



Minnesota Regional Transit  
Board: Records.

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MEETING OF THE REGIONAL TRANSIT BOARD  
Monday, August 17, 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 Board Meetings of July 20, July 27, and August 3, 1987
4. Appointment of Metropolitan Transit Commissioner
5. REPORT OF THE POLICY COMMITTEE
6. REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE
  - A. Financial Statements - June 1987
  - B. Auditor's Report of Federal Financial Statements for 1986
  - C. Auditor's Management Letter for 1986
  - D. Metro Mobility Providers Contract Amendments
  - E. Washington County Human Services, Inc., Contract Nos. 87/01/07 (8619) 04 (State) and 87/01/07 (8701) 07 Exurban), Amendment No. 1
  - F. Regional Transit Board Legal Representation
7. OTHER BUSINESS
  - A. Chairman's Report
  - B. Members' Reports
  - C. Advisory Committee Reports
  - D. Staff Reports:
    - 1) Update on Anoka County Transit Study
8. PUBLIC COMMENT

Doris Caranicas,  
Chair

Ruth Franklin,  
Chair

Elliott Perovich  
Chairman

*An Equal Opportunity Employer*

Weaver  
Faulstich  
Atten  
Bill Hopkin  
Bestand  
Entzel

Jim Johnson  
N. Ding

JH  
no 6A

REGIONAL TRANSIT BOARD  
ROLL CALL AND ATTENDANCE SHEET

DATE: 8/12/07

BOARD OR COMMITTEE Board FS

MEMBER NAME	PRESENT	VOTE	VOTE	VOTE	VOTE	VOTE
Chairman	✓					
Doris Caranicas	✓	✓				
Ruth Franklin	✓	✓				
Carole Faricy	✓	✓				
Alison Fuhr	✓	✓				
Rochelle Graves	✓	✓				
George Isaacs	—	—				
Paul Joyce	✓	✓				
Edward Kranz						

REGIONAL TRANSIT BOARD

270 Metro Square Building, St. Paul, Minnesota 55101

PUBLIC HEARING ON  
APPOINTMENT OF METROPOLITAN TRANSIT COMMISSIONER

The chairman called the public hearing to order at 4:00 p.m., August 3, 1987. Incumbent Commissioner Snowden was the only applicant for appointment. Snowden distributed Exhibit A and briefly reviewed it. There being no questions or other applicants, the hearing was closed. The board will take formal action to appoint the commissioner at its meeting of August 17.

Minutes of the Meeting of the  
REGIONAL TRANSIT BOARD  
Metropolitan Council's Chambers  
August 3, 1987

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

MEMBERS ABSENT: George Isaacs

OTHERS PRESENT: Gregory Andrews, Mary Fitzgerald, Judy Hollander, Katie Turnbull, Ed Kouneski and Mike Kuehn, Regional Transit Board Staff; Charles Weaver, legal counsel; Dirk deVries, Natalio Diaz and Karen Lyons, Metropolitan Council; Steve Bertrand, United Handicapped Federation; Arnie Entzel, Amalgamated Transit Union; Frank Snowden and Greg Failor, Metropolitan Transit Commission; Mary Jo Nichols, Center for Independent Living; Kurt Strom; Lyle Frerichs, Metro Mobility Administrative Center

The meeting of the board was called to order and roll called at 4:05 p.m. Caranicas moved and Joyce seconded that the agenda be approved; motion carried unanimously.

CONSENT LIST

Environmental Assessment Worksheet for the IDS Data/Service Center in Downtown Minneapolis

Caranicas moved that the consent list dated July 17, 1987, be approved; Joyce seconded the motion. The motion carried unanimously.

REPORT OF THE POLICY COMMITTEE

Committee Chair Caranicas said the next committee meeting is August 17, 1987.

## REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE

Committee Chair Franklin said the committee meeting will follow the board meeting today.

### OTHER BUSINESS

#### CHAIRMAN'S REPORT

The Chairman noted that he, Gregory Andrews and Mike Kuehn will make the first legislative contact trip this week. Arrangements have been made to meet with 17 legislators.

#### MEMBERS REPORTS

Joyce attended a meeting of the Southwest Metro Transit Committee and reported their demonstration program is going well. They will make a presentation to the board later in the fall.

Caranicas said she has pictures of the transit systems in Athens, Greece.

#### ADVISORY COMMITTEE REPORTS

Hopkins reported that the Transportation Handicapped Advisory Committee met with the consultants conducting the Metro Mobility evaluation. He was pleased with the meeting and good rapport was developed. Regarding the parking problem for vehicles trying to pick up Metro Mobility riders, he said meetings are scheduled with the Cities of Minneapolis and St. Paul.

#### STAFF REPORTS

Frerichs distributed a Metro Mobility Operations Report (Exhibit B) showing ridership trends. Franklin questioned the impact of the 41,000 reported cancellations from October to July. Frerichs said those are recorded when passengers call and cancel trips; they represent lost revenue to providers and have a large impact when the cap is on. The rate of cancellations is consistent with previous experience. Efforts are underway to reduce the number. "Provider Denials" are trips the provider cannot place because of scheduling conflicts and cannot refer to another provider. "System Denials," at 0.54 percent, occurred while the cap was in place. Perovich added that each time if a rider calls more than one provider, each call is counted as a trip denial.

The voucher system and internal audit was discussed. Random surveys of riders are being conducted. Frerichs said that under the old system passengers waited on the phone for a long time; the new system is much more accessible, which has an effect on the increasing number of users, along with the expanded service area. Kranz said the new computer should be a major priority, even if a significant amount of money has to be spent on it. He asked if the RFP process can be waived; the chairman said the law dictates that the RFP process be followed. Franklin asked if the new computer system is a top priority with MTC. Hollander said MTC would have to respond to that. She was advised today by MTC that they are only two weeks late in releasing the RFP. There will be more information available at the next Policy Committee meeting.

Kurt Strom said, discussing the breakdown between elderly and handicapped, the issue may not be significant because by definition a rider must be handicapped to use the system, regardless of age. The board may want to consider reviewing people who should not be certified.

#### JOBSEEKERS PROGRAM EXPANSION UPDATE

John Lorbiecki reviewed his memorandum dated July 9, 1987, and discussed how agencies can become part of the program.

#### I-394 TRANSIT ELEMENTS UPDATE

Katie Turnbull showed a video prepared by the Minnesota Department of Transportation on I-394 planning for transit. Members discussed their concerns that appropriate community involvement be achieved.

There being no further business, Joyce moved and Graves seconded that the meeting be adjourned; the motion carried unanimously. The meeting was adjourned at 5:25 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's Room E  
July 27, 1987

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

MEMBERS ABSENT: Alison Fuhr

OTHERS PRESENT: Gregory Andrews, Mary Fitzgerald, Judy Hollander, Katie Turnbull, Regional Transit Board Staff; Charles Weaver, legal counsel; Natalio Diaz, Metropolitan Council; Steve Bertrand, United Handicapped Federation; Arnie Entzel, John Capell, Carolyn Cochrane, Greg Failor, Metropolitan Transit Commission (MTC); Arnie Entzel, Amalgamated Transit Union; Miles Lord; Mary Jo Nichols and Rosanne Severance, Center for Independent Living; Kurt Strom; Lyle Frerichs, Metro Mobility Administrative Center; Rick Cardenis

The meeting was called to order and roll called at 4:00 p.m. Isaacs moved and Joyce seconded that the agenda be approved; motion carried unanimously.

REPORT OF THE POLICY COMMITTEE

POLICY ON COST SHARING ARRANGEMENTS

Committee Chair Caranicas reviewed the committee report dated July 21, 1987, and moved:

1. That the Regional Transit Board adopt a policy on cost sharing arrangements, worded as follows:

Specialized transit services and capital improvements that directly benefit a single institution or organization should be provided through a negotiated cost sharing agreement that requires significant financial participation by the institution or organization.

2. That the Regional Transit Board direct its staff to develop guidelines for negotiating cost sharing agreements that providers will follow beginning January 1, 1988.
3. That the Regional Transit Board direct the Metropolitan Transit Commission to maintain all cost sharing agreements that have been in effect during 1987 throughout the remainder of the year.

Graves seconded the motion. Turnbull reviewed the memorandum dated July 24, 1987, from Ed Kouneski regarding the definition of specialized service. Kranz said that at a joint meeting a few months ago staff said Route 52 will not be competitively bid. This new policy seems to be in response to action regarding

that route taken by the Metropolitan Transit Commission. Caranicas said MTC has always considered 52 to be a specialized service. Kranz said he is concerned with taking action that will affect Route 52. The University will obviously have to bid out the service and that will ultimately affect the Metropolitan Transit Commission, which is generally considered one of the finest organizations in the business. The chairman said that when the competitive transit project was announced the press mentioned this route. The University is not being pressured to bid out the service; they determine how their service will be delivered. Basically this policy statement flows out of the Transit Service Needs Assessment.

Franklin said part of the RTB's charge is to develop more and better transit for the entire Seven-County Metropolitan Area. There are many shortages and cost-sharing is one of the ways to secure extra revenue. We are developing guidelines under which we can negotiate with large users. There was discussion of approving a specified amount. Kranz said he would like to delay this action until MTC can respond to what this new policy will mean to other MTC service. Franklin said this meeting was scheduled to accommodate budget deadlines.

Capell distributed a sheet with language recommended by MTC to replace Item 3 of the motion because MTC terminated the arrangement with the University on July 15, 1987.

Weaver said the motion before the board states it will have negotiated cost sharing arrangements. His understanding is that the MTC will start negotiations with the University and then come back to the RTB for a budget amendment, if the agreement is other than a fifty-fifty split.

Franklin said the MTC believed that the University had no funds and RTB seems convinced they have do have funds available. She asked counsel who should be doing the negotiating. Weaver responded that according to the relationships between agencies, this should be a determination of the RTB, which has ultimate authority through the budget process.

Capell said the motion he suggested is not meant to change the action next week. If MTC cannot negotiate a fifty-fifty split, they will come to the RTB seeking a budget amendment. Any changes in the contract will be a decision made by RTB, not MTC. The chairman said that at the last Policy Committee meeting the members said it will be a fifty-fifty split at least until the end of the year. Capell said Item 3 would also apply to Route 40G, Western Life, which is a route no one wants. The agreement that expired July 1 provided that if service reached a certain standard, MTC would assume full subsidy of the service. Perovich said this is a long-term policy; how it is implemented can be resolved later. Weaver said Graves' suggestion to vote on a general policy and a specific dollar figure is a good one. The board should pass a basic policy. The proposed amendment pertains to a specific policy.

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

Graves moved:

That the Regional Transit Board request the Metropolitan Transit Commission to enter into negotiations with the University of Minnesota to continue the previous subsidy arrangement for Route 52 and seek Regional Transit Board budget approval for any changes from the previous fifty-fifty cost-sharing arrangement.

Isaacs seconded the motion. Franklin clarified that by this action the board is not committing itself beforehand to approving such a budget amendment. The motion carried unanimously.

Dick Houck stated the MTC took action outside its authority and questioned whether MTC intends to allow private participation in transit in this area. Route 52 is the kind of service that allows sharing with the private sector. RTB should be interested in providing good transit service at a cost savings to the taxpayer and should take action to allow private participation. Route 13 demonstrates that savings are possible. Franklin said in this case the decision will be made by the University.

#### REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE

##### DRAFT 1988 WORK PROGRAM AND BUDGET, ACCEPT FOR PURPOSE OF PUBLIC HEARING

Franklin moved:

That the Regional Transit Board accept the July 20, 1987 draft of the 1988 Work Program and Budget for purposes of public hearing. The public hearing will be held August 10, 1987.

Joyce seconded the motion; the motion carried unanimously.

#### OTHER BUSINESS

Andrews said that as reported at the last meeting, Metro Mobility ridership has exceeded the projections. There is \$12.5 million funded for the program and a daily allocation had to be set to spread out the service. The final stage of expansion is scheduled for January 1, 1988. On July 17 the cap was reached and the Metro Mobility Administrative Center had to impose the guidelines and deny some trips. A meeting was scheduled later that week with the advocacy groups to discuss the problem and explore options. Staff is gathering information and will come back with recommendations to the board.

There has been a 163-percent increase in certifications; three quarters of that increase is from the original service area. The law requires that the service be expanded into the new areas. In the event additional funding cannot be secured, staff will develop options for the board. People who need the service to get to jobs usually have standing orders, which are automatically scheduled. Franklin asked why the certifications in the original service area increased so significantly. Hollander said it may be that demand was arbitrarily constrained and we are now starting to see the unmet needs, in part because of the greater visibility of the program. Franklin said it appears the new service is working and supplying more rides.

Mary Jo Nichols said the ridership began to increase in January and someone should have been alerted that \$12.5 million was not realistic. The center recommends that the board adopt a policy that when the board knows the funds will not meet the demand, advance notice will be made to the riders and the public. She questioned whether the financial data is accurate. Graves said it is clear the money will run out; she asked if she can solicit the center's support with legislators to increase funding and asked what Nichols would suggest to remedy the situation. Nichols said the system seems to have major problems and funds are not used to best advantage.

Miles Lord said the law requires that transportation be furnished. It is inappropriate for people on payroll to continue to collect salaries when people are denied service. He is surprised at the amount of bitterness because of the fare. Graves said as a taxpayer and board member she is concerned about the transit-dependent and needs to know where support is. Lord said if a mutually agreeable program is worked out there will not be a problem.

Isaacs said, as board liaison to the Transportation Handicapped Advisory Committee, he is aware of a great deal of satisfaction with the program because it is serving an increasing number of people. Staff is doing a good job of expanding the service, producing more rides for the money, and should be commended.

Kurt Strom said he is responding unofficially. He is willing to do whatever is necessary to get rides; it may not be feasible to ask legislators to fund a bottomless pit. They will want assurance that the RTB is identifying the true daily demand. He suggested that the board reconsider the policy of allowing providers 90 days to request reimbursement. Lyle Frerichs said the providers call in the number of rides each day, but the number fluctuates greatly because of cancellations.

Franklin said staff originally recommended a \$1.25 fare to provide more revenue while the handicapped community asked for a \$.75 fare. The board pointed out that fewer rides would be available with a lower fare. The board hoped everyone would understand that if the fare was higher we would not encounter this problem. We are defeating the cause when the impression is created that we cannot work together. Lord agreed we should work together, but he said he would go to court tomorrow if people are told they cannot get to work because funds are used up. The chairman said these are complex problems, everyone was aware the quotas might have to be imposed. No one expected ridership to increase as fast as it has, but it is a positive indicator that more rides are being provided. Legislative people are receptive to funding more transit for the handicapped but we cannot make an open-ended request. Some of these areas never had service before and the number of requests could not be predicted.

Rosanne Severance said nothing was said to the Transportation Handicapped Advisory Committee about what staff is doing to improve safety; people are still getting hurt. She has been on bent chairlifts, filthy vehicles, and had rotten passenger service. The Human Rights Act said service must be comparable to mainline service and she asked that the handicapped be treated like other riders. Graves said the board just completed a series of public meetings on Metro Mobility and overall that is not what she heard. In the community she is hearing that people like the new service.

Rick Cardenis said he is a fairly regular rider and feels the new service is 100 times better than what was provided before. He spends less time on the phone. Until last week it was answered in one or two rings. He does not like getting a ride from someone earning \$4.10 per hour, but has ridden with drivers earning \$13 hourly and was also afraid. The increase in ridership may be because people realize they can get the service.

Joyce said we must work closely toward a common objective. It is a new system that needs fine-tuning.

Hopkins said he has spoken to every member of Transportation Handicapped Advisory Committee and they all support lifting the cap so we will have to move quickly to find solutions.

There being no further business, Isaacs moved and Caranicas seconded that the meeting be adjourned. The motion carried unanimously. The meeting adjourned at 5:30 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  
July 20, 1987

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

MEMBERS ABSENT: Rochelle Graves

OTHERS PRESENT: Gregory Andrews, Tom Beaver, Kathy Christopherson, Mary Fitzgerald, Judy Hollander, Mike Kuehn, Cindy Fish, Katie Turnbull, Regional Transit Board Staff; Charles Weaver, legal counsel; Natalio Diaz, Karen Lyons, Steve Wilson and Dirk deVries, Metropolitan Council; Steve Bertrand, United Handicapped Federation; Arnie Entzel, Amalgamated Transit Union; Bill Hopkins, Transportation Handicapped Advisory Committee; and David Rafter, Legislative Audit Commission

The meeting was called to order and roll called at 4:00 p.m. Caranicas moved and Joyce seconded that the agenda be approved; motion carried unanimously.

Franklin moved that the minutes of June 15 and July 6 be amended to reflect that Faricy and Franklin attended those meetings and that the minutes be approved as amended. Joyce seconded the motion, which carried unanimously.

CONSENT LIST

Final Environmental Impact Statement for the Normandy Block Project in Downtown Minneapolis

Caranicas moved that the consent list of July 7, 1987, be approved; Isaacs seconded the motion. The motion was unanimously approved.

REPORT OF THE POLICY COMMITTEE

Caranicas said the committee has not met since the last board meeting. The next meeting will be immediately following today's board meeting.

REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE

Committee Chair Franklin reviewed the report dated July 13, 1987.

METRO MOBILITY EVALUATION CONSULTANT SELECTION

Franklin moved and Joyce seconded:

That the Regional Transit Board authorize the executive director to enter into a contract in an amount not to exceed \$79,686 with Carter Goble Associates for the purpose of evaluating the Metro Mobility program.

The motion carried unanimously.

ADOPTION OF THE REGIONAL TRANSIT BOARD FARE POLICIES AND PROCEDURES

Franklin noted that Policy 7 has been amended to reflect board direction as discussed in the staff memorandum dated July 14, 1987. Franklin moved and Caranicas seconded:

That the Regional Transit Board adopt the Fare Policies and Procedures for the Twin Cities Metropolitan Area. That the Regional Transit Board submit the Fare Policies and Procedures to the Senate Transportation and Finance Committees and the House of Representatives Metropolitan Affairs and Appropriations Committees for their review and comment as required by the 1987 legislation.

The motion was unanimously approved.

1986 AUDITED FINANCIAL STATEMENTS

Franklin moved and Joyce seconded:

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

The motion carried unanimously.

FINANCIAL STATEMENTS - MAY 1987

Franklin moved and Joyce seconded:

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

The motion carried unanimously.

OTHER BUSINESS

CHAIRMAN'S REPORT

The chairman said a memorandum will be distributed to members regarding attendance at conferences.

MEMBERS' REPORTS

Isaacs said the record should state that he met with Senator Novak and Representative Knuth this week and his report was given to Public Information.

ADVISORY COMMITTEE REPORTS

Bill Hopkins, Chair of Transportation Handicapped Advisory Committee, reported on his efforts to resolve the problem with pickup of Metro Mobility passengers at no parking areas.

Hopkins also asked the board to take action stating that it supports retaining federally funded 16.b.2 buses in the Metropolitan Area and forwarding its remarks to the Minnesota Department of Transportation. This would involve a transfer from one non-profit to another and may involve funds as well.

Perovich said this is new information and he asked staff to comment. Hollander said typically the board has nothing to say about how these vehicles are allocated and staff would have no problem with the statement because there is a need in the Metropolitan Area for these vehicles. Staff can only verify whether or not the service is duplicative. Hopkins said the vehicles were purchased through MnDOT over a period of several years. The request is prompted because the insurance will expire on August 15. Fuhr moved:

That the Regional Transit Board supports keeping the four 16.b.2 vehicles in the Twin Cities Metropolitan Area.

Joyce seconded the motion. Fuhr asked that Hopkins give the board a follow-up report in a month or two. The motion carried unanimously.

#### STAFF REPORT

Andrews said there will be another dinner meeting with the Metropolitan Transit Commission on August 13. Specifics of time and place will be mailed later.

There being no further business, Fuhr moved that the meeting be adjourned. Joyce seconded the motion; the motion carried unanimously. The meeting was adjourned at 4:25 p.m.

Respectfully submitted,

Mary Fitzgerald  
Secretary

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: August 10, 1987  
TO: Members of the Regional Transit Board  
FROM: Mike Kuehn, Assistant to the Chair  
SUBJECT: Appointment to the Metropolitan Transit Commission

BACKGROUND

A Notice of Vacancy was filed in accordance with state law to the Secretary of State's Office, who is responsible for advertising the vacancy. The application deadline was July 1, and the one application received was forwarded to the RTB. On August 3, the RTB held a public hearing that was advertised by legal notice and press releases, to solicit public comment on the appointment. The only person who spoke at this hearing was the one applicant, Frank Snowden.

The appointee must be a resident of Minneapolis and have management experience to be eligible for appointment. Following RTB action, the Secretary of State must be notified of the appointment. The appointee would assume the new office and be administered an oath of office at the next MTC meeting following the August 27, 1987 effective date.

RECOMMENDATIONS

That the Regional Transit Board appoint a member to the Metropolitan Transit Commission for a term beginning on August 27, 1987 and expiring August 27, 1990. In addition, the notification of this appointment shall be transmitted to the Secretary of State's Office as directed by the Minnesota Open Appointment Law.

MK/sf  
RTBTX3/MKMEMO

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: August 6, 1987  
TO: Regional Transit Board  
SUBJECT: Report of the Administration and Finance Committee

At its meeting on August 3, 1987, the Administration and Finance took the following actions:

FINANCIAL STATEMENTS - JUNE 1987

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

AUDITOR'S REPORT OF FEDERAL FINANCIAL STATEMENTS FOR 1986

That the Regional Transit Board accept the 1986 Federal Financial Assistance Schedule for the year ended December 31, 1986 and Reports of Independent Certified Public Accountants and direct that they be placed on file.

AUDITOR'S MANAGEMENT LETTER FOR 1986

This item was discussed at the August 3 meeting, but no action was taken. Staff is requesting that the board take formal action as follows:

That the Regional Transit Board accept the May 22, 1987 Management Letter for 1986 prepared by Deloitte Haskins and Sells, Inc. and direct that it be placed on file.

METRO MOBILITY PROVIDERS CONTRACT AMENDMENT

The members delayed action on the four contract amendments requested in the July 28, 1987 memorandum (attached) and approved the following recommendation:

That the Administration and Finance Committee direct staff to provide additional information to the board members on the proposed contract amendments and that the Metro Mobility contract amendments be forwarded to the Regional Transit Board without action by the committee.

A memorandum from Ed Kouneski, dated August 6, 1987, and additional information prepared by the Metro Mobility Administrative Center is attached. Staff requests that the board act on the original July 28 recommendation.

WASHINGTON COUNTY HUMAN SERVICES, INC. CONTRACT NOS. 87/01/07 (8619) 04  
(STATE) and 87/01/07 (8701) 07 (EXURBAN), AMENDMENT NO. 1

The committee approved the following:

That the Regional Transit Board authorize the executive director to amend the 1987 contract with Washington County Human Services, Inc. from \$163,813 to \$166,926.

Attached is a staff memorandum clarifying the approved figure in the original recommendation and recommending amended language as shown below:

That the Regional Transit Board authorize the executive director to amend the 1987 contract with Washington County Human Services, Inc. from \$133,792 to \$135,816 in State funding and from \$30,021 to \$30,566 in Exurban Funds.

#### REGIONAL TRANSIT BOARD LEGAL REPRESENTATION

That the Regional Transit Board authorize the executive director to negotiate and execute a contract for legal representation with the law firm of Larkin, Hoffman, Daly and Lindgren, Ltd.

Ruth Franklin  
Chair

AFLASR  
RTBTX1

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: August 6, 1987  
TO: Chairman and Members of the Regional Transit Board  
FROM: Edward Kouneski, Programs Manager *ek jx*  
SUBJECT: Follow-Up to Action Requested for Ratification of Metro Mobility Contract Amendments

In the staff memorandum to the Administration and Finance Committee dated July 28, 1987 the action requested included Board ratification of amendments to the contracts of Midwest Olson Med-Kab and Kare Kabs. These providers had been placed on 60-day probation last spring for safety procedure violations which resulted in passenger injury.

As I stated at the meeting of the Administration and Finance Committee on August 3, both companies successfully completed their probation periods without a subsequent safety violation and, furthermore, met all of the conditions placed on them. The probation period ended for Med-Kab on May 13, 1987 and for Kare Kabs on June 9, 1987. Conditions of probation included:

- o posting safety bulletins and distributing them to all drivers, as a step toward preventing a similar incident from occurring;
- o conducting safety meetings with all drivers to review passenger assistance techniques and the operating policies and procedures of the the Metro Mobility program;
- o written assurance and documentation that all drivers have received the mandatory 12-hour course of state-certified passenger assistance and first aid training;
- o documentation of the existing company-sponsored driver training curriculum and instruction materials; and
- o site visit by Lyle Frerichs, manager of the Metro Mobility Administrative Center, to observe and evaluate the company-sponsored safety and training program and to inspect driver personnel records and vehicle maintenance history files.

In two previous staff memoranda distributed to the Board, one dated April 22, 1987 on "Provider Response to RTB Safety Directives" and one dated April 20, 1987 to Elliott Perovich on "Complaints Against Kare Kabs Summarized by Metropolitan Center for Independent Living," the compliance of these companies in meeting the safety directives listed above was discussed. In addition, a

Chairman and Members of the Board  
August 6, 1987  
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copy of information submitted to the RTB by these companies that describes the training of their drivers and the content of their safety programs was attached to the April 22 memorandum issued to Board members.

As new information, attached to this memorandum are copies of the evaluation reports prepared by Frerichs from the site visits he made to review firsthand the safety practices of these companies.

Please let me know if there is additional information you would like to have before ratifying the amendments to the contracts of Midwest Olson Med-Kab and Kare Kabs.

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: July 28, 1987  
TO: Administration and Finance Committee  
FROM: Linda Ehlers, <sup>ie</sup> Project Administrator <sup>gt</sup> <sup>ek</sup>  
SUBJECT: Metro Mobility Contract Amendments

SUMMARY

This memorandum presents, for Board approval, several amendments to the Metro Mobility contracts requested by providers.

BACKGROUND

At the Regional Transit Board meeting held April 16, 1987, amendments for service characteristics such as communities served, minimum number of vehicles, type of service, and hours of service were ratified by the Board for seven Metro Mobility providers. At that time, a decision to ratify the contract amendments for two providers--Midwest Med-Kabs and Kare Kabs--was delayed. Since that time, two other providers have requested changes in the specific characteristics of their Metro Mobility service.

To amend the contract, a Metro Mobility provider places the request in writing and submits it to the RTB for approval. When requests are received, staff evaluates the impact on the Metro Mobility program before referring it to the Board for approval.

DISCUSSION

Outlined below are the requests for changes in Metro Mobility provider contracts that staff has reviewed and evaluated. These requests generally involve providers expanding their service.

Provider: MIDWEST MED-KAB  
Request: To expand service to the City of Edina.  
Effective Date: October 27, 1986  
Request: To expand service to the City of Gem Lake.  
Effective Date: January 1, 1987

MM CONTRACT AMENDMENTS  
July 28, 1987  
Page Two

Provider: KARE KABS

Request: To expand service to the following communities:

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

Effective Date: January 1, 1987

Request: To add eight vehicles to their Metro Mobility fleet.

Effective Date: February 3, 1987

Provider: Ebenezer Society

Request: To delete service to Minnetonka and expand service to St. Louis Park.

Effective Date: August 3, 1987

Provider: Morley Bus Company

Request: To extend Suburban Paratransit service hours from 6:00 p.m. to 11:00 p.m.

Effective Date: August 18, 1987

RECOMMENDATION

That the Administration and Finance Committee recommend the Regional Transit Board ratify the amendments to the Metro Mobility contracts as outlined in this memorandum.

AF8/3Y  
RTBTX3

*file*

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: April 22, 1987  
TO: RTB Board Members  
FROM: Edward Kouneski, <sup>EK</sup> Programs Manager  
SUBJECT: Provider Response to RTB Safety Directives

For your information, I am attaching correspondence from Midwest Olsen Med-Kab and Kare Kabs, related to the RTB safety directives issued March 16, 1987. As of April 1, all Metro Mobility providers have complied with the directives (see attached). Documentation received from each provider is on file at the RTB.

I am also attaching correspondence from Med Kab and Kare Kabs that explains the training of the drivers involved in the two recent incidents.

If you have any questions or would like additional information, please don't hesitate to call me.

EK:jmo  
Attachments

**MIDWEST OLSEN**  
**MED-KAB**  
AMBULANCE-WHEELCHAIR TRANSPORTATION

March 9, 1987

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

RECEIVED  
MAR 9 1987  
REG. TRANS BRD

Dear Mr. Ryan:

The following information is a detailed explanation of the training procedures used at Midwest Med-Kab for our driver Brooks Rogers which is typical of the normal training process for all of our drivers.

On February 10, 1987, Brooks Rogers, along with 2 other new drivers, received a 3½ hour orientation presented by Brad Anderson, Operations Manager. During that orientation the following items were discussed:

1. Loading and unloading wheelchairs in the van.
2. Strapping down wheelchairs in the van.
3. Belting the riders in the wheelchair.
4. Pushing chairs over curbs and through doorways.
5. Handling different types of wheelchairs.
6. Maintenance and care of the vehicle.
7. Drivers daily checklist.
8. Defensive driving with passengers.
9. Other driving safety tips.
10. Company policies.

The next day each driver was assigned to ride along for the next 4 days with an experienced driver or supervisor. The following things are both taught to and observed by the new driver during this time:

1. Map book reading.
2. Vehicle cleaning and fueling.
3. Guest relations.
4. Uniforms and appearance.
5. Pre-trip equipment inspection.
6. Radio procedures.
7. Pushing and loading procedures.
8. Tie down procedures.
9. Unloading procedures.
10. Driving skills.
11. End of shift procedures.
12. Paperwork procedures.

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2900 Pleasant Avenue South, Minneapolis, Minnesota 55408  
612/827-6151

Page Two

On the 5th day the new driver is assigned a van and the Med-Kab training supervisor rides along and observes, during the day, all of the aforementioned procedures and reports to the Operations Manager any areas of concern regarding the new driver. In Brooks Rogers case, the supervisor reported to the Operations Manager that he could use 10 codes better for status changes, needs to use turn signals more in advance, needs to remember to take odometer readings, and has to become faster at locating addresses. All other procedures were reported to be satisfactory. The driver is on his own on the 6th day and thereafter, after supervisor's approval.

If you have any further questions or need additional information, please call me at 827-6151.

Sincerely yours,



Harlan Dahl  
General Manager

HD/mq

**MIDWEST OLSEN**  
**MED-KAB**  
AMBULANCE-WHEELCHAIR TRANSPORTATION



March 20, 1987

Edward Kouneski  
Programs Manager  
Regional Transit Board  
Suite 270 Metro Square Building  
Saint Paul, Minnesota 55101

Dear Mr. Kouneski:

The following points address the action steps that you have required in your March 17, 1987 memo:

- A. All drivers as of this date have completed driver training and are certified.
- B. Enclosed please find individual certificates and a list of our drivers that have completed all required training.
- C. Midwest Med-Kab held safety meetings on Saturday, March 14 and Sunday, March 15, 1987. Following are the topics covered at those meetings:
  1. Moving wheelchair through obstacles:
    - Holds doors safely for wheelchair passage
    - Backs wheelchair onto elevator
    - Lowers wheelchair 1 step at a time on stairs
    - Notifies patient when preparing to tip wheelchair
    - Tips wheelchair up to cross high thresholds
    - Proper hand position on front wheels to lift chair
  2. Wheelchair procedures:
    - Lowers ramp without dropping it
    - Centers chair on ramp, tips it
    - Pulls up ramp smoothly and controlled
    - Able to walk backwards up ramp
    - Holds onto metal part of handgrip
    - Gets patient's arms inside chair while on ramp
    - Tips chair up when unloading
    - Uses 3 point restraints on chair
    - Seat belts passenger in chair
    - Applies seat belt for ambulatory passenger
    - Offers lap blanket
    - Smoothly controls chair down ramp
    - Walks one step at a time down the ramp

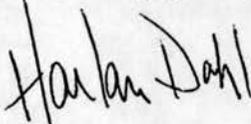
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612/827-6151

3. Passenger transfers:
  - Stand and pivot
  - Ambulatory support
4. Driver to perform a vehicle safety inspection:
  - a. Fire extinguisher use
  - b. First Aid Kit
  - c. Ramp
  - d. Lights, fluid levels, gauges, fuses
  - e. Wheelchair belts
  - f. Seat belts
  - g. Radio operations
  - h. Warning triangles
  - i. Accident report forms
  - j. Blanket, ice scraper
5. The loading and unloading of passengers:
  - Manual ramp van
  - Electric ramp van
  - Drop floor van
  - Drop threshold van
6. Outline for training of first aid and the physiological and psychological implications of working with the elderly and handicapped.
  - a. First aid outline:
    - 1) Treatment of shock
    - 2) Control of bleeding
    - 3) Airway management
    - 4) Prevention and treatment of frostbite and exposure to cold
    - 5) Prevention and treatment of heat exhaustion and heat stroke
    - 6) Identification of sudden illness including strokes, heart attacks, fainting and seizures
    - 7) Appropriate use of emergency medical services
  - b. Physiological and psychological instruction outline:
    - 1) Discussion of the characteristics of the aging process and major disabling conditions
    - 2) Discussion of common assistive devices used by handicapped and elderly individuals
    - 3) Discussion of attitudes toward elderly and handicapped persons which include the participation of handicapped and elderly persons

Page Three

- D. Enclosed please find copies of two safety bulletins.
- E. Midwest Med-Kab utilizes a minimum 40 hour training course for our drivers. This training session includes the required 4 hour first aid course and 8 hour passenger assistance course required by both the Department of Transportation and the Regional Transit Board. The driver also receives an additional 28 hours training in the following areas:
1. Loading and unloading wheelchairs in the van.
  2. Strapping down wheelchairs in the van.
  3. Belting the riders in the wheelchair.
  4. Pushing chairs over curbs and through doorways.
  5. Handling different types of wheelchairs.
  6. Maintenance and care of the vehicle.
  7. Drivers daily checklist.
  8. Defensive driving with passengers.
  9. Other driving safety tips.
  10. Map book reading.
  11. Guest relations.
  12. Uniforms and appearance.
  13. Radio procedures.
  14. End of shift procedures.
  15. Paperwork procedures.
  16. Company policies.
- F. All drivers as of this date have completed training.
- G. Enclosed please find a copy of an incident report.

Sincerely yours,



Harlan Dahl  
General Manager

Enclosures

HD/mq



1746 TERRACE DRIVE • ROSEVILLE, MN 55113 • 636-2141

March 20, 1987

Mr. Mark Ryan  
Regional Transit Board  
270 Metro Square Building  
St. Paul, MN



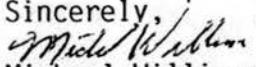
Dear Mr. Ryan:

This letter is a summary of Kare Kabs response to your directives outlined in your letter of March 17, 1987. I assure you and all the members of the RTB that Kare Kabs upholds a greater investment and commitment to safety than is outlined in our contract. We are involved in a very competitive business in which service and safety are the true long-lasting qualities of a superior transportation company. Kare Kabs has survived the test of time.

All of our drivers have undergone the necessary training requirements as outlined by the RTB. This includes but is not limited to, Passenger Assistance Techniques, consisting of (12) hours of lecture and practicum, outlining personal assistance devices, sensitivity training and wheelchair securement and loading techniques. A four hour first aid class is taught through a local technical institute. We also teach the Smith System Defensive Driving Course, which is a two (2) hour, in-house class. Enclosed are all the driver certificates issued for our people. I might point out that Metro Mobility is only a small portion of our business, yet we put all of our drivers through the entire training program.

Enclosed is a copy of our safety meeting outline. The meeting was held on Thursday, March 19th, detailing the two major issues of safety you asked each provider to address. There are also copies of the actual bulletin handed out to each driver at Kare Kabs.

I felt it might be helpful to send a copy of the tools we use at Kare Kabs to put together a clear, concise, training program for all our drivers. I urge you to review the material we use. Kare Kabs truly committed to safety. Our business depends on it.

Sincerely,  
  
Michael Williams  
Location Manager

Training

- c. Everyone wears a seatbelt.
  - d. Make sure drivers center chair on ramp - watch for extra wide chairs.
  - e. Warn drivers about skid bars mounted on ramp.
  - f. How to load wheelchair passengers on ramp.
  - g. Explain how to use electric lifts.
  - h. Make sure driver applies brakes on wheelchair.
  - i. Explain procedures on loading electric wheelchairs - to always stay on the downward side of electric wheelchairs.
26. Explain on security of wheelchairs - how to strap wheelchairs into the van so that wheelchair is secure.
27. Go over procedures with Amigo wheelchairs.
28. Go over procedures of referrals.
29. Go over emergency procedures; what to do in the case of accidents and who to call in emergency situations.
30. On The Road
- a. Ride with driver and observe his/her driving habits.
  - b. Do an honest evaluation on how they drive.
  - c. Do a Safety Officer's Driver Evaluation and point out improvements.
  - d. Explain what the Smith System is and go over that course on the road and in the office.
  - e. Every driver spends a minimum of 3 days with the Safety Officer before he/she goes out on the road with a driver trainer. The new employee will spend a week on the road making observations and working with the driver trainer. An evaluation sheet will be turned into the Safety Officer on the new employees performance daily.

DH:dk



### TRAINING

1. Welcome new employees.
2. Have employees fill out W-4s.
3. Prior to first day of training, get an M.V.R. on employee.
4. Explain philosophy of company. (Courtesy, Safety, Professionalism)
5. Explain that we are:
  - a. A non-emergency transportation service.
  - b. A door-through-door service.
6. Explain time card procedures - change every Thursday.
7. Give drivers the Dispatch number (633-6235).
8. Give drivers a detailed description of trip sheet procedures.
9. Gas receipt procedure is gone over as well as the locations of stations.
10. Explain to employees what an incident report is and the proper way to fill them out.
11. Explain procedures of outside mailbox.
12. Go over parking rules.
13. Explain in detail how to do the vehicle pre-trip form.
14. Explain procedures of winter driving.
15. Explain procedures of mapbooks clipboards, etc.
16. Explain about recording mileage before trips and at gas fill ups.
17. Go over gas fill ups and detailing time worked on trip sheets.
18. The importance of radio contact is explained.
19. Explain the term "open microphone" - explain how to prevent it.
20. The "No Smoking In Vans" rule is explained.
21. Drive for Pride rules are explained.
22. Explain Metro Mobility program. (Metro credit slips, credit card machines, and detailed procedures.)
23. Explain what is involved with Medical Assistance rides.
24. Explain what is involved with VA rides.
25. Go over:
  - a. How to load ambulatory passengers pointing out handle/step stools/injuries.
  - b. How to load ambulatory passengers up the ramp/protect their head.



1746 TERRACE DRIVE • ROSEVILLE, MN 55113 • 636-2141

March 17, 1987

Mr. Mark Ryan  
Regional Transit Board  
270 Metro Square  
St. Paul, MN 55101



Dear Mr. Ryan:

Enclosed is the information you requested on our company's investment in the training of Roy Rivers. Roy was the driver involved with our accident on March 12, 1987, in which a Metro Mobility passenger was injured.

On January 26, 1987, Roy Rivers was employed by our company. Roy was instructed in all of our policies which were gone over verbally, one-on-one, with him. Roy was informed that we are a door - through - door service, and that we are not to assume that any passenger can handle situations on their own. (Refer to Page 16, Item 4, under Patient Care Philosophy of the Driver's Handbook).

On January 26, 1987, Roy was instructed in the Smith System Driving techniques. Our Driver Supervisor was on the road with Roy for a total of eight (8) hours.

On January 27, 1987, Roy was instructed on the basics of P.A.T. He was shown thoroughly how to operate a wheelchair, and how to properly load and unload passengers. He was taught the strapping techniques used by our company in securement of the wheelchair. Additionally, Roy was taught how to deal with ambulatory passengers and that we are to escort EVERYONE through their door. Roy was taught the dangers of transporting "Amigo Type" wheelchairs and that everyone must transfer into a front seat. An Amigo wheelchair is not to be secured like a regular wheelchair because of the danger involved.

Regional Transit Board  
March 17, 1987  
Page 2

Roy was evaluated by the Safety Officer and was determined to be a professional driver, scoring (123) out of a possible (129) points. Roy's Smith System test was 94/100 points. His written results were:

42/46	Applicant Knowledge
38/38	Safety Consciousness
22/24	Work Attitude

January 28 through February 2, Roy rode with driver trainers. Written evaluations were done by each driver that he rode with during training.

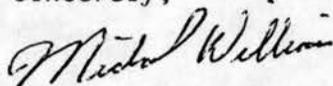
**\* Roy had a total of (56) hours of training before he was allowed to drive on his own. \***

Enclosed are copies of the employee checklist, safety officer's driver evaluation, Smith System evaluation checklist, copies of new drivers orientation evaluations dated from 1/28/87 through 2/2/87, drivers application exam, and a single signed statement that he was aware of all company policies, and a Driver's Handbook which outlines all company policy, which was given to Roy on the first day of his employment.

As is quite evident from our training practices, Roy was given more than adequate training. He had completed every area of P.A.T. training and needed only the actual certificate issued. It is unfortunate that this one human error resulted in injury to a passenger. Roy is an excellent driver and is very sorry for assuming that this passenger could walk to her door by herself. We terminated Roy's employment at Kare Kabs on March 16, 1987, for failing to comply with company policies.

If there is a need for any additional information, please feel free to give me a call.

Sincerely,



Michael Williams  
Location Manager

EK  
fyi

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: March 17, 1987  
TO: Metro Mobility Providers  
FROM: Edward Kouneski, <sup>EK</sup> Programs Manager  
SUBJECT: Follow-Up to Safety Meeting Held March 16

This memorandum summarizes several directives presented to Metro Mobility providers during the safety meeting held at the Regional Transit Board offices on March 16. The seriousness of recent preventable incidents involving passenger injury prompted the RTB to call an immediate meeting with providers, on short notice, to discuss the following actions which must be taken to increase safety awareness among drivers and to ensure timely reporting of accidents and incidents.

1. Each provider must publish safety bulletins addressing two issues: the mandatory use of seat belts and the requirement to provide door-through-door assistance to passengers.
2. Each provider is directed to hold a safety meeting with its drivers by Monday, March 23.
3. In a letter to the RTB, to be submitted by Friday, March 20, each provider should:
  - o give a written assurance to the RTB that all drivers will have completed the required training and be certified by April 1, 1987;
  - o insert copies of the certificates held by all drivers who have completed the required training, and provide a separate list of their names;
  - o describe the steps taken to hold the safety meeting and an outline of topics to be discussed;
  - o insert copies of the two safety bulletins issued to drivers;
  - o describe your company sponsored training course in detail including the number of hours devoted to individual topics;

- o provide a list of drivers who have yet to complete the required training and your plan to either immediately: 1) substitute more experienced, trained drivers until the new drivers have been trained; or 2) have all the new drivers complete the required training by April 1, 1987.
  - o insert reports for each accident or incident involving property damage or personal injury that has occurred since the start of the program, using the form supplied by the MMAC. (See form enclosed.) Specifically note whether the accident was preventable or not.
4. Each vehicle used to provide Metro Mobility service will be required to carry a sign reminding passengers and the driver to use safety belts. The MMAC will have the sign printed and distributed. Please comment on the wording, sign size, and suggested application for the sample that was distributed at the meeting.
  5. Effective immediately, each provider is to provide the MMAC, at the time vouchers are submitted for reimbursement, copies of all complaints or commendations received, recorded on the form supplied by the MMAC. (See form enclosed.) In addition, provide documentation of complaints or commendations received since the start of the program last October.

From the discussion at the safety meeting, it appears that the RTB contract language regarding the 90-day grace period for training drivers needs to be clarified. Although this grace period is permitted in the state operating standards, the RTB contract does not allow for a 90-day grace period. Please be advised that all drivers, prior to starting in service, must complete the required training. The RTB has extended the "grandfathering" period to the end of March. As of April 1, all drivers assigned to the Metro Mobility service must have completed the required training.

For your information, two companies have offered to run classes this coming weekend. Please call Pat Regan, 777-7061, of Commuter Express or Mike Williams, 636-2141, of Kare Kabs, if you have drivers that you would like to send to these classes.

In closing, please know that the RTB is proud of the service you are providing to the elderly and disabled population. We are confident in your ability to build and maintain an excellent safety record for the new Metro Mobility program.

If you have any questions about the actions listed above, please call me at 292-8789.



**METRO MOBILITY SERVICE REPORT**

Date of Report \_\_\_\_\_

Date of Incident \_\_\_\_\_

CALLER \_\_\_\_\_ CERTIFICATION # \_\_\_\_\_

ADDRESS \_\_\_\_\_ PHONE # \_\_\_\_\_

Commendation \_\_\_ Complaint \_\_\_ Error \_\_\_ Other \_\_\_

Concerning:

Provider \_\_\_\_\_

Name of Driver/Employee \_\_\_\_\_ Vehicle # \_\_\_\_\_

Passenger \_\_\_\_\_ Cert # \_\_\_\_\_

MMAC \_\_\_\_\_

INFORMATION: \_\_\_\_\_

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Report Prepared by \_\_\_\_\_

FOLLOW UP: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Administration Center  
560 6th Avenue North  
Minneapolis, Minnesota 55411  
612-349-7480

Completed by \_\_\_\_\_

Date \_\_\_\_\_



**METRO MOBILITY PROVIDER ACCIDENT/INCIDENT REPORT**

All accidents or incidents involving personal injury or property damage must be reported to Metro Mobility Administration Center within 24 hours. This written report must be completed and sent to MMAC within 48 hours.

	Date of Report _____
	Date of Incident _____
Provider _____	Phone # _____
Driver _____	Vehicle # _____
Contact Person _____	Title _____
Passenger _____	Cert. # _____
Address _____	Phone # _____
Passenger _____	Cert. # _____
Address _____	Phone # _____

Day, Date & Time of Incident: \_\_\_\_\_

Location of Incident: \_\_\_\_\_

Description of Accident/Incident: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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Immediate Action Taken: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Describe personal injuries or property damage: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Describe immediate medical treatment and any follow up treatment or care: \_\_\_\_\_

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Explain cause or possible cause of accident: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How could this accident have been prevented? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

What steps or procedures are being taken to prevent future occurrences of this type?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Has the involved driver completed the required Passenger Assistance Course? \_\_\_\_\_

If yes, list date of course completion \_\_\_\_\_

If not, list date of hire \_\_\_\_\_

Signature of person filing this report \_\_\_\_\_

Report received at MMAC by \_\_\_\_\_ date \_\_\_\_\_

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: April 20, 1987  
TO: Elliott Perovich, Chairman  
FROM: Edward Kouneski, <sup>EK</sup> Programs Manager  
SUBJECT: Complaints Against Kare Kabs Summarized by Metropolitan  
Center for Independent Living

This is in response to information which you forwarded to me regarding complaints against Kare Kabs, one of the 19 Metro Mobility providers. The complaints were submitted to you by Mary O'Hara-Anderson in a letter dated March 18.

I have met with Lyle Frerichs, manager of the Metro Mobility Administrative Center, who prepared documentation on when the complaints were received and how the complaints were handled. In addition, I have received correspondence from Michael Williams, Kare Kabs location manager. (See attachments.)

It appears to me that of the 11 complaints cited, six occurred in October 1986, when the program began, and were immediately resolved by the MMAC; four are unknown to have occurred since details were not reported to the MMAC; one took place during the month of February 1987.

Service Reliability Issues

The complaints regarding service reliability, or timeliness of pickups, occurred during the start-up period of the program and were adequately resolved at that time. Service provided by Kare Kabs has not exhibited a recurring problem with late pickups, according to Frerichs.

Safety Issues

One of the complaints described in Anderson's letter refers to safety issues, related to an incident which occurred last October. A passenger was injured when she fell from her Amigo electric chair while being unloaded from a ramp-equipped vehicle. This passenger had refused to be transferred to a conventional wheelchair when the driver suggested it prior to boarding. Generally, transporting a person in an Amigo chair can be risky because of its design. (See drawing attached to letter from Kare Kabs.) During the ride, however, no problems occurred. The passenger fell from the side of the Amigo chair while coming down the ramp. The driver was positioned in front of the chair and broke her fall to some extent. She suffered minor injuries.

The MMAC was immediately informed of the incident by Kare Kabs. The passenger did not seek damages, according to Williams, because she felt partially responsible for using an assistance device not suited to her handicap. Kare Kabs' insurance company paid all medical expenses. Kare Kabs issued a safety bulletin to its drivers, following the incident, restating that the company policy for transporting persons in Amigo chairs is to transfer the person to a wheelchair, before boarding, or into the front seat of the van. If a passenger refuses to comply with this safety procedure, the driver may refuse the trip. This incident could have been prevented if the driver had refused to transport the person due to her reluctance to transfer to a conventional wheelchair.

#### Recent Complaints

From the facts at hand, it appears that only one incident described in Anderson's letter occurred in recent months: a driver refused to transport a passenger because the passenger would not permit the driver to move her wheelchair. Our investigation found that the driver attempted to move the passenger as a safety precaution, but the passenger did not cooperate. The driver attempted to move the passenger to the most safe position in the vehicle, according to Williams. When she refused, an argument erupted. Kare Kabs dispatched another vehicle and a different driver successfully transported this passenger home. Frerichs supports the action taken by the first Kare Kabs driver, noting that the proper passenger assistance technique is to have the driver, not the passenger, move a wheelchair when it is aboard the vehicle.

#### Total Complaints and Incidents

Frerichs has assembled a complete list of complaints and incidents involving Kare Kabs since the start of the program. In total, nine complaints have been registered against Kare Kabs through March 1987 including five in the first month of operation, two in February, and two in March. The types of complaints are as follows:

COMPLAINT TYPE	NUMBER
Pickup time/location	5
Cost	1
Safety	1
Other miscellaneous	2

The letter from Anderson states that these complaints "warrant immediate action to suspend this provider until the RTB is assured that drivers are retrained and safety measures are in place."

Based on our investigation, we cannot justify any disciplinary action at this time. In reviewing how the complaints have been resolved, we are satisfied with the performance of both Kare Kabs and the MMAC.

Elliott Perovich  
April 20, 1987  
Page 3

As you know, Kare Kabs is currently on probation for a 60-day period, which ends June 9. The incident which prompted this action by the RTB involved a driver who assumed that a passenger did not need assistance to her door. Subsequently, the passenger fell in front of the van and her leg was run over. The driver had completed 56 hours of company-sponsored training including safety procedures, but on this occasion he neglected to provide door-through-door assistance, which is a contractual requirement. If a similar safety violation occurs during the probation period, Kare Kabs may face suspension from the program.

In summary, Frerichs reports three incidents with Kare Kabs involving passenger injury. The first occurred in October with a passenger using an Amigo electric chair, as described earlier. Two incidents occurred in March. One involved an elderly rider whose foot slipped off the step stool when boarding the van and the other was the incident for which Kare Kabs has been placed on probation.

#### Training Certification

As of April 1, all drivers assigned to Metro Mobility service have completed the state certified training, which consists of eight hours of instruction on passenger assistance techniques including sensitivity training and four hours of first aid training. Copies of the certificates have been submitted to the RTB with written assurances from the providers that no driver will begin in service without this training. In addition, the providers have submitted descriptions of their company-sponsored training programs, which go beyond the state requirements. This is particularly true of Kare Kabs' training program.

#### Next Steps Planned

Since Kare Kabs has been placed on probation, Frerichs has scheduled a site visit to observe the company's safety and training practices and to inspect its personnel records and vehicle maintenance history files.

Furthermore, Kare Kabs deploys a mixed fleet of vans including a large number of ramp-equipped vehicles. The safe use of ramps will be a subject for further study as the RTB considers the need for vehicle specifications and safety standards, which could be incorporated into the contracts to govern the types of vehicles to be used in Metro Mobility service.

Finally, Kare Kabs is willing to permit any RTB board member of Transportation Handicapped Advisory Committee member to go through its full training program to experience it firsthand.

#### Conclusion

From the RTB staff's perspective, the MMAC and Kare Kabs, together, have effectively resolved all known complaints. Kare Kabs has demonstrated that it is responsive and cares for the safe transportation of Metro Mobility riders.

INVESTIGATION OF COMPLAINTS AGAINST KARE KABS  
SUMMARIZED BY METROPOLITAN CENTER FOR INDEPENDENT LIVING

The Metropolitan Center for Independent Living prepared a summary of complaints against Kare Kabs and relayed this information to the RTB in a letter dated March 18, 1987 from Mary O'Hara Anderson to Elliott Perovich.

Based on information supplied by Lyle Frerichs, Metro Mobility Administrative Center manager, and Mike Williams, Kare Kabs location manager, the complaint investigation is summarized as follows:

1. A passenger being transported in a wheelchair rode for two and a half hours. The maximum ride time permitted by contract is 90 minutes for a one-way trip.

Date of Occurrence: October 4, 1986

Resolution: Kare Kabs was informed about the incident. The driver was new and there was no reason to believe this would be a recurring problem.

2. A vehicle, equipped with securement devices to transport two persons in wheelchairs, was dispatched to pickup three persons in wheelchairs. One person was able to be transferred from her wheelchair to a seat.

Date of Occurrence: October 4, 1984

Resolution: This also occurred on the first day of the new program. If the person had not been able to transfer to a seat from her wheelchair, another vehicle would have been dispatched, according to Williams.

3. A driver was smoking in the vehicle as well as speeding while transporting a rider. The driver also made a 20-minute stop at a convenience store. According to Anderson, this was reported to the MMAC on October 6 with no follow-up.

Date of Occurrence: October 5, 1986

Resolution: The MCIL did not provide any details to the MMAC, such as the name of the passenger or the time of the trip, that would be necessary to properly investigate the incident and take disciplinary action. In a letter dated December 12, rider representative Joyce Dingman reminded the MCIL of this problem and urged the MCIL to submit the information needed. (See attachment to the letter from the MMAC.)

4. Two persons, both "vulnerable adults" and unable to communicate verbally, waited two hours and forty-five minutes for a pickup from downtown Minneapolis.

Date of Occurrence: Unknown

Resolution: According to Frerichs, the MMAC was not informed about this situation. Williams is unaware of it.

5. A person waited one and a half hours for a pickup, while Kare Kabs was called four times and responded the company was unable to contact the driver and another vehicle was not available to be dispatched.

Date of Occurrence: Week of October 13

Resolution: This incident involved a passenger who was scheduled to be picked up at 2:00 p.m. from a work activity center. The passenger was picked up by a Kare Kabs vehicle at 3:30 p.m. The staff of the work activity center was informed by the MMAC to call the MMAC directly should a similar problem ever occur. (All vehicles operated by Kare Kabs are equipped with two-way radios.)

6. A person waited two hours for a return trip from a rehabilitation center on one occasion and more than an hour on another occasion.

Date of Occurrence: Unknown

Resolution: Frerichs reports that the MMAC has no record of this complaint.

7. A person's pickup time was delayed because a driver had the wrong address, which was taken from an outdated computer listing. The vehicle was equipped with a ramp which had no protection on its sides.

Date of Occurrence: Unknown

Resolution: According to Frerichs, the MMAC was not informed about this. Williams reports that all ramps have guide rails on the sides.

8. Alcohol was detected on a driver's breath.

Date of Occurrence: October 17, 1986

Resolution: This complaint was taken by the same person involved in the next incident, an injury, although it was not mentioned in the initial complaint. Several weeks later, after the insurance company had begun its investigation, the person made a reference to this in talking to the MMAC rider representative.

9. A person requested a lift-equipped vehicle, however, a ramp-equipped vehicle was dispatched. Accompanying the driver was a trainee, who unloaded the wheelchair pushing it forward down the ramp. The person fell from the wheelchair and was injured.

Date of Occurrence: October 17, 1986

Resolution: Kare Kabs informed the MMAC immediately after this incident occurred. The company's insurance company paid all medical expenses. The driver received additional training.

According to Williams, the passenger was using an Amigo electric chair for this trip. This chair, because of its design, can be risky to transport. The Kare Kabs driver attempted to transfer the passenger to a wheelchair, but she refused. She was transported in the Amigo chair without a problem until while unloading, the passenger slipped from the side of her Amigo chair. The driver, who was positioned in front of the chair and down the ramp, broke the fall to the best of his ability.

Williams said the passenger did not seek damages and initially felt she was partly responsible because the Amigo chair represents "an inappropriate assistance device for her handicap." As a follow up, Kare Kabs issued a safety bulletin to its drivers that stated the company policy for transporting persons in Amigo chairs is to "transfer the person (to) a wheelchair outside of the van or transfer the person into the front seat (of the van)." If a passenger refuses to comply with this safety procedure, the driver may refuse the trip.

10. A driver refused to transport a passenger who would not permit the driver to move her wheelchair.

Date of Occurrence: During February 1987

Resolution: Frerichs noted that the correct passenger assistance procedure is to have the driver move a wheelchair once it is aboard the vehicle. Williams reported that the driver attempted to place this passenger in the most safe position in the vehicle. An argument then erupted. Kare Kabs dispatched another vehicle and a different driver was successful in transporting this passenger home.

11. Kare Kabs failed to return a passenger's Metro Mobility identification card, which became lost.

Date of Occurrence: Unknown

Resolution: Frerichs said there have been no reports of lost cards among passengers using Kare Kabs. Williams too said he has no record of this complaint.

ATTACHMENTS OF  
RELATED CORRESPONDENCE



EK  
with originals

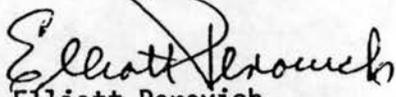
March 24, 1987

Mary O'Hara-Anderson, Executive Director  
Metropolitan Center for Independent Living, Inc.  
1821 University Avenue, Suite N350  
St. Paul, Minnesota 55104

Dear Ms. O'Hara-Anderson:

I have received your letter, dated March 18, concerning complaints against Kare Kabs and the Metro Mobility system. I have forwarded that information to Mr. Kouneski in our Programs Division for follow-up and action. We appreciate your continued interest in the Metro Mobility system and suggest that you encourage users who complain to your organization to also make those complaints to the Metro Mobility Administrative Center for proper and expedient follow-up of those complaints. It is important that we have pertinent facts, names, dates and so forth so we can take immediate proper action against the guilty drivers.

Sincerely,

  
Elliott Perovich  
Chairman

EP/mf



1821 University Avenue  
Suite N350  
St. Paul, MN 55104  
612/ 646-8342 646-6048 TDD

March 18, 1987

Mr. Elliot Perovich, Chairman  
Regional Transit Board  
Metro Square Building  
St. Paul, MN 55101

Dear Elliot:

As I told you in person yesterday, the Metropolitan Center for Independent Living has received 9 complaints regarding Kare Kabs, a provider on Metro Mobility system. Further we have been contacted by 3 users' attorneys regarding there soon to be filed lawsuits against Kare Kab.

As you know, Thursday, March 12, 1987 a sixteen year old girl with a disability was not escorted to her door from a Kare Kab vehicle and the driver started the vehicle and ran over the girl. She is now hospitalized with broken bones and friction burns.

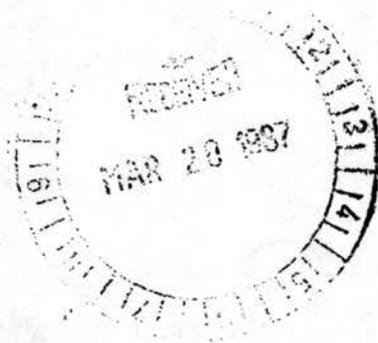
The attached summary of complaints and knowledge of three injuries of persons with disabilities surely must warrant immediate action to suspend this provider until the RTB is assured that drivers are retrained and safety measures are in place. As you stated, your concern is for the safety of the passengers. I respectfully request that you take immediate action that would demonstrate your commitment.

Sincerely,

*Mary O'Hara-Anderson*

Mary O'Hara - Anderson  
Executive Director

MOHA/c.j  
enclosure



## Summary of Complaints

RE: Kare Kabs

March 18, 1987

A woman who is a wheelchair user was picked up from the Metrodome at 11:30 p.m. to return to her apartment in St. Paul. The trip was 2 1/2 hours long due to the driver having no apparent knowledge of the cities and refusing to listen to directions from the passenger. The vehicle didn't have sufficient securement devices; one person had to transfer from a wheelchair to a seat to accommodate another person.

A driver was smoking in the vehicle and speeding while transporting a user, the driver mad a 20 minute stop at a convenience store. This was reported to the MMAC with no apparent follow up.

Two persons with no verbal communication skills waited 2 hours and 45 minutes for a pick-up from downtown Minneapolis. Both persons are vulnerable adults.

A user waited 1 1/2 hours for a pick-up. Kare Kabs was called 4 times and offered no assistance; the user was told there was no way of contacting the driver and another vehicle could not be dispatched.

A user waited more than 2 hours for a return trip from a rehabilitation center. Two weeks later, this same person waited almost an hour for a return trip from this location.

A user requested pick-up time was delayed due to the driver having a wrong address. He didn't have time to write down the current address and took it from an out dated computer listing. The vehicle dispatched was ramp-equipped and there was no protection on either side of the ramp.

Alcohol was detected on the breath of a driver.

A woman who is a wheelchair user requested a lift-equipped vehicle, however a ramp-equipped vehicle was dispatched. The driver remained in the vehicle and a trainee helped this woman out, but pushed the wheelchair down the ramp frontwards. The woman said several times she was falling, the trainee continued pushing her; she finally fell out of her chair, bruising her shoulders and bumping her head. The driver made her get up. An agent from Kare Kab's insurance company first indicated she had to file a claim with her own insurance company. She paid her bill and finally was able to try to collect from the provider's insurance company.

A woman, who is a wheelchair user, was told by a driver that he would put her where he wanted to in the vehicle. The woman requested that she preferred to move her own chair. The driver refused and denied the trip.

A driver didn't return a woman's Metro Mobility card. Kare Kabs indicated it would be returned to her in the mail, but apparently it was lost. She then had to get a replacement card.



1746 TERRACE DRIVE • ROSEVILLE, MN 55113 • 636-2141

April 1, 1987

Mr. Ed Kouneski  
Regional Transit Board  
Metro Square Building, Suite #270  
St. Paul, MN 55101

Dear Mr. kouneski

I have had an opportunity to review the complaints that Mary O'Hara-Anderson, from the Metropolitan Center for Independent Living, has lodged against Kare Kabs. Of the ten alleged incidents, only two have actually occurred. Kare Kabs management responded to all parties concerned and followed up according to contractual obligations in both cases. Let me outline these two incidents and give all the facts.

1. On October 17, 1986, we transported Elaine Barger, Metro Mobility #21-1690. This normally indicates a wheelchair user that does not need an escort. Elaine was using an Amigo chair that day. We attempted to transfer Elaine into a wheelchair, but she refused. We attempted to transfer Elaine out of the Amigo chair, but this was impossible because she has no ambulatory abilities and we would have had to carry Elaine out of the van.

Faced with this dilemma, the driver decided to load Elaine while she was still on the Amigo chair. Everything went fine at the pickup and load; but during the unloading, Elaine slipped out of the side of her Amigo chair and fell to the ground. The driver was on the downhill side of the ramp and broke her fall as much as possible. Elaine suffered minor injuries, and our insurance company paid all medical expenses.

During our insurance carrier's investigation process, they encountered a lot of hostility and aggressive behavior from Elaine's husband. He has a previous history of suing companies revolving around his wife's handicap. Elaine did not seek damages nor did she feel we were initially at fault. She assumed part of the responsibility because she was using an inappropriate assistance device for her handicap.



A DIVISION OF  
Ryder Transport, Inc.



April 1, 1987

The entire incident was followed very closely by Joyce Dingman of the MMAC, and we discussed the incident on several occasions. The MMAC was involved and had 100% knowledge of the accident. There were no formal accident reporting procedures, however all concerns were met for all parties involved. As a safety follow-up, we issued the enclosed bulletin to all drivers.

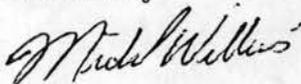
2. The second incident involves Dorothy Peters who is a frequent user of Kare Kabs. Dorothy is a very bitter person whom I have talked to on several occasions. We have tried to accommodate every possible request by Dorothy and never seem to meet all of her special requests.

We did have an incident in February in which a driver did refuse to take Dorothy home. He attempted to place Dorothy in the most safe position in the vehicle. Dorothy refused and a personality conflict was started. We dispatched another unit and driver who has had better luck in accommodating Dorothy. She was ultimately given a ride home at considerable expense to Kare Kabs.

In conclusion, I would like to add that Kare Kabs is an extremely service oriented organization. Mary O'Hara-Anderson did not have the courtesy to let Kare Kabs address these alligations before writing to your office. We have built a sound reputation in the handicapped community by emphasizing safety and professionalism in all aspects of our business. As an example, 80% of our business comes from high rise living centers and individuals of high function who make their own choice in transportation providers. It is safe to say that the handicapped community as a whole views Kare Kabs as an excellent provider. Our superior services have passed the test of time and have been approved by many people who truly need and use Kare Kabs.

I don't know who or what has given Mary O'Hara-Anderson the right to speak for the entire handicapped community. If any one has questions about Kare Kabs, I urge them to come to our facility, meet our employees, and view our commitment to the transportation of the elderly and handicapped.

Sincerely



Michael Williams  
Location Manager

sh

Enclosure

THE Figure below is an Amigo electric wheelchair. Our company does not tie these types of chairs down. Our company does not drive these types of wheelchairs up and down the ramp.

When transporting Amigo chairs, transfer the person in a wheelchair outside of the van, or transfer the person into the front seat.

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Figure 9: Amigo electric wheelchair



IMPORTANT NOTICE

**ALL KARE KABS DRIVERS!!**

We want to stress how important it is for **EVERYONE** to wear seatbelts. Both you and especially your passengers.

Another point that is of great importance is to remember that Kare Kabs is a **DOOR - THROUGH - DOOR** service. You are to accompany your passenger through the door of their destination, not just drop them off at the corner and say goodbye.

REMEMBER - **YOUR JOB DEPENDS ON THIS REGULATION BEING CARRIED OUT, WITHOUT FAIL !!!!**



April 16, 1987

Ed Kouneski  
Programs Manager  
Regional Transit Board  
270 Metro Square  
St. Paul, MN 55101

Dear Ed:

The following is a Metro Mobility Administrative Center summary of the Kare Kab complaints as outlined in the March 18 letter from Mary O'Hara-Anderson.

1. The woman from the Metrodome who rode for 2½ hours before reaching her destination.

Resolution: This incident took place on October 4th. The driver was new and was unfamiliar with the area. Kare Kabs was informed.

2. A driver was smoking in the vehicle, speeding and made a 20 minute stop at a convenience store.

Resolution: In a letter from Joyce Dingman to Mary Jo Nichols dated December 12, 1986, Joyce requested further information concerning the complaint. The M.M.A.C. was not provided with the name of the company nor the passenger(s) involved. Details surrounding the incident were never forwarded to the M.M.A.C.

3. The M.M.A.C. was not informed of the situation concerning two passengers waiting for 2½ hours in downtown Minneapolis.

4. A passenger waited 1½ hours for a pick-up, after making four calls to the provider.

Resolution: Again the details are vague, however if this is the same incident involving a passenger waiting at a W.A.C for 1½ hours, the staff of the WAC was informed to contact the M.M.A.C. if a similar situation should arise. This incident took place during the third week of operation.

Administration Center  
560 6th Avenue North  
Minneapolis, Minnesota 55411  
612-349-7480

5. The M.M.A.C. was not informed of an incident involving a passenger waiting more than two hours at a rehabilitation center.
6. The M.M.A.C. was not informed of an incident where passenger trip was delayed due to wrong pick up address.
7. Alcohol was detected on driver's breath.

Response: The passenger involved in incident #8 made a reference to alcohol on driver's breath several weeks after her initial complaint. She had not mentioned this in her previous communications with Joyce or Mike Williams.

8. A passenger using a wheelchair was injured when she fell out of the wheelchair while going down the vehicle's ramp.

Resolution: The M.M.A.C. worked with Kare Kabs on this situation. The M.M.A.C. was informed that the provider's insurance carrier settled the claim and that the driver received additional training.

9. Passenger denied trip because passenger wanted to move her own wheelchair.

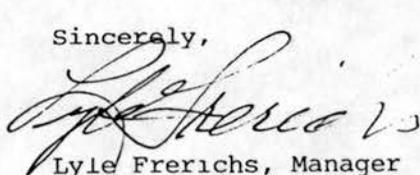
Response: We have nothing in our files for Kare Kabs that fits this description. However, according to proper Passenger Assistance techniques, the driver should move wheelchairs once aboard the vehicle.

10. Kare Kabs failed to return lost Metro Mobility card.

Response: Lost cards have been reported to the M.M.A.C. Very few reported lost cards are from lift-equipped providers and there are no reports of lost cards involving Kare Kabs.

I hope this information is of help. I'm enclosing a letter from Joyce Dingman to Mary Jo Nichols, dated December 12, 1986, in which many of the concerns addressed to Mr. Perovich have already been resolved. If these concerns were not resolved, it was not brought to our attention.

Sincerely,



Lyle Frerichs, Manager  
Metro Mobility Administrative Center

Enclosure



December 12, 1986

Mary Jo Nichols  
Support Services Coordinator  
Metropolitan Center for Independent Living  
1821 University Avenue  
St. Paul, Minnesota 55104

Dear Mary Jo:

To follow up on our telephone conversation from Monday, December 5, 1986 and in answer to the letters forwarded to me by Mark Ryan, the following concerns from your office have been addressed by the Metro Mobility Administrative Center.

Consumer concerns and problems encountered during the first two weeks of the transition period of the "new" Metro Mobility system:

1. A working woman, with a 5 day/week standing order, was one hour late for work on Monday morning, October 6th. After waiting  $\frac{1}{2}$  hour, she called the provider assigned to her and was told the driver was first given a wrong address and then couldn't find the right address; another driver was dispatched.

Resolution: Immediate situation resolved and corrected by provider.

2. A woman, who uses an electric wheelchair, was picked up on Sunday, October 5th. After she was inside the vehicle, the driver "rammed" her wheelchair against the side of the vehicle. A battery wire was shorted out as a result of the impact. Our mechanics have repaired the damage; she, however, should not be held responsible for payment. I would like to know to whom the charges should be billed.

Resolution: MMAC representative spoke with both the passenger and the provider regarding this matter. If the MCIL does the billing for the wheelchair repair company, the bill should be sent to the wheelchair owner who in turn can forward it to the provider. Or the bill can be sent directly to the provider in question.

3. Two individuals scheduled a trip for a 6:30 PM meeting Monday evening, October 6th. After waiting  $\frac{1}{2}$  hour, they called the provider and were told the driver was lost on a trip earlier in the afternoon and could not make up the time. These consumers were  $1\frac{1}{2}$  hour late for their meeting.

Resolution: Immediate situation resolved by the provider as soon as possible under the circumstances.

Administration Center  
560 6th Avenue North  
Minneapolis, Minnesota 55411  
612-349-7480

December 12, 1986  
Mary Jo Nichols  
page 2

4. Three women, all wheelchair users, scheduled an 11:00 PM pick up from the Metrodome on Saturday night, October 4th. They waited outside ½ hour for the provider. The vehicle dispatched had only 2 tie downs; one of the women had to get out of her wheelchair and ride in a regular seat. The return trip, which should have been only about twenty minutes, was two hours in length due to the fact that the driver did not know where he was going and refused to listen to directions from riders.

Resolution: Immediate situation resolved by the provider. This was on the first day of the new system with a driver unfamiliar with the area.

5. A man, receiving MCIL services, was charged \$7.50 for a round trip from a nursing home to our office. A one-way trip is 9 miles and the round trip fare should have been only \$4.00 maximum. We have resolved this problem and trust that, at least with this provider, the situation will not reoccur.

Resolution: Situation resolved on confusion of fare charges.

6. A woman who is a wheelchair user, but able to transfer, uses a taxi provider. On Thursday, October 7th, her driver indicated he had never assisted anyone in a wheelchair prior to this.

Resolution: MMAC representative contacted the taxi companies to restate the Operating Standards for Special Transportation Services rules that each driver providing Metro Mobility service be trained according to the Standards for personnel and that each provider maintain copies of the certificates indicating successful completion of courses in their files. (Copies of Special Transportation Services Standards for Operation of Vehicles and section on Personnel from Provider contract enclosed)

7. My personal experience with trying to reach the rider representative has been a frustrating one. My attempts to return a phone call on Thursday, October 9th resulted in the following:
  - a. Calling 3497480 at 8:35 AM with no answer after 75 rings;
  - b. Calling 349-7480 at 11:45 AM, being referred to 349-7474, put on hold for 2½ minutes, supposedly transferred, answered after 10 rings, put on hold for 2 more minutes, again asking for the rider representative, and told to call 349-7480. At this point, I indicated this was the number I started calling, and not getting through, I would call later.
  - c. Calling 349-7480 at 2:30 PM with no response after 60 rings;
  - d. On Friday, October 10th, calling 349-7480 at 11:00 AM with no response after 75 rings.

Resolution: The phone system was undergoing changes from the old system to the new operation during the dates listed above which included disconnecting 20+ phones and lines and reconnecting new roll-over systems of 12 phones. There were temporary employees answering phones during this transition period who were not familiar with the system. There was an abnormally large number of calls received at the MMAC during the first two weeks of the new system. The phone system at the MMAC is in good working order at this time and this problem has been resolved. The rider representative is available to callers during the times indicated in Metro Mobility literature except when she is out in the community on Metro Mobility business.

December 12, 1986

Mary Jo Nichols

page 3

Concerns and complaints brought to the attention of the MCIL during the week of October 13 through 17, 1986.

1. A woman scheduled a trip on Sunday, October 5th. On this return trip, the driver was smoking, driving 65 mph and stopped at a convenience store while all passengers waited 20 minutes for him to finish his business. This incident was reported to the provider and to the Control Center on Monday, October 6th. To date, there has been no response from either party.

Resolution: All provider companies have received memos regarding driver responsibilities and contract agreements. It is difficult to follow up on this complaint with out exact details of the specific infraction of the rules. We would need the names of the provider company, vehicle number or driver's name and number, passenger's name, and exact date and time of the reported incidents in order to take proper disciplinary action.

2. A woman scheduled a 9:30 AM pick up for Saturday, October 11th. The provider called at 8:55 AM on that day to ask if an after 10:00 AM pick up would be acceptable; it was not. Arrival time was 9:45 AM, the vehicle was not a Metro Mobility fully dedicated vehicle, the lift barely worked, the driver was smoking, he did not know how to get to Sr. Kenny, the belts were worn on one securement device, the woman's address was incorrect on the trip ticket, neither the requested pick up time nor the actual pick up time were noted.

Resolution: Again, it was difficult to deal with this complaint without exact information and facts on the driver and provider company.

3. Two men scheduled a 9:00 PM pick up on Wednesday, October 15th. Actual pick up was 11:45 PM. Both men are wheelchair users and their sole means of communication are bliss boards. One man was returning to Richfield, the other to Trevilla Nursing Home in Robbinsdale. Neither residence was notified of the delay. The vehicle was not equipped with a radio relay system that would allow for communication between the dispatcher and the driver. It is my understanding that this particular driver was fired.

Resolution: Situation resolved by the provider company.

4. A man scheduled a 2:00 PM pick up from a Work Activity Center in St. Louis Park. After waiting 25 minutes, a staff person called the provider. Four calls later, the staff person was told, by the provider, that nothing could be done, another vehicle could not be dispatched and there was no way of contacting the driver. This man was eventually picked up at 3:30 PM.

Resolution: Immediate situation resolved by the provider.

December 12, 1986  
Mary Jo Nichols  
page 4

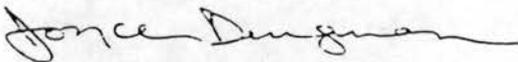
Mary Jo, I apologize for the length of time it has taken to respond to the concerns and complaints that were forwarded to this office. We at MMAC have spent most of our time during this transition period dealing directly with Metro Mobility system users, answering questions, addressing immediate problems, and helping riders understand and adjust to the newly revised service. During October and November we received between 250 and 350 calls each day and at times the phone system was completely overloaded. I'm sure that some callers including yourself, became frustrated trying to reach the rider representative or one of the administrators.

In addition to dealing with transportation problems and concerns according to MCIL procedures, would you please ask riders to call me at the MMAC so that I can get detailed information directly from the users? I can resolve most problems and address the concerns of passengers if I have the specific information from them. The information needed by MMAC personnel to effectively handle complaints and problems: passenger name and certification number; date and time of incident; provider name; vehicle number if possible; driver's name or description; complete details of the incident.

Now the time has come to clean up our pending files and gear up for the new year and the expansion into the 35 new communities that are waiting for Metro Mobility transportation service. We are receiving a large number of applications for service from mobility impaired persons in the expansion area. We are also in the midst of the first annual reregistration project to update the Metro Mobility files. The phones are again busy with people calling with questions on the expansion and the 1987 registration process.

If you have further concerns or complaints please feel free to call me at 349-7480. I will be happy to work with you to help resolve passenger and provider problems and to try to make the system work for all those that need it.

Sincerely,



Joyce Dingman  
Rider's Liaison



May 6, 1987

MEMORANDUM

TO: Ed Kouneski, Program Administrator

FROM: Lyle Frerichs, Manager   
Metro Mobility Administrative Center

SUBJECT: Probationary Inspection of Kare Kabs

On Friday, May 1, 1987 I met with Mike Williams at the Kare Kabs office. He provided me with driver records, certification approvals, training records, etc.

The records appeared to be in order and current. Mike Williams and his assistant are certified to provide passenger assistance training. They recently completed the Passenger Assistance Techniques training course. The course material is very detailed and having trainers on site allows for quick completion of the driver's training. It also assists in brush-up training as needed.

Kare Kabs has initiated an incentives program for its personnel. It is a team approach, using peer support to generate quality service. Mr. Williams indicated that this type of program has been very effective at other locations.

Vehicle records are very detailed. The maintenance is comprehensive, using Ryder's maintenance program. Kare Kabs is in the process of networking with Ryder's computer system, which will increase vehicle maintenance record capacity. The pre-trip inspection sheets appeared to be complete.

The facility, both office and maintenance shop, was well organized and clean. The three vehicles I inspected were in good repair. Mr. Williams indicated that their raised top vehicles have row-bars installed.

I found nothing to indicate that Kare Kabs is deficient in its day to day operation. The incentive program is valuable, as well as the regularly scheduled mandatory safety meetings. The employee's handbook outlines expectations and procedures.

Administration Center  
560 6th Avenue North  
Minneapolis, Minnesota 55411  
612-349-7480



April 30, 1987

Ed Kouneski  
Project Manager  
Regional Transit Board  
Metro Square Building  
St. Paul, MN 55101

Dear Ed:

On April 27, 1987 I made an on-site inspection of Midwest Olson Med-Kab as part of its sixty day probationary requirements. Gary Wingrove provided a tour of the facility, including the mechanical and body shop.

The facility was well organized. This is in part due to their internal computerized system. The computer provides:

- Passenger trip information (this information is stored for sixty days and then placed on tape for future reference)
- Printed Metro Mobility vouchers
- Printed trip sheets
- Driver information, including dates of when training was completed
- an accounting program to assist in the billing.

The securement certificates were all current. The only deficiencies noted by the inspector involved the size of washers used on securement devices on several of the vans. They were replaced while the inspector was on the premises and were signed off as corrected. Midwest Olson Med-Kab has nine vans and one bus dedicated to Metro Mobility service. The maximum seating capacity for the vans is eight while the bus can transport up to twelve wheelchairs and six ambulatory. One dedicated van and the bus have ramps, while the remainder have lifts.

The training documentation appeared to be up to date. The majority of the drivers completed training in December, 1986. I had reviewed their training material prior to our meeting. The written material is thorough and the course outline is pertinent.

The preventive maintenance program at Midwest Olson Med-Kab is excellent. Their records are designed to allow easy tracking from when a mechanical problem is first reported through the final sign-off on completion of the repairs. They also cost out the repairs for each vehicle. Drivers have a maintenance check-off sheet that is completed before they start their routes.

In summary, I did not find any abnormalities in the operation of Midwest Olson Med-Kab. Driver training and vehicle maintenance documentation was complete and organized. The internal computer certainly enhances their system.

Sincerely,

Lyle Frerichs  
Metro Mobility Administrative Center  
Manager

Administration Center  
560 6th Avenue North  
Minneapolis, Minnesota 55411  
612-349-7480

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: August 10, 1987  
 TO: Chairman and Members of the Regional Transit Board  
 FROM: Edward Kouneski, Programs Manager *EK*  
 SUBJECT: Clarification of Washington County Human Services, Inc.  
 Contract Amendment

The staff memorandum dated July 28, 1987 presented information on the contract amendment requested by Human Services, Inc. of Washington County. The memorandum stated that the "amount requested ... is \$2,024 in state funds and \$545 in exurban funds for a total request of \$3,113." The state and exurban figures reported are correct, however, these add to a total request of \$2,569, not \$3,113 as stated in the memorandum.

Below is a table which summarizes the proposed changes in contract amounts for Washington County Human Services, Inc.

	State Funds Contract	Exurban Funds Contract	TOTAL FUNDING
Original 1987 Contract Amount	\$133,792	\$30,021	\$163,813
Additional Amount Requested	2,024	545	2,569
Amended 1987 Contract Total	\$135,816	\$30,566	\$166,382

To clarify this for Board action, the total request should be shown as two amounts, one for state funds and one for exurban funds, because the RTB holds two separate contracts with Human Services, Inc. based on these two funding sources. Staff thus proposes that the Board act on the following revised recommendation:

That the Regional Transit Board authorize the Executive Director to amend the calendar year 1987 contracts with Washington County Human Services, Inc. from \$133,792 to \$135,816 in state funds and from \$30,021 to \$30,566 in exurban funds.

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: August 3, 1987  
TO: Regional Transit Board  
FROM: Cindy Fish, Planner *Cindy CF*  
SUBJECT: Update on Anoka County Transit Study

At the August 17 meeting of the Regional Transit Board, staff will provide an update on the Anoka County Transit Study.

CF:jmo  
OP00CF/TX2