

METRO MOVES PEOPLE VIA ACCESSIBLE VEHICLES

Metro is committed to providing the highest quality transportation services for everyone. For your benefit, we have enhanced access to our bus and light-rail system. Metro provides Americans with Disabilities Act (ADA) and general public paratransit services.

MetroBus and MetroLink features:

- ➔ All buses are equipped with lifts or ramps and most have kneelers to assist passengers who cannot use or have difficulty using the stairs.
- ➔ Priority seating is available for passengers who have difficulty standing while the bus or train is in motion.
- ➔ For everyone’s benefit, operators are required to announce major stops, intersections, and transfer points to help passengers recognize their bus stop or point of transfer.
- ➔ Reserved spaces are available for riders who use mobility devices such as wheelchairs or scooters to help ensure a safe and secure ride.
- ➔ All MetroLink trains and stations are ADA accessible and system announcements at stations are auditory as well as visual.
- ➔ The ticket vending machines at all MetroLink stations have tactile buttons and can provide auditory information.
- ➔ For passengers with disabilities and passengers age 65 or older who have proper identification, fares on MetroBus and MetroLink are only half the cost of full fare. Proper identification includes one of Metro’s Reduced Fare Permits: ADA Paratransit, Fixed Route or Senior.
- ➔ MetroBus or MetroLink schedules are available in large print or Braille upon request.

CALL-A-RIDE PROVIDES ADA PARATRANSIT SERVICES

As a part of our ongoing commitment to comply with the Americans with Disabilities Act (ADA), Metro provides Call-A-Ride paratransit services to eligible customers with disabilities who functionally cannot independently use available MetroBus/MetroLink (fixed route) services in the City of St. Louis and St. Louis County. The ADA requires that paratransit services be provided so that eligible customers with disabilities have equivalent access to areas that are served by regular fixed route services during the times that such fixed route service is available. If there is no fixed route service in an area or after a specific time, then ADA paratransit services are not required.

Here are key requirements for using CALL-A-RIDE ADA service:

- ➔ 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 are certified to use the service as well as the general public. The ADA certification process requires the customer to complete an in-person functional assessment which focuses on his or her abilities. Disability alone does not determine ADA eligibility for Call-A-Ride services.
- ➔ Customers using mobility devices such as wheelchairs or scooters must also comply with the ADA standards for a “Common Wheelchair.” According to the ADA, a common wheelchair is any three or four-wheeled device that is usable indoors, which does not exceed 30”(w) by 48”(l) and does not exceed 600 pounds when occupied.
- ➔ Service is available, without priority, for all types of trips including work, medical, shopping, and entertainment.
- ➔ Service may be provided on a “feeder” basis to connect customers with accessible fixed route services.
- ➔ All rides must be reserved in advance. ADA-Mandated Trips can be booked up to three days in advance, Monday through Sunday from 7:30 a.m. to 4:30 p.m. Non-ADA Mandated trips can only be booked on the day before the trip.
- ➔ ADA fares are twice the cost of full fare on the fixed-route services. 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.
- ➔ Customers who are not ADA-Eligible or customers taking Non-ADA Mandated trips may still ride on Call-A-Ride but will pay a higher mileage-based fare.



TRAVEL TRAINING PROGRAM

Through the ADA Services Department, Metro offers free travel training or travel orientation services to help customers with disabilities to learn how to use Metro-Bus or MetroLink services to reach their destinations. To obtain more Information, please contact the Travel Training Program at 314.982.1554.



HELPFUL NUMBERS

ADA SERVICES

Applications for Reduced Fare or ADA Paratransit ID Cards: **(314)982-1510**

Monday-Friday, 8 a.m. – 4:30 p.m.

e-mail: adaservices2@metrostlouis.org

Travel Training Program Voicemail: **(314)982-1554**

METRO CALL-A-RIDE

Reservations Daily: (including holidays) 7:30 a.m. to 4:30 p.m.

All Areas **(314)652-3617** or Toll Free **1+(888)652-3617**

TTY-All Areas **(314)534-5055**

Customer Assistance: **(314)289-5230**

Monday-Friday, 3 a.m. – 1:30 a.m. / Saturday-Sunday, 4 a.m. – 1:30 a.m.

CUSTOMER SERVICE

Customer Service Hours:

Monday-Friday, 7:30 a.m. - 4:30 p.m.

MetroBus and MetroLink Schedules & Route Information:

Missouri **(314)231-2345** Illinois **(618)271-2345**

e-mail: transitinformation@metrostlouis.org

Compliments or Complaints: **(314)982-1406**

(Bus, Rail, or Call-A-Ride)

e-mail: customerservice@metrostlouis.org

METROLINK

Elevator Status via Security Dispatchers: **(314)289-6872**

Metro PASSES and Tickets

Metro Ride: **(314) 982-1495**

Monday-Friday, 8:30 a.m.-5:00 p.m.,

e-mail: metroridestore@metrostlouis.org

Please Call 711 for TTY Relay Services



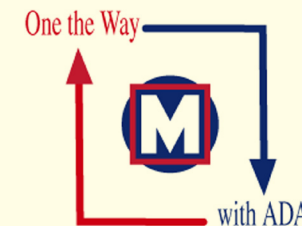
LET METRO TRANSIT MOVE YOU

Go to **Google.com/Transit** to get simple, step-by-step instructions to help you reach your destination. Or, visit **MetroStLouis.org** for more information.

MetroBus, MetroLink and Metro Call-A-Ride can take you where you want to go with ease and reliability that ranks among the best for transit systems around the world.

*Relax and enjoy the ride.
Where can we move you today?*

PUBLIC TRANSIT ACCESSIBILITY



Metro