



Transit Link

a service of the Metropolitan Council

651-602-LINK (5465)



www.transitlinktc.org • 390 N. Robert St., St. Paul, MN 55101

Service Details

Customer Guide

Table of Contents

Customer Guide.....	page 1
Service Details.....	page 2
Areas.....	page 2
Eligibility.....	page 3
Hours.....	page 3
Responsibilities and expectations.....	page 4
Reservations and Rides.....	page 5
Canceling a ride.....	page 6
Fares.....	page 6
No shows.....	page 7
Other ride considerations.....	page 8
Transfers to other transit.....	page 9
Resolving Service Problems.....	page 9
Special Circumstances.....	page 10
ADA-Certified passengers.....	page 10
Animals.....	page 11
Holidays.....	page 11
Standing Orders.....	page 12

Transit Link

Transit Link is alternative public transportation option for people throughout the region to get to work, medical appointments or enjoy recreational activities. It is public transportation for areas where regular route transit service is less frequent or not available. Anyone traveling within the service area can use Transit Link by making reservations in advance.

Several different transportation operators throughout the metro area provide service for Transit Link. There are five service areas, but customers can travel within and between any service area. Some trips may require a transfer to a regular route where customers will be dropped off at a transit hub or park-and-ride facility.

Transit Link customers can expect a safe and reliable ride when they are on the bus. Our courteous and professional staff will be able to assist with making a reservation and guide you through options.

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Eligibility

Transit Link is available to anybody in parts of the region not served by frequent regular transit routes. Each trip must be scheduled in advance. When you call to reserve a trip, the reservationist will help determine whether your trip is eligible for Transit Link service. If both trip origin and destination are served by regular transit routes, the 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. Transit Link will not provide rides shorter than the seasonal walking distances.

Transit Link will provide trips going to medical facilities or senior centers located no more than two miles outside of the Council's seven-county metropolitan area. Trips must originate within the seven-county service area and not cross state lines to be eligible.

Transit Link reserves the right to request photo identification from a customer.

Program information changes periodically. Refer to the Transit Link web site at www.transitlinktc.org for the most recent updates.

Hours

Transit Link service is available from 6 a.m. to 7 p.m., Monday through Friday (note: 7 p.m. is the latest possible scheduled dropoff time). Contact Transit Link at **651-602-LINK (5465)** for more information.

Responsibilities and expectations

Transit Link customers 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

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



Reservations and Rides

To schedule a ride, call Transit Link at **651-602-LINK (5465)** on weekdays between 7 a.m. and 3:30 p.m. First, tell us the county where your trip will begin. Once you select your county, you will be transferred to a reservationist who will process your request.

You will be asked a number of questions, including:

- Trip date
- Requested ride time or appointment time
- Pick-up address
- Destination address
- Number of companions or personal care attendant

All ride requests are subject to availability – they are not guaranteed. 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 be scheduled, but there must be at least two hours between the time the customer calls to reserve the ride and the desired pickup time. Once a trip is booked, reservationists are not allowed to adjust the original request. If a customer wants a different time than what is available, the reservationist must cancel the original request before booking a new trip. Same day rides are not guaranteed and may not be accepted during inclement weather.

FOR A RIDE ON:

		Call as soon as the previous-	
Monday	>	Monday	
Tuesday	>	Tuesday	
Wednesday	>	Wednesday	
Thursday	>	Thursday	
Friday	>	Friday	
*Saturday	>	Friday	
*Sunday	>	Friday	

***Subject to availability**

Canceling a ride

Customers who need to cancel a scheduled ride (including a standing order ride) should call Transit Link as soon as possible to cancel, but no later than one hour prior to the scheduled ride. Customers can cancel a ride by speaking directly to a reservationist or by using the voice response system (call).

Fares

Fares for Transit Link trips are \$4.50 per one-way trip during peak hours (6 to 9 a.m. and 3 to 6:30 p.m.) and \$3.50 per one-way trip from 9 a.m. to 3 p.m. Trips longer than 15 miles will be subject to a 75-cent surcharge.

Passengers may pay fares with a Go-To Card with stored value or by paying cash. Drivers are not allowed to make change for cash-paying customers. Go-To Cards can be purchased at most Cub Foods locations. Visit metrotransit.org/go-to-card for additional information about retail outlets.

Cash-paying customers who travel on more than one bus or train to reach their destination should ask the driver for a transfer when they pay their fare. If connecting to a regular route bus, the Transit Link transfer may be exchanged for a regular route bus transfer when boarding that bus. If you're paying with a Go-To Card, the transfer is stored on your card. Transit Link transfers are valid for the amount paid and for two-and-a-half hours. Additional payment is sometimes necessary to complete a trip.

If the trip starts on regular route, ask for a bus transfer or keep your rail ticket. This must be presented to the Transit Link driver to verify payment. Additional charges may apply depending on the length of the Transit Link trip (see fare table).

FARES (each way)

Peak

\$4.50

(weekdays 6 a.m. to 9 a.m. and 3 p.m. to 6:30 p.m.)

Off-Peak

\$3.50

(all other service times)

Children age 5 and younger ride free.

A surcharge of 75 cents will apply to all trips longer than 15 miles.

NO SHOWS

First & second suspensions

(within 12 months)

No rides for 30 days

Third suspension

(within 12 months)

No rides for 45 days

Fourth suspension

(within 12 months)

No rides for 60 days

Fifth suspension

(within 12 months)

No rides for 90 days

Note: each suspension above the fourth suspensions will add an additional 30 days to the penalty.

Additional no-shows prior to the start of a suspension will extend the suspension by two weeks.

No shows

Failing to cancel a ride at least one hour before the scheduled pickup time 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 suspension from service and termination of any standing orders. A new standing order will not be granted for 12 months from the date that the previous suspension ended. If there is a no-show on an outgoing trip, the return trip will automatically be canceled. If there is a no-show on the return trip the customer must contact Transit Link to let them know that the return ride is still needed. Prior to requesting a new standing order, a customer must use the service for three consecutive weeks without having any no-shows.

If a customer no-shows two consecutive rides, all future rides will be suspended, and a customer services representative will make one attempt to contact the customer. All rides will remain suspended until the customer responds that he or she wants to continue active service. All standing orders will be deleted if the customer does not respond within two weeks.

Passengers may dispute a no show or suspension after receiving a warning or suspension letter; the procedure will be explained in the letter. Suspensions apply to all Transit Link service areas.

Other ride considerations

One adult may bring up to four children on the bus. Children younger than four or weighing 40 pounds or less must be in a car seat. Adults are responsible for providing and properly securing the child's car seat. Children age 10 and older are welcome on Transit Link unaccompanied by an adult, but an adult must schedule the ride.

Customers may bring up to four grocery-sized bags and request driver assistance. Drivers are not allowed to provide any further assistance, both for their safety and the safety of the customer.

Pickups

Transit Link drivers will arrive within 30 minutes of the scheduled pickup time. For example, 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.

The ride will be free if the vehicle arrives more than one hour after the scheduled pickup time.

Passengers are allowed three minutes to board the bus once it arrives. After that, the bus will depart without the passenger who will be considered a no-show. If a customer skipped the outgoing ride (a no-show), but still needs the return ride, the

customer must call Transit Link to let staff know the return ride is still needed.

If a vehicle arrives before the scheduled pick-up time, the three-minute clock begins at the scheduled pick-up time. The ride will be free if the vehicle arrives more than one hour after the scheduled pickup time.

Transfers to other transit

Customers may transfer between Transit Link and other transit services within the metro area. Transit Link passengers will only be asked to transfer from Transit Link to regular route transit at transit hubs and park-and-ride facilities, with amenities such as ample lighting, frequent regular route service, and shelter facilities for passengers. Examples include: Brooklyn Center Transit Center, Cottage Grove Park and Ride, Foley Boulevard Park and Ride, Mall of America, Maplewood Mall, Ridgedale Mall, Rosedale Mall, and Sun Ray Shopping Center. (Map page 2.)

For example, a customer going from Shoreview to downtown Minneapolis may take Transit Link to a transit center, such as Rosedale, and ride the rest of the way on a regular route.

Resolving Service Related Concerns

Transit Link takes all reported complaints and incidents very seriously. We are committed to providing you the highest possible level of service. Customers that spend more than 90 minutes on the bus or are picked up more than one hour after the established pickup time may receive a free ride.

Complaints about Transit Link service should first be directed to the vendor that provided the service. Customers can expect to receive a response within two business days.

If the vendor does not sufficiently resolve a concern, please call Transit Link at **651-602-LINK (5465)** and press “9” to leave a message in the customer

voicemail box. Do not leave a message to schedule or cancel a ride in the general Transit Link voicemail box. You must speak to a reservationist to schedule or cancel a ride.

Contact the appropriate service provider at [651-602-5465](tel:651-602-5465) for lost-and-found items.

Comment cards are available on all Transit Link buses. Comments about service may also be submitted by email to TransitLink@metc.state.mn.us. Staff will investigate and respond within five business days.

Special Circumstances

ADA-certified customers

Transit Link is public, dial-a-ride transit. It is not Metro Mobility. All Transit Link vehicles are equipped with lifts that meet or exceed the minimum ADA requirements, so ADA-certified customers may use Transit Link to connect to the Metro Mobility service area. In addition, ADA-certified customers using Transit Link outside the Metro Mobility service area may request door-to-door assistance. Customers should request additional assistance when booking a trip.

Transit Link vehicles cannot accommodate devices that are greater than: 30 inches wide (or) 48 inches long (or) 600 pounds combined weight of the passenger and device. Failure to follow the safety guidelines may result in a disciplinary suspension, a mandate to be accompanied by a personal care attendant (PCA), or loss of Transit Link service.

Customers needing assistance with a mobility device or any other type of specialized assistance must bring a personal care attendant. ADA-certified passengers may bring a personal care attendant on Transit Link. When scheduling a ride customers should let the reservationist know that a care attendant will also be riding. One attendant is allowed for each ADA certified rider.

Animals

Service animals, including therapy animals, are always welcome on Transit Link. The animal must be under the customer's control 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 customer's lap. Service animals may not sit in a passenger seat. Customers 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 the following observed holidays: Thanksgiving Day, Christmas Day, and New Year's Day. Standing orders will automatically be canceled, unless the passenger requests otherwise, on the following holidays: Memorial Day, Independence Day, Labor Day, and the day after Thanksgiving Day.



Standing orders

Customers who schedule regular trips to work, medical appointments, or other activities may apply for a standing order. Standing orders are automatically scheduled trips each day, several times a week, or the same day and time each week. Standing orders are reviewed and scheduled on a monthly basis if space is available at the requested time. Standing orders are limited to 75 percent of the trips in a service area during any hour of the day. Some requests for standing orders may not be accepted based on capacity.

Customers may make up to four changes to an existing standing order each year. To make changes, the customer must contact the service provider at least 21 days in advance of any desired change. All changes are subject to availability.

Changes may include any of the following:

- Changing the pickup or dropoff location
- Adding one or more days
- Changing the pickup time

Standing orders are reserved for customers who travel regularly. If a customer cancels or is a no-show on 50 percent of their standing order trips over a two-month period, the customer will receive a warning letter. If the customer cancels or is a no-show within the next two-month period, the standing order will be canceled. If the standing order is canceled, the customer will not be granted a new standing order for 12 months. A customer may place a standing order on hold for up to six weeks within the calendar year. A customer must

contact the service provider to request that a standing order be placed on hold. Standing order rides will automatically be canceled, unless the passenger requests otherwise, for the following holidays: Memorial Day, Independence Day observed, Labor Day, the day after Thanksgiving Day.

A standing order request form can be found on www.transitlinktc.org.



Transit Link is public transit, available throughout the seven county metropolitan area. It is a curb to curb service, with limited assistance. Transit Link serves areas where regular transit route service is not available. For more information, visit www.transitlinktc.org.

Transit Link is a service of the Metropolitan Council, the regional planning agency for the seven county Twin Cities metropolitan area.

