



Minnesota Regional Transit
Board: Records.

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January 5, 1994

REGIONAL TRANSIT BOARD
ROLL CALL AND ATTENDANCE SHEET

DATE: ADA

Member Name Present Vote Vote Vote Vote Vote Vote Vote Vote

ISSUE

Michael Beard ✓

Sharon Feess ✓

Ruth Franklin

Morgan Grant ✓

Val M. Higgins —

James Hovland ✓

Gary Humphrey ✓

Ruby Hunt

Harry Mares ✓

Chair

Visitors

Staff

gh, jh, by, da

hb sh

mff

1/24/94

**Public Hearing on
Draft Americans with
Disabilities Act
Paratransit Plan Update**

Federal law requires that a public hearing be held to receive comments on the Draft ADA Paratransit Plan Update. If you have not already received a draft of the update, there are copies on the table near the door.

Each public agency operating a fixed route public transit service is required to develop and submit a plan annually by January 26 on how and when complementary paratransit service requirements will be met.

The updated plan addresses several categories of information:

- Description of fixed route system;
- Description of existing and proposed paratransit service; and
- Description of public participation process.

The 1994 plan follows the format provided by the Federal Transit Administration in the form of eight tables incorporated into this document.

The comment period will close at 5 p.m. on January 31, 1994. Written comment should be directed to Mary Fitzgerald at this address.

We will first take testimony from those who signed up to speak then anyone else who wishes to speak. Written testimony should be given to the board secretary.



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
Monday, January 24, 1994
3:30 p.m.

AGENDA

Note: Please bring your meeting packet for the January 18 meeting, which was canceled due to severe weather.

At 5:00 p.m. there will be a public hearing on the draft Americans with Disabilities Act Paratransit Plan Update.

- ✓ 1. **CALL TO ORDER AND ROLL CALL**
- ✓ 2. **APPROVAL OF THE AGENDA**
- ✓ 3. **APPROVAL OF MINUTES**
 - A. Legislative Committee Meeting, December 13, 1993
 - B. Regional Transit Board Meeting, December 13, 1993
 - C. Committee of the Whole Meeting, December 13, 1993
 - D. Legislative Committee Meeting, December 20, 1993
 - E. Regional Transit Board Meeting, December 20, 1993
 - F. Nominating Committee Meeting, January 6, 1994
 - G. Legislative Committee Meeting, December 27, 1993
 - H. Committee of the Whole Meeting, December 27, 1993
- ✓ 4. **CHAIR'S REPORT**
 - A. Appointment of Standing Committee Chairs and Members
 - B. Appointment of Chair of Litigation Committee
- ✓ 5. **NOMINATING COMMITTEE REPORT**
 - A. Annual Election of Board Officers
- ✓ 6. **MEMBERS' REPORTS**

Regional Transit Board Agenda
January 18, 1994
Page Two

- ✓ 7. **EXECUTIVE DIRECTOR'S REPORT**
- ✓ 8. **COMMITTEE OF THE WHOLE REPORT**
(Ruth Franklin, Chair)
 - A. Financial Statements, November 1993
 - B. Anoka County Traveler 1994 Contract Amendment
 - C. Metropolitan Transit Commission (MTC) Federal Grant Applications
 - D. Contract for Brookdale Transit Hub Preliminary Engineering
 - E. North Suburban Lines 1993 Contract Amendment
 - F. Valley Transit 1993 Contract Amendment
- ✓ 9. **OTHER BUSINESS**
- ✓ 10. **PUBLIC COMMENT**

Sally Evert
Chair

mff
1/18/94



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

**Minutes of the
REGIONAL TRANSIT BOARD**
Mears Park Centre Chambers
Monday, January 24, 1994
4:00 p.m.

MEMBERS PRESENT: Sally Evert, Chair; Michael Beard, Sharon Feess; Morgan Grant; Val Higgins; James Hovland; Gary Humphrey; Harry Mares

MEMBERS EXCUSED: Ruth Franklin, Ruby Hunt

OTHERS PRESENT: Melanie Benson, Amalgamated Transit Union Local 1005; Beverley Miller, Minnesota Valley Transit Association; Eddie Maddox; George Bentley, Opt-Out Communities; Gregory L. Andrews, Howard Blin, Mark Fuhrman, Robert LaShomb, Dale Ulrich; Mary Fitzgerald, RTB staff

CALL TO ORDER

The chair called the hearing to order at 3:45 p.m., and roll was taken.

APPROVAL OF MINUTES

Mares moved and Grant seconded:

That the Regional Transit Board approve the following minutes:

Legislative Committee Meeting, December 13, 1993
Regional Transit Board Meeting, December 13, 1993
Committee of the Whole Meeting, December 13, 1993
Legislative Committee Meeting, December 20, 1993
Regional Transit Board Meeting, December 20, 1993
Nominating Committee Meeting, January 6, 1994
Legislative Committee Meeting, December 27, 1993
Committee of the Whole Meeting, December 27, 1993

The motion was unanimously approved.

CHAIR'S REPORT

Appointment of Standing Committee Chairs and Members

The chair reviewed her memorandum dated January 10, 1994. Grant moved and Beard seconded:

That the Regional Transit Board appoint the following chairs and members to the standing committees.

Administration and Finance Committee

Ruth Franklin, Chair
Michael Beard
Sharon Feess
Harry Mares
District D Member

Policy Committee

Val Higgins, Chair
Morgan Grant
James Hovland
Gary Humphrey
Ruby Hunt

The appointments are effective immediately.

The motion was unanimously approved.

Appointment of Chair of Litigation Committee

The chair reviewed her January 10, 1994 memorandum. Beard moved and Grant seconded:

That the Regional Transit Board appoint James Hovland to chair the ad hoc Litigation Committee, effective immediately.

The motion was unanimously approved. Evert briefly reviewed the status of the standing committees. Some are not currently active and some, like the Audit Advisory Committee, will be restructured to meet changing needs. The liaisons to advisory committees and other agencies will remain the same.

NOMINATING COMMITTEE REPORT

Beard moved approval of the recommendations made by the Nominating Committee at its January 6, 1994 meeting; Mares seconded:

That the Regional Transit Board appoint James Hovland to the office of Vice Chair, effective immediately.

That the Regional Transit Board appoint Sharon Feess to the office of Treasurer, effective immediately.

That the Regional Transit Board appoint Mary Fitzgerald to the office of Secretary, effective immediately.

The motion was unanimously approved.

MEMBERS' REPORTS

Beard reported on the legislative meeting sponsored by the Opt-Out communities on January 19. He distributed his memorandum, dated January 24, regarding

contacts for the legislative session; and the Minnesota Senior Federation, Metro Region's proposed 1994 legislative program.

EXECUTIVE DIRECTOR'S REPORT

Andrews reviewed the schedule of upcoming legislative committee hearings.

The group of people involved with the St. Paul Cultural Area Trolley project would like to return to the board with revised numbers on their request for capital. They still hope to be running service this spring.

COMMITTEE OF THE WHOLE REPORT

Hovland moved that the board approve the following recommendations made by the Committee of the Whole at its meeting of January 10, 1994:

FINANCIAL STATEMENTS, NOVEMBER 1993

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

ANOKA COUNTY TRAVELER 1994 CONTRACT AMENDMENT

That the Regional Transit Board authorize its executive director to amend Anoka County Traveler's 1994 Transit Funding contract by \$48,619, from \$587,324 to \$635,943.

METROPOLITAN TRANSIT COMMISSION (MTC) FEDERAL GRANT APPLICATIONS

That the Regional Transit Board approve the following Metropolitan Transit Commission grant applications:

1. Federal Transit Administration's Section 3 grant application for fiscal year 1994;
2. Federal Transit Administration's Section 9 grant application for fiscal year 1994; and
3. Federal Transit Administration's Congestion Mitigation and Air Quality grant application for fiscal year 1993.

CONTRACT FOR BROOKDALE TRANSIT HUB PRELIMINARY ENGINEERING

That the Regional Transit Board authorize the executive director to negotiate and enter into a contract with LSA Design, Inc. for preliminary engineering and design of the Brookdale Transit Station at a cost not to exceed \$35,000.

NORTH SUBURBAN LINES 1993 CONTRACT AMENDMENT

That the Regional Transit Board authorize its executive director to amend the 1993 contract (Contract No. 92/09-11-38) with North Suburban Lines by \$11,678, to a total amount not to exceed \$839,496.

VALLEY TRANSIT 1993 CONTRACT AMENDMENT

That the Regional Transit Board authorize its executive director to amend the 1993 contract (Contract No. 92/09/11-39) with Valley Transit by \$465, to an amount not to exceed \$110,582.

The motion was unanimously approved.

OTHER BUSINESS

The chair asked Franklin to place review of the RTB per diem policy on a committee agenda.

There being no other business, the meeting was adjourned at 4:10 p.m.

I hereby certify that the foregoing constitutes a true and accurate record of the Regional Transit Board's meeting of January 24, 1994.

Respectfully submitted,

Mary Fitzgerald
Secretary of the Board

Approved by the Regional Transit Board on this 22nd day of February.



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

**Minutes of the Meeting of the
NOMINATING COMMITTEE
January 6, 1994**

MEMBERS PRESENT: Ruby Hunt, Chair; Val Higgins; Sally Evert

OTHERS PRESENT: Mary Fitzgerald, RTB staff

CALL TO ORDER AND ROLL CALL

The meeting was called to order at 4:50 p.m. and roll was taken.

SELECTION OF CANDIDATES FOR BOARD OFFICES

The committee was appointed by the board for the purpose of recommending a slate of candidates for the board offices. New officers are to be elected by the board annually at the first meeting of the year or as soon as possible thereafter.

After a brief discussion on balancing members' assignments, Evert moved and Hunt seconded:

That the Regional Transit Board appoint James Hovland to the office of Vice Chair, effective immediately.

The motion was unanimously approved.

Higgins moved and Evert seconded:

That the Regional Transit Board appoint Sharon Feess to the office of Treasurer, effective immediately.

The motion was unanimously approved.

Higgins moved and Evert seconded:

That the Regional Transit Board appoint Mary Fitzgerald to the office of Secretary, effective immediately.

The motion was unanimously approved.

There being no other business, Higgins moved and Evert seconded that the meeting be adjourned. The motion was unanimously approved and the meeting adjourned at 3:59 p.m.

I hereby certify that the foregoing constitutes a true and accurate record of the Regional Transit Board's Nominating Committee meeting of January 6, 1994.

Respectfully submitted,

Mary Fitzgerald
Secretary of the Board

Approved by the Regional Transit Board on this 18th day of January 1994.



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

DATE: January 10, 1994
TO: Members of the Regional Transit Board
FROM: Sally Evert, Chair
SUBJECT: Committee Assignments

Listed below are my recommendations for chairs and members of the Administration and Finance Committee and the Policy Committee. I have tried to honor as many requests as possible and still make sure that a broad range of constituencies is represented on each committee.

RECOMMENDATION

That the Regional Transit Board appoint the following chairs and members to the standing committees.

Administration and Finance Committee

Ruth Franklin, Chair
Michael Beard
Sharon Feess
Harry Mares
District D Member

Policy Committee

Val Higgins, Chair
Morgan Grant
James Hovland
Gary Humphrey
Ruby Hunt

The appointments are effective immediately.

mff



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

DATE: January 10, 1994
TO: Members of the Regional Transit Board
FROM: Sally Evert, Chair
SUBJECT: Litigation Committee

As you know, the board recently appointed an ad hoc Litigation Committee.

RECOMMENDATION

That the Regional Transit Board appoint James Hovland to chair the ad hoc Litigation Committee, effective immediately.

mff



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

Report of the Nominating Committee

At its meeting of January 6, 1994, the Nominating Committee made the following recommendations:

That the Regional Transit Board appoint James Hovland to the office of Vice Chair, effective immediately.

That the Regional Transit Board appoint Sharon Feess to the office of Treasurer, effective immediately.

That the Regional Transit Board appoint Mary Fitzgerald to the office of Secretary, effective immediately.

The board is expected to elect officers at its meeting of January 18, 1994.

**Ruby Hunt
Chair**

RH/mff
1/7/94



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 January 10, 1994, the committee approved the following recommendations:

FINANCIAL STATEMENTS, NOVEMBER 1993

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

ANOKA COUNTY TRAVELER 1994 CONTRACT AMENDMENT

That the Regional Transit Board authorize its executive direct to amend Anoka County Traveler's 1994 Transit Funding contract by \$48,619, from \$587,324 to \$635,943.

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NORTH SUBURBAN LINES 1993 CONTRACT AMENDMENT

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VALLEY TRANSIT 1993 CONTRACT AMENDMENT

That the Regional Transit Board authorize its executive director to amend the 1993 contract (Contract No. 92/09/11-39) with Valley Transit by \$465, to an amount not to exceed \$110,582.

OTHER BUSINESS

The committee agreed to hold a special meeting to review the MTC budget on January 20, 1994.

Ruth Franklin
Chair
Administration and Finance Committee



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

**Minutes of the Public Hearing of the
REGIONAL TRANSIT BOARD
Regarding Draft 1994 Paratransit Plan
for the Twin Cities Metropolitan Area
January 24, 1994**

MEMBERS PRESENT: Sally Evert, Chair; Michael Beard, Sharon Feess; Morgan Grant; Val Higgins; James Hovland; Gary Humphrey; Harry Mares

MEMBERS EXCUSED: Ruth Franklin, Ruby Hunt

CALL TO ORDER

The chair called the hearing to order at 5 p.m., January 24, 1994, in Mears Park Centre Chambers. This hearing had originally been scheduled for January 18, but had to be postponed because of dangerously cold weather.

The Americans with Disabilities Act (ADA) requires public agencies that operate fixed route public transit service to submit a plan annually on how and when complementary paratransit service requirements will be met. Federal law requires that a hearing be held to receive comments on the Draft 1994 Paratransit Plan for the Twin Cities Metropolitan Area. The hearing record will remain open until January 31, 1994.

John Walsh, Executive Director of the Metropolitan Center for Independent Living, Inc., read his statement (Exhibit A) into the record. He said Pages 27 and 28, Items 18, 19, and 20, are inaccurate. ATE counts a request as a trip cancellation even when the ride is so late the passenger cannot get to the appointment.

Rosanne Severance, a member of the Transportation Accessibility Advisory Committee (TAAC), spoke on behalf of the people from Seward neighborhood in Minneapolis. Her complex has 81 accessible apartments and she speaks on behalf of the approximately 60 Metro Mobility riders in the complex. Regarding the statistics on on-time rides, Severance said that counting the rides taken by people in her building, the figures in the report cannot possibly be correct. There are many late pickups and she has been on routes where two vans are scheduled to take two people to the same address at the same time.

Referring to Item 19 on trip denials, Severance said she tried to arrange a ride today but departure was scheduled for rush hour. She could not schedule the

ride in the middle of the day but could get one home again from another address during rush hour. Generally people who travel during rush hour are late.

The information in Item 20 cannot be right. Even if a passenger is picked up on time, he or she rarely gets to the destination on time. Sometimes it takes two hours to go from home to Downtown Minneapolis. That is excessive. People who complained about these kinds of rides have received insulting form letters. She described a circuitous trip that was so long she missed her appointment. She asked the driver to take her back home but was rudely refused. That driver should have been taken off the road. People are not riding the system any more. The Transportation Accessibility Advisory Committee is supposed to be advisory to the board. ATE has said TAAC does not talk to the board. Members are not supposed to talk to the board members. TAAC said it is like putting information down a black hole. It would be nice to know someone is listening.

Exhibit B, a letter from the Governor's Planning Council on Developmental Disabilities, is attached.

There being no others who wished to speak, the chair declared the meeting closed at 5:25 p.m., The public record will remain open until 5 p.m., January 31, 1994.

I hereby certify that the foregoing constitutes a true and accurate record of the Regional Transit Board's public hearing of January 24, 1994.

Respectfully submitted,



Mary Fitzgerald
Secretary of the Board

**Governor's Planning Council
on Developmental Disabilities**

Minnesota Department of Administration

300 Centennial Office Building
658 Cedar Street
St. Paul, Minnesota 55155
(612) 296-4018 voice
(612) 296-9962 TDD
(612) 297-7200 fax

Hearing Record

cc Board

Ex. B

January 26, 1994

Mr. Gregory L. Andrews
Executive Director
Regional Transit Board
230 East 5th Street
St. Paul, Minnesota 55101

Dear Mr. Andrews:

The purpose of this letter is to submit comments concerning Americans with Disabilities Act Updated Paratransit Plan for the Twin Cities Metropolitan Area (Draft).

1. Pages 9 and 22: Do the tables projecting costs and ridership estimates take into account how the numbers of users may vary over time depending upon how the service is perceived in light of the initial difficulties encountered when ATE took over the service? There are persons certified to use the service who are using it less than under the previous arrangement, are going out less than under the previous arrangement, and/or are using more costly means of travel, taxis because of the belief that there are still problems with the new arrangement. This may result in high/low costs/ridership depending on how quickly real and perceived difficulties are addressed.
2. Page 11: Who will determine and under what circumstances an eligible Metro Mobility user must use accessible regular route? Transit for a particular trip? Who has and is there sufficient information about trip destinations such as the location of the accessible entrance in relationship to the nearest bus stop in either direction? Who has knowledge about the nature of the terrain and the distance which must be traveled between the bus stop and the accessible entrance to make an accurate judgement about whether a particular individual could be expected to use an accessible regular route bus to reach the trip destination and/or return from it?

Mr. Gregory L. Andrews

Page 2

January 26, 1994

- Page 12: Regarding Accessible Regular Route Transit Service: The snow removal problem is a major deterrent to winter public transit travel for people with disabilities. We suggest increasing collaborative and creative efforts in and among communities to improve bus stop snow removal and working to assure that bus stop snow removal ranks on a par with snow clearance on designated city streets.
- Page 30: ADA Paratransit Plan Timetable: Concerns about Metro Mobility eligibility vs. ADA eligibility should be addressed. These concerns will surface when the ADA functional assessment procedures are finalized and recertification begins. It would be helpful to build an educational component into the recertification process.
- Page 33: ADA Paratransit Timetable: A "seamless" transit system depends on ongoing efforts to work with county programs to improve their services, and encourage efficient and effective linkages between transit and paratransit systems throughout the metro area.

Your careful consideration of the comments outlined above is appreciated.

Cordially,



Colleen Wieck, Ph.D.
Executive Director

CW/rf



*Hanlon 1/24
Public Hearing
Ex A*

Testimony
Regarding the 1992 ADA Paratransit Plan
presented to the
Regional Transit Board
January 24, 1994

My name is John Walsh. I am the Executive Director of Metropolitan Center for Independent Living.

I appreciate the opportunity to add our testimony to the comments regarding the ADA Paratransit Plan

Those who use the system regularly have reason to seriously question the summary data on the rides provided. Several riders have witnessed drivers recording false information on the manifest. The information on which the Board bases its plan is not accurate. We have the same concern about the Mobile Data Terminals. What safeguards does ATE have to ensure that the data is recorded accurately or will be in the future?

One illustration of the manipulation of the data is the process followed to count the late rides. After all the manifests are in for a given day, ATE personnel select twenty-five percent of the routes. A route is counted as late if three or more rides on that route are late (outside the window). The number of late routes is then extrapolated to reflect the whole system for that day. With this practice a route would not be counted if one or two rides were late. The information is presented as if those late routes represent an accurate analysis or percentage of the actual rides, not the "late" routes.

The basic concern is that the RTB is basing its conclusions on false information.



REGIONAL TRANSIT BOARD

Mears Park Centre
230 East 5th Street
St. Paul, Minnesota 55101
612/292-8789
612/229-2715 TTY

Contact: Suzanne Hanson, public information manager
Telephone: 292-8789

FOR IMMEDIATE RELEASE

PUBLIC HEARING RESCHEDULED FOR JANUARY 24

ST. PAUL, MN (January 18, 1994) The Regional Transit Board has canceled its public hearing on the Americans with Disabilities Act (ADA) Paratransit Plan that was scheduled for tonight at 5:00 p.m. in downtown St. Paul.

The hearing has been rescheduled for Monday, January 24, at 5:00 p.m. at Mears Park Centre, 230 East Fifth Street, downtown St. Paul.

The hearing, which deals with how transit service will be provided to people with disabilities, has been postponed because of the severe weather.

-- end --

Maryi

REGIONAL TRANSIT BOARD

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

DATE: January 19, 1994
TO: Chair and Members of the Regional Transit Board
FROM: Barb Quade, Planner  
SUBJECT: Current DRAFT 1994 Paratransit Plan for the Twin Cities Metro Area

Enclosed is the Updated 1994 Paratransit Plan for the Twin Cities Metropolitan Area. It is in DRAFT form, and it will be made available at the rescheduled public hearing on January 24, at 5:00 p.m. in Chambers.

Please call if you have any questions or would like additional information.

Enclosure

January 1994

DRAFT

Americans with Disabilities Act

Updated
Paratransit Plan
for the Twin Cities
Metropolitan Area

Regional Transit Board
Metropolitan Transit Commission

PREFACE

The 1994 Paratransit Plan Update follows the Federal Transit Administration's (FTA) standardized tables as required, and the information on these tables is amplified in the discussion to ease the transition between the 1993 and 1994 plan formats.

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INTRODUCTION

Plan Overview

Specialized paratransit services for persons with disabilities have been provided in the Minneapolis-St. Paul metropolitan area since 1976. Currently, the Metro Mobility program is the primary public paratransit service for persons with disabilities and is the ADA complementary paratransit service. The Regional Transit Board has responsibility for planning, coordinating and funding public transit services in the region, including Metro Mobility.

Recently, the Metro Mobility program was restructured to provide centralized scheduling and dispatching by a central coordinator in order to bring the program into compliance with ADA and control costs.

There are additional paratransit programs which operate within the metropolitan area—some of which also provide ADA complementary paratransit service. In addition to these programs, accessible regular route transit service, initiated in the region in 1990, operates and continues to expand annually with new fleet purchases.

It is within this context that the ADA paratransit plan for the Twin Cities metropolitan area was developed for submittal to the Federal Transit Administration (FTA). This plan uses the tables and forms provided by the FTA to describe how the complementary paratransit requirements of the ADA are met in the Minneapolis-St. Paul metropolitan area.

ENTITIES SUBMITTING ADA PARATRANSIT PLAN

The ADA Paratransit Plan for the Minneapolis-St. Paul metropolitan area has been jointly developed and submitted by the Regional Transit Board (RTB) and the Metropolitan Transit Commission (MTC). By federal rule, the plan is to be submitted by the public agency that operates a fixed route public transit service; i.e., the MTC in this metropolitan area. However, the RTB, because of its unique responsibilities granted by Minnesota legislation for providing paratransit service in the Minneapolis-St. Paul metropolitan area, has taken a major role in the development of the plan and, therefore, the plan is being submitted jointly by the two agencies.

Regional Transit Board

The Minnesota Legislature created the RTB in 1984 to plan, coordinate and arrange for delivery of transit service in the seven-county metropolitan area. The RTB is composed of ten board members and a full-time chair.

By state law, the RTB has been specifically mandated to implement special transportation service for persons with disabilities within the Twin Cities metropolitan area, including the establishment of management policies, contracting with providers and establishing an advisory committee. Furthermore, the RTB is required to annually approve transit operators' budgets, including the MTC's capital and operating budgets.

The address and contact person at the RTB is:

Gregory L. Andrews, Executive Director
Regional Transit Board
230 East Fifth Street
St. Paul, Minnesota 55101
612/292-8789
612/227-2739 (FAX)

Metropolitan Transit Commission

The MTC is a public entity providing the majority of regular route transit services in the region and is, therefore, obligated to meet ADA requirements for vehicles and paratransit services.

The address and contact person at the MTC is:

Thomas R. Sather, Chief Administrator
Metropolitan Transit Commission
560 Sixth Avenue North
Minneapolis, Minnesota 55411-4398
612/349-7510
612/349-7612 (FAX)

FORM 1

MPO CERTIFICATION OF PARATRANSIT PLAN

The (_____ name of Metropolitan Planning Organization _____)
hereby certifies that it has reviewed the ADA paratransit plan update
prepared by (_____ name of submitting entity(ies) _____)
as required under 49 CFR 37.139(j) and finds it to be in conformance with the
transportation plan developed under 49 CFR part 613 and 23 CFR part 450
(the FTA/FHWA joint planning regulation). This certification is valid for one
year.

signature

name of authorized official

title

date

OVERVIEW OF THE REGIONAL TRANSIT SYSTEM

Transit services in the Twin Cities metropolitan area are provided through a variety of service types and by a number of different public and private operators. Although regular route transit service represents about 90 percent of the total transit service provided, many residents in the metropolitan area also depend upon community-based or other specialized transit services.

For many years, the Twin Cities metropolitan area has been committed to the provision of transit services through a "family of services" approach. This approach recognizes that not all transit needs can be satisfied in the same manner. Therefore, in addition to regular route transit services, community-based dial-a-ride and circulator services, special services for the elderly and those with disabilities, and rideshare and travel demand management strategies are also provided. Additionally, the region is proposing to implement light rail transit in the next 10 to 15 years. In order to understand how the various transit components complement one another and meet the variety of transit needs throughout the region, reference to the entire regional transit system is frequently made throughout the document.

The RTB, in conjunction with the Metropolitan Council [the region's Metropolitan Planning Organization (MPO)] and the MTC, developed a "Vision for Transit" which identifies a plan for restructuring the entire regional transit system, resulting in service and facility improvements that will benefit all metropolitan residents.

These planning efforts will result in significant changes in the Twin Cities regional transit system. This document specifically focuses on complementary paratransit service. This service is one essential element of a comprehensive transit system offering many additional services for all Twin Cities residents, including persons with disabilities.

Existing Service

Transit services available to persons with disabilities consist of regular route service; Metro Mobility, the regional paratransit service; and a variety of specialized paratransit programs. Budget summaries for the ADA paratransit and total transit system are provided on RTB Tables 1 and 2 (FTA Tables 5 and 6) respectively.

EXISTING REGULAR ROUTE

There are four types of regular route transit services operating in the Twin Cities: local radial, local crosstown, commuter express and all-day express. The regular route transit system consists of 149 routes, utilizing 925 peak and approximately 275 midday buses. In 1993, a total of 31.4 million miles of service were provided and approximately 68,401,021 rides taken. The regular route system is structured radially and is focused on the Minneapolis/St. Paul downtowns. There is a lesser but significant focus on bus service to the Minneapolis campus of the University of

Minnesota. The service area of regular route transit includes Minneapolis and St. Paul and 78 other municipalities with a total land area of 1,105 square miles. The 1990 population of the 80 communities totaled 2,028,416.

It is anticipated that as accessible regular route transit service is introduced in certain geographical areas and/or during certain times of the day, total Metro Mobility needs will decrease. Some riders, depending upon their trip origin and destination, may use accessible regular route transit service exclusively; others may be eligible for Metro Mobility for only some trips; and yet others will always require Metro Mobility service.

ADA PARATRANSIT CAPITAL AND OPERATING BUDGET SUMMARY
(Projections in millions of 1993 dollars)

	Actual 1992	Actual 1993	Est. 1994	Proj. 1995	Proj. 1996	Proj. 1997	6-Year Total 92-97
ADA PARATRANSIT EXPENSES*							
1. Capital Expenses	N/A	.483	2.072	2.072	2.072	1.005	7.703
2. Operating Expenses	12.005	12.920	14.110	14.815	15.556	16.338	87.120
3. Subtotal ADA Paratransit Expenses (lines 1 + 2)	12.055	13.403	16.181	16.887	17.627	17.339	94.823
TOTAL PARATRANSIT EXPENSES** (ADA & Non-ADA combined)							
4. Capital Expenses	.777	.298	.350	.350	.350	.350	2.475
5. Operating Expenses	18.900	15.689	20.381	21.287	22.227	22.239	120.723
6. TOTAL PARATRANSIT EXPENSES (sum of lines 4 and 5)	19.677	15.987	20.731	21.637	22.577	22.589	123.198

IN 1991, TOTAL PARATRANSIT COSTS FOR OUR TRANSIT SYSTEM WERE: \$15.54

* Using a ratio to break out ADA from total paratransit expenses is acceptable.

** If non-ADA paratransit service is provided, add ADA to non-ADA costs to obtain Total Paratransit Expenses.

**TOTAL TRANSIT SYSTEM COST ESTIMATES
CAPITAL AND OPERATING BUDGET SUMMARY
(Projections in millions of 1993 dollars)**

	Actual 1992	Actual 1993	Est. 1994	Proj. 1995	Proj. 1996	Proj. 1997	6-Year Total 92-97
TOTAL TRANSIT SYSTEM COSTS*							
1. Capital Expenses	11.166	28.000	61.457	48.900	57.000	N/A	N/A
2. Operating Expenses	138.600	146.000	153.900	162.100	170.800	180.000	951.400
3. TOTAL SYSTEM COSTS (lines 1 + 2)	149.766	174.000	215.357	211.000	227.800	N/A	N/A
4. ADA PARATRANSIT EXPENSES (line 3, Table 5)	12.055	13.403	16.181	16.887	17.627	17.339	93.492
5. ADA PARATRANSIT AS PERCENT OF TOTAL COSTS (line 4 divided by line 3)	8.05%	7.71%	7.52%	8.01%	7.74%	N/A	N/A

IN 1991, TOTAL SYSTEM COSTS FOR OUR TRANSIT SYSTEM WERE: \$94.9

* Total transit system costs encompass all system costs, not just ADA-related costs. These transit system costs must include:
(1) all fixed-route costs (bus, rail, etc.), plus (2) all paratransit expenses (ADA and non-ADA).

PROGRAMS AND CONTRACTS

There is one public transit operator, the MTC, and six RTB-funded transit programs contracting with four private providers. These programs are subject to ADA compliance as they are subsidized by the RTB. In addition, there are four opt-out programs that also provide regular route service, contracting with the MTC and National School Bus.

REGULAR ROUTE SERVICE

There are four types of regular route transit services operating in the Twin Cities: local radial, local crosstown, commuter express, and all-day express.

FARES

The fare structure for regular route transit service is based upon service type—local or express based on time of day: peak or base and a “downtown zone.

Regular Route Fares

	Peak Hours*		Off-Peak Hours	
	Cash	SuperSaver	Cash	SuperSaver
Local Service	\$1.25	\$1.05	\$1.00	\$0.75
Express Service	\$1.75	\$1.55	\$1.50	\$1.30
Downtown Zone	\$0.50	N/A	\$0.25	N/A
Students, Seniors, Limited Mobility Riders	Full Fare Charged	N/A	\$0.25	N/A

* Peak Hours: 6 a.m. to 9 a.m. and 3:30 p.m. to 6:30 p.m. weekdays.

SuperSaver fares are based upon pre-paid fares using five-ride pack of tokens, ten-ride commuter tickets, or monthly passes.

Accessible Regular Route Transit Service

In December 1990, the RTB adopted the Accessible Regular Route Implementation Plan, which prioritizes the deployment of lift-equipped buses on local radial routes. These routes are emphasized because they cover the fully developed areas of the Twin Cities having the highest concentrations of population, employment and traffic congestion. About 80 percent of the transit system ridership uses local radial routes.

The MTC now operates 95 lift-equipped buses on ten bus routes. Five of the accessible routes are 100 percent accessible during off-peak hours on weekdays and all day on Saturday and Sunday, and operate at service intervals of 12 to 30 minutes on an all-day basis. RTB Table 3 (FTA Table 7) indicates the accessibility of the fixed-route fleet.

The MTC undertakes various operational activities to ensure successful implementation of accessible regular route service. These activities include:

Operational Commitment. The MTC, in response to consumer input, provides high frequency service on fewer routes rather than providing less frequent service on more routes. The MTC continues to implement accessible service as new lift-equipped buses are added to the fleet. The accessible routes to be added are determined by criteria approved by the RTB's Transportation Accessibility Advisory Committee.

Transit Shelters. Existing shelters are made accessible as need and opportunity arise. New shelters are fully accessible.

Bus Stops. All accessible MTC bus stops are signed with the international symbol for accessibility. It is anticipated that MTC's bus stops will be signed or resigned by 1995. Signs will be in compliance with ADA.

Bus Stop Snow Removal. Ongoing efforts exist to promote accessible bus stops.

Transit Supervisor Lift-Equipped Vans. The MTC has two lift-equipped vans used by on-street transit supervisors. The vans can respond to accessible service incidents; and as necessary, they can pick up and transport disabled passengers stranded by lift failures.

Back-up Plan. Procedures have been developed to assist transit supervisors and MTC Transit Control Center personnel in addressing on-line emergencies and service problems on accessible buses.

Marketing Accessible Service. There is an ongoing marketing communication program which highlights accessible service as it comes on line.

Performance Data Collection. Newly installed electronic fare boxes in all MTC buses increase the accuracy of reported data on ridership and on/off patronage. In-service lift failures, lift-related accidents and customer complaints are indicated in monthly performance reports.

Safety. The MTC Safety Department has worked with the Minnesota Department of Public Safety to develop a securement system that meets state law. They have also assisted MTC trainers to deliver lift and securement driver training.

Training. Driver training for accessible route service is ongoing. The MTC also emphasizes sensitivity and awareness training to ensure the success of accessible regular route service.

Fares. Persons with disabilities ride for 25 cents during off-peak hours on regular route transit service. Seniors, with proper identification, can also ride for 25 cents. A transfer is available free, so customers can change buses (if necessary) to complete a one-way trip. To be eligible for the reduced fare, persons with disabilities must show drivers a Metro Mobility card or a Limited Mobility card.

Jan. 1994
SYSTEM NAME:

city:

RTB Table 3
FTA Table 7
STATE:

ADA ACCESSIBILITY: FIXED-ROUTE BUSES

	Actual 1990	Actual 1991	Actual 1992	Actual 1993	Est. 1994	Proj. 1995	Proj. 1996	Proj. 1997
BUSES IN ACTIVE FLEET								
1. Total Number of Buses	950	940	977	982	1,005	1,015	1,025	1,045
2. Buses Without Lifts/Ramps	850	815	815	795	721	580	494	430
3. Buses With Pre-ADA Lifts/Ramps	22	22	22*	22*	22*	22*	22*	22*
4. Buses With ADA Lifts/Ramps (meets Part 38 lift specifications)	78	103	140	165	262	413	509	593
(Note: The sum of lines 2, 3, and 4 should equal line 1.)								
5. Percent With Lifts/Ramps (sum of lines 3 and 4, divided by line 1)	10.5%	13.3%	16.6% 14.3%*	19.0% 16.8%	28.3% 26.0%	42.9% 40.7%	51.8% 49.7%	58.9% 56.7%

*22 pre-ADA lifts not safe, therefore deactivated in Dec. 1991. Note: percentage with lifts reduced.



For 1993, provide an approximate estimate of the number of boardings where lifts/ramps were deployed on the fixed-route system: _____

14

Regional Paratransit Service: The Metro Mobility Program

The Metro Mobility Program is the regional demand-response, door-through-door service for persons who cannot use regular route transit because of a disability.

The Metro Mobility program, before it was restructured in October 1993, was a decentralized system consisting of an administrative center and 13 service providers. Reservations were taken and scheduled by each provider. Service was provided from 6 a.m. to 11 p.m. Monday through Friday. On Saturday, Sunday and holidays, service hours were 8 a.m. to 11 p.m. Ridership in 1992 was approximately 1.3 million rides with about 20,000 certified riders. Eligibility for the Metro Mobility program was based on six criteria requiring medical verification. A \$10 certification fee was required with a completed application form. The average subsidy was \$9.45 per trip. Base fare for Metro Mobility was \$1.70 for a one-way trip. A 50-cent peak surcharge was applied when the scheduled pick-up time was during peak hours. Peak hours are 6 a.m. - 9 a.m. and from 3:30 p.m. - 6:30 p.m. The service area consisted of approximately 1,105 square miles.

In October 1993, the Metro Mobility program was significantly restructured. The purpose of this restructuring was to improve efficiency by minimizing service duplication and provide controls on rising costs.

Presently, the Metro Mobility program operates under a centralized system with three primary operators. The Metro Mobility Service Center receives reservations and schedules trips for all service—subscription service (standing orders) and general demand type service. Three primary service providers operate 150 buses which are ADA-compliant. Additionally, subscription service is provided by three supplemental providers operating 88 vans (RTB Table 4, FTA Table 8). Taxi service is used to accommodate overflow trip requests. The service area for Metro Mobility is depicted on a map on page ____ . County STS programs service the outlying ADA mandated area. Fares have remained \$1.70 for one-way service with a 50-cent surcharge during peak hours. In nearly all areas, service hours match those of regular route service.

Jan. 1994
SYSTEM NAME:

RTB Table 4

FTA Table 8
STATE:

CITY:

PARATRANSIT VEHICLES (OWNED/LEASED BY YOUR SYSTEM) ^

TOTAL NUMBER IN ACTIVE FLEET. (owned/leased by your system)	Actual 1991	Actual 1992	Actual 1993	Est. 1994	Proj. 1995	Proj. 1996	Proj. 1997
1. Paratransit - Vans and Minivans	0	0	0	0	0	0	0
2. Paratransit - Buses	0	0	0	0	0	0	0
3. Paratransit - Sedans/Wagons (other than taxis)	0	0	0	0	0	0	0
LIFT-EQUIPPED PARATRANSIT VEHICLES							
4. Paratransit - Buses, Vans and Minivans (with lifts/ramps from lines 1 and 2)	0	0	0	0	0	0	0

^ Please include all your dedicated paratransit vehicles (ADA or non-ADA service combined) that your system owns/leases, even if a contractor operates the service. Do not include accessible vehicles used on the fixed-route.

5. For 1993, provide an approximate estimate of the number of buses, vans, and minivans, etc., excluding taxis, owned by your contractors that routinely provide paratransit (ADA and non-ADA) for your system: 444 *
(vehicles)

*See RTB Table 4 Cont. (FTA Table 8 Cont.)

6. Prior to ADA paratransit (in 1991 and earlier), our transit system: 0 (See RTB Table 4 Cont., FTA Table 8 Cont.)

^ [(N) Did not offer paratransit; (I) Offered paratransit which was provided In-house; (P) Offered paratransit which was primarily Purchased demand responsive service, or (O) Other, please explain

01-9

RTB Table 4 - Continued
(FTA Table 8 - Continued)

Question 5:

The 444 vehicles are broken out as follows:

86 county vehicles
150 Metro Mobility* vehicles (plus 88 supplemental vehicles)
<u>208</u> volunteer driver cars
444

- The Metro Mobility program is the regional demand-responsive, door-through-door service for persons who cannot use regular route transit because of a disability.

Question 6:

Transit services in the Twin Cities metropolitan area are provided through a variety of service types and by a number of different public and private operators. For many years, the Twin Cities metropolitan area has been committed to the provision of transit services through a "family of services" approach. This approach recognizes that not all transit needs can be satisfied in the same manner. Therefore, in addition to regular route transit services, community-based dial-a-ride and circulator services, special services for the elderly and those with disabilities, and rideshare and travel demand management strategies are also provided. Additionally, the region proposes to implement light rail transit in the next 10-15 years.

Small Urban and County/Rural Transportation Services

In addition to Metro Mobility, there are a variety of other specialized paratransit programs funded by the RTB in the metropolitan area. They include:

- county/rural paratransit programs;
- community-based and dial-a-ride programs; and
- opt-out paratransit/dial-a-ride programs.

The types of service provided within each city, county and community are different, but many of these programs primarily serve the elderly and persons with disabilities.

Overall, these programs carry a significant number of passengers and are an integral part of the metropolitan approach to the provision of specialized transportation services.

COMPLEMENTARY SERVICE

Service Concept

The ADA mandated area in the Twin Cities metropolitan area is depicted on page _____. The ADA mandated area is comprised of the Metro Mobility service area and five county transit programs.

In the ADA mandated area, comparable paratransit service is provided whenever there is regular route transit as defined by ADA in terms of service criteria (service area, response time, fares, days and hours of service, trip purpose, and capacity restraints).

Metro Mobility is the primary paratransit component for the mandated ADA area and provides 90 percent of the service in the core area. Supplementing Metro Mobility service in the region is accessible, local suburban circulator, and dial-a-ride services. Coordination will be arranged through a hub and feeder system which connects the suburban and Metro Mobility services to each other and to accessible buses operating on fixed routes.

Metro Mobility will remain as the complementary paratransit service in the Metro Mobility service area. The Metro Mobility service area includes about 90 percent of the ADA mandated area and certain additional portions of the metro area which do not have existing, fully accessible special transportation services.

In the residual 10 percent of the ADA mandated area, three fully accessible county programs provide the ADA mandated service--Anoka, Washington and Dakota Counties. County transit programs provide service for trips that begin outside the Metro Mobility service area. Trips that occur between the Metro Mobility service area and the outlying counties are coordinated with the Metro Mobility provider and the county programs.

This means that complementary paratransit service is provided in the same geographic area, during the same service hours, and is available at fares comparable to the regular route service for persons who have been defined by ADA rules as eligible for the service.

Demand Estimates

RTB Table 5 (FTA Table 4) estimates the ADA paratransit demand. Metro Mobility service will be adjusted as individuals are recertified, additional services are developed, and new service analyses are completed.

Compliance with Service Criteria and Operating Standards

Federal law requires that paratransit services for persons with disabilities be provided in a comparable manner with regular route transit service. Currently, the Metro Mobility program meets and generally exceeds the ADA requirements. RTB Table 6 (FTA Table 3) indicates compliance with the eligibility process and with the six service criteria. A discussion of each compliance item follows RTB Table 6 (FTA Table 3).

Implementation Timetable and Milestones

The RTB's overall plans for regional service improvement are summarized in RTB Table 7 (FTA Tables 1 and 2 and Form 2) .

ADA PARATRANSIT DEMAND ESTIMATE

DEMAND	Actual 1991	Actual 1992	Actual Through 7/93	Est. 1994	Proj. 1995	Proj. 1996	Proj. 1997
ADA ELIGIBILITY							
1. Number of Persons Certified for ADA Paratransit		19,345	19,014	20,000	21,000	22,000	23,000
NUMBER OF TRIPS/YEAR (thousands of one-way passenger trips/hours)							
2. ADA Paratransit Trips Provided/Year*		1.261	1.134	1.125	1.229	1.340	1.459
3. Total Paratransit Trips Provided/Year (Total ADA and non-ADA)		1.401	1.260	1.250	1.366	1.489	1.621
4. Total Paratransit Revenue Hours/Year (Total ADA and non-ADA) (Sec. 15 definition)		N/A	N/A	.45	.473	.496	.521
<hr/>							
5. For 1993, estimate the number of trips on line 2 that were aprovided by contracted taxi service:					<u>95,256 (actual)</u>		
6. For 1993, estimate the number of trips on line 2 that our system purchases (contracted out) rather than provide in-house: (include contracted taxi service from line 4 and other service owned or operated by the contractors)					<u>476,000</u>		
7. Using 1990 Census or planning figures, estimate the total number of all persons (disabled and non-disabled combined) in the ADA paratransit service area:					<u>1,506,403 (actual)</u>		

* Metro Mobility only.

Compliance with Service Criteria and Operating Standards

The following discussion, pages 24 through 28, addresses the extent to which the region complies with federally mandated service criteria for paratransit.

ELIGIBILITY, SIX SERVICE CRITERIA, AND FULL COMPLIANCE DATE

COMPLIANCE ITEM	IN FULL COMPLIANCE NOW	IF NO, EXPECTED DATE OF FULL COMPLIANCE (Month/Year)
ELIGIBILITY PROCESS		
<p>1. Requests for certification being accepted and all aspects of policy (appeals, documentation, etc.) established; no later than 1/26/94. A consultant was hired in April 1993 to prepare and test an application form for ADA certification. The questions on the application were based on the functional assessment analyses presented by the Eligibility Certification Task Force of 1992 (submitted in 1993 ADA Paratransit Update). The Paratransit Functional Ability Survey (see appendix) was mailed to over 350 Metro Mobility certified riders. This survey field-tested the application form. The responses that were received indicated, in part, that the application form needs further refinement. The RTB is in the process of analyzing the field test report, which interpreted survey results (see appendix). The RTB is now in the process of determining the most time-effective way to improve the functional assessment/application form. A new form is expected to be developed and reviewed by the eligibility/certification task force for public acceptance by June 1994. Recertification will begin in July 1994 with completion in December 1995.</p>	No	Dec. 1995
<p>2. Compliance with companion and personal care attendant requirements. The RTB has always provided certified riders the opportunity to be accompanied by a personal care attendant or a companion. However, the attendant or companion was charged a fare. In 1992, the RTB changed its policy to provide certified riders the opportunity to be accompanied by a Personal Care Attendant with no fare charge. Companions may accompany a certified rider on a space-available basis, but they must pay a fare.</p>	Yes	

- | | | |
|----|---|-----|
| 3. | Compliance with visitor requirements.
The RTB adopted a temporary certification policy in April 1993 which allows an ADA-certified rider from other paratransit programs temporary certification for up to 30 days. | Yes |
|----|---|-----|

SIX SERVICE CRITERIA

- | | | |
|--------------|--|-----|
| SERVICE AREA | | |
| 4. | Service to all origins and destinations within the defined area.
Metro Mobility provides door-through-door demand-responsive paratransit service for Minneapolis/St. Paul and surrounding first and second ring suburbs. The total Metro Mobility service area encompasses 568 square miles. The service meets the ADA standard of 3/4 of a mile along all regular route corridors and exceeds the standard in some areas. | Yes |

- | | | |
|----|--|-----|
| 5. | Coordination with contiguous/overlapping service areas, if applicable.
Trips that occur between the Metro Mobility service area and the outlying counties are coordinated with the Metro Mobility provider and the county programs. Anoka, Washington and Dakota Counties transfer riders on the Metro Mobility service at pre-designated hubs/places of business. Scott and Carver Counties provide all service that originates and terminates in their counties. | Yes |
|----|--|-----|

- | | | | |
|---------------|---|----|-----------|
| RESPONSE TIME | | | |
| 6. | Requests accepted during normal business hours on "next day" basis.
Metro Mobility, providing 90 percent of all paratransit trips, accepts next-day ride requests every day of the year between 8 a.m. and 5 p.m. The county programs, which provide approximately 10 percent of the trips in ADA mandated area, do not operate on holidays and some weekend days. The county programs are testing ways which will comply with the ADA regulations for "next day" basis. The county programs will be phased into compliance by December 1994. | No | Dec. 1994 |

- | | | |
|---|-----|-----------|
| <p>7. Requests accepted on all days prior to days of service (e.g., weekends/holidays)
 Metro Mobility, providing 90 percent of all paratransit trips, schedules trips daily between 8 a.m. and 5 p.m. The county programs will be phased into compliance by December 1994. Achieving ADA compliance will be done through contract negotiations for each of the county programs that have ADA mandated areas to serve.</p> | No | Dec. 1994 |
| <p>8. Requests accepted at least 14 days in advance.
 Metro Mobility, providing 90 percent of all paratransit trips, schedules trips up to 14 days in advance. The county programs will be phased into compliance by December 1994. Achieving ADA compliance will be done through contract negotiations for each of the county programs that have ADA mandated areas to serve.</p> | No | Dec. 1994 |
| <p>9. Trips scheduled within one hour of requested pick-up time.
 Metro Mobility and county providers are scheduling trips within one hour of the requested pick-up time. For the Metro Mobility program, those trips that are not scheduled are documented as a trip denial based on the ADA definition. Achieving ADA compliance will be done through contracts for each of the county programs that have ADA mandated areas to serve.</p> | No | Dec. 1994 |
| <p>FARES</p> | | |
| <p>10. No more than twice the base fixed-route fare for eligible individuals.
 The base fare for regular route service is \$1.00 and peak base is \$1.25, and the base rate for Metro Mobility is \$1.70 and \$2.20 for peak. County providers are in compliance.</p> | Yes | |
| <p>11. Compliance with companion fare requirement.
 Companions can ride as space is available. They are charged the same fare as a Metro Mobility customer.</p> | Yes | |
| <p>12. Compliance with personal care attendant fare requirement.
 No fares are charged for personal care attendants.</p> | Yes | |

- DAYS AND HOURS OF SERVICE
13. **Paratransit provided during all days and hours when fixed route service is in operation.** No Dec. 1994
 The entire system matches or exceeds regular route service with the exception of approximately three routes.
- TRIP PURPOSES
14. **No restriction on types of trip purposes.** Yes
 There are no restrictions on types of trip purpose.
15. **No prioritization by trip purpose in scheduling.** Yes
 There is no prioritization by trip purpose in scheduling.
- CAPACITY CONSTRAINTS
16. **No restrictions on the number of trips an individual will be provided.** Yes
 There are no restrictions on the number of trips an individual will be provided.
17. **No waiting lists for access to the service.** Yes
 There are no waiting lists for access to service.
18. **No substantial numbers of significantly untimely pickups for initial or return trips.** Yes
 There are no substantial numbers of significantly untimely pickups for initial or return trips. Based on a sample of on-time performance for the month of December 1993, the Metro Mobility program, which had ridership at 87,800, had the following pickups outside the allowed 30-minute window:
- 2 percent of the trips were 0-15 minutes outside the 30-minute pickup window;
 - 1.2 percent were 16-30 minutes after the pickup window; and
 - less than .4 were over 30 minutes late.

- | | |
|--|----------------------------------|
| <p>19. No substantial numbers of trip denials or missed trips.
Less than 1 percent of all Metro Mobility trip requests are denied. There are a minimal number of missed trips; and when they do occur, vehicles are dispatched to accommodate the trip. For example, the month of December 1993 had only 20 documented trip denials based on the ADA definition.</p> <p>20. No substantial numbers of trips with excessive trip lengths.
Data currently being gathered. Response available by January 18, 1994.</p> <p>21. When capacity is unavailable, subscription trips are less than 50 percent.
The new centralized system has been designed so that capacity is virtually always available due to the use of overflow, back-up service providers to handle auxiliary service demand.</p> | <p>Yes</p> <p>Yes</p> <p>Yes</p> |
|--|----------------------------------|

DATE TARGETED IN PLAN FOR FULL COMPLIANCE WITH ALL ADA PARATRANSIT REQUIREMENTS:

In 1993 Update Submission:	December 1994
In 1994 Update Submission:	December 1994

ADA Paratransit Plan Timetable, Progress Report and Explanation of Milestone Slippage

The following discussion, pages 30 through 36, addresses the milestones reported in the 1993 plan, a 1994 progress report on these milestones, and any significant slippage on specific milestones.

ADA PARATRANSIT PLAN TIMETABLE

1993 UPDATE TARGET DATE (Month/Year)	1993 MILESTONE MET?	MILESTONE PROGRESS REPORT - Jan. 1991 (period January 26, 1993 - January 25, 1994)	1994 NEW DATE? (Month/Year)
1) Jan.-Mar. 1992	No	<p>Eligibility Criteria/Certification Process <u>1993 Plan:</u> Complete development and adopt revised eligibility criteria and certification process - First Quarter 1992.</p> <p><u>1994 Progress Report:</u> A timeline (see appendix) to adopt a formal certification process is in place. Implementation of certification will begin in July 1995 and be completed by December 1995.</p>	Dec. 1995
2) Dec. 1992	Yes	<p>Functional Assessment Procedures/Recertification Process <u>1993 Plan:</u> Determine functional assessments procedures and recertification process - 1992. The draft eligibility criteria and certification process were developed and accepted in 1992. A field test will be conducted in 1993. The Sister Kenny Institute, a division of Abbott Northwestern Hospital, assisted the RTB in developing the functional assessment model, and it was accepted by the RTB in 1992.</p> <p><u>1994 Progress Report:</u> Work was completed as defined. The University of Minnesota, assisted by the Sister Kenny Institute, field-tested the functional assessment tool in 1993. As a result of field-testing, further refinement of the certification application will be made.</p>	N/A

1993 UPDATE TARGET DATE (Month/Year)	1993 MILESTONE MET?	MILESTONE PROGRESS REPORT - Jan. 1991 (period January 26, 1993 - January 25, 1994)	1994 NEW DATE? (Month/Year)
--	---------------------------	---	-----------------------------------

3)	Yes	<p>Recertification</p> <p><u>1993 Plan:</u> Begin recertification in corridors along seven existing accessible regular route services during the second quarter of 1992. Begin recertification in remaining mandated core area in the third quarter of 1992. During the fourth quarter of 1992, conduct recertification in the non-ADA mandated core area - 1992. The functional assessment tool will be field tested and evaluated in 1993. Implementation will begin in early 1994, and will consist of certifying new riders and recertifying existing riders as appropriate.</p> <p><u>1994 Progress Report:</u> Plan for recertification has been changed with the target dates of July 1994 to begin the process and December 1995 to complete it.</p>	N/A
----	-----	---	-----

1993 UPDATE
TARGET DATE
(Month/Year)

1993
MILESTONE
MET?

MILESTONE PROGRESS REPORT - Jan. 1991
(period January 26, 1993 - January 25, 1994)

1994 NEW
DATE?
(Month/Year)

4)

Dec. 1992

No

Trip Assurance

1993 Plan:

Make changes in trip assurance program; provide program only in mandated ADA core area; eliminate 10:00 a.m. call-in requirement - 1992. The trip assurance program will be operable in the mandated ADA core area with the implementation of the Metro Mobility restructuring. The call-in requirement will be extended to 12 noon.

1994 Progress Report:

Ample vehicle capacity was built into the restructured Metro Mobility program, thereby inherently providing trip assurance. Adherence to service criterion is applied in the ADA service area.

Milestone Slippage Explanation:

The trip assurance program was implemented on April 1, 1993. Because service providers under the old program were terminating their contracts months prior to the October 2 start-up of the structured program, TAP was suspended in July 1993. The new system has been designed so that virtually all trips are scheduled at the times requested by riders..

Revised Timetable:

October 2, 1993 - Meet capacity constraints criterion.

Oct. 2, 1993

1993 UPDATE
TARGET DATE
(Month/Year)

1993
MILESTONE
MET?

MILESTONE PROGRESS REPORT - Jan. 1991
(period January 26, 1993 - January 25, 1994)

1994 NEW
DATE?
(Month/Year)

5)

Oct. 1992

Yes

Service Options

1993 Plan:

Begin to identify other service options for persons who can use transportation other than standard Metro Mobility service. Service options may include feeders to accessible fixed routes, call-a-bus service, and shared-ride taxi services within the accessible bus route corridors - 1992.

1994 Progress Report:

During 1993 the RTB and MTC refined the Accessible Regular Route Implementation Plan. This included planning for operation of 25 new lift-equipped articulated buses in 1993 and 97 new forty-foot buses in 1994. Other 1993 activities included funding and participating in the Smart DARTS study of advanced public transportation systems (APTS) technology applications in demand-responsive service, examining a demonstration of shared-ride taxi service in north Minneapolis, and completion of a feasibility study of the use of smart cards for paratransit fare payment.

In 1994 accessible regular route operational planning will continue. The use of APTS technologies to enhance the use of regular route service by persons with disabilities will be explored. In addition, use of suburban circulator services to provide timed-transfer connections to accessible regular routes will be examined. Options for extending paratransit service hours for the few routes which do not match regular route service will be identified.

N/A

1993 UPDATE
TARGET DATE
(Month/Year)

1993
MILESTONE
MET?

MILESTONE PROGRESS REPORT - Jan. 1991
(period January 26, 1993 - January 25, 1994)

1994 NEW
DATE?
(Month/Year)

1993 UPDATE TARGET DATE (Month/Year)	1993 MILESTONE MET?	MILESTONE PROGRESS REPORT - Jan. 1991 (period January 26, 1993 - January 25, 1994)	1994 NEW DATE? (Month/Year)
6) Oct. 1993	Yes	<p>Implement Service Options</p> <p><u>1993 Plan:</u> Implement new service options that respond to travel needs of persons who meet eligibility criteria numbers 2 and 3 in the accessible bus route corridors and to the entire ADA eligible area as soon as feasible - 1993/94. It is proposed that a new approach to providing Metro Mobility service be provided in late 1993, Metro Mobility providing service in the core area only. The approach advocates a centralized system with a single administrative center for taking calls, scheduling rides, dispatching and routing vehicles, and certifying riders. The changes would provide better service to riders, make the Metro Mobility program more efficient and comply with the ADA. As part of the needs assessments, an identification of service options for persons who can use transportation other than standard Metro Mobility service will be explored in 1993, in conjunction with the streamlining of Metro Mobility service.</p> <p><u>1994 Progress Report:</u> Restructuring of Metro Mobility service was completed on time and according to plan. This involved implementing the centralized order taking, scheduling and dispatch system. Currently, there are ten accessible routes.</p> <p>With the addition of 97 (40-foot) lift-equipped buses in 1994, some additional accessible routes will be added. The first phase of the Smart DARTS operational test will be implemented. Also in 1994, various county paratransit programs, such as DARTS and Anoka County Traveler, will expand their hours of service to conform to service hours operated on the regular route system.</p>	N/A

1993 UPDATE TARGET DATE (Month/Year)	1993 MILESTONE MET?	MILESTONE PROGRESS REPORT - Jan. 1991 (period January 26, 1993 - January 25, 1994)	1994 NEW DATE? (Month/Year)
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7)	Yes	Conduct Service Needs Assessments <u>1993 Plan:</u> Begin to conduct suburban service needs assessments - 1992.	N/A
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1994 Progress Report:
 Washington County Transit Planning Study--Focused on transit dependents in Washington County. Phase I, survey of elderly, disabled and low-income population groups was completed. Phase II, implementation strategies, will be completed in 1994. Dakota County Needs Assessment, Phase I, was completed in 1993. Phase II, implementation strategies, will be completed in 1994.

8)	Yes	Conduct Community-based/County Needs Assessments <u>1993 Plan:</u> Continue to conduct needs assessment of community-based and county programs to determine service needs, trip origins and destinations, and service demand - 1993/94.	N/A
----	-----	--	-----

1994 Progress Report:
 Planning efforts will continue on county needs assessments in order to develop strategies for meeting transit needs of persons with disabilities and to ensure coordination of regional paratransit programs.

1993 UPDATE TARGET DATE (Month/Year)	1993 MILESTONE MET?	MILESTONE PROGRESS REPORT - Jan. 1991 (period January 26, 1993 - January 25, 1994)	1994 NEW DATE? (Month/Year)
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9)	Dec. 1993	Yes	<p>Implement New Service Options</p> <p><u>1993 Plan:</u> Based on the results of the needs assessments, identify and implement new service options for areas currently served by community-based and county providers - 1995/96. The restructured Metro Mobility program serves the core area only. Local accessible programs will provide service for trips that begin and end outside the core area. For trips that cross between the core and non-core area, the central administrative center for Metro Mobility will coordinate the trips with a Metro Mobility provider and a local accessible program. A suburban needs assessment was completed for Washington County, and a needs assessment for Dakota County is in progress. Needs assessments will continue throughout the mid-nineties as a means of defining and responding to the needs outside the core service area.</p> <p><u>1994 Progress Report:</u> The first phase of the Smart DARTS project will be implemented in Dakota County. This project is expected to expand the number of trips the DARTS program can provide. The technologies tested in the Smart DARTS project can also be used by other paratransit programs in the future.</p>	N/A
10)	Dec. 1993	Yes	<p>Transit Hub Development</p> <p><u>1993 Plan:</u> Continue transit hub development to provide connections among Metro Mobility, local suburban and accessible regional fixed route services - 1993/94. Five hubs were completed in 1992. Between 1993 and 1997, fifteen hubs are scheduled to be developed. Additional locations are also contemplated and will be evaluated in conjunction with transit providers and local communities.</p> <p><u>1994 Progress Report:</u> Work will be initiated on the development of two hubs in January 1994--one at Brookdale Shopping Center and one at Northtown Mall both scheduled for development in 1994. Preliminary work on additional hubs is underway.</p>	N/A

PUBLIC PARTICIPATION

The RTB typically involves its advisory committees, other transportation agencies, local communities, and other affected organizations and individuals in the development of its plans and programs. The RTB has always recognized the importance of working closely with the disability community and the general public in designing programs that meet stakeholder needs.

Public Participation Process/Outreach/Consultation Activities

ONGOING MECHANISMS FOR PUBLIC PARTICIPATION

Transportation Accessibility Advisory Committee

The Transportation Accessibility Advisory Committee (TAAC) advises the RTB on management policies, implementation and planning issues related to transit services for the elderly, persons with disabilities and others with special transportation needs in the seven-county metropolitan area. The committee is composed of consumers and representatives of organizations that serve seniors and people with disabilities. TAAC has been involved in developing RTB plans and programs on an ongoing basis.

TAAC meets monthly. ADA requirements and planning activities have been reviewed at several of their meetings. Additionally, the committee has two subcommittees focusing on different topical areas:

- The Metro Mobility Subcommittee focuses on issues related to the Metro Mobility program.
- The Regular Route Subcommittee focuses on issues related to enhancing accessibility on regular route transit service.

The RTB continues to use its Transportation Accessibility Advisory Committee to get direction on management policies, implementation and planning issues related to transit services for the elderly, persons with disabilities and others with special transportation needs in the metropolitan area.

As the RTB considered a new service concept for the Metro Mobility program, TAAC worked to determine how changes would help the RTB to meet ADA requirements. The major issues discussed at all 1993 TAAC meetings are noted in the appendix.

Provider Advisory Committee

RTB staff made a presentation on the ADA paratransit plan update to its Provider Advisory Committee, a group representing more than 40 transit providers under contract to the RTB. Additionally, the plan update was presented to Metro Mobility providers at their meetings.

Additional Committee Review/Approvals

<u>Committee</u>	<u>Date</u>
Transportation Accessibility Advisory Committee (TAAC)	Review - Jan. 5, 1994 Recommendation - Jan. 19, 1994
Provider Advisory Committee (PAC)	Jan. 13, 1994
1994 ADA Paratransit Plan (Public Hearing)	Jan. 18, 1994
Metropolitan Council, Committee of the Whole Review	Jan. 20, 1994
RTB Board Approval	Jan. 24, 1994
Metropolitan Transit Commission (MTC)	Jan. 25, 1994
Metropolitan Council Approval	Jan. 27, 1994

Metro Mobility Service Center Tours

Tours of Metro Mobility Service Center October 2, 1993, through December 1, 1993:

M.S. Achievement Center	3
TAAC	5-8
RTB Members	5+
Courage Center	3
Individuals	100
People who Attended Forums	12
Representatives/Senators/Staff	8
Open House	35
News Media	6
Mayor's Advisory Committee	5

Group Presentations

Listing of large-group presentations given by Metro Mobility Service Center August through November 1993:

08/10/93	Voc. Rehab.
08/17/93	Voc. Rehab.
09/03/93	Disability Fair
09/10/93	Disability Seniors Club
09/15/93	Voices for Disabilities - Seward Square
09/21/93	Courage Center - open forum
10/20/93	Voices for Disabilities - Seward Square
10/20/93	Health Fair for Brecketwood
10/21/93	Tour of Center with Courage Center
10/22/93	Senior Group at Bethel Church
11/01/93	Tour of Center with Kaposia
11/03/93	Wilder Square Senior Group
11/04/93	Small Group of Mayor's Subcommittee on Transportation
11/09/93	Disabilities Services Advisory Committee
11/10/93	Creekside Community Center Disability Group
11/11/93	Summit Place Seniors
11/16/93	Westonka Seniors
11/17/93	Salvation Army Day Center
11/18/93	Accessible Space
11/19/93	Creekside
11/29/93	M.S. Achievement Center
12/01/93	Accessibility
12/01/93	M.S. Achievement

Metro Mobility Newsletters

Metro Mobility Newsletters were sent to all certified Metro Mobility riders in advance of the restructuring. The RTB distributed the newsletter between June and November 1993. Copies of the newsletters appear in the appendix.

Metro Mobility Updates

On October 12, 1993, the MMSC and the Regional Transit Board sent a memo to all certified Metro Mobility riders explaining the difficulties experienced during the first week of operation. Metro Mobility Updates were made available as needed on all dedicated Metro Mobility vehicles. Copies of the updates appear in the appendix.

Availability of Paratransit Plan

The ADA Paratransit Plan Update is printed in New Century Schoolbook, 12 point print, in order to ensure easy readability. Additionally, the plan is available in Braille and on tape.

ADA Plan Public Hearing

NOTICE OF PUBLIC HEARING

Regional Transit Board to Hold Public Hearing on ADA Draft Paratransit Plan Update. The Regional Transit Board will hold a public hearing on its Americans with Disabilities Act (ADA) Draft Paratransit Plan update Tuesday, January 18, 1994, at 5:00 p.m. in Room 1A on the first floor of Mears Park Centre, 230 East Fifth Street, downtown St. Paul. This hearing is mandated by the ADA. The plan was developed in accordance with the U.S. Department of Transportation's final rules on implementing the transportation provision of the ADA, and must be updated annually. Interested persons are encouraged to attend this hearing and offer public comment. Sign language interpreters will be provided. Please call Mary Fitzgerald, board secretary, at 229-2700 (or 229-2715 TTY) if you wish to speak at the public hearing. People may also sign up at the hearing. Copies of the ADA Draft Paratransit Plan update may be obtained or examined by contacting the Regional Transit Board offices, 7th floor, Mears Park Centre, 230 East Fifth Street, St. Paul, MN 55101, telephone 292-8789.—Ruth Franklin, Vice Chair.

Affidavit of Publication is found in the appendix.

PUBLIC HEARING ISSUES AND RESPONSES

(still to be done)

UNRESOLVED ISSUES

Resolution on the Federal Transit Administration's comments on the 1993 plan have been previously addressed in this plan. The Federal Transit Administration's comments regarding their review of the 1993 plan and the Regional Transit Board's responses are noted in the appendix.

OTHER ISSUES

The following discussion addresses any other changes since the 1993 submission that were not addressed in the Timetable and Progress Report or Milestones.

Since the 1993 submission of the RTB's ADA Update, the Metro Mobility program has been changed significantly. In October 1993, operations were centralized. Order-taking, scheduling and dispatching functions are now handled by a central coordinator, which oversees contracts with three primary operators and nine supplemental operators. The primary operators are responsible for keeping in service a regional fleet of 150 new paratransit vehicles which completely meet ADA specifications. The supplemental operators provide group subscription service and overflow demand service as a means to assure that capacity is not constrained.

The service area has been restructured to recognize the existence of local county paratransit programs that are able and willing to provide Metro Mobility trips. Paratransit service continues to be provided throughout the entire metropolitan area beyond the local fixed route system's coverage.

Paratransit hours were extended to provide service from 5 a.m. to 1 a.m. in the central areas where the fixed route system provides such late night and early morning service. In all other areas, Metro Mobility operates from 6 a.m. to 11 p.m. seven days a week. This exceeds the fixed route system service hours. In communities where the local county paratransit programs provide Metro Mobility trips, service hours are determined locally, but in every case the paratransit hours meet fixed route hours.

This past year, paratransit fares were changed to eliminate a zone crossing charge. This took effect in October 1993, two months in advance of a similar fixed route system change. Paratransit fares for Metro Mobility service are less than twice the comparable fixed route system fares, and the local county paratransit programs are comparably priced as well.

APPENDIX

Paratransit Functional Ability Survey

August 1993

DRAFT

DRAFT

Thank you for taking the time to complete this survey. Please evaluate this draft by completing the enclosed questionnaire. By providing your name and address on the questionnaire we will know where to send your \$10.20 worth of Metro Mobility bus fare coupons (6 coupons at \$1.70 each). Your name **will not** appear on this survey.

Please return both the forms in the enclosed envelope.

PARATRANSIT FUNCTIONAL ABILITY SURVEY

DRAFT

Please respond to each of the following statements by indicating "yes", "no", or "in some cases". If you indicate the statement is true in some cases, mark the statement that most closely explains the reason. All responses should be made based on whether you can do a task even though you have a disability.

Traveling To & From a Bus Stop and Making Transfers.

1. I am able to locate a correct street or route to a bus stop.

Yes

No • Explain: _____

In some cases (please indicate the statement(s) below that most closely explain your answer)

I can do this only if I have successfully completed mobility training for a particular route.

I can do this only during certain times of the day (explain how this response is related to functional ability):

I can do this only during certain kinds of weather (explain how the weather affects your ability to do this):

I can do this only _____

(fill in the blank)

10. I can find a vacant seat if available, (or designated wheelchair area) and remain seated during a bus trip.

Yes

No • Explain: _____

In some cases (please indicate the statement(s) below that most closely explain your answer)

I can do this only if I have successfully completed mobility training for a particular route.

I can do this only during certain times of the day (explain how this response is related to functional ability):

I can do this only during certain kinds of weather (explain how the weather affects your ability to do this):

I can do this only _____

(fill in the blank)

3. I am able to **SAFELY** cross streets to get to a bus stop
(example: look both ways or assess traffic flow, determine if cars are turning the corner or turning left, distinguish between "walk" and "don't walk" signals).

Yes

No • Explain: _____

In some cases (please indicate the statement(s) below that most closely explain your answer)

I can do this only if I have successfully completed mobility training for a particular route.

I can do this only during certain times of the day (explain how this response is related to functional ability):

I can do this only during certain kinds of weather (explain how the weather affects your ability to do this):

I can do this only _____

(fill in the blank)

8. I am able to ask for a transfer slip (if necessary).

Yes

No • Explain: _____

In some cases (please indicate the statement(s) below that most closely explain your answer)

I can do this only if I have successfully completed mobility training for a particular route.

I can do this only during certain times of the day (explain how this response is related to functional ability):

I can do this only during certain kinds of weather (explain how the weather affects your ability to do this):

I can do this only _____

(fill in the blank)

-
5. I am able to identify the correct bus, with or without assistance (example: by reading a bus number or asking which bus it is).

Yes

No • Explain:

In some cases (please indicate the statement(s) below that most closely explain your answer)

I can do this only if I have successfully completed mobility training for a particular route.

I can do this only during certain times of the day (explain how this response is related to functional ability):

I can do this only during certain kinds of weather (explain how the weather affects your ability to do this):

I can do this only _____

(fill in the blank)

-
6. If the bus does not come, I know what to do.

Yes

No • Explain: _____

In some cases (please indicate the statement(s) below that most closely explain your answer)

I can do this only if I have successfully completed mobility training for a particular route.

I can do this only during certain times of the day (explain how this response is related to functional ability):

I can do this only during certain kinds of weather (explain how the weather affects your ability to do this):

I can do this only _____

(fill in the blank)

Boarding and Using The Bus

7. I am able to enter the bus (*this includes stepping up three steps each with a maximum height of 16 inches OR entering bus on a lift platform with 58 inches clearance*).

Yes

No • Explain: _____

In some cases (*please indicate the statement(s) below that most closely explain your answer*)

I can do this only if the bus on a particular route has a lift.

I can do this only if I have successfully completed mobility training for the particular bus route.

I can do this only during certain times of the day (*explain how this response is specifically disability-related*):

I can do this only during certain kinds of weather (*explain how the weather affects your ability to do this*):

I can do this only _____

(fill in the blank)

4. I am able to find the correct bus stop.

Yes

No • Explain: _____

In some cases (*please indicate the statement(s) below that most closely explain your answer*)

I can do this only if I have successfully completed mobility training for a particular route.

I can do this only during certain times of the day (*explain how this response is related to functional ability*):

I can do this only during certain kinds of weather (*explain how the weather affects your ability to do this*):

I can do this only _____

(fill in the blank)

9. I am able to deposit money in coin machine, or show the driver a bus card, pass, or transfer slip (if necessary).

Yes

No • Explain: _____

In some cases (please indicate the statement(s) below that most closely explain your answer)

I can do this only if I have successfully completed mobility training for a particular route

I can do this only during certain times of the day (explain how this response is related to functional ability):

I can do this only during certain kinds of weather (explain how the weather affects your ability to do this):

I can do this only _____

(fill in the blank)

2. I am able to get to or from a bus stop (e.g. I can walk or propel my own wheelchair).

Yes

No • Explain: _____

In some cases (please indicate the statement(s) below that most closely explain your answer)

I can do this only if I have successfully completed mobility training for a particular route.

I can do this only during certain times of the day (explain how this response is related to functional ability):

I can do this only during certain kinds of weather (explain how the weather affects your ability to do this):

I can do this only _____

(fill in the blank)

Recognizing Bus Stop and Getting Off the Bus

11. I am able to identify my trip destination and signal my stop to the driver, or tell the driver if I need to be notified of my stop.

Yes

No • Explain: _____

In some cases (please indicate the statement(s) below that most closely explain your answer)

I can do this only if I have successfully completed mobility training for a particular route.

I can do this only during certain times of the day (explain how this response is related to functional ability):

I can do this only during certain kinds of weather (explain how the weather affects your ability to do this):

I can do this only _____

(fill in the blank)

This is a DRAFT version of a Functional Ability Survey that is being used to test paratransit eligibility based on the Americans with Disabilities Act (ADA).

We are asking a random subset of current Metro Mobility Riders to complete this survey as a pilot test. The survey is based on ADA Paratransit Regulations that define these three functional skill areas necessary to travel in a regular route bus:

Traveling to and from a bus and making transfers.

Boarding and using a bus.

Recognizing bus stop and getting off the bus.

The response options on the survey include spaces for you to describe when you are able to use a regular fixed route system and when your disability or other circumstances prevent you from using a regular route system.

COMPLETION OF THIS PARATRANSIT FUNCTIONAL ABILITY SURVEY IS ENTIRELY VOLUNTARY. YOUR CHOICE OF WHETHER OR NOT TO COMPLETE THIS SURVEY WILL NOT AFFECT YOUR CURRENT METRO MOBILITY ELIGIBILITY.

The information provided on this Draft of the Paratransit Functional Ability Survey is private and confidential. All results from this survey will remain anonymous. Please do not write your name or any identifying information on any part of this form.

12. At my destination I can exit the bus (*this includes moving to the door and stepping down three steps each with a maximum 16 inch decline, OR maneuvering onto the lift platform*).

Yes

No • Explain: _____

In some cases (*please indicate the statement(s) below that most closely explain you answer*)

I can do this only if the bus on a particular route has a lift

I can do this only if I have successfully completed mobility training for the particular route.

I can do this only during certain times of the day (*explain how this response is specifically disability-related*):

I can do this only in certain kinds of weather (*explain how the weather affects your ability to do this*):

I can do this only _____

(fill in the blank)

DRAFT

ADA PARATRANSIT ELIGIBILITY FIELD TEST
OF DRAFT FUNCTIONAL ABILITY SURVEY

November 1993

DRAFT

OVERVIEW

This report presents the field test findings of a Draft Functional Ability Survey developed to determine paratransit eligibility as defined by the Americans with Disabilities Act (a copy of the draft survey appears in Appendix A). This Functional Ability Survey was developed based on the findings of the ADA Paratransit Eligibility/Certification Task Force convened in 1992 by the Regional Transit Board. The Task Force envisioned functional assessment as the best strategy to determine paratransit eligibility. Subsequently, the draft Survey presented here is based on functional assessment parameters as determined by the Task Force. Although readers are referred to the April, 1992 Report of the Eligibility/Certification Task Force for a full discussion of the Task Force's findings, the functional assessment task analyses and eligibility flow charts developed by the group are included here as Appendix B. These two documents provided the content base from which the current Survey was developed.

This report outlines the procedures used in conducting the field test, presents the results of both written feedback and feedback received in the course of focus groups and interviews, and discusses some of the key findings.

PROCEDURES

Functional Ability Survey Development

Between April and June, 1993, a draft self-report Functional Ability Survey was developed based on the functional assessment task analyses presented by the Eligibility/Certification Task Force. The Survey was designed to address functional ability across four eligibility "tests" as outlined in the ADA Paratransit Handbook:

1. Getting to and from a station/stop at point of origin or destination (Survey questions 1, 2, 3, 4, 5, 6).
2. Boarding and utilizing the vehicle (Survey questions 7, 8, 9, 10).
3. Recognizing destination and disembarking (11, 12).
4. Navigating paths to transfer.

Further, the survey was designed to address issues of trip by trip eligibility (e.g. ability to use accessible fixed route buses, functional limitations that are seasonally-based). Due to the similarities between the task analyses of tests one and four (i.e. getting to/from a stop, and navigating transfers), the decision was made to combine these two tests in the survey so as not to unduly burden respondents with duplicative questions.

On June 7th, 1993, an ADA Paratransit Advisory Committee (a subset of the original Eligibility Task Force) was convened to review and edit the draft Functional Ability Survey. Based on this group's input, the wording of some of the Survey questions was revised to alleviate ambiguity, and a definition of functional ability was developed to include the survey and accompanying cover letter. Following this group's recommendation, a preliminary test of the instrument was also arranged.

Pretest Development

Between June 21 and July 2, 1993 a subset of 10 Metro Mobility riders were contacted to provide initial feedback on the draft Survey before a larger sample was selected. These 10 Metro Mobility riders were individuals identified or selected by members of the original Paratransit Eligibility/Certification Task Force. Nine surveys and questionnaires were completed by the individuals themselves, and the tenth was completed over the telephone. Follow-up calls were made to five of the respondents during the week of July 6 to solicit additional feedback on the survey. Several attempts were made to contact the other respondents, but were unsuccessful.

Field Test

The initial mailing of the draft Survey was sent on July 21, 1993. To obtain a random sample, a list of Metro Mobility riders with July birthdays was provided by the Metro Mobility Administrative Center. Two hundred eighty-eight individuals were initially selected, with care being taken to ensure that a variety of disability types were represented in the sample. Appendix C presents a breakdown of the sample and subsequent respondents by disability. Included in this initial mailing was a cover letter explaining the purpose of the survey, the survey itself, a questionnaire asking for feedback on the effectiveness of the survey, and a stamped, addressed envelope to return the completed survey (see Appendix A for copies of the survey and all accompanying correspondence). Respondents were asked to complete and return the survey by August 2, 1993. In return for their efforts, each respondent was to receive \$10.20 worth of Metro Mobility base fare coupons (6 coupons worth \$1.70 each).

By August 6, approximately 90 surveys had been received. To bolster the numbers, a decision was made to send a second mailing to 50 additional Metro Mobility riders with July birthdays, and also to send reminder postcards to the individuals who had already received surveys, asking them again to complete the survey and questionnaire. The deadline for completion was extended to August 20. A total of 124 Metro Mobility riders eventually completed the survey and questionnaire. Each

Interviews with Respondents initially found to be Ineligible

The surveys of the 24 respondents found to be not eligible based on computer analyses alone were later examined separately. Review of the surveys indicated that 12 of the 24 had incorrectly completed the survey (e.g. responded both "yes" and "no" and provided a written explanation about why they were unable to complete a specific task). These 12 were subsequently found to be paratransit eligible. The remaining 12 respondents, who answered "yes" to every statement of the survey and provided no additional written comments, were contacted by phone. We were unable to contact four because of incorrect or non-existent phone numbers.

Of the individuals contacted, two indicated that they owned their own vehicles, but used the paratransit system because of the stress of driving or when the weather was inclement. Three of the individuals indicated that they occasionally use the fixed route bus system, but that drivers and other passengers get impatient if they need extra time to board or disembark. One respondent indicated that the fixed route system did not have accessible buses available when and where he needed them.

Questionnaire results

The questionnaire that accompanied the survey was comprised of four rating scale questions with space available to make additional comments (see Appendix F). Respondents could rate whether they strongly agreed, agreed, strongly disagreed, or disagreed with each statement. Generally, the responses ranged between "agree" and "disagree", with the average for each response falling closer to "agree". Appendix F presents a summary of the ratings to the four questions.

Less than half the questionnaires included written comments. Of those that did, the most common remarks were that the questions included on the survey are unclear or ambiguous, and that the survey does not give the respondents adequate opportunity to describe their functional limitations.

METRO MOBILITY NEWS

A guide to explain changes in the Metro Mobility program

Volume 1, Number 2

June 30, 1993

New vehicles ordered for Metro Mobility

Metro Mobility, the Twin Cities' door-to-door paratransit program, is being restructured to provide better service to riders.

One of the first benefits riders will experience is a fleet of new vehicles. In fact, 150 new vehicles have been ordered and will be ready for service when the new system begins October 1, 1993.

The new vehicles have been ordered from MetroTrans. The vehicles use a roll cage design that has an exterior made of steel. The design meets federal motor vehicle safety standards and all Americans with Disabilities Act and Minnesota Special Transportation Services rules.

ATE, the firm selected to provide the centralized reservation, scheduling and dispatching services for the new Metro Mobility program, proposed that new vehicles be ordered.

"Our observation of paratransit service is that the vehicle probably defines the quality and cohesiveness of the service more than any other single factor," said Dan Hibbert, Metro Mobility's new general manager. "It's important for riders to have an entire fleet of vehicles they can depend on. Vehicles that offer a quiet, comfortable and safe ride."

(Continued on page 2)

Request for proposal seeks operators

The restructuring of the Twin Cities Metro Mobility program is moving forward. In May, the Regional Transit Board (RTB) selected ATE to provide the centralized reservation, scheduling and dispatching services for the new Metro Mobility program. And on June 4, 1993 requests for proposals seeking operators for the system were sent out.

The operator proposals will be evaluated by ATE, RTB staff and a member of the RTB's Transportation Accessibility Advisory Committee (TAAC). TAAC assists the RTB in

developing policies and service concepts for accessible transit. The committee is composed of persons with disabilities and transit providers.

ATE anticipates selecting operators and negotiating contracts by mid-July 1993. Three operators will be chosen.

Having fewer providers will make the system more efficient. The system will be able to provide more rides at a subsidy that is approximately 5 percent lower than the current system.

Vehicles

(Continued from page 1)

The Metro Mobility vehicles will be made available to operators who are selected to provide service for the new Metro Mobility program. All of the vehicles will be lift-equipped.

In addition, three types of vehicle models have been ordered. These three models have different configurations of ambulatory and

wheelchair seating, which will give the Metro Mobility Service Center the flexibility needed in scheduling ride requests.

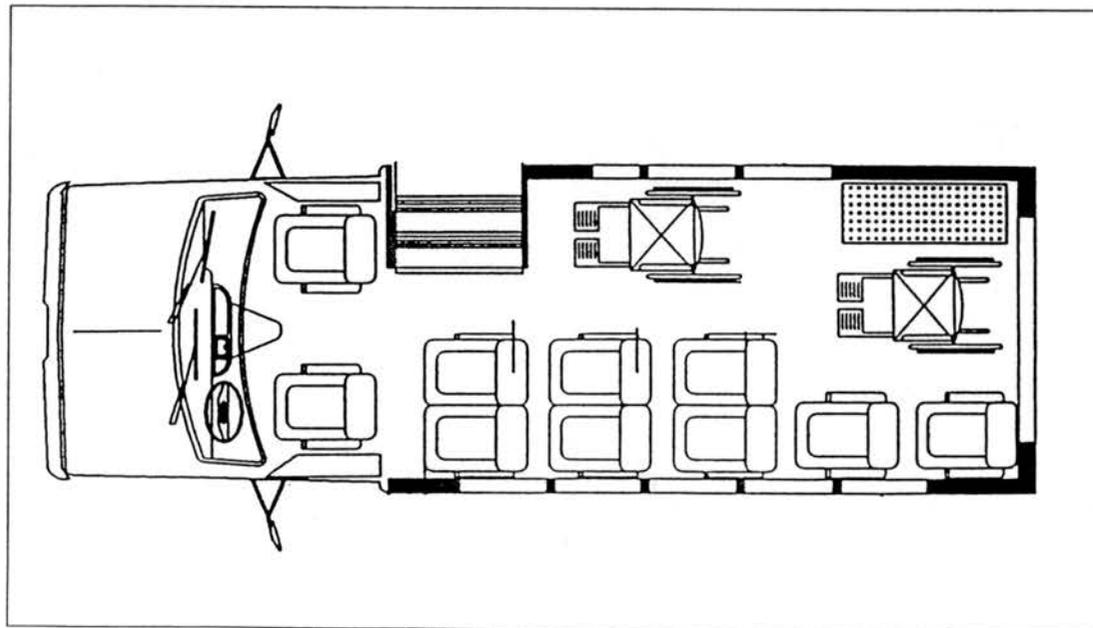
One special feature of the new vehicles is the flooring. The interior floor is raised so that it's level. This eliminates the wheelwell casing riders have to maneuver around in other vehicles.

The vehicles will be on a tight preventative maintenance cycle to ensure a long life.

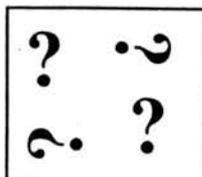


At the left is a picture of one of three different types of vehicles ordered for use in the new Metro Mobility program. Minnesota legislation prohibits the Regional Transit Board from owning vehicles so ATE will lease the vehicles.

At the right is an interior view of one of the three types of vehicles ordered for use in the new Metro Mobility program. In May 1993, 150 new vehicles were ordered. The vehicles will arrive by the scheduled program start date of October 1, 1993.



Questions and Answers



A number of questions have been brought to Metro Mobility's attention and we'd like to answer them here. A telephone line is also available to record your questions. The number to call is 229-2707. Future issues of Metro Mobility News will address called-in questions.

???

Q: When are these changes supposed to take place?

A: The new Metro Mobility service is to begin October 1, 1993. At this time, riders will call one number (or one TTY number) to schedule their ride requests. This new telephone number has not yet been established.

???

Q: What happens during the transition period? Will we still have service?

A: Yes. The existing Metro Mobility program will continue until the new centralized program officially begins October 1, 1993.

???

Q: This plan is for the core service area. What about trips outside this area?

A: Metro Mobility operators will provide rides within the core service area. Local accessible programs will provide service for trips that begin and end outside the core service area. For trips that cross between the core and non-core area, the Metro Mobility Service Center will coordinate the trip with a Metro Mobility provider and a local accessible program.

???

Q: Does this mean riders will have to transfer?

A: For some trips, yes. More information about transfers will be provided in future issues of Metro Mobility News.

???

Q: I've heard that all standing orders will be canceled. Is this true?

A: No. When calling the new centralized system, a rider will be able to schedule a standing order reservation for any day or days of the week. A caller may also be able to request a reservation for the next day or up to two weeks in advance.

???

Q: Will there be a change in fares?

A: No. Fares will remain the same with one exception. Fare zone crossing charges will be eliminated when the new system begins.

???

Q: What will the hours of the new Metro Mobility program be?

A: The new centralized reservation, scheduling and dispatch center will be staffed from 7 a.m. to 6 p.m. seven days a week.

???

Q: Will taxi cabs be part of the program? Can I request a taxi cab?

A: Staff at the new Metro Mobility Service Center will determine the most appropriate vehicle for each rider based on location, travel time, system capacity, and rider ability to access the vehicle. Some taxi cab service will be used during peak times in order to meet all ride requests. However, riders will not be able to request a taxi cab.

???

Q: What will happen to the current drivers? Will they lose their jobs?

A: The contract for the new Metro Mobility program calls for all current employees, including drivers, to have first preference for jobs. ATE—the firm selected to perform the new centralized reservation, scheduling and dispatching functions for Metro Mobility—will post employment opportunities with existing employees in mid-July.

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Metro Mobility News

The Regional Transit Board (RTB) produces Metro Mobility News to provide accurate, reliable and timely information about the changes taking place in Metro Mobility so that riders will understand how to use the new system, which is scheduled to be implemented October 1, 1993.

Metro Mobility News welcomes letters to the editor. Address them to Public Information Office, Regional Transit Board, Mears Park Centre, 230 E. Fifth St., St. Paul, MN 55101.

The RTB is a policy-making agency responsible for planning, administering and funding transit services for the Twin Cities metropolitan area.

Accessible buses

There are a number of accessible bus routes available in the Twin Cities. In Minneapolis, the Metropolitan Transit Commission (MTC) offers routes #6, #16, #18, #19, #94B, and #94H. In St. Paul, MTC offers routes #14, #54, and #22. Bloomington-Edina BE Line service offers routes #88 and #89 that are accessible and the Roseville Area Circulator offers routes #100, #101, #102, #103, #104, and #105.

In addition, the MTC has recently ordered 25 new articulated buses that will be lift-equipped and have two tie-down securement locations for wheelchairs. The MTC anticipates delivery of these vehicles in late 1993. The proposed bus routes for the new accessible buses are MTC routes #4, #5, #14, #17, and #21 in Minneapolis and route #9 in St. Paul. The targeted date for implementation of these proposed accessible routes is April 1994. For regional transit information, call 827-7733 or (TTY) 341-0140.

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METRO MOBILITY NEWS

A guide to explain changes in the Metro Mobility program

Volume 1, Number 3

July 23, 1993

Several factors used to define service area

One of the changes scheduled to take place when the new Metro Mobility program begins service on October 1, 1993 is a new service area. Metro Mobility will provide rides within the core service area and county providers will provide service in the rest of the metro area. In planning Metro Mobility's new service area, several factors were examined.

The first was the requirements set forth by the Americans with Disabilities Act. The federal law states that paratransit service like Metro Mobility must be comparable to fixed route service. Service should be provided within 3/4 of a mile on each side of each fixed route.

Full compliance of this service area is required as soon as possible but no later than January 26, 1997. The Regional Transit Board has submitted its plan to federal regulators outlining its approach to meeting the mandated service area.

The second factor used to select Metro Mobility's service area was the home locations of existing Metro Mobility riders and travel patterns of current trips. Planners reviewed home locations of Metro Mobility's 20,000 registered riders and analyzed the 102,000 trips given each month to determine major concentrations of people and key destinations.

"This approach is similar to the planning that takes place for regular route service," says Ed Kouneski, manager of special projects for the Regional Transit Board. "Senior housing units,

apartment buildings, and shopping centers all play a factor in deciding where to provide service. Because our goal is to serve the greatest number of people, it makes sense to look at population density and activity centers."

The final and most important factor in establishing the Metro Mobility service area was an examination of existing local programs.

These programs include: • DARTS, which serves Dakota County; • the Anoka County Traveler, which serves Anoka County; • Human Services Inc. "Transporter," which serves Washington County; • CART (Carver Area Rural Transit), which serves Carver County; and • Scott County Transportation Program, which serves Scott County.

"It is important for riders in the Twin Cities to understand that they will be assured a ride," says Kouneski. That ride, however, may be provided by Metro Mobility or it may be provided by a county provider depending on where the trip originates and where it ends.

"This type of team approach is absolutely essential to meet riders' needs and to meet the requirements of the Americans with Disabilities Act," says Kouneski.

The county providers will work with the new Metro Mobility Service Center to coordinate rides that cross county boundaries. In any

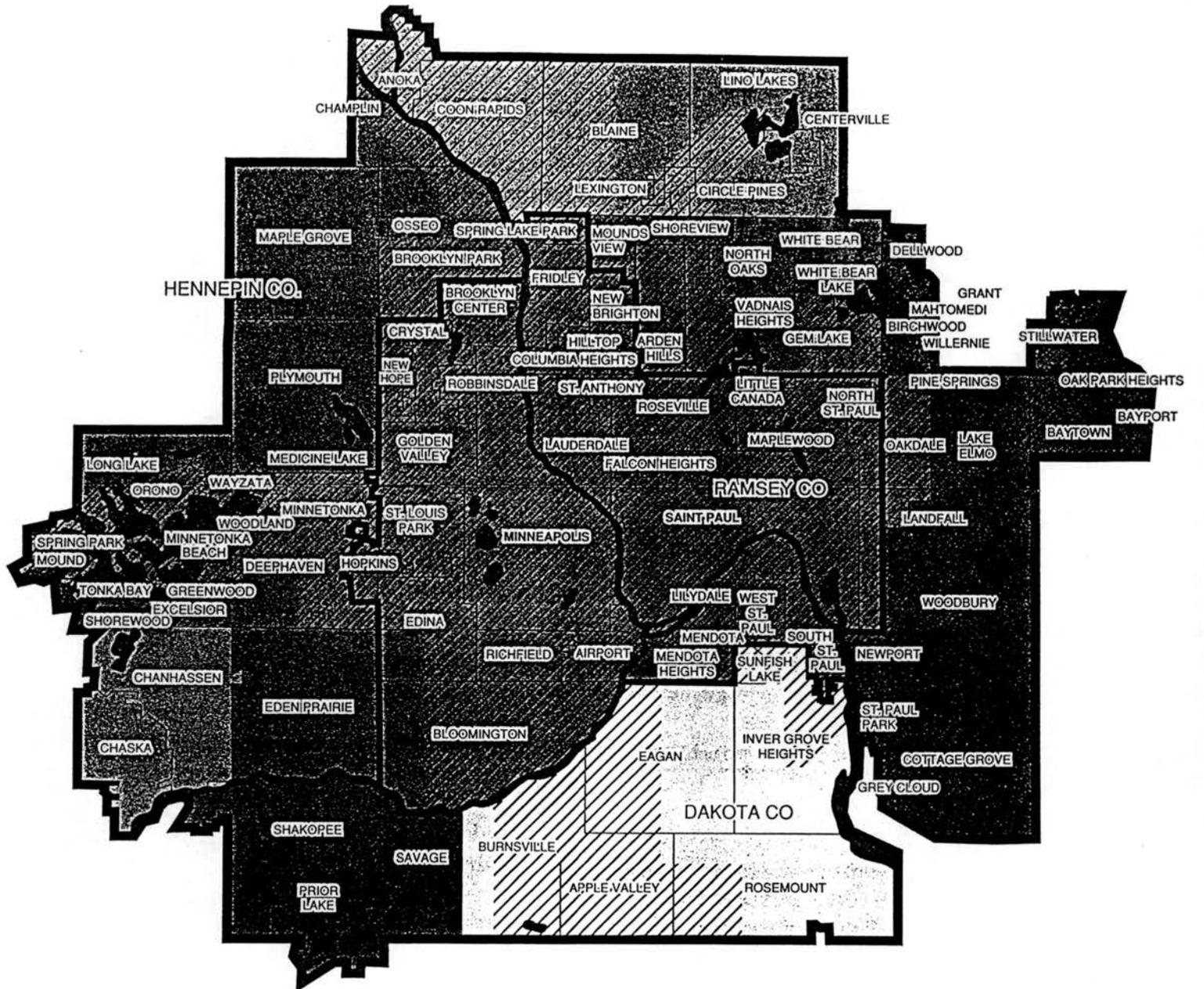
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Special Transportation Service Network

(Continued from page 1)

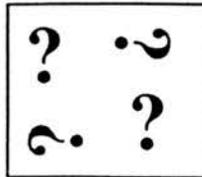
instance where a transfer is necessary, it will be a vehicle-to-vehicle transfer. No passenger will be left at a facility to wait for a transfer.

With this type of team approach in mind, the Regional Transit Board devised the special transportation service network that is shown below. The map outlines the various paratransit services that are available.



- | | | | | | |
|---|--|---|---------------|---|-------------------|
|  | ADA Mandated Area |  | Anoka County |  | Dakota County |
|  | Metro Mobility Service Area As Of Oct. 1 |  | Carver County |  | Washington County |
| | |  | Scott County | | |

Questions and Answers



A number of questions have been brought to Metro Mobility's attention and we'd like to answer them here. A telephone line is also available to record your questions. The number to call is 229-2707. Future issues of Metro Mobility News will address called-in questions.

???

Q: Will riders have to be on vehicles longer since there will be more people riding larger vehicles?

A: No. The state-of-the-art scheduling capabilities of the new system may actually reduce the amount of time riders spend on vehicles. The current standard that a rider shouldn't spend more than 90 minutes on a vehicle will continue under the new program.

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Q: Why weren't local providers considered for centralized service center?

A: The Request for Proposal that sought a firm to handle the operations of a centralized service center went out to local and national providers. The Regional Transit Board (RTB) made the decision to award the contract to ATE after RTB staff reviewed eight written proposals and interviewed top finalists. ATE scored highest of the eight firms. With reference to costs, the goal is not to select a vendor that offers the lowest price—but to choose a vendor that offers the most value for the price. ATE did just that.

???

Q: I'm a rider who needs help getting from my door to the vehicle, will this type of service be provided with the new system?

A: Yes. One of the benefits of the new Metro Mobility system will be standardized driver training. All drivers will receive training in areas such as defensive driving, passenger

assistance, and vulnerable adult law awareness as well as a variety of other courses.

???

Q: I don't want Metro Mobility to change. It works fine now, why change it?

A: The Metro Mobility program will change on October 1, 1993. While Metro Mobility currently provides over 100,000 rides per month to nearly 20,000 riders, the program isn't working as efficiently as possible. Nor can the system as currently structured adequately respond to the requirements of the Americans with Disabilities Act. A centralized operation has been successfully implemented in other paratransit services around the country. The new Metro Mobility program will provide riders with more dependable transportation.

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Q: Will I call the same phone number to request a ride?

A: No. Riders will call one number (or one TTY number) to request a standing order ride or to request a reservation for the next day or up to two weeks in advance. This new phone number has not yet been established.

???

Q: I thought Metro Mobility didn't have any money. How can it afford to buy new vehicles?

A: The 150 new vehicles that will be used in the new Metro Mobility program aren't being purchased; they are being leased. The lease translates into a cost of about \$4-5 per hour, which is equivalent to the amount providers are currently being paid for the use of their vehicles. It will not cost Metro Mobility additional monies to bring the new vehicles into the system.

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Q: What will happen to the current employees and drivers?

A: All current employees, including drivers, will have first preference for jobs.

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Metro Mobility News

The Regional Transit Board (RTB) produces Metro Mobility News to provide accurate, reliable and timely information about the changes taking place in Metro Mobility so that riders will understand how to use the new system, which is scheduled to be implemented October 1, 1993.

Metro Mobility News welcomes letters to the editor. Address them to Public Information Office, Regional Transit Board, Mears Park Centre, 230 E. Fifth St., St. Paul, MN 55101.

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Trip assurance suspended

Metro Mobility has suspended trip assurance as of July 17, 1993. Trip assurance will be reinstated when the new centralized Metro Mobility program begins operation on October 1, 1993.

Trip assurance was suspended because of an overall increase in Metro Mobility ride requests and a decrease in the number of providers available to provide service to these requests.

The loss of trip assurance will not affect standing order reservations. It will impact demand reservations, allowing providers to deny trips if they are booked to capacity.

The Regional Transit Board has been working to add capacity to the system after National School Bus and Handicapped Transport System dropped from the program.

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METRO MOBILITY NEWS

A guide to explain changes in the Metro Mobility program

Volume 1, Number 4

August 23, 1993

Providers of new Metro Mobility selected

Handicabs Inc. and Mayflower Contract Services, Inc. were selected as providers for the new Metro Mobility program. The new Metro Mobility Service Center selected the providers after reviewing seven proposals from local and national providers. Handicabs and Mayflower received the highest rankings overall.

In addition to these two providers, the Metro Mobility Service Center will establish contracts with a number of firms to provide supplemental peak-period sedan service and to provide group agency transportation, such as that needed by large day training and habilitation centers. All total, Metro Mobility will have a minimum of four providers.

Mayflower Contract Services, Inc. is a national company with extensive paratransit operating experience. Mayflower will operate out of offices in Roseville.

Handicabs is currently Metro Mobility's largest provider and has been providing Metro Mobility service for five years. The company is located in Minneapolis.

As a next step, Mayflower and Handicabs are expected to begin seeking applications for drivers. Both firms are expected to need up to 150 drivers to meet Metro Mobility service demand. Handicabs currently employs 88 drivers.

Metro Mobility riders get Fair discount

It's nearly time for pronto pups, cheese curds and creamy malts. That's right the 1993 Minnesota State Fair is drawing near. This year the State Fair will run from August 26 through September 6.

Metro Mobility riders and people who use regular route MTC service to get to the State Fair will be offered a \$2 discount off fair admission. The discount is available to certified passengers and guests riding Metro Mobility.

Passengers should request the discount when placing their State Fair ride. Drivers will give passengers the discount coupon the day they receive their ride to the Fair. This discount is

not valid on Family Day, August 27, 1993.

The pick-up and drop-off location for Metro Mobility riders will be at the Multiple Sclerosis Society information booth, which is located on Randall Avenue at Underwood Street. The site is sheltered and pay phones are available. Metro Mobility providers will not deviate from this designated pick-up and drop-off location.

Metro Mobility providers will enter the Fair grounds at the Hoyt/Snelling gate. Passengers should have their admission fares ready when the van or taxi approaches the gate. Over 1,700 people used Metro Mobility to get to the Minnesota State Fair last year.

Metro Mobility vehicles to sport new look

Riders will be able to easily identify Metro Mobility vehicles when the new system begins providing rides Saturday, Oct. 2, 1993 because all 150 new vehicles will have the same design.

The logo shown below will be on all Metro Mobility vehicles; the logo will appear in grey and burgundy. In addition, Metro Mobility drivers will wear similar uniforms.



No new standing orders to be accepted

Metro Mobility riders will not be able to submit requests for new or additional standing orders until the restructured Metro Mobility program begins providing rides on Saturday, October 2, 1993. Existing standing orders will be honored.

The Metro Mobility program is undergoing a major restructuring and part of this restructuring includes moving rider information from existing computers onto new computer systems. This transition process takes time and will be underway during August and September.

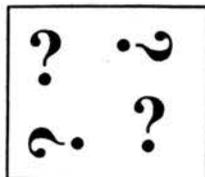
In order to maintain the integrity of the data, no new information (i.e. new standing order requests) can be added to the old computer system while this transferring of information occurs.

"We understand that taking this step may cause some inconvenience for riders, but it was necessary so that we could ensure current standing order ride requests during the transition period," says Dan Hibbert, general manager of the new Metro Mobility Service Center.

The Metro Mobility Service Center will use state-of-the-art computer software to help manage the 105,000 rides requested during an average month. The new computer system integrates reservations, scheduling, and dispatching all in one system.

The new technology benefits riders because calltakers will have needed information readily available, making it easier and quicker to respond to ride requests.

Questions and Answers



A number of questions have been brought to Metro Mobility's attention and we'd like to answer them here. A telephone line is also available to record your questions. The number to call is 229-2707. Future issues of Metro Mobility News will address called-in questions.

???

Q: How late can passengers be scheduled for return pick-ups?

A: In the Metro Mobility service area, rides will be provided between 6 a.m. and 11 p.m. Extended hours—5 a.m. to 1 a.m.—will be available in Columbia Heights, Hilltop, South St. Paul, West St. Paul, Minneapolis, Robbinsdale, St. Louis Park, and St. Paul. Service hours are based on the hours that regular route bus service operates in the area.

???

Q: Will someone be available to take late calls (after 5 p.m.) when a passenger needs to check on the whereabouts of an expected pick-up?

A: Yes. Although the new Metro Mobility Service Center will only accept ride requests between 7 a.m. and 5 p.m., staff will be available between 5 p.m. and 1 a.m. to make sure all rides are running as scheduled.

???

Q: How much will a ride cost when the new Metro Mobility program starts?

A: Rides during off-peak hours will cost \$1.70. Rides during peak hours (6 to 9 a.m. and 3:30 to 6:30 p.m.) will cost \$2.20. Zone crossing charges will be eliminated when the new program begins offering rides October 2, 1993.

???

Q: What are the dimensions of the new vans? Specifically, what is the height of

the ceilings and the wheelchair lift door opening? How high off the ground is the floor of the new vehicle?

A: The ceilings are 78 inches tall (6 ft. 6 inches). The wheelchair lift door opening is 69 inches tall (5 ft. 8 inches). And the vehicle floor is 38 1/2 inches off the ground.

???

Q: In the diagram of the new vehicles in the June 30th issue, wheelchairs were shown facing forward. Why?

A: The Americans with Disabilities Act (ADA) requires that passengers face forward.

???

Q: Will I call the same phone number that I call now to request a ride?

A: No. Riders will call one new number (there will also be one TTY number) to request a standing order ride or to request a reservation for up to two weeks in advance. **This new phone number has not yet been established.** This telephone number will be available on September 19; and calltakers will accept requests for rides needed on or after October 2, 1993.

???

Q: Will riders still have to be ready 15 minutes before and/or 15 minutes after a scheduled ride request?

A: Metro Mobility drivers will be required to pickup the passenger at the requested time or within 30 minutes after the rider's scheduled ready time. Riders will arrive at their destinations before the scheduled time.

???

Q: Will medical trips take priority over other trips when the new program starts?

A: No. The federal Americans with Disabilities Act (ADA) mandates that passengers NOT be asked the reason for their trip. Paratransit service is to be comparable to standard bus service and people who ride the bus aren't asked the reason for their trip.

???

Metro Mobility News

The Regional Transit Board (RTB) produces Metro Mobility News to provide accurate, reliable and timely information about the changes taking place in Metro Mobility so riders will understand how to use the new system, which will begin providing rides on Saturday, October 2, 1993.

Metro Mobility News welcomes letters to the editor. Address them to Public Information Office, Regional Transit Board, Mears Park Centre, 230 E. Fifth St., St. Paul, MN 55101.

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Restructuring Metro Mobility

Metro Mobility—the Twin Cities' door-through-door transit program for people with disabilities who are unable to use regular route bus service—is being restructured to provide better and more efficient service.

The new Metro Mobility Service Center will offer several improvements: (1) Riders will be able to call one phone number (hearing impaired riders will call one TTY number) to request a ride; (2) Rides will be dispatched from a single, centralized service center, enabling call takers to respond to ride requests more quickly; (3) 150 new vehicles will be brought into the system. The new Metro Mobility Service Center will be managed by ATE, a subsidiary of Ryder System, Inc.

Riders should continue to use the old system, calling existing phone numbers, until the new Metro Mobility program begins.

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METRO MOBILITY NEWS

A guide to explain changes in the Metro Mobility program

Volume 1, Number 5

September 17, 1993

Call one number for Metro Mobility ride

Beginning Saturday, September 18, Metro Mobility riders can call the new Metro Mobility Service Center to reserve rides that are needed October 2, 1993 and after. Riders also will be able to request standing order reservations at this time.

Riders should call existing provider phone numbers for rides needed now through Friday, October 1, 1993.

The new Metro Mobility telephone number is 221-1928. (The TTY telephone number is 221-0014.)

221-1928

Riders should call this telephone number instead of calling the telephone numbers of their traditional providers.

Reservationists at the new Metro Mobility Service Center will take rider information and schedule the ride. Riders will talk with a person—not through a computerized system.

Riders will be asked their name, the date of the requested ride, the destination, the required arrival time needed at the destination, and the pick-up time.

New Metro Mobility to host open house

The Metro Mobility Service Center will host an open house from 11:30 to 2:30 p.m. on Friday, September 24, in Mears Park, located at 6th Street and Sibley in downtown St. Paul. (The park is across from Galtier Plaza.)

The event will give Metro Mobility riders an opportunity to see the new vehicles, like the one pictured at right, and to visit with Metro Mobility drivers, call takers and other front-line employees as well as to see the new offices.

Refreshments will be served.



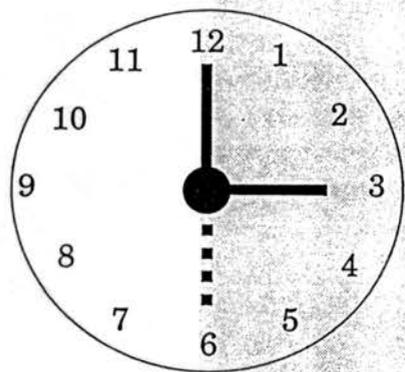
Metro Mobility drivers receive training

One of the key benefits of the new centralized Metro Mobility program is standardized training for all drivers. This will ensure that all passengers receive the services needed during any Metro Mobility ride.

Under the old program, driver training varied from provider to provider. Under the new program, all drivers will receive training in a number of areas, including:

- standard first aid,
- passenger assistance techniques,
- vulnerable adult law awareness,
- sensitivity/customer rights,
- vehicle and equipment introduction,
- emergency procedures, and
- defensive driving.

Pickup time is 30-minute window



There has been some confusion concerning pickup times. Riders should be ready at their scheduled pickup time. Riders also must be ready for a maximum of 30 minutes after their scheduled pickup time. Riders no longer have to be ready 15 minutes before their scheduled pickup time.

For example, if a rider is scheduled to be picked up at 3 p.m., Metro Mobility will arrive at 3 p.m. or within 30 minutes after 3 p.m. The absolute latest the rider would be picked up would be 3:30 p.m.

Hours of service for new Metro Mobility

The new Metro Mobility program will provide rides in the Metro Mobility service area between 6 a.m. and 11 p.m.

Extended hours—5 a.m. to 1 a.m.—will be available in:

- Columbia Heights
- Hilltop
- Minneapolis
- Robbinsdale
- St. Louis Park
- St. Paul
- South St. Paul
- West St. Paul

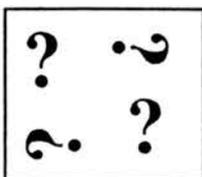
Service hours are based on the hours that regular route bus service operates in the area.

Riders will be able to call to schedule a ride between 7 a.m. and 5 p.m. The new telephone number to call is **221-1928**. (The TTY number is 221-0014.)

Riders will be able to schedule a ride for the next day and up to two weeks in advance. Riders will also call this number to set-up standing order reservations.

Staff at the Metro Mobility Service Center will be available between 5 p.m. and 1 a.m. to make sure all rides are running as scheduled. The telephone number for the new administrative offices of Metro Mobility is 221-1932.

Questions and Answers



A number of questions have been brought to Metro Mobility's attention and we'd like to answer them here. A telephone line is also available to record your questions. The number to call is 229-2707. Future issues of Metro Mobility News will address called-in questions.

???

Q: How much will a ride cost when the new Metro Mobility program starts?

A: Rides during off-peak hours will cost \$1.70. Rides during peak hours, which are 6 to 9 a.m. and 3:30 to 6:30 p.m., will cost \$2.20. Zone crossing charges will be eliminated when the new program begins offering rides October 2, 1993. Ride coupons will be honored.

???

Q: Will riders still have to be ready before and/or after a scheduled ride request?

A: Within the current program, riders must be ready 15 minutes before a scheduled pickup time and/or 15 minutes after their scheduled pickup time. With the new program, riders will simply have to be ready at their requested pickup time. Metro Mobility drivers will be required to pick up passengers at the requested time or within 30 minutes **after** the rider's scheduled ready time. Riders will arrive at their destinations before their desired arrival time.

???

Q: Can medical trips take priority over other trips?

A: No. The federal Americans with Disabilities Act (ADA) mandates that passengers NOT be asked the reason for their trip. Paratransit service is to be

comparable to standard bus service and people who ride the bus aren't asked the reason for their trip.

???

Q: The new vehicles can carry a number of passengers, does this mean riders will be on the vehicles for many hours?

A: Currently, a rider cannot be on a vehicle for more than 90 minutes. This same standard will be used when the new program begins providing rides Saturday, October 2, 1993. Riders should be aware that the 90-minute limit is a **maximum** time. Most trips will take less than 90 minutes especially as the new program takes advantage of the centralized dispatch operations and 150 new vehicles.

???

Q: This new Metro Mobility program plan is for the core service area. What about trips outside this area?

A: Metro Mobility operators will provide rides within the core service area. Local accessible programs will provide service for trips that begin and end outside the core service area.

For trips that cross between the core and non-core area, the Metro Mobility Service Center will coordinate the trip with a Metro Mobility provider and a local accessible program. Some trips may require transfers.

???

Q: Will taxi cabs be part of the program? And can I request a taxi cab?

A: Staff at the new Metro Mobility Service Center will determine the most appropriate vehicle for each rider based on location, travel time, system capacity, and rider ability to access the vehicle. Some taxi cab service may be used during peak times in order to meet all ride requests. However, riders will not be able to request a taxi cab.

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Metro Mobility News

The Regional Transit Board (RTB) produces Metro Mobility News to provide accurate, reliable and timely information about the changes taking place in Metro Mobility so riders will understand how to use the new system, which will begin providing rides on Saturday, October 2, 1993.

Metro Mobility News welcomes letters to the editor. Address them to Public Information Office, Regional Transit Board, Mears Park Centre, 230 E. Fifth St., St. Paul, MN 55101.

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Riders can give input on Functional Ability Survey

A draft of a Functional Ability Survey has been developed and randomly sent to 350 certified Metro Mobility riders. Riders were asked to complete the survey form and were invited to attend one of four focus groups to discuss the success of the survey.

Metro Mobility is required to develop a new Functional Ability Survey to comply with requirements of the Americans with Disabilities Act (ADA).

If you would like to provide general information on the testing of functional ability, there will be a fifth focus group held:

**Wed., Sept. 29, 1993; 7 to 8:30 p.m.
Minneapolis Convention Center
1301 2nd Avenue South; Room 213B**

Thirty participants are needed. Call 292-8789 to register.

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Mears Park Centre
230 East Fifth Street
St. Paul, MN 55101



Metro Mobility Service Center
245 E. Sixth Street, Suite 200
St. Paul, MN 55101



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METRO MOBILITY NEWS

A guide to explain changes in the Metro Mobility program

Volume 1, Number 6

November 17, 1993

First an apology...

The staff and management offer an apology to everyone who has been inconvenienced during the start up.

...and then action.

Every available resource has been put towards getting the system up and running as it should be. We pledge to spare no effort or resource to fulfill our commitment to make Metro Mobility work at an acceptable level.

The Metro Mobility Service Center has expanded the phone system.

Four more reservation stations have been added, totalling 20 stations with personnel to have constant coverage from 6 a.m. until 5 p.m.

Dispatch has added radio frequencies, telephone lines and personnel to have continuous coverage from 4:45 a.m. until all vehicles are off the road, approximately 1:00 a.m.

Customer Service has a dedicated phone line with a total of four representatives.

The three contract providers continue to hire and train drivers.

All standing order and client files that were received from the MMAC and the former providers have been updated.

Meanwhile, the lines of communication must remain open.

The Metro Mobility Service Center values and appreciates the comments made by customers, organizations who have constituents who use the service and public officials.

To enhance communication, the Center produces information sheets that are given to the drivers to read and to give to our customers. These Updates are also faxed to organizations of/for people with disabilities, senior organizations, and public officials. **If you know of any groups, who you feel should be receiving faxed Updates and currently are not, please notify Linda Rother, Director of Community Relations at 221-1932 extension 12.**

A new customer service guide was developed and mailed to each of our certified riders.

Linda Rother, Director of Community Relations and Dan Hibbert, General Manager are available to meet with any group that would like information about Metro Mobility.

Tours of the service center are encouraged. Call Linda Rother at 221-1932 to set up an appointment.

Adhoc advisory sessions are being held with customers, providers, public officials, and other interested persons at the Center.

Making The System Work For You

Making A Reservation

When calling to make a reservation, please have the street addresses, cities and telephone numbers of both the pickup and drop off destinations ready to give to the reservationist.

Remember to request a return trip if you need one.

To insure accuracy the reservationist should double check and repeat everything you say, while taking your request.

Ready time...Appointment time... What does it mean?

The new system is based on appointment time. The reservationist will ask for the time that you need to be at your destination. The reservationist will then tell you the time that you need to be ready so that we can get you there on time.

Metro Mobility is a shared ride system. The vehicle you ride in will probably pickup and/or drop off other passengers. You may not go directly to your destination.

The system will not schedule you to ride on a vehicle any longer than what ADA allows. That means that you may not be scheduled on a vehicle longer than 90 minutes. Our goal is to get you to your destination as quickly as possible so we can help others get to their destinations.

The ready time gives us the time to get you to your destination on time.

When making a return trip, the reservationist will ask you what time you want to leave or what time you are done.

And then there is Window Time.

The "window" is the 30 minute period after the ready time which allows for weather, traffic or elements that may change.

Please be at the pickup location at the start of your ready time. The vehicle should be there within the 30 minute period, if not then it is considered late.

When the vehicle arrives and the driver has attempted to contact you, you then have 5 minutes to board the vehicle. The driver will not leave before the 5 minutes waiting time.

Helpful Hints

It is a door-through-door service. The driver should go to the first door to try to contact you. The driver may call you through the security system but may not go to your apartment door to get you. The driver should assist you to your seat on the vehicle. The driver should also escort you through the first door of your destination.

It is state law that the driver and all passengers use the seat belts, including the shoulder strap.

Telephone Numbers To Remember

Reservations	6 a.m.-5 p.m	365 DAYS A YEAR	221-1928
Customer Service	8 a.m.-5 p.m	MONDAY - FRIDAY	221-0015
Same day trip information,	6 a.m.-6 p.m	365 DAYS A YEAR	221-1928
cancellations or to report	After 6 p.m	365 DAYS A YEAR	221-1932
late vehicle			
Administration	8 a.m.-5 p.m	MONDAY - FRIDAY	221-1932
Hot line		24 HOURS A DAY	221-0302

These services are all available on TTY. The TTY number is 221-0014.

Tickets Can Be Purchased At The Following Locations:

MTC 101 E. 5th St.
American National Bank
St. Paul, MN 55101
Skyway level

MTC 719 Marquette Ave.
Mpls, MN 55402

Creekside Community Center
9801 Penn Ave. S.
Bloomington, MN 55431-3096

Courage Center
3915 Golden Valley Road
Golden Valley, MN 55427

Metro Mobility Service Center
245 E. Sixth St.
St. Paul, MN 55101

Tickets, in books of ten, are available through the mail only at the Metro Mobility Service Center. Please send money order or checks made out to Metro Mobility Service Center.

NO CASH WILL BE ACCEPTED THROUGH THE MAIL.

Paying For Your Ride

- Only exact fee or tickets will be accepted by the drivers.
 - The drivers carry no money.
 - Currently we can not bill for rides. Receipts are available upon request.
 - It is a pay as you go system.
 - Fares are collected, by the driver, each time you board the vehicle.
 - Drivers can not accept tips.
-

Holiday schedules and standing orders

The Metro Mobility Service Center will cancel all standing orders for Thursday, November 25 and Friday, November 26. Over the Holiday Season standing orders will be cancelled on Friday, December 24 and Saturday, December 25 as well Friday, December 31 and Saturday, January 1. This is the same procedure as the previous system.

Transportation will be provided the same hours as the fixed route bus system during the holidays. The Service Center will be open to take reservations as well as check on same day rides, cancellations, and to report late vehicles.



Metro Mobility is one of the programs funded through the Regional Transit Board.



Metro Mobility Service Center
245 E. Sixth Street, Suite 200
St. Paul, MN 55101

Bulk Rate
U.S. Postage
PAID
St. Paul, MN
Permit No.8674

METRO MOBILITY UPDATES

10/93 - 12/93



REGIONAL TRANSIT BOARD



October 12, 1993

Dear Metro Mobility Rider:

Please accept our heartfelt apologies for any inconvenience you may have experienced recently on the Metro Mobility system. While we remain confident that this new system will provide much more reliable and effective service when it is up and running, we do appreciate your patience with the interim problems.

There is no program the RTB provides that is more important than Metro Mobility. We pledge to bring in all the resources we need to ensure that persons with disabilities have access to the service they need. We also pledge to do a better job of communicating with you as this situation is corrected.

What happened? We will provide a complete report when we have the system working properly, but the immediate answer is this: a shortage of experienced drivers magnified what would otherwise have been significant startup challenges that are part of a major program transition such as this.

What are we doing about it? Plenty. We have zeroed in on the problems and are fixing them as quickly as possible. With the terrific assistance of the Minnesota National Guard, we are handling as many rides as we can in the short term. Meanwhile, additional drivers are being recruited and trained.

Our lead contractor, ATE, has brought in additional experts to correct problems in the system. They are expanding phone service in the Metro Mobility Service Center to handle your calls. In the meantime, we appreciate your cooperation in limiting calls to only essential calls.

We have made progress in the past week. The Metro Mobility Service Center is now accepting reservations for midday, evening and weekend service. We do ask your continuing cooperation to temporarily postpone any non-essential trips until further notice, particularly during the peak morning and afternoon hours. To schedule a ride, call 221-1928 (221-0014 TTY). For customer service (urgent calls only for now, please), call 221-1932.

Thank you again for your patience and understanding.

Sincerely,

Everyone at the Regional Transit Board
Everyone at the Metro Mobility Service Center

Notice to Metro Mobility Riders

The Metropolitan Center for Independent Living (MCIL) has set up a special phone line to collect your comments, ideas and experiences regarding the Metro Mobility program. The following paragraphs explain how the issues phone line will work. The Regional Transit Board appreciates the center's help during this difficult time. We look forward to hearing from you through the issues phone line.

Metro Mobility issues phone line set up

The Metropolitan Center for Independent Living has started a Metro Mobility issues line to give riders an opportunity to share their experiences -- both good and bad -- with Metro Mobility. The number to call is 334-7495 or 642-2515 TTY. You will have four minutes to record your information. Please indicate the time and date of the incident, the details, the result and your name. If you want to have someone call you back, please also leave your name and number.

The system will record 50 messages. The MCIL will have volunteers recording the information to share with the Regional Transit Board and with ATE, the company that manages the Metro Mobility Service Center. If you get a busy signal, please call again. Also, if you want to volunteer to record the messages from home, please call the number and leave that message.

If you have questions about the issues phone line, call the Metropolitan Center for Independent Living at 646-8342 or 642-2515 TTY.

Regional Transit Board
Mears Park Centre
230 East Fifth Street
St. Paul, MN 55101



Metro Mobility Service Center
245 E. Sixth Street, Suite 200
St. Paul, MN 55101

Bulk Rate
U.S. Postage
PAID
St. Paul, MN
Permit No. 4748

METRO

MOBILITY



Metro Mobility Update

October 14, 1993

An update for Metro Mobility riders

Metro Mobility making progress on service

With each passing day, Metro Mobility makes progress in overcoming the major transition problems that have hindered service since the switch to centralized management on October 2.

The Metro Mobility Service Center (MMSC) completed 3,730 trips on Tuesday, which represents 92 percent of original requests. This is up from 80 percent at the beginning of last week.

The MMSC on Tuesday also resumed taking reservations for evenings and weekends, having resumed taking requests for midday rides on Sunday. The center is expanding its phone banks, adding new service stations to handle calls and extra operators to ensure that all stations are being operated nonstop during reservation service hours. Phone service is still slow during peak periods. The call volume is extremely heavy because of riders' concerns about service.

The best way to help clear up this situation is to limit calls to essential matters only, and to call during the slower periods -- midday and late afternoon. The center is open seven days a week from 7 a.m. to 5 p.m., and takes reservations for up to 14 days in advance. Current trends indicate that weekends are the best time to place reservations.

The National Guard is slowly phasing out its deployment of drivers. The companies providing drivers under contract with MMSC are recruiting and training new drivers. The Guard support should be phased out by October 22. The National Guard has performed heroically in this difficult situation, drawing praise from riders, support groups, the MMSC and the Regional Transit Board.

An apology to our riders

Metro Mobility and the RTB are reaching out to riders and their representatives to extend apologies for the inconvenience endured by persons with disabilities as a result of the major transition problems. Every available resource is being mobilized to fix the problems and get the system fully operational as soon as possible. We remain confident that when these problems are fixed, this will be a much-improved system with state-of-the-art service and equipment.

We also acknowledge that we have to do a better job of communicating with our riders. This is the first of a series of regular, frequent updates on Metro Mobility's progress.

How to call Metro Mobility

Please call the customer service number for comments and complaints. This will allow reservation operators to focus on reservations. Here are the phone numbers:

Reservations: **221-1928 (voice)**
 221-0014 (for people who use a TTY)

Customer service: **221-1932**
 221-0014 (TTY)

Five ways riders can help

While Metro Mobility works to expand and improve reservation and dispatch services, and its contract providers recruit and train new drivers, here are five steps riders can take to improve service:

1. Provide telephone numbers and city for each pick-up and destination address.
2. Be complete and SPECIFIC about pick-up and destination instructions. Give full addresses (remember there are "avenues" and "streets" with the same name, but they are miles apart).
3. Tell us if you need to be picked up at a particular entrance. If you need a pick-up at the mall, for example, tell us exactly which entrance, so we can proceed directly there.
4. Our computer system keeps profiles on every rider. Let us know about any specific instructions or regular pick-up information that might be useful in this file.
5. Watch for the vans and be ready to board when they arrive. This is essential in a shared-ride system.

We will provide additional suggestions in forthcoming Updates. If you have specific questions, please send them, if possible, to:

Metro Mobility Update
245 East Sixth Street, Suite 200
St. Paul, MN 55101



Metro Mobility Update

October 15, 1993

An update for Metro Mobility riders

Frequently asked questions about Metro Mobility

Why was the Metro Mobility system changed?

The system was switched for a number of reasons. Containing costs and improving customer service are two of the main reasons. The Metro Mobility system, which serves 19,000 customers with some 1.2 million rides a year, is expensive. In the past, Metro Mobility had 12 different providers, offering varying levels and quality of service, to monitor.

Under the new system, we have one centralized service center with state-of-the-art equipment. Instead of riders having 12 numbers to call, there is one. And instead of having 12 separate operations centers to monitor for cost and service quality, there is now just one. Once the system is fully operational, it is designed so any person who qualifies for Americans with Disabilities Act eligibility will be able to get the rides they are entitled to.

Why did so many problems occur when the system was switched?

Any new system as complex as Metro Mobility experiences start-up problems. Several key factors combined to magnify the problems in this program's transition. One was a shortage of drivers. Another was the huge number of phone calls to the switchboard as problems persisted. These and other problems have been identified and are being corrected.

Why are the problems continuing?

The major problems during the start-up period have created a traffic jam in the Metro Mobility Service Center's phone lines. In addition, many new drivers have been hired in the new system and are learning how to use the pick-up instructions. Another major factor is that many pick-up directions lacked the city name or phone numbers, and our drivers have gone to the wrong addresses. Too many addresses were taken without specifying whether it was "avenue" or "street."

These and similar problems will clear up once the system is working correctly. First, as we clear up the difficulties in the system, the volume of non-reservation phone calls will decrease. This will allow better access to reservationists. Second, we are getting more drivers. All the drivers will become more proficient in operating the system. Third, customers will become more familiar and comfortable with how to use the new system. Fourth, we have expanded our phone capacity, and developed new ways to improve communications among our dispatchers and the service providers.

(Continued on back)

(Frequently asked questions, continued from front)

Why do I have to allow so much time for pick-ups?

One main reason is that Metro Mobility is a "shared-ride" service, which means drivers have to pick up and drop off several riders on each route. Extra time must be built into your trip planning, just as with any public bus system. The new system also requires that you be picked up within 30 minutes after the appointed ready time. In other words, if your ready time is 8:00 a.m., the driver has until 8:30 a.m. to be considered "on-time." This allows for delays from previous rides, or traffic problems and the like. To ensure that you will still get to your destination on time, the system is programmed to provide a "time cushion." In a shared-ride system, this amount of leeway is needed and cannot be avoided.

How long will drivers wait for me?

Because of the high demand for Metro Mobility trips, it is not possible to have the vehicle wait while you conduct business. It is important to be available for the vehicle at the ready time the reservationist gives you when you request a trip.

When will the new system work properly?

Metro Mobility and the Regional Transit Board apologize to every rider for having to ask this question. We are putting every available resource toward getting the system up and running better as quickly as possible. As with any massive changeover such as this, it will take some time to resolve the challenging issues. But we pledge to spare no effort or resource to fulfill our commitment to make this work at an acceptable level as soon as possible.

Were persons with disabilities consulted in the design and testing of this program?

Yes. Both the RTB and Metro Mobility's service contractor conducted extensive consultations with customers and their representatives during an 18-month planning process. They also worked with the RTB's Transportation Accessibility Advisory Committee in planning the changes. ATE, the contractor, also operates systems in 45 other metropolitan areas, so its planners and operations people are aware of the needs of Metro Mobility customers. As riders are able to see the full system working properly, they will see more evidence of these consultations. Meanwhile, we are continuing to seek input and assistance from the community.

This document is available in Braille or audio formats by contacting the Metro Mobility Service Center at the address below.

We will provide additional information in forthcoming Updates. If you have specific questions, please send them, if possible, to:

Metro Mobility Update
245 East Sixth Street, Suite 200
St. Paul, MN 55101



Metro Mobility Update

Monday, October 18, 1993

Metro Mobility Expands Service

The Metro Mobility Service Center expanded its phone service over the weekend to enhance efficiency of its new reservation and dispatch system.

The improvements include:

- Reservation lines will now open an hour earlier - starting at 6 a.m. The new hours are 6 a.m. - 5 p.m.
- Four additional reservation work stations
- Two additional dispatch lines
- Ten additional operators (for constant service at reservation lines)
- For comments and complaints a new dedicated line has been assigned to Customer Service - **221-0015**

How to Call Metro Mobility

Please call the new customer service number for comments and complaints. This will allow reservation operators to process your reservations quickly and accurately. Here are the phone numbers:

221-1928 (voice)	8a.m. - 5p.m. - Reservations
221-0014 (for persons who use TTY)	
221-0015	8a.m. - 5p.m. - Customer Service
221-0014 (for persons who use TTY)	
221-1928	8a.m. - 5p.m. - Same day trip information, cancellations, or to report late vehicles.
221-0014 (for person who use TTY)	
221-1932 dial extension 48	After 5p.m. - Same day trip information cancellation, or to report a late vehicle.
221-0014 (for persons who use TTY)	
221-1932	Administration

Community Relations Director Appointed

The Metro Mobility Service Center is reaching out to customers throughout the Twin Cities area to improve communications about its new centralized service and to listen to customers' concerns and suggestions. Linda Rother, assistant general manager of the Center, now serves as Director of Community Relations and is available to meet with groups or individuals to discuss service. Tours of the Service Center are available upon request.

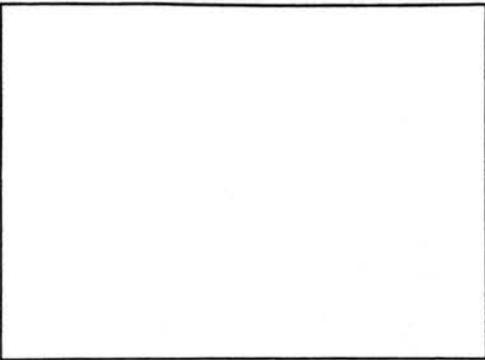
Ms. Rother, a longtime Twin Cities area resident, will focus full-time on community outreach. "I have been an advocate for 14 years and will continue to do so at the MMSC. It is important that the lines of communication stay open and that the transportation needs of individuals are met."

KEY POINTS TO REMEMBER WHEN MAKING RESERVATIONS

- To make a complete reservation we need the city and telephone numbers of the pick up and drop off address.
- Each way of your trip is a separate trip. Be sure to schedule each part of your trip.
- It is important for the reservationist to know the time of your appointment or the time you need to be at your destination. The reservationist should then tell you the ready time.

We will provide additional information in forthcoming Updates. If you have specific questions, please send them, if possible to:

Metro Mobility Update
245 East Sixth Street, Suite 200
St. Paul, Minnesota 55101



Metro Mobility Update

Tuesday, October 19, 1993

FARES...FARES...FARES...FARES

Metro Mobility fares are paid with exact cash, or commuter tickets. The fare for off-peak hours is \$1.70. The fare for peak hours, between 6:00 a.m. and 9:00 a.m. and 3:30 p.m. and 6:30 p.m. is \$2.20. Fares will be collected in a fare box. The fare is determined at the time you board the vehicle.

Each leg of your trip must be paid separately. Drivers can not accept payment for round trips. The driver who dropped you off may not be the same driver who picks you up.

Commuter coupons can be purchased in books of ten through the mail or at designated Metropolitan Transit Commission distribution locations. Make sure that you include a check or money order, payable to Metro Mobility Service Center, with your request for coupons. (Cash will not be accepted through mail-in requests.)

Send your coupon requests to:
Metro Mobility Service Center
Attention: Customer Services
245 East Sixth Street, Suite 200
St. Paul, MN 55101

Only exact cash fare or coupons will be accepted by the drivers.

We are not able to bill for rides. All trips are based on appointment time. We are unable to accommodate same day trip requests or will call trips..

Correction:

In yesterday's Update, reservation hours were incorrectly listed as 8 a.m. - 5 pm. The correct hours are **6 a.m. to 5 p.m.**

How to call Metro Mobility

Please call the new customer service number for comments and complaints. This will allow reservation operators to process your reservations quickly and accurately. Here are the phone numbers:

221-1928 (voice) 221-0014 (TTY)	6 a.m.-5 p.m. - Reservations
221-0015 221-0014 (TTY)	8 a.m.-5 p.m. - Customer Service
221-1928 221-0014 (TTY)	8 a.m.-5 p.m. - Same day trip information, cancellations or to report a late vehicle.
221-1932 extension 48 221-0014 (TTY)	After 5 p.m. - Same day trip information, cancellations or to report a late vehicle.
221-1932	Administration

We will provide additional information in forthcoming Updates. If you have specific questions, please send them, if possible to:

Metro Mobility Update
245 East Sixth Street, Suite 200
St. Paul, Minnesota 55101

The Metro Mobility Update is available in alternative formats upon request.



Metro Mobility Update

Wednesday, October 20, 1993

National Guard Reports on Progress at RTB Meeting

Col. Duane Paisley, spokesperson for the National Guard, expressed optimism about improvements in Metro Mobility service at a public meeting of the Regional Transit Board Monday. Citing significant progress by Metro Mobility since the Guard began providing drivers on October 6, Col. Paisley said the number of troops would continue to decrease during the course of this week.

Driver Training

Before being allowed to drive for Metro Mobility, drivers participate in numerous training programs. These programs include Passenger Assistance Training (PAT), Standard First Aid, awareness training on the Minnesota Vulnerable Adult Law and an American Red Cross CPR certification course.

Metro Mobility's Window Policy

- o The Metro Mobility vehicle is scheduled to arrive at the ready time, but may arrive for a customer up to thirty minutes after the ready time. Passengers should be ready for the vehicle at the ready time given by the reservationist. The thirty minute window allows for delays in traffic and service delivery.
- o The vehicle is considered late on the thirty-first minute after the ready time. For example, if the ready time is 2:00 the vehicle is five minutes late if it shows up at 2:35.
- o This "window policy" was adopted to accommodate as many customers as possible during a particular time period. If the vehicle has not arrived by the end of the 30 minute period passengers should call 221-1928 between the hours of 6 a.m. and 5 p.m. to find out when the vehicle will arrive. After 5 p.m. passengers should call 221-1932 ext. 1. Passengers who use a TTY should call 221-0014 anytime.

Metro Mobility's Five Minute Wait Policy

Due to the high demand for transportation by Metro Mobility, it is not possible to have the vehicle wait longer than five minutes for passengers. As you make reservations for transportation, it is important to be available for the vehicle at the Ready Time indicated by the reservationist during your trip request. After the driver has notified you that the vehicle is there, you have five minutes to begin boarding the vehicle.

Metro Mobility's Responsibilities

It is Metro Mobility's responsibility to provide you, the customer, with safe, reliable and efficient transportation. It is also the responsibility of Metro Mobility to provide comparable public transportation to fixed route bus service as required under the Americans with Disabilities Act.

We will provide additional information in forthcoming Updates. If you have specific questions, please send them, if possible to:

Metro Mobility Update
245 East Sixth Street, Suite 200
St. Paul, Minnesota 55101

The Metro Mobility Update is available in alternative formats upon request.



Metro Mobility Update

Thursday, October 21, 1993

Making Reservations: How the System Works

Q: What do customers need to know?

A: Know your identification number.

Have the complete address, including the city, whether it is a "street" or an "avenue" and whether there is any special entrance. If the building has a name (such as Marriott Hotel), or if you are going to a particular store in the mall, tell the reservationist, because it will be noted for the driver.

Tell the reservationist what time you need to be at your destination; this information is needed for scheduling an appropriate "ready time."

Q: How long should a reservation call take?

A: Less than two minutes. The process becomes easier as you ride more, because the computer system saves relevant information about your transportation needs. For example, if you arrange rides to the same location frequently, the reservationist can instantly call up that information, rather than having to retype it.

Q: What kinds of information does Metro Mobility keep on hand?

A: All necessary personal data, including emergency contact, closest relative, what kind of wheelchair (if applicable), information on your six most recent trips, and whether you need to have an attendant. It also stores information on "standing orders."

Q: What's a standing order?

A: Reservations that call for the same ride to be supplied at least three times a week to the same location at the same time.

Q: What does the reservationist do with the information?

A: When you give the pickup and destination points, the computer calculates the distance of the trip. The system factors in the distance, the 30-minute window, and the possibilities of other pickups on the route, and sets a ready time. The computer also provides the driver with map coordinates for the locations; these correspond with coordinates in the driver's map book.

(continued on back)

The reservationist also has a "comment" line on the computer screen, on which additional helpful information may be provided for the driver, such as "between 5th and 6th streets" or "use Church St. entrance."

Q: What happens when the information is complete?

A: The reservation is sent by the computer into a master file, which allows Metro Mobility to determine routes and make the best possible use of the system. From this master file, a schedule for the following day is produced. This results in the driver "manifests" being sent to each vehicle depot center, where they are distributed to the drivers. These manifests are updated throughout the day by the drivers themselves as things change (cancellations, traffic problems, and the like).

How to call Metro Mobility

Please call the new customer service number for comments and complaints. This will allow reservation operators to process your reservations quickly and accurately. Here are the phone numbers for all Metro Mobility services:

Reservations	6 a.m.-5 p.m.	221-1928
Customer Service	8 a.m.-5 p.m.	221-0015
Same day trip information, cancellations or to report a late vehicle.	6 a.m.-5 p.m. After 5 p.m.	221-1928 221-1932 extension 1
Administration	8 a.m.-5 p.m.	221-1932

All these services are available on TTY (for people with hearing impairments). The TTY number is 221-0014.

We will provide additional information in forthcoming Updates. If you have specific questions, please send them, if possible to:

Metro Mobility Update
245 East Sixth Street
St. Paul, MN 55101

The Metro Mobility Update is available in alternative formats upon request.



Metro Mobility Update

Friday, October 22, 1993

Customer Service: How it Works for You

Metro Mobility Customer Service Representatives want to make sure that every customer complaint is acted upon. That is why customer service has developed a system to handle all complaints received.

During each call from a customer, a Customer Comment Form is filled out. This form asks for information such as customer name, identification number and information about the specific trip. The representative takes detailed notes on the problem and brings the form to an operations manager.

At the end of every day a Customer Service Report is made. This groups every complaint by issue. For example, late vehicle, driver problem, vehicle incident, etc. Metro Mobility and the RTB review these reports to look for trends and then develop ways to fix them.

Each set of problems is handled differently. For example, driver and vehicle incidents are reported to the Safety and Training Manager who acts as a liaison between the provider company and Metro Mobility to understand what exactly happened and to ensure that follow up action is taken. To ensure that customer complaints are received by the provider company, Metro Mobility operations managers meet with the providers daily to relay problems and express concerns about the drivers.

If a Customer Service Representative receives a call regarding a late vehicle, the representative will refer that passenger to the reservation number. The reservation operator records the passengers' name, identification number, pick up location, time the call was placed and time the passenger was scheduled to be picked up. The reservation operator takes the information to the person designated to handle all late vehicle information. This person tracks the route assigned to the customer and informs the appropriate dispatcher to find the driver. Once the driver is contacted he gives the dispatcher the estimated time of arrival. The passenger is given the new time and is asked to call back if the driver does not arrive at the new time.

One of the Customer Service Representatives has been a Metro Mobility user for the past 11 years. Here is her perspective on the situation. "As a user I can completely understand the frustrations of the other riders. As a Customer Service Representative, I know

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the system is not like the old one. I understand the way the system works and believe in it." She also encourages other Metro Mobility riders to visit the Metro Mobility Service Center to get a better understanding of how the system works. They also should know the ways that they can help out their fellow riders. Like being visible so the driver does not have to look for them. "It's little things like this that can really make a difference in the system's efficiency," she says.

The Metro Mobility Customer Service Department also handles policy questions, certification, lost and found and commuter coupon sales. If you would like to become a Metro Mobility rider call the Customer Service Department and ask them to send you a certification form. If you think you have lost something on one of the vehicles call the Customer Service Department -- they receive all items left on the vehicles.

How to call Metro Mobility

Please call the customer service number for comments and complaints. This will allow reservation operators to process your reservations quickly and accurately. Here are the phone numbers for all Metro Mobility services:

Reservations	6 a.m.-5 p.m.	221-1928
Customer Service	8 a.m.-5 p.m.	221-0015
Same day trip information, cancellations or to report a late vehicle.	6 a.m.-5 p.m. After 5 p.m.	221-1928 221-1932 extension 1
Administration	8 a.m.-5 p.m.	221-1932

All these services are available on TTY (for people with hearing impairments only). The TTY number is 221-0014.

We will provide additional information in forthcoming Updates. If you have specific questions, please send them, if possible to:

Metro Mobility Update
245 East Sixth Street, Suite 200
St. Paul, MN 55101

The Metro Mobility Update is available in alternative formats upon request.



Metro Mobility Update

Monday, October 25, 1993

Continuing Progress Made With Metro Mobility Service

Metro Mobility is working hard to get its new system operating smoothly. Improvements are being made each day. Every available resource is being utilized to fix the problems and get the system fully operational as soon as possible.

National Guard Phased Out. The National Guard members did a tremendous job assisting us during the transitional period. Throughout the past week, the National Guard was gradually replaced by drivers recruited and trained by the companies under contract to Metro Mobility. Today, there are more than 300 drivers on board or in training with Metro Mobility.

Increase in number of rides completed. Last Monday through Thursday, Metro Mobility completed 1,440 trips, fulfilling more than 90 percent of the requests by Metro Mobility customers. This is an improvement from the previous week.

Phone bank system improved. The phone bank system was expanded enabling the system to handle extra operators and additional incoming calls. In addition, the cooperation of Metro Mobility customers by not calling during peak times helped alleviate switchboard backup. While phone service is still slow during peak times, we are continuing to make improvements.

Dispatching improvements. Additional dispatch lines were installed to improve communications among dispatchers.

Customer Service Hot Line. A new customer service phone line (221-0015) was added for comments and complaints. The Metro Mobility Customer Service Department also handles policy questions, certification, lost and found and commuter coupon sales.

Updated files. Metro Mobility has completed the task of correcting and updating its 19,000 customer files. Reliable data ensures reliable service. Accurate files also help operators make reservations more quickly.

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Metro Mobility Coupons

Metro Mobility coupons are sold at the following locations:

MTC 101 E. 5th St.
American National Bank
St. Paul, MN 55101

MTC 719 Marquette Ave.
Mpls., MN 55402

Creekside Community Center
9801 Penn Ave. S.
Bloomington, MN 55431-3096

Courage Center
3915 Golden Valley Road
Golden Valley, MN 55427

Metro Mobility Service Center
245 E. Sixth St.
St. Paul, MN 55101

Receipts are available upon request.

How to call Metro Mobility

Please call the customer service number for comments and complaints. This will allow reservation operators to process your reservations quickly and accurately. Here are the phone numbers for all Metro Mobility services:

Reservations	6 a.m.-5 p.m.	221-1928
Customer Service	8 a.m.-5 p.m.	221-0015
Same day trip information, cancellations or to report a late vehicle	6 a.m.-5 p.m.	221-1928
	After 5 p.m.	221-1932 ext. 1
Administration	8 a.m.-5 p.m.	221-1932

These services are all available on TTY (for people with hearing impairments only). The TTY number is 221-0014.

We will provide additional information in upcoming Updates. If you have questions, please send them, if possible to:

Metro Mobility Update
245 East Sixth Street, Suite 200
St. Paul, MN 55101

The Metro Mobility Update is available in alternative formats upon request.



Metro Mobility Update

Tuesday, October 26, 1993

Continuing Progress Made With Metro Mobility Service

Metro Mobility is working hard to get its new system operating smoothly. Improvements are being made each day. Every available resource is being utilized to fix the problems and get the system fully operational as soon as possible.

National Guard Phased Out. The National Guard members did a tremendous job assisting us during the transitional period. Throughout the past week, the National Guard was gradually replaced by drivers recruited and trained by the companies under contract to Metro Mobility. Today, there are more than 300 drivers on board or in training with Metro Mobility.

Increase in number of rides completed. Last Monday through Friday, Metro Mobility completed 17,916 trips, fulfilling more than 90 percent of the requests by Metro Mobility customers. This is an improvement from the previous week.

Phone bank system improved. The phone bank system was expanded enabling the system to handle extra operators and additional incoming calls. In addition, the cooperation of Metro Mobility customers by not calling during peak times helped alleviate switchboard backup. While phone service is still slow during peak times, we are continuing to make improvements.

Dispatching improvements. Additional dispatch lines were installed to improve communications among dispatchers.

Customer Service Hot Line. A new customer service phone line (221-0015) was added for comments and complaints. The Metro Mobility Customer Service Department also handles policy questions, certification, lost and found and commuter coupon sales.

Updated files. Metro Mobility has completed the task of correcting and updating its 19,000 customer files. Reliable data ensures reliable service. Accurate files also help operators make reservations more quickly.

(continued on back)

Metro Mobility Coupons

Metro Mobility coupons are sold at the following locations:

MTC 101 E. 5th St.
American National Bank
St. Paul, MN 55101

MTC 719 Marquette Ave.
Mpls., MN 55402

Creekside Community Center
9801 Penn Ave. S.
Bloomington, MN 55431-3096

Courage Center
3915 Golden Valley Road
Golden Valley, MN 55427

Metro Mobility Service Center
245 E. Sixth St.
St. Paul, MN 55101

Receipts are available upon request.

How to call Metro Mobility

Please call the customer service number for comments and complaints. This will allow reservation operators to process your reservations quickly and accurately. Here are the phone numbers for all Metro Mobility services:

Reservations	6 a.m.-5 p.m.	221-1928
Customer Service	8 a.m.-5 p.m.	221-0015
Same day trip information, cancellations or to report a late vehicle	6 a.m.-5 p.m.	221-1928
	After 5 p.m.	221-1932 ext. 1
Administration	8 a.m.-5 p.m.	221-1932

These services are all available on TTY (for people with hearing impairments only). The TTY number is 221-0014.

...

We will provide additional information in upcoming Updates. If you have questions, please send them, if possible to:

Metro Mobility Update
245 East Sixth Street, Suite 200
St. Paul, MN 55101

The Metro Mobility Update is available in alternative formats upon request.



Metro Mobility Update

Wednesday, October 27, 1993

CUSTOMER INPUT IMPORTANT TO METRO MOBILITY

An advisory group has been formed to provide input to Metro Mobility. The group met two weeks ago with Metro Mobility staff members to constructively discuss specific issues that would help improve service. Suggestions made by the group that ATE has implemented include:

- Changes in the way standing orders are scheduled
- Additional phone lines
- Additional radio frequencies

Since the meeting, Metro Mobility has added the phone lines and radio frequencies. In addition, standing orders are now hand routed. The advisory group will be meeting again this week.

Metro Mobility Tours and Presentations Available

Individuals and organizations interested in touring Metro Mobility's Service Center in downtown St. Paul are invited to schedule an appointment. Tour participants will be able to see reservation operators using the new computerized system and discuss service with a Metro Mobility representative.

Metro Mobility personnel also are available to meet with your group or organization to provide an update on the system and to discuss issues important to your group. To schedule a tour or a presentation, contact Community Relations Director Linda Rother at 221-1932.

Customer Service Line

Customer service representatives are available to answer your questions and to handle your comments and complaints. To allow reservation operators to focus on reservations, please address your customer service issues to the customer service representative at 221-0015 or 221-0014 for people who use a TTY.

Metro Mobility Pick-up and Drop-off Sites

Many public buildings have several entrances. Designated entrances for the buildings listed below and on the back page are to ensure that drivers and passengers are waiting at the correct entrance. Please keep this list for future reference.

Building

Airport
Apache Plaza
Art Institute
Brookdale
Calhoun Square
Har Mar North end
 South end
Met Sports Center
Mt. Sinai Hospital
Ridgedale

Pick-up/Drop Entrance

Lower level by bus stop
By bus stop
3rd Avenue side
Sear's Cafeteria
Shopping Center Ramp
Professor's Restaurant entrance
Theater entrance
North side facing Marriott Inn
Outpatient entrance ONLY
Lower level Dayton's by bus stop

(continued on back)

Designated Metro Mobility Building Entrances - continued

<u>Building</u>	<u>Pick-up/Drop Entrance</u>
Rosedale	MTC bus stop - east mall entrance
Southdale	First level MTC bus stop, southwest ent.
Sister Kenny/ANW Hospital	Enter circle drive off 28th Street
Downtown Minneapolis	
City Center	6th Street entrance
Dayton's	811 LaSalle Avenue
Hennepin County Medical Center	
North block	North end of 7th Street
South block	South end of 7th Street
Medical Arts Building	9th Street entrance
Metro Dome	
Cab providers	5th Street at Chicago
Van providers	Gate H
MultiFoods Building	6th Street entrance
Metropolitan Medical Center	
Cab providers	8th Street, main entrance
Van providers	Alley of 10th Ave./bus outpatient
Metropolitan Medical Office Bldg.	9th Avenue entrance
Minneapolis City Hall	4th Street entrance
Minneapolis Public Library	Hennepin Avenue entrance
Orchestra Hall	11th Street entrance
Riverplace	Prince Street NE/handicap entrance
Downtown St. Paul	
American National Bank Building	Robert Street, near bus stop
American Center Building	Kellogg Blvd., east entrance
Bremer Building	Robert Street entrance
Capitol Square Building	10th Street entrance
Centennial Building	Rear of building
Civic Center	Kellogg Blvd. side
Dayton's	Wabasha, rear of bus stop
Gallery Medical	Exchange Street entrance
Landmark Center	Market Street entrance
Lowry Medical Building	
Cab providers	St. Peter Street entrance
Van providers	28th West 5th Street
Metro Square Building	Robert Street entrance
	Jackson St. entrance after 6 p.m.
Ordway Theater	Washington Street entrance
City Hall/Court House	Kellogg Blvd. entrance
State Capitol	University Ave., off east parking lot
St. Paul Hotel	Market Street entrance

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We will provide additional information in upcoming Updates. If you have questions, please send them, if possible to: Metro Mobility Update, 245 East Sixth Street, Suite 200, St. Paul, MN 55101. The Metro Mobility Update is available in alternative formats upon request.



Metro Mobility Update

Thursday, October 28 1993

IMPORTANT INFORMATION ABOUT METRO MOBILITY

Metro Mobility is continuing to focus its efforts on getting its system operating smoothly. While problems still exist, progress is being made. Once fully operational, the new system will benefit riders in many ways:

- One phone number to call for service
- Expanded and consistent hours of service
- Consistent service for all of the metro area, 365 days a year

Metro Mobility has received a number of questions regarding the differences between the new system and the old one. It is important to remember that:

- **Metro Mobility is a Shared Ride System.** Drivers pick up and drop off several riders on each route, just as with any public bus system. Unlike a taxi service, drivers cannot wait for riders while they conduct their business.
- **Metro Mobility has a Thirty Minute Window Policy.** The vehicle is scheduled to arrive at the ready time, but may arrive for a customer up to thirty minutes after the ready time. Passengers should be ready for the vehicle at the ready time given by the reservationist. The thirty minute window allows for delays in traffic and service delivery.
- **Metro Mobility has a Five Minute Wait Policy.** Due to the high demand for transportation by Metro Mobility, it is not possible to have the vehicle wait longer than five minutes for passengers. It is important to be available for the vehicle at the ready time indicated by the reservationist. After the driver has notified the customer that the vehicle is there, the customer has five minutes to begin boarding the vehicle.

Two Important Phone Numbers

Customer Service, 8 a.m. - 5 p.m. 221-0015

A customer service representative will handle your comments or complaints.

24-hour Hot Line: 221-0302

Leave a recorded message anytime and a customer service representative will get back to you during regular business hours. Be sure to leave your name, Metro Mobility ID number and your telephone number.

(continued on back)

How to call Metro Mobility

Please call the customer service number for comments and complaints. This will allow reservation operators to process your reservations quickly and accurately. Here are the phone numbers for all Metro Mobility services:

Reservations	6 a.m.-5 p.m.	221-1928
Customer Service	8 a.m.-5 p.m.	221-0015
Hotline- To leave a recorded message	24 hours/day	221-0302
Same day trip information, cancellations or to report a late vehicle	6 a.m.-5 p.m. After 5 p.m.	221-1928 221-1932 ext. 1
Administration	8 a.m.-5 p.m.	221-1932

These services are all available on TTY (for people with hearing impairments only). The TTY number is 221-0014.

We will provide additional information in upcoming Updates. If you have questions, please send them, if possible to:

Metro Mobility Update
245 East Sixth Street, Suite 200
St. Paul, MN 55101

The Metro Mobility Update is available in alternative formats upon request.



Metro Mobility Update

Friday, October 29, 1993

FARE INFORMATION

Fare Rates

Off-Peak fares \$1.70

Peak hours fares \$2.20
Between 6 a.m. and 9 a.m. and
Between 3:30 p.m. and 6:30 p.m.

These are one way fares. Drivers cannot accept payment for round trips. The driver who dropped you off may not be the same driver who picks you up. Metro Mobility fares are paid with exact cash or commuter coupons. The money or the coupons are collected in a fare box as you board the vehicle.

Metro Mobility Commuter Coupons

Metro Mobility coupons are sold at the following locations:

MTC 101 E. 5th St.
American National Bank
St. Paul, MN 55101

MTC 719 Marquette Ave.
Mpls., MN 55402

Creekside Community Center
9801 Penn Ave. S.
Bloomington, MN 55431-3096

Courage Center
3915 Golden Valley Road
Golden Valley, MN 55427

Metro Mobility Service Center
245 E. Sixth St.
St. Paul, MN 55101

Ordering Commuter Coupons through the Mail

Commuter coupons also can be purchased in books of ten through the mail. Include a check or money order (not cash) with your request for coupons and mail it attention "Customer Service" to the Metro Mobility Service Center address listed above.

IMPORTANT: Beginning Monday, November 1, Metro Mobility will implement its "no payment, no ride" policy. Metro Mobility is not able to bill for rides. All riders must pay the fare or present a commuter coupon.

(continued on back)

CUSTOMER SERVICE IS A TOP PRIORITY

Customer comments and concerns are important to Metro Mobility. Customer Service Representatives are on staff at Metro Mobility from 8 a.m. to 5 p.m. to ensure that every customer complaint is acted upon.

In addition, a **Metro Mobility Hot Line** number has been installed. Customers can leave a recorded message on the Hot Line 24 hours a day. Customers will receive either a written response or a call from a Metro Mobility customer service representative. It is important to remember to leave your name, Metro Mobility ID number and your telephone number.

To speak to a Metro Mobility Customer Service Representative call **Customer Service** at 221-0015 from 8 a.m. - 5 p.m.

To leave a recorded message call Metro Mobility's **24-hour Hot Line** at 221-0302.

Metro Mobility Phone Numbers

Reservations	6 a.m.-5 p.m.	221-1928
Same day trip information, cancellations or to report a late vehicle	6 a.m.-5 p.m. After 5 p.m.	221-1928 221-1932 ext. 1
Administration	8 a.m.-5 p.m.	221-1932

These services are all available on TTY (for people with hearing impairments only). The TTY number is 221-0014.

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245 East Sixth Street, Suite 200
St. Paul, MN 55101

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Metro Mobility Update

Monday, November 1, 1993

Phone Service Update

Metro Mobility wants to thank its customers for helping reduce switchboard backup by calling during non-peak times and using the customer service line for non-reservation calls. This helps the reservation operators handle calls more quickly.

To continue to improve service, a number of new phone lines have been installed. On the back of this Update, please note the new 24 hour Hotline number and the customer service number.

Outreach Program

Metro Mobility staff are able to come to your organization or business to do a presentation and provide an update on the system and to discuss issues important to your group. To schedule a presentation, contact Community Relations Director Linda Rother at 221-1932.

Metro Mobility No Show Policy Information

Metro Mobility customers are asked to be ready for the vehicle at the ready time given by the reservationist. The vehicle is scheduled to arrive at the ready time, but may arrive for a customer up to thirty minutes after the ready time. **If the customer is not there to board the vehicle during the thirty minute window, they will be charged with a no show.**

If the vehicle does not show during the 30 minute window, the customer is not charged for a no show.

In the near future, Metro Mobility will be leaving door knob hangers at no shows to let customers know what time they arrived.

Another reminder: Beginning today, Metro Mobility is implementing its "no payment, no ride" policy. Metro Mobility is not able to bill for rides. All riders must pay the fare or present a commuter coupon.

How to call Metro Mobility

Please call the customer service number for comments and complaints. This will allow reservation operators to process your reservations quickly and accurately. Here are the phone numbers for all Metro Mobility services:

Reservations	6 a.m.-5 p.m.	221-1928
Customer Service	8 a.m.-5 p.m.	221-0015
Hotline- To leave a recorded message	24 hours/day	221-0302
Same day trip information, cancellations or to report a late vehicle	6 a.m.-5 p.m. After 5 p.m.	221-1928 221-1932 ext. 1
Administration	8 a.m.-5 p.m.	221-1932

These services are all available on TTY (for people with hearing impairments only). The TTY number is 221-0014.

We will provide additional information in upcoming Updates. If you have questions, please send them, if possible to:

Metro Mobility Update
245 East Sixth Street, Suite 200
St. Paul, MN 55101

The Metro Mobility Update is available in alternative formats upon request.



Metro Mobility Update

Wednesday, November 3, 1993

Metro Mobility Rider Rights and Responsibilities

Metro Mobility riders have a right to:

- Safe trips.
- Drivers trained to meet passenger needs.
- Safe, properly equipped, smoke free vehicles that are clean and in good repair.
- Properly fastened seatbelts and wheelchair tiedowns.
- Vehicles which are all wheelchair lift equipped.
- Pick-ups within 30 minutes of the ready time.
- Efficiently routed trips no longer than 90 minutes in length.
- Professional, courteous treatment.
- Refuse unsafe service and file complaints without fear of reprisal.
- Prompt investigation and effective resolution of complaints.
- Current and complete program and provider information.

Metro Mobility riders have a responsibility to:

- Be informed about program benefits and limitations.
- Call in trip requests as early as possible.
- Have times, addresses including city, phone numbers and other needed information ready at time of request.
- Cancel only when necessary and as early as possible.
- Be ready on time.
- Present correct fare and certification card.
- Wear seatbelts and check that wheelchair tiedowns are secured.
- Be courteous and avoid distracting the driver.
- Keep wheelchairs or other mobility aids in good condition.
- Avoid littering in the vehicle.
- Keep sidewalks and steps in good condition and free of ice and snow.
- Limit packages to four plastic grocery bags not weighing more than 25 pounds.

To ensure safety and comfort of passengers, Metro Mobility prohibits:

- Loud or obscene language. Violent and abusive behavior will result in an immediate suspension of service for 30 days.
- Eating, drinking or smoking on vehicles.
- Drinking alcohol on the vehicles or riding under the influence of intoxicating drugs.
- Operating or tampering with equipment while on a Metro Mobility vehicle. This rule includes prohibiting passengers from operating the hydraulic lift or attempting to remove wheelchair tiedowns.
- Radios, cassette tape players, compact disc players or other sound generating equipment are prohibited on the vehicle. For the safety of the driver and all passengers, this rule includes earphones, earplugs and headsets.

(continued on back)

Metro Mobility Driver Responsibilities:

- Assist the customer in entering and leaving the van and to and from the door or entry of their destination.
- Carry packages to the inside of the door, but not further into the customer's home.
- Drivers cannot accept tips or gratuities, or act in any manner that would indicate tipping is appropriate.

How to call Metro Mobility

Please call the customer service number for comments and complaints. This will allow reservation operators to process your reservations quickly and accurately. Here are the phone numbers for all Metro Mobility services:

Reservations	6 a.m.-5 p.m.	221-1928
Customer Service	8 a.m.-5 p.m.	221-0015
Hotline- To leave a recorded message	24 hours/day	221-0302
Same day trip information, cancellations or to report a late vehicle	6 a.m.-5 p.m. After 5 p.m.	221-1928 221-1932 ext. 1
Administration	8 a.m.-5 p.m.	221-1932

These services are all available on TTY (for people with hearing impairments only). The TTY number is 221-0014.

We will provide additional information in upcoming Updates. If you have questions, please send them, if possible to:

Metro Mobility Update
245 East Sixth Street, Suite 200
St. Paul, MN 55101

The Metro Mobility Update is available in alternative formats upon request.



Metro Mobility Update

Friday, November 5, 1993

Boarding with a Mobility Device

These regulations are for your safety and comfort while traveling with Metro Mobility:

- For safety reasons, Metro Mobility customers in **wheelchairs** are asked to back onto the hydraulic lift.
- **Scoter-type devices** have been shown to be unstable on lift mechanisms. While you may board the vehicle on your scooter with the use of the hydraulic lift, Metro Mobility strongly encourages customers to use a temporary wheelchair provided by the driver.
- Additionally, due to the instability of the scooter-type device, Metro Mobility recommends that customers transfer from the scooter to an ambulatory seat in the vehicle.
- If you would like to use a boarding chair, please tell the reservationist when you make your reservation.

Using the hydraulic lift:

- Lock brakes while on the lift.
- Turn off the electric power on wheelchair. Re-engage when instructed by driver.
- Wait for the driver's assistance and follow instructions for entering the vehicle.
- Customers may transfer to a seat once on the vehicle.
- Ambulatory customers may use the lift. For safety reasons, Metro Mobility encourages, but does not mandate, that the driver ride up the lift with the passenger.

Wheelchair Accessibility

To address safety concerns, passengers who are living at or traveling to and from a location that is inaccessible by wheelchair need to meet the Metro Mobility driver at a safe, accessible location. Drivers are not permitted to take occupied wheelchairs up or down steps, ramps or walks that are not in good repair. Drivers may only transport occupied chairs -- up or down -- a maximum of three steps. The steps must be a least 10 inches deep and no more than seven and a half inches high. Steps must have at least 30 inches of clear width and be free of chipped corners or broken edges and clear of snow.

(continued on back)

Broken Wheelchairs

For safety reasons, Metro Mobility cannot transport passengers with inoperative mobility devices or devices with inoperable locking brakes.

CUSTOMER SERVICE IS A TOP PRIORITY

Customer comments and concerns are important to Metro Mobility. Customer Service Representatives are on staff at Metro Mobility from 8 a.m. to 5 p.m. to ensure that every customer complaint is acted upon.

In addition, a **Metro Mobility Hot Line** number has been installed. Customers can leave a recorded message on the Hot Line 24 hours a day. Customers will receive either a written response or a call from a Metro Mobility customer service representative. It is important to remember to leave your name, Metro Mobility ID number and your telephone number. Please do not leave messages regarding late rides, cancellations and/or emergency situations on the Hot Line.

To speak to a Metro Mobility Customer Service Representative call **Customer Service** at 221-0015 from 8 a.m. - 5 p.m.
 To leave a recorded message call Metro Mobility's **24-hour Hot Line** at 221-0302.

Metro Mobility Phone Numbers

Reservations	6 a.m.-5 p.m.	221-1928
Same day trip information, cancellations or to report a late vehicle	6 a.m.-5 p.m. After 5 p.m.	221-1928 221-1932 ext. 1
Administration	8 a.m.-5 p.m.	221-1932

These services are all available on TTY (for people with hearing impairments only). The TTY number is 221-0014.



We will provide additional information in upcoming Updates. If you have questions, please send them, if possible to:

Metro Mobility Update
 245 East Sixth Street, Suite 200
 St. Paul, MN 55101

The Metro Mobility Update is available in alternative formats upon request.



Metro Mobility Update

Monday, November 8, 1993

Important Standing Order Information

Are you working on Thanksgiving, Christmas or New Year's? Do you have a standing order on one of the holiday's listed below and need Metro Mobility transportation? If so, read on.

All standing orders for the following holidays will automatically be cancelled. **Customers who need their standing orders filled on the dates listed below need to call Metro Mobility and reschedule.** This is the same policy as under the old system.

Thursday, November 25 (Thanksgiving)
Friday, November 26

Friday, December 24 (Christmas Eve)
Saturday, December 25 (Christmas Day)

Friday, December 31 (New Year's Eve)
Saturday, January 1 (New Year's Day)

Metro Mobility does not close for any holidays, it operates 365 days a year. Call the reservation line at 221-1928 between 6 a.m.-5 p.m. if you need a ride on the holidays listed above.

Metro Mobility Re-registration

Metro Mobility has temporarily suspended its re-registration policy until January 1. If you have a birthday between now and December 31, you do not have to call Metro Mobility to re-register as a customer.

(continued on back)

FARE INFORMATION

Fare Rates

Off-Peak fares \$1.70**Peak hours fares** \$2.20
Between 6 a.m. and 9 a.m. and
Between 3:30 p.m. and 6:30 p.m.

These are one way fares. Drivers cannot accept payment for round trips. The driver who dropped you off may not be the same driver who picks you up. Metro Mobility fares are paid with exact cash or commuter coupons. The money or the coupons are collected in a fare box as you board the vehicle.

Metro Mobility Commuter Coupons

Metro Mobility coupons are sold at the following locations:

MTC 101 E. 5th St.
American National Bank
St. Paul, MN 55101**MTC** 719 Marquette Ave.
Mpls., MN 55402**Creekside Community Center**
9801 Penn Ave. S.
Bloomington, MN 55431-3096**Courage Center**
3915 Golden Valley Road
Golden Valley, MN 55427**Metro Mobility Service Center**
245 E. Sixth St.
St. Paul, MN 55101**Ordering Commuter Coupons through the Mail**

Commuter coupons also can be purchased in books of ten through the mail. Include a check or money order (not cash) with your request for coupons and mail it attention "Customer Service" to the Metro Mobility Service Center address listed above.

IMPORTANT: Metro Mobility has a "no payment, no ride" policy. Metro Mobility is not able to bill for rides. All riders must pay the fare or present a commuter coupon.

We will provide additional information in upcoming Updates. If you have questions, please send them, if possible to:

Metro Mobility Update
245 East Sixth Street, Suite 200
St. Paul, MN 55101

The Metro Mobility Update is available in alternative formats upon request.



Metro Mobility Update

Thursday, November 11, 1993

Metro Mobility Snow Policy

1. If the MTC is running, Metro Mobility will be in service. If the MTC is not running, Metro Mobility will not be in service.
2. Listen to WCCO Radio for updates on service.
3. When snow reaches four inches with more expected, Metro Mobility will begin calling demand riders (not standing orders) inquiring if they still want a ride. They will be informed that if the snow continues, Metro Mobility may have trouble or delays on the return trip.
4. When snow reaches seven inches with more expected, Metro Mobility will call customers and cancel rides. This will ensure that no one ends up stranded due to poor road conditions.
5. During inclement weather, Metro Mobility will be in constant contact with its contracted operators and drivers as to the road conditions and weather in various areas.

Holiday Scheduling for Standing Orders

All standing orders for the following holidays will automatically be cancelled. **Customers who need their standing orders filled on the dates listed below need to call Metro Mobility and reschedule.** This is the same policy as under the old system.

Thursday, November 25 (Thanksgiving)

Friday, November 26

Friday, December 24 (Christmas Eve)

Saturday, December 25 (Christmas Day)

Friday, December 31 (New Year's Eve)

Saturday, January 1 (New Year's Day)

Metro Mobility does not close for any holidays, it operates 365 days a year. Call the reservation line at 221-1928 between 6 a.m.-5 p.m. if you need a ride on the holidays listed above.

(continued on back)

How to call Metro Mobility

Please call the customer service number for comments and complaints. This will allow reservation operators to process your reservations quickly and accurately. Here are the phone numbers for all Metro Mobility services:

Reservations	6 a.m.-5 p.m.	221-1928
Customer Service	8 a.m.-5 p.m.	221-0015
Hotline- To leave a recorded message	24 hours/day	221-0302
Same day trip information, cancellations or to report a late vehicle	6 a.m.-6 p.m.	221-1928
	After 6 p.m.	221-1932 ext. 1
Administration	8 a.m.-5 p.m.	221-1932

These services are all available on TTY (for people with hearing impairments only). The TTY number is 221-0014.

We will provide additional information in upcoming Updates. If you have questions, please send them, if possible to:

Metro Mobility Update
245 East Sixth Street, Suite 200
St. Paul, MN 55101

The Metro Mobility Update is available in alternative formats upon request.



Metro Mobility Update

Monday, November 15, 1993

Metro Mobility Ridership Increases

Metro Mobility has continued to make progress on fulfilling requests for rides. Ridership has increased steadily since the beginning of October. During the first week in October, weekday ridership averaged 3,508 rides per day. For the week of November 8, the average weekday ridership had increased to more than 3,700 rides per day.

Another milestone was reached on Monday, Oct. 29 when on time performance exceeded 90 percent during the peak operating periods. Since that time, Metro Mobility has continued to meet or exceed that mark.

Each day, Metro Mobility's service continues to improve. Metro Mobility is working hard to provide the level of service that its customers expect. We appreciate the customers who have continued to use Metro Mobility and if you have any suggestions to help improve service, please call or write the Service Center.

Personal Care Attendants and Traveling Companions

If you are unable to travel alone due to your disability and require a personal care attendant to travel, Metro Mobility does not require a fare for the attendant.

Traveling companions without disabilities, including children, may ride for regular fare prices on a space availability basis if they are accompanying a registered rider.

Standing Order Reminder

All standing orders for the following holidays will automatically be cancelled. **Customers who need their standing orders filled on the dates listed below need to call Metro Mobility and reschedule.** This is the same policy as under the old system.

**Thursday, November 25 (Thanksgiving)
Friday, November 26**

**Friday, December 24 (Christmas Eve)
Saturday, December 25 (Christmas Day)**

**Friday, December 31 (New Year's Eve)
Saturday, January 1 (New Year's Day)**

Metro Mobility does not close for any holidays, it operates 365 days a year. Call the reservation line at 221-1928 between 6 a.m.-5 p.m. if you need a ride on the holidays listed above.

(continued on back)

How to call Metro Mobility

Please call the customer service number for comments and complaints. This will allow reservation operators to process your reservations quickly and accurately. Here are the phone numbers for all Metro Mobility services:

Reservations	6 a.m.-5 p.m.	221-1928
Customer Service	8 a.m.-5 p.m.	221-0015
Hotline- To leave a recorded message	24 hours/day	221-0302
Same day trip information, cancellations or to report a late vehicle	6 a.m.-6 p.m.	221-1928
	After 6 p.m.	221-1932 ext. 1
Administration	8 a.m.-5 p.m.	221-1932

These services are all available on TTY (for people with hearing impairments only). The TTY number is 221-0014.

We will provide additional information in upcoming Updates. If you have questions, please send them, if possible to:

Metro Mobility Update, 245 East Sixth Street, Suite 200, St. Paul, MN 55101
The Metro Mobility Update is available in alternative formats upon request.



Metro Mobility Update

Thursday, November 18, 1993

Customer Input Leads to Improved Service

Metro Mobility is responsive to customer comments. Thanks to rider input, ATE has been able to improve its service in a variety of ways:

- **Metro Mobility has been diligently working with AT&T to reprogram its phone system to better accommodate rotary phones. Rotary phone users can now access Metro Mobility directly. Previously when calling the general number (221-1932) after 6:00 p.m., callers had to have a touch tone phone to access dispatch. Now when calling 221-1932, the telephone system will automatically forward calls to dispatch.**
- Switchboard backlog was alleviated by installing additional phone lines.
- Requests for increased access to customer service were fulfilled by installing dedicated customer service lines and the 24-hour hot line number.
- Additional radio channels were added to improve radio dispatching.
- Reservation hours were extended and reservation lines are now kept open 365 days a year.

Minnesota State Law Seat Belt Requirements

Minnesota State law requires that all Metro Mobility riders and drivers wear all restraint belts, including the shoulder harness at all times. As mandated by Minnesota state law, drivers cannot pull away from a stop until all passengers are seated with all belts properly secured.

Standing Order Reminder

Thanksgiving is next week. Remember, all standing orders for Thursday and Friday of Thanksgiving week and for the following holidays will automatically be cancelled. **Customers who need standing orders filled on the dates listed below need to call Metro Mobility and reschedule.** This is the same policy as under the old system.

Thursday, November 25 (Thanksgiving)

Friday, November 26

Friday, December 24 (Christmas Eve)

Saturday, December 25 (Christmas Day)

Friday, December 31 (New Year's Eve)

Saturday, January 1 (New Year's Day)

Metro Mobility does not close for any holidays, it operates 365 days a year. Call the reservation line at 221-1928 between 6 a.m.-5 p.m. if you need a ride on the holidays listed above.

(continued on back)

How to call Metro Mobility

Please call the customer service number for comments and complaints. This will allow reservation operators to process your reservations quickly and accurately. Here are the phone numbers for all Metro Mobility services:

Reservations	6 a.m.-5 p.m.	221-1928
Customer Service	8 a.m.-5 p.m.	221-0015
Hotline- To leave a recorded message	24 hours/day	221-0302
Same day trip information, cancellations or to report a late vehicle	6 a.m.-6 p.m.	221-1928
	After 6 p.m.	221-1932
Administration	8 a.m.-5 p.m.	221-1932

These services are all available on TTY. The TTY number is 221-0014.

We will provide additional information in upcoming Updates. If you have questions, please send them, if possible to:

Metro Mobility Update
245 East Sixth Street
Suite 200
St. Paul, MN 55101

The Metro Mobility Update is available in alternative formats upon request.



Metro Mobility Update

Wednesday, November 24, 1993

Open Forums To Be Held

The Metro Mobility Service Center has scheduled four customer forums in December. Anyone wishing to comment on Metro Mobility service is invited to attend. Metro Mobility is seeking information so it can better the service provided to its customers. All comments will be recorded.

The forums will be held on the following dates:

December 3, 10:30 a.m. - 12:30 p.m.

December 8, 10:30 a.m. - 12:30 p.m.

December 8, 7 p.m. - 9 p.m.

December 16, 5 p.m. - 7 p.m.

These forums will be held at the Metro Mobility Service Center at 245 E. Sixth Street in St. Paul.

THE STAFF OF THE METRO MOBILITY SERVICE CENTER
WISH YOU A HAPPY THANKSGIVING

Minnesota State Law Seat Belt Requirements

Shoulder straps. Shoulder straps are required as part of the safety belt system for people who use and are transported in wheelchairs. People who use the seats in the vehicle are required to use the seat belts provided. As mandated by law, drivers cannot pull away from a stop until all passengers are seated with all belts properly secured.

Wheelchair tie downs. If you feel your wheelchair is not secured tightly, inform the driver immediately. In accordance with Metro Mobility's driver training requirements, the driver should not proceed until you the customer feel secure in the vehicle. Please notify Customer Services at 221-0015 if you are having any trouble with insecure tie downs.

(continued on back)

How to call Metro Mobility

Please call the customer service number for comments and complaints. This will allow reservation operators to process your reservations quickly and accurately. Here are the phone numbers for all Metro Mobility services:

Reservations	6 a.m.-5 p.m.	221-1928
Customer Service	8 a.m.-5 p.m.	221-0015
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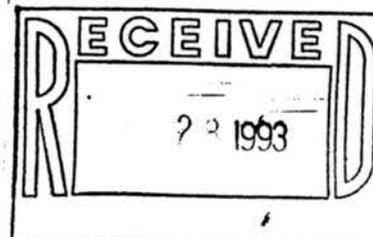
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245 East Sixth Street
Suite 200
St. Paul, MN 55101

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AFFIDAVIT OF PUBLICATION



STATE OF MINNESOTA
COUNTY OF RAMSEY

REGIONAL TRANSIT BOARD
TO HOLD PUBLIC HEARING
ON ADA DRAFT
PARATRANSIT PLAN UPDATE
The Regional Transit Board
will hold a public hearing on
its Americans with Disabilities
Act (ADA) Draft Paratransit
Plan update Tuesday, January
18, 1994 at 5:00 p.m. in Room
1A on the first floor of Mears
Park Centre, 230 East 5th
Street, downtown St. Paul.
This hearing is mandated by
the ADA. The plan was develop-
ed in accordance with the
U.S. Department of Transporta-
tion's final rules on imple-
menting the transportation
provision of the ADA, and
must be updated annually. In-
terested persons are encour-
aged to attend this hearing
and offer public comment.
Sign language interpreters will
be provided. Please call Mary
Fitzgerald, board secretary, at
229-2700 (or 229-2715 TTY) if
you wish to speak at the pub-
lic hearing. People may also
sign up at the hearing. Copies
of the ADA Draft Paratransit
Plan update may be obtained
or examined by contacting the
Regional Transit Board offices,
7th floor, Mears Park Centre,
230 East 5th Street, St. Paul,
MN 55101, telephone
292-8789.
Ruth Franklin
Vice-chair
Pioneer Press Dec 18 no: 561

ROSEMARY J FRANK, being
duly sworn on oath, says: that he is, and during
all times herein stated has been, Clerk of
Northwest Publications, Inc., publisher of the
newspaper known as the Saint Paul Pioneer
Press, a newspaper of general circulation within
the City of St. Paul and the County of Ramsey.

That the Notice hereto attached was cut from the
columns of said newspaper and was printed and
published therein on the following dates:

- 18th day of December, 19 93
- _____ day of _____, 19 _____

Rosemary J Frank

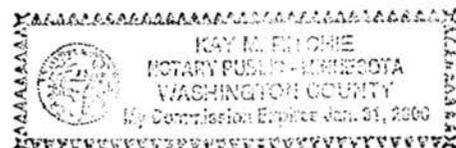
Subscribed and sworn to before me this
27th day of December, 19 93

Kay M Ritchie

Notary Public

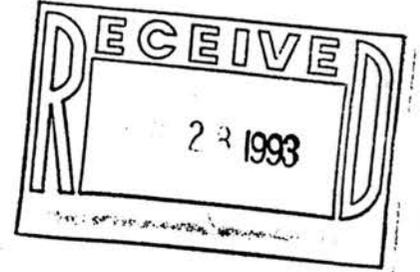
WASHINGTON County, Minnesota

My commission expires January 31, 2000



CH9T00100
CLASS #203
46 LINES

Regional Transit Board
Attention: Jane Fitz
230 E 5th St-7th Floor
St. Paul, MN 55101-1626



STAR TRIBUNE
a division of Cowles Media Company

203 Legal Notices
**REGIONAL TRANSIT BOARD
TO HOLD PUBLIC HEARING
ON ADA DRAFT PARA-
TRANSIT PLAN UPDATE**

The Regional Transit Board will hold a public hearing on its Americans with Disabilities Act (ADA) Draft Paratransit Plan update Tuesday, January 18, 1994 at 5:00 p.m. in Room 1A on the floor of Mears Park Centre, 230 East 5th Street, downtown St. Paul. This hearing is mandated by the ADA. The plan was developed in accordance with the U.S. Department of Transportation's final rules on implementing the transportation provision of the ADA, and must be updated annually. Interested persons are encouraged to attend this hearing and offer public comment. Sign language interpreters will be provided. Please call Mary Fitzgerald, board secretary, at 229-2700. (or 229-2715 TTY) if you wish to speak at the public hearing. People may also sign up at the hearing. Copies of the ADA Draft Paratransit Plan update may be obtained or examined by contacting the Regional Transit Board offices, 7th floor, Mears Park Centre, 230 East 5th Street, St. Paul, MN 55101, telephone 292-8789.

Ruth Franklin
Vice-chair

STATE OF MINNESOTA }
COUNTY OF HENNEPIN } ss.

AFFIDAVIT OF PUBLICATION

Diane Kise, being duly sworn, on oath says she is and during all times herein stated has been an employee of the Star Tribune, publisher and printer of the newspaper, published 7 days a week, known as Star Tribune and has full knowledge of the facts herein stated as follows:

- (1) Said Newspaper is printed in the English language in newspaper format and in column and sheet form equivalent in printed space to at least 1200 square inches.
- (2) Said newspaper is printed daily and is distributed at least five days each week.
- (3) Said newspaper has 25 per cent of its news columns devoted to news of local interest to the community which it purports to serve and does not wholly duplicate any other publication.
- (4) Said newspaper is circulated in and near the municipality which it purports to serve, has at least 500 copies regularly delivered to paying subscribers and has entry as second-class matter in its local post office.
- (5) Said Newspaper purports to serve the city of Minneapolis and vicinity in the County of Hennepin and has its known office of issue in the City of Minneapolis, in said county.
- (6) Said newspaper files a copy of each issue immediately with the State Historical Society.
- (7) Said newspaper is made available at single or subscription prices to any person, partnership or other unincorporated association requesting the newspaper and making the applicable payment.
- (8) Said newspaper has complied with all foregoing conditions for at least one year.

She further states on oath that the printed copy of the matter hereto attached as a part hereof was cut from the columns of the Star Tribune, and was printed and published therein in the English language, on the following days and dates: Sunday, 19 December 1993; and that the following is a printed copy of the lower case alphabet from A to Z, both inclusive, and is hereby acknowledged as being the size and type used in the composition and publication of said notice, to wit:

abcdefghijklmnopqrstuvwxy

Diane Kise
Diane Kise

subscribed and sworn to before me this 22 day of December, 1993

Kristen L. Schwab





REGIONAL TRANSIT BOARD

Mears Park Centre
230 East 5th Street
St. Paul, Minnesota 55101
612/292-8789
612/229-2715 TTY

Contact: Suzanne Hanson, public information manager
Telephone: 292-8789

FOR IMMEDIATE RELEASE

PUBLIC HEARING RESCHEDULED FOR JANUARY 24

ST. PAUL, MN (January 18, 1994) The Regional Transit Board has canceled its public hearing on the Americans with Disabilities Act (ADA) Paratransit Plan that was scheduled for tonight at 5:00 p.m. in downtown St. Paul.

The hearing has been rescheduled for Monday, January 24, at 5:00 p.m. at Mears Park Centre, 230 East Fifth Street, downtown St. Paul.

The hearing, which deals with how transit service will be provided to people with disabilities, has been postponed because of the severe weather.

-- end --

FTA COMMENTS ON 1993 PARATRANSIT PLAN



U.S. Department
of Transportation
Federal Transit
Administration

METROPOLITAN COUNCIL REGION V
& CHAIR'S OFFICE Illinois, Indiana,
Michigan, Minnesota,
Ohio, Wisconsin

55 East Monroe Street
Suite 1415
Chicago, IL 60603
312-353-2789
312-886-0351 (fax)

APR 15 1993

APR 12 1993

Ms. Sharon Klumpp
Executive Director
Twin Cities Metro Council
230 E. 5th Street
St. Paul, MN 55101

Dear Ms. Klumpp:

We have completed our initial review of the paratransit plan update you submitted in accordance with the Americans with Disabilities Act of 1990 (ADA) and the Department of Transportation's implementing regulation 49 CFR Part 37. We are unable to continue our review of your plan update because it is incomplete as identified in the enclosure. Please complete your plan update by providing the requested information within thirty days of receiving this letter.

If you have any questions regarding these issues, please feel free to contact this office.

Sincerely,

Donald F. Gismondi
Deputy Regional Administrator

Enclosure

TWIN CITIES
1993 Plan Update Review

Additional information is needed to complete this review:

2. Resolution of Outstanding Issues

Your update did not address Item 2.0 of FTA's plan approval comment letter of November 16, 1992 (copy of comments attached). Please submit the requested information to support your contention that the All-Day Express Routes meet the commuter bus definition and are therefore excluded from the paratransit service area.

3. Progress Toward Compliance/Report on Milestones

- a. Are the proposed hours of service for the suburban areas within the ADA mandated core area (6:00 a.m to 11:00 p.m.) the same hours as the fixed route service? Your plan states on page 38 that the hours will be adjusted to be comparable. Please note that 49 CFR 37.131 (e) requires that the complementary paratransit service be available during the same hours as the fixed route service. Clarify that your service will meet this requirement. Is this service adjustment planned for 1993? It is not shown on your update's milestone schedule. (The original plan included a 1992 milestone for service hours only in the central cities.)
- b. Please clarify when your proposed service will comply with the next-day response requirement. Your implementation schedule indicates that the reservation time will be extended to noon in 1993 with the Metro Mobility restructuring. To meet the regulatory requirement, you must provide service in response to a request made during normal business hours (i.e. until 4:30 p.m.) the previous day.
- c. Please clarify when your proposed paratransit service will attain full compliance.
- d. Your existing appeals process must be modified slightly to comply with ADA requirements. You must allow 60 days from the notice of denial of eligibility for an individual to file an appeal, and you must provide an individual the opportunity to be heard and present information at each step of the process. When will this policy be revised?
- e. Your description of the revised appeals process does not explicitly state if the \$10.00 application fee will be eliminated. You may not charge a fee for ADA-mandated service. Please clarify when this policy will be changed.

6. Public Participation

Please provide information to document adequate public participation in the development of the update. The public participation requirements of 49 CFR 37.137 must be satisfied for each update, as well as for your original plan. It is not clear if the activities described in your update specifically addressed the development and submission of the update document as well as the new service concept for Metro Mobility. It is not necessary to include with the update the public hearing transcript and issues raised for the original plan. You note that the update was available in accessible

TWIN CITIES METROPOLITAN AREA

Page 2

formats and discuss your ongoing mechanism for participation, but the other required elements must also be documented.

- o Did you conduct outreach activities to identify those affected and invite their participation?
- o Did you consult with persons with disabilities?
- o Did you provide a public comment period?
- o Provide evidence that a public hearing was held for the update, adequate notice was given, and comments on the proposed implementation timetable were invited.
- o Summarize significant issues raised in the public comment period, a response to each, and a discussion of how the issues were resolved.

7. Other Issues

It is not clear from your update how the proposed changes to the Metro Mobility program will affect your provision of ADA-mandated paratransit. Page 35 of the document refers the reader to Appendix A-8 (presumably Figure A-8 of the Appendix), which seems to pertain only to the eligibility process. Please describe any changes to your approach to meeting the ADA paratransit service criteria (other than slippage addressed in the milestone chart) resulting from the Metro Mobility restructuring.

If you have any questions regarding these comments, please contact the FTA's consultant, Nancy L. Coburn, at (216) 371-1076.

ADA PLAN COMMENTS

Twin Cities Metropolitan Council

- * 2.0 49 CFR Part 37.3 defines a commuter bus route as fixed route bus service "characterized by service predominantly in one direction during peak periods, limited stops, use of multi-ride tickets, and routes of extended length, usually between the central business district and outlying suburbs." Your plan did not include enough information about each of your Commuter Express and All-Day Express routes to determine whether or not they met these criteria. The All-Day Express routes would not appear to be consistent with the peak period criteria by definition, and thus, may not be considered commuter bus routes. Your plan update should list each route and how it compares to the criteria cited above. Provide documentation as appropriate to support your contention. If it is found that some of the Commuter Express or All-Day Express routes do not qualify as "Commuter Bus" routes, your paratransit service area should be modified accordingly.

- 5.0 Future plan updates should include a description of your visitor policy including provisions for individuals that do not have ADA eligibility documentation

- 7.0 Plan updates should describe your efforts to coordinate services with the other public entities that are subject to the complementary paratransit requirements in the Twin Cities metropolitan area.

RTB RESPONSE TO FTA COMMENTS
ON 1993 PARATRANSIT PLAN



May 17, 1993

Mr. Donald F. Gismondi
Deputy Regional Administrator
Federal Transit Administration
55 East Monroe Street, Suite 1415
Chicago, IL 60603

Dear Mr. Gismondi:

Attached are responses to FTA's concerns on the 1993 Updated Paratransit Plan for the Minneapolis/St. Paul metropolitan area.

Specific questions should be directed to:

Ms. Barb Quade
Regional Transit Board
Mears Park Centre
230 East Fifth Street
St. Paul, MN 55101

Sincerely,

A handwritten signature in cursive script that reads 'Barb Quade'.

Barb Quade
Planner

cc: Judy Hollander, RTB Mgr.,
Planning & Programs

Howard Blin, RTB Mgr., ✓
Planning,

Dave Jacobson, RTB Sr. Project Mgr.
for Metro Mobility

2. Resolution of Outstanding Issues

The All-Day Express routes are included in the paratransit service area. They include Route 54 in St. Paul and Routes 94B, 26, 47, and 80 in Minneapolis. The service coverage for these routes is noted per time of day on the attached maps

3. Progress Toward Compliance/Report on Milestones

- a. As indicated in the 1993 Updated Plan, the Metro Mobility service hours for Minneapolis/St. Paul and for central and first ring suburbs will be 5:00 a.m. to 1:00 a.m. weekdays, 6:30 a.m. to 1:00 a.m. Saturday, and 6:30 a.m. to 12 midnight Sunday. With restructuring, these changes will occur as of October 1, 1993. Service hours in suburban areas within the mandated ADA core area will be adjusted to be comparable to the level of regular route transit service in each suburban community. These adjustment will also be made as of October 1, 1993.
- b. The business hours for the Metro Mobility Administrative Center are 8:00 a.m. to 4:30 p.m.. Trips placed before noon that can't be scheduled go into trip assurance; calls coming in after noon may get a ride but are not placed in trip assurance.

The implication is that current service already meets with the next-day response requirement. and will continue to do so with the Metro Mobility restructuring in October. 1993.

- c. The Twin Cities Metropolitan Area will attain full compliance by January 26, 1997.
- d. The Appeals Process will be revised to comply with ADA requirements in Fall 1993, when the Metro Mobility restructuring will be instituted.
- e. To comply with ADA, the \$10 certification fee will be eliminated ADA when Metro Mobility is restructured in Fall 1993.

6. Public Participation

- Did you conduct outreach activities to identify those affected and invite their participation?

Yes. Regional Transit Board staff and its chair held a number of meetings with local elected officials, legislators and business leaders as well as riders with disabilities and providers to discuss transit plans affecting their areas including paratransit service and ADA requirements.

To illustrate, RTB staff members gave presentations to groups such as the Association of Retarded Citizens, Veterans Administration, Senior Community Services, Minnesota Department of Human Services, United Handicapped Federation, and Minnesota Trial Lawyers Association.

• **Did you consult with persons with disabilities?**

Yes. In addition to the above mentioned groups, the Regional Transit Board has a number of standing committees that help it in its decision making process. One of these committees is the Transportation Accessibility Advisory Committee, which is composed of persons with disabilities and transit providers. It specifically helps the RTB develop policies and service concepts for accessible transit, and it played an active role in developing the plan and update. The Regional Transit Board also has a member of the disabled community on its board.

• **Did you provide a public comment period?**

Public comment was solicited during the period that the updated plan moved through the appropriate approval channels. The plan was adopted by the RTB's policy committee on January 25, 1993. It was discussed and approved by the RTB's Transportation Accessibility Advisory Committee January 26, 1993. It then moved to the RTB's full board and was adopted February 1, 1993. The plan was adopted by the Metropolitan Transit Commission on February 2, 1993 and certified by the Metropolitan Council on February 16, 1993.

• **Provide evidence that a public hearing was held for the update, adequate notice was given, and comments on the proposed implementation timetable were invited.**

A separate public hearing was not held exclusively for the plan update, but ADA discussions were included in four Metro Mobility public meetings held in 1992 and 1993.

A Metro Mobility information open house and public meeting was held May 7, 1992. Between 300-400 people attended and over 100 written comments were received. A number of issues were discussed relating to the proposed restructuring of the Metro Mobility program and ADA issues. Notice was also given that the RTB would accept additional written and phoned-in comments.

Three additional public information meetings were held in January 1993. Issues relating to Metro Mobility restructuring and ADA were discussed. The meetings were held on January 5 and 6, 1993.

• **Summarize significant issues raised in the public comment period, a response to each, and a discussion of how the issues were resolved.**

Specific questions relating to the updated ADA plan included:

- ADA was designed to protect the rights of persons with disabilities, but it seems that the Metro Mobility program can cut back on service and meet ADA requirements.

Response to Testimony: Staff used several charts that showed the boundaries for the Metro Mobility program and explained that RTB does provide service to a broader regional area than required. The RTB is not restructuring Metro Mobility in order to provide less service, it is restructuring to provide better, more efficient service.

- Questions about the recertification of Metro Mobility eligibility.

Response to Testimony: An effort is being made to go beyond the basic criteria established by ADA. Efforts are underway to modify existing certification processes. Specifically, RTB staff are working with the Minnesota Department of Human Services to coordinate Metro Mobility and Medical Assistance rider certification. A field test for the functional assessment tool that will be used to rectify new and existing riders is targeted to begin in July 1994.

- Why is the Regional Transit Board making these changes?

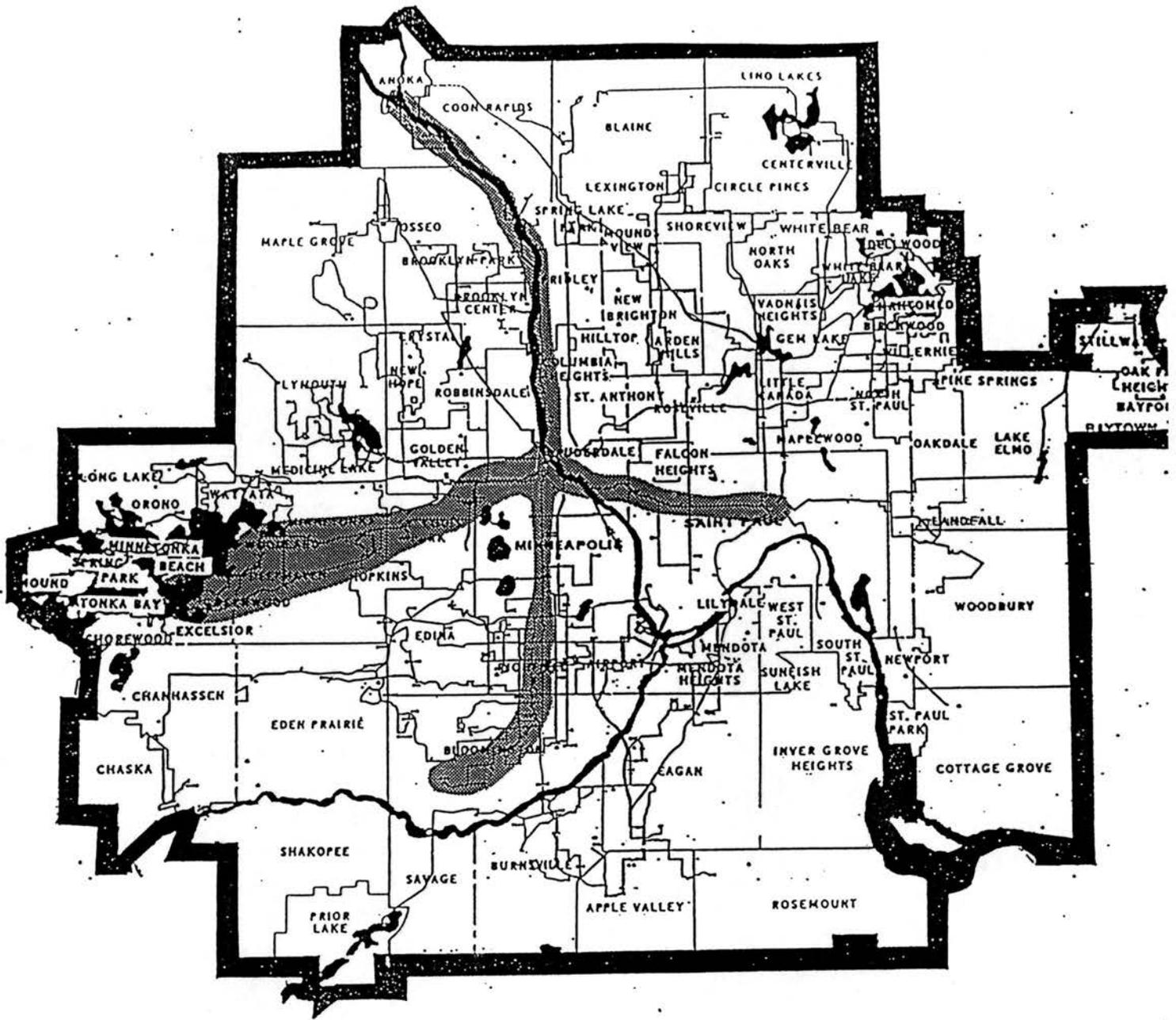
Response to Testimony: The RTB must provide Metro Mobility service within the budget set by the State Legislature. However, any changes we make must also meet the requirements identified under ADA. The new concept will allow the RTB to maintain a high level of quality service within the available budget while still providing the accessible transportation required by ADA. Changing from a per-trip reimbursement for providers to an hourly rate contract will allow the RTB to better predict up-front what the Metro Mobility program will cost annually. An hourly rate contract also helps providers set realistic annual budgets. More importantly for riders, it will eliminate trip denials since trips of all lengths will be equally profitable for providers. And centralizing the system will make the program easier to administer, which will help keep costs as low as possible. Lowering administrative costs frees up more money to provide service.

7. Other Issues

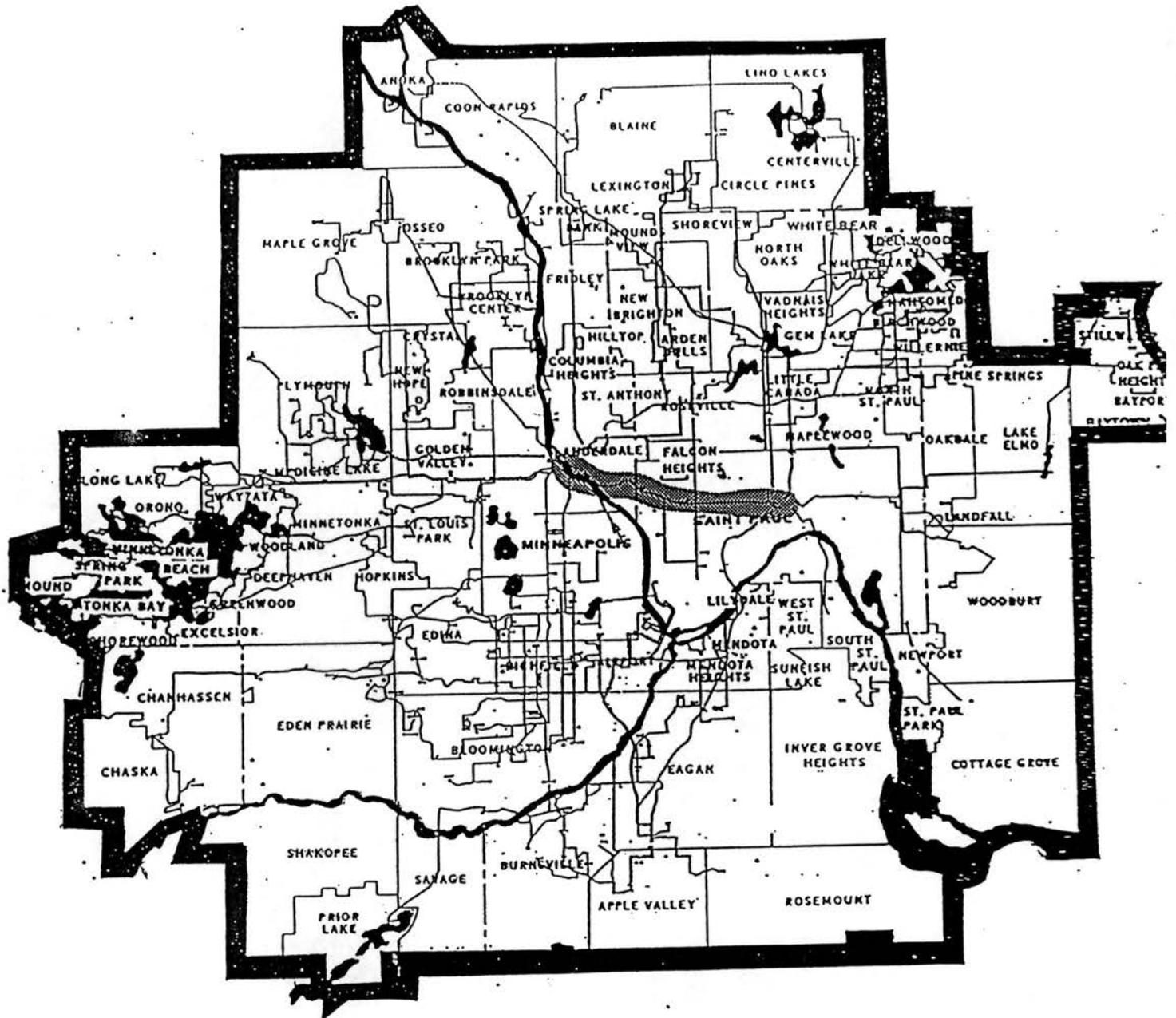
Metro Mobility restructuring will bring the program into ADA compliance through better system control. With restructuring:

- Next-day reservations will be provided;
- Reservations will be taken during regular office hours;
- Certification will be based strictly on functional ability;
- All common wheelchairs will be transported including three-wheelers;
- Current metro mobility riders will continue receiving transportation.

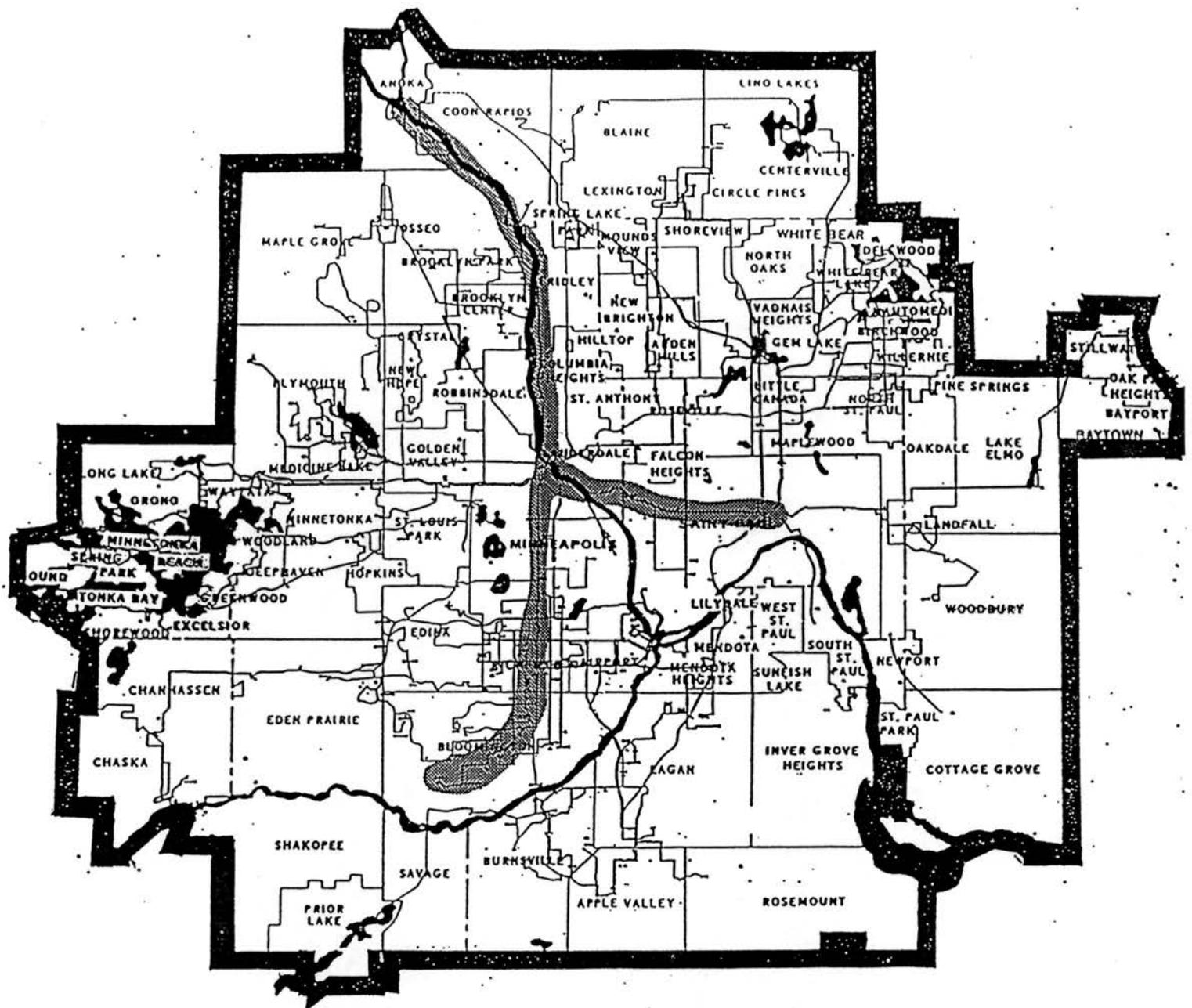
SERVICE COVERAGE: Weekday-Midday Express (9:00am - 3:00pm)



SERVICE COVERAGE: Weekday-Night Express (8:00pm - 1:00am)



SERVICE COVERAGE: Saturday-Express



SERVICE COVERAGE: Sunday-Express

