



Minnesota Regional Transit  
Board: Records.

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

SPECIAL MEETING OF THE REGIONAL TRANSIT BOARD  
Tuesday, May 31, 1988  
Metropolitan Council Chambers  
4:00 p.m.

AGENDA

1. Call to Order and Roll Call
2. Approval of Agenda
3. Approval of Minutes of May 16, 1988 Meeting
4. Approval of Response to Legislative Audit Commission  
Metropolitan Transit Planning Report (revised draft  
will be distributed at the meeting)
5. Approval of Comments on Metropolitan Council's  
Transportation Development Guide/Policy Plan
6. Approval of Metro Mobility Legislative Report  
(material will be distributed at the meeting)
7. Other Business

Elliott Perovich  
Chairman



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

Minutes of the Meeting of the  
REGIONAL TRANSIT BOARD  
Metropolitan Council Chambers  
May 16, 1988

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

OTHERS PRESENT: Gregory Andrews, Tom Beaver, Mary Fitzgerald, Judy Hollander, Mike Kuehn, Ed Kouneski, Katie Turnbull, Regional Transit Board Staff; Charles Weaver, legal counsel; Karen Lyons and Steve Wilson, Metropolitan Council; Arnie Entzel, Amalgamated Transit Union; Bev Auld and Greg Failor, Metropolitan Transit Commission (MTC); John Doyle, Rideshare Advisory Committee; Beverly Miller and Joe Nilan, Southwest Metro Transit Commission; Peter Valk; Charleen Zimmer, Strgar-Roscoe-Fausch, Inc.; Mary O'Hare Anderson, Metropolitan Center for Independent Living

The meeting was called to order at 4:00 p.m. and roll taken. Isaacs moved and Fuhr seconded that the agenda be approved; motion carried (Kranz not present).

Joyce moved and Franklin seconded that the minutes of the April 18 board meeting be approved. Fuhr said the minutes should be corrected on Page 5, changing the seconder from Fuhr to Faricy. Vote was taken to approve the minutes as amended; the motion carried (Kranz not present).

Fuhr moved and Faricy seconded that the minutes of the Committee of the Whole of April 25, 1988 be approved; the motion carried (Kranz not present).

Joyce moved and Fuhr seconded that the minutes of the board meeting of May 2 be approved. Fuhr noted that on Page 2 she had commented that Highway 18 at 494, not Crosstown, is considered one of the most dangerous sections in the Metropolitan Area. Vote was taken on the minutes as amended; the motion carried (Kranz not present).

CONSENT LIST: Franklin moved and Joyce seconded that the Consent List, dated May 5, 1988, regarding the City of Blaine Comprehensive Plan Amendment for the Olympic Sports Facility, be approved. The motion carried (Kranz not present).

AMENDMENT TO MEARS PARK CENTRE LEASE

Andrews reviewed his memorandum dated May 10, 1988. Fuhr moved and Joyce seconded:

That the Regional Transit Board authorize the chairman and executive director to amend the lease with Ameritas, Inc. for Mears Park Centre offices and authorize the executive director to enter into an agreement with the Metropolitan Council for shared use of common space on the first and second floors.

The actual square footage that will be shared (chambers, members lounge, balcony and meeting rooms on the first floor) is currently being discussed. The motion carried unanimously. (Kranz arrived.)

REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE

Committee Chair Franklin reviewed the report of the May 9 committee meeting.

REGIONAL TRANSIT BOARD CONTRACT WITH SOUTHWEST METRO TRANSIT COMMISSION

Franklin moved and Caranicas seconded:

1. That the Regional Transit Board authorize the executive director to enter into contract with the Southwest Metro Transit Commission in an amount not to exceed \$518,150 for the period June 1 through December 31, 1988.
2. That the Regional Transit Board direct Southwest Metropolitan Transit Commission to rebid the service and complete the process by January 1, 1989.

Joyce said this action is counter-productive and disruptive since Southwest has a contract that runs to 1990. He moved as follows:

1. That the Regional Transit Board authorize the executive director to enter into contract with the Southwest Metro Transit Commission in an amount not to exceed \$518,150 for the period June 1 through December 31, 1989.
2. That the Regional Transit Board direct Southwest Metropolitan Transit Commission to rebid the service and complete the process by January 1, 1990.

Isaacs seconded the motion and offered a friendly amendment to change only Item 2; Joyce accepted the amendment. In response to Graves' question on the cost, Andrews said the figure of \$518,150 is based on the management plan Southwest submitted and is the amount included in our budget for 1988. At the end of the year we will present the 1989 management plan for the 1989 budget. Franklin asked if there would be a legal problem in adopting the original motion.

A representative of Southwest Metro distributed Exhibit A.

Legal Counsel Weaver said there is no legal problem with the motion passed by the Administration and Finance Committee. Franklin spoke against the amended motion. When the board discussed the issue a year ago it seriously considered rebidding it at that time. Her recollection is that the board agreed to extend it for an 18-month demonstration period with the agreement it would be rebid. With her motion it would be extended seven months. The chairman said the issue is the time needed for rebidding the contract.

Joe Nilan, legal counsel for Southwest, said the commission is requesting a continuance to the June 6 or June 20 meeting. The chairman asked if there is new information to be presented to the board. Nilan said the issue has not been discussed with the elected representatives and they would like to do so. Beverly Miller said the city councils have not been apprised of the situation and Southwest would like to have an opportunity to meet with them. This came

up on short notice and Southwest had no idea it was coming. The chairman asked if the members of local government units were unaware of the board's actions. We have been on record with a statement that the service would be rebid. Miller said the members were not aware of it. Perovich said their commission was responsible for informing them and he expressed surprise that this has not happened. A year ago the Chairman of the Southwest Metro Transit Commission said it would be rebid.

Fuhr said Sidney Pauley called her on behalf of Southwest and is under the impression they had asked for a meeting. Fuhr wants to be part of such a meeting. Graves called the question.

Caranicas said she has a problem with an extension when they said they would rebid. The chairman said the rebidding procedures take 29 weeks after this action to complete the process. The board has a responsibility and everyone understood it. Vote was taken on the amended motion; motion failed (Caranicas, Franklin, Fuhr, Graves and Perovich voted nay).

Fuhr moved:

That the Regional Transit Board postpone action on the Southwest Metro Transit Commission contract until the board's June 6, 1988 meeting.

Joyce seconded the motion: motion carried (Caranicas, Franklin, Graves and Perovich voted nay).

1988 AFFIRMATIVE ACTION GOALS AND STATUS REPORT, RESOLUTION NO. 88-04

Franklin moved and Caranicas seconded:

That the Regional Transit Board approve Resolution No. 88-04, establishing the Regional Transit Board 1988 Affirmative Action Goals as outlined in the May 2, 1988 staff report.

Roll call vote was taken; the resolution was approved (Graves voted nay and Kranz not present).

1988 REGIONAL TRANSIT BOARD CAPITAL BUDGET AMENDMENT, RESOLUTION NO. 88-05

Franklin moved and Joyce seconded:

That the Regional Transit Board approve Resolution No. 88-05 authorizing additional capital expenditures for 1988 in an amount not to exceed \$24,400 for the purchase of furniture and fixtures to be used in areas shared with the Metropolitan Council and Metropolitan Waste Control Commission.

Roll call vote was taken and the resolution was approved (Kranz not present).

METROPOLITAN TRANSIT COMMISSION REQUEST FOR SPECIAL WEEKLY PASS FOR THE USA CUP SOCCER TOURNAMENT

Franklin moved and Caranicas seconded:

That the Regional Transit Board approve the Metropolitan Transit Commission's request for a special weekly pass for use in conjunction with the USA Cup Soccer Tournament to be held July 4 through 9, 1988.

The motion carried unanimously.

NEW TRANSIT SERVICES MARKETING CONTRACT AWARD

Franklin moved and Faricy seconded:

That the Regional Transit Board authorize the executive director to negotiate and enter into contract with Simons Allyn Marketing Communications for an amount not to exceed \$30,000.

The motion carried unanimously.

CONTRACT AWARD TO OPERATE ANOKA COUNTY WEEKEND SERVICE

Franklin moved and Isaacs seconded:

That the Regional Transit Board authorize the executive director to negotiate and enter into contract with Medicine Lake Lines for an amount not to exceed \$145,838 to operate weekend service in Anoka County for the period August 1, 1988 through December 31, 1989, with options to extend the contract for two additional one-year periods.

Andrews said a letter was received today from John Morley questioning the evaluation of the bids. Medicine Lake Lines bid \$28.98 and Morley Bid \$23.67. Morley proposed a different way of serving route that did not agree with the Request for Proposal. The motion carried (Kranz not present).

RYDER STUDENT TRANSPORTATION SERVICES CONTRACT EXTENSION

Franklin moved and Joyce seconded:

That the Regional Transit Board authorize the executive director to extend the contract with Ryder Student Transportation Services to operate Route 25 Saturday service through July 31, 1988 in an amount not to exceed \$3,856.13.

The motion carried (Kranz not present).

REQUEST TO EXTEND ST. PAUL DIME ZONE

Franklin moved and Fuhr seconded:

That the Regional Transit Board not approve the request to extend the St. Paul dime zone from its current boundary at University and Lafayette.

The motion carried (Kranz not present).

## METROPOLITAN TRANSIT COMMISSION REQUEST FOR 1987 SUPPLEMENTAL FUNDS

Franklin moved and Joyce seconded:

That the Regional Transit Board approve a supplemental allocation of \$172,751 in transit assistance to the Metropolitan Transit Commission for calendar year 1987 to allow the MTC to maintain a \$15,000,000 working capital balance.

The motion carried unanimously.

## REVIEW OF METROPOLITAN TRANSIT COMMISSION 1989 BUDGET ASSUMPTIONS

Franklin moved and Joyce seconded:

That the Regional Transit Board transmit to the Metropolitan Transit Commission the comments on the Metropolitan Transit Commission 1989 budget assumptions contained in the April 29, 1988 staff memorandum and direct the staff to:

1. Participate with the MTC in a joint review and analysis of new fare pricing levels that can be implemented with fare simplification.
2. Take necessary steps to convene a ridership task force to develop strategies and actions that can reverse the declining trend.

The motion carried unanimously.

## METROPOLITAN TRANSIT COMMISSION REQUEST FOR CHANGES IN THE REGULAR ROUTE FARE STRUCTURE AND FARE PRICING LEVELS

Franklin moved and Caranicas seconded:

That the Regional Transit Board indicate to the Metropolitan Transit Commission that the proposed change in the fare structure is consistent with the Regional Transit Board fare policies, but that the proposed fare pricing levels should be reexamined in light of the need to maintain the 35-percent farebox recovery ratio beyond 1989. Further, that the Regional Transit Board requests staff to work with the Metropolitan Transit Commission staff to identify fare pricing levels that would meet these policies to be presented the June Administration and Finance Committee meeting.

The motion carried unanimously.

## REPORT OF THE POLICY COMMITTEE

Committee Chair Caranicas said the committee will meet immediately after this meeting and urged the members to attend.

## OTHER BUSINESS

### CHAIRMAN'S REPORT

The chairman said the members of the Chairman's Advisory Committee and the Exurban Advisory Committee have been selected and meetings scheduled. Elwyn Tinklenberg will chair the Chairman's Advisory Committee.

Members discussed the first meeting in July and agreed to meet on July 5.

The chairman said the Metro Mobility Report to the Legislature is due June 1 and staff is preparing material.

The Metropolitan Center for Independent Living has offered to assist with recertification and work through the social service agencies under a consulting contract. The staff will have recommendations at the next meeting.

### STAFF REPORT

Andrews reviewed the upcoming meeting schedule. The Policy Committee will meet on May 23 to discuss the Metro Mobility legislative report. Earlier that day the Transportation Handicapped Advisory Committee will review the draft report. The board will take action on that report and the response to the Legislative Audit Commission report at its meeting of May 31.

### PUBLIC COMMENT

Mary O'Hara-Anderson expressed her concern with the perception of cost-sharing and work opportunities. The chairman said there is a breakfast meeting scheduled on May 19 with Senator Samuelson and Representative Greenfield to discuss the issue; they are interested in working with us to resolve these problems. Human Services Commissioner Gardebring has assigned a staff person to work with us as well.

Farcy complimented the chairman and staff on the steps that have been taken to improve the program.

The chairman said the Coast Guard has been competing *for federal funds with* for federal funds for its drug program. It has been decided the drug program will be funded from the military as we had hoped. He credited Congressman Sabo for his help.

Perovich said the auditors had glowing reports on the audit. Fuhr moved:

That the Regional Transit Board direct staff to prepare a resolution commending the administrative staff for its successful audit.

Caranicas seconded the motion; The motion carried unanimously.

### MEMBERS REPORTS

Fuhr said she heard favorable remarks about the national WTS conference last week. Glenn Olson has set up a meeting on June 2 to meet with three mayors.

Farcy passed out copies of a editorial from the May 15 St. Paul newspaper and an article from the New York Times on traffic congestion. In the past week she

said she met with several Ramsey County commissioners, the Mayor of St. Paul and city council members; she was consistently asked the same questions. Several people urged that Mayor Latimer and the RTB pull things together on light rail. The real question is what purpose will the system serve?

Isaacs told the members he will prepare a written report on the TRB San Jose conference.

Perovich noted that last week the governor said he will attempt to get full transfer of Motor Vehicle Excise Tax.

#### ADVISORY COMMITTEE REPORTS

Hollander said the meeting packet contains three advisory committee reports. The reports are an attempt to enhance communication between the board and its advisory committees and she asked the members to comment. Fuhr said the reports were helpful. In response to her question about the Transportation Handicapped Advisory Committee report, Hollander said the members routinely receive the minutes of the committees, which provide further elaboration on the topics discussed.

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

Respectfully submitted,

Mary Fitzgerald  
Secretary

Approved by the board: \_\_\_\_\_, 1988.

REGIONAL TRANSIT BOARD

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

DATE: May 31, 1988  
TO: Regional Transit Board  
FROM: Gregory L. Andrews  
Executive Director  
SUBJECT: RTB Action Plan to Respond to Legislative Audit Commission  
Recommendations

SUMMARY

Attached is a copy of the action plan developed by the Regional Transit Board (RTB) board and staff members in response to recommendations included in the January 1988 report entitled, "Metropolitan Transit Planning" prepared by the Program Evaluation Division, Office of the Legislative Auditor, State of Minnesota (LAC). Board approval of the action plan is requested at the May 31, 1988, meeting so that the plan can be transmitted to the LAC on June 1.

DISCUSSION

In May 1987, the LAC directed the Program Evaluation Division to study metropolitan transit planning in the Twin Cities area. As reported by the Legislative Auditor, "there was legislative concern about the Regional Transit Board's process for restructuring transit services for the disabled and about the RTB's overall performance since the Legislature created it in 1984."

The RTB has discussed this report and its recommendations at two meetings in February 1988 and again at two meetings in April and May when the attached action plan was discussed.

This action plan responds to the recommendations contained in the LAC report. Each of the LAC recommendations is presented, by chapter, and then followed by the actions that the Board intends to implement to address each of these recommendations.

FINDINGS AND CONCLUSIONS

- o In 1988, the Legislative Audit Commission (LAC) published its report on "Metropolitan Transit Planning."
- o The RTB has discussed the LAC recommendations at four meetings. The board and staff have jointly prepared an action plan that is intended to set forth the steps that the board will take to address each of these recommendations.

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May 26, 1988  
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- o The RTB has decided to formally respond to the LAC recommendations by June 1, 1988. The action plan constitutes this response.

ACTION REQUESTED

That the Regional Transit Board approve the attached "Action Plan to Respond to Legislative Audit Commission Recommendations" and submit this report to the LAC on June 1, 1988.

REGIONAL TRANSIT BOARD  
ACTION PLAN TO RESPOND TO  
LEGISLATIVE AUDIT COMMISSION  
RECOMMENDATIONS

JUNE 1, 1988

## INTRODUCTION

It is an important time for major transportation decisions in the Twin Cities metropolitan area. Major trends point to a period of stress for the region's transportation system and increasing travel needs of transit dependents. Transit is considered an essential part of the solution to deal with the difficult transportation issues facing the region. The RTB, thus, has many challenges:

- o ensuring that transit and travel demand management strategies are integrated as important elements of the transportation system;
- o advancing new and improved transit services to meet the needs of urban, suburban, and exurban areas;
- o optimizing the capacity and performance of transit services to meet the travel needs of the elderly and disabled;
- o ensuring that existing services are operated cost-effectively and responsive to changing travel needs; and
- o advancing light rail transit as an integral component of the area's coordinated transportation system.

Because of the urgency and wide range of transportation issues, the RTB's work program has been very full over the past three years. As a result, priorities have sometimes been difficult to establish. The RTB has been successful in many areas and has become an active participant in regional transportation projects. During the next year, the RTB needs to determine how it can continue to ensure that transit is adequately considered in transportation projects being carried out throughout the region and that transit services are being implemented to meet the changing needs of area residents.

Staff and board are currently discussing how to maximize our current resources in order to ensure that these objectives are met. Additional staff and consultant assistance may be necessary. We are also considering the establishment of a grant program whereby communities with cost-effective transit planning and implementation proposals would qualify for RTB funding. Clearer agency and program priorities also need to be established as part of the new Implementation Plan. Staff has discussed the possibility of introducing a recommendation to conduct a formal agency strategic planning process involving both board and staff members.

Maximizing influence throughout the transportation community and maximizing our internal resources are the two major themes that establish the basis for many of the proposed actions to respond to the LAC recommendations.

## ACTION PLAN

In the following pages, the RTB has identified a series of actions intended to respond to each of the recommendations made by the LAC. The action plan is organized by the LAC chapter headings. Each of the LAC recommendations is presented and then followed by the actions identified by board and staff to address each of these recommendations.

## I. REGIONAL TRANSIT BOARD (Chapter Two)

### LAC RECOMMENDATIONS

1. The board should discuss fundamental transit issues at regular board meetings, not at retreats.
2. The board and chair should improve their working relationship by striving for more openness and consensus-building.
3. To supplement its two existing committees, the board should consider establishing ad hoc committees to work with staff on special projects.
4. The board should more closely scrutinize the current year's staff expenditures before finalizing the succeeding year's budget and workplan.
5. Periodically, the board should list information that they would like from staff during the following three or six months.

### RTB ACTIONS

The LAC recommendations in Chapter Two deal primarily with the internal operations of the RTB. The RTB has addressed many of these recommendations over the past four months and will continue to address these recommendations as part of our future activities.

The operation of the board is an important matter. The board intends to utilize a variety of meeting formats as appropriate. Policy discussion will occur during board and committee meetings. The RTB will utilize Committee of the Whole meetings more in the future for discussion of major issues. Board retreats will focus on internal issues, strategic planning and organizational concerns. The RTB will also utilize joint meetings such as those recently held with the Ramsey County Regional Railroad Authority, the Metropolitan Transit Commission and the Metropolitan Council as another mechanism for discussion of key issues. As a way to promote the working relationship between the chairman and board members, it is also planned that the chairman will schedule monthly meetings with each board member.

The RTB has established three ad hoc committees in 1988 on the topics of Metro Mobility, competitive bidding guidelines, and light rail transit. The board will continue to use ad hoc committees on other special topics in the future.

The RTB views its role as a consensus builder on transit solutions. The RTB will continue to strive to improve its working relationships with organizations, jurisdictions, and individuals to ensure that transit issues are discussed and addressed in an open fashion, with adequate input from all interested parties.

Review of current year expenditures and analysis of actual budget variances by work program will be incorporated into the 1989 budget process. A quarterly program budget variance analysis will be implemented in 1988 that will include an identification of actual staff hours worked by project. As part of this quarterly review, the board will be requested to indicate future information needs.

A formal strategic planning process has been discussed as a way to focus board and staff activities and to provide the opportunity for the RTB to be more "proactive" than "reactive."

## II. RTB WORK PRODUCTS AND ACTIVITIES (Chapter 3)

### LAC RECOMMENDATIONS

1. The RTB's future Implementation and Financial Plan should more clearly outline: (1) the expected decision-making process on major issues, (2) justifications for recommended services and capital facilities, and (3) priorities among recommended services and facilities
2. The Metropolitan Council's Systems Committee should review the RTB's major documents, such as the Transit Service Needs Assessment and the fare policies report, even in cases where the reviews are not legislatively mandated.
3. The RTB's financial plan or future fare studies should discuss the impact that fare changes might have on transit system revenues.

### RTB ACTIONS

The RTB will be developing a new Implementation Plan based on the Metropolitan Council's new Transportation Policy Plan. A draft plan is expected to be completed in March 1989. The new Transportation Policy Plan will provide clearer direction to the RTB in terms of policies, strategies and performance criteria. In addition to the new Transportation Policy Plan, the RTB has also completed or will soon be complete a number of important activities such as the Capital Plan and the development of performance measures for transit services under contract with the RTB.

The new Implementation Plan will establish priorities, provide the background and justification for the recommended services and capital facilities and outline the decision-making process for major issues. With the experience gained in completing and using the current Implementation Plan, the more specific direction provided by the Transportation Policy Plan, and the completion of additional activities, mentioned above, the next Implementation Plan will provide better focused identification of the future direction for transit in the metropolitan area.

The RTB also plans to request review of its major products and documents by the Metropolitan Council's Metro Systems Committee in the future. This will be initiated through the Metro Council staff and the Metro Council's RTB liaison. This review process will be used to insure open discussion of issues, consensus building, communication and coordination between the agencies. It will also insure that the RTB is following Metro Council policies and guidelines. A recent example of this is the Metro Systems Committee review of the Midway Corridor LRT Planning Analysis.

When the RTB initiates a major planning effort, a work program is established that outlines the steps to be taken in conducting the effort, the specific responsibilities of individual staff members, and the timetable for completing major steps and obtaining board input. In the future, the work plan and timetable will also include appropriate public information tasks to identify

the "stakeholders," (i.e. interested parties), the process which will be used to seek input from these individuals and groups, and the strategies that would be employed to inform the general public about the specific work effort. The addition of these public information tasks will help insure participation by all affected or interested groups and will facilitate the RTB's role in consensus building. This process is discussed further in the response to Chapter Four recommendations.

### III. LOCAL INVOLVEMENT IN TRANSIT PLANNING (Chapter 4)

#### LAC RECOMMENDATIONS

1. The RTB should make better use of the Metropolitan Council's Transportation Advisory Board to obtain more local input into plans and work products. The TAB does not contain city staff representatives, so the RTB should solicit city staff to serve on ad hoc advisory committees.
2. The RTB should devote additional staff time to technical assistance to local governments and the encouragement of local transit planning.
3. The Metropolitan Council should require local comprehensive plans to address transit issues, and it should work with communities to make these plans detailed and practical.
4. The RTB should consider developing a local government newsletter that could provide a forum both for board members and local officials.
5. The RTB should encourage cities to develop formal proposals for local transit improvements and it should establish criteria for selecting proposals. Periodically, the RTB should publicly acknowledge local governments or officials that exhibit creativity or skill in transit planning.
6. The RTB should decide whether to subject suburban service improvements to route performance standards that are different than those in more densely-populated areas.
7. The Legislature should consider offering cities continued opportunity to "opt-out," perhaps beginning in 1991.

#### RTB ACTIONS

Working closely with local communities to implement transit services that respond to unmet needs is a high priority of the RTB. The RTB has established strong working relationships with many communities over the past three years on specific projects. Now that the RTB has completed the Transit Service Needs Assessment and the Implementation and Financial Plan and has identified areas for service improvements and new services it will expand and build on its past work with those same communities and establish new links with other metropolitan communities.

The RTB will continue to establish strong working relationships with local communities by (a) providing technical assistance on transportation projects; (b) providing financial assistance to plan and/or implement transit services; (c) serving on special project management boards and committees and (d) obtaining input on RTB activities by appointing community representatives to

serve on RTB advisory and special committees. The RTB will also expand the involvement of the Transportation Advisory Board (TAB) and Technical Advisory Committee (TAC) to ensure coordination and communication on projects. The extent of RTB involvement in each of these areas is discussed below.

Technical Assistance--Increasingly, the RTB has been asked to provide technical assistance to local communities as well as other agencies involved in transportation projects. The RTB has been actively involved in a wide variety of projects ranging from highway corridor improvement projects (I-35W, I-94, I-394, I-494) to community focused transportation studies (Anoka County, NEST, Forest Lake, Dakota and Scott County communities, St. Louis Park and the Highway 96/northern Ramsey County area). The RTB has an important role to play in major transportation projects to ensure that transit is adequately considered in future plans and programs. Approximately 50% of the RTB's planning and programs staff time is spent on local transit efforts. Currently, projects in the implementation planning stage include include Anoka County transit service, St. Louis Park, Dakota County, Northeast Suburban Transit Services (NEST), Roseville, I-494 corridor and Forest Lake. Presently, we are defining the appropriate balance of providing RTB staff and/or consultant technical assistance versus providing grants to local communities to purchase consultant services for this purpose. Recently, for example, the RTB chose to award communities in Dakota and Scott Counties \$50,000 for the purpose of conducting a transit needs assessment in order to determine whether or not they should "opt-out" of the MTC system.

The RTB is assessing its staffing needs in light of our desire to continue to provide the necessary technical assistance needed to forward transit planning and implement efforts. The current work program includes an ambitious, but realistic, work plan devoted to implement new services. We will continue to evaluate our resources to ensure that these activities are accomplished under reasonable timelines.

Establishing a Grant Program for Local Communities--As indicated above and as recommended by the Legislative Auditor, one of the ways that the RTB can promote transit planning and implementation of transit services is to establish a grant program by which local communities could develop formal proposals for local transit improvements. The RTB is currently considering this approach and will determine as part of its 1989 budget and financial plan development if this is an effective way of pursuing transit improvements, and, if so, the level of funding necessary to make such a grant program meaningful to local communities. It is expected that if such a program is established, criteria for selecting proposals would need to be developed.

The RTB recently solicited and evaluated proposals to support funding through the Urban Mass Transportation Administration's Entrepreneurial Grant Program. This is a discretionary grant program that is intended to encourage small and minority business persons to identify promising transportation markets within their communities and to design innovative,

self-sustaining services that can operate without ongoing public subsidy. At its April 18, 1988, meeting, the board endorsed five proposals to be submitted to UMTA for funding under the Entrepreneurial Services program.

The RTB finds the LAC recommendation to recognize governments or officials that exhibit creativity or skill in transit planning a particularly excellent suggestion. As a result of discussions on this matter, we propose to develop awards to be given at our 1988 annual RTB conference.

Obtaining Input Through Local Community Committee Participation--The Transportation Advisory Board is an excellent forum through which to obtain both technical and community input on different projects. The Technical Advisory Committee is a committee comprised of staff representatives from the counties, cities and agencies involved in transportation planning and implementation. This committee advises the TAB on technical transportation matters which, in turn, advises the Metropolitan Council.

RTB representatives sit on both the TAC and TAB and their various subcommittees. RTB's TAC and TAB representatives also chair two of these subcommittees. In the past, TAC and TAB agendas have often focused on highway topics, reflecting the interests of their members. RTB agrees that it is important to bring transit matters in front of these committees as well. Recently, for example, the RTB, jointly with Ramsey County, made presentations to TAC and TAB committees on the draft Midway Corridor Report. The subcommittee members asked many questions and it is expected that their comments on the report will be presented to the Metropolitan Council. The Transit Service Needs Assessment and the Implementation and Financial Plan were also presented and reviewed by both groups.

Additionally, the RTB chairman has established two advisory committees--one committee is comprised of local government officials from the transit taxing district; the second committee is made up of officials from the exurban portion of the metropolitan area. This represents another way that the RTB will enhance its working relationships with local communities.

RTB board members also meet on an individual basis with local officials and state legislators within their districts. Several board members have prepared and distributed newsletters about RTB activities affecting their district communities.

For several RTB activities, including the Transit Service Needs Assessment and the Providers' Advisory Committee, the RTB has asked representatives of local governments to participate. This kind of participation has proven extremely valuable and the RTB will continue to request this kind of involvement from communities.

Establishing different performance standards for different types of services was an important element identified in the Transit Service Needs Assessment. In April 1988, the RTB initiated its process to revise and expand performance and financial standards for all types of transit services. In doing so, it is

important to acknowledge the various functions that different types of regular route transit and paratransit provide. Local community representatives and transit providers will be invited to provide input to the RTB on this matter.

The RTB also agrees with the Legislative Audit Commission recommendation to develop a local government newsletter that could provide a forum both for board members and local officials. Currently, the RTB is in the process of identifying the specific information needs of the RTB through the development of a public information program. Part of the project is to identify the specific audience for the RTB and each of its programs. Preliminary results have identified local government officials and elected state officials, among others, as a specific audience for the RTB. Another part of the program is to identify specific ways to reach the audience for the particular program or institutional message. One method to accomplish this is the production of a newsletter or some other type of publication with articles of interest to the specific audience.

#### IV. COMPETITIVE BIDDING FOR TRANSIT SERVICES (Chapter 6)

##### LAC RECOMMENDATIONS

1. The board should immediately establish a policy stating which transit services it will consider for competitive bidding.
2. The board should reconsider its policy statement on LRT operation after receiving staff input on the merits of this policy and possible alternatives.

##### RTB ACTIONS

To date, the Regional Transit Board has not established a formal policy identifying the specific services to be competitively bid, as suggested by the Legislative Auditor. It has been the RTB's approach to thoroughly study this issue as part of its Competitive Transit Service Demonstration project. It is expected that as a product of this project, a detailed set of policies that would provide direction for competitively bidding transit services would be developed. Existing legislation regarding MTC impact assessment and RTB contracting activities, along with existing RTB and Metro Council policies gives the RTB clear direction on what types of services can be bid currently.

Additionally, in 1986, the RTB and the MTC jointly adopted an interim performance standard for regular route transit service. This standard, a ceiling subsidy per passenger of \$2.45, is used to evaluate MTC fixed route service. Any MTC route which exceeds the \$2.45 subsidy per passenger is subject to restructuring and/or contracting out to an alternate provider to deliver the service within the standards. At the same time, the MTC and RTB agreed that new regular route services will also be competitively bid. It was intended that this standard be revised and expanded upon in 1987. However, competing priorities resulted in this activity being delayed until April, 1988. Until such time that this standard is revised, the RTB considers the process described in the report, "Interim Report on Development of Financial and Performance Standards for MTC Regular Route Services," jointly prepared by the MTC and RTB, in addition to the legislation referenced above, as the compelling policy for competitively bidding out service.

The RTB's competitive transit study will be completed in March, 1989. At that time, we expect that we will begin to develop a set of policies that direct the circumstances and rules under which transit services are specifically bid. Until those policies are adopted, the board should clarify its existing policy, based on the RTB/MTC interim standards and legislation, either through development of a formal policy, i.e., amending the Implementation and Financial Plan, or simply through board resolution and/or correspondence with the MTC and other affected parties.

The LAC report also recommends that the board reconsider its policy statement on LRT operation after receiving staff input on the merits of this policy and possible alternatives. It is not clear that the RTB has the authority to determine who operates the service. Therefore, to expend staff resources on this kind of analysis does not appear to be the best use of resources. The RTB agrees that perhaps this policy was developed via an inappropriate process and will reconsider such a policy, based on staff analysis, if and when it becomes appropriate for the agency to do so.

V. AGENCY COORDINATION, ACCOUNTABILITY, AND COMMUNICATION (Chapter 8)

LAC RECOMMENDATIONS

1. The Legislature should authorize the Metropolitan Council to approve or disapprove the plans of regional rail authorities, just as it now approves county and municipal plans that are consistent with council plans and policies.
2. The Legislature should authorize the RTB to (1) participate in LRT planning throughout the region by repealing that portion of Minn. Stat. 473.398 that limits the RTB's LRT planning to the corridor between downtown Minneapolis and St. Paul, and (2) set regional standards for light rail transit, with assistance from an advisory team of local and regional officials.
3. The Legislature should clarify whether the RTB has authority to (1) initiate fare changes, (2) enforce sanctions against transit operators, and (3) delegate certain transit contracting responsibilities to the MTC. The Legislature should give the RTB clear authority to set transit performance standards in opt-out cities.
4. The RTB should play the lead role in clarifying responsibility for emergency service planning, transit station site planning, and quality assurance monitoring. The RTB should also clarify the roles of its advisory committees.
5. The Metropolitan Council should clarify responsibility for regional ridesharing and transportation management organization planning in its 1988 Transportation Policy Plan. The Council should also help cities plan future land use development in ways that accomodate transit.
6. Every six months, the RTB should prepare for the council a brief written summary of progress in implementing council policies.
7. Each biennium, the Metropolitan Council should prepare for the Legislature a brief summary of trends in its transportation performance measures.
8. Within one week of adopting policies or policy statements, the RTB should formally notify the Metropolitan Council's transit liaison. If there is any question about the consistency of RTB policy with council policy, the liaison should bring the matter to the council for their consideration.

RTB ACTIONS

The Regional Transit Board strongly endorses the LAC recommendations that the Metropolitan Council have the authority to approve or disapprove the plans of regional rail authorities and that the RTB be authorized to participate in LRT planning throughout the region including the development of regional standards for light rail transit.

In a position statement adopted June 1, 1987, the RTB stated that:

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

This position statement reflects the board's strong belief that LRT must be fully integrated with the existing transit system in order to maximize its benefits and minimize its cost. The RTB, as the agency responsible for planning and programming other types of transit in this region, can provide valuable contributions in ensuring that coordination and integration of LRT occurs.

As part of its 1988 legislative program, the Regional Transit Board supported the repeal of the Schreiber Amendment (Minn. Statute 473.398) to eliminate any doubt about the ability of the RTB to be involved with planning decisions and to work with regional rail authorities on other potential transit corridors.

The RTB has also shown its ability to provide technical assistance in the area of light rail transit planning through its joint efforts with the Ramsey County Regional Rail Authority in the conduct of the Midway Corridor Planning Analysis. In this case, RTB staff and consultants supplied technical data and analysis to present to the Ramsey County Regional Rail Authority for its consideration in making an alignment decision for LRT in the Midway Corridor between Minneapolis and St. Paul. Staff also actively participated and presented information on this subject to Ramsey County advisory committees and also business and civic groups located in the corridor.

The RTB fully agrees with the LAC recommendations that the Legislature should clarify whether the RTB has authority to: (1) initiate fare changes, (2) enforce sanctions against transit operators, and (3) delegate certain transit contracting responsibilities to the MTC, and, furthermore, should give the RTB clear authority to set transit performance standards in opt-out cities. Each of these subjects is briefly discussed below:

- (1) Does RTB have authority to initiate fare changes?--In response to legislative mandate, the RTB has developed fare policies and procedures. These policies and procedures state that the RTB should review the existing fare structure on a biennial basis to determine if changes are needed. It is our belief that the RTB has the authority to initiate fare changes for providers that are 100% deficit funded. As the agency responsible for funding transit operators throughout the region, the RTB is in a unique position to be able to determine the overall revenue needs of all transit operators. There may be the occasion when funding is severely limited, and that revenue

enhancement through fare increases is a necessity. If it is not clear that the RTB has the authority to initiate fare changes, the RTB would have to convince a transit operator to propose those changes on its behalf. With some providers, fares are a part of the local share--the local entity, therefore, has responsibility to offset fare/revenue changes with greater local general funds.

- (2) Does RTB have the authority to enforce sanctions against transit operators?--In current contracts with providers, the RTB has established clear standards by which to evaluate provider performance. It is important the RTB has the ability to enforce sanctions against transit operators in order that these standards are taken seriously. In revising contracts with Metro Mobility providers this year, for example, the RTB has established a rigorous set of performance standards designed to make the program work more effectively for users. During the summer of 1988, the RTB will discuss and adopt guidelines upon which to base contracts with all providers and/or units of government.
- (3) Should the RTB delegate certain transit contract responsibilities to the MTC?--Recently, the RTB authorized the MTC to subcontract with an alternate provider to operate regular route service that had been previously offered by the MTC at a cost that exceeded the established subsidy per passenger standard of \$2.45. At the time that this action was authorized, there was a great deal of discussion among board members regarding the appropriateness of delegating this contracting authority to the MTC. Concerns expressed included whether this was an improper delegation of responsibility to the MTC and the reaction of private operators to the MTC's bidding of service. In the final analysis, the majority of the board members felt that it was important to implement this effort as a demonstration project in order to determine the ability of the MTC to offer and manage service in this manner. Based on the results of this test case, the RTB will reexamine this issue and be prepared to make more detailed recommendations on the matter after an initial evaluation.
- (4) Clarify RTB's authority to set transit performance standards for opt-out cities--The opt-out program offers certain communities the opportunity to develop transit services that are responsive to their local needs. However, it is the RTB position that these services should still meet the overall performance and financial standards that will be developed by the RTB in order to ensure that the services are being provided cost-effectively throughout the metropolitan area. It is also the RTB's view that these services are subject to the RTB's fare policies and procedures and dispute resolution process.

Current fare policies include farebox recovery standards for fixed route circulator and general purpose dial-a-ride services which are types of services offered in the opt-out communities. Regional transit performance standards are in the process of being developed and it is the RTB's intent to apply these standards to opt-out communities. Some of the opt-out communities have expressed concern

that the application of these standards constitutes interference with their ability to determine how these dollars should be spent. The RTB views this as an important aspect in its role to insure that transit services are provided in a cost-effective manner throughout the region.

The RTB agrees with the recommendation that it play the lead role in clarifying responsibility for emergency service planning, transit station site planning and quality assurance monitoring. In this regard, a planner has been assigned to initiate work on emergency service planning to be completed in late 1988, and efforts are continuing to work with MN/DOT in their construction of the highway and transit elements of I-394. The RTB has also expanded language in the 1989 provider contracts to include more detailed performance standards that will result in higher quality and more accountable service. In 1988, as part of a regional transit coordination study, options for supplementing contract administration with street supervision and spot checks, as part of quality assurance monitoring, will also be explored.

The RTB also endorses the recommendation to clarify the role of its advisory committees. This will be accomplished in a number of ways. Currently, advisory committee updates are provided at board meetings on a periodic basis. Board members also receive copies of the minutes and agendas for the different advisory committees. It is recommended in the future that:

- o annual goals and objectives be established for each advisory committee;
- o staff provide 1-page summary to board on any actions/major issues discussed at the advisory committees;
- o periodic presentations by advisory committee chairs are scheduled to the board; and that
- o the RTB explore advisory committee training and orientation opportunities for committee members and staff.

The RTB staff has been working closely with the Metropolitan Council in determining appropriate roles and responsibilities for regional ridesharing and transportation management organization planning in its 1988 Transportation Policy Plan. This is being accomplished in the following ways:

- (1) The RTB is in the final stages of conducting its Rideshare Evaluation study. As part of this effort, the role of ridesharing and the roles of each of the metro agencies is discussed and recommendations for change will be presented. The need and interest to establish transportation management organizations has important implications for ridesharing and the RTB, MTC and the Metro Council are anxious to sort out how best to coordinate these activities and responsibilities. Metro Council and MTC staff participate on the Rideshare Evaluation Project Management Team and they have been solicited for their comments on early drafts of the recommendations from this study.

- (2) As part of its review of the Transportation Policy Plan, the RTB and Metro Council have set up small staff working groups to discuss the various elements of the proposed Transportation Policy Plan. Again, ridesharing, travel demand management strategies and transportation management organizations and the relationship of each is being actively discussed.
- (3) The RTB is working closely with the Metro Council to provide technical assistance relating to transit and travel demand management matters to the newly formed I-494 transportation management organization known as Improve-494. As part of this effort, specific roles and responsibilities of each of the agencies has been drafted.

As indicated above, the staffs of the Metro Council and the RTB have met several times to discuss the relationship of ridesharing, transit demand management, the Transportation Policy Plan and to review work programs and priorities as well as appropriate involvement by each agency. These discussions have also focused on other issues such as how to keep each other best informed about our activities. Suggestions such as those made by the LAC have been extremely important in these discussions. Major issues being discussed include requesting Council review of major RTB work products and providing periodic reports to the Council as to the status of our activities and how they relate to the Policy Plan. The possibility of formalizing this process has been discussed in order to set forth the expectations of both parties in this regard. Immediately, the requirements set forth by the Metro Council in the Transportation Policy Plan for data reporting and analysis are being examined. Once a clear understanding of the types of information required for this effort have been established, the frequency and nature of formal communications will be determined. It has been informally agreed, however, to make periodic presentations to the Metro Council on major products (e.g. Midway Corridor Planning Analysis) and to notify the Council about newly adopted RTB policies or policy statements.

REGIONAL TRANSIT BOARD

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

DATE: May 23, 1988  
TO: Regional Transit Board  
FROM: Katherine Turnbull, Planning Manager  
SUBJECT: RTB Review of the Metropolitan Council's Transportation  
Development Guide/Policy Plan

SUMMARY

The attached memorandum, which was presented and discussed at the May 16, 1988, Policy Committee meeting, presents the Regional Transit Board's (RTB's) staff comments on the Metropolitan Council's Transportation Development Guide/Policy Plan. Based on comments received at the meeting, a few minor changes have been made. These changes are outlined below. The Policy Committee recommended action to approve the comments and transmit them to the Metropolitan Council.

BACKGROUND

Based on the comments received at the May 16, 1988, Policy Committee meeting, the following changes have been made in the attached memorandum:

- o Page 8, Second Paragraph. Based on the comments by the Metropolitan Council staff, the following has been added to the suggested changes to be considered by the Council on Policy 7, which addresses the appropriate roles of different types of providers.

Along with this, it is suggested that strategies A and B be deleted or modified to indicate that the RTB currently is examining the most appropriate roles of different providers in the competitive transit demonstration project. Until this study is completed, RTB staff do not feel able to endorse the specific strategies identified by Metropolitan Council.

- o Page 8, Policy 8, Strategy A. Based on comments received, the following change is recommended:

Strategy A - This strategy should include all the farebox recovery ratios addressed in the RTB Fare Policies and Procedures. The farebox recovery ratio of 15 percent for circulation services is missing. It would also be appropriate to note the tie between the statements listed here and the RTB's fare policies. The RTB may readjust these ratios in the future due to changing revenue needs. The Policy Plan should note that changes in these will be reviewed based on recommendations from the RTB.

Regional Transit Board  
May 23, 1988  
Page 2

- o Page 9, Policy 13. Based on comments received, it is recommended that the RTB's ability to provide technical assistance to communities as they update their comprehensive plans be added. The following wording has been added to the last sentence of the paragraph under Policy 13:

The Metropolitan Council will request the Regional Transit Board to review the transit elements of the comprehensive plan amendments. The RTB is also available to provide technical assistance to communities on transit issues as they update their comprehensive plans.

- o Page 9, Policy 14, Strategy C. This should read "RTB staff would suggest that techniques to decrease (not increase) transit travel time and access in the downtown areas be added to this strategy. This would include bus-only lanes, transit malls, signal preemption and signal timing."

#### RECOMMENDATION

That the Regional Transit Board approve the comments contained in the attached memorandum and transmit them to the Metropolitan Council.

KT:jmo  
Attachment  
KTPC16/TX2

REGIONAL TRANSIT BOARD

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

DATE: May 3, 1988  
TO: Policy Committee  
FROM: Katherine Turnbull, Planning Manager  
Cindy Fish, Planner  
SUBJECT: RTB Review of the Metropolitan Council's Transportation  
Development Guide/Policy Plan

SUMMARY

This memorandum summarizes the Regional Transit Board's staff comments on the Metropolitan Council's Transportation Development Guide/Policy Plan. Action is requested approving the comments and transmitting them to the Metropolitan Council.

BACKGROUND

The Metropolitan Council approved the draft of the Transportation Development Guide/Policy Plan on February 25, 1988. As required, the Metropolitan Council transmitted the Transportation Development Guide/Policy Plan to the Regional Transit Board (RTB) for a 90-day review-and-comment period. The RTB's comments must be submitted to the Metropolitan Council by June 1, 1988.

Key elements of the process used by the RTB in conducting the review of the Transportation Development Guide/Policy Plan are summarized below:

- o Six meetings were held between RTB and Metropolitan Council staff to review and discuss the Transportation Policy Plan. This included presentations by the Metropolitan Council staff on each section of the plan, discussion of any issues, and review of the RTB's comments.
- o Review and comment by the RTB's advisory committees--Transportation Handicapped Advisory Committee, Rideshare Advisory Committee and Providers' Advisory Committee. This, again, included presentations by Metropolitan Council staff and discussion of advisory committee members' concerns.
- o Presentation by Metropolitan Council staff and discussion at the RTB's quarterly providers' meeting.
- o Presentation by Metropolitan Council staff and discussion at two Policy Committee meetings and discussion at the joint RTB and Metropolitan Council meeting.

Comments and issues raised at these meetings are summarized below and have been incorporated into the staff evaluation presented in the next section.

## EVALUATION

### RTB Advisory Committee Comments

As noted previously, the Transportation Development Guide/Policy Plan was presented and discussed at meetings of the RTB's three advisory committees. Comments received by advisory committee members are summarized below.

#### Rideshare Advisory Committee

- o Members discussed whether the use of the auto occupancy rates or the percentage of people carpooling provide a better measure. There was general agreement that both should be used, as most people relate more to the overall percentage than they do to the auto occupancy rate.
- o Ridesharing needs to be more aggressive in approaching and working with businesses and communities.
- o Add "other major traffic generators, such as the University of Minnesota" to Policy 2, Strategy A.
- o Ridesharing should be an important part of the contingency plan.

#### Transportation Handicapped Advisory Committee

- o The term "disabled" should be used in the document, not "handicapped."
- o Handicapped accessibility issues should be better cross-referenced throughout the document. For example, in the ridesharing section of the plan there should be a reference about how ridesharing and accessibility issues are related and what needs to be done. The same should be true in other sections as well; for example, the LRT section.
- o Use of the term "accessibility" should be clarified--the more general use meaning regional accessibility of a particular service versus accessibility for the disabled.
- o Because the plan identifies the need for better coordination with social service and other agencies, it should also reference the funding sources used by them in order to get a complete understanding of how much money is being put into transit system-wide. Gary Kelsey, Metropolitan Council Program on Aging, would be a good contact for this information.

- o The plan needs to better distinguish between the transit dependent and the elderly and disabled. Too often these two groups are seen as being one in the same when, in fact, their needs can be very different. It is important to address the needs of each group separately. This should include a change in the definition of transit dependent in the glossary. Instead of the use of the term "...physical and/or mental handicaps," "...physical and/or mental disability" should be used.
- o THAC members expressed concern with equating need based on numbers of people, thereby giving priority to the needs of individuals in the central area. Members stressed that the needs of individuals in outlying areas are no less great than of those in the central cities.

#### Providers' Advisory Committee

- o There is a need for more east-west transit movement.
- o Support was expressed for demonstration programs for new, innovative services.
- o Strategy B under Policy 3, which deals with encouraging private developers and employers to form transportation management organizations, is a good idea. It was suggested that consideration should be given to providing resources to these groups in terms of technical assistance or matching funds.

The RTB staff evaluation of the new Metropolitan Council Transportation Policy Plan focuses first on the overall direction and approach taken by the Council in the plan. Specific comments are then provided on the policies and sections which have been identified for clarification or resolution of issues as the Metropolitan Council completes the final plan. In some cases, new or revised language is suggested for consideration by the Council.

#### Overall Approach

Overall, the new Transportation Development Guide/Policy Plan is a well thought out, well written document, which provides a clear direction for future transportation planning and implementation. The new plan provides a focused approach for the future metropolitan transportation system. This approach addresses both the highway and transit components of the transportation system and provides the RTB with a clearer focus within which to formulate its implementation plan.

The plan recognizes the important role the transportation system plays in ensuring the economic and social vitality of the Twin Cities Metropolitan Area. The major premises of the plan are:

- o The region cannot meet growing demands for transportation by simply adding new roads and services since demand is growing much faster than available funding. Therefore, emphasis must be placed on effectively managing the existing system to maximize its people-carrying capacity and adapting existing facilities to changing needs.
- o In order to maintain acceptable levels of accessibility given these constraints, a variety of measures must be implemented to influence a major change in travel behavior. Incentives, such as travel time savings through preferential access for High Occupancy Vehicles, LRT and other improvements will need to be made to help influence changes in travel behavior.
- o Transit options are an integral part of the overall transportation system. Transit is an important component because it reduces the dependence on the private automobile, serves individuals with no other or limited travel choices, supports higher density land uses such as those in the two metro centers and regional business concentrations, and reduces the need for additional freeway capacity.
- o Transit service options should focus not only on the most urbanized and densely populated portions of the regions, but also the suburban and rural areas. These different markets should be served with different service concepts in order to be cost effective and to focus on the appropriate types of needs.

In keeping with the philosophy outlined above, the new plan identifies a significant role for transit services in meeting the future transportation needs in the region. This commitment to transit is reflected in goal 3 which states:

Transit should be strengthened--regular route, paratransit, and ridesharing options--to maximize the people-carrying capacity of the transportation system, to serve needs of transit dependent people, to supplement the metropolitan highway system, to satisfy downtown-oriented travel and to allow for intensified development.

The RTB staff agrees with both the philosophy on which the plan is based on and the role outlined for transit. This reflects the approach the RTB has taken in its planning activities and provides even clearer direction for the RTB in future activities, including updating the Implementation and Financial Plan.

The RTB staff also realizes that accomplishing the goals of the plan represent an important challenge for the RTB. The ambitious role outlined for transit in the plan translates into a greater level of effort for the RTB. This increased effort relates to many areas under the RTB's jurisdiction. These include more transit services, more assistance to communities and Transportation Management Organizations (TMOs), additional emphasis on ridesharing strategies, more monitoring and reporting requirements, and support to implementing LRT. The RTB will need to consider this impact of the plan in developing the 1989 and future work programs and budget.

Policies, Strategies and Performance Evaluation

The Transportation Development Guide/Policy Plan contains nineteen policies. The policies are broad action statements developed to ensure that transportation problems and issues are addressed in an effective and timely manner. These are accompanied by strategies which present specific methods to implement the policies. For many strategies, specific performance evaluation procedures or measures are identified. These will be used by the Council to monitor progress toward meeting the goals.

Thirteen policies--policies 1-10, 14, 15 and 18--relate to transit. These are the policies the RTB is responsible for implementing through its Implementation and Financial Plan. In general, these policies provide excellent guidance for the RTB. The following points have been raised by the RTB staff based on the input received from the advisory committees and Board members and in discussions with the Council staff for clarification and consideration by the Metropolitan Council as it finalizes the Transportation Development Guide/Policy Plan.

Policy 1 - No comments.

Policy 2

Both RTB staff and Board members suggest the addition of a strategy to consider service quality. This should encompass regular route and paratransit services. The following wording is suggested for consideration by the Council.

Strategy D - "Vehicles and facilities which are used to provide all types of public transit services should be maintained to ensure a high quality physical appearance and safe operating condition in order to maintain and encourage ridership. Services should also be provided so that schedules and headways are adhered to and transit personnel provide a courteous and customer-oriented approach. Transit passenger amenities, in the form of support facilities and services, should be developed and maintained consistent with appropriate service levels."

Discussion - "In order to be competitive with the automobile, maintain and encourage ridership, transit services and facilities must be provided in a safe, clean and attractive manner. The RTB should ensure service quality issues will be addressed through the use of regular maintenance, cleaning and safety schedules."

There are a number of performance measures listed with this policy. The Council may wish to consider narrowing this list down to those it feels are most essential.

### Policy 3

Strategy A - Policy 3 states that "Ridesharing, conventional transit and Travel Demand Management strategies...should be used to reduce vehicular traffic...and alleviate the need for additional capacity in the metropolitan highway system during peak hours." Given that traffic volumes are projected to continue to increase in the future, it may be more appropriate for this policy to read "...should be used to reduce the projected level of increase in vehicular traffic..."

Discussion - It is suggested that "preferential treatment (such as ramp bypass lanes, HOV lanes, transit malls, signal pre-emption or signal timing, etc.) for all transit vehicles" be added to the first sentence in this section, which outlines potential implementation tools.

Strategy B - The following change in wording is suggested to indicate that TMOs may be appropriate to other areas in addition to the metro centers and regional business concentrations. "Transportation Management Organizations (TMOs) can develop and coordinate travel demand management strategies to reduce traffic congestion in heavily traveled corridors or other areas with major traffic congestion problems. TMOs are particularly applicable to communities, private developers and employers in the communities containing the metro centers and regional business concentrations."

Strategy C - Discussion: This strategy and the discussion section outline assisting communities, employers and developers to implement Travel Demand Management strategies. The discussion suggests that the RTB devote additional staff to provide this increased level of technical assistance. The RTB staff agrees with the strategy and the need to provide additional resources to support this effort. It is suggested that the discussion note that these additional resources could be not only in the form of additional staffing but that other resources, such as the use of consultants or matching funds, may also be appropriate.

### Policy 4

Some of the comments received at the advisory committee meetings suggest that this policy should provide a stronger identification of priorities among the different services. However, in discussion between the RTB and Metropolitan Council staff, it was felt that Policy 4 and the corresponding strategies do provide the overall direction. It is the RTB's responsibility to identify the priorities within the overall parameters established by the Metropolitan Council and to resolve any conflicts between competing needs for limited funding. It was felt that it may be appropriate to reorder the strategies under this policy by listing strategy D, which deals with transit dependents, first.

#### Policy 5

This policy and subsequent strategies address the appropriate applications for different types of transit services. This policy and the strategies were the focus of much of the questions and comments made by the THAC, RAC, and PAC members. In general, the advisory committee members' comments focused on whether some of the strategies should provide more direction. Adding mention of service quality to this policy and strategy was also raised. Staff suggests that this concern is more appropriately addressed under Policy 2 as discussed previously. Suggested changes for consideration by the Metropolitan Council are:

Strategy A: "Ridesharing services, while appropriate throughout the metropolitan area, should be targeted to congested corridors, corridors with HOV facilities, regional business concentrations, metro centers and rural or suburban areas where other services are limited."

Strategy C: Since the idea of safe, convenient and attractive regular route service has been addressed in Policy 2, these statements could be dropped from this strategy. If so, the sentence would simply start with "Regular route services..."

Strategy F: Oak Park Heights and Bayport should be added to the list of areas currently receiving regular route transit services. Also, it should be noted that two rural centers, Lake Elmo and Centerville, currently also receive regular route service.

#### Policy 6

RTB and Metropolitan Council staff discussed a number of issues related to Policy 6. These included coordinating specialized services and regional coordination of LRT activities. Staff suggests the marketing and transit information be added to the list of areas for coordination under the policy. Staff suggests that under the discussion on strategy C, the Council clarify the role of the RTB and local communities in the review of county LRT plans. The RTB staff suggests that the Metropolitan Council consult with the RTB and affected communities in its review.

#### Policy 7

Policy 7 and the related strategies address the use of both the public and private sector in providing transit services. This area was discussed extensively by the RTB and Metropolitan Council staff. Staff feels that the language used in the discussion section is more reflective of the policy direction than the policy itself. The following changes are suggested to clarify the issues and direction provided by the Metropolitan Council.

Policy 7 - Change wording to "The investment in transit should be maximized through the use of both the public and private sectors, while preserving the integrity of the system and encouraging efficient operation."

The wording in the discussion section should be modified to reflect the rewording of the policy.

Along with this, it is suggested that strategies A and B be deleted or modified to indicate that the RTB currently is examining the most appropriate roles of different providers in the competitive transit demonstration project. Until this study is completed, RTB staff do not feel able to endorse the specific strategies identified by Metropolitan Council.

Strategy D - This strategy states that the RTB should provide demonstration grants to public and private operators. This is a recommendation which the Legislative Audit Commission also made, although they included cities. The RTB's Transit Test Marketing/New Services program addresses this suggestion. Staff would suggest that it may be appropriate to include communities or other groups, along with providers in this group. Also, it may be that not all ideas will be new and innovative; there may be some times when the application of a proven technique in a new area is appropriate.

Performance Evaluation - Change "map of MTC routes and private-operator roles" to "Transit System Map."

#### Policy 8

Policy 8 deals with the RTB's fare policies. While Strategy A deals with fare issues, strategies B and C address broader financial issues. RTB and Metropolitan Council staff discussed the option of splitting these off under a new or different policy. The RTB would suggest the following for consideration:

Policy 8 - Change wording to "The RTB should adopt and periodically re-evaluate a set of fare policies that reflect a balance between the actual operating cost of the service and the public need for the service."

Strategy A - This strategy should include all the farebox recovery ratios addressed in the RTB Fare Policies and Procedures. The farebox recovery ratio of 15 percent for circulation services is missing. It would also be appropriate to note the tie between the statements listed here and the RTB's fare policies. The RTB may readjust these ratios in the future due to changing revenue needs. The Policy Plan should note that changes in these will be reviewed based on recommendations from the RTB.

Strategy B - Move to Policy 9.

Strategy C - Move to Policy 9.

Performance Evaluation - Should include only those dealing with fare policies.

Policy 9

Based on the comments above, RTB and Metropolitan Council staff discussed rewording Policy 9 into a more general financial policy and adding the strategies from Policy 8. The performance evaluation should also be changed to reflect the financing sources and cost sharing measures previously listed under Policy 8.

Policy 10. No comments.

Policy 13.

This policy addresses the need to ensure that transit, highway and land use planning are coordinated throughout the region. Regional Transit Board and Metropolitan Council staff discussed the need to clarify the RTB's role in the review of community comprehensive plan amendments. The Council has already approached the RTB about this and the RTB has adopted a process for its review. It is suggested that the following sentence be added to the last paragraph in the discussion under Strategy B: "The Metropolitan Council will request the Regional Transit Board to review the transit elements of the comprehensive plan amendments. The RTB is also available to provide technical assistance on transit issues as they update their comprehensive plans."

Policy 14.

This policy and accompanying strategies deal with ensuring that land use and transportation planning are integrated in the metro centers. RTB staff support these efforts. The strategies outlined, like others, will require additional RTB support to implement.

Strategy C - RTB staff would suggest that techniques to decrease transit travel time and access in the downtown areas be added to this strategy. This would include bus-only lanes, transit malls, signal preemption and signal timing.

Policy 15.

Policy 15 addresses the need for land use and transportation integration in regional business concentrations as policy. The policy and strategies also identify the role of transit and ridesharing in meeting future transportation needs in these areas. Like Policy 14, the RTB staff support these efforts and note that this will require additional resources.

Policy 18. No comments

Metropolitan Transit System Plan, 2010

This chapter outlines the Metropolitan Council's plan for transit services through the year 2010. The major elements of the plan are:

- o Transit in the region is at a crossroad. The plan presents a strong commitment to turn around the recent trends of declining ridership and auto occupancy levels. This commitment includes both service improvements and capital investments.
- o The overall approach of the plan is to provide incentives to share rides, to satisfy the needs of persons dependent on transit, and to strengthen fixed route services.
- o The plan reflects a substantial dollar investment over the next 22 years to accomplish these goals.

As discussed previously, the approach outlined in the plan reflects the general approach the RTB has taken in transit planning, as reflected in the Transit Service Needs Assessment and Implementation and Financial Plan. The plan provides a clear direction to the RTB to update the Implementation and Financial Plan. The RTB and Metropolitan Council staff discussion of the plan and advisory committee reviews identified a few areas where further clarification would help. These are outlined below:

- o Changes in wording in the second and third paragraph of the rideshare section (page 51) were discussed. The following two paragraphs are suggested to replace the existing ones:

Second Paragraph - Funding for ridesharing is expected to increase in the future. However, given the following three factors, this funding may not be as large as in other transit programs. First, it is anticipated that communities, major employers, and developers will become more responsible for promoting ridesharing, possibly through the formation of Transportation Management Organizations (TMOs). Second, ridesharing will be encouraged through HOV lanes and ramps, as well as preferential and low-cost parking that will provide travel-time and convenience incentives. Third, only a small number of those who rideshare need direct assistance for carpool and vanpool matching because many rideshare arrangements are made informally between friends, neighbors and co-workers.

Third Paragraph - This does not mean, however, that the need for traditional ridesharing programs will diminish, but that ridesharing funds will be used differently. Traditionally, public ridesharing services have included region-wide marketing and car and vanpool matching programs. Although these will still be important, more emphasis will be placed on technical assistance to the private sector and local communities, congested corridor marketing and the evaluation of community comprehensive plan

amendments. Additional resources will be used to provide a greater level of technical assistance as determined by the RTB and the Council. Both the public and private sectors will need to develop more incentives to encourage ridesharing and disincentives to discourage solo driving. These efforts will ensure that ridesharing remains a salient component of the transportation system.

- o The operating cost projections for Metro Mobility appear low. The estimated year 2000 cost has already been surpassed. Other programs appear reasonable, especially in the short term. It is realized that the longer term cost projections are estimates that will be updated in the future.
- o What are the Council's estimates for changes in transit dependent populations and how is it envisioned this will impact ridership?
- o It appears that there is a possibility that an LRT system in the region may develop differently than any of the scenarios outlined in the plan. Is this a problem and/or would it limit the way the Council would address implementation of LRT? The LRT capital costs appear reasonable given current projections. If these increase in the future as more detailed plans are developed, will the Council's estimates be limiting in any way?
- o The capital cost estimates provided for all bus options appear to be reasonable given current projections.

#### Transportation Finances

This chapter outlines the main components of the Metropolitan Council's position on transportation finance. The plan reflects the need for additional revenues to support the different plan components and the Council's commitment to play a stronger role in the debate regarding this needed funding. The Council realizes that the legislature will ultimately decide how additional funds will be raised.

The chapter includes sections on highway revenues and future costs, transit revenues and future costs, total additional transportation costs and the Council's transportation funding principles. The discussion of transit revenues and future costs assumes the following:

- o four LRT lines
- o federal operating assistance may no longer be available
- o federal capital funds will remain at the same average level for bus purchase and other capital costs
- o fares and the property tax will produce about 70 percent of the total operating cost

- o the higher people-carrying productivity of LRT will allow an increase in the amount covered by fares and a decrease in the percentage covered by property taxes
- o a significant increase in funding for non-regular route services will be needed.

These assumptions result in the financial and funding picture presented in the plan. This indicates that an annual total of \$34 million in operating funding and \$42 million in capital funding could be needed by the year 2010 if LRT is implemented in four corridors.

The general assumptions and the overall picture presented by the Council for ongoing capital and operating needs appears to be appropriate. This is especially true if the Council views these as the general parameters for future planning, which will be updated in the future.

This chapter also contains the Council's ten transportation funding principles. While the RTB staff agrees with most of these principles, which reflect the general approach the RTB has used in addressing funding, the following comments are provided for consideration by the Council.

- o Principle 9 - How does the Council define broad based taxes, which this principle indicates should be reserved for area-wide, multi-purpose needs. Does the use of property taxes to support transit operating cost fall within the scope of this principle? Does this preclude the use of these types of taxes (i.e., sales tax) in the future for transit-related projects? Other parts of the country have used these types of mechanisms successfully to support transit and/or highway projects.

How does the use of the property tax feathering fit with this principle or other of the financing statements? How would the use of additional mill levies, to support specific improvements, be viewed by the Council?

- o Principle 10 relates to cost sharing. The RTB staff agree with the idea of cost sharing arrangements and the RTB has a formal policy on it.

#### Appendix B - Guidelines for Minimum Content Requirements of the Regional Transit Board's Implementation and Financial Plan

This appendix describes the minimum content requirements for the RTB's Implementation and Financial Plan which must be consistent with and carry out the policies contained in the Transportation Policy Plan. The RTB must submit its implementation plan to the Council on or before August 15, 1989. Financial plans must be prepared by August 15 of even numbered years.

The Council has outlined thirteen major elements as the minimum content of the RTB's implementation plan. While these will include a good deal of detailed information, RTB staff is in agreement with the basic elements. The RTB staff

looks forward to working with the Metropolitan Council on developing the new Implementation and Financial Plan in conformance with the new Transportation Policy Plan.

Appendix A - Glossary

Change the definition of transit dependent to include "...disability" rather than "...handicap."

Appendix D - Park/Ride Guidelines

The Metropolitan Council is considering changes to the park/ride guidelines contained in Appendix D. RTB staff have discussed these changes with the Metropolitan Council staff and would suggest consideration of the attached changes.

FINDINGS AND CONCLUSIONS

- o The Metropolitan Council has completed the draft of the Transportation Development Guide/Policy Plan and submitted it to the RTB for the 90-day review period.
- o RTB staff, advisory committee members, providers and RTB members have reviewed the plan and discussed it extensively with the Metropolitan Council staff and members.

RECOMMENDATION

That the Regional Transit Board approve the comments contained in this memorandum and transmit them to the Metropolitan Council.

KTPC16/TX2

APPENDIX D  
PARK/RIDE SITING GUIDELINES

The following guidelines are intended to be used in planning, siting and evaluating proposed exclusive-use park-and-ride lots serviced by regular route transit. These guidelines should also be of assistance to units of government in planning, siting and evaluating joint-use, carpooling and other types of park-and-ride facilities.

1. Park-and-ride lots served by regular route transit should be located within areas mutually bounded by the Metropolitan Urban Service Area (MUSA) and Metropolitan Transit Taxing District (MTTD). Areas outside of the metropolitan transit taxing district but within the Metropolitan Urban Service Area shall be considered for locating park-and-ride lots designed to promote ridesharing.
2. Park-and-ride lots should be concentrated along and/or serving areas where metro highway system improvements are required through 2010, as identified in figure 8 in the Highway System Plan.
3. Park-and-ride lots should be located within one-half mile of an access point to the 2010 Metropolitan Highway System and should have good accessibility and visibility from the adjacent roadways.
4. Park-and-ride lots should be located so that the primary service areas do not overlap with those of other lots, provided that ample space is available at each lot.
5. Park-and-ride lots should be located in areas where existing downtown-oriented express bus service can be provided without a significant increase in transit operating costs or in areas where new downtown-oriented express routes are being deployed.
6. Joint use park-and-ride lots should be promoted and encouraged. However, in cases where daily usage imposes hardship on the lot owners, priority should be given to developing new exclusive lots to replace and/or supplement the existing over-utilized joint-use lots.
7. Parking lots already under public ownership that meet these guidelines should be considered for use as park-and-ride lots.
8. The size of an individual park-and-ride lot should be based upon a variety of elements including the size, population, and travel desire data of its primary service area; levels and type of bus service provided to the site; and estimated demand for park-and-ride space.

REGIONAL TRANSIT BOARD

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

DATE: May 31, 1988  
TO: Regional Transit Board  
FROM: Linda Ehlers, Project Administrator *Le*  
SUBJECT: Revised Legislative Report on Metro Mobility

SUMMARY

A revised draft of the Legislative Report on Metro Mobility incorporating review comments by the Transportation Handicapped Advisory Committee (THAC) and board members has been prepared for final review at the May 31 board meeting.

DISCUSSION

THAC comments on the draft Legislative Report were presented to the Policy Committee on May 23. The THAC stated that the draft failed to clearly identify problems and specify solutions for Metro Mobility services. In an effort to incorporate THAC recommendations, two substantial changes have been made to the draft report.

First, an Executive Summary has been added. The summary serves a dual purpose; it highlights the problem areas in Metro Mobility and identifies the actions planned by the RTB and MMAC in addressing these problems.

The Executive Summary identifies five problem areas, which include:

- o Capacity for Individual Trips
- o System Monitoring
- o Customer Complaint Process
- o Certification
- o Communication

Secondly, a timeline has been added to the draft report, directly following the Executive Summary. It serves as a general outline of the actions that are planned for addressing the problem areas indicating the work products that will be generated, the responsible agency, and the date by which the activity will be initiated.

Subsequent chapters of the draft report provide thorough explanations and discussions of each of the identified problem areas, and reflect any minor changes in text that were recommended by THAC.

ACTION REQUESTED

That the RTB approve the attached "Report to the Legislature on Metro Mobility" and submit this report to the Legislature on June 1, 1988.

Regional Transit Board

REPORT TO THE LEGISLATURE  
ON METRO MOBILITY

Submitted  
June 1, 1988

## EXECUTIVE SUMMARY

### THE PRESENT SYSTEM

Metro Mobility offers advance reservation, door-through-door transportation service for persons who, because of a disability, are unable to ride the regular route bus service in the metropolitan area. The system operates throughout the entire metropolitan area taxing district, covering 960 square miles and serving 91 communities. Currently, 11,000 persons are certified to use the service.

Certified riders have access to Metro Mobility service for any trip purpose. In compliance with state human rights law and federal guidelines, there are no trip priorities.

The Regional Transit Board (RTB) currently holds contracts with 14 qualified special transportation service providers. At any one time, a total of 128 vans and minibuses and 136 taxicabs are in use for Metro Mobility trips throughout the metropolitan area.

The Metropolitan Transit Commission (MTC), also under contract to the RTB, administers the day-to-day operations of the Metro Mobility program, monitoring the service delivery of providers. The MTC's Metro Mobility Administrative Center (MMAC), staffed with 13 employees, is responsible for the following functions:

- o rider certification and annual registration;
- o customer complaint handling and resolution;
- o rider communications;
- o provider trip verification and billing; and
- o provider performance and contract compliance monitoring.

The RTB restructured the Metro Mobility service in October 1986 with the following goals:

- o to increase cost effectiveness by providing more rides at lower cost;
- o to improve service quality by giving riders a choice of transportation providers; and
- o to expand service availability to suburban communities throughout the entire metropolitan transit taxing district.

### IMPROVEMENTS REALIZED TO DATE

As a result of the RTB's restructuring of the Metro Mobility system, much progress has been made toward achieving the program goals set by the agency in 1986, for instance:

- o In 1988 ridership, on a monthly basis, has doubled from an average of 45,000 trips per month to over 90,000.
- o Subsidy per trip has been reduced by 30 percent.

- o Effective May 1, 1988, service was expanded to cover the entire metropolitan area taxing district, and operating hours were uniformly extended to cover the period 6:00 a.m. to 11:00 p.m.
- o An independent market research study was financed by the RTB to identify service problems and devise strategies to address them.

The system has been improved and expanded since the RTB's involvement. Recognition of this improvement is reflected in an independent customer survey which found that 70 percent of the respondents rated the system, overall, as a "10" (top score).

#### FURTHER IMPROVEMENTS NEEDED AND PLANNED

Notwithstanding these accomplishments, neither the RTB nor representatives of the disabled who use Metro Mobility are satisfied with the system as it presently exists.

There remains customer criticism of Metro Mobility in several important operations/service areas. The RTB has identified these and is working with the MMAC to devise ways to better meet Metro Mobility customer needs.

The focus of improving Metro Mobility in the next few months will center on successfully addressing the following problem areas:

##### Capacity for Individual Trip Making

Many of the trips delivered by Metro Mobility are pre-arranged standing trips for persons to get to work, training programs and other regularly scheduled activities. These trips are primarily group trips during peak hours and account for most of the total subsidy payment to Metro Mobility providers. As a result, an increasing number of riders trying to schedule individual trips for the following day have been unable to secure rides. At any one time, the RTB has a total of 128 vans and minibuses and 136 taxicabs for Metro Mobility throughout the metropolitan area, but during peak hours this capacity is insufficient.

In addition, riders in the outlying expansion areas experience difficulty in scheduling and obtaining rides. Prior to May 1, no vehicles were designated specifically to stay in these outlying areas to provide service. Riders often face competition with rides requested in the core communities.

Riders who and who may not have any other transportation alternatives available to them are facing increased difficulty scheduling rides. In May 1988, the RTB implemented a new service delivery and reimbursement rate structure designed to create incentives for individual tripmaking. In upcoming months, the RTB will analyze the ability of these changes to increase individual trips. In order to reserve capacity for individual tripmaking, the RTB will evaluate the impact and effectiveness of limiting the number of allowable standing orders.

Since a high level of financial resources and vehicle capacity are used to transport persons to common destinations such as day activity centers, the RTB will examine whether alternative modes of transportation should be developed to deliver and finance the routine group trips for these agencies. As part of this effort, the RTB will develop an agency cost sharing policy with input from all key stakeholders.

### System Monitoring

Two key issues for the Metro Mobility program are the monitoring of provider performance and the enforcement of provider contract requirements. In 1987, the MMAC did not implement key monitoring activities such as field observations, site visits and randomized passenger surveys because of insufficient staffing and delayed installation of computer support. In addition, performance indicators to evaluate the effectiveness of providers in meeting requirements for service quality and safety have not been fully developed.

The RTB, in its 1986 contract with the MTC, did not clearly communicate MMAC's central role in enforcing the provider contracts. To date there are no written policies and procedures for contract enforcement. In order to remedy these problems, the RTB has requested the MMAC to produce a number of provider monitoring improvements by the end of this summer. These include the development of written contract enforcement procedures and proposed performance measures; implementation of random daily passenger trip surveys; and the use of trained field observers for on location monitoring of providers. The MMAC has also requested additional staffing to strengthen its operations. Key to the monitoring efforts will be the MMAC's full implementation of its computer system which will improve data collection and report preparation.

The RTB will closely monitor the MTC to evaluate its success in meeting the quantifiable goals set in the MMAC contract and take action to resolve any unmet obligations.

### Customer Complaint Process

The customer complaint process has been criticized for not being responsive enough in resolving customer problems. Specifically, these criticisms are that there is a lack of communication to riders about the complaint process; that the process is not as supportive and customer oriented as it should be; and that customers have not been satisfied with (or aware of) the resolution of complaints.

Several actions to improve the customer complaint process are planned in the immediate future. The RTB will hire a consultant to restructure the customer service function of the MMAC with the active involvement of the MCIL. The MMAC will produce regular summary reports of providers' performance. As required by the Legislature, the RTB will give a full report on complaint performance by August 1, 1988.

## Certification

The MMAC's certification of eligible riders remains an issue of debate. Questions have been raised about whether some eligible individuals are denied eligibility while others who should not qualify have been certified. The MMAC's certification process has been criticized for being time consuming, and lacking a friendly customer orientation or a clearly understood appeal process.

In addition, there has been discussion of whether the eligibility criteria definitions endorsed by the RTB in 1986 need to be reexamined. The RTB will spearhead an effort to review the eligibility criteria in the next year.

The RTB will implement the certification policies and procedures already approved by the Board which tighten up the enforcement of eligibility criteria, bring relevant expertise to the appeal process and stagger the re-registration of all riders throughout the year. The RTB will continue to work toward establishing a monetary fine to discourage false eligibility information given on certification applications.

Significantly, the RTB will pursue a formal agreement with the MCIL to actively participate in the certification function of Metro Mobility.

## Communication Issues

In order for the MMAC to perform its functions adequately, it must maintain adequate communication with riders, advocacy groups and providers. The MMAC failed to publish regular newsletters to the riders or to inform them as changes occurred. Problems previously identified in the customer complaint process and certification process result in large part from poor communication. In addition, there have not been regularly scheduled meetings with the providers. Written policies and procedures for service delivery have not been adequately communicated to Metro Mobility providers.

The RTB will develop a new public information plan to clearly define the roles and responsibilities for the RTB and MMAC. This plan will contain the specific audiences to be reached, the message to be conveyed and the specific tasks to be accomplished to improve communication throughout the Metro Mobility system.

In closing, these are the challenging problems and some of the key actions that RTB will pursue in the next several months to improve the availability and quality of Metro Mobility service for its customers. Following is a timeline that highlights the specific new actions that the RTB will take to tackle these problems. The body of the report will detail each problem area, summarize current program policy and procedures, discuss improvements already implemented and describe future actions planned.

## TIMELINE

The following timeline summarizes the actions planned for addressing problems in the Metro Mobility system, and lists targeted dates by which each action will be started.

<u>Work Product</u>	<u>Responsibility</u>	<u>Date</u>
<b>CAPACITY FOR INDIVIDUAL TRIPS</b>		
o Subsidy Rate Progress Report	RTB	December 1, 1988
o Agency Cost Sharing Policy Report	RTB	December 1, 1988
<b>SYSTEM MONITORING</b>		
o Provider contract enforcement procedures and proposed performance measures	MMAC	September 1, 1988
o Daily random surveys	MMAC	Summer 1988
o Fully operational computer	MMAC	Summer 1988
<b>CUSTOMER COMPLAINT PROCESS</b>		
o Legislative Report on complaint procedures	RTB	August 1, 1988
o Restructure customer service orientation	RTB, MMAC	Summer 1988
o Active participation of MCIL in complaint process	RTB	Summer 1988
<b>CERTIFICATION</b>		
o Review of certification policies and criteria	RTB	Fall 1988
o Formal agreement with MCIL for active participation in Metro Mobility	RTB	June 1988
o Implementation of Board approved changes in certification	RTB	June-December 1988
<b>COMMUNICATIONS</b>		
o Public Information Plan for Metro Mobility	RTB	Summer 1988

METRO MOBILITY  
LEGISLATIVE REPORT

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## I. INTRODUCTION

This report has been prepared in response to the 1988 legislation amending Minnesota Statutes 1986, section 84B.11, subdivision 2, requiring the Regional Transit Board to submit a status report on Metro Mobility activities by June 1, 1988 to the chairs of the Agriculture, Transportation, and Semi-States divisions of the House Appropriations and Senate Finance committees and to the chairs of the House Metropolitan Affairs and Senate Transportation committees. This is the first of two reports due in 1988. The next report will be submitted December 1, 1988.

The 1988 legislation specifies that the RTB summarize its policies, plans, and performance statistics on the following: service standards, service priorities, complaints, certification, provider contracts, trip reimbursements, and social agency cost sharing. It also calls for a summary of changes or plans in the areas of communications, management, and administration.

Below is a description of the information which is presented in the following chapters of the report:

- o Background. This chapter describes the type of service provided, the role of the Metro Mobility Administrative Center, the goals of the Regional Transit Board, changes in ridership and cost effectiveness, and a profile of rider perceptions of the service.
- o Highlights of Service Changes and Plans. This chapter summarizes key changes recently implemented by the RTB based largely on the consultant evaluation study completed earlier in 1988. It also identifies key service problems and plans for upcoming improvements in the areas of operations, management and administration, and communications.
- o Service Standards. This chapter describes the existing performance standards, of the RTB in the contracts with providers and the MMAC. The standards are grouped into three categories: service quality, safety, and customer service. Also described are existing monitoring methods and a plan to further develop quantifiable performance measures.
- o Service Priorities. This chapter describes the Metro Mobility service area coverage and explains the various trip types: wheelchair and ambulatory, demand order and standing order, individual and agency related.
- o Complaints. This chapter describes the complaint handling function of the MMAC as well as provider responsibilities. It also identifies problems related to customer response and communications, and planned improvements.
- o Certification. This chapter summarizes the development of the current eligibility requirements for rider certification. It describes the functional mobility limitations of riders. Existing certification procedures are presented along with changes recently approved by the board.
- o Provider Contracts. This chapter summarizes the provider contract development process, including a description of provider selection criteria and the contract enforcement procedures, existing and planned.

- o Trip Reimbursements. This chapter describes the former and new trip reimbursement rate structures, explaining the RTB's objectives and incentives created by the change.
- o Social Agency Cost Sharing. This chapter presents the RTB's process for receiving input for the development of cost-sharing arrangements with health and human service agencies that directly benefit from Metro Mobility services.

## II. BACKGROUND

Metro Mobility offers advance reservation, door-through-door transportation service for persons who, because of a disability, are unable to ride the regular route bus service in the metropolitan area. Currently, 11,000 persons are certified to use the service.

The Regional Transit Board (RTB) currently holds contracts with 14 qualified special transportation service providers. At any one time, a total of 128 vans and minibuses and 136 taxicabs for Metro Mobility provide trips throughout the metropolitan area.

The Metropolitan Transit Commission (MTC), also under contract to the RTB, administers the day-to-day operations of the Metro Mobility program, monitoring the service delivery of providers. The MTC's Metro Mobility Administrative Center (MMAC), staffed with 13 employees, is responsible for the following functions:

- o rider certification and annual registration;
- o customer complaint handling and resolution;
- o rider communications;
- o provider trip verification and billing; and
- o provider performance and contract compliance monitoring.

The RTB restructured the Metro Mobility service in October 1986 with the following goals:

- o to increase cost effectiveness by providing more rides at lower cost;
- o to improve service quality by giving riders a choice of transportation providers; and
- o to expand service availability to suburban communities throughout the entire metropolitan transit taxing district.

As a result of the service restructuring and expansion, on an annual basis, Metro Mobility passenger trips have increased by 81 percent. At the same time, however, subsidy per trip has decreased 30 percent. The table below illustrates the change in ridership and cost effectiveness from 1986 to 1987.

	<u>1986</u>	<u>1987</u>	<u>Percent Change</u>
Total passenger trips	527,000	952,400	+ 81%
No. wheelchair trips	184,000	276,300	+ 50%
No. ambulatory trips	343,000	676,100	+ 97%
Provider subsidy per trip	\$10.41	\$ 7.24	(- 30%)

On a monthly basis, Metro Mobility ridership has doubled since the program was restructured, from an average 45,000 rides a month in 1986 to nearly 100,000 rides a month in 1988. More than half of the increase, about 55 percent, is attributed to an increase in trips oriented to health and human service agencies. At the same time, the service is being used more by individuals residing in the central cities, where population density is high, and for the first time by individuals residing in the new suburban expansion communities.

Overall Metro Mobility ridership is composed as follows:

- o 75 percent of the passengers are ambulatory, 25 percent travel in wheelchairs.
- o Nearly two thirds, 64 percent, of the passengers travel on a standing order basis, with trips prescheduled to occur regularly throughout the week.
- o Nearly half, 47 percent, of the passengers travel to or from health and human service agencies, most on a standing order basis.

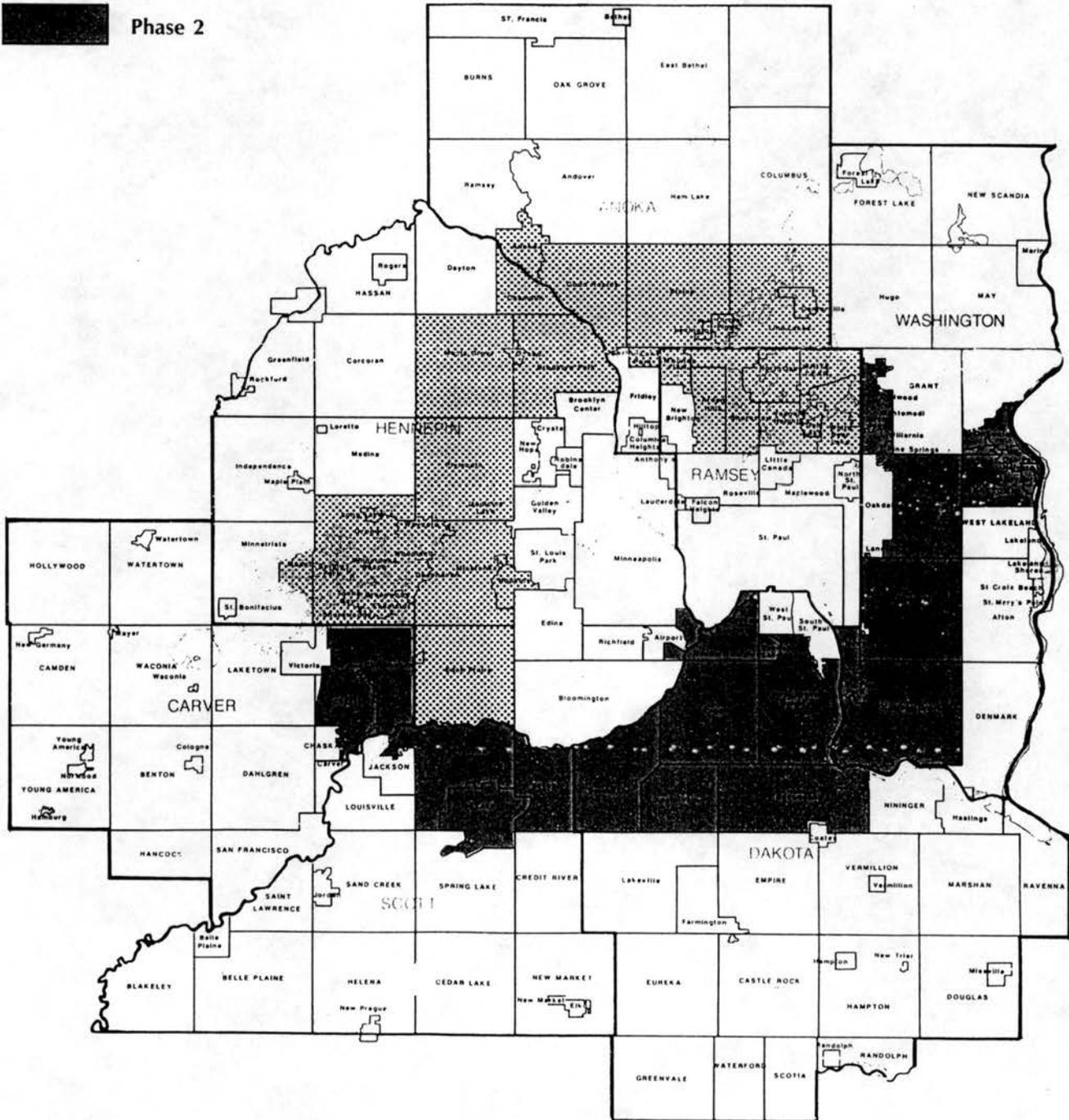
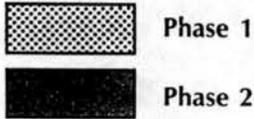
During 1987, the RTB initiated an evaluation of the Metro Mobility program that included a random survey of certified riders. Among the findings:

- o Metro Mobility riders are heavily dependent upon the service for their transportation needs.
  - 92 percent do not drive or do not have a car available.
  - 35 percent travel in wheelchairs.
  - 31 percent have yearly family incomes less than \$5,000 and 64 percent are less than \$10,000.
  - 57 percent are 65 years of age or older, and 34 percent are 75 or older.
  - 52 percent said if service were not available, they could not have traveled at all.
- o Metro Mobility is meeting essential mobility needs of persons with disabilities, and riders generally view the service favorably.
  - 70 percent rate Metro Mobility a "10" (the top score).
  - The key strengths of Metro Mobility, according to riders, are cost to the passenger, service to locations where travel is desired, feeling safe on the ride, courteous order takers, secured wheelchairs, and ease of placing an order.

To be noted, the performance of individual providers varies in the above areas. Contained in the appendix is a detailed provider evaluation, including a summary of customer complaints compiled from MMAC reports, and an analysis of rider perceptions on service quality, by provider, from the survey.

Metro Mobility service was expanded in January 1987 to the northern and western suburbs and in May 1988 to the southern and eastern suburbs. Currently, all communities within the metropolitan transit taxing district are served. (See map on following page.)

# Metro Mobility Service Area



### III. HIGHLIGHTS OF SERVICE CHANGES AND PLANS

#### A. SERVICE CHANGES IMPLEMENTED

Coinciding with the recent expansion of service, the RTB has implemented a number of service delivery and administrative refinements, based on the results of a consultant evaluation study completed in early 1988. These changes are reflected in the new Metro Mobility provider contract effective May 1, 1988, which:

- o contains more specific performance requirements for service quality, safety, and customer service;
- o allows the contract to be extended for three years, through June 1991-- a step to encourage greater capital investment in vehicles to increase capacity;
- o establishes a new reimbursement rate structure with reduced rates for group transportation and higher rates for individuals trips, for persons traveling in wheelchairs, and for persons residing in suburban areas where longer trips occur;
- o to improve service availability, requires providers to designate vehicles exclusively to serve the suburban expansion communities;
- o expands evening service hours in suburban areas;
- o requires trip requests to be confirmed more promptly by providers; and
- o specifies customer complaint procedures.

Regarding the role and responsibilities of the MMAC, the RTB's contract with the MTC to administer the day-to-day operations has also been changed in order to:

- o clarify and strengthen the MMAC's authority to enforce provider compliance with the terms of the provider contract; and
- o set performance standards to measure the quality of service provided by the MMAC to customers and the effectiveness of its provider monitoring activities.

Earlier this year, the MMAC hired two additional staff members in order to improve its certification and monitoring activities. In April 1988, the RTB directed its staff "to take steps that will strengthen the role and commitment of the Metropolitan Transit Commission to carry out its responsibilities as a contractor of the Metro Mobility Administrative Center," a recommendation developed by a special ad hoc committee of the board.

More detailed information on the above changes are provided throughout the remainder of this report. The next section of this chapter summarizes other plans of the RTB to improve Metro Mobility service.

## B. IMPROVEMENTS PLANNED

As noted previously, with the new provider contracts in place as of May 1, 1988, the RTB has implemented operating policy changes aimed to improve service quality, safety, and customer service. The RTB is committed to continually monitor service effectiveness and to address problems that have been noted and discussed at meetings of the Transportation Handicapped Advisory Committee (THAC) and with advocacy groups representing disabled and elderly people.

Following is a summary of service problems noted in three significant areas--operations, management and administration, and communications--for which improvements are planned.

### Operations

The MMAC has received an increasing number of reports from riders that it is difficult to schedule a ride during peak hours because providers are at capacity. Calls requesting rides have been made as early as 6:00 a.m. to 7:00 a.m., without success.

As mentioned in the previous section of this report, some steps have been initiated by the RTB to address this problem. Principally, the service area has been restructured to improve ride availability and to prevent denials of long trips to or from suburban communities.

Monitoring of provider capacity and trip denials will be strengthened when the MMAC computer system is fully implemented. This system is used by providers to log trip requests as they are called in and to record information on the trips after they are provided. Most of the programming has now been completed by the MMAC and providers, currently on-line, are training personnel.

Other actions are being considered by the RTB to increase the capacity for individual tripmaking, based on suggestions from the State Council on Disability, the Metropolitan Center for Independent Living, and other advocacy groups representing persons with disabilities. In the coming months, the RTB will:

- o Review certification policies and criteria to make certain that service is accessible to persons who have no other available means of transportation.
- o Initiate a process for recertifying all riders.
- o Explore alternative transportation methods and funding arrangements for social service agency related travel.
- o Evaluate the effectiveness and impact of imposing a limit on the number of standing orders.

## Management and Administration

The doubling of ridership in the past year has placed greater demands on providers as well as on the staff of the MMAC in administering the program. In some areas, MMAC performance has not met expectations: rider communications have not been regularly issued, certifications sometimes have taken six to eight weeks to complete, progress on installation of the computer system has been slow, written policies and procedures on contract enforcement have not been assembled, and the RTB has received complaints about the lack of courtesy and responsiveness of MMAC staff.

To address these problems, the following actions have been initiated:

- o MTC examined staffing options that would result in "more responsive management, stronger and identifiable leadership, and better communication with users," as directed by the RTB. A recommendation will be reviewed by the Board in June 1988.
- o MTC senior management has made a commitment to have the computer system fully operational with all key programs in place by June 1988.
- o The MMAC is developing written contract enforcement procedures and by September 1, 1988, will propose a set of performance measures to use based on the enhanced reporting and provider monitoring capability that will result from the computer system.
- o The RTB will assess and recommend improvements of the MMAC's service orientation.
- o RTB staff will measure the MMAC's success at meeting the quantifiable performance goals established in the MMAC contract. On a quarterly basis the Board will evaluate MMAC's progress toward achieving these performance goals and take action to resolve any unmet obligations. An evaluation report is scheduled to be made in the summer of 1988.

## Communications

In order for the MMAC to perform its functions adequately, it must maintain excellent communication with riders, advocacy groups and providers. In 1987, the MMAC failed to publish regular newsletters to the riders or to inform them as changes occurred. Problems identified in the MMAC's customer complaint and certification processes, result in a large part from poor communication.

Advocacy groups representing those persons who ride Metro Mobility have not been adequately included in an ongoing basis to jointly solve problems and improve the Metro Mobility service.

In addition, the MMAC has not held regularly scheduled meetings with the providers. Policies and procedures for service delivery have not been consistently and clearly communicated to providers.

To actively promote better communications, the RTB is developing a new public information plan for the Metro Mobility program that will define the roles and identify responsibilities for both the RTB and the MMAC. The plan will focus on frequent, timely, and friendly communications with riders.

The most significant change anticipated in the coming months is a closer working relationship, formally established, between the RTB and the Metropolitan Center for Independent Living (MCIL). MCIL representatives met with RTB staff on May 12, 1988 to present an outline of services it is prepared to provide to the RTB. MCIL has offered assistance in addressing contract compliance and rider certification policy issues, and furthermore, MCIL is willing to assume responsibility for certain administrative functions, including certification and complaint handling.

MCIL's proposals are now being reviewed by the RTB and it is anticipated that a formal agreement between the RTB and MCIL will be reached in June 1988 for its active participation in the Metro Mobility program.

#### IV. SERVICE STANDARDS

##### A. EXISTING STANDARDS

This chapter summarizes the service standards in the current Metro Mobility provider contract and the MMAC management plan. Three categories of standards are reviewed: service quality, safety, and customer service.

##### Service Quality

Service quality standards, which pertain to the effectiveness of Metro Mobility service delivery, are applied both to providers and to the MMAC.

##### Provider Contract Standards

Service quality standards outlined in the provider contracts are intended to ensure that Metro Mobility services are provided in a uniform, effective manner. By contract, the individual providers are required to:

- o At all times maintain in good standing a Certificate of Compliance for Special Transportation Services, pursuant to Minnesota statutes.
- o Employ drivers who have a valid Minnesota Class B driver's license, a clean driving record, and are at least 18 years of age.
- o Provide, at a minimum, eight hours of training covering disabled passenger assistance techniques and four hours of first aid instruction.
- o Ensure that all operating personnel know and understand the system and maintain a courteous attitude.
- o Instruct drivers to assist customers with "door-through-door" service.
- o Pick up all customers to be transported within 10 minutes of the scheduled departure time.
- o When receiving trip requests on the phone, confirm demand order trips immediately, if possible, and by no later than 2:00 p.m.
- o Provide weekday service between 6:00 a.m. and 11:00 p.m. and weekend/holiday service (if approved by the RTB) between 8:00 a.m. and 11:00 p.m.
- o Provide rides for certified escorts and one scheduled guest per trip.
- o Require drivers to be familiar with state law relating to sexual and vulnerable adult abuse.
- o Provide each driver a copy of the Metro Mobility driver trainee manual, "Vehicle Operator Training Manual and Resource Guide," to be produced by the RTB.

- o Supply and furnish all other personnel and services as necessary to ensure the safe, reliable operation and maintenance of service.
- o Maintain back-up vehicles to sustain service levels in case of mechanical failure.
- o Repair or replace a malfunctioning vehicle within seven (7) calendar days from the date of breakdown.
- o Maintain the vehicle's clean exterior and interior appearance.
- o Document operational problems such as timeliness, missed trips, and trip denials.
- o Meet minimum requirements for insurance coverage.
- o Adhere to equal employment opportunity, disadvantaged business participations, and civil rights requirements established by federal and state law.
- o Pay any penalties levied by the MMAC for the violation(s) of the provider contract provisions.

#### MMAC Contract Standards

The RTB's contract with the MTC also includes a set of MMAC performance standards, intended to ensure rider satisfaction. These standards are approved by the RTB as part of the MMAC management plan, which then is incorporated into the contract. The MMAC responsibilities are to:

- o Monitor provider performance and contract compliance through customer complaints, field observations, site visits, random telephone surveys, and other means.
- o Determine and implement appropriate provider disciplinary action.
- o Issue warnings and levy fines to providers for contract non-compliance.
- o Certify riders and maintain up-to-date customer certification files.
- o Conduct an annual registration of users.
- o Sample and survey no less than 2.5 percent of daily trips to verify trips and provider service quality.
- o Provide 40 hours each week for field observation.
- o Ensure computer reliability.
- o Respond to requests for certification within 15 working days.
- o Respond to provider requests within two working days.

## Safety

Safety refers to standards which ensure that secure, reliable transportation is provided to Metro Mobility customers. These standards apply to providers and to the MMAC.

### Provider Contract Standards

The safety standards required of Metro Mobility providers are outlined in the contract with the RTB. These safety standards must be explained to and understood by each Metro Mobility driver prior to driving a designated Metro Mobility vehicle. Based on the contract standards, each provider will:

- o Properly position wheelchairs on any vehicle lift or ramp, operate the vehicle lift, and properly secure the wheelchair in the vehicle.
- o Not transport more persons than the vehicle's normal seating capacity.
- o Provide dispatch services at all times that a vehicle is in service to facilitate emergency response.
- o Furnish the specified number of qualified and licensed drivers.
- o Prohibit a driver to operate a vehicle providing Metro Mobility service unless that driver:
  - has visual acuity of at least 20/40 in each eye;
  - does not have a hearing loss greater than 30 db in the better ear; and
  - has no current medical condition which interferes with the ability to drive safely.
- o Require each driver to obtain a physician's statement ensuring no current medical conditions.
- o Require each driver to be able to perform a vehicle safety inspection and assist passengers into the vehicle and operate a wheelchair lift or ramp.
- o Require each driver and attendant to successfully complete a first aid or emergency care course.
- o Instruct each driver in the use of the vehicle fire extinguisher.
- o Require each driver attendant to successfully complete a refresher first aid or emergency care course every three years.
- o Require mandatory safety and informational meetings.
- o Adhere to the state and vehicle manufacturer standards for vehicle operation and safety specifications.

- o Adhere to state specifications for emergency exits.
- o Adhere to state standards for wheelchair and passenger restraints.
- o Adhere to state and manufacturer standards for wheelchair lifts and ramps.
- o Be responsible to ensure passenger use of all provided safety equipment.

#### MMAC Contract Standards

Several standards written in the MMAC management plan are intended to ensure the safe delivery of Metro Mobility service. Among them, the MMAC:

- o Requires providers to report details of accidents and/or incidents, regardless of fault, within 24 hours of occurrence and to deliver a complete written report within 48 hours.
- o Reviews reports of vehicle and wheelchair securement device inspections conducted by the Minnesota Department of Transportation (Mn/DOT) and the Department of Public Safety (DPS).

#### Customer Service

Customer service refers to the standards relating to the interaction with the riders. These standards are important to ensure that Metro Mobility riders receive service in a courteous, responsive manner and are applied to providers and to the MMAC.

#### Provider Contract Standards

The customer service standards required of Metro Mobility providers are outlined in the Metro Mobility provider contract. Based on the standards established, the providers are required to:

- o Provide all trips requested by riders, on a demand order or standing order basis, unless designated vehicles are at capacity.
- o Arrange to receive service requests using a Telecommunications Device for the Deaf (TDD).
- o Accept telephone calls from customers during all periods when vehicles are in service.
- o In case of a service denial, provide the potential customer the name and telephone number of at least one other Metro Mobility provider.
- o Maintain a "lost and found" service for items left on vehicles.

- o Implement a complaint procedure by: (1) designating one or more individuals to handle complaints; (2) informing customers where to report complaints or service problems; (3) respond to each complaint in writing within one week; (4) report complaints and resolution to the MMAC.
- o Ensure that vehicles have adequate interior vehicle head room and air conditioning (required for new van purchases) to promote ride comfort.

#### MMAC Contract Standards

The following are the customer service standards established in the MMAC management plan. To ensure responsive customer service, the MMAC will:

- o Process certification applications within 15 days.
- o Respond to customer complaints within three working days.
- o Process standing order requests within two working days of receipt.
- o Respond to requests for routine passenger information within one working day.
- o Arrange emergency service after MMAC business hours for customers who are stranded.
- o Be open seven days a week, during the hours 6:00 a.m. to 5:00 p.m. on weekdays and 8:00 a.m. to 5:00 p.m. on other days.
- o Distribute commuter (convenience fare) tickets to passengers promptly upon request.
- o Develop and regularly distribute communications to riders, providers and other interested parties.
- o Install and maintain MMAC computer system.
- o Establish and implement a standard appeal process to resolve disputes between the MMAC and passengers or providers.

#### B. MONITORING METHODS

The MMAC is responsible to ensure effective Metro Mobility service delivery by monitoring provider performance and contract compliance. The MMAC management plan identifies five methods of monitoring, through analysis of customer complaints, accident/incident reports, site visits, field observations, and random surveys. In addition, by contract and state law, providers are subject to audits and inspections. The MMAC may use other monitoring methods as necessary to monitor provider performance.

## 1. Complaints

The MMAC is responsible for resolving problems with Metro Mobility service and responding to customer complaints within three working days. The MMAC investigates the situation, outlines the steps to resolve the problem, and relays appropriate information or instructions to all parties involved.

Each month, the MMAC is required to provide the RTB with a summary of the previous month's operating statistics. These reports include the following information related to complaints:

- o trip denial data by provider, by community, and system wide;
- o cancellation data by provider and system wide;
- o no-shows with a breakdown between standing order and demand trips;
- o trip length data by provider, by community, and system wide; and
- o service report summary by provider, by category of complaint.

The MMAC is also required to provide the RTB with a quarterly report of provider performance so that program policies to improve service may be considered and developed.

To date, the information specified above has not been regularly provided. The installation of the computer system is expected to facilitate and improve MMAC reporting.

## 2. Accident and Incident Reports

Providers, by contract, are obligated to report all occurrences involving injury and/or property damage to the MMAC within 24 hours and to send the MMAC a written report within 48 hours. The MMAC reviews actions taken by providers to prevent similar occurrences and recommends additional actions when deemed appropriate.

## 3. Site Visits

The MMAC is required to conduct site visits each week to provider facilities in order to inspect personnel and vehicle records and to review operating performance. Up until April 1988, site visits had not been regularly scheduled, but now the MMAC is conducting at least one site visit per week.

## 4. Field Observations

The MMAC is required to provide 40 hours per week of field observation. Currently, the MMAC account clerks conduct the observations. Every day a clerk arrives at a location selected from the daily trip logs, checks the vehicle arrival time, observes passenger assistance techniques, and inspects the vehicle appearance. The MMAC is authorized to remove unsafe vehicles from service. Regularly scheduled field observations began in April 1988.

An improvement in field observations advocated by RTB staff is to assign field inspectors whose sole duties are on-street vehicle observation, rather than having the account clerks from the MMAC perform this task.

5. Random Surveys

The MMAC is required to survey a random sample of riders each day to verify that trips were made and to assess providers' service quality. To date, the MMAC staff has not performed random passenger surveys but has recently hired additional staff to do it. Random surveys will begin in summer 1988.

6. Audits/Inspections

As an additional measure to ensure contract compliance, Metro Mobility providers are subject to audit and examination by the RTB or the MMAC. In addition, Metro Mobility legislation passed in 1987 requires Mn/DOT to conduct annual vehicle inspections as well as random spot checks.

C. DEVELOPMENT OF PERFORMANCE MEASURES

At the RTB's request, the MMAC has agreed to further develop its methods to measure and ensure provider performance. By September 1988, the MMAC intends to set realistic, measurable goals for provider performance to promote improvements in service quality and safety.

The types of performance measures that will be considered include, but are not limited to: percentage of trips on-time, preventable accidents per mile, and complaints ratio to trips provided. The computer installation, again, will facilitate MMAC analysis and reporting of this information.

## V. SERVICE PRIORITIES

### A. SERVICE AREA COVERAGE

Metro Mobility provides door-through-door service throughout the entire metropolitan transit taxing district, covering 960 square miles and 91 communities.

To serve the metropolitan area more effectively, the RTB recently implemented a new operating strategy recommended by its evaluation consultant. Effective May 1, 1988, the service area has been divided into two parts, based on population density. The core metropolitan communities are designated "Area 1," and the outlying suburban communities are designated "Area 2." On the following pages are a map and table that show this division of communities.

The Area 2 communities are grouped into seven sectors. Each provider in Area 2 must designate a fixed number of vehicles to serve all the communities within its designated sector. This approach is intended to increase productivity and trip volume for the provider; in return, the provider guarantees that both short and long distance trips will be provided with its full designated fleet.

### B. TRIP PURPOSE

Riders have access to Metro Mobility service for any trip purpose. In compliance with state human rights law and federal rules, there are no trip priorities.

### C. TRIP TYPES

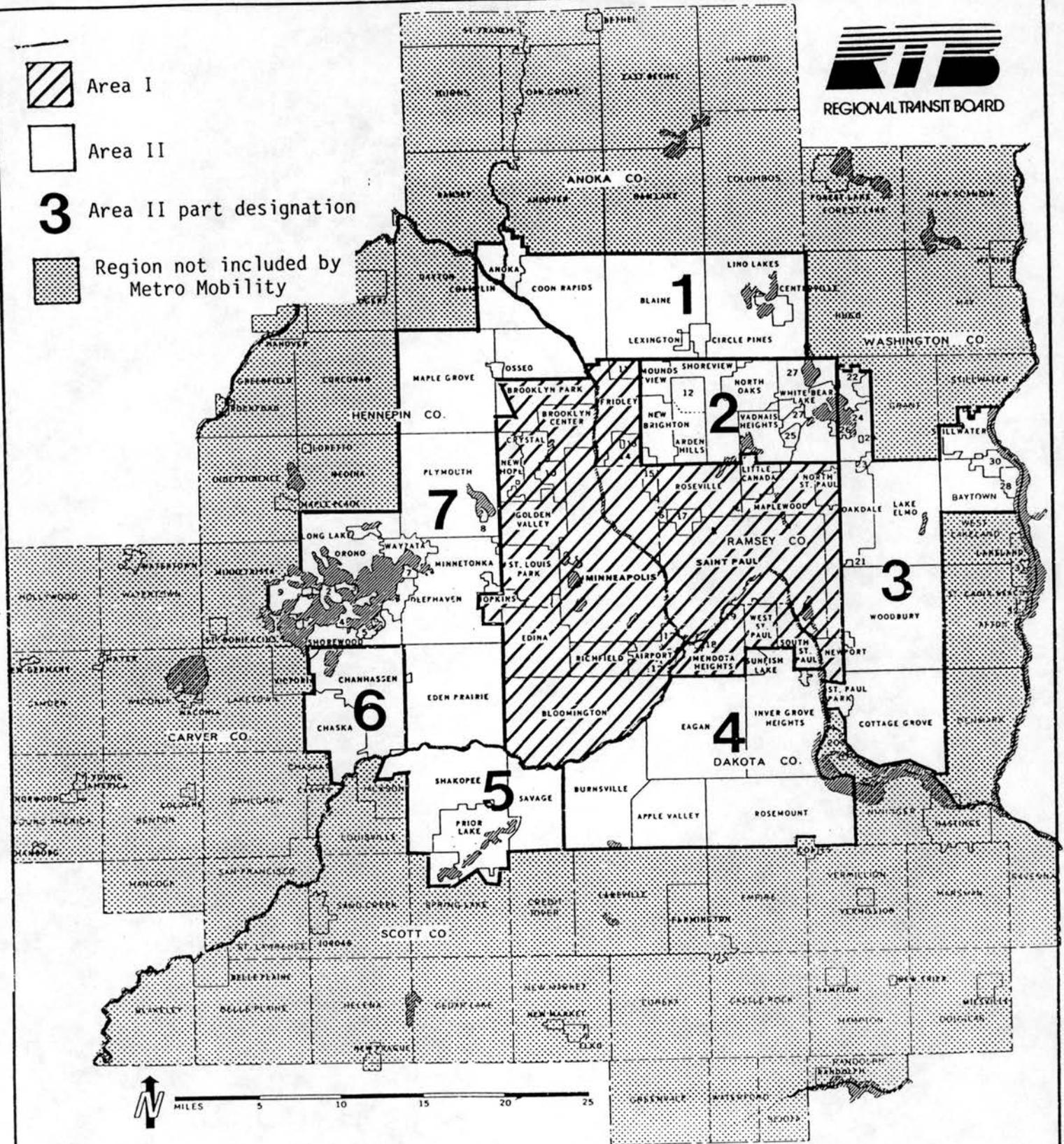
#### 1. Wheelchair and Ambulatory Trips

Service is available to both wheelchair and ambulatory riders certified to use Metro Mobility. There are two types of wheelchair users, those that are able to transfer from their wheelchair (or Amigo) into a vehicle, and those that cannot.

An ambulatory rider does not require a wheelchair, but may use another type of personal assistance device such as a cane, brace, crutches, walker, oxygen tank. Ambulatory riders with mental disability, Alzheimer's disease, arthritis, or respiratory disease.

Currently, 35 percent of the 11,000 certified riders travel in wheelchairs and 65 percent are ambulatory. Of 952,400 total passenger trips in 1987, there were 276,300 trips provided for persons in wheelchairs and 676,100 trips for ambulatory riders.

-  Area I
-  Area II
- 3** Area II part designation
-  Region not included by Metro Mobility



MILES 5 10 15 20 25

# Metro Mobility

Service Areas, April 1988

COMMUNITIES SERVED BY METRO MOBILITY

AREA I

Bloomington  
 Brooklyn Center  
 Brooklyn Park  
 Columbia Heights  
 Crystal  
 Edina  
 Falcon Heights  
 Fridley  
 Golden Valley  
 Hilltop

Hopkins  
 Lauderdale  
 Lilydale  
 Little Canada  
 Maplewood  
 \*Mendota  
 \*Mendota Heights  
 Minneapolis  
 New Hope  
 \*Newport

North St. Paul  
 Richfield  
 Robbinsdale  
 Roseville  
 St. Anthony  
 St. Louis Park  
 St. Paul  
 South St. Paul  
 Spring Lake Park  
 West St. Paul

AREA II

1

Anoka  
 Blaine  
 Centerville  
 Circle Pines  
 Coon Rapids  
 Lexington  
 Lino Lakes

2

Arden Hills  
 Gem Lake  
 Mounds View  
 New Brighton  
 North Oaks  
 Shoreview  
 Vadnais Heights  
 White Bear Lake  
 White Bear Township

3

\*Bayport  
 \*Baytown  
 \*Birchwood  
 \*Cottage Grove  
 \*Dellwood  
 \*Lake Elmo  
 \*Mahtomedi  
 \*Oakdale  
 \*Oak Park Heights  
 \*Pine Springs  
 \*St. Paul Park  
 \*Stillwater  
 \*Willernie  
 \*Woodbury  
 \*Landfall

4

\*Apple Valley  
 \*Burnsville  
 \*Eagan  
 \*Inver Grove Heights  
 \*Rosemount  
 \*Sunfish Lake

5

\*Prior Lake  
 \*Savage  
 \*Shakopee

6

\*Chanhausen  
 \*Chaska

7

Champlin  
 Deephaven  
 Eden Prairie  
 Excelsior  
 Greenwood  
 Long Lake  
 Maple Grove  
 Medicine Lake  
 Minnetonka  
 Minnetonka Beach  
 Mound  
 Orono  
 Osseo  
 Plymouth  
 Shorewood  
 Spring Park  
 Tonka Bay  
 Wayzata  
 Woodland

\* Phase II expansion communities  
 Effective May 1, 1988

## 2. Demand Order and Standing Order Trips

A rider may schedule a trip in two ways, by establishing a standing order or placing an individual demand order. If riders travel from the same address to the same destination three or more times a week, they may schedule a standing request for service. There is a \$10 fee for this service. Individual demand trips must be made by calling providers between the hours of 6:30 a.m. to 2:30 p.m. the day before service is required. Due to the high volume of standing order and high demand for remaining demand order capacity, vehicles are often fully scheduled by mid-morning.

Currently, standing orders represent 64 percent of all rides provided on a daily basis. During the peak travel hours, 8:00 to 9:00 a.m. and 3:00 to 4:00 p.m., standing orders represent up to 80 percent of all rides provided.

Of the total daily standing order trips, 82 percent have an agency-related destination.

## 3. Individual and Agency Related Trips

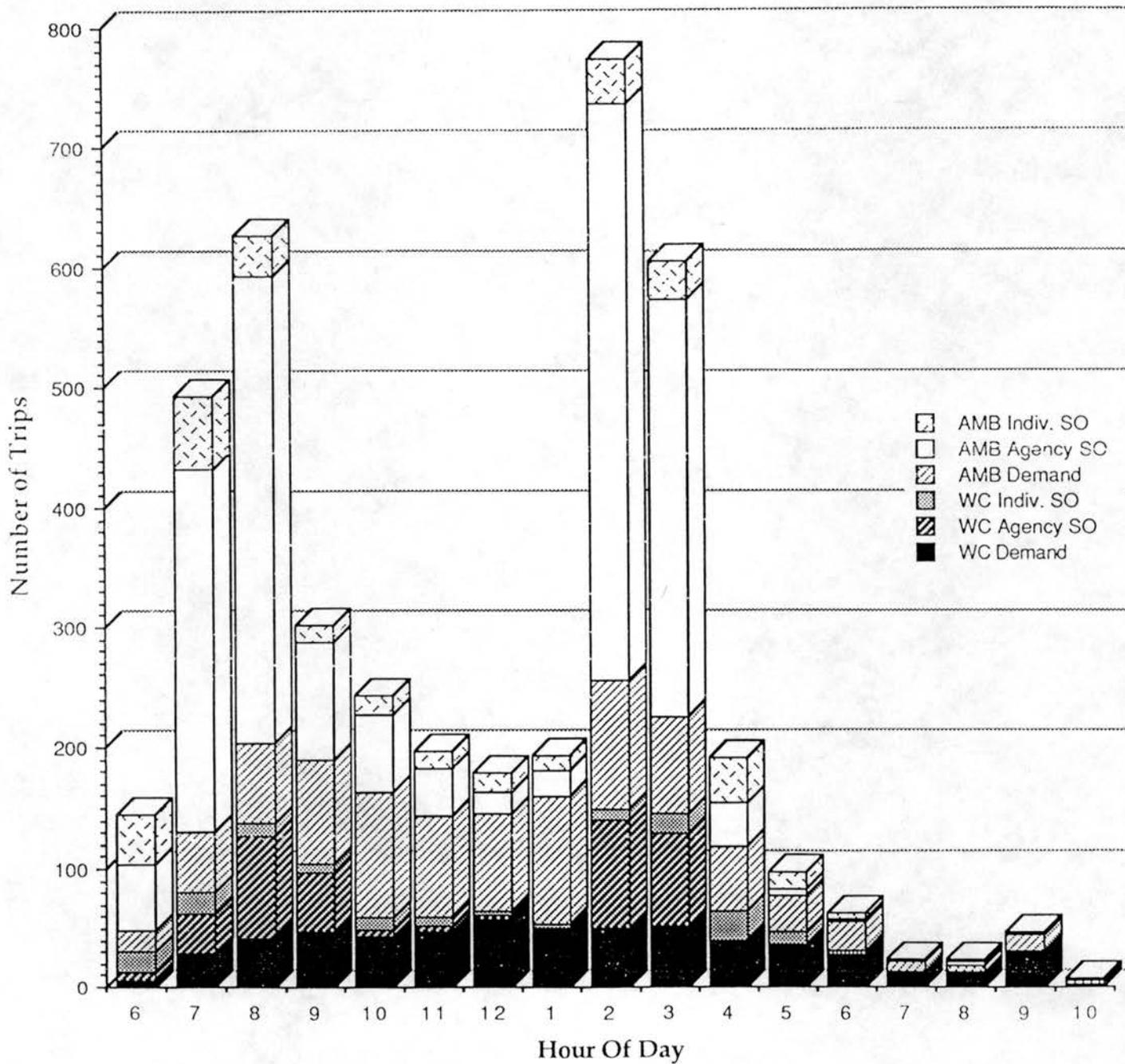
Since the restructuring and expansion of Metro Mobility service, the number of trips registered to clients of health and human service agencies has increased dramatically. There are nearly 40 agency sites registered as standing order destinations. Many of these sites have received Metro Mobility service in past years.

To note, virtually all of the increase in agency-related transportation during 1987 is attributed to seven agencies: Opportunity Workshop, Custom Contracts, Midway Training Center, Northeast Learning Center, Gladstone, North Suburban Day Activity Center, and Accessibility-Robbinsdale. The first three agencies were new to the Metro Mobility program during 1987 and now represent more than half of the total standing order trips oriented to agencies.

The graph on the following page displays a comparison of agency standing orders and individual demand orders, illustrating the volume of trips provided by hour of day.

METRO MOBILITY

TYPES OF TRIPS:  
BY HOUR OF DAY



## VI. COMPLAINTS

### A. COMPLAINT HANDLING

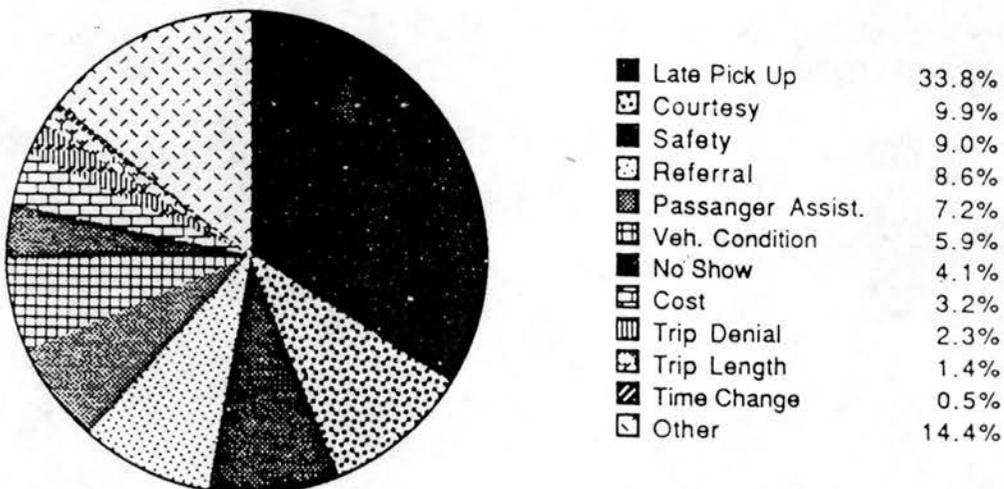
The Metro Mobility Administrative Center (MMAC) is responsible to quickly and effectively resolve customer service problems and to identify areas of customer dissatisfaction so that new policies to improve service may be considered and developed by the RTB.

#### Complaint Statistics

In 1987, there were 419 complaints registered with the MMAC. This represents a complaint ratio of .04 percent, or four complaints for every 10,000 trips. Late pick-ups were the majority of complaints representing over 33 percent of the total. Courtesy complaints followed with 10 percent of the total, and safety issues were 9 percent of total complaints. (See graph below for a complete breakdown of complaint types.)

A more detailed report of the complaint procedures will be submitted to the legislature on August 1, 1988, as mandated by 1987 Metro Mobility legislation.

Metro Mobility  
TYPES OF COMPLAINTS



### MMAC Complaint Resolution

Currently, Metro Mobility passengers who have problems or safety concerns are advised to register a complaint with the MMAC. The complaint procedure is described in the Metro Mobility Rider's Guide. (See Appendix.)

The MMAC offers a rider liaison to handle complaints. The rider liaison is expected to record the details of the complaint on a service report form, investigate the problem requiring a prompt response from the provider, and work directly with the provider and customer to resolve the problem. The rider liaison is expected to follow through with customers to inform them of the recommended action to be taken, if any.

If the complaint is about vehicle safety, the MMAC notifies the Minnesota Department of Public Safety whose legal role is to inspect vehicles for compliance with the state operating standards for special transportation services. In addition, the provider must submit written confirmation addressing the correction of the problem.

If there are recurring problems, or if a provider fails to resolve a problem to the satisfaction of the MMAC, the MMAC is authorized to implement disciplinary action.

The MMAC maintains a record of each complaint filed, including the service report form and related correspondence. The MMAC is required to analyze and track the complaints monthly to document complaint levels by type, identify recurring problems, and monitor customer satisfaction with individual providers.

### Provider Responsibilities

Metro Mobility providers must cooperate with the MMAC to resolve service delivery problems and are required to file reports of complaints with the MMAC. Though the MMAC serves as the clearinghouse for most types of complaints, customers may call the provider directly if their ride is more than 15 minutes late, if they have questions about time changes, or if they have lost something on a vehicle. In these cases, the provider can immediately resolve a service problem. As explained in Chapter IV, specific complaint procedures are part of the provider contract standards.

## B. CUSTOMER COMPLAINT HANDLING PROBLEMS

The MMAC has procedures in place to respond to customer complaints but has faced criticism that:

- o There is a lack of communication to riders about the complaint process. The 1987 Rider's Guide directed a rider to primarily rely on a provider to resolve service problems and did not clearly describe how the complaint resolution process worked. The new 1988 Rider's Guide describes how, when and where to register complaints.

- o The complaint process is not as supportive and customer oriented as it should be. The MMAC requires specific details about incidents to develop solutions to problems. Some customers may feel intimidated to complain about a provider they depend on for transportation. Some customers, too, may not be comfortable registering a complaint with the MMAC, which is responsible for determining eligibility for the service. A special effort needs to be developed to improve the customer service orientation of the MMAC.
  
- o Customers have not been satisfied with the resolution of problems or aware that resolution has occurred. In some situations, complaint resolution consists of collecting data about the nature and extent of a problem before a solution with a long term effect can be devised. Customers may then be unaware that their complaint report had any impact on service improvement. In other situations, customers may not have been fully informed by the MMAC of the resolution of the problem.

#### C. IMPROVEMENTS PLANNED

The RTB plans to work with a consultant to develop a more effective customer service orientation for the MMAC. The consultant will identify specific improvements needed and develop the technical methods to accomplish improvements. The RTB plans to develop a direct role for the MCIL to work with the consultant and MMAC to pinpoint specific ways to increase the customers ease and satisfaction in using the complaint process.

Another possible role for MCIL is to assist with passenger complaints that require special attention in order to achieve resolution. The MCIL could utilize its independent living counseling skills and community systems knowledge to resolve complaints which require working directly with social service agencies and a disabled person.

## VII. CERTIFICATION

### A. EXISTING REQUIREMENTS

In 1980, the Minnesota Legislature mandated Mn/DOT to develop and adopt eligibility criteria for Metro Mobility. During the next two years many consumer groups and agencies became involved with the development, and in August 1982, the basic requirements were adopted. The Legislative Commission to Review Administrative Rules (LCRAR) reviewed the rules and, with public input, recommended slight modifications.

In June 1985, statutory authority for the certification requirements was transferred to the RTB. To receive community input, the RTB held a public meeting on Metro Mobility eligibility criteria in October 1985 and in November 1985, the RTB adopted the revised eligibility criteria, including the LCRAR changes.

#### Eligibility Criteria

A person is eligible for Metro Mobility if (s)he is unable to maneuver one-fourth mile or more, unable to walk up and down the steps of a mainline bus, unable to wait outdoors for ten minutes or more, or unable to use or learn to use mainline bus service in the opinion of a physician, certified physical therapist, licensed psychologist, certified orientation and mobility specialist, or chiropractor.

#### Classification of Riders by Functional Mobility

Currently 11,000 persons are certified to use Metro Mobility service. Each rider is assigned a certification code number that indicates their functional mobility limitation and identifies what type of vehicle is most appropriate for their needs. All riders are classified as either requiring a lift-equipped vehicle or not requiring a lift-equipped vehicle.

Overall, 28 percent of all riders need a lift-equipped vehicle; the remaining 72 percent do not. Riders not requiring a lift typically use a personal assistance device (crutches, walker, artificial limb, white cane, etc.), are the frail elderly, arthritic, mentally ill, mentally retarded, have respiratory disease, or Alzheimers.

#### Certification Procedures

To become certified to use Metro Mobility, a person fills out an application form describing his/her disability and how it prevents them from using mainline bus service. Application forms can be obtained from the MMAC, and the completed form must be submitted to the MMAC for approval and processing.

An additional mental disability form must be submitted for a person with a mental disability that prohibits use of mainline bus service. The form may be completed by an individual most knowledgeable of the applicant's mental disability.

It is the applicant's responsibility to obtain a medical verification form and have it completed by a qualified medical professional, describing the applicant's mobility limitation and explaining how the disability interferes with use of mainline bus service or the ability to use it.

The medical verification form is not needed from applicants who require wheelchairs or for persons who otherwise, because of their disability, require lift or ramp service.

Once the application is approved, the MMAC issues the person an individual certification number. No person may use Metro Mobility without a current certification number.

All certified Metro Mobility riders are required to re-register with the MMAC on an annual basis.

### Appeals Process

A person determined to be ineligible for Metro Mobility special transportation service may appeal this decision with the Certification Appeals Board. The appeals board is a standing subcommittee of the RTB's Transportation Handicapped Advisory Committee (THAC). The appeals board is comprised of five (5) members (including the chair) and at least three (3) consumer members. The members, including the chair, are appointed by the chairman of the RTB. Appeals board members may not alter eligibility criteria, but are responsible for making the final determination on an applicant's certification, revocation, or suspension.

### B. BOARD APPROVED CHANGES

In an effort to improve the effectiveness of the certification process, in April 1988 the Regional Transit Board, with an endorsement from the THAC, approved four new procedures for the certification process. These are the following:

1. A revision of the current appeals board to include a resident expert (a physician, occupational or physical therapist, psychologist, or orientation and mobility specialist) to assist the board in appeal decisions and, accordingly, adjust the number of other appeals board members from five to four in order to avoid an evenly split decision. The appeals board decision is made within 30 days of the request for review, and the decision is final and binding.
2. The development of a Certification Review Panel to review new certifications and re-registrations on the recommendation and request of MMAC staff. The panel, comprised of a physician, physical therapist and psychologist, would review cases deemed questionable by the MMAC staff. The review panel's decision would also be final and binding.
3. Staggering of re-registration throughout the year.

4. Development of a monetary fine for false information given on the medical verification forms for both the attending physician and the individual. The RTB will propose language to accomplish this during the next legislative session.

#### C. OTHER PLANS

The rapidly increasing demand for Metro Mobility services, the expansion of the service area, and the high level of standing orders compared to demand order trips have prompted the RTB to question the current eligibility criteria. The RTB plans to determine if alternate modes of transportation should be developed to meet the varied transportation needs of disabled persons. A key policy question is:

- o Should group transportation to meet the routine needs of agencies be delivered by Metro Mobility?

MCIL and the State Council on Disability will be asked to assist with this policy analysis, which will be used by the RTB to plan appropriate levels of transportation service and to request adequate financing prior to the next legislative session

Another effort planned to be initiated by the RTB in 1988 is the recertification of all Metro Mobility riders. Currently, all riders must annually re-register for Metro Mobility service. A recertification process would require all registered riders to complete an application and submit a medical verification form.

## VIII. PROVIDER CONTRACTS

### A. CONTRACT DEVELOPMENT PROCESS

In 1987, legislation was developed requiring the RTB to hold public hearings and receive public input in the development of the new Metro Mobility provider contracts. Listed below is a schedule of all public hearings, advisory committee meetings, and board reviews of the contract development process that took place in response to the legislative mandate.

<u>Date</u>	<u>Description</u>
October 13, 1987	Transportation Handicapped Advisory Committee (THAC) discussed contract negotiation process. A recommendation was approved that selected members from THAC will join the providers' meetings to review and discuss the contracts.
Oct. 26-27, 1987	Public hearings held to receive comments on contracts--Council Chambers and Hennepin County Government Center.
November 10, 1987	THAC - Update provided on contract negotiations during staff report.
February 16, 1988	THAC discussed 1988 Metro Mobility provider contract language at length.
March 14, 1988	A&F Committee approved contract language for 1988 Metro Mobility provider contracts.
April 4, 1988	Board approved 1988 Metro Mobility provider contract language.

### B. PROVIDER SELECTION CRITERIA

This section outlines the evaluation criteria used by the RTB staff in reviewing provider applications for Metro Mobility service. The objective of the provider evaluation process was to select providers with demonstrated experience delivering safe, reliable service.

In response to a request from the RTB for applications, both new and existing providers submitted a management plan, which covered a set of topics corresponding to criteria used by the evaluation panel. The subject areas for evaluation of the applications and specific criteria used, included the following:

1. Relevant experience providing special transportation service is extensive and contract references are favorable.
  - o Provider has had experience providing services for elderly, disabled, and others with special transportation needs.

- o Special transportation service represents a significant portion of the company's business.
  - o To a large extent, service is offered with lift-equipped vehicles.
  - o Provider demonstrates an understanding of the special needs of disabled persons.
  - o Contract client references report favorably on the status of other contracts currently or previously held to provide special transportation service.
2. Standards for driver selection and training meet minimum state requirements and additional RTB specifications.
- o Background checks, including Department of Motor Vehicle (DMV), criminal and employment references, are made of driver applicants.
  - o Qualification and skill testing procedures are used prior to hiring.
  - o Driver training program adequately covers passenger assistance techniques, disability awareness, defensive driving, and other basic topics and state requirements.
  - o Before starting service, drivers are thoroughly trained and possess the required permits and certificates.
  - o Driver performance is regularly evaluated once in service.
  - o Drivers participate in an ongoing safety "refresher" program.
3. Size, configuration, and condition of fleet contributes to service reliability, safety, and adequate capacity in the communities proposed to be served.
- o The number and types of vehicles designated to serve Metro Mobility on a first priority basis are adequate to meet projected service levels.
  - o The type of lifts specified are appropriate for vehicles in the designated fleet. Wheelchair securement devices are inspected and approved.
  - o Vehicles have features such as rollover protection, emergency exits, specified headroom, two-way radios, and other planned requirements.
  - o Size and availability of backup fleet is adequate to ensure that service levels are maintained.

4. Program for preventive maintenance inspections meets or exceeds requirements listed in the state operating standards.
  - o The detailed pre-trip inspection checklist conforms to state requirements.
  - o The list of items inspected at defined intervals--for example, weekly or every 1,000 miles--meets or exceeds state requirements.
  - o Road failures are recorded and evaluated.
  - o Vehicle maintenance history files are kept.
  
5. Ordertaking, scheduling, dispatching and supervision procedures (as well as administrative recordkeeping related to these functions) are fully developed to ensure service quality.
  - o Experienced personnel are assigned to these functions.
  - o Calltaking procedures include accommodating requests from persons with special needs, such as those who have speech impediments.
  - o Operating facilities are located in close proximity to service area, and the radius of coverage for two-way radios extends throughout the service area.
  - o Procedures for trip scheduling are designed to ensure that ride times do not exceed the maximum and that vehicles arrive on time.
  - o Procedures for service supervision are designed to ensure service reliability and safety.
  - o Recordkeeping includes procedures for investigating and handling complaints.
  - o The provider maintains driver logs and trip sheets, available for inspections by MMAC, of driver and vehicle assignments.
  
6. Financial capability is assured to obtain additional vehicles as demand increases.
  - o Willingness is expressed and plans are outlined to obtain additional vehicles if ridership demand warrants the need.
  - o Provider has financial references.

7. Other factors.

- o Insurance coverage meets specified limits.
- o Marketing plan is appropriately designed to attract individual demand order trip requests.

For existing providers, the RTB staff reviewed performance statistics for the period from October 1986, the start of service, through December 1987 (see appendix). This data included ridership totals and composition, consumer complaint history, accident/incident history, as well as market research findings, and operations audit or investigative results. As part of this effort, the RTB examined any significant performance issues related to periods of probation or suspension and other disciplinary notices or actions; for example, to evaluate the responsiveness of individual providers in meeting the terms or conditions of any probations imposed during the contract period.

C. CONTRACT ENFORCEMENT PROCEDURES

Current Practice

The MMAC is responsible for monitoring the compliance of providers with contract requirements. The MMAC uses a variety of monitoring methods, as described in Chapter IV, to gather information about provider performance.

The MMAC manager determines when the severity or recurring nature of contract violations require disciplinary action. Typically when the MMAC finds that a provider is not meeting the requirements of the contract, the MMAC notifies the provider of the specific problem(s) and requires confirmation and a plan to correct it. When problems have not been corrected, the MMAC has effectively used disciplinary measures--levying fines, placing providers on probation, or temporarily suspending service.

The 1988 provider contract clearly defines the obligations of providers and outlines when a contractor may be declared in default of contract provisions. It requires the contractor to be given notice of default and establishes a time frame within which the contractor has the opportunity to cure the default. The contract language authorizes the RTB to immediately terminate contract service and payments or order a suspension of services and payments for up to 30 days. In addition the contract allows the MMAC to assess financial penalties for any violations in amounts that are reasonable but do not exceed \$500 per occurrence.

The 1988 provider contract describes the enforcement procedures of the MMAC as including, at minimum, the following: 1) identification of events of noncompliance or breach of contract; 2) confirmation of events of noncompliance and initiation of appropriate disciplinary measures; 3) determination of appropriate sanctions to be imposed.

### Improvements Planned

The MMAC computer system will give the MMAC the ability to generate summary reports on program performance, use exception reporting to highlight problems, and analyze performance by virtually any variable keyed into the system. Examples of the information soon to be available include ridership by community, trip denials by provider, community or disability code of passenger, service timeliness by provider, and mix of standing orders to demand response trips by provider.

The MMAC will use this computer system to better monitor and track provider performance in order to assure compliance with contract requirements. As part of this effort, by September 1988, the MMAC will develop and apply measurable performance indicators for evaluating service quality and safety by provider.

## IX. TRIP REIMBURSEMENT

### A. FORMER RATE STRUCTURE

Prior to the restructuring of Metro Mobility service, the average subsidy per trip was \$10.41. Passenger fares ranged in price from \$.60 to \$.90.

In October 1986, with the restructuring of Metro Mobility, the RTB initiated contracts with providers for a 15-month term expiring December 31, 1987. These contracts were extended through April 30, 1988. Throughout this period, the reimbursement rates remained \$5.50 for ambulatory trips and \$11.50 for wheelchair trips.

In addition, under the restructured program, passenger fares were raised to \$1.00 base fare for trips up to eight miles. For trips that exceed eight mile, providers could charge \$1.00 for each additional mile, up to a maximum of \$2.75 in extra mileage charges. The total passenger fare for an individual trip cannot exceed \$3.75

### B. NEW RATE STRUCTURE

During the first year of the restructured Metro Mobility program, several issues emerged that were related to the reimbursement rate structure. First, the individual trip rates for ambulatory and wheelchair passengers often did not cover the full cost of those trips, particularly over long distances. To compensate, some providers concentrated efforts on soliciting group trips. Secondly, service was not being adequately provided in some outlying expansion communities where average trip distances are longer. Some providers tended to deploy vehicles first in the more dense, central areas where ridership demand and service productivity are greater.

In response to these issues, the RTB, with extensive input from providers and the THAC, developed a new trip reimbursement rate structure which took effect on May 1, 1988. (A copy of the new rate structure is presented on the following page.)

#### 1. Objectives for Change

The Regional Transit Board's objective in establishing a new rate structure was to improve service quality and availability for individuals throughout the service area. To accomplish this, the following features were incorporated into the new reimbursement rate structure:

- o increased rates for individual ambulatory and wheelchair trips;
- o different rates for taxi and lift-equipped van companies, recognizing the different levels of service provided by each to persons in wheelchairs; and

REIMBURSEMENT RATES  
FOR METRO MOBILITY TRIPS  
(Effective May 1, 1988)

<u>Individual Subsidy Rates:</u>	<u>Area 1 Communities</u>	<u>Area 2 Communities</u>
TAXI SERVICE		
o Ambulatory	\$ 6.50	\$ 8.00
o Wheelchair	\$ 9.50	\$11.00
VAN SERVICE		
o Ambulatory	\$ 6.50	\$ 8.00
o Wheelchair	\$14.50	\$17.50
<u>Volume Subsidy Rates:</u>		
TAXI SERVICE		
o Ambulatory	\$ 4.50	\$ 4.50
o Wheelchair	\$ 8.00	\$ 8.00
VAN SERVICE		
o Ambulatory	\$ 4.50	\$ 4.50
o Wheelchair	\$10.00	\$10.00

NOTES:

- (1) Passenger fares are not included in the above reimbursement rates. The base passenger fare is \$1.00 for trips up to eight miles. For trips that exceed eight miles, providers may charge \$1.00 for each additional mile, up to a maximum of \$2.75 in extra mileage charges. The total passenger fare for an individual trip cannot exceed \$3.75.
- (2) Volume rates apply to individual trips as follows:
  - (a) When a provider transports five or more persons to or from the same address at least five times per week, and the drop-off or pick-up occurs during peak hours (6:00 a.m. to 10:00 a.m. or 2:00 p.m. to 6:00 p.m.).
  - (b) When a provider transports three or more persons in a vehicle from the same origin to the same destination on any day.

o new group, or volume, trip rates that are less than individual trip rates in order to better reflect the cost and levels of resources (service hours, miles) needed to deliver such service.

## 2. Incentives Created

The new reimbursement rates were designed to create greater incentives for providing trips on a demand order basis, for persons in wheelchairs, and in the outlying area. For instance, the reimbursement rate for an individual wheelchair trip using van service in the outlying area has been raised from \$11.50 to \$17.50 per trip.

Overall, the average subsidy per trip is expected to increase a maximum of 15 percent. The RTB will report on the progress of the new reimbursement rate structure in achieving these desired service shifts to the legislature in the December 1 report.

## X. SOCIAL AGENCY COST SHARING

This chapter presents the issue of cost sharing arrangements with health and human service agencies for special transportation services offered through the Metro Mobility program.

Since Metro Mobility was restructured in October 1986, ridership has more than doubled, from approximately 45,000 to 100,000 trips per month. At present, about 47,000 trips per month are registered standing orders oriented to health and human service agencies. Two years ago, there were approximately 15,000 of these trips per month.

Metro Mobility service has become more accessible to agencies since the restructuring and often offers a better economical alternative. For example, an agency can spend significantly less on transportation by using Metro Mobility, if the agency previously provided its own service or contracted for it at full cost.

In March 1988 the RTB adopted a suggested approach on agency cost sharing for the purpose of receiving public input. This approach recognizes agency transportation to be an appropriate part of the Metro Mobility program; however, it classifies pre-arranged agency trips as special service which directly benefits single institutions or organizations that may be considered a special service that should be arranged through a negotiated cost sharing agreement.

The process of receiving public input on this draft policy and options for cost sharing is summarized below:

- o On April 12, 1988, the RTB held a public meeting to discuss the role of agencies in cost sharing special transportation services. More than 40 persons attended the meeting. Testimony was heard.
- o A 30-day public comment period followed, ending May 12, 1988. During this period, the RTB has received additional comments in writing and has met with several individual agencies.
- o The RTB has contacted the commissioner of the Department of Human Services to conduct a joint review of agency use of Metro Mobility services and has held preliminary discussions with the DHS staff. Additional meetings are scheduled.
- o On May 4, 1988, the RTB met with six metropolitan county governmental relation specialists and the executive directors of two inter-county associations to discuss agency cost sharing and its impact on county funded social service transportation programs. The RTB and county representatives plan on continuing this discussion throughout the following months.
- o On May 19, 1988, the RTB met with the chairs of the Health and Human Services Divisions of the House Appropriations Committee and the Senate Finance Committee to review the RTB process for the development of a cost-sharing policy.

A full report on agency transportation will be presented as part of the next report from the RTB on Metro Mobility activities, due to the legislature on December 1, 1988. On May 23, the THAC voted to establish a subcommittee comprised of THAC members and representatives of key stakeholders with the charge to aid in the development of an agency cost-sharing policy.

## METRO MOBILITY FACTS

The Regional Transit Board (RTB) has the responsibility for mid-range planning, policy-making and coordination of transit services in the seven-county metropolitan area. Formed in 1984, at the direction of the state legislature, the RTB assumed responsibility for all transit programs formerly administered by the Minnesota Department of Transportation (Mn/DOT). One of these programs is Metro Mobility.

Metro Mobility is a demand-responsive, door-through-door transportation service for metropolitan area individuals who, because of disability, are unable to use regular route transit service.

To use Metro Mobility service, an individual must be able to meet one or more of the following criteria:

- \* Unable to maneuver 1/4 mile or more.
- \* Unable to go up and down the steps of a regular route bus.
- \* Unable to wait outdoors for 10 minutes or more.
- \* Unable to use or learn to use regular route bus service in the opinion of a competent professional. This includes mental, as well as, physical disabilities.

The project had its beginnings in 1976 as a demonstration program in a small area of Minneapolis. The service, originally called Project Mobility, was operated by the Metropolitan Transit Commission (MTC). The service was expanded to a larger area in Minneapolis in 1978, and then expanded again in 1979. Then in 1979 Mn/DOT, the Metropolitan Council, and the MTC developed the Metro Mobility program to coordinate Project Mobility, Suburban Paratransit, Morley Bus Company, and six taxicab companies.

At this time, the MTC administered the daily operations of the program which included a centralized dispatching system located at the Metro Mobility Transportation Center. Under this system, Metro Mobility riders requested trips by calling a single number for their trip requests. MTC staff was then responsible for assigning the trip request to one of the nine providers.

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

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

In an attempt to identify the steps necessary to increase the amount of service and improve the cost-effectiveness of Metro Mobility services, Mn/DOT initiated a comprehensive evaluation of the Metro Mobility program in late 1983. The Urban Institute, retained by Mn/DOT as the consultant to the project, completed its evaluation of the Metro Mobility program in December 1984 and developed recommendations for actions to be taken to improve service. Mn/DOT took no action on these recommendations, considering the RTB would soon be assuming responsibility for the Metro Mobility program.

The RTB began its review of the Metro Mobility program in December 1984. During the review, the RTB conducted a series of public meetings at which Metro Mobility users and interested parties presented testimony about their experiences with the service.

After the RTB held the public meetings and extensively reviewed the results of Mn/DOT's evaluation, it adopted recommendations for reorganizing the program. A detailed implementation plan to carry out these recommendations was adopted by the RTB in June 1986 and the changes took effect on October 4, 1986.

The changes were intended to improve the quality of the service, to expand the service to the entire transit taxing district and to reduce the cost of the service.

There are now 20 providers under contract with the RTB to provide Metro Mobility service. These providers are certified to be reimbursed under the Metro Mobility program and compete with each other based on service quality and, to a lesser extent, cost to riders.

Before the providers became certified to provide Metro Mobility service, they had to fill out an application. The evaluation of each application was based on criteria which included related experience, the applicant's driver selection and training process, fleet capacity, compliance with applicable state and local regulations and ability to commit themselves to the Metro Mobility program.

Each of the applications were evaluated by a panel including representatives from Mn/DOT, the Metro Mobility Transportation Center, the Metropolitan Council and the RTB.

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

Metro Mobility has been redesigned to be a "rider's choice" system where the rider chooses the transportation provider who best fits his or her own needs. Riders select the provider of their choice and then call them directly to request their trip. Trip requests are made with the provider by 2:30 p.m. the day before service is required.

The program is now administered by the Metro Mobility Administrative Center (MMAC), formerly the Metro Mobility Transportation Center. The MMAC is run by the MTC, which is under contract to the RTB.

For persons who live in Bloomington, Brooklyn Center, Crystal, Columbia Heights, Edina, Fridley, Falcon Heights, Golden Valley, Hilltop, Lauderdale, Little Canada, Maplewood, Minneapolis, New Hope, New Brighton, North St. Paul, Oakdale, Richfield, Robbinsdale, Roseville, South St. Paul, St. Paul, St. Louis Park, St. Anthony or West St. Paul Metro Mobility service hours are Monday through Friday, 6 a.m. to 11 p.m. and Saturdays, Sundays and holidays, 8 a.m. to 11 p.m.

For all other Metro Mobility service areas, including the 1988 expansion area, service hours are Monday through Friday 6 a.m. to 6 p.m. and Saturdays, Sundays and holidays, 8 a.m. to 6 p.m.

Beginning January 1988, Metro Mobility will make a service expansion. At that time, the following communities will be added to the service area:

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

The standard fare is \$1 for each one-way trip taken that is eight miles or less. Depending on which provider a rider chooses, they may be asked to pay additional mileage fees (up to \$1 per mile) for trips over eight miles. Additional mileage fees do not exceed \$2.75 and a rider never pays a total fare that exceeds \$3.75 per one-way trip. Additional mileage fees will vary by provider, so it is to the rider's benefit to shop around for the best price.

The RTB implemented a plan in January to use \$100,000 granted by the Legislative Advisory Commission (LAC) to help offset the extra mileage costs to Metro Mobility riders.

The Metro Mobility program can supply riders with "extra mileage" coupons to help defray the cost of trips over eight miles. Riders can purchase "extra mileage" coupons at a 75 percent discount and they can use them to pay the fare charged for travel over eight miles. A book of 10 coupons, valued at \$10 can be purchased for \$2.50 at the MMAC, the MTC Transit stores in both downtowns and the Courage Center in Golden Valley. The "extra mileage" coupons will last until the \$100,000 runs out.

There is a \$10 yearly registration fee. However, if a rider uses the service only for Medical Assistance trips, the \$10 fee is paid for by the Medical Assistance program.

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

If a rider encounters a service problem, they first attempt to resolve it with the transportation provider used for the particular trip. If they are unable to resolve the problem in this manner, the Rider Representative at the MMAC is available to help settle the issue.

At the MMAC, all complaints are investigated by the Rider Representative. The Representative is available Monday through Friday, 8 a.m. to 5 p.m. at 349-7480.

Complaints, once recorded, are tracked. Copies of the complaint forms are submitted to the RTB on a periodic basis. If a trend of recurring problems for a single provider is noticed, it is reported to the RTB. Depending on the seriousness and nature of the problem, the RTB can exercise its contractual right to suspend or terminate the provider.

The MMAC also requires all Metro Mobility providers to report accidents and incidents promptly -- within 24 hours -- and then submit a full written report within 48 hours.

Today, Metro Mobility has an annual budget of more than \$5.5 million and is capable of providing more than 600,000 one-way trips annually. Currently, there are more than 7,700 certified Metro Mobility riders. Requests for new certification continue at an average of 250 to 300 per month.

The RTB will be doing a thorough evaluation of the Metro Mobility program in the very near future.

For further background information, the RTB has available the following documents as reference:

- \* An Evaluation of Metro Mobility with Proposals for Improvements / Prepared by the Minnesota Department of Transportation by the Urban Institute - December 1984
- \* RTB Staff Recommendation For Improving Metro Mobility Service - Adopted December 16, 1986
- \* Metro Mobility Implementation Plan - Adopted June 1986

For more general information on the the Metro Mobility program, call the Metro Mobility Administrative Center at 349-7480.

## DRIVER TRAINING

The driver training programs established by Metro Mobility providers must meet the requirements developed by the Minnesota Department of Transportation (Mn/DOT). For instance, all Metro Mobility drivers are required to complete a first aid or emergency care course and a minimum of eight hours training in the techniques of transporting and assisting elderly and physically handicapped riders.

For most Metro Mobility providers, the training programs, which have been established for their drivers, exceeds the requirements developed by Mn/DOT. For example, many companies include defensive driver training, CPR training, additional first aid training and additional passenger assistance training as part of their company sponsored training.

All Metro Mobility providers have been issued certificates of compliance under the operating standards established by Mn/DOT. Additionally, all Metro Mobility drivers, including taxicab drivers, are required by RTB contracts to have passenger assistance and first aid training as specified in the Mn/DOT rules.

The RTB contract with each Metro Mobility provider prohibits drivers from providing Metro Mobility service without completing the state's required training.

## SAFETY PROCEDURES CONCERNING PASSENGERS AND VEHICLES

Safety is a primary concern at Metro Mobility.

All Metro Mobility drivers are required to secure a wheelchair passenger in with preapproved wheelchair securement devices, according to the contract signed between the provider and the RTB. Moreover, all Metro Mobility passengers and drivers are required to wear seatbelts for every trip taken.

Besides a daily inspection of Metro Mobility vehicles, the rules established by Mn/DOT for special transportation service require an annual full scale inspection of the vehicles by the Department of Public Safety. This inspection is carried out by the State Highway Patrol.

In the past, only wheelchair securement devices had been inspected. But now, a full scale vehicle inspection is conducted, in compliance with Minnesota Chapter 169 governing highway traffic regulation.

The State Patrol has recently adopted a policy under which they will not issue a wheelchair inspection sticker if the vehicle does not meet safety standards required by Minnesota Chapter 169.

Once the wheelchair securement devices are inspected and approved and the vehicle meets the safety standards required by Chapter 169, a special transportation operator then must document to the Commissioner of Transportation that they have complied with the rules established for providing special transportation. This includes checklists showing whether each vehicle carries the required safety equipment, information on drivers and whether comply with the driver training standards and a certificate of insurance.

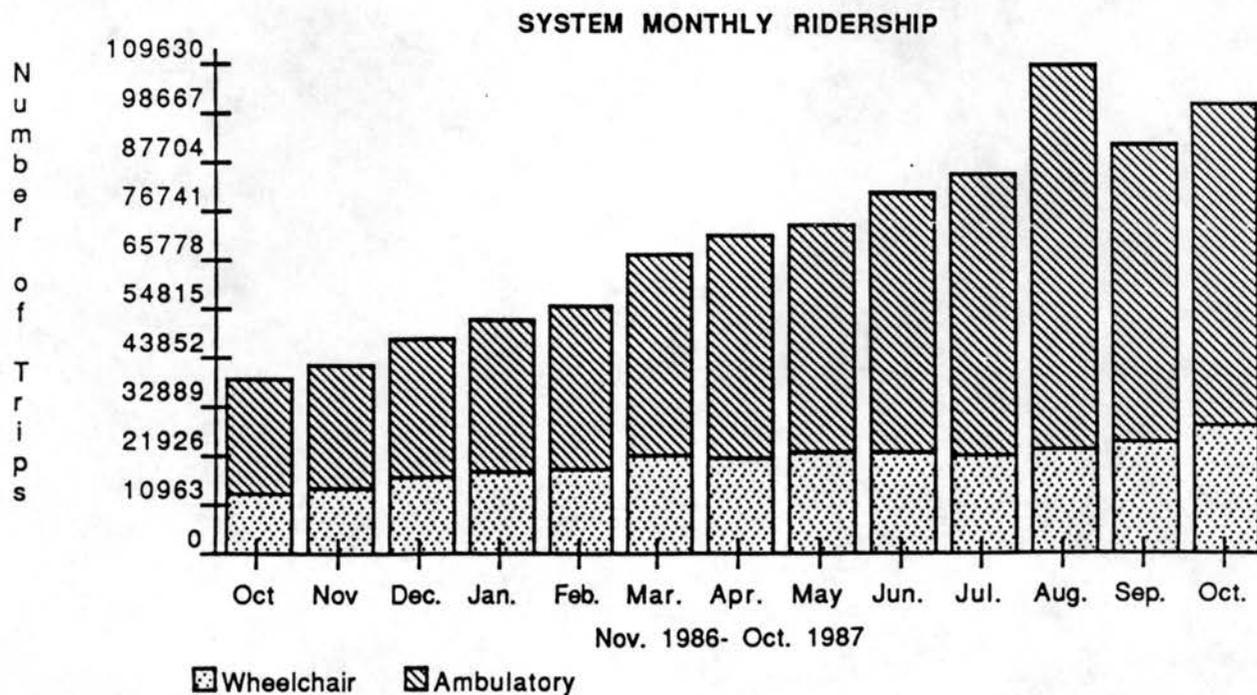
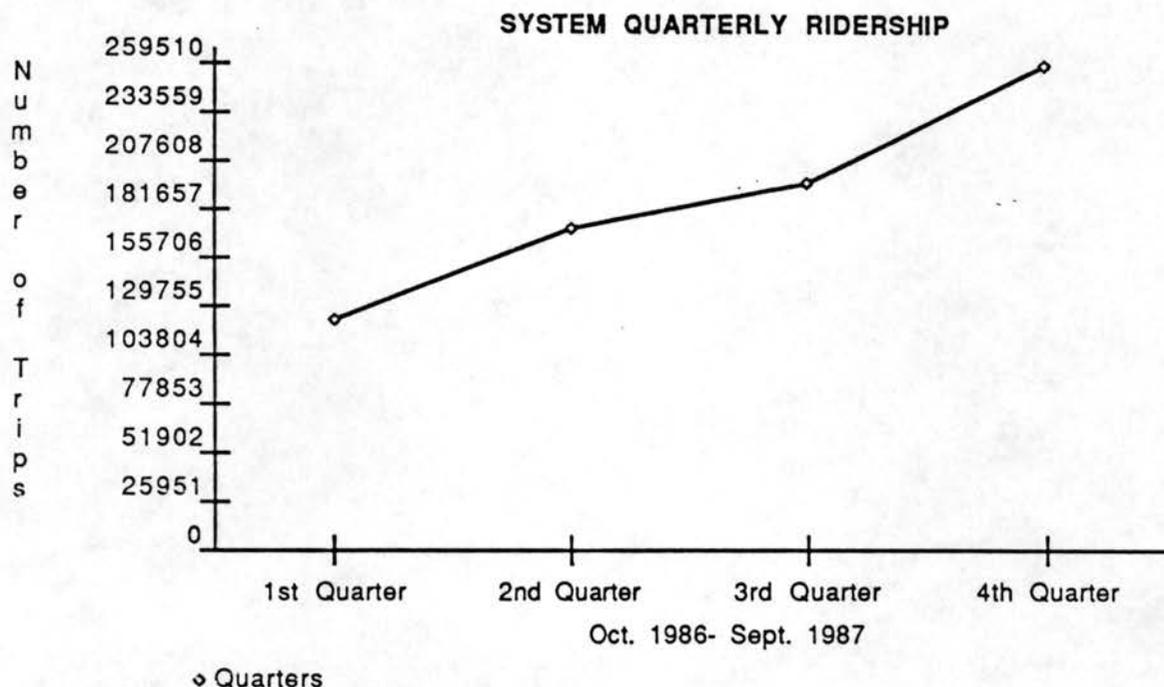
Additionally, once each week or every 1,000 miles, (whichever comes first), the provider is required to conduct a more extensive safety inspection. The date and mileage of this safety inspection and a notation of needed repairs and replacements are required to be made in a driver's logbook, which must be maintained in the vehicle or the provider's files.

If a complaint is received by Mn/DOT regarding vehicle condition or safety, the provider's vehicles and records will be inspected by Mn/DOT within four weeks of receipt of the complaint. The RTB's contract with each provider specifies that these records also be available for inspection by the RTB at any time.

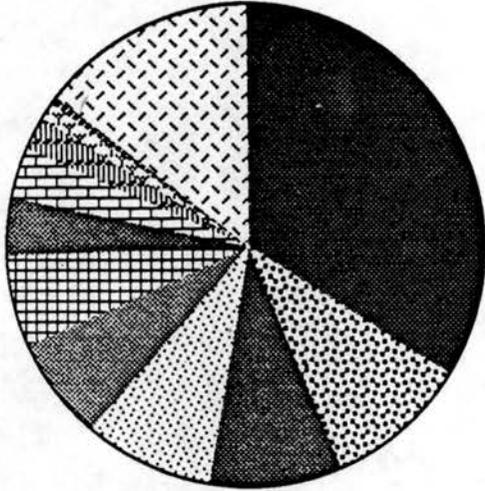
**Metro Mobility**

**PROVIDER PERFORMANCE STATISTICS**

# Ridership Growth

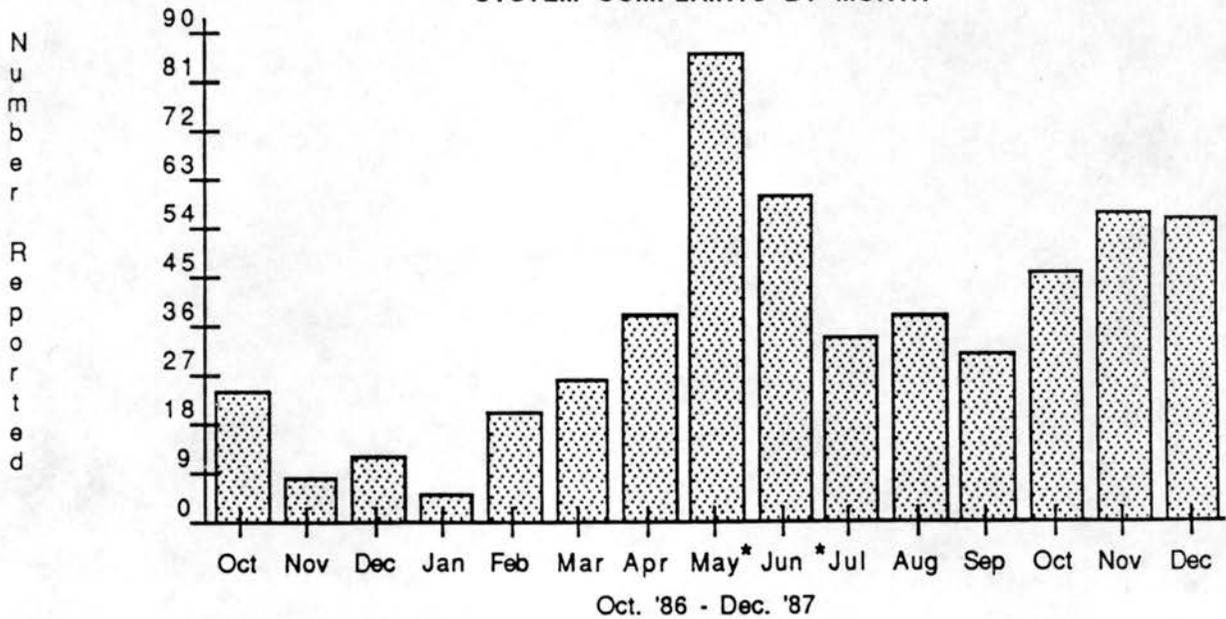


## Complaints



■ Late Pick Up	33.8%
▣ Courtesy	9.9%
■ Safety	9.0%
▣ Referral	8.6%
▣ Passanger Assist.	7.2%
▣ Veh. Condition	5.9%
■ No Show	4.1%
▣ Cost	3.2%
▣ Trip Denial	2.3%
▣ Trip Length	1.4%
▣ Time Change	0.5%
▣ Other	14.4%

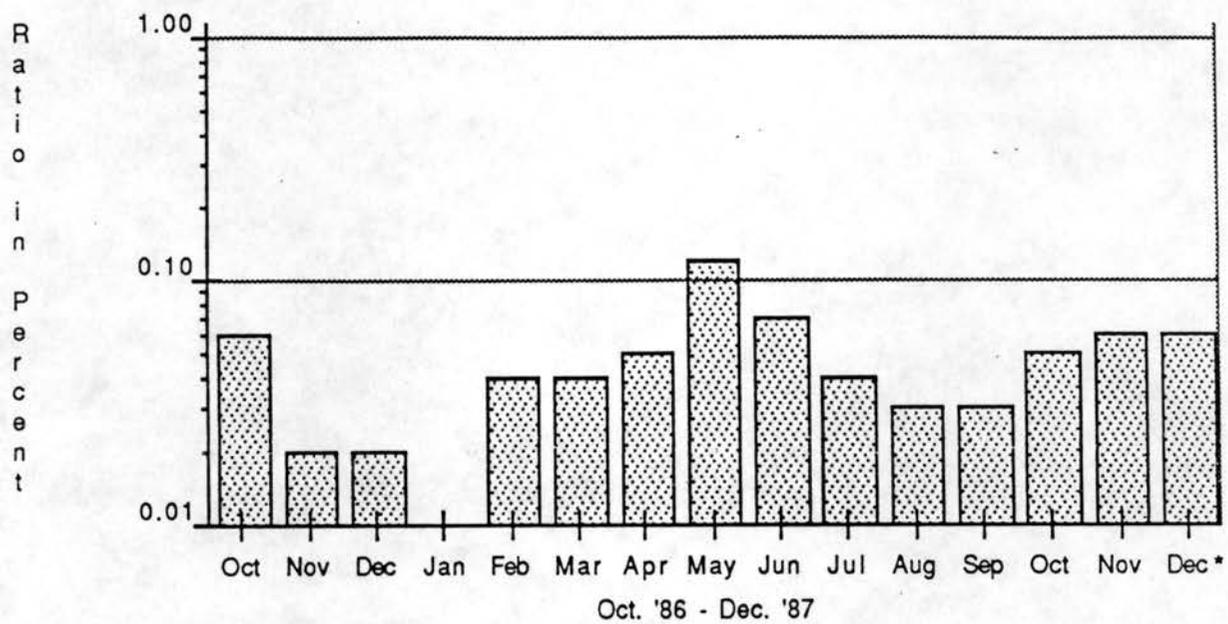
## SYSTEM COMPLAINTS BY MONTH



▣ Monthly Complaints

\*MMAC solicited complaints from Metro Mobility Users

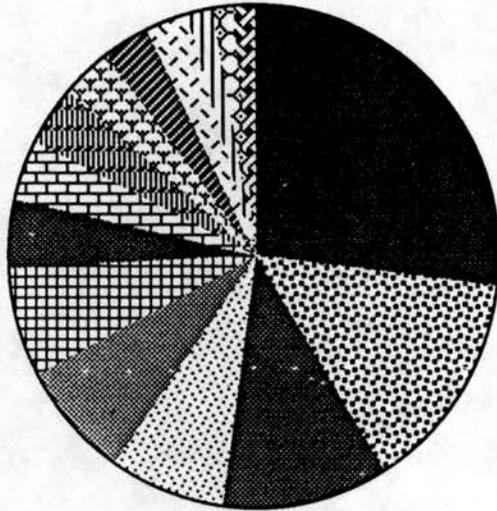
### SYSTEM RATIO OF COMPLAINTS TO TOTAL TRIPS BY MONTH



complaints

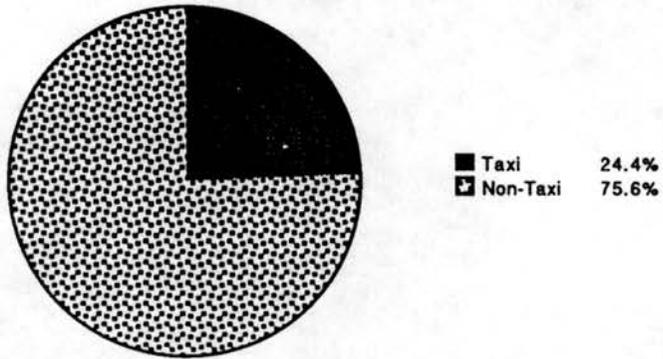
\* December ridership estimated

## Provider Market Share

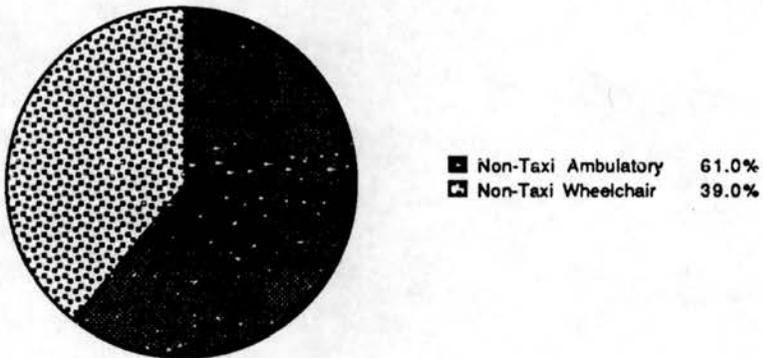


■ Morley/Suburban	26.9%
▣ Yellow Taxi	14.2%
■ Handicabs	11.0%
▣ Metro Ride	7.7%
▣ Med Kab	7.3%
▣ City Wide	6.9%
■ Kare Kabs	4.6%
▣ Care Bus	3.9%
▣ Ebenezer	3.8%
▣ HTS	3.4%
▣ Diamond Taxi	3.1%
▣ Transp. Mgmt	2.6%
▣ DARTS	1.8%
▣ TC Mobility	1.4%
▣ Wilder	1.3%

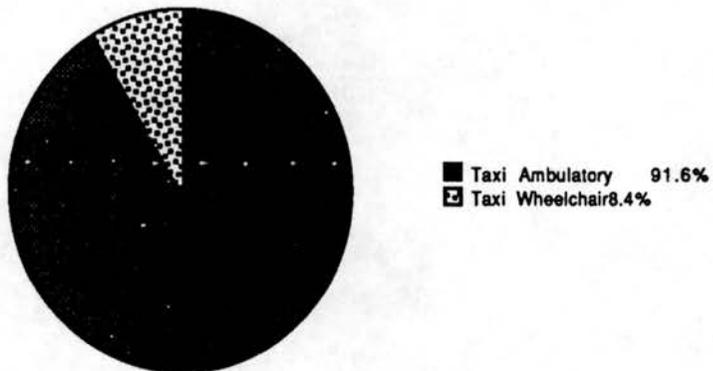
### Market Share Taxi vs. Non-Taxi



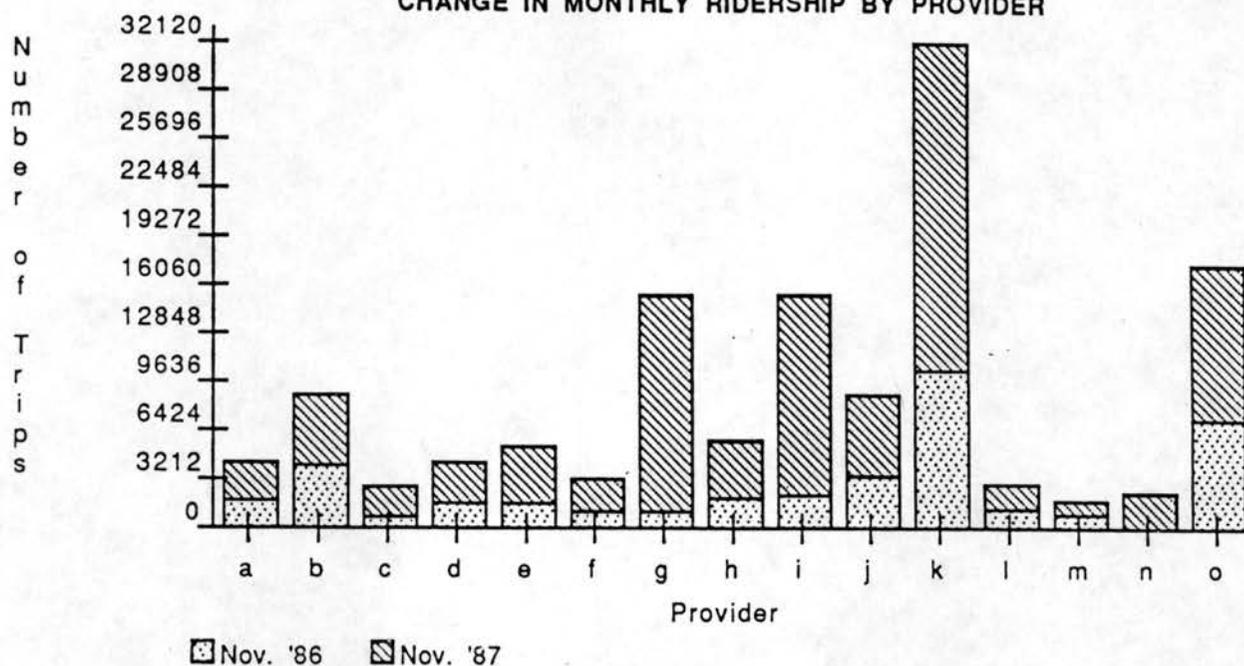
### Non-Taxi Ridership



### Taxi Ridership



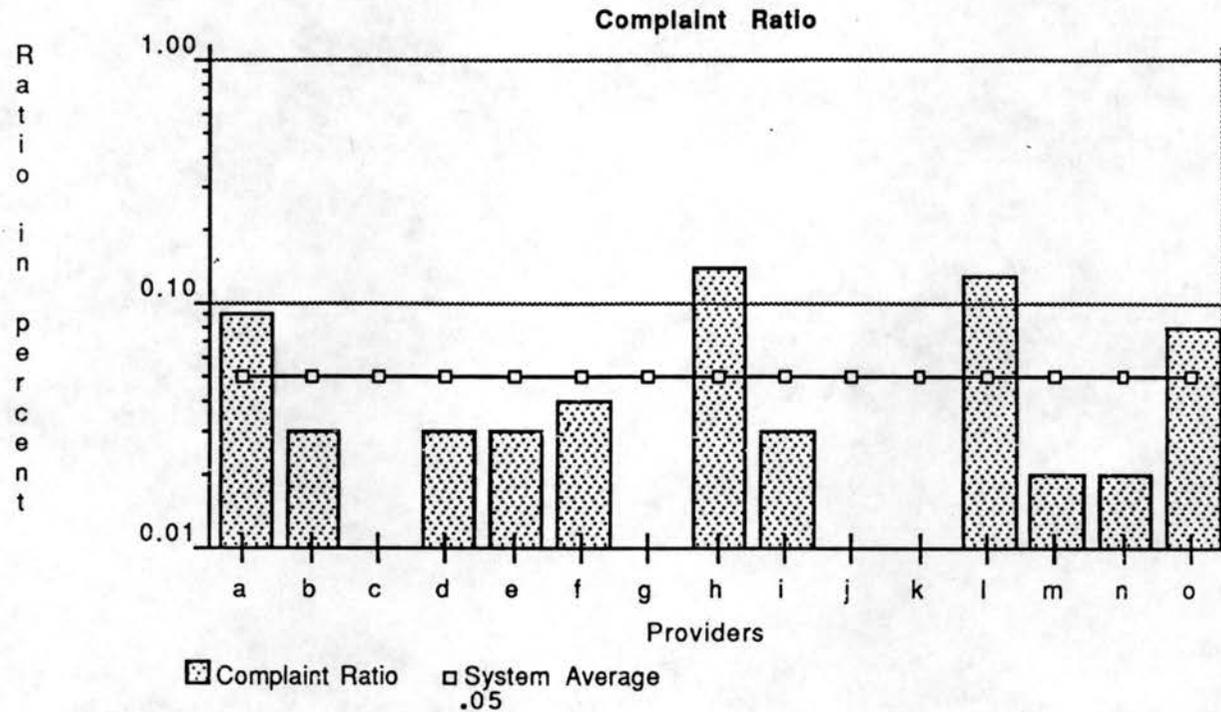
### CHANGE IN MONTHLY RIDERSHIP BY PROVIDER



#### Providers:

- a: Carebus
- b: City Wide
- c: Darts
- d: Diamond
- e: Ebenezer
- f: HTS
- g: Handicabs
- h: Kare Kabs
- i: Metro Ride
- j: Med Kab
- k: Morley/Suburban
- l: Transportation Management
- m: TC Mobility
- n: Wilder
- o: Yellow Taxi

## Ratio of compliants to total trips by provider



**Providers:**

**Complaint**

**Ratio:**

a:	Carebus	.09%
b:	City Wide	.03%
c:	Darts	.01%
d:	Diamond	.03%
e:	Ebenezer	.03%
f:	HTS	.04%
g:	Handicabs	.01%
h:	Kare Kabs	.14%
i:	Metro Ride	.03%
j:	Med Kab	.01%
k:	Morley/Suburban	.01%
l:	Transportation Management	.13%
m:	TC Mobility	.02%
n:	Wilder	.02%
o:	Yellow Taxi	.08%

**Exhibit 20**

**CARRIER PERFORMANCE**

Strengths       Weaknesses

-- A Summary of Significant Differences Against the Industry Norm --

FACTOR	ALL CARRIERS	CAREBUS/ CAREVAN	CITY WIDE CAB	DIAMOND CAB	EBENEZER SOCIETY	KARE KABS	MED- KAB	METRORIDE OF MN.	MORELY BUS CO.	SUBURBAN PARATRANSIT	MPLS. YELLOW TAXI
N=	(503)	(19)	(43)	(22)	(19)	(30)	(33)	(18)	(30)	(44)	(142)
Reasonably priced	84%	58%									
Provides service to desired locations	82%										
Feel safe with them	79%					60%					
Courteous order takers	78%					60%					84%
Wheelchairs securely tied down	76%					50%				93%	
Easy to place an order	75%			96%					90%		
Drives carefully, doesn't speed	74%							94%			
Gets you there quickly	70%	47%	86%	91%		50%		94%			
Drivers friendly, talk to you	70%			50%		53%					
Available hours	69%			91%		47%					

(Continued)

Exhibit 20 (Continued)

FACTOR	ALL CARRIERS	CAREBUS/ CAREVAN	CITY WIDE CAB	DIAMOND CAB	EBENEZER SOCIETY	KARE KABS	MED-KAB	METRORIDE OF MN.	MORELY BUS CO.	SUBURBAN PARATRANSIT	MPLS. YELLOW TAXI
N=	(503)	(19)	(43)	(22)	(19)	(30)	(33)	(18)	(30)	(44)	(142)
Courteous, helpful drivers	68%										
Able to provide service when you request it	65%		81%	86%							
Drivers know city, don't get lost	62%										69%
Clean vehicles	62%								41%		
Comfortable temperatures/Good ventilation	60%									43%	
Safe/well-designed lifts/ramps	57%										
Vehicles in good condition	56%			32%	79%				31%		
Vehicles provide smooth ride	56%		72%						38%	36%	
Picks up on time	54%										45%
Driver requires seat belt	53%	90%	19%	5%	84%	83%	79%	100%	80%	93%	19%

INDIVIDUAL PROVIDER PROFILES

## CARE BUS

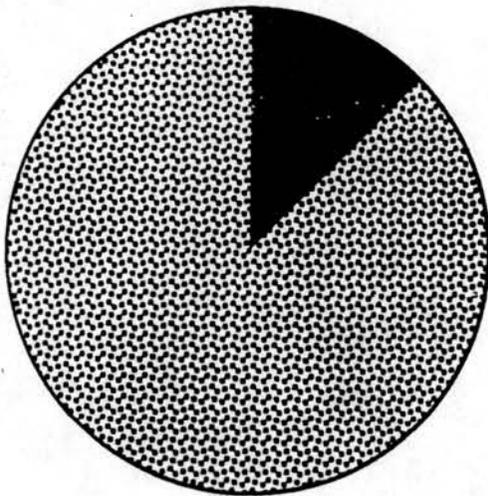
Performance data	Oct. '86- Sept. '87	Percent
Total Rides	28,231	
Ambulatory	3,519	12.47%
Wheelchair	24,712	87.53%

Complaint Count		
Total Complaints	24	0.09%
System Average		0.05%

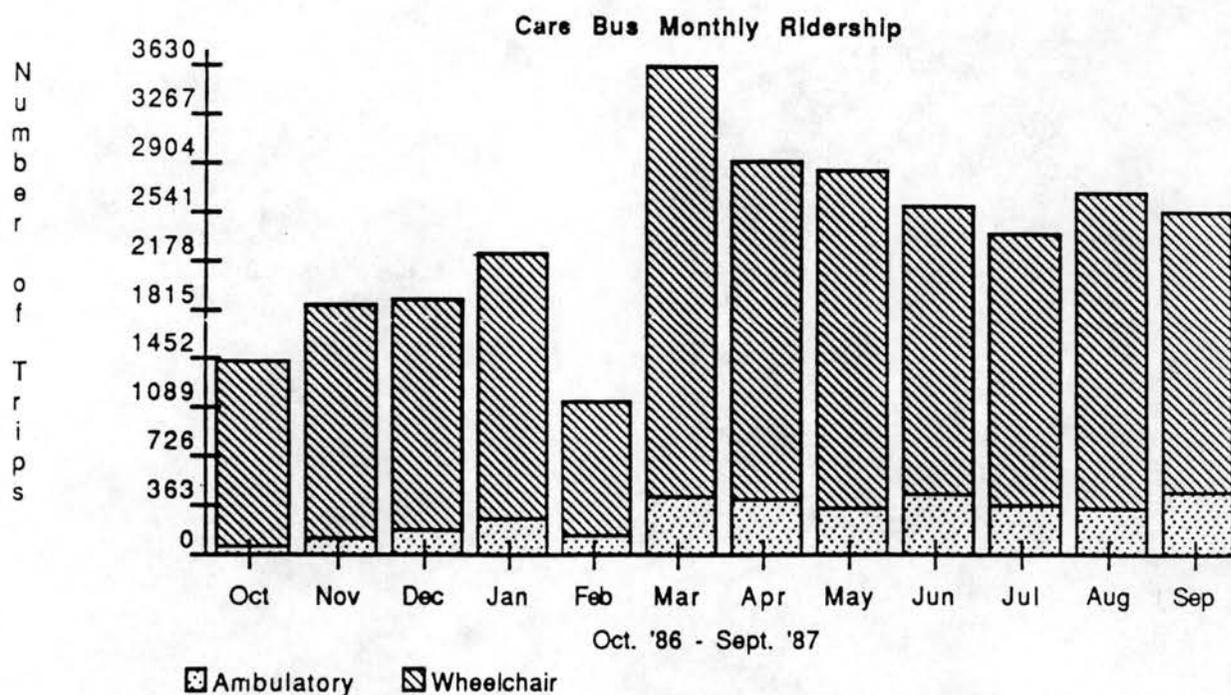
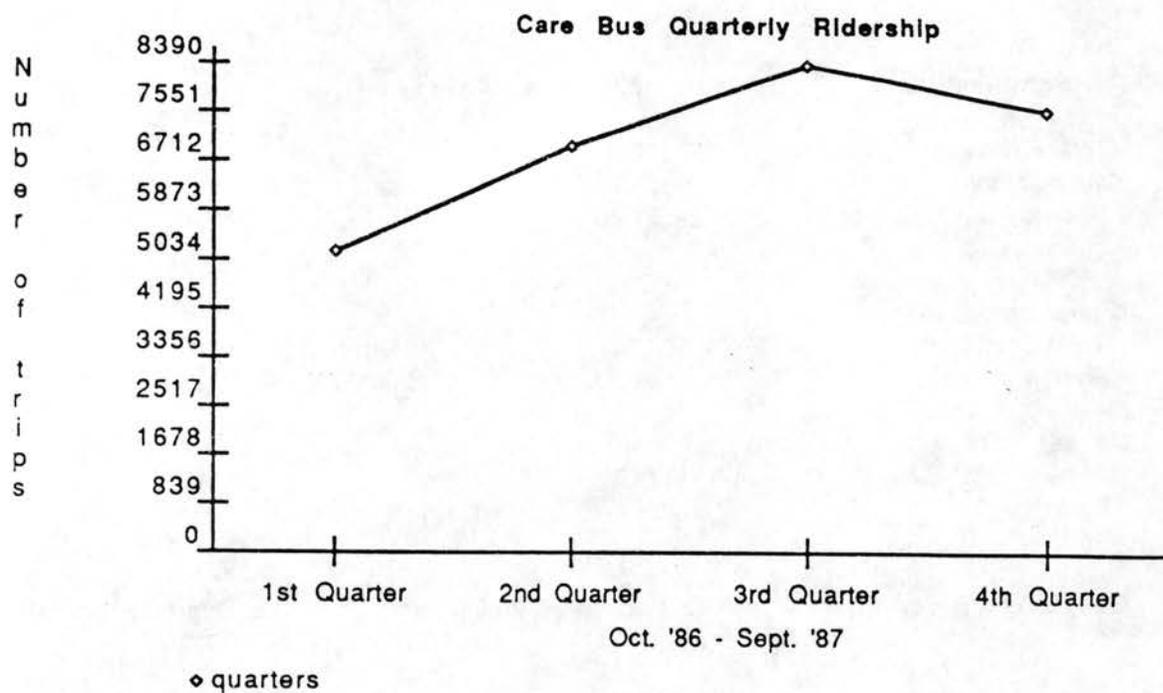
Market Share		
System Total Rides	778,749	
Care Bus	28,231	3.63%

Quarterly Ridership	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	5,182	7,001	8,384	7,664

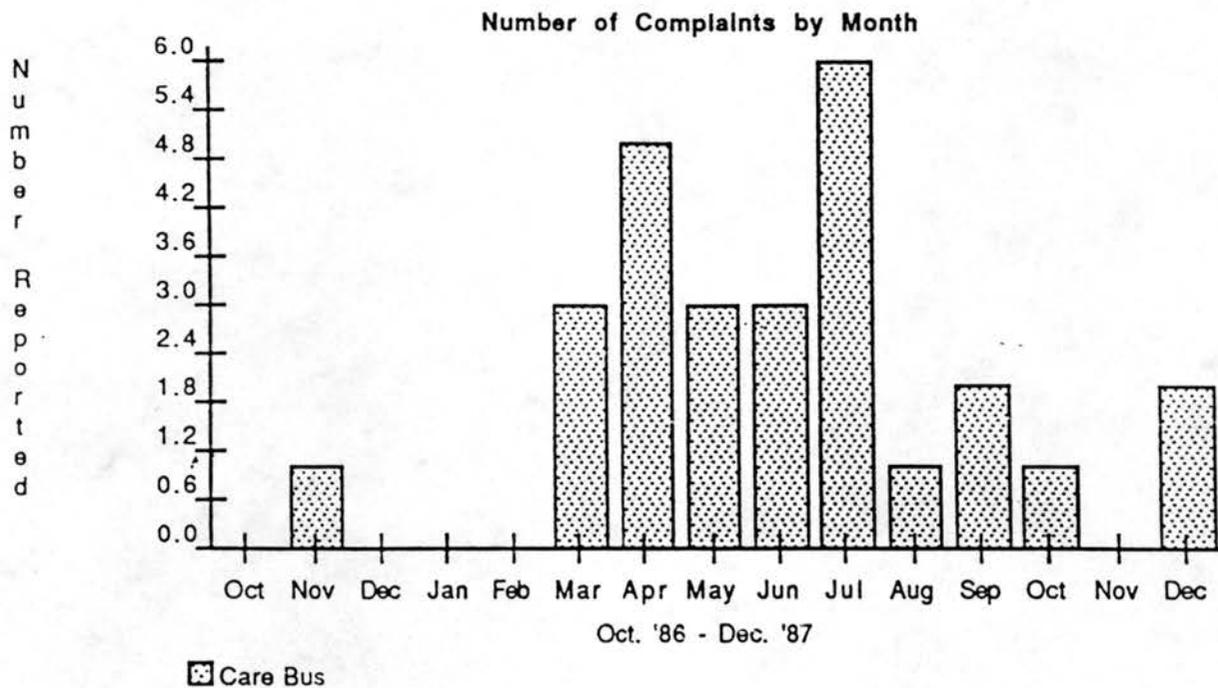
## TYPE OF TRIPS PROVIDED



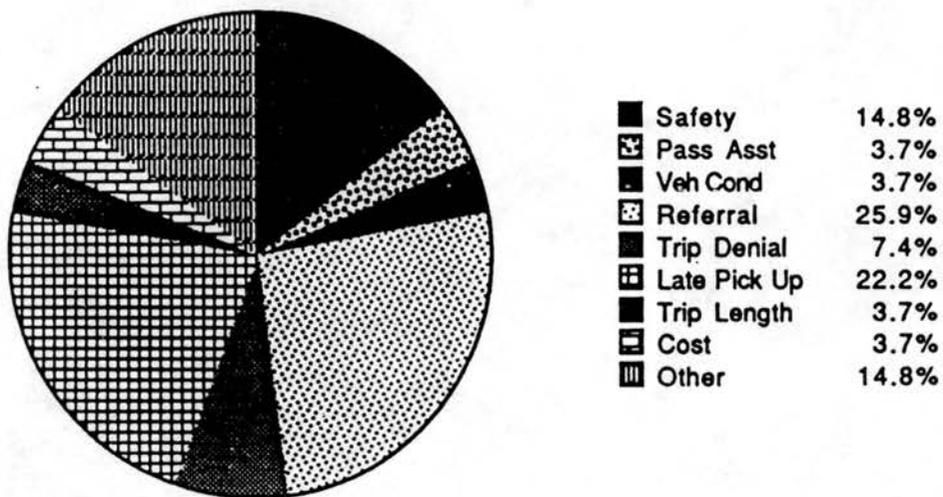
■ Ambulatory	12.5%
▨ Wheelchair	87.5%



## CARE BUS



## Types of Complaints



	Yellow Taxi	Morley Bus Co.	Suburban Paratransit	Handicabs	Metro Ride	HTS	MedKab	HSI Washington Co.	DARTS	CareBus	Twin City Mobility	Ebenezer	Wilder	City Wide	Diamond Cab
ANOKA															
APPLE VALLEY															
ARDEN HILLS															
BAYPORT															
BAYTOWN															
BIRCHWOOD															
BLAINE															
BLOOMINGTON															
BROOKLYN CENTER															
BROOKLYN PARK															
BURNSVILLE															
CENTERVILLE															
CHAMPLIN															
CHANHASSEN															
CHASKA															
CIRCLE PINES															
COLUMBIA HEIGHTS															
COON RAPIDS															
COTTAGE GROVE															
CRYSTAL															
DEEPHAVEN															
DELLWOOD															
EAGAN															
EDEN PRAIRIE															
EDINA															
EXCELSIOR															
FALCON HEIGHTS															
FRIDLEY															
GEM LAKE															
GOLDEN VALLEY															
GREENWOOD															
HILLTOP															
HOPKINS															
INVER GROVE HEIGHTS															
LAKE ELMO															

	Yellow Taxi	Morley Bus Co.	Suburban Paratransit	Handicabs	Metro Ride	HTS	MedKab	HSI Washington Co.	DARTS	CareBus	Twin City Mobility	Ebenezer	Wilder	City Wide	Diamond Cab
LANDFALL															
LAUDERDALE															
LEXINGTON															
LILYDALE															
LINO LAKES															
LITTLE CANADA															
LONG LAKE															
MAHTOMEDI															
MAPLE GROVE															
MAPLEWOOD															
MEDICINE LAKE															
MENDOTA															
MENDOTA HEIGHTS															
MINNETONKA															
MINNETONKA BEACH															
MOUND															
MOUNDS VIEW															
NEW BRIGHTON															
NEW HOPE															
NEWPORT															
NORTH OAKS															
NORTH ST. PAUL															
OAKDALE															
OAK PARK HEIGHTS															
ORONO															
OSSEO															
PINE SPRINGS															
PLYMOUTH															
PRIOR LAKE															
RICHFIELD															
ROBBINSDALE															
ROSEMOUNT															
ROSEVILLE															
ST. ANTHONY															
ST. LOUIS PARK															

	Yellow Taxi	Morley Bus Co.	Suburban Paratransit	Handicabs	Metro Ride	HTS	MedKab	HSI Washington Co.	DARTS	CareBus	Twin City Mobility	Ebenezer	Wilder	City Wide	Diamond Cab
ST. PAUL PARK															
SAVAGE															
SHAKOPEE															
SHOREVIEW															
SHOREWOOD															
SOUTH ST. PAUL															
SPRING LAKE PARK															
SPRING PARK															
STILLWATER															
SUNFISH LAKE															
TONKA BAY															
VADNAIS HEIGHTS															
WAYZATA															
WEST ST. PAUL															
WHITE BEAR LAKE															
WHITE BEAR TOWNSHIP															
WILLERNIE															
WOODBURY															
WOODLAND															
MINNEAPOLIS															
ST. PAUL															

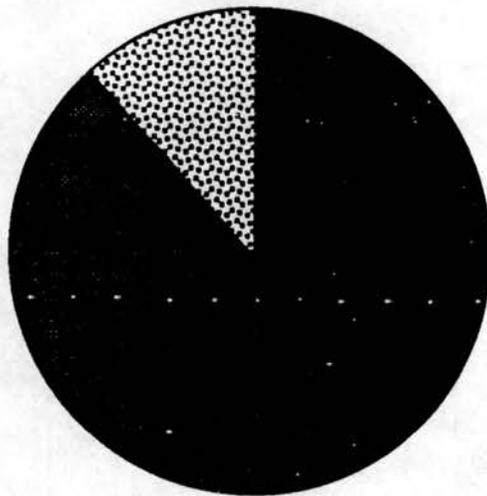
KEY  
 Weekday Only:   
 Seven Days A Week: 

## CITY WIDE

Performance data	Oct. '86- Sept. '87	Percent
Total Rides	50,653	
Ambulatory	44,781	88.41%
Wheelchair	5,872	11.59%
<b>Complaint Count</b>		
Total Complaints	17	0.03%
System Average		0.50%
<b>Market Share</b>		
System Total Rides	778,749	
City Wide	50,653	6.50%

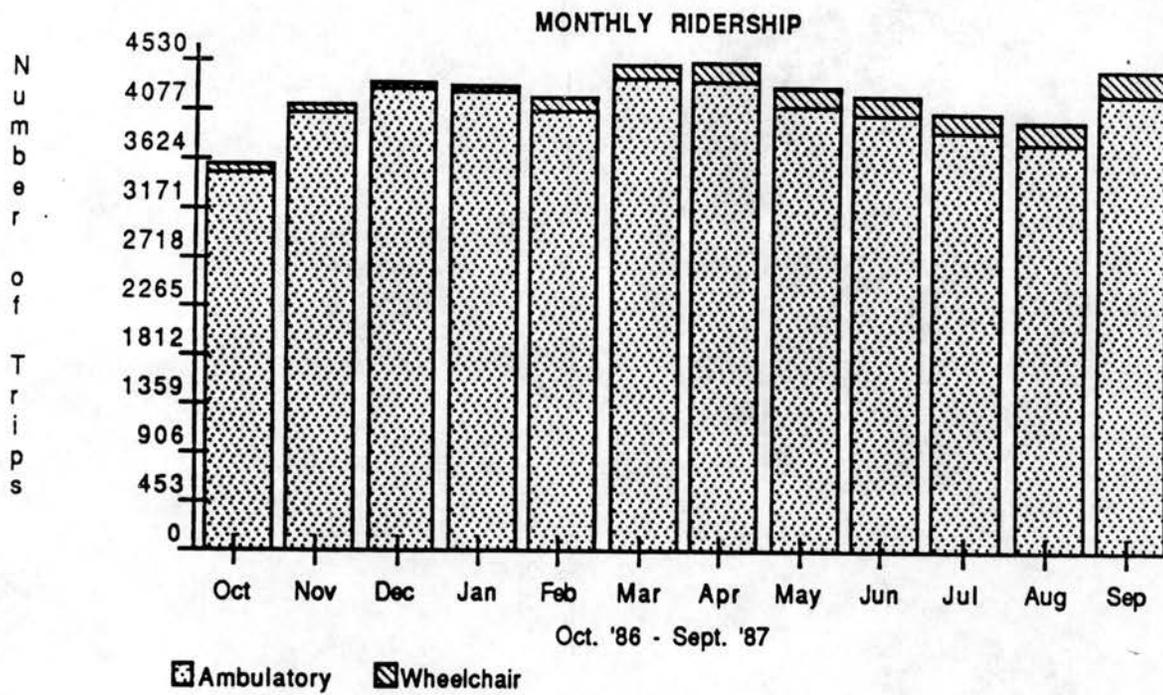
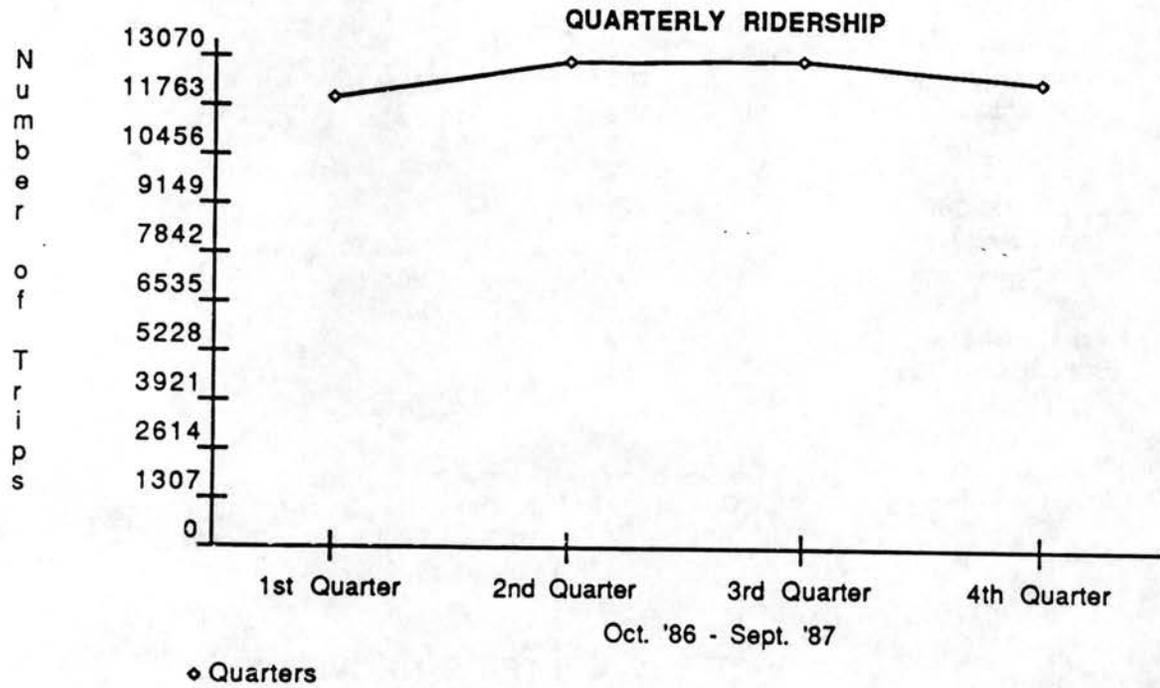
Quarterly Ridership	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	12,007	13,016	13,067	12,563

## TYPE OF TRIPS PROVIDED

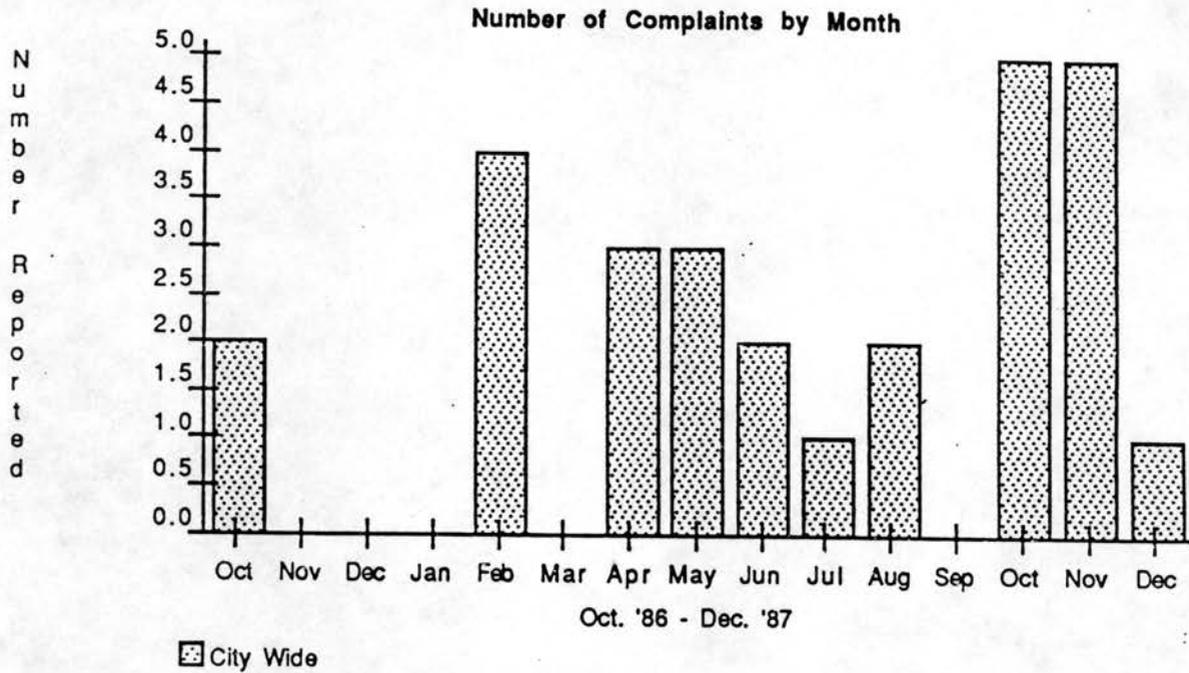


■	Ambulatory	88.4%
▣	Wheelchair	11.6%

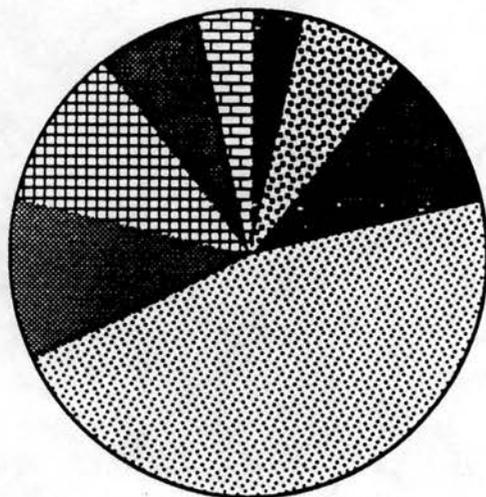
CITY WIDE



## CITY WIDE



## TYPES OF COMPLAINTS

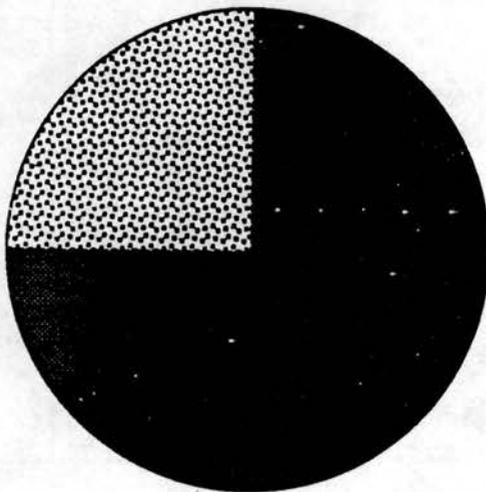


■ Safety	3.6%
▣ Pass Asst	7.1%
■ Veh Cond	10.7%
▣ Late Pick Up	46.4%
■ No Show	10.7%
▣ Cost	10.7%
■ Courtesy	7.1%
▣ Other	3.6%

## DARTS

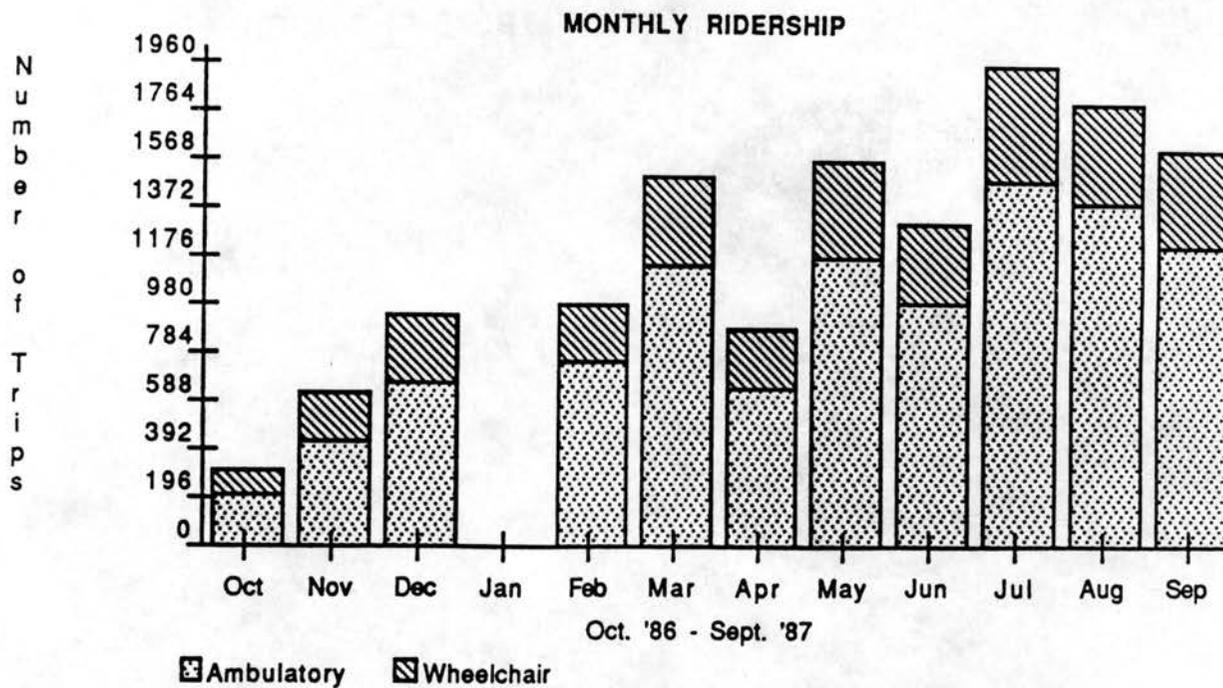
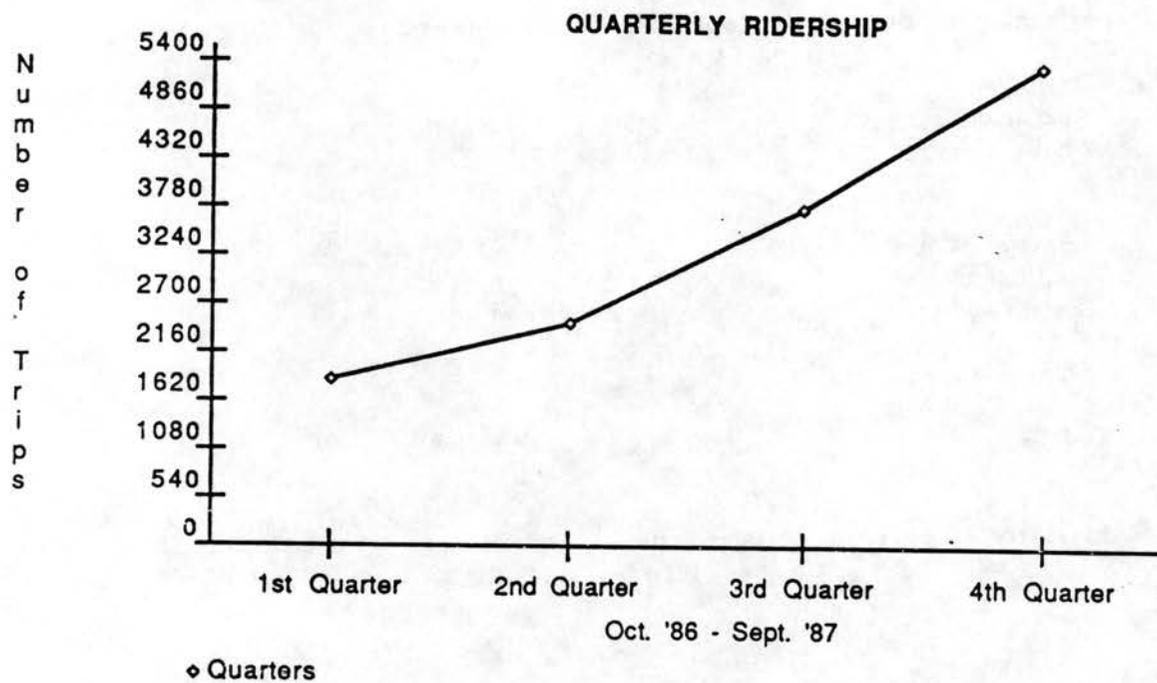
Performance data	Oct. '86- Sept. '87	Percent			
Total Rides	13,509				
Ambulatory	10,146	75.11%			
Wheelchair	3,363	24.89%			
<b>Complaint Count</b>					
Total Complaints	1	0.01%			
System Average		0.05%			
<b>Market Share</b>					
System Total Rides	778,749				
DARTS	13,509	1.73%			
<b>Quarterly Ridership</b>	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	
	1,867	2,483	3,766	5,393	

## TYPE OF TRIPS PROVIDED

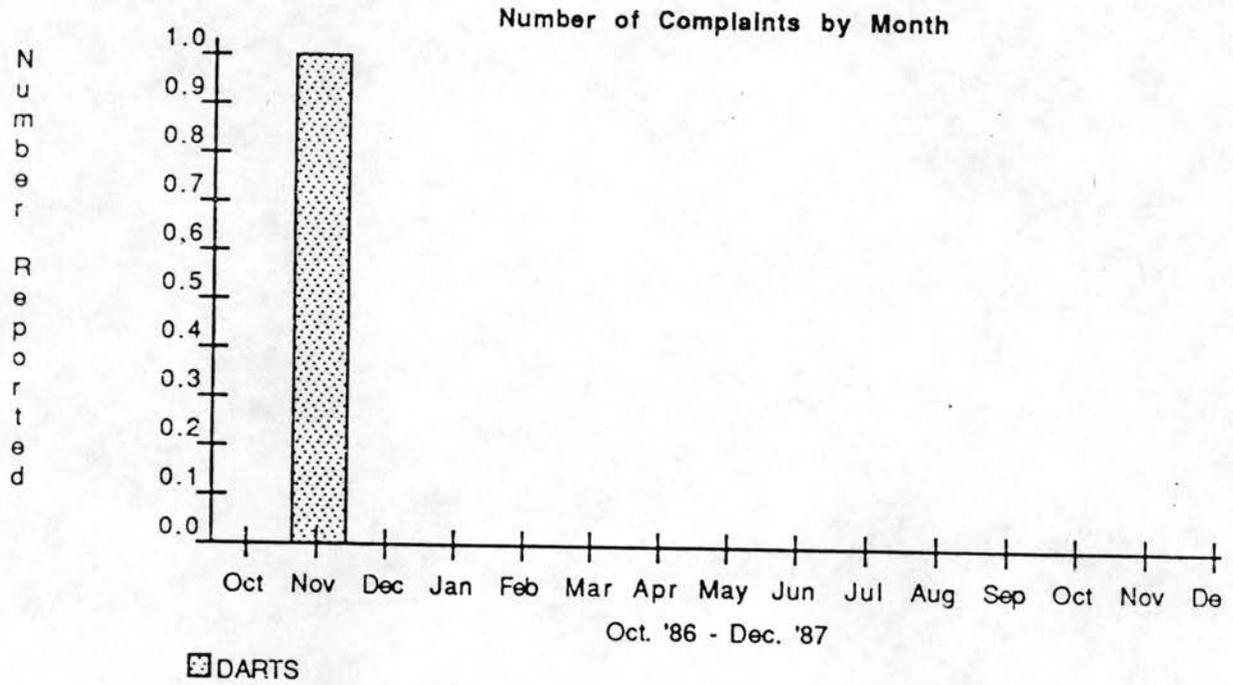


■	Ambulatory	75.1%
▣	Wheelchair	24.9%

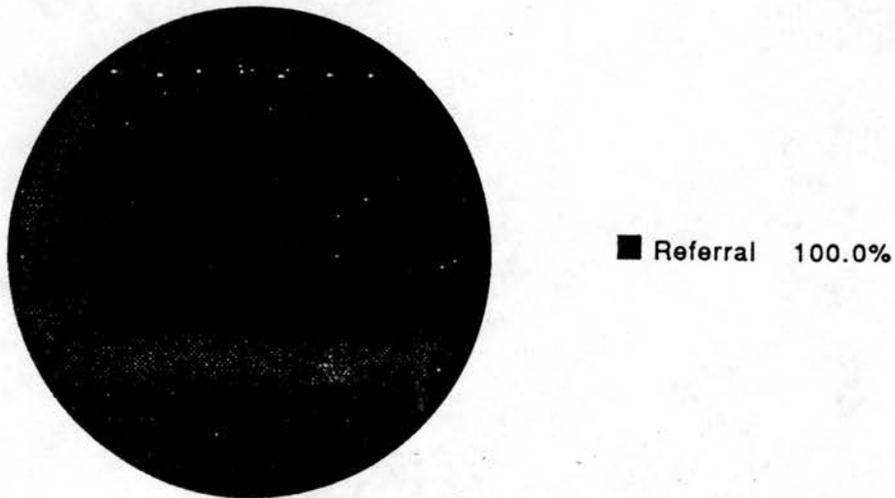
# DARTS



# DARTS



## TYPES OF COMPLAINTS



## DIAMOND

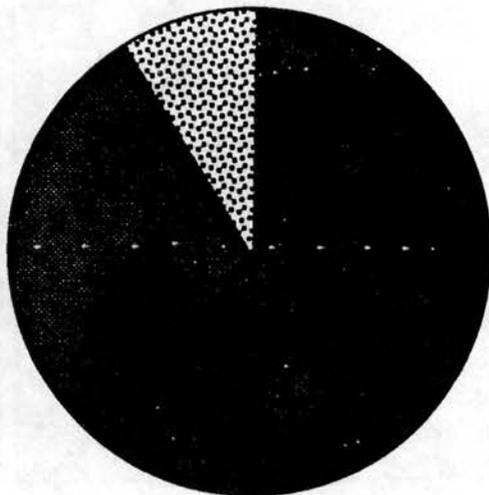
Performance data	Oct. '86- Sept. '87	Percent
Total Rides	22,876	
Ambulatory	20,831	91.06%
Wheelchair	2,045	8.94%

Complaint Count		
Total Complaints	7	0.03%
System Average		0.05%

Market Share		
System Total Rides	778,749	
Diamond Cab	22,876	2.94%

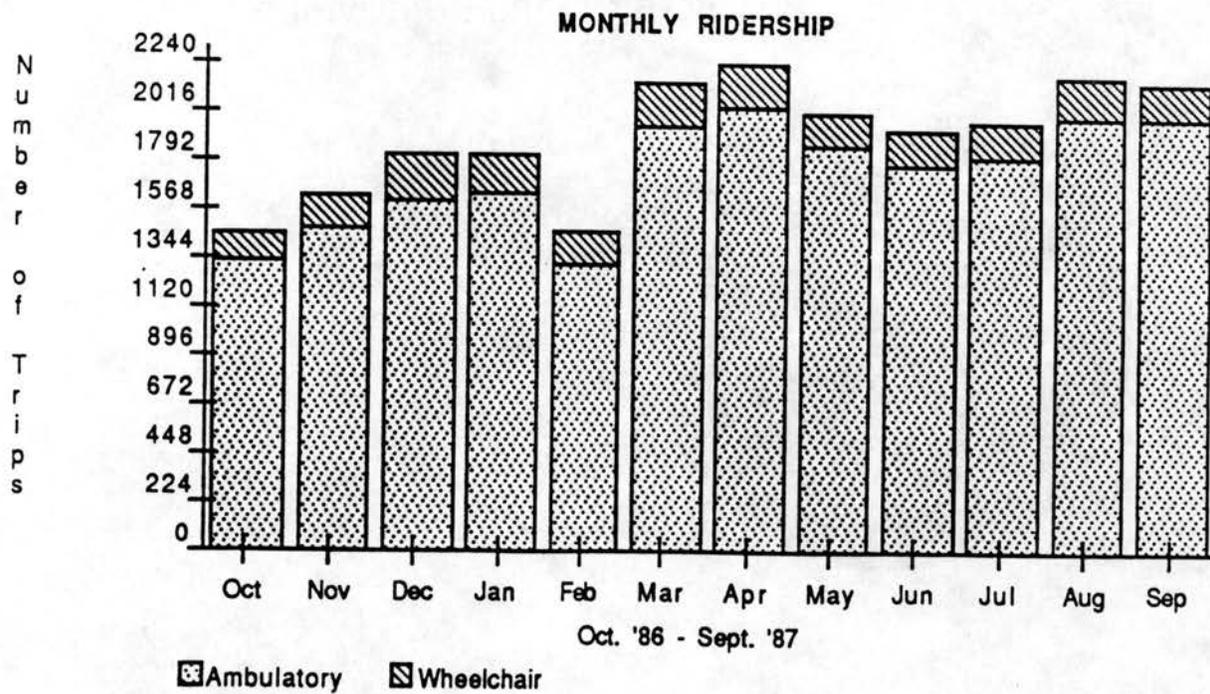
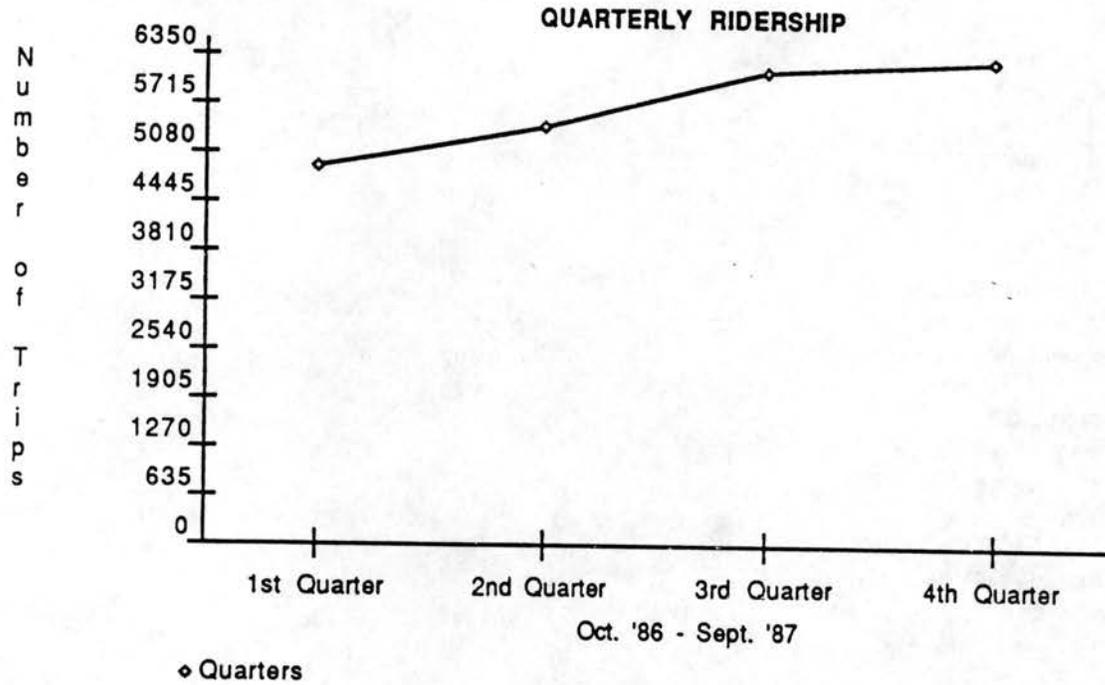
Quarterly Ridership Quarters	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	4,898	5,444	6,189	6,345

## TYPE OF TRIPS PROVIDED

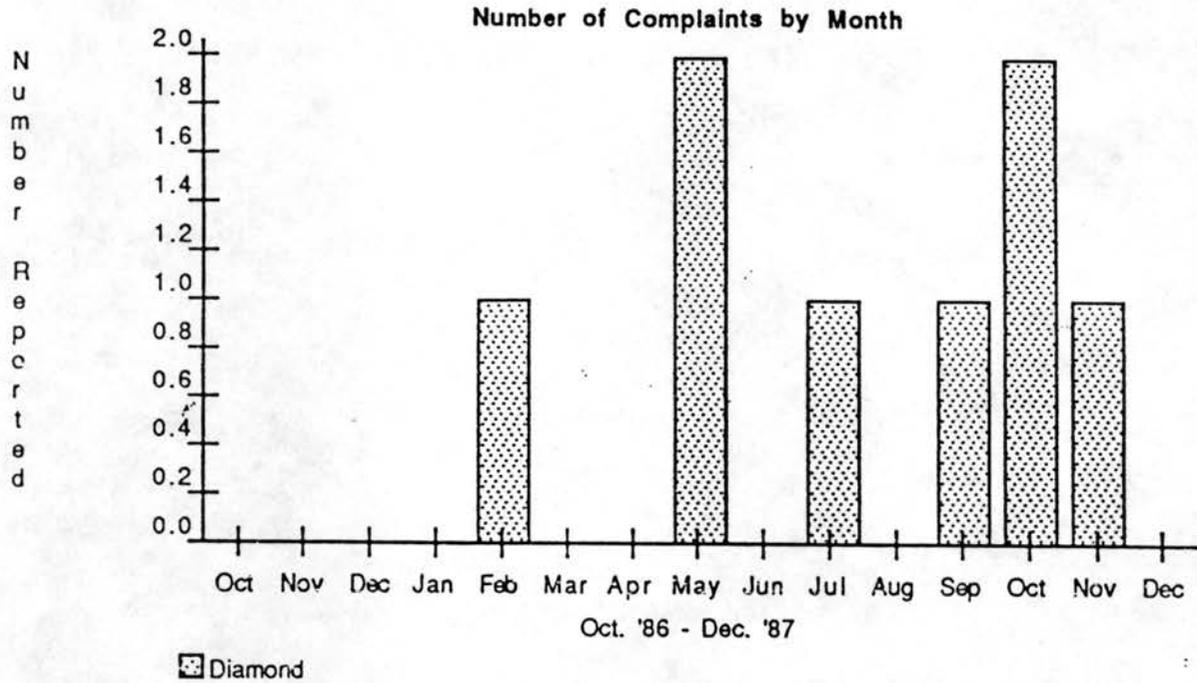


■	Ambulatory	91.1%
▣	Wheelchair	8.9%

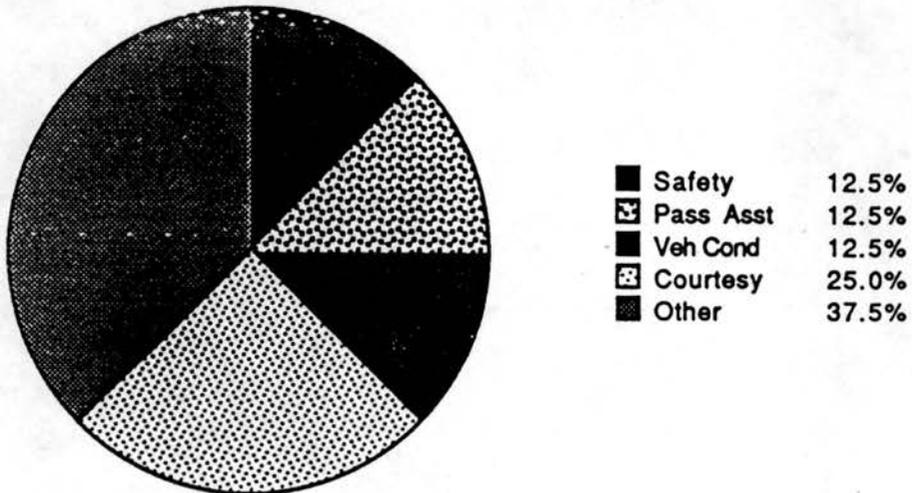
# DIAMOND



# DIAMOND



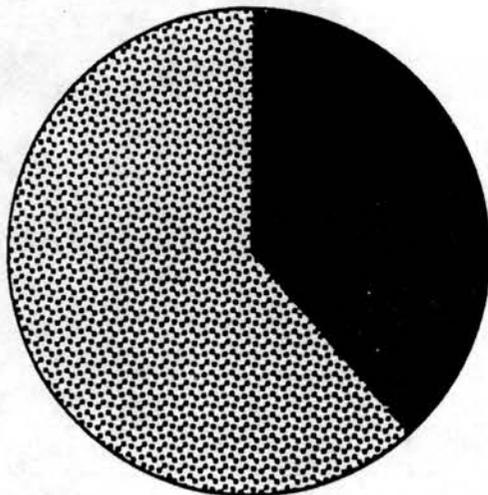
## TYPES OF COMPLAINTS



# EBENEZER

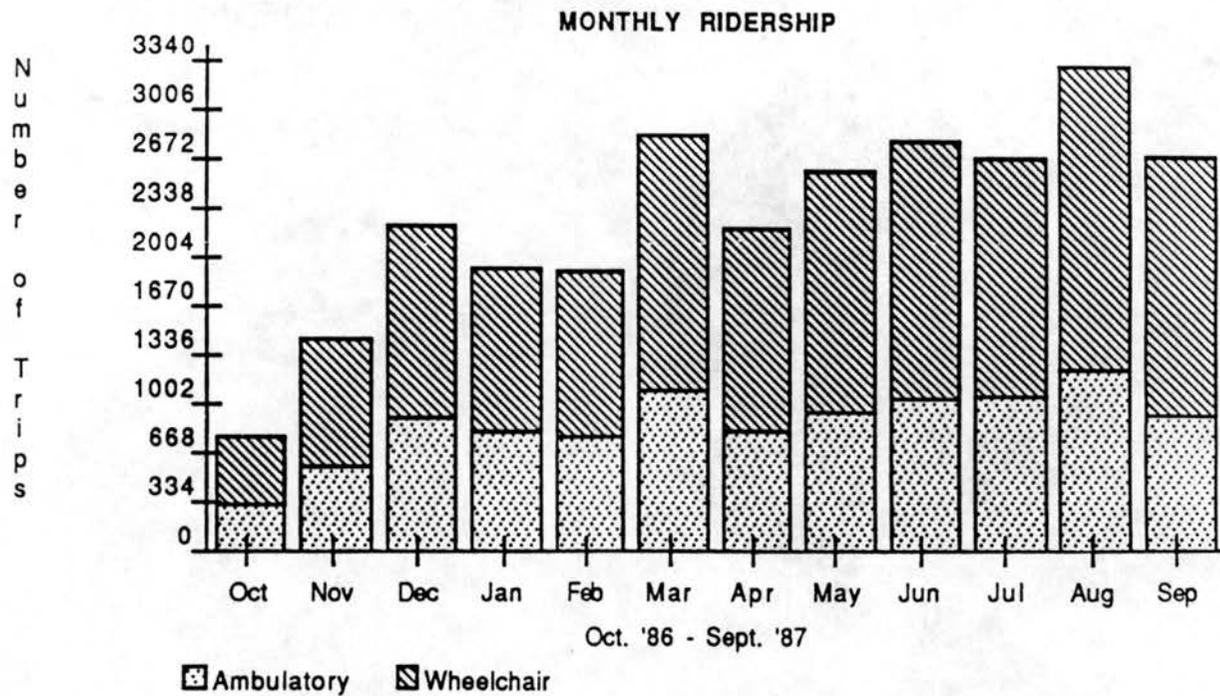
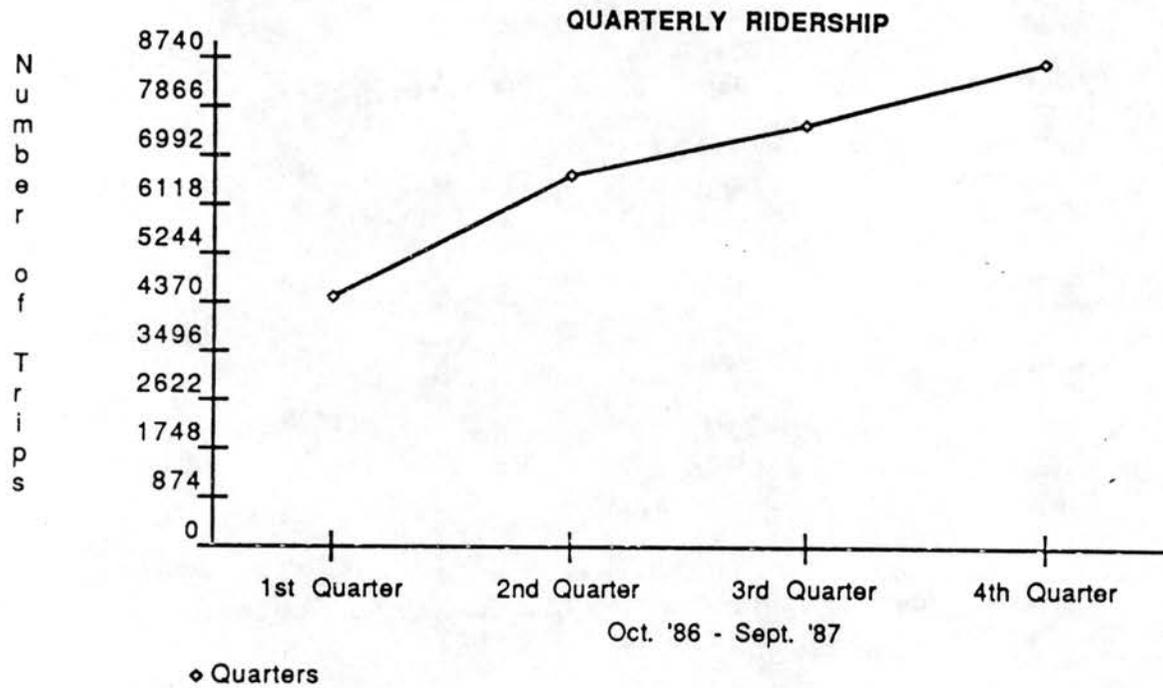
Performance data	Oct. '86- Sept. '87	Percent			
Total Rides	27,471				
Ambulatory	10,510	38.26%			
Wheelchair	16,961	61.74%			
<b>Complaint Count</b>					
Total Complaints	9	0.03%			
System Average		0.05%			
<b>Market Share</b>					
System Total Rides	778,749				
Ebenezer	27,471	3.53%			
<b>Quarterly Ridership</b>	<b>1st Quarter</b>	<b>2nd Quarter</b>	<b>3rd Quarter</b>	<b>4th Quarter</b>	
Quarters	4,460	6,674	7,597	8,740	

## TYPE OF TRIPS PROVIDED

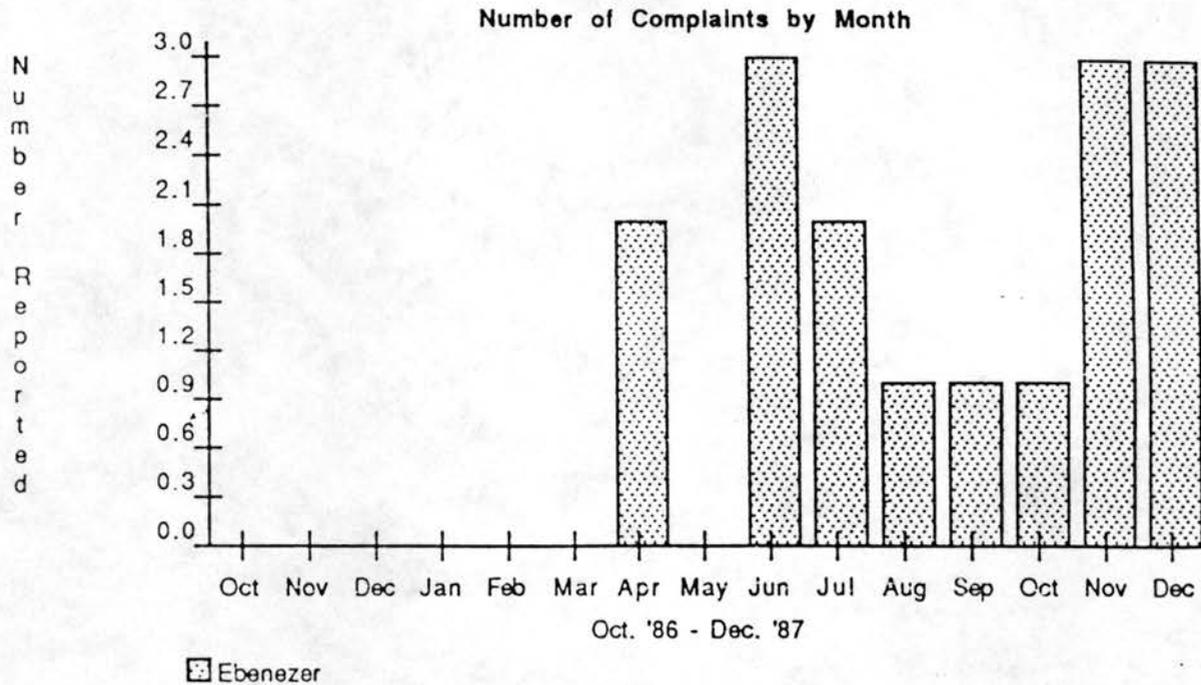


■	Ambulatory	38.3%
▣	Wheelchair	61.7%

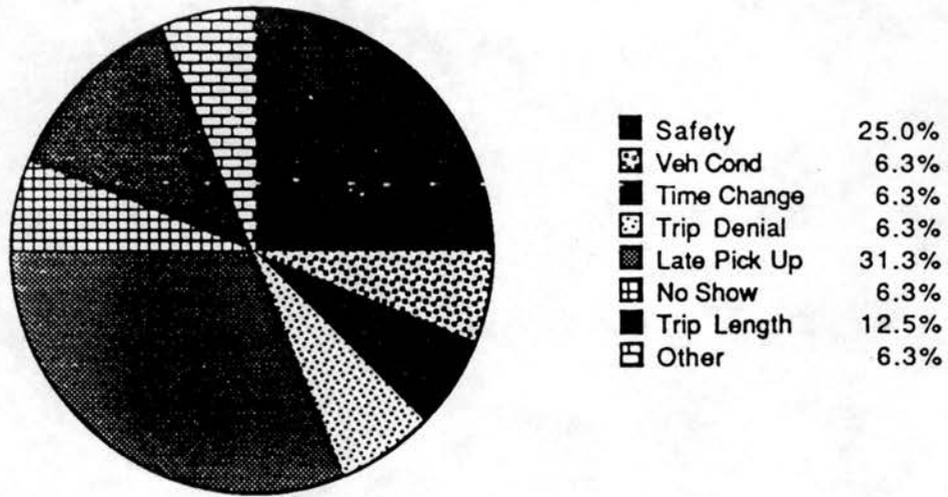
EBENEZER



# EBENEZER



## TYPES OF COMPLAINTS

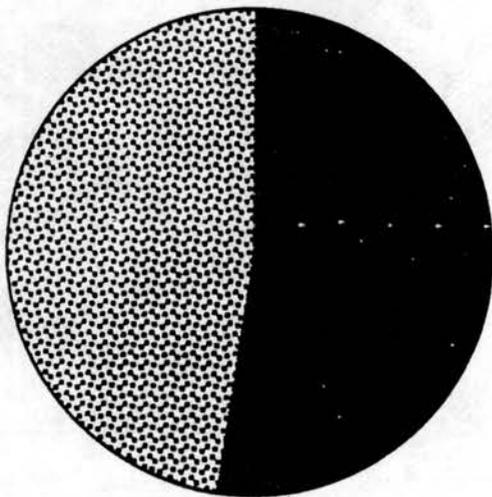


HTS

Performance data	Oct. '86- Sept. '87	Percent
Total Rides	25,085	
Ambulatory	13,082	52.15%
Wheelchair	12,003	47.85%
<b>Complaint Count</b>		
Total Complaints	9	0.04%
System Average		0.50%
<b>Market Share</b>		
System Total Rides	778,749	
HTS	25,085	3.22%

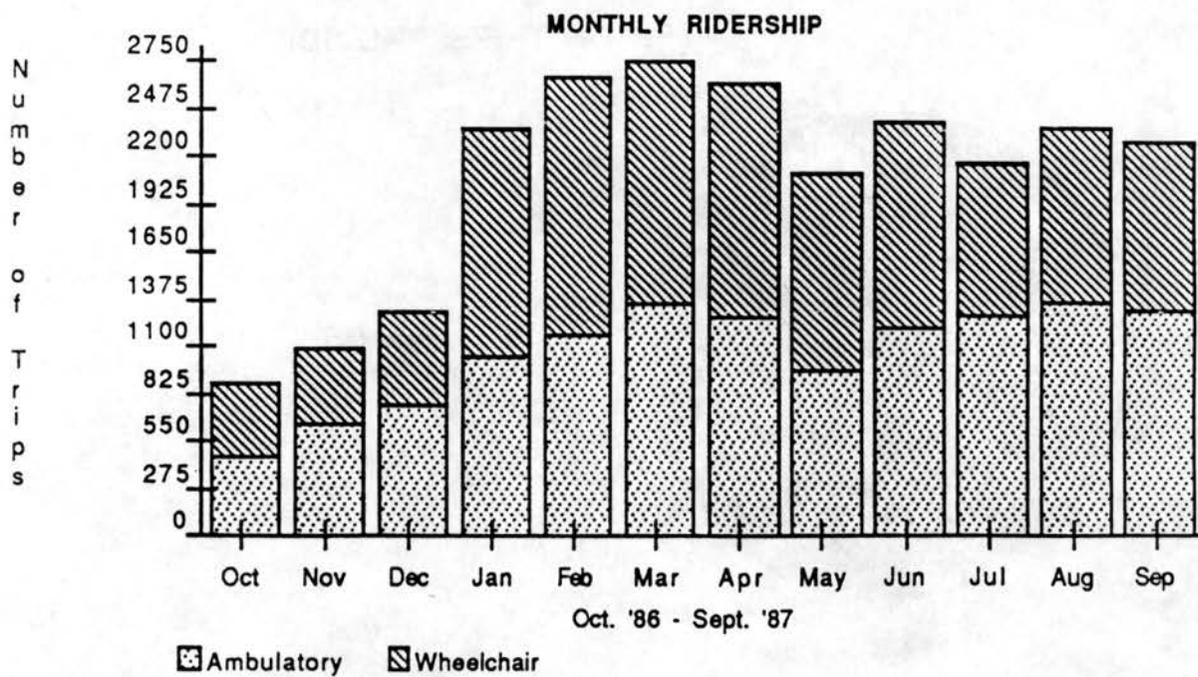
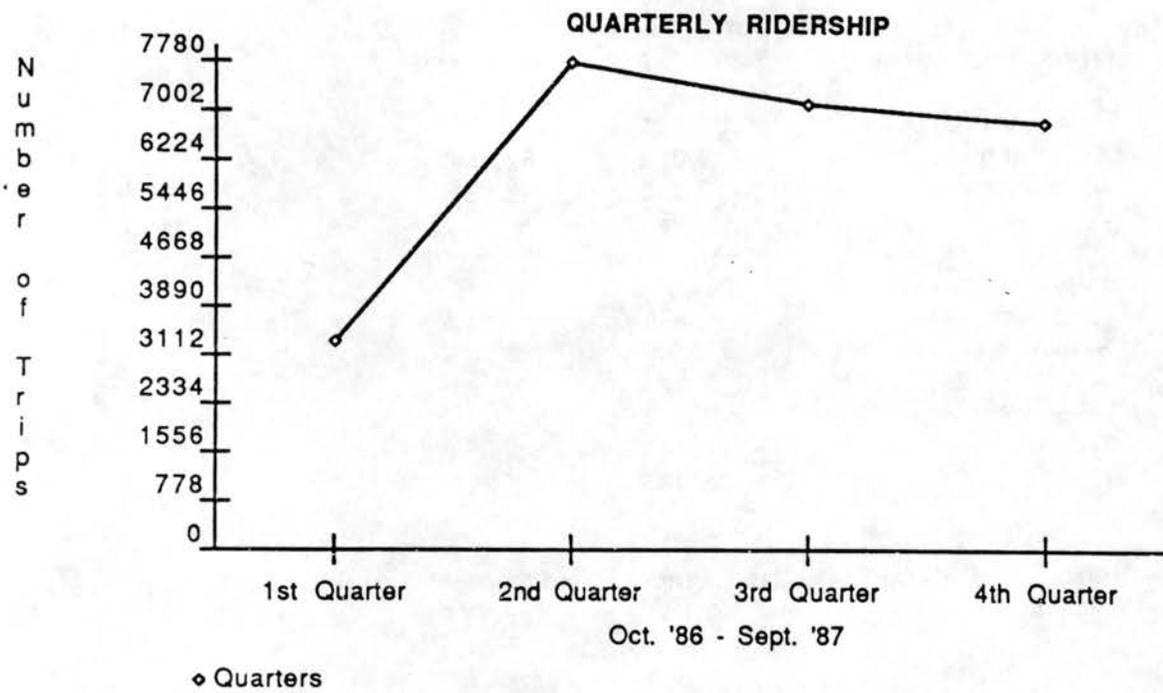
Quarterly Ridership Quarters	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	3,311	7,774	7,140	6,860

TYPE OF TRIPS PROVIDED

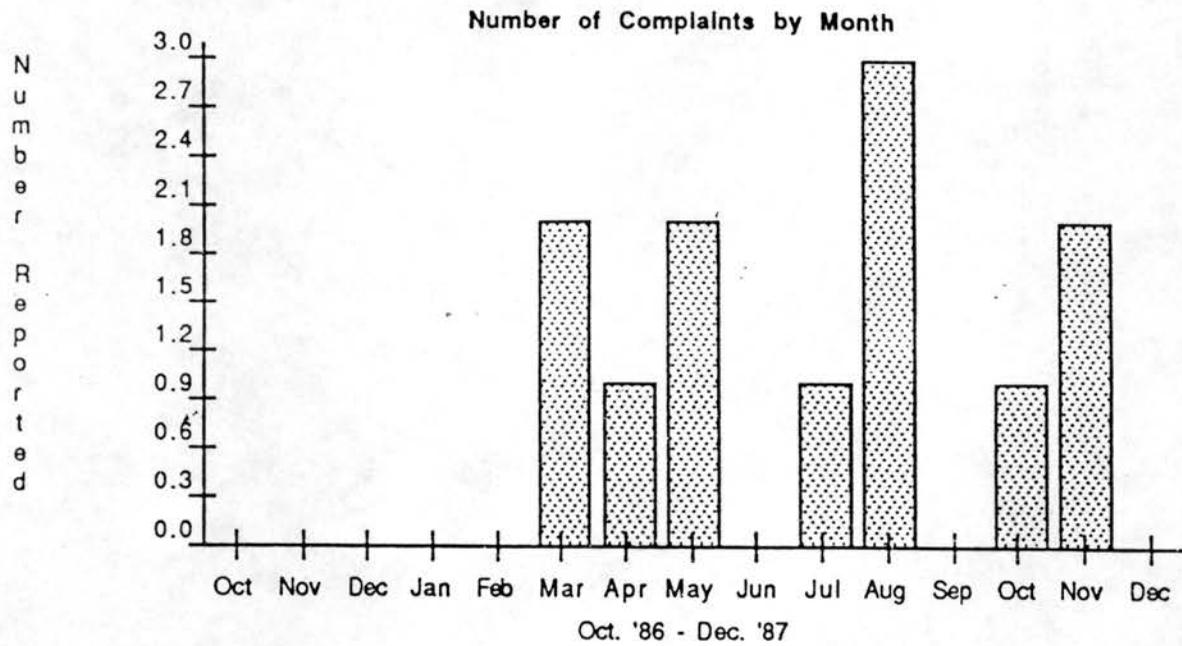


■	Ambulatory	52.2%
▣	Wheelchair	47.8%

HTS

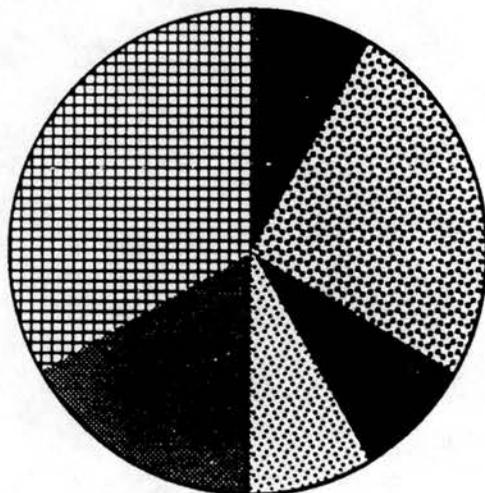


HTS



HTS

### TYPES OF COMPLAINTS



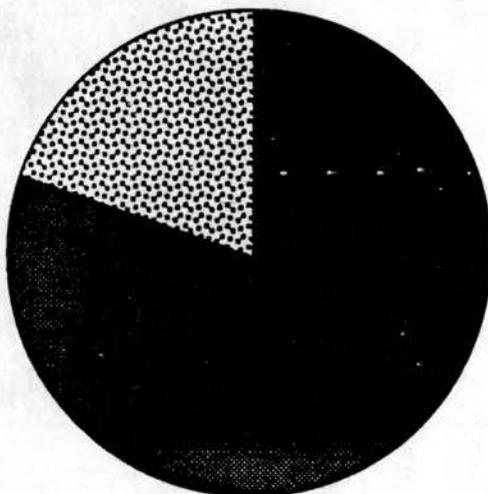
■ Safety	8.3%
▣ Trip Denial	25.0%
■ Late Pick Up	8.3%
▣ Cost	8.3%
▣ Courtesy	16.7%
▣ Other	33.3%

## HANDICABS

Performance data	Oct. '86- Sept. '87	Percent
Total Rides	80,462	
Ambulatory	64,510	80.17%
Wheelchair	15,952	19.8%
<b>Complaint Count</b>		
Total Complaints	9	0.01%
System Average		0.05%
<b>Market Share</b>		
System Total Rides	778,749	
Handicabs	80,462	10.33%

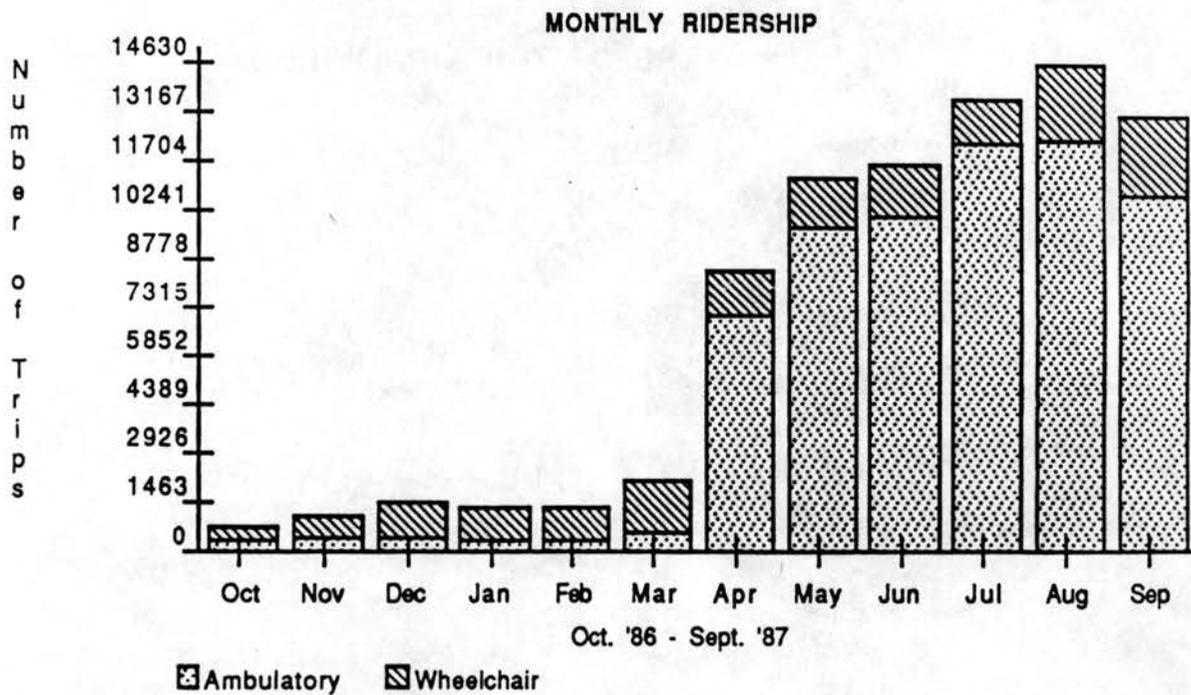
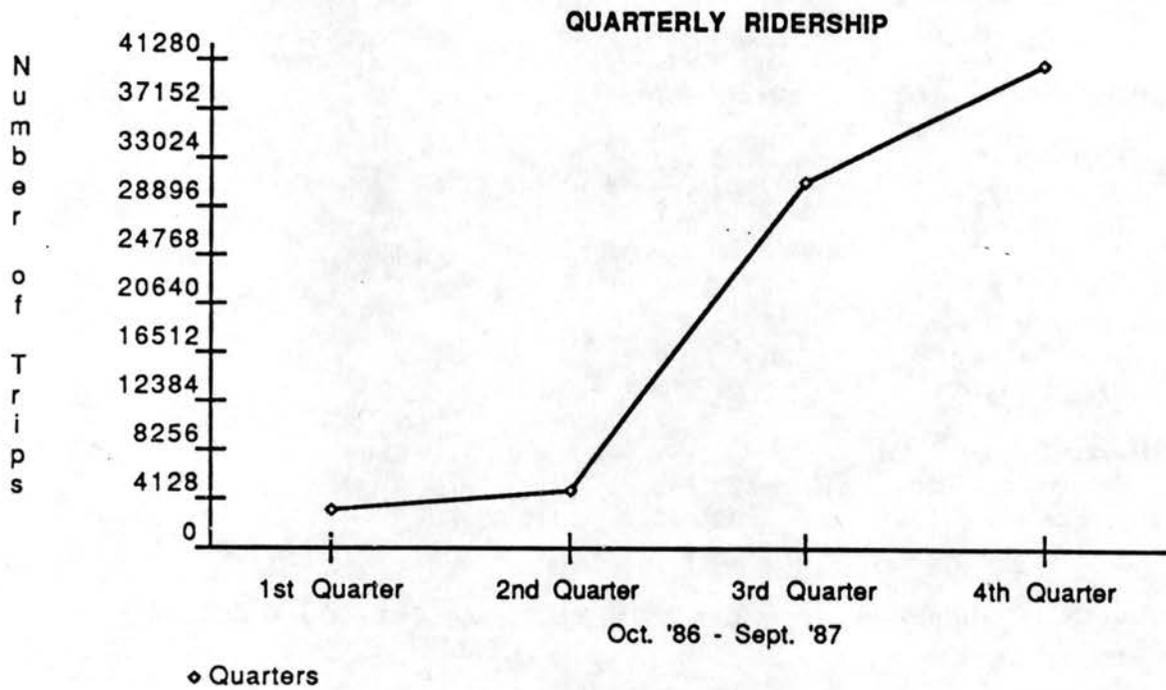
Quarterly Ridership Quarters	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	3,173	4,749	31,260	41,280

## TYPE OF TRIPS PROVIDED

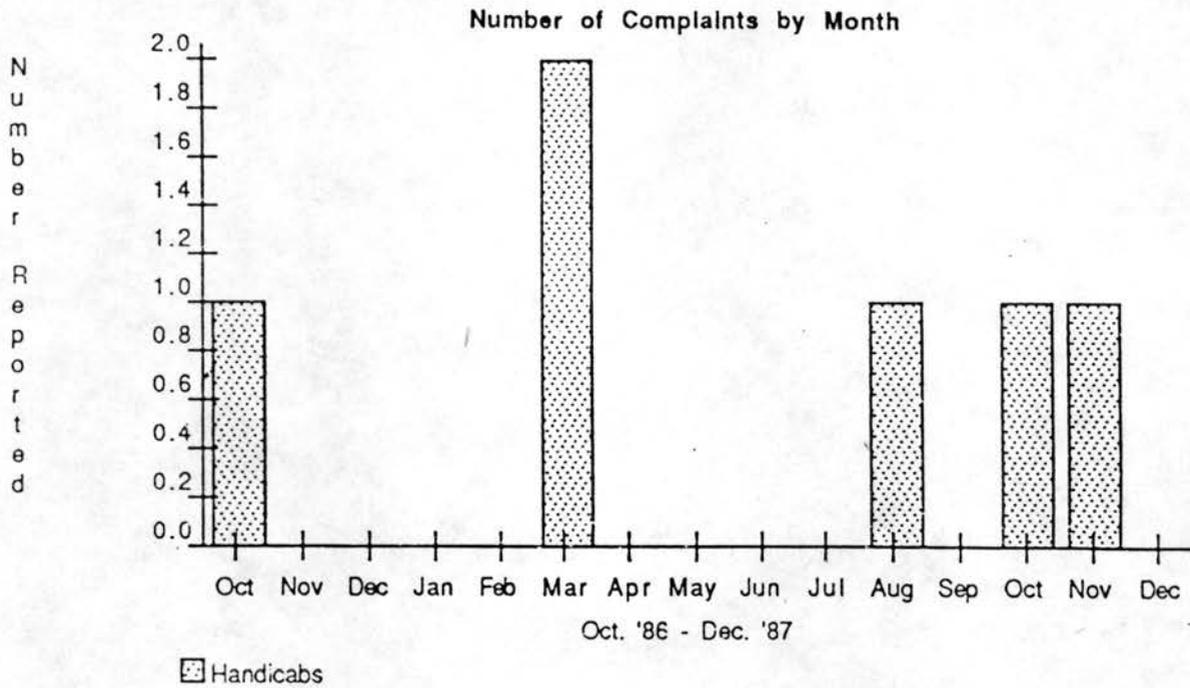


■	Ambulatory	80.2%
▣	Wheelchair	19.8%

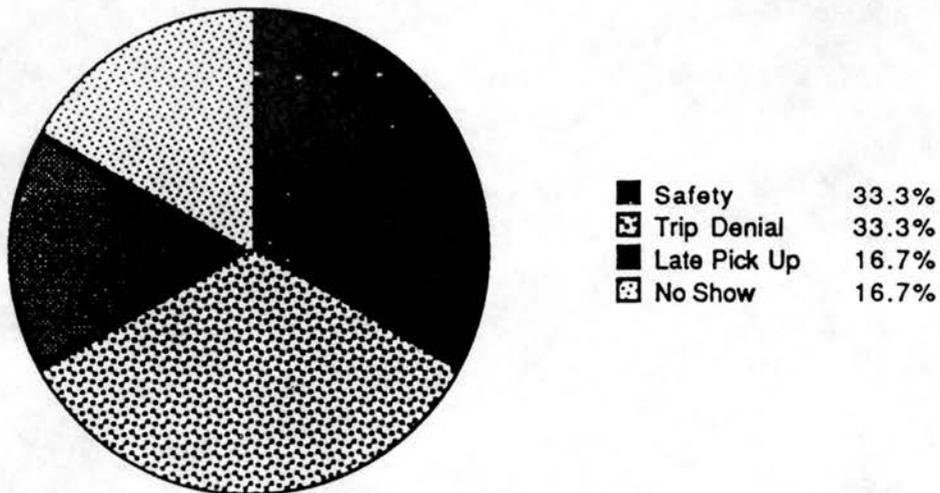
# HANDICABS



## HANDICABS



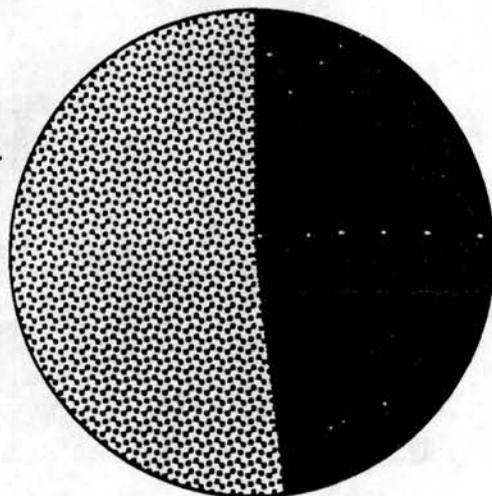
## TYPES OF COMPLAINTS



## KARE KABS

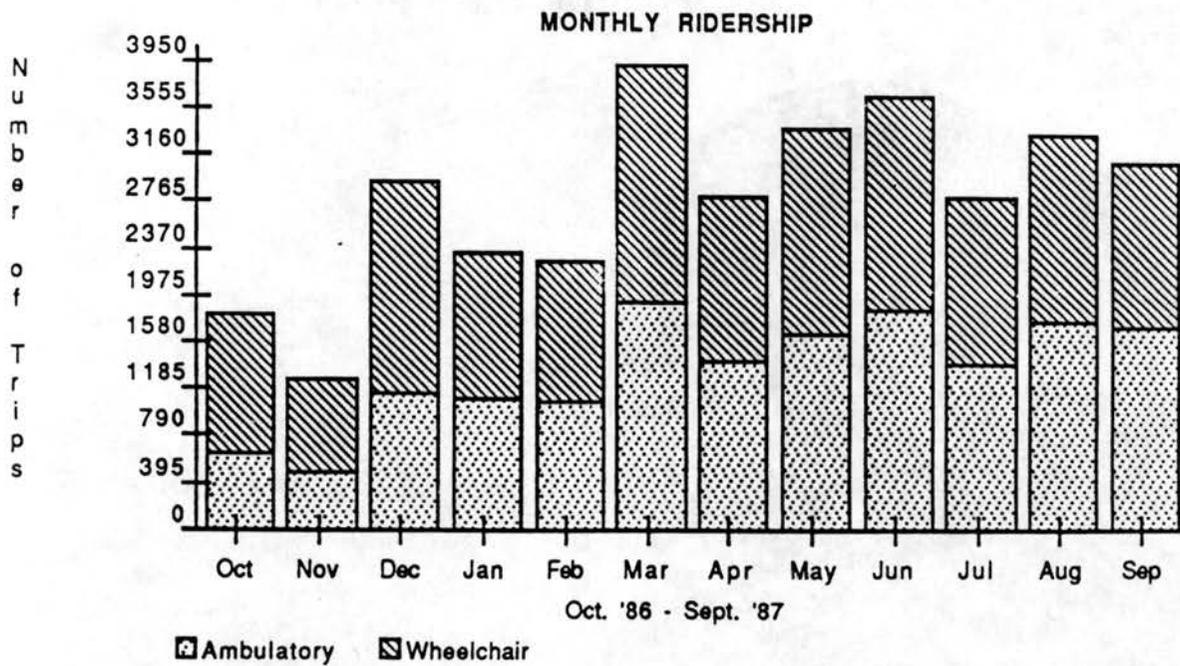
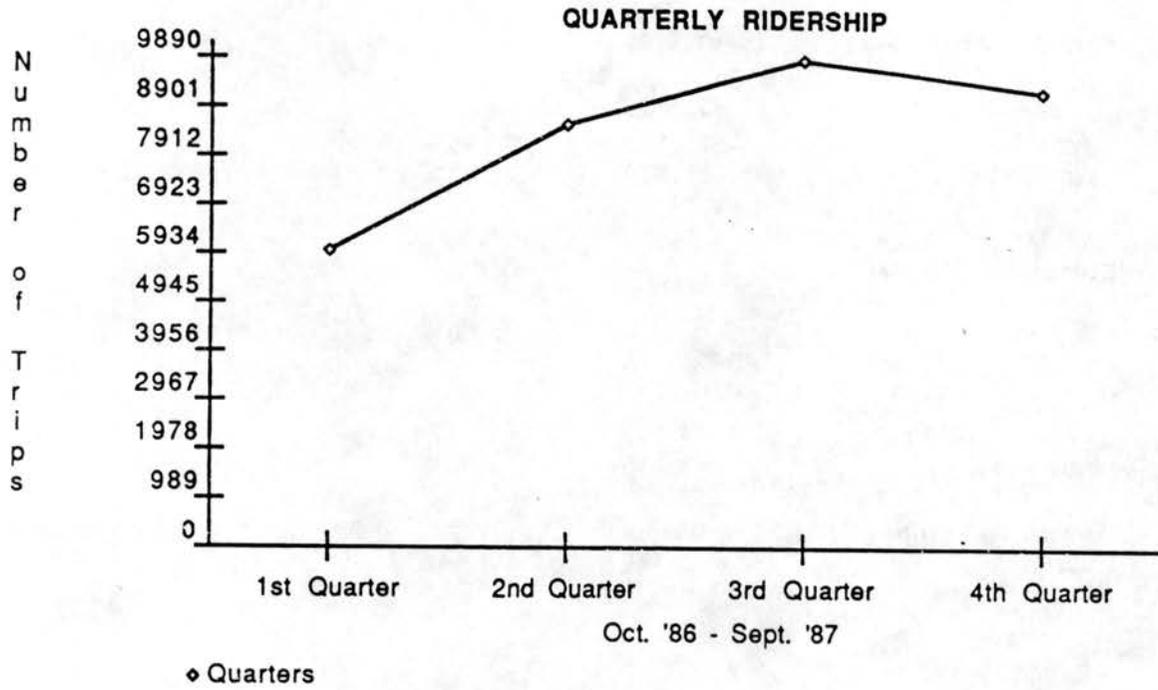
Performance data	Oct. '86- Sept. '87	Percent			
Total Rides	33,715				
Ambulatory	16,176	47.98%			
Wheelchair	17,539	52.02%			
<b>Complaint Count</b>					
Total Complaints	48	0.14%			
System Average		0.50%			
<b>Market Share</b>					
System Total Rides	778,749				
Kare Kabs	33,715	4.33%			
<b>Quarterly Ridership</b>	<b>1st Quarter</b>	<b>2nd Quarter</b>	<b>3rd Quarter</b>	<b>4th Quarter</b>	
Quarters	5,975	8,546	9,884	9,313	

## TYPE OF TRIPS PROVIDED

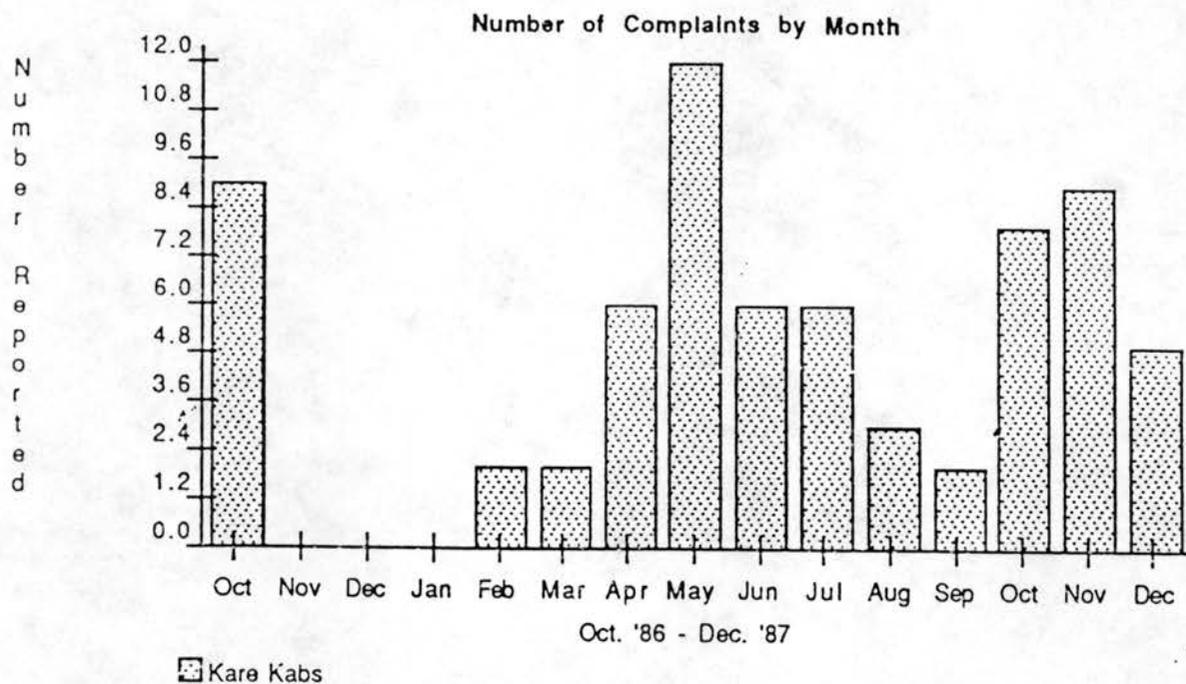


■	Ambulatory	48.0%
▣	Wheelchair	52.0%

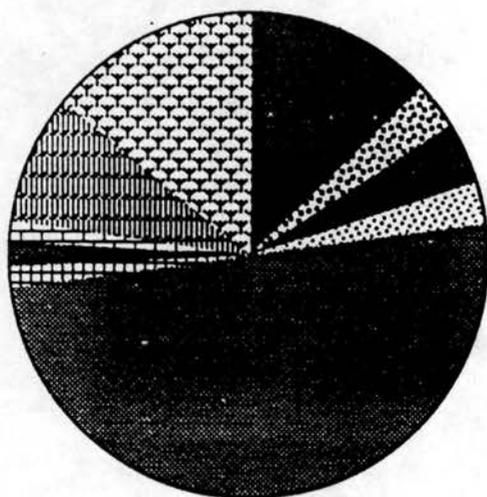
# KARE KABS



## KARE KABS



## TYPES OF COMPLAINTS

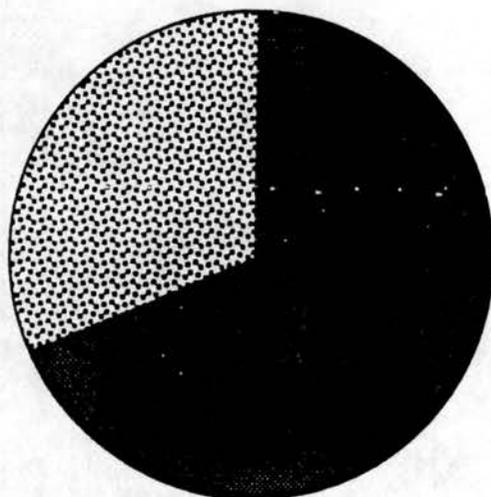


■ Safety	12.9%
▣ Pass Asst	2.9%
■ Veh Cond	4.3%
▣ Trip Denial	2.9%
▣ Late Pick Up	50.0%
▣ No Show	1.4%
▣ Trip Length	1.4%
▣ Cost	1.4%
▣ Courtesy	8.6%
▣ Other	14.3%

## METRO RIDE

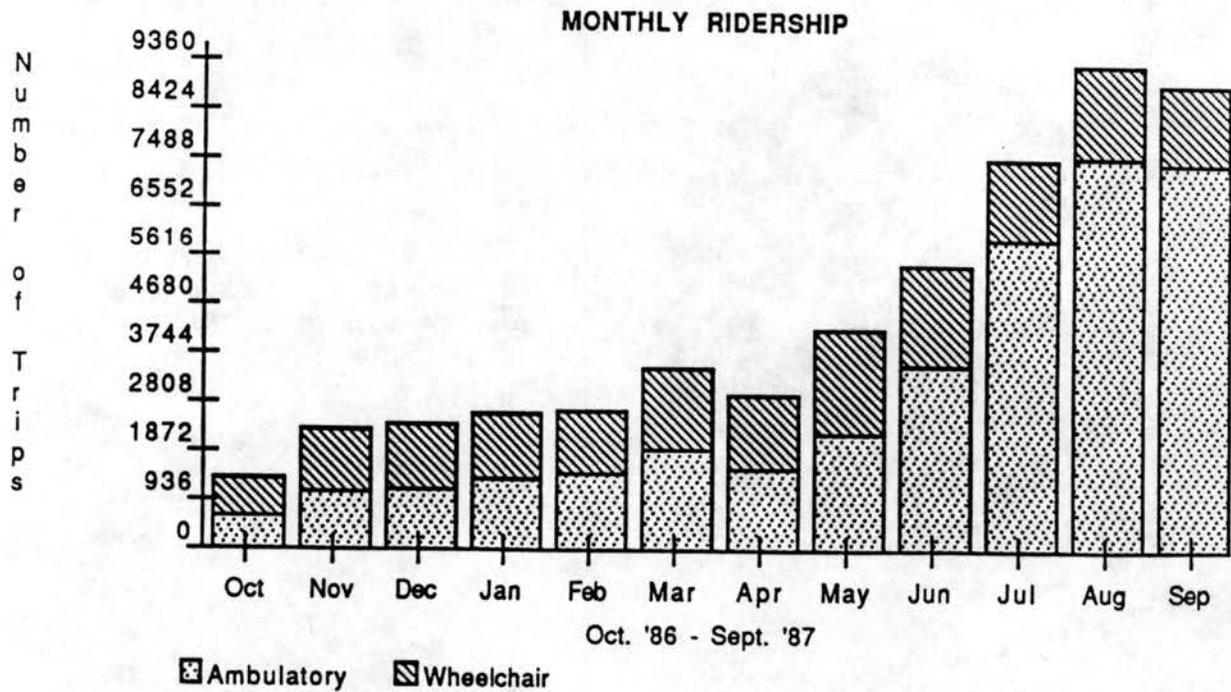
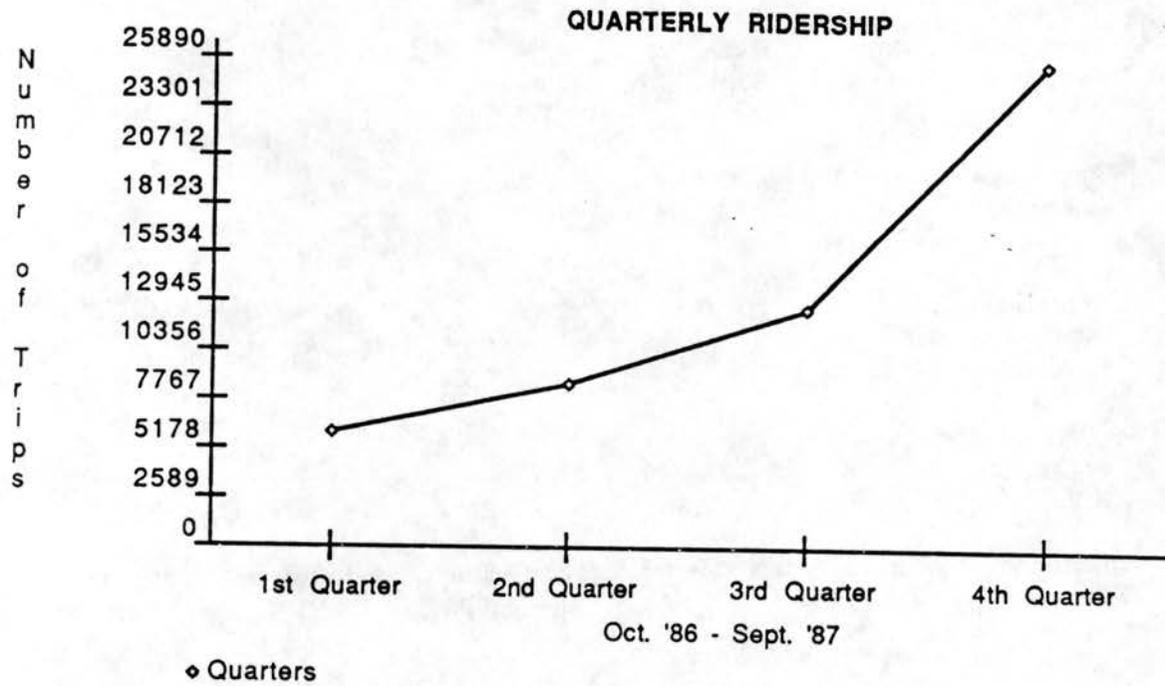
Performance data	Oct. '86- Sept. '87	Percent			
Total Rides	56,362				
Ambulatory	38,485	68.28%			
Wheelchair	17,877	31.72%			
<b>Complaint Count</b>					
Total Complaints	18	0.03%			
System Average		0.05%			
<b>Market Share</b>					
System Total	778,749				
Metro Ride	56,362	7.24%			
<b>Quarterly Ridership</b>					
Quarters	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	
	6,028	8,698	12,600	25,889	

## TYPE OF TRIPS PROVIDED

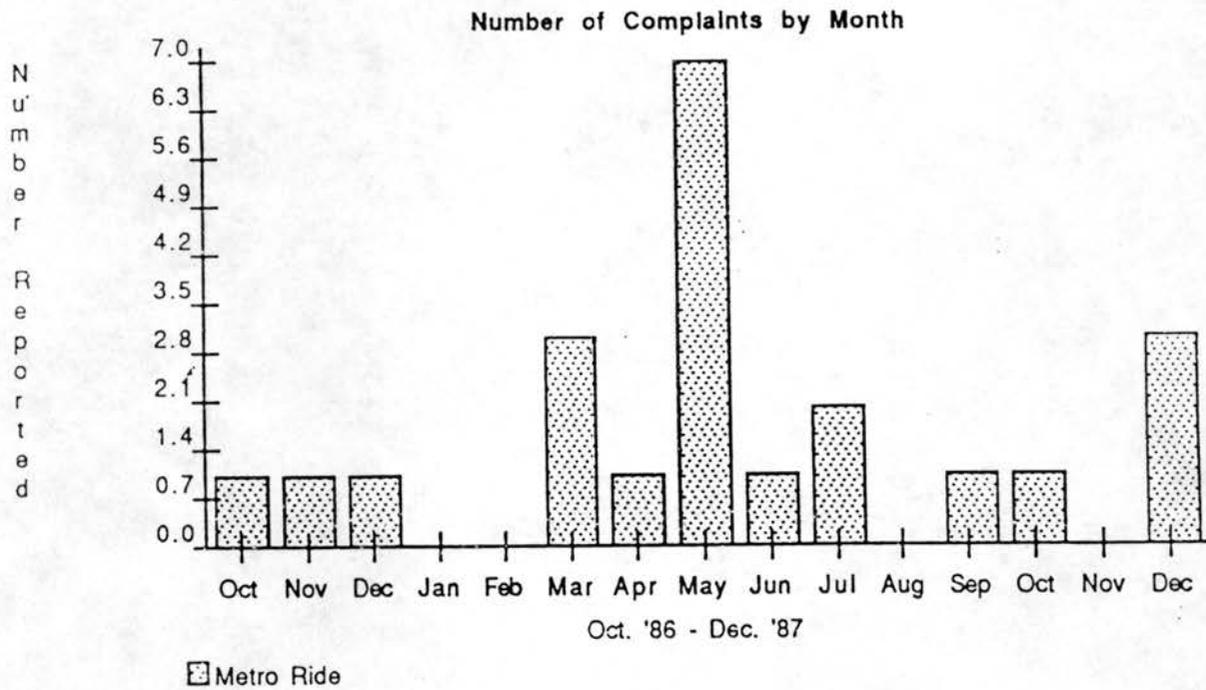


■	Ambulatory	68.3%
▨	Wheelchair	31.7%

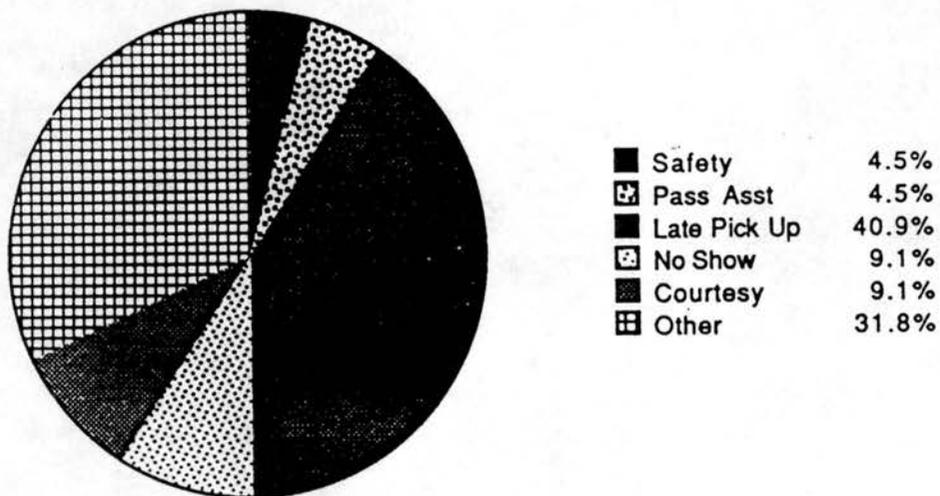
# METRO RIDE



## METRO RIDE



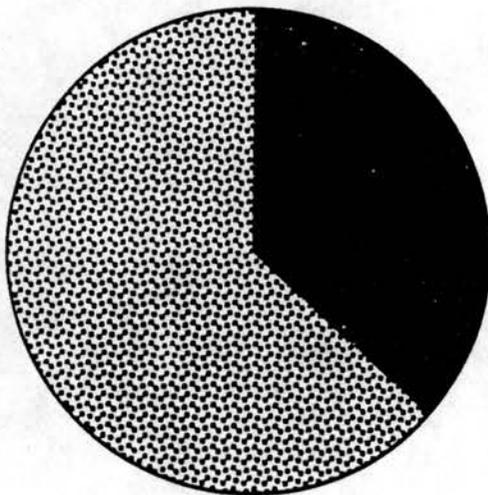
## TYPES OF COMPLAINTS



## MEDKAB

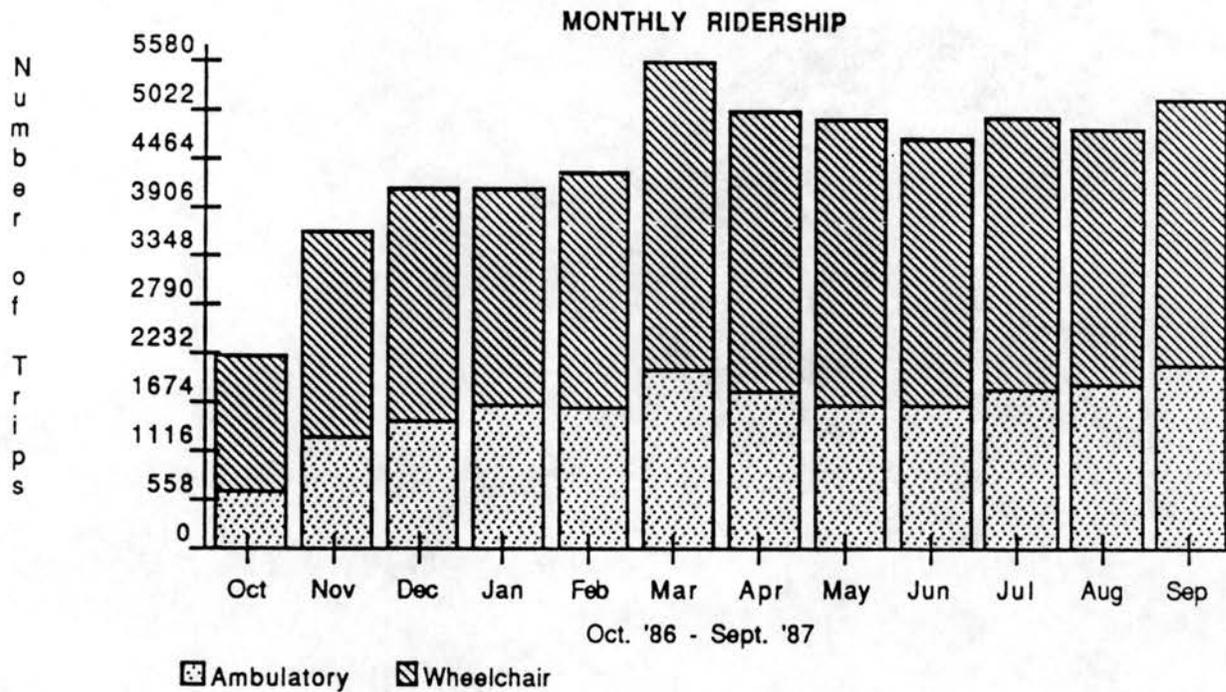
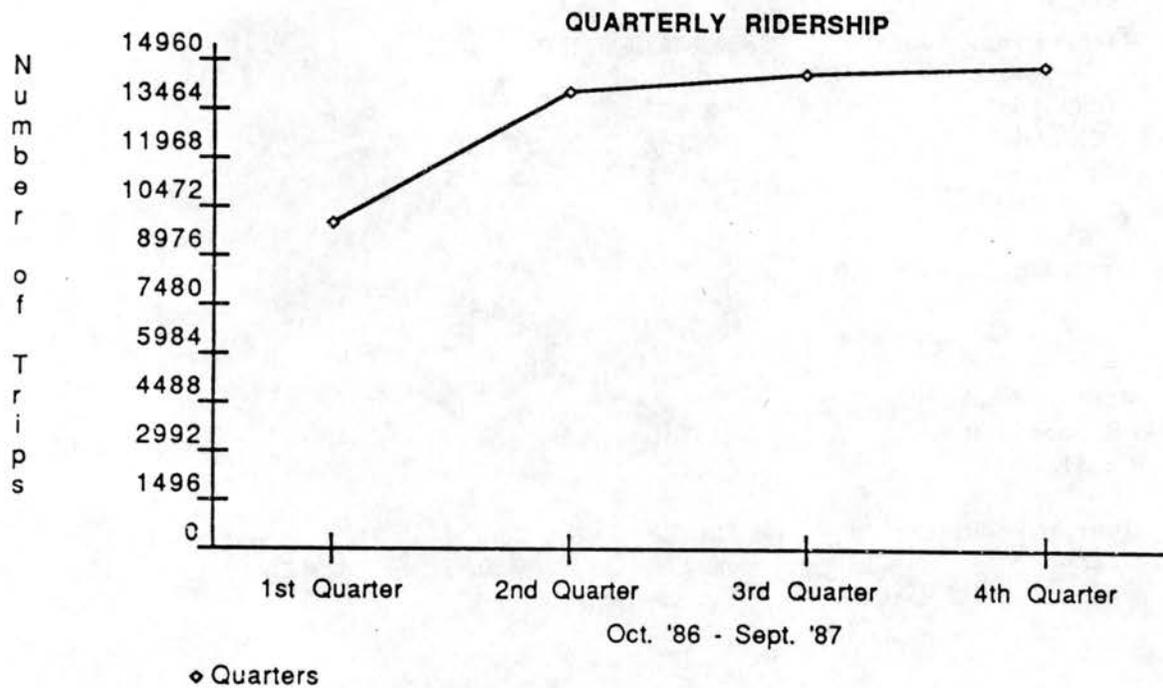
Performance data	Oct. '86- Sept. '87	Percent			
Total Rides	53,567				
Ambulatory	19,582	36.56%			
Wheelchair	33,985	63.44%			
<b>Complaint Count</b>					
Total Complaints	7	0.01%			
System Average		0.05%			
<b>Market Share</b>					
System Total Rides	778,749				
Med Kab	53,567	6.88%			
<b>Quarterly Ridership</b>					
Quarters	1st Quarter 9,976	2nd Quarter 14,013	3rd Quarter 14,624	4th Quarter 14,954	

## TYPE OF TRIPS PROVIDED

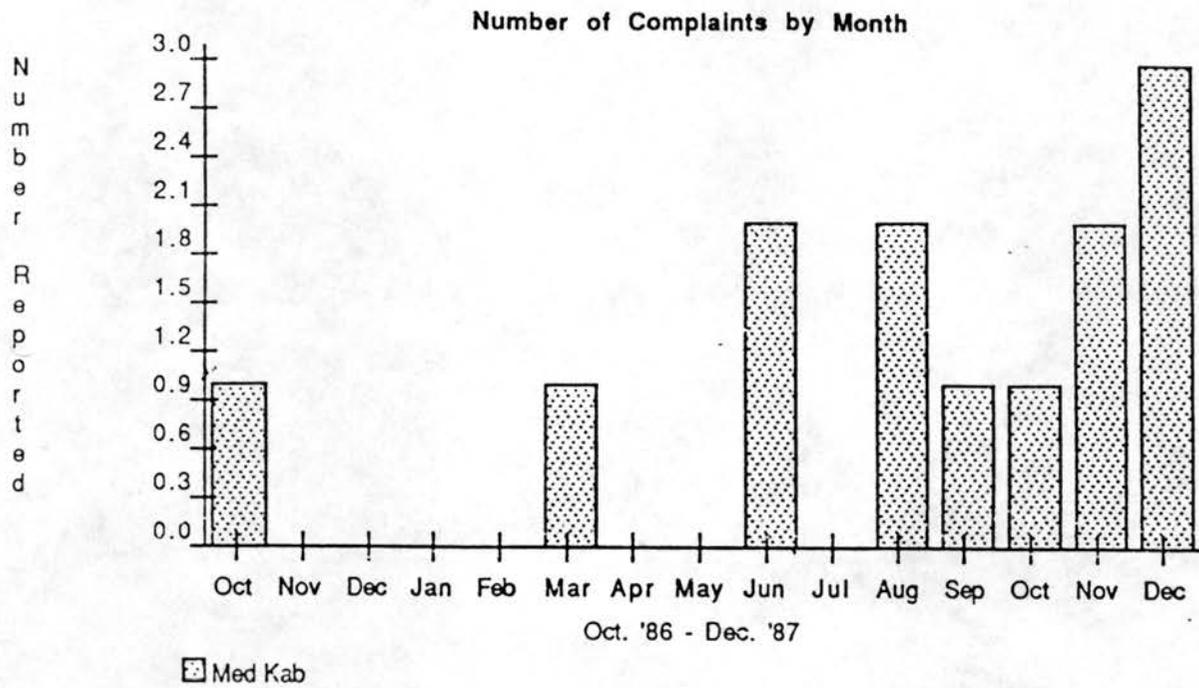


■	Ambulatory	36.6%
▣	Wheelchair	63.4%

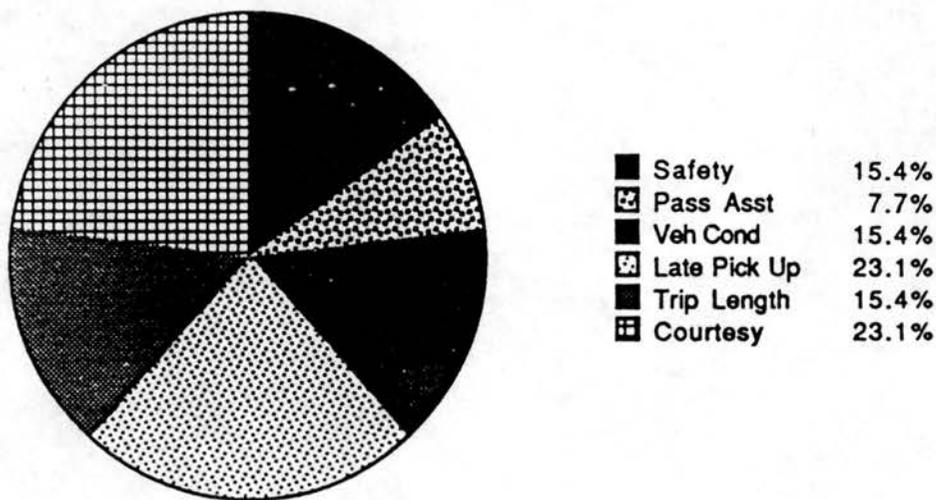
# MEDKAB



# MED KAB



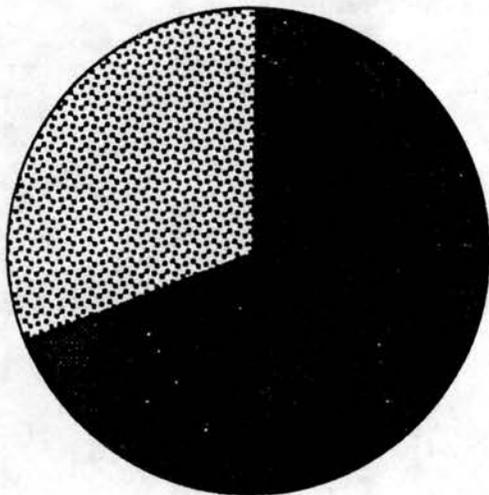
## TYPES OF COMPLAINTS



## MORLEY/SUBURBAN

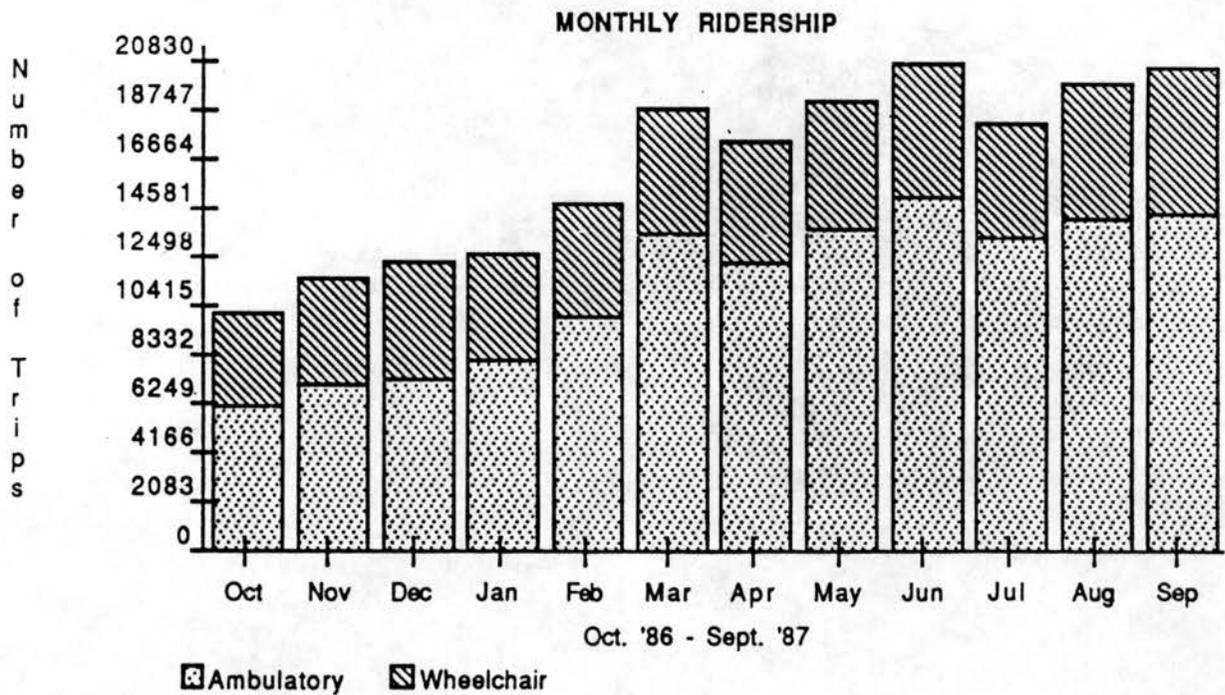
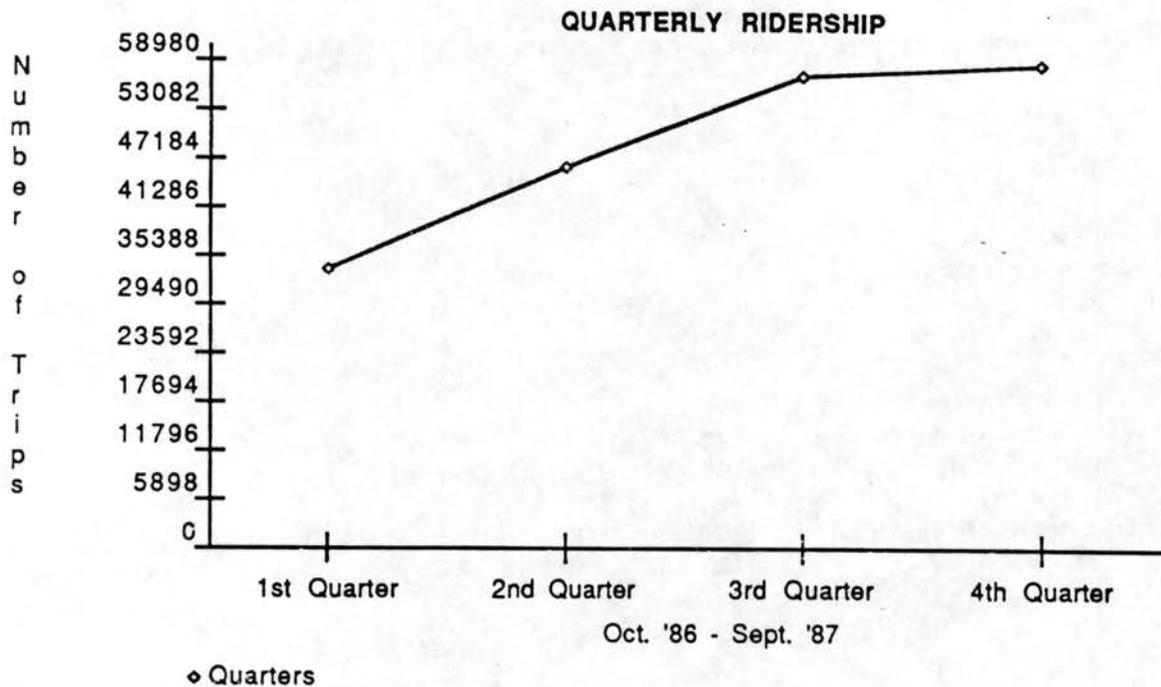
Performance data	Oct. '86- Sept. '87	Percent		
Total Rides	196,430			
Ambulatory	135,158	68.81%		
Wheelchair	61,272	31.19%		
<b>Complaint Count</b>				
Total Complaints	28	0.01%		
System Average		0.05%		
<b>Market Share</b>				
System Total Rides	778,749			
Morley/Suburban	196,430	25.22%		
<b>Quarterly Ridership</b>				
Quarters	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	33,852	46,197	57,401	58,980

## TYPE OF TRIPS PROVIDED

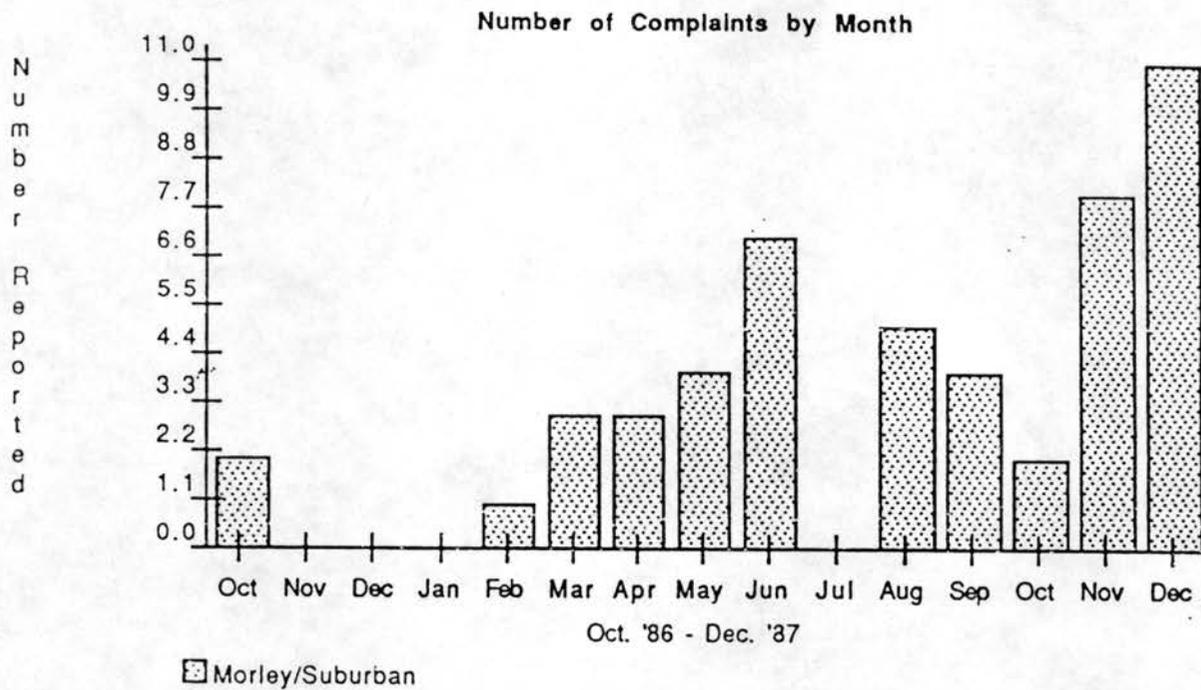


■	Ambulatory	68.8%
▣	Wheelchair	31.2%

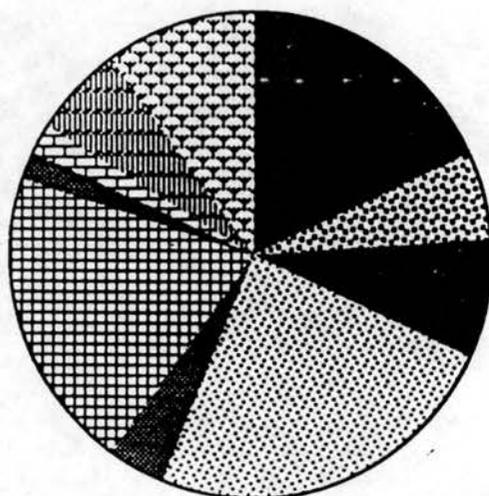
MORLEY/SUBURBAN



## MORLEY/ SUBURBAN



## TYPES OF COMPLAINTS

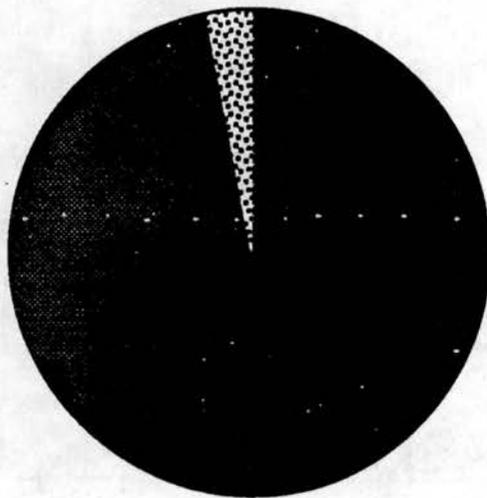


■ Safety	18.0%
▣ Pass Asst	6.0%
■ Veh Cond	8.0%
▣ Referral	24.0%
▣ Trip Denial	4.0%
▣ Late Pick Up	20.0%
■ No Show	2.0%
▣ Trip Length	2.0%
▣ Courtesy	6.0%
▣ Other	10.0%

## TRANSPORTATION MANAGEMENT

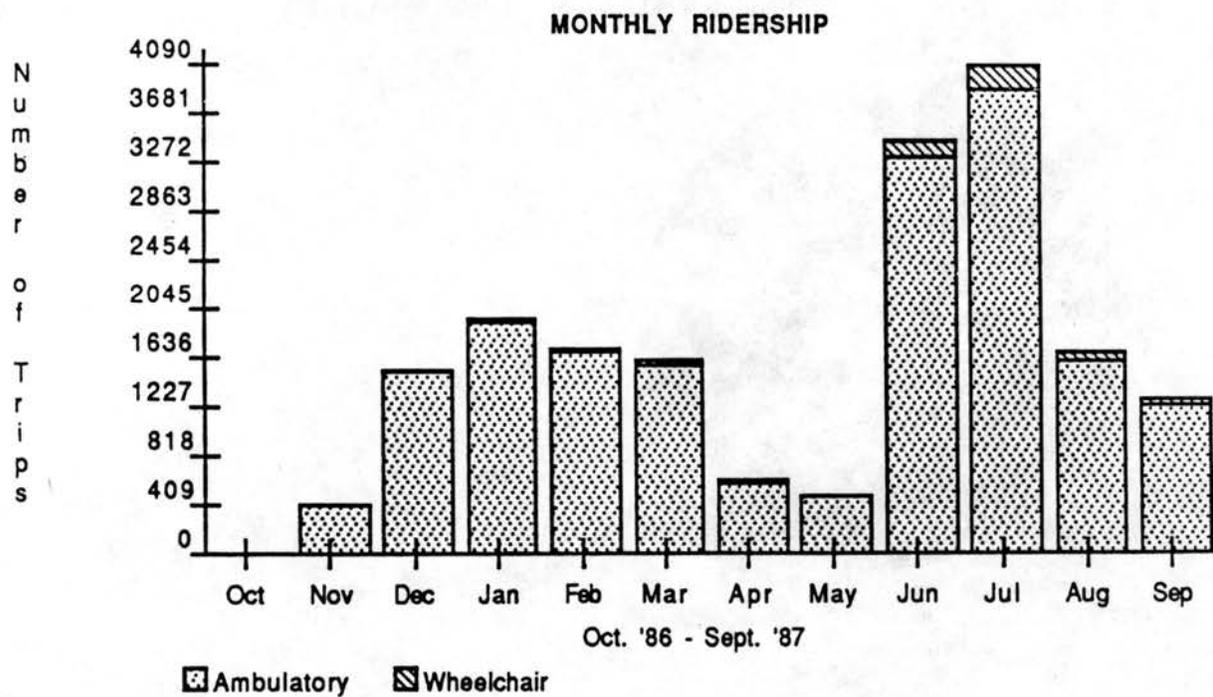
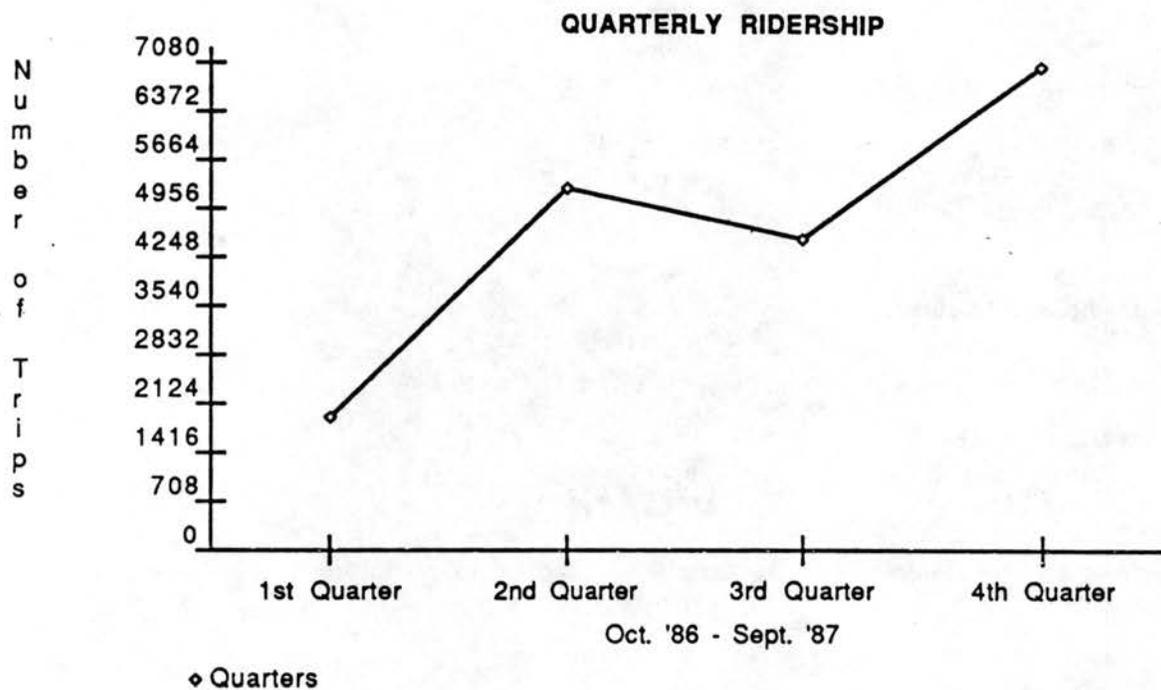
Performance data	Oct. '86- Sept. '87	Percent			
Total Rides	18,762				
Ambulatory	18,198	96.99%			
Wheelchair	564	3.01%			
<b>Complaint Count</b>					
Total Complaints	24	0.13%			
System Average		0.05%			
<b>Market Share</b>					
System Total Rides	778,749				
Transp Mgmt	18,762				
<b>Quarterly Ridership</b>					
Quarters	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	
	1,916	5,252	4,513	7,076	

## TYPE OF TRIPS PROVIDED

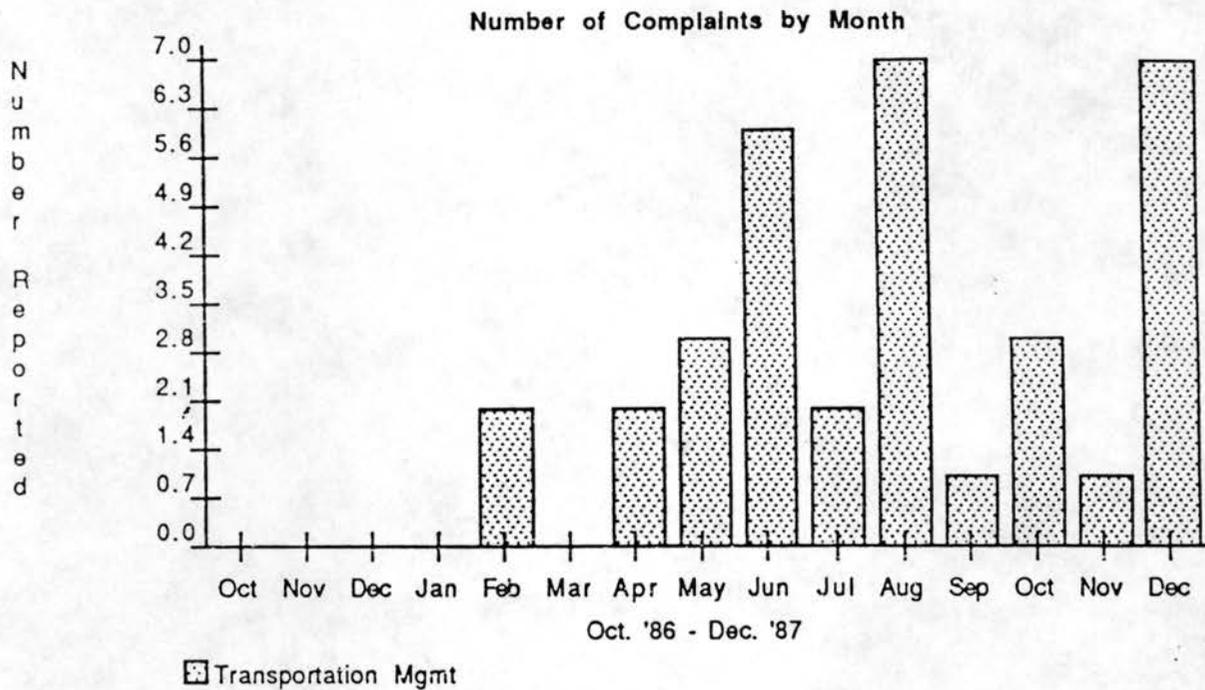


■	Ambulatory	97.0%
◻	Wheelchair	3.0%

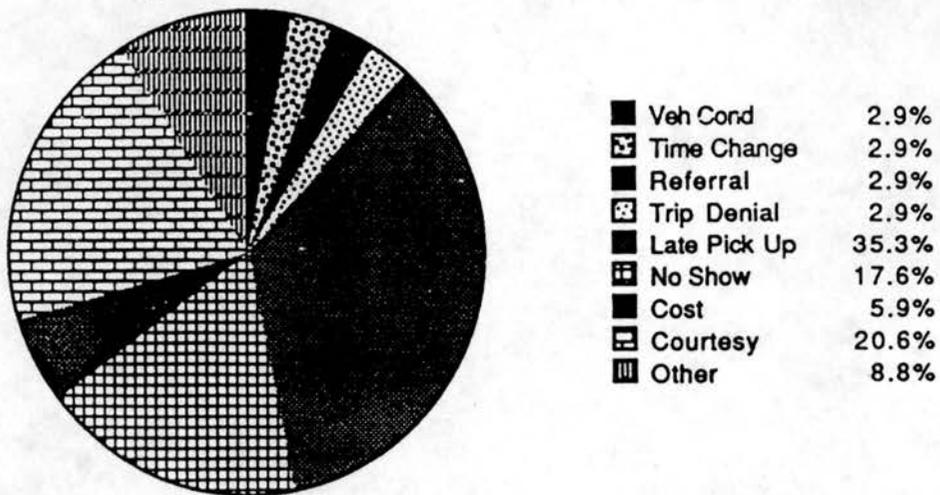
# TRANSPORTATION MANAGEMENT



## TRANSPORTATION MANAGEMENT



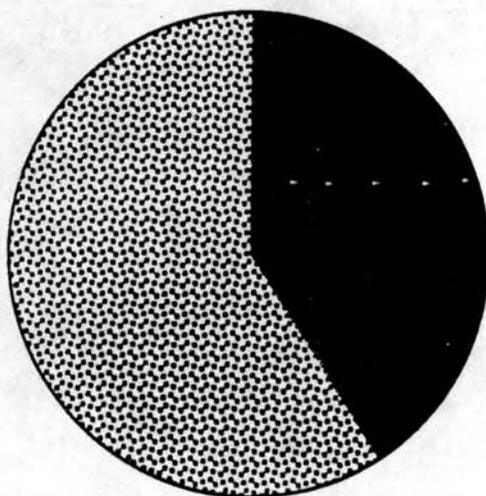
## TYPES OF COMPLAINTS



## TC MOBILITY

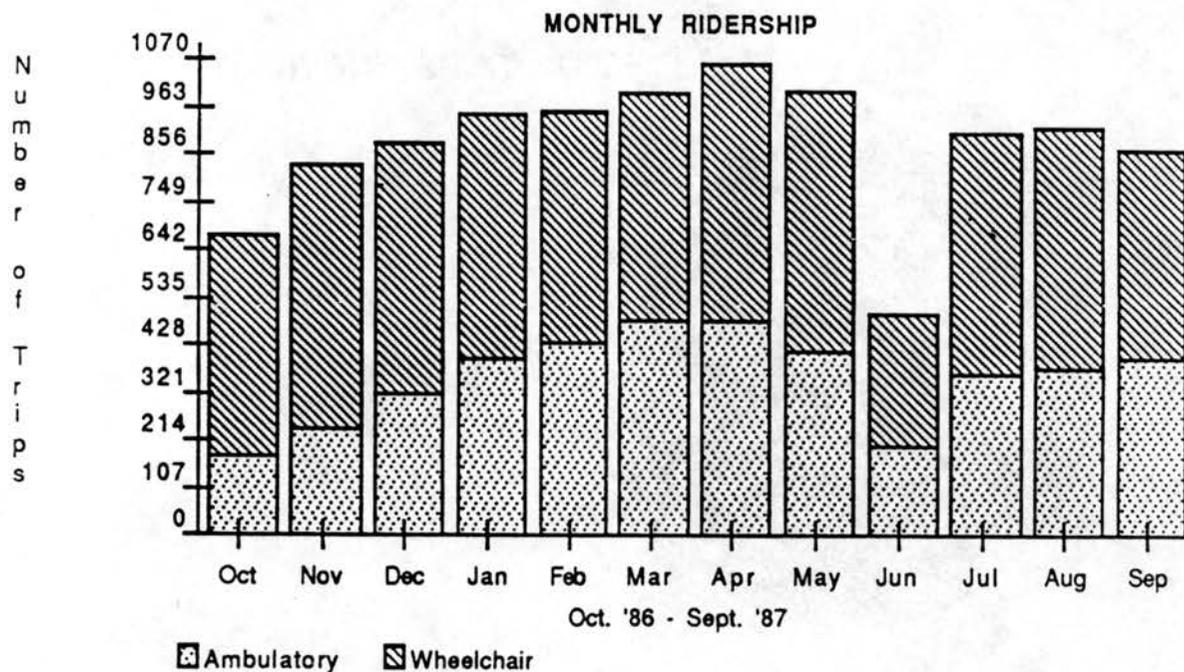
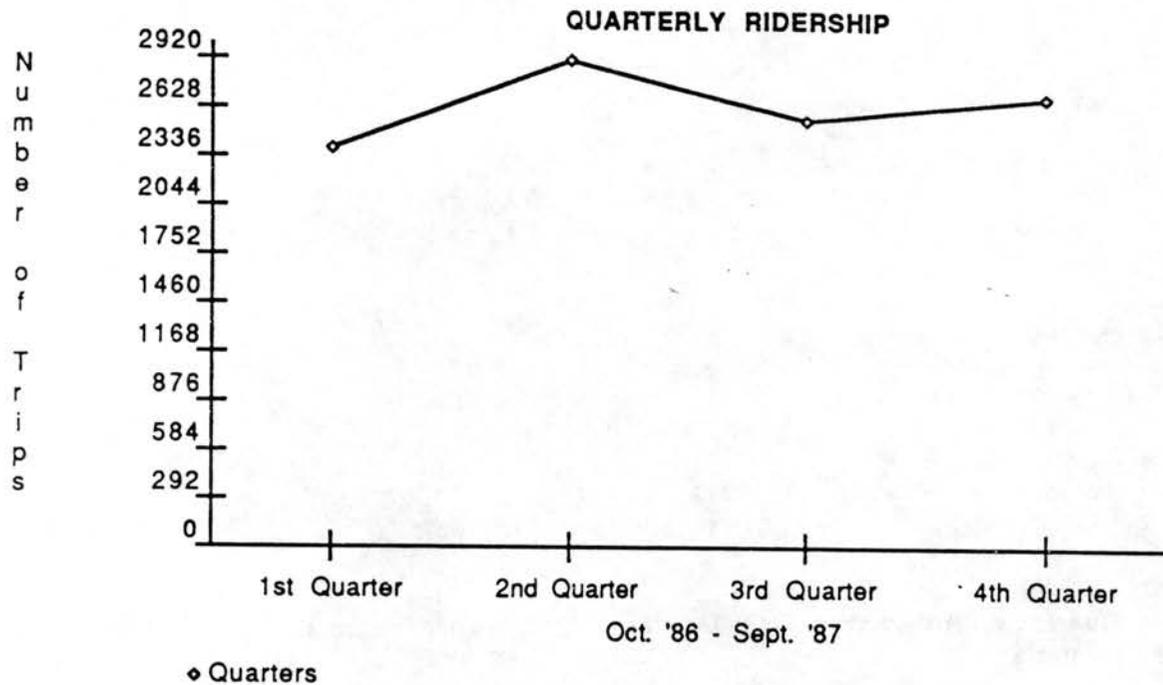
Performance data	Oct. '86- Sept. '87	Percent			
Total Rides	10,575				
Ambulatory	4,314	40.79%			
Wheelchair	6,261	59.21%			
<b>Complaint Count</b>					
Total Complaints	2	0.02%			
System Average		0.05%			
<b>Market Share</b>					
System Total Rides	778,749				
TC Mobility	10,575	1.36%			
<b>Quarterly Ridership</b>					
Quarters	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter	
	2,379	2,914	2,567	2,715	

## TYPE OF TRIPS PROVIDED

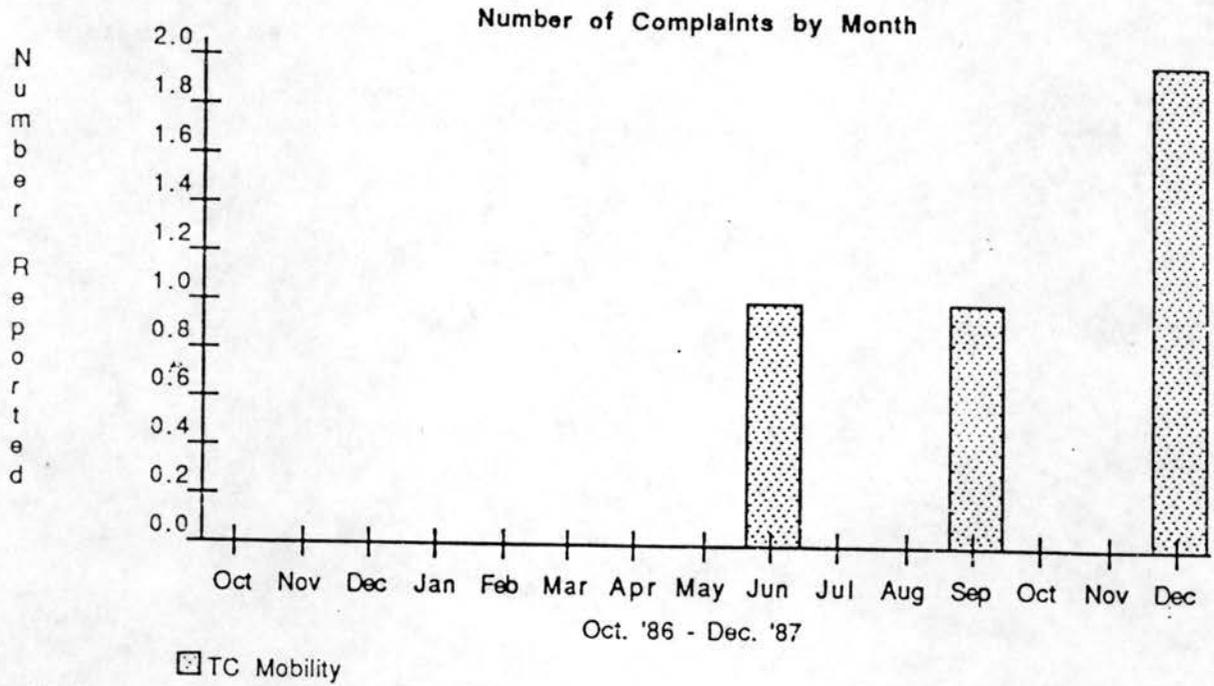


■	Ambulatory	40.8%
▨	Wheelchair	59.2%

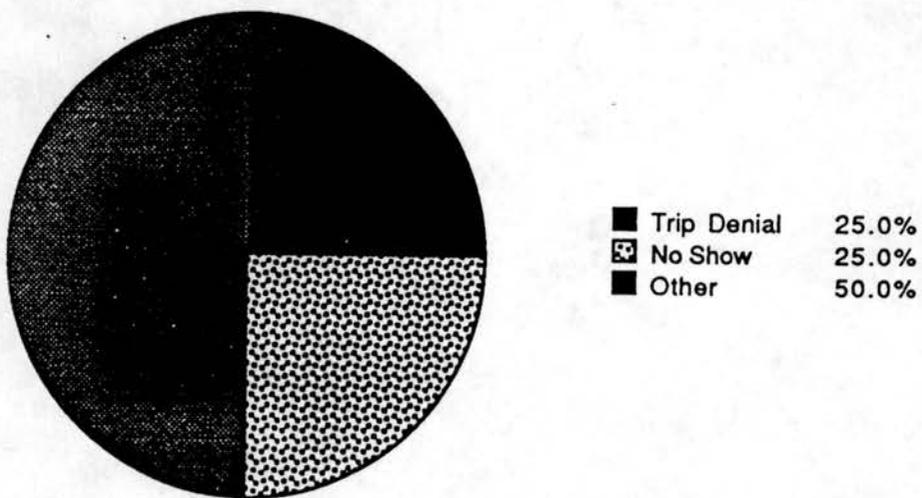
# TC MOBILITY



## TC MOBILITY



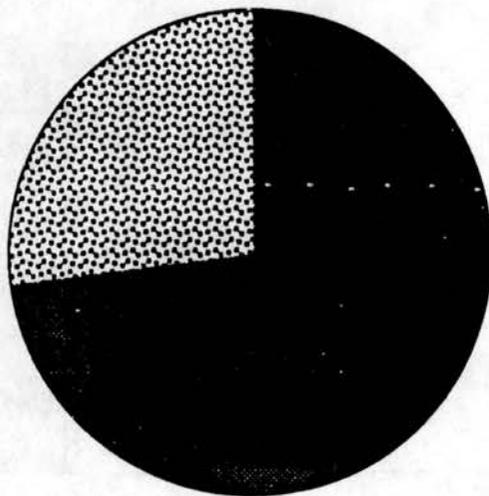
## TYPES OF COMPLAINTS



## WILDER

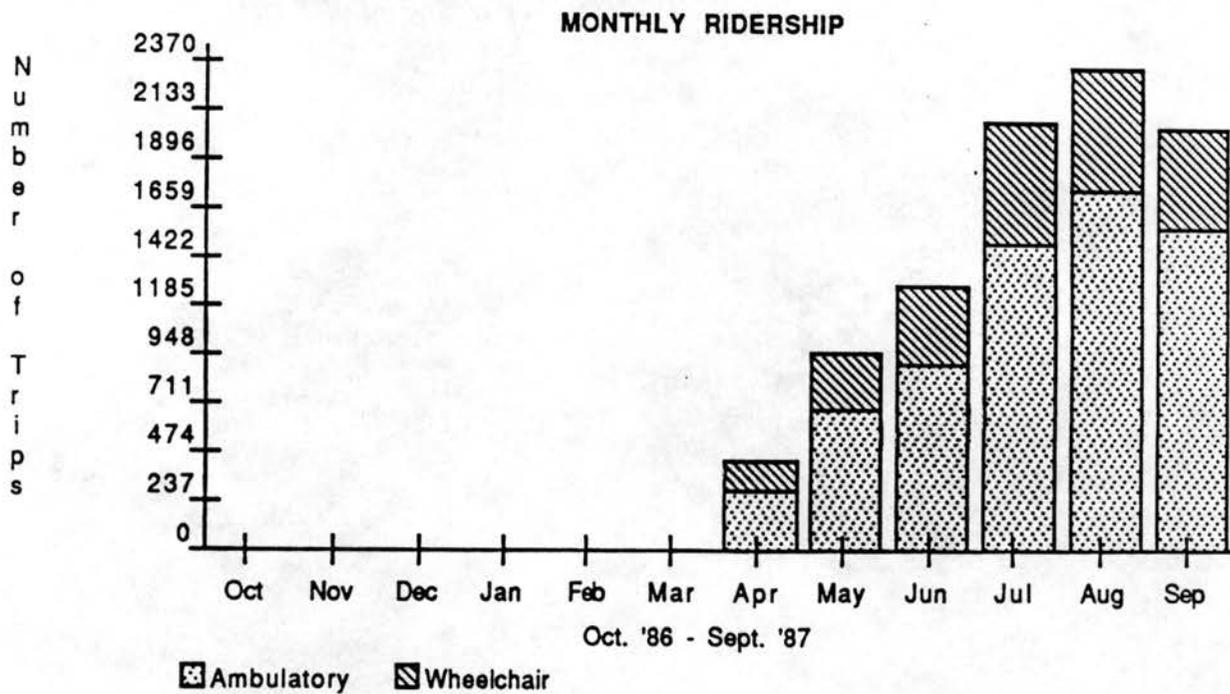
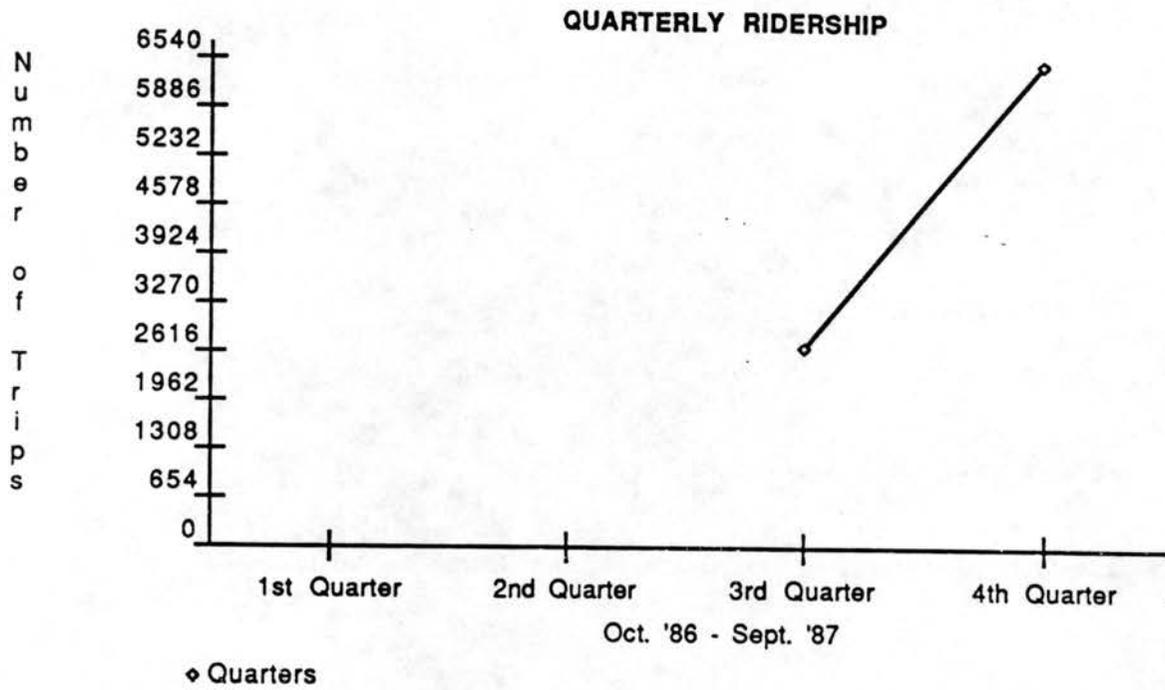
Performance data	Oct. '86- Sept. '87	Percent			
Total Rides	9,212				
Ambulatory	6,728	73.04%			
Wheelchair	2,484	26.96%			
<b>Complaint Count</b>					
Total Complaints	2	0.02%			
System Average		0.05%			
<b>Market Share</b>					
System Total	778,749				
Wilder	9,212	1.18%			
<b>Quarterly Ridership</b>	<b>1st Quarter</b>	<b>2nd Quarter</b>	<b>3rd Quarter</b>	<b>4th Quarter</b>	
Quarters			2,679	6,533	

## TYPE OF TRIPS PROVIDED

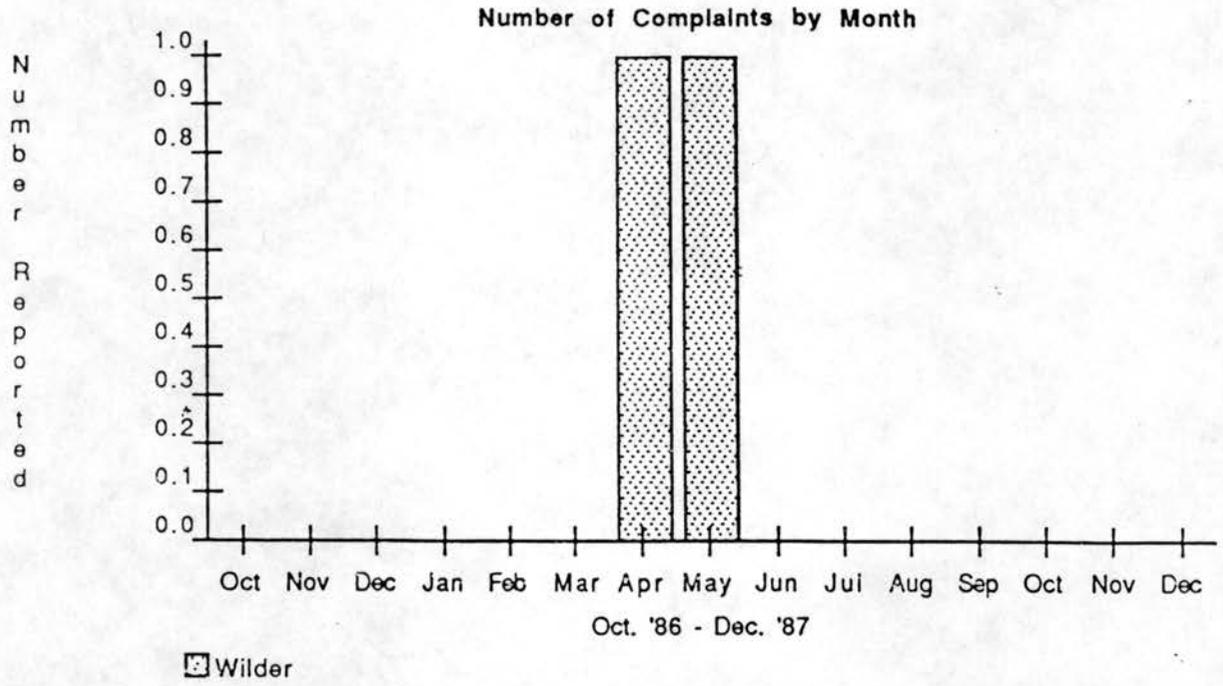


■	Ambulatory	73.0%
▨	Wheelchair	27.0%

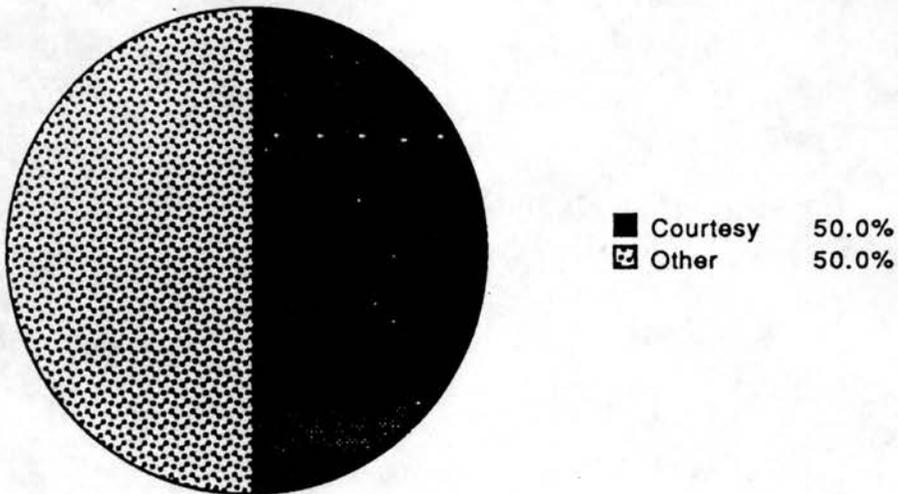
WILDER



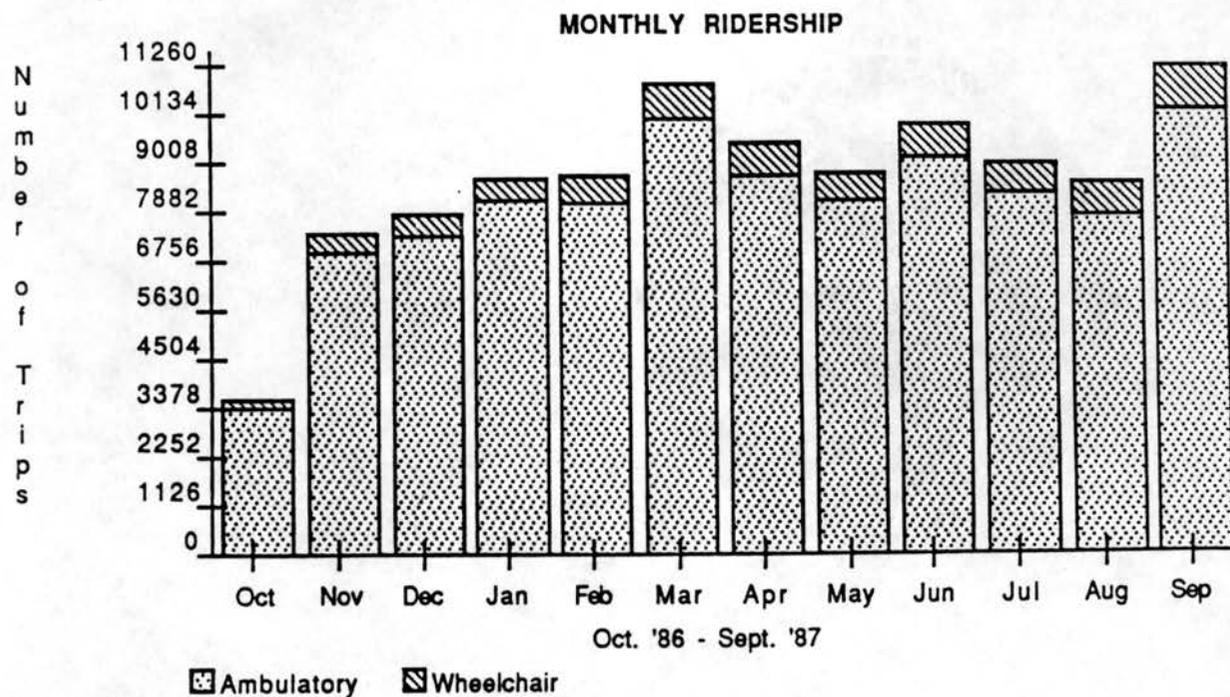
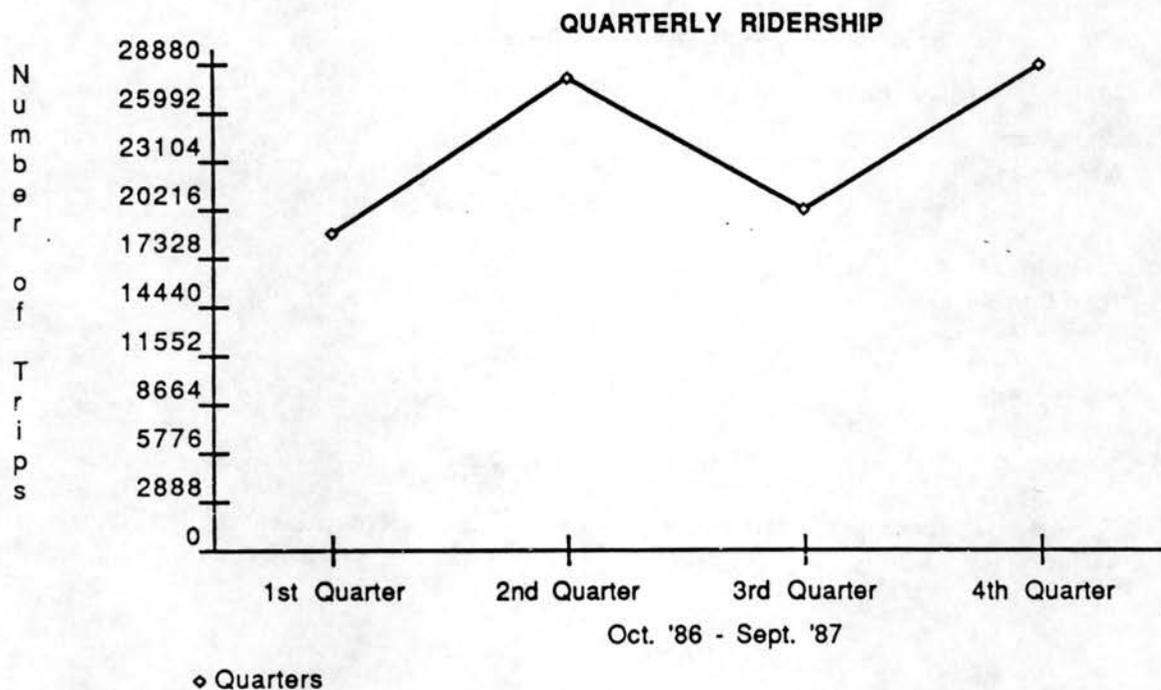
# WILDER



## TYPES OF COMPLAINTS



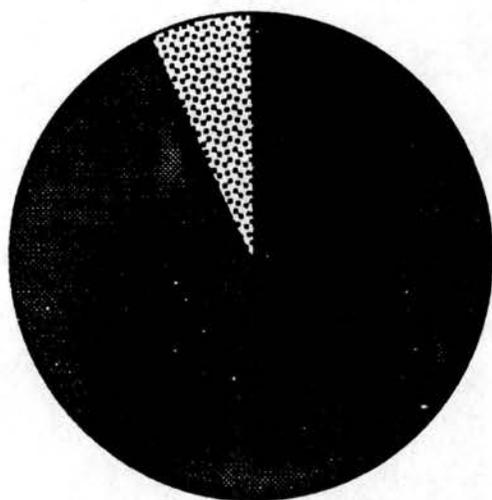
# YELLOW TAXI



## YELLOW TAXI

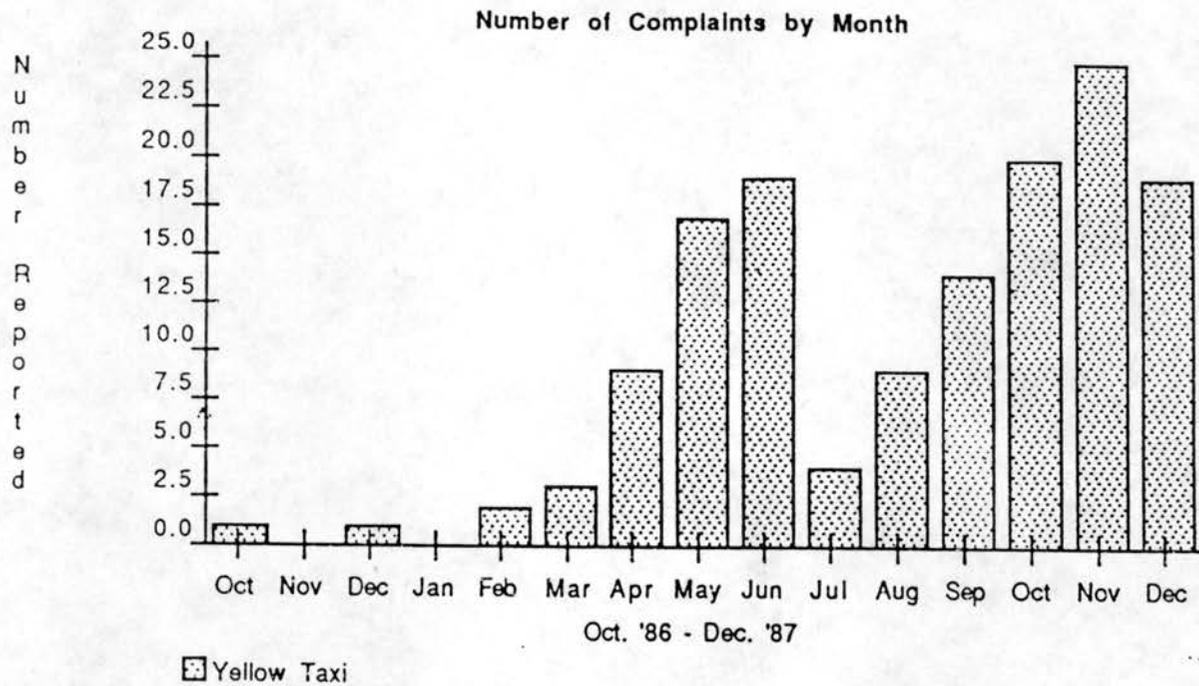
Performance data	Oct. '86- Sept. '87	Percent			
Total Rides	103,800				
Ambulatory	96,872	93.33%			
Wheelchair	6,928	6.67%			
<b>Complaint Count</b>					
Total Complaints	79	0.08%			
System Average		0.05%			
<b>Market Share</b>					
System Total	778,749				
Yellow	103,800	13.33%			
<b>Quarterly Ridership</b>					
Quarters	1st Quarter 18,804	2nd Quarter 28,082	3rd Quarter 20,163	4th Quarter 28,873	

## TYPE OF TRIPS PROVIDED

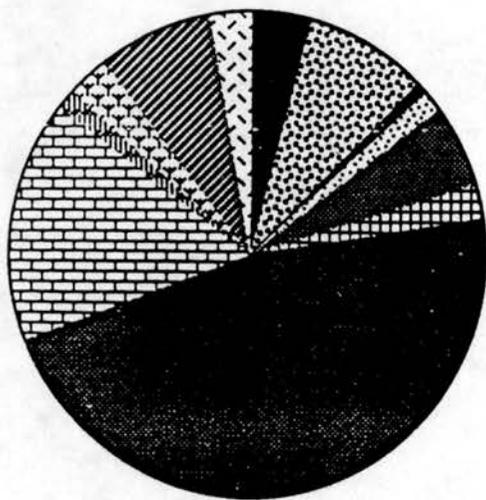


■	Ambulatory	93.3%
▤	Wheelchair	6.7%

## YELLOW TAXI



## TYPES OF COMPLAINTS



■ Safety	4.2%
■ Pass Asst	8.4%
■ Veh Cond	0.7%
■ Time Change	1.4%
■ Referral	5.6%
■ Trip Denial	2.1%
■ Late Pick Up	46.9%
■ No Show	16.1%
■ Trip Length	1.4%
■ Cost	2.8%
■ Courtesy	7.7%
■ Other	2.8%



private person designed to serve handicapped persons, elderly persons, and others with special transportation needs who are unable to use mainline bus service. Special Transportation Services shall be as authorized by Minnesota Statutes, Section 174.31, Minnesota Statutes, Section 473.386, and Minnesota Rules, Parts 8840.0100 to 8840.6300.

B. METRO MOBILITY ADMINISTRATIVE CENTER

"The Metro Mobility Administrative Center" (MMAC) shall mean the organizational unit staffed and operated by the Metropolitan Transit Commission (MTC) pursuant to a contract with the RTB. The MMAC administers, supervises, and manages the daily operation of the provision of Special Transportation Services by Contractor and other contractors.

C. USER

"User" shall mean any person or persons eligible to receive Special Transportation Services under the rules of the RTB or the MMAC and who receive or request Special Transportation Service.

II. STATEMENT OF WORK

A. RESPONSIBILITY OF CONTRACTOR

The Contractor shall coordinate, manage, provide, and control all necessary activities to operate the Special Transportation Service as described in this Agreement. Contractor's responsibilities shall include: providing, operating, and scheduling vehicles and personnel; maintaining equipment; collecting and accounting for fares; developing administrative procedures; compiling performance statistics and financial reports; and developing methods to maximize service quality and safety; and such other activities as are necessary to provide Special Transportation Service.

The Contractor shall provide competent technical services to handle and correct any and all problems that arise associated with the Contractor's services under this Agreement.

B. DESCRIPTION OF TRANSPORTATION SERVICE

Contractor shall provide Special Transportation Services pursuant to User requests or standing orders and as described in Contractor's approved Management Plan dated \_\_\_\_\_> on file at the offices of the RTB, and any subsequent amendments thereto which

Management Plan is incorporated herein by this reference, and as described below:

1. Service District. Contractor shall provide Users with Special Transportation Service originating in the Metropolitan Transit Services Taxing District from Area I and/or Area II communities, as described in the Management Plan. Only trips having a User's final destination terminating within the Metropolitan Transit Service Taxing District shall be provided under the Special Transportation Service program. The identification of Area I and Area II communities is attached hereto as Exhibit I.
2. Door-Through-Door Service. Contractor shall assist users from the entrance of the building at the pickup location to the vehicle and from the vehicle through the first door at the user's destination. Provider assistance shall include support when walking, assistance in getting wheelchairs up and down steps, and pushing wheelchairs to and from the building entrance.
3. Wheelchair Lifts. Where applicable, Contractor shall properly position users wheelchair on any vehicle lift or ramp, operate the vehicle's lift, and properly secure the wheelchair in the vehicle.
4. Designated Vehicles. In Area I communities, Contractor shall provide \_\_\_\_\_> vehicles which shall be designated and used for the provision of Special Transportation Services as the first priority. \_\_\_\_\_> backup vehicles, available for providing Special Transportation Services shall also be designated by Contractor. Contractor shall provide \_\_\_\_\_> Special Service vehicles on weekends. These designated vehicles shall include a minimum of \_\_\_\_\_> wheelchair accessible vehicles.
5. Designated Vehicles. In Area II communities, Contractor shall provide \_\_\_\_\_ vehicles which shall be designated and used for the provision of Special Transportation Services as the first priority. \_\_\_\_\_ backup vehicles, available for providing Special Transportation Services shall also be designated by Contractor. Contractor shall provide \_\_\_\_\_ Special Service vehicles on weekends. These designated vehicles shall include a minimum of \_\_\_\_\_ wheelchair accessible vehicles.

6. Hours of Operation. Contractor shall provide Special Transportation Services on the days specified in the Management Plan, and shall be available and provide scheduled service at least between 6:00 a.m. and 11:00 p.m. on weekdays. On weekends and holidays, the first pickup time available shall not be later than 8:00 a.m., and service shall be available at least until 11:00 p.m. Contractor at its option may provide Special Transportation Service at other times after notice to MMAC.
7. Special Communication Equipment. Provider shall install equipment and train operators to receive service requests using a Telecommunications Device for the Deaf (TDD), unless an alternative arrangement is approved by the MMAC.
8. Guests. Contractor shall provide Special Transportation Service for one scheduled guest of a User in the company of a transported User (if space is available) and certified escorts. Contractor shall not, however, transport more persons in a vehicle than normal seating capacity. Contractor shall establish a uniform fee policy for transported guests.
9. Timely Service. Contractor shall pick up all Users to be transported within ten (10) minutes of the scheduled pickup time and provide for all scheduled return trips.
10. Daily Funding Limits. The MMAC with prior RTB approval may from time to time determine that available daily funding allocation for Special Transportation Service has been exhausted and may notify Contractor of that situation by telephone or otherwise. MMAC shall notify Contractor when 90% of the available daily funding allocation has been reached. After notice that daily funding allocations have been exhausted, Contractor shall accept no further requests by Users for Special Transportation Service for that day. Contractor shall not be paid for any services performed for requests that were received after notice funding allocation limits were exhausted.
11. Toured or Shared Trips. Contractor is encouraged to share or set up toured trips provided, such toured or shared Special Transportation Service shall be arranged so that no user trip exceeds 90 minutes.
12. Radio and Telephone Communication. Contractor shall provide and maintain equipment in vehicles

used for Special Transportation Services so that drivers are able to maintain two-way radio communication with Contractor at all times vehicles are in service. Contractor shall also provide telephone service for Users during all periods when its vehicles are in service under this Agreement.

13. Unavailability of Service. Contractor shall provide all requested transportation service unless it has been previously notified by MMAC or RTB the daily funding allocations have been exhausted, or unless all designated Special Transportation Service vehicles and/or drivers are otherwise engaged in providing Special Transportation Services. In the case of a denial of service, Contractor shall advise requesting User of the name and telephone number of at least one other Special Transportation Service contractor providing service in the area where the User resides.
14. Legal Requirements. Services provided hereunder by Contractor shall conform with all applicable local, state, and federal laws, rules, and regulations, including without limitation the following: Minnesota Statutes, Section 473.386, subdivision 6; Minnesota Rules, Parts 8840.5100 through 8840.6300 as may be amended from time to time; Minnesota Statutes, Section 299A.11 through 299A.18; municipal regulations and ordinances, federal and state laws relating to child restraint devices.
15. Certificate of Compliance. At all times when providing Special Transportation Service, Contractor shall have and maintain in good standing a Certificate of Compliance issued pursuant to Minnesota Statutes, Section 174.30, subdivision 4. Verification of compliance with Department of Public Safety Vehicle standards shall be provided to MMAC stating the compliance of any vehicle before it is used for Special Transportation Service. Contractor shall immediately advise MMAC if, at any time, Contractor is notified of any revocation, suspension, expiration without renewal, or limitation of the Certificate of Compliance or proceedings where the revocation, suspension, nonrenewal, or limitation of said certificate is sought.
16. Scheduling of Trips. Contractor shall schedule special transportation service trips as follows:

- a. All standing order trips provided under this Agreement shall be registered with the MMAC. Any trip shall be considered to be a standing order if the User is transported between the same locations at approximately the same time on three or more days per week. Contractor shall request MMAC to cause registration of all standing orders known to it before service under that order.
  - b. Demand order trips shall be immediately confirmed if possible; in all cases the confirmation decision shall be made by 2:00 p.m. the previous day. No subsequent denial or referral of a trip previously accepted may be made after 2:30 p.m. on the previous scheduling day except in the case of equipment or personnel unavailability not within the control of Contractor.
  - c. Trips to be provided on the same day of request shall only be assigned by MMAC. Contractor seeking same day trips may request assignments from MMAC.
17. Contractor Meeting. RTB or MMAC may from time to time request the attendance of a representative of Contractor at Contractor meetings upon reasonable notice. Contractor shall provide an authorized representative who shall attend Contractor meetings on behalf of Contractor.
  18. Marketing. Contractor shall undertake no marketing activities referring to the provision of Special Transportation Services as part of the Metro Mobility program without first receiving approval by MMAC of those marketing activities. MMAC shall approve all marketing activities which do not in MMAC's judgment result in an unfair competitive advantage for any provider.
  19. Management Plan Amendments. Service shall be provided as described in the Management Plan and any amendments thereto. No amendment to the Management Plan shall be effective until the RTB shall have consented thereto.
  20. MMAC Computer. Contractor shall use the MMAC computer database to timely compile all Special Transportation Service data. Any computer equipment owned by MMAC and used by Contractor shall be repaired by Contractor if damaged by Contractor's abuse or negligence. At the end of the Term all computer equipment owned by MMAC

shall be returned undamaged to MMAC. Contractor shall timely post all information required by MMAC or this Agreement into the MMAC computer system.

### III. TERM

This Agreement shall be in effect for transportation services rendered from May 1, 1988 through June 30, 1989, and during any extensions thereof. Contractor may obtain the extension of this Agreement for two additional one-year periods by providing 90 days' advance notice to the RTB of its intention to so extend this Agreement.

Any extension of this Agreement shall be on the same terms and conditions unless Contractor has been notified of changes 120 days before the extension become effective.

### IV. FUNDING OF SERVICES

#### A. FARES

As partial payment for the Special Transportation Services provided hereunder, the Contractor shall earn and collect the following passenger fares:

1. Contractor shall, except for Medical assistance funded trips, collect the fare of \$1.00 per one-way trip from each and every transported User and guest, but not from certified escorts.
2. Contractor may collect an additional fare in an amount not to exceed \$1.00 per mile or portion thereof from each transported User and first guest for the portion of any trip exceeding eight miles, up to a maximum additional mileage charge of \$2.75. For additional guests, after the first, Contractor may charge a fare established by Contractor. The additional fare shall not be charged to Users or guests unless Contractor shall have first established and filed with MMAC a uniform fare schedule describing the additional charges.
3. Contractor shall accept cash or Metro Mobility commuter tickets and extra mileage coupons in payment of fares. All Metro Mobility commuter tickets and extra mileage coupons received as payment for providing Special Transportation Services shall be redeemable from the MMAC when submitted as part of an invoice as provided in this Agreement.

4. Contractor shall not collect any fare for Special Transportation Services for which Medical Assistance is received and shall be entitled to any compensation provided by Medical Assistance for that trip as Contractor's exclusive compensation.

B. OPERATING SUBSIDY

1. Compensated Trips. As additional consideration for the provision of Special Transportation Service, RTB shall pay Contractor for each one-way trip (whether outgoing or returning) made by Contractor transporting a User. Operating subsidy shall be paid for each User plus certified escort. No operating subsidy shall be paid for:
  - a. Transportation of User's guest;
  - b. Any trip provided contrary to any provision of this Agreement relating to the method of providing services, qualification of drivers, vehicle requirements, or reporting requirements;
  - c. Special Transportation Service originating outside Contractor's service area exclusive of return trips (unless with prior MMAC approval);
  - d. Trips originating outside the Metropolitan Transit Taxing District;
  - e. Trips, any portion thereof where the User's ultimate destination is outside the Metropolitan Transit Taxing District;
  - f. Special Transportation Services for which Medical Assistance compensation is received;
  - g. Trips taken over 30 days from the submittal of the invoice.
2. Amount. The subsidy is based upon the type of vehicle used, the area communities served, the User's certification code, and the number of passengers transported to the destination. The subsidy amounts for each one-way ambulatory or wheelchair trip are as follows:

<u>Individual Subsidy Rates</u>	<u>Area 1 Communities</u>	<u>Area 2 Communities</u>
TAXI SERVICE		
o Ambulatory	\$ 6.50	\$ 8.00
o Wheelchair	\$ 9.50	\$11.00
VAN SERVICE		
o Ambulatory	\$ 6.50	\$ 8.00
o Wheelchair	\$14.50	\$17.50

Volume Subsidy Rates:

TAXI SERVICE		
o Ambulatory	\$ 4.50	\$ 4.50
o Wheelchair	\$ 8.00	\$ 8.00
VAN SERVICE		
o Ambulatory	\$ 4.50	\$ 4.50
o Wheelchair	\$10.00	\$10.00

3. Ambulatory and Wheelchair Trips. Determination of the applicability of the ambulatory or wheelchair subsidy rate shall be based on the two-number prefix of each User's certification code.
  - a. Certification codes with the following prefixes shall be defined as ambulatory trips: 33, 34, 35, 36, 37, 38, and 39.
  - b. Certification codes with the following prefixes shall be defined as wheelchair trips: 21, 22, 23, 24, 31 and 32.
4. Area I and Area II Trips. Determination of the applicability of the Area I or Area II community subsidy rate shall be based on the User's place of residence, as registered with the MMAC, for one-way trips that are either outgoing or returning, with this exception: one-way trips provided that begin and end in Area I -- for Users that reside in Area II -- shall be reimbursed at Area I subsidy rates; similarly, one-way trips provided that begin and end in Area II -- for Users that reside in Area I -- shall be reimbursed at Area II subsidy rates.
5. Volume Trips. The volume trip rates apply to trips in either of the following categories:

- a. One provider transporting five (5) or more Users to or from the same address at least five times per week and either dropoff or pickup is between either 6:00 a.m. and 10:00 a.m. or 2:00 p.m. and 6:00 p.m.
  - b. One provider transporting three (3) or more Users together in the same vehicle between the same locations.
- C. Payments shall be made by RTB to Contractor based on the invoice reporting forms and trip vouchers processed by MMAC. No payment shall be made for trips unless the voucher is 100% complete and accurate. MMAC shall process all vouchers submitted to date as of the first and the fifteenth (15th) day of each month. Payment of trips will be made only for those trips taken within thirty (30) days from the date of submittal to the MMAC.
- D. RTB may, in its discretion, change the passenger fares and/or subsidy to be paid during this Agreement or any extension of this Agreement, by giving Contractor 120 days advance notice thereof.
- E. Trip vouchers and invoice reporting forms shall be sent to:

Metro Mobility Administrative Center  
570 Sixth Avenue North  
Minneapolis, Minnesota 55411-4398

Contractor's payment request shall be prepared in a form acceptable to the MMAC and shall be supported by such copies of invoices, payrolls, driver trip sheets, dispatch logs, and other documents as may be required. All payment requests shall be processed within 30 days.

- F. A total of 12 percent of the last two payments to Contractor shall be withheld from the Contractor's payments until completion of an audit by the RTB.
- G. All invoices and related records are subject to audit by the MMAC or the RTB. If, at the end of the Term, as a result of final audit, it is determined that RTB has overpaid the Contractor, the Contractor shall immediately refund to RTB the amount of the overpayment. RTB may retain the amount of any overpayment arising out of a previous funding agreement, Special Transportation Services provided by Contractor in a previous year or under funds otherwise payable under this Agreement. Upon completion of the final audit, RTB shall make a final payment to the

Contractor of the amount of any unpaid balance in accordance with the provisions of this contract.

- H. The compensation authorized in this section IV shall constitute Contractor's exclusive compensation for the services provided under this Agreement. Contractor shall not charge or accept any payment for the services provided under this agreement other than as provided herein.

V. SCOPE OF CONTRACTOR'S RESPONSIBILITIES

A. SUBCONTRACTING BY CONTRACTOR

Contractor shall not assign or subcontract its obligations under this contract to any third parties unless RTB shall have first approved the subcontractor and terms of any subcontracts. The RTB retains the right to disapprove any such third party contracts. Consent to any subcontract or assignment shall not relieve Contractor of its primary responsibility for performance hereunder.

B. INDEPENDENT CONTRACTOR

Under the terms of this contract, Contractor is an independent contractor and has and retains full control and supervision of the services and full control over the employment and direct compensation and discharge of all persons assisting in the performance of its services hereunder. Contractor agrees to be solely responsible for all matters relating to payment of employees, including compliance with social security, all payroll taxes and withholdings, unemployment compensation, and all other regulations governing such matters. Contractor agrees to be responsible for its own acts and those of its subordinates, employees, and any and all approved subcontractors during the Term.

C. MMAC MANAGEMENT FEE

Contractor shall pay to MMAC a management fee of \$160 per month for computer-related services plus \$95.00 per each additional modem line connection.

VI. MANAGEMENT OPERATIONS

The Contractor shall provide project management according to this Agreement and RTB policies for Special Transportation Service. The RTB may establish or modify rules which are reasonable for operation of this service after consultation with the Contractor.

## A. PERSONNEL

All personnel providing transit Special Transportation Service shall know and understand the system. Contractor's personnel shall maintain a courteous attitude, answering to the best of their ability any passenger questions regarding the provision of service. Personnel shall record all passenger complaints and/or operational problems.

1. Project Manager. The Contractor shall at all times have designated a Project Manager who shall have ultimate responsibility for the operation of the project. The Project Manager shall provide supervision and management of the project's accounts including all revenues collected, operating records, and personnel. Delegation of management responsibilities may be distributed to personnel as deemed qualified by the Project Manager.

The Project Manager shall be available at all reasonable times to report to and consult with MMAC or RTB. Contractor shall promptly notify MMAC of the identity of the Project Manager and any changes of Project Manager.

2. Dispatcher. Contractor shall provide dispatch services including dispatching and communication with drivers at all times a vehicle is in service, to facilitate changes in services or emergency response.
3. Driver Requirements. The Contractor shall furnish at least \_\_\_\_\_ > trained, qualified, and licensed drivers as necessary for the safe operation of vehicles used in providing the service and substitute drivers. All drivers providing services hereunder shall possess all licenses, permits, and medical certificates required by law and be fully trained in all operational procedures, including emergency medical procedures. Without limitation, all drivers of vehicles (including taxicabs) when providing Special Transportation Services, shall meet the following requirements:
  - a. No driver shall operate a vehicle used for providing Metro Mobility service unless that driver:
    - (1) has visual acuity of 20/40 in each eye corrected and a field of vision of at least 70 degrees in the horizontal meridian of each eye;

- (2) does not have a hearing loss greater than 30 db in the better ear with or without a hearing aid; and
  - (3) has no current medical condition which interferes with the ability to drive safely.
- b. Every two years each driver shall obtain, on a form prescribed by the Commissioner of Transportation, a physician's statement that the driver has no current medical condition which interferes with his or her ability to drive safely. This shall be obtained prior to employment as a driver of a Metro Mobility vehicle. School bus drivers or employees of facilities which are licensed by the Department of Health or the Department of Public Welfare, who are required to provide a physician's statement of health on a regular basis, may substitute that form or statement for the form required in this section.
- c. Each driver shall be able to perform a vehicle safety inspection and each driver and attendant, in the case of a vehicle which is staffed by a driver and an attendant, shall be able to assist a passenger into the vehicle and operate a wheelchair lift or ramp if the vehicle is equipped with it.
- d. Each driver shall also meet the following criteria:
- (1) Except for taxicab drivers, possess a Class B driver's license valid in Minnesota;
  - (2) be at least 18 years of age and have not less than one year of experience as a licensed driver; and
  - (3) have a driving record clear of revocations, suspensions, and cancellations for the past three years. Contractor shall submit proof of compliance with the requirements of this part (d) by July 1 each year.
- e. Each driver and attendant shall successfully complete a first aid or emergency care

course of sufficient time to adequately include instruction in the following elements:

- (1) treatment of shock;
- (2) control of bleeding;
- (3) airway management;
- (4) prevention and treatment of frostbite and exposure to cold;
- (5) prevention and treatment of heat exhaustion and heat stroke;
- (6) identification of sudden illness such as stroke, heart attack, convulsions, fainting, and seizures; and
- (7) appropriate use of emergency medical assistance services.

f. Each driver and attendant who transports Users shall complete a minimum of eight (8) hours training in the techniques of transporting and assisting elderly and physically handicapped users which shall be approved by Minnesota Department of Transportation and shall include instruction in the areas of instruction required by Minn. Rules Part 8840.5900 and include the following elements:

- (1) discussion of characteristics of the aging process and major disabling conditions;
- (2) discussion of common assistive devices used by elderly and handicapped persons;
- (3) discussion of attitudes toward elderly and handicapped persons which includes the participation and handicapped and elderly persons;
- (4) instruction in methods of handling wheelchairs;
- (5) instruction in moving, lifting, and transferring passengers;

- (6) guidelines for transporting handicapped persons; and
  - (7) instruction and experience in the operation of the lifts, ramps, and wheelchair securement devices of any vehicle to be operated by the driver.
- g. Each driver and attendant shall receive instruction in the use of the fire extinguisher.
  - h. Each driver or attendant shall successfully complete the training requirements of this Agreement prior to the effective date of this Agreement. Copies of certificates indicating successful completion of courses shall be maintained in the Contractor's files.
  - i. Each driver and attendant shall successfully complete a refresher first aid or emergency care course every three years. The refresher course shall include instructions in the elements listed in item (e).
  - j. Contractor shall provide all Special Transportation Service drivers with such identification as is specified by RTB. Drivers shall display such identification as required by RTB.
  - k. Contractor shall cause all drivers to become familiar with state law relating to sexual abuse and vulnerable adult abuse and instructing in appropriate responses to and report of such incidents.
  - l. Each driver shall attend and participate in all scheduled safety and informational meetings held by Contractor. Contractor shall establish an information and safety meeting policy providing a means of instructing drivers on safety issues and updating drivers on administrative procedures relating to services provided under this Agreement.
  - m. Contractor shall provide each driver with a copy of Metro Mobility trainee manual "Vehicle Operator Training Manual and Resource Guide." RTB shall provide one camera-ready copy of the manual and an initial copy for each driver designated in

paragraph VI A 3. Contractor shall submit to the MMAC a plan for using the training units from this manual to complement Contractor's driver training program.

- n. Contractor's driver selection procedures shall include a background reference check for all driver applicants before hiring.
- 4. Complaint Administration - Contractor shall designate one or more individuals to handle complaints as described in Section VI(B)(3) of this Agreement, who shall be adequately trained in complaint procedures and who shall be responsible for administration of contractor's complaint procedures.
- 5. Other Personnel. The Contractor shall supply and furnish all other personnel and services as are necessary for the safe, sound, and efficient delivery, operation, supervision, and maintenance of the transit service and the vehicles and equipment used therein.

The Contractor shall be solely responsible for the satisfactory work performance of all personnel and drivers pursuant to reasonable performance standards established by the RTB. Contractor shall remove from the project any personnel, including drivers, that do not meet these standards.

B. CUSTOMER SERVICE

- 1. Telephone Information Service - Contractor shall maintain a telephone information service for contract operations.
- 2. Lost and Found - Contractor shall maintain a "lost and found" service for items left on the vehicles.
- 3. Complaint Procedures - Contractor shall maintain a complaint procedure through which users may make complaints concerning any matter related to the Metro Mobility service. This complaint procedure shall include the following components:
  - a. Users shall be informed of the existence of the complaint procedure, how to make a complaint, and who to contact to make a complaint;
  - b. Contractor shall report complaints to MMAC the next business day following receipt;

- c. Within one week after receipt of the complaint, Contractor shall respond to user in writing, resolving the complaint, and report the resolution of the complaint to MMAC;
- d. Any user not satisfied with contractor's resolution of the complaint shall be referred to MMAC for review of the complaint by MMAC.

## VII. VEHICLES

All designated vehicles and equipment shall meet the standards of this Section VII. The RTB shall be provided with current vehicle inventory forms to be included as part of the Management Plan covering each vehicle used for Special Transportation Service.

### A. VEHICLE REQUIREMENTS

1. Repair or Replacement. In the event of any breakdown or malfunction of a regularly assigned vehicle, such vehicle shall be immediately removed from service and repaired or replaced within a period of seven (7) calendar days from the date of breakdown. Any replacement vehicle shall be of equal or better general condition as the vehicle which it replaces.
2. Markings. All vehicles providing Special Transportation Service shall display a clearly visible service identity marking provided by the RTB.

### B. GENERAL VEHICLE SPECIFICATIONS

All vehicles operated in Metro Mobility service shall meet the following specifications. In addition, all vehicles must comply with the State Operating Standards for Special Transportation Service (Minnesota Statutes, Section 174.30) and all other application federal and state regulations.

1. Whether new or used, all vehicles purchased and put into service during the term of this Agreement shall meet rollover standards contained in Federal Motor Vehicle Standard Number 220.
2. In all vehicles, doors and windows shall open and close as intended by the manufacturer.
3. There shall be no holes in the vehicle that admit exhaust gases.

4. The interior and exterior of the vehicle shall be free of jagged edges.
5. Vehicles shall be equipped with heating, maintained in working order.
6. The following minimum safety equipment shall be provided and secured within each vehicle:
  - a. Warning Devices. Six (6) 30-minute road flares and/or three (3) portable warning reflectors mountable on stands (provided) shall be furnished.
  - b. Fire Extinguisher. One dry chemical fire extinguisher of at least five (5) pound capacity shall be furnished and shall be bracket mounted and easily accessible to the driver.
  - c. First Aid Kit. An adequate first aid kit shall be furnished and mounted in a location easily accessible to the driver.
7. In all vehicles, seats shall be securely fastened to the floor or frame of the vehicle. Seat covering shall be of fully padded construction. Seat covering and padding material shall be fire resistant and shall not support combustion.
8. In all vehicles (except those certified as school buses), each ambulatory passenger seat shall be equipped with a quick-release seat belt. Seat belts shall be securely attached to structural members of the vehicle at two points. Attachment to the vehicle floor is acceptable when a 2 1/2" or 3" washer is used.
9. Vehicles shall have available upon advance notice by User a federally approved child restraint device.
10. An extension seat belt shall be available for use as needed.

C. SPECIFICATIONS FOR WHEELCHAIR TRANSPORT VEHICLES

In addition to the general vehicle specifications, vehicles used to transport persons in wheelchairs, with the exception of taxicabs, shall meet the following specifications:

1. Structural.

- a. Emergency Exits. Each wheelchair transport vehicle shall have a front passenger entrance door in addition to the wheelchair accessible door. The location of all exits must be clearly marked on the interior of the vehicle. Vehicles shall also be constructed with at least one of the following:
- (1) windows which open to provide a clear opening;
  - (2) at least one roof hatch; or
  - (3) a rear exit door that can be opened from both the inside and outside of the vehicle.
- b. All wheelchair transport vehicles purchased and put into service during the term of this Agreement shall have a wheelchair service door with a minimum clear opening of 36" x 54".

2. Interior.

- a. Head Room. All wheelchair transport vehicles purchased and put into service during the term of this Agreement shall have a minimum of 57 inches of head room at the aisle.
- b. Flooring. All wheelchair transport vehicles purchased and put into service during the term of this Agreement shall have heavy-duty transit flooring.
- c. Air Conditioning. All wheelchair transport vehicles purchased and put into service during the term of this Agreement shall be equipped with air conditioning. A variance may be granted by RTB for vehicles exceeding 12,000 lb. gross vehicle weight.

3. Seating.

- a. Flip Seating. Flip seating shall include a locking mechanism which secures the seat in an upright position when not in use. Flip seats, when in an upright position, shall not interfere with proper securement and restraint of wheelchair passengers.

4. Wheelchair and Passenger Restraints.

- a. Wheelchair Restraints. The wheelchair restraint system shall be securely attached to structural members of the vehicle and shall attach to the wheelchair at three or four separate positions. The restraint system shall attach to the wheelchair frame, rather than the wheels at each of the three or four points. Wheelchair restraints shall be adjustable so as to secure the various sizes and types of wheelchairs, with the exceptions of "Amigo" brand or similar types.
- b. Wheelchair Passenger Restraints. A Type 1 or Type 2 state-approved seat belt meeting the standard of Minn. Rules Part 7450.0600 shall be provided for each wheelchair. This belt must be secured to the vehicle floor or be secured to a combination of floor (lap portion of belt) and roof/sidewall (chest portion of belt). The wheelchair restraint and wheelchair passenger restraint shall be independent systems; i.e., passenger restraint shall not be used as a wheelchair restraint. Wheelchair passenger restraints shall be quick-release, automotive-type and be designed and installed in such a manner that the restraint belts transfer crash forces to the hips and upper torso portions of the passenger and shall not transfer these forces to the abdomen portion of the passenger.

5. Wheelchair Lifts and Ramps.

- a. Ramps. Wheelchair ramps shall have a non-skid surface. One end of the ramp shall be secured to the floor of the vehicle when in use. Each side of the ramp shall have an edge barrier at least 1 1/2" high. A wheelchair shall not be moved on a ramp unless all wheels fit securely within the edge guard.
- b. General Wheelchair Lift Requirements. Automatic and semi-automatic lifts shall meet the following requirements:
- (1) In addition to these specifications, lifts shall be designed, built, attached, and operated in accordance with applicable safety codes and design standards.

- (2) In addition to normal operating power, lifts shall be designed to allow a manual method of unloading passengers and returning the lift to the stowed position in the event of power failure.
- (3) The design load, defined as the heaviest static load that can be applied to the lift when evenly distributed, shall be not less than 600 pounds.
- (4) Placement of the lift or the method of attachment shall not significantly diminish the structural integrity of the vehicle or cause a hazardous unbalancing of the vehicle by its weight when the vehicle is moving or by its weight and load when the vehicle is stopped.
- (5) All exposed edges or hazardous protrusions on lifts which are stowed inside the passenger compartment shall be equipped with padding of a thickness to the manufacturer's recommendation. Padding shall be of an energy absorption material capable of minimizing injury-producing forces and shall extend to within 3" of the vehicle floor.
- (6) Lift door shall have a minimum clear opening of 36" x 54".
- (7) Interior padding shall be provided above the door opening for the lift to avoid injury to wheelchair passengers and attendants during loading and unloading. Padding shall extend the entire width above the door opening and shall also be provided along the interior roof-ceiling mating edge, and at all other locations where sharp or potentially hazardous edges occur.
- (8) Lifts shall be capable of being raised and lowered with no sudden acceleration, deceleration, or jerking motion.

c. Lift Platforms. Lift platforms shall meet or exceed the following requirements:

- (1) Platform size shall be a minimum of 30" x 42".
- (2) Platform shall have a non-skid surface.
- (3) Platforms shall be equipped with an automatically actuated rolloff barrier across the full length of the end of the platform. Each barrier shall be not less than 3 1/2" higher than the platform surface and shall be of sufficient thickness and strength to prevent the wheels of the wheelchair from rolling over or through the barrier. Platforms shall also be equipped with permanent vertical side rims at least 2" higher than the surface of the platform.
- (4) Platforms shall have a transition plate mounted as an integral part of the lift to provide transfer from the platform to the interior of the vehicle.

d. Auxiliary Steps. Any item or device used as an aid to entry into vehicles shall be of a design approved by MMAC. All auxiliary steps shall be adequately secured when not in use.

D. VEHICLE OPERATION, MAINTENANCE, AND HOUSING

Vehicles shall be operated in conformance with RTB policies, MMAC operating standards and procedures and all lawful orders, rules, statutes, or regulations of any federal, state, or local agency having jurisdiction over Contractor, and with due regard for the safety, comfort, and convenience of passengers and the general public. Drivers shall be responsible for assuring passenger use of all provided safety equipment.

The Contractor shall provide and maintain appropriate fixed vehicle storage and maintenance facilities for the garaging and servicing of the vehicles.

Contractor shall submit all vehicles used to provide service hereunder to an inspection program approved by RTB which shall include a pre-trip inspection by the driver each day prior to being placed in service and shall be supplemented with periodic road testing by a mechanic to ensure the vehicle's proper operating condition. A record of all such inspections shall be kept by the Contractor and made available to the MMAC

upon request. MMAC may direct, and Contractor shall remove any vehicle not in proper operating condition.

The Contractor shall also be responsible for ensuring the vehicle's high quality appearance. Vehicles shall be kept in a clean condition. Exterior washing shall be performed at least weekly, and vehicle interiors shall be swept or vacuumed daily to remove all dirt and debris.

#### VIII. DOCUMENTATION OF SERVICE DELIVERY

##### A. RECORDS

Contractor agrees to keep and maintain all records required by RTB or MMAC under this contract for a period of three (3) years from the date of final payment and to allow RTB or MMAC to copy and inspect all of the required records at any time during regular business hours. Authorization for disposal of records before three (3) years may be obtained from the RTB at Contractor's request, if RTB's purpose for retaining the records is otherwise satisfied.

Upon request, the Contractor shall furnish to MMAC copies of all reports required by law or regulation to be furnished to the RTB or any other governmental body or authority having legal jurisdiction over operational matters of the Contractor.

The Contractor shall, at the end of the term of this Agreement, turn over in a timely fashion any and all records that are reasonably requested by the RTB.

##### B. PROJECT OPERATIONAL RECORDS

Contractor agrees to maintain operational records documenting the performance of the special transportation service. Operational records shall include, but are not limited to, the following:

1. Monthly Summaries. The Contractor, in accordance with the reporting schedule and requirements established by the MMAC, shall prepare and submit to MMAC a monthly summary report. This summary shall include:
  - a. Contractor requests for payment submitted on the Metro Mobility daily invoice reporting forms supplied by the MMAC. Contractor shall list, by rider's certification number, each ambulatory trip provided, each wheelchair trip provided, each no-show, and each cancellation. Additionally, the

Contractor shall provide a listing of each trip denied due to the Contractor's inadequate capacity in the form required by the MMAC.

- b. Documentation of operational problems, significant variations in ridership, service timeliness, missed trips, trip denials, and basis for denials, passenger complaints and commendations, along with descriptions of actions taken.
  - c. Drivers' trip sheets, the content, and form of which shall be mutually agreed upon by the MMAC and Contractor.
2. Financial Records. The Contractor shall separately account for all project expenditures and keep any other relevant financial records or documents. The Contractor and its subcontractors shall keep full and complete books of account following generally accepted accounting principles reflecting its operations pursuant to this Agreement.
3. Incidents and Accidents. All occurrences involving injury and/or property damage during provision of Special Transportation Services shall be reported to MMAC riders liaison or administration as soon as possible within 24 hours. Within 48 hours contractor shall cause a written accident report to be received by MMAC.

C. AUDITS

As required by Minn. Stat. Section 15.17, the records, books, documents, and accounting procedures and practices of the Contractor and of any subcontractor relating to work performed pursuant to this Agreement shall be subject to audit and examination by RTB and the legislative auditor or state auditor.

The Contractor and any subcontractor shall permit the RTB or its designee to inspect, copy and audit its accounts, records and business documents at any time during regular business hours, as they may relate to the performance under this Agreement.

D. INSPECTIONS

The RTB and MMAC shall have the right in its discretion to monitor, examine, and investigate, all elements of the contractors Special Transportation Service delivery system under this Agreement. The

Contractor shall cooperate with the RTB and assist with inspections as requested by RTB and as authorized by Minn. Stat. § 473.375, subd. 6.

E. SURVEYS

On board passenger surveys may be required by RTB for the purpose of project evaluation; if so, the Contractor agrees to distribute passenger surveys in the manner and at the times specified by RTB. The results of the surveys required under this contract shall be provided to RTB.

IX. INDEMNITY AND INSURANCE

A. INDEMNIFICATION

Contractor undertakes and agrees to defend, indemnify, and hold harmless the RTB and all of the RTB's board members, agents, and employees from and against all suits and causes of action, claims, losses, demands, and expenses, including, but not limited to, attorney's fees and cost of litigation, damage, or liability of any nature whatsoever, for death or injury to any person, including Contractor's employees and agents, or damage to or destruction of any property of either party hereto or of third parties, arising in any manner by reason of or incident to the performance of the contract on the part of Contractor or a subcontractor; except that indemnification shall not be required hereunder for the share of any liability apportioned to RTB because of RTB negligence.

B. INSURANCE

The Contractor shall provide, keep in force, and furnish evidence of, a contract or contracts of insurance with reliable companies authorized to do business in the state of Minnesota by which contracts the Contractor and the RTB are insured against any claim, demand or loss for injury to persons or damage to property resulting from, growing out of or connected with the management, supervision, and operation of the transit service provided under this Agreement or its appurtenant facilities or any act or omission to act by Contractor or any of Contractor's personnel.

The required minimum limits of coverage for insurance are \$200,000 per claimant for injury, death, or property damage by wrongful act or omission, and \$600,000 for any number of claims arising out of a single occurrence. A variance to this requirement may

be granted if the above coverage limits are not available.

The Contractor shall provide a Certificate of Insurance in acceptable form as verification of compliance with these provisions at least ten (10) days before the commencement of service hereunder and ten (10) days before any contemplated renewal or change in coverage.

With respect to the interests of the RTB, such insurance shall provide that it may not be cancelled, reduced in coverage or limits, or non-renewed except after thirty (30) days' written notice has first been given to the RTB.

No compensation for services provided shall be paid for any period during which required insurance is not in force. Any payment for services shall be withheld until an approved certificate of insurance is on file.

C. WORKER'S COMPENSATION

The Contractor shall at all times keep fully insured at its own expense all persons employed in connection with performance of the contract as required by the laws of the State of Minnesota relating to Worker's Compensation Insurance and shall hold the RTB harmless from any liability, damages, claims, costs, and expenses of any nature arising from any allegation of violations of personnel practices or from any allegation of an injury to an employee of the Contractor performing work or labor necessary to carry out the provisions of the contract. Such policy shall provide for fifteen (15) days' prior notice to the RTB of any change, cancellation, or lapse of such policy. Prior to the effective date of the contract, the Contractor shall file a copy of such policy with the RTB.

D. MODIFICATION OF COVERAGE

The RTB reserves the right at any time during the Term to change the amounts and types of insurance required hereunder by giving Contractor ninety (90) days' written notice.

E. UNDERLYING INSURANCE

Contractor shall require indemnification and insurance as it deems appropriate from its employees receiving mileage allowance, agents, and subcontractors, if any, to protect the Contractor's and the RTB's interests, and shall ensure that such persons comply with any applicable insurance policy requirements to maintain coverage.

X. GENERAL PROVISIONSA. DEFAULT

1. Defined. The Contractor shall be in default hereunder if it shall abandon or delay unnecessarily, the performance of services hereunder or in any manner shall refuse or fail to comply with this Agreement or the specifications or instructions of the RTB or MMAC relative to this Agreement, including but not limited to failure to maintain proper certification of drivers, vehicles, and Contractor; failure to procure insurance; failure to maintain or produce records required hereunder. A default may also be declared because of failure of the service to operate within agreed performance standards as evidenced by RTB or MMAC inspection, through surveys or monthly operating reports, or by repetitive communications by riders of the service.
2. Notice and Opportunity to Cure. The Contractor shall have three (3) days after receiving written notice from MMAC of default, to cure the default or show good cause for such delay, abandonment, refusal, or neglect to comply with this Agreement or the specifications or instructions of the RTB or MMAC, after which time if the default continues the Contractor shall be in default.

B. TERMINATION

Upon Default by the Contractor and failure to cure, the RTB may immediately terminate contract service and related payments to the Contractor. Termination may be ordered by RTB after consultation with MMAC. Upon Default by Contractor and failure to cure, the MMAC may order the suspension of the contract service and related payments for a period not to exceed thirty (30) days. Notwithstanding suspension or termination of services and payment, all other obligations of Contractor under this Agreement shall remain in effect. In the event of termination due to default by the Contractor, the RTB shall not be precluded from recovering actual damages to which it may be entitled and may exercise any other rights it has to secure performance of this Agreement. Contractor may, upon thirty (30) days notice, terminate its provision of services hereunder at any time if contractor is not otherwise in default.

C. PENALTIES

In addition to its other rights upon default and failure to cure, the MMAC may assess financial penalties against Contractor for any violations of this Agreement in amounts that are reasonable but not to exceed \$500.00 per occurrence. Violations for which penalties may be expected include, without limitation; unexcused trip denial, untimely service, or failure to meet performance standards or regulations relating to service delivery, personnel or equipment.

D. ENFORCEMENT

The MMAC shall establish and administer an enforcement mechanism and procedure for assuring the compliance of Contractor and Contractors with the obligations under contracts to deliver Special Transportation Services with the RTB. The enforcement procedures will, at a minimum, include:

1. Identify events of noncompliance or breach of contract.
2. Confirm events of noncompliance and initiate appropriate disciplinary measures.
3. Determine appropriate sanctions to be imposed.

E. NOTICE

Notice for purposes of this Agreement shall be sufficient if given by certified mail to the addresses listed below, and shall be deemed to have been given the day of mailing.

RTB:

CONTRACTOR:

Regional Transit Board  
Attn: Programs Section  
270 Metro Square Building  
St. Paul, Minnesota 55101

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

F. UNAVOIDABLE OCCURRENCES

Service shall be provided as scheduled. The service shall maintain on-time performance, except that the Contractor shall not be held responsible for failure to provide on-time service due to weather or traffic conditions, unavoidable vehicle malfunctions, or naturally occurring disasters.

Should RTB budget appropriation and tax levy be insufficient to meet current requirements or should appropriations for RTB be reduced resulting in the lack of funds sufficient to meet all of its needs, RTB may upon sixty (60) days' notice to Contractor terminate this Agreement.

G. LICENSES AND TAXES

The Contractor and its subcontractors shall procure and keep current any and all licenses, permits, or certificates which are or may be required by properly constituted authorities for the performance of the service. Furthermore, the Contractor and its subcontractors shall pay when due all taxes assessed on property owned by it, to be used in connection with the furnishing of the service including storage facilities and vehicles.

H. EQUAL EMPLOYMENT OPPORTUNITY

In conjunction with the execution of its obligations hereunder, Contractor agrees that it and any subcontractors hereunder shall not discriminate against any employee or applicant for employment because of race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, disability, age, political affiliation, or sexual preference, and shall take affirmative actions to ensure applicants are employed and employees are treated during employment without regard to race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, disability, age, political affiliation, or sexual preference in all matters, including employment, upgrading, demoting, or transfer, recruitment or recruitment advertising; layoff, return from layoff or termination; rates of pay or other forms of compensation; and selection for training or apprenticeship.

Contractor shall obtain and keep in force a certificate of compliance with the equal employment opportunity/affirmative action obligations of Minn. Stat. § 363.073.

I. DISADVANTAGED/WOMEN BUSINESS ENTERPRISES

Pursuant to RTB policy, Contractor shall establish minimum goals of ten percent (10%) Disadvantaged Business Enterprises and three percent (3%) Women Business Enterprises participation for all contracting opportunities related to the performance under this Agreement. These opportunities include but are not

limited to: insurance, office supplies, and equipment, building maintenance, vehicle maintenance, bus parts, fuel, printing, consultant services, and advertising. Contractor shall establish and comply with Disadvantaged Business Enterprises and Women Business Enterprises plans and, upon request, shall submit proof to the RTB of Contractor's compliance with these standards.

J. TITLE VI--CIVIL RIGHTS ACT OF 1964

The Contractor hereby agrees that it will comply with Title VI of the Civil Rights Act of 1964 (P.L. 88-352) and all requirements imposed by the U.S. Department of Transportation, to the end that, in accordance with Title VI of the Act, no person in the United States shall, on the ground of race, color, sex, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Contractor receives federal financial assistance from the Department under federal urban mass transportation programs; and hereby gives assurance that it will immediately take any measures necessary to effectuate this Agreement.

If any real property or structure thereon is provided or improved with the aid of federal financial assistance extended to the Contractor by the Department under federal urban mass transportation programs, this assurance shall obligate the Contractor, or in the case of any transfer of such property, and transferee, for the period during which the real property or structure is used for a purpose for which the federal financial assistance is extended or for another purpose involving the provision of similar services or benefits. If any personal property is so provided this assurance shall obligate the Contractor for the period during which it retains ownership or possession of the property. In all other cases, this assurance shall obligate the Contractor for the period during which the federal financial assistance is extended to it by the Department under federal urban mass transportation programs.

This assurance is given in consideration of and for the purpose of obtaining any and all federal grants, loans, contracts, property, discounts, or other federal financial assistance extended after the date hereof to the Contractor by the Department under federal urban mass transportation programs. The Contractor recognizes and agrees that such federal financial assistance will be extended in reliance on the representations and agreements made in this

assurance, and that the United States shall have the right to seek judicial enforcement of this assurance. This assurance is binding on the Contractor, its successors, transferees, and assignees.

K. NONWAIVER

The failure of RTB at any time to insist upon the strict performance of any or all of the terms, conditions, and covenants herein shall not be deemed a waiver of any subsequent breach or default in the terms, conditions, and covenants herein contained.

L. CONFLICT OF INTEREST

The Contractor represents that it presently has no interest and agrees that it shall acquire no interest, direct or indirect, which would conflict in any manner or degree with the performance of its services hereunder. The Contractor further agrees that in the performance of the agreement, no person having any such interest shall be employed.

The Contractor shall disclose to the RTB any contract, agreement, or understanding that the Contractor has as of the date of submission of the agreement, or in the future may have, with any entity or individual which may represent a conflict of interest in the performance of the Contractor's duties hereunder, and if the RTB determines that there is in fact a conflict, then the Contractor shall forthwith resign from such conflicting contract, agreement, or understanding, in which event the agreement shall remain in full force and effect. In the event the Contractor does not so resign, then the RTB shall have the option of terminating this Agreement forthwith.

XI. ARBITRATION

Any dispute under this Agreement which the parties agree to arbitrate shall be settled in accordance with the rules and procedures of the American Arbitration Association, except that only one arbitrator shall be used to settle any dispute.

IN WITNESS WHEREOF, the parties signed below have caused this Agreement to be executed.

REGIONAL TRANSIT BOARD

CONTRACTOR

\_\_\_\_\_  
Gregory L. Andrews  
Its: Executive Director

\_\_\_\_\_  
Its: \_\_\_\_\_

The provisions of this Agreement have been reviewed and are approved by the Metro Mobility Administrative Center.

METRO MOBILITY ADMINISTRATIVE  
CENTER

---

Lyle Frerichs  
Its: Manager

EXHIBIT I

COMMUNITIES IN THE METRO MOBILITY SERVICE DISTRICT

AREA I

Bloomington  
Brooklyn Center  
Brooklyn Park  
Columbia Heights  
Crystal  
Edina  
Falcon Heights  
Fridley  
Golden Valley  
Hilltop

Hopkins  
Lauderdale  
Lilydale  
Little Canada  
Maplewood  
Mendota  
Mendota Heights  
Minneapolis  
New Hope  
Newport

North St. Paul  
Richfield  
Robbinsdale  
Roseville  
St. Anthony  
St. Louis Park  
St. Paul  
South St. Paul  
Spring Lake Park  
West St. Paul

AREA II

Sector 1

Anoka  
Blaine  
Centerville  
Circle Pines  
Coon Rapids  
Lexington  
Lino Lakes

Sector 2

Arden Hills  
Gem Lake  
Mounds View  
New Brighton  
North Oaks  
Shoreview  
Vadnais Heights  
White Bear Lake  
White Bear Township

Sector 3

Bayport  
Baytown  
Birchwood  
Cottage Grove  
Dellwood  
Lake Elmo  
Landfall  
Mahtomedi  
Oakdale  
Oak Park Heights  
Pine Springs  
St. Paul Park  
Stillwater  
Willernie  
Woodbury

Sector 4

Apple Valley  
Burnsville  
Eagan  
Inver Grove Heights  
Rosemount  
Sunfish Lake

Sector 5

Prior Lake  
Savage  
Shakopee

Sector 6

Chanhassen  
Chaska

Sector 7

Champlin  
Deephaven  
Eden Prairie  
Excelsior  
Greenwood  
Long Lake  
Maple Grove  
Medicine Lake  
Minnetonka  
Minnetonka Beach  
Mound  
Orono  
Osseo  
Plymouth  
Shorewood  
Spring Park  
Tonka Bay  
Wayzata  
Woodland

Table 1

Metro Mobility SAMPLE WEEKDAY RIDERSHIP BY TIME OF DAY
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ALL TRIPS

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<u>By Hour:</u>	<u>Demand Order</u>	<u>Agency Standing Order</u>	<u>Individual Standing Order</u>	<u>Total</u>
6:00 a.m.	23	62	59	144
7:00 a.m.	78	337	77	492
8:00 a.m.	108	475	44	627
9:00 a.m.	133	148	21	302
10:00 a.m.	147	70	25	242
11:00 a.m.	130	46	20	196
12:00 noon	139	20	20	179
1:00 p.m.	155	22	15	192
2:00 p.m.	156	570	48	774
3:00 p.m.	132	426	48	606
4:00 p.m.	90	37	64	191
5:00 p.m.	65	6	26	97
6:00 p.m.	53	1	8	62
7:00 p.m.	20	3	0	23
8:00 p.m.	18	3	3	24
9:00 p.m.	44	0	2	46
10:00 p.m.	5	0	3	8
11:00 p.m.	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total	1,496	2,226	483	4,205

Table 1 (Continued)

Metro Mobility SAMPLE WEEKDAY RIDERSHIP BY TIME OF DAY
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AMBULATORY TRIPS

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<u>By Hour:</u>	<u>Demand Order</u>	<u>Agency Standing Order</u>	<u>Individual Standing Order</u>	<u>Total</u>
6:00 a.m.	17	56	40	113
7:00 a.m.	49	303	59	411
8:00 a.m.	67	389	34	490
9:00 a.m.	87	98	14	199
10:00 a.m.	104	64	15	183
11:00 a.m.	83	41	13	137
12:00 noon	81	17	17	115
1:00 p.m.	106	21	12	139
2:00 p.m.	106	481	38	625
3:00 p.m.	80	349	32	461
4:00 p.m.	53	35	38	126
5:00 p.m.	30	5	15	50
6:00 p.m.	26	1	5	32
7:00 p.m.	9	2	0	11
8:00 p.m.	5	3	3	11
9:00 p.m.	15	0	1	16
10:00 p.m.	3	0	3	6
11:00 p.m.	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total	921	1,865	339	3,125

Table 1 (Continued)

Metro Mobility SAMPLE WEEKDAY RIDERSHIP BY TIME OF DAY
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WHEELCHAIR TRIPS

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<u>By Hour:</u>	<u>Demand Order</u>	<u>Agency Standing Order</u>	<u>Individual Standing Order</u>	<u>Total</u>
6:00 a.m.	6	6	19	31
7:00 a.m.	29	34	18	81
8:00 a.m.	41	86	10	137
9:00 a.m.	46	50	7	103
10:00 a.m.	43	6	10	59
11:00 a.m.	47	5	7	59
12:00 noon	58	3	3	64
1:00 p.m.	49	1	3	53
2:00 p.m.	50	89	10	149
3:00 p.m.	52	77	16	145
4:00 p.m.	37	2	26	65
5:00 p.m.	35	1	11	47
6:00 p.m.	27	0	3	30
7:00 p.m.	11	1	0	12
8:00 p.m.	13	0	0	13
9:00 p.m.	29	0	1	30
10:00 p.m.	2	0	0	2
11:00 p.m.	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Total	575	361	144	1,080

Table 2

Metro Mobility SAMPLE WEEKDAY RIDERSHIP AND CANCELLATIONS
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	<u>Number of Trips Provided</u>			<u>Number of Cancellations</u>	<u>Cancellations as a Percent of Trips Provided</u>
	<u>Ambulatory</u>	<u>Wheelchair</u>	<u>Total</u>		
All Trips	3,125	1,080	4,205	379	9.0%
Demand Order	921	575	1,496	164	11.0%
Standing Orders(*)	2,204	505	2,709	215	7.9%

## NOTE:

(\*) To arrange a standing order, a person must travel at the same time three or more times a week. The figures above include all trips that qualify under this definition.

Table 3

<p>Metro Mobility</p> <p>PEAK AND OFF-PEAK PERIOD VEHICLES ASSIGNED BY PROVIDER ON SAMPLE WEEKDAY</p>
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	<u>A.M. Peak</u>	<u>Midday</u>	<u>P.M. Peak</u>	<u>Early Evening</u>	<u>Late Evening</u>
CareBus	5	5	5	5	1
City Wide Cab Co.	21	9	21	3	3
DARTS	3	3	3	1	1
Diamond Cab Company	13	6	13	3	1
Ebenezer Society	10	10	10	5	1
Handicabs, Inc.	17	10	17	1	1
HTS	12	10	12	2	2
Kare Kabs	12	9	12	3	3
Metro Ride	14	10	14	3	1
Midwest Olsen Med-Kab	14	10	14	3	1
Morley/Suburban	28	22	28	4	2
North Medical	3	3	3	1	1
Transportation Mgmt.	--	--	--	--	--
Twin City Mobility	6	6	6	1	1
Yellow Taxi	102	42	102	23	23
Wilder Transportation	<u>4</u>	<u>4</u>	<u>4</u>	<u>0</u>	<u>0</u>
Total	264	159	264	58	42

NOTE: "A.M. Peak" is defined as 6 a.m. to 10 a.m.; "Midday" is 10 a.m. to 2 p.m.; "P.M. Peak" is 2 p.m. to 6 p.m.; "Early Evening" is 6 p.m. to 9 p.m.; and "Late Evening" is 9 p.m. to 11 p.m.

Table 4

Metro Mobility METRO MOBILITY CERTIFIED RIDERS: AGE BREAKDOWN
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<u>Age</u>	<u>All Certified Riders</u>	<u>Wheelchair Riders</u>	<u>Ambulatory Riders</u>
Under 25	4%	9%	2%
25 to 34	9	15	6
35 to 44	9	14	6
45 to 54	10	15	8
55 to 64	11	12	10
65 to 74	23	20	24
75 to 84	26	11	34
85 or older	8	3	10

Source: "Comprehensive Review and Evaluation of the Metro Mobility Program -- Market Research Report," October 1987, by N.K. Friedrichs & Associates, Inc.

Contract No. \_\_\_\_\_

REGIONAL TRANSIT BOARD  
AGREEMENT WITH  
METROPOLITAN TRANSIT COMMISSION  
FOR FUNDING AND OPERATING  
THE METRO MOBILITY ADMINISTRATIVE CENTER

THIS AGREEMENT, entered into this 4<sup>th</sup> day of MAY,  
1988, is made by and between the REGIONAL TRANSIT BOARD  
(hereinafter referred to as the "RTB") and the METROPOLITAN  
TRANSIT COMMISSION (hereinafter referred to as the "MTC").

WHEREAS, the RTB is authorized in accordance with Minnesota  
Statutes, Section 473.386 to enter into and administer  
contracts for administration of the Metro Mobility program in  
the metropolitan area; and

WHEREAS, the RTB and the MTC have authorized the execution  
of this Agreement; and

WHEREAS, the MTC has represented that it has the necessary  
expertise and personnel, and is qualified to perform such  
services.

NOW, THEREFORE, IT IS AGREED BY THE PARTIES:

I. DEFINITIONS

For purposes of this Agreement the following terms shall  
have the meanings stated:

A. SPECIAL TRANSPORTATION SERVICE

Special Transportation Service shall mean motor  
vehicle transportation provided on a regular basis by  
a public or private person designed to serve  
handicapped persons, elderly persons, and others with  
special transportation needs who are unable to use  
main line bus service. Special transportation  
services shall be as authorized by Minn. Stat.  
§ 174.31, Minn. Stat. § 473.386, and Minn. Rules  
Part. 8840.0100 to 8840.6300.

B. PROVIDER

Provider shall mean any public or private person,  
corporation, or entity which delivers Special  
Transportation Services under contract with the RTB.

C. USER

User shall mean any eligible person or persons who receive or request Special Transportation Service.

D. APPROVED OPERATING DEFICIT

Approved Operating Deficit shall mean the amount by which operating expenses approved by RTB and incurred by the MTC for the delivery of services according to the management plan, exceed annual user fees, standing order fees, provider charges, and other revenues received as consideration for providing the services described in the management plan.

II. STATEMENT OF WORK

A. RESPONSIBILITY OF THE MTC

The MTC shall coordinate, manage, provide, and control all necessary activities to operate the service described in the Management Plan attached as Exhibit 1 and incorporated herein by this reference.

The MTC shall provide full and competent technical services to handle and correct any and all problems that arise associated with the operation of the system.

B. CHANGES IN SERVICE

The service to be provided shall be as described in the Management Plan (Exhibit 1). No change in service shall occur unless first approved by RTB.

C. ENFORCEMENT

The MTC shall establish and administer an enforcement mechanism and procedure for assuring the compliance of Metro Mobility contractors with the obligations under contracts to deliver Special Transportation Services with the RTB. This enforcement policy shall be as stated in the Management Plan. The enforcement procedures will include at a minimum:

1. Undertake the activities described in the Management Plan to identify events of non-compliance or breach of contract.
2. Confirm events of non-compliance, notify Metro Mobility contractors, and initiate appropriate disciplinary activities.
3. Determine and impose appropriate disciplinary measures.

### III. TERM

This Agreement shall be in effect for transportation services rendered from January 1, 1988, through December 31, 1988.

### IV. FUNDING OF SERVICES

- A. The RTB agrees to pay the MTC the sum of \$493,555.00 (the Contract Amount), or the total Approved Operating Deficit, whichever is less.
- B. Payments shall be made by the RTB to the MTC monthly, based on submission of the Request for Funds form, attached to this contract as Exhibit 2. A Monthly Summary Report in the form described in Section VII(B)(1), shall accompany each request for payment. The Request for Funds shall not be submitted later than twenty (20) days after the end of the month in which services were provided.
- C. Monthly Requests for funds shall be sent to:

Regional Transit Board  
Attn: Programs Section  
270 Metro Square Building  
St. Paul, Minnesota 55101

The request shall be prepared in a form acceptable to the RTB and shall be supported by such copies of invoices, payrolls, and such other information as may be required by the RTB.

- D. The MTC's final monthly payment shall be withheld until completion of an audit by the RTB.
- E. All invoices and related records are subject to audit by the RTB. If, at the end of the Term, as a result of final audit, it is determined that the RTB has overpaid the MTC, the MTC shall immediately refund to the RTB the amount of the overpayment. Upon completion of the final audit, the RTB shall make a final payment to the MTC of the amount of any unpaid balance in accordance with the provisions of this contract.

### V. SCOPE OF THE MTC'S RESPONSIBILITIES

#### A. SERVICE DELIVERY

The MTC agrees to manage the Metro Mobility Administrative Center and supervise the delivery of Special Transportation Service by providers contracted to RTB and provide those services specified in the Management Plan (Exhibit 1). The MTC agrees to

oversee and operate the service in accordance with the Management Plan specifications and any revisions thereof. The parties agree that the Management Plan shall only be amended with the written approval of the RTB.

B. SUBCONTRACTING BY THE MTC

The MTC shall not assign or subcontract its obligations under this contract to any third parties unless the RTB shall have first approved the subcontractor and terms of any subcontracts. The RTB retains the right to disapprove any such third party contracts. Consent to any subcontract or assignment shall not relieve the MTC of its primary responsibility for performance hereunder.

C. INDEPENDENT CONTRACTOR

Under the terms of this contract, the MTC is an independent contractor and has and retains full control and supervision of the services and full control over the employment and direct compensation and discharge of all persons assisting in the performance of its services hereunder. The MTC agrees to be solely responsible for all matters relating to payment of employees, including compliance with social security, all payroll taxes and withholdings, unemployment compensation, and all other regulations governing such matters. The MTC agrees to be responsible for its own acts and those of its subordinates, employees, and any and all approved subcontractors during the Term.

VI. MANAGEMENT OPERATIONS

- A. The MTC shall provide project management according to the Management Plan (Exhibit 1). The Parties may agree upon additional requirements, which are reasonable for operation of this service.
- B. As partial consideration of the administrative services to be provided hereunder, MTC shall collect and retain the following revenues:
1. An annual fee of \$10 for each person certified to use Metro Mobility.
  2. A fee of \$10 for each person establishing a standing request and a fee of \$5 for each change to a standing order.
  3. An amount not to exceed \$160 per month, from providers to help offset telephone line and computer maintenance expenses.

4. The full cost of providing and administrating Metro Mobility trips that are eligible for reimbursement under the Medical Assistance Program from the Department of Welfare.

C. PERSONNEL

1. Any and all employees of the MTC, its subcontractors or other persons while engaged in the performance of any work or services required by the MTC under this Agreement shall not be considered employees of the RTB, and any and all claims that may or might arise under the Worker's Compensation Act of Minnesota on behalf of said employees or other persons while so engaged, and any and all claims made by any third party as a consequence of any act or omission on the part of the MTC's employees, its subcontractors, or other persons while so engaged in any of the work or services to be rendered in be the obligation of the MTC.

2. MTC and its subcontractors shall be considered as independent contractors and have and retain full control and supervision of the services and full control over the employment and direct compensation and discharge of all persons assisting with performing services under this Agreement.

D. INSURANCE

MTC shall have in effect an insurance plan which is consistent with Minnesota Statute, Chapter 466. At least three (3) days prior to commencing service hereunder, MTC shall furnish to the RTB a description of the insurance plan in effect for this Agreement.

VII. DOCUMENTATION OF SERVICE DELIVERY

A. RECORDS

The MTC agrees to keep and maintain all records required by the RTB under this contract for a period of three (3) years from the date of final payment and to allow the RTB to copy and inspect all of the required records at any time during regular business hours, subject to the Data Practices Act.

Upon request, the MTC shall furnish to the RTB copies of all reports required by law or regulation to be furnished to the RTB or any other governmental body or authority having legal jurisdiction over operational matters of the MTC.

The MTC shall, at the end of the term of this Agreement, turn over in a timely fashion any and all records that are reasonably requested by the RTB, subject to the Data Practices Act.

B. PROJECT OPERATIONAL RECORDS

The MTC agrees to maintain operational records documenting the performance of the service. Operational records shall include, but are not limited to, the following:

1. Monthly Summaries

The MTC, in accordance with the reporting schedule established, shall prepare and submit a Monthly Summary Report. This report shall include:

- ° Report of MMAC activities, report of MTC performance against Management Plan objectives, report of provider performance, and operating statistics, and a description of user complaints and disposition.
- ° MTC shall use its best efforts to provide such additional information as may be reasonably requested by the RTB.

2. Financial Records

The MTC shall separately account for all project expenditures and any other relevant financial records or documents. The MTC and its subcontractors shall keep full and complete books of account following generally accepted accounting principles reflecting its operations pursuant to this Agreement.

C. AUDITS

As required by Minn. Stat. Section 15.17, the records, books, documents, and accounting procedures and practices of the MTC and of any subcontractor relating to work performed pursuant to this Agreement shall be subject to audit and examination by the RTB and the legislative auditor or state auditor.

The MTC and its subcontractor shall permit the RTB or its designee to inspect, copy, and audit its accounts, records and business documents at any time during regular business hours, as they may relate to the performance under this Agreement.

The MTC shall deliver to the RTB within 30 days after completion a copy of any internal or external audit of

the MTC done by the MTC or at its request or at the direction of any governmental agency or department.

D. INSPECTIONS

The RTB shall have the right in its discretion to monitor, examine, and investigate all elements of the MTC's activities or property associated with this Agreement. The MTC shall cooperate with the RTB and assist with inspections as requested by the RTB and as authorized by Minn. Stat. § 473.375, subd. 6.

VIII. INDEMNITY AND INSURANCE

A. INDEMNIFICATION

The MTC undertakes and agrees to defend, indemnify, and hold harmless the RTB and all of the RTB's board members, agents, and employees from and against all suits and causes of action, claims, losses, demands, and expenses, including, but not limited to, attorneys' fees and cost of litigation, damage, or liability of any nature whatsoever, for death or injury to any person, including the MTC's employees and agents, or damage to or destruction of any property of either party hereto or of third parties, arising in any manner by reason of or incident to the performance of the contract on the part of the MTC or a subcontractor, except that indemnification shall not be required hereunder for the share of any liability apportioned to RTB because of RTB negligence.

IX. GENERAL PROVISIONS

A. DEFAULT

1. Defined

The MTC shall be in default hereunder if it shall abandon or delay unnecessarily, the performance of services hereunder; fail to provide services according to the Management Plan; fail to maintain or produce records required hereunder; or in any manner refuse or fail to comply with the specifications or instructions of the RTB relative to this Agreement.

2. Notice and Opportunity to Cure

The MTC shall have three (3) days after receiving written notice of default to cure the default or show good cause for such delay, abandonment, refusal, or neglect to comply with this Agreement or the RTB specifications or instructions, or show good cause for failure to cure default within three (3) days, after

which time if the default continues the RTB may declare the MTC in default and terminate this Agreement.

B. TERMINATION

Upon Default by the MTC, the RTB may immediately terminate the contract service and related payments to the MTC. Notwithstanding termination of services and payment, all other obligations of the MTC under this Agreement shall remain in effect. In the event of termination due to default by the MTC, the RTB shall not be precluded from the exercise any other rights it has to secure performance of this Agreement.

C. NOTICE

Notice for purposes of this Agreement shall be sufficient if given by certified mail to the addresses listed below, and shall be deemed to have been given the day of mailing.

RTB:

MTC:

Regional Transit Board  
Attn: Programs Section  
270 Metro Square Building  
St. Paul, Minnesota 55101

Metropolitan Transit Commission  
MMAC Manager  
560 6th Avenue North  
Minneapolis, Minnesota 55411

D. REDUCED FUNDING LEVELS

Should the RTB budget appropriation and tax levy be insufficient to meet current requirements or should appropriations for the RTB be reduced resulting in the lack of funds sufficient to meet all of its needs, the RTB may upon sixty (60) days' notice to the MTC terminate this Agreement.

E. EQUAL EMPLOYMENT OPPORTUNITY

In conjunction with the execution of its obligations hereunder, the MTC agrees that it and any subcontractors hereunder in performing the work required by this Agreement, shall not discriminate against any employee or applicant for employment because of race, color, creed, religion, natural origin, sex, marital status, status with regard to public assistance, disability, age, political affiliation, or sexual preference, and shall take affirmative actions to ensure applicants are employed and employees are treated during employment without regard to race, color, creed, religion, national origin, sex, marital status, status with regard to public assistance, disability, age, political

affiliation, or sexual preference in all matters, including employment, upgrading, demoting, or transfer, recruitment or recruitment advertising; layoff, return from layoff or termination; rates of pay or other forms of compensation; and selection for training or apprenticeship.

The MTC shall obtain and keep in force a certificate of compliance with the equal employment opportunity/affirmative action obligations of Minn. Stat. § 363.073, or provide evidence of compliance with the provisions of House File 2596 enacted April 16, 1988.

F. DISADVANTAGED/WOMEN BUSINESS ENTERPRISES

Pursuant to RTB Policy the MTC shall establish minimum goals of 10 percent Disadvantaged Business Enterprises and 3 percent Women Business Enterprises participation for all contracting opportunities related to the performance under this Agreement. These opportunities include but are not limited to: insurance, office supplies, and equipment, building maintenance, vehicle maintenance, bus parts, fuel, printing, consultant services, and advertising. The MTC shall establish and comply with Disadvantaged Business Enterprises and Women Business Enterprises plans and, upon request, shall submit proof to the RTB of the MTC's compliance with these standards.

G. TITLE VI--CIVIL RIGHTS ACT OF 1964

The MTC hereby agrees that it will comply with Title VI of the Civil Rights Act of 1964 (P.L. 88-352) and all requirements imposed by the U.S. Department of Transportation, to the end that, in accordance with Title VI of the Act, no person in the United States shall, on the ground of race, color, sex, or national origin, be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the MTC receives federal financial assistance from the Department under federal urban mass transportation programs; and hereby gives assurance that it will immediately take any measures necessary to effectuate this Agreement.

If any real property or structure thereon is provided or improved with the aid of federal financial assistance extended to the MTC by the Department under federal urban mass transportation programs, this assurance shall obligate the MTC, or in the case of any transfer of such property, and transferee, for the period during which the real property or structure is

used for a purpose for which the federal financial assistance is extended or for another purpose involving the provision of similar services or benefits. If any personal property is so provided this assurance shall obligate the MTC for the period during which it retains ownership or possession of the property. In all other cases, this assurance shall obligate the MTC for the period during which the federal financial assistance is extended to it by the Department under federal urban mass transportation programs.

This assurance is given in consideration of and for the purpose of obtaining any and all federal grants, loans, contracts, property, discounts, or other federal financial assistance extended after the date hereof to the MTC by the Department under federal urban mass transportation programs. The MTC recognizes and agrees that such federal financial assistance will be extended in reliance on the representations and agreements made in this assurance, and that the United States shall have the right to seek judicial enforcement of this assurance. This assurance is binding on the MTC, its successors, transferees, and assignees.

H. NONWAIVER

The failure of the RTB at any time to insist upon the strict performance of any or all of the terms, conditions, and covenants herein shall not be deemed a waiver of any subsequent breach or default in the terms, conditions, and covenants herein contained.

X. ARBITRATION

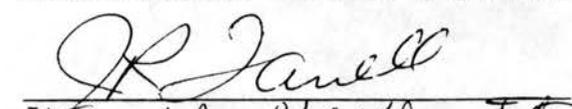
Any dispute under this Agreement which the parties agree to arbitrate shall be settled in accordance with the rules and procedures of the American Arbitration Association, except that only one arbitrator shall be used to settle any dispute. This Agreement shall be governed by the laws of Minnesota.

IN WITNESS WHEREOF, the parties signed below have caused this Agreement to be executed.

REGIONAL TRANSIT BOARD

METROPOLITAN TRANSIT COMMISSION





Gregory L. Andrews  
Its: Executive Director  
270 Metro Square Building  
St. Paul, Minnesota 55101

Its: Acting Chief Administrator

DRAFT

METRO MOBILITY ADMINISTRATIVE CENTER

MANAGEMENT PLAN

JANUARY 1, 1988 - DECEMBER 31, 1988

## A. ORGANIZATION

- The Metro Mobility Administrative Center (MMAC) is a key element in the method of providing special transportation services for the elderly and handicapped in the Minneapolis/St. Paul Metropolitan area.

In 1986, the Regional Transit Board (RTB) mandated that special transportation services which had been provided through a centralized transportation system be changed to a modified user-side subsidy system. Under the user-side system, the RTB selects providers to deliver the special transit services and contracts for those services. The Metropolitan Transit Commission (MTC) has been contracted by the RTB to provide MMAC services since October 1986.

The MMAC was established to oversee the service delivery of the special transit providers.

The responsibilities of the MMAC include:

- Monitoring provider contracts.
- Determining and implementing appropriate provider disciplinary action with input from RTB.
- Issuing warnings/levying fines to providers for provider noncompliance.
- Providing daily control of annual subsidy allocation.
- Monitoring the performance of the providers.
- Processing provider subsidy payments.
- Maintaining the passenger certification process.
- Addressing passenger concerns.
- Distributing commuter tickets to passengers.
- Providing MMAC information to passengers, providers and interested parties.
- Maintaining MMAC computer system.
- Processing standing orders.
- Updating passenger files.
- Conducting an annual registration of passengers.
- Coordinating 1988 Metro Mobility expansion.
- Processing Medical Assistance billings.
- Providing necessary reports to RTB, MTC and other agencies.

Management policies for the MMAC are established by the RTB.

### 1. Organizational Structure

The MTC shall have the responsibility for operating the MMAC during this contract period. The MTC is the public transit authority in the Twin Cities metropolitan area.

The Transportation Division is the organizational unit within the MTC responsible for MMAC operations.

Reporting immediately to the Assistant Director of Transportation is the Manager of Metro Mobility. The manager has key responsibility for the operations of the MMAC and has supervisory responsibility for the

MTC staff members working at the MMAC. In addition to the manager, there currently are five other positions at the MMAC. Fully staffed, the MMAC employs eleven people, including the manager, three administrators, one rider liaison, one secretary, one certification secretary and four account clerks. Job descriptions for each position are attached.

The impact of the increased Metro Mobility ridership necessitates creating one additional position, Metro Mobility Aide, and adding a fifth account clerk. See organizational chart for MMAC staff reporting structure.

2. Bargaining Unit Representation and Responsibilities

The account clerks at MMAC are bargaining unit employees. These employees are represented by the Amalgamated Transit Union, Local 1005, as are other MTC union employees. The Chief Administrator of the MTC or his/her designee is solely responsible for negotiating contracts and labor agreements with the transit union. All decisions related to the labor contract will be the responsibility of the MTC.

3. Assistance Contract Responsibilities

The MMAC manager or his/her designee will be responsible for negotiating an assistance contract for Metro Mobility with the RTB. This contract is subject to approval by the Chief Administrator and the members of the Metropolitan Transit Commission.

4. Relationship of the MMAC with Participating Providers

The responsibilities of the MMAC as they relate to participating providers are:

- a. Monitor providers' service performance.
- b. Ensure provider contract compliance.
- c. Determine and implement appropriate disciplinary action, as needed.
- d. Recommend provider reimbursement for service delivery.
- e. Offer administrative and computer training to providers.
- f. Provide computer assistance.

Monitoring provider service and ensuring provider contract compliance will be measured by conducting field observations, provider site inspections and telephone surveys, reviewing vehicle inspection reports submitted to MMAC by MN Dept. of Public Safety, monitoring complaints received by the MMAC and the computer's capability to identify service abnormalities. The account clerks have direct communication with the providers' office/billing staff when billing questions arise. Consistent abnormalities in provider billings are brought to the administrators' attention and these concerns are communicated to the providers by the administrators. MMAC staff and two MTC Information Services support staff are being trained in the use of the new computer system. Provider training will include order taking and billing procedures. Computer assistance will be provided primarily through the maintenance contract with UNISYS Corporation.

5. Relationship of the MMAC with RTB

The MMAC manager will have the responsibility of making all routine decisions regarding matters of the MMAC. The MMAC will assist the RTB in developing provider noncompliance procedures and will issue warnings and levy fines to providers when necessary. The MMAC will determine and implement disciplinary action and forward its recommendation to the RTB with the MMAC's recommendations for resolution. Policy issues raised by MMAC or relayed to MMAC by providers or passengers will be referred to the RTB. The MMAC manager or his/her designee will inform the RTB if the subsidy allocation is exceeded by ridership demand and will impose a system cut-off only after approval by the RTB. The MMAC will also assist the RTB in developing and implementing procedures for agency participation in agency related trips. The MMAC will also report and make recommendations on ridership trends.

6. Relationship of the MMAC with MnDOT and MN Dept. of Public Safety

The MMAC will work with MnDOT and the Dept. of Public Safety in establishing a reporting process for Metro Mobility provider vehicles found in non-compliance of the State Operating Standards. Infractions of the State Operating Standards involving Metro Mobility vehicles would be reported to the MMAC when documented by these agencies and the MMAC would in turn report infractions which it has discovered through field observations to the appropriate state agency(ies).

7. Reporting Responsibilities

The MMAC manager or his/her designee will be responsible for filing reports with the RTB. By the 20th of each month, the MMAC will provide the RTB with the operating statistics for the previous month. The monthly report will include:

- a. Ridership data by provider, by community and system-wide.
- b. Trip denial data by provider, by community and system-wide.
- c. Cancellation data by provider and system-wide with a breakdown between standing order and demand trips.
- d. No Shows with a breakdown between standing order and demand trips.
- e. Trip length data by provider, by community and system-wide provided by eight day random sample.
- f. Service report summary by provider, by category of complaint.
- g. Passengers certified during the previous month, by certification classification.
- h. New standing orders during the previous month.
- i. Reimbursements for previous month by provider and system-wide.
- j. Budget implication analysis.
- k. MMAC performance in meeting its contract obligations.

The MMAC will also provide the RTB with a quarterly report addressing provider performance. This report will include the following information on each provider:

- a. Service report summary by category of complaint or commendation.
- b. Accident/Incident summary, including any trends identified.

- c. Estimated miles between accidents.
- d. Passenger satisfaction survey results, by category.
- e. Penalties, fines and/or other disciplinary action received during the quarter.
- f. Ridership trends; i.e., increased group loads, amb/w/c ratio changes.
- g. Service hours, miles by provider.

The MMAC will develop a method of measuring overall provider performance using the data collected for the quarterly report.

The MMAC will also provide the RTB with monthly summaries that document its contract performance. Those may include the following:

- Number and location of field observation including any followup action required.
- Number of hours of on-street monitoring including results.
- Number of provider site inspections including significant findings.
- Number and percentage of month's trips that were sampled and surveyed to monitor service quality and document trip making.
- Number of persons certified during month, including percentage with certification turnaround time - 15 working days (or mean turnaround time).
- Average response time to passenger and provider complaints.
- Average response time for routine passenger information requests and for routine provider information requests.
- Budget analysis.
- Report on distribution of commuter tickets and distribution and reimbursement for discount coupons.

Other

- Copy of passenger newsletter and any passenger communication pieces.

B. GOALS AND OBJECTIVES

1. The goal of the MMAC is to manage the daily administration and monitor the performance of a demand responsive paratransit service for mobility impaired persons throughout the metropolitan area within the established budget.
2. In an attempt to measure achievement toward the success of this goal the following objectives have been developed:
  - a. Verify Metro Mobility providers bimonthly statements and submit recommendations for payment to the RTB within fifteen (15) working days of receiving invoices.
  - b. Sample and survey no less than 2.5% of daily trips to verify that trips were made and to gauge providers' quality of service.

- c. Provide 40 hours per week of field observation to be conducted by the account clerks, utilizing the attached check sheet. The field observation check sheet includes all components of the State Operating Standards. Follow prescribed procedures if contract violations are found.
- d. Ensure computer reliability of 97% operating time.
- e. Respond to requests for certification within fifteen (15) working days.
- f. Respond to passenger and provider complaints within three (3) working days of receipt. Investigate the situation, outline the steps to resolve the problem and relay appropriate information to all parties involved.
- g. Respond promptly to requests for commuter tickets and ensure that designated ticket outlets are adequately supplied at all times.
- h. Process standing order requests within two working days of their receipt.
- i. Respond to requests for routine passenger information within one working day.
- j. Ensure, on a daily basis, that the cost of the services provided remains within budgeted limits, with budget over runs approved by the RTB.
- k. Respond to provider requests within two (2) working days.
- l. Require providers to inform MMAC with details of accidents and/or incidents regardless of fault involving personal injury, possible personal injury and/or property damage within twenty four (24) hours of occurrence and deliver to the MMAC a complete written report within forty eight (48) hours of occurrence. MMAC will mail a copy of the initial report to the RTB on the day it is notified of an occurrence and the MMAC will forward all other reports on the incident as information is made available. The RTB will be notified immediately by telephone in the event of incidents involving significant injury.

C. LEVELS OF SERVICE

i. Service Area

The Metro Mobility service is currently offered throughout Minneapolis, St. Paul, all first ring suburbs and second ring suburbs in the northern and western portion of the metropolitan area. The service area will expand by April 1988 as adopted by the RTB's plan for reorganizing Metro Mobility to include the second ring suburbs to the east and south of the metropolitan area, thus encompassing the entire transit taxing district.

## 2. Type of Services Provided

In order to achieve each of the objectives outlined above, the MMAC will provide the following services:

- a. MMAC administrators and account clerks will monitor and process the trip vouchers received from providers and recommend reimbursement payments to the RTB.
- b. MMAC staff will contact passengers by telephone and observe providers to determine that service is delivered in a quality manner.
- c. MMAC management staff, with assistance from the MTC Information Services Department, will deliver continuous computer support to providers and will maintain computer service contracts with appropriate technical specialists to ensure desired computer reliability.
- d. MMAC certification secretary will provide full-time passenger certification services to all eligible passengers. The certification secretary will also be responsible for updating passenger data in the MMAC computer.
- e. MMAC rider liaison will ensure that all passenger concerns are addressed, complaints resolved and information provided. The rider liaison will summarize complaints, commendations and other incidents monthly by provider and alert MMAC manager and the RTB immediately of accident/injury situations.
- f. MMAC staff will accept standing requests as they are made and forward them to appropriate providers. They will change standing orders as requested. They will also be responsible for collecting passenger fees for standing order requests and changes.

Staff will be responsible for transmitting the standing orders to the appropriate providers on a daily basis, via the computer.

- g. For providers who desire it, MMAC staff will bill the Department of Human Services for rides they provide to certified persons eligible for Medical Assistance transportation reimbursement.
- h. MMAC staff will maintain and report to the RTB all operating data associated with the program.
- i. In the event that the MMAC computer fails, MMAC staff will work with providers to carry on daily operations using the following manual system: Order taking will be done manually. Each provider will check ride requests against list of all certified passengers to ensure reimbursement will be made. MMAC staff will check on demand periodically via telephone call to providers to determine amount of dollars spent and notify providers of cutoff time, if required. Because no printout of orders taken would be possible, it would be difficult for MMAC staff to monitor performance and trip verification for these days. Staff, however, will be able to reconcile vouchers with a list of certified users as well as

contract standing orders passengers to verify that trips have been taken. Providers would be required to input the data into MMAC computer, once it is operational.

If a single provider had computer failure, he/she could come to the MMAC and log in orders by using a terminal there. Providers' faulty computer equipment will be repaired or replaced by MMAC staff as soon as possible.

- j. MMAC staff will monitor daily ridership demand. The monitoring will be aided by the MMAC computer system which will keep a running tally of the daily subsidy expenditures. The annual budgeted dollars will be divided equally over the twelve months. The average weekday and weekend day subsidy allotment will be entered into the computer which will alert MMAC staff when requests are nearing the budgeted capacity level for the day. The RTB will be notified of budget overruns and early cut-off of ride requests will only occur after approval of the RTB. The computer system will be able to lock out ride requests once an early cut-off has been declared. Providers will be required to submit to the MMAC the number of ride requests received between the cut-off time and 2:30 p.m. MMAC staff may adjust the daily subsidy allocation within the budget limits to reflect ongoing changes caused by situational considerations such as rider demand, holidays, weather conditions. The MMAC will monitor the number of standing orders vs. demand requests and report to the RTB if patterns which may adversely impact demand requests are developing.
- k. The MMAC has arranged with the MTC Transit Control Center to provide emergency service after MMAC business hours. Any passenger who is stranded can call the MMAC central number which will be answered by a transit supervisor in the Transit Control Center. An emergency may include a no-show or extremely late pick up, and MMAC will publicize emergency service to riders. The supervisor will call a provider from the list of those willing and able to provide emergency pick ups. The supervisor will record any emergency pick ups and inform the MMAC the following day so that the provider(s) will be reimbursed for the service rendered.

If the emergency situation is critical, the transit supervisor will call the MMAC on-call staff person who will deal with the problem.

### 3. Days of Operation

The MMAC will be open seven days a week.

### 4. Hours of Service

The MMAC will be open from 6:00 a.m. to 5:00 p.m. on weekdays and 8:00 a.m. to 5:00 p.m. Saturdays, Sundays and holidays.

D. MARKETING

The MMAC will publish newsletters on a bimonthly basis (six issues per year). The MMAC will update the Riders Guide as needed and will coordinate with the RTB on marketing issues regarding Metro Mobility service changes. Provider information changes will be addressed in the newsletter and will be updated, as they occur, on the provider profile sheets. The MMAC will prepare a mailing to groups and organizations in the 1988 expansion area. The riders' liaison will concentrate on speaking engagements in the expansion area.

E. STAFFING SELECTION

The numbers and qualifications of MMAC staff would be decided by the MTC subject to the review and approval by the RTB.

Selecting staff for the MMAC is the responsibility of the MTC. All open positions in the MMAC will be filled in accordance with established MTC policies and procedures which include the agreed upon contract provision governing the union positions in the MMAC.

F. APPEAL PROCESS

The MMAC will establish and implement a standard appeal process to resolve disputes between the MMAC and passengers or providers.

January 1, 1988 - December 31, 1988  
Metro Mobility Administrative Center  
Budget Narrative

501      LABOR

03      Administrative

The administrative category includes the wages of the manager, three administrators, rider liaison, certification secretary, the secretary, and the Metro Mobility Aide, for a total of eight positions. The equivalent 1988 budgeted labor rate for these employees is \$11.99 per hour. All staff time is based on 1,856 annual straight time hours. Also, 225 hours of overtime is projected for three nonexempt administrative staff at \$21.20 per hour. An additional 200 hours of labor for software support from the MIS department is required. The hourly rate is \$18.75.

04      Clerical

The clerical category includes all union labor. A full-time equivalent of five account clerks are required. The average labor rate for account clerks is \$9.58 per hour. Account clerks' staff time is based on 1,809 annual straight-time hours and a total of 1,000 overtime hours. Overtime pay is figured at time and one half, or \$14.75 per hour.

502      FRINGE BENEFITS

Fringe benefits are calculated at 45% of direct labor for this contract period. Items included in this category include FICA, workers' compensation, pension, insurance, unemployment, sick leave, holiday leave, etc.

503      SERVICES

03      Professional Technical

This category includes funds for computer software maintenance and upgrade provided by UNISYS and other vendors.

04      Temporary Help

The MMAC will utilize a DAC to prepare the registration mailing and the Metro Memo mailings. Additionally, three temporaries will be hired to assist in the 1988 registration process for a period of four weeks and one temporary for the 1989 registration process.

05      Contract Maintenance

This represents a service agreement with UNISYS Corporation to maintain the computer equipment used in the MMAC.

99 Miscellaneous

For unanticipated miscellaneous service needs.

504 MATERIALS AND SUPPLIES

99 Materials and Supplies

This category represents all non-capital equipment and supplies that are not considered routine office supplies. Approximately seventy five percent of these costs are for paper products, such as printed vouchers, commuter tickets, computer paper and spool fed address labels. Other items include plastic validation cards, gridded maps which include the 1988 expansion area, map books and Limited Mobility cards.

505 UTILITIES

02 Telephone Equipment Lines

This represents costs in reconnecting provider modem lines, adding new lines for additional providers and the monthly lease charges for the lines.

509 MISCELLANEOUS

02 Nonlocal Travel

This represents nonlocal travel to other systems or meetings regarding delivery of paratransit services.

08 Advertising

This represents the cost of professional services for preparing and the printing of Metro Mobility material, including the Riders Guide update, the six Metro Memos, a generic Metro Mobility brochure, 1988 expansion projects, the 1989 registration material, certification form changes and an upgrading of the provider profile listings. Professional services in developing these materials represents approximately fifteen percent of this line item.

21 Mileage/Parking

Reimbursement for mileage and parking business expenses incurred by MMAC staff throughout the contract period, including unobserved field checks.

26 Postage

Cost of mailings from MMAC to passengers and potential passengers. This includes newsletter mailings, registration mailing and other mailings related to the 1988 expansion and 1989 registration.

27 Local Seminars

This category represents funds for local workshops and staff training costs including UNISYS training for the computer system.

99 Other

Represents costs incurred in maintaining on-site terminals and modems and other miscellaneous needs.

510 ALLOCATED COSTS

This represents MTC's indirect costs associated with telephone charges, support from Information Services, Human Resources and other indirect divisions at the MTC, office supplies, dues and subscriptions, etc. Allocated costs are figured at 23% of direct labor.

REVENUES

Revenues from the following sources are projected to be received by the MMAC during the contract period:

- Medical Assistance reimbursement from the Department of Public Welfare of approximately \$1,050.
- Registration fees of \$10.00 per certified rider per year. It is estimated that a minimum of 9,000 certified riders will register in 1988.
- Standing Order fees of \$10.00 per new order and \$5.00 per order change will yield approximately \$4,500 during the contract period. This is based on 425 new standing orders and 50 changes being processed.
- Projected revenues of \$150.00 per provider per month for computer services and phone line charges will yield approximately \$31,350 during the contract period. This assumes an average of 19 providers. This charge is projected to begin February, 1988.
- Passengers becoming certified for Metro Mobility service are required to pay a \$10.00 certification fee. A projected 4,800 passengers will be certified for service in 1988.

January 1, 1988 - December 31, 1988  
 Metro Mobility Administrative Center  
 Budget

EXPENDITURES

		<u>Total</u>
<u>501</u>	<u>Labor</u>	
01	Drivers	
02	Maintenance	
03	Administrative	\$ 187,183
04	Clerical	<u>101,021</u>
	Subtotal	\$ 288,204
<u>502</u>	<u>Fringe Benefits</u>	\$ 129,692
<u>503</u>	<u>Services</u>	
01	Management Services Fee	\$ --
02	Advertising	--
03	Professional/Technical Services	18,000
04	Temporary Help	7,850
05	Contract Maintenance UNISYS (Hdw)	16,140
06	Custodial	--
07	Security	--
99	Miscellaneous	<u>2,000</u>
	Subtotal	\$ 43,990
<u>504</u>	<u>Materials and Supplies</u>	
01	Fuel and Lubricants	\$ --
02	Tires and Tubes	--
03	Bus Parts	--
99	Other Supplies	<u>42,300</u>
	Subtotal	\$ 42,300
<u>505</u>	<u>Utilities</u>	
02	Telephone Equipment & Lines	\$ 32,670
<u>506</u>	<u>Casualty-Liability</u>	
01	Prem. Physical Damage	\$ --
02	Recovery Physical Damage	--
03	Prem. P/L & P/D	--
04	Payout Unins. Plpd.	--
05	Provis. Unins. Plpd.	--
08	Prem. Other	<u>--</u>
	Subtotal	\$ --

EXPENDITURES (cont.)

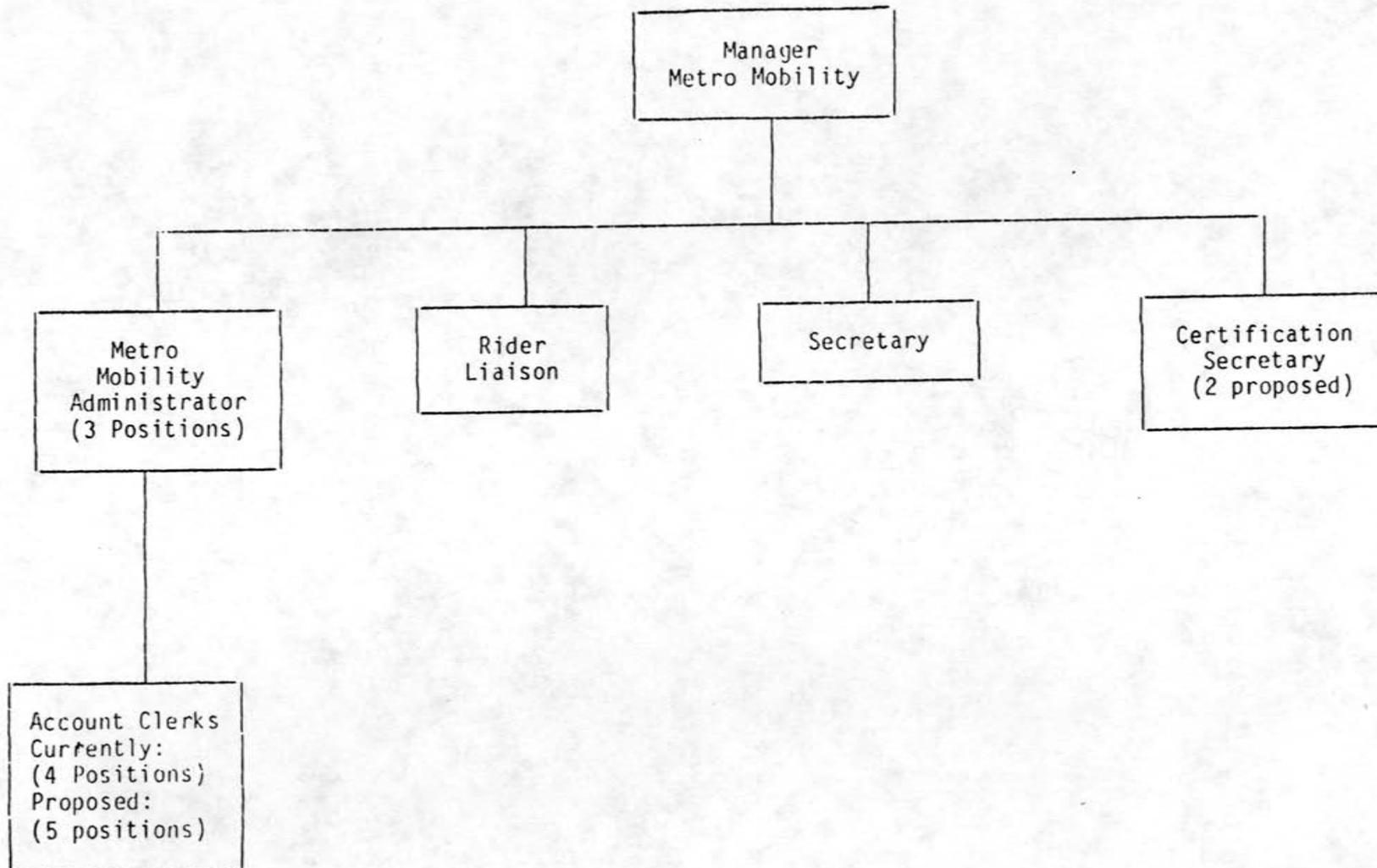
		<u>Total</u>
508	<u>Purchased Service</u>	\$ --
509	<u>Miscellaneous</u>	
02	Nonlocal Travel	\$ 1,000
07	Bad Debt	--
08	Advertising	30,250
10	Discount Lost	--
20	Local Travel - Commission	--
21	Mileage/Parking Reim.	2,500
26	Postage	22,567
27	Local Seminars	2,595
99	Other	<u>6,400</u>
	Subtotal	\$ 55,312
510	<u>Allocated Costs</u>	\$ 66,287
511	<u>Interest</u>	\$ --
512	<u>Lease Rentals</u>	
03	Pass. Park Facil.	\$ --
05	Service Vehicles	--
06	Oper. Stations	--
07	Garages	--
09	Radio Center	--
10	Data Processing Facil.	--
12	Gen. Admin. Facil.	<u>--</u>
	Subtotal	\$ --
514	<u>Principal</u>	
	TOTAL OPERATING EXPENDITURES	<u>\$ 668,455</u>

REVENUES

Source of Funds:		
Medical Assistance		\$ 1,050
Annual Registration Fees		90,000
Standing Order Fees		4,500
Provider Charges		31,350
Certification Fees		<u>48,000</u>
TOTAL REVENUES		<u>\$ 174,900</u>
AMOUNT REQUESTED FROM RTB		<u>\$ 493,555</u>

LF/crf/2656  
11/3/86

METRO MOBILITY ADMINISTRATIVE CENTER



LF/crf/2656  
11/3/86  
Revised 3/3/88



# METRO MOBILITY RIDERS GUIDE

METRO  
MOBILITY ..... 349-7480  
TTY/TDD ..... 341-0140

# METRO MOBILITY RIDERS' RIGHTS AND RESPONSIBILITIES

## METRO MOBILITY RIDERS HAVE A RIGHT TO:

1. Safe trips.
2. Free choice among approved providers.
3. Drivers trained to meet passenger needs.
4. Safe, properly equipped, smoke-free vehicles that are clean and in good repair.
5. Properly fastened seatbelts and wheelchair tiedowns.
6. Vehicles that match their disability code.
7. Pick-ups within 15 minutes of the scheduled time.
8. Efficiently routed trips no longer than 90 minutes in length.
9. Professional, courteous treatment.
10. Refuse unsafe service and file complaints without fear of reprisal.
11. Prompt investigation and effective resolution of complaints.
12. Current and complete program and provider information.

## METRO MOBILITY RIDERS HAVE A RESPONSIBILITY TO:

1. Be informed about program benefits and limitations.
2. Call in trip requests as early as possible.
3. Have times, addresses and other needed information ready at time of request.
4. Cancel only when necessary and as early as possible.
5. Be ready 10 minutes ahead of scheduled time at agreed upon location.
6. Present correct fare and certification card.
7. Wear seatbelts and check that wheelchair tiedowns are secured.
8. Not smoke in the vehicle.
9. Be courteous and avoid distracting the driver.
10. Keep wheelchairs or other mobility aids in good condition.
11. Avoid littering in the vehicle.
12. Keep sidewalks and steps in good condition and free of ice and snow.



# METRO MOBILITY IS READY TO SERVE YOU

## METRO MOBILITY IS A DOOR- THROUGH-DOOR TRANSPORTATION SERVICE FOR DISABLED INDIVIDUALS.

METRO MOBILITY is a "passenger choice" transit service, giving you the opportunity to select any transit provider serving your area.

The option of riding with a variety of providers can assist you in determining which provider best suits your individual needs.

This guide is designed to provide you with information on how to best use the Metro Mobility service.

Copies of the Rider's Guide are available in Braille and on tape by calling the State Services for the Blind at 642-0502.



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# SCHEDULING A TRIP

When you want to schedule transportation through Metro Mobility, select a transit provider for your area and call them directly.

**See the Provider list inside the back cover of this Rider's Guide. It lists the Metro Mobility transit providers in your area.**

When calling a provider, please identify yourself as a Metro Mobility passenger.

Requests for service must be made with the transit provider the day **before** service is required, between the following hours:

### 3 Telephone scheduling hours:

**Monday through Friday** 6AM - 2:30PM

**Saturday, Sunday and holidays** 8AM - 2:30PM

## QUESTIONS YOU WILL BE ASKED AT THE TIME YOU MAKE YOUR REQUEST

1. Your certification number.
2. Your exact pick up and drop off address, including apartment number and security code.
3. The pick up and return times.
4. The time you would like to be at your destination.
5. The number of people and the number of wheelchairs.

### Additional information you may be asked:

Your medical assistance number and information.

Phone number(s) where you can be reached if your requested ride time changes.

Up to three companions may ride with a certified passenger providing all are picked up and dropped off at the same location. Guests are expected to pay the same fare as the certified rider.

## WHAT TO EXPECT

The provider will pick you up within 10 minutes before or up to 15 minutes after your requested time. The driver is only required to wait for 5 minutes, so be prepared to leave when the vehicle arrives. If the provider must

change your requested times or refer your trip to another provider, you will be notified promptly. You will be assisted from your door to the vehicle and from the vehicle through the first door at your destination. You must carry your ID card when traveling with Metro Mobility. The driver will:

1. Validate your card.
2. Ask you to sign the trip voucher.
3. Give you a copy of the trip voucher.

NOTE: Passengers unable to sign their name have a "U" after their certification number.

## PASSENGER FARES

The standard fare is \$1.00 per one-way trip. This standard fare entitles you to a trip of up to eight miles. If your trip exceeds eight miles, you may have to pay an additional charge directly to the transit driver. Extra mileage charges will vary by provider but cannot exceed \$1.00 a mile. Your total fare will not exceed \$3.75. Providers are competing with each other for your business, so it is worthwhile to shop around for the best price.

If you prefer not to carry cash for your rides you may purchase commuter tickets and discount coupons for over 8 mile charges. The commuter tickets are sold in books of ten tickets per book and cost \$10.00. The discount coupons cost \$2.50 per book of ten but are worth \$1.00 each when presented to your driver for costs exceeding the \$1.00 base fare. You cannot use the discount coupons for the base fare. Coupons and tickets may be purchased at the following locations:

- MTC Transit Store, 719 Marquette Ave., Minneapolis
- MTC Information Booth, Town Square, St. Paul
- Courage Center, 3915 Golden Valley Rd., Golden Valley
- Metro Mobility Administrative Center.

Commuter tickets may also be purchased in person or by mail from the Metro Mobility Administrative Center, 560-6th Ave. No., Minneapolis, MN 55411-4398.



## SERVICE AREAS SERVICE HOURS

The Metro Mobility service hours for the following communities are:

6AM to 11PM - Monday through Friday  
8AM to 11PM - Saturday, Sunday and holidays

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

The service hours for the following communities are:

6AM to 6PM - Monday through Friday  
8AM to 6PM - Saturday, Sunday and holidays

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

## 1988 SERVICE EXPANSION AREAS

In 1988, the following communities will be added to the service area:

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



Service area map is found on page 9.

**METRO MOBILITY 349-7480 TTY/TDD 341-0140**

## CANCELLATIONS

Cancellations are very costly to the Metro Mobility program. Before placing a ride request, be sure that you really want the ride.

If you are unable to meet a ride as scheduled, please call **your transportation provider** to cancel your request (including a standing order) as soon as possible. Cancellations received less than one hour before the scheduled pick up time may be considered a no show.

## “NO SHOW” POLICY

5 A “No-show” rider is one who places a request for service, but does not meet his/her ride within five minutes of its arrival.

If you do not show up for your rides three times in a 30-day period, you will be advised that if you “no show” one more time during the next 30 days, you will be suspended from Metro Mobility services for 30 days.

## RIDER REGISTRATION

Rider registration is conducted on an annual basis by the Metro Mobility Administrative Center. A \$10 annual registration fee is assessed to each rider to help defray service costs. Registration information will automatically be sent to you.

## LOST METRO MOBILITY CARDS

If you lose your Metro Mobility I.D. card, notify the Metro Mobility Administrative Center. There is a \$5.00 fee to replace a lost card. Your replacement card will have a new certification number. Please use the new number when placing ride requests.

## LATE RIDES

If your ride has not arrived 15 minutes after the scheduled pick-up time, please **notify your provider** of a late ride by calling their office. If at all possible, find a phone where you can still see if the vehicle arrives. (See page 7 for additional information.)

## TRIP DENIALS Provider Denials

If your ride request cannot be accommodated, the provider will refer your request to other providers serving your area. If they are also unable to accommodate your order you will be notified by 9:00 p.m. the day before your requested ride. Your transportation provider will continue to call you in the morning if you cannot be reached the previous night.

## System Denials

Metro Mobility has a daily transportation budget. There may be times when the ridership exceeds this budget.

The providers are notified by the Metro Mobility Administrative Center if the daily budget is exceeded. The providers are unable to take additional ride requests once they are notified that the daily allocation has been reached.



## HOW TO SET UP A STANDING ORDER

If you travel from the same address to the same destination three or more times a week, you can request a standing order for transportation service. An initial standing order fee of \$10 is required, with an additional \$5 fee for each permanent change to the request. Standing orders are **not** affected by system denials.

If you want to arrange a standing order contact the Metro Mobility Administrative Center for an application form. You will be asked to name your preferred transit provider, as well as the days, time and pick-up/drop-off location.

**You must change your standing order if there is a change in your:**

1. Address
2. Transportation provider
3. Pick-up time

**Standing orders will automatically be cancelled on the following holidays:**

- New Year's Day
- Memorial Day
- Fourth of July
- Labor Day
- Thanksgiving Day and following Friday
- Christmas

If you need service on these days, you must notify your **transportation provider** a day in advance.

## PASSENGER ASSISTANCE POLICIES

Metro Mobility drivers will assist you to and from the vehicle. This includes support when walking, assistance in getting your wheelchair up and down steps and pushing your wheelchair to and from the building entrance.

To safely transport passengers using wheelchairs up and down steps, the following step standards were developed:

- A least 10 inches deep.
- No more than 7½ inches high.
- Have at least 30 inches clear width, free of chipped corners or broken edges.

Please keep your steps or ramp in good repair and free of ice, snow and debris.

Driver of the lift vehicle will position the wheelchair on the lift, operate the lift and secure your wheelchair. The driver can assist you with your seat belt.

Drivers are required to use “accessible” entrances when available.

If you need assistance in getting from your wheelchair or walker into a taxicab, or from a taxicab into your wheelchair or walker, taxicab drivers will hold the chair or walker for you, but cannot lift you. Your wheelchair or walker will be stored in the trunk of the taxicab while traveling.

Your wheelchair must be in good repair to ride Metro Mobility. Flat tires, brakes that do not hold, power chairs without power, loose hand grips, and bent or loose wheels, are safety hazards. A Metro Mobility driver will refuse to provide your ride if your wheelchair is unsafe.

**Drivers are not responsible for:**

- Assisting passengers in dressing.
- Carrying passengers or wheelchairs up and down interior flights of stairs.
- Carrying groceries, luggage or furniture.

**Metro Mobility does not provide wheelchairs or escorts.**



METRO MOBILITY 349-7480 TTY/TDD 341-0140

 Present Service Area

 1988 Expansion Area

