



Minnesota Regional Transit
Board: Records.

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Richard Brown

1/21/91

I've worked on Mon + Wed mornings
for over a year. Every time I go to
work, my ride is late. I lose money
because of this.

Ms. Fitzgerald,

In case this can be shared by you at the meeting, I have left it. (I did not have ample time to stay for my turn to speak.)

Thank you for your help.

Mike Fried

wilder

Arc Minnesota

CC ER

CC ~~ER~~

January 16, 1991

Regional Transit Board
Mears Park Centre
230 East 5th Street
St. Paul, Minnesota 55101

Advocacy
and support
for people
with
developmental
disabilities
and their
families.

Dear Regional Transit Board:

Arc Minnesota, an advocacy organization representing people with developmental disabilities and their families, is contacting you in anticipation of the public meeting on Metro Mobility on January 22. Arc Minnesota represents 8,000 members statewide.

Arc Minnesota is very concerned about any possible cuts in funding for Metro Mobility. Para-transit services make it possible for increasing numbers of people with developmental disabilities to live and work in the community. It is essential that funding allows the users of Metro Mobility to schedule standing orders. The inclusive environment which all persons with disabilities are entitled to would be threatened if users of Metro Mobility cannot predict whether they will be able to get transportation to and from their job sites. This would cause enormous hardship and would constitute a major violation of the civil rights of persons with disabilities.

Arc Minnesota is also concerned that members of the Regional Transit Board understand the essential nature of Metro Mobility. The Americans with Disabilities Act guarantees maintenance of effort for para-transit services. In about 10 years, when all MTC buses are accessible, there will still be a need for Metro Mobility services for those persons for whom the fixed route system is not appropriate. At this time, Metro Mobility is the only available mode of transportation for many persons. Therefore, it cannot be considered an option to cut back services in this vital program.

Arc Minnesota wants to see the RTB give its total support for full funding of Metro Mobility. We want to see the RTB endorse this position and use all of its resources at the Legislature to ensure that Metro Mobility does not have to reduce services. Arc Minnesota will continue to vigorously support para-transit services.

Sincerely,

Cindy Yess

Cindy Yess
Arc Minnesota President

Sue Abderholden

Sue Abderholden
Executive Director

cc: Roger Blohm, Chair, UHF Transit Task Force

3225 Lyndale Avenue South
Minneapolis, MN 55408
612 827-5641 Toll Free 1 800 582-5256

RECEIVED

JAN 1 1991

R.T.B.

Jan. 11, 1991

Copy to Board

Dear Mr. Ehrlichmann,

my name is david lundeen. I ride metro mobility. I feel sad about this problem with the metro mobility office because ^{we} need their vans to help us to go to work and all the places we have to go, some people will not have the money if the cost goes up. I hope the Transit Board has some good ideas.

One idea I have is that the different van companies have some overlap in their work and if all the companies work together it will be good business for metro mobility and us too.

Thank you.

Sincerely,

David Lundeen

RFB mtg - 7:00 p.m. - Jan. 22nd

Mrs. Chairperson - members of RFB.

I am Roger Blohm, chair of the U.F. Transit Task Force. The Task Force oversees M.M. for ^{the} users of the system. Presently, it is working with the following organizations - Red Cross, AARP Opportunity Workshop, ARC ACT, Societies for the Blind, MS Kidney Foundation, Disabled American Veterans, Metro Senior Federation + MARF.

These groups along with persons from RFB, M.M.A.C. as well as the providers are able to give a good input as to the operation of M.M. All concur the system basically is one of the best.

I have come before you today to request full funding - no ^{discretionary} ~~discretionary~~ full funding for M.M. for the coming biennium.

Apparently, some RFB members believe M.M. isn't a necessity in the lives of some Minnesotans. I say to you that M.M. is the "Life Line" for the blind, disabled + impaired seniors.

Without this "Life Line" these people would find it difficult + maybe impossible to get to doctors, dentists, shopping + other activities. Without this "Life Line" blind + disabled would find it impossible to work + earn money. The alternative would be rely on the gov't programs. Costly for the taxpayers.

Our M/M system as I stated previously is classified a top grade paratransit system. A system other cities look to as a guide. As Minnesotans we can be proud. Do we want to keep improving our paratransit system or allow the system to go "backwards"? I don't believe our citizens will allow this.

During the year of 1990 the U. S. Congress passed the American Disabilities Act which the President signed. As many have said including our President this act is the most encompassing Civil Rights act this nation has seen. The Act states persons are entitled to accessible transportation as their right.

Ours nation & certainly Mm., has always been noted for helping those persons in need. Let us not change that now.

You have been charged by the citizens to see that proper transportation is available. Full funded Mm the "Life Line" for the blind, impaired seniors & the disabled is a must. Anything less can't be accepted.

I have in my hand letters from many of the organizations working with the U.S. Transit Task Force. We are not alone.

Thank you.

January 11, 1990

Mr. Michael Ehrlichmann
330 East 5th Street
St. Paul, MN 55101

Dear Mr. Ehrlichmann:

I will be unable to attend your meeting on January 22, 1991 regarding Metro Mobility funding. I am sure that funding is a great concern to all, but I wonder if you realize how concerned a lot of the Metro Mobility customer's are about the Trip Assurance Program you have placed into the system. You don't ride Metro Mobility anymore, but do you realize what it is like after working all day and having to wait fifteen minutes to an hour and fifteen minutes. It is very nerve wracking and tiring to wait. I have paid ten dollars a year for a standing order. I would rather pay twenty-five dollars a year and get my ride on time. I get up at four a.m. every morning and have an afternoon pick-up at three fifteen. It is depressing to arrive home at five or later. I feel the Trip Assurance Program should have been tried for three or four months and then get the report from the providers should have been prepared and the decision made after that. The report should have included the opinions of the drivers.

Sure the drivers get paid if they pick us up late, but we get get deductions from our pay if we arrive late to work. I think that people on dialysis, working people, and people with medical appointments should be given first consideration. Mr. Ehrlichmann, there must be a better way to operate the system. The providers and you should work at developing a better system.

By the way, I have been trying to speak to you since August and have had no reply to my telephone calls. As a friend of the "Good Perpich's," I just wanted to let you know that Lola thought you were doing a nice job. So please try to remember that and see what arrangements can be made so our rides won't be late.

Thank you for the time and attention that you have given to my letter.

Sincerely,

Virginia Kerssen

Virginia Kerssen



REGIONAL TRANSIT BOARD

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

Jan 18, 1991
2:45

Ada Berger
Walker Residence

Cannot attend but wants to say
and recorded that the Metro Mobility
system is very good. She uses
it to visit her children (uses
a wheelchair) and she can't
get in a car

M



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

Jan 18, 1991
3:00 pm.

Hazel Abar
2810 Pleasant Av S #204
Mpls Minn 55408

Received the letter on
public hearing - cannot
attend - she is 80 years old
and very well satisfied with
Metro Mobility.

A simple, handwritten signature consisting of a single, continuous, wavy line.

1/22/91

-Anonymous Metro Mobility Rider

I am thankful and grateful for the Metro Mobility service being provided—they do a very good job and I really appreciate it. I do have a couple of concerns, however. One problem seems to be directions given to the driver; often I have had to wait one-half hour or longer because the driver has had difficulty finding my location. The other concern I have is with the cancellation policy. While I try not to schedule unnecessary trips, there are occasions when plans simply have to be changed and I have had to cancel a scheduled Metro Mobility ride. I am concerned that these cancellations might jeopardize my eligibility for using Metro Mobility.

Gallery Tower #411
26 West 10th Street
St. Paul, MN 55102

January 18, 1991

Mr. Michael Erlichmann, chair
Regional Transit Board
Mears Park Center
St. Paul, MN 55101

Issues for Hearing
on Tuesday, January 22, 1991
Mears Park Centre Chambers,
7 p.m.

Dear Mr. Erlichmann:

I am enclosing a letter I wrote to Chris Gramm, manager of the Metro Mobility Administrative Center, on November 20, 1990 concerning two major problems which plague many MM riders and which need an immediate change.

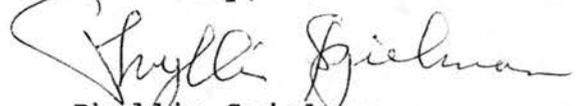
They are:

1. The inability of handicapped riders to schedule airport or doctor's appointment rides in advance of the current 24-hour in advance provision. This puts "real priority needs" at the mercy of the glut of non-essential trip calls.
2. Each carrier service needs a phone system to handle calls in the order received. As the current system stands, a handicapped person needing a ride can spend endless hours dialing without getting through. Each carrier should be required to have a call-waiting system.

I request that you bring up these issues at the hearing and make a concerted effort to resolve them immediately. If rule changes are needed, make that your first priority so the system can properly respond to the needs of the handicapped community.

Thank you for your assistance in dealing with these important issues.

Sincerely,



Phyllis Spielman
MM 21-0777

Gallery Tower #411
26 West 10th Street
St. Paul, MN 55102
Phone: 224-1291

November 20, 1990

Mr. Chris Gran, Manager
Metro Mobility Administrative Center
560 6th Avenue N.
Minneapolis, MN 55411

Dear Mr. Gran:

As per the October 1990 special edition of Metro Memo, you state that you want to hear the good and the bad of Metro Mobility service. I want to express both.

First of all, my late husband and I, both handicapped who have needed to use the electric three-wheel vehicles or scooters to get around, have always received excellent service from Twin City Mobility. They have always been very courteous and responsive to our special needs at all times, so we have used their services almost exclusively.

However, a problem did develop when I was scheduled to fly to New York September 27. My flight on American Air Lines was scheduled to leave at 11:07. I had all my reservations, including tickets and seat assignment, made weeks ahead of time. But since handicapped people are boarded early, my travel agency stressed that I should be at the airport one hour prior to flight.

So I called Twin City Mobility a week ahead of time and requested they put me on their pickup schedule for Sept. 27 at 9 or 9:15. They said they could not schedule in advance and that I should call in the day before the flight. I called on Wednesday, Sept. 26 at 7:30 A.M. and the order was taken. At 10:30 A.M. that same day, I got a call that they could not handle the request and that I should try other carriers and request ride assurance.

After calling every carrier that handles St. Paul pickups, I was told no one could handle the ride and the so-called ride assurance available could not promise to get me to the airport before flight time. All these problems and with a nonrefundable ticket for the flight!

Twin City Mobility said they had booked a lot of rides who called in between 6 A.M. and my call at 7:30 A.M. Now I ask you, why can't all carriers maintain a special sheet for essential flights or events called in by patrons a week in advance, then list them on their 24-hour in advance sheets prior to accepting any calls for that day? Why must clients struggle to get up at 6 A.M. and dial in vain to get through the constant busy signals one experiences at that time of day!

It would also help if each carrier had a phone system that would take each call in the order received. I have been exasperated many times at having to dial for hours!

Luckily my daughter in Little Canada dropped her business appointment schedule at my frantic request and took me to the airport on time. She had been scheduled to be in another area of the city that day, but put her own requirements on hold long enough to get me to the airport on time! Next time I may not be so lucky!

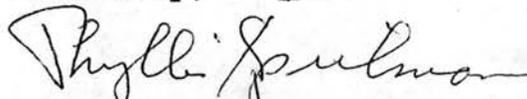
I realize it may be difficult for the Metro Mobility system to prioritize calls. But two things come to mind, doctor's appointments and plane flights which are known ahead of time, as compared to a

visit with Aunt Tillie or shopping and lunch with the girls!

Please help ease this problem. It need not be so chaotic! I do try to make all appointments between 10 and 2 P.M wherever possible.

May I have your early response on this matter?

Sincerely,

A handwritten signature in cursive script that reads "Phyllis Spielman". The signature is written in dark ink and is positioned above the typed name.

Phyllis Spielman
(Mrs. Gordon Spielman)

CC: Twin City Mobility

Opportunity Workshop, Inc.

5500 Opportunity Court • Minnetonka, Minnesota 55343 • 938-5511

January 18, 1991

Mr. Michael Ehrlichmann
Regional Transit Board
230 East 5th Street
St. Paul, MN 55101

Dear Mr. Ehrlichmann:

Of the 727 clients who ride on the public transportation system, 231 are eligible and need the services of Metro Mobility. If services are cut to Metro Mobility, these people will stay at group homes or go back to institutions. When that occurs, clients will not be working and will require staff care where they live at a more intense level, which will increase costs to the taxpayers. A cut in transportation will only cause higher costs in human misery as well as financial costs.

Cordially,



Gerald H. Biese
President

GHB/mw

cc: Roger Blohm

Equal Opportunity Employer

Accredited by Commission on Accreditation of Rehabilitation Facilities

Jan 18, 1991

Regional Transit Board
Michael J. Ehrlichmann:

I cannot attend the meeting.
I appreciate very much getting
Metro Mobility Service.

In the last 2 weeks I had
some unbelievable long waits for
pickup. The drivers are ok but I
believe they do not get paid
enough to show up for work.
The company should get more
money as more people call in &
they cannot handle all of the
calls. I realize I need the
transportation but hesitate to
call now as I have to wait so
long. I understand they cannot help
it. They need more money for decent
wages. The dispatchers are very nice &
helpful, also drivers.

Sincerely
Gene Breen

January 17, 1991

TO: Michael Ehrlichmann
Mears Park Center 230 east fifth street
St Paul Minn. 55101

FROM: Debra Jahnke
6281 Rhode Island av. north
Brooklyn Minn. 55428

Dear Mr. Ehrlichmann

I am writing to you in regards to the meeting on Jan. 22 for Metro Mobility . I am unable to attend so am stating my point in this letter.

I have been a Metro user for about four months now and have been overall very happy. I have used Handi-Cabs most of the time and have to say that I have never met a nicer more polite, courteous bunch of people. I always enjoy my ride and end up in very interesting conversations. I am always treated with respect and dignity. In the a.m. they are always on time, or within the limit. I have only had trouble one time in the morning, I had strict back to back tests and told them when I called that I had to be there at a certain time. Something happened and they could not make it until much later. I did gripe about that but after the test was over and I calmed down, and let it drop. I do have a lot of trouble with my p.m. rides being 30-45 minutes late, and I was getting upset until I was told by Sandi that all the companies are having trouble during p.m. rush hour.

As for other companies, I have used Suburban, and Ebinizer and have been happy with them as well. I can not however say the same for Yellow Cab. To start with, no matter what time I make my a.m. ride for, 7:30, 7:15, they are there at 6:55. I have been told by one driver that there is no such thing as a 7:30 ride, then why do they accept orders for them? More often than not when I have ridden with them, I end up on a tour of the city that takes an hour. For example, last October I left 2500 south 6th at 12:00, and arrived home at 6281 Rhode Island at 1:20. (I have witnesses).

The final straw came last Friday January 11. I was set for a 4:00 p.m. pick up. At 4:15 I called to ask how late they were running. I was on hold until 4:35 when I hung up and called back. I was asked to hold and I asked how long for, stating that I had been for 20 minutes already. I was asked what I needed, was put on hold for a few minutes and was informed they were on their way and would be there very shortly. At 5:00 I called Metro Mobility and told Sandi what my problem was. She called Yellow Cab and was told that they were at North Memorial

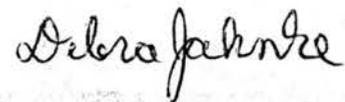
(2)

Hospital looking for me. They said they were at another entrance and would be at mine IN five minutes. At 5:04 I hung up the phone from that call and at 5:30 started looking for a way home. I finally got a ride home at 6:00 that cost me \$300 for gas because she is unemployed and had an empty tank plus \$5.00 extra for sitter for my children. Yellow Cab NEVER did show up for me.

As for trip assurance, I think it is a good idea and has potential once the glitches are worked out. Personally I think I am going to call around if I am facing trip assurance, at least I will avoid being stranded again. I do not know if that will take much of a load off the Trip Assurance system or not but it is worth a try when I do start using the service again.

I hope this is some help to you, I am on a short time limit in order to get this to you in time so I hope I made sense. If you have any questions please call me at 536-5926.

Sincerely



Debra Jahnke

**TESTIMONY PRESENTED AT THE
REGIONAL TRANSIT BOARD'S PUBLIC MEETING
ON METRO MOBILITY**

January 22, 1991

Good evening. My name is Kurt Strom, and I am the Community Program Advocate for the Minnesota State Council on Disability. I appreciate the opportunity to talk to you tonight about Metro Mobility.

Metro Mobility has proven to be essential for persons with disabilities who wish to become part of the mainstream of society. Every month we use the system to take us to jobs, school, medical appointments, civic affairs, religious activities, and recreational and social functions. Without Metro Mobility, we would find it difficult if not impossible to maintain the level of independence which we prize so highly. Many of us who are gainfully employed would be unable to continue our jobs and would become dependent on public assistance; all of us would be more isolated from the life going on around us.

This is not to say the system is perfect; there are still policy and operational problems that seriously affect the service's timeliness and usefulness for many. We are convinced that most of these difficulties can be resolved or minimized, but it will require the close cooperation of riders, advocates, providers, program administrators, policymakers, and others.

Much more ominous than any of these problems, however, is the issue of adequate funding for Metro Mobility. We are all aware that the State is currently facing a significant fiscal shortfall and that Metro Mobility ridership continues to rise, driving up the cost of the service. Under these circumstances, it is inevitable that legislators and others will be searching for ways to make Metro Mobility less costly.

The Council on Disability strongly supports the level of funding needed to maintain quality service. We reject proposals that would save money by limiting Metro Mobility service or by guaranteeing the service for some groups at the expense of others. Let us remember why Metro Mobility was created in the first place - to provide an accessible alternative to all those who, no matter what their age, cannot safely or without undue burden use the regular route system because of a disability. We must stand together in support of this principle or we will end up with a second-class system, one that does not truly meet the needs of those it was designed to serve.

Not all cost-saving measures are necessarily opposed to this principle, however, and we should welcome those which are not in opposition - especially if they would also increase the effectiveness and efficiency of Metro Mobility. For example, it would certainly be appropriate to examine the eligibility criteria for Metro Mobility as well as the method by which applicants are found to meet these criteria in order to assure that users are certified in accordance with the principle mentioned above.

The State's financial problems almost guarantee that changes will be coming for Metro Mobility. Our challenge as users and advocates is to do our utmost

to see that the changes do not harm those who need the system. This means carefully reviewing all proposals that surface, being ready to fight any that are detrimental and continuing to demand adequate funding for the system. It also means taking the responsibility for developing our own suggestions for improvements, not just reacting to others.

These are difficult times for Metro Mobility, but if we continue to work together with dedication, we can meet the challenges and problems so that we maintain a quality paratransit system for people who cannot use the regular route system.

January 18, 1991

114 5th Street S. E.
Apartment 506
Mpls., MN 55414-1161

Dear Mr. Ehrlichman,

I will be unable to attend the meeting Tuesday night, so I'm going to put my opinions and feelings in this letter.

I use Metro Mobility every week day. The three providers I use most often are Handicabs, Ebenezer, and Health-east. Most of the drivers are always courteous, friendly and positive--real assets one should possess when working for a service-oriented company.

I have only one complaint, and one concern.

I rarely complain about rides occasionally being late for my 4:00 p.m. pick-up from school--it's a busy time of day. However, I have lately begun to feel that the head of this particular provider has been taking unnecessary advantage of my good nature. The drivers usually must pick someone else up before me, even if drivers are on affixed route. This means I regularly spend a minimum of 45 minutes on the bus--after waiting half an hour beyond my pick-up time. I have tried unsuccessfully to solve this problem. Do you have any suggestions? The provider is Handicabs.

I have also heard that the standing-order system may be abolished due to financial strain. Please don't do this! If all rides are taken on a first-come, first-serve basis, too many people would be at risk for missing much needed trips to school, work, appointments and so forth.

That's it for now. Thank you for taking the time to read this.

Your passenger,
John Greenwald

1-22-91

I believe that the
visual impaired person should
be able to or allowed to ride
Metro Mobility without
having a second disability.
In my case Metro Mobility
is my only means of transportation.
Perhaps one of the answers to
the financial problem would be
keeping the cost of 3.75 regardless
of the number of miles traveled.

Thank you

Patricia Westlund.

December 20, 1990

Metro Mobility
Administrative Center
570 6th Ave. No.
Mpls., MN. 55411

To Whom This May Concern:

My name is Kathie Anderson. I have been taken Metro Mobility for over four years. I have learn to change my ways to accept the systems of Metro Mobility. By that I mean, usually I know how the providers operates. I talk with severals providers and know what they can and can not do for me. I learn from them where they stood as what they can provide for me and at the same time I can adjusts my schedule around their times. This is not easy as there is so many hours per day and energy to get things done for myself.

My disabilities is that I am vision and hearing impaired (Deaf-Blind). I also have trouble being disoriented. My needs generally required a support service providers (SSP). SSP's is more then just a interpreter. It also give me information about my surrounding envornment as well as sighted guide.

This past year of 1989 and 1990 was the worse year I have ever had for metro mobility. Especially at University of Minnesota. Last winter Jan. thru March and also from Sept. to end of Nov. I stopped using Metro mobility after last week in Nov. Every weeks its either the dispatchers errors or the drivers who do not know how to get there or not receiving full information to pick up. I try to work with them but each individuals are not knowing my conditions. I even had my case managers from In Touch, Inc. and the staff of Office of Student with Disabilities work with Metro Mobility especially this past three months.

I am very dissatisfied how metro mobility operate. I am a taxpayer as well. For 55 millions dollars that is spent on metro mobility system is not working for me. I wish that anytime or changes that are in plans for metro mobility would alert the consumers more warning of changes so we the consumers can make others arrangements temporary until the new computer change over is well useful and all the bugs are solve. We the consumers are the victims of yours errors and it is not right to uses us as a guinea pigs for your training on the new systems without us knowing the changes. So therefore, I asks the administration of Metro Mobility to put thru a waiver of \$10.00 fee for the new year registration as it costs me not only money but the cost of interpreter and SSP's escort as well as my time and energy this past year using the Metro Mobility that is not working.

Please feel free to call me if you need future explanations of my past history experiences. You may reach me at (612) 729-4630. If you needs witness Shirley Applebees of Office of Student with disabilities (612) 624-4037 and Susan Brooks of In Touch, Inc. Thank you for taken the time to read this.

Sincerely,

Kathie Anderson
4918 -42nd Ave. So.
Mpls., MN. 55404

1/22/91

Michael Fried

Wilder Foundation

Bush Children's Center

Evening Treatment Program

180 S. Grotto

St. Paul

Regional Transit Board

Mears Park Centre

230 E. 5th Street

St. Paul

Board members,

The Wilder Foundation operates an evening treatment program which provides after-school treatment for children 5 to 12 yrs. old. There are 10 children in this treatment program and the demand for the program is growing. Services may expand to meet the needs of ^{additional} clients who currently are in special education and whose home environments have limited capacities to maintain them solely in the home.

Due to limited functioning, our clients, who have various psychiatric issues are unable to utilize regular bus route service. The families, due to their lack of resources, cannot transport their child from the program, yet need their child

in the program.

Currently, and historically, a small number of clients have been certified. In order to provide services other than transportation or in addition to transportation, program staff need to utilize Metro Mobility.

This letter is to alert you to our population, services, and needs so that appropriate planning can and may be done by the Board.

Sincerely,

Michael Fried

Staff Supervisor

Bush Center Evening Treatment

Gallery Tower #411
26 West 10th Street
St. Paul, MN 55102

January 18, 1991

Mr. Michael Erlichmann, chair
Regional Transit Board
Mears Park Center
St. Paul, MN 55101

Issues for Hearing
on Tuesday, January 22, 1991
Mears Park Centre Chambers,
7 p.m.

Dear Mr. Erlichmann:

I am enclosing a letter I wrote to Chris Gramm, manager of the Metro Mobility Administrative Center on November 20, 1990 concerning two major problems which plague many MM riders and which need an immediate change.

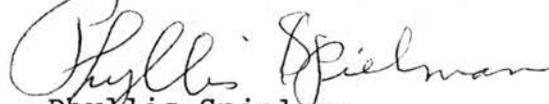
They are:

1. The inability of handicapped riders to schedule airport or doctor's appointment rides in advance of the current 24-hour in advance provision. This puts "real priority needs" at the mercy of the glut of non-essential trip calls.
2. Each carrier service needs a phone system to handle calls in the order received. As the current system stands, a handicapped person needing a ride can spend endless hours dialing without getting through. Each carrier should be required to have a call-waiting system.

I request that you bring up these issues at the hearing and make a concerted effort to resolve them immediately. If rule changes are needed, make that your first priority so the system can properly respond to the needs of the handicapped community.

Thank you for your assistance in dealing with these important issues.

Sincerely,


Phyllis Spielman
MM 21-0777

January 22, 1991

As an active consumer using Metro Mobility, I feel that it's vitally important for us to receive the requested funding. Metro Mobility is certainly not a luxury as some people seem to think, it is a very necessary part of our lives.

Although I don't hold a paying job, I try to take an active role in the community. As a writer it is very necessary for me to be actively involved wherever I feel God leads me. I'm quite involved in my church, and use the bus from 2 to 3 times a week for church functions. I just became a member of the Metro Mobility Task Force and hope to take an active role in securing the necessary funding. I'm also Board Secretary of Broken Wing Outreach, a Christian Ministry of and for the disabled, and I participate in other advocacy movements. All of these tasks plus family and social obligations require Metro Mobility service. Without this right of transportation I could not make use of these gifts that have been granted to me.

For the last 11 years I've been living independently outside a nursing home. Because Metro Mobility is available I'm able to continue living on my own, saving our tax payers thousands of dollars by not having to pay high nursing home fees. If it's decided not to grant adequate funding to this service, many of us will be forced back into nursing homes, becoming even more of a burden on taxpayers.

I sincerely thank you for listening to what I have to say, and I earnestly plead with you to grant Metro Mobility the requested funding...

Thank You,

Kay Stoll,
Metro Mobility Consumer

Concerns/Questions @ Metro Mobility

- * Timeliness of rides - many times as the evening wears on, drivers get behind schedule and are late in picking up clients!
- * What is the policy on substituting one metro mobility rider for another who has cancelled?
- * Is it possible for metro to call to confirm scheduled or notify riders of any cha

January 22, 1991

Michael Erlichmann
Regional Transit Board
Mears Park Centre
230 East 5th Street
St. Paul, MN 55101

Dear Mr. Erlichmann:

I am a nursing home resident who depends on Metro Mobility for transportation. I am unable to attend the hearing scheduled for this evening, but do want to say that I am continuing to have problems arranging rides before 9:30 a.m. This problem restricts my ability to remain involved in community education and volunteer activities that are important to me.

I should also point out that I received two conflicting time schedules for the hearing and that neither had an "end time," a must when arranging a ride with Metro.

Please consider these matters as you plan improvements in service and in planning other public meetings.

Thank you,



Wayne, "Greenie," Greenseth
Highland Chateau
2319 West 7th Street
St. Paul, MN 55116

Speakers at Metro Mobility Public Hearing
January 22, 1991

~~Roger Blohm, Chair (here)
UHF Task Force~~

~~Mary Jean Hoover~~

~~Kurt Strom (here)
Minnesota Council on Disabilities~~

~~Morgan Grant, Chair
Transit Accessibility Advisory Committee~~

~~Mary Jo Nichols
MCIL~~

~~John D. Walsh
Executive Director, MCIL~~

~~George Failes~~

~~Terry Turja
215 Oak Grove, Apt. 2012
Minneapolis, MN 55403~~

~~Susan Warner
5655 Humboldt Avenue North
Brooklyn Center, MN 55430~~

~~Nancy Booker
10268 Berkshire Road
Bloomington, MN~~

~~Elaine Becker
Scarborough Road
Bloomington~~

~~Alan Millstein
Yellow Cab Metro Mobility Driver~~

~~Kathy Misukanis~~

~~Deloris Schoenher
Galtier Plaza~~

~~Lynette Lijewski~~

~~Graham Kerry~~

~~Coleen Look~~

had to leave due to ride but wants to see more that one provider in Wash. city.

Kathy Anderson - needs to go early due to interpreter

NO SHOW

Speakers at Metro Mobility Public Hearing
Page 2

~~Tom Lijewski
BAM~~

~~Jean Wright
277 E. Robie
St. Paul, MN 55107~~

~~Mark Johnson
Restart Home for Traumatic Brain Injury~~

~~Mike Fried
Wilder Foundation
Evening Treatment Program for Kids~~

January 22, 1991
4 p.m.

~~Lloyd Peterson
Rangsey City Human Services
Subcommittee for Adult Services~~

~~Robert Coy~~

More providers in
Wa

~~Helen Peterson~~

~~Mr. Ambrose L. Kaphuka~~

~~Emily Wilhelmy~~

~~Driver Health East
Ally Miller Driver Make Yellow~~

~~Lillian Carter~~

~~Terry Trice~~

~~Carol Anderson~~

~~Barbara Bradford~~

~~David Kaird~~

~~Wallace Hibbard~~

~~Kathy Anderson~~



REGIONAL TRANSIT BOARD
Mears Park Centre, 230 East 5th Street
St. Paul, Minnesota 55101

****IMPORTANT****

**NOTICE TO METRO MOBILITY RIDERS
OF PUBLIC MEETING TIME CHANGE**

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The public meeting is for those individuals who wish to share their views on issues relating to Metro Mobility service. In light of the recent revenue forecasts for the State of Minnesota and proposed across-the-board cuts in state funding of programs, this meeting will be an excellent opportunity for you, a consumer of Metro Mobility service, to express your concerns. You are encouraged to sign up in advance if you wish to speak. Please call 292-8789 and register. Again, the new time for the public hearing is:

7 p.m.

Tuesday, January 22, 1991
Mears Park Centre Chambers
230 East Fifth Street
St. Paul, Minnesota 55101

Note: The driver should be directed to leave you at the back entrance just off Wacouta Street; arrangements will be made to keep the door unlocked. The Fifth Street entrance will not be open at that hour.

Michael J. Ehrlichmann
Chair

REGIONAL TRANSIT BOARD S.A.
 ROLL CALL AND ATTENDANCE SHEET

DATE: 1/22/91

BOARD OR COMMITTEE: Public Hearing

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

Visitors

Staff

Concerns/Questions @ Metro mobility

- * Timeliness of rides - many times as the evening wears on, drivers get behind schedule and are late in picking up clients!
- * What is the policy on substituting one metro mobility rider for another who has cancelled?
- * Is it possible for metro to call to confirm scheduled or notify riders of any changes?

DAY/DATE:

January 12th Saturday

to Haas at 12³⁰

, need to eat and be ready by
thanks M. Gernscheid CTR

under Mark G's

ing to pick ~~up~~ her up at 9-9:30 Am.
Y night. J.R.



REGIONAL TRANSIT BOARD
Mears Park Centre, 230 East 5th Street
St. Paul, Minnesota 55101

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Chair

Speakers at Metro Mobility Public Hearing
January 22, 1991

Roger Blohm, Chair
UHF Task Force

Mary Jean Hoover

Kurt Strom
Minnesota Council on Disabilities

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Alan Millstein
Yellow Cab Metro Mobility Driver

~~Kathy Misukanis~~

Deloris Schoenher
Galtier Plaza

Lynette Lijewski

Graham Kerry

Coleen Look

January 22, 1991
1:30 p.m.

Pom Lijewski
B.A.M.

Mark Johnson
Restart Inc.
Home for Traumatic Brain Injury

January 22, 1991

Michael Erlichmann
Regional Transit Board
Mears Park Centre
230 East 5th Street
St. Paul, MN 55101

Dear Mr. Erlichmann:

I am a nursing home resident who depends on Metro Mobility for transportation. I am unable to attend the hearing scheduled for this evening, but do want to say that I am continuing to have problems arranging rides before 9:30 a.m. This problem restricts my ability to remain involved in community education and volunteer activities that are important to me.

I should also point out that I received two conflicting time schedules for the hearing and that neither had an "end time," a must when arranging a ride with Metro.

Please consider these matters as you plan improvements in service and in planning other public meetings.

Thank you,



Wayne, "Greenie," Greenseth
Highland Chateau
2319 West 7th Street
St. Paul, MN 55116

Richard Brown

1/21/91

I've worked on Mon + Wed mornings
for over a year. Every time I go to
work, my ride is late. I lose money
because of this.

Arc Minnesota

cc ER

cc PD

January 16, 1991

Regional Transit Board
Mears Park Centre
230 East 5th Street
St. Paul, Minnesota 55101

Advocacy
and support
for people
with
developmental
disabilities
and their
families

Dear Regional Transit Board:

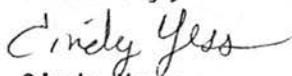
Arc Minnesota, an advocacy organization representing people with developmental disabilities and their families, is contacting you in anticipation of the public meeting on Metro Mobility on January 22. Arc Minnesota represents 8,000 members statewide.

Arc Minnesota is very concerned about any possible cuts in funding for Metro Mobility. Para-transit services make it possible for increasing numbers of people with developmental disabilities to live and work in the community. It is essential that funding allows the users of Metro Mobility to schedule standing orders. The inclusive environment which all persons with disabilities are entitled to would be threatened if users of Metro Mobility cannot predict whether they will be able to get transportation to and from their job sites. This would cause enormous hardship and would constitute a major violation of the civil rights of persons with disabilities.

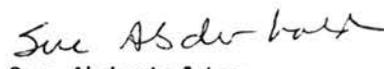
Arc Minnesota is also concerned that members of the Regional Transit Board understand the essential nature of Metro Mobility. The Americans with Disabilities Act guarantees maintenance of effort for para-transit services. In about 10 years, when all MTC buses are accessible, there will still be a need for Metro Mobility services for those persons for whom the fixed route system is not appropriate. At this time, Metro Mobility is the only available mode of transportation for many persons. Therefore, it cannot be considered an option to cut back services in this vital program.

Arc Minnesota wants to see the RTB give its total support for full funding of Metro Mobility. We want to see the RTB endorse this position and use all of its resources at the Legislature to ensure that Metro Mobility does not have to reduce services. Arc Minnesota will continue to vigorously support para-transit services.

Sincerely,



Cindy Yess
Arc Minnesota President



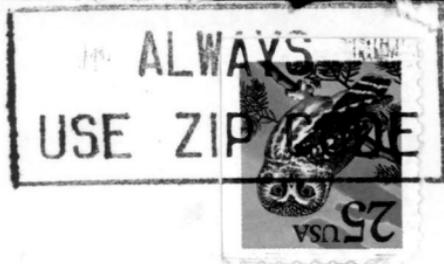
Sue Abderholden
Executive Director

cc: Roger Blohm, Chair, UHF Transit Task Force

3225 Lyndale Avenue South
Minneapolis, MN 55408
612 827-5641 Toll Free 1 800 582-5256

RECEIVED
JAN 1 1991
R.T.B.

David Jerdeen
7745 13 1/2 St W
St. Louis Park, MN
55426



Michael Ehrlichmann, Chairman
Regional Transit Board
c/o Roger Blohm, Chair UHF Transit Task Force
Griggs/Midway Bldg. # 284 South
1821 University Ave.
St. Paul MN 55104

1-22-91

I believe that the
visual impaired person should
be able to or allowed to ride
Metro Mobility without
having a second disability.
In my case Metro Mobility
is my only means of transportation.
Perhaps one of the answers to
the financial problems would be
keeping the cost of 3.75 regardless
of the number of miles traveled.

Thank you

Patricia Westlund.



Minn-Io-Wi-Kota Leadership Conference

October 31, 1987



PHI XI CHAPTER

December 20, 1990

Metro Mobility
Administrative Center
570 6th Ave. No.
Mpls., MN. 55411

To Whom This May Concern:

My name is Kathie Anderson. I have been taken Metro Mobility for over four years. I have learn to change my ways to accept the systems of Metro Mobility. By that I mean, usually I know how the providers operates. I talk with severals providers and know what they can and can not do for me. I learn from them where they stood as what they can provide for me and at the same time I can adjusts my schedule around their times. This is not easy as there is so many hours per day and energy to get things done for myself.

My disabilities is that I am vision and hearing impaired (Deaf-Blind). I also have trouble being disoriented. My needs generally required a support service providers (SSP). SSP's is more then just a interpreter. It also give me information about my surrounding envornment as well as sighted guide.

This past year of 1989 and 1990 was the worse year I have ever had for metro mobility. Especially at University of Minnesota. Last winter Jan. thru March and also from Sept. to end of Nov. I stopped using Metro mobility after last week in Nov. Every weeks its either the dispatchers errors or the drivers who do not know how to get there or not receiving full information to pick up. I try to work with them but each individuals are not knowing my conditions. I even had my case managers from In Touch, Inc. and the staff of Office of Student with Disabilities work with Metro Mobility especially this past three months.

I am very dissatisfied how metro mobility operate. I am a taxpayer as well. For 55 millions dollars that is spent on metro mobility system is not working for me. I wish that anytime or changes that are in plans for metro mobility would alert the consumers more warning of changes so we the consumers can make others arrangements temporary until the new computer change over is well useful and all the bugs are solve. We the consumers are the victims of yours errors and it is not right to uses us as a guinea pigs for your training on the new systems without us knowing the changes. So therefore, I asks the administration of Metro Mobility to put thru a waiver of \$10.00 fee for the new year registration as it costs me not only money but the cost of interpreter and SSP's escort as well as my time and energy this past year using the Metro Mobility that is not working.

Please feel free to call me if you need future explanations of my past history experiences. You may reach me at (612) 729-4630. If you needs witness Shirley Applebees of Office of Student with disabilities (612) 624-4037 and Susan Brooks of In Touch, Inc. Thank you for taken the time to read this.

Sincerely,

Kathie Anderson
4918 -42nd Ave. So.
Mpls., MN. 55404



REGIONAL TRANSIT BOARD
Mears Park Centre, 230 East 5th Street
St. Paul, Minnesota 55101

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Michael J. Ehrlichmann
Chair



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Mears Park Centre, 230 East 5th Street
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Michael J. Ehrlichmann
Chair

January 18, 1991

114 5th Street S. E.
Apartment 506
Mpls., MN 55414-1161

Dear Mr. Ehrlichman,

I will be unable to attend the meeting Tuesday night, so I'm going to put my opinions and feelings in this letter.

I use Metro Mobility every week day. The three providers I use most often are Handicabs, Ebenezer, and Health-east. Most of the drivers are always courteous, friendly and positive--real assets one should possess when working for a service-oriented company.

I have only one complaint, and one concern.

I rarely complain about rides occasionally being late for my 4:00 p.m. pick-up from school--it's a busy time of day. However, I have lately begun to feel that the head of this particular provider has been taking unnecessary advantage of my good nature. The drivers usually must pick someone else up before me, even if drivers are on a fixed route. This means I regularly spend a minimum of 45 minutes on the bus--after waiting half an hour beyond my pick-up time. I have tried unsuccessfully to solve this problem. Do you have any suggestions? The provider is Handicabs.

I have also heard that the standing-order system may be abolished due to financial strain. Please don't do this! If all rides are taken on a first-come, first-serve basis, too many people would be at risk for missing much needed trips to school, work, appointments and so forth.

That's it for now. Thank you for taking the time to read this.

Your passenger,
John Greenwald

Gallery Tower #411
26 West 10th Street
St. Paul, MN 55102

January 18, 1991

Mr. Michael Erlichmann, chair
Regional Transit Board
Mears Park Center
St. Paul, MN 55101

Issues for Hearing
on Tuesday, January 22, 1991
Mears Park Centre Chambers,
7 p.m.

Dear Mr. Erlichmann:

I am enclosing a letter I wrote to Chris Gramm, manager of the Metro Mobility Administrative Center on November 20, 1990 concerning two major problems which plague many MM riders and which need an immediate change.

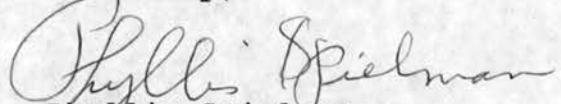
They are:

1. The inability of handicapped riders to schedule airport or doctor's appointment rides in advance of the current 24-hour in advance provision. This puts "real priority needs" at the mercy of the glut of non-essential trip calls.
2. Each carrier service needs a phone system to handle calls in the order received. As the current system stands, a handicapped person needing a ride can spend endless hours dialing without getting through. Each carrier should be required to have a call-waiting system.

I request that you bring up these issues at the hearing and make a concerted effort to resolve them immediately. If rule changes are needed, make that your first priority so the system can properly respond to the needs of the handicapped community.

Thank you for your assistance in dealing with these important issues.

Sincerely,


Phyllis Spielman
MM 21-0777

January 22, 1991

As an active consumer using Metro Mobility, I feel that it's vitally important for us to receive the requested funding. Metro Mobility is certainly not a luxury as some people seem to think, it is a very necessary part of our lives.

Although I don't hold a paying job, I try to take an active role in the community. As a writer it is very necessary for me to be actively involved wherever I feel God leads me. I'm quite involved in my church, and use the bus from 2 to 3 times a week for church functions. I just became a member of the Metro Mobility Task Force and hope to take an active role in securing the necessary funding. I'm also Board Secretary of Broken Wing Outreach, a Christian Ministry of and for the disabled, and I participate in other advocacy movements. All of these tasks plus family and social obligations require Metro Mobility service. Without this right of transportation I could not make use of these gifts that have been granted to me.

For the last 11 years I've been living independently outside a nursing home. Because Metro Mobility is available I'm able to continue living on my own, saving our tax payers thousands of dollars by not having to pay high nursing home fees. If it's decided not to grant adequate funding to this service, many of us will be forced back into nursing homes, becoming even more of a burden on taxpayers.

I sincerely thank you for listening to what I have to say, and I earnestly plead with you to grant Metro Mobility the requested funding...

Thank You,

Kay Stoll,
Metro Mobility Consumer

Ms. Fitzgerald,

In case this can be shared by you at the meeting, I have left it. (I did not have ample time to stay for my turn to speak.)

Thank you for your help.

Mike Fried

wilder

1/22/91

Michael Fried
Wilder Foundation
Bush Children's Center
Evening Treatment Program
180 S. Grotto
St. Paul

Regional Transit Board
Mears Park Centre
230 E. 5th Street
St. Paul

Board members,

The Wilder Foundation operates an evening treatment program which provides after-school treatment for children 5 to 12 yrs. old. There are 10 children in this treatment program and the demand for the program is growing. Services may expand to meet the needs of ^{additional} clients who currently are in special education and whose home environments have limited capacities to maintain them solely in the home.

Due to limited functioning, our clients, who have various psychiatric issues, are unable to utilize regular bus route service. The families, due to their lack of resources, cannot transport their child from the program, yet need their child

in the program.

Currently, and historically, a small number of clients have been certified. In order to provide services other than transportation or in addition to transportation, program staff need to utilize Metro Mobility.

This letter is to alert you to our population, services, and needs so that appropriate planning can and may be done by the Board.

Sincerely,

Michael Fried

Staff Supervisor

Bush Center Evening Treatment

TESTIMONY PRESENTED AT THE
REGIONAL TRANSIT BOARD'S PUBLIC MEETING
ON METRO MOBILITY
January 22, 1991

Good evening. My name is Kurt Strom, and I am the Community Program Advocate for the Minnesota State Council on Disability. I appreciate the opportunity to talk to you tonight about Metro Mobility.

Metro Mobility has proven to be essential for persons with disabilities who wish to become part of the mainstream of society. Every month we use the system to take us to jobs, school, medical appointments, civic affairs, religious activities, and recreational and social functions. Without Metro Mobility, we would find it difficult if not impossible to maintain the level of independence which we prize so highly. Many of us who are gainfully employed would be unable to continue our jobs and would become dependent on public assistance; all of us would be more isolated from the life going on around us.

This is not to say the system is perfect; there are still policy and operational problems that seriously affect the service's timeliness and usefulness for many. We are convinced that most of these difficulties can be resolved or minimized, but it will require the close cooperation of riders, advocates, providers, program administrators, policymakers, and others.

Much more ominous than any of these problems, however, is the issue of adequate funding for Metro Mobility. We are all aware that the State is currently facing a significant fiscal shortfall and that Metro Mobility ridership continues to rise, driving up the cost of the service. Under these circumstances, it is inevitable that legislators and others will be searching for ways to make Metro Mobility less costly.

The Council on Disability strongly supports the level of funding needed to maintain quality service. We reject proposals that would save money by limiting Metro Mobility service or by guaranteeing the service for some groups at the expense of others. Let us remember why Metro Mobility was created in the first place - to provide an accessible alternative to all those who, no matter what their age, cannot safely or without undue burden use the regular route system because of a disability. We must stand together in support of this principle or we will end up with a second-class system, one that does not truly meet the needs of those it was designed to serve.

Not all cost-saving measures are necessarily opposed to this principle, however, and we should welcome those which are not in opposition - especially if they would also increase the effectiveness and efficiency of Metro Mobility. For example, it would certainly be appropriate to examine the eligibility criteria for Metro Mobility as well as the method by which applicants are found to meet these criteria in order to assure that users are certified in accordance with the principle mentioned above.

The State's financial problems almost guarantee that changes will be coming for Metro Mobility. Our challenge as users and advocates is to do our utmost

to see that the changes do not harm those who need the system. This means carefully reviewing all proposals that surface, being ready to fight any that are detrimental and continuing to demand adequate funding for the system. It also means taking the responsibility for developing our own suggestions for improvements, not just reacting to others.

These are difficult times for Metro Mobility, but if we continue to work together with dedication, we can meet the challenges and problems so that we maintain a quality paratransit system for people who cannot use the regular route system.

January 17, 1991

TO: Michael Ehrlichmann
Mears Park Center 230 east fifth street
St. Paul Minn. 55101

FROM: Debra Jahnke
6281 Rhode Island av. north
Brooklyn Minn. 55428

Dear Mr. Ehrlichmann

I am writing to you in regards to the meeting on Jan. 22 for Metro Mobility . I am unable to attend so am stating my point in this letter.

I have been a Metro user for about four months now and have been overall very happy. I have used Handi-Cabs most of the time and have to say that I have never met a nicer more polite, courteous bunch of people. I always enjoy my ride and end up in very interesting conversations. I am always treated with respect and dignity. In the a.m. they are always on time, or within the limit. I have only had trouble one time in the morning, I had strict back to back tests and told them when I called that I had to be there at a certain time. Something happened and they could not make it until much later. I did gripe about that but after the test was over and I calmed down, and let it drop. I do have a lot of trouble with my p.m. rides being 30-45 minutes late, and I was getting upset until I was told by Sandi that all the companies are having trouble during p.m. rush hour.

As for other companies, I have used Suburban, and Ebinizer and have been happy with them as well. I can not however say the same for Yellow Cab. To start with, no matter what time I make my a.m. ride for, 7:30, 7:15, they are there at 6:55. I have been told by one driver that there is no such thing as a 7:30 ride, then why do they accept orders for them? More often than not when I have ridden with them, I end up on a tour of the city that takes an hour+. For example, last October I left 2500 south 6th at 12:00, and arrived home at 6281 Rhode Island at 1:20. (I have witnesses).

The final straw came last Friday January 11. I was set for a 4:00 p.m. pick up. At 4:15 I called to ask how late they were running. I was on hold until 4:35 when I hung up and called back. I was asked to hold and I asked how long for, stating that I had been for 20 minutes already. I was asked what I needed, was put on hold for a few minutes and was informed they were on their way and would be there very shortly. At 5:00 I called Metro Mobility and told Sandi what my problem was. She called Yellow Cab and was told that they were at North Memorial

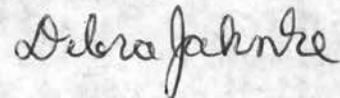
(2)

Hospital looking for me. They said they were at another entrance and would be at mine IN five minutes. At 5:04 I hung up the phone from that call and at 5:30 started looking for a way home. I finally got a ride home at 6:00 that cost me \$300 for gas because she is unemployed and had an empty tank plus \$5.00 extra for sitter for my children. Yellow Cab NEVER did show up for me.

As for trip assurance, I think it is a good idea and has potential once the glitches are worked out. Personally I think I am going to call around if I am facing trip assurance, at least I will avoid being stranded again. I do not know if that will take much of a load off the Trip Assurance system or not but it is worth a try when I do start using the service again.

I hope this is some help to you, I am on a short time limit in order to get this to you in time so I hope I made sense. If you have any questions please call me at 536-5926.

Sincerely



Debra Jahnke

Jan 18, 1991

Regional Transit Board
Michael J. Ehrlichmann:

I cannot attend the meeting.
I appreciate very much getting
Metro Mobility Service.

In the last 2 weeks I had
some unbelievable long waits for
pickup. The drivers are ok but I
believe they do not get paid
enough to show up for work.
The company should get more
money as more people call in &
they cannot handle all of the
calls. I realize I need the
transportation but hesitate to
call now as I have to wait so
long. I understand they cannot help
it. They need more money for decent
wages. The dispatchers are very nice &
helpful, also drivers. Sincerely,
Gene Breen

Irene Breen
4300 Veneta
Crystal, Mn.
55422



Regional Transit Board
Mears Park Centre Chambers
230 East Fifth Street
St Paul
Minnesota 55101

c/o Michael J Ehrlichmann

Opportunity Workshop, Inc.

5500 Opportunity Court • Minnetonka, Minnesota 55343 • 938-5511

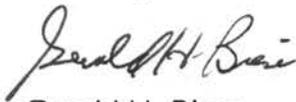
January 18, 1991

Mr. Michael Ehrlichmann
Regional Transit Board
230 East 5th Street
St. Paul, MN 55101

Dear Mr. Ehrlichmann:

Of the 727 clients who ride on the public transportation system, 231 are eligible and need the services of Metro Mobility. If services are cut to Metro Mobility, these people will stay at group homes or go back to institutions. When that occurs, clients will not be working and will require staff care where they live at a more intense level, which will increase costs to the taxpayers. A cut in transportation will only cause higher costs in human misery as well as financial costs.

Cordially,



Gerald H. Biese
President

GHB/mw

cc: Roger Blohm

Equal Opportunity Employer

Accredited by Commission on Accreditation of Rehabilitation Facilities

Gallery Tower #411
26 West 10th Street
St. Paul, MN 55102

January 18, 1991

Mr. Michael Erlichmann, chair
Regional Transit Board
Mears Park Center
St. Paul, MN 55101

Issues for Hearing
on Tuesday, January 22, 1991
Mears Park Centre Chambers,
7 p.m.

Dear Mr. Erlichmann:

I am enclosing a letter I wrote to Chris Gramm, manager of the Metro Mobility Administrative Center, on November 20, 1990 concerning two major problems which plague many MM riders and which need an immediate change.

They are:

1. The inability of handicapped riders to schedule airport or doctor's appointment rides in advance of the current 24-hour in advance provision. This puts "real priority needs" at the mercy of the glut of non-essential trip calls.
2. Each carrier service needs a phone system to handle calls in the order received. As the current system stands, a handicapped person needing a ride can spend endless hours dialing without getting through. Each carrier should be required to have a call-waiting system.

I request that you bring up these issues at the hearing and make a concerted effort to resolve them immediately. If rule changes are needed, make that your first priority so the system can properly respond to the needs of the handicapped community.

Thank you for your assistance in dealing with these important issues.

Sincerely,



Phyllis Spielman
MM 21-0777

Gallery Tower #411
26 West 10th Street
St. Paul, MN 55102
Phone: 224-1291

November 20, 1990

Mr. Chris Gran, Manager
Metro Mobility Administrative Center
560 6th Avenue N.
Minneapolis, MN 55411

Dear Mr. Gran:

As per the October 1990 special edition of Metro Memo, you state that you want to hear the good and the bad of Metro Mobility service. I want to express both.

First of all, my late husband and I, both handicapped who have needed to use the electric three-wheel vehicles or scooters to get around, have always received excellent service from Twin City Mobility. They have always been very courteous and responsive to our special needs at all times, so we have used their services almost exclusively.

However, a problem did develop when I was scheduled to fly to New York September 27. My flight on American Air Lines was scheduled to leave at 11:07. I had all my reservations, including tickets and seat assignment, made weeks ahead of time. But since handicapped people are boarded early, my travel agency stressed that I should be at the airport one hour prior to flight.

So I called Twin City Mobility a week ahead of time and requested they put me on their pickup schedule for Sept. 27 at 9 or 9:15. They said they could not schedule in advance and that I should call in the day before the flight. I called on Wednesday, Sept. 26 at 7:30 A.M. and the order was taken. At 10:30 A.M. that same day, I got a call that they could not handle the request and that I should try other carriers and request ride assurance.

After calling every carrier that handles St. Paul pickups, I was told no one could handle the ride and the so-called ride assurance available could not promise to get me to the airport before flight time. All these problems and with a nonrefundable ticket for the flight!

Twin City Mobility said they had booked a lot of rides who called in between 6 A.M. and my call at 7:30 A.M. Now I ask you, why can't all carriers maintain a special sheet for essential flights or events called in by patrons a week in advance, then list them on their 24-hour in advance sheets prior to accepting any calls for that day? Why must clients struggle to get up at 6 A.M. and dial in vain to get through the constant busy signals one experiences at that time of day!

It would also help if each carrier had a phone system that would take each call in the order received. I have been exasperated many times at having to dial for hours!

Luckily my daughter in Little Canada dropped her business appointment schedule at my frantic request and took me to the airport on time. She had been scheduled to be in another area of the city that day, but put her own requirements on hold long enough to get me to the airport on time! Next time I may not be so lucky!

I realize it may be difficult for the Metro Mobility system to prioritize calls. But two things come to mind, doctor's appointments and plane flights which are known ahead of time, as compared to a

visit with Aunt Tillie or shopping and lunch with the girls!

Please help ease this problem. It need not be so chaotic! I do try to make all appointments between 10 and 2 P.M wherever possible.

May I have your early response on this matter?

Sincerely,

A handwritten signature in cursive script that reads "Phyllis Spielman". The signature is written in dark ink and is positioned above the typed name.

Phyllis Spielman
(Mrs. Gordon Spielman)

CC: Twin City Mobility

1/22/91

-Anonymous Metro Mobility Rider

I am thankful and grateful for the Metro Mobility service being provided—they do a very good job and I really appreciate it. I do have a couple of concerns, however. One problem seems to be directions given to the driver; often I have had to wait one-half hour or longer because the driver has had difficulty finding my location. The other concern I have is with the cancellation policy. While I try not to schedule unnecessary trips, there are occasions when plans simply have to be changed and I have had to cancel a scheduled Metro Mobility ride. I am concerned that these cancellations might jeopardize my eligibility for using Metro Mobility.



REGIONAL TRANSIT BOARD

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

Jan 18, 1991
3:00 p.m.

Hazel Abas
2810 Pleasant Av S #204
Mpls Minn 55408

Received the letter on
public hearing - cannot
attend - she is 80 years old
and very well satisfied with
Metro Mobility.

A handwritten signature in black ink, consisting of a series of connected loops and a long horizontal stroke at the end.



REGIONAL TRANSIT BOARD

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

Jan 18, 1991
2:45

Ada Berger
Walker Residence

Cannot attend but wants to say
and recorded that the Metro Mobility
system is very good. She uses
it to visit her children (uses
a wheelchair) and she can't
get in a car

M

January 11, 1990

Mr. Michael Ehrlichmann
330 East 5th Street
St. Paul, MN 55101

Dear Mr. Ehrlichmann:

I will be unable to attend your meeting on January 22, 1991 regarding Metro Mobility funding. I am sure that funding is a great concern to all, but I wonder if you realize how concerned a lot of the Metro Mobility customer's are about the Trip Assurance Program you have placed into the system. You don't ride Metro Mobility anymore, but do you realize what it is like after working all day and having to wait fifteen minutes to an hour and fifteen minutes. It is very nerve wracking and tiring to wait. I have paid ten dollars a year for a standing order. I would rather pay twenty-five dollars a year and get my ride on time. I get up at four a.m. every morning and have an afternoon pick-up at three fifteen. It is depressing to arrive home at five or later. I feel the Trip Assurance Program should have been tried for three or four months and then get the report from the providers should have been prepared and the decision made after that. The report should have included the opinions of the drivers.

Sure the drivers get paid if they pick us up late, but we get get deductions from our pay if we arrive late to work. I think that people on dialysis, working people, and people with medical appointments should be given first consideration. Mr. Ehrlichmann, there must be a better way to operate the system. The providers and you should work at developing a better system.

By the way, I have been trying to speak to you since August and have had no reply to my telephone calls. As a friend of the "Good Perpich's," I just wanted to let you know that Lola thought you were doing a nice job. So please try to remember that and see what arrangements can be made so our rides won't be late.

Thank you for the time and attention that you have given to my letter.

Sincerely,

Virginia Kerssen
Virginia Kerssen

Arc Minnesota

CC ER

CC PA

January 16, 1991

Advocacy
and support
for people
with
developmental
disabilities
and their
families

Regional Transit Board
Mears Park Centre
230 East 5th Street
St. Paul, Minnesota 55101

Dear Regional Transit Board:

Arc Minnesota, an advocacy organization representing people with developmental disabilities and their families, is contacting you in anticipation of the public meeting on Metro Mobility on January 22. Arc Minnesota represents 8,000 members statewide.

Arc Minnesota is very concerned about any possible cuts in funding for Metro Mobility. Para-transit services make it possible for increasing numbers of people with developmental disabilities to live and work in the community. It is essential that funding allows the users of Metro Mobility to schedule standing orders. The inclusive environment which all persons with disabilities are entitled to would be threatened if users of Metro Mobility cannot predict whether they will be able to get transportation to and from their job sites. This would cause enormous hardship and would constitute a major violation of the civil rights of persons with disabilities.

Arc Minnesota is also concerned that members of the Regional Transit Board understand the essential nature of Metro Mobility. The Americans with Disabilities Act guarantees maintenance of effort for para-transit services. In about 10 years, when all MTC buses are accessible, there will still be a need for Metro Mobility services for those persons for whom the fixed route system is not appropriate. At this time, Metro Mobility is the only available mode of transportation for many persons. Therefore, it cannot be considered an option to cut back services in this vital program.

Arc Minnesota wants to see the RTB give its total support for full funding of Metro Mobility. We want to see the RTB endorse this position and use all of its resources at the Legislature to ensure that Metro Mobility does not have to reduce services. Arc Minnesota will continue to vigorously support para-transit services.

Sincerely,

Cindy Yess

Cindy Yess
Arc Minnesota President

Sue Abderholden

Sue Abderholden
Executive Director

cc: Roger Blohm, Chair, UHF Transit Task Force

3225 Lyndale Avenue South
Minneapolis, MN 55408
612 827-5641 Toll Free 1 800 582-5256

RECEIVED
JAN 17 1991
R.T.B.

RFB mtg. - 7:00 p.m. - Jan. 22nd

Mrs. Chairperson - members of RFB.

I am, Roger Blohm, chair of the UHJ Transit Task Force. The Task Force oversees M/M for ^{the} users of the system. Presently, it is working with the following organizations - Red Cross, AARP Opportunity Workshop, ARC, ACT, Societies for the Blind, MS, Kidney Foundation, Disabled American Veterans, Metro Senior Federation + MARF.

These groups along with persons from RFB, M/MAC as well as the providers are able to give a good input as to the operation of M/M. All concur the system basically is one of the best.

I have come before you today to request full funding - no ^{be available} ~~is~~ ^{invest} full funding for M/M for the coming biennium.

Apparently, some RFB members believe M/M isn't a necessity in the lives of some Minnesotans. I say to you that M/M is the "Life Line" for the blind, disabled + impaired seniors.

Without this "Life Line" these people would find it difficult & maybe impossible to get to doctors, dentists, shopping & other activities. Without this "Life Line" blind & disabled would find it impossible to work & earn money. The alternative would be rely on the gov't programs. Costly for the taxpayers.

Our M M system as I stated previously is classified a top grade paratransit system. A system other cities look to as a guide. As Minnesotans we can be proud. Do we want to keep improving our paratransit system or allow the system to go "backwards"? I don't believe our citizens will allow this.

During the year of 1990 the U. S. Congress passed the American Disabilities Act which the President signed. As many have said including our President this act is the most encompassing Civil Rights act this nation has seen. The Act states persons are entitled to accessible transportation as their right.

Our nation + certainly Mn.,
has always been noted for helping
those persons in need. Let us
not change that now.

You have been charged by
the citizens to see that 'proper
transportation' is available. Full
funded M/M the "Life Line"
for the blind, impaired seniors +
the disabled is a must. Anything
less can't be accepted.

I have in my hand letters
from many of the organizations
working with the U S Transit
Task Force. We are not alone.

Thank you.

Copy to Board

Jan. 11, 1991

Dear Mr. Ehrlichmann,

my name is david lundeen. I ride metro mobility. I feel sad about this problem with the metro mobility office because ^{we} need their vans to help us to go to work and all the places we have to go. some people will not have the money if the cost goes up. I hope the Transit Board has some good ideas.

One idea I have is that the different van companies have some overlap in their work and if all the companies work together it will be good business for metro mobility and us too.

Thank you.

Sincerely,

David Lundeen