



Minnesota Regional Transit
Board: Records.

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D.C. *sfake* 3/18
Exhibit A

Date: March 18, 1991
To: Regional Transit Board
From: David Cassidy

Re: Metro Mobility ridership

First I would like to thank you for the work you've done sustaining and improving Metro Mobility. It was only a short time ago that persons using wheelchairs did not have the privilege of this independence but had to rely on friends, family, or medical services for transportation. I especially extend my thanks for what this service has meant to my individuality.

Approximately fifteen years ago I began using Suburban Paratransit when they had only two low-top vans and operated only in Bloomington and Richfield. Up to this point I did not go out to much.

Being restricted to a set monthly income and having to deal with attendant care services makes being independant a laborious task.

At present I live by myself in a one bedroom. Being able to use Metro Mobility makes this possible. Except being on a low monthly income and the current cost of this service limits the amount of rides that I can make.

Over the years my Social Security has not raised enough to accommodate the inflation imposed on me. Any fare increase or limiting of rides will decrease my ability to be a fully independent individual.

I think of the wide range adverse affects any negative changes for the Metro Mobility system would have on people needing this service such possibilities as not being able to attend a class at school to obtain a degree, or maintain a job because of time conflicts or a limiting of rides. Any decrease in this service would be a disabling of the disabled. A clear violation of human rights.

Limiting rides or raising fares will hinder ability to attend much needed meetings such as ones for Metro Mobility.

In conclusion I would like to ounce again like to extend my appreciation for helping me to obtain and maintain my independence. Please don't let this be taken away. ~~Date:~~
~~March 18, 1991~~

Read at
hearing of 3/18
by MW

Exhibit B

March 15, 1991

To Be Read At The March 18th Meeting

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 go shopping and am responsible for all the other tasks of keeping a secure household. Without this right of transportation I could not continue these responsibilities.

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 because of not being able to afford the fares, becoming even more of a burden on taxpayers.

I also wish to inform you that most of us who use Metro Mobility are on fixed incomes. This means that when our Social Security and Supplementary Income checks are raised over a set monthly amount (and for many of us this is only \$420.00), we cannot keep any cost of living raise. We're required to pay a spend down either to the provider that pays for our Attendant Care, or in some other way to pay back this money. In essence, we're not ever able to enjoy a raise in our incomes. This means that when the Metro Mobility rates are raised we'll be that much further in the financial hole.

I sincerely thank you for listening to what I have to say, and I earnestly plead with you not to let Metro Mobility fares go up to an unreachable price.

Thank You,

Kay Stoll,
Metro Mobility Consumer

REGIONAL TRANSIT BOARD

ROLL CALL AND ATTENDANCE SHEET

DATE: 3/18/91

BOARD OR COMMITTEE: Public Hearing - MM Issues

Member Name Present Vote Vote Vote Vote Vote Vote Vote Vote

ISSUE

Mike Ehrlichmann ✓

Doris Caranicas (P)

John Finley (A&F)

Ruth Franklin, Chair (P)

Ed Kranz (A&F)

Sandra Hilary (P)

Terry O'Toole (P)

Open (P)

Norbert Theis (P)

El Tinklenberg (Chair-P)

Richard Wedell (A&F) ✓

Visitors

M. Christman
G. Green

Staff

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ch gp ce com VB



Fact Sheet

RTB Planning Metro Mobility Changes

Metro Mobility is an important service for persons with disabilities in the Twin Cities metropolitan area. In 1990, the Metro Mobility system provided 1.6 million rides to people with disabilities. Demand for Metro Mobility service is increasing 10-15 percent annually. Currently, 19,000 people are certified to use Metro Mobility and the numbers are growing.

Although demand for the service is growing, funding will not be available to cover the full costs of the Metro Mobility program. Last year, Metro Mobility cost \$3 million more than what the state allocated the RTB. After the state denied a funding supplement, the RTB transferred funds from its fund balance to Metro Mobility. This year there is no money to transfer from any other sources. To address this problem, the RTB, in conjunction with the agency's Transit Accessibility Advisory Committee (TAAC), is examining various rate structures and service changes to become effective July 1, 1991, that will bring the Metro Mobility program within its available budget.

FARE OPTIONS

Currently customer fare revenues cover only 11 percent of the cost of the Metro Mobility program. The RTB is trying to raise at least \$1 million in additional fare revenue to forestall major service cuts in the Metro Mobility program.

Option A (Preferred)

Under this option, the off-peak fare of \$1.00 remains the same as it is today. The increased fare is determined by the type of trip (demand or standing order), time of day and distance traveled. The new structure increases the fares for peak hour and long distance trips, which are the most costly trips to provide. Peak hours for Metro Mobility are 7:00-10:00 a.m. and 2:00-5:00 p.m.

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		<u>*Demand Order</u>	<u>**Standing Order</u>
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* A "demand order" is when a person calls and requests a ride for the next day. **A "standing order is defined as an order for a trip to and from the same places at least three times a week for a minimum of six weeks.

Option B

In response to comments already received from the disability community, RTB staff has developed Option B. Like Option A, this option encourages people to schedule their trips during off-peak hours when possible. This will help the Metro Mobility program operate more efficiently by spreading the demand for trips more evenly throughout the day. This option also increases the fare based on the distance traveled, much as regular route service charges more for crossing zones. Higher fares are proposed because peak hour and long distance trips are the most expensive trips to provide.

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Option C

TAAC and the United Handicapped Federation (UHF) have recommended another option for the RTB to consider. This option includes an across-the-board one dollar increase on all fares.

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Over 12 miles	\$3.75	\$4.75

Changes in the way over 8 mile coupons are used for long distance rides apply to all fare options. Under the proposed changes, only people with limited incomes would be eligible to qualify for the discount coupons. One coupon could be used for trips over 8 miles, 2 coupons could be used for rides over 12 miles.

SERVICE CHANGES

RTB planners have been working to develop short-term changes needed to achieve cost savings for the remainder of calendar year 1991. The proposed short term changes would be:

- 1) **Reduction of service hours** to exactly match those of regular route bus service. According to a preliminary review comparing MTC regular route service to Metro Mobility service, Area II (see attached list of communities) would be the service area most affected. Proposed hours of operation would be Monday through Friday 6:30 a.m. to 6:30 p.m. and Saturday and Sunday 8:00 a.m. to 6:30 p.m.

- 2) **Certification requirements and procedures** that currently exist will be examined based on the federal ADA regulations. We will examine the certification process to determine if disparities exist in the interpretation of the eligibility criteria by medical professionals and other individuals eligible to certify riders for the Metro Mobility program.
- 3) **The trip assurance program** was created by the RTB to virtually ensure that all requested rides were received. Although ride orders are now guaranteed to be filled, Metro Mobility providers are having a difficult time meeting the demand for peak-hour service. An analysis of the program is ongoing and modifications are expected by July 1. One proposed modification would be to ensure that only wheelchair trips are guaranteed once the taxi scrip program is implemented.
- 4) **The taxi scrip program** is not a service change but a proposed service option that would complement the trip assurance program. Eligible riders would purchase subsidized coupons or "scrip" to help pay for their rides. The proposed taxi scrip program would provide a cost-effective transit option for riders who cannot use regular route bus service for all their transportation needs but do not need specially equipped vans. The scrip program is a method of user side subsidy where the cost to provide the service is shared 50 percent each by the program and the passenger. The rider pays the face value for the fare with a combination of cash and scrip. The RTB is recommending a one-year pilot program to test how taxi scrip could work in the Twin Cities.

IMPACT

The RTB expects the implementation of all these service changes would save approximately \$2 million.

TO COMMENT

Comments received on the fare and service changes at the public hearings, as well as any new recommendations, will be evaluated by RTB staff. A final recommendation will be presented to the Transit Accessibility Advisory Committee in April, with RTB action set for May. Please send your written comments to: Cyndie Mayer, Senior Project Manager, Regional Transit Board, Mears Park Centre, 230 East 5th Street, St. Paul, Minnesota 55101.

Area II Communities served by Metro Mobility

Apple Valley	New Brighton
Arden Hills	North Oaks
Bayport	Oak Park Heights
Birchwood	Oakdale
Burnsville	Orono
Champlin	Osseo
Chanhassen	Pine Springs
Chaska	Plymouth
Cottage Grove	Prior Lake
Deephaven	Rosemount
Dellwood	Savage
Eagan	Shakopee
Eden Prairie	Shoreview
Excelsior	Shorewood
Gem Lake	Spring Park
Greenwood	St. Paul Park
Inver Grove Heights	Stillwater
Lake Elmo	Sunfish Lake
Long Lake	Tonka Bay
Mahtomedi	Vadnais Heights
Maple Grove	Wayzata
Medicine Lake	White Bear Lake
Minnetonka	White Bear Township
Minnetonka Beach	Willernie
Mound	Woodbury
Mounds View	Woodland



Fact Sheet

RTB Facing Budget Challenge

For nearly a year many transit agencies, including the Regional Transit Board, have been trying to cope without much-needed federal funding. Now the RTB finds itself trying to squeeze more services out of less money in the face of significant state revenue shortfalls. This situation jeopardizes the RTB's ability to ensure a basic level of mobility for the citizens of the seven-county metro area.

Regional transit took a \$2 million cut for the last part of the current biennium. Of that, the RTB cut \$700,000 out of its own budget which equals about 35 percent of the shortfall. Board travel and per diems, administrative costs and consulting services were included in the cuts. The RTB's budget was not extravagant and these were not easy cuts to make. In addition to the cuts made in its own budget, the RTB is forced to make service reductions. The next two fiscal years promise ongoing battles for funds.

In the next biennium, service needs will exceed anticipated funding sources by \$13.1 million. Without additional funding, regional transit will not be able to sustain service levels. The RTB is examining both operating and administrative measures that will make the transit system more efficient. For example, the RTB raised regular route bus fares on March 1, 1991. This action has the potential to raise an additional \$6.2 million in fare revenue annually.

In addition to raising fares, the RTB is looking at ways to lower the subsidy requirement for Metro Mobility. During the last year, demand for Metro Mobility increased significantly and it will continue to increase in the future. It is an expensive service to provide, yet the RTB is mandated to provide accessible transit to persons with disabilities by both the State Human Rights Act and the Federal Americans with Disabilities Act.

Last year, Metro Mobility cost \$3 million more than what the state allocated the RTB. After the state denied the funding supplement, the RTB transferred funds from its fund balance to Metro Mobility. This year demand has increased, funding has not increased and there is no money to transfer from any other service categories.

In 1990, the RTB worked with social service agencies to ensure it recovered the total federal subsidy available for transporting developmentally disabled people to day training facilities. These trips can be paid for with Medicare. The cost of these trips, which comprise one-third of the total Metro Mobility rides, amounts to an estimated \$3 million a year. RTB staff is recommending an in-depth study of Metro Mobility service to identify further changes that would reduce subsidy requirements.

While costs and demand continue to increase, the RTB is committed to providing transit services that meet people's needs. The RTB recognizes the need to be fiscally conservative, yet also recognizes that transit is no longer a privilege--it is a right.

Metro Mo hearing 3/18 Holmes

1. Valerie Braun ?
2. Joanne Schlender 347-5663
3. Gilberta ~~Sto~~ Blom
4. David Cassidy - 888-7053
5. Mrs John Carlson
6. Bette Norman
7. Jan Bourgerie

Sign up to Testify

Need to
leave by
1:30

~~Pam Weiss~~

~~12:15 Andrew Gamotta~~

~~4:00 Barbara Kuntan~~

anytime is ok ~~Sharon Hardy~~

~~Hazel Scharmer~~

1:00 pm ~~Sandra Carlson~~

anytime ~~Tom Zosel~~

if needed ~~KAREN KURATT~~

3 ~~David Casidy~~

2 ~~Betty Norman~~

~~Jan Bourgeois~~

~~Kay Stolt - read letter~~

1 ~~Jeanne Schuster~~

2 ~~Morgan Grant~~

1. SANDRA CARLSON

2. ~~PAM WEISS~~

3. ~~SHARON HARDY~~

4. ~~HAZEL SCHARMER~~

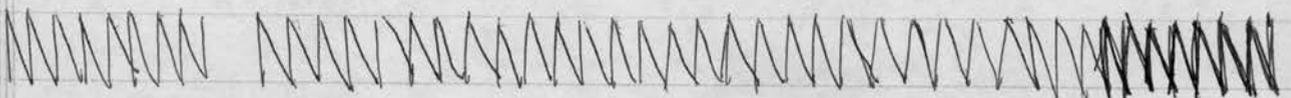
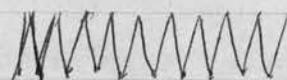
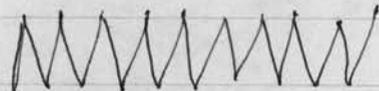
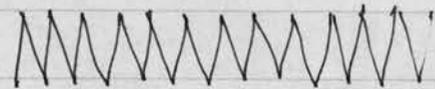
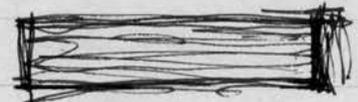
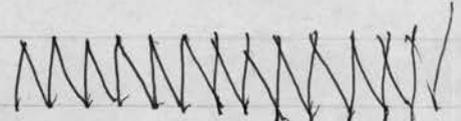
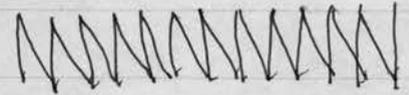
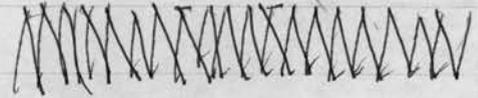
5. ~~TOM ZOSEL~~

6. ~~KAREN KURATT~~

7. ~~JAN BOURGUIS~~

8. ~~KAY STOLT~~

9. ~~LAUREA COLBERT~~



Proposed Fare Options

Option A (Preferred)

- No change in the current \$1.00 fare for travel during off peak hours.
- Fares are increased for peak hour and long distance trips, the most costly to provide.
- A 50-cent surcharge is added to standing order trips.

	<u>Existing</u>	<u>Proposed</u>	
		<u>Demand Order</u>	<u>Standing Order</u>
Under 8 miles			
• Peak Hours	\$1.00	\$1.50	\$2.00
• Off-Peak	\$1.00	\$1.00	\$1.50
Over 8 miles	\$2.00-\$3.75	\$3.00	\$3.50
Over 12 miles	\$3.75	\$5.00	\$5.50

Option B

- No change in the current \$1.00 fare for travel during off-peak hours.
- No surcharge for standing order trips.
- Peak hour fare is 50 cents higher than that proposed under Option A.
- Long distance fares are the same as Option A.

	<u>Existing</u>	<u>Proposed</u>
Under 8 miles		
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• Off Peak	\$1.00	\$1.00
Over 8 miles	\$2.00-\$3.75	\$3.00
Over 12 miles	\$3.75	\$5.00

Option C

- UHF recommended proposal endorsed by TAAC.
- Existing fares increased by \$1.00 across the board.

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Under 8 miles	\$1.00	\$2.00
Over 8 miles	\$2.00-\$3.75	\$3.00-\$4.75
Over 12 miles	\$3.75	\$4.75

Over 8 mile fare coupons

- Applies to all proposed fare options.
- Proposed changes may include eligibility based on limited income.

Note: Peak hours are from 7:00-10:00 a.m. and 2:00-5:00 p.m.

Proposed Metro Mobility Service Changes

1) Reduction of service hours

- Metro Mobility service hours cut back to 6:30 p.m. in Area II communities to match regular route service.
- This proposed change matches regular route service hours.

2) Certification requirements and procedures

- Re-examine eligibility and certification process, based on new federal ADA regulations.
- Procedures may include new eligibility criteria interpretation by medical professionals.

3) New Taxi Scrip program

- Pilot demonstration in Area I communities for ambulatory riders.
- Complement Trip Assurance program.
- Cost of the trip is shared 50 percent by the rider.

4) Revised Trip Assurance program

- After Taxi Scrip is started, the Trip Assurance program would be changed to guarantee lift service only.
- Modifications expected July 1, 1991.



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- no standing order surcharge

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