



Minnesota Regional Transit
Board: Records.

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

MEETING OF THE REGIONAL TRANSIT BOARD

**Mears Park Centre, Room 2A
Tuesday, January 21, 1992
4 p.m.**

AMENDED AGENDA

- A. CALL TO ORDER AND ROLL CALL**
- B. APPROVAL OF AGENDA**
- C. APPROVAL OF MINUTES**
 - 1. Legislative Committee Meeting, January 6, 1992
 - 2. Regional Transit Board Meeting, January 6, 1992
 - 3. Regional Transit Board/Metropolitan Transit Commission Joint Retreat, January 7, 1992
- D. CHAIR'S REPORT**
 - 1. Resolution of Appreciation, Richard A. Wedell, Res. No. 92-01
 - 2. Local Officials Advisory Committee Appointments
- E. EXECUTIVE DIRECTOR'S REPORT**
 - 1. Approval of Americans with Disabilities Paratransit Plan
- F. REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE**
Ruth Franklin, Chair
 - 1. Financial Statements - November 1991
 - 2. Pay Equity Report
 - 3. Metropolitan Transit Commissioners' Health Insurance Benefits
 - 4. 1992 Provider Capital Funding Contracts
 - 5. Metro Mobility Provider Contract Extension
- G. REPORT OF THE MARKETING COMMITTEE**
Richard Wedell, Chair
- H. OTHER BUSINESS and PUBLIC COMMENT**

**Michael J. Ehrlichmann
Chair**



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**Michael J. Ehrlichmann
Chair**



REGIONAL TRANSIT BOARD
Mears Park Centre, 230 East 5th Street
St. Paul, Minnesota 55101
612/229-2700

Minutes of the Meeting of the
LEGISLATIVE COMMITTEE
January 6, 1992

MEMBERS PRESENT: Tom Workman, Chair; Maryann Campo; Doris Caranicas; Michael J. Ehrlichmann; Sharon Feess; Ruth Franklin; Val M. Higgins; Sandra Hilary; Ruby Hunt; Don Scheel

OTHERS PRESENT: Michael Robertson, Larkin, Daly, Hoffman and Lindgren, Ltd., RTB Legal Counsel; Tom Weaver, Metropolitan Transit Commission (MTC); Bob Rossman, Amalgamated Transit Union; Greg Andrews, Sherry Munyon, Judy Hollander, Suzanne Hanson, Mary Fitzgerald, Regional Transit Board staff

Committee Chair Workman called the meeting to order at 3:25 p.m. and roll was taken.

APPROVAL OF THE AGENDA

Caranicas moved and Scheel seconded approval of the agenda. The motion was unanimously approved.

ADOPTION OF THE LEGISLATIVE PROGRAM

Munyon distributed a memorandum, dated January 6, regarding the proposed Omnibus Transit Bill. A letter providing general direction on the preparation of supplemental budget items for the 1992 legislative session from Department of Finance Commissioner John Gunyou, dated December 16, was distributed, along with a memorandum, dated December 31, from Edward Kouneski regarding the Metro Mobility supplemental appropriations. Munyon noted that a list of upcoming meetings at the Legislature had been distributed.

Franklin asked if the Omnibus Transit Bill provisions conform to the recommendations of the Metropolitan Council. Caranicas moved and Campo seconded:

That the Legislative Committee recommend that the Minnesota Legislature pass the Omnibus Transit Bill as outlined in the staff report dated January 6, 1991.

Workman thanked Ms. Munyon for her efforts in resolving the confusion surrounding the Opt-Out issues. The communities seem to be comfortable that their issues can be handled through the administrative process. He also thanked the chair and executive director for their efforts.

Scheel commented that in these times the likelihood of the Motor Vehicle Excise Tax (MVET) being constitutionally dedicated is problematical. There is a better chance of

passing a gas tax and the board should support that if the efforts on MVET are unsuccessful. Ehrlichmann said the RTB must be open to any opportunities.

In response to Campo's question regarding the Metro Mobility Supplemental Request, Ehrlichmann said that if the funds are not made available the board will be obliged to reduce expenditures within the constraints of law. The service area would have to be cut back. Hollander added that the \$100,000 for consulting services (Page 4, Item 3.d.) may be procured through the Department of Human Services' effort to locate another funding source. There was discussion of the historical background of paratransit funding and the service cuts that were rolled back because of overwhelming opposition from the local communities and at the request of the Metropolitan Council. The legislators did not understand that the RTB cannot cut service in certain ways. They assume that the board has discretion that it does not, in fact, have. New alternative cuts have been identified. Campo asked why the board complied with the council's request. Ehrlichmann said there was an expectation that the board would place this issue before the Legislature because the Americans with Disabilities Act (ADA) regulations would be published. Andrews outlined the differences between the board and state agencies in the appropriations process. The board, not the executive director or chair, will have to make the decisions. There will be opportunities between now and late February for the board to discuss these impacts. Ehrlichmann said the RTB is sometimes seen as a state department and he is frequently asked by legislators which cuts he would make, without acknowledging that the board must take action.

Higgins said that as he stated at the last Policy Committee meeting, the elderly and handicapped in the rural areas will suffer more from the service cuts because they have no alternatives. He objects to the fact that those groups have been assured that their service will be supported when they actually stand a substantial chance of losing Metro Mobility in the third and fourth ring suburbs. The board must be clear with them on that issue. Campo said she shares that concern. She asked how the board has communicated with the disability community and invited them to work with RTB this year at the Legislature.

Campo said she also shares the concerns expressed by Scheel regarding the gas tax strategy and asked why it was not included. Munyon said she wanted the board to be open to any other option and the document can be amended to include the top two priorities. Campo said the gas tax would be the most realistic option. At a recent meeting of the Transportation Alliance that she attended, the two options were linked together and she would like the RTB to support those two initiatives as well.

Ehrlichmann suggested that language be added stating that the Regional Transit Board is open to supporting a gas tax. Munyon asked for clarification. Ehrlichmann said the Highway Alliance does not want the constitutional formula changed. He would support a gas tax increase with a portion of those funds used for transit. Scheel said the counties might disagree.

Ehrlichmann said the leaders of the disability community understand the situation, but the riders seem not to be aware and his efforts will go toward communicating the dangers to them and to legislators.

The chair asked if the members want the gas tax language to be included. Campo said that in November her survey indicated strong support among legislators for increasing the gas tax with some portion of that dedicated to transit. The question should be left open and brought back to the committee. There should be a general statement that an increase

in the gas tax is under consideration and the board is open and flexible on that issue. At some point in the session the issue would be brought back to the members.

The chair suggested that the last paragraph of the staff report be amended to read as shown below. Caranicas offered it as a friendly amendment and Campo, the seconder of the original motion, accepted it.

However, the Regional Transit Board will be open to any proposal for a dedicated revenue source for transit operations, *including an increase in the gas tax.*

The motion was unanimously approved.

There being no other business, Scheel moved and Campo seconded that the meeting be adjourned. The motion was unanimously approved and the meeting adjourned at 4:10 p.m.

I hereby certify that the foregoing constitutes a true and accurate record of the Regional Transit Board's Legislative Committee meeting of January 6, 1992.

Respectfully submitted,

Mary Fitzgerald
Secretary

Approved this 21st day of January 1992.



REGIONAL TRANSIT BOARD
Mears Park Centre, 230 East 5th Street
St. Paul, Minnesota 55101
612/229-2700

Minutes of the Meeting of the
REGIONAL TRANSIT BOARD
January 6, 1992

MEMBERS PRESENT: Michael J. Ehrlichmann, Chair; Maryann Campo; Doris Caranicas; Sharon Feess; Ruth Franklin; Val M. Higgins; Sandra Hilary; Ruby Hunt; Don Scheel; Tom Workman

OTHERS PRESENT: Michael Robertson, Larkin, Daly, Hoffman and Lindgren, Ltd.; RTB Legal Counsel; Tom Weaver, Bobby Ray Little, Handicabs, Inc.; Greg Andrews, Sherry Munyon, Judy Hollander, Suzanne Hanson, Dan Murray, Mary Fitzgerald, Regional Transit Board staff

APPROVAL OF AGENDA

The chair called the meeting to order at 4:20 p.m. and roll was taken. Caranicas moved and Hilary seconded that the agenda be approved. The motion carried unanimously.

Workman moved and Campo seconded approval of the following minutes.

Administration and Finance Committee Meeting, December 16, 1991
Legislative Committee Meeting, December 16, 1991
Regional Transit Board Meeting, December 16, 1991
Metro Mobility Public Hearing, December 16, 1991

The motion carried unanimously.

CHAIR'S REPORT

The chair reminded members of the RTB/MTC retreat on January 7 to consider the findings and recommendations of the marketing study performed by Ilium Associates, Inc. and encouraged as many members as possible to attend.

There will be a luncheon, sponsored by the RTB, on January 17 with a presentation by Rob Healy, Director of Governmental Affairs for the American Public Transit Association. Healy will discuss the new Intermodal Surface Transportation Efficiency Act of 1991 and its implications for the Region. The members of the Metropolitan Council have also been invited to attend.

Driver of the Month Award - Bobby Ray Little, Handicabs, Inc.

Higgins presented the Driver of the Month Award to Bobby Ray Little, saying that people who run the Handicabs service for the Metro Mobility program represent the entire

program to the public. Little said that as an employee of Handicabs he takes people to his heart and looks to other drivers to do the same. The company's rapid growth is due to the dedication of its drivers and these awards strengthen and stimulate the drivers' concern and care.

REPORT OF THE NOMINATING COMMITTEE

The chair reported that the committee met and nominated the following officers. Franklin moved and Hilary seconded:

That the Regional Transit Board appoint the following officers for 1992:

Donald G. Scheel, Vice Chair
Ruth Franklin, Treasurer
Mary Fitzgerald, Secretary

The motion was unanimously approved.

REPORT OF THE EXECUTIVE DIRECTOR

Andrews reported that the Metropolitan Council will hold a public hearing on January 15 to take testimony from the applicants to the Regional Transit Board. The appointment is expected to be made on January 22. Members asked that they be notified of who the applicants are and that they receive any background information.

REPORT OF THE POLICY COMMITTEE

Hilary reported on the actions taken at the committee's December 23 meeting and pointed out the three caveats included in the Metro Mobility recommendations.. She moved and Campo seconded the following recommendations:

Dakota Area Resources and Transportation for Seniors (DARTS) Lakeville Demonstration Project Evaluation

That the Regional Transport Board approve the staff evaluation of the Dakota Area Resources and Transportation for Seniors/Lakeville program and transmit the recommendations of the December 16 memorandum to DARTS for improving the performance of the Lakeville service.

Acceptance of the Draft Americans with Disabilities (ADA) Paratransit Plan for Purposes of Public Hearing

That the Regional Transport Board accept the Draft Americans with Disabilities Paratransit Plan for the purposes of public comment and set a public hearing to solicit comments on the plan for January 13, 1992 at 5 p.m. at Mears Park Centre.

Approval of the 1992 Metro Mobility Contract Policies and Authorization to Execute Provider Contracts

That the Regional Transit Board:

1. Approve the policy changes explained in the December 17, 1991 memorandum as incorporated in the contract document; and
2. Authorize the executive director to execute the agreements with Metro Mobility providers effective February 1, 1992 through December 31, 1992; and
3. Authorize the executive director to negotiate and execute a separate agreement with taxi providers if savings can be achieved.

The committee recommendations were unanimously approved.

REPORT OF THE LEGISLATIVE COMMITTEE

Committee Chair Workman reported on the committee meeting held immediately preceding this meeting.

Adoption of Legislative Program

Workman moved and Caranicas seconded:

That the Regional Transit Board adopt the legislative program as outlined in the staff report dated January 6, 1991 with the last paragraph in the report amended to read: "however, the Regional Transit Board will be open to any proposal for a dedicated revenue source for transit operations, *including an increase in the gas tax.*"

The motion was unanimously approved.

OTHER BUSINESS

The chair reported that he made an appearance before the University of Minnesota's Task Force on Transportation Issues. No one on the committee is a bus rider and he left with the impression that they only intend to construct several new parking ramps although he encouraged them to consider alternatives. They will report to the board on their progress.

Hilary asked for a report on the role the RTB is playing in the SuperBowl activities. Murray said MTC will run approximately 17 shuttle routes from hotels. Under the UMTA charter regulations waiver, they will also provide a shuttle system to the St. Paul Winter Carnival. MTC has played the lead role. More volunteers are needed.

Higgins said, regarding the coordination of transportation and the UMTA waiver, he has been involved in some of the planning of the charter people and this is the first time there was no ill feeling between MTC and the private operators. If this event goes well a lot of credit should go to Dick Loeffler at MTC. There may be a few disgruntled bus operators but overall they are pleased with the way things have gone.

There being no other business, Workman moved and Caranicas seconded that the meeting be adjourned. The motion carried unanimously and the meeting was adjourned at 4:50 p.m.

I hereby certify that the foregoing constitutes a true and accurate record of the Regional Transit Board's meeting of January 6, 1992.

Respectfully submitted,

Mary Fitzgerald
Secretary

Approved this 21st day of January 1992.



REGIONAL TRANSIT BOARD
Mears Park Centre, 230 East 5th Street
St. Paul, Minnesota 55101
612/229-2700

Minutes of the Joint Retreat of the
REGIONAL TRANSIT BOARD AND
METROPOLITAN TRANSIT COMMISSION
Earle Brown Center
January 7, 1992

MEMBERS PRESENT: Michael J. Ehrlichmann, Chair; Maryann Campo; Doris Caranicas; Sharon Feess; Ruth Franklin;

MEMBERS EXCUSED: Sandra Hilary, Ruby Hunt, Val Higgins, Don Scheel and Tom Workman

OTHERS PRESENT: Richard Wedell, Chair of Marketing Committee; Dave Bilkey, Marketing Committee; Todd Paulson, Robert Mairs, Bruce Nawrocki, Michael Christenson, Bev Auld, Tom Johnson, Bob LaShomb, Metropolitan Transit Commission (MTC); Diane Harberts; Bob Prowda and John Gobus, Ilium Associates, Inc.; Gail Lee, Jeff Wright, Bill Hillsman, Coffman Stewart; Gregory L. Andrews; Judy Hollander, Ed Kouneski, Suzanne Hanson, Mary Fitzgerald, Regional Transit Board staff

Marketing Chair Wedell called the meeting to order at 8:45 a.m.

1991 Marketing Study, Significant Findings and Recommendations

This retreat was called to provide an opportunity for the Ilium Associates representatives to present their study to RTB members and MTC commissioners and to allow an opportunity for informal discussion.

Bob Prowda and John Gobus described their backgrounds in education and experience. Prowda used slides to review the results of the Ilium study. Some special issues, such as the recent fare increase, safety and security, senior concerns, marketing and information, and future development of light rail transit, are included in the report. Prowda commented that this is a good transit market with significant regular transit use. As many people use transit for convenience as ride because of a lack of availability of automobiles.

A brief recess was taken at 10:05 a.m. Gobus then reviewed the recommendations that are included in the report. In discussing those recommendations, Ehrlichmann requested that specific recommendations be ranked and that a recommendation relating to the fare structure be included. After discussion, the meeting adjourned at 11:35 a.m.

I hereby certify that the foregoing constitutes a true and accurate record of the Regional Transit Board/Metropolitan Transit Commission retreat of January 7, 1992.

Respectfully submitted,

Mary Fitzgerald
Secretary

Approved this 21st day of January 1992.

REGIONAL TRANSIT BOARD

ROLL CALL AND ATTENDANCE SHEET

DATE: 1/21/92

BOARD OR COMMITTEE: Bd

Member Name **Present** **Vote** **Vote** **Vote** **Vote** **Vote** **Vote** **Vote**

ISSUE

Roll

Mike Ehrlichmann	✓		✓					
Maryann Campo	✓		✓					
Doris Caranicas	✓		✓					
Sharon Feess	✓		✓					
John Finley R Hunt								
Ruth Franklin	✓		✓					
Val M. Higgins	✓		✓					
Sandra Hilary	✓		✓					
Don Scheel	✓		✓					
Richard Wedell								
Tom Workman	✓		✓					

Visitors

Staff

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RESOLUTION OF APPRECIATION
Resolution No. 92-01

- WHEREAS,** Mayor Richard Wedell was appointed to the Regional Transit Board in August 1989; and
- WHEREAS,** Board Member Wedell was the inspiration for the creation and serves as chair of the Regional Transit Board's Marketing Advisory Committee, which is charged with the responsibility of developing a comprehensive regional marketing strategy to increase transit ridership; and
- WHEREAS,** As a member of the Regional Transit Board's Policy Committee, Richard Wedell, recognizing the changing needs of the population, has tirelessly devoted his time and energy toward developing and implementing new and innovative programs to provide public transit service to the Twin Cities Metropolitan Area, particularly in the suburban areas; and
- WHEREAS,** Richard Wedell has honorably and ably served the citizens of his district in the City of Shoreview and Washington and Ramsey Counties and has made important and enduring contributions to the quality of life in Twin Cities Metropolitan Area, especially in parks and recreation, transportation, and intergovernmental shared services; and
- WHEREAS,** With his extensive knowledge and understanding of the needs of the citizens of the Metropolitan Area, Richard Wedell has provided this board with the benefit of his insight and vision in planning for the future of transit in this community, the effects of which will be felt well into the twenty-first century.

NOW, THEREFORE, BE IT RESOLVED:

THAT the Regional Transit Board extends to Richard Wedell its most sincere appreciation and gratitude for his devoted service to the development of public transit systems in the Metropolitan Area as well as his insight and unique perspective of the needs of our community; and

BE IT FURTHER RESOLVED:

THAT the Regional Transit Board offers Richard Wedell its best wishes for his continued success in any future endeavors he chooses to pursue and encourages his participation in the efforts of this board to provide public transit for the Metropolitan Area.

Adopted this twenty-first day of January 1992.

Michael J. Ehrlichmann
Chair

Mary Fitzgerald
Secretary

Ex J

HSI HUMAN SERVICES, INC., IN WASHINGTON COUNTY, MINNESOTA

January 16, 1991

Michael J. Erlichmann
Chair
Regional Transit Board
230 East Fifth Street
St. Paul, Minnesota 55101

Dear Mr. Erlichmann:

Thank you for the opportunity to submit written comments on the Draft ADA Paratransit Plan for the Twin Cities Metropolitan Area. After careful review of the plan Human Services, Inc. in Washington County would like to convey some concerns.

First, is the calculation method based on the financial assumptions that 10% of the trips will cost \$3.00 each and another 10% will cost \$5.00 each realistic?

From the 1990 Program Operating Data provided in the plan it appears that at 1990 costs only two of the County/Rural Programs listed were under \$5.00 per trip. Most of these programs currently operate in parts of the suburban service area identified. The range of costs in 1990 for County/Rural Programs was from \$3.39 per ride to \$10.73 per ride. Does not the lower cost (\$4.32) Carver County program depend heavily on volunteers using their own cars? It should also be pointed out that the average number of service miles per trip for the Westonka Program (whose per trip cost was \$3.39) was 1.5.

In 1990 two out of the nine Small Urban and Opt-out Paratransit Programs costs per trip were between \$3.00 and \$5.00 and two were under \$3.00. I assume the two taxi programs which cost less than \$3.00 were not wheelchair accessible because only 2 out of 31 vehicles in all the Small Urban and Opt-out programs were lift equipped. Again it should be pointed out that the average number of service miles per trip for the two programs was 1.1 and 1.25. The range was from \$2.22 to \$10.40 cost per trip.

In 1990 two out of the nine Regular Route Transit Services costs per trip was under \$3.00. The MTC was at \$1.61 and the University Service was \$2.28. One of the Regular Route Services was over \$5.00 per ride.

AN EQUAL OPPORTUNITY EMPLOYER

First off, taking into consideration; two years of inflation, trips in the suburban areas likely not being under two miles in length, the necessity of more lift equipped vehicles, and a currently higher cost per trip for service in many of the suburban areas, are the financial assumptions realistic? What type of service is available or can be purchased at the assumed rates?

Second, there is concern about the potential impact of the proposed overall reduction of the current level of funding of Transit Services for persons with disabilities in the suburban areas of Washington County.

Third, the plan does not seem to address how the potential increase in demand for services in the suburban high growth areas will be met. In the ADA core service area it appears there can be no limitations set on the levels of service provided and the funding will have to follow. How will the RTB insure the needs in the suburban service areas are met as the needs continue to grow? If suburban areas continue the current growth patterns, their needs for services such as transit will become as great as the core service areas. If the level of services does not grow as much as the need, people who are transit dependent will be forced to live only in the core service area. How successful has the Anoka County Traveler model been in responding to increased needs in the Anoka County? Is the RTB able to meet the necessary increased financial commitment or will it fall onto the local governmental entities.

Fourth, as the RTB begins the needs assessment in the suburban service areas it should coordinate the planning process to insure participation of current providers, County staff, City staff, and agencies and businesses whose clients are transit dependent. The more visible impact the local community people have on the planning process and end result, the more likely there will be continued support and long term success. We recommend that the RTB continue to provide a "family of services" which allows for meeting a variety of transit needs with different services.

Finally, the concept of transit hubs appears workable as long as there is some provision for the transit dependent who cannot travel independently as a result of a mental or physical limitation. Currently there are many vulnerable Metro Mobility riders who ride from "protected" site to "protected" site. While their home is in the suburban service area their place of employment or needed service location is in the core service area. A physical transfer may not be possible without some limited physical supervision at the transfer hub. Each ride request may need to be considered on a case by case basis to address these issues of vulnerability.

Thanks again for the opportunity to comment on this plan.

Sincerely,

A handwritten signature in cursive script that reads "Dennis Johnson". The signature is written in dark ink and is positioned to the right of the word "Sincerely,".

Dennis Johnson
Division Director
Transportation Services

cc: ✓ Greg Andrews, Executive Director, RTB
Robert Butler, COO, HSI
Jim Babcock, Program Supervisor, HSI

REGIONAL TRANSIT BOARD

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

DATE: January 13, 1992
TO: Members of the Regional Transit Board
FROM: Michael Ehrlichmann, Chair 
SUBJECT: Appointments to the Local Officials Advisory Committee

The RTB's Local Officials Advisory Committee (LOAC) consists of 22 members, all of whom are local government officials. The Association of Metropolitan Municipalities (AMM) solicits and recommends to the RTB local government officials from throughout the region to serve as members on the LOAC. Based on the fact that some local government officials on LOAC were leaving office at the end of 1991, or through resignations, currently four vacancies exist on LOAC. The AMM has now made recommendations for filling two of these vacancies (see attached letter). In February the AMM will recommend individuals to fill the other two vacancies. The RTB then is asked to officially appoint the AMM recommendations to serve on LOAC.

RECOMMENDATIONS

That the Regional Transit Board appoint Gary Humphrey, Apple Valley Councilmember, and Rob Daugherty, Shorewood Councilmember, to the Local Officials Advisory Committee.

BOARD OF DIRECTORS

PRESIDENT

Bob Long
St. Paul

VICE PRESIDENT

Karen Anderson
Minnetonka

PAST PRESIDENT

Larry Bakken
Golden Valley

DIRECTORS

Don Ashworth
Chanhausen

Bill Barnhart
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William Burns
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Joan Campbell
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David Childs
New Brighton

Tom Egan
Eagan

Richard Enrooth
St. Anthony

Kenneth Mahle Jr.
Woodbury

Betty McCollum
North St. Paul

Frank Ongaro
St. Paul

Barbara Peterson
Orono

Craig Rapp
Brooklyn Park

Tom Spies
Bloomington

Brenda Thomas
Roseville

Gloria Vierling
Shakopee

Gene White
Prior Lake

EXECUTIVE DIRECTOR

Vern Peterson



association of
metropolitan
municipalities

January 3, 1992

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

Dear Mike:

The Association of Metropolitan Municipalities Board of Directors at their January 2, 1992 meeting recommended two officials to fill vacancies on the Local Officials Advisory Committee created by the resignation of Betty Sindt and Bob DeGhetto. They are Gary Humphrey, Apple Valley Councilmember and Rob Daugherty, Shorewood Councilmember.

The Board will make replacement recommendations for Steve Carlson and Tom Dimond at its next meeting which will be February 6, 1992.

Consideration of the above recommendations by you and the full Regional Transit Board will be appreciated.

Respectfully,

Roger E. Peterson, Director
Legislative Affairs

cc: Sherry Munyon, Deputy Chair
Mike Kuehn, Community Relations Coordinator



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

REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE

At its meeting of January 13, 1992, the Administration and Finance Committee approved the following recommendations:

FINANCIAL STATEMENTS - NOVEMBER 1991

That the Regional Transit Board receive the November 1991 financial statements and direct that they be placed on file.

PAY EQUITY REPORT

That the Regional Transit Board approve the final compliance report on pay equity to be submitted to the Minnesota Department of Employee Relations to satisfy the requirements of the Minnesota Local Government Pay Equity Act, as amended in 1990.

METROPOLITAN TRANSIT COMMISSIONERS' HEALTH INSURANCE BENEFITS

That the Regional Transit Board recommend to the Metropolitan Transit Commission that the recent action authorizing payment of health insurance premiums for commissioners be rescinded.

1992 PROVIDER CAPITAL FUNDING CONTRACTS

That the Regional Transit Board approve 1992 capital funding and authorize the executive director to enter into capital contracts to the following providers in amounts not to exceed that specified:

City of Hastings (one vehicle)	\$18,000
HSI, Inc. (15 rehab.)	7,508
Scott County (one vehicle)	\$22,750
Westonka Rides (one vehicle)	<u>\$28,542</u>

Grand Total \$76,800

METRO MOBILITY PROVIDER CONTRACT EXTENSION

That the Regional Transit Board authorize the executive director to execute an extension of the existing Metro Mobility provider contract through February 29, 1992..

OTHER BUSINESS

The committee received a presentation by a representative of William M. Mercer, Incorporated and MTC staff regarding MTC retirees' benefits liability. No action was taken.

The next regularly scheduled meeting of the committee is February 10, 1992.

Ruth Franklin
Chair

mff
1/13/92

Transit Marketing Study Suggests Opportunities to Boost Ridership

With bus ridership down despite an increase in the region's population and employment, the Regional Transit Board conducted a comprehensive research study to uncover the reasons for the decline and, more importantly, to find out what needs to be done to attract and retain riders.

A transit market research program was developed to:

- determine who currently rides the bus and why;
- identify people who used to ride the bus and their reasons for leaving; and
- identify and describe the potential markets for increasing ridership.

The research included 1,000 telephone interviews, four focus group sessions, and personal interviews with large employers in the region. The research was conducted between August and November 1991.

The study found that the metropolitan area is a solid transit market with significant regular use of transit services. Nearly one in five area residents is a regular user of transit services. Fifty-six percent of all riders rate the general service they receive as excellent or very good. Only 6 percent rate service poor.

The study found that most of the reasons given by former transit riders on why they no longer ride relate to a change in job or residence and the decreased convenience of bus service to that location or places. When former riders were asked if they would return to the service, 34 percent indicated that they were very likely to return to the service.

Increasingly, people want to travel to homes, jobs and stores between the suburbs. The current system is set up primarily to serve traditional travel patterns to the two central business districts. To increase ridership, these new suburban markets must be served more effectively.

Enhancing suburban service is a goal of the RTB's Vision for Transit, the agency's long-range plan for service and capital improvements for the region's transit system. The vision outlines plans for transit hubs at suburban shopping malls where suburban circulator systems bring riders to the malls, enabling them to easily transfer to other services if needed to complete their trips. Increased suburb-to-suburb and express service from the hubs to the downtowns are also planned.

The research determined that the potential rider market is equal to 42 percent of all non-riders. Sixty-five percent of the potential riders live outside Minneapolis, St. Paul or the first-ring suburbs. This finding also supports the need for the RTB's Vision for Transit concept.

The recommendations found in the final report encompass a number of marketing strategies including product, employers, promotions, and rider retention, as well as regional policies and strategies.

The RTB and the metro area transit providers will use the study results as a guide to developing policy and making improvements to the transit system. RTB staff are currently reviewing the findings and recommendations to develop policies for the board to take action on. Within the next month, you will be asked to support policies and funding for positioning the RTB to improve public knowledge of the organization, developing market planning for all transit organizations receiving monies from the RTB, and directing structural changes in the system to increase transit ridership.

The market research was conducted by Ilium Associates, Inc., a transit marketing research and management firm located in Bellevue, WA.



Fact Sheet

New Transit Market Research Supports RTB Vision for Transit

A transit market research study commissioned by the Regional Transit Board, conducted by Ilium Associates of Bellevue, WA, shows that riders view the region's transit system very positively. A telephone poll was conducted from September 23 to October 30, 1991. A random sample of 1000 adults was polled.

Here are some of the highlights from the study, conducted by Ilium Associates, Bellevue, WA.

- ☆ nearly one-in-five (18.5 percent) of area residents is a regular transit user who has used the bus at least once in the past month.
- ☆ in the more urbanized areas, use is even higher: 32 percent regularly use services in Minneapolis, St. Paul and the first-ring suburbs.
- ☆ more than half of the regular riders have been using the service five or more years.
- ☆ as many people ride the bus because it's convenient as because they have no choice.
- ☆ when riders prioritized their concerns, the service characteristics most frequently rated "fair" or "poor" were: fares (44%), bus shelter availability (39%), safety while waiting (36%), travel time (26%), service frequency (25%).
- ☆ overall, riders say service is "excellent" or "very good."
- ☆ suburban job growth brings opportunities for new transit markets.
- ☆ among former riders, 85 percent would consider using the bus again and more than a third of them said they were very likely to return to transit
- ☆ the potential market for transit is large — more than 40 percent of all non-riders.
- ☆ most of the potential riders live in suburban areas outside of Minneapolis, St. Paul and the first-ring suburbs.
- ☆ potential riders want more service, rather than drastic changes in service.

The RTB will use the study's findings to make service and facility improvements, outlined in the Vision for Transit, designed to encourage more people to try riding public transportation.

REGIONAL TRANSIT BOARD

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

DATE: January 17, 1992

TO: Chair and Members of the Regional Transit Board

FROM: Howard Blin, Planning Manager
Cynthia Curry, Senior Project Manager
Judith Hollander, Director of Planning and Programs

SUBJECT: Submittal of ADA Paratransit Plan

SUMMARY

The Americans with Disabilities (ADA) Paratransit Plan for the Twin Cities metropolitan area must be submitted to the Federal Transit Administration by January 26, 1992. Action is requested to authorize submittal to the Federal Transit Administration.

BACKGROUND

On January 6, 1992, the Regional Transit Board adopted the draft ADA Paratransit Plan for the purposes of public comment and to set a public hearing to solicit comments on the plan. On Monday, January 13, 1992, the public hearing was held on the draft ADA Paratransit Plan. More than 40 persons attended the public hearing. Thirteen individuals testified and written comments were received before and after the public hearing.

The attached ADA Paratransit Plan has a summary of the comments and discussion of how each of these issues has been addressed. A complete transcript of the hearing, as well as written testimony received and the appendices of the plan will be submitted to the Federal Transit Administration.

RECOMMENDATION

That the Regional Transit Board authorize the executive director to submit the ADA Paratransit Plan for the Twin Cities metropolitan area to the Federal Transit Administration by January 26, 1992.

**ADA PARATRANSIT PLAN
FOR THE
TWIN CITIES
METROPOLITAN AREA**

**Prepared by the
Regional Transit Board
and
Metropolitan Transit Commission**

January 17, 1992

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CHAPTER I. INTRODUCTION

A. PLAN OVERVIEW

Specialized paratransit services for persons with disabilities have been provided in the Minneapolis-St. Paul metropolitan area since 1976. At that time, the Metropolitan Transit Commission initiated a specialized transit program, known as Metro Mobility, for those who were not able to use regular route transit service. The Metro Mobility program has grown significantly over the past 15 years and now carries more than 1,500,000 passengers each year. In addition to Metro Mobility, several supplemental transportation programs serve those with disabilities. Accessible regular route transit service has also been initiated in the region during the past two years. It is within this context that this ADA paratransit plan for the Twin Cities metropolitan area has been developed for submittal to the Urban Mass Transportation Administration.

This plan describes how and when the complementary paratransit requirements of the Americans with Disabilities Act (ADA) will be met in the Minneapolis-St. Paul metropolitan area. The plan includes a discussion of how regular route transit and paratransit services are presently provided and how they will be modified to enhance service throughout the region, and will meet the requirements established of the ADA.

By federal law, it is required that each public agency that operates a fixed route public transit service develop and submit a paratransit plan by January 26, 1992. This plan has been developed in accordance with the specific requirements of rules and regulations published in the September 6, 1991, **Federal Register**. Accordingly, the document has been organized in the manner specified in these regulations:

Chapter I. Introduction: This chapter provides an overview of the plan, information about the entities submitting the plan, and a discussion about the regional transit system in the Twin Cities metropolitan area.

Chapter II. Description of Existing Services: This chapter of the plan includes a description of regular route transit and paratransit services provided in the Twin Cities metropolitan area.

Chapter III. Description of Proposed Services: In this chapter, a description of the proposed complementary paratransit service and the proposed eligibility determination process is presented. A discussion of how the region will provide accessible regular route transit over the next five years is also included.

Chapter IV. Public Participation Process: A discussion of the public participation process for developing the plan is presented in this chapter. Public comments made on the proposed plan have also been included.

Appendix: Supporting documentation for the text of the plan, as well as required certifications and resolutions, have been included in this section.

The plan must be updated annually.

B. ENTITIES SUBMITTING PLAN

The ADA Paratransit Plan for the Minneapolis-St. Paul Metropolitan Area has been jointly developed and submitted by the Regional Transit Board (RTB) and the Metropolitan Transit Commission (MTC). By federal rule, the plan is to be submitted by the public agency that operates a fixed route public transit service; i.e., the MTC in this metropolitan area. However, the RTB, because of its unique responsibilities granted by Minnesota legislation for providing paratransit service in the Minneapolis-St. Paul Metropolitan area, has taken a major role in the development of the plan, and, therefore, the plan is being submitted jointly by the two agencies.

Regional Transit Board

The Minnesota Legislature created the RTB in 1984 to plan, coordinate and administer transit systems in the seven-county metropolitan area. The RTB is composed of ten board members and a full-time chair.

By state law, the RTB has been specifically mandated to implement special transportation within the Twin Cities metropolitan area, including the establishment of management policies, contracting with providers and establishing an advisory committee. Furthermore, the RTB is required to annually approve transit operators' budgets, including the MTC's capital and operating budgets.

The address and contact person at the RTB is:

Gregory L. Andrews, Executive Director
Regional Transit Board
230 E. Fifth Street
St. Paul, Minnesota 55101
612/292-8789
612/227-2739 (FAX)

Metropolitan Transit Commission

The MTC is the primary provider of regular route transit services in the region. The MTC is also under contract to the RTB to operate the Metro Mobility Administrative Center which conducts certification, responds to customer inquiries and monitors the provision of services for the Metro Mobility program.

The address and contact person at the MTC is:

Michael D. Christenson, Chief Administrator
Metropolitan Transit Commission
560 Sixth Avenue North
Minneapolis, Minnesota 55411-4398
612/349-7510
612/349-7612 (FAX)

C. OVERVIEW OF THE REGIONAL TRANSIT SYSTEM

Transit services in the Twin Cities metropolitan area are provided through a variety of service types and by a number of different public and private operators. Although regular route transit service represents about 90 percent of the total transit service provided, many residents in the metropolitan area also depend upon community-based or other specialized transit services.

For many years, the Twin Cities metropolitan area has been committed to the provision of transit services through a "family of services" approach. This approach recognizes that not all transit needs can be satisfied in the same manner. Therefore, in addition to regular route transit services, community-based dial-a-ride and circulator services, special services for the elderly and those with disabilities, and rideshare and travel demand management strategies are also provided. Additionally, the region is proposing to implement light rail transit in the next 5 to 10 years. In order to understand how the various transit components complement one another and meet the variety of transit needs throughout the region, reference to the entire regional transit system is frequently made throughout the document.

The RTB, in conjunction with the region's Metropolitan Planning Organization (MPO)--Metropolitan Council and the MTC, has recently developed a "Vision for Transit " which identifies a plan for restructuring the entire regional transit system, which will result in service and facility improvements that will benefit all metropolitan residents. Later in 1992, building upon the ADA paratransit plan and the direction established in the "Vision for Transit," the RTB, will publish a Regional Transit Accessibility Plan which will specifically identify accessibility goals and requirements for all types of services and providers.

These planning efforts will result in significant changes in the Twin Cities regional transit system. This document focuses specifically on complementary paratransit service, which will be one essential element of a comprehensive transit system that offers many additional services for all Twin Cities residents, including persons with disabilities.

CHAPTER II. EXISTING SERVICE

A. EXISTING REGULAR ROUTE

The Twin Cities regular route transit system consists of 145 routes, utilizing 903 peak and 277 midday buses. In 1990, a total of 30.2 million miles of service were provided and 71,850,000 rides were taken. Total operating expenses in 1990 were \$120 million.* The regular route system is structured in a radial orientation focused predominantly on the two downtown areas of Minneapolis and St. Paul. A lesser but still significant focus of bus service is the Minneapolis campus of the University of Minnesota. The service area of regular route transit includes the cities of Minneapolis and St. Paul and 78 other municipalities with a total land area of 1,105 square miles. The 1990 population of the 80 communities totaled 2,028,416.

Service Providers

One public transit operator and four private operators provide nine regular route transit programs in the Twin Cities metropolitan area. The operators include the MTC, the largest provider and the only publicly owned provider of regular route transit, and four privately owned providers--North Suburban Lines, Valley Transit, Medicine Lake Bus Company and National School Bus Company. Figure 1 presents the 1990 annual operating data for each program.*

Regular Route Service

There are four types of regular route transit services operated in the Twin Cities: local radial, local crosstown, commuter express, and all-day express. A brief description of each route type is presented below. Figures 2 through 3 graphically depict regular route service coverage according to day of week, and time of day.

Local Radial Routes - There are 42 local radial routes that provide the core of regular route transit service in the Twin Cities metropolitan area. These routes radiate outward from the two downtowns of Minneapolis and St. Paul. Often, these routes have three to five "branches" that provide more neighborhood coverage in suburban areas, but at the same time diminish service frequency beyond the trunk of the route. An average of 190,000 daily riders use the local radial system. The MTC is the predominant provider of local radial route service and North Suburban Lines is the only privately owned provider of this type of service. Radial regular route transit service is operated seven days a week during the following times: weekdays and Saturdays, 5:00 a.m. to 1:00 a.m.; Sundays, 6:00 a.m. to midnight. Service frequencies range from five to 15

* Audited 1991 ridership and expenditures will be available in May, 1992. The number of routes and vehicles will remain essentially the same in 1992, with the addition of service to the Mall of America and new I-394 service.

Figure 1
1990 Operating Data for Regular Route Transit Service
in the Twin Cities Metropolitan Area

	Total Operating Expenses	Total Passengers	Total Service Miles	Total Service Hours	Number of Buses	
					Peak	Midday
Metropolitan Transit Commission	\$111,550,000	69,494,000	28,268,000	1,996,600	765	266
North Suburban Lines	1,170,199	265,825	396,641	16,976	16	4
Valley Transit	123,247	36,500	45,700	3,000	1	1
University of Minnesota Rt. 52 Commuter Express	1,475,892	647,427	342,116	22,073	38	0
Minnesota Valley Transit Authority	3,150,445	824,445	423,404	18,100	40	0
Southwest Metro Transit Commission	834,972	199,972	199,680	8,958	10	0
Maple Grove	416,701	80,541	59,700	2,578	12	0
Plymouth	668,346	144,088	126,303	7,208	15	0
Roseville Area Circulator	592,145	160,372	377,576	25,238	6	6
System Total	\$119,981,947	71,853,170	30,239,120	2,100,731	903	277

minutes during peak hours, 10 to 30 minutes in midday, and 20 to 60 minutes during evenings and weekends.

Local Crosstown Routes - There are 17 local crosstown routes that operate in the central cities and some first-ring suburbs. Approximately 10,000 daily riders use local crosstown service. These routes, coupled with the local radial routes, form a "grid" pattern of regular route transit service in the more densely populated areas of the Twin Cities. Some crosstown routes operate in more sparsely populated areas and provide community-oriented circulator services. In most instances, crosstown routes are scheduled to connect with well-patronized local radial routes at a major activity center such as one of the several major regional shopping centers located in the Twin Cities metropolitan area. Some of the local crosstown routes are operated by private bus operators using smaller buses (24-30 foot range). The private providers are National School Bus and Valley Transit. Local crosstown routes operate weekdays 7:00 a.m. to 6:00 p.m. and Saturdays 8:00 a.m. to 6:00 p.m. Service frequencies are 30 to 60 minutes on weekdays and Saturdays.

Commuter Express Routes - Eighty-two commuter express routes operate in the Twin Cities carrying close to 30,000 peak-hour commuters on a daily basis. The primary orientation of commuter service is to downtown Minneapolis where 60 percent of all commuter routes are focused to the peak daytime work shifts of the downtown employees. Downtown St. Paul is served by 25 percent of the commuter route system, and the University of Minnesota is served by the remaining 13 percent of the commuter express service. Commuter service is oriented to the downtown areas in the morning and outward to the suburban areas in the evening. There is virtually no midday, night or weekend service provided on any of the commuter routes. The MTC is the primary provider of commuter express service to the two downtown areas and is currently under contract as the provider of express bus service for all of the five "opt-out" programs. Medicine Lake Lines is the primary provider of the University of Minnesota commuter system. Service is available between 6:00 a.m. to 8:30 a.m. and 3:30 p.m. to 5:30 p.m. weekdays.

All-Day Express Routes - Four all-day express routes operate in high volume corridors in the Twin Cities. All of the all-day express routes are radial oriented and have connections with local radial routes. Approximately 9,000 daily riders are carried on all-day express routes. The MTC is the only provider of all-day express service. Days, hours and frequencies of service vary widely on this service.

A summary of transit services and daily patronage for all routes are presented in Figure 7.

Fares

The fare structure for regular route transit service is based upon service type-- local, express; time of day: peak or base; and distance traveled: zone 1 or zone 2. Figure 8 presents a complete listing of all regular route fares.

Figure 3

SERVICE COVERAGE: Weekday-Midday (9:00am - 3:30pm)

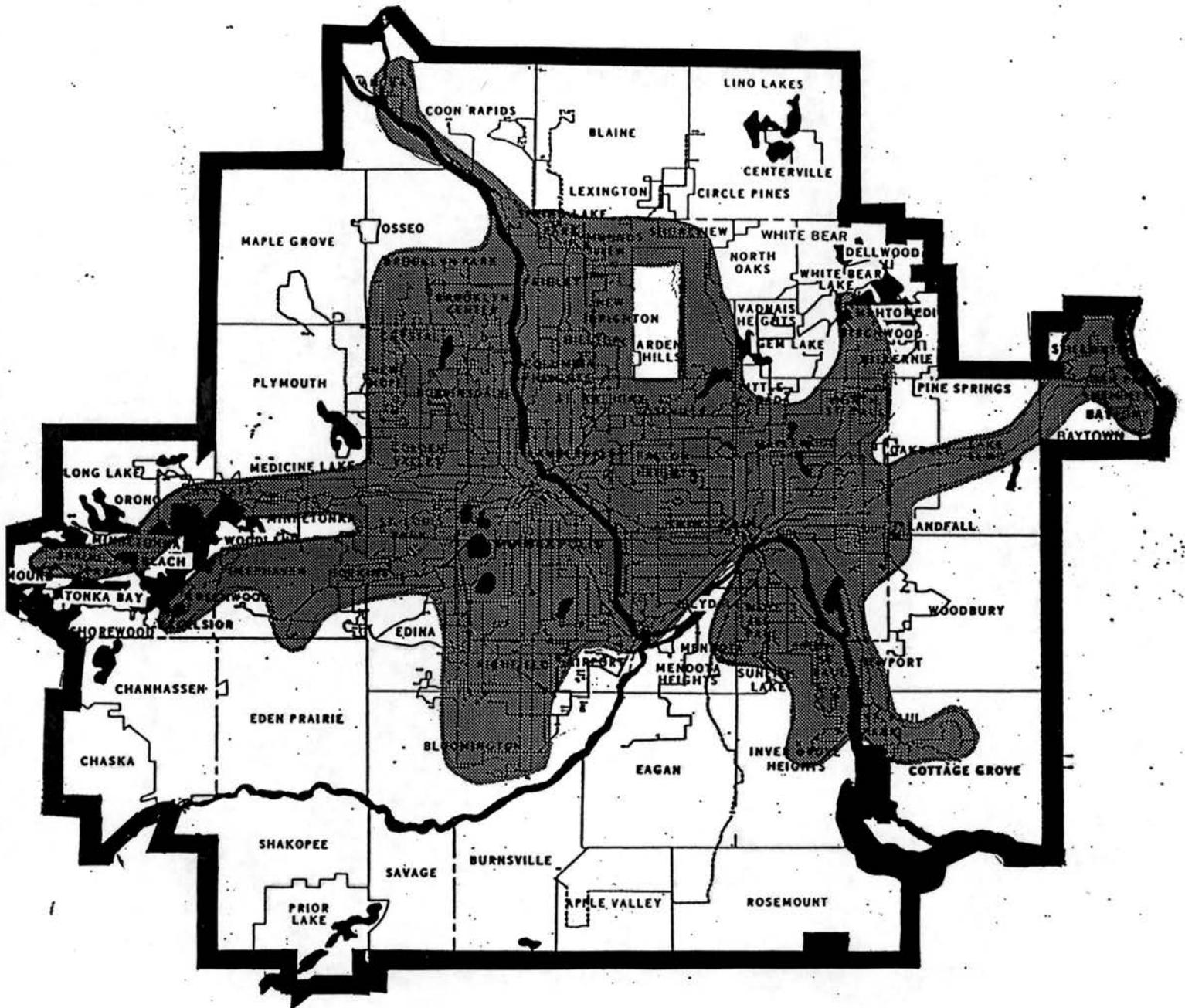
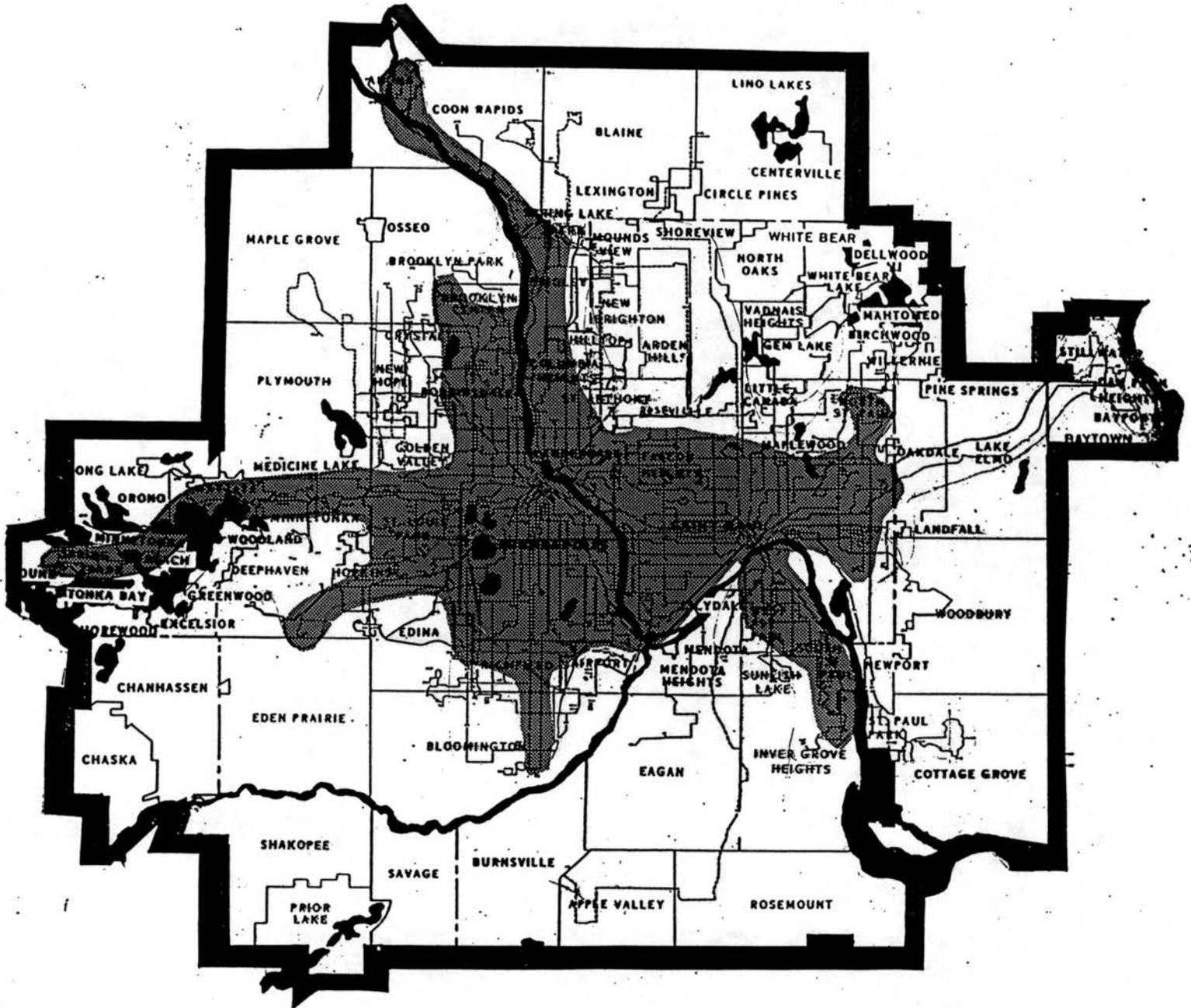


Figure 4

SERVICE COVERAGE: Weeknight / Saturday Night (8:00pm - 1:00am)



**Figure 7
Patronage by Service Type for
Regular Route Bus Service**

<u>Route Type</u>	<u>No. of Routes</u>	<u>Daily Riders</u>	<u>Daily Service Miles</u>	<u>Bus Requirement</u>	
				<u>Peak</u>	<u>Middays</u>
Local Radial	42	192,000	70,000	616	237
Local Crosstown	27	10,000	6,000	45	29
Commuter Express	82	32,000	20,000	199	0
All-Day Express	4	9,000	6,000	43	11
Total	145	243,000	102,000	903	277

**Figure 8
Regular Route Fares**

	<u>Peak Hours*</u>		<u>Off-Peak Hours</u>	
	<u>Cash</u>	<u>SuperSaver</u>	<u>Cash</u>	<u>SuperSaver</u>
Local Service	\$1.10	\$0.80	\$0.85	\$0.55
Express Service	\$1.35	\$1.05	\$1.10	\$0.80
Zone Crossing	\$1.35	\$1.05	\$1.10	\$0.80
Express and Zone Crossing	\$1.60	\$1.30	\$1.35	\$1.05

* Peak Hours: 6 a.m. to 9 a.m. and 3:30 p.m. to 6:30 p.m. weekdays.

SuperSaver fares are based upon pre-paid fares using five-ride pack of tokens, ten-ride commuter tickets, or monthly passes.

Accessible Regular Route Transit Service

In December 1990, the RTB adopted the Accessible Regular Route Implementation Plan, which places priority on deploying lift-equipped buses on the local radial routes first. The justification for emphasis on local radial route service is to make the core of the Twin Cities regular route system accessible. These routes cover the fully developed areas of the Twin Cities having the highest concentrations of population, employment and traffic congestion. About 80% of the transit system ridership uses local radial routes.

Two independent evaluation criteria were used to select specific local radial routes for deployment of lift-equipped buses. The first criterion involves service to consumers; e.g., popular destinations, time of day, response time, and trip purpose. The second criterion was operational feasibility, e.g., availability of lift-equipped buses, bus requirement per route, destinations served by route, frequency of service, hours of service and garage deployment per route. Under the current bus fleet replacement plan and current levels of midday local radial route service, it will take approximately five to seven years for implementation of 100 percent midday accessible bus service. Figures A-1 through A-6, in the Appendix, illustrate accessible route coverage now in place and planned through 1996.

The MTC now operates 70 lift-equipped buses on seven bus routes. Five of the accessible routes are 100 percent accessible during off-peak hours on weekdays and all-day on Saturday and Sunday, and operate at service intervals of 12 to 30 minutes on an all-day basis. Presently, more than 20 percent of the existing midday regular route service is accessible.

The introduction of accessible regular route service in the Twin Cities metropolitan area has prompted the MTC to undertake various operational activities in order to ensure successful implementation.

Operational Commitment. The MTC provides accessible fixed route service on seven routes. Five of the routes are 100% accessible during the off-peak hours and 50-80% accessible during peak hours. One route employs lift-equipped, articulated buses for express rush-hour service. On weekends, when frequency of service is reduced, all buses on the seven routes are accessible. The MTC provides this service with 78 1990 Gillig buses equipped with Lift-U lifts, and 25 1991 New Flyer Articulated buses with Lift-U lifts. In keeping with consumer input, the MTC provides high frequency service on relatively few routes rather than less frequent service on more routes. On the seven accessible routes now in service, the average midday headway is approximately 15 minutes. The MTC will continue to implement accessible service in keeping with consumer needs and operational requirements, which are reflected in the joint RTB/MTC plan.

Transit Stop Signs (T-signs). All existing bus stops on the MTC's seven designated accessible routes have been evaluated as to their accessibility. All T-signs at the accessible stops have been marked with the blue and white international symbol for accessibility.

Bus Stop Snow Removal. Meetings have been held with the heads of the departments of public works of 11 cities through which MTC accessible service operates to encourage them to keep bus stops clear of snow. Ongoing efforts exist to promote accessible bus stops and to provide clear, unencumbered pathways.

Transit Supervisor Lift-Equipped Vans. The MTC has purchased two vans to equip with lifts. The vans will be used by on-street transit supervisors who will be able to respond to accessible service problems and, if necessary, pick up and transport disabled passengers stranded due to lift failures.

Back-up Plan. Procedures have been developed to assist transit supervisors in addressing on-line emergencies and service problems on accessible buses. This back-up plan is used by supervisors on the street and in the MTC's Transit Control Center.

Marketing Accessible Service. A number of joint RTB/MTC activities were implemented to market the start of the MTC's fixed route accessible service in April 1991. These included several bus lift and securement demonstrations throughout the Twin Cities and a free-ride Ambassador Program to encourage persons with disabilities to try the system. Schedules indicate the trips to which lift buses are assigned. An accessible bus brochure with information about how to ride the accessible service has been published.

Performance Data Collection. Ongoing data collection regarding accessible regular route service provides information for monthly performance reports. Information reported includes ridership, time lost boarding/alighting, number of in-service lift failures, lift-related accidents, and customer complaints. Ridership on the accessible regular route transit service is presented in Figure A-7.

Safety. MTC's safety department has been involved in the development of lift bus operating procedures. Safety has assisted MTC trainers in delivering lift and securement device training. The safety department has also worked with the MTC and Minnesota Department of Public Safety to develop a securement system that meets state law.

Training. The MTC has provided training about accessible regular route bus service for drivers as well as maintenance, administrative and management personnel during 1991. Driver training is ongoing and is conducted by the MTC's training staff. Figure A-8, in the Appendix, lists the various training activities conducted by the MTC, in conjunction with disability consultants. Sensitivity and awareness training has been emphasized by the MTC as the key to the successful implementation of the accessible regular route service.

Fares. Persons with disabilities ride for 25 cents during off-peak hours on regular route transit service. Seniors, with proper identification, can also ride for 25 cents. A transfer is available free, so customers can change buses (if necessary) to complete his or her one-way trip. To be eligible for the reduced fare, persons with disabilities must show the drivers a Metro Mobility card or a Limited Mobility card.

B. REGIONAL PARATRANSIT SERVICE: THE EXISTING METRO MOBILITY PROGRAM

The Metro Mobility program is the regional demand-responsive, door-through-door service for persons who cannot use regular route transit because of a disability. Ridership has grown annually at an average annual rate of 14 percent, providing more than 1.5 million rides to more than 19,000 certified riders (see Figure 9). The Metro Mobility program is funded through a state appropriation. Over the years, Metro Mobility's tremendous growth has required increasing amounts of funding at the state level. In 1990, the RTB subsidy for Metro Mobility was \$14.7 million.

Service Area

Metro Mobility trips are provided by 13 providers including three taxi and 10 van companies. The providers serve 90 communities within a 1105 square mile service area (see Figure 10). The Metro Mobility service area has been expanded during the last five years to include the entire Metropolitan Transit Taxing District. When a rider wants to request a trip using Metro Mobility, a call is made a day in advance directly to one of the transit providers in his or her community. Most areas, except for sparsely populated communities, are served by three or more providers, and the rider may choose among them.

Eligibility/Certification

To be eligible for Metro Mobility at the present time, a person must meet at least one of the six Metro Mobility eligibility criteria. The six eligibility criteria are listed in the Medical Verification section of the Metro Mobility application (see Appendix, Figure A-9, for a copy of the application). A medical professional, familiar with the person's disability, indicates whether or not the person is eligible for Metro Mobility by completing the Medical Verification section. The form is then returned to the Metro Mobility Administrative Center (MMAC) with a \$10 certification fee. The MMAC processes the application within two to four weeks. If certified, the person receives: an identification card, a Rider's Guide, a list of transportation providers for that individual's location, and instructions for arranging rides (see Appendix, Figure A-10). Persons certified to travel with an escort are identified by certification numbers beginning with an even-numbered prefix. A Metro Mobility application can be sent through the mail or picked up at

the MMAC. In 1990, new riders were certified at an average of 522 a month. This was an 38 percent increase over 1989.

An appeals process has been established for individuals who would like to appeal a decision involving eligibility for the Metro Mobility service (see Appendix, Figure A-11, for a description of the appeals process). The appeal is reviewed by the Metro Mobility Certification Appeals board consisting of members of the Transit Accessibility Advisory Committee and RTB staff.

Service Hours, Days of Service and Response Time

Metro Mobility service is provided Monday through Friday from 6 a.m. to 11 p.m., and on Saturday, Sunday and holidays from 8 a.m. to 11 p.m. Trip requests must be made with the transit provider the day before service is required, between the following hours: Monday through Friday 6 a.m.-2:30 p.m. and Saturday, Sunday and holidays 8 a.m.-2:30 p.m.

Vehicles may arrive 15 minutes prior to the scheduled pick-up time and the driver is required to wait five minutes for the rider. The MMAC has a "No Show" policy. If a rider does not show up for scheduled rides three times within a 30-day period, the rider is advised that if s/he "no-shows" again during the next 30 days, s/he will be suspended from using the Metro Mobility services for 30 days.

Fares

The base fare for Metro Mobility is \$1.70 for a one-way trip. A 50 cent zone-crossing surcharge is applied when the trip origin and destination are in different zones. The same two zones as are used for regular route transit service are used to determine the surcharge. A 50-cent peak surcharge is applied when the scheduled pick-up time is during peak hours. Peak service hours are from 6 a.m.-9 a.m. and from 3:30 -6:30 p.m. One guest may accompany each passenger. Guests pay the same fares as the passenger. Escorts, however, pay no fare when accompanying a certified Metro Mobility rider.

Capacity Constraints

The trip assurance program, designed to eliminate trip denials, began July 1, 1990. The program was modified on July 22, 1991, to guarantee only those orders placed by 10:00 a.m. the day before service is needed. When a Metro Mobility provider receives a request that is difficult to provide, they can enter the trip into the MMAC computer. Other providers can view these trips and select those that fit into their work load. Trips not chosen are assigned to a provider on a rotating basis. The assigned provider is required to provide the trip. Metro Mobility riders are informed if their trip is placed into the trip assurance program. The assigned provider will call the rider before 7:30 p.m. to confirm the trip and the pickup time

for the next day. The assigned provider may change the time of the pickup to one hour before or after the requested time for trip assurance rides.

Restriction on Trip Purpose

There is no restriction on trip purpose for Metro Mobility service.

Service Types

The Metro Mobility program offers two basic types of service: (1) rides provided on a demand-responsive basis, and (2) rides provided as a standing order. Demand-responsive requests for service must be made with transit providers between 6 a.m. and 2:30 p.m. the day before the service is required. If a rider travels from the same address to the same destination three or more times a week, the rider can request a standing order for transportation. An initial standing order fee of \$10 is required. An application form requesting a standing order is submitted to the MMAC. The rider indicates on the form the preferred provider, as well as the days, time and pickup/drop-off locations. Changes to the standing order are made directly with the provider. Standing orders are automatically cancelled on certain holidays. Currently, standing orders represent 54 percent of total trips.

Subscription trips are provided by the Metro Mobility program through contractual arrangements with several Day Training and Habilitation centers. Under Minnesota state law, these centers are responsible for transportation to and from the center locations. Therefore, the subscription service provided by the Metro Mobility program to these centers is fully reimbursed.

Vehicles

Each of the 13 providers is responsible for the purchase and maintenance of its fleet (see Appendix, Figure A-12 for a sample provider contract). There are 555 vehicles used to provide Metro Mobility service. Out of the 555 vehicles, 165 are taxis and 390 are lift-equipped vans.

Training

Metro Mobility providers are required to meet the driver recruitment, selection, and training guidelines established under administrative rules for paratransit services issued by the Minnesota Department of Transportation. The rules specify standards for visual acuity, medical condition, vehicle safety inspections, driving performance, first aid and emergency care, passenger sensitivity training, boarding assistance techniques, refresher training, and other relevant items. This training must be completed by drivers prior to active service. State law requires that providers maintain personnel files to document completion of the various elements of training. The files are periodically reviewed by state

inspectors. Currently, a new, more extensive version of the administrative rules is being prepared.

Ridership

The demand for the Metro Mobility service has grown significantly over the last five years. The average annual growth has been 14 percent; 70 percent of the trips are provided to those who are ambulatory and 30 percent are provided to those who use wheelchairs.

Below are the ridership figures for the Metro Mobility program from 1987 to 1991.

Figure 9
Metro Mobility Patronage, 1987-1991

<u>Year</u>	<u>Total Rides</u>	<u>Percent Change</u>
1987	952,945	---
1988	1,260,099	30%
1989	1,421,139	10%
1990	1,636,500	20%
1991 (estimated)	1,547,400	(10%)

C. SMALL URBAN AND COUNTY/RURAL TRANSPORTATION SERVICES

In addition to Metro Mobility, there are a variety of other specialized paratransit programs funded by the RTB in the metropolitan area. These programs are described below. Figure 12 shows the location of these programs.

County/Rural Paratransit Programs

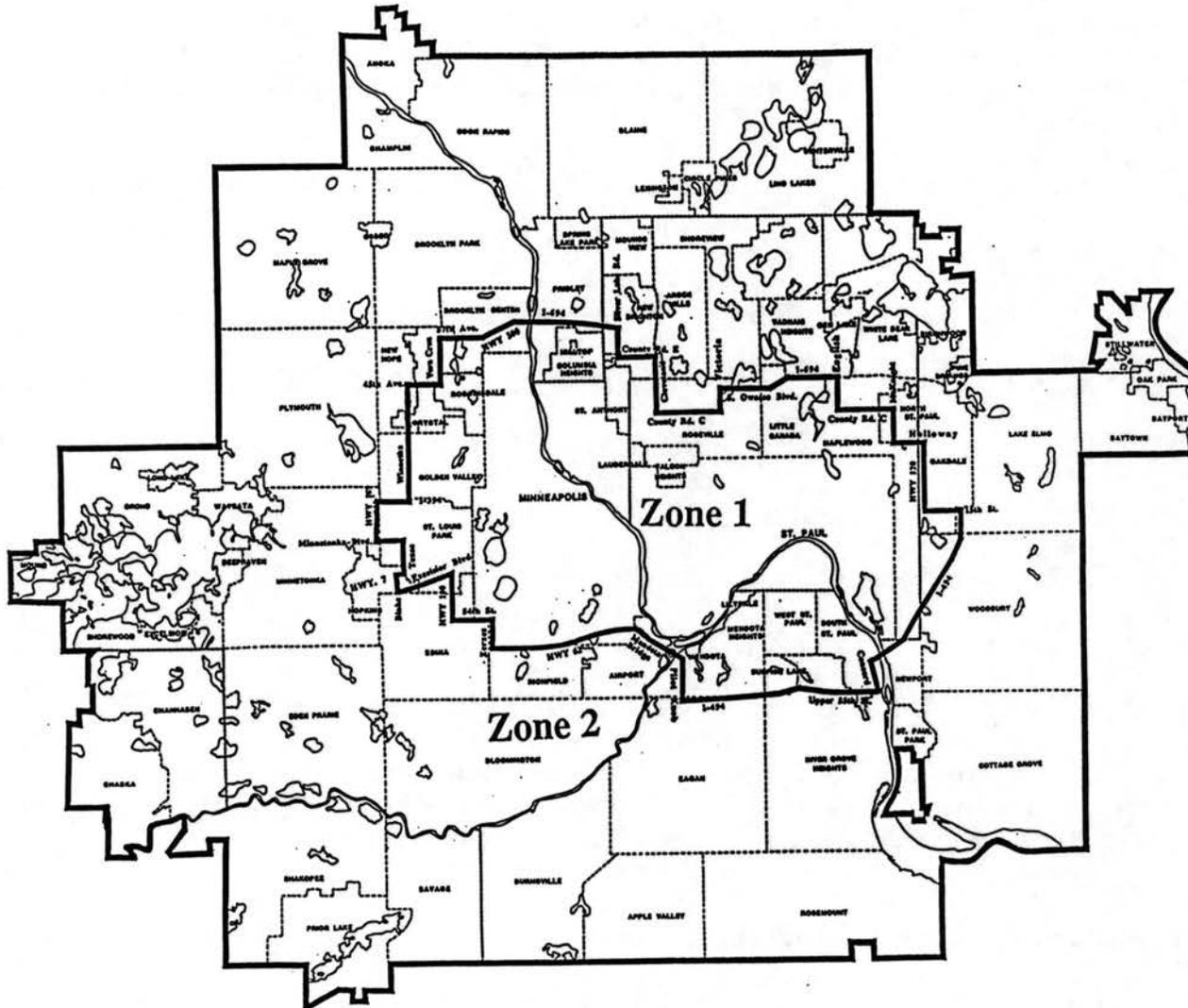
There are five county-based transportation programs in Anoka, Carver, Dakota, Scott, and Washington counties. There are also six rural transportation programs: Dakota Volunteer, Lakeville, Linwood Volunteer, Senior Community Services Senior Transportation, and Westonka Rides.

Community/Based and Opt-Out Paratransit Programs

The six community-based transportation programs are: Columbia Heights, Hastings, Hopkins, Northeast Suburban Transit, St. Louis Park Emergency Program, and White Bear Area Transit. In addition, three "opt-out" programs provide paratransit service: Southwest Metro, Shakopee and Plymouth Metrolink.

Figure 10
Service Area

Metro Mobility Zone Map



BASE FARE

Within one zone \$1.70
Crossing zone boundary \$2.20

PEAK* FARE

Within one zone \$2.20
Crossing zone boundary \$2.70

*peak service is from 6:00-9:00 a.m. and 3:30-6:30 p.m.

Service Characteristics of Other Paratransit Providers

The types of service provided within each city, county and community are different, but many of these programs primarily serve the elderly and persons with disabilities. Figure 11 shows the 1990 operating data for the small urban, county/rural and opt-out specialized transit programs.

Service provision varies among the county/rural services and the small urban services in terms of hours, days of service, and fare structure. Both small urban and county/rural programs provide service through advance reservation. County/rural programs primarily serve a senior population 55 and older or senior disabled whose primary trip purposes are medical, shopping and congregate dining. Trips are not denied due to purpose. However, where the existing transportation service may be unable to provide the trip because of geographic restriction of the service, the programs are encouraged by the RTB to coordinate with the Metro Mobility program or adjacent programs.

Trips are provided by the county/rural programs on Monday through Friday from 8:00 a.m. to 5:00 p.m. and because of funding restrictions, many programs cannot collect fares but ask for donations. Small urban services serve the general population including seniors and disabled seniors. Primary trip purposes are work, medical, and shopping. Service is provided Monday through Friday from 6:00 a.m. to 6:00 p.m. Saturday, Sunday and holiday hours vary by program. Fares are collected based on a fare structure with discounted fares offered to eligible riders.

Overall, these programs carry a significant number of passengers and are an integral part of the metropolitan approach to the provision of specialized transportation services. Ridership levels on the programs since 1987 are summarized in Figure 12.

Funding

Funding for these programs is provided through various sources including the Minnesota Department of Transportation, communities and counties, fare donations, Federal Section 18, and the Federal Title III Aging program. Some programs have also received funding for vehicles through the Federal 16(b)(2) program.

Figure 11
1990 Operating Data for Paratransit Programs
in the Twin Cities Metropolitan Area

County/Rural Special Transportation Service

	Total Operating Expenses	Total Passengers	Total Service Miles	Total Service Hours	Number of Buses
Anoka Co. Traveler	\$552,336	54,528	395,280	19,056	9
Anoka Volunteer	55,102	8,628	104,949	8,496	N/A
Carver County	245,274	56,732	480,289	25,019	8
Dakota County					
Volunteer	39,204	6,914	148,533	6,314	N/A
DARTS (Dakota Co.)	634,172	72,000	347,000	24,000	23
Human Services, Inc. (Washington Co.)	287,083	41,084	187,500	11,120	19
Linwood Volunteer (Anoka)	27,933	2,814	30,700	1,432	1
Scott County	199,447	22,000	142,606	11,660	8
Senior Community Services	87,966	8,200	36,350	3,260	2
Senior Transportation Program	69,676	8,582	57,200	3,252	2
Westonka Rides	38,362	11,300	17,500	2,210	2
	<u>\$2,236,555</u>	<u>292,782</u>	<u>1,947,907</u>	<u>115,819</u>	<u>74*</u>

*56 of 74 vehicles are lift-equipped

Small Urban and Opt-out Paratransit Programs

City of Columbia Heights	\$40,544	18,227	19,944	1,170	(taxi)
City of Hastings	154,347	30,538	74,206	6,710	4
City of Hopkins	63,431	27,431	34,289	3,750	(taxi)
Northeast Suburban Transit (NEST)	178,186	31,571	154,304	7,805	3
Plymouth Dial-a-ride	218,665	24,503	191,330	9,833	4
Shakopee	259,591	59,739	242,720	13,488	10
Southwest Metro	438,973	42,142	303,804	15,652	7
St. Louis Park Emergency Program (STEP)	16,200	3,477	25,992	2,577	N/A
White Bear Area Transit	176,782	31,571	154,304	7,805	2
	<u>\$1,546,719</u>	<u>269,199</u>	<u>1,200,893</u>	<u>68,790</u>	<u>30*</u>

* 2 of 30 vehicles are lift-equipped

Figure 12
County/Rural, Small Urban and Opt-Out
Paratransit Patronage

<u>Year</u>	<u>County/ Rural Programs</u>	<u>Small Urban Programs</u>	<u>Opt-Out</u>
1987	238,352	103,980	35,410
1988	232,889	116,864	51,292
1989	239,807	142,501	82,067
1990	254,704	141,744	111,630
1991	292,782	142,815	124,257

Paratransit Survey

In addition to the paratransit programs, receiving RTB funding described above, there are still other paratransit services within the metropolitan area that also provide specialized services. The providers of these services have been surveyed as required by ADA regulations. A copy of the survey and a list of providers sent the survey is included in the Appendix, Figure A-13 and A-14. Results of the survey are presented in the Appendix, Figure A-15.

As needs assessments are conducted throughout the metropolitan area and other Metro Mobility service options are considered, this data will be used to identify potential service provision and coordination.

CHAPTER III. PROPOSED SERVICE

In July 1991, the RTB adopted its overall strategy for providing accessible transit services throughout the Twin Cities metropolitan area, based on these principles:

- maximize utilization of the accessible regular route system;
- mandate that all community-based and county systems are accessible;
- redefine Metro Mobility to serve those without other transit options; and
- anticipate that transit needs may demand additional, innovative service options.

It is within this framework that the ADA Paratransit Plan for providing complementary paratransit service has been developed.

In order to understand how the proposed complementary paratransit service, as described in this chapter, will meet the ADA requirements, a brief description of the RTB's Vision for Transit and specific plans for implementing accessible regular route transit are provided first. A detailed description of the proposed complementary paratransit service then follows.

A. VISION FOR TRANSIT

The RTB's Vision for Transit program is an outline for how the public transit system will be developed in the future. The system will be a multi-modal approach to meeting the diverse needs throughout the metropolitan area. Community circulators, dial-a-rides, regular route buses and connectors, transit hubs, park and ride lots, bike and ride lots, high occupancy vehicle lanes, light rail transit, and car and vanpools all play a role in implementing the vision.

Efforts are underway to restructure existing transit and paratransit services and to make a number of facility improvements throughout the metropolitan area. It is anticipated that accessible, general-public paratransit services will circulate throughout suburban areas and connect with accessible regular route transit service at one of 12 transit hubs located at major activity centers. A multi-year improvement program, including annual service and facility improvements, is currently being developed.

The concepts being promoted as part of the Vision for Transit will result in substantial benefits for persons with disabilities. Suburban paratransit services will be expanded and enhanced. Regular route transit improvements will be implemented and provide more direct service and increased frequency of service to locations outside of the two downtowns. Transit hubs will provide a convenient means by which transit riders can connect to accessible regular route, Metro Mobility or other paratransit services.

B. ACCESSIBLE REGULAR ROUTE TRANSIT

As indicated in Chapter II, the MTC now operates 70 lift-equipped buses on seven bus routes. Five of the accessible routes are 100 percent accessible during middays, Saturdays and Sundays, and operate at service intervals of 12 to 30 minutes. Presently, more than 20 percent of the existing midday regular route service is accessible.

Plans are underway to make the entire regular route bus fleet accessible over the next 10 years. Figure 14 shows the MTC fleet replacement schedule between 1991 and 2002, and also indicates how many additional accessible buses and routes will be implemented over this time period. It should be noted that 100 percent of the midday regular route service is expected to be accessible by the year 1997, and that the entire fleet will be fully accessible by the year 2002.

The process for determining how accessible vehicles and routes are phased-in, as previously described in Chapter II, was jointly developed by the RTB's Transit Accessibility Advisory Committee and RTB and MTC staff and adopted by the RTB. It is anticipated that this process will continue to be used to determine how accessible regular route service is phased in.

When and where accessible regular route transit is implemented is critical to the determining of how Metro Mobility services must be provided between now and the year 2002. In areas where accessible regular route transit service is available, there is the opportunity to direct eligible riders to accessible regular route transit for all or some of their trips rather than to Metro Mobility.

It is anticipated that as accessible regular route transit service is introduced in a certain geographical areas and/or during certain times of the day, total Metro Mobility needs will decrease. Some riders, depending upon their trip origin and destination, may use accessible regular route transit service exclusively; others may be eligible for Metro Mobility for only some trips; and yet others will always require Metro Mobility service.

C. DESCRIPTION OF PROPOSED COMPLEMENTARY SERVICE

Service Concept

The RTB envisions that Metro Mobility will become part of a coordinated, accessible, regional transit system and will meet all ADA requirements in the mandated ADA core service area. Supplementing Metro Mobility service in the region will be accessible, local suburban circulator, and dial-a-ride services. Coordination will be arranged through a hub and feeder system which connects the suburban and Metro Mobility services to each other and to accessible buses operating on fixed routes.

Thus, Metro Mobility will remain as the complementary paratransit service in the Twin Cities metropolitan area. This means that Metro Mobility will be

**FIGURE 14 - IMPLEMENTATION SCHEDULE FOR
ACCESSIBLE REGULAR ROUTE TRANSIT SERVICE**

Year	Total Lift-equipped Buses In Fleet	^{1,3} Buses Deleted due to Operational Constraints	² +25% Spare Ratio	Lift Equipped Buses in Active Fleet	% of Midday Service that is accessible	% of Entire Regular Route System that is Accessible	Transit Hub Served by Accessible Regular Route Service
1991	123	-20 Scania's -12 Artics	23	70	25%	8 %	Mpls/St. Paul Rosedale Southdale Highland Village
1992	160	-20 Scania's -12 Artics -20 Alt Fuel	28	80	29%	9 %	Knollwood Apache Plaza Southtown
1993	180 ³	-20 Scania's -12 Artics -20 Alt Fuel	33	95	35%	10%	Northtown
1994	277	-20 Scania's -12 Artics -20 Alt Fuel	56	169	61%	20%	Brookdale Mall of America Uptown
1995	408	-20 Scania's -72 Artics	79	237	86%	24%	Maplewood Mall Signal Hills Sunray Ridgedale Louisiana
1996	506	-72 Artics -20 Scania's	103	311	100%	32%	All Transit Hubs
1997	580	-20 Scania's	140	420	100%	41%	
1998	590	-20 Scania's	142	428	100%	42%	
1999	680		170	510	100%	49%	
2000	776		194	582	100%	56%	
2001	896		224	672	100%	64%	
2002	984		246	738	100%	70%	

^{1,2}Reflects 1991 actual operating experience

³Accounts for lift-equipped buses that due to operational constraints are not available for operation

provided in the same geographic area, during the same service hours, and available at comparable fares as regular route service for persons who have been defined by ADA rules as eligible for the service. It is generally expected that Metro Mobility, within the ADA core area will be provided in the same manner as it is today. Efforts are underway to explore other service options that would also meet all ADA requirements.

A map depicting the ADA core area is presented in the Appendix as Figure A-16. This core area was determined following the criteria established in the federal rules. Generally, the core area represents that part of the Twin Cities within 3/4 mile of all-day regular route bus service.

Outside of the mandated ADA core area, a variety of other services will be made available to the general public, including persons with disabilities. As indicated above, it is anticipated that local circulator systems would be available in suburban areas and connect with Metro Mobility and accessible regular route services within the ADA core area. A phased approach will be used to implement this system, which promises to improve regional service productivity and efficiency. The phases, generally, are as follows:

- Phase I: Metro Mobility serves both ADA core and suburban service area until suburban needs are assessed.
- Phase II: Service needs are systematically analyzed in suburban service areas for new service options.
- Phase III: Metro Mobility is gradually removed from suburban service areas as needs assessments are completed and new accessible services are developed. Suburban services will connect with Metro Mobility and accessible buses through a hub and feeder system.

Demand Estimates and Methodology

Population estimates for persons with disabilities in the Twin Cities metropolitan area have been developed on 1990 census data using the guidelines proposed in the ADA Paratransit Handbook. The method for segmenting this population by ADA eligibility category is shown below:

- The 1990 census population of the 90 Twin Cities communities located within the metropolitan transit taxing district, the RTB's service area, is 2,028,400 persons.
- *ADA Eligibility Category Number 1.* Persons unable to board, ride, or disembark from an accessible bus comprise .07% of the total, or 14,200 persons.
- *ADA Eligibility Category Number 2.* Persons unable to navigate the system because of the nature of their disabilities comprise .99% of the total, or 20,000 persons.

- *ADA Eligibility Category Number 3.* Persons unable to reach boarding locations or destinations due to specific impairment related conditions, comprise .42 percent of the total, or 8,500 persons.
- The cumulative total number of persons eligible for paratransit service is 42,800 persons.

Category numbers 1 and 3 above include persons who will remain eligible for the paratransit service after the fixed route bus system becomes fully accessible. The number of persons in these categories is 22,700. These estimates are based on national average rates and thus provide a general idea of the number of persons who may be eligible for complementary paratransit services.

Currently, there are about 20,000 certified Metro Mobility riders. In estimating demand for Metro Mobility, local existing ridership experience was used as a base. Also, only those trips in the ADA core service area were considered. Other key assumptions were (1) 15 percent of the current certified riders travel outside of the core; (2) 10 percent of the current certified riders will no longer be eligible for paratransit under the ADA criteria; and (3) the trip making rate, based on actual ridership, is 1.5 times a week. Based on these assumptions, the number of eligible persons in the ADA core area in 1992 is estimated to be 15,000, for which 1,170,000 annual one-way trips will be provided.

The RTB's Five-Year Plan assumes a 5 percent growth in Metro Mobility ridership per year. Assuming similar growth in the ADA core service areas, ridership then is projected as shown in Figure 15:

Figure 15
Projected Metro Mobility Ridership Demand in the ADA Core Area

Year	Annual Trips
1992	1,170,000
1993	1,228,500
1994	1,289,929
1995	1,354,421
1996	1,422,142

Estimated operating and capital costs for the provision of Metro Mobility service in the ADA core service area, given these assumptions in presented in Figure 16.

Throughout the five-year period, Metro Mobility service will change gradually as individuals are recertified, additional services are developed, and new service analyses are completed. This approach will require additional funding from the

state Legislature to maintain Metro Mobility service until all riders are recertified and service evaluations have been completed.

Figure 16
Five-Year Metro Mobility Budget

	<u>1991</u>	<u>1992</u>	<u>1993</u>	<u>1994</u>	<u>1995</u>
Operating Budget* (millions)	\$12.6	\$13.9	\$15.3	\$16.8	\$18.4
Capital Budget	N/A	N/A	N/A	N/A	N/A

* Does not include administrative expenses or any additional recertification costs.

Analysis of Current vs. Required Services

Once the ADA rules were published, the RTB conducted an analysis of the existing Metro Mobility program to determine if the program was in accordance with the requirements. It was generally determined that the program, as it exists today, meets or exceeds all of the ADA requirements. It was concluded that:

- The geographic area currently served by Metro Mobility includes most of the seven-county metropolitan area, which exceeds the area required by ADA to be served.
- Currently, Metro Mobility requires that trips are requested a day in advance. This policy is allowed under the ADA requirements. Presently, however, individuals are not allowed to schedule trips prior to that time except for standing orders, which can be prearranged. In accordance with ADA, a 14-day advance reservation option will be provided to riders.
- Metro Mobility fares, double those of regular route, are in accordance with ADA regulations.
- Metro Mobility service is generally available during the same hours as regular route transit service, with a few exceptions. Hours must be adjusted to be in accordance with ADA.
- No trip purpose restrictions are allowed for existing Metro Mobility service and thus complies with ADA.

- Metro Mobility has a trip assurance program in place, throughout the entire service area, to ensure that there are no capacity constraints. This means that the Metro Mobility program is generally in compliance with federal requirements. Minor modifications in the rules for the trip assurance program will be made to ensure that Metro Mobility is in full compliance.

Accordingly, only minor modifications need to be made to Metro Mobility to ensure full compliance with ADA requirements. However, because of current funding shortages for the program, the RTB analyzed several options for how Metro Mobility could be restructured in a less costly manner and yet continue to meet the ADA requirements.

It is currently estimated that there is an existing funding deficit for the Metro Mobility program of about \$4.5 million. Looking toward the future, it is clear that if service is operated in the same manner as it is today, that the deficit would continue to grow, unless significant additional funding was provided. The chances of obtaining increased funding of this magnitude may not be likely, given that the State of Minnesota is facing a large budget deficit and steps are being taken to reduce expenditures at all levels of state government.

Therefore, the RTB analyzed three options for restructuring Metro Mobility in accordance with ADA rules. Briefly, the options included:

Option I

- Continue the current Metro Mobility program and service area, with administrative changes, new eligibility criteria and certification, and other coordination efforts.
- Maintain current accessible regular route implementation schedule.

Option II

- Provide Metro Mobility service only in the ADA-mandated area (roughly the two central cities and first-ring suburbs).
- Current county, small urban, or other providers would provide all rides outside ADA-mandated service area.
- Maintain current accessible regular route implementation schedule.

Option III

- Establish a regionally coordinated system that concentrates Metro Mobility in the ADA-mandated service area and creates suburban paratransit service in outlying areas.
- Evaluate existing suburban paratransit services and conduct an evaluation of ridership, trip requirements, and level of service required.
- Utilize transit hubs as points to board accessible regular route and the Metro Mobility system.
- Change accessible regular route implementation schedule to reflect a higher priority on serving transit hubs.

The results of this analysis are presented in a memorandum dated November 13, 1991, entitled, "Options for Metro Mobility Service." This memorandum is included in the Appendix as Figure A-17. Generally, it was concluded that to continue to provide Metro Mobility service, as it currently exists, i.e., Option I, would be the most expensive option to provide. On the other hand, Option II, although the least expensive option to provide, significantly reduces and/or eliminates suburban service. Option III, therefore, was selected as the preferred option because it is the most comprehensive, and yet promises to significantly reduce the cost of providing Metro Mobility service over the long-term. The benefits to be realized by implementing this option and some of the issues that remain to be resolved are noted below.

Benefits of Implementation

- Alternative Metro Mobility transportation service delivery options will result in cost savings and more cost-effective service.
- ADA service criteria, including fares, capacity constraints, and days and hours of service, would be imposed only in the ADA-mandated core service area, thus reducing total program costs.
- Unlike Option II, this option takes a phased approach and continues Metro Mobility service in suburban areas until needs assessments are completed.
- Evaluates existing Metro Mobility service in suburban areas and investigates most cost-effective way to meet needs of residents.
- Approach ties into Vision for Transit planning efforts.
- Will result in a cost-effective, accessible regional transit service in the long term.

Issues to Resolve

- Requires funding of Metro Mobility in both ADA-core area and suburban service area until needs assessments can be completed and replacement services implemented.
- Community and county-based providers will face reassessments of their services in conjunction with needs assessments in their service area.
- ADA-certified riders residing in suburban service areas will have to transfer to use Metro Mobility or accessible regular route in the core area.
- Identification of cost-effective service options may result in reduced or altered service areas for providers.
- Will result in higher costs to region in short term as capital improvements and suburban service improvements are implemented.

Modifications Planned to Existing Paratransit and Fixed Route Services

Paratransit Service

In an effort to fully comply with the ADA regulations and to implement Option III, a variety of modifications are planned to restructure Metro Mobility service. As noted, changes in service hours, the trip assurance program and advance

reservation guidelines will be implemented. Revised eligibility standards and a new certification process will also be put into place.

It is planned that current Metro Mobility service, with the modifications, described above will continue to be provided in the short-term throughout the existing service area. Efforts will begin immediately to determine if Metro Mobility service, within the mandated ADA core area, can be restructured to better meet needs and reduce costs for persons who can use transportation other than the standard Metro Mobility service. Options that will be explored include a feeder bus system to bring people to accessible fixed routes, a call-a-bus system that involved advance scheduling of accessible regular route service, shared-ride taxi service, or route deviation service.

Planning efforts will also be initiated in 1992 to determine how the needs of current Metro Mobility riders can be more cost-effectively served in suburban areas. As in the case of the Anoka County Traveler service, one of the county services described earlier, it is anticipated that general public dial-a-ride services will be implemented in suburban areas and will serve those who previously had used Metro Mobility. Once a general public dial-a-ride service is implemented in a given area, Metro Mobility service, as currently provided as a separate, specialized service, will cease.

Fixed Route Service

Seven accessible routes are now operating in Minneapolis and St. Paul. As additional routes become accessible, it is anticipated that some individuals now relying on Metro Mobility will use accessible regular route for some or all of their trips. Metro Mobility riders who live near these accessible routes will be targeted first in the certification process.

The RTB's transit hub program will be important in redefining service. The RTB plans to continue to develop transit hubs as destinations for accessible fixed routes, and potential locations where suburban riders can easily board the accessible fixed route system.

Compliance with Service Criteria and Operating Standards

Federal law only requires that paratransit services for persons with disabilities be provided in a comparable manner with regular route transit service. Currently, the Metro Mobility program, with only a few exceptions, meets and generally exceeds the ADA requirements. The proposed, modified service, as described above, will be developed to ensure that all ADA requirements are met. With minor modifications, the ADA requirements will be fully met by 1993.

Service Area

As proposed, Metro Mobility will serve eligible individuals within the mandated ADA core area (see Appendix, Figure A-16). The determination of core area boundaries is discussed above.

Response Time

Metro Mobility riders will be able to arrange calls a day in advance by calling between the hours of 6:30 a.m. and 2:30 p.m. In some cases, rides may be booked further in advance. To comply with the ADA regulations, the RTB will institute a policy in 1992 that sets a 14-day advance reservation period.

Fares

Currently, Metro Mobility fares are exactly double the applicable fixed route fares. Any future Metro Mobility fare changes will be implemented in concert with planned fixed route fare changes. It is expected that fares will remain exactly double the applicable fixed route fares.

Days and Hours of Service

Currently, Metro Mobility service is provided seven days a week, from 6:30 a.m. to 11:00 p.m. on weekdays and from 8:00 a.m. to 11:00 p.m. on Saturday, Sunday, and holidays.

To be in compliance with the ADA standard, service in the central cities will need to be adjusted to correspond to the fixed route schedules. The RTB proposes to extend the Metro Mobility service hours in 1993 for Minneapolis and St. Paul to span from 5:00 a.m. to 1:00 a.m. weekdays, 6:30 a.m. to 1:00 a.m. Saturday, and 6:30 a.m. to 12 midnight Sunday. Service hours in suburban areas within the mandated ADA core area will also be adjusted to be comparable to that of regular route transit service.

Trip Purpose

There will be no restrictions on trip purpose for Metro Mobility service.

Capacity Constraints

The Metro Mobility program has operated without capacity constraints since implementation of a Trip Assurance Program (TAP) in July 1990. No capacity constraints will be imposed for the proposed Metro Mobility service in the future. Currently, riders who call before 10:00 a.m. the day before are guaranteed a ride.

In 1992, the RTB proposes to apply the TAP in only the ADA mandated core service area. It is also expected that the requirements for calling in by 10:00 a.m. the day before will be eliminated.

Implementation Timetable and Milestones

The RTB's overall plans for regional service improvement are summarized in Figure 17. This schedule indicates how changes in Metro Mobility, changes in other paratransit services and the phase-in of accessible regular route route will be accomplished in order to be full compliance with ADA regulations.

Figure 17 ADA Paratransit Plan Milestones

- 1992
- Complete development and adopt revised eligibility criteria and certification process (first quarter).
 - Determine functional assessments procedures and recertification process.
 - Begin recertification in corridors along seven existing accessible regular route services during the second quarter of 1992. Begin recertification in remaining mandated ADA core area in the third quarter of 1992. During the fourth quarter of 1992, conduct recertification in the non-ADA mandated core area.
 - Expand Metro Mobility service hours in central cities to be consistent with those of fixed route to comply fully with ADA regulations.
 - Make changes in trip assurance program: provide program only in mandated ADA core area; eliminate 10:00 a.m. call-in requirement.
 - Begin to identify other service options for persons who can use transportation other than standard Metro Mobility service (ADA eligibility criteria numbers 2 and 3, as defined in next section). Service options may include feeders to accessible fixed routes, call-a-bus service, and shared-ride taxi services within the accessible bus route corridors.
 - Begin to conduct suburban service needs assessments.

- 1993-94
- Implement new service options that respond to travel needs of persons who meet eligibility criteria numbers 2 and 3 in the accessible bus route corridors and to the entire ADA eligible area as soon as feasible.
 - Continue to conduct needs assessment of community-based and county programs to determine service needs, trip origins and destinations, and service demand.
 - Continue transit hub development to provide connections among Metro Mobility, local suburban, and accessible regional fixed route services.
- 1995-96
- Based on the results of the needs assessments, identify and implement new service options for areas currently served by community-based and county providers

D. DESCRIPTION OF THE PROPOSED ELIGIBILITY DETERMINATION PROCESS

Determining ADA Paratransit Eligibility

ADA establishes categories of persons who are eligible to receive complementary paratransit services. As stated in the ADA Paratransit Handbook, "these persons are functionally defined, based upon their inability to use existing fixed route service. Eligibility of an individual must then be applied to each trip request. The regulations also establish standards for the process of determining eligibility and require that an appeal process be established..."

It is expected that transit services for persons with disabilities will largely be provided by accessible fixed-route services. However, because it will take some time to implement fully accessible services, complementary paratransit services must be provided in the interim and, over the long term, for those who are not able to use accessible fixed route service. It is within this context that the ADA eligibility requirements were written.

The Metro Mobility program currently has an established certification standard and an eligibility process in place. Generally intended for those who are unable to use regular route transit as it exists today, eligibility is determined by meeting one of six criteria. However, efforts are underway, as required by ADA regulations, to revise this standard and process of determining who is eligible for ADA paratransit service, as specifically defined by ADA, and for what trips.

It is expected that a revised Metro Mobility certification process will be adopted by the RTB during the first quarter of 1992. Recertification of eligible Metro Mobility riders will then begin in mid-1992 and continue into 1993.

Eventually, it is intended that only those who are determined to be ADA eligible will be certified for Metro Mobility service. Over time, as the regular route services become increasingly accessible, it is expected that use of fixed route services will increase whereas use of Metro Mobility will decrease. The eligibility standards will assist in determining who is eligible for Metro Mobility at any given time and for any given trip.

Eligibility for the complementary paratransit services also is to be applied, in most cases, on a trip-by-trip basis. As stated in the ADA Paratransit Handbook, "The application of a person's eligibility will be determined by both the needs of that individual, as established by the eligibility certification process, and by the operation of the system along a specific route." Determining eligibility on this basis will be extremely challenging although efforts are underway to structure the recertification process in such a manner that this can be done.

Description of the determination process

To determine ADA eligibility and categories, a person must meet one of the three categories established by ADA. The categories are listed below:

1. Any individual who, because of the nature of their disabilities, cannot independently board, ride and/or disembark from an accessible vehicle; and
2. Any person with a disability who can use an accessible vehicle, but for whom **any** desired trip cannot be made because the fixed route service they need to use is not yet accessible;
3. Any individual who has impairment-related conditions that prevent them from getting to or from a boarding or disembarking location.

Two additional groups are defined by the regulation. They include:

1. Any individual who has been certified by another transit provider will be considered eligible by another system. This also includes companion or personal care attendants will be consider eligible; and
2. Any individual whose disability is temporary.

In August 1991, the RTB staff developed a Metro Mobility eligibility and certification work plan. The goal of the work plan was to establish a process that would identify ADA paratransit eligible persons and determine the certification procedures, implementation schedule, timeframe, and an estimated cost of recertification. The plan also called for an eligibility/certification task force to include representatives from the transit and medical professions and the disabled community to participate in the planning process.

In conjunction with the work plan tasks, the RTB is working with Sister Kenny Institute to develop a functional assessment to be administered to individuals who

want to become certified for Metro Mobility service. The functional assessment will be designed to provide information to determine if an individual meets criteria established by ADA and, if so, how appropriately to classify their eligibility. The functional assessment tool is expected to be completed by January 1992. The eligibility/certification task force will review and comment on the functional assessment.

Recommendations from the eligibility/certification work plan, including an implementation timetable, will be developed by March 1992. In early April 1992, the plan and recommendations will be reviewed by the Transit Accessibility Advisory Committee and a public hearing will be held on the eligibility and certification procedures and process.

Once the proposal for the certification process is developed, the RTB will hold a special public meeting to solicit comments from affected persons. It is then anticipated that the recertification effort would begin in mid-1992.

Method of Notification

Regardless of the particular certification process adopted, all eligible individuals requesting certification for Metro Mobility service will receive a written letter within 21 days. The written letter will explain the person's identification number and information about the service. This notification process is an existing procedure handled by the MMAC.

Copies of the ADA paratransit eligibility certification process and rider's guide that will provide information about the service will be available in Braille and on tape by calling the State Services for the Blind at 642-0502, upon request.

New information regarding certification and service will be available when recertification process and new services begin in 1992.

Persons that are determined to be ADA paratransit eligible will also receive an identification card that will indicate the person's name and address, the name and phone number of the transit provider, an identification number that will indicate the person's classification by transportation need, eligibility conditions and an indication if the person is certified for a personal care attendant. The identification cards will indicate the person's classification (i.e., temporary eligible, ADA eligible category 1, 2, or 3).

System and Timetable for Processing Applications

The recertification process will begin during mid-1992 for individuals who reside along existing accessible regular routes which are located in the Minneapolis/St Paul and first ring suburbs and are within the ADA mandated core area. Existing certified Metro Mobility riders that live along these routes will be notified that the recertification process has begun and will be notified how the procedure

will be implemented and the timeframe involved. During the third quarter of 1992, recertification will begin in the remaining ADA mandated core area. During the last quarter of 1992, recertification will begin in the non-ADA service areas. Individuals who want to use Metro Mobility must be certified even if they live outside the ADA core area.

Presumptive and Reciprocal Eligibility

According to ADA rules, eligibility must be presumed and reciprocally provided if an individual presents certification from another system. The Metro Mobility program will comply with this requirement. If an individual plans to use the system for more than twenty-one days, it will be required that the individual make a request for ADA paratransit eligibility through Metro Mobility.

A detailed visitors policy will be developed in 1992.

Seasonal Certification

At present, there is a seasonal certification for Metro Mobility if a person meets one of the eligibility criteria only during typical winter weather conditions. This applies for the period November 1 through April 15. Seasonal certification will continue under the new ADA recertification process. Based on input from the Eligibility/Certification task force, the beginning month for seasonal certification may be changed.

Description of the Administrative Appeals Process

The existing appeals process will continue to be available for those denied certification (see Appendix, Figure A-10). The composition of the Appeals Board will be modified to include a physician, physical therapist or an expert on cognitive, hearing or visual disability for those classified in the third eligibility classification. Based on the person's request for an appeal, an Appeals Board member will be included that is familiar with the person's type of disability.

CHAPTER IV. PUBLIC PARTICIPATION PROCESS USED TO DEVELOP THE PLAN

The RTB typically involves its advisory committees, other transportation agencies, local communities, and other affected organizations and individuals in the development of its plans and programs. This chapter specifically describes how other organizations and individuals were involved in the development of the paratransit plan, and presents the views and concerns of organizations and individuals on the proposed plan.

A schedule outlining the presentation of the ADA paratransit plan to various groups is also included in this chapter. See Appendix, Figures A-23 and A-24.

A. PUBLIC PARTICIPATION PROCESS

Transit Accessibility Advisory Committee

The Transit Accessibility Advisory Committee (TAAC) advises the RTB on management policies, implementation and planning issues related to transit services for the elderly, persons with disabilities and others with special transportation needs in the seven-county metropolitan area. The committee is composed of consumers and representatives of organizations that serve seniors and people with disabilities. TAAC has been involved in developing RTB plans and programs on an ongoing basis.

TAAC meets monthly. ADA requirements and planning activities have been reviewed at several of their meetings. Additionally, the committee has two subcommittees focusing on different topical areas:

- The Metro Mobility Subcommittee focuses on issues related to the Metro Mobility program.
- The Regular Route Subcommittee focuses on issues related to enhancing accessibility on regular route transit service.

Transportation Planning Process

As a key participant in the metropolitan transit planning process, the RTB/MTC made an effort to involve other agency participants in the development of the ADA paratransit plan. Presentations were made to the Metropolitan Council and their advisory committees--the Transportation Advisory Board (TAB) and the the Technical Advisory Committee (TAC). TAB is a 30-member organization, composed of seven county commissioners, 10 city elected officials, and a citizen representative from each of the Metropolitan Council's 8 districts, that advises the Metropolitan Council and the RTB on transportation issues. The TAC, composed of county municipal staff and regional agency members, provides technical advise to the RTB.

Providers

RTB staff made a presentation on the ADA paratransit plan to its Provider Advisory Committee, a group representing more than 40 transit providers under contract to the RTB. Additionally, the plan was presented to Metro Mobility providers at their meetings.

Communities

Because local jurisdictions have such a key role to play in ensuring that their residents can access transit services, the RTB and MTC have made special efforts to involve them in the planning for accessible transit services. All municipalities, in which accessible regular route transit service is provided were invited to a workshop sponsored by the RTB and MTC, to discuss accessibility needs and the importance of keeping bus stops clear of snow.

Outreach Efforts

In addition to the public hearing and solicitation of review and comment by the general public, the RTB is planning to review the draft plan with individual organizations representing different disability groups.

Availability of Paratransit Plan in Accessible Formats

The ADA Paratransit Plan was printed in New Century Schoolbook, 12 point print, in order to ensure easy readability. Additionally, the plan was made available in braille and on tape.

Notice of availability of the plan and the hearing was made in the Star Tribune, the St. Paul Pioneer Press and Access Press. Notices also went to more than 100 local newspapers, radio stations and TV stations.

B. SUMMARY OF SIGNIFICANT ISSUES RAISED IN THE PUBLIC COMMENT PERIOD AND RTB/MTC RESPONSES

On Monday, January 13, 1992, the Regional Transit Board held a public hearing to hear comments on the draft ADA Paratransit Plan. Thirteen individuals testified at the hearing. A complete transcript of the hearing, as well as other written testimony received, are included in the Appendix as Exhibit A-25. A summary of the comments and discussion of how each of these issues has been addressed follows.

1. Several individuals attending the public hearing asked that Metro Mobility budget problems be separated from the ADA plan. Comments included:
 - The ADA regulations are being used to reduce the Metro Mobility budget. The RTB should separate the funding problems from ADA requirements. ADA was designed to protect the rights of persons with disabilities. The RTB should make Metro Mobility funding a top priority and find a way to allocate resources appropriately to it.
 - ADA was intended to increase opportunities for independent living among persons with disabilities. Unfortunately, this plan reduces opportunities. The RTB is using ADA as an excuse to re-examine eligibility criteria. ADA does not call for paratransit systems, like Metro Mobility, which exceed the federal standards to lower them. ADA sets the minimum standards. The State of Minnesota should uphold its progressive tradition, continue to display Metro Mobility as a model for the rest of the country, and keep Metro Mobility service levels current.
 - Recertification of Metro Mobility riders is a waste of taxpayer dollars. It is mockery to claim that this is a plan for full compliance with ADA; it is budget cutting at the expense of people who need basic public services the most.

Response to Testimony

ADA establishes minimum criteria by which complementary paratransit services must be provided. In the Twin Cities metropolitan area, an effort is being made to not only meet these criteria, but to go beyond the criteria to ensure that comprehensive, integrated accessible transit services are provided throughout the region.

The Metro Mobility program does face funding limitations. By their very nature, the ADA criteria establish funding priorities for how complementary paratransit services are to be provided in the future. However, plans and funding requests are being made to provide accessible transit services throughout the entire seven-county metropolitan area. In an effort to ensure that this can be done, efforts are underway to modify existing Metro Mobility services in some areas to increase cost-effectiveness so that comprehensive geographic service can be maintained.

In our review, recertification must be done in order to determine how services can best be tailored to meet users' needs.

2. Others testifying urged that Metro Mobility continue as it is today and that future service plans should be re-thought. Comments in this regard included:

- The plan selects Option III for which many of the ridership and cost assumptions are "untried." Option 1, with no changes in the status of Metro Mobility other than service hour additions, is much preferred by the disability community.
- The transit hub concept is unworkable. It will not be possible to coordinate transfer connections between Metro Mobility and other transit services given that customers' ride time requests can be adjusted by providers and that on-time performance is a serious problem.
- How will Metro Mobility be able to handle winter seasonal demands, when thousands of riders after a snowstorm call for service. Providers are not likely to keep extra vehicles on hand.

Response to Testimony

"Option III," the underlying service concept for accessible transit services in the metropolitan area, is based on demonstrated transit service experience, including the Anoka County traveler. Details of how this concept will be implemented, including transfer between services at transit hubs, is forthcoming in the Regional Transit Accessibility Plan to be developed later this year. This option represents an effort to provide high quality, comprehensive transit service, in a more cost-effective manner.

Clarification on winter use of paratransit services has been made in the plan (page 39). Additional policies and procedures will be developed in future planning efforts.

3. Several individuals indicated that eligibility should be determined on a functional, not a medical, basis, but feel that the need to recertify riders should be re-examined given its high cost and low benefits:

- Eligibility should be based on a functional rather than a medical basis. The concept of functional disability is sound.
- The use of a rehabilitation clinic to conduct functional assessments for the recertification of riders should be the method of last resort. First, continue to involve and hold accountable individual physicians; second, have a panel of experts review applications to sort out those that can be approved as eligible, without a functional assessment.
- The cost of recertification, with estimates ranging from \$250,000 to \$680,000 is exorbitant. These funds could be put to better use, to pay for more rides.

- Metro Mobility service quality today is poor, with late pick-ups a predominant problem. Abuse of the certification process by unqualified riders is unlikely, given that Metro Mobility service is not an attractive alternative for travel.
- Changes in eligibility standards are estimated to affect 10 percent of the existing riders. Who is most likely to be affected?
- The plan's timetable sets changes, such as eligibility, in motion during 1992. Why is there a need to move so fast?
- Weather conditions and architectural barriers with regard to eligibility qualifications are not addressed in the plan.
- How will trip-by-trip eligibility work?
- The RTB's "Vision" for Transit, given that blind persons are targeted to be decertified, is insensitively phrased.
- With stricter paratransit eligibility standards, given the inadequacy of bus and taxi service at present to serve the needs of persons with disabilities, some may be forced to lose their employment. In the long run, having those persons rely more on public assistance would be a greater expense to the state.

Response to Testimony

Specific eligibility criteria and procedures are currently being developed. The RTB plans to continue to involve representatives of various disability groups in the development process and conduct another public hearing to solicit comments on how certain groups will be affected. Like many that testified, the RTB is very concerned about the cost of recertification. Various options for implementing recertification are being explored to minimize costs. No decision has yet been made on who will conduct eligibility functional assessments.

No effort is being made to specifically eliminate a specific disability group. Instead, emphasis is being made on functional ability to use paratransit services. It is the RTB's goal to continue to provide transit services throughout the region to meet all types of transit needs through a variety of different services, including but not limited to Metro Mobility.

4. Some public hearing attendees requested that alternative ways be sought to improve Metro Mobility efficiency and achieve cost savings. Comments included:

- Creative ideas for greater efficiency in Metro Mobility operations and administration are needed to keep the program open to all persons with disabilities during this time of severe budget constraints.
- The RTB should consider hiring a "bona fide" business consultant to evaluate the efficiency of the Metro Mobility program and to recommend areas for cost savings that do not affect the riders.
- RTB should focus its efforts not on eligibility but on restructuring for efficiency to better coordinate service among providers.
- The RTB should consider cost savings advantages, for example, by relying on existing service providers in the suburban areas.

Response to Testimony

Comments related to Metro Mobility efficiency and achievement of cost savings are representative of the approach that the RTB is taking in examining restructured Metro Mobility services. Maximizing the number of persons services, within existing budget, is a priority.

5. Testimony was received to resolve accessible bus implementation issues and complement the service with travel options other than Metro Mobility. Comments included:

- We need 100 percent compliance from municipalities on clearing of snow and ice from pathways to the bus stops. Cities are facing budget shortages, too, and so far are not doing the job.
- Some bus drivers on accessible routes who do not like picking up passengers with wheelchairs could lie about the lift not functioning.
- Accessible fixed-route bus service cannot meet the needs of persons with disabilities at all times. Other than Metro Mobility there are no accessible taxis, car pools or van pools that at present can offer alternative means of travel. Accessible taxis, at the least, should be available to persons with disabilities before any Metro Mobility certification changes are made.

Response to Testimony

The RTB is continuing to meet with municipal public works representatives on the subject of snow removal. This was a major topic of discussion at meetings with the Metropolitan Council's Technical Advisory Committee and Transportation Advisory Board. Municipal representatives are beginning to understand better how important this task will be with the increase of accessible transit services.

The MTC is actively working toward improving accessible regular route transit services. The RTB is interested in exploring the idea of accessible taxis, as suggested.

6. Some individuals asked for greater involvement of consumers and communities in Metro Mobility planning efforts. Comments included:
 - It's time for the RTB to work with members of the disability community to arrive at better solutions to the issues facing the Metro Mobility program today.
 - Needs assessments to plan future services should be done cooperatively with significant involvement of county staff, providers, consumers, businesses, social service agencies, and other interested parties.
 - The issue of AIDS/HIV must be better addressed. Confidentiality is important. An AIDS representative should be appointed to the RTB's Transit Accessibility Advisory Committee (TAAC) and its eligibility task force. Informational activities should include mailings to the gay/lesbian press and notification of AIDS service organizations. Training of planning, administrative and provider staff members should be done annually.

Response to Testimony

Although the RTB and MTC made a major effort in involving consumers in the ADA Paratransit Planning process, there was a limited amount of time for their review of this document. Federal regulations were not completed until September 26, 1991. Discussion of "Option III," the underlying service concept of the plan, began early but the plan, itself, was not able to be prepared and presented until December.

As the implementation details of the ADA Paratransit Plan are developed, the RTB and MTC will continue to work closely with affected consumers.

7. It was requested by some testifiers to clarify the impact on suburban county services. Comments included:
 - It appears that the ADA plan, over time, calls for lower funding priority and fewer dollars for service in suburban areas. The plan, thus, fails to recognize the population growth of persons with disabilities in suburban areas.
 - The plan appears not to provide for capital funding options for providers. Overall, additional financial burden will be placed on the suburban counties. In Dakota County, Burnsville Center is not identified as a hub in the plan's service area map.

Response to Testimony

As explained earlier, ADA does, in some respects, establish a funding priority for the provision of accessible transit services. However, plans and funding requests are being made to ensure that accessible transit services are provided throughout the entire metropolitan area. The provision of suburban transit services has been and will continue to be a priority of the RTB. This is reflected in the RTB's Vision for Transit.

In addition to the public hearing comments, the following changes were recommended by the Transit Accessibility Advisory Committee's (TAAC) Metro Mobility Subcommittee and the full TAAC.

- Page 25, Vision for Transit. Better relate paratransit to this vision, broadening the picture of how it will be delivered. Expand on this section.
- Page 27, Figure 14--Implementation Schedule. The 1992 and 1995 lift-equipped bus numbers should be changed to 80 and 95 respectively.
- Figure A-10. Correct time on Metro Mobility Information Sheet, "How Do I Schedule A Ride?" section, from 7:30 a.m. to 7:30 p.m.
- Question whether the plan will address transportation providers that operate outside the core area with regard to expansion or possible bidding of transportation services.
- Figure A-13, Paratransit Survey Results. Add a list of providers who responded to the survey. A summary statement should also be included to clarify the role of these providers in providing paratransit services in the metropolitan area. The explanation regarding response time needs to be corrected.
- Maps. The maps are very helpful and should be used as a vehicle to educate others on service changes.
- Perhaps a TAAC ADA Paratransit Task Force should be formed to focus on the ADA plan and paratransit issues.
- Page 28. Phase III should be rephrased to clarify that as Metro Mobility is removed from the suburban areas, riders will still be able to leave the suburb and go downtown through the use of hubs and feeders.
- Page 33, Paratransit Service. Route deviation should be added to the list of possible options to explore.
- Would like to see statement added indicating that the RTB and MTC intend to take climatic conditions into account when determining eligibility.

- Recertification. The system implemented for recertification needs to have a geographic spread to ensure all can get to an eligibility determination center without undue hardship. To help minimize costs of recertification, should keep in mind various existing program staff people who could fill out the required forms and be a valuable resource. Information and resources that are already available should be used to help minimize costs and streamline the process.
- Need to address how programs in the exurban area (outside ADA mandated core area) will be funded.
- Page 15, Safety. Second sentence: add "Department" after the word "Safety." Third sentence: should read "Minnesota" Department of Public Safety (not Mn/DOT).
- Page 18, Vehicles. Should included "buses."
- Add page numbers to "List of Figures," and separate and page number appendices.
- Page 22. The total should be 30 not 31.
- Page 15, Bus Stop Snow Removal. In the future may need to do more than "encourage" cities to keep bus stops clear of snow. Suggestion made to add a sentence on the bottom of bus schedules identifying to people where to call if their stop is not plowed.

Response

All of the technical changes were made. Other comments will be considered as the regional transit accessibility implementation plan is developed.