

# Metro Mobility is...

- **Public transportation** for certified riders who are unable to use a fixed-route bus at least some times due to a disability or health condition.
- **First-door through first-door service.** Drivers escort every passenger from the first entry door at their pickup through the first entry door at their destination.
- **Complementary** to the public fixed-route transit service, operating in communities and at times when fixed-route transit service is available.
- **A service of the Metropolitan Council,** the regional planning organization for the seven-county Twin Cities metropolitan area. The Council operates Metro Transit, collects and treats wastewater, coordinates regional water resources, plans regional parks and administers funds that provide housing opportunities for low- and moderate-income families and individuals. The Council is appointed by and serves at the pleasure of the Governor. Council meetings are held at 390 Robert Street North, Saint Paul, Minnesota, 55101, and are always open to the public.
- **Managed by** the Metro Mobility Service Center. The Service Center determines eligibility and administers contracts with transportation providers who deliver the service.
- **Provided by** several different transportation providers. The providers are responsible for hiring drivers, maintaining vehicles and scheduling the rides.

## Expectations

### Metro Mobility Riders can expect:

- A safe and reliable ride
- Courteous and professional telephone staff
- Professional drivers who have successfully completed extensive training to be Metro Mobility drivers
- Drivers with identification badges who are appropriately dressed and groomed
- A properly maintained vehicle free of smoke and litter

## Door through door service

**Metro Mobility drivers must assist every rider** between the vehicle and the first entry door of the pickup and dropoff.

This assistance can include support when walking or pushing a wheelchair.

**Drivers are not permitted to go beyond the first entrance of any building.**

Riders who need additional assistance can bring a Personal Care Attendant (PCA) to ride with them at no charge.

## You should know

**Metro Mobility drivers are not permitted to sign release forms when escorting riders out of a building.**