



Minnesota Regional Transit
Board: Records.

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

MEETING OF THE REGIONAL TRANSIT BOARD
Tuesday, September 8, 1987
Metropolitan Council Chambers
4:00 p.m.

AGENDA

1. Call to Order and Roll Call

2. ^{OK} Approval of Agenda

3. ^{OK} CONSENT LIST

4. REPORT OF THE POLICY COMMITTEE

Doris Caranicas,
Chair

^{OK} A. Options to Address Increased Ridership Demand
for Metro Mobility Services

^{OK} B. Draft Regional Transit Board Light Rail Transit
Work Program Outline

^{NA} C. Proposal for the Twin Cities Metropolitan Area
Private Transit Operator Participation Process

5. REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE

Ruth Franklin,
Chair

6. OTHER BUSINESS

- A. Chairman's Report
- B. Members' Reports
- C. Advisory Committee Reports
- D. Staff Reports:

- 1) Approval of Public Hearing Dates
- 2) Update on 1988 Contract Renewal Process
- 3) Update on Metro Mobility Training Manual
Request for Proposal
- 4) Update on the Agreement Between the University
of Minnesota's Center for Transportation Studies
and the Regional Transit Board for a Joint
Research Program

7. PUBLIC COMMENT

Elliott Perovich
Chairman

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Weaver
Ewald
Haphin
Sailer
Skullbitta

Rafter
Edged
Hanes
Bertrand
Lyons
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REGIONAL TRANSIT BOARD
ROLL CALL AND ATTENDANCE SHEET

DATE: 9/8/87

BOARD OR COMMITTEE RTB

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

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: August 20, 1987
TO: Regional Transit Board
FROM: Elliott Perovich
SUBJECT: Consent List

The following item has been reviewed by the staff and chair of the Regional Transit Board. In my opinion, the referral meets the standards of consent referrals adopted by the board in its bylaws.

AMENDMENT OF 16(b)2 PROJECTS INTO THE 1987-1989 TRANSPORTATION
IMPROVEMENT PROGRAM (TIP) ANNUAL ELEMENT

The Urban Mass Transportation Administration (UMTA) 16(b)2 grant program provides capital funding to transportation programs for the elderly and handicapped. Within Minnesota, the Minnesota Department of Transportation (Mn/DOT) is the designated 16(b)2 grant recipient. Mn/DOT annually solicits applications from private non-profit providers of elderly and handicapped transportation to fund the purchase of specially equipped vehicles and awards vehicles based on the recommendations of a review committee.

The Regional Transit Board (RTB) on May 19, 1987, reviewed 16(b)2 grant applications from Metropolitan Area organizations and found all to be non-duplicative of existing service and consistent with the RTB Implementation and Financial Plan. Mn/DOT subsequently submitted an application to UMTA on behalf of fourteen organizations for fiscal year 1987 funding. The total cost of these fourteen projects is \$357,000 of which \$285,000 would be federally funded.

UMTA has requested that these fiscal year 1987 projects be amended to the 1987-1989 TIP Annual Element. Based on its earlier review of 16(b)2 applications, the RTB finds the proposed TIP amendment to be consistent with the Implementation and Financial Plan and recommends to the Metropolitan Council approval of the TIP amendment.

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: August 27, 1987
TO: Regional Transit Board
FROM: Doris Caranicas, Chair
SUBJECT: Report of the Policy Committee

At its August 17, 1987, meeting, the Policy Committee discussed and approved the following recommendations:

OPTIONS TO ADDRESS INCREASED RIDERSHIP DEMAND FOR METRO MOBILITY SERVICES

That the Regional Transit Board approve that a cap on Metro Mobility rides not be imposed until more detailed analysis is completed.

DRAFT REGIONAL TRANSIT BOARD LIGHT RAIL TRANSIT WORK PROGRAM OUTLINE

That the Regional Transit Board endorse the draft Regional Transit Board Work Program Outline and direct staff to proceed with the identified tasks as part of their 1987-1988 activities.

PROPOSAL FOR THE TWIN CITIES METROPOLITAN AREA'S PRIVATE TRANSIT OPERATOR PARTICIPATION PROCESS

The committee took no action on the above item, but a staff report is attached. As discussed at the committee meeting, staff is requesting that the board consider and act upon this item at the September 8 board meeting.

PC/BD/TX1

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: August 31, 1987
TO: Regional Transit Board
FROM: Judith G. Hollander
Director of Planning and Programs
SUBJECT: Proposal for the Twin Cities Metropolitan Area's Private Transit Operator Participation Process

SUMMARY

The purpose of this memorandum is to provide staff comments regarding the proposal made by the Metropolitan Council staff for the Twin Cities Metropolitan Area's Private Transit Operator Participation Process. A recommendation for endorsement of the proposal is also presented.

BACKGROUND

At the Policy Committee meeting of August 17, 1987, Natalio Diaz, Manager of Transportation Planning for the Metropolitan Council, presented a proposal to revise the Twin Cities Metropolitan Area's Private Transit Operator Participation Process. Because the proposal had just been completed that day, copies of the proposal were handed out at the meeting and staff had not yet had the opportunity to analyze the proposal with regard to its impact on the Regional Transit Board.

The proposal was developed in response to a series of meetings between UMTA representatives and the Metro Council, the RTB and the MTC. These meetings were initiated by UMTA due to their concerns regarding compliance with section 3 (e) of the Urban Mass Transportation Act as implemented by UMTA Circular 7005.1 and by UMTA's October 1984 Private Sector Participation Policy.

The proposal, as presented to the Policy Committee (see Attachment A), had been submitted to the Urban Mass Transportation Administration (UMTA) prior to review and endorsement by the Metro Council, the Regional Transit Board and the Metropolitan Transit Commission in order to meet the deadlines established by UMTA. The staffs of all three agencies are reviewing the proposal with their boards and submit comments and letters of endorsement, if concurrence was achieved, to the Metropolitan Council.

DISCUSSION

The Metropolitan Council's proposal is intended to accomplish two major objectives:

- To establish a local forum where concerns regarding private sector participation in the provision of transit services can be addressed; and
- To establish a dispute resolution process which affords all interested parties an opportunity to object to an initial transit decision.

Staff comments are organized by these two objectives.

Staff finds that the general approach taken in the proposal for the Twin Cities Metropolitan Area's Private Transit Operator Process is responsive to UMTA concerns and, at the same time, supportive of RTB activities. In this memorandum, staff presents several suggested changes to the proposal to clarify and streamline certain portions of the proposal.

Proposed Participation Process

Proposal:

The Metro Council has proposed that the Regional Transit Board establish an advisory committee made up of representatives of the private for-profit, private non-profit, and public transit operators, specialized transportation providers, taxi companies, and community representatives whose major role it would be to advise the RTB on plans involving new or restructured services, as well as periodic reexamination of existing services. It is recommended that the committee be established by September 10, 1987, and that it make initial recommendations to the RTB by December 31, 1987, on the following topics:

- Redefinition of "new" and "restructured" services
- Use of the interim standards and guidelines
- Process and timing of planning and service decisions to ensure early consultation compliance
- Process for evaluation of new and restructured service, including timing, use of fully allocated costs, review criteria, implementation of decisions, and roles.
- Process for periodic review of existing services, including same issues as above.

In addition, it is proposed that the advisory committee provide input on the following:

- Services not under direct RTB jurisdiction
- Transportation Improvement Program (TIP)
- RTB Capital Needs Study
- Competitive bidding issues
- Transit provider complaints
- Other appropriate issues

Staff Comment:

There has been informal discussion among RTB staff for some time regarding the formation of a Provider's Advisory Committee. The input provided by the RTB's three existing advisory committees (Transportation Handicapped Advisory Committee, Rideshare Advisory Committee and Taxicab Advisory Committee) has been extremely helpful in the development of RTB policies. However, many of the providers under contract to the RTB have not appropriately had the opportunity to be involved in an advisory committee and be involved in the intensive discussion of issues as occurs at these committee meetings. Instead, the RTB has communicated with providers through quarterly information-sharing meetings and through one-on-one communications.

Staff feels that the addition of a Provider's Advisory Committee would provide the opportunity for providers of all types to become involved and have the chance to discuss in detail proposed policies and issues. Although it is expected that the Provider's Advisory Committee, which is to be staffed by the RTB, will generate an estimated 25-30% of a full time equivalent staff effort, it is anticipated that the benefits of greater communication with providers will be substantial. If the board agrees to establish this committee, staff will present a detailed proposal for naming the committee members and spelling out their specific duties. It is clear that this committee could not be established by September 10 as suggested by the Metro Council. A new target date needs to be set.

The RTB staff realizes that the December 31 timeline for initial recommendations on a number of important issues will be very tight. It is important to note that the initial recommendations may in fact simply be an agreement on how these issues will be approached and the work program to accomplish them. Other activities must also be undertaken and coordinated on many of these issues.

The proposal suggests that, "any plan proposed for RTB approval for new and restructured service (as well as periodic re-examinations of routes) shall be submitted to the advisory committee chair 30 days prior to RTB action (and any public hearing on the service change) for review and recommendations to the Regional Transit Board. Staff recommends that clarification be made here. By the time that the RTB actually approves a plan for new or restructured service, the proposer is usually very close to actually implementing the new or restructured service. If it is UMTA's intent to get private operators involved at an early stage in the planning process, it seems more appropriate to modify this language to say,

The Provider Advisory Committee should participate early in the planning process for new and restructured services. The Provider Advisory Committee should be notified as planning for service changes are initiated and should be kept informed throughout the planning process. The recommended service changes for new or restructured service should be formally reviewed by the Provider's Advisory Committee prior to RTB or other appropriate action.

Dispute Resolution Process

Proposal:

The Metro Council has proposed that a review board appointed by the Metropolitan Council be established to "afford all transit providers an opportunity to object to decisions made by the RTB and providers regarding transit services. This Transit Dispute Resolution Board would be staffed by the Council's transportation division.

A process for resolving complaints is set forth in the proposal (see Attachment 1).

Staff Comments:

Staff has reviewed the process for resolving disputes and generally feels that the proposal is responsive to UMTA's concern and, furthermore, is consistent with RTB policies and procedures. However, several recommendations for specific modification intended to streamline and clarify the process are listed below.

First of all, staff suggests that the timetable be modified as indicated in the following table:

Recommended Changes to Timetable

	<u>Maximum Calendar Days Since Complaint Received</u>	
	<u>Proposed</u>	<u>RTB Recommendation</u>
Initial Complaint Received	0	0
Respondent Meets With Complainant	14	7
Response Issued to Complainant	30	14
Complainant Appeals Decision to the Dispute Resolution Board	(No Timeframe)	21
Dispute Resolution Board Meets with Complainant	(No Timeframe)	35
Dispute Resolution Board Issues Decision to Complainant/RTB	(Within 30 Days)	42
Decision of Dispute Resolution Board is Carried Out	(Within 45 Days of Decision)	49

The changes recommended in the timetable result in a seven week process from the time the complaint is first received to when a decision is made and carried out. This permits an expedient resolution of disputes for all parties involved and also coordinates well with the RTB's proposed dispute resolution process included in the competitive transit guidelines currently being developed.

The proposed process also recommends that the decision of the Dispute Resolution Board shall not be carried out if an appeal has been made to UMTA and has not been acted upon. It is recommended that this provision be removed from the proposed process, since UMTA's process is essentially limited to complaints related to the local planning and programming process and does not include review of local decisions regarding service or the appropriate provider. UMTA's October 1984, policy notice on this topic states:

UMTA will entertain complaints from private enterprise organizations only upon procedural grounds that the local planning and programming process has not established procedures for the maximum feasible participation of private transportation providers consistent with section 8(e) and the spirit of the policy; or that local procedures were not followed; or that the local process does not provide for fair resolution of disputes. Accordingly, UMTA will not review disputes concerning the substance of local decisions regarding service or the appropriate service provider. Nor will UMTA entertain procedural protests prior to a disposition of complaints at the local level.

The process does not include a timeframe specifying how soon a complaint must be submitted after the aggrieved action has taken place. It is recommended that the once the process is established and all interested parties have been notified, that complaints shall be submitted within 7 calendar days of the aggrieved action.

The process should clarify where the initial complaint is to be submitted. The process suggests that the process begins with the agency or jurisdiction having final approval authority on plans or service decisions. It is recommended that this be clarified to specify that the process shall begin with the agency or jurisdiction that took the aggrieved action.

FINDINGS AND CONCLUSIONS

o The Metropolitan Council staff has prepared a proposal to revise the Twin Cities Metropolitan Area's Private Transit Operator Participation Process in response to UMTA's concerns regarding compliance with federal policy regarding the participation of private operators in the planning process. The Metropolitan Council, the Regional Transit Board and the Metropolitan Transit Commission are currently reviewing this proposal.

o The Metro Council's proposal is intended to accomplish two major objectives: (1) to establish a local forum where concerns regarding private sector participation in the provision of transit services can be addressed; and (2) to establish a dispute resolution process which affords all interested parties an opportunity to object to an initial transit decision.

o RTB staff finds that the general approach taken in the Metro Council's proposal is responsive to UMTA concerns and, at the same time, supportive and consistent with RTB policies and activities. However, staff has recommended several changes in the wording of the proposal intended to clarify the language and streamline the process.

RECOMMENDATION

That the Regional Transit Board endorse the general approach taken in the Metropolitan Council's proposal for the Twin Cities Metropolitan Area's Private Transit Operator Participation Process and recommend that the changes noted in this memorandum be incorporated as part of the proposal.

JH001A

Metropolitan Council of the Twin Cities Area
300 Metro Square Building, 7th and Robert Streets
St. Paul, Minnesota 55101 Tel. 612 291-6359/TDD 291-0904

Proposal for the
Twin Cities Metropolitan Area's
Private Transit Operator Participation
Process

August 14, 1987

Introduction

This proposal is in response to a series of meetings between representatives of the Urban Mass Transportation Administration (UMTA) Region 5 and Headquarters offices and the Metropolitan Council, Metropolitan Transit Commission (MTC), and Regional Transit Board (RTB) held to discuss UMTA concerns regarding Section 3(e) compliance in the Twin Cities Area.

UMTA guidelines (in particular, UMTA Circular 7005.1) require that local planning processes be consistent with UMTA policy regarding the involvement of private transportation providers. These guidelines are intended to provide a greater competitive environment and increase opportunities for private sector participation in mass transportation operations funded with Federal assistance under Sections 3 and 9 of the UMTA Act of 1964, as amended, and Sections 103(e) (4) and 142 of Title 23, U.S.C.

A letter from UMTA Regional Administrator Joel Ettinger dated July 8, 1987, clarifies the minimum requirements of local processes as identified in the UMTA Circular 7005.1, which are:

1. Notice to and early consultation with private providers in plans involving new or restructured service as well as the periodic re-examination of existing service.
2. Periodic examination, at least every three years, of each route to determine if it could be more efficiently operated by a private enterprise.
3. Description of how new and restructured services will be evaluated to determine if they could be more effectively provided by private sector operation pursuant to a competitive bid process.
4. The use of costs as a factor in the private/public decision.
5. A dispute resolution process which affords all interested parties an opportunity to object to the initial decision. UMTA's complaint process is designed to accept appeals of this local dispute resolution process.

The Metropolitan Council is proposing that the process described in this paper replace the existing private sector participation process in the Twin Cities Metropolitan Area. The existing process consists of involvement of private operators in the transit planning activities conducted by the RTB with appeals heard by the Metropolitan Council as part of the preparation and approval of the Transportation Improvement Program (TIP). The RTB, formed by the Minnesota Legislature to plan, administer and coordinate transit services in the Twin Cities Metropolitan Area (functions formerly provided by the MTC), offers private operators opportunities to participate in transit planning through membership on advisory committees and special study management teams, as well as at quarterly providers meetings and in review of the proposed transit TIP elements.

Concerns have recently been expressed regarding the effectiveness of the existing process. The Twin Cities Metropolitan Area has been requested by UMTA to strengthen the private transit operator participation process to offer providers opportunities to receive early notification of transit plans and service proposals for new and restructured service, to participate in the re-examination of existing services, and to provide a way to resolve objections to transit decisions.

This proposal is intended to accomplish two major objectives:

- To establish a local forum where concerns regarding private sector participation in the provision of transit services can be addressed.
- To establish a dispute resolution process which affords all interested parties an opportunity to object to an initial transit decision.

The process for addressing transit provider concerns will be carried out by the RTB in its role as the regional transit planning agency through an advisory committee. Oversight will be provided by the Council, primarily in the dispute resolution process, in its role as the Metropolitan Planning Organization for the region.

Proposed Participation Process

A regional forum for open discussion by providers and community officials of issues related to transit service planning and implementation in the Twin Cities is proposed for formation by September 10, 1987. This forum, an advisory committee made up of representatives of the private for-profit, private non-profit, and public transit operators, specialized transportation providers, taxi companies, and community representatives, would serve as an advisory committee to the Regional Transit Board.

The major role of this committee will be to advise the Regional Transit Board on plans involving new or restructured services, as well as periodic reexamination of existing services. This committee would receive early notification from the RTB and transit providers regarding transit service issues related to the five previously discussed UMTA requirements. The scope of the committee's responsibilities will cover pertinent issues associated mainly with regular route transit, as well as other transit and paratransit services that receive state, regional or UMTA transit funding, including operating and capital funds. Since the focus of the committee will be on regular route transit, when issues arise with respect to elderly and handicapped services or ridesharing, the committee should refer those issues for recommendation to the Transportation Handicapped Advisory Committee and the Rideshare Advisory Committee.

At the present time, existing MTC services are considered for re-examination and possible competitive bidding based on route subsidy levels of \$2.45 or greater. Other considerations needed to conduct re-examination of existing services and new and restructured services are listed below. The committee will make initial recommendations to the Regional Transit Board by December 31, 1987, involving the following:

- Redefinition of "new" and "restructured" services.
- Use of the interim standards and guidelines.
- Process and timing of planning and service decisions to ensure early consultation compliance.
- Process for evaluation of new and restructured service, including timing, use of interim standards and guidelines, use of fully allocated costs, review criteria, implementation of decisions, and roles.
- Process for periodic reviews of existing services, including same issues as above.

In addition, the advisory committee will provide input on the following:

- Services not under direct RTB jurisdiction.
- Transportation Improvement Program (TIP).
- RTB Capital Needs Study.
- Impediments to competitive bidding.
- Transit provider complaints.
- Other appropriate issues.

Any plan proposed for RTB approval for new and restructured service (as well as periodic re-examinations of routes) shall be submitted to the advisory committee chair 30 days prior to RTB action (and any public hearing on the service change) for review and recommendations to the Regional Transit Board. The committee must make recommendations to the Regional Transit Board before those 30 days expire. No decisions by the Regional Transit Board or the proposer of service can be made regarding new or restructured service until a recommendation is provided to the Regional Transit Board by the advisory committee.

ADVISORY COMMITTEE MEMBERS

- 2 representatives of private for-profit transit operators
- 1 private non-profit transit provider
- 1 taxicab representative
- 1 MTC staff representative
- 3 community representatives, one from the Central Cities and two from the suburbs (One suburban representative will reside in an area having a community-based transit system)

The advisory committee will receive staff support from the RTB and will be chaired by a citizen knowledgeable about transit but not representing any particular transit interest. Members will be appointed by the Regional Transit Board through an application process to the RTB. Issues referred by the advisory committee to the Transportation Handicapped Advisory Committee and the Rideshare Advisory Committee will be coordinated with this committee in providing recommendations to the Regional Transit Board.

Dispute Resolution Process

A review board appointed by the Metropolitan Council is proposed to afford all transit providers an opportunity to object to decisions made by the RTB and providers regarding transit services. This Transit Dispute Resolution Board will be staffed by the Council's transportation division and made up of the following members:

TRANSIT DISPUTE RESOLUTION BOARD

- 1 Metropolitan Council Member
- 1 Regional Transit Board Member
- 2 Members of the advisory committee not directly affected by the dispute appointed by the Council
- 1 Transportation Advisory Board member who would serve as the tie-breaker and chair of the Dispute Resolution Board

The Dispute Resolution Board will be appointed on a case by case basis to avoid conflicts of interest. Any disputes that arise between providers, or between a provider and the RTB should be addressed in the following manner:

- Complainant requests review of problem through filing of a written complaint with the respondent,* copies of which are sent to Council staff, the advisory committee chair, and the RTB. This written complaint should clearly identify the major areas of concern.
- Respondent meets with complainant within 14 days of receiving complaint to discuss problem and issues a response within 30 days of receiving complaint (copy sent to Council staff, RTB, and advisory committee chair).

* A respondent is the agency or jurisdiction having final approval authority on plans or service decisions.

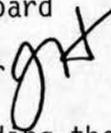
- If complainant is not satisfied with resolution, the complainant sends a request for Dispute Resolution to Council staff, with a copy to the respondent, RTB, and advisory committee chair, documenting original written complaint, a summary of meetings/discussions with respondent, and basis for dissatisfaction with resolution.
- Transit Dispute Resolution Board meets with complainant and respondent to hear issue and renders final decision on the issue within 30 days and forwards the decision to the RTB board.

Decisions made by the Transit Dispute Resolution Board will be carried out by the RTB and the provider 45 days after the decision providing that no appeals of the dispute resolution to UMTA are outstanding regarding a specific transit decision.

ND095A

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: September 1, 1987
TO: Regional Transit Board
FROM: Judith G. Hollander 
SUBJECT: MTC Comments Regarding the Twin Cities "Private Transit Operator Participation Process"

Attached, for your information, is a memorandum from Beverly Auld to the Metropolitan Transit Commission on MTC staff comments regarding the Twin Cities Private Transit Operator Participation Process. The MTC has not yet formally acted upon these comments.

Also, at the RTB Providers Meeting held earlier this week, providers were asked to review and comment on this proposal. As any additional comments are received, we will pass them on to you.



METROPOLITAN TRANSIT COMMISSION

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

MEMORANDUM

TO: Chairman and Members of the
Metropolitan Transit Commission

FROM: Beverly J. Auld *B.J. Auld*
Assistant Chief Administrator
for Administration

DATE: August 24, 1987

SUBJECT: Comments Regarding the Twin Cities
"Private Transit Operator Participation Process"

UMTA's requirement is that a process be established in the Twin Cities area that involves the private transit operators. The Minneapolis/St. Paul area is unique in the fact that the public transit operator (MTC) is not the responsible agency for transit planning under state legislation.

A process, wherein the MTC would provide notice to and early consultation with private operators, could be established in a very straight forward manner, with comments and recommendations forwarded to the Commission as a part of the decision-making process.

However, in this local area, the RTB, responsible for planning, but not involved in operational decisions, is being held responsible by the Met Council, and therefore UMTA, for providing notice to and early consultation with private providers in the planning of new and evaluation of existing transit services.

Issue #1: Notice to and early consultation with private providers in planning . . .

The proposal's objective is "to establish a local forum where concerns regarding private sector participation in the provision of service can be addressed."

As specified by UMTA, those concerns are "private provider" concerns and, therefore, the proposed advisory committee would be best established as a private transit provider and committee. The committee could fulfill its major role to advise the RTB with the UMTA required "private provider review and comment" in regard to plans involving new or restructured services.

If the committee were established in a way that represented transit in the Minneapolis/St. Paul area, certainly the membership would have to be adjusted to represent the true role of the public and private providers in the area. With ninety-eight percent of the metropolitan area transit provided by the MTC and two percent provided by private operators - certainly the committee balance should be heavily public.

The recommended comment that is proposed is:

"UMTA's intent was that a process be established at the local level that provided notice to and early consultation with private providers. The advisory committee established should be the Private Provider Advisory Committee on Transit which allows the RTB (with Met Council oversight) a forum for providing the private providers the opportunity to review, comment and advise the RTB. The MTC should not be a member of this committee, but should be responsible as the public provider advisor to the RTB.

Issue #2: Process Concerns

The following are four concerns regarding the process outlined as committee responsibilities:

1. What is regional funding? Could regional funding encompass the Metropolitan Airports Commission or the City of Minneapolis? Perhaps regional funding is not appropriate.
2. **The recommended comment that is proposed is:**

Recommendations to be made in 1987 (Page 3) should be clarified to indicate "for the private provider".

When the "Interim Report on Financial and Performance Standards" was adopted by the RTB and MTC in 1986, it was agreed that "The RTB and MTC jointly will:

- o determine the continued role of the Joint Committee
- o refine performance and financial standards for MTC regular route transit service."

The RTB/MTC interim report has established definitions of new and restructured services, guidance for their use and the process for periodic review that governs the MTC as public provider and under agreement shall be in effect until they are refined by the Joint Committee.

3. Advisory committee members will provide input on "services not under direct RTB jurisdiction"

Question: Provide input to whom and for what purpose?

4. Any plans must be submitted to the advisory committee chair thirty days prior to RTB action (and any public hearing on the service change).

The recommended comment that is proposed is:

This should be clarified to state:

(and any RTB public hearing).

MTC's guidelines for public hearing are different from RTB guidelines and also different from the guidelines established by the Interim Report.

Issue #3: Dispute Resolution Process

All the initial disputes and probably a majority of future disputes involve the MTC. The current make-up of the dispute resolution board allows for no public provider input in the resolving decision made when MTC action is in dispute.

In those cases, the expectation would be that the Met Council and the RTB would be neutral with the remaining two members representing private interest. Obviously, decisions will favor the private - no balance is forced into the process.

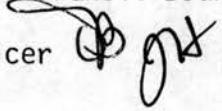
The recommended comment that is proposed is:

The Dispute Resolution Board membership should always include a representative of the MTC in that the MTC is the provider of ninety-eight percent of the service in the Minneapolis/St. Paul area.

BJA/dmk

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: September 1, 1987
TO: Chairman and Members of the Regional Transit Board
FROM: Tom Beaver, Public Information Officer 
SUBJECT: Approval of Public Hearing Dates

SUMMARY

This memorandum recommends Board approval of the public hearing dates for two legislatively mandated public hearings, one for the Metro Mobility contracts and one for the Competitive Transit guidelines.

BACKGROUND

Metro Mobility Contracts

The Regional Transit Board needs to hold a public hearing on Metro Mobility standards for provider eligibility, selection, performance, compliance and evaluation, the terms of provider contracts and the contract with the service administrator, and related contract management, policies and procedures of the Board; fare policies; service areas, hours, standards, and procedures and similar matters relating to implementation of the service.

The law (H.F. 1009) also requires: "Each year before renewing contracts with providers and the service administrator, the board shall provide an opportunity for the advisory committee, users, and other interested persons to testify before the board concerning providers, contract terms and other matters relating to board policies and procedures for implementing the service."

Competitive Transit Guidelines

The RTB is required to hold a public hearing on the Competitive Transit guidelines no less than fifteen (15) days after they are adopted by the Board. The advisory team, assembled to assist the RTB in developing and implementing the guidelines, will complete its work on September 3.

The guidelines, with a report from the advisory team, will be presented to the Policy Committee on September 21, 1987, then to the full Board for approval on October 5, 1987.

DISCUSSION

The public information office needs this early approval of the public hearing dates for the Metro Mobility contracts and the Competitive Transit guidelines in order to meet publication deadlines of the local media, including the monthly publications, to find locations for the hearings, and to schedule court reporters to record the hearings. In order to fully publicize the hearings and inform the public, the public information office needs four to six weeks lead time.

PUBLIC HEARING DATES
September 1, 1987
Page Two

RECOMMENDATIONS

- o That the Regional Transit Board approve Monday, October 26, 1987 and Tuesday, October 27, 1987 as dates for the public hearings on the Metro Mobility contracts.
- o That the Regional Transit Board approve Wednesday, October 21, 1987 for the public hearing on the Competitive Transit guidelines.

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: August 28, 1987
TO: Chairman and Members of the Regional Transit Board
FROM: Judith Hollander, Director of Planning and Programs *JH*
Edward Kouneski, Programs Manager *EK*
SUBJECT: Update on 1988 Contract Renewal Process

Transit Assistance Contracts

Staff is in the process of negotiating the transit assistance contracts with providers for calendar year 1988 based on the budgets and management plans that providers were required to submit earlier this summer. These contracts, which expire on December 31, 1987, are for the rural, small urban, opt-out, and privately operated regular route transit programs.

During the month of September, representatives from each of the transit programs will be meeting with us to review their funding applications and to present accomplishments related to the goals and objectives set for 1987. Contract details will be made final during the month of October, and a presentation of the recommended 1988 budgets will be made at the first meeting of the Administration and Finance Committee in November.

In the meantime, staff has available for Board review the budgets and management plans submitted by each program, as well as a summary of year-to-date operating statistics and performance indicator data for each program. This data is part of an information reporting system recently developed to facilitate ongoing program evaluation. Variances in ridership, service levels, costs, and revenues during the current contract period are being analyzed in preparation for the upcoming negotiations with providers. This information will be presented to the Board to support the contract recommendations that are made by the staff in November.

Metro Mobility Contracts

A separate process has been established for the negotiation of the Metro Mobility provider contracts, which expire December 31, 1987. In the coming weeks, Metro Mobility providers will be submitting applications to register the communities to be served in 1988. Staff will schedule follow-up interviews with each provider to review performance and to discuss potential changes in the contract terms and conditions that have been under consideration.

Legislation passed in 1987 requires that the RTB hold a public hearing to review the content of the Mobility contracts and also that the RTB provide the opportunity for the public to testify about provider performance. The public hearing on the Metro Mobility contracts must be held no later than November 1, 1987.

CONTRACT RENEWAL PROCESS

August 28, 1987

Page Two

The Metro Mobility consultant evaluation study is underway and preliminary recommendations are expected to be received in November. The recommendations may include rate adjustments, vehicle design standards, driver training requirements, contract incentives and penalties, and other contract revisions that will ultimately be requested for approval by the Board.

To permit adequate consideration of the comments from the public hearing and the recommendations from the consultant evaluation, it may be necessary to extend the current Metro Mobility provider contracts for several months. Staff is exploring this option with providers and will develop a recommendation for presentation to the Board at a future date.

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: August 28, 1987

TO: Chairman and Members of the Regional Transit Board

FROM: Edward Kouneski, Programs Manager *EK*
Linda Ehlers, Project Administrator *JE*

SUBJECT: Update on Metro Mobility Training Manual RFP

As part of the original Request for Proposal (RFP) for the Metro Mobility consultant evaluation, there was an element of the work plan that called for the development of a Metro Mobility driver training manual. This work element had been listed as Task 12.0. The Board, at the time it approved the evaluation RFP, directed staff to delete this task from the evaluation RFP and to issue a separate RFP for the training manual development.

Subsequently, staff prepared a more detailed description of the work tasks involved in the development of a training manual. The completed RFP was mailed to members of the Transportation Handicapped Advisory Committee for review. Comments were received, and the RFP was issued to prospective consultants on August 25, 1987.

The RFP states that proposals are due from consultants on September 15, 1987. The proposal evaluation committee for the Metro Mobility study will be assembled to review the proposals received. We anticipate that work on this project would begin after Board approval on October 19, 1987. THAC will be involved early in the project to provide input for the development of the manual. The target completion date for the consultant to present a draft of the training manual to THAC for review is December 8, 1987. After changes are incorporated into the draft manual, a presentation would be scheduled to the Board.

Attached is a copy of the training manual RFP. If you have any comments or concerns, please feel free to communicate them to me. Your comments can be incorporated into the proposal review process or the subsequent negotiation of a final work plan with the selected consultant.

It is anticipated that the recommendation from the proposal evaluation committee to select a training consultant would be brought to the Administration and Finance Committee for approval at the first meeting in October.

Regional Transit Board

REQUEST FOR PROPOSAL TO DEVELOP A STANDARD
METRO MOBILITY DRIVER TRAINING MANUAL AND CURRICULUM

August 20, 1987

INTRODUCTION

The Regional Transit Board (RTB) is responsible for transportation planning, coordination, and policy making in the Twin Cities metropolitan area. In this role, the RTB oversees some 20 transit and paratransit programs, one of which is Metro Mobility.

Metro Mobility is a special transportation service for disabled persons who are unable to use the regular route bus service. The program, with its annual budget of \$6.25 million, can serve nearly 800,000 passenger trips.

BACKGROUND

In October 1986, the RTB restructured the Metro Mobility program to a user-side subsidy service in order to accomplish three major objectives: increase cost effectiveness, improve service quality, and significantly expand the service area. The RTB developed contracts with 19 providers to deliver the new Metro Mobility service.

Metro Mobility is called a "rider's choice" service, which means that riders now call a provider directly, to schedule a ride, from among a list certified to serve their community.

Previously, Metro Mobility was administered by the Metropolitan Transit Commission (MTC) using a centralized dispatching system, through which rides were scheduled and assigned to one of nine providers: six taxicab companies, one lift van company, one nonprofit agency, and the MTC, itself, which provided nearly 40 percent of the trips.

The current group of 19 providers is composed of 11 lift van companies, five taxicab companies, and three nonprofit agencies. This group includes seven of the former Metro Mobility providers. The 12 providers added to the program have relevant, past experience operating special pupil transportation, emergency medical transportation, and specialized services under contract to area hospitals and nursing homes.

The MTC continues to function in an administrative role; under contract to the RTB, it operates the Metro Mobility Administrative Center (MMAC). The MMAC is responsible for monitoring the performance of providers, certifying persons eligible for the service, responding to rider complaints, verifying billings submitted by the providers, and maintaining a computerized information system. The MMAC routinely conducts vehicle spot checks and site visits, which include inspection of driver personnel records, vehicle maintenance history files, and safety and training programs. The MMAC also holds meetings bimonthly with all of the providers to review operating policies and procedures.

To advise the RTB on issues related to transportation for persons with disabilities, the RTB has a citizen advisory committee which meets monthly. The Transportation Handicapped Advisory Committee (THAC) is composed of 21 members representing riders, providers, social service agencies, and other interested parties.

WORK PROGRAM

The purpose of this project is to develop a driver training manual and curriculum for the Metro Mobility program. This project is necessary to standardize the instructions and information given to drivers of the 19 service providers under contract to the RTB. The materials developed by the consultant are intended to complement the current training programs used by the providers.

As part of the project, the consultant will conduct a review of safety and training policies and procedures now in place at special transportation programs in other metropolitan areas. In addition, the consultant will evaluate current Metro Mobility driver selection procedures and propose changes if necessary; furthermore, the consultant will suggest safety incentive programs appropriate for the Metro Mobility providers to implement.

Project Organization and Responsibilities

The RTB will be responsible for overall management of the consultant contract. A project manager is assigned as a liaison and contract monitor. The consultant will conduct major elements of the work program at the direction of the project manager and will regularly report to the project manager on progress toward accomplishing the work tasks. RTB staff will be available to assist with certain information gathering efforts. The members of THAC, the RTB's advisory committee, will be kept informed and consulted periodically throughout the course of the project to provide input on the development of the training program materials and curriculum.

A description of the consultant work tasks follows. Consultants are encouraged to suggest innovative or alternative approaches to the work elements outlined in this RFP. If consultants wish to modify the project timelines or the budget limit specified in this RFP, please provide explanation of how the project results could be enhanced by doing so.

Tasks

- 1.0 The consultant will conduct interviews with providers and program administrative personnel and moderate a workshop with representatives of parties interested in the quality and responsiveness of the Metro Mobility service. The purpose of this task is to identify existing problems and to gather input for establishing standard training policies and procedures.

Product: Technical Memorandum -- Summary of Training Issues and Concerns

Responsibility: The consultant will conduct interviews and moderate the workshop, inviting participation from groups such as THAC, the State Council on Disabilities, the United Handicapped Federation, the Metropolitan Senior

Federation, the Metropolitan Center for Independent Living, and other interested parties. The expectations and concerns expressed by these groups will be documented in a written report.

It may be relevant to incorporate into this task the preliminary results from the Metro Mobility evaluation study, currently underway, which involves focus groups and surveys with riders and interviews with providers to assess the adequacy of current training practices.

Timing: Completed by October 30, 1987.

- 2.0 Review policies, procedures, and training materials used in other metropolitan areas for special transportation programs serving the elderly and disabled.

Product: Technical Memorandum -- Review of Safety and Training Practices in Other Cities.

Responsibility: The consultant will survey other special transportation programs to prepare an overview of the range of policies and procedures that have been implemented to address provider safety and training effectiveness. Useful information gathered from this review will be incorporated into the training materials and curriculum requirements developed in the next two tasks.

Timing: Completed by November 6, 1987.

- 3.0 Develop a standard driver training manual and instructor's guide for the Metro Mobility program.

Product: Driver Training Manual and Instructor's Guide, in draft form.

Responsibility: The consultant will be responsible for preparing the training manual; its purpose is to ensure that job expectations are clearly and consistently communicated to Metro Mobility drivers and that trainees are given the skills and knowledge necessary to perform above an acceptable standard.

The consultant, in preparing the training manual, should stress content and method of instruction. The training method employed by

the consultant should have a demonstrated value in enhancing retention of the conveyed information.

Program content should be presented in a manner that has proven effective in conveying large amounts of information to participants at all educational levels and backgrounds. It should contain learning standards and objectives that are quantifiable and attainable. At a minimum, it should cover the following topics: expectations, program goals and objectives, policies and procedures, sensitivity, and communication. In addition, it should incorporate checklists for review of these topics and discuss resources available for additional information.

An instructor's guide should also be prepared, to present instructional hints, as a tool for the trainers using it.

Timing: Draft completed, presentation to THAC on December 8, 1987.

- 4.0 Develop training curriculum requirements, including the minimum number of hours designated for individual topics. These requirements will be incorporated into the RTB's contracts with the Metro Mobility providers.

Product: Technical Memorandum -- Training Curriculum Requirements.

Responsibility: The consultant will be responsible for developing the training curriculum requirements, placing emphasis on the content and minimum hours to be spent on designated topics. This task should involve input from THAC.

As part of this task, the consultant should become familiar with the work currently being conducted by the Minnesota Department of Transportation. Mn/DOT is in the process of revising its rules for special transportation services; the state rules include minimum driver training requirements which the Metro Mobility providers are required to follow.

RTB staff will be responsible for gathering materials from Mn/DOT on its rulemaking process for review by the consultant.

Timing: Completed by December 8, 1987.

- 5.0 Review and recommend driver selection procedures that would contribute to the effective recruitment and hiring of personnel by providers for the Metro Mobility program. The results of this task may lead to the development of an RTB policy on driver selection.

Product: Technical Memorandum: Driver Selection Policy and Procedures

Responsibility: The consultant will be responsible for this task, based on information gathered from providers to review the adequacy of their current driver selection practices. Improvements should be recommended based on the consultant's knowledge of relevant employee selection practices in the transportation and other industries.

Timing: Completed by December 11, 1987.

- 6.0 Review and recommend incentive or recognition programs that have value in motivating safe behavior by drivers once they have been presented with the skills and knowledge necessary to do the job in training.

Product: Technical Memorandum: Safety Incentive Programs

Responsibility: The consultant will be responsible for this task, developing recommendations based on knowledge of employee safety incentive or recognition programs that have been successfully implemented in the transportation or related industries.

Timing: Completed by December 11, 1987.

- 7.0 Conduct meeting(s) with Metro Mobility providers to present the training program materials and curriculum requirements along with any recommendations for establishing safety incentive programs and improving driver selection procedures.

Product: Meeting(s) with providers.

Responsibility: The consultant will present the training program materials to providers for their review and input, before the materials are transmitted to the RTB for final approval.

Timing: Completed by December 18, 1987.

- 8.0 Revise training program materials, as necessary, based on comments received in previous tasks from THAC members and Metro Mobility providers. Submit to RTB for review and approval.

Product: Final training program materials, with camera-ready art for photocopying.

Responsibility: The consultant will revise the training program materials, based on input received from providers, THAC, and the RTB staff. The consultant will provide the RTB with original camera-ready art. The RTB will be responsible for photocopying and distributing the training program materials to providers.

Timing: Final materials completed, presentation to RTB on January 18, 1987.

- 9.0 Propose follow-up work plan and schedule of visits with providers assist with implementation and to review the effectiveness of the training program materials.

Product: Consultant work plan and schedule for follow-up meetings with providers.

Responsibility: As a final step, the consultant should propose follow-up meetings with providers throughout the next year to provide implementation assistance and to monitor the effectiveness of the training program materials that were developed. This follow-up work is intended to make any necessary refinements in the training materials, once providers have carried out the program. The cost for this follow-up task is not covered as part of the budget for this project and would be approved only after this initial development project is completed.

Timing: Completed by January 29, 1987

PROPOSAL GUIDELINES

A. Time Schedule

The anticipated starting date for the consultant work to develop the standard driver training manual and curriculum is October 20, 1987. The timeline for completion of the various work elements is outlined in the RFP, with the training materials, in draft form, to be completed for presentation to THAC on December 8, 1987.

B. Maintenance of Records and Reports

The selected consultant will be required to maintain records necessary to complete monthly reports on the contract activity which shall include the kind of service delivered, the period of time involved, and the products provided.

C. Requested Proposal Content and Format

The consultant proposal should include the following:

- o Cover letter. This should include the name and address of the lead consultant and the names of other firms or individuals participating in the proposal.
- o Introduction. The consultant should indicate their understanding of the project, its goals and key elements.
- o Project Organization. This should include the proposed approach, the identification and roles of the lead consultant and any subconsultants and anticipated interaction with the RTB and proposed committees.
- o Work Plan. This should include a detailed outline of the tasks, target dates, responsibilities, hours, hourly rates, professional classifications, expenses, and a description of the products for each task. Consultants are encouraged to suggest innovative or alternative approaches to the work elements outlined in the RFP.
- o Project Staffing. This should include identification of the individuals directly responsible for executing the project. A brief summary of their experience and education should be provided. Of key importance will be the qualifications of the project manager.
- o Experience and Qualifications. This section should include a brief description of each firm, area of expertise, work on similar projects and location.
- o Project Budget. This section should include the proposed budget for the project. Included should be person-hours per task, hourly rates, classification, equipment and expenses.
- o Client References. Five client references, from projects of similar scope, should be provided for each of the major firms.
- o Project Timeline. The consultant should provide a timeline for completion of each of the work tasks and the total project.
- o Affirmative Action Plan. The proposer must demonstrate use of affirmative action employment policies by supplying the current composition of employees by race, ethnic group and gender.
- o DBE/WBE Participation. Proposers should also include a plan to use disadvantaged and women-owned business enterprises (DBE/WBE). No goal is established for the value of work to be subcontracted to DBE or WBE firms, but the lead consultant shall make every reasonable effort to

subcontract work through good faith negotiations in advance of contract award. The RTB's DBE/WBE participation goal, as an agency, is 10% DBE and 2% WBE.

D. Proposal Submission and Consultant Selection Process

1. Schedule

Requests for Proposals to Develop a Standard Metro Mobility Driver Training Manual and Curriculum will be issued by the RTB on August 20, 1987. Proposals must be received by 2:00 p.m. on September 15, 1987. The selection process will be completed by October 20, 1987.

2. Budget

The RTB has budgeted a maximum of \$15,000 for the consultant to perform this work.

3. Submission of Proposals

All proposals must be sent to:

Linda Ehlers, Project Administrator
Regional Transit Board
270 Metro Square Building
Seventh and Robert Streets
St. Paul, MN 55101

Proposals must be received no later than 2:00 p.m., Tuesday, September 15, 1987. Late proposals will not be accepted. Please provide six (6) copies of the proposal. One copy must contain an original signature of an authorized member of the lead firm.

4. Questions and Response

All questions on this RFP should be directed to Linda Ehlers, Metro Mobility project administrator, at (612) 292-8789. You may submit questions verbally or in writing, but must do so by September 4, 1987. Following this date, all prospective consultants will receive in the mail a copy of the RTB response to each question asked.

5. Selection Process

The RTB will use a Consultant Selection Committee to review the proposals, interview the finalists, if necessary, and select the consultant. The committee will be composed of representatives from the RTB, THAC, Mn/DOT, and the Metropolitan Council.

6. Evaluation

The consultant will be selected based on the following evaluation criteria:

- a) Expressed understanding of the project objectives, including issues, problems, and approach.
- b) Qualifications of firm and personnel, including relevant firm experience, project team composition, management structure, qualifications and experience of key personnel, and commitment of time to project.
- c) Project work plan, including comprehensive approach to proposed elements, innovative approaches, understanding of the key components and overall structure.
- d) Project cost detail, including person-hour commitment, billing rates, and commitment to complete the project within the proposed budget and timeline.

7. Cancellation of Solicitation

This Request for Proposal does not obligate the RTB to complete this project. The RTB reserves the right to cancel the solicitation if it is considered to be in its best interest and may reject any and all proposals.

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: August 31, 1987

TO: Regional Transit Board

FROM: Judith G. Hollander *JGH*
Director of Planning and Programs

SUBJECT: Update on the Agreement between the University of Minnesota's
Center for Transportation Studies and the Regional Transit Board
for a Joint Research Program

SUMMARY

The purpose of this memorandum is to update the Administration and Finance Committee on the negotiations for the agreement between the University of Minnesota's Center for Transportation Studies (CTS) and the Regional Transit Board (RTB) for a Joint Research Program.

BACKGROUND

At its meeting on June 1, 1987, the Regional Transit Board authorized the executive director to negotiate and enter into an agreement not to exceed \$315,000 with the University of Minnesota's Center for Transportation Studies for the purpose of conducting a Joint Research Program between the two organizations. At that time, board members requested that the details of the final agreement that had been executed by the executive director be presented at a future board meeting. The purpose of this memorandum is to present information about the agreement.

DISCUSSION

The final agreement between CTS and the RTB has been negotiated. The Scope of Services, similar to that presented earlier to the board, and Cooperative Program Procedures have been developed and included as part of the general agreement (see Attachment 1). To date, two specific project proposals have been incorporated as part of the Joint Research Program: (1) Metro Mobility Program Evaluation and (2) Rideshare Program Evaluation. As will be the case with all projects that become part of this agreement, separate project contracts have been negotiated. A copy of the Scope of Services for each of these projects has also been attached (Attachments 2 and 3).

The Metro Mobility contract has been negotiated for \$112,465 and the Rideshare Evaluation contract, currently under negotiation, is estimated to total \$53,186 leaving a contract balance of \$149,349.

Administration and Finance Committee
August 31, 1987
Page 2

Additional projects under discussion for inclusion in the Joint Research Program include a Light Rail Transit Forum and Competitive Transit Services Workshop. As additional projects are proposed for inclusion as part of the CTS/RTB agreement, staff will update the board.

At the time that the board authorized the executive director to proceed with this agreement, there was considerable interest in the procedural details of the agreement. The Metro Mobility Evaluation program presents a good example of how separate projects will be administered as part of the Joint Research Program. In that case, a separate project contract was established between CTS and RTB in addition to the general contract between the two organizations for the total expenses associated with the Metro Mobility evaluation consultant as well as administration of the contract. The independently selected the Metro Mobility consultant and negotiated the specific work program with the consultant. CTS then reimburses the RTB on a monthly basis for the evaluation expenses.

RECOMMENDATION

No action required. Additional updates will be provided to the board on a periodic basis.

JGH:jmo
Attachment
JHP/C/TX2

ATTACHMENT 1

APPENDIX A - Scope of Services

Joint Research Program In Transportation
Between the Regional Transit Board and
The University of Minnesota Center For Transportation Studies

WORK TASKS -

The Center For Transportation Studies (CTS) will undertake, at the direction of the Regional Transit Board (RTB) following work tasks:

1. Develop and support a technical information center complete with the most recent transportation research and industry publications. The CTS will establish a library and database system accessible by the RTB and its approved users.
2. Development and execution of an 18 month research agenda, designed to explore the most pressing research and policy concerns of the RTB.
3. Prepare and coordinate a series of training and continuing education seminars outlining recent developments in transportation and transit system management. This series could be used by the staff of the RTB to improve research and problem solving skills.
4. Sponsor a series of public seminars focusing on energy efficiency and transit issues, ensuring a better public awareness of the benefits of transit system use in the metro area.
5. Create an Internship Program for the RTB to assign members of its staff, or others it desires, to participate in research at the CTS while attending graduate level coursework in transportation.
6. Bring together the staffs of the two organizations to informally review developments in transportation and foster better communications.
7. Develop and execute joint solicitation of Federal and other funded research opportunities.
8. Establish a lecture program to bring nationally recognized transportation experts to Minnesota for seminars and addresses.

COOPERATIVE PROGRAM OVERSIGHT

The chairman of the Regional Transit Board and the Director of the Center for Transportation Studies will confer as necessary to assure that the overall objectives of the Joint Research Program are achieved. The approval for the overall Program will rest with them. The development of the annual cooperative work program, determining the budget required for any specific elements, the implementation of results desired and similar activities will be the responsibility of their respective staffs. The staffs will meet periodically in order to discuss new ideas, review the progress of current projects and recommend funding of new ones.

COOPERATIVE PROGRAM PROCEDURES

The following will occur in order to develop the CTS-RTB Joint Research Program:

1. The CTS and RTB will solicit research and study ideas from staffs in both agencies every six (6) months.
2. The RTB and CTS staffs shall jointly develop detailed project proposals.
3. Once a research project or study is mutually selected under this program, a budget will be determined and agreed upon as well as specific work tasks and a time frame.
4. The RTB staff will monitor each individual research project and report progress periodically to the RTB.
5. The CTS will submit two interim progress reports detailing the accomplishments of the Joint Research Program, at six month intervals beginning upon execution of this contract.
6. The CTS shall submit a final report evaluating the Joint Research Program one month prior to the expiration of this contract.

ATTACHMENT 2

ATTACHMENT A

Metro Mobility Program Evaluation
Scope of Services

Work Tasks :

1. Develop a work plan and schedule for the study.
2. Review existing program data and identify data deficiencies.
3. Identify key user, provider and administrative issues associated with the program.
4. Investigate the feasibility of having agencies participate in the cost of their client's travel.
5. Prepare and present an interim report summarizing project activities to date.
6. Conduct a user survey regarding user satisfaction, service safety and service quality.
7. Solicit, compile and analyze statistical service information as provided by the Metro Mobility operators.
8. Compare the characteristics of the existing program with the former program and with similar transit programs throughout the country.
9. Conduct an operational audit of Metro Mobility providers to determine adequacy of safety programs, training programs, administrative procedures, driver selection processes, vehicle maintenance and standardization.
10. Conduct an administrative audit of the Metro Mobility Administrative Center to determine adequacy of staffing levels, administrative procedures, provider monitoring, trip verification, complaint resolution and rider certification processes.
11. Recommend standard Metro Mobility vehicle specifications.
12. Recommend a procedure for implementing RTB policy to encourage agencies to participate in the cost of their client's travel, should it be feasible.
13. Recommend changes and actions to benefit the Metro Mobility program.
14. Produce a final report outlining the findings of the study.

RIDESHARE EVALUATION STUDY				Calculation of Staff Budget						
TASK	Budget Estimates									
	TOTAL	CONSULTANT BUDGET	% of Total	STAFF BUDGET	% of Budget	Hours	Average Rate	Wages	Fringes @ 33%	Admin. Overhead @ 155%
1.0 Work Plan	\$2,109	\$1,865	4.7%	\$244	13.1%	4.0	\$18.00	\$72	\$24	\$148
2.0 Data Review	\$8,788	\$5,369	13.4%	\$3,419	63.7%	56.0	\$18.00	\$1,008	\$333	\$2,078
3.0 Comparative Review	\$8,246	\$5,804	14.5%	\$2,442	42.1%	40.0	\$18.00	\$720	\$238	\$1,484
4.0 Evaluation Criteria	\$5,629	\$4,164	10.4%	\$1,465	35.2%	24.0	\$18.00	\$432	\$143	\$891
5.0 Strategy Recommendations	\$12,359	\$10,894	27.2%	\$1,465	13.4%	24.0	\$18.00	\$432	\$143	\$891
6.0 Action Plan	\$7,023	\$5,069	12.7%	\$1,954	38.5%	32.0	\$18.00	\$576	\$190	\$1,187
7.0 Draft Final Report	\$6,119	\$4,654	11.6%	\$1,465	31.5%	24.0	\$18.00	\$432	\$143	\$891
8.0 Final Presentation	\$2,912	\$2,179	5.4%	\$733	33.6%	12.0	\$18.00	\$216	\$71	\$445
TOTAL	\$53,186	\$40,000	100.0%	\$13,186	33.0%	216.0		\$3,888	\$1,283	\$8,015

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: August 11, 1987
TO: Regional Transit Board
FROM: Judith G. Hollander
Director of Planning and Programs
SUBJECT: Draft RTB Light Rail Transit Work Program Outline

At the Policy Committee meeting of August 17, staff will present a draft outline for a work program for RTB light rail transit activities. This outline will be used to generate discussion and input from board members in order to more fully develop a board approach for dealing with a variety of light rail transit issues.

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul, Minnesota 55101

DATE: August 11, 1987
TO: Policy Committee
FROM: Judith G. Hollander 
Director of Planning and Programs
SUBJECT: Draft RTB Light Rail Transit Work Program Outline

SUMMARY

This memorandum presents a general work program outline for carrying out Regional Transit Board (RTB) activities associated with light rail transit (LRT). The work program identifies both the general and more specific immediate activities to be accomplished by the RTB and coordination tasks to be taken in conjunction with other LRT planning activities. Board endorsement of the work program outline is requested.

Background

The Regional Transit Board has been involved in the discussion of light rail transit issues since its inception, although it has not undertaken any specific planning or preliminary engineering activities. After adopting a position statement on transit improvements in the University Avenue, Hiawatha and Southwest Corridor in early 1985, a request for proposal (RFP) to conduct preliminary engineering in the University Avenue corridor was prepared. This RFP, however, was never issued because of legislative restrictions preventing any additional LRT planning or preliminary engineering until such time that the Transit Service Needs Assessment and the Implementation Plan were completed and approved.

Now that the Transit Service Needs Assessment and the Implementation Plan have been approved and the legislative mandates are satisfied, the board has expressed an interest in proceeding with light rail transit activities. In June 1987, the RTB adopted a new position statement on light rail transit and began to discuss the appropriate role and approach for RTB involvement in light rail transit planning activities. The identification of RTB activities in this area is particularly important given a number of recent events/activities related to light rail transit: (1) four counties--Hennepin, Ramsey, Anoka and Dakota--have formed regional rail authorities and are looking very seriously at light rail transit opportunities; (2) the Metropolitan Council has been directed by the 1987 legislature to set up a regional process for coordinating transit planning and development by regional rail authorities and other political subdivisions and for reviewing light rail transit proposals; (3) the Transportation Advisory Board (TAB) has established an LRT task force to advise the Council in setting up this process; (4) the Metropolitan Transit Commission (MTC) and the Metropolitan Council were given the legislative authority to

cooperate with regional rail authorities in their respective roles; and (5) the Regional Transit Board was appropriated \$400,000 to conduct light rail planning studies during the 1987-89 biennium.

This memorandum presents a general work program outline which provides an overall approach to the type and magnitude of RTB involvement in certain LRT activities. It is organized by four basic areas of involvement: (1) coordination with Hennepin County in its planning study and subsequent preliminary engineering work for the four corridors under their consideration; (2) direct involvement and/or coordination with Ramsey County for a planning study and/or preliminary engineering for light rail along University Avenue and/or a planning study on the feasibility of a northern alignment; (3) the role of the RTB in assisting the Metropolitan Council in establishing a process for the coordination of light rail transit planning and development; and (4) evaluation of regional management, coordination, and financing of light rail transit. Each of these areas is discussed below. A summary of the current status of activities in each area is presented along with the RTB's role and specific work tasks.

Coordination with Hennepin County Regional Railroad Authority

SUMMARY OF ACTIVITIES

Hennepin County Regional Railroad Authority has hired BRW, Inc., to conduct the planning activities required by the 1987 legislation. The preliminary work program includes a number of tasks which the county hopes to complete between February and June, 1988. Four corridors--southwest, south, southeast and north--will be examined along with the University of Minnesota connection and downtown Minneapolis LRT service. A set of system standards and policies on such issues as fare collection methods, safety, security, handicapped accessibility and operating standards will be developed. An implementation plan will be developed which will include recommendations on staging, procurement and funding approaches. A public participation process will be used throughout the process, as will the use of policy committees, corridor advisory committees and a technical advisory committee.

RTB TASKS

The RTB's role in Hennepin County activities needs to be established. It is anticipated that the RTB will be asked to serve on some of the Hennepin County policy and/or technical advisory committees and, thus, will be able to provide input on key light rail issues. Also important to the RTB will be the effort required to assess the impact on the existing transit system and determine, with the MTC, if and how transit services should be reconfigured and/or supplemented to support any light rail corridor implementation. Specific work tasks that can be identified at this point are:

- a. Participate on policy and technical committees set up by Hennepin County Regional Railroad Authority (HCRRA).

- b. Set up meeting with HCRRA to determine technical assistance that both RTB and MTC could offer to them, especially in the area of bus transit planning.
- c. Other tasks determined from discussions between RTB and HCRRA.

Planning/Preliminary Engineering for the St. Paul-Minneapolis Corridor

SUMMARY OF ACTIVITIES

Considerable analysis and planning have been completed in the University Avenue corridor connecting St. Paul and Minneapolis. A Draft Alternative Analysis/ Environmental Impact Statement (AA/DEIS) has been completed for the corridor by the Metropolitan Council and is awaiting Urban Mass Transportation Administration approval. The RTB has prepared a Request for Proposal for Preliminary Engineering on the corridor which could be updated as appropriate. The Metropolitan Council and the RTB staffs are working closely to respond to concerns raised by UMTA on the AA/DEIS. The RTB and Metro Council have previously adopted positions identifying this corridor as the priority corridor for major transit improvements.

The Ramsey County Railroad Authority recently allocated \$100,000 to conduct LRT planning studies in the county. They have discussed the University Avenue corridor as a possibility for LRT development as well as an alignment north of University Avenue that would utilize existing railroad right-of-way in addition to a northeastern corridor that connects St. Paul and White Bear Lake.

RTB TASKS

The RTB must determine how to proceed with its original plans to conduct preliminary engineering for University Avenue. The RTB must jointly determine with Ramsey County the appropriate roles and responsibilities of each agency in conducting light rail transit planning or preliminary engineering studies

Additionally, the northern alignment, mentioned above, needs to be reviewed to determine how it compares to the University Avenue corridor in terms of ridership, development potential and system coordination.

Specific work tasks that can be identified at this time are:

- a. Set up a meeting with Ramsey County to determine how the RTB can best support them in developing light rail transit within the county, including a discussion of the appropriate corridors and roles and responsibilities of each agency.
- b. Work with Metro Council to respond to UMTA's concerns and complete the Alternative Analysis/ Draft Environmental Impact Statement for the University Avenue and Southwest corridors.

- c. Review University Avenue corridor and the northern alignment in terms of ridership, development potential and system coordination.
- d. Depending upon the institutional arrangements for conducting planning studies and preliminary engineering, the RTB may have to undertake a number of important steps including seeking funding for preliminary engineering, updating the RFP, etc. However, until the institutional arrangements are determined, the exact activities and level of involvement cannot be finalized.

Role of the RTB in Assisting the Metro Council in LRT Coordination Process

SUMMARY OF ACTIVITIES

The Metropolitan Council has initiated meeting the legislative requirement of developing a recommended approach to LRT planning by January 15, 1988, with the appointment of a Transportation Advisory Board Task Force on LRT. This task force is comprised of TAB representatives, TAC representatives and others. Ruth Franklin and Judith Hollander from the RTB are members of the task force.

The purpose of the task force is to recommend to the Metropolitan Council a process for the coordination of LRT planning and development by the RTB, regional railroad authorities and other political subdivisions or agencies. The task force anticipates making a recommendation to the Metropolitan Council by early November.

RTB TASKS

In the next few months the RTB will participate on the TAB LRT Task Force and work closely with Metropolitan Council staff to determine how the RTB should be involved in the process for the coordination of LRT planning and development. It is expected that some specific ongoing or longer-term tasks/responsibilities for the RTB will be part of the Metro Council process.

Specific tasks that can be identified at this time are:

- a. Participate in the Transportation Advisory Board LRT Task Force.
- b. Work closely with Metropolitan Council in determining the role of the of the RTB in the LRT coordination process.

Regional Management, Coordination and Financing of Light Rail Transit

SUMMARY OF ACTIVITIES

In carrying out its role for overall planning, policy making and administration of transit in the seven county metro area, it is appropriate for the RTB to examine the regional management, coordination and financing issues associated

with the planning and development of LRT. This is especially important given the fact that several light rail transit lines are under consideration, suggesting that eventually a light rail transit "system" will be developed in this region, and, thus, a variety of regional management, coordination and financial issues must be discussed. In their county efforts, each county will likely analyze and make recommendations regarding these type of issues, but it seems appropriate for the RTB to work with the counties as they work through these issues and, furthermore, provide some overall coordination and support for light rail corridor construction, operation and funding. The responsibilities of the RTB for resolving regional LRT issues and carrying out certain activities will be further defined through the development of the Metropolitan Council LRT coordination process.

RTB TASKS

The RTB has discussed with UMTA the possibility of developing a financial feasibility plan that would supplement the preliminary engineering efforts. Whereas preliminary engineering studies would provide critical information about the specific operating and capital requirements to construct light rail transit, the financial feasibility plan would identify the strategy to fund these requirements, with an emphasis on maximizing private sector financial participation.

It seems appropriate to broaden the focus of the financial feasibility plan, as originally discussed, to deal also with management and coordination issues. In its position statement on light rail transit, the RTB has said that it "will work closely with all metropolitan counties and municipalities to coordinate their activities with regional planning for light rail transit." By broadening the focus of the financial feasibility study, the RTB would proactively fulfill the objective of coordinating a systemwide approach. The financial, management coordination study would have a systemwide focus whereas preliminary engineering efforts would be specific to the corridor. A special effort would be made to build upon the work that is being done by the counties in order not to duplicate efforts and to be consistent with the Metropolitan Council's LRT coordination process discussed in the previous section.

The RTB could also sponsor technical assistance or educational forums on specific issues or approaches that could benefit all of the counties and other participants in the LRT planning process. For example, a forum focusing on the benefits and disadvantages of various construction approaches has been discussed. Specific tasks that can be identified at this time are:

- a. Contact UMTA to reiterate our interest in conducting an expanded financial, management and coordination study to be funded with UMTA monies; develop detailed work program and apply for UMTA grant.
- b. Discuss this effort with the counties to determine how the RTB can best coordinate and support their efforts.

- c. Discuss this effort with the Metro Council to determine how the RTB's management, coordination and financing activities fit into their LRT coordination process.
- d. If UMTA funding is provided, initiate and conduct study/plan.
- e. Investigate the interest and potential topics for regional forums on light rail transit.

FINDINGS AND CONCLUSIONS

- o Now that the Transit Service Needs Assessment and Implementation Plan are completed and approved, the RTB is able and willing to proceed with light rail transit activities.
- o Throughout the region there are several different kinds of activities now underway related to light rail transit. This draft work program outlines steps that the RTB can take to initiate or support many of these efforts.
- o Endorsement of a draft work program would allow staff to proceed with carrying out light rail transit activities.

RECOMMENDATION

That the Regional Transit Board endorse the draft work program outline and direct staff to proceed with the identified tasks as part of their 1987-1988 activities.