



Metro Mobility Service Updates

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Metro Mobility Program

- A shared ride, public transportation service for certified riders who are unable to use the fixed-route transit system due to a disability or health condition
- Service is guaranteed as a civil right under the Americans with Disabilities Act (ADA)
- Program is regulated by the Federal Transportation Administration (FTA)
- Trips are provided for any purpose
- Additional MN Statutory requirements found in 473.386





- Metro Mobility Weekday Service Area -

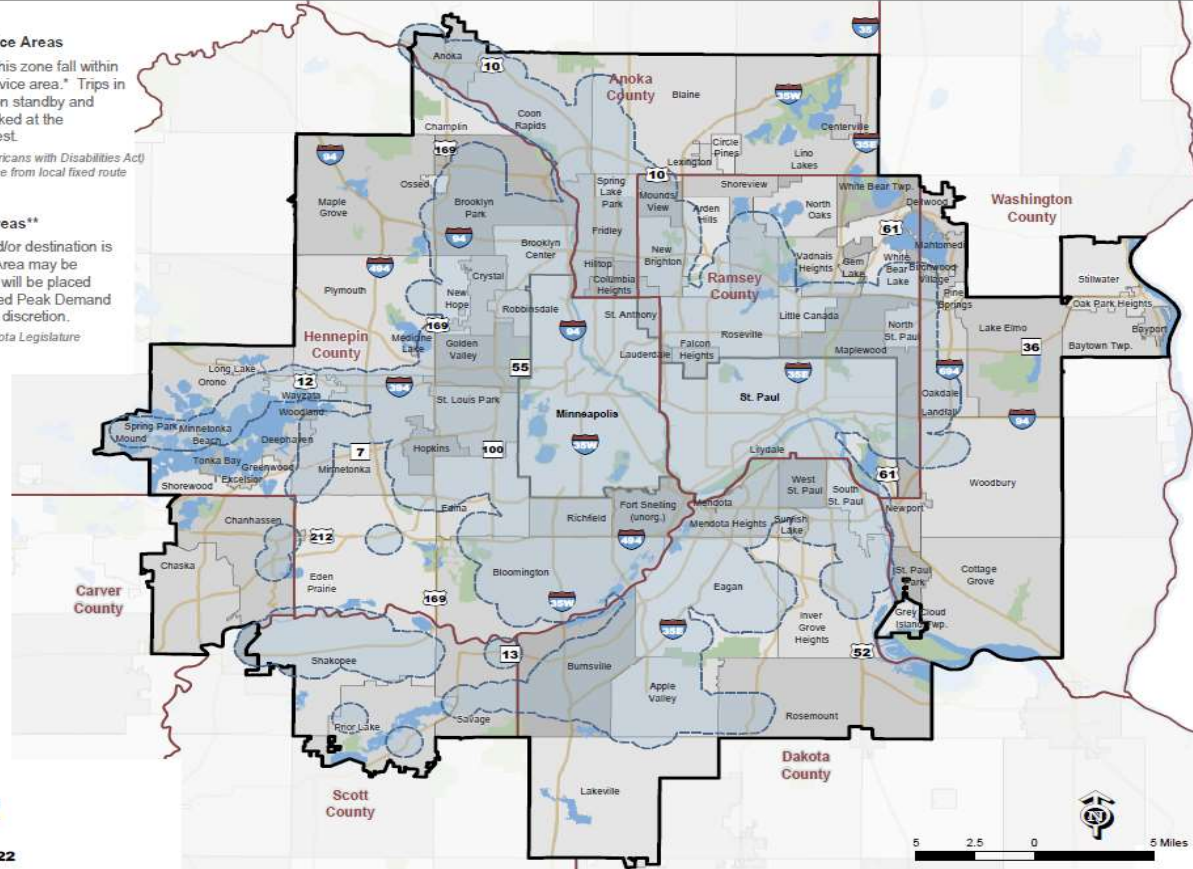
Metro Mobility ADA Service Areas
 Trips that begin and end in this zone fall within the federally established service area.* Trips in this area cannot be placed on standby and must be negotiated and booked at the time of the reservation request.

**Federally established ADA (Americans with Disabilities Act) area is based on a 3/4 mile distance from local fixed route service such as Metro Transit.*

Metro Mobility Service Areas**
 A ride in which the origin and/or destination is outside of the ADA Service Area may be placed on standby. All rides will be placed or the customer will be offered Peak Demand Taxi service at the providers discretion.

***Area established by the Minnesota Legislature as of March 2006*

- County Boundaries
- Lakes & Rivers
- Parks



This map is intended to provide a general understanding of areas served by Metro Mobility. For information on service for specific locations please contact Metro Mobility at: 651-602-1111



Effective: February 23rd, 2022



Metro Mobility Service Areas

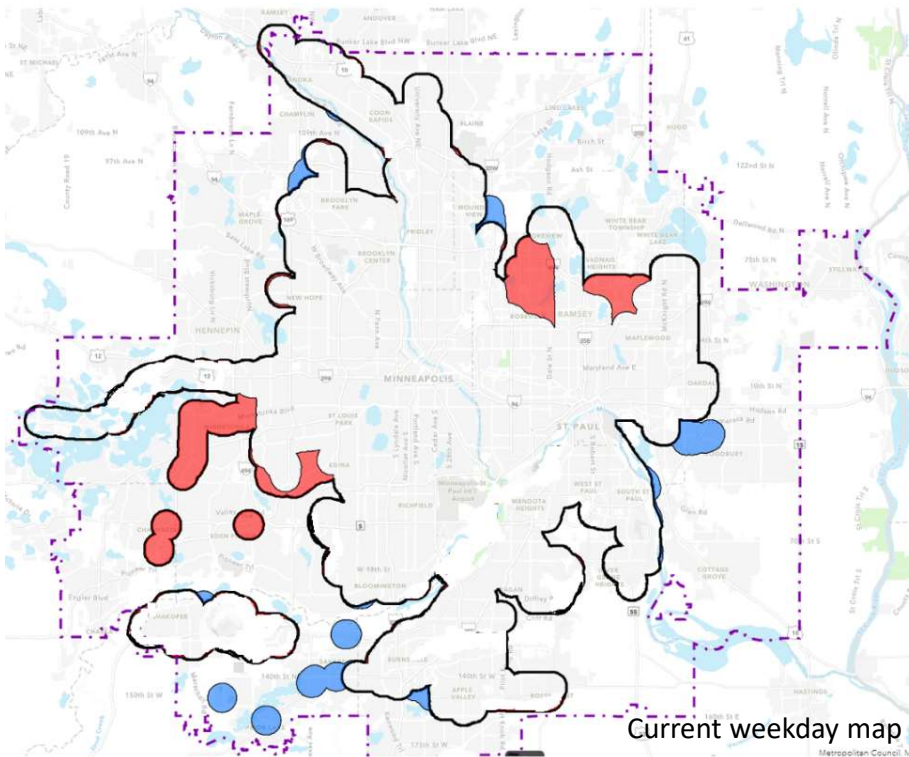
- Federally mandated ADA service area
 - Defined under the U.S Department of Transportation (DOT) Americans with Disabilities Act (ADA) regulations at 49 CFR § 37.131, service criteria for complementary paratransit
 - The area is defined within 3/4 mile of all-day local fixed route service
 - Trips that begin and end in this zone are guaranteed and cannot be placed on standby
 - No capacity constraints allowed under the ADA
- Metro Mobility service area
 - Defined by MN Statute section 473.386 to serve the seven county Transit Taxing District as established by the Legislature in 2006
 - The service area was updated in 2019 special session to include Lakeville
 - Trips outside the ADA area (a.k.a. non-ADA) are placed on standby
 - Service is subject to capacity constraints, including the potential for trip denials



FTA ADA Defined Service Criteria

- ADA service area:
 - Service area is drawn within corridors 3/4 mile on each side and at the end of each fixed route bus and rail line.
 - Service is also required to small areas surrounded by these corridors in the core service area.
 - Requirements do not apply to commuter bus, commuter rail, or intercity rail systems.
- Hours and days of service:
 - Service must be available throughout the same hours and days as the fixed route service
 - Metro Mobility service hours by community are set to match the FTA criteria for span of service; unless not applicable
- Capacity constraints:
 - Agencies may not limit the availability of service to any eligible individual through any operational pattern or practice
 - System on-time performance criteria indicate capacity constraint thresholds

Implementing Adjustments to the ADA Service Area



- Blue areas indicate ADA service area expansions implemented February 2022
 - Follows fixed route service improvements implemented in 2021
- Red areas indicate service areas that no longer meet FTA ADA criteria
 - Based on fixed route service reductions implemented in 2019 that remain
 - Area will be served as part of Metro Mobility’s state mandated service



Impact of ADA Service Area Adjustments (ADA to non-ADA)

2019 On-Demand Service	# of Customers impacted by change from ADA to non-ADA Service Area	# of 2019 trips with origin or destination no longer ADA	% of on-demand trips impacted
Weekday Demand	1451	34,747	3.5%
Saturday Demand	721	6,469	5.8%
Sunday Demand	348	3,939	3.7%

2019 Standing Order Service	# of Customers Impacted by Change From ADA to non-ADA Service Area	# of trips with origin or destination no longer ADA	% of standing order trips impacted
Weekday Standing Order*	124	29,385	3.7%
Saturday Standing Order*	10	596	9.3%
Sunday Standing Order*	8	320	4.1%

*All standing orders will be grand parented in recommendation



Service Hour Adjustments Based on Dec 2019 Era Service

	Weekday Cut Hours	Sat Cut Hours	Sun Cut Hours
Arden Hills	10:30pm - 1:45am		
Blaine	12:30am - 4:45am	11:30pm - 4:45am	10:15pm - 5:15am
Bloomington	2:00am - 3:30am	2:00am - 3:30am	2:00am - 3:30am
Brooklyn Center	2:15am - 4:00am	2:15am - 4:00am	1:45am - 4:15am
Brooklyn Park		3:45am - 5:00am	
Burnsville		10:30pm-5:15am	
Coon Rapids	12:30am - 4:45am	11:30pm - 5:15am	10:15pm - 8:00am
Eagan		12:15am-12:30am	
Fridley	1:45am - 4:15am	12:45am - 4:15am	12:45am - 4:15am
Golden Valley	1:45am - 4:15am	1:45am - 4:15am	12:45am - 5:15am
Mounds View	12:45am - 5:15am	11:30pm - 5:15am	10:15pm - 8:00am
New Brighton	2:00am - 5:15am	1:45am - 4:15am	1:45am - 5:15am
Osseo	11:00pm - 2:00am	7:00pm - 5:00am	7:00pm - 1:00am
Richfield	2:45am - 4:00am	2:45am - 4:15am	1:45am - 4:15am
Robbinsdale	1:45am - 4:15am	1:45am - 4:15am	12:45am - 4:15am
Shoreview	8:00pm - 1:45am	7:45pm - 1:45am	
Spring Lake Park	12:45am - 4:45am	11:30pm - 5:15am	10:15pm - 5:15am



Impact of ADA Service Hour Adjustments

2019 On-Demand Service	# of customers impacted by origin or destination no longer within service hours	# of annual trips impacted by origin or destination no longer within service hours	% of on-demand trips impacted
Weekday Demand	16	1,697	0.21%
Saturday Demand	17	738	0.79%
Sunday Demand	4	299	0.33%

2019 Standing Order Service	# of customers impacted by origin or destination no longer within service hours	# of trips impacted by origin or destination no longer within service hours	% of standing order trips impacted
Weekday Standing Order	3	454	.05%
Saturday Standing Order	0	0	0%
Saturday Standing Order	0	0	0%



Implementation Plan

- Discussed with Transportation Accessibility Advisory Committee on April 6
- Six-month notice is required to inform affected customers of service changes
- Communications targeted to begin May 2022
 - Website Alert – link to separate webpage defining the changes, including new maps, service hours, and ADA area look-up tool
 - GovDelivery alert to subscriber list
 - Targeted letters, via US mail, to affected riders who have taken rides in the past year in affected areas or during affected hours
- September Metro Mobility newsletter story (hard copy and email)
- Implement changes November 2022

Thank You!

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