



Minnesota Regional Transit  
Board: Records.

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# METRO MOBILITY INFORMATION

The Regional Transit Board is considering a proposal to change the current Metro Mobility system. The goal is to provide as many rides as we can with available financial resources. This proposal aims to do more with the resources we have.

This proposal is one of the first steps in implementing the RTB's Vision for Transit.

## What is proposed?

The RTB is proposing splitting the current Metro Mobility area into two areas. The core area will be Minneapolis, St. Paul and 30 suburbs, Metro Mobility where there will be one provider. Outside this area, local community programs will provide the type of service now provided by Metro Mobility. (See map)

For the 92 percent of Metro Mobility riders located in the core, Metro Mobility will have very few changes. They are:

- core service area (Mpls, St. Paul and suburbs -- see map)
- one provider
- one phone number to call when arranging a ride
- same peak and base fares

For the eight percent of Metro Mobility riders located outside the core, there will be other changes. They are:

- service provided by county or community-based programs
- changes in service hours
- changes in fares

## When will it start?

The earliest these changes will be in effect is January 1, 1993.

## How can I comment on the proposal?

If you have comments about the 1993 Metro Mobility Service Concept, the Regional Transit Board would like to hear them. You can submit comments in writing until May 15, 1992 or call 229-2707 and leave them on a recorded message. (229-2715 TDD)

## METRO MOBILITY Q & A

### REASONS FOR CHANGES

**Q:** Why are you proposing to change Metro Mobility service?

**A:** The Regional Transit Board is proposing changes to the service so that the most rides can be provided with the resources we have.

### ABOUT THE PROGRAM

**Q:** Where can I ride Metro Mobility?

**A:** The Metro Mobility service area will include Minneapolis, St. Paul and most of the first-ring suburbs. Outside of the Metro Mobility service area there local service will be provided by county or community-based providers. (See accompanying map.)

**Q:** How do I get a Metro Mobility ride?

**A:** Instead of calling one of thirteen providers, you call one provider. This provider will serve all of the Metro Mobility Core Service Area.

**Q:** How much will it cost to ride Metro Mobility?

**A:** Metro Mobility fares will be \$2.20 for peak service (6 - 9 a.m. and 3:30 - 6:30 p.m.) and \$1.70 for non-peak service.

**Q:** What are the hours for Metro Mobility?

**A:** The hours will be the same as regular route bus service. In areas where regular route transit service is provided until 1 a.m., Metro Mobility will have service until 1 a.m. See the map for more details.

### STANDING ORDERS

**Q:** Can I still have my standing order?

**A:** Standing orders will still be accepted for Metro Mobility service only. If you live outside the core, your provider might provide standing orders, but it depends why you need a standing order and if there is available resources to provide it.

**Q:** I have a standing order to go to work everyday. I live outside the Metro Mobility Core Service Area, am I out of luck?

**A:** Essential trips (work-related and medical) will be provided. Outside of the Metro Mobility Core Service Area trips can be prioritized.

## **SERVICE OUTSIDE THE CORE**

**Q:** I live outside of the Metro Mobility service area and want to travel into the core. Can I do this?

**A:** Essential trips (work-related and medical) will be provided. Outside of the Metro Mobility Core Service Area trips can be prioritized.

**Q:** Can providers outside the Metro Mobility Core Service Area ask me what kind of trip I'm taking?

**A:** Yes. County and community-based providers can prioritize trips according to trip purpose.

## **TRANSFERS**

**Q:** Can I transfer from one of the local services to Metro Mobility?

**A:** Yes. Local service will bring you into the Metro Mobility service area. You will transfer in a safe, secure location, like an accessible transit hub. However, there is not fare reciprocity between local services and Metro Mobility, so you would have to pay for both local service and Metro Mobility.

**Q:** Where would I transfer?

**A:** At a transit hub or other safe, secure location. And, there will be coordination of trips between the core and local programs.

**Q:** I usually ride in a taxi cab, will I now have to ride in a van?

**A:** The provider that will run the service can use taxi service if it is more cost-effective to provide the ride in a taxi.



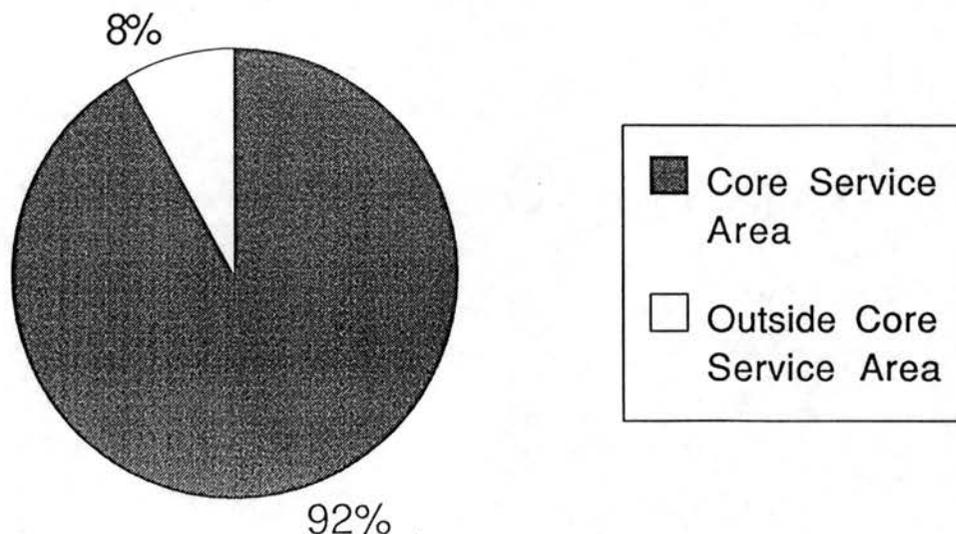
### Communities within the Metro Mobility Core Service Area:

Airport, Arden Hills, Bloomington, Brooklyn Center, Brooklyn Park (south of 85th Street), Columbia Heights, Crystal, Edina, Falcon Heights, Fridley, Gem Lake, Golden Valley, Hilltop, Hopkins, Landfall, Lauderdale, Little Canada, Maplewood, Minneapolis, Minnetonka (east of Highway 494), Mounds View, New Brighton, New Hope, North Oaks, North St. Paul, Oakdale, Richfield, Robbinsdale, Roseville, Shoreview, South St. Paul, Spring Lake Park, St. Anthony, St. Louis Park, St. Paul, Vadnais Heights and West St. Paul.

### Communities outside the Metro Mobility Core Service Area:

Anoka, Apple Valley, Bayport, Baytown, Birchwood, Blaine, Brooklyn Park (north of 85th Street), Burnsville, Centerville, Champlin, Chanhassen, Chaska, Circle Pines, Coon Rapids, Cottage Grove, Deephaven, Dellwood, Eagan, Eden Prairie, Excelsior, Inver Grove Heights, Lake Elmo, Lexington, Lilydale, Lino Lakes, Long Lake, Mahtomedi, Maple Grove, Medicine Lake, Mendota, Mendota Heights, Minnetonka (west of Highway 494), Mound, Newport, Oak Park Heights, Orono, Osseo, Pine Springs, Plymouth, Prior Lake, Rosemount, Savage, Shakopee, Shorewood, Spring Park, St. Paul Park, Stillwater, Sunfish Lake, Tonka Bay, Wayzata, White Bear Lake, White Bear Township, Willernie, Woodbury, Woodland.

Where Rides Start



MINNEAPOLIS YELLOW CAB 824-4444  
SUBURBAN YELLOW CAB 824-4000

ADMINISTRATIVE OFFICES 822-6216



Your State  
YELLOW  
CAB

MINNEAPOLIS AND SUBURBAN YELLOW CABS

## Yellow Taxi Service Corporation

500 EAST 36th STREET, MINNEAPOLIS, MINNESOTA 55408

May 7, 1992

To R.T.B. Board Members:

My name is James LeTourneau, I am Vice President of Yellow Taxi Service Corporation. I wish to speak tonight in opposition of the proposal in front of you.

When I read this proposal it seems fantastic, you are going to take all the current problems and throw them together and resolve them all, this is great.

However when I consider the negative side I feel that someone forgot to do their homework. The first problem I see is your proposed starting date. In my 32 years in the transportation business I have found that you never make any drastic changes in the middle of a Minn. Winter. When the user side subsidy began they first planned on a winter change then they agreed to the change for a mild season and the transition went a lot smoother.

The next point is in the proposal, it states that a lot of problems exist in the current system. Granted, you do get a lot of late rides however if the system is bad why would the ridership continue to increase? Next you talk about increasing costs - take a serious look at what the providers today are paid. Less per trip than they were in 1990:

1990 rates were as follows: Zone 1 amb. \$6.75 over 12 miles \$8, Zone 2 amb \$8.25 over 12 miles \$9.50, Zone 1 Wheelchair \$10.25 over 12 mile \$11.50, Zone 2 wheelchair \$9.50 over 12 mile \$12.75, volume was \$4.25 - \$7.50.

Van rates were same amb - however for wheelchair zone 1 \$17.25 over 12 mile \$19.75, Zone 2 \$19.99 over 12 mile \$22.00.

I have met with our current owners and drivers of our Metro Yellow Fleet and over 60% of them drove for the 1978 - 1986 system. Central dispatching, transfers points as they recall also have their special problems. Transfer points are great if it can work. However if they don't they are dangerous, I also recall the one phone number system where users were put on hold for long periods of time, the average of 264 seconds, the average lost calls were 17 - 24 percent. Great way to go. I recall David Nadich continuously complaining.

MINNEAPOLIS YELLOW CAB 824-4444  
SUBURBAN YELLOW CAB 824-4000

ADMINISTRATIVE OFFICES 822-6216



*Your Satez*  
**YELLOW  
CAB**

MINNEAPOLIS AND SUBURBAN YELLOW CABS

## Yellow Taxi Service Corporation

500 EAST 36th STREET, MINNEAPOLIS, MINNESOTA 55408

I believe when the new system started it was suppose to resolve the past problems. Now we hear the same thing from the same people to go back to worst than the old way because one provider would have to supply at least 150 new vehicles, 15-20 calltaker, routers, phone equipment etc. I do not see where a bid could come in to help the cost.

I would like to propose to you that you look at the certification criteria to possible being a two tier system:

1. Wheelchair or certain disabilities that require special needs.
2. The people that can not use public transportation but are very capable of riding in less expensive type vehicles such as we service now with our 500 Metro cars.

If you went to this I firmly believe the rate structure could be changed.

I thank you for reading this letter, I will be at the meeting for any questions you might have. However I feel that the users should get to speak. Please feel free to ask me any question and I would be happy to answer. My phone number is 824-4000 x35.

Thank you,

*James LeTourneau*  
James LeTourneau  
V.P. Yellow Taxi

Sign up sheet

Comments To speak at meeting

1. Betty Norman

~~2. Sharon Hardy (have leave at 6:30)~~

~~\*3. Lolly Lijewski (Lolly Lijewski)~~

~~4. Ernie McCarty - WBAT~~

~~5. James LeTourneau Yellow Taxi~~

~~6. Mary Jean Hoover~~

7. Victoria Culum

LET'S TRY

WILMA CHILMAN

~~8. Jeanne~~

8. Jonathan Hanft

Transportation Access Project  
for People w/ HIV/AIDS.

9 Rod Blanchard

10 Don Schuttz

11 Marger Korant



## MJE Information for Metro Mobility Public Meeting

- The RTB is taking comments on the service concept until **May 15, 1992**.
- the RTB has set up a hotline where people can **call and leave a message** with their comments about the service concept.
- Messages are picked up every day.
- The hotline number is **229-2707**.
- The **TDD** hotline number is **229-2715**.
- Mailed comments will also be taken until **May 15, 1992**.
- We encourage you to use the comment cards for input. RTB staff will be on-hand to assist you with writing your comments if you need help.

REGIONAL TRANSIT BOARD

ROLL CALL AND ATTENDANCE SHEET

DATE: May 7, 1992

BOARD OR COMMITTEE: Metro Mo meeting

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

**ISSUE**

Mike Ehrlichmann

Maryann Campo

Doris Caranicas

Sharon Feess

Ruth Franklin

Val M. Higgins

Sandra Hilary

Ruby Hunt

Tom Sather

Don Scheel

Tom Workman

**Visitors**

**Staff**

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# REGIONAL TRANSIT BOARD

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

TO: Chair and Members of the Policy Committee

FROM: Edward Kouneski, <sup>EK</sup> Manager of Programs  
Cynthia Curry, Senior Project Manager

DATE: April 21, 1992

SUBJECT: Metro Mobility 1993 Service Plan

## INTRODUCTION

This memorandum is presented for information purposes. It describes policy changes proposed to become effective January 1, 1993. This date would mark the start of a new, long term contract with a single Metro Mobility provider who would be selected on a competitive basis. This provider would operate in the area obligated to be served under the Americans with Disabilities Act (ADA). For trips that originate outside of the ADA mandated area, replacement service would be offered by local county and community based programs now under contract to the RTB. These programs would receive additional funds from the RTB and have the flexibility to establish trip priorities for transporting Metro Mobility eligible residents of their service areas.

An open house/public meeting is scheduled May 7, 1992 to answer questions and hear comments on the service plan. In the meantime, meetings are taking place with advisory committee members, providers, and other interested parties.

Attached is a discussion guide which highlights the goal, objectives, features, and benefits of the service plan. Also attached is a map of the redefined service area and a question-and-answer paper that documents a number of the issues and concerns that have been raised to date.

## BACKGROUND

The Metro Mobility service plan for 1993 is being developed in response to our need to adjust to the lack of adequate funding from the legislature in recent years. The RTB cannot afford to have Metro Mobility continue operating under the present arrangement, which even providers have claimed is an inefficient system.

The new service plan gives the RTB an opportunity to restructure Metro Mobility as a complementary paratransit service that operates only within the area served by the regular route bus system, consistent with the ADA plan.

Most important, the plan moves Metro Mobility in the direction established by the RTB's long term vision for regional transit services, positioning it to be coordinated with the regular route and community based services as they become increasingly accessible.

## DISCUSSION

The service concept calls for two major policy actions:

1. Establish a *core* Metro Mobility service area to include Minneapolis, St. Paul, and approximately 30 of the surrounding suburbs.
2. Invest in *local programs* to serve Metro Mobility eligible residents outside of the core area.

### Core Area Service

The first action restricts Metro Mobility service operations to the ADA mandated "core" area, as defined under the federal regulations promulgated last year by the Federal Transportation Administration (FTA). Regular route bus service is clustered in this area.

To serve the core area, the RTB would solicit cost proposals from qualified companies and enter into a long term contract with a single provider, who will be required to use new vehicles to which a regional logo and paint scheme will be applied identifying the Metro Mobility system. The contract would have a term of four to five years, which is approximately the same as the useful life of a vehicle, and would include performance incentives.

The selected provider would operate a centralized ordertaking, scheduling and dispatching function to ensure that most, if not all, ride requests are met and that any transfers between vehicles are well coordinated. The provider will rely on taxi companies to provide supplemental service when it is more cost effective to do so.

### Local Program Service

The local county and community based transit programs currently funded by the RTB include a mix of five general public dial-a-ride and six special transportation services. The latter are oriented to serve the elderly and persons with disabilities. Currently, approximately 350 (8%) of Metro Mobility's 4,150 total daily trips originate in one of the local program service areas. The options available to serve these trips, under the new service plan, would be as follows:

1. *Arrange transfers at transit hub facilities as they are completed.* This is the preferred option, because it is consistent with the RTB's long term vision. In some local service areas, there are hubs ready to serve as transfer points. In other service areas, the option listed below could be used on an interim basis.
2. *Provide service directly to destinations outside of the local service area or refer the trip to a taxi company or, if needed, to a provider with lift equipped vehicles.* The local programs can choose the most cost effective method to provide the trips and request reimbursement from the RTB. Given that limited funding is available, its use may be restricted to essential medical and work trips.

**Metro Mobility 1993 Service Plan**  
**April 21, 1992**  
**Page Three**

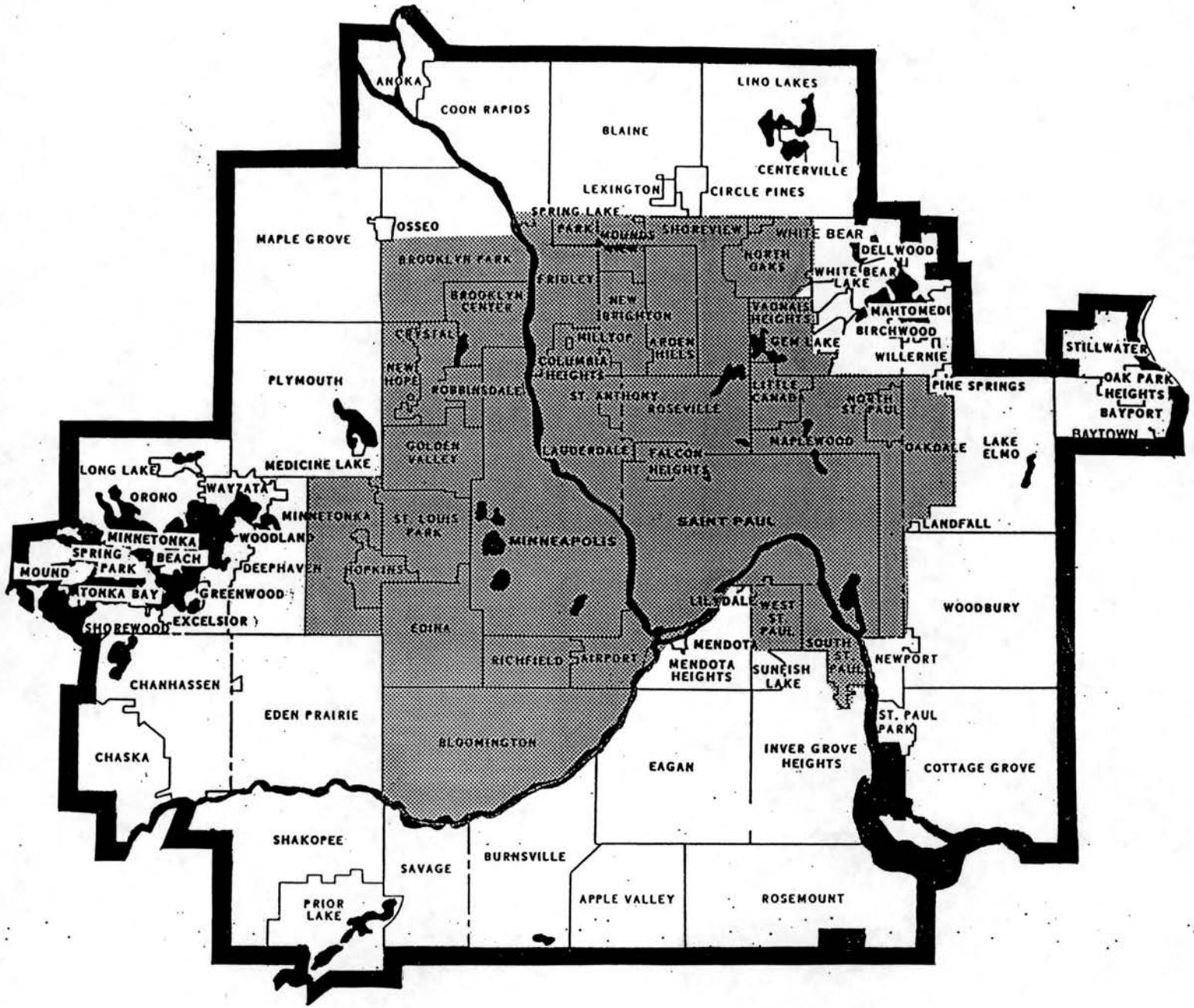
**RECOMMENDATION**

No recommendation is made at this time, as the public participation process continues. RTB staff will present a recommendation to the Policy Committee for action at a special meeting to be held May 11, 1992. At that time, the committee will be requested to take action endorsing policy changes for inclusion in a request for proposals from qualified providers.

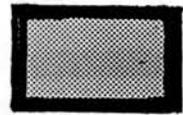
## DISCUSSION GUIDE

### Metro Mobility 1993 Service Plan

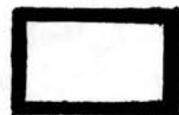
- Situation** With Metro Mobility costs rising, funding has become severely limited. Providers claim service is overall inefficient and unprofitable; rate increases have been insufficient. Service quality is adversely affected. Aging vehicles are not being replaced. More ride requests are being denied. Late arrival of vehicles continues to be a predominant complaint.
- Concept** The service concept is to:
- *Create a core service area, which would be served by a single provider.* This area would include Minneapolis, St. Paul, and approximately 30 surrounding suburbs where regular route bus service is provided and the vast majority of rides today on Metro Mobility are made.
  - *Assign local programs the responsibility to coordinate trips outside of the core area.* There are 11 county and community dial-a-ride services currently funded by the RTB that can serve residents of their service areas who now use Metro Mobility.
- Goal** The underlying goal for this change in the Metro Mobility program is to maintain service coverage throughout the region in the most cost effective manner.
- Objectives** The following quantifiable objectives are attainable with this plan:
- *Cost Effectiveness.* Achieve savings of 20 to 25 percent in Metro Mobility subsidy per trip.
  - *Operating Efficiency.* Increase service productivity to 3 passengers per vehicle service hour.
  - *Service Quality.* Improve on-time performance to 95 percent of trips arriving within schedule.
- Features** The main features of the plan include:
- A single Metro Mobility provider selected competitively.
  - Long term, hourly rate contract, and new vehicles.
  - Centralized ordertaking, scheduling, and dispatching.
  - Flexibility for the provider to arrange transfers.
  - Trips brokered to taxis if cost effective.
  - Performance incentives for productivity and on-time performance.
- Benefits** The key benefits to implementing this plan are:
- Greater control of Metro Mobility program costs.
  - New vehicles, for a more comfortable and safe ride, easily identified with a consistent paint scheme and logo.
  - Enhanced opportunity for all Metro Mobility trips to be provided.
  - Better on-time performance: vehicles arriving within schedule.
  - Convenience of a single phone number to request a ride.
  - Improved information reporting, a single source for comprehensive data on operations and performance.



METRO MOBILITY CORE SERVICE AREA



LOCAL PROGRAM SERVICE AREA



## QUESTIONS AND ANSWERS

### Metro Mobility 1993 Service Plan

From discussions with advisory committee members, providers and other interested parties, we have outlined a number of issues and concerns for which responses are provided below. This serves as a guide for continuing, detailed discussion of the new Metro Mobility service plan.

#### **How can cost savings be generated?**

This plan is designed to generate savings because the high volume of rides in the core area creates economies of scale for a single provider. Vehicles can be used more productively if centrally dispatched and assigned to geographically limited areas with transfers coordinated at select locations.

#### **Are there going to be changes in service hours or fares?**

In the core area, no changes in service hours are anticipated. Metro Mobility fares may change during 1993 in connection with regular route bus fare changes. Given that the boundary for Metro Mobility core service is to be redrawn, it may be possible to eliminate the current zone-crossing surcharge of \$.50. Outside of the core service area, the service hours and fares would be determined by the local programs; at present, they vary.

#### **How is information reporting going to improve?**

We can require the selected provider to submit data reports at the end of each month with detailed operating and performance statistics. The reports will itemize daily vehicle activity including ridership by time period, revenue collected, hours and miles operated, and scheduled versus actual vehicle arrival times. Backup documentation for this data would include driver trip sheets and dispatch logs available for RTB inspection for audit of service hours operated and rides transported. We can also require detailed reports on the ordertaking activity to evaluate how well calls are handled and trip requests are met.

#### **What kinds of performance standards and incentives do you propose?**

Under the existing decentralized, multiple provider system, it has been difficult to monitor a full range of service quality and safety performance indicators. With centralized operations, several examples of new information that would become available to us are on-time performance statistics, which are typically represented as the *percent of trips arriving within schedule*; safety statistics, such as the number of *accidents between miles* operated; and service productivity statistics, one measure of which is *passengers per vehicle service hour*.

Since a key objective of the new plan is to improve service productivity, it may be useful to offer a financial incentive when the passenger-per-hour statistics exceeds a certain level;

or to assess a penalty if it were to drop below a defined threshold. This would reinforce the need for vehicle service hours to be scheduled efficiently. Service hours, for which the RTB is to be billed, will be scheduled efficiently. To meet the service productivity objective, the provider will have the option to dispatch some trips to taxi operators when it is more cost effective to do so.

#### **Is this plan going to put some providers out of business?**

No provider today relies exclusively on Metro Mobility for its business. Most of the private companies provide medical assistance trips, some provide day training and habilitation center services, and one provides school bus transportation. The nonprofit agencies transport persons who participate in their social service programs. These business activities use other funding sources and can continue to be provided.

Some of the current Metro Mobility providers may be interested in submitting a proposal for the core area service; and others may have the opportunity to continue operating some of the Metro Mobility trips that are to be coordinated by the local programs.

Because providers are concerned about the potential impact, we believe that it is important to release the request for proposals as soon as possible so that each company can begin to develop its own business strategy to respond to the changes ahead.

#### **What is the timetable for implementing the plan?**

The existing provider contracts expire at the end of 1992. For a new contract to start January 1, 1993, the request for proposals needs to be issued in May 1992.

The RTB needs to provide for adequate time to evaluate proposals, interview finalists, recommend selection, and approve a contract. Most important, the selected contractor needs to have adequate time to procure vehicles and prepare to start service under the new contract arrangement.

#### **Who are we likely to have competing for the new contract?**

There are a number of reputable local and national companies who may be interested in providing the service. Some of the existing providers are capable to operate the core area service. A group of smaller providers could form a consortium as means to provide this service.

#### **What do we gain by centralizing the operating functions?**

The dispatch, scheduling, and ordertaking functions, if centralized, would ensure that service is operated productivity; most, if not all, ride requests are met; and any transfers between vehicles in the core area are well coordinated. Furthermore, as more local bus routes become accessible, a centralized information source would be useful to inform riders of their travel options.

Centralized dispatching means the location of all vehicles will be known at all times; this function can promote better on-time performance. With one provider scheduling all of the vehicles, touring will be more efficient. To ensure that calls are handled promptly, a sophisticated phone system will need to be in place.

In evaluating the proposals, a potential provider's capability to manage centralized operating functions will be closely scrutinized.

#### **How will transfers be coordinated?**

To increase service productivity and efficiency, the core area service provider needs the flexibility to arrange transfers. Transfers would occur at approved, secure locations, such as transit hubs. The use of transit hubs for transfers is a key element of the RTB's vision that ultimately involves bus routes as well as Metro Mobility service.

Guidelines for transfers will be established to ensure passenger safety. As an example, because of centralized dispatching, vehicles could be required to meet for the transfer so that a passenger is never left waiting.

#### **Are new vehicles possible?**

Existing providers have claimed that their fleets are aging and that they lack adequate resources to invest in new capital without the RTB granting a significant increase in the trip reimbursement rates.

By issuing a request for proposals, we have an opportunity to obtain a new, uniform fleet of vehicles. Furthermore, we can require that the single provider in the core area dedicate these vehicles exclusively to Metro Mobility. This would focus the provider's attention on meeting the needs of Metro Mobility passengers, ensuring that service quality standards are met.

The full cost of the vehicles can be depreciated over the life of the contract and included as part of the hourly rate service charge. Alternatively, the RTB may consider the use of capital bonds to procure the vehicles. This could free up operating dollars for Metro Mobility. To do this, the RTB would need to pursue a cooperative arrangement with the Metropolitan Transit Commission (MTC) to own the vehicles since the RTB is legislatively restricted from doing so.

#### **What incentive do local programs have to participate?**

Some of the local programs will need additional funding or revenue to assume responsibility for coordinating trips formerly provided on Metro Mobility for residents of their service areas. In the coming months, the calendar year 1993 budgets for these programs will be negotiated and detailed arrangement will be discussed.

Since the RTB has been granted \$1.5 million of supplemental appropriation for Metro Mobility, a portion of this amount could be set aside to reimburse the local programs. In addition, to maximize financial resources available in the region, county programs that do not require fares, but accept donations, may need to establish a formal fare structure. This move could increase local revenues and help to offset any increase in local funding commitment.

An added incentive could be to offer the local programs RTB capital dollars, which would be immediately used to replace any nonaccessible vehicles with lift equipped vehicles.

### **Why change to an hourly rate contract?**

The hourly rate reimbursement method more accurately reflects the costs incurred in providing transportation services. Unlike per-trip reimbursement, the new method will enable tighter management of the Metro Mobility program's budget. Most dial-a-ride service contracts in the country use the hourly rate method. It works best with a centralized operation, which is the key element of the new Metro Mobility service plan. The new method may even save costs that are incurred today in administering the trip voucher system. For the taxi operators, a mileage reimbursement method will likely be used.

### **How does the plan affect administration of the program?**

With the new service plan in effect, the focus of administrative activities would include: rider registration, certification recordkeeping, public information, customer relations, operations monitoring and financial oversight. Certain functions now performed by the Metro Mobility Administrative Center (MMAC) would be either eliminated, modified, transferred to the RTB, or assigned to the new provider.

The questions to be considered are: Should service administration and operation be separate, or could one entity do both? Is the RTB ready to assume greater responsibility? Which administrative responsibilities can be delegated to the new provider?

At this time, we intend to issue a separate request for proposals for the administrative function after it is more clearly identified. Another factor involved in redefining administrative responsibilities is the application of smart card technology, which will improve the effectiveness of operations monitoring and financial oversight activities.

### **Are other related policy changes to be considered?**

At least three other topics are relevant to discuss:

*Door-through-door vs. curb-to-curb transportation.* The level of assistance provided to riders could become based on a functional assessment of the person's mobility and vary seasonally. During non-inclement weather, for example, it may be possible to offer curb-to-curb rather than door-through-door transportation for certain passengers. This decision will have an impact on operations. Limiting the dwell time at stops would increase the average system speed, promoting service productivity and timeliness.

*Day training and habilitation center services.* The RTB is currently reimbursed by day training and habilitation centers for trips to and from their facilities. At present, there are three locations that are significant in size. These centers have the option of remaining a part of the Metro Mobility program or entering into contracts separately with their own providers. If these trips continue to be provided by Metro Mobility, it is our intent to obtain a separate price quote for them in the proposals that are requested.

*Trip assurance.* The RTB has an obligation to ensure that there are not a substantial number of trip denials. ADA regulations specify that trips cannot be limited "to ADA paratransit eligible individuals by any of the following: (1) restrictions on the number of trips an individual will be provided; (2) waiting lists for access to the service; or (3) any operational pattern or practice that significantly limits the availability of service."