

Minutes

Transportation Accessibility Advisory Committee



Meeting date: September 3, 2025

Time: 12:30 PM

Location: 390 Robert Street

Members present:

- Chair, David Fenley, at large
- Vice Chair, Darrell Paulsen, Precinct F
- Sam Jasmine, Precinct A
- Patsy Murphy, Precinct C
- Ken Rodgers, Precinct D
- Jeffrey Dains, Precinct E
- Kari Sheldon, Precinct G

- Michele Severson, MCD
- Erik Henriksen, MCD
- Patty Thorsen, MAAA
- Heidi Myhre, MCCD
- Claudia Fuglie, MCCD
- Chris Leified, AARP MN

Ex-officio:

- Andy Streasick, Metro Mobility
- Julie Sellner, Metro Mobility Service Center
- Douglas Cook, Metro Transit Customer Advocate
- Anjuli Cameron, Metropolitan Council

= present, E = excused

Dakota Land, Water, and People Acknowledgment

The Metropolitan Council acknowledges that the land we currently call Minnesota and specifically the seven-county region is the ancestral homeland of the Dakota Oyate who are present and active contributors to our thriving region. As part of the Metropolitan Council's commitment to address the unresolved legacy of genocide, dispossession, and settler colonialism and the fact that government institutions, including the Metropolitan Council, benefitted economically, politically, and institutionally after the forceable removal of the Dakota Oyate, the Metropolitan Council is dedicated to instilling Land, Water, and People Commitments in regional policy. These commitments support the Dakota Oyate, the eleven federally recognized Tribes in Minnesota, Ho-Chunk Nation, and the American Indian Communities representing over 150 diverse Tribal Nations that call the seven-county region home.

Call to order

A quorum being present, Committee Chair Fenley called the regular meeting of the Transportation Accessibility Advisory Committee to order at 12:31 p.m.

Dakota Land, Water, and People Acknowledgment

The Dakota Land, Water, and People Acknowledgment was read by Member Fuglie

Agenda approved

It was moved by Member Sheldon, seconded by Member Fuglie to approve the agenda as amended to include the approval of the July 2025 minutes. Committee members did not have any comments or changes to the agenda. **Motion carried.**

Approval of minutes

It was moved by Vice-Chair Paulsen, seconded by Member Thorsen to approve the minutes of the December 4, 2024, regular meeting of the Transportation Accessibility Advisory Committee. **Motion carried.**

It was moved by Vice-Chair Paulsen, seconded by Member Thorsen to approve the minutes of the

February 5, 2025, regular meeting of the Transportation Accessibility Advisory Committee. **Motion carried.**

It was moved by Vice-Chair Paulsen, seconded by Member Thorsen to approve the minutes of the April 2, 2025, regular meeting of the Transportation Accessibility Advisory Committee. **Motion carried.**

It was moved by Vice-Chair Paulsen, seconded by Member Thorsen to approve the minutes of the May 7, 2025, regular meeting of the Transportation Accessibility Advisory Committee. **Motion carried.**

It was moved by Vice-Chair Paulsen, seconded by Member Thorsen to approve the minutes of the June 4, 2025, regular meeting of the Transportation Accessibility Advisory Committee. **Motion carried.**

Business and information items

1. A presentation of the Franklin Station Renovation by Liz Morice and Kevin Murraray from Metro Transit. Part of Metro Transit's "Renew the Blue" Blue Line improvement initiative, the twenty-year-old station, which serves approximately 1,100 daily boardings and functions as a key transfer point between bus and light rail, is being redesigned to improve accessibility, safety, maintenance, connectivity, and community identity. Planned improvements include replacing both elevators, providing additional ADA access through a ramp or improved crossing, expanding staff and maintenance areas, enhancing lighting and sightlines, incorporating police and security spaces, and adding sustainable design elements such as covered bike and scooter parking and improved wayfinding.

The presenters explained that the project is currently in early design, with 30 percent design completion anticipated soon and final design expected within about a year. Metro Transit will continue engagement efforts through 2026, including listening sessions, open houses, surveys, and pop-up events to gather community and stakeholder input. Committee members were invited to participate in future site visits and design review stages to provide accessibility feedback.

Committee members provided a range of comments and recommendations. Vice-chair Paulsen raised concerns about the long-term accessibility of public restrooms, noting that such facilities often become locked or repurposed, limiting independence for riders with disabilities. He emphasized the need for restrooms to remain safe, reliable, and available for their intended use. Liz acknowledged these concerns and shared that restroom funding would come from a separate capital program, with the design focusing on secure, monitored access and lessons learned from previous pilots such as the Midtown Station facility. The Vice-Chair also encouraged Metro Transit staff and project planners to use the system regularly to better understand rider experiences and foster a culture of empathy and inclusion. In addition, he advocated for incorporating art and cultural storytelling elements that reflect the surrounding community, similar to installations seen at MSP Airport's Concourse G.

Member Leifeld noted that safety should be identified as an explicit project goal rather than implied under customer experience, and Liz agreed to make that adjustment in project documentation. Member Hendricksen raised questions about infrastructure for e-scooters and e-bikes, asking whether private mobility operators would contribute funding. He encouraged prioritizing accessibility improvements, such as ramps and direct accessible routes, over features that primarily benefit private providers. Liz responded that private charging infrastructure is not currently planned and that accessibility remains the primary focus. Member Hendricksen also emphasized the importance of involving people with disabilities early in the design process and suggested updates at the 30, 60, and 90 percent design milestones. Liz and Kevin agreed and invited the committee to participate in those reviews.

Member Myhre expressed concerns about ensuring that restrooms and waiting areas remain safe, family-friendly, and welcoming while addressing the needs of people experiencing



homelessness. Liz responded that the design team, including Full Circle Architects, is coordinating with community partners to improve safety through better lighting, visibility, and public space activation. Member Myhre also raised the issue of winter maintenance and snow removal, emphasizing the importance of ramp safety during icy conditions. Liz explained that the team is exploring snow-melt systems, covered areas, and ensuring that maintenance equipment can efficiently access all areas for snow clearing.

Other discussion highlighted the importance of clear tactile and visual guides to help riders navigate between buses, elevators, and ramps. They encouraged the inclusion of natural or physical navigation cues consistent with best practices. Liz thanked him for the suggestion and confirmed that such considerations would be part of the design process.

The discussion concluded with appreciation from committee members for the detailed presentation and Metro Transit's openness to feedback. Liz and Kevin confirmed that they would return in January or February 2026 to present the 30 percent design and continue the committee's involvement through the next stages of development. Committee members expressed interest in attending an on-site review and participating in future engagement activities.

2. Metro Mobility Performance update presentation from Julie Sellner from Metro Mobility. Starting with an overview of the key service performance metrics used to evaluate paratransit services nationally, including on-time performance, appointment time adherence, onboard time, and capacity denials. She explained that the ADA on-time performance goal is 100%, with the FTA minimum requirement at 90%, and non-ADA at 85%, while appointment time also aims for 100% compliance. She reviewed year-to-date 2025 metrics, reporting on-time performance of 93.5% for ADA trips, 93.3% for non-ADA, and 93.4% overall, noting significant improvement over 2024 figures. Julie broke down late trips by minutes past the scheduled pickup or appointment time, highlighting areas for improvement and emphasizing continuous efforts to enhance service quality. She reported that onboard time compliance was 96.8% for ADA, 98.2% for non-ADA, and 97.2% overall, and confirmed zero ADA trip denials for 2025.

Julie described strategies for improving performance, including the use of advanced scheduling software, real-time routing technologies, operational oversight, and detailed tracking and investigation of complaints to train staff and optimize routes. She explained that provider penalties apply for missed trips, late pickups exceeding 30 minutes, or missed appointments, and clarified that clients are never held liable for provider errors. Several committee members provided feedback and posed questions. Heidi shared a success story highlighting the importance of dispatchers asking the right questions to ensure passengers are picked up correctly, emphasizing strong communication skills in hiring and training. Member Jasmine inquired about situations where shared rides result in delays for individual passengers and how penalties are applied if clients cancel after a late pickup; Julie explained that such incidents are recorded as missed trips for the provider, not the client.

Members raised concerns about driver training, adherence to Metro Mobility rules, and the functionality of new Go-To card readers and vehicle lifts, with Julie responding that continued education for drivers, reservationists, and dispatchers is ongoing, and that equipment maintenance and proper operation of lifts are actively being addressed. Member Myhre asked about maintaining vehicles amid supply chain challenges, and Julie explained that Metro Mobility has strong fleet management practices, preventive maintenance, and vendor oversight to ensure vehicle readiness. Vice-Chair Paulsen suggested future data analysis on overlaps in on-time and onboard performance violations and identifying hot spots for peak demand, which Julie confirmed is already part of ongoing operational reviews.

Public invitation

No public comment



Member comment

Member Thorsen stated that the next fall conversation on the 9th and 10th of October for Metro Mobility. One will be online and one will be in person at the UROC in North Minneapolis.

Member Jasmine had a question that is there a guideline for public comments and member comments. Chair Fenley stated asked that members wait for recognition from the chair during discussion before speaking and that it is the chair's responsibility to maintain order.

Adjournment

Business completed; the meeting adjourned at 2:27 p.m.

Certification

I hereby certify that the foregoing narrative and exhibits constitute a true and accurate record of the Transportation Accessibility Advisory Committee meeting of September 3, 2025.

Approved this 5th day of November 2025.

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