Minnesota Department of Transportation
395 John Ireland Boulevard
Saint Paul, MN 55155

January 19, 2011

The Honorable Mike Beard, Chair
House Transportation Policy and Finance Committee
417 State Office Building
St. Paul, MN 55155

The Honorable Frank Hornstein, Ranking Minority Member
House Transportation Policy and Finance Committee
213 State Office Building
St. Paul, MN 55155

The Honorable Joe Gimse, Chair
Senate Transportation Committee
303 State Capitol
St. Paul, MN 55155

The Honorable Scott Dibble, Ranking Minority Member
Senate Transportation Committee
115 State Office Building
St. Paul, MN 55155

Dear Senators and Representatives:

Enclosed with this letter is a report concerning complaints made to the Minnesota Department of Transportation against special transportation service providers. Minnesota Statutes (2010), section 174.30, subdivision 9, requires the commissioner of transportation to submit this report, which identifies each complaint received and investigated by Mn/DOT since the last report, dated January 15, 2009. The report includes descriptions of findings made and steps taken for the resolution of the complaints.

The next report of special transportation service complaints will be submitted to the Legislature by January 15, 2013.

Sincerely,

Thomas K. Sorel

Thomas K. Sorel
Commissioner

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