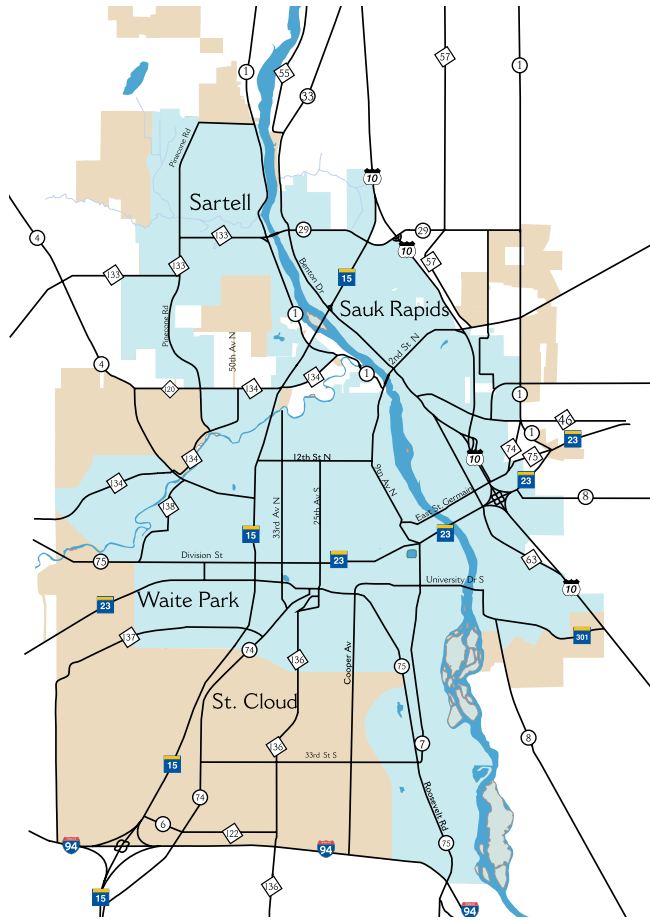


SERVICE AREA ST. CLOUD, SAUK RAPIDS, SARTELL & WAITE PARK



- Extended Service Area
- Fixed Route Service Area

Dial-a-Ride Hours of Service

For all individuals with Specialized Service and members of the General Public located in "extended service" area:

Monday - Friday	5:30 a.m. - midnight
Saturday*	8:00 a.m. - 6:30 p.m.
Sunday*	9:00 a.m. - 6:00 p.m.

General Public located anywhere can use Dial-a-Ride for late night service when fixed route service is unavailable:

Monday - Friday	9:00 p.m. - midnight
-----------------	----------------------

* General Public in Sartell and on Route 75 can use Dial-a-Ride on weekends because Fixed Route service isn't available at that time.

Dial-a-Ride Fare Options

- Cash
 - 10-Ride Card
 - 31-Day All-Service Pass
- Call 252.1010 for current fare prices

How to get certified to use Specialized Service

- Obtain application from ridemetrobus.com or by calling 251.1499, ext. 100. Specific details about the certification process are provided in the application.
- After your application has been received, an in-person interview will be scheduled. The interview may include a physical and/or cognitive assessment.
- Eligibility for Specialized Service is a transportation decision, not a medical one. Determinations are

based not on the presence of a disability, but on the effect the disability has on an individual's capacity to use fixed route bus service. Perceived inconvenience, real inconveniences or simply a desire not to use accessible fixed route bus service, are not criteria for eligibility.

- All applicants determined to be eligible for Specialized Service will be certified for three years. After three years, recertification is required to continue using the service.

POLICIES FOR SUCCESSFUL RIDING

- **Excessive cancels and no-shows result in suspension** — Cancelling 50% or more of scheduled trips in one month is considered excessive and results in seven days of suspended service, effective on the 15th of the month. This policy applies when eight or more trips have been scheduled. To avoid a "no-show," give at least a two-hour notice of cancellation
- **Companions** — One companion may ride with a certified Specialized Service rider if they share the same origin and destination and must pay the proper fare. Additional companions may ride only if there is room. Up to two children (5 and under) ride free with a paid fare. If children, regardless of age, are certified with Specialized Service, they must pay the proper fare.
- **Package limit** — **As many as the rider and companion are able to carry in one trip.** Drivers are only allowed to assist Specialized Service riders with two grocery bags or one cardboard grocery box.
- **Beverages** — must be in screw-top containers to avoid spills.
- **If available, seatbelts are required to be worn.**

METRO BUS
the people picker uppers.

665 Franklin Avenue NE, St. Cloud, MN 56304
Administration 320.251.1499
Transit Center 320.251.7433
ridemetrobus.com

DIAL-A-RIDE



We'll pick you up!
Call 252.1010

METRO BUS
the people picker uppers.

WHAT IS DIAL-A-RIDE?



Metro Bus Dial-A-Ride is a shared ride service that requires advance reservations. Dial-a-Ride is available seven days a week for those who are unable to ride the regular fixed route bus system.

Dial-a-Ride offers two types of services: Specialized Service and General Public.

SPECIALIZED SERVICE: FOR THOSE WITH DISABILITIES

- Door-through-door, driver-assisted service for people with disabilities who are unable to ride Fixed Route buses.
- Determination of eligibility must be made before using the service.
- Rider must be ready at the first outside door at their scheduled pickup time. Driver will not search for passenger.
- Drivers assist passengers to enter and exit the bus; pay fares; enter and exit the first door of all buildings; and secure seatbelts.
- A Personal Care Attendant (PCA) may ride free when traveling with eligible passenger. Pre-approval is required.
- Riders determined eligible to use Specialized Service receive a guide outlining all policies and procedures. New passenger orientation is available monthly. Call 252.1010 for details.

GENERAL PUBLIC: AFTER HOURS & EXTENDED AREA

- For travel in areas outside the fixed route area (within city limits of St. Cloud, Sartell, Sauk Rapids and Waite Park).
- Curb-to-curb service with no driver assistance.
- For late night travel after the last fixed route until 12:00 a.m. (Monday - Friday).
- For Saturday and Sunday service in Sartell and Route 75 area and Sunday service along Westwood route area.
- Rider must wait outside at reservation time.
- Drivers do not exit the bus to assist passengers.
- Rider may need to use fixed route service to complete trip. Schedules are available at ridemetrobus.com, on all fixed route buses and the Transit Center in downtown St. Cloud.



HOW TO SCHEDULE & CANCEL RIDES

Call 252.1010 during Call Center hours

Monday - Friday: 5:30 a.m. - 11:00 p.m.
Saturday: 8:00 a.m. - 5:30 p.m.
Sunday: 9:00 a.m. - 5:00 p.m.

- Rides are scheduled on first call, first served basis. Due to the service area and the nature of our service, we cannot guarantee ride availability, drop off times or length of ride.
- Reservations can be made up to seven days in advance, during call center hours.
- Drivers cannot take appointments, make changes to any previously scheduled rides or make cancellations for you.
- If you need to cancel a ride, please do so as far in advance as possible. Any ride cancelled less than two hours in advance is considered a no-show. Excessive no-shows result in suspension of service. See cancellation policy for more information.
- When scheduling a ride, please provide: passenger name, origin address, destination address, desired arrival time at destination, and whether a companion or Personal Care Attendant will be accompanying for each trip scheduled.
- The Dispatcher may need to suggest an earlier pick up time to get you to your destination in a timely fashion.

Specialized Service Application available on ridemetrobus.com or by calling 251.1499, ext. 100.

Want to learn how to ride the fixed route bus instead? Metro Bus provides [free travel training](#) for seniors and people who have disabilities. Travel Guides can teach anyone from the general public how to ride the fixed route bus as well. Learn more at ridemetrobus.com or by calling 320.529.4497.

Metro Bus Dial-a-Ride cannot provide emergency medical transportation.