

METRO MOBILITY

SERVICE GUIDE





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WHO WE ARE

Metro Mobility is a transit service for people who, at times, cannot use regular-route transit because of the symptoms of a health condition or disability. We provide door-through-door service for people qualifying for Metro Mobility service.

The Metro Mobility Service Center determines eligibility of applicants for Metro Mobility service, ensures compliance with state and federal rules, sets operating rules, responds to feedback from customers, and oversees the private companies (service contractors) that deliver the service.

The service contractors are responsible for all aspects of service delivery. They hire and train the drivers, dispatchers, reservationists, and schedulers. The service contractors are responsible for booking and routing trips and for maintaining, cleaning, and insuring the Metro Mobility vehicles.

If you have questions about qualifying for Metro Mobility service, please see our brochure *Metro Mobility Eligibility Guidelines*, which is available online at www.metromobility.org or by contacting the Service Center.





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Metro Mobility
a service of the Metropolitan Council

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SUPER DUTY

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HOW TO CONTACT US

Metro Mobility Service Center

390 Robert Street North
Saint Paul, MN 55101

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

Phone: 651.602.1111

TTY: 651.221.9886

Fax: 651.602.1660

Email: MetroMobility@metc.state.mn.us

Service Contractors

Area	Metro West	Metro East	Metro South
Service Contractor	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

NOTE: See page 6 for a map of communities served in the West Metro, East Metro, and South Metro service zones.

Metro Mobility 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).

Metro Mobility Quick Facts

In 2014, Metro Mobility

- Provided **1.9 million rides** to **19,500 different customers**.
- Arrived on time for over **96%** of all rides.
- Used a fleet of over **400 vehicles**.
- Served customers in **93 communities** in the Twin Cities area.
- Completed an average of **6,665 trips** per weekday.
- Cost an average of **\$28.11 per trip**.
- Traveled over **19 million miles**. *That's nearly 40 trips to the moon and back.*
- Had an operating budget of **\$54 million**.

WHAT YOU CAN EXPECT FROM METRO MOBILITY

Our goal is to provide freedom and independence to our customers by providing safe and reliable public transportation service. Metro Mobility helps customers stay actively engaged in their communities. We believe that all people should be treated with dignity and respect at all times and under all circumstances.

As a customer of Metro Mobility, here is what you can expect from us:

A safe and reliable ride. The safety of our customers 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 including passenger assistance, first aid, defensive driving, disability awareness, and behind-the-wheel training. All drivers must pass criminal history background and pre-employment drug screen tests.

Transportation from first door (pickup) through first door (drop-off). Metro Mobility drivers must assist every customer between the vehicle and the first entry door of the pickup and drop-off.

This assistance includes helping a customer in a mobility device up and down properly maintained exterior stairs and ramps.

Drivers do not go beyond the first set of exterior doors or sign release forms on behalf of customers. Any customer who needs additional assistance can bring a personal care assistant (PCA) with them at no charge. A PCA is anyone who is coming along to assist a customer. They do not have to be registered or paid as a PCA.

A ride usually shared with others. Like a regular-route bus, Metro Mobility is a shared-ride service. You will seldom get a nonstop ride to your location.

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 scheduled pickup time. If we don't your ride is free.

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 should not arrive at their appointment more than an hour before their appointment time. Metro Mobility expects its service contractors 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 21 for a breakdown of ride times by distance.

Assistance with packages. Our drivers will assist customers with up to four grocery-sized bags or the equivalent. Because Metro Mobility is a shared-ride service, some packages may be too large to transport on our vehicles.

To be treated with dignity and respect at all times. Every customer, guest, and PCA 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 contractors are professionals dedicated to providing respectful and reliable service.

Professional drivers in uniform with ID badges. Metro Mobility drivers will 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 the Metro Mobility Service Center 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.

WHAT METRO MOBILITY EXPECTS FROM YOU

Metro Mobility expects customers to:

Pay the correct fare. Every customer is required to pay the fare when they board the vehicle unless the vehicle arrives more than 30 minutes after the scheduled pickup time. If you are paying in cash, please provide the exact amount. Drivers do not make change. Customers who refuse to pay may be denied transportation. Drivers may require that customers pay fares prior to boarding.

Have 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 drivers license, state ID card, Metro Mobility ID, passport, or military ID. Customers who do not have a valid ID card may be denied transportation. Drivers may require that passengers show ID prior to boarding.

Be ready at the scheduled pickup time. Remember, Metro Mobility is a shared-ride service. Other customers are counting on you to be ready so that we are on time to pick them up.

Not distract the driver or other customers. Interfering with the safe operation of a transit vehicle is illegal and dangerous.

Use no tobacco products. All types of tobacco products and e-cigarettes are prohibited 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.

Respect other passengers. Your shared ride is public. Your personal phone conversations, music, and entertainment are private. Please use headphones and speak softly when using personal electronic devices.

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

Keep your animal under your control at all times. Service animals should be under the control of the customer at all times. Pets must be in carriers.

Remain seated with the seatbelt fastened. Under Minnesota law, you must wear your seatbelt at all times.

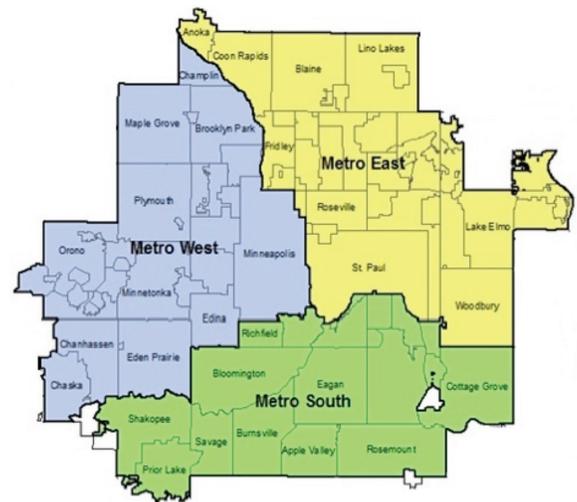
Customers using a mobility device are required to use the lap belt portion of the securement. It is safer to also use the shoulder restraint but is not required by law or policy.

Properly maintain access to your pickup location. Stairs, ramps, and walkways must be in good condition, clear of ice, snow, and other hazards. Steps must provide safe and adequate clearance of at least 30 inches (width) x 7.5 inches (rise) x 10 inches (tread).

WHERE WE PROVIDE SERVICE

The Metro Mobility service area is divided among three separate service contractors (beginning June 2015). Customers are assigned to a service contractor based on their home address. Your service contractor 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 service contractor. Even if your trip is going from Saint Paul to Minneapolis, you will contact the South Metro contractor. This service contractor will either provide your trip or coordinate it for you.



Service Areas of Contractors

Area	Metro West	Metro East	Metro South
Service Contractor	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	
Email	WReservations@metc.state.mn.us	EReservations@metc.state.mn.us	SReservations@metc.state.mn.us
Fax	612.332.4116	651.628.0211	

Federal and State Mandated Service Areas

The ADA requires that the Metropolitan Council provide Metro Mobility service within three quarters of a mile of any all-day, local, regular-route service. This is the ADA-mandated service area. The State of Minnesota requires that Metro Mobility serve the Transit Taxing District as defined on March 1, 2006. This is the state's mandated service area.

ADA Service Area – All trips that begin and end in the ADA-mandated service are a federally protected civil right. These trips must be scheduled when the reservationist receives the call.

State Service Area To accommodate as many requests as possible, trips that begin or end in the state-mandated area will be placed on standby. (For more information on the standby process, please see page 8.) 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. The Metro Mobility Service Center 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 www.metromobility.org or by contacting the Service Center.

Scheduling a Ride

You can request a ride up to **four days in advance** or as little as **one day in advance**. Reservations are taken **seven days** a week and **365 days a year** from **6:00 a.m. to 5:00 p.m.**

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

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 service contractor will make all reasonable efforts to schedule your ride by 4:00 p.m. the day before your trip.
4. The service contractor will notify you before 8:00 p.m. the day before your trip with the scheduled time.

Scheduling your ride

Please have the following information available:

- Your name and Metro Mobility ID number.
- The **day and date** of your trip.
- 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.
- 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.
- **What type of mobility aids** you will be using.
- **The number of people traveling** with you. Every customer has the right to take one PCA 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 service contractor and they will connect an interpreter who speaks your language into the call.

Scheduling your ride online

Customers have the option of using a secure self-service Web service to schedule, check on, and cancel their rides. This Web service is called MyMetroMobility. Customers must contact the Metro Mobility Service Center 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 scheduled trip requests 24 hours a day
- Cancel your scheduled trips 24 hours a day
- Provide you with a trip history

MyMetroMobility cannot:

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

Scheduling your ride by fax or email

Requests for rides submitted by fax or email will be scheduled twice each day.

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.

Same-day ride requests will not be considered when submitted via fax or email.

Your scheduled pickup time

When your ride is scheduled, you will receive a scheduled pickup time. This is the time you should be ready for the vehicle to arrive.

Your scheduled pickup time may or may not be the same as your requested pickup time. 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 8:00 a.m. pickup time, we will look for vehicles in your area between 7:00 a.m. and 9:00 a.m.

Scheduled pickup window

We try to arrive as close to the scheduled 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 scheduled ready time. For example, if your scheduled time is 1:00 p.m. the vehicle should arrive between 1:00 p.m. and 1:30 p.m.

If your vehicle arrives more than 30 minutes after your scheduled ready time, your ride is free.

Appointment time

The appointment time is the latest time that our vehicle can arrive at the destination address. If you have an appointment, please consider the time you need to get from the vehicle to your appointment.

Example: If you have an appointment at your doctor at 10:00 a.m., consider how long it will take you to get from the vehicle to the doctor's office in the building. If you are going to a large medical complex and it takes you 15 minutes to get from the vehicle to the doctor's office, you should provide Metro Mobility with a 9:45 a.m. appointment time.

"No earlier than" time

If you are requesting a pickup and you cannot leave before a specific time, you can request a "no earlier than" time. For example, if you are done at work at 4:00 p.m., you can request a 4:00 p.m. "no earlier than" time. When looking for Metro Mobility buses in your area, the reservationist won't offer you a time earlier than when you are able to leave.

Same-day rides

Due to the number of trips scheduled on Metro Mobility, same-day trip requests are not accepted during our peak travel times of 5:00 a.m. to 8:00 p.m.

Canceling your rides

If you do not need your scheduled 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 scheduled ride at least one hour before the schedule pickup time, it will be counted as a No Show. Please see page 14 for more information about No Shows.

Standing orders

A standing order automatically schedules trips for you. You can request standing orders for routine trips going from the same origin address to the same destination address at 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. The Metro Mobility Service Center 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 cancelling their standing order ride at least one hour before the scheduled 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 the Metro Mobility Service Center. The form can be downloaded from <http://www.metromobility.org> or sent to you by fax or mail by contacting the Service Center 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 Service Center:

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

By Email: MetroMobility@metc.state.mn.us

By Fax: 651.602.1660

Standing order trips will not be provided on these holidays:

New Year's Day

Memorial Day (observed)

Independence Day (July 4th)

Labor Day

Thanksgiving Day and the Friday following

Christmas Day

Customers with a standing order who need to travel on any of these days must contact their service contractor 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 provider. Standing orders that are on hold longer than 90 days each year may be subject to cancellation.

METRO MOBILITY FARES

Peak Time	\$4.00	(Monday- Friday, 6 a.m.-9 a.m. and 3 p.m.-6:30 p.m.)
Off-Peak Hours	\$3.00	
Holidays all day	\$3.00	
Downtown Fare Zone	\$1.00	

Customers are not required to pay the fare if the vehicle arrives more than 30 minutes after the scheduled pickup time.

Customers who arrive late for appointments or are on buses longer than the maximum on-board time should contact the Metro Mobility Service Center for fare reimbursement.

Metro Mobility observes the following six holidays by charging only the nonpeak fare for all trips on these holidays.

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

WAYS YOU CAN PAY YOUR FARE

Go-To Electronic Fare Payment

Go-To is an easy, safe, and economical way to pay your fare on Metro Mobility. The Go-To Card works with just one touch to an electronic reader and can be used over and over again. Go-To Cards are accepted on all regional regular-route buses and trains, so no matter where you ride, you can pay your fare with the Go-To Card.

Go-To Cards also offer financial loss protection if you register your card. Once you register your card, simply report the loss and for a small fee, you'll receive a new card with the value remaining on your original card when it was reported lost or stolen.

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 the Metro Mobility Service Center

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 the Metro Mobility Service Center.

If your Go-To Card is not a Metro Mobility ID, go to <https://metrotransit.org/register> and register it. This will provide protection if you lose your card. If your card is lost or stolen, contact the Service Center 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.

Customers can add value on their Go-To card online, over the phone with the Service Center, at any rail vending machine, or at any Go-To vendor. It is an economic and convenient alternative to Metro Mobility fare tickets.

There are three different types of Go-To Cards but only one type is 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).
- Multiday pass (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.

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.

Fare tickets

In 2015 and 2016, Metro Mobility will be transitioning from fare tickets to Go-To stored-value cards. During this transition, customers may buy tickets until Metro Mobility has implemented the Go-To stored-value card throughout our system. Metro Mobility will notify customers when they can start using Go-To cards to pay their fare and when they will need to start using stored-value cards exclusively.

Metro Mobility tickets may be ordered online, by mail, or in person. Metro Mobility does not print \$1.00 tickets for the downtown fare zone. Customers need to pay in cash for these fares.

- **To order Metro Mobility fare tickets online by credit card**, go to the online Metro Transit

store: <https://store.metrotransit.org/>.

- **To order by mail**, contact the Metro Mobility Service Center at 651.602.1111 or 651.221.9886 (TTY) to request an order form. This allows you to purchase by check or credit card.
- **To order in person**, go to a retail Metro Transit Store.

Downtown Minneapolis, 719 Marquette Avenue

Open Monday- Friday, 7:30 a.m.-5:30 p.m.

Downtown Saint Paul, Skyway Level, US Bank Center, 101 E 5th St.

Open Monday- Friday, 9:00 a.m. -4:30 p.m.

Metro Mobility fare tickets are nonrefundable. Metro Mobility will exchange Metro Mobility tickets for Go-To stored value.

HOW TO RIDE METRO MOBILITY

Early Arrival of Your Vehicle

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

Additional Passengers

Riders may bring additional passengers with them if they notify the service contractor at the time of the reservation.

- **Personal care assistants (PCA):** If you need help once you arrive at your destinations, you may bring another person along as your personal attendant. PCAs ride free of charge.
- **Guests:** A guest may accompany a certified Metro Mobility rider. Guests pay the standard fare. Only if space allows can more than one guest accompany a certified Metro Mobility rider.
- **Children:** Children age five and under may ride the vehicle as a guest at no additional charge. Children six and over will be charged the regular fare.
 - For safety reasons children must be secured in their own seats.
 - A child younger than four or weighing 40 pounds or less must be in a car seat provided by the customer.
 - The customer or their PCA is responsible for properly securing the child's car seat.
 - Drivers may assist with empty car seats but will not carry children.

Animals

Service animals: Service and/or therapy animals are always welcome. Customers should inform the Reservationist at the time of the booking, that they will be traveling with a service animal. The animal must be under the control of the rider throughout the trip and while boarding and exiting. Drivers are not allowed to control the animal at any time. Service animals should sit on the floor or in the rider's lap. Service animals may not sit in a passenger seat.

Pets: Customers may bring pets with them if there is space on the vehicle and the pet is in a carrier.

Packages

Customers may bring up to four grocery-sized bags or the equivalent. 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 also acceptable. A **paying guest** may also bring up to four bags. **Personal care assistants** are not allowed additional packages. Drivers will assist riders with loading and unloading packages, but they are not permitted to assist riders with their packages beyond the first door of any building.

Severe Weather

In rare cases of 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 at www.metro-mobility.org and have it broadcast on local television and radio stations.

Using a 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. Most Metro Mobility vehicles have lifts.

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.

Safe Path of Travel

Metro Mobility drivers must escort all customers from the vehicle to the first door of the building. When there is not a safe and accessible path of travel, the driver might refuse to accompany a customer. Please keep your sidewalks, ramps, and steps in good repair. During winter months, they should be clear of ice, snow and other hazards.

If you need help on steps, the steps must provide safe and adequate clearance of at least 30 inches (width) x 7.5 inches high (rise) x 10 inches deep (tread). The steps should be in good repair and not obstructed by plants, toys, or other objects.

AVOID SERVICE INTERRUPTIONS

No Shows

A No Show consists of any of the following:

- Canceling a ride **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 rides and then not showing up for the ride 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 4% of their requested trips within a 30-day period will receive a warning letter from their service contractor. Customers can contact their service contractor 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 4% 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. The term of the suspension period may be increased based on the number of previous suspensions within a 12-month period.

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 several 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.

Situation	Outside Control	No Show Excused
Dialysis clinic is unable to control a customer's bleeding after dialysis and needs to schedule a later ride.	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

Suspensions for Conduct

Customers whose behavior 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 be responsible for their behavior.

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

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 the Metro Mobility Service Center when you have comments, questions, or complaints about the 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 the Service Center with a complaint or concern, the staff will:

- Record a detailed description of the issue.
- Research the complaint.
- Forward information to the transportation service contractor or Service Center management staff to help quickly resolve the issue.

Once you register your complaint with the Service Center, 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.

Mailing Address

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

Email: MetroMobility@metc.state.mn.us

Website: www.metromobility.org

Phone: 651.602.1111

TTY: 651.221.9886

Fax: 651.602.1660

SUPPLEMENTAL SERVICES AVAILABLE

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 cab 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.

Process for PSD trips

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

Direct Taxi Service

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

If Metro Mobility cannot provide your ride, your provider will offer you the option of the Direct Taxi Service and 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:

1. Ask your service contractor for your confirmation number.
2. 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 cab 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 the Metro Mobility Service Center. 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 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 the **Metro Mobility Service Center**,

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 \$0.75 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 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 the 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 towards your Metro Mobility fare. Fixed-route transfers are valid for two and a half hours after they are issued.

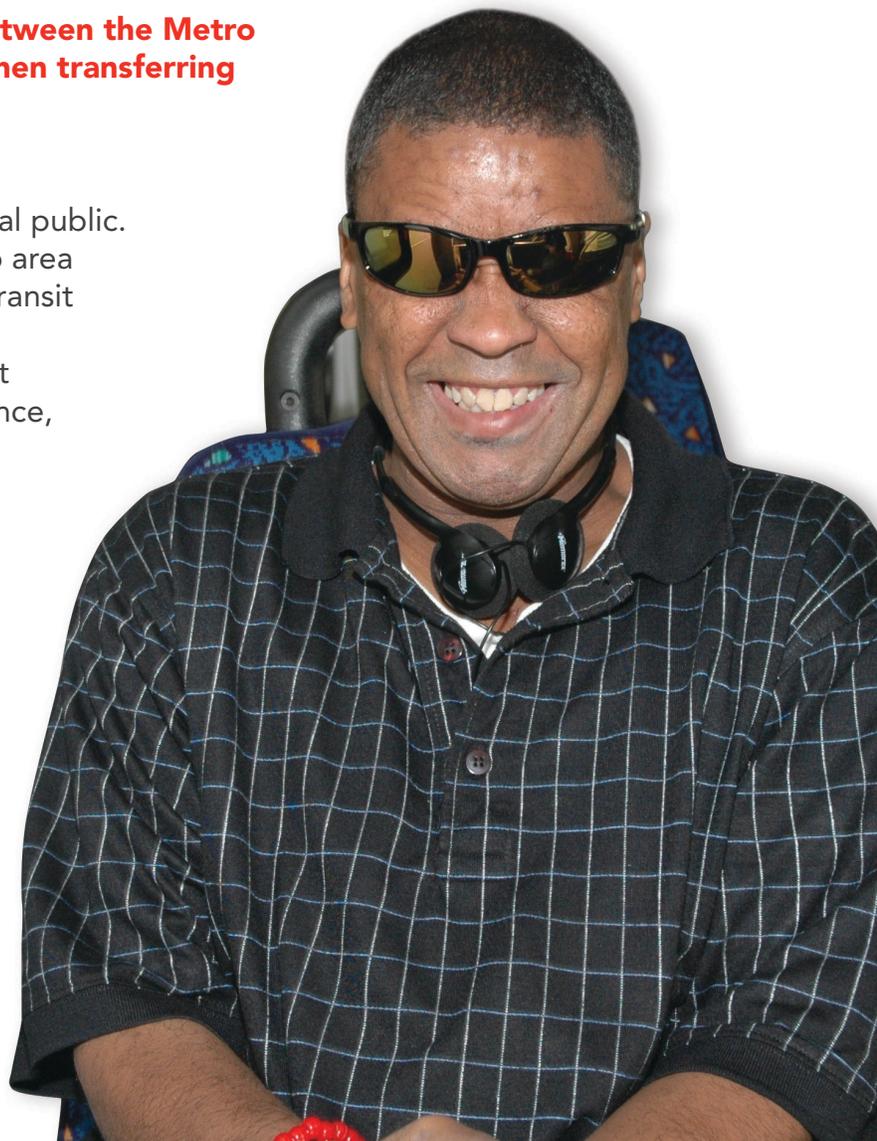
For customers using a Go-To card the transfer is automatically stored on their Go-To card.

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 pm. 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.



GLOSSARY

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

Assured Ride

A program that creates a safety net for high-frequency riders by annually providing up to four taxi or shuttle ride coupons, each worth up to \$25.

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 scheduled trip, or a cancellation by a rider that occurs less than 60 minutes before the scheduled pickup.

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 scheduled pickup.

Premium Same Day Service (PSD)

A subsidized taxi service for same-day ride requests.

Ready time

The scheduled pickup time when riders should be ready and waiting for the vehicle to arrive.

Regular route transit

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

Service provider

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

Metro Mobility Service Center

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 of 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 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 ZONES

Metro West Zone	Metro East Zone	Metro South Zone
Brooklyn Center Brooklyn Park Chaska Chanhassen 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 St. Paul Park South St. 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 SERVICE CENTER
390 Robert Street N. | St. Paul, MN, 55101-1805

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