

## A Rider's Guide to

# Transit Link



Regional dial-a-ride transit service in the seven-county metro area

A service of the



**Metropolitan Council**

January 2010

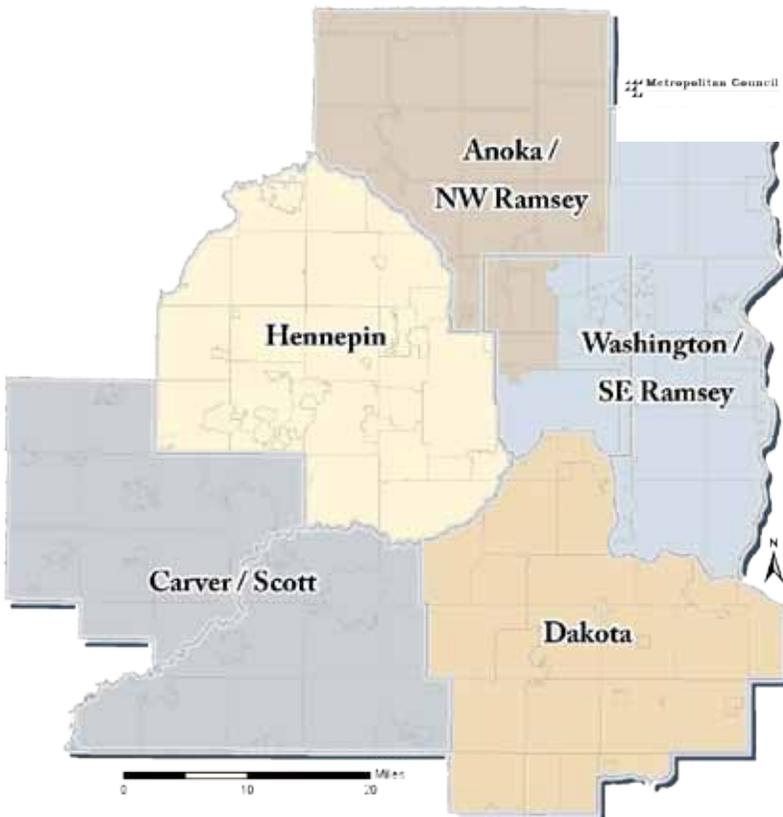
## Transit Link is:

- **Public transportation** where regular transit route service is not available.
- **Minibus or van service** for the general public that must be reserved in advance.
- **Curb-to-curb service**, with limited assistance. Riders may ask drivers for assistance with up to four grocery-sized bags. ADA-certified passengers may ask for door-to-door assistance, but drivers are not allowed to provide any further assistance, both for their safety and for yours.
- **A service of the Metropolitan Council**, the regional planning agency for the seven-county Twin Cities metropolitan area. The Council is appointed by and serves at the pleasure of the governor. Council meetings are held at 390 Robert Street North, St. Paul, and are always open to the public. For more information, visit [www.metrocouncil.org](http://www.metrocouncil.org).
- **Provided by several different transportation operators**, but available throughout the metro area.

### Please note:

**Transit Link** is not Metro Mobility service. For more information on Metro Mobility, visit [www.metrocouncil.org](http://www.metrocouncil.org) or call 651-602-1111.

## Transit Link Service Areas



**Anoka/Ramsey:** All of Anoka County and the Ramsey County communities of Arden Hills, Falcon Heights, Lauderdale, Mounds View, New Brighton, Roseville, St. Anthony, and Shoreview.

**Carver/Scott:** All of Carver and Scott counties

**Dakota:** All of Dakota County

**Hennepin:** All of Hennepin County

**Ramsey/Washington:** All of Washington County and the Ramsey County communities of Gem Lake, Little Canada, Maplewood, North Oaks, North St. Paul, St. Paul, Vadnais Heights, White Bear Lake, and White Bear Township.



## Transit Link riders can expect:

---

- A safe and reliable ride
- Courteous and professional customer service staff
- Professional, well-trained drivers
- Drivers with identification badges, who are appropriately dressed and groomed
- A properly maintained vehicle free of smoke and litter
- A shared ride, meaning other customers may be picked up and dropped off while you are on board.

## Transit Link riders should:

---

- Be ready to board within 3 minutes of the scheduled pickup
- Show courtesy and respect to other customers
- Adhere to safety rules and service requirements
- Refrain from eating or drinking on the bus

## Riding Transit Link

---

### Eligibility

---

**Transit Link** is available in parts of the region not served by frequent regular transit routes. Anyone may use **Transit Link**.

Each trip must be scheduled in advance; when you call to reserve a trip, reservationists will help determine whether your trip is eligible for **Transit Link** service.

If you are near a regular transit route and you can reach your destination by regular transit routes, your trip will likely not be eligible for **Transit Link**. Trip origins and destinations must be more than ¼-mile from regular transit from November to March and more than ½-mile from regular transit from April to October to be eligible for **Transit Link**.

Riders who are physically unable to walk to a transit stop may qualify for Metro Mobility service. For more information on how to apply, call Metro Mobility at 651-602-1111 or visit the web site at [www.metromobility.org](http://www.metromobility.org).

### Reaching Your Destination

---

Riders can use **Transit Link** to reach destinations anywhere in the seven-county Twin Cities metropolitan area. Some trips will involve a combination of **Transit Link** service and regular routes, while others will be completely on **Transit Link** buses.

Regular routes are either bus or light-rail routes that are operated on a regular schedule with specific destinations and stops. Examples include the Hiawatha light-rail line, Metro Transit bus routes, or commuter routes operated by suburban providers such as MVTA or Southwest Transit.

For example, a rider going from Shoreview to downtown Minneapolis may take **Transit Link** to a hub, such as Rosedale Shopping Center and ride the rest of the way on a regular route. Or, someone traveling from Rogers to Champlin may use **Transit Link** because no regular routes connect those two cities.

Reservationists will be able to help walk you through each leg of your trip. If you have questions about Metro Transit, start with the Transit Information Center—representatives will transfer you to **Transit Link** staff if you can't reach your destination on a regular route. Call 612-373-3333.

## Service Times

**Transit Link** is available from 6 a.m. to 7 p.m., Monday through Friday. Some areas may have extended service hours during the week or weekend service available. Contact **Transit Link** at 651-602-LINK (5465) for more information.

## Scheduling a Ride

To schedule a ride, call **Transit Link** at **651-602-LINK (5465)**. You will first be asked in which county your ride will begin. Once you select your county, you will be transferred to a reservationist that can process your request. You will be asked a number of questions, including:

- Trip date and time
- Pick-up address
- Destination address

Also be sure to tell the reservationist if you are traveling to an appointment and the appointment time, as well as if you are traveling with a personal care attendant, or if others are accompanying you.

## Reservations

Rides may be reserved up to five business days in advance of the trip. Reservations are taken from 7 a.m. to 3:30 p.m. Monday through Friday. Same day rides may also be scheduled, subject to availability.

For a ride on ...	Call as soon as the previous...
Monday	Monday
Tuesday	Tuesday
Wednesday	Wednesday
Thursday	Thursday
Friday	Friday
Saturday (subject to local availability)	Friday
Sunday (subject to local availability)	Friday

## Group Trips

Group trips may be arranged and scheduled. Groups of four people traveling a distance of 10 miles or less together are eligible for group fare discounts. Groups of three or more traveling distances greater than 10 miles together are eligible for a group discount.

## Canceling a Ride

Customers who need to cancel a scheduled ride (including a standing order ride—see “Standing Orders”) should call **Transit Link** as soon as possible to cancel, but no later than one hour prior to the scheduled ride.

## No Shows

Failing to cancel a ride at least one hour before it is scheduled will result in a “no-show.” Three “no-shows” within 30 days will result in a warning letter. Additional “no-shows” in the next 30 days will result in a suspension.

Passengers may dispute a “no show” or suspension after receipt of a warning or suspension letter by calling **Transit Link**.

## Standing Orders

Passengers who schedule regular trips to work, the doctor, or other activities may apply for a standing order. Standing orders are automatically scheduled trips every day, several times a week, or on the same day and time each week.

Standing orders are reviewed as they are received and placed on the schedule if space is available. Standing orders are limited to 75 percent of trips in a service area during any hour of the day.

Customers with standing orders must cancel trips no less than one hour before scheduled pickup time. Failing to cancel a standing-order trip at least one hour in advance of the scheduled pickup time will be considered a “no-show.” Three “no-shows” within 30 days will result in a warning letter. Additional “no-shows” in the next 30 days will result in a suspension.

For more information on how to apply for a standing order, contact **Transit Link** at **651-602-LINK (5465)**. At the prompt select the county in which you reside.

One suspension	No rides for 2 weeks
Two suspensions (within 12 months)	No rides for 4 weeks
Three or more suspensions (within 12 months)	No rides for 6 weeks

## Pickups

**Transit Link** drivers will arrive within 30 minutes of the scheduled pickup time. If the scheduled pickup time is 1 p.m., the vehicle will arrive between 1 p.m. and 1:30 p.m., and will be considered “on time” within that timeframe.

If a vehicle arrives before the beginning of the 30-minute pickup window, you do not have to board the bus until your scheduled time. However, the bus will only wait for 3 minutes into the pickup time. Therefore, if the pickup time is 1 p.m. and the bus arrives before 1 p.m., the passenger must board the vehicle by 1:03 p.m. to avoid a “no show.”

## Fares

Fares for **Transit Link** trips are based on the total trip distance.

Distance	Proposed fare (each way)
Less than 10 miles	\$2.25
10 to 20 miles	\$4.50
Greater than 20 miles	\$6.75

Riders that are transferring to another service will pay their fare on the first service they board. A transfer will be issued worth the amount paid, but used toward the fare of the transfer ride. ADA-certified passenger fares will be capped at \$4.50 each way. Fares for group trips will be eligible for discounts.

In many cases, transfers will be free. For example, if you’re traveling from Woodbury to downtown

St. Paul, the trip is about 10 miles. Because there is frequent regular bus service to downtown St. Paul from Sun Ray Transit Center, you will likely be asked to transfer there. So the **Transit Link** bus will pick you up in Woodbury, you'll pay your fare on that bus, and receive a transfer that will pay for your trip downtown. On the return trip, you'll start on a Metro Transit bus, receive a transfer and hand that to the **Transit Link** driver when you board at the Sun Ray center.

If your initial fare did not cover the full fare for the trip, you would be asked to pay the difference. Reservationists will assist you with information about the fare you will pay on your trip.

Passengers can pay fares with ride coupons (worth \$2.25) or by paying cash. **Transit Link** fare coupons can be purchased from your service provider. Drivers are not allowed to make change for cash-paying customers.

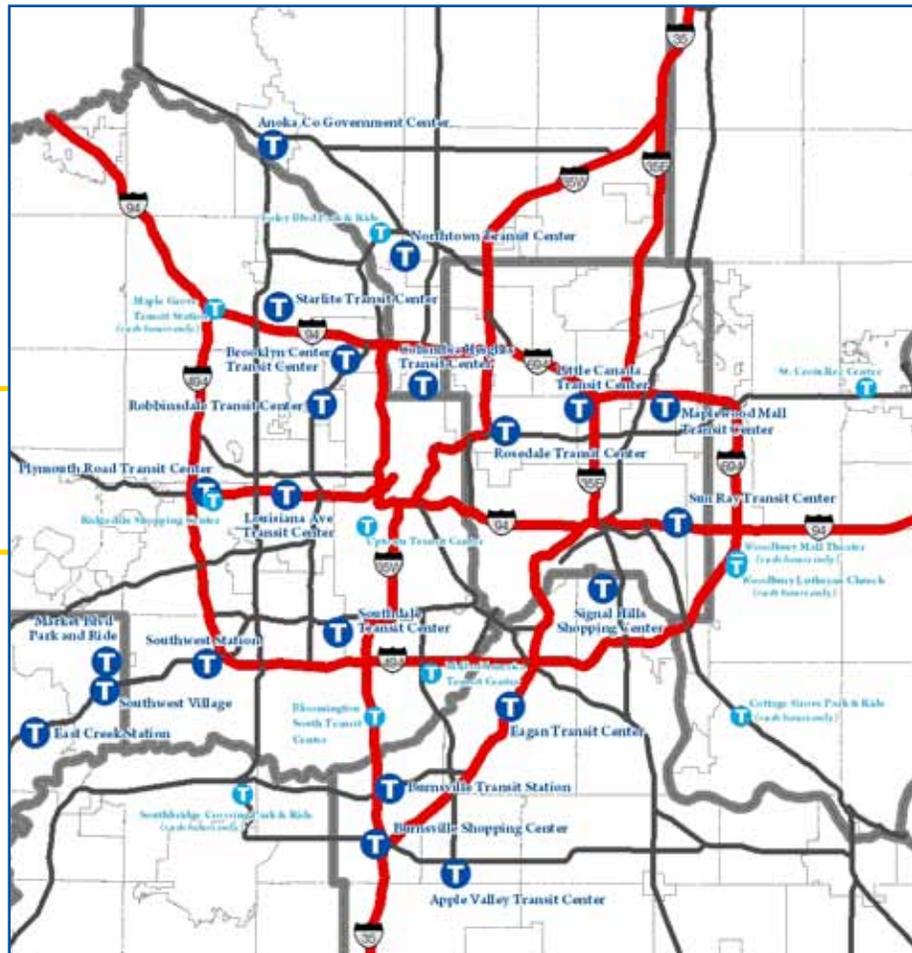
Go-To Cards and Metropasses are not currently accepted on **Transit Link** trips.

## Transfers to Other Transit

Transfers to other transit within the metro area from **Transit Link** will often be free. Under any circumstance, the second leg of the trip will always recognize the fare value already paid. (Note: the only exceptions are when transferring from **Transit Link** to the Northstar Line or to peak express service. If the **Transit Link** fare is less than the fare for the Northstar Line or peak express service, the passenger must pay the difference).

**Transit Link** passengers will only be asked to transfer from **Transit Link** to regular route transit at transit hubs that are well lit, are served by frequent regular routes, and have shelter facilities for passengers. Examples include Sun Ray, Maplewood Mall, Ridgedale Mall, Brooklyn Center Transit Center, Rosedale Mall, Mall of America.

## Metro Area Transit Hubs



## Driver Assistance

---

**Transit Link** drivers will provide passengers assistance with up to four grocery-sized bags from the bus to the passenger's front door. Drivers are not allowed to provide assistance beyond the front door for passengers not ADA-certified.

ADA-certified passengers may request door-to-door assistance on **Transit Link**. Passengers should request this assistance when reserving a ride.

**Transit Link** vehicles are all equipped with lifts that meet or exceed the minimum ADA standards. Vehicles cannot accommodate devices which are larger than 30 inches wide or 48 inches long or exceed 600 pounds (including weight of device and passenger).

### Passengers should:

Ensure that mobility devices are in good condition, particularly keeping brakes in good working order.

Back mobility devices onto the lift.

Drivers will not provide assistance with mobility devices, such as scooters or motorized wheelchairs. If you need assistance with your mobility device, bring a personal care attendant with you. ADA-certified passengers may bring a personal care attendant on **Transit Link** for free. Be sure to let the reservationist know when you schedule a ride that you are bringing a personal care attendant with you.

## Animals

---

Service animals, including therapy animals, are always welcome on **Transit Link**. The animal must be under the control of the rider throughout the trip, and while boarding and exiting. Drivers or other passengers may not control the animal at any time. Service animals may sit on the floor or in the rider's lap. Service animals may not sit in a passenger seat.

Riders may bring pets on **Transit Link** buses if there is space and the animal is properly caged.

## Holidays

---

**Transit Link** service will not be available on Thanksgiving Day or Christmas Day.

## Resolving Service Problems

---

**Transit Link** takes all reported complaints and incidents very seriously. We are committed to providing you the highest possible level of service.

Each vendor that provides **Transit Link** service is responsible for providing customer service assistance and you should start the complaint process there.

If you feel the vendor did not sufficiently resolve your concern, please contact the Metropolitan Council by calling **Transit Link** at **651-602-LINK (5465)** and press "0" to leave a message in the customer comments voice mail box. Council staff will investigate and respond within 3-5 business days. *Note: If you have not attempted to resolve the issue through the vendor, you will be referred back to it, so please do not contact the Council directly without first taking that step.*

## Tips for Riding

# Transit Link

---

**Trips are available on a first-come, first-served basis.** It's best to reserve rides at least a few days in advance to assure availability.

**Transit Link is a shared ride.** The driver may need to drop others off before reaching your scheduled destination.

Encourage neighbors and friends to **schedule trips as a group** or to combine errands into single trips. Groups receive a discount on fares and this will help **Transit Link** trips to run more efficiently and assure trips are available for people who need them.

**Cancel rides promptly.** Remember, if you don't cancel a ride at least one hour prior to the scheduled pickup time, it is logged as a "no-show" and you may lose Transit Link privileges.

If you're going to a **scheduled appointment**, let the reservationist know so you are sure to get to your appointment on time.

**Be ready to board the bus when it arrives.**

If you live in a multi-unit building, wait inside the main or designated entrance at your pickup time.

**Have the correct fare ready before the driver arrives.** Drivers will accept cash, but do not provide change. The reservationist will tell you your fare when you schedule your trip.

**Have a question?** Reservationists are trained to provide information or connect you with someone who can answer your question. Feel free to ask them if you're unsure about any aspect of your **Transit Link** ride.

---

