

METRO MOBILITY ADMINISTRATIVE CENTER

MANAGEMENT PLAN

JANUARY 1, 1990 - DECEMBER 31, 1990

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11/3/86
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JAN 8 1990

A. ORGANIZATION

The Metro Mobility Administrative Center (MMAC) is a key element in the method of providing special transportation services for the elderly and handicapped in the Minneapolis/St. Paul Metropolitan area.

In 1986, the Regional Transit Board (RTB) mandated that special transportation services which had been provided through a centralized transportation system be changed to a modified user-side subsidy system. Under the user-side system, the RTB selects providers to deliver the special transit services and contracts for those services. There are 14 providers under contract with the RTB to provide Metro Mobility service (see Appendix A). The Metropolitan Transit Commission (MTC) has been contracted by the RTB to provide MMAC services since October 1986.

Ridership has increased significantly since this major restructuring of Metro Mobility in October 1986. Metro Mobility provided 45,000 rides per month in 1986; the average increased to 115,000 rides per month in 1989. There are currently 16,000 certified riders.

The MMAC was established to oversee the service delivery of the special transit providers.

The responsibilities of the MMAC include:

- Monitoring provider compliance with contract requirements.
- Determining and implementing appropriate provider disciplinary action with input from RTB.
- Issuing warnings/levying fines to providers for provider noncompliance.
- Collecting information to monitor use of subsidy.
- Analyzing the performance of the providers.
- Processing provider subsidy payments.
- Maintaining the passenger certification process.
- Resolving passenger concerns.
- Distributing commuter tickets to passengers.
- Providing MMAC information to passengers, providers and interested parties.
- Evaluating the performance and maintenance of the MMAC computer system.
- Processing standing orders.
- Updating passenger files.
- Conducting an annual reregistration of Metro Mobility riders and a recertification of riders every five years.
- Processing Medical Assistance billings.
- Providing necessary reports to RTB, MTC and other agencies.

Management policies for the MMAC are established by the RTB.

1. Organizational Structure

The MTC shall have the responsibility for operating the MMAC during this contract period. The MTC is the public transit authority in the Twin Cities metropolitan area.

The Transportation Division is the organizational unit within the MTC responsible for MMAC operations.

Reporting immediately to the Assistant Director of Transportation is the Manager of Metro Mobility. The manager has key responsibility for the operations of the MMAC and has supervisory responsibility for the MTC staff members working at the MMAC. There are 17 positions at the MMAC: manager, assistant manager, safety administrator, rider liaison, secretary, three administrators, two certification secretaries, five account clerks, data entry clerk, and field observer. Appendix A shows the MMAC organizational structure.

2. Bargaining Unit Representation and Responsibilities

The five account clerks, data entry clerk, and field observer at MMAC are bargaining unit employees. These employees are represented by the Amalgamated Transit Union, Local 1005, as are other MTC union employees. The Chief Administrator of the MTC or his/her designee is solely responsible for negotiating contracts and labor agreements with the transit union. All decisions related to the labor contract will be the responsibility of the MTC.

3. Assistance Contract Responsibilities

The MMAC manager or his/her designee will be responsible for negotiating an assistance contract for Metro Mobility with the RTB. This contract is subject to approval by the Chief Administrator and the members of the Metropolitan Transit Commission.

4. Relationship of the MMAC with Participating Providers

The following responsibilities of the MMAC as they relate to participating providers are contained in the Metro Mobility Policy and Procedures Manual & Contract Enforcement Procedures. These include:

- a. Monitor and analyze providers' service performance.
- b. Ensure provider contract compliance.
- c. Determine and implement appropriate disciplinary action, as needed.
- d. Recommend provider reimbursement for service delivery.
- e. Offer administrative and computer training to providers.
- f. Provide computer assistance.

Monitoring provider service and ensuring provider contract compliance will be enforced by conducting field observations, provider site inspections and telephone surveys, vehicle inspections, monitoring complaints received by the MMAC. The account clerks have direct communication with the providers' office/billing staff when billing questions arise. Consistent abnormalities in provider billings are brought to the administrators' attention and these concerns are communicated to the providers by the administrators. MMAC staff and MTC Information Services staff provide technical support for the Metro Mobility computer system. Provider training will include order taking and billing procedures. Computer hardware and software assistance will be provided primarily through the maintenance contract with UNISYS Corporation. The safety administrator will supervise vehicle

inspections and field observations, which are conducted by the field observer, and will review provider records for compliance with contract requirements.

5. Relationship of the MMAC with RTB

The MMAC manager will have the responsibility of making all routine decisions regarding matters of the MMAC. The MMAC will enforce provider noncompliance procedures and will issue warnings to and levy fines on providers when necessary. When major disciplinary action against a provider is required, the MMAC may consult with RTB staff prior to taking disciplinary action. Policy issues raised by the MMAC or relayed to the MMAC by providers or passengers will be referred to the RTB. The MMAC will work closely with RTB staff to monitor subsidy allocation and, if it is necessary, to impose a system cut off with adequate advance notice to providers and riders.

6. Relationship of MMAC with MnDOT and MN Department of Public Safety

The MMAC will work with MnDOT and the Department of Public Safety in insuring that Metro Mobility providers vehicles are in compliance with State Operating Standards. Reports of infractions of the State Operating Standards involving Metro Mobility vehicles would be made available to these agencies by the MMAC. The Department of Public Safety will be consulted by the MMAC to determine the availability of any training resources related to vehicle inspections which could benefit the MMAC. MMAC staff will perform on-site inspections of provider maintenance records and procedures.

7. Reporting Responsibilities

The MMAC manager or his/her designee will be responsible for filing reports with the RTB. By the last day of each month, the MMAC will provide the RTB with the operating statistics for the previous month and will identify significant service trends. The monthly report will include:

- a. Ridership data by provider and system-wide and by community.
- b. Trip denial data by provider and system-wide and by community.
- c. Cancellation data by provider and system-wide with a breakdown between standing order and demand trips.
- d. No Shows with a breakdown between standing order and demand trips.
- e. Customer service summary by provider and category of complaint.
- f. Passengers certified during the previous month by certification classification.
- g. New standing orders during the previous month.
- h. Reimbursements for previous month by provider and system-wide.

The MMAC will also provide the RTB with a quarterly report addressing provider performance. This report will include the following information on each provider:

- a. Customer service report summary by category of complaint and commendation.
- b. Accident/Incident summary, including any trends identified.

- c. Estimated miles between accidents.
- d. Passenger satisfaction survey results, by category.
- e. Penalties, fines and/or other disciplinary action received during the quarter.
- f. Ridership trends, i.e., age of riders, group load trends, ratio of wheelchair to ambulatory riders, etc.
- g. Trip length data by providers and system wide and by community.

The MMAC will also provide the RTB with monthly summaries that document its contract performance. Those may include the following:

- Number and location of field observation including any followup action required.
- Number of hours of on-street monitoring including results.
- Number of provider site inspections including significant findings.
- Number and percentage of month's trips that were sampled and surveyed to monitor service quality and document trip making.
- Number of persons certified during month, including percentage with certification turnaround time - 15 working days (or mean turnaround time).
- Average response time to passenger and provider complaints.
- Average response time for routine passenger information requests and for routine provider information requests.
- Report on distribution of commuter tickets and distribution and reimbursement for discount coupons.

Other

- Copy of passenger newsletter and any other informational releases to passengers.

B. GOALS AND OBJECTIVES

1. The goal of the MMAC is to manage the daily administration and monitor the performance of a demand responsive paratransit service for mobility impaired persons throughout the metropolitan area within the established budget. In 1990 this goal will be addressed by focusing on the following priorities:
 - a. Trip Denials - quantify and evaluate trip denials and take action to ensure lowest possible denial rate. Provider reporting procedures were improved in 1989.
 - b. Policy & Procedures - review and revise Policy and Procedures Manual. The Manual was distributed in 1989 and sets forth the operating policies and procedures related to Metro Mobility.
 - c. Contract Enforcement - enforce provider contracts using Contract Enforcement Procedures. The procedures were distributed in 1989 and identify the ways in which the MMAC handle provider non-compliance with the contract.
 - d. Customer Service - respond to passenger service complaints and concerns in a timely and effective manner and monitor service performance among providers. In 1989, the MMAC hired a second Rider Liaison, expanded customer service hours to 8:00 p.m., and implemented recommendations of a consultant study.

- e. Inspections - conduct vehicle and on-site provider record inspections to ensure compliance with contract requirements. Documents related to Metro Mobility service were inspected by the MMAC at each provider site in 1989 to determine compliance with contract requirements.
 - f. System Capacity - work with RTB, providers and others to address this issue. Improved information on trip denials will help evaluate system capacity. The MMAC also established a procedure for determining provider compliance with contract vehicle requirements in 1989.
 - g. Computer Usage - continue to implement enhancements to the computer system; reevaluate MMAC computer needs in 1990 for implementation in 1991.
 - h. Subsidy Reimbursement - assist RTB in analysis of trip reimbursement rates recommending changes when appropriate.
 - i. Sources of Revenue - work with RTB to maximize revenue to Metro Mobility program.
2. In an attempt to measure achievement toward the success of the MMAC and 1990 goal priorities the following objectives have been developed:
- a. Verify Metro Mobility providers' bimonthly statements and submit recommendations for payment to the RTB in accordance with the schedule established by the RTB. Payment recommendations are due to the RTB generally within fifteen (15) working days of the billing date.
 - b. Sample and survey an average of twenty (20) riders per day to verify that trips were made and to gauge providers' quality of service. At least 400 riders per month will be surveyed.
 - c. Conduct 100 vehicle inspections per month, utilizing a formal inspection check sheet. The check sheet includes all components of the State Operating Standards and other service specifications outlined in the provider's contracts. Follow prescribed procedures if violations are found.
 - d. Ensure MMAC support for computer during MMAC hours of operation.
 - e. Respond to requests for certification within fifteen (15) working days (21 calendar days).
 - f. Respond to passenger and provider complaints within three (3) working days of receipt. Investigate the situation, outline the steps to resolve the problem and relay appropriate information to all parties involved.
 - g. Respond promptly to requests for commuter tickets and ensure that designated ticket outlets are adequately supplied at all times.
 - h. Process standing order requests within five (5) working days of their receipt.

- i. Respond to requests for routine passenger information within one working day.
- j. Respond to provider requests within two (2) working days.
- k. Require providers to inform MMAC with details of accidents and/or incidents regardless of fault involving personal injury, possible personal injury and/or property damage within twenty four (24) hours of occurrence and deliver to the MMAC a complete written report within forty eight (48) hours of occurrence. MMAC will mail a copy of the initial report to the RTB on the day it is notified of an occurrence and the MMAC will forward all other reports on the incident as information is made available. The RTB will be notified immediately by telephone in the event of incidents involving significant injury.

C. LEVELS OF SERVICE

1. Service Area

The Metro Mobility service is provided throughout the Minneapolis, St. Paul metropolitan area which makes up the seven (7) county Transit Taxing District.

2. Type of Services Provided

In order to achieve each of the objectives outlined above, the MMAC will provide the following services:

- a. MMAC administrators and account clerks will monitor and process the trip vouchers received from providers and recommend reimbursement payments to the RTB.
- b. MMAC staff will contact passengers by telephone and observe providers to determine that service is delivered in a quality manner.
- c. MMAC management staff, with assistance from the MTC Information Services Department, will deliver computer support to providers during MMAC hours of operation and will maintain computer service contracts with appropriate technical specialists to ensure desired computer reliability.
- d. MMAC certification secretaries will provide full-time passenger certification services to all eligible passengers. MMAC staff will also be responsible for making sure that passenger data is updated in the MMAC computer.
- e. MMAC rider liaison will ensure that all passenger concerns are addressed, complaints resolved and information provided. The rider liaison will summarize complaints, commendations and other incidents monthly by provider and alert MMAC manager and the RTB immediately of accident/injury situations.

- f. MMAC staff will process standing order requests as they are made and forward them to appropriate providers. They will change standing orders as requested. They will also be responsible for collecting passenger fees for standing order requests and changes.

Staff will be responsible for making sure that standing orders are updated in the MMAC computer.

- g. For providers who desire it, MMAC staff will bill the Department of Human Services for rides they provide to certified persons eligible for Medical Assistance transportation reimbursement. The MMAC will reimburse the providers for these trips after the MTC receives the funds from the MN Department of Human Services.
- h. MMAC staff will maintain and report to the RTB all operating data associated with the program.
- i. In the event that the MMAC computer fails, MMAC staff will work with providers to carry on daily operations using the following manual system: Order taking will be done manually. Each provider will check ride requests against list of all certified passengers to ensure that the passenger requesting service is certified for Metro Mobility. MMAC staff will, if necessary, check on demand periodically via telephone call to providers to determine amount of dollars spent and, with RTB approval, notify providers if cutting off order taking is necessary. Because no printout of orders taken would be possible, it would be difficult for MMAC staff to monitor performance and trip verification for these days. Staff, however, will be able to reconcile vouchers with a list of certified users as well as contact standing orders passengers to verify that trips have been taken. Providers would be required to input the data into MMAC computer, once it is operational.

If a single provider had computer failure, he/she could come to the MMAC and log in orders by using a terminal there. Providers' faulty computer equipment will be repaired or replaced by MMAC staff as soon as possible.

- j. The MMAC has arranged with the MTC Transit Control Center to arrange emergency service after MMAC business hours. Any passenger who is stranded can call the MMAC central number which will be answered by a transit supervisor in the Transit Control Center. An emergency may include a no-show or extremely late pick up. MMAC will publicize emergency service to riders. The supervisor will call a provider from the list of those willing and able to provide emergency pick ups. The supervisor will record any emergency pick ups and inform the MMAC the following day so that the provider(s) will be reimbursed for the service rendered.

If the emergency situation is critical, the transit supervisor will call the MMAC on-call staff person who will deal with the problem.

- k. The MMAC will collect information which will allow the projecting of Metro Mobility subsidy usage. MMAC staff will keep RTB staff apprised of projected subsidy usage, if requested. In conjunction with the RTB, budget caps may be imposed if subsidy usage is approaching the budgeted capacity. Only at RTB direction will a budget cap be imposed which would force providers to cut off ride requests. If this is done, the MMAC computer system will be able to lock out ride requests.

3. Days of Operation

The MMAC will be open seven days a week.

4. Hours of Service

The MMAC will be open from 6:00 a.m. to 5:00 p.m. on weekdays and 8:00 a.m. to 5:00 p.m. Saturdays, Sundays and holidays. Weekdays, MMAC staff will remain in the MMAC offices from 5:00 p.m. until 8:00 p.m. for emergency calls. After 8:00 p.m. on weekdays and 5:00 p.m. on Saturdays, Sundays and holidays, emergency calls will be handled by the MTC Transit Control Center.

D. MARKETING

The MMAC will publish newsletters on a bimonthly basis (six issues per year). The MMAC will update the Riders Guide periodically and will coordinate with the RTB on marketing issues regarding Metro Mobility service. Provider information changes will be addressed in the newsletter and will be updated, as they occur, on the provider profile sheets. The riders' liaison will be available for speaking engagements as necessary. Press releases regarding operating issues will be prepared as needed by the MMAC.

E. STAFFING SELECTION

The numbers and qualifications of MMAC staff would be decided by the MTC subject to the review and approval by the RTB.

Selecting staff for the MMAC is the responsibility of the MTC. All open positions in the MMAC will be filled in accordance with established MTC policies and procedures which include the agreed upon contract provision governing the union positions in the MMAC.

F. APPEAL PROCESS

The MMAC will follow the established appeal process to resolve disputes between the MMAC and passengers or providers.

January 1, 1990 - December 31, 1990
Metro Mobility Administrative Center
Budget Narrative

501 LABOR

03 Administrative

The administrative category includes the wages of the manager, assistant manager, three administrators, safety administrator, rider liaison, two certification secretaries, and one secretary for a total of ten administrative staff. The 1990 average budgeted labor rate for these employees is \$14.02 per hour. All staff time is based on 1,800 annual straight time work hours per person. The administrative labor budget includes 900 overtime hours for a total overtime labor cost of \$13,688.

04 Clerical

The clerical category includes all union labor. Clerical labor includes five account clerks, one account clerk, and one data entry clerk for a total of seven staff. The 1990 average budgeted labor rate is \$10.44 per hour. All staff time is based on 1,800 annual straight time work hours per person. The clerical labor budget includes 825 overtime hours for a total overtime labor cost of \$12,918.

502 FRINGE BENEFITS

Fringe benefits are calculated at 51.3% of direct labor for this contract period. Items included in this category include FICA, workers' compensation, pension, insurance, unemployment, sick leave, holiday leave, etc.

503 SERVICES

03 Professional/Technical

This category includes funds for modifying and refining computer software. Software development and enhancement is expected in 1990 to fine tune the capabilities of computer system and to reflect anticipated policy decisions affecting Metro Mobility service. Professional writing and research activities are anticipated in 1990.

04 Temporary Help

The MMAC will utilize temporary employment services throughout the year to perform various tasks, particularly related to recertification and annual registration.

05 Contract Maintenance

This represents the cost of service agreements to maintain MMAC computer equipment and software.

99 Miscellaneous

For unanticipated miscellaneous service needs.

504 MATERIALS AND SUPPLIES

99 Materials and Supplies

This category represents all non-capital equipment and supplies that are not considered routine office supplies. Approximately seventy five percent of these costs are for paper products, such as printed vouchers, commuter tickets, certification forms, computer paper, and spool fed address labels. Other items include plastic identification cards, gridded maps of the Metro Mobility service area, Hudson map books, computer tapes, and computer cleaning supplies.

505 UTILITIES

02 Telephone Equipment Lines

This represents the monthly lease charges for provider modem lines and for maintaining the lines. Dedicated data lines may be installed for some providers if phone line noise is alleviated by a dedicated line.

509 MISCELLANEOUS

02 Nonlocal Travel

This represents nonlocal travel to other systems or meetings regarding delivery of paratransit services.

08 Advertising

This represents the cost of professional services for preparing and the printing of Metro Mobility material, including the Riders Guide, the six issues of Metro Memo, a generic Metro Mobility brochure, annual registration material, and an upgrading of the provider profile listings. Professional services in developing these materials represents approximately fifteen percent of this line item.

21 Mileage/Parking

Reimbursement for mileage and parking business expenses incurred by MMAC staff throughout the contract period, including activities involving vehicle inspections, field observations, and meetings.

26 Postage

Cost of mailings from MMAC to certified riders and interested individuals. This includes newsletter mailings, recertification mailing, annual registration mailings, and other mailings related to the 1990 MMAC operation.

27 Local Seminars

This category represents funds for local workshops and staff training relating to the computer system and other staff development.

99 Other

Represents costs incurred in maintaining on-site terminals and modems and other miscellaneous needs.

510 ALLOCATED COSTS

The costs of overhead expenses that are managed for the entire agency are allocated to projects using a formula which relates labor costs in subcategories (driver, mechanic, administrative and clerical) to space used.

The greater the labor dollars used the higher the charge. But not all labor receives the same charge because different types of employees use differing amounts of space for their work. From highest to lowest (administrative, clerical, vehicle maintenance mechanic, engineering and facilities mechanic, driver) labor dollars are allocated charges which correlate to their relative need for work/office space.

Actual accounting is both simpler and more complicated. Utilities are mostly assigned to departments on the basis of square footage actually used. Telephone expense is assigned based on number of phones, lines and other resources used. Other distinct categories follow similar patterns, like staff car expenses allocated to departments using cars, etc.

The largest share of indirect costs at MTC are utilities. Indirect costs also include postage, office supplies, staff car expenses, maintenance of office equipment, etc. For 1990 the allocated costs for the MMAC are figured at 22.06% of direct labor.

REVENUES

Revenues from the following sources are projected to be received by the MMAC during the contract period:

1. Individuals pay a \$10 fee to become certified for Metro Mobility. It is estimated that 3,600 new riders will be certified in 1990.
2. Recertification of all riders under the new eligibility criteria adopted by the RTB began July 1989 and will be complete June 1990. Riders are recertified during their month of birth. It is estimated that 4,500 riders (at \$10 per recertification) will be recertified in 1990.

3. When recertification is completed June 1990, all riders will be registered annually during their month of birth. It is estimated that 4,500 riders (at \$10 per registration) will be registered in 1990.
4. Standing Order fees of \$10.00 per new order and \$5.00 per order change will yield approximately \$6,000 in 1990. This is based on 500 new standing orders and 200 changes being processed.
5. Projected revenues of \$160.00 per provider per month for computer services and phone line charges will yield approximately \$29,160 in 1990.

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January 1, 1990 - December 31, 1990
Metro Mobility Administrative Center
Operating Budget

EXPENDITURES

		<u>Total</u>
501	<u>Labor</u>	
01	Drivers	
02	Maintenance	
03	Administrative	\$ 290,566
04	Clerical	<u>125,861</u>
	Subtotal	\$ 416,427
502	<u>Fringe Benefits</u>	\$ 213,668
503	<u>Services</u>	
01	Management Services Fee	\$ --
02	Advertising	--
03	Professional/Technical Services	30,000
04	Temporary Help	13,000
05	Contract Maintenance UNISYS	21,200
06	Custodial	--
07	Security	--
99	Miscellaneous	<u>2,000</u>
	Subtotal	\$ 66,200
504	<u>Materials and Supplies</u>	
01	Fuel and Lubricants	\$ --
02	Tires and Tubes	--
03	Bus Parts	--
99	Other Supplies	<u>60,200</u>
	Subtotal	\$ 60,200
505	<u>Utilities</u>	
02	Telephone Equipment & Lines	\$ 28,500
506	<u>Casualty-Liability</u>	
01	Prem. Physical Damage	\$ --
02	Recovery Physical Damage	--
03	Prem. P/L & P/D	--
04	Payout Unins. Plpd.	--
05	Provis. Unins. Plpd.	--
08	Prem. Other	<u>--</u>
	Subtotal	\$ 0

EXPENDITURES (cont.)

		<u>Total</u>
508	<u>Purchased Service</u>	\$ 0
509	<u>Miscellaneous</u>	
02	Nonlocal Travel	\$ 1,500
07	Bad Debt	--
08	Advertising	16,200
10	Discount Lost	--
20	Local Travel - Commission	--
21	Mileage/Parking Reim.	2,900
26	Postage	25,700
27	Local Seminars	3,500
99	Other	<u>9,150</u>
	Subtotal	\$ 58,950
510	<u>Allocated Costs</u>	\$ 91,862
511	<u>Interest</u>	\$ 0
512	<u>Lease Rentals</u>	
03	Pass. Park Facil.	\$ --
05	Service Vehicles	--
06	Oper. Stations	--
07	Garages	--
09	Radio Center	--
10	Data Processing Facil.	--
12	Gen. Admin. Facil.	<u>--</u>
	Subtotal	\$ 0
514	<u>Principal</u>	
	TOTAL OPERATING EXPENDITURES	<u>\$ 935,807</u>

REVENUES

Source of Funds:	
Certification Fees	\$ 36,000
Recertification Fees	45,000
Annual Registration Fees	45,000
Standing Order Fees	6,000
Provider Charges	<u>29,160</u>
TOTAL REVENUES	<u>\$ 161,160</u>
AMOUNT REQUESTED FROM RTB	<u>\$ 774,647</u>

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CITY WIDE CAB CO.
18 East Acker
St. Paul, MN 55117
292-1601
TDD: 222-1114
Order: 222-3030

DARTS
60 East Marie
West St. Paul, MN 55118
455-1560
TDD: 455-9483
Order: 455-1339

DIAMOND CAB CO.
2000 Benson Ave
St. Paul, MN 55116
642-1186
TDD: 644-1533
Order: 644-4433

EBENEZER SOCIETY
20 Grove St.
Minneapolis, MN 55401
623-9933
TDD: 623-9933
Order: 623-9933

HANDICABS, INC.
1154 N. 5th St.
Minneapolis, MN 55411
332-3323
TDD: 623-9933
Order: 332-3323

HANDICAPPED TRANSPORT SYSTEM
139 So. Concord Exchange
South St. Paul, MN 55075
227-6680
TDD: 457-8565
Order: 457-8757

HEALTH EAST MED-KAB
2900 Pleasant Ave. S.
Minneapolis, MN 55408
827-6221
TDD: 827-0154
Order: 827-0155

HUMAN SERVICES, INC.
7066 Stillwater Blvd.
Oakdale, MN 55119
777-5222
TDD: 770-6834
Order: 777-5250

METRO RIDE
800 - 24th Avenue S.E.
Minneapolis, MN 55414
331-3161
TDD: 227-7259
Order: 331-4200

MORLEY BUS CO.
407 S.W. 15th Street
Forest Lake, MN 55025
464-8880
TDD: 464-8880
Order: 464-8880

SUBURBAN PARATRANSIT
7434 Washington Ave.
Eden Prairie, MN 55344
944-5076
TDD: 464-8880
Order: 944-5076

TWIN CITY MOBILITY
1821 University, #N101A
St. Paul, MN 55104
645-6730
TDD: 645-6730
Order: 645-6730

WILDER TRANSPORTATION
221 South Exchange Street
St. Paul, MN 55102
227-5038
TDD: 227-7259
Order: 227-7259

YELLOW TAXI CO.
500 E. 36th St.
Minneapolis, MN 55408
824-4000
TDD: 824-0228
Order: 827-1700

