



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, August 1, 1988
Mears Park Centre Chambers
4:00 p.m.

AGENDA

1. PUBLIC HEARING ON APPOINTMENT TO THE METROPOLITAN TRANSIT COMMISSION
2. Board Meeting Call to Order and Roll Call
3. Approval of Agenda
4. Approval of Minutes of Board Meetings of June 27 and July 5, 1988

5. CONSENT LIST

6. REPORTS OF THE ADMINISTRATION AND FINANCE COMMITTEE

Ruth Franklin,
Chair

- A. Acceptance of Draft Regional Transit Board 1989 Operating Budget for Purposes of Public Hearing
- B. Marketing Budget for New Anoka Weekend Services
- C. Approval to Retain LRT Consultants
- D. Regional Transit Board/Metropolitan Transit Commission 1989 Capital Budget

7. REPORT OF THE POLICY COMMITTEE

Doris Caranicas,
Chair

- A. I-35W Scoping Document and Draft Scoping Decision Document
- B. Local Dispute Resolution Process
- C. I-494 Urban Mass Transportation Administration Suburban Initiatives Grant
- D. City of Lakeville Comprehensive Plan Revision
- E. Metro Mobility Legislative Report on Complaints (continued)

8. OTHER BUSINESS

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

9. PUBLIC COMMENT

Elliott Perovich
Chairman

Fairbairn
 Cochran
 Nichols
 Bob Thompson
 Steve Bartel
 M. Nichols
 Bartel

B. Rosen
 de Vries
 Rich Cardenas

REGIONAL TRANSIT BOARD
 ROLL CALL AND ATTENDANCE SHEET

JO
 MK
 JH
 KT
 GB
 KC
 EK

DATE: 8/1

BOARD OR COMMITTEE: Bd

MEMBER NAME	PRESENT	VOTE	<i>Absent</i> VOTE	VOTE	VOTE	VOTE
Chairman	✓		<i>tie</i>			
Doris Caranicas	✓					
Ruth Franklin	✓					
Carole Faricy	✓					
Alison Fuhr	✓					
Rochelle Graves						
George Isaacs	✓		<i>gi</i>			
Paul Joyce						
Edward Kranz	✓		<i>eh</i>			



Mears Park Centre, 230 East Fifth Street, St. Paul, MN. 55101
612/292-8789

DATE: July 18, 1988
TO: Members of the Regional Transit Board
FROM: Mike Kuehn, Assistant to the Chair
SUBJECT: MTC Appointment

ACTION REQUESTED

No action is requested. Attached is the one application that was filed with the Secretary of State's Office for appointment to the MTC. It is for informational purposes for your review prior to the August 1 public hearing.

BACKGROUND

Each year the RTB appoints one member to the MTC. The position that expires on August 27 is for the representative from the City of St. Paul. The only legislative requirement is that the person must have management experience.

Following the August 1 public hearing, in which public comments on the appointment will be received, the board will be asked to take action on the appointment at the board meeting on August 15.

MK/mf
Att.

Office Use Only	Appl. by AA <i>Regional</i>	Res	Date <i>7/5/88</i>
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MINNESOTA OPEN APPOINTMENTS ACT APPLICATION FOR SERVICE ON STATE AGENCY

Appointment Sought: Metropolitan Transit Commission
(Enter the name of the agency for which applicant seeks appointment)

Applicant Name: Carolyn Cochrane
(First Name) (Last Name)

Applicant Address: 1911 Bayard St Paul Mn 55116
(Street) (City) (State) (Zip)

Daytime Phone: 698 2332 County: Ramsey Legislative District: 64B

Did the appointing authority ask you to submit this application? YES NO

STATISTICAL INFORMATION

The following information is optional and sought only for the purpose of compiling a required annual report to the governor and the legislature. Put an **X** in each appropriate box.

Sex		Political Party			Race/National Origin					
M	F	D	R	N	N	A	B	H	C	O
Male	Female	DFL	I-R	None or Other	Native American	Asian	Black	Hispanic	Caucasian	Other
	X	X						X		

STATEMENT OF QUALIFICATION

Minnesota Statutes 15.0597 requires that the application include "a statement that the nominee satisfies any legally prescribed qualifications and any other information the nominating person feels would be helpful to the appointing authority." (May include employment, community service, education.)

I satisfy all legally prescribed qualifications. I presently hold the position for which I am now reapplying.

(May continue on back)

I, the undersigned, hereby state that I satisfy, to the best of my knowledge, all legally prescribed qualifications for the position sought.

Carolyn A Cochrane 7/1/88
(Signature of Applicant) (Date)

If applicant is being nominated by another person or group, signature indicates consent to nomination.

You will not receive an acknowledgment of this application but the appointing authority will notify you if an interview is desired.

RECEIVED
JUL 5 1988
SECRETARY OF STATE
ELECTION DIVISION

RETURN THIS COMPLETED APPLICATION TO: JOAN ANDERSON GROWE, SECRETARY OF STATE
Open Appointments Section
180 State Office Building
St. Paul, MN 55155-1299



REGIONAL TRANSIT BOARD

Mears Park Centre, 230 East Fifth Street, St. Paul, MN. 55101
612/292-8789

Minutes of the Meeting of the
REGIONAL TRANSIT BOARD
Regional Transit Board Offices
July 5, 1988

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

OTHERS PRESENT: Gregory Andrews, Mary Fitzgerald, Regional Transit Board Staff; Charles Weaver and Gregory Korstad, legal counsel; Arnie Entzel, Amalgamated Transit Union; Kurt Strom, Minnesota Council for Disability; Steve Bertrand, Greg Failor, Metropolitan Transit Commission (MTC)

The meeting was called to order at 4:00 p.m. and roll taken. Caranicas moved and Isaacs seconded approval of the agenda; the motion carried unanimously.

Caranicas moved and Isaacs seconded that the June 6, 1988 board meeting minutes be approved with a correction on page 3, paragraph 7, to read "...held over until Member Joyce is present." The motion carried (Fuhr abstained).

CONSENT LIST

Project Path Report and Environmental Assessment for Proposed Widening of Minnesota Trunk Highway 13 in Burnsville, Minnesota: Caranicas moved and Franklin seconded that the consent list dated June 27, 1988 be approved. The motion carried (Faricy, Kranz, Graves and Joyce not present).

ESTABLISHMENT OF A PUBLIC HEARING ON THE APPOINTMENT TO THE METROPOLITAN TRANSIT COMMISSION

Fuhr moved and Caranicas seconded:

That the Regional Transit Board conduct a public hearing on Monday, August 1, 1988 at 4:00 p.m. for the purpose of receiving public comment on the appointment of a member of the Metropolitan Transit Commission and that proper legal notices be placed in appropriate newspapers.

Motion carried (Kranz, Graves, Joyce and Faricy not present).

REPORT OF THE AD HOC COMMITTEE ON OFFICE SPACE NEGOTIATIONS

The report was delayed pending the arrival of the committee members (Joyce arrived).

REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE

1987 AUDITED FINANCIAL STATEMENTS

Committee Chair Franklin reviewed the report of the committee meeting held on June 27, 1988. She moved and Fuhr seconded:

That the Regional Transit Board approve the Financial Statements for the Year Ended December 31, 1987 and Auditors' Opinion; and the Federal Financial Assistance Schedule for the Year Ended December 31, 1987 and Reports of Independent Certified Public Accountants and direct that they be placed on file.

The motion carried unanimously.

FINANCIAL STATEMENTS - FEBRUARY 1988

Franklin moved and Isaacs seconded:

That the Regional Transit Board approve the February 1988 financial statements and direct that they be placed on file.

The motion carried unanimously.

Franklin announced that there will be a committee meeting immediately after the board meeting is adjourned.

REPORT OF THE POLICY COMMITTEE

Committee Chair Caranicas said the next meeting of the committee is July 18 and the agenda is quite long.

OTHER BUSINESS

CHAIRMAN'S REPORT

The chairman asked members to call Mary Fitzgerald about the retreat, which will be delayed until August because of the numerous schedule conflicts. If members are interested in nominating officers for the American Public Transit Association, they should obtain the information and forms from Fitzgerald. Chairman Perovich will cast the board's vote at the annual APTA meeting.

At the end of next week there will be a joint House and Senate meeting on fair employment practices. This is a follow-up to the Affirmative Action legislation that passed this year. (Kranz and Graves arrived.)

MEMBERS REPORTS

Fuhr said she attended the Metropolitan Council's public hearing on the Transportation Policy Plan. Of the six or eight people who testified, most were concerned about transit, particularly in the suburbs.

Isaacs said background information on light rail transit has been placed in the members' mail boxes and he asked members to begin thinking about what light rail should do. Also, what should the committee do? No action will be taken at the initial meetings.

STAFF REPORTS

Andrews said Judy Hollander is on jury duty.

REPORT OF THE AD HOC COMMITTEE ON OFFICE SPACE NEGOTIATIONS

Committee Chair Graves said the report of the committee had just been given to a typist. The committee members asked that the board recess to allow time for the report to be typed and then reconvene after the meeting of the Administration and Finance Committee. In response to Fuhr's question, Kranz said a formal notification that the board received the report and placed it on file is sufficient. Perovich said the members may wish to modify or add to the report.

There being no public comment, Joyce moved to recess the meeting until after the Administration and Finance Committee meeting. Fuhr seconded the motion and the the motion carried unanimously. The meeting was recessed at 4:15 p.m.

The meeting was reconvened at 6:30 p.m.

Committee Chair Graves read the committee report dated July 5, 1988. Isaacs moved and Graves seconded:

That the Regional Transit Board receive the report of the Ad Hoc Committee on Office Space Negotiations.

Graves said the report on the committee's findings is in draft form. The committee did not make a recommendation, but is referring the report to the entire board for action. The public expects a statement from the board on why the agency was shut down. Caranicas said she had the impression that if RTB had not moved when it did the other agencies would not yet have moved because it took some effective legal action to get a concession from the landlord. She fully supported the action of the staff. Kranz said the report speaks for itself, upon review it can be seen where problems occurred, and the board can benefit from that. That was the intent of the ad hoc committee.

Franklin said, following up on Graves' statement, that she would like an expert's opinion as to whether making a statement would raise the issue again in public. Faricy said the newspapers are a dead issue because and no one would be interested. Graves said at the recent seminar on transit, the public relations people said you have to get something out to counter the last thing said about you. The chairman said the last newspaper story said we won in court. Kranz said the committee's report is for the public record. Faricy added that the report was done quickly and will be reviewed and finalized. Vote was taken; the motion carried unanimously.

There being no further business, Fuhr moved and Joyce seconded that the meeting be adjourned. The motion carried unanimously and the meeting adjourned at 6:45 p.m.

Respectfully submitted,

Mary Fitzgerald
Secretary

Approved by the board: _____, 1988.



Mears Park Centre, 230 East Fifth Street, St. Paul, MN. 55101
612/292-8789

Minutes of the Meeting of the
REGIONAL TRANSIT BOARD
RTB Conference Room
June 27, 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, Kathy Christopherson, Mary Fitzgerald, Judy Hollander, Regional Transit Board Staff; Natalio Diaz and Dirk deVries, Metropolitan Council; Steve Bertrand; Tom Vida and Greg Failor, Metropolitan Transit Commission; Michael Ehrlichman and Mary O'Hara-Anderson, Metropolitan Council for Independent Living (MCIL); Matt Peterson, Morley Bus Company

The meeting was called to order at 4:00 p.m. and roll taken. Caranicas moved approval of the agenda; Isaacs seconded the motion. Kranz said that at the last meeting he voted on the prevailing side on a motion regarding Southwest Metro and notified the board that he had done so in order to reconsider the vote taken at the June 6 meeting. The chairman said it would be appropriate to ask for an amendment to the previous board action. Legal counsel advised that the applicable statutes allow amendment of a motion at the next regular or special board meeting. Andrews said he had asked counsel to research the question and was advised that a motion to reconsider an action is not valid after the meeting at which the motion was approved is adjourned. The appropriate motion is to amend the previous action. Kranz moved and Fuhr seconded that the motion approved at the July 6, 1988 board meeting regarding Southwest Metro Transit Commission be amended. The motion carried unanimously.

Joyce moved and Faricy seconded that the agenda, as amended to include amendment of the action on Southwest Metro Transit Commission, be approved. Faricy seconded the motion; the motion carried unanimously.

REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE

Committee Chair Franklin reviewed the actions taken at the Administration and Finance Committee meeting on June 6, 1988.

METRO MOBILITY ADMINISTRATIVE IMPROVEMENTS

Franklin moved and Caranicas seconded:

That the Regional Transit Board:

- A. Direct RTB staff to work with the Metropolitan Center for Independent Living and other interested organizations representing Metro Mobility customers to develop more detailed proposals to provide consulting services under contract to the RTB in the following areas:

- o Certification
- o Mobility Training
- o Customer Service and Complaint Handling
- o Provider Surveillance

B. Request the MTC to revise its MMAC 1988 management plan to incorporate the following tasks:

1. Convene a task force with providers, MCIL, and other disabled advocacy groups as participants, to complete the Metro Mobility operating policy and procedures manual by August 1, 1988.
2. Establish written contract enforcement procedures as well as performance criteria and measures by September 1, 1988.
3. Investigate alternatives for staffing the rider liaison position and evaluate the effectiveness of the MMAC's emergency backup transportation services and report to the RTB on July 18, 1988.
4. Participate in and coordinate activities as required in the projects identified to revamp MMAC customer complaint handling procedures and to implement a provider surveillance program.
5. Develop a plan for transition of the certification process.

Franklin said her preference is that RTB staff head the efforts; Caranicas said that is appropriate. Isaacs said it is the primary responsibility of the board with input from other organizations. The chairman said there is some misunderstanding of what staff presented two weeks ago about using MCIL. It was never intended that RTB would delegate its responsibility. The intent was to work with RTB and include all the other interests to expedite the process. We do not have the expertise in house. The Legislature expects us to move quickly, but it was never intended to exclude the Transportation Handicapped Advisory Committee. Caranicas called the question.

Faricy, speaking for MCIL, said she would like them involved and act as an agent of the board. Graves said that does not mean MCIL will take the lead. Ratifying this motion will not change board's intention of participating in cooperative efforts. The chairman said he wants to authorize staff to begin negotiations with MCIL on the proposal they presented.

Franklin said it seems the cart is before the horse, getting a proposal from one agency before the board was made aware of it.

Michael Ehrlichman, speaking as a consumer, President of United Handicapped Federation, and Vice Chair of MCIL, said he has met with the social service agencies. It was agreed it was a positive move on the part of RTB to reach out to a community organization to cooperate. He is not aware of other agencies that may wish to participate. MCIL was intimately involved in the whole paratransit issue for a long time, to the point of allocating resources to deal with this problem. The United Handicapped Federation has not taken a position except to encourage RTB to seek support for the disabled community. No other organization has spent as much time on this issue.

Mary O'Hara-Anderson said MCIL submitted a letter and proposal that came out of much discussion about what to do. They are trying to be helpful and the letter describes the areas where MCIL could make a contribution. The chairman said the motion instructs staff to work with MCIL and other organizations. The motion carried unanimously.

APPROVAL OF METRO MOBILITY ADMINISTRATIVE CENTER 1988 CONTRACT AMENDMENT

Franklin moved and Caranicas seconded:

That the Regional Transit Board approve an amendment to the Metro Mobility Administrative Center 1988 contract to increase the RTB subsidy by \$21,000 to \$514,555, permitting the Metropolitan Transit Commission to add the position of Metro Mobility administrative assistant manager.

Vida said much of the manager's attention has been directed outside; the assistant manager can devote his or her time to running the office. The board will receive quarterly reports. In response to Kranz' question, Vida said the computer system is between 95 to 100 percent operational. Matt Peterson said the software may be nearly complete, but Morley Bus Company is not using the system to enter data because it is only up every third day and they cannot print vouchers. Vida was asked to give the board an update on the Metro Mobility Administrative Center computer system at an upcoming meeting. Vote was taken; the motion carried unanimously.

REQUEST BY THE CITIES OF APPLE VALLEY, BURNSVILLE, EAGAN, PRIOR LAKE, ROSEMOUNT AND SAVAGE FOR A ONE-YEAR EXTENSION IN THE JULY 1, 1988 "OPT-OUT" APPLICATION DEADLINE

Franklin moved and Joyce seconded:

That the Regional Transit Board approve a one-year extension in the July 1, 1988 deadline for submitting an application to opt-out of the Metropolitan Transit Commission service area for the Cities of Apple Valley, Burnsville, Eagan, Prior lake, Rosemount and Savage.

Kranz said Maple Grove is also interested in the program. The motion carried unanimously.

FINANCIAL STATEMENTS - JANUARY 1988

Franklin moved and Caranicas seconded:

That the Regional Transit Board approve the 1988 ~~audited~~ financial statements and direct that they be placed on file.

The motion carried unanimously.

AMENDMENT TO REGIONAL TRANSIT BOARD STATEMENT OF BENEFITS

Franklin moved and Caranicas seconded:

That the Regional Transit Board approve amending the Statement of Employee Benefits, Section B - Dental Insurance, to read as follows:

The RTB pays the full cost of employee dental insurance. Dependent dental coverage costs the employee \$11.05 per month with the RTB paying \$52.86.

Andrews said RTB staff is covered through the Metropolitan Council's group plan. Single coverage is fully paid and the family premium is shared. Joyce said more and more fringe benefit costs are being passed on to workers and the board should not send a bad message to taxpayers. Caranicas said this only runs to the end of the year and conforms with Metropolitan Council's benefit package. The motion carried unanimously.

NORTHEAST SUBURBAN TRANSIT CONTRACT AMENDMENT

Franklin moved and Fuhr seconded:

That the Regional Transit Board authorize the executive director to amend the contract with Northeast Suburban Transit to operate demand-responsive service for 1988 for an additional \$6,000 in an amount not to exceed the total amount of RTB transit assistance of \$73,099,

APPROVAL OF URBAN MASS TRANSPORTATION ADMINISTRATION SECTION 16 (b) 2 GRANT APPLICATIONS

Franklin moved and Joyce seconded:

That the Regional Transit Board approve the ranking of applicants for UMTA Section 16 (b) 2 vehicles as shown in the staff report dated June 1, 1988 to be submitted to the Minnesota Department of Transportation for final evaluation.

The motion carried unanimously.

APPROVAL OF MTC 1988 BUDGET AMENDMENT

Franklin moved and Caranicas seconded:

That the Regional Transit Board:

1. Approve the Metropolitan Transit Commission's amended 1988 operating budget;
2. Approve the Metropolitan Transit Commission's 1988 capital budget, contingent upon the capital reserves; and
3. Forward the capital budget changes to the Metropolitan Council for review and approval.

The motion carried unanimously.

Franklin ended her report, noting that the committee will meet immediately after today's board meeting.

APPROVAL OF THE PUBLIC HEARING DATE FOR THE 1989 BUDGET

Caranicas moved and Franklin seconded:

That the Regional Transit Board establish Thursday, August 11, 1988, 4:00 p.m. as the public hearing date for the 1989 budget.

The motion carried unanimously.

PROPOSED REVIEW SCHEDULE FOR HENNEPIN COUNTY REGIONAL RAIL AUTHORITY COMPREHENSIVE LIGHT RAIL TRANSIT PLAN

Hollander reviewed her June 21 memorandum. Caranicas moved and Joyce seconded:

That the Regional Transit Board adopt the review process and schedule outlined in the memorandum of June 21, 1988.

Isaacs said the board approved formation of an ad hoc committee on light rail transit so the member roster should be approved. The chairman said the all the board members have asked to serve.

RIDESHARE ADVISORY COMMITTEE RECOMMENDATION

Beaver reviewed the June 20, 1988 memorandum. Fuhr moved and Caranicas seconded:

That the Regional Transit Board approve the appointment of Kelly Doran as the District F representative on the Rideshare Advisory Committee.

REPORT OF THE POLICY COMMITTEE

Committee Chair Caranicas said the committee did not meet in June.

REGIONAL TRANSIT BOARD CONTRACT WITH SOUTHWEST METRO TRANSIT COMMISSION

Kranz reviewed the minutes of the June 6 meeting and moved that the motion approved at that meeting be amended to read:

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 December 31, 1989.

Joyce said the effect of the above amendment is to extend the life of the contract for another year. Perovich spoke against the motion.

Fuhr said the board would be remiss if it did not proceed with what is out there now. They have a good service and it is what the Legislature wanted. The cost of rebidding would offset the savings realized by a lower bid. Caranicas called the question; The motion carried (Caranicas, Franklin, Graves and Perovich voted nay).

OTHER BUSINESS

The chairman reminded members to call Mary Fitzgerald about dates for the members' retreat.

Ad Hoc Committee on light rail transit

Fuhr moved and Joyce seconded that the members of the board form an Ad Hoc Committee on Light Rail Transit with George Isaacs as chair. Joyce seconded the motion; the motion carried unanimously. After discussion, members agreed to hold meetings at 5:00 p.m.

Fuhr said she enjoyed the APTA conference in Buffalo and she is preparing a report.

There being no other business, Joyce moved to adjourn and Graves seconded the motion; the motion carried unanimously. The meeting was adjourned at 5:15 p.m.

Respectfully submitted,

Mary Fitzgerald
Secretary

Approved by the board: _____, 1988.



Mears Park Centre, 230 East Fifth Street, St. Paul, MN. 55101
612/292-8789

Minutes of the Special Meeting of the
REGIONAL TRANSIT BOARD
Mears Park Centre
June 17, 1988

BOARD MEMBERS PRESENT: Elliott Perovich, Chairman; Doris Caranicas; Carole Faricy; George Isaacs; Paul Joyce and Ed Kranz *Graves*

MEMBERS ABSENT: Alison Fuhr and Ruth Franklin

OTHERS PRESENT: Gregory Andrews, Tom Beaver, Kathy Christopherson, Mary Fitzgerald, Judy Hollander, Mike Kuehn, Regional Transit Board Staff; Charles Weaver, legal counsel; David Renz, Metropolitan Council; Greg Failor, Metropolitan Transit Commission; Jim Terroll, St. Paul Port Authority

The meeting was called to order at 7:30 a.m. and roll was taken. This special emergency meeting was called to request board approval of the lease for the Mears Park Centre offices.

Andrews said this proposed action is the culmination of 18 months of work by the staff of the three metro agencies. At the May 16 board meeting the chairman and executive director were authorized by the board to execute a lease amendment. Andrews reviewed his June 16, 1988 report to the board and noted that he had distributed a letter dated June 16 from John McDonald of Ameritas, Inc. Caranicas moved and Isaacs seconded:

That the Regional Transit Board approve the lease amendment in accordance with the revisions as outlined in the June 16, 1988 memorandum to the board.

In response to Faricy's question, Weaver said it is an 11-year lease and RTB would be responsible for the balance of the rent, but could sublease the space. Terrill added that RTB retains the right to transfer space between the common agencies and sublease approval would not unreasonably be withheld. He discussed the Port Authority's position; the problem was that the various parties to the lease had differing interpretations. The Port Authority told Ameritas to bring in leases that would generate the income the Port Authority had expected of \$16 per square foot, which was the basis for approving the credit. There was discussion of the new parking and the non-disturbance clauses. Terroll explained that if McDonald should default, the Port Authority would take back the project and become the landlord.

Graves said there will be problems created by having only one elevator to the seventh floor. Andrews said when the developer proposed having one passenger and one freight elevator serve the seventh floor TKDA advised him that would be adequate service. McDonald has said that if problems develop the elevators can be programmed to serve the seventh floor first.

In response to Kranz' questions, Andrews described the formula for determining operating costs. Weaver discussed the temporary restraining order. RTB had a signed, valid lease and a right to be in the building, assuming court approval of the order.

Kranz asked if the board is in a position to deny approval of this amendment and asked what the options are. Andrews said the board would have to indicate its concerns and he would return to the negotiations. Perovich said the board decided to move into adequate quarters. It will have to determine if this is a good agreement or decide where to move if we do not stay here; we will not find a better deal. Joyce called the question. Andrews said John McDonald's June 16 letter makes it clear that the RTB must be made whole. Graves said this should be in a press release. Vote was taken; The motion carried unanimously.

Weaver said that while this has been a traumatic experience and very contentious from time to time, the ultimate solution worked out very well. The agencies worked very well together and came to a good agreement.

Faricy said there are still problems between board and staff and moved that the board appoint a committee to study the office space lease negotiations. Graves seconded the motion.

Isaacs asked if the motion is meant to address the series of events that led up to this. Faricy said she wants to find out what happened and whether the board was properly informed. Hard feelings have developed between board and staff and as a board member she feels totally isolated. Caranicas noted that the board gave the chairman and executive director authority to execute a lease.

Perovich said the executive director is responsible for negotiating a lease and offered to review the concerns now. There were no decisions to make commitments without going through the board. In much of this the board was dragged into the controversy by things that did not affect the board. Faricy said the board was affected publicly. The chairman said that was outside RTB's control. We were victims in the situation because we were ready to move in April. RTB had to wait for the Metropolitan Council to act, but it was taken off the council's agenda. Isaacs said he would not speak against the motion, but if the motion is approved, a minimum amount of time should be spent because he does not want staff diverted from transit planning. Kranz agreed, and said the intent is to improve the board's relationship with staff. Members should move swiftly and proceed with other business. Caranicas questioned the need for a committee. Joyce said many members were uninformed during negotiations and he would like to know what really happened. Graves said she is tired of being embarrassed by not knowing what is happening and feels staff has not been honest. Vote was taken; the motion carried unanimously.

The chairman asked members to contact him if they are interested in serving on the committee. There being no other business, Isaacs moved and Joyce seconded that the meeting be adjourned. The motion carried unanimously and the meeting was adjourned.

Respectfully submitted,

Mary Fitzgerald
Secretary

Approved by the board: _____, 1988.



Mears Park Centre, 230 East Fifth Street, St. Paul, MN. 55101
612/292-8789

DATE: July 25, 1988
TO: Regional Transit Board
FROM: Elliott Perovich, Chairman
SUBJECT: Environmental Assessment Worksheet (EAW) for Construction of the
Minneapolis IBM Office Complex in Downtown Minneapolis

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

Environmental Assessment Worksheet (EAW) for Construction of the
Minneapolis IBM Office Complex in Downtown Minneapolis

This document outlines the approach to be taken and issues to be examined in detail in the Environmental Impact Statement (EIS) for the proposed downtown mixed retail banking and office development.

The RTB has been asked to comment on the Environmental Assessment Worksheet by the City of Minneapolis. Review of this document has been completed. The impacts on transit caused by the proposed development have been identified for examination in the EIS as part of the mitigating measures to be taken to reduce air pollution generated by the project. The RTB also endorses the examination of the transit-related impact during the EIS process. This should include the concerns raised previously relating to transit impacts of future developments in downtown Minneapolis, which have been addressed by the staff inter-agency working group.

EP:RR/jmo



Mears Park Centre, 230 East Fifth Street, St. Paul, MN. 55101
612/292-8789

REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE

At its meeting of July 19, 1988, the Administration and Finance Committee reviewed the Draft Regional Transit Board 1989 Operating Budget and approved the following motion:

ACCEPTANCE OF DRAFT REGIONAL TRANSIT BOARD 1989 OPERATING BUDGET FOR PURPOSES OF PUBLIC HEARING

That the Regional Transit Board accept the Draft Regional Transit Board 1989 Operating Budget, dated July 19, 1988, for purposes of public hearing to be held on August 11, 1988 at 4 p.m. in the Mears Park Centre, St. Paul, Minnesota.

The committee held a special meeting on July 25, 1988 and approved the following actions:

MARKETING BUDGET FOR NEW ANOKA WEEKEND SERVICES

That the Regional Transit Board authorize up to \$20,000 for the actual marketing and advertising costs for the new Anoka weekend service from Work Activity Number 88-26, Test Marketing of New Services.

APPROVAL TO RETAIN LRT CONSULTANTS

That the Regional Transit Board retain the services of independent experts to assist the board in its review of regional railroad authorities' light rail transit plans in an amount not to exceed \$20,000.

REGIONAL TRANSIT BOARD/METROPOLITAN TRANSIT COMMISSION 1989 CAPITAL BUDGET

That the Regional Transit Board:

1. Approve the 1989 Regional Transit Board furniture and fixture capital items in an amount not to exceed \$69,000.
2. Authorize 1989 exurban capital funding to the following providers listed in the specified amounts and that these be included in the 1989 Capital Budget:

City of Hastings	\$20,000
Scott County	9,500
Carver County	<u>11,363</u>
	\$40,863

3. Include the following transit hub projects in amounts not to exceed those listed in the 1989 RTB Capital Budget:

Rosedale Shopping Center, Roseville	\$ 500,000
Maplewood Mall, Maplewood	500,000
Mall of America, Bloomington	<u>1,125,000</u>
	\$2,125,000

Approval of the Mall of America, Bloomington, transit hub project is contingent upon provision for light rail transit, taking into consideration engineering limitations.

4. Approve the 1989 MTC Capital Budget and incorporate it into the 1989 RTB Capital Budget. In approving the budget, the RTB reaffirms the following policies:
 - a. Buses in the MTC fleet are considered regional capital assets available, where feasible, for use by other transit providers.
 - b. MTC facilities will be available for all transit providers.
5. Request bonding authorization from the Legislature for \$42.5 million to cover capital funding through the next legislative biennium.
6. Adopt this capital project for submittal to the Metropolitan Council.

Ruth Franklin
Chair



Mears Park Centre, 230 East Fifth Street, St. Paul, MN. 55101
612/292-8789

REPORT OF THE POLICY COMMITTEE

At its meeting of July 18, 1988, the committee reviewed and approved the following:

I-35W SCOPING DOCUMENT AND DRAFT SCOPING DECISION DOCUMENT

That the Regional Transit Board has reviewed the I-35W Scoping Study and recommends to the Minnesota Department of Transportation:

1. That the transit alternatives recommended to be carried into the Environmental Impact Statement (EIS) process are appropriate and the Regional Transit Board supports further examination of these alternatives. However, given the concerns raised by the Neighborhood Transportation Network (NTN), the Minnesota Department of Transportation should add an alternative that addresses the concepts suggested in their minimum build/maximum management alternative. This should include implementation of a set of very rigorous travel demand management strategies and the potential of converting an existing lane to an high occupancy vehicle (HOV) lane during the peak periods.
2. That the appropriate location for park-and-ride lots, especially those identified for the LRT alternatives, be reexamined in the EIS process. Park-and-ride lots are typically utilized in suburban areas and are not usually appropriate in densely populated urbanized areas.
3. That the Minnesota Department of Transportation examine the size and location of the timed-transfer stations associated with the HOV lane alternatives. As the experience on I-394 has shown, these facilities require a significant amount of space.
4. That the scoping report and the EIS should note that the modeling process utilized assumes no significant changes in fuel prices or fuel availability in the future. The ability of the different alternatives to respond to changes in the energy situation and the result such changes may have on ridership levels should be addressed.
5. That the scoping report and EIS should note that only the LRT alternatives have the excess capacity to handle ridership levels greater than 17,000.
6. That light rail transit on adjacent streets is unsuitable since the goal is to reduce the number of vehicles and increase the number of people using the corridor.

LOCAL DISPUTE RESOLUTION PROCESS

That the Regional Transit Board adopt the dispute resolution process with the changes suggested by the Providers' Advisory Committee as outlined in the staff memorandum dated July 8, 1988 and the accompanying attachments.

I-494 URBAN MASS TRANSPORTATION ADMINISTRATION SUBURBAN INITIATIVES GRANT

That the Regional Transit Board notify the Metropolitan Council of its support of the Council's Urban Mass Transportation Administration Suburban Mobility Initiative Grant application and the RTB's commitment to provide \$90,000 in local match over the next three years for the transit elements.

CITY OF LAKEVILLE COMPREHENSIVE PLAN REVISION

That the Regional Transit Board submit the following comments to the City of Lakeville and the Metropolitan Council concerning the updates of the Lakeville Comprehensive Plan and Transportation Plan:

The City of Lakeville should include in its Comprehensive Plan and Transportation Plan a discussion of existing transit service within the city and proposals for transit service strategies as outlined in the Regional Transit Board's Transit Service Needs Assessment.

In addition, the Regional Transit Board directs staff to explore with the City of Lakeville the potential for new services as called for in the Implementation and Financial Plan.

The members discussed, but took no action on:

- o Marketing for New Anoka Services
- o Roseville New Services Update

Doris Caranicas
Chair

pctobd
RTBTX1



Mears Park Centre, 230 East Fifth Street, St. Paul, MN. 55101
612/292-8789

REPORT OF THE SPECIAL POLICY COMMITTEE

At its meeting of July 21, 1988, the committee reviewed and approved the following:

That the Regional Transit Board approve the Report to the Legislature on Metro Mobility Complaints, dated August 1, 1988, and submit it to the Legislature.

Doris Caranicas
Chair

PCtoBD
RTBTX1

REGIONAL TRANSIT BOARD

Mears Park Centre
230 East Fifth Street, Saint Paul, Minnesota 55101
292-8789

DATE: July 26, 1988
TO: Chairman and Members of the Regional Transit Board
FROM: Edward Kouneski, Programs Manager
SUBJECT: Report to the Legislature on Metro Mobility Complaints

Enclosed is the Metro Mobility legislative report on complaints due to the legislature August 1, 1988. Now in its final form, it has been revised based on discussion at the special Policy Committee meeting held Thursday, June 21, 1988. The revisions include:

- o clarification of after-hours emergency call handling;
- o explanation of trip denials as a category of complaints that ranks fourth in 1988;
- o mention of the 1987 state legislation to strengthen Metro Mobility safety standards; and
- o clarification of the safety statistic comparison between regular route and demand responsive service.

The action requested to approve this report is being presented with other items forwarded by the Policy Committee.

EK:jmo
Enclosure
OP00EK/TX2

REGIONAL TRANSIT BOARD

**REPORT TO THE LEGISLATURE
ON METRO MOBILITY
COMPLAINTS**

August 1, 1988

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EXECUTIVE SUMMARY

An effective customer complaint process is an important means of measuring service quality as viewed by customers. Complaints about poor service are an opportunity for the Metro Mobility Administrative Center (MMAC) to "watch-dog" the performance of providers, resolve individual service problems, and assess overall program functioning to determine if specific preventive actions or policies are needed to improve Metro Mobility service delivery.

As described in the recent "Legislative Report on Metro Mobility," dated June 1, 1988, there are several problems with the customer complaint process that require improvement. The customer complaint process has not been responsive enough in resolving customer problems. Specifically, it was found that there was a lack of communication to customers about the process for filing and resolving service complaints; that the process was not as supportive and customer oriented as it needed to be; and that customers have not always been satisfied with (or aware of) the resolution of complaints.

Beyond problems related to the resolution of individual customer service complaints, the MMAC has not taken a strong systems analysis approach to the customer service complaint data it collects. The information gained from the complaint reports has not been routinely shared with all providers to encourage service improvements. The MMAC has not provided strong leadership in responding to recurring problems with recommended program solutions.

The MMAC has taken steps to address its performance in some of these problem areas. The MMAC has developed a complaint process that has improved over the last year and a half. Customers have been made aware of and encouraged to use a defined complaint process, which is outlined in the revised Riders' Guide.

Since February 1988 the MMAC has produced a bimonthly newsletter, the Metro Memo, which encourages persons to register any service complaints they may have. Moreover, the MMAC has effectively used service complaints by customer to identify and correct recurring problems of individual providers.

The MMAC, however, must further improve Metro Mobility customers' ease of registering complaints and satisfaction getting service problems resolved, and the MMAC must move beyond individual complaint resolution to a complaint process that monitors systemwide trends and identifies issues or needs for improvement.

To this end, the RTB and the MMAC have initiated several actions to improve the Metro Mobility complaint system. As examples: (1) the 1988 provider contracts require increased complaint reporting and resolution by the providers, incorporating specific complaint handling procedures which had been suggested to the RTB by the Metropolitan Center for Independent Living; (2) the RTB is launching a customer service enhancement project, which will begin in August 1988; and (3) the MMAC is developing written

operational policies and procedures as well as provider performance standards by the end of this summer.

In the coming months, the RTB and MMAC will focus efforts on the key areas of increasing customer satisfaction with the complaint process and using the complaint system to identify systemwide service issues to develop program improvements. Progress will be reported in the next report to the Legislature, due December 1, 1988.

I. INTRODUCTION

This report has been prepared in response to House File 1009 effective August 1, 1987 requiring the Regional Transit Board (RTB) to annually submit a report on Metro Mobility service complaints to the Commissioner of Transportation and to the Legislature. The stated purpose of this legislative request was to ensure that the Metro Mobility Administrative Center (MMAC), which is operated by the Metropolitan Transit Commission, establish a customer complaint system that:

- Informs customers how to register complaints.
- Registers and expeditiously responds to complaints by riders.
- Requires providers to report on incidents that impair the safety and well being of customers or the quality of Metro Mobility service.

Further, the legislative report was to address:

- Complaints and provider reports.
- Response of the MMAC to complaints.
- Steps taken by the RTB and the MMAC to identify causes and provide remedies to recurring problems.

The remainder of this report is organized as follows:

- Chapter II describes the existing process of the MMAC to collect and resolve service complaints from customers. It details the reporting requirements for accidents and incidents occurring during Metro Mobility service. Finally the contract enforcement and policy development roles of the MMAC and the RTB in complaint resolution are discussed.
- Chapter III highlights several actions that will improve the effectiveness and user-friendliness of the MMAC's customer service function. It describes 1988 contract language that requires providers to report to the MMAC those customer complaints they receive directly; a recently initiated customer service enhancement project; and the development of performance standards for Metro Mobility service.
- Chapter IV presents a summary and analysis of customer complaint and accident/incident report data. It describes the most frequently received complaints and the actions taken to address these service problems.
- Chapter V contains copies of the forms used by the MMAC to report complaints and accidents/incidents in the Metro Mobility program.

II. DESCRIPTION OF METRO MOBILITY COMPLAINT PROCESS

A. CUSTOMER COMPLAINTS

The Metro Mobility Administrative Center (MMAC) is responsible for the quick and effective resolution of customer service problems and the identification of areas of customer dissatisfaction so that new policies to improve service may be considered and developed by the Regional Transit Board (RTB).

Complaint Process

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 Riders' Guide, which is distributed to each person certified to use Metro Mobility. A recent market survey indicated that the majority of Metro Mobility customers have received the Riders' Guide and keep it handy for reference. In addition, since February 1988, each issue of the bimonthly newsletter, Metro Memo, sent to registered customers has encouraged persons to call the MMAC with any questions or concerns they may have.

As described in the Riders' Guide, customer complaints for the most part should be reported directly to the MMAC. The Riders Guide directs customers to call the MMAC for:

- Recurring problems such as late vehicles, persistent trip denials
- Unsafe rides
- Rude treatment
- Poor or unsafe vehicle conditions including wheelchair restraints, seatbelts, lift or ramp, cleanliness

In some instances, it is appropriate for the customer to contact the provider directly in order to resolve a current service difficulty. Customers are asked to contact the provider when:

- A ride is more than 15 minutes late
- There are questions about time changes or referrals
- Something has been lost on the vehicle

In the event of any complaint involving personal injury or property damage, customers are urged to contact both the MMAC and the provider. In addition, providers are required to report to the MMAC all incidents and accidents that have resulted in personal injury or property damage (see Accident and Incident Reporting section of this chapter).

The MMAC is open from 8:00 a.m. - 5:00 p.m., seven days a week during which time a rider representative is available to respond to problems. In the event of an after hours emergency, (for instance, if a passenger is stranded without a ride) the MMAC has arranged for its phone number to roll-over to the MTC Control Center which is open 24 hours a day. Their staff are trained to contact providers to dispatch vehicles to resolve the problem and/or to contact the on-call MMAC staff person whenever necessary. Although the emergency procedure has been communicated to riders (most recently in the April 1988 Metro Memo), riders may still be unaware of the procedure. There have been some instances where stranded riders have not utilized the emergency procedure. Increased communication efforts are warranted.

With regard to complaint handling, a complaint may be filed with the MMAC in person, in writing or by telephone. When a complaint is filed with the MMAC, the Rider Representative will:

- Record the description of the problem on a Service Report Form (See Chapter V) and maintain a file of all pertinent written and oral communications regarding the complaint.
- Research the complaint further with the provider(s), customer, and all other relevant parties.
- Require a prompt response from provider(s) regarding the complaint.
- Work with the provider to resolve the problem to the satisfaction of the customer.
- Notify the customer of the progress and resolution of the problem.

In order to assist the MMAC and the provider to research a problem, assess its cause and develop a solution, the following information is requested from a customer reporting a complaint:

- Name of passenger
- Date and time of incident
- Certification number
- Phone number
- Address
- Trip destination
- Provider
- Employee name/vehicle number
- Scheduled pick-up time
- Actual pick-up time
- Details of incident

In many instances this level of detail may be required in order to achieve effective

resolution of a problem. However, the person making the complaint is not required to give his/her name. When the person files the details of a complaint he/she is informed that a copy of the report will be sent both to him/her and to the provider, The individual is also asked if they want their name removed from the report sent to the provider.

It should be noted that filing a complaint requires assertive risk-taking behavior on the part of the passenger since in order to resolve a problem fully, the person shares information that may identify him/her not only to the provider but also to a driver or other employee with whom the passenger has frequent contact. This is common in all customer service operations but may be particularly problematic when resolving Metro Mobility service complaints because a disabled passenger may fear he/she will receive poor service or not be able to schedule a ride if a complaint is filed.

In general, it is the experience of the MMAC that providers are receptive to receiving complaints and work to keep customers satisfied. In an instance where an employee did chastise a customer who had filed a complaint against the provider, the MMAC contacted the management of the company. The company sent a letter to the customer assuring that he/she had every right to file a complaint, apologizing for that employee, and encouraged the customer to give the company another chance. The MMAC needs to ensure that this type of resolution occurs in every instance.

Customer Problem Resolution

In the Metro Mobility program, providers are under contract to the RTB to "coordinate, manage, provide and control all necessary activities to operate the Special Transportation Service." This includes performing such functions as employee hiring, training, management, and discipline. The provider must "develop methods to maximize service quality and safety" and must "provide competent technical service to handle and correct any and all problems" associated with the delivery of Metro Mobility service.

After receiving a customer complaint, the rider representative will contact and send to the provider the complaint report along with supporting material indicating where there may be contract violations or failure to follow operational procedures. The provider must then review the complaint and follow up with a report to the MMAC of how the problem will be resolved. For instance, if a customer complains about the rude or inappropriate behavior of a driver, the provider will use the information to identify which driver is involved and document the details of the alleged incident. Based on this investigation the provider might discipline and/or require remedial training for the employee, establish preventive procedures such as not scheduling the customer to ride with that driver, apologize to the customer on behalf of the driver, communicate to other employees any required behavior changes or warnings at the next safety meeting, and report these actions to the MMAC. It is the provider's responsibility to correct the problem and the MMAC's role to assess the adequacy of the response initiated by the provider.

The MMAC, if satisfied with the provider's response, will communicate to the customer the steps taken to resolve his or her complaint. This communication is generally by letter but may include telephone updating about the ongoing progress towards addressing the problem.

If the MMAC is not satisfied with the resolution offered by the provider, the range of options available to MMAC are working with the provider to develop a satisfactory solution, requiring the provider to perform necessary actions or beginning the contract non-performance process to assign fines or penalties. The MMAC's Rider Representative role is to continue to update the customer about the progress made toward solving the problem. If the customer is not satisfied with the resolution, he/she should contact the MMAC so the Rider Representative can further pursue the matter. Customer satisfaction is a key component of the customer service enhancement project, scheduled to begin in August 1988, as discussed in Chapter III.

Service Quality Data Collection

The MMAC collects and summarizes data on all customer complaints it receives. 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. A summary of these statistics is presented later in this report.

B. ACCIDENT AND INCIDENT REPORTING

In addition to responding to the complaints generated by customers, the MMAC responds to and collects data on accidents and incidents occurring on Metro Mobility. Providers are required by contract to report to the MMAC all occurrences involving Metro Mobility service in which injury and/or property damage occurs. Providers must file a telephone report within 24 hours and send the MMAC a written report within 48 hours. In this report, the provider must describe the incident/accident, the immediate action taken, the probable cause and any preventive measures. The MMAC reviews the report and the actions taken by a provider to prevent similar occurrences and, if necessary, recommends additional actions or initiates disciplinary procedures.

Data is collected on accidents and incidents and is summarized by the MMAC. The MMAC maintains an ongoing record of these accidents by provider, by month and by type and severity of the occurrence. A summary of these statistics is presented later in this report.

C. ROLE OF THE MMAC AND THE RTB

Contract Enforcement

Contracts to provide special transportation services in Metro Mobility are held between the RTB and individual providers. However, the MMAC has full authority to monitor provider performance for compliance with operating procedures and contractual obligations and to initiate disciplinary procedures and penalties. Customer complaint reports and provider accident/incident reports are two methods that the MMAC uses to assess service quality problems requiring resolution.

As stated previously, the MMAC is responsible for documenting these service problems, communicating them to all affected parties and bringing the problems to resolution. If a provider does not resolve a problem to the satisfaction of the MMAC and the problem is one clearly arising from a violation of the contract agreement, the MMAC may initiate disciplinary action, or if warranted, declare a provider in default of its contractual obligations.

By contract, the MMAC may assess reasonable financial penalties against the provider not to exceed \$500 per occurrence or may suspend contract service and related payments to the provider for up to 30 days. If a default is declared, the MMAC must notify the provider in writing of this default and give the provider an opportunity to cure the default within a specified amount of time. The MMAC can recommend to the RTB that the RTB immediately terminate the contract.

For example, this past winter, a provider stranded two passengers late at night and the passengers were unable to reach the provider by phone to resolve the situation. Upon learning of the situation from the customer, the MMAC contacted the provider to gather all the facts surrounding the performance failure. The MMAC sent a letter to the provider documenting the facts, citing the specific contract violations that occurred and detailing the steps that the company should have taken to prevent the situation. The MMAC examined the incident in relation to the past performance history of the provider and penalized the company with a five day suspension of service. Further, the MMAC required the provider to issue an immediate safety bulletin addressing this issue to all of its drivers and to develop and implement procedures to address late night dispatcher coverage by a specified date.

Policy Development

The RTB is responsible for overall policy development for the Metro Mobility program, but the MMAC has a strong role in this area as well. For complaints and problems that may not be clearly in violation of the contract, the MMAC is expected to analyze their impact and forward such analysis and any recommended policy actions to the RTB for consideration. Then, the RTB with public input from the Transportation Handicapped Advisory Committee and other relevant parties, can

develop and implement policy changes to the Metro Mobility program.

The MMAC, as part of the 1988 contract development process, recommended several operational policy changes to the RTB. However, the MMAC has not exhibited strong leadership in examining program performance on an ongoing basis and proactively offering policies to improve Metro Mobility services.

III. RECENT ACTIONS TO IMPROVE CUSTOMER SERVICE FUNCTION

A. PROVIDER CUSTOMER COMPLAINT SERVICE

Thus far this report has addressed the complaint process used by a customer to contact the MMAC as well as the responsibility of Metro Mobility providers to respond to complaints made known to it by the MMAC and to report accidents/incidents resulting in injury or property damage. However, those complaints initiated by a customer to a provider may never enter the formal MMAC complaint process or data collection system.

To address this deficiency, the 1988 provider contracts (effective May 1, 1988) require the provider to establish and communicate to customers its company complaint process, report complaints received directly by the provider to the MMAC, resolve problems and communicate the resolution of them to customers and the MMAC, and refer any complaints not satisfactorily resolved to the MMAC for review. These procedures had been suggested to the RTB by the Metropolitan Center for Independent Living for inclusion in the provider contract.

In another effort, the MMAC has recently initiated daily rider satisfaction surveys through random telephone calls to passengers. The addition of this data source to the MMAC's existing complaint process further strengthens the MMAC's assessment of how customers view the service quality of Metro Mobility and provides added incentive for providers to resolve customer complaints effectively.

B. CUSTOMER SERVICE ENHANCEMENT PROJECT

In the recent "Legislative Report on Metro Mobility," dated June 1, 1988, the RTB stated that the MMAC has faced criticism that the complaint process is not adequately communicated to customers, is not as supportive and customer oriented as it needs to be, and that customers have not been satisfied with the resolution of problems or aware that resolution has occurred.

In addition, though a basic data collection system is in place, there is concern about the consistency with which providers report complaints, incidents, and accidents, and therefore the validity of using the data for comparative purposes. Further, the summary data collected has not generally been communicated to providers as a source of information with which to improve their service quality as a means of competing with other providers.

To improve the customer service orientation of the MMAC as well as the complaint information reporting system, the RTB has launched a customer service enhancement project. An organizational training and development consultant has been hired to work closely with the MMAC and receive input from the Transportation Handicapped Advisory Committee and disabled advocacy groups such as the Metro-

politan Center for Independent Living, the United Handicapped Federation, and the State Council on Disability. The consultant work plan will focus on improved complaint procedures and reporting, ultimately to improve individual customer satisfaction with complaint resolution. The consultant will provide hands-on assistance so that the MMAC:

- Gathers and accurately documents reports of service problems and concerns made by and on behalf of Metro Mobility customers.
- Responds to the person who reports a problem in a timely, professional and documented manner and with genuine intent and effort to resolve the problem.
- Communicates to Metro Mobility customers the process for reporting concerns and commendations and assures confidentiality, as requested.
- Documents customer service reports by type and quantity and consolidates them into a useful management information system for timely and relevant follow-up by the MMAC, corrective action by the provider, and reporting to the RTB for policy review purposes.
- Integrates customer service reports into a format that invokes consequences and performance motivations for Metro Mobility providers.
- Designs a behavioral intervention program, including discipline and reward, available to all the Metro Mobility providers to motivate the performance of individual drivers.
- Ensures that each customer service report has adequate and meaningful disposition to all parties involved.

C. PERFORMANCE STANDARDS DEVELOPMENT

It is essential that the MMAC clearly communicate to providers and customers the expected performance levels in the Metro Mobility program. The RTB has directed the MMAC to develop comprehensive written operating policy and procedures for the Metro Mobility program to be completed in August 1988. The MMAC recently convened a task force of providers and disabled advocates to participate in this effort. Operating procedures, as an example, may describe the exact nature of assistance that a driver is expected to provide to a customer. With this level of service clearly understood by both the provider and the customer, the Metro Mobility program is less likely to receive complaints for service that exceeds the definition

The RTB has also directed the MMAC to develop written contract enforcement procedures and provider performance standards to be completed in September 1988. An example of a performance standard would be setting an acceptable minimum

percent of on-time trips or maximum allowable percent of late trips delivered by a provider. With these performance expectations clearly defined, it will become easier to achieve service problem resolutions that satisfy the concerns of individual customers as well as lead to improvements in Metro Mobility service. For instance, a customer complaining of a late trip will know that the MMAC will have a means to evaluate that provider's on-time performance and penalize performance that is below the set standard. The MMAC will be able to monitor the system's on-time performance and institute mechanisms to achieve improved performance.

IV. METRO MOBILITY PROVIDER PERFORMANCE STATISTICS

A. CUSTOMER COMPLAINTS ABOUT METRO MOBILITY SERVICE

Historical Trends

In 1987 the MMAC received and documented 514 complaints about Metro Mobility service. The Metro Mobility system delivered 952,945 one-way trips during that same period of time. This represents a complaint ratio of .05 percent, or five complaints for every 10,000 trips.

In the first two quarters of 1988, the MMAC recorded 599 complaints out of 612,854 trips for a complaint ratio of .1 percent, or 10 complaints for every 10,000 trips. Though this ratio is still quite small, the 1988 data does represent a doubling of 1987 service complaints of the Metro Mobility program. The MMAC attributes this increase to two factors: first, to the increased awareness of customers of the complaint process since communications to customers from late 1987 to the present have better described the customer complaint process and encouraged customers to use the process to file complaints about service delivery; second, to the difficulties experienced in the system during a period of tremendous growth. Figures 1 and 2 represent the quarterly ridership since October 1986 and the corresponding quarterly complaint ratio, respectively.

In 1987, as shown in Figure 3, the types of complaints most frequently reported were late pick ups representing 37 percent of all complaints, no shows at 13 percent, and courtesy at 9 percent. In 1988, as shown in Figure 4, these complaints continued in a similar pattern with 42 percent of all complaints occurring for late pick ups, 16 percent for no shows, and 10 percent related to courtesy.

In addition, trip denial complaints increased from 3.5 percent in 1987 to 6.5 percent in 1988. This sharp increase in trip denials reflects the emergence of trip denials as a systemwide problem as the number of monthly trips continues to increase.

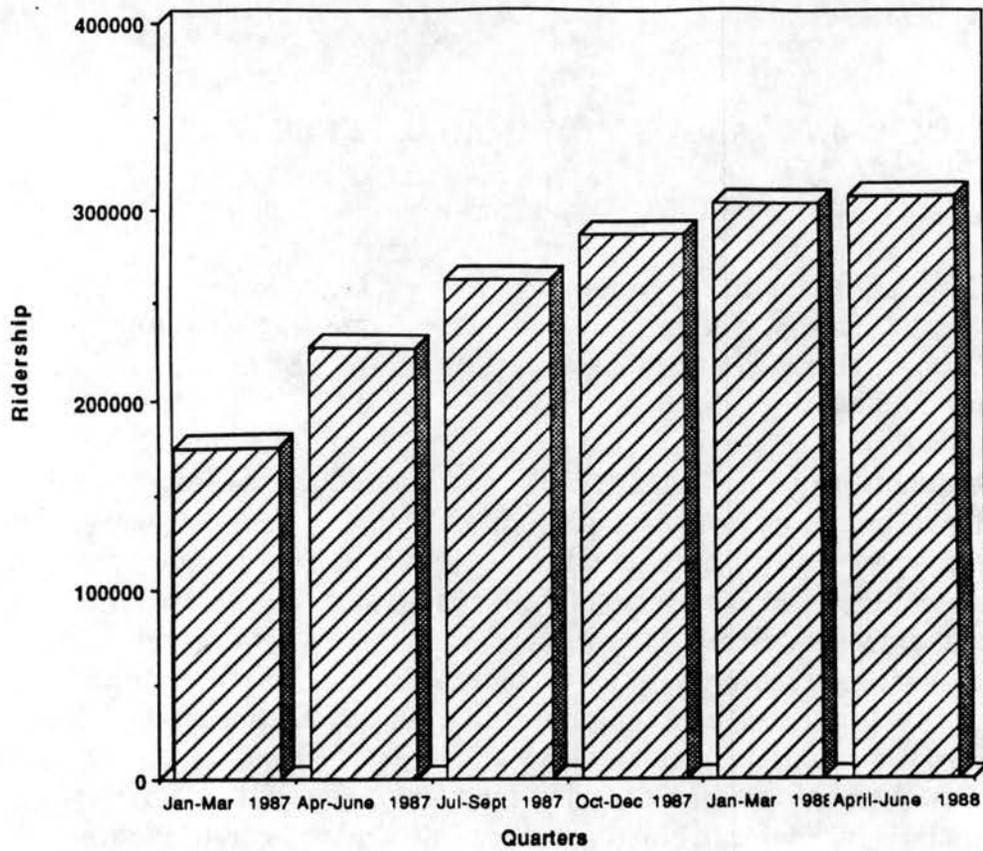
Figures 5 and 6 represent a breakdown of complaint types per 10,000 trips.

Late Pick-Up Complaints

Further analysis of the complaints made for late pick ups reveals that in 1987, 41 percent of these complaints were directed toward three transportation providers whose contracts were not renewed largely for performance reasons (Blue and White Taxi, Kare Kabs, and Transportation Management Incorporated). (See Figures 7 and 8.) The MMAC had investigated each of these providers for recurring problems brought to light by the complaint system. Each was given an opportunity to respond but was unable or unwilling to develop a solution to the problems cited. On the basis of analysis by the MMAC, the RTB did not renew contracts with two of the

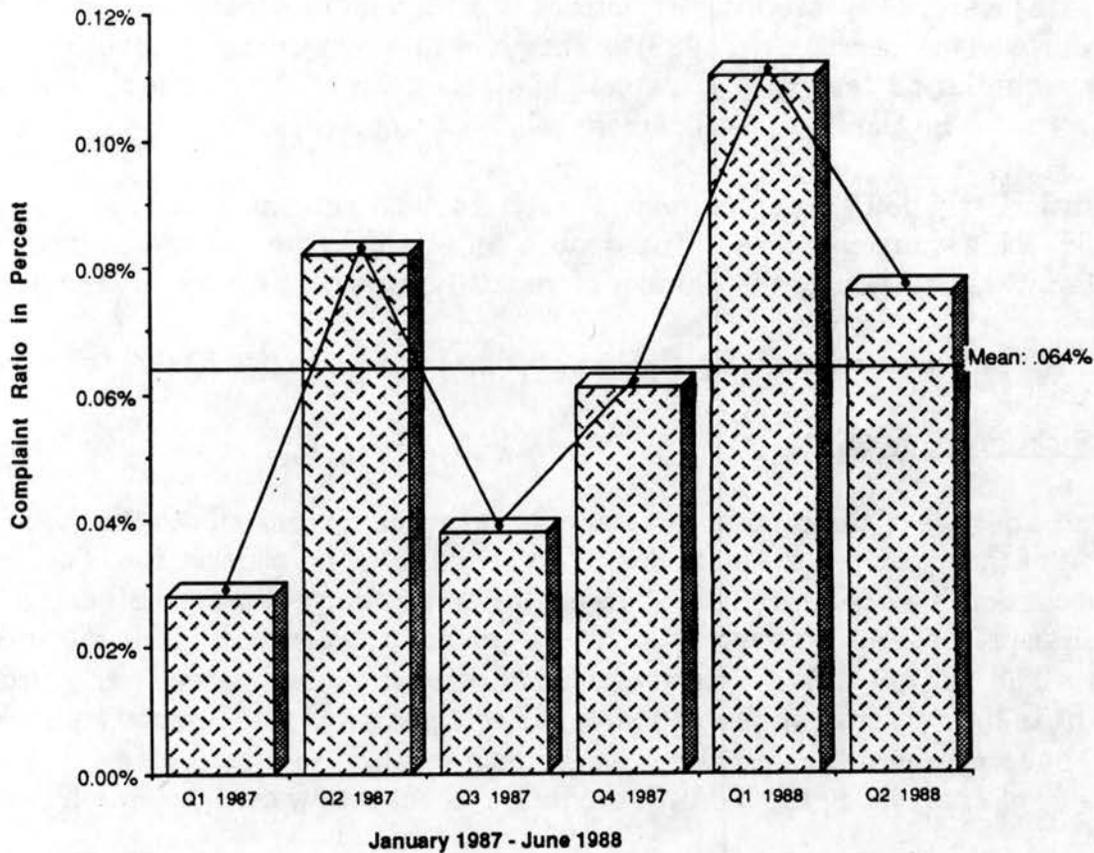
Metro Mobility Quarterly Ridership: January 1987- June 1988

Figure 1



Metro Mobility Quarterly Complaint Ratio
(Number of complaints/number of trips)

Figure 2



1987 Complaint Types

Total Complaints: 514

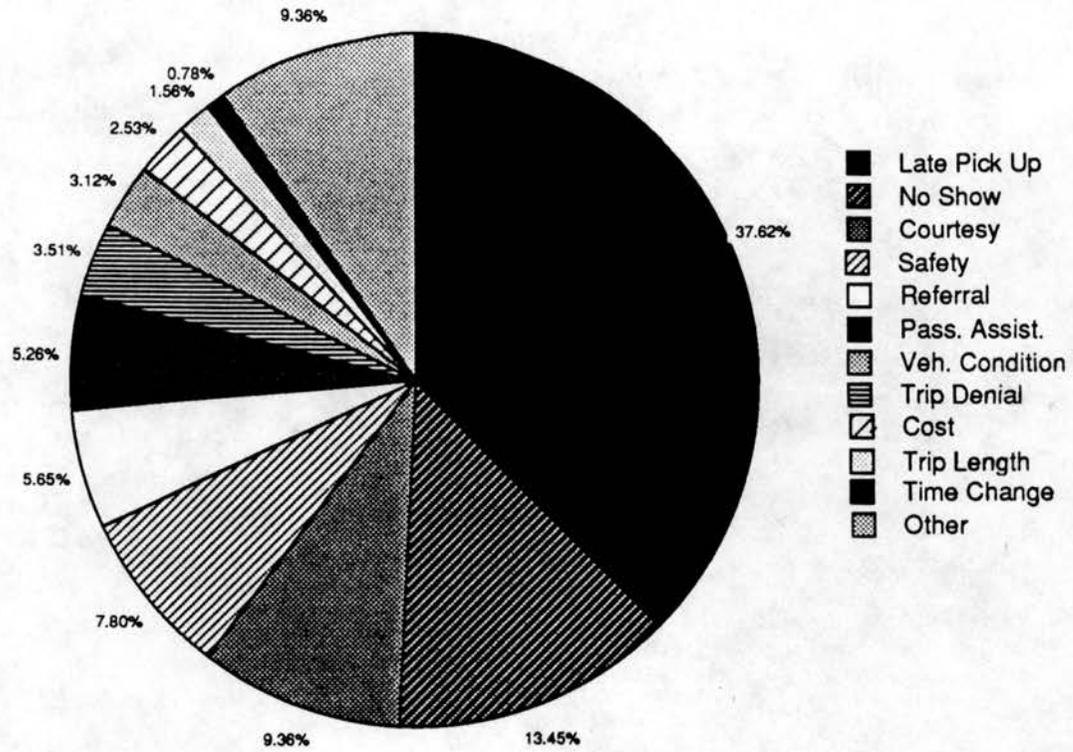


Figure 3

1988 YTD Complaint Types

January - June 1988

Total complaints: 599

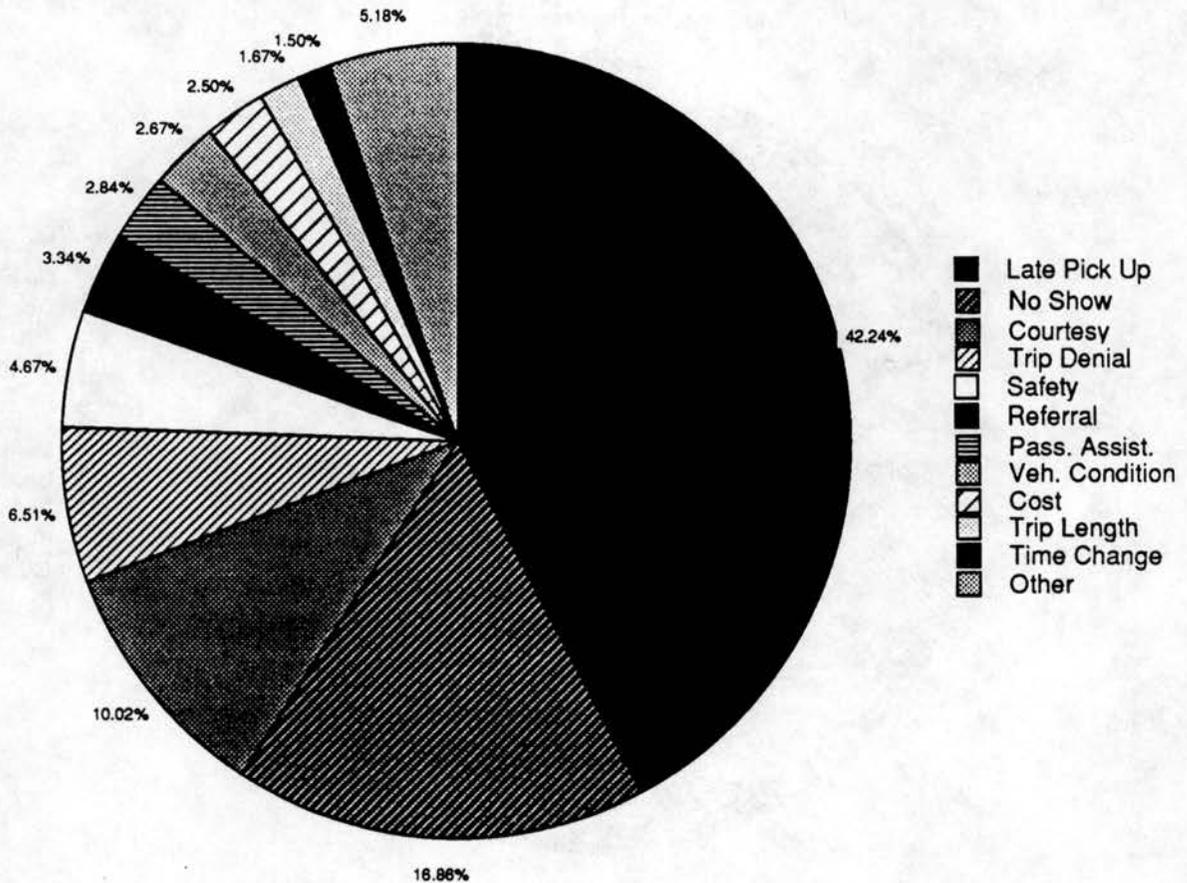
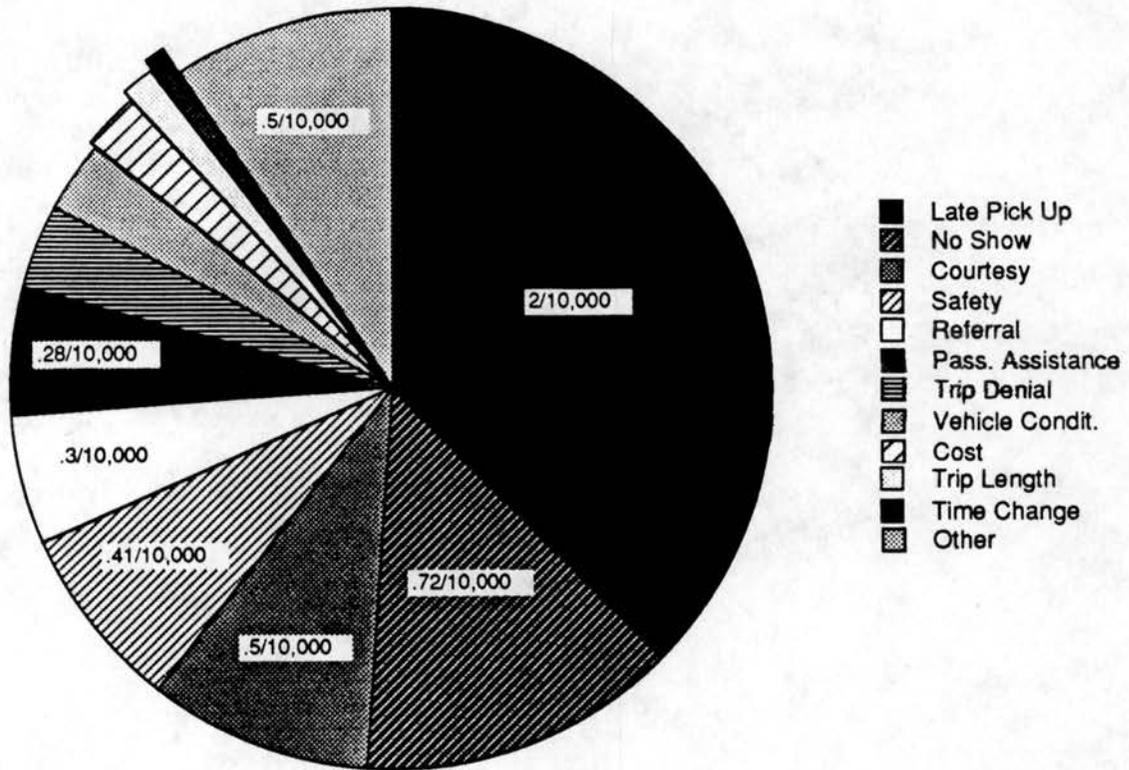


Figure 4

1987 Complaint Types per 10,000 Trips

Total: 5.3 complaints per 10,000

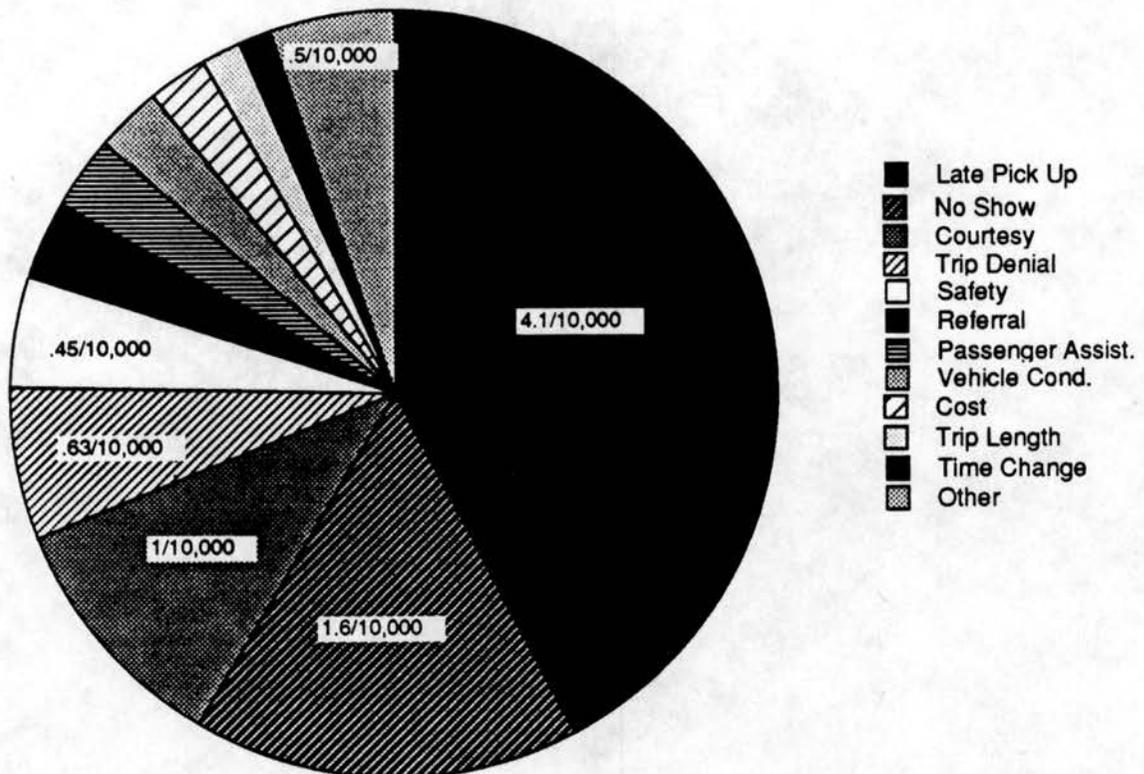
Figure 5



1988 YTD Complaint Types per 10,000 Trips

Total: 10 complaints per 10,000 trips

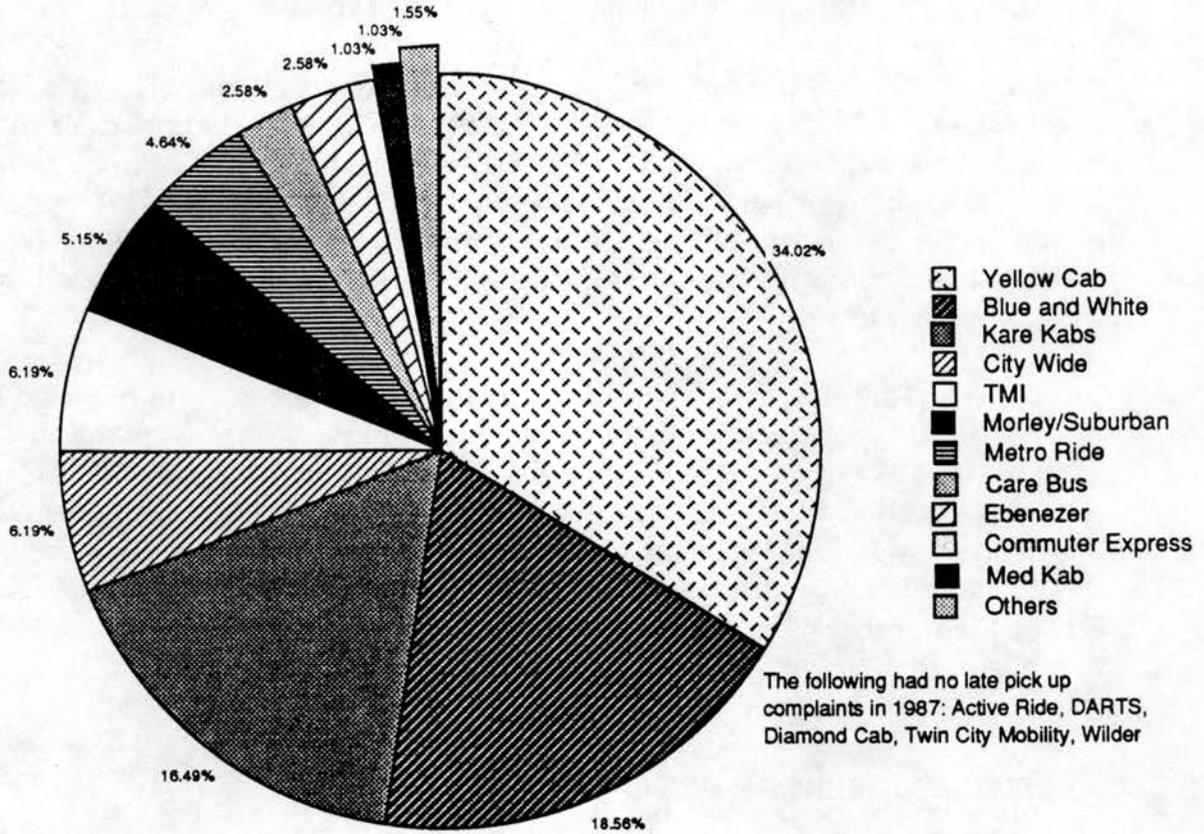
Figure 6



1987 Late Pick Up Complaints by Provider

Total late pick up complaints: 193

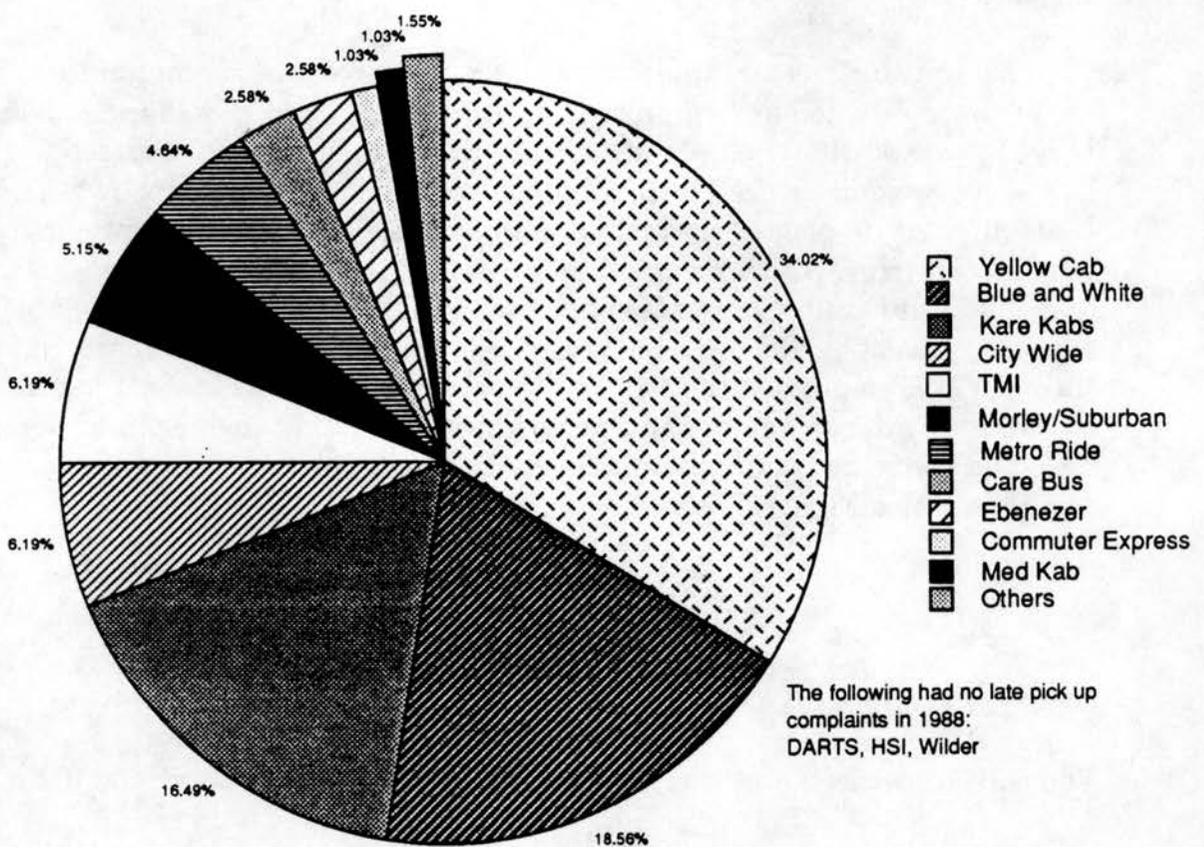
Figure 7



**1988 YTD Late Pick Up Complaints by Provider
January - June**

Total late pick up complaints: 253

Figure 8



providers. The third provider with [redacted] application for contract renewal.

A third of the complaints in 1987 [redacted] more than one-half of complaints in the first two quarters of 1988 were for late pick ups by the largest taxi provider in the program, Minneapolis Yellow Taxi. As a result of this provider's complaint record, the MMAC cited its poor performance and required the provider to develop a corrective action plan. As a result of the MMAC's monitoring efforts and Yellow Taxi's responsiveness, late pick-up complaints in the second quarter of 1988 dropped by more than 50 percent.

Timeliness of service, as measured by the number of complaints received by the MMAC, is of importance to customers and may require improvement on a system-wide basis. A key tool for improving timeliness will be using the MMAC management information system to record how many trips are late and the degree of lateness of the trips. This information will be used to assess the cause(s) for late trips and to establish a program standard for service timeliness that can be used to decrease the number of late trips. It is expected that the MMAC will have this system in place in September 1988.

No Show Complaints

No show complaints are made by customers when a provider has not arrived to pick them up at the scheduled time, and has not called them to cancel the ride or inform them of any delay. The Metro Mobility program requires passengers to be at the boarding point between 10 minutes before and 15 minutes after the scheduled pick-up time.

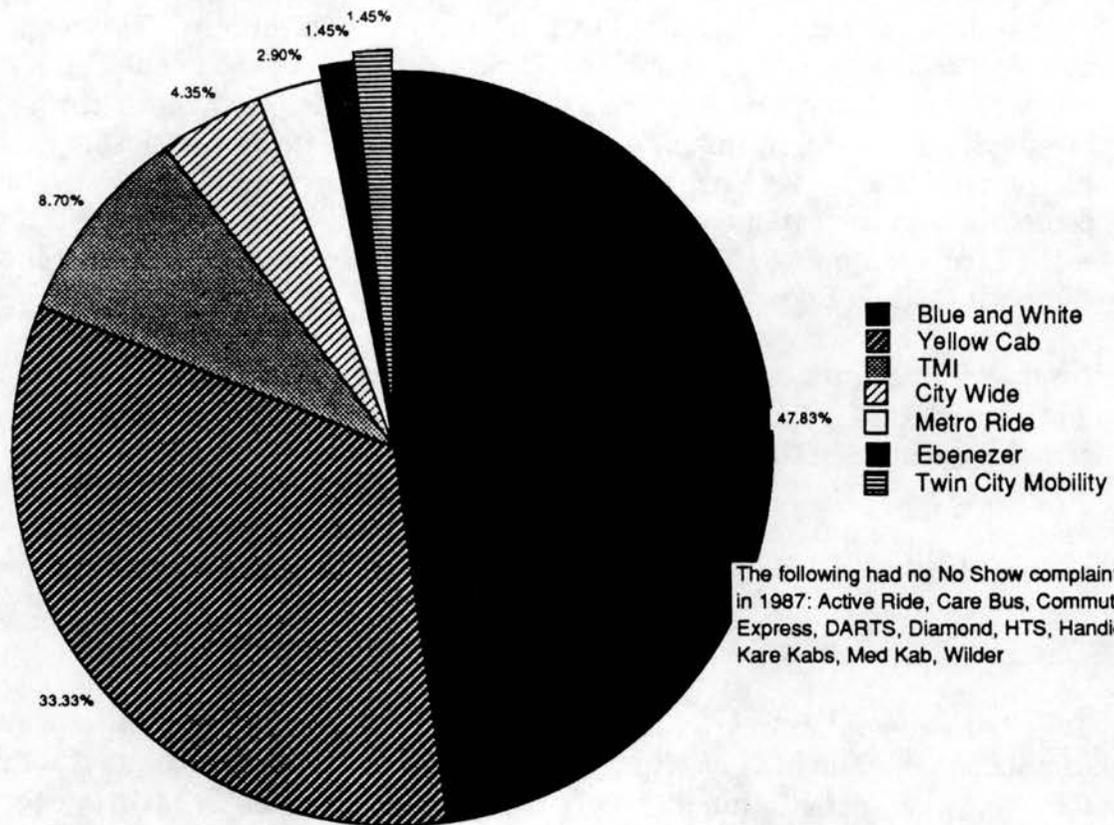
In 1987 and the first two quarters of 1988, 90 percent of all complaints about no shows were directed at taxi providers. Each of two taxi providers had about one half of these no show complaints. Blue and White Taxi, as discussed earlier, is no longer a provider for the Metro Mobility program and Minneapolis Yellow Taxi has been cited for its poor performance in this area. These two taxi providers do not tour return trips, which means that when it is time for a customer's return trip, a dispatcher puts out a call to taxi drivers in the area to find someone able to deliver the trip. Investigation of no show trips generally reveals that there was no driver in the area able to provide the trip at the needed time. The MMAC is working with the taxi provider to determine the feasibility of a taxi provider improving its timeliness and reducing its number of no shows by adding some toured vehicles to the taxi fleet. (See Figures 9 and 10.)

Courtesy Complaints

The third most frequent complaint about Metro Mobility service is not being treated

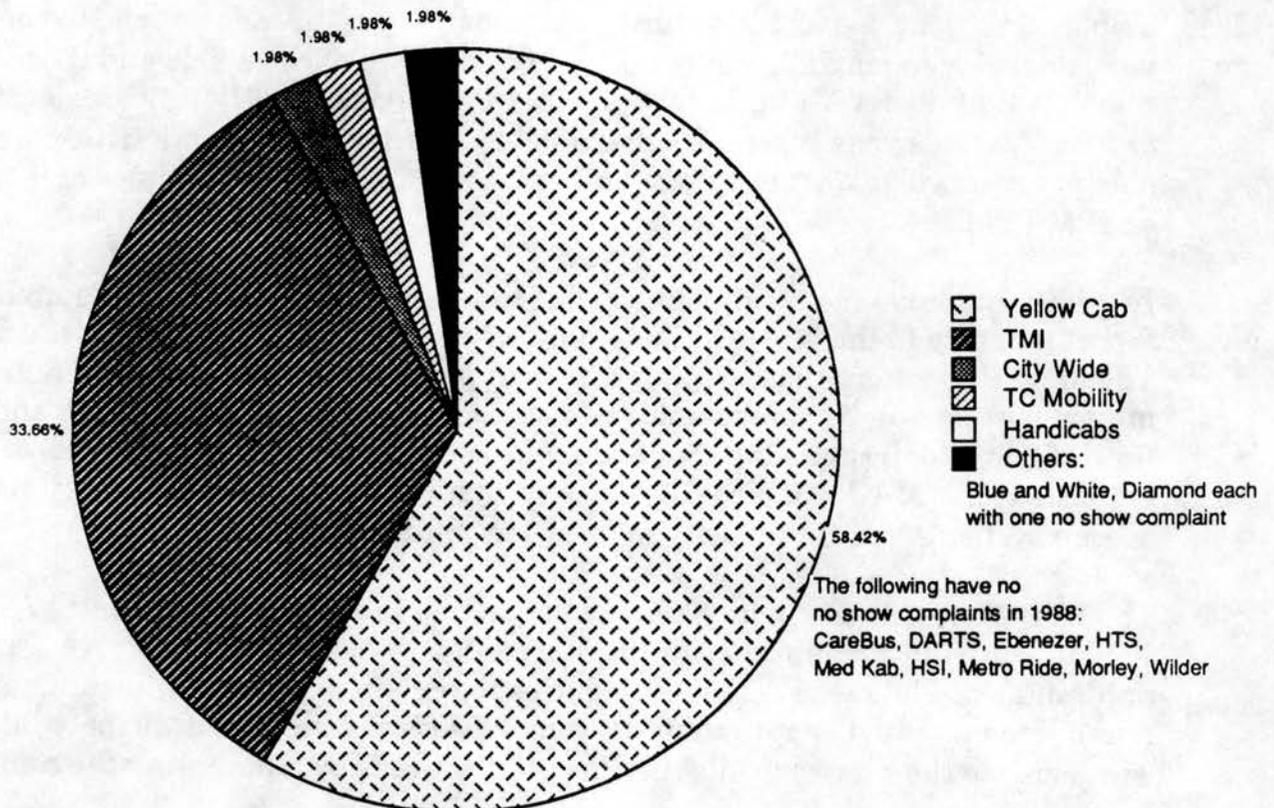
1987 No Show Complaints by Provider
Total no show complaints: 69

Figure 9



1988 YTD No Show Complaints by Provider
January - June
Total no show complaints: 101

Figure 10



courteously, whether it is by the transportation company's driver or dispatcher, or by a staff person at the MMAC. In 1987, nine percent and in 1988 ten percent of all complaints were related to courtesy. These ranged from someone being abrupt with a customer on the phone to a driver berating a customer for complaining about lateness. As one might imagine, this category correlates quite closely with the complaint categories of late trips and no shows. The three providers with the most complaints in the category of courtesy are Blue and White, Transportation Management Incorporated and Yellow Taxi with a cumulative total of 55 percent of these complaints. (See Figure 11.)

As shown in Figure 12, complaints of courtesy for 1988, though not frequent, are distributed among 11 of the 18 providers of Metro Mobility service. These type of complaints may be the ones most amenable to change through an improved complaint system. The Customer Service Enhancement Project proposes to establish mechanisms to publicly report this complaint data on a periodic basis to providers so that this information can be used by providers to improve performance.

Trip Denials

Trip denial complaints are recorded when a customer reports that a provider was unable to schedule his/her trip request. In 1987, trip denial complaints accounted for 3.5 % of all complaints and were the 8th most frequently reported complaint. In 1988, trip denials have increased to 6.5 % of all complaints and are the fourth most frequent complaint. This sharp increase in trip denial complaints is another indication of how customers are experiencing the tremendous ridership growth in Metro Mobility.

Trip denials generally occur when 1) a provider "tours" all rides requested on a particular day to maximize the number of persons on each vehicle and those trip requests that do not "fit in" to the schedule, often trips to outlying areas, are denied; or 2) the provider has scheduled all available vehicles and no more trips are available at a particular time of the day, often during the peak travel times of 6AM-9AM or 4PM-6PM.

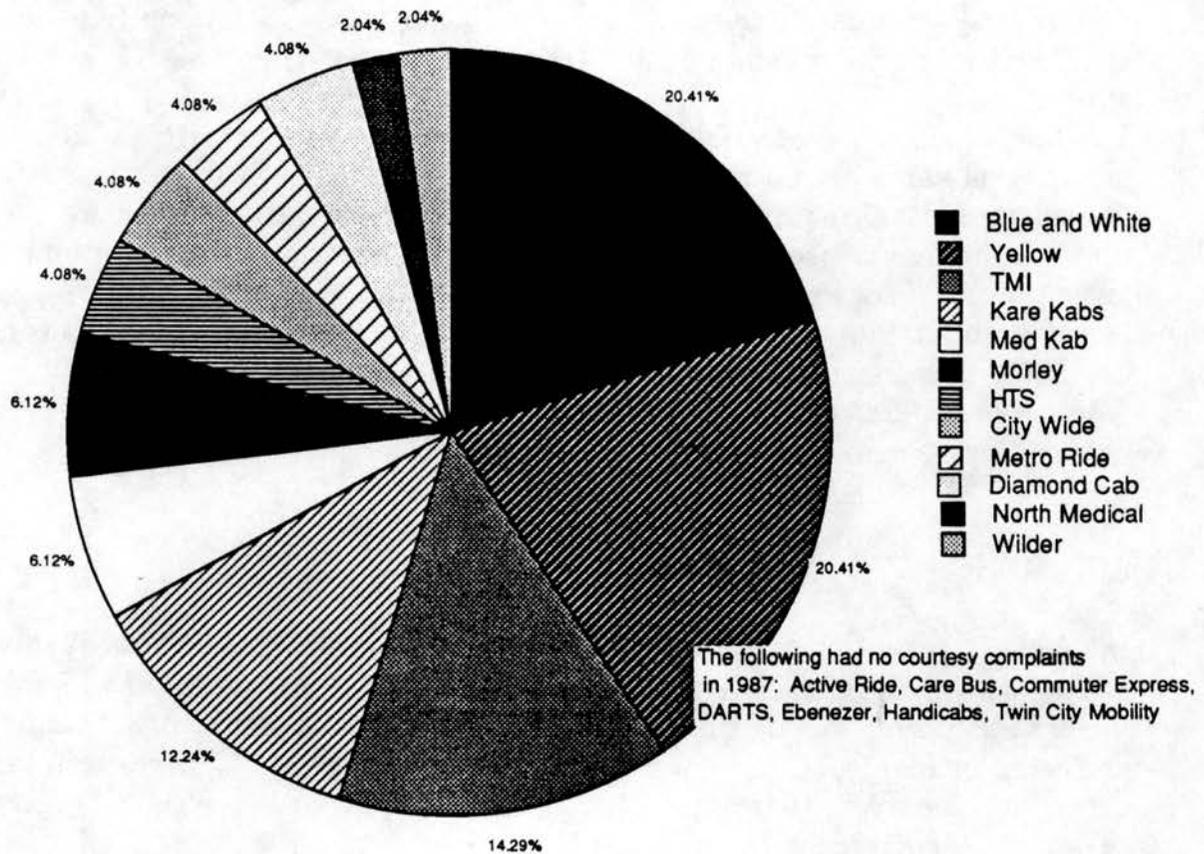
In addition to customer complaints about trip denials, providers are required to report monthly to the MMAC, the total number of service requests that it denies. The MMAC monitors these denials and with its newly implemented computer information system will be able to analyze denials by community, by provider and by time of trip to determine if an individual provider appropriately denied a service request. The MMAC will also use this information to assess the adequacy of the overall system's vehicle capacity to meet service demand.

The RTB/MMAC recently implemented an action to address trip denials. As of May 1, 1988, outlying communities in the Metro Mobility service area receive transportation from providers who designate vehicles to remain in that outlying area and are reimbursed at a higher rate than the central service area. It is anticipated that this will increase the service availability to outlying areas by eliminating the competition

1987 Courtesy Complaints by Provider

Total courtesy complaints: 48

Figure 11

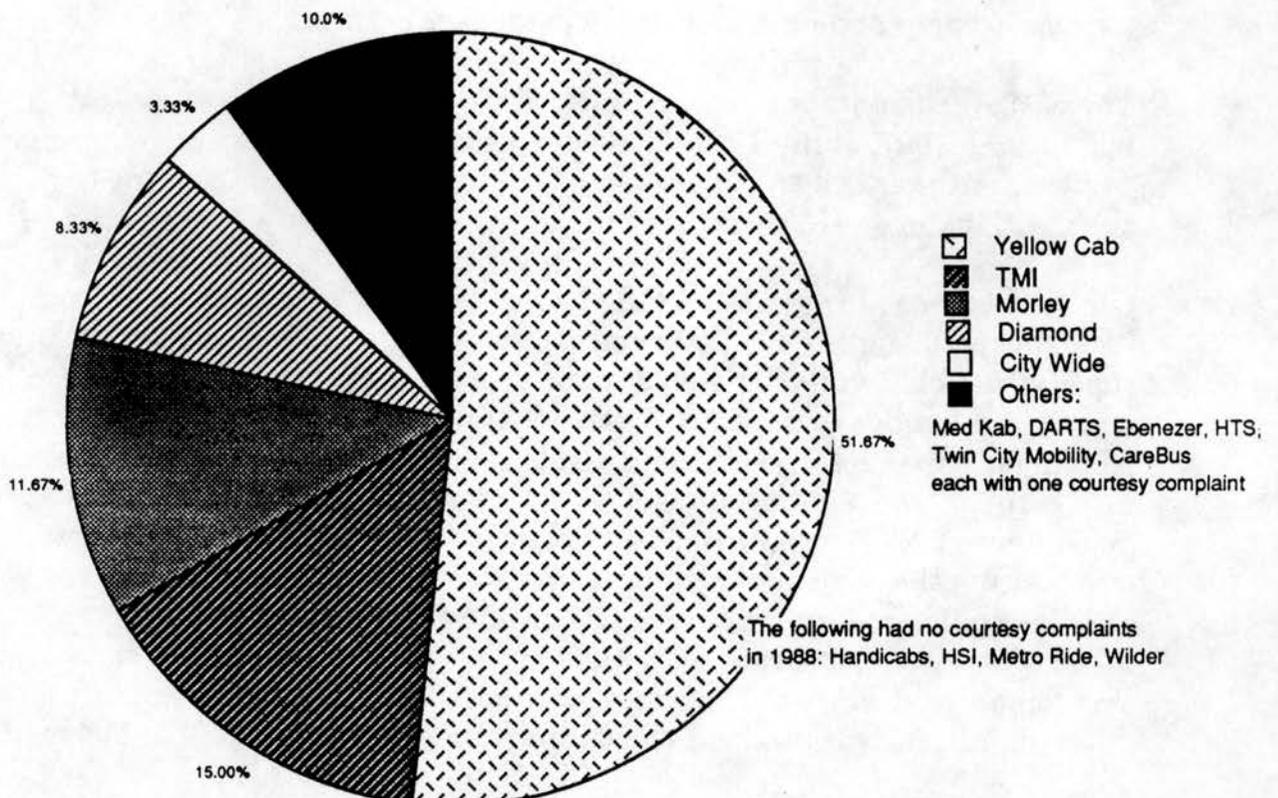


1988 YTD Courtesy Complaints by Provider

January - June

Total courtesy complaints: 60

Figure 12



of the outlying trip requests with a decrease from the central "more easily served" areas and by more adequately compensating the longer trips taken in outlying areas. This should result in fewer complaints of trip denials to outlying areas.

The MMAC has documented that as many as 80 percent of all trips taken during peak travel hours are for standing order trips, regularly scheduled trips to the same location at least three times a week. This has increased the competition for rides that customers experience when trying to schedule a trip during peak hours. A large proportion of these standing order trips during peak hours are for travel to training and habilitaton centers or to rehabilitation facilities. The RTB is currently exploring this peak hour travel demand to determine if a more efficient trip delivery or funding mechanism will lessen the demand on the Metro Mobility system during peak hours.

B. ACCIDENTS AND INCIDENTS

In 1987, 71 accidents or incidents were recorded by the MMAC. This includes any accident involving personal injury or property damage as well as any significant incidents occurring during the provision of Metro Mobility service. Of these reported accidents/incidents, 56 percent resulted in personal injury, 25 percent in vehicle damage, one percent in property damage, and 16 percent were classified as other occurrences. (See Figures 13 and 14.)

The other category includes such occurrences as accusations of robbery or improper touching by either the driver or passenger, a vulnerable person dropped off at a wrong address, passenger unbuckling seatbelt and standing up in vehicle, passenger reported missing by relatives, driver bitten by dog, passenger assaulting another passenger and harrassment by passenger or driver.

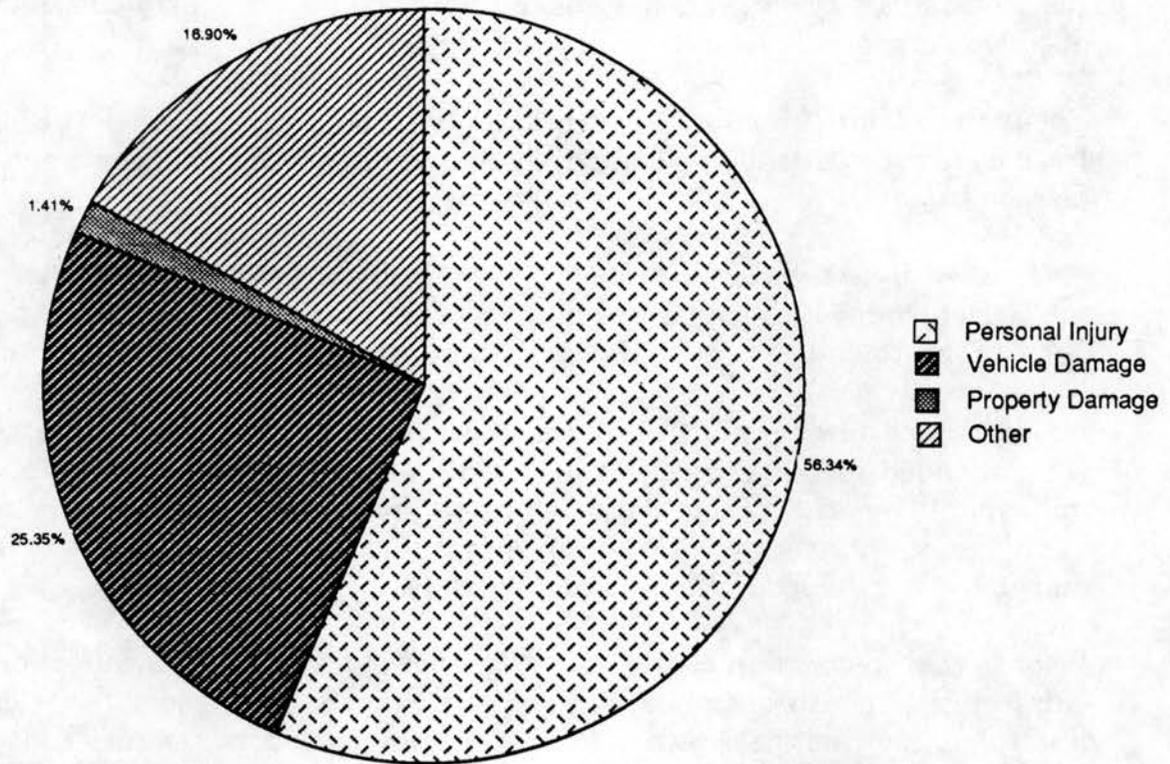
The MMAC currently ranks each of the accidents/incidents by its severity. For instance, in 1987, of the 40 accidents/incidents resulting in personal injury 31 (78 percent) were ranked as minor, seven (16 percent) as moderate, one (3 percent) as substantial and one (3 percent) as major.

One way of measuring safety in the transit industry is the number of accidents/incidents occurring per 100,000 vehicle miles of service. In the recent evaluation of the Metro Mobility, Carter Goble Associates estimated the average Metro Mobility trip to be 6.5 miles long. Since Metro Mobility is a toured service, this estimate of passenger trip miles must be adjusted to reflect vehicle miles. If one assumes that every trip had an average of two passengers, in 1987 the Metro Mobility program experienced 2.28 accidents/incidents per 100,000 miles. For comparison purposes only, during the same period of time, the Metropolitan Transit Commission's experience in regular route service was 4.41 traffic and passenger accidents per 100,000 miles of service. Some caution needs to be exercised in making judgments about this comparison, since the operating characteristics of a fixed regular route service differ significantly from those of a demand responsive service like Metro Mobility.

1987 Accident and Incident Types

Total Accidents and Incidents: 71

Figure 13

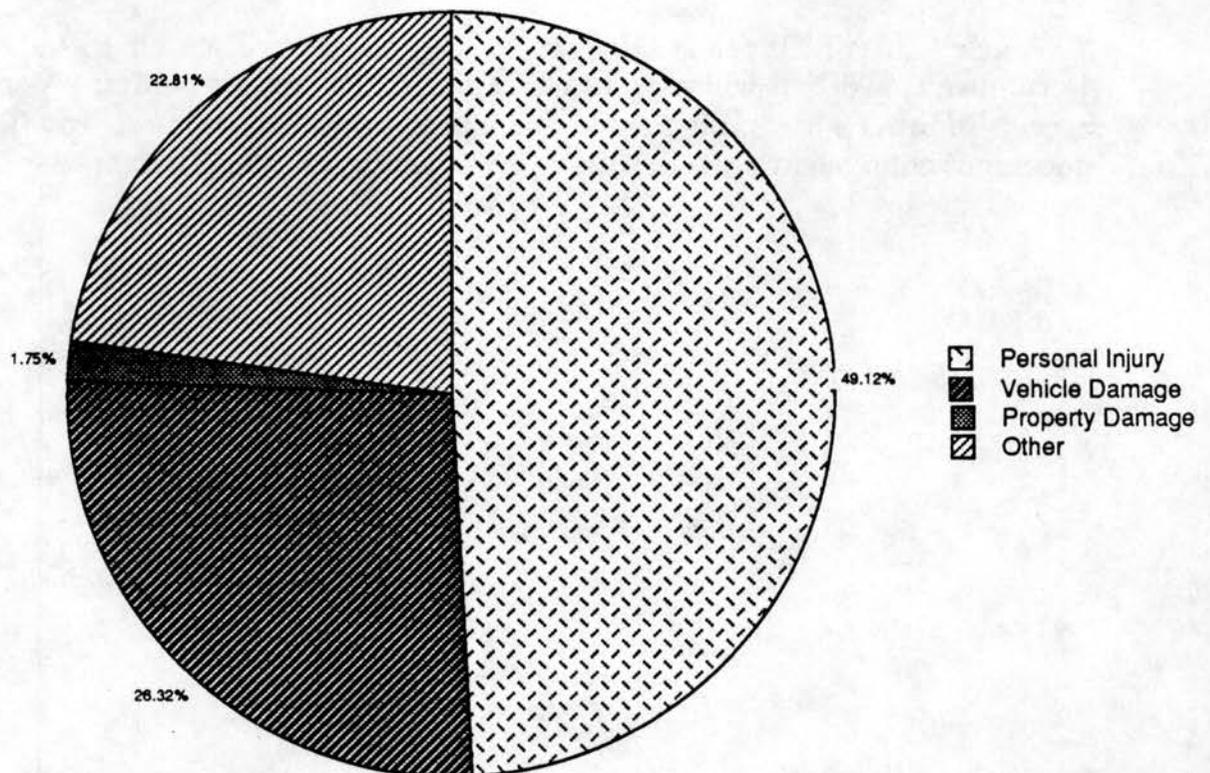


1988 YTD Accidents and Incidents

January - June

Total accidents and incidents: 57

Figure 14



Fixed regular route service, in particular, is characterized by a greater number of passenger boardings and vehicle stops. Nevertheless, based on the available data, the Metro Mobility program has generally proven to be a safe means of transporting disabled persons.

Though the Metro Mobility program's safety record has been good, the MMAC needs to analyze the accidents/incidents that do occur in a more consistent and rigorous fashion to:

- Identify trends or patterns in the types of accidents occurring.
- Determine if there are actions or policies that would prevent such accidents.
- Recommend policies to the RTB and implement preventive actions.

Based on a review of the performance of providers in 1987, the MMAC recommended several changes to the 1988 provider contracts that were implemented by the RTB to improve overall program safety. These included establishing more stringent vehicle specifications and requiring providers to have a dispatcher available at all times that vehicles are in service.

Prior to that, legislation passed in 1987 under House File 1009 called for a strengthening of the operating standards for special transportation services. Contained in the legislation was the directive for the Minnesota Department of Transportation to develop new vehicle specifications and provide annual vehicle and equipment inspections. The implementation of these standards during 1988 and 1989 serve to ensure the safety of the Metro Mobility program.

* * *

To conclude, the RTB's next report to the Legislature will be submitted on December 1, 1988. It will present a comprehensive update of Metro Mobility service improvements implemented during the year. The next report will document changes in provide safety performance and complaint statistics as well.

V. ATTACHMENTS

Telephone Report
Follow Up Report

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



METRO MOBILITY PROVIDER ACCIDENT/INCIDENT REPORT

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

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

Day, Date & Time of Incident: _____

Location of Incident: _____

Description of Accident/Incident: _____

Immediate Action Taken: _____

Describe personal injuries or property damage: _____

Describe immediate medical treatment and any follow up treatment or care: _____

Explain cause or possible cause of accident: _____

How could this accident have been prevented? _____

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

Has the involved driver completed the required Passenger Assistance Course? _____

If yes, list date of course completion _____

If not, list date of hire _____

Signature of person filing this report _____

Report received at MMAC by _____ date _____



Mears Park Centre, 230 East Fifth Street, St. Paul, MN. 55101
612/292-8789

DATE: July 25, 1988
TO: Regional Transit Board
SUBJECT: Report of the Transportation Handicapped Advisory Committee

At its July 18, 1988, meeting, the Transportation Handicapped Advisory Committee (THAC) approved the following recommendation relating to the Metropolitan Council for Independent Living's (MCIL's) proposal for Metro Mobility consulting services:

That the Transportation Handicapped Advisory Committee support the MCIL proposal to investigate and develop a new set of eligibility criteria.

Other topics that were discussed at the meeting but for which no action was required included:

- o the Metro Mobility Administrative Center's monthly operations report; and
- o the draft report to the legislature on Metro Mobility complaints.

jmo