



Olmstead Transportation Forum: Metro Transit and the Disabled Community



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Introduction to Metro Transit

- Fixed route transit operating division of the Metropolitan Council
- Metro Mobility and Transit Link are also part of the Metropolitan Council, but not part of Metro Transit
- 128 routes, including a light rail line, a commuter rail line and a Bus Rapid Transit (BRT) line
- 81.4 million bus and train rides in 2013
- Service area includes parts of 7 metro counties, 90 cities

Persons with Disabilities Riding Metro Transit Buses and Trains

- Reduced fares available at all times
- All 988 vehicles are accessible; many are low-floor
- Disabled customers board buses first and exit last
- Facilities and bus stops meet ADA standards or being brought into compliance
- Customer Advocates give “How to Ride” presentations
- Transportation Accessibility Advisory Committee (TAAC)

Metro Transit Service Planning Approach

- Seek broad public engagement
- Understand transit demand patterns
- Apply transit service design principles that are the most effective
- Apply this approach to:
 - Region-wide service planning
 - Service Improvement Plan

What does effective and efficient transit service accomplish?

- Carries people
- Uses public resources in a cost-effective manner
- Supports efficient, sustainable development
- Provides a basic level of access region-wide



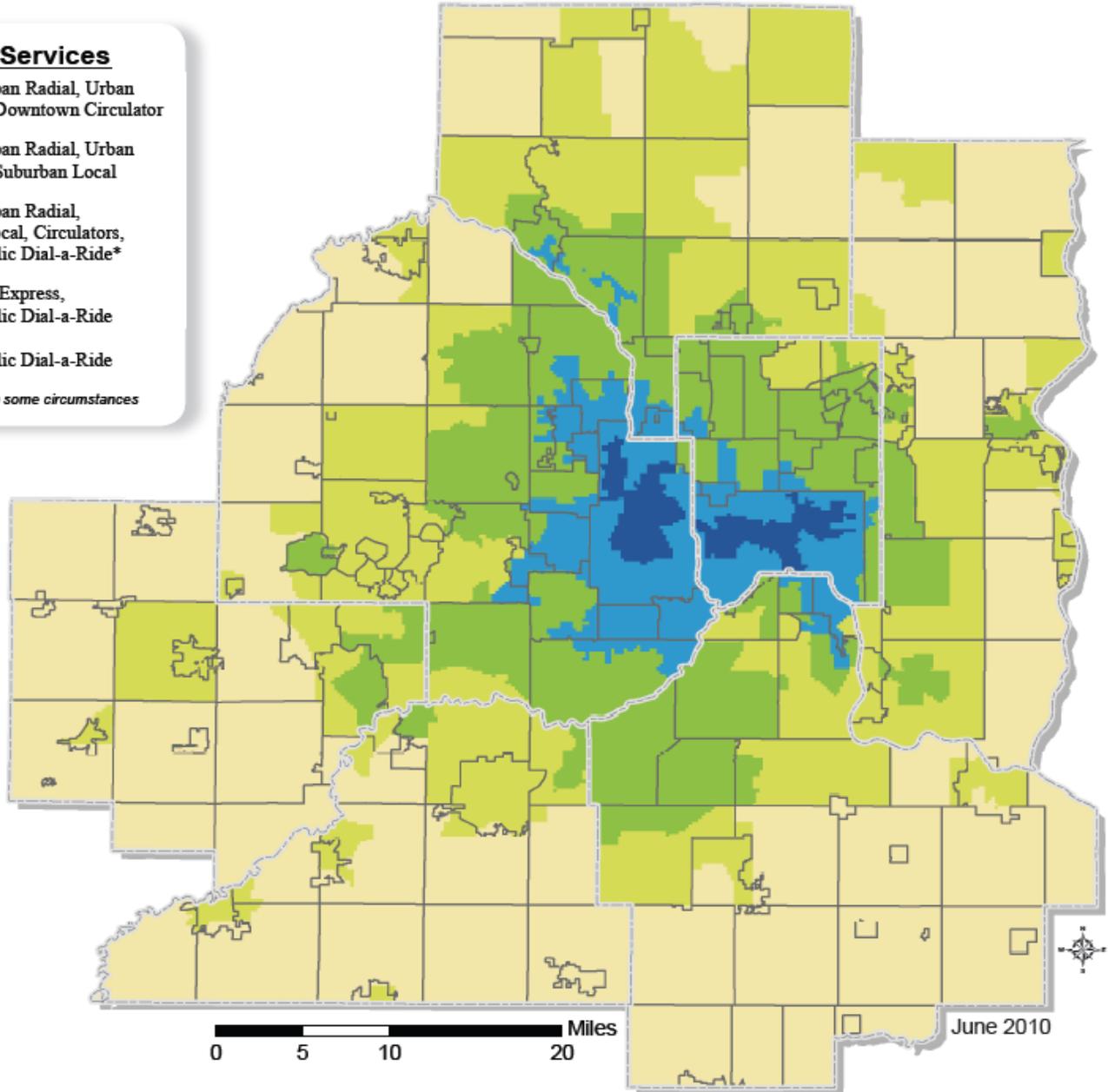
Urban Design Factors: Where is Transit More Effective?

- Locations that encourage higher population and activity density with a mixed-use land development pattern
- Places that are pedestrian-friendly and have a grid-pattern street network
- Areas with lower rates of auto ownership



Market Area	Typical Services
 Area 1	Express, Urban Radial, Urban Crosstown, Downtown Circulator
 Area 2	Express, Urban Radial, Urban Crosstown, Suburban Local
 Area 3	Express, Urban Radial, Suburban Local, Circulators, General Public Dial-a-Ride*
 Area 4	Peak Period Express, General Public Dial-a-Ride
 Area 5	General Public Dial-a-Ride

* Market Area 3 Dial-a-Ride is appropriate in some circumstances



- ADA paratransit service follows federal and state regulations in the regular route service area
- Additional details on market areas and service standards are available in **Appendix G**
- Market area geography was calculated at the census block group level.

Figure 7-19: Transit Market Areas

Service Improvement Plan (SIP)

- What types of improvements should we make to expand the local and express bus network?
- How should we prioritize these improvements; what measures and values should we use?
- When should we make these improvements?
- What resources are needed to make these improvements?

SIP Public Engagement

- www.metrotransit.org/sip
- Stakeholder workshops, survey, on-board brochures and signs, customer newsletter
- Public input essential to development plan that meets region's needs
- Combine past input with focused effort to hear more variety of voices



SIP Survey

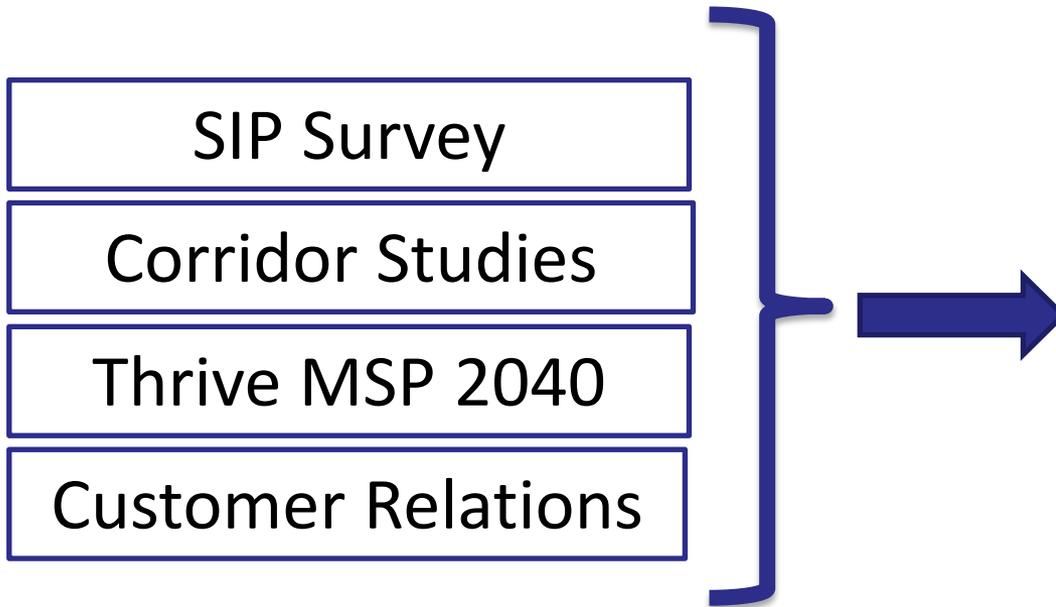
- Detailed survey asking for
 - Individual travel patterns
 - Specific service improvements
 - Overall goals and priorities
- Open Nov. through Feb.
- Received nearly 4,000 responses
 - 85% online, 15% paper
 - Successful promotion via Facebook, 1,500+ clicked the link

Help shape
the future of
Metro Transit
bus service

We're setting priorities for
our growing transit system



What We're Hearing



Higher Frequency on Core Urban Routes

Better Suburb to Suburb Connections

More Urban Crosstown Routes

New Express Service

Faster Travel Times

Improved Customer Amenities

SIP Evaluation and Prioritization

- Can't meet all needs cost-effectively
- How to select and prioritize service improvements
 - Performance metrics: Cost effectiveness, ridership, productivity, subsidy
 - Improved access to transit and access to destinations
 - Focus on communities most reliant on transit
 - Linkage to planned development projects

SIP Next Steps

- Review survey and other customer feedback and draft a plan (Spring, Summer 2014)
- Public review and comment (Fall 2014)
- Finalize SIP (Late 2014)



Thank you.



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