

NEWS BRIEFS

New 'Downtown Fare Zone'

On April 1, 2014, Metro Mobility began charging \$1.00 for any one-way trip that starts and ends within the same downtown fare zone. Transfers are not provided for trips within the downtown zones. See our website for detailed zone maps.

Your private data is protected by Minnesota law

All of the information you share with Metro Mobility is considered "Private Data," even your name and the fact that you are registered. Metro Mobility cannot share any information about you without your permission. Please note: If someone is going to request information from Metro Mobility on your behalf, you need to call us or mail us in advance to give us your permission. If you are the conservator or guardian of a Metro Mobility rider, you can gain access to private data by sending us a copy of your court papers. Please contact us at the address below.

Give yourself a little extra time before appointments

We want to make sure that you get to your appointment on time, and we are changing our approach to make it easier for you to do so. You can help, too, by giving yourself a little extra time when planning your trip. If your appointment starts at 10:00 a.m., tell the reservationist you have a 9:50 appointment time to allow a few extra minutes when you

arrive. Remember, if the Metro Mobility vehicle pulls up to the curb at 9:59 a.m., the vehicle will be on time but you may not be on time.

County providers are expanding their reservation hours July 1

Beginning July 1, 2014, Anoka County, Dakota County, Scott County and Carver County providers will begin offering reservation hours from 6:00 a.m. to 5:00 p.m., 7 days a week, so that all Metro Mobility customers have the same reservation hours.

Electronic fare system coming to Metro Mobility later this year

Tired of tickets? Metro Mobility will soon be implementing the "GoTo" fare system that is used on regular-route service. You will be able to use your GoTo card or get a new Metro Mobility ID card that works as a GoTo card. Paper tickets will stop being printed about six months after the GoTo system is implemented.

New Service Guide coming in 2015

We will be publishing a new Metro Mobility Service Guide to reflect the changes listed here. The new guide will be updated and expanded with more information than is in the current version. Once it is available, you can pick up the new Service Guide at the Metro Mobility Service Center, or contact us to receive a paper copy. It will also be available on our website and in Microsoft Word, Braille and compact disc formats.

METRO MOBILITY NEWS

JULY 2014



 **IMPORTANT INFORMATION INSIDE** 

IMPORTANT INFORMATION 

We want to hear from you!

Your input is extremely important to us. Working together, we can make Metro Mobility better. If you have a comment or question, please contact the Metro Mobility Service Center rather than your provider. Contact us at the numbers listed below.

METRO MOBILITY SERVICE CENTER

390 Robert Street N. | St. Paul, Minn., 55101-1805

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

Website: metromobility.org

OFFICE HOURS

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

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ANDREW KRUEGER
Sr. Manager, Metro Mobility

Dear Metro Mobility Rider,

There are several significant changes coming to Metro Mobility beginning July 1, 2014. Please take a few minutes to read this newsletter to learn about how the changes might affect your rides.

Some of the changes are a result of technological enhancements here at Metro Mobility. Others are the direct result of guidance from the federal government. Our goal with every change is to provide you and all our customers with service that is as safe, efficient, reliable, and equitable as possible.

If you have any questions or concerns, please contact us at the Metro Mobility Service Center.

Thank you.



NEW 'NO SHOW' RULES MAY AFFECT YOUR RIDES

Beginning July 1, 2014, Metro Mobility will no longer automatically cancel your return ride if you "No Show" on the first trip of the day.

Why does this matter to me?

For the past 30 years, Metro Mobility has automatically cancelled all return rides for No Shows unless we hear from you. Now we need to hear from you before we cancel the return ride. If we don't hear from you, and if you don't take your return ride after No Showing the first ride, your return ride will result in a second No Show. Customers may be suspended from service if they accumulate four No Shows, and if No Shows total 4% or more of their rides in a month.

What can I do?

If you have a ride scheduled that you do not need, contact your Metro Mobility provider at least one hour before the scheduled pick-up time to cancel.

What is a 'No Show?'

A No Show occurs when you:

- Cancel your ride less than one hour before the pick-up time.
- Aren't at the pick-up location when the vehicle arrives within the 30-minute pick-up window.
- Don't board within 5 minutes after the vehicle arrives within the 30-minute pick-up window.

Why is Metro Mobility making this change?

The federal agency that ensures compliance with the Americans with Disabilities Act has instructed us that every trip must be considered separately. In order to protect your rights, Metro Mobility can only cancel your rides if and when you tell us you don't need them.



NEW AUTOMATED PHONE SYSTEM WILL SERVE YOU 24 HOURS A DAY

Metro Mobility will unveil a new automated phone system later this year that will allow you to access your ride information 24 hours a day.

The automated system will give you the ability to review and cancel rides 24 hours a day without talking to a reservationist or dispatcher.

Will I have the option to talk to a person?

Yes! Our reservationists and dispatchers will still be available to assist you if you prefer to talk with a person during business hours. But please note that the automated phone system is available 24 hours a day whenever you want to check on your ride, even when a person is not available.

Can the phone system remind me about my rides?

Yes! If you scheduled a ride with a reservationist, you will get a call or email between 5:00 p.m. and 9:00 p.m. to remind you of your ride. You will also get a call on the day of service when your bus is 10 minutes away. Automatic calls and emails will not be generated for standing order trips.

What do I need to do?

You need to make sure that we have your correct contact information. Contact the Metro Mobility Service Center to verify that we have your current phone, cell phone and email address. Contact information can be found on the bottom of the next page.

MAXIMUM RIDE TIME CHANGING

On July 1, 2014, Metro Mobility will implement a maximum ride time based on trip distance. This replaces our long standing 90-minute maximum time for all trips regardless of distance.

How will this affect me?

Customers should see an improvement for more than 90% of our trips. All trips less than 15 miles will have a shorter maximum on-board time than they do today. For example, under the current rule, a 2-mile trip and a 42-mile trip have a 90-minute maximum ride time. Under the new system, the 2-mile trip will have a 38-minute maximum on-board time.

Why are you making this change?

We are adjusting the rule to comply with federal guidance. Metro Mobility must provide service that is "comparable" to regular-route service. That means our travel times cannot be significantly longer than a comparable trip on regular-route bus service.

What if I want more information?

See our website for a detailed breakdown of maximum ride times.

