



Minnesota Regional Transit
Board: Records.

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

Meeting of the
REGIONAL TRANSIT BOARD
Mears Park Centre Chambers
230 East Fifth Street
St. Paul, Minnesota 55101
Monday, December 6, 1993
4:00 p.m.

AMENDED AGENDA

1. CALL TO ORDER AND ROLL CALL
2. APPROVAL OF THE AGENDA
3. APPROVAL OF MINUTES
 - a. Regional Transit Board Meeting, November 15, 1993
 - b. Regional Transit Board Meeting, November 19, 1993
4. REPORT OF THE COMMITTEE OF THE WHOLE
Val Higgins, Chair, Policy Committee
 - a. Proposed 1994 Service Plan for North Suburban Lines Rice Street Weekday and Saturday, and Lexington Weekday Service
5. GENERAL BUSINESS
 - a. Approval of Three-Provider Metro Mobility System
 - b. Update on Metro Mobility
 - c. Request to Hold Public Hearing on 1994 Americans with Disabilities Paratransit Plan Update
 - d. Resolution of Appreciation, Res. No. 93-11
6. MEMBERS' REPORTS
7. EXECUTIVE DIRECTOR'S REPORT
8. OTHER BUSINESS
9. PUBLIC COMMENT

Ruth Franklin
Vice Chair

6 December 1993

RTB Board Meeting

4. Proposed 1994 Service Plan for NSL

5. General Business

a. Approval of Three-Provider Metro Mobility System

Moved and Approved

b. Metro Mobility Update

- RTB Evaluation of Metro Mo Activities
- Ken Hosen has made initial field visit. Will return to present report 12/20/93.
- Nov 93 Riderships 80,000
Nov 92 Riderships 90,600
- Metro Mo Customer Service Guide now in final draft.
- Full books of tickets will be refunded by MMSC via Cincinnati.
- Ad of Nov 93, now 20,300 certified customers of MMSC.

- Area 1 (Option 2B) - Restructure peak-hour Rice Street weekday service to operate via North Road, Lexington Avenue, Lake Drive, Flowerfield Road, then via the existing route. Eliminate one a.m. and one p.m. peak trip, eliminate the existing segment of route along Sunset Road, Elm Street to St. Joseph's Church and Lilac Street to Lino Lakes Correctional Facility.
- Area 2 (Option 3) - Eliminate midday Rice Street weekday service as recommended in the November 16, 1993 staff memorandum.
- Area 3 (Option 3) - Eliminate midday Rice Street weekday service as recommended in November 16 staff memorandum and reroute Roseville Area Circulator Route No. 104 to Grand Pre Apartments at County Road B2 and Viking Drive.
- Area 4 (Option 3) - Restructure Rice Street service as recommended in the November 16, 1993 memorandum. Eliminate Rice Street route and service through Lake McCarron neighborhood. Reroute Rice Street route via Rice Street and County Road B.
- Area 5 (Option 2) - Restructure Lexington route as recommended in the November 16, 1993 memorandum.

Mares and Beard said the board is strongly concerned about serving people who depend on transit to get to work. Staff should continue to look for a way to justify midday service in Area 2 and study the feasibility of a Guaranteed Ride Home program so people will not worry about being left stranded. The motion was unanimously approved.

GENERAL BUSINESS

Approval of Three-Provider Metro Mobility System

Andrews reviewed the November 30, 1993 staff report. Members raised concerns about whether this agreement will provide flexibility to move vehicles between the three providers as necessary depending upon performance and other factors. Andrews said it will. Grant moved and Hovland seconded:

That the Regional Transit Board authorize the executive director to approve the ATE recommendations for a three-provider system that allocates 75 vehicles to Mayflower Contract Services, Inc., 50 vehicles to Metro Ride, Inc., and 25 vehicles to Handicabs, Inc.

That the Regional Transit Board authorize the executive director to execute the Settlement Agreement and Mutual Release between Metro Ride, Inc., the Regional Transit Board, and ATE Management and Service Company, Inc., and a separate Settlement Agreement and Mutual Release between Handicabs, Inc., the Regional Transit Board, and ATE Management and Service Company, Inc.

The motion was unanimously approved.

Update on Metro Mobility

Hollander distributed the RTB Evaluation of Metro Mobility Activities and ATE Response, dated December 6, 1993. Ken Hosen of Ecosymetrics was in town last week and intends to return to present his findings at the December 20, 1993 meeting. It may be necessary to hold a special meeting. Jacobson reviewed the key operational statistics and explained the new process for refunding books of tickets. By the end of the month the new Rider's Guide, which is currently being reviewed by the Transportation Accessibility Advisory Committee, will be in the hands of the consumers. Hibbert said ATE is still working on the area of customer service. They are working toward getting signs at major shopping malls to help customers locate their pickup point. Grant said larger buildings, should also have signs and the information should be sent to riders. Beard asked for the weekly report at the next meeting. Hibberts said there is a list and it could be included in the Rider's Guide. There was a three-vehicle accident today involving a Metro Mobility van. Fortunately, there were no passengers on board at the time. Grant said the shoulder harness on some riders goes across the neck. Hibbert said that correction has been made in nearly all the vehicles.

Request to Hold Public Hearing on 1994 Americans with Disabilities Paratransit Plan Update

Andrews reviewed the December 6 memorandum from Barb Quade. Hovland moved and Beard seconded:

That the Regional Transit Board approve the scheduling of a public hearing for the Americans with Disabilities Act (ADA) Paratransit Plan Update on January 18, 1994.

The motion was unanimously approved.

Resolution of Appreciation, John H. Riley, Res. No. 93-11

Franklin read Resolution No. 93-11, recognizing the contributions of John Riley. Hovland moved and Beard seconded that the resolution be approved. On a roll call vote, the resolution was unanimously approved.

declining, which reflects the weakening employment situation in Downtown St. Paul. Staff is aware that some riders are adversely affected, but staff is obliged to report to the board when routes are falling below the standard. This proposal has the potential for generating more ridership than exists today by improving service in communities having population and development that can support regular route transit.

Rosvold reviewed the alternatives outlined in the November 30, 1993 staff report. He used overheads to illustrate the proposed alternatives. There was discussion of the various options, particularly those available to people who need to get to work.

Ryan said neither plan would significantly affect NSL. In NSL's opinion, the best chance to bring ridership back to within standards is to market existing service more actively. This approach will result in the least disruption of ridership. To meet the goal, ridership must increase by eight percent over the next year, but the staff proposal would cause a five- to eight-percent ridership decrease.

Beard asked how long RTB allows routes run above subsidy standards before before RTB staff calls them in. Rosvold said currently routes are considered high subsidy if they fail to generate sufficient revenue for three out of four quarters of the year. Ryan said marketing has been limited but plans for 1994 include installation of four new shelters and new bus stop signs. There will be a direct mailing to businesses and residents. Franklin said the marketing efforts should have started last year when the routes began dropping below the standard. She asked the NSL riders in the audience if they would care to comment; no one did.

Rick Biddle, resident of Lino Lakes, said he owns three cars but prefers to ride the bus. He commended staff for being very cooperative and responsive. Regarding Area 2, he asked that the board consider other options. The riders are concerned about the elimination of midday service and losing the option to go home during the day. He asked to board to consider a Guaranteed Ride Home program, which would help alleviate that concern. Rosvold said staff is currently working with Mn/DOT to experiment with that program in the I-394 corridor. Mn/DOT has only designated \$5,000 for this study. In some areas where it was available, no one took advantage of it.

Hovland asked what it would cost to run an experimental program of one midday trip each way to see if we can push people into being more precise with their time. Rosvold said there is some promise in that proposal and noted those communities would not be eligible for tax feathering.

Being cognizant of the limited dollars, Beard moved and Mares seconded:

That the Regional Transit Board approve the 1994 service concept for the Rice Street weekday and Saturday, and Lexington Routes as outlined in the November 16, 1993 RTB staff memorandum with the following changes:



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
December 6, 1993**

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

MEMBERS EXCUSED: Sharon Feess, Val Higgins, Gary Humphrey, Ruby Hunt

OTHERS PRESENT: Bill Schreiber; Greg Korstad, Legal Counsel; Tom Sather, Metropolitan Transit Commission; Robin Alexander; Don Ahern, St. Paul Pioneer Press; Lisa Lee; Bob Rossman, Amalgamated Transit Union Local, 1005; Dan Hibbert, ATE; Mark Ryan, North Suburban Lines (NSL); North Suburban Lines riders; Gregory L. Andrews, Judy Hollander, Randy Rosvold, Dan Murray, Len Simich, Mary Fitzgerald, RTB staff

CALL TO ORDER AND ROLL CALL

Vice Chair Franklin called the meeting to order at 4:15 p.m. and roll was taken. It was noted that Dennis Schulstad has resigned from the board.

APPROVAL OF AGENDA

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

APPROVAL OF MINUTES

Grant moved and Beard seconded approval of the following minutes:

Regional Transit Board Meeting, November 15, 1993
Regional Transit Board Meeting, November 19, 1993

The motion was unanimously approved.

COMMITTEE OF THE WHOLE REPORT

**PROPOSED 1994 SERVICE PLAN FOR NORTH SUBURBAN LINES RICE STREET
WEEKDAY AND SATURDAY, AND LEXINGTON WEEKDAY SERVICE**

Hollander presented an overview of the board's prior discussion on the 1994 service plan for North Suburban Lines. At the November 30 Committee of the Whole meeting, staff was directed to develop additional alternatives for five to eight percent of existing riders who will be negatively impacted by the service restructuring. This service has existed for a long time and ridership has been

EXECUTIVE DIRECTOR'S REPORT

Andrews said the final levy much be adopted. Beard moved and Grant seconded:

That a special meeting of the board be scheduled for December 13, 1993 at 4:00 p.m.

The motion was unanimously approved.

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

I hereby certify that the foregoing constitutes a true and accurate record of the Regional Transit Board's meeting of December 6, 1993.

Respectfully submitted,

Mary Fitzgerald
Secretary of the Board

Approved by the Regional Transit Board on this 20th day of December 1993.

REGIONAL TRANSIT BOARD

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

DRAFT

DATE: January 21, 1993
TO: Chair and Members of the Policy Committee
FROM: Len Simich, Senior Project Manager
SUBJECT: Use of bond proceeds to fund and/or acquire vehicles for Metro Mobility, Rideshare, and transit services competitively procured.

SUMMARY

This memo is the result of the discussion that took place at the December, 1992 meeting of the RTB Legislative Committee where the question arose as to whether bond proceeds could or should be used to fund and/or acquire vehicles for the Metro Mobility Program, Rideshare Program, and other competitively procured transit services. This memo provides a brief summary of the advantages and disadvantages associated with using bond proceeds for acquiring vehicles for the programs mentioned above, and is intended for discussion purposes only.

DISCUSSION

The Regional Transit Board is authorized by MN Stat. 473.375 to provide financial assistance in furthering its mission to develop and implement transit programs for the metropolitan region. Any financial assistance must be provided in conformance with the implementation plan adopted by the Board. However, the statute also contains prohibitions on the ownership of certain types of property. The statute provides:

The (Regional Transit) board may not acquire or hold any permanent or temporary right, title, or interest in or to any transit vehicles.

The Board may, however, use bond proceeds for capital expenditures as prescribed in the implementation plan adopted by the Board as long as the provider is a not-for-profit operator of public transit or a governmental unit not subject to any management contract that would convert the use of the vehicles into trade or business use.

The 1992 legislative authorization for transit bonding included \$18 million for the RTB to use for transit hubs, park and ride lots, community-based transit vehicles and replacement (opt-out) service program vehicles. Thus, the RTB currently has the means and authority to bond for community-based and opt-out transit vehicles. However, the RTB does not specifically have the authority to use bond proceeds to finance rideshare or Metro Mobility vehicles, nor is it presently empowered to own transit vehicles and lease them to a metropolitan transit provider. To do this would require amendment's to the RTB Service and Capital Plan, the 1992 legislative bond authorization, and changing the RTB statutory authority.

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The following paragraphs describe staff's analysis of the advantages and disadvantages of using bond proceeds to fund and/or acquire non MTC vehicles.

METRO MOBILITY AND OTHER TRANSIT SERVICES COMPETITIVELY PROCURED.

Opportunities may exist for the RTB to use bond proceeds to purchase vehicles. Vehicles that could be purchased under this scenario range from small lift-equipped buses and vans for the Metro Mobility program, to transit coaches used for operation in the opt-out areas. The major advantages are:

Advantages

- *Using bond proceeds rather than operating funds to pay for vehicle costs.* For the majority of our contracts outside of the MTC, the vehicle cost associated with operating the transit service is paid out of operating funds. By using bond proceeds, scarce operating dollars would become available to provide additional transit and metro mobility services. This process would also be consistent with the method for financing MTC vehicles.
- *More competition/cost savings.* By providing vehicles, the RTB would contract for operations and maintenance only. Therefore, it would be expected that more providers would be interested in submitting proposals for these services, which could provide a savings to the region. Also, within current contracts, providers generally try and depreciate the vehicle costs within the term of the contract. Thus, a vehicle that generally has a useful life of six years, is now depreciated, at the taxpayer's expense, in a much shorter time frame.
- *Interest savings from bonding.* The public sector, through interest rates lower than commercial loans, would realize savings on the purchase of vehicles. This savings could then be reinvested into additional services.
- *Management Control/Flexibility.* By providing the vehicles to a provider, the RTB has more control over the type and kind of equipment used, the operating condition of that equipment, and the flexibility of replacing a poor performing or non-conforming provider in a relatively short time period.
- *Regional Identity.* By having the vehicles controlled by the region, identification such as paint schemes and logos are easier to enforce.

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The major disadvantages include:

Disadvantages

- *Requires change in bonding authority and state statute.* The RTB does not have the authority to use bond proceeds to finance Metro Mobility vehicles, nor is it presently empowered to acquire transit vehicles and lease them to a metropolitan transit provider. To do this would require an amendment to the 1992 legislative bond authorization, and a change in RTB statutory authority.
- *Additional monitoring.* To insure that the regional investment is being maintained, additional monitoring should take place.
- *Inadequate maintenance.* It is a question whether provider would be motivated to maintain the vehicles to our standards if they do not own them. This could be a major disadvantage although ensuring that proper maintenance is occurring could be handled through monitoring and contract requirements and/or penalties.
- *Interest on the bonds.* There is a common misunderstanding that capital funding is free. The RTB is not only responsible to pay off the debt on the bond, but is also responsible for the interest that accumulates. Although the interest rate is lower than the rate for commercial loans, it still comes at a cost of five to six percent.
- *IRS tax exempt codes.* Under the Internal Revenue Code tax exempt 501 (c) (3), bonds may be issued to finance capital owned and operated by 501 (c) (3) organizations and not used in an unrelated trade or business of that organization. If the private provider is not a 501 (c) (3) organization or fails the unrelated business test, funding the capital costs of such a provider will not impair the tax exempt status of the bonds as long as no more than 5% of the net proceeds of the bonds are spent for such purpose. Thus if the Metropolitan Council should issue as one series of bonds the full \$18 million set aside for the RTB to use for transit hubs, park and ride lots, community-based and opt-out vehicles the net proceeds of upwards of \$900,000 could be allocated to trade or business uses such as vehicles owned by a private non-501 (c) (3) provider without impairing the tax exempt status of the bonds. It should be pointed out that this is only a issue if we purchase vehicles for private providers. If the RTB owns the vehicles and leases them to the provider, this becomes a moot point.

USE OF BOND PROCEEDS FOR RIDESHARE VEHICLES

On December 2, 1992, Michael Robertson, of the law firm Larkin, Hoffman, Daly & Lindgren, Ltd. provided an opinion on the legality of using RTB bond proceeds to provide vans for a private organization's rideshare program for its employees.

It was Mr. Robertson's opinion that the RTB may not use bond proceeds to provide vans for rideshare programs for the following reasons:

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- The RTB may provide financial assistance for "public transit". Public transit, as defined in section 174.21 subd. 7, means transportation service provided to the public. This would not include a private organization providing commuter services only to employees of the organization.
- There is no specific authorization for the RTB to provide funds to purchase or lease vehicles for a rideshare program in the enabling statutes.
- The 1992 legislative bond authorization does not include a category authorizing use of bond proceeds for rideshare commuter vehicles.

In order to use bond proceeds for rideshare commuter vehicles, would also require an amendment to the 1992 legislative bond authorization, and a change in RTB statutory authority, specifically if the vehicles were to become property of the region and leased to private organizations.

The advantages for using bond proceeds to purchase vans for private organizations are very similar to those listed under the Metro Mobility and other transit services. However, an additional case maybe made from the fact that the RTB has indicated through its Five Year Transit Plan, that Travel Demand Management (TDM) will be a vital component of any regional transit program. One of the most effective TDM tools around the country, and at one time in the Twin Cities, is vanpooling. Vanpooling can be a better and more cost-effective alternative than regular route transit for many commuters traveling from rural or less densely populated areas. Finally, with the completion of the 394 high occupancy vehicle lane (HOV), and the strong potential of additional HOV lanes throughout the metro area, vanpooling needs to be looked at in a more aggressive manner.

RECOMMENDATION

The purpose of this memo was to provide a brief summary of the advantages and disadvantages associated with using bond proceeds for acquiring vehicles. It was intended for discussion purposes only, no formal action is requested at this time.

December 6, 1993

RTB EVALUATION OF METRO MOBILITY ACTIVITIES

ATE RESPONSE

herbert 12/6
Bd mty

ATE Action Plan Dated 11/5/93	Current Status	Issues	Proposed Actions	Timeline
1. <u>Reservations and Scheduling</u>				
a. Immediately open the reservation matrix.	Completed as of 11/8/93.	Continue to address: <ul style="list-style-type: none"> • scheduled ready time; • actual travel time; and • multiple vans arriving at the same location at the same time. 	<ul style="list-style-type: none"> • Hand schedule standing orders to improve ready time and vehicle usage. 	12/7/93 - 1/28/94
2. <u>Service productivity and on-time performance.</u>				
a. Open matrix to book more passengers into the current level of service hours.	Ongoing.	<ul style="list-style-type: none"> • Minimal trip denials occur during midday driver shift changes. 	<ul style="list-style-type: none"> • Review vehicle availability during shift changes, possibility add more routes through coding of standing orders. 	12/7/93 - 1/28/94
b. Reduce hours operated by auxiliary service providers.	Ongoing.	<ul style="list-style-type: none"> • Goals and timeline need to be established. 	<ul style="list-style-type: none"> • By 12/31/93 routes for auxiliary providers will be eliminated, but auxiliary providers will be retained on as on needed basis. 	12/7/93 - 12/31/93
c. Continue efforts to work with area agencies to form group schedules with high levels of productivity and consistency.	Ongoing.			
d. Continue daily feedback efforts between the Service Center and the Providers to identify poor performing drivers, problem addresses, and scheduling irregularities.	Ongoing.			

RTB EVALUATION OF METRO MOBILITY ACTIVITIES

ATE RESPONSE

ATE Action Plan Dated 11/5/93	Current Status	Issues	Proposed Actions	Timeline
e. Continue daily monitoring of scheduled and actual performance.	Ongoing.	<ul style="list-style-type: none"> Daily service productivity data has been requested. 	<ul style="list-style-type: none"> 25% sampling of trips began on 11/1/93, 100% collection of trip data will occur with the installation of mobile data terminals. 	11/1/93 - 1/28/94
f. Refine radio protocols to improve dispatcher awareness of late trips and to improve assignment of passengers to idle vans.	Completed.	<ul style="list-style-type: none"> Dispatch effectiveness and efficiency improvements. 	<ul style="list-style-type: none"> Installation of mobile data terminals to improve effectiveness and performance of dispatch function. 	12/7/93 - 1/28/94
3. <u>Telephone hold time exceeding one minute.</u>				
a. Improve service quality to reduce calls inquiring about scheduled service.	Ongoing.	<ul style="list-style-type: none"> Response time to inquiries coordination. 	<ul style="list-style-type: none"> Installation of mobile data terminals to improve effectiveness and performance of customer information function. 	12/7/93 - 1/28/94
b. Modify reservationist hours to increase coverage from 5:00 p.m. to 6:00 p.m.	Completed.			
c. Increase the number of vehicles on the road from 4:30 p.m. to 6:00 p.m.	Completed.			
d. Continue reservationist monitoring to improve customer response time and decrease phone time with customers.	Ongoing.	<ul style="list-style-type: none"> Complaints have decreased, but callers still experience difficulty accessing a dispatcher. 	<ul style="list-style-type: none"> Installation of mobile data terminals to improve effectiveness and performance of dispatch function. 	12/7/93 - 1/28/94

RTB EVALUATION OF METRO MOBILITY ACTIVITIES

ATE RESPONSE

ATE Action Plan Dated 11/5/93	Current Status	Issues	Proposed Actions	Timeline
4. <u>Customer ride time not to exceed 90 minutes.</u>				
a. Improve monitoring of on-time service performance.	Ongoing.	<ul style="list-style-type: none"> • Trip-by-trip on-time performance needs to be quantified. 	<ul style="list-style-type: none"> • 25% sampling of trips began on 11/1/93, 100% collection of trip data will occur with the installation of mobile data terminals. 	11/1/93 - 1/28/94
b. Develop fail-safe procedures for insuring the 90-minute ride time is not violated.	Not completed.	<ul style="list-style-type: none"> • Procedures to ensure standard. 	<ul style="list-style-type: none"> • Installation of mobile data terminals to improve effectiveness and performance of dispatch function. In addition hand scheduling of standing orders will ensure 90 minutes standard. 	12/7/93 - 1/28/94
c. Increase driver and dispatcher awareness of the 90-minute standard.	Ongoing.			
d. Stress importance of operating schedules in the pick-up and drop-off order as assigned.	Ongoing.			

RTB EVALUATION OF METRO MOBILITY ACTIVITIES

ATE Action Plan Dated 11/5/93			ATE RESPONSE	
	Current Status	Issues	Proposed Actions	Timeline
5. <u>Customer service comment follow-up.</u>				
a. Implement new customer services reporting mechanism including the expansion of report investigation to include the service providers.	Completed.	<ul style="list-style-type: none"> Perceived insensitivity of customer service staff needs to be addressed. 	<ul style="list-style-type: none"> Sensitivity training for all MMSC staff by Independent Crossroads Consulting firm. 	12/15/93 - 12/31/93
b. Expand customer services staff. (Implemented)	Completed.		<ul style="list-style-type: none"> Public forums being sponsored by MMSC to improve customer relations. 	12/3/93 - 1/21/94
c. Implement direct line into customer services office. (Implemented)	Completed.			
d. Implement outbound follow-ups of service performance.	Not completed.	<ul style="list-style-type: none"> Results not available. 	<ul style="list-style-type: none"> Customer call-back started on 11/1/93, summary data of November activity to be provided by 12/15/93 	Ongoing

REGIONAL TRANSIT BOARD

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

DATE: November 30, 1993
TO: Members of the Regional Transit Board
FROM: Gregory Andrews, Executive Director
SUBJECT: Recommended Metro Mobility Three Provider Vehicle Allocation and Budget Revisions

SUMMARY

This memorandum recommends that the Regional Transit Board (RTB) authorize the executive director to approve ATE Management and Services, Inc. recommendations for a three provider Metro Mobility system and corresponding vehicle allocations. The recommended vehicle allocation is:

75 vehicles	-	Mayflower Contract Services, Inc.
50 vehicles	-	Metro Ride, Inc.
25 vehicles	-	Handicabs, Inc.

This memorandum also recommends that the RTB authorize the executive director to execute the Settlement Agreement and Mutual Release between Metro Ride, Inc., the RTB and ATE Management and Service Company, Inc. and a separate Settlement Agreement and Mutual Release between Handicabs, Inc., RTB and ATE.

BACKGROUND

ATE Management and Services, Inc., acting in the capacity of the Metro Mobility Service Center (MMSA), released a request for proposals (RFP) for operators to operate the fleet of 150 dedicated vehicles on May 28, 1993. The Technical Review Committee responsible for reviewing the operator proposals based on technical merit recommended, and ATE accepted, ranking Mayflower Contract Services, Inc. as the first choice and Handicabs, Inc. as the second choice. If there would be a third operator, it would be Metro Ride, Inc.

On July 26, 1993, the RTB Committee of the Whole approved use of two operators for the dedicated vehicle portion of Metro Mobility service with the use of additional operators for supplemental overflow service. Subsequently, the Board approved use of two operators, Mayflower Contract Services, Inc. and Handicabs, Inc. on August 2, 1993.

On August 18, 1993, the third ranked proposer, Metro Ride, Inc., sued the RTB and ATE in Ramsey County District Court alleging various procedural defects in the RFP process. At a court hearing conducted that day, Ramsey County District Judge Edward Wilson restrained the awarding of provider contracts.

Metro Mobility Three Provider System
November 30, 1993
Page 2

On September 22, 1993, Ramsey County District Court Judge Wilson ordered that the Board extend existing provider contracts with Metro Ride and Handicabs due to expire October 1, 1993 for ninety days at their prevailing rate per hour through the end of 1993. Metro Ride and Handicabs agreed to provide service after October 1, 1993, while the Metro Ride protest worked its way through the administrative hearing process.

Three days of administrative hearings were conducted in late September through mid-October 1993. Four witnesses and forty exhibits were submitted. However, this did not complete the full administrative dispute resolution process.

On October 2, 1993, the new Metro Mobility service began revenue operation. Vehicle allocation at the beginning of the new system was 75 vehicles to Mayflower, 50 to Handicabs, and 25 to Metro Ride.

The Metro Mobility Service Center draft memorandum from Dan Hibbert dated November 22, 1993, provides greater detail and is provided as Attachment I.

DISCUSSION

Beginning the first day of operation, ATE monitored each operator's ability to satisfy its route assignment based on assigned vehicles. During the three week Operation Mobility, National Guard troops provided assistance to Mayflower and Handicabs. They did not need to assist Metro Ride.

ATE has concluded negotiations with the parties involved in the bid protest filed by Metro Ride, Inc. It is recommended that the existing three contract providers continue to operate Metro Mobility service under contract to ATE. The three contractors include Mayflower, whose four-year contract is awarded, as well as executing long-term operating contracts through September 30, 1997, for Metro Ride, Inc. and Handicabs, Inc. to operate Metro Mobility demand services.

The vehicle allocation recommended is 75 vehicles for Mayflower, 50 vehicles for Metro Ride, Inc., and 25 vehicles for Handicabs, Inc.

The Settlement Agreement and Mutual Release between Metro Ride, Inc., the Regional Transit Board and ATE provides that Metro Ride, Inc. agree to drop all protest proceedings and associated financial claims. The agreement also recommends that Metro Ride, Inc. be awarded a fifty bus contract at a rate equal to their best and final proposal price offer of \$21.90 per bus hour.

The Settlement Agreement and Mutual Release between Handicabs, Inc., the Regional Transit Board and ATE provides that Handicabs, Inc. accept a twenty-five bus contract at a price equivalent to the Metro Ride rate of \$21.90 per bus hour. Furthermore, the agreement recognizes Handicabs decreased chargeable overhead due to decreased Metro Mobility demand service that will be provided. As a result, Handicabs will be able to increase its agency rate to its original proposal of \$23.50 per bus hour.

Metro Mobility Three Provider System
November 30, 1993
Page 3

RECOMMENDATION

That the Regional Transit Board authorize the executive director to approve the ATE recommendations for a three provider system which allocates 75 vehicles to Mayflower Contract Services, Inc., 50 vehicles to Metro Ride, Inc., and 25 vehicles to Handicabs, Inc.

That the Regional Transit Board authorize the executive director to execute the Settlement Agreement and Mutual Release between Metro Ride, Inc., the RTB and ATE Management and Service Company, Inc., and a separate Settlement Agreement and Mutual Release between Handicabs, Inc., RTB and ATE.

MEMORANDUM

ATTACHMENT I

TO: Greg Andrews, Executive Director
Regional Transit Board

FROM: Dan Hibbert, General Manager
Metro Mobility Service Center

DATE: November 22, 1993

RE: Operation of Metro Mobility Regional Paratransit Demand
Service

SUMMARY

This memorandum discusses a proposed resolution of issues surrounding the awarding of contracts, allocation of vehicles and pricing for the operation of regional demand paratransit services.

The settlement proposed is:

75 vehicles - Mayflower Contracting Services, Inc.
50 vehicles - Metro Ride, Inc.
25 vehicles - Handicabs, Inc.

Prices and terms are described in proposed contracts attached to this memorandum.

The settlement will resolve a lawsuit filed by Metro Ride, Inc. against the Regional Transit Board and ATE Management and Services, Inc., doing business as the Metro Mobility Service Center, Ramsey County District Court File No. C9-93-9274. It will also afford the Metro Mobility system the benefits of three providers while preserving some of the hoped-for cost savings of a two provider system.

BACKGROUND

In May of 1993, ATE was chosen to serve as the new Metro Mobility Service Center coordinator. It has purchased 150 Metro Mobility vehicles. It administers a central reservation and dispatch service and coordinates the agreements with, and payments to the contractors whose personnel serve the eligible riders by operating and maintaining the Metro Mobility vehicles. This system is a change from the system used in the past. Under the prior system, riders directly called one of 12 providers (including taxicab companies) to arrange a ride. One vehicle gave one rider one ride for a fee. The MTC served as a service administrator (MMAC) certifying riders, maintaining records on standing orders and various other administrative and billing tasks.

Under the old system, there were approximately 4,000 riders per day, approximately 1,600 fixed route group rides and 2,400 demand rides. The demand rides were divided between the riders who could travel in vehicles without special equipment, like cabs, and those requiring lifts for wheelchairs or other special equipment. There are now about 20,000 certified riders.

On May 28, 1993, ATE issued a request for proposals (the "RFP") seeking contractors to provide drivers and operate Metro Mobility vehicles in the metropolitan area. The RFP stated that it was seeking three to five service operators.

The RFP gave ATE, operating as the Metro Mobility Service Center ("MMSC"), the option to solicit alternative proposals, and further stated,

MMSC expressly reserves the right to reject any and all proposals, to reissue a revised Request for Proposals, to waive informalities, minor irregularities and discrepancies. No Proposer shall have a right to make a claim against MMSC or the RTB in the event MMSC accepts a proposal or does not accept any or all proposals.

The RFP requested prospective proposers to submit letters of intent by June 17, 1993. One proposer, Handicabs, Inc. mailed a letter of intent prior to June 16, 1993, but the letter of intent was not received by June 17, 1993. Handicabs was considered in the provider selection process.

Seven proposals were received. A technical advisory committee consisting of three RTB staff members, two ATE representatives and a public member of the disabled community reviewed and ranked the technical proposals. Price proposals from all proposers were reviewed by ATE representatives and best and final offers were solicited from the top four ranked proposers for operating a fifty vehicle fleet in a three operator system (50, 50, 50) and a seventy-five vehicle fleet in a two operator system.

Based on the pricing received, it appeared that some cost savings could be achieved by using a two provider system. The RTB authorized ATE to award as few as two contracts for service

providers. Upon completion of the review of the technical and cost proposals and best and final offers in late July 1993, ATE proposed awarding two contracts of seventy-five vehicles each to Mayflower Contracting Services, Inc. and Handicabs, Inc., the top two ranked proposers.

On August 18, 1993, prior to the time any contracts were signed with providers, the third ranked proposer, Metro Ride, Inc., sued the RTB and ATE in Ramsey County District Court alleging procedural defects in the RFP process, which included: non-compliance with the RTB's dispute resolution process; Handicabs' inclusion as a proposer; the ranking and scoring procedures; and the change from three to two providers.

At a court hearing held on August 18, 1993, Ramsey County District Judge Edward Wilson restrained the awarding of provider contracts. The matter was continued to August 25, 1993. At a break in the August 25, 1993, hearing, ATE, Metro Ride and the RTB negotiated an agreement that permitted a seventy-five vehicle contract to be awarded to Mayflower but withheld a final decision on whether there would be a two or three provider system and how the other seventy-five non-Mayflower vehicles would be operated and by whom until the RTB dispute resolution procedures were followed. These procedures provided, among other things, for administrative meetings between ATE and Metro Ride.

RTB paratransit provider contracts in effect at the time of the August 18, 1993, hearing were due to expire October 1, 1993. Those contracts could be extended for 90 days by agreement. Metro Ride and Handicabs were providing service in August and agreed to provide service after October 1, 1993, while the Metro Ride protest went through the administrative hearing process outlined in the RTB "Standards, Procedures and Guidelines for Competitive Procurement of Public Transit Services."

There were three subsequent court hearings before Judge Wilson to construe the agreement reached on August 25, 1993, and to review issues concerning the extension of existing contracts, including whether Metro Ride would be allocated any vehicles on an interim basis pending resolution of their dispute on the awarding of the four year contracts provided for in the RFP.

There were three days of administrative hearings on the Metro Ride protest, September 21, September 30 and October 12, in furtherance of the RTB's administrative dispute resolution process. Four witnesses testified, forty exhibits were received. The hearings were not complete after three sessions, several additional witnesses remained to be called and additional exhibits were to be offered.

On October 2, 1993, the new Metro Mobility service began operating. Seventy-five vehicles were allocated to Mayflower, fifty to Handicabs and twenty-five to Metro Ride.

There were service problems. The National Guard was requested by the Governor to provide assistance to Metro Mobility. The Guard did provide assistance for three weeks. Mayflower and Handicabs used Guard personnel. Metro Ride did not.

Vehicles are now allocated seventy-five to Mayflower, fifty to Metro Ride and twenty-five to Handicabs.

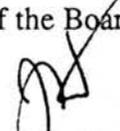
Negotiations have taken place to settle Metro Ride's protest. In light of all the circumstances, ATE recommends that the RTB approve a three provider system allocating the final seventy-five vehicles by awarding two contracts, one to Metro Ride for fifty vehicles and one to Handicabs for twenty-five vehicles. Mayflower will continue to be allocated 75 vehicles. This resolution is projected to cost \$36,535,199 over four years compared to \$38,119,792 of costs projected for a three provider system with vehicles allocated 50 Mayflower, 50 Handicabs and 50 Metro Ride.

Agreements have been negotiated with Handicabs and Metro Ride which approve this settlement without other cash payments, which release claims against the RTB and ATE, and direct the parties' attorneys to file a dismissal with prejudice of the Metro Ride Ramsey County lawsuit.

98920

REGIONAL TRANSIT BOARD

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

DATE: December 6, 1993
TO: Chair and Members of the Board
FROM: Barb Quade, Planner 
SUBJECT: Request to hold Public Hearing on 1994 Americans with Disabilities Act (ADA) Paratransit Plan Update

SUMMARY

This memorandum requests Board approval to hold a public hearing on the 1994 ADA Paratransit Plan Update on Tuesday, January 18, 1993.

DISCUSSION

The Federal Transit Administration (FTA) requires that a public hearing be held to receive public comment on the 1994 ADA Paratransit Plan Update. To comply with a 30 day notice of said hearing, newspaper and radio announcements must be made as of December 20, 1993 in order to hold the hearing on January 18, 1993. The public comment period would be December 2, 1993 through January 27, 1993.

The public hearing must be held in accordance with ADA regulations. In order to submit the Plan Update within FTA's allowed two week grace period beyond the due date of January 26, 1993, it is recommended that the hearing be held January 18, 1993.

RECOMMENDATION

That the Regional Transit Board approve the scheduling of a public hearing for the ADA Paratransit Plan Update on January 18, 1994. *a part of my city*



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

**Meeting of the
REGIONAL TRANSIT BOARD**
Mears Park Centre Chambers
230 East Fifth Street
St. Paul, Minnesota 55101
Monday, December 6, 1993
4:00 p.m.

AMENDED AGENDA

1. **CALL TO ORDER AND ROLL CALL**
2. **APPROVAL OF THE AGENDA**
3. **APPROVAL OF MINUTES**
 - a. Regional Transit Board Meeting, November 15, 1993
 - b. Regional Transit Board Meeting, November 19, 1993
4. **REPORT OF THE COMMITTEE OF THE WHOLE**
Val Higgins, Chair, Policy Committee
 - a. Proposed 1994 Service Plan for North Suburban Lines Rice Street Weekday and Saturday, and Lexington Weekday Service
5. **GENERAL BUSINESS**
 - a. Approval of Three-Provider Metro Mobility System
 - b. Update on Metro Mobility
 - c. Request to Hold Public Hearing on 1994 Americans with Disabilities Paratransit Plan Update
 - d. Resolution of Appreciation, Res. No. 93-11
6. **MEMBERS' REPORTS**
7. **EXECUTIVE DIRECTOR'S REPORT**
8. **OTHER BUSINESS**
9. **PUBLIC COMMENT**

Ruth Franklin
Vice Chair

November 17, 1993

REGIONAL TRANSIT BOARD

ROLL CALL AND ATTENDANCE SHEET

DATE: 12/6/93

Member Name Present Vote Vote Vote Vote Vote Vote Vote Vote

ISSUE

John Riley			9-11						
Michael Beard	✓		✓						
Sharon Feess									
Ruth Franklin	✓		✓						
Morgan Grant	✓		✓						
Val M. Higgins									
James Hovland	✓		✓						
Gary Humphrey									
Ruby Hunt									
Harry Mares	✓		✓						
Dennis Schulstad									

Visitors

Sachs

Schubert

Ahem

Hilbert

Mark Ryan NSL

mff Bob Rosen

Staff

RR, JH

GA DM

LS.



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; Sharon Feess; 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.

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 units 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
Tim Kirchoff
Roger Huss
Sharon White
John Mathews
James LeTourneau

Dennis Johnson
Mark Ryan
John Sweeney
Mike Severson
Beverley Miller
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 Independence 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 \$2444,824 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	<u>170,480</u>	<u>170,480</u>
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	0	31,715	31,715
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	248,000	1,866,660	2,114,660
Subtotal	\$442,174	\$6,806,316	\$7,248,490

Grand Total	\$442,174	\$8,492,958	\$8,935,132
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*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 contract; the increase would be reflected in next year's contract. The service 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 position 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.



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 Etna Street, Suite 32
St. Paul, Minnesota
November 19, 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.

Members discussed metropolitan governance and the upcoming legislative session. 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 November 19, 1993.

Respectfully submitted,

Mary Fitzgerald
Secretary of the Board

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

REGIONAL TRANSIT BOARD

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

DATE: November 30, 1993
TO: Chair and Members of the Regional Transit Board
FROM: Randy Rosvold, Senior Planner ^{RR}
Elaine Bauer, Planner ^{EB}
SUBJECT: North Suburban Lines Restructuring Alternatives

SUMMARY

This memorandum identifies alternatives for affected riders on North Suburban Lines (NSL) routes that fail performance standards. Action is requested to approve the recommended alternatives.

BACKGROUND

Staff presented recommendations for restructuring NSL services during the November 22, 1993, Committee of the Whole (Policy) meeting. At this meeting, the Board directed staff to identify additional alternatives for the 5 to 7 percent of existing riders who will be negatively affected by the service restructuring proposal.

This service restructuring proposal is based upon a complete analysis of existing NSL services, meeting with communities served by NSL routes, on-board survey of existing riders, meetings with the provider, and input gathered at two public meetings on the proposed service plan.

The approach taken by staff in developing the service restructuring plan is to redeploy services from poor performing route segments and improve service along route segments demonstrating higher ridership. The premise of this service restructuring approach is based upon existing RTB policies and can be found in the RTB's *Vision '97*, which emphasizes "matching appropriate service to need" and provide service in a cost-effective manner.

DISCUSSION

Four fundamental options are available to the Regional Transit Board when dealing with high subsidy/poor performing services:

1. status quo, continue to monitor service in its present state;
2. restructure service;
3. provide the service with a lower-cost provider; and
4. terminate service.

North Suburban Lines Restructuring Alternatives

For purposes of evaluating alternatives, the routes have been divided into five areas where proposed cuts in service would affect existing riders. The alternatives for each area are summarized below and described in detail in the appendix to this memorandum.

Area 1 (See Figure 1)

Alternatives:

1. Status quo--continue to operate existing service.
- 2A. Restructure service as recommended in 11/16/93 memorandum.
- 2B. Restructure service as suggested by Circle Pines NSL riders.
- 3A. Use Anoka County Traveler mini-coaches to operate peak-hour shuttle.
- 3B. Assist affected NSL riders in obtaining rides with existing carpools/vanpools registered with Minnesota Rideshare.

Area 2 (See Figure 1)

Alternatives:

1. Status quo--continue to operate existing service.
2. Use Anoka County Traveler to operate a midday shuttle service and restructure NSL services as recommended in 11/16/93 memorandum.
3. Eliminate midday service as recommended in 11/16/93 memorandum.

Area 3 (See Figure 1)

Alternatives:

1. Status quo--continue to operate existing service.
2. Modify the existing restructuring plan to replace midday service every 120 minutes in Little Canada.
3. Eliminate midday NSL service as recommended in 11/16/93 staff memorandum and extend Roseville Area Circulator Route 104 along County Road B-2 to Grand Pre Apartments.

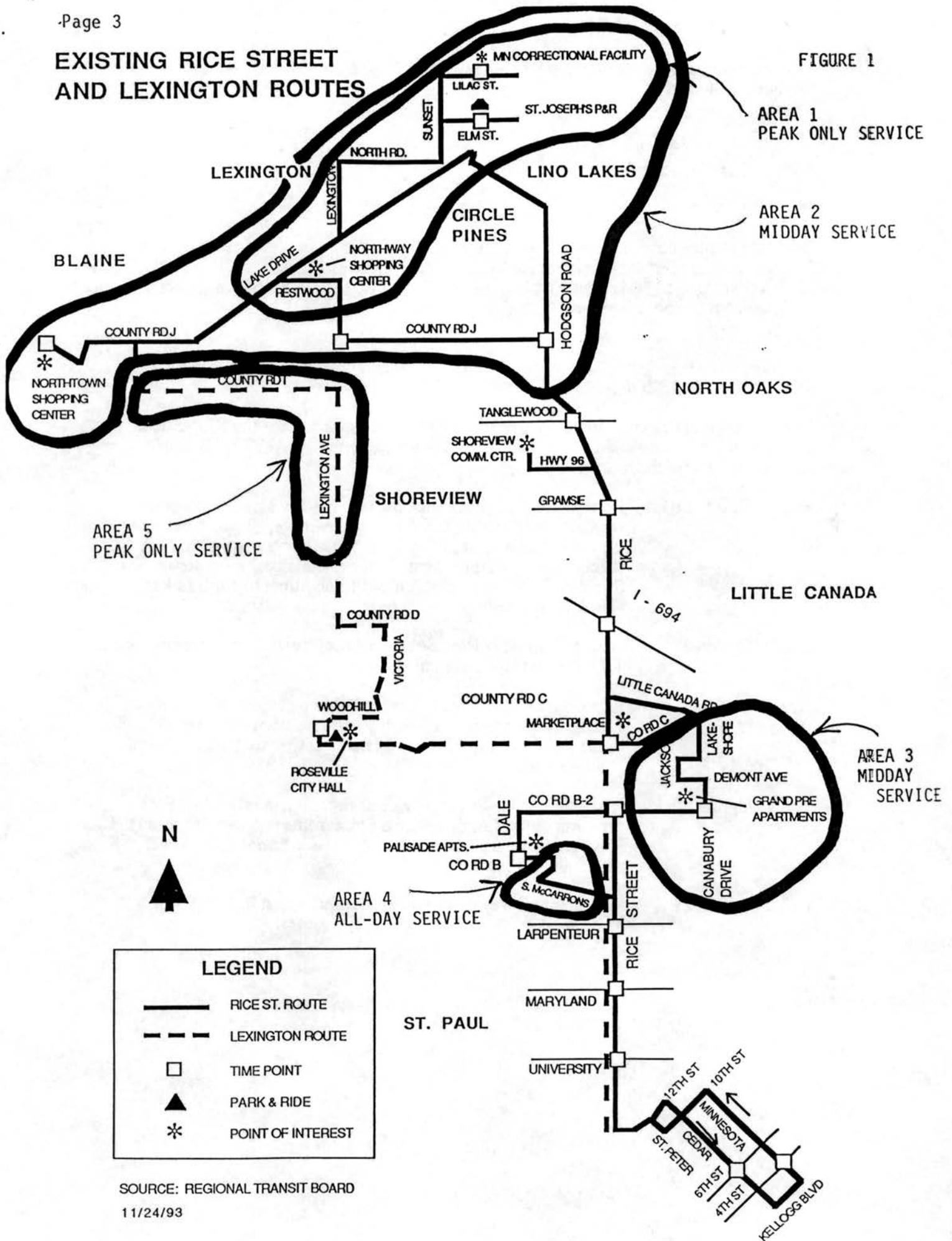
Area 4 (See Figure 1)

Alternatives:

1. Status quo--continue to operate existing service.
2. Restructure service as suggested by local resident.
3. Restructure service as recommended in 11/16/93 memorandum.

EXISTING RICE STREET AND LEXINGTON ROUTES

FIGURE 1



SOURCE: REGIONAL TRANSIT BOARD
11/24/93

Area 5 (See Figure 1)

Alternatives:

1. Status quo--continue to operate existing service.
2. Restructure service as recommended in 11/16/93 memorandum.
3. Assist affected NSL riders in obtaining rides with existing carpools/vanpools registered with Minnesota Rideshare.

RECOMMENDATIONS

That the Regional Transit Board approve the 1994 service concept for the Rice Street weekday and Saturday and Lexington routes as outlined by the 11/16/93 RTB staff memorandum with the following changes:

- Area 1 (Option 2B) - Restructure peak-hour Rice Street weekday service to operate via North Road, Lexington Avenue, Lake Drive, Flowerfield Road, then via the existing route. Eliminate one a.m. and one p.m. peak trip, eliminate the existing segment of route along Sunset Road, Elm Street to St. Joseph's Church and Lilac Street to Lino Lakes Correctional Facility.
- Area 2 (Option 3) - Eliminate midday Rice Street weekday service as recommended in 11/16/93 staff memorandum.
- Area 3 (Option 3) - Eliminate midday Rice Street weekday service as recommended in 11/16/93 staff memorandum and re-route Roseville Area Circulator Route #104 to Grand Pre Apartments at County Road B-2 and Viking Drive.
- Area 4 (Option 3) - Restructure Rice Street service as recommended in 11/16/93 memorandum. Eliminate Rice Street route and service through Lake McCarrons neighborhood. Re-route Rice Street route via Rice Street and County Road B.
- Area 5 (Option 2) - Restructure Lexington route as recommended in 11/16/93 memorandum.

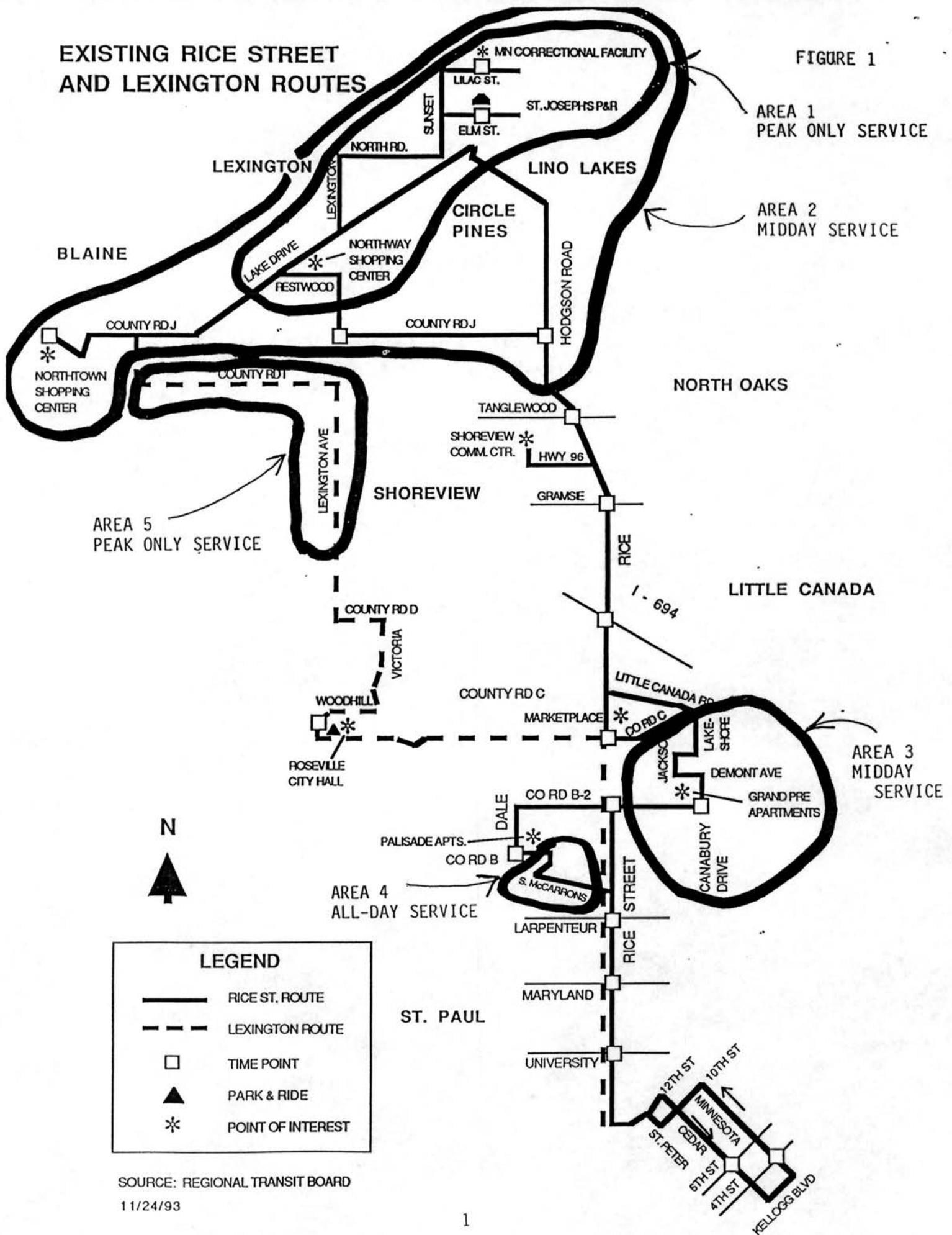
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APPENDIX

**ALTERNATIVES FOR SEGMENTS OF
NORTH SUBURBAN LINES
RICE STREET AND LEXINGTON ROUTES
AFFECTED BY THE PROPOSED SERVICE
RESTRUCTURING PLAN**

EXISTING RICE STREET AND LEXINGTON ROUTES

FIGURE 1



Options Considered for North Suburban Lines Services

Staff selected 3-4 options that seemed most feasible for specific areas served by North Suburban Lines. The five specific areas were selected based upon the negative impact anticipated by the staff in the service restructuring plan that was presented to the RTB at the November 22 meeting. The five specific areas negatively impacted by the service restructuring proposal are illustrated on Figure 1 and options for each area are listed below.

Area 1—Lino Lakes, Circle Pines, Lexington - Peak Hour Service (See Figure 1)

Option 1: Status quo. Presently four a.m. and five p.m. local NSL bus trips operate through these communities via the existing route illustrated in Figure 1.

<u>Existing Daily Cost</u>	<u>Existing Daily Rides</u>	<u>Existing Subsidy/Ride</u>
\$92.30	10	\$7.98

Option 2A: Restructure service as recommended in 11/16/93 memorandum. Staff proposal is to: 1) re-route peak hour service to relocate existing park-and-ride at Northway Shopping Center to Blaine American Legion (existing park-and-ride presently being used by MTC Minneapolis-bound commuter services), serve trailer park development along Naples Street in Blaine, serve Mn/DOT-owned park-and-ride lot at 95th Avenue and I-35W; and 2) eliminate one a.m. and one p.m. trip.

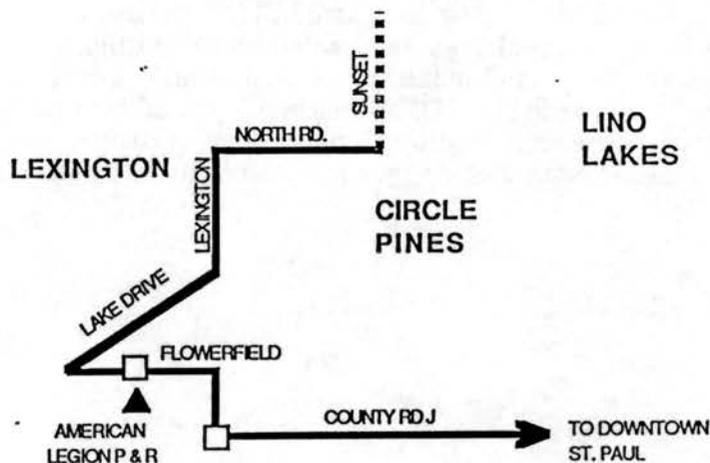
<u>Estimated Daily Cost</u>	<u>Estimated Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
\$70.20	24	\$1.67

Option 2B: Restructure service as follows: 1) proposed reroute suggested by existing Circle Pines NSL riders--a modified restructuring plan relocating the Northway park-and-ride lot to Blaine American Legion and continues operation via Lake Drive, Lexington North Road; 2) Eliminate one a.m. and one p.m. peak trip; 3) eliminate existing route segment along Sunset Road, St. Joseph's Church, and Lino Lakes Correctional Facility. (See Figure 2)

<u>Estimated Daily Cost</u>	<u>Estimated Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
\$77.80	27	\$1.63

Figure 2

**AREA 1 LINO LAKES, CIRCLE PINES, LEXINGTON
OPTION 2B - MODIFY PROPOSED RESTRUCTURING PLAN**

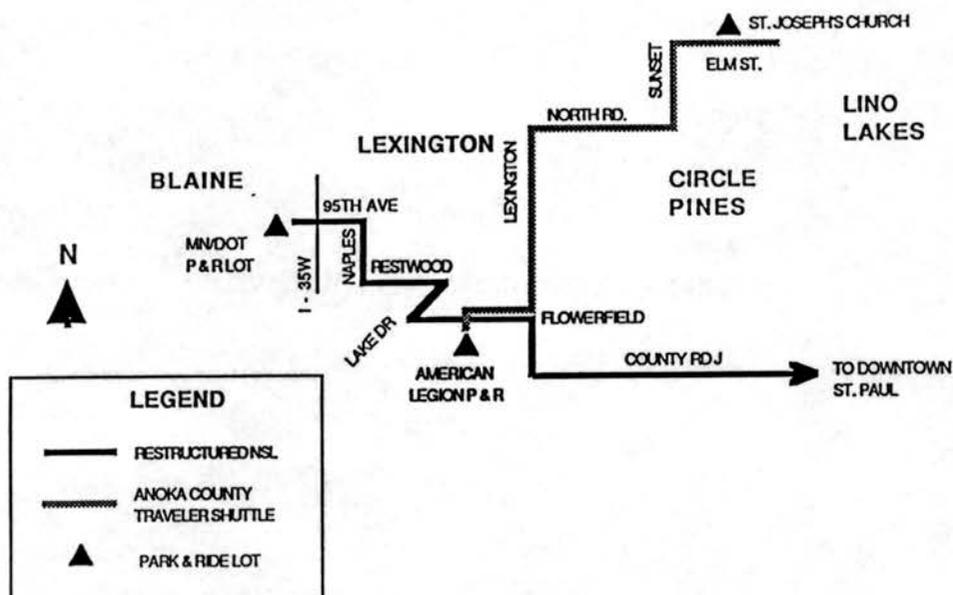


Option 3A: Use Anoka County Traveler mini-coaches to operate three peak-hour shuttle trips along the existing NSL route and connect with the staff proposed restructured NSL buses at the American Legion park-and-ride lot. Note: Implementation of this option will necessitate Anoka County Commission approval and an amendment to the Anoka County Traveler 1994 contract by approximately \$40,000. (See Figure 3)

<u>Estimated Daily Cost</u>	<u>Estimated Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
\$162	10	\$14.95

Figure 3

AREA 1 BLAINE, LINO LAKES, CIRCLE PINES, LEXINGTON
 OPTION 3A - ANOKA COUNTY TRAVELER SHUTTLE



Option 3B: Assist affected NSL riders with rideshare matchlists on existing carpools and vanpools registered with Minnesota Rideshare. According to Minnesota Rideshare, there are 61-81 active names on the Minnesota Rideshare database from the Circle Pines, Lexington, Lino Lakes area.

<u>Estimated Daily Cost</u>	<u>Estimated Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
\$0	10	\$0

Staff Recommendation for Area 1: Option 2B--Restructure service as proposed by existing Circle Pines NSL riders.

Area 2—Northern Shoreview, Circle Pines, Lexington, Lino Lakes - Midday Service (See Figure 1)

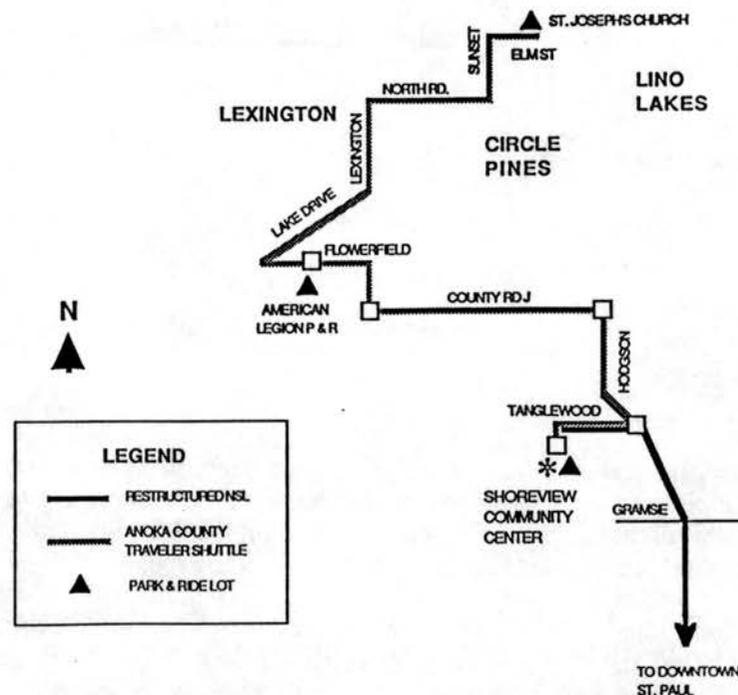
Option 1: Status quo. Continue present midday NSL service that operates every 120 minutes on two distinct routings to St. Josephs Church or to Northtown. (See existing NSL Rice Street map and schedule)

<u>Existing Daily Cost</u>	<u>Existing Daily Rides</u>	<u>Existing Subsidy/Ride</u>
\$153	8	\$18.00

Option 2: Use Anoka County Traveler mini-coaches to operate a midday shuttle service from Lino Lakes, Lexington and Circle Pines to Shoreview Community Center. In this option, an Anoka County Traveler mini-bus would operate the midday shuttle and connect with North Suburban Lines standard size buses at Shoreview Community Center. Restructure NSL services according to the 11/16/93 staff memorandum. Note: Implementation of this option will necessitate Anoka County Commission approval and an amendment to the existing 1994 Anoka County Traveler contract by \$6,600 - \$43,000 depending upon the desired number of shuttle trips and frequency of service. (See Figure 4)

<u>Estimated Daily Cost</u>	<u>Estimated Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
\$26-\$169	8	\$2.25-\$20.00

Figure 4
AREA 2 LINO LAKES, CIRCLE PINES, LEXINGTON
OPTION 2 - MIDDAY ANOKA COUNTY TRAVELER SHUTTLE



Option 3: Eliminate midday service as recommended in 11/16/93 staff memorandum on proposed NSL restructuring plan

Staff Recommendation for Area 2: Option 3—Eliminate midday service as recommended in 11/16/93 staff memorandum.

Area 3—Little Canada, Grand Pre Apartments, Canabury Condominium Neighborhood - Midday Service (See Figure 1)

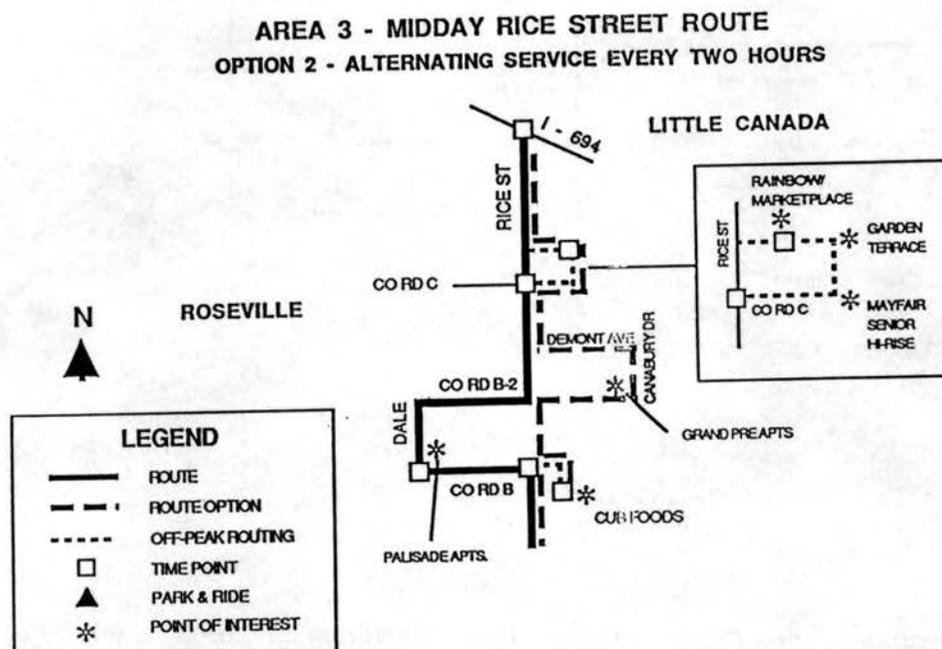
Option 1: Status quo. Continue to operate service approximately 120 minutes along existing NSL Rice Street route. This option would defeat the purpose of the existing restructuring plan to improve midday NSL service to areas of southeastern Roseville.

<u>Existing Daily Cost</u>	<u>Existing Daily Rides</u>	<u>Existing Subsidy/Ride</u>
\$114	14	\$7.14

Option 2: Modify the existing restructuring plan to replace midday service every 120 minutes in Little Canada. (Figure 5)

<u>Estimated Daily Cost</u>	<u>Existing Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
\$114	14	\$7.14

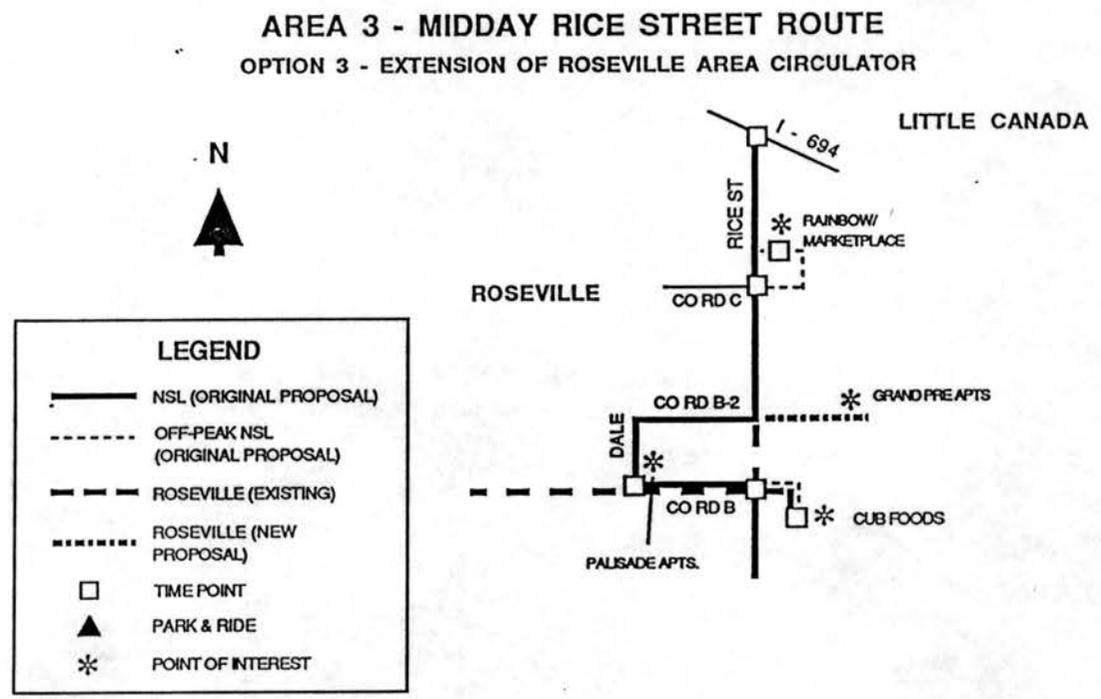
Figure 5



Option 3: Eliminate midday NSL service as recommended in the 11/16/93 staff memorandum and replace service with a lower-cost provider. Extend the existing Roseville Area Circulator Route #104 along County Road B-2 to Grand Pre Apartments. Roseville Area Circulator #104 provides hourly service to Cub Foods, Har Mar and Rosedale. Existing NSL riders could make transfers to Roseville Area Circulator #104 at Cub Foods (wait time approximately 20 minutes). RTB staff is currently investigating feasibility of extending service and impact to existing route. (See Figure 6)

<u>Estimated Daily Cost</u>	<u>Existing Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
N/A	7-14	N/A

Figure 6



Staff Recommendation for Area 3: Option 3—Eliminate midday NSL service as recommended in the 11/16/93 staff memorandum and re-route Roseville Area Circulator #104 to Grand Pre Apartments at County Road B-2 and Viking Drive.

Area 4—Southeast Roseville, Lake McCarrons Neighborhood

Peak and Midday Service (Figure 1)

Option 1: Status quo. Service presently operates every 30 minutes in peak and approximately 120 minutes in midday. Operate via the existing route illustrated in Figure 1.

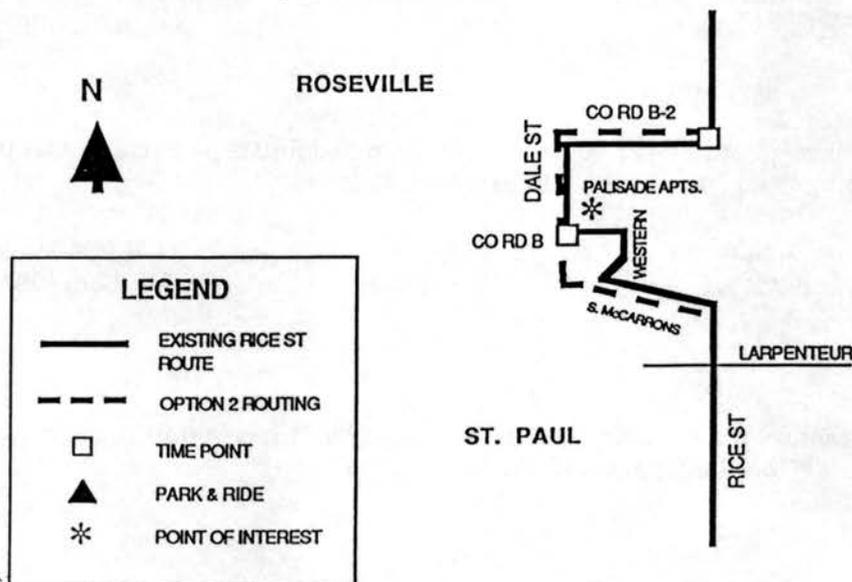
<u>Existing Daily Cost</u>	<u>Existing Daily Rides</u>	<u>Existing Subsidy/Ride</u>
\$94	8 (peak) 3 (midday)	\$7.33

Option 2: Restructure. Reroute NSL service to continue daily operation via Rice Street, South McCarrons, Roselawn Avenue, Dale Street as suggested by local resident. Note: This reroute would not enable NSL Rice Street Route to serve Cub Foods at County Road B and Rice Street. (See Figure 7)

<u>Estimated Daily Cost</u>	<u>Estimated Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
\$94	8 (peak) 3 (midday)	\$7.33

Figure 7

AREA 4 - SOUTHEAST ROSEVILLE (LAKE McCARRONS NEIGHBORHOOD) OPTION 2 - MODIFIED ROUTE RESTRUCTURING



Option 3: Restructure service as recommended in 11/16/93 memorandum. (Eliminate route and service through Lake McCarrons neighborhood. Reroute service via Rice Street. County Road B midday service would operate to Cub Foods. Improve midday service frequency to 60" frequency.)

<u>Estimated Daily Cost</u>	<u>Estimated Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
\$218	25-30 (existing) 20-30 (new) 45-60 (total)	\$2.60 - \$3.30 (projected)

Staff Recommendation for Area 4: Option 3—Restructure service as recommended in 11/18/93 memorandum.

Area 5—Northern Shoreview, Mounds View - Peak Hour Lexington Route Service (Figure 1)

Option 1: Status quo. Service presently operates three a.m. trips and two p.m. trips via the existing route. (See Figure 1)

<u>Existing Daily Cost</u>	<u>Existing Daily Rides</u>	<u>Existing Subsidy/Ride</u>
\$9	7	\$12.90

Option 2: Restructure Lexington route as recommended in the 11/16/93 memorandum. (Eliminate existing segment of Lexington route in Mounds View and northern Shoreview. Start route at Target Greatland, add one additional p.m. trip, re-route all Lexington trips through Grand Pre Apartments area in Little Canada.)

<u>Estimated Daily Cost</u>	<u>Estimated Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
\$0	0	\$0

Option 3: Assist affected NSL riders with rideshare matchlists on existing carpools and vanpools registered with Minnesota Rideshare.

<u>Estimated Daily Cost</u>	<u>Existing Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
\$0	7	\$0

Staff Recommendation for Area 5: Option 2—Restructure Lexington route as recommended in 11/16/93 memorandum.

REGIONAL TRANSIT BOARD

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

DATE: November 16, 1993

TO: Chair and Members of the Committee of the Whole (Policy)

FROM: Randy Rosvold, Senior Planner *RL*
Elaine K. Bauer, Planner *ELB* *JY*

SUBJECT: Proposed 1994 Service Plan for Rice Street Weekday and Saturday and
Lexington Weekday Service operated by North Suburban Lines

SUMMARY

This memorandum presents RTB planning staff recommendations on the restructuring of two regular route services operated by North Suburban Lines (NSL). As part of the 1994 budget review process, RTB planning staff has formulated a service restructuring plan for NSL services.

The overall goals and objectives of the service restructuring plan are to:

- develop a service plan that effectively serves users of NSL services;
- simplify the route structure and timetables for Rice Street and Lexington routes;
- restructure routes and services that are responsive to changes in the communities;
- provide service in a manner that is most appropriate to the areas and populations being served; and
- ensure coordination with other transit services funded by the RTB (i.e. MTC, Roseville Area Circulator, Anoka County Traveler).

BACKGROUND

The Rice Street Route and Lexington Route were identified as high subsidy routes that failed to meet RTB performance standards of \$3.25 subsidy per passenger during the monitoring period of July 1992 through July 1993 (see attachments #1-4).

The Rice Street Route begins in Lino Lakes, travels through Circle Pines, Lexington, Shoreview, North Oaks, Little Canada, Roseville, and St. Paul, mainly along Hodgson Road and Rice Street. The Rice Street Route operates all day service on weekdays and Saturdays. There is occasional midday service to Northtown Shopping Center in Blaine. The Rice Street weekday service failed to meet the performance standards in nine of the last twelve months, with an average of \$4.03 subsidy per passenger. Average daily ridership was 614 passengers.

The Rice Street Saturday route operates four trips inbound and four trips outbound throughout the day. The average subsidy per passenger for the last twelve months was \$4.34. In March 1993 the rate per hour was reduced and the average subsidy for the past seven months was \$2.96. Average daily ridership was 121 passengers.

The Lexington Route provides weekday rush hour only service to Mounds View, Blaine, Shoreview, and Roseville. The Lexington Route operates three a.m. and two p.m. peak trips to downtown St. Paul and one reverse commute trip in the a.m. and p.m. No midday, night, or weekend service is provided on this route. The Lexington Route failed to meet the performance standards in each of the last twelve months the route, with an average of \$4.80 subsidy per passenger. Average daily ridership was 89 passengers.

DISCUSSION

In mid-September 1993, RTB staff conducted field checks on NSL Rice Street and Lexington routes to document passenger boardings and alightings, to check on-time performance and schedule adherence, and to conduct onboard passenger surveys.

During the week of September 20, RTB staff met with the staff of affected communities to discuss NSL service and receive input and ideas on transit needs.

Two public meetings on the proposed changes were held on October 20. Minutes from the meetings are attached. Comments were accepted until November 15, 1993. Twenty-one letters and one petition were received. In addition, several phone calls were received.

Following the public meetings, RTB staff met with NSL to finalize recommendations. The proposed plans will appear before the Policy Committee for review and approval on Monday, November 22, and before the Board on Monday, December 6. Following Board action, a public meeting will be held to inform NSL riders of the changes. Programs staff will present the NSL management plan to the A&F Committee on December 13. February 1994 is the tentative date planned for the service changes.

Service Restructuring Plan

Following is a summary of the proposed route and service changes for the Rice Street and Lexington Routes.

Rice Street Route - Weekday (see Figures 1-5)

- Simplify route structure and timetable.
- Reroute midday buses to serve Cub Foods in Maplewood and senior housing developments by Marketplace.
- Improve service levels during the midday. Service currently runs every 120 to 180 minutes. Propose service would operate every 60 minutes.
- Eliminate midday service to northern Shoreview, Circle Pines, Lexington, Lino Lakes, and Grand Pre apartments area (Canabury Drive and County Road B-2), where service was found to be poorly patronized.
- Reroute midday service via Tanglewood and Victoria Street to/from Shoreview Community Center.
- Eliminate service to trailer park at Big Circle Drive/Country Drive and McCarrons Lake area (Western and McCarrons Blvd. So.)
- Reroute service at State Capitol Complex via 12th Avenue to downtown St. Paul.
- Revise schedule times to accurately reflect actual bus travel time.

Rice Street Route - Saturday (see Figures 3 and 6)

- Eliminate Saturday service in Blaine, Circle Pines, Lino Lakes, Lexington, Grand Pre apartment area, and northern Shoreview.
- Simplify route structure and timetable.
- Operate same route as weekday midday service.
- Improve service levels during Saturdays. Service currently runs every 3 1/2 to 4 hours round trip. The proposed service would improve service frequency to every 120 minutes.
- Reroute service at State Capitol Complex via 12th Avenue to downtown St. Paul.

Lexington Route (see Figures 7 and 8)

- Eliminate segments of the route that are poorly patronized:
 - Mounds View, Northern Shoreview
 - Segment in Roseville - County Road D, Victoria, Woodhill (streamline route to operate directly via Lexington Avenue to Roseville City Hall)
- Develop a consistent route alignment for all Lexington route trips. All Lexington route trips would serve Canabury and Grand Pre Apartments
- Start and end all trips at Target Greatland in Shoreview.
- Continue to operate reverse commute route to Arden Hills following a consistent a.m. and p.m. route alignment.
- Reroute service at State Capitol Complex via 12th Avenue to downtown St. Paul.
- Provide a balanced number of A.M. trips and P.M. trips. There are currently three A.M. trips inbound and two P.M. trips outbound. Propose three A.M. trips inbound and three P.M. trips outbound.

As a result of the proposed changes, the communities of Circle Pines, Lexington, and Lino Lakes would receive a lower tax levy for property taxes collected for transit operations.

RECOMMENDATION

That the Regional Transit Board approve the 1994 service concept for the Rice Street Weekday and Saturday and Lexington routes.

FIGURE 1

NORTH SUBURBAN LINES AVERAGE DAILY PASSENGERS

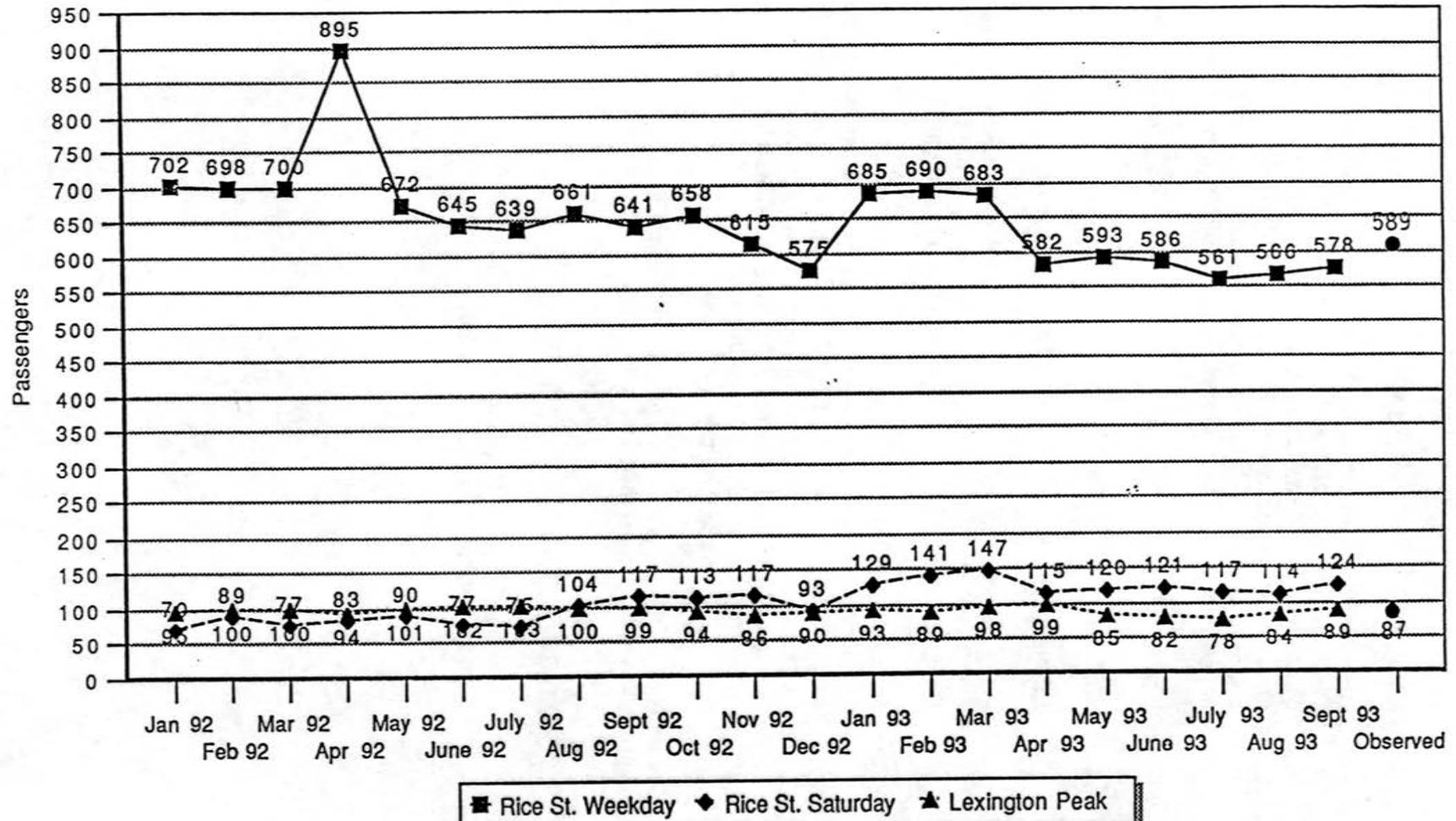


FIGURE 2

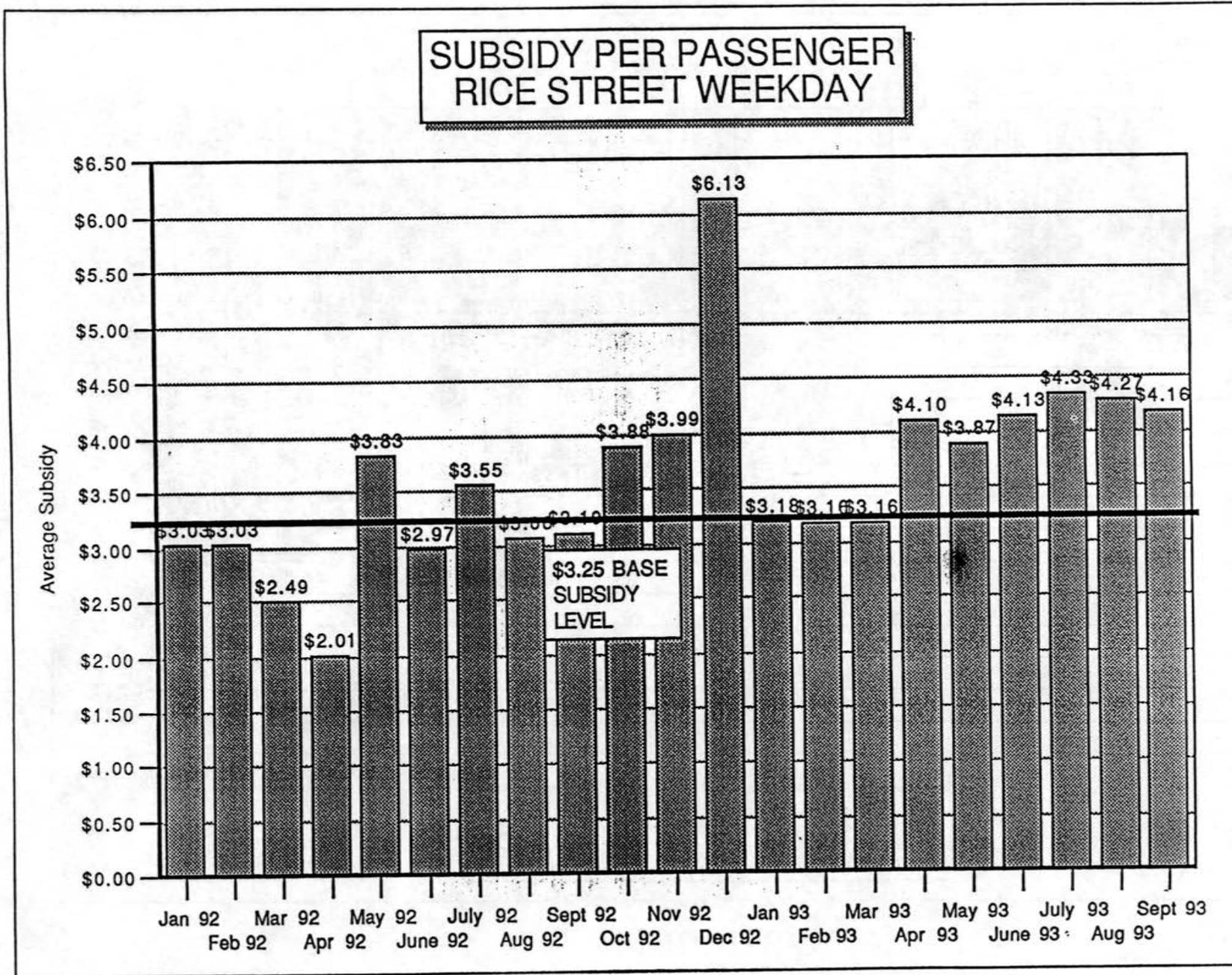


FIGURE 3

SUBSIDY PER PASSENGER
RICE STREET SATURDAY

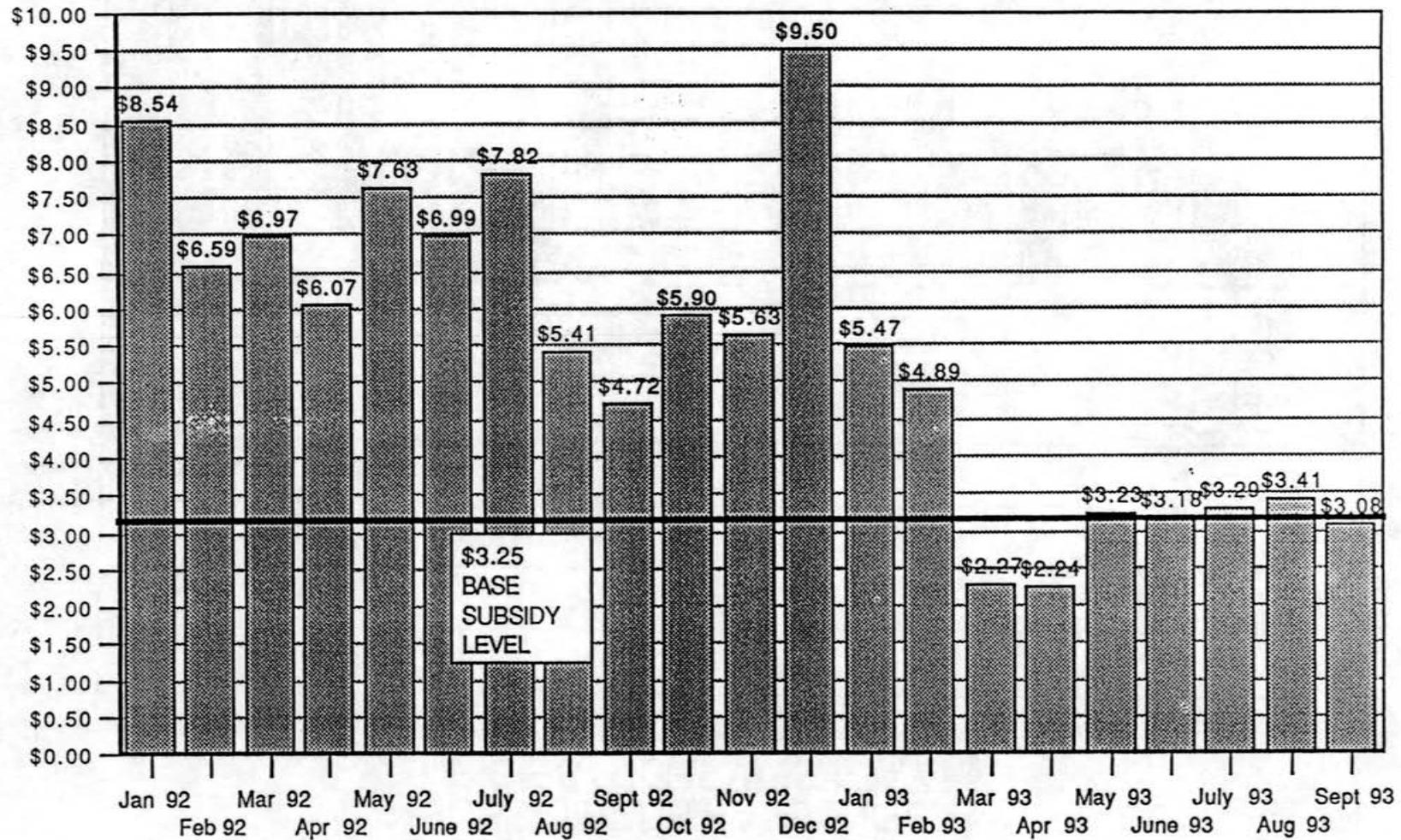
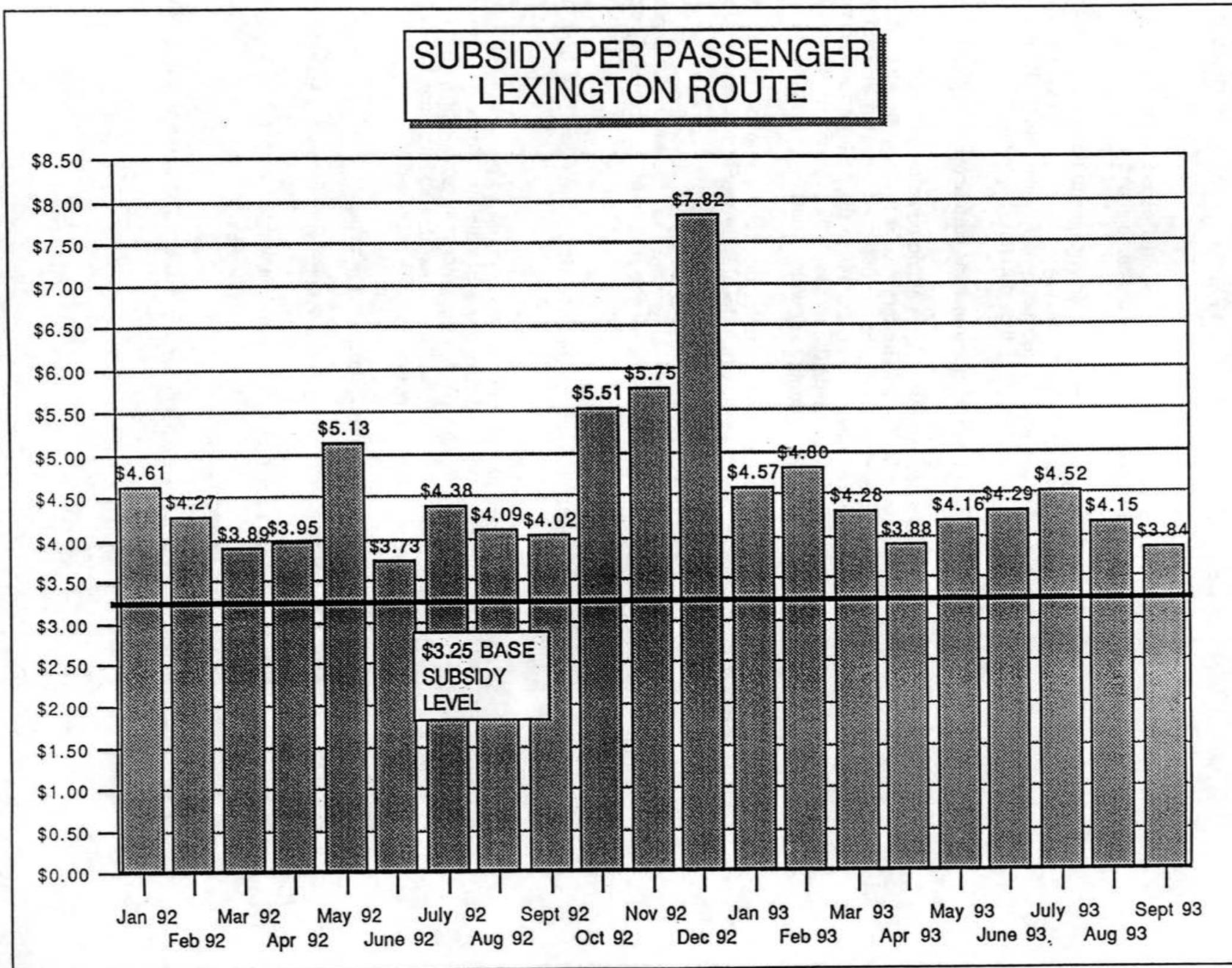


FIGURE 4



Minutes of a Public Meeting of the
REGIONAL TRANSIT BOARD
Regarding Regular Route Service Restructuring
for North Suburban Lines Routes
October 20, 1993

The meeting began at 12:00 noon on October 20, 1993, in Room 2A at Mears Park Centre.

Present: Randy Rosvold, Elaine Bauer, Mike Kuehn, Scott Colbert, RTB staff; Mark Ryan, North Suburban Lines; and 10 riders (see attached sign up sheet).

Rosvold opened the meeting by introducing the proposed changes to the Rice Street and Lexington routes and the process leading to the restructuring. Low patronage and high subsidy for the routes contributed to the need for restructuring the two routes. RTB staff took into consideration results of a rider survey conducted in mid-September 1993.

The meeting was opened up to the audience for questions and comments. They included:

1. Don't make the long distance routes express. There would be no time savings. It will take as long to get to downtown St. Paul. The fare would increase because of the express charge. Rosvold explained that the express route to downtown St. Paul via I-694 and I-35E was time checked three different times in the peak period and was found to be 5-6 minutes faster. The times on the existing schedules are not the actual running times of the route. Trips were getting to downtown late.
2. One man asked if the RTB has surveyed potential riders. He knows several that would ride if the route were express rather than local. He would like to see more marketing done on the service.
3. There was concern about the elimination of midday service to Lino Lakes, Lexington, Circle Pines area. The riders would like the service to remain in the midday, in case they need to get back home in the middle of the day.
4. A rider in the Grand Pre apartment area was glad the route wasn't being cut from her area. She would like to see it stay the same.
5. One lady questioned whether a park-&-ride lot was going to be put in at Club 49, at County Road J. The owner is telling them not to park in the lot. Rosvold responded that there are no plans to make this a park-&-ride, since it is private property. The City of Shoreview is adding bus shelter on Rice Street and adding bike lockers at Shoreview Community Center where there is an existing park-&-ride.
6. Don't serve Marketplace/senior apartments during the peak periods.
7. An elderly lady living along the Grand Pre area would be without midday service.
8. An elderly lady living along Lake McCarrons would be without service.
9. Keep the detour around the capitol.
10. One rider said that warmer buses are needed in the winter. The buses also leak when it rains.

Minutes of the Public Meeting of the
REGIONAL TRANSIT BOARD
Regarding Regular Route Service Restructuring
for North Suburban Lines Routes
October 20, 1993

Members Present: Ruth Franklin

Others Present: Mark Ryan, General Manager North Suburban Lines, Mike Kuehn and Randy Rosvold, RTB staff, Scott Colbert, RTB Intern

Call To Order

The meeting was convened at 7:00 PM on October 20, 1993 at Circle Pines City Hall.

Randy Rosvold opened the meeting by introducing the proposed changes and reasoning behind the restructuring of the NSL. There were 9 people in attendance from the general public and each was directed to sign their name and address as they were picking up informational packets prior to the meeting.

Rosvold explained how a combination of high subsidy routes, low patronage, and cuts from the state legislature all contributed to decreasing service. However many of the riders demands, as shown in the onboard surveys for riders, were met including more frequent midday service and peak express service on I-35E.

At this point the meeting was opened up to the audience for questions and comments. They included:

Why not midday service to Circle Pines?

Why eliminate midday service when it was number one rank on survey?

Is bus traveling on the freeway worth it? It may not be faster. This individual had a great concern about rush-hour traffic on the freeway and how it may slow down buses. Also accidents and inclement weather can cause slowdowns on the freeway.

Concern over cutting midday service to Circle Pines. One woman works in St. Paul from 9:00 until 2:00 and relies on transit..

Several people felt that if they are expected to Park-N-Ride, they might as well drive all the way.

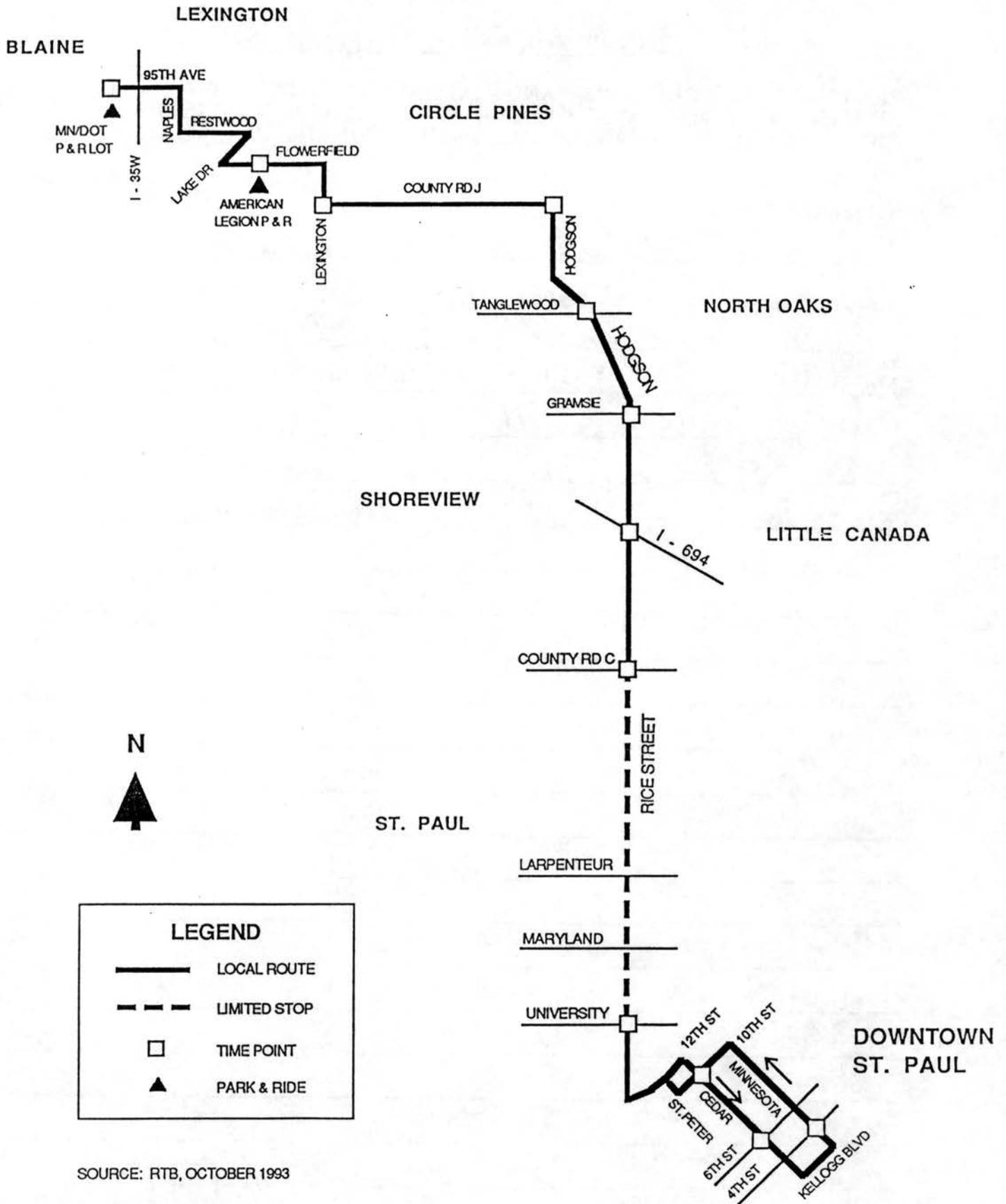
One gentlemen expressed interest in at least one midday bus coming up to Circle Pines. The closest point under the proposed changes would only bring the bus to Shoreview Community Center. His suggestion was a bus between 8 AM and 10 AM and a return bus in the afternoon between 2 PM and 4 PM. At least one in and one out.

Another individual stated that there were three real issues about the Hodgson express.

- 1) When I get on the bus? When do I get off the bus?
- 2) Cost of express service.
- 3) Convenience, is the express convenient and practical. There is no route past Shoreview Community Center during the day.

One person expressed need for warmer buses and the need to stop leaking windows.

**FIGURE 1
PROPOSED HODGSON ROAD LIMITED STOP**



SOURCE: RTB, OCTOBER 1993

Revised: 11/04/93

FIGURE 2
Hodgson Road Limited Stop

Revised: 11/04/93

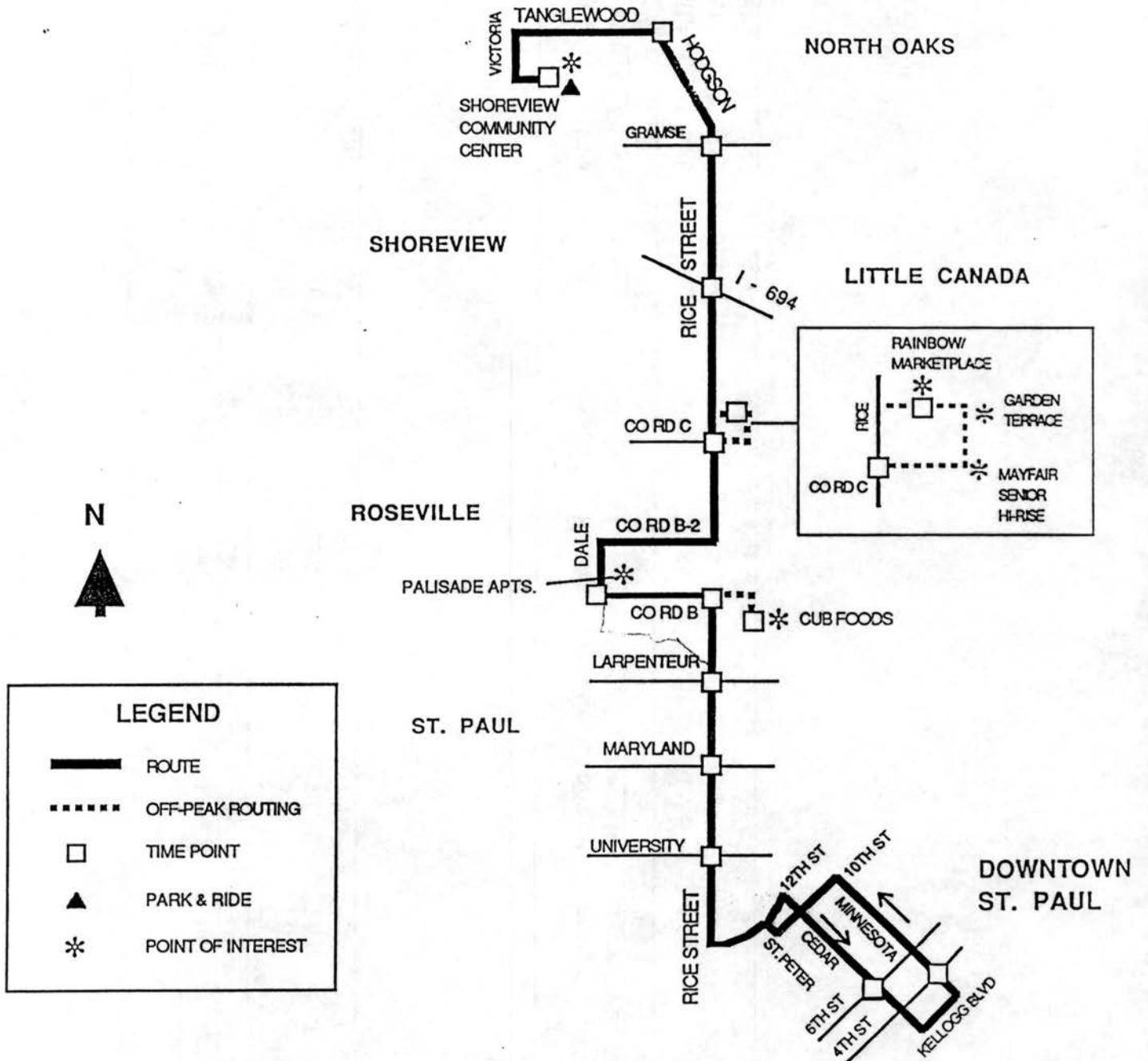
TO DOWNTOWN ST. PAUL

95th Ave & I-35W Park & Ride	American Legion	Lexington County Rd J	Hodgson County Rd J	Hodgson Tanglewood	Hodgson Gramsie	Rice I-694	Rice Co. Rd. C	Rice University	Cedar 6th	Minnesota 4th
AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM
5:52	5:56	6:01	6:05	6:10	6:16	6:21	6:25	6:36	6:41	6:45
6:22	6:26	6:31	6:35	6:40	6:46	6:51	6:55	7:06	7:11	7:15
6:57	7:01	7:06	7:10	7:15	7:21	7:26	7:30	7:41	7:46	7:50

FROM DOWNTOWN ST. PAUL

Minnesota 4th	Cedar 10th	Rice University	Rice Co. Rd. C	Rice I-694	Hodgson Gramsie	Hodgson Tanglewood	Hodgson County Rd	Lexington County Rd J	American Legion	95th Ave & I-35W Park & Ride
PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM
4:10	4:15	4:19	4:30	4:35	4:40	4:46	4:51	4:55	5:00	5:04
4:40	4:45	4:49	5:00	5:05	5:10	5:16	5:21	5:25	5:30	5:34
5:10	5:15	5:19	5:30	5:35	5:40	5:46	5:51	5:55	6:00	6:04

**FIGURE 3
PROPOSED RICE STREET ROUTE**



SOURCE: RTB, OCTOBER 1993

Revised: 11/04/93

FIGURE 4
Rice Street Weekday

Revised: 11/04/93

TO DOWNTOWN ST. PAUL

Shoreview													
Community Center	Tanglewood Hodgson	Hodgson Gramsie	Rice I-694	Market-Place	Rice County Rd C	Dale County Rd B	Rice County Rd B	Cub Foods	Rice Larpenteur	Rice Maryland	Rice University	Cedar 6th	Minnesota 4th
AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM
5:41	5:44	5:50	5:54	---	5:58	6:05	6:08	---	6:11	6:15	6:21	6:26	6:30
6:25	6:28	6:34	6:38	---	6:42	6:49	6:52	---	6:55	6:59	7:05	7:11	7:15
7:00	7:03	7:09	7:13	---	7:17	7:24	7:27	---	7:30	7:34	7:40	7:46	7:50
7:20	7:23	7:29	7:33	---	7:37	7:44	7:47	---	7:50	7:54	8:00	8:06	8:10
8:04	8:07	8:13	8:17	8:20	8:23	8:30	8:33	8:34	8:39	8:43	8:49	8:54	8:57
9:04	9:07	9:13	9:17	9:20	9:23	9:30	9:33	9:34	9:39	9:43	9:49	9:54	9:57
10:04	10:07	10:13	10:17	10:20	10:23	10:30	10:33	10:34	10:39	10:43	10:49	10:54	10:57
11:04	11:07	11:13	11:17	11:20	11:23	11:30	11:33	11:34	11:39	11:43	11:49	11:54	11:57
PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM
12:04	12:07	12:13	12:17	12:20	12:23	12:30	12:33	12:34	12:39	12:43	12:49	12:54	12:57
1:04	1:07	1:13	1:17	1:20	1:23	1:30	1:33	1:34	1:39	1:43	1:49	1:54	1:57
2:04	2:07	2:13	2:17	2:20	2:23	2:30	2:33	2:34	2:39	2:43	2:49	2:54	2:57
2:38	2:41	2:47	2:51	2:54	2:57	3:04	3:07	3:08	3:13	3:17	3:23	3:28	3:31
3:12	3:15	3:21	3:25	3:28	3:31	3:38	3:41	3:42	3:47	3:51	3:57	4:03	4:07
3:42	3:45	3:51	3:55	3:58	4:01	4:08	4:11	4:12	4:17	4:21	4:27	4:33	4:37
4:12	4:15	4:21	4:25	4:28	4:31	4:38	4:41	4:42	4:47	4:51	4:57	5:03	5:07
4:42	4:45	4:51	4:55	4:58	5:01	5:08	5:11	5:12	5:17	5:21	5:27	5:33	5:37
5:14	5:17	5:23	5:27	5:30	5:33	5:40	5:43	5:44	5:49	5:53	5:59	6:04	6:07

FIGURE 5
Rice Street Weekday

Revised: 11/04/93

FROM DOWNTOWN ST. PAUL

Minnesota 4th AM	Rice University AM	Rice Maryland AM	Rice Larpenteur AM	Rice County Rd B AM	Cub Foods AM	Dale County Rd B AM	Rice County Rd C AM	Market- Place AM	Rice I-694 AM	Hodgson Gramsie AM	Hodgson Tanglewood AM	Shoreview Community Center AM
6:30	6:37	6:43	6:47	6:50	---	6:53	7:00	---	7:04	7:08	7:14	7:17
7:15	7:22	7:28	7:32	7:35	---	7:38	7:45	---	7:49	7:53	7:59	8:02
7:50	7:57	8:03	8:07	8:10	---	8:13	8:20	---	8:24	8:28	8:34	8:37
8:10	8:17	8:23	8:27	8:30	8:31	8:36	8:43	8:46	8:49	8:53	8:59	9:02
9:00	9:07	9:13	9:17	9:20	9:21	9:26	9:33	9:36	9:39	9:43	9:49	9:52
10:00	10:07	10:13	10:17	10:20	10:21	10:26	10:33	10:36	10:39	10:43	10:49	10:52
11:00	11:07	11:13	11:17	11:20	11:21	11:26	11:33	11:36	11:39	11:43	11:49	11:52
PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM
12:00	12:07	12:13	12:17	12:20	12:21	12:26	12:33	12:36	12:39	12:43	12:49	12:52
1:00	1:07	1:13	1:17	1:20	1:21	1:26	1:33	1:36	1:39	1:43	1:49	1:52
2:00	2:07	2:13	2:17	2:20	2:21	2:26	2:33	2:36	2:39	2:43	2:49	2:52
3:10	3:17	3:23	3:27	3:30	3:31	3:36	3:43	3:46	3:49	3:53	3:59	4:02
3:40	3:47	3:55	3:59	4:02	4:03	4:10	4:13	4:16	4:19	4:23	4:29	4:32
4:10	4:19	4:25	4:29	4:32	---	4:35	4:42	---	4:46	4:50	4:56	4:59
4:40	4:49	4:55	4:59	5:02	---	5:05	5:12	---	5:16	5:20	5:26	5:29
5:10	5:19	5:25	5:29	5:32	---	5:35	5:42	---	5:46	5:50	5:56	5:59
5:40	5:49	5:55	5:59	6:02	6:03	6:08	6:15	6:18	6:21	6:25	6:31	6:34
6:10	6:17	6:23	6:27	6:30	6:31	6:36	6:43	6:46	6:49	6:53	6:59	7:02

FIGURE 6
Rice Street Saturday

Revised: 11/04/93

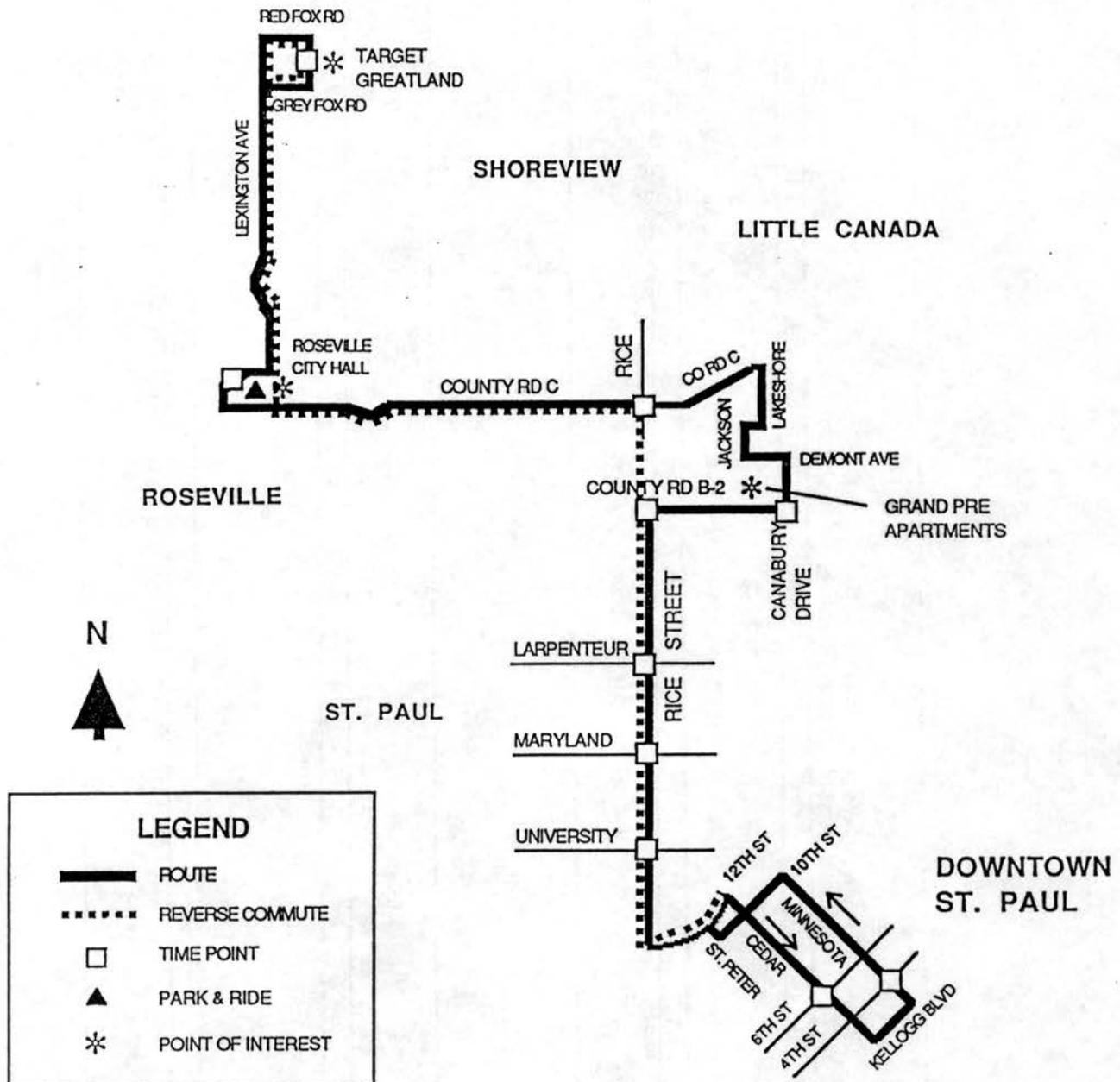
TO DOWNTOWN ST. PAUL

Shoreview													
Community Center	Tanglewood Hodgson	Hodgson Gramsie	Rice I- 694	Market-Place	Rice County Rd C	Dale County Rd B	Rice County Rd B	Cub Foods	Rice Larpenteur	Rice Maryland	Rice University	Cedar 6th	Minnesota 4th
AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM
7:02	7:05	7:11	7:15	7:18	7:21	7:28	7:31	7:32	7:37	7:42	7:48	7:54	7:57
9:02	9:05	9:11	9:15	9:18	9:21	9:28	9:31	9:32	9:37	9:42	9:48	9:54	9:57
11:02	11:05	11:11	11:15	11:18	11:21	11:28	11:31	11:32	11:37	11:42	11:48	11:54	11:57
PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM
1:02	1:05	1:11	1:15	1:18	1:21	1:28	1:31	1:32	1:37	1:42	1:48	1:54	1:57
3:02	3:05	3:11	3:15	3:18	3:21	3:28	3:31	3:32	3:37	3:42	3:48	3:54	3:57
5:02	5:05	5:11	5:15	5:18	5:21	5:28	5:31	5:32	5:37	5:42	5:48	5:54	5:57

FROM DOWNTOWN ST. PAUL

Shoreview												
Minnesota 4th	Rice University	Rice Maryland	Rice Larpenteur	Rice County Rd B	Cub Foods	Dale County Rd B	Rice County Rd C	Market-Place	Rice I-694	Hodgson Gramsie	Hodgson Tanglewood	Community Center
AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM
8:00	8:07	8:13	8:17	8:21	8:22	8:26	8:33	8:36	8:39	8:43	8:49	8:52
10:00	10:07	10:13	10:17	10:21	10:22	10:26	10:33	10:36	10:39	10:43	10:49	10:52
PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM
12:00	12:07	12:13	12:17	12:21	12:22	12:26	12:33	12:36	12:39	12:43	12:49	12:52
2:00	2:07	2:13	2:17	2:21	2:22	2:26	2:33	2:36	2:39	2:43	2:49	2:52
4:00	4:07	4:13	4:17	4:21	4:22	4:26	4:33	4:36	4:39	4:43	4:49	4:52
6:00	6:07	6:13	6:17	6:21	6:22	6:26	6:33	6:36	6:39	6:43	6:49	6:52

**FIGURE 7
PROPOSED LEXINGTON ROUTE**



SOURCE: RTB, OCTOBER 1993

Revised: 11/04/93

FIGURE 8
Lexington Route

Revised: 11/04/93

TO DOWNTOWN ST. PAUL

Target Greatland	Roseville City Hall	County Rd C Rice	Canabury County Rd B-2	Rice County Rd B-2	Rice Larpenteur	Rice Maryland	Rice University	Cedar 6th	Minnesota 4th
AM	AM	AM	AM	AM	AM	AM	AM	AM	AM
5:58	6:06	6:14	6:20	6:23	6:26	6:30	6:36	6:42	6:45
6:28	6:36	6:44	6:50	6:53	6:56	7:00	7:06	7:12	7:15
7:03	7:11	7:19	7:25	7:28	7:31	7:35	7:41	7:47	7:50
PM	PM	PM	PM	PM	PM	PM	PM	PM	PM
4:35	---	4:48	---	4:51	4:54	4:58	5:03	5:07	5:10

FROM DOWNTOWN ST. PAUL

Minnesota 4th	Rice University	Rice Maryland	Rice Larpenteur	Rice County Rd B-2	Canabury County Rd B-2	County Rd C Rice	Roseville City Hall	Target Greatland
AM	AM	AM	AM	AM	AM	AM	AM	AM
7:15	7:24	7:29	7:32	7:35	---	7:38	---	7:51
PM	PM	PM	PM	PM	PM	PM	PM	PM
4:10	4:19	4:25	4:29	4:32	4:35	4:41	4:49	4:57
4:40	4:49	4:55	4:59	5:02	5:05	5:11	5:19	5:27
5:10	5:19	5:25	5:29	5:32	5:35	5:41	5:49	5:57



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

REPORT OF THE COMMITTEE OF THE WHOLE

At its meeting of November 22, 1993, the committee made the following recommendation:

Proposed 1994 Service Plan for North Suburban Lines' Rice Street Weekday and Saturday, and Lexington Weekday Service

That the committee forward, without recommendation, the Proposed 1994 Service Plan for North Suburban Lines' Rice Street Weekday and Saturday, and Lexington Weekday Service to the Regional Transit Board for consideration at its December 6, 1993 meeting. Staff is directed to provide additional research data.

Other Business

The members agreed to schedule a meeting of the board on November 29, 1993.

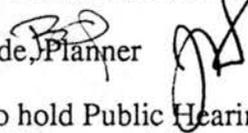
The next regularly scheduled meeting of the committee is December 27, 1993.

Val Higgins
Chair

Handout 12/6/93
Bd.

REGIONAL TRANSIT BOARD

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

DATE: December 6, 1993
TO: Chair and Members of the Board
FROM: Barb Quade, Planner 
SUBJECT: Request to hold Public Hearing on 1994 Americans with Disabilities Act (ADA) Paratransit Plan Update

SUMMARY

This memorandum requests Board approval to hold a public hearing on the 1994 ADA Paratransit Plan Update on Tuesday, January 18, 1993.

DISCUSSION

The Federal Transit Administration (FTA) requires that a public hearing be held to receive public comment on the 1994 ADA Paratransit Plan Update. To comply with a 30 day notice of said hearing, newspaper and radio announcements must be made as of December 20, 1993 in order to hold the hearing on January 18, 1993. The public comment period would be December 2, 1993 through January 27, 1993.

The public hearing must be held in accordance with ADA regulations. In order to submit the Plan Update within FTA's allowed two week grace period beyond the due date of January 26, 1993, it is recommended that the hearing be held January 18, 1993.

RECOMMENDATION

That the Regional Transit Board approve the scheduling of a public hearing for the ADA Paratransit Plan Update on January 18, 1994.



REGIONAL TRANSIT BOARD

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

RESOLUTION OF APPRECIATION

Resolution No. 93-11

WHEREAS, John H. Riley was appointed Chair of the Regional Transit Board on January 20, 1993 and has tendered his resignation effective December 1, 1993; and

WHEREAS, As Chair of the Regional Transit Board, John Riley has tirelessly devoted his time and energy toward advancing public transit in the Seven-County Metropolitan Area; and

WHEREAS, Mr. Riley spent countless hours conferring with local government officials and lawmakers in an effort to secure a growth oriented, dedicated source of funding for transit and has helped clarify the issue for legislators

WHEREAS, John Riley has provided this board and policy-makers throughout the State of Minnesota with the benefit of his insight and vision in planning for the future of this community, the effects of which will be felt for decades to come.

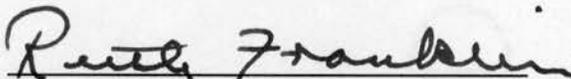
NOW, THEREFORE, BE IT RESOLVED:

THAT the Regional Transit Board congratulates John H. Riley on his very successful tenure as a Chair of the Regional Transit Board and recognizes the outstanding contributions he has made toward developing a transit system that best serves all the citizens of this region; and

BE IT FURTHER RESOLVED:

THAT the members and staff of the Regional Transit Board extend our sincere appreciation to John Riley and our best wishes for the future.

Adopted this sixth day of December 1993.


Ruth Franklin
Vice Chair

Mary Fitzgerald
Secretary

REGIONAL TRANSIT BOARD

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

DATE: November 30, 1993
TO: Members of the Regional Transit Board
FROM: Gregory Andrews, Executive Director
SUBJECT: Recommended Metro Mobility Three Provider Vehicle Allocation and Budget Revisions

SUMMARY

This memorandum recommends that the Regional Transit Board (RTB) authorize the executive director to approve ATE Management and Services, Inc. recommendations for a three provider Metro Mobility system and corresponding vehicle allocations. The recommended vehicle allocation is:

75 vehicles	-	Mayflower Contract Services, Inc.
50 vehicles	-	Metro Ride, Inc.
25 vehicles	-	Handicabs, Inc.

This memorandum also recommends that the RTB authorize the executive director to execute the Settlement Agreement and Mutual Release between Metro Ride, Inc., the RTB and ATE Management and Service Company, Inc. and a separate Settlement Agreement and Mutual Release between Handicabs, Inc., RTB and ATE.

BACKGROUND

ATE Management and Services, Inc., acting in the capacity of the Metro Mobility Service Center (MMSC), released a request for proposals (RFP) for operators to operate the fleet of 150 dedicated vehicles on May 28, 1993. The Technical Review Committee responsible for reviewing the operator proposals based on technical merit recommended, and ATE accepted, ranking Mayflower Contract Services, Inc. as the first choice and Handicabs, Inc. as the second choice. If there would be a third operator, it would be Metro Ride, Inc.

On July 26, 1993, the RTB Committee of the Whole approved use of two operators for the dedicated vehicle portion of Metro Mobility service with the use of additional operators for supplemental overflow service. Subsequently, the Board approved use of two operators, Mayflower Contract Services, Inc. and Handicabs, Inc. on August 2, 1993.

On August 18, 1993, the third ranked proposer, Metro Ride, Inc., sued the RTB and ATE in Ramsey County District Court alleging various procedural defects in the RFP process. At a court hearing conducted that day, Ramsey County District Judge Edward Wilson restrained the awarding of provider contracts.

Metro Mobility Three Provider System
November 30, 1993
Page 2

On September 22, 1993, Ramsey County District Court Judge Wilson ordered that the Board extend existing provider contracts with Metro Ride and Handicabs due to expire October 1, 1993 for ninety days at their prevailing rate per hour through the end of 1993. Metro Ride and Handicabs agreed to provide service after October 1, 1993, while the Metro Ride protest worked its way through the administrative hearing process.

Three days of administrative hearings were conducted in late September through mid-October 1993. Four witnesses and forty exhibits were submitted. However, this did not complete the full administrative dispute resolution process.

On October 2, 1993, the new Metro Mobility service began revenue operation. Vehicle allocation at the beginning of the new system was 75 vehicles to Mayflower, 50 to Handicabs, and 25 to Metro Ride.

The Metro Mobility Service Center draft memorandum from Dan Hibbert dated November 22, 1993, provides greater detail and is provided as Attachment I.

DISCUSSION

Beginning the first day of operation, ATE monitored each operator's ability to satisfy its route assignment based on assigned vehicles. During the three week Operation Mobility, National Guard troops provided assistance to Mayflower and Handicabs. They did not need to assist Metro Ride.

ATE has concluded negotiations with the parties involved in the bid protest filed by Metro Ride, Inc. It is recommended that the existing three contract providers continue to operate Metro Mobility service under contract to ATE. The three contractors include Mayflower, whose four-year contract is awarded, as well as executing long-term operating contracts through September 30, 1997, for Metro Ride, Inc. and Handicabs, Inc. to operate Metro Mobility demand services.

The vehicle allocation recommended is 75 vehicles for Mayflower, 50 vehicles for Metro Ride, Inc., and 25 vehicles for Handicabs, Inc.

The Settlement Agreement and Mutual Release between Metro Ride, Inc., the Regional Transit Board and ATE provides that Metro Ride, Inc. agree to drop all protest proceedings and associated financial claims. The agreement also recommends that Metro Ride, Inc. be awarded a fifty bus contract at a rate equal to their best and final proposal price offer of \$21.90 per bus hour.

The Settlement Agreement and Mutual Release between Handicabs, Inc., the Regional Transit Board and ATE provides that Handicabs, Inc. accept a twenty-five bus contract at a price equivalent to the Metro Ride rate of \$21.90 per bus hour. Furthermore, the agreement recognizes Handicabs decreased chargeable overhead due to decreased Metro Mobility demand service that will be provided. As a result, Handicabs will be able to increase its agency rate to its original proposal of \$23.50 per bus hour.

RECOMMENDATION

That the Regional Transit Board authorize the executive director to approve the ATE recommendations for a three provider system which allocates 75 vehicles to Mayflower Contract Services, Inc., 50 vehicles to Metro Ride, Inc., and 25 vehicles to Handicabs, Inc.

That the Regional Transit Board authorize the executive director to execute the Settlement Agreement and Mutual Release between Metro Ride, Inc., the RTB and ATE Management and Service Company, Inc., and a separate Settlement Agreement and Mutual Release between Handicabs, Inc., RTB and ATE.

MEMORANDUM

ATTACHMENT I

TO: Greg Andrews, Executive Director
Regional Transit Board

FROM: Dan Hibbert, General Manager
Metro Mobility Service Center

DATE: November 22, 1993

RE: Operation of Metro Mobility Regional Paratransit Demand
Service

SUMMARY

This memorandum discusses a proposed resolution of issues surrounding the awarding of contracts, allocation of vehicles and pricing for the operation of regional demand paratransit services.

The settlement proposed is:

75 vehicles - Mayflower Contracting Services, Inc.
50 vehicles - Metro Ride, Inc.
25 vehicles - Handicabs, Inc.

Prices and terms are described in proposed contracts attached to this memorandum.

The settlement will resolve a lawsuit filed by Metro Ride, Inc. against the Regional Transit Board and ATE Management and Services, Inc., doing business as the Metro Mobility Service Center, Ramsey County District Court File No. C9-93-9274. It will also afford the Metro Mobility system the benefits of three providers while preserving some of the hoped-for cost savings of a two provider system.

BACKGROUND

In May of 1993, ATE was chosen to serve as the new Metro Mobility Service Center coordinator. It has purchased 150 Metro Mobility vehicles. It administers a central reservation and dispatch service and coordinates the agreements with, and payments to the contractors whose personnel serve the eligible riders by operating and maintaining the Metro Mobility vehicles. This system is a change from the system used in the past. Under the prior system, riders directly called one of 12 providers (including taxicab companies) to arrange a ride. One vehicle gave one rider one ride for a fee. The MTC served as a service administrator (MMAC) certifying riders, maintaining records on standing orders and various other administrative and billing tasks.

Under the old system, there were approximately 4,000 riders per day, approximately 1,600 fixed route group rides and 2,400 demand rides. The demand rides were divided between the riders who could travel in vehicles without special equipment, like cabs, and those requiring lifts for wheelchairs or other special equipment. There are now about 20,000 certified riders.

On May 28, 1993, ATE issued a request for proposals (the "RFP") seeking contractors to provide drivers and operate Metro Mobility vehicles in the metropolitan area. The RFP stated that it was seeking three to five service operators.

The RFP gave ATE, operating as the Metro Mobility Service Center ("MMSC"), the option to solicit alternative proposals, and further stated,

MMSC expressly reserves the right to reject any and all proposals, to reissue a revised Request for Proposals, to waive informalities, minor irregularities and discrepancies. No Proposer shall have a right to make a claim against MMSC or the RTB in the event MMSC accepts a proposal or does not accept any or all proposals.

The RFP requested prospective proposers to submit letters of intent by June 17, 1993. One proposer, Handicabs, Inc. mailed a letter of intent prior to June 16, 1993, but the letter of intent was not received by June 17, 1993. Handicabs was considered in the provider selection process.

Seven proposals were received. A technical advisory committee consisting of three RTB staff members, two ATE representatives and a public member of the disabled community reviewed and ranked the technical proposals. Price proposals from all proposers were reviewed by ATE representatives and best and final offers were solicited from the top four ranked proposers for operating a fifty vehicle fleet in a three operator system (50, 50, 50) and a seventy-five vehicle fleet in a two operator system.

Based on the pricing received, it appeared that some cost savings could be achieved by using a two provider system. The RTB authorized ATE to award as few as two contracts for service

providers. Upon completion of the review of the technical and cost proposals and best and final offers in late July 1993, ATE proposed awarding two contracts of seventy-five vehicles each to Mayflower Contracting Services, Inc. and Handicabs, Inc., the top two ranked proposers.

On August 18, 1993, prior to the time any contracts were signed with providers, the third ranked proposer, Metro Ride, Inc., sued the RTB and ATE in Ramsey County District Court alleging procedural defects in the RFP process, which included: non-compliance with the RTB's dispute resolution process; Handicabs' inclusion as a proposer; the ranking and scoring procedures; and the change from three to two providers.

At a court hearing held on August 18, 1993, Ramsey County District Judge Edward Wilson restrained the awarding of provider contracts. The matter was continued to August 25, 1993. At a break in the August 25, 1993, hearing, ATE, Metro Ride and the RTB negotiated an agreement that permitted a seventy-five vehicle contract to be awarded to Mayflower but withheld a final decision on whether there would be a two or three provider system and how the other seventy-five non-Mayflower vehicles would be operated and by whom until the RTB dispute resolution procedures were followed. These procedures provided, among other things, for administrative meetings between ATE and Metro Ride.

RTB paratransit provider contracts in effect at the time of the August 18, 1993, hearing were due to expire October 1, 1993. Those contracts could be extended for 90 days by agreement. Metro Ride and Handicabs were providing service in August and agreed to provide service after October 1, 1993, while the Metro Ride protest went through the administrative hearing process outlined in the RTB "Standards, Procedures and Guidelines for Competitive Procurement of Public Transit Services."

There were three subsequent court hearings before Judge Wilson to construe the agreement reached on August 25, 1993, and to review issues concerning the extension of existing contracts, including whether Metro Ride would be allocated any vehicles on an interim basis pending resolution of their dispute on the awarding of the four year contracts provided for in the RFP.

There were three days of administrative hearings on the Metro Ride protest, September 21, September 30 and October 12, in furtherance of the RTB's administrative dispute resolution process. Four witnesses testified, forty exhibits were received. The hearings were not complete after three sessions, several additional witnesses remained to be called and additional exhibits were to be offered.

On October 2, 1993, the new Metro Mobility service began operating. Seventy-five vehicles were allocated to Mayflower, fifty to Handicabs and twenty-five to Metro Ride.

There were service problems. The National Guard was requested by the Governor to provide assistance to Metro Mobility. The Guard did provide assistance for three weeks. Mayflower and Handicabs used Guard personnel. Metro Ride did not.

Vehicles are now allocated seventy-five to Mayflower, fifty to Metro Ride and twenty-five to Handicabs.

Negotiations have taken place to settle Metro Ride's protest. In light of all the circumstances, ATE recommends that the RTB approve a three provider system allocating the final seventy-five vehicles by awarding two contracts, one to Metro Ride for fifty vehicles and one to Handicabs for twenty-five vehicles. Mayflower will continue to be allocated 75 vehicles. This resolution is projected to cost \$36,535,199 over four years compared to \$38,119,792 of costs projected for a three provider system with vehicles allocated 50 Mayflower, 50 Handicabs and 50 Metro Ride.

Agreements have been negotiated with Handicabs and Metro Ride which approve this settlement without other cash payments, which release claims against the RTB and ATE, and direct the parties' attorneys to file a dismissal with prejudice of the Metro Ride Ramsey County lawsuit.

REGIONAL TRANSIT BOARD

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

DATE: November 30, 1993
TO: Chair and Members of the Regional Transit Board
FROM: Randy Rosvold, Senior Planner *RR*
Elaine Bauer, Planner *EB* *JA*
SUBJECT: North Suburban Lines Restructuring Alternatives

SUMMARY

This memorandum identifies alternatives for affected riders on North Suburban Lines (NSL) routes that fail performance standards. Action is requested to approve the recommended alternatives.

BACKGROUND

Staff presented recommendations for restructuring NSL services during the November 22, 1993, Committee of the Whole (Policy) meeting. At this meeting, the Board directed staff to identify additional alternatives for the 5 to 7 percent of existing riders who will be negatively affected by the service restructuring proposal.

This service restructuring proposal is based upon a complete analysis of existing NSL services, meeting with communities served by NSL routes, on-board survey of existing riders, meetings with the provider, and input gathered at two public meetings on the proposed service plan.

The approach taken by staff in developing the service restructuring plan is to redeploy services from poor performing route segments and improve service along route segments demonstrating higher ridership. The premise of this service restructuring approach is based upon existing RTB policies and can be found in the RTB's *Vision '97*, which emphasizes "matching appropriate service to need" and provide service in a cost-effective manner.

DISCUSSION

Four fundamental options are available to the Regional Transit Board when dealing with high subsidy/poor performing services:

1. status quo, continue to monitor service in its present state;
2. restructure service;
3. provide the service with a lower-cost provider; and
4. terminate service.

North Suburban Lines Restructuring Alternatives

For purposes of evaluating alternatives, the routes have been divided into five areas where proposed cuts in service would affect existing riders. The alternatives for each area are summarized below and described in detail in the appendix to this memorandum.

Area 1 (See Figure 1)

Alternatives:

1. Status quo--continue to operate existing service.
- 2A. Restructure service as recommended in 11/16/93 memorandum.
- 2B. Restructure service as suggested by Circle Pines NSL riders.
- 3A. Use Anoka County Traveler mini-coaches to operate peak-hour shuttle.
- 3B. Assist affected NSL riders in obtaining rides with existing carpools/vanpools registered with Minnesota Rideshare.

Area 2 (See Figure 1)

Alternatives:

1. Status quo--continue to operate existing service.
2. Use Anoka County Traveler to operate a midday shuttle service and restructure NSL services as recommended in 11/16/93 memorandum. *Look at GRH*
3. Eliminate midday service as recommended in 11/16/93 memorandum.

Area 3 (See Figure 1)

Alternatives:

1. Status quo--continue to operate existing service.
2. Modify the existing restructuring plan to replace midday service every 120 minutes in Little Canada.
3. Eliminate midday NSL service as recommended in 11/16/93 staff memorandum and extend Roseville Area Circulator Route 104 along County Road B-2 to Grand Pre Apartments.

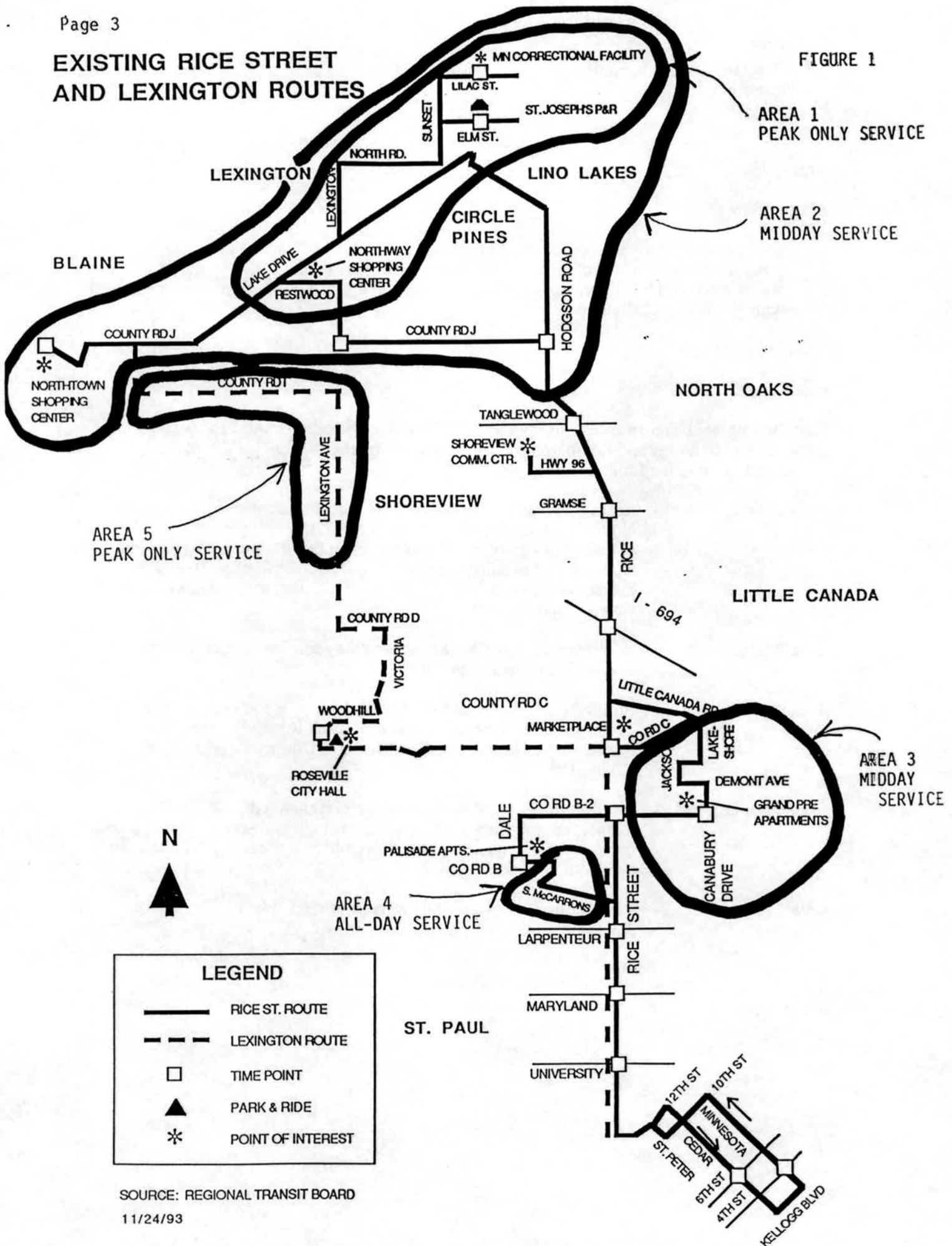
Area 4 (See Figure 1)

Alternatives:

1. Status quo--continue to operate existing service.
2. Restructure service as suggested by local resident.
3. Restructure service as recommended in 11/16/93 memorandum.

EXISTING RICE STREET AND LEXINGTON ROUTES

FIGURE 1



Area 5 (See Figure 1)

Alternatives:

1. Status quo--continue to operate existing service.
2. Restructure service as recommended in 11/16/93 memorandum.
3. Assist affected NSL riders in obtaining rides with existing carpools/vanpools registered with Minnesota Rideshare.

RECOMMENDATIONS

That the Regional Transit Board approve the 1994 service concept for the Rice Street weekday and Saturday and Lexington routes as outlined by the 11/16/93 RTB staff memorandum with the following changes:

- Area 1 (Option 2B) - Restructure peak-hour Rice Street weekday service to operate via North Road, Lexington Avenue, Lake Drive, Flowerfield Road, then via the existing route. Eliminate one a.m. and one p.m. peak trip, eliminate the existing segment of route along Sunset Road, Elm Street to St. Joseph's Church and Lilac Street to Lino Lakes Correctional Facility.
- Area 2 (Option 3) - Eliminate midday Rice Street weekday service as recommended in 11/16/93 staff memorandum.
- Area 3 (Option 3) - Eliminate midday Rice Street weekday service as recommended in 11/16/93 staff memorandum and re-route Roseville Area Circulator Route #104 to Grand Pre Apartments at County Road B-2 and Viking Drive.
- Area 4 (Option 3) - Restructure Rice Street service as recommended in 11/16/93 memorandum. Eliminate Rice Street route and service through Lake McCarrons neighborhood. Re-route Rice Street route via Rice Street and County Road B.
- Area 5 (Option 2) - Restructure Lexington route as recommended in 11/16/93 memorandum.

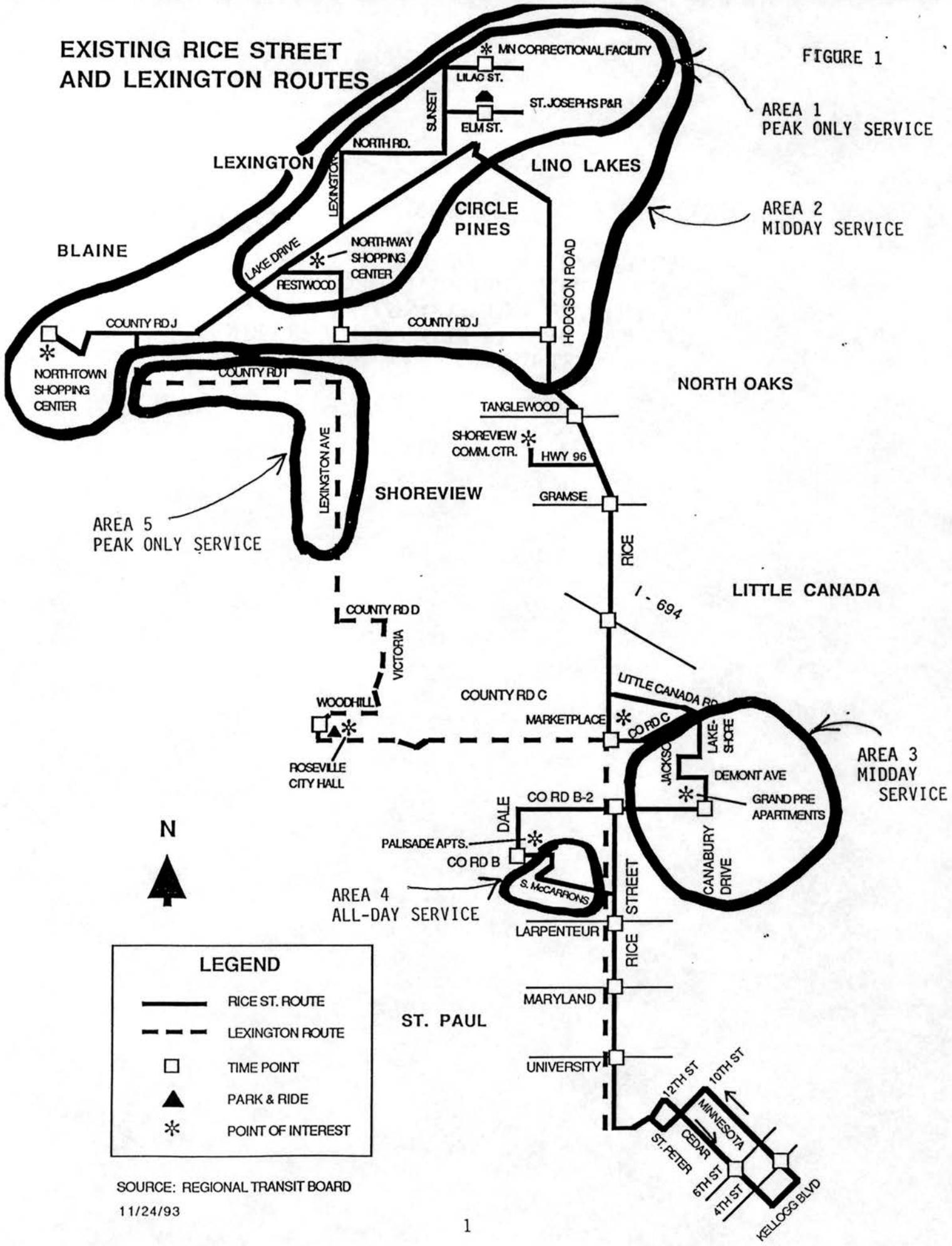
RR:jmo

APPENDIX

**ALTERNATIVES FOR SEGMENTS OF
NORTH SUBURBAN LINES
RICE STREET AND LEXINGTON ROUTES
AFFECTED BY THE PROPOSED SERVICE
RESTRUCTURING PLAN**

EXISTING RICE STREET AND LEXINGTON ROUTES

FIGURE 1



LEGEND	
	RICE ST. ROUTE
	LEXINGTON ROUTE
	TIME POINT
	PARK & RIDE
	POINT OF INTEREST

SOURCE: REGIONAL TRANSIT BOARD
11/24/93

Options Considered for North Suburban Lines Services

Staff selected 3-4 options that seemed most feasible for specific areas served by North Suburban Lines. The five specific areas were selected based upon the negative impact anticipated by the staff in the service restructuring plan that was presented to the RTB at the November 22 meeting. The five specific areas negatively impacted by the service restructuring proposal are illustrated on Figure 1 and options for each area are listed below.

Area 1—Lino Lakes, Circle Pines, Lexington - Peak Hour Service (See Figure 1)

Option 1: Status quo. Presently four a.m. and five p.m. local NSL bus trips operate through these communities via the existing route illustrated in Figure 1.

<u>Existing Daily Cost</u>	<u>Existing Daily Rides</u>	<u>Existing Subsidy/Ride</u>
\$92.30	10	\$7.98

Option 2A: Restructure service as recommended in 11/16/93 memorandum. Staff proposal is to: 1) re-route peak hour service to relocate existing park-and-ride at Northway Shopping Center to Blaine American Legion (existing park-and-ride presently being used by MTC Minneapolis-bound commuter services), serve trailer park development along Naples Street in Blaine, serve Mn/DOT-owned park-and-ride lot at 95th Avenue and I-35W; and 2) eliminate one a.m. and one p.m. trip.

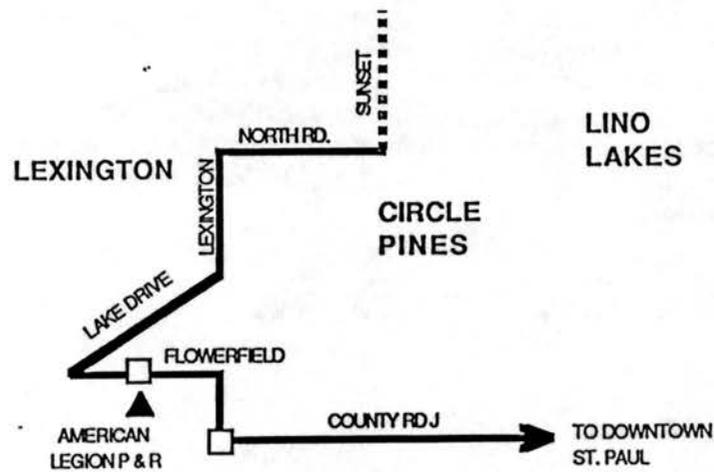
<u>Estimated Daily Cost</u>	<u>Estimated Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
\$70.20	24	\$1.67

Option 2B: Restructure service as follows: 1) proposed reroute suggested by existing Circle Pines NSL riders--a modified restructuring plan relocating the Northway park-and-ride lot to Blaine American Legion and continues operation via Lake Drive, Lexington North Road; 2) Eliminate one a.m. and one p.m. peak trip; 3) eliminate existing route segment along Sunset Road, St. Joseph's Church, and Lino Lakes Correctional Facility. (See Figure 2)

<u>Estimated Daily Cost</u>	<u>Estimated Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
\$77.80	27	\$1.63

Figure 2

**AREA 1 LINO LAKES, CIRCLE PINES, LEXINGTON
OPTION 2B - MODIFY PROPOSED RESTRUCTURING PLAN**

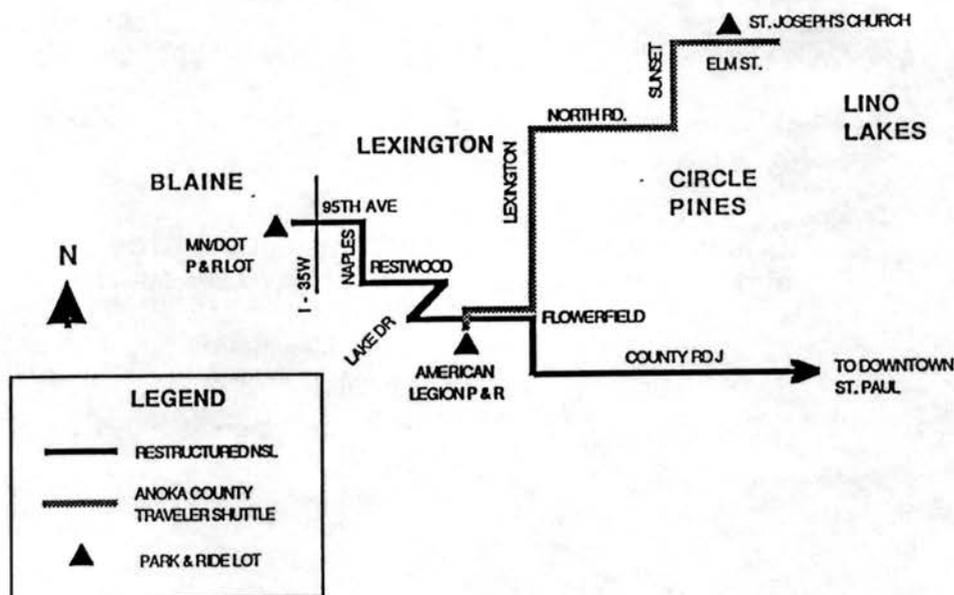


Option 3A: Use Anoka County Traveler mini-coaches to operate three peak-hour shuttle trips along the existing NSL route and connect with the staff proposed restructured NSL buses at the American Legion park-and-ride lot. Note: Implementation of this option will necessitate Anoka County Commission approval and an amendment to the Anoka County Traveler 1994 contract by approximately \$40,000. (See Figure 3)

<u>Estimated Daily Cost</u>	<u>Estimated Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
\$162	10	\$14.95

Figure 3

AREA 1 BLAINE, LINO LAKES, CIRCLE PINES, LEXINGTON
 OPTION 3A - ANOKA COUNTY TRAVELER SHUTTLE



Option 3B: Assist affected NSL riders with rideshare matchlists on existing carpools and vanpools registered with Minnesota Rideshare. According to Minnesota Rideshare, there are 61-81 active names on the Minnesota Rideshare database from the Circle Pines, Lexington, Lino Lakes area.

<u>Estimated Daily Cost</u>	<u>Estimated Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
\$0	10	\$0

Staff Recommendation for Area 1: Option 2B--Restructure service as proposed by existing Circle Pines NSL riders.

Area 2—Northern Shoreview, Circle Pines, Lexington, Lino Lakes - Midday Service (See Figure 1)

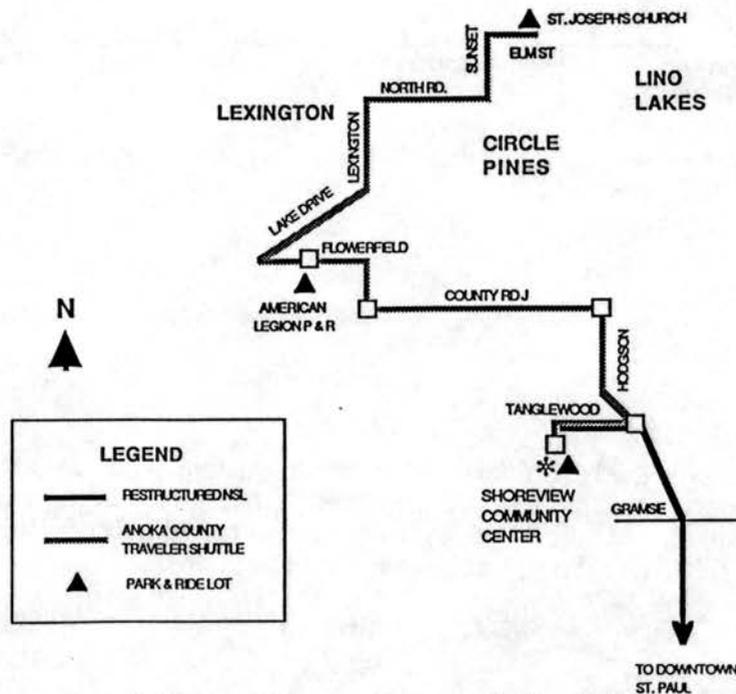
Option 1: Status quo. Continue present midday NSL service that operates every 120 minutes on two distinct routings to St. Josephs Church or to Northtown. (See existing NSL Rice Street map and schedule)

<u>Existing Daily Cost</u>	<u>Existing Daily Rides</u>	<u>Existing Subsidy/Ride</u>
\$153	8	\$18.00

Option 2: Use Anoka County Traveler mini-coaches to operate a midday shuttle service from Lino Lakes, Lexington and Circle Pines to Shoreview Community Center. In this option, an Anoka County Traveler mini-bus would operate the midday shuttle and connect with North Suburban Lines standard size buses at Shoreview Community Center. Restructure NSL services according to the 11/16/93 staff memorandum. Note: Implementation of this option will necessitate Anoka County Commission approval and an amendment to the existing 1994 Anoka County Traveler contract by \$6,600 - \$43,000 depending upon the desired number of shuttle trips and frequency of service. (See Figure 4)

<u>Estimated Daily Cost</u>	<u>Estimated Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
\$26-\$169	8	\$2.25-\$20.00

Figure 4
AREA 2 LINO LAKES, CIRCLE PINES, LEXINGTON
OPTION 2 - MIDDAY ANOKA COUNTY TRAVELER SHUTTLE



Option 3: Eliminate midday service as recommended in 11/16/93 staff memorandum on proposed NSL restructuring plan

Staff Recommendation for Area 2: Option 3—Eliminate midday service as recommended in 11/16/93 staff memorandum.

Area 3—Little Canada, Grand Pre Apartments, Canabury Condominium Neighborhood - Midday Service (See Figure 1)

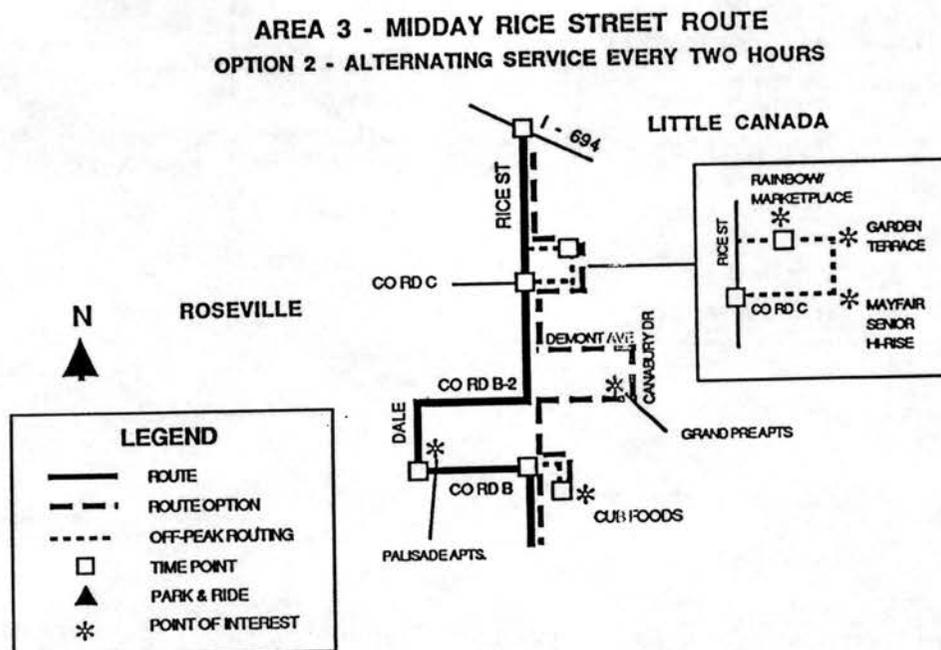
Option 1: Status quo. Continue to operate service approximately 120 minutes along existing NSL Rice Street route. This option would defeat the purpose of the existing restructuring plan to improve midday NSL service to areas of southeastern Roseville.

<u>Existing Daily Cost</u>	<u>Existing Daily Rides</u>	<u>Existing Subsidy/Ride</u>
\$114	14	\$7.14

Option 2: Modify the existing restructuring plan to replace midday service every 120 minutes in Little Canada. (Figure 5)

<u>Estimated Daily Cost</u>	<u>Existing Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
\$114	14	\$7.14

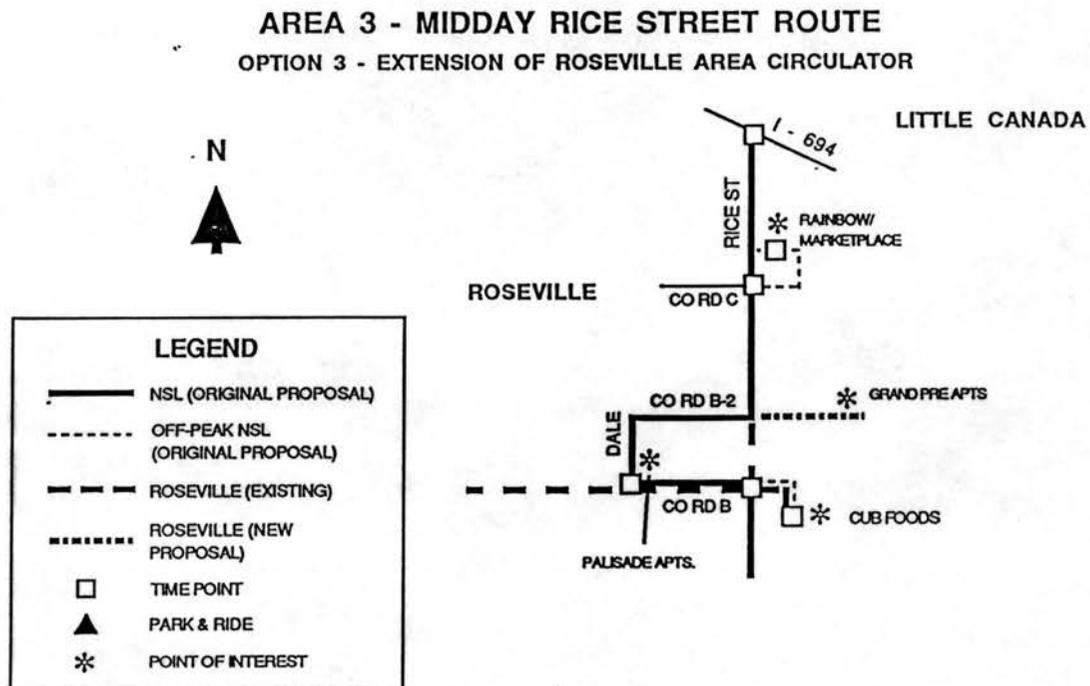
Figure 5



Option 3: Eliminate midday NSL service as recommended in the 11/16/93 staff memorandum and replace service with a lower-cost provider. Extend the existing Roseville Area Circulator Route #104 along County Road B-2 to Grand Pre Apartments. Roseville Area Circulator #104 provides hourly service to Cub Foods, Har Mar and Rosedale. Existing NSL riders could make transfers to Roseville Area Circulator #104 at Cub Foods (wait time approximately 20 minutes). RTB staff is currently investigating feasibility of extending service and impact to existing route. (See Figure 6)

<u>Estimated Daily Cost</u>	<u>Existing Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
N/A	7-14	N/A

Figure 6



Staff Recommendation for Area 3: Option 3—Eliminate midday NSL service as recommended in the 11/16/93 staff memorandum and re-route Roseville Area Circulator #104 to Grand Pre Apartments at County Road B-2 and Viking Drive.

Area 4—Southeast Roseville, Lake McCarrons Neighborhood Peak and Midday Service (Figure 1)

Option 1: Status quo. Service presently operates every 30 minutes in peak and approximately 120 minutes in midday. Operate via the existing route illustrated in Figure 1.

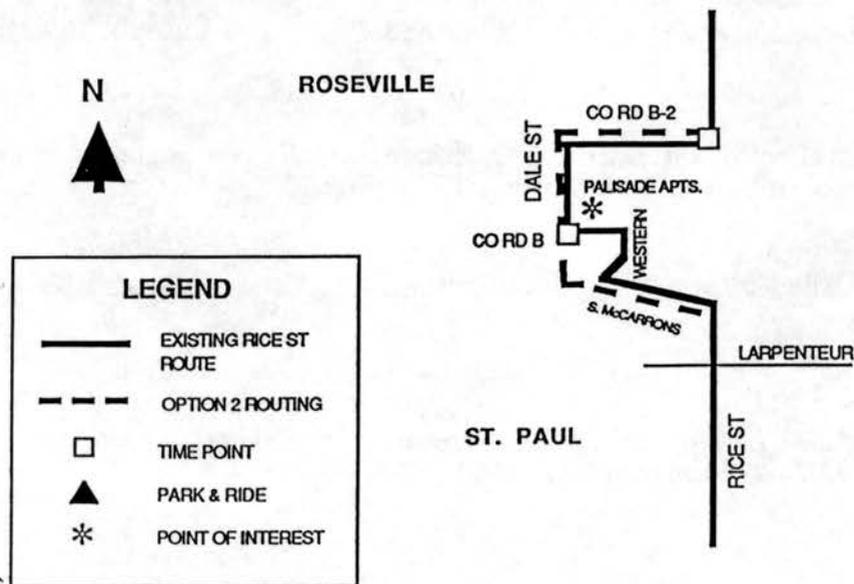
<u>Existing Daily Cost</u>	<u>Existing Daily Rides</u>	<u>Existing Subsidy/Ride</u>
\$94	8 (peak) 3 (midday)	\$7.33

Option 2: Restructure. Reroute NSL service to continue daily operation via Rice Street, South McCarrons, Roselawn Avenue, Dale Street as suggested by local resident. Note: This reroute would not enable NSL Rice Street Route to serve Cub Foods at County Road B and Rice Street. (See Figure 7)

<u>Estimated Daily Cost</u>	<u>Estimated Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
\$94	8 (peak) 3 (midday)	\$7.33

Figure 7

AREA 4 - SOUTHEAST ROSEVILLE (LAKE McCARRONS NEIGHBORHOOD) OPTION 2 - MODIFIED ROUTE RESTRUCTURING



- Option 3: Restructure service as recommended in 11/16/93 memorandum. (Eliminate route and service through Lake McCarrons neighborhood. Reroute service via Rice Street. County Road B midday service would operate to Cub Foods. Improve midday service frequency to 60" frequency.)

<u>Estimated Daily Cost</u>	<u>Estimated Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
\$218	25-30 (existing) 20-30 (new) 45-60 (total)	\$2.60 - \$3.30 (projected)

Staff Recommendation for Area 4: Option 3—Restructure service as recommended in 11/18/93 memorandum.

Area 5—Northern Shoreview, Mounds View - Peak Hour Lexington Route Service (Figure 1)

- Option 1: Status quo. Service presently operates three a.m. trips and two p.m. trips via the existing route. (See Figure 1)

<u>Existing Daily Cost</u>	<u>Existing Daily Rides</u>	<u>Existing Subsidy/Ride</u>
\$9	7	\$12.90

- Option 2: Restructure Lexington route as recommended in the 11/16/93 memorandum. (Eliminate existing segment of Lexington route in Mounds View and northern Shoreview. Start route at Target Greatland, add one additional p.m. trip, reroute all Lexington trips through Grand Pre Apartments area in Little Canada.)

<u>Estimated Daily Cost</u>	<u>Estimated Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
\$0	0	\$0

- Option 3: Assist affected NSL riders with rideshare matchlists on existing carpools and vanpools registered with Minnesota Rideshare.

<u>Estimated Daily Cost</u>	<u>Existing Daily Rides</u>	<u>Estimated Subsidy/Ride</u>
\$0	7	\$0

Staff Recommendation for Area 5: Option 2—Restructure Lexington route as recommended in 11/16/93 memorandum.

REGIONAL TRANSIT BOARD

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

DATE: November 16, 1993
TO: Chair and Members of the Committee of the Whole (Policy)
FROM: Randy Rosvold, Senior Planner *RL*
Elaine K. Bauer, Planner *ELB* *JY*
SUBJECT: Proposed 1994 Service Plan for Rice Street Weekday and Saturday and
Lexington Weekday Service operated by North Suburban Lines

SUMMARY

This memorandum presents RTB planning staff recommendations on the restructuring of two regular route services operated by North Suburban Lines (NSL). As part of the 1994 budget review process, RTB planning staff has formulated a service restructuring plan for NSL services.

The overall goals and objectives of the service restructuring plan are to:

- develop a service plan that effectively serves users of NSL services;
- simplify the route structure and timetables for Rice Street and Lexington routes;
- restructure routes and services that are responsive to changes in the communities;
- provide service in a manner that is most appropriate to the areas and populations being served; and
- ensure coordination with other transit services funded by the RTB (i.e. MTC, Roseville Area Circulator, Anoka County Traveler).

BACKGROUND

The Rice Street Route and Lexington Route were identified as high subsidy routes that failed to meet RTB performance standards of \$3.25 subsidy per passenger during the monitoring period of July 1992 through July 1993 (see attachments #1-4).

The Rice Street Route begins in Lino Lakes, travels through Circle Pines, Lexington, Shoreview, North Oaks, Little Canada, Roseville, and St. Paul, mainly along Hodgson Road and Rice Street. The Rice Street Route operates all day service on weekdays and Saturdays. There is occasional midday service to Northtown Shopping Center in Blaine. The Rice Street weekday service failed to meet the performance standards in nine of the last twelve months, with an average of \$4.03 subsidy per passenger. Average daily ridership was 614 passengers.

The Rice Street Saturday route operates four trips inbound and four trips outbound throughout the day. The average subsidy per passenger for the last twelve months was \$4.34. In March 1993 the rate per hour was reduced and the average subsidy for the past seven months was \$2.96. Average daily ridership was 121 passengers.

The Lexington Route provides weekday rush hour only service to Mounds View, Blaine, Shoreview, and Roseville. The Lexington Route operates three a.m. and two p.m. peak trips to downtown St. Paul and one reverse commute trip in the a.m. and p.m. No midday, night, or weekend service is provided on this route. The Lexington Route failed to meet the performance standards in each of the last twelve months the route, with an average of \$4.80 subsidy per passenger. Average daily ridership was 89 passengers.

DISCUSSION

In mid-September 1993, RTB staff conducted field checks on NSL Rice Street and Lexington routes to document passenger boardings and alightings, to check on-time performance and schedule adherence, and to conduct onboard passenger surveys.

During the week of September 20, RTB staff met with the staff of affected communities to discuss NSL service and receive input and ideas on transit needs.

Two public meetings on the proposed changes were held on October 20. Minutes from the meetings are attached. Comments were accepted until November 15, 1993. Twenty-one letters and one petition were received. In addition, several phone calls were received.

Following the public meetings, RTB staff met with NSL to finalize recommendations. The proposed plans will appear before the Policy Committee for review and approval on Monday, November 22, and before the Board on Monday, December 6. Following Board action, a public meeting will be held to inform NSL riders of the changes. Programs staff will present the NSL management plan to the A&F Committee on December 13. February 1994 is the tentative date planned for the service changes.

Service Restructuring Plan

Following is a summary of the proposed route and service changes for the Rice Street and Lexington Routes.

Rice Street Route - Weekday (see Figures 1-5)

- Simplify route structure and timetable.
- Reroute midday buses to serve Cub Foods in Maplewood and senior housing developments by Marketplace.
- Improve service levels during the midday. Service currently runs every 120 to 180 minutes. Propose service would operate every 60 minutes.
- Eliminate midday service to northern Shoreview, Circle Pines, Lexington, Lino Lakes, and Grand Pre apartments area (Canabury Drive and County Road B-2), where service was found to be poorly patronized.
- Reroute midday service via Tanglewood and Victoria Street to/from Shoreview Community Center.
- Eliminate service to trailer park at Big Circle Drive/Country Drive and McCarrons Lake area (Western and McCarrons Blvd. So.)
- Reroute service at State Capitol Complex via 12th Avenue to downtown St. Paul.
- Revise schedule times to accurately reflect actual bus travel time.

Rice Street Route - Saturday (see Figures 3 and 6)

- Eliminate Saturday service in Blaine, Circle Pines, Lino Lakes, Lexington, Grand Pre apartment area, and northern Shoreview.
- Simplify route structure and timetable.
- Operate same route as weekday midday service.
- Improve service levels during Saturdays. Service currently runs every 3 1/2 to 4 hours round trip. The proposed service would improve service frequency to every 120 minutes.
- Reroute service at State Capitol Complex via 12th Avenue to downtown St. Paul.

Lexington Route (see Figures 7 and 8)

- Eliminate segments of the route that are poorly patronized:
 - Mounds View, Northern Shoreview
 - Segment in Roseville - County Road D, Victoria, Woodhill (streamline route to operate directly via Lexington Avenue to Roseville City Hall)
- Develop a consistent route alignment for all Lexington route trips. All Lexington route trips would serve Canabury and Grand Pre Apartments
- Start and end all trips at Target Greatland in Shoreview.
- Continue to operate reverse commute route to Arden Hills following a consistent a.m. and p.m. route alignment.
- Reroute service at State Capitol Complex via 12th Avenue to downtown St. Paul.
- Provide a balanced number of A.M. trips and P.M. trips. There are currently three A.M. trips inbound and two P.M. trips outbound. Propose three A.M. trips inbound and three P.M. trips outbound.

As a result of the proposed changes, the communities of Circle Pines, Lexington, and Lino Lakes would receive a lower tax levy for property taxes collected for transit operations.

RECOMMENDATION

That the Regional Transit Board approve the 1994 service concept for the Rice Street Weekday and Saturday and Lexington routes.

FIGURE 1

NORTH SUBURBAN LINES AVERAGE DAILY PASSENGERS

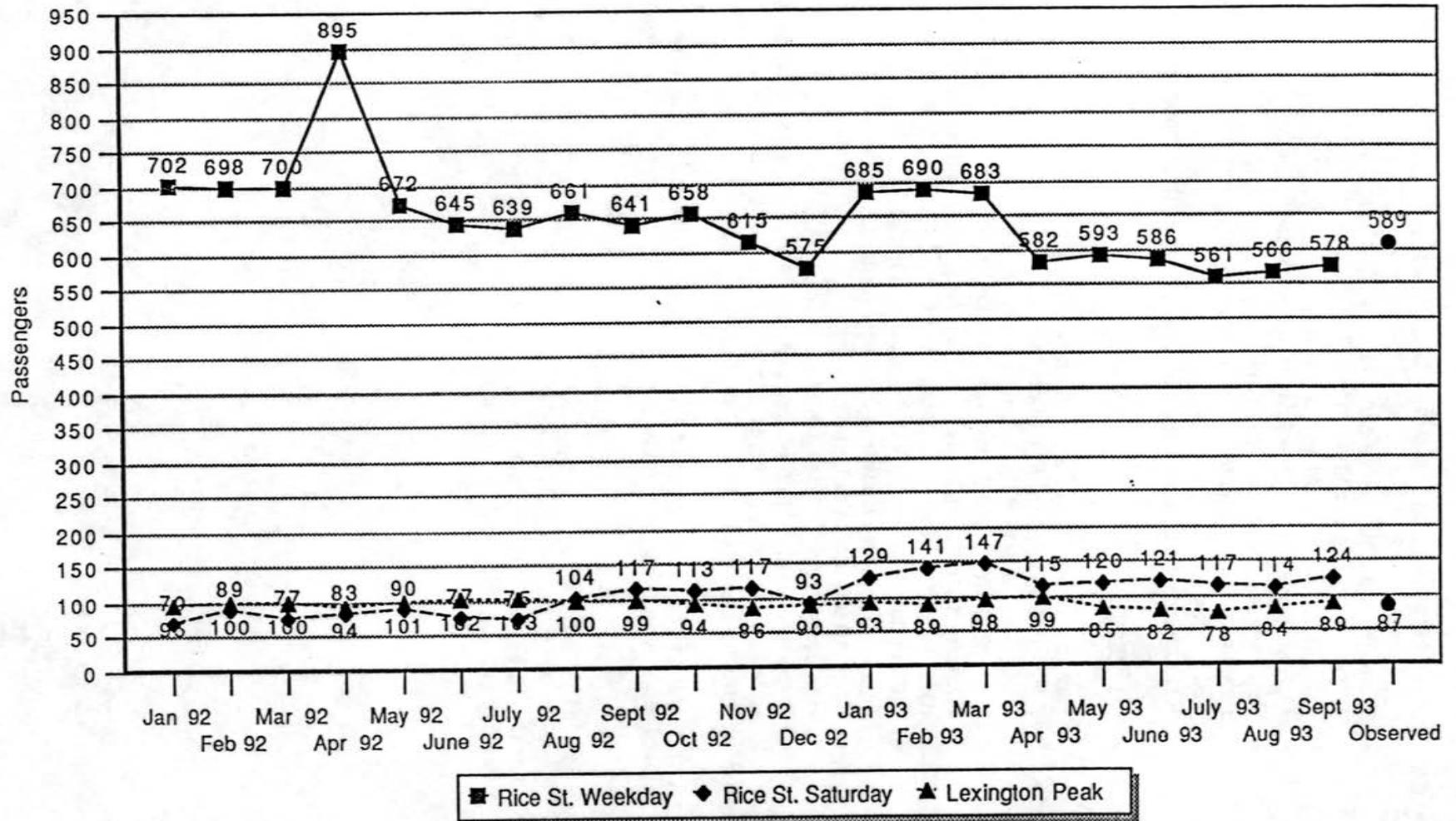


FIGURE 2

SUBSIDY PER PASSENGER
RICE STREET WEEKDAY

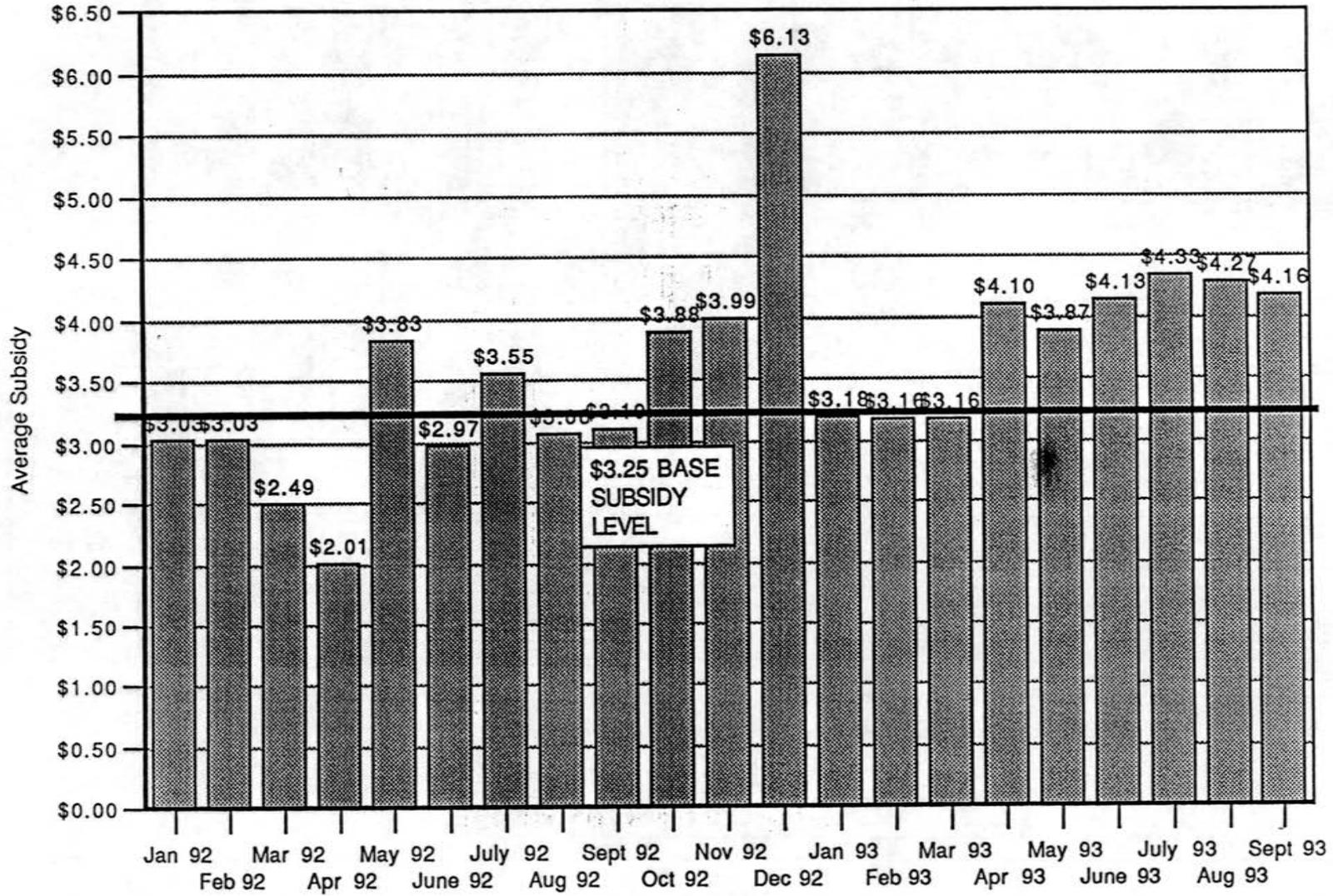


FIGURE 3

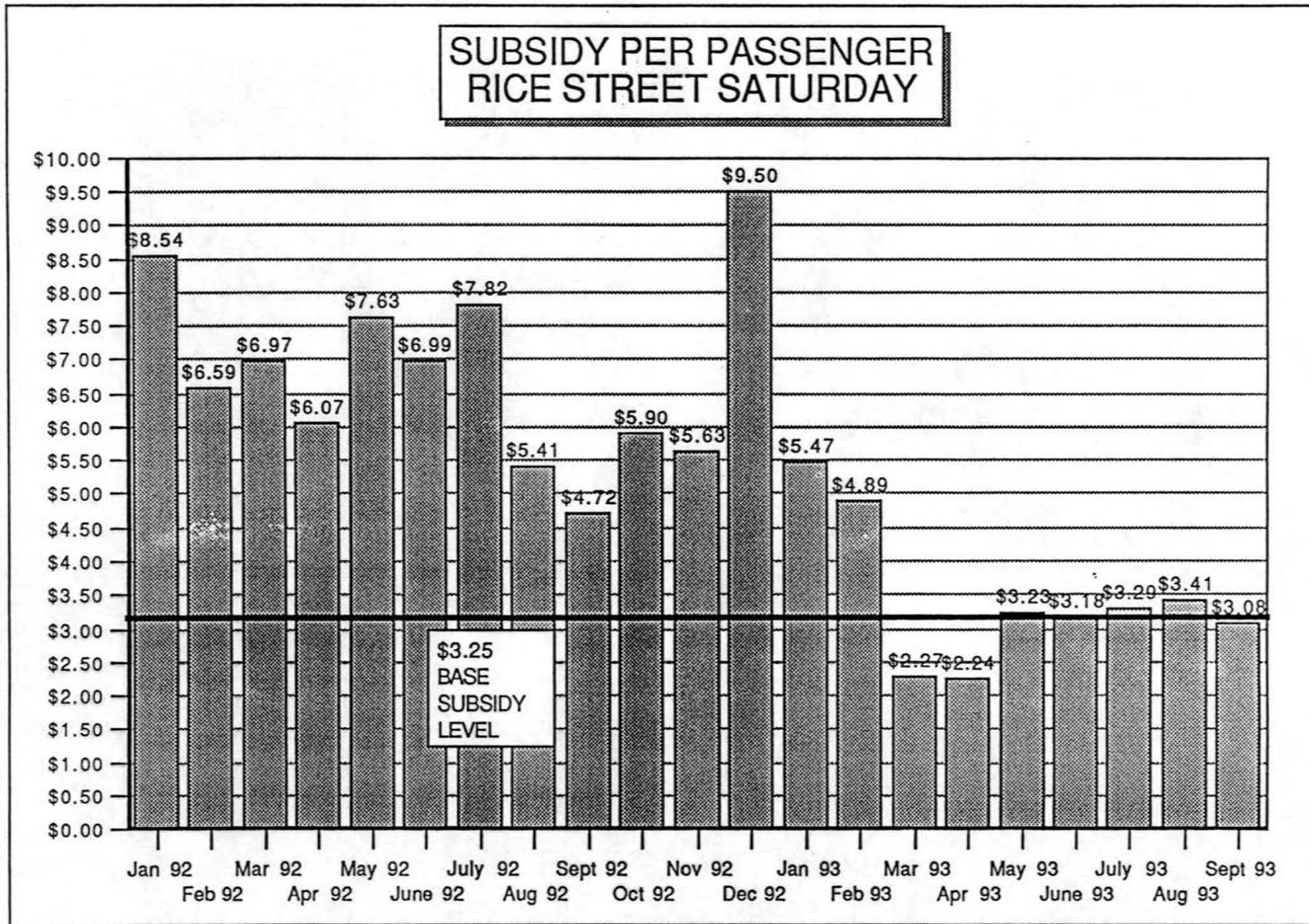
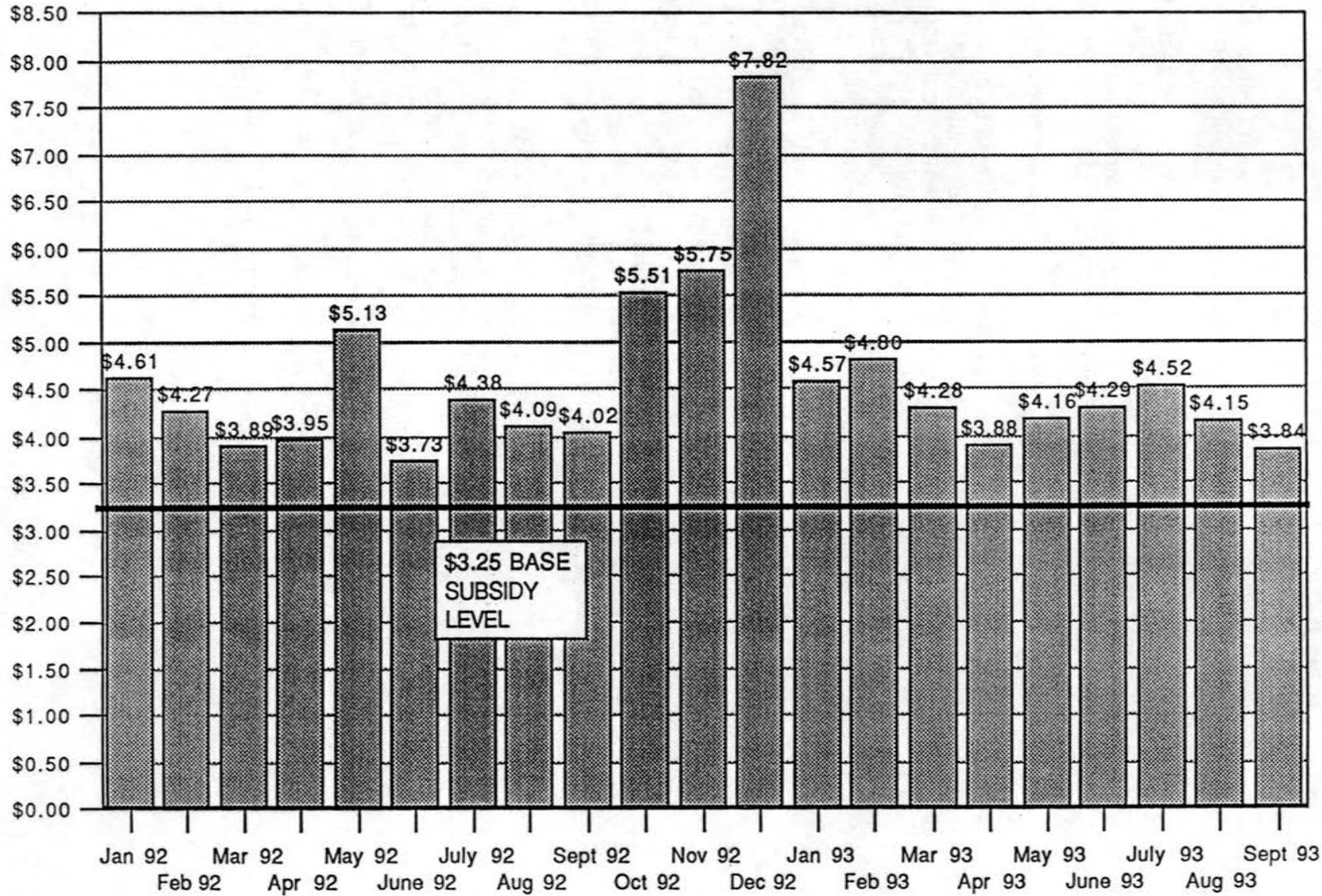


FIGURE 4

SUBSIDY PER PASSENGER
LEXINGTON ROUTE



Minutes of a Public Meeting of the
REGIONAL TRANSIT BOARD
Regarding Regular Route Service Restructuring
for North Suburban Lines Routes
October 20, 1993

The meeting began at 12:00 noon on October 20, 1993, in Room 2A at Mears Park Centre.

Present: Randy Rosvold, Elaine Bauer, Mike Kuehn, Scott Colbert, RTB staff; Mark Ryan, North Suburban Lines; and 10 riders (see attached sign up sheet).

Rosvold opened the meeting by introducing the proposed changes to the Rice Street and Lexington routes and the process leading to the restructuring. Low patronage and high subsidy for the routes contributed to the need for restructuring the two routes. RTB staff took into consideration results of a rider survey conducted in mid-September 1993.

The meeting was opened up to the audience for questions and comments. They included:

1. Don't make the long distance routes express. There would be no time savings. It will take as long to get to downtown St. Paul. The fare would increase because of the express charge. Rosvold explained that the express route to downtown St. Paul via I-694 and I-35E was time checked three different times in the peak period and was found to be 5-6 minutes faster. The times on the existing schedules are not the actual running times of the route. Trips were getting to downtown late.
2. One man asked if the RTB has surveyed potential riders. He knows several that would ride if the route were express rather than local. He would like to see more marketing done on the service.
3. There was concern about the elimination of midday service to Lino Lakes, Lexington, Circle Pines area. The riders would like the service to remain in the midday, in case they need to get back home in the middle of the day.
4. A rider in the Grand Pre apartment area was glad the route wasn't being cut from her area. She would like to see it stay the same.
5. One lady questioned whether a park-&-ride lot was going to be put in at Club 49. at County Road J. The owner is telling them not to park in the lot. Rosvold responded that there are no plans to make this a park-&-ride, since it is private property. The City of Shoreview is adding bus shelter on Rice Street and adding bike lockers at Shoreview Community Center where there is an existing park-&-ride.
6. Don't serve Marketplace/senior apartments during the peak periods.
7. An elderly lady living along the Grand Pre area would be without midday service.
8. An elderly lady living along Lake McCarrons would be without service.
9. Keep the detour around the capitol.
10. One rider said that warmer buses are needed in the winter. The buses also leak when it rains.

Minutes of the Public Meeting of the
REGIONAL TRANSIT BOARD
Regarding Regular Route Service Restructuring
for North Suburban Lines Routes
October 20, 1993

Members Present: Ruth Franklin

Others Present: Mark Ryan, General Manager North Suburban Lines, Mike Kuehn and Randy Rosvold, RTB staff, Scott Colbert, RTB Intern

Call To Order

The meeting was convened at 7:00 PM on October 20, 1993 at Circle Pines City Hall.

Randy Rosvold opened the meeting by introducing the proposed changes and reasoning behind the restructuring of the NSL. There were 9 people in attendance from the general public and each was directed to sign their name and address as they were picking up informational packets prior to the meeting.

Rosvold explained how a combination of high subsidy routes, low patronage, and cuts from the state legislature all contributed to decreasing service. However many of the riders demands, as shown in the onboard surveys for riders, were met including more frequent midday service and peak express service on I-35E.

At this point the meeting was opened up to the audience for questions and comments. They included:

Why not midday service to Circle Pines?

Why eliminate midday service when it was number one rank on survey?

Is bus traveling on the freeway worth it? It may not be faster. This individual had a great concern about rush-hour traffic on the freeway and how it may slow down buses. Also accidents and inclement weather can cause slowdowns on the freeway.

Concern over cutting midday service to Circle Pines. One woman works in St. Paul from 9:00 until 2:00 and relies on transit..

Several people felt that if they are expected to Park-N-Ride, they might as well drive all the way.

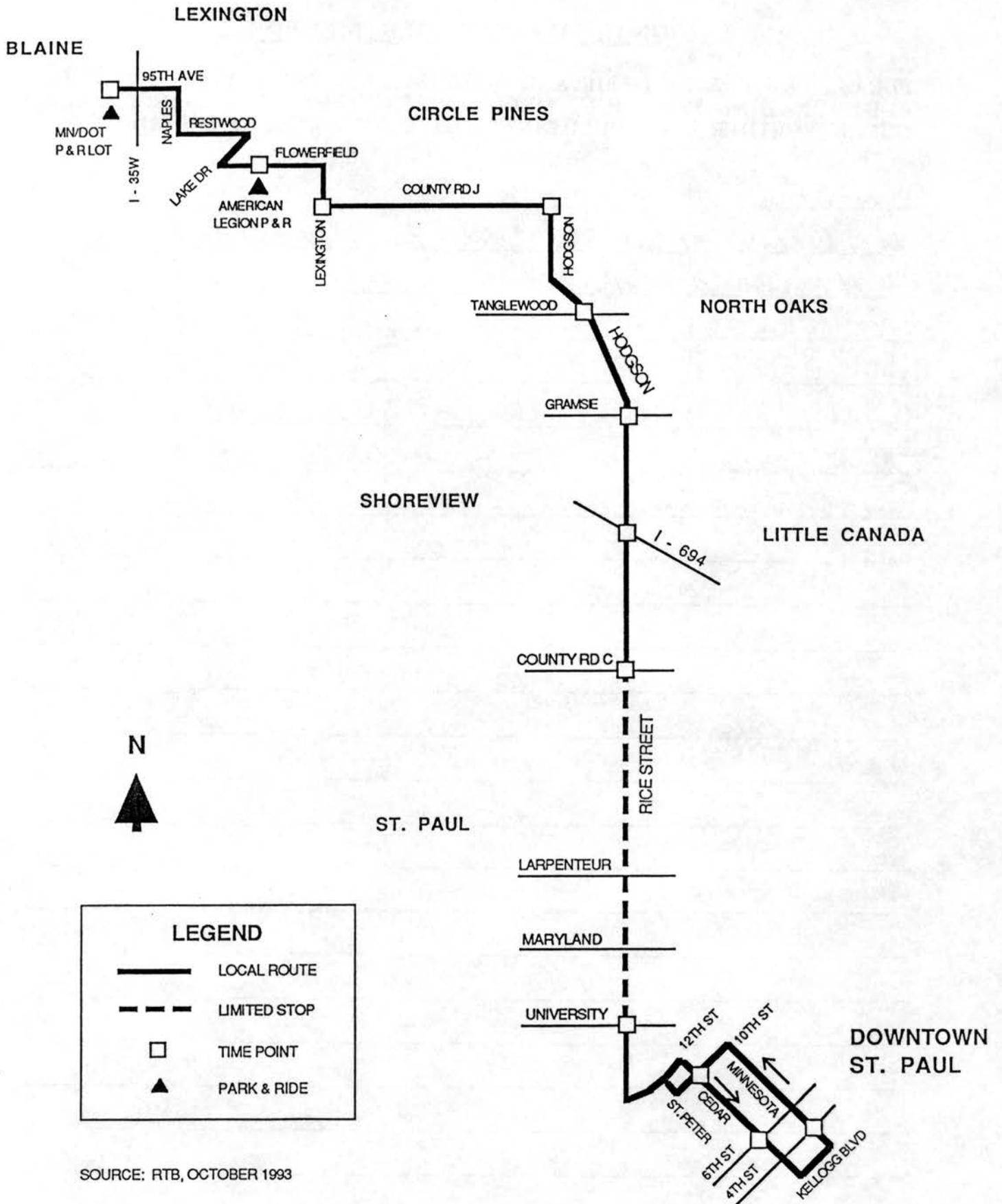
One gentlemen expressed interest in at least one midday bus coming up to Circle Pines. The closest point under the proposed changes would only bring the bus to Shoreview Community Center. His suggestion was a bus between 8 AM and 10 AM and a return bus in the afternoon between 2 PM and 4 PM. At least one in and one out.

Another individual stated that there were three real issues about the Hodgson express.

- 1) When I get on the bus? When do I get off the bus?
- 2) Cost of express service.
- 3) Convenience, is the express convenient and practical. There is no route past Shoreview Community Center during the day.

One person expressed need for warmer buses and the need to stop leaking windows.

FIGURE 1 PROPOSED HODGSON ROAD LIMITED STOP



SOURCE: RTB, OCTOBER 1993

Revised: 11/04/93

FIGURE 2
Hodgson Road Limited Stop

Revised: 11/04/93

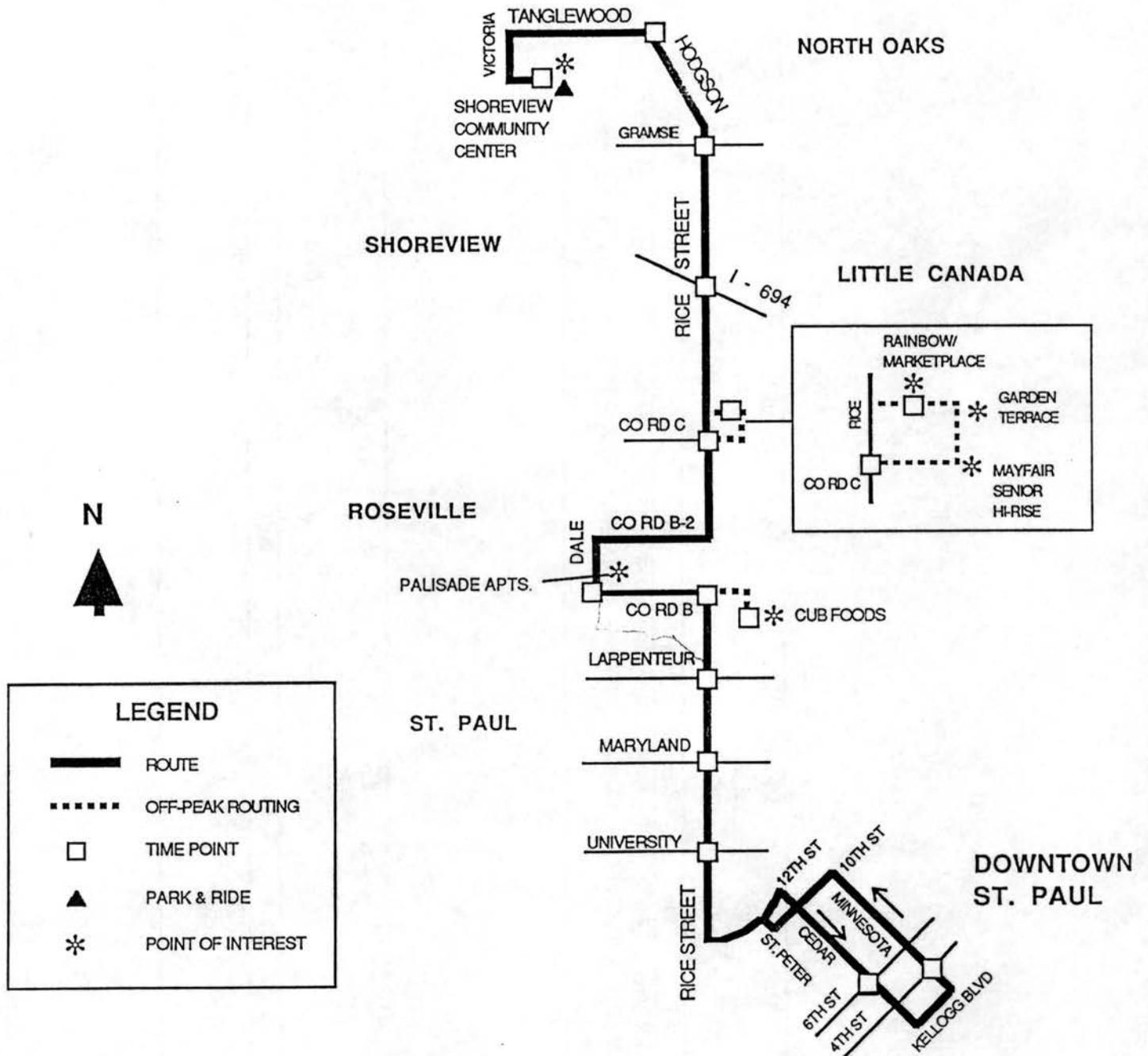
TO DOWNTOWN ST. PAUL

95th Ave & I-35W Park & Ride	American Legion	Lexington County Rd J	Hodgson County Rd J	Hodgson Tanglewood	Hodgson Gramsie	Rice I-694	Rice Co. Rd. C	Rice University	Cedar 6th	Minnesota 4th
AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM
5:52	5:56	6:01	6:05	6:10	6:16	6:21	6:25	6:36	6:41	6:45
6:22	6:26	6:31	6:35	6:40	6:46	6:51	6:55	7:06	7:11	7:15
6:57	7:01	7:06	7:10	7:15	7:21	7:26	7:30	7:41	7:46	7:50

FROM DOWNTOWN ST. PAUL

Minnesota 4th	Cedar 10th	Rice University	Rice Co. Rd. C	Rice I-694	Hodgson Gramsie	Hodgson Tanglewood	Hodgson County Rd	Lexington County Rd J	American Legion	95th Ave & I-35W Park & Ride
PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM
4:10	4:15	4:19	4:30	4:35	4:40	4:46	4:51	4:55	5:00	5:04
4:40	4:45	4:49	5:00	5:05	5:10	5:16	5:21	5:25	5:30	5:34
5:10	5:15	5:19	5:30	5:35	5:40	5:46	5:51	5:55	6:00	6:04

**FIGURE 3
PROPOSED RICE STREET ROUTE**



SOURCE: RTB, OCTOBER 1993

Revised: 11/04/93

FIGURE 4
Rice Street Weekday

Revised: 11/04/93

TO DOWNTOWN ST. PAUL

Shoreview														
Community Center	Tanglewood Hodgson	Hodgson Gramsie	Rice I- 694	Market- Place	Rice County Rd C	Dale County Rd B	Rice County Rd B	Cub Foods	Rice Larpenteur	Rice Maryland	Rice University	Cedar 6th	Minnesota 4th	
AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	
5:41	5:44	5:50	5:54	---	5:58	6:05	6:08	---	6:11	6:15	6:21	6:26	6:30	
6:25	6:28	6:34	6:38	---	6:42	6:49	6:52	---	6:55	6:59	7:05	7:11	7:15	
7:00	7:03	7:09	7:13	---	7:17	7:24	7:27	---	7:30	7:34	7:40	7:46	7:50	
7:20	7:23	7:29	7:33	---	7:37	7:44	7:47	---	7:50	7:54	8:00	8:06	8:10	
8:04	8:07	8:13	8:17	8:20	8:23	8:30	8:33	8:34	8:39	8:43	8:49	8:54	8:57	
9:04	9:07	9:13	9:17	9:20	9:23	9:30	9:33	9:34	9:39	9:43	9:49	9:54	9:57	
10:04	10:07	10:13	10:17	10:20	10:23	10:30	10:33	10:34	10:39	10:43	10:49	10:54	10:57	
11:04	11:07	11:13	11:17	11:20	11:23	11:30	11:33	11:34	11:39	11:43	11:49	11:54	11:57	
PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	
12:04	12:07	12:13	12:17	12:20	12:23	12:30	12:33	12:34	12:39	12:43	12:49	12:54	12:57	
1:04	1:07	1:13	1:17	1:20	1:23	1:30	1:33	1:34	1:39	1:43	1:49	1:54	1:57	
2:04	2:07	2:13	2:17	2:20	2:23	2:30	2:33	2:34	2:39	2:43	2:49	2:54	2:57	
2:38	2:41	2:47	2:51	2:54	2:57	3:04	3:07	3:08	3:13	3:17	3:23	3:28	3:31	
3:12	3:15	3:21	3:25	3:28	3:31	3:38	3:41	3:42	3:47	3:51	3:57	4:03	4:07	
3:42	3:45	3:51	3:55	3:58	4:01	4:08	4:11	4:12	4:17	4:21	4:27	4:33	4:37	
4:12	4:15	4:21	4:25	4:28	4:31	4:38	4:41	4:42	4:47	4:51	4:57	5:03	5:07	
4:42	4:45	4:51	4:55	4:58	5:01	5:08	5:11	5:12	5:17	5:21	5:27	5:33	5:37	
5:14	5:17	5:23	5:27	5:30	5:33	5:40	5:43	5:44	5:49	5:53	5:59	6:04	6:07	

FIGURE 5
Rice Street Weekday

Revised: 11/04/93

FROM DOWNTOWN ST. PAUL

Minnesota 4th AM	Rice University AM	Rice Maryland AM	Rice Larpenteur AM	Rice County Rd B AM	Rice Cub Foods AM	Dale County Rd B AM	Rice County Rd C AM	Market- Place AM	Rice I-694 AM	Hodgson Gramsie AM	Hodgson Tanglewood AM	Shoreview Community Center AM
6:30	6:37	6:43	6:47	6:50	---	6:53	7:00	---	7:04	7:08	7:14	7:17
7:15	7:22	7:28	7:32	7:35	---	7:38	7:45	---	7:49	7:53	7:59	8:02
7:50	7:57	8:03	8:07	8:10	---	8:13	8:20	---	8:24	8:28	8:34	8:37
8:10	8:17	8:23	8:27	8:30	8:31	8:36	8:43	8:46	8:49	8:53	8:59	9:02
9:00	9:07	9:13	9:17	9:20	9:21	9:26	9:33	9:36	9:39	9:43	9:49	9:52
10:00	10:07	10:13	10:17	10:20	10:21	10:26	10:33	10:36	10:39	10:43	10:49	10:52
11:00	11:07	11:13	11:17	11:20	11:21	11:26	11:33	11:36	11:39	11:43	11:49	11:52
PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM
12:00	12:07	12:13	12:17	12:20	12:21	12:26	12:33	12:36	12:39	12:43	12:49	12:52
1:00	1:07	1:13	1:17	1:20	1:21	1:26	1:33	1:36	1:39	1:43	1:49	1:52
2:00	2:07	2:13	2:17	2:20	2:21	2:26	2:33	2:36	2:39	2:43	2:49	2:52
3:10	3:17	3:23	3:27	3:30	3:31	3:36	3:43	3:46	3:49	3:53	3:59	4:02
3:40	3:47	3:55	3:59	4:02	4:03	4:10	4:13	4:16	4:19	4:23	4:29	4:32
4:10	4:19	4:25	4:29	4:32	---	4:35	4:42	---	4:46	4:50	4:56	4:59
4:40	4:49	4:55	4:59	5:02	---	5:05	5:12	---	5:16	5:20	5:26	5:29
5:10	5:19	5:25	5:29	5:32	---	5:35	5:42	---	5:46	5:50	5:56	5:59
5:40	5:49	5:55	5:59	6:02	6:03	6:08	6:15	6:18	6:21	6:25	6:31	6:34
6:10	6:17	6:23	6:27	6:30	6:31	6:36	6:43	6:46	6:49	6:53	6:59	7:02

FIGURE 6
Rice Street Saturday

Revised: 11/04/93

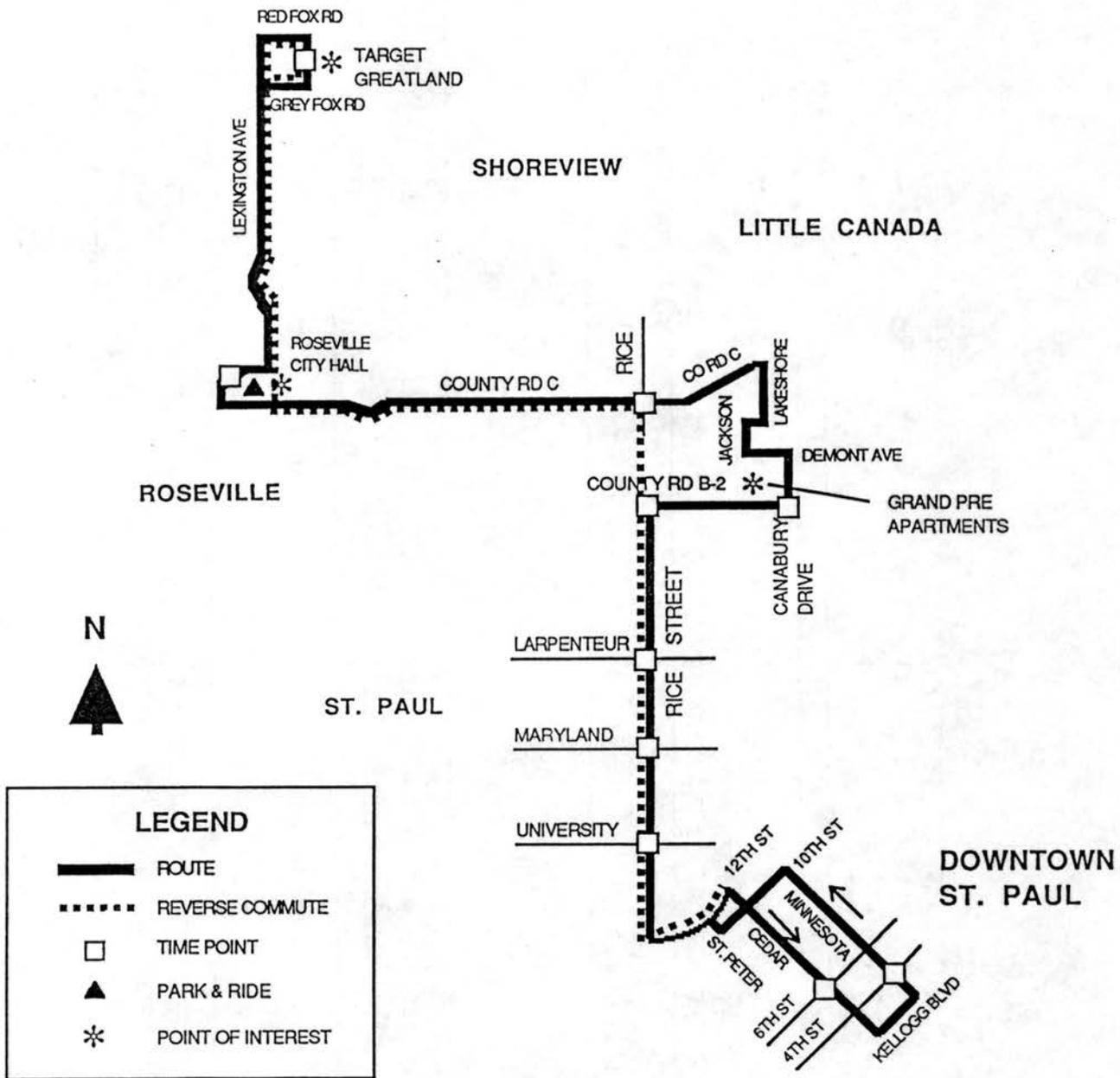
TO DOWNTOWN ST. PAUL

Shoreview													
Community Center	Tanglewood	Hodgson	Rice	Market-Place	Rice	Dale	Rice	Rice	Rice	Rice	Rice	Cedar	Minnesota
Hodgson	Gramsie	I-694			County Rd C	County Rd B	County Rd B	Cub Foods	Larpenteur	Maryland	University	6th	4th
AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM
7:02	7:05	7:11	7:15	7:18	7:21	7:28	7:31	7:32	7:37	7:42	7:48	7:54	7:57
9:02	9:05	9:11	9:15	9:18	9:21	9:28	9:31	9:32	9:37	9:42	9:48	9:54	9:57
11:02	11:05	11:11	11:15	11:18	11:21	11:28	11:31	11:32	11:37	11:42	11:48	11:54	11:57
PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM
1:02	1:05	1:11	1:15	1:18	1:21	1:28	1:31	1:32	1:37	1:42	1:48	1:54	1:57
3:02	3:05	3:11	3:15	3:18	3:21	3:28	3:31	3:32	3:37	3:42	3:48	3:54	3:57
5:02	5:05	5:11	5:15	5:18	5:21	5:28	5:31	5:32	5:37	5:42	5:48	5:54	5:57

FROM DOWNTOWN ST. PAUL

												Shoreview
Minnesota	Rice	Rice	Rice	Rice		Dale	Rice	Market-Place	Rice	Hodgson	Hodgson	Community
4th	University	Maryland	Larpenteur	County Rd B	Cub Foods	County Rd B	County Rd C		I-694	Gramsie	Tanglewood	Center
AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM
8:00	8:07	8:13	8:17	8:21	8:22	8:26	8:33	8:36	8:39	8:43	8:49	8:52
10:00	10:07	10:13	10:17	10:21	10:22	10:26	10:33	10:36	10:39	10:43	10:49	10:52
PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM
12:00	12:07	12:13	12:17	12:21	12:22	12:26	12:33	12:36	12:39	12:43	12:49	12:52
2:00	2:07	2:13	2:17	2:21	2:22	2:26	2:33	2:36	2:39	2:43	2:49	2:52
4:00	4:07	4:13	4:17	4:21	4:22	4:26	4:33	4:36	4:39	4:43	4:49	4:52
6:00	6:07	6:13	6:17	6:21	6:22	6:26	6:33	6:36	6:39	6:43	6:49	6:52

**FIGURE 7
PROPOSED LEXINGTON ROUTE**



SOURCE: RTB, OCTOBER 1993

Revised: 11/04/93

FIGURE 8
Lexington Route

Revised: 11/04/93

TO DOWNTOWN ST. PAUL

Target Greatland	Roseville City Hall	County Rd C Rice	Canabury County Rd B-2	Rice County Rd B-2	Rice Larpenteur	Rice Maryland	Rice University	Cedar 6th	Minnesota 4th
AM	AM	AM	AM	AM	AM	AM	AM	AM	AM
5:58	6:06	6:14	6:20	6:23	6:26	6:30	6:36	6:42	6:45
6:28	6:36	6:44	6:50	6:53	6:56	7:00	7:06	7:12	7:15
7:03	7:11	7:19	7:25	7:28	7:31	7:35	7:41	7:47	7:50
PM	PM	PM	PM	PM	PM	PM	PM	PM	PM
4:35	---	4:48	---	4:51	4:54	4:58	5:03	5:07	5:10

FROM DOWNTOWN ST. PAUL

Minnesota 4th	Rice University	Rice Maryland	Rice Larpenteur	Rice County Rd B-2	Canabury County Rd B-2	County Rd C Rice	Roseville City Hall	Target Greatland
AM	AM	AM	AM	AM	AM	AM	AM	AM
7:15	7:24	7:29	7:32	7:35	---	7:38	---	7:51
PM	PM	PM	PM	PM	PM	PM	PM	PM
4:10	4:19	4:25	4:29	4:32	4:35	4:41	4:49	4:57
4:40	4:49	4:55	4:59	5:02	5:05	5:11	5:19	5:27
5:10	5:19	5:25	5:29	5:32	5:35	5:41	5:49	5:57



MARK F.

October 19, 1993

Mark Ryan
General Manager
North Suburban Lines
8600 Xylite Street N.E.
Minneapolis, MN 55449

Dear Mark:

Enclosed are copies of the Regional Transit Board's (RTB) planning staff proposed service restructuring plans for the Rice Street and Lexington Avenue routes (see attachment #1). This service restructuring plan is based upon RTB planning staff field observations and analysis of Rice Street and Lexington Avenue services and onboard passenger surveys conducted on September 15 and 16, 1993.

RTB planning staff also met with staff of the communities served by the Rice Street and Lexington Avenue routes to discuss local transit issues and appraise the communities of the service analysis work being performed (Shoreview, September 21, 1993, Lino Lakes, Circle Pines and Lexington, September 22, 1993 and Little Canada, September 23, 1993). It is unfortunate that your work schedule did not allow you to attend these meetings. Copies of meeting summaries, compiled by Mike Kuehn, RTB's Community Relations Coordinator, are attached for your reference (attachment 2).

The communities were involved in selecting what was thought to be the most appropriate times and dates for public meetings regarding the restructuring of North Suburban Lines (NSL) service at times that did not interfere with City Council or other local community meetings.

The results of the RTB administered onboard survey, which was completed during the same days as the service analysis, are also enclosed for your review (see attachment #3).

Following is a brief summary of the operating requirements for the proposed service restructuring plan:

<u>Route/Service</u>	<u>Peak Bus Requirement</u>	<u>Midday Bus Requirement</u>	<u>*Service Hours</u>	<u>Service Miles</u>
Weekday Rice St. Express Route	3 buses	0	4 hrs. 52 min.	n.a.
Weekday Rice St. Local Route	4 buses	2 buses	32 hrs. 12 min.	n.a.
Subtotal Weekday Rice St. Route	7 buses	2 buses	37 hrs. 4 min.	n.a.
Weekday Lexington Route	2 buses	0	5 hrs. 53 min.	n.a.
Total Weekday Rice/Lexington Routes	9 buses	2 buses	42 hrs. 57 min.	n.a.
Saturday Rice St. Route	1 bus	1 bus	10 hrs. 27 min.	n.a.

*the service hours were calculated using the previously agreed upon up to nine minutes layover time paid as part of service hours.

This service restructuring proposal will be presented to the public on October 20, 1993, at two public meetings.

The RTB's ability to implement this service restructuring proposal are based upon acceptance by the public, RTB Board approval and successful negotiations with your company on a mutually agreed upon hourly rate for calendar year 1994. I am very receptive to your comments and suggestions to this service proposal and would encourage your participation in the public input process.

Furthermore, it would be advisable for RTB planning staff and members of your office, including drivers such as Van or Henry, to schedule some time to go over the service restructuring proposal. In addition, a dry run of the proposed schedules should be conducted. I am prepared to discuss this matter at your earliest convenience. Please contact me at 229-2710.

Sincerely,



Randy Rosvold, Senior Planner, RTB

RR:caa

Enclosures

cc: Jim Lorenz, President, North Suburban Lines
Judy Hollander, Director of Planning and Programs, RTB
Howard Blin, Planning Manager, RTB
✓ Mark Fuhrmann, Programs Manager, RTB
Len Simich, Senior Programs Administrator, RTB

REGIONAL TRANSIT BOARD

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

DATE: October 19, 1993
TO: North Suburban Lines File
FROM: Randy Rosvold, Senior Planner
SUBJECT: Proposed Service Restructuring Plan for Rice Street and Lexington Routes
Operated by North Suburban Lines

INTRODUCTION

This memorandum summarizes the findings and recommendations of Regional Transit Board planning staff for restructuring two routes (Rice Street and Lexington) operated by North Suburban Lines under contract to the Regional Transit Board.

BACKGROUND

No major route schedule changes have occurred on the Rice Street and Lexington routes in the past 2-1/2 years (March 1991). However, during that same time the communities served by these routes have experienced changes in population, increases in traffic congestion, and construction of new businesses and residential developments.

Monitoring of trends in daily patronage on the Rice Street and Lexington routes exhibits a slight decline in the relatively stable ridership base (see Figure 1). In 1992, the Rice Street service carried approximately 675 daily rides and Lexington service carried approximately 97 daily rides. In the first half of 1993, the average daily patronage on Rice Street was 625 rides and Lexington route, 89 rides. This slight decline in patronage also is reflected in the trends analysis of route performance monitoring done by the RTB. (See Figures 2, 3 and 4.) The current regional performance standard for regular route transit is \$3.25 subsidy per passenger. The performance of Rice Street weekday, Rice Street Saturday and Lexington route weekday services is measured against this performance standard.

Having the background information mentioned above, RTB planning staff identified the need to conduct a detailed analysis prior to negotiating the 1994 contract with North Suburban Lines for Rice Street and Lexington Avenue transit service. Included in this analysis were monitoring and documentation of all passenger boardings and alightings on each bus trip and analysis of real-time route operations to measure schedule adherence and on-time performance. Concurrent to this analysis, RTB staff also conducted an on-board survey of existing NSL riders to ascertain transportation needs and gain rider input in the analysis. The analysis of NSL services occurred in mid-September 1993. In late September 1993, meetings were held with the staff of communities served by NSL Rice Street and Lexington Avenue routes to discuss the transit needs of each community and gain local input into changes within the communities.

Goals and Objectives of Service Restructuring Plan

The overall goals and objectives of the service restructuring plan are:

- develop a service plan that effectively serves users of NSL services;
- simplify the route structure and timetables for Rice Street and Lexington Avenue routes;
- restructure routes and services that are responsive to changes in the communities;
- provide services in a manner that is most appropriate to the areas and populations being served; and
- ensure coordination with other transit services funded by the RTB (i.e., MTC, Roseville Area Circulator, Anoka County Traveler).

Findings from Analysis of Existing NSL Rice Street and Lexington Avenue Routes

Rice Street Weekday Services

	Peak-Hour Service	Midday Service
Route:	<ul style="list-style-type: none">• Confusing route structure.• Slow bus travel times attributable to circuitous routings.• Route designations labeled with "S", "C", or "R"; each route having designated stops listed on schedule. Actual operations did not follow scheduled stops.• Some trips labeled express, although no extra fare charged and, in actual operations, buses picked up and dropped off riders along "express" segment of route.• Major bus congestion at 4th Street and Minnesota due to staging of NSL and MTC buses at 4:40 p.m.	<ul style="list-style-type: none">• Confusing route structure.• Slow bus travel times attributable to circuitous routings.• Midday services do not follow consistent routings.• Field observations of repeated route deviations according to individual driver judgment.• Unique routing for trips to Northtown confusing.• Certain route segments have very low patronage.
Schedule:	<ul style="list-style-type: none">• Schedule format is confusing.• Not enough travel time given for some segments of routes.• More bus trips provided than needed during a.m. rush hour.• Deployment of buses/routings creates under-utilized trips.• 7:25 a.m. in-bound trip from Rice and County Road C-2 not operated.	<ul style="list-style-type: none">• Schedule format is confusing.• Inaccurate travel time listed.• Intermittent schedule in northern communities produces low patronage, long gaps in service.
On-Time Performance:	<ul style="list-style-type: none">• Most trips on time (under five minutes late) from posted time.• 6:50 a.m. trip from MN correctional facility 14 minutes late downtown.	<ul style="list-style-type: none">• Most trips on time (under five minutes late).

Rice Street Saturday Service

- Route:
- Low patronage along entire route.
 - Large area served on Saturday with only one bus.
- Schedule:
- Extremely poor level of service provided. Bus trips scheduled once every three and one-half hours.

Lexington Avenue Route

- Route:
- Northern one-half of route lightly patronized; confusing route operations.
 - Route followed by reverse commute service not on posted schedule.
- Schedule:
- Imbalance of a.m. and p.m. peak bus trips provided. Two early a.m. peak bus trips lightly patronized on segment of route (Lexington Ave.).

Proposed Service Restructuring Plans

Rice Street Weekday Services

	Peak-Hour Service	Midday Service
Route:	<p>(see Figures 5 and 6)</p> <ul style="list-style-type: none">• Split route into two distinctive segments:<ol style="list-style-type: none">1) create Hodgson Road express and operate via I-694/I-35E;2) restructure Rice Street local route to serve Cub Foods--Maplewood, reroute Rice Street local route to serve senior housing developments by Marketplace.• Eliminate service to:<ol style="list-style-type: none">1) trailer park at Big Circle Drive/Country Drive;2) McCarrons Lake area (Western and McCarrons Blvd. So.).	<p>(see Figure 6)</p> <ul style="list-style-type: none">• Operate Rice Street local route as proposed in rush-hour narrative (shorten route to Shoreview Community Center).• Eliminate service north of Shoreview Community Center in northern Shoreview, Lexington, Circle Pines, Lino Lakes, and to Northtown.• Eliminate service to McCarrons Lake area (Western and McCarrons Blvd. South).• Reroute all midday trips to serve Cub Foods at Rice and County Road B.• Reroute all trips to serve senior housing developments by Marketplace.• Reroute service via Tanglewood and Victoria Street to/from Shoreview Community Center.• Reroute service via Rice Street between Co. Rd. B-2 and Co. Rd. C to serve businesses.
Schedule:	<p>(see Tables 1, 2 and 3)</p> <ul style="list-style-type: none">• Provide three a.m. and three p.m. trips on Hodgson Road express route (similar to existing express runs).• Operate clock headway bus trips every 30-40 minutes on Rice Street local route.• Revise schedule times to accurately reflect actual bus travel time.	<p>(see Tables 2 and 3)</p> <ul style="list-style-type: none">• No midday service on Hodgson Road express route.• Improve midday service level; operate clock headway bus trips every 60 minutes on Rice Street local route (currently every 120 minutes).• Revise schedule times to accurately reflect actual bus travel time.

Rice Street Saturday Service

- Route: (see Figure 6)
- Operate same route as weekday Rice Street local service.
 - All service north of Shoreview Community Center is proposed to be eliminated.
- Schedule: (see Table 4)
- Improve service frequency to 120 minute headway. Current service operates every three and one-half hours.

Lexington Avenue Route - Weekday Service

- Route: (see Figure 7)
- Eliminate northern portion of Lexington route in Mounds View and northern Shoreview due to extremely poor patronage.
 - Start and end all Lexington route service at Target Greatland in Shoreview.
 - Eliminate Lexington route service on County Road D, Victoria Avenue and Woodhill Avenue due to light patronage.
 - Streamline route to operate directly via Lexington Avenue to Roseville City Hall.
 - Develop a consistent route alignment for all Lexington Avenue trips. All Lexington route trips would serve Canabury and Grand Pre apartments in Little Canada.
 - Continue to operate reverse commute route to Arden Hills following a consistent a.m. and p.m. route alignment.
- Schedule: (see Table 5)
- A balance of three a.m. and three p.m. rush-hour trips are proposed serving major work shift times in downtown St. Paul.

As a result of the proposed changes, the communities of Circle Pines, Lexington and Lino Lakes would receive lower tax levy for property taxes collected for transit operations.

Next Steps

After RTB planning staff receives public input on the proposed restructuring plans on October 20, 1993, refinements will be made to the plan and submitted to the Regional Transit Board Policy Committee this fall (October/November 1993) for endorsement. The RTB will then set dates for public hearings in November/December 1993 to present the finalized restructuring plan to the public. The proposed service restructuring plan is anticipated to be implemented in early 1994.

FIGURE 1

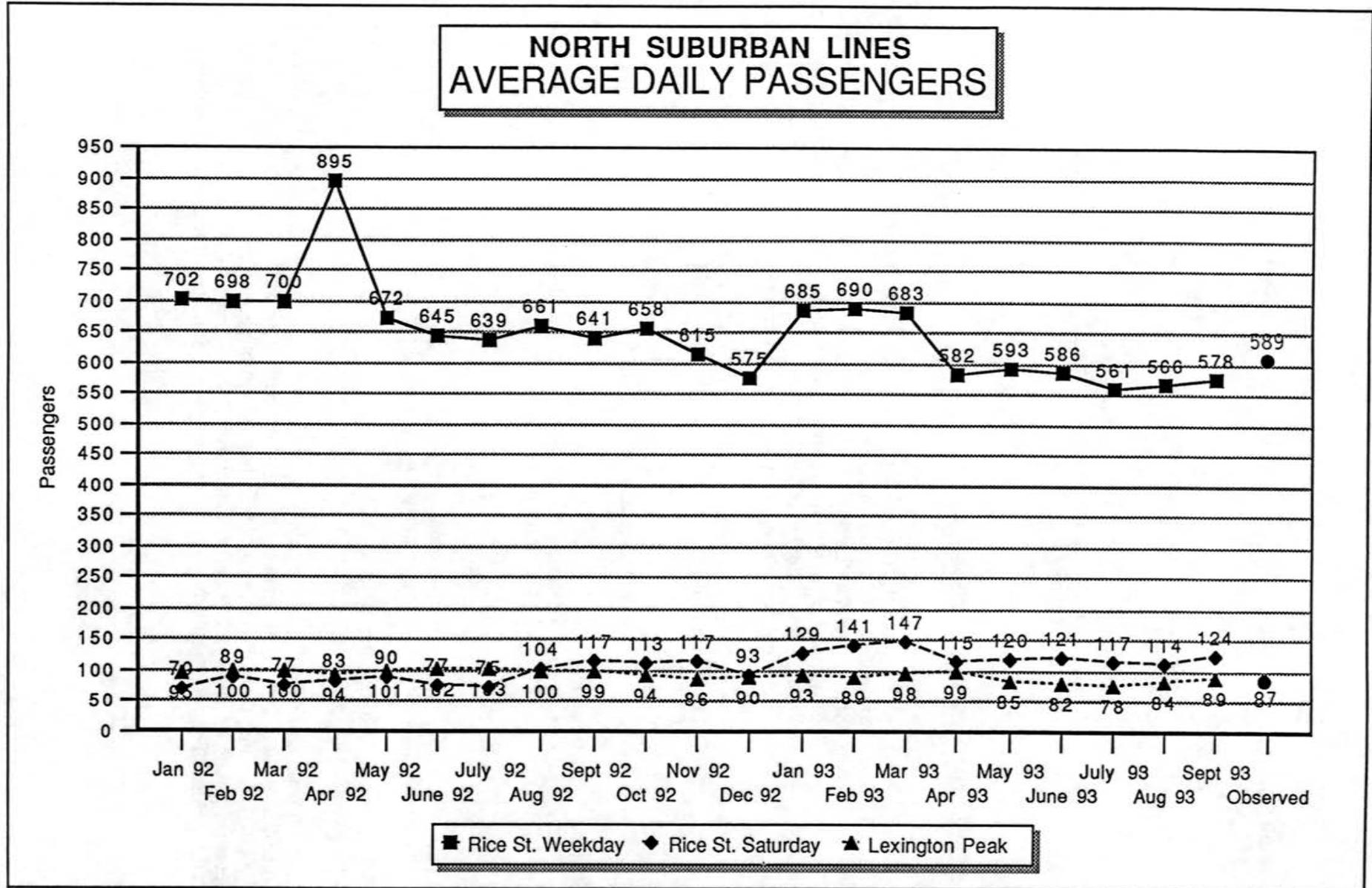


FIGURE 2

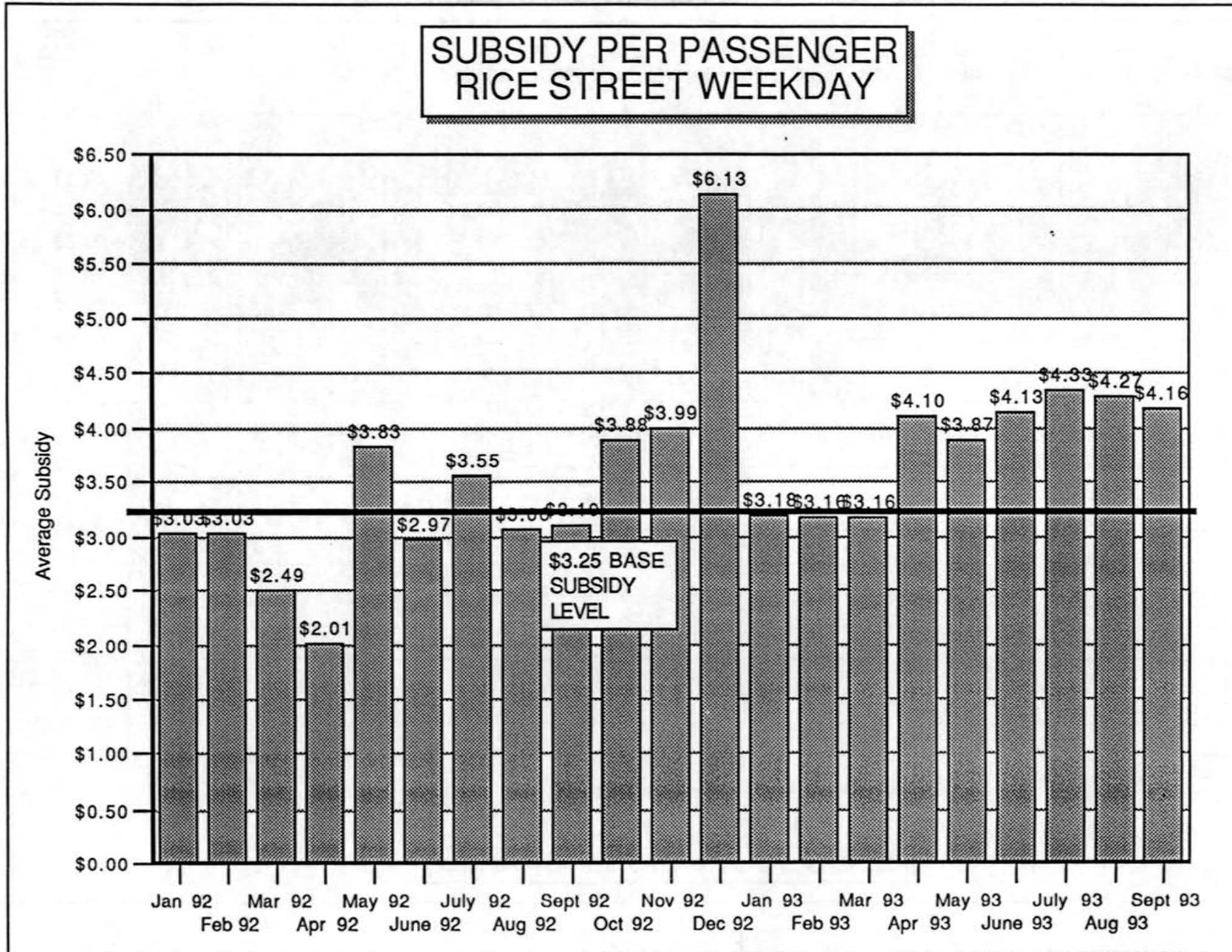


FIGURE 3

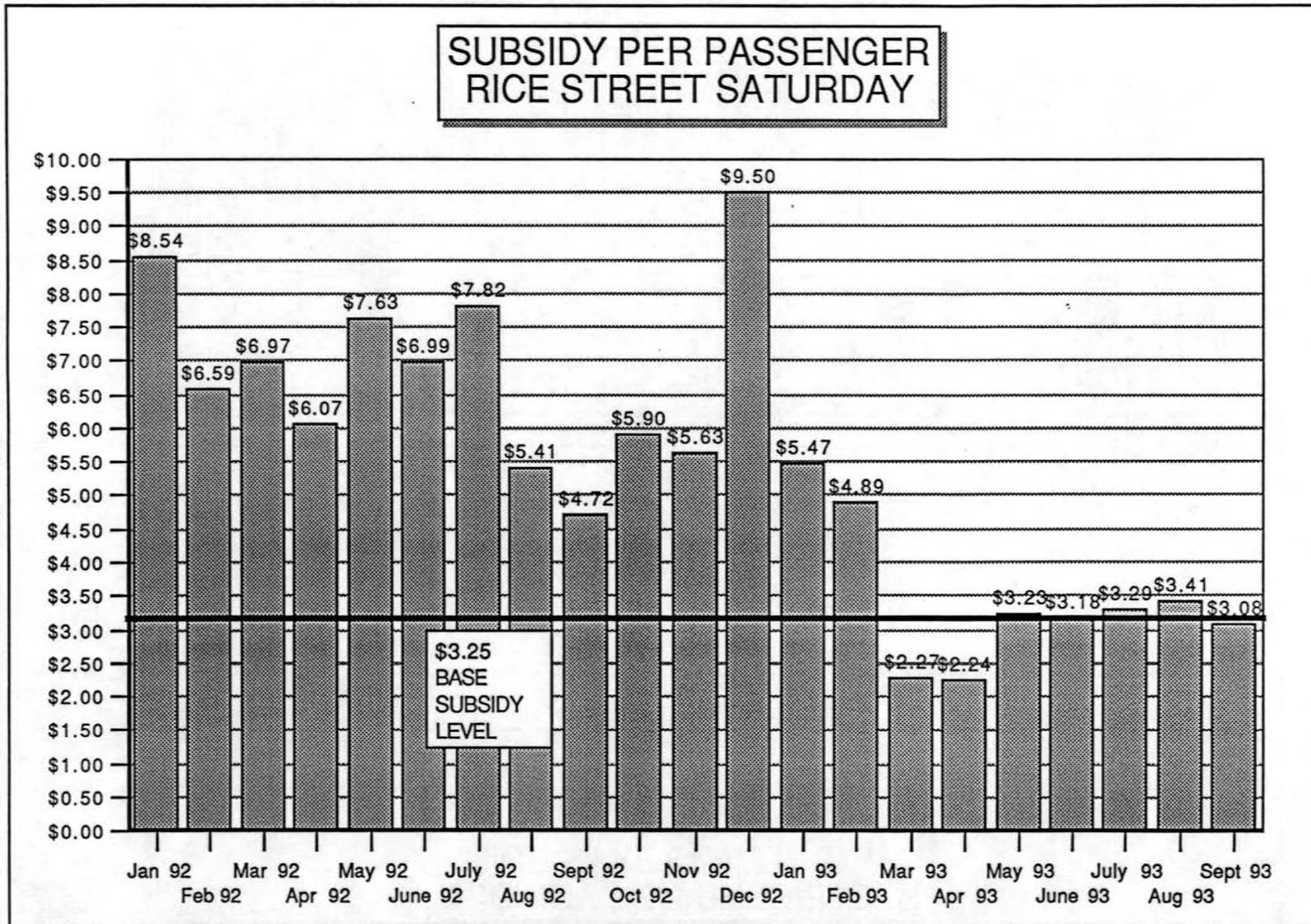
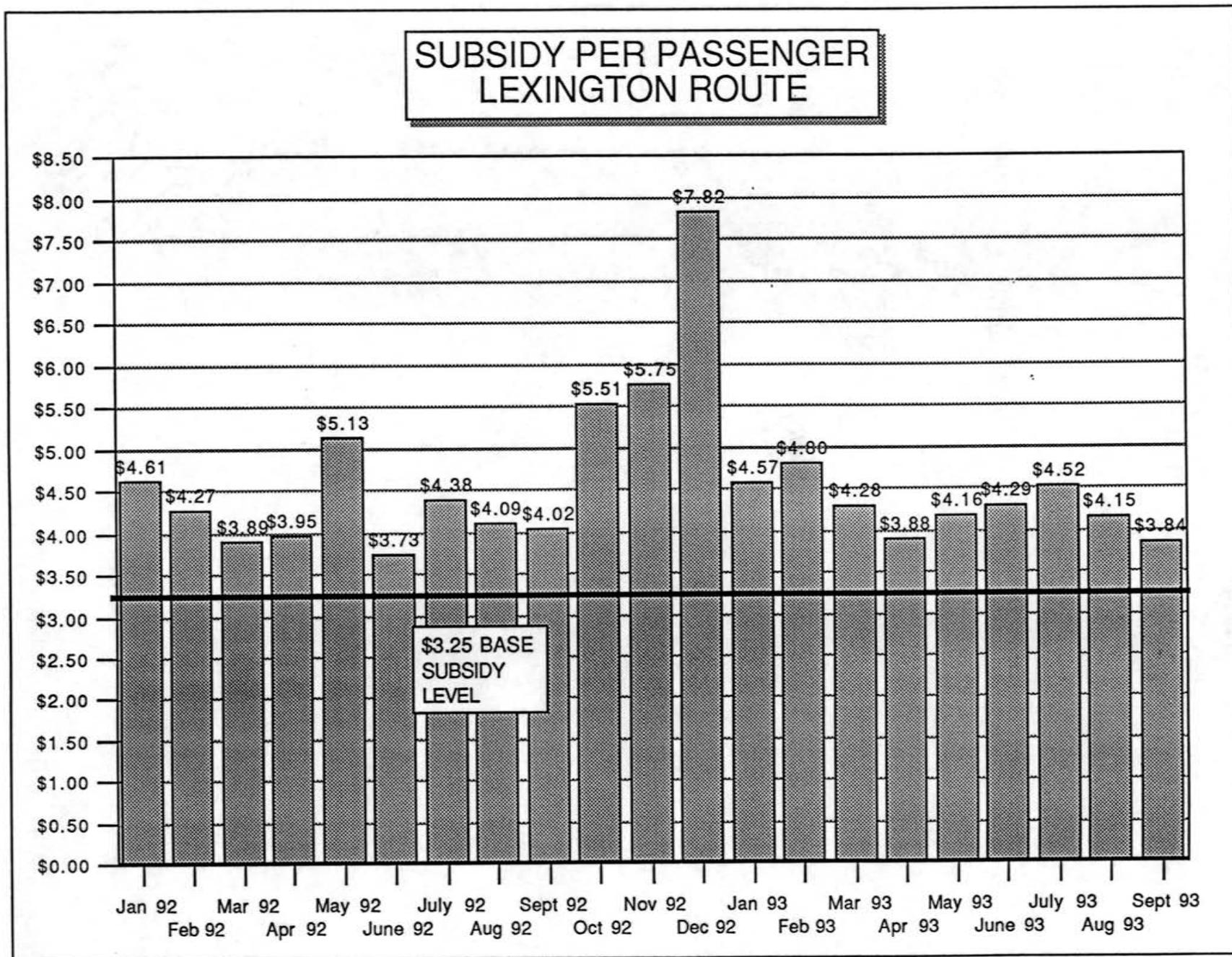
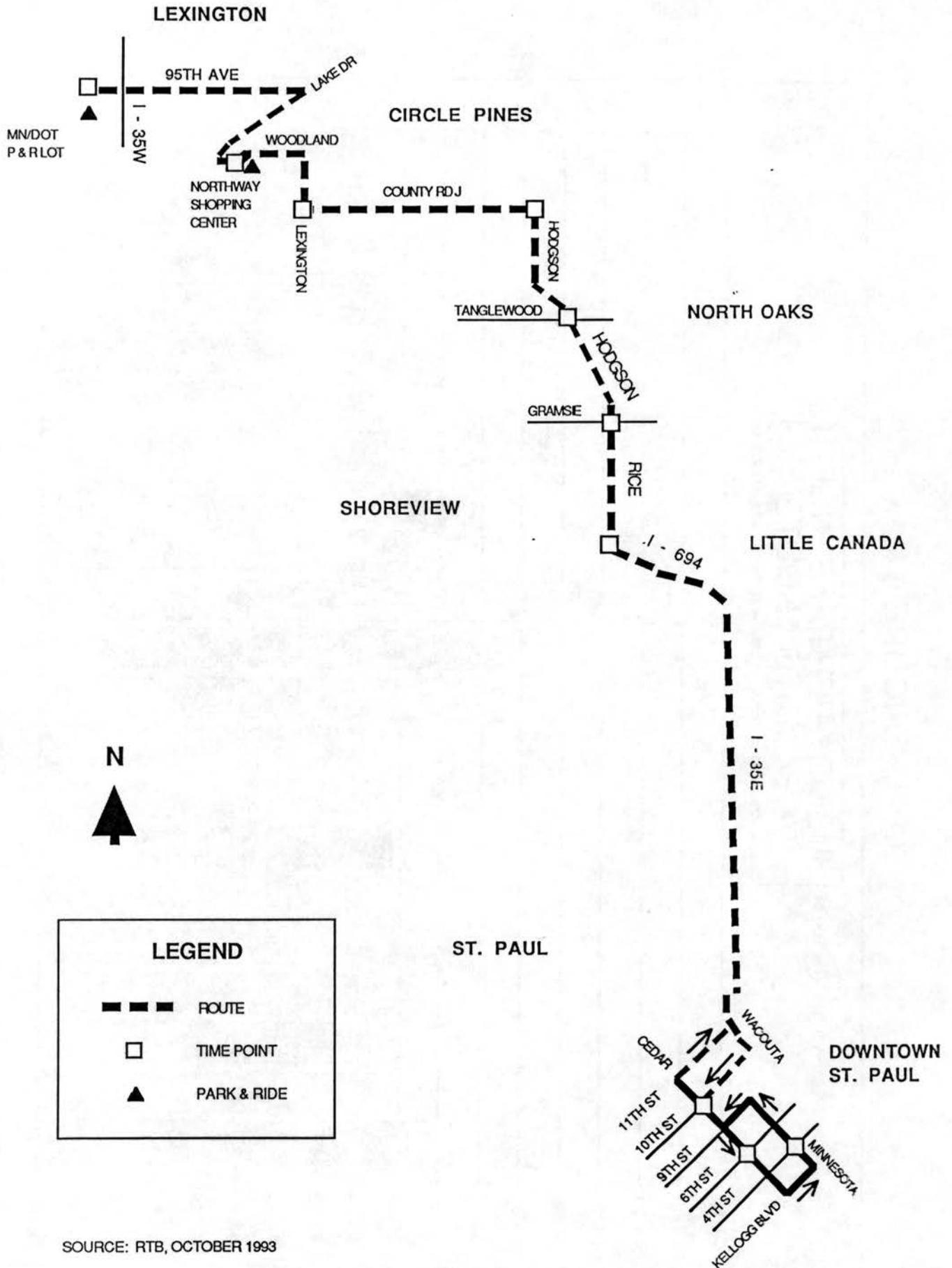


FIGURE 4



**FIGURE 5
PROPOSED HODGSON ROAD EXPRESS**



**TABLE 1
Hodgson Road Express**

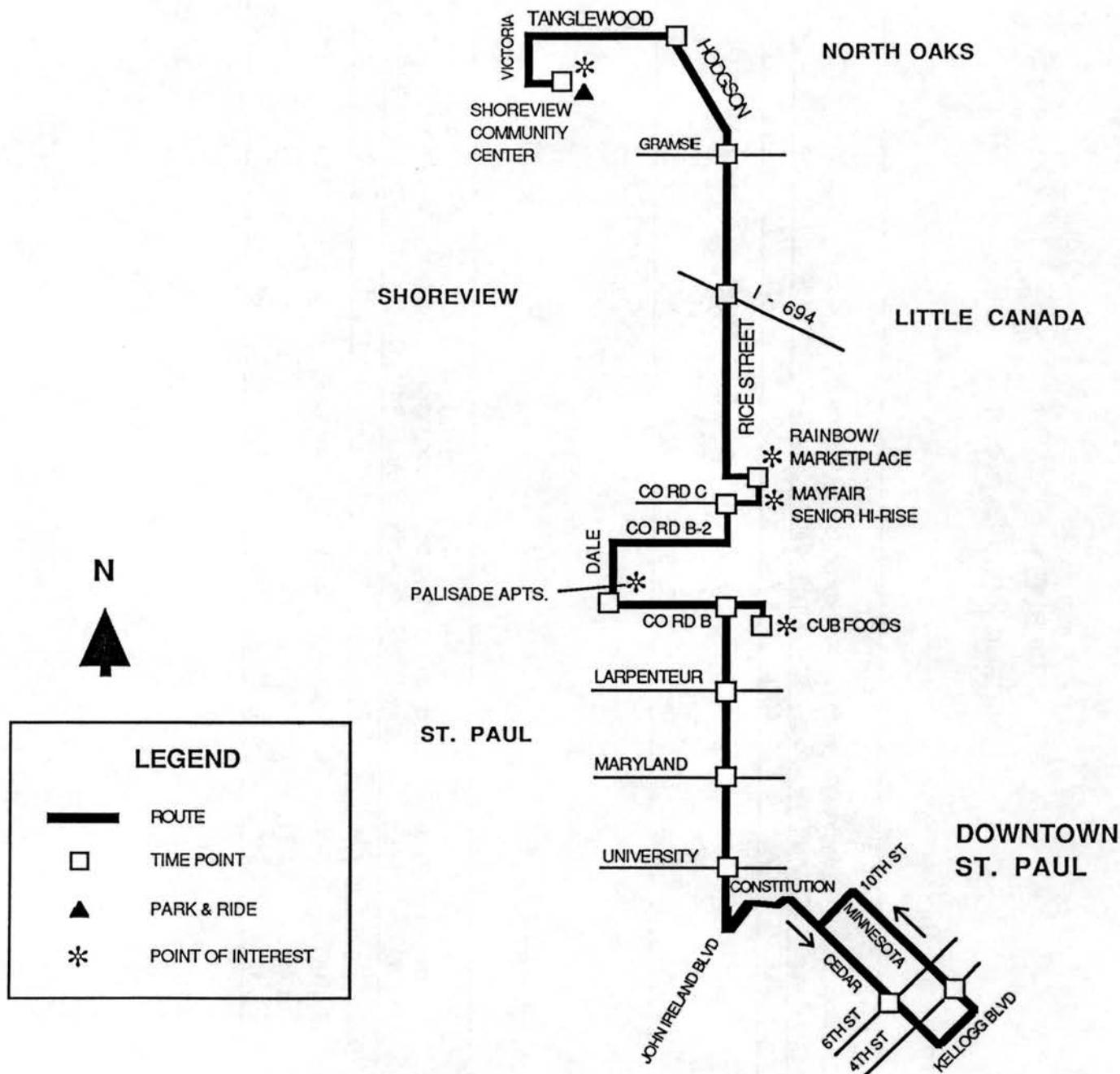
TO DOWNTOWN ST. PAUL

95th Ave & I-35W Park & Ride AM	Northway Shopping Center AM	Lexington County Rd J AM	Hodgson County Rd J AM	Hodgson Tanglewood AM	Hodgson Gramsie AM	Rice I-694 AM	Cedar 10th AM	Cedar 6th AM	Minnesota 4th AM
5:57	6:01	6:06	6:10	6:15	6:21	6:26	6:38	6:41	6:45
6:25	6:29	6:34	6:38	6:43	6:49	6:54	7:08	7:11	7:15
7:00	7:04	7:09	7:13	7:18	7:24	7:29	7:43	7:46	7:50

FROM DOWNTOWN ST. PAUL

Minnesota 4th PM	Cedar 10th PM	Rice I-694 PM	Hodgson Gramsie PM	Hodgson Tanglewood PM	Hodgson County Rd J PM	Lexington County Rd J PM	Northway Shopping Center PM	95th Ave & I-35W Park & Ride PM
4:10	4:15	4:29	4:34	4:40	4:45	4:49	4:54	4:58
4:40	4:45	4:59	5:04	5:10	5:15	5:19	5:24	5:28
5:10	5:15	5:29	5:34	5:40	5:45	5:49	5:54	5:58

**FIGURE 6
PROPOSED RICE STREET ROUTE**



SOURCE: RTB, OCTOBER 1993

TABLE 2
Rice Street Weekday

TO DOWNTOWN ST. PAUL

Shoreview Community Center	Tanglewood Hodgson	Hodgson Gramsie	Rice I- 694	Market- Place	Rice County Rd C	Dale County Rd B	Rice County Rd B	Cub Foods	Rice Larpenteur	Rice Maryland	Rice University	Cedar 6th	Minnesota 4th
AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM
5:39	5:42	5:48	5:52	5:55	5:58	6:05	6:08	---	6:11	6:15	6:21	6:25	6:30
6:24	6:27	6:33	6:37	6:40	6:43	6:50	6:53	---	6:56	7:00	7:06	7:10	7:15
6:59	7:02	7:08	7:12	7:15	7:18	7:25	7:28	---	7:31	7:35	7:41	7:45	7:50
7:21	7:24	7:30	7:34	7:37	7:40	7:47	7:50	---	7:53	7:57	8:03	8:06	8:10
8:08	8:11	8:17	8:21	8:24	8:27	8:34	8:37	8:38	8:43	8:47	8:53	8:56	9:00
9:08	9:11	9:17	9:21	9:24	9:27	9:34	9:37	9:38	9:43	9:47	9:53	9:56	10:00
10:08	10:11	10:17	10:21	10:24	10:27	10:34	10:37	10:38	10:43	10:47	10:53	10:56	11:00
11:08	11:11	11:17	11:21	11:24	11:27	11:34	11:37	11:38	11:43	11:47	11:53	11:56	12:00
12:08	12:11	12:17	12:21	12:24	12:27	12:34	12:37	12:38	12:43	12:47	12:53	12:56	1:00
1:08	1:11	1:17	1:21	1:24	1:27	1:34	1:37	1:38	1:43	1:47	1:53	1:56	2:00
2:08	2:11	2:17	2:21	2:24	2:27	2:34	2:37	2:38	2:43	2:47	2:53	2:56	3:00
2:38	2:41	2:47	2:51	2:54	2:57	3:04	3:07	3:08	3:13	3:17	3:23	3:26	3:30
3:06	3:09	3:15	3:19	3:22	3:25	3:32	3:35	3:36	3:41	3:45	3:51	3:54	4:00
3:36	3:39	3:45	3:49	3:52	3:55	4:02	4:05	4:06	4:11	4:15	4:21	4:24	4:30
4:06	4:09	4:15	4:19	4:22	4:25	4:32	4:35	4:36	4:41	4:45	4:51	4:54	5:00
4:36	4:39	4:45	4:49	4:52	4:55	5:02	5:05	5:06	5:11	5:15	5:21	5:24	5:30
5:08	5:11	5:17	5:21	5:24	5:27	5:34	5:37	5:38	5:43	5:47	5:53	5:56	6:00

TABLE 3
Rice Street Weekday

FROM DOWNTOWN ST. PAUL

Minnesota 4th PM	Rice University PM	Rice Maryland PM	Rice Larpenteur PM	Rice County Rd B PM	Cub Foods PM	Dale County Rd B PM	Rice County Rd C PM	Market- Place PM	Rice I-694 PM	Hodgson Gramsie PM	Hodgson Tanglewood PM	Shoreview Community Center PM
6:30	6:37	6:43	6:47	6:50	---	6:53	7:00	7:03	7:06	7:10	7:16	7:19
7:15	7:24	7:30	7:34	7:37	---	7:40	7:47	7:50	7:53	7:57	8:03	8:07
7:50	7:57	8:03	8:07	8:10	---	8:13	8:20	8:23	8:26	8:30	8:36	8:40
8:10	8:17	8:23	8:27	8:30	8:31	8:36	8:43	8:46	8:49	8:53	8:59	9:03
9:10	9:17	9:23	9:27	9:30	9:31	9:36	9:43	9:46	9:49	9:53	9:59	10:03
10:10	10:17	10:23	10:27	10:30	10:31	10:36	10:43	10:46	10:49	10:53	10:59	11:03
11:10	11:17	11:23	11:27	11:30	11:31	11:36	11:43	11:46	11:49	11:53	11:59	12:03
12:10	12:17	12:23	12:27	12:30	12:31	12:36	12:43	12:46	12:49	12:53	12:59	1:03
1:10	1:17	1:23	1:27	1:30	1:31	1:36	1:43	1:46	1:49	1:53	1:59	2:03
2:10	2:17	2:23	2:27	2:30	2:31	2:36	2:43	2:46	2:49	2:53	2:59	3:03
3:10	3:17	3:23	3:27	3:30	3:31	3:36	3:43	3:46	3:49	3:53	3:59	4:03
3:35	3:44	3:50	3:54	3:57	3:58	4:03	4:10	4:13	4:16	4:20	4:26	4:29
4:10	4:19	4:25	4:29	4:32	---	4:35	4:42	4:45	4:48	4:52	4:58	5:01
4:40	4:49	4:55	4:59	5:02	---	5:05	5:12	5:15	5:18	5:22	5:28	5:31
5:10	5:19	5:25	5:29	5:32	---	5:35	5:42	5:45	5:48	5:52	5:58	6:01
5:40	5:49	5:55	5:59	6:02	---	6:05	6:12	6:15	6:18	6:22	6:28	6:31
6:10	6:17	6:23	6:27	6:30	---	6:33	6:40	6:43	6:46	6:50	6:56	6:59

**TABLE 4
RICE STREET SATURDAY**

TO DOWNTOWN ST. PAUL

Shoreview Community Center	Tanglewood Hodgson	Hodgson Gramsie	Rice I- 694	Market- Place	Rice County Rd C	Dale County Rd B	Rice County Rd B	Cub Foods	Rice Larpenteur	Rice Maryland	Rice University	Cedar 6th	Minnesota 4th
AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM	AM
7:16	7:21	7:24	7:27	7:30	7:32	7:38	7:41	7:42	7:45	7:48	7:53	7:56	8:00
9:16	9:21	9:24	9:27	9:30	9:32	9:38	9:41	9:42	9:45	9:48	9:53	9:56	10:00
11:16	11:21	11:24	11:27	11:30	11:32	11:38	11:41	11:42	11:45	11:48	11:53	11:56	12:00
1:16	1:21	1:24	1:27	1:30	1:32	1:38	1:41	1:42	1:45	1:48	1:53	1:56	2:00
3:16	3:21	3:24	3:27	3:30	3:32	3:38	3:41	3:42	3:45	3:48	3:53	3:56	4:00
5:16	5:21	5:24	5:27	5:30	5:32	5:38	5:41	5:42	5:45	5:48	5:53	5:56	6:00

FROM DOWNTOWN ST. PAUL

Minnesota 4th	Rice University	Rice Maryland	Rice Larpenteur	Rice County Rd B	Cub Foods	Dale County Rd B	Rice County Rd C	Market- Place	Rice I-694	Hodgson Gramsie	Hodgson Tanglewood	Shoreview Community Center
PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM	PM
8:10	8:17	8:22	8:25	8:28	8:29	8:33	8:38	8:40	8:43	8:46	8:49	8:54
10:10	10:17	10:22	10:25	10:28	10:29	10:33	10:38	10:40	10:43	10:46	10:49	10:54
12:10	12:17	12:22	12:25	12:28	12:29	12:33	12:38	12:40	12:43	12:46	12:49	12:54
2:10	2:17	2:22	2:25	2:28	2:29	2:33	2:38	2:40	2:43	2:46	2:49	2:54
4:10	4:17	4:22	4:25	4:28	4:29	4:33	4:38	4:40	4:43	4:46	4:49	4:54
6:10	6:17	6:22	6:25	6:28	6:29	6:33	6:38	6:40	6:43	6:46	6:49	6:54

**FIGURE 7
PROPOSED LEXINGTON ROUTE**

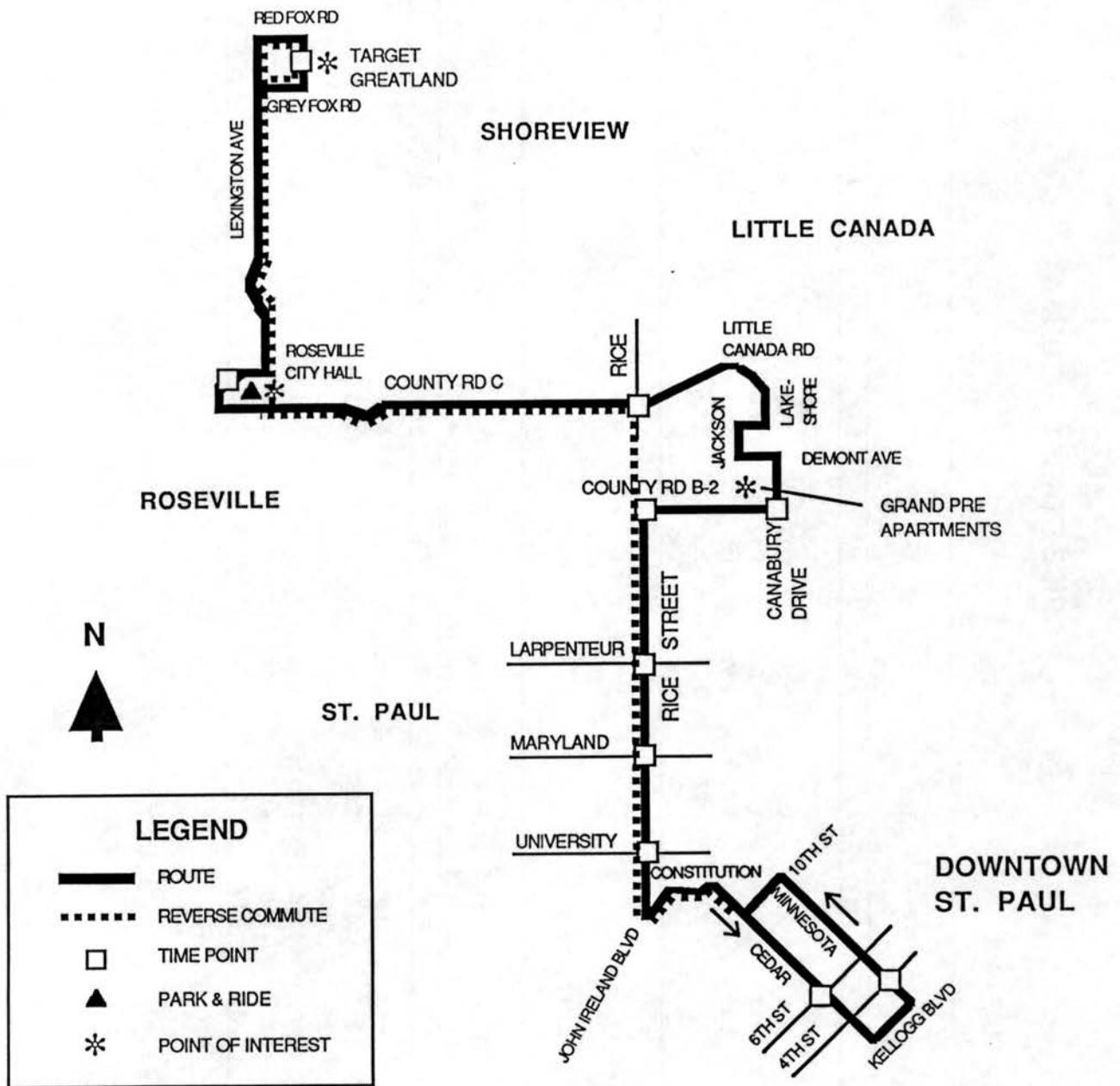


TABLE 5
Lexington Route

TO DOWNTOWN ST. PAUL

Target Greatland	Roseville City Hall	County Rd C Rice	Canabury County Rd B-2	Rice County Rd B-2	Rice Larpenteur	Rice Maryland	Rice University	Cedar 6th	Minnesota 4th
AM	AM	AM	AM	AM	AM	AM	AM	AM	AM
5:58	6:06	6:14	6:20	6:23	6:26	6:30	6:36	6:42	6:45
6:28	6:36	6:44	6:50	6:53	6:56	7:00	7:06	7:12	7:15
7:03	7:11	7:19	7:25	7:28	7:31	7:35	7:41	7:47	7:50
PM	PM	PM	PM	PM	PM	PM	PM	PM	PM
4:35	---	4:48	---	4:51	4:54	4:58	5:03	5:07	5:10

FROM DOWNTOWN ST. PAUL

Minnesota 4th	Rice University	Rice Maryland	Rice Larpenteur	Rice County Rd B-2	Canabury County Rd B-2	County Rd C Rice	Roseville City Hall	Target Greatland
AM	AM	AM	AM	AM	AM	AM	AM	AM
7:15	7:24	7:29	7:32	7:35	---	7:38	---	7:51
PM	PM	PM	PM	PM	PM	PM	PM	PM
4:10	4:19	4:25	4:29	4:32	4:35	4:41	4:49	4:57
4:40	4:49	4:55	4:59	5:02	5:05	5:11	5:19	5:27
5:10	5:19	5:25	5:29	5:32	5:35	5:41	5:49	5:57

REGIONAL TRANSIT BOARD

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

DATE: September 21, 1993
TO: Community Relations File
FROM: Mike Kuehn, Community Relations File *MK*
SUBJECT: Service Changes - City of Shoreview

On September 21, 1993, RTB Senior Planner Randy Rosvold and I met with Shoreview's Environmental Officer Gene Kruckenberg and Assistant City Engineer Dave Ahrens, to discuss, generally, the transit services provided to their city, and more specifically ideas for changing some of the North Suburban Lines services to improve cost and service effectiveness. Some of the specific points raised by the Shoreview staff include:

- 1.) Shoreview is very interested in having the city's community center continue to be used and possibly expanded as a park-and-ride facility.
- 2.) Shoreview staff was not too concerned about losing some mid-day service to the northern portions of their community delivered at two-hour intervals if southern portions of their community, especially near multiple dwelling units, receive more frequent services during mid-day.
- 3.) The city staff felt it made sense to restructure the service along Highway 49 to tie directly to the park-and-ride lot at the community center via Tanglewood Avenue and Victoria Streets and that it would not create problems with residential development along those streets.
- 4.) Shoreview will help advertise any service changes in their community in their quarterly community newsletter provided the RTB supplies the narrative and map work.
- 5.) Shoreview also shared with the RTB the four locations selected along Highway 49 that will be used for the ISTEA- funded bus shelters/bike lockers where city trails intersect with Highway 49.

cc: Chair Riley
RTB Member Mares
RTB Managers
Tom Sather, MTC Chief Administrator

REGIONAL TRANSIT BOARD

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

DATE: September 27, 1993
TO: Community Relations File
FROM: Mike Kuehn, Community Relations Coordinator *MK*
SUBJECT: Transit Service Changes - Cities of Lino Lakes, Lexington and Circle Pines

On September 22, 1993, RTB Senior Planner, Randy Rosvold, Anoka County Transit Administrator, Tim Kirchoff, and I met with staff representatives from Lino Lakes (Mary Kay Wyland and Mary LaForest), Circle Pines (Peggy Link) and Lexington (Shelia Beyer) to discuss transit services. I discussed general RTB issues including the proposed fare changes, the RTB's Vision for Transit and transit funding to orient the city representatives to the RTB.

The main purpose of the meeting was to discuss current transit services and ideas for restructuring the peak period services and eliminating the four mid-day routes. A rider survey showed only eight riders on the portion of the route serving these communities during the mid-day. Tim Kirchoff explained how the Anoka County Traveler works, the service times and process for scheduling trips. This service could be used as a substitute for the few passengers using the regular route mid-day service.

During the meeting the following issues and comments were noted:

- 1.) Lino Lakes felt that if mid-day services were going to be eliminated, then the peak services should be improved. They particularly wanted some service along Birch Street, a major east-west street cutting through an area of new housing developments.
- 2.) All of the communities felt that if mid-day service is not generating ridership, and their resident do not object strongly to it, that mid-day service could be eliminated, with the cities receiving additional tax feathering for only having peak services.
- 3.) All the cities are willing to assist with transit marketing to help promote both regular route and Anoka Traveler services. They felt with the number of new residents moving to their communities that the people simply are not aware of what transit services exist.
- 4.) The cities wanted to have one of the public meetings on the route change to be held in their area. One of the meetings, will, therefore, be held on October 20, at 7:00 p.m., at the Circle Pines City Hall.

- 5.) Staff proposals, approved by the Board, for public meeting purposes, boarding information and on-board survey information will be sent to the cities prior to the public meetings and the cities will be discussing the restructuring proposals with their city councils for ideas.
- 6.) All the cities were very appreciative of RTB and Anoka County staff for meeting to discuss the problems with mid-day route performances, well in advance of any proposed changes taking place.

cc: Chair Riley
RTB Member Franklin
RTB Managers
MTC Chief Administrator Sather

REGIONAL TRANSIT BOARD

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

DATE: September 28, 1993
TO: Community Relations File
FROM: Mike Kuehn, Community Relations Coordinator
SUBJECT: Transit Service Changes - City of Little Canada

On September 23, 1993, RTB Project Administrator, Mike Opatz, MTC Service Planner, Karen Underwood, and I met with Little Canada's Administrator, Joel Hanson to discuss some general RTB programs, but especially to discuss several service delivery changes that are being proposed for Little Canada. The meeting included the following comments by the city:

- 1.) The restructured MTC service that will provide service to several apartment complexes on County Road D enroute to the Maplewood Mall was felt to be a sound proposal by the city. This will give their residents for the first time service to that retail center.
- 2.) Little Canada was interested in the possibility of placing a bus shelter near the Edgerton and Centerville Roads. This location will now be used as the pick-up stop for a new 35G shuttle that will connect with the 35F express. The MTC and RTB had worked with Little Canada earlier this year, but we are asking that the city construct and pay for the concrete pad and do the general maintenance for the shelter. Little Canada earlier this year felt they did not have the money to pay for the pad.
- 3.) Little Canada generally felt restructuring the mid-day service of North Suburban Lines routes on Rice Street made sense if the frequency can be improved to one-hour service.
- 4.) Little Canada suggested that the Roseville Area Circulator route that runs up Noel Drive be extended one block to Edgerton Street to provide a connection with the MTC service that runs along Edgerton (this is the route that will now extend to the Maplewood Mall). The city will also like to see the Roseville Area Circulator run into the Canabury Square Apartments. The RTB staff has been assessing this route extension, but because of timed-transfers at Rosedale, other route modifications would be necessary.
- 5.) Little Canada would be happy to work with the RTB to help advertise any service changes for its residents via the city newsletter to help inform people of the transit services provided in the community.

cc: Chair Riley
RTB Member Mares
RTB Managers
MTC Chief Administrator Sather



DATE: October 18, 1993
TO: North Suburban Line Files
FROM: Scott Colbert, Intern, Regional Transit Board *SC*
RE: North Suburban Line onboard survey results

Introduction

As part of the Service Restructuring Plan of the North Suburban Line (NSL), the Regional Transit Board (RTB) conducted on-board ride-checks and passenger surveys on Wednesday September 15 and 22, Thursday September 16, and Saturday September 22. The purpose of the ride-checks was to examine the accuracy of the timetables listed on the existing schedules, establish where passengers board and exit the bus, and determining levels of patronage along the route.

The surveys (a copy is attached to the back of this handout) included eight questions for riders to answer. Approximately 600 surveys were distributed and 354 surveys were returned to RTB staff indicating a 60 % response rate. Only 3 surveys handed out on Saturday were returned. The purpose of the surveys was to enable rider input while complimenting the information gathered from the ride-checks and addressing other concerns that passengers may have about the North Suburban Line routes. In order to simplify the results, the following report breaks each question into categories which briefly explain the answers the riders provided.

Methodology

A RTB staff member rode every bus trip provided by North Suburban Lines. This enabled first hand observation of patronage, schedule adherence, familiarization with the route, and major landmarks along the route. Both Rice and Lexington routes were examined to provide a full range of information so that accurate proposals could be made.

Findings

Question 1: How do you regularly get to your bus stop?

346	Walk	80%
35	Drove	8%
28	Dropped Off	7%
18	Transfer From Other Bus	4%
2	Bicycle	1%

In this particular question the percentages represent the percent of total answers that were received.

A number of people listed more than one way in which they arrived to the bus stop. Thus there were more than 354 possibilities for this question. (i.e. some individuals checked that they both walked and got dropped off)

Question 2: Please indicate your place of residence.

City	Total Rides	Percent of Riders
Roseville	96	28%
St.Paul	93	27%
Little Canada	42	12%
Shoreview	41	12%
Lino Lakes	16	5%
Circle Pines	11	3%
Vadnais Hts	8	2%
Blaine	8	2%
Minneapolis	6	2%
Ham Lake	5	2%
Maplewood	2	1%
North Oaks	2	1%

White Bear Lake, Columbus Township, Lexington, Fridley, North St.Paul, Spring Lake Park, Golden Valley, Burnsville, Centerville, and Cottage Grove all had one ride apiece.

As one can see the bulk of the ridership for the North Suburban Line comes the cities of Roseville, St. Paul, Little Canada and Shoreview.

These results allow the RTB to more accurately see what cities that they are serving on this route.

Question 3: What is the purpose of your bus trip today?

<u>257</u>	Work	79%
<u>36</u>	Shopping, Social Visits, Recreational Trip	11%
<u>17</u>	School	5%
<u>13</u>	Other	4%
<u>4</u>	Medical	1%

Some of the responses in the "other" category included personal visits, haircuts, volunteering, etc..

A total of 327 people responded to this question and the percentages are in relation to the total number of responses. The results here show that almost 80% of the passengers on the NSL are using it as a means of transportation to work.

Question 4: If your trip purpose is work, what are your normal working hours?

Start	End
<u>214</u> 6:00am-9:00am	<u>2</u> 6:00am-9:00am
<u>11</u> 9:00am-Noon	<u>9</u> Noon-3:00pm
<u>1</u> Noon-3:00pm	<u>205</u> 3:00pm-6:00pm
<u>2</u> 3:00pm-6:00pm	<u>4</u> 6:00-8:00pm
<u>1</u> 12:00am-6:00am	<u>3</u> 8:00pm-11:00pm

This question dealt primarily with those people who use the North Suburban Line as their primary means of transportation to work. Keep in mind that not all the riders were going to work so the total number of responses will be somewhat less than 354. Riders were asked to indicate their regular working hours.

Typically the most common work shift started between 7:00am and 8:00am and ended between 4:00pm and 5:00pm. These results provide a good idea of when the bulk of ridership occurs on the NSL.

Question 5: What is your major destination for this trip?

<u>204</u>	Downtown St. Paul	59%
<u>58</u>	Rice Street Area	17%
<u>38</u>	Home	11%
<u>20</u>	State Capitol Area	6%
<u>18</u>	Other	5%
<u>6</u>	University of Minnesota	2%

This question provided information on where NSL riders are going.

Again the percentages represent the percent of the total answers supplied which were 344.

Question 6: Do you normally transfer buses to reach your destination? If yes, where do you transfer and to which route?

108 people, 18% of total daily riders, stated that they had to transfer to reach their workplace. The question was divided into place of transfer. 55% of all transfers occur in Downtown St. Paul to the various routes listed below. Another 32% of transfers occur at the Rice and University intersection.

108 Total Transfers 18% Of Total Riders

60 Transfers In Downtown St. Paul

- 1 Transfer Each To Routes 29, 52, 49, 13, 11
- 2 Transfers Each To Routes 72, 10, 5, 94, 15
- 3 Transfers to Route 12
- 4 Transfers Each To Routes 8, 9, 16, 3
- 5 Transfers Each To Routes 21, 54
- 15 Transfers To Route 14

35 Transfers At Rice Street and University Avenue

- 1 Transfer To Route 34
- 4 Transfers To Route 12
- 13 Transfers To Route 94
- 17 Transfers To Route 16

Of all the transfers, 55% of them occur somewhere in Downtown St. Paul to the various routes listed above.

Question 7: How often do you ride the NSL service.

<u>184</u>	Ride Daily	67%
<u>56</u>	Ride 2-4 Times Per Week	20%
<u>18</u>	Ride Once A Week	7%
<u>16</u>	Occasionally Ride North Suburban Line	6%

Two-thirds of all NSL passengers are daily riders. This indicates a very strong and loyal rider group. Of a possible 354 responses we received 274 answers to this question. The percentages are taken out the 274 responses.

Question 8: Please mark your top three choices for changes to routes and schedules on NSL Lexington and Rice Street routes.

RANK	RESPONSES	
<u>1</u>	<u>189</u> (53%)	More Frequent Mid-day Service
<u>2</u>	<u>180</u> (51%)	Later Week Night Service
<u>3</u>	<u>109</u> (31%)	Peak Hour Express Via I-35E
<u>4</u>	<u>102</u> (28%)	More Frequent Saturday Service
<u>5</u>	<u>64</u> (18%)	Simplify Route Structure/Schedule

Since people could provide up to three responses for each question the percentages and ranks were taken out of the number 354, which represents the total number of surveys collected. Riders indicated very strongly the desire for more frequent midday service and later night service with over 50% of the surveys requesting such changes.

The "other" space provided the RTB with a number of differing responses and suggestions. Other comments that appeared on a reoccurring basis include:

- *Satisfaction with the provider of the NSL, quality of service, and courtesy of drivers
- *Satisfaction with clean buses
- *Adding/starting-up a Sunday service
- *Earlier buses in the morning
- *Having buses stop at the senior apartments behind Marketplace in Roseville
- *Having buses make stops in the Cub Foods parking lot at County Road B

Summary

- *600 surveys passed out to NSL riders, RTB received 354, a nearly 60% response rate
- *80% of riders walk to the bus stop
- *75% of daily ridership came from 4 communities; Roseville (28%), St. Paul (27%), Little Canada (12%), and Shoreview (12%)
- *79% of riders use the NSL as a means to get to work
- *67% of passengers on the NSL are daily riders
- *59% of all riders listed Downtown St. Paul as their destination
- *Almost all riders who use the NSL to get to their place of employment listed their regular working hours as starting and ending in the rush hour periods
- *18% of riders transferred from the NSL to reach their final destination, a total of 108 transfers; Of those 108, 55% occurred in Downtown St. Paul and 32% occurred at the intersection of Rice and University
- *53% of people wanted more midday service, 51% wanted later week night service, 31% wished for express service to downtown on I-35E

Date _____

Route _____

Time _____

NORTH SUBURBAN LINES (NSL) BUS RIDER SURVEY

The Regional Transit Board (RTB) and North Suburban Lines (NSL) are conducting a survey of riders on the Rice Street routes to determine the travel needs of bus riders in communities served by NSL. Your input on this survey is greatly appreciated.

1. How do you regularly get to your bus stop?

Walk Dropped Off Drove Bicycle Transferred (from Route # _____)

2. Please indicate where you got on the bus.

Intersection _____ & _____ City _____

3. What is the primary purpose of your bus trip today?

Work School Medical Shopping, social visit, recreational trip
 Other (please explain) _____

4. If your trip purpose is work, what are your normal work hours? ___:___ a.m. to ___:___ p.m.

5. Please indicate where you will get off the bus.

Intersection _____ & _____ City _____

6. What is your major destination for this trip?

Downtown St. Paul Sears Rice Street Area Home
 Northtown Other _____

7. Do you normally need to transfer buses to reach your destination? Yes No

If yes, where do you transfer and to which route?

Downtown St. Paul (Route # _____)
 Rice St. & University Ave. (Route # _____)
 Other _____ & _____ (Route # _____)

8. When do you ride NSL service? Weekdays Saturdays Both

9. How often do you ride NSL service?

Daily 2-4 times a week Once a week Occasionally (less than once a week)

10. Please mark your top 3 choices for changes to routes and schedules on NSL Rice Street Routes.

More frequent mid-day service
 More frequent Saturday service
 Later week night service
 Simplify route structure/schedules
 Other _____

If you have additional comments, please write them on the back of this survey.

Thank you for completing the survey.

Please return this survey as you leave the bus or send to the Regional Transit Board, 230 East 5th Street, St. Paul, MN 55101. If you have further questions about the survey, you can call the RTB at 292-8789 (TTY 229-2715) between 8:15 a.m. and 5:00 p.m. until September 30, 1993.