



Minnesota Regional Transit
Board: Records.

Copyright Notice:

This material may be protected by copyright law (U.S. Code, Title 17). Researchers are liable for any infringement. For more information, visit www.mnhs.org/copyright.



MEETING OF THE REGIONAL TRANSIT BOARD

Monday, March 5, 1990
Mears Park Centre Chambers
4:30 p.m., or Immediately After
A & F Committee Meeting

AMENDED AGENDA

1. Call to Order and Roll Call
2. Approval of Agenda
3. Approval of Minutes:
 - A. Administration and Finance Committee, February 12, 1990
 - B. Legislative Committee Meeting, February 15, 1990
 - C. Special Board Meeting, February 15, 1990
 - D. Regional Transit Board, February 20, 1990
4. Production of Light Rail Transit Videos and Public Service Announcements
5. CONSENT LIST
6. CHAIR'S REPORT
7. TRANSIT ACCESSIBILITY ADVISORY COMMITTEE REPORT
Mary O'Hara Anderson, Chair
8. POLICY COMMITTEE REPORT
Jeff Spartz, Chair
 - A. Report to the Legislature on Methods to Improve the Delivery of Transportation Services for the Elderly, Handicapped, and Disabled
 - B. Review and Comments for the Minneapolis Northeast Corridor Scoping Documents (ACRRA and HCRRA)
 - C. Review and Comments for the Midway Corridor Scoping Documents (RCRRA and HCRRA)
9. ADMINISTRATION AND FINANCE COMMITTEE REPORT
 - A. Adoption of Ratifying Resolution of \$26,000,000 General Obligation Transit Bonds. Resolution No. 90-01
10. OTHER BUSINESS
 - A. Response to UMYA/Pickerell Light Rail Transit Report
 - B. Public Comment

Michael J. Ehrlichmann
Chair
An Equal Opportunity Employer

REGIONAL TRANSIT BOARD

ROLL CALL AND ATTENDANCE SHEET

DATE: 3/5/90

BOARD OR COMMITTEE: RTB

Member Name	Present	Vote	Vote	Vote	Vote	Vote	Vote	Vote	Vote
		Per 90-01 60 Bond							
Mike Ehrlichmann	✓	Y							
Doris Caranicas (P)	✓	Y							
John Finley (A&F)	✓	Y							
Ruth Franklin (A&F)	✓	Y							
Ed Kranz (A&F)	✓	Y							
Sandra Hilary (P)									
Terry O'Toole (P)	✓	Y							
Jeff Spartz (Chair-P)	✓	Y							
Norberi Theis (P)	✓								
El Tinklenberg (Chair-A)	✓	Y							
Richard Wedell (A&F)	✓	Y							

Visitors
Weaver
Laidlaw refs

Staff

REGIONAL TRANSIT BOARD

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

ABC WEEKENDER

(direct contract with the RTB)
Contract Term: Expires June 30, 1990
Annual Costs: \$39,484 (RTB Subsidy March-June 90)
Service Area: Anoka, Coon Rapids, Blain
Service Periods: 8:00 am-6:00 pm Saturdays and Sundays
Hours of Service: 630 (March-June; 18 hours on each Sat. & Sun.)
Rate: \$28.98 per hour
Required Vehicles: 2 buses on both Saturday's and Sunday's
Annual Ridership: 21,750 passenger trips

REGULAR ROUTE

(direct contract with the RTB)
Contract Term: Expires March 31, 1990 (New contract has been negotiated with MLL and was to be presented to the A&F Committee on the 19th).
Annual Costs: \$769,000 (1989 RTB Subsidy)
Service Area: Golden Valley, Crystal, New Hope, Plymouth to Downtown Mpls.
Service Periods: M-F 5:30 am-8:00 pm, Sat. 8:00 am-6:00 pm (proposed M-F 6:10 am-9:45 pm; Sat. 7:10 am-6:30 pm).
Hours of Service: 3,262 (1989-90, not revised)
Rate: \$58 per hour
Required Vehicles: 18 currently (8 under new proposed contract)
Annual Ridership: 347,000 passenger trips (1989)

PLYM. METROLINK

(sub-contracted through the City of Plymouth)
Contract Term: December 31, 1990
Annual Costs: \$900,000 (1990 estimated RTB subsidy)
Service Area: Plymouth (express to downtown Mpls., reverse commute)
Service Periods: M-F 6:45 am-7:55 am & 4:10 pm-5:45 pm
Hours of Service:
Rate:
Required Vehicles: 10
Annual Ridership: 156,000 passenger trips (1990 estimate)

Route 52

(sub-contracted through the U of M)
Contract Term: June 30, 1991
Annual Costs: \$424,000 (estimated RTB subsidy)
Service Area: sub-burbs to the University
Service Periods: 6:50 am-6:40 pm
Hours of Service: Billed on a per trip basis not to exceed 25,000 per year
Rate: \$59.75 per trip
Required Vehicles: 30
Annual Ridership: 900,000 passenger trips

The House Transportation
Committee is holding a
hearing this Wed - Mar 7
at 7 pm -

Rep Phil Carrouthers Bill
\$100 mill - state bond
will be heard

This conflicts with the State of the
Region



REGIONAL TRANSIT BOARD
Mears Park Centre, 230 East 5th Street
St. Paul, Minnesota 55101
612/229-2700

Minutes of the Meeting of the
ADMINISTRATION AND FINANCE COMMITTEE
Mears Park Centre, Room A
Monday, February 12, 1990

MEMBERS PRESENT: Elwyn Tinklenberg, Chair; Ed Kranz and Richard Wedell

MEMBERS EXCUSED: Ruth Franklin and John Finley

OTHERS PRESENT: Terrance O'Toole, RTB Member; Christopher Gran, Greg Failor and Leonard Oppenheimer, Metropolitan Transit Commission (MTC); Arnie Entzel, Amalgamated Transit Union; George Nelson, Ebenezer Society; Peter Fausch, Strgar, Roscoe and Fausch; Howard Blin, Len Simich, Mike Opatz, Randy Rosvold, Judy Hollander, Dale Ulrich, Regional Transit Board staff

The meeting was called to order at 4 p.m. and roll taken. Wedell moved and Kranz seconded approval of the amended agenda; the motion was unanimously approved. At the request of a member of the audience, Tinklenberg directed that Item 4 be reviewed first.

ABC Weekender Service Evaluation and Contract Extension

A revised staff report had been mailed separately. Simich and Opatz reviewed the February 2, 1990 report. The item had been tabled at the last committee meeting to obtain more information. Kranz said this had been identified as a high-subsidy service prior to Medicine Lake Lines becoming the provider. He asked staff to compare the present subsidy with the earlier cost per passenger. Kouneski said the subsidy is lower than it was in the past, but still does not meet RTB standards. A member of the audience said he and his wife live two miles east of Northtown and depend upon this service to shop for groceries. He asked the board to consider his suggested that two buses be run, alternating either route. Wedell moved and Tinklenberg seconded:

That the Administration and Finance Committee recommend:

That the Regional Transit Board authorize its executive director to execute a contract amendment (Contract No. 88/05/16-21) with Medicine Lake Lines to continue to operate the ABC Weekender through June 30, 1990 for an additional \$39,484 with a maximum subsidy not to exceed \$185,322 for the total contract term.

The motion was unanimously approved.

Roseville Area Circulator Contract Amendment

Simich reviewed the February 2, 1990 staff report. In response to Wedell's question, Simich said this 18-month demonstration project will be concluded at the end of

September 1990. Wedell said he would like to know how much additional passenger travel is picked up by this extension of service. After discussion of the marketing plan, Wedell moved and Kranz seconded:

That the Administration and Finance Committee recommend:

That the Regional Transit Board approve that the Morley Bus Company contract to operate the Roseville Area Circulator (Contract No. 88/11/21-51) be amended to an amount not to exceed \$807,125.

The motion was unanimously approved.

1990 Provider Capital Funding

Blin reviewed the February 2 staff report. Kranz moved and Tinklenberg seconded:

That the Administration and Finance Committee recommend:

That the Regional Transit Board approve 1990 capital funding to the following providers in amounts not to exceed those specified below:

City of Hastings (1 vehicle)	\$24,000
Scott County (2 Vehicles)	\$45,500
Carver County (1 vehicle)	\$22,750
HSI, Inc. (2 vehicles)	\$30,485
DARTS, Inc. (4 vehicles)	\$63,700

The motion was unanimously approved.

Amendments to 1990 Metropolitan Transit Commission (MTC) Capital Budget and Transportation Improvement Program

Blin reviewed the February 2 staff report. Kranz moved and Wedell seconded:

That the Administration and Finance Committee recommend:

That the Regional Transit Board approve the MTC's request to amend its 1990 Capital Budget and also approve for transmittal to the Metropolitan Council an amendment to the 1990-1992 Transportation Improvement Program.

Tinklenberg said that in the initial discussions, the lifts were estimated to cost between \$15,000 and 17,000 each. He asked why the figure has been increased to \$22,500. Blin said contingencies were built into the budgeted costs and it is likely that the actual costs will be lower. Wedell offered the following friendly amendment; the mover accepted the amendment.

The Metropolitan Transit Commission is directed to notify the Regional Transit Board of the actual cost of lift-equipment for the three bus projects included in the MTC budget (Projects 3811, 3910, and 3010).

The amended motion was unanimously approved.

Policy Committee Action on Regular Route Accessibility

Kouneski reviewed the February 5 staff report. Wedell moved and Kranz seconded:

That the Administration and Finance Committee recommend:

That the Regional Transit Board approve allocation of \$35,000 from the amount budgeted for consulting services in Project 90-14, Transit Programs Administration and Evaluation, for a regular route accessibility research study to explore attitudes and preferences of the disabled community.

In response to Wedell's question, Kouneski said the consultants will make a presentation on their final report in May. The issue has been discussed by the Transit Accessibility Advisory Committee and they established a task force to work with staff. The motion was unanimously approved.

Ramsey County Regional Railroad Authority Application for Minnesota Department of Transportation Light Rail Transit Funding

Blin reviewed the January 30, 1990 staff report. Kranz moved and Wedell seconded:

That the Administration and Finance Committee recommend:

That the Regional Transit Board approve the application from the Ramsey County Regional Railroad Authority for use of \$250,000 of its \$917,371 allocation of fiscal year 1990 state LRT funds for alignment studies in the St. Paul Northeast and South corridors.

The motion was unanimously approved.

Production of Light Rail Transit Videos and Public Service Announcements

Hanson reviewed the February 6, 1990 staff report. Wedell said the Legislature is beginning its session, and asked when this project will be completed and what is being done in the interim. Hanson said the targeted audience is people who have been calling the office. The video can be sent out alone and staff wants to place copies in libraries. It will be completed in about three months and will not be available during the legislative session. Wedell said it is important that the video illustrate what kind of system we would build in this area.

Hanson said our attorneys support to staff position on the lowest bid. FutureView is run by Mark Spartz; RTB Board Member Jeff Spartz does not plan to participate in the action on this project and RTB's attorneys have provided a legal opinion that no conflict of interest exists. Tinklenberg moved and Wedell seconded:

That the Administration and Finance Committee recommends:

That the Regional Transit Board authorize the executive director to enter into a contract with FutureView Productions for an amount not to exceed \$24,700, for the production of two light rail transit videos and six public service announcements.

The motion was unanimously approved.

Report of the Audit Advisory Committee

Ulrich reviewed the recommendations made at the committee's January 25 meeting. Kranz said that no audits were completed since the agency's inception. He asked if the agency has enough capacity even with an additional person. Tinklenberg said the advisory committee discussed that issue. The agency is moving away from some of the deficit contracts and that will help eliminate some of the problems that have occurred in the past. Kranz said there is a larger issue. Under hourly rate contracts, the figures MTC would use in their bids would be public record. This could potentially cost millions to the taxpayer by allowing contractors to know beforehand the costs used in the MTC's bids. Tinklenberg said the different kinds of contracts will be discussed in the future.

Kranz said the board has had an ongoing relationship with Deloitte and Touche and finds itself in a position of looking at very old audits. Deloitte was responsible for the overall RTB audit and should have red-flagged that problem some time ago. He suggested that the process be opened and proposals obtained from other audit firms. Tinklenberg said the committee was concerned that the audits be completed as quickly as possible. Preparing an RFP and going out for bids would delay the start of the work. Since Deloitte was involved previously they have experience and can start immediately. Kranz said professional services do not require a formal bidding process and it would take less than two days to obtain proposals from other audit firms. He suggested that the board bring in new auditors.

In response to Wedell's question, Kranz said two years ago the the board directed Deloitte to perform the audits on North Suburban and Medicine Lake Lines. It has never been completed. Ulrich said in 1988 the board engaged Deloitte to become involved in those two contracts. In the subsequent contract they were engaged to do agreed-upon procedures and work on training in-house staff. They understand that at this point RTB wants a full audit and "dollarizing" of the items they find. It is fair to say they did what they were contracted to do. The debate is whether they were asked to do what was intended by the board. Tinklenberg said the committee did not have the background and could look at the problem from a clear slate on how to get it resolved. In response to Kranz' question, Ulrich said getting proposals from different firms was raised at an early meeting. Staff spent a lot of time with Deloitte showing them what was in the files to obtain their best estimate of what it would cost to complete the work, but did not seek proposals from other firms. Kranz moved approval of the work plan with an amendment to Item 4 stating "...all provider audits may be done by RTB staff and will be completed within the year after the close of the contract." Wedell seconded the motion. Wedell moved and Tinklenberg seconded:

That the Administration and Finance Committee recommends:

1. That the Regional Transit Board approve the amendment of Summary Item 4 to read: "In the years after 1990, it is expected that all provider audits may be done by RTB staff and will be completed within the year after the close of the contract."
2. That the executive director be authorized to amend the agency contract with the firm of Deloitte & Touche to provide for that firm to perform certain audits as outlined in the Provider Audit Work Plan; and

3. That the RTB 1990 budget be amended to include the estimated cost of up to \$50,000 for that work plan.

The motion was unanimously approved (Kranz voted nay).

Ulrich reviewed the status of the response to the audit findings on Medicine Lake Lines. Tinklenberg asked that members be given a copy of the advisory committee chair's letter to Medicine Lake Lines and a copy of the letter from the University of Minnesota regarding Route 52 equipment. Kranz said he was told by MTC staff and staff of the University that the equipment used does not meet the contract specifications. He expected staff to check firsthand. Kranz said the RTB provides half the funding and is a direct party to the contract. Tinklenberg said it is a University contract and they are in a position to make that determination.

Metro Mobility Trip Reimbursement Rates

Kouneski reviewed the program to restructure the reimbursement rates and used slides to describe the rate structure. Entzel said he has heard many complaints about having to call four or five providers for a ride. There was discussion of a centralized dispatching system. Tinklenberg asked Kouneski to convey the concern of the members.

There being no other business, Wedell moved and Kranz seconded that the meeting be adjourned. The motion carried and the meeting was adjourned at 5:50 p.m.

Respectfully submitted,

Mary Fitzgerald
Secretary

Approved by the board: _____, 1990.



REGIONAL TRANSIT BOARD
Mears Park Centre, 230 East 5th Street
St. Paul, Minnesota 55101
612/229-2700

Minutes of the Meeting of the
LEGISLATIVE COMMITTEE
Mears Park Centre, Room A
February 15, 1990

MEMBERS PRESENT: Ed Kranz, Chair; Doris Caranicas; John T. Finley; Ruth Franklin; Terrance O'Toole; Jeff Spartz; El Tinklenberg; Richard Wedell

OTHERS PRESENT: Michael J. Ehrlichmann, RTB Chair; Norbert Theis, RTB Member; Arnie Entzel, Amalgamated Transit Union; Beverly Miller, Minnesota Public Transit Association (MPTA); Tom Todd, Legislative Research; Bob Orth and Carol Takko, Metropolitan Inter-County Association (MICA), Roger Peterson, Association of Metropolitan Municipalities, Tom Johnson, Transportation Study Board; Fred Corrigan, Minnesota Transportation Alliance, Transit; Sherry Munyon, Greg Andrews, Ed Kouneski, Dale Ulrich, RTB Staff

Committee Chair Kranz called the meeting to order at 4:15 p.m. and roll was taken. Tinklenberg moved and Caranicas seconded that the agenda be approved. The motion carried unanimously.

PRESENTATIONS OF LEGISLATIVE INITIATIVES BY OTHER TRANSPORTATION ORGANIZATIONS

Fred Corrigan, Executive Director of the Minnesota Transportation Alliance, distributed the Alliance's 1990 Legislative Platform (Exhibit A) and explained the mission of the organization, which formerly was named Minnesota Good Roads.

Roger Peterson, Association of Metropolitan Municipalities, distributed the AMM Priority Policy Issues for 1990, dated January 27, 1990 (Exhibit B). The organization has not taken a position on LRT or the proposed sales tax at this time, but in the course of the next few weeks they will be considering those questions.

Beverly Miller, representing the Minnesota Public Transit Association, distributed and reviewed the MPTA 1990 Legislative Program and Initiatives (Exhibit C).

Robert Orth, Metropolitan Inter-County Association, said a copy of the organizations position statement will be forwarded to the RTB shortly.

Tom Johnson, Executive Director of the Transportation Study Board, distributed the board's Interim Report, Status of Transportation Systems, Issues for Committee Discussions, Study of Minnesota's Surface Transportation Needs, dated January 29, 1990, (Exhibit D) and discussed current activities of the board.

It was noted that the Metropolitan Transit Commission has stated that the MTC does not have a legislative package for 1990.

METRO MOBILITY DATA PRIVACY CLASSIFICATION

Ed Kouneski, RTB Programs Manager, reviewed the staff report dated February 15, 1990. It was moved, seconded and approved that staff be directed to draft legislation on data privacy classification.

OTHER BUSINESS:

Michael Ehrlichmann said he received a call last week from Representative Kalis who expressed his concern about a proposal at the Capitol to eliminate transfer of Motor Vehicle Excise Tax revenues for highways for Fiscal 1991, 1992 and 1993. Since Ehrlichmann was obliged to be out of town the day of the hearing, Elwyn Tinklenberg, Chair of the Administration and Finance Committee, testified at the hearing.

Munyon reminded members that the board will make a presentation to the Senate Subcommittee on Tuesday, February 20.

There being no other business, it was moved, seconded and carried that the meeting be adjourned at 5:15 p.m.

Respectfully submitted,

Mary Fitzgerald
Secretary

Approved by the board on: _____, 1990.



REGIONAL TRANSIT BOARD
Mears Park Centre, 230 East 5th Street
St. Paul, Minnesota 55101
612/229-2700

Minutes of the Special Meeting of the
REGIONAL TRANSIT BOARD
Mears Park Centre Chambers
February 15, 1990

MEMBERS PRESENT: Michael Ehrlichmann, Chair; Doris Caranicas; John T. Finley; Ruth Franklin; Sandra Hilary; Ed Kranz; Terrance O'Toole; Norbert Theis; Elwyn Tinklenberg; Jeff Spartz and Richard Wedell

OTHERS PRESENT: Greg Korstad, Legal Counsel; Nacho Diaz, Metropolitan Council; Arnie Entzel, Amalgamated Transit Union; Tom Todd, Legislative Research, Gregory Andrews, Judy Hollander, Howard Blin and David Minister, Regional Transit Board staff

The meeting was called to order at 6:15 p.m. and roll taken. Caranicas moved and Franklin seconded approval of the agenda. The motion was unanimously approved.

APPROVAL OF LIGHT RAIL TRANSIT DEVELOPMENT AND FINANCIAL PLAN

The chair said the plan has been discussed by the Joint Light Rail Transit Advisory Committee for several months. The Regional Transit Board has reviewed it and submitted it to the Metropolitan Council where it was reviewed by their Metropolitan Systems Committee. The Council, at its February 8 meeting, approved the plan with six conditions (Exhibit A). The chair offered the following recommendations:

- A. That the Regional Transit Board accept the Metropolitan Council's recommendation to:

Eliminate the proposal to use 40-percent of the growth in the "Fiscal Disparities" tax base as a potential funding source.

- B. That the Regional Transit Board adopt the Metropolitan Council's recommendation to:

Clarify that any regional sales tax to be pursued be a part of a broad-based package and would be pursued in conjunction with an overall regional effort.

- C. That the Regional Transit Board adopt the Metropolitan Council's recommendation to:

Include only that portion of the Downtown Minneapolis alignment north of the Convention Center station in the regional core grouping (Group A).

- D. That the Regional Transit Board forward as an addendum to the Legislature, but not accept, the Metropolitan Council's recommendation to:

Eliminate the proposed substitution of federal funding for local contribution and replace it, if necessary, with an alternative that would proportionately reduce the state, regional and local contributions in a corridor that receives federal funding.

- E. That the Regional Transit Board accept the Metropolitan Council's recommendation to:

Establish a principle relating a local match for the incremental cost of a tunnel to the local benefits received.

- F. That the Regional Transit Board accept the Metropolitan Council's recommendation to:

Delete reference to reimbursement for costs incurred by a local unit of government for construction of a facility prior to a regional need for the facility.

O'Toole moved approval of Items A, B, C, E and F; Tinklenberg seconded the motion. The motion was unanimously approved.

Finley moved and Kranz seconded:

That the Regional Transit Board eliminate the requirement for a 10-percent local match.

After discussion, vote was taken on the Finley motion. On a roll call vote, the motion failed.

Aye: Finley
Kranz
O'Toole
Theis
Wedell

Nay: Caranicas
Franklin
Hilary
Spartz
Tinklenberg
Ehrlichmann

There being no other business, Finley moved and Tinklenberg seconded a motion to adjourn. The motion carried unanimously and the meeting was adjourned at 7:15 p.m..

Respectfully submitted,

Mary Fitzgerald
Secretary

Approved by the board on: _____, 1990



REGIONAL TRANSIT BOARD
Mears Park Centre, 230 East 5th Street
St. Paul, Minnesota 55101
612/229-2700

Minutes of the Special Meeting of the
REGIONAL TRANSIT BOARD
Mears Park Centre Chambers
February 20, 1990

MEMBERS PRESENT: Michael Ehrlichmann, Chair; Doris Caranicas; John T. Finley; Ruth Franklin; Terrance O'Toole; Norbert Theis; Elwyn Tinklenberg; Jeff Spartz and Richard Wedell

MEMBERS EXCUSED: Sandra Hilary and Ed Kranz

OTHERS PRESENT: Greg Korstad, Legal Counsel; George Nelson, Ebenezer Society; Mary O'Hara Anderson; Metropolitan Center for Independent Living; Christopher Gran, Metropolitan Transit Commission; Gregory Andrews, Judy Hollander, Dale Ulrich, Howard Blin and David Minister, Regional Transit Board staff

The meeting was called to order at 5:30 p.m. and roll taken.

Franklin moved and Caranicas seconded approval of the agenda. The motion was unanimously approved.

Caranicas moved and Finley seconded approval of the Legislative Committee meeting minutes of January 31, 1990; Regional Transit Board meeting of February 5, 1990, and the Legislative Committee meeting of February 8, 1990. The motion was unanimously approved.

CHAIR'S REPORT

Ehrlichmann reported on the recent American Public Transit Association Legislative Committee meeting. The chief administrator of the Urban Mass Transportation Administration addressed the conference, but failed to clarify federal process and the Surface Transportation Act. Earlier today four board members attended the legislative presentation before Senator Novak's Subcommittee on Transportation. Andrews added that he and the chair had a briefing and tour of the El Cajon line.

TRANSIT ACCESSIBILITY ADVISORY COMMITTEE REPORT

Committee Chair Mary O'Hara Anderson reported on the meeting of the committee and discussed the committee's request that its bylaws be amended to clarify that the committee is charged with making recommendations to the board; Caranicas so moved and Tinklenberg seconded the motion. The motion was unanimously approved.

ADMINISTRATION AND FINANCE COMMITTEE REPORT

Committee Chair Tinklenberg reviewed the report of the committee's February 12 meeting.

Roseville Area Circulator Contract Amendment

Tinklenberg moved and Wedell seconded:

That the Regional Transit Board approve that the Morley Bus Company contract to operate the Roseville Area Circulator (Contract No. 88/11/21-51) be amended to an amount not to exceed \$807,125.

In response to Wedell's question, Tinklenberg said the amendment would increase the current contract limit by \$82,429. The motion was unanimously approved.

ABC Weekender Service Evaluation and Contract Extension

Tinklenberg moved and Wedell seconded:

That the Regional Transit Board authorize its executive director to execute a contract amendment (Contract No. 88/05/16-21) with Medicine Lake Lines to continue to operate the ABC Weekender through June 30, 1990 for an additional \$39,484 with a maximum subsidy not to exceed \$185,322 for the total contract term.

The motion was unanimously approved.

1990 Provider Capital Funding

Tinklenberg moved and Theis seconded:

That the Regional Transit Board approve 1990 capital funding to the following providers in amounts not to exceed those specified below:

City of Hastings (1 vehicle)	\$24,000
Scott County (2 Vehicles)	\$45,500
Carver County (1 vehicle)	\$22,750
HSI, Inc. (2 vehicles)	\$30,485
DARTS, Inc. (4 vehicles)	\$63,700

The motion was unanimously approved.

Amendments to 1990 Metropolitan Transit Commission (MTC) Capital Budget and Transportation Improvement Program

Tinklenberg moved and Caranicas seconded:

That the Regional Transit Board approve the MTC's request to amend its 1990 Capital Budget and also approve for transmittal to the Metropolitan Council an amendment to the 1990-1992 Transportation Improvement Program.

The Metropolitan Transit Commission is directed to notify the Regional Transit Board of the actual cost of lift-equipment for the three bus projects included in the MTC budget (Projects 3811, 3910, and 3010).

The motion was unanimously approved.

Policy Committee Action on Regular Route Accessibility

Tinklenberg moved and Spartz seconded:

That the Regional Transit Board approve allocation of \$35,000 from the amount budgeted for consulting services in Project 90-14, Transit Programs Administration and Evaluation, for a regular route accessibility research study to explore attitudes and preferences of the disabled community.

The motion was unanimously approved.

Ramsey County Regional Railroad Authority Application for Minnesota Department of Transportation Light Rail Transit Funding

Tinklenberg moved and O'Toole seconded:

That the Regional Transit Board approve the application from the Ramsey County Regional Railroad Authority for use of \$250,000 of its \$917,371 allocation of fiscal year 1990 state LRT funds for alignment studies in the St. Paul Northeast and South corridors.

The motion was unanimously approved.

Production of Light Rail Transit Videos and Public Service Announcements

Tinklenberg moved and Franklin seconded:

That the Regional Transit Board authorize the executive director to enter into a contract with FutureView Productions for an amount not to exceed \$24,700, for the production of two light rail transit videos and six public service announcements.

Ehrlichmann said Board Member Spartz wishes to abstain from voting on this item. Four bids were received and in the estimation of RTB staff, FutureView Productions is the lowest responsible bidder. Since Member Spartz is related to one of the principals of that firm, a legal opinion was obtained. Legal council recommended that Spartz abstain from the vote to avoid any appearance of impropriety.

O'Toole moved that the matter be laid over. Finley seconded the motion. The motion to lay over the item was approved (Spartz abstained).

AUDIT ADVISORY COMMITTEE REPORT

Tinklenberg moved and Franklin seconded:

1. That the Regional Transit Board approve the January 19, 1990 Provider Audit Work Plan with the amendment of Summary Item 4 to read: "In the years after 1990, it is expected that all provider audits may be done by RTB staff and will be completed within the year after the close of the contract."
2. That the executive director be authorized to amend the agency contract with the firm of Deloitte & Touche to provide for that firm to perform certain audits as outlined in the Provider Audit Work Plan; and
3. That the RTB 1990 budget be amended to include the estimated cost of up to \$50,000 for that work plan.

The motion was unanimously approved.

Ehrlichmann said the committee has done a superlative job to date in carrying out the charge to the advisory committee. Tinklenberg added that the committee was briefed on the Metro Mobility Trip Reimbursement Rate Work Plan.

LEGISLATIVE COMMITTEE REPORT

Approval of 1990 Legislative Program

In the absence of Committee Chair Kranz, Ehrlichmann presented the report of the committee. On behalf of the committee, Ehrlichmann moved and O'Toole seconded:

That the staff be directed to draft legislation for the following 1990 initiatives:

Transportation Regulatory Board (TRB) Exemptions

That the Regional Transit Board apply for a waiver of TRB regulation of passenger transportation services; and

That the Regional Transit Board staff be directed to draft legislation seeking a permanent exemption from TRB regulation of passenger transportation services provided under contract to the Regional Transit Board.

Metro Mobility Supplemental Appropriations Request

That the Regional Transit Board ask the Legislature to grant a \$3.0 million supplemental appropriation in order to meet Metro Mobility ridership demand and avoid service cuts.

Light Rail Financial Initiatives

That the Regional Transit Board direct staff to begin drafting the light rail transit financial initiatives for the 1990 legislative session, including sales tax and bonding legislation.

Metro Mobility Data Privacy Classification

That the Regional Transit Board staff be directed to draft legislation for data privacy classification of certain Metro Mobility records as outlined in the staff report dated February 15, 1990.

The motion was unanimously approved.

OTHER BUSINESS

Wedell said he recently attended a Minnesota Biking seminar regarding trails at which people discussed having some trails end at public transit pick-up points with bike racks available there so bicyclists could continue their trips on public transit. Ehrlichmann said he would support anything that would increase the use of public transit and that the item would be referred to the Policy Committee.

Tinklenberg said he has been notified of a pessimistic report by UMTA on projected light rail transit use. APTA is preparing information to balance those projections. He is concerned that information like that could effect efforts here to obtain funding. Ehrlichmann said this was a matter of discussion in San Diego since UMTA has, in recent years, demonstrated substantial bias against new starts in light rail. He is not sanguine about UMTA's willingness to encourage alternatives to use of automobiles. They are interested primarily in investing in infrastructure in older and bigger systems.

There being no other business or public comment, O'Toole moved and Caranicas seconded that the meeting be adjourned. The motion was unanimously approved.

Respectfully submitted,

Mary Fitzgerald
Secretary

Approved by the board: _____, 1990.



REGIONAL TRANSIT BOARD
Mears Park Centre, 230 East 5th Street
St. Paul, Minnesota 55101
612/229-2700

REPORT OF THE POLICY COMMITTEE

At its meeting of February 26, 1990, the Policy Committee considered and approved the following:

Report to the Legislature on Methods to Improve the Delivery of Transportation Services for the Elderly, Handicapped and Disabled

The Policy Committee recommends:

That the Regional Transit Board approve the submittal of the report entitled Methods to Improve the Delivery of Transportation Services for the Elderly and Disabled, Draft No. 2, issued February 26, 1990.:

Review and Comments for the Minneapolis-Northeast Corridor Scoping Documents (Anoka County Regional Railroad Authority and Hennepin County Regional Railroad Authority)

The Policy Committee recommends:

That the Regional Transit Board approve the staff recommendation contained under the "Discussion" section of the February 14, 1990 staff report and forward them to the Anoka County and Hennepin County Regional Railroad Authorities.

Review and Comments for the Midway Corridor Scoping Documents (Ramsey County Regional Railroad Authority and Hennepin County Regional Railroad Authority)

The Policy Committee recommends:

That the Regional Transit Board approve the staff comments contained in the "Discussion" section, Items 1 through 5, of the February 14, 1990 staff report and forward them to the Ramsey County and Hennepin County Regional Railroad Authorities.

Jeff Spartz
Chair

mff
2/27/90



REGIONAL TRANSIT BOARD

Mears Park Centre, 230 East 5th Street
St. Paul, Minnesota 55101
612/229-2700

DATE: February 27, 1990
TO: Regional Transit Board
FROM: Michael J. Ehrlichmann
SUBJECT: Consent List

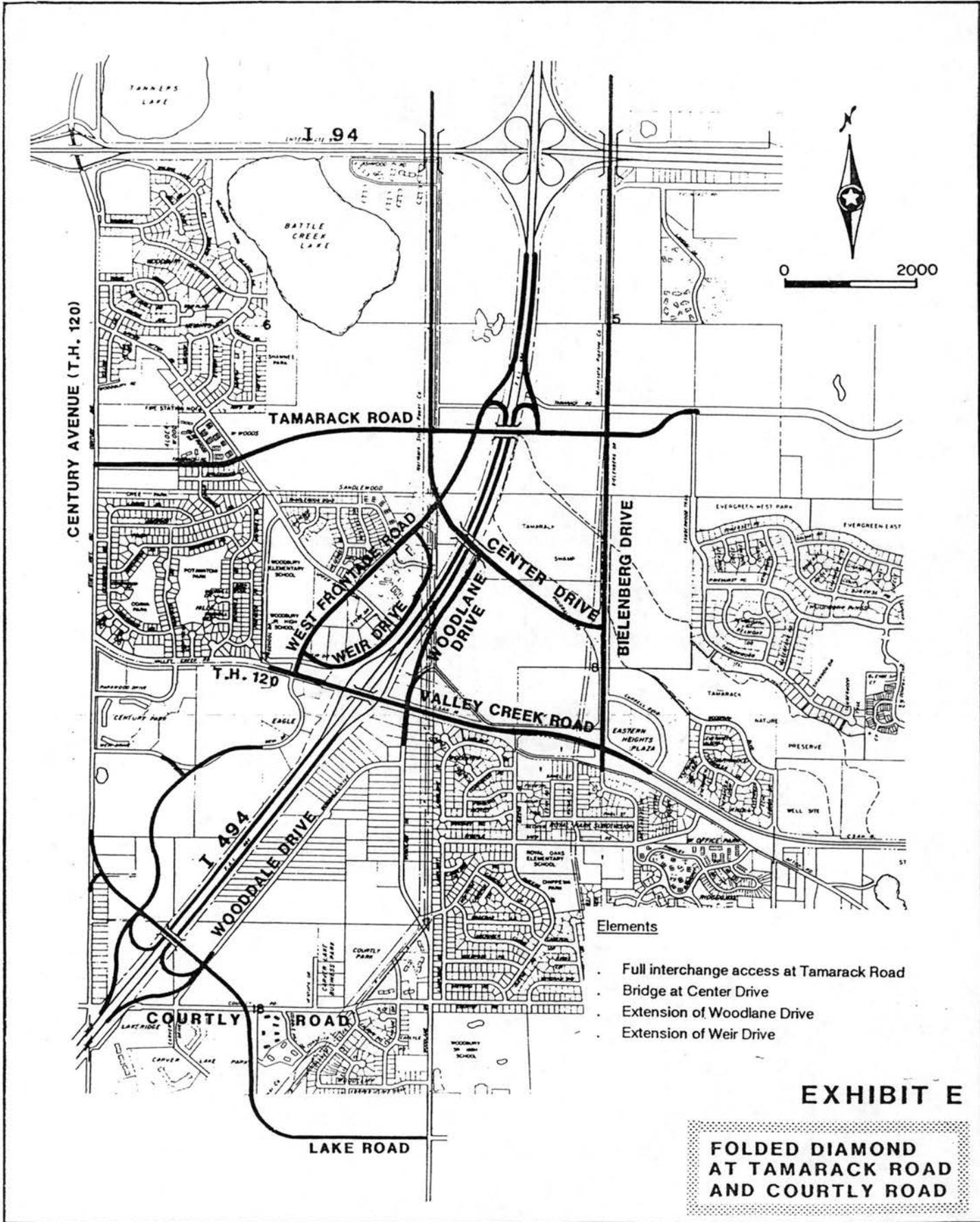
The staff and I have reviewed the following Environmental Assessment Worksheet (EAW). In our opinion, the EAW meets the standards of consent referrals adopted by the board.

City of Woodbury I-494 Access Improvement Study

The City of Woodbury has studied additional access to I-494. The EAW proposes adding full access interchanges on I-494 between Valley Creek Road and I-94 and in the vicinity of Courtly Road. The project also includes reconstruction of the existing interchange at Valley Creek Road and I-494 (see attached map).

After review of the EAW, the RTB finds that transit issues are adequately addressed.

MJE/mf
Att.



STRGAR-ROSCOE-FAUSCH, INC.
 CONSULTING ENGINEERS
 TRANSPORTATION • CIVIL • STRUCTURAL ENGINEERS •
 LAND SURVEYORS

COMMISSION NO. 0870849

CONCEPT ALTERNATIVE 4
T. H. 494 INTERCHANGE STUDY

CITY OF WOODBURY

REGIONAL TRANSIT BOARD

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

REPORT OF THE TRANSIT ACCESSIBILITY ADVISORY COMMITTEE

At its February 14, 1990, meeting, the Transit Accessibility Advisory Committee (TAAC) reviewed and unanimously approved the *RTB Advisory Committee Rules of Conduct for TAAC* as prepared and presented by staff. The committee's charge, as contained in an October 16, 1989, memorandum from RTB Chair Ehrlichmann to the Board, was reviewed with the following recommendation being unanimously approved:

That the committee recommend to the RTB that TAAC's charge be modified to read as follows: "To provide advice *and make recommendations* on issues related to the accessibility of all public transit services and the special transportation needs of elderly and disabled persons.

In accordance with the approved rules of conduct, Morgan Grant was unanimously approved to serve as TAAC vice chair, and the following individuals were selected to serve on the TAAC Appeals Committee: Morgan Grant (Chair), Jerry Hayes, Dianna Krogstad, LeRoy Marshall, and Kurt Strom.

The MMAC's 1990 management plan and budget were reviewed with the following recommendations being unanimously approved:

That TAAC recommend to the RTB approval of the MMAC's management plan as contained in the February 6, 1990, Administration and Finance Committee memorandum and with the additional changes outlined at the February 14 TAAC meeting.

That TAAC recommend to the RTB approval of the MMAC's budget as proposed, with clarification relative to the computer study/changes and the individual budgetary line items.

The RTB's report to the legislature entitled *Methods to Improve the Delivery of Transportation Services for the Elderly and Disabled*, and the status of Metro Mobility trip reimbursement rate proposals were reviewed with the committee. Detailed discussion and action on these items was postponed until the special TAAC meeting, which was called for Wednesday, February 21, 1990.

Status reports were received from each of the four TAAC task forces as well as from the liaisons to various RTB, Mn/DOT, and MTC transportation committees.

The next meeting of TAAC will be the special meeting called for Wednesday, February 21, 1990, from 1:00 to 3:00 p.m.

REGIONAL TRANSIT BOARD

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

REPORT OF THE TRANSIT ACCESSIBILITY ADVISORY COMMITTEE

A special meeting of the Transit Accessibility Advisory Committee (TAAC) was held on Wednesday, February 21, 1990, to discuss the following topics: RTB's legislative report, Metro Mobility provider reimbursement rate structure, and Metro Mobility policy issues.

The February 12, 1990, draft of the RTB's report to the legislature was reviewed in detail with TAAC members providing comments and changes for incorporation into the final report. The committee voted to unanimously accept the report to the legislature with the incorporation of the changes and suggestions made at the meeting.

The status of the RTB's proposed subsidy reimbursement rate changes and related policy issues were briefly reviewed with the committee. More detailed discussion on these topics is scheduled to occur at the March TAAC Meeting.

The next meeting of the Transit Accessibility Advisory Committee is scheduled to be held at from 9:30 a.m. to 12:30 p.m. on Wednesday, March 14, 1990.

REGIONAL TRANSIT BOARD

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

DATE: Feb 27, 1990
TO: Members, A & F Committee
FROM: Dale W. Ulrich *DWU*
SUBJECT: Resolution to ratify bond sale

Passage of attached resolution 90-01 is a necessary step to complete the sale of the \$26,000,000 of G.O. Transit Bonds which were requested by the RTB in Dec, 1989. The resolution ratifies the Bond Resolution adopted by the Met Council in accepting the winning bid.

The AAA rated issue (same rating by Moody's and Standard & Poor's) was bid on Feb 22, with nine bidders responding on the transit bond portion of the sale. The winning bid was made by a consortium of Chemical Securities, Inc and First Chicago Capital Markets Inc., with a net bid of 6.57795% and net interest cost of \$10,618,987.50. The highest bid of the nine was at a rate of 6.6457%, net interest cost of \$10,728,457.50.

Recommendation: That the A & F Committee adopt Resolution 90-01.

RESOLUTION NO. 90-01

RATIFYING RESOLUTION OF REGIONAL TRANSIT BOARD
PROVIDING FOR ISSUANCE OF GENERAL OBLIGATION
TRANSIT SYSTEM BONDS, SERIES 1990A,
AND RELATED MATTERS

WHEREAS, the Metropolitan Transit Commission (the "Commission") adopted on December 11, 1989, Resolution No. 89-71 requesting that the Regional Transit Board (the "Board") request, by a vote of at least two-thirds of its members, that the Metropolitan Council (the "Council") issue its general obligation bonds in the amount of \$26,000,000 to finance the Board's 1989-1990 capital program for the Commission; and

WHEREAS, the Board, by a vote of not less than two-thirds of its members, on December 18, 1989, requested that the Council issue the general obligation bonds in the amount of \$26,000,000 to finance the Board's 1989-1990 capital program for the Commission; and

WHEREAS, the Council, by Resolution No. 90-11, (the "Bond Resolution") adopted on February 22, 1990, accepted bid sale on \$26,000,000 General Obligation Transit Bonds, Series 1990A, and provided for their issuance.

NOW, THEREFORE, BE IT RESOLVED by the Regional Transit Board that the Board hereby ratifies, affirms, and approves the Bond Resolution and agrees to be bound by all provisions therein relating to the Board.

Adopted this _____ day of _____, 1990.

Michael J. Ehrlichmann, Chairman

Mary Fitzgerald, Secretary

REGIONAL TRANSIT BOARD

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

DATE: February 20, 1990

TO: Policy Committee

FROM: Edward Kouneski, Manager of Programs
Cyndie Mayer, Senior Project Manager

SUBJECT: Report to the Legislature on Methods to Improve the Delivery of
Transportation Services for the Elderly, Handicapped, and Disabled

SUMMARY

This memorandum recommends that the Regional Transit Board approve the submittal of the attached report on the delivery of transportation services for the elderly, handicapped, and disabled, which is due to the legislature March 15, 1990.

BACKGROUND

The Regional Transit Board (RTB) was directed to conduct a study of methods to improve the delivery of transportation services for the elderly, handicapped, and disabled, including permanent sensory or mental impairments, whose transit needs cannot be fully accommodated through the use of existing public transit alternatives.

DISCUSSION

This is the first report to be submitted to the legislature on efforts that have been undertaken to improve the quality of transportation services to the elderly, handicapped, and disabled whose transit needs cannot be fully met through existing public transit alternatives. This report was presented to the Transit Accessibility Advisory Committee (TAAC) at its February meeting and will be presented at the February 26 Policy Committee meeting. The report was also presented to the Provider Advisory Committee and the County Transit Associates. Their comments will be received until February 28, 1990.

RECOMMENDATION

That the Regional Transit Board approve the submittal of the attached report entitled *Methods to Improve the Delivery of Transportation Services for the Elderly and Disabled*.

Draft #1

Issued: Feb. 12, 1990

**METHODS TO IMPROVE
THE DELIVERY OF TRANSPORTATION SERVICES
FOR THE
ELDERLY AND DISABLED**

REPORT TO THE LEGISLATURE

REGIONAL TRANSIT BOARD

MARCH 1990

TABLE OF CONTENTS

I.	Introduction.....	ii
II.	Executive Summary	iii
III.	EVALUATION OF THE POTENTIAL FOR INTEGRATION OF METRO MOBILITY SERVICE WITH OTHER SPECIALIZED TRANSIT METHODS.....	1
	Defining Specialize Service	2
	Identification of Potential	3
	Actions	4
	Conclusion	5
IV.	ASSESSMENT OF THE ROLE OF NONPROFIT ORGANIZATIONS IN PROVIDING COST-EFFECTIVE SERVICE.....	7
	Defining Transit Service as Provided by Nonprofit Organizations	8
	Programs Served by Nonprofit Organizations	8
	Actions	10
	Conclusion	10
V.	IDENTIFICATION OF TRANSIT ISSUES FOR SPECIAL POPULATIONS IN SUBURBAN AREAS.....	12
	Listing of Transit Issues for Special Populations in Suburban Areas.....	13
	Actions	13
	Conclusion	14
VI.	EVALUATION OF THE EFFICIENCY AND USEFULNESS OF THE CURRENT METRO MOBILITY ADMINISTRATIVE CENTER COMPUTER SYSTEM.....	15
	Efficiency Issues	16
	Evaluation of Computer's Efficiency	16
	Usefulness Issues	16
	Evaluation of Usefulness	18
	Actions	18
	Conclusion	19
VII.	Appendices	20
	One: List of Metro Mobility Providers	21
	Two: Nonprofit Metro Mobility Providers.....	22
	Three: Nonprofit Providers in County-Sponsored Programs.....	23
	Four: County and Social Service Transportation User and Provider Surveys	24
	Five: Types of Specialized Transit Available among County-Sponsored and Community-Based Programs	25

I. INTRODUCTION

This report has been prepared as directed by 1989 Session Laws, Chapter 339, Section 22; Subdivisions 1 and 2, which require the Regional Transit Board (RTB) to produce information regarding methods to improve the delivery of transportation services for the elderly handicapped, and disabled, including persons with permanent sensory or mental impairments, whose transit needs cannot be fully accommodated through use of existing public transit options.

As specifically directed in legislation, this report will identify the progress and continued efforts regarding the following four concerns:

1. evaluation of the potential for integrating Metro Mobility with other specialized transit services;
2. assessment of the role of nonprofit organizations in providing cost-effective service;
3. identification of transit issues for special populations in suburban areas; and
4. evaluation of the efficiency and usefulness of the current Metro Mobility Administrative Center computer system and suggestions for improvement.

The body of this report is Sections III - VI, in which each of the four topics are separately addressed. Each topic has its own section; each section features a conclusion. An Executive Summary (Section II) precedes the body of this report. Appendices are included for further reference.

In accordance with the legislation, this report has had a review process in which there was active involvement of interested parties. Specifically, this report was presented to, and reviewed by, the RTB's new advisory committees, the Transit Accessibility Advisory Committee (TAAC) and the Providers Advisory Committee (PAC). Other interested parties, including private providers, advocacy groups, social service agencies, and organizations which represent the elderly and disabled persons, contributed information included in this report.

II. EXECUTIVE SUMMARY

The following report is an effort separate from that of the State Planning Agency Report to the Legislature, "*Metro Mobility Standing Orders*." This summary will address each of the four topics as per the request of the 1989 Minnesota State Legislature (Chapter 339, Section 22; Subdivisions 1 and 2).

EVALUATION OF THE POTENTIAL FOR INTEGRATING METRO MOBILITY SERVICE WITH OTHER SPECIALIZED TRANSIT SERVICE

Metro Mobility should remain as the primary provider of regionwide, specialized transit service, and retain its quality of providing transit features for those with needs that cannot be otherwise accommodated. Integration may bring benefits of increased levels of service but should not sacrifice the quality or diversity of specialized transit service that is now available. In order to investigate integration of service, this report defines how services are now being offered and used. It is evident that there is a mutually dependent relationship now existing between Metro Mobility and other county-sponsored and community-based programs. Integration may affect this relationship and its effectiveness in delivery of specialized transit service. The RTB has taken action which will influence prospects for integration, which are detailed in this report.

ASSESSMENT OF THE ROLE OF NONPROFIT ORGANIZATIONS IN PROVIDING COST-EFFECTIVE SERVICE

It is strongly emphasized that nonprofit organizations play a vital role as providers of specialized transit service. However, assessing the cost-effectiveness of the service nonprofits provide is conditional. There are a number of influencing conditions and trends which must be considered.

For example, financial contributions, grants, volunteers' time, and donations can affect a nonprofit organization's budget and ability to provide service. The current economy can dictate the degree of community support of a nonprofit organization. Such factors can uniquely combine, which will affect one nonprofit organization differently than the next. No level of government can dictate, or base conclusions upon, how nonprofit organizations should devote such resources derived from community support.

Demand for specialized transit is increasing, which suggests that the participation of nonprofit organizations can also increase. However, by its nature, specialized transit service requires higher costs than other general public transit options. Cost-effective measures are evolving. Furthermore, public subsidy, although it influences operational costs, cannot be discriminably issued to a provider on the basis of whether it is nonprofit, or private-for-profit.

IDENTIFICATION OF TRANSIT ISSUES FOR SPECIAL POPULATIONS IN SUBURBAN AREAS

Transit issues of primary concern center on the qualities of population growth experienced by metropolitan suburbs. For example, the growing number of the elderly, and increased accessible housing and employment sites, are increasing demand for specialized transit service in the suburbs.

Suburban and urban populations will each have exclusive concerns; however, the RTB emphasizes that both groups share common concerns, of which accessibility to transit is fundamental. Not all county-sponsored, or community-based programs are accessible; however, the RTB will be requiring all such programs to include proposals for accessibility compliance in their 1991 management plans. The RTB has taken other action which addresses transit issues of special populations in suburban areas. In order to keep informed of the special needs of suburban populations, the RTB will continue to solicit and gather public input by conducting forums and hearings, and rely upon its advisory committees to assist in identifying and addressing concerns. Identifying transit issues for any population group must be an ongoing effort.

EVALUATION OF EFFICIENCY AND USEFULNESS OF THE METRO MOBILITY ADMINISTRATIVE CENTER (MMAC) COMPUTER SYSTEM

The current MMAC computer system has been considerably improved and updated since it became operational in late 1988. The MMAC is now making excellent use of the computer system, as it performs important functions for MMAC administration.

However, there is still need to upgrade the system to increase capacity and shorten response time to providers. An upgraded system is necessary to adequately serve those who use Metro Mobility, and the 14 organizations which are providers of Metro Mobility service.

The Metropolitan Transit Commission (MTC), as directed by the RTB, will conduct a detailed analysis of alternative computer systems. The study is to be completed by August 1990.

**III. THE POTENTIAL FOR INTEGRATION OF METRO MOBILITY SERVICE
WITH OTHER SPECIALIZED TRANSIT**

III. THE POTENTIAL FOR INTEGRATION OF METRO MOBILITY SERVICE WITH OTHER SPECIALIZED TRANSIT SERVICES

Existing specialized transit services offer diversity for metropolitan area residents. This diversity among services has evolved over the years as various, specialized needs within communities became apparent.

In order to identify the potential for integration, it is appropriate to define the purpose of specialized transit service.

Defining Specialized Transit Service

Specialized transit services exist in the seven county metropolitan area for residents who have transportation needs that cannot be met by using regular public transit methods. These services are designed to address essential transportation requirements, such as the particular needs of the elderly and disabled.

Public policy of making specialized transit service readily available is relatively new. The Minnesota State Legislature called for such service in 1979; however, metropolitan area counties had already begun operation of specialized transit service as public recognition of the need became more widespread. Specialized transit service had been available for some time in Minnesota's private sector for those who could afford it, or were affiliated with organizations which provide it.

Therefore, specialized transit services that currently exist in the metropolitan area can be grouped as follows:

1. a regional-government-sponsored program, or what is known as Metro Mobility;
2. county-sponsored programs;
3. community-based programs; and
3. independent specialized transit services.

In the interest of further discussion of the potential for integration, it is necessary to explain the roles of these three groups, and whom each serves.

Metro Mobility

Metro Mobility is the primary specialized transit service program existing in the metropolitan area. It is a demand-responsive, door-through-door service for individuals who, because of a disability, are unable to use regular route transit service. In terms of area served, trips provided, and degree of coordination among providers, Metro Mobility is the largest organization of specialized transit in the region and recognized as among the largest in the country. Following a 1981 mandate by the Minnesota State Legislature, Metro Mobility was established to provide greater access to transportation for the elderly, the disabled, and others with highly specialized transportation needs. Metro Mobility services are currently offered by 14 providers who operate taxi and van companies (*see Appendix One, "List of Metro Mobility Providers"*). These providers operate as either nonprofit, or private-for-profit organizations. Metro Mobility now serves all 92 communities of the transit district, which is a service area of 960 square miles. Riders must be certified to use Metro Mobility.

County-Sponsored Programs

The Counties of Anoka, Carver, Dakota, Scott, and Washington, have each developed their own specialized transit services available to local residents who have particular transportation needs. These individual county programs are partially funded by the RTB. Some county-sponsored programs are designated as Metro Mobility providers. These county programs include such modes of travel as designated lift-equipped vehicles and volunteers who drive their personal vehicles. Each county has its own pattern of service; however, service is also designed to complement service offered by Metro Mobility, with regard for other specialized transit services available in the private sector. Coordination of these transit services exists in Hennepin and Ramsey Counties (receives no RTB funding) and Anoka County (receives RTB funding). These coordination efforts include the availability of other independent transit services (e.g., United Way agencies).

Community-Based Programs

The communities of Hastings and White Bear Lake have each developed their own specialized transit programs. Maplewood, North St. Paul and Oakdale are serviced by a community-based program known as Northeast Suburban Transit, or "NEST." Just as with county-sponsored programs, these community-based programs each have their own pattern of service. These programs offer a minimum level of accessible service, but aim to complement Metro Mobility service whenever possible. The three specified community-based programs are partially funded by the RTB.

Independent Specialized Transit Services

Throughout the metropolitan area, there are nonprofit agencies which provide specialized transit services, but do not fall under the categories of Metro Mobility or other county programs. This group of nonprofits includes organizations which are members of the United Way, philanthropic groups, local affiliates of national foundations, or community action groups. This group will also include transit service provided by state Medical Assistance. The RTB's principle function for this group is assisting with federal 16(b)2 vehicle procurement program, of which nonprofit organizations are eligible.

Identification of Potential

It is important to distinguish "integration of services" from "coordination of services." Typically, integration will call for such action as the sharing of vehicles, maintenance facilities, or personnel. However, a coordination of services now exists between Metro Mobility and the collective county-sponsored and community-based programs. Indeed, it is evident that a mutually dependent relationship has formed between Metro Mobility and the collective county-sponsored and community-based programs.

Specifically, Metro Mobility's principle feature -- that of providing regionwide, door-through-door service -- is sustained by the function of county-sponsored and community-based programs. County-sponsored and community-based programs can focus on meeting the travel needs of their respective designated transit service areas, because Metro Mobility has the primary function of service to points throughout the region. County-sponsored and community-based programs serve many who have a variety of special transit needs, such as

(Identification of Potential, cont'd)

help with grocery bags or group shopping outings. However, if a need cannot be filled by a county-sponsored, or community-based program, Metro Mobility can be called upon as the transit provider. County-sponsored programs can also perform the function of "feeder" service to Metro Mobility. The roles assigned to Metro Mobility, and county-sponsored or community-based transit services, is conducive for developing a quality, responsive, and diverse, specialized transit system. The accomplishments achieved from coordination between Metro Mobility and the collective county-sponsored and community-based programs must be taken into consideration before any action to proceed with total integration.

Integration of Metro Mobility and other specialized transit services may yield some benefits, such as the coordination of certain, similar elements of administration. There may also be certain financial or image benefits. However, these considerations may not be wise if they are of negative consequence to the quality and diversity of service available to users. It cannot be assumed that integration will necessarily lead to reduced costs to users and providers.

The demand for transportation that meets the needs of the elderly and disabled continues to increase. The RTB expects that travel demand is so great, that Metro Mobility alone will not be able to meet all needs. In a combined effort, Metro Mobility, county-sponsored programs, and community-based programs, are sharing the responsibility of satisfying this demand. The existing, cooperative relationship has been of positive effect for developing a comprehensive specialized transit system in the metropolitan area.

Actions

The RTB has taken action which will affect those who have special transportation needs. This might influence consideration of integrating specialized transit services. Some notable actions are as follows:

- The RTB constantly monitors the use of county-sponsored and community-based programs to identify progress and concerns. Use of these programs can fluctuate, or new needs become apparent. In order to address such changes, RTB technical staff assists these programs on developing new policy, or methods for delivery of service.
- A shipment of 78 lift-equipped buses will arrive in spring 1990, for introduction into the MTC system in late 1990. These new buses will eventually assume riderships that can only now be served by Metro Mobility or other specialized transit services.
- The RTB is developing a travel skills incentive program which will offer discounted MTC bus passes to persons who are able to learn to use MTC service. To become eligible, individuals must complete a travel skills training seminar. This demonstration will take place during 1990.
- By July 1990, the RTB will implement or establish changes in Metro Mobility provider contracts, in the interest of making more rides available to person who need and depend on Metro Mobility service.
- Improving accessibility in rideshare opportunities is an ongoing RTB effort. An increase in accessible ridesharing will free-up other specialized transit service to help other users elsewhere in the community, thereby increasing the availability of specialized transit options.

(Actions, cont'd)

- Plans for a light rail transit (LRT) system call for a "high-level loading option," which will make LRT accessible. The "high-level loading option" is the employment of loading surfaces that are level with the floor of a light rail vehicle. This feature of LRT will translate into LRT likely assuming special needs riderships that are currently being served by only specialized transit services.

Metropolitan government agencies have already projected that a period of stress for the region's transportation needs is imminent. Specifically, the Metropolitan Council's report, *"Transportation Development Guide/Policy Plan,"* identifies increasing travel needs of those who are transit-dependent. In this report, the Metropolitan Council recommends that a variety of service-delivery methods are necessary in order to meet the needs of the elderly and persons with disabilities.

Conclusion

The RTB's support of integrating Metro Mobility with other specialized transit service is favorable; yet conditional. The RTB believes Metro Mobility should remain as the backbone of specialized transit in the metropolitan area. Metro Mobility should continue as the agency which provides regionwide specialized transit service, and as the principle provider of transit to those with specialized transit needs. County-sponsored and community-based programs should continue in the role of support service to Metro Mobility, while continuing to develop specialized transit methods which best serves the population of their designated transit service areas. The common goal is to expand options which will optimally meet specialized transit demand.

The growing demand for service is evidence that specialized transit service can still be qualified as a relatively new concept in the metropolitan area. It is important to note that the availability of specialized transit did not create the demand, rather, the demand for specialized transit service has always existed. Growth in demand can be linked with the growing awareness of the availability of specialized transit service. Although some savings may be achieved with the integration of Metro Mobility and other specialized transit services, it is clear that demand will continue to grow. Service expansion will call for increased public subsidies.

Integration of service cannot sacrifice offering the highest quality of service affordable; nor should it be at the expense of diminished diversity of service the system can provide. Administrative streamlining should not jeopardize levels of service. Users should be able to be relatively satisfied with transit service; while costs are kept affordable for those who use it and those who fund it.

The issue of accessibility is a responsibility that should be addressed by all levels of government. It is appropriate that counties and communities share this responsibility with metropolitan and state levels of government. Operation of county-sponsored and community-based programs fulfills this obligation.

Metro Mobility is firmly entrenched in the metropolitan area; however, no single program can provide the ultimate transit solution regarding integration of specialized transit services. If integration of Metro Mobility and other specialized transit services is desired by the Legislature, it would be critical to combine the expertise from transit professionals and public

(Conclusion, cont'd)

input in developing policy for integration of specialized transit services. The RTB is committed to working with other agencies and government bodies on the local, regional, state, and federal levels in order to maximize these efforts; while being sensitive to the the needs of communities and its citizens. A constant goal is implementing transit accessibility whenever possible.

**IV. ASSESSMENT OF THE ROLE OF NONPROFIT ORGANIZATIONS IN PROVIDING
COST-EFFECTIVE SERVICE**

IV. ASSESSMENT OF THE ROLE OF NONPROFIT ORGANIZATIONS IN PROVIDING COST-EFFECTIVE SERVICE

This directive from the Legislature can be understood in two ways: 1) assessing the role of nonprofit organizations in the overall specialized transit service available in the metropolitan area; and/or 2) assessing the cost-effectiveness of service provided by nonprofit organizations. Another way in which this directive can be interpreted is, "whether a maximum potential is being realized for nonprofit organizations' participation in providing specialized transit service."

The RTB acknowledges that the role of nonprofit organizations is important to the overall delivery of specialized transit services. It is clear there is need to increase specialized transit options, as current demand outweighs available methods to meet demand. The role of nonprofit organizations is with consideration for the need to expand of specialized transit opportunities in the metropolitan area.

In order to assess the importance of nonprofit organizations in providing cost-effective service, it is appropriate to first define the traditional transit purposes and intents of nonprofit organizations.

Defining Transit Service as Provided by Nonprofit Organizations

Typically, transportation service provided by nonprofit organizations is specialized for use by seniors, seniors with disabilities, the disabled, or low-income persons. Among nonprofit organizations, there are those which identify children, instead of, or in addition to, adults as having need for specialized transit service. Service is focused on those who do not have a personal means of transportation, or any other options, for necessary, day-to-day activities. Typical activities can include medical appointments, adult day care, congregate dining, and shopping. Some services are available for social and recreational activities as well. Examples of transportation methods may include a lift-equipped bus owned by the nonprofit organization or an auto driven by a volunteer who owns the vehicle and is reimbursed for mileage.

Nonprofit organizations may be of local origin; however, there are those which are affiliated on a regional, statewide, interstate, or national basis and must adhere to standard policy in order to retain affiliation. Some of these nonprofit organizations have provided specialized transit services for more than 20 years.

Programs Served by Nonprofit Organizations

Further discussion of specialized transit service provided by nonprofit organizations follows. Nonprofits are grouped as 1) those under Metro Mobility; 2) those in county-sponsored programs; and 3) those that function as independent specialized transit services.

Nonprofits Under Metro Mobility

Metro Mobility is currently comprised of ten private-for-profit and four nonprofit providers (see Appendix Two: "Nonprofit Metro Mobility Providers"). Statistics regarding these nonprofit providers are as follows:

	<u>1987</u>	<u>1988</u>	<u>1989</u>
Number of Nonprofit, Metro Mobility Providers	3	4	4
Percentage of Trips Provided by Nonprofits	7.5%	10%	11%

The increased participation of nonprofit organizations under Metro Mobility is primarily the result of the overall increase in demand for specialized service. It is likely that the participation of nonprofit organizations will increase with the future increase in demand for specialized transit service.

Nonprofits Under County-Sponsored Programs

A complete listing of nonprofit organizations that operate in county-sponsored or community-based programs is listed in Appendix Three of this report.

Approximately 450,000 trips are provided annually by county-sponsored programs in the seven county metropolitan area. One existing tool to measure the delivery of service among county-supervised programs is the annual "County Transit Associates (CTA) County and Social Service Transportation User and Provider Survey" (see Appendix Four). This annual report is an analysis of customer service and user satisfaction. A survey of a random sample of users and providers of county and other social service agencies is the basis for results. In this survey, user and provider satisfaction with transit program services, as provided, was judged as "good" to "excellent." Measures of good service is included in this study.

This qualitative study does not include a detailed study of the cost-effectiveness of county-supervised programs.

Nonprofits as Independent Specialized Transit Services

This group of nonprofit organizations -- such as United Way agencies -- provides important services among the private sector. These organizations serve those who are not eligible for service by Metro Mobility or other specialized transit service programs. Efforts must continue to identify the opportunities provided by these nonprofits.

Actions

The RTB has identified certain trends regarding nonprofit organizations which provide specialized transit service. These trends provide insight about the ability of nonprofits to provide cost-effective service.

The RTB has reviewed the degree of cost differentials between nonprofit organizations and private-for-profits, but no great differences were evident. The RTB continues to monitor for any trends which will suggest change in this regard.

The RTB has determined that trends in community financial support of nonprofit organizations does not suggest the ability to offset public subsidies in the foreseeable future.

The RTB notes that private-for-profits have more funding sources and alternatives to employ more vehicles for service; whereas, nonprofit organizations have certain restrictions which inhibit acquisition of new vehicles. Failure to abide by these restrictions puts nonprofit organizations at risk of losing their nonprofit status.

Conclusion

Nonprofit organizations are vital in providing specialized transit services in the metropolitan area. However, the quality of cost-effectiveness is subjective and will vary among nonprofit organizations in the seven county metropolitan region. Therefore, it is not possible to exact the measure of cost-effectiveness a nonprofit organization is providing, or can provide, specialized transit service. Following are major reasons for this conclusion:

- As specialized transit services grow, cost-effective measures will evolve.
- Public subsidy influences operational costs. However, the amount of subsidy a provider receives cannot be arbitrated on the basis of whether the provider is nonprofit, or private-for-profit.
- There is increased demand for specialized transit service in the metropolitan area. This suggests there is room for increasing the number of providers -- or in this discussion, nonprofit organizations -- in order to meet demand. While this need is apparent, it cannot be assumed that more providers will guarantee driving down costs. This is because specialized transit service will always have much higher operational costs than those of general public transit.
- Private-for-profit providers should not be denied the right to be competitive in providing specialized transit. However, there are certain considerations when a single market is serviced by a private-for-profit, and a nonprofit organization. Primarily, private organizations are usually ruled by the principles of free enterprise; while nonprofits must follow government requirements in order to retain nonprofit status. However, the need for specialized transit service will generally override these concerns.
- The ability of a nonprofit organization in providing cost-effective service is also affected by the degree of volunteerism it enjoys. Volunteers influence salary budgets and other operational costs of a nonprofit organization.

(Conclusion, cont'd)

- At this point in time, it appears that many nonprofit organizations place financial priority with activities other than transit service. However, no level of government can dictate the activities of, persuade motivations of, or base conclusions on how nonprofit organizations should devote the resources of volunteers' time, donations, grants, or financial contributions.
- There is an unknown factor of influence on nonprofit organizations: future community financial support. The level of financial contributions are affected by the economy. Financial support is also contingent on the public's identification with a need.
- Many nonprofit organizations have very good relationships with their clients, which is a quality of inestimable value and may enhance the client's opinion of the service provided by a nonprofit organization.

Existing specialized transit service relies on the role of nonprofits organizations within Metro Mobility and other county-sponsored in providing total service. The RTB does not intend to limit or restrict the participation of nonprofit organizations in providing specialized transit services.

It is imminent that services will be expanded. As services expand, it is anticipated that nonprofit organizations' participation under these programs will increase. A major consideration will be whether a nonprofit organization's goals are consistent with the goals of the Metro Mobility program.

However, determining cost-effectiveness of nonprofit organizations in providing specialized transit service may not be a measurable quality, due to the number of influencing factors. The estimation of cost-effectiveness is relative: one nonprofit organization may judge itself as providing cost-effective service, but in comparison by similar standards, another nonprofit organization may not be.

V. IDENTIFICATION OF TRANSIT ISSUES FOR SPECIAL POPULATIONS
IN SUBURBAN AREAS

V. IDENTIFICATION OF TRANSIT ISSUES FOR SPECIAL POPULATIONS IN SUBURBAN AREAS

Listing of Transit Issues for Special Populations in Suburban Areas

Transit-related issues exclusive to special populations in suburban areas are as follows:

- Population growth is occurring in suburban areas.
- The general population is living longer, resulting in more elderly people who live in the suburbs.
- Accessible housing is becoming more available in suburban areas, resulting in an increase in the disabled population who live in the suburbs.
- Suburban employment sites are becoming accessible; opening up suburban job opportunities to special populations.
- Trip distances are greater, so operational costs for specialized transit services are higher.
- There is an increase in the number of developmentally disabled who have been deinstitutionalized. Mainstreaming efforts include the increase of group homes in suburban areas.
- Not all county-sponsored or community-based transit programs are accessible.

It is important to note that many transit concerns in the metropolitan region are common to both suburban and urban areas.

Actions

The aforementioned concerns of special populations in suburban areas have been, or are being, addressed. Perhaps the most promising effort underway is a countywide, accessible dial-ride service in Anoka County, which will be a model for other counties in the metropolitan region. A focused discussion of this program is worthy at this time.

Anoka County Dial-a-Ride

This service was created jointly by the RTB and Anoka County government staff. The proposed countywide program would replace two existing dial-a-ride programs and the Metro Mobility service offered within the county. However, Metro Mobility service would continue to be available to those whose trips are destined to points outside of the county. The objectives of this proposed service plan are to:

- consolidate most existing paratransit services;
- replace underutilized fixed-route service;
- integrate accessible and general public transit programs;
- expand availability of service throughout the county; and
- create a single identity for enhancing marketing of transit service countywide.

Implementation of the Anoka County dial-a-ride program is planned for the summer of 1990. This 18-month demonstration will be closely monitored by the RTB for identifying benefits and disadvantages experienced by the pilot project. This information will assist other counties in deciding whether to implement a similar program.

Other actions

Following are other actions which may influence specialized transit needs in suburban areas:

- Beginning in January 1987, the RTB expanded Metro Mobility service until it now includes the entire transit taxing district; spanning parts of all seven counties in the metropolitan area.
- RTB directed Metro Mobility in expanding service hours until 11 p.m. in all communities.
- The RTB has designated exclusive operators for Metro Mobility service within a designated area. This concentrates trip volume, which makes service more efficient and productive.
- The RTB is requiring all county-supervised and community-based programs to submit 1991 management plans that propose levels of accessible service that will meet the needs of disabled persons for travel within the communities. A specific date of compliance is pending a legislative directive.
- The RTB instituted the *Community Transit Planning Grants* program, which encourages communities to take initiative in addressing local transit concerns.
- If the Americans with Disabilities Act of 1989 becomes federal law, all specialized transit services in the country will be required to meet accessibility standards. (Note: this proposed federal law has passed the U.S. Senate and pending action by Congress.)
- The RTB continues work with communities that offer suburban circulator dial-a-ride programs to bring respond to unmet needs of their local citizens (see *Appendix Five, "Types of Specialized Transit Service Available Among County-Sponsored and Community-Based Programs"*).
- Public hearings and forums will continue to be methods for the RTB to solicit and gather the public's input to design programs.

Conclusion

In a metropolitan area with ever-changing transit needs, identifying transit issues among special populations in suburban areas must be an ongoing effort. However, while suburban populations may have needs different from those of urban populations, it is understood that there are common concerns shared by both groups; of which accessibility to transit is fundamental.

**VI. EVALUATION OF THE EFFICIENCY AND USEFULNESS OF THE
METRO MOBILITY ADMINISTRATIVE CENTER
COMPUTER SYSTEM**

VI. EVALUATION OF THE EFFICIENCY AND USEFULNESS OF THE METRO MOBILITY ADMINISTRATIVE CENTER COMPUTER SYSTEM

The objective of implementing a computer system at the Metro Mobility Administrative Center (MMAC) is to facilitate the administration of Metro Mobility service. The decision to purchase a *Unisys 5000/90* system was made in 1987, after attempts to modify the previous computer system did not achieve desired results. Software was supplied gratis by the Chicago Transit Authority. The *Unisys 5000/90* system was not operational until October 1988, after the completion of major computer applications for key administrative and operational functions. The cost of this system was approximately \$175,000 (which includes costs of hardware and system enhancements through 1988).

Efficiency Issues

As in most situations of introducing a new computer system, there was a period of time necessary for MMAC staff and providers to become familiar with the system. However, within a few months from the time it was fully operational, it was apparent that the functions and capacity of the computer system were not adequate to meet the substantial growth in Metro Mobility ridership.

A major factor in computer efficiency was a 40 percent increase in Metro Mobility ridership during 1988. This unanticipated increase overloaded the computer system's capacity.

In the third quarter of 1989, changes were made to increase the computer's capacity. However, while increased capacity was achieved, computer reliability dropped. During this time, the system was not available for service five percent of the time, which was the most significant period of computer "down time" ever experienced.

In the fourth quarter of 1989, the MMAC computer system was upgraded, at a cost of approximately \$25,000, to enhance provider efficiency and service delivery. Additional components were added to increase the computer capacity and shorten the computer-to-provider. The problem of computer "down time" was alleviated.

Evaluation of Computer's Efficiency

To date, the MMAC is operating the computer on a 24-hour-a-day basis. The *Unisys 5000/90* system is now at the high range of its processing volume specifications, but this was achieved only after the time and expense of correcting the problem with additional hardware. Despite these modifications, the system does not adequately handle the MMAC's needs. The computer system has greatly improved the ability of providers and the MMAC in meeting users' requests; however, there is greater need for shortening the MMAC's response time to providers.

Usefulness Issues

In the interest of greater understanding of the MMAC computer system's usefulness, it is appropriate to identify and explain its current use by the MMAC and providers.

The MMAC computer system is designed for access by the MMAC and each of the 14 Metro Mobility providers. Each provider has been supplied with the necessary hardware for inclusion

(Usefulness Issues, cont'd)

in the computer's user network. The computer's program handles various administrative and operational activities of both.

The MMAC computer was acquired with anticipation of receiving the following benefits:

- support system monitoring efforts to verify trips;
- compare service quality among providers;
- investigate provider capacity and trip denials;
- conduct operations audits;
- improve data compilation and reporting capabilities in regards to ridership;
- identify operating trends; and
- use the above data to set system performance standards and objectives.

MMAC functions

More specifically, the computer system performs the following functions for the MMAC:

- *Maintains rider information.*
The MMAC uses the computer to transmit up-to-date information inquiring providers.
- *Compiles and reports data.*
The computer reports enrollments and number of trips. Trip information is maintained for 75 days in the computer.
- *Establishes standing orders.*
The MMAC establishes a standing order in the computer for daily use by the providers.
- *Processes provider billings.*
The computer allows the on-line validation of billed trips and automatically recalculates the billing when adjustments are made.

Provider functions

The computer system performs the following functions for Metro Mobility providers:

- *Verifies rider eligibility.*
The computer is used to verify the eligibility of a rider at the time of his, or her call to request service.
- *Accesses rider information.*
Providers have access to information regarding special considerations or needs of the user in providing transit service.

(Provider functions, cont'd)

- *Prints trip tickets and vouchers.*
Trip tickets or vouchers can be printed by carriers for the next day's schedule of service by using the computer terminal and printer.
- *Bills for service provided.*
Trip information entered into the computer can be used by providers to automatically bill the MMAC.

Evaluation of Usefulness

The MMAC is making excellent use of the computer system and its various administrative functions. The computer allows the MMAC staff to maintain rider information, compile and report data, and expedite procedures so that other administrative duties can be performed.

However, management of the MMAC, Metropolitan Transit Commission and the RTB believes the system is sub-standard in executing the functions of Metro Mobility, and it's a worthy effort to study an alternative system to the *Unisys 5000/90*.

Actions

The RTB constantly monitors the status of MMAC administration and problem encountered with the current computer system.

As directed by the RTB in 1990, the MTC and MMAC will be soliciting a request for proposal to implement an evaluation of the *Unisys 5000/90* computer system. The evaluation will include a cost-benefit analysis to justify additional investment and an analysis of alternative computer systems. This report will be reviewed by agencies on the metropolitan government level. study is scheduled for completion by August 1990.

The State Planning Agency has issued a study on how to improve Metro Mobility service availability. The recommendations of this report will be considered in the alternative computer system analysis conducted by the MTC and MMAC. In a cooperative effort, the RTB and MMAC staffs are preparing to implement these recommendations.

The RTB has incorporated a cross-referencing requirement for providers when billing the MMAC for service rendered. Billings must be supported by completed trip vouchers in order to be considered for reimbursement. This measure aims to prevent fraudulent billings.

The RTB is investigating how to modify the computer program so that trip information is not stored for a length of 75 days. This unnecessary length of time is severely impacting computer capacity. A shorter period of data storage would increase some capacity of memory banks.

Conclusion

Modifying, or upgrading the existing MMAC computer system is needed to adequately meet the demand for Metro Mobility service. A larger memory capacity and quicker performance of functions is necessary to handle current and future demands. Decisions to modify the MMAC computer should be made with the future growth of Metro Mobility service in mind.

The MMAC is committed to implementing the computer changes needed to facilitate the growing needs of the Metro Mobility program. The RTB agrees with this goal, which is in the spirit of Minnesota as a leader in providing specialized transit opportunities for its citizens.

VII. APPENDICES

APPENDIX ONE
LIST OF METRO MOBILITY PROVIDERS

City Wide Cab Company
DARTS - Dakota Area Resources and Transportation for Seniors
Diamond Cab Company
Ebenezer Society
Handicabs, Incorporated
Handicapped Transport System
HealthEast MedKab
Human Services, Incorporated (HSI)
Morley Bus Company
Metro Ride, Incorporated
Suburban Paratransit
Twin City Mobility
Wilder Transportation Services
Yellow Taxi Service

APPENDIX TWO
NONPROFIT METRO MOBILITY PROVIDERS

DARTS - Dakota Area Resources and Transportation for Seniors

Ebenezer Society

Human Services, Incorporated (HSI)

Wilder Transportation Services

APPENDIX THREE

NONPROFIT PROVIDERS IN COUNTY-SPONSORED PROGRAMS

ANOKA COUNTY

County Traveler
Linwood Traveler
Quad Cities Program
Twin Transportation Program

CARVER COUNTY

Carver County Rural Transportation Services (CARTS)

DAKOTA COUNTY

Dakota County Volunteer Transportation
Dakota Area Resources and Transportation for Seniors (DARTS) - *also a Metro Mobility provider*

HENNEPIN COUNTY

Ebenezer Society - *also a Metro Mobility Provider*

Northwestern Hennepin County
Senior Transportation Program

Western Hennepin County
Senior Community Services

Southwestern Hennepin County
Westonka Rides - *Westonka Schools*

SCOTT COUNTY

Scott County Human Services - *volunteer county employees*

WASHINGTON COUNTY

Human Services, Inc. Transporter

APPENDIX FOUR

**TWIN CITIES METROPOLITAN
COUNTY AND SOCIAL SERVICE
TRANSPORTATION USER AND PROVIDER SURVEYS**

November, 1989

**Prepared by
Seven County Transit Associates**

TWIN CITIES METROPOLITAN
COUNTY AND SOCIAL SERVICE
TRANSPORTATION USER AND PROVIDER SURVEYS

TABLE OF CONTENTS

- I. SUMMARY
- II. LIMITATIONS OF THE SURVEY
- III. RESULTS OF THE TRANSPORTATION USER SURVEY
- IV. RESULTS OF THE TRANSPORTATION PROVIDER SURVEY
- V. ADDENDA

SUMMARY

The County Transit Associates (CTA) is an association of county and social service transportation providers in the Twin Cities metropolitan area. Its members include three coordinated transportation programs in Ramsey, Hennepin, and Anoka counties, and four county transportation programs in Dakota, Washington, Scott and Carver counties. Together, the seven county programs represent over 75 social service providers of special transportation. In 1989, the combined programs served over 455,900 one-way trips to elderly and handicapped passengers in the six-county area. (Scott County did not participate in the survey.) These programs are funded by a variety of sources which include: federal, state, county and city funds as well as United Way and other private monies.

In 1989, the County Transit Associates conducted a Transportation User Survey. Thirty-nine agencies participated in the survey. Passengers residing in 100 municipalities completed 1,304 questionnaires.

The major results of the survey were:

- * 94 percent of respondents lived in their own homes or apartments with only 2 percent living in nursing homes.
- * 71 percent of respondents lived alone.
- * 69 percent of the respondents either were, or could be, eligible to ride Metro Mobility due to their stated physical disabilities.
- * 30 percent of the respondents were receiving Medical Assistance.
- * 89 percent of respondents used social service or county transportation services in the past month.
- * 93 percent of respondents stated the transportation service they receive was important in meeting their transit needs.
- * 98 percent of the respondents rated the courteousness and helpfulness of the drivers as good to excellent.
- * 99 percent of the respondents felt the drivers drove safely.
- * 97 percent of the respondents rated the overall quality of service as good to excellent.

The vast majority of participants were women over the age of 75 years living alone in their own homes or apartments with monthly incomes at or below \$700. The transportation service they received helped them to remain independent and met their primary mobility need.

The majority of passengers had physical disabilities that limited their mobility and would make them eligible to use Metro Mobility if they applied. Only 24 percent, however, said they were certified Metro Mobility riders.

Nearly one-third of passengers were certified to receive Medical Assistance.

LIMITATIONS OF THE SURVEY

Sample selection and data collection procedures differed among the various participating agencies. Some agencies randomly selected a percentage of their population and mailed the surveys to them, others had passengers complete the survey while traveling. A few who transported passengers with language or visual disabilities verbally administered the survey. Not all social service agencies providing transportation in the metropolitan area were asked to participate due to the immensity of the data collection.

RESULTS OF THE TRANSPORTATION USER SURVEY

Characteristics of Respondents

Major characteristics of the survey population were:

- * 86 percent were female and 14 percent were male.
- * 61 percent were 75 years or older with 38 percent over the age of 80 years.
- * 71 percent lived alone, 18 percent lived with spouse, 6 percent lived with children, and another 5 percent lived with friends or others.
- * 94 percent lived in their own homes or apartments with only 2 percent living in nursing homes.
- * 73 percent had monthly incomes of \$700 or less with 36 percent having incomes of \$400 or less.

Transit Disabilities of Respondents

The majority of riders had physical disabilities that limited their mobility:

- * 52 percent stated they had a disability that hinders their mobility.
- * 14 percent needed a wheelchair at least some of the time.
- * 40 percent needed assistance from the driver when entering or leaving their home.
- * 47 percent could not walk three blocks.
- * 35 percent could not walk up three stairs.
- * 41 percent could not wait 10 minutes outside for a bus.

Metro Mobility Eligibility

Data was collected to determine how many of the passengers surveyed were presently certified to use Metro Mobility or had one or more disabilities that would make them eligible for Metro Mobility.

- * 24 percent were certified to ride Metro Mobility.

- * 69 percent had one or more disabilities which made them eligible for Metro Mobility, or were presently certified to use Metro Mobility.
- * 188 respondents used Metro Mobility in the last month.

Health Care Information

Medical trips were the major trip designation for passengers using county and social service programs. Thirty percent of the participants stated they were certified for Medical Assistance.

Transportation Needs of Respondents

Transportation services were very important in helping elderly passengers live independent in their own homes.

- * 93 percent stated the transportation service was important or very important in meeting their transportation needs.
- * 89 percent rode within the past month.
- * 26 percent rode five or more times within the past month.

Passenger Satisfaction

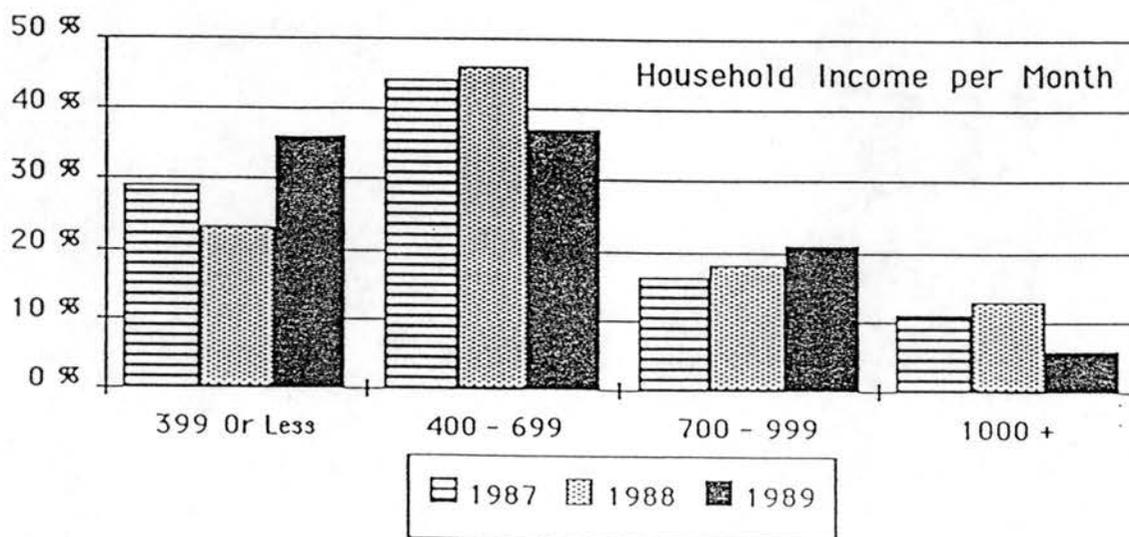
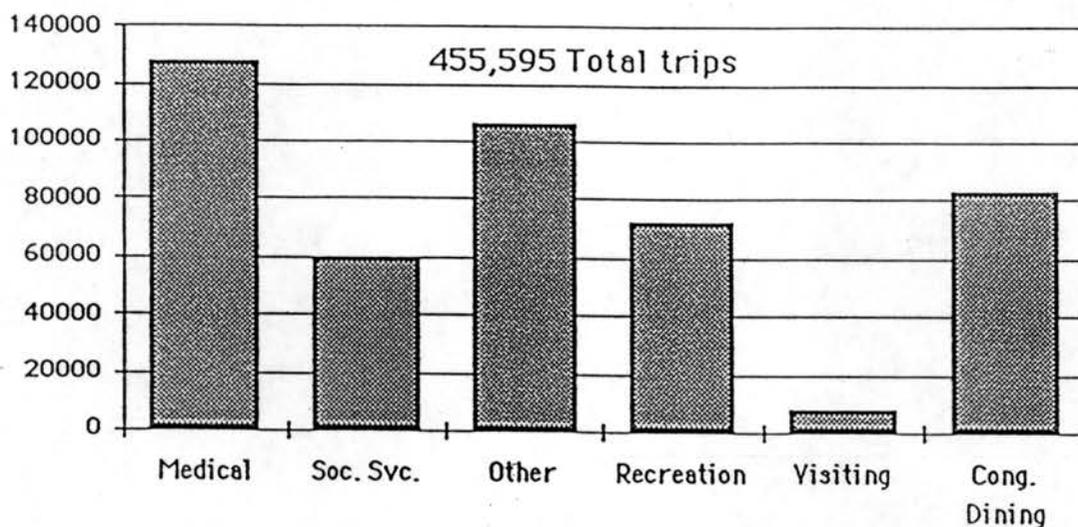
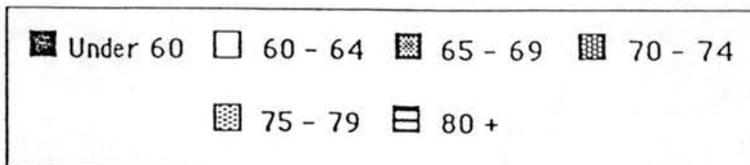
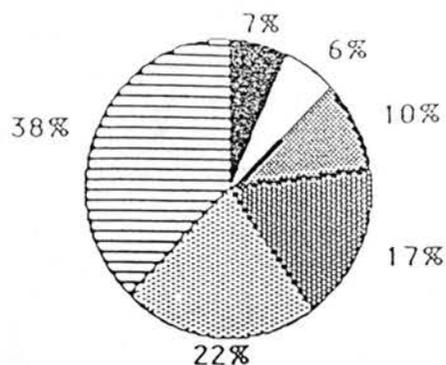
Ease of scheduling, courteousness and safe drivers and the convenience of service were measures of good service.

- * 95 percent rated the service from schedulers as good to excellent.
- * 96 percent stated the ride procedure is clear.
- * 98 percent rated the courteousness and helpfulness of the drivers as good to excellent.
- * 99 percent felt the drivers drove safely.
- * 98 percent stated the vehicle arrived on time.
- * 97 percent rated the service they received as good to excellent.
- * 99 percent would recommend the service to others.

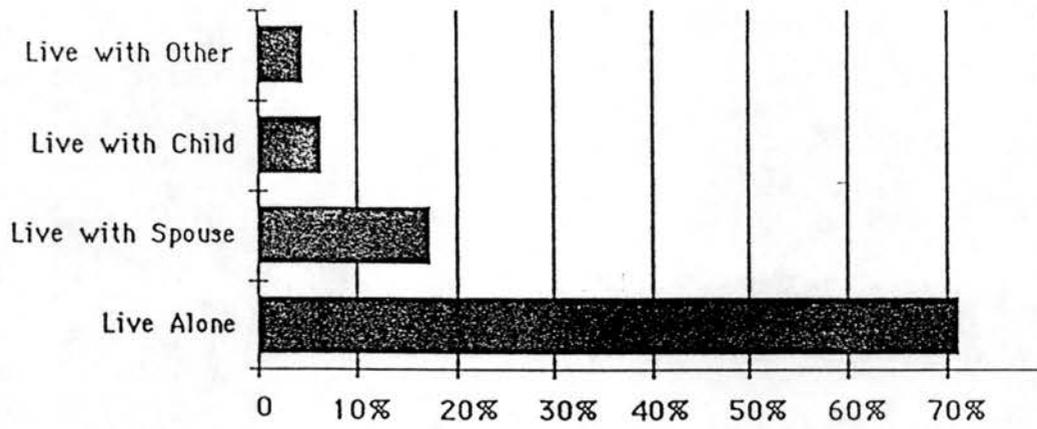
RESULTS OF THE TRANSPORTATION PROVIDER SURVEY

- * 455,901 one-way passenger trips were provided to senior citizen's (60 yrs. or older) during annual year January 1988 through December 1988 or the last full 12 months of available data.
- * 25,539 unduplicated senior citizen passengers were transported during this time period.
- * 455,901 total trips were provided in each of the following categories:
 - 127,904 Medical Care
 - 59,490 Social Service Agencies
 - 72,221 Recreational Facilities, Senior Citizen Centers
 - 7,756 Visiting
 - 82,648 Congregate Dining/Senior Center Activities
 - 105,882 Other (shopping, volunteer work, personal service, banking, work, etc.)
- * 1,816,189 miles were driven

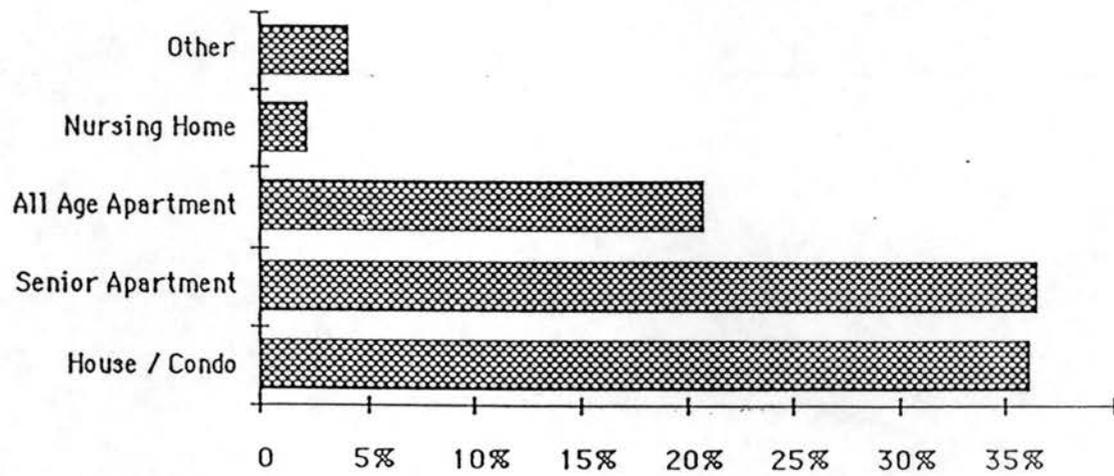
Ages



Living Arrangement : People



Living Arrangement : Type



APPENDIX FIVE

*TYPES OF SPECIALIZED TRANSIT AVAILABLE AMONG COUNTY-SPONSORED
AND COMMUNITY-BASED PROGRAMS*

<u>Program</u>	<u>Communities</u>	<u>Service Type</u>
Columbia Heights	Columbia Heights and satellite points	Shared-ride taxi
Hastings TRAC	Hastings	Dial-a-ride van
Hopkins Hop-a-Ride	Hopkins and satellite points	Shared-ride taxi
Maple Grove	Maple Grove	Fixed route express and feeder bus
Northeast Suburban Transit (NEST)	Maplewood, North St. Paul, and Oakdale	Dial-a-ride van
Plymouth Metrolink	Plymouth	Fixed route express bus and dial-a-ride van
Roseville Circulator	Arden Hills, Shoreview, Roseville, Shakopee	Fixed route circulator bus
Shakopee	Shakopee	Dial-a-ride van
Six Cities	Apple Valley, Burnsville, Eagan, Rosemount, Prior Lake, Savage	Fixed route express bus
Southwest Metro	Eden Prairie, Chanhassen, Chaska	Fixed route express bus
White Bear Area Transit	Birchwood, White Bear Township, White Bear Lake	Dial-a-ride van

REGIONAL TRANSIT BOARD

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

DATE: February 14, 1990

TO: Policy Committee

FROM:  David Minister, Director of LRT Development 

SUBJECT: Review and Comments for the Minneapolis-Northeast Corridor Scoping Documents (ACRRA and HCRRA)

SUMMARY

The Anoka County and Hennepin County Regional Railroad Authorities (RRA) have jointly issued an Environmental Assessment Worksheet (EAW) and a Scoping Decision Document for preparing an EIS for light rail transit (LRT) alternatives on two alignments in the Minneapolis-Northeast Corridor. The two alignments are: 1) Burlington Northern Railroad/University Avenue, and 2) Central Avenue/University Avenue. Both alignments would terminate at the Northtown Shopping Center.

As part of the environmental scoping process, the RTB has been invited to review and comment on the EAW and Scoping Decision Document. This memorandum presents staff's comments on the document. Action is requested to approve these comments for transmittal to the ACRRA and HCRRA.

BACKGROUND

The proposed project is a light rail transit line which would serve the Minneapolis-Northeast Corridor from downtown Minneapolis to Northtown Shopping Center, a distance of 11-12 miles, depending on the route selected. The proposed project is the result of a number of earlier studies undertaken by the Hennepin County RRA, the Anoka County RRA, the Regional Transit Board and the Metropolitan Council.

A wide range of potential LRT route options were analyzed by both county RRA's as part of their comprehensive planning for the Minneapolis-Northeast Corridor. Eight primary route alternatives, consisting of over 110 route miles, were evaluated in the 1988 and 1989 RRA comprehensive LRT plan studies. Based on these analyses, two alignments were recommended for further detailed study in a preliminary engineering/EIS stage. The two alignments are:

- Burlington Northern/University Avenue
- Central Avenue/University Avenue

At the conclusion of this preliminary engineering/EIS, the objective is to achieve a consensus agreement on a single preferred LRT alignment for this corridor.

Memo To: Policy Committee
February 14, 1990
Page Two

DISCUSSION

The EAW and the Scoping Decision Document appear to be comprehensive and complete. Staff review of the two documents produced the following comment:

No mention is made of the fact that each of the two proposed Minneapolis-Northeast Corridor alignments presents different opportunities and constraints, and that strong efforts will be made to define an "optimum" LRT alternative that best takes advantage of these opportunities and constraints. For example, one alignment may present opportunities for high average speeds, widely-spaced stations and park-n-ride lots, but not much potential for walk-ons or bus transfers. Another alignment may better maximize its potential with closer-spaced stations to serve lots of walk-ons and bus transfers, but have little potential for park-n-ride lots.

RECOMMENDATION

It is recommended that the Policy Committee approve staff's comment contained under the "Discussion" section herein, and recommend that the RTB forward them to the Anoka County and Hennepin County Regional Railroad Authorities.

RDM:cm

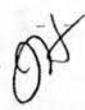
cc: J. Hollander
H. Blin
LRT Files-Midway Corridor

REGIONAL TRANSIT BOARD

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

DATE: February 14, 1990

TO: Policy Committee

FROM:  David Minister, Director of LRT Development 

SUBJECT: Review and Comments for the Midway Corridor Scoping Documents (RCRRA and HCRRA)

SUMMARY

The Ramsey County and Hennepin County Regional Railroad Authorities (RRA) have jointly issued an Environmental Assessment Worksheet (EAW) and a Scoping Decision Document for preparing an EIS for light rail transit (LRT) alternatives on three alignments in the Midway Corridor and in downtown St. Paul. The three alignments are: 1) Burlington Northern Railroad/Pierce Butler Road, 2) University Avenue, and 3) Soo Railroad/I-94 freeway.

As part of the environmental scoping process, the RTB has been invited to review and comment on the EAW and the Scoping Decision Document. This memorandum presents staff's comments on the document. Action is requested to approve these comments for transmittal to the RCRRA and HCRRA.

BACKGROUND

The Midway Corridor has been studied extensively in the past regarding the feasibility and desirability of implementing a light rail transit line connecting the two downtowns and the university.

The previous studies were not able to achieve a consensus on the choice of an alignment on which to implement LRT in the Midway Corridor. In addition, no preferred alignment has yet been identified for the state capitol area and downtown St. Paul. Also, there are now a number of other potential LRT corridors serving the East Metro area that would connect to the Midway Corridor line or the downtown St. Paul line.

Because of the above issues and in order to comply with state environmental laws, an EIS is now being prepared with the objective of reaching a consensus agreement on a preferred LRT alignment for the Midway Corridor, the state capitol area and downtown St. Paul.

DISCUSSION

The EAW and the Scoping Decision Document appear to be comprehensive and complete. Staff review of the two documents produced the following comments:

1. Traffic operational impacts on I-94 are not addressed, such as plans for on-ramp metering and high occupancy vehicle (HOV) bypass lanes on these metered ramps.
2. No mention is made of the fact that each of the three proposed Midway Corridor alignments presents different opportunities and constraints, and that strong efforts will be made to define an "optimum" LRT alternative that best takes advantage of these opportunities and constraints. For example, one alignment may present opportunities for high average speeds, widely-spaced stations and park-n-ride lots, but not much potential for walk-ons or bus transfers. Another alignment may better maximize its potential with closer-spaced stations to serve lots of walk-ons and bus transfers, but have little potential for park-n-ride lots.
3. No mention is made of the recently adopted Light Rail Transit Regional Development and Financial Plan, yet this is an important benchmark document now endorsed by the full Metropolitan Council and the Regional Transit Board. Similarly, the ongoing LRT Regional Coordination Plan should also be mentioned. (This mention should occur on page 11 of the EAW under item #12 and on page 1 of the Scoping Decision Document.)
4. Both the EAW and the Scoping Decision Document should mention that the EIS will not address other transit modes as alternatives to LRT because of the extensive previous planning done on LRT in the Twin Cities metropolitan area. The Midway Corridor has been previously identified by the Metropolitan Council as a candidate corridor for LRT service. This statement should be included under Item #5, "Description of the Proposed Project", on page 2 of the EAW.
5. It is not clear from the text (see page 27 of EAW) if the "No-Build" alternative includes the proposed reconstruction and widening of I-94, which may or may not include HOV lanes.
6. There are a number of typos in the text which we propose to tabulate and send directly to the RCRRA staff.

RECOMMENDATION

It is recommended that the Policy Committee approve staff's comments 1 through 5 contained under the "Discussion" section herein, and recommend that the RTB forward them to the Ramsey County and Hennepin County Regional Railroad Authorities.

RDM:cm

cc: J. Hollander
H. Blin
LRT Files-Midway Corridor

**METHODS TO IMPROVE
THE DELIVERY OF TRANSPORTATION SERVICES
FOR PERSONS WHO ARE
ELDERLY AND DISABLED**

REPORT TO THE LEGISLATURE

REGIONAL TRANSIT BOARD

MARCH 1990

TABLE OF CONTENTS

I.	Introduction.....	ii
II.	Executive Summary.....	iii
III.	EVALUATION OF THE POTENTIAL FOR INTEGRATION OF METRO MOBILITY SERVICE WITH OTHER SPECIALIZED TRANSIT METHODS	1
	Defining Specialize Service	2
	Identification of Potential	3
	Actions.....	4
	Conclusion	5
IV.	ASSESSMENT OF THE ROLE OF NONPROFIT ORGANIZATIONS IN PROVIDING COST-EFFECTIVE SERVICE.....	7
	Defining Transit Service as Provided by Nonprofit Organizations	8
	Programs Served by Nonprofit Organizations	8
	Actions.....	10
	Conclusion	10
V.	IDENTIFICATION OF TRANSIT ISSUES FOR SPECIAL POPULATIONS IN SUBURBAN AREAS.....	12
	Listing of Transit Issues for Special Populations in Suburban Areas.....	13
	Actions.....	13
	Conclusion	14
VI.	EVALUATION OF THE EFFICIENCY AND USEFULNESS OF THE CURRENT METRO MOBILITY ADMINISTRATIVE CENTER COMPUTER SYSTEM.....	15
	Efficiency Issues.....	16
	Evaluation of Computer's Efficiency.....	16
	Usefulness Issues.....	17
	Evaluation of Usefulness.....	18
	Actions.....	18
	Conclusion	19
VII.	Appendices.....	20
	One: List of Metro Mobility Providers	21
	Two: Nonprofit Metro Mobility Providers	22
	Three: Nonprofit Providers in County-Sponsored Programs	23
	Four: County and Social Service Transportation User and Provider Surveys.....	24
	Five: Types of Specialized Transit Available among County-Sponsored and Community-Based Programs	25

I. INTRODUCTION

This report has been prepared as directed by 1989 Session Laws, Chapter 339, Section 22; Subdivisions 1 and 2, which require the Regional Transit Board (RTB) to produce information regarding methods to improve the delivery of transportation services for the elderly handicapped, and disabled, including persons with permanent sensory or mental impairments, whose transit needs cannot be fully accommodated through use of existing public transit options.

As specifically directed in legislation, this report will identify the progress and continued efforts regarding the following four concerns:

1. evaluation of the potential for integrating Metro Mobility with other specialized transit services;
2. assessment of the role of non-profit organizations in providing cost-effective service;
3. identification of transit issues for special populations in suburban areas; and
4. evaluation of the efficiency and usefulness of the current Metro Mobility Administrative Center computer system and suggestions for improvement.

The body of this report is Sections III - VI, in which each of the four topics is separately addressed. Each topic has its own section; each section features a conclusion. An Executive Summary (Section II) precedes the body of this report. Appendices are included for further reference.

In accordance with the legislation, this report has had a review process in which there was active involvement of interested parties. Specifically, this report was presented to, and reviewed by, the RTB's new advisory committees, the Transit Accessibility Advisory Committee (TAAC) and the Provider Advisory Committee (PAC). Other interested parties, including private providers, advocacy groups, social service agencies, and organizations which represent the elderly and disabled persons, contributed information included in this report.

II. EXECUTIVE SUMMARY

The following report is an effort separate from that of the State Planning Agency Report to the Legislature, "*Metro Mobility Standing Orders*." This summary will address each of the four topics as per the request of the 1989 Minnesota State Legislature (Chapter 339, Section 22; Subdivisions 1 and 2).

EVALUATION OF THE POTENTIAL FOR INTEGRATING METRO MOBILITY SERVICE WITH OTHER SPECIALIZED TRANSIT SERVICE

Metro Mobility should remain as the primary provider of regionwide, specialized transit service, and retain its quality of providing transit features for those with needs that cannot be otherwise accommodated. In order to investigate integration of service, this report defines how services are now being offered and used. It is evident that there is a mutually dependent relationship now existing between Metro Mobility and other county-sponsored and community-based transit programs. Integration may affect this relationship and its effectiveness in delivery of specialized transit service. The RTB has taken action which will influence prospects for integration, which are detailed in this report.

ASSESSMENT OF THE ROLE OF NONPROFIT ORGANIZATIONS IN PROVIDING COST-EFFECTIVE SERVICE

It is strongly emphasized that nonprofit organizations play a vital role as providers of specialized transit service. However, assessing the cost-effectiveness of the service nonprofits provide is conditional. There are a number of influencing conditions and trends which must be considered.

For example, financial contributions, grants, volunteers' time, and donations can affect a nonprofit organization's budget and ability to provide service. The current economy can dictate the degree of community support of a nonprofit organization. Such factors can uniquely combine, which will affect one nonprofit organization differently than the next. No level of government can dictate, or base conclusions upon, how nonprofit organizations should devote such resources derived from community support.

Demand for specialized transit is increasing, which suggests that the participation of nonprofit organizations can also increase. However, by its nature, specialized transit service requires higher costs than other general public transit options. Cost-effective measures are evolving. Furthermore, public subsidy, although it influences operational costs, cannot be discriminably issued to a provider on the basis of whether it is nonprofit, or private-for-profit.

(Executive Summary, cont'd)

IDENTIFICATION OF TRANSIT ISSUES FOR SPECIAL POPULATIONS IN SUBURBAN AREAS

Transit issues of primary concern center on the qualities of population growth experienced by metropolitan suburbs. For example, the growing number of the elderly, and increased accessible housing and employment sites, are increasing demand for specialized transit service in the suburbs.

Suburban and urban populations will each have exclusive concerns; however, the RTB emphasizes that both groups share common concerns, of which accessibility to transit is fundamental. Not all county-sponsored, or community-based programs are accessible; however, the RTB will be requiring all such programs to include proposals for accessibility compliance in their 1991 management plans. The RTB has taken other action which addresses transit issues of special populations in suburban areas. In order to keep informed of the special needs of suburban populations, the RTB will continue to solicit and gather public input by conducting forums and hearings, and rely upon its advisory committees to assist in identifying and addressing concerns. Identifying transit issues for any population group must be an ongoing effort.

EVALUATION OF EFFICIENCY AND USEFULNESS OF THE METRO MOBILITY ADMINISTRATIVE CENTER (MMAC) COMPUTER SYSTEM

The current MMAC computer system has been considerably improved and updated since it became operational in late 1988. The MMAC is now making excellent use of the computer system, as it performs important functions for MMAC administration.

However, there is still need to upgrade the system to increase capacity and shorten response time to providers. An upgraded system is necessary to adequately serve those who use Metro Mobility, and the 14 organizations which are providers of Metro Mobility service.

The Metropolitan Transit Commission (MTC), as directed by the RTB, will conduct a detailed analysis of alternative computer systems. The study is to be completed by August 1990.

III. THE POTENTIAL FOR INTEGRATION OF METRO MOBILITY SERVICE
WITH OTHER SPECIALIZED TRANSIT

III. THE POTENTIAL FOR INTEGRATION OF METRO MOBILITY SERVICE WITH OTHER SPECIALIZED TRANSIT SERVICES

Existing specialized transit services offer diversity for metropolitan area residents. This diversity among services has evolved over the years as various, specialized needs within communities became apparent.

In order to identify the potential for integration, it is appropriate to define the purpose of specialized transit service.

Defining Specialized Transit Service

Specialized transit services exist in the seven county metropolitan area for residents who have transportation needs that cannot be met by using regular public transit methods. These services are designed to address essential transportation requirements, such as the particular needs of the elderly and disabled.

Public policy of making specialized transit service readily available is relatively new. The Minnesota State Legislature called for such service in 1979; however, metropolitan area counties had already begun operation of specialized transit service as public recognition of the need became more widespread. Specialized transit service had been available for some time in Minnesota's private sector for those who could afford it or were affiliated with organizations which provide it.

Therefore, specialized transit services that currently exist in the metropolitan area can be grouped as follows:

1. a regional, government-sponsored program, or what is known as Metro Mobility;
2. county-sponsored programs;
3. community-based programs; and
4. independent specialized transit services.

In the interest of further discussion of the potential for integration, it is necessary to explain the roles of these three groups, and whom each serves.

Metro Mobility

Metro Mobility is the primary specialized transit service program existing in the metropolitan area. It is a demand-responsive, door-through-door service for individuals who, because of a disability, are unable to use regular route transit service. In terms of area served, trips provided, and degree of coordination among providers, Metro Mobility is the largest organization of specialized transit in the region and recognized as among the largest in the country. Following a 1981 mandate by the Minnesota State Legislature, Metro Mobility was established to provide greater access to transportation for the elderly, the disabled, and others with highly specialized transportation needs. Metro Mobility services are currently offered by 14 providers who operate taxi and van companies (*see Appendix One, "List of Metro Mobility Providers"*). These providers operate as either nonprofit, or private-for-profit organizations. Metro Mobility now serves all 92 communities of the transit district, which is a service area of 960 square miles. Riders must be certified to use Metro Mobility.

County-Sponsored Programs

The counties of Anoka, Carver, Dakota, Scott, and Washington, have each developed their own specialized transit services available to local residents who have particular transportation needs. These individual county programs are partially funded by the RTB. Some county-sponsored programs are designated as Metro Mobility providers including DARTS (Dakota Area Resources and Transportation for Seniors) and Washington County Human Services, Inc. These county programs include such modes of travel as designated lift-equipped vehicles and volunteers who drive their personal vehicles. Each county has its own pattern of service; however, service is also designed to complement service offered by Metro Mobility, with regard for other specialized transit services available in the private sector. Coordination of these transit services exists in Hennepin and Ramsey Counties (receives no RTB funding) and Anoka County (receives RTB funding). These coordination efforts include the availability of other independent transit services (e.g., United Way agencies).

Community-Based Programs

The communities of Hastings and White Bear Lake have each developed their own transit programs. Maplewood, North St. Paul and Oakdale are serviced by a community-based program known as Northeast Suburban Transit, or "NEST." Just as with county-sponsored programs, these community-based programs each have their own pattern of service. These programs offer a minimum level of accessible service but aim to complement Metro Mobility service whenever possible. The three specified community-based programs are partially funded by the RTB.

Independent Specialized Transit Services

Throughout the metropolitan area, there are nonprofit agencies that provide specialized transit services but do not fall under the categories of Metro Mobility or other county programs. This group of nonprofits includes organizations that are members of the United Way, philanthropic groups, local affiliates of national foundations, or community action groups. The RTB's principle function for this group is assisting with federal 16(b)2 vehicle procurement program, of which nonprofit organizations are eligible.

Identification of Potential

It is important to distinguish between "integration of service" and "coordination of services." The integration of services means the development and implementation of services that are accessible to everyone, that include all persons. This is more than physical proximity. It is working towards molding a service system, here public transportation, that permits all persons to be included and to benefit from all aspects of it. A "coordination of services" means developing linkages amongst the collective county-sponsored and community-based programs in order to maximize personnel and vehicle services and allow for expanded services in the most cost-effective manner possible.

(Identification of Potential, cont'd)

Specifically, Metro Mobility's principle feature--that of providing regionwide, door-through-door service --is sustained by the function of county-sponsored and community-based programs. County-sponsored and community-based programs can focus on meeting the travel needs of their respective designated transit service areas, because Metro Mobility has the primary function of service to points throughout the region. County-sponsored and community-based programs serve many who have a variety of special transit needs, such as help with grocery bags or group shopping outings. County-sponsored programs can also perform the function of "feeder" service to Metro Mobility. The roles assigned to Metro Mobility and county-sponsored or community-based transit services are conducive for developing a quality, responsive, and diverse, specialized transit system. The accomplishments achieved from coordination between Metro Mobility and the collective county-sponsored and community-based programs must be taken into consideration before any action to proceed with total integration.

Integration of Metro Mobility and other specialized transit services may yield some benefits, such as the coordination of certain, similar elements of administration. There may also be certain financial or image benefits. It cannot be assumed that integration will necessarily lead to reduced costs to users and providers.

The demand for transportation that meets the needs of the elderly and disabled continues to increase. The RTB expects that travel demand is so great, that Metro Mobility alone will not be able to meet all needs. In a combined effort, Metro Mobility, county-sponsored programs, and community-based programs, are sharing the responsibility of satisfying this demand. The existing, cooperative relationship has been of positive effect for developing a comprehensive specialized transit system in the metropolitan area.

Actions

The RTB has taken action which will affect those who have special transportation needs. This might influence consideration of integrating specialized transit services. Some notable actions are as follows:

- The RTB constantly monitors the use of county-sponsored and community-based programs to identify progress and concerns. Use of these programs can fluctuate, or new needs become apparent. In order to address such changes, RTB technical staff assists these programs on developing new policy, or methods for delivery of service.
- A shipment of 78 lift-equipped buses will arrive in spring 1990 for introduction into the MTC system in late 1990. These 78 buses are just the beginning of the fully accessible mainline service plan. These new buses will eventually assume ridership that can only now be served by Metro Mobility and other specialized transit services.
- The RTB is developing a travel skills incentive program that will offer discounted MTC bus passes to persons who are able to learn independently or can ride with escort assistance to use MTC service. To become eligible, individuals must complete a travel skills training seminar. This demonstration will take place during 1990.
- By July 1990, the RTB will implement or establish changes in Metro Mobility provider contracts, in the interest of making more rides available to persons who need and depend on Metro Mobility service.

(Actions, cont'd)

- Improving accessibility in rideshare opportunities will be an ongoing RTB effort. An increase in accessible ridesharing will free-up other specialized transit service to help other users elsewhere in the community, thereby increasing the availability of specialized transit options.
- Plans for a light rail transit (LRT) system call for a "high-level loading option," which will make LRT accessible. The "high-level loading option" is the employment of loading surfaces that are level with the floor of a light rail vehicle. This feature of LRT will translate into LRT likely assuming special needs of riders that are currently being served by only specialized transit services.

Metropolitan government agencies have already projected that a period of stress for the region's transportation needs is imminent. Specifically, the Metropolitan Council's report, *"Transportation Development Guide/Policy Plan,"* identifies increasing travel needs of those who are transit-dependent. In this report, the Metropolitan Council recommends that a variety of service-delivery methods are necessary in order to meet the needs of the elderly and persons with disabilities.

Conclusion

The RTB's support of integrating Metro Mobility with other specialized transit service is favorable; yet conditional. The conditions are as follows:

- The RTB believes Metro Mobility must remain as the backbone of specialized transit in the metropolitan area.
- Metro Mobility must continue as the agency that provides regionwide specialized transit service and as the principal provider of transit to those with specialized transit needs.
- County-sponsored and community-based programs must continue in the role of support service to Metro MObility, while continuing to develop specialized transit methods that best serve the population of their designated transit service areas.

The common goal is to expand options that will optimally meet specialized transit demand.

The growing demand for service is evidence that specialized transit service can still be qualified as a relatively new concept in the metropolitan area. It is important to note that the availability of specialized transit did not create the demand, rather, the demand for specialized transit service has always existed. Growth in demand can be linked with the growing awareness of the availability of specialized transit service. Although some savings may be achieved with the integration of Metro Mobility and other specialized transit services, it is clear that demand will continue to grow. Service expansion will call for increased public subsidies.

Integration of service cannot sacrifice offering the highest quality of service affordable; nor should it be at the expense of diminished diversity of service the system can provide. Administrative streamlining should not jeopardize levels of service. Users should be able to be relatively satisfied with transit service; while costs are kept affordable for those who use it and those who fund it.

(Conclusion, cont'd)

The issue of accessibility is a responsibility that should be addressed by all levels of government. It is appropriate that counties and communities share this responsibility with metropolitan and state levels of government. Operation of county-sponsored and community-based programs fulfills this obligation.

Metro Mobility is firmly entrenched in the metropolitan area; however, no single program can provide the ultimate transit solution regarding integration of specialized transit services. If integration of Metro Mobility and other specialized transit services is desired by the Legislature, it would be critical to combine the expertise from transit professionals and public input in developing policy for integration of specialized transit services. The RTB is committed to working with other agencies and government bodies on the local, regional, state, and federal levels in order to maximize these efforts; while being sensitive to the the needs of communities and its citizens. A constant goal is implementing transit accessibility whenever possible.

**IV. ASSESSMENT OF THE ROLE OF NONPROFIT ORGANIZATIONS IN PROVIDING
COST-EFFECTIVE SERVICE**

IV. ASSESSMENT OF THE ROLE OF NONPROFIT ORGANIZATIONS IN PROVIDING COST-EFFECTIVE SERVICE

This directive from the Legislature can be understood in two ways: 1) assessing the role of nonprofit organizations in the overall specialized transit service available in the metropolitan area; and/or 2) assessing the cost-effectiveness of service provided by nonprofit organizations. Yet another way in which this directive can be interpreted and which best describes the RTB view is "whether a maximum potential is being realized for nonprofit organizations' participation in providing specialized transit service."

The RTB acknowledges that the role of nonprofit organizations is important to the overall delivery of specialized transit services. It is clear there is need to increase specialized transit options, as current demand outweighs available methods to meet demand. The role of nonprofit organizations is with consideration for the need to expand specialized transit opportunities in the metropolitan area.

In order to assess the importance of nonprofit organizations in providing cost-effective service, it is appropriate to first define the traditional transit purposes and intents of nonprofit organizations.

Defining Transit Service as Provided by Nonprofit Organizations

Typically, transportation service provided by nonprofit organizations is specialized for use by seniors, seniors with disabilities, the disabled, or low-income persons. Among nonprofit organizations, there are those which identify children, instead of, or in addition to, adults as having need for specialized transit service. Service is focused on those who do not have a personal means of transportation, or any other options, for necessary, day-to-day activities. Typical activities can include medical appointments, adult day care, congregate dining, and shopping. Some services are available for social and recreational activities as well. Examples of transportation methods may include a lift-equipped bus owned by the nonprofit organization or an auto driven by a volunteer who owns the vehicle and is reimbursed for mileage.

Nonprofit organizations may be of local origin; however, there are those which are affiliated on a regional; statewide, interstate, or national basis and must adhere to standard policy in order to retain affiliation. Some of these nonprofit organizations have provided specialized transit services for more than 20 years.

Programs Served by Nonprofit Organizations

Further discussion of specialized transit service provided by nonprofit organizations follows. Nonprofits are grouped as 1) those under Metro Mobility; 2) those in county-sponsored programs; and 3) those that function as independent specialized transit services.

Nonprofits Under Metro Mobility

Metro Mobility is currently comprised of ten private-for-profit and four nonprofit providers (see Appendix Two: "Nonprofit Metro Mobility Providers"). Statistics regarding these nonprofit providers are as follows:

	<u>1987</u>	<u>1988</u>	<u>1989</u>
Number of Nonprofit, Metro Mobility Providers	3	4	4
Percentage of Trips Provided by Nonprofits	7.5%	10%	11%

The increased participation of nonprofit organizations under Metro Mobility is primarily the result of the overall increase in demand for specialized service. It is likely that the participation of nonprofit organizations will increase with the future increase in demand for specialized transit service.

Nonprofits Under County-Sponsored Programs

A complete listing of nonprofit organizations that operate in county-sponsored or community-based programs is contained in Appendix Three of this report.

Approximately 450,000 trips are provided annually by county-sponsored programs in the seven county metropolitan area. One existing tool to measure the delivery of service among county-supervised programs is the annual "County Transit Associates (CTA) County and Social Service Transportation User and Provider Survey" (see Appendix Four). This annual report is an analysis of customer service and user satisfaction. A survey of a random sample of users and providers of county and other social service agencies is the basis for results. In this survey, user and provider satisfaction with transit program services, as provided, was judged as "good" to "excellent." Measures of good service is included in this study.

This qualitative study does not include a detailed study of the cost-effectiveness of county-supervised programs.

Nonprofits as Independent Specialized Transit Services

This group of nonprofit organizations -- such as United Way agencies -- provides important services among the private sector. These organizations serve people who are not eligible for service by Metro Mobility or other specialized transit service programs. Efforts must continue to identify the opportunities provided by these nonprofits.

Actions

The RTB has identified certain trends regarding nonprofit organizations that provide specialized transit service. These trends provide insight about the ability of nonprofits to provide cost-effective service.

The RTB has reviewed the degree of cost differentials between nonprofit organizations and private-for-profits, but no great differences were evident. The RTB continues to monitor for any trends which will suggest change in this regard.

The RTB has determined that trends in community financial support of nonprofit organizations do not suggest the ability to offset public subsidies in the foreseeable future.

The RTB notes that private-for-profits have more funding sources and alternatives to employ more vehicles for service; whereas, nonprofit organizations have certain restrictions that inhibit acquisition of new vehicles. Failure to abide by these restrictions puts nonprofit organizations at risk of losing their nonprofit status.

Conclusion

Nonprofit organizations are vital in providing specialized transit services in the metropolitan area. However, the quality of cost-effectiveness is subjective and will vary among nonprofit organizations in the seven county metropolitan region. Therefore, it is not possible to exact the measure of cost-effectiveness a nonprofit organization is providing, or can provide, specialized transit service. Following are major reasons for this conclusion:

- As specialized transit services grow, cost-effective measures will evolve.
- Public subsidy influences operational costs. However, the amount of subsidy a provider receives cannot be arbitrated on the basis of whether the provider is nonprofit, or private-for-profit.
- There is increased demand for specialized transit service in the metropolitan area. This suggests there is room for increasing the number of providers--or in this discussion, nonprofit organizations--in order to meet demand. While this need is apparent, it cannot be assumed that more providers will guarantee driving down costs. This is because specialized transit service will always have much higher operational costs than those of general public transit.
- Private-for-profit providers should not be denied the right to be competitive in providing specialized transit. However, there are certain considerations when a single market is serviced by a private-for-profit, and a nonprofit organization. Primarily, private organizations are usually ruled by the principles of free enterprise; while nonprofits must follow government requirements in order to retain nonprofit status. However, the need for specialized transit service will generally override these concerns.
- The ability of a nonprofit organization in providing cost-effective service is also affected by the degree of volunteerism it enjoys. Volunteers influence salary budgets and other operational costs of a nonprofit organization.

(Conclusion, cont'd)

- At this point in time, it appears that many nonprofit organizations place financial priority with activities other than transit service. However, no level of government can dictate the activities of, persuade motivations of, or base conclusions on how nonprofit organizations should devote the resources of volunteers' time, donations, grants, or financial contributions.
- There is an unknown factor of influence on nonprofit organizations: future community financial support. The level of financial contributions are affected by the economy. Financial support is also contingent on the public's identification with a need.
- Many nonprofit organizations have very good relationships with their clients, which is a quality of inestimable value and may enhance the client's opinion of the service provided by a nonprofit organization.

Existing specialized transit service relies on the role of nonprofit organizations within Metro Mobility and other county-sponsored in providing total service. The RTB does not intend to limit or restrict the participation of nonprofit organizations in providing specialized transit services.

It is imminent that services will be expanded. As services expand, it is anticipated that nonprofit organizations' participation under these programs will increase. A major consideration will be whether a nonprofit organization's goals are consistent with the goals of the Metro Mobility program.

However, determining cost-effectiveness of nonprofit organizations in providing specialized transit service may not be a measurable quality, due to the number of influencing factors. The estimation of cost-effectiveness is relative: one nonprofit organization may judge itself as providing cost-effective service, but in comparison by similar standards, another nonprofit organization may not be.

**V. IDENTIFICATION OF TRANSIT ISSUES FOR SPECIAL POPULATIONS
IN SUBURBAN AREAS**

V. IDENTIFICATION OF TRANSIT ISSUES FOR PERSONS WHO ARE ELDERLY AND DISABLED IN SUBURBAN AREAS

Listing of Transit Issues for Persons Who are Elderly and Disabled in Suburban Areas

Transit-related issues exclusive to special populations in suburban areas are as follows:

- Population growth is occurring in suburban areas.
- The general population is living longer, resulting in more elderly people who live in the suburbs.
- Accessible housing is becoming more available in suburban areas, resulting in an increase in the disabled population who live in the suburbs.
- Suburban employment sites are becoming accessible; opening up suburban job opportunities to special populations.
- Trip distances are greater, so operational costs for specialized transit services are higher.
- There is an increase in the number of persons with developmental disabilities who have been deinstitutionalized. Mainstreaming efforts include the increase of group homes in suburban areas.
- Not all county-sponsored or community-based transit programs are accessible.

It is important to note that many transit concerns in the metropolitan region are common to both suburban and urban areas.

Actions

The aforementioned concerns of persons who are elderly and disabled in suburban areas have been, or are being, addressed. Perhaps the most promising effort underway is a countywide, accessible dial-ride-service in Anoka County, which will be a model for other counties in the metropolitan region. A focused discussion of this program is worthy at this time.

Anoka County Dial-a-Ride

This service was created jointly by the RTB and Anoka County government staff. The proposed fully accessible countywide program would replace two existing dial-a-ride programs and the Metro Mobility service offered within the county. However, Metro Mobility service would continue to be available to people whose trips are destined to points outside of the county. The objectives of this proposed service plan are to:

- consolidate most existing paratransit services;
- replace underutilized fixed-route service;
- integrate accessible and general public transit programs;
- expand availability of service throughout the county; and
- create a single identity for enhancing marketing of transit service countywide.

Implementation of the Anoka County dial-a-ride program is planned for the summer of 1990. This 18-month demonstration will be closely monitored by the RTB for identifying benefits and disadvantages experienced by the pilot project. This information will assist other counties in deciding whether to implement a similar program.

Other actions

Following are other actions which may influence specialized transit needs in suburban areas:

- Beginning in January 1987, the RTB expanded Metro Mobility service until it now includes the entire transit taxing district; spanning parts of all seven counties in the metropolitan area.
- RTB directed Metro Mobility in expanding service hours until 11 p.m. in all communities.
- The RTB has designated exclusive operators for Metro Mobility service within a designated area. This concentrates trip volume, which makes service more efficient and productive.
- The RTB is requiring all county-supervised and community-based programs to submit 1991 management plans that propose levels of accessible service that will meet the needs of disabled persons for travel within the communities. A specific date of compliance is pending a legislative directive.
- The RTB instituted the *Community Transit Planning Grants* program, which encourages communities to take initiative in addressing local transit concerns.
- If the Americans with Disabilities Act of 1989 becomes federal law, all transit services in the country will be required to meet accessibility standards. (Note: this proposed federal law has passed the U.S. Senate and pending action by Congress.)
- The RTB continues work with communities that offer suburban circulator dial-a-ride programs to bring respond to unmet needs of their local citizens (*see Appendix Five, "Types of Specialized Transit Service Available Among County-Sponsored and Community-Based Programs"*).
- Public hearings and forums will continue to be methods for the RTB to solicit and gather the public's input to design programs.

Conclusion

In a metropolitan area with ever-changing transit needs, identifying transit issues among special populations in suburban areas must be an ongoing effort. However, while suburban populations may have needs different from those of urban populations, it is understood that there are common concerns shared by both groups; of which accessibility to transit is fundamental.

**VI. EVALUATION OF THE EFFICIENCY AND USEFULNESS OF THE
METRO MOBILITY ADMINISTRATIVE CENTER
COMPUTER SYSTEM**

VI. EVALUATION OF THE EFFICIENCY AND USEFULNESS OF THE METRO MOBILITY ADMINISTRATIVE CENTER COMPUTER SYSTEM

The objective of implementing a computer system at the Metro Mobility Administrative Center (MMAC) is to facilitate the administration of Metro Mobility service. The decision to purchase a *Unisys 5000/90* system was made in 1987 after attempts to modify the previous computer system did not achieve desired results. Software was supplied gratis by the Chicago Transit Authority. The *Unisys 5000/90* system became fully operational in October 1988 after the completion of major computer applications for key administrative and operational functions. The cost of this system was approximately \$175,000 (which includes costs of hardware and system enhancements through 1988).

Efficiency Issues

As in most situations of introducing a new computer system, there was a period of time necessary for MMAC staff and providers to become familiar with the system. However, within a few months from the time it was fully operational, it was apparent that the functions and capacity of the computer system were not adequate to meet the substantial growth in Metro Mobility ridership.

A major factor in computer efficiency was a 40 percent increase in Metro Mobility ridership during 1988. This unanticipated increase overloaded the computer system's capacity.

In the third quarter of 1989, changes were made to increase the computer's capacity. However, while increased capacity was achieved, computer downtime increased to five percent due to two incidents: 1) computer was down on a weekend in July after capacity was exceeded; an additional disk was added in early September, and 2) an electrical fire caused the shutdown of the system for two days in late September. During this time, the system was not available for service five percent of the time.

Also, in the third quarter of 1989, the MMAC computer system was upgraded, at a cost of approximately \$25,000, to enhance provider efficiency and service delivery. Additional components were added to increase the computer capacity and computer downtime improved to four percent in the fourth quarter.

Evaluation of Computer's Efficiency

To date, the MMAC is operating the computer on a 24-hour-a-day basis. The *Unisys 5000/90* system is now at the high range of its processing volume specifications, but this was achieved only after the time and expense of correcting the problem with additional hardware. Despite these modifications, the system does not adequately handle the MMAC's needs which have changed significantly. The computer system has greatly improved the ability of providers and the MMAC in meeting users' requests; however, there is greater need for shortening computer response time for providers.

Usefulness Issues

In the interest of greater understanding of the MMAC computer system's usefulness, it is appropriate to identify and explain its current use by the MMAC and providers.

The MMAC computer system is designed for access by the MMAC and each of the 14 Metro Mobility providers. Each provider has been supplied with the necessary hardware for inclusion in the computer's user network. The computer's program handles various administrative and operational activities of both.

The MMAC computer was acquired with anticipation of receiving the following benefits:

- improve ridership data compilation and reporting capabilities;
- support system monitoring efforts to verify trips;
- conduct operations audits;
- compare service quality among providers;
- investigate provider capacity and trip denials;
- identify operating trends; and
- use the above data to set system performance standards.

MMAC accounting functions

More specifically, the computer system performs the following functions for the MMAC:

- *Maintains rider information.*
The MMAC uses the computer to transmit up-to-date information inquiring providers.
- *Compiles and reports data.*
The computer reports enrollments and number of trips. Trip information is maintained for 75 days in the computer.
- *Establishes standing orders.*
The MMAC establishes a standing order in the computer for daily use by the providers.
- *Processes provider billings.*
The computer allows the on-line validation of billed trips and automatically recalculates the billing when adjustments are made.

Provider functions

The computer system performs the following functions for Metro Mobility providers:

- *Verifies rider eligibility.*
The computer is used to verify the eligibility of a rider at the time of his, or her call to request service.

(Provider functions, cont'd)

- *Accesses rider information.*
Providers have access to information regarding special considerations or needs of the rider in providing transit service.
- *Prints trip tickets and vouchers.*
Trip tickets or vouchers can be printed by carriers for the next day's schedule of service by using the computer terminal and printer.
- *Bills for service provided.*
Trip information entered into the computer can be used by providers to automatically bill the MMAC.

Evaluation of Usefulness

The MMAC is making excellent use of the computer system and its various administrative functions. The computer allows the MMAC staff to maintain rider information, compile and report data, and expedite procedures so that other administrative duties can be performed.

However, management of the MMAC, Metropolitan Transit Commission and the RTB believes the system presently is not adequately performing the functions it was designed to perform; additional functions are now desired, so a reevaluation of MMAC computer is appropriate, and it's a worthy effort to study an alternative system to the *Unisys 5000/90*.

Actions

The RTB constantly monitors the status of MMAC administration and problem encountered with the current computer system.

As directed by the RTB in 1990, the MTC and MMAC will be soliciting a request for proposal to evaluate the *Unisys 5000/90* computer system. The evaluation will include a cost-benefit analysis to justify additional investment and an analysis of alternative computer systems. This report will be reviewed by agencies on the metropolitan government level. Study is scheduled for completion by August 1990.

The State Planning Agency has issued a report entitled *Metro Mobility Standing Orders* on how to improve Metro Mobility service availability. The recommendations of this report will be considered in the alternative computer system analysis conducted by the MTC and MMAC. In a cooperative effort, the RTB and MMAC staffs are preparing to implement these recommendations.

Billings must be supported by completed trip vouchers in order to be considered for reimbursement. This measure aims to prevent fraudulent billings.

The RTB is investigating how to modify the computer program so that trip information can be stored for less than the current 75 days. This is necessary as long as providers have 30 days to invoice a trip and MMAC verifies 100 percent of invoices. A shorter period of data storage would increase some capacity of memory banks.

Conclusion

Modifying, or upgrading the existing MMAC computer system is needed to adequately meet the demand for Metro Mobility service. A larger memory capacity and quicker performance of functions is necessary to handle current and future demands. Decisions to modify the MMAC computer should be made with the future growth of Metro Mobility service in mind.

The MMAC is committed to implementing the computer changes needed to meet the growing needs of the Metro Mobility program. The RTB agrees with this goal, which is in the spirit of Minnesota as a leader in providing specialized transit opportunities for its citizens.

VII. APPENDICES

APPENDIX ONE
LIST OF METRO MOBILITY PROVIDERS

City Wide Cab Company

DARTS - Dakota Area Resources and Transportation for Seniors

Diamond Cab Company

Ebenezer Society

Handicabs, Incorporated

Handicapped Transport System

HealthEast MediKab

Human Services, Incorporated (HSI)

Morley Bus Company

Metro Ride, Incorporated

Suburban Paratransit

Twin City Mobility

Wilder Transportation Services

Yellow Taxi Service

APPENDIX TWO
NONPROFIT METRO MOBILITY PROVIDERS

DARTS - Dakota Area Resources and Transportation for Seniors

Ebenezer Society

Human Services, Incorporated (HSI)

Wilder Transportation Services

APPENDIX THREE

NONPROFIT PROVIDERS IN COUNTY-SPONSORED PROGRAMS

ANOKA COUNTY

County Traveler
Linwood Traveler
Quad Cities Program
Twin Transportation Program

CARVER COUNTY

Carver County Rural Transportation Services (CARTS)

DAKOTA COUNTY

Dakota County Volunteer Transportation
Dakota Area Resources and Transportation for Seniors (DARTS) - *also a Metro Mobility provider*

HENNEPIN COUNTY

Ebenezer Society - *also a Metro Mobility Provider*

Northwestern Hennepin County
Senior Transportation Program

Western Hennepin County
Senior Community Services

Southwestern Hennepin County
Westonka Rides - *Westonka Schools*

SCOTT COUNTY

Scott County Human Services - *volunteer county employees*

WASHINGTON COUNTY

Human Services, Inc. Transporter

APPENDIX FOUR

TWIN CITIES METROPOLITAN
COUNTY AND SOCIAL SERVICE
TRANSPORTATION USER AND PROVIDER SURVEYS

November, 1989

Prepared by
Seven County Transit Associates

TWIN CITIES METROPOLITAN
COUNTY AND SOCIAL SERVICE
TRANSPORTATION USER AND PROVIDER SURVEYS

TABLE OF CONTENTS

- I. SUMMARY
- II. LIMITATIONS OF THE SURVEY
- III. RESULTS OF THE TRANSPORTATION USER SURVEY
- IV. RESULTS OF THE TRANSPORTATION PROVIDER SURVEY
- V. ADDENDA

SUMMARY

The County Transit Associates (CTA) is an association of county and social service transportation providers in the Twin Cities metropolitan area. Its members include three coordinated transportation programs in Ramsey, Hennepin, and Anoka counties, and four county transportation programs in Dakota, Washington, Scott and Carver counties. Together, the seven county programs represent over 75 social service providers of special transportation. In 1989, the combined programs served over 455,900 one-way trips to elderly and handicapped passengers in the six-county area. (Scott County did not participate in the survey.) These programs are funded by a variety of sources which include: federal, state, county and city funds as well as United Way and other private monies.

In 1989, the County Transit Associates conducted a Transportation User Survey. Thirty-nine agencies participated in the survey. Passengers residing in 100 municipalities completed 1,304 questionnaires.

The major results of the survey were:

- * 94 percent of respondents lived in their own homes or apartments with only 2 percent living in nursing homes.
- * 71 percent of respondents lived alone.
- * 69 percent of the respondents either were, or could be, eligible to ride Metro Mobility due to their stated physical disabilities.
- * 30 percent of the respondents were receiving Medical Assistance.
- * 89 percent of respondents used social service or county transportation services in the past month.
- * 93 percent of respondents stated the transportation service they receive was important in meeting their transit needs.
- * 98 percent of the respondents rated the courteousness and helpfulness of the drivers as good to excellent.
- * 99 percent of the respondents felt the drivers drove safely.
- * 97 percent of the respondents rated the overall quality of service as good to excellent.

The vast majority of participants were women over the age of 75 years living alone in their own homes or apartments with monthly incomes at or below \$700. The transportation service they received helped them to remain independent and met their primary mobility need.

The majority of passengers had physical disabilities that limited their mobility and would make them eligible to use Metro Mobility if they applied. Only 24 percent, however, said they were certified Metro Mobility riders.

Nearly one-third of passengers were certified to receive Medical Assistance.

LIMITATIONS OF THE SURVEY

Sample selection and data collection procedures differed among the various participating agencies. Some agencies randomly selected a percentage of their population and mailed the surveys to them, others had passengers complete the survey while traveling. A few who transported passengers with language or visual disabilities verbally administered the survey. Not all social service agencies providing transportation in the metropolitan area were asked to participate due to the immensity of the data collection.

RESULTS OF THE TRANSPORTATION USER SURVEY

Characteristics of Respondents

Major characteristics of the survey population were:

- * 86 percent were female and 14 percent were male.
- * 61 percent were 75 years or older with 38 percent over the age of 80 years.
- * 71 percent lived alone, 18 percent lived with spouse, 6 percent lived with children, and another 5 percent lived with friends or others.
- * 94 percent lived in their own homes or apartments with only 2 percent living in nursing homes.
- * 73 percent had monthly incomes of \$700 or less with 36 percent having incomes of \$400 or less.

Transit Disabilities of Respondents

The majority of riders had physical disabilities that limited their mobility:

- * 52 percent stated they had a disability that hinders their mobility.
- * 14 percent needed a wheelchair at least some of the time.
- * 40 percent needed assistance from the driver when entering or leaving their home.
- * 47 percent could not walk three blocks.
- * 35 percent could not walk up three stairs.
- * 41 percent could not wait 10 minutes outside for a bus.

Metro Mobility Eligibility

Data was collected to determine how many of the passengers surveyed were presently certified to use Metro Mobility or had one or more disabilities that would make them eligible for Metro Mobility.

- * 24 percent were certified to ride Metro Mobility.

- * 69 percent had one or more disabilities which made them eligible for Metro Mobility, or were presently certified to use Metro Mobility.
- * 188 respondents used Metro Mobility in the last month.

Health Care Information

Medical trips were the major trip designation for passengers using county and social service programs. Thirty percent of the participants stated they were certified for Medical Assistance.

Transportation Needs of Respondents

Transportation services were very important in helping elderly passengers live independent in their own homes.

- * 93 percent stated the transportation service was important or very important in meeting their transportation needs.
- * 89 percent rode within the past month.
- * 26 percent rode five or more times within the past month.

Passenger Satisfaction

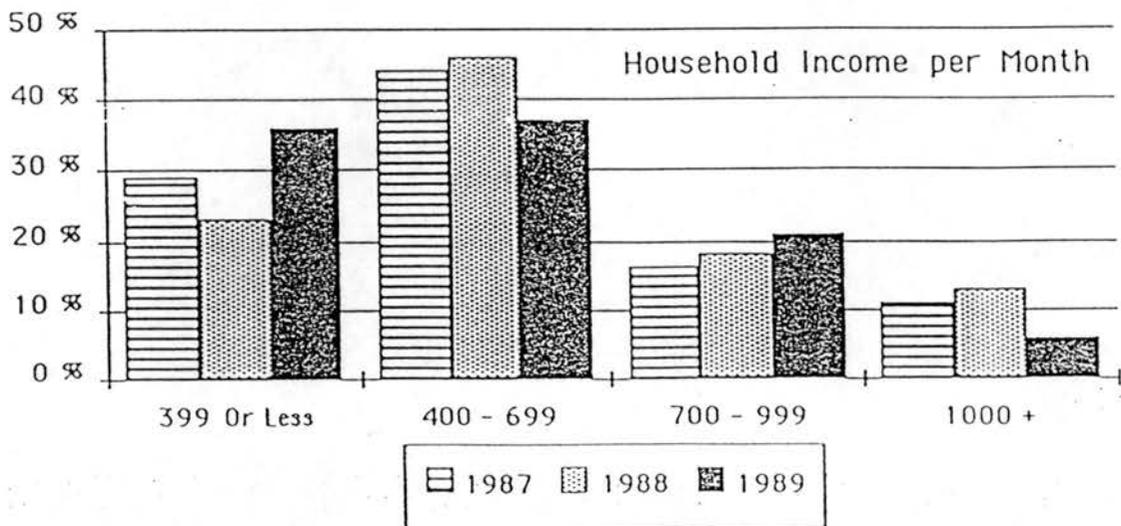
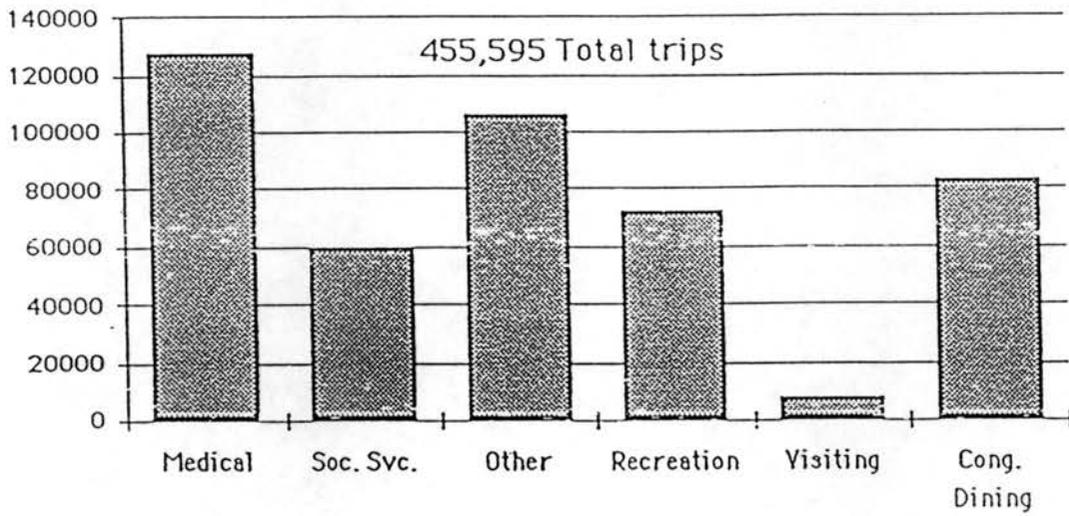
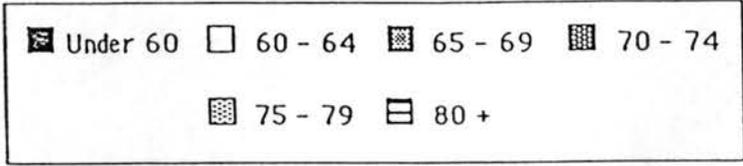
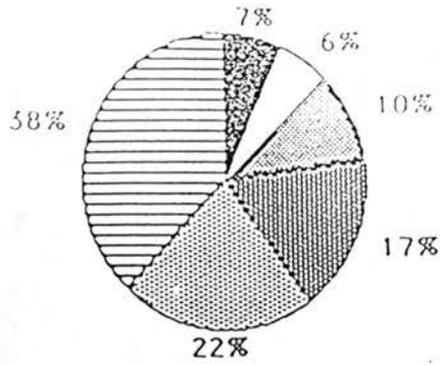
Ease of scheduling, courteousness and safe drivers and the convenience of service were measures of good service.

- * 95 percent rated the service from schedulers as good to excellent.
- * 96 percent stated the ride procedure is clear.
- * 98 percent rated the courteousness and helpfulness of the drivers as good to excellent.
- * 99 percent felt the drivers drove safely.
- * 98 percent stated the vehicle arrived on time.
- * 97 percent rated the service they received as good to excellent.
- * 99 percent would recommend the service to others.

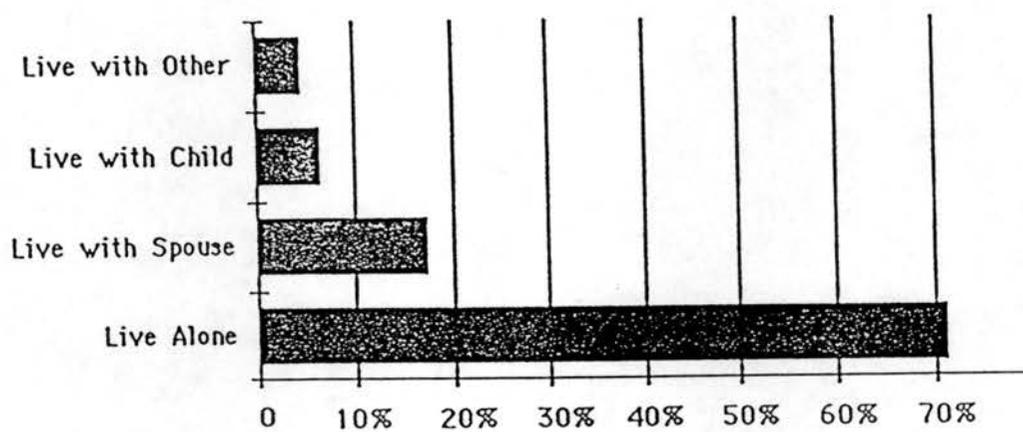
RESULTS OF THE TRANSPORTATION PROVIDER SURVEY

- * 455,901 one-way passenger trips were provided to senior citizen's (60 yrs. or older) during annual year January 1988 through December 1988 or the last full 12 months of available data.
- * 25,539 unduplicated senior citizen passengers were transported during this time period.
- * 455,901 total trips were provided in each of the following categories:
 - 127,904 Medical Care
 - 59,490 Social Service Agencies
 - 72,221 Recreational Facilities, Senior Citizen Centers
 - 7,756 Visiting
 - 82,648 Congregate Dining/Senior Center Activities
 - 105,882 Other (shopping, volunteer work, personal service, banking, work, etc.)
- * 1,816,189 miles were driven

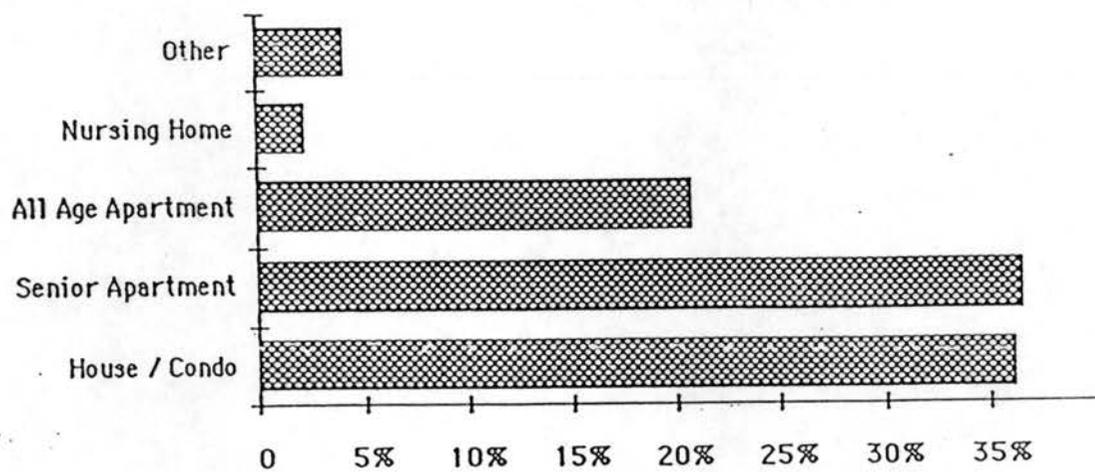
Ages



Living Arrangement : People



Living Arrangement : Type



APPENDIX FIVE

**TYPES OF SPECIALIZED TRANSIT AVAILABLE AMONG COUNTY-SPONSORED
AND COMMUNITY-BASED PROGRAMS**

<u>Program</u>	<u>Communities</u>	<u>Service Type</u>
Columbia Heights	Columbia Heights and satellite points	Shared-ride taxi
Hastings TRAC	Hastings	Dial-a-ride van
Hopkins Hop-a-Ride	Hopkins and satellite points	Shared-ride taxi
Maple Grove	Maple Grove	Fixed route express and feeder bus
Northeast Suburban Transit (NEST)	Maplewood, North St. Paul, and Coakdale	Dial-a-ride van
Plymouth Metrolink	Plymouth	Fixed route express bus and dial-a-ride van
Roseville Circulator	Arden Hills, Shoreview, Roseville, Shakopee	Fixed route circulator bus
Shakopee	Shakopee	Dial-a-ride van
Six Cities	Apple Valley, Burnsville, Eagan, Rosemount, Prior Lake, Savage	Fixed route express bus
Southwest Metro	Eden Prairie, Chanhassen, Chaska	Fixed route express bus
White Bear Area Transit	Birchwood, White Bear Township, White Bear Lake	Dial-a-ride van

David

REGIONAL TRANSIT BOARD

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

DATE: March 2, 1990

TO: Tom Todd, Associate Director-House Research

FROM:  David Minister, RTB-Director of LRT Development

SUBJECT: Capital Cost Estimates for the Group 'A' LRT Starter System
and Funding Needs, 1990-1991 Biennium and 1992-1993 Biennium

Following up on our meeting on February 28th with the staffs of the three regional railroad authorities (Hennepin, Ramsey and Anoka), their consultant (BRW, Inc.) and ourselves, this memo is intended to provide you and Representative Carruthers with the information you requested that is necessary to support the proposed State LRT funding bond issue bill now being discussed.

This report is in two parts:

1. Overall Capital Cost Estimate for the Group 'A' LRT Starter System in the Central Corridor (downtown Minneapolis to downtown St. Paul, approximately 10.1 miles)-best current estimate, in 1990 \$-see Table 1;
2. Funding Needs for LRT Engineering and Construction for the current 1990-1991 Biennium and the 1992-93 Biennium -see Tables 2 and 3.

Attachment 'A' contains information documenting the estimated capital costs of the Group 'A' LRT Starter System in the Central Corridor and how and why the estimate has changed from the figure published in RTB's LRT Regional Development and Financial Plan (\$300 million, 1988 \$) to the best current estimate (approximately \$400 million, 1990 \$).

RDM:cm

Attachment

cc: RTB Board Members
HCRRA-K. Stevens
RCRRA-K. DeSpiegelaere
ACRRA-T. Yantos
Metropolitan Council-N. Diaz
LRT Staff Committee
BRW, Inc.-R. Wolsfeld
LRT Files-Funding Plan

TABLE 1
OVERALL CAPITAL COST ESTIMATE
FOR
LIGHT RAIL TRANSIT STARTER SYSTEM
IN THE
CENTRAL CORRIDOR (GROUP 'A')

<u>Element</u>	<u>Best Current Cost Estimate, Millions of 1988 \$</u>	<u>Best Current Cost Estimate, Millions of 1990 \$</u>
1. Yards and Shops	\$28	\$31
2. Light Rail Vehicles (23)	35	39
3. Minn. CBD Tunnel (1.1 miles)	110	121
4. University Connector to County line (3.0 miles)	65-70*	71-77*
5. Midway Corridor to Rice St.- Capitol (5.1 miles) (Includes R/W /and Park-n-Ride Lots)	57-79*, depending on the alignment chosen	63-87*
6. Capitol to St. Paul CBD-Surface (2.0 miles)	50*	55*
<hr/>		
Total (11.2 miles total; 4.1 in Hennepin County and 7.1 in Ramsey County)	\$345-372*/**	\$380-410*/**

* These cost estimates are subject to change, as LRT alignments and designs have not been finalized for these segments yet.

** Approximately 55-60% of the estimated capital costs, excluding yards and shops and light rail vehicles, are expected to fall within Hennepin County.

TABLE 2
LRT FUNDING NEEDS FOR THE
1990-1991 BIENNIUM

Element	Cost Estimate, Millions of 1990 \$	RRAs	Suggested Funding Shares:	
			Regional (RTB) ¹	State ²
1. Central Corridor (Group 'A') Preliminary Engineering (3% of Total Estimated Cost in 1990 \$)	\$13.0	\$6.5	--	\$6.5
2. Group 'B' Corridors-Planning, Environmental and Preliminary Engineering	5.6	2.8	--	2.8
Sub-total Engineering:	\$18.6	\$9.3	--	\$9.3
3. Construct Yards and Shops	31.0	--	31.0	--
4. Procure Light Rail Vehicles	39.0	--	39.0	--
Sub-total Construction:	\$70.0	--	\$70.0	--
Total for 1990-91 Biennium:	\$88.6	\$9.3	\$70.0	\$9.3

¹ Proceeds from either a new sales tax or RTB bonding supported by property tax levy.

² Proceeds from State G.O. Bond issue.

TABLE 3
LRT FUNDING NEEDS FOR THE
1992-1993 BIENNIUM

Element	Cost Estimate, Millions of 1990\$	RRAs	Suggested Funding Shares:	
			Regional (RTB) ¹	State ²
1. Acquisition and Construction of the Central Corridor LRT Starter System	\$180.0	--	\$90.0	\$90.0
2. Group 'B' Corridors (I-35W, Hiawatha, St. Paul South)- Preliminary Engineering	10.0	5.0	--	5.0
<hr/>				
Total for 1992-1993 Biennium:	\$190.0	\$5.0	\$90.0	\$95.0

¹ Proceeds from either a new sales tax or RTB bonding supported by property tax levy.

² Proceeds from State G.O. Bond issue.