



Minnesota Regional Transit  
Board: Records.

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**Meeting of the  
REGIONAL TRANSIT BOARD  
Mears Park Centre Chambers  
230 East Fifth Street  
St. Paul, Minnesota 55101  
Monday, November 1, 1993  
4:00 p.m.**

**AGENDA**

1. **CALL TO ORDER AND ROLL CALL**
2. **APPROVAL OF THE AGENDA**
3. **APPROVAL OF MINUTES**
  - a. Committee of the Whole Meeting, September 27, 1993
  - b. Committee of the Whole Meeting, October 11, 1993
4. **CHAIR'S REPORT**
5. **MEMBERS' REPORTS**
6. **EXECUTIVE DIRECTOR'S REPORT**
7. **REPORT OF THE COMMITTEE OF THE WHOLE**  
Val Higgins, Chair, Policy Committee
  - a. Approval of Regular Route Fare Increase
8. **OTHER BUSINESS**
9. **PUBLIC COMMENT**

**John Riley  
Chairman**



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

**Minutes of the Meeting of the  
REGIONAL TRANSIT BOARD  
November 1, 1993**

**MEMBERS PRESENT:** Ruth Franklin; Vice Chair; Michael Beard; Sharon Feess; Morgan Grant; Val Higgins; James Hovland; Gary Humphrey; Ruby Hunt; Harry Mares; Dennis Schulstad

**MEMBERS EXCUSED:** John H. Riley

**OTHERS PRESENT:** Bill Schreiber; Michael Robertson, Legal Counsel; Carol Kummer, Metropolitan Council; Tom Sather, Metropolitan Transit Commission; Dan Hibberts, ATE; Don Ahern, Pioneer Press; Corbin Kidder, Metropolitan Senior Federation; Arnie Entzel, Amalgamated Transit Union; Gregory L. Andrews, Judy Hollander, Dale Ulrich, Mary Fitzgerald, RTB staff

**CALL TO ORDER AND ROLL CALL**

The meeting was called by Vice Chair Franklin to order at 4:00 p.m. and roll was taken.

**APPROVAL OF AGENDA**

Feess moved and Grant seconded approval of the agenda; the motion carried unanimously (Schulstad not present).

**APPROVAL OF MINUTES**

Hunt moved and Mares seconded approval of minutes of the Committee of the Whole meeting on September 27 and the board meeting on October 11, 1993. The motion was unanimously approved (Schulstad not present).

**EXECUTIVE DIRECTOR'S REPORT**

**UPDATE ON METRO RIDE LITIGATION**

Andrews reviewed the Metro Ride's litigation against the board stemming from the bid award for paratransit service. In September the court lifted the Temporary Restraining Order so ATE could contract with Mayflower and extended the contract with Handicabs and Metro Ride. Meetings continued through the month of October and a tentative resolution has been reached. The proposal is to contract with Metro Ride operating 50 vehicles and Handicabs operating 25 vehicles. When the appropriate paperwork is received it will be presented to the board as soon as possible.

**UPDATE ON METRO MOBILITY RESTRUCTURING**

Hollander said the consultant, Ken Hosen, will arrive the week of November 15 and begin his review of ATE's operations and interview providers and users to get at what went wrong and identify any systemic problems with the system. Staff is meeting with the counties to work out the reimbursement for the help they have provided in delivering Metro Mobility service. Copies of the letter to ATE regarding contract compliance, dated November 1, 1993, were distributed.

In response to Beard's questions regarding service in the outlying areas, Hollander said when Metro Mobility was restructured service was focused in the area mandated by the Americans with Disabilities Act (ADA). Certain parts of Scott and Carver Counties are not in the service area. It was intended that local providers would offer accessible service and be reimbursed on a different basis by the RTB. During this rough transition the providers agreed to provide some of those trips. A contract amendment will be needed. Beard asked if it will be the responsibility of the counties to provide service and whether those increased costs be included in their contracts. Hollander said those costs will be included in the contracts, but there is no cost history. Some counties are uncomfortable because RTB did not receive additional funding. The contracts are not adjusted yet for additional dollars. Funding is short, so the contracts will be negotiated very carefully.

Hovland asked for data on the on-time performance for the week ending October 31. Grant said, regarding the third bulleted item in the letter, we are still deficient in the number of radio channels. Drivers have a very difficult time getting through on the radio when the information on the manifest is wrong. The radio frequency tie-up could be alleviated somewhat if drivers did not need approval to back up their vehicles. The authority is with someone in the office who does not know if the driver is in a safe area. ATE should reconsider some of those rules imposed on drivers. With respect to the first item (phone lines), Grant said the system is somewhat improved but there are still problems at rush hour. On October 27 he was kept on hold on October 27 for over ten minutes. Other riders report busy signals for over half an hour. Hibberts said back-up accidents are very severe and ATE's practice reinforces with the drivers the need to be extremely careful. The new display terminals will allow drivers to transmit data to the dispatch center automatically, which will cut down on the traffic on the radio frequencies.

Hibberts distributed printed materials that were been mailed to riders and the weekly ridership statistics. Grant said he has not yet received a flyer through the mechanism of putting them on the vehicles. Hibberts reviewed the guidelines for how long customers may be on a vehicle. Mares said last week he was still receiving calls from people who rode for over 90 minutes and he is concerned that the problem is not solved. Grant said today his ride exceeded 90 minutes. The on-time performance is clearly related to the accuracy of the manifest. Hovland asked Hibberts to include information showing the progress over the past few weeks in the on-time performance data. Franklin said the members are all relieved to hear things are improving. (Schulstad arrived.)

**REPORT OF THE COMMITTEE OF THE WHOLE**

Policy Committee Chair Higgins reviewed the report of the board's October 25 meeting.

**REGULAR ROUTE FARE INCREASE**

At its meeting of October 25, the Committee of the Whole approved the following recommendations:

That the Regional Transit Board approve the following increases:

1. The added charge for express service shall be increased from 25 cents to 50 cents, effective throughout the day. Express fares are to be charged on regular routes operating a minimum of four (4) miles non-stop on a highway.
2. The per-ride discount offered to purchasers of convenience fares (monthly passes, token and ten-ride cards) shall be reduced from 25 cents to 20 cents.
3. Fares offered during off-peak periods to seniors, youth and riders with limited mobility cards shall be increased from 25 cents to 50 cents. In addition, ten-ride cards priced at 35 cents per ride shall be offered for use during the off-peak by seniors, youth, and persons with limited mobility cards.
4. Previous actions by the Regional Transit Board approving the following regular route fare increases shall also become effective December 1, 1993.
  - Increase the base fare from 85 cents to \$1.00
  - Eliminate the 25 cent zone charge
  - Increase the downtown zone fare from 25 cents to 50 cents during peak periods.

Higgins said the peak charges should have been added to Item 4. He moved that the board reaffirm the actions previously approved as noted in Item 4. Fees seconded the motion.

Schulstad said the increase in the base fare from 85 cents to \$1.00 seems logical, but looking back, it was raised two years ago from 50 cents to 85 cents, which means that it was doubled in a very short period of time. This also affects senior fares. We have to look at the entire reason for bus service. It is not a profit-making business and this is not the right way to increase ridership. He will not support the motion.

Grant also spoke against raising fares at this time. The downtown zone fare increase takes us in the wrong direction and we should encourage people to use

the buses during peak hours rather than drive to their places of employment. That is especially true in Minneapolis where the ramps are on the periphery. Hovland said that as members heard at the fare hearings, increases in social fares are of the greatest concern; however, the only way MTC can acquire additional operating capital is by raising fares and we are in an awful position of rates versus ridership. The board does not want to cut back on service. The items under No. 4 are acceptable. Franklin said no one enjoys increasing fares, but anyone who took part in cutting service found it worse. Many people in the outlying areas need the service as much and are not wealthy. She believes she has to support this proposal.

Schulstad said in 1991 the fare was 50 cents and now, in 1993, we are increasing it to a dollar. Perhaps reducing rates would increase ridership. MTC admits that raising rates would decrease ridership. We are going the wrong direction and will drive people away. Bus travel should be convenient and inexpensive. Franklin said it is unfortunate that bus service is not like normal businesses. The farebox only contributes 35 percent, at best, and the more riders you have, the most costly it is. Vote was taken to reaffirm Item 4. The motion carried with Schulstad and Grant opposed.

Higgins moved approval of Item 1; Beard seconded the motion.

1. The added charge for express service shall be increased from 25 cents to 50 cents, effective throughout the day. Express fares are to be charged on regular routes operating a minimum of four (4) miles non-stop on a highway.

Beard apologized for not being able to attend last week's meeting because he was out of town. He asked how many routes will fall out of the "express" category. Blin said most routes will continue to charge express fares. Very few will drop out when the "four-mile" standard is applied. Higgins spoke in favor of the increase, although the matter of four miles should be revisited. The yardstick should be how many minutes. Staff says that it difficult to calculate, but he disagrees because there are printed schedules that reflect the length of time for any trip. Humphrey said the number of stops should define whether service is express or not, but the board can continue to refine this. The motion was unanimously approved.

Higgins moved approval of Item 2; Hovland seconded the motion.

2. The per-ride discount offered to purchasers of convenience fares (monthly passes, token and ten-ride cards) shall be reduced from 25 cents to 20 cents.

Humphrey said his preference in voting procedure would be to vote the entire report up or down. He will oppose the change because this is another reduction to the discount very soon after the reduction in June 1993. Schulstad said discounted fares are intended to induce people to use transit service. Merchandisers use the technique all the time and it clearly works. He is opposed to the proposal. Mares said he joined the board in September and had not been

aware the discount was reduced in June. Blin said the impact was mitigated somewhat because the reduction was combined with elimination of zone charges for some passengers, but this increase will cost some riders an additional nickel. Vote was taken and the motion carried. (Schulstad, Grant, Mares and Humphrey voted nay.)

Higgins moved and Beard seconded:

3. Fares offered during off-peak periods to seniors, youth and riders with limited mobility cards shall be increased from 25 cents to 50 cents. In addition, ten-ride cards priced at 35 cents per ride shall be offered for use during the off-peak by seniors, youth, and persons with limited mobility cards.

Higgins said he has no problem with the youth fare at this time, but the board should reconsider limited mobility and youth fares in the future. He is concerned about the senior fares because 75 percent of seniors fall below the poverty level. Hovland moved to amend the motion to separate out senior fares. Schulstad seconded the motion.

3. Fares offered during off-peak periods to youth and riders with limited mobility cards shall be increased from 25 cents to 50 cents. In addition, ten-ride cards priced at 35 cents per ride shall be offered for use during the off-peak by youth and persons with limited mobility cards.

Hovland said it seems the money MTC needs is covered in the other increases. The greatest controversy was in the social fares. Those seniors cannot afford to take that increase and he would prefer to leave them at the old fare. Schulstad agreed. The MTC is heavily subsidized by taxpayers who have said they want to support this service. For a very large percentage of seniors, this is their only form of transportation. If there is any reason for a bus company, it is that. In addition, this is for off-peak travel when most buses are nearly empty. Franklin asked if the intent is to also pull out limited mobility fares. Hovland amended his motion to remove seniors from the main motion and leave their fare at the 25-cent level. Schulstad seconded the motion.

Hunt said that what is misleading here is talking about doubling the fare to 50 cents. She asked if the 10-ride cards should be forgotten and simply increase the fare to 35 cents rather than require them to bother with the cards. She will oppose the motion because she would like to discuss the question raised by Beard about the proposed compromise of a 35-cent fare with a 10-cent discount on the 10-ride cards. In response to Franklin's question, Andrews said there will still be a convenience card at \$2.50 for 10 rides. Franklin said she agrees with earlier comments about large increases, particularly since those with high incomes are probably not using the bus. Humphrey said he favors the amendment but questions the methodology.

Sather asked the board not to break up the group and make drivers guess ages. The senior passenger count has been decreasing in excess of seven percent in

the past few years even though the senior population has been increasing. It is very difficult to administer a variety of fares and it is better and easier for the consumer to keep it as simple as possible. He believes in keeping the social fares together. Schulstad offered and Hovland seconded the following substitute motion. Grant concurred, adding that the vast majority of Metro Mobility users live on less than \$5,000 per year.

That the Regional Transit Board not approve any change in the social fares for seniors, youth and riders with limited mobility.

The motion was unanimously approved.

Feess said she hopes the Legislature will provide the money to balance the budget.

**OTHER BUSINESS**

Beard said it has been pointed out unfairly by politicians and newspapers that we are trying to run this as a business. He deeply resents that sentiment. This is a social service, but the rules of good business operation are not suspended. It takes money to operate the bus company and that is what this board is about. No one is trying to squeeze profits--there is no profit. The point is we are trying to extend as much service as possible to transit-dependent commuters. It is demagoguery to imply we are trying to make money at the expense of poor people. He is thankful we do not have to hold hearings on cutting routes. He thanked board members and MTC who helped get this done.

Andrews distributed a case study on San Diego's Metro Transit Development Board, which had been discussed at the Friday meeting of the board. Franklin asked if the board wishes to present testimony at the meeting on November 3. Hollander reviewed the draft statement, which introduces Ruth Franklin, explains what RTB does, its relationship to others, what is working well with the current governance structure (maximizing service, opt-outs' successes, regional view, contracts with 40 different providers, innovations) and what can be changed to make it better. Feess said the draft reflects what the members talked about and it flows well. Higgins moved and Mares seconded:

That the Regional Transit Board approve the draft testimony to be presented by Ruth Franklin to the State Council on Metropolitan Governance.

The motion was unanimously approved. Franklin thanked Hollander, saying the draft was excellent work.

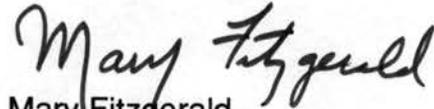
**PUBLIC COMMENT**

Jim Muegge, 2197 Upper Afton Road, St. Paul, objected to the process followed in eliminating the Sibley and Fifth Street bus stop on a trial basis. Franklin explained this is a policy board and suggested he leave his remarks and petition with RTB staff, who will review them with MTC staff and try to resolve the problem. Hunt recommended that he also contact Robert Mairs, who represents his area and is the Chair of the MTC.

There being no other business, Feess moved and Hunt seconded that the meeting be adjourned. The motion was unanimously approved and the meeting was adjourned at 5:45 p.m.

I hereby certify that the foregoing constitutes a true and accurate record of the Regional Transit Board's meeting of November 1, 1993.

Respectfully submitted,



Mary Fitzgerald  
Secretary of the Board

Approved by the Regional Transit Board on this sixth day of December 1993.

1 November 1993

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## Regional Transit Board

### Metro Mobility Update

Judy Hollander gives RTB update

Mr. Beard asks about arrangement w/ Scott and Carver Counties. JH responds there are no ADA mandated service areas in Scott County. In transition, RTB willing to cover their costs of providing trips through Metro Mo designated transfer points.

Mr. Harland asks how 10,000 demand trips per week now being carried compares to pre-MMSC operation. JH responds that avg weekday demand + agency trips are running around 3,700 per weekday compared to 4,000 to 4,200 before MMSC.

Mr. Grant observes on system lack of sufficient radio capacity to ease operators getting through to dispatcher.



Board Member Meares asks what trend line is on passenger ride time.

Mr. Hilbert does not respond to question.

Mr. Meares is receiving calls from passengers riding in excess of 90 minutes.

Mr. Howland asks about on-time performance  
Mr. Hilbert states falsely that for week of 10/25 that on-time performance surpassed 90%. Truth is this threshold was breached only on Friday 10/29/93.

Mr. Grant experienced a Metro No ride that exceeded 90 minutes.

## Report of the Committee of the Whole

### Regular Route Fare Increase

Mr. Skulstad observes base fare will have doubled in the past few years if \$1.00 base is approved today. He is similarly concerned about senior fare increase.

Mr. Grant states this is wrong time to increase fares. Also desires to keep downtown zone fare minimal to continue to



encourage peripheral bus parking

Mr. Horland states he is willing to accept components of #4 that were previously approved

Mr. Shulstad ardently advocates a desire to pursue addtl ridership rather than addtl fare.

#4 passes w/ 2 nays from Grant and Shulstad.

#1 proposes an increase in express charge from 25¢ to 50¢  
This passes unanimously

#2 Convenience fare per ride discount proposed to decrease from 25¢ to 20¢.

Mr. Humphrey will vote against because in June #3 discount was lessened by 5¢

Mr. Shulstad will not support doing this for a second time in sixth months.

Motion carries w/ four nays including Horland, Shulstad, Meares & Humphrey.

#3 Social fare proposed to increase from 25¢ to 50¢ w/ convenience fare at 35¢



Mr. Higgins opposed to any fare increase for seniors

Mr. Harland moves to pull-out senior fare. He does not support increase to 50¢ and in fact prefers senior fare remain at 25¢ off-peak.

Mr. Grant ~~moves~~ <sup>desires</sup> to pull-out limited mobility eligible and return fare at 25¢ off-peak.

Mrs. Hunt willing to support across the board social fare of 35¢ per ride.

Mr. Beard wonders if another option is a 35¢ off-peak fare w/ 25¢ convenience fare.

Mr. Higgins opposed to this suggestion.

Mr. Sather urges Board not to break-up social fare category into pieces.

Mr. Shulstad moves to amend the amend to make social fare across the board at current 25¢ level.

Mrs. Franklin observes that if this passes that legislature should be willing to come

up w/ addtl money that Board is  
foregoing ~~to~~ by not increasing  
the social fare.

2d Amend that stands as the substitute  
motion for #3 is approved.



DATE: February 18, 1994  
TO: Regular Route Providers  
FROM: Gregory L. Andrews, Executive Director  
SUBJECT: Classification of Express Routes

On November 1, 1993, the Regional Transit Board approved a fare increase for regular route service. As part of this increase, the surcharge for express routes was raised from 25¢ to 50¢. Effective December 1, 1993, the fare for all express routes is \$1.50 in the off-peak and \$1.75 in the peak.

Since the increase took effect, there have been questions regarding the routes on which the express fare should be charged. As part of its action to increase fares, the Regional Transit Board adopted the following definition for express routes:

*Express fares are to be charged on regular routes operating a minimum of four (4) miles non-stop on a highway.*

The only exception to the "non-stop" definition is for stops along freeways where buses do not leave the freeway on exit ramps and then get back on the freeway via entrance ramps. To my knowledge, the only existing on-line bus stop meeting the exception is along I-35W at Lake Street.

If there are any further questions regarding the application of the express fare, please contact our staff.



March 4, 1994

Mr. Roger Huss  
Manager, Transit Services  
2818 Como Avenue S.E.  
Minneapolis, MN 55414

Dear Mr. Huss:

As a follow-up to my memorandum addressed to regular route providers dated February 18, 1994 seeking to clarify the classification of express routes, this letter will specifically address the express service classification as it applies to the University of Minnesota Route 52 service.

It is my understanding that Route 52 B, D and G services operating on 35W with an on-line stop at Lake Street presently charge a local fare. Since this bus stop is the sole recognized exception to the RTB Board adopted four mile non-stop on a highway express service definition, the Route 52 B, D, and G should correctly be classified as express service and charge the \$0.50 express cash fare in addition to the applicable peak/off-peak base fare. Convenience fare media used on these express routes would also need to include the express fare value.

The RTB requests this fare change be implemented either June 13, 1994 at the beginning of summer session or July 1, 1994 at the start of the University fiscal year.

If there are any questions regarding this matter, please call Mark Fuhrmann at 229-2754.

Sincerely,

Gregory A. Andrews  
Executive Director

PUBLIC COMMENT

Jim Muegge, 2197 Upper Afton Road, St. Paul, objected to the process followed in eliminating the Sibley and Fifth Street bus stop on a trial basis. Franklin explained this is a policy board and suggested he leave his remarks and petition with RTB staff, who will review them with MTC staff and try to resolve the problem. Hunt recommended that he also contact Robert Mairs, who represents his area and is the Chair of the MTC.

There being no other business, Feess moved and Hunt seconded that the meeting be adjourned. The motion was unanimously approved and the meeting was adjourned at 5:45 p.m.

I hereby certify that the foregoing constitutes a true and accurate record of the Regional Transit Board's meeting of November 1, 1993.

Respectfully submitted,

Mary Fitzgerald  
Secretary of the Board

Approved by the Regional Transit Board on this sixth day of December 1993.



REGIONAL TRANSIT BOARD

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

## REPORT OF THE POLICY COMMITTEE OF THE WHOLE

At its meeting of October 25, 1993, the committee approved the following recommendations:

### PROPOSED REGULAR ROUTE FARE INCREASE

That the Regional Transit Board approve the following increases:

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  - Increase the base fare from \$.85 to \$1.00
  - Eliminate the 25 cent zone charge
  - Increase the downtown zone fare from 25 cents to 50 cents during peak periods.

*Not  
Approved*

{

### OTHER BUSINESS

- *Retain peak period charge of 25 cents.*

Staff updated board members on Metro Mobility and Metro Governance issues. No action was taken on either issue.

Val Higgins  
Chair

# STATISTICS

## Transit Fares and the Cost of Gasoline Compared to the Consumer Price Index

### Bus Fares (U.S. City Average)

Year	Bus Fare in Cents (one way, for commuters)	Percentage Increase In Fare, Compared to 1979 Fare
1979	36	-
1980	39	8
1981	45	25
1982	56	56
1983	61	69
1984	63	43
1985	64	78
1986	66	83
1987	70	94
1988	73	113
1989	75	108
1990	79	119
1991	83	131
1992	88	144

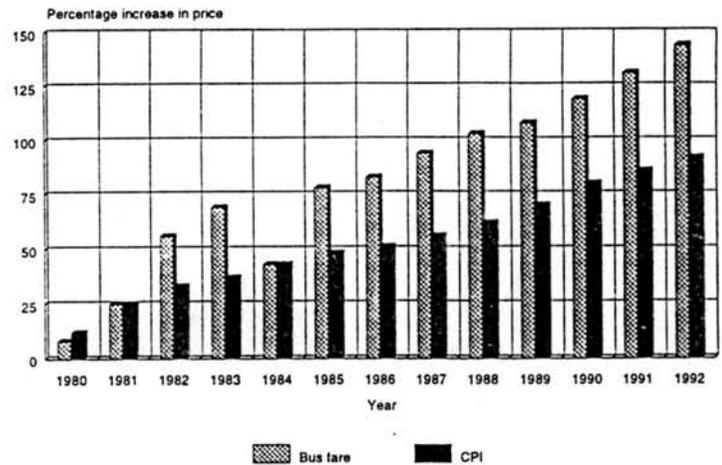
Source:  
American Chamber of Commerce Researchers Associations

### Gas Price (U.S. City Average All Types)

Year	Gas Price, in cents	Percentage Increase in Gas Price, Compared to 1979 Price
1979	88	-
1980	122	39
1981	135	53
1982	128	45
1983	123	40
1984	120	36
1985	120	36
1986	93	6
1987	96	9
1988	96	9
1989	106	20
1990	122	39
1991	120	36
1992	119	35

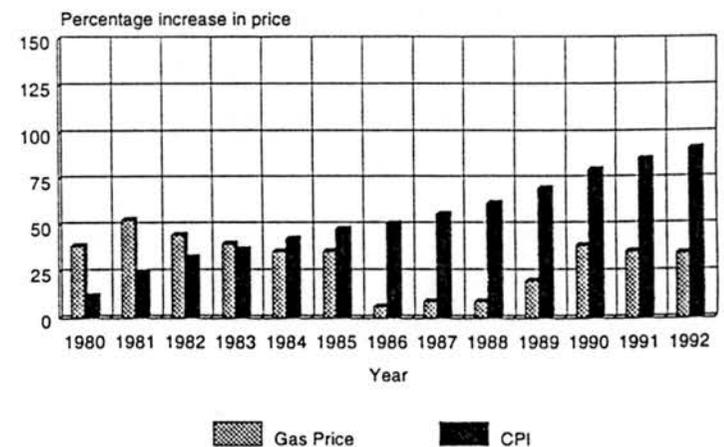
Source:  
Energy Information Administration, Department of Energy

### Percentage Increase in Bus Fares Compared to the Consumer Price Index (CPI)



Note: The percentage increase in the bus fare and the CPI is relative to the price in 1979

### Percentage Increase in the Gas Price Compared to the Consumer Price Index (CPI)



Note: The percentage increase in the gas price and the CPI is relative to the price in 1979



November 1, 1993

Richard M. Alexander  
Regional Vice President  
ATE Management and Service Company, Inc.  
49 E. 4th Street, Suite 700  
Cincinnati, Ohio 45202

Dear Mr. Alexander:

We acknowledge that ATE Management and Service Company, Inc. is making good faith efforts to correct operational problems associated with the start-up of the centralized Metro Mobility system. To date, we have seen improvement in some areas:

- New phone lines were installed and more reservationists hired, which improved customer access to the Metro Mobility Service Center (MMSC).
- Customer services can now be reached directly, although frequently with long waits.
- Additional radio channels and dispatch stations have improved communication difficulties between dispatchers and drivers.
- A large number of standing order trips to common destinations, such as Opportunity Workshop, are being provided without notable problems.
- A sufficient number of drivers have been hired to operate 150 vehicles.
- Ridership is beginning to build back to previous levels.

In spite of this progress, the RTB finds that ATE's performance is currently not in compliance with certain contractual obligations, as follows:

- Reservations and scheduling. The computer system scheduling matrix is not 100% open. It was restricted beginning October 4, 1993, in response to the crisis. As a result, trip requests have been denied; in addition, vehicle routing has not been as efficient as possible, causing excessive waits and ride times for some customers. Documentation provided by ATE on Friday, October 22, 1993, showed peak hours set as low as 53%. The computer system scheduling matrix must be functioning at 100%. On-time performance and service productivity must improve.
- Telephone hold time. The RTB performance standard is that telephone hold time not exceed one minute. The system average, based on current reports, exceeds three minutes. Telephone hold time needs to be reduced further, and a better process for handling phone calls after 5 p.m. needs to be developed.

Mr. Richard Alexander  
November 1, 1993  
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- Customer ride time. No customer is to ride on a vehicle more than 90 minutes. Documented complaints from customers reveal that this standard has been violated. Ride times cannot exceed 90 minutes for any passenger.
- Customer services. The RTB specified that complaints should be responded to in one day with a follow-up in writing in almost all cases. This has not been done consistently by ATE. All complaints need to be responded to in one day with written follow-up.

To address these issues, we expect that ATE will continue to report progress daily to us as well as provide us with a corrective plan of action on each of the above points by Friday, November 5, 1993.

Furthermore, we are hiring Ecosometrics, Inc. to conduct an evaluation and request ATE's full cooperation in interviews and information gathering activities that will begin the week of November 15, 1993.

We look forward to your response informing us how you plan to immediately address these issues.

Sincerely,



Gregory L. Andrews  
Executive Director