

Transit Link Facts

Dial-a-ride transit serves the Twin Cities region

Transit Link, a service of the Metropolitan Council, is dial-a-ride minibus or van service for the general public. Service is available on weekdays throughout the seven-county metro region in areas not served by regular-route transit, such as buses or trains.

Transit Link provides curb-to-curb service, with limited assistance. Riders must reserve rides in advance, and reservations are subject to availability. Transit Link is different from Metro Mobility service (transportation for people with disabilities in the Twin Cities) in that it is available to the general public. Riders are not subject to special eligibility requirements.

Transit Link coordinates with other transit service

Transit Link is intended to augment the regular-route transit system in the seven-county metro area. The goal is to provide any customer with a transit option. As a result, Transit Link trips may connect riders with the regular transit system or the Metro Mobility system, where necessary. Transfers take place at major transit hubs, such as a transit center or park-and-ride facility, that are well-lit and served by frequent transit routes.

Customers certified under the Americans with Disabilities Act (ADA) may ride Transit Link, either for a full trip or to connect with the Metro Mobility service area. In those cases, ADA-certified customers will receive full door-to-door service and assistance from Transit Link drivers. Riders who regularly need a higher level of assistance may qualify for Metro Mobility service.

Riding Transit Link is easy

Transit Link service is available from 6 a.m. to 7 p.m., Monday through Friday. Rides must be reserved in advance by calling 651-602-LINK (5465) between 7 a.m. and 3:30 p.m. on weekdays. Reservation staff are trained to determine whether trips are eligible for Transit Link and to recommend regular-route transit service if available. The staff can also guide customers through the process of riding Transit Link or regular-route service.

Rides are scheduled on a first-come, first-served basis, and it is important that riders who reserve rides cancel them when they don't need them. The Council has established region-wide policies governing reservations, cancellations, no-shows (when someone reserves a ride and doesn't use it without canceling it), and standing orders (regularly scheduled trips).

Fares for Transit Link are based on the distance traveled. The base fare, for trips up to 10 miles in length, is \$2.25 each way. Trips between 10 and 20 miles are \$4.50 each way, and trips longer than 20 miles are \$6.75 each way. Discounts are available for groups of three people or more, and Metro Mobility customers fares are capped at \$4.50 each way.



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Transit Link provides about 25,000 rides monthly

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The Transit Link fleet has 72 small buses, which accommodate about a dozen riders at a time, as well as riders with wheelchairs and other mobility devices. Transit Link rides are shared rides, which means other passengers will be picked up and dropped off along the way.

Council administers funding and sets policy

The Metropolitan Council provides about \$5 million per year to fund the Transit Link system and sets regional transit policies that govern operational guidelines for Transit Link service. The Council consults with the Transit Link Coordinating Advisory Committee, which includes representatives from each county. The Council administers contracts for service in Dakota, Hennepin, Ramsey and Washington counties; two vendors provide service in these areas. Anoka, Carver and Scott counties administer their own Transit Link service and contracts.

For more information

Visit Transit Link at www.transitlinktc.org or call the Transit Link Customer Service line at 651-602-LINK (5465).

Related fact sheets include Regional Transit Services; Metro Transit; Metro Mobility; and Commuter & Employer Outreach.



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