

Commonly Asked Questions

Transit Link (Dial-a-Ride) Service

Transit Link (Dial-a-Ride) Service is different from Metro Mobility/ADA Service.

Transit Link service, also known as dial-a-ride, is minibuss or van service for members of the general public in the seven-county metropolitan area. Transit Link is a shared-ride service, and rides must be reserved in advance. Metro Mobility/ADA Service is only for riders that need additional assistance due to physical, cognitive or psychological limitations. Individuals must apply for and be certified as qualifying for ADA service. ADA-certified riders may also use Transit Link service.

Transit Link service is intended to supplement regular transit routes. It is available to any member of the general public.

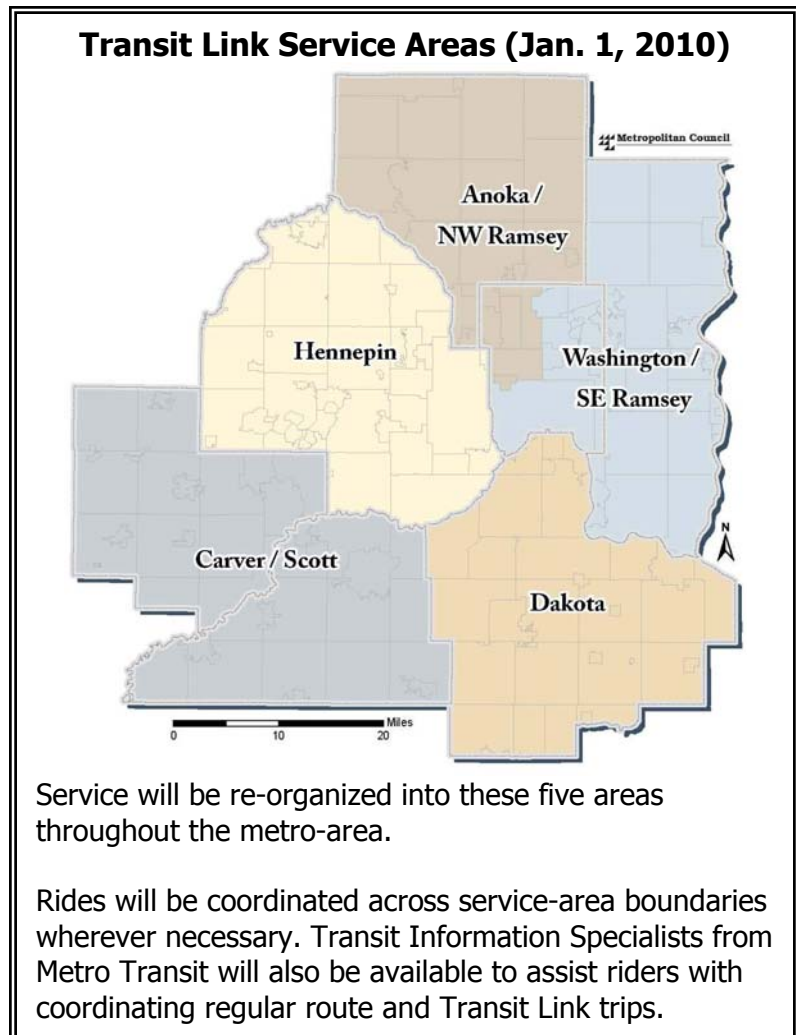
Transit Link service generally operates outside areas covered by regular route transit. Riders will experience one of three kinds of trips:

- Destination can be reached by regular route transit
- Destination requires combination of regular route transit and Transit Link service
- Destination only accessible via Transit Link service

To assure Transit Link service does not duplicate regular route service, each trip will be evaluated for eligibility. To be eligible for Transit Link, the trip must not be possible by regular route transit.

Note: if the rider must walk more than $\frac{1}{4}$ mile to a stop in the winter and more than $\frac{1}{2}$ mile to a stop in the summer, the trip will qualify for Transit Link, at least for a portion of the trip. ADA-certified riders are eligible for door-to-door service and will not be required to walk to a regular route transit stop.

Standard service hours are weekdays from 6 a.m. to 7 p.m. Some areas may provide service beyond those hours, including on weekends. Each county may provide additional service as resources allow. Areas where weekend service is currently available will likely continue to have weekend service in the future.



Transit Link riders who need some assistance getting to the vehicle or their home will likely be able to access it. Transit Link service is curb-to-curb service, which means riders are picked up and dropped off at the curb of scheduled pickup and destination locations. Drivers will provide assistance with up to four grocery-sized bags for any rider, upon request. ADA-certified riders will receive door-to-door assistance, upon request, meaning the driver may assist them in getting from their front door to the bus and vice versa.

Routine trips and standing order trips will be available through Transit Link. Up to 75 percent of all the trips in a service area may be standing order trips, or trips scheduled at the same time several days in a row or every Monday, etc. In addition, regular runs to local businesses, retail areas, health care facilities, etc. may be offered at a discounted fare.

Fares for Transit Link trips are based on the distance traveled. Fares for Transit Link service will be charged according to the structure below.

<u>Distance</u>	<u>.....: are</u>
Trip less than 10 miles	\$2.25 each way
Trips between 10 and 20 miles	\$4.50 each way
Trips greater than 20 miles	\$6.75 each way

ADA certified riders pay a maximum of \$4.50 per direction, regardless of distance. Group discounts will also be available.

Riders will still be able to transfer between Transit Link and Metro Mobility service. Transit Link riders will be able to transfer between regular route and Metro Mobility/ADA service. Service providers will coordinate between the different services, regardless of which vendor/organization is providing the service. Transfers between services will be free.

Transit information specialists will help riders understand regular route buses. When trips are scheduled, phone reservationists will be able to transfer riders to customer service representatives who have a strong working knowledge of the regular route transit system to assist riders with reaching their destination. In addition, the Council will be planning events to familiarize riders with regular route and Transit Link service.