



Metro Mobility Service Updates

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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 regular 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 (aka non-ADA)
 - 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 are placed on standby
 - Service subject to capacity constraints, including trip denials

FTA Paratransit as a Compliment to Fixed Route Service

- FTA ADA service area:
 - Service required within corridors drawn 3/4 mile on each side and at ends of each fixed route bus and rail
 - Service required to small areas surrounded by 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 FTA span of service criteria; unless not applicable
- Capacity Constraints:
 - Agencies may not limit the availability of service to any ADA paratransit eligible individual through any operational pattern or practice
 - System on-time performance criteria indicate capacity constraint thresholds

- Metro Mobility Weekday Service Area -

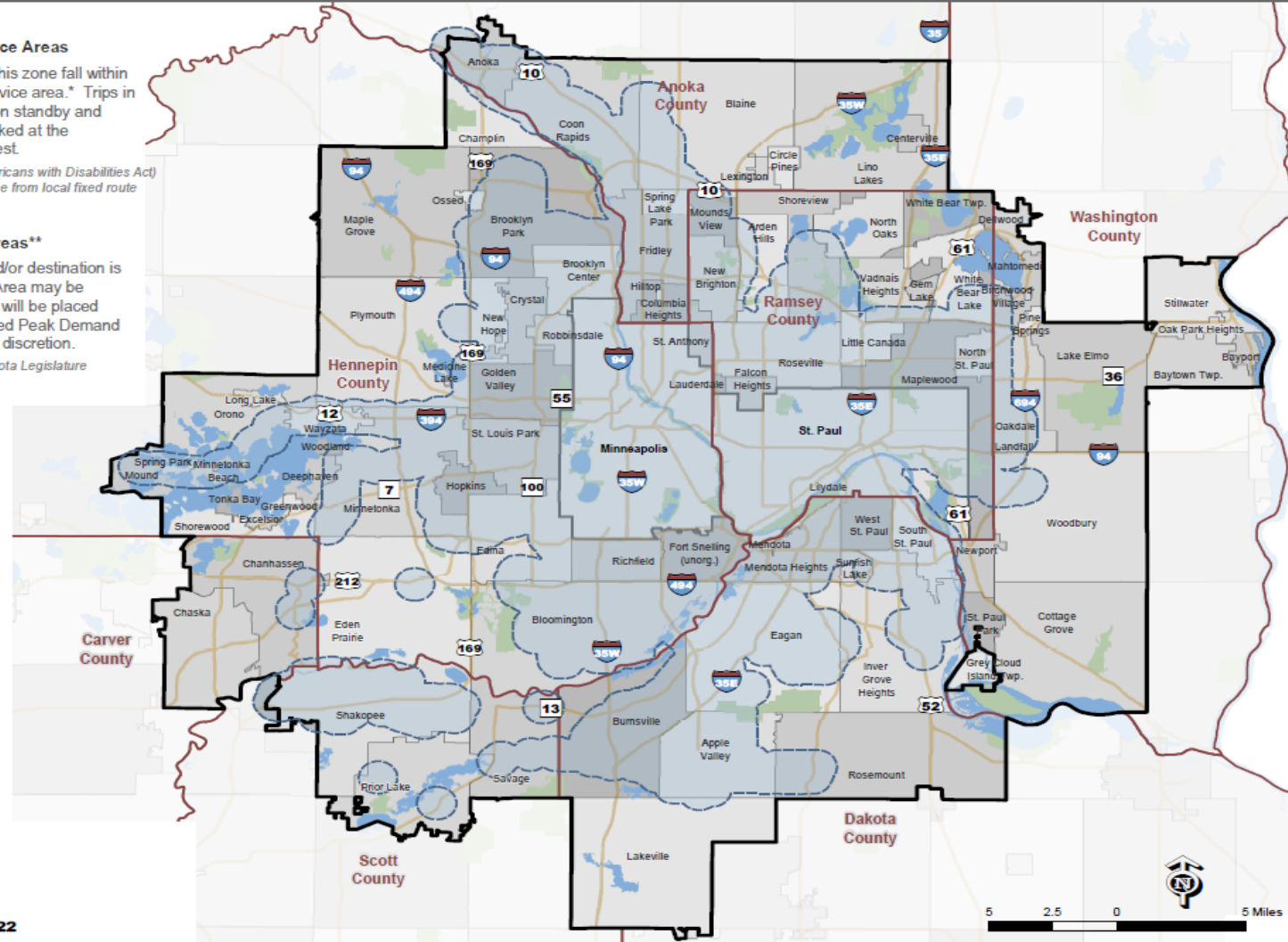
Metro Mobility ADA Service Areas
 Trips that begin and end in this zone fall within the federally established service area.* Trips in this area cannot be placed on standby and must be negotiated and booked at the time of the reservation request.

*Federally established ADA (Americans with Disabilities Act) area is based on a ¼ 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



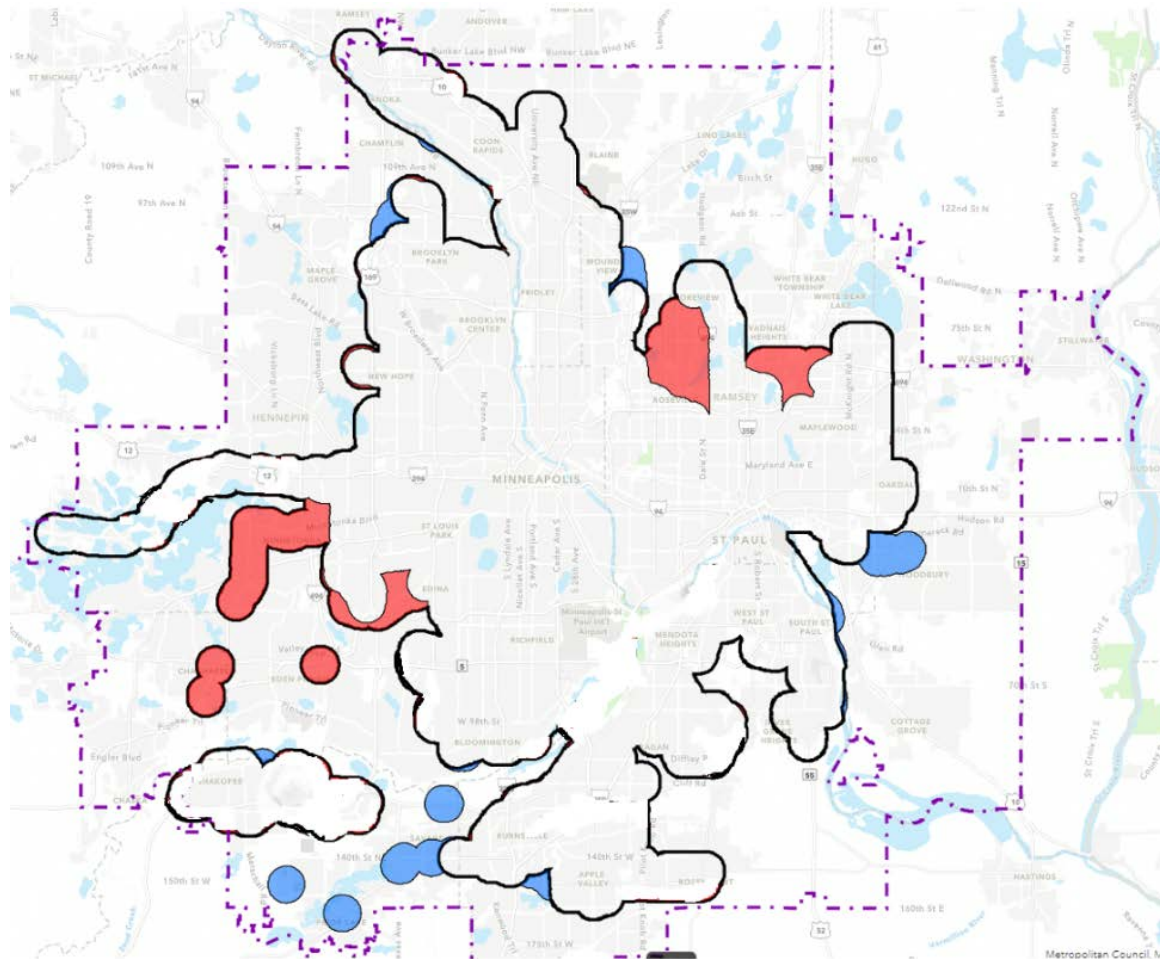
Effective: February 23rd, 2022

2019-21 Fixed Route Service Change implementation options

1. Make no service area or hour reductions – keep existing map in place as of Feb 23rd, 2022
2. Adopt all the current fixed route service changes- grandfather in standing orders in existing ADA area
3. Adopt the current fixed route service but recognize only the geographic shifts from ADA to non-ADA
4. **Adopt 2019 era service hour and area reductions – grandfather in standing orders in existing ADA area***

* = recommended option

Weekday ADA Service Area Map Illustration



- Blue areas indicate ADA service area expansions effective Feb 2022
- Red areas indicate service areas that no longer meet FTA ADA criteria



Impact of 2019 ADA service area adjustments (ADA to non-ADA)

2019	Unique Clients	Orig. or Dest. No Longer ADA	% Impacted		Total Trips	Orig. or Dest. No Longer ADA	% Impacted
Weekday Demand	16529	673	4.0%		786531	33960	4.3%
Weekday Standing Orders*	2759	971	35%		780592	299477	38%
Saturday Demand	6905	508	7.3%		85893	6382	7.4%
Saturday Standing Orders*	124	59	47%		6366	3045	46%
Sunday Demand	5056	258	5.1%		71514	3891	5.4%
Sunday Standing Orders*	146	67	46%		7732	3386	44%

*Standing Orders Grandparented in recommendation



Service Hour Adjustments based on Dec 2019 service changes

	Weekday Cut Hours	Sat Cut Hours	Sun Cut Hours
Apple Valley		3:45am - 6:30am 8:45pm - 12:30am	
Arden Hills	10:30pm - 1:45am		
Blaine	12:30am - 4:45am	11:30pm - 4:45am	10:15pm - 8:00am
Bloomington	2:00am - 4:00am	2:00am - 4:15am	1:00am - 4:00am
Brooklyn Center	2:15am - 4:00am	2:15am - 4:15am	1:45am - 5:15am
Brooklyn Park		3:45am - 5:30am	4:45am - 7:00am
Burnsville		3:45am - 6:30am 10:30pm - 12:30am	
Coon Rapids	12:30am - 4:45am	11:30pm - 5:45am	10:15pm - 8:00am
Eagan		3:45am - 7:00am 9:45pm - 12:30am	
Fort Snelling	2:00am - 4:00am	2:00am - 4:00am	2:00am - 4:00am
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 - 5:30am
Mounds View	12:45am - 5:15am	11:30pm - 6:45am	10:15pm - 8:00am
New Brighton	2:00am - 5:15am	1:45am - 4:15am	1:45am - 5:15am
Osseo	11:00pm - 2:00am	5:00am - 8:00am 7:00pm - 2:00am	7:00pm - 1:00am
Richfield	2:45am - 4:00am	2:45am - 4:15am	1:45am - 4:00am
Robbinsdale	1:45am - 4:15am	1:45am - 4:15am	12:45am - 5:15am
Shoreview	8:00pm - 1:45am	7:45pm - 1:45am	



Impact of 2019 ADA service adjustments (trips no longer within service times)

2019	Unique Clients	Origin or Dest. Falls outside service times	% Impacted		Total Trips	Falls outside new service times	% Impacted
Weekday Demand	20279	16	.07%		799056	1697	.21%
Weekday Standing Order	2773	3	.10%		769431	454	.05%
Saturday Demand	8395	17	.20%		92925	738	.79%
Saturday Standing Order	119	0	0%		6046	0	0%
Sunday Demand	4042	4	.09%		89350	299	.33%
Sunday Standing Order	145	0	0%		7553	0	0%

Implementation Plan and Communications Timeline

Minimum of six months notice required to inform affected customers

- Week of May 2- 6, 2022
 - Website Alert - link to separate webpage defining the changes, including new maps, service hours, and ADA area look-up tool
 - Gov. Delivery e-newsletter 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 week of November 14th, 2022

Thank You!

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