

METRO BUS DIAL-A-RIDE SERVICE GUIDE

Serving St. Cloud, Sartell, Sauk Rapids and Waite Park, Minnesota

Metro Bus Mobility Training Center

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TABLE OF CONTENTS

1. Metro Bus Dial-a-Ride Overview	2
Service Availability and Hours	3
Dial-a-Ride Personnel	3
Service Area Map	4
2. Certification & Eligibility	5
Eligibility	5
Applying for Dial-a-Ride	5
Approval	6
Appeals Process	7
Recertification	7
3. Scheduling Rides & Policies	8
Scheduling a Trip	8-9
Subscription Trips	10
Canceling a Scheduled Trip	10
No-Show Policy	11
4. Riding Dial-a-Ride Service	12
Door-through-Door Service	12
Paying for Your Trip (Fares)	13
Personal Care Attendant (PCA)	14
Traveling Companions	14
Out of Town Visitors	14
Wheelchairs	15-16
Seat Belts	16
Steps, Ramps, Sidewalks & Driveways	16
Children	16
Service Animals	16
Extra Bags and Packages	17
5. Customer Service (Comments or Complaints)	18
6. Metro Bus Code of Conduct	19-20
7. Expectations	21
8. Contact Information	22

1. METRO BUS DIAL-A-RIDE OVERVIEW

Dial-a-Ride is a shared-ride, paratransit service for individuals who are unable to use Fixed Routes. Dial-a-Ride is a Door-through-Door, Operator-assisted service.

Dial-a-Ride serves the cities of St. Cloud, Waite Park, Sauk Rapids and Sartell to get to and from activity centers, medical facilities, work, school, grocery shopping and other community functions.

These program guidelines describe the process of applying for Dial-a-Ride along with information on policies, procedures, and the responsibilities of both the passenger and Metro Bus.

Following the policies and procedures outlined in this Service Guide will ensure that Metro Bus Dial-a-Ride operates successfully for everyone.

The federal Americans with Disabilities Act (ADA) provides the framework that Metro Bus must follow when providing Dial-a-Ride, which is referred to as “complementary paratransit” service in the transit industry.



Metro Bus Dial-a-Ride is a shared ride service for individuals with disabilities who are unable to ride Fixed Route buses.

The ADA establishes minimum requirements for complementary paratransit services on such matters as fares, operating hours, service area and other elements of the program.

Metro Bus Dial-a-Ride is funded primarily through an appropriation from the Minnesota State Legislature, with passenger fares and local and federal funding accounting for the balance of operating revenue.

ADA COMPLAINTS

If you have an ADA-related complaint, contact the Dial-a-Ride Operations Manager



mkraemer@stcloudmtc.com



320.529.4494

Monday - Friday

8:00 AM to 5:00 PM

Dial-a-Ride Availability and Hours

Dial-a-Ride operates comparable hours to Fixed Route. Specific times vary by geographic area.

There is no service on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day. Service ends early on Christmas Eve.

Dial-a-Ride Personnel

All Metro Bus Operators wear uniforms that clearly identify them as Metro Bus personnel. Bus Operators receive training in defensive driving and customer relations.

They also receive passenger sensitivity training to help them understand and respond to the special needs of Dial-a-Ride passengers.





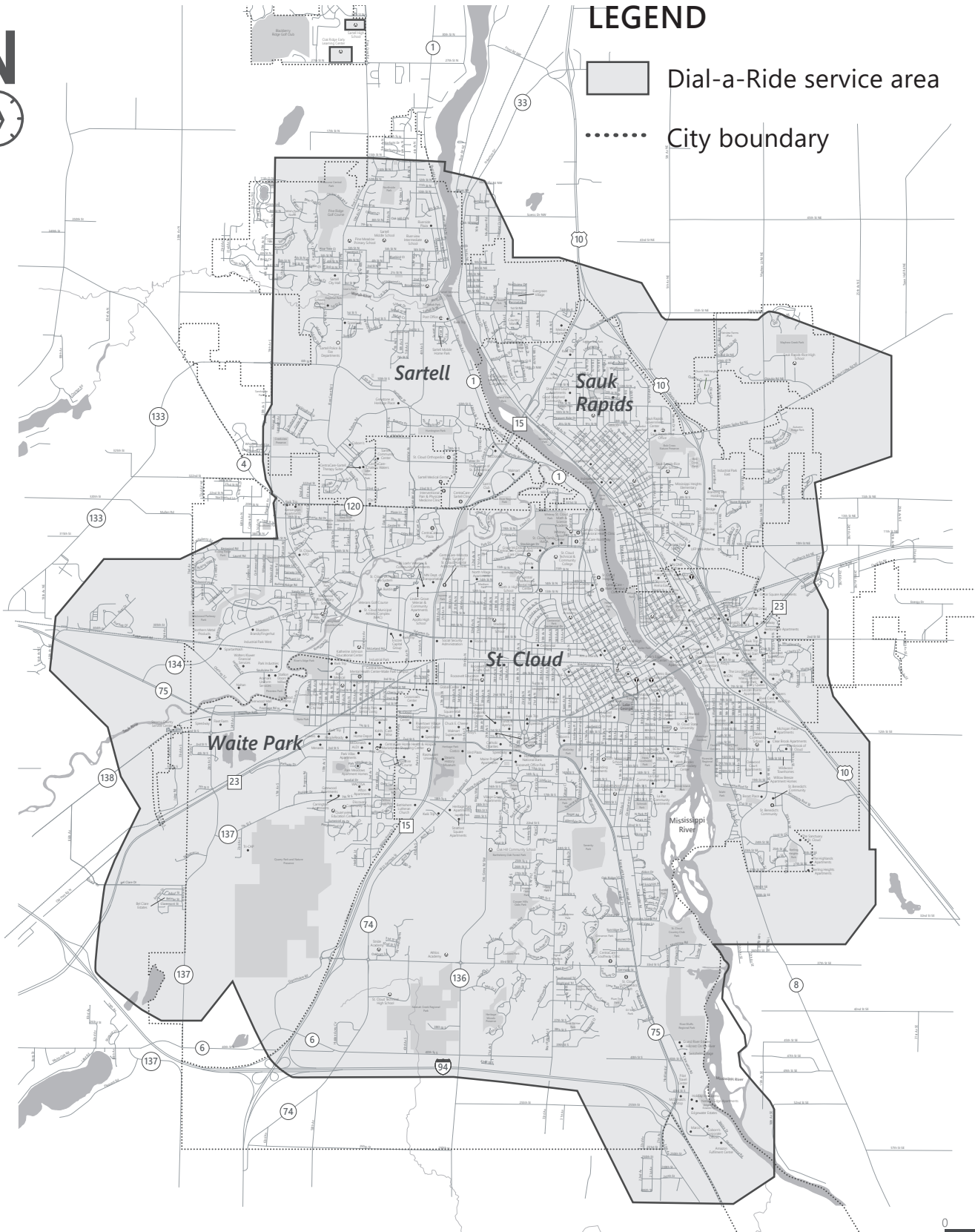
Metro Bus Dial-a-Ride operates comparable hours to Fixed Route. Specific times vary by geographic area.

Metro Bus Dial-a-Ride Service Area



LEGEND

-  Dial-a-Ride service area
-  City boundary



2. CERTIFICATION & ELIGIBILITY

Eligibility

To be eligible for Dial-a-Ride, an individual:

- Must be unable to board, ride or disembark a Fixed Route Metro Bus, or access the Fixed Route system due to a combination of a disability and physical barrier (i.e. distance to bus stop, terrain, etc.)
- Uses a personal oxygen supply or ventilator.

Ineligible for Dial-a-Ride:

- A person requiring external life support equipment or immediate/emergency medical transportation.

Applying for Dial-a-Ride

1) Application: The Dial-a-Ride application is available online at ridemetrobust.com/home/dial-a-ride or by calling **320.252.1010**.

2) Interview: After Metro Bus receives the application, an interview will be scheduled.

At the interview:

- The application will be reviewed.
- Questions will be asked about applicant's ability to use the Fixed Route bus system.
- A cognitive or physical functional assessment may be performed.

If transportation is needed to the interview, Metro Bus will provide a ride free of charge. Applicants should come dressed in appropriate attire for a possible outdoor functional assessment.

ELIGIBILITY DETERMINATION

Eligibility 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.

Eligibility determination will be made within 21 business days of receipt of application.

If after 21 days, a decision has not been made, a letter of Presumptive Eligibility is sent.

Metro Bus will provide Dial-a-Ride services until a final decision is made.

3) Determination: Following the interview process, applicants will receive written notification regarding their eligibility. This letter will be presented to the applicant if an eligibility decision has been made at the time of the interview. If further information is needed to make an eligibility decision, then the eligibility letter will be mailed to the applicant.



A cognitive or physical functional assessment may be performed at a Dial-a-Ride application interview.

Approval

If approved for service, the applicant will receive an identification card. The card includes information about how to schedule a ride.

Once approved for service, the applicant must communicate changes in disability status or home address to Metro Bus. If an individual's use of a mobility aid changes, such as switching from using a walker to using a wheelchair, this should also be communicated to Metro Bus.

Approval is given in the form of certification. There are five types of certifications.

TYPES OF CERTIFICATION

UNCONDITIONAL	Allows use year-round and under any condition.
CONDITIONAL	Allows use when a condition/barrier doesn't allow individual to utilize the Fixed Route bus system. Examples of conditional certification include the presence of snow and ice, complexity of trip (i.e. multiple transfers to complete a trip), distance to a bus stop, change in physical ability due to a medical procedure.
TEMPORARY	Allows use when disability is temporary for a limited, specific amount of time due to post-operative recovery, broken bones, etc.
NON-RESIDENT	If the applicant lives outside the Metro Bus transit service area and meets the eligibility criteria, he or she may use Dial-a-Ride for trips within the service area.
VISITOR	Allows use when visiting and staying in Metro Bus service area. Must prove eligibility by presenting an identification card from their local public transportation program, or prove mobility impairments, such as use of a wheelchair or other mobility aid. Using the service longer than 21 days in a 365-day period of time requires completion of application.

Appeals Process

If an individual is determined ineligible and denied service, or given a conditional or temporary certification for Dial-a-Ride, the written notification shall state the reason for the decision. The applicant may appeal the decision by following the information in the Notice of Right to Appeal.

All appeals may be presented in person, by phone, or in writing within 60 days of receipt of the letter stating the eligibility determination. Upon receipt, the appeal will be date stamped and referred to the Community Outreach & Travel Training Manager for initial review and consideration.

The Community Outreach & Travel Training Manager will decide to either reverse a determination of eligibility or schedule the matter for a hearing at the next Dial-a-Ride Appeal Committee meeting. The Dial-a-Ride Appeal Committee meets on an as-needed basis. Appointments to appear before the Dial-a-Ride Appeal Committee may be made by calling **320.252.1010**.

REAPPLYING FOR SERVICE

If an applicant is denied eligibility, the applicant may reapply if there are substantial new or different conditions which cause a significant change in physical or mental capabilities.

After the Appeal Committee has received, reviewed and considered the material presented as part of the Appeal process, they shall render a final decision and shall direct the Community Outreach & Travel Training Manager to prepare a letter to the applicant regarding its determinations. The Appeal Committee will specify, and the letter shall explain in detail, the reasons for their decision.



Recertification

All Dial-a-Ride passengers, whether they have been approved for an unconditional or conditional certification, must be recertified for service every three years. A reminder notice will be sent by mail at least 60 days prior to their expiration date. Those who still need Dial-a-Ride transportation may reapply for the service. Recertification may be identical to the certification process; however, Metro Bus reserves the right to waive this process or any portion of it.

3. SCHEDULING RIDES & POLICIES

Scheduling a Trip

To schedule a ride, call the Dial-a-Ride Dispatch office at **320.252.1010**. The earlier you book, the more options you will have!

Bus Operators cannot take appointments or make changes to any scheduled rides.


Please provide the following:

- Passenger name
- Origin address
- Destination address
- Desired destination arrival time
- Whether a companion or Personal Care Attendant (PCA) will be accompanying for each trip scheduled

The caller will be provided with a scheduled pick-up window of 20 minutes and return times. All passengers should be ready and waiting at the start of the pick-up window, at the door (first door) giving inside access to the building, of the location where they are being picked up. If the Operator arrives and the passenger is not ready at the first door, the Operator is allowed to leave three minutes after arrival within the pick-up window, resulting in a no-show for the passenger.

Due to unforeseen circumstances Operators may occasionally be late and passengers are asked to wait up to 15 minutes beyond the scheduled pick-up window to avoid receiving a no-show.

SCHEDULING RIDES

 **Call 320.252.1010**

Monday - Friday
6:00 AM to 5:00 PM

Saturday & Sunday
8:00 AM to 5:00 PM

Shared-Ride System: The Dial-a-Ride program operates on a shared-ride basis. This means that other passengers may be on board during any part of a trip, and that scheduled pick-up window or routes of travel may be altered to accommodate another passenger. It is likely that your ride won't always be a direct route to your destination without any stops. All trips will be coordinated to carry as many passengers as possible to help lower the cost of service.

Advance Notice Requirement: Rides may be scheduled from one to seven days in advance. Every effort will be made to schedule trip requests at the specific time desired; however, because this is a shared ride service earlier or later pick-up times may be negotiated. Scheduling your ride earlier will give you more options than booking last minute. ***Dial-a-Ride does not provide emergency medical transportation.***

Passengers are responsible for remembering their scheduled pick-up and return times. Operators cannot provide this information. If verification of scheduled rides is needed call the Dial-a-Ride Dispatch office at **320.252.1010**.

Medical Return: Like all trips, return trips from medical appointments must be scheduled in advance. They may be scheduled for a specific time or as a “medical return”, in which case the passenger calls for a ride when their appointment is complete and the first available bus will be sent. Rides with specific times have priority for pickups over Medical Returns

Customers may use Live Chat on the Dial-a-Ride web page of the Metro Bus website (ridemetrobus.com/home/dial-a-ride) to schedule a Medical Return.

Live Chat is available if scheduling a ride over the phone is difficult or to schedule a Medical Return.



Live chat is available online at ridemetrobus.com/home/dial-a-ride

Using Live Chat to schedule rides

- 1) Go to ridemetrobus.com/home/dial-a-ride.
- 2) Navigate to the Live Chat button in the bottom right corner of the page and select it.
- 3) Select the blue “Live Chat” button on the Contact Us screen.
- 4) Enter your name and select “Start Live Chat” to begin your chat.

Subscription Trips

Subscription Service may be available for those who travel to the same place, at the same times, several days a week. To be considered for Dial-a-Ride Subscription service, all of the following criteria must be met:

- Certified to use Metro Bus Dial-a-Ride, except those with Temporary or Visitor certifications
- Request is for travel to the same destination at the same time — at least three times a week

To be considered for Subscription Service, complete the Subscription Request Form, available at ridemetrobust.com/home/dial-a-ride or by calling **320.252.1010**.

Subscription Service requests are reviewed the first Monday of each month and the five working days following. Approval is based on meeting the set criteria, as well as the availability of service.

Subscription trips may be put on hold for up to 30 days. If a rider does not resume subscription trip within 30 days, it will be removed and rescheduled through the subscription trip request process.

Subscriptions have no expiration. If there are any changes made to the subscription (day, time or destination) it may be canceled and will be reinstated, if there is availability. If a rider cancels 50% or more of their trips in the month, subscription service may be removed.

Canceling a Scheduled Trip

If a trip has been scheduled that will not be used, please cancel it as far in advance as possible. To avoid a no-show, a scheduled pick-up window must be cancelled at least two hours in advance.

Unused scheduled trips

Consideration will be given for no-shows that are beyond the passenger's control, which could include any of the following:

- ✓ The vehicle arrived at the pick-up location more than 15 minutes beyond the scheduled pick-up time.
- ✓ A sudden personal or family emergency arose that caused the passenger to change plans and did not allow time to notify Dispatch.
- ✓ A sudden turn for the worse for a passenger with a variable condition.

No-Show Policy

A no-show occurs when an individual schedules a ride and fails to use the service by missing their scheduled ride or does not give sufficient cancellation notice (less than two hours).

If an individual receives more than five no-shows in a 30-day period AND the no-shows equal more than 10 percent of their total trips scheduled for that 30-day period, they will be suspended. The 30-day period of time is determined by the date of the first no-show.

When an individual receives a fourth no-show, a letter will be sent to them with information about when the no-shows occurred and will give instructions for how to appeal the no-shows. Individuals have 15 business days from receipt of the letter to notify Metro Bus that they wish to appeal the no-shows. The appeal may be in writing, by phone or in person. Metro Bus will reply with no-show validity determinations in writing or by phone to the individual within 10 business days of receipt of the appeal.

An individual who receives a sixth no-show (and their no-shows equal more than 10% of their total trips for a 30-day period of time) will be notified by letter that they will be suspended. The suspension takes effect 15 days from the date provided at the top of the letter. Metro Bus administrative staff will issue the suspension.

NO-SHOW POLICY

1ST SUSPENSION	Loss of Dial-a-Ride privileges for seven days.
2ND SUSPENSION	Loss of Dial-a-Ride privileges for 14 days.
3RD SUSPENSION	Loss of Dial-a-Ride privileges for 21 days.
4TH SUSPENSION	Loss of Dial-a-Ride privileges for 30 days.

An individual wishing to appeal a suspension has 15 days from the letter date to notify Metro Bus of their intention to appeal the suspension. Once notification of appeal is submitted, the individual has 60 days from the letter date to submit their appeal. The individual may request a meeting with the Dial-a-Ride Appeal Committee to discuss the reasons for the no-shows. During the time period of the appeal, the suspension will be put on hold. The Dial-a-Ride Appeal Committee may either dismiss one or all of the no-shows or make a final determination to uphold the suspension.

If an individual goes one year without any suspensions (counting from the previous suspension's start date), their next suspension reverts back to a first suspension of seven days.

The Dial-a-Ride Appeal Committee meets on an as-needed basis.

4. RIDING DIAL-A-RIDE SERVICE

Door-through-Door

Service Policy

Door-through-Door service means Bus Operators assist passengers through the first door of buildings (first door definition is “giving inside access to the building”) at their point of origin and their destination.

Bus Operator assistance ends when the Bus Operator has assisted the passenger through the first door of the building. **Bus Operators are not allowed to assist beyond this point.** Passengers who require further assistance once inside the first door of a building are responsible to have a Personal Care Attendant, companion, or other individual present to assist them. The Dial-a-Ride Bus Operator reserves the right to refuse loading at a location where the lift or ramp cannot be physically deployed due to the location being deemed as unsafe to the Bus Operator and/or passenger.

Per the Metro Bus Passenger Management Standard, individuals weighing more than 350 pounds with their mobility aid are required to board and exit the bus on their own. More information about this is located in the Wheelchair section.

If you are able to move between the building and bus without assistance from the Bus Operator, notify the Call Center staff when scheduling your ride or the Bus Operator once at your drop-off site.



Door-through-Door service means Bus Operators assist passengers through the first door of buildings at their point of origin and their destination.

Paying for your Trip (Fares)

Fares: A fare is required for each one-way trip. Individual fares cannot be paid round-trip, in advance or billed at a later date. Passengers are asked to have their passes ready to swipe (for Metro Bus Smart Ride Tickets), tap (for Metro Bus Smart Ride Cards) or scan (for the Metro Bus Smart Ride mobile app) on the farebox upon boarding the bus.

When paying a fare with cash, please use the exact fare amount, the fareboxes are unable to issue change.

Up to three children, 5 and under, ride free with a paid fare on any Metro Bus. However, if a child, regardless of age, is certified with Dial-a-Ride, a fare must be paid. Up to two fare-paying companions or a non-fare paying PCA may accompany the certified child.

Agency Fare: When Metro Bus transports an individual or group of individuals for an "Agency Trip", each trip will be billed directly to the participating agency or organization

Receipts: Metro Bus does not provide receipts for rides taken. Individuals who need this information for income verification are responsible for keeping their own records. .



The Metro Bus Smart Ride Card, the Metro Bus Smart Ride Ticket and the Metro Bus Smart Ride App.

TYPES OF FARES

SINGLE RIDE CASH FARE

31-DAY ALL-SERVICE PASS

Unlimited ridership on all Metro Bus fixed routes and Dial-a-Ride for 31 consecutive days following the first time the pass is activated. Available on the Smart Ride Card and Smart Ride App.

STORED VALUE

Money loaded on Smart Ride Cards for pay-per-ride use.

Call **320.252.1010** for current fare prices. Passes may be purchased online at **smartridecard.com**, at the Metro Bus Transit Center, major grocery stores (service counter).



Personal Care Attendant (PCA)

One PCA can accompany a certified Dial-a-Ride passenger at no charge. A PCA is defined as a person who provides care for the certified individual and who is a necessary part of the individual's mobility. The certified individual's application must indicate that they, at times, require the assistance of a PCA. The need for a PCA will be noted in the certified individual's client file. A PCA's ride must be scheduled with Dispatch in advance to allow for seating in the vehicle. The PCA must board and exit the vehicle at the same locations as the certified individual. Dial-a-Ride does not provide PCAs for riders.

Traveling Companions

One companion may ride with a certified Dial-a-Ride individual. Additional companions may ride if there is sufficient vehicle capacity as determined by the Dial-a-Ride Dispatcher. Companions are required to start and end their trip with the certified user and pay the one-way trip fare each time they ride.

Out of Town Visitors

Because eligibility criteria established by the ADA are standard throughout the country, ADA-certified visitors can use Dial-a-Ride anywhere within the service area (which includes most of St. Cloud, Sauk Rapids, Waite Park and Sartell).

Service will be provided to visitors who:

- Present documentation of eligibility from their home jurisdiction; OR
- Seek service in person whose disability is apparent and present proof of residency outside of the service area; OR
- Present, if the disability is not apparent, proof of the disability from a physician and proof of residency outside of the service area.

Visitors do not need to apply for certification in the city they are visiting and are permitted to use the service on any combination of 21 days throughout a 365-day period beginning with the visitor's first use of the service during such 365-day period.

It is important to call ahead at **320.252.1010** when planning to use Dial-a-Ride, because policies and procedures vary from city to city.

Wheelchairs

A wheelchair is defined by the ADA as a mobility aid belonging to any class of three or four-wheeled devices, usable indoors, designed or modified for and used by individuals with mobility limitations, whether operated manually or powered.

All Dial-a-Ride buses can accommodate the ADA's maximum mobility device size of 30 inches wide by 48 inches long, when measured two inches above the ground.

Eligibility is determined based on the functional ability to use Fixed Route service. Per the Metro Bus Passenger Management Standard, individuals weighing more than 350 pounds with their mobility device are required to board and exit the bus without assistance from the Bus Operator. Examples of how this may be accomplished include, but are not limited to, using an electronic mobility device or assistance

by someone who is able to help the rider on and off the bus. If the combined weight of the individual and their wheelchair exceeds 800 pounds, the individual must board independent of their wheelchair. The wheelchair must have a PCA control device to allow the Bus Operator to maneuver the wheelchair into the vehicle. If no PCA control device exists, the individual must have a PCA accompany them to maneuver the wheelchair onto the vehicle.

Dial-a-Ride does not transport mobility devices without the rider.

Wheelchair securement and restraints:

Dial-a-Ride vehicles are equipped with securement devices to keep wheelchairs from moving while on the vehicle. Dial-a-Ride Bus Operators are trained in, and responsible for, properly securing wheelchairs. Riders are required to wear the vehicle-equipped seat belt and restraints

Scooter-Type Wheelchairs

Be advised that some mobility devices have been shown to be unstable during transport. Often, it is the recommendation of the mobility device manufacturer that occupants refrain from being seated on their device,

while their device is being transported. For their safety, riders should transfer from the device to a vehicle seat, while in route.

Metro Bus policy states that mobility devices or aides will be secured with an approved

tie down system. However, if the Bus Operator determines that a mobility device or aide cannot be secured properly because the design or size of the cart would make it unsafe, the passenger will be asked to transfer to a vehicle seat.

Broken wheelchairs: Broken wheelchairs: Mobility devices must be in good working order when traveling with Dial-a-Ride service. Flat tires, brakes that do not hold, power chairs without power, loose hand grips, and bent or loose wheels are safety hazards.

Bus Operators may refuse to provide a ride if a wheelchair is unsafe.

Seat Belts

All non-wheelchair passengers must use a seat belt if available. For those riding in a wheelchair, the Bus Operator will secure the wheelchair tie-down devices and engage separate seat belts.

Steps, Ramps, Sidewalks & Driveways

Bus Operators will assist ambulatory passengers entering and exiting buildings provided there are no more than five steps to maneuver or ascend/descend. For the safety of passengers and Bus Operators, Bus Operators are not permitted to assist passengers using a wheelchair up and down any steps. Curbs are not included as steps.

Steps, ramps, sidewalks and driveways must be free of ice, snow and debris. For riders' and Bus Operators' safety, service may be refused if Bus Operators determine assisting a rider is unsafe.

If service is refused, the Bus Operator will notify the Metro Bus Street Supervisor. A liaison may be asked to inspect and evaluate the situation and explain what corrections must be made in order for service to resume

Children

Up to two children, five and under, ride free with a paid fare on any Metro Bus. Additional children or children over the age of five must pay a fare. If the child is certified to use Dial-a-Ride, a fare is required to be paid.

Strollers: Baby strollers must be folded and stored in a manner as to not interfere with other passengers or the operation of the bus. Under no circumstances shall a Bus Operator allow a child to remain seated in a stroller while the bus is in motion.

Service Animals

Service animals are animals that are individually trained to perform tasks for people with disabilities such as guiding people who are blind, alerting people who are deaf, pulling wheelchairs, alerting and protecting a person having a seizure, or performing other special tasks. A service animal must be under the constant control of its owner or handler. Service animals are working animals, not pets. Riders should inform Dispatch when service animals will be accompanying them.

There is no additional fare charged for a service animal.

Pets

For the safety of the Bus Operators, pets are required to be put away at the time of pick up or drop off. Pets are required to be kept separate from the pick up/drop off area for door-to-door service. If this cannot be done the pick up/drop will need to be curb to curb service.

Dial-a-Ride can transport non-service animals on a space-available basis, provided the animals are in enclosed carriers. Operators are not permitted to carry animals and/or carriers.

Extra Bags and Packages

Passengers are allowed to bring on the bus as many packages as they are capable of carrying in one trip. Bus Operators are only allowed to assist with items totaling up to 30 lbs. If help is needed for additional packages, a companion must be available to assist the passenger.

Increase your independence

Riding Fixed Routes may work better for some of your trips. Fixed Route service allows you more flexibility and spontaneity. You do not have to call ahead to plan your trip and you can extend your stay at your destination without worrying about missing your scheduled pick-up time. All buses are wheelchair accessible.

Learning how to ride Fixed Routes will not affect your eligibility status for Dial-a-Ride and we provide free training. We work with you at your pace until you feel comfortable to ride on your own.

Learn more about Travel Training **320.529.4497**



Free, personalized training is provided for anyone who wishes to learn how to use our bus system.

Accessible formats for this service guide, application, or other materials are available by request by calling **320.251.1499** or email **info@stcloudmtc.com**.

5. CUSTOMER SERVICE (COMMENTS OR COMPLAINTS)

Customer Service is a very important part of the Metro Bus Dial-a-Ride service.

Our goal is to provide passengers with a safe and enjoyable ride.

Dial-a-Ride employees are highly trained, professional Bus Operators and Dispatchers.

When using the Dial-a-Ride service, customers can expect to be treated in a courteous manner by a staff that has a goal of providing the best service possible.

Customer Service is responsible for obtaining and documenting information, forwarding it to the appropriate department and following up to ensure issues are resolved in a timely manner.

It is important to report any comments or complaints as soon as possible, while the details are clear.

CONTACT CUSTOMER SERVICE

 Call 320.258.6886

Monday-Friday

8:00 AM to 5:00 PM

To assist the Customer Service representative in researching an issue, the following information is needed:

- Date and time of incident
- Name of passenger
- Phone number
- Employee name, if known
- Bus number
- Details of incident

Please let the Customer Service representative know if you would like to receive a follow-up call once the issue has been researched.



6. METRO BUS CODE OF CONDUCT

This Code of Conduct applies to all customers who use Metro Bus services or facilities. Some parts of the Code are just common sense; others are dictated by state law.

RULES



Behavior resulting in a disruption of service will not be tolerated.

Disrupting service could result in immediate and/or permanent removal from Metro Bus services and property.



Pay your fare. Avoid being trespassed. Have fare payment ready and exact change if paying with cash.

Failure to pay for your ride can result in a fine and/or trespass from Metro Bus services. Have your fare or the proper ID ready as you get on the bus.



No harassing, derogatory or abusive language or gestures directed at employees, customers or others.

Be respectful to everyone! Engaging in disruptive or obscene behavior including loud conversations, profanity, insults or using audio/video devices without headphones is prohibited.



No smoking or vaping.

Smoking or vaping tobacco or marijuana is prohibited on buses, in shelters or on Metro Bus property.



No illegal activities, illegal drug use or public intoxication.

Violators will be trespassed and referred to the appropriate law enforcement agencies.



No soliciting, gambling or selling.

Do not offer for sale, sell and deliver, barter, or exchange any goods, services or merchandise on buses or at Metro Bus facilities. Begging or panhandling is prohibited on buses and at Metro Bus facilities.



Do not distract the Bus Operator or bother others.

Interfering with the safe operation of a transit vehicle can be unsafe to everyone onboard.



Wear a shirt, shoes and bottoms at all times

Be respectful of others by wearing appropriate clothing.



Keep it clean.

Respect those who ride after you. Keep your feet off the seats and remove litter when you leave.



No alcohol or drinks in uncovered containers allowed on buses.

You are welcome to bring your coffee with you just make sure it is in a sealed container and take it with you when you leave.



Keep pets in a carrier.

Pets are welcome on buses if they are kept in animal carriers. Service animals are exempt but must be harnessed, leashed or tethered unless the service animal’s work or the person’s disability prevents use of these devices.



No loitering.

Transit facilities are public locations with a specific purpose. Congregating, loitering and sleeping is not allowed at Metro Bus facilities.

RECOMMENDATIONS

Arrive 5 minutes early and be at a Metro Bus stop or correct pick-up location.

Transit vehicles operate on a schedule. They cannot wait for passengers to arrive or stop for passengers who are not at designated bus stops.

Do not chase buses.

Chasing buses is unsafe and it is Metro Bus policy that Bus Operators do not stop once they start their route.

Make the ride comfortable for everyone.

Seats at the front of every bus are preferred for seniors and customers with disabilities. Please surrender your seat to these customers when they board.

Be careful after exiting the bus.

Transit buses do not have stop arms. Do not cross in front of the bus.

Say no to sprawl.

Your bag belongs on your lap, not taking up the seat next to you. If you are standing, make room by moving to the back of the bus.

Be safe with strollers.

For safety reasons, remove children from strollers and collapse the stroller if it blocks the aisle.

Use headphones and your inside voice to respect others’ privacy.

When using your phone to talk or listen, be aware that others may be hearing you. Remember to be mindful of language, keep volume low and calls brief.

7. EXPECTATIONS

What passengers should expect from the Metro Bus Dial-a-Ride program, its Bus Operators and staff:

- Courteous and professional Dispatchers.
- Bus Operators who have successfully completed all necessary training needed to be a Metro Bus Dial-a-Ride Bus Operator.
- Door-through-Door Operator-assisted service with a Curb-to-Curb option.
- A safe ride.
- Bus Operators who are appropriately dressed and groomed.
- Bus Operators and staff who can communicate with riders in spoken and written English.
- A properly maintained vehicle, free of smoke and litter.
- Prompt response to customer-service issues when requested.



What the Metro Bus Dial-a-Ride program, its Bus Operators and its staff expect from Passengers:

- Respect Bus Operators, other riders and staff.
- Personal assistive devices that are in good working order.
- Steps, ramps, sidewalks and driveways that are clear of snow and ice.
- Adherence to scheduling policies (i.e. ready and waiting at the first door of the building at your scheduled pick up time).

8. CONTACT INFORMATION

CONTACT US BY PHONE

320.251.1499	All Metro Bus Services
	Metro Bus Operations and Administration Office
	Request for accessible formats of Metro Bus materials
320.251.7433	Fixed Route Services and schedule information
	Lost & Found
	Metro Bus Transit Center
320.252.1010	Dial-a-Ride services
	Request an ID for your Personal Care Assistant (PCA)
320.258.6886	Customer Service
320.529.4497	Travel Training Services
	Metro Bus Mobility Training Center
320.529.4494	ADA-Related Complaints
	Reasonable Accommodation Requests
320.529.4484	Discrimination Complaints

CONTACT US BY EMAIL

info@stcloudmtc.com	General Information
mkraemer@stcloudmtc.com	ADA-Related Complaints
	Reasonable Accommodation Requests
TitleVIManager@stcloudmtc.com	Discrimination Complaints
buspass@stcloudmtc.com	Completed Dial-a-Ride applications

IMPORTANT WEB PAGES

ridemetrobust.com	Metro Bus website
ridemetrobust.com/home/dial-a-ride	Dial-a-Ride services
	Dial-a-Ride Applications
	Live chat
smartridecard.com,	Purchase fares



320.529.4497



info@stcloudmtc.com



ridemetrobus.com

Metro Bus Dial-a-Ride and Metro Bus Fixed Route Services
are operated by the St. Cloud Metropolitan Transit Commission.
665 Franklin Ave NE, St. Cloud MN 56304