



Minnesota Regional Transit
Board: Records.

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REGIONAL TRANSIT BOARD

Mears Park Centre
230 East 5th Street
St. Paul, Minnesota 55101
612/292-8789

MEETING OF THE REGIONAL TRANSIT BOARD
Monday, July 18, 1988
Mears Park Centre Chambers
4:00 p.m.

AGENDA

1. Call to Order and Roll Call
2. Approval of Agenda
3. Approval of Minutes of the May 31, 1988 Board Meeting
4. Metro Mobility Administrative Center Computer Status Report
5. REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE Ruth Franklin,
Chair
 - A. Request by the City of Maple Grove for a One-Year Extension in the "Opt-Out" Application Deadline
 - B. Consulting Contract for Metro Mobility Customer Service Enhancement Project
 - C. Handicapped Transport System Metro Mobility Contract Amendment
6. REPORT OF THE POLICY COMMITTEE Doris Caranicas,
Chair
7. OTHER BUSINESS:
 - A. Chairman's Report
 - B. Members' Reports
 - C. Advisory Committee Reports
 - D. Staff Reports
8. PUBLIC COMMENT

Elliott Perovich
Chairman

* If construction is complete. If not, the meeting will be in the RTB conference room.



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Minutes of the Special Meeting of the
REGIONAL TRANSIT BOARD
Metropolitan Council Chambers
May 31, 1988

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

MEMBERS ABSENT: Paul Joyce

OTHERS PRESENT: Gregory Andrews, Mary Fitzgerald, Judy Hollander, Mike Kuehn, Kathy Christopherson, Katie Turnbull, Linda Ehlers, Regional Transit Board Staff; Arnie Entzel, Amalgamated Transit Union; Natalio Diaz, Emil Brandt, Karen Lyons, Metropolitan Council; Mary Jo Nichols, Metropolitan Council for Independent Living (MCIL)

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

Fuhr moved that the minutes of the May 16, 1988 meeting be approved with an amendment on Page 6 saying that she had commended Judy Hollander, Charleen Zimmer and Katie Turnbull for having done an excellent job on the National WTS Conference. Caranicas seconded the motion; motion carried unanimously (Kranz and Graves not present).

APPROVAL OF RESPONSE TO LEGISLATIVE AUDIT COMMISSION METROPOLITAN TRANSIT
PLANNING REPORT

The revised response, dated May 31, 1988, was distributed. Andrews noted the revisions incorporated in this version. The transmittal will also note the board's desire to meet with the legislative auditors to discuss the report and the response. Caranicas moved and Franklin seconded that:

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

The motion carried unanimously (Kranz and Graves not present).

APPROVAL OF COMMENTS ON METROPOLITAN COUNCIL'S TRANSPORTATION DEVELOPMENT
GUIDE/POLICY PLAN

Turnbull reviewed the May 23, 1988 report. Fuhr moved and Caranicas seconded:

That the Regional Transit Board approve the comments contained in the May 3, 1988 staff report and transmit them to the Metropolitan Council.

The motion carried unanimously (Kranz and Graves not present).

APPROVAL OF METRO MOBILITY LEGISLATIVE REPORT

Ehlers reviewed the May 31 staff report. Nicols discussed the concerns raised by the Transportation Handicapped Advisory Committee and commented that the Legislature wanted a work document. Caranicas moved and Franklin seconded:

That the Regional Transit Board approve the "Regional Transit Board's Report to the Legislature on Metro Mobility" and submit it to the Legislature on June 1, 1988.

Vote was taken; motion carried unanimously (Kranz and Graves not present).

OTHER BUSINESS

The chairman said that he met with MCIL representatives, including Mary O'Hara Anderson and Michael Ehrlichman. They will prepare a proposal for presentation to the board at its June 6 meeting. It will be on the agenda for action on June 27. In response to Franklin's question, Perovich said lease negotiations on still going on and it is not clear whether we will be in the new offices by June 27. (Kranz and Graves arrived.)

Fuhr referred to a letter she had received from Beverley Miller regarding the entrepreneurial grant applications, saying Southwest should have been notified about the grant application from their area. Perovich said the RTB did the legwork for the Urban Mass Transportation Administration (UMTA) and disseminated information on the new federal grants. The board will not make the selections or fund the grants. Caranicas said these are one-year, one-time grants scattered throughout the area. UMTA will make the decisions.

There was a discussion of local service in the City of Hastings. Andrews said steps were taken in 1988 to improve and strengthen the contract language. Some contractors felt threatened by the new language and he has assured them that we will be preparing guidelines. Of approximately 40 contracts, five to seven have not been signed. Perovich said contractors cannot be paid unless there is a signed contract. The board assumed responsibility for the contracts from the Minnesota Department of Transportation, which was not diligent about enforcement. The board has been criticized for the looseness of the contracts and it instructed staff to tighten them up. Isaacs said this should be discussed at a Policy Committee meeting. Andrews said the MN/Dot contracts paid providers 50 percent upfront and another 40 percent within the first six months so there was very little financial incentive to perform and MN/Dot is having difficulty closing out some of those contracts. RTB changed that procedure. When the guidelines are approved, they will be incorporated into the 1989 contracts.

There being no further business, Franklin moved and Graves seconded that the meeting be adjourned; the motion carried unanimously and the meeting adjourned at 4:35 p.m.

Respectfully submitted,

Mary Fitzgerald
Secretary

Approved by the board: _____, 1988.



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612/292-8789

REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE

At its meeting of July 5, 1988, the Administration and Finance Committee reviewed and approved the following actions:

REQUEST BY THE CITY OF MAPLE GROVE FOR A ONE-YEAR EXTENSION IN THE "OPT-OUT" APPLICATION DEADLINE

That the Regional Transit Board approve a one-year extension of the July 1, 1988 deadline for submitting an application to "opt-out" of the Metropolitan Transit Commission service area for the City of Maple Grove, and that the RTB direct staff to work with the city in their assessment of transit needs.

CONSULTANT CONTRACT FOR METRO MOBILITY CUSTOMER SERVICE ENHANCEMENT PROJECT

That the Regional Transit Board authorize the executive director to enter into contract, in an amount not to exceed \$10,000, with Pine & Associates to conduct the Metro Mobility Service Enhancement Project.

HANDICAPPED TRANSPORT SYSTEM METRO MOBILITY CONTRACT AMENDMENT

That the Regional Transit Board authorize the executive director to amend the Metro Mobility contract of Handicapped Transport System (Contract No. 88/04/04-13) to designate three vehicles to be used to provide weekend service to the following communities:

22

Crystal	Maplewood	Roseville
Edina	Mendota	St. Anthony
Falcon Heights	Mendota Heights	St. Louis Park
Golden Valley	Minneapolis	Saint Paul
Hopkins	Newport	South Saint Paul
Lauderdale	North St. Paul	West Saint Paul
Lilydale	Richfield	
Little Canada	Robbinsdale	

The committee discussed the staff report on the Revised Regular Route Fare Structure and Fare Pricing Levels and directed that it be placed on the agenda of the August 1 Administration and Finance Committee meeting.

The committee also discussed, but took no action on:

- o Proposed Contract Standards for All Provider Agreements
- o Review of First Quarter 1988 Work Program

The next meeting of the committee will be Tuesday, July 19, 1988.

Ruth Franklin
Chair

RF/mff
AFtoBD

Tom Vade
 Charlie Wase
 Capell
 Rose
 Mike
 Leroy Marshall
 de Vrie

Bertend
 Strom
 Brant
 Syron
 O'Han

REGIONAL TRANSIT BOARD

ROLL CALL AND ATTENDANCE SHEET

Matt Peterson, Morley

EX
 TB
 BA
 JH
 KC

DATE: 7/18/88

BOARD OR COMMITTEE: Bd

MEMBER NAME	PRESENT	VOTE	VOTE	VOTE	VOTE	VOTE
Chairman	no					
Doris Caranicas	✓					
Ruth Franklin Chair	✓					
Carole Faricy	✓					
Alison Fuhr						
Rochelle Graves	no					
George Isaacs	✓					
Paul Joyce	✓					
Edward Kranz						



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

Handout 7/18
Bd my

July 12, 1988

MEMO TO: Greg Andrews, Executive Director
Regional Transit Board

FROM:  Jim Nobles
Legislative Auditor

RE: LAC Meeting

I am pleased that you will be with us at our next LAC meeting on July 21. Enclosed is an agenda for the meeting. You will notice that you are item 3 on the agenda. I anticipate that we will be at that point by about 10:30.

As I indicated in our telephone conversation, we would like a 10 to 15 minute summary presentation of how the Regional Transit Board is implementing recommendations made in our evaluation report. There will then undoubtedly be questions and opportunity for further follow-up comments and responses.

If you have any other questions about the meeting please do not hesitate to contact me.

JN:jeb

enc.



State of Minnesota

LEGISLATIVE AUDIT COMMISSION

Representative Phillip J. Riveness, Chairman

NOTICE OF MEETING

LEGISLATIVE AUDIT COMMISSION

Thursday, July 21, 1988

10:00 a.m.

Room 300 North, State Office Building

AGENDA

1. Status Report from the Legislative Auditor
2. Presentation of Program Evaluation Division plans to study:
 - Cost of Living Variations in Minnesota
 - Minnesota Housing Finance Agency
 - Medicaid
3. Report from the Regional Transit Board on Implementation of Evaluation Report
4. Report from the Minnesota State High School League on Implementation of Evaluation Report
5. Questions from LAC Members on Other Items of Interest

Handout 7/18



METROPOLITAN TRANSIT COMMISSION

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

MEMORANDUM

DATE: July 18, 1988
TO: Chairman and Members of the Regional Transit Board
FROM: Thomas N. Vida *T. Vida*
MTC Assistant Director of Transportation
SUBJECT: MMAC Computer Status Report

Below are listed the major computer applications which needed to be developed for providers and MMAC staff. You will note that eight out of ten provider functions are operational, while 10 of 11 MMAC functions are working. (An explanation of each function is provided on the attached master menu.)

PROVIDER

FUNCTION	STATUS
1. Call Intake (including frequent location capability)	fully operational
2. View Existing Clients	fully operational
3. View Client Disability	fully operational
4. View Client Trips	fully operational - current days or previous days
5. View Standing Orders	put into place on 7/14/88
6. Modify Standing Orders - <u>optional field</u>	put into place on 7/14/88
7. Align Forms & Print Trip Tickets for standing orders and demand orders	fully operational includes capability to sort sequence of printing tickets
8. Post Trip Exceptions	Operational but not included in billing procedures at this time
9. Print vouchers	not available - software almost complete, must resolve printer problem
10. Calculate Trip Reimbursement	not available - software development in progress

MMAC Computer Status Report

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MMAC ADMINISTRATIVE STAFF

FUNCTION	STATUS
1. Enter New Clients (part of certification process)	fully operational
2. View Client Disability	fully operational
3. View Existing Client	fully operational
4. Modify Existing Client	fully operational
5. Delete Existing Client	fully operational
6. Enter/Delete Standing Orders	fully operational
7. View Standing Orders	fully operational
8. List Standing Orders	fully operational - allows different sort options
9. Print Standing and/or Demand Order Trip Tickets	fully operational - in case providers unable to print
10. Print Daily Trip List	fully operational - for phone surveys and ride verification
11. Verify Trip Requests	software development in progress

In addition to the above functions, the computer enables MMAC staff to generate a variety of regular reports, ridership data, etc. which are called for by the MMAC Management Plan. The computer also allows staff to generate ad hoc reports from the comprehensive client data base in the system.

Achieving full implementation of the MMAC's computer system has been slow and at times difficult. Although the software we received from Chicago has been very helpful and the programming effort by Unisys has been proceeding well, the unique features of the MMAC operation have required more extensive software development than was originally anticipated. Such things as having 15 providers instead of 5 like Chicago does, and having a complicated rate reimbursement system have contributed to the more extensive software development needs. Also inhibiting full implementation have been printer problems and line communications difficulties which were hard to find and correct.

It appears now that most of the problems are behind us with just three major software applications yet to be finished: rate calculation, additional voucher printing options, and trip request verification.

MMAC Computer Status Report

Page 3

July 18, 1988

A major feature of the system enabling providers to automatically enter their standing orders each day was implemented this past Thursday. Since standing orders make up approximately 65 percent of an average 4000 rides provided each weekday, this is a significant accomplishment.

Work to complete the remaining applications continues and should be finished in about eight weeks.

TNV/avk

cc: J. Hollander, RTB
E. Kouneski, RTB
L. Ehlers, RTB
J. Capell, MTC
J. Olson, MTC
R. Gearhart, MTC
R. Kissinger, MTC
Metro Mobility Providers

**METRO MOBILITY COMPUTER SYSTEM
PROVIDER MASTER MENU**

- 1) **CI** CALL INTAKE
Provides a way for the order taker to place an order for any passenger for the next day. Contains mechanism for one-way trips or unlinked trips. Trips to frequent locations are coded for easy entrance.
- 2) **VEC** VIEW EXISTING CLIENT
Allows providers to view any client's file to obtain information about client.
- 3) **VCD** VIEW CLIENT DISABILITY
Allow providers to view what the disability coding in a client's file means.
- 4) **VCT** VIEW CLIENT TRIPS
Allows providers to review the ride requests taken by their company for a client on a certain requested day.

All of the above functions can be searched by entering the client ID or phone number, or by searching with client's last name or partial last name.

- 5) **VSO** VIEW STANDING ORDER TEMPLATE
Allows providers to look at a list of standing orders they have in the computer which are generating trip orders.
- 6) **MSO** MODIFY STANDING ORDER OPTIONAL FIELD
Allows providers to add, delete or change a seven character field on the standing order template which is available to the providers for whatever use they desire.
- 7) **FORM** TEST ALIGNMENT OF TRIP TICKETS FORM
This function prints out three test trip tickets with dummy info to ensure the paper is properly positioned in printer.
- PRT** PRINT TRIP TICKETS
This function prints all the orders taken by providers onto forms for use the next day.
- 8) **PTE** POST TRIP EXCEPTIONS
This function is part of the billing process. The computer assumes all ride requests were given. The provider must mark the trip requests cancel, no load, referred to, or trip denied. Trip will be deleted from provider client trip list and the MMAC's daily trip list.
- 9) PRINT VOUCHERS
- 10) CALCULATE TRIP REIMBURSEMENTS

MMAC MASTER MENU

- 1) **NC** NEW CLIENT
This allows the administrative staff to enter new clients into the computer.
- 2) **VCD** VIEW CLIENT DISABILITY
This allows MMAC staff to view what the disability coding in a client's file means.
- 3) **VEC** VIEW EXISTING CLIENT
Allows the staff of the MMAC to view a client's master file.
- 4) **MEC** MODIFY EXISTING CLIENT
This function allows the staff of the MMAC (**only**) to make changes or additions in a client's file.
- 5) **DEL** DELETE RIDER FROM DATA BASE
This function allows the MMAC staff (**only**) to delete a rider from the computer.
- 6) **SR** SUBCR RIDES TRIPS
This allows MMAC staff (**only**) to enter or delete standing orders into the computer.
- 7) **VST** VIEW SUBSCRIPTION TEMPLATES
This allows MMAC staff to view the standing orders in the computer.
- 8) **LST** LIST SUBSCRIPTION TEMPLATES
This function allows MMAC staff to print out the list of standing orders by provider or all providers.
- 9) **TCK** PRINT ORDER TICKETS
This function allows the MMAC staff to print standing order and/or demand order trip tickets at the MMAC.
- 10) **PTL** PRINT DAILY TRIP LISTINGS
This allows the MMAC staff to print out the list of daily trip requests taken by any one provider or all providers.
- 11) **VPT** VERIFY-POST TEMPLATES
This allows the MMAC account clerks to verify trip requests and prepare the provider's billing request.