



Minnesota Regional Transit
Board: Records.

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March 13, 1991

Dear Sir,

I have had the pleasure of using Metro-Mobility for a number of years, and know it is a wonderful service. I am 87 yrs. old and so crippled I cannot get on the regular buses and would find it pretty hard to get to the clinic, doctor, etc.

I hope this will help to solve the problem.

Irene M. Galvin

Irene M Galvin

3440 41st Ave S

Minneapolis MN 55406



metro mobility.

Gentlemen -

metro mobility is the
most wonderful gift to
people who are not able
to use Public Transport
ation - because of some
type of medical problem.
If it necessary to raise
the fare - "OK" - But please
don't stop metro mobility!

Wald Rowley
8100 Knox - 1500
Bloomington - 55431

3-16-'91

Mar 14, 1991
6370 Madison ST NE
Mpls, Minn, 55432

Metro

Dear Sir,

In ans to your letter I'd
like to say. I've ask + been
wondering when you were going
to raise to fairs for rides I was
supprised you didn't do it before
with the price of gas + such
good care the drivers give all
of us. I've always been very
happy with all the people who
have pick me up. Don't raise
it to high but I do think you need
more for the care you all give
us. I'd never be able to get
around if we didn't have metro.

Thank you

Carol J Lentz

I'm partly blind so hope you can
read this.

Warm regards,

A handwritten signature in black ink, appearing to read "Michael Ehrlichmann", with a long horizontal flourish extending to the right.

Michael J. Ehrlichmann

An Equal Opportunity Employer

Metro Mobility Administrative Center

560 Sixth Avenue North

Minneapolis, Minnesota 55411

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



METRO MOBILITY

*I enjoy using the Metro Mobility and Drivers are also very care giving for my service and hope the fare transport isn't too high whenever I need your services.
Thank you -*

DELORIS M PTACEK

231209

2489 N. DIVISION ST.

NORTH ST. PAUL, MN 55109

To Whom It May
Concern

Metro Mobility
is a necessity for
me because on disability
income I cannot afford
a van. I need P.T. ~~three~~
days a week & also
like to get out of the
house.

Many P.C.A.'s cannot
afford transportation,
therefore if not for
Metro, people like me
who live indep. or those
who live semi-independently
would be stuck with little
or no chance to interact
within the communities.

Rico Pelino
Apt. #510
9-7th Avenue So.
Hopkins, MN 55343

Thank you
Rico Pelino

3/4



REGIONAL TRANSIT BOARD

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

MJE:

re: Public Hearing on Metro Mo

She cannot come - recommends
that low-income people be given
coupon books although for herself
an increase would be justified,
for some people it will be a real
hardship. Those on welfare
would not be able to travel.

Camilla Drage
965 18th Ave SE
Mpls 55414.

Dear Metro-Mobility

I don't know what I
would do without the
services of Metro-Mobility.
I go to different docs
each month. And I need
your services

Thank you
Juanita
Hodgman

P.S.

The City Buses have
steps I can't reach
Because I am a short
person

J. H.

JUANITA HODGMAN
2121 SO 9TH ST APT 404
MINNEAPOLIS, MN 55404

To Mike E. Kellermann

This is regarding Metro Mobility.
It is a must for me. Both my
husband and me have M.S. I have
had it 29 years & my husband is 9 yrs.
My husband had to go into a
nursing home because his memory
is very bad.

I am confined to a wheelchair
& living in my home. Metro Mobility
is pretty much my only around.
I use it for Doctors, Dentist, shopping
& to visit my husband in the nursing
home.

The handicapped have made good
strides forward. I hope we will
not have to take any backwards.

Mrs Sharon Schmitt
5941 Bryant Ave N.
Brooklyn Center, Mn

55430

Dear Metro Director -

I think that the rate of Metro Mobility is about fair right now - and to think that a fair change would help people like Sr. Citizens who are on social security level enjoy the ride more. The legislation right now means that people are being helped by ~~some~~ government instead of raising the rates every so often.

Respectfully yours,

Maurice M. Diamond

Maurice M. Diamond
3630 Phillips Pkwy. #315
St. Louis Pk., MN 55426

March 14, 1991

Gentlemen,

I am writing you regarding Metro Mobility riders. I am 86 yrs of age & depend on getting to the grocery store, doctors, dentists & church.

I have no other way of getting to these places. I am sure you will understand my situation.

Yours Truly,
Margaret Miller

Sitta Amram #809
2235 Rockwood Ave.
St. Paul, Mn. 55116

March 14, 1991

Dear Mr. Ghrlichmann, with this I like to say
how very important and helpful Metro Mobility
is. I am 80 years old and handicapped and I would
not know what to do without this wonderful service.

It is a blessing for us sen. citizens, going
to Doctors and Hospitals, and if it is a must
that fares have to be raised I hope it will
not be too high!

Thanking you very ^{much}, I am
Sincerely
Sitta Amram

To whom it may concern

I received your letter stating
your Metro fair will be going up.
It will hurt my budget as I
only get \$681.00 social security for
one month + its hard to get along
on it. received my property tax
& it went way up to \$678.78 for
1991- you have to pay half
by May 15th & how can I manage
to pay that on my income. Do
I hope they will not raise Metro
rides.

thank you

Hazel Allen
4621-2nd Ave So
Mpls Mn 55409

HAZEL ALLEN
4621 2ND AVE S
MINNEAPOLIS, MN 55409



March 15-91

Dear Sir:- I have been a user of metro mobility for a year now. The drivers are kind and so helpful to us Sr Citizens. I am 83 yrs old, and if it wasn't for metro I'd have to spend every day indoors. Children and neighbors aren't willing to drive me to Drs offices too often.

Your drivers are neat and clean and also the Cabs.

I hope we can depend on your good people to help us. I

am so grateful to partake of your services -

Mrs Adalynne Pearson

7609 - Harriet St

Richfield, Mn.

55423



Dear Mr. Ehrlichman -

I am writing to say how thankful
I am for the Metro. Mobile.

It allows me to get to the
doctor and church and our open
party meetings. I really appreciate
it.

I thank you from the
bottom of my heart

Gladys C. Harrison

1000-50 8st.

Maple MN, 55454.

1319-Westminster #3
St. Paul, Minn. 55101.
3-14-91.

Dear Mike,

I am a handicap Person with one bad arm and one bad leg which I have a brace one leg.

I take Metro Mobility everyday and sure like their severices very much I would like to Metro Mobility continue the severices as always.

Also keep Metro Mobility going with no cuts in the Program because it is and will be a good Program ^{for} ~~the~~ the Handicap and I also mean by self too. So again lets keep Metro Mobility going strong.

~~Sincerely~~ Sincerley
yours
Metro Mobility Rider
Hans Anderson
Will see you March 25th.

R. Sobleski
114 5th St. SE #202
Mpls. Mn.
55414

To Whom It May Concern:

Wednesday March 13 1991

The Metro Mobility program is a very useful and necessary program, used by Thousands of disabled individuals in Minnesota. Being a disabled person myself I frequently rely on Metro Mobility to give me the opportunity to get out of my apartment and become involved in a world that maybe otherwise closed off without the transportation of Metro Mobility.

Being on such a limited income as a disabled person makes Metro Mobility even more important. And even being a disabled person who can work can go out and get that job they want. Knowing they can rely on a service such as Metro Mobility provides is a wonderful and highly needed help people can give other people. Yes, it is cost effective to a lot of people. It creates jobs for people who are without disability to support their families, it also allows a disabled person the opportunity to support their needs.

I truly hope you will consider all the possibilities first before making any changes in Metro Mobility.

Thank You
Rose Sobleski

Bernice Pink 114
6315 - 55th Ave. No., Apt 14
Crystal, MN 55428

Dear Sir:

I can't begin to tell you how much Metro's Mobility has been a big factor in my life. I have had it for 4½ yrs. Before that I could not get out on my own at all. My children all work all day. I live way out in Bloomington. I had no way to do anything at all. Metro has been a big help to me. Please try to keep it up. So many of us need it so badly.

I am 78 years old & depend on Metro now & then. I don't abuse it either. Thank you
Bernice Pink

MRS. E. W. BURKE
496 E. JESSAMINE AVE.
SAINT PAUL, MN. 55101



496 E. Jessamine
St. Paul, Mn, 55101

Dear Mrs. Ehrlichman

In response to your letter, I would say Metro-mobility is a god-send, I could get nowhere without it, except by taxi. Being a senior on fixed income, it would have been impossible to go from the East Side to Central Med. for therapy every other day for several weeks by taxi. Metro has changed my life, so I can be independent. I do not abuse it - use it only for Dr. Denton's therapy etc.

I used Wilder many times, but they have been unable to help so many times that I switched to Liden City mobility. They are superior, and their drivers go out of their way to help you.

Why do I use Metro? I have osteoarthritis in my back, and can walk only a block or so with a cane.

Please don't be afraid of a raise, ^{or hurt} I'm sure worth it. Sincerely
Eleanor Burke

3-12-91

To Whom it may Concern:

We need Metro Mobility very much. I use it always for Dr. etc. appointments, as its my only means of transportation.

After my husbands stroke in 1983 we took Metro 3 times a week to hospital for his speech. Without it we couldn't go. My husband died 3 years ago + I can't drive + have a bad heart and I thank God + all for Metro Mobility or I would be stuck in my apt. I couldn't afford to pay Taxi prices + Metro needs minn. help to keep running.

Thanks for listening + try + help them so people can afford to ride Metro as before.

Thank you.
Nina Vaidich



Nina Vaidich
Apt 107 2044 Oakdale
West St Paul MN 55118



March 15, 1991

Mr Michael Ehrlichmann
Regional Transit Board
St. Paul, Minn.

Dear Mr Ehrlichmann:

I understand there may be some cuts in the Metro Mobility Program.

This would create quite a hardship for me. I am in my 80's, on a fixed income and live alone in my home. Since I can no longer ride the city buses. I have used the Metro cab to go to church services, the doctor, grocery shopping, etc. This is a fine program and enables people to get around. I find the drivers to be very helpful and I do appreciate this service.

Rosena Rosengren
4445-44th Ave So
Minneapolis, Minn 55406
Phone: 729-2677
#33-2843

1390 Carling Drive

St Paul Minn
55108

Dear Mr Ehrlichman,

Have been a grateful user of Metro
Mob - without which I would be
some what isolated, as I have no
immediate family in area.

A devastating fall on ice - ended
in brain surgery - and insecure
footing - so can no longer ride buses.

But Metro M. brings me in
contact with a vibrant part of life,
those GREAT Metro drivers!

This makes it possible for me
to get to the many duties of life -
from Dr - Dentist - business of a
changing world - endless!

So Metro is a life saver in
many respects; and I request no
changes. Yours

Mrs Eleanor Weimer

A widow on fixed income.

March 15 - 1991

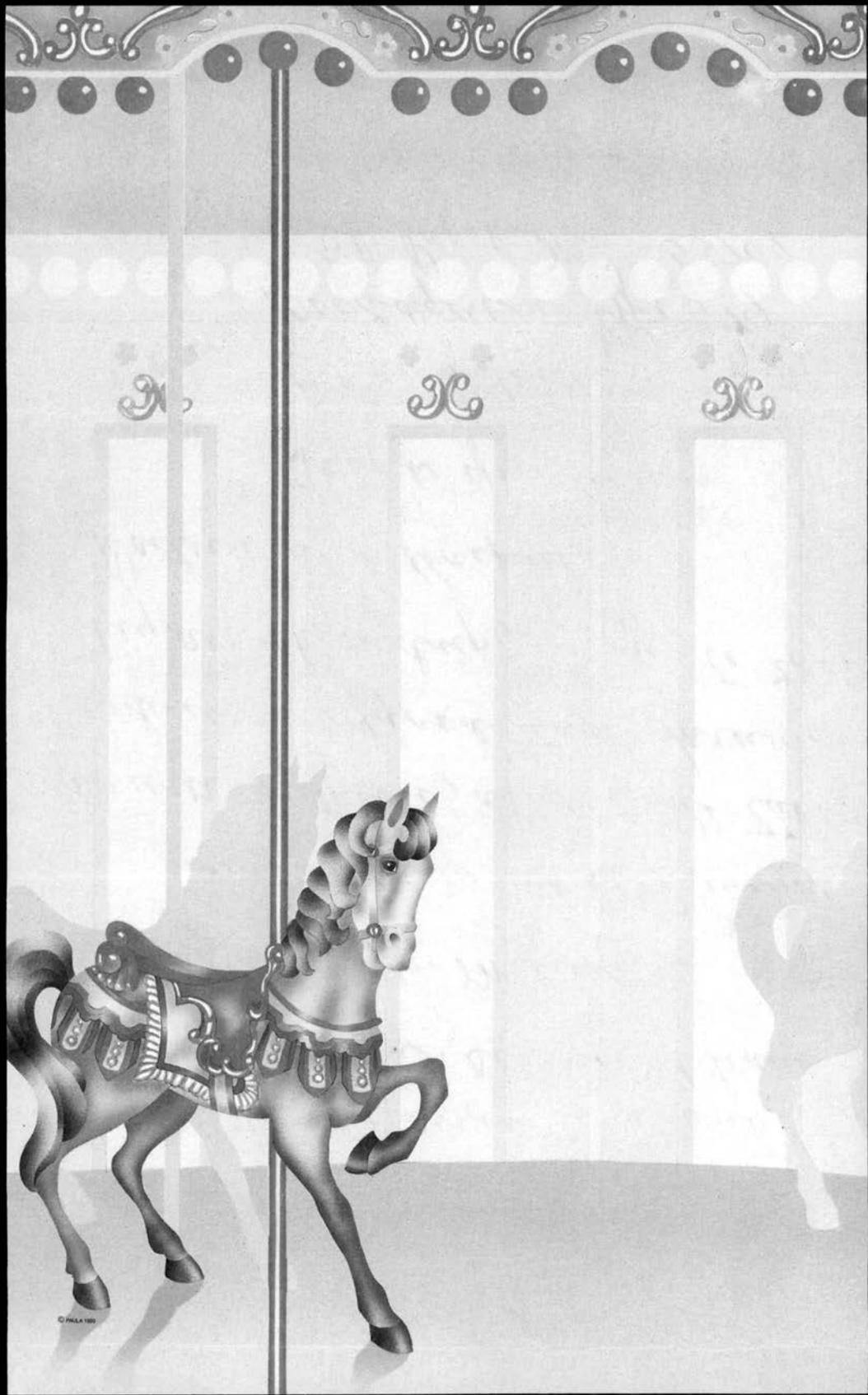
Michael Ehrlichman,

First I wish to thank
you for the fine service I have
had from Metro Mobility -

I don't know what I would
do without Metro, as I can't take
a bus or afford Taxi fares as
they are these days, to go to the
Doctors and Hospital -

Thank you again

Eleanor Peterson
1000 Edgerton Apt 514
St Paul Mn 55101



March 16, 1991

Mr Eberichmann

Metro mobility is very important
service to me & everyone to go to the
Grocery & Doctor or shopping = able to
take a city bus, Metro mobility is very
wonderful.

Elizabeth S Brysky

516 Humboldt 224
Wilder apt
St Paul, MN 55107

Bessie R. Price
2275 Youngman W208
St. Paul, Mn. 55116

Dear Mr. Ehrlichman,

Metro Mobility is a blessing for Sr. Citizens! With their help, it keeps us in charge of our physical independence. How grateful I am not to have to ask for help from people who couldn't care less. The drivers are helpful, kind, & considerate and I certainly appreciate that too.

Please, continue to be there for us.

Sincerely,

Bessie R. Price

Mar 15, 1991

Mr Ehrlichmann —

I wish to thank you for the many rides Metro Mability has given me and my late husband. Without this service we would not be able to get anywhere.

At this age (87) one does not get around too much. There are doctors appointments, church etc and M M is always there.

We have used Diamond Cab. The drivers are courteous and friendly.

If the rates have to go up some, we understand.

Thank you again for what you are doing for we older people.

Sincerely,

Mrs Irene L Smith
2235 Packwood Ave
St Paul, MN 55116 #507

March, 10, 1981

Metro Mobility Administrative Center
560 - 6th Ave. N.
Mpls. Minn. 55411

Dear Sirs:

I am writing to say I am back-
using the Metro Mobility Service 100%
If I didn't have it, I would not
go to Cardiac Rehab, which I need.

I also use it to go to Dr.
appointments. The drivers are
courteous & helpful, which many
of us need (some more than others?)

The fare has been quite reasonable
I'd be willing to pay a little more!
altho I know there are many that
can't afford anymore.

I am unable to attend the meetings.

Thank you for the service

Edith B. Wells

E. Wells #224
1 West Lake St.
Mpls. Minn. 55408

McCleary
11400-Normandale
mpls-mm-5543



March 10-1991

Michael E. Holichman, Because

we are unable to come to the public hearings, we would like to voice what Metro means to us.

Don McCleary is blind & we are both over 80 so do not drive. We are not allowed cars here at Masonic Home. - which is best for all.

Metro gives us a sense of freedom - which we can afford. The drivers are so kind & helpful & we do appreciate the entire service. We hope you will be able to continue the wonderful help you are to us older folks.

Donald M. McCleary
Masonic Home
(Esther McCleary)

3335 Humboldt Av. So.
Minneapolis, Minn
Mar. 12, 1991

Metro Mobility Administration

560-6th Av. No.

Trpls., Mn. 55411 att Mr. Michael Elishman

Dear Sir:

I am very very happy to have Metro Mobility and I am sure other Metro Mobility riders feel the same. Without it, we would never be able to go any place outside our own homes - (hermits). How would we be able to get groceries and other necessities? I am delighted to have Metro Mobility as I cannot drive anymore.

The drivers are so helpful and so courteous.

I'm sorry for people in other towns who do not have Metro Mobility.

Sincerely
Mrs. Luella H. Carter

March 11, 1991

Dear Mr. Ehrlichmann,

I have been a member of Metro Mobility since the beginning. I can't tell you how much I appreciate it.

I am a senior citizen, disabled, & on a low income so I sure hope Metro will continue even when the price is raised.

Maybe if we could only use it for doctor, dentist, other appointments or to shop would help & also if people that are on Metro that can really afford other transportation could not be on Metro or ^{be} charged according to their income.

Please keep Metro Mobility - I don't know what I'd do without it - it has been such a blessing to many of us.

Shirley Kinkel
2728 E. Franklin
Apt. 1003
Mpls. Mn 55406-1148

Very Sincerely
Shirley Kinkel

March 12, 1991

Metro Mobility Administrative Center
560 Sixth Avenue North
Minneapolis Minnesota 55411

Att: Michael J. Ebnichmann, Chair

Dear Sir:

I received your letter regarding the changes in the Metro Mobility system.

I need this service since I do not have access to an automobile because I am in a wheelchair and have trouble with the transfer.

I moved to the Twin Cities to be closer to the facilities for the care for Multiple Sclerosis.

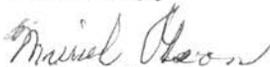
I have to use Metro for all of my activities.

I must say that the service has improved a great deal since I started using it in 1985.

A fare increase and changes in service haven't been explained as yet. The hearings will probably give us more information.

I need this service for all the things I must do in all the aspects of daily living.

Sincerely,



Muriel Olson
3400 Parklawn Avenue #702
Edina 55435
Phone 835-1884

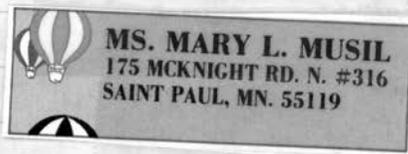
Metro Mobility
Att: Michael J. Erlickmann

Gentlemen:

I am a senior 81 years of age and since a stroke in 1987 left me handicapped and partially paralyzed, Metro Mobility service has become a very important part of my life, a privilege I am so truly grateful for that I try never to abuse its use. Metro Mobility provides handicapped persons like myself the ability to be somewhat independent and function normally in every day life

Yours truly

Mary L. Musil
33-4801



MS BERNICE I SIMONSON
8008 BASS LAKE RD 329
NEW HOPE MN 55428

March 11th 1991

To: Michael J. Ehrlichmann
Metro Mobility Administrative Center -

Dear Sir -

I wish to express my gratitude
for the services of Metho-Mobility in
my life.

I'm a widow, in my eighties, and
live in a retirement center in New
Hope, Mn. (St. Therese Residence.) I am
disabled from arthritis and visual
problems, and have no relatives
near by to take me to the doctor or
other transportation needs.

The friends I could depend upon
for my needs are either handicapped
now and several have died, so I
have to depend upon your services
to provide these needs for me.

I sincerely hope that I can still
have the comfort of knowing that it
will continue to be provided for people
like me (and us)

Sincerely

Bernice I. Simonson

3-14-91

Dear Sirs;

I would like you to know how much I need and appreciate Metro mobility. I am a widow 82 yrs old my sons live out of the state and have no one else to help me. I have had two serious cancer surgeries and since then need a cane to help me walk.

My income is only social security so you can see I appreciate the cab to get to the doctor. I hope the fare won't go up too much. The service has been great. The drivers have been friendly & helpful.

I've been using the service for the past five years and am well pleased.

yours truly
Clara Moeller

33-8284



Mrs. Clara Moeller
6508 41st Ave. No.
Minneapolis, MN 55427

3643 - Penn
ave No

Implosion
Mar 11

Metro Mobility:

In regard
to your fare increase,
I'm 100% for it, its the
best thing we seniors
have going, and Ive told
many of the drivers you
could increase the fare
and it would still be the
best way we have to get
around - I must commend
your drivers, they are so
good and caring for us.

Thank you,

Helen Erickson

Michael J. Ehrlichmann

3-12-91

Some times you don't get picked up at beginning of trip & if you come home late you can get left. In spite of this meters is the best way to get around. We need it badly. I have heart disease, diabetes, bad back & use a cane.

I would appreciate them keeping it for us handicapped people without it I would miss a lot of doctor appts cause you can't depend on friends to drive you anywhere.

Sincerely

Phyllis Walbridge
965 NE 40th Ave # 702
Cal, Hts Mn 55421

I cannot attend the meetings

to whom it may concern 3/16/91

My dealings to ride with
Metro Mobility have made
my life more pleasant
to be able in my old
age to be able to go
shopping or Dr. or just
to get out for a while
I have been a rider
for 10 yrs. I am 87 yrs young

I can really say

I love Metro Mobility

Blanche C Austin
901 E. Como Blvd #318
St. Paul Mn 55103

Clarence + Edrie Nelson
5430 34 Ave So
Apt 302
Mpls Mn 55417

Dear M. Ehrichman -

We wish to express our concern over the future of metro-mobility. We are very dependent on the services as we can no longer drive or ride the bus. We are both 83 years old and on a fixed income, therefore paying regular cab fare would certainly be a hardship. We could manage a small raise in fares, within reason of course.

Service has been very good and the drivers are kind and always helpful.

Sincerely
Edrie Nelson

March 12, 1991

Mr. Michael J. Eschmar

Dear Sir:

I read your letter about the changes that might take place in Metro-Mobility. I cannot attend the meeting but I thought I'd convey to you what Metro-Mobility means to me. My wife in the St Theresa nursing home in New Hope with Alzheimer's disease. I live in St Theresa in Hopewell & go to see her every Sunday. If the routes were changed as the fare was too costly it would ~~cost~~ ^{really} work a hardship on me.

Anything you can do to help our cause would be deeply appreciated.

Sincerely,

Francis Kane

1011 Fells Ct.

Hopewell N.J. 08520

Telephone # 939-9332

Mar 13, 1991

Metro Mobility Ad. Center

New Siv: D

I am unable to come
to the two Public Hearings.

I am very thankful for Metro M.
transportation with out it I would be
so hard to get to the Doctort
Church & for groceries. If you
have to raise the fare I can under-
stand but so many old people are
not able to pay more. I'm sure you
will do what is right.

I thank you again and so
many of your drivers are so very nice
to us old people and I think some
of it cannot understand I think that
we are so slow.

Sincerely yours

Adeline M. Haag

3054 - 40th Ave So

Trph. M. 55406



3-14-91



I have been using Metro Mobility for a number of years & find it a much needed service after I no longer could get in & out of a car. Use it for dr. & dentist appts., Wieden Adult Day Health & for social activities. I appreciate the service & hope the state will continue to help fund this agency. #220045

arten-Edition, Postfach 5, 7630 Lahr 12 · Germany
Unstlerpostkarte Nr. 80 287

^{D2}
Michael J. Ehrlichmann
Mears Park Centre
230 E. 5th St.
St. Paul, Mn. 55101

GEERTGEN TOT ST.
Die heilige Sippe
The Holy Family
La Sainte Famille
Rijksmuseum Amsterd.

Elvera Lindeman
1855 E. Orange Ave.
St. Paul, MN 55119

Steven E. Pease
2121 South 9th Street, #206
Minneapolis, Minnesota 55404-2228
(612) 340-9601

March 9, 1991

Michael Erlichman, Chair
Regional Transit Board
230 East 5th Street
St. Paul, Minnesota 55101

Mr. Erlichman;

I started using Metro Mobility in the mid 1970's, when it was Project Mobility. My current ID number is 21-3654. Lately, I've been experiencing problems with your Trip Assurance Program, specifically with the up to 1 hour pickup time changes allowed.

On 1/31/91, late morning, I arranged for my usual Metro Mobility ride to a 1 hour therapy appointment in St. Paul at 1pm on 2/1/91. My pickup times were 12:30pm and 2pm. Since I wanted to do a bit of shopping, I had an additional pickup time at 4:30pm. My provider of choice informed me that my ride requests would have to be put on Trip Assurance. Later that day, I was informed by the TA provider that my ride times had been changed to 11:30am, 1pm, and 4:30pm. This meant that I would completely miss my appointment! Argue, plead, beg, and threaten as I did, it made no difference. In the end, I called the MMAC Riders' Liaison and filed a complaint (copy attached). By the next morning I had calmed down, and since the weather on 2/1/91 was going to be relatively amicable, I decided to take the MTC to my appointment. I called the TA provider and canceled all the rides, and was able to do my activities without the Metro Mobility System. Had my appointment not been just off the MTC 16 line, I would've had to pay the considerable fee for my therapy without being able to receive the service (that is the arrangement).

On 2/28/91 I had another appointment with my therapist. I called the same primary provider, this time before 10am on 2/27/91. The pickup times were set for 12:30pm and 2pm, with the provider again informing me that the second ride would have to be put on TA. Later that day the TA provider called and told me that they had changed the pickup time to 1:15pm. I told the caller that my appointment was from 1-2pm, but that I would cut my therapy time in half, at no cost savings to me, and be downstairs at the pickup point before 1:30pm, outside the 5 minute waiting time, but a reasonable compromise.

The following day, I arrived at the pickup point at 1:27pm, waited until 1:37pm, and called the TA provider. I was informed my pickup time had been at 1pm and that I was listed as a "no show"! Furthermore, the TA provider couldn't get back to take me home until after 4pm. Being a working person, and in the midst of a busy time, I let lose a few epithets, hung up, and in spite of the freshly fallen 3-4" of new snow, decided to take the MTC again. Fortunately, I made it home safely.

In the course of my inquiries, I have learned that the system has become overloaded with too many ride requests and not enough providers, making the well intended TA process clumsy and, in my case, quite inefficient, almost completely ineffective. In order for me to be assured of meeting my 1-2pm therapy appointment, I have to arrange my pickup times for 11:30am and 3pm, thus taking up to 3 1/2 hours of my work day, plus two 15 minute driving times.

This doesn't reflect a carefully thought out service-oriented transit system. I see a disfunctioning system, that is getting worse.

I don't have enough knowledge about the complexities of the system to make any informed suggestions, but I do have a few opinions.

I think the recipients of the system should have their fares increased, but no more than another \$1.

I think the providers should be given some sort of an incentive to increase the number of vehicles and/or providers.

I think the RTB, or whomever, should visit real consequences upon providers that are not service oriented.

Thank you for the opportunity to tell you my problems with the Metro Mobility system.

Co-operatively,

Steven E. Pease



cc: TAAC



METRO MOBILITY SERVICE REPORT 91

TA Complaint

Administrative Center
570-6th Avenue North
Minneapolis, Minnesota 55411
612-349-7480

Caller: Steven Pease Provider: MR

Address: 2121 S. 9th St. #206 Commendation: Complaint: X

Mpl, MN 55404 Type: Other (NCI)

Commendation: Complaint: Safety: Other: Date of Report: 11/31 Incident: 11/31

Passenger Problem: Certification:

Provider: Metro Ride Vehicle #:

Driver/Employee:

Passenger: as above Certification: 213654

Address: Phone#: 340-9601

Pick-up Address: 821 Raymond Ave Sched: 12:30 Actual: 11:30
TA Changed to

Return P.U. Address: M'Haha Target Sched: 2:00 Actual: 1:00
Changed to

Information: Passenger is very dissatisfied with the trip assurance program. Passenger states that it is impossible to schedule service for appointments. Passenger stated that it is ridiculous to offer a service system if there is no service.

Passenger stated that Metro Mobility saves him \$500.00 per month.

Reported by: SR

Resolution: Riders Liaison explained that the carrier is permitted the term change in trip assurance. Recommended contacting Twin City Health Care - or Manager of Metro Ride in AM for assistance. Have passenger address of RJB to write letter of protest.

Completed by: SR Rodgers Date: 11/31/91

Take appropriate action: Response Required: Yes No PR: PS: MR:

12/1/91
Lynn

March 22, 1991

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

Dear Mr. Ehrlichmann:

I am writing in regards to you about my feelings about Metro Mobility and how it has affected my life.

I became disabled to the point of the need of a wheelchair in the Spring of 1990. Having the use of Metro Mobility has made my life and my family's life so much more tolerable. It has given me the freedom to go places on my own without always burdening family and friends. It also has made getting to Dialysis, three times a week, much easier. Having Metro Mobility also has allowed me to go back to school and finish getting my Accounting Clerk Certificate.

I also think that by eliminating any part of Metro Mobility, would put

a great hinderance on the elderly who not use only for medical but use it for shopping and visiting family and friends.

For myself and others who use Miltio Mobility, and cut backs or eliminations would take away alot of our independence and cause many to once again become housebound.

Thank you for your time and your concern.

Sincerely yours,
Patricia St. Koenig
1268 Redwood St #2
Eagan Mn 55123
612-681-9223

RECEIVED

MAR 22 1991

RTB

100 Canabury Court
Little Canada, Mn 55117
March 21, 1991

Cyndie Mayer
Senior Project Manager
Regional Transit Board
Mears Park Centre
230 E 5th St.
St. Paul, Minn. 55101

Dear Ms. Mayer:

I am unable to attend the hearing on March 25th due to the fact that I must get up at 4AM so that I may leave with my husband at 6:30 from our home in Little Canada in order to get my metro ride at the transportation Building at 7:00AM. From there I go to my place of employment in South Minneapolis. I must use a different provider to get home. I get piked up at 4:00PM. I have done this for the past several years.

Right now I am able to use the commutor coupons which help defrey cost a little. However, under your proposed plan I would not be eligible to buy coupons any more. This means that I would be spending \$11.00 per day or \$44.00 per week. It wouldn't pay for me to work.

While I understand the need to raise Metro Mobility fares, and I am willing to pay extra, I think its unfair to raise it at the proposed rate.

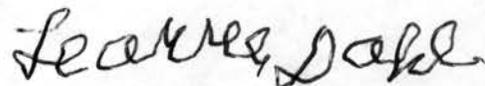
People with disabilities like myself want to and need to work in the community. But transportation costs would prohibit many people, including myself from working. This ultimately encourages individuals to stay at home and receive welfare.

I urge you to pare down your proposal. I would be willing to pay \$4.50 and remain eligible for commuter tickets.

Metro Mobility is a wonderful service and I don't want to lose it.

Thank you.

Sincerely



LeAnne Dahl

Bette Norman
8320 Penn Avenue South
Bloomington, MN 55431
(612)888-2628

March 18, 1991

To: RTB Members

Re: Metro Mobility Funding Increase

I have been a Metro Mobility passenger for the past four years. Prior to that time I was a virtual prisoner in my home, unless I could convince someone to take me out when I had somewhere I wished to go. Metro Mobility has literally transformed my life. Now I am able to schedule rides and come and go at will. This new independence has done marvels to restore my self esteem!

I am now able to go two or three times a week for swimming therapy, which is so physically beneficial. I have become active in volunteering, and have begun to enjoy a few leisure activities. To steal a phrase from a TV commercial: "I got back into life."

Proposed increases in Metro Mobility fares are certain to negatively impact both my life and those of my friends in a most dramatic way!

My swimming therapy is at Courage Center, which is 13 miles from my home. Currently, it costs me a maximum of \$ 10.50 a week for transportation. Under the proposed increase, this bill could be over \$ 31.00 per week, which would make it absolutely prohibitive for me to continue this necessary therapy.

A fare increase would certainly curtail many of my volunteer activities.

One of my greatest concerns is a tour group of disabled adults which I lead for Courage Center. I take a group of 20 people on 10 outings into the community during the summer months. These people live independently on limited incomes. The proposed increase could eliminate this program entirely! For some members of my group, this is the only time they get out into the community for a learning or social activity, which is so emotionally beneficial to them. For most, this fare increase is certain to eliminate them from this program, which would be most unfortunate.

I urge you to reconsider this proposal. A modest increase in the base fare would equitably spread the burden around, but to eliminate the over 8 mile coupons would cause an undue hardship on many riders, and is most certain to adversely affect the quality of life for many. Please keep our over 8 mile coupons, as this will help to soften the blow of the fare increase. To raise a ride which now costs \$ 1.75 (with coupons) to \$ 5.00 (with no coupon break) amounts to a 286% increase, which I suggest is most unreasonable and far exceeds any increases imposed on the non-handicapped MTC passengers.

Thank you.

Metro Testimony:

March 25th 1991

Given by Lynnette Lijewski

Re: Faire Hikes for Metro Mobility

1. Acknowledge need for faire increase

I understand the financial need for a faire hike for Metro Mobility and believe that riders should take some responsibility for the system and help out during this fiscal crisis.

2. Ask not to approve the staff's proposed faire hikes

I would strongly recommend that the board not approve the faire hike proposal from the R.T.B. staff which suggests the base faire be held at \$1 and the top faire for a Standing Order over 12 miles be raised to \$5.50.

3. work part-time at two jobs-jobs are hard to find

I work part-time at two jobs. One is within eight miles of my home and the other is around 17 miles from my home.

Jobs are hard to come by and for someone who is disabled it is a more formidable task. So, when we find jobs, no matter where they are, it's important for us to have the means to get there. In this way we are productive

citizens-tax payers like everyone else. If we are deprived of the transportation service we needd whether mby access or financially, we then become a burden on the system.

4. Current rate \$30 per week, \$120 per month.

I currently pay less than thirty dollars per week with the use of the over eight mile coupons. With the coupons my transportation costs are about \$120-\$130 per month. (A manageable rate.)

5. figures: \$44 a week, \$176 per month

without coupons and not counting any other trips for other business or socializing.

If the staff's recommendations are adopted the raise in faires will effect me drastically.

6. \$30 per shift, more than 1/3 of a shifts earnings would go for transportation

With today's vehicles getting 30 miles to the gallon and a gallon of gass costing around \$1.10, this hardly seems equitable.

7. Average 50-60 trips per month most of them over 8 miles and the majority over 12 miles.

I travel a great deal for my job as well as to do volunteer work in the community and I enjoy an active social life.

This proposal would severely restrict my ability to live an

active life.

8. Gettoizing people with disabilities.

If this proposal is accepted, those people with disabilities who live outside the Twin Cities proper will be forced to move in. Moving itself brings costs with it, but the more distressing trend which would occur is that people with disabilities would be forced into a ghetto like situation.

9. Reform the system, but don't just look at certification
When reforming the system is mentioned, the first line item is always certification. This system is extremely cumbersome and is in need of an overhaul. Certification is just one piece of the system and should not be looked to as a solution to reducing the cost of the system. Other factors which should be examined are the unwieldy administration structure and poor provider management.

10. Proposed changes:

Raise base fare to \$2 at all times, \$3 for rides from 9-12 miles and \$4.25 for rides over 12 miles with no differentiation between demand orders and standing orders.

Think creatively--barter work for rides, this is a time when we need to be creative in our problem solving approaches.

Bartering rides for work is one possibility. A rider could

work in a providers office for so many hours a week and in return get a certain amount of rides free or a discount on rides. The same concept could be applied at the M.M.A.C.

Seek private money from foundations to subsidize the coupons, A possible solution to Metro's money problems is to make this a partnership between public and private sectors.

Form a taskforce made up of riders, providers and staff from MMAC and the RTB to address system reforms, with each disability group being represented on the task force.

Examine ways to make the system more of a cooperative. The more investment people have in something, the harder they work to make it succeed. Develop partnerships between public and private sectors, riders and providers etc.

Change the name "provider." It carries a perjorative, patronising conotation.

To

Mr. Michael J. Ehrlichman
RTB- 230 East 5th St.
St. Paul, Mn. 55101

March 24, 1991

11400 - N. 4th St.
D 205

Minnetonka, Mn
55343-9990

This is response to your letter of Feb. 25, 1991 regarding the Public Hearings the RTB is holding on Metro Mobility service charges and fare increase. The notice was received by Victor G. Bacon, I.D. 22329 u. I am his sister and as Victor isn't physically able to answer (his vision and confined to wheel chair) we both feel that the service of Metro Mobility has furnished him (I go with him as he needs assistance after the driver leaves him) is so very important and hopefully there will be a way to continue.

The drivers and administrative people have been very efficient - courteous and reliable. Mr. Bacon had his right leg amputated 5 years ago and a year ago suffered a stroke that weakened his left side and memory. We hope and pray the service can be continued at a reasonable price.

Thank you - Victor G. Bacon
Garrison Carter (Phone 950-9562)

3.23.91

DEAR MR. EHRLICHMANN,

I AM A FREQUENT RIDER OF METRO MOBILITY IT HELPS ME BECOME MUCH MORE INDEPENDENT! I'M IN A ELECTRIC WHEELCHAIR, SO TRANSPORTATION CAN BE A PROBLEM.

YES, MINNESOTA IS IN A SEVERE BUDGET SHORTFALL BUT WHO'S RESPONSIBLE, THE HANDICAPPED? HOW MANY MORE NEW OFFICE BUILDINGS, SHOPPING MALLS, ETC. DO WE REALLY NEED? WHEN WE DO CUTBACKS WHY DO WE ALWAYS HIT THE HANDICAPPED? SOMETIMES I QUESTION HOW ARE SYSTEM REALLY WORKS! IF WE MUST RAISE THE FARE LETS KEEP IT TO A MINIMUM, OK. LOOKING FORWARD TO SEEING AND HEARING FROM YOU. KEEP UP THE GOOD WORK MICHAEL, WE TRUST IN YOU.

SINCERELY,

THOMAS SCHOEPE
21370 LAKE GEORGE DR.
CEDAR MN. 55011

March 24, 1991

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

Dear Mr. Erlichmann:

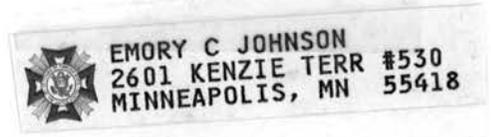
I am sorry that I will be unable to attend the meeting on March 25, but I again wish to convey to you my thoughts regarding Metro Mobility and its importance to us.

My husband has been in a nursing home for nearly five years and during that time we have used the services of the various carriers involved in Metro Mobility. If it wasn't for this service being subsidized by the state, he would not have been able to make home visits during that time as our resources were depleted by the cost of care, and therefore, with the amount remaining, the actual cost of transportation would have been prohibitive.

I sincerely hope that the Legislature will consider the importance of this service and what it means to the elderly, and not make any drastic cuts in this much appreciated service.

Cordially yours,

Helene and Melvin Johnson
1061 Charles Avenue
St. Paul, Minnesota 55104



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
Michael J. Ehrlichmann

To whom it may concern -
I had to sign up for Metro-Mobility,
due to a change, at the Veterans Administration.
I only use this transportation to the Veterans
Hospital for appointments, as I have no other
way to get there. I am a veteran of World War 2
and I am 84 years old. I think I should be
entitled to this service with no raise. *Emory Johnson*

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

EMORY C JOHNSON
2601 KENZIE TERR #530
ST. ANTHONY, MN 55418

336014

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

To Whom It May Concern,

Metro Mobility is a service that I, Shirley, find very necessary in my life. I would never be able to get to doctor appointments or anything of the sort, in which I need to go. In that respect I would like to say thank you.

However, there are areas MM needs great improvement on. These improvements better take place before rates go up. I will mention a few of the areas.

1. The service is extremely poor. I arrive at my destination late every time. Not just a few minutes late, but up to $2\frac{1}{2}$ hours late. This is an example that I had not too long ago...One day I had a doctors appointment at 1:30. My time for MM to come and take me back was at 3:30. But I never got to the doctors office until 4:00, $\frac{1}{2}$ hour after they were to come and take me back home. At 4:00 I finally got to the doctor. Then he talked to me quickly. I then called for my ride home, which they responded that they might not be able to take you back home. I said that they would have to take me back home or else I would have to stay overnight at the the doctors office. I did not say that in teasing, but I was desperate. She said they would see what they could do. Finally after many calls, Ebenezer came to take me home. This whole thing was terrible service. It could have been very tragic if it had involved little children or older people who cannot help themselves, because this was the coldest day of the year.

Every time I have needed MM service I have been late. Something has got to help that improve, because I have heard many other people say that they cannot say much for MM. Whether it be more vans and more drivers that is going help this improve, or what, is the big question. But something has got^{to} be done!

2. Also, another part of the service is trip assurance. I know trip assurance is to assure you that you will be picked up...but if I can't rely on the people I call to come and pick me up and get^{me} to my destination, then you are not proving yourselves very reliable. Trip assurance does not assure promptness anyway. They can be very late also, but they pick us up. Most of the time I don't know who is going to pick me up, because they don't notify me, telling me who to expect. Again all of this is very poor service.

3. The vans are never very clean. This does not bother me very much, but sometimes I feel like they need a good going over. This may bother some people. It depends where I am going, and if I have my good clothes on as to how much it bothers me. I can understand that it is probably a time factor.

The drivers all seem very friendly, but frustrated, because they know they have fallen way behind on their schedules. Once in awhile a driver may take a little of his frustration out on a rider.

Thank you for involving us, the riders.

Sincerely,

Shirley Evans

Shirley Evans

9326 Boiling Springs Ln.

Shakopee, Mn. 55379

To Michael J. Ehrlichmann

March 25, 1991

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

RE: Metro Mobility Fares

Gentlemen,

I am opposed to the fare increase for Metro Mobility service. Financially, I am able to afford the increased fare. I am writing on behalf of those who cannot afford it and who would be severely penalized by the increased rate.

Thank you.

Sincerely,

Dorothy E. McEvoy

Dorothy E. McEvoy
334 Cherokee #101
St. Paul, Minnesota 55107

52% COTTON LBSFB

Handwritten signature



3-15-1991

Regional Transit Board
St. Paul Mn.

Michael J. Ehrlichman:

Dear Mr. Ehrlichman:

I thank you for your concern regarding the Metro Mobility Program.

I am an eighty four year old woman who depends on Metro Mobility to assist me with transportation for medical needs, for grocery shopping, for all the things that promote physical and emotional ^{well being} needs, that enhance daily living.

I do not drive a car I have back problems and cannot carry more than a few grocery items at one time.

The Metro drivers are a group of people who show great concern for their

passengers, assisting
them with great care
in and out of the
vehicles.

I hope that your program
continues and you receive
the necessary funding to
help riders who need your
program.

Sincerely

Stepha Berman

Mrs. Stepha Berman
3140 Chowen Avenue So.
Minneapolis, MN 55416

Marguerite Luhrsen
2735 Rice St.
Apt. #108
Roseville, MN 55113

3-15-91

Dear Mr. Ehrlichmann,

I have been very satisfied with the service I've received from Metro Mobility.

I have 2 artificial hips & also have bad eyes.

Your service getting me back & forth to my doctors appointments, has been very appreciated.

I can't afford to go by cab, but would be glad to pay a little more than \$1.00 for my rides.

Thank you for your service.

Marguerite Luhrsen

March 13 91

Metro Mobility:

I need your service to go to the Doctors . I need to go with my husband . Need it also for myself as I have fell four times getting off the busses. The cost will be a hardship for many senios. Please keep it as it is if possible.

Mrs Ruth Le Win

March 13, 91

Metro Mobility:

I have had a stroke and cannot board public transportation. This is a wonderful service and I do not abuse it. I need it to go to the Doctors twice a month and sometimes more. My left side is not very useful and the Doctor said I need the service. I do appreciate the service. Hope it will continue and the rate as it is now is good, it may be a real hardship for so many.

Harward Letwin

Sorry we will not be able to attend the meetings.

Sandra

10.1.1961

10.1.1961

... ..

... ..

... ..

3-12-91

In regards to increase fares for metro mobility,
I'm all for it, I don't know what I would do
without it, I am 80 yrs old live by myself, so
depend on them for Doctors etc.

The drivers are very courteous, I hope they don't
cut the program, I am unable to be at the
Meetings

Sincerely

Geneva Lempe

GENEVA LEMPE
401 WISKA AVE. NORTH
MINNEAPOLIS, MN 55412

Dr. Mr. Ehrlichman!

I just want to say that Metro Mobility has been the most important in my life! I am amputated left leg and also on my right foot all the toes missing. I am a German Jew but I survived Concentration Camp. I was on a Death March had both feet frozen. Metro Mobility has helped me in every way what have been very good for me.

Sincerely
Else Rozman.

Else Rozman
8300 W 31st St #107
St Louis Park
Minn. 55426

Mr. J. Ebelichman:

Sir:

As a handicapped person I appreciate the Metro Mobility Program very much. Without out it I wouldn't be able to get around well. I depend on it a great deal; it comes and picks me up and takes me when I want to go which saves me a great deal of walking that is hard for me to do.

Yes - I do appreciate to M.T.M. and hope the rates won't increase.

I'm 56 years old and on a fixed monthly income.

Sincerely,
Agnes S. Wicks

Agnes S. Wicks *apd-4*
3912 Minnehaha Ave. South
Minneapolis, MN 55406



Elsie Carlson
727 Front Ave 1007
Saint Paul MN
55103-1424

Michael J. Ehrlichmann,

In response to RFB memo of Feb 25, 1991,
may I ask - please don't curtail our
program.

This program of which I have been a
user since late 1979, Thanks to one
MT Bus driver that saw my plight
while I was still employed and
suggested I had a need for this
program. I had difficulty boarding
the city bus. The last years of my
working tenure was made so much
easier. About 3 years before retire-
ment I broke down (collapsed) at work.
After a brief exam I was given
a complete hip replacement leaving me
to re-learn in a wheelchair. I soon
was able for 2½ years to get back on
my feet. Thanks to metro mobility
I retired still on my feet.
Once again my collapsed muscles made
it necessary to use a wheelchair.
However it did not make me a home-
bound creature.

I still am able to get to my doctor,
my Crooked Class, visit my family,
do my own grocery shopping. Can you
imagine what my life would be
without the helpful Metro Mobility?
Can you see how grateful I am to be
a part of this program.

To the legislature - please consider
keeping this program on going. I would
be ever so thankful. I cannot phathom being

homebound. Further I would not be
financially able to pay others to
assist me. I certainly would like
to continue being self sufficient

Sincerely
Elsie Carlson

JEANETTE L. WEEKS
3401 COLFAX AVE. SO. APT. 119
MPLS., MN 55408

March 12, 1991

Dear, Michael J. Erlichman, Chair RTB:

I am concerned over the fate of metro-bility fares and service changes. I am fully cognizant of the budget shortfalls. As a rider of Metro-Mobility for the past 8 years, I have learned to rely on it solely to maintain as normal a lifestyle as possible. I have broken down my use into major categories which all people have. The only difference is I can not use or drive my own car any longer.

- A. Grocery shopping - I'm totally dependent on metro for this least favorite activity which is necessary.
- B. Medical appointments & Therapy - again I'm totally dependent on metro for all doctor, dental & therapy appointments.
- C. Volunteer Work - I'm currently volunteering at 3 different locations, but would have

to curtail this if the fare
increased as I do get reimbursed.
Presently, I do not have gainful
employment, but I use this
volunteer-work as an outlet
for stimulation & challenging
productivity.

d. Socially - to visit friends
in the suburbs or to to
attend sporting events, metro
has been utilized fully.

I am a responsible rider & when I
have received excellent service
I make sure Sandra Rosen
of MM. records word of it.

I could not carry on my current
lifestyle if the fare was increased.
I am hopeful that services
will continue as they are.
Thank you for this opportunity
to express my views.

Sincerely, Jennette Weeks
(phone 822-9212)

I really do hope this mess can be cleared up. I am sure Mr. Ehrlichmann with your help this mess can be cleared up for the good of everyone.

Metro #
33-2898

Elizabeth M. Smith #103
5807 So. Hwy 101
Mnko, Mn 55345

Dear Mr. Ehrlichmann

I am writing in regards to Metro-Mobility cuts. I have Spina Bifida and am 55 years old. I have been a client since Metro began. I used to live in Mpls. I moved out of the city 2 years ago, knowing I could always depend on Metro. Now I am not so sure. I work two days a week in Mpls. I am also on social security dis., plus my Dr.'s are in the city. I live one mile from the nearest bus. That bus only goes twice a day into Mpls, plus I can no longer get on the city bus. Oh, I also walk with crutches. and also can't walk over one block.

So you see I really do depend on Metro. I now pay \$3.75 a trip, I am not sure I can keep my job if the fare goes to \$5.00 a trip. We have some of the best drivers thru the yellow taxi co. We don't want to see their vouchers cut either. Why can't the cuts be made in all the advertising for the buses. I don't see any advertising Metro, why should you be spending so much on buses. But then again, maybe all us handicapped should stay in our apts and rot. Then maybe you people with good jobs and money would be happy. Or maybe we should all be put in institutions like they did years ago. That way the state could pay our way in life. (over)

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

Dear Mr. Ehrlichmann,

This letter is to register my opposition to Metro Mobility service changes & fare increases.

As you must realize, the vast majority of those dependent on M.M. are on a very limited budget — we simply don't have the money to cover the fare if it is doubled. Some use M.M. a few times a week for medical purposes; so the proposed increase to \$2.00 each way would be a definite hardship.

Also, by curtailing the service, it would mean that some of us would not be able to get transportation when needed. And when that transportation is needed for medical reasons, it would pose a very real threat to the individual if the transportation wasn't available.

Why is it that when cuts need to be made, it always seems to be in the area of services & programs for the disadvantaged of our society, i.e., the disabled, the elderly, etc.!? There never seems to be any problem to find

the funds to give salary increases to politicians/legislators. Now did there seem to be any problem finding money to pay for the Gulf War. I'm not saying there should have been — but why, then, does there always have to be a problem funding the programs & services the disadvantaged need in order to function?

I pray that this matter will be re-considered; & that, somehow, the necessary funds will become available so that Metro Mobility can continue as is.

Sincerely,
Carol J. Palm
280 Ravoux, Apt. 214
St Paul, Minn 55103

Dear Mr. E. Willichmann,

3-15-91

I have been on the Metro Mobility Program for two years now, and it's been a godsend to me. Now, I have a way to get out of my home and see doctors and do other things.

I'm agoraphobia with severe neck and back injuries.

I don't think a fare increase is fair for us. Some like me are having a hard time financially and this wouldn't make our transportation any easier.

I really love being on the Metro Mobility program. It has enabled me to leave the house with a safe person to where I am going and to meet a lot of nice people.

If it wasn't for Metro Mobility, I wouldn't have met my future husband. So that has made me happy.

I really don't want a price fare increase. It has enabled a single person whose afraid to leave her home to get out. If there are cuts to the program, my life as far as

getting out of the home would
deteriorate. I've made a lot of
progress in these past two
years. If it wasn't for
Metro, I would not have been
able to get the medical treat-
ment I need, and would
have made all this progress.
I'd be a vegetable lying in
bed suffering in pain with
the will to live not there
anymore. So, I owe a great
deal to Metro, especially
Yellow Metro Mobility. They're
the greatest!

Please work to keep the
fares the same, and don't
cut out any transportation to
Coon Rapids & all the other ^{service} northern suburbs. You should
expand to Dayton, Ramsey,
Anderson & Burns, too.

Thank You. I support what
you're trying to do.

Sincerely,

Judy Bibeau
10567 Elm St NW
Coon Rapids, MN
55433

MARCH 14, 1991

Dear Mr. Ehrlichmann,

I am writing in response to your letter, dated February 25, 1991; about proposed changes in Metro Mobility. My first point is about the fare increase for the regular route service. When changes were made to metro mobility about $4\frac{1}{2}$ years ago, the fare was increased to \$1.00 for the first 8 miles with \$1.00 per mile for each additional mile up to 3 miles. Granted, discount tickets are available for the additional miles. However, I do not remember an increase for the regular route service (correct me if I am wrong). To me, this is a double standard. There exists other double standards among the two services. For one, in Metro Mobility, if you do not call for a ride by 6:00 A.M. the day before, assurance for the ride and its times is almost nullified, granted ride assurance, to an extent, exists now. In the regular route service, there are a number of regular times the buses arrive and there is no need to call a day in advance. Secondly, in Metro Mobility, often a person has to wait much longer than a person using the regular route service. Double Standards

→

Exist, and Frankly, I am tired of putting up with being treated as a second class citizen! I am an American citizen and a Native Minnesotan, and I deserve the same rights and privileges as anyone else, at the same cost. WHY do the people who can least afford things as they are have to pay more! IT always comes down to money. How About my rights! This IS America, is IT not! I am for changes (that is positive changes) in metro mobility, but not for the fare increase. We should get better service for what we pay now. As far as the need for metro mobility, isn't that obvious! Some disabled people are physically able to drive, and I think that is great, but there are a lot like me who cannot drive, and need metro mobility to go to medical appointments, jobs, school, and other kinds of appointments. Using metro mobility for recreational purposes is also important. IT makes the quality of life better for the circumstances we are already under. Is that too much to ask for! why don't the people in charge, taxpayers, legislators, citizens, etc., put themselves in a disabled persons position for a minute. What would they do if they had no transportation, at least they can walk or ride a bike! I'm not saying disabled people should get a handout, we just want things to be fair and just. Please do not penalize the →

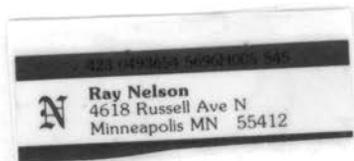
disabled people for wanting to live a "Normal" Life. I Have one final point. I THOUGHT Minnesota was one of best States in the UNION for disabled people to live. I THOUGHT Minnesota would Have a little more pride than just to settle for the bottom line mentality. Whomever is responsible for making changes in Metro Mobility Has probably ~~already~~ already made their decision and it won't matter what any of us Have to say; but for the possibility that the decision Has not been made, I ask them to think twice before making a decision. Remember, any person can become disabled at anytime without warning, and would not want the quality of their life changed one iota. I Thank You for reading this letter, and not only for Hearing from my Honest point of view; but I am Sure, the views of many like me.

Sincerely Yours,
Patrick Meade

P.S. Users of the regular route service do not Have to pay a Yearly fee of \$10.00 - Another double Standard.

Patrick Meade
619 Lafayette Rd. #106
St. Paul, MN 55101

Mpls., Mn.
3/2/91



To: Michael & Rickmann

Thank you so much for alerting us - as we are dependent upon Metro-mobility for service.

My husband and I are in our 80's. I am handicapped - am awaiting for knee surgery - a condition due to arthritis - I just had a hip replacement so I am in need of transportation by wheel chair etc. We are trying to remain in our own home as long as we have support such as provided by Metro-bility to Doctors - Shopping etc. Please urge the state to continue supporting this service!

Sincerely,
Ray Nelson

Helen J. Lorange

March 21 1991

Mr Ehrlichmann.

Meta Mobility makes it possible for me, to keep medical-dental appointments.

senior activities - limited shopping at rates I can afford by limiting the times I use ^{it}.

I am 76 years old - been a insulin dependent diabetic for 30 years that has left me with vision & walking problems

Living alone - being able to talk to the drivers - other passengers makes trips enjoyable

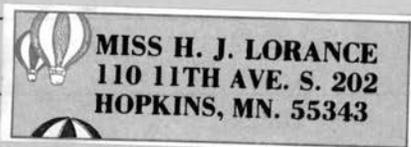
Helen J. Lorange

2

The organization
from the women who
~~make~~^{take} the requests for
rides. the drivers are
patient. polite. helpful
Life with out Metro
would make it hard
for me to function

Thank you

Helen J. Lorange



MEMO



Mrs. D. Schardin
3012 Fillmore St. NE
Minneapolis, MN 55418

Date 3-24-91

To: Michael J. Ehrlichmann, Chair
Regional Transit Board
St Paul, MN

From: Mrs Dorothy Schardin AS
3012 Fillmore St NE
Minneapolis, MN 55418

SUBJECT: Public Hearing on service
changes and fare increases

I just want to say what a
marvelous job Yellow Cab is doing
with their Metro Mobility riders.
I have been on Metro Mobility for
7 years. There are always delays
but sometimes your family makes you
wait longer than Yellow Cab.

It gives me a feeling of
being independent, which I really
appreciate

I think that Metro Mobility should
raise its fees. It should be as
much as 25¢ - like the Transit Company

I have really no suggestions as
to changing services, because it has
been working out very well as it
is

March 15, 1991

Dear Mr. Ehrlichman:

As a visually handicapped person who utilizes the services of Metro Mobility, I am writing to urge the Minnesota State Legislature to continue to fund Metro Mobility.

I could not continue to be independent without the continued services of Metro Mobility, which provides weekly transportation to Veterans Hospital and the Senior Center (Creekside) located in Bloomington, as well as to and from other medical

(2)
appointments.

Sincerely,

Stanley N. Orbeck

6420 Clinton Ave So.

Ricfield, Minn.

March 20, 1991

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

Dear Mr. Ehrlichmann:

I am writing regarding my comments on the Metro Mobility programs to be used along with many others for presentation to the Legislature of our need for this very important service. When Metro Mobility expanded its services to my area in Anoka County a few years ago I was so happy to have some semblance of my independence restored to me - I was forced to quit driving a car in 1982 due to my case of multiple sclerosis. Metro Mobility offers me independence to have transportation to medical appointments, therapy, shopping, etc. I often take my 11 year old daughter to her appointments using Metro Mobility. This not only means to me a very important source of self esteem and confidence, as I am able to

conduct my own affairs, but also a very definite financial consideration. If not for this program my husband or others, if necessary, would be forced to miss time from his/their jobs to help me conduct these functions & thereby causing potential financial hardships which could eventually create need for using other public assistance. Sometimes there simply is no one available to assist me in my transportation needs and if not for Metro Mobility I would be forced to postpone needed medical care for myself or my daughter. I see this as a very real concern for many Metro Mobility passengers should cuts in service take place, not to mention those who use it as transportation to their jobs so they can continue to work & support themselves -

I urge the Legislature to continue funding this vital program in the lives of those it serves.

Sincerely,
Linda Runquist

for us to have this service
curtailed as the rate increased
too high -

Sincerely

Dorothy Jordan

D.M. Jordan
1314 44th Ave. N. #630
Minneapolis, MN 55412

March 15, 1991

Mr. Michael J. Erblichmann
Regional Transit Board
St. Paul, Mn. 55101

re - Metro Mobility

I am concerned about the
proposed cuts in Metro Mobility
services. I live in a hi-rise (senior)
and I know many elderly & handicapped
people use Metro Mobility - Without
it, we wouldn't be able to get
to clinics or doctors as taxi service
is outrageously high & we're on limited
income. Also many use handicap vans.

Not only could we not get
to health service places, there'd

be no way to get to places to
get out of the apartments for
recreation, visiting or shopping.
Those of us who could take the
city bus can't use it in bad
weather (too hot or too cold) or if it
means transferring and/or waiting
(standing in places where no benches
are supplied) for buses especially
when buses are off schedule or
the transfer points mean long waits
for another bus. Many of us can't
walk long distances (if the bus doesn't
service ^{near} places of destination)

It would be a great hardship

March 12, '91

Michael J. Ehrlichmann
Regional Transit Board
St. Paul, Minn. 55101

Dear Mr Ehrlichmann,

In response to your letter,
I will give you my thoughts on the
subject. I am totally dependant on
Metro Mobility to get places as I have
no relatives in town to take me
places and that is mostly to the doctor.

I need to have someone with me
so my sister who lives at the same
address goes with me. She also has a
Metro Mobility card. So it costs me
\$2.00 each way as I feel I should pay
her way since she is going to help
me. Therefore I would not like
to see a raise in fares.


Mildred E. Martinson
2700 Park Ave #1305
Minneapolis MN 55407

Respectfully,
Mildred Martinson

March 19, 1991

Michael Ehrlichman,

Re: R. T. B. programs.

Metro Mobility, particularly.

My name is Barbara Watson.

I am 40 years old. I have Multiple Sclerosis. I am a paraplegic. I am on Medical Assistance.

Until this past year I was able to go with my family & friends in a car. They were able to drive me to appointments and day care.

My health has deteriorated greatly in the past year. I can no longer get out of my wheel chair except by lift (Hoyer)

Two days a week I go to Courage Center. One day a week to the Multiple Sclerosis Achievement Center. I am not able to work or care for

for myself. My parents, ~~are~~
70 & 72 years of age, are
my care givers.

Metro Mobility has made it
possible for me to live at
home and take part in these
programs that help me adapt
to my condition. - Without
Metro Mobility my life would
be very miserable. Metro
Mobility is the only way I
can go.

Please try to understand
the plight of those like
myself.

Thank you,

Barbara Watson

5053-17 Ave S

mpls. Mn.

55417

Wed. March 13-91

Dear Metro Mobility,

I appreciate your service very much. I only use it for Dr's appointments & usually my daughter in law picks me up. It is a busy time late P.M. 4 o'clock for instance & it saves you one pick up at least.

I will be happy to pay more because I know how tight things are.

I have some tickets that I used to go to St. Paul I hope you still let us use them.

I seem to have lost my new Metro Mobility Card but I paid my 10.00 last time.

If possible I'd like a new Card.

Your drivers are so helpful & polite so thank you for all your service.

I am Blanche Szaplony
2461 Geneva Ave X0
Golden Valley - Minn. 55422
588-7916.

I can walk to your station
again but have much difficulty
walking very far.

my number is 31-0196

3/21/91

To whom it may concern,

my thoughts on changes on the raising of the Transportation would be a hardship on many of us.

For better if more were picked up on the same trip when going into the same direction

since we would have to be ready and leave our apartments early for our appointments and get home a bit later. The most of us are not so strapped for time, not near as much as we are for money. All drivers that

I -
have picked me up
and brought me home
pleasant and helpful.
Thank you.

Loeise T Mac Donald
my no. 33-4056 #121
10405. 45th Ave N,
Plymouth Minn.
55442

Wilford Neely
1588 Hall St
Shoreview MN.
55126

Regional Transit Board
near Park center
St Paul MN 56101

Dear Michael Ehrlichman

So sorry to hear the state
is trying to take more
rights away from the Senior
citizens.

We are in our mid to late
70s and have paid our way
through over 56 years of marriage,
and now we can use and
appreciate the metro mobility
service as a means of getting
around, especially take care
of our medical eton as my
husband has Alzheimers and I've

never driven.

Sure do hope you will continue the service and also hope they don't have to raise the prices, as we, as most Senior citizens, are living on a fixed income Social Security.

Thanking you.

Sincerely

W. J. Nealey

Audie Nealey.

3/13/91

Dear Sirs,

I'm referring to your letter. I got arthritis two years ago and I have to ride the Handicaps. I don't mind at all for the rate increase for rides. Can't drive the car down to Medical arts to see the doctor. Wear and tear on the car, plus the parking.

No body should worry about the rate increase, as every thing else is going up.

Can't get to St Paul for the meeting. Thank you

Tyra Calder
7650 Halden Valley Rd.
Halden Valley Minn
55427

2802 1/2 44th St #503
Mpls, Mn. 55410

The Regional Transit Bd.
230 E 5th St
St. Paul, Minn.

Gentlemen : Att Michael E. Hochman

In re letter I received a short
time ago, I wish to express my
gratitude for Metro mobility service for
enriching my life after giving up the
use of my car.

I hope we can keep this service
& I have no complaints, but satisfaction
with the Yellow Cab that I use. I've had
a few mix-ups but that happens everywhere.
What would we do without M.M.?

Yours truly,
(Mrs.) Gudrun Lamphere

Mar 17/91

Dear Sir:

Having used the Metro Service several times (knowing I will be using it more often) I am very grateful for it.

If this service is cut or reduced, I like all the others will be put to a great disadvantage... Getting to the Doctors and Hospital will become a big problem; plus financially.

Thank You
Helen P. Russink

H. P. Russink
2287 Palmer Dr., #330
New Brighton, MN 55112



Mr Michael Ehrlichmann

Dear Sir

I am dependent upon being driven places & my family usually takes me but, on occasion - once & at the most, twice a year I call metro.

I pay the ten dollars a year but sometimes I feel like I might as well call a cab!

Does 'Darts' receive any benefits from us, us? I have to wait so long for them & they come so early. I live in Inver Grove Heights so that's where I start from.

I'm just questioning my continuing membership.

Truly yours
Lorraine Brightbill

Mrs. Sadie Cummings
501 E. Burnsville Pkwy. #215
Burnsville, MN 55337

March 14, 1991

Dear Mr. Ehrlichmann -

I am a new handicapped member of Metro Mobility. I feel it is one of the most needed services offered in the Metro area.

I used to have to beg rides to important appointments, people who would have to take time off from work, senior friends who are not always feeling well enough to drive.

It is such a relief to call Metro and not have to worry about transportation.

I am not well enough to attend the meetings but I hope the legislature will grant additional funding for this fine program.

Sincerely
Sadie C. Cummings

To: M. J. Ehrlichmann
From: Mary B Geimer
Re: Metro Mobility

Please use every effort to continue the much needed service of Metro Mobility. I use this service primarily for visits to the doctor and to church. Both are very important to me. The drivers are uniformly courteous and helpful. Life would be much more complicated and expensive without Metro Mobility.

March 13, 1991

Mary B Geimer
2100 Fairmount SE
Minneapolis MN 55414-2535
A. American Diabetes Association.

1291 White Bear Ave
St. Paul, Mn. 55106
Mar. 18, 1991

Metro-Mobility Administrative Center
560 - 6th Ave. N.

Minneapolis, Mn. 55411

Dear Siri

I have been using Metro-Mobility Service for two years.

I don't drive, so depend on its service to get to my Doctor, Dentist, Beauty Shop and other business places.

Senior Citizens, who are handicapped or cannot walk any great distance depend on Metro Mobility service.

I have always been satisfied with their promptness and courtesy.

Sincerely,
Rae M. Ginnately

Mar. 14, Thurs.

Dear Mr. Ehelichmann:

Your notice to hold hearings on a fare increase for Metro Mobility riders was met with definite disapproval on my part. We already have an increase for bus fare for seniors. My S S Check has not increased for at least a year.

I appreciate having the option of getting to doctor's appts with the Metro Mobility bus but will think twice about renewing my card if the fare goes up.

Life is getting difficult enough as one gets older and the services for out benefit help prolong this deteriorating life.

Thanks - just wanted to cast my vote by writing. I am unable to attend your meetings on this discussion.

Sincerely,

Marie Porter
516 Humboldt Ave.
St. Paul

Arnell C. May
1803 W. Day St.
Plymouth, Mass. 55447

Administrative:

Public Transit
Metro Fares and Service Charges.

Hopefully there will
not be too many changes.
Social Security has become
a huge problem with
medicine A+B this year,
it has forced me to ask
help from Medicare
assistance, I do not
drive Metro is the
system I use when
I need to go.

Arnell May
Metro # 33 6788



MISS MARY ST. CLAIR
8008 Bass Lake Road
Minneapolis, Minnesota 55428

March 19, 1991

Dear Mr. E. Krichnam:

Since I sold my car
three years ago, I depend
on Metro-mobility for doctor
visits at Medical Arts in
downtown Minneapolis once
a month. The drivers are
kind & helpful to me and
sincerely appreciated -

A charge of \$2.00 in
place of \$1.00 would be
very satisfactory to me (as
I usually tip them \$1.00) and
even more if necessary.

Sincerely

Mary St. Clair

March 13, 1991

ROSELLA SHEELEY
5625 BOONE AVE. NO. APT. 218
NEW HOPE, MN 55429

Dear Michael Ehrlichmann,

This ride program has meant a great deal to me. I am a woman alone who had polio as a child. I have Crutches as a result & bus transportation is not a real possibility for me. My Mom, 83 yrs old lives with me & is unable to drive so we depend on Metro Mobile & really appreciate the service. Timeliness would be a great asset to the program but the service meets the need.

Thank You, Rosella Sheeley

Fear Metro

The fact of the Governor cutting funding would be bad in the fact that a lot of people couldn't take it. That you couldn't provide for the ones on welfare who need the services you may not be able to have all the drivers possible.

The thing that has got me concerned is the computer setup. In all the news letters we got from Metro. I never saw an explanation of why the computers a lot of the drivers to me seem bogged down with schedules.

Thank you
Patricia Turnville

March 12, 1991

Dear Mr. Ehrlichmann

I have been using Metro
Mobility Services for a year
and a half. My husband and
I marvel at the good service
we are given. With it, I can
be more independent and on
my own.

The drivers are all considerate
and polite.

Through this service I don't
have to be home bound.

Please keep up the good
work and thanks for helping.

Best wishes,

Doris Rasmussen

Doris Rasmussen
3700 Zenith Ave. No.
Robbinsdale, MN
55422

MINN.

Dear Sir,

Regarding to Metro Mobility
I dont mind paying a little
more funding. I get very
good service, always comes
in times when they get called.
also very kind drivers, helps
you when you need it.

Of course I guess a person
should only use the Metro
mobility for important trips
like Medical Assistance trips +
& emergency trips.

Yours Truly

Marie Wagner

828-Spring St.

Mpls.

Ruth

Mar. 13, 1991

Dear Metro Mobility;

I am happy to have a chance to comment on Metro Mobility.

I think the service is one of the greatest things for handicapped people. I only learned of it about 3 years ago but it has surely been wonderful for me. I have arthritic knees and cannot step up very high, stand for any length of time, or walk very far so it is really great for me. The drivers are almost all so courteous and treat me so nice. And the waiting is so minimal. I am very happy with the service and hope it continues for a long time.

Thank you!

Mrs Carl H Radtke
2200 Pillsbury Ave #201
Minneapolis MN 55404-3209



Ruth K. Radtke

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

Attention: Michael J. Ebelichmann

March 12, 1991

Dear Mr. Ebelichmann,

Thank you for your letter pertaining to an increase for our Metro Mobility transportation as handicapped persons.

For myself: I shall write that my S & S was cut down from \$100.00 some dollars to \$11.30 from an overpayment. Also, I am on M & A and that was just cut from \$77.00 to \$69.00 for an overpayment.

We do not know that we have been overpaid until we receive a letter from our State - Governmental facilities.

Your interest in Metro Mobility riders such as myself is deeply appreciated.

Thank you kindly.

Ever sincerely,

2626 Kenzie Terrace
Apt. 210
St. Anthony Village, Mn. 55418

Mrs. Helen J. Kosmussen

Dear Regional Transit Board.

David Pinger, one of your clients, has multiple sclerosis. He manages his affairs very well. He is very responsible with his money.

If you were to take a few lessons from David on financial management I am sure you would have no problems keeping your services within budget.

Sincerely, Patrick Flannigan

1085 Montreal #306
ST Paul, Minn. 55118

Mound, MN.

Mar. 18, 1991

Regional Transit Board.

Dear Sirs:

I am sorry I will not be able to attend the public hearing the R.T.B. is holding tonight.

As a rider for two years I want you to know I need your service to take me to doctor appointments in Mpls. For the most part, I am satisfied. I am satisfied with the cost, and could stand a small increase. One thing I will comment about is the response I get when I need to call the office. I think your staff needs training in civility when we customers need to ask a simple question. After all you need we customers too.

Sincerely,

Edith Donahue

MRS EDITH DONAHUE
2715 HALSTEAD LN
MOUND MN 55364-9404

Irene G. Wendt
1908 Hennepin Avenue South
Minneapolis, Minnesota 55403

March 12, 1991

Regional Transit Board
230 East 5th Street
St Paul, Minnesota 55101

Dear Mr. Erhlichmann,

I would like to add my voice to the many who are grateful for the service of Metro Mobility. I use it at least twice a week. It helps me to live a more normal life as well as enhancing my joy in living.

Sincerely,
Irene G. Wendt

Mpls Minn.
March 11-1991

Michael J. Chrickman

Dear Sir:

I'm deeply concerned about the letter that I had received from you this morning. I don't know how I could function without metro mobility - I couldn't!

I need it to go to the store and the doctor's office, and to the library.

I never misuse metro. It's only for important projects.

In the winter I can't walk very far to go anywhere. I can't breathe due to an asthma condition and emphysema. My movements, also, are impaired due to arthritis and a back and sciatic condition.

I need metro, without it, I couldn't stay here alone. I know I couldn't function here without metro.

Sincerely
Mary Jane Embury

3-12-91

Dear Mr Erlichman

Thank you for your letter and may I say here, how appreciative I am of your remarkable service.

Metro mobility has been a blessing, a real blessing to me. In a year and a half - I have had both of my hips replaced - a cardiac arrest and 4 mos ago - surgery on my hand with another surgery pending. One of the many things I cannot do is get up the steps on a bus & down them also and with much added medical expense and being on Social Security, I most certainly could not afford such service - particularly to St Paul where I have been sent to a specialist in recent months.

So you see, Sir, how much I

appreciate your ² service. It is
indeed a Godsend.

I do hope you will be successful
in your efforts - but things are
tight aren't they -? I know - I
got a raise in Soc. Sec. in Jan but
after my rent was raised & drug
prices went up & insurance went up
I just about made it. But then, I
am grateful to be walking.

God bless you and your fine
organization.

Respectfully,

Marie Schatzlein

MARIE SCHATZLEIN
7151 YORK AVE #303
EDINA, MN 55435-4430

March 18-1991

Dear Mr Erlichman;
Metro Mobility has been, & is
so much to me. Since I'm 86 yrs
old & have suffered a back injury
& no way, to use a bus,
I use Metro Mobility for
my Doctors, & for my marketing
& shopping, which I could
not afford any other means.
It enables me, to meet
my friends, & attending
services when needed.

I deeply appreciate, what
Metro Mobility has helped me
in so many services.

Hopefully this will continue
as it has. My sincere wishes
for a successful conclusion

to this matter in the affordable
price. I regret I can't attend meeting

Very sincerely
Mrs Minnie Verbin

Metro # 23-1235

M. Verbin
111 E. Kellogg Blvd
St. Paul, Minn
55101

March 13, 1991

Metro Mobility
560 Sixth Ave No
Mpls, MN 55411

Attn: Michael J. Ehrlichmann, Chair

I am a 73 year old, legally blind, partially handicapped ^{woman} I am able to walk, but due to arthritis, I have severe pain in my back and shoulder. I just recently learned from my doctor that I will have to start treatments at Sister Kenny. I am unable to afford regular cab prices, and I have no one to take me to my doctor's office, Sister Kenny, and other places I must go. Metro Mobility is the means to keep me alive. The Metro Mobility program picks me up at my apartment and brings me home. The drivers are very kind and helpful. When one is blind

it is necessary to have someone like the Metro Mobility drivers help them. There are many organizations that help the people in need but I believe Metro Mobility is one of the best. They come when I call. I cannot say enough about Metro Mobility. They are truly an organization that rates a 4 star rating.

Being poor, elderly, blind, ~~and~~, alone, and physically handicapped is a horrible thing. I hope that Metro Mobility continues forever and that prices remain the same. Metro Mobility makes life a little easier.

Florence Panos

written by my daughter-in-law for
Me. Judy Panos

Mrs. Florence Panos
6229 Pleasant Ave. So. #6
Richfield, MN 55423

Phone
866-8004

Apple Valley, MN
19 Mar 1991

R1B

230 East 5th St

St Paul, MN 55101

Dear Sir:

Sorry I could not answer your letter of 25 Feb 1991, due to my illness. You have read about the budget situation, and as a Senior Citizen I hope something can be worked out because of me and many, many others will not be able to exist.

I will help as much as I can when called upon for help. Please fight for us

Yours truly
Elsie Gerber

Elsie Gerber 430
14610 Garrett Ave. #427
Apple Valley, MN 55124

March 19, 1991
4925 Mitha Blvd
St. Louis 1st Fl. Mo.
55416 Apt 208

Attention: Mr. Michael Ehelickmann:

I have been so privileged to be able to use the Metro leak program since I became ill with Polymyolgia.

There were times that I had difficulty walking and standing. I have doctors app't at difficult places to get to and the cars were a godsend.

Energy Park, also 79th & Ladou at Skid and 50th and France.

My eyesight has been affected from a slight stroke after cataract operation. Everything is distorted.

I do appreciate the great care and consideration of telephone operators, drivers etc. I do hope something can be worked out. Sincerely

Donna Leger

March 18, 1991

Dear Mr. Ehrlichmann,

I am writing to you concerning possible changes in the Metro Mobility program. I have been so grateful for my metro service since I've had a severe knee injury & many health problems. It has enabled me to go to the Doctor, hospital for tests & to shop. I don't drive & can't use bus & don't know what I would have done without it. I live on Social Security & medical assistance & have less than \$500 a month to live on. I have been really thanked God for the reasonable fares, I could never afford taxis & all my friends work. So without affordable service like Metro I'd be stuck. I realize we are in a financial crunch but I hope we can keep Metro & not have to pay alot more than we are. Thank you for your time & consideration in this matter.

Sincerely yours,

Lannie Hughes
622 Grand Ave. #103
St Paul, Mn. 55105

(412)

292-0491

280 Ravonif
St. Paul, Minn.
3/20/91

Mr. Michael E. Herlickmann;

I am a mobility rider and I want to let you know, with out these riders it would be that I wouldnt be able to get around.

I have so many dish. that, getting up and down on buses it is impossible. just can walk a block and some times not even a block, I am 76 of age at this time.

Even if the fare went up; it would be alright with me. This mobility is to me a God sent.

other wise it would almost be impossible for me to get to my doctor.

Sincerely
Irene M. Truman

March 15, 1991

Mr. Michael J. Ehrlichmann
Metro Mobility Administrative Center
560 Sixth Avenue North
Minneapolis, Minnesota 55411

Dear Mr. Ehrlichmann:

Just a note to say how much we depend on and appreciate Metro Mobility. My husband is in a wheel chair and we go to therapy, doctors, dentist, etc. via Metro Mobility. The hours provided are great as is the fare. We find the drivers to be good drivers and courteous people.

Again, we need and appreciate this service very much.

Sincerely,

Mrs. Milton Roberts
3049 Kentucky Avenue South
St. Louis Park, Minnesota 55426

Dear Sir:

Without
Hobility I would
not be able to
spit. I can now
enjoy many activities
One comment.

I live in north St
Paul & I feel the increase
of \$3.75 to Rose Dale
is way out. I only
work 20 hours per
week at \$4.25 per
hour. \$7.50 is a lot
of money to me.
Shirley Hunter

Feb. 12, 1991

Michael J. Ehrlichmann

Dear Sir:

I just recently joined the metro mobility service and I am very grateful I can use this.

I have trouble with my knees so it is hard to get up the steps on the MT buses. Also some times the bus does not go close enough to where I have to go so I have to walk 2 or 3 blocks which is also hard for me.

I appreciate this program very much and will not abuse it. It does help me to get around to doctors and stores. I am 73 years old.

Thank you so much for giving me the priviledge of using this service.

Sincerely,

Ardep L. Hawkins

2728 - E. Franklin Ave. #1005

Minneapolis, MN 55406 - 1148

3/11/91

Dear Sirs: I certainly
would be at a loss if
anything terminated
Metric Mobility. I use
it about six times a
month and fully
appreciate the convenience
of it. I would rather
see the fare increased
than be without it.

Sincerely
Mrs Louise Hanson

3-11-91

Dear Lisa,

Please try to understand how difficult it would be for me to get places without Metro mobility. I'm alone, live alone and I'm on a fixed income have physical problems making it next to impossible to get around a bus. I'm very grateful for what I have and I'm very thankful for Metro-mobility.

Thank you,

Betty J. Olson
~~465~~

B. J. Olson
4659 Upland Ave
Inglewood, Ca 90504
55421

March 11, 1991

Dear Mr. Ehrlichmann -

The service that Metro Mobility renders to my husband, a stroke victim for the past two ^{and} one-half years, is invaluable to him ^{and} to me.

If it wasn't for the transportation ^{and} wheelchair service that Metro Mobility offers, I honestly don't know how he would get to his physical therapy sessions, which are a must, three times a week, ^{and} to his doctor ^{and} dental appointments. It would be an impossibility for me to get him where he has to go, let alone getting him ⁱⁿ ^{and} out of the house.

We hope ^{and} pray the necessary financial help will be given to Metro Mobility. It is so vitally important in the life of ^{the} handicapped.

Sincerely,
(Cae-Liver) Sara C. Meivorty
4824 Irving Ave. #20
Mpls, MN - 55409

Mar - 12 - 1991

Regional Transit Board -

Dear Sirs,

This is to let you know that Metro Mobility has been and still is a very necessary part for transportation in my every day life for almost 2 yrs. since stopped driving.

Needs are: church every week, errands, doctors, dentist, shopping & even visiting Nursing Home friends - which are 5 of them -

Have used Metro some times 3 to 4 times a week. My Social Security has just been raised to \$500 each month - no pension nor other funds coming in.

Also must pay taxes & insurance on home built in 1918 and up keep -

I hope & pray that this can be settled fairly - Sincerely Mrs. Lydia Stamm
4245 - 11th av. So. N. Pls. Mo. 55407

Dear Sirs, My name is Randy Booker I have been a metro user since 1985 in which a car accident left me unable to drive a car safely. I rely on this service to get to and from work, appointments, and social events I greatly rely on it and probably wouldn't be able to function as an active member in society if the service was cut or made too expensive for my budget.

Sincerely yours,

Randy Booker
concerned citizen

Randy Booker
1048 Hadley Ave. N.
Oakdale, Mn. 55128

Dave Pinger
1301 E. 100th St.
Bloomington, Mn.
55425

Dear Sir,

I take metro, not once, but probably four days per week. It is very important to me, I don't know what I'd do without metro mobility. This means of transportation is a major part of my living on a day to day basis.

Cuts to metro mobility would have an impact on my ability to pay for rides to & from where ever I go. Please don't change the fair I pay metro mobility now. I feel positive about the program as it has been in my life in the past. Please don't make any changes in the future.

Sincerely,
Dave Pinger

Mr. Frances Lannenberg
6352 Josephine Dr
Edina Minn. 55435
Mar. 13-1991

Dear Michael G. Ehrlichmann:
Being I can not attend either
public hearings being held for the
public in regards to the "fare changes
& Service Changes" I wish to write
a letter stating my opinions.

First off, I am 86 years of age
& disabled with the disease called
Myelitis in my feet, legs & hands.
I certainly appreciate the privilege of
being able to use "Metro Mobility" &
have no complaints.

To be able to have this convenience to
me & others I would have to accept
a fare increase and service changes.
This service means so much to all
of us who must use it.

I thank you & good luck
with this problem.

Sincerely
Frances Lannenberg

3/11/91

Dear Regional Transit Board,
I am polio victim at the age
of two years. Left me in my
legs.

When I first started Metro I
had a cane and could climb
stairs as years passed couldn't
handle a cane went to walker. Now
I have gotten worse and now in
wheelchair with the walker. Can't climb

Disabled woman who had no ^{stairs} now,
other income than to work.

Metro mobility is my only
means of transportation.

Have my home to take of
rising cost of taxes and other
cost my income has come to
petio pay paid system.

P.S. Metro mobility Betty LaBelle
has been a blessing 5439 Xerxes Ave S
to me. Mpls, Minn 55410

March 19, 1991

Hi Metro Mobility

I have been riding your for about 2 years or more. a year ago I had to go 3 times a week and the drivers were all real nice and I still have them when I go

grocery shops. Mail & Feamed were all good. they were good to me I'm so glad that we can get some like these people that will can get on and go.

any where you have to go - and they are all way on time going & coming I just hope we can have this co. for good now we need it.

Mrs Pauline Jones

1289 W Garden Ave. ^{in Rosville}

P.S. I still have to find one of your drivers, that dosen't treat me good. thats all I can say.

Peace on Earth MRS. PAULINE JONES
1289 GARDEN AVE. W.
SAINT PAUL, MN. 55113

Mpls, Minn

Mar 21, 1991

Dear Mr Ehrlichmann

I am sorry I did not get to the Public hearing but I am writing to let you know that I sure hope they dont cut metro mobility program.

I dont know what I would do if I didnt have metro mobility to go to Dr for I can not ride the Cities bus, cant get up or down the steps. and going to store for food, I dont have any family here to take me around, my friends are like my-
~~self~~ self. they are on metro mobility
Please help us.

Thank you

Ann M. Phelps

115 West 31st St

Mpls. Minn

55408

St Paul Minn
Mar 21

Mr. Ehrlichmann -

In regard to the services of the Metro Mobility I am very much concerned, as I have had to depend on them completely to get me to the Doctors, Dentists and also grocery stores.

I feel with their help, I am not a prisoner in my home and I like it that way.

I have talked to many seniors on my trips some younger & some older than me, 88 each one has expressed how this program has changed their lives and ditto for me.

With the best of luck

Sincerely
Madeline D. Braae

Madeline D Braae
1173 W Idaho Ave
St Paul Minn 55108

March 20, '91

M. M. Ad. Center

Mpls, Minn.

Sirs,

I am unable to attend
the hearings.

Most people who use
M. M. are on a fixed income.
A fare increase would seem
unfair. The service is
good, so why change it.

Respectfully,

Alice Falsom

2625 Park Ave.

Mpls, Mn. 55407

March 22, 1991

Mr. Michael E. Ehrlichmann
RTB - 230 E 5th St.
St. Paul, Mn. 55101

Dear sir -

I hope the severe budget shortage
in the state of Minn. will not curtail
the service of Metro Mobility;

where we live there is no
public transportation or service
provided by Meadow Woods.

We are very dependent on
Metro Mobility for trips to our
doctor, and have found the
service very reliable at all
times.

Yours truly

Ruth Worthington

Gudrun Robinson

Mar. 18 1991

Dear Mr. Ehrlichman

I am writing to, Thank you, for Metro
Mobility Transportation Services

Having several disabilities, Heart, Lung and
Kidney Failure. I use oxygen constantly, and
must use a wheel chair.

Your Drivers, have been, Courteous and
helpful, in transporting me to Dialysis,
and back home for two years.

This eliminates a great deal of worry.
Regardless, of weather conditions, they have
been here to transport me.

I Thank you, and hope we may
continue this wonderful service

Sincerely Merold T. Olson

1786 Walnut St.
Fauquier, Mo. 65113 .

Sir,

If you raise your fares, it will definitely make an impact on all of the elderly may age ?? - I for one cannot afford an increase of your fares. Those who have handicaps will definitely need it. I'm on a fixed income with no chance of any increase. Therefore - I would not like to see an increase.

Thank you
Mrs Bernice Bentler

B. Bentler
721-12th ave no
80 - Saint Paul, mn
55075

945 - 40th Ave NE #705
Columbia Heights, Minn.

Mr. Michael J. Eichelmann
540 - 6th Ave No.
Mpls. Minn 55411

Dear Sir:

In reply to your letter of
Feb. 25th.

I have been very satisfied with
my pick up by Metro Mobility.
They were only late once in
picking me up. The drivers have
been very courteous.

I am 92 years old and crippled
and would not be able to get
to the Dr. or any place without
your help.

Sincerely
(Mrs) Mary Atherlow

Mrs Hilah Swain
1455 Almond Ave 523
St Paul MN 55108



Mar 12, '91

Metro Mobility,

Dear Sirs,

Your service is literally a life-saver for me. I am 83 yrs and suffer a heart condition that costs me over \$200.⁰⁰ a month for medications alone. To get to my Dr. periodically would be prohibitive at \$20⁰⁰ for cab one way.

At a fixed income I really appreciate your fine service.

Sincerely,

Hilah Swain

E. Schok
4330 Minnetonka Blvd.
Mpls., Mn. 55416

March 19, 1991
Tupelo, Miss.

Dear Mr. Ehrlichman;

I am a 79 year old woman —
not in the best of health & it's very
hard for me to get around.

My husband is very ill and
is in a nursing home in St. Paul.

I go there everyday to feed him
his lunch & dinner because he
eats a little better when I feed him &
that is very important.

I am very dependent on motor
mobility and very very grateful
too — What would elderly people like
me do without it. I have no one
else to turn to.

I hope I will not be denied
the need to go there because I'm the
only one he has & he needs me.

I'm hoping too that the fare
doesn't go up very much.

Your truly
Esther Schok

Thursday

Dear Michael J. Ehrlichmann
To ans your letter, this metro
mobility, is a God sent for me
Its the only transportation, I have
to go & visit my cancer sister
I am in years, & I do appreciate
this transfer
Please dont take this away
~~for~~ ^{from} us seniors.

Sincerely yours
Mrs Helen C Torres
Sorry, I'm so slow in ans

3311-70 Fremont Ave
mplo. 7th inn apt 1
5-5-412

St Paul Minn
March 16-1991

Metro Motility

I am writing in regard to the
service you have provided for us
Seniors

I am 84 years old and not able
to take a bus. my only income
is social security

It would be almost impossible
for me to get to my doctors
appointment without this service.

I hope and pray that you can
convince our Legislatures to give
Metro Motility the funds needed
to continue this service to us
Seniors

Thank you

Flora Haberman

903 W Mennekahe

St Paul Minn 55104

202.

3/24/91

Regional Transit Board

I hope & pray that
the fare increase & especially
the permiss, which I
appreciate so very, very
much, will not change
too much, as I do not
drive & unable to participate
in regular bus or buses.
etc.

"Thank You"

Sincerely,
Jane E. Scudgrew

A.D. #

356299

6315-55⁷ Ave. No.
Crystal, Mn -

#314

55428

Mar 13, 1991

Dear Sir,

I use your taxi service 2-3 times a week for pool therapy for my artificial knees.

The attendants are very kind and helpful and I appreciate this very much. I would be glad to pay \$2.00 or little more instead of \$1.00 a ride and hope this will help some.

Thank you for this wonderful service.

Ethel H. Garon

Ethel H. Garon
3630 Phillips Parkway
St. Louis Park, MN 55426

14214 ab Place
apt 708
Npsl. mn. 55403
March 15, 1991

Michael Ehrlichman
Dear Sir,

Metro Mobility affects me
in two ways;

Generally, the drivers
are more polite and helpful
than commercial taxi drivers.

Also, when I have to go
for several medical treatments
I cannot afford a public
taxi.

Yours truly

Bernice G. Davis

#334996

St Paul - Mn - 55104-4112

March - 15 - 1991

Metro Mobility Administrative Centre

Minneapolis Mn - 55411

Mr Ehrlichmann:

Received the notice of the meeting - I will be unable to attend but I want to tell you what a wonderful program the Metro Mobility is - I am two blocks from the University City bus line but unable to walk that far any more - I have been a member for about a year now. It keeps a person more independent to be able to do what you want without having to bother family which are so busy - I use the Diamond Metro Cab and they have given me such wonderful service - with everything going up if fares have to be raised it still is a wonderful service - Keep it up -

Respectively,

Blanche M. Hanon

1247 St Anthony #712

St Paul - Mn - 55104-4112

D. 35-5219

Ms Blanche M Hanon
1247 St Anthony # 712
Saint Paul MN 55104-4112



M. Huebner
180 Falmalge Way
Bridley, Minn. 55432

3-13-'90

Bridley, Minn.

Michael J. Erchakman,

Dear Sir:

I hope you can convey to the Transit Board the importance of the Metro Mobility Service to those of us who can't drive for ourselves.

I visit my husband in a nursing home each day. Since his stroke, I live with a daughter who works at two jobs, so puts in long hours. So Metro mobility is a "life saver" for me when I need to go to the home, the doctors' office, etc. I couldn't afford to hire a commercial cab very often. The Metro drivers offer me a steadying hand that helps my balance problem, and snow and ice problems this winter. At 88 years, such help is needed and appreciated. Sometimes handicapped younger people ride with me; so it isn't just the elderly they serve - I'm hoping they continue.

Sincerely, Maude E. Huebner

3/16/91

Gentlemen -

This is in response to your letter
of Feb 23 - 1991 -

First of all I want to say that
the Metro Mobility service is a
God send to all Senior Citizens.
Where would we be without it -
It also helps us to be more
independent & do things by
ourselves.

Regarding going to doctors -
Drug Stores etc -

The service is wonderful

The drivers are very helpful
& pleasant -

So please do whatever you
can to keep it going for us -

Sincerely
Mrs. Leah Supornick

Dear Michael & Bridget:

You asked me how
my mobility affects my life.
It is my life. It enables
to survive where I wouldn't
I have only 1 eye can't read
very well so can't take buses
if there were one to go to
Cottage Center. I also have
a bad heart & can't walk
more than a few feet and
also arthritis. It has
enabled me to have therapy
in the warm water of Cottage
Center & where I used a cane
before, has helped me to walk
without it all the time. I also have
asthma & have a problem breathing
& this has also helped me some
people would not at home or
nursing homes if it weren't for
my mobility. I once
hope they keep it going. I will pray
they do.

Lorraine Bartels
4925 Minnetonka Blvd
St Louis Park MN 55416



Sincerely
Lorraine Bartels

3-14-91

Michael Ehrlichman:

Just want to let you know without Metro Mobility I would not be able to get any place. I've been using it for about 4 yrs. I'm 86 yr old. Also want to say all the drivers are real nice & helpful.

As far as a increase if it isn't too much, wouldnt be bad.

Again thank you for everything

Dorothea Katzner

2235 - Rockwood Ave - apt 305
St. Paul, Minn - 55116

March 14, 91

To Metro Mobility

Metro service means a great deal to me. It gives me a chance to be a little independent, and keep my car and other appointments.

I have always found the drivers to be courteous and very sure you reach your appointment and safely back to your home.



Sincerely

Vivienne R. Kertson
35-2844

St. Louis Park, Minn.

R.T.B

Sirs:-

Am writing in regards to the Metro Mobility, am a rider for several years, I feel it is a great thing, I have had no problems with any of the drivers, on time and courteous. Is a wonderful program for the elderly and handicap. I don't know what I would do without it as my ~~two~~ doctors are at distance away, am a widow and eighty-five years old. Not able to be at the public meetings so am writing you my comments. I hope the legislature will give the R.T.B. special thoughts for the people who depend on Metro Mobility.

Sincerely

353926

Helen E. Miller #206
3663-Park Ctr Blvd.
St. Louis Park Minn. 55416.

Dear Sir,

I'm writing about the fare increase for Metro mobility.

I am very happy with most of metro and I do use it regularly.

I do realize the prices have to go up some how, so I could plan on spending more, as I can do that, I guess I became spoiled.

Thanks anyway.

Barb Wryza

MS. BARBARA A. WRYCZA
1301 E. 100TH ST. #129
MINNEAPOLIS, MN. 55425



Mar 11, 1991

Regional Transit Bd.

M. J. Ehrlichmann,

I'm very pleased with the services received from Metro Mobility - It helps me be independent again and live a useful life. I have found the drivers very helpful + courteous.

Please do what you can to keep these services available for us older + handicapped people.

Sincerely

Dorothy S. Healy

306969

DOROTHY S. HEALY
2250 LUTHER PL. 204
ST PAUL, MN. 55108



Mar. 12, 1991

Dear Ehelichmann,

I was so happy
when I could depend on Metro
Mobility for a ride to my doctor
and other needs.

I'm in the very low income group
& have no family so I can't tell
you what this service means to me.

Hope & pray that not too many
changes will be taking place for
us elderly people. I'm 79 yrs old.

Thank you for Metro Mobility,

Margaret Lorenz
4300 - Robbinslanding #311
Robbinsdale, Minn. 55422

03-19th, 1991

Dear Sir

In reply to your notice on Feb. 25th, 1991 about the Metro Mobility service changes and fare increase, I would like you to know that your service is very nassary to me.

It will create a hardship for me if I am not able to take the Metro to go to the Doctor and Dentist. I fractured my left knee cap on March 29, 1980.

I am not able to step up to get on the regular bus, also a little unsteady, therefore I am very dependent on the Metro Mobility Service.

Sincerely,

Mrs Harriet F. Rettke

3401 Colfax Ave So

Apt 317.

Mpls, Minn. 55408.

I am 83 years old.

Edna Noerneman
777 No. 7th Avenue
St. Paul, Minn. 55104



St. Paul Minn.
March 18, 1991

Dear Sirs of Metroblity - You want a reply from us about Metroblity. Metroblity is a God sent for us Senior Citizens. We have to doctors and we can't afford a regular Cab. I can't be without Metroblity and I can't afford a raise in fare I don't have much income and on account of my health I cannot take a City bus. I have heart condition I live in a low rent Hi Rise. I live in a wonderful place but they consider my income and health.

I think we have a cheap skat of a Governor I don't think much of him. The way ^{he} snuggled in I didn't vote for him he just forced himself on us. By letting his opponent we never ever had such a crooked relation in history. He lost the Primary and wasn't nominated. He just couldn't stand a defeat and be without a job. Why does he take raise for himself he is ^{not} worth it. He hires ^{rent} free and won't ^{pay} take if he sells his house. He didn't spend any money for Campaigning.

Edna Noerneman, 777 No. 7th Avenue #1009 St. Paul 55104

My Metroblity No. 33 - 5172

Dear Mr M.J.Ehrlichmann;

Just recieved your notice, and I

Don't have to much to say,as I don't use it that much, But I do need it when I must go to the main Park Nicolet Med Center,or I go to the shopping centers out of Hopkins, which I don't do to offten, As of my age what do I need, I am 80 yrs old,going to visit the ~~ch~~ children they come and get me,

It is a good feeling to know that it is available when I need to use it,

Lucille Oxborough is in Texas but I think her ideas are like mine,But she has a daughter in the nursing ^{home} who needs it to come and visit her mother,I don't know how often she comes home,

If it comes to higher fare we ~~w~~ will have to pay it, or find another way to get to where we have to go,

I will not plan to come to the meeting,I may not get there ,I had planed to attend the meeting held in Hopkins some time ago and was stood up,because the driver could' ^{nt} find me,

keep me posted as to the new rate

Mary K.Lutter 2100~~8~~86
27-14th Ave No, #202
Hopkins,Mn. 55343
Phone 612-938-0197

Barbara Briney
2523 Portland Ave S Apt 406
Minneapolis MN 55404



Dear Mr. E. Krichman,
I, Barbara S. Briney,
am a Metro Mobility rider.

The program is particularly beneficial to me - as Spinal Surgery left me with numb feet, and leg to the knee.

It would be virtually impossible for me to board a City bus.

Without your Service I would be utterly homebound.

I trust the legislators will strongly approve additional funding.

As a retiree and relatively newcomer to Minnesota, I appreciate the program so much. Such a program is non-existent in Michigan.

Very Sincerely,
Barbara S. Briney

3-13-91

Mpls. Minn
March 13, 1991

Metro Mobility
Mpls.

attn Michael Ehrlichman

Dear Sir:

In answer to your letter of
Feb. 25th.

I have been using your
services for the past ten years
and it has been a great part of
my life.

I am 87 years of age and
handicapped in many ways.

Your increase is necessary
in keeping this service in
tact, trust it will be a
minimum amount.

Your cab drivers have been
polite and the service has
been good.

Trust this reply will be
of some help to you.

Sincerely

V.D.
33-0099

Veronica Loeffler
2300. C. 31 # 409
Mpls. 55406

Mar. 18, 1981

Metro Mobility Center

560 - 6th Ave. No.

Mpls. Minn.

Dear People, I am only too happy to write you in support of Metro Mobility. I need your services very badly. I have been very satisfied with all of the drivers I have had and would not object to an increase in fare. What more can I say?

Sincerely,

Alvie L. Kell

2700 W. 44th St.

Mpls. Minn 55410

Mar. 19, 1991

Dear Sir; —

I want to tell you how very much I appreciate the Metro mobility service. I use Metro often; for shopping, visiting friends but it is probably most important to me for doctor's appointments. I have asthma with all the accompanying discomforts - particularly shortness of breath - and I would have a hard time getting to a doctor without Metro mobility service.

I hope the service will continue without too much curtailment or increase in cost.

Sincerely,

Bernie Hazel #4
6050-W. Broadway
New Hope, Minn.
55428

Frances E. Heley
4458 Reservoir Blvd. #424
Columbia Hts., MN 55421

Mr 16-91

Dear Mr. Eholichmann

I am a newcomer to this area & am very happy with Metro Mobility. Recently made a trip to the Columbia Clinic going thru drive-in at Northeast Bk on way.

Use a walker + receive help in making the moves.

When I returned home wondered how they could do all this for the price charged. We certainly want this service continued. Those who can no longer do for themselves appreciate safe, convenient, & courteous service.

Yours truly
Frances E. Heley.

JOSEPHINE C HILLS
828 SPRING ST NE #1204
MINNEAPOLIS MN 55413

March 12-91

Dear Sir:

I received your letter yesterday in regards to the raise in the mobility rides from \$1.00 each way to \$1.50 each way. I am very much in favor in this raise. I use the mobility bus several times per week for all my getting to Dr's, shopping to make my visits. I use a cane & wheelchair & I couldn't get a my place with out it. I have been on it for 10 years & depend on it a lot. I am 86 yrs. old & want to say they are a wonderful thing to have.

Sincerely
Josephine Hills

3/11/91

Dear Sir:

I received your letter about the possible cutback of Metro Mobility Services. I am 84 years old, have difficulty in walking, and have a limited income. I walk with a cane and have an escort with me.

I need it now for apartment hunting and to carry over some breakable items. I use it for the doctor and podiatrist, beauty parlor, and out to lunch once in a while.

I appreciate the service.

Sincerely,

Julia M. Nagle

3435 Colfax Ave. So. Apt. 304

Minneapolis, Mn. 55408

Regional Transit Board

230 - E. 5th St.

St Paul, Minn 55101

Gentlemen:

I am an 85 year old Widow (86 the 31st of May) with breathing problems, arthritis and angina.

When I go out, I take Metro Mobility, Without this service I could not get to many places. The drivers have all been very courteous and helpful. It would be a severe blow if this service was not available, and I sincerely hope it will continue.

Thank you

Beatrice E. Collins

2910 E. Franklin #1515

8300 W. 31st St
Mpls Minn 55426
March 12-1991

Michael J. Ehrlichman
230 E. 5th St.
St. Paul, Minn 55101

Dear Mr. Ehrlichman:

I am happy to write to you in regard to Metro-Mobility. The service is very good, and drivers are considerate and courteous. I am on a walker, and according to my orthopedic surgeon, will be permanently. Metro-Mobility makes it possible for me to attend Twins games (I'm a Twins fan) and to lead an active fulfilling life.

I will tell you honestly that if the rate is changed by a dollar or two, I would still say it's remarkable service, and continue to take it, but should your rates be increased by four or five dollars, I would have to curtail my activities. There are many people in this building who use Metro-Mobility for whom a raise in rates may prove a hardship. But I know only my own financial situation. There are hundreds, I'm sure, who simply can't afford any raise. Handicapped people are limited in their activities, and deserve your compassionate consideration.

Sincerely,
Marguerite Burns

3-14-91

Dear Sirs,

We have appreciated the good, courteous services of Metro Mobility. It is greatly needed by people like us, who have no other option of transportation. We, as well as others must rely solely on your services.

Cuts in this program are entirely inappropriate. Please reconsider cuts in this very essential service.

Sincerely,

Melis Marazzo

2086 Flanders Rd.

No. St Paul, Mn. 55109



RHEA AUSTIN
1020 17th St. E. #139
Minneapolis, MN
55404-1757

Minneapolis, Minn
March 14-1991

Mr. Michael Ehrlichmann,

Dear Sir,

I have arthritis
and use a walker, so I do
appreciate the use of Mobility.

A sister is ill, and has
been in and out of Abbott N.W.
Hospital. I do try to visit her
twice a week. I have also
had to visit my doctor, &
a couple of times do some
necessary shopping.

I am on a limited income,
so can not afford a much
higher price for a ride,
although I understand
that you may have to
make a slight increase.

I do not take advantage
of the service, which is
appreciated. Sincerely,

Rhea Austin

March 16, 1991

Dear Michael:

I cannot believe the legislature would even consider not giving additional funding to Metro Mobility or cutting funding they are already getting. We could not continue dialysis treatments for my husband without Metro Mobility. Wyan went on dialysis in November of '89 because of renal failure. I took him until January of '90 by car loading and unloading a wheelchair 3 times a week besides visits to the doctor. I suffered a tendonitis and bursitis injury to my thigh and required many weeks of extensive therapy and sometimes it still bothers me. I cannot do that again under doctor's orders. If dialysis patients do not receive treatment they will die. By the time we leave home and get back again after treatment 5 hrs. have elapsed and we are only about a mile from the M.M.C. office bldg. where Wyan receives treatment so it is impossible for either of our sons to take him because one works in Golden Valley and one in Mpls. and they could not take off 15 hrs. a week from work. So what are we to do?

We do not use Metro Ride for dinner out, the movies entertainment, visiting etc. We only use it for the dr. and dialysis treatments. I believe there is much abuse of the program. Who pays the fare for people who do not ride Metro Mobility but who ride Mode and other providers because they do not want to do all the paperwork and cheaters do not want to pay for the ride themselves. For some people it costs as much as \$75⁰⁰ one way and that amounts

#:
to 180000 a week for dialysis treatments and I would estimate that 95% of the patients in treatment have some form of general assistance. Who is paying for this? I finally convinced a dialysis patient to switch to Metro Mobility and of course she didn't want to because it would cost her \$7⁵⁰ a day which had to be paid by her, she was an ambulatory patient.

Before the state legislature makes any changes I believe they must do some extensive research likewise must do before we undertake changes that affect our lives.

Hope you are doing fine Michael, I read about you in the paper every now and then and think back to our working on political campaigns.

Sincerely
Wynne & Vi DeMars
1809 - 10th Ave. So.
Mpls. Minn. 55404
1-612-870-9478

P.S. My husband suffered a stroke on February 12th and although he is doing well after 4 weeks in the hospital and extensive therapy in Abbott and Sr. Kenny and now home health care he is very dependent on Metro Mobility and could not get along without Metro Ride

12135 Crooked Lake Blvd., #201
Coon Rapids, MN 55433
March 19, 1991

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

Dear Mr. Erlichmann:

As one with multiple sclerosis and very limited ability to walk, I have been very grateful to find such a service as Metro-mobility after I moved to Coon Rapids from Milwaukee seven years ago. It has meant my being able to get to medical appointments in Minneapolis and St. Paul, to fittings for leg braces, adjustments to customized shoes and has made possible my seeing the Art Museum, Science Museum, and other places I would never have been able to go to otherwise. Since I live alone, my Lark and Metro-mobility have given me a vastly increased independence.

I have, for the past 2 years been co-facilitating a MS Support group in Coon Rapids, and, as such, attend monthly meetings for Metro area leaders at the MS Society office in downtown Mpls. regularly each month--a great benefit to myself and those in my support group. None of the above things would have been possible for me without Metro-mobility, Nor, would it be possible for many of our support group members to attend our group meetings and other related functions important to adjusting positively and making the best possible life for ourselves within the limitations that MS imposes on our lives as well as those of our families.

Until the last few months I have, for the most part, been very well satisfied with the service I have received when traveling by Metro-mobility--the courteous and caring attitude of the drivers, etc. Now, seemingly more since my provider, Morely, became National School Bus, I've encountered growing difficulty scheduling rides for the times I need them. I have been told that they "have nothing available" or that it's a "bad time" and I should "change the time of the meetings" (I have no control over those times--and they are the exact time as was previously being met without without difficulty for the past two years.) Some of the people coming to our support group have difficulty getting picked up in time for their return home and that can pose a problem when the meeting place closes, and they must wait outside, particularly in bitter winter weather.

Unless adequate funding is allowed to address these issues for all of us, I fear these cuts will be crippling to us and hamper our independence, diminish self-esteem and set-back gains these physically challenged individuals have been able to make, both for themselves, and for the communities in which we live. Ultimately the financial cost, as well, may prove to ^{be} much greater than providing adequate funding for these necessary services now.

I also would like to express my concern for the safety of those of us required to transfer from 3-wheelers when boarding the buses and vans. I think many of us may be at greater physical risk than if allowed to go up the lifts in our vehicles. Because of the wide variety of vehicles the driver's encounter, I feel that many of us are more skilled in the operation of our respective vehicles than the drivers can be and it seems that risk of personal injury to riders as well as to drivers (bruised shins etc.) as well as possible damage to vehicles, might be lessened. At the same time I appreciate your need for rules.

Very sincerely,

Elaine Lorton

Elaine Lorton

1421 Yale Place # 1005

Minneapolis

Mn; 55403

March 18 1991

Regional Transit Board

Mears Park Centre

230 East 5th street

St. Paul Mn. 55101

Dear Michael J. Ehrlichmann

I'm 74 years old. And, in comparatively good health. Was born & raised in this " great " United States of America. Worked ~~hard~~ honestly & diligently all of my life . And, payed my taxes. In a modest way, I was very capable of takeing care of myself., & helping others.

Then,one morning (over 6 years ago) , Something happened ! I just couldent walk ! I didnt have pain - I just couldent get one foot to go. That was devastating ! My Doctor , at that time, ordered me to go to The Bethesda hospital in St.Paul. After 4 days of extensive examinations - including a Miligram- I was released from the hospital,in excruciateing pain (& alot of medical qwestions unanswered). At that time I was fortunate enough to be in a position to get a Scooter. And, I became a member of Metro Mobility. Metro Mobility opened up a new world ! I have to use Metro Mobility to get to Sister Kenny for Physical Therapy, Dr's offices, & occasionally , other places , in order to maintain independent liveing. I get to see,& visit with,many wonderfull, beautyfull, handycaped people. Many of them young people, with their lives befor them - that Metro Mobility so graciously help. In my estimation, Metro Mobility is the most humane

2 March 18/91

service that ever happened !!! But, with the population growth, no doubt, causing a shortage of Metro Mobility Vans, busses, & cabs. Therefore, a greater need for funding, then ever before.

To raise rates would cause an oppression, for the already oppressed. The outcome of this situation will have a big impact on many lives.

Thank you for careing

Sincerely

Iona M. Dobis

Iona M. Dobis

March 19, 1991
5356 Columbus Avenue South
Minneapolis, Minnesota
55417-1716

Michael J. Ehrlichman,

Frist I want to thank you for giving me this chance to let you know how I feel about Metro-Mobility.

I have been fighting to get metro-mobility since 1978 I will do anything to keep you.

And there is so much show and tell in this state whats so wrong with some sharing and caring. This used to be some of AMERICA best values what has happen is this state losing this?

This is one of the Quality I get from Handicabs Inc. I feel honored when I am riding with them.

When I die what I earn will stay top side but I do I can take with me.

Does the legislature care If the wise or the unique get out at all? Or should we just sit at home and wait to die?

And since there is suppose to be equal justice for all? Why don't the rich pay more taxes and do some sharing and caring of their own.

Those who take and never give will last for years
but will never live:

I do agree the price has got to go up.

But LORD give me some thought and Ideas and also to the ones runing Metro-Mobility.

This program must not die, It can not die, It will not die.

I want to give an extre Thanks to pat and Sandra who answer the phones for Metro-Mobility.

They have given me some beautiful inside and hindsite to make me a better passenger.

And to Richard Schurman you have a professional whan he is driving the Van.

By the way if you aren't aware there are ^{are} two seans in Minnesota. Winter and Construction.

I Am still working and so are alot of people who rides Metro-Mobility.

Now if you want to reach the deficit there are alot who ride Metro-Mobility.

Now with God keep Metro-Mobility going and growing.
help

I don't want to which anyone ill will or ill health. But any one can have and accident or an illness you yourself might need Metro-Mobility yourself some day. THINK ABOUT THAT.

I will do anything to keep this program going.
How can I help?

Sincerely Yours,

Mrs. Barbara Kay Leach

Mrs. Barbara K. Leach

5356 Columbus Avenue South
Minneapolis, Minnesota
35-4810

G. L. Y. A. S. D. I.

*God Loves you and
So do I.*

March 12, 1991

Metro Mobility
560 Sixth Ave. N.
Minneapolis, Mn. 55411

I can not attend your meetings
so I thought I'd write you.

I rely on Metro Mobility
completely as we don't have
M.T.C. Buslines in Eden Prairie
where I live.

I'm on full time oxygen
& the drivers who have picked me
up "On time, courteous, even
if there were Buses running
four or five blocks I could not
manage to walk it.

I know prices have gone up
on everything only hope the
price of our fares don't increase
to much.

Thank you
Patricia Ennis
7231 Hunters Run
Eden Prairie Mn. 55346
#33-6192

3/17/91

St. Paul, MN.

To Whom It May Concern at Metro Mobility,

I am Ethyl Aker # 35-3604

I am also an eighty-two year old widow, living alone, struggling to stay in my own home as long as possible in order to lighten the load on welfare. I am physically handicapped by a poorly functioning heart, by severe hypertension for which I take several medications and a hearing impairment, for which I wear a hearing aid in both ears.

It's hard to describe the benefits that Metro Mobility has had in my life, both physically and psychologically. Physically, because I live two long blocks from the bus line. I can not in any way, walk that far on most winter days because of two very dangerous hazards to my life, namely, ice and snow, plus the added difficulty of getting on the bus when I get ~~to~~ and getting off!

Metro Mobility has been of inestimable value to me in getting to my primary physician, the otologist, the optometrist and to various locations for X-rays et cetera, all of which was costing me a fortune, before I learned of Metro Mobility. Getting to the bank was another problem that Metro has solved for me. So, psychologically, I have benefited much from the lessening of stress caused by worry of how to get to these places with less cost. Now I have more money for food, medications and other expenses of just plain living, on a fixed income.

Yes, Metro Mobility has been a "God send" to me.

I have always found the drivers polite, helpful, kind and polite. I have never found any problems with the system.

Sincerely,

Ethyl M. Aker

Peace
on
Earth
MRS. ETHYL AKER
1343 MACKUBIN ST.
SAINT PAUL, MN. 55117

Boots Willard
300 Grand Avenue West, No. 609
So. St. Paul, Minnesota 55075

Michael J Erlichmann
Regional Transit Board
230 East 5th Street
Near Mr Erlichmann:

Truly, I can't say enough to endorse the Metro Mobility Program. It is the sole transportation I have for doctor's appointments, grocery shopping, & other kinds of shopping as well as occasional trips to entertainment. Not only "the wheels" but the courtesy & assistance from the driving staff is "Balm for the Soul". It would be a great loss to have the Program curtailed or drastically restricted.

Sincerely

Mrs George A (Dolores) Willard

3-13-'41

March 15/91

The increase of fare will be for most Metro riders a hardship.

If you must increase then do it.
Can we get better service. I have waited almost three hrs. and then no one showed up.

We must have Metro Mobility
Pauline Valensky

Pauline Valensky
3630 Phillips Hwy
St. Louis Park, Mn. 55426

March 14th 91
Donald Hicks
Metro-ID= 23-1396
314 Hennepin ave S #919
Ft. Pls, MN 55401-1921

Dear: Mr. Michael G. Ehrlichmann
Mears Park Ct
230 East 5th Street
St. Paul, Minnesota 55101

Hi, My Name is Donald Hicks
Metro # 23-1396 - Metro Mobility
is Very Important in my life!
Even tho I don't use it much
a month - perhaps ⁴⁻⁷ times a month -
I'm not able to attend
Movies, Clubs, Sport Events - 90%
of Res. I don't fit in the seat -
My trips are very important
to Shakopee to see my Mother,
and Bro, & Sisters, Etc - They
won't come here so twice a
month I go there - please
Continue your fine Service
to Shakopee - and Metro Area -
I'm willing to pay more
to keep our Metro Mobility -
Pg2

Pg 2 -

Serving all metro areas -
please keep our Coupon books
intact - However Raise your Price
on the Books - of over 8 miles -

Currently we're Paying 2.⁵⁰ for
a Book of ten Coupons - I'm Willing
to 4.⁰⁰ Per Book - and pay \$2.⁰⁰ ca 4 3
Coupons to Shakopee -

I look forward to years using
Metro Mobility - without Metro
Mobility - My life isn't worth
living - As, It is my kidneys are
shot, and I have a deep Depression -
and am hurting inside over my
family - not coming to see me -
nor calling me - I'm very lonely -
Basically very unhappy most of the
time - The only little Happiness
I have is - Calling Metro Mobility and
making plans to visit my mother in
Shakopee - and I also like going out
to the St. Francis Hospital in
Shakopee - So, Its very important
to keep service going & coming out
of Shakopee for years to come -
I need Metro Mobility for years to
come - and please don't take away
the little Happiness I have twice a month

Pg 3

Mar. 14, 91

or 3 Times a month -

Please don't hurt the Disabled
and Handicapped Anymore. - We
Suffer Enough with our different
Disabilities --- This is very
Important to me - I need my
Trips to Shakopee, Chaska,
Eden Prairie, Etc --- I'll try
to attend your meeting Mar. 18th
at the Holmes Greenway

114 S E Fajel St. Mpls - MN ---

I also back a Basic Ride Increase
from \$1.00 to \$2.00 for the local
Area --- I'm willing to pay more
and keep our Mobility Rides as is!
I need you - and I'm also
willing to pay - \$15.00 a year
to belong to your service from
the \$10.00 fee a yr. I'm willing to pay
\$15.00 or \$20.00 a year - please don't hurt
me anymore - I need my Rides
to Shakopee, Chaska, Eden Prairie,
Etc - they're very Important!!! Thanks
for listening - Sincerely yours

Handicapped Disabled Rider
Ronald Hicks 23-1396
Ph# 371-0431

Anna Lampert
325 Laurel Ave #208
St. Paul, MN 55102

March 15, 1991

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

Dear Mr Ehrlichmann,

I have been eligible for and using Metro Mobility for just under one year now.

In that short space of time, Metro Mobility has had considerable impact on my life. I am both physically and emotionally disabled, and due to these factors, I have limited ability to be mobile.

Until I recieved Metro Mobility, I was unable to use a bus due to panic attacks, and also due to the need to use a walker for balance. I also could not get groceries easily because the closest store is a three mile round trip, and I cannot carry heavy objects (such as groceries) more than a few blocks. I also was unable to get together with friends to socialize (which is a high priority in part of my treatment plan).

Now that I have Metro Mobility, I can go to non-medical places without worrying about falling or about trying to find a bus which I cannot ride on anyway.

I can now do my grocery shopping for a month and go to a less expensive store and have a way to get the groceries home. Being able to do this means that I can have most non-perishable items around all month and be able to cut down on the number of trips to the grocery store.

I can also now get together with friends I have not seen in a lond time due to lack of transportation. We end up meeting at a half-way point since we live so far away from each other. I can also get together with new friends, which allows me to build upon my support system, which is an essential element for my (or anyone else's) mental health,

In short, Metro Mobility has given me the gift of freedom. Freedom to travel to essential non-medical places. Freedom to buy larger amounts of groceries at lower prices. And freedom to socialize. There are also many other benefits to being able to use Metro Mobility, too numerous to mention in one letter.

Please continue to fund Metro Mobility. Without it, I would basically be housebound again. If you can imagine yourself being stuck inside for years because of a continual blizzard and being unable to get around to even the closest places, then you can know what it was like for me before Metro Mobility and what it would be for me without it.

Thank you for considering my point of view.

Sincerely,

Anna Lampert
Anna Lampert

MR. MICHAEL J. EHRLICHMANN
METRO MOBILITY ADMINISTRATIVE CENTER
560 6TH AVENUE NORTH
MINNEAPOLIS, MN. 55411

MARCH 12, 1991

DEAR MR. EHRLICHMANN:

IN MARCH OF 1989, I BECAME BLIND AS A RESULT OF EXCESSIVE LASER TREATMENT TO MY EYES AT THE VA EYE CLINIC. I HAVE NOT DRIVEN SINCE THEN. MY PAST WILL PERHAPS SHOW THAT I BECAME VERY DEPENDENT ON MY CAR AND THE EASE OF GETTING AROUND. I WAS IN SALES AND SALES ADMINISTRATION FOR 40 YEARS OF MY 68 YEARS. THE LOSS OF MY VISION WAS AN ABRUPT CHANGE FROM A LONG TIME OF VISUAL FREEDOM TO A COMPLETE CUT-OFF OF PREVIOUS ACTIVITIES. IN MAY OF 1989, I WAS HOSPITALIZED WITH SEIZURES. I HAVE A MEDICAL HISTORY THAT READS LIKE THAT OF FULL-TIME HOSPITAL OCCUPANT STARTING IN 1970 WITH A BRAIN TUMOR OPERATION, FOLLOWED A YEAR LATER WITH DIABETES, FOLLOWED A YEAR LATER WITH ANGINA, FOLLOWED A YEAR LATER WITH A HEART ATTACK, AND A YEAR LATER WITH A STROKE, I APPARENTLY SURVIVED THESE EARLIER AILMENTS AND ENJOYED 5 OR 6 YEARS OF NO MEDICAL PROBLEMS AS I TRIED TO SALVAGE WHAT LITTLE WAS LEFT OF MY OWN MFGRS. REP. BUSINESS, HOWEVER, 1980 FOUND ME AGAIN VISITING HOSPITALS AS A PATIENT WITH A SEVERE ELBOW FRACTURE WHICH REQUIRED 7 HOURS OF PATCH-UP SURGERY. THE TRAUMA OF THIS OPERATION HAD A DETRIMENTAL EFFECT ON MY MENTAL ACUITIES, ACCORDING TO MY WIFE. I CONTINUED TO TRY AND SURVIVE UNTIL EARLY IN 1985 WHEN I TOOK EARLY RETIREMENT ON SOCIAL SECURITY. A YEAR LATER I WAS AT THE VA PICKING UP SOME NITROGLYCERINE FOR ANGINA PAIN AND HAD AN ANGINA ATTACK. I WAS PUT IN INTENSIVE CARE AND GIVEN SEVERAL TESTS ENDING IN A DECISION TO PERFORM CORONARY BY-PASS SURGERY ON ME. I'M STILL ALIVE TO ENJOY THE THINGS THAT ONE LIVES FOR...IT WAS AFTER MY SEIZURE EXPERIENCE THAT I WAS APPROACHED TO PARTICIPATE IN A VA ADULT HEALTH DAY CARE PROGRAM THAT WAS HELD AT THE MINNESOTA SOLDIER'S HOME. SINCE MY BEING UNABLE TO WORK MADE IT NECESSARY FOR MY WIFE TO WORK AND THEREFORE I HAD NO MEANS OF TRANSPORTATION TO ATTEND THIS PROGRAM. THE GENTLEMAN WHO SIGNED ME UP FOR AHDC ARRANGED FOR ME TO PARTICIPATE IN THE METRO MOBILITY PROGRAM. THIS WAS A WONDERFUL SOLUTION FOR ME AS I WAS ABLE TO TRAVEL REASONABLY AND TO ENJOY THE WONDERFUL BENEFITS OF THE AHDC PROGRAM. THERE WERE MANY OTHER MEN, WORSE OFF THAN ME IN THE PROGRAM AND THEY WERE ALL SPARED THE IGNOMINY OF SITTING HOME DAY AFTER DAY ALONE IN THEIR HOME. I'VE USED METRO MOBILITY FOR MANY GOOD REASONS, SUCH AS VISITING OTHER SICK VETERANS, GOING TO THE VA HOSPITAL FOR APPOINTMENTS (I ATTEND ABOUT 8 DIFFERENT CLINICS AT THE VA HOSP.)

PAGE 2- MICHAEL J. EHRLICHMANN

I AM NOW USING METRO MOBILITY FOR A WONDERFUL PROGRAM AT TH MPLS, SOCIETY FOR THE BLIND PEOPLE WHO ARE HANDICAPPED WILL NEVER ADMIT THAT THEY ARE AND OFTEN HATE TO BE CALLED SO, BUT THEY REALLY NEED THE HELP THAT METRO MOBILITY PROVIDES. MOST OF THESE PEOPLE FEEL THAT THEY ARE ALREADY IMPOSING ON THEIR MATES AND OTHERS. THE METRO STAFF AND DRIVERS ARE VERY COURTEOUS, ACTUALLY PROFESSIONALS IN WHAT THEY DO.

I CAN'T EMPHACIZE ENOUGH THE NEED I FEEL FOR THE METRO MOBILITY PROGRAM. MUCH OF THE PROGRESS I'VE MADE WITHMY LOSS OF VISION IS DUE TO THESE SERVICES.

REMEMBER, THIS IS BEING TYPED BY A BLIND OLD FART!

SINCERELY,


JOHN J' KAUL, SR.

JOHN KAUL & ASSOCIATES

3618 WEST 88th STREET
BLOOMINGTON, MN 55431

I am deaf - have
limited vision - had
2 hip replacements. I
am 84 yrs old and
no realer in the state
of minn

I appreciate Metro Mart
and what it does for me.
I have never had any
thing but courteous
helpful service. It is
a great bargain. I use
it very often and am
satisfied with the
service

Catherine K. Hooper

Catherine K Hooper
3700 Cedar Lk Avenue
Minneapolis, MN 55416

I am writing to you
because I have been
thinking about you
and how much I
love you. I hope
you are well and
happy. I will be
in touch with you
soon. Love,
K. H. H.

3/13/91

Dear Mr. Ehrlichmann,

I recently was notified about the potential rate increase for Metro Mobility. Briefly, I am quite pleased with this service. I utilize the rides primarily for business purposes, as it is definitely an aid in income generation, let alone safety. As a 34 year old man with multiple sclerosis, mobility is my biggest daily challenge. However, reasonably priced transportation keeps me active in the business world. I know that the state of Minnesota must be fiscally responsible, but I urge our Congress representatives to evaluate if this program is only expensive, or if it aids in raising taxable income by disabled individuals. More marginally safe drivers need not venture out, driving on their own, either.

Frankie
Investment Management & Research, Inc.
7401 Metro Boulevard Suite 465
Edina, Minnesota 55439

Sincerely,

Ronald J. Frankie

March 15, 1991

Dear Mr. Erlichmann,

I use Metro Mobility mainly for recreational activities. These are conducted at night or on weekends. Most of these functions take place in St. Paul, even though we live in Minneapolis. Taking buses to these events would take a lot longer, and also buses may not be running at the times I am traveling. Without this service, I would not be able to participate in these recreational activities, such as bowling, square dancing, etc., because my wife does not drive right now, but she goes along with me.

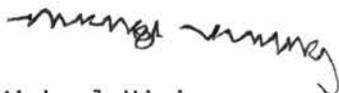
I also visit my mother who lives in St. Paul and sometimes take the bus whenever possible.

I also have used Metro Mobility for work. It is about 15 miles for me to travel to work, so I used it for standing orders only during the winter months. During the rest of the year, I use the bus service.

Whenever possible, I try to get rides from other friends of mine, but using Metro Mobility, gives me a measure of independence that others take for granted. This service is necessary, especially when handicapped people are being encouraged to get involved in society. I realize that there is a financial crunch going on, and I hope that Metro Mobility is not restricted. I would be willing to pay a higher charge for the service if that is necessary. IT DOES MEAN A LOT TO ME.

Thanks for listening to me.

Sincerely,



Michael Vining

Elaine & Michael Vining
5257 Logan Ave. N.
Minneapolis, MN 55430

David Meisner
3220 Belden Drive
Minneapolis, MN 55418

March 19, 1991

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

Dear Mr. Ehrlichmann & Members of the Transit Board:

I am unable to attend the public hearings, but I would like to make a few comments in regard to the fare increase and service changes.

I am 53 years old and have had multiple sclerosis since 1974. I have been confined to a wheelchair since 1979. If it was not for Metro Mobility, I not only would be confined to a wheelchair, but I also would be confined to my house.

I use Metro Mobility 3 to 4 times a week. Each Wednesday I go to the MS Achievement Center where they have physical therapy, occupational therapy, support groups, etc. Each Friday morning I participate in the aquatic program in Brooklyn Center and there I get a good physical workout. My neurologist feels I need these programs if I am to remain as independent as possible. Without attending these programs and having this therapy, the chances are good I would soon end up in a nursing home and the state would have to pay the costs.

Also, I use metro mobility to go to church on Sundays. And I use it to see the doctor, dentist, and for shopping trips. Without Metro Mobility I would be greatly limited in the places I could go and the things I could do. Because I am confined to a wheelchair, I have no other means of transportation.

To increase the fare for Metro Mobility would create a great hardship. I have a limited income as I am on social security. I receive a little over \$700 per month. From this I must pay rent, an attendant, homemaker, food, all the household expenses. doctor's bills, transportation, etc.

If you increase the basic fare by \$1.00 as some have said you might, that would be an increase of 100%. Our social security was increased by only 4% this year. Most disabled people are on a limited income and to increase the fare would really hurt.

This past year congress passed and the president signed the Disability Act. This act was to stop discrimination of those people who are disabled. By making transportation a great hardship and in some cases even impossible, you are discriminating against those who are disabled.

There is no easy answer to the problem. But maybe you will have to cut back on the area being served and provide service only to those living closest to the metro area. Thank you for your time and consideration.

Sincerely, *David H. Meisner* David H. Meisner

14610. Harrott ave apt. 130.
Apple Valley villa.
Apple Valley - Minn - 55124

Michael J. E. Krachman

I can not afford a raise in transportation I only recieved about \$7,000.00 a year income, & my rent Ins for health - food - cloths & etc. has all raised in Jan - 1991. & my income only raised about 30.00 from social security. with the large cut backs there is place to get aid. my income is a fixed one. I am a senior citizen, & unable to work & probly couldnt get a job if I could.

I depend on Darts & metro mobility for my rides. I have no car & am not able to drive because of my eyes. I dont think there should be any changes in transportation with Darts & metro mobility unless they help the riders.

Thank you kindly for reading this letter.

Sincerely
Edna L. Goebel

March 19, 1991

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

Dear Mr. Ehrlichmann:

I am writing on behalf of my mother, Mrs. Thomas Callas, who uses Metro Mobility frequently, and it has changed her life.

Twice a week, Mrs. Callas attends a Senior Citizen Daycare Center, and Metro Mobility transports her back and forth.

Mrs. Callas has arthritis, is 87 years old, mentally young, but unable to walk well or do much around her home. Her visits to the daycare center, via Metro Mobility, have kept her vital, interested and a different person. Previously, she would sit around the house and be depressed due to her inability to do much of anything.

Also, her income (or mine) does not allow to pay full fares for this service.

I want to reiterate how important Metro Mobility is to Mrs. Callas' quality of life.

Sincerely,

A handwritten signature in cursive script, appearing to read "Maria Callas".

Maria Callas
5507 Sanibel Drive
Minnetonka, MN 55343

3-18-91

Mr Ehrlichmann,

Due to my wife's stroke I have been
hounded as a caregiver for 3 years. (It
is not supposed to happen to someone 46 yrs old.)

By my wife having Medicare I am
now able to start working again. It
provides her transportation to therapy,
dr. appointments and other locations at
a reasonable cost (we are broke.)

Do what you can to save the
program. Without it I can't work & it
will be bankruptcy time.

Thank you

DERYLE & JUDY SCHLIEP
1482 ONONDAGA STREET
FRIDLEY, MN 55432

Deryle Schliep

6221 Shingle Creek Pkwy
#1005
Brocklyn Center MN 55430
March 19, 1991

Regional Transit Board
Michael Ehrlichmann, Chair
Mears Park Centre
230 E. 5th St.
St. Paul, MN 55101

Dear Mr. Ehrlichmann,

As a frequent Metro Mobility rider, I am writing to express my great concern, support, and appreciation for the system.

Metro Mobility means independence. I can go places I couldn't without it and can travel without having to rely on friends or family members. Riding Metro enables me to take my power wheelchair wherever I go, which also greatly improves the quality of my life. I use Metro Mobility for many things, including work, meetings (social and business), banking, medical appointments, shopping, parties, movies, getting together with friends, the State Fair, concerts and sporting events, recreational activities, and picnics.

I'd hate to think of life without Metro Mobility! I certainly wouldn't get out as much. When I'd venture out on my own, it'd be by expensive taxi (unless accessible buses served my area).

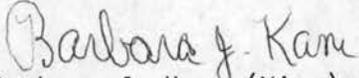
I don't know what service changes and fare increases the RTB is considering. A price increase is only fair -- let's keep it reasonable, like \$2 base fare. I'm concerned about any service changes. What would happen? Reduction of hours? A cap on the number of rides provided daily? Would riders still be able to get to work on a regular basis? Would we still be able to go out at night and on weekends -- meetings, sporting events, concerts, shopping, dating, seeing friends, etc.? Granted, some of these activities may not seem that important, but persons who are not disabled have transportation available to them at all hours, while we don't. Should we be penalized just because we must rely on specialized public transportation?

I'm unsure of what solutions to suggest. I've heard of some riders going from one end of Metro's area to another. Perhaps there could be a limit on the number of real long distant trips a rider could take monthly. Maybe the extra-mileage coupons could be discontinued (though let us use those already paid for).

As we all know, Metro Mobility is not perfect and there's always room for improvement -- including rides being more on time, better scheduling (so rides are on time more) and nicer vehicles. But, all in all, it's a good system and I'm grateful to have it.

Thanks for your time and support.

Sincerely,


Barbara J. Kane (Miss)

P.S. Please excuse my less-than-perfect typewriter.

Murel F. Setala
775 - Parkview
St Paul, Mn., 55117
March 17, 1991

Dear Mr. Cholicmann:

Although I'm over eighty years old, this is the first year I've needed to use Metro Mobility, and I want to tell you how much I appreciate the service! Without it, I don't know how I'd get to medical and dental appointments.

Also, once a week I use the service to go to the Franklin Magnet School, where I am a volunteer tutor. It is good to be able to help others.

Thank you for the service.

Yours truly,

Murel F. Setala

Mrs. D. W. Berg
2515 S. 9th St. Apt. 215
Seward Towers West
Minneapolis, MN 55406

March 12/91

Dear Sir

Just finished your mobility letter
Your problems are many. Like every
one else, I feel it is a wonderful
program. My proof is this.

I used the Metro mobility services.
Each one was prompt and courteous. I
would have no complaints for myself.

But after my stroke, I was in
a bad way. So a friend that was helping
me at my opt took me to the Dr.

If anyone has any doubt about
your service. They should visit several
Dr. offices - And see for themselves. How
helpful you are, especially to the
older very ill people, both men & women.
Some, have mental problems or they
are really in need of Metro Mobility kind
of help. The people who drive the
vehicles are also helpful & nice.

God Bless you and the Metro changes to
Come.

Sincerely Mrs Dorothy M. Berg

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



METRO MOBILITY

*Unable to come to the meeting
the best I can do, is give you my opinion*

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

DOROTHY M BERG
2515 S 9TH ST #215
MINNEAPOLIS, MN 55406

335120



REGIONAL TRANSIT BOARD

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,

A handwritten signature in black ink, appearing to read 'Michael J. Ehrlichmann', with a long horizontal flourish extending to the right.

Michael J. Ehrlichmann

Regional Transit Board
230 East 5th Street
St Paul Mn 55101

Mr Ehrlichmann

Regarding the proposed increase in Metro fares and the decrease in services - they will make my life miserable - and all other users.

The majority of the people who need to use Metro Mobility have limited funds and do not have to spare. Also a decrease in service would destroy my (their) mobility - I am unable to pay for taxis -- for all my medical trips.

My medical problems are too numerous to detail - but I have 3 days a week of kidney dialysis - plus Downtown Mpls appointments that I am only able to make with Metro Mobility (a taxi to them round trip would be over \$50)

Page 2

Metro Mobility enables me and my senior citizen mother to lead a fairly normal life. We are able to grocery shop, drug store and other needed items. Without Metro we would be totally dependent on the help of others.

We have had Metro Mobility in Dakota County for a very short time and a decrease in this service would be dramatic to the residents. We do have Dart - but they work only 5 days a week and to 2:30 each day - this terrible limits ~~access~~ accessibility to doctors and stores. Darts before Metro did not leave Dakota County - so I was unable to keep my hospital appointments. Please do not drop Metro in Dakota County it would destroy my medical care.

If you would like more information please contact my.

Phyllis Steman

Phyllis STEMAN
1871 Silver Bell Road #303
EAGAN, MN 55122

Tele # 688-8801

March 21st ①

June Ham
1645 No. Grotto
St. Paul, Minn.

Metro Mabilitey
560 6th Ave. No.
Mpls., Minn. 55411

Dear Sir:

I have written letters twice commending this service. It provides a much needed service for many poor, ill, handicapped & elderly people. Many of us couldn't afford or are ^{not} able to use alternate transportation. It is a difficult service to arrange, but is handled amazingly efficiently considering that.

My first year I received a letter telling me I could request a refund of \$10 on my initial payment since I just used it for Medical appointments. I answered them telling them that was O.K. & I wanted them to keep it, as I appreciated the service so very much since my husband died.

I do have some suggestions since you have to raise the charge. If people don't pay an initial fee because they just use it for Medical apptms., charge them something maybe even just \$4 or \$5. Not knowing how many there are I don't know of course how much this would bring in. Then only raise the \$1 to 1.25 per ride. Then if another person has to accompany them charge them \$1.50. When extra people go with them sometimes when it isn't essential, charge the extra people \$2.00 each. Charge, ^{charge} maybe only \$4 or \$4.25 for more than 8 miles. These would be much easier to take in sure, but I think would be more sensible & fair. Not having the no. of people or facts I don't know if this would pick up the slack or not. You could also put a limit on rides other than medical each yr. & charge more if they

(2) June Ham
They exceed that amount.

Like so many things some customers take advantage and really overdo asking for rides, but they're ~~are~~ few & far between I believe. But some of that surely could be checked on. I imagine.

This is a group of people who the last two administrations have cut back funding ^{for} etc, and that's why we are grateful we've had this available to us in our state.

This governor says he's saving our reserve for a rainy day & raising taxes terribly & cutting needed services back. I wrote him the rainy day is now.

Sorry I'm unable to attend either of the meetings.

Sincerely,
June Ham

March 13, 1991

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

Attention: Michael J. Ehrlichmann
Re: Metro Mobility

Dear Mr. Ehrlichmann:

I will be unable to attend either of the public meetings regarding Metro Mobility Riders.

It is a wonderful service and I am so grateful for it. I ride Metro Mobility Yellow Cab and must say I have never had a bad driver. They are very courteous and kind and helpful.

I have not and would not abuse this service. I have used this service to go to the doctors in the Medical Arts Bldg, downtown Mpls, the Park Nicollet Clinic both in Mpls and St. Louis Park, the Methodist Hospital for surgery, and to Lane Crafters at Southdale. Also to go see my sister in Mpls who is 91 years old and recently had another stroke.

I have arthritis in both my knees and back and am unable to get on a regular bus or walk any distance as the knees buckle

Page 7.

and I fall. Also I have glaucoma and my vision is not good. It is difficult to look down and see curbs and also to see the lights on traffic signals.

The only time I have been in a Department store is when I have been at Southdale waiting for my glasses to be made at Lens Crafters.

If it wasn't for Metro's Mobility Yellow cab I wouldn't be able to go anywhere. I could not afford to pay the regular cab rates and I do not like to impose on my friends.

I would like to suggest the following:

- 1- Instead of increasing the fare for Metro riders to \$1.50 per ride why not increase the fare to \$7.00 per ride? This would eliminate the riders from always having to be certain of having change and also eliminate the burden of having to make change.
- 2- Certainly \$7.00 or even \$5.00 per ride is not too much to pay for this wonderful service.

Please do not take this service away from us it is the only way a lot of us have of getting out and around.

Thank You.

Renee A. Horner
5528 Chicago Ave. So.
Mpls. Minn. 55417

3617 Oakland Ave S.

Mpls, Mn 55407

March 12, 1991

Dear Mr E Hrdichmann:

I can't begin to tell you how much Metro Mobility means to my life.

I have been totally disabled for 11 years, during which time my husband spent his last days, at home here, dying of lung cancer. During this time I had my mother in a nursing home, also my step-father, & believe me, without metro mobility, I would have never made it. — my husband, my mother, and myself — all on Metro Mobility. The only bright spot in my mother's last days were when I took my metro cab to the nursing home, & then waited with her for the "lift" bus (she was in a wheel chair due to a stroke) & I could then take her out for the day — Mrs — lunch, etc. How she would look forward to this!

Then, my husband, — I had to get him to the V. Hospital 3 times a week

2/ for his radiation treatments & to see his doctors, too & to weigh about 80 lbs. This would have been impossible without Metro mobility, believe me.

Now, they are gone to their rewards & I am alone. I went to the doctor with Metro last Friday, have to go to Phillips Eye Inst. (obscure glaucoma) soon, also my eye doctor & also to my ear doctor within the next 2 weeks. Plus I have to get groceries & do other errands. How could I possibly do these things without Metro?? Or all of the other jobs that I see on these trips? We are all Totally dependent on these riders for our health & also our welfare. Also, without Metro mobility we couldn't ever leave our homes, we would be virtual prisoners in them. I speak for many many disabled people when I say, from the bottom of my heart, thank God for Metro Mobility and thank God for you & the wonderful job you are doing for us.

Very sincerely,

Marian J Manthey

MARK T. SCHAGER
2703 RODEO DR, #4
BLAINE, MN 55434
3-12-91

REGIONAL TRANSIT BOARD (MEARS PARK CENTRE)
230 EAST 5th STREET
ST. PAUL, MN 55102

TO WHOM IT CONCERNS:

I AM A METRO MOBILITY RIDER, AND I HAVE BEEN CONCERNED ABOUT THE CHANGES IN THE BUDGET, AND HOW IT WILL AFFECT THE TRANSPORTATION THE HANDICAPPED RECEIVE.

ORIGINALLY, I AM FROM IOWA, AND THEY HAD NO TRANSPORTATION COMPARABLE TO M.M. I HEARD ABOUT THE COURAGE CENTER AND ACCESSIBILITY OF MINNEAPOLIS. I MOVED HERE 3 YEARS AGO AND LIVED AT COURAGE CENTER. HAVING MUSCULAR DYSTROPHY, I FELL ILL, AND WENT ON A VENTILATOR. I WAS HAPPY TO DISCOVER METRO MOBILITY WOULD CONTINUE TO PROVIDE TRANSPORTATION THAT I GREATLY NEEDED.

I'VE BEEN LIVING IN A SPECIALIZED HOUSE FOR 4 PEOPLE ON VENTILATORS, TO ALLOW US INDEPENDENCE. WE USE METRO MOBILITY AND ANOKA COUNTY TRAVELER FOR GROCERY SHOPPING, SHOPPING FOR CLOTHING, HOUSE SUPPLIES, FOR DOCTOR, DENTIST, AND EYE DOCTOR

2

APPOINTMENTS, ENTERTAINMENT, SUCH AS MOVIES, RESTAURANTS, CONCERTS, PARKS, AND THE STATE FAIR.

WITHOUT TRANSPORTATION MY QUALITY OF LIFE WOULD BE LITTLE OR NONE. BEING ON A VENTILATOR ADDS TO MY LIMITATIONS, MAKING LIFE VERY HARD. WITHOUT TRANSPORTATION IT WOULD NOT BE WORTHWHILE TO BE ALIVE. I WILL CONTINUE TO FIGHT FOR INDEPENDENCE WITH WHAT LITTLE STRENGTH I HAVE LEFT. METRO MOBILITY IS A VERY VALUABLE SERVICE TO THOSE WHO NEED IT. I HAVE PLANS FOR GOING TO SCHOOL FOR THE NEXT FEW YEARS, AND I PRAY METRO MOBILITY WILL ALWAYS EXIST.

IF IT WILL HELP, I HAVE A SUGGESTION FOR METRO MOBILITY FARES, IF THEY ARE TO BE RAISED:

FARES [\$1.50: FOR THE FIRST 8 MILES
\$4.25: FOR OVER 8 MILES

DISCOUNT TICKETS COULD BE RAISED TO \$3.00 PER BOOK. I WOULD LIKE THAT THE HOURS REMAIN THE SAME:

8AM TO 11PM WEEKDAYS AND 10AM TO 11AM WEEKENDS. THANK YOU VERY MUCH FOR YOUR SERVICES.

LOVE, MARK SCHAGER

March 13, 1991
10827 Rosedale Ave. N.
Loretto, Mn. 55357

Regional Transit Board
Mears Park Ctr.
230 East 5th St.
St. Paul, Mn. 55101

Dear Michael Ehrlichmann,

My daughter Jodi received your letter of 2/25/91 yesterday regarding budget cuts for Metro Mobility Riders and their agencies providing transportation for people with handicaps and mental retardation. This transportation should NOT be cut because Pres. Bush passed the Americans With Disabilities Act so more disabled people could lead productive lives and become tax paying citizens.

Now Gov. Carlson is putting the cart in front of the horse by requesting budget cuts.

Our daughter with mental retardation loves her job, is happy to work and is developing good skills all the time. She cannot go to college because of her affliction. She lives at home with her parents and is saving the county and state a lot of money - but she DOES NEED transportation to and from her job. We are happy with it -- "Its Working" -- why change something "Thats Working?" The US Dept. of Education Secretary (Wm. J. Bennet) wrote a 65 page book titled "What Works." Minnesota legislators should read it.

Living a short distance from us is a young couple age 39, who are living off welfare. This young couple had the same opportunities, same schooling as our older children did. They are able bodied people who can work, but do not want to because the system is too easy. My son works for a building construction firm and is laid off a short time in winter, He makes it known among friends and still has lots of inside remodeling jobs until weather permits his company to produce again.

People come from other states to live in Minnesota and Hennepin County because Human Services here are so free with their funding. Better screening is needed. Now Gov. Carlson wants to take it away from the disabled who are willing and happy to have a job, but need help with transportation.

Our daughter would become unhappy, rebellious, emotional disturbed, plus health problems if RTB took transportation away from her, if she couldn't get to her job.

By all means let that budget committee know the importance of transportation for all people with disabilities regardless of their age or condition. They can cut elsewhere.

We are unable to attend your meetings on 3/18 or 3/35 because we do not drive in Mpls or St. Paul anymore. If you need me to make phone calls (Metro Area) - I would be happy to do so. Let me know. (498-7553)

RTB has a good thing going. Why change it? Kindly relate my comments to the proper source. Thank you for your support and letting us know.

Sincerely,

Wilfred & Elaine Bechtold
Wilfred & Elaine Bechtold
(Parents of a working
young adult with Down
Syndrome.)

CC: Henn ARC
Twin City DS Assn.
Senator Pat McGowan
US Senator Paul Wellstone



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March 13, 1991

Mr. Michael J. Ehrlichmann

Regional Transit Board

Mears Park Center

230 East 5th Street
St. Paul, MN 55101

Dear Mr. Ehrlichman:

This opportunity to correspond with you is very much appreciated. For some years, I have very much enjoyed and made use of Metro Mobility and appreciate their help to my daily life very very much. I have been legally blind since 1981 and this no longer able to drive a car.

Your drivers are very courteous and meet my traveling needs very well. I am sure that the elderly and the handicapped and those unable to get around on their own appreciate your thoughtful consideration and care very very much. It would be a calamity not to have the service available to our group which we so thoroughly appreciate and enjoy. It is quite possible I may not be able to attend your meeting but please convey my thoughts and appreciation of your work to all who are concerned.

Sincerely yours,

Dr. Calvin K. Katter

DR. Calvin K. Katter

St. Louis Park, MN
March 19, 1991

Regional Transit Board
Mears Park Centre
230 E. Fifth Street
St. Paul, MN 55101

Dear Mr. Ehrlichmann:

I'm writing in regard to possible changes in fares and service by Metro Mobility.

Although we haven't used the service very much we feel its always there when we need it. Without it we would have no means of transportation to various appointments; namely, doctor, dentist, and eye appointments.

My husband who is wheelchair bound is unable to get around any other way.

Cuts in the program would affect many people who have fixed incomes. It seems so many Senior Citizen programs fundings are being cut rather than improved.

Please go before the legislature with a strong case for Metro Mobility funding.

Thank you.

Sincerely,
Gertrude G. Jacobs
Gertrude G. Jacobs

Gustav A. Swanson
1020 East 17th Street #35
Minneapolis, MN 55404
(612) 338-8139
March 12, 1991

Michael J. Ehrlichmann, Chairman
REGIONAL TRANSIT BOARD
ST. PAUL, MN 55101

Dear Mr. Ehrlichmann:

After suffering a lower-spinal-chord hemorrhage in 1984 which paralyzed me from waist down and put me in a wheel=chair I have been a user of Metro Mobility, and it has made a tremendous difference in my quality of life. Without Metro Mobility I would be a prisoner within the walls of the Park Center Apartments for seniors. With it I can go to church, to my numerous doctor's appointments, and to the occasional seminar at the University or a play at a local theatre.

Metro Mobility is essential to my happiness in being able to bear the handicaps my paralysis has caused. I sincerely hope that funds will be continued to cover the costs of this wonderful service for the handicapped.

I do of course recognize the State's financial problems and that there are many important programs which are in need of continued support. If the users of Metro Mobility must contribute more to the costs of their service I would suggest raising the cost to us per ride from the current \$1 to \$2 for those who can afford it. I for one would be happy to pay such an additional cost if it would help keep the service at its present excellent level.

Sincerely,


Gustav A. Swanson

3/13/91 phone call
\$50

Finn Hansen

5650 34th Ave So, #2

Mpls 55417

Used MM and charged \$3⁵⁰ for over 12 miles (Ebenezer) - would 3⁵⁰ over 15 miles & keep \$1⁰⁰ up 10 miles, because his social worker takes care of the money and there is no money to spare. So he would have to stop using it and living independently.

Recommend you let MTC do it because it was cheaper. Cut down price & hours of calling.

People should not be using it all the time (shopping). We cannot afford \$3,000 of rides every month." The tickets should also be cheaper. People should not use it so much. Hours should be 6-9 for 6 mos. Cut down & reduce it every six months.

727-1397.

3-18-91

Dear Michael.

I am writing to let you know what Metro Mobility means to me.

It means the difference in if I can get out or stay home & go once a wk. to a nursing home to see a friend who needs me very badly to visit a day a wk. I also have to and want to spend a day a wk. with my dear mother who is 85 yrs. old and needs me to set up her meds. too. Then I go out to the V.A. once a mo. and use it to go down and finish. I can't ride a bus it's hard for me to get into also I have to ride in the front seat of the auto & ride in as I get sick in the back seat and I'm not able to walk to far either so you see it sure would be hard on me because I need Metro Cabs.

Evelyn M. Meyer
2735-15th Ave. S. Apt. 201
Minneapolis, MN 55407

Warm regards
Evelyn Meyer

18701 Stratford Rd. #140
Minnetonka, MN. 55345

March 19, 1991

Mr. Michael Ehrlichmann
Regional Transit Board
Mears Park Centre
230 East Fifth Street
St. Paul, MN. 55101

Dear Mr. Ehrlichmann:

As a user of the Metro Mobility System, I can tell you that it has greatly affected my living as independently as possible. I live in the Minnetonka area and before we were serviced with Metro Mobility I was constantly having to find people to assist me in getting to and from my place of employment in Hopkins. I did this for 19 years and this was all before Metro Mobility came into existence. In 1985 I had to retire from my job for health reasons and I believe Metro Mobility started servicing Minnetonka in 1986. I mention this not because it helps me for employment purposes but of the great need of this service by many who must rely on Metro Mobility for transportation to and from work or school daily. I use Metro Mobility to go shopping independently, to get to medical appointments and to also function in the social world.

As a person in a wheelchair, I am not able to "catch a ride" with friends as an ambulatory person might do. Perhaps the use of Metro Mobility is too widespread-by this I mean that perhaps there are ambulatory users who are also able to use regular cab or the bus system but because of the convenience and cost of Metro Mobility, they opt for that. A person in a wheelchair, on the other hand, does not have that option. I would hope this isn't the case, however. Consequently, by increasing fares and/or limiting the use to rides of necessity only, (i.e. medical, business appointments, etc.) this will greatly affect many of the wheelchair users.

I urge the legislators to be cautious in their proposals to cut funding needed for Metro Mobility - funding needed to maintain living as independently as possible for several of our disabled citizens of Minnesota. Minnesota is a leader among states in this area for the disabled. Let us strive to continue to be an example to the other states.

Thank you, Mr. Ehrlichmann, for all that you have done these past years for the promotion of the rights of the disabled. A lot has been accomplished and the job is never ending. Your efforts are much appreciated.

Sincerely,

Kathy Mevissen
Kathy Mevissen

18 March, 1991

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

Dear Mr. Ehrlichmann,

I have Muscular Dystrophy and use a powered wheelchair for mobility. I have been a user of Metro Mobility since it was started as Project Mobility back in 1976. Remembering what life was like for me before then, I really do appreciate what we have now as an exceptionally vital necessity.

My most important need of M M is to get to and from my job as an engineer for the U. S. Army Corps of Engineers in St. Paul. The service for me for over 11 years of commuting the 12 miles from Northeast Minneapolis to downtown St. Paul has been reliable, safe, and affordable. The service is not perfect but in all the years of using it I have only called to comment or complain 3 times. Currently I pay \$66-\$70 a month for transportation which is more than taking a regular bus but still within my budget. If this cost was to increase by 25 to 50% it would seriously affect my family and lifestyle. My situation is not as bad as all those people who need M M for school or work who are trying to start out as I was 15 years ago. The fare increases I went through were cushioned with enough income increases so I could absorb such a shock. But now this increase as well as a reduction in other State funding will all hit at the same time which will result in presently self sufficient people forced to go back to welfare.

My impression of the trends now shaping M M and other State programs is that without some programs remaining just as they are, it will result in more unexpected expenses such as this, rather than what now is shown as a short term expenditure reduction.

In concluding, I support Metro Mobility both as a user and a taxpayer. If cuts are needed start with operating hours on weekends or late night which are easier to adjust to than a large fare increase.

Yours truly,



Ronald G. Tuura
2747 NE Pierce St.
Minneapolis, MN 55418
789-7697 Home
220-0576 Work

819 no. Hamline Ave.
St. Paul, MN 55104-1336
March 14, 1991

to Whom It May Concern:

I use Metro Mobility to insure the keeping of dr. appts. + hospital clinic appts., mostly. I used it for getting to my special blind training earlier. I need it at times like this, and hope it will always be available.

There are many people depending on it and we all hope it will continue for years to come!

Sincerely,
Dale P. Freeman ^{m/m} # 33-1908
819 no. Hamline Ave.
St. Paul, MN 55104-1336
my phone # 646-1930

P.S. I don't believe anyone should abuse m/m, just because it is available.

Dale P.F.

2265 Youngman Ave. 407E
St. Paul, Minnesota 55116
March 18, 1991

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

Attn: Michael Ehrlichmann

Dear Sir:

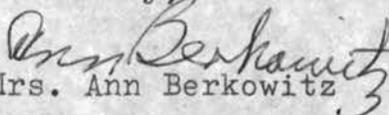
Thank you for your letter of February 25th, with regard to Metro Mobility service changes and fare increase.

Metro Mobility has been of great help to me during my recent illness. I had to go to Therapy several times a week and also visits to my doctors' offices. I feel this service is an absolute necessity and don't know how I would have managed without it. I am sure many people are in the same position, and find it is one less worry when you are trying to manage a health condition.

I feel it would be a burden for most users of this service if the rates should be increased inasmuch as we are retired and on a fixed income.

Thank you for your interest.

Sincerely,


Mrs. Ann Berkowitz

Att. RTB Board
to whom it may concern:

I am a metro mobility rider, who would not like to see fare increases or cuts in service.

I feel that these people who have low incomes will be hurt by fare increases and cuts in service.

Sincerely

John D. Pike

John D. Pike
1350 Nicollet Mall
Apartment 346
Minneapolis, MN 55403

DR. Michael Ehrlichman
Regional Transit Board
Mears Park Center
230 East 5th Street
St Paul Mn 55101

Agnes Johnson
2700 Park Apt 1703
Minneapolis Mn ⁵⁵⁴⁰¹
March 12 1991

Dear Dr Ehrlichman;

Thank you for the letter concerning Metro Mobility Services and its needs at this time.

I have found that when we can no longer use the regular transit systems due to illness, or other problems, we can continue living independent lives and contribute to society when Metro Mobility meets our needs so well.

Today at age 94, it seems as though we have earned the right to this service. We were dairy farmers. Our six children became good citizens.

Together we can succeed:

Thanks.

Agnes M Johnson

3240-21 Ave So.
Mpls. Mn 55407
Mar. 16, 1991

Dear Sirs:

We have been well-pleased with the people who drive for Metro-Mobility. We would appreciate timing of rides to match in with our time needs. For example, I need to leave for work by 7 a.m., but Metro doesn't come until 9:30 or 10 o'clock, so we need to hire someone to be with my husband until Metro comes.

The drivers have always seemed caring and careful.

Sincerely,
Marie Kuntz

March 16, 1991

Michael J. Ehrlichmann
Regional Transit Board
Mears Park Center
St. Paul MN. 55101

Dear Sir:

I can't begin to tell you how much Metro Mobility means to me. I am an elderly widow living alone and do not have anyone to furnish me with transportation. Due to Arthritic problems, I have not been able to use public transportation for over ten years.

I have an invalid sister living in a nursing home 16 miles from where I live. If I did not have the use of Metro, I would not be able to get to visit her at all.

When I retired 15 years ago, I moved to Florida. Last May, I returned to Minnesota just to be able to spend time with my sister. I was told about Metro before I moved back and it has been all that I was told it would be.

So thanks so much for this program and I sincerely hope the plan will not be discontinued. I can understand the need for an increase in rates.

Sincerely,

Evelyn Wells
Evelyn Wells

Evelyn Wells
2555 Hamline - Apt. 327
Roseville, MN 55113

HOME OF THE
GOOD

♀
SHEPHERD

Mar. 16 '91

Dear Mr. Stelichmann,

While I will not be able to attend the Regional Transit Board meeting - in regard to possible service and fare increases, -

I do wish to express my sentiments and appreciation for the service. Over 1 year ago I fractured several vertebrae and needed daily therapy for two weeks, as well as continued bi-weekly trips - how very helpful it was to be assured of the necessary transportation to keep these appointments - now on a monthly visit for same - I depend on Metro mobility. I understand the need for just wages for the employees - I am hoping that the drop in oil prices will ease the cost. Thank you for the fine service rendered.

Gratefully,
Arlene Heudecker



MARCH 13, 1991
9120 61 1/2 AVE. NO.

REGIONAL TRANSIT BOARD
MEARS PARK CENTRE
230 E. 5TH ST
ST. PAUL, MN. 55101

DEAR MR EHRLICHMANN,

I HAVE BEEN RIDING METRO MOBILITY FOR OVER 5 YEARS. I HAVE CEREBRAL PALSY AND CANNOT DRIVE A CAR. I USE THE SERVICE FOR WORK, SCHOOL, MEETINGS, AND SOCIAL EVENTS. I SOON WILL BE MOVING TO MY OWN APARTMENT AND I WILL BE NEEDING THE SERVICE EVEN MORE THEN NOW. I FEEL THAT I CAN BE INDEPENDENT BY USING METRO MOBILITY. IT WOULD BE HARD FOR ME TO PAY A HIGHER FARE. I AM HOPING THERE WILL BE NO FUNDING CUTS FOR THE PHYSICALLY DISABLED WHO ARE ON A LOW INCOME. I REALLY APPRECIATE TO BE ABLE TO RIDE METRO MOBILITY.

SINCERELY,

Rodney Griffin

RODNEY GRIFFIN



DAVID W. SCHMIDT
10627 LANCASTER LN. N.
MAPLE GROVE, MN 55369

3/17/91

Mr. Michael J. Ehrlichman, Chair
RTB Metro Mobility

David W. Schmidt
10627 Lancaster Ln N
Maple Grove, MN 55369

Dear Mr. Ehrlichman:

Please do everything in your power to keep present funding and scheduling for Metro Mobility!

Metro Mobility (MM) means I can continue to get to-and-from work (I am a teacher), despite my low, degenerating vision.

MM means I can get to-and-from church and civic activities, in which I'm active.

In short: cut this program and you take a scalpel or hacksaw to my wings to the world; cutting on this program means I become a non-productive couch-potato; cutting down this program means I become a shut-in, with no way to be or feel productive, needed, ^{or} wanted.

Cutting services to able-bodied is an inconvenience; cutting services to M.M. is cruelty to those who can and should be able to handle it the least — the handicapped.

R.T.B., won't you please place those of us who are most dependant on you, first (or, top-most) on your agenda of programs that must not BE CUT IN ANY WAY ?

Thank you, for all of us depending on Metro Mobility.
Sincerely, David W. Schmidt.

Florence A Walsh
3121 Pillsbury Ave 1404
Mpls., MN 55408

3121 Pillsbury av.
Mpls. mn. 55408
March 18, 1991

Dear Mr. Ehrlichmann,

Re: - Increase in fares + cuts in
service for Metro-Mobility,

I think a reasonable fare increase is
permissible - perhaps \$1.50 or \$2.00 for a
one way trip of up to 8 miles. I am
aware of the cut in funding.

As far as cutting service, I think that
inappropriate - because every day there are
more persons (handicapped - disabled + elderly,
added to the membership of Metro-Mobility riders -
I am very dependent on the service as I am
a 73 year old widow without a family and handicapped
I have problem with my left hip and ~~the~~ knee +
other problems. Metro-Mobility is my only means
of transportation for doctor, dentist, banking,
Church, prescriptions + once a year - income tax man.

The Metro-Mobility program is the most
wonderful program - I have used it for several
years - particularly in winter season - Metro-Mobility
makes life livable -

Best Regards,
Florence A. Walsh

3-17-91

Dear Mobility,

Thank you for giving me such good service for going on 3 years. I am 81 years old. My husband is in the Veterans Home in Mpls and I could not go to see him if I didn't have Mobility.

My husband also has a card because I have ^{him} brought home when I can. I have HETS van to bring him home and I couldn't do that without Mobility. The drivers are so courteous and on time. So thank you again.

I do hope you will continue the same service as now.

Lillian M Stein

MRS. GEORGE STEIN
1481 LAFOND AVENUE
ST PAUL MN 55104

901 E. Como Blvd.
Apartment 514
St. Paul, MN 55103
March 18, 1991

Dear Mr. Ehrlehnann:

Metro Mobility is wonderful for me. I am 78 years old. In September of 1989, I had open-heart surgery. In June of 1990, after a difficult recovery period, I was able to return to independent living. My home is a small apartment at Como by the Lake in St. Paul. It is a good place for me to live because the apartment is big enough to meet my needs, yet small enough for me to take care of. Services in our building include one meal a day, weekly trips to the grocery store, and social activities.

Metro Mobility, like the services at the apartment complex, helps me live independently. After my surgery, I was no longer able to drive. Taking the bus is too difficult and confusing for me. I use the Metro Mobility cab once or twice a month. It takes me to the doctor in the Midway area, to meetings for retired railroad employees, and once in a while I have needed it to get to church.

I appreciate the service. As a user and a tax payer, I hope that Metro Mobility will continue to help me attain my independent living goals. Tax money spent to encourage independent living is well spent.

Sincerely,

Peter A. Komives

Peter A. Komives
(This letter was dictated
to my daughter.)

March 21, 1991

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

Dear Mr. Ehrlichmann:

My thoughts on Metro Mobility:

Up until two years ago, I had the world by the tail. I was old by years, but I was blessed by management of my own life. Then, after a sickness, my independence was changed; but along came Metro Mobility to save my active life!

It is the most gratifying and wonderfully satisfying thing in my life, and I am the greatest advocate of Metro Mobility. It gave me another chance.

Thank you for granting me this wonderful service.

Sincerely,



Thelma U. Mack
2359 Beverly Road
St. Paul, MN 55104
(612) 646-5361

Dear Sirs, Madam,

This is in response to the increase in the Metro Mobility prices. Our concerns are for people living on fixed incomes that they will not be able to afford the increase. Also, geographic limitations. We need Metro Mobility for medical appointments, as well as recreational activities. Without the convenience of Metro Mobility disabled people are forced to rely on others or are stuck at home, unable to pursue interests, school and visiting others. This can lead to severe depression, increased medical bills to help deal with this, suicide, and general deterioration of muscles and mind.

The MTC is not a feasible solution for many disabled. It is helpful that MTC is now accessible however, the problem still remains getting to the bus stop from our homes. It's not not only difficult for an individual but also inconvenient for those who hold a tight schedule.

Sincerely,

Kristin Greeman

2285 Stewart Ave #2310
St. Paul, MN 55116

Michael J. Ehrlichmann
RTB
Mears Park Center
230 East 5th St.
St. Paul Mn 55101

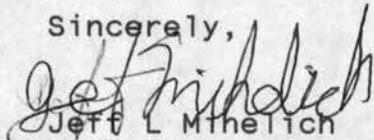
I am a Metro Mobility rider living in East ST. Paul. I have used Metro Mobility since I moved to the twin cities, three years, and enjoyed the service. I understand that a fair increase will be put into effect shortly and that is the reason for the letter.

As a blind person Metro Mobility is the ONLY way for me to get to work and buy food for my house. I use Metro Mobility to shop and work out at my health club. It is a way for me to meet with my friends and it makes it possible for me to not be so dependant on the person I am dating.

I understand the need for a fair increase, beget short fall, but I suggest that the cost not double or triple as it has been suggested. I also herd that it was suggested to service to some outer burbs of the city. That is where is the need is, I don't live way out but can understand someone that needs to get into the city and is not able to.

I hope that I have made my point clear that I am not against an increase put rather the amount. Being blind I am isolated enough with not having the transpiration that I now enjoy.

Sincerely,


Jeff L. Mitchell
2060 Wilson Ave.
Apt. #27
St. Paul, MN. 55119
735-4894

588 Ohio Street
St. Paul, Mn. 55107
March 22, 1991

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

Dear Mr. Ehrlichmann:

I regret that I will not be able to attend the Public Hearing on March 25 regarding Metro Mobility service changes and fare increases.

I realize that the budget shortfall will effect many agencies including Metro Mobility. It is such a wonderful service for the handicapped and elderly people. These last two years since I first became a rider, have been a godsend to me, as well as to many others. I would be confined to my home a great deal of the time as paying regular taxi cab fares would not be affordable. My suggestion would be to increase the cost to \$1.50 per ride. For those who must use it daily or often, perhaps a discount rate could be arranged.

The service has been excellent. It has also afforded me a feeling of independence. Depending and asking others for rides often made me forego plans for fear of infringing on their time. I am sure others have felt the same way.

Cuts have to be made but this service has been long in coming and every possible effort should be made to provide adequate funding to improve the program and make it affordable to those in need of this type of service.

I certainly appreciate all your efforts in presenting our cause before the legislature.

Sincerely,

Mary C. Kirby

Mary C. Kirby

9965 Quaker Lane
Maple Grove, MN 55369

March 19, 1991

Mike Erlichman
Metro Mobility Administrative Center
560 Sixth Avenue North
Minneapolis, MN 55411

Dear Mike:

You want to know what Metro Mobility has done for me. The answer encompasses nearly all of my life.

I'm quadriplegic and live, obviously, away from the center of everything. My greatest desire for years was to go on to graduate school. When M.M. extended its services to Maple Grove, in Spring, 1987, I immediately began attending the University of Minnesota. I was accepted into grad. school, completed my M.A. in Creative and Professional Writing in 1989, and am now looking at completion of my Ph.D. in 1992. I have applied several places for teaching positions and hope to teach this Fall, while completing my dissertation.

Without M.M. none of this would have been possible. Without it I could never consider teaching. I'm grateful it exists. Although I could probably handle a raise in fares, it would absorb more of my student loan money and lead to greater debt. Recently divorced, I currently live only on my RDSI checks. My great dream and goal is to become financially independent.

Sincerely,

Grace M. Sandness

Grace M. Sandness

St. Paul, MN.

March 22, 1991

Mr. Michael J. Ehrlichmann
Regional Transit Board
Means Park Centre
230 East Fifth Street
St Paul, Minnesota 55101

AD ARMBRUSTER
1133 E ROSE AV
ST PAUL MN 55106

Dear Mr. Ehrlichmann:

After many years of working for a social service agency I was shocked that anyone would slam a heavy door in the face of someone, using a walker, trying to enter that same door. I know all people are not inconsiderate and uncaring, and do not want others to be trapped or homebound.

I sincerely hope the Regional Transit Board will not slam the door in the faces of people whose only way to get to medical appointments, meaningful meetings, or much needed outings, is by using Metro Mobility. Or, that they will make it out of reach of their budgets.

Metro Mobility is not just a worthwhile service; it is a godsend to those deprived of using transit services others are readily able to use.

Sincerely
Arlene D. Armbruster

443 Pierce St.N.E.
Mpls. Minn. 55413

March 20, 1991

Regional Transit Board
Mears Park Centre
230 E. 5th St.
St. Paul, Minn. 55101

Attn: Mr. Michael J. Earlichmann

Dear Sir:

We received your Notice on the public hearings the Regional Transit Board is holding on Metro Mobility service changes and fare increases. There was no way that we could attend the meetings.

My sister, Marion Becker, and I started receiving Metro Mobility services last October, and are more than satisfied with your program. We have found the drivers to be helpful, kind and courteous which we both appreciate.

I am 82 years of age and my sister is 79 years. We both have arthritis and not in the best of health. We depend upon Metro for transportation to Doctors' appointments, shopping, etc. I do, especially, as my husband, Elmer, is in a Nursing Home and I go and see him almost every day, which I could not do if I did not have a ride.

We both trust and hope you are successful before the Legislature in seeking more funding so changes can be made to improve the program. Good luck.

Yours truly,

BMc:

Bernice M. Peterson
Marion C. Becker

March 21, 1991

Regional Transit Board
Attn: Michael J. Ehrlichmann
Mears Park Centre
230 East 4th Street
St. Paul, MN 55101

Dear Mr. Ehrlichmann:

In response to your letter of February 25th regarding notice of public hearings for Metro Mobility.

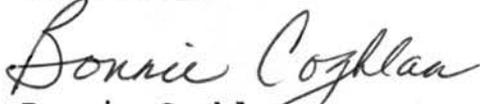
My mother just received her metro mobility card before Christmas and has only used it once, but it was so nice to have someone bring her to our house for Christmas and so reasonable. The other vans are so expensive and do not run on Holidays.

My mom has Osteoporosis and cannot travel in a car. She has gotten much worse in the last few months and has not been able to use your services, but it is so wonderful and helpful to know when she gets better and wants to come and visit us, that she has a safe and economical way to get to our house.

I strongly recommend, on my mom's behalf that Metro Mobility continue as it has in the past, if at all possible, with no service or rate changes.

Thank you.

Sincerely,



Bonnie Coghlan
on behalf of Nettie Farrell
3445 Willow Court
White Bear Lake, MN 55110

/bcc

Walker Place
3701 Bryant Ave S. #212
Minneapolis, MN 55409
March 22, 1991

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

Dear Mr. Ehrlichmann:

I am writing to tell you how very important the services of Metro Mobility are to me.

Without Metro Mobility I would be house bound because I no longer can drive my car and I am too handicapped by arthritis to be able to walk to bus stops or to get on and off a bus. Metro Mobility has made a world of difference to me by enabling me to get to my doctor's office, continue my volunteer work with homeless people and attend meaningful community events.

I earnestly hope that ways will be found to provide this very important service which enables older persons to live a more normal and constructive life.

Thank you very kindly.

Sincerely yours,

Elizabeth P. Nowicki

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

* *Savoy can't attend - at almost age 90 - Energy is depleted*

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



Comment:

With the Iraqi War I had expected an increase in fare, but I do hope my service will be the same as the years I was with Morley Bus - Always on time and always courteous. Need this service - alone.

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

ELSIE H BOCKENSTED
750 N MILTON #1003
ST. PAUL, MN 55104

336816



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

3-14-91



Michael J. Ehrlichmann
Regional Transit Board
Mears Park Centre
230 East 5th. St.
St. Paul, MN 55101
(612) 292-8789

Karrin Kasischke
1085 Montreal Ave.
Apt. #1301
St. Paul, MN 55116

Dear Michael J. Ehrlichmann,

Hi. I got your letter today and I want you to know that I use both metro and the buses, but metro, I'm finding, is much more reliable and service-oriented, as well as timely. I am on a fixed-income, as are many other riders of both forms of public transportation. When I heard that the bus fare was going up, I thought I'd go back to using metro and that way I'd arrive on time and hassle-free, but NO! Now they say that they're raising the cost of that too! I'm stuck between a rock and a hard place! PLEASE DON'T LET THEM DO IT!

Sincerely Yours,

A handwritten signature in cursive script that reads "Karrin Kasischke".

Karrin Kasischke

Accessible
Space, Inc.
2550 University
Avenue West
Suite 301N
St. Paul
Minnesota 55114
(612) 645-7271

Metro Mobility Adm. Center
560 Sixth Avenue N.
Mpls., Minn. 55411

March 10, 1991

RE: Metro Mobility Changes
attn: Michael J. Erlichman

Hear Mr. Erlichman:

I am writing this to let you know how much Metro Mobility has changed my life for the better and how much I rely on, and appreciate, the privileges that go with being a member.

I'm living on Social Security and am on my own in a wheel chair with no other transportation possibilities. With Metro I can get to doctor appointments and do my grocery shopping in an independant and affordable manner. I am in the process of having a series of operations and without the help of the very courteous Metro drivers I would be totally house bound and cannot imagine how I could manage all my doctor & therapy visits.

I have spoken with many other Metro members who all agree that without this wonderful service their lives and mine would be almost unbearable.

So thank you, keep up the good work and please don't make any drastic changes in this wonderful program that so many thousands of people rely on.

Thank You
Marlene C. Bell
23-0022

11915-71st Place No

Maple Grove, MN 55369

3-13-91

To Whom It May Concern:

Re: 2/55/91 notice support of
Metro Mobility

I use Metro Mobility for work 4 days
a week.

I use Metro Mobility for doctor/dental
apmts.

I use Metro Mobility to visit my parent
if I'm not able to get a ride.

Metro Mobility has allowed freedom from
depression. Good self esteem cause
I'm working 8 hrs a day 4 days a week. The
ability to get out of the house and
maintain some accomplishments

Without Metro Mobility I would not
be able to work. I would be collecting
disability which would be costing the
taxpayers money

Please ^{re} consider our situation

20/70 Vision
Sam Visually Impaired & Hearing Impaired 80% Loss

Thank you

Rita Frank

March 12, 1991

Regional Transit Board
Mears Park Centre
230 E. 5th St.
St. Paul, Mn. 55101

Mr. Ehrlichman,

I am a Metro rider and have enjoyed the service for several years.

Without the Metro I would not be able to see my doctors as often as they want to see me or to get to church on Sunday.

Metro is like therapy. The seniors can get out to social functions, which are very important to keep the mind alert.

I highly praise the service and commend all the drivers for their courtesy.

Thank you for keeping us informed.

Aili Pondelis 33-1288
2700 Park Ave #1503
Mpls, Mn. 55407
Phone- 874-7827

St. Paul, Minn.
March 12, 1991.

Mr. Michael Ehrlichmann,
St. Paul. Minnesota,

Dear Mr. Ehrlichmann:

It is with regret to hear of problems arising. What would we oldsters do without Metro at reasonable prices. Metro has made our last days livable.

We oldsters would be vegetating at home without the service,- getting us to Doctor appointments, meetings , occasional visits with friends. I am 95 years of age and with Metro I am able to still feel alive and active.

Thank you for the wonderful service and fine treatment of your drivers.

Very truly yours,

Ida G Salper

Ida G. Salper
2192 Highland Pkwy.,
St. Paul, Minnesota 55116

8300 West 35th, Street apt 307
St. Louis Park, Mn. 55426
March 12-1991

Dear Mr. Ehrlichmann;

Received the Notice of the Public hearing regarding Public Transit, Metro Mobility fares and service changes.

I am writing to you as I absolutely cannot attend the Public hearing either in Minneapolis or St. Paul.

Am very interested and hope this Service to Seniors, who need it is not discontinued, even if you have to raise the fare.

I fully understand the predicament the Metro Mobility is in, but I think it ought to continue, even if there is only a raise of 50¢ a ride it should make a difference.

Speaking for myself I am 89 years of age, have no one to depend on, I cannot walk any distance, especially in the Winter.

The city Bus is 4 blocks away from my apartment up a hill and I find it hard to step up into the Bus.

The taxi service is way above my means I use Metro Mobility when necessary to visit my doctor or dentist to keep my appointments.

There are many, many people like me, some younger and older who need this Service and am sure would not complain if the fare is raised moderately.

Thanking you in my behalf

Sincerely
Suzanne Spector

890 20th Ave. S.E.
Minneapolis, Mn. 55414
March 11, 1991

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

Dear Sirs:

We want to thank you for your letter - telling us of your Metro Mobility changes and fare increase.

We - my husband and I - find that this is about the only way we have to go to the Doctor or the Eye Doctor. We go to one or the other so often and with our low social security income, we would not be able to afford a cab.

Our neighbors all work, and no one else is here and can take us. I have a hard time walking, and that with our eyes prevent us from taking a bus.

Metro Mobility drivers are always helpful and courteous and are on time. We have much to thank them for. I hope the raise will not be too much, and we hope to have them serve us.

Thank You.

Kathleen Newman
John D Newman
Kathleen Newman
John Newman

3-18-91

Dear Michael J. Ehrlichmann

I work in a board and care home in St. Paul which services 10 mentally ill men. Three of our men use metro mobility as a means of transportation. Without metro mobility as an affordable means of transportation two of them would not be able to get to their places of employment, and the third would not be able to attend his Day TX program.

I have appreciated metro mobility services for 2 years now - as an affordable and effective and efficient means of transportation for the clients I serve.

Increasing fares is understandable, due to budget cuts, but does pose the problem of extra funds for my clients to ride w/ metro mobility.

Cuts to the program will definitely mean that my clients will enjoy much less freedom and may mean reduction in work days for them. I feel this is very detrimental.

I hope my comments can produce good changes and that metro mobility will continue to be a cost-efficient resource for my clients.

Sincerely -

Karin L. Nauber

Karin L. Nauber
1489-91 Sherburne Ave
St. Paul, MN 55104

March 15, 1991

Mr. Michael J. Ehrlichmann
c/o Regional Transit Board
Mears Park Centre
230 East 5th Street
St. Paul, MN 55101

Dear Mr. Ehrlichmann,

I am writing out of concern of the Metro Mobility program based on information in your letter of February 25, 1991.

I am a Metro Mobility rider and concur that any kind of a cutback would jeopardize my independence & socialization. I am also concerned about any fare increases that may be proposed. Many of us who are currently using Metro Mobility are on "fixed incomes" ^{and} cannot afford to pay a higher fare. To say the least, it would become an economic issue any would curtail many of our activities.

I personally have a lot of praise for this particular program. I have been treated very well & have gone to numerous places that I would not have gotten to otherwise. I feel that because of this my motivational skills have greatly improved as I continue my struggle in becoming a contributing citizen within our society.

I praise your efforts as you continue to work on our behalf and want to encourage you to "KEEP ON FIGHTING"!

Thank you very much for taking my concerns seriously.

Joan Ryan
825 Selby Ave.
St. Paul, MN 55104

Sincerely,
Joan E. Ryan

Joan Ryan

Reginal Board Transit.

Dear Sirs:

I arrived here in West St. Paul, Minn.
Dec. 18th 1990, I am suffering with the loss of
TWO kidneys & a damaged heart. I am taking Dialas
treatments three times a week, & heart doctor
once a week. I applied for transportation from
the Dart System, to travel from the hospitals etc.
I am 82 yrs old & able to get along with the help
from the bus drivers.

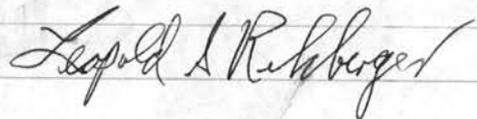
The bus system here in Minn. is to be
commended for the fine work they are doing. The
busses are very clean, and driven in a very safe way.
The cost is very cheep

The busses for the handicapped are needed
and appreciated.

Keep up the good work

Yours

Leopold S. Rehberger
1284 Calumet
West St. Paul, MN 55118



March 14, 1991

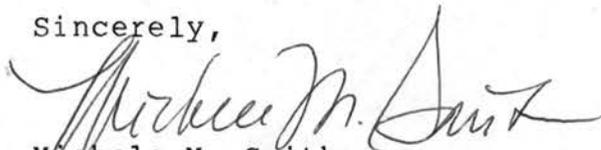
Mr. Michael Ehrlichmann
Regional Transit Board
Mears Park Centre
230 East Fifth Street
St. Paul, MN 55101

Dear Mr. Ehrlichmann:

Thank you for going to bat for disabled people with regard to their transportation needs.

My daughter is disabled, a college student and living in an apartment. She uses a wheelchair and cannot transfer herself, is uncoordinated and depends on personal attendant care. She is on SSI and we are all very grateful for the independence she is able to sustain with the help of government programs. She goes out each day (as most of us do), some days she goes to school as well as somewhere else, and some days she goes over 8 miles. She spends approximately \$75 per month on Metro Mobility rides which is about 20% of her SSI. She also has rent, food, and other normal expenses. Cuts in Metro Mobility would severely impact the quality of her life. Disabled people have difficult lives, I hope the legislature won't make them more difficult.

Sincerely,



Michele M. Smith
1148 - 60th Street West
Inver Grove Heights, MN 55077

March 13, 1991

To Whom It May Concern,

In response to your letter to metro mobility Riders dated 2-25-91, I am writing to give you my response.

I use metro-mobility on the average 2x/week (Sunday and Wednesday nite). It is my opinion that your service is very reliable and I give an A for the excellent service & promptness.

I hope that your endeavors with the state legislature will meet with success

Sincerely

Mr. Robert
C. Meierding

Robert Meierding.

Robert Meierding
med-care
MCA
associates

Bryn Mawr Health Care Center
275 Penn Avenue North
Minneapolis, Minnesota
55405

March]4,1991

Dear Sir,

I use Metro Mobility @almost everyday. I find it a great neccessity,because I have Cerebral Palsy. I do volunteer work work for the Cancer Society, I need Metro for that. There are other things that I use Metro for, such as going to Malls and visiting friends. This winter, I also used it to go to c hurch, because of the cold weather, I hope you don't have to cut the service back. I was at the rally back at the capital March]]th, The only thing that brothered me was that nobody was there from the Govnor's office.

Sincerely

JIM VOSS
Jim Voss

]355 Nicollet Ave So.
Mpls, Minn. 55403

March 13, 1991

Michael J. Ehrlichmann
Mears Park Centre
230 East 5th Street
St Paul MN 55101

Subject: Metro Mobility Service and Rate Increase

Dear Mr. Ehrlichmann:

I have used Metro Mobility Yellow Cab service over the past several years as transportation to work in downtown Minneapolis. The service overall has been good. There were several incidences of very late pickups or no pickup at all due to inclement weather and lack of sufficient available cabs.

I wear a full length brace and walk with a cane. I can walk short distances with confidence when the streets and sidewalks are clear and dry. Ice and snow mounds threaten my safety and make walking difficult.

I feel a sense of responsibility to use Metro Mobility only when necessary. Therefore, I primarily use the service in winter months. Because it was workable, my husband used our vehicle to pick me up from work.

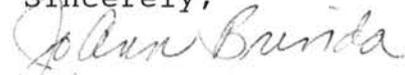
I am currently unemployed due to a company closing and am not using the service regularly. In my job search I am looking for jobs in downtown Minneapolis or the immediate northern suburbs because when I return to using Metro regularly the distance will be reasonably short.

A modest fare increase (25¢ to 50¢ per ride) would be fair since fares have recently increased on the regular bus service and since the State of Minnesota finds itself in a tight funding situation.

I appreciate the service provided by Metro Mobility. I would be very disappointed to see the service cut drastically or the rate of increase rise dramatically.

I hope you will be able to find the equitable solution to a very troubling problem. Good luck in your effort.

Sincerely,



JoAnn Brinda
2308 Marshall St NE
Minneapolis, MN 55418
(612) 781 1358

2916 Jersey Ave. South
St. Louis Park, MN 55426-3318
March 11, 1991

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

Attention: Michael J. Erlichmann

Service Changes
and
Fare Increase

TO WHOM IT MAY CONCERN:

My husband and I are disabled and on Social Security. We are bombarded from every direction with increased payments, decreased benefits and we, along with many other elderly, are feeling the pinch.

I, Myrtle Duemke, have signed up with Handi-Cabs and feel they try very hard to accommodate their riders. Since "Ride Assurance" has been put into effect, guaranteeing persons calling in that they will have to be accepted, it has made it totally impossible to keep any rhyme or reason to their schedules.

I feel that Metro Mobility should set a priority for those persons requiring rides to and from necessary medical appointments* It should not be used for frivolous activity unless the transit company has openings for riders at that time.

I am on dialysis 3 times a week. It is essential that I be there on time since the whole schedule is thrown off if I'm not there at the designated time. After dialysis, I am very tired, weak and hungry, and am always anxious to get home to eat and rest. Many patients are much worse off than I and it is essential that they get home soon as possible.

Very often lately, other persons have to be picked up and delivered someplace else and we just ride around longer. Lately, we also have had to wait while other riders are being picked up and delivered to their destinations.

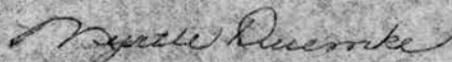
I believe the drivers need more pay for the responsibilities they carry and the transit company probably needs more compensation for purchasing new vehicles and maintaining the others, but there should be funding from our state since we are paying such high taxes in Minnesota.

Changes in Metro Mobility should be made judiciously to ascertain the "needy" not the "greedy" receive the service which is so vital to them at a fare they can afford.

I hope you will give this letter and contents careful consideration.

Thank you.

Sincerely,



Mrs. Myrtle Duemke

md

*Including necessary legal, etc.

no address on
envelope

March 1991

Dear Mr. Ehrlichmann:

I have received your letter of February 25, 1991 together with the notice as to hearings on Metro Mobility service changes and fare increase.

I am permanently disabled and have been confined to crutches since 1982. In addition my eyesight is impaired due to glaucoma and I am 72 years old. I would not be able to function without the services of Metro Mobility. I depend on them for transportation to the bank, medical and dental appointments and hairdresser.

I find the service very good on the whole. Since gas prices and operating and maintenance costs have risen, I would not be adverse to a reasonable increase in fares, and hope there will be no cuts to the program.

Sincerely,
Wanda Willow

March 11, 1991

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

Dear Mr. Ehrlichman

This letter is in response to your correspondence of February 25, 1991 concerning the service changes and fare increases for Metro Mobility.

As I am a frequent user of Metro Mobility and feel the service provided is excellent I do not oppose a fare increase. Hopefully the increase would be a moderate one as my financial means are limited.

I am concerned about the possible cuts in service. Metro Mobility is the only means I have to get to my doctor's appointments. Being 88 years old and wheel chair bound limits my alternatives for transportation.

Hopefully a reconsideration can be made about making cuts in Metro Mobility service.

Sincerely
Myrtle Nelson
2912 Fremont Ave No, Mpls, MN 55411

Audrey Sue Stodola
7219 Logan Ave No
Brooklyn Center, Mn
55430 (21-0385)

Home phone
(561-3185)
anytime

Micheal J. Enrilchmann
Regional Transit Board
Mears Park Center
230 East 5th Street
St. Paul, Mn 55101

March 11, 1991

Dear Micheal J. Enrilchmann ,

I am writing in regard to the Metro Mobility Service Changes and, Fare Increase I fell that if we need to increase the base Fare from, \$ 1.00 Dollar to \$ 1.50 is allright but although I feel the same Fare for, the over 12 miles should remain the same as it has been. My Guardain whihhh is my (Mother) would have to could up with the extra, Five Dollars,if the changes would go into affect.

I live with my Mother in Brooklyn Center, Minnesota, Which is pretty far, from My Doctors and other Apointments I have from time to time I also, swim at Courge Center in Golden Valley which all of this is over 12 Miles, if this goes into affect My mother would have to Start to budget the , changes into afect it would cost Me \$ 13 Dollars & .50 to go anywhere.

I would like to know what benfits this would have the way money is Today! And how we be able to budget this in when my mother is Responorbility for, Me and My TWO Sister. She is are legal Guardain for us three girl.

Metro - Moblility has been the greatest thing for me since I have been in A wheelchair and useing it since Sept. OF 1980. Everyone has been a great, help and the Staff has really been the greatest to work with, And what can I say about the Providers they are the greatest to be able, to call and they know me when I can and treat me with kindness and careing, And that what its all about.

So I and My Guardain (Mother) plead with the Governer and the state to, leave Metro Mobility alone.

I beg You to understand our Problem. This is American not Russuia and ~~sometim~~ sometimes the State and Governeer Take addvanistie of us people, The way the state is acting it"s like they Don"t give a Dam about anyone but, them self , Why don"t they tke a cut in pay instead of hurting the handicap, or disable person, Please LEAVE WELL ENOUGH ALONE I voted for you all maybe I maid a mistakewhen iI vote for youu all FOR GOD SAKE LEAVE, METRO*MOBILITY ALONE.

Thank- you very much for you time.

Audrey Sue Stodola

Audrey Sue Stodola
Metro- Mobility Riders (21- 0385)

2708 107 Ave NW
Coon Rapids, Mn
55433

3-12-91

Dear Mr. Ehrlichman,

In reply to your letter, I have to say, that increasing my fares will give me less money for my housing, food, clothing and necessities of life.

My hours have already been cut back because of the economy.

I hope funding is found for the RTB program so fares don't increase.

Sincerely

Paul Marstein

MARCH 13, 1991

DEAR MICHAEL:

Thanks for the opportunity to make a few comments on the Metro Mobility service.

I have been using the service almost since the beginning way back when. Although it had some problems in the beginning, the service makes it possible for people like myself to get to and from the places we need to be.

The best thing that happened was when we the users were given the choice of which service we wanted to use. I for a few years now have been using Ebenezer and they provide me with the kind of service I need to get to and from work each day, and a few other places I need to go (church, doctor's appointments, etc.).

Because of my disability I need the door to door service. I cannot take a bus because it is too far to walk.

I, for one, really do appreciate having this service and think it should continue. If it is dropped, or the price gets too high, or the standing orders are dropped, you will probably have twice as much work keeping up with everything as you do now, maybe not you as an individual, but the providers will. A lot of the drivers I have talked to say they really like this standing order thing as it gives them advanced notice as to who they will pick up and where they will be going.

Well, thanks for the chance to voice my opinion and thanks for the service.

Sincerely,

Mary Rose Andreas 33-0552
114 S.E. 5th St #603
Minneapolis, Mn. 55414

Crystal, Minnesota
March 13, 1991

R. J. B.

Saint Paul, Minn.
Dear Sir:

This letter is in response to your letter in regards to Metro Mobility - I for one am happy to have that service in fact what would I do without it. I am 81 years old have two knee replacements and need the service. I have no children and my husband is deceased so I have no way of getting to my doctor or bank - Please do not cut the service it's not 100% but I'm willing to wait to be picked up. We do have a Van in our Community that takes us seniors to the Grocery store once a week, but side of that I have to be satisfied to sit at home and our New Governor is making things so miserable, the next thing will be to give up my house - I worked 62 years for this. Do please no cuts in Metro Mobility.

Sincerely yours

Mrs Dorothy Nelson

6329 - 44th Ave North

Crystal
Minn.
55428



Mears Park Centre
230 East 5th Street
St. Paul, Minnesota 55101
612/292-8700

Raphael Lavigne
2121 Minnehaha Ave S # 702
mpls MN 55404

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.

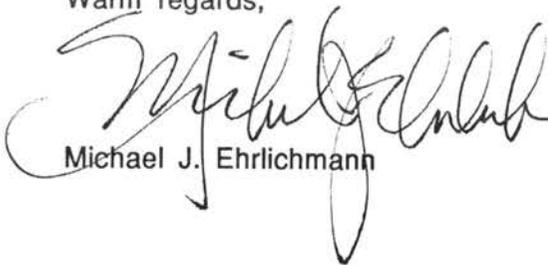
You have probably been reading in the newspapers about the severe budget shortfall the state of Minnesota is facing. The Regional Transit Board, as all agencies and programs funded by the state, must find ways to continue to provide needed service within the funding amounts available. The agency approved 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 real important to me. I can see my wife in the N.H. There is no bus that goes where I go. Its almost impossible to ride the bus because I can't read the numbers to ride the bus. Its a real help to me because I couldn't go to the places I go without the assistance of metro mobility.

Ray [Signature]

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

ELIZABETH H LA VIGNE 340758
2121 MINNEHAHA AVE S #702
MINNEAPOLIS, MN 55404

Mpls. Minn.
March 13, 1991

Whom Concern
I am writing to tell
how Metro help.
They help you with
shopping, doctors, going
places.
They should keep better
time not waiting so
long & have to call
in. I have waited from
1/2 hour & hour
& howise it help
elderly & handicapped.
I am writing this to
help you.

Sincerely,
Mrs. M. Charbonneau
116 5217 Colfax Ave. N. S.
Mpls. 55430
Minn.



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.

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Warm regards,

Michael J. Ehrlichmann
Michael J. Ehrlichmann

Yes, I have read about budget cuts. I would have no way to go anywhere, if I didn't have Metro mobility. I am confined to a wheel chair all the time, & can not walk, so I don't know how I could get along, without M.M. I live in a nursing home & am paying \$2000⁰⁰ a mo. Rent. So I couldn't afford to much of an increase in rates.
a.m.m. R. Jean Westphal.

I am not able to come to the hearings

An Equal Opportunity Employer

PUBLIC TRANSIT METRO MOBILITY FARES and SERVICE CHANGES

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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



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JEAN I WESTPHAL
5430 BOONE AVE N #393-2
NEW HOPE, MN 55428

214163

H347 University Ave. NE #4
Columbia Heights, Minn 55421
March 13, 1991

RTB
Mears Park Ctr.,
230 E. 5th St.,
St. Paul, Minn 55101

Dear Mr. Ehrlichmann:

We appreciate the notice in regard to
Metro Mobility Changes.

Bill & I wish to state the Metro Mobility
has become a big part of our lives.

We knew very little about Metro Mobility and
the disabilities of other people. Now, we are included.

Friends our age (seniors) do not drive anymore to
take us anywhere. Younger set have their own
obligations to fulfill such as jobs etc...

In 1988 - I had double hip replacement (arthritic)

In 1990 - My husband, Bill, had heart by pass (4 arteries)

So, we are very limited in getting around.

More Metro Mobility services are needed - not less.

Let's not forget the drivers, office personal, telephone people
who are caring people - have always been great to us.

Sincerely
Dorothy & Bill Fisher

P.S. Use any part of this letter you wish.

G. SUTTER
#713
7650 GOLDN VALY RD.
MINNEAPOLIS, MN. 55427



NOV. 12, 1991

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

Gentlemen:

This is to tell you - the fear I have if the Metro Mobility should suffer from lack of funds to continue the wonderful service it has provided. I am in my late 80's and no family to provide transportation - and now taking a bus is impossible. Transportation, I believe, is one of the greatest worries older people have, should one not be able to get about on their own. Metro has been a wonderful relief for many. I do hope nothing will happen to take this away from those that need it. With sincere appreciation for your effort to carry on. Thank you, Grant Sutter