

METRO MOBILITY

SERVICE GUIDE





YOUR GUIDE TO METRO MOBILITY SERVICE

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YOUR GUIDE TO METRO MOBILITY SERVICE

WHO WE ARE

Metro Mobility provides transit service in the Twin Cities metropolitan area for people with a disability or health condition that makes them unable, at least sometimes, to use regular-route transit like buses and light rail.

Metro Mobility is a service of the Metropolitan Council, the regional agency of government for the seven-county Twin Cities metropolitan area. Metro Mobility is managed by Metro Mobility Customer Service. Two transportation companies provide Metro Mobility trip service using specially equipped vehicles and trained, uniformed drivers.

Metro Mobility Customer Service determines whether applicants are eligible for Metro Mobility service, makes sure we comply with state and federal rules, sets the rules for operating the service, responds to feedback from our customers, contracts with private companies to provide the service, and oversees how they deliver it.

The trip providers are responsible for all aspects of delivering service to our customers. They hire, train and supervise the drivers, dispatchers, reservationists, and schedulers. They are responsible for booking and routing trips and for maintaining, cleaning, and insuring Metro Mobility vehicles.





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Metro Mobility
a service of the Metropolitan Council

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SUPER DUTY

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Metro Mobility service is ...

- **ADA service.** The Americans with Disabilities Act (ADA) ensures equal opportunity and access to public services and facilities for people with disabilities. Metro Mobility provides service under the guidelines of the ADA.
- **A civil right.** If you have been certified to use Metro Mobility, your access to our service is a civil right guaranteed under Title II of the ADA.
- **Public transportation.** As a public service, many of the rules that apply to Metro Mobility are the same as those for regular-route transit, such as buses and light rail trains.
- **Available for any trip purpose.** You can use Metro Mobility for any trip purpose. Metro Mobility does not give preference to one type of trip over another. Whether you are taking a trip to the doctor, theater, or grocery store, each trip is equally important.
- **A shared-ride service.** Metro Mobility customers often share vehicles with other customers going in the same general direction at about the same time.
- **Complementary to regular-route service.** Metro Mobility operates in the same communities and at the same times as regular-route service. As with regular-route service, customers are required to pay a fare for each trip when they board the vehicle.
- **A service of the Metropolitan Council.** The Metropolitan Council operates several transportation services – Metro Mobility, Metro Transit, and Transit Link (a dial-a-ride service operating in areas not served by regular-route transit).

WHO TO CONTACT

Contact Metro Mobility Customer Service to:

- Ask questions about eligibility. Our *Metro Mobility Certification Guide* is available online at metromobility.org.
- Check your certification status.
- Give a compliment for good service.
- Make a complaint.
- Express concerns.
- Ask general questions about the service.

Phone: 651.602.1111
TTY: 651.221.9886

*Use these numbers only for your questions.
Do not use these to schedule rides.
Contact your trip provider to schedule rides.*

Metro Mobility Customer Service
390 Robert Street North
Saint Paul, MN 55101

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

Fax: 651.602.1660

Email: metromobility@metc.state.mn.us
Website: www.metromobility.org

Contact your trip provider to:

Schedule a Trip | Check on a Trip | Cancel a Trip

Trip Providers

	Metro West Area	Metro East Area	Metro South Area
Provider	Transit Team	First Transit East	First Transit South
Phone	651.602.1100	651.602.1120	651.602.1180
TTY	612.332.5081	651.636.4000	952.895.3449
Email	WReservations@metc. state.mn.us	EReservations@metc. state.mn.us	SReservations@metc. state.mn.us
Fax	612.332.4116	651.628.0211	952.736.5952

AM I ELIGIBLE TO RIDE METRO MOBILITY?

To be eligible for Metro Mobility, you must be unable to use regular-route transit at least some times. You may be eligible if any of these situations apply to you:

- You have a physical, visual or mental disability that makes you unable to use regular-route transit.
- You're unable to board or exit the bus at some locations because of your disability.
- You cannot independently navigate the regular-route transit system even if you're able to get to a transit stop and can get on and off the vehicle. "Cannot navigate" means, for example, that you're unable to ride the bus by yourself, recognize bus stops, understand how to complete a bus trip, or figure out your fare.

These situations would not qualify you for Metro Mobility:

- Your disability makes it "hard" or "harder" for you to use regular-route transit.
- You do not have regular-route transit service in your area.
- You could use regular-route transit if it were available in your area.
- You have a fear of riding regular-route transit.
- You consider yourself socially vulnerable but you are able to use regular-route transit.

These are general guidelines. If you have questions about whether you may or may not qualify for Metro Mobility, please contact Customer Service.

Also, please see our *Metro Mobility Certification Guide*, which is available online at www.metromobility.org.

HOW DO I APPLY FOR METRO MOBILITY SERVICE?

You need to complete a Metro Mobility application that includes both the Certification Questionnaire and Professional Verification Form to determine your eligibility for service.

Step 1: Complete the Certification Questionnaire.

The person filling out the Certification Questionnaire should be 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 2: Complete the Professional Verification Form.

Have the Professional Verification Form completed by a licensed professional health care provider who is familiar with the person's condition.

Step 3: Submit both completed forms together to Metro Mobility Customer Service.

Step 4: Metro Mobility professionals will review the application.

Metro Mobility staff will review your application forms and contact you within 21 days with an eligibility determination.

Step 5: An in-person assessment may be necessary as a follow-up.

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

HOW LONG AM I CERTIFIED TO USE METRO MOBILITY?

Generally up to four years. Certification dates are set to coincide with the expiration date on your Minnesota State ID card or your driver's license, when possible. In a few situations, Metro Mobility may grant "permanent," or life-time, certification to people of advanced age or in a deteriorating health condition.

If you have a temporary condition that prevents you from using regular-route transit, you may be approved on a temporary basis for up to nine (9) months. If we give you a temporary certification, you do not need a Metro Mobility ID card. However, you must present a valid government-issued photo ID for each trip.

APPEAL PROCESS

Customers who are denied certification or determined to be conditionally or temporarily eligible are entitled to appeal the decision within 90 days of the determination by contacting the Metro Mobility Service Center at 651.602.1111, or by email at metromobility@metc.state.mn.us.

Paratransit Appeal Panel Review

Appeals are heard by a Paratransit Appeal Panel. The panel consists of three members who receive no compensation from the Metropolitan Council for their services. The chair of the Appeal Panel is the chair of the Transportation Accessibility Advisory Committee (TAAC). The two other members are appointed by the Metropolitan Council's Office of Equal Opportunity (OEO). All members are required to have an in-depth understanding of paratransit regulations, ADA law and a wide range of disabilities.

The panel considers all evidence and testimony before rendering a decision and notifies OEO of their decision. A written notification of the decisions will be sent to the appellant and the Metro Mobility Service Center.

While panel decisions are final and not subject to further appeal, previously denied applicants may reapply for further consideration as the situation may warrant.

VISITOR ELIGIBILITY

People who are visiting from outside the Metro Mobility Service area can ride as temporary visitors for up to 21 days in a year. In order to access Metro Mobility Service, visitors must have disabilities or health conditions that sometimes prevent them from accessing regular-route buses and trains. Visitors who need more than 21 days of access in a year are required to complete the Metro Mobility certification process.

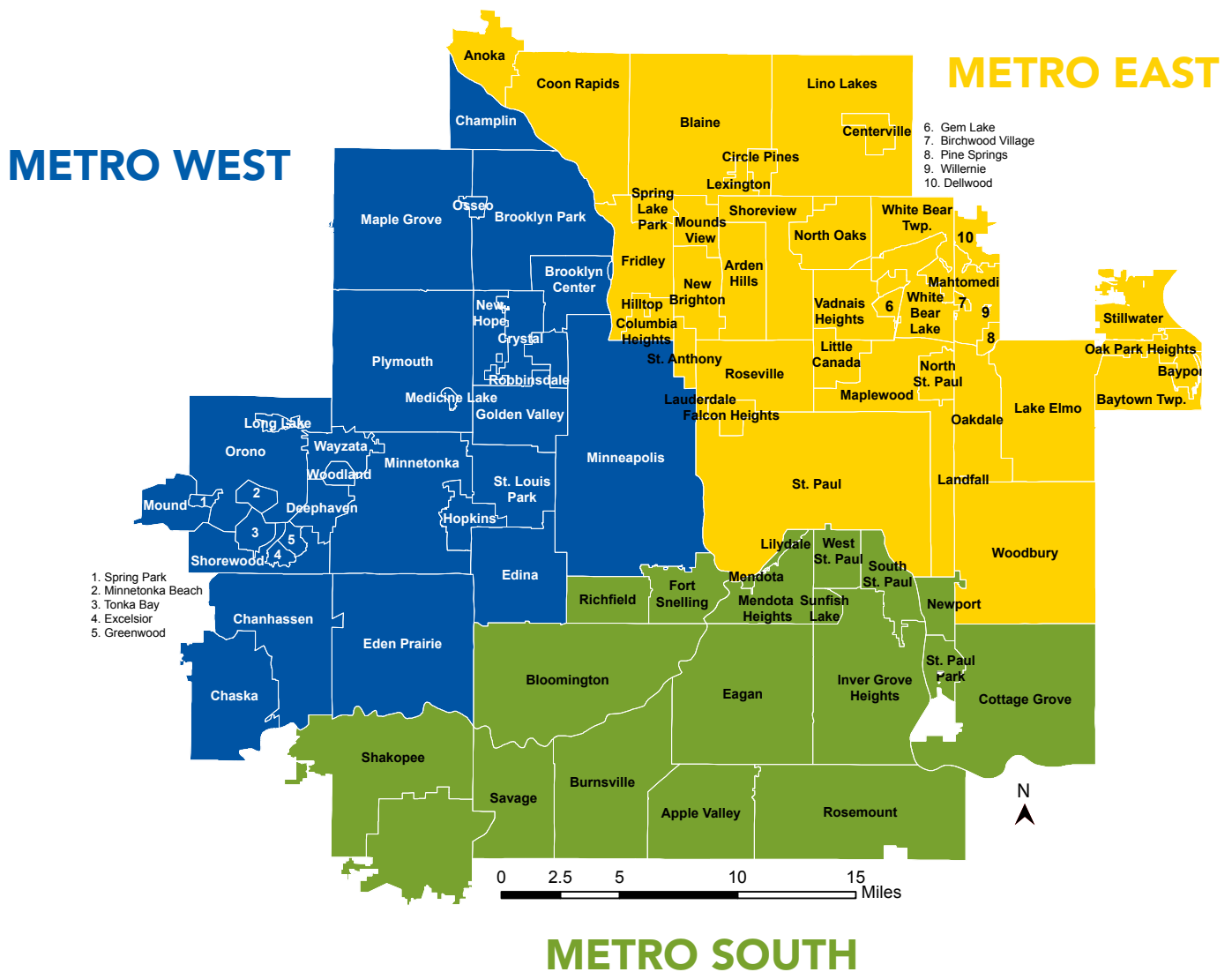
To access Metro Mobility as a visitor, or ask questions about the visitor policy, please contact the Metro Mobility Service Center at 651.602.1111 or metromobility@metc.state.mn.us.

WHERE WE PROVIDE SERVICE

Service area is divided among three separate trip providers

The Metro Mobility service area is divided among three trip providers (see map). You will be assigned to a trip provider based on your home address. Your trip provider is responsible for scheduling and coordinating all of your trips regardless of pickup or drop-off location.

For example, if you live in Bloomington, you are assigned to the Metro South trip provider. Even if your trip is going from Saint Paul to Minneapolis, you will contact the South Metro trip provider. This trip provider will either provide your trip or coordinate it for you. The table on page 4 shows contact information for the trip providers.



WITHIN THE SERVICE AREA

The ADA requires that the Metropolitan Council provide Metro Mobility service within 3/4 of a mile of any all-day, local, regular-route service. The State of Minnesota requires that Metro Mobility serve the Transit Taxing District, which generally covers the central portion of the seven-county metropolitan area.

ADA Service Area. All trips that begin and end in the ADA-mandated service area are a federally protected civil right. The trip providers must schedule these trips when their reservationist receives the call.

State Service Area. Trips that begin or end outside the ADA service area but within the state-mandated area will be placed on standby. (For more information on the standby process, please see page 12.) You will be offered a subsidized taxi ride if your trip cannot be provided on a Metro Mobility vehicle.

SERVICE HOURS

Metro Mobility service hours are not the same for all communities. Metro Mobility sets hours of service based on when regular-route service is available in each community. If a community does not have any regular-route service, Metro Mobility offers limited service.

Hours of service may change as often as quarterly to respond to regular-route service changes. Customers will be given at least three months notification before Metro Mobility makes any reductions in service hours. Up-to-date hours are available online at metromobility.org or by contacting Customer Service.

WHAT METRO MOBILITY SERVICE OFFERS

A safe and reliable ride. Your safety is our primary concern. Metro Mobility drivers are professionals who meet strict guidelines set by the State of Minnesota. Drivers must successfully complete nearly two weeks of training that covers assisting passengers, first aid, defensive driving, disability awareness, and behind-the-wheel training. All drivers must pass criminal-history background checks and pre-employment drug screen tests.

Any trip purpose is OK. You can use Metro Mobility to go to any kind of destination – for example, the doctor, a movie theater, the grocery store, or a friend’s house. Each trip is equally important.

Managing your mobility device. Drivers receive extensive training in how to assist passengers, properly secure wheelchairs and scooters, and safely operate the motorized lifts provided on every Metro Mobility vehicle.

All Metro Mobility lifts can accommodate mobility devices up to 30 inches wide and 48 inches long. Metro Mobility lifts can handle approximately 800 pounds.

For your safety, your mobility device should be in good condition, especially the brakes. For the safety of other passengers, the driver may refuse to transport a passenger whose mobility device is not properly maintained.

Door-through-door service. We pick you up at the first entry door at your pickup location. That's the door that takes you directly to the outside of your home or apartment building, for example. At your destination, we escort you through the first entry door. That's the door that takes you from the outside to inside a building, such as a store or office building. Drivers do not go beyond the first set of outside doors.

Mobility assistance from the driver. You can expect that your Metro Mobility driver will assist you as you go from the first entry door of your pickup location to the vehicle, and from the vehicle through the first entry door of your drop-off location. If you are in a mobility device, your driver will help you go up and down outside stairs and ramps as long as they are properly maintained. However, your driver is not authorized to sign release forms on your behalf.

Bringing along someone to help you. If you need help once you arrive at your destinations, you are welcome to bring another person along as your personal attendant at no charge. Just tell your reservationist of the additional passenger when you request the ride. A personal care attendant does not have to be a registered or paid professional. They can be anyone who comes along to assist you.

Bringing along a guest. As a certified Metro Mobility rider, you may bring along a guest. Just tell your reservationist of the additional passenger when you request the ride. Guests pay the standard fare. You can bring more than one only if space allows.

Assistance with packages. Our drivers will assist you with up to four grocery-sized bags or the equivalent. They will assist you with loading and unloading packages, but they are not permitted to assist riders with their packages beyond the first door of any building. Because Metro Mobility is a shared-ride service, some packages may be too large to transport on our vehicles.

Packages should be able to fit in the area around the rider without taking the space of any other rider. A small folding grocery cart for convenience is acceptable. A paying guest may also bring up to four bags. Personal care attendants are not allowed additional packages.

Riding with children. Children age 5 and under may ride in the vehicle as a guest at no additional charge. Children 6 and over will be charged the regular fare.

- For safety reasons, children must be secured in their own seats.
- A child younger than 4 or weighing 40 pounds or less must be in a car seat provided by the customer.
- You or your personal attendant is responsible for properly securing the child's car seat in the vehicle.
- Drivers may assist with empty car seats but will not carry children.

Animals are welcome but need to be under your control at all times. You can always bring service and therapy animals with you on Metro Mobility vehicles. They are expected to sit or lie on the floor near you, not on a seat. Pets are allowed too but they need to be in carriers.

Sharing the ride with others. You will typically be riding with others in the Metro Mobility vehicle. Usually, we can't give you a nonstop ride to your destination because your driver may need to pick up and drop off other passengers along the way.

An on-time pickup. Because Metro Mobility is a shared-ride service, we cannot guarantee an exact pickup time. We do our best to arrive within 30 minutes of your negotiated pickup time. If we don't, your ride is free. The negotiated pickup time is the pickup time you agree to when you book a ride. This time starts the 30-minute arrival window.

An on-time arrival at your appointment. If you provide us with an appointment time, we will do our best to get you to your destination on time. Customers can expect that they will not arrive at their appointment more than an hour before their appointment time. Metro Mobility expects its trip providers to get customers to their destination on or before the time stated at least 95% of the time.

A ride time that is comparable to regular-route transit. Your ride time will be comparable to a trip taken using regular-route transit – not a taxi or personal automobile. A five-mile ride that may take only 10 to 15 minutes in a personal automobile may take up to 50 minutes on regular-route transit and on Metro Mobility. See the table on page 24 for a breakdown of ride times by distance.

To be treated with dignity and respect at all times. Every customer, guest, and personal care attendant should be treated with dignity and respect on every phone call and every ride.

Professional and courteous service from all staff. Metro Mobility staff and trip providers are professionals dedicated to providing respectful and reliable service.

Professional drivers in uniform with ID badges. Metro Mobility drivers wear company uniforms with visible identification badges.

A clean and properly maintained vehicle. Metro Mobility vehicles are maintained by certified mechanics. Every vehicle is inspected each morning before being put into service. All of the vehicles are inspected by the Minnesota Department of Transportation each year to ensure safety.

Your concerns will be taken seriously. When you contact Metro Mobility Customer Service, your concern will be taken seriously. When you contact us with your concerns, our professional staff will document your specific request or concern. We will conduct an investigation. We will respond to you appropriately.

METRO MOBILITY NEEDS YOUR COOPERATION AS A RIDER

Please help us by doing the following:

Properly maintain access to your pickup location. It's important to keep your sidewalks, ramps, and steps in good repair and clear of ice, snow and other hazards. That helps both you and the driver get to and from the vehicle safely. Steps must provide safe and adequate clearance at least: 30 inches wide, with each step being 7½ inches high and 10 inches deep. If there is not a safe and accessible path of travel, the driver might refuse to accompany a customer.

Have your mobility device in good condition. For safety, your mobility device should be in good condition, especially the brakes. For the safety of other passengers, the driver may refuse to transport a passenger whose mobility device is not properly maintained.

If the vehicle arrives before your pickup time. You are not required to board until your pickup time. However, if you are ready to go early, you can board the vehicle before your pickup time and then depart.

Pay the correct fare. Starting Oct. 1, 2017, Metro Mobility will charge the fares shown below. Metro Mobility will accept cash or Go-To cards with stored value. Metro Mobility cannot accept Metropasses, 31-Day Passes, or any other form of passes. If you are paying in cash, please provide the exact amount. Drivers do not make change.

How much your ride costs depends on the day, time of day, and the distance you're traveling.

Peak Time	\$4.50	(Monday- Friday, 6 a.m.-9 a.m. and 3 p.m.-6:30 p.m.)
Off-Peak Hours	\$3.50	
Holidays all day	\$3.50	
Downtown Fare Zone	\$1.00	
Non-ADA Trips 15 miles or longer	\$.75 added	

**New Year's Day, Memorial Day (observed), Independence Day (July 4th), Labor Day, Thanksgiving Day and the following Friday, and Christmas Day.*

You can purchase the Go-To card at the following:

- Online at <https://store.metrotransit.org/FareCard/New>
- At 100+ retailers, including all Cub Food Stores
- At one of the Metro Transit retail stores
- Through Metro Mobility Customer Service

You can put up to \$400 in stored value on your Go-To card. Metro Mobility ID Cards that work like a Go-To Card will be automatically registered by Metro Mobility Customer Service. Customers can add value on their Go-To card online, over the phone with Customer Service, at any rail vending machine, or at any Go-To vendor.

There are three different types of Go-To Cards but only one type is accepted on Metro Mobility:

- Multiday pass (not accepted on Metro Mobility).

- Stored-value card. If you are purchasing a Go-To Card for use on Metro Mobility, you must buy a stored-value card (accepted by Metro Mobility).
- Go-To lite Card (not accepted on Metro Mobility).

The disposable Go-To lite cards and the Go-To multiday passes are for unlimited rides and cannot be used to pay for Metro Mobility rides.

If your Go-To Card is not also a Metro Mobility ID, go to metrotransit.org/register and register it. This will provide protection if you lose your card. If your card is lost or stolen, contact Customer Service or go to the online Transit Store as soon as possible. Your card will be deactivated. The dollar balance remaining on your card at the time it was reported lost or stolen will be transferred to a new card. There is a small fee for creating and sending a new card.

Cash fares. Customers can pay the driver with cash. If you are paying with cash, please have the exact fare. For security reasons, drivers do not carry or make change.

When no fare charged or reimbursement for fare. You do not have to pay the fare if the vehicle arrives more than 30 minutes after your agreed-on pickup time. Also, if you arrive late for an appointment or are on vehicles longer than the maximum on-board time, contact Metro Mobility Customer Service to be reimbursed for your fare.

Pay your fare when you board the vehicle. If the vehicle arrives more than 30 minutes after your agreed-on pickup time, your ride is free. Customers who refuse to pay may be denied transportation. Drivers may require that customers pay fares before they board the vehicle.

Present a government-issued photo ID. We need to make sure we are transporting the right person. For the safety of our riders, the driver will ask to see an ID card every time you ride.

Please have a valid government issued ID card with you. This includes a driver's license, state ID card, Metro Mobility ID, passport, or military ID. We may deny transportation to customers who do not have a valid ID card. Drivers may require you to show your ID before you board the vehicle.

If you want a Metro Mobility ID, there is no cost to get your first Metro Mobility ID card. You have two ways to get one:

- Email a photo to the Metro Mobility Customer Service. Using a digital camera or cell phone, take a clear head-and-shoulders photo of yourself and email it to metromobility@metc.state.mn.us. Please include your name and Metro Mobility ID number or your date of birth in the email. Your Metro Mobility ID Card will be mailed to you within one week.
- Come to the Metro Mobility offices on Tuesday, Thursday or Friday between 10 a.m. and 1 p.m. You will have your card before you leave.

Be ready at your agreed-on pickup time. Metro Mobility is a shared-ride service. Other customers are counting on you to be ready so we can pick them up on time.

Remain seated with the seatbelt fastened. Under Minnesota law, you must wear your seatbelt at all times. Customers using a mobility device are required to use the lap belt. It is safer to also use the shoulder restraint but is not required.

Respect other passengers. You are sharing a ride with others. When you are having a conversation or using personal electronic devices, speak softly and use headphones.

Do not distract the driver or other customers. Do not interfere with the safe operation of a transit vehicle. It's illegal and dangerous.

Do not use any tobacco products. Customers are not allowed to use any type of tobacco product or e-cigarettes from the time the driver picks you up at the first door until the time the driver escorts you safely through the first door at your drop-off.

Do not use vulgar, racial or derogatory language. Customers are not allowed to use language that is vulgar, racially infused, or derogatory to others.

Metro Mobility response to severe weather. In rare cases during severe weather, Metro Mobility may temporarily suspend service for trips from riders' homes and focus on safely returning riders in the community back home. Metro Mobility will post any decision to suspend service due to severe weather and broadcast it on local television and radio stations. Also, look for updates on www.metromobility.org.

HOW TO SCHEDULE YOUR RIDE

Remember to contact your trip provider for your ride, not Metro Mobility Customer Service.

Schedule your ride in the reservation "window"

Schedule your ride in the reservation "window." You can schedule beginning four days before your ride but at least one day ahead.

The chart below shows how early you can schedule for the day you want to ride.

FOR ALL DAYS OF THE WEEK, IF YOU WANT A RIDE ON ...	
Monday	Book as soon as the previous Thursday
Tuesday	Book as soon as the previous Friday
Wednesday	Book as soon as the previous Saturday
Thursday	Book as soon as the previous Sunday
Friday	Book as soon as the previous Monday
Saturday	Book as soon as the previous Tuesday
Sunday	Book as soon as the previous Wednesday

When you schedule a ride, you call the trip provider that serves your area (see the map on page 5, and find your city, page 25). The reservationist will find a vehicle that's available one hour before and one hour after your requested trip time, and ask you if you want a return trip.

Standby trips

Metro Mobility may use the following process for trips that begin or end in the State Service Area:

1. The reservationist will take your request.
2. The reservationist will tell you, at the time you book the ride, that they are placing your trip on Standby.
3. The trip provider will make all reasonable efforts to schedule your ride by 4:00 p.m. the day before your trip.
4. The trip provider will notify you before 8:00 p.m. the day before your trip with the scheduled time.

Your pickup time

When your ride is booked, you and the reservationist will agree on a pickup time. This is the time you should be ready for the vehicle to arrive.

This agreed-on pickup time may or may not be the same as the pickup time you originally requested. Your ride will be scheduled based on the availability of vehicles in your area around the time of your request. To accommodate as many rides as possible, Metro Mobility will look one hour before and one hour after your requested time for a vehicle in your area. For example, if you request an 8 a.m. pickup time, we will look for vehicles in your area between 7 a.m. and 9 a.m.

Your pickup "window"

We try to arrive as close to the agreed-on pickup time as we can. Because Metro Mobility is a shared-ride service we cannot guarantee an exact time. The vehicle should arrive within 30 minutes of the pickup time. The vehicle will be considered on-time if it arrives within 30 minutes of the agreed-on time. For example, if your agreed-on time is 1 p.m. the vehicle should arrive between 1 p.m. and 1:30 p.m.

If your vehicle arrives more than 30 minutes after your agreed-on pickup time, your ride is free.

If you need to get to a scheduled appointment by a time certain

You may have an appointment that requires you to be right on time, like seeing a doctor or going to work. Tell the reservationist that you have an appointment time. They will make sure that you get to your appointment on time and that you don't arrive more than one hour early.

IMPORTANT: The appointment time is the latest time the vehicle can arrive at the curb near the first entry door of your destination. You may need more time to get from the first entry door to another part of the building – say, to a clinic in an office building. Please mention that you'll need additional time when you talk to the reservationist.

For example, if your appointment is at 10:00 a.m. and it's on the third floor, you might want to tell your trip provider that you need to be there no later than 9:45 a.m. That helps to make sure you can get from the Metro Mobility vehicle to your appointment on time.

“No earlier than” time

If you are requesting a pickup and you can't leave before a specific time, you can request a “no earlier than” time. For example, if you are done at work at 4 p.m., you can request a 4 p.m. “no earlier than” time. When looking for Metro Mobility vehicles in your area, the reservationist won't offer you a time earlier than when you are able to leave.

Scheduling your ride by fax or email

Trip providers will book requests for rides you submit by fax or email twice each day during the times shown below. See your trip provider's email and fax numbers to book rides.

AM – Between 5:00 a.m. and 6:00 a.m. | PM – Between 12:00 p.m. and 1:00 p.m.

Requests that come in after 1:00 p.m. will not be considered until the following day at 5:00 a.m.

We cannot accept requests for same-day rides via fax or email.

Please have this information handy when you schedule your ride

- Your name and Metro Mobility ID number or your birth date.
- Whether you will be traveling with a service or therapy animal.
- The day and date of your trip.
- The time you would like to be picked up OR the time you need to arrive at your destination. Be sure to specify AM or PM.
- The exact addresses, including apartment, building, or suite numbers for both your pickup and drop-off. Any additional information that might be helpful, including building name, description and phone number.
- What type of mobility aids you will be using.
- The number of people traveling with you. Every customer has the right to take one personal attendant and one guest with them. Additional passengers may be accommodated on a case-by-case basis.

Language Line

Metro Mobility uses Language Line Solutions to assist customers with limited English proficiency. Simply call your trip provider and they will connect an interpreter who speaks your language into the call.

Scheduling your ride online

You have the option of using a secure Web-based self-service to schedule, check on, and cancel your rides. This Web service is called *MyMetroMobility*. Customers must contact the Metro Mobility Customer Service and register to use this service. Web rides can only be scheduled within the ADA service area.

MyMetroMobility can:

- Book most trips in the ADA service area more than 1 day in advance
- Verify your booked trip requests 24 hours a day
- Cancel your booked trips 24 hours a day
- Provide you with a trip history

MyMetroMobility cannot:

- Book trips that begin or end outside of the ADA Service Area
- Book trips after 5:00 p.m. for the next day
- Cancel a booked trip less than one hour before the pickup time

Metro Transit Trip Planner

As an alternative to Metro Mobility rides, you can plan trips via regular-route bus or train using the interactive Trip Planner tool.

This tool provides options to specify less walking or display only routes which provide wheelchair access.

Canceling your rides

If you do not need your ride, please call in as soon as possible to cancel the ride. This will allow other passengers to use that time slot and space. If you do not cancel your ride at least one hour before the agreed-on pickup time, it will be counted as a No Show. Please see page 16 for more information about No Shows.

You can schedule a “standing order” for repeat rides

A standing order is a request to have repeated rides on the (1) same day of the week at the (2) same time of day from the (3) same pickup address to the (4) same drop-off address.

To make a standing order request, please go to page 19 of this Service Guide. Fill out the form after you’ve read the instructions on the back. Send the form to the Metro Mobility Customer Service as explained in the instructions.

A standing order automatically books trips for you. You can request standing orders for routine trips going from the same origin address to the same destination address on the same day of the week, at the same time of day, and at least one day a week. Unfortunately, we cannot grant all standing order requests.

Metro Mobility Customer Service limits the number of standing orders to ensure that there is room on the system for customers who have trip needs that change from week to week. Standing-order rides will be considered for:

- Rides going from the same place to the same place at the same time on the same day of the week.
- Rides that will be consistent for at least six months.
- Customers who have not had their standing order canceled in the past year due to lack of use.

Customers are responsible for canceling their standing order ride at least one hour before the agreed-on pickup time. All other Metro Mobility service rules apply to standing orders.

Requesting a standing order

Order form. Customers can request a standing order at any time by submitting a Standing Order Request form to Metro Mobility Customer Service. The form is on page 19 of this service guide or can be sent to you by fax or mail by contacting Customer Service at 651.602.1111 or 651.221.9886 TTY.

Standing orders are reviewed and approved monthly. Metro Mobility notifies customers about their newly approved standing orders by phone. Denial notices are mailed to the rider within 10 days after reviewing the requests.

Submitting order form. Please send your completed Standing Order Request form to the Metro Mobility Customer Service:

Mail: 390 Robert Street North, Saint Paul, MN, 55101

Email: MetroMobility@metc.state.mn.us

Fax: 651.602.1660

When standing-order trips not provided

Metro Mobility will not provide standing-order trips on New Year's Day, Memorial Day (observed), Independence Day (July 4th), Labor Day, Thanksgiving Day and the following Friday, and Christmas Day. Customers with a standing order who need to travel on any of these days must contact their trip provider and directly schedule a ride up to four days in advance.

Removal of standing orders

Standing orders are reserved for people who travel regularly. Customers who cancel or no-show 4% or more of their standing order trips may have their standing order removed. Customers will have to wait for at least 12 months before Metro Mobility will consider their request for a new standing order.

Placing a standing order on hold

If you will not be using your standing order for a period of time, you can put your standing order on hold. A standing order can be placed on hold for as little as a week or up to 90 days per calendar year. To place your standing order on hold, please contact your trip provider. Standing orders that are on hold longer than 90 days each year may be subject to cancellation.

BE SURE YOU SHOW UP FOR YOUR RIDE

No Shows

The driver will wait five minutes for you to board the vehicle when it arrives within 30 minutes of your agreed-on pickup time. Failure to board the vehicle within five minutes could result in the vehicle departing without you and being charged with a No Show.

A No Show consists of:

- Canceling a trip less than one hour before the scheduled ready time.
- Canceling or refusing to ride when the vehicle arrives within the 30-minute pickup window.
- Not being at the designated pickup point at the ready time and during the 30-minute pickup window.

No Show Suspensions

One of the most common service interruptions is a No Show. Customers who engage in a pattern or practice of scheduling trips and then not showing up for the trip may be suspended from service. Frequent No Shows disrupt service, causing drivers to wait for and look for customers who are not riding. This impacts other customers on the vehicle and customers later on the driver's schedule.

No Show Process

1. Warning letter

Customers who accumulate three (3) No Shows amounting to more than 6% of their requested trips within a 30-day period will receive a warning letter from their service contractor. Customers can contact their trip provider to dispute any No Shows that occur beyond their control.

2. Suspension letter

Customers who get a fourth No Show within 30 days of the first No Show, amounting to more than 6% of their requested trips, may be suspended. Customers will be sent a letter via registered mail informing them of the suspension.

The suspension will begin approximately 15 days after the fourth No Show. First suspension within a 12-month period will be for 15 calendar days. Second and any subsequent suspensions within a 12-month period will be for 30 calendar days.

3. Disputing the validity of a No Show

To dispute a No Show or suspension at any time after receiving the warning or suspension letter, contact the Metro Mobility Service Center:

- **By Phone** at 651.602.1666.
- **By Email** to MetroMobility@metc.state.mn.us. Please put "No Show Dispute" in the subject line and then below provide the details for the No Show you are disputing and why it should not be recorded as a No Show.
- **By Fax** at 651.602.1660. Please put "No Show Dispute" in the subject line and then below provide the details for the No Show you are disputing and why it should not be recorded as a No Show.

Each trip must be considered separately. If a rider "No Shows" the outgoing leg of their trip and does not cancel their other scheduled trips for that day, each trip the rider misses is counted as a No Show.

A No Show is excused if it occurred as the result of a situation beyond the customer's control. Please note that "beyond customer's control" does not include such situations as feeling ill just before the scheduled pick up time. Below are examples of events that would result in an excused No Show. The Service Center will ask the customer for supporting documentation before excusing the No Show.

Example Situations	Outside Control ?	No Show Excused ?
Dialysis clinic is unable to control a customer's bleeding after dialysis and needs to schedule a later trip.	Yes	Yes
Customer oversleeps because alarm clock did not go off.	No	No
Customer is stuck in the building elevator because of maintenance issues.	Yes	Yes
Customer was hospitalized for an emergency procedure.	Yes	Yes

Appeal Process

Customers who have received a No Show designation or No Show suspension are entitled to appeal the decision.

Paratransit Appeal Panel Review

Customers may appeal a No Show suspension by submitting a notice of appeal in writing to the MMSC by mail, email, or fax anytime prior to the start of the suspension. Riders may at this time submit additional information regarding their dispute of the No Show designations but are not required to do so.

Appeals are conducted by a Paratransit Appeal Panel. The panel is assembled and overseen by the Metropolitan Council's Office of Equal Opportunity. The Appeal Panel may meet in person or via telephone conference.

The rider may attend the appeal meeting in person or by teleconference but is not required to do so. Customers may also bring or send a representative. The decision of the Appeal Panel will be final.

The MMSC will defer the suspension start date until the Appeal Panel makes a final written determination.

SUSPENSIONS & APPEALS RELATED TO CUSTOMER CONDUCT

Customers whose behavior disrupts service or endangers the safety or violates the rights of other customers, the drivers, or the general public may be suspended from service. Customers who display a pattern of repeated behavior may be suspended for an increasing length of time. Customers who are unable to control their behavior may be required to ride with a personal care assistant until they can control their behavior.

Please Note: Metro Mobility service is a civil right. Customers cannot be suspended from service for behavior that endangers only themselves.

Customers with multiple documented “minor” offenses or a documented “major” offense are issued a letter announcing that they will be suspended in two weeks* for a period of 30 or more days depending on the customer’s conduct history and the seriousness of the offense. The letter notifies the customer that they can call the MMSC to dispute the suspension.

A “minor” offense is any offense that constitutes a disruption of Metro Mobility Service but does not infringe upon the civil rights of or endanger the safety of drivers or other customers.

A “major” offense is any offense that disrupts Metro Mobility Service and infringes upon the civil rights or endangers safety of the driver or other passengers.

*In cases where transporting a customer constitutes a direct threat to the safety to others, the MMSC retains the right to suspend the customer immediately. In such cases the passenger can still appeal, and the MMSC will work in good faith to expedite the appeals process. The suspension will remain in place pending the results of the appeal.

Appeals Process

Any customer receiving a suspension for conduct may appeal the decision by contacting the MMSC. Appeals must be received in writing prior to the start of the suspension.

Appeal Step 1: The Manager of Customer Service will listen to any extenuating circumstances and conflicting accounts and consider lifting or reducing a suspension if compelling additional information is brought forth. If a customer is not satisfied with the Customer Service Manager’s decision, the appeal will be routed to step 2.

Appeal Step 2: The Senior Manager will hear the customer’s case and may reduce or lift a suspension at his/her discretion. If the Senior Manager’s decision fails to satisfy a customer, the appeal will be routed to step 3.

Appeal Step 3: Appeals are conducted by a Paratransit Appeal Panel. The panel is assembled and overseen by the Metropolitan Council’s Office of Equal Opportunity. The Appeal Panel may meet in person or via telephone conference.

The rider may attend the appeal meeting in person or by teleconference but is not required to do so. Customers may also bring or send a representative. The decision of the appeal panel will be final.

The MMSC will defer the suspension start date until the Appeal Panel makes a final written determination.

The decision of the appeal panel will be final.



STANDING ORDER REQUEST FORM

Metro Mobility/ADA Standing Order Request Form (*Instructions on page 20*)

1. Passenger Information (Please type or print)

Last Name _____ First Name _____ Middle Initial _____

Metro Mobility ID _____

2. Transportation Needs:

- Will you be traveling with a personal care assistant? Yes No
- Will you be traveling with a wheelchair or scooter? Yes No

3. Days of the Week: Please check the day(s) of the week that you would like a standing order:

Sun Mon Tues Wed Thurs Fri Sat

4. Go Ride: Trip Information

Pickup: Address: _____ Unit/Apt: _____
City: _____ Phone: _____
Requested Pickup Time: _____ AM ___ PM ___

Drop Off: Address: _____ Unit/Apt: _____
City: _____ Phone: _____
Requested Appointment Time: _____ AM ___ PM ___

5. Return Ride: Trip Information

Pickup: Address: _____ Unit/Apt: _____
City: _____ Phone: _____
Requested Pickup Time: _____ AM ___ PM ___

Drop Off: Address: _____ Unit/Apt: _____
City: _____ Phone: _____

6. Contact Information: The person to contact with questions regarding this request.

Name: _____ Phone: _____

RETURN FORM via Mail, Email or Fax to

Mail: Metro Mobility
390 N. Robert St.
Saint Paul, MN 55101

Email: metromobility@metc.state.mn.us
Fax: 651.602.1660

Instructions for Making a Standing Order

1. Passenger Information: Please fill out all of the information listed in this section.
2. Transportation Needs: This information helps us appropriately assess your transportation needs in placing the standing order.
3. Days of the Week: Circle the days of the week that you need the standing order. You must use the standing order for the same days every week.
4. "Go Ride" Trip (your ride destination): Provide the complete address and telephone numbers for both the pickup and drop-off locations.
5. Requested Time: This is the time you would like to get picked up. If you have a time when you must arrive at your destination, please enter it as an "appointment time." (For example, a work start time to or medical appointment.)

Note: An appointment time means we will do our best to make sure you arrive at your destination NO LATER than that time. Please allow yourself time to get from the front door of your pickup location to your final destination within the building.

Example: If your start time for work is 8 a.m., you may want to put a 7:45 appointment time to give yourself time to get in and settled before 8 a.m.

6. Return Ride Trip: Provide the complete address and telephone numbers for your drop-off location. The requested time is the time that you want to be picked up at your destination.

Once you've filled out the form, send it to the Metro Mobility Customer Service by mail, email or fax.

Mail: Metro Mobility, 390 N. Robert St., Saint Paul, MN 55101
Email: metromobility@metc.state.mn.us
Fax: 651.602.1660

You can send your standing order application to Metro Mobility Customer Service anytime during the year, but we will fill standing order requests only one time each month.

If you want to start your standing order next month, please submit your request by the 3rd Friday of this month. Your standing-order rides would begin the first Monday of the following month.

We may not be able to fill your standing order the first time you submit it. In that case, we will return it to you. But you can resubmit a standing order for the next month. If you do, please make sure the information is current on the resubmitted form.

When filling your standing order request, Metro Mobility trip providers may negotiate with you to establish a pickup time that is different from your requested time. This will be done to accommodate appointment times and other riders' needs on our shared-ride service.

If you have questions about completing the Standing Order Request form, call Metro Mobility Customer Service at 651.602.1111 or 651.221.9886 TTY.

HOW TO PROVIDE YOUR FEEDBACK AND COMMENTS

At Metro Mobility, we are committed to providing safe, reliable, and accessible transportation for all customers. Your input and feedback are very important to us. Please contact Metro Mobility Customer Service when you have comments, questions, or complaints about Metro Mobility service.

Metro Mobility Customer Service representatives are available to assist customers from 7:30 a.m. to 4:00 p.m., Monday through Friday.

When you contact Customer Service with a complaint or concern, our staff will:

- Record a detailed description of the issue.
- Research the complaint.
- Forward information to the trip provider or Metro Mobility management staff to help quickly resolve the issue.
- Once you register your complaint with Customer Service, you can expect a response within four working days, if requested.

If you are registering a compliment, please have the following information available if possible:

- The date and time of the incident.
- Passenger's name
- Vehicle number.
- Details of the incident.

HOW TO CONTACT US

Mailing Address

Metro Mobility Customer Service
390 Robert Street North
Saint Paul, MN 55101

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

Email: MetroMobility@metc.state.mn.us

Website: www.metromobility.org

Phone: 651.602.1111

TTY: 651.221.9886

FAX: 651.602.1660

SUPPLEMENTAL SERVICES FROM METRO MOBILITY

To ensure that our riders get the service that they need, Metro Mobility has several supplemental programs.

Premium Same Day Service (PSD)

Premium Same Day Service allows a Metro Mobility customer to take a taxi trip at a discounted rate. The customer is responsible for paying the first \$5 of the taxi fare and all costs over \$20. Metro Mobility will pay up to \$15 of the taxi fare.

For example, if the taxi fare is \$22, the customer pays the first \$5 plus the amount over \$20 (which is \$2) for a total of \$7. If the taxi fare is \$18 the customer would pay the first \$5 and Metro Mobility would pay the remaining \$13. Metro Mobility coupons cannot be used to pay the PSD fare. Follow these steps:

- Contact your trip provider and request a Premium Same Day Ride.
- Provide pickup and drop-off information.
- Your trip provider will give you a confirmation number.
- Contact the taxi service contractor with your confirmation number to request the trip.

Direct Taxi Service

If Metro Mobility cannot provide you a ride outside the ADA service area, you have the option of a Direct Taxi Service ride. The customer is responsible for paying the first \$5 of the taxi fare. All other costs are paid by Metro Mobility.

Your trip provider will give you a phone number to arrange the ride with the taxi company under contract to the Council. To use this option, simply follow these two steps:

- Ask your trip provider for your confirmation number.
- Contact the taxi service contractor with your confirmation number to request the trip.

Assured Ride Home Program

The Assured Ride Program reimburses eligible riders up to \$100 annually for transportation expenses incurred when the rider needs to get home right away for any reason. The Assured Ride Program will pay for up to four rides by taxi or other licensed transport.

To be eligible, riders must average at least three days of Metro Mobility service weekly and will receive request cards twice each year. Eligible riders will be sent a request card, which can be completed and mailed to Metro Mobility Customer Service. Two Assured Ride coupons will be sent to the rider. Each coupon authorizes the rider to receive reimbursement of up to \$25 each for eligible ride expenses.

Customers may combine the two coupons for one ride or use them for two separate rides. The maximum reimbursement is \$50 per six months. Metro Mobility pays only for charges incurred and for no more than two rides per six-month period.

Assured Ride reimbursements require proof of purchase. Be sure you get a signed and dated receipt from the driver, then mail the receipt and coupon(s) to **Metro Mobility Customer Service, 390 Robert Street North, Saint Paul, MN, 55101**. The reimbursement check will be issued within 10 business days. Be sure to keep a copy of the receipt for your records.

ALTERNATIVES TO USING METRO MOBILITY

Regular-Route Transit Service

Metro Mobility customers can use regular-route transit for the limited-mobility fare of \$1 with their Metro Mobility ID card. All of the regular-route vehicles (bus and rail) in the Twin Cities metro area are accessible to people with disabilities.

To obtain fixed-route and schedule assistance by phone, call Metro Transit at 612.373.3333.

Transfers to Regular-Route Service or Transit Link

You can transfer between Metro Mobility and regular-route transit or Transit Link (described below). If the trip starts on regular-route or Transit Link, present your Metro Mobility approved ID card and pay the fare. Ask the driver for a transfer, which you can present to the Metro Mobility driver when you board. You will receive credit toward your Metro Mobility fare. Fixed-route transfers are valid for two and a half hours after they are issued.

For customers using a Go-To card, the transfer is automatically stored on their Go-To card. You will be required to pay the difference between the Metro Mobility fare and the limited-mobility fare when transferring to Metro Mobility.

Transit Link

Transit Link is a dial-a-ride service for the general public. Transit link serves areas in the Twin Cities metro area where regular transit routes are not available. Transit Link rides may be reserved up to seven days in advance. Rides are subject to availability. Transit Link is curb-to-curb service, with limited assistance, though ADA-certified riders may request door-to-door service.

Service is available Monday through Friday, 6:00 a.m. to 7:00 p.m. (some areas have limited Saturday service). **To reserve a ride, call 651.602.LINK (5465)** between 7:00 a.m. and 3:30 p.m. You may reserve a ride up to five business days in advance. Fares are based on the distance traveled. For more information, visit www.transitlinktc.org.

REASONABLE MODIFICATION POLICY

Metro Mobility is committed to providing safe, reliable, courteous, accessible and user-friendly services to its customers. To ensure equity and fairness, Metro Mobility is committed to making reasonable modifications to its policies, practices and procedures to avoid discrimination and ensure programs and services are accessible to individuals with disabilities. Requests for modifications can be made by calling 651.602.1111 or by email at metromobility@metc.state.mn.us.



DEFINITIONS

Americans with Disabilities Act (ADA)

The Americans with Disabilities Act is a federal law protecting the civil rights of people with disabilities.

ADA Paratransit

Public transit that is comparable to regular-route public transit for people whose disability or health condition creates undue barriers to using regular-route transit. Customers request service for the day. Vehicles transport more than one passenger and make multiple stops per trip.

Agreed-on Pickup Time

The pickup time that a customer agrees to when they book a ride. This starts the 30-minute arrival window.

Direct Taxi Service

A program offering a direct taxi ride for trips outside of the federally mandated ADA service area, if Metro Mobility cannot provide the trip.

Go-To

Stored-value electronic fare payment that can be used on all Metro Mobility and regular-route buses and trains in the Twin Cities area.

No Show

A failure by a rider to meet the driver within the pickup window for a booked trip, or a cancellation by a rider that occurs less than 60 minutes before the agreed-on pickup time.

Personal Care Assistant (PCA)

Riders who need assistance may include one PCA when they reserve a trip. PCAs ride for free.

Pickup window

Drivers are considered "on time" if they arrive within a 30-minute window after the agreed-on pickup time.

Premium Same Day Service (PSD)

A subsidized taxi service for same-day ride requests.

Regular-route transit

Public transit service that operates on predetermined routes and schedules, usually provided by bus or rail.

Trip Provider

Private companies or localities that operate designated portions of the Metro Mobility system, under the management of Metro Mobility.

Metro Mobility Customer Service

The office where Metro Mobility manages paratransit service and the application and recertification process, establishes standing orders, and responds to service issues, comments, and complaints. It is located in downtown Saint Paul, Minnesota.

Standing order

A program that allows riders to pre-schedule their daily or weekly recurring trips. Customers apply for the program, which is subject to availability.

Special Transportation Service

Rules governing Minnesota's Special Transportation Services establish requirements for driver training and vehicle safety for the Metro Mobility program. The Office of Motor Carriers of the Minnesota Department of Transportation ensures compliance.

MAXIMUM ONBOARD TIME (OBT) BY MILEAGE

If Distance is:		Max OBT is		If Distance is:		Max OBT is	
1	mile	34	minutes	16	miles	94	minutes
2	miles	38	minutes	17	miles	98	minutes
3	miles	42	minutes	18	miles	102	minutes
4	miles	46	minutes	19	miles	106	minutes
5	miles	50	minutes	20	miles	110	minutes
6	miles	54	minutes	21	miles	114	minutes
7	miles	58	minutes	22	miles	118	minutes
8	miles	62	minutes	23	miles	122	minutes
9	miles	66	minutes	24	miles	126	minutes
10	miles	70	minutes	25	miles	130	minutes
11	miles	74	minutes	26	miles	134	minutes
12	miles	78	minutes	27	miles	138	minutes
13	miles	82	minutes	28	miles	142	minutes
14	miles	86	minutes	29	miles	146	minutes
15	miles	90	minutes	30+	miles	150	minutes

CITIES IN METRO MOBILITY SERVICE AREAS

Metro West Area	Metro East Area	Metro South Area
Brooklyn Center Brooklyn Park Chaska Chanhausen Crystal Deephaven Eden Prairie Edina Excelsior Golden Valley Greenwood Hopkins Long Lake Maple Grove Medicine Lake Minneapolis Minnetonka Minnetonka Beach Mound New Hope Orono Osseo Plymouth Robbinsdale Shorewood Saint Louis Park Spring Park Tonka Bay Wayzata Woodland	Arden Hills Anoka Bayport Baytown Township Birchwood Village Blaine Centerville Circle Pines Columbia Heights Coon Rapids Dellwood Falcon Heights Fridley Hilltop Gem Lake Lauderdale Landfall Lake Elmo Lexington Little Canada Lino Lakes Maplewood Mahtomedi Mounds View New Brighton North Oaks North St. Paul Oak Park Heights Oakdale Pine Springs Roseville Saint Anthony Saint Paul Shoreview Stillwater Spring Lake Park White Bear Lake White Bear Township Willernie Woodbury	Apple Valley Bloomington Burnsville Cottage Grove Eagan Fort Snelling Inver Grove Heights Lilydale Mendota Mendota Heights Newport Prior Lake Richfield Rosemount Savage Shakopee Saint Paul Park South Saint Paul Sunfish Lake West Saint Paul
386 sq miles	394 sq miles	331 sq miles



PRIORITY SEATING FOR PERSONS WITH PHYSICAL OR SENSORY DISABILITIES. OTHER PASSENGERS SHOULD MAKE THESE SEATS AVAILABLE TO THOSE WHO WISH TO USE THEM.



Phone: 651.602.1111 | TTY: 651.221.9886 | Email: metromobility@metc.state.mn.us
Website: metromobility.org

Metro Mobility Customer Service
390 Robert Street N. | St. Paul, MN, 55101-1805

OFFICE HOURS
Monday – Friday | 7:30 a.m. to 4:00 p.m.