Metro Mobility - Premium On-Demand Service

What is Metro Mobility Premium On-Demand Service?

The Premium On-Demand program is a service that invites any Metro Mobility customer to book a taxi ride at a reduced rate for a same-day ride, or any other ride up to four days in advance.

Premium, on-demand trips are a **great** option for customers who are able to pay a little bit more for a faster trip, or for the convenience of a same day ride. Unlike regular Metro Mobility service, premium on-demand service is not shared-ride so customers are brought <u>directly</u> to their destination.

Paying your fare:

Under the program, the customer will pay the first **$5, a**nd Metro Mobility will pay the next $15 of the total fare. If the total fare exceeds $20, the customer pays the remainder. See below for some fare examples:

If the final fare is	Customer pays	Metro Mobility pays
$5	**$5**	$0
$8	**$5**	$3
$10	**$5**	$5
$15	**$5**	$10
$20	**$5**	$15
$25	$10	$15

How to book a Metro Mobility Premium On-Demand trip:

➢ Call your regular Metro Mobility trip provider and request a premium on-demand trip.
➢ Provide your requested pickup and drop-off location.
➢ Your provider will give you a confirmation number, and phone number for taxi service.
➢ Call the taxi service provider and give them your confirmation number to book your trip.

Know before you go:

- Go To cards are not accepted for premium on-demand rides. <u>Fares must be paid with cash, debit or credit card.</u>

- A limited number of premium on-demand vehicles are equipped with ramps and tie-downs for customers that use mobility devices.

- Premium on-demand service is curb-to-curb. If you need driver assistance to/from your door, or assistance boarding the vehicle or with packages, be aware that taxi drivers are not required to assist customers in the same way Metro Mobility drivers are.

Questions? Call Metro Mobility Customer Service at 651.602.1111 (TTY 651.221.9886) between 7:30 am and 4:00 p.m., Monday through Friday. Or visit our website at www.MetroMobility.org