



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

SPECIAL MEETING OF THE REGIONAL TRANSIT BOARD

Monday, November 28, 1988
Mears Park Centre, Room A
4:00 p.m.

AGENDA

1. Call to Order and Roll Call
2. Approval of Agenda
3. Approval of Minutes of Ad Hoc Committee on Light Rail Transit Meeting of September 29, 1988
4. REPORT OF THE POLICY COMMITTEE
 - A. Metro Mobility Legislative Report
5. PUBLIC COMMENT

Doris Caranicas,
Chair

Elliott Percovich
Chairman

Minutes of the Meeting of the
AD HOC COMMITTEE ON LIGHT RAIL TRANSIT
Mears Park Centre, Room A
September 29, 1988

MEMBERS PRESENT: George Isaacs, Chair; Doris Caranicas; Ruth Franklin; Alison Fuhr; Rochelle Graves; Paul Joyce and Elliott Perovich

MEMBERS ABSENT: Carole Faricy and Ed Kranz

OTHERS PRESENT: Gregory Andrews, Judy Hollander, Howard Blin, Katie Turnbull, Tom Beaver and Mary Fitzgerald, Regional Transit Board Staff; Arnie Entzel, Amalgamated Transit Union; Steve Bertrand, Transportation Handicapped Advisory Committee

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

Perovich moved and Caranicas seconded approval of the minutes of the July 7, July 21 and August 4, 1988 meetings. The motion carried unanimously.

LIGHT RAIL VEHICLE DEMONSTRATION

Perovich reviewed the previous discussions and activities to date. Isaacs discussed some of the estimated costs involved in developing a demonstration of light rail in late March 1989 during the legislative session so people can get a picture of how the system would look. He asked that the committee approve in principle a light rail vehicle demonstration at Lake Harriet in late March 1989.

Caranicas moved and Fuhr seconded:

That the Regional Transit Board approve in principle having a light rail vehicle at Lake Harriet in March 1989 as a demonstration.

Isaacs said the track would be approximately three-quarters of a mile long and a standard light rail vehicle would be used. The power supply can support speeds of from 18 to 25 miles per hour. He briefly described some of the many tasks involved in this kind of project, which will include a demonstration of a wheelchair lift. A boarding platform will have to be built and arrangements made for security.

Entzel asked how involved the Metropolitan Transit Commission will be in the operating end of this project. Isaacs said many questions are still unresolved and this can be a learning experience for everyone. The motion carried unanimously.

DISCUSSION OF THE LIGHT RAIL TRANSIT EXPERT PANEL'S COMMENTS ON THE MIDWAY
CORRIDOR ANALYSIS

Blin reviewed the September 23 staff report. Members discussed Burlington Northern's unwillingness to sell the right-of-way for a proposed alignment. Blin distributed a memorandum dated September 29 regarding the LRT panel's comments on the Midway Corridor study (Exhibit A). The panel did not attempt to respond to the Question No. 6 regarding relative cost effectiveness of LRT operations in each of the corridors when compared to the current all-bus system. Isaacs commented that to date RTB has spent approximately \$4,000 on this analysis and the results have been well worth the cost.

MINNESOTA DEPARTMENT OF TRANSPORTATION (MN/DOT) LRT GRANT APPLICATIONS

Blin reviewed the September 23 report. The issue will be considered by the Policy Committee at its October 24 meeting and the board will take final action at the first meeting in November. Staff is asking for direction on the form of the RTB's comments to Minnesota Department of Transportation.

Joyce asked if Ramsey County will perform preliminary engineering on three corridors before making a decision. Turnbull said that is not yet decided. Mn/DOT told the county that in some highway situations preliminary engineering is performed on more than one proposed alignment. At the staff level there is some disagreement with that approach. Joyce said it appears to reverse the process and waste money. Blin said the cost of preliminary engineering would be \$4.1 million. Hennepin County will spend \$9.9 million for preliminary engineering in four corridors. No action was taken.

Isaacs said the committee should be aware that the Minnesota Department of Transportation has formally responded to Ramsey County by saying they must stay with the original deadline in mid-November for the final allocation of funds.

LRT INFORMATION SHEET UPDATE

A brainstorming session was held today on the proposed brochure. Turnbull used a flip chart to illustrate the various elements of the brochure. Isaacs asked that those be written up for the board members and asked for the members' comments. Joyce said he would like to take part in the development of the brochure. Bertrand said some portion of the brochure should focus on the disabled. Isaacs said that is one of the elements. Bertrand asked if thought was given to using Metro Mobility as a feeder to the light rail transit system. Turnbull said the issue is included as part of the general assumptions.

There being no other business, Joyce moved and Fuhr seconded that the meeting be adjourned. The motion carried unanimously and the meeting was adjourned at 5:05 p.m.

Respectfully submitted,

Mary Fitzgerald
Secretary

Approved: _____, 1988.



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

REPORT OF THE POLICY COMMITTEE

At its meeting of November 21, 1988, the committee took the following action. The Regional Transit Board is expected to take formal action on this report at its special meeting on November 28, 1988.

METRO MOBILITY LEGISLATIVE REPORT

That the Policy Committee transmit the draft Metro Mobility Legislative Report, dated November 14, 1988, to the Regional Transit Board without recommendation.

OTHER BUSINESS

The committee discussed the Metro Mobility Appeals Board Review of the Standing Order Policy, but did not approve the recommendations.

No action was taken on the following items:

- * Review of Information on the Proposed Change in Regular Route Fare Structure and Fare Pricing Levels
- * Metro Mobility Quarterly Performance Report
- * 1988 Legislative Initiatives

Doris Caranicas
Chair

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REGIONAL TRANSIT BOARD

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

DATE: November 14, 1988
TO: Policy Committee
FROM: Judith Hollander, Director of Planning and Programs
Edward Kouneski, Programs Manager
Liz Carpenter, Programs Assistant
SUBJECT: Metro Mobility Legislative Report

SUMMARY

Attached is the draft of a status report on Metro Mobility that is due to the Legislature on December 1, 1988. Comments received by the Transportation Handicapped Advisory Committee (THAC) will be incorporated into the final version.

BACKGROUND

The RTB is required to submit this status report to the Legislature following one that was submitted on June 1, 1988. In compliance with Minnesota Statutes 1986, section 84B.11, subdivision 2, as amended during the 1988 legislative session, the RTB must summarize its policies, plans, and performance statistics in the areas of service standards, service priorities, complaints, certification, provider contracts, trip reimbursements, and social agency cost sharing as well as any planned changes in the areas of communications, management, and administration.

DISCUSSION

This report is the third that will have been submitted to the Legislature during 1988. The first report, due June 1, 1988, presented a comprehensive description of the subjects listed above, and it identified the following key areas of focus for improvement:

- o capacity for individual trips;
- o system monitoring;
- o customer complaint process;
- o certification; and
- o communications.

The second report, submitted August 1, 1988, addressed Metro Mobility complaints in detail, as required annually by other legislation passed in 1987.

Summary

As noted in the attached report, administrative progress has been steady in most of the areas identified above for improvement. To achieve greater capacity for individual trips, major service restructuring efforts are being considered for implementation in 1989. Furthermore, the Metro Mobility Administrative Center (MMAC) has proposed activities in its 1989 management plan that directly support this effort.

The attached report indicates that in addition to the RTB's continued emphasis on and monitoring of administrative improvements, two significant steps have been undertaken: (1) the RTB is exploring options for restructuring the human service agency transportation component of the Metro Mobility program, as reported to the Policy Committee last month; and (2) the RTB will pursue clarification of existing eligibility criteria and a plan for recertification of riders, upon completion of the Metropolitan Center for Independent Living's (MCIL) study of certification issues in December 1988.

Not shown in the attachment, but to be included with the submittal of the legislative report, are several MMAC documents that portray the progress that has been made and the priorities that have been set to continue it. These items are: (1) the MMAC quarterly performance report covering the period July through September 1988, which is being presented separately to the Policy Committee; (2) the MTC's report to the RTB on implementation of the computer system, which became fully operational last month; and (3) the new MMAC management plan which sets forth the administrative priorities, performance objectives, and staffing levels for 1989. The latter document will be presented to the Administration and Finance Committee on December 5, 1988.

In conclusion, refinements in policies, administration, and operation of the Metro Mobility system have been implemented and continue to be planned to make the system more responsive to its customers and to achieve the goal: that persons in need of Metro Mobility service have the best possible access to it.

ACTION REQUESTED

That the Regional Transit Board approve the attached report on Metro Mobility for submittal to the Legislature in December 1988, incorporating any suggestions for revision that are made by the Transportation Handicapped Advisory Committee.

DRAFT

Regional Transit Board

STATUS REPORT ON METRO MOBILITY

Submitted to the Legislature
December 1, 1988

Draft Version
November 14, 1988

Metro Mobility
Legislative Status Report

DRAFT

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EXECUTIVE SUMMARY

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The legislative report submitted June 1, 1988 by the Regional Transit Board (RTB) identified the following key areas of focus for improvement:

- o capacity for individual trips;
- o system monitoring;
- o customer complaint process;
- o certification; and
- o communications.

During the past six months, administrative progress has been steady in the areas of system monitoring, customer service, and communications, and major policy review and planning efforts are underway to address the system capacity and certification issues.

Administrative Changes

Following are some of the highlights of the Metro Mobility Administrative Center's (MMAC) performance in recent months:

- o the MMAC completed implementation of the Metro Mobility computer system, which became fully operational in October 1988;
- o the MMAC has maintained regular communications with riders through issuance of the Metro Memo bimonthly newsletter;
- o responsiveness to customer inquiries and the processing time for certification requests have vastly improved;
- o improved procedures for the handling and resolution of complaints are being recommended by a consultant working directly with MMAC staff;
- o increased monitoring of service quality and safety has been achieved with the random field observations and passenger surveys conducted by the MMAC;
- o resources have been committed by the Metropolitan Transit Commission (MTC) to complete an operating policies and procedures manual by December 1, 1988; and
- o finally, the MMAC has enhanced the quality of its monthly and quarterly reports to the RTB.

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Policy and Planning Initiatives

While the RTB placed much emphasis on monitoring these administrative improvements, it also initiated several major policy and planning activities, namely:

1. Service restructuring efforts related to agency transportation are being considered for implementation in 1989 to improve the capacity for individual trips, and discussions are currently in process with the Department of Human Services to establish alternative funding arrangements.
2. A study of eligibility criteria and a plan for recertification of riders will be completed by the Metropolitan Center for Independent Living (MCIL) for RTB review in December 1988.
3. The MMAC contract and management plan for 1989, recently negotiated, sets priorities and activities that support further progress and improvements.

In conclusion, a number of refinements in policies, administration, and operation of the system have been or soon will be implemented to make the system even more responsive to its customers in pursuit of the RTB's goal: that persons in need of Metro Mobility service have the best possible access to it.

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I. INTRODUCTION

This report is the second that has been prepared this year in response to the 1988 legislation amending Minnesota Statutes 1986, section 84B.11, subdivision 2, requiring the Regional Transit Board (RTB) to submit a status report on Metro Mobility activities by June 1 and December 1, 1988, to the chairs of the Agriculture, Transportation, and Semi-States divisions of the House Appropriations and Senate Finance committees and to the chairs of the House Metropolitan Affairs and Senate Transportation committees.

The first report, submitted on June 1, 1988, presented a comprehensive summary of the RTB's policies, plans, and performance statistics in the areas of service standards, service priorities, complaints, certification, provider contracts, trip reimbursements, and social service agency cost sharing as well as planned changes in the areas of communications, management and administration.

This report identifies the progress and continued efforts being made in these areas. It is organized as follows:

- o Administrative Changes. This chapter covers the recent implementation of the computer system by the Metro Mobility Administrative Center as well as its development of operating procedures and proposed staffing level changes intended to improve system monitoring and customer relations. The MMAC's priorities for 1989 are summarized in the final section of this chapter.
- o Eligibility Criteria Review. This chapter describes the effort initiated by the Metropolitan Center for Independent Living (MCIL) to study certification issues under contract to the RTB.
- o Agency Transportation Options. This chapter summarizes the activities undertaken and planned by the RTB to restructure the human service agency transportation component of the Metro Mobility program, both to maximize revenues and to effect cost savings.
- o Attachments. The appendix to this report contains (1) the MMAC quarterly performance report to the RTB, covering the period July through September 1988; (2) the MMAC's report to the RTB on implementation of the computer system, which became fully operational in October 1988; and (3) the MMAC management plan proposed for 1989 which identifies administrative priorities, performance objectives, and staffing levels. The RTB will review this plan for approval in December 1988.

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II. ADMINISTRATIVE CHANGES

A. COMPUTER SYSTEM IMPLEMENTATION

Fall 1988 marks a milestone for the Metro Mobility program: the major computer applications needed to perform key administrative and operational functions were completed, and the system is fully operational. The computer facilitates effective monitoring of Metro Mobility service. Information previously inaccessible is now available for program management.

In summary, the benefits from implementation of the computer system are:

- o supports existing system monitoring efforts to verify trips and compare service quality indicators among providers;
- o may be used to investigate provider capacity and trip denials and to conduct operations audits; and
- o improves data compilation and reporting capabilities both to track ridership and operating trends and to set system performance standards and objectives.

The Metro Mobility computer system serves a dual purpose, providing functions to both the MMAC and the providers for administrative and operating activities. For providers, the computer system assists the order taking, scheduling, and trip invoice functions. While doing so, it enables the MMAC to maintain a database of eligible Metro Mobility riders, to view by provider all orders taken, to compare those orders with service delivered, and to calculate the subsidy reimbursement rates for each provider.

The administrative and operating functions are summarized below:

o Administrative Functions

- Enter new clients for certification process
- View client disability and emergency information
- View, modify, delete existing client data
- View, enter, delete standing orders
- List standing orders for different sort options
- Print standing and/or demand order trip tickets
- Print daily trip lists for field observations and passenger surveys
- Verify trip subsidy rate calculations

o Operating Functions

- Call intake
- View existing clients
- View client disability
- View client trips for current or previous days
- View, modify standing orders
- Print trip tickets for standing and demand orders
- Post trip exceptions
- Print vouchers
- Calculate trip reimbursement

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Additional enhancements to the computer software are planned to occur in 1989.

Monitoring System Capacity for Individual Trips

An issue identified in the previous legislative report was the Metro Mobility system's capacity for individual trips. About two-thirds of Metro Mobility trips are pre-arranged standing orders, and the majority of these are oriented to human service agencies for work, training, and other purposes.

In an effort to improve the capacity for individual demand responsive trips, the RTB created a new trip reimbursement rate structure in May 1988 to provide incentives for more individual trips to be scheduled. The new rate structure reduced the subsidy rate for group trips and created higher rates paid to providers for individual trips, for persons traveling in wheelchairs, and for persons residing in suburban areas where trip distances are longer.

Furthermore, the RTB made other changes in the provider contracts to enable vehicles to be designated to exclusively serve suburban communities and to encourage capital investment in new vehicles for the Metro Mobility fleet, to improve service availability.

The MMAC has identified as a priority the monitoring of trip denials and collection of data to support the RTB's ongoing evaluation of the new reimbursement rate structure. The MMAC is also tightening reporting requirements to ensure accuracy of information it now reports for monthly analysis of denials by community, by provider, and by time of day. With improved reporting, the MMAC will use this data to assess the adequacy of the system's vehicle capacity to meet service demand.

System capacity issues are complex and need to be approached from different angles. One solution that promises to have major potential impact is the restructuring of the human service agency transportation component of Metro Mobility. This planning effort is described in more detail in Chapter IV.

B. MMAC STAFFING LEVEL

The MMAC's proposed management plan for 1989 addresses the impact of increased Metro Mobility ridership on the administrative center's activities and its inability to perform contractual responsibilities, by adding four staff positions. This proposal will be reviewed by the RTB as part of the management plan on December 5, 1988.

The MMAC has indicated that the current staffing level has been inadequate to conduct regular site visits, field observations, daily phone surveys, and the development of operating policies and procedures for provider contract enforcement. In addition, customer service responsiveness has been criticized. The new positions include a data entry clerk, an on-street inspector, and an additional rider liaison as well as a subscription route planner to coordinate the restructuring of the human service agency trips.

During the last six months, the MTC requested and the RTB approved the addition of an assistant manager position at the MMAC. A new manager was hired in October 1988.

C. CONTRACT ENFORCEMENT PROCEDURES

The RTB intended that the MMAC complete written provider contract enforcement procedures and proposed performance measures by September 1, 1988. The MMAC will not, however, be able to complete this effort until December 1, 1988.

To initiate this effort, the MMAC convened a committee of rider advocates, providers, and other interested parties to participate in the development of this manual. Technical writing is currently in progress following this general outline:

- o Description of Purpose of the Manual
- o Operating Subsidy
- o Hours of Operation
- o Service Area
- o Fares
- o Passenger Safety
- o Information and Communication
- o Service Quality and Complaint Procedure
- o Passenger and Provider No Shows
- o Ordertaking
- o Standing Orders
- o Contract Enforcement Procedures.

D. CUSTOMER COMMUNICATIONS

In the past, inadequate communication between the MMAC and riders was noted to have caused some confusion. In recent months, the MMAC has improved its communications efforts by regularly publishing Metro Memo, the bimonthly newsletter, which is a vehicle for notifying customers about system changes and how to use the service most effectively.

The MMAC is now in the process of reprinting the Metro Mobility Rider's Guide and updating the community profiles of provider operations. The MMAC continues to attend community meetings, distributing information about the program. In addition, the MMAC presents monthly operations reports to the RTB's Transportation Handicapped Advisory Committee (THAC).

The role and responsibilities of the MMAC to conduct communications efforts is further explained in the proposed 1989 management plan.

Customer Service

In an effort to improve customer responsiveness and the MMAC's complaint handling and resolution procedures, the RTB initiated a customer service enhancement project. An organizational training and development consultant was hired to assist MMAC staff refine its procedures. The consultant's work plan calls for a final report to be delivered to the MMAC the week of November 28 and presented to THAC at its regularly scheduled meeting in December. This report will address the following:

- o the results of interviews with rider advocates and providers;
- o the current reporting and follow-up procedures and the role of the rider liaison with recommendations for changes;
- o categories for reporting and tracking complaints/commendations;
- o responses appropriate to specific types of complaints;
- o the format and timing of regular reports to providers;
- o the role of the MTC to oversee MMAC customer service performance; and
- o the use of comparative analysis among providers to motivate performance.

Phone Information

Currently, the MMAC office is staffed from 6:00 a.m. to 5:00 p.m. Monday through Friday and from 8:00 a.m. to 5:00 p.m. Saturdays, Sundays, and holidays. A Metro Mobility representative is available to respond to passenger problems and inquiries from 8:00 a.m. to 5:00 p.m. every day of the week, including weekends and holidays.

When the MMAC offices close, the telephone system is forwarded to the MTC's Transit Control Center (TCC). After hours, a customer calling the MMAC is transferred to the TCC where an MTC dispatcher or supervisor will resolve any customer problems that are reported. If a Metro Mobility customer is stranded, alternate service is arranged immediately by calling one of the providers enlisted to be on call for emergency service.

Recent analysis of the calls received after hours found that the majority are simply requests for information. As a result, changes in the after hours procedure have been implemented to assist both callers and the TCC in an effort to reduce the non-emergency calls received on the emergency line. These include:

- o a new phone message to callers informing them of the MMAC office hours, and instructing stranded riders to stay on the line for further assistance;

- o a notice in the rider newsletter defining the appropriate use of the after hours emergency system; and
- o TCC employees notified to instruct Metro Mobility callers that this service is intended to help stranded passengers and any requests for information can be handled by the MMAC during business hours.

Partly in response to the high volume of information calls after business hours, the MMAC's 1989 management plan proposes to expand business hours until 9:00 p.m. on weekdays. After 9:00 p.m. on weekdays and after 5:00 p.m. on weekends and holidays, emergency calls would be handled by the TCC.

E. PRIORITIES FOR 1989

To conclude this chapter on Metro Mobility administrative changes, it is relevant to note that the MMAC's management plan for 1989 is appropriately focused on the following priorities to improve the operating effectiveness of the program:

- o Trip Denials. Quantify and evaluate problems and take action to ensure the lowest possible denial rates.
- o Policy and Procedures Manual. Implement to improve provider communications and contract enforcement.
- o Customer Service. Refine procedures, following the consultant recommendations, to improve MMAC responsiveness to customer needs.
- o Inspections. Revise and improve field observation inspection forms and procedures.
- o Agency Transportation. Plan and implement an effective alternate arrangement for trips oriented to human service agencies.
- o Computer Use. Enhance the value of the computer as a tool to generate reports useful for analyzing and identifying Metro Mobility service improvements and policy changes.
- o Subsidy Reimbursement. Assist the RTB in analysis of trip reimbursement rates and recommend changes as appropriate.
- o Revenue Sources. Work with the RTB to maximize federal and state human services revenue available to the Metro Mobility program.

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III. ELIGIBILITY CRITERIA REVIEW

Background

In August 1988, the RTB approved a consulting contract with the Metropolitan Center for Independent Living (MCIL) to study certification issues, proposing refinements in Metro Mobility rider eligibility criteria, if needed, and a plan for recertification of Metro Mobility riders. This part of the study is to be completed by December 1, 1988. Another part, the assessment of mobility training practices in the metropolitan area, will be completed in early 1989.

Opportunity for Public Input

To initiate the study, MCIL developed a draft of revised eligibility criteria, which were reviewed by THAC and distributed to more than 130 individuals and organizations for comment and review. In addition, during the month of October 1988, eight public hearings were held to receive comments on the proposed criteria. The hearings were conducted in the following communities throughout the metropolitan area on the dates shown:

- | | | |
|-----------------------|---|--|
| Monday, October 24 | - | St. Paul |
| Tuesday, October 25 | - | Inver Grove Heights
Stillwater |
| Wednesday, October 26 | - | Hopkins
Anoka |
| Thursday, October 27 | - | Minneapolis
Burnsville
Bloomington |

The public record remains open with written testimony being received by MCIL up to November 16, 1988.

Following review of the testimony and receipt of the final report and recommendations, the RTB will consider approval any policy or administrative changes recommended by MCIL.

IV. AGENCY TRANSPORTATION OPTIONS

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Background

As noted in the previous legislative report, Metro Mobility service has become more accessible to human service agencies, offering a better economical alternative. In some cases, agencies who had formerly funded or provided non-Metro Mobility transportation to their clients have discontinued it, and instead encouraged their clients to use Metro Mobility. As a result, Metro Mobility is now carrying many agency clients which has contributed to its dramatic ridership increase. Currently, standing orders oriented to health and human service agencies comprise 40 to 45 percent of the rides overall, and nearly 80 percent of the rides during peak travel hours.

The RTB continues to investigate the options available to solve the agency transportation issues, and has undertaken new efforts to understand the transportation needs of health and human service organizations. A detailed work plan was prepared to develop an RTB policy on this issue, and a status report was delivered to the RTB Policy Committee on October 1988.

Basic to the work program is the assumption that it is not acceptable that a growing portion of Metro Mobility ridership is associated with individuals who are making trips in conjunction with activities sponsored by a health or human service agency without additional revenue generation or some operational changes. The RTB is exploring a number of policy options that would have the effect of changing this situation. Although the option of having agencies directly share in the cost of providing this transportation has been most frequently discussed, after reviewing the situation, RTB staff has found that other options which reduce the costs and maximize revenue from federal and state sources for agency related transportation may have more promise as an effective solution.

Evaluation of Options

Specifically the RTB is evaluating a range of new options including the following:

1. Feasibility of subscription service routes. Rather than provide Metro Mobility service to the agencies, RTB and Metro Mobility Administrative Center (MMAC) staff would work with agencies to select service that would meet the regular needs of their clients.
2. Assessment of mobility training. This is intended ensure that training to use regular route transit is made available to agency clients who are able to use this type of transportation. The suitability of local programs is being investigated by the Metropolitan Center for Independent Living (MCIL) in its current study of Metro Mobility certification issues.

3. Increased agency funding designated for transportation purposes. The current per diem rates approved for agency budgets by the state and counties do not reflect the full transportation costs of Metro Mobility service provided to agency clients. There is the possibility that the region can receive additional federal matching funds through the Department of Human Services (DHS) if this is done.
4. Arrangement of agency cost-sharing. This remains an option and will be discussed further with DHS involvement.
5. Evaluation of eligibility criteria. MCIL's study of certification issues is addressing the need for clarification of the existing Metro Mobility eligibility criteria, particularly as it relates to conditional certification of persons able to learn to use regular route service.
6. Review of operational strategies. A cap on standing orders is a suggestion that has been made in the past to increase system capacity for individual tripmaking. Other strategies to improve service delivery effectiveness will be considered as well.

Review of Past Activities

To date, the RTB has initiated or participated in the following activities:

- o On April 12, 1988, the RTB sponsored a public meeting at which many agency representatives testified on the subject of agency cost sharing.
- o As a follow-up to the public meeting, discussions were held with Opportunity Workshop and several other agencies as well as advocacy groups to explain further the trends that were occurring with Metro Mobility and to solicit ideas.
- o In April 1988, the RTB and Department of Human Services staff met to gain a better working knowledge of the different types of agencies utilizing Metro Mobility.
- o In May 1988, RTB staff presented a report on agency utilization of Metro Mobility service at a meeting with county legislative representatives.
- o Also in May 1988, RTB staff met with members from the office of the chair of the Department of Human Services to discuss agency related funding issues. DHS indicated it would consider developing a proposal for a cooperative funding arrangement with the RTB.
- o In June 1988, RTB staff participated in a meeting at the DHS offices at which fiscal analysts assigned to the Senate Committee on Finance gathered information about the agencies funded by DHS to determine if federal funds to the region could be maximized by accounting for the full transportation costs in the DHS-approved per diem rates.

o In August and September 1988, the RTB concentrated efforts on refining its technical analysis of agency transportation options identified in its work plan. Activities included:

- data gathering for the cost of agency transportation based on current trip information compiled using the MMAC's computer data base on standing orders;
- telephone calls to transportation programs in cities across the country to exchange information and discuss similar problems and solutions developed;
- ongoing communications with the human services fiscal analyst, Senate Finance Committee, who gathered data on agencies funded by the Department of Human Services; and
- information exchange with a national consultant, which specializes in developing programs for coordinating and administering agency transportation and has done so in other cities.

o In October 1988, the results of the data gathering effort by the human services fiscal analyst, Senate Finance Committee, were reported and found significant opportunity to capture additional federal funds through DHS for agency related transportation.

o In November 1988, a follow-up meeting and discussions were held with DHS to discuss and decide appropriate courses of action.

Furthermore, an ad hoc committee has been formed with representatives of THAC, other state agencies, and human service agencies to advise the RTB in the implementation of policy changes on this topic. This committee, appointed on November 21, 1988, has become a key focal point for review discussion of the issues. In December 1988, RTB staff will present its technical analysis, issues evaluation, and associated policy recommendations to the committee prior to board review.

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APPENDIX

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Attachment A

METRO MOBILITY ADMINISTRATIVE CENTER
QUARTERLY PERFORMANCE REPORT

10/1/77

Attachment B

METRO MOBILITY ADMINISTRATIVE CENTER
COMPUTER STATUS REPORT

DRAFT

Attachment C

METRO MOBILITY ADMINISTRATIVE CENTER
PROPOSED 1989 MANAGEMENT PLAN

Bob Rosman
Steve Bertland
Greg Kordal

EK
JH
GA
HB
KC
MK

C. Gran

REGIONAL TRANSIT BOARD

W. Ding
T. Todd

ROLL CALL AND ATTENDANCE SHEET

DATE: Nov 28, 1988

BOARD OR COMMITTEE: Special Bd. Mtg

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