

Regional Transit Board

STATUS REPORT ON METRO MOBILITY

Submitted to the Legislature  
December 1, 1988

Metro Mobility  
Legislative Status Report

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## EXECUTIVE SUMMARY

The legislative report submitted June 1, 1988 by the Regional Transit Board (RTB) identified the following key areas of focus for improvement:

- o capacity for individual trips;
- o system monitoring;
- o customer complaint process;
- o certification; and
- o communications.

During the past six months, administrative progress has been steady in the areas of system monitoring, customer service, and communications, and major policy review and planning efforts are underway to address the system capacity and certification issues.

### Administrative Changes

Following are some of the highlights of the Metro Mobility Administrative Center's (MMAC) performance in recent months:

- o the MMAC completed implementation of the Metro Mobility computer system, which became fully operational in October 1988;
- o the MMAC has maintained regular communications with riders through issuance of the Metro Memo bimonthly newsletter;
- o responsiveness to customer inquiries and the processing time for certification requests have vastly improved;
- o improved procedures for the handling and resolution of complaints are being recommended by a consultant working directly with MMAC staff;
- o increased monitoring of service quality and safety has been achieved with the random field observations and passenger surveys conducted by the MMAC;
- o resources have been committed by the Metropolitan Transit Commission (MTC) to complete an operating policies and procedures manual by December 1, 1988; and
- o finally, the MMAC has enhanced the quality of its monthly and quarterly reports to the RTB.

## Policy and Planning Initiatives

While the RTB placed much emphasis on monitoring these administrative improvements, it also initiated several major policy and planning activities, namely:

1. Service restructuring efforts related to agency transportation are being considered for implementation in 1989 to improve the capacity for individual trips, and discussions are currently in process with the Department of Human Services to establish alternative funding arrangements.
2. A study of eligibility criteria and a plan for recertification of riders will be completed by the Metropolitan Center for Independent Living (MCIL) for RTB review in December 1988.
3. The MMAC contract and management plan for 1989, recently negotiated, sets priorities and activities that support further progress and improvements.

In conclusion, a number of refinements in policies, administration, and operation of the system have been or soon will be implemented to make the system even more responsive to its customers in pursuit of the RTB's goal: that persons in need of Metro Mobility service have the best possible access to it.

## I. INTRODUCTION

This report is the second that has been prepared this year in response to the 1988 legislation amending Minnesota Statutes 1986, section 84B.11, subdivision 2, requiring the Regional Transit Board (RTB) to submit a status report on Metro Mobility activities by June 1 and December 1, 1988, to the chairs of the Agriculture, Transportation, and Semi-States divisions of the House Appropriations and Senate Finance committees and to the chairs of the House Metropolitan Affairs and Senate Transportation committees.

The first report, submitted on June 1, 1988, presented a comprehensive summary of the RTB's policies, plans, and performance statistics in the areas of service standards, service priorities, complaints, certification, provider contracts, trip reimbursements, and social service agency cost sharing as well as planned changes in the areas of communications, management and administration.

This report identifies the progress and continued efforts being made in these areas. It is organized as follows:

- o Administrative Changes. This chapter covers the recent implementation of the computer system by the Metro Mobility Administrative Center as well as its development of operating procedures and proposed staffing level changes intended to improve system monitoring and customer relations. The MMAC's priorities for 1989 are summarized in the final section of this chapter.
- o Eligibility Criteria Review. This chapter describes the effort initiated by the Metropolitan Center for Independent Living (MCIL) to study certification issues under contract to the RTB.
- o Agency Transportation Options. This chapter summarizes the activities undertaken and planned by the RTB to restructure the human service agency transportation component of the Metro Mobility program, both to maximize revenues and to effect cost savings.
- o Attachments. The appendix to this report contains (1) the MMAC quarterly performance report to the RTB, covering the period July through September 1988; (2) the MMAC's report to the RTB on implementation of the computer system, which became fully operational in October 1988; and (3) the MMAC management plan proposed for 1989 which identifies administrative priorities, performance objectives, and staffing levels. The RTB will review this plan for approval in December 1988.

## II. ADMINISTRATIVE CHANGES

### A. COMPUTER SYSTEM IMPLEMENTATION

Fall 1988 marks a milestone for the Metro Mobility program: the major computer applications needed to perform key administrative and operational functions were completed, and the system is fully operational. The computer facilitates effective monitoring of Metro Mobility service. Information previously inaccessible is now available for program management.

In summary, the benefits from implementation of the computer system are:

- o supports existing system monitoring efforts to verify trips and compare service quality indicators among providers;
- o may be used to investigate provider capacity and trip denials and to conduct operations audits; and
- o improves data compilation and reporting capabilities both to track ridership and operating trends and to set system performance standards and objectives.

The Metro Mobility computer system serves a dual purpose, providing functions to both the MMAC and the providers for administrative and operating activities. For providers, the computer system assists the order taking, scheduling, and trip invoice functions. While doing so, it enables the MMAC to maintain a database of eligible Metro Mobility riders, to view by provider all orders taken, to compare those orders with service delivered, and to calculate the subsidy reimbursement rates for each provider.

The administrative and operating functions are summarized below:

#### o Administrative Functions

- Enter new clients for certification process
- View client disability and emergency information
- View, modify, delete existing client data
- View, enter, delete standing orders
- List standing orders for different sort options
- Print standing and/or demand order trip tickets
- Print daily trip lists for field observations and passenger surveys
- Verify trip subsidy rate calculations

#### o Operating Functions

- Call intake
- View existing clients
- View client disability
- View client trips for current or previous days
- View, modify standing orders
- Print trip tickets for standing and demand orders
- Post trip exceptions
- Print vouchers
- Calculate trip reimbursement

Additional enhancements to the computer software are planned to occur in 1989.

#### Monitoring System Capacity for Individual Trips

An issue identified in the previous legislative report was the Metro Mobility system's capacity for individual trips. About two-thirds of Metro Mobility trips are pre-arranged standing orders, and the majority of these are oriented to human service agencies for work, training, and other purposes.

In an effort to improve the capacity for individual demand responsive trips, the RTB created a new trip reimbursement rate structure in May 1988 to provide incentives for more individual trips to be scheduled. The new rate structure reduced the subsidy rate for group trips and created higher rates paid to providers for individual trips, for persons traveling in wheelchairs, and for persons residing in suburban areas where trip distances are longer.

Furthermore, the RTB made other changes in the provider contracts to enable vehicles to be designated to exclusively serve suburban communities and to encourage capital investment in new vehicles for the Metro Mobility fleet, to improve service availability.

The MMAC has identified as a priority the monitoring of trip denials and collection of data to support the RTB's ongoing evaluation of the new reimbursement rate structure. The MMAC is also tightening reporting requirements to ensure accuracy of information it now reports for monthly analysis of denials by community, by provider, and by time of day. With improved reporting, the MMAC will use this data to assess the adequacy of the system's vehicle capacity to meet service demand.

System capacity issues are complex and need to be approached from different angles. One solution that promises to have major potential impact is the restructuring of the human service agency transportation component of Metro Mobility. This planning effort is described in more detail in Chapter IV.

## B. MMAC STAFFING LEVEL

The MMAC's proposed management plan for 1989 addresses the impact of increased Metro Mobility ridership on the administrative center's activities and its inability to perform contractual responsibilities, by adding four staff positions. This proposal will be reviewed by the RTB as part of the management plan on December 5, 1988.

The MMAC has indicated that the current staffing level has been inadequate to conduct regular site visits, field observations, daily phone surveys, and the development of operating policies and procedures for provider contract enforcement. In addition, customer service responsiveness has been criticized. The new positions include a data entry clerk, an on-street inspector, and an additional rider liaison as well as a subscription route planner to coordinate the restructuring of the human service agency trips.

During the last six months, the MTC requested and the RTB approved the addition of an assistant manager position at the MMAC. A new manager was hired in October 1988.

## C. CONTRACT ENFORCEMENT PROCEDURES

The RTB intended that the MMAC complete written provider contract enforcement procedures and proposed performance measures by September 1, 1988. The MMAC will not, however, be able to complete this effort until December 1, 1988.

To initiate this effort, the MMAC convened a committee of rider advocates, providers, and other interested parties to participate in the development of this manual. Technical writing is currently in progress following this general outline:

- o Description of Purpose of the Manual
- o Operating Subsidy
- o Hours of Operation
- o Service Area
- o Fares
- o Passenger Safety
- o Information and Communication
- o Service Quality and Complaint Procedure
- o Passenger and Provider No Shows
- o Ordertaking
- o Standing Orders
- o Contract Enforcement Procedures.

## D. CUSTOMER COMMUNICATIONS

In the past, inadequate communication between the MMAC and riders was noted to have caused some confusion. In recent months, the MMAC has improved its communications efforts by regularly publishing Metro Memo, the bimonthly newsletter, which is a vehicle for notifying customers about system changes and how to use the service most effectively.



The MMAC is now in the process of reprinting the Metro Mobility Rider's Guide and updating the community profiles of provider operations. The MMAC continues to attend community meetings, distributing information about the program. In addition, the MMAC presents monthly operations reports to the RTB's Transportation Handicapped Advisory Committee (THAC).

The role and responsibilities of the MMAC to conduct communications efforts is further explained in the proposed 1989 management plan.

### Customer Service

In an effort to improve customer responsiveness and the MMAC's complaint handling and resolution procedures, the RTB initiated a customer service enhancement project. An organizational training and development consultant was hired to assist MMAC staff refine its procedures. The consultant's work plan calls for a final report to be delivered to the MMAC the week of November 28 and presented to THAC at its regularly scheduled meeting in December. This report will address the following:

- o the results of interviews with rider advocates and providers;
- o the current reporting and follow-up procedures and the role of the rider liaison with recommendations for changes;
- o categories for reporting and tracking complaints/commendations;
- o responses appropriate to specific types of complaints;
- o the format and timing of regular reports to providers;
- o the role of the MTC to oversee MMAC customer service performance; and
- o the use of comparative analysis among providers to motivate performance.

### Phone Information

Currently, the MMAC office is staffed from 6:00 a.m. to 5:00 p.m. Monday through Friday and from 8:00 a.m. to 5:00 p.m. Saturdays, Sundays, and holidays. A Metro Mobility representative is available to respond to passenger problems and inquiries from 8:00 a.m. to 5:00 p.m. every day of the week, including weekends and holidays.

When the MMAC offices close, the telephone system is forwarded to the MTC's Transit Control Center (TCC). After hours, a customer calling the MMAC is transferred to the TCC where an MTC dispatcher or supervisor will resolve any customer problems that are reported. If a Metro Mobility customer is stranded, alternate service is arranged immediately by calling one of the providers enlisted to be on call for emergency service.

Recent analysis of the calls received after hours found that the majority are simply requests for information. As a result, changes in the after hours procedure have been implemented to assist both callers and the TCC in an effort to reduce the non-emergency calls received on the emergency line. These include:

- o a new phone message to callers informing them of the MMAC office hours, and instructing stranded riders to stay on the line for further assistance;

- o a notice in the rider newsletter defining the appropriate use of the after hours emergency system; and
- o TCC employees notified to instruct Metro Mobility callers that this service is intended to help stranded passengers and any requests for information can be handled by the MMAC during business hours.

Partly in response to the high volume of information calls after business hours, the MMAC's 1989 management plan proposes to expand business hours until 9:00 p.m. on weekdays. After 9:00 p.m. on weekdays and after 5:00 p.m. on weekends and holidays, emergency calls would be handled by the TCC.

#### E. PRIORITIES FOR 1989

To conclude this chapter on Metro Mobility administrative changes, it is relevant to note that the MMAC's management plan for 1989 is appropriately focused on the following priorities to improve the operating effectiveness of the program:

- o Trip Denials. Quantify and evaluate problems and take action to ensure the lowest possible denial rates.
- o Policy and Procedures Manual. Implement to improve provider communications and contract enforcement.
- o Customer Service. Refine procedures, following the consultant recommendations, to improve MMAC responsiveness to customer needs.
- o Inspections. Revise and improve field observation inspection forms and procedures.
- o Agency Transportation. Plan and implement an effective alternate arrangement for trips oriented to human service agencies.
- o Computer Use. Enhance the value of the computer as a tool to generate reports useful for analyzing and identifying Metro Mobility service improvements and policy changes.
- o Subsidy Reimbursement. Assist the RTB in analysis of trip reimbursement rates and recommend changes as appropriate.
- o Revenue Sources. Work with the RTB to maximize federal and state human services revenue available to the Metro Mobility program.

### III. ELIGIBILITY CRITERIA REVIEW

#### Background

In August 1988, the RTB approved a consulting contract with the Metropolitan Center for Independent Living (MCIL) to study certification issues, proposing refinements in Metro Mobility rider eligibility criteria, if needed, and a plan for recertification of Metro Mobility riders. This part of the study is to be completed by December 1, 1988. Another part, the assessment of mobility training practices in the metropolitan area, will be completed in early 1989.

#### Opportunity for Public Input

To initiate the study, MCIL developed a draft of revised eligibility criteria, which were reviewed by THAC and distributed to more than 130 individuals and organizations for comment and review. In addition, during the month of October 1988, eight public hearings were held to receive comments on the proposed criteria. The hearings were conducted in the following communities throughout the metropolitan area on the dates shown:

Monday, October 24	-	St. Paul
Tuesday, October 25	-	Inver Grove Heights
		Stillwater
Wednesday, October 26	-	Hopkins
		Anoka
		Minneapolis
Thursday, October 27	-	Burnsville
		Bloomington

The public record remains open with written testimony being received by MCIL up to November 16, 1988.

Following review of the testimony and receipt of the final report and recommendations, the RTB will consider approval any policy or administrative changes recommended by MCIL.

#### IV. AGENCY TRANSPORTATION OPTIONS

##### Background

As noted in the previous legislative report, Metro Mobility service has become more accessible to human service agencies, offering a better economical alternative. In some cases, agencies who had formerly funded or provided non-Metro Mobility transportation to their clients have discontinued it, and instead encouraged their clients to use Metro Mobility. As a result, Metro Mobility is now carrying many agency clients which has contributed to its dramatic ridership increase. Currently, standing orders oriented to health and human service agencies comprise 40 to 45 percent of the rides overall, and nearly 80 percent of the rides during peak travel hours.

The RTB continues to investigate the options available to solve the agency transportation issues, and has undertaken new efforts to understand the transportation needs of health and human service organizations. A detailed work plan was prepared to develop an RTB policy on this issue, and a status report was delivered to the RTB Policy Committee on October 1988.

Basic to the work program is the assumption that it is not acceptable that a growing portion of Metro Mobility ridership is associated with individuals who are making trips in conjunction with activities sponsored by a health or human service agency without additional revenue generation or some operational changes. The RTB is exploring a number of policy options that would have the effect of changing this situation. Although the option of having agencies directly share in the cost of providing this transportation has been most frequently discussed, after reviewing the situation, RTB staff has found that other options which reduce the costs and maximize revenue from federal and state sources for agency related transportation may have more promise as an effective solution.

##### Evaluation of Options

Specifically the RTB is evaluating a range of new options including the following:

1. Feasibility of subscription service routes. Rather than provide Metro Mobility service to the agencies, RTB and Metro Mobility Administrative Center (MMAC) staff would work with agencies to select service that would meet the regular needs of their clients.
2. Assessment of mobility training. This is intended ensure that training to use regular route transit is made available to agency clients who are able to use this type of transportation. The suitability of local programs is being investigated by the Metropolitan Center for Independent Living (MCIL) in its current study of Metro Mobility certification issues.

3. Increased agency funding designated for transportation purposes. The current per diem rates approved for agency budgets by the state and counties do not reflect the full transportation costs of Metro Mobility service provided to agency clients. There is the possibility that the region can receive additional federal matching funds through the Department of Human Services (DHS) if this is done.
4. Arrangement of agency cost-sharing. This remains an option and will be discussed further with DHS involvement.
5. Evaluation of eligibility criteria. MCIL's study of certification issues is addressing the need for clarification of the existing Metro Mobility eligibility criteria, particularly as it relates to conditional certification of persons able to learn to use regular route service.
6. Review of operational strategies. A cap on standing orders is a suggestion that has been made in the past to increase system capacity for individual tripmaking. Other strategies to improve service delivery effectiveness will be considered as well.

#### Review of Past Activities

To date, the RTB has initiated or participated in the following activities:

- o On April 12, 1988, the RTB sponsored a public meeting at which many agency representatives testified on the subject of agency cost sharing.
- o As a follow-up to the public meeting, discussions were held with Opportunity Workshop and several other agencies as well as advocacy groups to explain further the trends that were occurring with Metro Mobility and to solicit ideas.
- o In April 1988, the RTB and Department of Human Services staff met to gain a better working knowledge of the different types of agencies utilizing Metro Mobility.
- o In May 1988, RTB staff presented a report on agency utilization of Metro Mobility service at a meeting with county legislative representatives.
- o Also in May 1988, RTB staff met with members from the office of the chair of the Department of Human Services to discuss agency related funding issues. DHS indicated it would consider developing a proposal for a cooperative funding arrangement with the RTB.
- o In June 1988, RTB staff participated in a meeting at the DHS offices at which fiscal analysts assigned to the Senate Committee on Finance gathered information about the agencies funded by DHS to determine if federal funds to the region could be maximized by accounting for the full transportation costs in the DHS-approved per diem rates.

- o In August and September 1988, the RTB concentrated efforts on refining its technical analysis of agency transportation options identified in its work plan. Activities included:
  - data gathering for the cost of agency transportation based on current trip information compiled using the MMAC's computer data base on standing orders;
  - telephone calls to transportation programs in cities across the country to exchange information and discuss similar problems and solutions developed;
  - ongoing communications with the human services fiscal analyst, Senate Finance Committee, who gathered data on agencies funded by the Department of Human Services; and
  - information exchange with a national consultant, which specializes in developing programs for coordinating and administering agency transportation and has done so in other cities.
- o In October 1988, the results of the data gathering effort by the human services fiscal analyst, Senate Finance Committee, were reported and found significant opportunity to capture additional federal funds through DHS for agency related transportation.
- o In November 1988, a follow-up meeting and discussions were held with DHS to discuss and decide appropriate courses of action.

Furthermore, an ad hoc committee has been formed by the Regional Transit Board with representatives of THAC, other state agencies, and human service agencies to advise the RTB in the implementation of policy changes on this topic. This committee, appointed on November 21, 1988, has become a key focal point for review discussion of the issues. In December 1988, RTB staff will present its technical analysis, issues evaluation, and associated policy recommendations to the committee prior to board review.

## APPENDIX

Attachment A

METRO MOBILITY ADMINISTRATIVE CENTER  
QUARTERLY PERFORMANCE REPORT



## METRO MOBILITY

### MEMORANDUM

DATE: November 3, 1988

TO: Ed Kouneski, Programs Manager  
Regional Transit Board

FROM: Christopher Gran, Manager *cg*  
Metro Mobility Administrative Center

SUBJECT: Metro Mobility Administrative Center  
Quarterly Report (July-September 1988)

This report presents the performance of the Metro Mobility Administrative Center (MMAC) in managing the Metro Mobility program during the third quarter of 1988. The performance of the MMAC is summarized below according to key performance indicators established to monitor the MMAC's compliance with contractual requirements.

#### I. CUSTOMER RESPONSIVENESS

The MMAC is responsible for certifying newly eligible persons to use Metro Mobility, keeping all customer records up-to-date, collecting an annual registration fee from customers, responding to and resolving complaints, providing customers answers to routine questions about Metro Mobility and establishing standing order trips.

##### A. CERTIFICATION PROCESS

###### 1. Number of Certifications Processed

As indicated in Table 1, the number of new certifications, recertifications and changes declined during the third quarter after steadily increasing from January to June 1988. The average number of processed certifications decreased from a monthly average of 700 in the first half of 1988 to 540 in the third quarter, a decrease of 23 percent.

###### 2. Average Processing Time

The MMAC's turnaround time for processing certifications (as measured by the average number of calendar days between receipt of an application to the mailing of a certification card) declined to 26 days during the third quarter of 1988. This represents a substantial decrease from 60 days during the first quarter of 1988 and 48 days during the second quarter. The management plan standard for processing certifications is 21 days.

B. CUSTOMER INQUIRY RESPONSIVENESS

1. Average Response Time to Routine Questions

It is estimated that MMAC responds to customer inquiries within one working day.

C. STANDING ORDER REQUEST PROCESSING

1. Number of Requests Each Month

Standing orders are established when a customer requests a trip from the same location to the same destination three or more times per week. Table 1 shows that the number of requests for new standing orders and changes to existing standing orders increased significantly during the third quarter. The average number of requests increased from 54 in the first half of 1988 to 87 in the third quarter, an increase of 31 percent.

2. Average Processing Time

It is estimated that the MMAC meets the management plan's standard of processing standing orders within two working days of their receipt.

D. EMERGENCY SERVICE RESPONSE

1. Number of Stranded Passengers

The emergency services response system was set up by the MMAC to respond to passengers stranded by a provider and unable to resolve the situation through communication with the provider. After hours, a customer calling the general MMAC phone number is transferred to the MTC's Transit Control Center (TCC) where staff will resolve the problem with the provider or arrange for transportation for the customer by contacting providers who have agreed to provide emergency services.

The MMAC keeps track of all calls made to the TCC and the Rider Representative follows up on all complaints the following day.

E. COMPLAINT HANDLING AND RESOLUTION

1. Number of Complaints

The MMAC records and summarizes complaint data by type of complaint and by the provider to whom the complaint was addressed. Table 1 shows the number of complaints handled by the MMAC in the third quarter of 1988. Tables 2, 3, and 4 present the number of complaints received by the MMAC by type of complaint, by month, and by provider.

2. Average Response Time

It is estimated that the MMAC responds to complaints within 3 days of the complaint being filed. The MMAC contacts a customer within one day of receiving a complaint and most problems are resolved in one to seven days.

II. PROVIDER RESPONSIVENESS

A. PROVIDER REIMBURSEMENT RESPONSIVENESS

1. Average Time from MMAC Receipt to RTB Receipt

The MMAC reviews and verifies provider reimbursement requests and authorizes payments within 20 calendar days of receiving these requests. The MMAC then forwards the requests to the RTB. For most months, the MMAC's reimbursement requests have been received by the RTB within the standard of 21 calendar days set in the management plan.

B. PROVIDER INQUIRY RESPONSIVENESS

1. Average Response Time

It is estimated that the MMAC responds to provider inquiries the same day that the inquiry is made.

III. PROVIDER/SYSTEM MONITORING

A. FIELD OBSERVATIONS

1. Number of Hours/Week

The MMAC conducted a total of 88 hours of field observations during this quarter, or an average of 7 hours per week.

2. Number of Observations

The MMAC began conducting field observations with the addition of an account clerk in July. A total of 136 observations were conducted in the third quarter.

B. ACCIDENT/INCIDENT MONITORING

1. Notification Within 24 Hours

The MMAC completes a report form on each accident/incident reported by a provider by telephone within 24 hours of occurrence. This reporting includes recording the date of accident/incident, the date of the initial telephone report, and the date of the written report, as well as any follow-up information. In the third quarter of 1988, approximately 95% of all providers complied with the reporting standards.

Providers are required to submit written reports to MMAC within 48 hours of occurrence.

Tables 2, 3, and 4 indicate the reports of accidents/incidents received by the MMAC during the third quarter by type of accident/incident, month, and provider.

2. RTB Notification

The MMAC regularly forwards all accident/incident reports to the RTB. The MMAC maintains close telephone contact with the RTB on any significant accidents or incidents as they develop.

C. PASSENGER PHONE SURVEYS

1. Percent of Rides Surveyed

A total of 950 passengers were surveyed in the third quarter, representing 0.35% of all rides during this period.

IV. COMPUTER IMPLEMENTATION/MAINTENANCE

A. IMPLEMENTATION

1. Functions Available

All functions for use by MMAC and by providers became operational during this quarter.

B. MAINTENANCE

1. Reliability

It is estimated that the computer system was 97 percent reliable during this quarter.

V. BUDGET MONITORING

A. PERCENT OF RIDERSHIP WITHIN BUDGET

The management plan describes the MMAC's budget monitoring function as using the total provider subsidy allocation and the historical patterns of ridership to determine daily ride allocation totals which allow the MMAC to operate within the state appropriation. However, last year, the RTB directed the MMAC to not place a cap on the number of rides in order to determine the true demand for services. For this reason, the MMAC documents the ridership and the subsidy payments, but has not limited the number of rides that can be scheduled on a daily basis.

## VI. COMMUNICATIONS

### A. CUSTOMER COMMUNICATIONS

#### 1. Bimonthly Newsletter

The MMAC issued a Metro Memo in August 1988 as part of the regular bi-monthly production of this newsletter. The MMAC uses the newsletter as a way to communicate system changes to customers and to encourage customers to use the Metro Mobility system effectively.

#### 2. Revised Rider's Guide

No revisions were made to the Rider's Guide during this period.

## VII. OPERATIONAL REPORTS

### A. MONTHLY REPORTS

The monthly MMAC reporting requirements to the RTB were partially satisfied during the third quarter of 1988. The MMAC reporting responsibilities and procedures will be re-evaluated and restructured during the fourth quarter.

### B. QUARTERLY REPORTS

This report is submitted to fulfill this requirement.

## VIII. AVERAGE TRIP DISTANCES

Table 5 indicates average trip distances by provider for each of the three months of the third quarter. Average trip distances will be compared among providers and over time in subsequent reports.

## IX. RIDERSHIP

Various ridership information is presented in Tables 6 through 11 for the third quarter of 1988. This information is broken down by type of ride, by month, and by provider. Subsequent reports will compare changes in ridership over time.

Table 12 summarizes Metro Mobility ridership for the third quarter.

## X. OTHER MMAC ACTIVITIES DURING THE REPORTING PERIOD

Other MMAC activities during the third quarter of 1988 included:

- \* Conducted a three-month evaluation of Care Bus as required in their conditional contract. Care Bus resigned as a provider effective September 22, 1988.

- \* Issued a final warning to Yellow Taxi Service Corporation because of an excessive number of complaints involving late service. Yellow Taxi Service Corporation was notified that their service must improve if they are to continue to provide contract service to Metro Mobility.
- \* Continued development of a policies and procedures manual for MMAC and establishment of contract compliance guidelines. The manual and guidelines will be completed by December 1, 1988.
- \* Continued to attend community meetings to distribute information related to Metro Mobility.

CG/cs/00

cc: Tom Vida  
Lyle Frerichs

TABLE I  
MMAC PERFORMANCE INDICATORS

	<u>STANDARD</u>	<u>FIRST QUARTER</u>	<u>SECOND QUARTER</u>	<u>THIRD QUARTER</u>	<u>FOURTH QUARTER</u>
<b>I. CUSTOMER RESPONSIVENESS</b>					
A. <u>Certification Process</u>					
1. Number of New Certifications Processed	N/A	1,379	1,624	1,422	
Number of Recertifications/Changes Processed	N/A	475	720	198	
2. Certification Processing Time	21 days	60 days	48 days	26 days	
B. <u>Customer Inquiry Responsiveness</u>					
1. Average Response to Routine Questions	1 day	1-2 days	1-2 days	1 day	
C. <u>Standing Order Request Processing</u>					
1. Number of New Requests	N/A	174	150	182	
Number of Change Requests	N/A	--	--	80	
2. Average Processing Time	2 days	2 days	2 days	2-3 days	
D. <u>Emergency Service Response</u>					
1. Number of Stranded Passengers	N/A	4	6	4	
E. <u>Complaint Handling And Resolution</u>					
1. Number of Complaints	N/A	365	234	198	
2. Average Response Time	3 days	--	--	3 days	
<b>II. PROVIDER RESPONSIVENESS</b>					
A. <u>Provider Reimbursement Responsiveness</u>					
1. Average Time from MMAC to RTB	21 days	21 days	21 days	21 days	
B. <u>Provider Inquiry Responsiveness</u>					
1. Average Response Time	2 days	--	--	1 day	

TABLE I (continued)  
MMAC PERFORMANCE INDICATORS

	<u>STANDARD</u>	<u>FIRST QUARTER</u>	<u>SECOND QUARTER</u>	<u>THIRD QUARTER</u>	<u>FOURTH QUARTER</u>
III. PROVIDER/SYSTEM MONITORING					
A. <u>Field Observations</u>					
1. Number Hours/Week	40	0	0	7	
2. Number of Observations	--	0	0	136	
B. <u>Accident and Incident Monitoring</u>					
1. Notification by Providers Within 24 Hours	100%	95%	95%	95%	
2. RTB Notification	daily	daily	daily	daily	
C. <u>Passenger Phone Survey</u>					
1. Percent of Rides Surveyed	2.5%	0	0	.35%	(950 surveyed)
IV. COMPUTER IMPLEMENTATION					
A. <u>Implementation</u>					
1. Functions Available					
MMAC	All	2 of 11	10 of 11	11 of 11	
Providers	All	0 of 10	5 of 10	10 of 10	
B. <u>Maintenance</u>					
1. Reliability	97%	N/A	N/A	N/A	
V. BUDGET MONITORING					
A. <u>Percent of Ridership Within Budget</u>	--	--	--	--	



TABLE I (continued)  
MMAC PERFORMANCE INDICATORS

	<u>STANDARD</u>	<u>FIRST QUARTER</u>	<u>SECOND QUARTER</u>	<u>THIRD QUARTER</u>	<u>FOURTH QUARTER</u>
VI. COMMUNICATIONS					
A. <u>Customer Communications</u>					
1. Bimonthly Newsletter	Bimonthly	February	April/June	August	
2. Revised Rider's Guide	As necessary	January	N/A	N/A	
VII. OPERATIONAL REPORTS					
A. <u>Monthly Reports</u>	Monthly	Partial	Partial	Partial	
B. <u>Quarterly Reports</u>	Quarterly	NO	NO	YES	

N/A: Not applicable

-- : Data not available

CS/njh/4499  
11/03/88

TABLE 2

**COMPLAINT AND ACCIDENT/INCIDENT SUMMARY  
JULY 1988**

	CW	DT	DC	ES	HC	HT	HE	HS	MR	MB	SB	TC	WT	YE	MM	TOTAL	
SAFETY				1							1			1		3	SAFETY
PASS ASST														1		1	PASS ASS
VEH COND				1						1	4					6	VEH COND
TIME CHAN										1						1	TIME CHA
REFERRAL																0	REFERRAL
TRIP DENY	1CB				2					1	2					6	TRIP DEN
LATE P.U.				1	3	6			1	2				5		18	LATE P.U.
NO SHOW														5		5	NO SHOW
TRIP LENG						1										1	TRIP LEN
COST/COUP			1							1				2		4	COST/COU
COURTESY				1	1									2		4	COURTESY
OTHER				1	2									1		4	OTHER
TOTAL	1CB 0CW	0	1	5	8	7	0	0	1	6	7	0	0	17	0	53	TOTAL
PASS PROB																24	PASS PR
COMMEND	2CB 0CW	0	2	1	8	0	2	0	0	4	5	3	0	15	7	49	COMMEND

Accident Summary - Refer to Codes

7/7/88 ES (A1)      7/20/88 DC (A1 & B1) nc

7/14/88 DC (A1)      7/28/88 DT (A1)

7/19/88 YE (D1) nc      7/29/88 CB (B1)

7/20/88 YE (A1) nc      7/30/88 ES (B2)nc

**Provider Key**

<b>CW</b> City Wide	<b>HT</b> Handicapped Transport
<b>DC</b> Diamond Cab	<b>MB</b> Morley Bus
<b>DT</b> DARTS	<b>MR</b> Metro Ride
<b>ES</b> Ebenezer Society	<b>SB</b> Suburban Paratransit
<b>HC</b> Handicabs	<b>TC</b> Twin City Mobility
<b>HE</b> Health East	<b>WT</b> Wilder Transportation
<b>HS</b> Human Services	<b>YE</b> Mpls. Yellow Taxi

**ACCIDENT/INCIDENT CODES**

(A) Personal Injury	(1) Minor
(B) Vehicle Damage	(2) Moderate
(C) Property Damage	(3) Substantial
(D) Other	(4) Major
nc: non-chargeable	(5) Catastrophic

**TABLE 3**  
**COMPLAINT AND ACCIDENT/INCIDENT SUMMARY**  
**AUGUST 1988**

	CW	DT	DC	ES	HC	HT	HE	HS	MR	MB	SB	TC	WT	YE	MM	TOTAL	
SAFETY	1CB						1				1					3	SAFETY
PASS ASST			2							1				2		5	PASS ASST
VEH COND										1	4			1		6	VEH COND
TIME CHAN				1							1					2	TIME CHAN
REFERRAL		1														1	REFERRAL
TRIP DENY		1			1					1	1			1		5	TRIP DENY
LATE P.U.	1CW		2	2	1		1		1			2		25		35	LATE P.U.
NO SHOW												2		8		10	NO SHOW
TRIP LENG							1									1	TRIP LENG
COST/COUP																0	COST/COUP
COURTESY				1	1		1					1		2		6	COURTESY
OTHER				1			1		1					1	1	5	OTHER
TOTAL	1CB 1CW	2	4	5	3	0	5	0	2	3	7	5	0	40	1	79	TOTAL
PASS PROB																11	PASS PROB
COMMEND	1CW	0	1	3	1	0	0	0	1	3	4	2	0	17	12	45	COMMEND

Accident Summary - Refer to Codes

8/1/88 MB (A1)	8/22/88 ES (A1)
8/10/88 YE (A1)	8/30/88 HE (A1) nc
8/12/88 ES (A1)	8/30/88 HE (B0)nc
8/19/88 TC (A1)	8/30/88 (A1) nc
8/20/88 TC (B1)	

**Provider Key**

<b>CW</b> City Wide	<b>HT</b> Handicapped Transport
<b>DC</b> Diamond Cab	<b>MB</b> Morley Bus
<b>DT</b> DARTS	<b>MR</b> Metro Ride
<b>ES</b> Ebenezer Society	<b>SB</b> Suburban Paratransit
<b>HC</b> Handicabs	<b>TC</b> Twin City Mobility
<b>HE</b> Health East	<b>WT</b> Wilder Transportation
<b>HS</b> Human Services	<b>YE</b> Mpls. Yellow Taxi

**ACCIDENT/INCIDENT CODES**

(A) Personal Injury	(1) Minor
(B) Vehicle Damage	(2) Moderate
(C) Property Damage	(3) Substantial
(D) Other	(4) Major
nc: non-chargeable	(5) Catastrophic

TABLE 4

## COMPLAINT AND ACCIDENT/INCIDENT SUMMARY

SEPTEMBER 1988

	CW	DT	DC	ES	HC	HT	HE	HS	MR	MB	SB	TC	WT	YE	MM	TOTAL	
SAFETY						1			1					2		4	SAFETY
PASS ASST						1				1						2	PASS ASS
VEH COND											1					1	VEH COND
TIME CHAN		1								1						2	TIME CHA
REFERRAL																0	REFERRAL
TRIP DENY		3			2	1	1		3	2	2	2				16	TRIP DEN
LATE P.U.		1		1	4	3	1		4	1		1		18		34	LATE P.U.
NO SHOW														1		1	NO SHOW
TRIP LENG																0	TRIP LEN
COST/COUP						1										1	COST/COU
COURTESY																0	COURTESY
OTHER										1	1			2	1	5	OTHER
TOTAL	0	5	0	1	6	7	2	0	8	6	4	3	0	23	1	66	TOTAL
PASS PROB	1	1	0	3	2	3	0	0	0	1	2	0	0	1	1	15	PASS PR
COMMEND	3	2	2	0	1	0	4	0	0	4	2	5	0	10	6	39	COMMEND

Accident Summary - Refer to Codes

9/1/88 CW (A1)      9/14/88 DT (A1)  
 9/8/88 SB (D1)nc      9/15/88 HE (A1)nc  
 9/9/99 HS (A1)      9/21/88 ES (D1)  
 9/12/88 MB (A1)      9/23/88 MB (A1)  
 9/14/88 SSB (D1)      9/26/88 SB (D1)

## Provider Key

**CW** City Wide      **HT** Handicapped Transport  
**DC** Diamond Cab      **MB** Morley Bus  
**DT** DARTS      **MR** Metro Ride  
**ES** Ebenezer Society      **SB** Suburban Paratransit  
**HC** Handicabs      **TC** Twin City Mobility  
**HE** Health East      **WT** Wilder Transportation  
**HS** Human Services      **YE** Mpls. Yellow Taxi

## ACCIDENT/INCIDENT CODES

(A) Personal Injury (1) Minor  
 (B) Vehicle Damage (2) Moderate  
 (C) Property Damage (3) Substantial  
 (D) Other (4) Major  
 nc: non-chargeable (5) Catastrophic

**TABLE 5**  
**AVERAGE 1988 TRIP DISTANCES BY PROVIDER**  
**(MILES)**

	<u>JULY</u>	<u>AUGUST</u>	<u>SEPTEMBER</u>	<u>QUARTERLY AVERAGE</u>
Care Bus	5.70	6.97	6.97	6.54
City Wide	5.20	5.53	5.20	5.31
DARTS	5.32	6.62	5.68	5.87
Diamond	4.99	5.63	5.29	5.30
Ebenezer	7.56	6.75	7.34	7.21
Handicabs	6.68	6.93	10.36	7.99
Handicapped Transport System	9.61	7.34	9.85	8.93
Human Services, Inc.	8.33	9.5	12.69	10.17
Med Kab/Health East	4.55	5.35	4.62	4.84
Metro Ride	6.09	6.18	6.89	6.38
Morley	9.04	9.16	9.48	9.22
Suburban Paratransit	11.0	7.74	8.01	8.91
Twin City Mobility	5.19	5.34	4.23	4.92
Wilder	3.87	3.97	4.05	3.96
Yellow	5.55	6.25	5.6	5.8

BW/cs/36

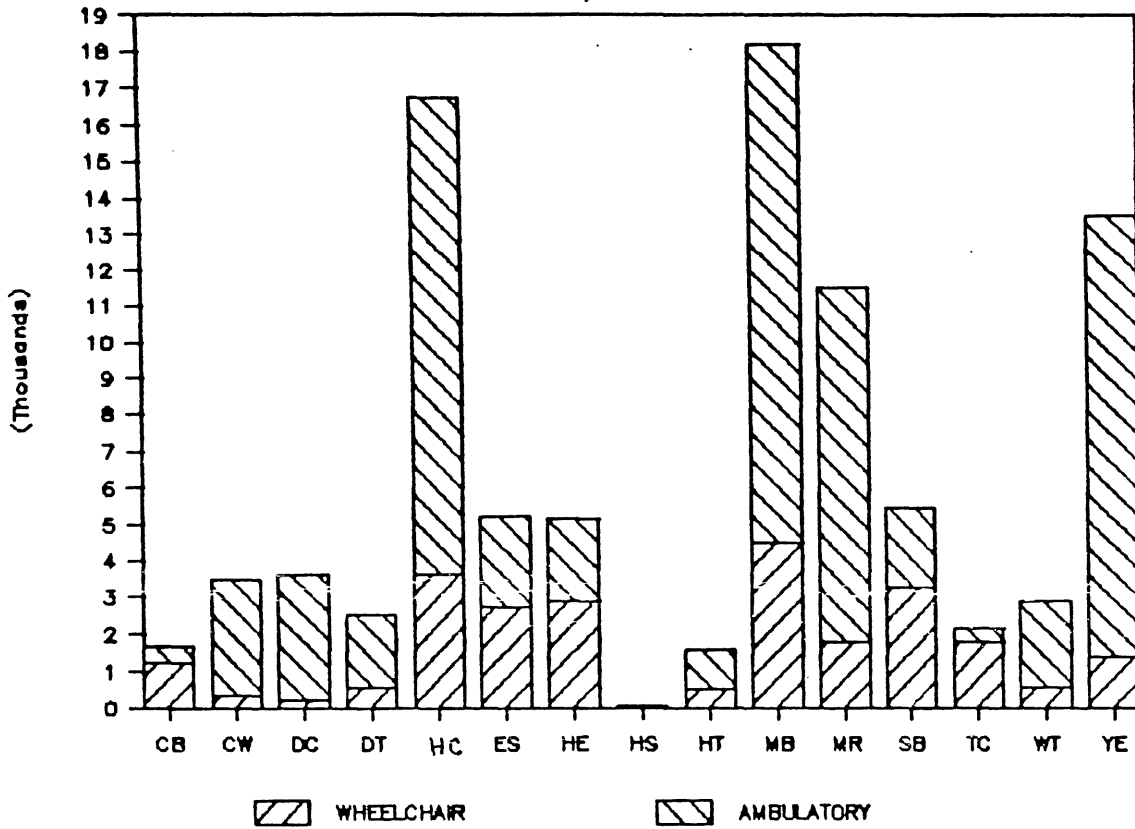
TABLE 6  
METRO MOBILITY RIDES BY PROVIDER  
JULY 1988

MONTH	COMPANY	\$14.50 AREA 1	\$17.50 AREA 2	\$10.00 VOLUME	\$9.50 AREA 1	\$11.00 AREA 2	\$8.00 VOLUME	\$6.50 AREA 1	\$8.00 AREA 2	\$4.50 VOLUME	NO-SHOW	CANCEL	REFER TO	REFER FROM	CAN'T HAULS	OVER 8 MILE	TOTAL WHEELCHAIR	TOTAL AMBULATORY	TOTAL RIDES
		WHEELCHAIR	WHEELCHAIR	WHEELCHAIR	WHEELCHAIR	WHEELCHAIR	WHEELCHAIR	AMBULATORY	AMBULATORY	AMBULATORY									
JUL	CB CARE BUS	1234	15	6	0	0	0	313	34	71	12	183	5	0	0	669	1255	418	1673
JUL	CM CITY WIDE	0	0	0	335	1	0	3150	19	0	16	454	0	0	0	454	336	3169	3505
JUL	DC DIAMOND CAB	0	0	0	240	0	0	3376	0	0	22	426	0	0	0	178	240	3376	3616
JUL	DT DARTS	240	139	162	0	0	0	1127	357	506	3	198	0	0	0	189	541	1990	2531
JUL	ES EBENEZER	1531	429	1678	0	0	0	1482	659	10988	0	0	0	0	0	1800	3638	13129	16767
JUL	HC HANDICABS	1924	0	817	0	0	0	1197	0	1299	0	874	0	0	0	299	2741	2496	5237
JUL	HE HEALTHEAST	1946	31	936	0	0	0	1737	4	521	29	616	1	0	115	0	2913	2262	5175
JUL	HS HUMAN SERVICES-WASH CO	2	61	0	0	0	0	0	9	0	0	10	0	0	0	0	63	9	72
JUL	HT H T S	510	3	0	0	0	0	836	3	219	19	201	0	0	0	1302	513	1057	1570
JUL	MB MORLEY BUS	2161	510	1855	0	0	0	2769	884	10000	2	2353	0	0	0	0	4526	13653	18179
JUL	MR METRO RIDE	1344	0	424	0	0	0	1122	0	8611	6	93	8	0	24	112	1768	9733	11501
JUL	SB SUBURBAN PARATRANSIT	2946	54	297	0	0	0	1660	103	394	15	637	7	0	24	774	3297	2157	5454
JUL	TC TWIN CITY MOBILITY	1764	11	0	0	0	0	377	0	4	4	245	0	0	30	80	1775	381	2156
JUL	WT WILDER TRANSPORTATION	533	0	26	0	0	0	2218	0	156	6	346	0	0	0	6	559	2374	2933
JUL	YE MINNEAPOLIS YELLOW	0	0	0	1312	90	0	10906	1221	0	196	1195	0	0	0	858	1402	12127	13529
TOTAL		16135	1253	6201	1887	91	0	32270	3293	32768	330	7831	21	0	193	6721	25567	68331	93898

TABLE 7

## METRO MOBILITY RIDERSHIP DISTRIBUTION

JULY, 1988



## Provider Key

CW City Wide	HT Handicapped Transport
DC Diamond Cab	MB Morley Bus
DT DARTS	MR Metro Ride
ES Ebenezer Society	SB Suburban Paratransit
HC Handicabs	TC Twin City Mobility
HE Health East	WT Wilder Transportation
HS Human Services	YE Mpls. Yellow Taxi

TABLE 8  
METRO MOBILITY RIDES BY PROVIDER  
AUGUST 1988

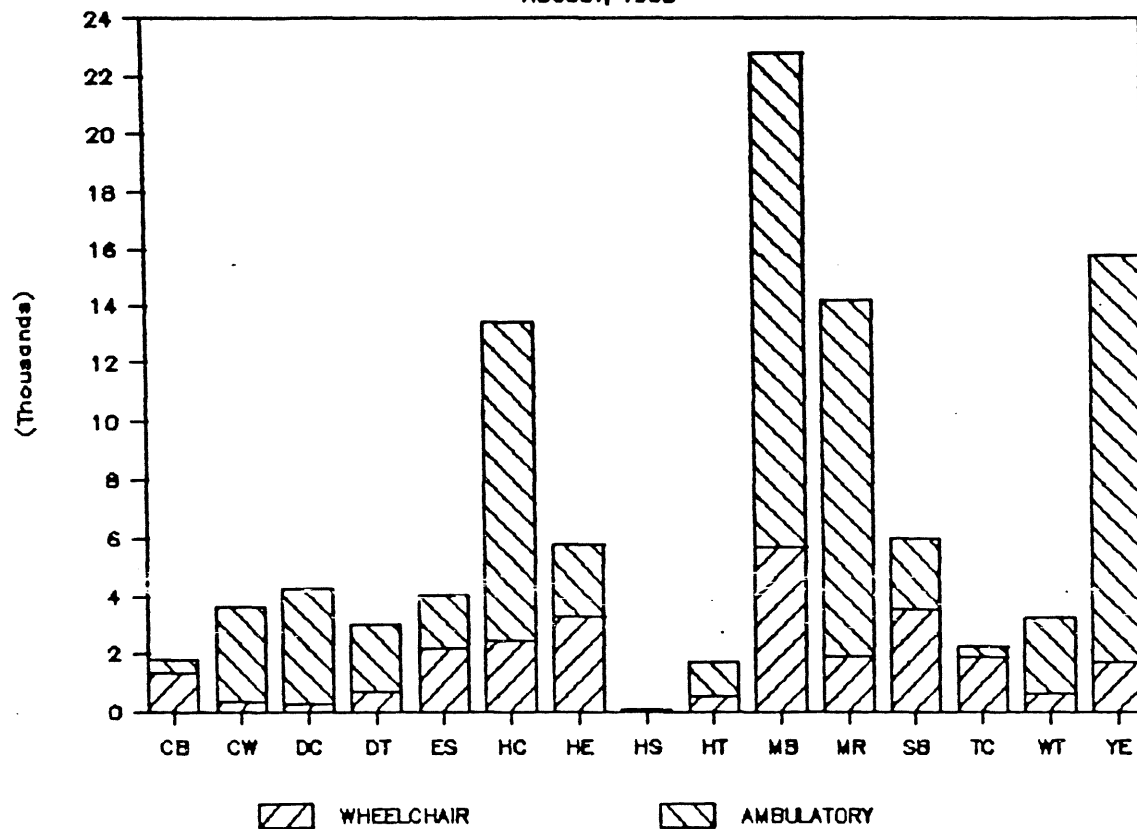
MONTH	COMPANY	\$14.50 AREA 1	\$17.50 AREA 2	\$10.00 VOLUME	\$9.50 AREA 1	\$11.00 AREA 2	\$8.00 VOLUME	\$6.50 AREA 1	\$8.00 AREA 2	\$4.50 VOLUME	NO-SHOW	CANCEL	REFER TO	REFER FROM	CAN'T HAULS	OVER MILE	TOTAL WHEELCHAIR	TOTAL AMBULATORY	TOTAL RIDES
		WHEELCHAIR	WHEELCHAIR	WHEELCHAIR	WHEELCHAIR	WHEELCHAIR	WHEELCHAIR	AMBULATORY	AMBULATORY	AMBULATORY									
AUG	CB CARE BUS	1315	1	24	0	0	0	449	2	12	15	200	7	0	0	356	1340	463	1803
AUG	CM CITY WIDE	0	0	0	363	0	0	3125	16	116	16	563	0	0	0	556	363	3257	3620
AUG	DC DIAMOND CAB	0	0	0	287	0	0	3917	0	95	14	409	0	0	0	275	287	4012	4299
AUG	DT DARTS	269	283	167	0	0	0	1256	540	525	17	229	0	0	0	207	719	2321	3040
AUG	ES EBENEZER	1748	0	449	0	0	0	1060	0	809	0	604	0	0	0	251	2197	1869	4066
AUG	HC HANDICABS	1349	399	688	0	0	0	3469	1635	5871	0	0	0	0	0	2034	2436	10975	13411
AUG	HE HEALTHEAST	2095	34	1176	0	0	0	1815	0	648	21	673	0	0	55	0	3305	2463	5768
AUG	HS HUMAN SERVICES-WASH CO	0	34	0	0	0	0	0	25	0	0	21	0	0	0	0	54	25	79
AUG	HT H T S	574	0	0	0	0	0	912	0	226	20	236	0	0	0	1459	574	1138	1712
AUG	MR MORLEY BUS	2661	707	2300	0	0	0	3589	1146	12377	3	1249	0	0	0	0	3668	17112	22780
AUG	MR METRO RIDE	1350	0	587	0	0	0	1205	0	11048	0	4	0	0	41	187	1937	12253	14190
AUG	SB SUBURBAN PARATRANSIT	3239	16	303	0	0	0	1866	112	433	18	758	18	0	32	953	3558	2411	5969
AUG	TC TWIN CITY MOBILITY	1868	0	0	0	0	0	396	0	0	5	113	2	0	8	33	1868	396	2264
AUG	WT WILDER TRANSPORTATION	602	0	40	0	0	0	2470	0	162	11	488	0	0	0	31	642	2632	3274
AUG	YE MINNEAPOLIS YELLOW	0	0	0	1564	109	10	12468	1327	250	132	1199	0	0	0	1408	1683	14045	15728
	TOTAL	17070	1494	5734	2214	109	10	37997	4803	32572	272	6746	27	0	136	7750	26631	75372	102003



TABLE 9

## METRO MOBILITY RIDERSHIP DISTRIBUTION

AUGUST, 1988



## Provider Key

CW City Wide	HT Handicapped Transport
DC Diamond Cab	MB Morley Bus
DT DARTS	MR Metro Ride
ES Ebenezer Society	SB Suburban Paratransit
HC Handicabs	TC Twin City Mobility
HE Health East	WT Wilder Transportation
HS Human Services	YE Mpls. Yellow Taxi

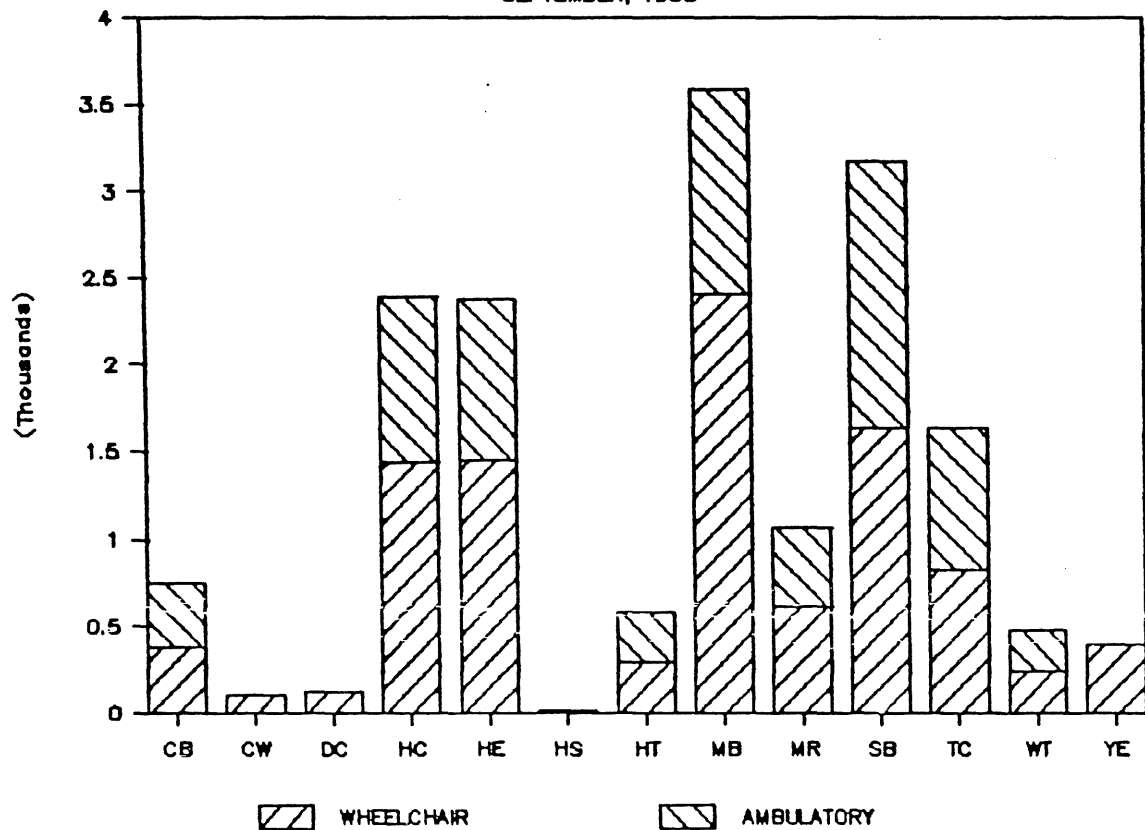
TABLE 10  
METRO MOBILITY RIDES BY PROVIDER  
PARTIAL SEPTEMBER 1988

MONTH	COMPANY	\$14.50 AREA 1	\$17.50 AREA 2	\$10.00 VOLUME	\$9.50 AREA 1	\$11.00 AREA 2	\$8.00 VOLUME	\$6.50 AREA 1	\$8.00 AREA 2	\$4.50 VOLUME	NO-SHOW	CANCEL	REFER TO	REFER FROM	CAN'T HAUL	OVER 8 MILE	TOTAL WHEELCHAIR	TOTAL AMBULATORY	TOTAL RIDES
		WHEELCHAIR	WHEELCHAIR	WHEELCHAIR	WHEELCHAIR	WHEELCHAIR	WHEELCHAIR	AMBULATORY	AMBULATORY	AMBULATORY									
SEP	CB CARE BUS	371	1	0	0	0	0	146	1	0	7	64	11	2	0	153	372	147	519
SEP	CM CITY WIDE	0	0	0	99	0	0	926	1	60	13	153	0	0	0	86	99	987	1086
SEP	DC DIAMOND CAB	0	0	0	121	0	0	1563	0	62	12	165	0	0	0	109	121	1625	1746
SEP	HC HANDICABS	950	88	407	0	0	0	1743	764	2714	0	0	0	0	0	758	1445	5221	6666
SEP	HE HEALTHEAST	932	16	502	0	0	0	698	0	228	5	302	1	0	18	0	1450	926	2376
SEP	HS HUMAN SERVICES-WASH CO	0	13	0	0	0	0	0	5	0	0	4	0	0	0	0	13	5	18
SEP	HT H T S	283	0	6	0	0	0	377	0	107	6	81	0	0	0	587	289	484	773
SEP	MB MORLEY BUS	1169	287	956	0	0	0	1609	493	4780	2	754	0	0	0	94	2412	6882	9294
SEP	MR METRO RIDE	458	0	154	0	0	0	415	0	3039	0	0	0	0	0	36	612	3454	4066
SEP	SB SUBURBAN PARATRANSIT	1534	10	95	0	0	0	823	58	187	7	273	5	0	15	526	1639	1068	2707
SEP	TC TWIN CITY MOBILITY	814	3	0	0	0	0	151	0	0	1	32	0	0	0	19	817	151	968
SEP	WT WILDER TRANSPORTATION	235	0	4	0	0	0	786	0	46	4	147	0	0	0	27	239	832	1071
SEP	YE MINNEAPOLIS YELLOW	0	0	0	378	2	10	2966	282	229	67	268	0	0	0	355	390	3477	3867
	TOTAL	6746	418	2124	598	2	10	12203	1604	11452	124	2243	17	2	33	2750	9898	25259	35157

TABLE 11

## METRO MOBILITY RIDERSHIP DISTRIBUTION

SEPTEMBER, 1988



## Provider Key

<b>CW</b> City Wide	<b>HT</b> Handicapped Transport
<b>DC</b> Diamond Cab	<b>MB</b> Morley Bus
<b>DT</b> DARTS	<b>MR</b> Metro Ride
<b>ES</b> Ebenezer Society	<b>SB</b> Suburban Paratransit
<b>HC</b> Handicabs	<b>TC</b> Twin City Mobility
<b>HE</b> Health East	<b>WT</b> Wilder Transportation
<b>HS</b> Human Services	<b>YE</b> Mpls. Yellow Taxi

TABLE 12  
SUMMARY OF METRO MOBILITY RIDES BY PROVIDER  
JULY - SEPTEMBER (partial) 1988

MONTH	COMPANY	\$14.50 AREA 1	\$17.50 AREA 2	\$10.00 VOLUME	\$9.50 AREA 1	\$11.00 AREA 2	\$8.00 VOLUME	\$6.50 AREA 1	\$8.00 AREA 2	\$4.50 VOLUME	NO-SHOW	CANCEL	REFER TO	REFER FROM	CAN'T HAULS	OVER 8 MILE	TOTAL WHEELCHAIR	TOTAL AMBULATORY	TOTAL RIDES
		WHEELCHAIR	WHEELCHAIR	WHEELCHAIR	WHEELCHAIR	WHEELCHAIR	WHEELCHAIR	AMBULATORY	AMBULATORY	AMBULATORY									
JUL	CARE BUS	1234	15	6	0	0	0	313	34	71	12	183	5	0	0	669	1255	418	1673
AUG	CARE BUS	1315	1	24	0	0	0	449	2	12	15	200	7	0	0	356	1340	463	1803
SEP	CARE BUS	371	1	0	0	0	0	146	1	0	7	64	11	2	0	153	372	147	519
	TOTAL	2920	17	30	0	0	0	908	37	83	34	447	23	2	0	1178	2967	1028	3995
JUL	CITY WIDE	0	0	0	335	1	0	3150	19	0	16	454	0	0	0	454	336	3169	3505
AUG	CITY WIDE	0	0	0	363	0	0	3125	16	116	16	563	0	0	0	556	363	3257	3620
SEP	CITY WIDE	0	0	0	99	0	0	926	1	60	13	153	0	0	0	86	99	987	1086
	TOTAL	0	0	0	797	1	0	7201	36	176	45	1170	0	0	0	1096	798	7413	8211
JUL	DARTS	240	139	162	0	0	0	1127	357	506	3	198	0	0	0	189	541	1990	2531
AUG	DARTS	269	283	167	0	0	0	1256	540	525	17	229	0	0	0	207	719	2321	3040
	TOTAL	509	422	329	0	0	0	2383	897	1031	20	427	0	0	0	396	1260	4311	5571
JUL	DIAMOND CAB	0	0	0	240	0	0	3376	0	0	22	426	0	0	0	178	240	3376	3616
AUG	DIAMOND CAB	0	0	0	287	0	0	3917	0	95	14	409	0	0	0	275	287	4012	4299
SEP	DIAMOND CAB	0	0	0	121	0	0	1563	0	62	12	165	0	0	0	109	121	1625	1746
	TOTAL	0	0	0	648	0	0	8856	0	157	48	1000	0	0	0	562	648	9013	9661
JUL	EBENEZER	1924	0	817	0	0	0	1197	0	1299	0	874	0	0	0	299	2741	2496	5237
AUG	EBENEZER	1748	0	449	0	0	0	1060	0	809	0	604	0	0	0	251	2197	1869	4066
	TOTAL	3672	0	1266	0	0	0	2257	0	2108	0	1478	0	0	0	550	4938	4365	9303
JUL	HANDICABS	1531	429	1678	0	0	0	1482	659	10988	0	0	0	0	0	1800	3638	13129	16767
AUG	HANDICABS	1349	399	688	0	0	0	3469	1635	5871	0	0	0	0	0	2034	2436	10975	13411
SEP	HANDICABS	950	88	407	0	0	0	1743	764	2714	0	0	0	0	0	758	1445	5221	6666
	TOTAL	3830	916	2773	0	0	0	6694	3058	19573	0	0	0	0	0	4592	7519	29325	36844
JUL	H T S	510	3	0	0	0	0	836	3	218	19	201	0	0	0	1302	513	1057	1570
AUG	H T S	574	0	0	0	0	0	912	0	226	20	236	0	0	0	1459	574	1138	1712
SEP	H T S	283	0	6	0	0	0	377	0	107	6	81	0	0	0	587	289	484	773
	TOTAL	1367	3	6	0	0	0	2125	3	551	45	518	0	0	0	3348	1376	2679	4055
JUL	HEALTHEAST	1946	31	936	0	0	0	1737	4	521	29	616	1	0	115	0	2913	2262	5175
AUG	HEALTHEAST	2095	34	1176	0	0	0	1815	0	648	21	673	0	0	55	0	3305	2463	5768
SEP	HEALTHEAST	932	16	502	0	0	0	696	0	228	5	302	1	0	18	0	1450	926	2376
	TOTAL	4973	81	2614	0	0	0	4250	4	1397	55	1591	2	0	188	0	7668	5651	13319
JUL	HUMAN SERVICES-WASH CO	2	61	0	0	0	0	0	9	0	0	10	0	0	0	0	63	9	72
AUG	HUMAN SERVICES-WASH CO	0	34	0	0	0	0	0	25	0	0	21	0	0	0	0	54	25	79
SEP	HUMAN SERVICES-WASH CO	0	13	0	0	0	0	0	5	0	0	4	0	0	0	0	13	5	18

TABLE 12 (continued)

	TOTAL	2	128	0	0	0	0	0	39	0	0	35	0	0	0	0	130	39	169
JUL	METRO RIDE	1344	0	424	0	0	0	1122	0	8611	6	93	8	0	24	112	1768	9733	11501
AUG	METRO RIDE	1350	0	587	0	0	0	1205	0	11048	0	4	0	0	41	187	1937	12253	14190
SEP	METRO RIDE	458	0	154	0	0	0	415	0	3039	0	0	0	0	0	36	612	3454	4066
	TOTAL	3152	0	1165	0	0	0	2742	0	22698	6	97	8	0	65	335	4317	25440	29757
JUL	MORLEY BUS	2161	510	1855	0	0	0	2769	884	10000	2	2353	0	0	0	0	4526	13653	18179
AUG	MORLEY BUS	2661	707	2300	0	0	0	3589	1146	12377	3	1249	0	0	0	0	5668	17112	22780
SEP	MORLEY BUS	1169	287	956	0	0	0	1609	493	4780	2	754	0	0	0	94	2412	6882	9294
	TOTAL	5991	1504	5111	0	0	0	7967	2523	27157	7	4356	0	0	0	94	12606	37647	50253
JUL	SUBURBAN PARATRANSIT	2946	54	297	0	0	0	1660	103	394	15	637	7	0	24	774	3297	2157	5454
AUG	SUBURBAN PARATRANSIT	3239	16	303	0	0	0	1866	112	433	18	758	18	0	32	953	3558	2411	5969
SEP	SUBURBAN PARATRANSIT	1534	10	95	0	0	0	823	58	187	7	273	5	0	15	526	1639	1068	2707
	TOTAL	7719	80	695	0	0	0	4349	273	1014	40	1668	30	0	71	2253	8494	5636	14130
JUL	TWIN CITY MOBILITY	1764	11	0	0	0	0	377	0	4	4	245	0	0	30	80	1775	381	2156
AUG	TWIN CITY MOBILITY	1868	0	0	0	0	0	396	0	0	5	113	2	0	8	33	1868	396	2264
SEP	TWIN CITY MOBILITY	814	3	0	0	0	0	151	0	0	1	32	0	0	0	19	817	151	968
	TOTAL	4446	14	0	0	0	0	924	0	4	10	390	2	0	38	132	4460	928	5388
JUL	WILDER TRANSPORTATION	533	0	26	0	0	0	2218	0	156	6	346	0	0	0	6	559	2374	2933
AUG	WILDER TRANSPORTATION	602	0	40	0	0	0	2470	0	162	11	488	0	0	0	31	642	2632	3274
SEP	WILDER TRANSPORTATION	235	0	4	0	0	0	786	0	46	4	147	0	0	0	27	239	832	1071
	TOTAL	1370	0	70	0	0	0	5474	0	364	21	981	0	0	0	64	1440	5838	7278
JUL	MINNEAPOLIS YELLOW	0	0	0	1312	90	0	10906	1221	0	196	1195	0	0	0	858	1402	12127	13529
AUG	MINNEAPOLIS YELLOW	0	0	0	1564	109	10	12468	1327	250	132	1199	0	0	0	1408	1683	14045	15728
SEP	MINNEAPOLIS YELLOW	0	0	0	378	2	10	2966	282	229	67	268	0	0	0	355	390	3477	3867
	TOTAL	0	0	0	3254	201	20	26340	2830	479	395	2662	0	0	0	2621	3475	29649	33124

Attachment B

METRO MOBILITY ADMINISTRATIVE CENTER  
COMPUTER STATUS REPORT



EX A

Bd 10/24

MEMORANDUM

DATE: October 20, 1988

TO: Chairman and Members of the Regional Transit Board

FROM: Thomas N. Vida *Thomas N. Vida*  
MTC Assistant Director of Transportation

SUBJECT: MMAC Computer Status Report

All of the major computer applications needed to perform the critical administrative and operational functions of both providers and the MMAC have been completed and are fully operational.

As you know, the purpose in developing the MMAC computer system was to automate the order taking, order filling and billing procedures for providers. It was also designed to enable the MMAC to maintain an automated data base of eligible Metro Mobility riders, to view by provider all orders taken, to compare those orders with documentation of service delivery, and to calculate the subsidy reimbursement that each provider has coming so that the MMAC can recommend subsidy payments to providers by the RTB.

Providers can benefit from the MMAC computer system in several ways. The system allows providers to determine if a rider is eligible for Metro Mobility, obtain rider information which is useful in meeting the rider's travel needs, computerize billing procedures, estimate daily revenue, and produce reports pertaining to their service. The computer system provides MMAC administrators with timely information for use in service evaluation and planning. This information is summarized in various reports and allows MMAC to perform several functions, including monitoring provider service performance and identifying trip-making patterns.

In order to accomplish the above, literally hundreds of computer software activities had to be programmed. They may be summarized by the ten (10) major provider functions and the eleven (11) major MMAC computer functions outlined in my July 18, 1988 Computer Status Report to the RTB. I have listed those functions again with their status as of July 18 and as of today:

## PROVIDER

	<u>Function</u>	<u>Status 7-18-88</u>	<u>Status 10-20-88</u>
1.	Call Intake (including frequent location capability)	fully operational	fully operational
2.	View Existing Clients	fully operational	fully operational
3.	View Client Disability	fully operational	fully operational

	<u>Function</u>	<u>Status 7-18-88</u>	<u>Status 10-20-88</u>
4.	View Client Trips - current days or previous days	fully operational	fully operational
5.	View Standing Orders	fully operational	fully operational
6.	Modify Standing Orders - <u>optional field</u>	fully operational	fully operational
7.	Align Forms & Print Trip Tickets for standing orders and demand orders - includes capability to sort sequence of printing tickets	fully operational	fully operational
8.	Post Trip Exceptions	operational but not included in billing procedures at this time	fully operational
9.	Print Vouchers	not available - software almost complete, must resolve printer problem	fully operational software complete, new printers in place
10.	Calculate Trip Reimbursement	not available - software development in progress	fully operational - ability to calculate different rates of reimbursement in place

#### **MMAC ADMINISTRATIVE STAFF**

1.	Enter New Clients (part of certification process)	fully operational	fully operational
2.	View Client Disability	fully operational	fully operational
3.	View Existing Client	fully operational	fully operational
4.	Modify Existing Client	fully operational	fully operational
5.	Delete Existing Client	fully operational	fully operational
6.	Enter/Delete Standing Orders	fully operational	fully operational
7.	View Standing Orders	fully operational	fully operational



	<u>Function</u>	<u>Status 7-18-88</u>	<u>Status 10-20-88</u>
8.	List Standing Orders - allows different sort options	fully operational	fully operational
9.	Print Standing and/or Demand Order Trip Tickets	fully operational - in case providers unable to print	fully operational
10.	Print Daily Trip List - for phone surveys and ride verification	fully operational	fully operational
11.	Verify Trip Requests - allows MMAC staff to call up ordered trip and compare it to signed/validated voucher submitted by provider and automatically calculate subsidy reimbursement rate	software development in progress	fully operational

All Metro Mobility providers have been using the system. Providers and the MMAC have been working through the bugs which normally appear during the computer system implementation. Meetings with providers last week yielded words of general satisfaction with the system. During the meetings MMAC staff solicited and received suggestions from providers on enhancements which would make the system more valuable to them. The MMAC will evaluate the suggestions and implement those enhancements which are judged to be most beneficial to providers and to the overall delivery of Metro Mobility services.

In the weeks and months ahead, MMAC will continue to work to increase the speed, reliability, effectiveness and efficiency of the system. Maintaining an automated system is a continuous mission. As Metro Mobility changes (i.e. number of clients and/or providers, internal procedures, rate structure, etc.) so must the computer. Likewise, as technology advances, so must the MMAC automated system. The MMAC will continue to stay abreast of these changes and make sure that our system continually improves to meet our operational and administrative responsibilities.

Attachment C

METRO MOBILITY ADMINISTRATIVE CENTER  
PROPOSED 1989 MANAGEMENT PLAN

METRO MOBILITY ADMINISTRATIVE CENTER

MANAGEMENT PLAN

JANUARY 1, 1989 - DECEMBER 31, 1989

## 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. The Metropolitan Transit Commission (MTC) has been contracted by the RTB to provide MMAC services since October 1986.

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

The responsibilities of the MMAC include:

- Monitoring provider contracts.
- Determining and implementing appropriate provider disciplinary action with input from RTB.
- Issuing warnings/levying fines to providers for provider noncompliance.
- Monitor use of annual subsidy allocation.
- Monitoring the performance of the providers.
- Processing provider subsidy payments.
- Maintaining the passenger certification process.
- Addressing passenger concerns.
- Distributing commuter tickets to passengers.
- Providing MMAC information to passengers, providers and interested parties.
- Maintaining MMAC computer system.
- Processing standing orders.
- Updating passenger files.
- Conducting 1989 recertification of Metro Mobility riders under new eligibility criteria.
- Processing Medical Assistance billings.
- Providing necessary reports to RTB, MTC and other agencies.
- Identifying subscription route possibilities and bidding out service to qualified providers.

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. In addition to the manager, there currently are six other positions at the MMAC. Fully staffed, the MMAC employs fourteen people, including the manager, assistant manager, three administrators, one rider liaison, one secretary, two certification secretaries and five account clerks.

In 1989, the MMAC's focus will be on enhancing Metro Mobility service delivery, ensuring provider contract compliance, improving operating efficiencies and enforcing provider vehicle safety guidelines. To accomplish these goals, as well as improve the MMAC's performance in meeting its other contractual responsibilities under the continuing impact of increasing ridership; four additional staff will be required. They are:

<u>Position</u>	<u>Responsibilities</u>
1) Data Entry Clerk	<ul style="list-style-type: none"><li>- Enter all data into computer (i.e. standing orders, certifications, and customer service information).</li><li>- Prepare computer generated reports as directed.</li></ul>
2) On Street Inspector	<ul style="list-style-type: none"><li>- Full-time inspection of provider vehicles and on site observation of provider maintenance records and procedures.</li></ul>
3) Subscription Route Planner	<ul style="list-style-type: none"><li>- Identify and package routes to be bid out to providers for more efficient and cost effective service delivery.</li></ul>
4) Rider Liaison	<ul style="list-style-type: none"><li>- Assist riders with any questions concerns. Promote use of Metro Mobility.</li></ul>

See attached documentation justifying staff increases, full position descriptions of additional positions and organizational chart for MMAC staff reporting structure. (Appendices A-F.)

## 2. Bargaining Unit Representation and Responsibilities

The account clerks 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. The proposed Data Entry Clerk would be a bargaining unit employee.

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 responsibilities of the MMAC as they relate to participating providers are:

- a. Monitor 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 measured by conducting field observations, provider site inspections and telephone surveys, reviewing vehicle inspection reports submitted to MMAC by MN Dept. of Public Safety, monitoring complaints received by the MMAC and the computer's capability to identify service abnormalities. 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.

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, provide 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. Infractions of the State Operating Standards involving Metro Mobility vehicles would be reported to the MMAC when documented by these agencies, and the MMAC would in turn

report infractions which it has discovered through field vehicle inspections to MnDOT. The Department of Public Safety will assist in the training of MMAC staff to do random vehicle observations consistent with accepted state inspection procedures. MMAC staff may 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 30th of each month, the MMAC will provide the RTB with the operating statistics for the previous month. The monthly report will include:

- a. Ridership data by provider, by community and system-wide.
- b. Trip denial data by provider, by community and system-wide.
- 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. Service report summary by provider, by 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. Service report summary by category of complaint or 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., average age of riders, group load trends, ratio of wheelchair to ambulatory riders.
- g. Trip length data by providers, by community and system wide.

The MMAC will develop a method of measuring overall provider performance using the data collected for the quarterly report.

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 passenger communication pieces.

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 1989 this goal will be addressed by focusing on the following priorities:
  - a. Trip Denials - quantify and evaluate problem and take action to ensure lowest possible denial rate.
  - b. Policy & Procedures and Contract Compliance Guidelines put into place and implement.
  - c. Customer Service - follow consultant recommendations for improving MMAC responsiveness to customer needs.
  - d. Inspections - revise and improve inspection form and procedures.
  - e. Agency Transportation - investigate and initiate more efficient ways of delivering agency trips.
  - f. Computer Usage - enhance value of computer as a tool to generate reports useful in recommending Metro Mobility service improvements and program efficiencies.
  - g. Subsidy Reimbursement - assist RTB in analysis of trip reimbursement rates recommending changes when appropriate.
  - h. 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 1989 goal priorities the following objectives have been developed:
  - a. Verify Metro Mobility providers' bimonthly statements and submit recommendations for payment to the RTB within fifteen (15) working days of the billing date.
  - b. Sample and survey an average of twenty-five (25) riders per day to verify that trips were made and to gauge providers' quality of service. At least 500 riders per month will be surveyed.



- c. Provide forty (40) hours per week of field observation to be conducted by MMAC staff, utilizing a formal inspection check sheet. The field observation check sheet includes all components of the State Operating Standards and other specifications outlined in the providers contracts. Follow prescribed procedures if contract 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.
- 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 continuous computer support to providers 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. The certification secretaries 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 transmitting the standing orders to the appropriate providers on a daily basis, via the 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 monitor the Metro Mobility subsidy usage on at least a weekly basis. MMAC staff will keep RTB staff apprised of subsidy usage. 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 9:00 p.m. for emergency calls. After 9:00 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 establish and implement a standard appeal process to resolve disputes between the MMAC and passengers or providers.

crf/2656  
11/9/88

January 1, 1989 - December 31, 1989  
Metro Mobility Administrative Center  
Budget Narrative

501      LABOR

03    Administrative

The administrative category includes the wages of the manager, assistant manager, three administrators, two rider liaisons, two certification secretaries, one secretary, one on-street inspector and one subscription route planner for a total of twelve staff. The equivalent 1989 budgeted labor rate for these employees is \$13.076 per hour. All staff time is based on 1,769 annual straight time work hours per person. 475 hours of overtime is projected for 7 exempt administrative staff at a \$13.076 straight time average labor rate per hour. Also, 200 hours of overtime is projected for 5 non-exempt administrative staff at a total overtime cost of \$14.418 per hour.

04    Clerical

The clerical category includes all union labor. Clerical labor includes five account clerks and one data entry clerk for a total of six staff. The equivalent 1989 budgeted average labor rate for these employees is \$9.459 per hour. All staff time is based on 1,785 annual straight time work hours per person. 1,125 hours of overtime is projected for the six staff at a total overtime cost of \$14.189 per hour.

502      FRINGE BENEFITS

Fringe benefits are calculated at 47.3% 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 computer software upgrade provided by UNISYS and other vendors. Significant software development is anticipated in 1989 to fine tune the capabilities of computer system. Professional writing and research activities are anticipated in 1989.

04    Temporary Help

The MMAC will utilize a DAC to prepare various mailings throughout the year. Additional temporary positions may be needed to coordinate the 1989 recertification project.

05 Contract Maintenance

This represents service agreement with UNISYS Corporation to maintain the computer equipment and software used in the MMAC.

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, computer paper and spool fed address labels. Other items include plastic validation cards, gridded maps of the Metro Mobility service area, Hudson map books, computer tapes, computer cleaning supplies.

505 UTILITIES

02 Telephone Equipment Lines

This represents costs for maintaining provider modem lines, adding new lines and the monthly lease charges for the lines. Dedicated data lines may be required for some providers if phone line noise disrupts computer operation.

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 update, the six Metro Memos, a generic Metro Mobility brochure, the 1989 recertification 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 unobserved field checks.

26 Postage

Cost of mailings from MMAC to passengers and potential passengers. This includes newsletter mailings, recertification mailing and other mailings related to the 1989 MMAC operation.

27 Local Seminars

This category represents funds for local workshops and staff training costs including UNISYS training for the computer system.

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 1989 the allocated costs for the MMAC are figured at 21.61% of direct labor.

REVENUES

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

- Medical Assistance reimbursement from the Department of Public Welfare of approximately \$1,050.
- Recertification fees of \$10.00 per certified rider per year. It is estimated that a minimum of 10,000 certified riders will recertify in 1989 under the new certification eligibility criteria.

- Standing Order fees of \$10.00 per new order and \$5.00 per order change will yield approximately \$4,500 during the contract period. This is based on 425 new standing orders and 50 changes being processed.
- Projected revenues of \$160.00 per provider per month for computer services and phone line charges will yield approximately \$26,880 during the contract period. This assumes an average of 14 providers.
- Passengers becoming certified for Metro Mobility service are required to pay a \$10.00 certification fee. A projected 5,000 new passengers will be certified for service in 1989.

crf/2656  
11/9/88



January 1, 1989 - December 31, 1989  
Metro Mobility Administrative Center  
Budget

EXPENDITURES

		<u>Total</u>
501	<u>Labor</u>	
01	Drivers	
02	Maintenance	
03	Administrative	\$ 286,672
04	Clerical	<u>117,268</u>
	Subtotal	\$ 403,940
502	<u>Fringe Benefits</u>	\$ 191,063
503	<u>Services</u>	
01	Management Services Fee	\$ --
02	Advertising	--
03	Professional/Technical Services	52,500
04	Temporary Help	13,000
05	Contract Maintenance UNISYS	17,178
06	Custodial	--
07	Security	--
99	Miscellaneous	<u>12,000</u>
	Subtotal	\$ 94,678
504	<u>Materials and Supplies</u>	
01	Fuel and Lubricants	\$ --
02	Tires and Tubes	--
03	Bus Parts	--
99	Other Supplies	<u>45,693</u>
	Subtotal	\$ 45,693
505	<u>Utilities</u>	
02	Telephone Equipment & Lines	\$ 37,121
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	\$ --

EXPENDITURES (cont.)

		<u>Total</u>
<u>508</u>	<u>Purchased Service</u>	\$ --
<u>509</u>	<u>Miscellaneous</u>	
02	Nonlocal Travel	\$ 1,500
07	Bad Debt	--
08	Advertising	31,200
10	Discount Lost	--
20	Local Travel - Commission	--
21	Mileage/Parking Reim.	2,856
26	Postage	32,250
27	Local Seminars	3,510
99	Other	<u>2,632</u>
	Subtotal	\$ 73,948
<u>510</u>	<u>Allocated Costs</u>	\$ 87,311
<u>511</u>	<u>Interest</u>	\$ --
<u>512</u>	<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	\$ --
<u>514</u>	<u>Principal</u>	
	TOTAL OPERATING EXPENDITURES	<u>\$ 933,754</u>

REVENUES

Source of Funds:

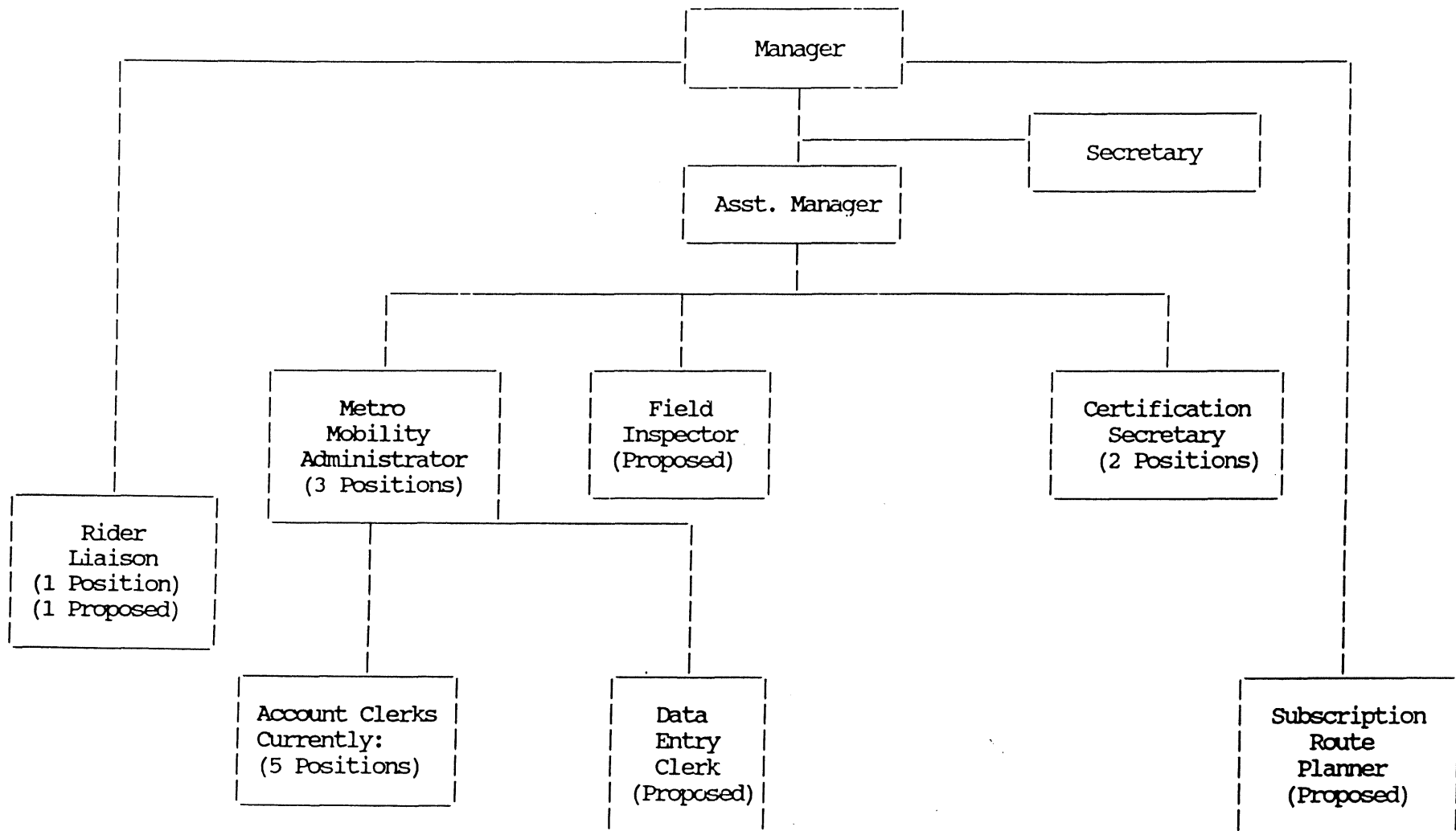
Medical Assistance	\$ 1,050
Annual Registration Fees	100,000
Standing Order Fees	4,500
Provider Charges	26,880
Certification Fees	<u>50,000</u>

TOTAL REVENUES \$ 182,430

AMOUNT REQUESTED FROM RTB \$ 751,324

crf/2656  
11/3/86  
Revised 11/10/88

METRO MOBILITY ADMINISTRATIVE CENTER



JOB DESCRIPTION

DATE: November 1, 1988  
POSITION: Data Entry Clerk - Metro Mobility  
INCUMBENT:  
DIVISION: Transportation  
REPORTS TO: Assistant Manager MMAC  
WAGE CLASS:

RESPONSIBILITIES:

1. Enters data from forms and source documents.
2. Checks for proper data entry and ensures that all data submitted has been entered accurately.
3. Assists in updating operators manual.
4. Handles phone calls and responds to inquiries regarding Metro Mobility computer.
5. Prepares routine reports and performs basic computer routines.
6. Performs other duties as assigned by supervisor.

QUALIFICATIONS:

1. Two years clerical experience with a minimum of one (1) year experience with CRT data entry.
2. Efficient in organizing information and ability to handle detail work.
3. Good work record.
4. Qualify on personnel selection test(s)

**JOB DESCRIPTION**

**DATE:** November 1, 1988

**POSITION:** On Street Inspector - Metro Mobility

**INCUMBENT:**

**DIVISION:** Transportation

**REPORTS TO:** Manager MMAC

**PRIMARY OBJECTIVE:** Perform regular inspections of provider vehicles and facilities assuring their compliance with STS guidelines.

**RESPONSIBILITIES:**

1. Conducts regular inspections of Metro Mobility vehicles to ensure their compliance with Special Transportation Services guidelines.
2. Make periodic visits to provider sites to review Metro Mobility vehicle maintenance procedures and records.
3. Prepare reports on inspections and on-site visits for review by MnDOT, Department of Public Safety and providers which identify safety deficiencies that need to be corrected.
4. Follow-up on providers who have vehicles in need of repair to insure corrections have been made. Recommend disciplinary action for providers who have serious or repeated safety violations.
5. Provide safety support services to providers to assist them in improving their vehicle maintenance and other safety practices.

**SUPERVISORY RESPONSIBILITIES:**

None

**QUALIFICATIONS:**

1. Two years experience as professional driver and/or mechanic for handicapped transit service provider.
2. Knowledge of Special Transportation Services guidelines.
3. Excellent safety record.
4. Excellent administrative and organizational skills.
5. Ability to communicate effectively in both oral and written forms.
6. Good interpersonal skills.
7. Good work record.
8. Qualify on personnel selection test(s).

JOB DESCRIPTION

DATE: November 1, 1988

POSITION: Subscription Route Planner - Metro Mobility

INCUMBENT:

DIVISION: Transportation

REPORTS TO: Assistant Manager MMAC

WAGE CLASS:

PRIMARY OBJECTIVE: Identify and plan special transportation services to be bid out to local providers as fixed routes.

RESPONSIBILITIES:

1. Perform route and schedule planning for Metro Mobility
  - a. Analyze data from current service patterns and other sources to identify areas where establishing fixed routes to deliver special transit services makes sense.
  - b. Develop fixed routes and prepare them to be bid out to local providers.
  - c. In cooperation with the RTB, take the steps necessary to bid out the handicapped fixed route service.
  - d. Prepare route and schedule-related public information to be communicated to Metro Mobility riders and other interested parties.
2. Serve as liaison to the RTB, municipal government, and other public agencies, community groups, handicapped advocacy groups, Metro Mobility providers, and others regarding fixed route planning for Metro Mobility.
3. Disseminate information on routes, schedules and services to Metro Mobility riders, MTC, RTB, Metro Mobility providers and appropriate organizations and advocacy and advisory groups.
4. Perform and report on studies and analyses to document route performance, quality of service, efficiency, effectiveness and customer satisfaction.

SUPERVISORY RESPONSIBILITIES:

None

#### QUALIFICATIONS:

1. College degree with emphasis on transportation planning or related field plus two (2) years experience in transit planning or paratransit services or four (4) years experience without a degree.
2. Knowledge of Metro Mobility systems, providers, constituents, and administrative services.
3. Knowledge of Metro Mobility provider and MMAC contract provisions.
4. Thorough knowledge of Twin Cities metro area.
5. Able to work a flexible schedule, including nights and weekends.
6. Experience with computers desirable.
7. Ability to communicate well orally and in writing.
8. Good work record.
9. Qualify on personnel selection test(s).

JOB DESCRIPTION

DATE: November 1, 1988

POSITION: Metro Mobility Riders' Liaison

INCUMBENT:

DIVISION: Transportation

REPORTS TO: Manager MMAC

WAGE CLASS: 3

PRIMARY OBJECTIVE: Facilitate relationship between riders and providers regarding Metro Mobility service issues to ensure rider satisfaction and to act as liaison between riders, providers and agencies regarding all phases of Metro Mobility service.

RESPONSIBILITIES:

1. Act as rider liaison:
  - a. Accept and research all rider concerns and complaints.
  - b. Resolve and respond, in writing, to providers and passengers any recommended corrective measures and/or resolutions to problems.
  - c. Refer safety complaints to proper authorities for resolution.
  - d. Provide regular reports to the Manager of Metro Mobility regarding service complaints, concerns and problems.
2. Refer riders to service providers that best meet their specialized transportation needs.
3. Act in a public relations capacity and provide information and referrals to riders.
  - a. Act as representative of Metro Mobility as directed. Schedule speaking engagements and appointments
  - b. Attend meetings of providers, handicapped community, agencies or other interested parties to discuss service complaints, problems or other issues about Metro Mobility service.
  - c. Write and revise articles for newsletter, brochures and system literature.
4. Revise and update system procedures; i.e., After Hours Emergency System.
5. Handle and approve emergency transportation as needed.
6. Assist in making telephone satisfaction survey calls.



7. Other duties as assigned.

SUPERVISORY RESPONSIBILITIES:

None

QUALIFICATIONS:

1. High school degree plus (2) years' experience in a responsible administrative position.
2. Knowledge of local paratransit providers and regulations regarding handicapped transportation is highly desirable.
3. Awareness of and sensitivity to the needs of the handicapped community.
4. Ability to communicate effectively in both verbal and written forms.
5. Excellent organizational and administrative skills.
6. Good Work record.
7. Qualify on personnel selection test(s).

### Position Justification

The 1989 MMAC Management Plan calls for four (4) additional staff over the 1988 staffing requirement. These additional staff are essential if the MMAC is to sustain and improve its performance next year.

The current staffing level has been inadequate. The MMAC has had a very difficult time maintaining minimum administrative functions. Over 1,640 hours of overtime has been required to date just to keep things going. Additionally, the MMAC has employed an average of three (3) light duty (employees recovering from job-related injuries) drivers full time since the first of the year. Their 5,760 hours of annual work has been essential for the MMAC to meet its minimal obligations. (Light duty employees are not paid out of the MMAC budget but out of their own MTC departments. This has been over an \$80,000 benefit to the MMAC this year.)

Even with the extra light duty help, the MMAC has failed to meet several of the significant requirements outlined in the 1988 Management Plan. During the first six months of the year for example, virtually no on-street observations were made. Likewise, very few rider telephone satisfaction surveys were made during the first half of 1988. Required reports have often been late and poorly assembled, and publishing the bi-monthly Metro Memo continues to be a difficult task to accomplish in a quality and timely manner. The situation has improved somewhat during the third quarter, largely because of light duty assistance. The nature of light duty employees, however, makes it inadvisable to depend on them for duties which must be performed regularly and in a quality manner. Light duty employees are temporary, returning to their regular jobs without warning; and they are untrained for MMAC duties and therefore of limited value.

At least three additional regular full time employees are needed to help the MMAC meet its current responsibilities. Each of the three proposed positions would address specific needs which currently are not being met. A fourth would be required to address the new MMAC duty of establishing subscription route service. A brief justification for each proposed position is described below:

1. Data Entry Clerk

- volume of data to enter and maintain client data base is very large and increasing (1989 recertification will be major job)
- updating accurate standing order file is also major duty
- light duty or other temporary help has been used to enter data - results have been inadequate and of poor quality
- to date, only minimal data on customer complaints has been entered into the computer, thus inhibiting the analysis of Metro Mobility complaint trends.

- a computer system is only as good as the information it can generate - MMAC computer data needs improvement
- routine reports and standard operations could be done by clerk thereby increasing MMAC productivity

## 2. On Street Inspector

- no inspections done during first six months of 1988 - account clerks too busy processing billings of ever-increasing ridership
- fifth account clerk helped and inspections began in third quarter
- account clerks not trained in inspection procedures - they are not qualified vehicle safety inspectors
- newly promulgated Special Transportation Services (STS) safety guidelines make it advisable to identify staff position which has exclusive responsibility for Metro Mobility vehicle safety and which won't be required to perform other duties that would interfere with its safety responsibilities
- full-time inspector could provide safety support services to providers regarding vehicle condition, driver performance and perhaps maintenance practices.
- MTC/RTB internal audit recommended upgrade of this function

## 3. Subscription Route Planner

- new MMAC responsibility, current staff unqualified to perform this type of planning
- even if qualified, not enough time to take on this added responsibility
- current administrative staff is needed to upgrade current duties, i.e. improve Metro Memo, produce more useful and complete monthly and quarterly reports, supervise provider performance and enforce contract compliance
- responds directly to RTB high priority i.e. agency transportation options

## 4. Rider Liaison

- volume of customer service calls increasing proportionally with increased ridership (ridership now almost twice original projections)
- volume of work has prevented analysis of complaint trends and subsequent recommendations for improved service delivery

- recommended improvements by consultant are expected to increase demand on current Rider Liaison position
- desire to have MMAC staff available for extended hours for emergency calls will be liaison responsibility (propose an additional four hours per day emergency phone coverage by MMAC staff)
- need assistance in conducting telephone satisfaction surveys (early evenings would be good time to survey riders)

TNV/mdd

## 1989 MMAC CAPITAL EQUIPMENT NEEDS

	<u>EQUIPMENT</u>	<u>COST</u>	<u>JUSTIFICATION</u>
1.	Disc Drive	\$10,725	To enhance capacity and speed of MMAC computer
2.	Processing Board	7,000	To enhance speed of provider ordertaking computer process
3.	Computerized ID card embosser	17,000	Emboss minimum of 5,000 Metro Mobility cards annually - new and replacement cards - up to 13,000 cards during recertification process
4.	Computer terminals, modems, etc.	3,000	For replacements and additional needs
5.	Desks (4)	1,820	Four new staff
6.	Office reconfiguration	15,000	Increased staff
7.	IBM/PC	3,500	To prepare monthly and quarterly reports and to generate "individualized" customer service response letters
8.	Printer	<u>800</u>	
	TOTAL	\$58,845	

TNV/mdd  
11/11/82