



Minnesota Regional Transit
Board: Records.

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Testimony presented before the
Regional Transit Board
December 16, 1991

My name is John Walsh. I am the Executive Director of the Metropolitan Center for Independent Living. I appreciate the opportunity to speak before you this evening. My intention is to contribute to the effort to improve the Metro Mobility system.

It is clear that Metro Mobility is very much needed. It should continue to address the transit needs of persons with disabilities. There are some issues which are important to point out.

1. The Metro Mobility system is really a provider driven system. It should be more responsive to the riders. Each area served should have at least two providers available to afford the riders a real choice of providers. A choice of one provider is no choice at all. A person may, by default, be required to use a provider which she has already crossed off her list due to poor treatment or low quality of service. The rider should have the right to approve of the assignment of her ride to a provider under the trip assurance program. The RTB should ensure that each community has at least two providers.
2. Metro Mobility should be viewed in the proper context; as a facet of the larger transit system. Metro Mobility is one mode of public transit service. The Regional Transit Board (RTB) should adopt policies to integrate Metro Mobility within our mass transit system and speak of it as one accessible transit option available to persons with disabilities. I mean that the rider should be able to transfer from one mode of transit service to another with no penalty, with no hassle, with no additional costs.
3. The focus must be on quality. The RTB is committed to continuing the Metro Mobility system; it should work towards making it one that is truly responsive to the needs of the riders. To accomplish that goal the RTB must insist on quality treatment of the rider. It must insist on respect of the rider and give the rider a definite role in service evaluation. The RTB should encourage and expect riders to select the provider which gives the best service. The result will be increased use of providers which do a good job and are customer responsive.
4. The Metro Memo, published by the MTC, a valuable tool to provide current information to riders, needs to be more timely and useful. The Memo has the potential to share RTB policy and make service changes clear to riders. That potential has not been reached.

Public transit services are all undergoing change. The RTB is redesigning the delivery of transit services to meet future needs. In the transition process there is opportunity to improve the quality and diversity of accessible transit options. We encourage to Board to focus transit planning on increasing access to all persons. As you work toward improving the system to become more responsive to the needs of everyone, it is crucial that the same effort goes into improving the Metro Mobility service. If it is viewed as a part of one whole effort, there can be no other result.



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Dec. 16 Metro Mo mtg

Speakers:

1. Floyd Gilliland
2. Roger Blohm, U.H.F.
3. Marsha Hage
4. ~~Mary Jo~~ ~~Michael~~ John Walsh
5. ~~Carl~~ ~~Kesch~~
6. Tom Zasel. M.S. Society
7. Dore Pinger
8. Lilly Lijewski
9. Valerie Brown
9. Carl Rauer



REGIONAL TRANSIT BOARD

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

REGIONAL TRANSIT BOARD

PUBLIC MEETING ON METRO MOBILITY

The Regional Transit Board will hold a public meeting on Monday, December 16 at 6:00 p.m. on the 1st floor Mears Park Centre, 230 E. 5th Street, St. Paul, MN. 55101 on the provision of Metro Mobility services. The RTB holds this meeting annually to accept general comments about the Metro Mobility program. This meeting is held pursuant to State Statute 473.386 section d. Interested persons are encouraged to attend this meeting and offer public comment. Please call Mary Fitzgerald, board secretary, 229-2700, if you wish to speak at the public meeting. You may also sign up at the meeting. A sign language interpreter will be present. Hearing impaired individuals can call 229-2715/TDD if they wish to sign up to speak. The Regional Transit Board offices are located on the 7th floor of Mears Park Centre, 230 E. 5th Street, St. Paul, MN. 55101, telephone: 292-8789.

Michael J. Ehrlichmann

Chair