



Metro Call-A-Ride

Customer Assistance & Cancellations (314) 289-5230

If you are unable to keep your trip reservation for any reason, please call as soon as possible to cancel your trip so that other riders can be scheduled. You must call at least three hours in advance of your trip or you will be charged with a no show. While we understand things happen that may make you miss your trip, repeated late cancellations or no-shows may result in a suspension of riding privileges. If you think you have missed your van or just want to inquire about your trip times, call the Customer Assistance & Cancellation Line and we will check on your trip for you. The Customer Assistance & Cancellation Line is answered Monday – Friday from 3 AM to 1:30 AM, and on weekends from 4 AM to 1:30 AM.

CR10499



Serving
St. Louis City & County
February 2011

Metro Call-A-Ride Service Areas

Metro Call-A-Ride provides curb-to-curb van service in St. Louis City and County with advance reservations. Service is provided to ADA-Eligible Customers who have registered to use the service as well as the general public. For specific boundaries refer to the Service Area Map.

ADA service is available to registered ADA-Eligible Customers taking an ADA-Mandated Trip in blue shaded area Monday – Sunday. To qualify as an ADA-Eligible Customer their personal conditions of ADA eligibility must be in effect on the day of service. To qualify as an ADA-Mandated Trip the customer trip must begin and end within ¾ mile of a MetroBus route or MetroLink station at the time the bus and/or train is running. Non-ADA Eligible Customers or Non-ADA Mandated trips may be taken in the blue shaded area but the Non-ADA mileage-based fares will apply.

Non-ADA Service is available to everyone in the pink shaded area Monday – Sunday and in the green shaded area on Saturday and Sunday only. All Non-ADA Mandated trips in St. Louis City and County are available at the mileage-based faring rate.

Reservations

For Metro Call-A-Ride reservations call: **(314) 652-3617** or toll free **(888) 652-3617**.

For hearing impaired Call-A-Ride TTY (in all areas) **(314) 982-1515**

Making Reservations

The reservation lines are answered Monday through Sunday 7:30 AM to 4:30 PM

ADA Mandated Trips

ADA-Mandated Trips can be made according to the trip booking schedule to the right. Generally, ADA-Mandated Trips can be booked up to three days in advance EXCEPT ON FRIDAY. On Friday, ADA-Eligible Customers can book ADA-Mandated Trips up to five days in advance all the way through to Wednesday of the following week. This eliminates the need to call on weekends to book weekday trips.

Non-ADA Service Hours

Monday – Friday	Saturday – Sunday
4 AM – 12 Midnight	6 AM – 10 PM
Pink Shaded Shaded	Pink & Green

*ADA-Eligible Service Hours

Monday – Friday	Saturday – Sunday
4 AM – 1:30 AM	5 AM – 1:30 AM
Blue Shaded Service Area	Blue Shaded Service Area

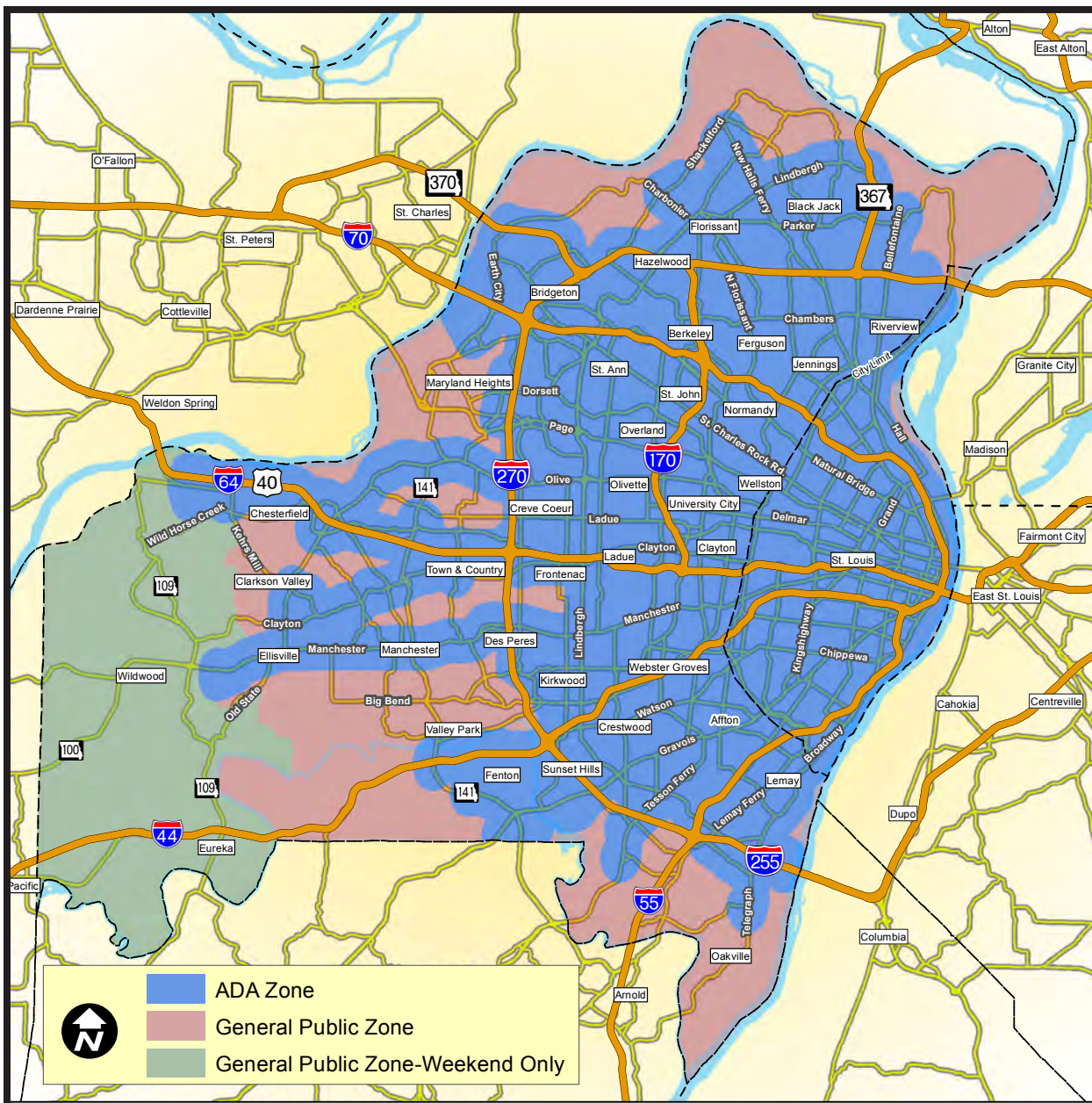
*ADA-Eligible Customers taking an ADA-Mandated Trip whose trip origins and destinations are within ¾-mile of an existing MetroBus route or MetroLink station (as approximated on the map in the blue shaded areas) can travel during the same hours and days of operation as the Metro bus or train route. **Not all routes in the blue shaded area operate as early or run as late as the hours noted in the blue box above.**

ADA-Eligible Trip Booking SCHEDULE

Call on this Day	For Travel on these Days						
	S	M	T	W	T	F	S
Sunday		*	*	*			
Monday			*	*	*		
Tuesday				*	*	*	
Wednesday					*	*	*
Thursday	*					*	*
Friday	*	*	*	*	*		*
Saturday	*	*	*				

Non-ADA Mandated Trips can only be reserved on the day before the trip.

Service Area Map



To obtain a **Metro Call-A-Ride ADA Eligibility ID** card for persons with disabilities call

 **(314) 982-1510** TTY **(314) 982-1509**

Metro Call-A-Ride Fares

(Exact Fare Required to Board the Van)

Table 1

ADA Eligible Customer Taking an ADA Mandated Trip Maximum Fare

ADA Call-A-Ride Fare	\$4.00
ADA Companion Fare	\$4.00
ADA Personal Care Attendant	No Charge

ADA Call-A-Ride Fare: Only valid for an ADA Eligible Customer whose trip begins and ends within $\frac{3}{4}$ of a mile of a fixed MetroBus route or MetroLink station during the hours of operation of the MetroBus or MetroLink service. ADA Call-A-Ride Fare is not valid in areas served only by commuter bus service (express routes or other special event bus routes).

ADA Companion Fare: Only valid for a companion who accompanies an ADA Eligible Customer from the same origin to the same destination on the same vehicle on an ADA Mandated Trip.

Personal Care Attendant (PCA): Per Federal Regulation, a Personal Care Attendant (PCA) is someone designated or employed specifically to help the ADA Eligible Customer meet his or her personal needs. To travel free of charge as a PCA, the PCA must be of sufficient age and physical capability to enable them to provide the personal assistance required by the ADA Eligible Customer. To prevent abuse of this provision, the ADA Eligible Customer may be required to document the need for an attendant when traveling on specific trips. The PCA must travel with the ADA Eligible Customer from the same origin to the same destination on the same vehicle.

Table 2

ADA Eligible Customer Taking a Non-ADA Mandated ADA Enhanced Coverage Area Trip Maximum Fare

ADA Enhanced Call-A-Ride Boundary Fare	\$8.00
Additional Rider*	\$4.00

***Note:** There are no free rides on Non-ADA Mandated trips. All riders must pay a fare.

Enhanced ADA Service Area Fare: Only valid for an ADA Eligible Customer whose trip begins and ends within an area from $\frac{3}{4}$ of a mile to $1\frac{1}{2}$ miles of a fixed MetroBus route or MetroLink station during the hours of operation of the MetroBus or MetroLink service. This fare is not valid in areas served only by commuter bus service (express routes or other special event bus routes). This is a Non-ADA Mandated trip and may only be booked one (1) day in advance of travel.

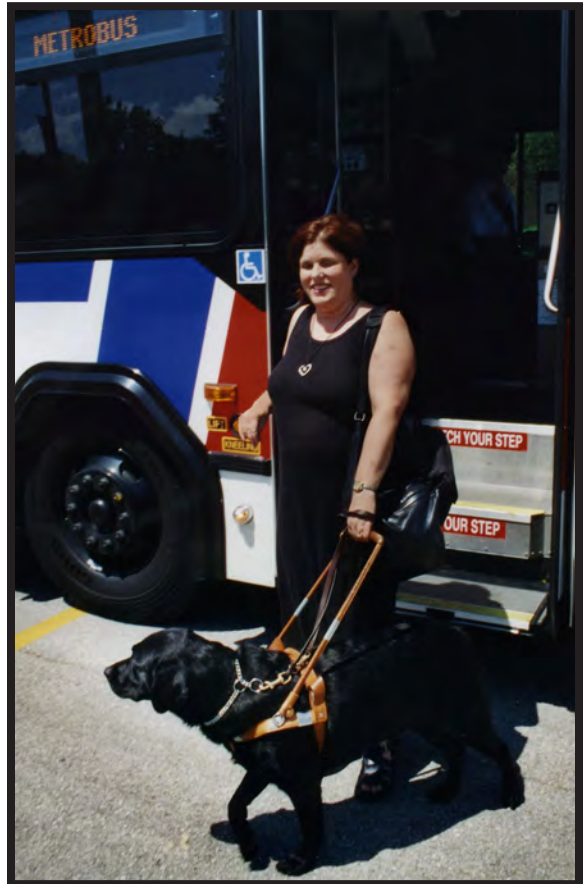




Table 3

**Non-ADA Eligible Customer or
Non-ADA Mandated Trip**

Minimum Mileage

One-Way Trip

5 miles

Base Trip Rate – Minimum Miles

\$13.00

Additional Rider*

\$ 3.00

Additional Mileage Rate

\$ 1.30/mile

***Note:** There are no free rides on Non-ADA Mandated trips. All riders must pay a fare.

All Non-ADA trip fares are based on the mileage or length of the trip. The Call-A-Ride Trip Reservation Software determines the mileage between the requested origin and destination of the trip. All trips over 10 miles between the origin and the destination may be transferred from van to van at one of the many convenient transfer locations in the Call-A-Ride system. All fares for all trips requiring a transfer will be collected in full on the first leg of the transfer trip. All fares will be quoted at the time the trip is booked and must be paid in cash – no checks or credit cards are accepted. Exact fare is required. Van Operators will not make change.

Table 4

Cash Upgrade Required With Prepaid Passes, Tickets and Transfers

The maximum fare permitted by Federal regulation for an ADA Eligible Customer taking an ADA Mandated Trip on Call-A-Ride is twice the regular cash bus fare. Since the MetroBus base fare is \$2.00, the maximum Call-A-Ride fare is \$4.00 for an ADA Eligible Customer taking an ADA Mandated Trip. This Table specifies the maximum cash upgrade fee or discount when the ADA Eligible Customer also presents a prepaid ticket, multi-use transfer, or any pass as fare on Call-A-Ride. Since all ADA Eligible Customers are eligible for the reduced MetroBus fare media, the maximum cash value of any prepaid fare credited toward a Call-A-Ride fare is \$1.35.

All Metro Passes and Tickets	Price Paid	Table 1 Cash Upgrade	Table 2 Cash Upgrade	Table 3 Cash Discount
Full Fare Monthly Pass	\$ 68.00	+\$2.65	+\$6.65	- \$2.00
Reduced Fare Monthly Pass (Senior, Disabled, Child)	\$ 34.00	+\$2.65	+\$6.65	- \$2.00
Full Fare Weekly Pass	\$ 23.50	+\$2.65	+\$6.65	- \$2.00
University Semester Pass	\$145.00	+\$2.65	+\$6.65	- \$2.00
10 Two-Hour Full Fare Passes	\$ 27.50	+\$2.65	+\$6.65	- \$2.00
10 Two-Hour Reduced Fare Passes	\$ 13.50	+\$2.65	+\$6.65	- \$2.00
10 Two-Hour Student Passes	\$ 19.00	+\$2.65	+\$6.65	- \$2.00
Full Fare One-Day Pass	\$ 7.50	+\$2.65	+\$6.65	- \$2.00
Full Fare Multi-Use Transfer or 2-Hour Pass	\$ 2.75	+\$2.65	+\$6.65	- \$2.00
Reduced Fare Multi-Use Transfer or 2-Hour Pass	\$ 1.35	+\$2.65	+\$6.65	- \$2.00

Metro Call-A-Ride Fares

(Exact Fare Required to Board the Van)

Table 5

Call-A-Ride Fee to Transfer to MetroBus or MetroLink

Call-A-Ride will accept a valid MetroBus or MetroLink transfer as partial fare on Call-A-Ride as specified in Tables 4 and 5.

Call-A-Ride will also issue multi-use transfers for use on MetroLink or MetroBus if requested after payment of the appropriate Call-A-Ride fare without additional charge. The Call-A-Ride multi-use transfer is valid for any combination of MetroBus or MetroLink boardings for two hours from issuance.

Call-A-Ride customers may be required to transfer between Call-A-Ride to MetroBus or MetroLink vehicles to complete a continuous one-way trip. ADA Eligible Customers making an ADA Mandated Trip and who are required to transfer will not be charged for this transfer.

Non-ADA Eligible Customers or individuals making a Non-ADA Mandated Trip that requires a transfer will pay the entire cost of the trip on the first leg of the trip. All fares will be quoted at the time the trip is booked and must be paid in cash – no checks or credit cards are accepted. Exact fare is required. Van Operators will not make change.

Call-A-Ride Transfer To	ADA Eligible Customer Taking An ADA Mandated Trip	Non-ADA Eligible Customer or Non-ADA Mandated Trip
MetroBus	No Charge	No Charge
MetroLink	No Charge	No Charge
Call-A-Ride Van	No Charge	No Charge

MetroBus and MetroLink Information

For fare, route & schedule information or to order a timetable call Transit Information.

From Missouri

(314) 231-2345

TTY (314) 982-1555

From Illinois

(618) 271-2345

TTY (618) 875-1200

To register comments about Metro Call-A-Ride, MetroBus, or MetroLink service call Customer Service **(314) 982-1406** • Monday through Friday • 8 AM to 5 PM