



# Transit Link

## Service Mission and Operating Parameters



# A Transportation Option

**The service mission is to ensure that all who reside within the seven county metro area have at least one transportation option.**



# Council-County Collaboration

## Coordination Advisory Committee (CAC)

- 2 representatives from each of the seven counties
  - Transportation/Transit
  - Human/Social Services
- 3 Met Council staff
- Developed operating parameters
- Ongoing refinement of policies and performance monitoring

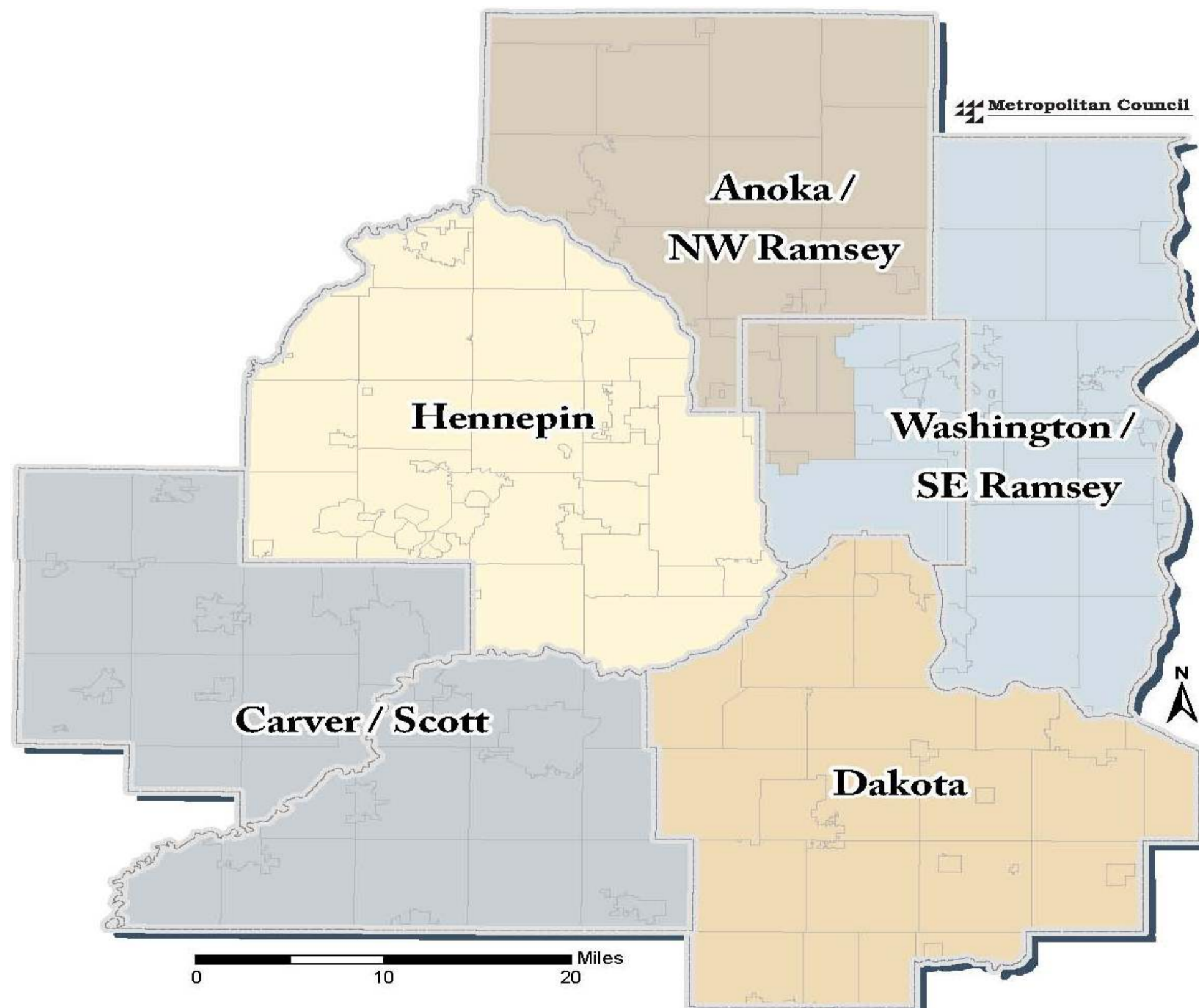




# Current Transit Link Program

## Five Contractors Serve Seven Counties

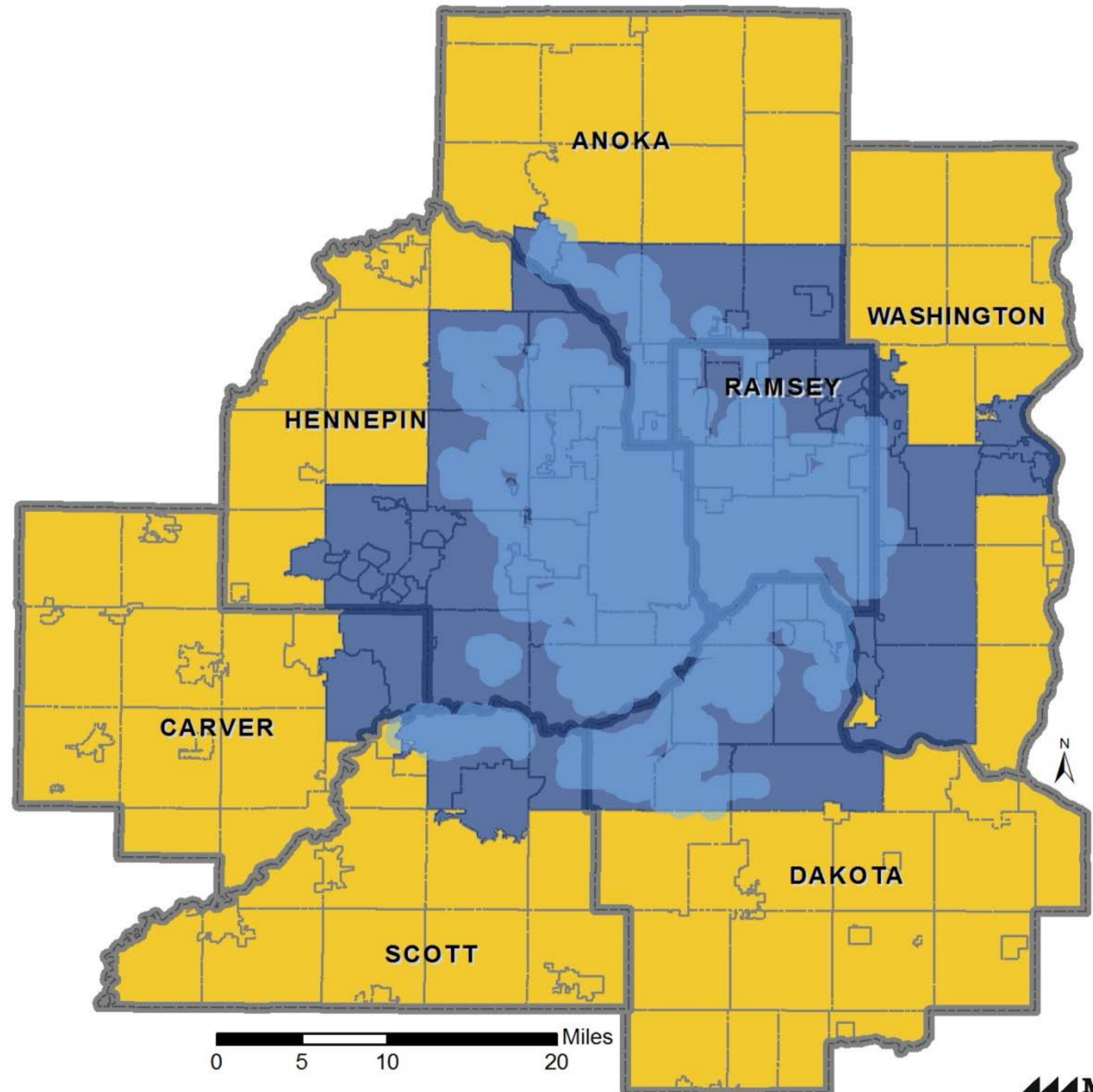
- Single set of operating rules
- Coordinate with each other
- Easily recognized vehicles
- Open to the general public
- Single phone number





# The Role of Transit Link

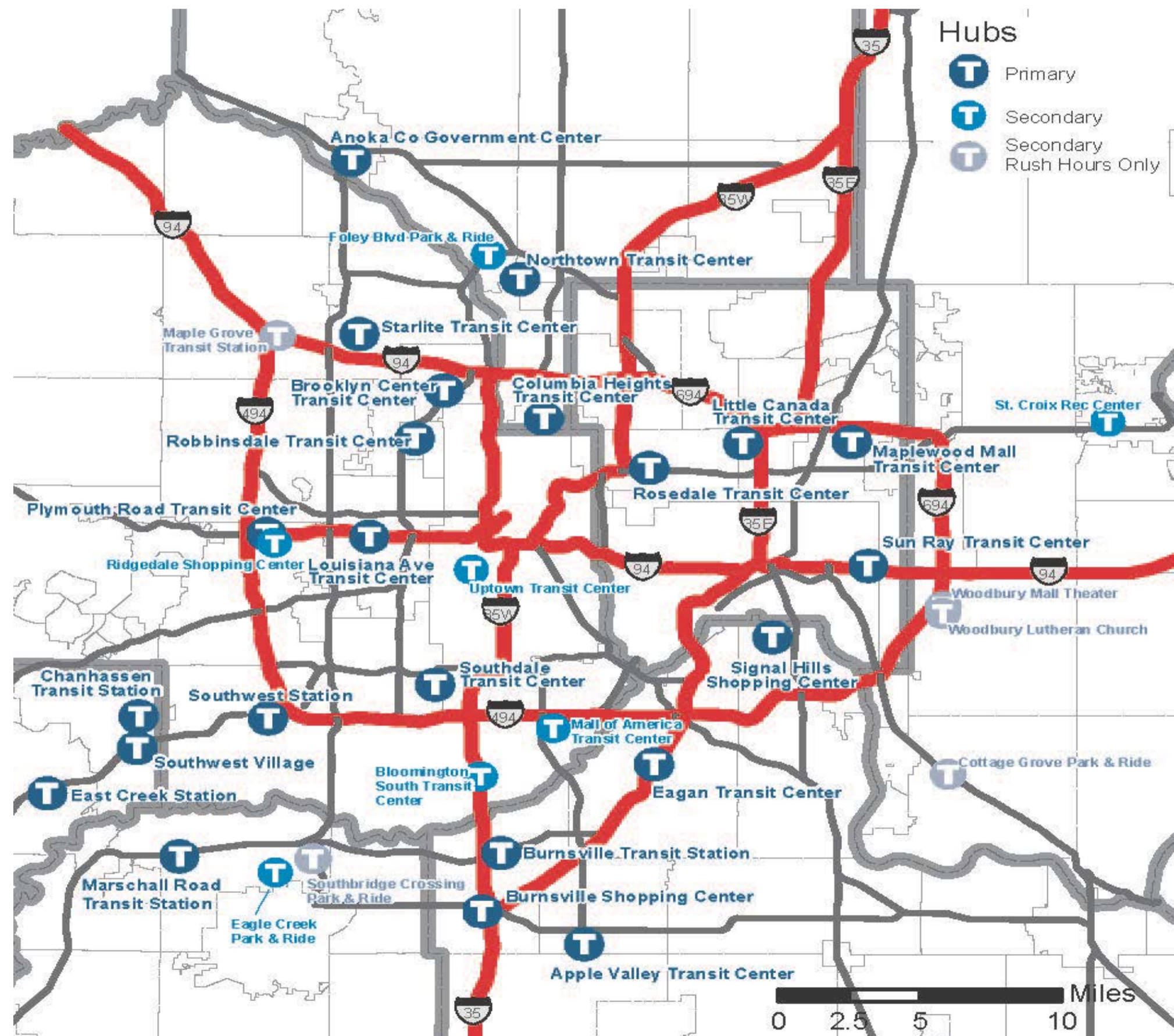
- Available for trips where fixed route is not available
- Coordinate with other Transit Link contractors, Metro Mobility and fixed route services for longer trips





# Coordination with Fixed Route

- Every trip request is screened for a fixed route solution
- Transfers are made to fixed route at hubs when possible and appropriate





# Service Parameters

- Service is available Monday through Friday between 6 a.m. and 7 p.m.
- 30 minute arrival window
- Curb to curb with limited assistance
- Door to door assistance for ADA certified riders
- 3 minute customer window



# Reservations

- Rides may be reserved up to five business days in advance
- Call 651-602-LINK (5465) Monday-Friday from 7:00am-3:30 pm
- Inform reservation staff where and when you need to travel





# Fares

- Riders may pay using:
  - Cash; exact change
  - Transit Link Coupons
  - Transfers from fixed route
  - Combination
- Fare is based on distance traveled
  - less than 10 miles - \$2.25 each way
  - 10-20 miles - \$4.50 each way
  - more than 20 miles - \$6.75 each way
- Group discounts available
- Currently transitioning to Go-To or cash usage



# Group Discounts

- Trips less than 10 miles
  - 4 or more riders
  - Return ride is free
- Trips between 10 and 20 miles
  - 3 or more riders
  - Pay \$2.25 each way instead of \$4.50
- Trips 20 miles or more
  - 3 or more riders
  - Pay \$4.50 each way instead of \$6.75



## Standing Orders

- Riders that go to and from the same location at the same time each week may submit a written request for the trip to be placed as a standing order after riding for three consecutive weeks
- Riders may make up to four changes to an existing standing order each year
- Excessive Standing Order cancellations results in loss of standing order for 12 months



## No-Shows

- A rider is documented as a no-show if the ride is cancelled less than one hour prior to the scheduled pickup time
- Return ride automatically cancelled
- Two consecutive no-shows results in suspension of the standing order until contact is made with customer
- No customer contact within 30 days results in standing order deletion



# Suspension From Service

- Four no-shows within a rolling 30-day period will result in a suspension.
- One or two suspensions within 12 months-No rides for 30 days
- Three suspensions-No ride for 45 days
- Four Suspensions-No ride for 60 days
- Each suspension above four suspensions will add 30 days to the suspension
- Additional no-shows prior to the start of a suspension will extend the suspension by two weeks

\*\* If the rider is suspended the standing order will be forfeited.



# Questions

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