



Minnesota Regional Transit
Board: Records.

Copyright Notice:

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

Thanks for
sending this
information

February 25, 1991



ST. ALBAN SPENCE
1870 RANDOLPH RM. #201
ST. PAUL, MN 55105

2221000

Dear Metro Mobility Rider,

Please find enclosed a notice on the public hearings the Regional Transit Board is holding on Metro Mobility service changes and fare increase.

You have probably been reading in the newspapers about the severe budget shortfall the state of Minnesota is facing. The Regional Transit Board, as all agencies and programs funded by the state, must find ways to continue to provide needed service within the funding amounts available. The agency approved a fare increase for regular route service, effective March 1, and is looking at restructuring high-subsidy routes to increase operating efficiency.

Now we must look at improving Metro Mobility's operating performance as well. Before we make any changes, we will present various options at the public hearings to hear what you, our riders, have to say.

In addition to examining possible changes in the program, the RTB has been testifying at the state legislature, seeking additional funding for RTB programs, including Metro Mobility. To bolster our efforts, I am asking for your support. Please submit written comments to me, telling me how you feel about the program and how it affects your life. With these comments, we will be able to go before the legislature with a stronger case for additional Metro Mobility funding. Your letters will help show the legislature that cuts to the program are not without impact. Cuts to the program will affect people's ability to function in many aspects of everyday life.

I also encourage you to participate in the public hearings March 18 at Holmes Greenway in Minneapolis or March 25 at the RTB Chambers in St. Paul. With your input, we can work to ensure that changes made to Metro Mobility will improve and strengthen the program. Thank you for your support, and I look forward to receiving your comments.

Warm regards,


Michael J. Ehrlichmann

Many of us Senior Citizens who are
in wheel chairs have no other means
of transportation - to doctor and dentist. I would
be willing to raise the price for a
ride. Am interested - Sister St. Alban Spence

An Equal Opportunity Employer

PUBLIC TRANSIT METRO MOBILITY FARES and SERVICE CHANGES

NOTICE OF PUBLIC HEARING

The Regional Transit Board is considering a Metro Mobility fare increase and service changes. It will hold two public hearings to receive comments from local agencies, communities and interested parties in the Twin Cities metro area.

March 18, 1991	noon	Holmes Greenway 114 SE Fifth Street Minneapolis
March 25, 1991	6:30 p.m.	*RTB Chambers 230 E Fifth Street St. Paul

Written comments on fares and service changes will be received through Friday, March 29, 1991. Those wishing to present comments at the public hearings should contact the RTB at 292-8789, TDD 229-2715. Interpreters will be available.

Michael J. Ehrlichmann
Chair

*5th Street entrance closed, use back entrance off Wacouta St

Metro Mobility Administrative Center
560 Sixth Avenue North
Minneapolis, Minnesota 55411



Bulk Rate U.S. Postage PAID Permit No. 1717 Minneapolis, MN
--

April 5, 1991

Dear Michael ~

My daughter, Laura Green, received notification of the fare increase of METRO-MOBILITY. I can understand why that has to happen based on the State Budget Cuts.

I am writing in behalf of Laura who is borderline retarded. She lives in a group home and has been using METRO-MOBILITY for 2 yrs. Metro Mobility has allowed Laura to grow in independence and self-esteem. She is learning how to call for her own rides and can come home to VISIT without us having to transport her. When she gets off the VAN and walks in the door she has a broad smile on her face that says "I can do this on my own!" I hope & pray that METRO MOBILITY can continue to help Laura & people like her to feel independent & valuable to society.

P.S. ALL of Laura's drivers ^{have been} Thank you for your work.
are Professional, Kind and Capable! Cheryl Green

April 2, 1990

Dear Micheal

I was unable to make any of the hearings concerning metro mobility. I have concerns about fare increases. Metro mobility is my one and only means of getting around independently. It is importantly//to note that I am on a fixed income due to public assistance. ON a mounthly basis

I must prioritize what to pay for, and how much .

MOnthly I get on metro to get a haircut I typically a bus fare of \$2 .00 per one way from east St. Paul to Har Mar Mall and back. My haircut it self costs \$ 10,00 total \$4.00 Dollars, a dinner out that cost 10,11 or 15dollars when you add tip and transportation cost the idea of going out to eat becomes to costly. This especially true as dollars become tighter as the month progress..

The point to be made here is that metro mobility may need to receive money cuts but they should be small and when and if they are made , they should be made thoughtfully. if more money so, much the better. Metro MObility makes a difference in my ablity to travel independently.

Thankyou

Sincerely.

Bill Trautz

Dear Sir:

In regards to your letter about Project Mobility I will say it is a very valuable service to handi capped such as myself. I am unable to walk very far & could use a wheelchair on many occasions, which I cannot afford to buy.

I thank You
Ann Neumann



Ms Ann C Neumann
1421 Yale Pl #1004
Minneapolis MN
55403-2112

Mar. 23, 1991

Metro Mobility administrative center.
Attention: Michael Erlichmann

I appreciate very much the service I receive from Metro Mobility. The service is good the cab drivers give us the help we need and are very gracious about it.

Sincerely

Nellie Bensend

Miss Nellie Bensend
3532 Bryant Ave. S., A320
Minneapolis, MN 55408

St. Paul Minn
Mar 27 - '91

Dear Sir,

The metro mobility is a great service. I don't know how I would get to the Doctors & the store otherwise. Have used it since I broke a hip a yr. & half ago. When your 80 yrs. old there are a few things to see a Dr. for, besides broken bones.

The service is just fine, and the fare is reasonable.

I use a walker to get around

Thanking you

Sincerely

Alice Foley

1119 Kingsford

St. Paul - 55106

March 30, 1991

Dear Mr. Erlichman,

I have just finished reading the information about the proposed budget cuts in the Metro Mobility transit program. Because I use the service most often (4 days per week), for the purpose of going back and forth to work, and I have a standing order to accomplish this, the prospect of service cuts truly disturbs me.

I have to travel during peak times (8 ~~am~~ a. m. and 2 P.M. because of my job and am more than a little ~~af~~ afraid that if the cuts in services are too ~~de~~ deep and/or Metro Mobility is undervalued enough, that we, the members of the community who are disabled may have to make a choice that no one should have to make - whether to be a working, self-sufficient member of society, or someone who through no fault of their own sit home and pray that ~~at~~ our Supplemental Security Income check will last until the end of the month.

Further, I question who ~~we~~ will determine which of us are eligible to use discount coupons? Will we

have to disclose our income to strangers?
As you may have gathered, I work part-time hours (9-2 Monday thru ~~the~~ Thursday, and my job is very important to me - both financially and emotionally - and I sincerely hope that I will continue to have access to a job that bolsters my income, my pride in myself, and provides a great deal of intellectual stimulation - which is not always the case for disabled persons who seek to be gainfully employed. I am a graduate of the University of Minnesota and hated the pain and frustration of not being able to find work and then having to worry that Metro wouldn't get me there on time.

I work part time basically because full time hours would be too taxing for me - but I've found something unusual, part time work that offers paid sick days and holidays.

Please help me, ~~we~~ and all of us not lose our fundamental right to have a safe, prompt way to get to our jobs, doctor

appointments or anywhere else that they need or want to go to.

Millions of dollars ~~was~~ ^{were} spent to send Minnesotans to fight in the Gulf War - yet our state can't finance the disabled's growing need to be able to travel to the same places that the non-disabled population frequents? Our priorities are sorely misplaced - Will you further limit the mobility of the disabled by cutting transportation down to 6:30 PM? What about those who have evening meetings, or ~~the~~ classes?

Because I work part time, I still receive a partial S.S.F. check and Medical Assistance benefits. However, now it is possible for me to be paid about \$300.00 less per month because of my employment.

Can the County or the State better afford for me to be useless at home and wait for the first of each month for \$407.00 pitiful dollars?

Thank You,
Carol Ely

509 19th Av So # 13
Mpls 55454

Susan Feltes
1400 Second Street South C209
Minneapolis, Minnesota 55454
March 25, 1991

Michael Ehrlichman
Metro Mobility
560 6th Ave North
Minneapolis, Minnesota 55411

Dear Mr. Ehrlichman,

I have been a user of metro mobility service since this past July, when I moved here from the Phoenix Arizona area. The excellence and affordability of the transportation was one of the reasons I moved to the Twin Cities.

I am concerned that the proposed fare changes will adversely affect my life. I depend on metro for all of my transportation needs. This fare change proposal will greatly increase my transportation costs, including to and from work.

While I understand the need for a fare increase, I greatly oppose the elimination of the discount (over 8) tickets. This action just doesn't make sense from a users point of view. If there MUST be a fare increase, then there should be more discount options not less.

One suggestion is a monthly (or set number of miles) passes similar to those offered MTC riders. Another suggestion is an optional "bill later" program. This would work similar to a phone bill with a monthly statement. This would cut down on paperwork for the drivers and also would relieve them of the burden of arguing with a customer about the fare.

I do not want a fare increase. I hope these suggestions have been helpful if one cannot be avoided.

Sincerely,



Susan C. Feltes

SCF

March 28, 1991

Metro Mobility Administrative Center
560 - 6th Avenue North
Minneapolis, MN 55411

Attention: Michael J. Ehrlichmann, Chair

I feel that Metro Mobility is an excellent program and in my experience of it has been very well run at headquarters. All of my drivers have been extremely kind and efficient and have gone out of their way to show consideration for me as an older citizen needing transportation. They have always been on time and I have never been late to any appointments.

One outstanding instance of their quality: I lost my keys on one ride, and the young driver found them and brought them all the way back to the office of my apartment building.

For me, this program has been very helpful and much needed, since I can no longer drive. Paying a little bit more will not be troublesome to me for such an efficient and considerate service.

Sincerely,



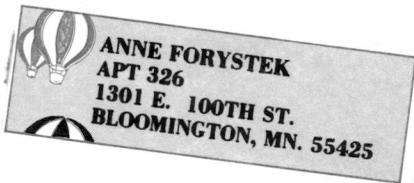
Evelyn A. Prestemon

6417 Colony Way, 2B
Edina, MN 55435

Meeting need be -
We do appreciate this service
immensely. We sometimes
wait for a cab but very
rarely! I've never been
stranded!!

Thanks a lot!

Anne Forystek



33-1895

This is relative to Legislative
meeting at State Capitol.

anne

Mar. 24, 1991.

Mr Michael Ehrlichmann:
M.M. 570 - 6th av. No.
Mpls. MN. 55411

Dear Sir: Thanks for your
letter advising me of the up-
coming discussions relative to
Handicapped necessity about
going to Drs. Church, relatives, etc.
I have been using this service
for a good 3 years. I would be
locked in!! if it weren't for
your organization. I am in a
senior citizen apartment
complex where we're either
crippled - Poor eye sight or
other ailments. We all use
these facilities often.
You may quote me at the

Sangamon

60182

© SANGAMON, INC.

MADE IN U.S.A.



* *
MRS. ELIZABETH DELMONT
1440 RANDOLPH AVE. #211
ST. PAUL, MN 55105



March 27, 1991

To Whom It May Concern:

It is my hope that the state legislature will not reduce to an extended degree, the amount needed to fund Metro Mobility.

Most elderly people have some physical disability, live on a fixed income and pay 50% or more for rent. Those who still live in their homes must find similar circumstances.

When the price of a cab is \$15.00 to go to Bandana Square, * \$15.00 to the Lowry Bldg. and eight to Central Medical, it is out of proportion in regard to our incomes.

* round trip

Sincerely,

Elizabeth Delmont

Alice Mc Tavish

Catherine A. Dwyer

1072 Orchard Av
St. Paul, Minn.

Mar. 28, '91

Dear Mr. Ehrlichmann -

I would like to express my sincere appreciation for the Metro Mobility services you and your organization are making possible for me.

Diamond Cab is my provider, and their drivers are always courteous and helpful to me.

For these services I am very grateful.

Thanking you, I am

Sincerely,
Marquerite M. Larson

March 27, 1991

Dear Mr. Ehrlichman,

After attending the public hearing ^{3/25} by the RTB regarding fare increases and changes for Metro Mobility riders, I am very very concerned.

It is a marvelous and needed service the providers and all involved do a wonderful job. Without Metro I would be unable to live an ordinary everyday life, example, going to the doctor, dentist, grocery shopping and occasional personal shopping.

Without state funding I realize there has to be some kind of increase. But does it have to be so drastic? Discontinuing the over 8 mile discount coupon and increasing the fare is too much. This will create a financial hardship for those of us who use this service, surely there can be a compromise. Please reconsider and continue with the discount coupons.

Our legislature should put a portion of the Lottery revenue into funding Metro Mobility, conservation is important and so are we. Thank you, and keep up the good work.

Harold W. Kemp
1376 Colonial, Du.
Roswell, Ga. 55113

Netio Mobility,

I am confined to a wheelchair
have no use of my legs. Your service
is the only transportation I have. I
need it.

I am on a limited income
in a nursing home, but without your
service I have no way to go anywhere.

Please continue service.

Ora
Parks

Parks
Aroka Maple Manor
1040 Madison Street
Aroka MN 55303-2689

Mar. 23 91

Metro Mobile

Sir: To begin with I am
86 plus 3 months old.

I have trouble walking.
I can pull my self onto the
bus but I have to slide off
and I had a fear of sliding
under the wheels. There for
the metro is a god send to
me. I am very grateful
and will do what ever is
required of me. I've used
metro over 5 years.

Yours Truly

Eva Janeck

My white card # 355716
" black card #

P.S. I only use metro to go to the
Doctor & Dentist 334145
I use the white card - can't see
the number on the black

8008 Bass Lake Rd.
Mpls, Mn, 55428
Mar. 25, 1991

Mr. Michael Erlichman
Chairman Metro Mobility Admin.
560 Sixth Ave. No.
Mpls. Mn. 55411

Dear Sir:

I appreciate the rides I get. I'm in a wheel-chair. I had polio and now have post polio syndrome. as well. I need adjustments.

A slight rise in fares I could squeeze out, but I hope that would be it.

Sincerely,
Frances B. Lange



February 25, 1991

Dear Metro Mobility Rider,

Please find enclosed a notice on the public hearings the Regional Transit Board is holding on Metro Mobility service changes and fare increase.

You have probably been reading in the newspapers about the severe budget shortfall the state of Minnesota is facing. The Regional Transit Board, as all agencies and programs funded by the state, must find ways to continue to provide needed service within the funding amounts available. The agency approved a fare increase for regular route service, effective March 1, and is looking at restructuring high-subsidy routes to increase operating efficiency.

Now we must look at improving Metro Mobility's operating performance as well. Before we make any changes, we will present various options at the public hearings to hear what you, our riders, have to say.

In addition to examining possible changes in the program, the RTB has been testifying at the state legislature, seeking additional funding for RTB programs, including Metro Mobility. To bolster our efforts, I am asking for your support. Please submit written comments to me, telling me how you feel about the program and how it affects your life. With these comments, we will be able to go before the legislature with a stronger case for additional Metro Mobility funding. Your letters will help show the legislature that cuts to the program are not without impact. Cuts to the program will affect people's ability to function in many aspects of everyday life.

I also encourage you to participate in the public hearings March 18 at Holmes Greenway in Minneapolis or March 25 at the RTB Chambers in St. Paul. With your input, we can work to ensure that changes made to Metro Mobility will improve and strengthen the program. Thank you for your support, and I look forward to receiving your comments.

Warm regards,

Michael J. Ehrlichmann

*Metro Mobility is a much
needed transportation for
the older generation -
Life for the elderly is
very difficult & it would be
even more difficult without
Metro Mobility.
Lillian Cain*

PUBLIC TRANSIT METRO MOBILITY FARES and SERVICE CHANGES

NOTICE OF PUBLIC HEARING

The Regional Transit Board is considering a Metro Mobility fare increase and service changes. It will hold two public hearings to receive comments from local agencies, communities and interested parties in the Twin Cities metro area.

March 18, 1991	noon	Holmes Greenway 114 SE Fifth Street Minneapolis
March 25, 1991	6:30 p.m.	*RTB Chambers 230 E Fifth Street St. Paul

Written comments on fares and service changes will be received through Friday, March 29, 1991. Those wishing to present comments at the public hearings should contact the RTB at 292-8789, TDD 229-2715. Interpreters will be available.

Michael J. Ehrlichmann
Chair

*5th Street entrance closed, use back entrance off Wacouta St

Metro Mobility Administrative Center
560 Sixth Avenue North
Minneapolis, Minnesota 55411



Bulk Rate
U.S. Postage
PAID
Permit No. 1717
Minneapolis, MN

LUCILLE M CAIN
8008 BASS LAKE RD #301
NEW HOPE, MN 55428

213698

March 27, 1991

Please don't take metro
mobility away — it has opened
a whole area of life to me that
was out of the question before. I
had it. Doctors appointments and
classes and holidays — much
appreciated!! I am on a fixed
soc. sec. so a cost raise would be
hard but the service is invaluable

Sincerely

Georgene Halstensen

7151 York Ave. So. # 1006

Edina 55435-4437

893-9326 (late afternoon
and early morning.)

Dr. Mr. Ehrlichman

I am writing into you about how Metro Mobility affects my life. If it weren't for Metro Mobility I'd be stuck at home all the time. ~~and~~ I would have to rely upon others for food, for trips to doctor, to visit my mom in a nursing home.

To put it in a few words - Metro Mobility has kept me independent, it has allowed me to make some of my own decisions - not to have to wait for others all the time. I'm not an old person - I'm only 47 - - and I just am unable to get places without help. I live on social security disability so trying to pay for anything like van service or bus service myself would be impossible. This is true of all Metro riders - Again it would be the poor and/or handicapped that would take the cut. It seems like we are the ones to always be cut first so the little we get is even cut more - please consider this - when you make your budget cuts. I don't know how I could exist + get around without Metro Mobility.

Thank You
Leona Abbott
5346-62 Ave No
Brooklyn Park, Mn 55429

612-566-8307
TDD

Mrs. Colleen Look
3349 Nevada Ave N #4901
Crystal MN 55427

Regional Transit Board
Mears Park Centre
230 E 5th Street
St. Paul MN 55101

To Whom It May Concern: The Regional Transit Board

I attended the March 18th hearing at, 114 SE 5th Street, concerning Metro Mobility. I was really frustrated with it because it seemed as if no one really got to the crux of the problem. Then I realized that we weren't really there for that purpose, but that we were there to hear people's concerns about the proposed changes, namely a rise in fares and cuts in service. I heard loud and clear that no one wanted to see raises in fares or cuts in Metro Mobility services, and I have to agree with everyone who said those things. I feel that raising the fares would penalize most of the disabled population who use the service instead of putting badly needed monies into the program. I feel it would curtail the usage of Metro Mobility because a lot of people who are disabled are on fixed incomes. As for cutting back the service, it would be a step in the wrong direction.

I feel we need to find other options in order to get the monies we need for funding Metro Mobility. Maybe we need to streamline the service that's already in place, by first weeding out those that don't need to use Metro Mobility, (particularly the lift equipped, door to door service). Maybe there's money to be had from agencies that use the service. I think we need to scrap the trip assurance which has a bad track record. Perhaps we could use some of the Minnesota Lottery monies.

So I think that before you can even consider raising the fares or cutting back on the service, you need to more fully look at both, ways of saving monies and getting monies from other sources besides the State Legislature..

Mrs. Colleen Look
User of Metro Mobility

731-21st Avenue South
Minneapolis, MN 55454
March 15, 1991

TO WHOM IT MAY CONCERN:

Regarding the proposed curtailment of the Metro Mobility program, I would like to be on record as opposing such a move.

As a physically disabled person, Metro Mobility greatly increases my independence. It is my primary mode of transportation.

If the trip assurance portion is cut, I would often be unable to rely on Metro for transportation, because the reservations are often filled by 6:05 A.M.

Metro Mobility is a good program, but it needs to be improved rather than cut. Any cuts would be detrimental to a vital part of our population.

Sincerely,

David E. Swanson

David E. Swanson

March 27, 1991

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

Dear Mr. Ehrlichmann:

I am a frequent user of Metro Mobility. It has been brought to my attention that the RTB is considering curtailing the hours of availability for Metro Mobility. This would be a great disservice and inconvenience to myself and many other riders.

I use Metro Mobility to get to and from work. Sometimes I work until 6 p.m. I also am working on my MBA at night. If night service was stopped, I would be unable to continue my education.

I feel it is crucial not to cut any of the services provided by Metro Mobility. If money is the issue, then raise the fares for evening rides. I would be happy to pay more for such a valuable service. Thank you.

Sincerely,

David McEvers
8675 Marigold Circle, #104
Eden Prairie, MN 55344

(W) 949-7320
(H) 828-6006

3-25-1991

Dear Mr. E. Chlichmann,

Thank you for your letter regarding the R.T.B. hearings, and request for comments. I live in Plymouth and was unable to be present for the hearings.

I have used Metro Mobility for as many years as it has been available. In the beginning I found the service to be helpful, but at times it was difficult to use as the service was unreliable. Also many of the early providers and drivers were rude and unpredictable!

I was living in South Mpls. back then and then moved to St. Louis Park where the service improved and the the drivers did too.

Moving to Plymouth ~~and~~ service can be hard to get at times especially on the weekend, but I use Honda Cab and yellow cab and they are quite reliable. If the service is reduced it would have a large impact on me and my father, who is 94 years old and is in a nearby Nursing Home. I am the only one he has left.

He has "Alzheimer's" Memory Loss, and I visit him at least three times a week to keep him in touch with reality.

I know other women who have husbands in Nursing Homes and use Metro Mobility to visit them.

I am a woman veteran of the Korean War and receive my Medical Treatment at the V.A. Hospital, so I use Metro Mobility to go there also.

I do not own or have a car available to take me where I need to go. I cannot walk very far due to arthritis and back trouble (and L4/L5), and poor eyesight.

I do not need a wheelchair as yet.

Disabled people want to lead normal lives. We want to take care of our health needs, work, shop, travel, play bingo, go to church, etc., with as little fuss as possible.

We need more service instead of less service.

Why is it whenever Government at the Federal or State level decides to put spending they start at the bottom level?

I do not see State Government cutting salaries and benefits of state and county officials. Hennepin County Commissioners make over \$96,000 a year plus perks.

of putting spending eye to be
fair and equal. Let us not
let all levels.

I am fed up with people in
office and out in the public who
believe that people with disabilities,
people living in poverty and other
disadvantaged, should just sit back
and say nothing. We should all be
grateful for any type of service of
need needed, because we are not
paying for it.

I see and hear these type of remarks
all the time.

Several Metro Mobility drivers
have expressed the way they feel.
They don't understand why Metro
Customers have to go to restaurants
and nightclubs. It's a pity to use the
service for work + health, but not
shopping or recreation.

And there is one particular woman
who takes calls and Metro orders at
Yellow Cab who is very rude
(to callers over the phone).
Not all the time, but often enough
for me to hang up when I hear
she is in a bad mood. She
has a poor attitude and has never
been called on it because after
all we are just second class
citizens in her mind and her
superior's.

What people forget is that Companies,
Drivers, Phone people etc. make
money from Metro Mobility,
and money earned and spent
helps the Economy.

Drivers tell me all the time
that that is why they drive: MONEY.

Thank you for all your
time and work on behalf of the
disabled.

Sincerely yours,
Mr. Audrey J. Reed

4385 Trenton Lane
#201
Plymouth, MA. 55442

P.S. I just wanted to add that most
of the drivers and ride takers
with Metro Mobility are very
courteous and professional in
their work.

Katherine F. Vernor
616 West 53rd St., Apt. 314
Minneapolis, Minnesota 55419

March 23, 1991

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

Dear Mr. Ehrlickmann:

I have been using Metro Mobility since 1981, when I became disabled and confined to a wheelchair. Thanks to this service I have not been "stuck in a closet", but have been able to be an active, contributing member of the community. I have used the service to go to work, to do my own grocery shopping, to get to the "ever present" medical appointments and physical therapy, to go to church, and for occasional shopping and social activities. In other words, there

2/ would be no life without Metro
Mobility. I have no family here
to help me, and I cannot place
excessive demands on my friends.

I realize the problems with a re-
stricted budget; but if the service
had to limit the area served, it
would not be fair to all disabled
people in the metropolitan area.
If there was a ceiling put on the
number of trips a rider could
take, this would penalize, in
particular, those people who need to
get to & from work each day. If
certain kinds of trips were refused
i.e. rides to a restaurant or a show,
this would deprive the disabled person
of a normal, well-rounded life. And
if the compensation given to the pro-
vider was decreased, poor service
would result, even the possible
denial of some providers. It seems
that Metro Mobility is one service

3/
where there are no carvers to cut, I would, however, gladly support an increase in the fare paid by the rider. I know this could be a hardship for some people, but from my experience on shared rides I think the majority of riders would be glad to pay more.

Mr. Ehrlichman, Metro Mobility is the lifeline to the outside world for the disabled person. I certainly hope this line won't be severed.

Sincerely,

Catherine Venzar

Metro # 21-2739

Dorothy J. Smith

Mrs J L Smith
2146 Mohawk Av
Saint Paul MN 55119

St Paul, Min. 55119

Mar. 20 '91

Michael J. Ehrlichmann

Dear Sir,

In response to your letter written earlier, I am elderly + have a handicap, I do appreciate Twin City Mobility + Metro a lot. If it wasn't for them I wouldn't get to the the Doctor office, grocery store, or where ever I need to go. I am alone, walk with a cane I do have Vestigo + need an arm to keep me as I never know when I'm going to fall.

The Drivew are safe, reliable, honest + trust worthy. I have no other way to go, to get to the Doctor office. They are a big help to me now days + I do appreciate this kindness + help. I can't praise them enough. I only have my Social Security + as a low in come, I make do on what little I have, + know my Lord will take care of me + see me through. I can't praise the Twin City Drivew + Metro enough, without them, I wouldn't get to my needs. Thanking

you all kindly & am Sincerely I remain
Mrs. Dorothy G. Smith
2146 Mohawk Ave.
St. Paul, Minn. 55119

Regional Transit Board
230 E. Fifth St.
St. Paul, MN. 55101

J. Bergman
1379 Margaret St
St. Paul, MN. 55106

To Whom it may concern:

I want to express my concern about the possibility of a Metro Mobility fare increase and service charge. We became familiar with the Metro Mobility service after our daughter was injured in a car accident two years ago. As a wheelchair user, Metro provides her transportation to and from college. A friend of mine, also a wheelchair user, is a Metro rider to and from her job each day, and for social and community events. A fare increase will really hurt these people who have no easy access to the community as it is. Many are on fixed or low income, yet want the opportunity to contribute to their community as workers, volunteers, students. Good, safe, reliable, affordable transportation is their avenue to this. I would not want a fare increase and extra service

charges to put this out of their reach.

Sincerely,

Joan Bergman

DEAN H. FIELD

1181 EDGCUMBE ROAD, APT. 712

SAINT PAUL, MINNESOTA 55105

March 22, 1991

Dear Mr. Ehrlichmann:

I am writing to express what a great help Metro Mobility has been to me.

In February, 1989, my right hip fractured as a result of osteoporosis of the bones. Fearing that additional fractures might occur while driving, I disposed of my auto. My future transportation seemed limited to buses and taxicabs. Taxis are expensive and I am unable to walk with a cane or walker the distance required to catch a public bus.

Fortunately, I learned of the Metro Mobility program. I appreciate its help. The fare is reasonable and its service (in my case the Diamond Cab Co.) is excellent.

I am aware that this program is subsidized by our legislature. I am grateful to it.

I am still disabled and may continue so permanently.

I hope the service can be maintained with its present quality and its current fares for its impaired passengers.

Sincerely,

Dean H. Field

707-36 Ave NE
Mpls. MN. 55418

Chairman:

Mr. Ehrlichmann:

My husband, 79, who is paralyzed from a series of strokes, and I, 77, use the Meta Mobility Services and do deeply appreciate it.

Without the Vans, my husband would be entirely home bound and unable to get to the Dr. Dentist or Courage Center for therapy. I do not need the hoist, but I definitely do need the transportation, for my appointments as well.

I have written the Governor before, and I shall do so again asking for more funds for this service!

Thanks for your good service,

Clem & Ruth Cedar

514 Humboldt Ave
St. Paul, Minn.
March 23 —

Dear Sirs:

I am a regular patron of Metro using your facilities about three times a month. I sold my car after I came to this Senior Residence. Most of us couldn't operate without your help, especially for medical appointments. I'm sure many would feel the pinch if rates had to be raised.

If the ex-governor can spend thousands of our dollars (with the legislature's consent) they can find better ways to spend our money than pictures of his wife and himself.

I am 91 yrs. old and have been a taxpayer all these years and so have many others -

Good luck with your efforts.

Gratefully,
Veronica Nelson

March 25, 1991

Michael J Ehrlichmann
Regional Transit Board
Mears Park Centre
230 East 5th St
St Paul Minn 55101-

Re - Metro Mobility

Metro Mobility is very
important to me -
it enables me to see
my doctor & dentist
when needed.

I find the service
excellent - very efficient
drivers - courteous & kind
to older folks - I trust
it will be continued

Sincerely

Gertrude Ellis
8008 Bass Lake Rd
#431
New Hope Mn 55428

Mrs. D. G. Blocker
5424 Wentworth Avenue South
Minneapolis, MN 55419

Dear Mr. Erdmann -

Because I am blind -
* I live in my own home
on a very small income
and to see how much
I need meters - I am sure
you are operating meters
as cheaply as possible -

I do hope you will
not. Thank you

I will be a blessing for
me if you do increase
meters as a very important
service to me. I am most
grateful to be able to use it
gratefully
Sincerely,
D. G. Blocker

I would support
increase in the program
if you improve service

I would support increase
depending if you
improve service
and trained the women
what better and
but out there
background

Yours truly
Oatland Duponting

Oatland Duponting
3523 242 SA
20455 55406

Minneapolis Minn
March 19, 1991.

Dear Sirs -

Received the notice of Metro Mobility to have to raise the price on our rides. I'm sorry to hear this but everything goes up nothing goes down. So I suppose we have to expect this to happen. It would not be so bad if it was raised a little but people can't afford a big raise as we know City bus fare was raised not too bad for Senior Citizens as 25 cents would help a lot and still we could afford a small raise but when raises double that is not fare as we have so much to pay at Nursing Homes and we have no other transportation as good as Metro. I know I've been very happy to know that I could get to my Doctor and not have to worry how to get there. It has been a very good thing now we pay 10⁰⁰ to belong that should also help as we didn't do that at first when you started. So many are patronizing Metro I should think 10⁰⁰ is a big help also and if you don't raise price too high I'm sure it will help if each one pays 1.25 instead of 1.00.

I'm hoping it will keep on serving us as we need help. The older folks this has been wonderful and we hope it continues. Thanks for your help.

Olava O. Anderson
1007-C-14th St.
Augustana Home

Dear Michael Ehrlichmann 3-20-91

My name is Jean Jacobson
I have been with metro for 10
years

I really don't understand
these changes. but this price
increase is alot, for those who
work or school on a budgets
like me. we need to try to
keep the price of the fare down
to 1.00 I like it and so do
other passengers.

we need to try to keep
prices down & things
to stay the same at
least for several years
or else there will be a
great upset.

Please try not to change

Jean Jacobson

Jean Jacobson
610 Reaney
St Paul, Mn
5501

HANS ANDERSON
1319 Westminster, #3
St. Paul, MN 55101

Dear Mike

I wrote a letter to you before and hoping you have received by now I am very concerned about Metro Mobility. I think it is a very good Program for the handicap. I mean myself too.

I am a slow walker and cant walk up hills and by the time I get to the top I am tired out. I also cant take the cold too.

I am hoping and Praying that Metro Mobility will not go down the tube.

Why cant they leave the handicap People alone? I speak for all the Handicap too.

Sincerely
Hans Anderson
Metro Mobility Rider



3-21-91

Dear Mr. Ehrlichmann -

In response to your mailing
re the cuts in funding to the RTB-

I haven't proper words to tell
you how much Metro Mobility
means to me! Without it I would
not be able to keep medical
appointments or transact business
or do something once in a while
for fun. I guess the best way to
put it is this - IT IS A GREAT
BLESSING TO ME AND MANY OTHERS!

Sincerely,

Dorothy C. Warren
3710 Meinhelke Ave.
Myrtle, Wm. 55406

MF

March 25, 1991

Ms. Cyndie Mayer
Senior Project Manager
Regional Transit Board
Mears Park Centre
230 East 5th Street
St. Paul, Mn 55101

RECEIVED
MAR 27 1991
R.T.B.

Dear Ms. Mayer:

The following are my comments and questions concerning the Metro Mobility System and the proposed changes.

1. Metro Mobility gives me the independence I need to live a productive life. Because of Metro Mobility I am able to go to a job Monday through Friday, thus providing for my family of five and keeping us off of the state welfare rolls. My job gives me a great feeling of usefulness and accomplishment, despite my physical limitations. I feel worthwhile.

Because of Metro Mobility I am able to go to church on Sundays to fellowship with others and to worship my God. Because of Metro Mobility I am able to go out and have some fun now and then (movies, dinner, etc.), and to enjoy some of the wonderful places in the Twin Cities. Because of Metro Mobility I am able to get from Edina to West St. Paul to visit my 101 year old grandmother, maintaining a relationship so mutually rewarding I cannot effectively put it into words.

In summary, Metro Mobility allows me to live a normal life. Without it I could become a 36 year old shut-in of no use to myself or purpose for society. Metro Mobility gives me a useful life.

2. What ever happened to the original requirement that the cost of Metro Mobility service be in line with the cost of regular MTC transportation? Does it now cost \$3 to take a trip by MTC bus over 8 miles, or \$5 to take a trip over 12 miles?
3. Does the peak hour definition also apply to Saturdays and Sundays, or is it just for Mondays through Fridays?
4. As for the three proposed fare options:
 - a. I cannot support the idea of a 50¢ surcharge on Standing Orders, as put forth in Option A. I understand this is based on an idea that people on Standing Orders are for the most part going to work, and if they work they can afford to pay more.

To me this idea is discriminatory and judgemental. It not only discourages Standing Orders, but is a clear disincentive for handicapped people to work at all. For those of us who do have a Standing Order to get back and forth from work, but who also live by the skin of our teeth now, this could be the straw that breaks our will to work and put us on the welfare rolls.

To me it is comparable to charging people who buy regular MTC bus passes a 50¢ surcharge for each ride they actually take, because they are most likely using the bus to go to work. If there must be a surcharge it makes more sense to put it on pleasure trips, the theory being that if one has money to go out and enjoy himself at all, he must have extra money and can afford to pay more for his ride.

A Standing Order surcharge will simply cause people to cancel their Standing Orders, which will increase Demand Order taking time and problems, increase paperwork and related costs, and overall make the system less efficient than it is now.

- b. I cannot support Option C, because I simply cannot afford it.
 - c. By process of elimination I would have to support Option B, though reluctantly.
 - d. I wonder, though, if the needed funds wouldn't be there if the companies really just followed the current fare structure. In the four or five years under this structure I have never been charged more than \$1 for any trip under 12 miles with any company.
5. I support all four of the short term service changes. I have always believed it was unreasonable to expect Metro Mobility service on Monday through Friday when and where regular MTC buses don't run. I can see the need on Saturday and Sunday, however, in order to get to shopping and church.
6. From my observation I believe the Metro Mobility system as it currently operates is very inefficient. I suggest that if it was made more efficient, fare increases would not be necessary at all and the system might run at less cost than it does today. To illustrate my point, under the old Project Mobility system I almost never rode home from work at night alone. There were, on any given day, up to six of us coming from downtown Minneapolis to the southwest suburbs that were consistently toured together. Since the changeover to all private providers and a limited central system, I never ride with any of these people anymore. We are all apparently with different companies now. So instead of one bus making one grand, cost efficient tour each night, we now have up to six vans making six more costly trips.

I must say that it is rather nice to have a "private limo" to and from work each day. But at the same time I know that I do not deserve it, should not expect it, and that it will cost me more if it continues. MTC bus riders (the general public) do not have such luxury, why should I? For that matter, MTC bus riders don't get to choose what bus company they ride with. Why should I?

7. With the previous comment in mind, I would like to make the following suggestions for improving the efficiency and cost effectiveness of the Metro Mobility system:
- a. Go back to a central order system, controlled by a properly used central computer. Add a few more phone lines and encourage (rather than discourage) Standing Orders, to minimize the time it takes to place a Demand Order.
 - b. Have the central computer assemble complete tours, and then throw these complete tours out to the private companies for bid. This should all but eliminate the need for each company to spend much time setting up their routes.
 - c. Have "Bob", the central computer voice, call each rider nightly with their actual ride times for the next day and the name of the company providing service (no more choosing your own company). The riders then would call the private company with any questions or problems, as they do now.

Thank you for allowing me to provide input into this very important matter. If I may be of further assistance to you, or provide more clarification, please contact me:

David Brufloft
4837 Westbrook Lane
Edina, Mn 55436
(H) 927-6127 (W) 370-8404

Sincerely,



David Brufloft

MAUN & SIMON

2300 WORLD TRADE CENTER
30 EAST 7TH STREET
SAINT PAUL, MINNESOTA 55101-4904

March 26, 1991

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

Re: Metro Mobility

Dear Mr. Ehrlichmann:

My wife is a Metro Mobility patron. She uses the services of Metro Mobility frequently. Metro Mobility provides my wife with the opportunity to exercise independence and control over her life that multiple sclerosis has taken away from her.

The cuts in funding Metro Mobility will significantly impair my wife's ability to leave our apartment. While making the MTC bus service accessible to the disabled is admirable, the MTC bus stops are not accessible. The distance of the bus stops from our apartment makes it impossible for my wife to take the bus. It would be extremely difficult for my wife to travel to the bus stop in the summer, let alone the winter with all the ice and snow.

Budget cuts in the Metro Mobility will effect the lives of many.

Thank you for your consideration of this late response to your February 25, 1991 letter to Metro Mobility riders.

Very truly yours,



Mark R. Gleeman
2285 Stewart Ave. #2310
St. Paul, MN 55116

Metro Mobility Administration Center
560 - 6th Ave No. Mpls. Mn. 55411

Helga E. Rydberg
2625 Park Avenue
Minneapolis, MN 55407

Metro-mobility service has been a life-saver for me. I am 89 years old, have no one to depend on for help in getting to my occasional medical appointments. I need not only transportation, but I need the kindness of the drivers, who, without exception, have shown me every possible caring courtesy, totally lacking in ordinary taxi service, (to say nothing of the cost). I have always been happy to double the fare - nothing to brag about, only to show a bit of appreciation. Helga E. Rydberg

Alma M. Roisum
1020 E. 17th St., Apt. 1236
Minneapolis, MN 55404-1761

March 26, 1991

Regional Transit Board
Attention Michael J. Ehrlichmann
230 E. 5th St.
St. Paul, MN 55101

Being out of town accounts for my not attending the public hearings on March 18 and 25 and being late in my response to your communication of Feb. 25.

During the four months during which I have been able to make use of Metro Mobility services, I have been very pleased with them. I am 86 years old, and although not severely handicapped, it is not possible for me to use public transportation involving changes of buses, waiting at bus stops, etc.

Access to Metro Mobility gives me a chance to attend my church, to meet medical appointments, and occasionally to enjoy social occasions without the embarrassment of having to request transportation from friends. The feeling of independence in such situations is worth a great deal.

I certainly hope the legislature will appreciate my situation and that of others who are now Metro Mobility riders and will provide the necessary support.

Sincerely yours,
Alma M. Roisum

Mar 21, 1991

Dear Sir

It would be very difficult for me and others too if we didn't have your service at our door.

Your drivers and people that take our calls are very pleasant and understanding. Mobility has been a life saver for many of us that has to have transportation for medical, shopping and other things.

I hope and pray that it will continue.

The increase in the fare is a small thing to think about comparing to the need and services we have.

Sincerely,

Dantella Mills

Mobility Riders

727 Front Av #806

St Paul MN 55103

Mr. Michael J. Ehrlichmann, Chair
Regional Transit Board
Mears Park Center
230 East 5th Street
St. Paul, Minnesota 55101
March 21, 1991

Dear Mr. Ehrlichmann,

This letter comes to you to express our needs for continuance of full service of Metro Mobility. Please, take careful consideration before making cuts on this vital service for handicap persons.

These means of transportation are vital in getting to medical appointments; to doctors and therapy for a person suffering with paraplegia confined to a wheelchair. Without this service, would make it next to impossible to get to any medical treatment.

Donald Mannie

Lucille Mannie

Lucille Mannie
2955 Sheridan Avenue North
Minneapolis, MN 55411

Donald Mannie
2955 Sheridan Avenue North
Minneapolis, MN 55411

I have a doctor's appointment
every two weeks - I depend
on Metro Mobile - and have
excellent service - very
courteous drivers - I am
also legally blind.

Josephine Blum
8008 Bass Lake Rd

JOSEPHINE BLUM 334987
8008 BASS LAKE RD #429
NEW HOPE, MN 55428

RECEIVED

MAR 28 1991

R.T.B.

Ms. Cyndie Mayer
Senior Project Manager
Regional Transit Board
Mears Park Centre
230 East Fifth Street
St. Paul, MN 55101

March 26, 1991

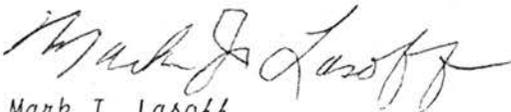
Dear Ms. Mayer:

I am shocked and angered to learn of the intended rate increase for the patrons of Metro Mobility. Many people using this service are living below or close to the poverty line and do not have the means to pay a large portion of their income for transportation. Once again, differently-abled people will be isolated and deprived of their right to move about freely in society. This will be due to an ill-conceived policy to save a few dollars.

This alone would be cause enough to abhor the proposed increases, but there are other compelling social costs that will be paid. I supervise a program for older adults that have had or are having problems with substance abuse. There are two volunteer employees of my eighteen that use Metro Mobility. The two volunteers serve a combined total of thirty hours weekly. Our program values this contribution of time and effort, not only for humanitarian reasons, but also for its economic support, which we estimate at \$15,000 a year.

The current proposal would cost most people a relatively small amount of their income, but when people are not employed and still contributing to society's well being, the added costs are hard to calculate. Nevertheless, this policy may cause the loss of two fine volunteers in a penny-wise and pound-foolish mentality of policy makers. My single example does not examine all the variables for a complex issue, but I do urge that policy makers remember the important contribution made by differently-abled people of our community and that they weigh the costs of prohibiting their full participation as illustrated by this example.

Sincerely,



Mark J. Lasoff
2858 Kenwood Isles Drive
Minneapolis, MN 55408

3/11/91

Dear Mr. Erlichman,

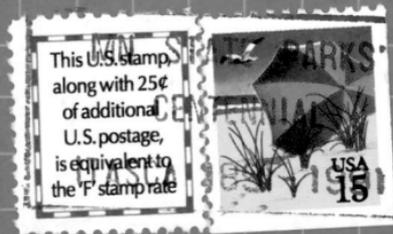
Without the availability of Metro Mobility, I would be forced into virtual, unwanted seclusion and lack of independence.

Please find ways to continue this vital program.

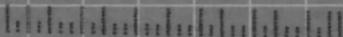
Sincerely,

Lois J. Smith

Lola J. Smith
2871 Humboldt Ave., S. #26
Minneapolis, MN 55408



Michael J. Erlichman
Regional Transit Board
Mears Park Center
230 E. Fifth St.
St. Paul, MN 55101



2287 Palmyra Apt 706

New Brighton, Mn 55112

Mar. 14, 1991

Dear Sir:

I surely hope Metro Mobility
can continue at the same
rate - or even consider to come

I have no way to get to
dr appts but through them
I usually use wheel chair

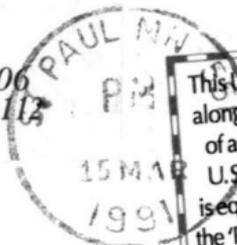
S'm 86

Yours truly

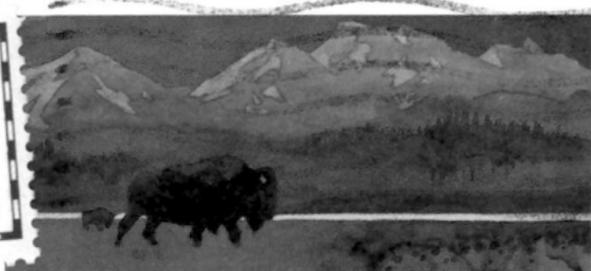
Mrs Alma O Johnson

210263

A O Johnson
2287 Palmer Dr 206
New Brighton MN 55112



This U.S. stamp,
along with 25¢
of additional
U.S. postage,
is equivalent to
the 'F' stamp rate



America the Beautiful USA **15**

Mr Michael J Ehrlichmann
Regional Transit Board
Mears Park Ctr
230 E. 5th
St. Paul, Minn. 55101

Ethel H. Dreyer
1108 Western Avenue
St. Paul, MN 55117

Mr. M. Ehrlichmann,

Just a few comments of Metro Mobility on my life. It is one of the greatest that has helped me in getting to the Mrs. Hair dresser and a few other places, that I would not ^{get} to without Metro at my old age.

In regards to the fare which is it too bad, but would hate to see it raise too much. It is the greatest for the elderly, handicapped.

Thanks

Ethel H. Dreyer
1108 N. Western

758 W. Cottage Ave.
St. Paul, MN. 55117
March 20, 1991

Dear Mr. Ehlertmann,

In response to your newsletter, I find that if Metrobility would be cut down - I would be greatly handicapped. I am a widow - do not drive a car - and depend on this wonderful service.

I do have an arthritic hip - am completely deaf - but can talk and read lips.

This service gives me a great sense of freedom - going to various activities, the doctor, and your name in. It saves me the embarrassment of asking friends for a ride - plus my daughters who live far away.

I am willing to pay a slight
increase but am on a fixed income.

The drivers are very kind
and courteous.

I am very grateful for this
services & hopefully in Controversies.

Gratefully,

Mrs. Gertrude C. Souder

ALICE G MASON

331266

3/12/91

2706 HUMBOLDT AVE S

#203

MINNEAPOLIS, MN 55408

Mr. Ehrichman:

Since I am unable to get out on my own, I take the next course, as suggested by you.

Metro Mobility is the best solution for we elderly, and we do appreciate it immensely.

It would be a disaster for many if this was not available, especially like going to the doctor, dentist, etc. We need the gentle help by the drivers too.

Many of us do not have family to help us get to appointments, and while we might try friends, it is a imposition on them.

The \$1.00 fare is very reasonable, but if necessary I'm sure most of us would gladly comply with an increase, tho it might be difficult for many. It would certainly

be serious if this service was eliminated.

Everyone who uses the service has nothing but praise and thanks that this is offered to us.

Health & capability of taking care of one self is so important, and being able to use Metro Mobility answers our problems, and gives all a feeling of taking care of oneself as long as possible.

I surely hope Metro service will continue to operate and help those who cannot help themselves.

Alice Mason
33-1266

Thank you!

March 20 1991

Dear Mr. Ehrickman,

I am sorry I am unable to attend the Regional Transit Board meeting, but I wish to express my sincere thanks to Metro Mobility for the prompt and dependable service I have received from them.

I am a disabled 81 yr. old widow. A victim of polio. Completely paralyzed in my right leg, phlebitis of the left leg and severe back trouble. With the help of a walker am able to care for myself in my home but use a wheel chair out side of my home. It is difficult for me to transfer from the wheel chair to a car. Therefor with Metro Mobility, it is possible to be transported with out leaving my wheel chair.

page 2

This is important as that is the only way possible for me to keep my medical appointments.

I truly need and appreciate Metro Mobility service, and don't know what I'd do with out it.

I hope the program will not change and will continue to give consideration to the disabled and handicapped people.

I think Metro Mobility is an asset to the program, and very important to the disabled and handicapped.

Thank you for consideration and Co-operation.

Sincerely,

Mrs. Eleanor Colbeth

E. Colbeth
1015 Gorman Ave.
W. St. Paul, MN 55118

March 18, 1991

Michael J. Crlickmann
Regional Transit Board
Means Park Centre
230 East 5th Street
St. Paul, Minnesota 55101

Dear Mr. Crlickmann:

As a recent transplant from the East Coast, I was extremely happy that a service such as Metro Mobility existed in Minnesota. It has enabled me to work in my profession, that of a clinical social worker, without having to be concerned about taking my developmentally disabled daughter to work.

Maria is 24 years old and has been raised with a work ethic and the process of normalization. She is a productive individual and wishes to work daily. From the time she reached her educational entitlement, there was no question that she would work. She is an excellent worker and has received excel-

lent evaluations.

If it were not for Metro
mobility, I would have
to shorten my work day or
even sacrifice my profession.
I would have to transport
her daily at 7:30 - 8:00 A.M.
and at 2:00 - 2:30 P.M. or
Maria would have to remain at home.
I very much appreciate this
service. It has enabled
both me and Maria to
fulfill our goals.

Thank you for your
service, your concern and
continued service to the
community.

Sincerely,
Jo Badolato, A.C.M.

Badolato
6637 Cherokee Trail
Eden Prairie, Mn.
55344

3/18/91

What Metro Mobility Means To Me.

Dear Sirs,

Imagine living in a small two room apartment in Montreal Highrise and not being able to go out on your own. Metro is my way of getting to my Drs. appt and etc, this week I have two medical appt's and next week one, for several weeks I had to go to United Hosp, three times a week for physical therapy on my knee, I have had 3 surgeries on the knee, without Metro Mobility I would not have been able to go for therapy. I also have an inoperable heart condition that limits all of my activities. I get to my appt by Diamond Cab where the drivers are courteous and kind. My monthly medicine bill is very high so I hope the fare doesn't keep going up, I thank God for Metro Mobility,

May it continue for all of us
who badly need the transportation.
I am on Social Security.

Thank You for your
efforts.

Edith C. Dahlstrom

1085 Montreal Ave.

St. Paul, Mn 55116

APT 507



15409 Waygate Blvd #201
Waygate Mr 55391

Regional Transit Board
Attention Michael J. Chochosman:

Dear Sir:

I was forced to leave my apt at St. Theres Home Inc in Feb 1990 as I had a serious operation. I am now living in the Residence at Hillcrest Health Care Center. It is expensive but I get very good care. I use Metro Mobility to go to my Doctor at 6363 Irons Ave So Mpls.

My cab fare out there would be approximately \$20.00 with out a tip. I pay \$3.75 each way for Metro Mobility. I had to go to the Doc every month the first 3 months I was here. I now don't have any family in this vicinity. My nephew, who takes care of my bills moved from Elkton Md to Hot Springs Village in AR so I have to depend on Metro Mobility for transportation to the Doctor.

I sincerely hope you can find help from other sources
P.S. I am 92 yrs old have poor eyesight
Catherine M. Lynch

Veronica M. Thompson

845 Osceola Ave.

St. Paul, Mn. 55105

3/18/91

Dear Mr. Ehrlichmann:

Am writing to you to say that Metro Mobility has helped me keep my sanity. The M.D. whom I have has forbid me to drive a car because of sight (eye surgery plus have been on crutches 12+ years.

This service has helped me in hundreds of way. My trips to visit nursing homes and attend funerals and visitations would be impossible without this great service. Would be lost without it. It has been a lifesaver for at least last 10 years.

Surely hope all other riders feel the same

Lovefully Veronica M. Thompson

March 14, 1991

Dear Mr. Erlichmann,

In regard to your letter of February 25, I will tell you that I do not know how I would manage my life without Metro Mobility. If it weren't for Metro Mobility, it would be next to impossible for me to arrive at Como Group Health for the many doctor and dental appointments I have constantly. Needless to say, that includes my return trip back home. If I had to pay regular cab fare every time I used Metro Mobility, I simply could not afford to do so. As far as I am concerned, Metro Mobility is a God-send for persons like me. It is my sincere hope that the Regional Transit Board does not cut down on the service a great deal or raise the fare considerably. It would make it extremely difficult for many, many handicapped, sick, and not very prosperous people if this were to happen. I very much appreciate the service I receive from Metro Mobility, and I hope it will be in existence for many years to come.

Respectfully Submitted,
Bernice F. Reardon
1662 Bayard Ave.
Saint Paul, Mn. 55116

March 26, 1991

MICHAEL J. EHRLICHMANN, CHAIR
REGIONAL TRANSIT BOARD
MEARS PARK CENTRE
230 - EAST 5TH STREET
ST. PAUL, MN 55101

Metro Mobility is a vital service available to the handicap. It gives those of us suffering from physical disabilities the opportunity to get out and have some outside activities. It takes us out of the narrow and empty scope of a shut-in.

A large percentage of us participants are elderly who are retired and living on limited income. We all have some handicap. Being handicapped we already have to face many problems and difficulties the normal individuals never encounter.

If Metro Mobility funds are decreased, it will cause a serious hardship on the handicapped.

I think the Legislature should take a long look at decreasing Metro Mobility funds and consider the consequences and ultimate aftermath if they ignore their responsibilities to the handicapped.

Sincerely

Katherine J. Wilson

3605-37TH AVE NE #202

ST ANTHONY, MN 55421-4502

PHONE-788-2238

Kelen G. Whiting
2285 Rockwood Ave. #303
St. Paul, MN 55116

March 14, 1991

Dear Mr. Ehlertman

Thank you for the
notice of the hearing on
Metro Mobility.

This is an excellent
program and provides
a wonderful service to
a great many people in
the Twin Cities area and
the suburbs. It is efficient,
the drivers are courteous
and for many of us it
makes a great difference

in our lives, allowing us
to keep appointments,
with regular and social,
and add a new
dimension to our lives.

I am most grateful
for this service and
hope it can continue.
If there must be a fare
increase, that is only
fair for this excellent
service.

Many thanks for
your part in providing it.

Sincerely

Helen Whiting

EDITH M PEDERSON

331724

March 14 - 98

2648 KENTUCKY AVE S

ST. LOUIS PARK, MN 55426

Metro Mobility.

Dear Mr. E. Holikman,

I have been a Mobility
Rider for over 4 years and
have been very pleased
with the service & all.

Very pleasant drivers,
clean cars and etc. I
have only had a couple
problems in the service.

My only transportation
is Mobility as I don't
drive & get around like I
used to - I'm 81 yrs. old,
and would appreciate the
service not to be cut a
little fare increase would be
just.

Yours truly
Edith Pederson.

Address enclosed.

Clara M. Rae
4018 Westmont Ave
Mpls, Minn. 55409

Myob Minn 3-14-91

To whom it may concern;

In response to your
notice I received yesterday, I am
answering you - I for one - am deeply
troubled about the changes due to
the cuts looming -

I need this help I am getting and

Very thankful for the service -

I ~~do~~ be unable to attend the

hearings, and I'm sorry about that -

The fee increase, I'm sure had
to be done. —

Cuts to the program will be hard
on me. That is for sure —

Sincerely Clara M. Rae.

3/13/91

Dear Mrs. Ehrlickmann,

I am a 66yr old widow who lives alone. I have severe C.O.P.D, on oxygen 24 hrs/day & have torn Cartilage in my knee. - Metro Mobility has been a tremendous help to me. Just when I thought I would have to be confined to my apartment & my chair it has given me a whole new approach to life. - I now have an independence that I thought was lost forever, returned to me. - Would even like to do some volunteer work with The American Lung Assoc. or other places where I could help. - My lung condition is not reversible but maybe I can help someone else. My medications are so expensive

that there isn't much more that I
can afford. This program has
been a life saver. My quality of life
increased so much. — Your
employees are kind, helpful &
considerate people. You can be
proud of them. — Please don't
let us go backwards because of
increases & cutbacks.

To me, it would be like
taking my son away. — Please
consider how important this
chance for independence is to
us.

Thank you,

Sincerely

Vivian Bremson

Vivian Bremson
5290 Villa Way #120
Mesa, Az 85436

1908 S. Skyline Dr.
Burnsville, Mn 55337
Mar 15, 1991

Metro Mobility
230 East 5th St.
St. Paul, Mn. 55101

Dear Mr. Ehrlichmann,

Metro Mobility (Darts) has made a great change to un-complicate our lives since we able to be on their 'list' last month.

My husband who suffers from Alzheimers Disease attends the Eberneyer Day Care Center 2 days a week.

Also living with us is my 97 year old mother quite senile. It was difficult or impossible to get a sitter ~~for~~

2.

to stay with her twice a day while I had to transport my husband to day care and leaving her alone was not a good choice.

Having Starts pick up and deliver is a wonderful service. The drivers are always cheerful, helpful and courteous. And we do so appreciate the service.

Joy Gates

Joy S. Yates
1908 S. Skyline Dr.
Burnsville, MN 55337

Attention: R.T.B.
Metro Mobility

My Name is Leone
Edstrom. I joined
Metro Mobility on
the first week of
December. I have to
tell you it has
helped me a whole
lot! I use it for
going to work every
day, and without
it, it would be
extremely hard to
go to work.

The staff and
drivers at Yellow Cab

have been wonderful.
My feelings are
I wouldn't mind
if they raised the
pair at all. Those
are my personal
feelings. I don't
know what I would
do without it!

Liane Eastrom
35-8076

Liane Eastrom
4400 Cedar Lake Rd.
#3
St. Louis Park, Mn.
55416

15 E. Grant St. Apt. 713
Minneapolis, Minn. 55403
March 17, 1991

Michael J. Ehrlichmann
Regional Transit Board
Meors Park Centre
230-E. 5 Street
St. Paul, Minn.

Dear Mr. Ehrlichmann:

I am writing to thank you for the wonderful help I have received from Metro Mobility services.

The service has enabled me to maintain a certain amount of independence. I would not be able to get out at all without it.

I will be 87 yrs. old in July of this year & both legs are almost completely incapable of even a small degree of mobility. Therefore, I am almost totally dependent on a wheel chair. Having Metro Mobility transportation has meant the difference between depression and happiness in daily living.

2
I have tried very hard not to
lose this wonderful service & I
plead with the members of our
Legislature to understand just how
much so many of us depend on this
service. Without it what will we
do?

Thank all of you for present service &
hopefully, service in the days to come.

Sincerely,
Marie E. Dean
23-0958

March 16, 1991

Michael Ehrlichmann

I wish to express
my opinion on why Meter
Mobility is a necessity to
many of us.

Meter Mobility makes
it possible for me, a
widow, to make a living.
I do not abuse it. If I
can get a ride another
way, I do. It has made
it possible for me to keep
~~to keep~~ one of my jobs for the
last 5 years. I use it for
my other part time jobs when
necessary.

I support myself and
pay many hundreds of
dollars in taxes every year.
One of my jobs requires
my being at work at 7 AM

2.

Saturdays, Sundays & holidays
I must pay \$10.00 for a
cab before 7 AM. I could
not afford that very often.

The metro mobility is
not perfect, but it helps
us handicapped people
work and pay taxes, like
normal people.

Please continue
our service, it is very
important.

Thank you

Mrs P. Berg

650 Woodlake Dr #611

Ridgfield, MA

55473

The service of letting
us take a companion for
\$1.00 is very important.

As my condition has worsened
I find it necessary to have
help in through the building.

To Michael J. Ehrlichmann-
% Metro Mobility-
Dear Sir:

I am an old lady -
in fact, a very old lady,
with disabling arthritis
and osteoporosis. In spite
of my age and disability,
I am continuing to live
in my own home and to
care for myself, but of
course I need help, and
one of my greatest helpers
is Metro Mobility. Those
kind, gentle, courteous

drivers take me to places I need to go — the dentist, the doctor, the beauty salon, (I am unable to shampoo and care for my hair properly). I do have children, who help me with chores and evenings out now and then, but they cannot take time from work to take me places in the daytime.

Now, I am greatly concerned because I am afraid there may be cuts in Metro Mobility funding, which needs to be increased rather

than decreased, I know there are hundreds of other old and/or disabled people who need this service, too. I have shared taxi rides with a blind student being taken to a down-town school; another student in a wheel-chair, taken to his home; a woman taken to her bank for very necessary business; an elderly lady taken to a rest home to visit her bed-ridden husband (2 different times, 2 different rest homes.) In all cases,

the drivers were so helpful and patient with our slowness and restrictions. I think it would be a very sad day if this service had to be curtailed. I hope that our needs will be carefully considered. I wish every legislator, when he goes out to his car to drive himself to home or elsewhere, would think to himself - "what would I do, if I couldn't drive or get to a bus?" - Think about it!

Mrs. G. Schow

Langston Place, Roseville, when the van didn't come to get me. Since I was all ready late for my appointment (1:30 p.m.) they called Yellow's Mobility Line and asked for a taxi.

I had had my 3rd knee replacement in 17 yrs. ^{slightly} ^{before} didn't need being humped over a door sill or almost dumped ^{out} of my wheelchair. I had to reach for handicapped button as he didn't seem to know that. One of the Nursing attendants saw all this and was shocked, as he also heard the driver say "do you want to ride with me or not" after I made the comment, "please ^{don't} be so rough".

The time at the airport, the airport attendant took me to the wrong place to be picked up. I almost was thrown into the gutter, but I managed to hang on to the chair arms. This was before my surgery, and I been in severe pain for many months. And he asked for 3 tickets and \$1.00 which I gave him.

When does my Metro Card have to be renewed for this year, and what is the new rate?

yours sincerely,
Inga E. Rood



Inga E. Rood
208 N.W. 2nd St., Apt. 401
East Grand Forks, MN 56721

2087 N. 2nd St. #401
East Grand Forks
Mn. 56721

~~Dr.~~ Mr. E. Chichmann
Metro Mobility Adm. Center
506 Sixth Ave. N.
Minneapolis, Mn. 55411

Dr. Chichmann:

Yes, I like using Metro Mobility than
Yellow Cab Co.

I am 82 yrs. old and been disabled all
my life but could walk with a limp
both at work, as I grew up and later
married and raised 3 children

An increase in the Metro Mobility
Transit System would severely hurt
many of your riders, both walking, using
a wheel chair or 3 wheelers. So I don't
think it should be raised or cut distance.

Some other place can take a cut,
though it might or would be felt any-
where, than Metro Mobility service.

In the time I have used Metro's service,
I have found only two (2) drivers who
were rough and discourteous to me.
Once was at the Airport coming to pick
me up. The other was last fall at

Michael Ehrlichman

RTB

re: Metro Mobility

Dear RTB,

Yes! I would be happy to share my views on Metro Mobility.

First I'd like to establish a frame of reference. Any criticism of Metro's performance is sometimes taken to mean that we don't appreciate the service. We do appreciate it very much - at least in concept.

It's like living in an area that has terrible phone service or poor TV reception. It isn't that people in such places don't want phones or TV's, they just want them to work better. So it is with Metro.

The idea that they might cut something (or even worse, drop some of us altogether) is unthinkable.

It is perfectly dreadful now. - and they want to make it worse?

My comments apply mostly to yellow Cab, as that usually seems to be the only one available.

With certain exceptions the drivers and the order takers are nice, friendly, helpful folk, but it must be one of the worst run businesses ever seen anywhere. The taxpayers are putting out quite a good deal of perfectly good money to provide transportation for handicapped people and we and they should be entitled to excellent service. We don't get it.

Instead we are left waiting, sometimes for well over an hour - I, myself, have waited an hour and a half on several occasions. I have spent up to two and one half hours in the cab. A couple of times nobody showed up at all!

.. An example - just last week my cab came at 6 AM instead of 6 PM. Naturally I called later and it seemed to be straightened out. At 6 PM, however, two cabs were dispatched to pick me up, but nobody was dispatched to take me home at 8 PM.

This particular incident was a tad unusual, but I have been taking a Project Enhance class from 6 to 8 PM on Mondays for three weeks and there has been some screw-up every single time. On this easy run.

Of course there are more serious problems than missing classes - although being stranded at night on Chicago Avenue is no joke. Frail, elderly, handicapped people are left standing outside in the windchill for long periods of time. People are late for kidney

dialysis and miss doctor's appointments.

If your ride is late, you must call. If you don't, and they have lost your order nobody will ever show up, but they don't have enough phones and we are seldom lucky enough to find a phone within sight of our pick-up spot. The line is sometimes busy for twenty minutes and then you can easily be put on hold for another twenty minutes, then it takes several minutes for them to check it out.

In the meantime, not only are you standing at a pay phone in the cold, but your cab may have come and gone. This sort of thing happens to many people every day.

Routinely, according to the drivers, they are scheduled to be three or even five places at exactly the same time, some of them many miles apart. Often we are routed

: far, far out of our way. One evening a friend and I waited for 45 minutes in NE Minneapolis for our cab and then were taken to our downtown homes by way of Blaine! What should have been about a fifteen minute trip ended up taking two hours counting waiting time. Not all that unusual. Not at all. Once a minister was required to keep a church open for an extra forty-five minutes waiting for my ride. I was so embarrassed I never returned.

I have found Metro so unreliable that I will not go out alone at night. I go only to homes (where I can stay over if necessary), to schools, or with groups which have a responsible leader. I do not go to public places such as theaters, stores or even churches which may close and leave me stranded in the cold & dark with no phone. I miss a lot of cultural events, not to mention numerous good meals.

Please don't misunderstand. It isn't always bad, but it is bad far too often. Only yesterday, I called at 4:25 to ask about my 4:10 cab and was told that they had not yet asked any cabs to take my order but planned to do so soon. Had I but known, I could have had the nitrous oxide (we skipped it because of time).

I could give you many more examples some humorous, some serious, some ludicrous - like the time I called at 3:30 to ask about my 3:15 ride and was told that they had it for 3:45 and that I was a no show! That is, they accused me of not being there at a time which was not only incorrect, but which had not yet arrived! The mind boggles. Truly.

These things don't just happen to me. They happen to everyone. In fact

it might not be a bad idea to poll your clients to see how many of them have had such problems. I would be very surprised if anyone who had used metro for more than a week or two had escaped.

I have been told that we get what we pay for, that we aren't paying much and that we should be grateful anybody comes at all and to shut up about it, all of us.

Well, I think most of us are grateful for the service. We couldn't get around at all without it. But even though we are not paying a lot, somebody is. This company is being paid - quite handsomely, I believe, and for some reason - lack of competition perhaps - is providing shoddy and unreliable service and getting away with it. It is disgraceful. It is - well - un-Minnesotan!

Something should be done!

∴ Somehow cutting the service while raising the price doesn't strike me as the right thing.

I don't know what they plan to cut, or what on earth they could cut and still provide any service at all, and some metro clients - students for example - just couldn't handle rate increases. Most of us, in fact, are quite poor. The only thing I can think of that they might wish to do is stop earlier at night, but that would be disastrous because it can take a couple of hours to straighten out the messes.

Perhaps some productivity experts could find ways to provide better and more cost effective services. For short trips, for example, if yellow is charging far more for metro rides than for regular customers, does it even out with the longer ones?

8/19

I don't know. Does anybody? Would it be more cost effective to purchase your own fleet? Again I don't know, but someone should be studying all this. What do the auditors say?

This has turned into a very long letter, and because of being hand written on small pages, it looks much longer. I hope you've found time to read it all, and that I've been able to paint some kind of picture of our situation.

Thanks for asking.

Sincerely,

Garret Hurst

P.S. As I explained, I will not attempt the evening meeting, but will go to the afternoon one if metrics manage to get me there. In future mailings it would be a good idea to indicate the length of the meeting so we can arrange to be picked up (hopefully) at the proper time.

KK 9/19

3-13-91

Metro Mobility Adm. Center

Dear Mike Ehrlichman,

Please express my concern about cutting Metro funds.

For the first time in many years, I and many friends have been able to experience life again.

The starting of Metro Mobility was like a rebirth for so many people.

To take that away from them now would be like taking away their life again. It would be like putting them back into the closet. Taking away their self-esteem and feeling of normality. It would be like having to readjust to a disability or handicap all over again.

The people who take Metro obviously can't afford private transportation. They are limited income and if they have to pay much

more to get where
they are going, for
instance, shopping,
they won't have the
money to stop.

I really hope that
they think again before
calling this much
needed service.

Respectfully,

Karen M. Barrett

Karen M. Barrett
6308 70th Ave. N
Brooklyn Park
Minnesota 55429

Metro Mobility

Mar. 13, 1991

Dear Mr. Ehrlichmann.

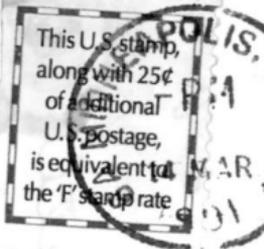
I rec'd your notice of the meetings 3-18 & 3-25. Now I would like to attend but the distances to SF Mpls & St. Paul make it difficult, but I know that you want comments. I've belonged to Metro Mobility for near 4 years & have used it only once, as I make an effort to go on the bus which isn't easy, but I would only use it to get to Doctors or Hospital or for any medical treatment but I hear it is used to get to luncheons & bridge parties & social events. I do not know if this is true or perhaps a ^{necessity} ~~necessity~~ but perhaps if Metro was only used for the above (Dr's - Hospital or for medical treatment of any kind, perhaps there wouldn't be such a drain & run on the need - & over using them. This of course could or should include meetings necessary for the people who use them. I'm especially interested in their availability when needed.

Yours truly Lucille Wellington

I do have trouble walking & use a cane & have trouble

Lucille S. Wellington
2615 Park Ave. So.
Minneapolis, MN 55407

This U.S. stamp,
along with 25¢
of additional
U.S. postage,
is equivalent to
the First-class rate.



Settling of Oklahoma

15
USA

of Michael
Hirshman

Metro Mobility Administration
Center

560 6th Ave No

Mpls. Minnesota

55411

First Land Run, 1889
Territory Established, 1890
Cherokee Strip Run, 1893

Regional Transit Board

I have not received service from Metro Mobility very long but was very happy when it come through.

I am handicapped & need a wheel chair to commute from home to vehicle. This is very important to me with having severe arthritis - fallen arches.

I was very satisfied with the service ~~as~~ I got several weeks ago - my first time that I went to Droup Health Clinic - I need to be fitted for a brace & rope to use it again this Friday.

I sincerely hope the Legislature
can see the need for additional
funding for Metro Mobility.

Kay Sporne

Brooklyn Center

L. Patricia Clark
2816 30th Ave. N.E.
St. Anthony Village
Minneapolis, MN 55418-2447

Regional Transit Board

230 East 5th St.

St. Paul, MN 55101

Tues. Mar. 19
1991

Sunday I realized your hearing on Metro Mobility was next day in Mpls. Tried in vain to find out where it was, how far I'd have to walk (use walker). Tried to read map first but couldn't because of poor eyesight + cataracts. Read Metro Mobility literature + latest said offices now closed on weekends. No help there. Called one neighbor at work + a fellow worker said it might be down by University. Waited until my other neighbor came home + he said he thought it was near University + Central. If it was in the building he thought it was, I remember steps all over first floor + possibility of having to walk a whole block if auditorium on second floor. I had to decide before 2:30 pm to make a ride reservation with Metro Mobility. Too many negatives so I decided to write you of my experiences since I've been riding Metro Mobility since 1985 or 86.

(Am now waiting at doctor's office for Handi-cab ride home. I get a lot of letters written this way. The doctor was about an hour later + I had to cancel my return time + call when ready.)

I believe fares should be increased. However, I can afford it so far, but others may not. It will also mean carrying charges, and my purse is already too heavy.

I am now a disabled senior 70 years old + trying to stay out of a nursing home and requiring the help of everyone. Transportation is the most essential + also the biggest headache. I may be using it 4 times this week if I survive this morning (4 hours per day for) - over 2 hr. wait for return trip + didn't feel like making lunch until 3 pm. Got at doctor on time 8:15 + had to wait until 1:30 pm for ride home. I have had to wait at least 3 hours to be picked up + then another hour to get home.

I'm using Metro for rides to doctors, dentists, Beauty Shop, medical support group meetings, + other meetings. Haven't yet figured out how to use it for church (5 entrances) or school (5 or 6 entrances) Parish Center, Village Hall (6 entrances) grocery shopping, High School (4 entrances).

Thurs. "

However, I never know ^{how} long a trip anyplace will take. This time I did wear my back brace + have my foam pillow (both needed because of a bad fall + injury to back + hips last ~~fall~~ July due to severe dizziness. I tried Tonic for awhile but found I had to ride for hours all over town and all the pains from fall would come back for about 3 days requiring pain killers again. I use a walker with a folding seat + back so I no longer have to worry about having a place to sit + wait - just whether they'll find me, when + if a phone + bathroom are nearby in case I have a long wait, also water fountain as I have a dryness disease;

Mon.
March
25th

Because of my experience Tues. I decided not to try + go to any of the rest of meetings but used Handi-cab again + more trouble. Did exactly what dispatcher told me to do to let know where to pick me up at Apache Plaza + he was waiting at another entrance where I couldn't see him. He finally came + found me (entrances close together).

I have cancelled a trip to a meeting because both pickup time + return time were changed making it useless to go as I'd miss most of meeting, come late, leave early.

I've gone to a meeting at about Northwestern and 2 people in cab already + we picked up + dropped up another 6 people before I got to meeting late.

I made a pick-up reservation at least an hour before my appointment times + twice had to find neighbors to take me at last minute.

I've waited at the Medi-Van entrance at MMC for 2 hrs. once + 3 hrs another time with door always open + having to go to Emergency room to call. Finally, driver suggested I tell dispatcher to pick me up in Emergency room + that worked last time.

Also Handi-Cab did a good job when I requested them to pick me up on 6th floor office after 2 anaesthetics during a procedure at a doctor's office. They wouldn't let me go home ~~alone~~ alone but said it would be O.K. if Metro Mobility would come + get me. They also got me to my doctor's south office

for X-rays.

• I've had one driver take me 15 minutes extra ~~driving~~ driving when I lived just over hill. Another lady riding with me says he goes just opposite of what you tell him.

One driver left my front door standing wide open so I found when I came home.

I lost a keepsake key to my key + called Yellow Taxi lost + found + they said they'd contact my driver, Harry Lund, + they never did, in spite of many calls. I hated to lose that as a friend made it for me. I think it slipped between seat + car frame. By the time I got Harry Lund again he had a different cab.

Although I've never driven, I've taken buses until I couldn't get up bus steps so I'm fairly familiar with N.E. Mpls + downtown + most times can direct drivers to my home the quickest way if they ask me. However, construction, etc. also changes things, too.

I've also been told it's not in computer yet. Called in to say I was ready + called an hour later + Dispatcher said he'd just gotten it - why the delay? Thought computers were supposed to speed things up if worked properly.

I am getting someone into live with me to help solve some of my problems. However, she doesn't drive, so it's up to you not to cut my services. Doctors + dentists don't make house calls anymore!

L. Patricia Clark
Metro Mobility No. 21-0158

P.S. Can't read black Metro cards
P.P.S. Don't like drivers driving while driving
P.P.P.S. If drivers late never fill in requested
pick-up times on Metro slips
or return

3-15-91

Mr. Michael J. Ehrlichmann
Regional Transit Board
230 E. 5th St.
St. Paul, Mn. 55101

Dear Sir:

In regard to Service Changes
and fare Increase of Metro Mobility,
I can understand the need
for a fare increase; however,
a cut in service would be a
very - drastic measure. as it
is now, even, we cannot depend
on getting to Doctor appointments
on time, or at all! I have had
to cancel several appointments
because I had not been picked
up yet at the time I was
supposed to be there; that is
very unfair to them as well
as to me.

2

Metro Mobility is very important, and helpful for we seniors who cannot drive cars or ride buses, especially the severely handicapped. For most of us, it is our only mode of transportation.

I sincerely trust that the state legislature will see fit to supply additional funds for RTB programs, including Metro Mobility!

Sincerely,
Gladys J. Lindeman
Chardon Court
5700 Boone Ave. No. 526
New Hope, Mn.
55428



CAROLYNE VACEK
2701 Park Ave.
Minneapolis, MN
55407-1073



USA 19

Michael J. Ehrlichmann
Regional Transit Board
Mears Park Centre
230 East 5th St.
St Paul, Mn. 55101

3-12-91

Dear Sir,
as a handicapped and very elderly
lady, I am completely dependent
on metro mobility. availability of
the service is very important. If
necessary, the increased rate
within reason is not as important.
My life will be tragic with drastic
cuts in service. Sincerely,
Carolyn Vacek

March 15 - 1991

Dear Mr. Ehrlichmann,

I realize all services have increased in price. No complaints from me if the rides price goes up. It is still a wonderful service to the handicap.

Several weeks ago Metro Mobility sent the riders brochures asking us to be ready and waiting one hour before pick up. In February I went to American Natl. Bank. I was waiting in the bank entrance one hour before pick up time. The taxi came right on the specified time. So I had to stand for an hour, as there is no place to sit down. I have a deteriorated hip and walk using two canes. To stand for an hour is painful and difficult for me.

Is there any way to shorten the waiting time, as the banks have no seats at the entrances.

Whatever happens I say thank
you for the service.

Yours truly
Mrs. Beatrice Kenter
899 So. Cleveland - 608
St. Paul, Mn 55116

BEATRICE M KENTER

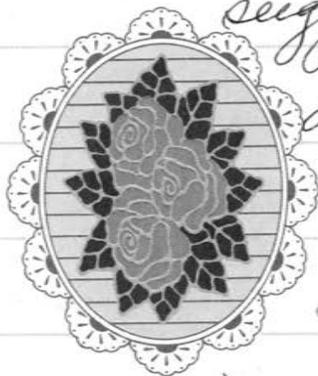
335843

899 S CLEVELAND #608

ST. PAUL, MN 55116

Dear Mrs Ereckmann

Metro mobility has saved my
sanity these last 2 yrs. The doctor
suggested I not drive I have
a great deal of arthritis &
need the help very much.
The drivers are very kind
& considerate - Metro really is
badly needed for seniors like me



Ann T. Wallin
105 Carmel W #106
West St. Paul, MN 55118

Sincerely

Ann T Wallin

105 Carmel W #106
West St. Paul MN 55118

3-23-91

Michael Eshlichmann
Regional Transit Board
St Paul, MN 55101

Dear Michael,

I have used the services of Metro Mobility for the past seven years. I rely on Metro as my main source of transportation, since I am in a wheelchair and cannot maneuver on my own. Metro Mobility has been very helpful, reliable and courteous to me, and I do not wish to see their services discontinued.

Many of my friends also use Metro as their sole means of transportation.

These people are on a limited budget, and cannot afford to

pay much higher rates.
Please consider this as you
evaluate and determine the
fare increase.

I realize you may have
to raise the fare slightly,
however, please do not discon-
tinue this much needed
service.

Respectfully yours,

Bonnie Heydman
4319 Pleasant Ave, So.
Mpls, MN 55409

March 14, 1991

Dear Mr Ehrlichmann:

In answer to your letter of February 25, 1991, I am in Board Care at Augustana Home.

I need Metro mobility to go to Medical Arts Bldg., Metro Mt Sinai Medical Center and Medical Office Bldg. for therapy prescribed by my doctor. Metro mobility is reliable and necessary to carry out a health program needed for results of broken bones and a neck problem.

Ebenezer Transportation, a part of Metro mobility, makes it possible for me to have this service as ordinary cab fare

would be too high and
use up what resources
I have carefully used
to prolong my
independence from M.A.

This saves many
of us from having
to go on M.A. until
later.

Please keep metro
mobility going and
it will save the
partakers and the
Government.

Yours truly,

Eleanor Hurting

Eleanor Hurting
1007 E 14th St #E5
Mpls mn 5540



March 16, 1991
2217 N. Hiemont
Mpls. MN
55411

Mr. Michael Elichman,

I had the pleasure of meeting you on a Metro ride to Carriage Center. This was some time ago. Since glaucoma has taken part of my sight and arthritis has crippled my spine and legs, it would be impossible for me to leave my home without Metro Mobility Services. As a widow for 15 yrs, - 71 yrs. young, it would be terrible not to

be able to get to my
doctor's appointments or
an occasional trip to
Brookdale or Target.

Metro is the Senior
Citizens Saving grace.
an invaluable service
to all disabled citizens.
I often have $\frac{1}{2}$ to $\frac{3}{4}$ hrs.
wait for my rides
but I accept this as
part of the program. I
use Yellow Cab and
find them considerate
drivers. With delays
and late pick ups the
Metro Mobility program
has done great things
for me.

Sincerely,
Frances Pearson

Mpls, March 11, 1991

Thank You very kindly if you
read my comments.

Dear Mr. Michael J. Ehrlichman-

I just got your letter this
morning saying we should send
you our comments, well here I
am my husband is in a wheel chair
& I trust you people ^{to take a stroke} \$10. for the memberships
for rides but in your book this
year you cut out to go to Andover
& to Rogers Minn. - there is where
our daughter & son lives. The rides
won't do us any good if we can't
get there. The deal is all right but
not for us this year as I see we
can't go to Rogers or Andover & I don't
see why you cut these places
out now. To help all people you
should go all over. Rogers & Andover
isn't that far to drive but to walk
~~it~~ sure is. I go with my husband
so he has help when we go. I hope
you will see to it that they go
them 2 places otherwise the
rides won't do us any good.

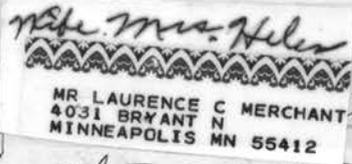
I hope you answer my letter & let me know what you think about it. The other years we went there I don't see why they change it now. I don't see why people today charges things so much. Old people can't tell where to go nept they charge so much.

Why don't they make it comfortable for the old & handdeaff people to go all places instead of just some that they pick out. Thank you for your letter and I hope & pray you answer my letter I am sending to you. The drivers you had when we used the ride was good. I hope they car continue. I Close with my comment & I Thank you

Please answer soon very kindly.

Mrs Lawrence C. Merchant

Wife. ^{nee Mrs. Helen}



I hope the leg will get a stronger case to go to Rogers & Andover.

I hope they read my letters. disappointed they don't go these 2 places.

3-20

Dear Sir

Because of a severe breathing problem I may be unable to attend the 3-25 meeting. However I do want you to convey to the legislature my concerns that the Metro Mobility Program be bolstered in every possible way. I am ~~not~~ luckier than I am sure since I sometimes am able to secure other means of transportation at least - so far. However if this was not possible I would be practically a prisoner in my own house. My breathing is so bad bus transportation is out of the question and I could not afford taxis.

During the time I have been on Metro I have been so awfully

of the necessity for this program since one never constantly is in contact with so many who simply are totally unable to get about in any other way. So many are old and blind and it breaks your heart. Without this service I'm sure hundreds would be unable to secure medical care or any other service. I think the legislature should be very aware of this excellent service for the disabled - it may be one of the few programs where they are getting full service for the dollars paid.

Elizabeth Ann Heber
1202 Churchill
St Paul 55103
487-1839

E. A. Heber
1202 Churchill
St Paul Minn 55103

Minneapolis Mn

March 14 - 1991

Metro Mobility - "My No 332677"
Dear Sir:

I think Metro Mobility is the most convenient means of transportation, that I could possibly have, as I am handicapped, and have no other means of transportation, as I can not ride the city buses or walk any distance.

A few drivers are all quite courteous at all times, unless if the weather is bad, other wise they are almost always on time, and that means so much for me for Drs. & Dentists appointments, as well as for shopping trips, and also to get to my "Eye Dr." Thank

you so much for the service,
and I hope it will continue.

Thank again.

Irene A. Schaub

2515 So 9th St. #209

Minneapolis, Minn.

55406

Mar 14 - 91

Dear Mr. Ehrlichman

Received your letter Mar. 13 - Sorry to hear you are having a difficult time with our large Government. They should cut the size of the legislature and their salary plus their pension money. Seems they want to cut everything else, but don't suggest cutting their own.

I will be 89 July 1st. I am handicapped and walk with a cane or walker. I am trying to stay in my little Bungalow home. Have a nice neighbor who cuts grass and shovels snow. I pay him. He is always there to help with other troubles that I can't take care of myself.

I had two baeters in a nursing home plus 5 operations, and did not see my home for 2 years. Medical sent me home before I could care for myself. So I went to a nursing home in Apple Valley. When I did not need all the nursing care, I stayed with my daughter
- ad

I worked hard all my life. During
my stay at my daughter's daughter's
I had a nurse dress my open knee
wounds every day. Cost \$70.00. Medicare
paid for some. Nursing home I paid
myself - some days \$90.00 plus 2
Therapy treatments each day at 20.00 each.
I had a nice bank account, but it soon
went down. I had no co. insurance.

My daughter & son-in-law were great.
They live in Apple Valley, 6 blocks from
the nursing home, so I had visitors.
Two granddaughters & their friends.

I wish I could attend your hearing,
but my right leg, is 2 in. short plus
I have a knee that does not bend.
When I sit that leg is straight out.

If you have to raise the rates
for the riders, do the best you
can.

Good Luck

Sincerely Helen C. Greenleaf
235 W. Winona St.
W. St. Paul, Mn. 55107

I excuse my errors
& writing

Mr. Michael Ehrlichman
Regional Transit Board

Sir:

I am a current user of Metro Mobility with C. O. P. D and would not mind an increase in user fees. The amount now paid does not even pay for the fuel used, let alone the other expenses.

I try to utilize the services of Metro only for medical purposes and feel this area should be served before other needs are considered.

You request that us users make comments on ways to increase your efficiency so here goes.

- ① Open up the time requirements to make ride arrangements. This would give the dispatchers more time to utilize passenger space and cut down on mileage driven.
- ② People with Drs. appointments could

make ride requests with more confidence in getting them than they do now. Some Drs need 2 or 3 months in advance to get in to see them.

③ Your present dispatching arrangements make Dr. appointments a very nerve wracking, and frustrating experience to a person who is ill or aged.

A person with C.O.P.D has a very difficult time in making morning appointments.

If you have any questions please call me, I feel this message is as good as using up a Metro Ride space, even if it is "silent"

Lyle W Louden
Metro Mobility # 23-1012
2078 Midlothian Rd
Roseville Mn 55113
633-6747

I am on Metro Mobility and I think this is one of the best things that ever happened to me I am 84 yrs old and have arthritis in both knees one is stiff so I have a very hard time getting around and I have a Dual Pacemaker with out Metro Mobility I would never get out to do my grocery shopping go to the Doctor and other things I have no other transportation My sister does not drive so she is my escort with out her and Metro mobility I would have to sit in my home and become a vegetable the cab drivers have been so helpful in helping in and out of the cab
(over)

So I am so thankful for
having Metro-mobility

Lillian C Macioch
301 Burgess St
St Paul Minn
55117

(612) 561-7273 3-16-91

May Reestad 315
7920 Zane av.
mpls., mn.,
55443

Mr. Chrilichmann,

I was very happy when I was finally certified, as I'm totally depend on your services. I don't drive, don't have a car. I have severe asthma and Emfesema Home bound. With no family here in minnesota to help me.

Social Security is my only income. So I was glad your fares were reasonable.

I have to go for my medicines myself once a week too.

My only outings are the drug store, Grocery store, Doctors etc. So even then I get out. I do feel better getting out.

So, I hope you can keep this metro mobility going at a reasonable fares.

I'll die of loneliness if I can't get out to do my errands.

Thank You,
Mary Reestad

P.S. Will be waiting of some
good news.

Mpls. Mn
May 15, 1991

Michael Ehrlichmann
230 East 5th st.
St. Paul, Mn. 55101.

Dear Sir :-

I am sorry that I will not be able to attend either Public Hearing, but I am vitally interested.

I have been using "Metro-mobility" for some time, and can't say enough good about it.

My health does not make it easy for me to travel by City Bus, and one cannot expect family to take off work to take one to the Dr., etc. People like me really do need this service.

The drivers are something special - very kind, helpful, thoughtful. I have yet to find one that isn't.

I hope the service can continue, even if the charges would go up (slightly).

If it were not for Metro

I would not be able to get
around very well - even to the
dis. office, as I am unable to
walk very much.

Thank you, so much.

Ethel M. Baker
115 W. 31 st. apt. 1104
Mpls. Minn. 55408

3-12-91

Mr. Michael Ehrlichmann

Dear Sir,

I am writing to you to tell you how much I appreciate the Metro Mobility program. I am living on Social Security Disability in a MCDA high rise and have to use a wheelchair to get around. I use Metro to go to my eye doctor and the hospital he uses to operate (he took out 2 cataracts from me) and to my family physicians' clinic once a month or 6 weeks or so. I also use Metro to go out and buy my groceries once every 2 weeks. I use Metro to go to Columbia Heights about 4 times a year to visit an old friend of mine who is very disabled; he is connected to an oxygen tank day and night. I also use Metro to go out to Coon Rapids once a month to visit my son and his wife and my two grandsons ages 12 and 11.

over

They take me along to watch the youngest boy play on a grade school basketball team, and to watch the older boy wrestle ~~*~~ for his grade school team. I truly look forward to spending that one week-end a month with all of them.

If Metro Mobility was not available to me - I would be in a sad state of mind and affairs.

I want to thank you and the many people who are involved in helping us get out and around.

Thank you all very much

Sincerely,

Kenneth Grotte

Metro # 21-2117

Ken Grotte
2433-5th Ave. So.
Apt. 514
Mpls. MN 55404

3-12-91

Dear Sir

I am write to you to let you know what the Metro Mobility means to me. Two years in May i had my right leg Amputate.

I am a Senior Companion for Ebenezer. have been for nine years. i vist 4 diffrent people in there home

I enjoy my work, have met a lot of nice people, so when this happen to me i thought i wouldn't be able to do this anymore, so when i heard about Metro Mobility. I inquiry about it.

I was qualify for it. i took it to and from my place that i vist. to the groc store. shopping.

The drivers are just great. they ^{are} polite they do what they can to help me.

I am most grateful for the Metro Mobility for the service they have givin me. I hope that all goes well for you, me and all the rest of the riders.

Thank You
Myrtle L. Novack
1247 Washington St N.E.
Mpls, Minn 55413

3/13/91

To Whom it may Concern;

It is very important for us
and all handicapped people
and seniors to have transportation
to get places without paying a
fortune. Many of us would not
be able to get to doctors etc
if they put to much of a rock
on. Those of us on Medicare +
Medicaid only get \$52.00 a month
for our clothing. I do hope

all of us are considered.

Thank you

Nicholas + Adelaide Welsh
2912 No Fremont Ave ^{SW} 122
Mpls Mn. 55411

529-7181

P. S. We can not ride
the bus. I tried last week
got a bad cut on the skin
my legs are too short to
get in my hands are crippled
from Arthritis my husband
is blind.

Regional Transit Board
Mears Park Centre
230 East 5th St
St Paul Mn

This Riders program is really need to fit these retired people back into the system.

When us as a Country says we can no longer keep them warehoused as they have been for years

The monies spend on the rides for them is well spent in the long run it will save tax payers in many ways.

As a foster care giver I have seen the many changes that it gives these people.

so they can fit in better:

Thanks
Maurin Warner
Care gives

M. Warner
2535 Rice St
Roseville, Mo
53113

Dear Mr. Ehrlichmann,

March 20 I will be 62 years old. I have been wanting to quit driving entirely for some time. My car has not been sold. The insurance was taken off, and it sits in a garage out in the country.

The reason I want to quit driving is that I live with continual pain in my back. Sometimes it is better, sometimes it is worse. It never goes completely away. I would like it best if I never had to get into a car.

The best birthday present you could give me is to leave it the way it is. Maybe this isn't possible? Have you considered the possibility that it might ^{end up} costing the State of Minnesota more if this service is changed very much.

This is my first year on Metro

mobility so I hope you realize that. I
don't know all about it.

Sincerely,
Edith L. Lundstrom

Edith L. Lundstrom
7201 York #307
Edina, MN 55435

Dolores Kritzer
918 E. 22 St. #906
Minneapolis, MN 55404

Mar. 15, 1991

Mr. Michael Esheliman
Chair
230 E 5th St.
St. Paul, Mn. 55101

Dear Sir:

I will be unable to attend either of your meetings but I believe that a small raise in rush hours for service would be appropriate.

As for service I would not be able to go many places without the service because I have arthritis, balance problems, and have had back service

Within the past year plus
I've had several emotional problems.
Without the service I would
be unable to do a volunteer
service a couple times a week.

With these problems I would
probably be stuck in my apartment
or spend more time in the
hospital.

Again I want to thank
you for the service provided
to elderly and disable people.

Sincerely
Dolores Krize

3-13-91

Dear Metro Mobility

I am writing for a blind lady friend and myself, who are both on Metro Mobility and we love what you are doing to help all of us get around to appts. etc, whereas we would not be as active as we are, for it is real hard to get around with ~~you~~ otherwise.

Don't get rid of yellow cab Metro for they are courteous and helpful to all of their riders. We won't be able to make those meetings but \$1.50 isn't really too much when we get such great service.

Thanks again for everything
Laye Gilker - 35-6712
Bernette Shipp - 33-?

Faye Milker
1365 Spruce Pl.
Apt. 8
Mpls Min.
55403

Dear Sir

In regards to hearings
about Metro Mobility
in regards to increase
of fares, I am sure
everybody sees an
increase of all needs.
I think a raise of
25¢ would be a fair
raise. I have added to
don't make much money
and the work has been
very slow. Maybe it
wouldn't affect those
riders who are not
handicapped

I remain
Richard and Josephine
Demlak

1563 Mc Adge
St. Paul. Mo 55106

3/13/91

Metro Mobility Adm. Cntr.
Michael J. Ehrlichmann, Chair
560 sixth Ave. No.
Minneapolis, Mn. 55411

Dear Mr. Ehrlichmann,

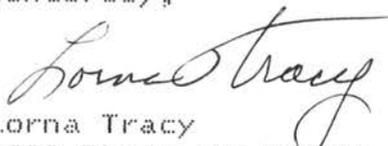
I am writing in response to your recent letter concerning Metomobility fares. I hope it will help bring attention to the Minnesota Legislature of a very compromising situation that many of us deal with daily.

Many, if not most, Metromobility Riders depend exclusively upon this service. Without this service we would be completely house bound.

In January 1991 Social Security went up twenty dollars a month for cost of living expenses. Immediately my medical assistance cost went up twenty dollars a month. This leaves nothing to off set increases in cost of food, clothing and TRANSPORTATION!

Thank you in advance for all your efforts,

sincerely,



Lorna Tracy
2400 Rhode Island Av. No.
Golden Valley, Mn. 55427

PS: This home computer is my main means of entertainment. Sure would appreciate ideas to help support this habit.

Please forgive my attempt at levity.

March 23, 1991

Michael J. Ehrlichmann
Regional Transit Board
Mears Park Center
230 East 5th Street
St. Paul, MN 55101

Dear Mr. Ehrlichmann,

I am a frequent Metro Mobility rider and I fear that a cut in Metro Mobility services or a substantial raise in fares would prevent me from participating as fully in my community as I am presently able to do.

One of the reasons that I moved to the Twin Cities from a small town in southeastern Minnesota was the availability of affordable accessible transportation. At first I was too frightened to make use of the Metro Mobility system; to trust strangers to deliver me safely to various destinations and then be able to count on them to come back later to pick me up and take me home again. I don't know what frightened me more: THAT thought, or the prospect of the unknown challenges that I would have to deal with once I got where I was going!

Today I use Metro Mobility to get to my volunteer job, to attend movies, the Science Museum, the State Fair, rallies at the Capitol, etc. and to participate in educational opportunities such as Community Education classes, the Open U, and even The Loft (depending on the availability of scholarships!). I receive a limited income and without affordable transportation I would not be able to enjoy many of these activities. I feel that by enabling me to get out into the community to interact on a human level with both disabled AND nondisabled persons, Metro Mobility has helped me to develop confidence in myself and my abilities.

I sincerely hope that the Metro Mobility system will be able to continue to provide this much needed service to the disabled community at reasonable rates. I am aware that the budget cuts are going to affect many aspects of life in Minnesota, but it would be very distressing to many of us who rely on Metro Mobility to assist us in integrating into the general community if this service falls victim to those cuts.

Sincerely,

Deborah L. Peterson

Deborah L. Peterson
825 Selby Avenue
St. Paul, MN 55104

March 22, 1991

Michael J. Ehrlichman
Chair

This letter is
to show my support
for additional fund-
ing for Metro
mobility.

Many people
like myself would
not be able to get
around without this
service.

Most Sincerely,

Marleen McSherry

7240 Park Ave. S. #209
Edina, MN. 55435

March 25, 1991

Dear members of the Board of
Metro Mobility:

in care of a good friend
Mr. Michael Ehrlichmann
R.T.B. Chambers.
230 E 5th St.
St. Paul, Minn

We are deeply grateful to the Metro
Mobility Transit for their great kindness
in supplying us with reasonable
transportation these last few years and
hope you will continue to offer it.

I am a clergyman of the Evangelical
Lutheran in America and do volunteer
service in caring for older people
living at the Lyngblomsten Care Center
in St. Paul. There are about 600 persons
at this center. I go there at least 4
times a week to offer spiritual ^{help}, using
Metro Mobility Cars, for I cannot
drive an automobile. I hope you can
continue to give us the same rates in
the future.

I am 94 years old and all I do
is volunteer service. In Christ,
God's blessings. A.S. Burgess. #33-0462.

Shawn M. Taylor

CONSERVATOR

5550 NORTH VICKSBURG LANE

PLYMOUTH, MN 55446

(612) 559-4442

March 20, 1991

Mr. Michael Ehrlichmann
Regional Transit Board
Mears Park Centre
230 East 5th Street
St. Paul, Mn. 55101

Re: Francis Korista

Good Afternoon:

I am writing this letter for my client, Francis Korista in response to your letter requesting comments to address the state legislature.

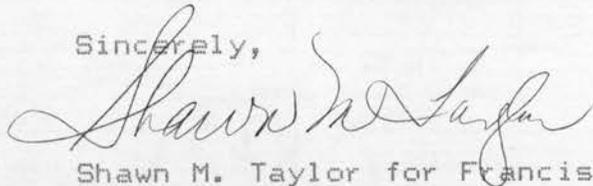
Francis is a 92 year old lady who is legally blind. She resides at the Mount Olivet Careview apartments. Francis is a very independent lady. She still does her own banking, clothes shopping, doctor and dentist appointments without assistance due to Metro Mobility.

If it were not for the economical ride of Metro Mobility Francis would have to change doctor, dentist, eye doctor that she has trusted for years. She would lose her independence to do for herself the things she enjoys doing.

Metro Mobility also allows her the privilege to visit her sister that resides in their childhood home.

Please try on behalf of all the men and women like Francis who want to be independent keep Metro Mobility affordable.

Sincerely,



Shawn M. Taylor for Francis Korista

INVER HILLS Community College

8445 College Trail • Inver Grove Heights, MN 55076-3209

March 22, 1991

Michael J. Erlichmann
Regional Transit Board
Mears Park Center
230 E. 5th St.
St. Paul MN 55101

Dear Mr. Erlichmann:

It has been brought to my attention that funding may be cut from transportation budgets that service people with special needs.

Let me encourage you to do everything possible to ensure that this funding is not lost. As an instructor of several students who use Metro Mobility I am aware how much they rely on this service. I sincerely believe that these students have progressed academically and personally because through Metro Mobility they have been able to attend school. Their active participation in improving themselves would not be possible without this service.

Sincerely,
Connie Marx-Andrea
Psychology Instructor

An Equal Opportunity/Affirmative Action Institution

VA —

3/9/91

Lee Gordon
8100 Highwood Dr.
Bloomington

Can't write a letter - suggests having a tape machine so people could call up and just say their comments

Called in support of Metro Mobility, especially Yellow Cab. She's thrilled it's available to those who have no other way to get around. Yellow Cab is wonderful.

She transfers in to Metro Mobility and doesn't use a van so someone else can.

Unable to write letter, but wants to express her support for the program.

Betty



REGIONAL TRANSIT BOARD

Mears Park Centre
230 East 5th Street
St. Paul, Minnesota 55101
612/292-8789

February 25, 1991

LILLIAN A HANSON 338700
2910 E FRANKLIN #1307
MINNEAPOLIS, MN 55406

Dear Metro Mobility Rider,

Please find enclosed a notice on the public hearings the Regional Transit Board is holding on Metro Mobility service changes and fare increase.

You have probably been reading in the newspapers about the severe budget shortfall the state of Minnesota is facing. The Regional Transit Board, as all agencies and programs funded by the state, must find ways to continue to provide needed service within the funding amounts available. The agency approved a fare increase for regular route service, effective March 1, and is looking at restructuring high-subsidy routes to increase operating efficiency.

Now we must look at improving Metro Mobility's operating performance as well. Before we make any changes, we will present various options at the public hearings to hear what you, our riders, have to say.

In addition to examining possible changes in the program, the RTB has been testifying at the state legislature, seeking additional funding for RTB programs, including Metro Mobility. To bolster our efforts, I am asking for your support. Please submit written comments to me, telling me how you feel about the program and how it affects your life. With these comments, we will be able to go before the legislature with a stronger case for additional Metro Mobility funding. Your letters will help show the legislature that cuts to the program are not without impact. Cuts to the program will affect people's ability to function in many aspects of everyday life.

I also encourage you to participate in the public hearings March 18 at Holmes Greenway in Minneapolis or March 25 at the RTB Chambers in St. Paul. With your input, we can work to ensure that changes made to Metro Mobility will improve and strengthen the program. Thank you for your support, and I look forward to receiving your comments.

Warm regards,

Michael J. Ehrlichmann

3-15-91

I don't know how I would get around if I didn't have metro. It's one of the best things I (& other say so too) that's happened to a elderly lady who isn't able to walk a lot anymore. Please don't ever dissolve it. I could afford a 25¢ or 50¢ fare

An Equal Opportunity Employer Mrs. Lillian Hanson

2910 E Franklin Ave
Mpls 55406

PUBLIC TRANSIT METRO MOBILITY FARES and SERVICE CHANGES

NOTICE OF PUBLIC HEARING

The Regional Transit Board is considering a Metro Mobility fare increase and service changes. It will hold two public hearings to receive comments from local agencies, communities and interested parties in the Twin Cities metro area.

March 18, 1991	noon	Holmes Greenway 114 SE Fifth Street Minneapolis
March 25, 1991	6:30 p.m.	*RTB Chambers 230 E Fifth Street St. Paul

Written comments on fares and service changes will be received through Friday, March 29, 1991. Those wishing to present comments at the public hearings should contact the RTB at 292-8789, TDD 229-2715. Interpreters will be available.

Michael J. Ehrlichmann
Chair

*5th Street entrance closed, use back entrance off Wacouta St

Metro Mobility Administrative Center
560 Sixth Avenue North
Minneapolis, Minnesota 55411



Bulk Rate
U.S. Postage
PAID
Permit No. 1717
Minneapolis, MN



February 25, 1991

FLORENCE E. ROESSLER 353761
638 17TH AVE. N.
SOUTH ST. PAUL, MN 55075

Dear Metro Mobility Rider,

Please find enclosed a notice on the public hearings the Regional Transit Board is holding on Metro Mobility service changes and fare increase.

You have probably been reading in the newspapers about the severe budget shortfall the state of Minnesota is facing. The Regional Transit Board, as all agencies and programs funded by the state, must find ways to continue to provide needed service within the funding amounts available. The agency approved a fare increase for regular route service, effective March 1, and is looking at restructuring high-subsidy routes to increase operating efficiency.

Now we must look at improving Metro Mobility's operating performance as well. Before we make any changes, we will present various options at the public hearings to hear what you, our riders, have to say.

In addition to examining possible changes in the program, the RTB has been testifying at the state legislature, seeking additional funding for RTB programs, including Metro Mobility. To bolster our efforts, I am asking for your support. Please submit written comments to me, telling me how you feel about the program and how it affects your life. With these comments, we will be able to go before the legislature with a stronger case for additional Metro Mobility funding. Your letters will help show the legislature that cuts to the program are not without impact. Cuts to the program will affect people's ability to function in many aspects of everyday life.

I also encourage you to participate in the public hearings March 18 at Holmes Greenway in Minneapolis or March 25 at the RTB Chambers in St. Paul. With your input, we can work to ensure that changes made to Metro Mobility will improve and strengthen the program. Thank you for your support, and I look forward to receiving your comments.

Warm regards,

Michael J. Ehrlichmann

To Whom It may Concern:

I am a member of Metro Mobility and therefore will be able to keep Drs. appointment. My mind is at ease when an experienced driver comes into my house and takes charge of me in my wheel chair and places me in the van.

An Equal Opportunity Employer

Drivers are pleasant and caring people. Florence E. Roessler

PUBLIC TRANSIT METRO MOBILITY FARES and SERVICE CHANGES

NOTICE OF PUBLIC HEARING

The Regional Transit Board is considering a Metro Mobility fare increase and service changes. It will hold two public hearings to receive comments from local agencies, communities and interested parties in the Twin Cities metro area.

March 18, 1991	noon	Holmes Greenway 114 SE Fifth Street Minneapolis
March 25, 1991	6:30 p.m.	*RTB Chambers 230 E Fifth Street St. Paul

Written comments on fares and service changes will be received through Friday, March 29, 1991. Those wishing to present comments at the public hearings should contact the RTB at 292-8789, TDD 229-2715. Interpreters will be available.

Michael J. Ehrlichmann
Chair

*5th Street entrance closed, use back entrance off Wacouta St

Metro Mobility Administrative Center
560 Sixth Avenue North
Minneapolis, Minnesota 55411



Bulk Rate
U.S. Postage
PAID
Permit No. 1717
Minneapolis, MN



February 25, 1991

FRANCES P. WALLEN 332562
6710 VERNON AVE #104B
EDINA, MN 55436

Dear Metro Mobility Rider,

Please find enclosed a notice on the public hearings the Regional Transit Board is holding on Metro Mobility service changes and fare increase.

You have probably been reading in the newspapers about the severe budget shortfall the state of Minnesota is facing. The Regional Transit Board, as all agencies and programs funded by the state, must find ways to continue to provide needed service within the funding amounts available. The agency approved a fare increase for regular route service, effective March 1, and is looking at restructuring high-subsidy routes to increase operating efficiency.

Now we must look at improving Metro Mobility's operating performance as well. Before we make any changes, we will present various options at the public hearings to hear what you, our riders, have to say.

In addition to examining possible changes in the program, the RTB has been testifying at the state legislature, seeking additional funding for RTB programs, including Metro Mobility. To bolster our efforts, I am asking for your support. Please submit written comments to me, telling me how you feel about the program and how it affects your life. With these comments, we will be able to go before the legislature with a stronger case for additional Metro Mobility funding. Your letters will help show the legislature that cuts to the program are not without impact. Cuts to the program will affect people's ability to function in many aspects of everyday life.

I also encourage you to participate in the public hearings March 18 at Holmes Greenway in Minneapolis or March 25 at the RTB Chambers in St. Paul. With your input, we can work to ensure that changes made to Metro Mobility will improve and strengthen the program. Thank you for your support, and I look forward to receiving your comments.

Warm regards,

Michael J. Ehrlichmann

THE EDINA GROUP OF EMPLOYEES TRY TO ACCOMMODATE ME WHEN I CALL WHICH
IS 1X 024 93 WEEKS. I DO BELIEVE A FARE INCREASE COULD WELL BE IN ORDER.
RIDER

Sincerely
Frances P. Wallen

PUBLIC TRANSIT METRO MOBILITY FARES and SERVICE CHANGES

NOTICE OF PUBLIC HEARING

The Regional Transit Board is considering a Metro Mobility fare increase and service changes. It will hold two public hearings to receive comments from local agencies, communities and interested parties in the Twin Cities metro area.

March 18, 1991	noon	Holmes Greenway 114 SE Fifth Street Minneapolis
March 25, 1991	6:30 p.m.	*RTB Chambers 230 E Fifth Street St. Paul

Written comments on fares and service changes will be received through Friday, March 29, 1991. Those wishing to present comments at the public hearings should contact the RTB at 292-8789, TDD 229-2715. Interpreters will be available.

Michael J. Ehrlichmann
Chair

*5th Street entrance closed, use back entrance off Wacouta St

Metro Mobility Administrative Center
560 Sixth Avenue North
Minneapolis, Minnesota 55411



Bulk Rate U.S. Postage PAID Permit No. 1717 Minneapolis, MN
--



REGIONAL TRANSIT BOARD

Mears Park Centre
230 East 5th Street
St. Paul, Minnesota 55101
612/292-8789

February 25, 1991

DONNA M ALLEN

212787

8100 KNOX AVE S #401

BLOOMINGTON, MN 55431

Dear Metro Mobility Rider,

Please find enclosed a notice on the public hearings the Regional Transit Board is holding on Metro Mobility service changes and fare increase.

You have probably been reading in the newspapers about the severe budget shortfall the state of Minnesota is facing. The Regional Transit Board, as all agencies and programs funded by the state, must find ways to continue to provide needed service within the funding amounts available. The agency approved a fare increase for regular route service, effective March 1, and is looking at restructuring high-subsidy routes to increase operating efficiency.

Now we must look at improving Metro Mobility's operating performance as well. Before we make any changes, we will present various options at the public hearings to hear what you, our riders, have to say.

In addition to examining possible changes in the program, the RTB has been testifying at the state legislature, seeking additional funding for RTB programs, including Metro Mobility. To bolster our efforts, I am asking for your support. Please submit written comments to me, telling me how you feel about the program and how it affects your life. With these comments, we will be able to go before the legislature with a stronger case for additional Metro Mobility funding. Your letters will help show the legislature that cuts to the program are not without impact. Cuts to the program will affect people's ability to function in many aspects of everyday life.

I also encourage you to participate in the public hearings March 18 at Holmes Greenway in Minneapolis or March 25 at the RTB Chambers in St. Paul. With your input, we can work to ensure that changes made to Metro Mobility will improve and strengthen the program. Thank you for your support, and I look forward to receiving your comments.

Warm regards,

Michael J. Ehrlichmann

I like the service very well, and would be terribly lost without it. If they need to increase the fare, we could understand it. With everything else increasing in price, this probably would too, so I support the fare increase.

Sincerely,

Donna

PUBLIC TRANSIT METRO MOBILITY FARES and SERVICE CHANGES

NOTICE OF PUBLIC HEARING

The Regional Transit Board is considering a Metro Mobility fare increase and service changes. It will hold two public hearings to receive comments from local agencies, communities and interested parties in the Twin Cities metro area.

March 18, 1991	noon	Holmes Greenway 114 SE Fifth Street Minneapolis
March 25, 1991	6:30 p.m.	*RTB Chambers 230 E Fifth Street St. Paul

Written comments on fares and service changes will be received through Friday, March 29, 1991. Those wishing to present comments at the public hearings should contact the RTB at 292-8789, TDD 229-2715. Interpreters will be available.

Michael J. Ehrlichmann
Chair

*5th Street entrance closed, use back entrance off Wacouta St

Metro Mobility Administrative Center
560 Sixth Avenue North
Minneapolis, Minnesota 55411



Bulk Rate
U.S. Postage
PAID
Permit No. 1717
Minneapolis, MN



February 25, 1991

ETHEL HORNE 351023
2706 HUMBOLDT AVE. S. #201
MINNEAPOLIS, MN 55408

Dear Metro Mobility Rider,

Please find enclosed a notice on the public hearings the Regional Transit Board is holding on Metro Mobility service changes and fare increase.

You have probably been reading in the newspapers about the severe budget shortfall the state of Minnesota is facing. The Regional Transit Board, as all agencies and programs funded by the state, must find ways to continue to provide needed service within the funding amounts available. The agency approved a fare increase for regular route service, effective March 1, and is looking at restructuring high-subsidy routes to increase operating efficiency.

Now we must look at improving Metro Mobility's operating performance as well. Before we make any changes, we will present various options at the public hearings to hear what you, our riders, have to say.

In addition to examining possible changes in the program, the RTB has been testifying at the state legislature, seeking additional funding for RTB programs, including Metro Mobility. To bolster our efforts, I am asking for your support. Please submit written comments to me, telling me how you feel about the program and how it affects your life. With these comments, we will be able to go before the legislature with a stronger case for additional Metro Mobility funding. Your letters will help show the legislature that cuts to the program are not without impact. Cuts to the program will affect people's ability to function in many aspects of everyday life.

I also encourage you to participate in the public hearings March 18 at Holmes Greenway in Minneapolis or March 25 at the RTB Chambers in St. Paul. With your input, we can work to ensure that changes made to Metro Mobility will improve and strengthen the program. Thank you for your support, and I look forward to receiving your comments.

Warm regards,

Michael J. Ehrlichmann

Metro mobility is the finest service we have - its effects on our life in every way. We elderly people that cannot walk do the bus - don't drive and have no way of getting to the doctor, eye or ear doctors or dentist or to get medicine or groceries. This service has been a God send to us, I do not know what I would do without it but this wonderful service, I have a very bad back and just need to depend on Metro. It is wonderful!
Ethel Horne

An Equal Opportunity Employer

PUBLIC TRANSIT METRO MOBILITY FARES and SERVICE CHANGES

NOTICE OF PUBLIC HEARING

The Regional Transit Board is considering a Metro Mobility fare increase and service changes. It will hold two public hearings to receive comments from local agencies, communities and interested parties in the Twin Cities metro area.

March 18, 1991	noon	Holmes Greenway 114 SE Fifth Street Minneapolis
March 25, 1991	6:30 p.m.	*RTB Chambers 230 E Fifth Street St. Paul

Written comments on fares and service changes will be received through Friday, March 29, 1991. Those wishing to present comments at the public hearings should contact the RTB at 292-8789, TDD 229-2715. Interpreters will be available.

Michael J. Ehrlichmann
Chair

*5th Street entrance closed, use back entrance off Wacouta St

Metro Mobility Administrative Center
560 Sixth Avenue North
Minneapolis, Minnesota 55411



Bulk Rate
U.S. Postage
PAID
Permit No. 1717
Minneapolis, MN

I cannot attend the meetings, but I want to say I think Metro Mobility is a great organization, and I hope it continues. I love the good care and the convenience & I think it is only fair that the rent be raised.

PUBLIC TRANSIT METRO MOBILITY FARES and SERVICE CHANGES

NOTICE OF PUBLIC HEARING

The Regional Transit Board is considering a Metro Mobility fare increase and service changes. It will hold two public hearings to receive comments from local agencies, communities and interested parties in the Twin Cities metro area.

Rose Carroll

March 18, 1991	noon	Holmes Greenway 114 SE Fifth Street Minneapolis
March 25, 1991	6:30 p.m.	*RTB Chambers 230 E Fifth Street St. Paul

Written comments on fares and service changes will be received through Friday, March 29, 1991. Those wishing to present comments at the public hearings should contact the RTB at 292-8789, TDD 229-2715. Interpreters will be available.

Michael J. Ehrlichmann
Chair

*5th Street entrance closed, use back entrance off Wacouta St

Metro Mobility Administrative Center
560 Sixth Avenue North
Minneapolis, Minnesota 55411



Bulk Rate
U.S. Postage
PAID
Permit No. 1717
Minneapolis, MN

ROSE K CARROLL 350008
4819 E 38TH ST
MINNEAPOLIS, MN 55406



February 25, 1991

Dear Metro Mobility Rider,

Please find enclosed a notice on the public hearings the Regional Transit Board is holding on Metro Mobility service changes and fare increase.

You have probably been reading in the newspapers about the severe budget shortfall the state of Minnesota is facing. The Regional Transit Board, as all agencies and programs funded by the state, must find ways to continue to provide needed service within the funding amounts available. The agency approved a fare increase for regular route service, effective March 1, and is looking at restructuring high-subsidy routes to increase operating efficiency.

Now we must look at improving Metro Mobility's operating performance as well. Before we make any changes, we will present various options at the public hearings to hear what you, our riders, have to say.

In addition to examining possible changes in the program, the RTB has been testifying at the state legislature, seeking additional funding for RTB programs, including Metro Mobility. To bolster our efforts, I am asking for your support. Please submit written comments to me, telling me how you feel about the program and how it affects your life. With these comments, we will be able to go before the legislature with a stronger case for additional Metro Mobility funding. Your letters will help show the legislature that cuts to the program are not without impact. Cuts to the program will affect people's ability to function in many aspects of everyday life.

I also encourage you to participate in the public hearings March 18 at Holmes Greenway in Minneapolis or March 25 at the RTB Chambers in St. Paul. With your input, we can work to ensure that changes made to Metro Mobility will improve and strengthen the program. Thank you for your support, and I look forward to receiving your comments.

Warm regards,

Michael J. Ehrlichmann



REGIONAL TRANSIT BOARD

Mears Park Centre
230 East 5th Street
St. Paul, Minnesota 55101
612/292-8789

February 25, 1991

LUCILLE M WILLIAMS 353334

3728 FOSS ROAD #11

Dear Metro Mobility Rider, MINNEAPOLIS, MN 55421

Please find enclosed a notice on the public hearings the Regional Transit Board is holding on Metro Mobility service changes and fare increase.

You have probably been reading in the newspapers about the severe budget shortfall the state of Minnesota is facing. The Regional Transit Board, as all agencies and programs funded by the state, must find ways to continue to provide needed service within the funding amounts available. The agency approved a fare increase for regular route service, effective March 1, and is looking at restructuring high-subsidy routes to increase operating efficiency.

Now we must look at improving Metro Mobility's operating performance as well. Before we make any changes, we will present various options at the public hearings to hear what you, our riders, have to say.

In addition to examining possible changes in the program, the RTB has been testifying at the state legislature, seeking additional funding for RTB programs, including Metro Mobility. To bolster our efforts, I am asking for your support. Please submit written comments to me, telling me how you feel about the program and how it affects your life. With these comments, we will be able to go before the legislature with a stronger case for additional Metro Mobility funding. Your letters will help show the legislature that cuts to the program are not without impact. Cuts to the program will affect people's ability to function in many aspects of everyday life.

I also encourage you to participate in the public hearings March 18 at Holmes Greenway in Minneapolis or March 25 at the RTB Chambers in St. Paul. With your input, we can work to ensure that changes made to Metro Mobility will improve and strengthen the program. Thank you for your support, and I look forward to receiving your comments.

Warm regards,


Michael J. Ehrlichmann

Gentlemen: Sorry, but I do not drive anymore so it would be difficult to get to the meeting. I appreciate the service Metro Mobility has given me & the drivers are so considerate of us "old ladies", I am 86+ sincerely trust they will not raise the fare or eliminate the service. It is a Godsend, Lucille Williams

An Equal Opportunity Employer



February 25, 1991

BEULAH G WHITMAN 21532
7600 GOLDEN VALLEY RD #617
GOLDEN VALLEY, MN 55427

Dear Metro Mobility Rider,

Please find enclosed a notice on the public hearings the Regional Transit Board is holding on Metro Mobility service changes and fare increase.

You have probably been reading in the newspapers about the severe budget shortfall the state of Minnesota is facing. The Regional Transit Board, as all agencies and programs funded by the state, must find ways to continue to provide needed service within the funding amounts available. The agency approved a fare increase for regular route service, effective March 1, and is looking at restructuring high-subsidy routes to increase operating efficiency.

Now we must look at improving Metro Mobility's operating performance as well. Before we make any changes, we will present various options at the public hearings to hear what you, our riders, have to say.

In addition to examining possible changes in the program, the RTB has been testifying at the state legislature, seeking additional funding for RTB programs, including Metro Mobility. To bolster our efforts, I am asking for your support. Please submit written comments to me, telling me how you feel about the program and how it affects your life. With these comments, we will be able to go before the legislature with a stronger case for additional Metro Mobility funding. Your letters will help show the legislature that cuts to the program are not without impact. Cuts to the program will affect people's ability to function in many aspects of everyday life.

I also encourage you to participate in the public hearings March 18 at Holmes Greenway in Minneapolis or March 25 at the RTB Chambers in St. Paul. With your input, we can work to ensure that changes made to Metro Mobility will improve and strengthen the program. Thank you for your support, and I look forward to receiving your comments.

Warm regards,

Michael J. Ehrlichmann

I have no way to get to meetings - in wheelchair, but I have used Metro to get to two Drs' appointments. This service is valuable to me. The service has been polite, helpful with getting into Park Nicollet Clinic & also getting home again.

Hope this service will continue.
An Equal Opportunity Employer

Beulah G. Whitman

PUBLIC TRANSIT METRO MOBILITY FARES and SERVICE CHANGES

NOTICE OF PUBLIC HEARING

The Regional Transit Board is considering a Metro Mobility fare increase and service changes. It will hold two public hearings to receive comments from local agencies, communities and interested parties in the Twin Cities metro area.

March 18, 1991	noon	Holmes Greenway 114 SE Fifth Street Minneapolis
March 25, 1991	6:30 p.m.	*RTB Chambers 230 E Fifth Street St. Paul

Written comments on fares and service changes will be received through Friday, March 29, 1991. Those wishing to present comments at the public hearings should contact the RTB at 292-8789, TDD 229-2715. Interpreters will be available.

Michael J. Ehrlichmann
Chair

*5th Street entrance closed, use back entrance off Wacouta St

Metro Mobility Administrative Center
560 Sixth Avenue North
Minneapolis, Minnesota 55411



Bulk Rate
U.S. Postage
PAID
Permit No. 1717
Minneapolis, MN

Need Michael opinion

PUBLIC TRANSIT METRO MOBILITY FARES and SERVICE CHANGES

NOTICE OF PUBLIC HEARING

The Regional Transit Board is considering a Metro Mobility fare increase and service changes. It will hold two public hearings to receive comments from local agencies, communities and interested parties in the Twin Cities metro area.

March 18, 1991	noon	Holmes Greenway 114 SE Fifth Street Minneapolis
March 25, 1991	6:30 p.m.	*RTB Chambers 230 E Fifth Street St. Paul

Written comments on fares and service changes will be received through Friday, March 29, 1991. Those wishing to present comments at the public hearings should contact the RTB at 292-8789, TDD 229-2715. Interpreters will be available.

Michael J. Ehrlichmann
Chair

*5th Street entrance closed, use back entrance off Wacouta St

Metro Mobility Administrative Center
560 Sixth Avenue North
Minneapolis, Minnesota 55411

Bulk Rate
U.S. Postage
PAID
Permit No. 1717
Minneapolis, MN



I am trying to stay independant.

Need Metro.

DOROTHY V KERSTEN
3701 CHANDLER DR
ST. ANTHONY, MN 55421

332936

#415 blind work

Feeling problems. need transportation



February 25, 1991

Dear Metro Mobility Rider,

Please find enclosed a notice on the public hearings the Regional Transit Board is holding on Metro Mobility service changes and fare increase.

You have probably been reading in the newspapers about the severe budget shortfall the state of Minnesota is facing. The Regional Transit Board, as all agencies and programs funded by the state, must find ways to continue to provide needed service within the funding amounts available. The agency approved a fare increase for regular route service, effective March 1, and is looking at restructuring high-subsidy routes to increase operating efficiency.

Now we must look at improving Metro Mobility's operating performance as well. Before we make any changes, we will present various options at the public hearings to hear what you, our riders, have to say.

In addition to examining possible changes in the program, the RTB has been testifying at the state legislature, seeking additional funding for RTB programs, including Metro Mobility. To bolster our efforts, I am asking for your support. Please submit written comments to me, telling me how you feel about the program and how it affects your life. With these comments, we will be able to go before the legislature with a stronger case for additional Metro Mobility funding. Your letters will help show the legislature that cuts to the program are not without impact. Cuts to the program will affect people's ability to function in many aspects of everyday life.

I also encourage you to participate in the public hearings March 18 at Holmes Greenway in Minneapolis or March 25 at the RTB Chambers in St. Paul. With your input, we can work to ensure that changes made to Metro Mobility will improve and strengthen the program. Thank you for your support, and I look forward to receiving your comments.

Warm regards,

A handwritten signature in black ink, appearing to read 'Michael J. Ehrlichmann', with a long, sweeping underline that extends to the right.

Michael J. Ehrlichmann



REGIONAL TRANSIT BOARD

Mears Park Centre
230 East 5th Street
St. Paul, Minnesota 55101
612/292-8789

February 25, 1991

MARY F BLOOM

230293

2207 6TH ST #3

WHITE BEAR LAKE, MN 55110

Dear Metro Mobility Rider,

Please find enclosed a notice on the public hearings the Regional Transit Board is holding on Metro Mobility service changes and fare increase.

You have probably been reading in the newspapers about the severe budget shortfall the state of Minnesota is facing. The Regional Transit Board, as all agencies and programs funded by the state, must find ways to continue to provide needed service within the funding amounts available. The agency approved a fare increase for regular route service, effective March 1, and is looking at restructuring high-subsidy routes to increase operating efficiency.

Now we must look at improving Metro Mobility's operating performance as well. Before we make any changes, we will present various options at the public hearings to hear what you, our riders, have to say.

In addition to examining possible changes in the program, the RTB has been testifying at the state legislature, seeking additional funding for RTB programs, including Metro Mobility. To bolster our efforts, I am asking for your support. Please submit written comments to me, telling me how you feel about the program and how it affects your life. With these comments, we will be able to go before the legislature with a stronger case for additional Metro Mobility funding. Your letters will help show the legislature that cuts to the program are not without impact. Cuts to the program will affect people's ability to function in many aspects of everyday life.

I also encourage you to participate in the public hearings March 18 at Holmes Greenway in Minneapolis or March 25 at the RTB Chambers in St. Paul. With your input, we can work to ensure that changes made to Metro Mobility will improve and strengthen the program. Thank you for your support, and I look forward to receiving your comments.

Warm regards,

Michael J. Ehrlichmann

The Metro Mobility program is a god-send to me. I am 81 years old, I have no other transportation, have a below poverty level income, & the limitations of severe arthritis. Even so, I have no objections to an increase in fares, if necessary. However without government support, there would be no Metro Mobility.

An Equal Opportunity Employer

Sincerely,
Mary F. Bloom

PUBLIC TRANSIT METRO MOBILITY FARES and SERVICE CHANGES

NOTICE OF PUBLIC HEARING

The Regional Transit Board is considering a Metro Mobility fare increase and service changes. It will hold two public hearings to receive comments from local agencies, communities and interested parties in the Twin Cities metro area.

March 18, 1991	noon	Holmes Greenway 114 SE Fifth Street Minneapolis
March 25, 1991	6:30 p.m.	*RTB Chambers 230 E Fifth Street St. Paul

Written comments on fares and service changes will be received through Friday, March 29, 1991. Those wishing to present comments at the public hearings should contact the RTB at 292-8789, TDD 229-2715. Interpreters will be available.

Michael J. Ehrlichmann
Chair

*5th Street entrance closed, use back entrance off Wacouta St

Metro Mobility Administrative Center
560 Sixth Avenue North
Minneapolis, Minnesota 55411



Bulk Rate
U.S. Postage
PAID
Permit No. 1717
Minneapolis, MN





REGIONAL TRANSIT BOARD

Mears Park Centre
230 East 5th Street
St. Paul, Minnesota 55101
612/292-8789

February 25, 1991

LYDIA DI VITO

354613

10000 NEWTON AVE. S. #278

BLOOMINGTON, MN 55431

Dear Metro Mobility Rider,

Please find enclosed a notice on the public hearings the Regional Transit Board is holding on Metro Mobility service changes and fare increase.

You have probably been reading in the newspapers about the severe budget shortfall the state of Minnesota is facing. The Regional Transit Board, as all agencies and programs funded by the state, must find ways to continue to provide needed service within the funding amounts available. The agency approved a fare increase for regular route service, effective March 1, and is looking at restructuring high-subsidy routes to increase operating efficiency.

Now we must look at improving Metro Mobility's operating performance as well. Before we make any changes, we will present various options at the public hearings to hear what you, our riders, have to say.

In addition to examining possible changes in the program, the RTB has been testifying at the state legislature, seeking additional funding for RTB programs, including Metro Mobility. To bolster our efforts, I am asking for your support. Please submit written comments to me, telling me how you feel about the program and how it affects your life. With these comments, we will be able to go before the legislature with a stronger case for additional Metro Mobility funding. Your letters will help show the legislature that cuts to the program are not without impact. Cuts to the program will affect people's ability to function in many aspects of everyday life.

I also encourage you to participate in the public hearings March 18 at Holmes Greenway in Minneapolis or March 25 at the RTB Chambers in St. Paul. With your input, we can work to ensure that changes made to Metro Mobility will improve and strengthen the program. Thank you for your support, and I look forward to receiving your comments.

Warm regards,

Michael J. Ehrlichmann

March 12, 1991.

Dear Mr. Ehrlichmann,
I just want to say that to be able to get a Metro ride is a God-send. Like this Thursday I have to go to the eye doctor at 9:45^{a.m.} and have no other means of transportation. I couldn't possibly afford a cab. I only use this transportation when absolutely necessary and grateful to be able to have it. I would be willing to pay \$1.50 or \$2.00 a ride. Hope it can continue. Lydia Di Vito
Bloomington, MN 55431

PUBLIC TRANSIT METRO MOBILITY FARES and SERVICE CHANGES

NOTICE OF PUBLIC HEARING

The Regional Transit Board is considering a Metro Mobility fare increase and service changes. It will hold two public hearings to receive comments from local agencies, communities and interested parties in the Twin Cities metro area.

March 18, 1991	noon	Holmes Greenway 114 SE Fifth Street Minneapolis
March 25, 1991	6:30 p.m.	*RTB Chambers 230 E Fifth Street St. Paul

Written comments on fares and service changes will be received through Friday, March 29, 1991. Those wishing to present comments at the public hearings should contact the RTB at 292-8789, TDD 229-2715. Interpreters will be available.

Michael J. Ehrlichmann
Chair

*5th Street entrance closed, use back entrance off Wacouta St

Metro Mobility Administrative Center
560 Sixth Avenue North
Minneapolis, Minnesota 55411



Bulk Rate
U.S. Postage
PAID
Permit No. 1717
Minneapolis, MN



REGIONAL TRANSIT BOARD

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

DATE: March 20, 1991
TO: Public Hearing Record ✓
FROM: Mary Fitzgerald
SUBJECT: Testimony for Public Hearing on Metro Mobility Fares

Josephine Vibar, 41 West Arlington, St. Paul, Minnesota 55117, called this morning and commented on the proposal. I made notes of her comments at her request because she is unable to write.

She is very pleased with the service on Metro Mobility that she receives from Diamond Cab. The drivers are very helpful and courteous. She is elderly and has physical problems. She would be happy to pay whatever fare she can for the service.

cc: Josephine Vibar



REGIONAL TRANSIT BOARD

Mears Park Centre
230 East 5th Street
St. Paul, Minnesota 55101
612/292-8789

February 25, 1991

EVANGELYN H BOLLMAN 330242
1411 PROSPERITY #5
ST. PAUL, MN 55106

Dear Metro Mobility Rider,

Please find enclosed a notice on the public hearings the Regional Transit Board is holding on Metro Mobility service changes and fare increase.

You have probably been reading in the newspapers about the severe budget shortfall the state of Minnesota is facing. The Regional Transit Board, as all agencies and programs funded by the state, must find ways to continue to provide needed service within the funding amounts available. The agency approved a fare increase for regular route service, effective March 1, and is looking at restructuring high-subsidy routes to increase operating efficiency.

Now we must look at improving Metro Mobility's operating performance as well. Before we make any changes, we will present various options at the public hearings to hear what you, our riders, have to say.

In addition to examining possible changes in the program, the RTB has been testifying at the state legislature, seeking additional funding for RTB programs, including Metro Mobility. To bolster our efforts, I am asking for your support. Please submit written comments to me, telling me how you feel about the program and how it affects your life. With these comments, we will be able to go before the legislature with a stronger case for additional Metro Mobility funding. Your letters will help show the legislature that cuts to the program are not without impact. Cuts to the program will affect people's ability to function in many aspects of everyday life.

I also encourage you to participate in the public hearings March 18 at Holmes Greenway in Minneapolis or March 25 at the RTB Chambers in St. Paul. With your input, we can work to ensure that changes made to Metro Mobility will improve and strengthen the program. Thank you for your support, and I look forward to receiving your comments.

Warm regards,

Michael J. Ehrlichmann

Gentlemen, my deafness makes it impossible for me to attend any meeting. I really appreciate Metro mobility in the winter months. I need a cane for walking and am house bound when it is snowing as well. Thank you
Evangelyn Bollman

PUBLIC TRANSIT METRO MOBILITY FARES and SERVICE CHANGES

NOTICE OF PUBLIC HEARING

The Regional Transit Board is considering a Metro Mobility fare increase and service changes. It will hold two public hearings to receive comments from local agencies, communities and interested parties in the Twin Cities metro area.

March 18, 1991	noon	Holmes Greenway 114 SE Fifth Street Minneapolis
March 25, 1991	6:30 p.m.	*RTB Chambers 230 E Fifth Street St. Paul

Written comments on fares and service changes will be received through Friday, March 29, 1991. Those wishing to present comments at the public hearings should contact the RTB at 292-8789, TDD 229-2715. Interpreters will be available.

Michael J. Ehrlichmann
Chair

*5th Street entrance closed, use back entrance off Wacouta St

Metro Mobility Administrative Center
560 Sixth Avenue North
Minneapolis, Minnesota 55411



Bulk Rate U.S. Postage PAID Permit No. 1717 Minneapolis, MN
--



Mears Park Centre
230 East 5th Street
St. Paul, Minnesota 55101
612/292-8789

February 25, 1991

Dear Metro Mobility Rider,

Please find enclosed a notice on the public hearings the Regional Transit Board is holding on Metro Mobility service changes and fare increase.

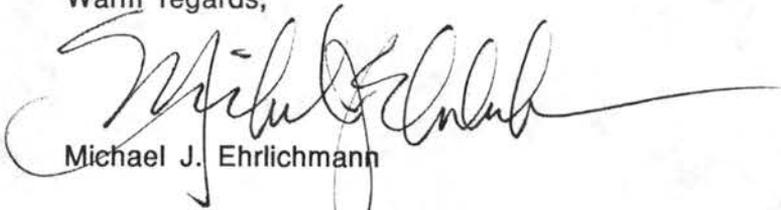
You have probably been reading in the newspapers about the severe budget shortfall the state of Minnesota is facing. The Regional Transit Board, as all agencies and programs funded by the state, must find ways to continue to provide needed service within the funding amounts available. The agency approved a fare increase for regular route service, effective March 1, and is looking at restructuring high-subsidy routes to increase operating efficiency.

Now we must look at improving Metro Mobility's operating performance as well. Before we make any changes, we will present various options at the public hearings to hear what you, our riders, have to say.

In addition to examining possible changes in the program, the RTB has been testifying at the state legislature, seeking additional funding for RTB programs, including Metro Mobility. To bolster our efforts, I am asking for your support. Please submit written comments to me, telling me how you feel about the program and how it affects your life. With these comments, we will be able to go before the legislature with a stronger case for additional Metro Mobility funding. Your letters will help show the legislature that cuts to the program are not without impact. Cuts to the program will affect people's ability to function in many aspects of everyday life.

I also encourage you to participate in the public hearings March 18 at Holmes Greenway in Minneapolis or March 25 at the RTB Chambers in St. Paul. With your input, we can work to ensure that changes made to Metro Mobility will improve and strengthen the program. Thank you for your support, and I look forward to receiving your comments.

Warm regards,



Michael J. Ehrlichmann

*It will effect my life I would like
your support for help.*

Cora Molash

CORA M MOLASH
4659 LYNDALE AVE N
MINNEAPOLIS, MN 55412

An Equal Opportunity Employer

PUBLIC TRANSIT METRO MOBILITY FARES and SERVICE CHANGES

NOTICE OF PUBLIC HEARING

The Regional Transit Board is considering a Metro Mobility fare increase and service changes. It will hold two public hearings to receive comments from local agencies, communities and interested parties in the Twin Cities metro area.

March 18, 1991 noon

Holmes Greenway
114 SE Fifth Street
Minneapolis

March 25, 1991 6:30 p.m.

*RTB Chambers
230 E Fifth Street
St. Paul

Written comments on fares and service changes will be received through Friday, March 29, 1991. Those wishing to present comments at the public hearings should contact the RTB at 292-8789, TDD 229-2715. Interpreters will be available.

Michael J. Ehrlichmann
Chair

*5th Street entrance closed, use back entrance off Wacouta St

Metro Mobility Administrative Center
560 Sixth Avenue North
Minneapolis, Minnesota 55411



Bulk Rate
U.S. Postage
PAID
Permit No. 1717
Minneapolis, MN



REGIONAL TRANSIT BOARD

Mears Park Centre
230 East 5th Street
St. Paul, Minnesota 55101
612/292-8789

February 25, 1991

IRMA C BARTHOLMEY

352544

1758 ASBURY ST N

FALCON HEIGHTS, MN 55113

Dear Metro Mobility Rider,

Please find enclosed a notice on the public hearings the Regional Transit Board is holding on Metro Mobility service changes and fare increase.

You have probably been reading in the newspapers about the severe budget shortfall the state of Minnesota is facing. The Regional Transit Board, as all agencies and programs funded by the state, must find ways to continue to provide needed service within the funding amounts available. The agency approved a fare increase for regular route service, effective March 1, and is looking at restructuring high-subsidy routes to increase operating efficiency.

Now we must look at improving Metro Mobility's operating performance as well. Before we make any changes, we will present various options at the public hearings to hear what you, our riders, have to say.

In addition to examining possible changes in the program, the RTB has been testifying at the state legislature, seeking additional funding for RTB programs, including Metro Mobility. To bolster our efforts, I am asking for your support. Please submit written comments to me, telling me how you feel about the program and how it affects your life. With these comments, we will be able to go before the legislature with a stronger case for additional Metro Mobility funding. Your letters will help show the legislature that cuts to the program are not without impact. Cuts to the program will affect people's ability to function in many aspects of everyday life.

I also encourage you to participate in the public hearings March 18 at Holmes Greenway in Minneapolis or March 25 at the RTB Chambers in St. Paul. With your input, we can work to ensure that changes made to Metro Mobility will improve and strengthen the program. Thank you for your support, and I look forward to receiving your comments.

Warm regards,

Michael J. Ehrlichmann

Dear Sir -

In answer to above, I don't mind paying 50¢ extra each way - it's still cheaper than MTC. rides and since I'm having more problems with my knee joints, I stay home unless I need to go to the clinic or hospital - my social life is loved for by my good friends - so am happy. -

An Equal Opportunity Employer

PUBLIC TRANSIT METRO MOBILITY FARES and SERVICE CHANGES

NOTICE OF PUBLIC HEARING

The Regional Transit Board is considering a Metro Mobility fare increase and service changes. It will hold two public hearings to receive comments from local agencies, communities and interested parties in the Twin Cities metro area.

March 18, 1991	noon	Holmes Greenway 114 SE Fifth Street Minneapolis
March 25, 1991	6:30 p.m.	*RTB Chambers 230 E Fifth Street St. Paul

Written comments on fares and service changes will be received through Friday, March 29, 1991. Those wishing to present comments at the public hearings should contact the RTB at 292-8789, TDD 229-2715. Interpreters will be available.

Michael J. Ehrlichmann
Chair

*5th Street entrance closed, use back entrance off Wacouta St

Metro Mobility Administrative Center
560 Sixth Avenue North
Minneapolis, Minnesota 55411



Bulk Rate U.S. Postage PAID Permit No. 1717 Minneapolis, MN
--



Mears Park Centre
230 East 5th Street
St. Paul, Minnesota 55101
612/292-8789

February 25, 1991

FERN E GLEASON 352757
1011 FELTL COURT #119
HOPKINS, MN 55343

Dear Metro Mobility Rider,

Please find enclosed a notice on the public hearings the Regional Transit Board is holding on Metro Mobility service changes and fare increase.

You have probably been reading in the newspapers about the severe budget shortfall the state of Minnesota is facing. The Regional Transit Board, as all agencies and programs funded by the state, must find ways to continue to provide needed service within the funding amounts available. The agency approved a fare increase for regular route service, effective March 1, and is looking at restructuring high-subsidy routes to increase operating efficiency.

Now we must look at improving Metro Mobility's operating performance as well. Before we make any changes, we will present various options at the public hearings to hear what you, our riders, have to say.

In addition to examining possible changes in the program, the RTB has been testifying at the state legislature, seeking additional funding for RTB programs, including Metro Mobility. To bolster our efforts, I am asking for your support. Please submit written comments to me, telling me how you feel about the program and how it affects your life. With these comments, we will be able to go before the legislature with a stronger case for additional Metro Mobility funding. Your letters will help show the legislature that cuts to the program are not without impact. Cuts to the program will affect people's ability to function in many aspects of everyday life.

I also encourage you to participate in the public hearings March 18 at Holmes Greenway in Minneapolis or March 25 at the RTB Chambers in St. Paul. With your input, we can work to ensure that changes made to Metro Mobility will improve and strengthen the program. Thank you for your support, and I look forward to receiving your comments.

Warm regards,

Michael J. Ehrlichmann

Dear Mr. Ehrlichmann: - Replying to this letter - I am 89 yrs of age and volunteer in the office of Southdale Hospital every Friday - I take the metro cab to and from the Hospital - as I could not afford a regular cab fare - I have to call the day before I go (Thursday) - I thank you for the opportunity of taking the metro cab -

An Equal Opportunity Employer

Sincerely,
Mr. Fern E. Gleason

PUBLIC TRANSIT METRO MOBILITY FARES and SERVICE CHANGES

NOTICE OF PUBLIC HEARING

The Regional Transit Board is considering a Metro Mobility fare increase and service changes. It will hold two public hearings to receive comments from local agencies, communities and interested parties in the Twin Cities metro area.

March 18, 1991	noon	Holmes Greenway 114 SE Fifth Street Minneapolis
March 25, 1991	6:30 p.m.	*RTB Chambers 230 E Fifth Street St. Paul

Written comments on fares and service changes will be received through Friday, March 29, 1991. Those wishing to present comments at the public hearings should contact the RTB at 292-8789, TDD 229-2715. Interpreters will be available.

Michael J. Ehrlichmann
Chair

*5th Street entrance closed, use back entrance off Wacouta St

Metro Mobility Administrative Center
560 Sixth Avenue North
Minneapolis, Minnesota 55411



Bulk Rate
U.S. Postage
PAID
Permit No. 1717
Minneapolis, MN

3220 Humboldt Ave. S.
Mpls., Mn 55408

Michael J. Ehrhmann
Regional Transit Board
St. Paul, Mn

Dear Mr. Ehrhmann -

Regarding possible reductions in funding for Metro Mobility, I must say that I have not yet used this service, mainly because I have read so much about the many people worse off than I that need it. As long as I can manage, I will get along by bus, as I am fortunate to be in a neighborhood near several bus lines, and can walk about 2 blocks before ^{pain causes} me to take a bus + transfer. However, there have been a few times this winter when I have wished I had arranged for Metro Mobility and stayed home instead. I would use it mainly to get to the Waase Center at Abbott - N.W. Hospital for low-back water therapy, and it is reassuring to know that Metro Mobility is available. I have given up most evening events of a social nature. I do hope this service will continue for many others, and maybe eventually myself, ~~to~~ to enable them to live as full a life as possible.

Sincerely,
Pauline Lind

March 17, 1991

Dear Sir,

In response to your Notice of 2-25-91, I ride Metro to and from work every day. If it wasn't for Metro, I would not be able to work and support myself. I am sure there are a lot of riders who are in the same position. The state should take into consideration they are allowing handicapped persons to support themselves by providing transportation for us.

Yours Truly

Leta Hamilton

LETA HAMILTON
1617 18TH AVENUE NE.
MINNEAPOLIS, MN. 55418



Dear Sir -

I really don't know enough good things about Metro Mobility

I am a 78 old widow, who cannot use public transportation. It really is a god-send to those of us, who do not have access to family (all are working long days)

I have had a heart attack & angina plus arthritis in both knees & spine.

I try not to be greedy about taking Metro, as I know there are many of us.

I appreciate very much this transportation, & hope we can continue. I don't know what I would do without it

Sincerely

Margaret Johnson

Margaret A. Johnson
5150 Wilson # 349
St Paul MN 55119

Mar. 14, 1991

Dear Mr. M. J. Charlickmann,

Metro Mobility is very important to be so that I can get to Doctor Appts etc. I go to many different Doctors. I would not like to have the fares raised because I am on a limited income. For people like me it is the only way to get places and be economical too. I hope they do not make any changes.

Thank You
Dorothy Starrutt

Dorothy Starrutt
315 Lowry Ave. No. # 1406
Mpls. Mn. 55411



MM Testimony

Ann Hipp

Steven Healy

Amy Dean

Mark Yager

Kevin Newbar

Randy Nelson

Donna Petit

Dickson Schutjer

my name is Jean Jacobson
I've been with metro almost since
it started, 10-12 years I seen fare
increase, call day before. instead
of same day I am on a budget its
getting difficult to go anywhere
when you have to count your
change + every thing else.

I did not get involved before with
things. but I am now I do not
approve of the fare increase
I think it should stay as it is.

Thank you!

Exhibit A

Dear Metro Mobility

I am David Lundeen. I am writing to talk to you about Metro Mobility wanting costs to move up higher. You want to have it cost 2 dollars for rides less than 12 miles, and for rides longer than 12 miles 5 dollars. I know Metro Mobility needs more money to help disabled people. I would like to point out that some people live in nursing homes or live at group homes. They are like me. People that live in nursing homes get 40 dollars each month. In group homes such as the one I live in we get 65 dollars a month, for clothes, personal need items, and entertainment. If there is an increase in this cost, it will limit my ability to get into the community.

I also would like to point out that some people need to have the driver get their money or ticket for their ride out for them. I feel that if the money is placed where they can easily get at it, the driver should be willing to assist. I realize that the rule was written to prevent theft from occurring but for those of us who cannot get at things easily this makes traveling more difficult.

Sincerely

David Lundeen

David Lundeen

B

I have a couple of concerns which I would like to bring to the Board at this time.

My first concern is the proposal of raising fares to \$5.00 for longer distances. I feel that this put a great financial burden upon myself, as well as other people; and that it will eventually, restrict where I can go and how often I will be able to go there.

While I currently live in St Paul, I am involved with the Perfect Squares Square Dancing Club which has practice every Monday night at Courage Center and which also does performances throughout the Twin Cities metro area on a regular basis.

Also, I am very involve with my church, which currently meets at a school out in bloomington. I have been involve with this church for the past 9½ years and I have very close ties with several of its members. I know that the \$5.00 fare would greatly limit my involvement the church of my choice.

My second concern is the prospect of the basic being raise to \$2.00. II feel that it ~~will~~ become a great economic hardship for myself, as well as for the entire handicapped community, as we will either have to set aside twice as much money each month out of what is for most of us is a fix income, or that we will have to limit further our involvement with life outside of our homes.

I feel that this will be a huge step backwards for the whole handicapped community. It angers and saddens me that after the passage of the A.D.A, that we are now faced with the possibility of now having to take such a big step backwards.

Thank-you for your time and for your understanding,
Pamela Spence

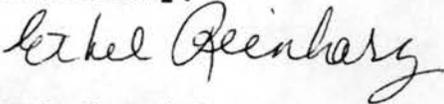
March 25, 1991

Dear Governor Arne Carlson:

I would like to ask that you do not increase the fares nor decrease the service of Metro Mobility. It is a very important service for people who cannot drive or depend on the MTC. If anything, they really need more money! Many of the people who use Metro Mobility have discretionary incomes of less than \$50. per month. Possibly a sliding fee scale would serve the purpose. I have many good things to say about Metro Mobility as it exists, however, there are problems and it will be very awful for many people if the services are cut and fares increased. Try to see it from the perspective of someone who depends on Metro Mobility. Try to picture yourself waiting alone in a wheelchair downtown at night and the van is an hour late. Try to imagine paying 6% of your discretionary income every time you want to go out. Imagine feeling like a shut in! Metro Mobility is one of the great things of Minnesota. Let's not let it fall apart! Please do everything you can to help in this area!

Thank you.

Sincerely,



Ethel Reinharz
4061 Alabama Ave. So.
St. Louis Park, MN. 55416

cc:

Regional Transit Board
State Representative Gloria Segal
State Senator Ted Mondale



PERFECT SQUARES

D



614 PIERCE STREET NE
MINNEAPOLIS, MINNESOTA 55413
(612) 378-2610

March 25, 1991

ATTENTION: METRO MOBILITY RALLY!

On behalf of the Perfect Squares, a wheelchair square dance club, this letter attempts to speak for us all! People have come here tonight, in hopes to be heard. Everyone has his or her own reasons to appeal to you for the need to avoid the fare increase.

For the Perfect Squares, the reasons are important. Our 26 members reside in different parts of the Metro Area: St. Paul/Minneapolis; Rosemount; St. Paul Park; Eden Prairie; Most of our members rely on Metro Mobility for their square dancing transportation. The proposed fare increase will hinder their attending future dances. This will definitely endanger our membership.

We, the Perfect Squares, hope you will take our plea seriously when you determine what the fare will be.

Thank you for allowing us to express our feelings and concerns.

Sincerely,

Jamie Slattery
PERFECT SQUARES President

Jan Eggert
PERFECT SQUARES Secretary