

Metro Mobility

FACTS FACTS FACTS FACTS FACTS

Improving mobility for people with disabilities

Metro Mobility, a service of the Metropolitan Council, offers shared-ride transportation for people with disabilities in the seven-county Twin Cities area. The service is designed for people with disabilities who are unable to use other forms of public transit and are certified for the program, based on criteria established by the federal Americans with Disabilities Act (ADA).

Two types of service

Two types of service are provided by Metro Mobility:

- **Demand service** for people who call for rides or have standing orders.
- **Agency service** for clients of agencies who travel to daytime training and rehabilitation centers, extended employment or adult day-care centers.

The demand-service fleet includes 165 accessible vehicles and 18 sedans. The agency service fleet includes 80 vans and buses. The Council contracts with two transit providers for both services.

In case that a trip is denied due to vehicle unavailability, certified riders are eligible for up to \$20 reimbursement per one-way trip for privately arranged rides on a taxi or lift-equipped van.

There are four county ADA programs: Anoka County Traveler, DARTS (serving Dakota County), HIS (serving Washington County), and Scott County Transit. These providers serve select ADA communities in their counties; they collectively use about 60 vehicles.

Nearly 1.4 million rides provided in 2007

Metro Mobility operates 365 days a year. On an average weekday, Metro Mobility provides more than 4,300 rides, including about 1,000 rides for people who use wheelchairs. In 2007, the program provided nearly 1.4 million rides to about 19,000 people certified for Metro Mobility service.

The ADA mandates many service parameters for Metro Mobility's paratransit service. Parameters include service area, response time, days and hours of service, advance

scheduling limits, capacity constraints and fares.

The region's ADA service area, for which Metro Mobility is the largest provider, consists of Minneapolis, St. Paul and nearly 90 adjoining suburbs. As stated above, four other counties provide the required ADA service for their communities.

Applying for service

To determine eligibility for service, Metro Mobility requires a completed ADA Paratransit Application/Recertification Packet, available from the Metro Mobility Service Center, 651-602-1111 (TTY 651-221-9886). Potential customers may also apply for certification online at www.metrocouncil.org. After the service center receives all required information, certification may take up to 21 days.

Certified riders receive an ADA identification number they must provide when they schedule a ride. Within 90 days following certification, riders must visit the Metro Mobility service center to obtain their Metro Mobility photo identification card.

The service center is housed at the Metropolitan Council's administrative offices at 390 Robert St. N. in downtown St. Paul.

Legislature funds Metro Mobility

The Minnesota Legislature appropriates about \$24 million in state funds annually to the Metropolitan Council for ADA paratransit services. The federal government provides about \$4.3 million annually and

Metro Mobility fares generate nearly \$3.7 million annually.

The Metropolitan Council sets policy to ensure that Metro Mobility services comply with state and federal requirements, and also staffs and manages the Metro Mobility Service Center. The service center evaluates ADA-eligibility application/recertification packets, certifies eligible riders, provides customer service support and manages the overall program.

For more information

- Visit Metro Mobility at www.metromobility.org.
- Call the Metro Mobility Service Center at 651-602-1111 (TTY 651-221-9886).
- Related fact sheets:
 - [Regional Transit Services](#)
 - [Metro Transit Rideshare](#)
 - [Metro Transit](#)

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