

Reservations

Certified riders may reserve a ride up to **four days in advance**, or as little as one day in advance. Reservations are taken seven days per week between the hours of 6:00 am and 5:00 pm.

For a ride on...	Call as soon as the previous...
Monday ————— Thursday	
Tuesday ————— Friday	
Wednesday ————— Saturday	
Thursday ————— Sunday	
Friday ————— Monday	
Saturday ————— Tuesday	
Sunday ————— Wednesday	

Service area and times

Metro Mobility provides service in areas served by all day local fixed route transit service and the area designated by the state legislature known as the 'Transit Taxing District.' Service hours are adjusted by community every four months as changes are made to the regular fixed route transit schedule. For specific hours in your community go to www.metromobility.org or contact the Metro Mobility Service Center.

Scheduling a ride

Please have the following information available when you call to schedule your ride.

- Your name and Metro Mobility ID number **or** birth date.
- The **day** and **date** of your trip.

- The **exact addresses** including apartment, building, or suite numbers for both your pick up and drop-off. Any additional information that might be helpful including building name, description, and phone number.
- **The time** you would like to be picked up **OR** the time you need to arrive at your destination (Appointment Time).
- **What type of mobility aide(s)** you will be using.
- **The number of people** traveling with you.

Getting to an appointment on time

1. Tell the reservationist you have an **appointment time**.
2. Build in travel time from the drop off location to your destination in the building.
3. Remember it's a shared ride service, you may not get a direct ride.

The reservationist will offer you the best available times based on the buses in your area. To accommodate all rides reservationists look one hour before and one hour after your requested time. If you do not like the times that are available the reservationist must book a new trip. **Reservationists** are not allowed to change the original requested time.