



Minnesota Regional Transit
Board: Records.

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REGIONAL TRANSIT BOARD

270 Metro Square Building, Saint Paul, Minnesota 55101
612/292-8789

MEETING OF THE REGIONAL TRANSIT BOARD
Monday, March 21, 1988
Metropolitan Council Chambers
4:00 p.m.

AGENDA

1. Call to Order and Roll Call

2. Approval of Agenda

3. Approval of Minutes:

A. March 1, 1988 Special Ad Hoc Committee on Metro Mobility *OK*

B. March 7, 1988 Board Meeting *choze*

4. CONSENT LIST

5. REPORT OF THE POLICY COMMITTEE

Doris Caranicas,
Chair

6. REPORTS OF THE ADMINISTRATION AND FINANCE COMMITTEE

Ruth Franklin,
Chair

Amended

A. Metro Mobility Trip Reimbursement Structure

B. Metro Mobility Agency Cost Sharing Policy and Guidelines, Public Meeting

C. 1988 Metropolitan Transit Commission Budget Resubmission, Resolution No. 88-02

D. St. Paul Dime Zone Extension Request *Da King*

E. Request for Proposal for Marketing Assistance for New Suburban Services

F. Metropolitan Transit Commission Request for Issuing \$17 Million in General Obligation Bonds

G. 1988 Metro Mobility Provider Contract Language

H. Metro Mobility Provider Recommendations for 1988 Contract Year

tables

7. OTHER BUSINESS

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

8. PUBLIC COMMENT

Elliott Perovich
Chairman

Werner Jim John Evans
 Faulstich M. Peter Dick Graham
 O'Hara-A. Mc Closkey
 Bernard Ehrlich
 Mc Laughlin

GA
 MF
 JH
 EK
~~EE~~
 KC
 MK

REGIONAL TRANSIT BOARD

ROLL CALL AND ATTENDANCE SHEET

DATE: Bd 3/21

BOARD OR COMMITTEE: _____

88-02

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



REGIONAL TRANSIT BOARD

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Minutes of the Meeting of the
REGIONAL TRANSIT BOARD
Metropolitan Council Chambers
March 7, 1988

BOARD MEMBERS PRESENT: Rochelle Graves, Vice Chair; Doris Caranicas; Ruth Franklin; Alison Fuhr; George Isaacs, Paul Joyce; Ed Kranz

MEMBERS ABSENT: Carole Faricy and Elliott Perovich

OTHERS PRESENT: Judy Hollander, Tom Beaver, Kathy Christopherson, Mary Fitzgerald, Mike Kuehn, Katie Turnbull, Cyndie Mayer, Cindy Fish, Regional Transit Board Staff; Gregory Korstad, legal counsel; Natalio Diaz, Gary Kelsey, and Emil Brandt, Metropolitan Council; Steve Bertrand, United Handicapped Federation; Bev Auld and Leonard Oppenheimer, Metropolitan Transit Commission; Bill Hopkins, Transportation Handicapped Advisory Committee, Kurt Strom, Minnesota State Council on Disability; Elwyn Tinklenberg, City of Blaine

Vice Chair Graves called the meeting to order at 4:00 p.m. and roll was taken. Joyce moved and Caranicas seconded approval of the amended agenda; the motion carried unanimously.

Caranicas moved and Fuhr seconded approval of the minutes of the February 16, 1988 board meeting; the motion carried unanimously.

Joyce moved and Caranicas seconded approval of the minutes of the Committee of the Whole meeting on February 11, 1988, as amended on Page 2, sixth paragraph, "Much more time was spent on Metro Mobility..." and the seventh paragraph to state "...cut back on staff by doubling up in agencies." The motion carried unanimously.

Caranicas moved and Joyce seconded that the minutes of the February 25, 1988 board meeting be approved. The motion carried unanimously.

RIDESHARE ADVISORY COMMITTEE SELECTION RECOMMENDATIONS

Beaver reviewed the March 4, 1988 staff report. Joyce moved and Caranicas seconded:

That the Regional Transit Board approve the appointment of the following people to the Rideshare Advisory Committee:

District D	Mark Kosmas
District E	Thomas Jensen
District G	Marjorie Friederichs
District H	Burdetta Rossow

The motion carried unanimously.

REPORT OF THE SPECIAL AD HOC COMMITTEE ON METRO MOBILITY

Graves reported that the special committee met on March 1 and developed one recommendation, which will be referred to the Policy Committee for consideration at its meeting of March 21. The Metro Mobility Administrative Center has a new contract and MTC will be held accountable as are other providers.

REPORT OF THE POLICY COMMITTEE

Committee Chair Caranicas reviewed the report of the February 16 and 22 meetings of the committee.

METRO MOBILITY CERTIFICATION

Caranicas moved and Fuhr seconded:

That the Regional Transit Board recommend to the Minnesota Legislature that a \$500 fine be imposed on persons who provide false information regarding the certification of Metro Mobility users.

ANOKA COUNTY NEW TRANSIT SERVICES TEST MARKETING PROGRAM

Caranicas moved and Franklin seconded:

That the Regional Transit Board approve the transit test marketing of weekend services for the Anoka County area as outlined in the memorandum of February 3, 1988, and the following specific recommendations:

1. Authorize staff to develop and issue a Request for Proposal (RFP) for the weekend service Anoka Test Marketing Program. The RFP and bidding process will be based on the RTB's competitive procurement guidelines as adopted by the board. The RFP will include Saturday service operated on Routes A, B and D, and Sunday service operated on Routes A, B, C and D.
2. Request the MTC to discontinue high subsidy Saturday Route 24 and Sunday Route 27, based on the MTC's previous request to do so and coordinate the change in services.
3. Request the MTC to increase the frequency on Saturday Route 27 to coordinate with the circulation services, and extend Sunday Route 10 to Northtown, similar to existing Saturday service.
4. Direct staff to prepare an MTC Impact Assessment and present it to the board.
5. Direct RTB staff to continue to work with the Anoka County Transit Advisory Committee on marketing, monitoring and evaluation and with the MTC on service changes, service coordination, transfer reciprocity and overall coordination.

The motion carried unanimously.

APPROACH TO TRANSIT HUB IMPROVEMENTS, APPROVAL OF NORTHTOWN IMPROVEMENTS, AND AUTHORIZATION TO NEGOTIATE A CONTRACT WITH THE CITY OF BLAINE

Caranicas moved and Fuhr seconded:

That the Regional Transit Board approve the following recommendations on the approach to improvements at transit hubs and the specific improvements at Northtown:

1. In negotiating improvements to transit hubs, which include the long-term lease for real estate or interest in real estate, the RTB shall utilize a flexible approach for third party agreements which will utilize the most appropriate entity. These include the city, county, provider or Minnesota Department of Transportation.
2. In negotiating improvements to transit hubs, the RTB's cost-sharing guidelines will be followed to ensure that shopping centers or other developments, which may also benefit from the improvements, share in the cost. This may be done through the provision of in-kind services, providing land or right-of-way use, or financial contributions.
3. The City of Blaine act as the third party contractor for funding the improvements to the Northtown transit hub and that staff be authorized to work with Blaine and Northtown to develop the necessary contracts and agreements.
4. The executive director be authorized to negotiate and enter into an agreement with the City of Blaine for an amount not to exceed \$65,000 for funding the improvements to the Northtown transit hub. That the \$65,000 be authorized from the Transit Test Marketing Program (Activity Number 88-26) in the 1988 budget.

REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE

Committee Chair Franklin said the committee has not met since the last board meeting and will hold a meeting immediately after this meeting is adjourned.

OTHER BUSINESS

Three copies of proposed legislation had been distributed. Kuehn said the RTB's bill has numbers now in both houses and has been introduced. The proposed \$500 fine for false certification information presents a problem and would have to be added to a judiciary bill.

Fuhr asked if the Metropolitan Council has the authority they think they have for working with the counties on light rail transit and if they are doing anything about it. Kuehn said he is not aware of any legislation being pursued by the Metropolitan Council. Fuhr said she heard testimony that the council has enough authority to work with the counties. Diaz said there is nothing explicit that requires the counties to get together. The council was charged to prepare and submit a report to the Legislature and that has been done. Metro significance is the avenue the council may use to deal with the transit

system. Fuhr said that at the State of the Region event many people said the council and regional agencies should be given this power by the Legislature. deVries said the Land Planning Act does not apply to regional railroad authorities. John Derus and Steve Keefe say everything is going well between the counties. If Hennepin County asks for state or federal money the council position is that the regional agencies should review and approve the plans. That has not been translated into a bill. Fuhr said the Legislative Audit Commission report recommends that there be more control by metro agencies and she wonders if this is having any effect at the Legislature.

Franklin said she presented the board's resolution at the meeting two weeks ago of the Intergovernmental Advisory committee and Derus commented that he has no intention of trying to get Motor Vehicle Excise Tax (MVET) monies. He was not present at the last meeting, but in discussing the final plan, Rep. Nelson said some legislators are working on giving \$5 million of MVET funds directly to Hennepin County for light rail transit. If that happens, more thought should be given to making light rail a metro facility.

There was discussion of the Carruthers legislation on reporting and the status of the funding bill in the Senate. The Senate leadership does not support the MVET transfer.

MEMBERS REPORTS

In response to Kranz question, Hollander said there are a series of meetings planned in various communities regarding the exurban program. The May workshop will be the kickoff.

Joyce said he and Kranz met with city officials from several communities that are considering opt-out and plan to file letters of intent.

Franklin said the board took a positive position that it supports Hennepin County and other counties' efforts on light rail transit. Quotes used in the Friday Report were negative and do not reflect the board's position. Isaacs agreed.

STAFF REPORTS

Kelsey, Mayer and Fish reviewed the Forest Lake Senior Transportation project. Kelsey gave a brief overview of the council's program on aging. After six months the program's effectiveness will be evaluated. In response to Fuhr's question on competitive bidding, Mayer said we have a contract with Washington County and they asked for an extension into the Forest Lake area. There is a paratransit service now, but this might be a candidate in the future for competitive bidding. HSI contracts with the county for most human services.

There being no further business, Fuhr moved and Franklin seconded that the meeting be adjourned. The motion carried unanimously and the meeting was adjourned at 5:10 p.m.

Respectfully submitted,

Mary Fitzgerald
Secretary



270 Metro Square Building, Saint Paul, Minnesota 55101
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Minutes of the Meeting of the
SPECIAL AD HOC COMMITTEE ON METRO MOBILITY
RTB Offices
March 1, 1988

COMMITTEE MEMBERS PRESENT: Carole Faricy, Chair; Alison Fuhr; Rochelle Graves

MEMBERS ABSENT: Ed Kranz

OTHERS PRESENT: Elliott Perovich, Gregory Andrews, Mary Fitzgerald, Judy Hollander, Ed Kouneski, Linda Ehlers, Regional Transit Board; Gregory Korstad, legal counsel; Steve Bertrand; United Handicapped Federation

Committee Chair Faricy called the meeting to order at 5:00 p.m. and distributed a proposed recommendation (Exhibit A) for discussion.

Graves moved and Fuhr seconded that the agenda be approved; the motion carried unanimously.

Faricy said this committee was formed to address issues concerning the structure of Metro Mobility because there is no accountability when something goes wrong. Other issues that have been raised by some advocates of the disabled community are: there is no one person fully in charge of Metro Mobility and there is a need to have one person responsible for all aspects of Metro Mobility. In its first year the Metro Mobility Administrative Center responsibilities with regard to contract compliance enforcement were not always clear and MMAC has not performed well in carrying out its responsibilities in several areas such as the newsletter, computer and certification.

The large increases in ridership and associated issues have resulted in an intense staff effort that has overwhelmed the existing resources of both the RTB and the MMAC and has resulted in delays in responding to consumer issues. MMAC receives limited assistance from MTC staff.

Hollander read the recommendation into the record:

That the Regional Transit Board direct its staff to take steps that will strengthen the role and commitment of the Metropolitan Transit Commission to carry out its responsibilities as the contractor of the Metro Mobility Administrative Center. Specifically, the Regional Transit Board staff should set up a meeting with the Metropolitan Transit Commission to discuss the impacts of taking the following actions:

- * Explore options for Metro Mobility Administrative Center staff reorganization and/or additions that will result in more responsive management, stronger and identifiable leadership, and better communication with users.

- * Explore the options for giving Metro Mobility Administrative Center a more traditional supervisory relationship with providers.

Regional Transit Board staff should prepare an action plan for improving the accountability and performance of the Metro Mobility Administrative Center for presentation to the Regional Transit Board no later than April 15, 1988.

Graves moved and Fuhr seconded approval of the above recommendation. Graves said if the directives as stipulated are taken care of they will identify the chain of command and benefit the Metro Mobility Administrative Center, users, and providers. Fuhr asked to what extent the board became involved in Metro Mobility Administrative Center operations. She asked if the board overstepped its bounds and inadvertently became an operator. She is looking for a logical way to extricate the board from operation.

Hollander said that as the Legislative Audit Commission report pointed out, it is necessary to get involved in operational details when planning and restructuring this kind of program. Since the Metro Mobility Administrative Center was not able to perform as expected, the RTB has continued to be involved. Under the provisions of the 1988 contracts, the board will have less involvement. For example, in the Kare Kabs incident, Metro Mobility Administrative Center took disciplinary action and sent out the news release. Fuhr said the MMAC should be stronger. One or two legislators suggested farming it out and letting someone else operate it. If it stays at MTC we will have to beef up personnel and appoint a strong manager.

Faricy said we are trying to make sure MTC performs its management role with respect to MMAC. Graves asked if the new 1988 MMAC contract reflects the boards' intention; if so, everything else is moot. Fuhr asked if it gives the MTC more clout. Hollander said it clarifies roles and gives MMAC authority to resolve these issues. They are prepared to do it and a meeting is planned for Friday on the ongoing issues. The contract must be very closely monitored. Graves said the board's responsibility now is to decide what sanctions it will impose if there are violations and what action it will take on the recommendation. Everything else seems to be in place. Faricy asked if the recommendation is needed; Graves said she wanted to be sure the members' intent is reflected in the contract.

Steve Bertrand said that since reorganization he has asked that the contract be put out on bids.

In response to Graves' question, Kouneski said since the RTB funds the MTC, imposing a financial penalty would be counterproductive. Korstad said the revised contracts identify default and give RTB the ability to take steps to terminate, suspend or take other steps to assure compliance or discontinue the relationship.

In response to Fuhr's question, Andrews said the computer belongs to MTC. Fuhr said Ehlers and others are spending too much time on Metro Mobility. Faricy said it will take quite awhile before this is in place and we need to move ahead and staff will continue to spend a good deal of time on it.

Discussing the issue of the computer, Korsted said there is a provision that on termination any information needed to keep the system going would be turned over to RTB. That is an obligation, but if we terminate there may be disagreement on how that is done. There would be many practical problems that cannot be addressed in a legal document. Bertrand asked if the modems and CRTs used by providers belong to RTB. Korsted said the computer was purchased with public funds, but it has an identified public purpose and the controlling issue is the independent public agency. It is purchased for the agency, not the program. Andrews said it is a fixed asset of the MTC and they used some local dollars to purchase it. Hollander said there are several options staff can explore, for example, the center could be contracted to someone else and MTC could provide the computer services. At the time of restructuring the board decided that MTC had the experience to provide some stability and continuity.

Fuhr asked if the recommendation would take the board off the hook; Hollander said it would not, but it would send a strong message to MTC that the board expects performance criteria to be met. Faricy said MTC will have its chance and if they are not successful RTB will have to look into an operational arm along with planning. Vote was taken; the motion carried unanimously.

Faricy said the recommendation will be referred to the Policy Committee at its meeting of March 21, 1988. There was consensus that additional meetings of the ad hoc committee would be called as needed. Hollander said staff will report on its meeting with MTC staff.

There being no other business, Fuhr moved and Graves seconded a motion to adjourn. The motion carried unanimously.

Respectfully submitted,

Mary Fitzgerald
Secretary



270 Metro Square Building, Saint Paul, Minnesota 55101
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RESOLUTION 88-02

RESOLUTION APPROVING THE
1988 METROPOLITAN TRANSIT COMMISSION
AMENDED BUDGET

WHEREAS, in accordance with Minnesota Statutes 473.435, the Metropolitan Transit Commission is required to prepare an annual budget as prescribed by the Regional Transit Board and submit it to the Regional Transit Board for review and approval or disapproval, to which approval the Board may attach conditions; and

WHEREAS, the Metropolitan Transit Commission prepared a 1988 annual budget and submitted it to the Regional Transit Board for review and approval; and

WHEREAS, the Regional Transit Board reviewed and approved the Metropolitan Transit Commission 1988 annual budget on December 7, 1987, subject to the conditions stated in Resolution No. 87-15; and

WHEREAS, the Regional Transit Board submitted the Metropolitan Transit Commission budget to the Metropolitan Council pursuant to Minnesota Statutes 473.163, Subd. 2, as part of the Regional Transit Board 1988 budget; and

WHEREAS, the Metropolitan Transit Commission has anticipated necessary changes in the original approved 1988 budget; and

WHEREAS, the Metropolitan Transit Commission adopted an amended draft of the 1988 annual budget on December 23, 1987, for Regional Transit Board review and approval;

NOW, THEREFORE, BE IT RESOLVED:

1. That the Regional Transit Board finds the Metropolitan Transit Commission's 1988 amended budget to be consistent with its Implementation and Financial Plan and, therefore, grants its approval of the document consisting of operations (\$101,023,077), debt service (\$4,288,255), and new authorized capital expenditures (\$26,499,748) totaling \$131,811,080.
2. That the Regional Transit Board directs its executive director to transmit this resolution to the Metropolitan Council.

Adopted this 21st day of March 1988.

Elliott Perovich, Chairman

Mary Fitzgerald, Secretary

REGIONAL TRANSIT BOARD

Suite 270 Metro Square Building, Saint Paul Minnesota 55101
292-8789

DATE: March 2, 1988
TO: Regional Transit Board
FROM: Elliott Perovich, Chairman
SUBJECT: Consent List

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

Environmental Assessment Worksheet (EAW)
for the Calhoun Beach Apartment Project in Minneapolis

The Environmental Assessment Worksheet prepared for this proposed facility outlines, in detail, a description of the facility and documents potential impacts that may warrant investigation and/or the need for an Environmental Impact Statement. The RTB has been asked to comment on the Environmental Assessment worksheet by the City of Minneapolis as required by Minnesota Statutes Section 116D.04, and finds that information on transit services presented in the EAW is complete and accurate. Review of this document has been completed and the RTB finds that no significant impact on transit will result from this proposed development.



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REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE

At its meeting of March 7, 1988, the committee discussed and approved the following recommendations:

METRO MOBILITY TRIP REIMBURSEMENT STRUCTURE

That the Regional Transit Board approve the new Metro Mobility provider reimbursement rate structure, dated February 26, 1988, for the contracts that become effective April 1, 1988.

METRO MOBILITY AGENCY COST SHARING POLICY AND GUIDELINES, PUBLIC MEETING

That the Regional Transit Board accept the new Policy and Guidelines on Agency Cost Sharing for Metro Mobility Special Service for the purpose of receiving public comment and schedule a public meeting on this subject for April 12, 1988 to be followed by a 30-day public comment period.

1988 METROPOLITAN TRANSIT COMMISSION BUDGET RESUBMISSION, RESOLUTION NO. 88-02

That the Regional Transit Board approve the Metropolitan Transit Commission amended 1988 budget totaling \$131,811,080, consisting of operating expenditures of \$101,023,077, debt service of \$4,288,255, and new authorized capital expenditures of \$26,499,748.

The Metropolitan Transit Commission amended 1988 budget, as approved by this action, should not anticipate a change in passenger fare revenue at this time as a result of implementing a fare simplification plan at mid-year. A budget amendment may be sought after final Regional Transit Board approval of the plan.

ST. PAUL DIME ZONE EXTENSION REQUEST

That the Regional Transit Board approve the extension of the St. Paul dime zone to East Seventh and Maria beginning May 1, 1988, and request that Metropolitan State University and the City of St. Paul work with RTB and MTC staff to implement the following transit system support and marketing activities:

1. Metropolitan State University:
 - provide transit marketing services,
 - provide bus shelter at site, and
 - examine potential for bus pull-in area.

2. City of St. Paul:
 - provide additional dime zone signage in the downtown area,
 - use city posts for dime zone/transit route signage, and
 - provide additional bus shelters in the dime zone area.

REQUEST FOR PROPOSAL FOR MARKETING ASSISTANCE FOR NEW SUBURBAN SERVICES

That the Regional Transit Board authorize the executive director to issue a Request for Proposal for a marketing consultant for the development of a marketing program for new services in an amount not to exceed \$30,000.

The next committee meeting will be April 4, 1988.

Ruth Franklin
Chair

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RTBTX1



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REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE

At its special meeting of March 14, 1988 the committee discussed and approved the following recommendations:

METROPOLITAN TRANSIT COMMISSION REQUEST FOR ISSUING \$17 MILLION IN GENERAL OBLIGATION BONDS

That the Regional Transit Board approve and authorize the sale of \$17 million of bonds, certificates of indebtedness or other obligations and forward this request to the Metropolitan Council for an April 1988 sale.

That the debt issuance be structured to provide for all costs (over the current amounts available) associated with the issuance for the first year's debt service.

1988 METRO MOBILITY PROVIDER CONTRACT LANGUAGE

That the Regional Transit Board approve the contract language for the Metro Mobility provider contracts effective April 1, 1988 as shown in the March 11, 1988 staff report.

METRO MOBILITY PROVIDER RECOMMENDATIONS FOR 1988 CONTRACT YEAR

That the Regional Transit Board authorize the executive director to enter into contracts effective April 1, 1988 with the following special transportation service providers, under the terms and conditions attached, to operate Metro Mobility service in the providers' declared service area communities, with the number and types of vehicles as designated in the applications.

1. For Area 1 Communities:

- o City Wide Cab Company
- o Dakota Area Resources and Transportation for Seniors (DARTS), Inc.
- o Diamond Cab Company
- o Ebenezer Society
- o Handicabs
- o Handicapped Transport System (HTS)
- o HeathEast MedKab
- o Metro Ride
- o Morley Bus/Suburban Paratransit
- o Twin Cities Mobility
- o Wilder Foundation
- o Yellow Taxi Service Corporation

2. For Area 2 Communities:

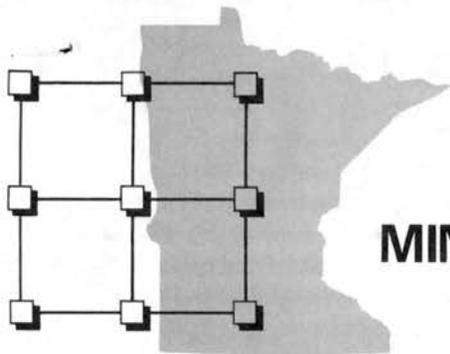
- o Morley Bus/Suburban Paratransit and Yellow Taxi Service Corporation in Sector 1
- o Morley Bus/Suburban Paratransit and Yellow Taxi Service Corporation in Sector 2
- o Human Services, Inc., and Morley Bus/Suburban Paratransit in Sector 3
- o Dakota Area Resources and Transportation for Seniors (DARTS), Inc. in Sector 4
- o Handicabs in Sector 5
- o Handicabs in Sector 6
- o Handicabs, Morley Bus/Suburban Paratransit, and Yellow Taxi Service Corporation in Sector 7

The next meeting of the committee will be Monday, April 4, 1988.

Ruth Franklin
Chair

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RTBTX2

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MINNESOTA STATE COUNCIL ON DISABILITY

208 Metro Square Building • 7th and Robert Streets • Saint Paul, Minnesota • 55101
(612) 296-6785 or Toll-free 1-800-652-9747, Statewide, (Both are Voice and TDD)

TESTIMONY ON METRO MOBILITY

PRESENTED TO THE REGIONAL TRANSIT BOARD

March 21, 1988

The Minnesota State Council on Disability strongly supports a safe, reliable Metro Mobility system that is well managed and without fraud. Only such a system will adequately meet the needs of riders with a disability. The Council therefore supports actions taken by the RTB and its staff to impose sanctions on providers whose safety record or record of compliance with state or RTB rules and policies threatens attainment of that goal. We understand such actions may legitimately include termination of or refusal to extend an existing contract.

We do have serious concerns about the present situation, however, and I would like to spell them out for you:

- (1) Whenever a provider is removed from Metro Mobility - whether permanently or as a temporary suspension - there is understandable concern among riders about the capacity of the remaining providers to assume the increased demand. The RTB staff has assured us that the providers whom they are recommending for contracts do have sufficient capacity. History has shown that assurances are meaningless. The RTB and MMAC staff must be able to tell us just how they intend to monitor ridership for any problems as well as what steps they will take if system capacity is exceeded. Otherwise all of us - including the RTB staff itself - are proceeding on the blind faith that nothing will go wrong.
- (2) When providers are evaluated to determine whether or not to extend their contract, there must be a set of objective, performance-based criteria in place by which all of them will be judged. Without such criteria, providers run the risk of being judged in an unfair, inconsistent manner. Even if the evaluations are completely objective, there may still be the appearance of bias. For the good of the system, the RTB staff must develop and disseminate these criteria soon so that all providers under the new contract know how their performance will be evaluated.
- (3) There should always be plenty of advance notice given to riders and providers of any major changes in the operation of Metro Mobility. Haste does not foster a smooth transition. Unfortunately, in the present case there will not be sufficient forewarning if the planned changes take place on April 1. It is true, of course, that the basic

outline of the planned changes has been clear for some time. But riders have not been notified how these changes will affect them, nor have providers been able to plan with certainty until the past week and a half when the staff recommendations for new provider contracts were announced. If you then add the panic that has been engendered among some riders by the news that some providers are not being recommended for new Metro Mobility contracts, it becomes obvious that the changes in Metro Mobility - the expansion and the new contracts - cannot take place on April 1 without serious problems. We are therefore forced to conclude that a delay is in order. It is not clear to us at this time just how long a delay is warranted, but it should certainly be for at least one month and perhaps for as long as three months. The important point here is that the changes must occur with as little disruption in people's lives as possible.

The Council was heartened by some of Mr. Perovich's remarks before a House subcommittee last week. We wish to reiterate our determination to work with the RTB on these and other issues so that together we can attain the goal I mentioned earlier - a safe, reliable Metro Mobility system that is well managed and without fraud.