

Minutes

Transportation Accessibility Advisory Committee



Meeting date: December 3, 2025

Time: 12:30 PM

Location: 390 Robert Street

Members present:

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

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

Ex-officio:

- Scottie Carter, OEEO
- 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 committee member Fuglie.

Agenda approved

It was moved by member Paulsen, seconded by member Thorsen to approve the agenda. Committee members did not have any comments or changes to the agenda. **Motion carried.**

Approval of minutes

It was moved by member Paulsen, seconded by member Sheldon to approve the minutes of the October 1, 2025, regular meeting of the Transportation Accessibility Advisory Committee. **Motion carried.**

It was moved by member Fuglie, seconded by Murphy to approve the minutes of the November 5, 2025, regular meeting of the Transportation Accessibility Advisory Committee. **Motion carried.**

Business and information items

1. An announcement from Chair Fenley. The committee is looking for a new vice-chair for the new year and thanked Vice-Chair Paulsen for his service.
2. A presentation regarding **Metro Micro Service** from Ben Picone from Metro Transit and Christina Pflueger from Contracted Transit Services. Staff provided an overview of Metro Micro, an on-demand, general public microtransit service designed to operate within defined geographic zones and complement the fixed-route transit network. Presenters explained that Metro Micro functions as a shared ride service similar to rideshare platforms, but remains public transit with flat fares aligned to Metro Transit fares, standard transfer rules, and reduced fare eligibility. Service operates within set zones rather than regionwide, allows curb-to-curb trips requested in real time by app or phone, and uses accessible cutaway buses equipped for mobility devices, bikes, and service animals.

Staff described the growth and structure of Metro Micro, noting that five zones are currently in operation, including North Minneapolis, Roseville, Woodbury, Bloomington, and Blaine. Zones are intentionally sized based on demand and land use rather than municipal boundaries and are anchored around major transit centers to extend the reach of high-frequency routes such as the A Line, Gold Line, Orange Line, and other fixed-route services. Metro Micro is intended to serve areas that are difficult to cover with fixed routes while improving first- and last-mile connections. Since its pilot launch in North Minneapolis in 2022, the service has expanded to approximately 60 square miles across the region.

The committee discussed how Metro Micro compares to Metro Mobility, emphasizing that Metro Micro is a general public service with no eligibility requirements, offers on-demand trips without advance booking, and provides curb-to-curb service rather than door-to-door assistance. Riders can book trips through a smartphone app or by calling dispatch, with about 10 percent of trips booked by phone. Staff reported that average wait times are about 15 minutes, average ride times are approximately 11 minutes, and maximum wait times are capped at 30 minutes to maintain reliability. Ridership continues to grow, with more shared rides occurring in established zones, and more than 4,400 trips this year involving requests for mobility device accommodation.

Committee members raised questions about accessibility, fare transfers, service animals, zone boundaries, and public awareness. Staff confirmed that Metro Mobility-certified riders transfer to Metro Micro at no cost, reduced fares carry over, service animals are accommodated, and accessibility features such as lift deployment are tracked and guaranteed when requested in advance. Members expressed interest in clearer communication tools, especially maps and app accessibility features such as screen reader compatibility, as well as ongoing adjustments to zone boundaries based on feedback and data. The presentation concluded with strong committee interest in expanding on-demand accessible transit options and appreciation for the service's role in filling gaps in the regional transit network.

3. **Metro Mobility Performance Update** with Julie Sellner from the Metro Mobility Service Center. Julie provided a Metro Mobility performance update using year to date statistics through the end of November, reviewing the program's key service metrics: on time performance, appointment time performance, on board time, and capacity denials. Overall on time performance was reported at 93.5 percent across approximately 1.6 million trips, with ridership projected to increase about 5.5 percent over 2024. Staff explained how late trips were distributed across pickup windows and noted that while some categories remain relatively consistent, providers continue working to reduce delays. Members were reminded that these figures represent individual riders and daily efforts focus on improving their experience, not just meeting federal benchmarks.

Appointment time performance was reported at 93 percent for trips with requested arrival times. Staff reviewed early and late arrival breakdowns, noting that very early arrivals are rare and closely monitored, while late arrivals are analyzed by time ranges. Compared to both federal thresholds and 2024 performance, appointment time outcomes showed improvement



in 2025. Committee discussion emphasized the real world consequences of late arrivals, particularly for medical and work appointments where missed windows can have serious impacts. Staff acknowledged these concerns and explained that Metro Mobility does not distinguish between medical and non medical trips in scheduling, while encouraging riders to allow buffer time when possible.

The update also covered on board time performance, which was reported at 97.2 percent, exceeding federal standards and showing improvement over 2024. Staff reported zero ADA trip denials year to date, a significant improvement compared to prior years, attributing this progress to fleet replacement, improved vehicle availability, driver hiring, and training. Members asked about causes of missed performance targets, and staff cited weather, construction, driver availability, dispatching challenges, and route optimization as contributing factors, noting that individual incidents are investigated to identify opportunities for improvement.

Committee discussion raised concerns about driver practices, including failure to approach doors, missed pickups, service animal interactions, response times to complaints, and confusion at large facilities such as malls and transit centers. Staff acknowledged past delays in customer service follow up and reported recent improvements, with callbacks now occurring within about one week. They emphasized ongoing driver training, safety meetings, and coordination with property owners to identify safe pickup locations, while encouraging riders to continue reporting issues so they can be addressed. The update concluded with discussion of how Metro Mobility coordinates with Metro Micro and other services to provide alternative options when appropriate, and staff reaffirmed their commitment to accountability, accessibility, and continued service improvement.

Reports

Subcommittee

1. Blue Line – Ken Rodgers

The blue line committee met for the first time in many months. They were told that due to the project timeline, the committee would be dismissed, and their services were no longer needed. After some pushback from committee members, staff stated the committee would continue to meet.

2. Purple Line – Darrell Paulsen

Now is renamed the Bronze Line. Will be a full presentation at the January meeting.



Public invitation

A member of the public had a comment regarding the future Bronze line and the reliability of Metro Mobility makes it hard for people with disabilities to maintain a professional career.

Member comment

Member Jasmine shared a comment regarding accessible checkout kiosks at Target.

Adjournment

Business completed; the meeting adjourned at 2:33p.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 December 3, 2025.

Approved this 7th day of January 2026.

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