

Metro Call•A•Ride Tips



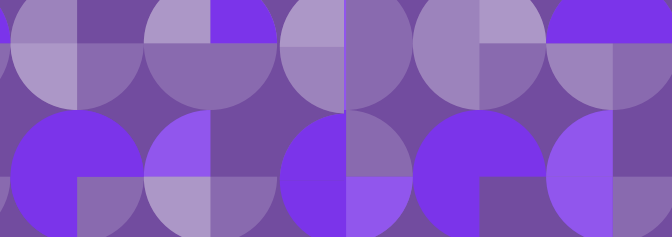
Metro[®]

Metro Call•A•Ride provides curb-to-curb van service in St. Louis City and County with advance reservations. Additionally, origin to destination service is available for those who qualify and request the service at the time of booking. Service is provided to ADA-Eligible customers who have registered to use the service as well as the general public.

This list of travel tips answers many common questions about the service and can help make it more convenient for you.

For additional information, please call 314-982-1505.

1. Call to make your trip reservation. If you are an ADA-Eligible customer taking an ADA-Mandated trip, you can schedule your trip the day before or up to three days in advance except on Friday when you can call up to five days in advance. All ADA-Mandated trips will be accommodated when calling at least one day in advance. If you are not an ADA-Eligible customer or you are not taking an ADA-Mandated trip, then you can only call on the day prior to your trip to check for availability.



2. ADA Service is only available to an ADA-Eligible customer taking an ADA-Mandated trip. To qualify as an ADA-Eligible customer, your personal conditions of ADA eligibility must be in effect on the day and time of service. To qualify as an ADA-Mandated trip, your trip must begin and end within $\frac{3}{4}$ mile of a MetroBus route or MetroLink station at the time the bus and/or train is running. The FTA allows trips to be negotiated up to one hour before or after the requested time. If you have any questions about your ADA Eligibility or Personal Conditions of Eligibility, call our ADA Office at 314-982-1510.

3. Cancel Early if you are unable to keep your reservation for any reason so we can adjust our schedules and make room for other customers. Please call as early as possible. You must call at least three hours before your scheduled ride or you will receive a No-Show infraction. Repeated late cancellations or No-Shows may result in a suspension of your riding privileges. For additional information, please refer to our No-Show policy or contact our Customer Service Coordinator at 314-982-1505.



4. Call Customer

Assistance if you need to cancel a trip reservation or check on your trip. You can reach Customer Assistance at 314-289-5230, Monday through Sunday, 24 hours a day.

5. Call in Advance if you need to change any part of your trip reservation. For example, if you scheduled a ride to the doctor, you cannot wait until the driver comes to pick you up to request a ride to the grocery store instead. Since other passengers may be using the van, trip changes cannot be made on short notice as it would require a whole new schedule. You need to call at least a day before the scheduled trip to request a change.

6. For Trip

Reservations, call 314-652-3617 or 888-652-3617.

For our hearing impaired customers, please call Relay Missouri at 711 and give them the reservation number to call. The reservation phone lines are open daily from 7:30 a.m. to 4:30 p.m.



7. Approximate Pickup Times

for your trips are given to you at the time you make your reservation. Because of traffic conditions, the driver may arrive up to 15 minutes before or after your approximate pickup time. You must be ready to ride when the driver arrives within this window. Even if the driver arrives in the early window (15 minutes before the approximate pickup time), the driver will only wait five minutes before leaving because other passengers may be waiting on the van. If you think you have missed your van or want to check on your trip, call our Customer Assistance Line at 314-289-5230 and we will be happy to check on your trip for you. Please note that if you have missed your van, it may not be possible to schedule another trip. That is why it is very important to make sure you are ready to ride 15 minutes before and after your scheduled pickup time.

8. Exact Fare

is required to board the van, so remember to have the correct change for your Metro Call-A-Ride fare. Drivers do not carry money or make change. Also remember that every time you exit and then reboard the van, you must pay another fare.

9. Curb-to-Curb

Service is provided on all Metro Call-A-Ride vans for your convenience. Additionally, origin to destination service is available for those who qualify and request the service at the time of booking. However, because of safety and insurance reasons, drivers are not allowed to leave the vehicle unattended for extended periods of time, lose their ability to keep their vehicle under visual observation, or enter your home to assist you. For additional assistance, any ADA- Mandated trip customers may bring along an attendant at no additional charge.



**More Metro Call-A-Ride
Tips on Back!**

10. Locations are Designated for pick-ups and drop-offs at large complexes, including colleges, shopping centers and medical facilities for your convenience. If one of these locations does not meet your needs, you may request an alternate pick-up and drop-off location when making your trip request. If upon arriving to your destination you learn that you need to adjust your return pick-up location, please have the driver notify dispatch so that we can easily locate you when we return.

11. Packages and Shopping Bags We carry many people to shopping centers and grocery stores. To ensure that we have enough room for everyone on the van, we ask that you limit the number of packages to the amount that you can manage without displacing other passengers that may be traveling as well.



RESERVATIONS
314-652-3617

CUSTOMER SERVICE
314-982-1505

CUSTOMER ASSISTANCE
(to check on or cancel your trip)
314-289-5230

ADA OFFICE
314-982-1510

HEARING IMPAIRED
Call 711

To register comments,
complaints or
compliments about
Metro Call-A-Ride,
MetroBus, MetroLink or
ADA service,
call 314-982-1406



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