



Minnesota Regional Transit  
Board: Records.

**Copyright Notice:**

This material may be protected by copyright law (U.S. Code, Title 17). Researchers are liable for any infringement. For more information, visit [www.mnhs.org/copyright](http://www.mnhs.org/copyright).



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  
April 4, 1994  
4:00 p.m.

**AGENDA**

- ✓ 1. CALL TO ORDER AND ROLL CALL
- ✓ 2. APPROVAL OF THE AGENDA
- ✓ 3. APPROVAL OF MINUTES
  - A. Regional Transit Board Meeting, March 7, 1994
  - B. Administration and Finance Committee Meeting, March 14, 1994
  - C. Regional Transit Board Meeting, March 21, 1994
- ✓ 4. CHAIR'S REPORT
  - ✓ A. Update on Metro Mobility
  - ✓ B. Legislative Update
- ✓ 5. MEMBERS' REPORTS
- ✓ 6. EXECUTIVE DIRECTOR'S REPORT
- ✓ 7. REPORT OF THE POLICY COMMITTEE  
(Val Higgins, Chair)
  - ✓ A. Metro Mobility Ombudsperson
  - ✓ B. Draft Phase II Dakota County Transit Needs Assessment
  - ✓ C. Americans with Disabilities Eligibility Certification Process for the Metro Mobility Program
  - ✓ D. Regional Transfer Reciprocity Agreements
- ✓ 8. OTHER BUSINESS
- ✓ 9. PUBLIC COMMENT

Sally Evert  
Chair



**Minutes of the  
REGIONAL TRANSIT BOARD  
April 4, 1994**

**MEMBERS PRESENT:** Sally Evert, Chair; Michael Beard; Sharon Feess; Ruth Franklin; Morgan Grant; Val Higgins; James Hovland; Ruby Hunt; Harry Mares

**MEMBERS EXCUSED:** Gary Humphrey

**OTHERS PRESENT:** DeDe Wolfson, Metropolitan Council Member; Dan Hibbert and Linda Rother, ATE; Tom Sather, Metropolitan Transit Commission (MTC); Natalio Diaz, Metropolitan Council; Diana Krogstad and Bill Blom, Transportation Accessibility Advisory Committee (TAAC); Diane Harberts, Southwest Metro Transit Commission (SWMT); Mark Ryan; Beverley Miller, Minnesota Valley Transit Authority; Richard Neumeister; John Walsh, Metropolitan Center for Independent Living; Don Ahern, Pioneer Press; Dan Murray, Gregory L. Andrews, Judy Hollander, Randy Rosvold, Suzanne Hanson, Clarence Shallbetter, Mark Fuhrmann, Jane Fitz, Dave Jacobson, Mary Fitzgerald, RTB staff

**CALL TO ORDER**

The chair called the board meeting to order at 4:00 p.m. in Chambers at the above address and roll was taken.

**APPROVAL OF THE AGENDA**

The chair asked that Items 4 and 5 be reversed to allow people who wish to participate in the signage discussion to leave early. Board action will be requested on the Request for Proposal for the Metro Mobility Service Coordinator. Feess so moved and Hovland seconded approval of the agenda with those amendments. The motion was unanimously approved.

**APPROVAL OF MINUTES**

Hovland moved and Hunt seconded:

That the Regional Transit Board approve the following minutes:

Regional Transit Board Meeting, March 7, 1994  
Administration and Finance, March 14, 1994  
Regional Transit Board Meeting, March 21, 1994

The motion was unanimously approved.

MEMBERS' REPORTS

Within the past week, the members received correspondence from the Minnesota Valley Transit Authority and the Southwest Metro Transit Commission regarding the transit signage project, which has been underway for the past year. Beard explained that representatives of the respective providers have been looking for common signage that would identify all bus stops, regardless of the provider. MTC is promoting the use of their logo and some consternation has resulted. Andrews said MTC included a signage project in their 1993 capital budget. As part of that federally funded project, MTC established a project committee and initiated a study, which included some non-MTC people, to consider a number of different designs. A year ago they did a study of non-transit users that identified the "T" as the logo that the non-users recognize as a transit logo. A design consultant was hired to work on the sign. The RTB Providers Advisory Committee, which is composed of representatives of all the metropolitan transit providers, discussed this and overwhelmingly selected the international bus symbol as a common logo over MTC's preference for their "T." Andrews met with MTC last week and indicated to them that RTB's staff prefers the international symbol as the regional logo. MTC's commissioners authorized their staff to do another survey to determine customer preference. Beverley Miller's letter states that the study is a waste of money since the providers have already expressed their preference. That money might be better spent on education.

The chair said this is not an action item on the agenda for this meeting and Beard's questions are on process. She asked that this matter be placed on the agenda of the next meeting. Beard said at some point the board will have to approve the expenditure of funds to re-sign the entire metro area. He asked that staff prepare information on how we got here and develop recommendations on how to proceed. Evert said MTC will have to be directed not to continue spending funds on their survey. Beard moved and Higgins seconded:

That the Regional Transit Board direct the Metropolitan Transit Commission to discontinue expenditure of funds on their survey of customer preference on transit signage; and

That the board direct that the staff to develop recommendations on how to proceed and present them at the next regular board meeting on April 18, 1994.

Hunt asked who has final sign-off on this design. Andrews said MTC's position is that this is an MTC capital project. It is clearly in their capital budget. They indicated the opt-outs had money in their budgets a year ago to do their own project. Hunt said that the RTB's role as a regional agency is undermined by the two groups using different signage. It raises a philosophical question of whether RTB is a regional coordinating agency. Franklin agreed, adding that she had understood that the question had been settled some time ago when the board decided there would be regional system signage. Agreements have been

reached to allow riders transfer from one provider to another. The system needs uniformity in its signage. The motion was unanimously approved.

#### CHAIR'S REPORT

The chair thanked board members, especially Morgan Grant, for attending the public forums on the Metro Mobility program that were held last week. Staff members and members of TAAC were at every meeting. Many people expressed a need for a variety of vehicles. All the comments made at the forums will be categorized and summarized. That report will be inserted into one of the publications so people are assured that their concerns have been heard.

#### Revised Concept for Metro Mobility Service Coordinator Request for Proposal (RFP)

Fuhrmann reviewed his staff report dated April 4, 1994, noting that at the Policy Committee meeting last week the members were presented with a proposal to shift some of the service coordinator's functions to the providers. The rationale for shifting scheduling and dispatching to providers was to improve service quality and make the providers more accountable. That concept retained the reservation function as a responsibility of the service coordinator. Last week there were four public forums, meetings with the providers, with drivers, and an excellent session with TAAC.

Staff sorted through all that input and did some evaluation of the proposal presented today. The proposal presented today differs from the proposal discussed at last week's meeting with respect to the need to keep the three core functions together as a unit. The outside consultant who assisted in working through the pros and cons pointed out the risk of splitting any of the three functions from the others. There are many instances where there would be disparate accountability if the functions are not held together. Staff is proposing a geographic service area with an overlap area in the central cities. The Metro Mobility Service Coordinator will continue to perform many of the currently assigned functions, such as service monitoring. Training and ADA-certification may be subcontracted to Twin Cities firms that are in tune with the needs of the clients of the system. That will help address the complaints about a perceived lack of respect for the needs of the disability community. This revised concept would be phased in by providers starting with the smallest to minimize disruption. That process could begin in early May.

The second phase, moving the physical location of the scheduling, dispatching and reservation functions to the decentralized sites, will begin once the new service coordinator is in place. That will bring drivers and dispatchers into daily contact, which should improve communications. Staff believes real time problems on the street related to emergencies, traffic and weather can be handled faster, which will keep service on time and benefit riders. It must be recognized that this will not generate the productivity gains we expected a year ago. Each provider contract will have to be renegotiated.

Evert said two weeks ago the board talked about the need for a quick turn-around. We need to move quickly to maintain the time schedule required by the settlement agreement. The chair acknowledged that it is not normal procedure to present a major proposal and ask board members act upon it at the same meeting. It speaks well of the staff who designed the system that opened last fall that they are willing to make changes. Staff spent sleepless nights this weekend working on the revised concept for organizing the functions of the service coordinator. In response to Grant's question about the zones, Fuhrmann said they are not yet defined. There are meetings scheduled on April 5 with providers to begin drawing those lines.

Neumeister asked if there will be any provision to allow riders to choose their providers. Fuhrmann said staff is not recommending that feature be reinstated at this time. Based on what happened before he joined the staff, there was evidence of abuse of the system, such as phantom trips and phantom billings. The client will be served by the provider in his or her area. Responding to Higgins' questions, Fuhrmann said there would be separate phone numbers for the three providers, but the client will need to know only the phone number of the provider serving that area. Evert said during the transition period the providers will be housed in the Metro Mobility Service Center and the phone number will remain the same. The service coordinator will come into play when the providers begin to get booked up. They will assign the trip to the provider who still has capacity. This approach is flexible and will help minimize trip denials.

Higgins reiterated his opposition to splitting up the functions. If it is necessary, he would not object to that during the transition, but this is a step backward.

Mares commended Fuhrmann, Hollander and Andrews. A great deal of work went into this and he thanked them for their efforts. The phase-in process is the correct choice. He asked how the problem of deadheading can be mitigated. Fuhrmann said staff has been struggling with this question. Providers will choose their own method of handling reservations and dispatch. Mayflower, with 75 vehicles, intends to split the function in half, which will create an opportunity to designate the fourth piece as the provider of trips from Area A to Area C. It is RTB staff's intent, and the intent of the providers, that the same provider will bring the passenger to the destination and pick him or her up. The provider who is doing the inter-zone trips will be the least productive and will try to construct routes that use some of that downtime. Higgins questioned whether this concept will negate the benefits to be gained by restructuring the system and precludes the possibility of pairing rides. Fuhrmann said that in most cases the passenger will book with the same provider, which will enhance the coordination for that passenger and minimize any service difficulties. Providers will be looking for inter-zone trips. Grant said staff has done a great job of pulling all this together and we will finally see some real efficiencies.

Responding to Hovland's questions about present passenger-per-vehicles productivity, Fuhrmann said the best month so far was December with 2.1. That fell to 1.7 in January and in February the figure was 1.8. Hovland said it sounds

as though we have the data available to determine how to best increase that number, improve efficiency, and save money. Hovland asked if there are any projections on how this will impact the Metro Mobility budget and our ability to stay within budgetary constraints. Fuhrmann said staff has not done any specific budget projections, but in extrapolating out the existing projections it appears there are not enough funds to maintain the current level of service. Hovland asked if this system can provide the necessary gains. Fuhrmann said it has greater potential.

Evert said RTB has asked the Legislature for second year funding to restore the fund balance. We are also asking that the cap be removed so we can use fund balance dollars for paratransit during this transition. In discussing the ombudsman's function, Grant said that in order for the position to function properly, it should remain separate from the service coordinator even beyond the initial 120-day period

Responding to Wolfson's questions, Fuhrmann said all the providers have the same vehicles, but in differing quantities. There are differences in the vehicle configurations to accommodate smaller and larger groups of passengers. It was assumed that productivity would creep up, starting at 1.5 and reaching the 2.5 passengers-per-hour level for the rest of this year. We are nowhere near that 2.5 level and it does not look as though that will be accomplished in the near term. Last week the providers agreed to pursue and install the same computer system.

Hovland asked if there had been discussion of enhancing RTB's staff resources and dealing directly with providers. Fuhrmann said that during his six-month tenure that option has not been explored. Evert said some legislative changes might be needed to take that course because it would make RTB an operating agency. Andrews said statute requires that RTB contract out for management of the day-to-day system. Hovland said many of the functions are monitoring functions and RTB has a core of people who understand how the system works and could be good administrators. We would not have to go out to the marketplace and risk being victimized. Evert said that approach is less feasible because of the uncertainty of the agency's future.

Neumeister, speaking on his own behalf, said the RFP should require that the responses include information on how the system coordinator will communicate with the three providers. No current provider should be allowed to apply. During some of the discussion between the board and Fuhrmann, it was clear there are verbal agreements and he questioned why they are not written. Regarding the service area, the responsibility of the customers must be emphasized and they must know who to call.

John Walsh recognized the board and chair for the forums held last week and he is confident they will continue to create opportunities for others to influence the process in a positive manner. Krogstad said the members of TAAC are excited about the prospect of a management team operating the service center and see that as a real opportunity. We learned a great deal and can apply that to making the system more productive. Grant moved and Hovland seconded:

That the Regional Transit Board endorse the service concept for modifying the Metro Mobility program so that reservations, scheduling and dispatching functions are assigned to the three providers. And, furthermore, that the board authorize the executive director to issue a Request for Proposal that reflects this service concept and negotiate contract amendments with Mayflower Contract Services, Inc., Metro Ride, Inc., and Handicabs Inc.

The motion was unanimously approved.

### Legislative Update

Evert noted that Robert LaShomb's memorandum on the status of legislation as of April 1, had been distributed. (Hovland was excused.)

### EXECUTIVE DIRECTOR'S REPORT

Andrews noted that a new Metro Mobility insert to the Messenger has been written. The insert includes a retraction of previous statements regarding the capability of software proposed by several of the proposers. The retraction indicates that the confirmation time is one to three minutes, rather than the 22 minutes quoted. The software provided by On-Line Data Products was ranked higher by the Evaluation Committee than ATE's APS system.

### REPORT OF THE POLICY COMMITTEE

Higgins reported on the recommendations approved by the committee at its meeting of March 28, 1994.

### Metro Mobility Ombudsman

Higgins said the Mediation Center provides service throughout the Twin Cities area on a wide variety of topics and has experienced staff. He moved and Hunt seconded:

That the Regional Transit Board authorize the executive director to execute a contract with the Mediation Center to provide ombudsman services for Metro Mobility for the time period of March 28, 1994 through July 1, 1994 at a cost not to exceed \$19,903.

There was discussion about the terms of the contract. The board will make the decision on whether or not to continue to contract for this service with the Mediation Center after July 1, 1994. The ombudsman will not be the initial contact. The client must still go through the service coordinator and after that process is completed, if the client is not satisfied, the complaint will be referred to the ombudsman. The motion was unanimously approved.

**Draft Phase II Dakota County Transit Needs Assessment**

Higgins commented that he has been very impressed with this project. He moved and Mares seconded:

That the Regional Transit Board accept the Phase II Dakota County Transit Needs Assessment and direct staff to work with Dakota County and existing transit providers in Dakota County to set priorities and develop an implementation plan for the service strategies recommended in the Phase II Dakota County Transit Needs Assessment.

The motion was unanimously approved.

**Americans with Disabilities Eligibility Certification Process for the Metro Mobility Program**

Higgins said unsubstantiated fears kept surfacing during the public hearings held in March throughout the metro area. Many of the certified riders think they will be automatically decertified. The chair, board members and staff explained that the new certification process is required by ADA and is not an effort to decertify any riders. He moved and Grant seconded:

That the Regional Transit Board approve delaying the beginning of the Americans with Disabilities Act eligibility recertification process by six months, beginning January 1995, and continuing through December 1995.

Grant commented that the public relations people need to do more to inform the ridership about some of these concerns and provide some of the answers. Perhaps those common questions and answers could be put in a written format. Those unnecessary fears need to be dispelled. The motion was unanimously approved.

**Regional Transfer Reciprocity Policy**

Higgins moved and Grant seconded:

That the Regional Transit Board adopt a regional coordination policy calling for transfer reciprocity between general population dial-a-rides and regular-route transit systems.

The motion was unanimously approved.

**OTHER BUSINESS**

There being no other business, Franklin moved and Beard seconded that the meeting be adjourned. The motion was unanimously approved and the meeting was adjourned at 5:55 p.m.

I hereby certify that the foregoing constitutes a true and accurate record of the Regional Transit Board's meeting of April 4, 1994.

Respectfully submitted,

Mary Fitzgerald  
Secretary of the Board

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

## REGIONAL TRANSIT BOARD

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

**DATE:** April 4, 1994

**TO:** Chair and Members of the Regional Transit Board

**FROM:** Mark Fuhrmann, Programs Manager  
Judith Hollander, Director of Planning and Programs  
David Jacobson, Project Administrator

**SUBJECT:** Revised Concept for Metro Mobility Service Coordinator RFP

### Action Requested

Staff requests the board to endorse a revised concept for organizing the existing functions of the Metro Mobility Service Coordinator. This service concept moves away from the centralized approach used previously and instead assigns the reservations, scheduling and dispatching functions to providers. Some centralized functions are still maintained at the Metro Mobility Service Center (MMSC) under this revised approach. Based on this "semi-centralized" concept, authorization is also requested for the Executive Director to issue a Request for Proposal (RFP) for the Metro Mobility Service Coordinator and to amend the provider contracts with Mayflower, Metro Ride and Handicabs.

### Discussion

When the Policy Committee met last week, staff surfaced a service concept for revising the Metro Mobility program whereby scheduling and dispatching functions would be assigned to the providers and separated from reservations. Staff had concluded that it would be preferable to assign these responsibilities to the three providers and maintaining central reservations at the MMSC, particularly since we have concluded that the original approach is not working well enough at this time:

- Accountability is lacking between the MMSC and the providers
- The centralized scheduling and dispatching technology has had many difficulties.
- There is insufficient "human" element--there appears to be a need to have more first hand review of routing and also to have greater sensitivity to rider requests and inquiries.

During the week, staff introduced therevised service concept to others, reinforcing the idea that it was only a "trial balloon" and would be subject to change based on feedback from those affected. The concept was presented at the four public forums as well at meetings with the Transportation Accessibility Advisory Committee (TAAC), Metro Mobility drivers and providers. Generally, the service concept was well received and seemed to address key problem areas identified by users at the public forums:

Memorandum re: Revised Metro Mobility Service Concept

April 4, 1994

Page 2

- Lack of accurate information
- 1 • Late trips
- 2 • Circuitous trips
- 3 • Lack of respectful treatment by reservationists, customer service representatives and drivers toward riders
  - Driver training issues
  - Vehicle issues

After meeting with these various stakeholders throughout the week, staff began to change some of its earlier thinking, particularly after meeting with providers and Ken Hosen of Ecosometrics who came to town to assist us in critically evaluating various concepts. We concluded that:

- It's very difficult to separate reservations, scheduling and dispatching;
- Separating one of the functions may create transition difficulties;
- Separating one function from others may diffuse accountability.

As a result of all the input this past week, staff has adjusted its thinking somewhat. We are now pursuing a service concept that would also assign reservations--in addition to scheduling and dispatching--to the three providers and maintain other functions centrally at the MMSC. Key elements of this service concept are:

- Assigning all three functions together--reservations, scheduling and dispatching--to the three providers.
- During an interim period, users would continue to call the Metro Mobility central number for their rides. Providers would all be housed at the MMSC for a period of approximately four months.
- Over time, multiple phone numbers may be installed.
- Provider service areas would be determined based on service needs and provider capabilities. Overlapping service areas would be created in the central cities to maximize productivity while outlying areas would be the responsibility of a sole providers.
- Rides between service areas would be arranged with a single provider.
- The MMSC would be responsible for these tasks:
  - program administration
  - system monitoring
  - enforcing performance standards
  - customer service
  - vehicle management
  - safety and risk management
  - training
  - ADA eligibility certification; and
  - other administrative functions

**Memorandum re: Revised Metro Mobility Service Concept**

**April 4, 1994**

**Page 3**

This arrangement would offer the following advantages:

- Maximizes accountability between the providers and riders.
- Breaks system down into three smaller geographic areas which enables each provider to become more familiar with their own service area.
- Smaller areas will be more conducive to computer assisted schedule-making process and hopefully result in rides that are not as circuitous (which translates into shorter ride times) and improved on-time performance.
- Phase-in transfer of reservations, scheduling and dispatching responsibilities one provider at a time to minimize any service changes occurring at once. This means that the transition could begin almost immediately and not occur all at one time.
- Providers feel that they can provide more responsive service to users and offer "quicker fixes" to problems, i.e., cancellations are more accurate, can offer greater flexibility.

While this may mean that we are not able to achieve the productivity gains that we had originally planned and that eventually multiple phone lines may need to be installed, staff believes that significant productivity gains can be made over current operations, and, furthermore that the system's performance can be improved through the geographic grouping of trips.

The RFP would basically reflect this new service concept as well as the board's recent decision to contract with the Mediation Center to provide ombudsman services. It is staff's hope that the major service issues identified by users would begin to be responded to. We are very aware that this change in service concept does not do anything for other kinds of issues, like vehicle problems or wage issues. It would be staff's intent to deal with these other issues throughout the remainder of 1994.

**Action Requested**

That the Regional Transit Board endorse the service concept for modifying the Metro Mobility program so that reservations, scheduling and dispatching functions are assigned to the three providers. ~~And~~, Furthermore, that the board authorize the Executive Director to issue an RFP that reflects this service concept and negotiate contract amendments with Mayflower, Metro Ride and Handicabs.



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

## REPORT OF THE POLICY COMMITTEE

At its meeting of March 28, 1994, the committee approved the following recommendations:

### **METRO MOBILITY OMBUDSPERSON**

That the Regional Transit Board authorize the executive director to execute a contract with the Mediation Center to provide ombudsperson services for Metro Mobility for the time period of March 28, 1994 through July 1, 1994 at a cost not to exceed \$19,903.

### **DRAFT PHASE II DAKOTA COUNTY TRANSIT NEEDS ASSESSMENT**

That the Regional Transit Board accept the Phase II Dakota County Transit Needs Assessment and direct staff to work with Dakota County and existing transit providers in Dakota County to set priorities and develop an implementation plan for the service strategies recommended in the Phase II Dakota County Transit Assessment.

### **AMERICANS WITH DISABILITIES ELIGIBILITY CERTIFICATION PROCESS FOR THE METRO MOBILITY PROGRAM**

That the Regional Transit Board approve delaying the beginning of the Americans with Disabilities Act eligibility recertification process by six months, beginning January 1995, and continuing through December 1995.

### **REGIONAL TRANSFER RECIPROCITY POLICY**

That the Regional Transit Board adopt a regional coordination policy calling for transfer reciprocity between general-population dial-a-rides and regular-route transit systems.

### **OTHER BUSINESS**

The committee discussed the staff report, dated March 28, 1994, on the service concept for improving Metro Mobility service but took no formal action. The committee agreed that staff should continue to develop the concept presented and seek input through the remaining public forums.

The next meeting of the Policy Committee will be April 25, 1994.

**Val Higgins**  
Chair

## REGIONAL TRANSIT BOARD

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

*Handwritten: Heuland 4/4*

**DATE:** April 4, 1994

**TO:** Chair and Members of the Regional Transit Board

**FROM:** Mark Fuhrmann, Programs Manager  
Judith Hollander, Director of Planning and Programs  
David Jacobson, Project Administrator

**SUBJECT:** Revised Concept for Metro Mobility Service Coordinator RFP

### Action Requested

Staff requests the board to endorse a revised concept for organizing the existing functions of the Metro Mobility Service Coordinator. This service concept moves away from the centralized approach used previously and instead assigns the reservations, scheduling and dispatching functions to providers. Some centralized functions are still maintained at the Metro Mobility Service Center (MMSC) under this revised approach. Based on this "semi-centralized" concept, authorization is also requested for the Executive Director to issue a Request for Proposal (RFP) for the Metro Mobility Service Coordinator and to amend the provider contracts with Mayflower, Metro Ride and Handicabs.

### Discussion

When the Policy Committee met last week, staff surfaced a service concept for revising the Metro Mobility program whereby scheduling and dispatching functions would be assigned to the providers and separated from reservations. Staff had concluded that it would be preferable to assign these responsibilities to the three providers and maintaining central reservations at the MMSC, particularly since we have concluded that the original approach is not working well enough at this time:

- Accountability is lacking between the MMSC and the providers
- The centralized scheduling and dispatching technology has had many difficulties.
- There is insufficient "human" element--there appears to be a need to have more first hand review of routing and also to have greater sensitivity to rider requests and inquiries.

During the week, staff introduced therevised service concept to others, reinforcing the idea that it was only a "trial balloon" and would be subject to change based on feedback from those affected. The concept was presented at the four public forums as well at meetings with the Transportation Accessibility Advisory Committee (TAAC), Metro Mobility drivers and providers. Generally, the service concept was well received and seemed to address key problem areas identified by users at the public forums:

**Memorandum re: Revised Metro Mobility Service Concept**

**April 4, 1994**

**Page 2**

- Lack of accurate information
- Late trips
- Circuitous trips
- Lack of respectful treatment by reservationists, customer service representatives and drivers toward riders
- Driver training issues
- Vehicle issues

After meeting with these various stakeholders throughout the week, staff began to change some of its earlier thinking, particularly after meeting with providers and Ken Hosen of Ecosometrics who came to town to assist us in critically evaluating various concepts. We concluded that:

- It's very difficult to separate reservations, scheduling and dispatching;
- Separating one of the functions may create transition difficulties;
- Separating one function from others may diffuse accountability.

As a result of all the input this past week, staff has adjusted its thinking somewhat. We are now pursuing a service concept that would also assign reservations--in addition to scheduling and dispatching--to the three providers and maintain other functions centrally at the MMSC. Key elements of this service concept are:

- Assigning all three functions together--reservations, scheduling and dispatching--to the three providers.
- During an interim period, users would continue to call the Metro Mobility central number for their rides. Providers would all be housed at the MMSC for a period of approximately four months.
- Over time, multiple phone numbers may be installed.
- Provider service areas would be determined based on service needs and provider capabilities. Overlapping service areas would be created in the central cities to maximize productivity while outlying areas would be the responsibility of a sole providers.
- Rides between service areas would be arranged with a single provider.
- The MMSC would be responsible for these tasks:
  - program administration
  - system monitoring
  - enforcing performance standards
  - customer service
  - vehicle management
  - safety and risk management
  - training
  - ADA eligibility certification; and
  - other administrative functions

**Memorandum re: Revised Metro Mobility Service Concept**  
**April 4, 1994**  
**Page 3**

This arrangement would offer the following advantages:

- Maximizes accountability between the providers and riders
- Breaks system down into three smaller geographic areas which enables each provider to become more familiar with their own service area.
- Smaller areas will be more conducive to computer assisted schedule-making process and hopefully result in rides that are not as circuitous (which translates into shorter ride times) and improved on-time performance.
- Phase-in transfer of reservations, scheduling and dispatching responsibilities one provider at a time to minimize any service changes occurring at once. This means that the transition could begin almost immediately and not occur all at one time.
- Providers feel that they can provide more responsive service to users and offer "quicker fixes" to problems, i.e., cancellations are more accurate, can offer greater flexibility.

While this may mean that we are not able to achieve the productivity gains that we had originally planned and that eventually multiple phone lines may need to be installed, staff believes that significant productivity gains can be made over current operations, and, furthermore that the system's performance can be improved through the geographic grouping of trips.

The RFP would basically reflect this new service concept as well as the board's recent decision to contract with the Mediation Center to provide ombudsperson services. It is staff's hope that the major service issues identified by users would begin to be responded to. We are very aware that this change in service concept does not do anything for other kinds of issues, like vehicle problems or wage issues. It would be staff's intent to deal with these other issues throughout the remainder of 1994.

**Action Requested**

That the Regional Transit Board endorse the service concept for modifying the Metro Mobility program so that reservations, scheduling and dispatching functions are assigned to the three providers. And, furthermore, that the board authorize the Executive Director to issue an RFP that reflects this service concept and negotiate contract amendments with Mayflower, Metro Ride and Handicabs.



**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  
April 4, 1994  
4:00 p.m.**

**AGENDA**

- 1. CALL TO ORDER AND ROLL CALL**
- 2. APPROVAL OF THE AGENDA**
- 3. APPROVAL OF MINUTES**
  - A. Regional Transit Board Meeting, March 7, 1994
  - B. Administration and Finance Committee Meeting, March 14, 1994
  - C. Regional Transit Board Meeting, March 21, 1994
- 4. CHAIR'S REPORT**
  - A. Update on Metro Mobility
  - B. Legislative Update
- 5. MEMBERS' REPORTS**
- 6. EXECUTIVE DIRECTOR'S REPORT**
- 7. REPORT OF THE POLICY COMMITTEE  
(Val Higgins, Chair)**
  - A. Metro Mobility Ombudsperson
  - B. Draft Phase II Dakota County Transit Needs Assessment
  - C. Americans with Disabilities Eligibility Certification Process for the Metro Mobility Program
  - D. Regional Transfer Reciprocity Agreements
- 8. OTHER BUSINESS**
- 9. PUBLIC COMMENT**

**Sally Evert  
Chair**

REGIONAL TRANSIT BOARD

ROLL CALL AND ATTENDANCE SHEET

DATE: 4/4/84

Member Name Present Vote Vote Vote Vote Vote Vote Vote Vote

ISSUE

Michael Beard - A

✓

Sharon Feess - A

✓

Ruth Franklin, Chair - A

✓

Morgan Grant - P

✓

Val M. Higgins, Chair - P

✓

James Hovland - P

✓

Gary Humphrey - P

late or no

Ruby Hunt - P

✓

Harry Mares A

✓

District D - A

Sally Evert

✓

Visitors

Dede Wolfson  
 Don Ahern  
 T Sack  
 B Blum  
 N Ding  
 B Mills  
 mff D Harbut  
 E 96  
 D Hilbert  
 L Risher  
 M Ryan  
 John Walsh

Staff

PA JH UF RR  
 DU MF CS SA  
 R.R.



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

## Minutes of the REGIONAL TRANSIT BOARD March 7, 1994

**MEMBERS PRESENT:** Sally Evert, Chair; Sharon Feess; Ruth Franklin; Morgan Grant; Val Higgins; James Hovland; Gary Humphrey; Ruby Hunt; Harry Mares

**MEMBERS EXCUSED:** Ruth Franklin and Ruby Hunt

**OTHERS PRESENT:** DeDe Wolfson, Metropolitan Council Member; Gregory Korstad, legal counsel; Dan Hibberts and Linda Rother, ATE; Arnie Entzel, Amalgamated Transit Union Local 1005; John Walsh, Metropolitan Center for Independent Living; Robert Mairs and Allyson Hartle, Metropolitan Transit Commission (MTC) Members; Bill Sternad; Tom Sather, MTC; Bill Blom, Transportation Accessibility Advisory Committee; Gregory L. Andrews, Judy Hollander, Dale Ulrich, Jane Fitz, Clete Luberts, Mary Fitzgerald, RTB staff

### **CALL TO ORDER**

The chair called the board meeting to order at 4:00 p.m. in Chambers at the above address and roll was taken.

Evert announced the former RTB Chair, John Riley, died on Sunday and expressed the board and staff's sympathy to his family and friends.

### **APPROVAL OF THE AGENDA**

The chair recommended that the agenda be amended to include an executive session with legal counsel and board members to discuss the Metro Mobility litigation. Higgins so moved and Grant seconded. The motion carried unanimously.

### **APPROVAL OF MINUTES**

The chair noted that she attended the January 31 meeting of the Legislative Committee. With that correction, Hovland moved and Feess seconded:

That the Regional Transit Board approve the following minutes:

Policy Committee Meeting, January 24, 1994  
Legislative Committee Meeting, January 31, 1994

Committee of the Whole Meeting, February 4, 1994  
Legislative Committee Meeting, February 7, 1994  
Legislative Committee Meeting, February 14, 1994

The motion was unanimously approved.

#### **CHAIR'S REPORT**

The chair updated members on current activity at the Legislature. Confirmation hearings were held last week, but three board members were unable to attend. Staff will follow-up to determine when hearings will be held again.

Ulrich said the 1994 agency budget was handed out before the start of this meeting. It was prepared with a new format with the goal of expanding it to make it eligible for the award program Government Finance Officials Association (GFOA). The financial information is nearly equivalent to the past, but there is more text, an index, more graphics, and tables. The work was done by Clete Luberts and Jane Fitz, who assisted in developing the format. Evert said she expects the report will qualify for an award since it is very readable.

#### **EXECUTIVE DIRECTOR'S REPORT**

##### **NBA UPDATE**

Blin reviewed the memorandum, dated March 1, 1994, from the Metropolitan Transit Commission regarding the results of the NBA weekend. All of the MTC costs will be covered. Sather said that until the February statements are complete near the end of March, the results are estimates, but MTC expects to realize the \$40,000 profit they had projected. Referring to earlier discussion on who would provide service, Mares said Higgins had made the point that RTB should have criteria on who will handle service and what will have to be done before the event in order to forestall questions on who the service providers should be. Evert said there was also a question on whether the Convention Bureau has comprehensive information. To accomplish what Mares suggested will require cooperation from a number of forces: the Department of Transportation, the Transportation Regulation Board, the City of Minneapolis, the Attorney General, and Minnesota Charter Bus Operators all have an interest and would cooperate. He offered to put staff in touch with the appropriate interests. There must be some clarification of what kind of service is to be provided.

Responding to Wolfson's questions, Evert said the problem seems to be that the work for the NBA event began so late. Sather said high masses of people located at six or seven hubs throughout the metropolitan area present special problems. Originally MTC expected to provide very little service for the NBA, but as the time drew near the private providers were not planning to provide as much service as had been planned. It requires a lot of work to change all the work schedules.

Higgins said these events are booked years in advance, but NBA entered the picture about ten days before the game. It begs the issue to say it was the private operators' fault because they had the same ten-day preparation time. In order to operate charter service, MTC needs a waiver from the federal government and the RTB.

#### **METRO MOBILITY SERVICE COORDINATOR TRANSITION ACTION PLAN**

The chair said she would like to hear from legal counsel on the ramifications of proposed settlement. Hovland moved and Higgins seconded that the meeting be closed in order to allow the members to discuss pending litigation with legal counsel. The motion was unanimously approved and the meeting was closed at 4:15 p.m. At 5:05 p.m. Mares moved and Feess seconded that the board return to the open portion of the meeting. The motion was unanimously approved.

The chair announced that the board had discussed the proposed settlement agreement. Korstad said the last of several conferences was held on Friday at Judge Lebedoff's chambers and an agreement was accepted by ATE and the plaintiffs. He outlined the agreement and asked the board to authorize the executive director to enter into a settlement. The fine-tuning of language will take place this week, but given the time frame it is important to approve the main points: the agreement would be effective immediately. ATE agreed to remain beyond the 120-day period if RTB wants them to do so. During the 120-day period RTB will conduct a procurement process similar to that done last spring when ATE was awarded the contract. The contracts with providers will remain intact. With respect to monetary damages, \$1.15 million will be placed in a settlement fund. In addition, RTB will make \$200,000 in free rides available: \$150,000 for the period October 2 through March 6, 1994, and \$50,000 to people whose trips are not timely during the 120-day period beginning March 7. The settlement would be binding for those people eligible to use the system on October 2 and who suffered losses. It excepts people who suffered injury and excepts out people who opted not to be part of the class. If more than three-percent of the total eligible exercise the option to get out of the class it would give RTB and ATE the right to reconsider whether to be bound by the settlement agreement. As part of the injunctive relief, RTB is committed to providing an ombudsperson for the system that would be deployed to aid in resolving problems and mediating between riders, the providers, and the service center. Counsel will be drafting a written agreement within the next ten days with these provisions to the satisfaction of all parties. It will include language where all parties agree to cooperate in good faith and without disparaging other parties. Korstad asked the board to approve the agreement and authorize the executive director to proceed.

Fuhrmann presented an action plan and timeline for the transition (March 7 memorandum). He noted that the schedule is very aggressive and staff is committed to doing whatever is within our power to meet the timelines. Grant said he is happy to see implementation of a phase-in plan. The current system fell down in that area.

Hovland said that during the interim 120-day period the existing contract with ATE will remain in effect. If there are differences, there is still an enforcement mechanism to enforce compliance. Mares recommended that the board support the tentative agreement in principle. Hovland moved and Grant seconded:

That the Regional Transit Board authorize the executive director to enter into a written settlement agreement of the Metro Mobility class action suit under the conditions set forth by legal counsel.

Humphrey offered a friendly amendment calling for the chair to sign the settlement as well. Mover and seconder accepted the friendly amendment.

That the Regional Transit Board authorize the chair and executive director to enter into a written settlement agreement of the Metro Mobility class action suit under the conditions set forth by legal counsel.

Evert said that in the short time she has been here, the board and chair have worked very hard and been ham-strung by the litigation. This will allow everyone to move forward. The action plan calls for continued improvement of service includes steps to avoid any disruption of service.

Hovland said he and several other members served on the Litigation Committee that was established for quick reaction on the lawsuit. This is a new board; most members were appointed in March of last year. The Twin Cities metro area is the first community in the country to comply with the Americans with Disabilities Act (ADA). There are difficulties in being on that cutting edge. The board wants to provide the kind of service people with disabilities deserve and hopes these steps will result in the best system in America. That will happen eventually. The motion was unanimously approved. Hovland moved and Mares seconded:

That the Regional Transit Board approve outline and corresponding timeline for the Transition Action Plan to procure a Metro Mobility Service Coordinator.

The board further authorizes the executive director to issue a Request for Proposal for a new Metro Mobility Service Coordinator.

The motion was unanimously approved. Evert asked staff to continue its contingency planning in case any of the present contracts are violated.

#### **REPORT OF THE POLICY COMMITTEE**

Higgins reviewed the committee report of the February 28 committee meeting. No action was requested.

#### **PUBLIC COMMENT**

John Walsh recognized the board for its efforts over the past five months. This has been difficult for everyone. He expressed his desire to work together in the future to develop the best paratransit system in the country.

There being no other business, Mares moved and Hovland seconded that the meeting be adjourned. The motion carried unanimously and the meeting was adjourned at 5:30 p.m.

I hereby certify that the foregoing constitutes a true and accurate record of the Regional Transit Board's meeting of March 7, 1994.

Respectfully submitted,

Mary Fitzgerald  
Secretary of the Board

Approved by the Regional Transit Board on the fourth day of April 1994.



REGIONAL TRANSIT BOARD  
Mears Park Centre, 230 East 5th Street  
St. Paul, Minnesota 55101  
612/229-2701

**Minutes of the Meeting of the  
ADMINISTRATION AND FINANCE COMMITTEE  
March 14, 1994**

**MEMBERS PRESENT:** Ruth Franklin, Chair; Michael Beard; Sally Evert; Harry Mares

**MEMBERS EXCUSED:** Sharon Feess

**OTHERS PRESENT:** Melanie Benson, Amalgamated Transit Union; Trish Moga, Metropolitan Transit Commission; Karen Lyons, Metropolitan Council; Bill Sternad; Gregory L. Andrews, Paul Colton, Dale Ulrich, Gerri Sutton, Jan Rosenthal, Suzanne Hanson, Mary Fitzgerald

**CALL TO ORDER AND ROLL CALL**

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

**APPROVAL OF AGENDA**

The chair noted that an amended agenda had been passed out, adding "Approval of Metro Mobility Consumer Research Contract." With that amendment, Beard moved and Mares seconded approval. The motion carried unanimously.

**DECEMBER FINANCIAL STATEMENTS**

Sutton noted that the financial statements distributed before the meeting are unaudited. Franklin said the members will have an opportunity to review the audited financial statements in May. Mares moved and Beard seconded:

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

The motion carried unanimously.

**REDUCTION TO UNIVERSITY OF MINNESOTA ROUTE 52 SERVICE FOR THE SPRING QUARTER 1994**

Fuhrman introduced Paul Colton, the new Project Administrator in the Programs Department. Colton reviewed the staff report dated March 3, 1994 regarding the proposed service cuts that are proposed to reduce the projected budget shortfall. Responding to members' questions, he said the cost savings have not been

determined; they would depend upon the summer enrollment figures. Weather, the fare increase, and lower student enrollment have all contributed to the drop in ridership. No action was requested.

**APPROVAL OF METROPOLITAN TRANSIT COMMISSION APPLICATION FOR FEDERAL TRANSIT ADMINISTRATION SECTION 10 FUNDING**

Blin reviewed the March 3 staff report. Beard moved and Evert seconded:

That the Regional Transit Board approve the Metropolitan Transit Commission's grant application for \$75,000 in funding from the Federal Transit Administration Section 10 grant program.

The motion carried unanimously.

**METROPOLITAN TRANSIT EDUCATION PLAN IMPLEMENTATION (PLAN FOR DEVELOPING SCHOOL EDUCATION)**

Hanson introduced Jan Rosenthal, the newly hired Public Information Specialist. Hanson reviewed the March 8 staff report. Mares said one of the board's responsibilities is education. It is difficult to change adults' behavior, but if students are educated, we might solve some of our problems in the metropolitan area. He said it is important to get input from some of the instructors who will be doing the teaching. He moved and Beard seconded:

That the Regional Transit Board authorize the executive director to enter into a contract with Thomas Learning Consultants for an amount not to exceed \$12,500 for the development of a comprehensive plan for developing transit curricula.

Beard said this plan was discussed last spring and the board allocated \$40,000. He asked if those funds have been set aside. Hanson said that is part of the total program budget of \$221,000 figure. Evert agreed with Mares that this is not a "stand alone" project. The teachers will be most responsible for its implementation and it should be structured so that it can fit into the other items. Mares said the key is getting young people involved, perhaps by taking them for a ride on the bus. Hands-on experience is very important. The motion carried unanimously.

**APPROVAL OF THE 1994 TRAVEL DEMAND MANAGEMENT (TDM) CONTRACT AND MANAGEMENT PLAN FOR SERVICES FROM MINNESOTA RIDESHARE**

Fuhrmann introduced Clarence Shallbetter, the TDM Coordinator, who has not yet appeared before the board. The chair welcomed him, saying she has been aware of his work for many years. Shallbetter reviewed his March 4 memorandum. The Rideshare Advisory Committee (RAC) enthusiastically supports this contract, in part because it addresses some concerns the committee has had over the past several years. The contract before the board is substantively the final version, although there may be minor amendments.

Beard questioned whether travel demand management is at odds with encouraging people to use the bus. MTC has been running this for several years and Beard questioned whether that is a conflict of interest for them. He asked if that question has been raised seriously and explored. Shallbetter said some RAC members have raised that question. His sense is that to the degree that TDM includes and all services that are alternatives to driving alone, including the bus, it is inherently customer-driven. The TDM program encourages people to get into any other alternative but it is neutral toward the choice of mode. In some places there may not be bus service, but TDM creates an opportunity for dialogue. The question was where, institutionally, to place this service. The RTB, in its original charter, was responsible for ensuring the success of this activity. The law did not specify where this should be provided. In the past ten years it has stayed with MTC and was separated to some degree from MTC. At this point it is difficult to understand how to separate the function. Beard said it is too late for this year but he would like to hear discussion of what would happen if it became part of the RTB. It might be time to give this a good policy review again. He will support the contract.

Mares said he is comfortable with this contract because it begins to set goals and establish a strategic plan. We must have measurable goals. This contract is a vast improvement. Beard moved and Mares seconded:

That the Regional Transit Board authorize its executive director to enter into a contract for calendar year 1994 with the Metropolitan Transit Commission to provide rideshare services through Minnesota Rideshare in an amount not to exceed \$649,906.

Franklin also spoke in favor of the contract and concurred with Mares' comments. The motion carried unanimously.

#### PER DIEM PAYMENTS

Evert said members should consider whether the policy is still appropriate. She is not recommending any change.

Franklin asked if lunches with legislators are reimbursable. Andrews said RTB's legislation differs from that of the Metropolitan Council. Members are under the same rule as state employees and cannot be reimbursed for meal expenses in the seven-county area. No action was taken to change present policy.

#### MINNESOTA DEPARTMENT OF ADMINISTRATION PROPOSAL TO CONDUCT METRO MOBILITY CONSUMER RESEARCH

Fuhrmann distributed a staff report dated March 14. Evert spoke in favor of the proposal. She has been involved in other conversations with the Department of Administration about other assistance they might provide to RTB. We have developed a relationship and speed is important. Consumers must be included at every stage but staff time is limited. This research will add credibility and allow our staff to work on the program aspects. She moved and Beard seconded:

That the Regional Transit Board authorize the executive director to negotiate and execute a sole source contract with the Management Analysis Division of the Minnesota Department of Administration to provide Metro Mobility consumer research activities in an amount not to exceed \$29,700.

The motion carried unanimously.

**PUBLIC COMMENT**

Bill Sternad said he looks forward to his presentation next week to the board on his concept for an automated parking garage.

There being no other business, Mares moved and Hovland seconded that the meeting be adjourned. The motion carried unanimously and the meeting was adjourned at 5:10 p.m.

I hereby certify that the foregoing constitutes a true and accurate record of the Regional Transit Board's Administration and Finance Committee meeting of March 14, 1994.

Respectfully submitted,

Mary Fitzgerald  
Secretary of the Board

Approved by the Regional Transit Board on the fourth day of April 1994.



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

## Minutes of the REGIONAL TRANSIT BOARD March 21, 1994

**MEMBERS PRESENT:** Sally Evert, Chair; Sharon Feess; Ruth Franklin; Morgan Grant; Val Higgins; James Hovland; Gary Humphrey; Ruby Hunt; Harry Mares

**MEMBERS EXCUSED:** Michael Beard

**OTHERS PRESENT:** DeDe Wolfson, Metropolitan Council Member; Fred Grimm, Department of Administration; Gregory Korstad, legal counsel; Dan Hibbert and Linda Rother, ATE; Arnie Entzel, Amalgamated Transit Union Local 1005; William Sternad; Karen Lyons, Metropolitan Council; Mike Moore, University of Minnesota Office of Technology; Tom Sather, Trish Moga, Metropolitan Transit Commission; Eddie Maddox; Bill Blom, Transportation Accessibility Advisory Committee; Judy Hollander, Randy Rosvold, Suzanne Hanson, Clarence Shallbetter, Mark Fuhrman, Bob LaShomb, Dave Jacobson, Mary Fitzgerald, RTB staff

### **CALL TO ORDER**

The chair called the board meeting to order at 4:00 p.m. in Chambers at the above address and roll was taken.

### **APPROVAL OF THE AGENDA**

An amended agenda had been distributed. The chair recommended that the agenda be further amended to change the order of business under "Executive Director's Report." Grant so moved and Hovland seconded. The motion carried unanimously. (Humphrey not present)

### **APPROVAL OF MINUTES**

Franklin moved and Feess seconded:

That the Regional Transit Board approve the following minutes:

Administration and Finance Committee Meeting, February 14, 1994  
Regional Transit Board Meeting, February 22, 1994  
Policy Committee Meeting, February 28, 1994

The motion was unanimously approved (Humphrey not present)

**CHAIR'S REPORT**

The chair explained that she had placed the Automated Parking Ramp and Personal Rapid Transit presentations on the board's agenda in order to inform the entire board of the possibilities of the new technology. No commitments have been made.

The three public hearings on Metro Mobility eligibility criteria were held the week of March 14 and went fairly well although there was some difficulty in covering other issues. She thanked members of the board and members of the Transportation Accessibility Advisory Committee for their participation at the hearings. She has been meeting with staff to discuss the structure of the public forums the week of March 28. Rather than personal anecdotes, she will solicit constructive suggestions on changes in service coordination. She encouraged members to call with their suggestions on how meetings should be conducted.

Franklin commended the staff who designed and wrote the Metro Mobility insert in the RTB newsletter. Evert asked Suzanne Hanson to pass that on; a supplement to that piece is being written.

**EXECUTIVE DIRECTOR'S REPORT**

**MINNESOTA DEPARTMENT OF ADMINISTRATION PROPOSAL TO CONDUCT METRO MOBILITY CONSUMER RESEARCH**

Evert said this item was moved forward on the agenda because Mr. Grimm has another meeting to attend. This research will provide the board with a process to measure customer satisfaction with the system that can be used into the future. Evert said RTB has already established a relationship with the Department of Administration and Mr. Grimm will help work through the transition to a new provider. Hovland moved and Mares seconded:

That the Regional Transit Board authorize the executive director to negotiate and execute a sole source contract with the Management Analysis Division of the Minnesota Department of Administration to provide Metro Mobility consumer research activities in an amount not to exceed \$29,700.

The motion carried unanimously. (Humphrey not present) Fred Grimm, Director of the Department of Administration's Division of Management Analysis, explained the operations of the division, which functions as a private firm. The division has served over 300 extremely diverse clients. Three staff people will be dedicated to this project. They will assist in determining what criteria should be used to hire a new service center manager and prepare a written client survey, which will generate a base line measurement of the vendor's performance.

**METRO MOBILITY UPDATE: 120-DAY PLAN**

Hollander reviewed the draft program, dated March 17. The common theme is that some functions of the service center could be decentralized in order to

increase accountability of the providers and give them better control of their operations. Staff is not ready to make that recommendation at this time. Next week reactions will be received from the Transportation Accessibility Advisory Committee (TAAC). Suggestions from the public will be solicited at the public forums that will be held from March 28 through March 31. (Humphrey arrived.)

Hunt said the computer system has been part of the problem; she asked where it fits in with the new provider, will they take over the computer and its software? Hollander said the software is the property of ATE, but another provider can continue to use it. Hunt asked if the new provider would have to pay ATE for use of the software. Hollander said staff will look into the question. If the decision is made to decentralize, the computer could be used for order-taking with each provider scheduling and dispatching its own trips. Hunt asked if that will be fleshed out before RTB goes out for bids so the applicants know what the costs will be? Hollander said that information has to be available so it is important that the board decide shortly what the configuration will be. Hunt asked if it is an option that the new provider come in with their own computer system. Hollander said experience indicates that it would be advantageous to operate both systems at the same time. We have to work through these issues. If the providers do their own scheduling and dispatching, Grant asked how that would work if ATE is taking the orders--how would information be shared? Hollander said staff has talked about either dividing the metro area into zones or continuing with the service center and routing the calls in a certain way. Grant said it would take a great deal to persuade him to stay with this current scheduling system. He is pleased RTB is looking at other options because routing has been a major problem.

Wolfson said the system was restructured to do computer scheduling and eliminate duplication and unnecessary crossing of rides. She asked if the whole structure would change if the providers themselves take over those functions. The question she still has is what really went wrong. Hollander said one reason the program was restructured was to centralize functions. Everyone is disappointed that this has not worked. The technology may not be as far along as we had been promised. There are some things we have done that will continue to serve us well. Evert said she did not find a smoking gun and that ATE has worked very well with RTB to continue service. We learned some things and will achieve many of our goals. Wolfson said there is a great deal of confusion about what broke down. Evert said information will be put together for an update on Metro Mobility.

Responding to Hovland, Hollander said staff will present recommendations for the system configuration at the meeting on Monday, March 28. Mares said he is glad staff is looking at what needs to be done differently and what should be retained. He asked what the board can do to assure a successful transition; can the board play a bigger role? Hollander said she would like to ask members to attend special meetings. There may be very little notice for requested action.

Evert urged that as many board and TAAC members as possible attend the Metro Mobility public forums next week. Higgins said he is worried about the central dispatch function in the immediate future. The multiple dispatching was a

very bad system and one of the factors in the failure of the system. The problems may be with administration rather than the basic concept. Grant said the old system had 13 providers where the current one has three. With the proposed system we would have greater efficiency if drivers can talk directly to their people. Higgins said it is unrealistic to assume that all central dispatch systems per se will suffer the same problems. Grant said this is a temporary situation to get through a difficult period. In the future a full centralized approach might work, but until we find a better computer system, this will get us back on track.

The chair said no formal motion is necessary, but staff is asking for board direction. Hunt asked if the board is going to adopt some policy direction at some point on what the RFP will include on central dispatching. Hollander said staff will make recommendations on a conceptual basis next Monday. After the public forums the board will have to approve the release of the RFP on April 4.

Evert said she met with the Chair of the Metropolitan Council last week. Everyone wants to ensure this transition is as smooth as possible. We will not go back to what we had before; we don't have the time and we want to keep current providers in place. We are making changes, but remain committed to a centralized system.

#### **PERSONAL RAPID TRANSIT PRESENTATION**

Mike Moore reviewed the involvement of the University of Minnesota with personal rapid transit and showed a video tape on it. Hovland asked what the anticipated public subsidy would be. Moore said that will depend upon the level of involvement of corporations in the urban area. Ed Anderson believes it will attract a great deal of private development money.

#### **PRESENTATION ON AUTOMATED PARKING RAMP**

William Sternad distributed additional information on the system and showed slides on how the automated ramp would operate. He is seeking RTB's sponsorship by April 1 to test the system. Joel Ettinger, the Regional Administrator of the Federal Transit Administration in Chicago, is interested and will approve transferring money into the project.

Grant said the handicapped parking spaces at the I-394 garage are used very little because there are no lift-equipped buses on that route. Evert said the board would be happy to look at this in the future, but cannot commit to becoming a sponsor in time for an April 1 submittal to the Transportation Advisory Board. One of the obligations of sponsorship is providing a 20-percent local match funds. It would be impossible to take this through the public process of this board and that of the ISTEA. Grant said it would be more realistic to approach the Legislature next year, which is the budget session, and get in line with the other proposals. The 20-percent match would have to be found.

Responding to questions, Sternad said there would be no need for buses on that route during the commute period and 100 vehicles would be taken off the road.

Fifty cars could be parked immediately and drivers would pay the equivalent of bus fare, which would operate and sustain the model. Users would get into a van on a random basis and use the HOV lane. Sternad is working on this as a private individual. Mares said it is unfair to ask the board to endorse this project with this time line and encouraged Sternad to pursue it, but at this time he could not vote for or against it. Hunt cautioned against raising false expectations. This project would have to be adopted by a larger group. Hovland said the TDM aspects of the project do not indicate much demand. He would want that resolved before embarking on this kind of project.

**INTERMODAL SURFACE TRANSPORTATION EFFICIENCY ACT (ISTEA) FUNDING**

Hollander reviewed the March 21 staff report. Hanson reviewed the transit education aspect. Franklin said it is an interesting project, but the ISTEACommittee of TAB will prioritize projects and they will require much more detail. She asked what the amount of the request for education will be. Hanson said \$80,000 is requested for development and implementation. Franklin moved and Grant seconded:

That the Regional Transit Board approve applications to the Transportation Advisory Board for ISTEAFunding for the Northtown Transit Hub and the Travel Demand Management program.

The motion was unanimously approved.

**REPORT OF THE ADMINISTRATION AND FINANCE COMMITTEE**

Committee Chair Franklin reported on the recommendations approved by the committee at its meeting of March 14, 1994.

**DECEMBER FINANCIAL STATEMENTS**

Franklin moved and Mares seconded:

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

The motion was unanimously approved.

**APPROVAL OF METROPOLITAN TRANSIT COMMISSION APPLICATION FOR FEDERAL TRANSIT ADMINISTRATION SECTION 10 FUNDING**

Franklin moved and Higgins seconded:

That the Regional Transit Board approve the Metropolitan Transit Commission's grant application for \$75,000 in funding from the Federal Transit Administration Section 10 grant program.

The motion was unanimously approved.

**APPROVAL OF THE 1994 TRAVEL DEMAND MANAGEMENT CONTRACT AND  
MANAGEMENT PLAN FOR SERVICES FROM MINNESOTA RIDESHARE**

Franklin moved and Hovland seconded:

That the Regional Transit Board authorize its executive director to enter into a contract for calendar year 1994 with the Metropolitan Transit Commission to provide rideshare services through Minnesota Rideshare in an amount not to exceed \$649,906.

The motion was unanimously approved.

**METROPOLITAN TRANSIT EDUCATION PLAN IMPLEMENTATION (PLAN FOR  
DEVELOPING SCHOOL EDUCATION)**

Franklin moved and Grant seconded:

That the Regional Transit Board authorize the executive director to enter into a contract with Thomas Learning Consultants for an amount not to exceed \$12,500 for the development of a comprehensive plan for developing transit curricula.

The motion was unanimously approved.

**OTHER BUSINESS**

**LEGISLATIVE UPDATE**

LaShomb distributed his memorandum, dated March 21, on legislative activities.

There being no other business, Hunt moved and Grant seconded that the meeting be adjourned. The motion carried unanimously and the meeting was adjourned at 6:10 p.m.

I hereby certify that the foregoing constitutes a true and accurate record of the Regional Transit Board's meeting of March 21, 1994.

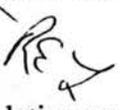
Respectfully submitted,

Mary Fitzgerald  
Secretary of the Board

Approved by the Regional Transit Board on the fourth day of April 1994.

## REGIONAL TRANSIT BOARD

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

DATE: April 1, 1994  
TO: Chair and Regional Transit Board Members  
FROM: Bob LaShomb   
SUBJECT: Status of Legislation as of April 1, 1994

H.F. 3172 (Lieder)	Constitutional amendment to dedicate 30% of MVET to transit. Five cent gas tax increase would go into effect if amendment passes. Withdrawn after defeat of key gas tax amendment.
S.F. 2015 (Flynn)*	Metro Governance - (Senate) passed 64-2 Metro Governance - (House) passed and referred to General Orders
H.F. 2276 (Orfield)	Metro Governance - Transportation & Public Transit Committee
S.F. 2097 (Langseth)	Gas Tax Indexing & MVET Transfer - Senate Finance Committee
H.F. 3109 (Osthoff)	Gas Tax Indexing & MVET Transfer - Rules Committee to be re-referred to House Taxes Committee
S.F. 2734 (Ranum)	Light Rail Bonding - Transportation and Transit Committee
H.F. 2957 (Wecjman)	Light Rail Bonding - House Capital Investments Committee
H.F. 324 (Garcia)	6 1/2% Sales Tax on Motor Fuel - House Taxes Committee, no Senate file and so probably dead.
H.F. 3012 (McCollum)	Statewide Commission on Major Projects - House Economic Development Committee
S.F. 2617 (Flynn)	Statewide Commission on Major Projects - Senate Finance Committee

<b>S.F. 2151 (Langseth)**</b>	Mileage Tax Study - Senate Finance
<b>H.F. 1816 (Lieder)</b>	Mileage Tax Study - Will be included in House Omnibus Transportation Bill
<b>H.F. 2648 (McCollum)</b>	Transit Funding - House Economic Development Committee
<b>S.F. 2744</b>	
<b>H.F. 2617 (Jefferson)</b>	Study of Paratransit Needs - Amended to H.F. 3012 - House Economic Development Committee
<b>H.F. 2266 (Mahon)</b>	High Speed Bus - Included in H.F. 2648
<b>S.F. 2153 (Riveness)</b>	High Speed Bus - Senate Finance Committee
<b>H.F.</b>	MTC Bonding - Included in H.F. 2648
<b>S.F. 2816 (Pappas)</b>	MTC Bonding - Senate Tax Committee
<b>H.F. 2172 (Orfield)</b>	Limits use of Section 9 Block Grants - House Transportation and Public Transit Committee
<b>S.F. 1896 (Pappas)</b>	Limits use of Section 9 Block Grants - Senate General Orders
<b>H.F. 1917 (Kelso)</b>	Extension of use of Bond Proceeds - House Tax Committee
<b>S.F. 1736 (Belanger)</b>	Extension of use of Bond Proceeds - Senate Tax Committee

\* S.F. 2015 - Was amended in House Government Operations Committee to restore an elected Met Council, but to remove all sections relating to transportation. The Elections Committee retained the elections provision on a 9 to 7 vote./

\*\* S.F. 2151 - Was amended to include Senator Pappas' bill on a study on congestion pricing.



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

## REPORT OF THE POLICY COMMITTEE

At its meeting of March 28, 1994, the committee approved the following recommendations:

### **METRO MOBILITY OMBUDSPERSON**

That the Regional Transit Board authorize the executive director to execute a contract with the Mediation Center to provide ombudsperson services for Metro Mobility for the time period of March 28, 1994 through July 1, 1994 at a cost not to exceed \$19,903.

### **DRAFT PHASE II DAKOTA COUNTY TRANSIT NEEDS ASSESSMENT**

That the Regional Transit Board accept the Phase II Dakota County Transit Needs Assessment and direct staff to work with Dakota County and existing transit providers in Dakota County to set priorities and develop an implementation plan for the service strategies recommended in the Phase II Dakota County Transit Assessment. *Needs*

### **AMERICANS WITH DISABILITIES ELIGIBILITY CERTIFICATION PROCESS FOR THE METRO MOBILITY PROGRAM**

That the Regional Transit Board approve delaying the beginning of the Americans with Disabilities Act eligibility recertification process by six months, beginning January 1995, and continuing through December 1995.

### **REGIONAL TRANSFER RECIPROCITY POLICY**

That the Regional Transit Board adopt a regional coordination policy calling for transfer reciprocity between general-population dial-a-rides and regular-route transit systems.

### **OTHER BUSINESS**

The committee discussed the staff report, dated March 28, 1994, on the service concept for improving Metro Mobility service but took no formal action. The committee agreed that staff should continue to develop the concept presented and seek input through the remaining public forums.

The next meeting of the Policy Committee will be April 25, 1994.

Val Higgins  
Chair

## REGIONAL TRANSIT BOARD

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

**DATE:** March 21, 1994  
**TO:** Chair and Members of the Regional Transit Board  
**FROM:** Gregory I. Andrews, Executive Director  
**SUBJECT:** Metro Mobility Ombudsperson

### SUMMARY

This memorandum requests board approval for the executive director to enter into a contract with the Mediation Center to provide ombudsperson services for the Metro Mobility system.

### DISCUSSION

The settlement agreement reached between the Regional Transit Board, ATE Management and Service Company, Inc, and Metro Mobility users has a provision requiring the Regional Transit Board to hire an ombudsperson as an independent contractor to resolve concerns/disputes between Metro Mobility riders and RTB/ATE. This ombudsperson would review and resolve complaints from riders arising from service provided from Metro Mobility which were not able to be resolved satisfactorily through the normal complaint resolution process established at the Metro Mobility Service Center.

The RTB solicited a proposal from the Mediation Center to provide this service. The Mediation Center is a non-profit corporation established in 1982 by the Hennepin County Bar Association to promote, facilitate, and train in the use of mediation to resolve disputes. The Mediation Center proposes to hire a full-time ombudsperson, to work under the direction of the Mediation Center, for a 14 week period, commencing March 28 and ending July 1. Ombudsperson services will be provided by a current staff member of the Mediation Center until the position is filled. The cost for this 14 week period is projected to be no more than \$19,903. This figure is based on the ombudsperson being a full-time position. In the event that the caseload is significantly less than anticipated, the budget will be reviewed as to actual hours worked and adjusted accordingly.

Attached is the proposal from the Mediation Center for the Ombudsperson for Metro Mobility. This proposal has been reviewed and approved by the plaintiff's attorney.

### RECOMMENDATION

That the Regional Transit Board authorize the executive director to execute a contract with the Mediation Center to provide Ombudsperson services for Metro Mobility, for the time period of March 28, 1994 through July 1, 1994 at a cost not to exceed \$19,903.

**MEDIATION CENTER**

210 Spruce Tree Centre  
1600 University Avenue  
St. Paul, MN 55104-3825

(612) 644-1453  
FAX (612) 649-3158

18 March 1994

**Project Proposal: Ombudsperson**

**Term: 14 weeks, March 28 - July 1, 1994**

**Project Summary:**

1) To review and resolve complaints from riders arising from service provided by Metro Mobility which are not settled satisfactorily through the complaint resolution process established by the Metro Mobility Service Center, providing telephone conciliation, mediation, referral and other means of resolving disputes between riders and provider.

2) To provide information and data regarding complaints to RTB.

Mediation Center proposes to hire one full-time Ombudsperson, under the direction of a Project Director, to aid in the resolution of concerns raised by riders of Metro Mobility transportation services.

Complaints will be received, in the first instance, by telephone as they are referred by the Customer Service Department at Metro Mobility. Metro Mobility Customer Service will continue to serve as a "clearing house" to determine which complaints can best be handled by Metro Mobility internally and will refer those cases which cannot be resolved by the Customer Service department.

Based on MMSC Customer Service Phone Statistics for January 1994, the volume of calls expected to be referred to the Ombudsperson is about 350 per month. Calls will come directly to the Ombudsperson, who will be available during regular business hours. The Center will provide back-up telephone coverage.

The Ombudsperson will:

- Interview complainants and log the complaint, documenting and reviewing all pertinent data
- Investigate complaints to ascertain facts
- Work with Linda Rother of Metro Mobility to negotiate resolution of the problem
- Work with *Dave Jacobson* of RTB to negotiate resolution of the problem
- Arrange, in consultation with Project Manager and Judy Hollander of RTB, for mediation of selected conflicts
- Follow up on all referrals and monitor actions taken by ATE and/or RTB to ensure that complaints are resolved in a timely fashion

Each complaint ("case") will be documented as to intake, information collected and action taken pursuant to the above-outlined Complaint Handling Procedure. The Center will develop intake forms and case tracking procedures appropriate to the Ombudsperson program.

The Center will create a computerized data storage and retrieval system for the purpose of providing RTB with a bi-weekly report documenting case load and information relevant to trends in types of complaints received.

All client data and files will be maintained pursuant to the requirements of the Minnesota Data Practices Act.

In the event it is agreed that mediation is appropriate to resolve a conflict between ATE and a rider, RTB will be billed for mediation services as provided. Mediators will be selected by the Center from a roster of qualified mediators who have received special training in disability issues.

**BUDGET FOR OMBUDSPERSON PROJECT**

Personnel and benefits	\$11,679
Consultants	1,500
Equipment and services	2,754
Office supplies, space, phone, etc.	<u>3,970</u>
Total	\$19,903

In the event that mediation services are requested, Mediation Center suggests an in-house training for its mediators regarding special issues affecting persons with disabilities. Estimated cost--\$750

Also, in the event that mediation services are requested, Mediation Center will charge a fee of \$150 per hour for the mediator's time spent preparing for and conducting mediation sessions.

486/budget/ombuds.bud

## **JOB DESCRIPTION**

### **RTB/ATE OMBUDSMAN**

Temporary, full-time position handling complaints brought by users of Metro Mobility services. Duties include hearing complaints, problem-solving, mediating, negotiating with service providers and record-keeping.

#### **Qualifications**

- Knowledge of disability issues
- Experience in dealing with persons with disabilities
- Experience and/or training in advocacy and problem-solving
- Excellent negotiating skills
- Excellent telephone skills
- Organized record-keeping skills
- Computer experience

**INDIVIDUALS WITH PHYSICAL DISABILITIES ARE ENCOURAGED TO APPLY.**

## REGIONAL TRANSIT BOARD

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

**DATE:** March 15, 1994  
**TO:** Chair and Members of the Policy Committee  
**FROM:** Randy Rosvold, Senior Planner *RR HB*  
**SUBJECT:** Draft Phase II Dakota County Transit Needs Assessment

### SUMMARY

This memorandum presents public comment received on the Draft Phase II Dakota County Transit Needs Assessment. Action is requested to accept the Draft Phase II Dakota County Transit Needs Assessment.

### DISCUSSION

In 1992, Dakota County Office of Planning and the Regional Transit Board formed a partnership to study transit issues in Dakota County. This study involved a two-part transit service needs assessment.

Phase one of the Dakota County Transit Needs Assessment was finalized and adopted by the RTB in March 1993. The findings from the Draft Phase II Dakota County Transit Needs Assessment were presented to the RTB Policy Committee on February 28, 1994. Copies of the Draft Phase II Dakota County Needs Assessment were distributed to all cities, social service organizations, and existing transit providers in Dakota County. Staff of the Dakota County Office of Planning and RTB presented the findings of the Draft Phase II Dakota County Needs Assessment to the following:

- RTB Provider Advisory Committee, February 10, 1994;
- Dakota Citizens Forum, February 17, 1994;
- Dakota County Physical Development Committee, February 22, 1994;
- RTB Policy Committee; February 28, 1994;
- Minnesota Valley Transit Authority Technical Working Group, March 1, 1994; and
- Minnesota Valley Transit Authority Commission Meeting, March 23, 1994.

Attachments I-III summarize public comment received on the Phase II Draft Dakota County Transit Needs Assessment.

Attachment I—Summary from the February 17, 1994, Dakota County Citizens Forum on the Dakota County Transit Needs Assessment Phase II Draft.

Attachment II—March 11, 1994, letter from the Minnesota Valley Transit Authority Chair Will Branning to Greg Andrews with comments on the Dakota County Transit Needs Assessment Phase II Draft.

**Phase II Dakota County Needs Assessment**  
**March 15, 1994**  
**Page 2**

Attachment III—March 21, 1994, letter from DARTS Executive Director Mark Hoisser to Randy Rosvold with comments on the Dakota County Transit Needs Assessment Phase II Draft.

**CONCLUSION**

- The Draft Phase II Dakota County Transit Needs Assessment was completed in February 1994 and distributed for public comment during February - March 1994.
- RTB and Dakota County Office of Planning staff made presentations on the Dakota County Transit Needs Assessment Phase II to interested parties.
- Public comment received on the Draft Phase II Dakota County Transit Needs Assessment are summarized in Attachments I, II and III.

**RECOMMENDATION**

That the Regional Transit Board accept the Phase II Dakota County Transit Needs Assessment and direct staff to work with Dakota County and existing transit providers in Dakota County to set priorities and develop an implementation plan for the service strategies recommended in the Phase II Dakota County Transit Assessment.

RR:jmo

Attachment 1

DAKOTA COUNTY CITIZENS FORUM

MEETING SUMMARY

DAKOTA COUNTY TRANSIT NEEDS ASSESSMENT PHASE II DRAFT  
FEBRUARY 17, 1994—8:00 A.M. - 10:00 A.M.  
DAKOTA COUNTY WESTERN SERVICE CENTER  
14955 GALAXIE AVENUE, APPLE VALLEY MN

SUMMARY OF COMMENTS:

Randy Rosvold, Elaine Bauer, RTB; Lynn Moratzka, Dakota County Office of Planning, presented the findings of the Dakota County Transit Needs Assessment Phase II to approximately 47 people, including Gary Humphrey, RTB; State Representative Eileen Tompkins, and three DARTS board members.

The following is a summary of public comments and questions received.

ISSUE/QUESTION:

*Has any research been done to identify latent demand for transit services among populations currently served but not actively riding?*

RESPONSE:

Yes. Chapter Three of Dakota County Transit Needs Assessment Phase II summarizes eight different reports/studies that were done in the area of transit market research.

ISSUE/QUESTION:

*The Dakota County Transit Needs Assessment Phase II recommends the need for additional community based local circulators in the Apple Valley, Burnsville, Eagan, and Rosemount area. Why?*

RESPONSE:

Based upon the analysis of transit need indicators conducted in Chapter Four of the study, these communities have a high level of local travel, are experiencing rapid population growth, have a high percentage of youth, and have limited availability of existing local circulator service.

ISSUE/QUESTION:

*The Dakota County Transit Needs Assessment Phase II documents a large percentage of senior population and many community based social service programs. Does the study support the existing senior and specialized transit service programs in existence today?*

RESPONSE:

The Phase II Needs Assessment, Chapter Seven, Transit Service Recommendations, describes specific service strategies for various areas of Dakota County communities including: restructuring existing MTC routes based upon the findings of the Comprehensive Operations Analysis (COA); expanding existing peak express service in the Lafayette Freeway Corridor, and implementing a general public circulator service to replace existing underutilized regular route services. The new general public circulator services will be fully accessible and available to all including seniors.

ISSUE/QUESTION:

*Does the RTB and Dakota County foresee the metropolitan taxing district expanding to include communities such as Lakeville? Will the Metropolitan Council start including Lakeville in regional planning issues?*

RESPONSE:

Both phases of the Transit Needs Assessment documented demonstrated demand for transit service in Lakeville. Phase I of the Dakota County Transit Needs Assessment documented up to 110 daily transit riders that were Lakeville residents who regularly patronized Minnesota Valley Transit services by driving to park-and-ride locations in Apple Valley and Burnsville. In Phase II of the Dakota County Transit Needs Assessment, the results of a community transportation survey conducted by the City of Lakeville indicate that 36 percent of those sampled indicated a likelihood of using public transit if it were available. The regional agencies are willing to pursue expansion of the Metropolitan Transit Taxing District only if local communities such as Lakeville express the desire for such a change.

ISSUE/QUESTION:

*How well are existing transit programs utilized and what factors were used to determine the size of buses suggested in the service strategies proposed by the study?*

RESPONSE:

The RTB monitors all transit programs including ridership cost and productivity. Data is submitted on a monthly basis. Performance standards have been established that all RTB funded programs must conform to.

ISSUE/QUESTION:

*One attendee disputed the transit dependent population numbers included in Chapter 4 of the Phase II Dakota County Transit Needs Assessment. He indicated that many private companies serve disabled people in Dakota County through Medical Assistance funding and are not included in the statistics in the study.*

RESPONSE:

The study presents readily available information on certified Metro Mobility riders who reside in Dakota County. Information on Medical Assistance providers and riders is not included.

ISSUE/QUESTION:

*What happens after RTB and Dakota County adopt/accept the Phase II Dakota County Transit Needs Assessment?*

RESPONSE:

Staff is recommending for development of a transit implementation plan for Dakota County which would prioritize service strategies, refine service plans, identify specific operating and capital funding requirements, and determine who would plan, administer and operate transit services in Dakota County.

ISSUE/QUESTION:

*What is the regional plan to resolve the \$11.35 million transit funding shortfall?*

RESPONSE:

The primary component of RTB's 1994 legislative agenda is to seek additional funds from the Minnesota State Legislature to replenish the existing funding shortfall. Anyone interested in a copy of the RTB legislative program should see RTB staff after the meeting.

ISSUE/QUESTION:

*Have capital costs for vehicles or support facilities necessary to implement the transit service strategies recommended in Phase II Dakota County Transit Needs Assessment been identified?*

RESPONSE:

No. The quantity, type and cost of vehicles and facilities are yet to be determined. Staff is recommending that a transit implementation plan for Dakota County be developed which would include transit capital requirements.

ISSUE/QUESTION:

*Does the Phase II Dakota County Transit Needs Assessment contain information on present utilization of existing transit services in Dakota County?*

RESPONSE:

In Phase I of the Dakota County Transit Needs Assessment, detailed route-by-route or program-specific ridership cost and productivity information is presented.

ISSUE/QUESTION:

*Who presently determines the fares charged on existing transit services?*

RESPONSE:

The Regional Transit Board is responsible for fare policy for all transit services funded by the RTB. Small urban or county programs, with a local share of operating costs, are allowed to set their own fares.


 MINNESOTA VALLEY TRANSIT

15025 Glazier Avenue • Suite 213 • Apple Valley, MN 55124  
 Ph: (612) 431-4311 • Fax: (612) 431-2828

March 11, 1994

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

Dear Gregory:

The Regional Transit Board and Dakota County Office of Planning formed a partnership to study transit issues and have recently released a Draft Transit Needs Assessment Phase II. We offer the following comments to the plan.

Staff has done an excellent job in preparing this report. Our compliments for a comprehensive review of existing services and identification of demographics trends in population, development and employment in Dakota County. This plan will assist us in guiding future directions for service.

Future directions for transit service should be made with a county wide perspective. Although we provide service in the largest center of population and employment, the delivery of transit service in the county is not limited to Minnesota Valley Transit. An implementation plan that identifies how transit can most efficiently be provided is the logical next step. Several issues such as ADA Compliance areas, restructuring low performing high subsidy regular routes and the appropriate mix of services by area that can realistically be implemented needs to be addressed.

The Transit Service Needs Assessment Phase II presents us with excellent information and opportunities to begin a process to determine how to deliver services you have identified. Given the current funding shortfall and your estimated \$3.9 million of additional transit expenses necessary to fund the service strategies recommended in the study, we need to take a very serious and realistic approach. The study provides recommendations that have been presented in public meetings and reported in the local papers. I believe there is an expectation that transit agencies will be called upon to deliver more service. We would appreciate the opportunity to work together to accomplish our mutual goals for improving transit service in Dakota County.

Sincerely,

  
 W. R. Branning  
 Chair

Post-It™ brand fax transmittal memo 7671		# of pages ▶	1
To	Randy Rosevold	From	Beverley Miller
Co.	RTB	Co.	MVTA
Dept.		Phone #	
Fax #		Fax #	



1645 Marthaler Lane  
West St. Paul, Minnesota 55118  
Phone: (612) 455-1560 Fax: 455-3901

March 21, 1994

Mr. Randy Rosvold  
Senior Planner  
Regional Transit Board  
Mears Park Centre  
230 East Fifth Street  
St. Paul MN 55101

RE Public Comment on Dakota County Transit Needs Assessment

Dear Randy:

The following are the DARTS comments on Phase II of the Dakota County Transit Needs Assessment. I apologize for not being able to schedule a formal presentation to the DARTS board but they have been provided copies and a summary by staff. We will keep them abreast of the approval process and we will let you know if we receive additional information or comments.

#### Goals and Objectives

It should be noted more clearly that Phase I of the needs assessment is now over a year old. Many changes have taken place since this study began. A broader statement of the key changes that have taken place should be included here. We realize it is impossible to know/list every major item but the following could be expanded upon and noted more specifically.

The Mall of America is now the transit hub and a major transit generator and many routes of MVTA have been adjusted in response to this change. This also has had an impact on ADA service area.

The change and downfall of Metro Mobility in October and increased dependence on DARTS and an inter-county transfer system.

Other service changes by providers, such as DARTS added service in Hastings, that may show a clearer picture of where we are today.

#### Recap of Phase I Findings

•Paratransit. All of the specific data is now moot and the statements should only concentrate on what service was available/measured. The specifics of Metro Mobility certified riders is not necessary here but overall statements of the paratransit service available as summarized from Phase I should be included.

**Board of Directors**  
Millie Gignac, *Chairman*  
Anne Miner-Pearson, *Vice Chairman*  
Roger Noreen, *Secretary*  
William Lancaster, *Treasurer*  
James J. Amireault

Barbara Blumer  
George Cameron  
Jeroy Carlson  
Jeannine Churohill  
Richard Colvin  
James Day

Daniel Halsey  
James Little  
Ann Newman  
Scott Northard  
Thomas Gakes  
Molly Park

John Seidl  
Nancy Sweetman  
  
Director Emeritus  
Walter E. Bertram

**President**  
Richard J. Graham  
  
**Executive Director**  
Mark C. Hoisser

The bullet on the distinction of DARTS fare recovery and the focus on donations should be also deleted as it continues to have no bearing on the service needs.

A general statement about coordination of all services be they in Dakota County or not is now more appropriate than citing DARTS and Metro Mobility and DARTS and MVTA coordination is recommended. The statements should focus on the positive of maximization of ridership not on the negative of reducing duplication. In addition, the goal of Smart DARTS to assist in coordination could be incorporated more clearly here as to how we have been proposing to address this issue.

#### Phase II Summary of Findings

•Existing Transit Policies, Goals and Priorities. DARTS supports with the RTB Five-Year Plan regional priorities; "the need to provide service to the transit dependent by enhancing paratransit services" and "to serve underserved areas and to provide new service to areas currently receiving limited or no service". The impact of ADA has been seriously underplayed in each Phase as it relates to these priorities. The legal need to serve ADA eligible clients has necessitated DARTS to maintain an emphasis on service to these areas, not allowing service to be expanded or stretched into underserved or new areas. This will continue to be an issue for DARTS as we discuss implementation of the new strategies as identified. Somewhere this should be highlighted to help create the current picture of the issues facing the county.

•Transit Market Research. It should be noted more specifically, as it has for other providers statistics, that it is not just a majority of DARTS riders that rate DARTS service very good to excellent. Specifically, 87.2% of the riders rated the service as very good to excellent.

•Transit Service Recommendations. DARTS supports all of the transit service recommendations for the county. Appropriate levels of funding are critical to the success of any of the suggested strategies. However, current funding shortfalls that jeopardize current service on which new service are to be based needs to be emphasized as well as each new service bullet. This will set a clearer picture of what funds are really needed to provide the needed services in the county.

Further, in regards to the northern Dakota County public circulator service, DARTS supports this strategy provided that it "enhances and coordinates with existing DARTS services". The use of the word "incorporation" tends to indicate that this type of service will replace DARTS community based efforts.

DARTS Comments  
Dakota County Transit Needs Assessment  
page 3.

•Conclusion. DARTS supports the overall findings of the study and very much encourages and requests that an implementation strategy with funding be recommended to the RTB and Dakota County Board.

In this implementation phase, DARTS would expect that the continuing policy issue of the role of DARTS in the northern communities vis-a-vis Metro Mobility will be addressed to strengthen the role of community based services.

Given the funding dilemma and the current need to change again the service of Metro Mobility, this issue should be addressed now. In addition, the funding of Metro Mobility should include the ability and direction to fund agencies like DARTS in the counties to do the Metro Mobility work along with ADA services where there is the demonstrated ability to do so.

Second, DARTS would also request that the policy issue of dedicated capital for paratransit be addressed. Specific capital funding for large bus and opt out systems has been secured but paratransit funding for capital is continually unpredictable. This will only become more critical as we plan for implementation of the proposed strategies.

I hope this is helpful and should you need additional information regarding these comments, please call me or Dick Graham at 455-1560.

Sincerely,



Mark Hoisser  
Executive Director

## REGIONAL TRANSIT BOARD

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

DATE: March 21, 1994  
TO: Chair and Members of the Policy Committee  
FROM: Dave Jacobson, Senior Project Administrator  
Debra Sorenson Nelles, Paratransit Analyst   
SUBJECT: ADA Eligibility for the Metro Mobility Program

### SUMMARY

Three public hearings on the Americans With Disabilities Act (ADA) eligibility certification process were held during the week of March 14, 1994, to gather customer feedback on the proposed recertification process for the Metro Mobility program. Results from those hearings are summarized in this memorandum. However, due to recent events with the Metro Mobility program, this memorandum requests that initiating implementation of ADA eligibility certification be delayed by six months beginning January 1995 instead of July 1994.

### DISCUSSION

The process of ADA eligibility began in 1992 with the development of a functional assessment tool by the Eligibility/Certification Task Force. The functional assessment tool, which is based on federal regulations, is a series of questions which determine an applicant's ability to ride accessible regular route buses.

ADA regulations require that the RTB undertake a new process for determining eligibility even though a process of certifying Metro Mobility riders is currently in place. ADA also requires that at least one public meeting on the subject be held. During the week of March 14 three public hearings, whose sites and times were recommended by the Transportation Accessibility Advisory Committee (TAAC), were held looking for feedback from interested persons and Metro Mobility riders as to what their issues were relating to ADA eligibility certification.

Approximately 80 interested persons attended the three meetings. Several themes emerged from the discussions which are highlighted below.

- A better understanding of the change in the process of certification and how it will be implemented.
- An undertone of fear that some present riders would no longer qualify for the Metro Mobility system.

- A need to explain further that a medical release would not be part of the application unless absolutely necessary.
- A need to better understand the differences between the ADA certification categories of conditional and unconditional certification.

The ADA Paratransit Plan Update established a benchmark that would initiate the ADA eligibility certification process in July 1994. However, the settlement of the class action suit involving the Metro Mobility program has caused a reevaluation of work priorities. More specifically, staff resources need to be aimed at keeping the current system on a positive trend line in the coming months and developing a Request for Proposal (RFP) to procure a new Metro Mobility Service Coordinator

#### RECOMMENDATION

That the Regional Transit Board approve delaying the beginning of the ADA eligibility recertification process by six months beginning January 1995 and continuing through December 1995.

## REGIONAL TRANSIT BOARD

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

DATE: March 18, 1994

TO: Chair and Members of the Policy Committee

FROM: Dan Murray, Project Administrator *DM*  
Mark Fuhrmann, Programs Manager *MF*

SUBJECT: Regional Transfer Reciprocity Policy

### SUMMARY

This memorandum recommends that the Board adopt a policy requiring transfer reciprocity between all regular-route transit service and non-specialized paratransit service dial-a-rides.

### DISCUSSION

The Regional Transit Board (RTB) is mandated by statute (MN Stat. 473.375, Subd. 14) to coordinate the regional transit system. To further regional coordination initiatives, the RTB has incorporated into the Five Year Transit Plan and Vision for Transit numerous references to the increasing role of transferring between different routes and services at newly created transit hubs around the region.

An important part of developing a fully integrated transit system is ensuring that transfers can be used between different routes and programs. This provides riders with the ability to travel throughout the region on a single fare, although certain stipulations apply to minimize misuse. To this end, the RTB, MTC and other regular-route service providers have instituted a regional transfer reciprocity program among their systems. Every year, over 15 million transfers are used by riders on the regular route system, representing nearly 25 percent of all riders.

While community-based, fixed route services such as the Roseville Area Circulator and BE Line participate in the regional transfer reciprocity program, general-population dial-a-rides (DAR) have not been participants. In 1991, the RTB, MTC and the Anoka County Traveler set up a demonstration project to test the use and viability of using transfers between regular route service and DARs. The current usage rate is approximately 40 transfers per month. More recently, other reciprocity programs have been developed, including one between the BE Line and Southwest Metro Transit. In all cases, special fare surcharges, usually 50 cents added to the DAR's farebox, are used to create a more equitable fare arrangement.

Other DAR programs that could be incorporated into a regional transfer reciprocity program include White Bear Area Transit, Northeast Suburban Transit, Columbia Heights Shared Ride, Hopkins Hop-A-Ride, and Shakopee DAR. Based on transfer usage levels between the Traveler and MTC and the BE Line and Southwest Metro as a function of total ridership, RTB staff believe that total regional transfer usage between these DARs and

regular route services would be approximately 5,000 to 10,000 transfers per year; assuming one-half are used on the DAR and one-half are used on the regular route system. In a limited number of instances, transfers may be used between DARs.

The impact to the fare revenue of the MTC and other regular route providers would be minimal since the limited increase in transfers would not result in the need for increased capacity. In turn, the ability for DARs to market their services as true feeders to the regular route system would likely result in favorable ridership increases, based on customer comments tabulated by the DAR programs mentioned above.

A policy supporting the development of transfer reciprocity programs between all general-population DARs and regular route providers would allow RTB staff to incorporate transfer reciprocity language into service contracts and Management Plans. If approved, transfer reciprocity among the programs could be pursued immediately.

### **FINDINGS AND CONCLUSIONS**

- Transfer reciprocity is an integral tool in the RTB's regional coordination program.
- Total estimated usage of transfers between DARs and regular route systems would be under 10,000 per year.
- Implementing this transfer reciprocity program should not adversely affect program operating budgets.
- RTB staff will work with the appropriate systems to develop fare surcharge arrangements between the programs.
- Monthly operating reports will be adjusted to reflect system-by-system usage.

### **RECOMMENDATION**

That the Regional Transit Board adopt a regional coordination policy calling for transfer reciprocity between general-population dial-a-rides and regular-route transit systems.

Attachment

### Transfer Reciprocity- Program-by-Program

transfers between	MTC	SWMT	MVTA	Plymouth	Maple Grove	NSL	BE Line	Circulator	Route 55
MTC	---	YES	YES	YES	YES	YES	YES	YES	YES
SWMT	YES	---	YES	YES	YES	YES	YES	YES	YES
MVTA	YES	YES	---	YES	YES	YES	YES	YES	YES
Plymouth	YES	YES	YES	---	YES	YES	YES	YES	YES
Maple Grove	YES	YES	YES	YES	---	YES	YES	YES	YES
NSL	YES	YES	YES	YES	YES	---	YES	YES	YES
BE Line	YES	YES	YES	YES	YES	YES	---	YES	YES
Circulator	YES	YES	YES	YES	YES	YES	YES	---	YES
Route 55	YES	YES	YES	YES	YES	YES	YES	YES	---
WBAT	NO	NO	NO	NO	NO	NO	NO	NO	NO
NEST	NO	NO	NO	NO	NO	NO	NO	NO	NO
Traveler	YES	YES	YES	YES	YES	YES	YES	YES	YES
Hop-a-ride	NO	NO	NO	NO	NO	NO	NO	NO	NO
Shared Ride	NO	NO	NO	NO	NO	NO	NO	NO	NO
Shakopee	NO	NO	NO	NO	NO	NO	NO	NO	NO
Opt-out DARs	NO	YES	YES	YES	YES	NO	YES	NO	NO

## REGIONAL TRANSIT BOARD

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

**DATE:** April 1, 1994  
**TO:** Chair and Regional Transit Board Members  
**FROM:** Bob LaShomb   
**SUBJECT:** Status of Legislation as of April 1, 1994

<b>H.F. 3172 (Lieder)</b>	Constitutional amendment to dedicate 30% of MVET to transit. Five cent gas tax increase would go into effect if amendment passes. Withdrawn after defeat of key gas tax amendment.
<b>S.F. 2015 (Flynn)*</b>	Metro Governance - (Senate) passed 64-2 Metro Governance - (House) passed and referred to General Orders
<b>H.F. 2276 (Orfield)</b>	Metro Governance - Transportation & Public Transit Committee
<b>S.F. 2097 (Langseth)</b>	Gas Tax Indexing & MVET Transfer - Senate Finance Committee
<b>H.F. 3109 (Osthoff)</b>	Gas Tax Indexing & MVET Transfer - Rules Committee to be re-ferred to House Taxes Committee
<b>S.F. 2734 (Ranum)</b>	Light Rail Bonding - Transportation and Transit Committee
<b>H.F. 2957 (Wecjman)</b>	Light Rail Bonding - House Capital Investments Committee
<b>H.F. 324 (Garcia)</b>	6 1/2% Sales Tax on Motor Fuel - House Taxes Committee, no Senate file and so probably dead.
<b>H.F. 3012 (McCollum)</b>	Statewide Commission on Major Projects - House Economic Development Committee
<b>S.F. 2617 (Flynn)</b>	Statewide Commission on Major Projects - Senate Finance Committee

<b>S.F. 2151 (Langseth)**</b>	Mileage Tax Study - Senate Finance
<b>H.F. 1816 (Lieder)</b>	Mileage Tax Study - Will be included in House Omnibus Transportation Bill
<b>H.F. 2648 (McCollum)</b>	Transit Funding - House Economic Development Committee
<b>S.F. 2744</b>	
<b>H.F. 2617 (Jefferson)</b>	Study of Paratransit Needs - Amended to H.F. 3012 - House Economic Development Committee
<b>H.F. 2266 (Mahon)</b>	High Speed Bus - Included in H.F. 2648
<b>S.F. 2153 (Riveness)</b>	High Speed Bus - Senate Finance Committee
<b>H.F.</b>	MTC Bonding - Included in H.F. 2648
<b>S.F. 2816 (Pappas)</b>	MTC Bonding - Senate Tax Committee
<b>H.F. 2172 (Orfield)</b>	Limits use of Section 9 Block Grants - House Transportation and Public Transit Committee
<b>S.F. 1896 (Pappas)</b>	Limits use of Section 9 Block Grants - Senate General Orders
<b>H.F. 1917 (Kelso)</b>	Extension of use of Bond Proceeds - House Tax Committee
<b>S.F. 1736 (Belanger)</b>	Extension of use of Bond Proceeds - Senate Tax Committee

\* **S.F. 2015** - Was amended in House Government Operations Committee to restore an elected Met Council, but to remove all sections relating to transportation. The Elections Committee retained the elections provision on a 9 to 7 vote./

\*\* **S.F. 2151** - Was amended to include Senator Pappas' bill on a study on congestion pricing.