



Minnesota Regional Transit
Board: Records.

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

MEETING NOTICE

REGIONAL TRANSIT BOARD and METROPOLITAN TRANSIT COMMISSION

Leeann Chin's Conference Center
Union Depot Place
Fourth and Wacouta Streets
St. Paul, Minnesota

November 11, 1992
4 p.m.

The members of the Regional Transit Board and Metropolitan Transit Commission will meet for the purpose of discussing respective agencies' roles and responsibilities.

No action will be taken.

Michael J. Ehrlichmann
Chair

mff
11/6/92

Note: Limited parking is available in front of Union Depot. You can park in the upper level of the Mears Park Centre at no cost if you go inside the building and notify the guard. If you park in the lower level, be sure to keep your keys.

TRANSPORTATION FINAL REPORT



Success By 6® Northwest
Northwest Hennepin Human Services Council

July 1992

A report produced by the Transportation Committee of Success By 6
Northwest of Northwest Hennepin Human Services Council.



Brooklyn Center
Brooklyn Park
Champlin
Corcoran

Crystal
Dayton
Golden Valley
Hanover

Hassan
Maple Grove
New Hope
Osseo

Plymouth
Robbinsdale
Rogers

Success By 6® Northwest Transportation Committee

Chairs:

Bruce McFadden, Graco, Inc.

Rosie Smith-Pilgram, North Memorial Medical Center

Members:

Jerry Eiserman, Lutheran Brotherhood

Kathy Farris, Senior Resources

Sharon Feess, Brooklyn Park City Council

Aaron Issacs, MTC

Sandy Lenthe, Brooklyn Center Early Childhood Family Education

Jan Kammann

Patricia McGrath, Marquette Bank Brookdale

Grace Norris, Greater Minneapolis Day Care Association

Todd Paulson, Mayor, City of Brooklyn Center

Myrna Scott, Senior Programs

Dianne Seim, Even Start

Northwest Hennepin Human Services Council Staff

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Patricia Wilder, Executive Director

The United Way of Minneapolis has provided funding to Northwest Hennepin Human Services Council to replicate Success By 6. Success By 6 Northwest has been in operation since 1990.

Success By 6 Northwest would like to thank Rosie Smith-Pilgram, Bruce McFadden, and Jerry Eiserman for their extensive work on this project, especially the many presentations of the report.

Success By 6 Northwest would also like to thank all who participated in the surveys.

Special thanks to John Carpenter, President of Insight Mapping and Demographics, Inc., for his technological advice and services concerning the reduction of the wall size maps of bus routes, community services, and demographics. (4590 Scott Trail, Eagan, 55122; 454-8160)

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* Maps prepared by John Carpenter, President of Insight Mapping and Demographics, Inc.

DEFINITIONS OF TERMS

HUB AND SPOKE SYSTEM

The hub represents any central location frequently visited by a large portion of the population, such as Brookdale. The spokes represent the bus routes which would radiate to and from that central hub.

MTC (Metropolitan Transit Commission)

Designs and implements public transportation strategies with regard to buses.

NORTHWEST HENNEPIN HUMAN SERVICES COUNCIL

Serves as the human services planning, researching, and coordinating agency for the Northwest Hennepin County area. It is a joint powers agreement with membership from each of the 15 municipalities. Success By 6® Northwest is a project of the Council. (See Appendix I)

NORTHWEST HENNEPIN HUMAN SERVICES COUNCIL EXECUTIVE BOARD

Governs the operations of and sets policies for the Northwest Hennepin Human Services Council.

PARA-TRANSIT

Functions as the supplementary, publicly funded systems of transportation which would feed riders to the hub. The para-transit systems would prove vital in low-density population centers, where funding for public transportation is limited.

RTB (Regional Transit Board)

Functions as the mid-range planning board that makes policy and administers the transit services for the metropolitan area.

SUCCESS BY 6 NORTHWEST MANAGEMENT COMMITTEE

Serves as the oversight committee to advise the eight Success By 6® Northwest working committees. (See Appendix II)

II

INTRODUCTION

CONCEPT

Success By 6® is a community initiative launched by United Way of Minneapolis Area to address the barriers to early childhood development that so many young children face. Its aim is to create a community supportive of all its children, so that they will, by age six, have the necessary mental, physical, social, and emotional skills before entering school. Success By 6 is a community wide effort of business, government, education, and human service organizations working collaboratively to develop and implement strategies to overcome the barriers.

Success By 6, however, is **not** a preschool, a day care center, a parents' organization, or a funder of new programs. Yet, while it is none of these, it is all of these. Many of these programs and organizations are a part of Success By 6 and are working together to ensure that all children succeed for life.

HISTORY

In 1989, Northwest Hennepin County was selected for the first replication of Success by 6 due to the increasing needs of its residents. The United Way asked Northwest Hennepin Human Services Council to coordinate the replication as it is the community's coordinating agency of human services. In addition, the Council has many ties to the fifteen municipalities, school districts, and human service agencies, among others. Throughout 1990, United Way and the Council identified community members to serve on a Blue Ribbon and a Partners committee. Senator Ember Reichgott, who had served on the original Success By 6 project, served as chair of the Blue Ribbon Committee. The Blue Ribbon Committee, composed of community leaders and policy makers, and the Partners Committee, composed of local early childhood experts, reached consensus on the identification of barriers to early childhood development. These committees then established six action strategies designed to reduce the barriers. One of these strategies charged Success By 6 Northwest to "develop a transportation plan to help suburban children and families access services."

In October 1990, the Council hired a project coordinator to implement the action strategies. Then in November, the Blue Ribbon and Partners Committees merged. Out of this merger came nine committees, each assigned a specific barrier to address. One of these committees was the Transportation Committee, co-chaired by Bruce McFadden, Graco, Inc., and Rosie Smith-Pilgram, North Memorial Senior Services. The committee took on the above charge and began planning in March 1991.

III

EXECUTIVE SUMMARY

One of the three important goals of Success By 6® currently being implemented by Success By 6 Northwest is to "Improve Service Access for All." Two specific action strategies established by the Management Committee to achieve this goal were:

- o Strategy 4: Decentralize and improve service accessibility to early childhood services reflective of families' needs and respectful of their differences.
- o Strategy 5: Develop a comprehensive, volunteer-based transportation plan to help suburban children and families access services.

In suburban areas, with their more widely dispersed services and population, transportation loomed as a much more significant barrier than in the inner core cities. Consequently, the Transportation Committee was established with a broader mission to examine the lack of access to dependable transportation as a barrier to families receiving needed services and to determine strategies to surmount this difficulty.

After an initial planning and information gathering phase, the committee organized its tasks into 6 work groups assigned to sub-committees:

- o Demographics - to compile statistics by census tract in Northwest Hennepin service area about the numbers of children under six and median family incomes to define the general location of the people most likely to need human services.
- o Customer Input - to solicit input about the transportation needs and preferences of the "customers" for these services, particularly the parents of children under six. This task, added following a discussion by the full committee, was an invaluable addition.
- o Identifying Providers - to supplement the work done in the planning phase of the committee by staff of the Northwest Hennepin Human Services Council to catalog various types of social and essential community services to which the families of young children need access.
- o Public Transit Routes - to determine existing public transit routes and any planned changes; to map actual and planned routes, the demographic data, and known major service providers, and to suggest changes to reduce public transportation barriers.

- o Paratransit - to examine the issues related to utilizing existing paratransit services in the service area to transport children and to supplement, if needed, the list of these services compiled early in the project.
- o Laws and Regulations - to review and understand the legal and regulatory issues which inhibit the availability and accessibility of existing means of transportation by children.

PRINCIPAL FINDINGS AND CONCLUSIONS

Demographics

The northwest Hennepin service area has a population of 267,404 (1990 - in 63 census tracts)¹ with at least 32,046 children age six and under. Confusion about reporting one's age as of April 1 probably caused this total to be understated. The greatest concentrations of young children generally are located in the southeast quadrant as are census tracts with the lowest family incomes. Six of the tracts have median family incomes below the official poverty level for a family of three. Since detailed reports from the 1990 census are only recently available the income data for some of the new tracts had to be estimated but it is nonetheless reasonably accurate.

Customer Input

Transportation is a significant barrier to most of the families with children under age six. Among the two groups surveyed, approximately 60 to 80% rely on means other than their own car, which all respondents noted was unreliable. The lack of adequate bus service (or simply none) was identified as the largest single barrier. Respondents to the more detailed questionnaire stated that they walked much more frequently than they use a bus. Inter-suburban travel with children presented particular problems (corroborated by findings of the Success By 6 Northwest Health Systems Committee). Lack of money to pay for a bus ride, taxi or help from friends was another important factor.

Human Service Providers

In the northwest Hennepin suburban area, neither the families nor the human service providers and community services are concentrated geographically, although most survey respondents live in and travel to the cities of Brooklyn Park, Brooklyn Center, New Hope, Robbinsdale, Crystal, Plymouth, Osseo and Maple Grove. The greatest needs are for groceries (greater than 75%), health care (greater than 50%) and social and government services.

¹ The total population for the entire 15 city area in 1990 was 292,619. Only half of Plymouth was counted for the purposes of this study due to census tract boundaries.

Public Transit

The various human and community service providers are seldom concentrated geographically. While a large majority of the desired destinations lie in seven cities generally to the east and south, they are still scattered across a broad area. Very few services are co-located in the same facility (like the Thorson Family Resource Center) or coordinated within convenient walking distance.

While a few service providers have their own transportation (or travel money for taxis or emergencies), transportation has seldom been funded as an integral part of or supplement to programs except specific transportation funding for seniors. Moreover, vehicles and staff which are used in other programs (e.g. seniors) or for school-aged children cannot be made available easily to transport pre-school children.

As the northwest Hennepin area population has grown, public transit routes have not changed enough to meet the needs of the suburban areas. The vast majority of routes still go to downtown Minneapolis with very few intermediate transfer connections for inter-suburban travel. As a consequence, it is very time-consuming and difficult to travel by bus to a destination that is only a 10-15 minute drive by car. Even within the "inner ring" of suburban cities bus routes follow long established routes, which may no longer reflect the demographics.

The terminations of routes and the route themselves seem to have evolved independently. Several routes terminate within less than a mile of each other without crossing, making transfer impractical for anyone with small children. In other areas, several routes will follow the same street or pass very near another route, while residents of adjacent neighborhoods are required to walk much farther to reach a bus line.

Unfortunately, no routine means exists for sampling non-riders to determine what changes would cause them to use public transit more often. Moreover, except for Success By 6 Northwest, there is no coordinating organization to whom the Metropolitan Transit Commission or Regional Transportation Board can turn for assistance in route planning for human service access.

The hub-and-spoke system being planned by the MTC appears to be a significant improvement for suburban service, depending on the timing and extent to which it is implemented.

Paratransit

Twenty Three (23) paratransit services have been identified in northwest Hennepin county, all of which serve only seniors and people with disabilities. No paratransit services exist for families with children under six, except for Plymouth's Dial-a-Ride program. While a good example was found in St. Louis Park of paratransit service shared by seniors and pre-school children, it is available only a third of the time at mid-day and the fare is equivalent to a taxi (vs. \$1.00 for seniors). Although some changes have been made to allow more flexibility, it took ten years of discussion and work to arrange, and the funding proposal must prove that no other transportation is available and that it will primarily serve seniors and people with disabilities. The program reduces costs by using trained volunteer drivers.

In a survey of area churches, only 33 responded that they operate or "house" child care or pre-school programs. Of these, only 3 provide transportation for child care, with one declining to consider a joint program because of perceived liability problems.

Laws and Regulations

Several different sets of rules and regulations govern transporting passengers which can inhibit availability of transportation for small children. In the most general situation, any contracted transportation service or any organization operating its own vehicle must comply with specific rules covering driver qualifications (a commercial license (CDL) when carrying 16 or more passengers), annual inspections, car seats for children under three, and seat belts for children four to eleven. If a bus is used for school-related activities or it is owned or contracted for by schools, other regulations apply covering its identification as a school bus and requiring drivers with a school bus endorsement on their CDL. For paratransit providers ("special transportation providers" - STS) drivers must possess an STS endorsement on their driver's license and, if the provider receives any federal or state assistance for operations, the provider must comply with Minnesota "Operating Standards for Special Transport Services." Partly as a consequence of these rules, very few of the human service providers have or even consider providing their own even if the funding were readily available. Moreover, volunteers have to incur the expense to get the requisite endorsements if they are also willing to accept the inherent liability.

RECOMMENDATIONS

- I. Work with the MTC and RTB to redesign the existing public transit route system in the northwest Hennepin suburban area to match current demographics.

The committee readily concurs that transit professionals will want to review and refine these suggestions. If a completely new extensive hub system were introduced, some existing routes could, and in all likelihood would, be changed, altering or perhaps making obvious some of the more specific suggestions. However, changes such as the ones proposed are necessary to facilitate more widespread use of suburban public transit, particularly among our targeted group of young families.

- A. Support full implementation of the hub-and-spoke system for public transit in the northwest suburban area.

At or in the vicinity of the following sites initially suggested by the MTC in this priority:

1. Brookdale (Brooklyn Center)
2. Oregon Avenue and 77th Avenue North (Brooklyn Park)
3. Broadway and 42nd Avenue North (Robbinsdale)
4. Crystal Shopping Center (Crystal)
5. Louisiana Avenue and I-394 (Golden Valley)

More important than the precise locations is to adjust to the reality of inter-suburban, not suburb to downtown, movement. Daily auto traffic suggests a growing trend.

- B. Add direct hub-to-hub links within the suburbs as quickly as the hubs can be established.
- C. Use the Brookdale hub as the terminus for all main routes in Brooklyn Center area (e.g. the 22L and possibly 22F)
- D. Add a new circulator route based at Brookdale to reach a very large number of multi-family dwellings in the northeast corner of Brooklyn Center.

This area roughly corresponds to the census tract with one of the lowest median incomes in the 1990 census. The route would go into the elderly housing area along Shingle Creek Parkway and reach large apartment complexes on 70th, 67th and 66th Avenues North.

- E. Maintain regular express bus service from the Brookdale hub to downtown as soon as feeder routes are added to form the hub.
- F. Create an important secondary hub at Oregon Avenue and 77th Avenue North that would significantly increase inter-suburban transfer flexibility. Use the new hub as a terminus and transfer point for four currently proximate but unconnected routes.
- G. Use the proposed new hub at Broadway and 42nd Avenue North as a major stop and transfer point (e.g. for all number 19, 14G and 14M buses).
- H. With or without a new hub, regular suburban service to North Memorial Medical Center needs to be improved. Also provide a regularly scheduled link to the hub at Brookdale.
- I. Extend the 55 route a few blocks west to include the Rainbow Foods and Target complex on Rockford Road.
- J. Re-route the 14M, particularly if a hub is added, to provide regular service to agencies in the Toledo and Unity Avenues neighborhood.
- K. Urge the Metropolitan Transit Commission and the Regional Transportation Board and the cities of Maple Grove and Plymouth to develop plan for limited type of "opt in" to link local transit into an MTC hub to provide better transit access for people and social services in those communities, which currently lie outside of the MTC system.
- L. Longer term planning should include adding more suburban hubs in the outlying cities, such as in the Champlin/Osseo area.

- II. Promote the use of "prospective" customer surveys in route system planning.
 - A. Before finalizing any new route plans, gather additional detailed information on the locations of concentrations of multi-family dwellings, particularly in areas of lower median incomes. These are the likely pockets of single parents, young families and seniors, who are more likely to need and want to use public transit.
 - B. Conduct regular (biennial) surveys of prospective users in need, coordinated with and administered with assistance from human service agencies.
 - o Build on the approach taken in this study
 - o Add apartment complexes to the surveys
- III. Strongly urge human service providers to make transportation a priority.
 - A. Encourage social service providers to include transportation funding in their proposals.
 - o Use senior programs as a model, request funding for transporting the children and their parents or at least seek companion funding for transportation.
 - o As suburban transit access improves, consider including free or subsidized bus passes in the proposals and/or as a part of the program cost.
 - B. Request that the agencies serving young children include access to public transit as one of their key planning and evaluation criteria in starting or relocating programs.
 - o Preferably seek well-located shared facilities, or at least those sites easily accessible by public transit (or coordinated paratransit).
 - o Funding organizations, particularly the United Way, should consider transportation access as one of its allocation criteria as one more measure of an agency's or program's potential impact.
- IV. Launch a broad state and federal legislative initiative to increase the transportation funding and/or services available for early childhood development programs.
 - A. Explicitly include transportation funding as an integral part of the program expense or provide a separate grant pool for transportation when it can be demonstrated that the effectiveness and number of children reached by a program will be seriously limited because of poor transportation access.

- o Transportation programs for senior citizens and persons with disabilities could be used as an example.
- B. Erase the rules for more flexible joint use of any government funded transport services or vehicles to permit, and even encourage, their use for small children.
 - o This might include the "off hours" use of school buses.
- C. Allow a limited number of specific exceptions to the transportation rules and regulations for paratransit and bus operators to encourage shared services where few transportation alternatives exist or where higher utilization of vehicles and drivers could significantly lower transportation costs.
 - o In the outlying communities of the northwest area, improved public transit services are extremely unlikely in the foreseeable future. Consequently, other alternatives, such as shared paratransit would be much more practical, if rules do not unnecessarily prohibit local initiatives like the shared program in St. Louis Park.
- D. Provide special liability caps and/or special supplementary liability insurance for volunteers, paratransit operators and others who transport preschool children.
 - o Special driver's training and licensing provisions (e.g. not for school buses)
 - o Caps on personal liability
 - o Special liability insurance pools, paid by the service organization (partially state supported?). The service organization gets in return a free or low cost vehicle and driver.
 - o Limited waivers from participants

IV

DEMOGRAPHICS OF NORTHWEST HENNEPIN COUNTY

Demographics Subcommittee

The mission of the Demographics Subcommittee was to identify concentrations of children age six and under living in low-income households.

Demographic Results

63 census tracts in Northwest Hennepin County are served by Success By 6[®] Northwest. According to the 1990 census figures, the total population in this area is 267,404² persons. Children, ages six and under, comprise 11.1% of the total population or 32,046 persons.

Additionally, census figures contain a footnote as follows:

The age classification is based on the age of the person in completed years as of April 1, 1990. However, some respondents tended to provide their age as of the date of their completion of the questionnaire, not their age as of April 1, 1990. It is likely that approximately 10% of persons in most age groups are actually one year younger.

Note: See Appendix III

² The total population for the entire 15 city area in 1990 was 292,619. Only half of Plymouth was counted for the purposes of this study due to census tract boundaries.

TRANSPORTATION SURVEY RESULTS

Customer Input Subcommittee

Background Information

The mission of the Customer Input subcommittee was "to determine from families with children ages birth to six what services they need to access and what barriers they need to overcome in order to access these services." To achieve this mission, the subcommittee conducted two surveys of families throughout Northwest Hennepin County.³ The surveys were conducted during February and March of 1992.

One of the two surveys was a bit more in depth than the other, thus will be referred to herein as the *long form*. The second, accordingly, will be referred to as the *short form*. Participants for the long form were randomly selected from families who access services for low-income families or who were living in housing in which the majority of families have limited incomes. A questionnaire was designed and administered to each family who agreed to participate and who met the following two criteria:

- 1) the family had at least one child under the age of six, and
- 2) the parent stated that the family had experienced transportation problems in getting to desired locations.

Interviews were conducted on a one-to-one basis by subcommittee members and other volunteers. The additional volunteers were provided with instructions regarding the purpose, use, and design of the questionnaire. The questionnaire design was chosen to avoid any barriers that may have arisen due to limited reading skills of potential survey respondents.

By design, the questionnaire consisted of a limited number of open ended questions intended to garner basic information from families who had indicated that they experience difficulties with transportation. The number of questions was restricted in order to limit the amount of time needed to survey each family.

The short form was very similar in nature, however it was not administered on a one-to-one basis. Blank surveys were available to clients of CEAP, CROSS, NEAR, PRISM (local food shelves), Family and Children's Service, Hennepin County Women and Children's Clinic, PICA (Parents in Community Action), and local apartment complexes. Clients of these agencies were responsible for filling out the survey themselves. Of the 190 questionnaires filled out, 68 surveys fulfilled the necessary requirements of one child under age six and difficulties with transportation.

³ Because of the limited sample of completed surveys, the findings cannot be considered statistically significant.

Survey Results

A. Survey Respondents

Seventy seven families interviewed met the criteria to be interviewed for the long form. The respondents interviewed resided in nine of the fifteen northwest Hennepin cities, excluding Hassan, Hanover, Golden Valley, Maple Grove, Osseo, and Plymouth.

Families from eleven cities responded to the short form survey. Non-represented cities were Dayton, Golden Valley, Hanover, and Hassan. The majority of respondents reside in Brooklyn Park (42.6%) and Brooklyn Center (25%). In addition, 3 respondents (4.4%) were from Minneapolis. Actual numbers were as follows:

RESPONDENTS FROM EACH CITY

Short Form Results

Table 1

<u>CITY</u>	<u>NUMBER</u>	<u>PERCENTAGE</u>
Brooklyn Center	17	25.0%
Brooklyn Park	29	42.6%
Champlin	1	1.5%
Crystal	2	2.9%
Dayton	0	0.0%
Golden Valley	0	0.0%
Hanover	0	0.0%
Hassan	0	0.0%
Maple Grove	1	1.5%
Minneapolis	3	4.4%
New Hope	7	10.3%
Osseo	2	2.9%
Plymouth	1	1.5%
Robbinsdale	3	4.4%
Rogers	1	1.5%
Total	68	100.0%

B. Desired Locations

Of the eleven cities in which the short form participants reside, they referred to eight other cities to which they needed to travel. Cities indicated were Brooklyn Center (35.3%), Brooklyn Park (38.2%), Crystal (8.8%), Maple Grove (2.9%), New Hope (4.4%), Osseo (4.4%), Plymouth (10.3%), Robbinsdale (13.2%).

Within those cities, respondents of both the short and long forms indicated the **specific** points they needed to travel to were primarily health care providers, grocery stores, and on the long form attending post-secondary classes. Tied for third rank on the short form was getting to their child's school and to the welfare office/government center. Additional sites were as follows:

DESIRED POINTS OF TRAVEL
Short and Long Form Results
 Table 2

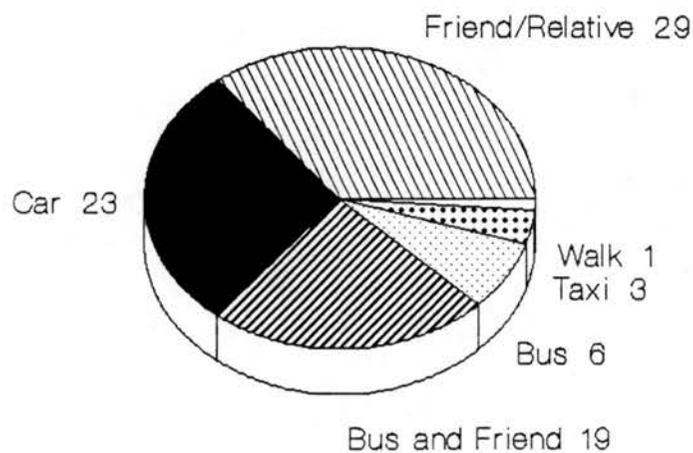
<u>AGENCY/SITE</u>	<u>SHORT FORM</u>	<u>LONG FORM</u>
AA or AlAnon		6%
Bank		4%
Child's School	10.3%	22%
Church	1.5%	3%
Counseling	2.9%	7%
Day Care	2.9%	7%
Discount Store		12%
Downtown		4%
Emergency Assistance Agency	5.9%	10%
Entertainment	2.9%	
Grocery Store	79.4%	75%
Health Provider	51.5%	
Dentist		16%
Doctor		87%
Emergency Room		3%
Laundromat	2.9%	
Library	8.8%	
Other Shopping		17%
Pharmacy		3%
Post-Secondary	5.9%	55%
Shelter for Women and Children		3%
State Govt Center	10.3%	3%
Welfare Office	10.3%	17%
Stillwater Prison		6%
STRIDE/HIRED		4%
Vets Administration		3%
Visit friend/relative	2.9%	12%
WIC	4.4%	33%
Work	13.2%	13%

C. Methods of Travel

In addition to naming the places to which they needed to go, respondents were asked to indicate how they got to each of the locations. 17% of the long form participants indicated

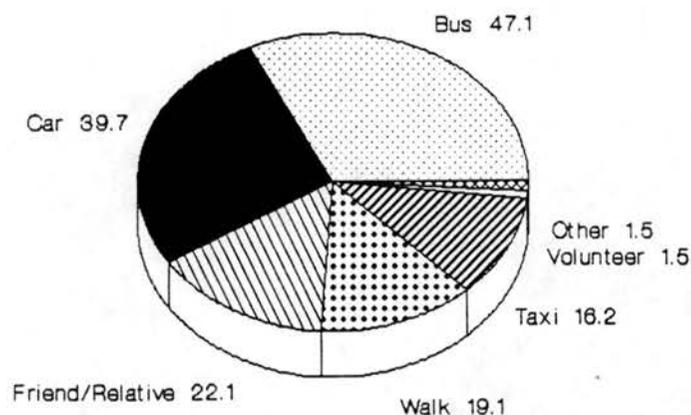
that they travel by car, while 39.7% of the short form use a car. 17% (long form) and 22.1% (short form) rely on friends or relatives to transport them. 6% of the long form respondents relied primarily on bus transportation, while another 19% relied on the bus in addition to transportation provided by a friend or relative. Of the short form participants, 47.1% used the bus. Only 3% of long form respondents indicated that they relied on taxi service, while 16.2% of short form did so. 28% (long form) and 19.1% (short form) identified walking as a major means of travel.

Methods of Travel Long Form



Percentages

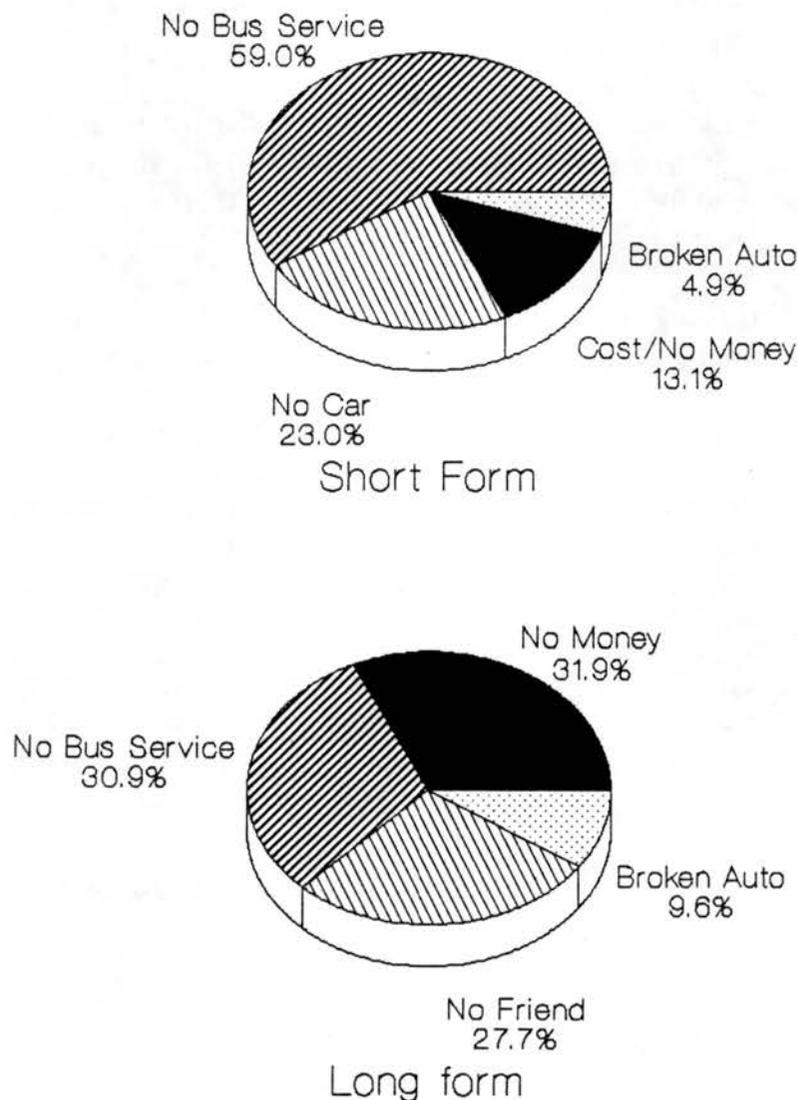
Short Form



D. Barriers to Transportation

Respondents were also asked to specify the reasons that they had not been able to reach the places they needed to go. 30% (long form) and 13.1% (short form) indicated that they did not have money for transportation (including bus or cab fare, gas money, and/or money to give to a friend). 26% of the long form participants responded that they did not have a friend or relative to give them a ride. 9% (long form) and 4.9% (short form) stated that their car was "broken down." 29% (long form) and 59% (short form) indicated they were unable to get where they needed to go for reasons related to bus service. These reasons included lack of service to a certain area, lack of service during the evening or weekend, or fearing to take the bus by themselves.

Barriers to Transportation in Northwest Hennepin County



E. Respondent Recommendations

The final question on the short form was "Can you give some suggestions about what could be done to solve your transportation problems?" A sample of responses are quoted below:

- * "More busing in Brooklyn Park and Brooklyn Center area. Especially a bus that goes down Brooklyn Blvd"
"Bus need run frequently Just run every hour"
- * "There need to be North, South, East, West bus services"
". . . Agencies help provide transportation to go welfare appointments or grocery stores"
"Assistance with money for families with children with disabilities for transportation"
"Cheaper fair [sic] for low-income people on buses"
"Friends to help others that don't have access to cars, I do that when I can get a car"
"People need to help others"
"Bus [that] run late at night. More often--run on weekends more regularly"
- * "bus service don't go to the rainbow/cub area (the #5 line) Extend the 5N line to that area. PLEASE!!"
"Have bus service come out farther and run more often"
- * "public transportation--More buses and buses that will go to Corcoran for a pickup"
"Without a car I have to rely on friends to drive me. Car pools. There are no rural buses that come up my way."
"I took out a school loan to have extra money for the car but because of the school loan my food stamps where [sic] cut to only 1/3 so the money I was planning on having has gone to food--the car runs now, however there's no excess money either--so hopefully it won't break down."
- * "Bus card"
- * "More buses to Plymouth."
"Cheaper taxis--its hard to ride a bus with a 2 year old and a 1 month old"
"Another car or better transit system"
"Have a van come to Moonraker once a week to take people places."
"More stops at store, libraries, etc. on the bus system."
"Give better info on bus schedules: or have a car program to help mothers, because I'm scared to ride a bus. let alone bring my child on one."
"Better info on bus schedules They are hard to understand and If you ask the driver they don't know or don't care"
". . . cheaper taxi service"
- * "There could be more public transportation between suburbs."
"Make the bus transportation system more accessible to more places without making a 20 mile trip turn into 3 hours with bus transfers (if you can get there at all)."
"A car. On Sat. and Sun. buses quit at 5:30 pm Run only every 2 hours. Need more buses better routes."
- * "Have a bus that stops on Brooklyn Blvd that also runs on Broadway By college's and doctor's."
"My van is in the shop and don't have enuff [sic] money to get it out. If some one can loan me some money to help get it out I will pay it back"
"I really can't write it all down but feel free to call me 560-2586 Iva Katzmarek"

- * "By letting buses go straight down Brooklyn Blvd. people can get to doctor's and grocery store"
 - * "Find better ways to get buses where people need to go"
 - * "Provide a community shuttle bus"
 - * "Bus needs to go on Co. Rd. 81 past Menards to near Fleet Farm and on Brooklyn Blvd and near Cub Foods--it only goes as far as a little past Zane Ave."
 - * "Monthly bus cards at a reduced price"
 - * "Could run more often. 7:30 last bus so you're stranded More direct service to Brookdale"
 - * "Bus going east to west as well as North to South takes over an hour to get anywhere"
- * Concrete suggestions by respondents

F. Summary

Most of the respondents from both the long and short form resided in the Brooklyn Center/Brooklyn Park area. Neither survey had participants from Hanover, Hassan, or Golden Valley. Accordingly, most respondents wanted to travel to Brooklyn Center and Brooklyn Park. Their primary purposes for travel were to go to a health care provider (doctor, dentist, emergency room, etc.) and to the grocery store.

Both surveys showed cars as the chief methods of travel with friend/relative ranking second. Interestingly, although the majority of respondents reported that they would travel mostly by car, the greatest barrier to transportation listed was lack of bus service **not** lack of car.

The respondents had many recommendations for improving their transportation situations. 40 participants with children under 6 mentioned buses or public transportation should be improved, whether by more routes, additional routes and/or longer hours. Another 6 mentioned shuttle buses and vans as alternatives. Very few referred to owning cars, almost as if they knew that was not and maybe never would be an option for them.

VI

NORTHWEST HENNEPIN HUMAN SERVICE PROVIDERS

Identifying Providers Subcommittee

Over 180 service providers are located in northwest Hennepin County. Services fall under the following categories: 1) Chemical Health, 2) Child Care Centers, 3) Education, 4) Emergency Assistance Resources, 5) Employment and Financial Resources, 6) Health Care, 7) Housing and Legal Resources, 8) Preschool Programs, and 9) Special Needs.

The services range in location from Golden Valley to Dayton from Robbinsdale to Rogers. The current MTC bus routes, however, extend only as far as Osseo, East of Highway 169 and South of Brooklyn Boulevard. For young families with limited or no transportation, this poses serious problems.

VII

PUBLIC TRANSIT

Public Transit Subcommittee

In suburban areas, with their more widely dispersed services and populations, transportation becomes a much more significant barrier than in the inner core cities. At the same time, access to public transit is substantially reduced. Consequently, the Public Transit Subcommittee had the mission to examine access to public transportation as a barrier to families receiving needed services and to recommend strategies to improve service in the Northwest Hennepin area.

After an initial planning and information gathering phase, the subcommittee organized to perform the following tasks:

- o Existing transit routes--To identify all existing regular and express routes in the northwest area operated by the Metropolitan Transit Commission (MTC) and/or other commuter services, including Maple Grove Transit and Plymouth.
- o Demographic mapping--To map statistics by census tract in the northwest Hennepin service area about the numbers of children ages six and under and the median family incomes to define the general location of the people most likely to need human services.
- o Mapping providers--To locate the various types of human and essential community services to which families with young children need access.
- o Future public transit options--To determine planned changes to existing public transit routes or to the service structure, in particular by working with the MTC; to map planned route changes, the demographic data, and to suggest changes to reduce public transportation barriers.

PRINCIPAL FINDINGS AND CONCLUSIONS:

Public Transit Needs

In the northwest suburban area, neither the families nor the human and community service providers are concentrated geographically which exacerbates the problem of providing adequate transportation, public or private. Most survey respondents live in and travel among the cities of Brooklyn Park, Brooklyn Center, Crystal, Maple Grove, New Hope, Osseo, Plymouth, and Robbinsdale. Travel to or from downtown Minneapolis appears relatively unimportant for the population targeted by Success By 6[®] Northwest. The greatest needs are for groceries (>75%), health care (>50%), and a variety of human and government services.

The various human and community service providers are seldom concentrated geographically and few sites appear to have been selected for convenient access. While a large majority of the desired destinations lie in seven cities generally to the east and south, they are still scattered over a broad area. Very few services are co-located in the same facility (like the Thorson Family Resource Center) or are coordinated within convenient walking distance.

Existing Transit Service Issues

While a few service providers have their own transportation (or travel money for taxis or emergencies), transportation is seldom funded as an integral part of or supplement to programs for pre-school children. This situation exists in sharp contrast to programs with specific transportation funding for seniors. Moreover, vehicles and staff which are used in other programs (e.g. seniors) or for school-aged children cannot be made available easily to transport pre-school children. For most families with children, public transit is their only low cost means of transportation.

As the northwest Hennepin population has grown and its distribution has shifted, public transit routes have not changed rapidly enough to meet the needs of the suburban areas. The vast majority of routes go to downtown Minneapolis with very few intermediate transfer connections for inter-suburban city travel. As a consequence, traveling by bus to a destination that is only a 10-15 minute drive by car is very time consuming and difficult. Within the inner-ring cities, bus routes follow long established routes (actually, in many cases, historic street car routes), which may no longer reflect the demographics of those who need or may be most likely to use public transit. The relatively high concentrations of low-income residents in the southeast quadrant of the service area indicate a need for public transit; the question is whether it is accessible and goes where they need it to go. For example, North Memorial Medical Center is the designated health care provider for a large number of low-income families in the area, however, public transit access is inconvenient if not impractical for most.

The termination of routes and the routes themselves seem to have evolved independently of other routes. Several routes terminate within less than a mile of each other without crossing, making transfer difficult for anyone with small children. In other areas, several routes will follow the same street or pass very near another route, while residents of adjacent neighborhoods are required to walk much further to reach a bus line.

Unfortunately, no routine, convenient means exists for sampling non-riders to determine what changes would cause them to use public transit more often. Reliability and continuity of service are important for existing riders, many of whom may have chosen to live where they do because of bus service. However, surveys of current riders do not (cannot) give feedback to the MTC about potential ridership increases if route changes were made to reach uncovered or poorly served areas. Moreover, except for Success By 6 Northwest, no coordinating organization to whom the MTC or Regional Transit Board (RTB) can turn for assistance in route planning exists. Without hard information on potential demand and social needs, the task of planning public transit routes in a way that balances revenue with the basic service of those that need them most is particularly difficult.

The Hub-and-Spoke System

The hub-and-spoke system recommended by the RTB and being planned by the MTC appears to be a significant improvement for suburban service, depending on the timing and extent to which it is implemented. As outlined to the subcommittee, the first hub in the area would be Brookdale Mall with as many as three other potential sites. Using the hub as a terminus for several area routes, the clear possibility that usage will rise exists, and if express service to downtown is coordinated with suburban service, efficient service to go to Minneapolis can be maintained.

The most interesting and exciting aspect of the hub-and-spoke system, if it is expanded, is that much better intra- and inter-suburban service could result. As noted in the recommendations, once multiple hubs are operational, the opportunities for quick, convenient, and efficient inter-suburban connections increase sharply as hub-to-hub service links suburban-only services as well as downtown service from the hubs. Furthermore, the hubs can become focal points for local circulators to high density areas and supplementary services, such as dial-a-ride and paratransit. For example, a circulator operating from Brookdale could reach a large number of apartment dwellers and seniors in the eastern parts of Brooklyn Center and Brooklyn Park.

Expanded hub-and-spoke offers the prospect of not only supporting the needs of suburban families with small children, but potentially altering some of the patterns of commuter travel. If Plymouth's experience with Ridgedale is relevant, many residents not only shop at Brookdale but also work there as well as other area shopping centers, hospitals, and offices. Suburban to suburban commuting has been increasing as evidenced by the daily traffic and the pending trial service from Maple Grove to Plymouth in an effort to cut auto travel.

Supplementary Transportation Services

Plymouth's Dial-a-Ride serves a relatively small but significant part of the northwest suburban area. Its principal feature is flexibility, supplementing the rush hour commuter service downtown with essentially "on demand" service in the city of Plymouth, although approximately 70% of the riders use it as regular subscribers. Off-peak service (9 a.m. to 3 p.m.) offers the greatest flexibility. The key benefit is the ability to travel conveniently within Plymouth and to the Ridgedale Mall and MTC stop.

The clear disadvantage of dial-a-ride service vs. regular routes is cost. The average subsidy per passenger can be about two to three times higher than for regular bus service. However, in low density areas with scattered trip origination and destinations, dial-a-ride may be more effective overall. The fare could be higher than normal bus service and still be economically attractive (particularly if families with small children receive vouchers and/or discounted bus cards as part of the program).

Maple Grove Transit is essentially a downtown commuter service. Several human service destinations in Maple Grove have no apparent public transit service.

The 23 paratransit services identified in northwest Hennepin County serve only seniors and people with disabilities. No paratransit services exist for families with young children.

RECOMMENDATIONS:

- I. Work with the MTC and RTB to redesign the existing public transit route system in the northwest Hennepin suburban area to match current demographics.

The committee readily concurs that transit professionals will want to review and refine these suggestions. If a completely new extensive hub system were introduced, some existing routes could, and in all likelihood would, be changed altering some of the more specific suggestions. However, changes such as the ones proposed are necessary to facilitate more widespread use of suburban public transit, particularly among our targeted group of young families.

- A. Support full implementation of the hub-and-spoke system for public transit in the northwest suburban area at or in the vicinity of the following sites initially suggested by the MTC in this priority:

1. Brookdale (Brooklyn Center)
2. Oregon Avenue and 77th Avenue North (Brooklyn Park)
3. Broadway and 42nd Avenue North (Robbinsdale)
4. Crystal Shopping Center (Crystal)
5. Louisiana Avenue and I-394 (Golden Valley)

More importantly than the precise locations is the adjustment to the reality of inter-suburban, not suburb to downtown, movement. Daily auto traffic suggests a growing trend.

- B. Add direct hub-to-hub links within the suburbs as quickly as the hubs can be established. For example:

Hub Link	Possible Route
1 - 2	Brooklyn Boulevard
1 - 3	53rd Avenue North, France Avenue, Lake Drive
1 - 4	58th Avenue North, Bass Lake Road
2 - 4	Oregon Avenue, Broadway
3 - 4	Broadway, Douglas Drive, Rockford Road
3 - 5	Rockford Road, Douglas Drive, Golden Valley Road, Winnetka Avenue, Western Avenue, Pennsylvania Avenue, Laurel Avenue, Louisiana Avenue
4 - 5	Douglas Drive, Golden Valley Road, Winnetka Avenue, Western Avenue, Pennsylvania Avenue, Laurel Avenue Louisiana Avenue (optionally this route or the C-E route would be added only as travel volume justified)

C. Use the Brookdale hub as the terminus for all main routes in Brooklyn Center area (e.g. the 22L and possibly 22F)

D. Add a new circulator route based at Brookdale to reach a very large number of multi-family dwellings in the northeast corner of Brooklyn Center.

This area roughly corresponds to the census tract with one of the lowest median incomes in the 1990 census. The route would go into the elderly housing area along Shingle Creek Parkway and reach large apartment complexes on 70th, 67th, and 66th Avenues North.

E. Maintain regular express bus service from the Brookdale hub to downtown as soon as feeder routes are added to form the hub. Possible routing could be 57th Avenue North, Humboldt Avenue North, 53rd Avenue North, and I-94.

F. Create an important secondary hub at Oregon Avenue and 77th Avenue North (I.A.2) that would significantly increase inter-suburban transfer flexibility.

Use the new hub as a terminus and transfer point for four currently proximate but unconnected routes, the 81A, 14G, 5N, and 5A. All of these routes now stop within a short distance from each other.

G. Use the proposed new hub at Broadway and 42nd Avenue North (I.A.3) as a major stop and transfer point for all 19, 14G, and 14M buses.

H. With or without a new hub (I.A.3) regular suburban service to North Memorial Medical Center needs to be improved. Also provide a regularly scheduled link to the hub at Brookdale.

I. Extend the 55 route a few blocks west to include the Rainbow Foods and Target complex on Rockford Road.

Also consider adding a transfer point between the 55 and any hub-to-hub link (e.g. I.A.3 to 5 or 4 to 5) when it is added, or connecting the 55 hub at 3 or 4.

J. Re-route the 14M, particularly if a hub (I.A.3) is added, to provide regular service to agencies in the Toledo and Unity Avenues neighborhood and then head east on 36th Avenue North to France Avenue and Oakdale.

- K. Urge the MTC, the RTB, and the cities of Maple Grove and Plymouth to develop a plan for limited type of "opt in" to link transit into an MTC hub to provide better transit access for people and social services in those communities, which currently lie outside of the MTC system.
 - L. Longer term planning should include adding more suburban hubs in the outlying cities, such as the Champlin/Osseo area.
 - M. Work with local communities to develop supplementary transit services for local service to proposed hubs, including coordination with communities like Plymouth and Maple Grove who have opted out.
 - N. Promote more localized (though limited) dial-a-ride or circulator services (preferably aimed at small children) that complement rather than compete with normal MTC service.
- II. Promote the use of "prospective" customer surveys in route system planning.
- A. Before finalizing any new route plans, gather additional detailed information on the locations of concentrations of multi-family dwellings, particularly in areas of lower median incomes. These are the likely pockets of single parents, young families, and seniors.
 - B. Conduct regular (biennial) surveys of prospective users in need, coordinated with and administered with assistance from human service agencies.
 - o Build on the approach taken in this study
 - o Add apartment complexes to the survey
- III. Strongly urge human service providers to make transportation a priority.
- A. Encourage human service providers to include transportation funding in their proposals.
 - o As suburban transit access improves, consider including free or subsidized bus passes in the proposals and/or as part of the program cost.
 - B. Request that the agencies serving young children include access to public transit as one of their key planning and evaluation criteria in starting or relocating programs.

- o Preferably seeking well-located shared facilities, or at least those sites easily accessible by public transit (or coordinated paratransit).
 - o Funding organizations should consider transportation access as one of its allocation criteria as a measure of the agency's or program's potential impact.
- IV. Initiate State and Federal legislative action to increase transportation funding, in particular to improve access to early childhood development programs.
- A. Consider other alternatives, such as subsidized dial-a-ride (or shared paratransit) for families with small children to supplement regular transit service in areas where dispersed ridership and destinations make regular service untenable.
 - B. In the outlying communities of the Northwest area, where improved public transit services are extremely unlikely in the foreseeable future, explicitly include transportation funding as an integral part of the program expense. Or, provide a separate grant pool for transportation when it can be demonstrated that the effectiveness and number of children reached by a program will be seriously limited because of poor transportation access.

Acknowledgements:

The sub-committee would like to express its gratitude to the Metropolitan Transit Council for openly discussing its plans for the hub-and-spoke system and being willing to discuss alternatives. In particular, we note the participation of Mr. Todd Paulson, the MTC Chair, and Mr. Aaron Isaacs of the MTC staff.

Sub-Committee Members

Jerry Eiserman, Chair
Bruce McFadden (Transportation Committee Co-Chair)
Todd Paulson (MTC Chair)

VIII

PARATRANSIT AND SUPPLEMENTARY SERVICES

Identifying Paratransit Subcommittee

EXISTING RESOURCES:

Paratransit Agencies

The Identifying Paratransit Subcommittee identified 23 paratransit services in the Northwest Hennepin area, seven of which are a part of Metro Mobility. All 23 services provide services only for senior citizens and/or people with disabilities. For the target group of Success By 6[®] Northwest (families with children six and under) **no** paratransit services exist, with the exception of Plymouth which utilizes a Dial-a-Ride program.

Although the services listed currently provide services only to the above two groups, they are not limited to providing services to select groups. The subcommittee has recommended possible linkages with existing paratransit providers. For example, Gunilla Bob of the Senior Center in the St. Louis Park Schools wrote a proposal to West Metro Transportation for the van they now have. The proposal designated that the van would be used $\frac{2}{3}$ time for seniors and $\frac{1}{3}$ time for young families. Their schedule is as follows:

9 - 11 a.m.	Seniors
11:15 - 12 p.m.	Young families
1 and 3 p.m.	Drive seniors home--between these runs they drive young families home

The seniors pay \$1.00 each way while the young families pay the same as cab fare. Their fees go toward the upkeep of the van. They have found that the families are not as reliable as the seniors. For instance, many do not call if their schedules change or if they move. A trained volunteer drives the van rather than hiring a driver.

Senior Center uses seat belts which on occasion cause problems. They either have to remove the seat belts after each run with children or if they leave the belts in, they cannot take as many seniors.

This past spring, Ms. Bob submitted a proposal to the MN Department of Transportation for a grant for a new van. For the first time, a public non-profit agency can apply using form 16B2. The proposal must prove that no other transportation is available, and it will mainly serve seniors and people with disabilities.

The collaboration has worked very well to date, however getting the services in place took ten years of work and discussion.

Cab/Voucher System

The cab/voucher is designed to function as a subsidized taxi-cab system which works in the absence of a regular bus system. For this particular study, Hopkin's cab/voucher system was studied. The customer pre-purchases a book of passes (\$10.00 per) to be used at later times. Upon needing transport, the customer pre-arranges the trip by stating the current location, destination, and time capacity. Pre-arranging allows the driver to coordinate all transports by locations and times in order to maximize the number of clients given a limited number of cabs and hours.

Ticket costs are maintained at a dual level in order to accommodate people with lower incomes. The standard price of a ticket is \$1.00, and those with limited incomes pay \$.45. The driver actually earns \$1.84 per trip, a substantially lower income than what would be garnered in the private cab system. The difference between what the customer pays and what the driver receives is subsidized by both the city (Hopkins in this case) and the Regional Transit Board.

The most significant complaints that have surfaced relate to the lack of punctuality of the cabs. In some instances, potential customers have been stranded. Another viable complaint is that the cabs are inaccessible to people with disabilities, in that the cab drivers are not mandated to assist the customer. A complaint pertaining particularly to this study is the fact that families would not necessarily be able to bring their children in that **all** riders must pay.

In order to duplicate a cab/voucher system within the northwest Hennepin County area, a much more complicated and time-intensive investment would be required. It is vital that the trips be coordinated with regard to time, destination, and purpose in order to be cost effective and efficient. The population which would be served in northwest Hennepin area is many times larger and more diverse than Hopkin's and thus, would require extensive time in the development and planning period.

In the future, private forms of transportation should be seriously researched as a supplement to or substitute of public transportation, but it should be noted that such an investment could possibly require years of planning. The percentage of monies to be partitioned off from the MTC in order to finance this system is just one question needing attention. To whom the administrative and financial responsibilities will be given is another question. To initiate this program would be to start at ground zero.

While cabs offer a more flexible alternative transit option, the aforementioned problems would serve as a barrier. As the intentions of this report are to help those needing transportation in a timely and effective manner, such a project would be illadvised. However, the committee does recommend further research be performed by the individual cities with regard to cab/vouchers.

Churches

While researching the paratransit services, staff conducted a survey of local churches to identify which churches have child care services and whether any of them provide transportation for their families (Appendix IV). In addition, the survey was also conducted

to identify possible linkages for alternate transportation for local families. Of the 33 churches surveyed that have child care, only three provide transportation to the child care site, those being Lord of Life Lutheran, Holy Nativity Lutheran, and Crystal Evangelical Free. Of those, Crystal Free was not interested in any type of linkage due to liability insurance issues (see Section IX). The subcommittee has recommended pursuing these possible connections anyway.

RECOMMENDATIONS:

- I. Strongly urge social service providers to make transportation a priority.
 - A. Encourage human service providers to include transportation funding in their proposals.
 - o Using senior programs as a model, request funding for transporting the children and their parents or at least seek companion funding for transportation.
 - o As suburban transit access improves, consider including free or subsidized bus passes in the proposals and/or as a part of the program cost.
 - B. Request that the agencies serving young children include access to public transit as one of their key planning and evaluation criteria in starting or relocating programs.
 - o Preferably seek well-located shared facilities, or at least those sites easily accessible by public transit (or coordinated paratransit).
 - o Funding organizations, particularly the United Way, should consider transportation access as one of its allocation criteria as one more measure of an agency's or program's potential impact.
- II. Launch a broad State and Federal legislative initiative to increase the transportation funding and/or services available for early childhood development programs.
 - A. Explicitly include transportation funding as an integral part of the program expense or provide a separate grant pool for transportation when it can be demonstrated that the effectiveness and number of children reached by a program will be seriously limited because of poor transportation access.
 - o Transportation programs for seniors and persons with disabilities could be used as an example.

- B. Erase the rules for more flexible joint use of any government funded transport services or vehicles to permit, and even encourage, their use for young children.
 - o This might include the "off hours" use of school buses.

- C. Allow a limited number of specific exceptions to the transportation rules and regulations for paratransit and bus operators to encourage shared services where few transportation alternatives exist or where higher utilization of vehicles and drivers could significantly lower transportation costs.
 - o In the outlying communities of the northwest area, improved public transit services are extremely unlikely in the foreseeable future. Consequently, other alternatives, such as shared paratransit would be much more practical, if rules do not unnecessarily prohibit local initiatives like the shared program in St. Louis Park.

- D. Provide special liability caps and/or special supplementary liability insurance for volunteers, paratransit operators, and others who transport pre-school children.
 - o Special driver's training and licensing provisions (e.g. not for school buses)
 - o Caps on personal liability
 - o Special liability insurance pools, paid for by the service organization (partially State supported?). The service organization gets in return a free or low cost vehicle and driver.
 - o Limited waivers from participants

IX

RULES AND REGULATIONS OF PARATRANSIT TRANSPORTATION

Rules and Regulations Subcommittee

The mission statement of the Rules and Regulations Subcommittee was "to identify the rules and regulations governing transportation within the state of Minnesota, including, but not limited to, federal and state guidelines specific to para-transit delivery and those regarding the transportation of children."

The subcommittee identified rules and regulations within the following six areas: 1) Driver's Licensure (specifically the Commercial Driver's License); 2) School buses; 3) Restraint Systems (Child Car Seats and Safety Belts); 4) Wheelchair Securement Devices Inspection; 5) Special Transportation Services (includes License Endorsement and Operating Standards); and 6) Insurance. Following is a description of the regulations for each of the above areas, and, as appropriate, procedures for complying with these regulations.

The Commercial Driver's License

In 1986, the Congress of the United States passed the Commercial Motor Vehicle Safety Act. This law requires the states to adopt uniform minimum licensing and testing standards for commercial vehicle licensing. These standards require commercial motor vehicle drivers to obtain a Commercial Driver's License (CDL) with the appropriate endorsements depending on the type of vehicle to be driven.

A commercial motor vehicle is defined as:

- o any combination of vehicles with a gross combination weight (GCW) of 26,001 or more pounds;
- o a vehicle with a gross vehicle weight (GVW) of 26,001 pounds or more;
- o any vehicle which is designed to transport 16 or more passengers, including the driver; or
- o a vehicle of any size which transports hazardous materials requiring placarding.

Waivers have been granted for the operation of some vehicles. You are not required to have a Commercial Driver's License to drive a vehicle granted a waiver. (Waivers granted will not apply to any vehicles used for Success By 6 Northwest transportation purposes.)

A special endorsement is also required to drive any:

- o Tank vehicle
- o PASSENGER TRANSPORT VEHICLE
- o Multiple-trailer combination
- o Vehicle transporting hazardous materials or hazardous waste which requires placarding.

All commercial drivers must do the following:

- o notify their home state Motor Vehicle Administration of any convictions in any other states within 30 days of the conviction
- o notify their employer of any convictions within 30 days of the conviction
- o notify their employer of any revocation, suspension, cancellation or disqualification, before the end of the business day following the day that the driver received notice of that fact
- o provide an employer with a 10-year commercial driving history
- o turn in all licenses issued by other states

Driver must also be:

- o at least 21 years old to drive a commercial vehicle across state lines (interstate)
- o at least 16 years old to drive a heavy straight truck 26,001 more pounds
- o **AT LEAST 18 YEARS OF AGE TO DRIVE A BUS (a bus is defined as a motor vehicle designed to transport 16 or more passengers, including the driver)**
- o at least 21 years of age to haul hazardous materials

When applying for a CDL, drivers will need to:

- o certify that they do not have a driver's license from more than one state or county;
- o surrender current licenses;
- o certify that their driver's license and driving privilege are not suspended, revoked, canceled, or disqualified or subject to any of these actions; and
- o complete an application provided by the Motor Vehicle Administration.

When commercial drivers apply for a Commercial Driver's License instructional Permit, they must:

- o meet the minimum age requirement for the class of CDL they wish to obtain; and
- o pass the vision screening and any required CDL knowledge tests before a permit will be issued.

COMMERCIAL DRIVER'S LICENSE TEST:

Knowledge Tests - To obtain a CDL, persons must take one or more knowledge tests, depending on the class of license and endorsements needed. The CDL knowledge tests include:

- o the GENERAL KNOWLEDGE TEST taken by all applicants
- o the COMBINATION VEHICLES TEST, required to drive combination vehicles

- o the AIR BRAKES TEST, to drive vehicles with air brakes. Drivers not taking this test will be restricted to driving vehicles without air brakes ("L" restriction)
- o **the PASSENGER TRANSPORT TEST, taken by all bus driver applicants (16 or more passengers, including the driver)**
- o the SCHOOL BUS TEST, taken by all school bus driver applicants (school buses more than 10 passengers, and identified as a school bus)
- o the HAZARDOUS MATERIALS TEST, required to haul hazardous material or waste requiring placarding
- o the TANKER TEST, required to haul liquids or gaseous materials in bulk (1,000 gal. capacity or more)
- o the DOUBLES/TRIPLES TEST, required to pull double or triple trailers

Skills Tests - Persons who pass the required knowledge tests can then take the CDL skills tests. Three types of skills test exist: the pre-trip inspection test, the basic control skills test, and the road test. Tests must be taken in the type of vehicle to be driven with the CDL license.

Pre-trip Inspection:

Purpose -- To see if the driver knows whether the vehicle is safe to drive.

Test Procedure -- Drivers may be asked to do a pre-trip inspection of the vehicle or to explain to the examiner what they would inspect and why. The examiner will mark on a scoring form each item that is correctly inspected or explained.

Basic Control Skills:

Purpose -- To evaluate basic skills in controlling the vehicle.

Set Up -- The test set-up consists of various exercises marked out by lines, traffic cones, or something similar. The exercises may include moving the vehicle forward, backing, and making turning and alley dock maneuvers.

Test Procedure -- The examiner will explain how each exercise is to be done. Drivers will be scored on how well they stay within the exercise boundaries and how many pullups are made.

Road Test:

Purpose -- To evaluate ability to drive safely in a variety of on-the-road situations.

Test Procedure -- The test drive is taken over a route specified by the examiner. It may include left and right turns, intersections, railway crossing, curves, up and down grades, rural or semirural roads, city multi-lane streets, expressway driving, and multi-turn lane maneuvers. The examiner will score specific tasks such as turns, merging into traffic, lane changes, and speed control.

School Buses

GENERAL REQUIREMENTS:

"School bus" means a motor vehicle used to transport pupils to or from a school, or to or from school related activities, by the school or a school district, or by someone with an

agreement with the school or school district. A school bus does not include a motor vehicle transporting children to or from school for which parents or guardians receive direct compensation from a school district, a motor coach operating under charter carrier authority, or a transit bus. (This includes the transportation of Kindergarten students.)

TYPES OF SCHOOL BUSES:

TYPE I - A Type I school bus means a school bus of more than 10,000 pounds gross vehicle weight rating, designed for carrying more than 10 persons.

TYPE II - A Type II school bus is a bus with a gross vehicle weight rating of 10,000 pounds or fewer, designed for carrying more than 10 persons. It must be outwardly equipped and identified as a school bus. It need not comply with all Type I standards.

TYPE III - Type III school buses are restricted to passenger cars, station wagons, and vans with a maximum manufacturer's rated seating capacity of 10 persons including the driver, and a gross vehicle weight rating of 10,000 pounds or fewer. For purposes of this subdivision, a "gross vehicle weight rating" (GVW) means the value specified by the manufacturer as the loaded weight of a single vehicle.

A Type III school bus shall not in any way be outwardly equipped and identified as a school bus. They shall not be more than ten years old.

DRIVER LICENSE REQUIREMENTS:

Endorsement Requirements - No person shall operate a Type I or II school bus when transporting school children to or from school, or upon a school related trip or activity, without having a valid driver's license, but not a school bus endorsement, may drive a vehicle with a seating capacity of ten or fewer persons including the driver used as a school bus (Type III) but not outwardly equipped or identified as a school bus.

Application for examination and endorsement shall be in writing upon such forms and shall contain such information as the Commissioner of Public Safety may prescribe, and shall be accompanied by the payment of an examination fee of \$2.50. The test or examination required for a school bus driver's license shall include a written and a road test.

The written test shall be based on the provisions of the "Highway Traffic Regulation Act" and Driver License laws, rules and regulations relating to school bus operation prescribed by the State Board of Education and general knowledge of the operation of school buses, including knowledge of equipment, devices and laws peculiar to school buses.

1) The road test shall be given in a school bus. There will be two separate classes of endorsements - vehicles seating 15 or fewer (including the driver) and vehicles seating 16 or more (including the driver). A test taken in the smaller vehicle will cause the applicant to be restricted to that size. A test taken in the larger vehicle will be unrestricted. A commercial driver license with a school bus endorsement is required when a person is operating a vehicle outwardly identified and equipped as a school bus and is transporting school children.

2) To keep an endorsement valid, a satisfactory physical examination report must be submitted every two years by the driver on or before the driver's birthday. A satisfactory physical form must be submitted within the last six months is acceptable. School bus drivers will be retested for current knowledge of school bus laws every four years when renewing their drivers' licenses. For the 15 person or fewer school bus endorsement, a Class C commercial license is required. A Class A or B commercial license is required for the 16 person and over endorsement.

A physical and health form will be mailed to a driver's last known address one month before the driver's birthday. If the form is not received by the driver's birthday, one should contact the Department of Public Safety and ask that the form be sent.

Physical Examination - The applicant for a school bus endorsement shall be in good physical and mental health, be able-bodied, and free from communicable disease. As evidence of a person's physical fitness and mental alertness, an applicant shall submit to a physical examination by a physician upon initial application and every two years upon renewal. The licensed medical doctor's certificate of physical fitness shall accompany the application for school bus endorsement when presented to the Driver License Section. A physical examination may be required more often upon the demand of any school district. Such extra examination shall be paid for by the district demanding it of any driver.

The certificate to be used by the physician for reporting the physical condition of an applicant shall be prescribed by the Commissioner of Public Safety. Certificates may be obtained from the Driver License Section in St. Paul, or from any Driver License Examining Station throughout the state.

While in the state, the driver for a charter carrier who has in possession a license with a school bus endorsement under Section 171.321 or rules of the Commissioner of Public Safety is not required to have in possession or to present a separate medical examiner's certificate otherwise required by the Code of Federal Regulations.

Character - Before issuing a school bus driver's endorsement, the Department of Public Safety shall determine whether the applicant has been convicted of a crime involving moral turpitude and shall also conduct a background check on the applicant's driving record.

Experience - Regardless of prior driving experience, all school bus drivers, before transporting pupils, must receive adequate basic instruction in the operation of a school bus, including a performance test in the vehicle, and supervised experience in actual route driving. Drivers must keep current with applicable laws/regulations related to safe school bus operation.

Age - A school bus driver shall be at least 18 years of age and have a good driving record. No maximum age is set by law; however, some school districts or private contractors may have a mandatory retirement age.

Restraint Systems

CHILD CAR SEATS:

Every motor vehicle operator, when transporting a child under the age of four in a motor vehicle equipped with factory-installed seat belts, must 1) equip and install for use in the motor vehicle, according to the manufacturer's instructions, a child passenger restraint system meeting federal motor vehicle safety standards; and 2) properly fasten the child in the restraint system. This law applies to all children under the age of four, regardless of the weight of the child. This applies to passenger vehicles, except Type I and Type II school buses, which are not required to have seat belts. Any motor vehicle operator who violates this subdivision is guilty of a petty misdemeanor and may be sentenced to pay a fine of not more than \$25.

Some exceptions to this rule may apply to a Success By 6 Northwest vehicle:

- o A child passenger restraint system is not required for a child who cannot, in the judgement of a licensed physician, be safely transported in a child passenger restraint system. A written statement from a physician is required in this instance.
- o A person offering a motor vehicle for rent or lease must provide a child passenger restraint device to a customer renting or leasing the motor vehicle who requests the device. A reasonable rent or fee may be charged for use of the child passenger restraint device.

TYPES OF CAR SEATS:

According to the Minnesota Passenger Program, over 40 different types of car seats are on the market today. Each car seat has its own set of instructions and offers full protection only when installed in a specific way. Only federally approved car seats are manufactured after January 1, 1981 should be used. A car seat that has been in a collision should not be used.

Infant Car Seats - Infant car seats are designed for infants up to 20 pounds. They should also face the rear of the vehicle at a 30 degree recline.

Convertible/Toddler Seats - Convertible toddler seats are designed for children from birth to 40 pounds. For infants, the car seat faces the rear of the vehicle at a 30 degree recline; for toddlers, the car seat faces forward in an upright position.

Booster Seats - Booster seats are designed for toddlers over 30 pounds. These seats must face forward in an upright position and must be used with a tethered harness if one is included.

To anchor a car seat with a lap/shoulder belt that has a sliding tongue (used in some vehicles to allow freedom of movement when the belt is buckled), a locking clip is needed to secure the lap and shoulder belts together. This enables the lap belt to be pulled very tight to hold the car seat in place.

Seat Belts - A properly adjusted and fastened seat belt is required by law to be worn by 1) the driver of a passenger vehicle; 2) a passenger riding in the front seat of a passenger vehicle; and 3) a passenger riding in any seat of a passenger vehicle who is older than three but younger than eleven years of age.

Federal Motor Vehicle Safety Standard 222 states that small, van-type vehicles under 10,000 pounds gross vehicle weight are required, the same as passenger cars, to have safety (seat) belts.

Wheelchair Securement Inspection

Vehicles equipped with wheelchair securement devices (ramp or lift; tie-downs) must be inspected annually by the Minnesota State Patrol. Inspections are usually carried out each June, at various locations throughout the Metro area.

In addition to the inspection of wheelchair securement devices, a limited safety inspection of the following will be conducted: brakes, lights, tires, windshield wipers, mirrors, bumpers.

Such equipment found in a state of repair that makes the vehicle unsafe for the streets and highways will be rejected from further inspection and must be repaired before the inspection will be completed.

In addition, Special Transportation Services (see section below) providers will be checked for: fire extinguisher, first aid kit, flashlight, warning triangles, seats - seat belts, "No Smoking" sign. If equipment does not meet requirements, the Minnesota Department of Transportation Office of Motor Carrier Safety and Compliance will be notified.

Vehicles passing inspection will receive a sticker to be placed on the windshield.

Special Transportation Services

A "special transportation service" is defined as motor vehicle transportation provided on a regular basis by a public or private person that is designed exclusively or primarily to serve individuals who are elderly, handicapped, or disabled and who are unable to use regular means of transportation.

SPECIAL TRANSPORTATION SERVICES LICENSE ENDORSEMENT:

Drivers, either volunteer or paid, who drive any agency vehicle to transport elderly or disabled persons within the Twin City metropolitan area, are required by state law to obtain a special transportation services (STS) endorsement on their driver's license, and to renew

this endorsement every four years. Volunteers driving elderly or disabled persons in their own cars are exempt from obtaining the endorsement.

This law is administered through the Minnesota Department of Public Safety Motor vehicle Services Division. Following is the procedure to obtain this endorsement:

- o Go to a driver examination station and bring valid driver's license.
- o Pass a written and vision test (study the Minnesota Driver's Manual). Pay \$2.50 endorsement fee.
- o Sign a statement that authorizes a criminal records check.
- o If employer is required to comply with Minnesota Department of Transportation "Operating Standards for Special Transportation Services" (see section below), present proof of physical examination and training.
- o Pay \$4.50 for a duplicate driver's license and have picture taken. If your license is also expiring, you will be charged the normal renewal fee for the class of Minnesota driver's license you have.
- o After the Department of Public Safety does a criminal records check, a new license will be mailed with the Special Transportation Services (STS) endorsement.

During the 1992 state legislative session, there was some discussion as to changing the endorsement requirement by either eliminating some of the procedures (e.g., eliminating the written test) or discontinuing the requirement altogether. As of the date of this report, the law is still in effect. It is very likely that the STS license endorsement law will be discussed and either altered or eliminated at the 1993 session.

OPERATING STANDARDS:

If an organization which provides special transportation service receives grants or other financial assistance from either or both the state or federal government to provide or assist in providing the service, it must comply with the Minnesota Department of Transportation (MNDOT) "Operating Standards for Special Transportation Services" (MS s 174.33, subdivision 2.5, 8840.5100 - 6300). The standards **do not** apply to transportation provided by a volunteer driver using a private automobile which belongs to the volunteer.

Organizations must apply and obtain an annual certificate of compliance issued by the Commissioner of MNDOT before transportation can be provided. Certificates can be applied for by contacting Richard Norberg, Motor Carrier Safety & Compliance, 151 Livestock Exchange Building, 100 Stockyards Road, South St. Paul, MN, 55075, 296-8133. Applicants must first complete a questionnaire which determines if compliance is required. Those applicants who are required to comply with the standards are then sent materials and instructions to obtain a certificate.

The operating standards have been in effect since 1982. New proposed standards were published in April, 1992 and a public hearing was held in May, 1992. If the proposed rules are adopted, they will go into effect sometime in the summer of 1992.

The operating standards cover 13 areas: 1) Definitions, 2) Annual Evaluation, 3) Inspection, 4) Enforcement, 5) Driver Qualifications, 6) Vehicle Equipment, 7) Vehicle Construction Standards, 8) Operation of Vehicles, 9) Insurance, 10) Records, 11) Certification of Training Courses, 12) Audit of Courses, and 13) Variance.

Insurance

All vehicles must carry the minimum insurance as mandated by Minnesota law. Volunteers using their own cars to provide transportation must carry minimum insurance coverage as mandated by law. Agencies may provide coverage in excess of volunteer coverage at their discretion. For more information on volunteer driver insurance issues, refer to the volunteer driver study entitled "Liability Insurance and the Volunteer Driver: An analysis of the impact of insurance availability and cost on Minnesota volunteer drivers and volunteer transportation programs," prepared by Independent Transportation Management Services, Inc. for the Minnesota Department of Transportation (see section on resources below).

Resources

1. Minnesota Department of Transportation (MNDOT)
Transportation Building
St. Paul, MN 55155

To obtain the report "Liability Insurance and the Volunteer Driver" contact: 296-7052

To obtain the proposed "Operating Standards for Special Transportation Services" contact: 297-7656

To apply for "Operating Standards for Special Transportation Services" certificate of compliance contact: 296-8133

2. Minnesota Department of Public Safety
Transportation Building
St. Paul, 55155

Commercial driver's license, School bus endorsement, and Special Transportation Services license endorsement information contact: 296-6911

Wheelchair securement devices inspections contact: Minnesota State Patrol, 296-5949

3. Minnesota Passenger Protection Program
417 University Avenue
St. Paul, MN 55103-1995
Contact: 224-5121

Promotes the proper use of seat belts, child car seats, and automatic crash protection

systems. Services include audio visual library, child car seat rental program, child car seat matching program, and speaker's bureau.

4. West Metro Coordinated Transportation
2021 East Hennepin Avenue, Suite 130
Minneapolis, MN 55413
Contact: Kathy Farris, 331-4354

Coordinates social service transportation for seniors in Hennepin County. Information and referral on existing social service transportation programs. Technical assistance in planning and developing transportation services.

5. Regional Transit Board (RTB)
230 East Fifth Street
St. Paul, MN 55101
Contact: 292-8789

Develops and sets policies for metro area transit services.

X

RECOMMENDATIONS

Success By 6® Northwest Transportation Committee

- I. Work with the MTC and RTB to redesign the existing public transit route system in the northwest Hennepin suburban area to match current demographics.

The committee readily concurs that transit professionals will want to review and refine these suggestions. If a completely new extensive hub system were introduced, some existing routes could, and in all likelihood would, be changed, altering or perhaps making obvious some of the more specific suggestions. However, changes such as the ones proposed are necessary to facilitate more widespread use of suburban public transit, particularly among our targeted group of young families.

- A. Support full implementation of the hub-and-spoke system for public transit in the northwest suburban area.

At or in the vicinity of the following sites initially suggested by the MTC in this priority:

1. Brookdale (Brooklyn Center)
2. Oregon Avenue and 77th Avenue North (Brooklyn Park)
3. Broadway and 42nd Avenue North (Robbinsdale)
4. Crystal Shopping Center (Crystal)
5. Louisiana Avenue and I-394 (Golden Valley)

More important than the precise locations is to adjust to the reality of inter-suburban, not suburb to downtown, movement. Daily auto traffic suggests a growing trend.

- B. Add direct hub-to-hub links within the suburbs as quickly as the hubs can be established.
- C. Use the Brookdale hub as the terminus for all main routes in Brooklyn Center area (e.g. the 22L and possibly 22F)
- D. Add a new circulator route based at Brookdale to reach a very large number of multi-family dwellings in the northeast corner of Brooklyn Center.

This area roughly corresponds to the census tract with one of the lowest median incomes in the 1990 census. The route would go into the elderly housing area along Shingle Creek Parkway and reach large apartment complexes on 70th, 67th and 66th Avenues North.

- E. Maintain regular express bus service from the Brookdale hub to downtown as soon as feeder routes are added to form the hub.
- F. Create an important secondary hub at Oregon Avenue and 77th Avenue North that would significantly increase inter-suburban transfer flexibility. Use the new hub as a terminus and transfer point for four currently proximate but unconnected routes.
- G. Use the proposed new hub at Broadway and 42nd Avenue North as a major stop and transfer point (e.g. for all number 19, 14G and 14M buses).
- H. With or without a new hub, regular suburban service to North Memorial Medical Center needs to be improved. Also provide a regularly scheduled link to the hub at Brookdale.
- I. Extend the 55 route a few blocks west to include the Rainbow Foods and Target complex on Rockford Road.
- J. Re-route the 14M, particularly if a hub is added, to provide regular service to agencies in the Toledo and Unity Avenues neighborhood.
- K. Urge the Metropolitan Transit Commission and the Regional Transportation Board and the cities of Maple Grove and Plymouth to develop plan for limited type of "opt in" to link local transit into an MTC hub to provide better transit access for people and social services in those communities, which currently lie outside of the MTC system.
- L. Longer term planning should include adding more suburban hubs in the outlying cities, such as in the Champlin/Osseo area.

II. Promote the use of "prospective" customer surveys in route system planning.

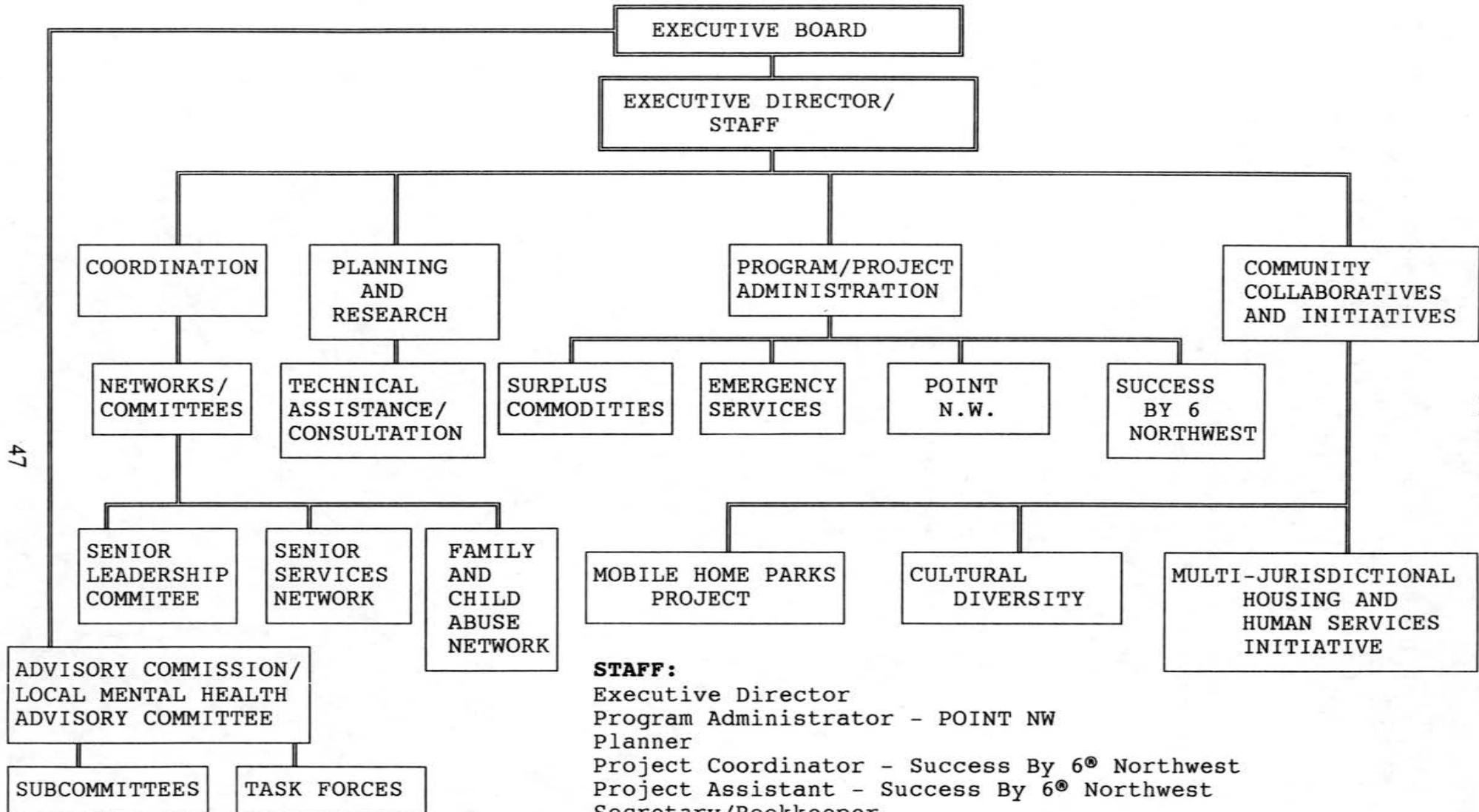
- A. Before finalizing any new route plans, gather additional detailed information on the locations of concentrations of multi-family dwellings, particularly in areas of lower median incomes. These are the likely pockets of single parents, young families and seniors, who are more likely to need and want to use public transit.
- B. Conduct regular (biennial) surveys of prospective users in need, coordinated with and administered with assistance from human service agencies.
 - o Build on the approach taken in this study
 - o Add apartment complexes to the surveys

- III. Strongly urge human service providers to make transportation a priority.
- A. Encourage human service providers to include transportation funding in their proposals.
 - o Use senior programs as a model, request funding for transporting the children and their parents or at least seek companion funding for transportation.
 - o As suburban transit access improves, consider including free or subsidized bus passes in the proposals and/or as a part of the program cost.
 - B. Request that the agencies serving young children include access to public transit as one of their key planning and evaluation criteria in starting or relocating programs.
 - o Preferably seek well-located shared facilities, or at least those sites easily accessible by public transit (or coordinated paratransit).
 - o Funding organizations, particularly the United Way, should consider transportation access as one of its allocation criteria as one more measure of an agency's or program's potential impact.
- IV. Launch a broad state and federal legislative initiative to increase the transportation funding and/or services available for early childhood development programs.
- A. Explicitly include transportation funding as an integral part of the program expense or provide a separate grant pool for transportation when it can be demonstrated that the effectiveness and number of children reached by a program will be seriously limited because of poor transportation access.
 - o Transportation programs for senior citizens and persons with disabilities could be used as an example.
 - B. Erase the rules for more flexible joint use of any government funded transport services or vehicles to permit, and even encourage, their use for small children.
 - o This might include the "off hours" use of school buses.
 - C. Allow a limited number of specific exceptions to the transportation rules and regulations for paratransit and bus operators to encourage shared services where few transportation alternatives exist or where higher utilization of vehicles and drivers could significantly lower transportation costs.

- o In the outlying communities of the northwest area, improved public transit services are extremely unlikely in the foreseeable future. Consequently, other alternatives, such as shared paratransit would be much more practical, if rules do not unnecessarily prohibit local initiatives like the shared program in St. Louis Park.

- D. Provide special liability caps and/or special supplementary liability insurance for volunteers, paratransit operators and perhaps others who transport preschool children.
 - o Special driver's training and licensing provisions (e.g. not for school buses)
 - o Caps on personal liability
 - o Special liability insurance pools, paid by the service organization (partially state supported?). The service organization gets in return a free or low cost vehicle and driver.
 - o Limited waivers from participants

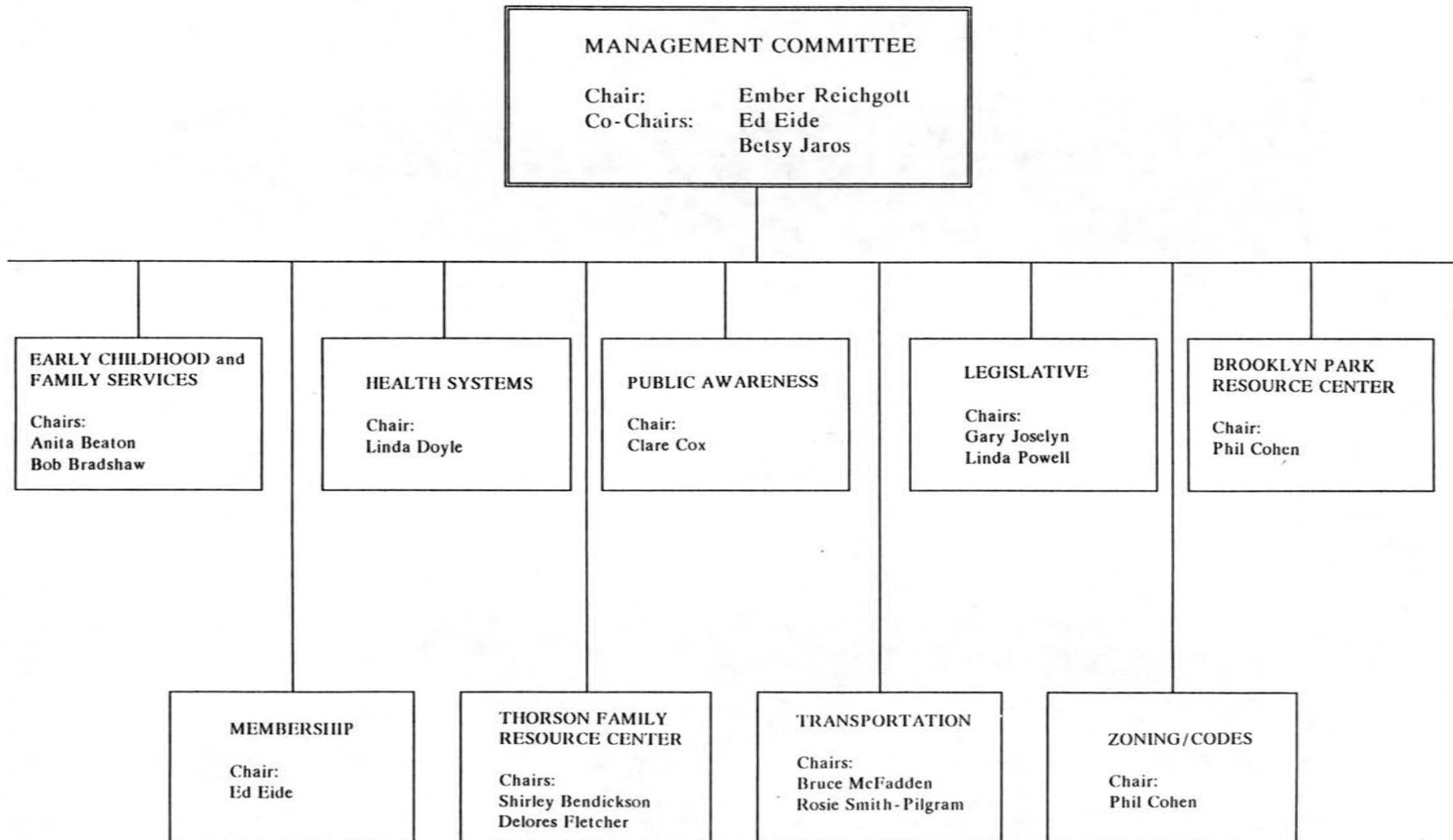
**NORTHWEST HENNEPIN HUMAN SERVICES COUNCIL
ORGANIZATIONAL CHART**



STAFF:

Executive Director
 Program Administrator - POINT NW
 Planner
 Project Coordinator - Success By 6® Northwest
 Project Assistant - Success By 6® Northwest
 Secretary/Bookkeeper
 Emergency Services/Surplus Commodities Coordinator (0.6)
 Interns/Volunteers

SUCCESS BY 6® NORTHWEST



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Appendix II

Appendix III

CHILDREN AGES 6 AND UNDER AND THEIR MEDIAN FAMILY INCOME BY 1990 CENSUS TRACT AREA

CENSUS TRACT AREA	CHILDREN 6 AND UNDER	MEDIAN FAMILY INCOME
Tract 202	889	14,052
Tract 203.01	292	25,743
Tract 203.02	235	21,065
Tract 203.03	382	23,708
Tract 203.04	322	17,780
Tract 204	310	15,661
Tract 205	372	16,641
Tract 206	164	17,453
Tract 207	473	37,922
Tract 208.01	260	36,219
Tract 208.02	111	30,733
Tract 208.03	244	41,433
Tract 209.01	306	37,652
Tract 209.02	194	38,433
Tract 210.01	596	30,733
Tract 210.02	145	34,343
Tract 211	215	34,457
Tract 212	469	35,061
Tract 213	381	28,607
Tract 214	345	23,607
Tract 215.01	404	36,020
Tract 215.02	257	24,608
Tract 215.03	502	44,223
Tract 215.04	318	43,072
Tract 215.05	476	46,667
Tract 216.01	382	49,302
Tract 216.02	413	46,703
Tract 217	487	50,313
Tract 218	196	86,772
Tract 219	302	47,510
Tract 265.05	385	46,231
Tract 265.06	7	16,875
Tract 265.08	323	53,537
Tract 265.09	796	53,537
Tract 265.10	312	53,537
Tract 265.11	347	53,537
Tract 265.12	541	42,427
Tract 265.13	475	40,929
Tract 266.03	608	66,007
Tract 267.02	260	32,806
Tract 267.06	501	44,823
Tract 267.07	966	44,823
Tract 267.08	771	57,829
Tract 267.09	1,214	57,829
Tract 267.10	935	57,829
Tract 267.11	404	57,829
Tract 267.12	437	56,116
Tract 267.13	408	56,116

CENSUS TRACT AREA**CHILDREN 6 AND UNDER MEDIAN FAMILY INCOME**

Tract 268.07	756	48,111
Tract 268.09	661	23,009
Tract 268.10	650	30,574
Tract 268.11	737	45,821
Tract 268.12	148	48,531
Tract 268.14	919	46,340
Tract 268.15	837	46,340
Tract 268.16	762	39,751
Tract 268.17	943	39,751
Tract 268.98	930	48,531
Tract 269.01	868	49,117
Tract 269.03	632	53,299
Tract 269.05	1,368	42,306
Tract 269.06	958	42,306
Tract 271.02	745	47,564

The age classification is based on the age of the person in completed years as of April 1, 1990. However, some respondents tended to provide their age as of the date of their completion of the questionnaire, not their age as of April 1, 1990. It is likely that approximately 10 percent of persons in most age groups are actually one year younger.

Appendix IV

SUCCESS BY 6® NORTHWEST SURVEY OF CHURCHES INVOLVED IN EARLY CHILDHOOD PROGRAMS

<u>Church</u>	<u>Child Care</u>	<u>Transportation</u>
Grace Methodist 3254 Penn Ave. N. Golden Valley 55427	Yes	No
Faith Temple Church of God 1502 Xerxes Ave. N. Golden Valley 55411	Yes	No, but plans to coordinate something in the future
Golden Valley Lutheran 100 S Turners Crossroad Golden Valley 55422	Yes	No
St. Barnabas Lutheran 15600 Rockford Rd Plymouth 55442	Rents to montessori program	No
Word of Peace P.O. Box 174 Rogers 55374	Yes	Only for field trips
Valley Community Presbyterian 3100 N Lilac Dr Golden Valley 55422	Yes	No
Robbinsdale United 4200 Lake Road Ave Robbinsdale 55422	Latchkey program	No
St. Philip the Deacon 17205 Co Rd #6 Plymouth 55447	Yes	No
Brookdale Covenant 5139 Brooklyn Blvd Brooklyn Center 55430	Pre-school only	No
Brunswick United Methodist 6122 42nd Ave N Crystal 55422	Pre-school only	No
Champlin United Methodist 921 Downs Rd Champlin 55316	Rents to Anoka school district for ECFE	No

Olivet United Methodist 3620 42rd Ave N Robbinsdale 55422	Yes	No
Berean Evangelical 6625 Humboldt Ave N Brooklyn Center 55430	Rents to New Horizons Day Care	No
Lord of Life Lutheran 6900 W Fish Lake Rd Maple Grove 55369	Rents to Osseo school district for "services before and after school"	Yes
New Hope Christian 8624 50th Ave N New Hope 55428	Yes	No
Valley of Peace 4735 Bassett Creek Dr Golden Valley 55422	Rents to montessori	No
Christ Memorial Lutheran 13501 Sunset Trail Plymouth 55441	Child care, pre-school, and family education	No
Cross of Glory 5929 Brooklyn Blvd Brooklyn Center 55429	Pre-school only	No
Mount Olivet Lutheran 12235 Rockford Rd Plymouth 55441	Yes	No
Peace Lutheran 4512 France Ave N Robbinsdale 55422	Yes	No
Redeemer Lutheran 4201 Regent Ave N Robbinsdale 55422	Pre-school only	No
St. James Lutheran 6700 N 46th Pl Crystal 55422	Montessori only	No
Brooklyn Center Baptist 5840 Humboldt Ave N Brooklyn Center 55430	Yes	No
Olivet Baptist 3420 Nevada Ave N Crystal 55428	Pre-school only	No

St. Margaret Mary 2323 Zenith Ave N Golden Valley 55422	Yes	No
Northbrook Alliance 6240 Aldrich Ave N Brooklyn Center 55430	Yes	No
Valley Baptist 5920 Golden Valley Rd Golden Valley 55422	Yes	No
Calvary Lutheran 7520 Golden Valley Golden Valley 55427	Yes	No
Holy Nativity Lutheran 3900 Winnetka Crystal 55428	Rents to YMCA, which runs day care	Yes, through YMCA
Golden Valley United Methodist 7600 Harold Ave Golden Valley 55427	Yes	No
Crystal Evangelical Free 4225 Gettysburg Crystal 55428	Pre-school only	Yes
New Hope Mennonite Brethren 4217 Boone Ave No New Hope 55428	Pre-school only	No
Shepherd of the Grove Lutheran 11875 West Eagle Lake Dr Maple Grove 55369	Yes	No

1991, Success By 6® Northwest of
Northwest Hennepin Human Services Council

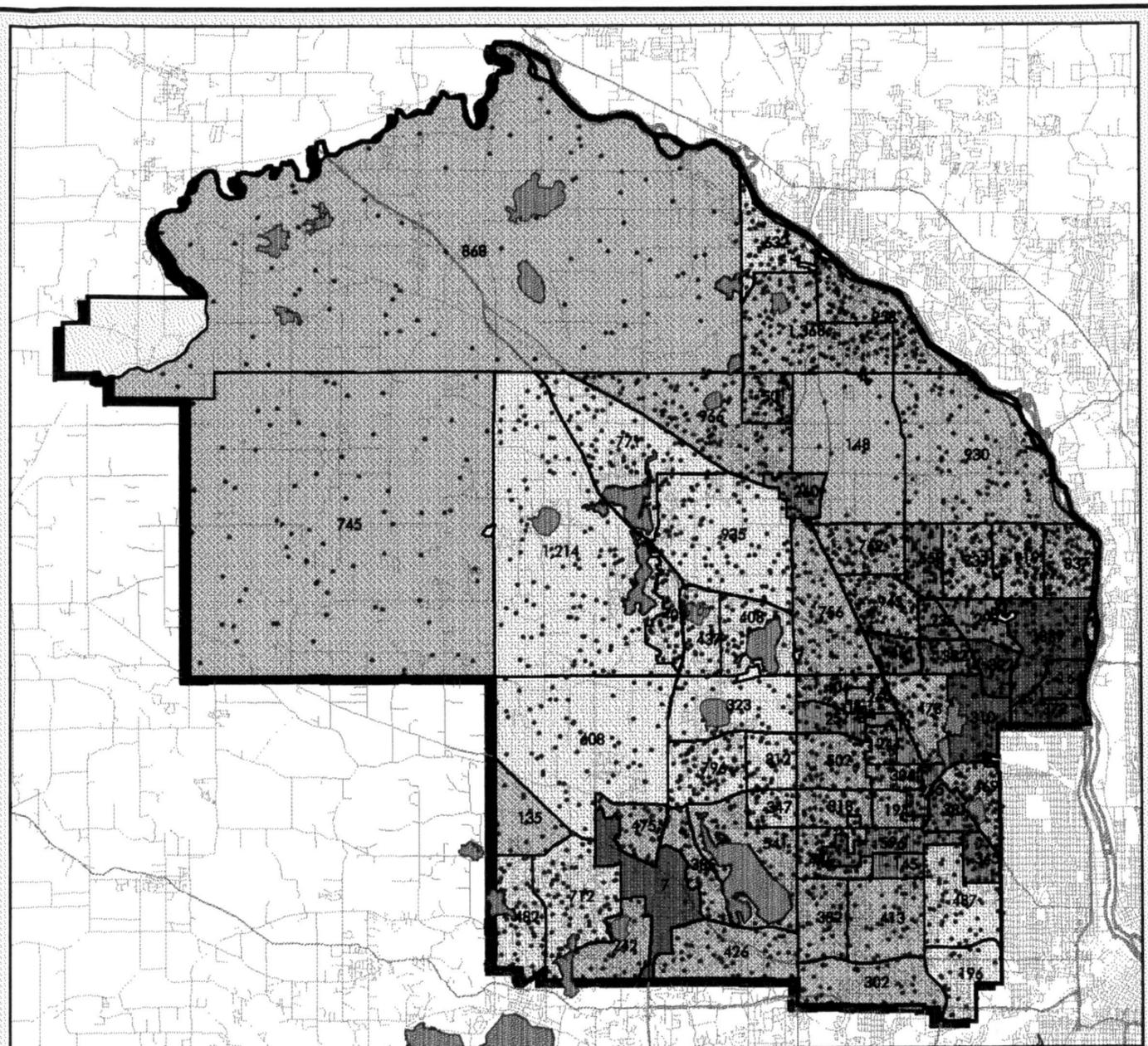
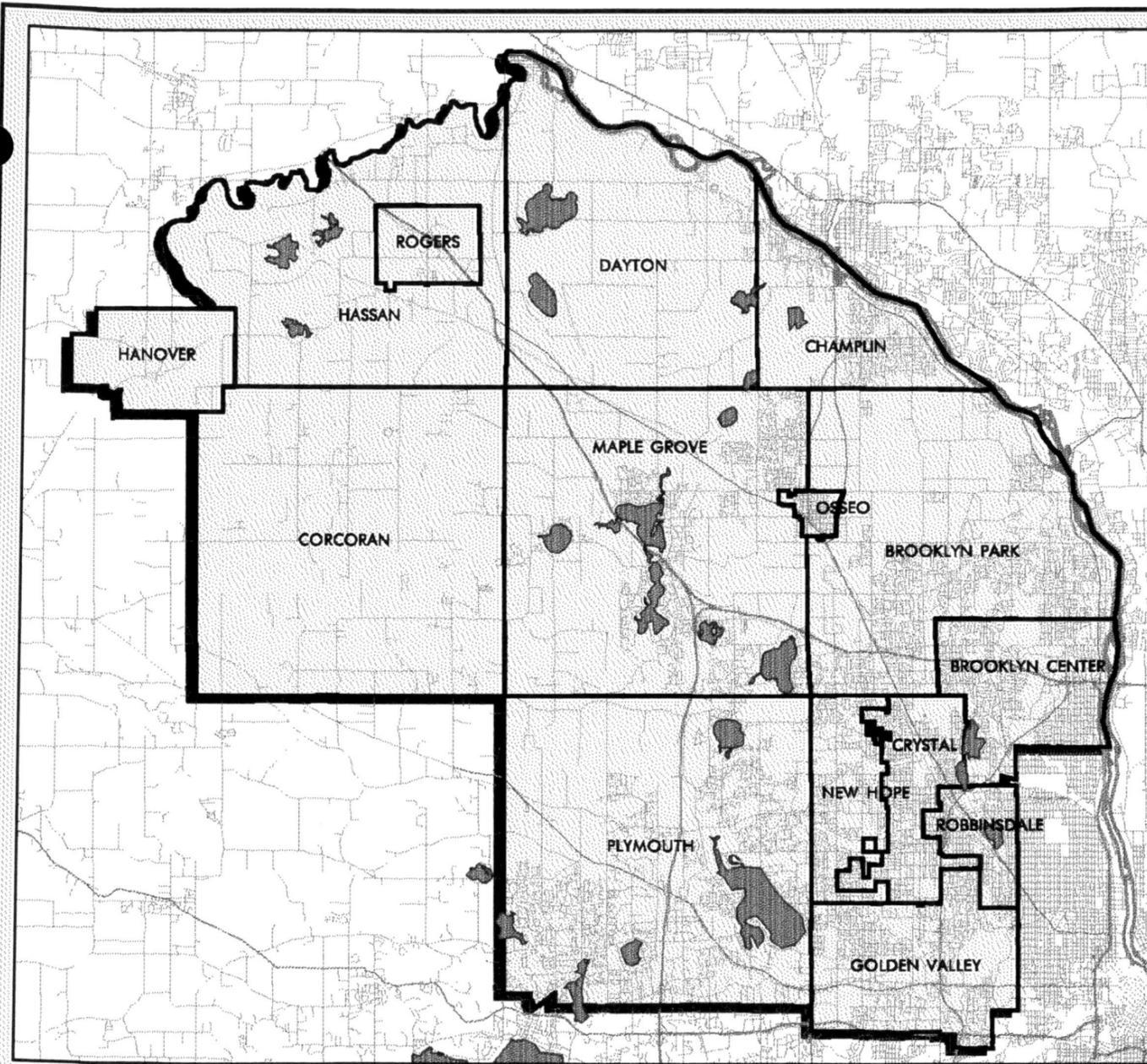
LIST OF SOURCES

Brooklyn Center Transportation Needs Assessment, July 1990, Northwest
Hennepin Human Services Council

Market Analysis, 1985, Regional Transit Board

Preliminary Report of the Transportation Committee of Success By 6[®] Northwest,
July 1991, Success By 6 Northwest

Transit Study - Brooklyn Park, Maple Grove, Crystal, Osseo, 1990, Barton -
Aschman Associates



INSIGHT MAPPING & DEMOGRAPHICS, INC.

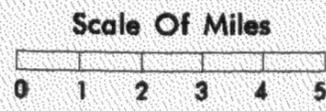


FIGURE 1
STUDY AREA CITIES AND 1990 CENSUS TRACT DEMOGRAPHICS

Median Family Income (est.)			
	\$50,000 to \$87,000		\$20,000 to \$34,999
	\$35,000 to \$49,999		Less Than \$20,000

Children Age 6 Or Under
 . = 10 children
 (Map Shows 1990 Count)

NORTHWEST HENNEPIN HUMAN SERVICES COUNCIL

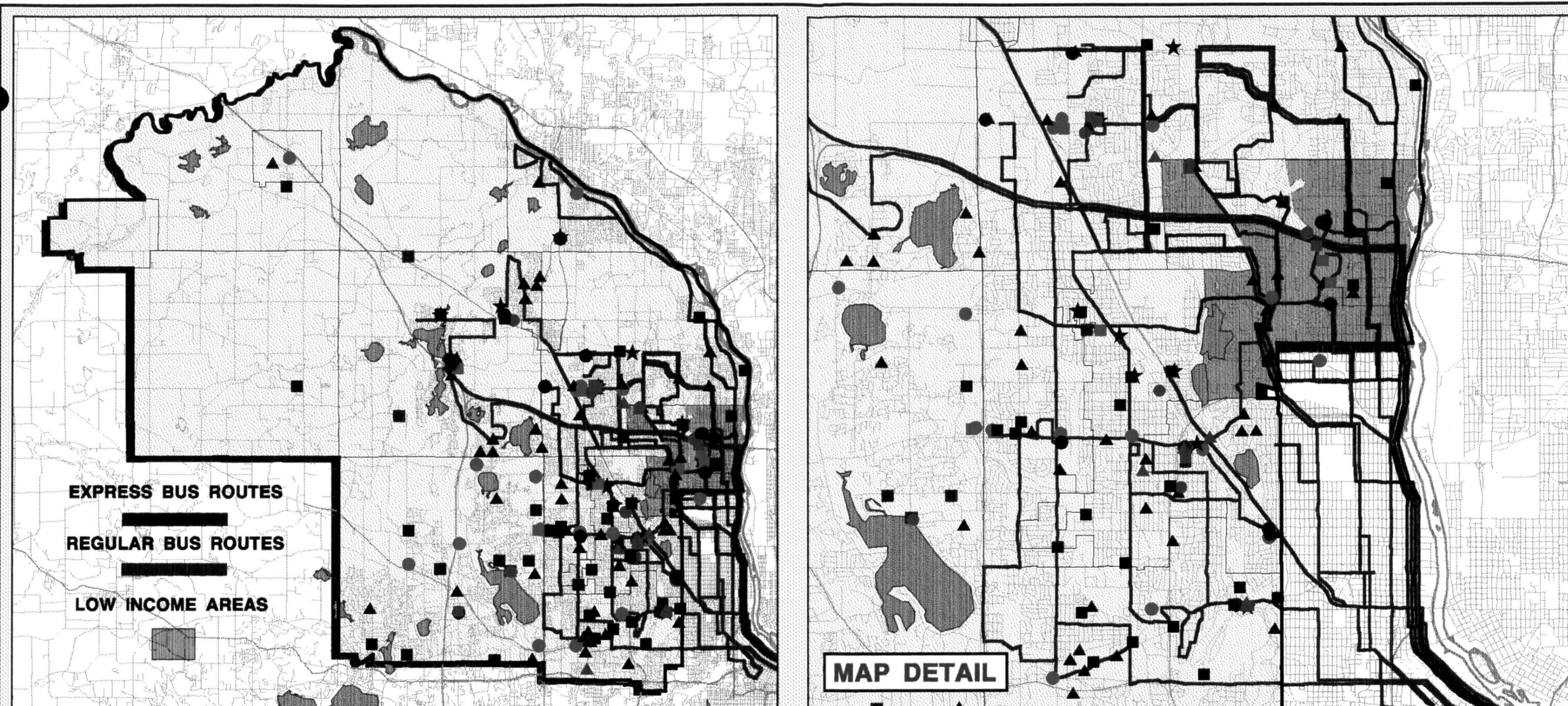


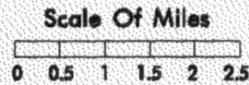
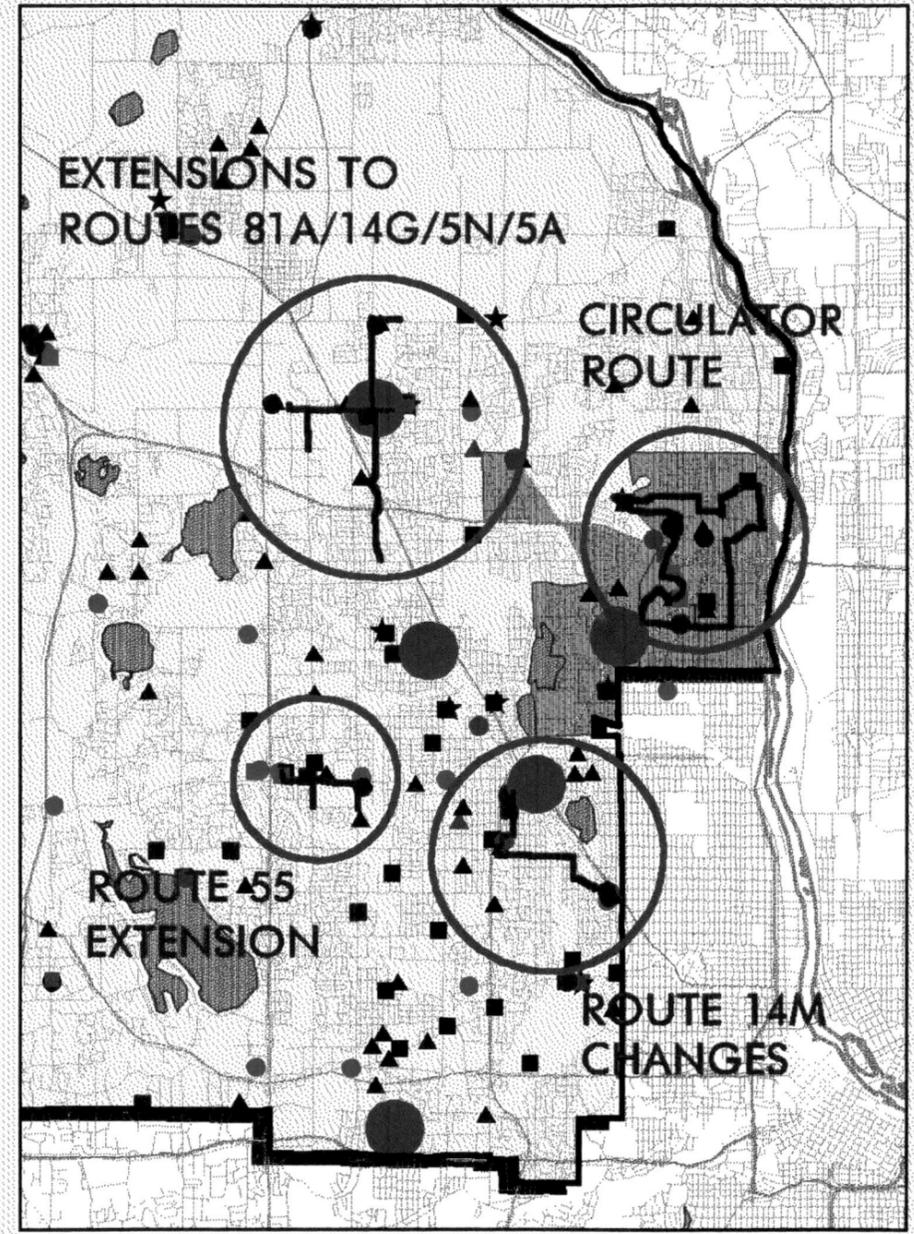
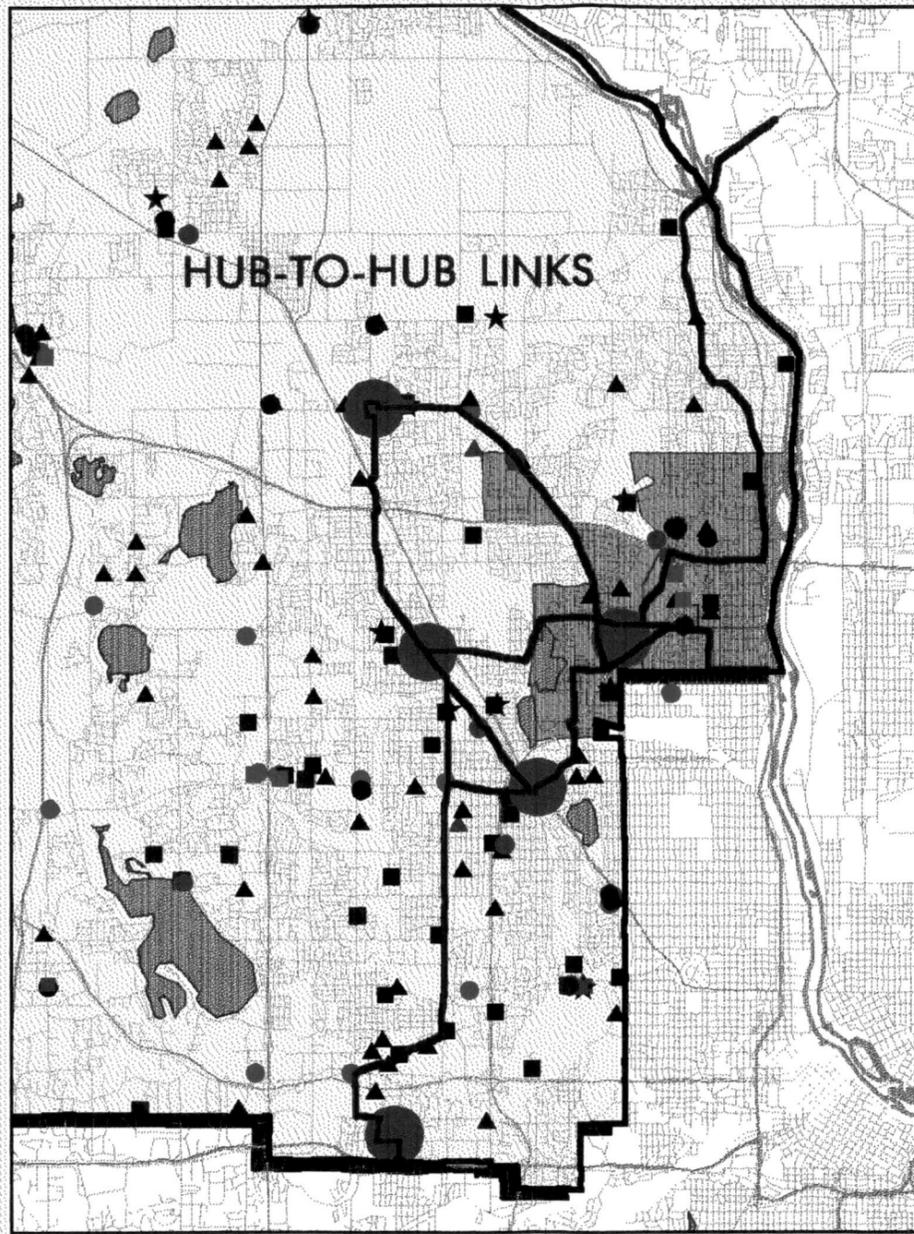
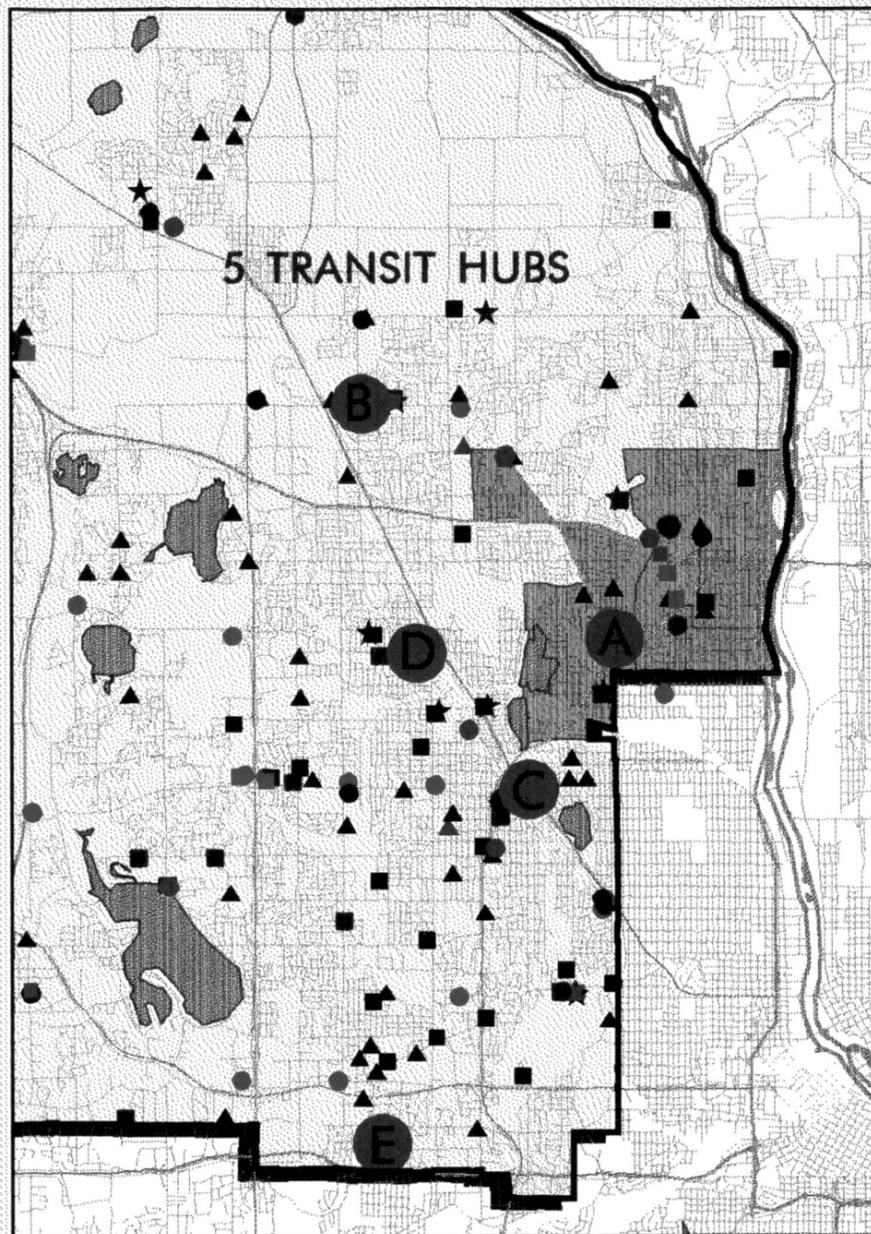
FIGURE 2

LOCATION OF CURRENT BUS ROUTES AND KEY COMMUNITY SERVICES

Social & Community Services To Which Families Of Young Children Need Access

- | | | |
|---|---------------------------------|------------------------------------|
| ● Supermarkets | ● Education | ● Emergency Assistance Resources |
| ■ Department Stores (Target, KMart, etc.) | ■ Preschool Programs | ■ Employment & Financial Resources |
| ● Health Care Centers | ▲ Child Care Centers | ▲ Special Needs |
| ■ Chemical Health Care Centers | ★ Services For Children Age 0-6 | |

NORTHWEST HENNEPIN HUMAN SERVICES COUNCIL



INSIGHT MAPPING & DEMOGRAPHICS, INC.

FIGURE 3
SUGGESTED ROUTE CHANGES FOR IMPROVED ACCESS TO SERVICES

Social & Community Services To Which Families Of Young Children Need Access

● Supermarkets	● Education	● Emergency Assistance Resources
■ Department Stores (Target, KMart, etc.)	■ Preschool Programs	■ Employment & Financial Resources
● Health Care Centers	▲ Child Care Centers	▲ Special Needs
■ Chemical Health Care Centers	★ Services For Children Age 0-6	

LOW INCOME AREAS

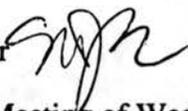
NORTHWEST HENNEPIN HUMAN SERVICES COUNCIL

REGIONAL TRANSIT BOARD

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

DATE: November 9, 1992

TO: Bob Mairs, Chair Metropolitan Transit Commission
RTB Board Members
MTC Commissioners

FROM: Michael J. Ehrlichmann, Chair 

SUBJECT: Agenda for Joint RTB/MTC Meeting of Wednesday, November 11, 1992
4:00 p.m. at Leeann Chin's

I suggest the following agenda for this meeting:

1. Joint legislative strategy for dedicated transit funding
2. Discussion of possible changes in transit structure and authority
3. RTB/MTC budgeting process
4. RTB/MTC coordination of further "Vision for Transit" implementation
5. RTB/MTC management audit
6. MTC comprehensive operational analysis (C.O.A.)

If you have any additions or deletions to this agenda, please contact me.

6/15/92

REGIONAL TRANSIT BOARD

ROLL CALL AND ATTENDANCE SHEET

DATE: 11/11/92

Member Name	Present	Vote							
-------------	---------	------	------	------	------	------	------	------	------

ISSUE

Mike Ehrlichmann ✓

Maryann Campo ✓

Doris Caranicas ✓

Sharon Feess ✓

Ruth Franklin ✓

Val M. Higgins ✓

Sandra Hilary no

Ruby Hunt ✓

Tom Sather ✓

Don Scheel ✓

Tom Workman late 5:--

Visitors MTC

AH

RM

TP

C.D.

Arnie Entzel

Staff

CLA, JH, TJ, BA

SM, MF, TW

Jerry Olen

November 4, 1992

FAX 612-224-1617

Regional Transit Board
Attn: Mary Fitzgerald
230 E 8th St, 7th Flr
St. Paul, MN 55101

Dear Ms. Fitzgerald:

Thank you for choosing the Leeann Chin banquet and conference facilities at the St. Paul Union Depot for your event on November 11, 1992.

This will confirm arrangements made for your event. I have outlined below the details discussed. If you have any questions, please call me at 224-1611.

EVENT DATE: ~~Tuesday~~, November 11, 1992

LOCATION: Union Depot Place
Conference Room

NUMBER OF GUESTS: Approximately 20

CONTACT/PHONE: Mary Fitzgerald/229-2700 (w)

TIME: 4:00pm Guest arrival
4:00-5:00pm Beverage buffet
and appetizers on buffet
5:00pm Dinner

MENU: The following will be served butler style:
Shrimp Toast
Cream Cheese Puffs

The following will be served buffet style:
Chinese Salad with Chicken
Sesame Chicken
Beef with Broccoli Stir Fry
Fried Rice

COST PER PERSON: \$17.25 plus 6.5% Minnesota sales tax and 15% administrative/gratuity charge. Your basic menu includes 5 hours of service. Any additional hours will be charged as follows: Cook, \$9.50/hour and Server, \$7.50/hour.

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LEEANN CHIN TO PROVIDE:

Tea/Coffee/Chopsticks/Fortune Cookies

White table linens and napkins

Easel with message: "REGIONAL TRANSIT BOARD"

Flip chart

A deposit of \$250.00 has been received (please find enclosed credit card receipt) to reserve November 11, 1992. If you need to cancel, you will receive a full refund if cancellation occurs ninety days prior to your event. Payment for food, service, and rental fees are due the day of your event.

Thank you for choosing Leeann Chin Chinese Cuisine. We are looking forward to serving you.

Sincerely,

Beverly Lee Johnson
Banquet & Conference Center Director

enc.

FACSIMILE COVER SHEET

Date: 9/22/92. Facsimile Number (612) 224-1617

From: Burly Johnson

Leeann Chin, Inc.
Catering and Banquet Facilities
214 East Fourth Street, Suite 110
St. Paul, MN 55101

(612) 224-1611

TO: Mary Fitzgerald Department: _____
Company Name: _____

Number of Pages Transmitted (including cover sheet) _____

Comments: attached is a copy of our form letter explaining our services, plus a menu suggestion sheet for your review. Please let me know if I can be of future help

17.25 dinner
-tent 20
conf 11/3/92.

Leeann Chin

Leeann Chin, Inc.
████████████████████

Union Depot Place, Suite 120
214 East 4th Street
St. Paul, MN 55101
612-224-1616
FAX 612-224-1617

Thank you for your inquiry regarding the Leeann Chin banquet and conference facilities at the Union Depot. The banquet and conference facilities at the St. Paul Union Depot are rich in history and this unique space lends itself well to events such as wedding receptions, private dinners, business meeting, and cocktail parties.

Leeann Chin built her career by creating and presenting the art of Chinese cuisine in the private homes of friends and family. We continue her tradition today, offering you the same excellent quality and attentive service that you have enjoyed in her award-winning restaurants and carryouts.

Our professional staff will set up, cook, and serve your guests. Appetizers can be passed butler style or presented on a buffet; dinner is served buffet style. The banquet and conference facilities offer full bar service, and a wide range of desserts are also available. Five hours of service is included in the price of the meals; additional hours can be provided at extra cost.

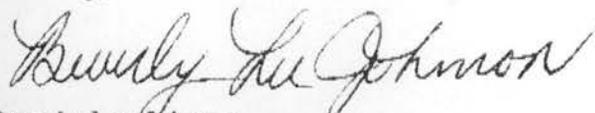
Enclosed is a copy of our banquet and conference menus for you to review. We would be happy to work with you on developing a menu suited to your event and your guests' needs. Whether this means providing a single vegetarian meal, a complete kosher menu, or an appetizer-only menu.

All listed prices include tea, chopsticks, fortune cookies, china, flatware, white linens, tables, and chairs. For larger events coat check and valet parking services are available. While we cater to any size group, an additional labor charge will be added for groups of 50 people or fewer. This charge varies from \$25.00 to \$100.00, depending upon the size of your group. All prices are subject to sales tax and 15% gratuity. A schedule of charges for room rentals without catering services is available upon request.

The banquet and conference facilities at the St. Paul Union Depot are elegant, unusual settings for any event. If you would like to tour the Depot, please call us and make an appointment. We do require a \$250.00 deposit to reserve a date, but please call us to verify that the date is open before sending a deposit. In the event of a cancellation ninety or more days prior to the event, a full refund will be made.

We are looking forward to serving you!

Sincerely,



Beverly Lee Johnson
Banquet & Conference Center Director

Leeann Chin

Menu Suggestions

Union Depot Place
St. Paul, MN

- DINNER SELECTIONS -

- | | | |
|--|---|---|
| <p>Cream Cheese Puffs
Oyster Chicken Wings <i>Shrimp Toast</i>
Chinese Salad
Sesame Chicken
Beef with Broccoli Stir Fry
Fried Rice</p> <p><i>25</i>
\$17.00 per person</p> | <p>Shrimp Toast
Oyster Chicken Wings
Cream Cheese Puffs
Chinese Salad
Stir Fried Beef with Vegetables
Lemon Chicken
Fried Rice</p> <p>\$18.50 per person</p> | <p>Shrimp Toast
Cream Cheese Puffs
Chinese Salad
Lemon Chicken
Kung Pao Beef
Chinese Vegetable Stir Fry
Young Jewel Fried Rice</p> <p>\$19.25 per person</p> |
|--|---|---|

- | | | |
|--|--|--|
| <p>Shrimp Toast
Cream Cheese Puffs
Spicy Chicken Skewers
Egg Rolls
Chinese Salad
Lemon Chicken
Stir Fried Beef with Vegetables
Fried Rice</p> <p>\$21.00 per person</p> | <p>Spring Rolls
Shrimp Toast
Cream Cheese Puffs
Chinese Salad with Crab Legs
and Shrimp
Lemon Chicken
Stir Fried Beef with Vegetables
Kung Pao Shrimp</p> <p>\$22.95 per person</p> | <p>Chilled Spring Rolls with
Marinated Broccoli
Spicy Chicken Skewers
Chinese Salad
Chilled Meat Platter with
Pon Pon Chicken, 5-Spice Beef,
Barbecued Pork, and Shrimp
Pickled White Radish
Cold Sesame Noodles with Cucumbers</p> <p>\$19.50 per person</p> |
|--|--|--|

- LUNCH -

For private dining in the conference center,
we can provide the Union Depot Restaurant's daily lunch menu
at the price of \$10.95 per person.

These menu suggestions have been provided for your convenience. We will be happy to develop a menu to suit your individual needs. The above prices include tea, fortune cookies, chafing dishes, chopsticks, white table linens, tables and chairs, china, and five hours of service. Prices are subject to sales tax and gratuity, and are subject to change without notice.

MEMORANDUM

DATE: November 10, 1992

TO: Members of the Regional Transit Board and the Metropolitan Transit Commission

FROM: Andrews, Auld, Hollander, Johnson

SUBJECT: Proposed Process for Discussion and Resolution of Outstanding Organizational Issues between the RTB and MTC

In an effort to better understand and resolve some of the outstanding issues between our two agencies, we, offer for your consideration a process to identify and resolve our differences. This memorandum is a preliminary effort toward accomplishing that. We look forward to the opportunity to jointly present this memorandum to you at Wednesday night's meeting and hope that you will find it helpful in your discussions.

PROCESS

We have briefly discussed the process for carrying out this effort.

1. Make a commitment to resolve differences in order to create a more productive working environment and to ensure that transit funding is the topic that gets the focus during the upcoming legislative session.
2. Identify issues including "gray" areas of roles and responsibilities, activities where there have been disappointed expectations, and areas where we understand roles and responsibilities but feel that there may be a "better way."
3. Prioritize issues in recognition that we are not able to deal with everything at once.
4. Work closely with members of our respective boards both in agency work sessions, but also jointly. Report back regularly and bring key items for approval.
5. Set up regular meetings of senior staff and other knowledgeable and affected staff members.
6. Establish timetable and maintain it to the best of our ability.

PRELIMINARY IDENTIFICATION OF ISSUES

We have made a preliminary effort to identify some of the issues that regularly create conflict between the two agencies. These are not listed in any particular order of priority. Priorities are yet to be established. Input from the two boards would be helpful in establishing these priorities.

1. Capital Planning and Implementation

There has been some questions about respective roles and responsibilities for capital planning and implementation, e.g. decisions about size of buses to purchase, who should construct transit hubs, development of the transit facilities plan.

2. Service Planning

Legislation prohibits the RTB itself from conducting service planning (i.e., determination of specific routing and timing of transit services), but requires the board to contract with the MTC or others to perform this function. While the RTB has made an effort to focus on the broader function of "establishing service specifications," there have been times when our efforts may have exceeded our authority. On the other hand, the MTC has not had the resources during the past several years to conduct this work. Furthermore, it also needs to be determined if it is appropriate for the MTC to perform service planning for other providers with whom it may compete and/or who do not have an ongoing relationship with them.

3. Service Evaluation

Issues relating to service evaluation include the establishment of performance standards and the process for dealing with high subsidy routes. Concerns have been expressed about whether or not standards are imposed for non-MTC providers and which agency should make the recommendations regarding high-subsidy service.

4. Financial/Budgetary Oversight

MTC have felt that the RTB exercises inappropriate oversight over their financial matters, i.e., instead of dealing with specific operational items, the RTB should focus its attention on policy matters. RTB, on the other hand, has felt that the MTC have not always made decisions that were financially consistent with RTB policies. MTC has also raised issues about the appropriate uses of regular route transit funds.

5. Communications

Generally, there have not been well established lines of communications between the two agencies. Even though a number of efforts have been made (including Executive Director/Chief Administrator meetings, monthly RTB/MTC staff meetings, joint board/commission meetings), there seems to be a difference in opinion and/or expectation regarding the important items to discuss and/or obtain approvals and/or the level of detail about which to communicate.

6. Special Services

The MTC contracts with the RTB to provide both Metro Mobility Administrative Center and Minnesota Rideshare services. The RTB has the legislative mandate to set policy direction for these programs and the MTC has served as contractor.

Currently, there are discussions about restructuring both programs in order to maximize results and better control costs. The MTC and the RTB need to consider the future direction of these programs and the appropriate role of each agency.

7. Implementing Vision for Transit

The MTC embraces the concepts set forth in the Vision for Transit, yet urges that their specific role in carrying out the plan be established. Specifically, they have indicated an interest in building transit hubs and operating the service. The RTB is anxious to include the MTC in these efforts, but also feels that there are multiple methods for accomplishing the Vision.

8. Marketing

The MTC's marketing strategy and structure has gone through a great deal of transition in the last year. The RTB supports the MTC's efforts in marketing trial use of service. Unfortunately, marketing issues have been confused with other transit policy issues. Greater communication between the MTC, the RTB and other transit providers could result in greater marketing efficiencies. The MTC's Marketing Plan is scheduled to be presented to the RTB's Marketing Committee in December.

9. Special Events

Over the past year, there have been several occasions when the MTC and the RTB have had differences in opinion about the level of public subsidy that should be utilized for special events. When the MTC should provide special event service, how it should be paid for, and how fares are determined are some of the issues that need to be resolved and/or acknowledged. A draft policy is now being developed with input from both agencies.

10. Competitive Contracting

The RTB has promoted competitive contracting of various services in order to maximize cost-effectiveness of service delivery. In many cases, the MTC has seen this effort to promote competition as threatening the integrity of the MTC system and its long-term viability.

10. Legislative Program

Legislative initiatives will include, but are not limited to: establishing a dedicated source of transit revenues; traffic congestion management; priority fuel status for public transit providers; restriction of parking in transit loading/unloading zones to ensure access; and right-of-way for buses to enter flow of traffic.

Organizational Issues
November 10, 1992
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NEXT STEPS

Following discussion and concurrence from the RTB and MTC at Wednesday evening's meeting, staff will meet on a regular basis (every two weeks) to discuss these matters. In December, we would suggest that another joint RTB/MTC meeting be scheduled so that we can review our progress and get necessary board input.