

# METRO MOBILITY CERTIFICATION GUIDE



If you want to use Metro Mobility, you need to first go through a certification process to determine whether you are eligible. There is no cost to become certified.

Your first step is to fill out a form that provides the information we need for your certification. The form is available free of charge online at [www.metro-mobility.org](http://www.metro-mobility.org) or from the Metro Mobility Service Center.

## METRO MOBILITY SERVICE CENTER

390 Robert St. N., Saint Paul, MN 55101

## OFFICE HOURS

Monday-Friday, 7:30 a.m.-4:00 p.m.

Call: 651.602.1111

TTY: 651.221.9886 | Fax: 651.602.1660

Email: [metro-mobility@metc.state.mn.us](mailto:metro-mobility@metc.state.mn.us).

## HOW WE DETERMINE YOUR ELIGIBILITY

The Americans with Disabilities Act (ADA) sets the eligibility standards. Under the ADA, you may be eligible for Metro Mobility if you meet any of the following criteria:

- You are not physically able to get to or from a bus in an area where regular-route buses operate because of your disability or health condition.
- You are not able to determine how to use the regular-route bus system.
- You are not able to get on or get off a regular-route bus.

We determine your eligibility for Metro Mobility based on your inability to use regular-route transit at least sometimes. It is important for you to know that you are not eligible for Metro Mobility just because:

- You don't have regular-route service in your area. There are alternative dial-a-ride transit services available that can get you to your destination or to a regular-route bus. For more information, check out Transit Link at [transitlinktc.org](http://transitlinktc.org)
- You are not able to drive an automobile or do not have a driver's license.
- You have a fear of using regular-route service.
- It is inconvenient or difficult to use regular-route service.
- You may be more vulnerable from a safety standpoint using regular-route service.

- **If You Have Fluctuating Symptoms – Good Days and Bad Days** Symptoms of many disabilities can fluctuate from day to day. When we evaluate your eligibility, we want to know what your ability is on your worst bad day.

## Certifying Children

Children may be eligible who are not able to use regular-route service by themselves because of their

disability, not just because of their age. Children under the age of 6 must travel with a personal care assistant (for example, a parent, adult friend, guardian).



## VISITOR'S ACCESS TO METRO MOBILITY

If you are visiting the Twin Cities metropolitan area, please register with the Metro Mobility Service Center before you arrive in the Twin Cities. If you are currently ADA-certified, you may submit documentation from the transit agency in your home state that has verified your eligibility under the Americans with Disabilities Act.

Alternatively, you can contact the Metro Mobility Service Center and explain your need for visitor's

access to service. To apply for visitor status, contact the Metro Mobility Service Center at 651.602.1111 or email us at [metromobility@metc.state.mn.us](mailto:metromobility@metc.state.mn.us).

Your visitor's certification, if approved, is valid for 21 days within a year. If you need Metro Mobility services more than 21 days within a year, you will need to apply to Metro Mobility for certification.

## CERTIFICATION PROCESS

### Step One: Complete the Certification Questionnaire

The Metro Mobility Certification Questionnaire should be filled out by the person applying for Metro Mobility or an advocate who is familiar with the person's condition. It is important that both the person applying for Metro Mobility AND the person who assisted in filling out the application sign the form.

### Step Two: Complete the Professional Verification Form

In addition to the application form from the person applying for Metro Mobility, we request that the person also submit a form from a licensed professional. This form can be filled out by any of the following professionals who are familiar with the person's condition:

- Physicians or psychiatrists
- Occupational therapists
- Psychologists
- Physical therapists

- Licensed independent social workers (LISW, LICSW)
- Recreational therapists
- Speech/language pathologists
- Certified orientation and mobility specialists
- Registered nurses (RN)
- Doctors of chiropractic

The forms are available online at [www.metromobility.org](http://www.metromobility.org) OR by calling the Metro Mobility Service Center at 651.602.1111 or TTY 651.221.9886. We can provide materials in alternative formats if you ask for them.

### Step Three: Submit the Certification Questionnaire and the Professional Verification Form Together

To make sure we have all your information, please send both forms together in the same envelope.

**Metro Mobility Service Center**  
390 Robert St. N.  
Saint Paul, MN 55101

Or by email: [metromobility@metc.state.mn.us](mailto:metromobility@metc.state.mn.us)  
Or by fax: 651-602-1660

## Step Four: Metro Mobility Professionals Review the Application

Metro Mobility staff will review your application packet. By law, we must review your application and make an eligibility determination within 21 days. If the application packet contains all of the information we need and we determine you are eligible, you will receive a "Welcome Packet" from us. If we need more information, we will ask you to come in for further assessment (see *Step Five*).

If we do not process your properly completed and submitted application within 21 days, you will be eligible for Metro Mobility until we complete the application process. This is called "presumptive eligibility."

## Step Five: In-Person Assessment

If the application packet does not contain all of the information that we need to determine eligibility, we will ask you to come in for an in-person assessment.

The in-person assessment may consist of the following:

- **A conversation about your current mobility.** The Metro Mobility evaluator will talk with you about how you currently get around.
- **A simulated bus trip on the computer.** This standardized test is designed to measure your cognitive ability to use regular-route transit. (This is called Functional Assessment of Cognitive Transit Skills or FACTS, for short.)
- **A walk outside or through the skyway.** This will help us determine such things as physical ability to get to the regular-route bus, as well as memory and landmark recognition.
- **A standard walking and balance test.** This standardized test measures your risk of falling. (Tinetti Gait and Balance Test).

If we ask you for an in-person assessment, we will schedule a ride (within the Metro Mobility Service Area) at no cost.

## Common Issues with the Certification Packet

We have encountered three common issues with the Certification Packets we receive. You can speed up your certification by avoiding some of these common issues.

- **One of the forms is missing.** To process your application, we need both the Certification Questionnaire and the Professional Verification. Make sure they are both included when you send in your forms.
- **One of the forms isn't signed.** For verification reasons, we need to have both forms signed. If either the applicant or the professional forgets to sign, the form is considered incomplete.
- **The professional's credentials are missing.** Your professional must include both their title and credentials when signing.

## Types of Certifications

Once the application and assessment process is complete, Metro Mobility staff will send you a letter with our eligibility determination. You may fall into one of the following categories:

- **Full Eligibility** – This means that you are eligible for Metro Mobility because your health condition or disability prevents you from ever taking regular-route transit independently.
- **Conditional Eligibility** – This means that you are eligible for Metro Mobility because your health condition or disability sometimes prevents you from taking regular-route transit independently.
- **Temporary Eligibility** – This means that you are eligible for Metro Mobility for a short period of time while you recover from an injury or condition that currently prevents you from accessing regular-route transit independently.
- **Ineligibility** – This means that your application for Metro Mobility service has been denied because your disability or health condition does not prevent you from accessing regular-route transit independently.



# ELIGIBILITY APPEAL

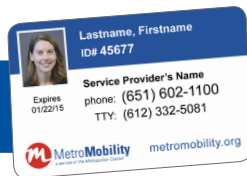
You have the right to appeal our eligibility determination if you have been “denied.” You may also appeal if you believe the type of certification you received was incorrect.

## Step One: Eligibility Appeal

Send a written letter stating that you are appealing the decision. In this letter you may provide additional information if it is available.

This letter should be sent to:

**Eligibility Appeals Metro Mobility**  
390 Robert St. N.  
Saint Paul, MN 55101



## PHOTO ID

As a Metro Mobility customer, you must present a valid government-issued photo identification when riding Metro Mobility. Any photo ID issued by a U.S. federal or state agency or the District of Columbia is acceptable. This includes, but is not limited to, a driver’s license, state identification card, passport, passport card, U.S. military identification card, or an employee identification card issued by a federal or state agency.

You can choose to have your ID or driver’s license imprinted with an “A” indicator that allows you to ride regular-route transit for \$1 and entitles you to have a personal care assistant ride with you.

A personal care assistant could be a friend, health care professional, guardian, or someone else you need to help you. The personal care assistant rides at no charge. Through 2024, Metro Mobility certified riders will be able to board any Metro Transit or other regional provider’s regular route bus or train for free.

If you want, you may get a Metro Mobility ID Card. Customers can get a Metro Mobility ID Card by:

1. Stopping at the Metro Mobility Service Center

Or by email: [metromobility@metc.state.mn.us](mailto:metromobility@metc.state.mn.us)  
Or by fax: 651-602-1660

## Step Two: Appeal Hearing

Metropolitan Council staff in the Office of Equal Opportunity will schedule an appeal hearing with an independent panel to review your appeal. You may attend the appeal hearing, but you are not required to. You are encouraged to provide any new information or documentation you have to the appeal panel to help them make a determination.

Tuesday, Thursday or Friday between 10:00 a.m. and 2:00 p.m.

2. Emailing an electronic photo of the customer to [Metromobility@metc.state.mn.us](mailto:Metromobility@metc.state.mn.us) with the customer’s name, date of birth, and Metro Mobility ID number. Metro Mobility will retain and use a customer’s photo ID on file for up to 8 years if they are over 18 years of age.

You can replace your lost or stolen Metro Mobility ID card for a \$5.00 fee. To replace a lost or stolen ID Card:

1. Contact the Metro Mobility Service Center in writing and enclose a check for the \$5.00 replacement cost with your letter.

**Do not send cash through the mail.**

Mail your letter to:

**Metro Mobility Service Center**  
390 Robert St. N.  
Saint Paul, MN 55101

2. Stop by the Metro Mobility Service Center offices weekdays between 10:00 a.m. and 2:00 p.m. with your \$5.00 replacement fee.

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