



METRO MOBILITY

TIPS FOR NEW RIDERS

If you're new to Metro Mobility, these tips will get you well on your way. They can be a helpful reminder, too.

If you'd like more information, please see a complete guide at metromobility.org.

WHO WE ARE

Metro Mobility is public transportation for people who've been certified to use our service because of their disability or health condition.

Metro Mobility is a service of the Metropolitan Council. The Council is the regional agency of government for the seven-county Twin Cities metropolitan area. Metro Mobility is managed by Metro Mobility Customer Service.

We certify you and others for service after we determine that you're not able (at least sometimes) to use other forms of transit, such as buses on regular routes or light rail trains. Metro Mobility uses specially equipped vehicles and trained, uniformed drivers.

Metro Mobility uses two transportation companies, to provide service in three segments of the region. If you want to schedule a Metro Mobility ride, you contact the trip provider serving the community where you start your ride.

Find the community on the trip provider map (page 8) and then you'll know what provider to contact.

MAKE CONTACT

Contact your trip provider to:

- Schedule a ride.
- Check on a ride.
- Cancel a ride.

Contact Metro Mobility Customer Service to:

- Ask questions about eligibility.
- Check your certification status.
- Give a compliment for good service.
- Make a complaint.
- Express concerns.
- Ask general questions about the service.

HOW WE PROVIDE SERVICE TO YOU

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.

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. Your driver may stop to pick up and drop off other passengers along the way.

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.

Your mobility device. We can accommodate just about any mobility device. If you’re not sure, contact your trip provider (page 8).

When riding with Metro Mobility, you can expect ...

- A safe, reliable ride.
- Courteous, professional telephone staff.
- Professional, trained drivers in uniform.
- A clean, well-maintained vehicle.

Your safety is our primary concern

You can help us maintain safety.

- Please stay in your seat with your seatbelt fastened at all times.
- It’s important to keep your sidewalks, ramps, and steps in good repair and clear of ice, snow and other hazards. That helps you, and the driver who escorts you, get to and from the vehicle safely.

SCHEDULING YOUR RIDE

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 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 trip, you call the trip provider that serves your area (see the map and contact information, page 8). The reservationist will find a vehicle that’s available between one hour before and one hour after your requested trip time, and ask you if you want a return trip.

Please have this information handy when you schedule your ride

- Metro Mobility ID number or your birth date.
- Whether you will be traveling with a service or therapy animal.
- The day, date and time of your trip.
- The exact addresses of your pickup and drop-off locations. (Sorry, we can’t use general locations like “Rosedale Shopping Center” because our electronic system needs an exact address to show the driver where to go.)
- The type of mobility aid you will be using.
- The number of people traveling with you.

If you must get to a scheduled appointment

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.

Standby rides may be available outside of Metro Mobility's federally mandated service area

You may want a ride that begins or ends outside of the federally mandated service area under the Americans with Disabilities Act. Fortunately, Metro Mobility's service area extends beyond federal standards (see map, page 8).

If your trip is within the Metro Mobility Service area but beyond the federally mandated area, it will likely be put on Standby. Your trip provider will schedule your ride within one hour of your requested time, and will call you the day before to let you know what time your pickup will be.

It's possible that your trip provider may not be able to schedule your standby ride because of all the other rides we are providing. If we can't provide your ride, we will refer you to a trip provider that supplements Metro Mobility service. Your ride will still be subsidized and with a provider that's certified to provide your ride.

GETTING READY FOR YOUR RIDE

Please be ready at your scheduled time

When your trip is scheduled, the reservationist will give you a time you can agree on. This is the time you should be ready to meet your vehicle. At the latest, it should arrive at least within 30 minutes after your scheduled time. If it doesn't, your ride is free.

If you don't show up for your ride

Please notify your trip provider as soon as you know you won't be taking your scheduled ride. If you don't cancel the ride, we will consider it a "no-show."

A no-show happens if you:

- Cancel your ride less than one hour before the scheduled pickup time.
- Refuse to ride when the vehicle arrives on time.
- Are not at the designated pickup point when the vehicle arrives on time.

A no-show makes it inconvenient for other riders and wastes time and effort. If you have 4 no-shows and miss 4% or more of your trips within 30 days, unfortunately we will have to suspend you from service.

PAYING FOR YOUR RIDE

Ways to pay

- If you are paying for your fare in cash, please have the exact amount. Drivers do not make change.
- Metro Mobility accepts cash or Go-To cards with stored value. Sorry, but we can't accept Metropasses, 31-Day Passes, or any other forms of passes.

You can purchase the Go-To card:

- 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

What to pay

How much your ride costs depends on the day, time of day, length of your trip, and whether you're traveling in a downtown area.

Peak Time (Monday- Friday, 6 a.m.-9 a.m. and 3 p.m.-6:30 p.m.)	\$4.50
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.

RIDING METRO MOBILITY

Will someone be riding with you?

One guest can always ride with you. We allow

additional guests if space is available on the vehicle. Guests pay the same fare as you do. There's no charge for children under the age of 6 who ride with you. If the child requires a car seat, under Minnesota state law you must provide the seat and secure it in the vehicle. Drivers are not allowed to carry children to or from vehicles when they escort you and your guests.

You may bring along a personal care assistant (PCA) at no charge if you need additional help. Just tell your reservationist of any additional passengers when you request the ride.

You may take along packages

As a paying passenger, you can bring up to four grocery-size bags or the equivalent. Drivers will help you with carrying packages to and from the vehicle.

Animals welcome

You can always bring service and therapy animals with you on Metro Mobility vehicles. The animals must be under your control throughout the trip, and 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.

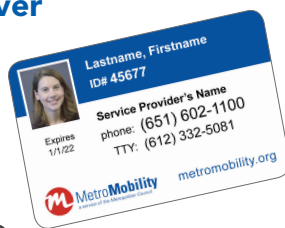
Show your ID card to the driver

You will need to present a valid photo ID card on each trip. This could be a driver's license, passport, state ID card or Metro Mobility ID.

If you want a Metro Mobility ID, you have two options:

- Get a Metro Mobility ID by emailing a photo to Metro Mobility Customer Service.

Using a digital camera or cell phone, you can 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.

- Or get a Metro Mobility ID by coming to the Metro Mobility office.

You can come to the Metro Mobility offices on Tuesday, Thursday or Friday between 10 a.m. and 1 p.m. to get your ID Card.

There is no cost to get your first Metro Mobility ID card.

HOW TO REQUEST A "STANDING ORDER"

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 request for a standing order, please fill out the form on page 9. The directions are on the back of the form.
- Send it to 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

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



METRO MOBILITY SERVICE HOURS BY COMMUNITY – 2018

Community	WEEKDAYS		SATURDAY		SUNDAY	
Anoka	5:15 AM	10:45 PM	7:00 AM	8:00 PM	8:00 AM	4:00 PM
Apple Valley	3:45 AM	12:30 AM	3:45 AM	12:30 AM	3:45 AM	12:30 AM
Arden Hills	5:00 AM	1:45 AM	8:00 AM	8:00 PM	8:00 AM	4:00 PM
Bayport	6:00 AM	6:00 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Baytown Twp.	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Birchwood Village	5:45 AM	10:30 PM	6:15 AM	8:00 PM	8:00 AM	4:00 PM
Blaine	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS
Bloomington	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS
Brooklyn Center	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS
Brooklyn Park	3:45 AM	2:00 AM	3:45 AM	2:00 AM	4:45 AM	1:00 AM
Burnsville	3:45 AM	12:30 AM	3:45 AM	12:30 AM	3:45 AM	12:30 AM
Centerville	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Champlin	5:15 AM	10:45 PM	7:00 AM	8:00 PM	8:00 AM	4:00 PM
Chanhausen	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Chaska	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Circle Pines	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Columbia Heights	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS
Coon Rapids	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS
Cottage Grove	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Crystal	4:15 AM	1:45 AM	3:45 AM	2:00 AM	4:45 AM	12:45 AM
Deephaven	5:15 AM	7:00 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Dellwood	6:00 AM	6:00 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Eagan	3:45 AM	12:30 AM	3:45 AM	12:30 AM	3:45 AM	12:30 AM
Eden Prairie	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Edina	4:15 AM	2:30 AM	4:15 AM	2:30 AM	4:15 AM	2:30 AM
Excelsior	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Falcon Heights	4:00 AM	2:30 AM	4:00 AM	3:00 AM	4:00 AM	1:45 AM
Fort Snelling (unorg.)	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS
Fridley	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS
Gem Lake	6:00 AM	6:00 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Golden Valley	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS
Greenwood	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Grey Cloud Island Twp.	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM

METRO MOBILITY SERVICE HOURS BY COMMUNITY – 2018

Community	WEEKDAYS		SATURDAY		SUNDAY	
	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS
Hilltop	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS
Hopkins	5:00 AM	2:00 AM	5:00 AM	2:00 AM	5:15 AM	2:00 AM
Inver Grove Heights	5:15 AM	1:45 AM	6:15 AM	1:45 AM	7:00 AM	12:30 AM
Lake Elmo	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Landfall	5:15 AM	10:30 PM	6:15 AM	8:00 PM	8:00 AM	4:00 PM
Lauderdale	4:45 AM	1:45 AM	5:15 AM	2:00 AM	6:15 AM	12:45 AM
Lexington	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Lilydale	5:15 AM	11:45 PM	8:00 AM	8:45 PM	8:00 AM	6:15 PM
Lino Lakes	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Little Canada	4:30 AM	11:45 PM	6:15 AM	9:45 PM	6:30 AM	7:30 PM
Long Lake	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Mahtomedi	5:15 AM	10:30 PM	6:15 AM	8:00 PM	8:00 AM	4:00 PM
Maple Grove	5:15 AM	10:00 PM	7:30 AM	6:00 PM	8:00 AM	4:00 PM
Maplewood	4:15 AM	2:00 AM	4:15 AM	1:45 AM	4:15 AM	1:45 AM
Medicine Lake	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Mendota	5:15 AM	8:30 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Mendota Heights	5:15 AM	11:45 PM	7:15 AM	10:30 PM	7:15 AM	8:30 PM
Minneapolis	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS
Minnetonka	5:00 AM	2:00 AM	5:00 AM	2:00 AM	5:00 AM	2:00 AM
Minnetonka Beach	5:15 AM	8:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Mound	5:15 AM	8:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Mounds View	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS
MSP Airport	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS
New Brighton	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS
New Hope	5:00 AM	10:30 PM	6:00 AM	8:00 PM	7:30 AM	6:30 PM
Newport	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
North Oaks	5:00 AM	7:30 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
North St. Paul	5:00 AM	12:00 PM	5:15 AM	12:45 AM	5:15 AM	12:45 AM
Oak Park Heights	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Oakdale	4:45 AM	10:45 PM	5:30 AM	12:15 AM	8:00 AM	12:15 AM
Orono	5:15 AM	8:45 PM	6:45 AM	9:15 PM	8:00 AM	7:15 PM
Osseo	5:00 AM	2:00 AM	5:00 AM	2:00 AM	7:00 AM	1:00 AM

METRO MOBILITY SERVICE HOURS BY COMMUNITY – 2018

Community	WEEKDAYS		SATURDAY		SUNDAY	
Pine Springs	6:00 AM	6:00 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Plymouth	5:15 AM	10:45 PM	6:30 AM	9:45 PM	8:00 AM	7:45 PM
Prior Lake	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Richfield	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS
Robbinsdale	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS
Rosemount	5:15 AM	8:15 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Roseville	4:15 AM	1:45 AM	5:00 AM	1:45 AM	4:30 AM	1:45 AM
Savage	5:00 AM	11:30 PM	7:30 AM	9:30 PM	7:30 AM	9:30 PM
Shakopee	5:15 AM	8:45 PM	8:00 AM	4:00 PM	7:30 AM	4:00 PM
Shoreview	5:15 AM	7:30 PM	6:45 AM	6:45 PM	8:00 AM	4:00 PM
Shorewood	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
South St. Paul	5:00 AM	2:00 AM	6:15 AM	1:45 AM	7:00 AM	12:30 AM
Spring Lake Park	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS
Spring Park	5:15 AM	8:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
St. Anthony	4:15 AM	1:45 AM	4:15 AM	1:45 AM	4:15 AM	1:45 AM
St. Louis Park	4:15 AM	2:15 AM	4:30 AM	2:15 AM	5:00 AM	2:15 AM
St. Paul	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS	24 HOURS
St. Paul Park	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Stillwater	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Sunfish Lake	5:15 AM	11:00 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Tonka Bay	5:15 AM	8:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Vadnais Heights	5:15 AM	7:00 PM	7:00 AM	6:45 PM	8:00 AM	4:00 PM
Wayzata	5:15 AM	10:30 PM	6:45 AM	9:15 PM	8:00 AM	7:30 PM
West St. Paul	5:15 AM	2:00 AM	5:45 AM	1:45 AM	7:00 AM	12:15 AM
White Bear Lake	5:00 AM	12:00 AM	5:45 AM	12:30 AM	8:00 AM	11:30 PM
White Bear Twp.	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Willernie	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM
Woodbury	5:15 AM	10:45 PM	6:15 AM	8:00 PM	8:00 AM	4:00 PM
Woodland	5:15 AM	6:45 PM	8:00 AM	4:00 PM	8:00 AM	4:00 PM



TWIN CITIES METRO MOBILITY TRIP PROVIDERS

TRIP PROVIDER SERVICE AREAS

**Metro West Zone:
Transit Team**

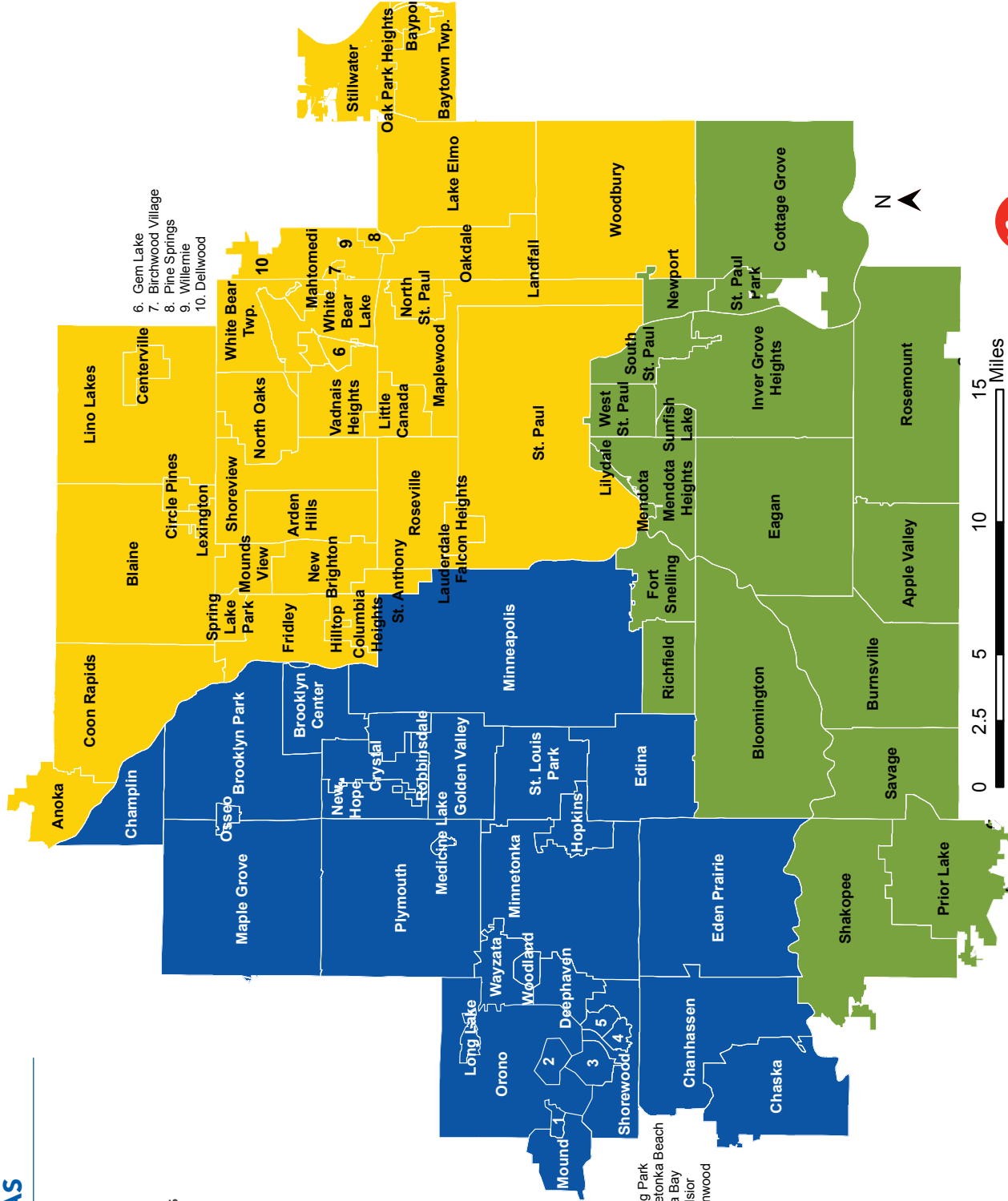
Phone: 651.602.1100
 TTY: 612.332.5081
 Email: WReservations@metc.state.mn.us
 FAX: 612.332.4116

**Metro East Zone:
First Transit East**

Phone: 651.602.1120
 TTY: 651.636.4000
 Email: EReservations@metc.state.mn.us
 FAX: 651.6288.0211

**Metro South Zone:
First Transit South**

Phone: 651.602.1180
 TTY: 952.895.3449
 Email: SReservations@metc.state.mn.us
 FAX: 952.736.5952



STANDING ORDER REQUEST FORM

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

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 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 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 the 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.