



Minnesota Regional Transit
Board: Records.

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

**Meeting of the
REGIONAL TRANSIT BOARD
Metropolitan Transit Commission Chambers
560 Sixth Avenue North
Minneapolis, Minnesota 55411-4398
Monday, November 15, 1993
4:00 p.m.**

AGENDA

- 1. CALL TO ORDER AND ROLL CALL**
- 2. APPROVAL OF THE AGENDA**
- 3. APPROVAL OF MINUTES**
 - a. Regional Transit Board Meeting, October 18, 1993
 - b. Committee of the Whole Meeting, October 25, 1993
 - c. Regional Transit Board Meeting, October 29, 1993
- 4. GENERAL BUSINESS**
 - a. Update on Metro Mobility
 - b. Appointment of Providers Advisory Committee Members
- 5. MEMBERS' REPORTS**
- 6. EXECUTIVE DIRECTOR'S REPORT**
- 7. REPORT OF THE COMMITTEE OF THE WHOLE**

Ruth Franklin, Chair, Administration and Finance Committee

 - a. September 1993 Financial Statements
 - b. Metropolitan Transit Commission Section 9 Grant Application
 - c. Anoka County Traveler 1993 Contract Amendment
 - d. Southwest Metro Transit Commission Capital Contract
 - e. Southwest Metro Transit Commission Contract Amendment
 - f. 1994 Provider Contracts
- 8. OTHER BUSINESS**
- 9. PUBLIC COMMENT**

**John Riley
Chairman**

mff
11/9/93

Note: At 3:00 p.m. Regional Transit Board members will tour the MTC facility.



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 15, 1993**

MEMBERS PRESENT: Ruth Franklin; Vice Chair; Michael Beard; Morgan Grant; Val Higgins; James Hovland; Gary Humphrey; Harry Mares

MEMBERS EXCUSED: Ruby Hunt, John H. Riley and Dennis Schulstad

OTHERS PRESENT: Bill Schreiber; Mike Robertson, Legal Counsel; Robert Mairs, Todd Paulson, Tom Sather, Bev Auld, Julie Johnson, Jerry Olson, Bob Thompson, Metropolitan Transit Commission; Tim Kirchoff, Anoka County Traveler; Dan Hibberts, ATE; John Walsh, Metropolitan Center for Independent Living; Arnie Entzel, Amalgamated Transit Union Local 1006; Gregory L. Andrews, Judy Hollander, Dale Ulrich, Mary Fitzgerald, RTB staff

CALL TO ORDER AND ROLL CALL

The meeting was held at the Fred T. Heywood facility of the Metropolitan Transit Commission. Vice Chair Franklin called the meeting to order at 4:15 p.m. and roll was taken.

APPROVAL OF AGENDA

Beard moved and Feess seconded that the agenda be approved. The motion carried unanimously.

APPROVAL OF MINUTES

Grant moved and Humphrey seconded approval of the following minutes:

Regional Transit Board Meeting, October 18, 1993
Committee of the Whole Meeting, October 25, 1993
Regional Transit Board Meeting, October 29, 1993

The motion was unanimously approved.

GENERAL BUSINESS

UPDATE ON METRO MOBILITY

Andrews said the consultant is reviewing information forwarded to him by staff and will arrive in the Twin Cities after Thanksgiving to do his field work.

At the House Subcommittee on Transit hearing on November 9 the legislators took testimony from Metro Mobility consumers, ATE and RTB staff.

The papers for the class action lawsuit have not yet been served on the RTB or filed in the court. Notice was received today of a potential lawsuit by a person injured on a Metro Mobility van under the former system.

Hibberts distributed the weekly service ridership update. On average they are doing between 3,800 and 4,000 rides per weekday. Next week testing will begin on the mobile data terminals for the vehicles. The problem with after hours calls to the Metro Mobility Service Center (MMSC) from users who have rotary phone service has been resolved.

Grant said he is concerned about the "no show" situation. When the van is late the rider may return to his or her apartment to call to check on the whereabouts of the vehicle. If the van arrives, the driver leaves almost immediately and reports the rider as a "no show." During one trip, Grant listened to the driver and the dispatcher on the radio trying to call a rider because they could not locate the door. The rider would have been waiting at the door. Hibberts said riders are instructed to be waiting at the door at the pick-up time. The driver is to wait for five minutes. When the new instruments are in place the driver will be alerted that the dispatcher was trying to reach him while he was outside the van. The driver will ask MMSC to call the customer.

APPOINTMENT OF PROVIDERS ADVISORY COMMITTEE (PAC)

Andrews reviewed the October 29, 1993 staff report. Mares moved and Beard seconded approval of the staff recommendations:

Higgins, who is the board liaison to the committee, said there are some people on the committee who have not been attending meetings. Ebenezer Society is no longer a provider of public transit. Simich said in the past non-attendance was handled through provisions in the bylaws. Glenn Olson will continue to serve as chair until a new chair is appointed. Hollander said Sara Lenz is no longer with Ebenezer Society and they have decided to eliminate most of their transit activity.

Mover and seconder amended the original motion, deleting Sara Lenz.

That the Regional Transit Board appoint the following individuals to serve on the Providers Advisory Committee for a period of two years.

Tom Sather	Dennis Johnson
Tim Kirchoff	Mark Ryan
Roger Huss	John Sweeney
Sharon White	Mike Severson
John Mathews	Beverley Miller
James LeTourneau	Diane Harberts

The appointments are effective immediately.

The motion was unanimously approved.

MEMBERS' REPORTS

Beard said he will appear before the Scott County Board on November 16. He attended the House Subcommittee meeting chaired by Rep. McCollum and said that staff, particularly Judy Hollander, acquitted themselves very well in a tough situation. Grant said he also attended that hearing and found it most uncomfortable. Many riders were correct, they had just complaints and he is still getting calls at home. There is a great need for sensitivity training for ATE and the providers of service. The calls indicate that there is a high need for it and he recommends ATE seek the services of either the Metropolitan Center for Independent Living (MCIL) or Independent Crossroads. Those organizations are consumer-oriented and have the ability to provide the necessary training.

Beard reported on the breakfast meeting at Metro Council Member Head's home with legislative and suburban elected officials. It was a very good discussion, mainly related to funding. He also attended a Metro Mobility briefing and noted that the ride called for two customers at 9:30 a.m. arrived at 9:32 a.m. There are some questions about loading.

EXECUTIVE DIRECTOR'S REPORT

Andrews reported on the status of the federal funding bills. Overall, transit funding has increased by 21 percent, primarily for capital funding.

REPORT OF THE COMMITTEE OF THE WHOLE

Feess reviewed the committee report of the November 9, 1993 meeting.

September 1993 Financial Statements

Feess moved and Grant seconded:

That the Regional Transit Board receive the September 1993 unaudited financial statements and direct that they be placed on file.

The motion was unanimously approved.

Metropolitan Transit Commission Section 9 Grant Application

Feess moved and Hovland seconded:

That the Regional Transit Board approve the Metropolitan Transit Commission's application for federal fiscal year 1994 funding from the Federal Transit Administration's Section 9 program.

The motion was unanimously approved.

Anoka County Traveler 1993 Contract Amendment

Feess moved and Grant seconded:

That the Regional Transit Board authorize the executive director to amend Anoka County Traveler's 1993 Transit Funding contract (Contract No. 93/09/11-40) retroactive from October 2, 1993 and remaining in effect until December 31, 1993 by \$54,737 from \$444,824 to \$499,565.

The motion was unanimously approved.

Southwest Metro Transit Commission Capital Contract

Feess moved and Beard seconded:

That the Regional Transit Board authorize the executive director to enter into a capital contract with Southwest Metro Transit Commission in an amount not to exceed \$930,863 for the additional capital projects discussed in this memorandum, and amend the Regional Transit Board's Five-Year Transit Plan to include the Southwest Metro Transit capital projects.

The motion was unanimously approved.

Southwest Metro Transit Commission Contract Amendment

Feess moved and Hovland seconded:

That the Regional Transit Board authorize its executive director to amend the Southwest Metro Transit 1993 contract (Contract No. 92/09/11-37) by \$165,000 for a total contract amount not to exceed \$1,736,484.

The motion was unanimously approved.

1994 Provider Contracts

Feess noted that there is a revised staff report. Responding to questions raised during debate at the Committee of the Whole meeting, Fuhrmann said Columbia Heights is funded at the full 60-percent per statutory limitations. The members also questioned why Senior Transportation costs increased over 24 percent while there was only a nominal increase in service. The administrative salaries increased 15 percent, operators' wages increased 35 percent, the associated fringe benefits are increasing by \$4,300, and the fleet insurance increased by \$3,500. Those four factors account for 95-percent of the increases over last year's budget.

A third footnote was added to the recommendation to clarify the source of funds for the opt-out private vehicle capital. Feess moved and Mares seconded:

That the Regional Transit Board:

1. Authorize the executive director to renew annual operating assistance contracts effective January 1, 1994 with the following transit service providers in amounts not to exceed those listed below:

<u>Small Urban Communities</u>	<u>Vehicle Capital</u>	<u>RTB Subsidy</u>	<u>Total Contract</u>
Columbia Heights	\$0	\$59,005	\$59,005
City of Hastings (TRAC)	0	82,172	82,172
City of Hopkins	0	34,752	34,752
Northeast Suburban Transit (NEST)	0	111,434	111,434
St. Louis Park Emergency Program (STEP)	0	11,129	11,129
White Bear Area Transit (WBAT)*	0	170,480	170,480
Subtotal	\$0	\$468,972	\$468,972

County/Rural Special Transportation Service

Anoka County Traveler	\$0	\$587,324	\$587,324
Anoka Volunteer Program	0	23,500	23,500
Anoka Linwood Volunteer	0	15,796	15,796
Carver County	0	124,332	124,332
Delano Transportation	0	48,250	48,250
Scott County	0	119,519	119,519
Senior Transportation Program	0	47,000	47,000
Westonka Rides	<u>0</u>	<u>31,715</u>	<u>31,715</u>
Subtotal	\$0	\$997,436	\$997,436

Regular Route

Valley Transit**	\$0	\$220,234	\$220,234
Subtotal	\$0	\$220,234	\$220,234

Replacement (Opt-Out) Service

City of Maple Grove	\$5,705	\$462,843	\$468,548
Minnesota Valley Transit Authority	39,372	3,065,185	3,104,557
City of Plymouth	80,280	1,159,203	1,239,483
City of Shakopee	68,817	252,425	321,242
Southwest Metro Transit	<u>248,000</u>	<u>1,866,660</u>	<u>2,114,660</u>
Subtotal	\$442,174	\$6,806,316	\$7,248,490

Grand Total \$442,174 \$8,492,958 \$8,935,132

*White Bear Area Transit was previously approved by the Board on August 16, 1993.

** Valley Transit contract is for both CY 1994 and 1995 (\$110,117 each year). See program footnotes for additional details.

***Opt-Out Private Vehicle Capital will be paid from bond proceeds, subject to availability of eligible funds.

Fuhrmann said there is no proposal to amend the present Senior Transportation Program contract; the increase would be reflected in next year's contract. The program now has a full-time coordinator. The motion was unanimously approved.

OTHER BUSINESS

MTC 1994 Budget Review

Sather distributed an overview of the MTC budget. The process and time frame for developing the budget has been changed. Within the next two weeks the commission is expected to approve the budget and submit it to the RTB. The directors reviewed the budgets for their respective departments. Auld distributed a list of the labor contract provisions. She commented that MTC had been quite successful in saving money in health benefits, but there were increases in FICA.

Beard said there is only a 2.1-percent variance, which is remarkable in a budget this size. Fares did better than anticipated and he commended MTC on their achievement. Franklin said the budget had been put together very well and she congratulated MTC Finance Staff on receiving the Government Finance Officers Association award.

Hollander said staff will analyze the budget to determine if it is consistent with the RTB Five-Year Plan. The Committee of the Whole will be asked to approve a draft on December 13 with the final approval scheduled for December 20, which is five days after the legislatively mandated date for approval. It may be necessary to ask for an exception. Members were asked to present their questions as soon as possible. Andrews said the requirement is that RTB adopt its budget. There is very little disagreement about the level of subsidy so the MTC subsidy amount could be adopted separately.

OTHER BUSINESS

Walsh distributed tapes of complaint calls received on MCIL's Issues Line on November 11 and 12. He acknowledged that there has been improvement in the system and they appreciate the efforts that are being made, particularly in the area of on-time performance and ability to get through on the phones. He reviewed the weekly statistics on the complaint lines. The calls seem to be leveling off, but the issues that are still of concern are late rides, the difficulty ATE seems to have in setting up routes that make sense, excessively long rides.

About 90 people attended the Metro Mobility Rally at the Hennepin County Government Center last week. He thanked board staff for attending and they clearly were listening closely. There are still a lot of people having trouble with the system. Walsh said, down the line, he looks forward to celebrating the success of the system. Customer service is still the greatest issue. In the best of times there will always be problems but the response of the company to those problems is important. They cannot blame the riders for the problems. These are the things the company would not dare do if they did not have a monopoly.

At the hearing about Metro Mobility by the House Transit Subcommittee, Walsh told the members of the subcommittee that he believes this board should require ATE to set a policy that if any person lies, gives bad information or insults a

passenger, that person should be fired. This is not an isolated problem and RTB should designate a rider representative to be housed at ATE to respond to the needs of the riders.

Hovland questioned Walsh about the reports of lack of respect for riders and what the source is. Walsh said the problem is less from drivers and more from reservationists and people who have most contact with riders. The most difficulty is at ATE. He had one meeting with Hibbert who extended a general invitation to call, saying that the door is open. They are both busy.

Beard said he had two or three calls on Sunday night from people who said they had to ride over two hours, but their major complaint is the attitude of reservationists. They questioned why the board created a monopoly. Since RTB created the monopoly, he asked how asked why the situation can be redressed. He suggested a program of random monitoring to judge the performance of the customer contact person. Walsh said that is akin to his recommendation of having a ridership representative at ATE. He believes the response would be positive and that the attitude he is witnessing is a pervasive corporate attitude. Someone with power is needed who is not controlled by the corporation and who can give answers and make a difference. The customers had a choice of about a dozen providers under the old system. It worked only in part; there were still limited service areas of particular companies. There was only van service in White Bear. Beard said we are locked in for the next four years; he would not want to make it punitive. Humphrey said we may need to have staff review of whatever monitoring is going on now and come back with a recommendation on what to do to quell this problem and report at the next meeting. Beard said he would not want this to turn into a monitor who receives reports after the fact. Franklin said staff is so directed. Walsh said it is important for the board to do what it can. He would support the members' direction because the attitude is not improving.

There being no other business, Beard moved and Hovland seconded that the meeting be adjourned. The motion carried unanimously and the meeting adjourned at 6:15 p.m.

I hereby certify that the foregoing constitutes a true and accurate record of the Regional Transit Board's meeting of November 15, 1993.

Respectfully submitted,


Mary Fitzgerald
Secretary of the Board

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

October 20, 1993

REGIONAL TRANSIT BOARD
ROLL CALL AND ATTENDANCE SHEET

DATE: 11/15/19

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

ISSUE

John Riley	<i>no</i>								
Michael Beard	✓								
Sharon Feess	✓								
Ruth Franklin	✓								
Morgan Grant	✓								
Val M. Higgins	✓								
James Hovland	✓								
Gary Humphrey	✓								
Ruby Hunt	<i>no</i>								
Harry Mares	✓								
Dennis Schulstad									

Visitors

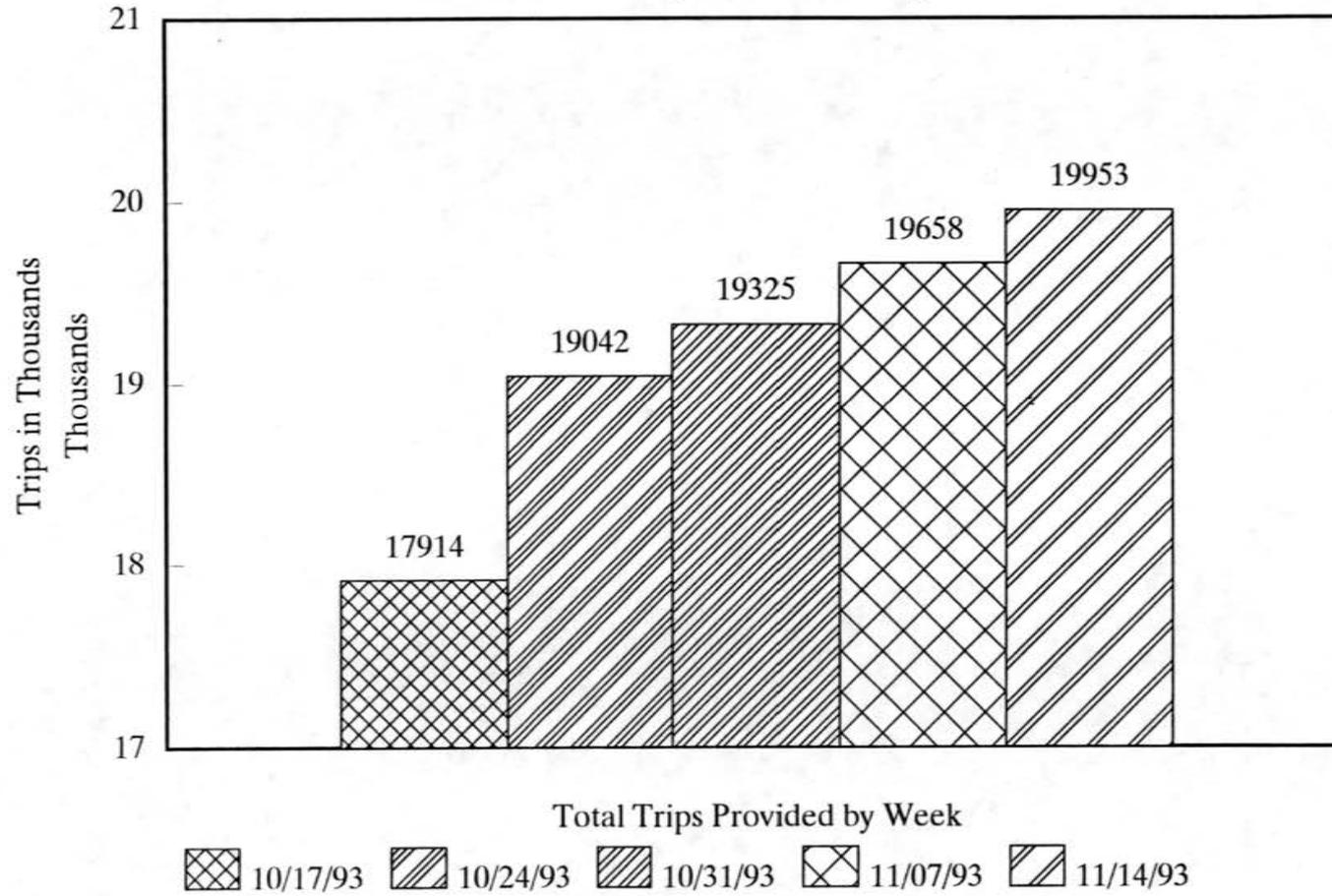
- T. Saks
- M. Robertson
- T. Parker
- D. Hibbert
- P. Wallace
- mff R. Main
- J. Walsh
- T. Kirchhoff
- G. Bentley
- B. Cault

Staff

- R. Thayer
- W. Schreiber
- J. Hollander
- D. Clark
- M. Fitzgibbon

Metro Mobility Service

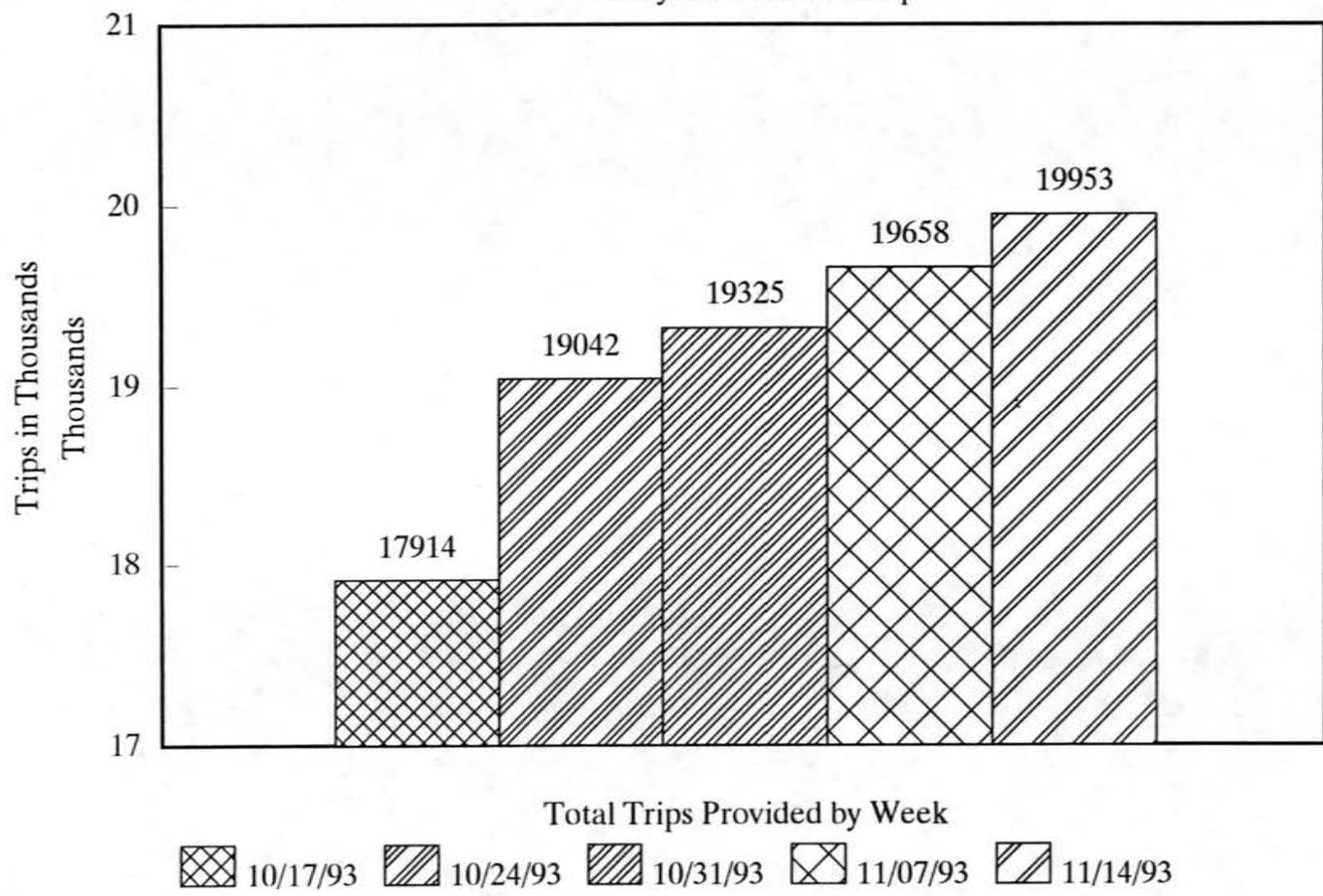
Weekly Service Ridership



11/15/93
Holt

Metro Mobility Service

Weekly Service Ridership





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

REPORT OF THE COMMITTEE OF THE WHOLE

At its meeting of November 9, 1993, the committee approved the following recommendations:

SEPTEMBER 1993 FINANCIAL STATEMENTS

That the Regional Transit Board receive the September 1993 unaudited financial statements and direct that they be placed on file.

METROPOLITAN TRANSIT COMMISSION SECTION 9 GRANT APPLICATION

That the Regional Transit Board approve the Metropolitan Transit Commission's application for federal fiscal year 1994 funding from the Federal Transit Administration's Section 9 program.

ANOKA COUNTY TRAVELER 1993 CONTRACT AMENDMENT

That the Regional Transit Board authorize the executive director to amend Anoka County Traveler's 1993 Transit Funding contract (Contract No. 93/09/11-40) retroactive from October 2, 1993 and remaining in effect until December 31, 1993 by \$54,737 from \$444,824 to \$499,565.

SOUTHWEST METRO TRANSIT COMMISSION CAPITAL CONTRACT

That the Regional Transit Board authorize the executive director to enter into a capital contract with Southwest Metro Transit Commission in an amount not to exceed \$930,863 for the additional capital projects discussed in this memorandum, and amend the Regional Transit Board's Five-Year Transit Plan to include the Southwest Metro Transit capital projects.

SOUTHWEST METRO TRANSIT COMMISSION CONTRACT AMENDMENT

That the Regional Transit Board authorize its executive director to amend the Southwest Metro Transit 1993 contract (Contract No. 92/09/11-37) by \$165,000 for a total contract amount not to exceed \$1,736,484.

1994 PROVIDER CONTRACTS

That the Regional Transit Board:

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Subtotal	\$0	\$468,972	\$468,972
 <u>County/Rural Special Transportation Service</u>			
Anoka County Traveler	\$0	\$587,324	\$587,324
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Subtotal	\$0	\$997,436	\$997,436
 <u>Regular Route</u>			
Valley Transit**	\$0	<u>\$220,234</u>	<u>\$220,234</u>
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 <u>Replacement (Opt-Out) Service</u>			
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add

OTHER BUSINESS

The committee received a report on the Metro Mobility restructuring. The next scheduled meeting of the committee will be December 13, 1993.

**Ruth Franklin
Chair
Administration and Finance Committee**

mff
11/9/93



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

**Minutes of the Meeting of the
REGIONAL TRANSIT BOARD
October 18, 1993**

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

MEMBERS EXCUSED: Sharon Feess and John H. Riley

OTHERS PRESENT: Bill Schreiber; Greg Korstad, Legal Counsel; Carol Kummer, Metropolitan Council; General Benton Murdock and Colonel Duane Paisley, National Guard; Tom Sather, Metropolitan Transit Commission; Dan Hibberts, Linda Rother, ATE; Lisa Raduenz, Linda Wolters, Metropolitan Center for Independent Living; Lolly Lijewski, Vision Loss Resources (formerly Minneapolis Society for the Blind; Sue Warner, Courage Center; Melanie Benson, MTC; 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 p.m. and roll was taken.

APPROVAL OF AGENDA

Hunt asked that a brief discussion of the Advisory Council on Metro Governance and the proposals for legislation dealing with the Regional Transit Board be added to the agenda. Franklin said that could be included under "Members' Reports." With that amendment, Mares moved and Grant seconded the agenda be approved. The motion carried unanimously.

APPROVAL OF MINUTES

Mares moved and Hovland seconded approval of minutes of the Committee of the Whole meeting on September 13 and the board meeting on September 20, 1993. The motion was unanimously approved.

CHAIR'S REPORT

METRO MOBILITY RESTRUCTURING

Hollander had distributed an update and staff assessment of the situation, dated October 18, 1993. Hovland asked if the National Guard will participate in the update; he would like to know how many drivers they provided this week and what the back-up plan is if the system fails again on October 22. Franklin said the plan has always been that the guard will stay as long as they are needed.

Hovland asked if the problems of busy phones has been resolved and whether moving vehicles back and forth between vendors will be a problem. Hibberts said there are now 24 lines dedicated to reservations, 18 work stations, and more reservationists are being trained. Customer services phone lines have been set up. Tables on ridership statistics were distributed and reviewed. The figures on phone calls do not reflect those who called and got a busy signal. U.S. West is developing figures on those calls.

In response to Mares' question, Hibberts said Metro Ride is currently operating 41 vehicles, Mayflower is operating 75, and Handicabs is operating 34 vehicles. All three providers claim they can run their routes when the National Guard withdraws.

Members discussed the hours during which the service center accepts trip reservations. Hibberts said the board will be furnished with an On Time Performance Evaluation as soon as the data has been collected.

Grant said the passengers should be allowed to speak. Members agreed but felt comments should be limited to two or three speakers during this part of the agenda. Linda Rother, Director of Community Relations for ATE, said more public meetings are being scheduled. Efforts are underway to get suggestions from customers themselves on how to improve the service.

Paisley said the three objectives of the National Guard are: more buses on the street, allow time to improve the system, and turn the operation back to ATE. He feels there has been great improvement with a lot of work still to be done. He commended RTB, ATE and the riders for their dedication and patience. Full cooperation is needed between all the parties. Dispatchers, users and reservationists must give correct information. He is confident the system will get better and that ATE will be fully operational on October 22. The National Guard stands ready to continue to provide assistance if necessary.

Linda Wolter followed up on information she gave a week ago. A copy of her testimony had been placed before the members at the beginning of this meeting. Wolter said the phone situation is not much improved. Her committee's greatest concern is that riders must get accurate answers on when the van will arrive. This morning she could not get through although it rang 20 times. The computer is still the greatest deficiency in the system. People complain that trips and times of rides are still being wiped out of the system. The Metropolitan Center for Independent Living has started a hotline which recorded 182 calls in its first four days of operation. Wolter responded to questions from board members, adding that the Mayflower drivers do not seem to be adequately trained and she is very concerned about that as well as the misinformation produced by the computers and information not being passed on from reservationists to drivers.

Lolly Lijewski questioned the communications with riders; she has not received anything. A company coming into this area from out of town does not understand the dynamics within the disability community. Within the disability community there are two factions, one of which believes the blind should not have access to service. There is a staffer at ATE who belongs to that faction and it may create a

problem. She questioned how trip denials are reported and the accuracy of some of the information the board has been given.

Responding the Mares' questions about information on the contract with ATE that had been sent to the board, Korstad discussed the options available to the board. RTB can ensure it has a compliance schedule and develop a work plan. There should be court supervision to force ATE to do what they promised to do.

Grant asked the executive director to investigate what possible options the board has to reimburse people for losses due to failure of the system. Riders have called him about lost wages and tickets for events that were missed because the vehicle did not arrive. He would like to have the board investigate some options to reimburse those people. Franklin said that issue can be discussed at the next board meeting. Andrews said legal counsel is investigating the issue. Beard suggested the RTB designate an ombudsman on staff to help any rider who is having problems because of the inability to travel. If we can intercede with employers we should offer that assistance. Schreiber said that since we have so many users at this meeting and their network is so good, it might be appropriate for Hibberts to discuss to the trip denial situation and explain what ATE plans to do. Hibberts said right now ATE is trying to get the system back on its feet and will open up the process gradually. The number of vehicles will meet the demands, but right now they do not want to open it up completely. Hibberts explained that the Americans with Disabilities Act (ADA) regulations present a dilemma with regard to standing order requests. No more than half of the service can be standing order trips, but there are a large number of standing orders from the old system and a large number of new orders. ATE needs to decide how to allocate them. Standing orders are considered special service. He asked for assistance from the Transportation Accessibility Advisory Committee (TAAC) in developing a policy to guide those allocations. Grant said it is his understanding there would be overflow providers for the peak hours. It sounds as though ATE is using the 150 vehicles and if there are more standing orders they are cut off.

APPOINTMENTS TO THE TRANSPORTATION ACCESSIBILITY ADVISORY COMMITTEE (TAAC)

Hollander distributed her October 18 staff report showing the tentative TAAC appointments. Franklin clarified that Dianna Krogstad will serve as acting chair until the permanent chair is named. Hunt moved and Grant seconded:

That the Regional Transit Board approve appointments to the Transportation Accessibility Advisory Committee as proposed in the October 18, 1993 staff memorandum.

The motion was unanimously approved.

RESOLUTION OF APPRECIATION - GERALD BRECHLIN, RES. NO. 93-08

Franklin said she has been on the board throughout its existence and was sorry she could not attend the retirement party for Gerry Brechlin. Higgins moved and Humphrey seconded approval of Resolution No. 93-08. On a roll call vote, the motion and resolution were unanimously approved.

MEMBERS REPORTS

Hunt said she has received a number of concerns about the change to bus route 10, including one from Rep. Osthoff. After talking with Brian Lamb, MTC took her on a tour today to look at the route change. MTC did a good job of realigning the route and improved its efficiency. However, it is unfortunate it does not deal with the concerns of a number of seniors who will now have to walk three blocks for the bus. There may still be a way to deal with that. She was pleased with the information and the way MTC dealt with the problem.

Copies of the table comparing the Metropolitan Reorganization Bills for 1993 and information on testimony to the State Advisory Council on Metropolitan Governance were distributed by Hunt. She represents a group of counties that have been asked to appear. It would be helpful if RTB followed the progress of that committee. At the same time RTB should discuss this at its retreat and decide if the board should present information to the committee.

Franklin said it is extremely important that the board be represented at those meetings and members should discuss the best way to proceed. It will be on the next committee agenda.

EXECUTIVE DIRECTOR'S REPORT

Andrews noted that information had been distributed on the public meeting schedule on the proposed route and service restructuring of North Suburban Lines' Rice Street and Lexington Routes.

REPORT OF THE COMMITTEE OF THE WHOLE

Franklin reviewed the report of the October 11 Committee of the Whole meeting.

AUGUST 1993 FINANCIAL STATEMENTS

Higgins moved and Humphrey seconded:

That the Regional Transit Board receive the August 1993 unaudited financial statements and direct that they be placed on file.

The motion was unanimously approved.

INSURANCE RENEWALS

Hovland moved and Schulstad seconded:

That the Regional Transit Board authorize the executive director to renew the Regional Transit Board's insurance coverage for general liability, property, business auto, fidelity bond, and workers compensation for the period of October 24, 1993 through October 24, 1994 at a premium of \$9,293 with Insurance and Surety Specialists as the agent of record. In addition, the Regional Transit Board authorizes the executive director to place \$55,000 into the

designated risk reserve fund for the purpose of self-insuring public officials liability coverage.

The motion was unanimously approved.

BE LINE CONTRACT RENEWAL WITH MEDICINE LAKE BUS COMPANY

Higgins moved and Humphrey seconded:

That the Regional Transit Board authorize its executive director to enter into a contract with Medicine Lake Bus Company for the operation of the BE Line service for the period of November 1, 1993 through October 31, 1995 for a total contract amount not to exceed \$1,204,896, of which \$1,174,896 is the RTB operation subsidy and \$30,000 is the marketing allowance.

The motion was approved. (Hovland abstained to avoid any possible conflict of interest.)

AGENCY AUDITOR SELECTION

Ulrich said this item did not go through the normal committee process. He referred to the inherent conflict of the staff taking a position on selection of the firm charged with auditing the staff and said staff would be comfortable with the selection of any of the top three candidates. He reviewed the staff memorandum, dated October 11, 1993. Hovland moved and Hunt seconded:

That the executive director be authorized to enter into a three-year contract for audit services for annual audits of the Regional Transit Board with Deloitte & Touche for an amount not to exceed \$51,250 (\$17,000/\$16,750/\$17,500).

The motion was approved (Mares voted nay).

AMENDMENT TO DAKOTA AREA RESOURCES AND TRANSPORTATION FOR SENIORS (DARTS) AND HUMAN SERVICES, INC. 1993 CAPITAL FUNDING CONTRACTS

Mares moved and Humphrey seconded:

That the Regional Transit Board authorize its executive director to amend the Dakota Area Resources and Transportation for Seniors (DARTS) 1993 capital funding contract (Contract No. 93/15/03-16) by \$80,694 from \$75,480 to \$156,174, and to amend Human Services, Inc. 1993 capital funding contract (Contract No. 93/08/03-4) by \$18,232 from \$24,168 to \$42,400.

The motion was unanimously approved.

OTHER BUSINESS

With regard to Metro Mobility, Entzel asked who will pick up the additional costs that have been incurred. Schreiber said that it has been RTB's intent since the National Guard began providing service that the government will not bear those costs. In terms of who will do it, there are contracts between a number of parties to provide Metro Mobility services and we will look to our contractors to provide a resolution of the additional costs.

Sue Warner said the system has held her hostage for the past few weeks. Transit for people with disabilities is a right and those rights are being denied. She lost 18 hours of wages, about \$300, because she is a temporary worker and had to pay a private provider for a ride to a job interview. Riders expected glitches and have been patient, but on the first day of the new service she waited four hours to get through on the phone. To this day she is not getting answers on when a ride will arrive or even if it has been dispatched. ATE did not live up to its contract.

Roberta Juarez, said last week she testified as a user of Metro Mobility, said at this meeting she will stress comments that relate to her position at the University of Minnesota as a counselor for the disability service. She has heard numerous comments from students that they get there very late or not at all. This was true late last week. The students are so anxious about the system they are finding other ways to get to school rather than use the vans. One student had used it for many years and is very fluent in how it should work. She was so afraid she could not get to classes that are important to her that she used her three-wheel scooter to get to school. On one trip she was caught in the rain and the scooter shorted out, which is dangerous and resulted in a \$500 bill for repairs, which she must pay out of pocket. Yesterday an acquaintance told her that earlier in the week, after waiting six hours for a ride, he made it home on his own. A student who received a scholarship had to decline it because she could not get there. The system is getting better, but it is nothing to brag about and her faith is gone. She has been shuttled around the city for a long time. If ATE cannot do the job, she urged the board to find someone who can. Schreiber asked Juarez if her routing today was different than last week. Juarez said last week there was none except on Friday. Today and Friday it was fanned out rather than in a straight line.

There being no other business, Hunt moved and Humphrey seconded that the meeting be adjourned. The motion carried unanimously and the meeting was adjourned at 6:03 p.m.

I hereby certify that the foregoing constitutes a true and accurate record of the Regional Transit Board's meeting of October 18, 1993.

Respectfully submitted,

Mary Fitzgerald
Secretary of the Board

Approved by the Regional Transit Board on this fifteenth day of November 1993.



REGIONAL TRANSIT BOARD

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

**Minutes of the Meeting of the
Policy Committee of the Whole
October 25, 1993**

MEMBERS PRESENT: Policy Committee Chair, Val Higgins, Sharon Feess, Ruth Franklin, Morgan Grant, Jim Hovland, Gary Humphrey, Ruby Hunt, Harry Mares, John Riley

MEMBERS EXCUSED: Michael Beard, Dennis Schulstad

OTHERS PRESENT: Bev Auld, Tom Sather, Metropolitan Transit Commission; Arnie Entzel, Amalgamated Transit Union; Diane Harberts, Southwest Metro Transit; Dan Hibbert, Linda Rother, ATE, Corbin Kidder, Metropolitan Senior Federation; Linda Wolters, John Walsh, Metropolitan Center for Independent Living; Carol Kummer, Metropolitan Council; Gregory Andrews, Howard Blin, Mark Fuhrmann, Suzanne Hanson, Judy Hollander, Dave Jacobson, Ed Kouneski, Debra Nelles, Mike Opatz, Randy Rosvold, Bill Schreiber, Len Simich, Dale Ulrich, Kathy Grochowski, RTB staff

CALL TO ORDER AND ROLL CALL

Committee Chair Higgins called the meeting to order at 4:05 p.m.; and roll was taken.

APPROVAL OF AGENDA

Higgins moved and Grant seconded to place the Metro Mobility update first on the agenda rather than waiting until other business is heard. The motion was unanimously approved.

METRO MOBILITY UPDATE

Linda Wolters spoke on behalf of the Metropolitan Center for Independent Living and the problems they are have been experiencing with the Metro Mobility program. She said there doesn't seem to be any improvement in communication with the dispatchers. However, it is easier to get through to the MMSC, except after 5:00 p.m. Wolters continued, saying that the drivers still don't know the area and the disability community is getting disillusioned with the system.

Judy Hollander stated that the RTB has sent a letter to ATE outlining the RTB's expectations in regards to Metro Mobility Service contract compliance. She said that the ATE and the RTB continue to meet on a daily basis to discuss the ongoing problems with Metro Mobility.

Dan Hibbert commented on the National Guard leaving the Metro Mobility system on Friday, October 22, and that the system continues to operate without them. He said that

ATE has added reservationists that will work until 8:00 p.m. ATE is also working to alleviate the problem caused by having to dial the number one when calling the main number. Hibbert also invited anyone interested in seeing the Metro Mobility Service Center to come and tour the MMSC to better understand how they operate.

DISCUSSION ON FARE CHANGES

Howard Blin reviewed the October 18 staff report. Higgins said in regards to the raise in the express fare, the four miles on the freeway doesn't make any sense. He asked whether or not we could define express buses using the time spent on the bus. Blin said that the RTB would like to but that operationally that criteria would be difficult to implement. Grant said that it's worth paying more for not stopping at every corner.

Franklin agreed with the decrease in the downtown zone fare during off-peak, hopefully it will help ridership. Humphrey stated that he would like to see the same fare used all the time in the downtown zone.

Higgins suggested that each part of the recommendation be voted on individually. Franklin asked if the board had already voted on several of the changes last year? Blin confirmed that the Board have previously approved some of the changes.

Hunt asked if there was a limit on the number of children that can ride with an adult. Blin replied, three. Hunt said that penalizes larger families. She asked how that number was arrived at. Tom Sather said that was the past practice. Franklin suggested raising it to six.

Higgins read through the staff recommendations. Grant suggested that the first five be voted on together. Franklin moved and Hunt seconded:

That Base Fare, Peak Charge, Zone Charge, Express Charge and Convenience Fare be voted on together.

Sather asked for clarification regarding the 12 year old cut-off. Blin explained that when accompanied by an adult, 12 years old ride free. Feess asked how 12 years was arrived at. Blin said that 12 years is the accepted cut-off age for other things such as movies, etc. Arnie Entzel said that the drivers will have a problem telling 12 years old no, that the age should be left at five. Mares moved that convenience fares be taken out of the motion. Franklin seconded. Sather agreed, he stated that the drivers should not be cashiers, that they should not be expected to know so many different fare rates. Mares withdrew the motion.

Higgins asked for a show of hands on the motion. The motion passed with five yes votes and four opposed.

Higgins said that the issue of age and limit of children must be redressed. Sheila Miller, MTC driver explained that the first three children ride free and the fourth pays 25 cents, so every fourth child pays only 25 cents.

Franklin moved and Hunt seconded:

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

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 only on regular routes operating a minimum of four (4) miles non-stop on a highway.

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

The motion was unanimously approved.

After some discussion, Humphrey moved and Franklin seconded the final motion:

That the Regional Transit Board approved the increases listed below for all regular route service, effective December 1, 1993.

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.

The motion was unanimously approved.

LEGISLATIVE INITIATIVES AND METRO GOVERNANCE

Andrews noted that the Board would be receiving background information on the RTB in preparation for the Board retreat on October 29.

There being no other business, Grant moved and Feess seconded that the meeting be adjourned. The meeting was adjourned at 5:40 p.m.

I hereby certify that the foregoing constitutes a true and accurate record of the Regional Transit Board's Committee of the Whole meeting of October 25, 1993.

Respectfully submitted,

Kathy Grochowski
Acting Secretary

Approved by the Regional Transit Board on this 15th day of November 1993.



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
455 Aetna Street, Suite 32
St. Paul, Minnesota
October 29, 1993**

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

MEMBERS EXCUSED: John H. Riley and Dennis Schulstad

OTHERS PRESENT: Bill Blom; Bill Schreiber; Gregory L. Andrews, Judy Hollander, Mary Fitzgerald, RTB staff

The meeting was called by Vice Chair Franklin to order at 12:45 p.m. and roll was taken.

Andrews distributed an invitation, dated October 29, 1993, from the State Advisory Council on Metropolitan Governance to make a 10-minute presentation to the committee. He reviewed the forces that led to the restructuring of metropolitan transit service and the creation of the Regional Transit Board in 1984. Franklin explained the role of the Transportation Advisory Board in metropolitan governance. Members discussed developing a series of pro-active recommendations to modify the transit system. The presentation should deal first with the paratransit problem and emphasize that the agency is directed by the Legislature to develop innovative programs.

There was discussion of the members' interest in legislative representation during the next session of the Legislature.

Staff was directed to develop; a list of what the board does well and a statement on Metro Mobility for the presentation on November 3. The board will review it at the next meeting.

Members agreed to meet again on November 19 at 12:30 p.m., preferably in the same location.

Staff was asked to confer with MTC staff on their legislative package and schedule an MTC budget presentation.

No formal action was taken and the meeting was adjourned at 4:25 p.m.

I hereby certify that the foregoing constitutes a true and accurate record of the Regional Transit Board's meeting of October 29, 1993.

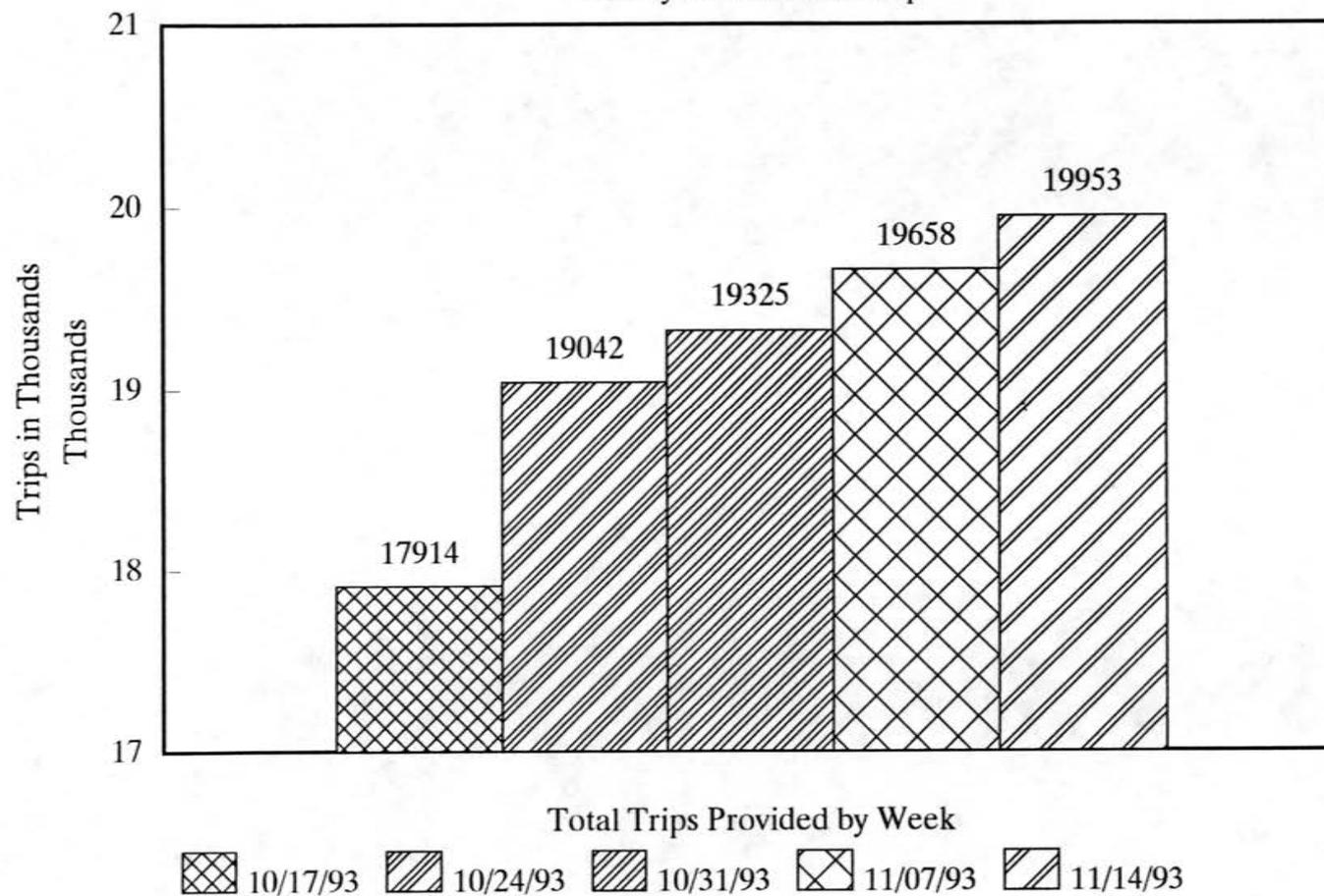
Respectfully submitted,

Mary Fitzgerald
Secretary of the Board

Approved by the Regional Transit Board on this fifteenth day of November 1993.

Metro Mobility Service

Weekly Service Ridership



REGIONAL TRANSIT BOARD

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

DATE: October 29, 1993
TO: Members of the Regional Transit Board
FROM: Mike Kuehn, Community Relations Coordinator *MK*
SUBJECT: Appointment of Providers Advisory Committee (PAC)

ACTION REQUESTED

The Regional Transit Board is requested to appoint members to the Providers Advisory Committee.

BACKGROUND

The Providers Advisory Committee consists of all providers of public transit services in the metropolitan area who wish to participate on the committee, whether or not they under any contracted agreements with the RTB. During the summer, press releases were sent to newspapers throughout the region to submit applications and the current committee members were asked if any members were willing to continue to serve also. When the committee was originally established, it was determined that every two years the committee members would be up for appointment.

The PAC was created under an agreement with the Metropolitan Council and the Federal Transit Administration (FTA) to create a regional forum for public and private transit providers to be able to discuss RTB policies and activities. The membership, as previously stated, has been open to any public transit providers who desire to serve. No individual RTB members make appointments to the committee, except the RTB Chair, who appoints the PAC Chair. The current PAC Chair is Glenn Olson, former MTC Commissioner, and this ratification of the committee membership does not address the PAC Chair.

Transit providers who applied to serve and the provider they represented includes:

Tom Sather (MTC)	Dennis Johnson (Human Services, Inc.)
Tim Kirchoff (Anoka County Traveler)	Mark Ryan (North Suburban Lines)
Roger Huss (U of M Transit Services)	John Sweeney (Plymouth)
Sharon White (Maple Grove)	Sarah Lenz (Ebenezer)
John Mathews (National School Bus)	Mike Severson (Medicine Lake Lines)
Bev Miller (MN Valley Transit Authority)	Diane Harberts (Southwest Metro)
Jim LeTourneau (Yellow Cab)	

Other providers who may express a desire to participate on PAC can be added at anytime with Board ratification.

RECOMMENDATION

That the Board approve the appointment of these individuals as members of the Providers Advisory Committee.

REGIONAL TRANSIT BOARD

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

DATE: October 29, 1993
TO: Members of the Regional Transit Board
FROM: Mike Kuehn, Community Relations Coordinator *MK*
SUBJECT: Appointment of Providers Advisory Committee (PAC)

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Bev Miller (MN Valley Transit Authority)	Diane Harberts (Southwest Metro)
Jim LeTourneau (Yellow Cab)	

Other providers who may express a desire to participate on PAC can be added at anytime with Board ratification.

RECOMMENDATION

That the Board approve the appointment of these individuals as members of the Providers Advisory Committee.

MF

REGIONAL TRANSIT BOARD

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

DATE: November 17, 1993
TO: Opt-out Program Administrators
FROM: Len Simich, Senior Project Manager
SUBJECT: 1994 Private Vehicle Capital Funding

Enclosed is a the revised version of the memorandum to the RTB Administration and Finance *Transit Provider Contracts for Calendar Year 1994*. The only revision is a footnote to the recommendation of the opt-out contracts. The footnote states that the opt-out vehicle capital will be paid from bond proceeds subject to availability of eligible funds. The Board approved this recommendation on November 15, 1993.

As discussed at previous opt-out meetings, the bond authorization for opt-out private vehicle capital will be depleted before the end of calendar year 1994. This inevitable shortfall needs to be addressed in the very near future by re-examining all vehicle capital funding options. One option will be to seek re-authorization of bonds for this purpose at the 1994 legislative session. In the event that no solution is found before the current capital funds are depleted, opt-out programs may need to use operating funds.

I will be contacting each of you soon to set up a meeting to discuss this matter further. Thank you.

REGIONAL TRANSIT BOARD

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

DATE: October 26, 1993 (*Revised November 15, 1993*)
TO: Chair and Members of the Administration and Finance Committee
FROM: Mark Fuhrmann, Manager of Programs
Len Simich, Senior Project Manager
Dave Jacobson, Senior Project Manager
Assata Brown, Project Administrator
Michael Opatz, Project Administrator
SUBJECT: Transit Provider Contracts for Calendar Year 1994

SUMMARY

This memorandum presents staff comments and recommendations on the transit service contracts to be renewed with providers for calendar year 1994. A brief analysis of each program is attached. Staff has negotiated final contract figures and recommends renewing 20 contracts for a total RTB operating subsidy of \$8,492,958 and capital subsidy of \$442,174.

DISCUSSION

The Regional Transit Board (RTB) is authorized by legislation to enter into and administer contracts for financial assistance to transit providers in the metropolitan area. Transit service programs administered by the RTB are classified into four general categories: small urban, county/rural, regular route and replacement (opt-out). The RTB distributes state and property tax-related funds to these programs.

Small Urban and County/Rural Programs

Legislation requires that the RTB's contribution of state funds to small urban communities and to county/rural special transportation service providers not exceed the following percentages of total operating expenses:

	<u>RTB Share</u>
• Small urban (population between 2,500 and 50,000) or urbanized (population over 50,000) areas	60%
• County/rural (population less than 2,500) special transportation services (for elderly and disabled persons)	65%

Regular Route and Replacement Service Programs

For the regular route operators under contract to the RTB and the replacement (opt-out) communities, the RTB's funding share is 100 percent of the program's total operating deficit, which is calculated as total operating and capital expenses less revenues. (Available opt-out funding is 90 percent of transit property taxes levied in each community.)

Management Plan and Budget Requirements

To receive financial assistance from the RTB, providers are required annually to submit a management plan and budget, which become incorporated as part of the contract. The management plan includes the following information:

- operating characteristics of the service, including vehicles, routes, schedules, and fare structure;
- specific program goals and objectives for the contract period;
- alcohol and substance abuse policy, accessibility plan, service monitoring plan, and marketing plan;
- projected ridership and service levels;
- estimated line item expenditures, with narrative justification; and
- funding sources, including operating revenues, federal grants, and local assistance.

Contract Negotiations Process

To develop the contract recommendations for committee review and approval, RTB staff:

- analyzed historical operating and performance trends related to changes in program ridership, service levels, costs, revenues, and funding sources;
- investigated corrective action for past audit citations;
- analyzed estimated budget variances and investigated significant line item changes, if any, proposed in the 1993 budgets; and
- reviewed local transit needs in order to identify and pursue opportunities for service adjustment including service improvements and reductions.

Program Summaries

Attached to this memorandum are individual program summaries. The summaries consist of three main parts: 1) Program Description, 2) Budget Summary, and 3) Program Footnotes.

Please Note: There are several transit programs that historically have been included in this annual contract renewal that are not part of the recommendation at this time. Two of the state assistance programs that usually are part of this annual memorandum—Human Services Incorporated (HSI), serving Washington County, and Dakota Area Resources and Transportation for Seniors (DARTS), serving Dakota County—will not be included at this time. Instead, they will be presented at the December Administration and Finance Committee of the RTB. The reasons for this delay are because of the region's efforts at working towards compliance with the Americans with Disabilities Act (ADA) and the restructuring of the Metro Mobility program. North Suburban Lines is in the process of service restructuring and the budget will be brought to the December Administration and Finance Committee.

ACTION REQUESTED

That the Regional Transit Board:

1. Authorize the executive director to renew annual operating assistance contracts effective January 1, 1994 with the following transit service providers in amounts not to exceed those listed below:

<u>Small Urban Communities</u>	<u>Vehicle Capital</u>	<u>RTB Subsidy</u>	<u>Total Contract</u>
Columbia Heights	\$0	\$59,005	\$59,005
City of Hastings (TRAC)	0	82,172	82,172
City of Hopkins	0	34,752	34,752
Northeast Suburban Transit (NEST)	0	111,434	111,434
St. Louis Park Emergency Program (STEP)	0	11,129	11,129
White Bear Area Transit (WBAT)*	0	<u>170,480</u>	<u>170,480</u>
Subtotal	\$0	\$468,972	\$468,972
<u>County/Rural Special Transportation Service</u>			
Anoka County Traveler	\$0	\$587,324	\$587,324
Anoka Volunteer Program	0	23,500	23,500
Anoka Linwood Volunteer	0	15,796	15,796
Carver County	0	124,332	124,332
Delano Transportation	0	48,250	48,250
Scott County	0	119,519	119,519
Senior Transportation Program	0	47,000	47,000
Westonka Rides	0	<u>31,715</u>	<u>31,715</u>
Subtotal	\$0	\$997,436	\$997,436
<u>Regular Route</u>			
Valley Transit**	\$0	<u>\$220,234</u>	<u>\$220,234</u>
Subtotal	\$0	\$220,234	\$220,234
<u>Replacement (Opt-Out) Service***</u>			
City of Maple Grove	\$5,705	\$462,843	\$468,548
Minnesota Valley Transit Authority	39,372	3,065,185	3,104,557
City of Plymouth	80,280	1,159,203	1,239,483
City of Shakopee	68,817	252,425	321,242
Southwest Metro Transit	<u>248,000</u>	<u>1,866,660</u>	<u>2,114,660</u>
Subtotal	\$442,174	\$6,806,316	\$7,248,490
Grand Total	\$442,174	\$8,492,958	\$8,935,132

*White Bear Area Transit was previously approved by the Board on August 16, 1993.

** Valley Transit contract is for both CY 1994 and 1995 (\$110,117 each year). See program footnotes for additional details.

*** *Opt-out Private Vehicle Capital will be paid from bond proceeds subject to availability of eligible funds.*

REGIONAL TRANSIT BOARD
MEARS PARK CENTRE
230 EAST FIFTH STREET, ST. PAUL, MINNESOTA 55101
292-8789

DATE: October 16, 1993
TO: Chair and Members of the Administration and Finance Committee
FROM: Gerri Sutton, Accountant
SUBJECT: Financial Statements -September 1993

SUMMARY

The Administration and Finance Committee is asked to review the September 1993, financial statements. These financial statements have been prepared on the modified accrual basis and in accordance with generally accepted accounting principles.

DISCUSSION

As of September 30, 1993, the total ending fund balance is \$6.65 million, which is relatively unchanged from the August 1993 statements. MTC operating subsidy expenditures continue to be over year-to-date budget levels by \$3 million, which includes an increase of \$.5 million since the close of last month.

RECOMMENDATIONS

That the Regional Transit Board receive the September 1993, financial statements and direct that they be placed on file.

Attachment
GS/me

REGIONAL TRANSIT BOARD
FINANCIAL STATEMENTS
Ending September, 1993

Balance Sheet.....	Page 1
Combined Statement of Revenues, Expenditures and Fund Balance.....	Page 2
Special Revenue Funds.....	Page 3
Program Status Report and Comments.....	Page 4
Transit Provider Status Report.....	Pages 5&6
Investment Summary by Fund.....	Page 7
Schedule of Bond Receipt and Disbursement.....	Page 8

**REGIONAL TRANSIT BOARD
COMBINED BALANCE SHEET - ALL FUND TYPES and ACCOUNT GROUPS
AS OF SEPTEMBER 30, 1993**

	GENERAL FUND	SPECIAL REV FUNDS	AGENCY FUND	FIXED ASSETS	TOTAL ALL FUNDS	SEPT 1992 ALL FUNDS	CHANGE
ASSETS							
CASH	\$0	\$781,233	\$124,375		\$905,608	\$753,905	\$151,703
INVESTMENTS	\$5,594,257	\$0	\$8,970,752		\$14,565,009	\$7,479,836	\$7,085,173
TAXES RECEIVABLE	\$0	\$36,179,523	\$6,035,810		\$42,215,333	\$40,735,809	\$1,479,524
ACCRUED INTEREST RECEIVABLE	\$3,833	\$0	\$0		\$3,833	\$2,330	\$1,504
DUE FROM OTHER FUNDS	\$478,241	\$2,288,482	\$0		\$2,766,723	\$87,786	\$2,678,937
DUE FROM OTHER GOVERNMENTAL UNITS	\$0	\$0	\$0		\$0	\$0	\$0
STATE OF MINNESOTA RECEIVABLE	\$1,123,000	\$15,273,000	\$0		\$16,396,000	\$13,565,000	\$2,831,000
FEDERAL GOVERNMENT RECEIVABLE	\$205,440	\$466,473	\$0		\$671,913	\$54,514	\$617,399
OTHER ASSETS	\$17,955	\$922,817	\$394,208	\$575,782	\$1,910,762	\$2,236,925	(\$326,162)
TOTAL ASSETS	\$7,422,727	\$55,911,528	\$15,525,145	\$575,782	\$79,435,181	\$64,916,104	\$14,519,077
LIABILITIES							
ACCOUNTS PAYABLE	\$116,234	\$507	\$2,100		\$118,841	\$96,236	\$22,605
ACCRUED PAYROLL LIABILITIES	\$175,475	\$325			\$175,800	\$155,940	\$19,860
DUE TO OTHER GOVERNMENTAL UNITS	\$52,492	\$0	\$4,967,133		\$5,019,625	\$5,085,320	(\$65,695)
MTC PAYABLE	\$0	\$22,201,960	\$1,060,271		\$23,262,230	\$18,611,474	\$4,650,756
TRANSIT PROVIDERS PAYABLE	\$0	\$3,706,494	\$8,994,485		\$12,700,979	\$6,395,492	\$6,305,487
DUE TO OTHER FUNDS	\$2,288,482	\$478,241	\$0		\$2,766,723	\$87,786	\$2,678,937
DEFERRED REVENUE	\$607,249	\$27,050,369			\$27,657,618	\$24,940,547	\$2,717,070
OTHER LIABILITIES	\$13,190		\$106,948		\$120,138	\$11,900	\$108,238
DEFERRED COMP HELD			\$394,208		\$394,208	\$319,630	\$74,578
TOTAL LIABILITIES	\$3,253,122	\$53,437,896	\$15,525,145	\$0	\$72,216,163	\$55,704,325	\$16,511,838
FUND EQUITY							
INVESTMENTS IN FIXED ASSETS RESERVED / DESIGNATED	\$1,131,041		\$0	\$575,782	\$575,782	\$568,602	\$7,180
UNRESERVED / UNDESIGNATED	\$3,038,563	\$2,473,632	\$0	\$0	\$5,512,195	\$6,721,837	(\$1,209,642)
TOTAL FUND EQUITY	\$4,169,604	\$2,473,632	\$0	\$575,782	\$7,219,018	\$9,211,779	(\$1,992,761)
TOTAL LIABILITIES & FUND EQUITY	\$7,422,727	\$55,911,528	\$15,525,145	\$575,782	\$79,435,181	\$64,916,104	\$14,519,077

REGIONAL TRANSIT BOARD
COMBINED STATEMENT OF REVENUE, EXPENDITURES AND CHANGES IN FUND BALANCE--
GENERAL AND SPECIAL REVENUE FUND TYPES--FOR NINE MONTHS ENDED SEPTEMBER 30, 1993

	GENERAL FUND	SPECIAL REVENUE FUNDS	TOTAL ALL FUNDS	TOTAL BUDGET ALL FUNDS	ACTUAL BUDGET VARIANCE FAV/(UNFAV)
BEGINNING FUND BALANCE	\$2,975,973	\$1,871,946	\$4,847,919	\$4,847,919	\$0
REVENUE					
PROPERTY TAX		\$48,455,702	\$48,455,702	\$48,212,006	\$243,696
STATE APPROPRIATIONS	\$1,821,751	\$20,648,999	\$22,470,750	\$22,470,750	\$0
FEDERAL GRANTS	\$518,626	\$1,177,497	\$1,696,123	\$1,415,100	\$281,023
INTEREST	\$269,969	\$0	\$269,969	\$418,500	(\$148,531)
AGENCY REIMBURSEMENT	\$0	\$375,859	\$375,859	\$375,000	\$859
MISCELLANEOUS	\$505	\$0	\$505	\$0	\$505
TOTAL REVENUE	\$2,610,851	\$70,658,057	\$73,268,907	\$72,891,356	\$377,551
EXPENDITURES					
SALARIES & BENEFITS	\$1,180,655	\$45,954	\$1,226,610	\$1,330,095	\$103,485
MEMBER PER DIEMS	\$17,850		\$17,850	\$30,000	\$12,150
CONSULTING	\$62,603	\$0	\$62,603	\$225,000	\$162,397
LEGAL FEES	\$49,343		\$49,343	\$97,500	\$48,157
PROFESSIONAL SERVICES	\$54,523	\$696,847	\$751,370	\$1,056,563	\$305,193
MET COUNCIL CHARGEBACKS	\$140,697		\$140,697	\$140,700	\$3
LOCAL TRAVEL	\$20,799	\$450	\$21,249	\$38,288	\$17,038
NON-LOCAL TRAVEL	\$15,404	\$0	\$15,404	\$35,250	\$19,846
MATERIALS & SUPPLIES	\$20,665	\$227	\$20,892	\$28,913	\$8,021
OCCUPANCY/TELEPHONE	\$152,549		\$152,549	\$162,214	\$9,665
PUBLIC COMMUNICATIONS	\$93,884	\$42	\$93,926	\$124,425	\$30,499
EQUIP RENTAL/MAINTENANCE	\$19,024	\$0	\$19,024	\$25,950	\$6,926
INSURANCE	\$6,622		\$6,622	\$48,150	\$41,528
CAPITAL EXPENDITURES	\$47,410	\$0	\$47,410	\$37,500	(\$9,910)
EMPLOYEE RECRUITMENT/DEVELOPMENT	\$23,326	\$80	\$23,406	\$19,875	(\$3,531)
TRANSIT PROGRAMS/GRANTS	\$5,107	\$68,819,530	\$68,824,637	\$67,483,166	(\$1,341,472)
TOTAL EXPENDITURES	\$1,910,461	\$69,563,130	\$71,473,590	\$70,883,587	(\$590,004)
EXCESS/(DEFICIENCY) REV OVER EXP	\$700,390	\$1,094,927	\$1,795,317	\$2,007,770	(\$212,452)
FUND BALANCE					
TRANSFERS					
BOARD AUTHORIZATIONS	\$15,000	(\$15,000)	\$0	\$0	\$0
COST ALLOCATIONS	\$478,241	(\$478,241)	\$0	\$0	\$0
NET TRANSFERS	\$493,241	(\$493,241)	\$0	\$0	\$0
ENDING FUND BALANCE	\$4,169,604	\$2,473,632	\$6,643,236	\$6,855,689	(\$212,452)

REGIONAL TRANSIT BOARD
COMBINED STATEMENT OF REVENUE, EXPENDITURES AND CHANGES IN FUND BALANCE--
ALL SPECIAL REVENUE FUNDS--FOR THE NINE MONTHS ENDED SEPTEMBER 30, 1993

	REGULAR ROUTE 012	METRO MOBILITY 013	OPT OUT 014	RURAL SM/URB 015	LRT 016	TOTAL SPECIAL FUNDS	BUDGET SPECIAL FUNDS	ACT/BUDG VARIANCE FAV/(UNFAV)
BEGINNING FUND BALANCE	1,116,237	156,574	0	387,976	211,159	1,871,946	1,871,946	0
REVENUE								
PROPERTY TAX	41,605,561	0	6,417,045	433,096		48,455,702	48,212,006	243,696
STATE APPROPRIATIONS	9,748,501	9,925,499	0	974,999	0	20,648,999	20,649,000	(1)
FEDERAL GRANTS	427,500				749,997	1,177,497	1,177,500	(3)
INTEREST	0	0	0	0	0	0	0	0
AGENCY REIMBURSEMENT		375,859		0		375,859	375,000	859
MISCELLANEOUS	0	0	0	0	0	0	0	0
TOTAL REVENUE	51,781,562	10,301,358	6,417,045	1,408,095	749,997	70,658,057	70,413,506	244,551
EXPENDITURES								
MTC OPERATING SUBSIDY	50,627,699					50,627,699	47,546,568	(3,081,131)
MTC RIDESHARE	347,700					347,700	461,196	113,496
MTC JOBSEEKERS	281,792					281,792	322,995	41,203
MTC MMAC		524,051				524,051	471,021	(53,030)
ATE MMSC		336,079				336,079	\$395,566	59,486
NON-MTC FIXED ROUTE	2,017,966					2,017,966	2,474,937	456,971
OPT OUT			4,848,663			4,848,663	5,135,719	287,056
RURAL SYSTEMS				1,150,021		1,150,021	1,110,641	(39,380)
SMALL URBAN				319,189		319,189	325,781	6,592
METRO MOBILITY PROVIDERS		8,366,370				8,366,370	8,654,710	288,340
LIGHT RAIL TRANSIT					743,600	743,600	803,768	60,168
OTHER						0	0	0
PROVIDER CAPITAL EXP	0	0	0	0	0	0	0	0
TRANSIT PROGRAMS/GRANTS	0	0	0	0	0	0	0	0
TOTAL EXPENDITURES	53,275,157	9,226,500	4,848,663	1,469,210	743,600	69,563,130	67,702,900	(1,860,230)
EXCESS/(DEFICIENCY) REVENUE OVER EXPENDITURE	(1,493,595)	1,074,858	1,568,382	(61,115)	6,397	1,094,927	2,710,606	(1,615,679)
FUND BALANCE								
TRANSFERS								
BOARD AUTHORIZATIONS	(15,000)	0	0	0	0	(15,000)	(15,000)	0
COST ALLOCATION	(142,805)	0	(104,078)	(192,811)	(38,547)	(478,241)	(478,241)	(0)
NET TRANSFERS	(157,805)	0	(104,078)	(192,811)	(38,547)	(493,241)	(493,241)	(0)
ENDING FUND BALANCE	(535,163)	1,231,432	1,464,304	134,051	179,009	2,473,632	4,089,311	(1,615,679)

**REGIONAL TRANSIT BOARD
PROGRAM STATUS REPORT SEPTEMBER 1993
75% OF FISCAL YEAR**

#	PROGRAM	1993 BUDGET	EXPENSE THRU PERIOD END DATE	UNEXPENDED BUDGET	EXPENSE AS % OF BUDGET
93-01	RTB Chair's Office	\$344,880	\$173,559	\$171,321	50.32%
93-02	Executive Director's Office	\$246,820	\$149,916	\$96,904	60.74%
93-03	Programs/Planning Admin	\$205,976	\$111,945	\$94,031	54.35%
93-04	Transportation Planning Process	\$124,298	\$86,186	\$38,112	69.34%
93-10	Elderly and Disabled	\$254,161	\$104,309	\$149,852	41.04%
93-11	Rideshare Planning	\$306,743	\$52,312	\$254,431	17.05%
93-13	Transit System Planning & Impl.	\$323,590	\$182,716	\$140,874	56.47%
93-14	Transit Programs and Admin.	\$89,813,140	\$68,997,963	\$20,815,177	76.82%
93-15	Administrative Services	\$517,349	\$292,808	\$224,541	56.60%
93-16	Financial Management	\$244,988	\$203,210	\$41,778	82.95%
93-17	Personnel Administration	\$63,772	\$45,332	\$18,440	71.08%
93-19	Public Information	\$294,883	\$230,047	\$64,836	78.01%
93-22	Competitive Transit Services	\$0	\$5,529	(\$5,529)	0.00%
93-23	Light Rail Transit	\$1,071,690	\$743,600	\$328,090	69.39%
93-26	Transit Test Mktg of New Serv.	\$591,523	\$35,255	\$556,268	5.96%
93-27	Community Relations	\$57,636	\$43,569	\$14,067	75.59%
93-XX		\$0	\$0	\$0	0.00%
	Sub-Total	\$94,461,449	\$71,458,256	\$23,003,193	75.65%
93-20	Capital Expenditure Program	\$50,000	\$47,410	\$2,590	94.82%
	Total Programs and Capital Expenditures	\$94,511,449	\$71,505,666	\$23,005,784	75.66%

**SPECIAL REVENUE FUNDS
SCHEDULE OF EXPENDITURES
as of September 30, 1993
75.00% of Year**

	Current Contract	1993 Budget	9 months Expense	Unexpended Budget	Expense % Of Budget
REGULAR ROUTE					
North Suburban	827,818	827,818	623,908	203,910	75.37%
U Of M – Route #52	1,035,611	583,766	432,989	150,777	74.17%
Valley Transit	110,117	108,000	81,816	26,184	75.76%
Roseville Circulator	2,236,716	580,000	438,812	141,188	75.66%
BE Line	859,147	590,000	354,871	235,129	60.15%
Western Suburbs–Rte 55	2,826,945	275,332	104,544	170,788	37.97%
Regular Route Expense	7,896,354	2,964,916	2,036,939	927,977	68.70%
North Suburban–Audit Adj.			(16,055)		
Valley Transit–Audit Adj.			(2,918)		
Adj. Regular Route Expense	7,896,354	2,964,916	2,017,966	927,977	68.06%
MTC–Western Suburbs	350,000	350,000	350,114	(114)	100.03%
MTC–Rideshare	599,928	599,928	347,700	252,228	57.96%
MTC–Jobseekers	430,660	430,660	281,792	148,868	65.43%
MTC–Regular Route	63,395,424	63,395,424	50,277,584	13,117,840	79.31%
MTC–Regular Route Expense	64,776,012	64,776,012	51,257,191	13,518,822	79.13%
Total Regular Route Expense	72,672,366	67,740,928	53,275,157	14,446,798	78.65%
METRO MOBILITY					
National	0	0	269,183	0	N/A
Yellow Taxi	0	0	1,125,512	0	N/A
Wilder	0	0	292,226	0	N/A
United Services	0	0	221,289	0	N/A
Metro Ride	0	0	1,235,995	0	N/A
H.T.S.	0	0	76,121	0	N/A
H.S.I.	0	0	145,486	0	N/A
Handicabs	0	0	2,298,888	0	N/A
Ebenezer	0	0	1,277,577	0	N/A
Diamond Cab	0	0	407,653	0	N/A
DARTS	0	0	372,464	0	N/A
City Wide	0	0	311,950	0	N/A
Contemporary Transportation	0	0	117,984	0	N/A
Metropolitan Area Transit	0	0	66,627	0	N/A
Safe Ride	0	0	18,017	0	N/A
Triad Transportation	0	0	15,979	0	N/A
Comfort Bus	0	0	71,972	0	N/A
Blue & White Cab	0	0	1,392	0	N/A
Fox Four	0	0	15,942	0	N/A
Special Kare	0	0	17,380	0	N/A
Senior Resources	0	0	6,734	0	N/A
Metro Mobility Expense	12,197,672	11,539,613	8,366,370	3,173,243	72.50%
MTC–MMAC	753,628	628,028	524,051	103,977	83.44%
ATE–MMSC	334,660	791,131	336,079	455,052	42.48%
Total Metro Mobility Expense	13,285,960	12,958,772	9,226,500	3,732,272	71.20%

**SPECIAL REVENUE FUNDS
SCHEDULE OF EXPENDITURES
as of September 30, 1993
75.00% of Year**

	Current Contract	1993 Budget	9 months Expense	Unexpended Budget	Expense % Of Budget
OPT-OUT					
City Of Plymouth	1,348,763	1,348,763	817,741	531,022	60.63%
City Of Shakopee	248,712	248,712	157,324	91,388	63.26%
Southwest Metro	1,474,226	1,474,226	1,185,474	288,752	80.41%
MN Valley Transit	3,202,402	3,202,402	2,263,816	938,586	70.69%
Maple Grove	573,522	573,522	435,646	137,876	75.96%
Opt Out Expense	6,847,625	6,847,625	4,860,001	1,987,624	70.97%
MN Valley Transit-Prior Yr Adj.			(15,293)		
Shakopee-Prior Yr Adj.			17,058		
MN Valley Transit-Audit Adj.			(13,102)		
Adj. Opt Out Expense	6,847,625	6,847,625	4,848,663	1,987,624	70.81%
SMALL URBAN					
Columbia Heights	83,000	83,000	70,939	12,061	85.47%
Hastings	82,172	82,172	58,846	23,326	71.61%
Hopkins	34,752	34,752	20,769	13,983	59.76%
NEST	111,434	111,434	69,889	41,545	62.72%
STEP	10,880	10,880	7,394	3,486	67.96%
White Bear	149,412	112,136	91,352	20,784	81.46%
Small Urban Expense	471,650	434,374	319,189	115,185	73.48%
RURAL					
Westonka	31,715	31,715	31,715	0	100.00%
Senior Transport.	27,217	24,179	20,368	3,811	84.24%
Senior Community	48,520	48,521	38,607	9,914	79.57%
Scott County	119,519	119,519	101,632	17,887	85.03%
H.S.I.	227,047	227,047	189,233	37,814	83.35%
DARTS	393,912	393,912	288,662	105,250	73.28%
Carver County	124,332	124,332	96,558	27,774	77.66%
Anoka County Volunteer	23,500	23,500	17,622	5,878	74.99%
Anoka County Linwood	15,796	15,796	11,320	4,476	71.66%
Anoka County Traveler	444,824	444,824	332,317	112,507	74.71%
Lakeville	27,510	27,510	21,987	5,523	79.92%
Rural Expense	1,483,892	1,480,855	1,150,021	330,834	77.66%
Total Rural/Small Urban Exp.	1,955,542	1,915,229	1,469,210	446,019	76.71%
NON-PROVIDER EXPENDITURES		0	0	0	N/A
LIGHT RAIL TRANSIT		1,071,690	743,600	328,090	69.39%
Grand Total	94,761,493	90,534,244	69,563,130	20,940,804	76.84%

**REGIONAL TRANSIT BOARD
INVESTMENT SUMMARY BY FUND
FOR MONTH ENDED SEPTEMBER 1993**

PURCHASE DATE	MATURITY DATE	DESCRIPTION	PURCHASE PRICE	BROKER	YIELD
GENERAL FUND-					
		Beginning balance	\$13,022,467		
		sold	(\$13,022,467)		
7-Sep-93	20-Sep-93	CP-MADISON FUNDING	\$1,997,819	Dain Bosworth	3.023
	20-Sep-93	sold	(\$2,000,000)		
13-Sep-93	4-Oct-93	CP- HELLAR INTERNATIONAL	\$1,647,055	Dain Bosworth	3.065
20-Sep-93	4-Oct-93	CP-GE	\$749,125	Dain Bosworth	3.004
27-Sep-93	4-Oct-93	CP- University Support	\$3,198,077	Dain Bosworth	3.092
TOTAL OUTSTANDING			\$5,594,257		
BOND ISSUE # 2					
		Beginning Balance	\$2,102,993		
		sold	(\$2,102,993)		
7-Sep-93	13-Sep-93	Repurchase Agreement	\$2,104,301	First Bank St. Paul	2.850
	13-Sep-93	sold	(\$2,105,301)		
13-Sep-93	20-Sep-93	Repurchase Agreement	\$2,105,301	First Bank St. Paul	2.850
	20-Sep-93	sold	(\$2,016,468)		
20-Sep-93	27-Sep-93	Repurchase Agreement	\$2,083,718	First Bank St. Paul	2.800
	27-Sep-93	sold	(\$2,084,852)		
27-Sep-93	4-Oct-93	Repurchase Agreement	\$2,084,852	First Bank St. Paul	2.850
		Balance	\$2,084,852		
BOND ISSUE # 3					
15-Sep-93	16-Sep-93	Repurchase Agreement	\$6,909,000	Smith Barney	3.300
	16-Sep-93		(\$6,909,633)		
16-Sep-93	15-Mar-94	Repurchase Agreement	\$6,885,900	Smith Barney	3.314
		Balance	\$6,885,900		

**REGIONAL TRANSIT BOARD
SCHEDULE OF BOND RECEIPTS AND DISBURSEMENTS
AS OF SEPTEMBER 30, 1993**

	TOTAL CAPITAL BOND	TOTAL BUDGET CAPITAL BOND	ACTUAL/BUDGET VARIANCE FAV/(UNFAV)
BEGINNING BALANCE	\$2,944,716	\$2,944,716	\$0
RECEIPTS			
BOND ISSUES	\$6,909,000	\$7,000,000	(\$91,000)
INTEREST	\$59,932	\$0	\$59,932
TOTAL RECEIPTS	\$6,968,932	\$7,000,000	(\$31,068)
DISBURSEMENTS			
CAPITAL EXPENDITURES	\$919,163	\$3,244,000	\$2,324,837
MISCELLANEOUS	\$0	\$0	\$0
TOTAL DISBURSEMENTS	\$919,163	\$3,244,000	\$2,324,837
EXCESS/(DEFIC) RECEIPTS OVER DISBURSEMENTS	\$6,049,769	\$3,756,000	\$2,293,769
OTHER DISBURSEMENTS			
STATUTORY AUTHORIZATIONS			
COST ALLOCATIONS			
NET OTHER DISBURSEMENTS	\$0	\$0	\$0
ENDING BALANCE	\$8,994,485	\$6,700,716	\$2,293,769

DISBURSEMENT DETAIL
ISSUE #1-

Human Services	\$36.40
Human Services	\$1,403.77
City of Roseville	\$5,076.80
Mall of America	\$3,332.00
City of Roseville	\$225.04
Mall of America	\$379.62
Harmon Glass	\$418.15
Mall of America	\$804
MN Valley Trans Authority	\$592,209

ISSUE #2-

Southwest Metro	\$57,725.40
Southwest Metro	\$6,012
Metropolitan Council	\$68,965
Metropolitan Council	\$57,000
MN Valley Trans Authority	\$186,791
Metropolitan Council	(\$226,965.00)
Senior Transportation Program	\$28,000.00
Metropolitan Council	\$115,000
Scott County	\$22,750

\$315,278

TOTAL

\$919,163

\$603,884.92

REGIONAL TRANSIT BOARD

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

DATE: November 1, 1993
TO: Chair and Members of the Administration and Finance Committee
FROM: Howard Blin, Planning Manager *HB* *[Signature]*
SUBJECT: MTC Section 9 Grant Application

SUMMARY

This memorandum recommends approval of the MTC's application to the Federal Transit Administration (FTA) for federal fiscal year 1994 funding from the Section 9 grant program.

BACKGROUND

The FTA Section 9 grant program provides operating and capital funding to large metropolitan areas. The MTC is the designated recipient of Section 9 funds for the Twin Cities area.

Federal Section 9 funds are awarded on an annual basis in an amount determined by formula. Over the past several years, Section 9 funding for the MTC has remained in the range of \$13 to \$14 million.

The RTB must approve the MTC's Section 9 application. State statute requires RTB approval of all applications for federal transit funding submitted by metro area cities, counties and transit operators.

DISCUSSION

The MTC is requesting a total of \$13,450,000 in funding. This is the estimated amount of the Section 9 apportionment for the Twin Cities. The funding will be divided between operating and capital costs as follows:

Operating Funding

Section 9 operating funds are traditionally used for costs incurred in the previous calendar year. For calendar year 1993, \$7,350,000 is being sought. This funding represents about 6 percent of the MTC's 1993 operating budget.

Capital Funding

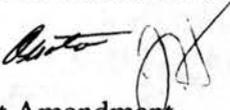
Section 9 capital funding is available on an 80 percent federal, 20 percent local matching basis. The \$6,100,000 capital portion of the MTC grant will be used to purchase 33 forty-foot buses. This is part of a larger purchase of 97 buses the MTC included in its 1993 capital budget. The remaining 64 buses will be purchased entirely with local funds.

RECOMMENDATION

That the Regional Transit Board approve the Metropolitan Transit Commission's application for federal fiscal year 1994 funding from the Federal Transit Administration's Section 9 program.

REGIONAL TRANSIT BOARD

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

DATE: October 28, 1993
TO: Chair and Members of the Administration and Finance Committee
FROM: Assata Brown, Project Administrator 
SUBJECT: Anoka County Traveler 1993 Contract Amendment

SUMMARY

This memorandum offers a staff recommendation to amend the Anoka County Traveler's 1993 transit funding contract to work towards compliance with the "Americans with Disabilities Act (ADA)."

DISCUSSION

With the restructuring of the Metro Mobility program, community-based, accessible, transit programs have become even more important participants in the delivery of complimentary paratransit services. The expanded role of these programs assures that transportation is available for certified Metro Mobility riders who live outside of the Metro Mobility core service area yet within the transit taxing district.

The Anoka County Traveler (Traveler) has the unique distinction of being the first general public, county-wide, accessible, dial-a-ride service in the seven-county metropolitan area. The Traveler began service August, 1990. It replaced several paratransit services including Metro Mobility service for local trips within the county (Metro Mobility provided service for trips leaving the county). This was done to consolidate services, replace underutilized fixed route, expand coverage, and integrate accessibility and public transit.

Due to the restructured Metro Mobility program the Traveler will now provide service for all eligible Metro Mobility riders in Anoka County. Metro Mobility riders who travel out of Anoka County or who travel into Anoka County from the Metro Mobility service area will have their trip coordinated with Metro Mobility and the Traveler. This change in the Metro Mobility program and community-based programs is reflected in the "Updated Paratransit Plan for the Twin Cities Metropolitan Area." On page 40 the plan states in part "... Local accessible programs will provide service for trips that begin and end outside the core area. For trips that cross between the core and non-core area, the central administrative center for Metro Mobility will coordinate the trip with a Metro Mobility provider and a local accessible program."

IMPACT OF CHANGE

- The Traveler anticipates:
- 9,642 additional passengers
 - 48,413 additional miles
 - 2,441 additional service hours
 - 3 additional vehicles--all lift-equipped

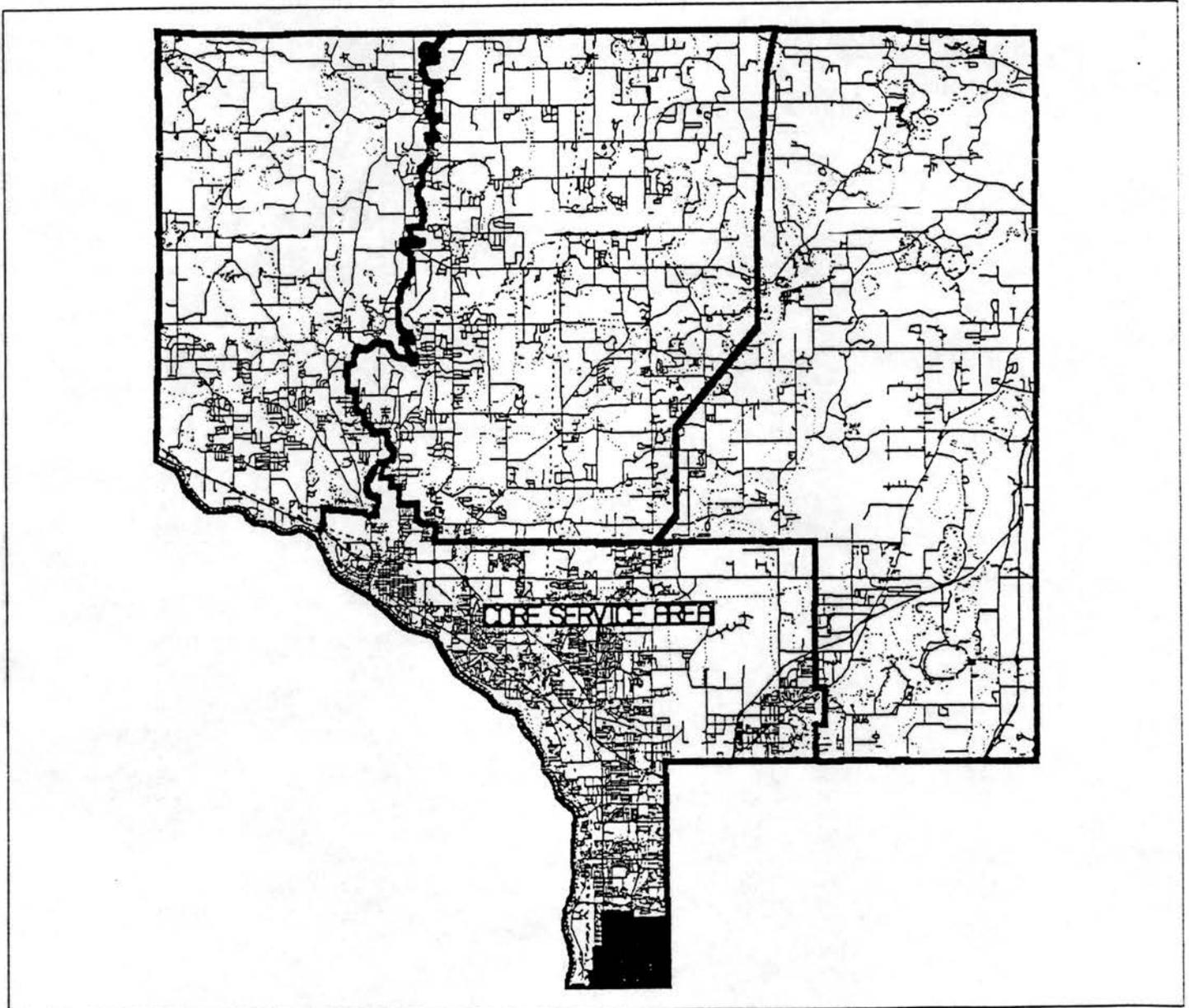
Anoka County Traveler began providing service for all eligible Metro Mobility riders in the county on October 2, 1993, the same time the restructured Metro Mobility program was implemented. When the Metro Mobility program experienced problems in the implementation of the new system, the Traveler agreed to provide service to certified riders originating in Anoka County to final destinations outside of the Traveler's service area. Coordinated trips will resume before year end.

Regional Transit Board staff will meet monthly with the Traveler staff to review ridership, hours, miles and actual expenses to determine accurate cost for the ADA-mandated service in Anoka County.

RECOMMENDATION

That the Regional Transit Board authorize its executive director, to amend Anoka County Traveler's 1993 Transit Funding contract (Contract No. 93/09/11-40) retroactive from October 2, 1993 and remaining in effect until December 31, 1993 by \$54,737 from \$444,824 to \$499,565.

Anoka County Traveler
Proposed Service Area



Routes 1, 2, and 3 Monday – Friday 6:00 A.M. – 7:30 P.M.
11:30 A.M. – 1:00 P.M.
5:00 P.M. – 6:30 P.M.
Core Service Area Monday – Friday 6:00 A.M. – 11:00 P.M.
Weekends and Holidays 8:00 A.M. – 6:00 P.M.

REGIONAL TRANSIT BOARD

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

DATE: October 26, 1993
TO: Chair and Members of the Administration and Finance Committee
FROM: Len Simich, Senior Project Manager
Michael Opatz, Project Administrator 
SUBJECT: Southwest Metro Transit Capital Contract

SUMMARY

This memorandum presents a staff recommendation to close out the 1991 Southwest Metro Transit capital contract, and approve several projects under a new capital contract in an amount not to exceed \$930,863. The projects under the 1991 capital contract have either been completed or abandoned. Staff also requests that the RTB's Five-Year Transit Plan be amended to include these additional SWMT capital projects.

DISCUSSION

In May 1991, the Regional Transit Board approved a SWMT capital contract in an amount not to exceed \$1,050,000 in bond proceeds. The projects approved were part of the recommendations from the first phase of SWMT's park-and-ride study completed in 1990. The following describes the SWMT capital projects approved under the current capital contract, and also summarizes the current status of each project.

- Chanhassen Bowl (Market Boulevard) Park-and-Ride Lot Enhancements. This project was approved to include \$35,200 for general construction such as excavation and paving, \$10,000 for shelter relocation, \$17,200 for landscaping, \$4,000 for signage, \$16,800 for lighting, and \$12,800 in related expenses such as benches and contingency. This project has been completed at a total cost of \$103,004, resulting in a project cost overrun of \$7,004.
- Chanhassen Site 6 Park-and-Ride Lot Acquisition. This project was approved to include only the acquisition of 4.1 acres of land at the southwest corner of 184th Street and Trunk Highway 5. Acquisition attempts for this project have been abandoned and the project terminated due to land development problems. Only \$6,020 in design engineering costs were expended for this project, leaving a \$401,980 available project balance.
- Eden Prairie Site 17 Park-and-Ride Lot Acquisition. This project was approved to include only the acquisition of 4.9 acres of land in the southeast corner of County Road 4 and Terrey Pine Drive. Acquisition attempts for this project have been abandoned and the project terminated due to land development problems and/or the inability to agree on purchase terms. Only \$1,847 in site design engineering was expended for this project, leaving a \$538,153 available project balance.

SWMT Capital Contract
October 26, 1993
Page 2

- Legal Fees. Associated with the above projects were legal fees totaling \$8,265.79.

Due to the above three capital projects either being completed or abandoned, the 1991 SWMT capital contract should be closed out. The actual expenditures for the approved projects total \$119,137, leaving an available project balance of \$930,863, see chart below:

<u>1991 SWMT Capital Projects</u>	<u>Budget</u>	<u>Actual</u>	<u>Balance</u>
Chanhassen Bowl PAR Lot	\$96,000	\$103,004	(\$7,004)
Chanhassen Site 6 PAR Lot	\$408,000	\$6,020	\$401,980
Eden Prairie Site 17 PAR Lot	\$540,000	\$1,847	\$538,153
Legal Fees	\$6,000	\$8,266	(\$2,266)
Total	\$1,050,000	\$119,137	\$930,863

New Capital Projects

Staff is proposing that the Board approve a new capital contract with SWMT in an amount not to exceed \$930,862 for the following capital projects:

- Martin Drive Park-and-Ride Lot. This project is a continuation and completion of a project approved under the SWMT 1990 capital contract. The project involves final landscaping and signage at a cost of \$7,742.
- Shady Oak Park-and-Ride Lot. This project is also a continuation and completion of a project approved under the SWMT 1990 capital contract for final signage at a cost of \$250.
- Downtown Chaska/Walnut Street Park-and-Ride Facility. This project consists of the construction of a park-and-ride facility and relocation of a bus shelter. Included are construction, electrical, lighting, landscaping, sewer, and utility costs. The City of Chaska will fund up to \$97,138 worth of expenditures. SWMT is requesting \$223,724 for this project.
- County Road 18/Linden Drive Bus Layover Facility. Due to safety concerns at the uncontrolled intersection, it is essential that a designated bus layover be constructed. This project includes design engineering, excavation, and asphalt overlay expenditures totaling \$12,372. The City of Eden Prairie in-kind contribution for site preparation, construction permits, property acquisition/easement, and maintenance is valued at \$5,700.
- T.H. 212/101 Park-and-Ride Facility. This project is being developed in conjunction with Mn/DOT's construction of the new T.H. 212. This project request is only seeking preliminary engineering and site identification expenditures of \$3,850. Project completion date is subject to Mn/DOT construction schedules of T.H. 212.
- Target/Chanhassen Park-and-Ride Facility. This project is for the development of a park-and-ride lot and bus shelter in the parking lot of Target. Development and construction costs associated with this project total \$23,037. Completion of the project is scheduled for July 1994.

- Chanhassen Gateway Office Park Park-and-Ride Facility. This project involves technical assistance for planning and design of a privately constructed park-and-ride facility. The facility will be for public use and will enhance transit facilities. The project cost is \$5,068.
- Eden Prairie Center Park-and-Ride Lot Signage. This project involves signage construction, design engineering, and planning costs of \$5,598.
- Chanhassen Site 6A Park-and-Ride Lot. This project replaces Chanhassen Site 6 Park-and-Ride Lot, which was terminated from the approved project list. The project includes site identification, site design and engineering, site acquisition, construction and legal fees totaling \$234,800.
- Eden Prairie Site 13 Transit Hub. This project is part of the RTB's Vision for Transit and is located at the intersection of T.H. 5 and Prairie Center Drive. This is a joint project between the RTB, MnDot, Eden Prairie, and Hennepin County. SWMT is seeking \$334,422 in capital funding from the RTB to conduct design, engineering, preliminary site tests, and legal work. SWMT is in the final approval process for \$3.528 million in ISTEA funding for the acquisition and construction of this project.
- Opticon Bus Emitters. SWMT will purchase 20 opticon bus emitters at a cost of \$40,000. Opticon bus emitters allow drivers to control traffic light signalization cycles from the bus to speed up the trip. This joint Team Transit project will impact intersection on Highway 5 from Chanhassen to Highway 212. Team Transit will fund the receivers for this project, as well as the construction of a bus lane on the shoulder of Highway 5.
- Signage, Benches, and Shelters. SWMT is requesting \$40,000 for bus stop signage, benches, and shelters for the fixed routes services. This project will greatly enhance service information and customer service for SWMT patrons.

The following tables summarizes the proposed SWMT capital projects and project costs:

<u>Proposed 1993 SWMT Projects</u>	<u>Proposed Budget</u>
Martin Drive PAR	\$7,742
Shady Oak PAR	\$250
Downtown Chaska/Walnut Street PAR	\$223,724
County Road 18/Linden Drive Bus Layover	\$12,372
T.H. 212/101 Park-and-Ride Facility	\$3,850
Target/Chanhassen PAR	\$23,037
Chanhassen Gateway Office PAR	\$5,068
Eden Prairie Center PAR	\$5,598
Chanhassen Site 6A PAR	\$234,800
Eden Prairie Site 13 Transit Hub	\$334,422
Opticon Bus Emitters.	\$40,000
Signage, Benches, and Shelters	<u>\$40,000</u>
<i>Total</i>	\$930,863

The capital projects are all transit facilities improvements that are consistent with capital projects criteria in the RTB's Five-Year Transit Plan. In addition, the above projects meet the eligibility requirements to receive funding through bond proceeds authorized by the Legislature.

FINDINGS AND CONCLUSIONS

- SWMT had three projects approved for a total of \$1,050,000. Only \$119,137 was spent on the three approved projects. The projects have either been completed or abandoned.
- SWMT is requesting a new capital contract totaling \$930,863 to approve capital projects not included in the current capital contract. With the closing out of the 1991 contract, ample RTB bond proceeds are available to fund the new projects.
- The transit facility projects are consistent with the RTB Five-Year Transit Plan eligibility criteria, The projects are eligible to receive funding through bond proceeds authorized by the 1991 Legislature.

ACTION REQUESTED

That the Regional Transit Board authorize its executive director to enter into a capital contract with Southwest Metro Transit in an amount not to exceed \$930,863 for the additional capital projects discussed in this memorandum, and amend the RTB's Five Year Transit Plan to include the SWMT capital projects.

REGIONAL TRANSIT BOARD

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

DATE: October 26, 1993
TO: Chair and Members of the Administration and Finance Committee
FROM: Len Simich, Senior Project Manager
Michael Opatz, Project Administrator *MS*
SUBJECT: SWMT 1993 Contract Amendment

SUMMARY

This memorandum presents a staff recommendation to amend the Southwest Metro Transit 1993 contract by \$165,000 in an amount not to exceed \$1,736,484.

DISCUSSION

SWMT is an opt-out transit program comprised of the communities of Eden Prairie, Chaska, and Chanhassen. SWMT operates peak-period, commuter express; reverse commute; local fixed; and dial-a-ride services. On an annual basis, SWMT submits a Management Plan and Budget detailing the programs service plan and line-item expenditures and revenues. A contract is then developed and approved based upon the Management Plan and Budget.

SWMT is seeking a 1993 contract amendment to reflect several adjustments to line-items in the 1993 budget. The proposed contract amendment is based upon the factors listed below:

- Office Supplies increase of \$15,000 due to costs associates with moving SWMT offices, and the need to procure furniture, copy machine, and fax machine.
- Purchase of Service increase of \$25,000 to account for additional reverse commute service for 2nd and 3rd workshifts. Plus an additional \$25,000 needs to transferred out of Private Vehicle Capital to Purchase of Service as a result of the RTB not being able to reimburse vehicle interest from bond dollars, only depreciation expense. The total increase to Purchase of Service is \$50,000.
- Public Vehicle Capital cost increase of \$30,000 due to under estimating the cost of this item for the express service contract renewal rate with SWMT, which went into effect May 1, 1993. This line item is used to allocate the full cost of service when calculating performance indicators. The Public Vehicle Capital appears as a credit on the revenue side of the budget.
- Shortfall of projected 1993 fare revenue by \$100,000 due to ridership projections 34,000 less than original estimate. The budget also assumed a 25¢ fare increase implemented January 1, 1993, and a 35¢ per ride summer dial-a-ride promotion.

SWMT 1993 Contract Amendment
October 26, 1993
Page 2

The proposed amendment would increase SWMT 1993 contract by \$165,000 from \$1,571,484 to \$1,736,484, a 10.5 percent increase. Funds are available for this amendment out of SWMT's 1993 available property tax funding level of \$1,879,706. The following table illustrates the proposed amendment:

	<u>Approved Budget</u>	<u>Proposed Amended Budget</u>	<u>Variance</u>
Total Expenses	\$2,258,351	\$2,353,351	\$95,000
Fare Revenue	\$555,237	\$455,237	(\$100,000)
Other Revenue	\$11,630	\$11,630	\$0
RTB Operation Subsidy	\$1,474,226	\$1,639,226	\$165,000
Private Vehicle Capital Subsidy	\$97,258	\$97,258	\$0
Public Vehicle Capital Credit	\$120,000	\$150,000	\$30,000
Total Contract Amount <i>(Operation Subsidy + Private Vehicle Capital Subsidy)</i>	\$1,571,484	\$1,736,484	\$165,000

ACTION REQUESTED

That the Regional Transit Board authorize its executive director to amend the Southwest Metro Transit 1993 contract (Contract No. 92/09/11-37) by \$165,000 for total contract amount not to exceed \$1,736,484.

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REGIONAL TRANSIT BOARD

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

DATE: October 26, 1993 (*Revised November 15, 1993*)
TO: Chair and Members of the Administration and Finance Committee
FROM: Mark Fuhrmann, Manager of Programs
Len Simich, Senior Project Manager
Dave Jacobson, Senior Project Manager
Assata Brown, Project Administrator
Michael Opatz, Project Administrator
SUBJECT: Transit Provider Contracts for Calendar Year 1994

SUMMARY

This memorandum presents staff comments and recommendations on the transit service contracts to be renewed with providers for calendar year 1994. A brief analysis of each program is attached. Staff has negotiated final contract figures and recommends renewing 20 contracts for a total RTB operating subsidy of \$8,492,958 and capital subsidy of \$442,174.

DISCUSSION

The Regional Transit Board (RTB) is authorized by legislation to enter into and administer contracts for financial assistance to transit providers in the metropolitan area. Transit service programs administered by the RTB are classified into four general categories: small urban, county/rural, regular route and replacement (opt-out). The RTB distributes state and property tax-related funds to these programs.

Small Urban and County/Rural Programs

Legislation requires that the RTB's contribution of state funds to small urban communities and to county/rural special transportation service providers not exceed the following percentages of total operating expenses:

	<u>RTB Share</u>
• Small urban (population between 2,500 and 50,000) or urbanized (population over 50,000) areas	60%
• County/rural (population less than 2,500) special transportation services (for elderly and disabled persons)	65%

Regular Route and Replacement Service Programs

For the regular route operators under contract to the RTB and the replacement (opt-out) communities, the RTB's funding share is 100 percent of the program's total operating deficit, which is calculated as total operating and capital expenses less revenues. (Available opt-out funding is 90 percent of transit property taxes levied in each community.)

Management Plan and Budget Requirements

To receive financial assistance from the RTB, providers are required annually to submit a management plan and budget, which become incorporated as part of the contract. The management plan includes the following information:

- operating characteristics of the service, including vehicles, routes, schedules, and fare structure;
- specific program goals and objectives for the contract period;
- alcohol and substance abuse policy, accessibility plan, service monitoring plan, and marketing plan;
- projected ridership and service levels;
- estimated line item expenditures, with narrative justification; and
- funding sources, including operating revenues, federal grants, and local assistance.

Contract Negotiations Process

To develop the contract recommendations for committee review and approval, RTB staff:

- analyzed historical operating and performance trends related to changes in program ridership, service levels, costs, revenues, and funding sources;
- investigated corrective action for past audit citations;
- analyzed estimated budget variances and investigated significant line item changes, if any, proposed in the 1993 budgets; and
- reviewed local transit needs in order to identify and pursue opportunities for service adjustment including service improvements and reductions.

Program Summaries

Attached to this memorandum are individual program summaries. The summaries consist of three main parts: 1) Program Description, 2) Budget Summary, and 3) Program Footnotes.

Please Note: There are several transit programs that historically have been included in this annual contract renewal that are not part of the recommendation at this time. Two of the state assistance programs that usually are part of this annual memorandum—Human Services Incorporated (HSI), serving Washington County, and Dakota Area Resources and Transportation for Seniors (DARTS), serving Dakota County—will not be included at this time. Instead, they will be presented at the December Administration and Finance Committee of the RTB. The reasons for this delay are because of the region's efforts at working towards compliance with the Americans with Disabilities Act (ADA) and the restructuring of the Metro Mobility program. North Suburban Lines is in the process of service restructuring and the budget will be brought to the December Administration and Finance Committee.

Transit Provider Contracts--CY 1994
October 26, 1993 (Revised November 15, 1993)
Page 3

ACTION REQUESTED

That the Regional Transit Board:

1. Authorize the executive director to renew annual operating assistance contracts effective January 1, 1994 with the following transit service providers in amounts not to exceed those listed below:

<u>Small Urban Communities</u>	<u>Vehicle Capital</u>	<u>RTB Subsidy</u>	<u>Total Contract</u>
Columbia Heights	\$0	\$59,005	\$59,005
City of Hastings (TRAC)	0	82,172	82,172
City of Hopkins	0	34,752	34,752
Northeast Suburban Transit (NEST)	0	111,434	111,434
St. Louis Park Emergency Program (STEP)	0	11,129	11,129
White Bear Area Transit (WBAT)*	0	<u>170,480</u>	<u>170,480</u>
Subtotal	\$0	\$468,972	\$468,972
<u>County/Rural Special Transportation Service</u>			
Anoka County Traveler	\$0	\$587,324	\$587,324
Anoka Volunteer Program	0	23,500	23,500
Anoka Linwood Volunteer	0	15,796	15,796
Carver County	0	124,332	124,332
Delano Transportation	0	48,250	48,250
Scott County	0	119,519	119,519
Senior Transportation Program	0	47,000	47,000
Westonka Rides	0	<u>31,715</u>	<u>31,715</u>
Subtotal	\$0	\$997,436	\$997,436
<u>Regular Route</u>			
Valley Transit**	\$0	<u>\$220,234</u>	<u>\$220,234</u>
Subtotal	\$0	\$220,234	\$220,234
<u>Replacement (Opt-Out) Service***</u>			
City of Maple Grove	\$5,705	\$462,843	\$468,548
Minnesota Valley Transit Authority	39,372	3,065,185	3,104,557
City of Plymouth	80,280	1,159,203	1,239,483
City of Shakopee	68,817	252,425	321,242
Southwest Metro Transit	<u>248,000</u>	<u>1,866,660</u>	<u>2,114,660</u>
Subtotal	\$442,174	\$6,806,316	\$7,248,490
Grand Total	\$442,174	\$8,492,958	\$8,935,132

*White Bear Area Transit was previously approved by the Board on August 16, 1993.

** Valley Transit contract is for both CY 1994 and 1995 (\$110,117 each year). See program footnotes for additional details.

*** *Opt-out Private Vehicle Capital will be paid from bond proceeds subject to availability of eligible funds.*

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REGIONAL TRANSIT BOARD

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

DATE: October 26, 1993

TO: Chair and Members of the Administration and Finance Committee

FROM: Mark Fuhrmann, Manager of Programs *MF*
Len Simich, Senior Project Manager
Dave Jacobson, Senior Project Manager
Assata Brown, Project Administrator
Michael Opatz, Project Administrator

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Transit Provider Contracts--CY 1994
October 26, 1993
Page 3

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**SMALL URBAN
SERVICES**

**SMALL URBAN: COLUMBIA HEIGHTS SHARED RIDE
PARATRANSIT PROGRAM**

Type of Service	Demand-responsive for area residents through an advance reservation, shared-ride taxi service
Service Area	Columbia Heights and Hilltop, with transfer point at Holiday Plus to the Anoka County Traveler
Operator	Suburban Taxi
Vehicles	10 taxi vehicles
Service Hours	Weekdays 6:00 a.m. - 8:00 p.m. Weekends/Holidays 8:00 a.m. - 6:00 p.m.
Fares	\$0.50 - Seniors, children and disabled passengers with purchase of tickets \$1.00 - All Other Passengers \$1.50 - Cash Fare

1994 Budget Summary

	<u>1992 Actual</u>	<u>1993 Contract</u>	<u>1994 Proposed</u>	<u>Percent Variance</u>
Total Expenses	\$140,540	\$163,616	\$98,342	-39.89%
<u>Funding Sources</u>				
RTB Subsidy	\$83,707	\$83,000	\$59,005	-28.91%
Local	\$31,958	\$43,426	\$25,337	-41.65%
Fares	\$18,040	\$16,720	\$14,000	-16.27%
<u>Operating Statistics</u>				
Passengers	35,416	37,800	30,133	-20.28%
Hours of Service	4,109	4,656	3,312	-28.87%
Miles of Service	68,070	73,457	63,592	-13.43%
<u>Performance Measures</u>				
Cost/Passenger	\$3.97	\$4.33	\$3.26	-24.60%
Subsidy/Passenger	\$2.36	\$2.20	\$1.96	-10.82%
Passengers/Hour	8.62	8.12	9.10	12.07%
Cost/Hour	\$34.20	\$35.14	\$29.69	-15.50%
Farebox Recovery	12.84%	10.22%	14.24%	39.31%

Program Footnotes

- The City of Fridley will be eliminated from the service area effective January 1, 1994. Service to the City of Fridley will be provided by the Anoka County Traveler. Shared-Ride passengers will still be able to transfer with the Anoka County Traveler.

SMALL URBAN: CITY OF HASTINGS — "TRAC"

Type of Service	Demand-responsive for area residents
Service Area	City of Hastings
Operator	City of Hastings
Vehicles	4 medium lift-equipped buses
Service Hours	Weekdays 6:00 a.m. - 6:00 p.m. Saturday 9:00 a.m. - 12:00 noon (dial-a-ride)
Fares	\$1.50 - cash or 1 token \$1.55 - advance notice \$1.80 - same-day service

1994 Budget Summary

	1992 <u>Actual</u>	1993 <u>Contract</u>	1994 <u>Proposed</u>	Percent <u>Variance</u>
Total Expenses	\$166,991	\$176,603	\$177,060	0.26%
<u>Funding Sources</u>				
Federal (Section 18)	\$30,780	\$33,188	\$33,829	1.93%
RTB Subsidy	\$81,999	\$82,172	\$82,172	0.00%
City	\$10,341	\$17,393	\$19,315	11.05%
Fares	\$41,871	\$41,850	\$41,744	-0.25%
<u>Operating Statistics</u>				
Passengers	31,936	31,500	27,000	-14.29%
Hours of Service	6,531	6,808	6,530	-4.08%
Miles of Service	77,916	80,900	73,000	-9.77%
<u>Performance Measures</u>				
Cost/Passenger	\$5.23	\$5.61	\$6.56	16.97%
Subsidy/Passenger	\$2.57	\$2.61	\$3.04	16.67%
Passengers/Hour	4.89	4.63	4.13	-10.64%
Cost/Hour	\$25.57	\$25.94	\$27.11	4.53%
Farebox Recovery	25.07%	23.70%	23.58%	-0.51%

Program Footnotes

- The Hastings TRAC program is one of the more efficient dial-a-ride programs funded by the RTB, requiring an RTB subsidy per passenger of \$3.04.

SMALL URBAN: CITY OF HOPKINS — "HOP-A-RIDE"

Type of Service	Demand-responsive for area residents, provided through a one-day advance reservation, shared-ride taxi service
Service Area	City of Hopkins, Methodist Hospital, Shady Oak Beach, and Knollwood Shopping area*
Operator	Yellow Taxi
Service Hours	Monday - Saturday 6:00 a.m. - 6:00 p.m.
Fares	\$.75 - low income fare; \$1.50 - regular fare; \$3.00 - cash fare

1994 Budget Summary

	1992 <u>Actual</u>	1993 <u>Contract</u>	1994 <u>Proposed</u>	Percent <u>Variance</u>
Total Expenses	\$58,254	\$70,100	\$94,100	34.24%
<u>Funding Sources</u>				
RTB Subsidy	\$34,752	\$34,752	\$34,752	0.00%
City	\$8,531	\$18,200	\$35,408	94.55%
Fares	\$14,972	\$17,100	\$23,940	40.00%
<u>Operating Statistics</u>				
Passengers	27,486	30,000	28,000	-6.67%
Hours of Service	0	0	0**	0.00%
Miles of Service	34,361	37,500	35,000	-6.67%
<u>Performance Measures</u>				
Cost/Passenger	\$2.12	\$2.34	\$3.36	43.83%
Subsidy/Passenger	\$1.26	\$1.16	\$1.24	7.14%
Passengers/Hour	0	0	0	0.00%
Cost/Hour	\$0	\$0	\$0	0.00%
Farebox Recovery	25.70%	24.39%	25.44%	4.29%

Program Footnotes

- Hopkins Hop-a-Ride is also one of the most efficient dial-a-ride programs funded by the RTB. An increase in operating expenses is being proposed, which will be paid with a fare increase and city contributions.

* Knollwood expansion is self-supporting and does not receive funding from the RTB.

** Service provided via taxi company. Company does not record hours. Demand responsive service available 12 hours a day.

SMALL URBAN: NORTHEAST SUBURBAN TRANSIT — 'NEST'

Type of Service	Demand-responsive for area residents
Service Area	Cities of Maplewood, North St. Paul, and Oakdale; Northeast Metro Tech; Hillcrest and Sunray shopping centers; and Lakewood College
Operator	National School Bus
Vehicles	2 vehicles plus one back-up
Service Hours	Mon.-Fri. 6:00 a.m. - 6:00 p.m.; no holidays
Fares	\$1.25, and \$.50 for a transfer to White Bear Area Transit

1994 Budget Summary

	1992 <u>Actual</u>	1993 <u>Contract</u>	1994 <u>Proposed</u>	Percent <u>Variance</u>
Total Expenses	\$149,976	\$185,724	\$185,724	0.00%
<u>Funding Sources</u>				
RTB Subsidy	\$89,296	\$111,434	\$111,434	0.00%
City	\$23,657	\$38,290	\$38,290	0.00%
Fares	\$33,336	\$36,000	\$36,000	0.00%
<u>Operating Statistics</u>				
Passengers	27,569	28,800	28,800	0.00%
Hours of Service	5,696	7,460	7,460	0.00%
Miles of Service	119,948	149,200	149,200	0.00%
<u>Performance Measures</u>				
Cost/Passenger	\$5.44	\$6.45	\$6.45	0.00%
Subsidy/Passenger	\$3.24	\$3.87	\$3.87	0.00%
Passengers/Hour	4.84	3.86	3.86	0.00%
Cost/Hour	\$26.33	\$24.90	\$24.90	0.00%
Farebox Recovery	22.23%	19.38%	19.38%	0.00%

Program Footnotes

- NEST provides transfers with White Bear Area Transit.
- NEST is working with the City of Woodbury for possible expansion.

SMALL URBAN: ST. LOUIS PARK EMERGENCY PROGRAM — “STEP”

Type of Service	Demand-responsive, volunteer-driver transportation service. Provides transportation for medical appointments only.
Service Area	City of St. Louis Park
Operator	Volunteer drivers' cars
Service Hours	9:00 a.m. to 4:00 p.m. Monday - Friday
Fares	Donations

1994 Budget Summary

	1992 <u>Actual</u>	1993 <u>Contract</u>	1994 <u>Proposed</u>	Percent <u>Variance</u>
Total Expenses	\$18,625	\$18,134	\$18,549	2.29%
<u>Funding Sources</u>				
RTB Subsidy	\$11,175	\$10,880	\$11,129	2.29%
City	\$7,450	\$5,724	\$7,420	29.63%
<u>Operating Statistics</u>				
Passengers	2,877	3,700	3,400	-8.11%
Hours of Service	2,044	2,800	2,200	-21.43%
Miles of Service	22,702	27,000	24,000	-11.11%
<u>Performance Measures</u>				
Cost/Passenger	\$6.47	\$4.90	\$5.46	11.31%
Subsidy/Passenger	\$3.88	\$2.94	\$3.27	11.31%
Passengers/Hour	1.41	1.32	1.55	16.95%
Cost/Hour	\$9.11	\$6.48	\$8.43	30.19%
Farebox Recovery	0.00%	0.00%	0.00%	0.00%

Program Footnotes

- STEP is seeking additional funding from Methodist Hospital.
- STEP is aggressively recruiting volunteer drivers for the program. Currently the most reliable driver is 75 years old; it is anticipated this driver will retire from volunteering soon.

SMALL URBAN: WHITE BEAR AREA TRANSIT and LIONMOBILE

Type of Service	Dial-a-ride for area residents, fixed route shuttle service and the Lionmobile serving seniors
Service Area	White Bear Lake, White Bear Township, Birchwood, Mahtomedi, Maplewood Mall
Operator	National School Bus Service
Vehicles	3 vans and the Lionmobile
Service Hours	Dial-a-Ride: Mon.-Fri. 6:45 a.m. - 5:15 p.m. Shuttle Service: Mon.-Fri. 5:55 a.m. - 7:20 a.m.; 4:50 p.m. - 6:00 p.m. Lionmobile: Mon.-Fri. 7:30 a.m. - 4:00 p.m.
Fares	Dial-a-Ride - \$1.50; Shuttle Service - \$1.60; Lionmobile - \$1.25-\$5.00

1994 Budget Summary

	1992 <u>Actual</u>	1993 <u>Contract</u>	1994 <u>Contract</u>	Percent <u>Variance</u>
Total Expenses	\$139,348	\$220,751	\$271,744	23.10%
<u>Funding Sources</u>				
RTB Subsidy	\$81,666	\$149,412	\$170,480	14.10%
City	\$20,846	\$25,623	\$24,159	-5.71%
Fares	\$25,314	\$57,363	\$76,106	32.67%
Other Revenue	\$11,523	\$1,000	\$1,000	0.00%
<u>Operating Statistics</u>				
Passengers	23,678	39,644	50,641	27.74%
Hours of Service	5,545	8,804	10,864	23.40%
Miles of Service	110,012	168,911	211,800	25.39%
<u>Performance Measures</u>				
Cost/Passenger	\$5.89	\$5.57	\$5.37	-3.63%
Subsidy/Passenger	\$3.45	\$3.77	\$3.37	-10.68%
Passengers/Hour	4.27	4.50	4.66	3.52%
Cost/Hour	\$25.13	\$25.07	\$25.01	-0.24%
Farebox Recovery	18.17%	25.99%	28.01%	7.78%

Program Footnotes

- The contract was previously approved by the board on August 16, 1993.

**COUNTY/RURAL
SPECIAL TRANSPORTATION
SERVICES**

RURAL: ANOKA COUNTY TRAVELER

Type of Service	General population dial-a-ride
Service Area	Andover, Anoka, Bethel, Blaine, Burns Township, Centerville, Circle Pines, Columbus Township, Coon Rapids, East Bethel, Fridley, Ham Lake, Lexington, Lino Lakes, Linwood Township, Oak Grove Township, Ramsey, St. Francis and Spring Lake Park
Operator	National School Bus
Vehicles	11 small buses, all lift-equipped
Service Hours	Monday-Friday - 6 a.m. to 8 p.m., core area Monday-Friday - 6 a.m. to 6 p.m., rest of county Weekend and Holidays - 8 a.m. to 6 p.m. entire county
Fares	\$1.00 - Seniors and children under 5 years old \$1.50 - Full fare \$0.50 - Convenience charge for standing orders and same-day service

1994 Budget Summary

	1992 <u>Actual</u>	1993 <u>Contract</u>	1994 <u>Proposed</u>	Percent <u>Variance</u>
Total Expenses	\$553,097	\$710,807	\$1,125,077	58.28%
<u>Funding Sources</u>				
RTB Subsidy	\$441,970	\$444,824	\$587,324	32.04%
Local	\$0	\$145,580	\$151,667	4.18%
Fares	\$111,127	\$120,403	\$230,783	91.68%
<u>Operating Statistics</u>				
Passengers	64,964	72,000	125,424	74.20%
Hours of Service	21,588	21,132	41,285	95.37%
Miles of Service	428,167	416,928	780,300	87.15%
<u>Performance Measures</u>				
Cost/Passenger	\$8.51	\$9.87	\$8.97	-9.14%
Subsidy/Passenger	\$6.80	\$6.18	\$4.68	-24.20%
Passengers/Hour	3.01	3.41	3.04	-10.83%
Cost/Hour	\$25.62	\$33.64	\$27.25	-18.98%
Farebox Recovery	20.09%	16.94%	20.51%	21.10%

Program Footnotes

- RTB subsidy includes an additional \$142,500 for the first six months of 1994 for ADA service. Subsidy is anticipated to increase after legislative session.
- The Traveler intends to reduce the subsidy per passenger through more efficient use of their vehicle resources by utilizing a new automated dispatching system.
- Service has been expanded into the City of Fridley.

RURAL: ANOKA VOLUNTEER PROGRAM

Type of Service	Demand responsive, volunteer driver transportation service
Service Area	Andover, Anoka, Bethel, Blaine, Burns Township, Centerville, Circle Pines, Columbia Heights, Columbus Township, Coon Rapids, East Bethel, Fridley, Ham Lake, Hilltop, Lexington, Lino Lakes, Linwood Township, Oak Grove Township, Ramsey, St. Francis, Spring Lake Park, Hilltop, and Columbia Heights
Operator	Anoka County Transit
Vehicles	Approximately 50 volunteer drivers' cars
Service Hours	Mon. - Fri. 8:00 a.m. to 4:30 p.m.
Fares	Suggested donation \$2.00 intra-county trips; \$6.00 out-of-county trips

1994 Budget Summary

	1992 <u>Actual</u>	1993 <u>Contract</u>	1994 <u>Proposed</u>	Percent <u>Variance</u>
Total Expenses	\$75,670	\$102,091	\$92,651	-9.25%
<u>Funding Sources</u>				
RTB Subsidy	\$23,708	\$23,500	\$23,500	0.00%
County	\$39,976	\$62,790	\$51,774	-17.54%
Medical Assistance	\$0	\$0	\$5,050	100%
Fares	\$11,985	\$15,800	\$12,000	-24.05%
<u>Operating Statistics</u>				
Passengers	8,303	9,000	8,700	-3.33%
Hours of Service	11,206	12,400	8,500	-31.45%
Miles of Service	139,262	132,100	105,000	-20.51%
<u>Performance Measures</u>				
Cost/Passenger	\$9.11	\$11.34	\$10.65	-6.12%
Subsidy/Passenger	\$2.86	\$2.61	\$2.70	3.45%
Passengers/Hour	0.74	0.73	1.02	41.02%
Cost/Hour	\$6.75	\$8.23	\$10.90	32.39%
Farebox Recovery	15.84%	15.48%	12.95%	-16.31%

Program Footnotes

- Two goals for 1994 are to dispatch drivers who are closer to the passenger and coordinate more trips to reduce the number of miles driven.

RURAL: ANOKA LINWOOD TRANSPORTATION

Type of Service	Demand responsive, volunteer driver transportation service
Service Area	Linwood Township
Operator	Anoka County Transit
Vehicles	Volunteer drivers' cars and one van, lift-equipped
Service Hours	Monday - Sunday, including holidays 8:00 a.m. - 4:30 p.m.
Fares	Suggested donation is \$1.00 per one-way trip

1994 Budget Summary

	1992 <u>Actual</u>	1993 <u>Contract</u>	1994 <u>Proposed</u>	Percent <u>Variance</u>
Total Expenses	\$26,151	\$30,080	\$26,180	-12.97%
<u>Funding Sources</u>				
RTB Subsidy	\$15,557	\$15,796	\$15,796	0.00%
County	\$8,377	\$9,275	\$6,866	-25.97%
Fares	\$2,217	\$1,900	\$1,900	0.00%
<u>Operating Statistics</u>				
Passengers	2,654	2,900	2,900	0.00%
Hours of Service	1,118	1,450	1,450	0.00%
Miles of Service	34,467	33,450	33,450	0.00%
<u>Performance Measures</u>				
Cost/Passenger	\$9.85	\$10.37	\$9.03	-12.97%
Subsidy/Passenger	\$5.86	\$5.45	\$5.45	0.00%
Passengers/Hour	2.37	2.00	2.00	0.00%
Cost/Hour	\$23.39	\$20.74	\$18.06	-12.97%
Farebox Recovery	8.48%	6.32%	7.26%	14.90%

Program Footnotes

- Linwood Transportation has set a 1994 goal to increase the number of persons sharing a ride on a single vehicle.

RURAL: CARVER COUNTY RURAL TRANSPORTATION — "CARTS"

Type of Service	Demand-responsive and flexible fixed-route service, supplemented by approximately 35 volunteer drivers, for the elderly, economically disadvantaged, and persons with disabilities
Service Area	Carver County, including Chanhassen, Chaska, Carver, Cologne, Young America, Norwood, Hamburg, Mayer, New Germany, Waconia, Watertown, and Victoria
Operator	Carver County Community Social Services
Vehicles	5 medium buses (with lifts), 2 vans with lifts, and approximately 35 volunteer drivers' cars
Service Hours	Monday - Friday 7:30 a.m. - 5:00 p.m.
Fares	\$.50 local; \$1.00 county; \$2.00 within 15-mile radius; \$4.00 metro

1994 Budget Summary

	1992 <u>Actual</u>	1993 <u>Contract</u>	1994 <u>Proposed</u>	Percent <u>Variance</u>
Total Expenses	\$261,709	\$266,055	\$262,432	-1.36%
<u>Funding Sources</u>				
Federal	\$58,308	\$60,780	\$61,416	1.05%
RTB Subsidy	\$128,177	\$124,332	\$124,332	0.00%
Local	\$46,746	\$52,189	\$51,695	-0.95%
Other Revenue	\$4,530	\$5,044	\$5,309	5.25%
Fares	\$23,949	\$17,892	\$19,680	9.99%
<u>Operating Statistics</u>				
Passengers	44,133	48,750	39,615	-18.74%
Hours of Service	18,130	20,675	18,213	-11.91%
Miles of Service	368,176	400,750	360,003	-10.17%
<u>Performance Measures</u>				
Cost/Passenger	\$5.93	\$5.46	\$6.62	21.38%
Subsidy/Passenger	\$2.90	\$2.55	\$3.14	23.06%
Passengers/Hour	2.43	2.36	2.18	-7.75%
Cost/Hour	\$14.44	\$12.87	\$14.41	11.97%
Farebox Recovery	9.15%	6.72%	7.50%	11.51%

Program Footnotes

- Carver County and Scott County transportation programs currently transfer passengers whose work locations are in their respective county.
- Carver County plans to coordinate rides with Mankato Rehabilitation Center and the Scott and Carver County school districts.

**RURAL: DELANO TRANSPORTATION PROGRAM
SENIOR COMMUNITY SERVICES**

Type of Service	Dial-a-ride service with daily trips to the senior center, doctor appointments, as well as connections with MTC regular route service and Metro Mobility
Service Area	Independence (north of County Road 6), Maple Plain, Loretto, Corcoran, western Medina, Delano, Rockford, and Greenfield
Operator	Senior Community Services
Vehicles	2 medium 16(b)(2) buses (with lifts), and volunteer drivers' cars
Service Hours	Monday - Friday 8:30 a.m. - 3:30 p.m.
Fares	Donations

1994 Budget Summary

	<u>1992 Actual</u>	<u>1993 Contract</u>	<u>1994 Proposed</u>	<u>Percent Variance</u>
Total Expenses	\$86,368	\$93,590	\$95,975	2.55%
<u>Funding Sources*</u>				
RTB Subsidy	\$48,257	\$48,520	\$48,520	0.00%
Senior Community Services	\$33,991	\$28,594	\$34,559	20.86%
Fares	\$4,120	\$7,800	\$4,000	-48.72%
<u>Operating Statistics</u>				
Passengers	6,815	10,000	7,700	-23.00%
Hours of Service	2,679	3,360	2,950	-12.20%
Miles of Service	30,469	51,000	36,000	-29.41%
<u>Performance Measures</u>				
Cost/Passenger	\$12.67	\$9.36	\$12.46	33.18%
Subsidy/Passenger	\$7.08	\$4.85	\$6.30	29.87%
Passengers/Hour	2.54	2.98	2.61	-12.30%
Cost/Hour	\$32.24	\$27.85	\$32.53	16.80%
Farebox Recovery	4.77%	8.33%	4.17%	-49.99%

* 9.27 percent of total operating expense is deducted for trips in Wright County.

Program Footnotes

- Will continue to investigate the need to offer a shuttle service to Ridgedale.
- Fares for 1994 are estimated to be consistent with 1992 and 1993 actual fare revenue.
- Subsidy per passenger exceeds the RTB performance standard of \$5.00 subsidy per passenger. RTB will work with Senior Community Services to decrease the subsidy per passenger.

RURAL: SCOTT COUNTY HUMAN SERVICES

Type of Service	Combined fixed-route, dial-a-ride, and volunteer driver program designed to serve elderly and disabled persons		
Service Area	All of Scott County--Shakopee, Savage, Prior Lake, Jordan, New Market, New Prague, Belle Plaine, Elko and Lydia		
Operator	Scott County Human Services Department		
Vehicles	3 vans, 5 medium buses (with lifts), 36 volunteer vehicles		
Service Hours	Monday-Friday 8:00 a.m. - 4:30 p.m.		
Fares	\$0.50 - local in-town trips	\$5.00 - Zone 2*	* Round Trip
	\$2.00 - in-county*	\$6.00 - Zone 3*	
	\$2.00 Zone 1B*		
	\$4.00 - Zone 1A*		

1994 Budget Summary

	1992 <u>Actual</u>	1993 <u>Contract</u>	1994 <u>Proposed</u>	<u>Percent Variance</u>
Total Expenses	\$255,390	\$243,000	\$370,000	52.26%
<u>Funding Sources</u>				
Federal	\$62,348	\$59,125	\$52,800	-10.70%
RTB Subsidy	\$124,445	\$119,519	\$119,519	0.00%
Local	\$62,598	\$57,856	\$189,181	226.99%
Fares	\$6,000	\$6,500	\$8,500	30.77%
<u>Operating Statistics</u>				
Passengers	26,875	27,500	50,000	81.82%
Hours of Service	9,329	15,625	18,000	15.20%
Miles of Service	202,802	256,800	298,000	16.04%
<u>Performance Measures</u>				
Cost/Passenger	\$9.50	\$8.84	\$7.40	-16.26%
Subsidy/Passenger	\$4.63	\$4.35	\$2.39	-45.00%
Passengers/Hour	2.88	1.76	2.78	57.83%
Cost/Hour	\$27.38	\$15.55	\$20.56	32.17%
Farebox Recovery	2.35%	2.67%	2.30%	-14.12%

Program Footnotes

- With changes in the Metro Mobility program, Scott County will strive to absorb as many accessible trips as possible.
- Scott County and Carver County transportation programs currently transfer passengers whose work locations are in their respective county.

RURAL: SENIOR TRANSPORTATION PROGRAM

Type of Service	Demand responsive for elderly and persons with disabilities
Service Area	Northwest Suburban Hennepin County, including Brooklyn Park, Corcoran, Champlin, Dayton, Hassan Township, Maple Grove, Rogers and Osseo
Operator	A Joint Powers Agreement among the cities of Brooklyn Park, Dayton, Champlin and Maple Grove governs the Sr. Transportation Program
Vehicles	2 vans (1 medium, 1 small) (with lifts), and volunteer drivers' cars
Service Hours	Monday-Friday 8:00 a.m. - 4:30 p.m.
Fares	\$1.00 donation; for trips greater than 10 miles, a \$.50 per mile donation is requested

1994 Budget Summary

	1992 <u>Actual</u>	1993 <u>Contract</u>	1994 <u>Proposed</u>	Percent <u>Variance</u>
Total Expenses	\$80,153	\$84,591	\$105,127	24.28%
<u>Funding Sources</u>				
Federal (Title III)	\$6,163	\$6,000	\$6,000	0.00%
RTB Subsidy	\$24,927	\$27,217	\$47,000	72.69%
Senior Transportation	\$0	\$15,291	\$12,127	-20.69%
C.D.B.G.*	\$42,603	\$28,000	\$33,000	17.86%
Fares	\$6,057	\$7,800	\$7,000	-10.26%
<u>Operating Statistics</u>				
Passengers	7,077	7,700	8,000	3.90%
Hours of Service	2,584	3,000	3,080	2.67%
Miles of Service	51,115	58,800	62,700	6.63%
<u>Performance Measures</u>				
Cost/Passenger	\$11.33	\$10.99	\$13.14	19.62%
Subsidy/Passenger	\$3.52	\$3.53	\$5.88	66.21%
Passengers/Hour	2.74	2.57	2.60	1.20%
Cost/Hour	\$31.02	\$28.20	\$34.13	21.05%
Farebox Recovery	7.56%	9.22%	6.66%	-27.79%

* *Community Development Block Grant*

Program Footnotes

- Lift usage for 1993 is up by 20 percent. It is anticipated the trend will continue due to Metro Mobility changes.
- Senior Transportation raises funds from foundations, organizations and individuals.
- The RTB audit for program year 1991 states, "...the RTB limits the funding on this program to an amount somewhat below policy guidelines." It was recommended that RTB "fund this program on the basis of RTB policies."

RURAL: WESTONKA RIDES

Type of Service	Demand responsive, variable route service for elderly, disabled and transit dependent persons
Service Area	Independence, Minnetrista, Mound, Orono, Spring Park, St. Bonifacius, and Minnetonka Beach
Operator	Senior Community Services
Vehicles	1 medium bus and 1 van (with lifts), and volunteer drivers' cars
Service Hours	Monday-Friday 8:00 a.m. - 4:00 p.m. Sunday 8:45 a.m. - 12:15 p.m.
Fares	Suggested donations based on distance

1994 Budget Summary

	1992 <u>Actual</u>	1993 <u>Contract</u>	1994 <u>Proposed</u>	Percent <u>Variance</u>
Total Expenses	\$79,280	\$77,445	\$84,038	8.51%
<u>Funding Sources</u>				
Federal (Title III)	\$12,930	\$12,930	\$12,930	0.00%
RTB Subsidy	\$32,696	31,715	31,715	0.00%
Senior Community Services	\$25,028	\$24,800	\$30,993	24.97%
Fares	\$8,030	\$8,000	\$8,400	5.00%
<u>Operating Statistics</u>				
Passengers	13,616	13,200	13,525	2.46%
Hours of Service	4,650	4,705	4,598	-2.27%
Miles of Service	30,236	28,608	29,886	4.47%
<u>Performance Measures</u>				
Cost/Passenger	\$5.82	\$5.87	\$6.21	5.91%
Subsidy/Passenger	\$2.40	\$2.40	\$2.34	-2.40%
Passengers/Hour	2.93	2.81	2.94	4.85%
Cost/Hour	\$17.05	\$16.46	\$18.28	11.04%
Farebox Recovery	10.13%	10.33%	10.00%	-3.24%

Program Footnotes

- Title III (B) funds have not increased in the past two years.
- Senior Community raises funds from local cities, foundations, organizations, and individuals to provide their share of funding for the program.

REGULAR ROUTE

SERVICES

REGULAR ROUTE: VALLEY TRANSIT

Type of Service	Local fixed route
Service Area	Stillwater, Oak Park Heights and Bayport
Operator	Valley Transit
Vehicles	1 30-foot bus, plus a spare
Service Hours	Monday - Friday: 7:00 a.m. - 5:16 p.m.
Fares	\$1.00 Base; 25¢ Peak; 50¢ Social

1994 Budget Summary

	1992 <u>Actual</u>	1993 <u>Contract</u>	1994 <u>Proposed</u>	1995 <u>Proposed</u>	Percent <u>Variance</u>
Total Expenses	\$118,554	\$121,381	\$121,381	\$121,381	0.00%
<u>Funding Sources</u>					
RTB Subsidy	\$108,592	\$110,117	\$110,117	\$110,117	0.00%
Fares	\$8,609	\$8,760	\$8,760	\$8,760	0.00%
Other Revenues	\$1,354	\$2,504	\$2,504	\$2,504	0.00%
<u>Operating Statistics</u>					
Passengers	33,932	34,000	34,000	34,000	0.00%
Hours of Service	2,699	2,624	2,624	2,624	0.00%
Miles of Service	40,606	40,450	40,450	40,450	0.00%
<u>Performance Measures</u>					
Cost/Passenger	\$3.49	\$3.57	\$3.57	\$3.57	0.00%
Subsidy/Passenger	\$3.20	\$3.24	\$3.24	\$3.24	0.00%
Passengers/Hour	12.57	12.96	12.96	12.96	0.00%
Cost/Hour	\$43.93	\$46.26	\$46.26	\$46.26	0.00%
Farebox Recovery	7.26%	7.22%	7.22%	7.22%	0.00%

Program Footnotes

- For the 1993 calendar year, the Valley Transit contract was converted from a line-item deficit contract to an hourly rate contract at a rate of \$46.258 per hour.
- Based on the 1992 audit, the RTB negotiated the 1994 and 1995 contract for the same rate as the 1993 contract, \$46.258 per hour. Therefore, staff is recommending a two-year contract. An RFP will be released in late 1994 to solicit proposals for 1996.
- RTB staff will examine the feasibility of restoring Saturday service, which was eliminated in 1991.

**REPLACEMENT (OPT-OUT)
SERVICES**

OPT OUT: MAPLE GROVE

Type of Service	Peak period express
Service Area	Maple Grove to downtown Minneapolis
Operator	Metropolitan Transit Commission
Vehicles	1 shuttle bus, 7 40-foot; 6 articulated
Service Hours	a.m. and p.m. peak periods
Fares	\$1.55 (SuperSaver)/\$1.75 (cash)

1994 Budget Summary

	1992 Actual	1993 Contract	1994 Proposed	Percent Variance
Total Expenses	\$920,922	\$998,223	\$1,109,816	11.18%
<u>Funding Sources</u>				
RTB Subsidy				
• Operating	\$658,040	\$532,472	\$462,843	-13.08%
• Vehicle Capital Payment	\$0	\$5,825	\$5,705	-2.06%
• Vehicle Capital Credit	\$0	\$164,926	\$291,268	76.61%
Fares	\$262,882	\$295,000	\$350,000	18.64%
Other Revenues	\$0	\$0	\$0	0%
<u>Operating Statistics</u>				
Passengers	201,152	221,000	243,300	10.09%
Hours of Service	6,292	6,685	7,630	14.14%
Miles of Service	136,713	149,043	153,000	2.65%
<u>Performance Measures</u>				
Cost/Passenger	\$4.58	\$4.52	\$4.56	0.99%
Subsidy/Passenger	\$3.27	\$3.18	\$3.12	-1.86%
Passengers/Hour	31.97	33.06	31.89	-3.54%
Cost/Hour	\$146.36	\$149.32	\$145.45	-2.59%
Farebox Recovery	28.55%	29.55%	31.54%	6.71%

Program Footnotes

- Since its inception in 1990, Maple Grove Transit has averaged a 10 percent increase in annual ridership. This trend is projected to continue for 1994.
- Maple Grove Transit is exploring the feasibility of buying a small bus for its feeder route.
- The RTB will be assisting Maple Grove Transit in conducting a needs assessment for new and expanded services including: reverse commute, crosstown express, internal circulator, and/or van pools.
- As implemented in 1993 for all opt-out programs, Maple Grove Transit will have the vehicle depreciation expense removed from the provider's contracted rate. For private providers, this expense is funded through bonds. For the MTC, this figure is shown as a credit.
- The 1994 estimated 90 percent property tax levy for Maple Grove is \$750,000, which is \$287,157 more than the requested 1994 RTB operation subsidy.

OPT OUT: MINNESOTA VALLEY TRANSIT AUTHORITY (MVTA)

Type of Service	Peak period commuter express
Service Area	Apple Valley, Burnsville, Eagan, Prior Lake, Rosemount and Savage
Operator	Metropolitan Transit Commission and National School Bus
Vehicles	6 small buses, 26 40-foot buses, 13 articulated buses
Service Hours	a.m. and p.m. peak periods; 5:30 a.m. - 8:30 p.m.
Fares	\$1.00 Base; 25¢ Peak; 50¢ Express

1994 Budget Summary

	1992 <u>Actual</u>	1993 <u>Contract</u>	1994 <u>Proposed</u>	Percent <u>Variance</u>
Total Expenses	\$3,748,017	\$4,301,195	\$5,154,152	19.83%
<u>Funding Sources</u>				
RTB Subsidy				
• Operating	\$2,609,900	\$3,202,402	\$3,065,185	-4.28%
• Vehicle Capital Payment	\$0	\$34,833	\$39,372	13.03%
• Vehicle Capital Credit	\$0	\$0	\$830,518	100.00%
Fares	\$1,138,117	\$1,063,960	\$1,219,077	14.58%
Other Revenues	\$0	\$0	\$0	0%
<u>Operating Statistics</u>				
Passengers	882,023	854,085	975,000	14.16%
Hours of Service	27,321	31,860	45,000	41.24%
Miles of Service	612,776	514,898	850,000	65.08%
<u>Performance Measures</u>				
Cost/Passenger	\$4.25	\$5.04	\$5.29	4.97%
Subsidy/Passenger	\$2.96	\$3.79	\$4.04	6.48%
Passengers/Hour	32.28	26.81	21.67	-19.18%
Cost/Hour	\$137.18	\$135.00	\$114.54	-15.16%
Farebox Recovery	30.37%	24.74%	23.65%	-4.38%

Program Footnotes

- MVTA has programmed a variety of new and expanded services for 1994, including: all-day express, peak express, crosstown routes, and van pools.
- As implemented in 1993 for all opt-out programs, MVTA will have the vehicle depreciation expense removed from the provider's contracted rate. For private providers, this expense is funded through bonds. For the MTC, this figure is shown as a credit.
- The 1994 estimated 90 percent property tax levy available to MVTA is \$4,300,000, which is \$1,234,815 more than the requested 1994 RTB operating subsidy.
- In 1994, MVTA will release an RFP to solicit providers for the large bus component of the service, which includes 26 forty-foot buses and 13 articulated.
- Currently 3 of the 16 MVTA routes (19, 77G, 42) are over the RTB subsidy per passenger threshold. Existing service, as a system, operates at \$2.67 subsidy per passenger. Of new service, only added reverse commute trips from downtown Minneapolis are projected to exceed the \$4.00 subsidy per passenger.
- MVTA under-estimated its operating statistics for its 1993 budget. Its 1993 estimated actual figures are: passenger - 950,000; service hours - 40,300; and service miles - 825,000.

OPT OUT: CITY OF PLYMOUTH

Type of Service	Commuter express, reverse commute, and dial-a-ride service
Service Area	City of Plymouth
Operator	Commute/Reverse Commute: Metropolitan Transit Commission Dial-a-Ride: National School Bus
Vehicles	7 large buses, 8 mini-coaches, and 4 dial-a-ride vans
Service Hours	Commuter Service: Weekday, 6:00-9:00 a.m. and 3:00-6:30 p.m. Dial-a-Ride Service: Weekday, 6:00 a.m. - 6:00 p.m. Saturday/Sunday, 9:00 a.m. - 5:00 p.m.
Fares	Commuter express - \$1.55 (SuperSaver), \$1.75 (cash); Dial-a-Ride - \$1.50 for advance reservation and \$2.00 for same-day reservation

1994 Budget Summary

	1992 <u>Actual</u>	1993 <u>Contract</u>	1994 <u>Proposed</u>	<u>Percent Variance</u>
Total Expenses	\$1,429,655	\$1,847,042	\$1,672,833	-9.43%
<u>Funding Sources</u>				
RTB Subsidy				
• Operating	\$1,158,381	\$1,348,763	\$1,159,203	-14.05%
• Vehicle Capital Payment	\$0	\$80,280	\$80,280	0.00%
• Vehicle Capital Credit	\$0	\$137,999	\$137,999	0.00%
Fares	\$271,274	\$280,000	\$295,351	5.48%
Other Revenues	\$0	\$0	\$0	0%
<u>Operating Statistics</u>				
Passengers	207,973	217,000	218,000	0.46%
Hours of Service	20,319	22,000	22,368	1.67%
Miles of Service	390,000	423,000	423,722	0.17%
<u>Performance Measures</u>				
Cost/Passenger	\$6.87	\$8.51	\$7.67	-9.85%
Subsidy/Passenger	\$5.57	\$7.22	\$6.32	-12.50%
Passengers/Hour	10.24	9.86	9.75	-1.19%
Cost/Hour	\$70.36	\$83.96	\$74.79	-10.92%
Farebox Recovery	18.97%	15.16%	17.66%	16.47%

Program Footnotes

- As implemented in 1993 for all opt-out programs, Plymouth will have the vehicle depreciation expense removed from the provider's contracted rate. For private providers, this expense is funded through bonds. For the MTC, this figure is shown as a credit.
- The 1994 estimated 90 percent property tax levy for Plymouth is \$1,490,000, which is \$330,797 more than the requested 1994 RTB operating subsidy.
- Plymouth express service is currently operating at \$5.36 subsidy per passenger, which is above the \$3.85 performance threshold. The recommendations of the 1992 Plymouth Comprehensive Operations Analysis will be implemented in 1995, which will likely improve performance.
- Plymouth dial-a-ride is currently operating at \$6.88 subsidy per passenger, which is above the \$5.00 performance threshold. The RTB will work with Plymouth to improve the performance of this service.

OPT OUT: CITY OF SHAKOPEE

Type of Service	Dial-a-ride and van pool/rideshare service		
Service Area	City of Shakopee		
Operator	National School Bus operates dial-a-ride service, and Van Pool Services, Inc. (VPSI) provides vans for ridesharing		
Vehicles	Dial-a-Ride: 4 small buses (one lift equipped) Van Pool: 7 vans		
Service Hours	Van Pool: Weekday, peak hours Dial-a-Ride: Weekday 6 a.m. - 9 p.m., Saturday 9 a.m. - 5 p.m.		
Fares	<u>Adults</u>	<u>Students</u>	<u>Seniors/Children</u>
	<u>Dial-a-Ride:</u>		
	- 24-or-more hour notice	\$1.25	\$1.00
	- less than 24-hour notice	\$2.00	\$1.50
			\$0.75
			\$1.00
	<u>Van Pool:</u> monthly pass - \$52.00; weekly pass - \$15.00; fare per trip - \$2.00		

1994 Budget Summary

	1992 <u>Actual</u>	1993 <u>Contract</u>	1994 <u>Proposed</u>	Percent <u>Variance</u>
Total Expenses	\$310,364	\$361,067	\$405,046	12.18%
<u>Funding Sources</u>				
RTB Subsidy				
• Operating	\$249,144	\$248,712	\$252,425	1.49%
• Vehicle Capital Payment	\$0	\$58,855	\$68,817	16.93%
• Vehicle Capital Credit	\$0	\$0	\$0	0.00%
Fares	\$61,221	\$53,500	\$83,804	56.64%
Other Revenues	\$0	\$0	\$0	0%
<u>Operating Statistics</u>				
Passengers	61,162	70,000	80,000	14.28%
Hours of Service	13,376	16,000	17,000	6.25%
Miles of Service	242,266	289,000	300,000	3.81%
<u>Performance Measures</u>				
Cost/Passenger	\$5.07	\$5.16	\$5.06	-1.94%
Subsidy/Passenger	\$4.07	\$4.39	\$4.02	-8.43%
Passengers/Hour	4.57	4.38	4.71	7.50%
Cost/Hour	\$23.20	\$22.57	\$23.83	5.58%
Farebox Recovery	19.73%	14.82%	20.69%	39.64%

Program Footnotes

- In 1994, Shakopee will implement an all-day regular route that will function as both a crosstown route serving park-and-ride lots in Burnsville and Eden Prairie, and express service to downtown Minneapolis.
- As implemented in 1993 for all opt-out programs, MVTA will have the vehicle depreciation expense removed from the provider's contracted rate. For private providers, this expense is funded through bonds.
- The 1994 estimated 90 percent property tax levy available to Shakopee is \$270,000, which is \$17,575 more than the requested 1994 RTB operating subsidy.
- 1993 passenger fares are projected to be above budget at \$66,000.

OPT OUT: SOUTHWEST METRO TRANSIT COMMISSION

Type of Service	Commuter express, reverse commute, and dial-a-ride service
Service Area	Cities of Eden Prairie, Chaska, and Chanhassen
Operator	Metropolitan Transit Commission operates commuter service; National School Bus operates the dial-a-ride and reverse commute service
Vehicles	11 large buses, 1 medium bus, 7 vans
Service Hours	Dial-a-Ride: 6:00 a.m.-10:00 p.m. Mon.-Fri.; 9:00 a.m.-6:00 p.m. Sat. Express: 5:30-8:30 a.m./3:30-7:00 p.m. Mon.-Fri. In-commute: 6:00 a.m.-8:00 a.m./4:00 p.m.-6:00 p.m. Mon.-Fri.
Fares	Fixed Route: \$1.00 Base; 25¢ Peak; 50¢ Express In-commute: \$.75 Dial-a-Ride: \$.75 - \$2.00

1994 Budget Summary

	1992 <u>Actual</u>	1993 <u>Contract</u>	1994 <u>Proposed</u>	Percent <u>Variance</u>
Total Expenses	\$1,826,901	\$2,258,351	\$2,991,830	32.48%
<u>Funding Sources</u>				
RTB Subsidy				
• Operating	\$1,460,426	\$1,474,226	\$1,866,660	26.62%
• Vehicle Capital Payment	\$0	\$120,000	\$248,000	106.67%
• Vehicle Capital Credit	\$0	\$97,258	\$167,995	72.73%
Fares	\$362,222	\$555,237	\$695,175	25.20%
Other Revenues	\$4,254	\$11,630	\$14,000	20.38%
<u>Operating Statistics</u>				
Passengers	301,413	434,000	543,000	25.12%
Hours of Service	30,360	45,407	65,878	45.08%
Miles of Service	607,676	676,800	1,291,600	90.84%
<u>Performance Measures</u>				
Cost/Passenger	\$6.06	\$5.20	\$5.51	5.89%
Subsidy/Passenger	\$4.85	\$3.90	\$4.20	7.86%
Passengers/Hour	9.93	9.56	8.24	-13.76%
Cost/Hour	\$60.17	\$49.74	\$45.41	-8.69%
Farebox Recovery	19.83%	24.59%	23.24%	-5.49%

Program Footnotes

- Southwest Metro Transit will be implementing enhancements to current transit service in 1994, including three additional express buses, two additional reverse commute vehicles, and two to four additional dial-a-ride vehicles.
- As implemented in 1993 for all opt-out programs, Southwest Metro Transit will have the vehicle depreciation expense removed from the provider's contracted rate. For private providers, this expense is funded through bonds. For the MTC, this figure is shown as a credit.
- The 1994 estimated 90 percent property tax levy for Southwest Metro Transit is \$1,880,000, which is \$13,340 more than the requested 1994 RTB operating subsidy.

	<u>Subsidy Per Passenger</u>	
	<u>Standard</u>	<u>1994 Budget</u>
Express Existing	\$3.85	\$2.73
Express New	\$3.85	\$2.67
Route 54	\$4.00	\$6.37
Route 53 F & R Existing*	\$4.00	\$7.68
Route 53 F & R New*	\$4.00	\$12.94
Route 53M*	\$4.00	\$5.47
Dial-a-Ride Existing	\$5.00	\$6.09
Dial-a-Ride New	\$5.00	\$7.11
Dial-a-Ride Promotional	\$5.00	\$6.23

* SWMT is charging a \$2 demonstration fare for these routes in 1994.

- The above chart displays subsidy per passenger figures by service mode. SWMT has 18 months (Oct. 1, 1995) to bring new services within RTB performance standards. SWMT is exploring the feasibility of purchasing a computer dispatching system to improve the efficiency of current and new dial-a-ride service. Routes 53F, R and M 18-month demonstration period ends June 1, 1994. Route 54 will be examined for restructuring in 1994.



1993 MTC FACT SHEET

A. RIDERSHIP (1992 figures)

- 66.22 million customer trips
- 222,300 customers carried on average weekday
- 120,000 peak hour ridership on average weekday
- 284,000 senior ridership per month
- 34.10% fare recovery ratio

B. BUS SERVICE

- 119 total service routes
- 48 local bus routes
- 52 express bus routes
- 19 contract service routes
- 101,500 total actual vehicle miles traveled on service routes per weekday
- 31,078,000 total annual bus miles in 1992

C. VEHICLE FLEET

- 960 active fleet vehicles which include:
- 830 standard (40') transit buses in operation. Of these 830, 127 are lift equipped.
- 102 articulated (60') transit buses in operation. Of these 102, 25 are lift equipped.
- 29 thirty-foot transit buses in operation
- 5.7 years: average fleet age
- 848 buses at peak pullout

D. QUALITY OF SERVICE

- 94.65% on-time performance
- 1.9 average daily missed trips
- 5,393 miles per maintenance failure
- 4.1 accidents per 100,000 miles
- 168,212 monthly phone calls processed by TIC/BusLine

E. RIDESHARING (1992 figures)

- 15,000 individual requests to Rideshare on database
- 4,137 registered vanpools and carpools
- 8,249 carpool/vanpool matching requests handled
- 9,716 people participated in registered Rideshare pools
- 2.14 persons per registered carpool
- 9.69 persons per registered vanpool

F. FACILITIES

- Heywood Garage and Office Facility (Hwy. 55 and 7th St. No., Minneapolis). Bus operations and servicing. Constructed in 1984. Customer Relations Department, Lost and Found, Transit Control Center and Transit Information Center are located at this facility.
- Nicollet Garage (31st and Nicollet Ave., Minneapolis) Bus operations and servicing. Constructed 1990.
- Overhaul Base (I-94 and Cleveland Ave., St. Paul) Major bus maintenance, Equipment Maintenance, Purchasing, Building Maintenance. Constructed 1981.
- Shingle Creek Garage (I-694 & Shingle Creek Pkwy., Brooklyn Center) Bus operations and servicing. Constructed 1975, renovated 1982.
- Snelling Garage (I-94 and Snelling Ave., St. Paul) Bus operations and servicing, and driver training. Renovated 1982.
- South Garage (I-494 and Cedar Ave., Richfield) Bus operations and servicing. Constructed 1981.

G. PERSONNEL

- 2,474 total employees, including:
 - 1,200 full-time drivers
 - 230 part-time drivers
 - 396 mechanics
 - 14 security personnel
 - 280 administrative staff
 - 228 clerical staff

H. SPECIAL SYSTEM FEATURES

Radio System - 2-way computerized communications system linking central control with all buses and mobile units. There are 500 daily calls received in the Transit Control Center.

Leamington Transit Hub/Ramp - 150 Rideshare pool parking spaces for I-35 commuters.

Reverse-Flow Bus Lanes - Opposite direction street lanes on Marquette, 2nd Ave. So., 2nd Ave. No. and Hennepin Ave. to give bus traffic priority.

Nicollet Mall - Exclusive transit way designed in 1967. Renovated in 1990 with new bus shelters to be added in 1991.

Park and Ride Lots - 142 metro parking lots in varied locations yielding 6,119 car spaces (including 13 MTC-operated lots).

Preferential Parking for Pool Vehicles - Preferential parking rates for carpools and vanpools at certain downtown lots and ramps in Mpls. and St. Paul.

Vanpool/Carpool Loading Areas - Designated loading areas for carpools and vanpools in downtown Minneapolis and St. Paul.

Gateway Ramp Terminal - Off-street terminal for numerous routes that end in downtown Minneapolis. With a capacity of 42 buses, it occupies the ground floor of a municipal parking ramp with 1,396 automobile parking spaces. Opened November 1983.

Seventh Street Garage - (Garage A) Off-street terminal for numerous routes that end in downtown Minneapolis. With a capacity of 10 buses, it occupies the ground floor of a municipal ramp with 3,000 automobile parking spaces. Opened September 1990.

Fifth Street Garage - (Garage B) Off-street terminal for numerous routes that end in downtown Minneapolis. With a capacity of 18 buses, it occupies the ground floor of a municipal parking ramp with 1,602 automobile parking spaces. Opened August 1989.

Fourth Street Garage - (Garage C) One of the TAD (Third Avenue Distributor) garages. A municipal ramp with 1,470 automobile parking spaces. Rideshare registers/maintain pool registration for 3 categories for the I-394 corridor. Opened October 1992.

Leamington Garage - Off-street terminal for numerous routes that end in downtown Minneapolis. The garage has about 2,000 parking space, including 150 spaces for I-35W carpools. Opened March 1992.

Bus Shelters - 627 shelters throughout the Twin Cities (plus 300 Transtop privately built and owned shelters within the cities of Minneapolis and St. Paul).

Exclusive Bus Lanes

MTC is involved in an aggressive program to create exclusive bus and carpool lanes throughout the metro area, to speed transit vehicles through areas of traffic congestion. To date, exclusive lanes have been opened on I-394, Hwy. 252, Hwy. 47 and Hwy. 61.

Freeway Ramp Meter Bypasses

Bypass ramps allow buses and carpools to bypass the waiting lines at freeway ramp meters during rush hour. The Team Transit partnership between MTC and Mn/DOT is adding a large number of new bypasses during 1993 and 1994.

I. CUSTOMER FEATURES

Special Service:

Downtown Zone - Downtown area of St. Paul and Minneapolis where riding is 25 cents during both peak and off-peak hours.

Metrodome Shuttle - Shuttle service within downtown Minneapolis to the HHH Metrodome for athletic events.

Minnesota Rideshare - A comprehensive commuter service providing employers and individuals with computer matching for carpools and vanpools, marketing consultation, and bus service information (349-RIDE).

SuperSaver Fares:

SuperSaver Monthly Pass - Prepaid fare card based on cost of 42 rides per month, sold at over 80 public sales outlets including MTC Transit Stores. Prices range from \$25.00 to \$56.00. Riders save 25 cents off the cash fare per ride when purchasing this card.

10-Ride SuperSaver - Prepaid punch card with no expiration date. Prices range from \$6.00 to \$13.50. Riders save 25 cents off the cash fare per ride when purchasing this card.

5-Ride SuperSaver - Prepaid package of tokens with no expiration date. Price for a package of five is \$3.00. Tokens are worth 85 cents, the off-peak cash fare. Riders save 25 cents off the cash fare per ride when purchasing this package.

MTC Consumer Information Aids:

BusLine - Computerized bus schedules available to anyone with a touch-tone telephone (341-4BUS).

Customer Relations - Customer line for comments, suggestions, complaints in addition to Lost and Found (349-7415, 349-7418).

Express - Quarterly newsletter produced by Minnesota Rideshare about transit demand management.

MTC TakeOut - Monthly informational piece informing the public about route changes, service changes, community events, etc. This piece is hung on the stanchions in all buses around the first of every month.

MTC News - Weekly newsletter for employees of MTC. This contains any and all information that needs to be communicated to the employees, including monthly Driver's Commendations and People Movers.

Foreign Language - MTC provides interested parties with a 15-minute instructional video on how to take the bus. The video is translated in Hmong, Lao, Cambodian and Vietnamese. The MTC also produces a brochure on bus riding in Lao and Cambodian.

Information Outlets - Over 1,450 businesses, public agencies, libraries, etc., offer MTC pocket schedules to the general public.

Minneapolis Transit Store - Handles sale of SuperSaver fares and transit information. 719 Marquette Avenue in downtown Minneapolis. Hours are 7:30 a.m. - 5:30 p.m. Monday - Friday.

St. Paul Transit Store - Handles sale of SuperSaver fares and transit information. Skyway level of American National Bank Building at 5th and Minnesota. Hours are 7:30 a.m. - 5:00 p.m. Monday - Friday.

Mall of America Transit Store - Handles sale of SuperSaver fares and transit information. The Transit Store is located in the transit station on the lowest level of the east side parking ramp. Hours are 12:30 p.m. - 8:00 p.m. seven days per week.

News 11 Express - In cooperation with KARE-TV, MTC provides free bus rides on one express trip per week. KARE promotes the service on its 6:00 a.m. and 10:00 p.m. editions of KARE 11 news.

On The Line - Quarterly employee newsletter.

Pocket Schedules - Exact routes, time schedules for individual routes and general information about the entire system.

System Maps - Indicates all MTC routes by color code and highlights areas of high service level such as downtown, U of M, shopping centers.

Transit Information Center - Personalized trip planning assistance for all metro area providers. Transit information is also available for speech and hearing impaired people (827-7733, 341-0140).

Traveling Information Booth - Educational display exhibiting the system map and other transit information.

J. POLICY BOARD AND EXECUTIVE STAFF

- **Robert Mairs**, Chair. Represents St. Paul. Term expires: August 1, 1994.
- **Todd Paulson**, Represents suburbs. Term expires: August 1, 1994
- **Frank Snowden**, Chair of Transit Development. Represents Minneapolis. Term expires: August 1, 1993.
- **Allyson Hartle**, Chair of Operations Committee. Vice Chair and Treasurer of Commission. At large. Term expires: August 1, 1995.
- **Christine Dean**, Chair of Finance and Administration Committee. Suburban-no restriction. Secretary of Commission. Term expires: August 1, 1995.

MTC Executive Staff

Tom Sather, Chief Administrator

Beverly Auld, Assistant Chief Administrator for Administration

Jerrold Olson, Assistant Chief Administrator for Operations

Debbie Alexander, Director of Marketing

Jim Gorski, Director of Human Resources

Tom Hayes, Director of Information Services

Aaron Isaacs, Director of Team Transit

Julie Johanson, Director of Transportation

Brian Lamb, Director of Service Development

Steve Morris, Director of Equipment Maintenance

Robert Thompson, Director of Finance

Ed Williams, Director of Risk Management

Melissa Jane Gleason
114 SE 5th St #307
MPLS MN 55414
(612) 623-9166

November 11, 1993

Dear RTB:

I am a metro mobility rider with many urgent issues that must be addressed. I have experienced cases of abuse which are mentally exhausting and consequently I have been late for work and I have missed entire work days. I have problems daily with the whole "scooter lecture" from drivers and have been refused service due to them. I have been patronized, yelled at and refused rides by drivers and dispatch based on lies told by the driver. I have not received any satisfying problem resolution from "customer service".

I have problems with the metro mobility policies regarding the thirty minute window time, the five minute wait policy and the ninety minute maximum ride time. The thirty minute window time is not thirty minutes. For example my ride for work on Saturday, a ten minute ride, is actually scheduled with an hour and a half "window time". Meaning, I want to arrive at 9 a.m., my ready time is at 7:30 a.m. Then I'm expected to wait idly by (in the lobby) while metro may show at 7:30 a.m. or at anytime they can basically fit me in. The five minute wait time is ridiculous. How can the disabled be expected to sit for hours at a time in a lobby, then the second a van pulls in, rush out before five minutes! The ninety minute maximum ride has also turned out to be a farce. I have ridden on a van for over two hours, for a trip that would have otherwise taken 20 minutes.

The abuse I have experienced has been emotionally turbulent and exhausting. Drivers feel obligated to hassle and berate me into feeling inadequate, foolish and ashamed of my disability because of my dependence on my scooter. In four different episodes verbal abuse occurred:

The first experience was an entire trip where the driver lectured me on my options to get up and walk. In fact the driver's exact words were "I'll take you this time, because of all the metro problems, but when things calm down, I will not take you. You will not get away with this."

The next was the worst experience of my life with metro mobility. A driver demanded I get up and walk to a seat when I explained that I couldn't transfer, she began screaming at me about the fact that she will not take me and then began lecturing me about the safety of my actions. I asked her to call dispatch, her exact words were "I don't care what dispatch says, this is my vehicle and I won't take you." When I asked to be let off the van, she refused and kept yelling at me. Finally ten minutes later I was let go, hysterical and crying at the whole episode.

The third and fourth cases of abuse I endured had to do with me taking four minutes to get to the van. Both drivers informed me that I was the reason they were late and that I should have been waiting in the lobby. One driver immediately called dispatch when I began writing down his words. In fact he told

dispatch that I was out of control, abusive and threatening because I asked for his name and the company he works for. He and dispatch agreed to refuse me service by forcing me off the van. I missed another work day due to this type of abusive behavior.

I have been late to work numerous times and have missed two entire work days due to problems such as these. I will add that this is documented and comes to a loss of \$65.40 out of my gross earnings. Not to mention my tarnished reputation as a responsible employee. In fact, my promotional ability has been diminished due to metro's lack of service. Why would an employer take such a risk with me, when I have to count on metro for rides?

I am disgusted that I have to spend more of my time wasted on metro mobility and their problems. More of my day wasted waiting, complaining, explaining and documenting the abuse I have experienced. Would an abled bodied person have to endure such abuse? Would an abled bodied person have to spend this time and aggravation trying to get decent service? I expect to be treated decently. I expect to get to work on time and without hassles and abuse. If I can not receive what is rightfully mine (see ADA and the Constitution), I do have documentation and the ability to file a lawsuit.

Sincerely,

Melissa Gleason

cc: Metro Mobility
ATE
State Council on Disability
MCIL
Governor's Office
Media