider's office or garage.
- o Inspections conducted under these standards must comprise:
 - examination of personnel, accident, insurance claim, and maintenance service records
 - examination of the vehicles to determine whether the provider complies with the equipment standards for operation of vehicles and may include inspection of any part of the vehicle subject to regulation under Minnesota statutes, chapter 169, when a complaint has been made about the condition of any component of the vehicle.
- o Failure to permit an inspection is grounds for immediate suspension of the provider's certificate of compliance until the provider permits the inspection.

The inspection-upon-complaint process can be initiated by the MMAC upon receiving a report of an unsafe vehicle from either a rider or another interested party or as a result of a spot check inspection report from an MMAC supervisor.

New Legislation

The RTB has supported legislation introduced in 1987 by the State Council for the Handicapped that specifies more stringent requirements for the annual inspection of special transportation service vehicles. If approved in the 1987 session, the measure would likely take effect in late 1987. If approved, Mn/DOT would begin its process of amending the operating standards for special transportation services to possibly incorporate more stringent requirements.

The bill would require that Mn/DOT inspect Metro Mobility vehicles at least annually. It stipulates that in addition to the scheduled annual inspections and any reinspections necessary to verify that deficiencies have been corrected, there must be unannounced inspections quarterly of at least five percent of the vehicles certified to be operated for special transportation service.

Under the new legislation, Mn/DOT would also be required to annually evaluate each provider of special transportation service to certify that the provider is in compliance with the state standards. All of the Metro Mobility providers, including taxicab companies, would be subject to the Mn/DOT regulations. In addition, the legislation amends the RTB's duties to include an annual evaluation of the providers to ensure compliance with any standards which the RTB has established for the Metro Mobility program.

Enforcement

Currently, a provider found in violation of any provision of the state rules is to be given a 30-day written notice to correct the violation. When a violation threatens the life or safety of passengers, the provider is required to remove the driver or vehicle from operation immediately.

At the end of 30 days, an inspection may be conducted to determine whether the violation has been corrected. If the violation has not been corrected, Mn/DOT will suspend the certificate of compliance until the provider complies with the provisions. Repeated violations may result in revocation of the certificate.

E. Personnel Training

The RTB requires in its contracts with providers that all personnel be adequately trained and supervised to ensure that the vehicles and the specialized equipment are operated safely and that the disabled riders are treated in a courteous and respectful manner.

All Metro Mobility providers are required to meet the driver recruitment, selection, and training guidelines established by the operating standards for special transportation services as defined in the State of Minnesota Administrative Rules, Section 8840.5900, subpart 1. Although under current state law, taxicab companies are exempted, the RTB contract specifies that even taxicab drivers must comply with these guidelines. The guidelines are listed below:

- o No driver shall operate a special transportation service vehicle unless that driver:
 - 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
 - does not have a hearing loss greater than 30 db in the better ear with or without a hearing aid
 - has no current medical condition which interferes with the ability to drive safely

- o Every two years each driver shall obtain, on a form prescribed by Mn/DOT, 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.
- o 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.
- o Each driver shall also meet the following criteria:
 - possess a driver's license which is valid for the type of vehicle which he or she drives
 - be at least 18 years of age and have not less than one year of experience as a licensed driver
 - have a driving record clear of revocations, suspensions, and cancellations for the past three years except for suspensions which result from unpaid parking tickets
- o 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:
 - treatment of shock
 - control of bleeding
 - airway management
 - prevention and treatment of frostbite and exposure to cold
 - prevention and treatment of heat exhaustion and heat stroke
 - identification of sudden illness such as stroke, heart attack, convulsions, fainting, and seizures
 - appropriate use of emergency medical assistance services
- o 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:
 - discussion of characteristics of the aging process and major disabling conditions
 - discussion of common assistive devices used by elderly and handicapped persons
 - discussion of attitudes toward elderly and handicapped persons which includes the participation of handicapped and elderly persons
 - instruction in methods of handling wheelchairs
 - instruction in moving, lifting, and transferring passengers
 - guidelines for transporting handicapped persons
 - instruction in the operation of lifts, ramps, and wheelchair securement devices if the vehicle to be operated is equipped with them

- o Each driver and attendant shall receive instruction in the use of the fire extinguisher.
- o Each driver and attendant must successfully complete a refresher first aid or emergency care course every three years.

The RTB's contracts with providers stipulate that all drivers and attendants complete the required training prior to providing special transportation service, unlike state law which permits drivers and attendants who have not completed this training to 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.

Metro Mobility providers, under state law, are also required to maintain files containing the following information:

- o For each driver, a driver's application form which contains the following information:
 - the name, address and birthdate of the driver
 - the driver's license number and the class of the license
 - whether the driver has had at least one year of driving experience
 - whether the driver's license has been revoked, suspended, or cancelled within the three-year period prior to this application
 - the date on which the driver successfully completed at least four hours of training in first aid
 - the date on which the driver successfully completed training in the techniques of transporting and assisting elderly and physically handicapped passengers
 - the date and location at which the driver was trained in the use of the fire extinguisher
- o For each driver, the physician's statement that the driver has no current medical condition which interferes with his or her ability to drive safely;
- o For each attendant, an attendant's application form which contains the following information:
 - the name and address of the attendant
 - the date on which the attendant successfully completed at least four hours of training in first aid
 - the date on which the attendant successfully completed training in the techniques of transporting and assisting elderly and physically handicapped passengers
 - the date and location at which the attendant was trained in the use of the fire extinguisher
- o All correspondence with the commissioner, including the certificate of compliance.
- o All accident records.
- o A record of all insurance claims arising from the operation of the vehicle.
- o Service records for each vehicle indicating the date, the odometer reading and the nature of the repair or replacement each time the vehicle was serviced.

- o The driver's logbook for each vehicle, unless the logbook is maintained in the vehicle.
- o The following documents are to be maintained in the vehicle:
 - a card showing the name of the insurance company which insures the vehicle and the telephone number of the insurance agent
 - accident report forms
 - a card showing local emergency telephone numbers

It should be noted that all of the providers operating accessible service for disabled riders have company sponsored training courses which exceed the state requirements. As part of the application process to become certified to operate Metro Mobility service, providers were required to submit detailed information related to driver selection and training as follows:

- o A description of the driver recruitment, training, and driver selection process used by the company for providing Metro Mobility service.
- o The process the company will use to meet the driver guidelines established in the state operating standards for special transportation services.

The RTB is now studying opportunities to adopt stricter training requirements than stipulated under state law. Specific strategies now being investigated include the following:

- o Set up meetings with providers to discuss training course deficiencies. Review recommendations from State Council for the Handicapped and Metropolitan Center for Independent Living (MCIL) for a customer service training course. Encourage MCIL to develop a training course, to be certified by the state, and offered to Metro Mobility drivers.
- o With input from the Transportation Handicapped Advisory Committee, current course instructors, and Minnesota Department of Transportation personnel, develop recommendations for changes in the course outline and incorporate these changes in the rulemaking process for the state operating standards governing all special transportation services.
- o Review ongoing training needs of drivers, including proficiency in first aid techniques.
- o Develop standardized driver training manual and written tests as an aid to all Metro Mobility providers for use in their company sponsored training, to supplement the state certified course.
- o Modify RTB contracts with providers to incorporate any new training curriculum requirements, including minimum number of hours designated for individual topics.

F. Service Monitoring

The RTB is committed to ensure that service is provided in a timely manner in accordance with scheduled pickup times. The contracts with providers stipulate that service must be provided within 10 minutes of the scheduled pickup time.

The RTB is also committed to developing a quality assurance program which ensures that Metro Mobility providers conform with safety, training, and equipment standards.

To illustrate the various aspects of service monitoring, the following sections describe the Metro Mobility complaint handling process, accident and incident reporting requirements, and service evaluation procedures.

Complaint Handling

There is a formal process in place for receiving and recording complaints from Metro Mobility riders and other concerned persons.

At the Metro Mobility Administrative Center (MMAC), all complaints are investigated by the Rider Representative--a full-time position created specifically for the purpose of representing the concerns of riders.

Complaints, once recorded, are tracked by provider. In addition, copies of the complaint forms are now submitted to the RTB weekly. If a trend of recurring problems for a single provider is noticed, it is reported to the RTB. Depending on the seriousness and nature of the problems, the RTB can exercise its contractual right to suspend or terminate the provider.

To date, all complaints reported to the MMAC have been resolved satisfactorily by the MMAC working directly with the providers.

Accident and Incident Reporting

An administrative procedure, enacted by the MMAC, requires providers to report accidents and incidents promptly, within 24 hours, and to submit a written report within 48 hours. The MMAC investigates the facts surrounding all preventable accidents and incidents which may involve passenger injury.

Service Evaluation Procedures

The MMAC is responsible for monitoring provider performance and has the authority to enforce the requirements of the RTB's contracts with providers. In addition to recording and handling complaints from riders and investigating accidents and incidents, the MMAC evaluates provider performance in several ways including daily telephone surveys of rider satisfaction, spot checks of vehicles, and site visits to provider facilities.

Telephone Survey

Each day, a random telephone survey of riders is conducted during which the trip the rider made is verified and questions are asked about the quality of service received, including the timeliness of pickups. If a problem is found, it is filed as a complaint and handled by the Rider Representative.

The RTB has recently discussed with the MMAC a plan to compile provider "quality ratings" from these surveys in order to rank and publicize provider performance.

Spot Checks

Since the start of the new Metro Mobility program, MMAC staff has spent an average of 32 hours a month on the street monitoring Metro Mobility service. Once the program is fully implemented, there is a plan for MMAC staff to be spending twice as much time performing spot checks of Metro Mobility service.

Spot checks include monitoring of on-time arrival at scheduled pick-ups, observation of defensive driving skills, passenger assistance techniques, vehicle condition, and driver adherence to specified safety policies and procedures.

Site Visits

MMAC staff, on a regularly scheduled basis, visits provider facilities. These visits have included meetings with the company safety directors to review training practices, observation of the provider's call handling and trip scheduling procedures, and inspection of the driver personnel files and the vehicle maintenance history files.

Current Plans

The following represents the RTB's strategy plan to maintain an effective quality assurance program:

- o In the contracts with Metro Mobility providers, clarify existing provisions, as necessary, including:
 - safety policies and procedures
 - incident and accident reporting requirements
 - complaint handling and reporting requirements
- o With input from providers and the Transportation Handicapped Advisory Committee, incorporate specific requirements in the contracts on topics such as the following.
 - service quality standards
 - driver selection procedures and training curriculum
 - frequency of safety training meetings
 - scheduled preventive maintenance inspection intervals
 - vehicle specifications
 - incentives to providers for good performance.
 - other, as determined.
- o For contract enforcement, to deter contract violations, establish a schedule of penalties for noncompliance.
- o Strengthen the MMAC's role in monitoring provider performance.
 - develop field monitoring checklists
 - establish minimum number of hours dedicated to spot checks
 - schedule visits to provider facilities to obtain vehicle tours for the follow-up spot checks, and to inspect vehicle maintenance records and personnel files including drivers' certificates of training and license classification

- o Issue appropriate directives to providers such as those recently distributed:
 - safety bulletins published on the mandatory use of seat belts and door-through-door passenger assistance
 - safety meetings with drivers on specified topics
 - comprehensive report of each provider's safety and training program
 - assurance that all drivers are trained and certified before assigned to operate service

- o As part of the Metro Mobility evaluation study, the need for development of vehicle specifications and safety standards will be analyzed. This will include the types of vehicles, safety features, and specialized equipment permitted to be used for Metro Mobility service. To aid in dispatching a vehicle that meets the specific equipment needs of a disabled person, the existing wheelchair code in the rider's certification number can be refined.

- o Additional service quality and safety issues will be evaluated in the Metro Mobility evaluation study, through the consumer research and operations audit phases of the study.

G. Information Service

The RTB is committed to ensure that adequate assistance and information about how to use the service is available to disabled persons, including those with vision or hearing impairments.

The Metro Mobility Administrative Center (MMAC), under contract to the RTB, is responsible for implementing all elements of the RTB's information services plan that are directed to Metro Mobility riders. Specifically, the MMAC, which is responsible for certifying riders who are eligible for the program, publishes ongoing communications through newsletters and special mailings to riders and elderly and disabled organizations. The MMAC also is responsible for handling customer complaints and has implemented a process for recording, tracking, and resolving problems experienced by riders. There is a Rider Representative at the MMAC whose customer service duties include the following:

- o Act as the rider liaison, researching all rider concerns and complaints, handling correspondence about Metro Mobility service policies and problems, assembling reports regarding service complaints.

- o Refers riders to service providers that best meet their specialized transportation needs.

- o Acts in a public relations support capacity, providing information and referralsto riders through speaking engagements and appointments with interested parties to discuss service concerns.

Initial Activities

Prior to October 4, 1986, when the new restructured Metro Mobility program was introduced, the RTB directed the information services efforts with assistance provided by the MMAC. Activities included the following:

- o Development and publication of the Metro Memo, a rider newsletter. The first issue, mailed in August, announced elements of the program change. Under the former program, newsletters had also been sent out previously discussing the issues and alternatives under consideration by the RTB and listing meeting dates and times. The second issue of the Metro Memo, mailed the week of September 15, presented specific elements of the restructured service. Copies of these two newsletters are contained in Appendix H.
- o Publication of a Metro Mobility Rider's Guide, designed to inform riders about how to use the service. The Rider's Guide (see Appendix H) was developed with input from Metro Mobility riders and THAC representatives. The Metro Mobility Rider's Guide was translated into braille and taped and made available in these forms to individuals with visual handicaps. The week of September 22 it was mailed to all certified riders and included with it a list and description of the providers serving the rider's community.
- o Correspondence to and a follow-up meeting with staff from the organizations whose clients use Metro Mobility. This meeting, held to answer agency staff questions, took place on September 18.
- o Organization of the Metro Mobility Exposition, a special event and forum for riders to meet the providers and view the types of vehicles assigned to the service. This was held on September 27.

During the months prior to the start of the new program, other activities included:

- o Ongoing informative presentations at community meetings, attended by RTB officials and staff.
- o Ongoing news releases to media sources, including newspapers, radio and television stations, as well as to social service agencies, organizations of and for the disabled, and nursing home administrators; and

To ensure a smooth transition, the RTB and MMAC staff also met with the Metro Mobility providers on several occasions to acquaint them with the program and to answer questions. Since the program started, provider meetings have been held on a regular basis.

Chapter II presented the list of public meetings, including THAC meetings, at which Metro Mobility was discussed prior to implementation of the new program on October 4, 1986. The THAC meetings continue to be held monthly and include as part of the agenda a monthly report from the MMAC on ridership and service problems as well as reports from RTB staff on policy issues requiring THAC input.

Current Plans

Currently, the RTB is developing additional communications strategies, with input from elderly and disabled advocacy groups and THAC, to further ensure that Metro Mobility riders fully understand how to use the service, their rights as riders, and how to communicate complaints and concerns so that they can be effectively resolved. These strategies include the following:

- o Refine complaint procedure including the following elements: who takes complaints (at MMAC and providers' offices), time it takes to resolve complaints, who will respond to complaints, and what kind of resolution can be expected.
- o Prepare direct mailing by MMAC to riders that explains and encourages riders to use the complaint process. The Metro Memo newsletter may be the vehicle for communicating this information along with other topics such as safety tips and riders' rights.
- o Continue safety awareness efforts such as the current placement of signs regarding mandatory seat belt use in all vehicles assigned to Metro Mobility service--buses, taxis, and vans.
- o Incorporate provider quality ratings into the reports issued from the daily, random telephone surveys now used to verify tripmaking.
- o Prepare new and refine existing communications materials that inform users about the Metro Mobility system, their rights as riders, safety procedures, the complaint process, and other topics.
 - The Rider's Guide, incorporating safety tips and the riders' bill of rights, will be modified. The revised Riders' Guide will contain information clarifying the cost to users of Metro Mobility trips.
 - Brochures explaining the Metro Mobility program, safety procedures, the complaint process, and the choice of providers based on equipment needs, will be developed and made available to Metro Mobility riders, disabled agencies, providers and the general public. The brochures will be distributed at various targeted locations.
 - The Metro Memo newsletter issued to riders will be published monthly or bi-monthly and its circulation increased to elderly and disabled organizations and community news media sources.
- o Translate revised and new printed communications materials into braille and onto tape for distribution to visually-impaired persons. Publicize use of the MTC's TTY/TDD line for communications with hearing-impaired persons, coordinating call handling with the MTC Telephone Information Center staff; or install a separate TTY/TDD line at the MMAC.
- o Place articles about Metro Mobility in newsletters serving the elderly and disabled community, Metro Mobility riders, and the general public.
- o Develop a Metro Mobility display for use at meetings held for the elderly and disabled community and at special events and community fairs.

- o Conduct transit forums on special topics to inform the general public and the elderly and disabled community about Metro Mobility -- the first forum, on safety, to be held in conjunction with the second annual Metro Mobility Exposition.
- o Develop speaker's bureau and materials for Metro Mobility presentations at community group meetings.
- o Develop radio and television public service announcements to explain Metro Mobility service focusing on rider certification, safety issues, the rights and responsibilities of riders, the complaint system, and the choice of providers based on equipment needs.
- o Modify Metro Mobility rider identification cards, if feasible, to include a statement of riders' rights and an explanation of the complaint process.
- o Redesign vouchers to incorporate a rider satisfaction survey card (self-addressed prepaid postage) or implement another mechanism to facilitate ongoing feedback, both positive and negative, about the service provided.
- o In the event of proposed major changes to the Metro Mobility program:
 - Develop news releases on changes in the Metro Mobility program, distribute to news media sources.
 - Set up and hold public meetings to seek comments from rider groups and the general public. The community meetings will be convened with participation by the designated RTB board and THAC representatives present.
- o Prepare memorandum of understanding between MTC and RTB regarding the specific responsibilities of the Metro Mobility Administrative Center (MMAC), including:
 - Role and duties of the Rider Representative.
 - Content and frequency of MMAC reports on issues, complaints, and service performance statistics.
 - Spot check and site inspection procedures and schedule.
 - Additional inspection training requirements.
 - After hours emergency call handling.
 - Authority to impose penalties specified for contract violations.
 - Communications responsibilities and budget implications.
- o Clarify with providers the roles and responsibilities of the RTB and the MMAC at the next providers' meeting.
- o Address additional communications issues in the Metro Mobility evaluation study through the consumer research phase of the study. For example:
 - Awareness of the telephone information and complaint service and telephone number.
 - Simplicity, ease-of-comprehension of existing communications materials.

Program Evaluation

In July 1987, a formal Metro Mobility evaluation study will be initiated using consulting services. The purpose of this study is to conduct a comprehensive review and evaluation of the Metro Mobility program to determine how well the goals for implementing the changes to the program have been met.

The study will address three major categories: service quality and safety, cost effectiveness and operational issues.

Service quality and safety will be evaluated through responses from the people that use Metro Mobility by means of focus groups and surveys. People that use Metro Mobility will be asked to evaluate items such as safety of the service, Metro Mobility communication efforts, ride time, the trip scheduling process, service reliability, courtesy of providers and the MMAC, the use of vouchers, responsiveness to rider concerns, vehicle comfort, and passenger cost. Data collected by the MMAC will also be used to evaluate service quality and safety.

To determine the cost effectiveness of the changes, the study will evaluate the average total cost for each trip, the average RTB subsidy for each trip, the costs associated with administering the program, and the impact of new revenue sources on the program (i.e. user fees, provider fees). This information will be compared to costs under the former program along with the costs experienced by similar types of programs both locally and nationally.

Along with service quality, safety and cost effectiveness, the study will also explore many of the issues that have been raised during the planning and implementation of the changes to Metro Mobility. This section of the study will include a review of the possibility of permitting trips to be scheduled on the same day, safety concerns that have been raised, the extension of the service hours in the expansion area, and effectiveness of the MMAC.

One of the major changes that was implemented on January 1, 1987, was the first phase of service area expansion. The plan adopted by the RTB called for expansion to the entire transit taxing district by January, 1988. This part of the study will focus on trip lengths from the expansion area and how well Metro Mobility is meeting the needs of the disabled in the expansion area.

Several issues related to Metro Mobility providers will also be explored and will include input from the providers. This section of the study will include a review of the current reimbursement rates for providers and whether different rates should be considered, an analysis on the optimal number of providers for the program and identification of ways to streamline administrative requirements for the providers.

Another issue that will be explored is the possibility of financial participation from agencies whose clients use Metro Mobility service. At the time the changes were implemented to the program, it was estimated that 40 percent of all Metro Mobility trips were for the purpose of serving agencies that operate programs for persons with disabilities. As part of the changes implemented by the RTB, a policy direction was set to explore the possibility of agencies providing financial participation for their client travel and set January 1988 as a target date to implement a plan. This policy direction will be evaluated to determine if it is feasible and to identify the steps necessary for a successful implementation. This portion of the evaluation will work closely with agencies that use Metro Mobility for their client travel.

Through a comprehensive review and evaluation of these issues, the RTB will be able to identify appropriate changes that will benefit the program.

It is important to note that a significant part of this study will include citizen participation through regular meetings with the RTB's Transportation Handicapped Advisory Committee (THAC), provider forums, and direct input from Metro Mobility riders.

VI. Documentation of Cost

In 1987, it is estimated that the total cost of the Metro Mobility program will be \$6,634,020. This estimate includes \$854,520 that will be paid through passenger fares, user registration fees, and user standing order fees in 1987. The amount paid for through passenger fares and user fees in 1987 represents approximately 13 percent of the estimated total operating costs to provide Metro Mobility service.

This budget permits approximately 685,000 passengers to be served. Based on actual ridership figures, approximately 35 percent, or 239,750 passengers, will be transported in wheelchairs and approximately 65 percent, or 445,250 will be transported as ambulatory riders.

The MTC operating budgets for the current year, 1987, and for the past two years are shown below:

1987 Projected	\$ 99,867,802
1986 Estimated Actual	\$100,196,282
1985 Audited Actual	\$ 99,032,173

For the purpose of determining compliance with the Section 504 requirement, the average of these three years is an operating budget of \$99,698,752. For the three percent standard to be met, \$2,990,963 must be spent to provide service to people with disabilities.

The 504 requirements specify that the cost of service provided to non-disabled elderly persons and mentally handicapped persons cannot be counted as an eligible expense when calculating compliance with the three percent standard. For the Metro Mobility program there are two general classifications of riders; people that use wheelchairs and people that are ambulatory. Within the general classification of people that are ambulatory there are seven categories under which a person can be certified. Each of the categories is differentiated by need for assistance, use of personal assistance device and vehicle type.

In reviewing the Metro Mobility certification categories for ambulatory riders, three of the categories describe people with physical disabilities and four of the categories describe people with no apparent physical disability. Outlined below is a summary of all Metro Mobility riders classified as ambulatory and a detailed description by certification category as of May 1, 1987.

Number Certified	Percent of Ambulatory	Classification Code	Description
2,520	45%	33	Use a personal assistance device and can travel in an automobile, van or taxi (with or without driver assistance in or out of the vehicle) but do not need an escort.
76	1%	34	Use a personal assistance device and can travel in an automobile, van or taxi and require an escort.

<u>Number Certified</u>	<u>Percent of Ambulatory</u>	<u>Classification Code</u>	<u>Description</u>
1,626	29%	35	Do not use a wheelchair or personal assistance device and can travel in an automobile, van or taxi but do not require an escort.
287	5%	36	Do not use a wheelchair or personal assistance device and can travel in an automobile, van or taxi and require an escort.
60	1%	37	Seasonal certification
1,047	18.5%	38	65 years of age or older and cannot walk to a bus route.
4	.5%	39	Conditional certification (people undergoing mobility training; i.e., blind or mentally retarded).
5,620	100%		TOTAL

Under the four categories that describe people with no apparent physical disability (35, 36, 37 and 39), there are 1,977 people certified, which represents approximately 35 percent of all ambulatory riders. This percentage was used to calculate the total number of trips attributable to non-disabled, elderly persons and mentally handicapped persons. In 1987 it is estimated that 155,838 trips will be attributable to non-disabled, elderly persons or mentally handicapped persons at a total cost of \$1,157,873. This calculation is summarized below:

<u>Total Ambulatory Trips</u>	<u>Trips Attributable to Non-Disabled Elderly or Mentally Handicapped</u>		<u>Cost/Trip¹</u>	<u>Total Cost</u>
	<u>Percentage</u>	<u>Number</u>		
445,250	35%	155,838	\$7.43	\$1,157,873

Therefore, to calculate eligible expenses for compliance with the 504 guidelines, the 1987 Metro Mobility budget of \$6,634,020 is reduced by ineligible expenses of \$1,157,873 for a total of \$5,476,147 in eligible expenses. The eligible expenses for Metro Mobility service in 1987, of \$5,476,147, represents 5.5 percent of the averaged MTC operating cost. Thus, in 1987, the Metro Mobility program will significantly exceed the federal requirements for expenditures on disabled transportation services.

¹The cost per trip is determined by taking the ambulatory subsidy payment (\$5.50), plus the estimated average fare (\$1.15), plus the average administrative cost/trip (\$.78) for a total of \$7.43 total cost per trip.

The Regional Transit Board has requestd a 13 percent increase in appropriation from the Minnesota legislature for the biennium beginning July 1, 1987. In the current fiscal biennium period, which began July 1, 1985, a total of \$11 million was appropriated for Metro Mobility service. This new budget, if approved by the legislature, would permit Metro Mobility to serve 726,000 passengers in 1988 and 745,000 passengers in 1989.

VII. Timetable

The 504 regulations state that the plan must show compliance within six years from the date of submittal. In the RTB's and MTC's view, the Metro Mobility program will be in compliance with all of the requirements as of January 1, 1988, when the service area will be expanded to include all communities within the Twin Cities metropolitan area taxing district.

VIII. Documentation of Public Input and Agency Response

A. Public Participation in Metro Mobility

As noted in the previous chapters, representatives of the disabled community have been actively involved throughout the development and restructuring of Metro Mobility and the development of the 504 Plan. In addition, numerous opportunities have been provided for public and agency input. A summary of the major meetings held during the development and implementation of the restructured Metro Mobility system and the development of the 504 Plan is provided below.

- o February 1985 - December 1985. Nineteen meetings of the RTB's Policy Committee discussed the Metro Mobility evaluation, alternatives considered, presentations by interested parties, the eligibility criteria, and the recommendations for improving Metro Mobility. Opportunities for additional comments were also provided at many Board meetings during this time.
- o May 1986 - June 1986. Five public meetings were held by the RTB to discuss the proposed Metro Mobility Implementation Plan. The culmination of these meetings was the adoption of the Metro Mobility Implementation Plan by the RTB.
- o December 1985 - ongoing. Monthly meetings of the RTB's Transportation Handicapped Advisory Committee. Topics included the Metro Mobility evaluation, restructuring alternatives, implementation plan, service implementation and monitoring.

B. 504 Plan Development

The 504 Plan has been developed with input from the Transportation Handicapped Advisory Committee, representatives of the handicapped community, service providers and other agencies. Development of the plan has been discussed at THAC meetings and RTB Policy Committee meetings. Comments received on the first draft will be incorporated into the final public hearing draft.

The public hearing draft 504 Plan will be made available for a 60-day public comment period. The public comment period will start on Thursday, May 21, 1987, following approval of the draft by both the RTB and the MTC. During the 60-day public comment period, the draft will be reviewed by the Metropolitan Council and two public hearings will be held.

The public hearings are scheduled for Monday, June 22, 1987, and Tuesday, June 23, 1987. Notice of these meetings and the availability of the draft 504 Plan will be issued thirty days prior to the meetings. Copies of the report will be made available in braille and on tape for the visually and hearing impaired. The meetings will be held in handicapped accessible locations. Sign language interpreters will be present at both meetings for hearing impaired individuals. Court reporters will be used to record the official transcripts of the meetings. Written comments will also be encouraged and accepted during the public comment period.

C. Response to Public Hearing Comments

The comments received will be addressed in the final 504 Plan. This chapter will be expanded in the final plan to include a summary of the comments received and the appropriate response. Changes may be made in the plan based on comments received.

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: May 8, 1987
TO: Regional Transit Board
FROM: Doris Caranicas, Chair - Policy Committee
SUBJECT: Report of the Policy Committee

At its April 13, 1987, meeting, the Policy Committee will discuss and be asked to take action on the following items:

- o Review of the LaSalle Development Final Environmental Impact Statement;
- o Review of the Nicollet Mall Project Draft Environmental Impact Statement;
- o Review of Section 16(b) (2) Grant Applications; and
- o Draft 504 Plan Approval and Release for Public Comment.

Reports and recommendations will be presented at the May 18, 1987, Board meeting.

jmo

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: May 12, 1987
TO: Regional Transit Board
FROM: Administration and Finance Committee
SUBJECT: Report of the Administration and Finance Committee

At its meeting May 7, 1987, the Administration and Finance Committee reviewed, discussed and moved the following recommendations:

SUBJECT: FINANCIAL STATEMENTS - FEBRUARY 1987

Recommendation:

That the Regional Transit Board receive the February 1987 financial statements and direct that they be placed on file.

SUBJECT: MTC 1987 CAPITAL BUDGET, RESOLUTION NO. 87-10

Attached is a staff memorandum containing additional information on the Midday Bus Storage Facility, which responds to the issues raised in the Minnesota Charter Bus Operators Association letter.

Recommendation:

That the Regional Transit Board approve the 1987 Metropolitan Transit Commission (MTC) amended capital budget and Resolution No. 87-10 subject to the conditions stated in the staff memorandum dated May 1, 1987.

SUBJECT: FEDERAL FUNDS FOR MINNESOTA RIDESHARE, RESOLUTION NO. 87-11

Recommendation:

That the Regional Transit Board approve Resolution No. 87-11 authorizing the Executive Director to enter into agreement with the Minnesota Department of Transportation for federal funding participation in its Ridesharing Program, in an amount not to exceed \$338,000.

Ruth Franklin
Chair

RTBTX3/TRANSM
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REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: May 11, 1987
TO: Regional Transit Board
FROM: Katherine Turnbull, Planning Manager
SUBJECT: Additional Information on the Capital Budget Amendment for the Metropolitan Transit Commission's Midday Bus Storage Facility

ACTION REQUESTED

No action is requested. This memorandum is provided for informational purposes only.

BACKGROUND

At the Administration and Finance Committee meeting on Thursday, May 7, 1987, Jim Johnson presented a letter from the Minnesota Charter Bus Operators Association concerning the MTC's Capital Budget Amendment on the Nicollet Garage and the Midday Bus Storage Facility. A copy of this letter is attached. While supporting the Nicollet Garage project, the Association raised a number of questions and concerns on the Midday Bus Storage Facility. The Committee requested staff to review these concerns for discussion at the May 18, 1987 Board meeting.

The concerns raised by the Minnesota Charter Bus Operators Association's letter are summarized below, along with the results of the staff analysis.

1. The Association questioned the concept of the Midday Bus Storage Facility, indicating that, from their perspective, it is flawed from both a local and a national perspective. The Association's letter raised a concern that the facility will lead to an over-capitalization of transit in the metropolitan area, while not improving mobility.

The use of midday bus storage facilities, usually in downtown areas, has been used locally and in other cities throughout the country to help reduce operating costs. Locally, the MTC uses a number of facilities for midday storage of buses. This includes 16 Shingle Creek buses at Heywood, 20 South buses at Nicollet, and 9 South buses at the Gateway Ramp in Downtown Minneapolis during the summer months. The MTC has estimated that the use of the Midday Bus Storage Facility will save approximately \$500,000 in annual operating cost. This savings translates into a seven-year payback period for the facility.

The Midday Bus Storage Facility will provide for the more cost-effective delivery of transit services in the metropolitan area. The annual

operating cost savings of \$500,000 can be used to either expand services, and thus increase mobility as the Association suggests, or to reduce the overall cost of transit services.

2. The Association's letter questioned the use of the Midday Bus Storage Facility during the reconstruction of the Nicollet Garage. The MTC has indicated that the Midday Bus Storage Facility would be constructed first and would then be used for temporary storage of buses from Nicollet Garage while that facility is being rebuilt. The Association has raised a concern with this approach, noting that "while such use would make sense if there was a valid need for the facility, in the absence of such a need the project should not proceed."

As noted above the annual operating savings realized from the use of the Midday Bus Storage Facility are significant. The MTC has also indicated that the use of the facility to store Nicollet Garage buses while the Nicollet Garage is being reconstructed is important, as space for all the Nicollet Garage buses is not available at other garages.

3. The Association's letter questions the MTC's need for additional overnight bus storage space rather than the Midday Bus Storage Facility. The letter specifically questions the outside storage of buses at the Snelling Garage.

The MTC has indicated that it does not store buses outside at the Snelling Garage. Buses may be outside for short periods of time during the fueling process, but are not kept outside overnight.

4. The Association's letter questions the methodology used by the MTC to estimate the operating cost savings associated with the Midday Bus Storage Facility.

The MTC's methodology for determining the operating cost savings through the use of the Midday Bus Storage Facility are outlined in the July 1986 Nicollet Garage Replacement Study. The cost savings are based on a per mile cost for each bus which would use the facility. This cost per mile savings was applied to the deadhead mileage which would be saved by storing the buses at the midday facility. An average annual cost savings of \$4,000 to \$5,000 per bus was estimated. The MTC has indicated that the use of the Midday Bus Storage Facility will not add to maintenance costs as maintenance and repairs can be made on buses at any facility and at different times of the day.

5. The Association's letter suggests that the MTC did not consider the possibility that some of its present service "may be provided under competitive contracts by private transportation providers." The Association's letter suggests that private operators would not realize any savings from the use of such a facility.

Regional Transit Board
May 11, 1987
Page 3

The RTB, in its review of the Midday Bus Storage Facility and the Nicollet Garage, noted that through the competitive bidding of high subsidy MTC routes and the Competitive Bidding Demonstration project, some MTC services currently operated out of the Nicollet Garage or using the Midday Bus Storage Facility may be operated by other providers. It is difficult at this time to identify exactly which services these may be. Given this uncertainty, the approach taken by the RTB and the MTC is to develop both the Nicollet Garage and Midday Bus Storage Facility as "metropolitan transit facilities" which may be used by the MTC and non-MTC operators.

This analysis has been provided for informational purposes only. Staff will be available at the Board meeting to answer questions or provide further review.

KT:jmo
Attachment
kft/bd/TX2

M.C.B.O.A.

Minnesota Charter Bus Operators Association

April 28, 1987

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

Attention: Gregory L. Andrews
Executive Director

Dear Mr. Andrews:

This is to advise you of our opposition to the proposed MTC midday layover facility and our qualified support of the nicollet garage facility.

Midday Layover Facility

We are convinced that construction of the midday layover facility is not in the best interests of the riders and taxpayers of the Twin Cities metropolitan area. We oppose inclusion of this facility in the Transportation Improvement Program for the following reasons:

1. The concept is fundamentally flawed: Both from a local and a national perspective, the concept of a midday layover facility is flawed. It contributes in no way to the improvement of mobility in the area, yet it consumes scarce capital funding that could be used to improve mobility. Public transit agencies in the Twin Cities and other areas have become overcapitalized, while significant mobility needs have gone unaddressed (rapid transit in the Twin Cities is an example of such an unmet need). To create another mechanism to consume capital funding, while not improving mobility is bad economic and public policy. In the Twin Cities, this project could set a precedent for construction of a similar facility in downtown St. Paul, again without improving mobility.
2. Capitalization of operating costs. It has been suggested that the midday layover facility could be used to temporarily store buses during the reguiling of the Nicollet garage. While such use would make sense if there were a valid mobility need for the facility, in the absence of such a need the project should not proceed. To consider such temporary use as partial justification for the project is to convert into capital costs operating costs.
3. Misguided bus facility planning. The midday layover facility proposal seems particularly misguided in light of the MTC's shortage of overnight storage. Each night approximately 50 buses are stored outside at the Snelling garage, due to limited indoor storage space. During the winter, the exposure to cold temperatures requires that the bus motors be kept running all night, shortening the lives of the vehicles and considerably adding to the air pollution in the metropolitan area's most polluted intersection, University Avenue & Snelling. To build a midday storage facility while more critical overnight storage needs exist is to defy logic.

Gregory Andrews - 4/28/87

Page Two

4. Incomplete operating impact and cost analysis: We are not convinced by the MTC operating cost analysis. While MTC will theoretically save money by limiting deadhead mileage, considerable additional costs will be incurred, including supervision, utilities, etc. to operate the midday layover facility. There are additionally, operating considerations that will make this facility less effective. Maintenance that might otherwise be performed on buses during the daytime in the base garages will now have to be performed at other hours (probably at overtime rates), or special efforts will have to be made to return some vehicles to their base facilities for such maintenance. These actions will generate additional costs. Another alternative would be to perform maintenance at the Heywood facility, a practice that could violate provisions of the labor contract or could require the reassignment of maintenance personnel.

5. Failure to consider competitive alternatives. MTC failed to consider the possibility that a portion of its present service may be provided under competitive contracts by private transportation providers. If this happens, the routes with midday layovers in downtown Minneapolis would be the most likely to be contracted. Making the facility accessible to private providers will offer no real advantages to those companies, or to the riders or the taxpayers. Private companies perform routine maintenance during the daytime, and our experience indicates that the theoretical efficiencies from remote layover facilities are easily negated by costs from increased complexity (see above).

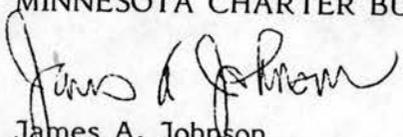
Nicollet Garage

We support the rebuilding of the Nicollet Garage subject to the condition that no restrictive conditions be placed upon the use of the Garage that would at any time in the future preclude its use by private transportation providers operating public transportation service (subject to reasonable standards to be set by RTB). Failure to include such a condition could result in foreclosure of opportunities to most efficiently use this facility as competitive contracting of service increases. This garage should not be built without such a condition.

Thank you for the opportunity to offer our comments on these issues of importance.

Sincerely,

MINNESOTA CHARTER BUS OPERATORS ASSO.



James A. Johnson
Committee for Public Mobility

JAJ/dy

cc: Nacho Diaz, Metropolitan Council
Manager, Transportation Planning

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, St. Paul, MN 55101

RESOLUTION NO. 87-11

RESOLUTION

AUTHORIZING THE EXECUTIVE DIRECTOR TO ENTER INTO AGREEMENT WITH THE MINNESOTA DEPARTMENT OF TRANSPORTATION FOR FEDERAL FUNDING PARTICIPATION IN ITS RIDESHARING PROGRAM

WHEREAS, the Regional Transit Board has assumed responsibility for ridesharing programs in the Twin Cities Metropolitan Area as specified in Minnesota Statutes 473.375, Subd. 11; and

WHEREAS, the Regional Transit Board has included ridesharing as a program element in its 1987 work program; and

WHEREAS, the Metropolitan Council has included federal aid urban funding for the ridesharing program in its approved 1987 Transportation Improvement Program; and

WHEREAS, the Commissioner of Transportation, under Minnesota Statutes 161.36, may act as an agent for any governmental subdivision of the State of Minnesota in accepting federal aid on its behalf; and

WHEREAS, the Regional Transit Board wishes to utilize available federal aid participation to fund ridesharing services in the Metropolitan Area.

NOW, THEREFORE, BE IT RESOLVED:

1. THAT the Regional Transit Board authorizes the Executive Director to enter into agreement with the Minnesota Department of Transportation for federal funding participation in the ridesharing program.

Adopted this _____ day of _____, 1987.

Elliott Perovich, Chairman

Mary Fitzgerald, Secretary

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, St. Paul, MN 55101

RESOLUTION NO. 87-10

RESOLUTION APPROVING THE
1987 METROPOLITAN TRANSIT COMMISSION
AMENDED BUDGET

- WHEREAS, in accordance with Minnesota Statutes 473.435, the Metropolitan Transit Commission (MTC) is required to prepare an annual budget as prescribed by the Regional Transit Board (RTB) and submit it to the RTB for review and approval or disapproval, to which approval the Board may attach conditions; and
- WHEREAS, the MTC prepared a Metropolitan Transit Commission 1987 Proposed Budget and submitted it to the RTB for review and approval, and the RTB prepared a 1987 Work Program and Budget; and
- WHEREAS, the RTB reviewed and approved the Metropolitan Transit Commission 1987 Proposed Budget and Regional Transit Board 1987 Work Program and Budget on November 17, 1986; and
- WHEREAS, the Metropolitan Council reviewed and approved the capital budgets on October 9, 1986, subject to conditions stated in the Metropolitan Council's approving Resolution No. 86-52; and
- WHEREAS, the Administration and Finance Committee of the RTB has reviewed the Metropolitan Transit Commission 1987 Proposed Budget and the Regional Transit Board 1987 Work Program and Budget and recommended the documents be approved subject to certain conditions and recommendations and resubmitted together to the Metropolitan Council pursuant to Minnesota Statutes 473.163, Subd. 2, as the final 1987 Regional Transit Budget; and
- WHEREAS, the Metropolitan Transit Commission anticipates significant changes from the approved budget; and
- WHEREAS, the Metropolitan Transit Commission has adopted an amended draft of the 1987 proposed budget;

NOW, THEREFORE, BE IT RESOLVED:

1. THAT the Regional Transit Board finds the MTC 1987 Amended Budget to be consistent with its Implementation and Financial Plan and, therefore, grants its approval of the document consisting of operations (\$99,867,802), debt service (\$4,323,683), and capital expenditures (\$34,069,650); totaling \$138,261,135 for calendar year 1987 subject to the following conditions:
 - A. Concerning Project No. 3540, Nicollet Garage and Project No. 3545, Midday Bus Storage:
 - Both facilities are considered as metropolitan transit facilities. The MTC, as the designated grant recipient of federal funds, is acting on behalf of the region in developing, operating and owning these facilities.
 - As metropolitan facilities, the Nicollet Garage and Midday Bus Storage Facility will be designed and operated to provide for the use of both MTC and non-MTC transit service providers.
 - Up to ten (10) spaces will be available for non-MTC operator's use in the Midday Bus Storage Facility. Arrangements for the use of these spaces will be developed jointly by the MTC and the RTB.
 - The Nicollet Garage will be designed to accomodate both MTC and non-MTC operators. Given the uncertainty of knowing exactly which operators may use the facility and how many vehicles might be included, the design of the facility will need to be flexible to allow for these needs. The MTC will include the RTB in discussions concerning the design, management and operations of the facility to ensure that the needs of other providers are addressed.
 - B. Local MTC capital funds be utilized for Project No. 3670, Metro Mobility Equipment.
2. THAT the Regional Transit Board directs its Executive Director to transmit this resolution to the Metropolitan Council as an amendment to the 1987 Capital Improvement Program adopted by the Council by Resolution No. 86-52.
3. THAT the Regional Transit Board directs its Executive Director to transmit this resolution to the Metropolitan Council to include the Nicollet Garage and Midway Bus Storage Facility as an amendment to the 1987 element of the Transportation Improvement program.

Adopted this _____ day of _____, 1987.

Elliott Perovich, Chairman

Mary Fitzgerald, Secretary

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: May 1, 1987
 TO: Administration and Finance Committee
 FROM: Kathryn Christopherson, Comptroller
 SUBJECT: Second Amendment to MTC 1987 Capital Budget, Resolution No. 87-10

ACTION REQUESTED

The Administration and Finance Committee is asked to review the 1987 Metropolitan Transit Commission (MTC) amended capital budget and recommend the Board approve the attached Resolution No. 87-10.

Background

The revised 1987 MTC capital budget requests an additional \$1,410,886 for 1987 and a total capital funding increase of \$15,740,758 consisting of the following projects:

	<u>Proj. No.</u>	change (\$000's) <u>1987</u>	<u>Total Project Authorization</u>
A. Carry forward requests (five projects) from 1986			
o 1985 capital equipment	3523	+ 101	-0-
o Wayzata park-ride lot	3660	+ 87	-0-
o IDS booth relocation	3680	+ 13	-0-
o Central money counting room	3550	+ 161	-0-
o 20 demonstration access buses	3570	+ 847	-0-
B. Increases in authorization and funding requests			
o MIS	3761	+ 84	+ 30
o Metro Mobility equipment	3670	+ 113	+ 55
C. New Projects			
o Nicollet Garage	3540	+ 4	+11,197
o Midday Bus Storage	3545	+ 1	+ 4,459
Totals		<u>\$1,411</u>	<u>\$15,741</u>

Summary:	Current <u>Adopted</u>	Pending (1) <u>Adoption</u>	(\$000's) New <u>Proposed</u>
1987 Budget	31.3	32.7	34.1
Total Authorization	133.8	131.3	147.1 (2)

- (1) Approved by the RTB: Resolution No. 87-01, currently undergoing review by the Metropolitan Council.
- (2) Of the total \$147.1 million in authorized projects, \$59.8 million have been completed. Authorized projects in process now total \$87.3 million.

RTB Comments

I.

The request for additional funds for Metro Mobility Equipment, Project No. 3670 is the amount needed to develop and purchase software and hardware to implement an adequate computer system for Metro Mobility. The MTC has requested the RTB to fund this project totaling \$154,542 through a direct subsidy. The RTB currently has no capital funds available for this subsidy and the amount required is too small for the RTB to issue capital bonds. The only other funding source would be Metro Mobility operating funds; however, an appropriation of this amount from the Metro Mobility funds would have a negative impact on funds available for project operations in 1987. Therefore, it is recommended that the MTC fund this project from local capital funds.

II.

The RTB recommends approval of the Nicollet Garage, Project No. 3540 and the Midday Bus Storage Facility, Project No. 3545, with the following conditions:

- o Both facilities are considered as metropolitan transit facilities. The MTC, as the designated grant recipient of federal funds, is acting on behalf of the region in developing, operating and owning these facilities.
- o As metropolitan facilities, the Nicollet Garage and Midday Bus Storage Facility will be designed and operated to provide for the use of both MTC and non-MTC transit service providers.
- o Up to ten (10) spaces will be available for non-MTC operator's use in the Midday Bus Storage Facility. Arrangements for the use of these spaces will be developed jointly by the MTC and the RTB.

- o The Nicollet Garage will be designed to accomodate both MTC and non-MTC operators. Given the uncertainty of knowing exactly which operators may use the facility and how many vehicles might be included, the design of the facility will need to be flexible to allow for these needs. The MTC will include the RTB in discussions concerning the design, management and operations of the facility to ensure that the needs of other providers are addressed.

III.

All other project changes are approved.

Debt Service remains unchanged at \$4,323,683 per MTC Resolution No. 87-3; however, at the last budget submittal, the RTB incorrectly approved debt service of \$4,501,149. MTC's current Resolution No. 87-25 (attached) has also incorrectly approved \$4,222,214.

Attached is a copy of the MTC's proposal prepared by Leonard Oppenheimer, Manager of Accounting & Budgeting at the MTC.

Staff members will be available to answer any questions on this proposal.

RECOMMENDATION

That the Administration and Finance Committee recommend the Regional Transit Board approve the 1987 Metropolitan Transit Commission (MTC) amended capital budget and attached Resolution No. 87-10 subject to the conditions stated.

Attachment
KC1234/ch

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, St. Paul, MN 55101

RESOLUTION NO. 87-10

RESOLUTION APPROVING THE
1987 METROPOLITAN TRANSIT COMMISSION
AMENDED BUDGET

- WHEREAS, in accordance with Minnesota Statutes 473.435, the Metropolitan Transit Commission (MTC) is required to prepare an annual budget as prescribed by the Regional Transit Board (RTB) and submit it to the RTB for review and approval or disapproval, to which approval the Board may attach conditions; and
- WHEREAS, the MTC prepared a Metropolitan Transit Commission 1987 Proposed Budget and submitted it to the RTB for review and approval, and the RTB prepared a 1987 Work Program and Budget; and
- WHEREAS, the RTB reviewed and approved the Metropolitan Transit Commission 1987 Proposed Budget and Regional Transit Board 1987 Work Program and Budget on November 17, 1986; and
- WHEREAS, the Metropolitan Council reviewed and approved the capital budgets on October 9, 1986, subject to conditions stated in the Metropolitan Council's approving Resolution No. 86-52; and
- WHEREAS, the Administration and Finance Committee of the RTB has reviewed the Metropolitan Transit Commission 1987 Proposed Budget and the Regional Transit Board 1987 Work Program and Budget and recommended the documents be approved subject to certain conditions and recommendations and resubmitted together to the Metropolitan Council pursuant to Minnesota Statutes 473.163, Subd. 2, as the final 1987 Regional Transit Budget; and
- WHEREAS, the Metropolitan Transit Commission anticipates significant changes from the approved budget; and
- WHEREAS, the Metropolitan Transit Commission has adopted an amended draft of the 1987 proposed budget;

NOW, THEREFORE, BE IT RESOLVED:

1. THAT the Regional Transit Board finds the MTC 1987 Amended Budget to be consistent with its Implementation and Financial Plan and, therefore, grants its approval of the document consisting of operations (\$99,867,802), debt service (\$4,323,683), and capital expenditures (\$34,069,650); totaling \$138,261,135 for calendar year 1987 subject to the following conditions:
 - A. Concerning Project No. 3540, Nicollet Garage and Project No. 3545, Midday Bus Storage:
 - Both facilities are considered as metropolitan transit facilities. The MTC, as the designated grant recipient of federal funds, is acting on behalf of the region in developing, operating and owning these facilities.
 - As metropolitan facilities, the Nicollet Garage and Midday Bus Storage Facility will be designed and operated to provide for the use of both MTC and non-MTC transit service providers.
 - Up to ten (10) spaces will be available for non-MTC operator's use in the Midday Bus Storage Facility. Arrangements for the use of these spaces will be developed jointly by the MTC and the RTB.
 - The Nicollet Garage will be designed to accommodate both MTC and non-MTC operators. Given the uncertainty of knowing exactly which operators may use the facility and how many vehicles might be included, the design of the facility will need to be flexible to allow for these needs. The MTC will include the RTB in discussions concerning the design, management and operations of the facility to ensure that the needs of other providers are addressed.
 - B. Local MTC capital funds be utilized for Project No. 3670, Metro Mobility Equipment.
2. THAT the Regional Transit Board directs its Executive Director to transmit this resolution to the Metropolitan Council as an amendment to the 1987 Capital Improvement Program adopted by the Council by Resolution No. 86-52.

Adopted this _____ day of _____, 1987.

Elliott Perovich, Chairman

Mary Fitzgerald, Secretary

MEMORANDUM:

TO: Finance and Administration Committee of the
Metropolitan Transit Commission

FROM: Leonard R. Oppenheimer *(LRO)* *Byll*
Manager of Accounting and Budgeting

DATE: April 14, 1987

SUBJECT: Proposed 1987 Budget Amendment 1--Capital Projects

REQUESTED ACTION:

We're proposing that the Finance and Administration Committee recommend for Commission approval the enclosed amendment to MTC's 1987 Budget.

BACKGROUND:

The Commission currently has 26 capital projects underway with authorizations totalling \$71,549,104. This amendment would (A) carry forward funds and projects, (B) add funds to two projects, and (C) add two new projects to our capital program.

(A) Carry-Forward Requests (5 projects):

Three projects due to end in 1986 fell behind schedule and are still underway in 1987: (1) 1985 Capital Equipment (Project 3523), (2) Wayzata Park-Ride Lot Improvements (Project 3660), and (3) IDS Booth Relocation/Transit Store Improvements (Project 3680). In addition, two projects due to end in 1987 also fell behind schedule: Central Money Counting Room (Project 3550) and (2) 20 Demonstration Accessible Buses (Project 3570). While total costs estimated for each of these five projects has not changed, we should "carry-forward" their unspent funds into calendar year 1987.

(B) Added Authorization and Funding Requests (2 projects):

Two projects currently dealing with computerization are running over budget and behind schedule: (1) Management Information Systems (Project 3761) and (2) Metro Mobility Equipment (Project 3670). To complete these projects, we will need to budget additional funds to each total project and to increase their 1987 budgeted expenditures.

The Management Information Systems Project will require \$29,757 more than budgeted to complete the Materials Management System. The additional funds would come from unspent and uncommitted local capital funds. The Metro Mobility Equipment Project will require \$55,331 more than budgeted to implement the Metro Mobility Computer System. Additional funds would come from a direct subsidy from the RTB.

(C) New Project Requests (2 projects):

Finally, we are again proposing to add the Nicollet Garage Project (Project 3540) and the Midday Bus Storage Facility Project (Project 3545) to our budget. These projects were included in the Commission's 1985 budget. In 1986, they were deleted by the Metropolitan Council. In June, 1986 we included these projects in our 1987 proposed budget submittal to the RTB, only to have them deleted pending RTB staff review and possible Board action. The RTB has now endorsed these projects. To get the approval process moving again, we need to amend our budget to include the total funding for these projects and to create a 1987 authorized budget for them. The Midday Bus Storage Facility is estimated at \$4,459,035 and the Nicollet Garage Project at \$11,196,635. The projects are linked in timing and in funding. The Midday Bus Storage Facility would be built first and would help bridge the period of construction for the other project. Both projects are proposed for 75% funding from the UMTA Discretionary Grant Program (Section 3). Should we receive such funding, the remaining 25% of the project costs would be paid for from local capital funds raised by bonding. Because our current schedule of bonding needs through 1991 does not now include these projects, we will require an additional \$3.914 million for the 25% match.

(D) Process:

Because this amendment is composed (entirely) of capital projects, it will require approval by the RTB and then by the Metropolitan Council.

(E) Attachments:

- (1) 1987 Capital Program Summary of Authorizations and Expenditures by Project, showing current authorizations and all changes in proposed.
- (2) Schedule B/Project Summary Sheets for the four projects requiring increases in total authorization (see sections (B) and (C) above.
- (3) Proposed Resolution

If you have any questions on this proposed amendment, my staff and I will be at the Finance and Administration Committee meeting.

METROPOLITAN TRANSIT COMMISSION
1987 CAPITAL PROGRAM: SUMMARY OF AUTHORIZATIONS AND NET EXPENDITURES BY PROJECT

PREPARED 13-Apr-87
ADDED INFO: 27-Apr-87

-----TOTAL CAPITAL PROJECT AUTHORIZATION & NET COST ANALYSIS-----													-----1987 ONLY-----				
IMPROVEMENT OR ACQUISITION CATEGORY	PROJ #	PROJECT NAME	PROJ CODE	-----AUTHORIZATIONS-----			-----NET COST ANALYSIS-----					AUTHORI- ZATION LESS TOTAL NET PROJECT COST	A BUDGETED 1987	B PROPOSED AMEND	C = A + B PROPOSED REVISED 1987 BUDGET		
				AT 12/31/86	---PROPOSED INCREASES	---CHANGES REDUCTIONS	TOTAL PROJECT	PROJ-TO-DATE THRU 1986	ESTIMATED 1987	PROJECTED 1988	PROJECTED '89/FUTURE					REVENUES PROJECT TO DATE	TOTAL NET PROJECT COST
FLEET	3330	BUS REHABILITATION	PA	\$11,102,904	\$0	\$0	\$11,102,904	\$7,776,494	\$3,326,410	\$0	\$0	\$0	\$11,102,904	\$0	\$4,041,138	\$0	\$4,041,138
FLEET	3470	11 PROJECT MOBILITY BUSES	PA	\$1,565,742	\$0	\$0	\$1,565,742	\$1,342,795	\$4,092	\$0	\$0	\$0	\$1,346,887	\$218,855	\$4,092	\$0	\$4,092
FLEET	3570	20 DEMONSTRATION BUSES	AMB7	\$2,809,325	\$0	\$0	\$2,809,325	\$1,423,594	\$1,385,731	\$0	\$0	\$0	\$2,809,325	\$0	\$538,744	\$846,987	\$1,385,731
FLEET	3590	1985 BUS REPLACEMENT (67-40')	PA	\$8,856,232	\$0	\$0	\$8,856,232	\$14,322	\$8,816,800	\$25,110	\$0	\$0	\$8,856,232	\$0	\$8,816,800	\$0	\$8,816,800
FLEET	3610	1986 BUS REPLACEMENT (107-40')	PA	\$14,656,156	\$0	\$0	\$14,656,156	\$0	\$14,653,056	\$3,100	\$0	\$0	\$14,656,156	\$0	\$14,653,056	\$0	\$14,653,056
FLEET	3710	1987 BUS REPLACEMENT (125-40')	PA	\$18,162,820	\$0	\$0	\$18,162,820	\$0	\$8,578	\$17,418,988	\$735,254	\$0	\$18,162,820	\$0	\$8,578	\$0	\$8,578
MTC FACIL	3540	NICOLLET GARAGE	NEW	\$0	\$11,196,635	\$0	\$11,196,635	\$0	\$3,914	\$793,849	\$10,398,872	\$0	\$11,196,635	\$0	\$0	\$3,914	\$3,914
MTC FACIL	3545	MIDDAY BUS STORAGE FACILITY	NEW	\$0	\$4,459,035	\$0	\$4,459,035	\$0	\$905	\$4,456,791	\$1,339	\$0	\$4,459,035	\$0	\$0	\$905	\$905
MTC FACIL	3460	ST PAUL CBD LAYOVER	PA	\$529,150	\$0	\$0	\$529,150	\$0	\$529,150	\$0	\$0	\$0	\$529,150	\$0	\$529,150	\$0	\$529,150
MTC FACIL	3550	CENTRAL & COUNTING ROOM/FTH	AMB7	\$402,050	\$0	\$0	\$402,050	\$179,363	\$222,687	\$0	\$0	\$0	\$402,050	\$0	\$61,883	\$160,804	\$222,687
MTC FACIL	3680	IDS BOOTH RELOCATION	AMB7	\$92,947	\$0	\$0	\$92,947	\$80,212	\$12,735	\$0	\$0	\$0	\$92,947	\$0	\$0	\$12,735	\$12,735
MTC FACIL	3743	MAJOR MAINTENANCE-FACILITIES	PA	\$465,297	\$0	\$0	\$465,297	\$0	\$465,297	\$0	\$0	\$0	\$465,297	\$0	\$465,297	\$0	\$465,297
PUB FACIL	3450	PARK-RIDE FACILITIES	PA	\$448,200	\$0	\$0	\$448,200	\$7,398	\$140,919	\$299,883	\$0	\$0	\$448,200	\$0	\$140,919	\$0	\$140,919
PUB FACIL	3560	BUS TURNAROUNDS	PA	\$181,637	\$0	\$0	\$181,637	\$0	\$55,884	\$125,753	\$0	\$0	\$181,637	\$0	\$55,884	\$0	\$55,884
PUB FACIL	3660	WAYZATA PARK-RIDE IMPROVEMENTS	AMB7	\$88,007	\$0	\$0	\$88,007	\$546	\$87,461	\$0	\$0	\$0	\$88,007	\$0	\$0	\$87,461	\$87,461
PUB FACIL	3690	SHELTERS	PA	\$638,837	\$0	\$0	\$638,837	\$0	\$348,786	\$290,051	\$0	\$0	\$638,837	\$0	\$348,786	\$0	\$348,786
PUB FACIL	3730	BUS TURNAROUNDS	PA	\$233,587	\$0	\$0	\$233,587	\$0	\$19,224	\$214,363	\$0	\$0	\$233,587	\$0	\$19,224	\$0	\$19,224
PUB FACIL	3752	PARK-RIDE FACILITIES	PA	\$801,500	\$0	\$0	\$801,500	\$472,419	\$149,112	\$90,419	\$89,550	\$0	\$801,500	\$0	\$329,070	\$0	\$329,070
COMPUTER	3320	COMPUTER RELATED EQUIPMENT	PA	\$2,891,442	\$0	\$0	\$2,891,442	\$1,602,956	\$565,275	\$723,211	\$0	\$0	\$2,891,442	\$0	\$565,275	\$0	\$565,275
COMPUTER	3321	VEHICLE CONSUMABLES	PA	\$101,005	\$0	\$0	\$101,005	\$34,956	\$10,564	\$3,276	\$0	\$0	\$48,796	\$52,209	\$10,564	\$0	\$10,564
COMPUTER	3322	RADIO COMPUTER UPGRADE	PA	\$670,059	\$0	\$0	\$670,059	\$480,081	\$76,335	\$0	\$0	\$0	\$556,416	\$113,643	\$76,335	\$0	\$76,335
COMPUTER	3575	COMPUTER APPLICATIONS	PA	\$803,241	\$0	\$0	\$803,241	\$73,408	\$204,385	\$525,448	\$0	\$0	\$803,241	\$0	\$204,385	\$0	\$204,385
COMPUTER	3761	MANAGEMENT INFORMATION SYSTEMS	AMEND	\$1,622,808	\$29,757	\$0	\$1,652,565	\$1,568,305	\$84,260	\$0	\$0	\$0	\$1,652,565	\$0	\$0	\$84,260	\$84,260
MISC	3523	1985 CAPITAL EQUIPMENT	AMB7	\$719,442	\$0	\$0	\$719,442	\$503,505	\$101,100	\$0	\$0	\$0	\$604,605	\$114,837	\$0	\$101,100	\$101,100
MISC	3623	1986 CAPITAL EQUIPMENT	PA	\$1,562,463	\$0	\$0	\$1,562,463	\$112,535	\$1,351,098	\$0	\$0	\$0	\$1,463,633	\$98,830	\$1,351,098	\$0	\$1,351,098
MISC	3670	METRO-MOBILITY EQUIPMENT	AMEND	\$99,211	\$55,331	\$0	\$154,542	\$24,742	\$122,700	\$1,800	\$5,300	\$0	\$154,542	\$0	\$10,000	\$112,700	\$122,700
MISC	3701	CAPITAL GRANT APPLICATIONS/ADM	PA	\$124,063	\$0	\$0	\$124,063	\$0	\$124,063	\$0	\$0	\$0	\$124,063	\$0	\$124,063	\$0	\$124,063
MISC	3723	1987 CAPITAL EQUIPMENT	PA	\$1,920,979	\$0	\$0	\$1,920,979	\$0	\$304,443	\$1,616,536	\$0	\$0	\$1,920,979	\$0	\$304,443	\$0	\$304,443
SUBTOTAL APPROVED & PROPOSED/ACTIVE PROJECTS				\$71,549,104	\$15,740,758	\$0	\$87,289,862	\$15,697,631	\$33,174,964	\$26,588,578	\$11,230,315	\$0	\$86,691,488	\$598,374	\$32,658,784	\$1,410,866	\$34,069,650
FLEET	3480	1984 BUS REPLACEMENT: 134/132-40'	PA	\$17,727,909	\$0	\$0	\$17,727,909	\$17,498,684	\$0	\$0	\$0	\$0	\$17,498,684	\$229,225	\$0	\$0	\$0
FLEET	3766	ARTICULATED BUSES	PA	\$17,394,418	\$0	\$0	\$17,394,418	\$17,283,392	\$0	\$0	\$0	\$0	\$17,283,392	\$111,026	\$0	\$0	\$0
MTC FACIL	3141	FRED T. HEYWOOD FACILITY	PA	\$23,511,544	\$0	\$0	\$23,511,544	\$23,533,907	\$0	\$0	\$0	(\$25,014)	\$23,508,893	\$2,651	\$0	\$0	\$0
MTC FACIL	3643	1986 MAJOR MAINTENANCE-FACILITIES	PA	\$394,106	\$0	\$0	\$394,106	\$170,522	\$0	\$0	\$0	\$0	\$170,522	\$223,584	\$0	\$0	\$0
PUB FACIL	3263	HENNEPIN AVENUE TRANSITWAY	PA	\$56,700	\$0	\$0	\$56,700	\$6,722	\$0	\$0	\$0	\$0	\$6,722	\$49,978	\$0	\$0	\$0
PUB FACIL	3361	BUS TURNAROUNDS	PA	\$165,700	\$0	\$0	\$165,700	\$163,354	\$0	\$0	\$0	\$0	\$163,354	\$2,346	\$0	\$0	\$0
PUB FACIL	3530	I-394 TRANSIT FACILITIES	PA	\$506,158	\$0	\$0	\$506,158	\$985	\$0	\$0	\$0	\$0	\$985	\$505,173	\$0	\$0	\$0
MISC	3601	1986 CAPITAL GRANT APPLIC/ADMIN	PA	\$77,241	\$0	\$0	\$77,241	\$48,510	\$0	\$0	\$0	\$0	\$48,510	\$28,731	\$0	\$0	\$0
SUBTOTAL APPROVED/ENDED PROJECTS				\$59,833,776	\$0	\$0	\$59,833,776	\$58,706,076	\$0	\$0	\$0	(\$25,014)	\$58,681,062	\$1,152,714	\$0	\$0	\$0
TOTAL--ALL PROJECTS				\$131,382,880	\$15,740,758	\$0	\$147,123,638	\$74,403,707	\$33,174,964	\$26,588,578	\$11,230,315	(\$25,014)	\$145,372,550	\$1,751,088	\$32,658,784	\$1,410,866	\$34,069,650

* PROJECT CODES: AMB7: TOTAL PROJECT IS NOT AMENDED, AMEND 1987 PORTION ONLY
AMEND: TOTAL PROJECT IS BEING AMENDED, AMEND 1987 PORTION AS WELL
PA: PREVIOUSLY AUTHORIZED
NEW: NEWLY PROPOSED (OR REPROPOSED) PROJECT

PROJECT DESCRIPTION:

Construct a new 175 bus service and maintenance facility to replace Nicollet Garage, utilizing the existing site and buying additional land for parking.

X Project Name Nicollet Garage
 X
 X Project # 3540
 X
 X New Project Continuing Project
 X
 X Renewing Project Ending Project
 X History of Authorization:
 X TDP - Included in the 1984 version, page 56.
 X TIP - Not included in the 1987-1989 version.
 X Included in the 1985 Budget; deleted from the 1986
 X Budget and 1987 Proposed Budgets.

MILESTONES:

- 1987 Apply for grant; parking space site investigation.
1988 Hire architect firm; complete design; purchase land for parking.
1989-90 Bid award in 1989; start construction in 1989; move in in 1990; purchase equipment; warranty begins.

EXPENDITURES:

	Prior Authorizations	Estimated Expenditures Through 1986	Requested Authorization	Projected 1987 Expenditures	Projected 1988 Expenditures	Projected Future Expenditures	Total Project
Authorizations	\$ -0-		\$ 11,196,635				\$ 11,196,635
Expenditures		\$ -0-		\$ 3,914	\$ 793,849	\$ 10,398,872	\$ 11,196,635

FUNDING:	Fund	Grant	Status	Percent	Federal	Local	Total
	--	1987 Section 3	Proposed	75/25	\$ 8,397,476	\$ 2,799,159	\$11,196,635

Date: 4/15/87

Page G-27

Proposed

Adopted

njh/1689

PROJECT DESCRIPTION:

A midday bus storage facility located adjacent to MTC's Fred T. Heywood Garage. It will accommodate 125 buses for midday storage. The purpose of midday bus storage is to reduce deadhead mileage for buses at Shingle Creek and South Garages. There will be no provision for maintenance at this facility.

X Project Name Midday Bus Storage Facility
 X
 X Project # 3545
 X
 X New Project Continuing Project
 X
 X Renewing Project Ending Project
 X History of Authorization:
 X
 X No prior authorization.
 X Not included in 1987-1989 TIP.
 X

MILESTONES:

- 1987 Minimum labor to initiate land purchase.
- 1988 Purchase site; design facility; complete construction of facility.

EXPENDITURES:

	<u>Prior Authorizations</u>	<u>Estimated Expenditures Through 1986</u>	<u>Requested Authorization</u>	<u>Projected 1987 Expenditures</u>	<u>Projected 1988 Expenditures</u>	<u>Projected Future Expenditures</u>	<u>Total Project</u>
Authorizations	\$ -0-		\$ 4,459,035				\$ 4,459,035
Expenditures		\$ -0-		\$ 905	\$ 4,456,791	\$ 1,339	\$ 4,459,035

FUNDING:	<u>Fund</u>	<u>Grant</u>	<u>Status</u>	<u>Percent</u>	<u>Federal</u>	<u>Local</u>	<u>Total</u>
	--	1987 Section 3	Proposed	75/25	\$ 3,344,276	\$ 1,114,759	\$ 4,459,035

Date: 4/15/87

Page G-27a

Proposed

Adopted

PROJECT DESCRIPTION: X Project Name Metro Mobility Equipment
 X
 The purchase of equipment required for operation of the X Project # 3670
 Metro Mobility Administrative Center. X
 X New Project Continuing Project
 X
 X Renewing Project Ending Project
 X History of Authorization:
 X Approved in 1986 & 1987 Budgets.
 X
 X

MILESTONES:

1987 Purchase computer and all peripheral equipment necessary for the Metro Mobility Administrative Center.

EXPENDITURES:

	Prior Authorizations	Estimated Expenditures Through 1986	Requested Authorization	Projected 1987 Expenditures	Projected 1988 Expenditures	Projected Future Expenditures	Total Project
Authorizations	\$ 99,211		\$ 55,331				\$ 154,542
Expenditures		\$ 24,742		\$ 122,700	\$ 1,800	\$ 5,300	\$ 154,542

FUNDING:	Fund	Grant	Status	Percent	Federal	Local	Total
	10	--	Approved	0/100	-0-	\$ 99,211	\$ 99,211
	10	--	Pending	0/100	-0-	20,789	20,789
	10	--	Proposed	0/100	-0-	34,542	34,542
						\$ 154,542	\$ 154,542

* MTC will receive a Regional Transit Board Appropriation for the purchase of this equipment.

PROJECT DESCRIPTION:

Design and implement an integrated management information system to assist managers and policy makers in decision making for effective management and to fulfill federal reporting requirements.

X Project Name Management Information Systems
 X
 X Project # 3761
 X
 X New Project Continuing Project
 X
 X Renewing Project Ending Project
 X History of Authorization:
 X TDP - Included in the 1984 version, page 58.
 X TIP - Included in the 1985-1987 version, page 98.
 X Included in the 1979-1987 Capital Budgets.
 X

MILESTONES:

1987 Prior to Design & Implementation of Accounts Payable, General Ledger, Fixed Assets & Payroll Systems.
1987 Implementation of Materials Management System.

EXPENDITURES:

	Prior Authorizations	Estimated Expenditures Through 1986	Requested Authorization	Projected 1987 Expenditures	Projected 1988 Expenditures	Projected Future Expenditures	Total Project
Authorizations	\$ 1,622,808		\$ 29,757				\$ 1,652,565
Expenditures		\$ 1,568,305		\$ 84,260	\$ -0-	\$ -0-	\$ 1,652,565

FUNDING:	Fund	Grant	Status	Percent	Federal	Local	Total
	49	MN-03-0025	Closed	80/20	\$924,000	\$231,000	\$1,155,000
	10	--	Approved	0/100	--	673,672	673,672
					\$924,000	\$904,672	\$1,828,672

METROPOLITAN TRANSIT COMMISSION

RESOLUTION NO. 87-25

RESOLUTION AMENDING MTC BUDGET FOR CALENDAR YEAR 1987

WHEREAS the Commission adopted a budget for the 1987 calendar year; and

WHEREAS the Commission now determines it necessary to amend its 1987 Budget to: (1) add Nicollet Garage and Midday Bus Storage, (2) carry forward projects not completed as planned in 1986 and (3) increase the authorization and funding requests for two previously authorized projects; and

WHEREAS the 1987-1989 Transportation Improvement Program does not include the Nicollet Garage and the Midday Bus Storage Program;

BE IT THEREFORE RESOLVED that the Metropolitan Transit Commission amend its calendar year 1987 budget as summarized below and:

	<u>OPERATING PROJECTS</u>	<u>CAPITAL PROJECTS</u>	<u>DEBT PROJECTS</u>	<u>TOTAL MTC</u>
ADOPTED DISBURSEMENT BUDGET:	\$99,867,802	\$32,658,784	\$4,222,214	\$136,748,800
DISBURSEMENTS AMENDMENT:	<u>0</u>	<u>\$ 1,410,866</u>	<u>0</u>	<u>\$ 1,410,866</u>
AMENDED DISBURSEMENT BUDGET:	<u>\$99,867,802</u>	<u>\$34,069,650</u>	<u>\$4,222,214</u>	<u>\$138,159,666</u>
ADOPTED SOURCES BUDGET:	\$99,867,802	\$42,198,000	\$4,222,214	\$146,288,016
AMENDED FEDERAL SOURCES:		\$ 848,378		\$ 848,378
AMENDED RTB SOURCES:		\$ 112,700		\$ 112,700
LOCAL CAPITAL:	<u>0</u>	<u>\$ 449,788</u>	<u>0</u>	<u>\$ 449,788</u>
AMENDED SOURCES BUDGET:	<u>\$99,867,802</u>	<u>\$43,608,866</u>	<u>\$4,222,214</u>	<u>\$147,698,882</u>

BE IT FURTHER RESOLVED that this amendment be submitted to the Regional Transit Board for approval; and

BE IT THEREFORE FURTHER RESOLVED that the 1987 element of the Transportation Improvement Program be amended to include the Nicollet Garage and the Midday Bus Storage Facility.



METROPOLITAN TRANSIT COMMISSION

560-6th Avenue North, Minneapolis, Minnesota 55411-4398 612/349-7400

MEMORANDUM

TO: Finance and Administration Committee

FROM: John Diers *J.D.*
Manager of Maintenance Administration *J.D.*
Aaron Isaacs *AI*
Manager of Research

DATE: April 9, 1987

SUBJECT: Response to RTB and Met Council Nicollet Garage Questions

The RTB has directed the MTC to accompany its resubmittal of the Nicollet Garage budget item with additional information regarding the accommodation of private providers in the proposed facility(ies). Our response is as follows.

MTC has gained considerable experience during the last year by leasing space in Heywood Garage to Greyhound and Trailways. Thirteen Greyhound employees service and maintain twenty to thirty buses daily. MTC employees do the same for three daily Trailways buses. Experience has shown that bus storage, servicing, maintenance areas and drivers rooms need not be segregated as long as all parties agree who will use what space and when. Separate spaces are needed for supervisor offices, parts storage, employee lockers and tool storage. It may also be desirable to separate dispatcher offices.

A final Nicollet Garage design should incorporate either additional rooms for private providers or moveable wall systems that will allow space to be reallocated.

It should be re-emphasized that MTC is willing to house private providers in any of its five garages or the proposed midday storage facility.

Met Council Staff Questions

In very preliminary conversations concerning Nicollet Garage, the Met Council staff raised several questions. In order to hasten the approval process, it may be appropriate to respond to them now recognizing, of course, that a more complete study could be made pending Council action.

Question #1: Will MTC house buses overnight in the proposed midday storage facility?

No. The storage facility is intended for midday storage purpose(s) only. It will have no maintenance/repair facilities. Using it to expand Heywood Garage's bus fleet would put undue strain on the existing shop at Heywood Garage.

Question #2: Has MTC taken into account that a certain number of buses are always at the Overhaul Base undergoing heavy maintenance?

Yes, our capacity calculations assume a given number of buses will always be undergoing heavy maintenance. Maximum operational capacity presumes that all designated storage areas will be full, but that shop and support areas will have sufficient maneuvering room to allow movement of coaches for maintenance. Fire ordinances also require that designated lanes be kept open for emergency access.

Question #3: How would light rail affect the number of buses assigned to Nicollet Garage?

Considerable speculation is necessary to answer this question because no one knows the extent of eventual light rail construction. We don't believe that it will have a major effect on Nicollet. Here are some possible scenarios for different corridors:

Southwest Corridor: Routes 12 and 67, based at Heywood Garage, may be reduced to several shuttles which will probably be based at Nicollet. Route 17, based at Nicollet, could be reduced by up to ten buses. Route 52P, based at Nicollet, may be reduced by two or three buses if LRT is extended to the U. of M.

University Corridor: No affect on Nicollet.

Hiawatha Corridor: The only Nicollet route to see reductions would be Route 20. Two to five buses might be eliminated. All other service in the corridor is based at South Garage.

I-35W Corridor: Routes 35B, C and D would perhaps be reduced by five to ten buses. Local services would be unaffected unless Route 18 is converted to LRT. If so, a reduction of up to fifteen Nicollet buses would occur.

Offsetting any possible reductions due to LRT is the likelihood of increased bus ridership to downtown caused by the increase in office and retail space now planned or under construction.

REGIONAL TRANSIT BOARD

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

DATE: May 1, 1987
TO: Administration and Finance Committee
FROM: Gerald Brechlin, Manager of Accounting Operations
SUBJECT: Financial Statements - February 1987

ACTION REQUESTED

That the Administration and Finance Committee recommend the Board receive the February 1987 financial statements and direct that they be placed on file. These 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 February 1987 financial statements and direct that they be placed on file.

Attachment
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REGIONAL TRANSIT BOARD
FINANCIAL STATEMENTS
February 1987

Balance Sheet.....Page 1
Combined Statement of Revenues, Expenditures and Fund Balance.....Page 2
Budget Line Item Status Report.....Page 3
Program Status Report.....Page 4

RUN DATE: 28-Apr-87

BAL02-87

REGIONAL TRANSIT BOARD
BALANCE SHEET
FEBRUARY 28, 1987

	GENERAL FUND	SPECIAL REVENUE	FIXED ASSETS	TOTAL ALL FUNDS
ASSETS:				
CASH	\$192,151.24	(\$330,719.70)		(\$138,568.46)
INVESTMENTS	\$711,231.83	\$11,292,596.26		\$12,003,828.09
TAXES RECEIVABLE-CURRENT	\$0.00	\$46,532,579.50		\$46,532,579.50
TAXES RECEIVABLE-DELINQUENT	\$0.00	\$1,248,516.81		\$1,248,516.81
ACCRUED INTEREST RECEIVABLE	\$4,974.48	\$325,908.23		\$330,882.71
DUE FROM OTHER FUNDS	\$0.00	\$0.00		\$0.00
DUE FROM MET COUNCIL	\$0.00	\$0.00		\$0.00
DUE FROM STATE OF MINNESOTA	\$0.00	\$10,873,032.72		\$10,873,032.72
DUE FROM FEDERAL GOVERNMENT	\$107,468.00	\$105,564.32		\$213,032.32
DUE FROM LOCAL UNITS	\$0.00	\$3,854.95		\$3,854.95
FURNITURE AND EQUIPMENT	\$0.00	\$0.00	\$145,066.47	\$145,066.47
OTHER ASSETS	\$4,322.71	\$173,836.00		\$178,158.71
TOTAL ASSETS	\$1,020,148.26	\$70,225,169.09	\$145,066.47	\$71,390,383.82
LIABILITIES:				
ACCOUNTS PAYABLE	\$12,601.28	\$49,273.19		\$61,874.47
ACCRUED PAYROLL LIABILITIES	\$41,938.89			\$41,938.89
DUE TO OTHER GOVERNMENT UNITS	\$139,220.09			\$139,220.09
DUE TO MTC		\$10,545,396.61		\$10,545,396.61
DUE TO OTHER PROVIDERS		\$1,028,499.84		\$1,028,499.84
DUE TO OTHER FUNDS				\$0.00
DEFERRED REVENUE & OTHER LIAB.	(\$561.68)	\$49,512,970.21		\$49,512,408.53
TOTAL LIABILITIES	\$193,198.58	\$61,136,139.85		\$61,329,338.43
INVESTMENT IN GENERAL FIXED ASSETS			\$145,066.47	\$145,066.47
FUND BALANCE	\$826,949.68	\$9,089,029.24		\$9,915,978.92
TOTAL LIABILITIES AND FUND BALANCES	\$1,020,148.26	\$70,225,169.09	\$145,066.47	\$71,390,383.82

BUDGET LINE ITEM STATUS REPORT
PERIOD ENDING 2/28/87

	1987 BUDGET	ACTUAL AS OF 02/28/87	VARIANCE	PERCENT OF BUDGET
REVENUES:				
FEDERAL GRANTS				
1986 UMTA PLANNING GRANT		(\$16,000.00)	(\$16,000.00)	
1987 UMTA PLANNING GRANT	\$300,000.00	\$0.00	(\$300,000.00)	0.00%
1987 UMTA TRANSIT STUDY	\$265,000.00	\$0.00	(\$265,000.00)	0.00%
FEDERAL AID URBAN	\$351,000.00	\$0.00	(\$351,000.00)	0.00%
STATE GRANTS				
RTB ADMINISTRATION	\$1,130,000.00	\$173,600.00	(\$956,400.00)	15.36%
TRANSIT ASSISTANCE	\$21,057,700.00	\$2,984,400.00	(\$18,073,300.00)	14.17%
TAX FEATHERING	\$1,952,000.00	\$325,299.00	(\$1,626,701.00)	16.66%
HOMESTEAD CREDIT-GEN	\$7,995,000.00	\$1,339,678.62	(\$6,655,321.38)	16.76%
HOMESTEAD CREDIT-DEBT	\$845,000.00	\$146,766.98	(\$698,233.02)	17.37%
PLANNING GRANT	\$2,000,000.00	\$0.00	(\$2,000,000.00)	
PROPERTY TAXES				
GENERAL	\$37,292,200.00	\$7,066,000.00	(\$30,226,200.00)	18.95%
DEBT SERVICE	\$4,120,800.00	\$680,860.00	(\$3,439,940.00)	16.52%
INTEREST INCOME:				
TAX ESCROW FUND	\$550,000.00	\$180,760.36	(\$369,239.64)	32.87%
ALL OTHER	\$600,000.00	\$141,586.32	(\$458,413.68)	23.60%
MISCELLANEOUS INCOME				
ALL OTHER	\$0.00	\$100.00	\$100.00	
<hr/>				
SUBTOTAL REVENUES	\$78,458,700.00	\$13,023,051.28	(\$65,435,648.72)	16.60%
USE OF BEGINNING FUND BALANCE	\$6,608,400.00			
<hr/>				
TOTAL REVENUES	\$85,067,100.00	\$13,023,051.28	(\$65,435,648.72)	
<hr/>				
EXPENSES:				
	1987 BUDGET	EXPENSES TO 02/28/87	UNEXPENDED BUDGET	PERCENT OF BUDGET EXPENDED
SALARIES AND BENEFITS	\$1,091,850.00	\$114,580.34	\$977,269.66	10.49%
PROF. AND TECH. SERVICES	\$2,156,000.00	\$30,437.48	\$2,125,562.52	1.41%
METRO COUNCIL CHARGEBACKS	\$280,000.00	\$41,984.00	\$238,016.00	14.99%
MATERIALS AND SUPPLIES	\$79,150.00	\$7,348.31	\$71,801.69	9.28%
LEASES & RENTALS	\$86,000.00	\$13,151.38	\$72,848.62	15.29%
UTILITIES	\$26,000.00	\$1,055.44	\$24,944.56	4.06%
MEMBERS PER DIEMS	\$38,000.00	\$4,300.00	\$33,700.00	11.32%
TRAVEL EXPENSE	\$106,800.00	\$3,967.42	\$102,832.58	3.71%
TRANSIT PROVIDER EXPENSE	\$75,941,800.00	\$11,644,441.98	\$64,297,358.02	15.33%
MISCELLANEOUS	\$126,500.00	\$9,121.37	\$117,378.63	7.21%
GENERAL AND ADMINISTRATIVE	\$65,000.00	\$6,488.00	\$58,512.00	9.98%
<hr/>				
SUBTOTAL	\$79,997,100.00	\$11,876,875.72	\$68,120,224.28	\$1.03
CAPITAL EXPENDITURES	\$70,000.00	\$1,294.90	\$68,705.10	1.85%
<hr/>				
TOTAL EXPENDITURES	\$80,067,100.00	\$11,878,170.62	\$68,188,929.38	14.84%
<hr/>				
EXCESS (DEF) REV. OVER EXP.	\$5,000,000.00	\$1,144,880.66	(\$3,855,119.34)	22.90%

PROG12

RTB PROGRAM STATUS REPORT 02/28/87
16.67% of Fiscal Year

Work Prog #	Program name	Original Budget	Expenses thru Period end date	Unexpended Budget	Expenses as % of Budget
87-01	RTB Policy Management	\$368,423.00	\$43,535.66	\$324,887.34	11.82%
87-03	Programs/Planning Admin	\$249,313.00	\$24,063.95	\$225,249.05	9.65%
87-04	Transportation Planning Process	\$237,064.00	\$28,429.39	\$208,634.61	11.99%
87-05	Transit Corridor Study	\$120,059.00	\$8,419.50	\$111,639.50	7.01%
87-07	Service Needs Assess. & Impl.	\$0.00	\$8,818.02	(\$8,818.02)	
87-09	Urban Travel Analysis	\$116,702.00	\$6,871.88	\$109,830.12	5.89%
87-10	Handicapped Transp. Planning	\$136,399.00	\$10,969.90	\$125,429.10	8.04%
87-11	Regional Rideshare Prog. Coord.	\$87,785.00	\$4,213.76	\$83,571.24	4.80%
87-12	I-394 Planning & Implementation	\$167,244.00	\$26,557.61	\$140,686.39	15.88%
87-13	Transit System Planning & Impl.	\$668,495.00	\$29,798.59	\$638,696.41	4.46%
87-14	Transit Programs and Admin.	\$71,421,857.00	\$10,996,980.45	\$60,424,876.55	15.40%
87-21	Transit Operator Assistance Debt Service	\$4,965,800.00	\$680,860.00	\$4,284,940.00	13.71%
87-22	Competitive Transit Services	\$265,472.00	\$6,319.51	\$259,152.49	2.38%
87-23	Preliminary Engineering for Corridor Transit Improvements	\$1,171,085.00	\$250.22	\$1,170,834.78	0.02%
87-24	Taxicab Planning and Coord.	\$21,402.00	\$658.52	\$20,743.48	3.08%
	Sub-Total	\$79,997,100.00	\$11,876,746.96	\$68,120,353.04	14.85%
86-20	Capital Expenditure Program	\$70,000.00	\$1,294.90	\$68,705.10	1.85%
	Sub-Total Programs and Capital Expenditures	\$80,067,100.00	\$11,878,041.86	\$68,189,058.14	14.84%
	Adjustment - Non-allocable Exp.		\$128.76	(\$128.76)	
	TOTAL	\$80,067,100.00	\$11,878,170.62	\$68,188,929.38	14.84%

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: May 7, 1987
TO: Administration and Finance Committee
FROM: Edward Kouneski, ^{ck} Programs Manager
SUBJECT: Federal Funds for Minnesota Rideshare

ACTION REQUESTED

That the Administration and Finance Committee recommend the Regional Transit Board authorize the Executive Director to enter into contract with the Minnesota Department of Transportation to provide Federal Highway Administration funds for the RTB's Minnesota Rideshare program during the period April 15, 1987 through December 31, 1987 in an amount not to exceed \$338,000 (see attached resolution).

BACKGROUND

On March 16, 1987, the Regional Transit Board approved the submittal of an application to the Minnesota Department of Transportation for \$338,000 in Federal Highway Administration (FAU) funds to support the Minnesota Rideshare program budget for calendar year 1987.

DISCUSSION

The RTB has received copies of the contract agreement from Mn/DOT to provide these federal funds for the ridersharing program. Attached is a copy of the resolution requested by staff to authorize the Executive Director to enter into this contract.

RECOMMENDATION

That the Administration and Finance Committee recommend the Regional Transit Board approve Resolution No. 87-11 authorizing the Executive Director to enter into agreement with the Minnesota Department of Transportation for federal funding participation in its Ridesharing Program, in an amount not to exceed \$338,000.

Attachment
EK/ch

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, St. Paul, MN 55101

RESOLUTION NO. 87-11

RESOLUTION

AUTHORIZING THE EXECUTIVE DIRECTOR TO ENTER INTO AGREEMENT WITH
THE MINNESOTA DEPARTMENT OF TRANSPORTATION FOR FEDERAL FUNDING
PARTICIPATION IN ITS RIDESHARING PROGRAM

WHEREAS, the Regional Transit Board has assumed responsibility for ridesharing programs in the Twin Cities Metropolitan Area as specified in Minnesota Statutes 473.375, Subd. 11; and

WHEREAS, the Regional Transit Board has included ridesharing as a program element in its 1987 work program; and

WHEREAS, the Metropolitan Council has included federal aid urban funding for the ridesharing program in its approved 1987 Transportation Improvement Program; and

WHEREAS, the Commissioner of Transportation, under Minnesota Statutes 161.36, may act as an agent for any governmental subdivision of the State of Minnesota in accepting federal aid on its behalf; and

WHEREAS, the Regional Transit Board wishes to utilize available federal aid participation to fund ridesharing services in the Metropolitan Area.

NOW, THEREFORE, BE IT RESOLVED:

1. THAT the Regional Transit Board authorizes the Executive Director to enter into agreement with the Minnesota Department of Transportation for federal funding participation in the ridesharing program.

Adopted this _____ day of _____, 1987.

Elliott Perovich, Chairman

Mary Fitzgerald, Secretary



STATE OF MINNESOTA
OFFICE OF THE LEGISLATIVE AUDITOR
VETERANS SERVICE BUILDING, ST. PAUL, MN 55155 • 612/296-4708
JAMES R. NOBLES, LEGISLATIVE AUDITOR



May 15, 1987

Greg Andrews, Executive Director
Regional Transit Board
Metro Square Building
7th and Robert Streets
Saint Paul, MN 55101

Dear Mr. Andrews:

On May 14, 1987, the Legislative Audit Commission directed the Legislative Auditor's Program Evaluation Division to develop a formal research proposal to evaluate Metropolitan Transit issues, including the Regional Transit Board and the Metro Mobility Program. This topic is now undergoing review by the commission, which is chaired by Representative Phil Riveness, for possible inclusion in the division's work agenda for the next 12 months.

Enclosed is a "background and issue" paper which outlines the potential scope of the evaluation study. The full proposal, which will be submitted for commission approval on or about May 29, 1987, will more fully discuss the issues and indicate the scope of the proposed study.

In order to develop the proposal, we may need to meet with some of your staff to discuss the project's feasibility and determine the availability of needed data.

For your information, I have enclosed some information about the Program Evaluation Division and a list of other topics now undergoing review. The commission may ultimately select any or all of these topics.

In the event that a project on Metropolitan Transit is approved by the Legislative Audit Commission, I will contact you again to schedule an "opening conference" to further discuss the project. In the meantime, please call me at 296-8314 if you have any questions.

Yours truly,

A handwritten signature in cursive script that reads "Roger Brooks".

Roger Brooks
Deputy Legislative Auditor
for Program Evaluation

cc: Elliot Perovich

EVALUATION TOPICS UNDER CONSIDERATION
BY THE LEGISLATIVE AUDIT COMMISSION
May 14, 1987

1. Variation in Educational Opportunities
2. Non-Instructional Educational Expenditures
3. Workers' Compensation
4. Metropolitan Transit
5. Medicaid Reimbursement
6. Health Plan Regulation
7. Coordination of Public Assistance Benefits

BACKGROUND AND ISSUES PAPER
METROPOLITAN TRANSIT

Prepared for the
LEGISLATIVE AUDIT COMMISSION
by the
PROGRAM EVALUATION DIVISION
OFFICE OF THE LEGISLATIVE AUDITOR

May 14, 1987

METROPOLITAN TRANSIT

Background

Metropolitan Transit Planning

The current structure of transit governance in the Twin Cities metropolitan area was largely shaped by a February 1984 report by the Joint Legislative Commission on Metropolitan Transit. The commission found that the Metropolitan Transit Commission's (MTC) responsibility for transit planning conflicted with its role as operator of the region's primary bus system. Furthermore, the commission found a lack of coordination between the transit planning of the Twin Cities Metropolitan Council and that of the MTC. It also concluded that the Legislature paid too much attention to transit operations and not enough to policy objectives. In addition, the commission questioned whether a state agency (in this case, the Minnesota Department of Transportation) should administer metropolitan transit programs, such as Metro Mobility. Finally, the commission noted that the lack of transit services in some parts of the Twin Cities metropolitan area was due to the lack of local involvement in transit planning and decision-making.

In response to the report, the 1984 Legislature created the Regional Transit Board (RTB). The board consists of eight members appointed by the Metropolitan Council and a chairman appointed by the Governor. The Legislature transferred "mid-range" transit planning authority from the MTC to the RTB, and the RTB was directed to foster new types of transit services in the metropolitan area. The RTB also assumed administrative duties from the MTC and Minnesota Department of Transportation. For example, the Legislature shifted authority to levy property taxes for transit services from the MTC to the RTB, and it shifted authority to administer the Metro Mobility program (described below) and develop biennial transit budgets from the Department of Transportation to the RTB.

The RTB oversees the \$100 million annual operating budget for the region's regular route transit system. State grants represent about 10 percent of the budget; property taxes and rider fares each account for about 40 percent of the budget. The RTB also oversees the Metro Mobility operating budget. State assistance for Metro Mobility is estimated to be \$5.7 million in 1987, or about 85 percent of total costs. The RTB's total state budget in the 1986-87 biennium is \$40.9 million and its authorized complement is 28 positions.

The Metropolitan Council is responsible for long-range transit planning in the Twin Cities region, and the 1984 Legislature increased the council's role in regional transit by requiring it to make detailed transportation policy plans. The Legislature required the RTB to develop five-year implementation plans for the council's policies and authorized the council to approve the RTB's three-year financial plans.

Metro Mobility

The Metro Mobility program provides transportation for disabled people in the Twin Cities metropolitan area. Started as a demonstration project in 1979, Metro Mobility originally was administered by the Minnesota Department of Transportation. Eligible riders called a central dispatch center, which assigned the requests to the MTC or other transit providers.

Following the transfer of administrative authority to the RTB in 1984, the Metro Mobility program was restructured to address rising public subsidies per ride and increased demand for services. Effective October 1986, riders arranged for their own trips with any transit vendors under contract with the RTB. To reduce Metro Mobility's public subsidies, passenger fares were increased. Currently, the fare for a trip of up to eight miles is \$1.00; beyond eight miles, vendors may charge users up to an additional \$2.75. An annual \$10 user registration fee was also introduced in 1986.

About 20 transit providers have Metro Mobility contracts with the RTB. Vendors receive subsidies of \$11.50 for riders requiring wheelchair lifts and \$5.50 for ambulatory riders. The RTB reports that the new system of private providers has caused significant cost reductions, permitting an expansion of the Metro Mobility service area. In 1986, Metro Mobility served 280 square miles--mainly Minneapolis, St. Paul and first-ring suburbs. In January 1987, the service area was expanded to 633 square miles, and the RTB plans to serve a 980 square mile area in 1988. According to the RTB, these expansions will permit 23 percent more Metro Mobility trips without increasing funding levels.

Possible Evaluation Issues

1. Have the Legislature's 1984 changes in metropolitan transit planning produced the intended results? Specifically, have the changes resulted in an efficient, well-coordinated planning process without duplication of tasks and promoted cost-effective transit alternatives and local participation in the planning process? Also, have planning and operational responsibilities been properly assigned to various agencies, or is there a need for the Legislature to further clarify responsibilities?
2. How well has the Regional Transit Board performed since its creation in 1984? Has the board provided the leadership necessary to reduce future highway congestion in the metropolitan area? How do the responsibilities of the RTB compare to those of regional transit agencies elsewhere?
3. Has the expansion and restructuring of Metro Mobility services occurred at the expense of service quality? Are there still problems of service availability within the current service area? Are the private service providers employing qualified drivers and adequately ensuring rider safety? Has the RTB been responsive to user concerns about service?
4. Has the restructuring of Metro Mobility proven to be cost-effective? Are there ways to improve cost-effectiveness or consumer choice in the Metro Mobility program?

Discussion

The issues of metropolitan transit planning and Metro Mobility are related, but studies of these issues might best be considered separately. Of these two studies, we think the metropolitan transit planning study is the more promising at this time.

The Metro Mobility program has experienced some difficulties since restructuring occurred last October. Some of these problems (notably those related to passenger safety) have been widely-publicized. An evaluation of Metro Mobility might be warranted by the political importance of the program and the apparent potential for program improvements. However, there are several reasons why the timing for such an evaluation may not be right. First, the program is very new and will not be fully implemented until the target date for completion of our study (January 1988). Second, legislation likely to pass this session addresses some of the concerns about vehicle standardization, rider safety, and driver training. Third, the RTB will hire a consultant to evaluate the Metro Mobility program between July and December of this year; \$90,000 has been budgeted for this evaluation. Aside from issues of timing, the relatively small state investment in Metro Mobility and the difficulty of collecting certain primary data on program performance leads to our hesitation about doing this study.

The timing may be better for a study of metropolitan transit planning. The RTB has a three-year track record, and there was concern in the 1987 Legislature about the RTB's function and performance. This year's Legislature tried to clarify the RTB's role and restrict its authority; it also chose to diminish the RTB's role in future light rail transit decisions. The political interest in metropolitan transit planning seems to be quite high, despite the state's relatively modest budget outlays for transit.

The most important question about a study of metropolitan transit planning is its technical feasibility. Our study would examine the usefulness of the RTB's work, the extent to which the Legislature's 1984 intents have been fulfilled, and the need to further define transit responsibilities in statute. However, it is more difficult to evaluate a process (such as planning) than a program with clear end results. Our experience in evaluating the Metropolitan Council (1985) indicates that a study of metropolitan transit planning is do-able, but somewhat subjective. It is also worth noting that this study would probably not result in major cost savings, although it would likely address agency management and staffing.