



Metro micro: Updates & Roadmap

Ben Picone, Senior Transit Planner, Route Planning

John Harper, Manager, Contracted Transit

Bradley Bobbitt, Planning Analyst, Transportation Planning

October 12, 2026 | Transportation Committee



Our Mission: We connect people, strengthen communities, and improve lives by delivering high-quality public transportation.

STRATEGIC PRIORITIES

Employees

We value employees and continuously improve how we attract, retain, develop, and support our workforce.

Experience

We provide a consistently safe, clean, and welcoming experience on our system.

Service

We offer service that is convenient, reliable, and environmentally sustainable.

ADVANCING METRO TRANSIT FORWARD IN 2026 WILL MEAN:



Building
ridership



Increasing employee,
rider, and community
satisfaction



Preparing for a flawless
Green Line Extension
launch in 2027

Agenda

- Regional Policy Guidance
- Metro micro Overview
- Planning Process for Metro micro
- Performance Updates
- Next Steps

Regional Policy Guidance



Demand Response Transit in the Region

Microtransit

- On-demand, shared-ride transit service provided within a defined service zone.

General Dial-a-Ride

- **Transit Link** – Region-wide, schedule ahead, shared-ride transit service provided where regular route transit service is infrequent / unavailable.

Special Transportation Services

- **Metro Mobility** – Door-to-Door service for certified riders who cannot use regular-route system due to disability.
- **Metro Move** - Shared-ride service connecting people who have a disability and are served by certain waivers to day support services, jobs, and community resources.

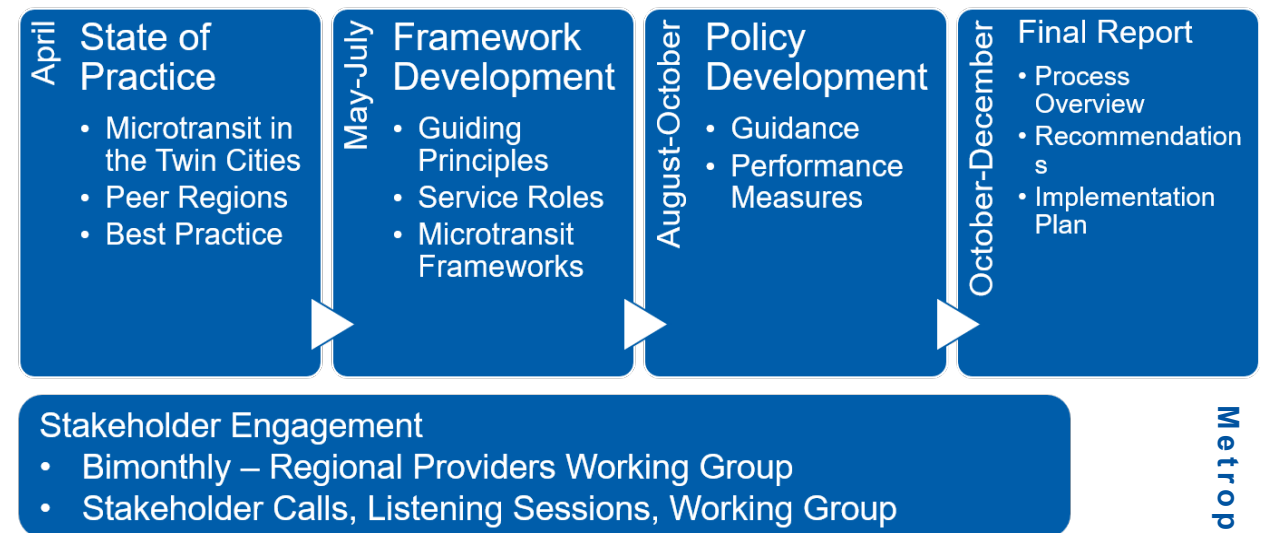


Regional Microtransit Policy Study

Scope & Process

What was the study scope?

- Define microtransit role in region's transit system
- Develop regional design and performance guidance
- Recommend approaches to key coordination issues
- Identify a regional agenda for coordinating microtransit



What was the study process?

- April 2025 – January 2026
- Microtransit providers working group
- Engagement with additional stakeholders throughout

Regional Microtransit Policy Study Recommendations

Microtransit roles in the regional system



Supporting fixed
route transit



Providing geographic
and timespan coverage



Improving quality of
access to
destinations

Design and performance guidance

- Productivity
- Cost
- Effectiveness
- Service Design



Urban



Suburban



Small City &
Freestanding
Town Center



Rural

Next Steps for Study Recommendations



Near Term (2027)

Incorporate Performance, Design & Coordination Guidance into Transportation Policy Plan (TPP)

Medium Term (2028-2029)

Prepare regional agenda for microtransit near and medium term items for incorporation in 2029 TPP update

Longer- term (2029+)

Refine details of larger scope work items from regional agenda for microtransit

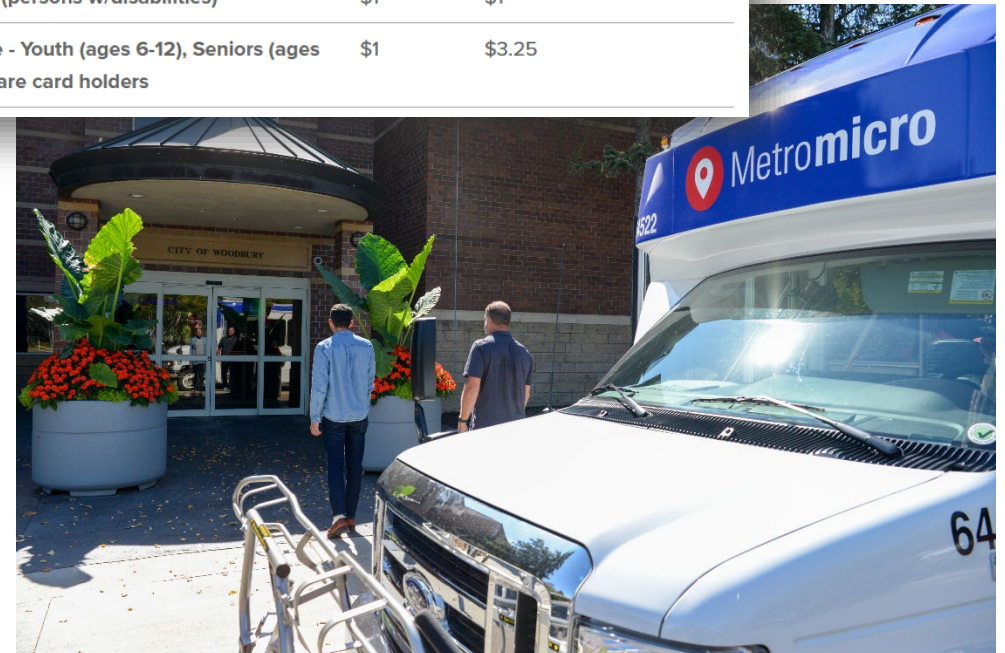


Metro micro Overview

Metro micro – On-demand, shared-ride transit

- Service within a fixed area, seven days a week
- Onboard payment, matches Express Fare pricing/policies
- Provides transit coverage in places where fixed-route service is not well matched to travel needs
- Connected to METRO & the greater transit system at transit centers/stations with frequent service

	Non-rush hours	Rush hours M-F 6-9 a.m. & 3-6:30 p.m.
Adults (13-64)	\$2.50	\$3.25
TAP	\$1	\$1
Mobility Fare (persons w/disabilities)	\$1	\$1
Reduced Fare - Youth (ages 6-12), Seniors (ages 65+) & Medicare card holders	\$1	\$3.25



Metro micro within the bus network

Coverage

Ridership

Demand-responsive



2 or more
passengers per service hour

Suburban local



10 or more
passengers per service hour

Urban local



15-20 or more
passengers per service hour

Arterial BRT



25 or more
passengers per service hour

2050 Transportation Policy Plan Productivity Guidance

Varies

Market Areas 2, 3, 4

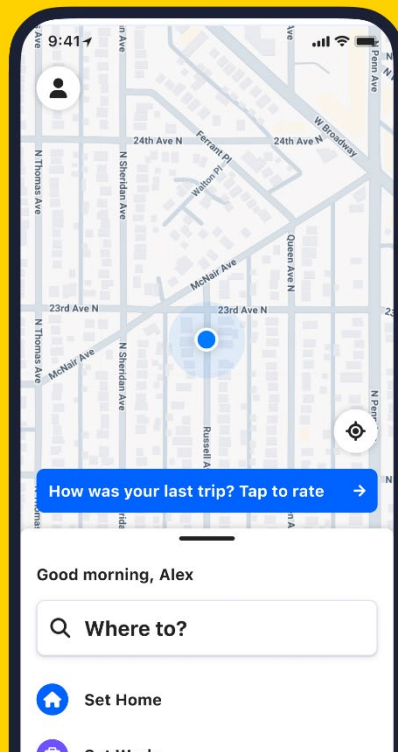
Market Areas 1, 2

Market Areas 1, 2

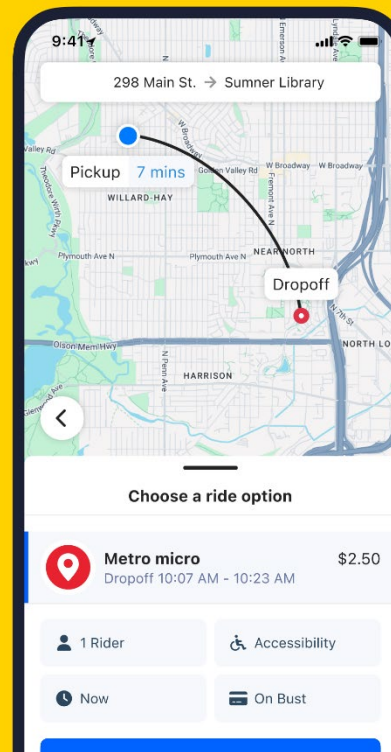
2050 Transportation Policy Plan Market Area Guidance

App-Enabled Service

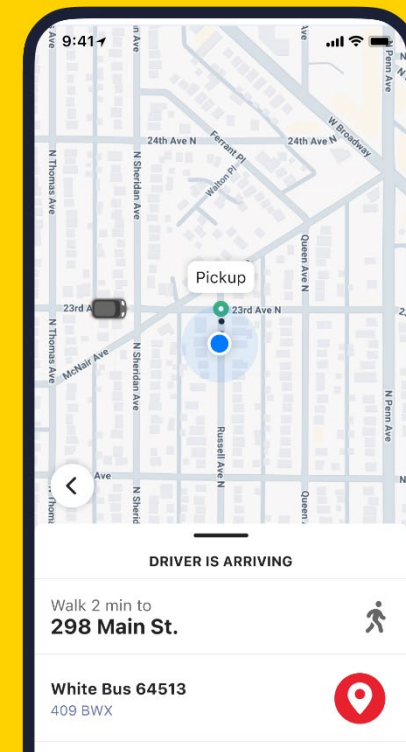
Schedule a ride with the tap of a button



Get picked up where you want

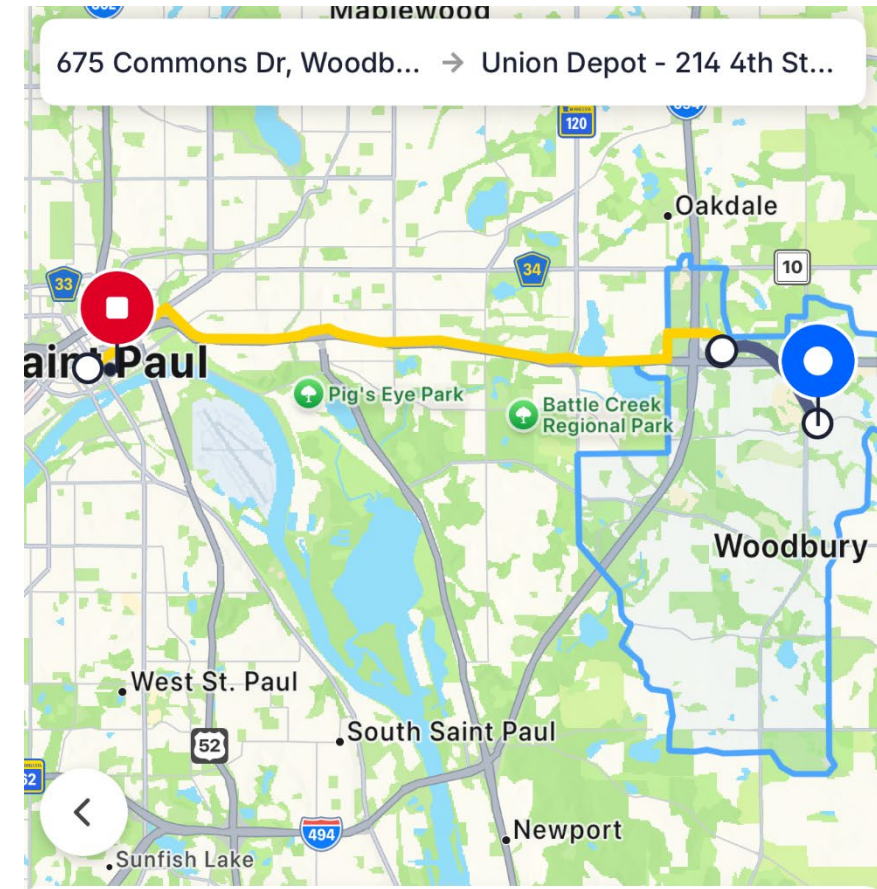


Share your ride with others heading the same way



Multimodal Trip Planning

- Fixed route and microtransit trip planning within Metro micro app
- Uses real-time vehicle data to provide accurate trip time estimates and connections



Choose a ride option

44 min trip

3:59-4:43 PM

 Metro micro ▶  1 ▶  METRO Gold Line ▶  10

Metro Transit / Contracted Transit Partnership

- Metro micro service delivered as partnership between Metro Transit and Contracted Transit
 - First-of-its-kind service partnership

Metro Transit

- 
- The diagram illustrates a partnership between Metro Transit and Contracted Transit. On the left, a large blue arrow points right towards a central red location pin icon. This arrow contains a list of Metro Transit responsibilities: Planning, Outreach, Engagement, and Marketing. Below this arrow, a smaller blue arrow points left towards the central icon, labeled 'Customer Feedback'. On the right, a large blue arrow points left towards the central red location pin icon. This arrow contains a list of Contracted Transit responsibilities: Operations, Contracting, and Dispatch. Below this arrow, a smaller blue arrow points right towards the central icon, also labeled 'Customer Feedback'. The central icon is a red square with a white location pin inside a red circle, and it has a reflection below it.
- Planning
 - Outreach
 - Engagement
 - Marketing

Customer
Feedback

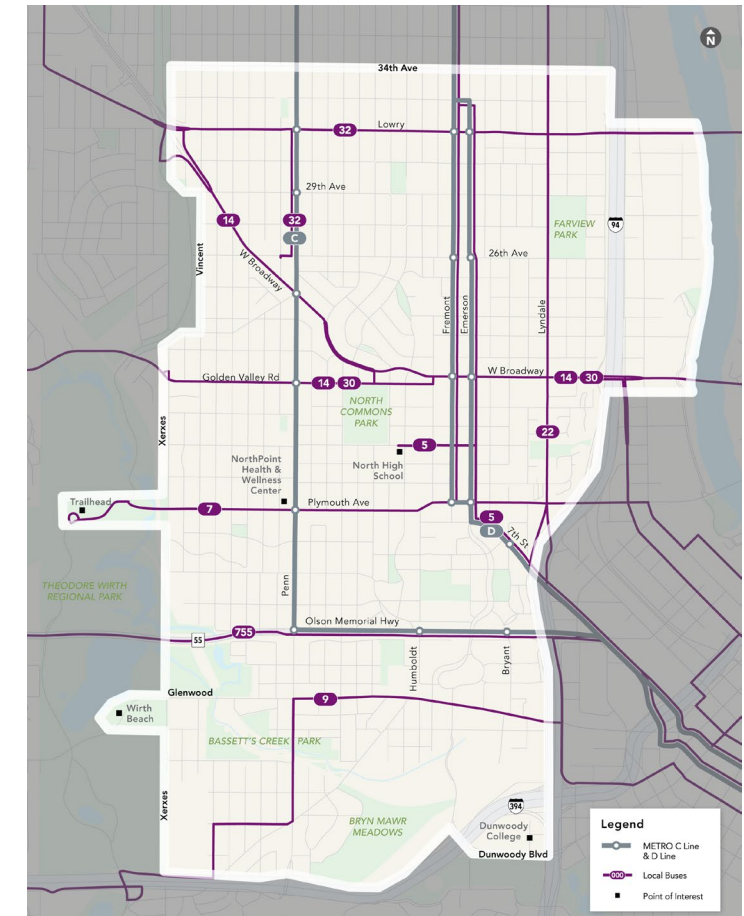
Contracted Transit

- Operations
- Contracting
- Dispatch

Customer
Feedback

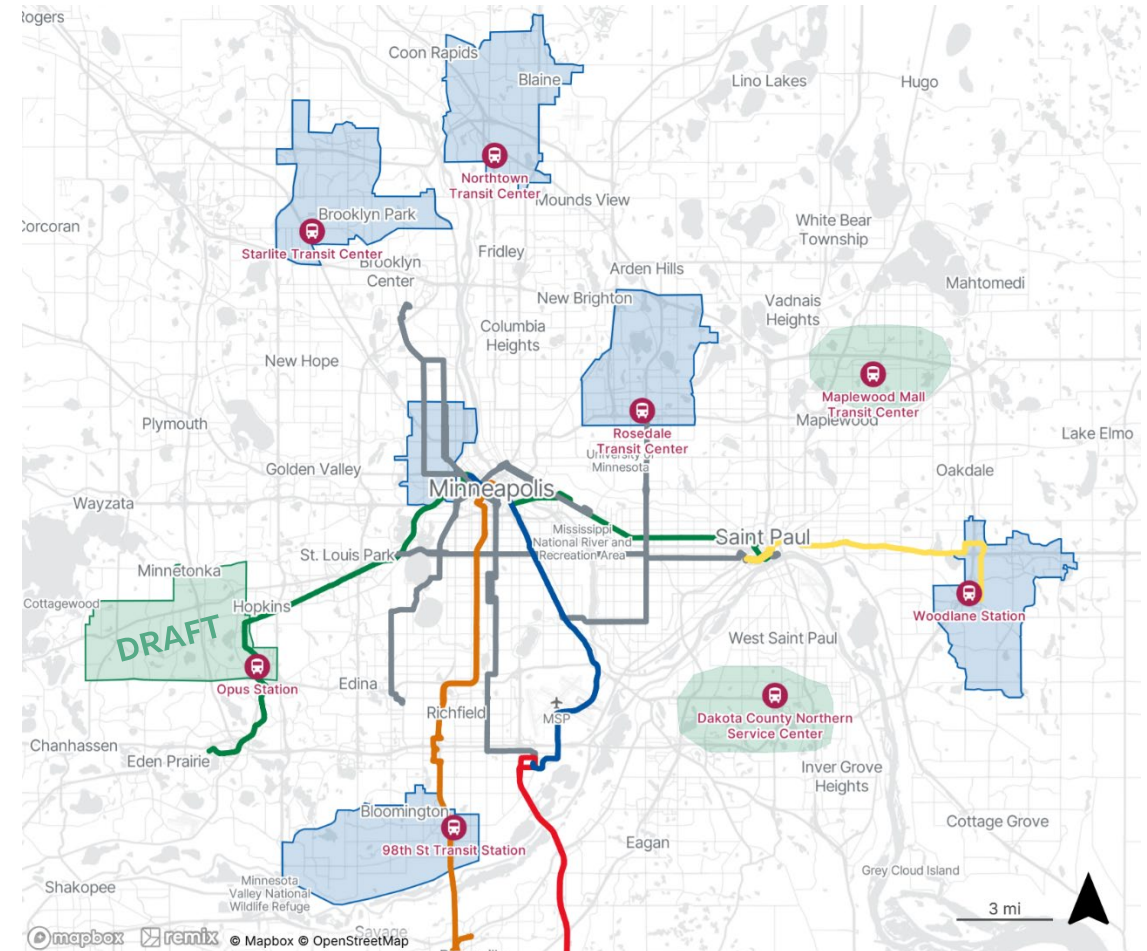
North Minneapolis Pilot 2022–2024

- Chosen to connect to METRO C & D Lines, expand access to transit
- Learning opportunities
 - Logistics and best practices of how to operate a microtransit zone
 - Information about how riders are riding via surveying
 - Flexibility of microtransit as a service and the need to define purpose and goals
- Small percentage of riders took trips to BRT stations (3%), but more than 2/3 of trips faster than fixed route alternative



Network Now will expand micro to nine zones

- Network Now Framework guided eight additional zones
- Extend the reach of frequent transit routes, access to transit system
- Standardized parameters, resources across all zones
 - Fixed \$1.7 million annual operating budget per zone

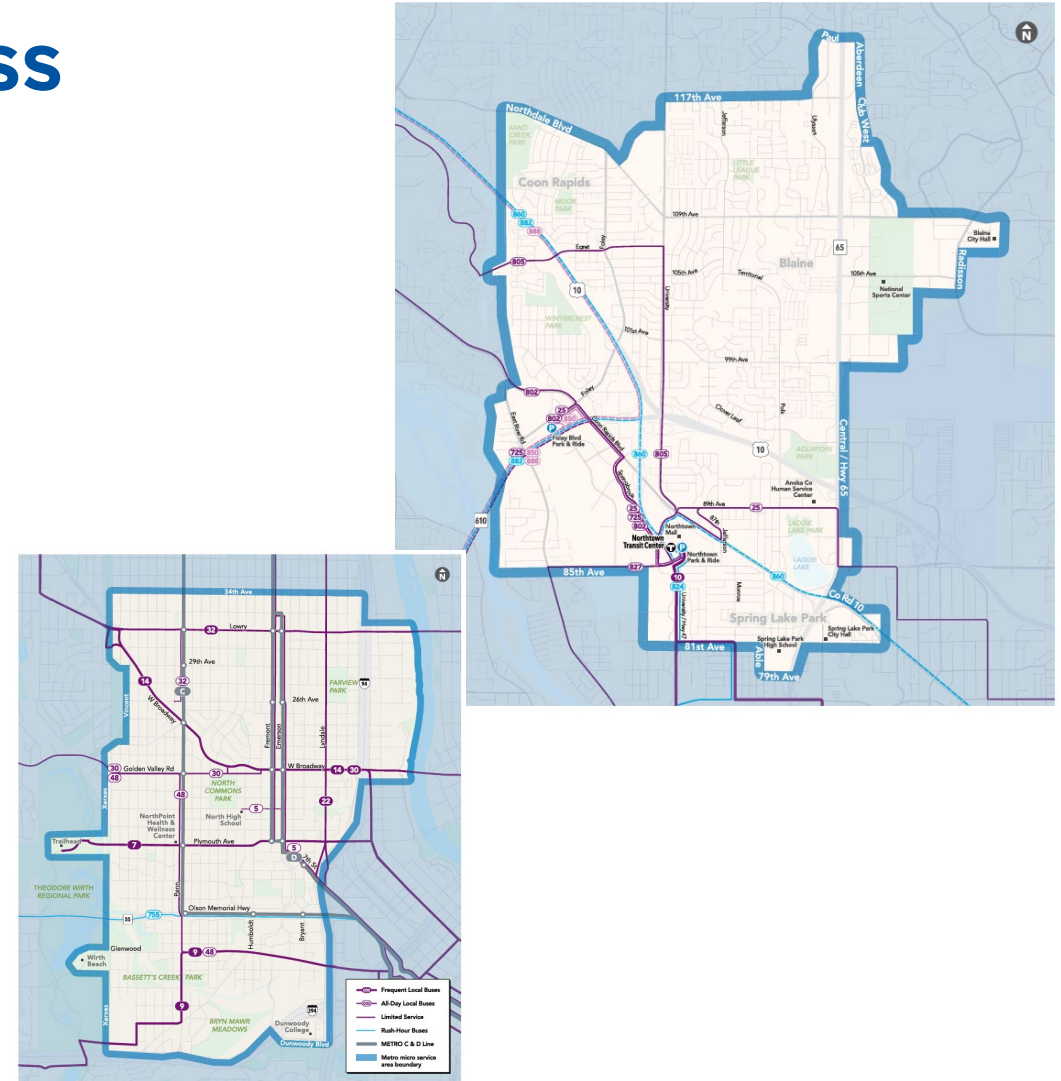




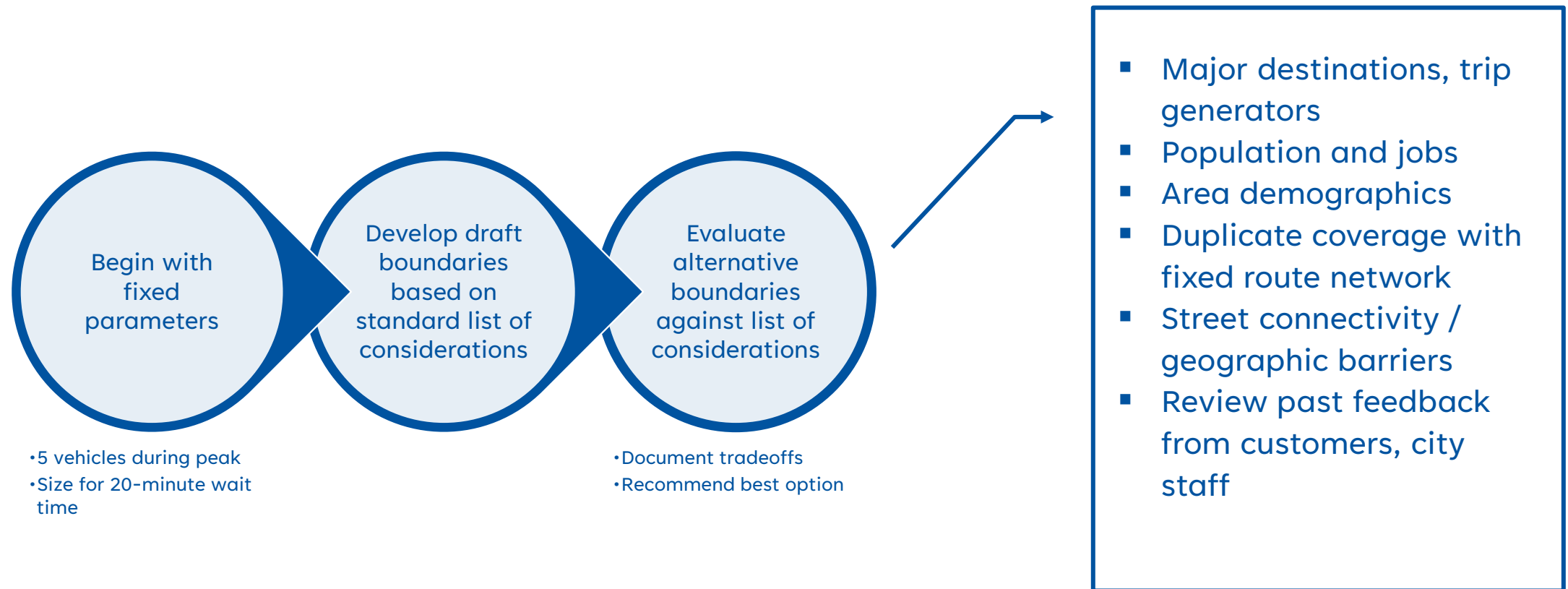
Planning Process for Metro micro

Metro micro - Planning Process

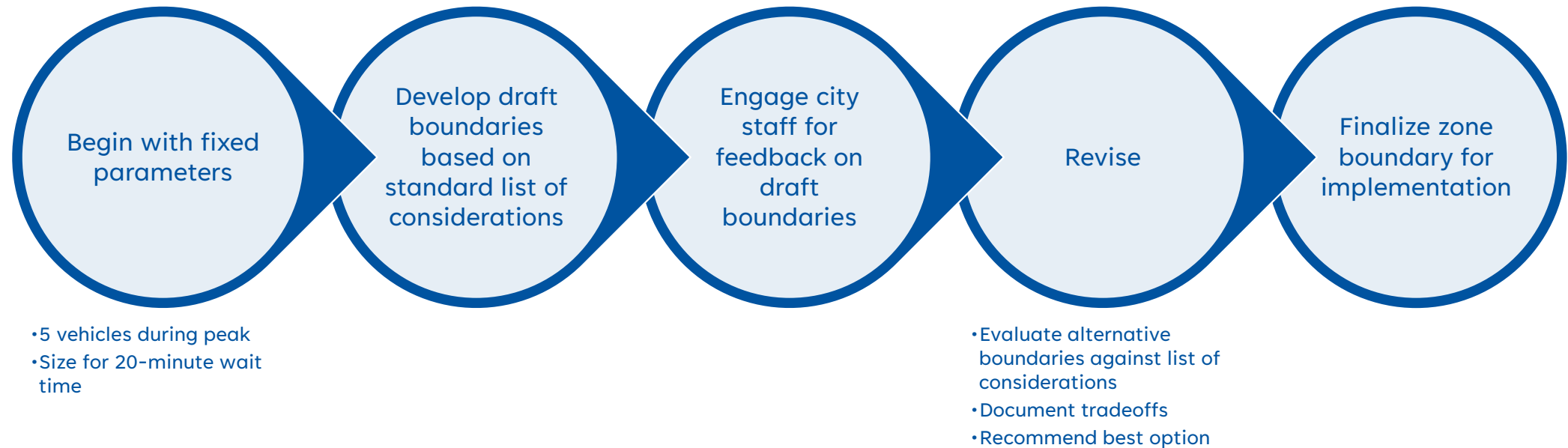
- Five vehicles at peak of service
- Size zones for a wait time of 20 minutes or less
 - Suburban areas: generally 10 to 15 sq. miles
- Build on previous zone experience to design future zones



How are new zone boundaries developed?



How are new zone boundaries developed?





Metro micro program updates

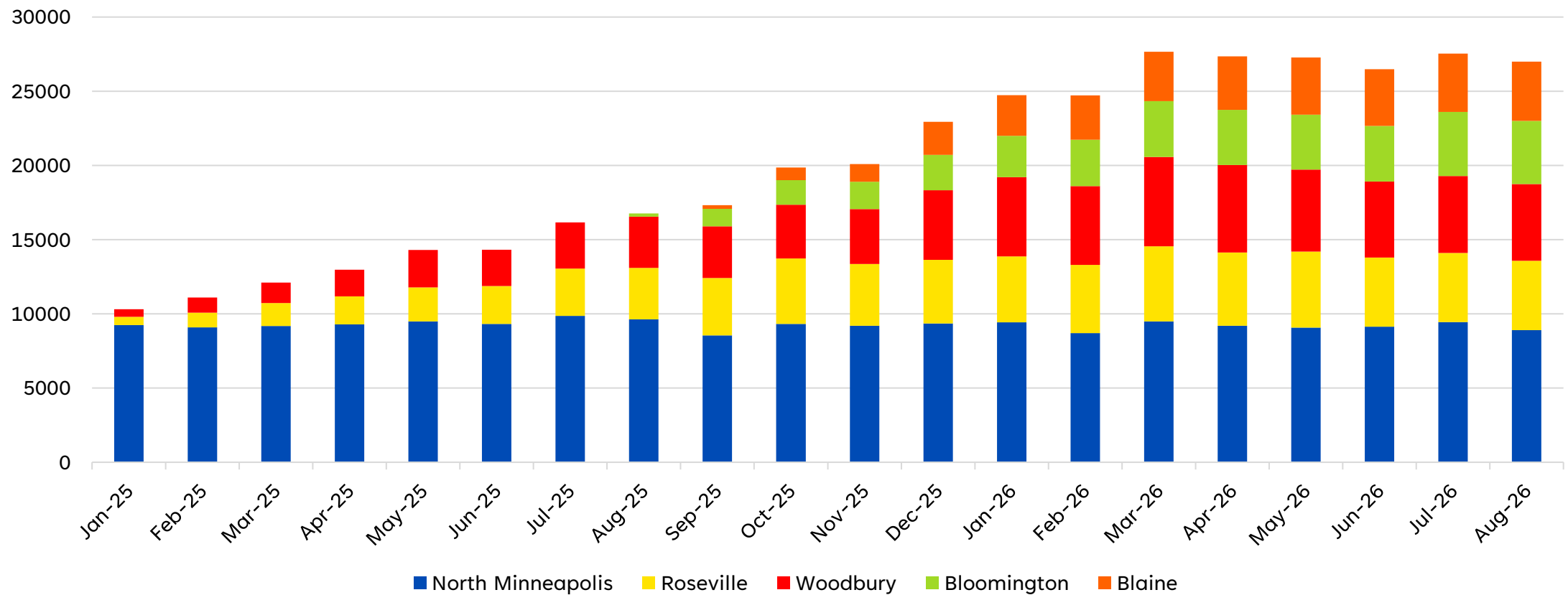
Metro micro Performance (YTD 2026)

	North Minneapolis Area	Roseville Area Zone	Woodbury Area Zone	Bloomington Area Zone	Blaine Area Zone
Launch Date	Sept 2022 (pilot)	Jan 2025	Jan 2025	Aug 2025	Sept 2025
Service area	5.6 sq miles	12.8 sq miles	16.1 sq miles	14.5 sq miles	14 sq miles
Avg wait time	21 min	10 min	15 min	9 min	11 min
Avg trip duration	10 min	10 min	12 min	8 min	10 min
Avg trip length	2.11 miles	2.82 miles	3.85 miles	2.54 miles	2.97 miles

Metro micro Performance (YTD 2026)

	North Minneapolis Area	Roseville Area Zone	Woodbury Area Zone	Bloomington Area Zone	Blaine Area Zone
Launch Date	Sept 2022 (pilot)	Jan 2025	Jan 2025	Aug 2025	Sept 2025
Daily trip demand	313 trips / day	163 trips / day	186 trips / day	120 trips / day	121 trips / day
Rides / hour	5.80 rides / hour	3.02 rides / hour	3.44 rides / hour	2.23 rides / hour	2.32 rides / hour
Subsidy / Passenger	\$16.08 / ride	\$31.09 / ride	\$27.30 / ride	\$42.16 / ride	\$40.57 / ride

Metro micro Monthly Ridership by Zone



Metro micro – Program Updates

- Changes to service since launch
 - Boundary adjustments in Woodbury area zone
 - Vehicle deployment strategies
 - Operational logistics
- Workflow Refinement
 - ‘No-show’ Compliance policy
 - Fare Compliance policy

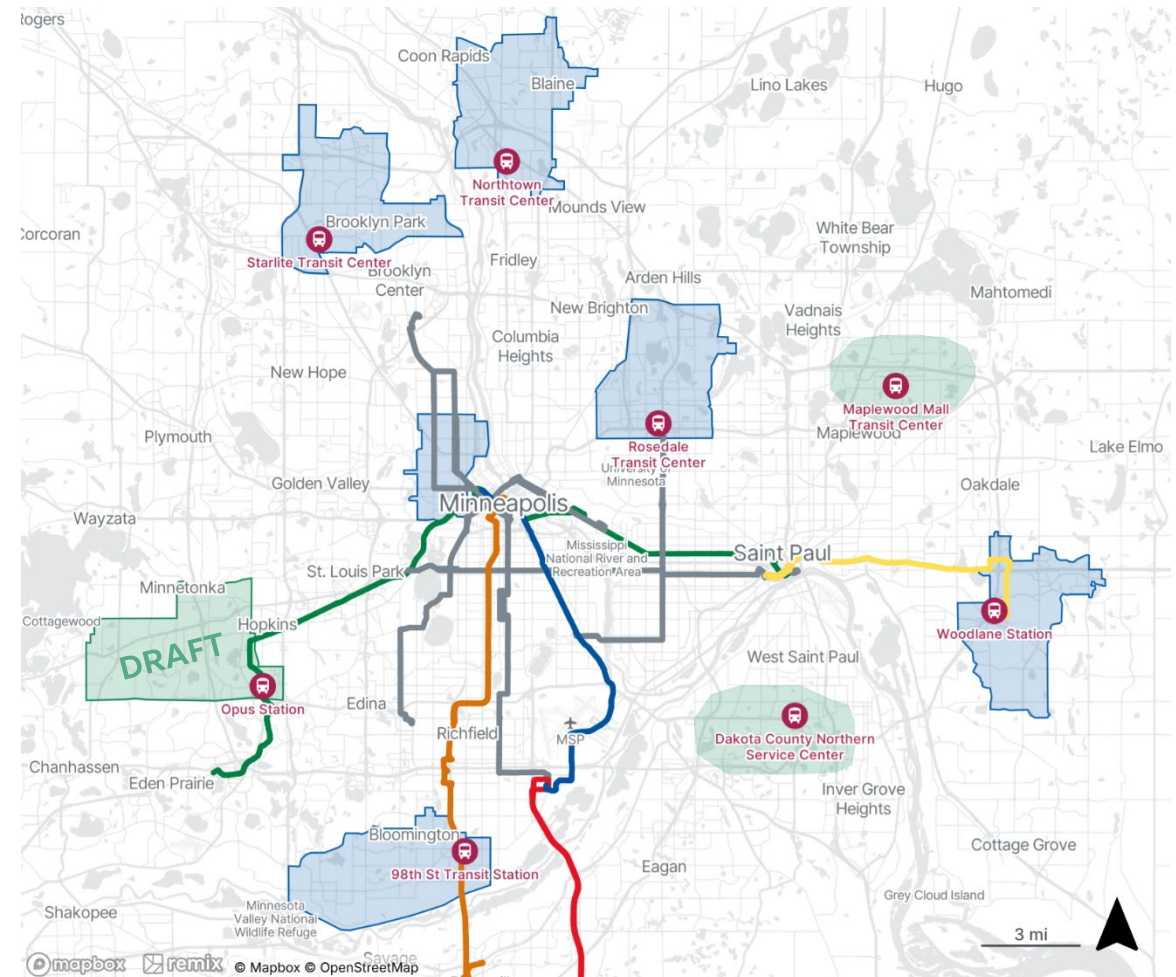




Metro micro Upcoming Changes

Upcoming Changes

- Five zones launched via Network Now Framework
 - Brooklyn Park Zone launched Oct 1
- Service to Extended Green Line
 - North Minneapolis Area zone expanded to serve Bryn Mawr Station
 - Minnetonka Area zone launches 2027
- Fare policy change in 2027
- Network Now: two additional zones



Program Next Steps

- Leverage 3+ years of microtransit knowledge in different settings
- Develop guidelines and best practices for Metro micro
 - SOP, Best Practices, Interaction with fixed route, etc.
- Continue to monitor service and changes over time

