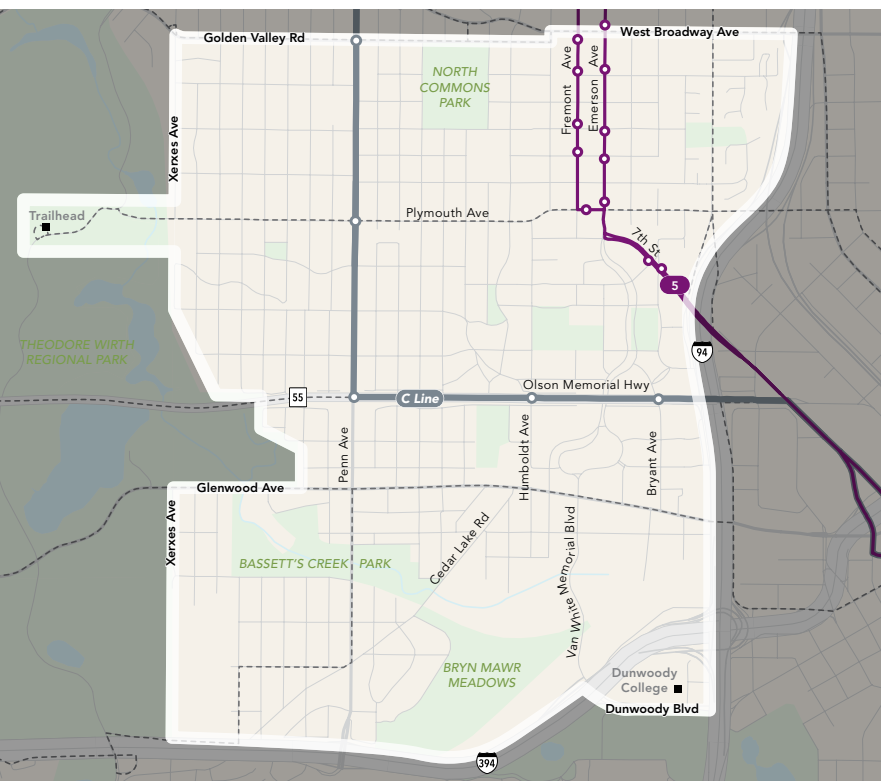


What is Metro Transit micro?

Metro Transit micro is a new pilot of on-demand service from Metro Transit, offering connections to existing transit service as well as point-to-point trips within a 2 ½ square mile service area in north Minneapolis. Metro Transit micro uses smaller vehicles and dynamic route scheduling to match customers with one of five service vehicles, ensuring fast, safe, and convenient service with minimal wait times.



SERVICE DETAILS

- Will operate seven days a week
- Service hours will closely match the METRO C Line (5 a.m. to 11:30 p.m.)
- **Cost:** Standard bus fare ticket pricing. Go-To Cards and passes are accepted. Transfers are free.
- **Vehicles:** The service will use smaller 10-12 passenger vehicles
- Pilot will operate for 12 months minimum

WHY NORTH MINNEAPOLIS?

North Minneapolis was the best choice for a pilot area to achieve the project goals of:

1. Increasing mobility choices in Black, Indigenous, and People of Color (BIPOC) communities
2. Improving access to high frequency routes

During COVID, ridership has declined across the Metro Transit system and nationally. However, the METRO C Line in north Minneapolis retained 60% of its ridership – one of the highest in our system. A Northside on-demand microtransit pilot demonstrates investment in neighborhoods where expanded mobility options may have the greatest potential effect for community members.

Who will operate Metro Transit micro?

Operations will be contracted by Metropolitan Transportation Services to an existing dial-a-ride provider. Via will provide the routing software for the service. Via, which was selected through a competitive process, will manage the app through which customers request a ride.

How do customers book a trip?

Customers can download the smartphone app, Via, and create a user account. In the Via app, follow the on-screen directions to book a ride instantly. Trips will be denied if a trip starts or ends outside the pilot service area, or if user attempts to book a trip outside service hours. For users unable to use a smart phone, a call-in number will be provided. Rides can be paid for using a Go-To Card, cash, or Metro Transit app ticket.

Health and Safety

Metro Transit continues to follow public health guidance on reducing the spread of COVID-19.

- While capacity limits are no longer in effect, it's a good idea to spread out, when possible.
- Vehicles are sanitized daily using CDC-approved disinfectants.

Metro Transit Police support micro through its commitment to the personal safety, quality of life, and protection of property for everyone in our transit community.

- All vehicles include onboard cameras.
- Drivers are in communication with the Transit Control Center and Transit Police.
- To silently report a non-emergency situation, customers may use Text for Safety by texting 612-900-0411 or using the Metro Transit app. In an emergency, please use 911.