

Metro Mobility Frequently Asked Questions

Q: How to I register for online booking?

A: Contact the Metro Mobility Service Center at 651-602-1111 or metromobility@metc.state.mn.us.

Q: Who do I contact if I need assistance with booking online?

A: Contact the Metro Mobility Service Center at 651-602-1111 or metromobility@metc.state.mn.us.

Q: How do I make a reservation?

A: You can make a reservation by phone, e-mail or through the [online application](#). The phone number or e-mail address you'll use depends on what city you live in. Follow this link to find [trip providers areas and hours](#). Metro Mobility Service Center does not book rides.

Q: What is the difference between ADA and Non-ADA areas?

A: ADA stands for Americans with Disabilities Act. Metro Mobility's ADA service area is the area in the region served by the local bus and rail fixed-route transit system. Trips that fall within the ADA service area are guaranteed and cannot be denied or put on standby. Non-ADA trips are those that fall outside the federally required service area. This provides service to areas beyond those served by the local bus and rail routes. Because local bus schedules change based on the day of the week, Metro Mobility's service areas also vary by the day of the week. Metro Mobility makes every attempt to provide all standby trips, but some trips may be denied. Non-ADA trips are put on standby, meaning the trip is tentatively booked when a customer calls and the reservationist calls the customer back the day before the trip to confirm that the trip can be made. The [federal and state service areas lookup form](#) can help you find out if a trip is in the ADA or non-ADA area. Metro Mobility service areas will shift over time to match changes in local city bus service.

Q: What is the fare for Metro Mobility trips?

A: Metro Mobility fares vary based on time of day and day of week. The one-way peak fare is \$4.50. This applies to trips on Monday through Friday with a pickup between 6 a.m. and 9 a.m. or 3 p.m. and 6:30 p.m. The one-way fare for all other times is \$3.50. One-way trips in the non-ADA service area that are greater than 15 miles in length are subject to an additional \$.75 surcharge. The fare for trips that travel entirely within downtown Saint Paul or downtown Minneapolis is \$1. Trips that travel entirely along Nicolet Mall do not have a fare.

Q: What are Metro Mobility's service hours and why are they what they are?

A: Metro Mobility provides rides in communities during the same times that local fixed-route bus and rail service is serving those communities. If a community does not have bus service on weekends, Metro Mobility provides base-level hours of service. Follow this link for Metro Mobility [trip providers areas and hours](#).

Q: Can I travel between zones without transferring buses?

A: Yes. Metro Mobility provides single-seat rides throughout the service area. We do not require transfers.

Q: Can I bring a guest, and if so how many?

A: Yes. A Metro Mobility customer has a right to bring one personal care assistant and one guest along on a ride. PCAs ride free. Guests pay the same fare as the customer. Guests under 5 years old ride free. When you book your trip, please mention any additional passengers traveling with you to make sure we send a bus with enough open space.

Q: Why is my ride on standby?

A: In order to have capacity for all federally mandated rides within the ADA service area, the rides that fall in the non-ADA area are put on standby. Your provider will contact you the day before your trip to confirm your ride. Metro Mobility makes every attempt to provide all standby trips.

Q: Why can't I get a ride at the exact time I want it?

A: Metro Mobility provides a form of public transportation. Just like the city bus might not come at the exact time you would like it to, Metro Mobility buses can't always come exactly when requested. We will always give you a negotiated pickup time within an hour of the time you request. If you need to be someplace by a particular time, tell us and we'll be sure to get you there by that time.

Q: Why am I given a ride time that will get me to my destination too early?

A: Metro Mobility provides a form of public transportation. Just like with the city bus, sometimes to reach an appointment on time you will have to get there a little early. Metro Mobility will never drop you off more than an hour before your appointment time.

Q: How does using an appointment time affect my ride?

A: Giving an appointment when booking a ride means that we will drop you off at your destination by that time.

Q: How long do I have to be at a destination before I can get a return ride?

A: In order to make sure your return ride does not arrive to pick you up before you are ready to go, Metro Mobility allows its service providers to require up to an hour between drop-off and pickup.

Q: What can I do if I need a ride outside of service hours?

A: Unfortunately, Metro Mobility cannot provide rides outside of scheduled service hours. If you know you need a ride that falls outside our [federal and state service areas lookup form](#), we would suggest you contact the [Disability Hub MN](#) at 1-866-333-2466 to explore other transportation options.

Q: Why was I charged a surcharge on my ride?

A: Rides that fall in the non-ADA service area and are greater than 15 miles in length are charged a \$.75 surcharge. The [federal and state service areas lookup form](#) can help you find out if a trip is in the non-ADA area.

Q: How many rides can I book at a time?

Metro Mobility places no limits on the number of rides you can book at one time, but your ride times cannot overlap. There is no limit to the number of trips you can take in a day, how many rides you can book on a call, or how many consecutive days you can ride.

Q: When can I book my ride?

A: You can book rides between one and four days in advance.

Q: What is a standing order and how do I get one?

A: A standing order is a trip that happens at least weekly at the same times and days of the week. Standing order trips arrive automatically and do not need to be booked in advance. Standing orders are not guaranteed and are subject to approval from Metro Mobility trip providers. To request a standing order, complete the [Standing Order Request Form](#) and return it to the Metro Mobility Service Center.

Q: Can I manage my standing order online?

A: You can cancel individual occurrences of a standing order ride using the [online application](#). To make changes to a standing order template, fill out and return the [Standing Order Change Form](#) to the Metro Mobility Service Center.

Q: Why is my home phone number associated with my destination address when booking online?

A: Metro Mobility providers are not required to call upon arrival to announce their presence. Passengers are required to be at the door and ready to depart at the negotiated pickup time. That said, we make every effort to avoid no-showing customers. We include customer phone numbers to the pickup address to give dispatch staff, if time allows, the option of calling a cell phone to locate a customer who is not there.

Q: Do drivers make change on fares?

A: No. Drivers of public transit services like Metro Mobility cannot make change. If you're paying your fare in cash, please be sure to have exact change. You can get a Go-To Card, which is a cashless fare payment, by contacting the Metro Mobility Service Center at 651-602-1111 or metromobility@metc.state.mn.us.

Q: How do I provide feedback about my service?

A: Contact the Metro Mobility Service Center at 651-602-1111 or metromobility@metc.state.mn.us. Please do not contact your reservations line to leave feedback.

Q: How do I get certified for Metro Mobility?

A: You'll find the Metro Mobility application form and certification guide on the [eligibility/certification web page](#). You'll also need an authorized medical professional to complete and sign the Professional Verification Form. Return both parts together to:

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

It may take up to 21 days to process complete applications. Eligibility determination may require an in-person meeting with a paratransit evaluator who specializes in Metro Mobility eligibility guidelines.

Q: Is temporary Metro Mobility certification available?

A: Yes. Temporary eligibility is granted for short-term conditions that prevent use of fixed-route bus or rail service. Temporary eligibility is granted for lengths of three, six or nine months, depending on your prognosis.

Q: Who is eligible for Metro Mobility?

A: Individuals are eligible for Metro Mobility if they have health conditions or disabilities that prevent them from being able to independently use a fixed-route bus or rail system. The [eligibility/certification web page](#) provides more detailed information on eligibility guidelines.

Q: Why does my bus go out of the way before dropping me off?

A: Metro Mobility provides shared-ride public transit. Just like the city bus, we may pick up or drop off other customers while you are on the bus. This means you may need to travel out of the way when using our service. Metro Mobility makes every effort to route trips efficiently. Your trip on Metro Mobility should not take longer than that same trip would take using the local city bus or rail service.

Q: Why can't I add pickup or drop-off instructions when booking online?

A: Many locations served by Metro Mobility are privately owned and impose restrictions on where we can pick up and drop off. Allowing customers to add instructions online would lead to no-show rides. Specifically, in cases where the driver cannot follow those instructions because the property owner has restrictions. If you would like to add specific pick up or drop off instructions when booking your ride, we encourage you to book by phone or e-mail so that a reservationist can talk with you about whether we can allow your instructions.